

**TRANSLINK BOARD OF DIRECTORS
PUBLIC BOARD MEETING**

AGENDA

March 27, 2024
9:00 am – 11:30 am

- 1. Welcome and Opening Items**
- 2. Public Delegations**
- 3. CEO Report**
- 4. BC Rapid Transit Company**
- 5. Coast Mountain Bus Company**
- 6. Transit Police**
- 7. Finance and Audit Committee Chair Report**
- 8. Planning, Communities and Communication Committee Chair Report**
- 9. Human Resources and Governance Committee Chair Report**
- 10. IT Committee Chair Report**
- 11. 2023 Year End Financial and Performance Report**
- 12. 2023 Statutory Annual Report**
- 13. 2023 Audited Consolidated Financial Statements**
- 14. Transit Tariff Amendment – Effective July 1, 2024**
- 15. Consent Agenda**
 - 15.1 TransLink Director and Employee Code of Conduct Update
 - 15.2 2023 Accountability Report
 - 15.3 2023 Annual Reports from Accessibility Advisory Committees
 - 15.4 Response to Public Delegations
 - 15.5 TransLink Bridges – Operations, Maintenance and Rehabilitation Report
- 16. Conclusion of Public Board Meeting**



TO: Board of Directors

FROM: Kevin Quinn, CEO

DATE: March 27, 2024

SUBJECT: Q1 2024 CEO Report

The purpose of this report is to provide a summary of TransLink's key activities from the past quarter.

Starting in 2024, TransLink has introduced new corporate priorities that better align with the vision and goals set in Transport 2050 and the Access for Everyone Plan (the 10-Year Priorities).

These priorities help the organization focus workplans and budgets, while maintaining the transit system in a state of good repair, and furthering reconciliation, equity, diversity and inclusion, and resilience as common underlying themes. The new corporate priorities are as follows:

- **Deliver Today:** TransLink will provide safe and reliable service and an outstanding customer experience every day.
- **Deliver Tomorrow:** TransLink will advance the implementation of the Investment Plan and Access for Everyone (the 10-Year Priorities).
- **Deliver Together:** TransLink will build a culture of safety, trust, worth, and collaboration with our people and the communities we serve.

TRANSLINK STRATEGIC PRIORITY: DELIVER TODAY

R6 Scott Road RapidBus



TransLink kicked off 2024 by officially launching the R6 Scott Road RapidBus. The R6 saves Surrey and Delta customers up to 20 minutes during their commutes and provides much-needed relief on the busiest route south of the Fraser River. It also helps accommodate strong demand in Metro Vancouver's fastest growing area for transit ridership.

The R6 features articulated buses with more capacity, fewer stops and all door boarding, bus priority lanes, and improved bus stops with digital signage and audio information for blind or partially sighted customers. Street changes have also been introduced to enhance safety,

including the addition of new crosswalks, protected right turn lanes, and signal improvements.



The introduction of the R6 provides customers along Scott Road with more convenient, reliable, and faster transportation options. Since opening, this new service has seen an average of 16,600 boardings per weekday.

RideLink Mobile App Pilot

On February 21, TransLink announced that testing will soon begin on a new smartphone app that brings together transit, carshare, and bikeshare services. Developed in partnership with Modo, Evo, and Mobi by Rogers, the RideLink Mobile App is a one-stop shop that makes planning, booking, and paying for trips easier and more convenient. With over 200,000 registered users of bikeshare and carshare in Metro Vancouver, RideLink will allow users to easily transfer between transit and each mode, with the goal of encouraging even more users to consider multimodal journeys.



The app will be available to a limited number of customers for a trial period and will eliminate the need to use several different apps or websites to provide a truly multimodal experience. TransLink is accepting applications for 1,300 people to test the RideLink app. Selected users can expect to begin testing the app as early as March 2024. TransLink will gather feedback from participants over a one-year period on the usability and ease of integration between the services, which will help determine whether the app will become permanent in the future.

BC Parkway Stewardson Way Upgrades



As part of TransLink's commitment to increase investment in cycling and walking infrastructure across the region, work recently began on upgrades to a section of the BC Parkway in New Westminster. The upgrades consist of significant safety, accessibility, and capacity improvements to approximately 730 metres of the Parkway along Stewardson Way, between River Drive and 14th Street.

The upgrades include greater separation between Stewardson Way and the Parkway, a widened path with separated lanes for cyclists and pedestrians, and improved lighting and street-level visibility for public safety. With funding contributions from the City of New



Westminster, TransLink will also be upgrading the 5th Avenue and Stewardson Way intersection. These improvements will make the BC Parkway a more attractive and enjoyable route for all modes of active transportation. Upgrades are expected to be complete as soon as late 2024.

CUPE Local 4500 Job Action

In late January, hundreds of thousands of bus and SeaBus customers were affected by Metro Vancouver's first transit strike in 23 years. CMBC and CUPE Local 4500 ratified their agreement in February which will be effective for three years from January 1, 2023, to December 31, 2025. The enormous customer impact that occurred during the strike was a testament to how essential transit services are to Metro Vancouver.

TRANSLINK STRATEGIC PRIORITY: DELIVER TOMORROW

2024 Investment Plan Engagement

TransLink is engaging on a new Investment Plan that will address critical transit service needs on the most overcrowded routes. The plan responds to Metro Vancouver's unprecedented growth, while preparing to implement the ten-year Access for Everyone plan.

With planned increases to bus service starting in September 2024, this will be the first major increase to local bus service frequencies in more than four years. Key priorities in the 2024 Investment Plan include:

- Improved bus frequencies on approximately 60 bus routes
- Extending operating hours for 11 bus routes
- Expanding the bus fleet to prepare for bus rapid transit
- Increased Canada Line frequencies by 14 per cent during peak hours
- Earlier first weekday SeaBus sailing by 15 minutes (departing Lonsdale at 5:47 a.m.)
- Enhanced late evening HandyDART service
- Investments in new cycling and walking infrastructure
- New bus priority infrastructure

The 2024 Investment Plan is a short-term, stopgap plan that will provide a bridge until the next update to the investment plan, anticipated in 2025. TransLink continues to work with senior government partners to develop a new sustainable funding model that will support regional transportation and keep up with growth for years to come.

TransLink is accepting public comments on the 2024 Investment Plan until April 5, 2024. Those interested can participate in the consultation at translinklistens.ca.

Expo Line service pattern changes



Starting in late February, SkyTrain service on the Production Way-University branch of the Expo Line began operating with a new service pattern that will remain in effect until early 2026. This change is necessary to allow crews to safely connect SkyTrain rails to BCRTC’s newest Operation and Maintenance Centre (OMC4) in Coquitlam.

The new pattern impacts service frequencies for customers travelling between Braid, Lougheed Town Centre, and Production Way-University stations on the Expo Line. Train frequencies to and from these stations will run every 12

minutes all day, instead of every six to 10 minutes. Some Expo Line trains that currently terminate at Production Way-University Station will instead terminate at Braid Station before returning to Waterfront Station. Expo Line customers are being advised to check next-train destination signs before boarding, as eastbound trains are now terminating at three different stations (King George, Production Way-University, and now Braid). Extra staff and signage have been positioned at affected stations to direct customers. Service on the Millennium Line, Canada Line, and the remainder of the Expo Line will be unaffected.

The new OMC4 will be used for maintenance and storage of new SkyTrain cars needed for the Broadway Subway Extension of the Millennium Line. This work is critical to ensure TransLink is prepared for the implementation of both the Broadway Subway and Surrey-Langley SkyTrain projects in the coming years.

TRANSLINK STRATEGIC PRIORITY: DELIVER TOGETHER

TransLink’s 2023 Accountability Report

The 2023 Accountability Report is TransLink’s annual report highlighting progress on social, environmental, and financial responsibility and celebrating key achievements across the enterprise. This report aligns with the Global Reporting Initiative standards and the United Nations Sustainable Development Goals and – for the first time – discloses management of enterprise risks, specifically climate-related risks, and provides an update on the status of the Climate Action Plan.

In 2023, the enterprise took major strides in advancing social inclusion and equity, complete and affordable communities, and climate action. TransLink was the first system in Canada to implement braille signage (at all 8,400 bus stops) and are now providing customer information in over 300 languages. Our Real Estate Development Program and project partnership agreements with municipal partners continued to support the supply of housing in the region. In





2023, TransLink reduced its GHGs by 12 per cent by implementing renewable fuels, while continuing to electrify our fleet.

Winter Weather

In January, Metro Vancouver dealt with a wave of extreme winter weather, with below freezing temperatures and snow causing challenging road conditions across the region. As a result, CMBC and BCRTC activated their snow plans for severe weather to mitigate delays on the system. Employees from across the enterprise came together and moved quickly and collaboratively to overcome the significant obstacles caused by the snow and extreme cold.



They implemented several tactics to ensure the system ran smoothly, including working with municipalities on snow-clearing priority routes, applying anti-icing solution on trolley wires, calling in extra staff to coordinate service, running trains overnight to prevent snow build up on the guideway, and salting and sanding walkways at bus exchanges, SkyTrain, and West Coast Express stations. We are grateful for the employees across the enterprise who went above and beyond to ensure that customers were able to get where they needed to go.

Transit Operator and Worker Appreciation Day

On Monday, March 18, transit agencies across Canada celebrated Transit Operator and Worker Appreciation Day. Each day the 8,500 transit employees who make up TransLink, BC Rapid Transit Company, Coast Mountain Bus Company, and Transit Police show up to provide an essential service for the people of Metro Vancouver.



Whether they're supporting customers daily on the frontlines, planning and delivering new projects, maintaining bus and SkyTrain fleets, or supporting the employees who do it all, every single employee across the enterprise plays an important role in delivering a great customer experience. Thank you to all TransLink enterprise employees for their hard work and dedication – not just on Transit Operator and Worker Appreciation Day but every day. It was great to get out on the system this month to have the opportunity to show my personal appreciation for our people.



PRESIDENT & GENERAL MANAGER 2023 Q4 REPORT March 2024 TRANSLINK BOARD MEETING

In the fourth quarter of 2023, BCRTC and West Coast Express staff continued to focus on three priorities: delivering excellent service, planning for the future, and the health and well-being of our growing team.

Thanks to the team's efforts through 2023 and into 2024, we are maintaining high levels of customer service as ridership rebounds, and our operational readiness for the future is more robust with in-depth plans being continuously developed and updated for our new facilities.

Our future is taking shape today: the first of 41 new Mark V 5-car trains has arrived and is undergoing testing. Major facilities are at various stages of construction, including our new control centre (OCC2 in Burnaby), our new operations and maintenance centre (OMC4 in Coquitlam), and our new guideway and vehicle maintenance shops (both at Edmonds). On the Canada Line, the new Capstan Station is nearing completion. The Broadway Subway Project is well into construction, and in 2024, we expect construction to start on the Surrey Langley SkyTrain Project. For the first time in SkyTrain's history, two major extensions will be in construction simultaneously.

2024 Business Plan

In early January we issued the 2024 Business Plan, which is BCRTC's one-stop document summarizing all our key initiatives for this year. We adopted a more inclusive approach to this year's plan, with cross-departmental initiatives ingraining ownership of all our priorities from all levels and all groups within the company.

The initiatives contained in the business plan are underpinned by BCRTC's collective priorities of delivering excellent service, achieving future readiness, and ensuring employees are healthy, motivated, and fulfilled.

New for 2024 is the establishment of three cross-departmental oversight committees to drive the business plan and ensure accountability. The business plan is ambitious, with initiatives to improve all areas of the business: better service for our customers, upgraded assets and systems, improved plans and operational readiness for our expansion program, and a healthier workplace for all our employees.



BCRTC Objective: Deliver Excellent Service

Service

SkyTrain service on the Expo and Millennium lines remains frequent, reliable, and safe. In Q4 of 2023, we matched our performance from the previous quarter with service delivery and on-time

performance at or close to our targets. For the year, we delivered 99.5% of scheduled service with an on-time performance of 95.3%. West Coast Express also delivered 99.5% of scheduled service with an on-time performance of 95.9%.

The SkyTrain customer satisfaction survey score in Q4 increased to 8.3, meeting our quarterly target. The largest satisfaction increase was in the 'Not Overcrowded' category, followed by 'Feeling of Safety Onboard'. 'Reliable Service' was the highest scoring attribute with 8.7. For 2023 as a whole, the customer satisfaction ratings matched our targets with an overall score of 8.3, while customer complaints continue to be better than anticipated.

Ridership

We continue to see a strong rebound in ridership. For the quarter, SkyTrain ridership on the Expo and Millennium Lines was nearly 26M. For 2023 as a whole, the Expo and Millennium Lines saw nearly 101M boardings, an 18% increase over 2022. Canada Line recorded 40.4M boardings in 2023, nearly 7M more than in 2022. West Coast Express ridership also saw impressive gains with total 2023 boardings reaching 1.3M.

Passenger Safety

Passenger injuries continued to show improvement compared to the start of 2023. In total, there were 18 preventable incidents, considerably lower than the 30 injuries reported in Q3. For the year, passenger injuries were slightly higher than target with rate of 1.01 injuries per million boarded passengers. Relatively minor trips and falls related to stairs and escalators, slippery surfaces, and emergency brakes remain the leading cause of injuries.

BCRTC recently supported TransLink's passenger safety campaign "Keep Safety Simple" with train wraps and posters installed in stations, on platforms and in trains to emphasize the message to slow down moving through stations and hang on while in trains.

State of Good Repair

In October 2023, BCRTC achieved a major milestone with the full implementation of our Enterprise Asset Management (EAM) system. With our Maintenance, Engineering, Permitting, Procurement and Finance teams now all using EAM, BCRTC can now gather the data that will better enable us to more accurately forecast our maintenance needs to determine when repair or replacement activities are needed.

As part of our program to maintain state of good repair at SkyTrain stations, the structural recoating at Rupert Station was completed in Q4. New Westminster's 22nd Street Station is the next station that will be part of this project. That work is expected to start in late Q1 2024.

Our annual Rail Grinding Program successfully completed 100 km of rail maintenance in 2023. This year marked the return of inhouse grinding by our Guideway teams after nearly two years of solely utilizing a contractor to perform the work. Rail grinding is an important part of our maintenance

regime as it is critical work to reduce noise levels, improve ride quality, and ensures the longevity of the rail. We have been utilizing our nightly maintenance windows for scheduled grinding, including targeting hotspots identified by staff inspections and our residential neighbours.

Rail replacement work continued on the Expo Line focussing on the areas between Main Street, Broadway-Commercial, and Joyce stations, in New Westminster, and near Scott Road station. Track in this area is some of the oldest on our system and requires replacement as part of our SOGR maintenance work. The new rail is hardened steel that is more durable and better at mitigating train noise for customers and residents. In 2023, the teams were able to replace 4,600 metres of track and 2,322 rail pads.

Elevating devices performed better than targets for both Q4 and 2023 overall. Escalator performance has been better than target for 29 consecutive months. The quarterly availability score was 97.1% and 95.8% for the year compared to the target of 93.5%. Elevator availability was 99.6% for Q4 and 98.3% for 2023. Preventive maintenance has contributed to the positive availability of station elevators and escalators as well as improvements to repair times because of improved consultation with external engineers.

To address supply chain process issues impacting parts availability for our fleet, we have developed a comprehensive cross-departmental plan to tackle internal and external pain points, including workflow planning, process maturity, and quality management. Improvements are expected to steady and incremental, rather than instantaneous.

BCRTC Objectives: A Healthy, Motivated, and Fulfilled Team

Corporate Safety

Our annual WorkSafe BC Certification of Recognition (COR) safety audit was successful with a 95% score. This is our highest ever score, and a testament to our continuing commitment to enhancing our Zero Harm safety culture.

Employee Safety

The last half of 2023 continued to show improvement in the employee Lost Time Injury Frequency as BCRTC recorded its second lowest rate in the past five years. In total, there were 10 worker injuries reported in Q4, resulting in an LTIF rate of 3.84 against the target of 4.0. The Rail Bourne Equipment department reached two years without a lost time incident, and Field Operations had a 43% reduction in injuries. Most physical injuries are a result of repetitive motions, strains, or trips and falls.

The Safety department conducted an education and awareness campaign in November targeting slips, trips and falls. Working with Employee Communications, the three-week campaign raised awareness for a common and often preventable type of injury. The campaign tactics included a

poster campaign, lunch & learns, weekly tips, employee stories, and fun and engaging games and activities.

Employee Recognition

In Q4, BCRTC and WCE's service recognition policy was enhanced for long-serving employees to better acknowledge team members who have dedicated their careers to delivering SkyTrain and West Coast Express service. Recognition was an area of improvement identified in our 2022 employee engagement survey.

Employee Events

In Q4, the People Services division delivered two events including hosting 50 grade 9 students as part of the annual Take Our Kids to Work initiative. This is a popular event that gives students an inside look at their parents' work. We also held our annual pancake breakfast in support of the enterprise's Toys for Tots annual toy drive for the Lower Mainland Christmas Bureau. Over the years, 93,483 toys and over \$54,320 have been donated through this enterprise campaign.

The West Coast Express Santa Train returned to service for two Saturdays in December. The WCE Santa Train is an annual Christmas toy drive, that allows passengers to ride a special holiday themed train from Mission to Waterfront in exchange for a new unwrapped toy.

BCRTC Objective: Achieve Future Readiness

BCRTC continues to plan, support, and help deliver the rail system's major expansion program. This includes supporting the Broadway Subway and Surrey-Langley SkyTrain (SLS) projects, plus the new Operations Control Centre (OCC2), the new Operations and Maintenance Centre (OMC4), the new Mark V trains, and upgrades at OMC1. BCRTC's focus is on requirements-setting, design reviews, system integration, quality management, operational readiness, and testing/commissioning. Our team is continuously reviewing resourcing requirements in all departments to support system growth and to inform TransLink's annual budget and 10-year Investment Plan processes. Some highlights from the past quarter include:

OMC1 Upgrades: New Guideway and Vehicle Maintenance Shops (VMS3)

In Q4, final finishing work was performed on the interior to prepare for relocation of the Guideway team into the new shop. Work to expand the Vehicle Cleaning Inspection Facility at OMC1 continued with the completion of foundation work, cladding, roof, and structural steel for the extended cleaning bays.

Mark V Trains

In December, the first of 41 new five-car Mark V trains arrived at our Burnaby Maintenance facility to begin its year-long testing and commissioning phase. This is a major milestone for our new SkyTrain fleet. Train 2 continues its testing regime at Alstom's Kingston plant where it has

completed all of its qualification testing. Early in Q2, Train 2 will commence 20,000 kilometres endurance testing. Teams are planning now to ensure adequate track time to successfully test and commission MkV trains without compromising service delivery and on-time performance.

New Operations Control Centre (OCC2)

Work on the OCC2 project continues to make progress. Contractors are installing electrical components, telecom cables, insulation, drywall, plumbing works and painting. On the exterior, cladding work continues as well as window frame installation. At the end of 2023, building construction achieved 70% completion.

Broadway Subway Project (BSP)

BCRTC continues to support TICorp's project delivery team. The tunnel boring machine Phyllis broke through at the future South Granville Station in December and is readying to embark on its last leg towards the future Arbutus Station. Elsie, the second boring machine, is on its way to South Granville. Construction is beginning on dual tunnels that will directly connect the Millennium Line platforms to the Canada Line platforms at Broadway–City Hall Station. The tunnels are located behind the faregates and will allow customers to seamlessly transfer between the Millennium and Canada Lines, similar to the Expo and Millennium Line platforms at Commercial–Broadway Station.

Q4 Key Performance Indicators – SkyTrain

Key Performance Indicators – as of December 31, 2023	SkyTrain (Expo-Millennium Line)			SkyTrain (Expo-Millennium Line)		
	Q4 Target	Q4 Actual	Q4 Last Year	Q4 YTD Target	Q4 YTD Actual	Q4 YTD Last Year
Customer Experience						
Customer Service Performance Survey – SkyTrain Service Overall	8.3	8.3	8.2	8.3	8.3	8.3
Boarded Passengers (in thousands)	23,803	26,040	22,603	94,787	100,911	82,966
Customer Complaints (per million boarded passengers)	15.1	12.0	14.1	15.1	13.5	15.4
Safety						
Major Passenger Injuries (per million boarded passengers)	0.95	0.77	0.58	0.95	1.01	0.90
Employee Lost Time Frequency (per 200,000 hours worked)	4.0	3.9	4.2	4.0	4.3	4.6
Physical Assaults (per 200,000 hours worked)	0.8	1.9	0.8	0.8	0.9	0.8
Total Recordable Incident Frequency	-	25.0	31.4	-	26.9	30.9
WSBC Inspections / Orders	-	0/0	0/0	-	8/3	7/0
Operations						
On-Time Performance (OTP) ⁵	96.0%	94.7%	95.4%	96.0%	95.3%	95.9%
Percentage of Scheduled Service Delivered	99.0%	99.4%	98.8%	99.0%	99.5%	99.3%
Incidents with duration 16 – 30 Minutes "Controllable"	13	14	24	52	41	47
Incidents with duration 16 – 30 Minutes "Beyond our Control"	-	6	7	-	23	29
Incidents with duration over 30 Minutes "Controllable"	8	14	11	32	39	36
Incidents with duration over 30 Minutes "Beyond our Control"	-	11	8	-	28	21
Finance						
Operating Cost per Vehicle km	\$4.71	\$5.03	\$4.71	\$4.72	\$4.79	\$4.18
Operating Cost per Capacity km	\$0.053	\$0.057	\$0.052	\$0.053	\$0.054	\$0.047

Q4 Key Performance Indicators – Canada Line

Key Performance Indicators – as of Q4, 2023 <i>*Some KPIs are based on Canada Line 28 Day Report Year 15 Period 3 to Year 15 Period 5 September 20, 2023 – December 12, 2023</i>	SkyTrain (Canada Line)		SkyTrain (Canada Line)	
	Q4 Target	Q4 Actual	Q4 YTD Target	Q4 YTD Actual
Safety (Q4 Results are for September 20- December 12, YTD results are for January 1 to December 12)				
Major Passenger Injuries (Serious or Fatal)	-	22	-	65
Lost Time Accidents	-	2	-	7
Physical Assaults/Threats	-	5	-	9
TSBC Reportable Incidents	-	5	-	20
Service Performance (Q4 Results are for September 20- December 12, YTD results are for January 1 to December 12)				
System Availability	98.00%	99.97%	-	99.91%
Vehicle Availability	96.90%	99.97%	-	99.91%
Station Availability	100%	100%	-	100%
Operations (Q4 Results are for October 1 - December 31, YTD results are for January 1 to December 31)				
Incidents with duration 16 – 30 Minutes	-	10	-	27
Incidents with duration over 30 Minutes	-	5	-	10
Escalator Availability	95.00%	99.15%	-	99.17%

Elevator Availability	95.00%	99.58%	-	99.44%
Customer Experience (Q4 Results are for October 1 - December 31, YTD results are for January 1 to December 31)				
Customer Satisfaction Service Score (Based on TransLink Customer Service Performance Report)	-	8.6	-	8.6
Customer Complaints (Based on monthly Customer Information Data)	-	5.4	-	5.9
Ridership	9.6	10.2	38.8	40.4

Q3 Key Performance Indicators – West Coast Express

Key Performance Indicators – as of December 31, 2023	West Coast Express			West Coast Express		
	Q4 Target	Q4 Actual	Q4 Last Year	Q4 YTD Target	Q4 YTD Actual	Q4 YTD Last Year
Customer Experience						
Customer Service Performance Survey – SkyTrain Service Overall ¹	-	-	-	-	-	-
Boarded Passengers (in thousands)	344	341	252	1372	1304	885
Customer Complaints (per million boarded passengers)	138.8	165.8	114.9	138.8	124.2	143.5
Safety						
Major Passenger Injuries (per million boarded passengers)	0	0	0	0	0	0
Employee Lost Time Frequency (per 200,000 hours worked)	0	0	0	0	0	0
Physical Assaults (per 200,000 hours worked)	0	0	0	0	0	0
Operations						
On-Time Performance (OTP)	97.80%	95.29%	89.85%	97.80%	95.91%	94.67%
Percentage of Scheduled Service Delivered ³	99.90%	98.39%	99.38%	99.90%	99.51%	99.29%
Finance						
Operating Cost per Vehicle km	\$21.80	\$19.90	\$24.65	\$23.49	\$19.60	\$27.16
Operating Cost per Capacity km	\$0.148	\$0.135	\$0.167	\$0.159	\$0.133	\$0.184



CMBC Strategic Priority: CUSTOMER JOURNEY AND SERVICE

Build on service reliability, ensure customers are informed, safe, and comfortable, prior to, during, and after bus service. Focus on customer needs within service design to drive ridership while balancing customization with operational efficiency.

Toys for Tots

- The Toys for Tots program was initiated in 1985 by a group of Transit Operators at Surrey Transit Centre who wished to give back to the community. Now, the program is a CMBC-led initiative that includes the whole TransLink enterprise, gathering donations from employees at CMBC, BCRTC, Transit Police, and TransLink. In December 2023, more than 4,000 toys were delivered to the Lower Mainland Christmas Bureau!

R6 RapidBus (Scott Road Corridor)

- The R6 RapidBus operating in Surrey successfully launched on January 2, 2024.

Michelin Grip-D tire testing

- After a limited test of the Michelin Grip-D tire model over the 2022/2023 winter, an expanded test began in November 2023 on approximately 500 buses, representing about one-third of CMBC's total bus fleet.
- Testing is expected to last about 6-12 months and will measure all-condition performance (wet, dry, snow, durability, and impact on fuel economy). Early results are positive.

Customer Information Call Centre

- In Q4 2023, Customer Information agents received 143,958 calls. Call volumes decreased by 11% quarter-over-quarter and by 21% versus the same period in 2022 (this difference is due in part to heavy snowfall in December 2022).
- The Lost Property team received 11,116 calls in Q4 2023 (down 7% quarter-over-quarter and down 3% versus the same period in 2022). The team received 9,475 lost items in Q4 2023 and accomplished a return rate of 30% which is consistent with previous quarters.

Access Transit Service Delivery

- HandyDART ridership continues to increase. In Q4 2023, 99% of requested trips were delivered, excluding client cancellations. This percentage is flat with Q3 2023. In Q4 2023, on-time performance was 91% which is flat with Q3 2023.
- The February 2024 year-to-date taxi usage rate was 21.3% which is a 2.7% decrease from Q4 2023. Access Transit Service Delivery continues to work closely with the contractor, Transdev, to manage taxi usage. With this collaboration, a continued declining trend in taxi usage is expected in 2024.

Wheelchair-Accessible Bus Stops

- At year-end 2023, CMBC had 6,871 accessible bus stops out of 8,267 total. Each year, we aim for a 2% increase which will amount to about 150 bus stops in 2024. This initiative is a collaboration between CMBC and the municipalities who own and maintain bus stops.

CMBC Strategic Priority: OPERATIONAL EXCELLENCE

Drive excellence and operational leadership in current modes while maintaining flexibility to link to future mobility.

2024 CMBC Business Plan

- In February, CMBC launched its annual business plan. It includes 41 high-priority initiatives supported by 91 SMART actions. It was developed with input from managers and directors and is aligned with the focus areas of CMBC's Strategy 2025, as well as TransLink's priorities of Deliver Today, Deliver Tomorrow, and Deliver Together.

Fleet Procurement

- CMBC has ongoing fleet procurement scheduled through 2025 including various bus types based on regularly scheduled replacements.

Bus Fleet and Facility Capacity

- Early construction works have begun at Port Coquitlam Transit Center (PTC), including demolition, excavation, and concrete form works for the foundation of new hoists in two Maintenance bays.
- The purchase of the Trolley Overhead maintenance facility at 2625 Skeena Street in Vancouver was completed.

Fare Revenue

- For December 2023, total bills collected was \$2.96M, slightly up versus December 2022 (\$2.91M). Total coin collected was \$1.27M, slightly down from December 2022 (\$1.34M). Both bills and coin were down in December compared to the previous month as people often take vacation that month and are not commuting to work via transit. The 12-month rolling totals for both bills and coin has remained consistent over the past few months.

Financial Results

- For the year ended December 31, 2023, CMBC costs (excluding allocated costs and including recoveries) were \$17.3M (2%) unfavourable to budget.
- When provincial government relief funding is included, CMBC finished the 2023 year at \$1.3M (0.2%) unfavourable to budget and \$7.5M favourable to budget after allocated costs.
- The main factors driving this variance:
 - *Unfavourable:* Salaries, wages, and benefits; maintenance, materials, and utilities; other contractors.
 - *Favourable:* Access Transit and recoveries and revenues.

CMBC Strategic Priority: SAFETY AND SECURITY

Build on service reliability, ensure customers are informed, safe, and comfortable, prior to, during, and after bus service. Focus on customer needs within service design to drive ridership while balancing customization with operational efficiency.

Emergency Supply Trailer Pilot Project

- A pilot project is underway at Richmond Transit Centre where a cargo trailer is being outfitted with incident command and emergency supplies to meet our business continuity and emergency management needs in the event of a disaster.

Incident Command System (ICS) training

- Incident Command System is being introduced to all front-line supervisors across the TransLink Enterprise. The goal for this training is to create better alignment with incident responders, equipping them with the knowledge and skills needed to effectively respond to emergencies and integrate smoothly with municipal/provincial responders, and each other.
- The accredited training was led by a consultant in the fall of 2023. At CMBC, 122 employees completed the training, including 36% of Transit Supervisors and 41% of Transit Security Officers. Training will continue in 2024 and all relevant employees are expected to be trained by the end of the year.

WorkSafeBC Certificate of Recognition (COR) Audit

- CMBC received an overall passing score of 86% in the 2023 WorkSafeBC COR audit of our health and safety management system. As a result of the successful audit, CMBC will receive a 10% incentive rebate from WorkSafeBC which is consistent with previous years. Scoring ranged from a low of 74% on Joint Health and Safety Committees to a high of 95% on Organizational Commitment. Six out of eight elements all received scores greater than 80%. Focus areas for improvement in 2024 include Joint Occupational Health and Safety Committees and Workplace Inspections.

Employee Workplace Injuries / Accepted Lost Time Claims

- As of Q4 2023, CMBC recorded 379 accepted lost time claims at a rate of 8.5 per 200,000 hours worked, which is a slight improvement compared to the 2022 rate of 8.6. Motor Vehicle Collisions are the leading accident type (20% of all claims), followed by Falls on Same Level (17%), and Acts of Violence (14%). In 2023, there were 697 claims registered, an increase compared to 669 claims registered in 2022.

Transit Operator Assaults

- In 2023, CMBC recorded 64 Transit Operator assaults, down from 65 the previous year. The 2023 rate of assaults per 1 million service hours was 12.0, down slightly from 12.3 in 2022, while the rate per 1 million boardings stayed unchanged at 0.3.
- Through working groups and collaboration with Transit Security, Transit Police, and our Transit Operators, CMBC continues its efforts to eliminate assaults and keep Transit Operators safe.

CMBC-Designed Operator Protection Barriers

- To help mitigate the serious issue of Operator Assaults, in Q2 2023, CMBC Maintenance began installing in-house designed Operator Protection Barriers. The barriers, designed by the Maintenance Engineering team, replaced temporary vinyl barriers installed on pre-2012 buses during the pandemic. The project was recently completed with installation on 522 buses. A small number of buses were excluded from this project as they are either retiring in Q1/Q2 2024 or are used for training purposes only.
- In addition, CMBC provided 15 barriers to West Vancouver Transit.

CMBC Strategic Priority: ENVIRONMENTAL SUSTAINABILITY

Focus on leadership in sustainable service delivery and building organizational resiliency and adaptability to climate events.

All-In-One Bus Route Paddle

- A “paddle” is a set of papers inside a plastic sleeve that provides daily route information for Transit Operators. Each paddle is picked up at the depot by the first Operator of the day and is then left on the bus for Operators on later shifts. A new format for the paddle was launched in January, minimizing the paper and plastic necessary, as well as staff resource time to create the package.

Environmental Spills

- Buses contain various fluids which may be released into the environment following accidents or equipment failure. The causes of spills are investigated, with targeted campaigns initiated to prevent recurrences if defect issues are discovered to be at fault.
- In 2023, CMBC reported 1.25 spills/Mkm in Q4 and 1.89 spills/Mkm in Q3. In comparison, in the 2022, the total spill rate was 2.04 spills/Mkm. The spill rate decreased in 2023 due to the commitment of our mechanical and engineering teams, consistently working through issues that have been found to cause spills.
- In Q4 2023, three spills related to coolant leaks were reported to the Minister of Emergency Management and Climate Readiness as per regulatory requirements.

CMBC Strategic Priority: EMPLOYEES

Tailor approaches for different employee groups and focus on development and growth.

Employee Appreciation

- CMBC paid special tribute to employees in the month of March via National Employee Appreciation Day on March 1 and Transit Operator and Worker Appreciation Day on March 18. Senior leaders were out on the transit system on March 1, providing frontline employees with ‘thank you’ postcards and appreciation. On March 18, treats were available at CMBC worksites and employees received thanks from their managers.

Focus on Employee Engagement and Morale

- At each 5-year milestone of service, CMBC employees receive a recognition certificate signed by the President and General Manager, a certificate of service, and an engraved lapel pin. In January, the program was slightly adjusted, enabling employees to receive PEAK points at each 5-year interval of service (e.g. 5, 10, 15 years) as an additional form of recognition. PEAK is a CMBC recognition and rewards program where points can be redeemed for gift cards via an internal website (1 point = \$1).
- In Q3 2024, CMBC will launch an Employee Engagement Survey in Q3. The last Employee Engagement Survey took place in November 2022. It is expected the survey will run for a two-week period, coinciding with Transit Operator Sign-up.

Equity, Diversity, and Inclusion Introductory Workshops

- Since Q2 2023, CMBC's EDI Program Manager has been delivering introductory EDI workshops to all cohorts of new recruits in Transit Security as part of their training. So far, five cohorts of new recruits have completed this training.
- From Q4 2023 to Q1 2024, approximately 104 employees in supervisory roles in Maintenance, Operations, and Transit Security participated in introductory EDI workshops led by CMBC's EDI Program Manager as a precursor to future EDI education.

BCIT's "Trades Discovery for Women" Program

- As part of BCIT's "Trades Discovery for Women" Program, two participants were matched and placed with CMBC volunteers for a two-week work experience in December 2023. Through this program, women-identifying students gained hands-on experience through job shadowing while exploring various trades at CMBC.

Apprenticeship Program

- In 2023, Maintenance Training introduced two new Partsperson (i.e. Inventory) positions into the greater Apprenticeship Program that has been in existence at CMBC since 1974. In February, the new Partsperson Apprentices were hired and began their training.

Employee Referral Bonus Program

- CMBC's Employee Referral Bonus Program is being piloted to help recruit for the most challenging-to-fill roles. An employee's successful referral of an external candidate for one of the selected roles will be awarded 500 points (approx. \$500 value) through CMBC's PEAK program. To date, four employees have been rewarded for their successful referrals.

Transit Operator Recruitment

- To maintain staffing levels and plan for the future, CMBC's 2024 target is to hire 630 new Transit Operators (452 Conventional and 178 Community Shuttle).
- In Q1 2024, CMBC held one Transit Operator Hiring Fair. One more is planned for Q2 2024 to maintain the candidate pool through April 2024. Candidates hired at fairs in late 2023 filled New Operator Training classes for both January and February 2024.

CMBC Strategic Priority: TECHNOLOGY

Prioritize technology enabling improvements to internal operations.

Enterprise Asset Management Project

- CMBC's Enterprise Asset Management (EAM) project is part of TransLink's Enterprise Resource Program (ERP) and aims to develop an integrated software system for tracking financial and physical assets (e.g. buses, infrastructure elements). The entire project approach includes two distinct streams (cloud migration and key improvement design/implementation). Cloud migration is expected to be complete by Q4 2024 with the timeline dependent on third-party vendor selection.
- Approximately 44 key improvements are planned for the design and implementation of the Enterprise Asset Management system over the next two years. This work will happen concurrently with cloud migration and is dependent on its completion.

KEY PERFORMANCE INDICATORS AS OF DECEMBER 31, 2023

KEY PERFORMANCE INDICATORS ¹	2023 ANNUAL TARGET	2023 YTD TARGET	2023 YTD ² ACTUAL	2022 YTD ² ACTUAL
TransLink Customer Survey – Bus service overall ²	8.2	8.2	8.0	8.1
Scheduled Revenue Service Delivered	98.0	98.0	99.0	98.1
Customer complaints per million boarded passengers	95	95	77	82
Validated HandyDART complaints per 1,000 trip requests	0.5	0.5	0.5	0.6
On-time Performance				
Bus Regularity – frequent service	81.0%	81.0%	77.6%	79.1%
Bus Punctuality – infrequent service	82.0%	82.0%	79.6%	81.2%
On-time Performance – HandyDART	90.0%	90.0%	90.9%	91.7%
Preventable collisions per million Km ³	10	10	9.9	9.6
Operator assaults (CUTA 1-4) per million boarded passengers ⁴	0.3	0.3	0.3	0.3
WorkSafe BC Accepted Lost Time Claims per 200,000 hours worked	8.2	8.2	8.5	8.6
Pedestrian incidents per million service hours ⁵	13.1	13.1	16.9	12.6
Cyclist incidents per million service hours	5.0	5.0	3.9	5.0
Injury claims – Passengers per million boarded passengers	4.1	4.1	3.8	3.7
Greenhouse Gas Emissions – Carbon Dioxide tonnes per million service km – 12 months rolling ⁶	1,325	1,325	1,317	1,304
CMBC operating cost per service hour ⁷	\$141.05	\$141.05	\$145.48	\$135.41
Access Transit operating cost per trip	\$46.91	\$46.91	\$55.47	\$58.39
METRICS				
Access Transit trips provided (thousands)				
HandyDART	1,297	1,297	894	797
Supplemental taxi service	152	152	282	168
Total Trips ⁸	1,449	1,449	1,176	965

¹ Performance measures are for CMBC business operations (Conventional Bus, Community Shuttle, and SeaBus and exclude contracted conventional transit and contracted Community Shuttle as of December 31, 2023, unless otherwise stated.

² TransLink Customer Survey is conducted every quarter. The 2022 and 2023 YTD Actuals represent the average results for the first, second, third and fourth quarters.

³ The 2023 YTD Actual data is subject to change due to the timing of adjudications.

⁴ CMBC recorded 64 Operator assaults in 2023, which is slightly lower than the same period last year (65).

⁵ CMBC recorded 90 Pedestrian Incidents in 2023, which is 24 incidents more than the same period last year. Out of the 90 incidents, 22 were adjudicated as 'preventable,' 36 were 'non-preventable,' 4 did not involve bus contact, and 28 were classified as 'alleged' due to no evidence available (and CMBC is not able to prove or disprove). Compared to the same period over the last five years, this is the first year where there is a significant number of in the 'alleged' category.

