

# TransLink Quarterly Board Meeting

June 22, 2023







# Opening Remarks

Lorraine Cunningham,  
Board Chair



# Safety Minute







# Public Delegations



# TransLink Management Report

Kevin Quinn, CEO  
June 22, 2023





# TransLink's Safety Campaign

Raising awareness of and encouraging customers to use Transit Police's text service.

**Help when  
you need it.**

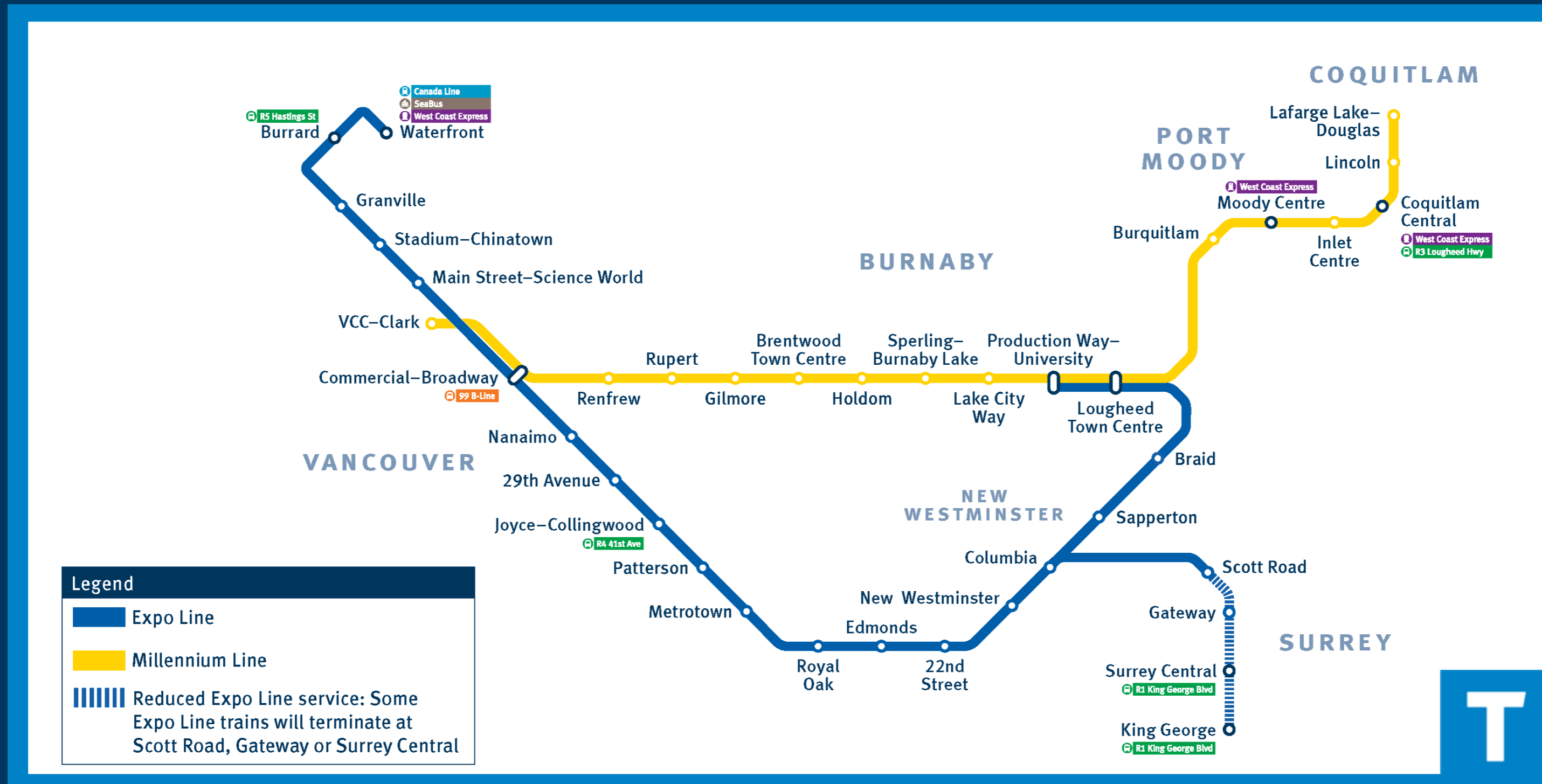
Connect with Metro Vancouver Transit Police.