⁶ The 2023 YTD data is 12 months rolling as of November 30, 2023. The 2022 YTD data is 12 months rolling as of December 31, 2022.

⁷ Excludes TransLink allocated costs.

⁸ The number of Access Transit trips provided in 2023 was higher compared to the same period in 2022 and lower compared to budget.



METRO VANCOUVER TRANSIT POLICE REPORT FOR MARCH 2024 TRANSLINK BOARD MEETING

TransLink Strategic Priority: Customer First

- **87-77-77 Text Service Awareness Campaign:** To complement the 87-77-77 text service ads and decals placed on the transit system in 2023, TransLink also engaged with a contracted marketing firm to perform outreach to transit customers between November 20 and December 15, 2023. Over this time period, outreach teams attended 25 different SkyTrain Stations and held 35 activation events to let customers know about the Transit Police text service and to save it in their phones. Customers could scan QR codes, tap their phone on a podium, which brings up the 87-77-77 contact card, have activation staff assist in saving the number directly or take a business card with the details. Over the course of the four-week campaign, there were 9300 direct interactions with customers, over 162k passive interactions as customers walked by and 7645 customers either added the number or took a card with the information. Examples of positive comments provided were “This is great! I’m very happy that I can do this discreetly if need be” and “Thank you, I’ll give this to my friend as well.”



- **Community Safety Officers (“CSOs”) –** Class #2, comprised of 10 CSOs, completed their classroom training and are now in Block II field training. They will graduate in April 2024, bringing the total number of fully trained CSOs to 20 officers. A third class of CSOs will start in Spring 2024. The first 10 CSOs from Class#1 are now assigned to the four patrol squads and part of Transit Police service delivery model. They perform a wide range of duties and



work in coordination with Transit Police Officers, Jurisdictional Police and transit partners.

Misuse of Fare Gate and Warrant – One morning in November 2023, CSOs were conducting fare enforcement at the fare gates at Columbia Station in New Westminster, when they observed a person push through the fare gates without providing valid fare. In commencing the process to issue a provincial Violation Ticket for misuse of the fare gate under the *Greater Vancouver Transit Conduct and Safety Regulation*, it was found that there was an outstanding Warrant for Uttering Threats (Burnaby RCMP) for the person. A Transit Police Officer was called to assist and the person was arrested for the outstanding Warrant and transported to cells.

- **Waterfront Community Policing Centre (“WCPC”)** – The WCPC continues to play



an important role in the safety and wellness of transit riders and support to persons who are in vulnerable situations on the system and in the neighbourhood. The WCPC currently has 71 volunteers, with another seven undergoing orientation (78 total). In January 2024, the WCPC volunteers performed over 248 patrol hours and over 30 operations support hours. Further, they

checked on 11 persons in vulnerable circumstances and there were two incidents where naloxone was deployed (outlined below).

Saving Lives – In January 2024, WCPC Volunteers were handing out cold weather supplies at Main Street-Science World and found a man who was non-responsive. The volunteers worked together to perform first aid, administer Naloxone, call 911 and direct bystanders. Thanks to their quick action, the man gained consciousness and was turned over to Emergency Health Services.

- **Community Engagement Team (“CET”)** – CET is composed of Neighbourhood Police Officers, Mental Health Liaison Officer and Indigenous Liaison Officer. This team was very busy in 2023, including over 255 presentations/joint initiatives with TransLink Enterprise staff, 72 community presentations/events, 124 referrals for support to persons in vulnerable situations, 308 stakeholder engagement events and operating of the Blue Eagle Community Cadet Program in two locations.



During the cold weather, CET handed out care packages to persons who were in need. The warm clothing supplies include blankets, socks, toques, gloves and rain ponchos.

Recently, NPOs delivered presentations on fraud prevention and transit safety for seniors at the Collingwood Community Centre and the Burnaby South Neighborhood House.



- **Targeted Mobile Enforcement Team (“TMET”)**

– With the roll out of the new R6 Bus Lane in Surrey, Transit Police had TMET, one of its speciality teams, educating drivers and conducting bus lane enforcement of the new R6 bus lane. During the second week of January 2024, 300 violators were observed and 84 Violation Tickets written. TMET continues to conduct ongoing enforcement.



- **Crime Suppression Team (“CST”)** – In Q4, 2023, CST identified six suspects involved in various crimes in multiple jurisdictions as a result of intelligence communications between police agencies. During Q4 2023, CST engaged in a number of joint enforcement operations, including three “Boost and Bust” projects with Surrey RCMP. The first (Nov. 24) was at Surrey Central, which resulted in 12 arrests and approximately \$800 of stolen property recovered. The second and third “Boost and Bust” projects were conducted at Guildford Mall (Dec. 9 and 18), which resulted in 30 arrests, 12 charges forwarded, 10 weapons seized and recovery of approximately \$5,000 of stolen property. One CST file is highlighted below.

On-view Drug Trafficking – In November 2023, CST and two recruit constables were at Main Street Station, where they observed several hand to hand transactions consistent with drug trafficking. Subsequent arrests were made, resulting in seizure of cash, illicit dried Cannabis, Psilocybin (mushrooms), pre-rolled cannabis joints, packs of edible cannabis treats, Fentanyl, illegal cigarettes, vape cannabis refill cartridges and bear spray.

- **Operations File Updates** – See below for updates on three significant files.

Surrey Bus Stabbing – In January 2024, Crown approved charges of Aggravated Assault concerning the July 22, 2023 stabbing on a bus in Surrey.

In that incident, a teenager and his girlfriend had an altercation with two individuals at Guildford Mall following derogatory comments allegedly made to the girlfriend. The teenager and girlfriend boarded a bus; however, the two suspects boarded the same bus at the next stop and one suspect then stabbed the victim in the stomach. The victim was transported to hospital and underwent surgery. While identification of the suspects was difficult, a comprehensive investigation by Transit Police Detectives resulted in a 19 year-old Richmond resident and 17 year-old Surrey resident being arrested in September 2023.

Graffiti and Bomb Threats – In October 2023, numerous hate speech graffiti was reported in the Surrey Central area. On October 18, 2023, a person was arrested on another file for Threats With a Weapon and Mischief. That person showed displeasure of the arrest by calling 911 and stating bombs would blow up at Transit Police headquarters. Transit Police investigation resulted in an arrest for the bomb threat. A Search Warrant on the suspect’s residence then determined same this person to be the suspect in the hate speech graffiti. In February 2024, the suspect plead guilty to Robbery, Breach of Probation, Assault with Weapon, Possession of a Weapon for a Dangerous Purpose, Public Mischief and four counts of Mischief (to TransLink Property). They received a sentence of 30 months in jail as well as a probation order to follow, a DNA order, s.109 firearms/weapons prohibition, and forfeiture of the hatchets/knife/putty knife and paint/graffiti materials seized.

Child Pornography Charges – In October 2021, a transit passenger found an abandoned mobile phone at the Braid SkyTrain Station bus loop. While looking for the owner’s contact, the passenger found images of young children in a state of undress. Transit Police was consequently contacted. Over two years, the Transit Police’s General Investigation Unit (“GIU”) gathered evidence, with assistance from Abbotsford Police Forensic Unit, BC Integrated Child Exploitation Team, Vancouver Police Department Internet Child Exploitation Team, and New Westminster Police Department. A Search Warrant resulted in GIU seizing computer hard drives that contained over 2,500 images of child sexual abuse. In October 2023, Crown approved charges of Possession of Child Pornography and Access Child Pornography. The 61 year-old male suspect was arrested and released on strict conditions.

TransLink Strategic Priority: State of Good Repair

- **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, including reports on the Transit Police website. The following is a snapshot of key statistics for 2023 as

compared to 2022. In 2023, Transit Police had 14,022 Police Files, which is an 8% decrease from 2022.

Metro Vancouver Transit Police Crime and Safety Statistics	2023	2022	% Change	Positive Monitoring Needs Action
Rate of Crimes Against Persons/100,000 Boarded Passengers	.40	.51	-22%	
<i>Actual Number of Crimes Against Persons (includes assists)</i>	1552	1647	-6%	
Rate of Crimes Against Property/100,000 Boarded Passengers	.43	.59	-28%	
<i>Actual Number of Crimes Against Property (includes assists)</i>	1679	1936	-13%	
Other Criminal Code Violations/100,000 Boarded Passengers¹	.21	.26	-18%	
<i>Actual Number of Criminal Code Violations (includes assists)</i>	820	836	-2%	
Provincial Violation Tickets ("VTs")	5460	4581	19%	
Arrests - Warrants Executed (All)	942	922	2%	
Arrests - New Charges²	490	508	-4%	
Breaches <i>(includes secondary offences and assists)</i>	429	406	6%	
Total S. 28 Mental Health Act Apprehension Files	200	255	-22%	
<i># of S.28 MHA individuals committed, held, voluntary admitted</i>	80%	76%	4%	
Rate of Sexual Offences/100,000 Boarded Passengers	0.4	0.5	-20%	
<i>Actual Number of Sexual Offences (includes assists)</i>	169	155	9%	
SCBCTA Fare Infraction Notices	4692	3955	19%	
Number of Unique SMS Text Conversations	5972	4805	23%	
Number of Police Files Generated from SMS Texts Conversations	2373	2541	-7%	

- Ridership levels increased 20% in 2023 when compared to 2022 (391,586,272 versus 325,901,794), continuing to move towards the pre-pandemic level. The

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.

2023 results show positive movement with decreases in the rates of Crimes Against Persons (down 22%) and Crimes Against Property per 100,000 Boarded Passengers (down 28%) when compared to 2022. These rate changes are due to the increase in ridership as well as reductions in the actual number of crimes against persons and property files in the year.

- The number of actual sexual offence files (includes assists) for 2023 was up 9% from 2022 but when looking at the rate of sexual offence files per 100,000 Boarded Passengers, the rate dropped to 0.04 in 2023 from 0.05 in 2022 (a 20% decrease)³. Transit Police had experienced a reduction in reports of sexual offences during the pandemic; however, the volume of files has now returned to within the pre-pandemic range. Transit Police takes all reports of sex offences seriously and investigates thoroughly. Transit Police continues to be concerned with possible under-reporting of incidents and promotes reporting through a variety of initiatives, including texting 87 77 77 and anti-sex offending campaigns with community partners.
- When comparing 2023 to 2022, Transit Police made 22% fewer apprehensions of persons in mental health crisis under S. 28 of the *Mental Health Act* ("MHA"); 200 in 2023 versus 255 in 2022. This may be attributed in part to the diversion work of the Transit Police's Mental Health Liaison. The 200 S. 28 MHA files in 2023 is just slightly above the overall annual average of 194 (average from 2012 onward). Of those persons apprehended under S. 28 of the MHA, 80% were committed, held, or voluntary admitted once at hospital.
- SMS text 87 77 77 continues to be promoted as a way for transit riders to discreetly contact Transit Police when issues of concern arise while on transit. There was a 23% increase in unique SMS Text conversations with the Transit Police - Operations Communication Centre when comparing 2023 to 2022. Some of this increase is attributed to the expansive 2023 safety campaign on the bus system. 40% of the conversations were converted to police files, with many of the other conversations redirected to transit customer service or other service providers, as appropriate.
- In 2023, Transit Police Officers made 942 arrests for outstanding criminal warrants, which included RCMP, Municipal Police and Transit Police issued



³ 2023: 169 sex offence files/391,586,272 Boarded Passengers (rate 0.04); 2022: 155 sex offence files/325,901,794 Boarded Passengers (rate 0.05).

warrants from BC and elsewhere. The number of warrant arrests⁴ in 2023 was 2% higher than 2022. The number of new charge arrests by Transit Police decreased by 4% in 2023 as compared to 2022. However, the number of breach files⁵ increased by 6% for the comparative periods.

⁴ Warrant arrests and breaches may arise from on-view work of police officer, calls for service, confirming identity incidental to criminal arrest or during enforcement of a provincial statute offence (such as misuse of a fare gates). Officers also familiarize themselves with criminals of concern or offenders wanted through law enforcement intelligence sharing, regional BOLFs (Be On Lookout For), and the Transit Police Offender Monitoring.

⁵ Total of breach files now includes assists, as it represents a more accurate count of those offenders removed from the transit system, even if Transit Police was in an assist capacity and not the lead. Currently, these numbers are limited to the files that are reported to Transit Police; there may be other breach files on/near the transit system not brought to the attention of Transit Police.

TO: Board of Directors

FROM: Christine Dacre, Chief Financial Officer
Olga Kuznetsova, Vice-President of Financial Services
Vikas Sawhney, Director Financial Planning & Analysis and ERM

DATE: March 19, 2024

SUBJECT: 2023 Year-End Financial and Performance Report

EXECUTIVE SUMMARY

Amidst record-setting population growth in the region of approximately 90,000 people, ridership patterns in 2023 became notably more stable and consistent, aligning with expected seasonal fluctuations throughout the year. TransLink's 2023 ridership (journeys) exceeded budget by 5.4 percent, representing a growth of 20.5 per cent over 2022. Revenue for 2023 exceeded budget by \$435.8 million (19.9 per cent) and 2022 revenues by \$492.0 million (23 percent) primarily due to \$478.9 million in provincial relief funding, which was recognized in March 2023 upon signing the agreement, higher transit revenue and investment income. Transit revenue increased \$118.9 million (21.5 per cent) over 2022 and was \$41.6 million (6.6 per cent) favourable to budget. Higher cash balances and interest rates resulted in an increase of \$83.2 million (76.3 per cent) in investment income as compared with 2022 and \$36.6 million (23.5 per cent) compared to budget.

TransLink continued to exercise utmost fiscal prudence and keep tight control over the expenses. Total expenses in continuing operations before amortization and interest were \$1.1 million unfavourable to budget. Savings derived during the year helped to manage global inflationary cost pressures, most notably in labour costs, inventory parts and repairs, and fuel and power.

While maintaining fiscal prudence to manage inflationary pressures, TransLink continued to invest in safety and reliability through expenditures targeted to improve the state of good repair and the perception of safety on the transit system.

PURPOSE

The purpose of this report is to provide an overview of TransLink's results as at December 31, 2023 compared to the established budget and results for last year.

DISCUSSION

For the year ended December 31, 2023, TransLink recorded a surplus of \$472.9 million mainly due to Provincial relief funding of \$478.9 million recognized in full upon signing the agreement in March 2023, in

accordance with PSAB accounting standards. This funding will help TransLink to offset inflationary pressures and continue operating at service levels contemplated in 2022 investment plan through to the end of 2025. This funding will be received in 2024 and 2025 and is in addition to previously received \$851.8 million of Senior Government relief funding.

Excluding Senior Government Relief funding, the organization would have had a deficit of \$6.0 million, a decline of \$11.2 million compared to budget. This is mainly due to lower revenue recognized from senior government capital contributions, lower fuel tax revenue, and lower development cost charges. These were largely offset by higher transit revenue, investment income, and lower expenses.

Ridership recovery ranged between 83.0 to 85.0 per cent of pre-COVID levels for the first half of the year, increasing to between 86.0 and 88.0 percent for the latter half of the year. Ridership growth compared to 2022 was stronger on weekdays compared to weekends and holidays, attributed to continued return of workers to offices. Total boardings and journeys outperformed budget by 5.0 per cent and 5.4 per cent respectively, which resulted in transit revenues exceeding budget projections by \$41.6 million and 2022 by \$118.9 million. This also resulted in a 4.2 percentage point increase in the cost recovery ratio compared to 2022.

While population growth and strong ridership is welcome news, such recovery is not evenly distributed throughout the system. In some parts of the region, we are starting to see over-crowding, as ridership in those regions well surpassed pre-COVID levels. TransLink continues to face a structural funding deficit and challenges of unprecedented inflationary pressures. TransLink continues to work with Mayors' Council and senior governments to develop lasting solutions for these financial challenges, address overcrowding and urgent service needs, while proactively supporting the growing demands of the region.

While maintaining fiscal prudence to manage inflationary pressures, TransLink continued to invest in safety and reliability through expenditures targeted to improve the state of good repair and the perception of safety on the transit system, as well as advancing key initiatives for the region. Central to these initiatives in 2023 include:

- Completed readiness department plans for the Rail Expansion Program, socializing business maturity and its importance, as well as track access visualization dashboard and Long-Term Facility Planning for the Expo-Millennium 2050 Facility Plan.
- Tunnel boring for the Broadway Subway Project reached South Granville Station, with crews continuing work on underground station concrete columns, walls and floors. Excavation has begun on the second of two future passenger connections at Broadway-City Hall Station.
- Completed an interim reference case design, final public engagement, environmental and archaeological baseline work and Greenhouse Gas emissions assessment for business case inputs report for the Burnaby Mountain Gondola project.
- Announced three priority corridors to advance Metro Vancouver's first new Bus Rapid Transit (BRT) routes. The selected corridors are King George Boulevard from Surrey Centre to White Rock, Langley Centre to Haney Place and Metrotown to North Shore. These corridors were selected based on ridership potential, increasing access to jobs, future housing and development growth projections, the feasibility of implementing new transit priority infrastructure, and early support from local governments to implement the changes necessary for the projects.

- Deployed 10 Community Safety Officers to Patrol Squads with positive feedback received on their contribution to the work of patrol and interaction with riders.
- Officially launched the SkyTrain Advanced Radio System (STARS) with BCRTC's Signaling & Telecommunications department preparing and distributing 780 new digital handheld radios.
- Approved the company's first-ever Workplace Accessibility Policy, which uses the eight priority areas identified in the Accessible British Columbia Act as a focus.
- Made progress on a number of objectives of Climate Action Plan. Progressed on the Zero Emission Fleet Transition Roadmap including a financial analysis of capital and operating expenses.

TransLink's paramount focus during 2023 was to ensure accessibility and quality of service. While managing the immediate financial and supply chain constraints TransLink made key investments to build business resiliency, prepare for the rail expansion underway and set the ground for the implementation of Access for Everyone plan. Capital assets grew to \$6.1 billion, with \$5.8 billion in active projects. The final forecasted cost of these active projects is expected to be 0.3 per cent or \$15.7 million below budget.

Highlights of 2023 operating indicators include the following:

- Overall, 2023 ridership journeys increased to 233.2 million, an increase of 20.5 per cent from 2022.
- Service hours increased slightly to 7.1 million, an increase of 1.4 per cent compared to 2022.
- The cost recovery ratio increased by 10.1 per cent from 2022 to 46.0 per cent in 2023 as a result of ridership and fare revenue recovery.
- The overall performance rating was maintained at a high level, 8.0 out of 10, similar to 2022.

ATTACHMENTS

Attachment 1: 2023 Year-End Financial and Performance Report



2023 Year-End Financial and Performance Report



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Subtotal (Active Capital Projects)	32
154 32	
5,789,991	32
536,385	32
1,276,909	32
5,774,314	32
15,677	32
0.3%	32
2,372,364	32
Substantially Complete	32
141 32	
2,360,771	32
95,706	32
2,222,877	32
2,258,342	32
102,429	32
4.3%	32
925,759	32
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Caution Regarding Forward-Looking Statements

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

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

A Note Regarding 2021 Comparative Data in This Report

Due to the unavailability of certain applications, certain datasets for 2021 conveyed within the body of this report are partially complete and/or compiled on a best-estimate basis. In those instances, that has been disclosed within the relevant section.

1. Financial and Performance Summary

Keeping the Region Moving

Together with its partners, stakeholders, and operating companies, TransLink plans, manages, finances, and operates Metro Vancouver's transportation network. TransLink is dedicated to designing and delivering a transportation system that connects customers, residents, businesses, and goods movers in a way that protects the environment and helps meet the unique needs of the region.

The 2023 Business Plan focused on putting customers first while laying the groundwork for the future by investing in business resilience and advancing the region's priorities. The plan kept a keen focus on savings and efficiencies, while advancing only those expenditures that delivered critical services to customers and built resilience for the future.

Amidst record-setting population growth in the region of approximately 90,000 people, ridership patterns in 2023 became notably more stable and consistent, aligning with expected seasonal fluctuations throughout the year. Each week, 900,000 unique people took transit – equivalent to one third of the population. TransLink continues to lead ridership recovery amongst Canadian and US peer agencies. SkyTrain is the fourth busiest rapid rail system, ahead of major cities like Chicago and Los Angeles, and bus ridership is third highest of all transit operators.

While population growth and strong ridership is welcome news, it has also highlighted challenges of TransLink's funding model and underscored unprecedented inflationary pressures. TransLink continues to work with Mayors' Council and senior governments to develop lasting solutions for these financial challenges to address overcrowding and urgent service needs, while proactively supporting the growing demands of the region.

Throughout it all, TransLink remains committed to fiscal responsibility, managing tax-payer money by minimizing expenses and saving as much money as possible. Eighty-five per cent of TransLink's expenses are service-related expenses, which makes it difficult to reduce costs without cutting transit service. The remaining 15 per cent of TransLink's expenses are administrative and is below the average administrative costs for Canadian and American transit agencies, which average 17 - 20 per cent.

For the year ended December 31, 2023, TransLink recorded a surplus of \$472.9 million based on Canadian public sector accounting standards. Excluding Senior Government Relief funding, the organization would have a deficit of \$6.0 million, a decline of \$11.2 million compared to budget. This is mainly due to lower revenue recognized from senior government capital contributions, lower fuel tax revenue, and lower recognized revenue from development cost charges. These were largely offset by higher transit revenue and investment income, and lower expenses. TransLink continues to closely monitor cost escalations to ensure Metro Vancouverites can continue to move around the region as effectively as possible, balancing the priorities of upholding safety and ensuring quality service, while operating within a tight fiscal envelope.

Key Priorities

TransLink's primary focus for 2023 was to ensure accessibility and quality of service. While managing the immediate financial and supply chain constraints TransLink made key investments to build business resiliency, prepare for rail expansion, and prepare for the implementation of the Access for Everyone plan (formerly known as Transport 2050: 10-Year Priorities).

TransLink's four key corporate priorities ensured a continued focus on regional customers, employees, and keeping infrastructure maintained in a state of good repair, all within the current financial environment. In tandem, TransLink continues to advance true and meaningful reconciliation with Metro Vancouver's Indigenous Peoples.

The following outline the key accomplishments in 2023.

Priority One: Rebuild Customer Ridership

TransLink will rebuild ridership by focusing on restoring public trust and confidence in transit as the economy recovers.

- Achieved 99.5 per cent service delivery for British Columbia Rapid Transit Company Ltd. (BCRTC) with 95.3 per cent of service being on time.
- Launched the SkyTrain Cleaning and Maintenance Text Line at Commercial-Broadway and Surrey Central SkyTrain Stations, which delivers on the Customer Experience Action Plan to make TransLink's transit system more inviting for customers by improving overall cleanliness. Through this line, customers can easily notify staff of any areas in need of cleaning or maintenance.
- Installed new LED lighting at Surrey Central Station to enhance the customer experience. Improved lighting creates a safer and more inviting space for customers at this station.
- Completed department readiness plans for the Rail Expansion Program, socializing business maturity and its importance, as well as track access visualization dashboard and Long-Term Facility Planning for the Expo-Millennium 2050 Facility Plan.
- Tunnel boring for the Broadway Subway Project reached South Granville Station, with crews continuing work on underground station concrete columns, walls and floors. Excavation has begun on the second of two future passenger connections at Broadway-City Hall Station.
- Named the eight new Expo Line stations that will be part of the expanded Surrey Langley SkyTrain (SLS).
- Achieved 50 per cent completion of the new Operation Control Centre (OCC2) which is on track to be opened with the Broadway Subway project.
- Completed an interim reference case design, final public engagement, environmental and archaeological baseline work and GHG emissions assessment for business case inputs report for the Burnaby Mountain Gondola project.
- Completed inputs to the Provincial draft Concept Plan for the University of British Columbia (UBC) Extension project for Treasury Board submission, including technical and governance inputs, and scoping for an integrated Transit Oriented Development program.

- Completed Operations and Maintenance Centre assessment for future long-term operations and maintenance requirements for the Skytrain system.
- Increased bus stop wheelchair accessibility for all bus stops in the region to 83.3 per cent.
- Secured commitments from 30 employers, representing 8,723 employees as a part of the Transit Friendly Employer (TFE) program.
- Coast Mountain Bus Company (CMBC) continued to monitor six routes per month with 66 routes monitored to date, for real time service adjustments to maximize customer experience and capture safety related issues surrounding bus stop/ shelter concerns.
- Facilitated engagement with two Indigenous Nations on potential transportation improvements and began engagement with two more. The program continues to develop, including further engagement with remaining Nations and development of potential access improvement ideas.
- Partnered with local curator, writer and artist Nya Lewis to produce Carry it Well, a series of public art installations that celebrate contemporary Black-Canadian art, artists, and presence of African and Black communities in Metro Vancouver. Carry It Well features four large-scale artworks by contemporary Canadian artists Jan Wade, Natoya Ellis, Adeyemi Adegbesan and Nya Lewis.
- Received two national awards as part of the Canadian Urban Transit Association (CUTA) annual awards program, which honours organizations and individuals for their contributions to public transit in Canada. TransLink's Public Affairs department earned an Equity, Diversity and Inclusion Award for the Travel Training for Newcomers Program. This award recognizes initiatives, programs, and outreach undertaken by businesses, transit systems, and/or their municipal owners, committed to inclusive, accessible, diverse workplaces and communities. Communications department earned a Marketing and Communications Award for "What's the T: the TransLink Podcast" with Jawn Jang. This award recognizes excellence in advertising, corporate communications, or public relations.
- Announced three priority corridors to advance Metro Vancouver's first new Bus Rapid Transit (BRT) routes. The selected corridors are King George Boulevard from Surrey Centre to White Rock, Langley Centre to Haney Place and Metrotown to North Shore. These corridors were selected based on ridership potential, increasing access to jobs, future housing and development growth projections, the feasibility of implementing new transit priority infrastructure, and early support from local governments to implement the changes necessary for the projects.
- Operationally deployed ten graduated Community Safety Officers from Class 1 to Patrol Squads and received positive feedback on their contribution to the work of patrol and interaction with riders.
- Resumed the Transit Police Blue Eagles Program in Vancouver and Surrey. This program enables youth between the ages of 12 and 15 to develop leadership skills while learning about Indigenous culture.
- Began "Trauma-Informed Practice Foundations" training for Transit Police Officers and Community Safety Officers. This training supports the new BC Provincial Policing Standards on Unbiased Policing and its expectation that all employees provide services in a culturally safe, responsive, and trauma-informed manner.
- Completed renovations to the Waterfront Community Policing Center. Waterfront Community Policing Center Volunteers continue to conduct their regular patrols and have assisted with the

Insurance Corporation of BC (ICBC) Pedestrian Safety Campaigns and numerous community outreach events to promote transit safety.

- Continued to expand the Transit Police “See Something, Say Something” campaign with the addition of 12,750 text number decals on the bus fleet (one decal on every second bus window and by every bus door).
- Hosted a ceremony at Transit Police Headquarters to place the Survivors’ Flag for the national holiday on September 30, which honours the survivors of residential schools, the children who did not return home, their families, and their communities. This flag is an expression of remembrance, meant to honor residential school Survivors and all the lives and communities impacted by the residential school system in Canada.
- Issued a new policy on hate-bias investigations to help ensure the effective identification and investigation of hate-bias incidents and hate motivated crimes and provide appropriate support and response to the victim and affected communities. In support of this policy, Transit Police Officers received training from the BC Hate Crimes Times on investigation of hate-bias incidents.
- Extended invitation to the respected Elders and Knowledge Keepers of local Indigenous Nations and urban Indigenous organizations to participate in a newly initiated Elders Program.
- Hosted blessing ceremony for Indigenous murals at King George Station with contributing artists, families and friends to celebrate the Indigenous Nations’ distinct cultures and heritage from ḡičəý (Katzie First Nation), ḡwə:ḡł əḡ (Kwantlen First Nation), and se’mya’mé (Semiahmoo First Nation) and to encourage ridership to reflect on the meaning of the land that we travel on today.
- Targeted Mobile Enforcement Team (TMET) sent members to two commercial vehicle inspections with various partners (including Delta Police Department and Vancouver Police Department) and a “RailSafe” event with Canadian Pacific Police and Ridge Meadows RCMP, which aims to bring together different police and transit partners to convey the importance of safety in and around the rail system. As well, TMET participated in two distracted driving events in Richmond and Vancouver with jurisdictional police partners, ICBC representatives and volunteers, and participated in a CounterAttack initiative in New Westminster and two pedestrian safety events with the jurisdictional police and ICBC representatives at Lougheed and Joyce SkyTrain Stations.
- The Crime Suppression Team (CST) assisted Patrol with a two-day undercover drug buy operation in Surrey and New Westminster. Transit Police was the lead agency for the project, which utilized multiple outside agency resources due to Special Investigation Targeted Enforcement (“SITE”) funding provided through the provincial government. The drug buys took place around SkyTrain Stations in New Westminster and Surrey. Arrests were made and the project resulted in 14 charges being recommended, two outstanding warrants being executed and the seizure of one prohibited weapon and a quantity of drugs and cash.
- Launched limited edition 2023 holiday merchandise including 'Elf' themed Compass cards.

Priority Two: Foster a Safe, Skilled and Resilient Workforce

TransLink will help build resilience among the workforce by focusing on business continuity, transparency and adaptability.

- Approved the company’s first-ever Workplace Accessibility Policy, which uses the eight priority areas identified in the Accessible British Columbia Act as a focus. The purpose of this policy is to operationalize TransLink’s commitment to workplace accessibility and inclusion, striving for

barrier-free participation for persons with disabilities in the workplace. In conjunction, Translink has sourced an external vendor to begin an accessibility audit for the Translink.ca website and offer training on inclusive recruitment to the Talent Acquisition team.

- Won a 2023 Canadian Workplace Well-being Award for a large public/private sector employer. This recognition celebrates organizations that have demonstrated exceptional dedication and innovation in enhancing the well-being of employees. Award winners are upheld for taking a strategic approach to well-being and psychological safety, investing in proactive workplace supports, and being intentional about fostering a culture of trust, care and belonging.
- Increased maternity leave top up to 18 weeks completing one of Caregivers Employee Resource Group's five Initiatives to support caregiver employees.
- Approved new Compensation Philosophy and Framework to modernize TransLink's salary administration process.
- Equity, Diversity and Inclusion team, alongside the Pride and Allies employee resource group, successfully implemented gender-inclusive washrooms at 75 per cent of work locations across the enterprise.
- Successfully delivered SafeStart training to eight departments to reduce injuries in the workplace, improve engagement and build on human factors included in the Just Culture initiative.
- BCRTC successfully passed the WorkSafeBC Certificate of Recognition safety audit with a record 95 per cent score, a testament to the continuing commitment to enhancing Zero Harm safety culture.
- Launched a staff safety survey, and a Slips, Trips and Falls safety awareness campaign at BCRTC, with monthly safety themes delivered to staff.
- Facilitated a SkyTrain Attendant hiring fair that attracted 4,000 applicants, with 92 candidates identified for current 2023 and planned 2024 SkyTrain Attendant openings.
- Created a dedicated maintenance training department to deliver training critical to the train fleet expansion planned for the next decade. This department includes a training manager, uniquely developed maintenance training plans and on-demand videos.
- Facilitated Minerva's leadership development program known as "Women Leading the Way" with 93 per cent of attendees reporting that they will recommend the program to a co-worker or friend in the next six months, and 64 per cent of attendees reporting taking on more leadership responsibility.

Priority Three: Deliver a Reliable Transportation System in a State of Good Repair

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

- Completed Westham Island Bridge rehabilitation work and substantially completed Knight Street Bridge rehabilitation work.
- Substantially completed the new Guideway Shop at Operations and Maintenance Centre 1 as part of Expo Millennium Upgrade Project (EMUP). This facility will allow the guideway department to better maintain and store rail equipment. Work has also begun on extending the Vehicle Inspection and Cleaning Facility to accommodate longer five-car Mark V trains.

- Officially launched the SkyTrain Advanced Radio System (STARS) with BCRTC's Signaling & Telecommunications department preparing and distributing 780 new digital handheld radios. This project transitions BCRTC to the Electronic Communications (E-Comm) network as the first major implementation of the Advanced Radio System upgrade, a highly reliable radio communications system used by Fire, Police, and Ambulance. It will provide BCRTC with the necessary capacity and performance required for expansions. The E-Comm radio system provides better coverage, greater clarity, and improved reliability through earthquake resistant infrastructure and enhanced security.
- Completed over 100 kilometres of rail work through the Annual Rail Grinding program on the Expo and Millennium Lines with an additional 2,322 rail pad replacements on the Expo Line and 4,600 metres of track sections replaced on the Expo Line.
- All new bus vehicles commissioned have been delivered and are either in service or in the process of being commissioned for revenue service.
- Established funding agreement with BC Hydro for Strategic Energy Management.
- Substantially completed Zero Emission Fleet Transition Plan.
- Received the first new Mark V train at Burnaby Operations and Maintenance Centre where it will undergo a year of testing and commissioning on the local system before being fully utilized at the end of 2024.
- Updated Transit Police Search and Seizure policies to ensure alignment with legislation and legal requirements.
- Matured Agile practice within Analytics and Development with 84 per cent of teams meeting business objectives at year-end.
- Supported the implementation of the Municipal Funding Program web application and launched a pilot project for a regional road monitoring program.

Priority Four: Achieve Financial Sustainability

TransLink will actively manage the financial health and work towards the achievement of long-term financial sustainability.

- Completed landlords work on two major retail outlets ahead of schedule, with new tenant work now in progress for early 2024 openings, and also finished minor upgrade renovations on another retail outlet to attract a tenant in 2024.
- Sold property in Port Moody to the Province that will be used to build affordable housing and city's first Transit Oriented Development project.
- Launched fourth new vending concept of 2023 with an air balloon vending machine at Metrotown Station, expanding the vending program in partnerships with local businesses to maximize revenue opportunities and improve customer amenities.
- Completed enabling activities to support development concept in North Vancouver, including clearing title of encumbrances, due diligence, and design.
- Completed market soundings on development industry preferences for public-private partnerships to deliver transit integrated development, interviewing over a dozen industry leaders.

- Significantly advanced negotiations with adjacent developer at one existing station to establish contribution amount for station improvements and implemented provisioning for added amenity space in new station development.
- In 2023 (year one of the Climate Action Plan), three actions have been completed, two have been incorporated with other actions (to improve effectiveness and efficiency), two have been bundled into work for 2024, and one has been delayed due to stakeholder engagement. Progressed on the Zero Emission Fleet Transition Roadmap. A financial analysis of capital and operating expenses has been completed. Across the three-year Plan, 40 of 48 actions are on track (84 per cent).

2. 5 Year Summary

Ridership in 2023 marked the entry into a “new normal” shaped by the pandemic, with remote and hybrid work practises fully embraced by many employers. This was the first full year since the onset of the pandemic with no public health restrictions, which helped stabilize and further increase ridership levels from the prior year. TransLink continued to keep Metro Vancouver moving, providing safe, reliable and high-quality transportation services, all while operating with tight financial resources.

An agreement for additional \$478.9 million of Provincial relief funding was signed in March 2023, which is designed to help offset revenue losses and higher inflationary pressures and maintain service levels and planned operations through to the end of 2025. This funding will be received in 2024 and 2025 and is in addition to the previous Senior Government relief funding of \$851.8 million received between 2020 and 2022 that has allowed TransLink to maintain service at near pre-pandemic levels and affordable fare rate increases through 2020-2024. It also provides a financial foundation for the Enterprise to support the region in the post-pandemic era while addressing the structural revenue gap. TransLink ended 2023 with \$671.1 million in unrestricted cash and investments.

Ridership in 2020 and 2021 had fallen to below 50 per cent of pre pandemic volumes seen in 2019, resulting in a significant reversal of historical ridership growth. In the fall of 2022, ridership reached over 80 per cent of pre-COVID levels, despite disruptions caused by the Omicron variant in the initial months of the year. 2023 was a year of ridership stabilization and consistency, following expected seasonal trends throughout the year. Compared to pre-COVID levels, ridership saw slight growth in recovery rate as the year went on. Annual ridership for 2023 grew by 20.5 per cent compared to 2022 reaching 85.6 per cent of pre-COVID levels for the year. Population growth in Metro Vancouver in 2023 exceeded pre-COVID rates at 3.3 per cent compared to the average annual pre-COVID rate of 1.5 per cent. Ridership growth in 2024 is expected to be driven by long-term socio-economic factors such as population and economic growth.

Prior to the pandemic, the cost recovery ratio reached a high of 59.7 per cent in 2019, as service expansion was supported by strong growth in ridership, regular fare increases and effective service optimization initiatives. The collapse in the cost recovery ratio from 2019 to 2021 reflected the pandemic’s dramatic impact on ridership and transit revenues, during which time service levels were maintained at largely pre-pandemic levels. In 2023, the cost recovery ratio increased to 46.0 per cent (2022: 41.8 per cent) driven by a continued increase in ridership and transit revenue. Increased ridership has a proportionately greater impact on operating revenues than on operating costs as a result of service levels being right sized to manage customer demand.

As the post-pandemic transportation model for the region continues to develop, TransLink will remain focused on supporting the region’s needs by maintaining service quality and keeping the existing transit system in a state of good repair as well as investing in key projects to meet the region’s overarching goals.

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

5 YEAR PERFORMANCE TRENDS								Compound Annual Growth Rate (CAGR) ¹³
Year ended December 31 (all numbers in millions unless otherwise stated)	2019	2020	2021	2022	2023	COMPARISON TO 2022 ¹³		
						Fav / (Unfav)	%	
FINANCIAL INDICATORS								
Unrestricted cash and investments ¹	563.3	493.6	741.2	857.8	671.1	(186.7)	(21.8%)	4.5%
Tangible capital assets ²	5,381.3	5,579.6	5,704.2	5,765.5	6,141.9	376.4	6.5%	3.4%
Net direct debt ³	2,375.4	2,645.7	2,466.9	2,586.5	2,705.9	(119.3)	(4.6%)	3.3%
Indirect P3 debt ⁴	1,512.6	1,480.2	1,445.7	1,408.9	1,369.5	39.4	2.8%	(2.5%)
Total net direct debt and indirect P3 debt	3,888.0	4,125.9	3,912.6	3,995.4	4,075.4	(80.0)	(2.0%)	1.2%
Gross interest cost as a % of operating revenue ^{5,6}	11.7%	14.4%	13.0%	11.2%	10.4%	0.8%	7.2%	(2.9%)
OPERATING INDICATORS								
Scheduled Transit Service								
Overall performance rating (out of 10)	7.8	8.2	8.2	8.0	8.0	-	-	0.6%
Service hours ^{7a}	7.0	6.9	7.0	7.0	7.1	0.1	1.4%	0.4%
Total cost recovery ratio ^{8,9}	59.7%	33.6%	33.5%	41.8%	46.0%	4.2%	10.1%	(6.3%)
Operating cost per capacity kilometre ¹⁰	\$ 0.097	\$ 0.097	\$ 0.111	\$ 0.108	\$ 0.115	\$ (0.01)	(6.5%)	4.3%
Complaints per million boarded passengers ^{*,7b,11}	90.6	103.3	92.8	74.0	70.7	3.3	4.5%	(7.5%)
Access Transit Service								
Number of trips (thousands)	1,381.8	620.1	695.6	964.9	1,175.9	211.0	21.9%	(4.0%)
Operating cost per trip [*]	\$ 39.26	\$ 75.14	\$ 69.70	\$ 57.73	\$ 54.79	\$ 2.9	5.1%	8.7%
Number of trips denied (thousands)	1.4	0.4	0.1	0.9	1.1	(0.2)	(22.2%)	(5.9%)
Complaints per 100,000 boarded passengers [*]	201.8	178.6	209.7	255.2	242.9	\$ 12.3	4.8%	4.7%
Ridership¹¹								
Boarded passengers (system)	452.9	218.8	223.5	325.9	391.6	65.7	20.2%	(3.6%)
Journeys (system) ¹²	271.0	128.0	130.9	193.6	233.2	39.6	20.5%	(3.7%)
Average fare per journey (scheduled) [*]	\$ 2.42	\$ 2.82	\$ 2.93	\$ 2.70	\$ 2.69	\$ (0.01)	(0.4%)	2.7%
REGIONAL INDICATORS¹⁴								
Population of Service Region	2.71	2.74	2.76	2.84	2.94	0.10	3.5%	2.1%
Employment of Service Region	1.51	1.39	1.51	1.55	1.58	0.03	1.9%	1.1%

* Per unit calculation

¹ This represents the accumulated funded resources as calculated under the *South Coast British Columbia Transportation Authority Act* and is the amount of resources available to fund future operations.

² The 2020 tangible capital assets have been restated to reflect asset reclassification.

³ Includes bonds, debentures, capital leases, short-term debt net of sinking funds and debt reserve deposits.

⁴ Includes deferred concessionaire credit for Canada Line and contractor liability for Golden Ears Bridge.

⁵ Operating revenue is total revenue less Government transfers for capital projects and Senior Government relief funding, Development Cost Charges, investment income, miscellaneous revenue, gain (loss) on disposal on tangible capital assets and amortization of deferred concessionaire credit.

⁶ Operating revenue in 2019 through 2022 was restated to align with the methodology adopted in 2023.

⁷ In December 2020, TransLink was the victim of a cyberattack. Immediate action and protective measures were taken by TransLink including the shutdown of multiple network systems. As a result, due to the unavailability of certain applications, some datasets are incomplete and/or required estimates. The following Operating Indicators have been impacted, and to support comparability, alternative estimates have been made as described below in 7a and 7b:

^{7a} CMBC Service hours estimated for November 2020 to December 2021 are based on the best available data at the time of reporting to maintain consistency within the reporting period.

^{7b} TransLink was not able to capture complete full complaint data from November 28, 2020 to August 18, 2021. To normalize the 2020 and 2021 metrics, boarded passenger totals are aligned with the periods when complaint data was fully available, being January 1 to November 27 for 2020 and September 1 to December 31 for 2021 – September being the first month of complete data in 2021.

⁸ Includes operating costs of Bus, Rail, Transit Police and Corporate Ongoing.

⁹ 2022 ratio has been restated to align with the methodology adopted in 2023.

¹⁰ Includes operating costs of Bus, Rail and Transit Police (excludes Corporate and Access Transit costs).

¹¹ Ridership estimates for 2020 differ from the methodology used in previous years as a result of the temporary suspension of fare collection on buses in the first months of the COVID-19 pandemic, the replacement of fareboxes on buses and the December 2020 cyberattack.

¹² 2019 Journeys have been restated to include the HandyDART trips.

¹³ Calculations based on whole numbers.

¹⁴ The region's population and employment figures for 2019 through 2022 have been restated to reflect the latest information available.

Financial Indicators

Strict financial discipline and prudent fiscal management have helped TransLink maintain financial strength to support the organization through the acute stage of the COVID-19 pandemic. Early in the pandemic, the organization immediately put measures in place to reduce costs and worked with Senior Government to secure relief funding that enabled the continued provision of essential transit services in the region. Financial indicators are measured and monitored throughout the year.

TransLink's unrestricted cash and investments is a metric representing the accumulated funding resources as defined by the *South Coast British Columbia Transportation Authority Act* (the SCBCTA Act). This represents the amount of resources available to fund future operations. As operations continued to normalize in 2023, unrestricted cash and investments decreased by \$186.7 million (21.8 per cent) mainly due to net outflows from operations.

Capital assets increased over the prior year by \$376.4 million (6.5 per cent). Additions of \$637.2 million included SkyTrain system and infrastructure upgrades, procurement of vehicle fleets, milestone payments for SkyTrain vehicles, and technology upgrade initiatives. These increases were partially offset by amortization expenses amounting to \$259.7 million and \$1.1 million of disposed assets.

Net direct debt has increased by \$330.5 million since 2019, a 3.3 per cent Compounded Annual Growth Rate (CAGR). The increase in debt supports the capital investments for both expansion projects and maintaining assets in a state of good repair. Compared to 2022, net direct debt increased by \$119.3 million (4.6 per cent). This was primarily the result of a TransLink bond issuance of \$300.0 million, net of a discount of approximately \$22.6 million, a \$98.3 million increase to TransLink's self-administered sinking fund from contributions and fund income, and net reductions in Municipal Finance Authority of BC (MFABC) held debt of \$59.8 million.

Indirect Public-Private Partnership (P3) debt, which includes the liability owed to the Golden Ears Bridge contractor and the Canada Line deferred concessionaire credit, has declined by \$143.1 million (2.5 per cent CAGR) since 2019. Compared to 2022, indirect P3 debt decreased by \$39.4 million (2.8 per cent) mainly due to the amortization of the Canada Line deferred concessionaire credit and repayment of Golden Ears Bridge contractor liability.

Gross interest costs as a percentage of operating revenues, which had remained steady at around 12.0 per cent from 2017 to 2019, increased to 14.4 per cent in 2020 because of the impact of COVID-19 on 2020 operating revenues. By 2023, the ratio reverted back to historical levels at 10.4 per cent. TransLink continues to operate well within its policy limit of 20.0 per cent.

Operating Indicators

Operational trends include key performance metrics of service delivered to Metro Vancouver residents and transit ridership. In 2023, TransLink continued to monitor and measure its performance to strengthen its operations and provide customers with a positive experience.

Scheduled Transit Service

Scheduled transit service includes the following modes: Conventional Bus, Community Shuttle, SeaBus, SkyTrain and West Coast Express (WCE).

The overall combined performance rating, which measures the average customer satisfaction across the entire system is holding steady with last year at an average annual rating of 8.0 for 2023. The ratings are also closely aligned with those seen in 2022, even with higher usage seen across the system; but lower than 2021 scores for Bus and Skytrain, likely due increase in ridership. The rating improved for West Coast Express due to increase in service as it returned to five trains in each direction.

Service hours increased by 1.4 per cent to 7.1 million hours in 2023. Since the onset of the pandemic, travel behaviours have evolved and began stabilizing in 2023. In response, TransLink has reallocated service to reduce crowding on busy travel routes and provide more frequent service to meet customer demand.

The total cost recovery ratio, measuring the percentage of direct operating costs covered by transit revenues, increased by 4.2 percentage points from 2022 to 2023 as a result of continued ridership and transit revenue recovery in 2023. The cost recovery ratio decreased by a CAGR of 6.3 per cent over the past five years due to lower transit revenue driven by lower ridership while maintaining capacity on the system to ensure essential and appropriate transportation services remained available throughout the pandemic.

Operating costs per capacity kilometre increased by a CAGR of 4.3 per cent over the five-year period. This metric improved by 3.1 per cent from \$0.111 in 2021 to \$0.108 in 2022 as a result of lifting of bus seating restrictions on July 1, 2021, which increased the capacity by approximately one-third of a regular passenger load on conventional bus transit. Compared to 2022, however, operating cost per capacity kilometre increased by 6.5 per cent in 2023 as a result of higher labour and higher maintenance costs driven by inflation.

Complaints per million boarded passengers has improved by a CAGR of 7.5 per cent over the past five years. The improvement is mainly attributed to SkyTrain's ongoing maintenance program on rail replacement and rail grinding, alleviating noise levels for residents and improving customer ride quality, as well as the prompt communication to passengers about all potential travel delays caused by weather and the single tracking maintenance program. The complaints per million boarded passenger indicators for 2020 and 2021 had incomplete complaints data from November 28, 2020 to September 1, 2021 due to the shutdown of multiple network systems which impairs comparative analysis. This metric improved by 4.8 per cent in 2023 over 2022 as ridership recovery stabilized in 2023.

Access Transit Service

Access Transit provides door-to-door shared ride service for customers with physical or cognitive disabilities who are unable to use conventional public transit without assistance.

Total Access Transit trips provided in 2023 were 211.1 thousand (21.9 per cent) higher than 2022 but remained lower than pre-pandemic levels in 2019. The increase in 2023 is in line with the increase in ridership on other modes, as people became more comfortable travelling during a year with no public health restrictions. TransLink remains committed to ensuring services are fully available for passengers unable to use conventional public transit without assistance.

Operating cost per trip decreased by \$2.9 (5.1 per cent) from \$57.7 in 2022 to \$54.8 in 2023. As costs are largely fixed and relatively consistent with 2022, this change was mainly due to an increase in trip demand compared to 2022.

The number of trips denied increased compared to last year but remains lower than pre-pandemic as service capacity continues to exceed service demand. For 2023, the number of denials represents less than 0.1 per cent of the total trips delivered.

In 2023, complaints per one hundred thousand boarded passengers decreased by 4.8 per cent over 2022. The decrease in the number of Operator Behaviour Complaints is attributed to Transdev's deployment of a driver behaviour program introduced in November 2021 specifically targeting Operators behavior. The program was ongoing throughout 2023 and will continue in 2024. Other top contributors of total complaints were related to scheduling and clerk behaviour. To address these concerns, Transdev also deployed a clerk behavior program in October 2022. Transdev continues to focus on recruitment of drivers to meet scheduling demands.

To reduce taxi-related complaints, Transdev continues to support customer service training for taxi companies. Additionally, Transdev continues to improve taxi Service Level Agreement contracts in order to promote greater accountability from the taxi providers.

Ridership

A boarding represents each time a passenger enters a fare-paid zone using Compass fare media or other proof of payment, including transfers. In 2023, total system boardings were 391.6 million, 20.2 per cent higher compared to 2022. Journeys represent a complete transit trip using Compass fare media or other proof of payment, regardless of the number of transfers. Compared to 2022, total system journeys in 2023 increased by 20.5 per cent to a total of 233.2 million.

Amidst record-setting population growth in the region of approximately 90,000 people, ridership patterns in 2023 became notably more stable and consistent, aligning with expected seasonal fluctuations throughout the year. January 2023 was the first month since the pandemic that journeys surpassed 80 per cent of pre-COVID (2019) levels. After January, journeys recovery settled at between 83 to 85 per cent from February to June, then saw an increase from 86 to 88 percent from July to December.

Average weekday ridership continued to lag behind average weekend and holiday ridership in terms of recovery compared to pre-COVID, but weekday ridership had higher growth than weekend and holiday ridership compared to 2022. Higher growth in average weekday ridership is in part due to a continued return to office work.

The average fare per journey was \$2.69 for 2023, a decrease of \$0.01 (0.4 per cent) relative to 2022. Despite the July 1st fare increase, average fare did not increase in 2023 due to changes in the product mix and the continued recovery of program ridership on a per rider basis. The average fare per journey was higher in 2022 due fewer journeys caused by the impact of key events in 2022 such as the Omicron wave of the pandemic in January 2022 and significant snowfall in December 2022.

3. Consolidated Statement of Operational Analysis

Year ended December 31 (\$ thousands)	CONSOLIDATED REVENUES AND EXPENSES							
	YEAR OVER YEAR				ACTUAL TO BUDGET			
	2023 ACTUAL	2022 ACTUAL ²	CHANGE		2023 BUDGET ³	CHANGE		
		Fav/(Unfav)	%		Fav/(Unfav)	%		
Revenue								
Taxation	978,412	978,076	336	0.0%	988,405	(9,993)	(1.0%)	
Transit	671,560	552,624	118,936	21.5%	629,998	41,562	6.6%	
Government transfers	715,668	427,136	288,532	67.6%	354,718	360,950	101.8%	
Amortization of deferred concessionaire credit	23,273	23,274	(1)	-	23,273	-	-	
Investment income	192,228	109,064	83,164	76.3%	155,673	36,555	23.5%	
Development Cost Charges	17,301	25,158	(7,857)	(31.2%)	23,597	(6,296)	(26.7%)	
Miscellaneous revenue	19,966	17,427	2,539	14.6%	15,349	4,616	30.1%	
Sub Total Continuing Operations	2,618,408	2,132,759	485,649	22.8%	2,191,013	427,394	19.5%	
Gain (Loss) on disposal of tangible capital assets	8,085	1,748	6,337	> 200.0%	(358)	8,443	> (200.0%)	
Total Revenue ¹	2,626,493	2,134,507	491,986	23.0%	2,190,655	435,837	19.9%	
Expenses								
Bus Operations	945,537	860,510	(85,027)	(9.9%)	934,378	(11,159)	(1.2%)	
Rail Operations	404,951	363,550	(41,401)	(11.4%)	408,186	3,235	0.8%	
Transit Police	52,706	48,070	(4,636)	(9.6%)	52,821	115	0.2%	
Corporate Operations	139,367	120,837	(18,530)	(15.3%)	140,036	669	0.5%	
Roads and Bridges	151,116	109,415	(41,701)	(38.1%)	157,182	6,066	3.9%	
Amortization of tangible capital assets ¹	259,680	250,019	(9,661)	(3.9%)	268,637	8,957	3.3%	
Interest ¹	180,455	181,357	902	0.5%	188,393	7,938	4.2%	
Sub Total Continuing Operations	2,133,812	1,933,758	(200,054)	(10.3%)	2,149,633	15,821	0.7%	
Corporate One-time	19,778	71,143	51,365	72.2%	35,859	16,081	44.8%	
Total Expenses	2,153,590	2,004,901	(148,689)	(7.4%)	2,185,492	31,902	1.5%	
Surplus (Deficit) for the Year	472,903	129,606	343,296	> 200.0%	5,163	467,739	> 200.0%	

¹ Amortization and interest are shown separately to facilitate analysis.

² 2022 Actuals have been reclassified to conform with the consolidated financial statement presentation adopted in 2023.

³ 2023 Budget has been restated to conform with the consolidated financial statement presentation adopted for the current year and to reflect budget transfers during the year.

TransLink ended the 2023 year with a \$472.9 million surplus based on Canadian public sector accounting standards, mainly due to additional Provincial relief funding of \$478.9 million recognized in March 2023. This relief funding, designed to help offset revenue losses caused by the pandemic and higher inflationary pressures, is intended to support maintaining service levels and planned operations through to the end of 2025. The funding, which will be received in 2024 and 2025, was recognized in full upon signing the agreement in March 2023, in accordance with Canadian public sector accounting standards. Excluding Senior Government Relief Funding, TransLink recorded a deficit of \$6.0 million which is \$11.2 million unfavourable to budget. This is mainly due to lower than budget revenue recognized from Senior Government capital contributions, lower fuel tax revenue mainly due to a refund of previous fuel tax overpayment, and lower revenue recognized from the development cost charges, partially offset by higher transit revenue from higher than expected ridership recovery and investment income driven by higher interest rates, and higher cash and investment balances, and lower expenses.

Excluding Senior Government relief funding and a write-down of previously capitalized costs, TransLink's 2023 deficit is \$1.2 million lower than 2022 deficit of \$7.2 million. Higher year-over-year transit revenue and investment income were almost completely offset by higher costs due to contractual and economic labour increases and higher inflationary pressures.

Details of the variances are provided in the following analysis.

Consolidated Revenues – Comparison to 2022

Year ended December 31 (\$ thousands)	CONSOLIDATED REVENUES				YEAR OVER YEAR	
	ACTUAL		CHANGE			
	2023	2022 ¹	Fav/ (Unfav)	%		
Taxation	978,412	978,076	336	0.0%		
Transit	671,560	552,624	118,936	21.5%		
Government transfers						
Senior Government Relief Funding	478,926	176,000	302,926	172.1%		
Senior Government Funding	169,474	184,507	(15,033)	(8.1%)		
Golden Ears Bridge Tolling Replacement Revenue	67,268	66,629	639	1.0%		
Amortization of deferred concessionaire credit	23,273	23,274	(1)	(0.0%)		
Investment income	192,228	109,064	83,164	76.3%		
Development cost charges	17,301	25,158	(7,857)	(31.2%)		
Miscellaneous revenue	19,966	17,427	2,539	14.6%		
Sub Total Continuing Operations	2,618,408	2,132,759	485,649	22.8%		
Gain (Loss) on disposal on tangible capital assets	8,085	1,748	6,337	> 200.0%		
Total Revenue	2,626,493	2,134,507	491,986	23.0%		

¹ 2022 Actuals have been reclassified to conform with the consolidated financial statement presentation adopted in 2023.

The SCBCTA Act provides TransLink with access to revenue sources that are used to fund the provision and support of transportation services. Continuing revenue streams are mainly comprised of taxation, transit fares and government transfers.

2023 was a year of ridership stabilization and consistency, reaching 85.6 per cent of pre-COVID levels for the year as compared to 70.8 per cent in 2022. The increase in ridership resulted in a corresponding increase in transit revenue of \$118.9 million (21.5 per cent) over 2022. Higher cash balances and interest rates resulted in an increase of \$83.2 million (76.3 per cent) in investment income as compared to 2022.

Total revenue in 2023 was \$2.6 billion, 23.0 per cent higher than 2022. This includes \$478.9 million of Provincial relief funding recognized as revenue upon signing the agreement in March 2023. Excluding Senior Government relief funding, revenue was \$189.1 million or 9.7 per cent higher than 2022.

Taxation

Year ended December 31 (\$ thousands)	TAXATION REVENUES				YEAR OVER YEAR	
	ACTUAL		CHANGE			
	2023	2022	Fav/ (Unfav)	%		
Fuel tax	390,524	424,534	(34,010)	(8.0%)		
Property tax	463,133	437,922	25,211	5.8%		
Parking sales tax	83,757	74,970	8,787	11.7%		
Hydro levy	23,080	22,657	423	1.9%		
Replacement tax	17,918	17,993	(75)	(0.4%)		
Total Taxation	978,412	978,076	336	0.0%		

Total taxation revenues were \$0.3 million higher than 2022 due to higher revenues from property tax and parking sales tax, offset by lower fuel tax revenues.

Fuel tax revenue was lower by \$34.0 million (8.0 per cent) compared to 2022, mainly due to a refund of previous fuel tax overpayment in the first quarter of the year and lower gasoline volumes, partially offset by higher diesel volumes.

Parking sales tax was higher by \$8.8 million (11.7 per cent) compared to 2022 mainly due to the continued return of workers to offices.

Property tax revenue increased by \$25.2 million (5.8 per cent) compared to 2022 due to legislative increases in taxation from existing properties, as well as from new development and construction growth.

Transit

Year ended December 31 (\$ thousands)	TRANSIT REVENUES				YEAR OVER YEAR	
	ACTUAL		CHANGE			
	2023	2022	Fav/ (Unfav)	%		
Fares	493,006	395,450	97,556	24.7%		
Program	135,571	127,292	8,279	6.5%		
Total Fare and Program Revenue	628,577	522,742	105,835	20.2%		
Other	42,983	29,882	13,101	43.8%		
Total Transit	671,560	552,624	118,936	21.5%		

Total transit revenue includes fares, program, and other transit-related revenue, such as transit advertising, Park and Ride and fare infraction revenue. Total transit revenue in 2023 was \$671.6 million, an increase of \$118.9 million (21.5 per cent) over 2022, with ridership increasing 20.5 per cent over 2022.

Revenue from fares was \$493.0 million, which is \$97.6 million (24.7 per cent) higher than 2022 due to increased ridership. Future ridership growth is expected to be driven by long-term socio-economic factors such as population and economic growth as opposed to users returning in the aftermath of the COVID-19 pandemic. The ridership growth trend observed in the latter part of 2023 is expected to continue in 2024.

January 2023 was the first month since the pandemic that ridership surpassed 80 per cent of pre-Covid levels. After January, ridership recovery settled between 83 and 85 per cent from February to June, then saw an increase to between 86 and 88 percent from July to December. Average weekday ridership recovery compared to pre-COVID remained lower than average weekend and holiday ridership. However, weekday ridership saw higher levels of growth as compared to 2022 mainly due to the continued return of workers to offices. Overall, ridership reached 85.6 per cent of pre-COVID levels in 2023.

Program revenue includes revenue from the U-Pass BC and BC Government Bus Pass programs. In 2023, program revenue totalled \$135.6 million, which is \$8.3 million (6.5 per cent) higher than 2022, mainly due to higher U-Pass BC and BC Government Bus Pass volumes.

Other transit revenue totalled \$43.0 million in 2023, a \$13.1 million (43.8 per cent) increase compared to 2022, mainly due to higher carbon credit revenue. Carbon credit revenue was delayed in 2022 pending resolution of supplier eligibility requirements.

Government Transfers

Year ended December 31 (\$ thousands)	GOVERNMENT TRANSFERS				YEAR OVER YEAR	
	ACTUAL		CHANGE			
	2023	2022	Fav/ (Unfav)	%		
Senior Government Relief Funding	478,926	176,000	302,926	172.1%		
Senior Government funding	169,474	184,507	(15,033)	(8.1%)		
Golden Ears Bridge tolling replacement revenue	67,268	66,629	639	1.0%		
Total Government Transfers	715,668	427,136	288,532	67.6%		

For 2023, the government transfers were \$715.7 million, which includes Senior Government relief funding, the Greater Vancouver Regional Fund (GVRF), Investing in Canada Infrastructure Program (ICIP), the Public Transit Infrastructure Fund (PTIF), Canada Line funding, Build Canada Fund and other miscellaneous programs. In addition, there is an annual portion of revenue recognized from funding provided by the Province of BC in lieu of tolling revenue on the Golden Ears Bridge, as bridge tolling was eliminated on September 1, 2017.

The total government transfers were \$288.5 million higher than prior year due to the recognition of \$478.9 million of Senior Government relief funding in March 2023 as required by Canadian public sector accounting standards. This was partially offset by lower revenue recognized from Senior Government capital funding – it was \$15.0 million lower than prior year due to a higher number of vehicle deliveries funded through the Canada Community Building Fund in 2022.

Investment Income

Investment income increased by \$83.2 million (76.3 per cent) from 2022 mainly due to full year interest earned on the \$2.0 billion Golden Ears Bridge toll replacement upfront settlement funding compared to partial year in 2022, higher interest rates as a result of the Bank of Canada's interest rate policy which included three increases in 2023, and overall higher cash and investment balances.

Development Cost Charges

The Development Cost Charges (DCC) program was established effective January 15, 2020, to help fund the construction and expansion of the regional transit system. DCCs are levied on new urban development in the region to support capital investment in transportation infrastructure required for the Metro Vancouver region. DCC revenue is recognized as expenditures on qualifying projects are incurred. DCC revenue of \$17.3 million in 2023 is \$7.9 million (31.2 per cent) lower than in 2022 mainly as a result of less expenditures on eligible projects during the year.

Miscellaneous Revenue

Miscellaneous revenue increased by \$2.5 million (14.6 per cent) from 2022 due to additional funds received for projects in 2023, such as Burnaby Mountain Gondola feasibility study and a new connector for the Golden Ears Bridge.

Gain (Loss) on Disposal of Assets

In the current year, the gain on disposal of capital assets was \$8.1 million, mainly related to the sale of a Park and Ride site during the year.

Consolidated Revenues – Comparison to Budget

CONSOLIDATED REVENUES		ACTUAL TO BUDGET			
		ACTUAL	BUDGET	BUDGET VARIANCE	
Year ended December 31					
(\$ thousands)	2023	2023 ¹	Fav/ (Unfav)	%	
Taxation	978,412	988,405	(9,993)	(1.0%)	
Transit	671,560	629,998	41,562	6.6%	
Government transfers					
Senior Government Relief Funding	478,926	-	478,926	100%	
Senior Government Funding	169,474	287,451	(117,977)	(41.0%)	
Golden Ears Bridge Tolling Replacement Revenue	67,268	67,267	1	0.0%	
Amortization of deferred concessionaire credit	23,273	23,273	-	-	
Investment income	192,228	155,673	36,555	23.5%	
Development cost charges	17,301	23,597	(6,296)	(26.7%)	
Miscellaneous revenue	19,966	15,349	4,616	30.1%	
Sub Total Continuing Operations	2,618,408	2,191,013	427,394	19.5%	
Gain (Loss) on disposal on tangible capital assets	8,085	(358)	8,443	> (200.0%)	
Total Revenue	2,626,493	2,190,655	435,837	19.9%	

¹ 2023 Budget has been restated to conform with the consolidated financial statement presentation adopted in 2023 and to reflect budget transfers during the year.

Total revenue of \$2.6 billion was \$435.8 million (19.9 per cent) favourable to budget, mainly due to \$478.9 million of Provincial relief funding revenue recognized upon signing the agreement in March 2023. Excluding Senior Government relief funding, revenue was \$43.1 million (2.0 per cent) unfavourable to budget due to lower revenue recognized from Senior Government capital funding of \$118.0 million, due to project delays deferring revenue recognition, and lower fuel tax revenue, mainly due to a refund of previous fuel tax overpayment. This was partially offset by higher transit revenue and investment income.

Taxation

TAXATION REVENUES		ACTUAL TO BUDGET		
Year ended December 31	ACTUAL	BUDGET	BUDGET VARIANCE	
(\$ thousands)	2023	2023	Fav/ (Unfav)	%
Fuel tax	390,524	400,439	(9,915)	(2.5%)
Property tax	463,133	459,828	3,305	0.7%
Parking sales tax	83,757	87,073	(3,316)	(3.8%)
Hydro levy	23,080	23,065	15	0.1%
Replacement tax	17,918	18,000	(82)	(0.5%)
Total Taxation	978,412	988,405	(9,993)	(1.0%)

Taxation revenues are comprised of taxes collected on fuel, property and replacement taxes, parking sales tax and the hydro levy. Total taxation revenues were \$10.0 million (1.0 per cent) unfavourable to the budget.

Fuel tax revenue was \$9.9 million (2.5 per cent) unfavourable to budget mainly due to a refund of previous fuel tax overpayment in the first quarter of the year. Lower gasoline volumes were partially offset by higher than expected diesel volumes for the year.

Parking sales tax was \$3.3 million (3.8 per cent) unfavourable to budget, mainly due to lower than budgeted parking usage.

Property tax revenue was favourable by \$3.3 million (0.7 per cent) compared to budget mainly due to a higher-than-expected non-market change rate as a result of new construction and zoning.

Transit

TRANSIT REVENUES		ACTUAL TO BUDGET			
Year ended December 31 (\$ thousands)	ACTUAL	BUDGET	BUDGET VARIANCE		
	2023	2023	Fav/ (Unfav)	%	
Fares	493,006	461,453	31,553	6.8%	
Program	135,571	132,544	3,027	2.3%	
Total Fare and Program Revenue	628,577	593,997	34,580	5.8%	
Other	42,983	36,001	6,982	19.4%	
Total Transit	671,560	629,998	41,562	6.6%	

Revenue from fares was \$493.0 million, which is \$31.6 million (6.8 per cent) favourable to budget due to higher than expected ridership, partially driven by population growth as well as a continued return to on-site work.

Program revenue was \$3.0 million (2.3 per cent) favourable to budget, totalling \$135.6 million. University enrollments and U-Pass BC uptake were higher than expected, along with higher than budgeted BC Government Bus Pass program registrations.

Other transit revenue was favourable to budget by \$7.0 million (19.4 per cent) mainly due to higher than budgeted carbon credit revenue. Advertising, parking, and fare infraction revenue were also favourable to budget.

Government Transfers

GOVERNMENT TRANSFERS		ACTUAL TO BUDGET			
Year ended December 31 (\$ thousands)	ACTUAL	BUDGET	BUDGET VARIANCE		
	2023	2023	Fav/ (Unfav)	%	
Senior Government Relief Funding	478,926	-	478,926	100%	
Senior Government funding	169,474	287,451	(117,977)	(41.0%)	
Golden Ears Bridge tolling replacement revenue	67,268	67,267	1	-	
Total Government Transfers	715,668	354,718	360,950	101.8%	

Revenue recognized from government transfers was \$715.7 million, which includes Senior Government relief funding, the Greater Vancouver Regional Fund (GVRF), Investing in Canada Infrastructure Program (ICIP), the Public Transit Infrastructure Fund (PTIF), Canada Line funding, Build Canada Fund, and other miscellaneous programs. In addition, there is an annual portion of revenue recognized from funding provided by the Province of BC in lieu of tolling revenue on the Golden Ears Bridge, as bridge tolling was eliminated on September 1, 2017.

The total government transfers were \$361.0 million favourable to budget due to the recognition of \$478.9 million of Senior Government relief funding in March 2023, as required by Canadian public sector accounting standards, which was unbudgeted. This was partially offset by lower than budgeted recognition of revenue from Senior Government capital funding which was \$118.0 million unfavorable to budget, primarily due to timing of vehicle deliveries and construction delays. These delays have shifted the revenue recognition of Senior Government funding associated with those projects.

Investment Income

Investment Income was \$36.6 million (23.5 per cent) favourable to budget primarily due to higher than budgeted interest rates driven by the Bank of Canada's policy activity, and higher cash and investment balances.

Development Cost Charges

The DCC program revenue was \$6.3 million (26.7 per cent) unfavourable to budget due to delays in eligible capital projects, resulting in less revenue recognized than expected.

Miscellaneous Revenue

Miscellaneous revenue was \$4.6 million (30.1 per cent) favourable to budget mainly due to higher revenue received for projects in 2023, along with favourable miscellaneous recoveries.

Gain (Loss) on Disposal of Assets

Gain on disposal of assets was \$8.4 million favourable to budget mainly due to the unbudgeted sale of a Park and Ride site during the year.

Consolidated Expenses – Comparison to 2022

Year ended December 31 (\$ thousands)	CONSOLIDATED EXPENSES (BY SEGMENT)		YEAR OVER YEAR	
	ACTUAL		CHANGE	
	2023	2022 ²	Fav/ (Unfav)	%
Bus Operations	945,537	860,510	(85,027)	(9.9%)
Rail Operations	404,951	363,550	(41,401)	(11.4%)
Transit Police	52,706	48,070	(4,636)	(9.6%)
Corporate Operations	139,367	120,837	(18,530)	(15.3%)
Roads and Bridges	151,116	109,415	(41,701)	(38.1%)
Amortization of Capital Assets ¹	259,680	250,019	(9,661)	(3.9%)
Interest ¹	180,455	181,357	902	0.5%
Sub Total Continuing Operations	2,133,812	1,933,758	(200,054)	(10.3%)
Corporate One-time	19,778	71,143	51,365	72.2%
Total Expenses by Segment	2,153,590	2,004,901	(148,689)	(7.4%)

¹ Amortization and interest are shown separately to facilitate analysis.

² 2022 Actuals have been reclassified to conform with the consolidated financial statement presentation adopted in 2023.

TransLink's consolidated operating expenses were \$148.7 million (7.4 per cent) higher than 2022 mainly due to contractual and economic labour increases, higher inflationary pressures, increased maintenance to keep assets in a state of good repair, higher capital infrastructure contributions due to timing of projects, and higher amortization. This was partially offset by lower year-over-year one-time costs.

Bus Operations operating expenses were \$85.0 million (9.9 per cent) higher than 2022 mainly due to higher labour costs as a result of contractual increases, material, and maintenance costs due to continued inflation, and more maintenance work required due to fleet age. Access Transit costs were higher as a result of contract rate increases and higher demand; similarly, contracted services costs were higher due to contract rate increases and changes in service.

Rail Operations operating expenses were \$41.4 million (11.4 per cent) higher than 2022 mainly due to economic and contractual increases, increased staffing to support state of good repair and other key initiatives, higher overtime for vacancy and absenteeism coverage, increased maintenance activities and higher inventory parts expenses.

Transit Police expenses were \$4.6 million (9.6 per cent) higher than 2022 largely due to higher salary and benefit costs as a result of contractual wage increases, and additional headcount, as well as higher administrative costs mainly as a result of an increase in business technology costs.

Corporate Operations expenses were \$18.5 million (15.3 per cent) higher than 2022, mainly due to higher labour costs, higher IT service and equipment costs, and higher professional fees for Transit Oriented Development projects. Higher expenditures were partially offset by lower rental expenses and property taxes.

Roads and Bridges expenses were \$41.7 million (38.1 per cent) higher than 2022 mainly due to major progress of Rapid Bus R6 project in 2023, as well as more municipalities' projects being completed in 2023 which resulted in higher capital infrastructure contributions than in 2022.

Amortization in 2023 was \$9.7 million (3.9 per cent) higher as compared to 2022 due to an adjustment to capture asset capitalization relating to prior periods.

Interest expense decreased by \$0.9 million (0.5 per cent) compared to 2022 mainly due to higher interest capitalization driven by increased average rates in 2023 and higher capital spending, partially offset by higher long-term debt levels.

Corporate One-time expenses were \$51.4 million (72.2 per cent) lower than 2022 which included a \$44.9 million write-down of previously capitalized costs related to Surrey Newton Guilford (SNG) Light Rail Transit project, net of \$14.6 million of deferred Senior Government funding related to this project, as well as a write-down of \$8.9 million related to the descopeing of the Burrard Station Upgrade Project.

Consolidated Expenses – Comparison to Budget

CONSOLIDATED EXPENSES (BY SEGMENT)		ACTUAL TO BUDGET		
Year ended December 31	ACTUAL	BUDGET	BUDGET VARIANCE	
(\$ thousands)	2023	2023 ²	Fav/ (Unfav)	%
Bus Operations	945,537	934,378	(11,159)	(1.2%)
Rail Operations	404,951	408,186	3,235	0.8%
Transit Police	52,706	52,821	115	0.2%
Corporate Operations	139,367	140,036	669	0.5%
Roads and Bridges	151,116	157,182	6,066	3.9%
Amortization of Capital Assets ¹	259,680	268,637	8,957	3.3%
Interest ¹	180,455	188,393	7,938	4.2%
Sub Total Continuing Operations	2,133,812	2,149,633	15,821	0.7%
Corporate One-time	19,778	35,859	16,081	44.8%
Total Expenses by Segment	2,153,590	2,185,492	31,902	1.5%

¹ Amortization and interest are shown separately to facilitate analysis.

² 2023 Budget has been restated to conform with the consolidated financial statement presentation adopted in 2023 and to reflect budget transfers during the year.

In 2023, with the ridership recovery ongoing but pressures on revenue streams continuing, TransLink's budget derived cost savings and efficiencies wherever possible while maintaining safe and appropriate levels of service to customers, keeping the transit system infrastructure in a state of good repair, and advancing key priorities critical to preparing for the future. Excluding amortization and interest, expenses from continuing operations were \$1.1 million unfavourable to budget. Savings derived during the year helped to manage global inflationary cost pressures, most notably in labour costs, fuel, and inventory parts and repairs.

Bus Operations operating expenses were \$11.2 million (1.2 per cent) unfavourable to budget mainly due to higher labour costs from negotiated contractual increases, higher material and maintenance costs due to inflation and maintaining an aging fleet, and higher fuel and power cost due to inflationary pressure on natural gas prices and higher consumption rates than budgeted for diesel. The unfavourable variances were partially offset by lower Access Transit costs due to lower than expected demand.

Rail Operations operating expenses were \$3.2 million (0.8 per cent) favourable to budget mainly due to savings from vacancies and lower benefits costs, lower professional fees, and lower contracted services costs for West Coast Express. The favourable variance was partially offset by higher maintenance expenses, mostly driven by higher inventory parts expenses and structural maintenance, higher labour costs from negotiated contractual increases, higher overtime to ensure adequate staff coverage, and higher Canada Line contract costs due to inflation.

Transit Police operating expenses were \$0.1 million (0.2 per cent) favourable to budget mainly due to hiring delays of Community Safety Officers and unfilled vacancies, partly offset by higher than planned wage and benefit increases, increased fleet costs and higher radio equipment levies.

Corporate Operations operating expenditures were \$0.7 million (0.5 per cent) favourable to budget primarily due to lower occupancy costs, lower professional fees for Transit Oriented Development projects, lower cloud services, radio and telecommunication equipment costs, partially offset by higher labour costs from contractual and economic increases, and higher credit card fees as a result of higher than expected ridership.

Roads and Bridges spending was \$6.1 million (3.9 per cent) favourable to budget primarily due to timing of municipalities' work resulting in lower than anticipated capital infrastructure contributions.

Amortization was \$9.0 million (3.3 per cent) favourable to budget due to delays in assets coming into service, largely attributed to project delays and delays in vehicle deliveries.

Interest expense for 2023 was \$7.9 million (4.2 per cent) favourable to budget mainly due to timing of debt issuance and Commercial Paper program not being utilized, partially offset by lower than budgeted interest capitalization as a result of lower than budgeted capital spending.

Corporate One-time costs were \$16.1 million (44.8 per cent) favourable to budget, mainly due to reduced expenditures in professional fees as a result of project deferrals, scope changes and timing across several projects, unused operating contingency, and cancellation of multiple feasibility studies.

Consolidated Expenses by Category – Comparison to 2022

CONSOLIDATED EXPENSES (BY CATEGORY)								
Year ended December 31 (\$ thousands)	2023 Actual			2022 Actual ²			Ongoing Expenses	
	Ongoing	One-time ¹	Total	Ongoing	One-time ¹	Total	Fav/ (Unfav)	%
Administration	65,183	175	65,358	54,491	302	54,793	(10,692)	(19.6%)
Amortization of tangible capital assets	259,680	-	259,680	250,019	-	250,019	(9,661)	(3.9%)
Capital infrastructure contributions	76,433	-	76,433	60,666	-	60,666	(15,767)	(26.0%)
Contracted services	257,653	-	257,653	236,583	-	236,583	(21,070)	(8.9%)
Fuel and power	89,420	-	89,420	89,996	-	89,996	576	0.6%
Insurance	24,484	-	24,484	25,290	-	25,290	806	3.2%
Interest	180,455	-	180,455	181,357	-	181,357	902	0.5%
Maintenance, materials and utilities	229,788	317	230,105	181,990	892	182,882	(47,798)	(26.3%)
Professional and legal	30,346	15,088	45,434	19,707	13,268	32,975	(10,639)	(54.0%)
Rentals, leases and property tax	37,677	-	37,677	38,590	-	38,590	913	2.4%
Salaries, wages and benefits	882,693	4,198	886,891	795,069	2,926	797,995	(87,624)	(11.0%)
Write-down of tangible capital assets	-	-	-	-	53,755	53,755	-	-
Total Expenses by Category	2,133,812	19,778	2,153,590	1,933,758	71,143	2,004,901	(200,054)	(10.3%)

¹ One-time expenses shown separately to facilitate analysis.