**Text 87-77-77**

**604-515-8300** In an emergency, call 911



# From **June 17 to July 31**, we're replacing two SkyTrain track switches near Gateway Station in Surrey.





# The new Route 80 is an express bus route between the River District and Marine Drive Station.







T

**Construction on the new R6 RapidBus corridor is underway and is expected to be in service by early 2024.**



# We're improving cycling infrastructure through the Municipal Funding Program.



T



The background of the image is the interior of a bus, showing rows of seats, handrails, and windows. A semi-transparent blue overlay covers the entire image. The text is positioned on the left side of the image.

# Summer Service Changes will see increases on **11 bus routes.**

Plus, starting June 30, the [Bike Bus](#) is back for the summer!





# Car Free Days are back as part of our Ride & Shine Campaign.

Join us in New Westminster for the next Car Free Day!

**When:** Saturday, July 29 from 12:00 to 8:00 p.m.

**Where:** Columbia St., New Westminster





# Our Community Roundtable Series builds important relationships with key communities.



T



Through the **Commutifi Program**, organizations can better understand and manage the way their employees commute.



# Commutifi







# What's the **T** with Jawn Jang



**TransLink's new podcast covers popular transit and transportation topics in Metro Vancouver.**

Listen and subscribe wherever you get your podcasts! Visit [translink.ca/podcast](https://translink.ca/podcast).





Thank you



Metrotown Station





# BC Rapid Transit Company

Sany Zein  
President & General Manager





# BCRTC Update

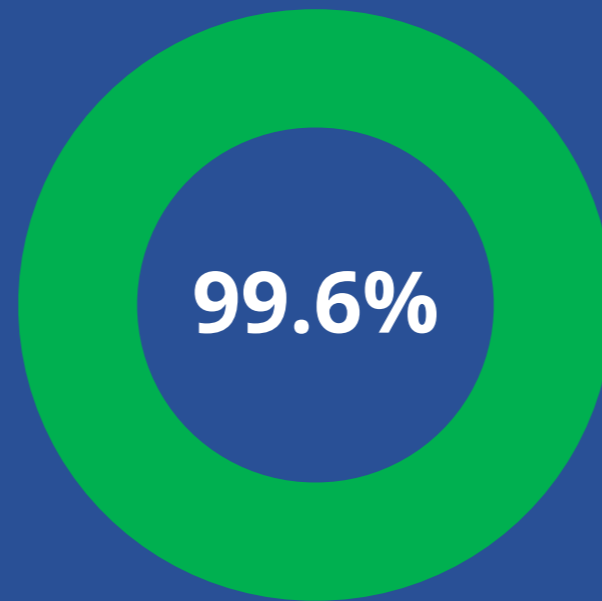
- **Deliver Excellent Service**
- **Achieve Future Readiness**
- **People & Culture**



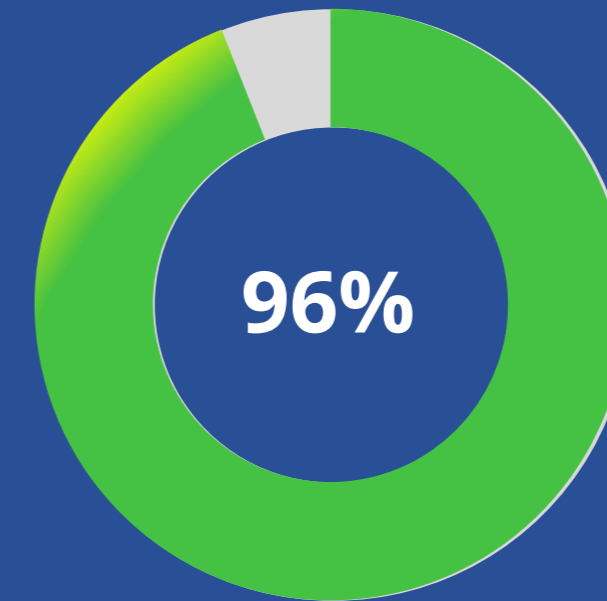


# Deliver Excellent Service

## Q1 Service



Service  
Delivery



On-time  
performance



Customer  
Experience  
Rating





# Deliver Excellent Service

## *Gateway Switch Replacement*

Over 30  
years old

Critical to  
system  
resiliency

Improves  
maintenance

45 days of  
single  
tracking





# Deliver Excellent Service

## *Annual Grinding Program*

- Critical maintenance to reduce noise levels, address rail wear, and enhance ride quality
- Started in April - annual program covers 120 kms of rail
- Focused on hot spots identified through inspections and rider/resident feedback
- Completed 80 kms of grinding to date