² 2022 Actuals have been reclassified to conform with the consolidated financial statement presentation adopted in 2023.

Ongoing Expenses

Administration costs were \$10.7 million (19.6 per cent) higher than 2022 mainly due to higher Business Technology services costs, higher credit card fees and passes/faresavers costs due to increased ridership and transit usage, additional spend on ridership development and community outreach initiatives such as car free days, and higher training and recruitment fees.

Amortization expense was \$9.7 million (3.9 per cent) higher as compared to 2022 due to an adjustment to capture asset capitalization relating to prior periods.

Capital infrastructure contributions increased by \$15.8 million (26.0 per cent) compared to 2022 due to the timing of capital infrastructure contributions to municipalities.

Contracted services increased by \$21.1 million (8.9 per cent) compared to 2022 mainly due to higher contractual costs for Canada Line due to inflation and Access Transit from increased demand for HandyDART, as well as cost associated with contractors for Langley detour needed for re-routing buses.

Fuel and power costs decreased slightly by \$0.6 million (0.6 per cent) compared to 2022 mainly due to lower diesel prices.

Insurance costs decreased by \$0.8 million (3.2 per cent) compared to 2022 due to a decrease in vehicle insurance rates.

Interest expense decreased by \$0.9 million (0.5 per cent) compared to 2022 due to higher interest capitalization driven by increased average rates in 2023 and higher capital spending, partially offset by higher long-term debt levels.

Maintenance, materials, and utilities increased by \$47.8 million (26.3 per cent) compared to 2022 mainly due to higher material parts prices as a result of global supply chain shortages and inflation, as well as higher maintenance to keep assets in a state of good repair and increased service.

Professional and legal fees increased by \$10.6 million (54.0 per cent) compared to 2022 mainly due to higher IT security costs, higher professional fees for the Transit Oriented Development (TOD), organizational development, and compensation evaluation.

Rentals, leases, and property tax expenses decreased slightly by \$0.9 million (2.4 per cent) compared to 2022 mainly due to lower rental costs.

Salaries and wages increased \$87.6 million (11.0 per cent) compared to 2022 mainly due to negotiated contractual and economic labour increases and increase in headcount in 2023.

Consolidated Expenses by Category – Comparison to Budget

CONSOLIDATED EXPENSES (BY CATEGORY)									
Year ended December 31 (\$ thousands)	2023 Actual			2023 Budget ²			Ongoing Expenses		
	Ongoing	One-time ¹	Total	Ongoing	One-time ¹	Total	Fav/ (Unfav)	%	
Administration	65,183	175	65,358	66,284	1,206	67,490	1,101	1.7%	
Amortization of tangible capital assets	259,680	-	259,680	268,637	-	268,637	8,957	3.3%	
Capital infrastructure contributions	76,433	-	76,433	84,577	-	84,577	8,144	9.6%	
Contracted services	257,653	-	257,653	256,595	-	256,595	(1,058)	(0.4%)	
Fuel and power	89,420	-	89,420	87,065	-	87,065	(2,355)	(2.7%)	
Insurance	24,484	-	24,484	27,027	-	27,027	2,543	9.4%	
Interest	180,455	-	180,455	188,393	-	188,393	7,938	4.2%	
Maintenance, materials and utilities	229,788	317	230,105	222,151	5	222,156	(7,637)	(3.4%)	
Professional and legal	30,346	15,088	45,434	30,026	25,881	55,907	(320)	(1.1%)	
Rentals, leases and property tax	37,677	-	37,677	46,494	-	46,494	8,817	19.0%	
Salaries, wages and benefits	882,693	4,198	886,891	872,384	8,767	881,151	(10,309)	(1.2%)	
Total Expenses by Category	2,133,812	19,778	2,153,590	2,149,633	35,859	2,185,492	15,821	0.7%	

¹ One-time expenses shown separately to facilitate analysis.

² 2023 Budget has been restated to conform with the consolidated financial statement presentation adopted for the current year and to reflect budget transfers during the year.

Ongoing Expenses

Administration expenses were \$1.1 million (1.7 per cent) favourable to budget mainly due to lower training costs and lower software licensing, IT service costs and telecommunication costs.

Amortization was \$9.0 million (3.3 per cent) favourable to budget due to lower-than-expected capitalization, largely attributed to project delays and delays in vehicle deliveries.

Capital infrastructure contributions were \$8.1 million (9.6 per cent) favourable to budget mainly due to timing of municipal projects.

Contracted services costs were \$1.1 million (0.4 per cent) unfavourable to budget mainly due to higher contracted rates driven by inflation, partly offset by lower Access Transit contracted services costs as a result of lower than budgeted demand for HandyDART, and lower contracted services for West Coast Express resulting from a contractual discount.

Fuel and power costs were \$2.4 million (2.7 per cent) unfavourable to budget mainly due to inflationary pressure on fuel prices.

Insurance expense was \$2.5 million (9.4 per cent) favourable to budget mainly due to lower service kilometers and lower insurance rates and premiums.

Interest expense for 2023 was \$7.9 million (4.2 per cent) favourable to budget mainly due to timing of debt issuance and Commercial Paper program not being utilized, partially offset by lower than budgeted interest capitalization as a result of lower-than-expected capital spending.

Maintenance, materials and utilities expenses were \$7.6 million (3.4 per cent) unfavourable to budget mainly due to higher material costs as a result of inflation.

Professional and legal fees were \$0.3 million (1.1 per cent) unfavourable to budget mainly due to timing of projects and changes in planned work.

Rentals, leases, and property tax expenses were \$8.8 million (19.0 per cent) favourable to budget mainly due to lower rental expenses mainly as a result of the reversal of prior year accrual, and lower property taxes than anticipated.

Salaries and wages were \$10.3 million (1.2 per cent) unfavourable to budget mainly due to negotiated contractual and economic labour increases, partially offset by savings from vacancies.

4. Capital Program

TransLink's investment in capital assets continues to grow, with the focus of supporting enterprise priorities. The capital program is robust and managed with strong governance and oversight. As of December 31, 2023, TransLink's total approved capital program budget was \$8.9 billion, which includes:

- \$5.8 billion in active capital projects;
- \$0.1 billion in Approved-In-Principle (AIP) capital projects;
- \$2.4 billion in substantially complete capital projects; and
- \$0.7 billion in capital infrastructure contributions to municipalities

SUMMARY OF CAPITAL PROGRAM						
As of December 31, 2023 (\$ thousands)	Number of Projects	Total Current Budget	Final Forecast Cost	Forecast Variance to Current Budget		Senior Government Funding (Committed)
				Fav/(Unfav)	%	
Capital Projects						
Active	154	5,789,991	5,774,314	15,677	0.3%	2,372,364
AIP	15	70,702	70,702	-	-	9,741
Substantially Complete	141	2,360,771	2,258,342	102,429	4.3%	925,759
Subtotal	310	8,221,464	8,103,358	118,106	1.4%	3,307,864
Capital Infrastructure Contributions						
Active	41	656,608	644,342	12,266	1.9%	-
Substantially Complete	1	10,062	9,576	486	4.8%	-
Subtotal	42	666,670	653,918	12,752	1.9%	-
Total Capital Program	352	8,888,134	8,757,276	130,858	1.5%	3,307,864

The capital program is supported in part by \$3.3 billion in committed funding available to TransLink from the Canada Community Building Fund (formerly the Federal Gas Tax Fund), Public Transit Infrastructure Fund (PTIF), and Investing in Canada Infrastructure Program (ICIP). External funding programs apply to eligible projects within the capital program. For the Canada Community Building Fund, TransLink receives approval and funding in advance of project initiation. These funds are held in restricted cash and treated as deferred government transfers until costs are incurred in the approved projects, at which time funds are released to general operating funds and government transfers revenue is recognized. For PTIF and ICIP TransLink incurs the costs of the projects which are recovered through invoicing the Province for the portion that is funded per the respective agreements. Revenue for these programs is amortized based on the terms of the respective agreements.

Active and Substantially Complete Capital Projects

As of December 31, 2023, there were 295 active and substantially complete projects with a final forecasted cost of \$8.0 billion. The total costs incurred for these projects during the year were \$632.1 million.

SUMMARY OF ACTIVE PROJECTS								
As of December 31, 2023 (\$ thousands)	Number of Projects	Current Budget	2023 YTD Spending	Cumulative Spending to Date	Final Forecast Cost	Forecast to Current Budget	Variance Fav/(Unfav) %	Senior Government Funding (Committed)
Active								
Equipment	19	139,575	17,295	68,138	136,172	3,403	2.4%	15,921
Infrastructure	60	770,842	139,950	231,518	765,561	5,281	0.7%	215,334
Major Construction	13	3,078,214	246,529	685,405	3,083,267	(5,053)	(0.2%)	884,664
Technology	24	176,860	28,937	74,380	164,479	12,381	7.0%	-
Vehicle	28	893,471	36,409	102,737	879,875	13,596	1.5%	818,123
Facilities	10	731,029	67,265	114,731	744,960	(13,931)	(1.9%)	438,322
Subtotal (Active Capital Projects)	154	5,789,991	536,385	1,276,909	5,774,314	15,677	0.3%	2,372,364
Substantially Complete	141	2,360,771	95,706	2,222,877	2,258,342	102,429	4.3%	925,759
Total Active Capital Projects	295	8,150,762	632,091	3,499,786	8,032,656	118,106	1.4%	3,298,123

Active Capital Projects

As of December 31, 2023, there were 154 active projects with expenditures of \$536.4 million for the year and \$1.3 billion in cumulative spending to date. A comparison of active project budgets against forecasted final costs shows a favorable variance of \$15.7 million (0.3 per cent).

Infrastructure spending of \$140.0 million for the year includes \$32.7 million spent on the Investments in Transit Priority on Priority Rapid Bus Corridors and \$21.2 million on the Edmonds Operations and Maintenance Centre (OMC) Capacity Upgrade.

Major Construction spending of \$246.5 million for the year includes \$91.7 million spent on a new Operations and Maintenance Centre for vehicle storage and maintenance, \$81.0 million on the SkyTrain Operation Control Centre, and \$25.5 million on the Expo and Millennium Fleet Acquisition Phase 2.

Vehicle spending of \$36.4 million for the year includes \$20.9 million spent on the 2020 Conventional Bus Expansion and \$7.6 million on 2020 Conventional Bus Replacements.

Facilities spending of \$67.3 million for the year includes \$23.7 million spent on the Canada Line Capstan Station and \$32.5 million on the Marpole Transit Centre project.

Substantially Complete Capital Projects

As of December 31, 2023, there were 141 projects with a total budget of \$2.4 billion deemed substantially complete with \$95.7 million spent during the year. These projects are in the final stages of project activity. The total expected favorable variance for these projects at completion is \$102.4 million (4.3 per cent).

Notable projects that were substantially completed during the year include:

- BCRTC Enterprise Asset Management Implementation with total project cost to date of \$59.1 million
- Finance and Supply Chain Enterprise Resource Planning (ERP) Implementation with total project cost to date of \$43.8 million

- 2021 Community Shuttle Replacement with total project cost to date of \$13.8 million
- 2022 Running Rail Replacement with total project cost to date of \$11.4 million

Approved in Principle (AIP) Capital Projects

As of December 31, 2023, there were 15 AIP projects remaining to be initiated with a total budget of \$70.7 million. Of the 15 projects, five projects with a budget of \$13.7 million were carried forward from prior years and 10 projects with a budget of \$57.0 million are new in 2023.

SUMMARY OF AIP PROJECTS			
As of December 31, 2023 (\$ thousands)	Number of Projects	Current Budget	Senior Government Funding (Committed)
Capital Projects			
Equipment	1	4,316	-
Infrastructure	10	56,383	7,231
Technology	3	7,350	-
Vehicle	1	2,653	2,510
Total AIP Projects	15	70,702	9,741

Significant projects remaining in AIP include:

- SkyTrain Advanced Radio System – Phase 3 with a budget of \$22.0 million
- Port Coquitlam Transit Centre Infrastructure to Support Battery Electric Buses – Phase 2 with a budget of \$15.0 million
- BCRTC – System-wide HVAC Replacement with a budget of \$5.5 million

Closed Capital Projects

During the year ended December 31, 2023, 28 projects with a final cost of \$59.4 million and an approved budget of \$66.5 million were completed and closed. Significant closed projects include the Richmond Transit Centre Facility Upgrades to accommodate double decker buses, 2019 Expo Line Running Rail Replacement Implementation and Scott Road Skytrain Station Accessibility Upgrades – Phase 2.

Cancelled Capital Projects

During the year ended December 31, 2023, four projects with budgets totalling \$15.3 million were cancelled, including:

- Station Ground Switch Replacement (\$7.5 million) project cancelled due to resource constraints and competing priorities from other projects;
- New SFU Exchange Contribution (\$3.2 million) project cancelled due to uncertainty in scope, schedule and budget. Resubmission is expected at a future date; and
- Technical Drawings and Library Management Systems (TDLS) Phase 1 (\$3.1 million) project cancelled due to substantial changes in scope. Resubmission is expected at a future date.

Capital Infrastructure Contributions

These expenditures consist of contributions to municipalities for the rehabilitation and upgrade of the Major Road Network (MRN) as well as pedestrian and bike pathways. TransLink does not own these underlying assets; therefore, the costs are expensed in the year they are incurred.

As of December 31, 2023, there were 42 active projects with a budget of \$666.7 million. The majority of the \$64.2 million in contributions in the year relate to the Pavement Rehabilitation Program funded under the Major Road Network Program.

SUMMARY OF INFRASTRUCTURE CONTRIBUTION PROGRAMS							Forecast Variance to Current Budget	
As of December 31, 2023 (\$ thousands)	Number of Projects	Current Budget	2023 YTD Spending	Cumulative Spending to Date	Final Forecast Cost	Fav/ (Unfav)	%	
MRN Structurers Funding Program	6	93,963	7,637	13,911	92,447	1,516	1.6%	
Major Road Network and Bike Upgrades	12	274,264	16,036	167,140	268,809	5,455	2.0%	
Pavement Rehabilitation Program	6	139,711	25,847	137,566	138,392	1,319	0.9%	
Bicycle Infrastructure Capital Cost Share (BICCS)	6	98,748	11,753	27,381	97,326	1,422	1.4%	
Bus, Speed, Reliability, and Infrastructure (BSRI)	5	24,507	502	3,766	23,170	1,337	5.5%	
Walking Infrastructure to Transit (WITT)	7	35,477	2,460	11,739	33,774	1,703	4.8%	
Grand Total	42	666,670	64,235	361,503	653,918	12,752	1.9%	

Development Cost Charges (DCC) Program

The DCC Program was established as part of the funding strategy for investments included in the Mayors' 10-Year Vision. TransLink's 2018 Phase Two Investment Plan outlined the capital project categories that would be supported by the DCC program. The categories include New Major Projects, SkyTrain and West Coast Express Expansions, Bus Exchange/Depot Upgrades and SeaBus Expansions. The total capital cost of the select project categories is estimated at \$3.6 billion, of which \$2.3 billion is TransLink's direct capital cost net of senior government funding. During the year ended December 31, 2023, TransLink recognized \$17.3 million in DCC revenue and the funds have been proportionately allocated to eligible projects as follows:

SUMMARY OF DCC PROGRAM				
As of December 31, 2023 (\$ thousands)	Current Budget	External Funding	TransLink Capital Cost	Allocation of DCC Received
Bus Exchange/Depot and SeaBus Expansion	783,396	462,950	320,446	503
New Major Projects	311,936	11,870	300,066	1,880
SkyTrain and West Coast Express Expansion	2,458,144	762,580	1,695,564	14,918
Total DCC Program	3,553,476	1,237,400	2,316,076	17,301

Capital Program – Comparison to 2023 Business Plan

As stated in the 2023 Business Plan, TransLink’s capital program is aligned with the organization’s current priorities of rebuilding customer ridership and ensuring a state of good repair while continuing to work on implementing key prioritized programs. The current capital program continues to address the emerging state of good repair investments needed to ensure existing assets serve customers and stakeholders safely, effectively and efficiently while advancing key expansion projects. The planned gross cash flows for all projects in the 2023 Business Plan were \$1,092.7 million; the actual gross cash flow for all projects in 2023 were \$697.2 million, a variance from plan of \$395.5 million.

The key factors driving lower than planned spend across the capital program included:

- Municipal requirements and extended timeframes in securing permits resulting in delays to construction commencement.
- Resource shortages across the industry affecting both supplies of materials and human resources causing project initiation delays and longer than anticipated procurement timeframes.
- Amendments and complexities experienced in the design phase of key projects causing delays to project schedules.
- Cost escalations experienced widely across TransLink’s capital program resulting in reassessments of project scope and additional value engineering.
- Adjustments to vehicle acceptance schedules due to vendor delays and vehicle deficiencies identified upon review.

Major Construction Projects

Lower than planned spending in major construction projects is largely a result of delays experienced across several projects which have shifted cash flow spending to future years. Key project delays include:

- Updates to the design of the Operations and Maintenance Centre 4 (OMC 4) project and longer than anticipated onboarding of the general contractor.
- Global supply chain impacts affecting spare parts supply and milestone completion in the Expo Millennium Line Upgrades Program (EMUP) – Fleet Acquisition Program.
- Permitting and resource constraints causing construction delays in several Rail Expansion projects, such as Edmond OMC Capacity Upgrade, EMUP Propulsion Power Upgrades, and Station Access and Safety.
- Subcontractor delays affecting TransLink’s integration services for the Broadway Subway Project (BSP).

These underspend variances were partially offset by EMUP – Rail Expansion Program Management and SkyTrain Operation Control Centre projects overspend due to cost escalations, prior year activities being delayed into 2023, and changes to procurement activity schedules.

<i>(\$ thousands)</i>	Project Name	2023 Planned Spending	2023 Actual Spending*	Variance Underspend / (Overspend)
	Automatic Train Control (ATC) Existing Equipment Replacement Program	14,663	6,937	7,726
	Broadway Subway Project (BSP)	26,357	6,770	19,587
	Edmonds OMC Capacity Upgrade	36,299	22,544	13,755

Project Name (\$ thousands)	2023 Planned Spending	2023 Actual Spending*	Variance Underspend / (Overspend)
EMUP – Optical Transportation Network	429	-	429
EMUP – Rail Expansion Program Management	9,431	17,811	(8,380)
EMUP – Propulsion Power Upgrades Expo and Millennium Lines	26,212	10,957	15,255
EMUP – Fleet Acquisition	45,567	25,497	20,070
OMC 5 Project Development	7,062	1,114	5,948
OMC 4 – Design and Implementation	102,342	92,882	9,460
Safety Assurance for Rail Expansion	481	-	481
SkyTrain Advanced Radio System Phase 1&2	15,993	3,055	12,938
SkyTrain Customer and Operations Telecommunications Upgrade Phase One – Four	6,101	3,330	2,771
SkyTrain Operation Control Centre	72,116	80,965	(8,849)
Station Access and Safety Project	29,970	17,845	12,125
Surrey-Langley SkyTrain (SLS) Project	7,856	3,165	4,691
Projects not captured in Business Plan	-	362	(362)
Major Construction Total	400,879	293,234	107,645

* 2023 Actual Spending includes activity for projects that are substantially complete or closed as at December 31, 2023.

Infrastructure Projects

Lower than planned spending in infrastructure projects is primarily a result of challenges experienced in the procurement phase and permit delays which resulted in project schedules and cash flows shifting to future periods. Key projects of note include:

- The Expo Line Elevator Replacement program has experienced a longer than anticipated procurement phase due to a change in equipment vendor and updates to the equipment design to add benefits and increase capacity.
- Port Coquitlam Transit Centre Infrastructure to Support Battery Electric Buses (BEBs) experienced a longer than anticipated vendor selection process.
- The Trolley Overhead (TOH) Rectifier Station State of Good Repair program experienced delays in the evaluation of site rezoning permits and due to a withdrawal of architectural services.
- TransLink Owned Bicycle Infrastructure program experienced delays primarily due to a restructuring of the program into specific scopes and delays in construction commencement in prior phases of the program.

Planned spending for 2023 infrastructure projects also included \$9.1 million for Capital Program Inflation Contingency which does not individually incur spend but rather its budget is distributed to projects across TransLink’s Capital Program to offset inflationary pressures, as needed.

These underspend variances were partially offset by the Investments in Transit Priority on Priority Rapid Bus Corridors project which experienced cost escalations in 2023 caused by complexity in site conditions and changes in project design.

Project Name (\$ thousands)	2023 Planned Spending	2023 Actual Spending*	Variance Underspend / (Overspend)
2019 – 2022 Bus Speed and Reliability	1,624	502	1,122
2022 BCRTC Roof Replacement	4,240	3,643	597
2023 CMBC Pavement Rehabilitation Asset Renewal Program (ARPg)	94	-	94
2023 CMBC Roof Replacement Program	3,197	48	3,149
ATC System Recovery and Operation Improvements	264	53	211
BCRTC – Distributed Maintenance Sites – Remote Reports	23	49	(26)
BCRTC – System-wide HVAC (Heating, Ventilation and Air Conditioning) Replacement	248	-	248
BCRTC Rail Switch Machines and Turnout Replacement Program (2023-2025)	7,297	5,513	1,784
Bike Parkades – State of Good Repair	420	-	420
Braille and Tactile Information at Bus Stops	2,873	1,335	1,538
Brentwood SkyTrain Station Upgrades – Phase One and Two	15,525	13,221	2,304
Broadway Station Track Intrusion System Upgrade	271	1,247	(976)
BTC Retaining Walls – Seismic Stabilization	3,551	818	2,733
Burnaby Mountain Gondola – Design	815	-	815
Burnaby Transit Centre South (BTCS) PowerSmart Upgrades – Implementation	1,302	-	1,302
Burrard Expo Line Station Upgrade – Escalator Replacement	10,085	8,039	2,046
Catwalk Program – Year 1 of 3	2,034	24	2,010
CMBC – Burnaby Transit Centre South (BTCS) Emergency Generator Replacement	801	31	770
CMBC Hoist Asset Renewal Program (ARPg) 2023	851	-	851
Coquitlam Central Multimodal Reconfiguration	450	-	450
Elevating Devices Asset Renewal Program – Millennium Line Escalators 2022	949	7	942
Expo Line Elevator Replacement	22,504	1,393	21,111
Expo Line Linear Induction Motors (LIM) Rail Replacement	856	-	856
Expo Line Surrey Power Rail Replacement	5,457	3,127	2,330
Expo Line Tunnels Ventilation System Rehabilitation	2,522	1,001	1,521
HandyDART Norland Facility	2,505	5,705	(3,200)
Haro Rectifier Safety and Security Improvements	61	80	(19)
Investments in Transit Priority on Priority Rapid Bus Corridors – Phase One and Two	26,391	35,973	(9,582)
Knight Street Bridge – Deck & Sidewalk Rehab – Design and Implementation	19,131	18,368	763
Metro Vancouver Transit Police (MVTP) – Hub Office Card Access Upgrade	100	85	15
Metro Vancouver Transit Police (MVTP) Bridgeport Deployment Office Upgrade	410	83	327

Project Name (\$ thousands)	2023 Planned Spending	2023 Actual Spending*	Variance Underspend / (Overspend)
New Simon Fraser University Exchange Contribution	1,559	-	1,559
Noise Mitigation Solution	1,905	345	1,560
OMC 1 – Space Optimization Design and Early Works	1,024	-	1,024
OMC 1 Yard Track Reconditioning Remaining Switches and Power Rail Design	516	-	516
Pattullo Bridge Rehabilitation	2,300	58	2,242
Phibbs Exchange Upgrade	5,412	1,625	3,787
Port Coquitlam Transit Centre Infrastructure to Support Battery Electric Buses (BEBs)	17,200	740	16,460
PowerSmart Upgrades – BTCS – Design	5	148	(143)
Replace 3 Escalators	4,080	2,061	2,019
Running Rail Replacement – 2019 and 2023	10,465	8,301	2,164
SeaBus Facility and Seawall Rehabilitation Year 1 of 2	2,500	2,768	(268)
Skytrain Roof Asset Renewal Program (ARPg)	1,370	-	1,370
SkyTrain Station Power Capacity – Phase Two	204	-	204
Stadium-Chinatown Station Upgrade – Concept Confirmation	1,564	-	1,564
Steveston Bus Exchange Improvements	455	-	455
TOH On-Street Infrastructure State of Good Repair Program 2021-2022	6,066	2,335	3,731
TOH Rectifier Station State of Good Repair Program 2021-2022	11,731	1,249	10,482
TransLink Owned Bicycle Infrastructure	7,438	286	7,152
Waterfront Station Power Systems Upgrade	2,617	2,839	(222)
WCE Facilities LED Lighting Retrofit	1,378	-	1,378
WCE Locomotive Refurbishment	1,993	3,631	(1,638)
WCE Substations Equipment Replacement	197	343	(146)
Westham Island Bridge Rehabilitation	2,070	4,436	(2,366)
Capital Program Inflation Contingency	9,090	-	9,090
Projects not captured in Business Plan	-	5,202	(5,202)
Infrastructure Total	229,990	136,712	93,278

* 2023 Actual Spending includes activity for projects that are substantially complete or closed as at December 31, 2023.

Facilities Projects

Lower than planned spending in facilities projects is a result of delays experienced across several significant projects which have shifted cash flows to future years. The Marpole Transit Centre project noted a complex permit approval process, unforeseen site conditions, and supply chain constraints. The Burnaby Transit Centre (BTC) Facility Improvements project had several factors contributing to slower than anticipated spending, including a schedule extension caused by a longer than anticipated period to secure the lease and delays in obtaining permits. The lower spending on CMBC Trolley Overhead – Skeena Relocation was due to the delays in commencement for tenant improvements on newly acquired property. The Port Coquitlam Transit Center Facility Improvements project was delayed due to longer than expected City approval timelines, design development, and cost escalations from subcontractors causing the scope to be reviewed and value-engineered where possible.

Project Name (\$ thousands)	2023 Planned Spending	2023 Actual Spending*	Variance Underspend / (Overspend)
BCRTC OMC 1 and 2 – Space Optimization and Modernization	175	190	(15)
BTC Facility Improvements for Phase Two Expansion	10,450	2,281	8,169
BTC Fleet Overhaul Maintenance- Lunch room Upgrades	842	783	59
BTC Master Plan – Pre-Design	2,235	11	2,224
Canada Line Capstan Station Project	20,502	23,718	(3,216)
CMBC Transit Centres and SeaBus Fuel Tanks Relocation/Replacement	89	-	89
CMBC Trolley Overhead – Skeena Relocation	7,139	640	6,499
Columbia Station Lift Replacement	195	369	(174)
Customer Amenities Pilot	1,026	1	1,025
Facility Upgrades to Accommodate Double Decker Buses	1,136	2,134	(998)
Marpole Transit Centre (MTC) – Implementation	51,746	32,540	19,206
MVTP Metrotown Hub Office 2022	474	0	474
OMC 1 Receiving Area and Storage Upgrades	579	276	303
OMC 1 3 rd Floor Server Room Upgrade	650	96	554
OMC Perimeter Security Upgrade	896	-	896
Port Coquitlam Transit Center Facility Improvements	8,364	2,625	5,739
PowerSmart Upgrades – SeaBus – Design	696	-	696
SeaBus Facility Upgrades – Design	3,999	3,798	201
SeaBus Terminal Passenger Counting System Update	1,110	30	1,080
SeaBus Terminals Interior Refurbishment	3,961	4,406	(445)
Projects not captured in Business Plan	-	1,443	(1,443)
Facilities Total	116,264	75,341	40,923

* 2023 Actual Spending includes activity for projects that are substantially complete or closed as at December 31, 2023.

Equipment Projects

Lower than planned spending in equipment projects is a result of delays experienced across several significant projects which has deferred spending to future years. The Replacement of Hegenscheidt Underfloor Lathe project was delayed due to a change in scope and schedule re-baseline, resulting in lower spending in 2023. The Expo Line Traction Power Equipment Replacement program and Automatic Train Control (ATC) Existing Equipment Replacement Program had lower than expected spending due to delays in project initiation caused by reprioritizing efforts and ensuring cohesive strategy across TransLink's capital program. The Replacement of Rotary Grinder program experienced a delay in grinder acceptance due to fabrication defects and design issues which pushed back the delivery from 2022 to 2023.

Project Name (\$ thousands)	2023 Planned Spending	2023 Actual Spending*	Variance Underspend / (Overspend)
ATC Existing Equipment Replacement Program	4,366	94	4,272
CMBC Facilities Camera Replacement	1,097	304	793
CMBC Hoist Asset Renewal Program	2,563	1,094	1,469

Project Name (\$ thousands)	2023 Planned Spending	2023 Actual Spending*	Variance Underspend / (Overspend)
Expo Line Traction Power Equipment Replacement	11,178	5,905	5,273
Guideway Clearing Equipment Implementation	269	-	269
Millennium Line Linear Heat Detector Upgrade Project	951	-	951
MVTP Police Equipment Replacement	284	161	123
Onboard Technology Assets Program (OTAP)	3,075	5,141	(2,066)
Rail Switch Machine Test Bench	493	24	469
Rail-borne Equipment Replacement	2,741	252	2,489
Replacement of Hegenscheidt Underfloor Lathe	6,338	251	6,087
Replacement of Rotary Grinder	9,112	11,153	(2,041)
SkyTrain Physical Security System	1,457	1,218	239
SkyTrain Training Simulator	152	-	152
Station Ground Switch Replacement	811	-	811
Uninterruptible Power Supply (UPS) Replacement and Design Standardization	621	-	621
Projects not captured in Business Plan	-	207	(207)
Equipment Total	45,508	25,804	19,704

*2023 Actual Spending includes activity for projects that are substantially complete or closed as at December 31, 2023.

Technology Projects

Lower than planned spending in technology projects is a result of delays experienced across several significant projects which have deferred spending to future years. The IT Services Resiliency Program was delayed as a result of shortfalls in resource availability to build the program's core. The 2018-2022 IT Infrastructure Refresh project experienced global supply chain shortages and delivery delays which pushed the delivery of technology infrastructure into future periods.

These underspend variances were partially offset by the Enterprise Resource Planning (ERP) program which incurred higher than planned spending in 2023 due to prior year delays in several deployments caused by underlying complexities of the rollouts, which pushed its cash flows into 2023. The CMBC CloudSuite Enterprise Asset Management (EAM) program was subsequently impacted by the above delays which shifted its cashflow spending into 2024 and beyond.

Project Name (\$ thousands)	2023 Planned Spending	2023 Actual Spending*	Variance Underspend / (Overspend)
2018-2022 IT Infrastructure Refresh	10,434	6,642	3,792
2018-2019 TransLink Software Application Renewal Program	399	-	399
2022 TransLink Analytics Program (TAP)	1,885	1,836	49
Access Transit Trapeze PASS – Additional Modules	178	105	73
BCRTC Payroll, Scheduling and Timekeeping	666	1,481	(815)
BCRTC Software Application Renewal Program	1,487	-	1,487
Bus Daily Operations Management System (DOMS) Product Migration	9,596	7,117	2,479
CMBC Employee Scheduling Implementation Project	1,446	-	1,446

Project Name (\$ thousands)	2023 Planned Spending	2023 Actual Spending*	Variance Underspend / (Overspend)
Compass Card System Updates	473	4	469
Cyber Security and IT Services Resiliency Program	9,508	1,799	7,709
Enterprise Health and Safety System	2,632	1,814	818
CMBC CloudSuite EAM Design & Implementation	11,092	7,580	3,512
ERP/Boundary Systems Remediation	1,121	-	1,121
Enterprise Resource Planning (ERP) Program	16,140	25,064	(8,924)
Future of Work Technology Enablement	35	318	(283)
Longview Update – TransLink Software Application Renewal Program (TSARP) 2023	340	84	256
Open Payment Acceptance at Compass	36	-	36
PeopleSoft Update – TSARP 2023	350	421	(71)
Provincial Digital Evidence Management Solution Implementation	515	279	236
Rebuild Customer Ridership	428	171	257
Technical Drawings and Library Management System (TDLS)	1,992	-	1,992
Vulnerability Management System	208	3	205
Projects not captured in Business Plan	-	2,988	(2,988)
Technology Total	70,961	57,706	13,255

* 2023 Actual Spending includes activity for projects that are substantially complete or closed as at December 31, 2023.

Major Road Network Projects

Lower than planned spending on Major Road Network (MRN) projects is due to delays experienced by municipalities in completing construction within the anticipated timeframes, resulting in cost share payments being delayed to subsequent years. MRN funding programs allow municipalities up to four years to complete construction, and one additional year to invoice TransLink. TransLink payment occurs at project completion. Due to scaling issues caused by the expansion of MRN funding in recent years as well as difficulties in securing vendors in a constrained market, municipalities have been experiencing construction delays in these programs. As a result, municipality-driven projects are largely completed towards the end of the four-year timeframe or longer through approved schedule extensions which has shifted cash flows into future years.

Project Name (\$ thousands)	2023 Planned Spending	2023 Actual Spending*	Variance Underspend / (Overspend)
2015-2022 Major Road Network and Bike Capital Program	32,353	16,036	16,317
2017-2022 Walking Infrastructure to Transit	3,706	2,460	1,246
2018-2022 Major Road Network Structures – Seismic Upgrades Upgrade Program	14,235	7,547	6,688
2018-2023 Bicycle Infrastructure Capital Cost	11,719	11,753	(34)
2019-2023 MRN Pavement Rehabilitation Program	28,660	27,007	1,653
MRN Total	90,673	64,803	25,870

* 2023 Actual Spending includes activity for projects that are substantially complete or closed as at December 31, 2023.

Vehicle Projects

Lower than planned spending on vehicle projects is largely a result of delivery delays caused by global supply chain shortages and extended vendor delivery timeframes. Several vehicle projects also initiated later than planned due to detailed evaluation of proposals and contract awards taking longer than anticipated. Additionally, deficiency issues identified upon vehicle delivery contributed to delays in bus acceptance. Revenue vehicles of all types including Conventional Buses, Community Shuttles, and HandyDARTs have experienced delays obtaining the vehicles within usual timeframes, and as such the cash flows have shifted to subsequent years.

Project Name (\$ thousands)	2023 Planned Spending	2023 Actual Spending*	Variance Underspend / (Overspend)
2020 Community Shuttle Expansion (9 vehicles)	1,648	1,466	182
2020 Conventional Bus Expansion (68 buses)	45,902	20,926	24,976
2020 Conventional Bus Replacement (25 buses)	7,581	7,579	2
2020 HandyDART Expansion (10 vehicles)	24	-	24
2020 HandyDART Vehicle Replacement (42 vehicles)	120	46	74
2020 MK I Skytrain car Refurbishment (36 cars)	1,505	1,023	482
2021 BCRTC Service Support Vehicle Expansion (3 vehicles)	252	255	(3)
2021 Community Shuttle Expansion (9 vehicles)	-	9	(9)
2021 Community Shuttle Replacement (64 buses)	15,888	2,184	13,704
2021 Conventional Bus Expansion (25 buses)	3,429	528	2,901
2021 HandyDART Replacement (42 vehicles)	151	903	(752)
2021 Replacement of CMBC Service Support (22 vehicles)	64	174	(110)
2021 Replacement of HandyDART (44 vehicles)	1,159	3,279	(2,120)
2022 BCRTC SSV Replacement (2 vehicles)	164	151	13
2022 CMBC Service Support Vehicle Expansion (8 vehicles)	758	486	272
2022 CMBC Service Support Vehicle Replacement (23 vehicles)	1,676	952	724
2023 BCRTC Service Support Vehicles Replacement (4 vehicles)	8	-	8
2023 Community Shuttle Replacements (27 buses)	3,696	-	3,696
2023 HandyDART Vehicle Replacement (46 vehicles)	4,275	35	4,240
2023 MVTP Non-Revenue Vehicles Expansion (4 vehicles)	125	41	84
2023 MVTP Non-Revenue Vehicles Replacement (10 vehicles)	1,035	-	1,035
2024 Conventional Bus Replacement (50 compressed natural gas powered buses)	25,825	295	25,530
2024-2028 Conventional Bus Replacement (188 40' trolleys)	108	647	(539)
Replacement of BCRTC Service Support Vehicles (6 vehicles)	350	297	53
Projects not captured in Business Plan	-	2,342	(2,342)
Vehicles Total	115,743	43,618	72,125

* 2023 Actual Spending includes activity for projects that are substantially complete or closed as at December 31, 2023.

5. Changes in Financial Position

Financial Assets

Financial Assets				
As at December 31				
(\$ thousands)	2023	2022	CHANGE	%
Cash and cash equivalents	276,248	622,558	(346,310)	(55.6%)
Accounts receivable	675,173	136,909	538,264	> 200.0%
Restricted cash and cash equivalents and investments	4,127,713	3,733,194	394,519	10.6%
Investments	394,831	235,289	159,542	67.8%
Debt reserve deposits	24,500	23,762	738	3.1%
Financial Assets	5,498,465	4,751,712	746,753	15.7%

See “Liquidity and Capital Resources” section for the discussion on:

- Cash and cash equivalents and investments
- Restricted cash and cash equivalents and investments

The increase in accounts receivable of \$538.3 million was mainly due to Senior Government relief funding of \$478.9 million and an increase in capital project funding outstanding from the Province.

Liabilities

Liabilities				
As at December 31				
(\$ thousands)	2023	2022	CHANGE	%
Accounts payable and accrued liabilities	615,595	400,206	215,389	53.8%
Debt	3,360,119	3,141,748	218,371	7.0%
Deferred government transfers	3,769,885	3,540,507	229,378	6.5%
Golden Ears Bridge contractor liability	983,403	999,512	(16,109)	(1.6%)
Deferred concessionaire credit	386,082	409,355	(23,273)	(5.7%)
Employee future benefits	140,093	141,202	(1,109)	(0.8%)
Deferred development cost charges	40,348	15,132	25,216	166.6%
Deferred revenue and deposits	82,745	73,646	9,099	12.4%
Deferred lease inducements	12,795	12,855	(60)	(0.5%)
Asset retirement obligation	26,952	-	26,952	100%
Liabilities	9,418,017	8,734,163	683,854	7.8%

See the “Liquidity and Capital Resources” section for discussion on debt.

Deferred government transfers liability increased by \$229.4 million (6.5 per cent) primarily due to \$329.6 million in funding received from the Canada Community Building Fund (formerly known as the Federal Gas Tax Fund), partially offset by revenues recognized as the funding stipulations are met for the various funding programs.

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

Deferred concessionaire credits represent the funding provided by the Canada Line Concessionaire. This balance is amortized to income on a straight-line basis over the operating term of the concessionaire agreement, which will expire in July 2040.

The change in employee future benefits, which represents post-retirement and post-employment benefits, was due to the amortization of actuarial gains offset by the estimated current service cost and related interest. The post-retirement portion of this liability will draw down, upon retirement of the employees.

Deferred development cost charges relate to amounts received for which qualifying costs have not yet been incurred.

The increase in deferred revenues and deposits of \$9.1 million (12.4 per cent) was mainly due to unearned transit fare revenue and Compass card deposits received.

Asset retirement obligations represent estimated future legal obligations requiring TransLink to remove or remediate certain tangible capital assets. Asset retirement obligations were recognized in 2023 pursuant to new Canadian public sector accounting standards requirements (*PSAS 3280 Asset Retirement Obligations*). TransLink adopted transitional provisions whereby comparative information was not restated. On initial recognition, an asset is recognized in the amount of the present value of future asset retirement obligation.

Non-Financial Assets

Non-Financial Assets				
As at December 31				
(\$ thousands)	2023	2022	CHANGE	%
Tangible capital assets	6,141,887	5,765,456	376,431	6.5%
Supplies inventory	128,609	97,310	31,299	32.2%
Property under development	20,102	19,599	503	2.6%
Prepaid capital	30,745	29,752	993	3.3%
Prepaid expenses	30,780	30,002	778	2.6%
Non-Financial Assets	6,352,123	5,942,119	410,004	6.9%

For the year ended December 31, 2023 tangible capital assets increased by a net amount of \$376.4 million (6.5 per cent), which represents \$637.2 million additions to capital assets, partially offset by \$259.7 million in amortization and \$1.1 million in asset disposals.

The additions of \$637.2 million in 2023 were primarily composed of the following:

Additions to equipment of \$170.2 million related to:

- \$64.5 million for EAM / FSM ERP projects
- \$44.7 million for Onboard Technology Assets Program Radio Replacement
- \$16.0 million for assets related to asset retirement obligations with respect to equipment (see also Liabilities section)
- \$7.4 million for replacement of Rotary Grinder #2

- \$6.5 million for replacement of Rotary Grinder #1
- \$31.1 million for other projects

Additions to other supporting systems of \$102.9 million related to:

- \$24.4 million for Power System Upgrades for Skytrain at OMC (SIR)
- \$17.9 million for Skytrain Storage – Coquitlam VSF Expansion
- \$16.2 million for Knight Street Bridge Sidewalk and Deck Rehabilitation
- \$10.5 million for 2022 Running Rail Replacement
- \$7.1 million for Waterfront Power Systems Upgrade
- \$26.8 million for other projects

Additions to land, land improvements and buildings of \$116.5 million related to:

- \$45.9 million for purchase of the property at 2645 Skeena Street
- \$24.4 million for purchase of the property at 3267 Norland Ave., Burnaby BC
- \$5.6 million for SeaBus Maintenance and Storage Facilities Upgrades
- \$4.9 million for assets related to asset retirement obligations with respect to buildings and land improvements (see also Liabilities section)
- \$4.8 million for 2021 BCRTC Roof Replacement
- \$4.1 million for SeaBus facility and Seawall SoGR
- \$2.8 million for 2022 BCRTC Roof Replacement
- \$2.6 million for tenant improvements on the new Waterfront Compass Service Centre
- \$2.3 million for HTC Facility Upgrades for Double Decker Buses
- \$19.1 million for other projects

Additions to vehicles of \$42.4 million related to:

- \$30.2 million for Conventional Buses
- \$8.2 million for HandyDART vehicles
- \$4.0 million for other projects

Net addition to work-in-progress of \$205.2 million primarily related to:

Capital additions to work-in-progress of \$526.0 million were partially offset by \$322.0 million in transfers of completed projects into their respective asset classes, net of \$1.2 million in completion of the PTIF Province owned assets. The movements in 2023 were mainly related to the following projects:

- Coquitlam OMC 4 (Storage & Maintenance Facility) - \$70.7 million
- Skytrain Operation Control centre upgrades - \$69.7 million
- Marpole Transit Centre (Pre-Design) - \$27.2 million
- EMUP Fleet Acquisition Phase 2 - \$21.1 million
- Other projects - \$16.5 million

Supplies inventory increased by \$31.3 million (32.2 per cent) from 2022, mainly due to inflationary price increases and longer delivery lead times necessitating more stock on hand.

Property under development represents TransLink’s share of the real estate development costs. The Broadway and Arbutus Project Limited Partnership (the “Partnership”) was established on April 25, 2022. The Partnership’s purpose is to deliver a mixed-use residential building at the corner of West Broadway and Arbutus. TransLink holds 50 per cent ownership of the Partnership through a wholly owned subsidiary, TOD Investments Ltd. Transactions and balances of this partnership are proportionately consolidated into TransLink’s consolidated financial statements based on its 50 per cent interest share.

As the future operator of the future Surrey Langley SkyTrain (SLS) and lessee of assets related to the SLS, prepaid capital relates to TransLink’s share of the SLS development costs.

6. Liquidity and Capital Resources

Cash Flows and Liquidity

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

Unrestricted Cash and Investments				
As at December 31				
(\$ thousands)	2023	2022	CHANGE	%
Cash and cash equivalents	276,248	622,558	(346,310)	(55.6%)
Investments	394,831	235,289	159,542	67.8%
Total	671,079	857,847	(186,768)	(21.8%)

TransLink's unrestricted cash and cash equivalents and investments balances reflect accumulated funding resources available for supporting operation. The balance decreased by \$186.8 million (21.8 per cent) mainly due to net outflows from operations in 2023.

Restricted Funds

Restricted Cash and Cash Equivalents and Investments				
As at December 31				
(\$ thousands)	2023	2022	CHANGE	%
Government transfers for capital project funding	1,151,364	821,448	329,916	40.2%
GEB Restricted Funds ¹	2,019,966	2,000,420	19,546	1.0%
TPCC Cash and Investments	33,107	30,353	2,754	9.1%
Green Bond Proceeds	66	38	28	73.7%
Land reserve	281,780	349,494	(67,714)	(19.4%)
Development Cost Charges Funds	11,667	-	11,667	-
Sub-total	3,497,950	3,201,753	296,197	9.3%
Total Self-Administered Sinking Funds	629,763	531,441	98,322	18.5%
Total Restricted cash and investments	4,127,713	3,733,194	394,519	10.6%

¹ 2023 balance in GEB Restricted Funds Includes \$148 million leveraged investment purchase which will settle on January 2, 2024.

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

The increase in restricted cash and investments was \$394.5 million (10.6 per cent) was mainly due to \$325.8 million received for projects covered by the Canada Community Building Fund, net of releases on qualified capital projects. GEB restricted funds (excluding \$148 million leverage investment purchase pending settlement) decreased by \$128.5 million due to \$170 million transfer of funds to eligible capital

projects, partially offset by accrued investment income. TPCC's balance increase of \$2.8 million (9.1 per cent) is mainly due to net investment income. The Green Bond Proceeds represent one day of interest from the bond issuance of \$300.0 million in December 2023 prior to its release into unrestricted funds. The \$67.7 million (19.4 per cent) decrease in the land reserve is mainly due to funds used for land purchases to prepare for current and future operations. \$11.7 million of Development Cost Charges funds as of December 31, 2023 represent the balance that is yet to be spent on eligible capital projects. As of December 31, 2022 all Development Cost Charges funds received were deployed.

The \$98.3 million (18.5 per cent) increase in self-administered sinking funds is due to regularly scheduled contributions to the fund combined with investment income from the fund.

Net Debt

TransLink's debt management policy includes internal debt coverage and debt service coverage limits. Debt coverage policy limits total net debt as a percentage of operating revenue at a maximum of 300.0 per cent; debt service coverage limits gross interest costs (based on Canadian public sector accounting standards) as a percentage of operating revenue to not more than 20.0 per cent. TransLink continues to remain within these policy limits.

Financing				
As at December 31 (\$ thousands)	2023	2022	CHANGE	%
Debt	3,360,119	3,141,748	218,371	7.0%
Less: Self-administered sinking funds	(629,763)	(531,441)	(98,322)	18.5%
Less: Debt reserve deposits	(24,500)	(23,762)	(738)	3.1%
Net Direct Debt	2,705,856	2,586,545	119,311	4.6%
Golden Ears Bridge contractor liability	983,403	999,512	(16,109)	(1.6%)
Deferred concessionaire credit	386,082	409,355	(23,273)	(5.7%)
Indirect P3 Debt	1,369,485	1,408,867	(39,382)	(2.8%)
Subtotal Net Direct Debt and Indirect P3 Debt	4,075,341	3,995,412	79,929	2.0%

Debt, which finances capital spending, increased by \$218.4 million (7.0 per cent). This was the result of issuing a \$300.0 million Green bond in December 2023, which included a \$22.6 million discount, partially offset by contributions towards future MFABC debt maturities of \$59.0 million.

As part of TransLink's continuing green bond issuance program, a green bond framework developed in 2018 details what types of projects TransLink will select as eligible to be funded from green bond proceeds, how TransLink will manage the proceeds of any green bond issuances, and how it will report on the resulting environmental benefits of these projects once they are operational. As at the end of 2023, substantially all proceeds of TransLink's most recent green bond issuance have been spent on eligible projects.

Indirect P3 debt decreased by \$39.4 million (2.8 per cent) due to the principal repayment of \$16.1 million of the Golden Ears Bridge contractor liability and the \$23.3 million amortization of the Canada Line deferred concessionaire credit.

Overall, the total debt financing increased by \$79.9 million (2.0 per cent), mainly due to direct borrowing net of sinking fund contributions and regular indirect debt amortization and repayment.

Credit Rating

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

Credit Rating									
As at December 31, 2023	2023				2022				
Agency	Commercial Paper	Senior Debt	General Obligation	Outlook	Commercial Paper	Senior Debt	General Obligation	Outlook	
DBRS Limited	R-1 mid	AA	AA	Stable	R-1 mid	AA	AA	Stable	
Moody's Investors Service	Not Rated	Aa2	Aa2	Stable	Not Rated	Aa2	Aa2	Stable	

Under the SCBCTA Act, TransLink’s outstanding gross debt obligations cannot exceed TransLink’s borrowing limit, which is currently \$6.8 billion. Based on Section 31(1) under the “Borrowing by authority” of the SCBCTA Act, the debt limit can be increased on the basis of an amount proposed in an Investment Plan, “if the investment plan was approved by the Mayors' Council on regional transportation under section 204.1.” This approval was received on May 26, 2022. The debt obligations are defined under the SCBCTA Act as the sum of current borrowings of TransLink secured by debentures, bonds, other forms of indentures, capital leases, short-term notes, lines of credit and bank overdrafts, excluding any prepaid financing costs.

As at December 31, 2023, TransLink’s outstanding debt obligations, as defined above, were \$4.04 billion, comprised of debt totaling \$3.36 billion plus MFABC administered sinking funds of \$0.68 billion and net of capital lease reductions since inception, unamortized issue costs and unamortized premiums/discounts of \$2.4 million.

7. Risk Factors

Financial Risk

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

Credit Risk

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

a) Accounts Receivable

The majority of TransLink's accounts receivables are from the Province of British Columbia and Federal Government, including fuel tax, relief funding, capital project funding, and the Goods and Services Tax (GST) rebate from the Federal Government. For these balances, the collectability risk is not significant.

(b) Investments Credit

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

Liquidity Risk

Liquidity risk is the risk that TransLink may be unable to meet its financial obligations in a timely manner and at reasonable prices. Liquidity risk is low, as TransLink maintains an optimal mix of cash, short-term investments, and a \$500.0 million commercial paper program. The commercial paper program is a short-term borrowing facility where TransLink can issue promissory notes with terms to maturity generally ranging from 35 to 91 days. TransLink has a dealer group of six Canadian banks that can buy these promissory notes (more commonly known as commercial paper) and sell them to investors. An integral part of this commercial paper program is a standby credit facility of \$500.0 million committed out to March 2027 which acts as a liquidity backstop in the event that some or TransLink's entire dealer group decline to buy its promissory notes. As at December 31, 2023, TransLink had sufficient liquid funds to meet its obligations and did not have amounts outstanding under commercial paper program.

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

Market Price Risk

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

(a) Interest Rate Risk

TransLink is subject to the market interest rates at the date of refinancing of its long-term debt obligations. TransLink mitigates the interest rate risk by spreading maturities of borrowings over periods currently up to and including 2053, so that only a portion of outstanding debt will mature in any given fiscal year.

(b) Foreign Exchange Risk

TransLink receives all revenues in Canadian dollars and incurs operating expenses and capital expenditures predominantly in Canadian dollars. Accordingly, TransLink does not have significant exposure to risk arising from fluctuations in exchange rates.

(c) Commodity Risk

TransLink's commodity risk pertains to the usage of natural gas, electricity, gasoline, and diesel to run its fleet of transit vehicles. While the majority of the current bus fleet is powered by diesel fuel, for which prices have been steadily rising, TransLink enters into some fixed price contracts to help mitigate this risk. Commodity risk is considered moderate. Plans for diesel bus replacements are for more sustainable forms of fuel, such as renewable natural gas and electricity. The increase in fuel source diversity means that diesel fuel will progressively become a much smaller component of TransLink's total operating expenses.

(d) Inflation Risk

TransLink is subject to inflation risk, i.e., the risk that price will rise faster than expected. Inflation risk continues to be considered moderate to high, with the December 2023 headline annual rate reported at 3.4 per cent, down from the peak of 8.1 per cent in May 2022. Recent high inflation has primarily been driven by price hikes in food (5.0 per cent) and shelter (6.0 per cent), but not by transportation (3.2 per cent) and gasoline (1.4 per cent). Inflation is expected to continue to decline from current levels but remain elevated throughout 2024 based on strong labour markets which would translate into higher wage growth. TransLink is actively monitoring its effects on procurement and project delivery.

Business Risk

As the region's multi-modal transportation system, TransLink is exposed to various business and operational risks, which represent the possibility of occurrence of an unfavorable event or inadequate internal process with the potential to impair the achievement of Enterprise priorities. TransLink manages these risks strategically through its Enterprise Risk Management (ERM) program.

Enterprise Risk Management (ERM) is a systematic process to identify, assess, and respond to risks that could negatively affect the achievement of TransLink's strategic priorities. TransLink's ERM Framework is used to ensure a consistent risk taxonomy structure across the Enterprise. Meetings are held with senior leaders and Executives to determine the material risks requiring Enterprise level attention. These risks are prioritized using a likelihood and impact matrix to determine the Top Enterprise risks for Board oversight. Treatment Plans are prepared by Risk Owners for purposes of periodic monitoring and reporting to the Board and Executives.

The ERM taxonomy structure broadly classifies risks into the following categories: Financial, Operational (Capital Infrastructure, Service Performance, Human Resources, Technology), Strategic (Reputation, Governance) and Compliance (Environment, Legal, Safety). The ERM program forms an integral part of the Enterprise's governance practices, through its integration with the annual business planning process. Further information on the key business risks currently being monitored can be found in the 2024 Business Plan.

TransLink also maintains a comprehensive insurance program utilizing a combination of insurers and its captive insurance company, Transportation Property Casualty Company (TPCC), to reduce the impact of any potential losses.

Environmental and Climate Risk

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

In January 2022, the Board of Directors, and the Mayors' Council for Regional Transportation approved the Climate Action Strategy and new greenhouse gas and climate targets for TransLink. This was followed in December 2022 with the Board's approval of the Climate Action Plan (CAP), which outlined seven strategies and 48 actions, over three years (2023-2025) on how TransLink was going to reduce its greenhouse gas emissions and ensure its operations and infrastructure are resilient the changing climate. Across the three-year Plan, 40 of 48 actions are on track (84 per cent). In 2023 (year one of the Plan), three actions have been completed, two have been incorporated with other actions (to improve effectiveness and efficiency), two have been bundled into work for 2024, and one has been delayed due to stakeholder engagement. As part of the Climate Action Plan, TransLink advanced the development of the Zero Emission Fleet Transition Plan which will supersede the Low Carbon Fleet Strategy (2021). The new Transition Plan will be completed in 2024 and will outline the high-level plan for TransLink to get to a zero-emission bus fleet by 2040 and reach its 2030 GHG reduction target of 45% against 2010 levels.

For 2024, the majority of actions under the Climate Action Plan are planned with approved budgets. These actions, together with TransLink's Emergency Management and Emergency Preparedness initiatives, will reduce the risk and vulnerabilities associated with climate change to infrastructure and operations. In December 2023, Climate Change Resilience was identified as a critical risk through TransLink's Enterprise Risk Management process. Additional work is being planned for 2024 and 2025 to address the physical and financial risks posed by climate change to the enterprise. Climate change is occurring at a rate faster than experts expected and Enterprise Sustainability and the Safety, Environment and Emergency Management division continue to monitor this and work across the enterprise to reduce the risk climate change poses to TransLink.

Labour Relations Risk

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

The following are expiration dates for bargaining unit agreements:

- CMBC's agreement with CUPE, Local 4500 – December 31, 2025;
- CMBC's agreements with Unifor, Local 111 and 2200 – March 31, 2026;
- CMBC's agreement with MoveUP – March 31, 2026;
- BCRTC's agreement with CUPE, Local 7000 – August 31, 2028;

- TSML’s agreement with TPPA – December 31, 2025; and
- TransLink’s agreement with MoveUP – March 31, 2026.

As result of all collective agreements being in place, the is no significant Labour Relations risk for 2024.

Project Risk

TransLink’s Capital Program consists of projects that vary significantly in scope, risk, complexity, business value and budget. Projects can be classified into keeping assets in a state of good repair, upgrades and improvements to existing asset base, and expansion projects that generally increase service capacity or network.

Specific project risks include impacts of cost escalation due to inflation/supply chain constraints, delays due to resourcing constraints in the market, and scope changes as projects complexity increases. General risks managed in capital projects include supply chain issues with procuring long-lead items, budgets and schedules estimates, planning projects in isolation, succession planning within project teams, and increased complexity and interdependency between projects. To mitigate this, TransLink supplements internal resources and expertise with specialized engineering, design, planning, construction/implementation resources as needed, which provide the due diligence required by each project. Design assumptions and consideration risks are reduced by performing site and condition assessments of the project location prior to project start. Procurement risks are reduced through identifying a procurement strategy before a project start, appropriate market review and due diligence, tendering projects and the use of warranties and delay penalties. Scope changes and third-party approval risks are mitigated through early stakeholder engagement, detailed design reviews, and approvals with key stakeholders. Project interdependency challenges have been mitigated through robust program management.

TransLink’s capital projects are initiated and approved through two funding phase gates. The first phase is the Approval in Principle, and it consists of the identification of asset needs, solutions, and options analysis, which are used to develop the project scope, schedule, and budget. Project submissions from this phase are reviewed by Senior Management in the context of available funding and business priorities before endorsement by TransLink’s Board to form the Annual Capital Plan.

The second phase is the Specific Project Approval. This is a more rigorous phase, as it involves the creation of the detailed project work plan that includes scope definition, detailed schedule and budget, identification of key stakeholders and formal risk assessment. Projects are approved by either the Senior Leadership, the Executives team, or the Board, depending on the complexity and risk profile of each project.

Active projects are governed by project steering committees, which include Project Sponsor, Implementation Manager, a Project Management Officer member, and additional stakeholder representation based on the profile of the project. The project steering committees report to TransLink Senior Leadership and Executives who monitor project performance with a focus on budget, scope, schedule, risks, and issues. High risk exceptions are escalated to the Board.

Appendix 1 – Audited Consolidated Financial Statements

The 2023 Audited Consolidated Financial Statements are attached at the end of this report.

Appendix 2 – Five Year Historical Schedules

5 YEAR CONSOLIDATED REVENUES						Compound Annual Growth Rate (CAGR) 2019-2023
Year ended December 31 (\$ millions)	2019	2020	2021	2022 ¹	2023	
Taxation	907.0	850.0	899.4	978.1	978.4	1.9%
Transit	685.4	385.9	413.4	552.6	671.6	(0.5%)
Government transfers	398.5	149.8	172.0	251.1	236.7	(12.2%)
Amortization of deferred concessionaire credit	23.3	23.3	23.3	23.3	23.3	-
Investment income	58.0	53.8	52.9	109.1	192.2	34.9%
Development Cost Charges	-	19.7	44.8	25.2	17.3	n/a
Miscellaneous revenue	16.7	18.4	22.5	17.4	20.0	4.6%
Sub Total Continuing Operations	2,089.0	1,500.9	1,628.3	1,956.8	2,139.5	0.5%
Senior Government Relief Funding	-	644.0	31.8	176.0	478.9	n/a
Gain/loss on disposal of tangible capital assets	0.5	-	0.6	1.7	8.1	99.9%
Total Revenue	2,089.4	2,144.9	1,660.6	2,134.5	2,626.5	4.7%

¹ 2022 Actuals have been reclassified to conform with the consolidated financial statement presentation adopted in 2023.

Total revenue from continuing operations, excluding Senior Government relief funding and gains or losses on the disposal of tangible capital assets, has increased at a Compounded Annual Growth Rate (CAGR) of 0.5 per cent since 2019.

Taxation and transit revenues declined in 2020 due to impact of COVID-19 which disrupted key economic drivers such as demand for transit, fuel consumption and the use of parking. Taxation revenue recovered in 2021 to marginally below the pre-COVID levels, and then increased significantly beyond pre-COVID levels in 2022, with a strong recovery in high fuel consumption, parking sales, and increased property taxes. Taxation revenue in 2023 remained consistent with 2022, with lower fuel taxation revenues offset by higher property tax and parking sales. Transit revenue in 2021 remained substantially below pre-pandemic levels despite a sustained recovery in ridership in the second half of 2021. Ridership continued its recovery in 2022 and 2023, reaching 70.8 per cent of pre-COVID levels in 2022 and 85.6 per cent of pre-COVID levels in 2023.

Government transfers excluding Senior Government relief funding decreased by 62.4 per cent from 2019 to 2020 as the replacement of conventional buses was significantly impacted by the production delays due to the COVID-19 pandemic and therefore resulted in lower government transfers revenue recognized. Government transfers increased in 2021 by 14.8 per cent and in 2022 by 46.0 per cent as delivery of buses ramped up. Additionally, in 2022 the revenue recognition of funds received under the Public Transit Infrastructure Fund (PTIF) commenced as agreement stipulations were met, and construction activity increased on the Canada Line Capstan Station project which received funding from the City of Richmond. In 2023, the Government transfers decreased by 5.7 per cent compared to 2022, due to a greater volume of vehicle deliveries funded through the Canada Community Building Fund in 2022. Substantial decrease in revenue recognized from government contributions observed in 2020 was due to impacts of COVID, which slowed down construction and vehicle delivery. It resulted in a negative CAGR of 12.2 per cent over the five-year period. Excluding 2019, Government transfers have increased by a CAGR of 16.5 per cent from 2020 to 2023.

Investment income has grown at 34.9 per cent CAGR over the five-year period due to growing investment balances which include the sinking funds, interest earned on GEB toll replacement revenue funds, combined with increased interest rates driven by the Bank of Canada's monetary policy.

Miscellaneous revenue, which includes third-party recoveries related to warranties, sales of energy credits, other recoverable costs and one-off compensations has remained relatively stable across the five-year period.

5 YEAR CONSOLIDATED EXPENSES (BY SEGMENT)						Compound Annual Growth Rate (CAGR)
Year ended December 31	2019	2020	2021	2022 ³	2023	2019-2023
(\$ millions)						
Bus Operations ¹	766.6	760.6	806.3	860.5	945.5	5.4%
Rail Operations	324.2	316.5	346.7	363.6	405.0	5.7%
Transit Police	40.9	40.7	44.8	48.1	52.7	6.6%
Corporate operations	103.3	100.8	103.6	120.8	139.4	7.8%
Roads & Bridges	95.1	62.9	120.1	109.4	151.1	12.3%
Amortization of tangible capital assets ²	212.9	229.4	233.8	250.0	259.7	5.1%
Interest ²	195.0	189.3	182.0	181.4	180.5	(1.9%)
Sub Total Continuing Operations	1,738.0	1,700.2	1,837.3	1,933.8	2,133.8	5.3%
Corporate and Roads & Bridges One-time	18.2	15.1	21.8	71.1	19.8	2.2%
Total Expenses by Segment	1,756.2	1,715.3	1,859.1	2,004.9	2,153.6	5.2%

¹ Certain comparative information has been reclassified in 2019 to conform with the consolidated financial statement presentation adopted in 2021.

² Shown as a separate line to help facilitate analysis of debt service costs as GAAP statements allocate these amounts to the various segments.

³ 2022 Actuals have been reclassified to conform with the consolidated financial statement presentation adopted in 2023.

Total expenses have grown by a CAGR of 5.2 per cent since 2019. Excluding One-time costs, the CAGR is 5.3 per cent, commensurate with service expansion, and rate of inflation.

Bus Operations costs have increased by a CAGR of 5.4 per cent, mainly due to increased labour costs as a result of negotiated contractual labour rate increases, and higher maintenance costs due to inflation and more maintenance work required for an aging fleet.

Rail Operations costs have increased by a CAGR of 5.7 per cent, mainly due to increased labour costs, higher maintenance costs to ensure a state of good repair as well as contracted service cost increases.

Transit Police expenses have increased by a CAGR of 6.6 per cent, mainly due to increased labour costs from contractual wage increases, additional headcount, higher property rental costs from expansion of head office space, and inflationary increases to materials and services.

Corporate Operations costs have increased by a CAGR of 7.8 per cent mainly due to increased labour costs, property tax increases as a result of higher property assessments, contractual increases and higher administration costs to support growing needs of the Enterprise.

Roads and Bridges costs have increased by a CAGR of 12.3 per cent, primarily due to increased capital infrastructure contributions to municipalities driven by a higher number of projects, major progress of the Rapid Bus R6 project in 2023, and cost inflation for MRN Operations and Maintenance work.

Amortization expense has increased by a CAGR of 5.1 per cent, mainly due to an increase in depreciable tangible capital assets.

Interest expense remained stable over the five-year period due to lower average interest rates offsetting the impact of increasing debt.

5 YEAR CONSOLIDATED EXPENSES (BY CATEGORY)						Compound Annual Growth Rate (CAGR)
Year ended December 31						
(\$ millions)	2019	2020	2021	2022 ²	2023	2019-2023
Administration	48.6	46.7	45.1	54.5	65.2	7.6%
Amortization of capital assets	212.9	229.4	233.8	250.0	259.7	5.1%
Capital infrastructure contributions	37.3	36.6	72.7	60.7	76.4	19.6%
Contracted services	222.5	215.4	223.0	236.6	257.7	3.7%
Fuel and power	67.8	55.9	67.2	90.0	89.4	7.2%
Insurance	28.4	29.3	24.6	25.3	24.5	(3.6%)
Interest	195.0	189.3	182.0	181.4	180.4	(1.9%)
Maintenance, materials and utilities ¹	180.2	148.2	171.5	182.0	229.8	6.3%
Professional and legal	18.3	14.7	15.8	19.7	30.3	13.4%
Rentals, leases and property tax	29.4	29.2	33.5	38.6	37.7	6.4%
Salaries, wages and benefits ¹	697.6	705.5	768.1	795.0	882.7	6.1%
Sub Total Continuing Operations	1,738.0	1,700.2	1,837.3	1,933.8	2,133.8	5.3%
Corporate and Roads & Bridges One-time	18.2	15.1	21.8	71.1	19.8	2.2%
Total Expenses by Category	1,756.2	1,715.3	1,859.1	2,004.9	2,153.6	5.2%

¹ Certain comparative information has been reclassified in 2019 to conform with the consolidated financial statement presentation adopted in 2021.

² 2022 Actuals have been reclassified to conform with the consolidated financial statement presentation adopted for 2023.

Administration costs have increased by a CAGR of 7.6 per cent since 2019, mainly due to an increase in telecommunications, network, IT security and software costs.

Amortization expense has increased by a CAGR of 5.1 per cent, mainly due to an increase in depreciable tangible capital assets.

Capital infrastructure contributions have increased by a CAGR of 19.6 per cent, mainly due to the progress on the existing projects alongside the addition of new project in 2023, thereby increasing the number of active projects.

Fuel and power have increased by a CAGR of 7.2 per cent, mainly due to an increase in fuel prices.

Maintenance, materials and utilities costs have increased by a CAGR of 6.3 per cent, mainly due to increased material costs, growth in train and rail maintenance costs, increased costs for hybrid and trolley bus battery replacement, and increases in building maintenance, janitorial costs, hydro and snow removal costs.

Professional and legal costs have increased by a CAGR of 13.4 per cent, mainly due to higher professional fees for Transit Oriented Development projects and Rapid Bus.

The 6.4 per cent CAGR of rentals, leases and property tax costs is mainly due to new rental properties, increases in rental costs of existing properties and higher property taxes.

The CAGR for salaries, wages and benefits of 6.1 per cent is mainly due to increased labour costs as a result of negotiated contractual and economic labour increases.

Appendix 3 – Operating Indicators

OPERATING INDICATORS						Compound Annual Growth Rate (CAGR)
Year ended December 31	2019	2020	2021	2022	2023	2019-2023 ¹⁶
Safety: Customer Injuries (per 1 million boarded passengers)¹						
Bus & SeaBus	3.9	4.4	4.9	3.7	3.8	(0.6%)
SkyTrain: Expo & Millennium Lines	0.9	1.0	1.1	0.9	1.0	2.7%
West Coast Express	0.4	-	1.9	-	-	-
HandyDART (per 100,000 boarded passengers)	0.7	1.3	3.0	0.9	1.4	18.9%
Safety: Employee Lost Time Frequency						
Bus & SeaBus (per 200,000 Hours Worked) ^{2,2a}	8.1	7.4	7.9	8.5	8.4	0.9%
SkyTrain: Expo & Millennium Lines (per 200,000 Hours Worked) ³	5.8	4.4	3.7	4.6	4.3	(7.2%)
West Coast Express (per 200,000 Hours Worked)	-	-	-	-	-	-
HandyDART (per 200,000 Hours Worked)	13.7	8.1	9.9	16.8	16.8	5.2%
Safety: Bus & SeaBus Operator Assaults (per 1 Million Service Hours)^{2b}						
	16.5	12.2	12.8	11.8	11.8	(8.0%)
Ridership: Boarded Passengers (Thousands)⁴						
Bus & SeaBus	283,663	142,416	145,943	207,388	247,637	(3.3%)
SkyTrain: Expo & Millennium Lines	114,883	54,551	55,199	82,966	100,931	(3.2%)
SkyTrain: Canada Line	50,223	20,335	21,120	33,603	40,409	(5.3%)
West Coast Express	2,607	795	515	885	1,304	(15.9%)
HandyDART	1,560	698	767	1,060	1,306	(4.3%)
Ridership: Journeys (Thousands)^{4,5}						
Overall System	271,040	128,021	130,857	193,552	233,240	(3.7%)
Vehicle Service Delivery: Percentage of Service Hours Delivered⁵						
Bus & SeaBus ^{2b}	98.5%	96.2%	97.8%	98.6%	99.3%	0.2%
SkyTrain: Expo & Millennium Lines	99.4%	99.2%	n/a	n/a	n/a	n/a
SkyTrain: Canada Line ⁷	100.0%	100.0%	100.0%	100.0%	100.0%	-
West Coast Express	99.8%	98.4%	n/a	n/a	n/a	n/a
HandyDART	99.8%	99.7%	99.8%	99.5%	99.6%	(0.1%)
Vehicle Service Delivery: Percentage of Train Trips Delivered⁶						
SkyTrain: Expo & Millennium Lines	n/a	n/a	99.5%	99.3%	99.5%	n/a
West Coast Express	n/a	n/a	99.2%	99.3%	99.5%	n/a
Vehicle Punctuality: On-Time Performance						
Bus (3 minutes late < On-Time < 1 minute early) ^{2c}	80.5%	86.2%	83.9%	81.5%	79.7%	(0.2%)
SkyTrain: Expo & Millennium Lines (headway + 3 minutes) ⁸	96.7%	96.5%	96.6%	95.9%	95.3%	(0.4%)
West Coast Express (headway + 5 minutes)	96.7%	93.1%	96.4%	94.7%	95.9%	(0.2%)
HandyDART (earlier than and within 15 minutes of Scheduled Pick-Up Time)	87.5%	94.7%	94.2%	91.7%	90.9%	1.0%
Vehicle Reliability: Mean Distance Between Failure						
Bus ^{2d}	24,055	27,368	18,231	23,481	29,587	5.3%
Vehicle Reliability: Mean Distance Between Service Removals						
SkyTrain: Expo & Millennium Lines ⁹	455,335	235,377	177,275	186,907	144,931	(24.9%)
HandyDART Vehicle Productivity						
Trips per Service Hour (excludes Taxis)	2.3	1.4	1.6	1.8	1.6	(8.7%)
Trip Denials	1,430	405	119	906	1,112	(6.1%)
Environmental						
Bus & SeaBus (Spills per 1 Million Km) ^{2e}	2.1	1.5	2.3	2.4	2.0	(1.2%)
Bus & SeaBus (Revenue Vehicle Energy Consumption in Gigajoules) ¹⁰	1,985,841	1,840,983	1,910,369	1,971,632	2,048,771	0.8%
Customer Service: Customer Satisfaction (overall score of 10)¹¹						
Overall System	7.8	8.2	8.2	8.0	8.0	0.6%
Bus & SeaBus	7.9	8.2	8.3	8.1	8.0	0.3%
SkyTrain: Expo & Millennium Lines	8.2	8.5	8.5	8.3	8.3	0.3%
SkyTrain: Canada Line	8.5	8.7	8.9	8.6	8.6	0.3%
West Coast Express	9.0	8.9	8.9	8.8	8.8	(0.6%)
HandyDART	8.4	9.0	8.7	8.5	8.6	0.6%
Customer Service: Customer Complaints^{2f}						
Overall System (per 1 million boarded passengers) ¹²	90.6	103.3	92.8	74.0	70.7	(6.0%)
Corporate (per 1 million boarded passengers)	24.9	28.7	19.2	15.8	16.5	(9.8%)
Bus & SeaBus (per 1 million boarded passengers)	97.1	101.5	105.0	83.4	78.2	(5.3%)
SkyTrain: Expo & Millennium Lines (per 1 million boarded passengers)	13.8	25.1	17.8	15.4	13.5	(0.5%)
SkyTrain: Canada Line (per 1 million boarded passengers)	6.1	8.1	6.4	5.8	6.0	(0.4%)
West Coast Express (per 1 million boarded passengers)	89.0	358.1	191.8	143.5	124.2	8.7%
HandyDART (per 100,000 boarded passengers)	201.8	178.6	209.7	255.2	242.9	4.7%
Financial: Operating Costs						
Overall System (operating cost per capacity km) ^{12,13}	\$ 0.097	\$ 0.097	\$ 0.111	\$ 0.108	\$ 0.115	4.4%
Bus & SeaBus (operating cost per capacity km)	\$ 0.132	\$ 0.128	\$ 0.158	\$ 0.141	\$ 0.150	3.2%
SkyTrain: Expo & Millennium Lines (operating cost per capacity km)	\$ 0.040	\$ 0.040	\$ 0.045	\$ 0.047	\$ 0.053	7.4%
SkyTrain: Canada Line (operating cost per capacity km)	\$ 0.129	\$ 0.137	\$ 0.143	\$ 0.145	\$ 0.150	3.9%
West Coast Express (operating cost per capacity km)	\$ 0.094	\$ 0.165	\$ 0.207	\$ 0.184	\$ 0.133	9.0%
HandyDART (operating cost per trip)	\$ 39.26	\$ 75.14	\$ 69.70	\$ 57.73	\$ 54.79	8.7%
Financial: Operating Cost Recovery						
TransLink (conventional system) ^{14,15}	59.7%	33.6%	33.5%	41.8%	46.0%	(6.3%)

Footnotes for Appendix 3 begin on the following page

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

² In December 2020, TransLink was the victim of a cyberattack. Immediate action and protective measures were taken by TransLink including the shut down of multiple network systems. As a result, due to the unavailability of certain applications, some datasets are incomplete and/or required estimates. The following Operating Indicators have been impacted and to support comparability, alternative estimates have been made as described below:

^{2a} 2020 Bus and SeaBus Employee Lost Time Frequency has been restated as it was reported based on best estimate at the time of reporting.

^{2b} CMBC Service hours estimated for November 2020 to December 2021 are best-estimate basis in order to maintain consistency within the reporting period.

^{2c} The On-Time Performance for Bus excluded data not available for November 2020 to April 2021.

^{2d} The Vehicle Reliability: Mean Distance Between Failure for Bus excludes data not available for November 2020 to March 2021.

^{2e} Spills data was estimated for November to December 2020 based on the best available data at the time of reporting. Spills data was unavailable between January to June 2021 as a result of system unavailability; therefore, 2021 service kilometers for July-December are used to normalize this metric.

^{2f} TransLink was not able to capture complete complaint data from November 28, 2020 to August 18, 2021. To normalize the 2020 and 2021 metrics, boarded passenger totals are aligned with when the period's complaint data was fully available, being January 1 to November 27 for 2020 and September 1 to December 31 for 2021 – September being the first month of complete data in 2021.

³ Restated 2019 to align with WorkSafe BC figures.

⁴ Ridership estimates for 2020 differ from the methodology used in previous years as a result of the temporary suspension of fare collection on buses in the first months of the COVID-19 pandemic, the replacement of fareboxes on buses and the December 2020 cyberattack.

⁵ 2019 Journeys have been restated to include the HandyDART trips.

⁶ Expo and Millennium Lines and West Coast Express use a trip-based calculation for Service delivery that aligns with industry best practice.

⁷ Canada Line does not provide actual service delivery statistics, using scheduled service hours for reporting purposes.

⁸ On-Time Performance was restated for 2019-2020 to reflect the service punctuality among the actual delivered trips.

⁹ For 2019 and 2020 the indicator for Mean Distance Between Service Removals were restated as the refinement of the definition for service removals better reflects how SkyTrain Rolling Stock Reliability affects the customer experience. The updated definition adopted 2021 onwards better aligns with industry benchmarking practices.

¹⁰ Restated 2019 to reflect the energy consumption shown in Gigajoules.