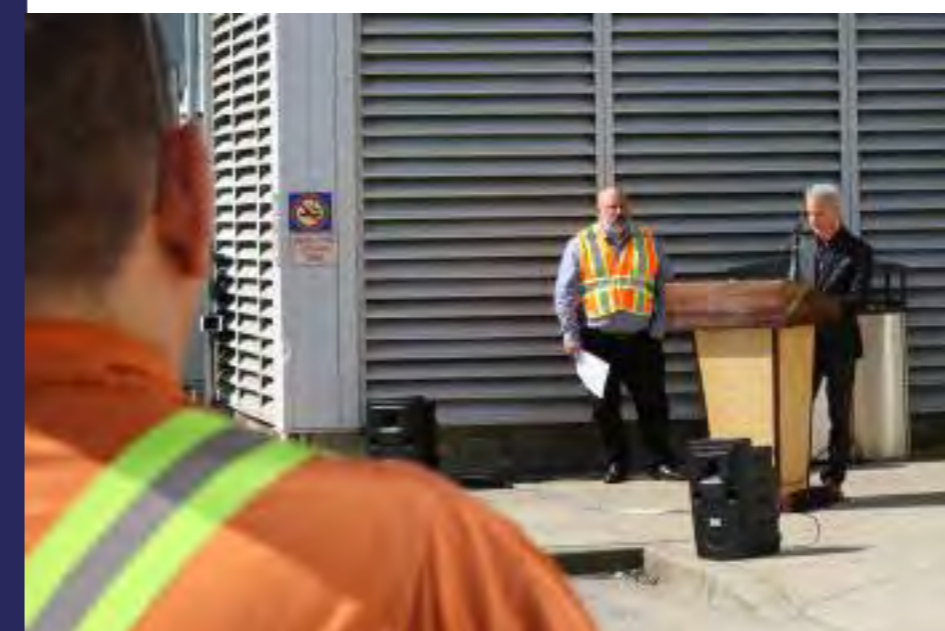
bcrtc  
An Integrated  
Rapid Transit Company



# Deliver Excellent Service

## *Safety*

- Increased frontline staff presence on the system
- Commemorating Day of Mourning
- Deep dive into lost time incident statistics





# Achieve Future Readiness

## *Facilities*

OMC1

Burnaby  
Operations  
Control  
Centre

OMC4



*bcrtc* An Integrated  
Rapid Transit Company





**MK 5**



**WCE**

# Achieve Future Readiness

*Fleet*



*bcrtc* An Integrated  
Rapid Transit Company



# People & Culture

## *New VP, Maintenance & Engineering*

- **Introducing Matt Doyle**
- **Over 15 years' experience in transit**
- **More than a decade with BCRTC Maintenance**
- **Effectively delivered maintenance and capital projects**





# People & Culture

## *Employee Engagement*



**Show up and Follow up**



**Safety**



**Workplace and tools**





# People & Culture

## *Showing Our Pride*

- **Our commitment to Equity, Diversity and Inclusion**
- **Company culture that celebrates and welcomes everyone**
- **Installation of Pride Crosswalk and gender-inclusive washroom signage**





Thank  
you





# Coast Mountain Bus Company

Michael McDaniel  
President and General Manager





# Agenda

- **Bus and HandyDART Service Update**
- **Investing in our People**
- **Customer / Public Safety**
  - Naloxone in action
  - Safety and security on the system
- **Our Safety Plans at Work**
  - Operator Protection Barriers
  - Heat Exposure Control Plan
  - SeaBus security exercise





# Service update

## Conventional bus system:

- 98% of service operated
- 85% of pre-COVID ridership

## HandyDART:

- 98% of requested trips delivered
- 22% of trips delivered by taxi
- 92% On-Time Performance