¹¹ The results for 2020 and 2021 were likely influenced by riders' changing perceptions and expectations of the transit system in the context of the ongoing COVID-19 pandemic. Ridership in these years was well below pre-pandemic levels and the incidence of qualifying for the Customer Service Performance study was considerably lower than before.

¹² Excludes HandyDART

¹³ Includes operating costs of Bus, Rail and Transit Police. Excludes amortization and interest expense.

¹⁴ Excludes corporate one-time costs.

¹⁵ 2022 ratio has been restated to align with the methodology and the consolidated financial statement presentation adopted in 2023.

¹⁶ Calculations based on whole numbers.

Appendix 4 – Allocated Costs between Divisions

Allocated Cost Breakdown					
Year ended December 31					
(\$ thousands)	2019	2020	2021	2022	2023
Shared Services ¹					
Bus Operations	36,625	35,973	40,048	37,030	38,205
Access Transit	98	119	103	116	92
SkyTrain - Expo & Millennium Line	7,568	7,367	6,794	8,827	11,367
West Coast Express	162	106	264	227	382
Transit Police	3,418	2,988	2,566	1,878	2,538
Total Shared Services allocated	47,871	46,553	49,775	48,078	52,584
Costs Administered by TransLink and allocated to subsidiaries ²					
Bus Operations	16,684	15,829	17,837	21,930	27,407
Access Transit	-	-	-	-	-
SkyTrain - Expo & Millennium Line	4,072	3,901	3,780	5,421	5,768
SkyTrain - Canada Line	2,313	2,438	2,824	3,078	3,753
West Coast Express	443	404	444	626	583
Transit Police	1,865	1,893	2,280	2,904	3,103
Total costs allocated to Subsidiaries from TransLink	25,377	24,465	27,165	33,959	40,614
Costs Administered by TransLink allocated					
Bus Operations	53,309	51,802	57,885	58,960	65,612
Access Transit	98	119	103	116	92
SkyTrain - Expo & Millennium Line	11,640	11,268	10,574	14,248	17,135
SkyTrain - Canada Line	2,313	2,438	2,824	3,078	3,753
West Coast Express	605	510	708	853	965
Transit Police	5,283	4,881	4,846	4,782	5,641
Total costs allocated to Subsidiaries from TransLink	73,248	71,018	76,940	82,037	93,198

¹ Includes Business Technology, Human Resources and Administration costs

² Includes property tax, building leases, insurance, and fare media costs

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

Business units can be allocated 100.0 per cent of a cost if it is the only one benefiting and consuming that cost, or costs can be shared across multiple business units that benefit and consume the cost based on an allocation factor, such as headcount or square footage. The charges that are allocated to the business units include human resources, administration, fare media, rentals and leases, as well as information technology.

Allocated costs decreased in 2020 mainly due to reductions in property taxes as a result of lower assessment values, lower fare media costs from reduced ridership and lower recruitment costs due to temporary hiring freeze. Allocated costs increased from 2021 to 2023 mainly due to increased property insurance premiums, higher property taxes, rental expenses and fare media costs from increased ridership.



Together all the way

translink.ca



TO: Board of Directors

FROM: Christine Dacre, Chief Financial Officer
Olga Kuznetsova, Vice-President Financial Services
Vikas Sawhney, Director Financial Planning & Analysis and ERM

DATE: March 6, 2024

SUBJECT: 2023 Statutory Annual Report

PROPOSED RESOLUTION

That the TransLink Board of Directors:

- A. Approves the 2023 Statutory Annual Report mandated by the *South Coast British Columbia Transportation Authority Act*, as presented in Attachment 1 to the report titled "2023 Statutory Annual Report" dated March 6, 2024; and
 - B. Authorizes the release of the 2023 Statutory Annual Report to the Mayors' Council on Regional Transportation.
-

EXECUTIVE SUMMARY

This report is to present the 2023 Statutory Annual Report to the Board for review and approval, as required by the *South Coast British Columbia Transportation Authority Act* (SCBCTA Act) and for release to the Mayors' Council on Regional Transportation.

PURPOSE

To purpose of this report is to provide the 2023 Statutory Annual Report to the Board for review and approval.

BACKGROUND

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

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

DISCUSSION

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

- Summary of operations;
- Audited financial statements;
- Summary of complaints and actions to respond to those complaints;
- Summary of customer satisfaction survey results;
- Summary of any amendments made to the articles;
- Summary of Board activities;
- Fare Collection Bylaw;
- Summary of tickets issued and collection under Section 248;
- Summary of Development Cost Charges received, reserve fund balances and expenditures, any waivers and reductions issued.

The 2023 Statutory Annual Report is attached for review by the Board of Directors.

CONCLUSION

Management recommends that the Board approves the 2023 Statutory Annual Report attached in Attachment 1 and authorize its release to the Mayors' Council on Regional Transportation.

ATTACHMENTS

Attachment 1: 2023 Statutory Annual Report



2023 Statutory Annual Report



SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY 2023 STATUTORY ANNUAL REPORT

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

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

This report should be read in conjunction with the 2023 Accountability Report, in order to obtain a full understanding of the organization and its financial and operational performance. The 2023 Accountability Report will be posted on TransLink's website.

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EXECUTIVE SUMMARY

Under the *South Coast British Columbia Transportation Authority Act*, TransLink is required to prepare an annual report that includes a summary of operations for the year, along with a comparison to the organization's applicable strategic, service, capital, and operational plans. This 2023 Statutory Annual Report meets that requirement as well as other reporting obligations including audited financial statements, complaints, and customer satisfaction summaries. It's recommended that this report is read in conjunction with the 2023 Accountability Report to obtain a full understanding of the organization and the strategic objectives that drive financial and operational performance.

TransLink's current strategic plan is the 2022-2031 Investment Plan, as approved by the Mayors' Council on Regional Transportation on May 26, 2022. This 2023 Statutory Annual Report refers to the 2023 year of this Investment Plan (the Plan). The 2022 Investment Plan advances key transit priorities including the Surrey Langley SkyTrain project, 500 new battery electric and renewable natural gas buses, and prepares for future service expansion. It targets funding stabilization and cost-saving measures, along with supplemental revenue streams including additional commercial revenues, carbon credits from the Low Carbon Fleet Strategy, a sustainable level of fare increases, and senior government relief funding.

Amidst record-setting population growth of approximately 90,000 people (3.3 per cent), ridership patterns in 2023 became notably more stable and consistent, aligning with expected seasonal fluctuations throughout the year. Each week, 900,000 unique people took transit – equivalent to one third of the population. TransLink continues to lead ridership amongst Canadian and US peer agencies. SkyTrain is the fourth busiest rapid rail system, ahead of major cities like Chicago and Los Angeles, and bus ridership is third highest of all transit operators.

While population growth and strong ridership is welcome news, a number of adverse economic developments have emerged over the last 18 months. Consequences of the pandemic, leading to supply chain and resourcing challenges, coupled with geopolitical issues, have led to rapidly growing costs, interest rates, and escalating inflation. This resulted in higher operating and capital costs due to pressures on fuel costs, labour rates, and construction costs, beyond the levels estimated in the 2022 Investment Plan.

As the regional population and ridership levels continue to grow beyond projections, TransLink has focused on keeping expenses as low as possible while advancing key priorities such as high quality service, customer safety, and keeping the transit system in a state of good repair, while continuing the work with funding partners to identify new sustainable funding sources and independently generating new revenue sources through better land-use, real estate, and commercial partnerships.

TransLink continues to closely monitor cost escalations to ensure Metro Vancouverites can continue to move around the region as effectively as possible, balancing the priorities of upholding safety and ensuring quality service, while operating within a tight fiscal envelope.

A. OPERATIONS SUMMARY**1 Transit Service Levels**

The table below provides a summary of conventional transit service hours, Access Transit trips and ridership numbers, comparing 2023 actual results to the Plan.

Transit Service Levels				
	Actual 2023	2023 Year in the Plan	Fav/(Unfav) Over Plan	% Change
Conventional Transit <i>(thousands of service hours)</i>				
Conventional Bus	4,753	4,882	(130)	(2.7%)
Community Shuttle	706	680	26	3.8%
West Vancouver Conventional Bus	118	117	1	0.9%
SkyTrain Expo and Millennium Lines	1,280	1,298	(18)	(1.4%)
SkyTrain Canada Line	202	216	(14)	(6.5%)
SeaBus	14	15	(1)	(4.1%)
West Coast Express	29	24	5	21.0%
Total Conventional Transit	7,101	7,231	(130)	(1.8%)
Access Transit Trips <i>(thousands of trips)</i>				
HandyDART	894	1,297	(403)	(31.1%)
Taxi Supplement	282	152	130	85.5%
Total Access Transit Trips	1,176	1,449	(273)	(18.8%)
Ridership (in millions)				
Boardings	392	401	(10)	(2.4%)
Journeys ¹	233	229	4	1.8%

¹ A Journey is a complete transit trip made using conventional transit service or HandyDART Access Transit service, regardless of the number of transfers.

Conventional Transit Service Levels

Conventional transit service hours were lower than the Plan by 1.8 per cent, or 130,000 hours.

Conventional bus service hours were 2.7 per cent lower than the Plan mainly driven by service cancellations due to detours and incidents. Service levels have continued to be right sized to meet projected demand and respond to emerging needs in the transit network. With continuing ridership recovery in 2023, Coast Mountain Bus Company Ltd. (CMBC) has been monitoring the customer demand and adjusting service as needed to best serve transit customers by addressing overcrowding, particularly in the Southeast subregion, and improving schedule alignment with universities and industrial sites.

Expo and Millennium Lines service hours in 2023 were 1.4 per cent below the Investment Plan. The variance was mainly driven by the deferral of AM peak service increases not required as ridership continued to recover from the

COVID-19 pandemic. The reinstatement of the service increase will depend on ridership demand. Canada Line 2023 service level remained the same as the beginning of 2020 and was lower than the Investment Plan by 6.5 per cent. The variance was mainly driven by the deferral of peak service increases not required as ridership continued to recover from the COVID-19 pandemic. The reinstatement of the service increases will depend on ridership demand. West Coast Express service hours in 2023 were 21.0 per cent higher than the Investment Plan. Additional cars were added into service throughout the year to meet increasing ridership demand. The first refurbished locomotive enabled WCE to add the fifth train back into service in June. By the end of 2023, WCE ran five trains with a total of 35 cars in each direction.

Access Transit Service Levels

Access Transit trips provided in 2023 remained lower than pre-pandemic levels and lower than the Plan by 18.8 per cent due to lower than anticipated demand, but have increased by 21.9 per cent compared to 2022 actuals. TransLink remains committed to ensuring services are fully available for passengers unable to use conventional public transit without assistance.

Ridership

A boarding represents each time a passenger enters a fare-paid zone using Compass fare media or other proof of payment, including transfers. In 2023, total system boardings were 392 million, 2.4 per cent lower compared to the Plan. Journeys represent a complete transit trip using Compass fare media or other proof of payment, regardless of the number of transfers. Journeys for conventional transit service and Access Transit trips were 233 million in 2023, 1.8 per cent above the Plan.

2023 was a year of ridership stabilization and consistency, following expected seasonal trends throughout the year. Metro Vancouver also saw higher than pre-COVID population growth during this time, increasing by an estimated 90,000 people (3.3 per cent) in 2023, compared to the average annual pre-COVID growth rate of approximately 1.5 per cent. January 2023 was the first month since the pandemic that Journeys recovery surpassed 80 per cent of pre-COVID (2019) levels. After January, Journeys recovery settled at between 83 to 85 per cent for February to June, then saw an increase to 86 to 88 percent recovery of pre-COVID levels for July to December.

Average weekday ridership continued to lag behind average weekend and holiday ridership in terms of recovery compared to pre-COVID, but weekday ridership had higher growth than weekend and holiday ridership compared to 2022. Higher growth in average weekday ridership is in part due to a continued return to office work and a reduction in work from home arrangements.

2 2022 Investment Plan Status Report

TransLink's 2022 Investment Plan focuses on achieving financial stability, maintaining the region's transportation system in a state of good repair, right-sizing TransLink's services, and expenditures to the needs of the region and advancing a few select strategic projects to make the region's integrated transportation system more reliable, efficient, and effective for users. A status update of the Plan is provided below.

As transit ridership and fare revenue moved on a continuously improving trajectory, and with the help of additional senior government relief funding aimed at offsetting the inflationary pressures, TransLink is in a better position to continue delivering the services the region needs over the next two years, while maintaining the system in good repair and advancing key projects. In 2023, service levels were right-sized to demand across the transit network to continue to support the region as ridership demographics shifted following the COVID-19 pandemic, and prioritizing customer and employee safety.

Transportation Investments in the 2022 Plan

The Plan maintains existing transit service and programs and advances select strategic capital projects including regional funding for the Surrey Langley SkyTrain Project (SLS) extension, delivered by the Government of British Columbia (BC) and completing accessible customer experience upgrades like braille signage at bus stops. It also advances the Low Carbon Fleet Strategy by procuring and putting into service over 500 new battery electric and renewable natural gas buses and constructing the supporting charging infrastructure.

Bus, SeaBus and HandyDART

Bus

- Service levels have continued to be right sized to meet the year's projected demand and respond to emerging needs in the transit network. Due to very strong ridership recovery, the focus has been on addressing overcrowding, particularly in the South-East subregion.
- Planned works for 2023 included the development and implementation of a flexible "nimble" budget and service change process that provides resources needed to respond to immediate customer needs in the short term. The nimble budget includes 2,000 actual service hours per quarter and has been leveraged to implement 17 projects to date, responding to immediate needs such as addressing overcrowding at school bell times, and improving schedule alignment with universities and industrial sites, among others.
- The 2020 Low Carbon Fleet Transition Plan is being updated by developing Zero Emission Fleet Transition Plan (ZEFTP) to inform future investment plans. Newly proposed regulations for BC Zero Emission Vehicle (ZEV) requirements for Medium and Heavy-Duty (MHD) vehicles and transit are actively being discussed with the province and are expected to impact the ZEFTP. Financial and transition drafts of the ZEFTP are complete, with approval anticipated in 2024.
- Electrified two tracks at the Hamilton Transit Centre and completed evaluations for fleet and infrastructure electrification at Port Coquitlam Transit Centre with 57 battery-electric buses in phase one.
- Completed proposal for 22nd Street interoperability improvements.

HandyDART

- Submitted project change authorization to increase the budget of the 2021 HandyDART Vehicle Expansion project to \$3.0 million for new vehicles for service improvements and to replace aging fleet, with an increased scope of seven gasoline powered Microbuses and three electric Midibuses to be delivered in the next two years.

RapidBus and Bus Priority

RapidBus

- Finalized design and construction of bus priority and customer amenities for the R6 RapidBus for Scott Road with implementation set for early 2024.
- Established and developed new Bus Rapid Transit Program, including prioritisation of initial corridors with regional decision-makers.
- Continued investment in Bus Speed and Reliability projects on RapidBus through partnerships with local jurisdictions.

Bus Speed and Reliability

- Continued investment in Bus Speed and Reliability projects through partnerships with local jurisdictions.
- Completed 2023 Bus Speed and Reliability Report, which describes the problem of bus delay, summarizes the causes of this delay and its impacts on both customers and operations, and demonstrates how TransLink and municipal partners have successfully reduced delays by making significant investments.

Reliable and Fast Transit (RAFT)

SkyTrain

- Train one of 42 Mark V trains was successfully manufactured, assembled and tested in both static and dynamic phases. It was shipped to SkyTrain Burnaby Operations and Maintenance Centre (OMC) where it will go through a year long testing and commissioning on the local system prior to being fully utilized for revenue service at the end of 2024. Train two of 42 Mark V trains was successfully manufactured, assembled and is currently undergoing static testing.
- Began replacement of the Burrard Station escalators.
- Began construction at the future OMC 4 site in Coquitlam, which will increase the maintenance and train storage capabilities as British Columbia Rapid Transit Company (BCRTC) expands its fleet and system.
- Substantially completed the new Guideway Shop at OMC 1, which is part of the Edmonds OMC Capacity Upgrade. This facility will allow the guideway department to better maintain and store rail equipment like grinders, rail carts, and speeders. Work also began on extending the Vehicle Inspection and Cleaning Facility to accommodate the longer five-car Mark V trains.

Surrey Langley SkyTrain

- SLS named the eight new Expo Line stations that will be a part of the expanded SLS. The Province pre-qualified two firms to design and build the new SLS stations.

West Coast Express

- Received two fully refurbished West Coast Express (WCE) locomotives which were put into service; a third locomotive was sent for refurbishment which is currently being completed.

Preparing for Future Expansion

Future Major Project Business Casing

- Completed interim reference case design, final public engagement, environmental and archaeological baseline work and Greenhouse Gas (GHG) emissions assessment for business case inputs report for the Burnaby Mountain Gondola project.
- Completed inputs to Provincial draft Concept Plan for the University of British Columbia (UBC) Extension project for Treasury Board submittal, including technical inputs, governance inputs and scoping for an integrated Transit Oriented Development program.
- Completed assessment of OMC requirements for future long-term operations and maintenance of the Skytrain system.

Safe Roads and People First Streets

Walking Infrastructure to Transit (WITT)

- Provided \$6.5 million to local governments through WITT projects.

Bicycle Infrastructure Capital Cost Sharing (BICCS)

- Provided \$17.2 million to local governments through BICCS projects.

TransLink-Owned Cycling Infrastructure

- Activated the implementation phase for BC Parkway Improvements adjacent to Stewardson Way.
- Activated preliminary design for BC Parkway Improvements between Joyce to Patterson Stations.

Structure Rehabilitation and Seismic Upgrades

- Provided \$16.9 million to local governments through Major Road Network (MRN) projects.

Minor Capital Upgrades

- Provided \$26.0 million to local governments through Major Road Network and Bike (MRNB) projects.

Operations, Maintenance and Pavement Rehabilitation

- Provided \$35.8 million to local governments through MRN operations and maintenance program.
- Provided \$25.6 million to local governments through MRN pavement rehabilitation program.

TransLink-Owned Bridges

- Completed construction of the Westham Island Bridge Swing Span Rehabilitation Project.
- Substantially completed construction of the Knight Street Bridge Deck Rehabilitation Project.
- Supported the Golden Crossing General Partnership to complete pavement rehabilitation on Golden Ears Way.
- Conducted inspections, maintenance, and rehabilitation activities to ensure all bridges were safe and operational.

Transit Passenger Facilities and Technology Investments

Technology

- Completed configurations and rollout of the Enterprise Asset Management (EAM) system to all asset groups in BCRTC.
- Deployed final release of the Finance & Supply Chain Management (FSM) system to the entire organization (TransLink, CMBC, BCRTC and Transit Police).
- Both BCRTC EAM and FSM are completed as part of ERP Program and now transferred to sustainment.
- EAM system at CMBC is currently under detailed design and will continue in 2024 with a goal to migrate the on-premise system to the Cloud and implement key improvements.

Fleet and Facilities to Advance the Low Carbon Fleet Strategy

- Design initiated for electric SeaBus replacement.
- Successfully tested renewable diesel and initiated roll-out beginning with Surrey Transit Centre.
- Tested all electric shuttle and "in-motion charging" electric trolley.
- Marpole Transit Center site preparation initiated as design continues.
- Upgrades to Hamilton Transit Centre completed to charge additional 15 battery-electric buses.
- Procurement of battery-electric buses and charging infrastructure for Port Coquitlam Transit Centre is substantially complete.
- Burnaby Transit Centre Master Plan completed.

- Zero Emission Fleet Transition Plan initiated (it will supersede Low Carbon Fleet Strategy) and plan design is substantially complete.

Plans, Policies and Partnerships

In 2023, TransLink continued to develop and implement a wide range of policies, plans and partnerships to achieve a more equitable and inclusive transportation system that is resilient, accessible, affordable, and reliable.

Reconciliation, Social Equity and Resilience

Advance Indigenous Relations Work

- Finalized a Letter of Understanding (LOU) between BCRTC and CUPE representatives, committing to advancing reconciliation with Indigenous peoples by increasing representation and retention, and reducing barriers within the collective agreement.
- Two Indigenous artists were commissioned to create multiple original designs to be utilized by Indigenous Relations for various communications and promotional materials.
- Extended invitation to the respected Elders and Knowledge Keepers of local Indigenous Nations and urban Indigenous organizations to participate in a newly initiated Elders Program.
- Installed land acknowledgement signage in English and two distinct Indigenous languages (hən̓q̓əmiḥən̓, and Skwxwú7mesh sníchim) at the North and South SeaBus terminals.
- Hosted blessing ceremony for Indigenous murals at King George Station with contributing artists, families and friends to celebrate the Indigenous Nations' distinct cultures and heritage from q̓ičəy̓ (Katzie First Nation), q̓wɑ:ḥ̓́l̓ ən' (Kwantlen First Nation), and se'mya'me (Semiahmoo First Nation) and to encourage ridership to reflect on the meaning of the land that is travelled on today.

Equity, Diversity and Inclusion (EDI)

- Installed gender inclusive washroom signage in corporate office.
- Partnered with Pride at Work and the Canadian Centre for Diversity and Inclusion to provide ongoing education opportunities through a resource library of EDI content and webinars.
- Approved the company's first-ever Workplace Accessibility Policy which uses the eight priority areas identified in the Accessible British Columbia Act as a focus. The purpose of this policy is to operationalize TransLink's commitment to workplace accessibility and inclusion, striving for barrier-free participation for persons with disabilities in the workplace. In conjunction TransLink has sourced an external vendor to begin an accessibility audit for the Translink.ca website and is offering training on inclusive recruitment to the Talent Acquisition team.
- There are six employee resource groups (ERGs) at TransLink Enterprise, with each ERG paving the way for inclusion through their own projects. The iBelong Multicultural ERG continues to celebrate and recognize diverse ethnic and cultural groups through celebrations and education events.

Resilience

- Established Capital Working Group to finalize roadmap for Zero-Emission Fleet Transition Plan, including complete financial analysis for capital and operating expenses.

Convenient Choices

Improve Customer Experience

- Conducted Real Time Transit Information System (RTIS) feasibility study and developed program governance structure. The feasibility study sought information from customers, peer agencies and internal and external stakeholders to better understand current RTIS systems and better understand risks, challenges, and opportunities. The governance structure identified how to action this work across multiple areas of the Enterprise.
- Developed On-Street Bus Shelter Improvement Program Project Charter to identify a planning process for improving bus shelters across the region.

- Launched Community Transit Volunteer Program to increase in-person interactions and help for customers.
- Launched Safer Spaces Program to increase feelings of safety, security, and cleanliness. To understand current conditions, a customer intercept benchmarking survey and a Crime Prevention Through Environmental Design (CPTED) audit were completed at Commercial-Broadway and Surrey Central stations. In response to this information, a Cleaning and Maintenance Text Line was launched to give customers easier access to report issues. Planning is underway for improving lighting, and for expanding the Safer Spaces Program to other facilities.
- Launched temporary public art projects that celebrate the diversity of Metro Vancouver at eight transit facilities. This included Indigenous cultural recognition art and TransLink's first Indigenous language welcome signage at both SeaBus terminals, murals by Indigenous artists at King George Station, and work by four Black Canadian artists at Granville, Stadium-Chinatown, Main Street-Science World, and VCC-Clark stations.
- Installed permanent artwork by three South Asian artists as part of the R6 RapidBus project.
- Continued to deliver live music and performance through TransLink's long running Buskers and Poetry in Transit Programs. TransLink's Art Moves program of curated performances brought 200 local world-class musicians and performing artists to transit customers over the course of 40 performances.

Encourage Sustainable Travel

- Utilized various initiatives to empower people to choose sustainable transportation options, including the TransLink for Organization/Transit-Friendly Employer program, Compass for Developments, and the launch of Regional Youth Travel Strategy in collaboration with regional municipalities, as well as independent shuttle services to underserved markets, piloting a commute-reduction solution (Commutifi) with organizations in the region, and active transportation promotion through the Ride and Shine campaign. Each of the programs targeted specific audiences at different junctures of their travel choice journeys, and provided tailored solutions, including education, promotion, and support, to empower them to choose sustainable modes.
- Provided training to over 2,000 newcomers to Metro Vancouver through the Travel Training for Newcomers program, delivering workshops in 11 different languages. The success of the Travel Training for Newcomers program was recognized by the Canadian Urban Transit Association and TransLink was named the recipient of the 2023 CUTA Award in the Equity, Diversity and Inclusion category.
- Partnered with Special Education in several school districts and agencies who support participants with diverse abilities to provide accessible transit workshops to over 800 participants. TransLink partnered with the School District of Richmond to develop the *Exploration - Pathways to the Future* program, where students explore in detail how to get a job, practice how to take transit and learn about post-secondary education. Students are supported in learning how to use transit, until they can use the system independently.
- Completed a pilot at a development near King George Station to showcase the real-world impacts of providing subsidized transit passes to residents. The program saw uptake in sustainable transportation usage and there are two more pilot programs planned for 2024 to build on the findings to share with municipalities and developers looking to incentivize sustainable transportation at development sites.
- Partnered and activated at 25+ major events jointly encouraging transit to and from special events, sporting events and concerts such as Pacific National Exhibition (PNE), Celebration of Lights and Pride Festival. Partnered with culinary industry partners to create six new Dine the Line curated maps and content promoting transit to and from. Deployed community transit volunteers to assist transit customers and support local businesses at major transit hubs including Waterfront Station, City Center, The Port of Vancouver terminal and at Vancouver International Airport terminal and station. Partnered with destination agencies, hotels, sports teams, and local attractions to offer transit customers discounts when taking transit. Included many in the Tap in to Win campaign as prize partners as well through TransLink e-newsletter monthly prizes.

- Collaborated with an external bike-share vendor to provide 40 per cent off on e-scooters and e-bikes for customers impacted by construction, aiming to alleviate delays during service disruptions on the Canada Line

Advance New Mobility Technologies

- Continued development of a Mobility-as-a-Service (MaaS) solution, with a planned pilot launch in early 2024 for 1,000 users, offering transit, bikeshare, and carshare services in Metro Vancouver.
- Initiated a prototype, testing new technology connecting software to Closed-circuit Television (CCTV) cameras for traffic data collection at nine intersections in Surrey.
- Released a Request for Proposals (RFP) for a Software as a Service (SaaS) platform to analyze regional micro-mobility data, selected a vendor, and progressing through Information Security and procurement processes.
- Conducted additional pilots, including sustainability initiatives with BCRTC testing a new nano-paint, and addressing data-feed accuracy in collaboration with Business Technology Services.
- Continued efforts to address challenges in the unsubsidized Vanpool program, exploring growth opportunities and engaging with the First Nations in the region.
- Themed an Open Call for Innovation around State of Good Repair, receiving 34 submissions, with selected ideas supporting operating companies in innovating maintenance practices.
- Organized the New Mobility Forum/Motivate event in collaboration with Invest Vancouver, and CoMotion, attracting over 330 attendees to explore innovations in zero-emission and clean tech sectors.
- Launched two new research projects with UBC focusing on micro-mobility growth trends and transit access to parks, while supporting battery electric bus end-of-life recycling options.
- Continued convening of the RTAC New Mobility Sub-committee for quarterly meetings to coordinate regional projects and initiatives, facilitating discussions with key partners.
- Became an official member of the Open Mobility Foundation (OMF), engaging in discussions on Mobility Data Specification (MDS) and Curb Data Specification (CDS) standards, informing TransLink's Digital Transformation strategy.

Integrate Land Use and Transportation Planning

- Conducted scoping and pre-planning activities related to the next area planning process that is set to launch in 2023 and include Vancouver, UBC, Burnaby, and New Westminster.
- Provided comments to and participated in consultative processes for a wide range of partner agency plans throughout 2022, including land use, transportation and related plans, proposed developments, and other partner agency initiatives at local, regional and provincial levels; also worked collaboratively with City of Vancouver, Province of BC, and Metro Vancouver to implement and monitor land use and transportation related commitments made in the 2018 Broadway Subway Supportive Policies Agreement.
- Worked collaboratively with Cities of Langley and Surrey, Township of Langley, Province of BC, and Metro Vancouver and signed two new Supportive Policies Agreements (with City and Township of Langley) and one Overarching Supportive Policies Agreement (with all three Surrey Langley SkyTrain impacted local governments and the Province).
- TransLink continues to support coordination of a significant number of transit-adjacent development projects such as Gilmore Place, King George Hub, Oakridge, Brentwood Town Centre and the Trolley Overhead Adjacent Works program.

Reliable Choices

Manage the Network

- Created a new tool to monitor overcrowding by stop, vehicle type and frequency, which allows all planning departments to assess and address overcrowding for any service.

- Implemented Corridor Deployment across all 6 depots as of February 2023 to help improve service reliability and customer experience on selected bus corridors. As part of this project, CMBC will monitor the bus routes along each identified corridor to make real-time adjustments to on-time performance, bus stop signage, shelters, passenger information, cancelled service percentages, bus loads, overcrowding, bus bunching, short turns, as well as overall safety and visibility.

Affordable Choices

Make Living Close to Transit Affordable

- Announced a partnership to build a proposed mixed-use development near the future Arbutus SkyTrain Station, on West Broadway and Arbutus. Located next to the future terminus of the Broadway Subway, an incoming bus loop, and the Arbutus Greenway mixed-use walking and cycling path – this is the first development under TransLink’s Real Estate Development Program. This transit-oriented development will improve people’s access to sustainable transportation options, generate new long-term funding for transit services, and provide much-needed housing options in the neighborhood.

Safe and Comfortable Choices

Build Community Relationships with Transit Police

- Operationally deployed the ten graduated Community Safety Officers from Class 1 to Patrol Squads. Positive feedback has been received on their contribution to the work of patrol and interaction with riders.
- Hosted a ceremony at Transit Police Headquarters to place the Survivors’ Flag for the national holiday on September 30, which honors the survivors of residential schools, the children who did not return home, their families and their communities. Public commemoration of Canada’s painful history, the continuing impact of the residential school system and related injustices on both individuals and the community, is an essential part of the Truth and Reconciliation process. This flag is an expression of remembrance, meant to honor residential school Survivors and all the lives and communities impacted by the residential school system in Canada.
- Resumed the Transit Police – Blue Eagles Program in Vancouver and Surrey.

Carbon Free Choices

Make the Transportation System Carbon-Free and Resilient

- Completed Zero-Emission Fleet Transition Plan route, block, energy analysis and facility analysis. Existing facility, system service and operational reviews completed. Five transition scenarios developed. Sequencing of existing and expansion fleet and facilities modelled and rated against decision-making framework. Financial investment analysis of scenarios is underway. Second consultation with Province of BC on proposed zero-emission public transit requirements completed. Performed analysis of the impacts on service and expansion under the Access for Everyone (10-Year Priorities).
- On the three-year Climate Action Plan, 40 of 48 actions are on track (84 per cent). In Year 1, three actions have been completed, two have been incorporated with other actions (to improve effectiveness and efficiency), two have been bundled with Year 2 actions, and one has been delayed due to stakeholder engagement. Funding agreement established with BC Hydro for Strategic Energy Management. Zero Emission Fleet Transition Plan is 80 per cent complete.
- Published 2022 Green Bond Impact Report using improved format and identified further improvement areas for 2023 report based on feedback from financial institutions.

Funding

Under the Plan, new funding sources are needed to sustain service levels and support transportation system expansion over the longer term. Key updates regarding TransLink’s funding model in 2023, as included in the Plan, are as follows:

Capital Funding and Partner Government Contributions

Investing in Canada Infrastructure Program (ICIP)

- Includes project funding for the Expo-Millennium Line Upgrade program, Onboard Technology Assets Program and other priority projects. Total ICIP funding received in 2023 was \$38.6 million.

Canada Community Building Fund (CCBF)

- Includes project funding primarily utilized for TransLink’s revenue vehicle fleet and supporting infrastructure. CCBF is a Federal funding program and an essential funding source to help meet Greenhouse Gas (GHG) emission reduction targets. Total CCBF funding received in 2023 was \$329.6 million.

Provincial Capital Contributions

- The Government of British Columbia continued building on its previous commitment to funding 40 per cent of Mayors’ 10-year Vision, with the commitment to fund 40 per cent of capital program in 2022-2024. This contribution includes the delivery of major projects such as the Broadway Subway Project and Surrey Langley Skytrain.

Development Cost Charges (DCC)

- The DCC program was established in 2018 with first year of revenue recognized in 2020 to help fund the construction and expansion of the regional transit system. DCC revenue of \$17.3 million was recognized for the year allocated towards New Major Projects, SkyTrain and West Coast Express Expansions, Bus Exchange/Depot Upgrades and SeaBus Expansions.

3 2023 Financial Plan

The Plan identifies operating expenses over the ten-year period from 2022 to 2031, as well as how those expenses will be funded from established revenue sources. These revenues and expenses take into account commitments made, services and programs provided and assumptions, using the Canadian public sector accounting standards. The table below compares the 2023 actual results to the 2023 year of the Plan.

(\$ millions)	ACTUAL 2023	2023 Year in the Plan ¹	Fav/(Unfav) Over Plan	% Change
Revenue				
Taxation	-			
<i>Fuel tax</i>	390.5	388.0	2.5	0.6%
<i>Property tax</i>	463.1	458.5	4.6	1.0%
<i>Parking sales tax</i>	83.8	67.4	16.4	24.4%
<i>Hydro levy</i>	23.1	22.7	0.4	1.7%
<i>Replacement tax</i>	17.9	18.0	(0.1)	(0.5%)
Transit	671.6	681.7	(10.1)	(1.5%)
Government transfers				
<i>Senior Government Relief Funding</i>	478.9	-	478.9	-
<i>Senior Government Funding</i>	169.5	283.9	(114.4)	(40.3%)
<i>Golden Ears Bridge Tolling Replacement Revenue</i>	67.3	45.8	21.5	47.0%
Amortization of deferred concessionaire credit	23.3	23.3	-	-
Investment income	192.2	120.0	72.2	60.1%
Development Cost Charges	17.3	29.4	(12.1)	(41.1%)
Miscellaneous revenue	20.0	14.3	5.7	39.7%
Sub Total Continuing Operations Revenue	2,618.4	2,152.9	465.5	21.6%
Gain (Loss) on disposal of tangible capital assets	8.1	(0.2)	8.3	> (200.0%)
Total Revenue (PSAB)	2,626.5	2,152.7	473.8	22.0%
Expenses				
Bus Operations	945.5	908.9	(36.6)	(4.0%)
Rail Operations	405.0	408.3	3.3	0.8%
Transit Police	52.7	48.9	(3.8)	(7.8%)
Corporate Operations	139.4	141.5	2.1	1.5%
Roads and Bridges	151.1	133.8	(17.3)	(13.0%)
Amortization of tangible capital assets	259.7	311.3	51.7	16.6%
Interest	180.5	178.1	(2.4)	(1.3%)
Sub Total Continuing Operations Expenditures	2,133.8	2,130.8	(3.0)	(0.1%)
Corporate One-time	19.8	51.0	31.2	61.2%
Total Expenses (PSAB)	2,153.6	2,181.9	28.3	1.3%
Surplus (Deficit) for the period (PSAB)	472.9	(29.2)	502.1	> (200.0%)
Accumulated Surplus², beginning of the year	1,959.7	1,950.1	(9.6)	(0.5%)
Accumulated Surplus², end of the year	2,432.6	1,920.9	511.7	26.6%

¹ Investment Plan reflects allocated shared service expenses for comparative purposes.

² The Accumulated Surplus is derived under the Canadian Public Sector Accounting Standards and does not represent cash.

Revenues

The fluctuations across revenue streams through the course of 2023 reflected ridership recovery and stabilization, as well as lingering effects of the pandemic such as global supply chain shortages affecting project delays and corresponding recognition of revenue from senior government capital contributions, and monetary policies to address inflation resulting in fluctuations in investment income. Total 2023 revenue of \$2.6 billion was \$473.8 million (22.0 per cent) favourable to the 2023 year in the Plan, mainly due to Senior Government relief funding of \$478.9 million that was recognized in full upon signing the agreement in March 2023. Investment income and taxation revenues also exceeded the Plan, while Transit revenues in 2023 were unfavourable to Plan, primarily as a result of the fare product mix, which reflects the new ways that people in the region work, move, and play.

Total taxation revenue for 2023 performed favourably to the Plan by \$23.8 million (2.5 per cent). Fuel tax revenue was favourable by \$2.5 million (0.6 per cent) compared to the Plan due to higher than expected diesel sales, partially offset by lower than expected gasoline sales. Property tax revenue was also favourable compared to the Plan by \$4.6 million (1.0 per cent) due to a higher than expected non-market change as a result of new construction and zoning, while parking sales tax was favourable by \$16.4 million (24.4 per cent), attributable to the continued return of commuters to worksites.

Although overall ridership was higher than anticipated in the Plan, Transit revenue of \$671.6 million was unfavourable by \$10.1 million (1.5 per cent), primarily due to a different fare product mix utilized by transit users than what was anticipated in the Plan. This reflects new commuting behaviours as a result of hybrid work arrangements, along with a strong recovery of program ridership. Recovery of weekday ridership continued to lag behind weekend ridership, although weekday ridership began to show stronger recovery in 2023 as more commuters returned to the office with a reduction in work from home arrangements.

Total government transfers were \$715.7 million, which include the Greater Vancouver Regional Fund (GVRF), Investing in Canada Infrastructure Program (ICIP), Public Transit Infrastructure Fund (PTIF), Canada Line funding, Senior Government relief funding and other miscellaneous programs. In addition, there is an annual portion of revenue recognized from funding provided by the Province of BC in lieu of tolling revenue on the Golden Ears Bridge (GEB) as bridge tolling was eliminated on September 1, 2017. The GEB tolling replacement revenues were \$21.5 million (47.0 per cent) favourable to the Plan as at the time of preparation, the revenue recognition basis for this revenue had not yet been finalized, and the ultimate recognition basis is different to that assumed in the Plan. TransLink received Senior Government relief funding of \$478.9 million in 2023, designed to offset losses caused by the pandemic. Revenue recognized from Senior Government capital funding was unfavourable by \$114.4 million (40.3 per cent) primarily due to the timing of vehicle deliveries and construction delays. These delays were caused by ongoing global supply shortages affecting vehicle production schedules, quality concerns delaying the acceptance of vehicles, and other issues experienced at the projects planning stage. These factors have shifted the revenue recognition of government transfers. The unfavourable variance was partially offset by greater implementation activity in the Marpole Transit Centre project than anticipated in the Plan which resulted in earlier revenue recognition of its associated government transfers.

Investment income was \$72.2 million (60.1 per cent) favourable to the Plan primarily due to higher interest rates and cash and investment balances than anticipated in the Plan.

The DCC program revenue was \$17.3 million for 2023, \$12.1 million (41.1 per cent) unfavourable to the Plan due to delays in eligible capital projects, causing less revenue to be recognized in 2023.

Miscellaneous revenue was \$5.7 million (39.7 per cent) favourable to the Plan due to compensation received for projects in 2023, mainly Burnaby Mountain Gondola feasibility study and a new connector for the Golden Ears Bridge, along with favourable miscellaneous recoveries.

Gain on disposal of assets was \$8.3 million favourable to the Plan mainly due to an unanticipated sale of a Park and Ride site during the year.

Expenses

Bus Operations expenses were \$36.6 million (4.0 per cent) unfavourable to the Plan, mainly due to contractual increases resulting from the new collective bargaining agreements and inflation on material parts.

Rail Operations expenses were \$3.3 million (0.8 per cent) favourable to the Plan, mainly due to lower labour costs from vacancy savings and a reduction in Employee Future Benefits partly offset by higher contractual increases from the new collective bargaining agreement, and Canada Line contract costs, mainly due to higher inflation.

Transit Police expenses were \$3.8 million (7.8 per cent) unfavourable to the Plan, mainly due to higher contractual labour increases, higher tuition costs for new police recruits, more overtime related to special events, higher uniform costs for Community Safety Officers (CSO) and higher vehicle costs. These unfavourable variances were partly offset by salary savings from a delay in the CSO program.

Corporate Operations expenses were \$2.1 million (1.5 per cent) favourable to the Plan, mainly due to lower professional fees as a result of projects deferral, savings arising from vacancies, and lower rental and property tax, partly offset by higher labour costs and higher administration costs.

Roads and Bridges expenses were \$17.3 million (13.0 per cent) unfavourable to the Plan mainly due to \$21.7 million R6 Rapid Bus corridor construction project (included in Corporate One-Time expenses in the Plan), partly offset by timing of municipalities' work which resulted in lower than anticipated capital infrastructure contributions.

Amortization expense was \$51.7 million (16.6 per cent) favourable to the Plan primarily due to delay in various projects coming into service, such as the Bus Vehicle Fleet Replacement and Expansion programs, Expo and Millennium Upgrade Program Fleet Acquisition, and lower costs of Onboard Technology Asset Program (OTAP) Radio Replacement. Increases in the estimated useful lives of several technology and equipment projects at the time of capitalization also resulted in lower depreciation in 2023 than anticipated in the Plan.

Interest expense for 2023 was \$2.4 million (1.3 per cent) unfavourable to the Plan mainly due to the increased cost of real interest debt due to higher than anticipated interest rates, partly offset by the timing of long-term debt issuance and reduced short-term debt utilization.

Corporate One-time expenses were \$31.2 million (61.2 per cent) favourable to the Plan mainly due to R6 RapidBus project costs that were planned in Corporate One-time while actual expenses were recorded in Roads and Bridges. Additionally, there were delays in activation of planned feasibility studies and major studies, and lower non-capitalizable project expenses.

4 2023 Capital Program

Schedule 1

Schedule 1 below lists the projects that were included in the 2023 Capital Program as Approved in Principle (AIP) and indicates their current status. The schedule includes activity related to new capital projects in 2023, including any carry forward AIP projects from 2022.

Project and Program Titles (\$ thousands)	Approved in Principle (AIP) Budget	Specific Project Approval (SPA) for the year ended December 31, 2023	Current Project Budget* as at December 31, 2023	Current Project as at December 31, 2023		
				Actual Cost to Date	Final Forecast Cost	Estimated Completion Date
Equipment						
Automatic Train Control (ATC) Existing Equipment Replacement Program	9,266	-	10,461	94	10,456	Dec-31-30
BCRTC Rail Switch Machines and Turnout Replacement Program (2023-2025)	23,074	25,358	26,116	5,513	26,116	Dec-31-25
CMBC Hoist Asset Renewal Program	2,568	4,921	4,921	-	3,147	Oct-31-25
Expo Line Elevator Replacement	22,469	18,128	18,128	8	18,105	Dec-31-26
Expo Millenium Line Upgrades Program (EMUP) - SkyTrain Advanced Radio System Phase 1-3	2,231	2,231	25,353	7,235	25,483	Mar-31-25
Equipment - projects with budgets less than \$2 million	1,860	956	2,556	583	2,278	Jun-30-24 to Feb-28-25
Equipment Total	61,468	51,594	87,535	13,433	85,585	
Facilities						
2022 BCRTC Roof Replacement	2,929	1,370	5,729	3,661	5,520	May-31-25
2023 CMBC Roof Replacement Program	3,197	150	3,197	48	3,220	Nov-30-24
BCRTC Operations and Maintenance Centre (OMC) 1 and 2 - Space Optimization and Modernization	4,050	-	8,000	3,185	7,375	Dec-31-26
Burnaby Transit Centre (BTC) Master Plan - Pre-Design	3,165	1,350	3,165	11	3,170	Jul-31-24
Customer Amenities Pilot	2,087	2,653	2,653	1	2,474	Dec-31-25
Expo Line Traction Power Equipment Replacement	25,626	43,215	43,215	-	43,215	Dec-31-26
EMUP - OMC 4 Vehicle Storage Facility	50,412	50,412	411,387	132,322	411,477	Dec-31-27
Uninterruptible Power Supply (UPS) Replacement and Design Standardization	10,543	10,543	10,543	-	10,501	Dec-31-27
WCE Facilities LED Lighting Retrofit	1,406	2,058	2,058	-	2,048	Apr-30-25
WCE Substations Equipment Replacement	3,700	4,670	4,811	343	4,974	Dec-31-26
Facilities - projects with budgets less than \$2 million	1,303	1,466	1,529	162	1,670	Dec-31-23 to Jun-30-24
Facilities Total	108,418	117,887	496,287	139,733	495,644	
Infrastructure						
Broadway Station Track Intrusion System Upgrade	359	586	2,427	1,744	2,146	Nov-30-24
BTC Retaining Walls - Seismic Stabilization	3,100	2,700	4,700	895	4,990	Oct-31-24
BTC Facility Improvement for Phase Two Expansion - Design & Implementation	44,579	43,189	47,043	2,545	54,899	Dec-31-28

Project and Program Titles (\$ thousands)	Approved in Principle (AIP) Budget	Specific Project Approval (SPA) for the year ended December 31, 2023	Current Project Budget* as at December 31, 2023	Current Project as at December 31, 2023		
				Actual Cost to Date	Final Forecast Cost	Estimated Completion Date
Catwalk Program - Year 1 of 3	6,898	4,720	6,898	24	6,913	Jan-31-25
Elevating Devices Asset Renewal Program - Millennium Line Escalators 2022	10,102	10,102	10,102	7	10,078	Dec-31-26
EMUP – Propulsion Power Upgrades Expo and Millennium Lines	42,430	42,430	146,129	17,819	149,700	Dec-31-28
EMUP - Rail Expansion Program Management	174,365	174,365	291,085	25,544	291,367	Dec-31-28
Expo Line Linear Induction Motors (LIM) Rail Replacement	6,212	6,212	6,212	-	6,097	Jul-31-25
Gilmore Station Upgrade and Expansion Project	9,887	2,200	9,887	-	9,887	May-31-25
IT Infrastructure Refresh	13,000	13,780	14,069	3,323	14,732	Sep-30-25
Marpole Transit Centre (MTC) – Design and Implementation	482,715	153,953	498,305	36,351	498,305	Dec-31-27
OMC 4 Vehicle Maintenance Facility	37,054	37,054	352,514	21,623	352,845	Dec-31-28
OMC 5 Project Development	42,233	42,233	42,233	1,114	42,275	Sep-30-25
OMC 1 Yard Track Reconditioning Remaining Switches and Power Rail Design	2,044	2,600	2,600	-	2,600	Oct-31-25
Port Coquitlam Transit Center Facility Improvements	34,236	77,046	79,421	3,160	79,890	Dec-31-27
Running Rail Replacement 2023	32,747	-	46,272	4,345	46,284	Dec-31-28
Surrey-Langley SkyTrain (SLS) Integration	363,460	259,154	298,107	33,603	298,183	Dec-31-29
EMUP - System Integration and Program Management	41,282	41,282	122,981	21,805	122,404	Dec-31-27
Trolley Overhead (TOH) On-Street Infrastructure State of Good Repair Program 2022-2023	20,074	5,500	24,828	5,665	24,854	Dec-31-27
Trolley Overhead (TOH) Rectifier Station State of Good Repair Program	33,091	14,276	33,091	110	33,132	Dec-31-27
Infrastructure - projects with budgets less than \$2 million	9,059	9,189	8,156	255	8,132	Dec-31-24 to Dec-31-26
Infrastructure Total	1,408,927	942,571	2,047,060	179,932	2,059,713	
Technology						
Bus Daily Operations Management System (DOMS) Product Migration	1,163	-	27,746	20,932	28,164	Mar-31-25
Cyber Security and IT Services Resiliency Program	40,000	9,550	40,084	1,799	37,331	Dec-31-26
Enterprise Asset Management - CMBC	21,000	10,951	21,000	7,580	21,801	Jun-30-25
Enterprise Health and Safety System	1,748	1,748	6,430	3,504	6,259	Dec-31-24
Finance Enterprise Resource Planning and BCRTC Enterprise Asset Management	3,345	3,345	55,979	55,677	55,994	Mar-31-24
TransLink Analytics Program (TAP) 2022	4,500	2,980	4,755	1,932	4,823	Jan-31-25
Technology - projects with budgets less than \$2 million	1,719	2,088	2,088	676	1,838	Dec-31-23 to Apr-30-25
Technology Total	73,475	30,662	158,082	92,100	156,210	
Vehicles						
2021 HandyDART Vehicle Expansion	1,610	3,000	3,000	-	3,000	Jan-31-25
2023 CMBC SSVs Replacement	2,346	2,518	2,518	95	2,613	Jan-31-25

Project and Program Titles (\$ thousands)	Approved in Principle (AIP) Budget	Specific Project Approval (SPA) for the year ended December 31, 2023	Current Project Budget* as at December 31, 2023	Current Project as at December 31, 2023		
				Actual Cost to Date	Final Forecast Cost	Estimated Completion Date
2024 Community Shuttle Expansion to First Nations Reserves	2,940	4,500	4,500	-	4,500	Jun-30-26
2024 Community Shuttle Replacement	14,384	15,915	16,265	-	16,183	Dec-31-26
2024 Conventional Bus Replacement	77,814	78,002	78,002	-	78,001	Dec-31-26
2024 HandyDART Vehicle Replacement	7,300	9,430	9,430	-	9,430	Mar-31-26
2024-2028 Conventional Bus Replacement	414,600	238,725	414,600	647	415,143	Dec-31-28
EMUP - Fleet Acquisition	9,927	9,927	959,252	206,782	959,594	Dec-31-30
Vehicles - projects with budgets less than \$2 million	3,602	3,185	4,021	41	4,030	Jun-30-24 to Mar-31-26
Vehicles Total	534,523	365,202	1,491,588	207,565	1,492,494	
Bridges						
Westham Island Bridge Rehabilitation	1,822	-	2,122	104	1,926	Mar-31-24
Bridges Total	1,822	-	2,122	104	1,926	
MRN Upgrade						
2023 Major Road Network and Bike (MRNB) Capital Program	25,747	25,560	25,747	-	25,747	Dec-31-29
2023 Bus Speed and Reliability (BSR) Program	8,535	1,795	8,535	-	8,535	Dec-31-27
MRN Upgrade Total	34,282	27,355	34,282	-	34,282	
Walking						
2023 Walking Infrastructure to Transit (WITT) Program	6,529	6,529	6,529	-	6,529	Dec-31-29
Walking Total	6,529	6,529	6,529	-	6,529	
Regional Cycling						
2023 Bicycle Infrastructure Capital Cost (BICCS) Program	17,451	17,451	17,451	600	17,451	Dec-31-29
Regional Cycling Total	17,451	17,451	17,451	600	17,451	
MRN Seismic						
2023 Major Road Network (MRN) Structures - Seismic Upgrade Program	16,866	15,507	16,866	-	16,866	Dec-31-29
MRN Seismic Total	16,866	15,507	16,866	-	16,866	
MRN Pavement Rehab						
2023 Major Road Network (MRN) Pavement Rehabilitation	26,029	26,029	26,029	25,608	25,608	Dec-31-27
MRN Pavement Rehab Total	26,029	26,029	26,029	25,608	25,608	
Grand Total	2,289,790	1,600,787	4,383,831	659,075	4,392,308	

*Current Project Budget is inclusive of all AIP, SPA, and Project Change Authorization activity.

Schedule 1a

Schedule 1a below lists the status of TransLink capital programs with project additions, cancellations, disencumbered Approved in Principle projects, and projects not yet initiated during 2023.

Project and Program Titles (\$ thousands)	Budget	Reason
Project Additions		
CMBC Gateway office relocation	2,732	To relocate CMBC Gateway staff to the Sapperton office.
MyTime migration to Ultimate Software (UKG Dimensions)	2,926	To migrate the current version of UKG Kronos Workforce Central system to UKG Dimensions.
SeaBus Engine Replacement	2,500	To purchase and replace the engines and exhaust systems from the Motor Vessel Burrard Chinook with a more modern and fuel-efficient system.
Project Additions - projects with budgets less than \$2 million	6,453	Majority of the minor project additions are related to procurement of Transit Police vehicles, Oakridge - 41st SkyTrain station escalators expansion, and replacing Mobile Data Terminals on HandyDART buses.
Project Additions Total	14,611	
Project Cancellations and Scope Reductions		
Expo Line Elevator Replacement	2,100	Project scope and budget was reduced from 6 to 5 escalators.
New Simon Fraser University Exchange Contribution	3,185	Project was cancelled due to uncertainty in schedule, scope, and budget. Resubmission is expected at a future date.
Station Ground Switch Replacement	7,500	Project was cancelled due to resource constraints and competing priorities with other projects.
Technical Drawings and Library Management System	3,100	Project was cancelled due to substantial changes in scope. Resubmission is expected at a future date.
Project Cancellations and Scope Reductions - projects with budgets less than \$2 million	2,759	Project scope and budget reductions were due to high level of complexity and insufficient funding.
Project Cancellations and Scope Reductions Total	18,644	
Projects Not Initiated		
2021 Next Generation SeaBus Design	2,653	Project initiation was deferred to reduce the risk that the design might be outdated by the time the implementation starts as there is no secured funding to support the implementation phase at this time.
BC Parkway Improvements: Patterson-22nd St, Imperial-Buller	5,600	Project initiation was deferred due to delays in construction commencement in prior phases of the program.
BCRTC - System-wide Heating, Ventilation and Air Conditioning (HVAC) Replacement	5,546	Project initiation was deferred due to constraints in BCRTC internal resources and additional requirements gathering.
Coquitlam Central Multimodal Reconfiguration	2,300	Project initiation was deferred in order to complete an RFP evaluation associated with an earlier project phase.
ERP/Boundary Systems Remediation	3,000	Project initiation was deferred due to competing priorities with other projects causing resource constraints.
Port Coquitlam Transit Centre Infrastructure to Support Battery Electric Buses (BEBs)	14,997	Project initiation was deferred in order to complete an RFP evaluation associated with an earlier project phase.
SkyTrain Advanced Radio System Phase 1-3	22,000	Project initiation was deferred due to delays in prior project phases caused by vendor performance issues and design complexity.
SkyTrain Training Simulator	2,779	Project initiation was deferred due to delays in the completion of the preceding feasibility study.
Steveston Bus Exchange Improvements	2,331	Project initiation was deferred due to delays in endorsement of the project by the City of Richmond.
Projects Not Initiated - projects with budgets less than \$2 million	5,179	Majority of the minor project delays in initiation are due to constraints in internal resources or further assessments required for interdependencies and project complexities.
Projects Not Initiated Total	66,385	

Schedule 2

Schedule 2 provides a comparison of the 2023 cash flow forecast in the 2022 Investment Plan to actual spending in 2023.

The key factors driving lower than planned spend across the capital program included:

- Municipal requirements and extended timeframes in securing permits resulting in delays to construction commencement.
- Resource shortages across the industry affecting both supplies of materials and human resources causing project initiation delays and longer than anticipated procurement timeframes.
- Amendments and complexities experienced in the design phase of key projects causing delays to project schedules.
- Cost escalations experienced widely across TransLink's capital program resulting in reassessments of project scope and additional value engineering.
- Adjustments to vehicle acceptance schedules due to vendor delays and vehicle deficiencies identified upon review.

Capital Expenditures

Business Segment	2023 Cash Flow (\$ thousands)		
	10 Year Plan	Actual	Variance: Plan vs Actual
Bus			
Equipment	26,028	6,552	19,476
Facilities	2,313	1,742	571
Infrastructure	170,733	96,994	73,739
Technology	24,824	15,373	9,451
Vehicles	121,013	40,441	80,572
Bus Total	344,911	161,102	183,809
Rail			
Equipment	48,867	22,718	26,149
Facilities	99,772	84,062	15,710
Infrastructure	725,528	254,623	470,905
Technology	20,059	17,650	2,409
Vehicles	292,277	31,132	261,145
Rail Total	1,186,503	410,185	776,318
Corporate			
Equipment	25	226	-201
Facilities	23,257	2,011	21,246
Infrastructure	17,964	10,910	7,054
Technology	25,447	24,164	1,283
Vehicles	240	1,191	-951
Corporate Total	66,933	38,502	28,431
TL Owned Roads and Bridges			
Cycling	5,951	325	5,626
Bridges	18,288	22,862	-4,574
TL Owned Roads and Bridges Total	24,239	23,187	1,052
Total Capital Expenditures and Infrastructure Contributions	1,622,586	632,976	989,610

Infrastructure Contributions

Business Segment	2023 Cash Flow (\$ thousands)		
	10 Year Plan	Actual	Variance: Plan vs Actual
Municipal Owned Walking and Cycling			
Walking	5,239	2,460	2,779
Regional Cycling	16,348	11,753	4,595
Municipal Owned Walking and Cycling Total	21,587	14,213	7,374
Municipal Owned Roads			
MRN Pavement Rehab	25,987	25,847	140
MRN Upgrade	30,954	16,538	14,416
MRN Seismic	8,855	7,637	1,218
Municipal Owned Roads Total	65,796	50,022	15,774
Total Capital Expenditures and Infrastructure Contributions	87,383	64,235	23,148

Capital Expenditures and Infrastructure Contributions

Capital Expenditures and Infrastructure Contributions	2023 Cash Flow (\$ thousands)		
	10 Year Plan	Actual	Variance: Plan vs Actual
Capital Expenditures	1,622,586	632,976	989,610
Infrastructure Contributions	87,383	64,235	23,148
Total Capital Expenditures and Infrastructure Contributions	1,709,969	697,211	1,012,758

5 **Transportation Demand Management**

(Note: This section is not audited by KPMG)

Transportation Demand Management (TDM) is coordinated in Metro Vancouver by TransLink’s New Market Development team. TransLink’s TDM work focuses on partnerships between TransLink, municipalities, various government partners as well as non-governmental and industry partners, all committed to helping more people choose transit, ridesharing, carpooling, car-sharing, cycling and walking in place of single-occupancy vehicle trips. Changing behaviour is a component of the TDM measures necessary to balance growing mobility expectations against the capacity of the existing transportation system and the impacts of people’s travel choices.

TDM is legislated as part of TransLink’s mandate in the South Coast British Columbia Transportation Authority Act (under section 4(1)(b)) and presents an opportunity to bring about transformative change to transportation behaviour in the region.

The Metro Vancouver Regional Growth Strategy (RGS) describes policies to meet the growing demands from an anticipated one million-plus new residents by 2050 and 500,000 new jobs in the region over the next 30 years. Central to the strategy are goals for denser land use and increased investment in transit and active transportation to create the conditions for reducing the high level of single-occupancy vehicle trips in most areas.

The Transport 2050 (T2050) responds to the RGS and describes how to provide convenient choices for everyone by 2050: “active transportation and transit are competitive choices accounting for at least half of all passenger trips, with the taxi, ride-hail and car-share accounting for most of the remaining passenger trips”, and how to provide carbon-free choices for everyone such that by 2030 “we have lowered carbon pollution from light-duty vehicles by 65 per cent over 2010 levels; and have eliminated carbon pollution from transport altogether by 2050.” Behaviour change measures are essential to T2050, as they provide the motivation, information and support necessary to enable individuals to change their travel habits.

TransLink’s Transit-Oriented Communities (TOC) guidelines highlight the necessity for TDM strategies to “discourage unnecessary driving and promote sustainable modes of travel”, including providing incentives for travelers to make the most effective use of all available transportation networks, carshare, carpool and parking management supports, as well as workplace and school travel planning, to take advantage of available capacity and reduce transport network crowding and congestion.

The following summarizes activities and outcomes from the 2023 business year.

TDM Programs and Initiatives

Compass for Developments

- Completed a three-month demonstration pilot with real estate developers for TransLink to monitor the ridership of participants and better understand the benefits of subsidized transit.
- Secured two additional demonstrations with developers to run in 2024.
- Began developing a handbook for developers to improve the way the program is communicated and to provide a more effective information brief for prospective developers.

Employer TDM & Mobility Projects

- Certified 26 additional Transit Friendly Employers (TFEs), bringing the total to 31 TFEs, providing benefits to nearly 9,000 employees in the region.
- Generated \$9.2 million in fare revenue through the TransLink for Organizations program, \$5.7 million of which is attributable to TFEs.
- Ran two TFE marketing campaigns that generated a total of 13.7 million impressions, almost 90,000 page views, and almost 50 new inquiries about the program.

- Launched a new commute management and rewards pilot to support major employers and regional Commute Trip Reduction goals. The pilot is being renewed for 2024 and has so far signed on with seven organizations, including Vancity, UBC and Deloitte, reaching 21,000 employees. TransLink will be joining the pilot program in January 2024.
- Goal is to accelerate implementation of sustainable transportation programs, provide incentives, generate mode shift, and monitor and report on emissions impacts and return on investment into TDM measures.
- Launched an independent shuttle, using the Liftango platform, to provide transit access to Gloucester Industrial Estates. Additional shuttles to Mitchell Island and Campbell Heights are expected to launch in 2024.
- Consulted over 200 businesses on TDM programs.

Children & Youth Travel

- Launched TravelSmart4Kids: A Regional Travel Strategy for Children aged 12 and under. This is a coordinated approach in Metro Vancouver to enable and encourage children to travel by active and sustainable modes of transportation in Metro Vancouver which include walking, cycling, rolling, and taking transit.
- Launched the Walking School Bus (WSB) program in September across three municipalities (New Westminster, the District of North Vancouver, and Vancouver), with nine routes and over 100 participants.
- WSB participants walked over 5,000 km and saved 1 ton of GHG (greenhouse gas) emissions during the first four months of operation.

B.C. SCRAP-IT

- Continued partnerships with B.C. SCRAP-IT to offer transit passes in exchange for scrapping old internal combustion engine vehicles. In 2023, 49 new participants selected TransLink's transit pass option: Adult Monthly Passes (13), Concession Passes (4) and Stored Value (32).

Active Transportation

HUB Cycling Partnership

- Supported the annual Go By Bike Week commuter cycling events in May and October, with a total of 9,207 participants registering and over 11,700 cyclers or walkers stopping by one of the 74 celebration and community stations.
- Educated 14,900 students at 144 schools across 18 municipalities through Bike to School. Registration rates and trips logged increased by over 100 per cent from 2022.
- Offered 95 Streetwise Cycling in-person and online courses, reaching 1,820 participants, and three Learn2Ride courses.
- The Bike to Shop campaign saw 158 participants register in 2023, with participating businesses taking part across 8 neighbourhoods and 7 municipalities.
- Completed Bike Friendly Building Assessments designed to improve cycling and end of trip facilities with large developments including the Hudson's Bay Downtown Vancouver Building redevelopment, the Grosvenor Americas Brentwood project, BC Children's and Women's Hospitals and QuadReal Property Group's Vancouver Headquarters building.

Better Environmentally Sound Transportation (BEST) Partnership

- Hosted 115 bike valet events and locations over 230 operating days and parked over 11,000 bikes and mobility devices.
- Ran the first Bike Valet in Downtown Vancouver at Vancouver City Centre Station from June 19, 2023 to September 1, 2023, parking 2,000 bikes and other sustainable devices. This initiative also strengthened

TransLink's relationship with the City of Vancouver, Downtown Vancouver BIA and Cadillac Fairview, who were partners involved in bringing the bike valet to life.

- Supported 25 TransLink coordinated events through Seniors on the Move, serving 470 seniors.
- Hosted a record of four Walk30 events, reaching 1,049 participants, including 761 first-time.
- Registered 758 members for Living Street program, hosting 13 walks (Seasonal and Walktober) designed to encourage repeat attendees and reduce social isolation.

Mobi Bike Share Promotion

- Ran a promotion to support Car Free Days in September 2023 (Main Street, North Vancouver and West End/Denman) and Go by Bike Week during October 16-29, 2023, generating 488 redemptions of free 30-Day Passes. A total of 34 per cent of recipients renewed their monthly pass the following month, while 5 per cent redeemed an offer for an annual pass.
- One in 5 Mobi bike share trips replaces a trip that would otherwise have been taken by car, while over 50 per cent of bike share trips are associated with a transit trip.

6 Short-Term Fares Assessed

Short-term fares for Bus, SeaBus, SkyTrain and HandyDART from January 1, 2023 to June 30, 2023 are shown in the table below.

Fare Type	Status	Time	Within 1-Zone	Within 2-Zones	Within 3-Zones
Regular Short-Term Fares:					
Cash*	Adult	Regular	\$3.10	\$4.45	\$6.05
		Off-Peak	All Zones — \$3.10		
DayPass*	Adult	No restrictions	\$11.00 — valid all zones		
Discounted Short-Term Fares:					
Cash*	Concession	Regular	\$2.05	\$3.05	\$4.15
		Off-Peak	All Zones — \$2.05		
DayPass*	Concession	No restrictions	\$8.65 — valid all zones		
Stored Value*	Adult	Regular	\$2.50	\$3.65	\$4.70
		Off-Peak	All Zones — \$2.50		
	Concession	Regular	\$2.05	\$3.05	\$4.15
		Off-Peak	All Zones — \$2.05		
FareSavers	Adult		All Zones — \$25.00 (10 tickets)		

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

Buses and HandyDART are all 1-Zone travel seven days a week.

Short-term fares for Bus, SeaBus, SkyTrain and HandyDART effective July 1, 2023 are shown in the table below.

Fare Type	Status	Time	Within 1-Zone	Within 2-Zones	Within 3-Zones
Regular Short-Term Fares:					
Cash*	Adult	Regular	\$3.15	\$4.55	\$6.20
		Off-Peak	All Zones — \$3.15		
DayPass*	Adult	No restrictions	\$11.25 — valid all zones		
Discounted Short-Term Fares:					
Cash*	Concession	Regular	\$2.10	\$3.10	\$4.25
		Off-Peak	All Zones — \$2.10		
DayPass*	Concession	No restrictions	\$8.85 — valid all zones		
Stored Value*	Adult	Regular	\$2.55	\$3.75	\$4.80
		Off-Peak	All Zones — \$2.55		
	Concession	Regular	\$2.10	\$3.10	\$4.25
		Off-Peak	All Zones — \$2.10		
FareSavers	Adult		All Zones — \$25.50 (10 tickets)		

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

Buses and HandyDART are all 1-Zone travel seven days a week. FareSavers are no longer available for purchase; however, they continue to be accepted on buses and HandyDART only.

WCE operates on a different fare structure than other transit services.

Short-term fares for WCE from January 1, 2023 to June 30, 2023 are shown in the table below.

Fare Type	Status	Within 1-zone	Within 2-zones	Within 3-zones	Within 4-zones	Within 5-zones
Regular Short-Term Fares:						
Cash, One-way*	Adult	\$6.05	\$7.85	\$9.65	\$13.10	
Cash, Return Ticket	Adult	\$11.50	\$15.20	\$18.55	\$24.85	
Discounted Short-Term Fares:						
Cash, One-way*	Concession	\$3.65	\$4.65	\$6.00	\$8.10	
Cash, Return Ticket	Concession	\$7.30	\$9.40	\$11.75	\$15.95	
Stored Value, One-way*	Adult	\$5.10	\$6.65	\$8.15	\$11.00	
	Concession	\$3.05	\$3.95	\$5.00	\$6.75	
Stored Value, Return pass	Adult	\$11.25	\$14.35	\$17.80	\$23.80	
	Concession	\$7.05	\$8.90	\$11.25	\$15.20	

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

Short-term fares for WCE as of July 1, 2023 are shown in the table below.

Fare Type	Status	Within 1-zone	Within 2-zones	Within 3-zones	Within 4-zones	Within 5-zones
Regular Short-Term Fares:						
Cash, One-way*	Adult	\$6.20	\$8.05	\$9.85	\$13.40	
Cash, Return Ticket	Adult	\$11.75	\$15.55	\$19.00	\$25.40	
Discounted Short-Term Fares:						
Cash, One-way*	Concession	\$3.75	\$4.75	\$6.15	\$8.30	
Cash, Return Ticket	Concession	\$7.45	\$9.60	\$12.00	\$16.30	
Stored Value, One-way*	Adult	\$5.20	\$6.80	\$8.35	\$11.25	
	Concession	\$3.10	\$4.15	\$5.10	\$6.90	
Stored Value, Return pass	Adult	\$11.50	\$14.70	\$18.20	\$24.35	
	Concession	\$7.20	\$9.10	\$11.50	\$15.55	

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

7 Borrowings Undertaken in 2023

7.1 Long-term Borrowing

TransLink continues to minimize debt costs through strategic borrowings. Since 2010, TransLink has raised more than \$3.38 billion from investors in the capital market.

In December 2023, TransLink re-opened TL-10 Green with a total par value of \$300 million.

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

Issue No.	Amount Borrowed ¹	Coupon Rate ²	Remaining Term	Maturity Date	Semi-Annual Interest Payments	Principal due on maturity ³
TL-10 Green (1 st Re-opening) (Issued on 12-Dec-2023)	\$300,000,000	4.15%	30 Years	12-Dec-2053	\$6,225,000	\$300,000,000

¹ Unsecured, par value

² Coupon rate fixed to maturity. Effective yield: 4.549%.

³ After this re-opening, the respective outstanding principal was: TL-10 Green \$600,000,000.

7.2 Short-term Borrowing – Commercial Paper Program

On May 13, 2010, TransLink launched a \$500.0 million Commercial Paper Program backstopped by a line of credit from a syndicate of six Canadian chartered banks. Having this \$500.0 million program available at favourable interest rates, compared to using a bank facility, provides flexibility in managing TransLink's cash flow needs.

During 2023, TransLink did not issue any commercial paper.

B. AUDITED FINANCIAL STATEMENTS

The 2023 Audited Consolidated Financial Statements are attached at the end of this report.

C. COMPLAINTS SUMMARY

Corporate Overview

TransLink continues to have strong ridership growth, with the equivalent of one-third of the region's population using the transit system each week. SkyTrain is the fourth busiest rapid rail system and bus ridership is third highest of all transit operators in the U.S. and Canada (while ranking 22nd in population). The number of boarded passengers (excluding HandyDART) increased 20.1 per cent from 324.8 million in 2022 to 390.3 million in 2023. HandyDART boardings also increased 23.2 per cent to 1.3 million in 2023.

Although strong ridership is welcome news, this growth has led to the return of overcrowding across the system. Bus overcrowding is now worse than 2019 on all days of the week, meaning that customers are more often experiencing buses that are full to capacity and even being passed up by full buses in some instances. Further, due to funding availability, TransLink's ability to expand or increase service is currently limited to reallocation of existing service to meet demand.

Despite these challenges, TransLink remains committed to delivering exceptional customer experiences. Customers' safety, time, and connection to people and places are always a top priority. Through the Customer Experience Action Plan, TransLink strives to further improve customer service. Recent surveys show nearly seven-in-ten (68 per cent) riders give the transit system an 8 or higher out of 10 for *Overall Service*, a trend that has been relatively stable through 2022 and 2023.

Overall, the ratio of customer complaints per million customer interactions is down nearly four points year over year. In 2023, enterprise-wide complaints were 30,760 against a total of 391.6 million customer interactions, resulting in a ratio of 78.6 complaints per million customer interactions. This ratio is lower than the 82.0 complaints per million customer interactions in 2022, reflecting TransLink's continuous commitment to customer service excellence. "Complaints per million customer interactions" represents the ratio of all complaints from across the enterprise against the total number of enterprise-wide customer interactions. "Customer interactions" is defined as the total boardings on the transit system.

The most common sources of customer complaints in 2023 were related to Transit Operators, service delivery, SkyTrain track noises as well as service-related delay complaints. TransLink continues to monitor customer complaints closely and will adjust service as needed to best serve customers.

A summary of complaints and customer interactions for 2023, with 2022 comparatives, is provided in Table A below.

Table A

Corporate Summary	2023	2022	Fav/(Unfav)	% Change
CMBC	19,361	17,288	(2,073)	(12.0%)
SkyTrain (Expo and Millennium Lines)	1,367	1,276	(91)	(7.1%)
SkyTrain (Canada Line)	241	194	(47)	(24.2%)
West Coast Express	162	127	(35)	(27.6%)
HandyDART	3,172	2,705	(467)	(17.3%)
Transit Service Complaints	24,303	21,590	(2,713)	(12.6%)
TransLink Corporate	6,457	5,145	(1,312)	(25.5%)
Total Complaints	30,760	26,735	(4,025)	(15.1%)
Total Customer Interactions	391,586,000	325,902,000	(65,684,000)	(20.2%)
Complaints per Million Customer Interactions	78.6	82.0	3.5	4.2%

The complaints rate per million customer interactions decreased by 4.2 per cent in 2023 over 2022. The decrease is attributable to improvements in customer service as TransLink continues to deploy the Customer Experience Action Plan. TransLink remains committed to transportation excellence and will continue to strive towards enhancing customer satisfaction.

Coast Mountain Bus Company

In 2023, CMBC recorded a total of 19,361 complaints. Among the complaints registered, 52 per cent involved Transit Operators and 30 per cent were related to service delivery. CMBC remains committed to customer excellence and will continue to monitor closely customer complaints and adjust service as needed.

All complaints are logged and assigned a priority code of P1 or P3. P1 complaints are urgent and, in 2023, all were investigated within 48 hours. P3 complaints are less critical and must be resolved within 15 business days. In 2023, approximately 96 per cent of complaints were closed within the aforementioned response timelines, according to the priority ratings assigned to each complaint received.

In 2023, TransLink continued to focus on customer experience with the following accomplishments:

- Right-sized and adapted service levels as needed to meet the changing customer demand. Due to very strong ridership recovery, the focus has been on addressing overcrowding, particularly in the Southeast subregion as well as responding to immediate needs such as addressing overcrowding at school bell times, improving schedule alignments with universities and industrial sites, etc.
- Introduced a new service that offers customers the option to speak to Customer Information agents over the phone in over 300 languages. Changed the operating hours of the Customer Information phone line to better align with times when the services are most needed.
- Launched route 80, an express bus route providing service to customers in the City of Vancouver's River District, connecting them with the Canada Line at the Marine Drive Station.
- Continued the Bike Bus service (Route 900) after a successful pilot in summer 2022. The Bike Bus provides more room for bicycles on the Bridgeport Station to Tsawwassen Ferry Terminal route, as it accommodates increasing summer demand for bicycle trips.
- Completed the installation of Braille bus stop signs, becoming the first transit system in Canada to do so. All bus stops are equipped with signs in braille and tactile lettering. The new signage provides the bus stop ID number, bay number (if applicable), routes served by the stop and the phone number for Customer Information.
- Continued the installation of Wi-Fi on buses, including the completion of Wi-Fi on all five RapidBus routes.

CMBC received a total of 2,429 commendations throughout 2023. The excellent work of the CMBC Operators contributed to the vast majority of commendations, with 88 per cent (2,130) attributed to Operator behaviour and driving.

SkyTrain — Expo and Millennium Lines

In 2023, the complaints rate per million boarded passengers for Expo and Millennium Lines dropped from 15.4 to 13.5. With a 21.6 per cent increase in ridership in 2023, BCRTC received 1,367 complaints, a 7.1 per cent increase over the complaints recorded in 2022.

Approximately one third of the complaints, totaling 475, were associated with Stations and Parkways, with the primary concern being track noise (204 in total). Most of these noise-related complaints originated from residents living near the guideway and stations, amounting to 168. As an integral aspect of the SkyTrain's maintenance program, BCRTC conducts rail replacement and rail grinding to ensure infrastructure longevity which has the benefit of mitigating noise levels and enhancing the overall ride quality. Compared to 2022, most of the subcategories saw an increase, amounting to a 13 per cent increase in this category. Elevator-related complaints decreased from 58 in 2022 to 29 in 2023, as a result of the improved elevator availability at stations.

The second-highest category for complaints pertained to Service and Schedule, comprising 20 per cent of the total complaints (256). Within this category, 72 per cent of the complaints received were related to delays. Notably, there was a surge in June and July regarding the switch replacement program between Scott Road and King George stations. During this critical maintenance work, trains were only able to travel on one side of the tracks between these two stations, which added at least 20 minutes of extra travel time for customers. The project finished nine days ahead of schedule.

As part of the SkyTrain Expansion Program, construction of the new Operation and Maintenance Centre (OMC4) began in 2023. A major part of this project involves the connection of existing rail into the future OMC4 yard. This phase of the project is scheduled to begin on February 25, 2024, and last for approximately two years. As a result of the construction, rail service in between Production Way-University and Braid stations will be affected for the entire duration of construction. The normal 6-10 min service frequency is changed to every 12 minutes all day. This project will affect customers' travel time and convenience to get to their destinations. BCRTC continues to ensure that passengers are informed about all potential travel delays caused by single tracking by using all communication channels available.

Complaints in Customer Relations category increased by 43 (24.4 per cent) compared to 2022, primarily driven by customers concerned about bicycle restrictions and bicycle etiquette on SkyTrain when the trains were crowded.

BCRTC received 66 commendations in 2023. Most of them were to recognize the excellent service provided by SkyTrain Attendants.

SkyTrain — Canada Line

In 2023, there were 241 complaints registered for Canada Line, a 24.2 per cent increase over 2022 complaints, and is attributable to a 20.2 per cent ridership increase in 2023. Complaints per million boarded passengers increased slightly from 5.8 to 6.0.

39 out of the 241 complaints on Canada Line were about delays (under Service Schedule category), predominantly about the early morning, late evening services and the connection timing issues at Bridgeport station. In 2024, Canada Line will improve the peak and late evening services by slightly reducing midday service, which may address some of the customer complaints.

The Customer Relations category saw a 36.8 per cent increase over 2022, primarily driven by concerns about the lack of announcements, including removing backpacks, courtesy seats for seniors, bus connections. Some of the complaints were also about speakers being too loud or the information broadcast repeatedly late evenings.