Together all the way



# Investing in our people

*Supporting our employees throughout their career journey with CMBC.*

Program	#
Transit Operator grads	198
Operator Refresher Training	324
Operator “Safe Driving Tune-up”	379
Incident Command System Training	100
Apprentice Program grads	6
EDI workshop participants	485
EDI e-learning completions	514
UBC Leadership Program grads	64







# Naloxone in action

- Within the first week of being equipped with a Naloxone kit, TSO Stephen Lebrechthausen put his training to the test
- Administered Naloxone to a member of the public and successfully revived them following an overdose



Together all the way





# Safety & security

- 5 incidents in April prompted a full review of safety across the system
- **Quick response measures - Transit Security:**
  - Increased presence/visibility
  - Refocused activities
  - Provided safety info to customers
- **New measures for bus and SeaBus:**
  - Pre-recorded safety message
  - Decals to increase awareness of 87-77-77



Together all the way





# Operator Protection Barriers



*Barrier in open position*



*Barrier in closed position*

- Design finalized for **perm. barriers for 431 conventional buses** with temp. barriers
- **Timeline:**
  - **93.5%** of fleet barrier-equipped by year-end
  - **100%** of fleet barrier-equipped by 2025



# Heat Exposure Control Plan

- Plan includes various mitigation strategies to keep employees on the road safe:
  - Safety Bulletins
  - TComm text messages to vehicles
  - Transit Supervisors hand out water bottles and stock crew rooms
  - Maximize a/c buses
- Installed Operator-facing fans on trolley bus fleet (no a/c)







# Marine operational exercise – SeaBus

- In March, operational exercise occurred on *Burrard Otter II*
- Participants:
  - RCMP
  - CMBC teams
  - Transit Police
- Goal: train & assess emergency response procedures



Together all the way











# Transit Police Report June 2023



METRO VANCOUVER  
**TRANSIT  
POLICE**



# Community Safety Officer Recruitment





# Community Safety Officer Recruitment

## First Class

- 17 Weeks Training Commencing in late June

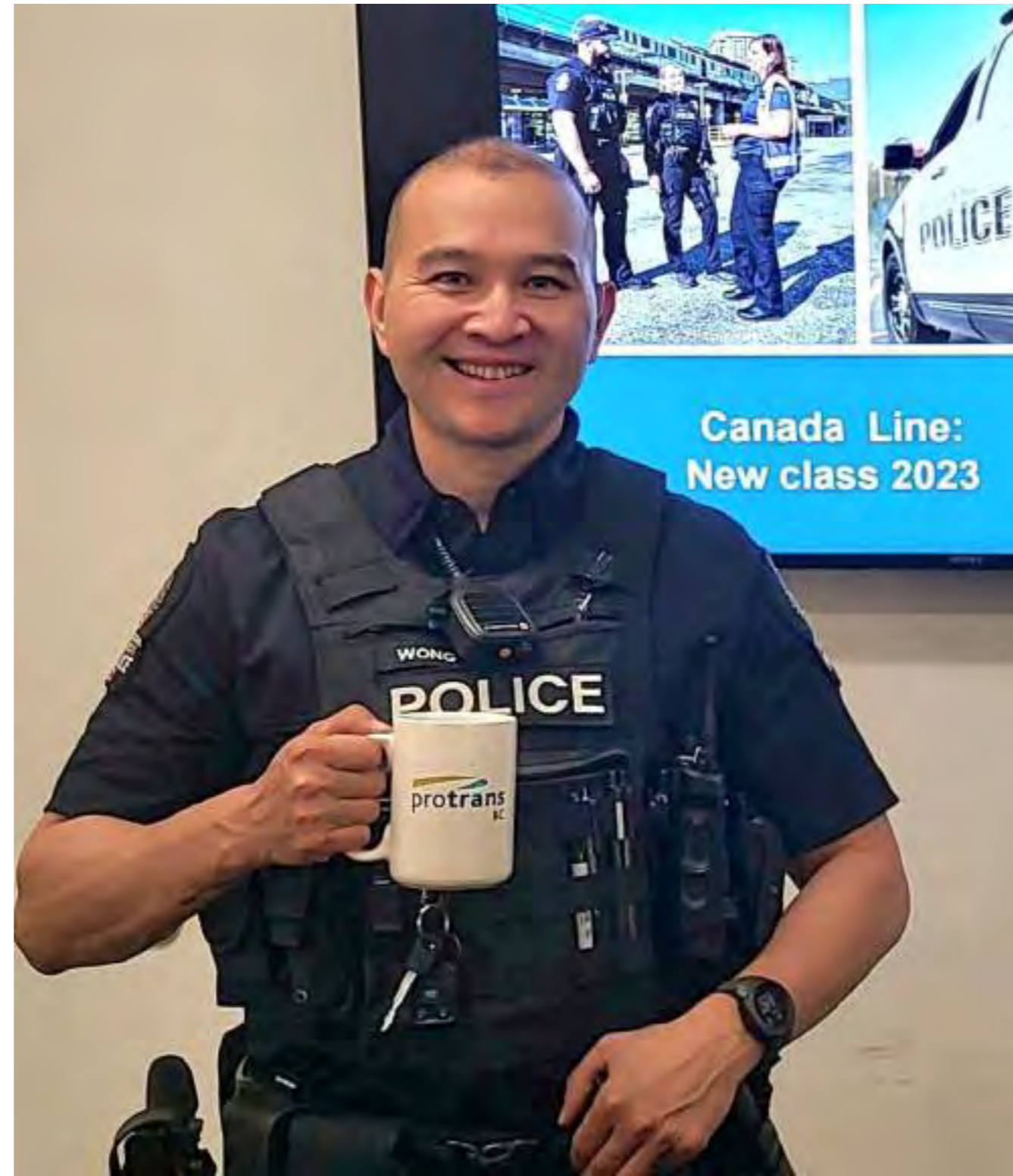
## Second Class

- NOW HIRING





# New CLA and Refresher Training





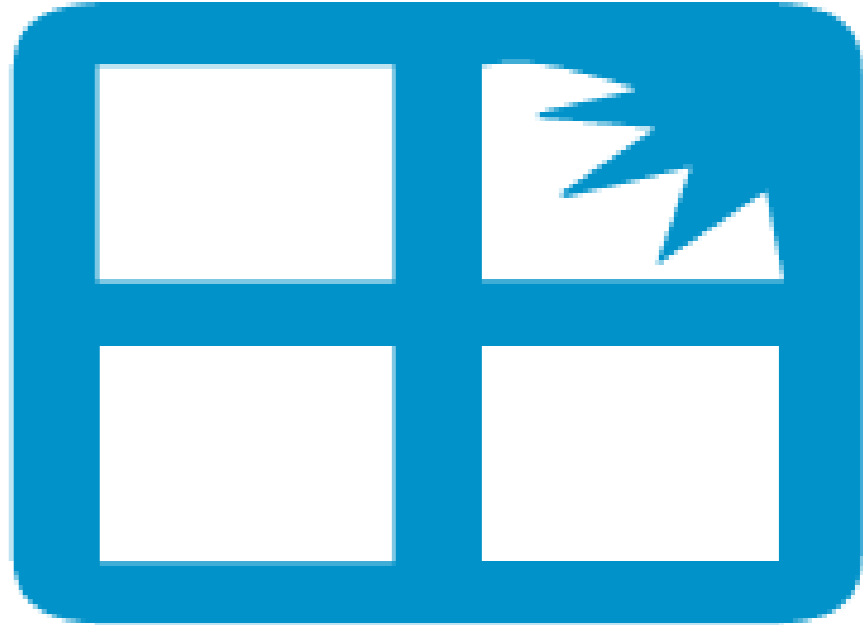
# Crime and Safety Stats – Q1 2023



Boarded  
Passengers:  
**Up by 37%**

Volume of Crimes  
Against Persons:  
**Down by 6%**

Volume of Crimes  
Against Property:  
**Down by 18%**





# High Visibility Deployments





# Report It. Don't Record It.





# Multi-Jurisdictional Investigation







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

Compass







# Planning, Communities and Communication Committee Chair Report

Andrea Reimer  
Committee Director



# Human Resources and Governance Committee Chair Report

Andy Ross,  
Committee Chair







# Information Technology Committee Chair Report

Karen Horcher,  
Committee Chair