There was a 52.8 per cent increase in the Stations and Parkways category, mainly due to the increase related to signage. Customers raised concerns about the lack of signage on the system. For example, the first and last train times at the stations, lack of courtesy signs in the trains to remind passengers not to take up multiple seats and the lack of station name displayed at the stations.

Canada Line received 100 commendations in 2023. Customers appreciated the friendly and helpful conduct from Canada Line staff when providing assistance during their journey.

West Coast Express

West Coast Express (WCE) complaints per million boarded passenger rates dropped from 143.5 in 2022 to 124.2 in 2023. With a 47.4 per cent ridership increase, WCE received 162 complaints in 2023, which is a 27.6 per cent increase over 2022.

The largest category of complaints was Service Schedule with 56 complaints (34.5 per cent of all complaints received). The main source of complaints in this category was delays with 52 in total. More than 50 per cent of the delay complaints came during January until April, when WCE on-time performance was heavily affected by Canadian Pacific Kansas City (CPKC) freight traffic. Seven delay-related complaints were received in September, when multiple CPKC switch & signal related delays occurred, and there was a trespassing incident that caused a lengthy delay. Eight delay-related complaints were received in December, mostly for a WCE train locomotive failure incident, which resulted in three trips partially cancelled. Track work at Waterfront also resulted in complaints from residents about the train noise level. The track work resulted in trains being parked for an extended period of weeks and idling in rail yard locations they are not normally left in, which happened to be in close proximity to residences. Therefore, the Trains category saw a 209 per cent increase compared to 2022.

WCE management continue to work with CP Rail to reduce their impact on the WCE service. In addition, the WCE Fleet Refurbishment Project is underway. Train locomotives are being upgraded to reduce emissions, improve energy efficiency, and extend the engine lifespan by 15 years. The locomotives on each train are being refurbished one at a time, so that there is no disruption to West Coast Express service. The first fully refurbished locomotive entered service in June 2023. The entire project is expected to be completed by 2026.

WCE received 9 commendations in 2023.

HandyDART

In 2023, total complaints registered for HandyDART decreased by 17.3 per cent over 2022. Lasting impacts of the COVID-19 pandemic continued to play a role in service demand. Service has returned to approximately 85 per cent of pre-pandemic levels (2019).

In 2023, the top three HandyDART complaints were Operator behavior at 23 per cent, Scheduling-related at 15 per cent and Clerk Behaviors at 13 per cent of the total HandyDART complaints. Transdev has ongoing behaviour improvement programs in place to address Operator and Clerk performance. Additionally, Transdev has also implemented multiple initiatives aimed at addressing scheduling challenges.

In 2023, the primary area of supplemental taxi complaints was Taxi Operator behavior at 35 per cent of total taxi complaints. To reduce Taxi-related complaints, Transdev continues to enhance customer service training with the taxi companies. Additionally, Transdev continues to improve taxi Service Level Agreement contracts in order to promote greater accountability from the taxi providers.

Every complaint, whether related to HandyDART or taxis, undergoes a thorough investigation. The root cause of each complaint is investigated, and appropriate corrective actions are taken. All complaints are logged and assigned a priority code of P1 or P3. P1 complaints are deemed urgent and in 2023, all P1 complaints were resolved within 48 hours. P3 complaints are deemed less critical and must be resolved within five business days. All investigations are followed up by Transdev and may result in coaching, training or appropriate action.

Detailed Complaint Tables

Tables B and C show complaints received from 2023 and 2022. Table B reflects specific transit services while Table C covers TransLink Corporate in the same periods.

Table B

CMBC	2023			2022			Total	
	Bus ¹	HandyDART	Total	Bus ¹	HandyDART	Total	Fav/(Unfav)	% Change
Service Delivery	5,891	2,231	8,122	5,420	1,719	7,139	(983)	(13.8%)
Service Planning	1,388		1,388	1,038		1,038	(350)	(33.7%)
Staff	9,971	941	10,912	8,520	986	9,506	(1,406)	(14.8%)
Website	67		67	120		120	53	44.2%
Cell Phone/Radio	25		25	47		47	22	46.8%
Accessibility/Racks	331		331	308		308	(23)	(7.5%)
Other	1,688		1,688	1,835		1,835	147	8.0%
Subtotal	19,361	3,172	22,533	17,288	2,705	19,993	(2,540)	(12.7%)

¹ Includes SeaBus and Community Shuttle as well as the contracted services of Langley and Bowen Island Community Shuttles and West Vancouver's Blue Bus.

BCRTC	2023				2022				Total	
	SkyTrain Expo and Millennium	SkyTrain Canada Line	West Coast Express	Total	SkyTrain Expo and Millennium	SkyTrain Canada Line	West Coast Express	Total	Fav/(Unfav)	% Change
Service Schedule	256	46	56	358	252	46	52	350	(8)	(2.3%)
Stations/Parkways	475	55	8	538	419	36	12	467	(71)	(15.2%)
Trains	197	38	34	269	214	35	11	260	(9)	(3.5%)
Customer Relations	219	52	39	310	176	38	35	249	(61)	(24.5%)
Safety/Security	220	50	25	295	215	39	17	271	(24)	(8.9%)
Sub-total	1,367	241	162	1,770	1,276	194	127	1,597	(173)	(10.8%)

Transit Service Total	2023	2022	Fav/(Unfav)	% Change
Complaints (CMBC + BCRTC)	24,303	21,590	(2,713)	(12.6%)
Total Customer Interactions	391,586,000	325,902,000	(65,684,000)	(20.2%)

Table C

TransLink Corporate	2023	2022	Fav/(Unfav)	% Change
Policy-Related (Fares, service optimization, advertising, Compass, fare gates, etc.)	6,457	5,145	(1,312)	(25.5%)

Complaint Handling Through Social Media

Customer complaints at TransLink come in through several social media channels. In 2023, the CMBC-staffed @TransLink X (Twitter) channel received the most complaints and/or comments, followed by the TransLink-staffed Facebook and Instagram channels. When complaints are made via social media, staff engage with customers to resolve the issue. If a complaint cannot be dealt with online, or if a matter needs escalation, customers are encouraged to log their complaints with CMBC’s Customer Information team through an online form or by contacting the department offline. Customers are then engaged on an individual basis until a resolution can be reached.

X (Twitter)

In 2023, the primary social media channel for customer inquiries was @TransLink on X (Twitter). In 2023, TransLink sent approximately 22,500 tweets, which equates to approximately 62 tweets per day. Approximately 36,500 tweets were received from customers.

At the end of 2023, the X (Twitter) account had increased by approximately 5,300 net new followers for a total following of 219,500, or a 2.5 per cent growth.

Given the size of this channel, and the demographics in Metro Vancouver, this growth rate is expected to continue for X (Twitter).

Most tweets from customers were service related (e.g., where’s my bus?) or related to overcrowding.

Facebook

On Facebook, customer complaints and comments on Facebook remained similar to those in 2022. This channel saw a moderate growth of 2,900 new followers for a total of 45,900 followers. The plateauing growth on this channel can be attributed primarily to the popularity of the channel declining, as well as the shift in customer communications being taken to Twitter and direct messages on Instagram.

Instagram

Instagram continues to be TransLink’s fastest growing social media channel; however, it is primarily used to push out customer messaging and not as a direct customer service channel. Instagram Reels and Stories continue to be a popular way for customers to share complaints, commendations, and stories about their TransLink experiences.

Our Instagram channel saw the highest rate of growth with 9,067 new followers over the course of the year.

D. CUSTOMER SATISFACTION

2023 Customer Service Performance Ratings

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

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

The analysis is segmented into the following groups:

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

Data are from three sources:

- TransLink's Bus, SkyTrain, SeaBus Customer Service Performance Survey interviews adults who have taken transit at least once within the last 30 days in Metro Vancouver. Interviews are conducted daily by phone, using a mix of landline and cellphone sample;
- TransLink's WCE Customer Service Performance Survey is conducted twice per year (typically March and September) onboard the WCE train. Questionnaires are partly administered by an interviewer and then completed by the respondent; and
- TransLink's HandyDART Customer Service Performance Survey is conducted once per year in the fall by phone, primarily with past month's users of the service.

Customer Service Performance Summary for 2023 — Transit System, Bus, SeaBus, SkyTrain, WCE and HandyDART

Transit System

Use of the transit system continued to increase towards pre-COVID levels in 2023. During 2023, Overall Service ratings at the system level fluctuated around the 2022 value of 70 per cent and ended with 69 per cent of adult riders providing a rating of eight or higher out of ten, one percentage point lower than 2022.

Two aspects of the transit system that drive riders' perception of TransLink's services overall are Value for Money and Good Connections. These both held fairly steady throughout the year and their annual values are both in line with 2022. 61 per cent of TransLink's customers felt they were getting good-to-excellent value for the money they spent on transit, up from 59 per cent in 2022. More than half (54 per cent) of TransLink's customers rated transit services as having Good Connections (55 per cent in 2022).

Bus

Two thirds (67 per cent) of bus riders rated the overall bus service provided in Metro Vancouver as good-to-excellent. This is holding steady with 2022 (68 per cent) and is considered a good result in light of the bus ridership increase and the pressure on schedules resulting from increased road congestion.

The top three strengths of the bus service are: having an operator who drives safely and professionally (86 per cent of riders gave scores of 8 or higher), having a direct route (81 per cent of riders gave scores of 8 or higher) and having a courteous bus operator (79 per cent of riders gave scores of 8 or higher).

Frequency of service, overcrowding and on-time reliability remain the three lowest-rated bus service attributes, although at least half of riders still rate each of these in the good-to-excellent range of 8 or higher (51, 52 and 60 per cent respectively).

SkyTrain

In 2023, 78 per cent of SkyTrain customers, which includes Canada Line, gave the overall service good-to-excellent scores. This was the same value as 2022.

With the ongoing ridership recovery, ratings for overcrowding have continued to decline in 2023 (49 per cent compared to 54 per cent in 2022). Also associated with increased crowding, ratings for cleanliness declined to 65 per cent, down from 67 per cent in 2022, and feelings of safety from crime are down (the Onboard score of 71 per cent is down from 75, and the Station score of 65 per cent is down from 69 in 2022). Ratings for most other attributes held steady with a year ago.

SeaBus

SeaBus remains a highly rated transit mode with almost nine-in-ten (89 per cent) SeaBus customers rating the service an 8 out of 10 or higher overall. This is equal to the 89 per cent in 2022. Ratings for all attributes of SeaBus service remain high and within a few percentage points of last year.

West Coast Express

In 2023, 89 per cent of WCE riders gave Overall Service good-to-excellent scores, up slightly from 85 per cent in 2022 and is likely driven by the return to five trains in each direction in June 2023. This was also reflected in the rise in Frequency of Service ratings: 63 per cent up from 54 per cent in 2022 and the rise in ratings for Not Being Overcrowded (74 per cent, up from 70 per cent in 2022).

HandyDART

HandyDART remains a highly rated transit service, with 82 per cent of riders giving good-to-excellent ratings for overall service. This is up from 79 per cent in 2022. Ratings for Value for Money continue their upward trend and now sit at 91 per cent of riders rating it an 8 or higher (up from 88 per cent in 2022).

Ease of booking a trip, vehicle availability and on-time reliability remain the lowest attributes of HandyDART service and all within a percentage point of last year's ratings. All attributes related to the HandyDART vehicles (Cleanliness and Vehicle Safety) or drivers (Courteous Drivers, Skills to Assist Passengers) remain very highly rated.

Table D - 2023 Customer Service Performance Scores

Attributes*	Transit System	Bus System	SkyTrain	SeaBus	West Coast Express	Handy DART
	Per cent who gave scores of 8, 9 or 10 out of 10					
Overall Service	69%	67%	78%	89%	89%	82%
Value for Money	61%				67%	91%
Good Connections	54%				69%	
Adequacy of Transit Information — Stops/Stations	55%					
Adequacy of Transit Information On-Board — Bus	53%					
Adequacy of Transit Information On-Board -- SkyTrain	69%					
Adequacy of Transit Information On-Board — SeaBus	64%					
Transit Information Availability (On-Board and Stations)					81%	
Operation of Service During Convenient Hours	59%				45%	
Having Enough Bus Shelters	38%					
Ease of Getting Information from Telephone Information Line	72%					
Ease of Finding Information on Website	60%					
Having a Courteous Bus Operator/Having Courteous, Competent and Helpful Staff/Drivers		79%	85%	96%	94%	93%
Safe and Professional Bus Operator		86%				
Feeling Safe from Crime on Board the Bus / SkyTrain		75%	71%			
Feeling Safe from Crime at the Stop and Transit Exchange /Inside SkyTrain Stations / at SeaBus Stations		73%	65%	83%		
Feeling Safe from Crime (On-Board and Stations)					90%	
Feeling Safe from Crime (WCE Parking Lots)					60%	
Not Being Overcrowded		52%	49%	77%	74%	
On-Time, Reliable Service		60%	86%	94%	79%	73%
Clean and Graffiti Free Buses / SkyTrain Cars / Vessel / Vehicles and Stations		72%	65%	85%	93%	
Having A Direct Route		81%				
Trip Duration from the Time You Boarded to the Time You Got Off		78%		95%	91%	
Frequency of Service		51%	76%	77%	63%	
Staff Availability			35%	64%	88%	
Delays Are Announced and Explained			34%		78%	
Enough Parking					51%	
Equipment Provides a Safe Ride					95%	
Driver's Skills to Assist Passengers Who Have a Disability						93%
Feeling Safe from Injury When Riding HandyDART						94%
Ease of Booking a Trip on HandyDART						73%
HandyDART Vehicle Cleanliness and Good Repair						88%
Availability of HandyDART When Needed						77%

*Attributes that are not applicable under a particular mode are shaded grey

E. CHANGES TO ARTICLES OF THE AUTHORITY

The Articles of the Authority are established by the Board of Directors of the Authority pursuant to Section 190(3) (f) of the *South Coast British Columbia Transportation Authority Act*. The Articles are available on TransLink's website.

The following sections of the Articles of the Authority were amended to read as follows and were approved by the Board of Directors in 2023. The amendments themselves are in **bold** with removals shown with strikethroughs below.

6. BOARD CHAIR

- 6.1 The Board Chair or ~~his/her~~ **their** designate will preside at all meetings.
- 6.2 If the Board Chair or ~~his/her~~ **their** designate is not present within fifteen (15) minutes of the time appointed for holding the meeting or if the Board Chair or ~~his/her~~ **their** designate has advised the Corporate Secretary that ~~he/she~~ **they** will not be present at the meeting, the directors present at the meeting shall choose one of their number to chair the meeting.

6. TELECONFERENCING/VIRTUAL MEETINGS

- 6.1 A director may participate in a meeting of the board by means of virtual meeting technology, conference telephones or other communications facilities by means of which all directors participating in the meeting can hear, **and if in person or on virtual meeting technology see**, each other and provided that the Chair agrees to such participation.

9. PUBLIC INPUT

- 9.3** The application must indicate the agenda item or issue the applicant wishes to address, the name of the designated speaker and the specific action that is being requested of the board. **The agenda item or issue must pertain to TransLink's business or matters within the board's responsibility or purview. The board will receive only those applications and applicants who interact with the board and/or staff in a respectful and courteous manner.**
- 9.5 The Corporate Secretary shall, no later than noon on the business day prior to the scheduled meeting, advise the individual whether ~~he/she is~~ **they are** scheduled to appear before the board.

11. REMUNERATION

- 11.2 The payment of the remuneration will be governed by the following guidelines:
- b. No distinction will be made between participation in person and participation by video **that permits a director to hear and see, and be heard and seen by, all other participants, or if authorized**, by telephone or such other mode that permits a director to hear, and be heard by, all other participants.

F. BOARD SUMMARY

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
January 25, 2023	Board Meeting	<ul style="list-style-type: none"> Received in camera item
February 8, 2023	Board Meeting	<ul style="list-style-type: none"> Approved in camera item Approved Subsidiary Board Appointment
March 20, 2023	Human Resources and Governance Committee	<ul style="list-style-type: none"> Amendments to TransLink Respectful Workplace Policy, recommended for Board approval Amendments to TransLink Drug and Alcohol Policy, recommended for Board approval In camera items, recommended for Board approval
March 20, 2023	Planning and Stakeholder Relations Committee	<ul style="list-style-type: none"> New Investment Plan, 2023 Work Plan, recommended for Board approval Independent Transit Service Application, Richmond Discovery Shuttle, recommended for Board approval Driving Down Emissions Project Workplan, recommended for Board endorsement
March 21, 2023	Finance and Audit Committee	<ul style="list-style-type: none"> 2022 Year End Financial and Performance Report, endorsed for public release 2022 Statutory Annual Report, recommended for Board approval 2022 Audited Consolidated Financial Statements, recommended for Board approval Enactment of South Coast British Columbia Transportation Authority 2023 Property Tax Bylaw Number 149-2023, recommended for Board adoption Enactment of South Coast British Columbia Transportation Authority 2022 Replacement Tax Bylaw Number 150-2023, recommended for Board adoption South Coast British Columbia Transportation Authority Tariff Bylaw 148-2023, recommended for Board adoption
March 22, 2023	Real Estate Development Committee	<ul style="list-style-type: none"> Received Real Estate Development projects reports
March 23, 2023	Information Technology Committee	<ul style="list-style-type: none"> Received Information Technology projects reports Received Internal Audit Information Technology projects updates

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
March 29, 2023	Board Meeting	<ul style="list-style-type: none"> • Approved 2022 Statutory Annual Report • Approved 2022 Audited Consolidated Financial Statements • Adopted South Coast British Columbia Transportation Authority 2023 Property Tax Bylaw Number 149-2023 • Adopted South Coast British Columbia Transportation Authority 2023 Replacement Tax Bylaw Number 150-2023 • Adopted South Coast British Columbia Transportation Authority Transit Tariff Bylaw 148-2023 • Approved Independent Transit Service Application, Richmond Discovery Shuttle • Approved New Investment Plan, 2023 Work Plan • Endorsed Driving Down Emissions Project Workplan • Approved Amendments to TransLink Respectful Workplace Policy • Approved Amendments to TransLink Drug and Alcohol Policy • Approved in camera agenda item
May 24, 2023	Finance and Audit Committee	<ul style="list-style-type: none"> • 2023 Q1 Financial and Performance Report, endorsed for public release • 2022 Financial Information Act Report, recommended for Board approval
June 12, 2023	Finance and Audit Committee	<ul style="list-style-type: none"> • Credit Agreement Extension, recommended for Board approval • In camera items, recommended for Board approval
June 13, 2023	Human Resources and Governance Committee	<ul style="list-style-type: none"> • Amendments to the Board Governance Manual and Articles, recommended for Board approval • In camera item, recommended for Board approval
June 13, 2023	Planning and Stakeholder Relations Committee	<ul style="list-style-type: none"> • Metro 2050 Regional Growth Strategy Proposed Amendments – Gloucester Industrial Park, Township of Langley, recommended for Board approval • In camera agenda item, recommended for Board approval
June 14, 2023	Information Technology Committee	<ul style="list-style-type: none"> • Acceptable Use of Corporate Computing Systems Policy, recommended for Board approval • In camera item, recommended for Board approval
June 22, 2023	Board Meeting	<ul style="list-style-type: none"> • Approved Metro 2050 Regional Growth Strategy Proposed Amendments – Gloucester Industrial Park, Township of Langley • Approved Implementation Plan to Operationalize Governance Changes • Approved Amendments to the Board Governance Manual and Articles • Approved Financial Information Act Report • Approved Credit Agreement Extension • Approved in camera items

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
September 8, 2023	Joint Board and Mayors' Council Finance Committee	<ul style="list-style-type: none"> • In camera items, recommended for Board approval
September 14, 2023	Joint Board and Mayors' Council Planning Committee	<ul style="list-style-type: none"> • In Camera item, recommended for Board approval
September 18, 2023	Finance and Audit Committee	<ul style="list-style-type: none"> • 2023 Q2 Financial and Performance Report, endorsed for public release • Amendments to TransLink Corporate Safety and Health Policy, recommended for Board approval • Contract Extension, recommended for Board approval • Contract Extension, recommended for Board approval • Property Acquisition, recommended for Board approval • Approved Disposition of Property • In camera item, recommended for Board approval
September 19, 2023	Human Resources and Governance Committee	<ul style="list-style-type: none"> • Real Estate Committee Governance, recommended for Board approval • Subsidiary Governance Framework amendment, recommended for Board approval • Subsidiary Board Appointment, recommended for Board approval • In camera item, recommended for Board approval
September 19, 2023	Planning, Communities and Communication Committee	<ul style="list-style-type: none"> • Received Planning reports • Received Communications and Public Affairs reports
September 20, 2023	Information Technology Committee	<ul style="list-style-type: none"> • Received Information Technology projects reports • Received Internal Audit Information Technology projects updates
September 23, 2023	Joint Board and Mayors' Council Finance Committee	<ul style="list-style-type: none"> • In camera Item, recommended for Board approval
September 27, 2023	Board Meeting	<ul style="list-style-type: none"> • Approved amendments to TransLink Corporate Safety and Health Policy • Approved Acquisition of Property • Approved Contract Extension • Approved Contract Extension • Approved Real Estate Committee Governance • Approved Subsidiary Governance Framework amendment • Approved Subsidiary Board Appointment • Approved in camera items

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
October 12, 2023	Joint Board and Mayors' Council Planning Committee Meeting	<ul style="list-style-type: none"> Received Joint Planning Committee reports
October 13, 2023	Joint Board and Mayors' Council Finance Committee Meeting	<ul style="list-style-type: none"> Received Joint Finance Committee reports
October 26, 2023	Board Meeting	<ul style="list-style-type: none"> Approved in camera items
November 9, 2023	Joint Board and Mayors' Council Planning Committee Meeting	<ul style="list-style-type: none"> Proposed Public Transit Agency Zero Emissions Vehicle Requirements, recommended for Board approval
November 24, 2023	Joint Board and Mayors' Council Finance Committee Meeting	<ul style="list-style-type: none"> Received the 2024 Business Plan, Operating and Capital Budget
November 27, 2023	Finance and Audit Committee	<ul style="list-style-type: none"> 2023 Q3 Financial and Performance Report, endorsed for public release 2024 Business Plan, Operating and Capital Budget, recommended for Board approval Annual Review of Financial and Risk Management Policies, recommended for Board approval 2024 Development Cost Charges Bylaw, recommended for Board approval In camera items, recommended for Board approval
November 28, 2023	Human Resources and Governance Committee	<ul style="list-style-type: none"> Subsidiary Board Appointment, recommended for Board approval 2024 Board Committee Structure and Membership and Appointment of Board Chair, recommended for Board approval In camera items, recommended for Board approval
November 28, 2023	Planning, Communities and Communication Committee	<ul style="list-style-type: none"> HandyDART Users' and Access Transit Users' Advisory Committees 2024 Appointments, recommended for Board approval
November 29, 2023	Information Technology Committee	<ul style="list-style-type: none"> Received Information Technology Projects reports Received Internal Audit Information Technology projects updates

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
December 6, 2023	Board Meeting	<ul style="list-style-type: none"> • Approved 2024 Business Plan, Operating and Capital Budget • Approved Development Cost Charges Bylaw Amendment • Approved Proposed Public Transit Agency Zero Emissions Vehicle Requirements • Approved Annual Review of Financial and Risk Management Policies • Approved 2024 Board Committee Structure and Membership and Appointment of Board Chair • Approved HandyDART Users’ and Access Transit Users’ Advisory Committees 2024 Appointments • Approved Subsidiary Board Appointment • Approved in camera items
December 23, 2023	Board Meeting	<ul style="list-style-type: none"> • Endorsed in camera item • Approved in camera item

G. FARE COLLECTION BYLAW

The current version of the Fare Collection Bylaw is shown below.

Definitions

1. In this regulation:

"Act" means the *South Coast British Columbia Transportation Authority Act*;

"pass" means a record that the authority or a related party has issued or recognized as authorization for the person to whom it was issued to enter a fare paid zone or board a transit vehicle that is not a fare paid zone, and includes, without limitation, a transfer, a fare receipt, a monthly pass, any other time-limited pass and a payment card;

"payment card" means a record issued by the authority or a related party if the following apply:

- (a) the person to whom the record is issued can, by paying money to the authority or a related party, create or increase a credit balance on the record;
- (b) the credit balance on the record can be applied by the person to whom the record was issued towards any fare;

"surcharge date", in relation to a ticket, means the later of

- (a) the date that is 180 days after the date of service of the ticket,
- (b) if the person to whom the ticket was issued disputes his or her liability under the ticket in accordance with section 4, the date that is 31 days after the date on which a notice of decision in response to the dispute is provided to that person under section 4 (4), and
- (c) if the person to whom the ticket was issued appeals his or her liability under the ticket in accordance with section 7, the date that is 7 days after the date on which a notice of decision in response to the appeal is provided to that person under section 7 (5);

"ticket" means a ticket issued under section 248 of the Act.

Description of infraction

2. Every word and phrase set out in Column 2 of Schedule 1 to this regulation is authorized to be used on a ticket to describe the infraction of contravening the provision of the Act referred to in Column 1 opposite that word or phrase.

Ticketed amounts

3. (1) For the contravention of a provision of the Act set out in Column 1 of Schedule 1 to this regulation,
 - (a) Column 2 of Schedule 1 sets out the description of the infraction for the purposes of section 2, and
 - (b) Column 3 of Schedule 1 prescribes the fine for the infraction.(2) On the surcharge date applicable to a ticket, a surcharge of \$40 is added to and forms part of the ticketed amount if full payment of the ticketed amount is not made before the surcharge date.
(3) On the date that is 366 days after the date of service of the ticket, an additional surcharge of \$60 is added to and forms part of the ticketed amount if full payment of the ticketed amount is not made on or before that date.

Dispute process

4. (1) For the purposes of section 251 (1) of the Act, a person to whom a ticket has been issued may dispute his or her liability under the ticket
 - (a) within 14 days after the date of service of the ticket, or

- (b) if the authority is satisfied that, due to extenuating circumstances, the person was not reasonably able within that 14-day period to dispute liability under the ticket, within any longer period that the authority may, in writing, specify.
- (2) To dispute liability under a ticket, the person to whom the ticket was issued must, within the dispute period referred to in subsection (1) of this section, provide to the authority, in accordance with subsection (3), a notice of the dispute
 - (a) identifying on which of the grounds set out in section 251 (1) of the Act the person is basing the dispute, and
 - (b) providing any information relevant to the dispute.
- (3) A notice of dispute under subsection (2) of this section must be provided to the authority by
 - (a) mailing it to the head office of the authority, or
 - (b) providing it electronically in the manner set out on the authority's website.
- (4) Within 30 days after receiving a notice of dispute under subsection (2), the authority must
 - (a) decide whether to confirm or cancel the ticket, and
 - (b) provide to the person who submitted the notice of dispute, in accordance with subsection (5), notice of that decision and the basis on which it was made.
- (5) A notice of decision under subsection (4) must be provided to the person who submitted the notice of dispute by
 - (a) mailing the notice of decision to the postal address provided for that person in the notice of dispute, or
 - (b) emailing the notice of decision to the email address provided for that person in the notice of dispute.

Appeal period

- 5. (1) For the purposes of section 253 of the Act, a person who has disputed liability under a ticket in accordance with section 4 of this regulation and Division 3 of Part 12 of the Act may appeal liability under the ticket to an arbitrator
 - (a) within 30 days after the authority provided notice under section 4 (4) of this regulation of the authority's decision, or
 - (b) if the arbitrator is satisfied that, due to extenuating circumstances, the person was not reasonably able within that 30-day period to appeal liability under the ticket, within any longer period that the arbitrator may, in writing, specify.
- (2) A request under subsection (1) (b) for an extension of time within which to appeal liability under a ticket must
 - (a) set out the reason why the person was unable to provide a notice of appeal within the 30-day period referred to in subsection (1) (a), and
 - (b) be provided to the authority by
 - (i) mailing the request to the head office of the authority, or
 - (ii) providing the request electronically in the manner set out on the authority's website.
- (3) Promptly after receiving a request referred to in subsection (2), the authority must provide the request to the arbitrator.
- (4) Within 14 days after receiving a request under subsection (3), the arbitrator must provide notice to the appellant and the authority as to whether an extension of time within which to appeal liability under the ticket has been granted and if an extension is granted, indicate the date before which the notice of appeal must be provided to the authority.

Additional grounds for appeal

- 6. For the purpose of section 253 (c) of the Act, a person may appeal liability under a ticket on the ground that relevant information was not submitted in the dispute procedure.

Appeal process

7. (1) To appeal liability under a ticket, the person to whom the ticket was issued must, within the appeal period referred to in section 5 (1), provide to the authority, in accordance with subsection (2) of this section, a notice of appeal
 - (a) identifying on which of the grounds set out in section 253 of the Act or section 6 of this regulation the person is basing the appeal, and
 - (b) providing any information relevant to the appeal.
- (2) A notice of appeal under subsection (1) must be provided to the authority by
 - (a) mailing it to the head office of the authority, or
 - (b) providing it electronically in the manner set out on the authority's website.
- (3) Promptly after receiving a notice of appeal under subsection (2), the authority must provide the notice of appeal to the arbitrator who has the earliest availability.
- (4) An arbitrator to whom a notice of appeal is provided under subsection (3) may request from the appellant or the authority any additional records or information that the arbitrator considers appropriate and may, in his or her sole discretion, authorize the appellant and the authority to provide the additional records or information to the arbitrator in one or more of the following manners:
 - (a) in person;
 - (b) in writing;
 - (c) electronically.
- (5) After receiving a notice of appeal under subsection (3), the arbitrator must
 - (a) confirm or cancel the ticket, and
 - (b) provide, in accordance with subsection (6), to
 - (i) the person who submitted the notice of appeal, and
 - (ii) the authority notice of that decision and the basis on which it was made.
- (6) A notice of decision under subsection (5) must be provided to the person who submitted the notice of appeal by
 - (a) mailing the notice of decision to the postal address provided for that person in the notice of appeal, or
 - (b) emailing the notice of decision to the email address provided for that person in the notice of appeal.

Cancellation of tickets

8. If a ticket is cancelled under section 4 or 7 and some or all of the ticketed amount of the ticket has been paid to the authority, the authority must refund the amount paid.

Payment of fare

9. For the purposes of section 244 (1) (a) of the Act, a person may satisfy the requirement to pay the fare required by the tariff in any of the following manners:
 - (a) if a pass has been issued to the person and that pass is valid for application to the fare,
 - (i) if a device that can record the use of the pass has been installed or made available by the authority or a related party for the fare paid zone or transit vehicle, by using the pass in such a way that
 - (A) its use is recorded by the device, and
 - (B) if the pass is a payment card, the unpaid portion, if any, of the fare is debited from the pass, or
 - (ii) if there is no such device installed or made available by the authority or a related party for the fare paid zone or transit vehicle but there is a transit employee at the person's entry point to the fare paid zone or transit vehicle, by presenting that pass to that transit employee for inspection;

- (b) if, under the tariff, another form of payment is authorized,
- (i) if a device that can recognize that form of payment has been installed or made available for the fare paid zone or transit vehicle by the authority or a related party, by using that form of payment in such a way that
 - (A) its use is recorded by the device, and
 - (B) if applicable, the unpaid portion, if any, of the fare is debited from the form of payment, or
 - (ii) if there is no such device installed or made available by the authority or a related party for the fare paid zone or transit vehicle but there is a transit employee at the person's entry point to the fare paid zone or transit vehicle, by presenting that form of payment to that transit employee for inspection.

Proof of payment

- 10.** To comply with section 244 (1) (b) of the Act in relation to a fare, a person must
- (a) obtain and retain any receipt issued by the authority or a related party for the payment of that fare,
 - (b) if a pass that is valid for application to the fare is used, retain the pass, or
 - (c) if under the tariff another form of payment is authorized and that other form of payment is used, retain that form of payment and obtain and retain;
 - (i) any receipt issued by the authority or a related party, and
 - (ii) any record in the person's power or control, whether in electronic form or otherwise, that confirms that the form of payment was used in payment of the fare.

Schedule 1

South Coast British Columbia Transportation Authority Act

Provision	Contravention	Fines
Section 244 (1) (a)	Fare evasion	\$173
Section 244 (2)	Failure to produce	\$173

H. SECTION 248 TICKETS AND COLLECTIONS

The numbers of tickets issued and dollar amounts collected under Section 248 from January 1 to December 31, 2023 are represented in the table below.

	Tickets Issued under Section 248 (number)	Collected Ticket Amounts (\$)
January 1 to December 31, 2023	12,390	1,450,763

I. DEVELOPMENT COST CHARGES

The Development Cost Charges (DCC) Program was established as part of the funding strategy for investments included in the 10-Year Mayors' Vision. TransLink's Phase Two Investment Plan outlined the capital project categories that would be supported by the DCC program. For 2023, the DCC reserve fund had an opening balance of \$15.1 million and during the year, there were total contributions of \$42.1 million, of which \$17.3 million were recognized as revenue. In the reporting year, a total of 18 applications were approved with a total of \$3.1 million levies waived.

DCC Reserve Fund	2023 (\$)
Opening balance	15,131,974
Contributions	42,068,296
Interest earned	448,501
Revenue recognized	(17,300,646)
Ending balance	40,348,125

DCC Waiver Applications	Number of Applications	Value of Applications (\$)
Approved DCC waiver applications	18	3,135,972
Approved DCC reduction applications	-	-

During the year ended December 31, 2023, the funds from the \$17.3 million recognized in DCC revenue have been proportionately allocated as follows:

SUMMARY OF DCC PROGRAM				
As of December 31, 2023 (\$ thousands)	Current Budget	External Funding	TransLink Capital Cost	Allocation of DCC Received
Bus Exchange/Depot and SeaBus Expansion	783,396	462,950	320,446	503
New Major Projects	311,936	11,870	300,066	1,880
SkyTrain and West Coast Express Expansion	2,458,144	762,580	1,695,564	14,918
Total DCC Program	3,553,476	1,237,400	2,316,076	17,301

TO: Board of Directors

FROM: Christine Dacre, Chief Financial Officer
Olga Kuznetsova, Vice President Financial Services
Donna Chao, Director Corporate Finance

DATE: March 6, 2024

SUBJECT: 2023 Audited Consolidated Financial Statements

PROPOSED RESOLUTION:

That the TransLink Board of Directors:

- A. Approves the 2023 Audited Consolidated Financial Statements attached to the report titled "2023 Audited Consolidated Financial Statements" dated March 6, 2024; and
 - B. Authorizes the Board Chair and Finance and Audit Committee Chair to sign the approved 2023 Audited Consolidated Financial Statements.
-

EXECUTIVE SUMMARY

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

The 2023 Audited Consolidated Financial Statements are attached.

A full discussion of the consolidated statement of financial position and consolidated statement of operations is contained in a separate report titled "2023 Year-End Financial and Performance Report".

In the opinion of Management, the attached consolidated financial statements present fairly, in all material respects, the financial position and operations of TransLink for the year ended December 31, 2023. Representatives of KPMG will attend the Finance and Audit Committee meeting to provide an overview and respond to any questions on their audit process and findings.

ATTACHMENTS

Attachment 1 - 2023 Audited Consolidated Financial Statements

Consolidated Financial Statements
(Expressed in thousands of dollars)

**SOUTH COAST BRITISH COLUMBIA
TRANSPORTATION AUTHORITY**

And Independent Auditor's Report thereon

Year ended December 31, 2023



KPMG LLP

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Fax 604-691-3031

INDEPENDENT AUDITOR'S REPORT

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

Opinion

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

- the consolidated statement of financial position as at December 31, 2023
- the consolidated statement of operations for the year then ended
- the consolidated statement of changes in net debt for the year then ended
- the consolidated statement of cash flows for the year then ended
- and notes to the consolidated financial statements, including a summary of significant accounting policies

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

In our opinion, the accompanying financial statements present fairly, in all material respects, the consolidated financial position of the Authority as at December 31, 2023, and its consolidated results of operations, its consolidated changes in net debt and its consolidated cash flows for the year then ended in accordance with Canadian public sector accounting standards.

Basis for Opinion

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

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

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

DRAFT March 6, 2024

KPMG LLP, an Ontario limited liability partnership and member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. KPMG Canada provides services to KPMG LLP.



Other Information

Management is responsible for the other information. Other information comprises the information, other than the financial statements and the auditor's report thereon, included in the 2023 Annual Statutory Report, 2023 Year-End Financial and Performance Report, and 2023 Accountability Report documents.

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

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

We obtained the information, other than the financial statements and the auditor's report thereon, included in the 2023 Annual Statutory Report, 2023 Year-End Financial and Performance Report, and 2023 Accountability Report documents as at the date of this auditor's report.

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

We have nothing to report in this regard.

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

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

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

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

Auditor's Responsibilities for the Audit of the Financial Statements

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

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



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

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

We also:

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

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

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

Chartered Professional Accountants

Vancouver, Canada

DATE

DRAFT March 6, 2024

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

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

December 31, 2023, with comparative information for 2022

	2023	2022
Financial assets		
Cash and cash equivalents	\$ 276,248	\$ 622,558
Accounts receivable (note 6(k))	675,173	136,909
Restricted cash and cash equivalents and investments (note 3(a))	4,127,713	3,733,194
Investments (note 3(b))	394,831	235,289
Debt reserve deposits (note 4)	24,500	23,762
	<u>5,498,465</u>	<u>4,751,712</u>
Liabilities		
Accounts payable and accrued liabilities (note 6(k))	615,595	400,206
Debt (note 5)	3,360,119	3,141,748
Deferred government transfers (note 6(a))	3,769,885	3,540,507
Golden Ears Bridge contractor liability (note 7(a))	983,403	999,512
Deferred concessionaire credit (note 8(a))	386,082	409,355
Employee future benefits (note 9(b))	140,093	141,202
Deferred development cost charges (note 10)	40,348	15,132
Asset retirement obligations (note 11)	26,952	-
Deferred revenue and deposits	82,745	73,646
Deferred lease inducements	12,795	12,855
	<u>9,418,017</u>	<u>8,734,163</u>
Net debt	(3,919,552)	(3,982,451)
Non-financial assets		
Tangible capital assets (note 12)	6,141,887	5,765,456
Supplies inventory	128,609	97,310
Prepaid capital (note 13)	30,745	29,752
Property under development (note 14)	20,102	19,599
Prepaid expenses	30,780	30,002
	<u>6,352,123</u>	<u>5,942,119</u>
Commitments and contingencies (note 15)		
Accumulated surplus	\$ 2,432,571	\$ 1,959,668

See accompanying notes to consolidated financial statements.

Approved on behalf of the Board:

Chair

Director

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Consolidated Statement of Operations
(Expressed in thousands of dollars)

Year ended December 31, 2023, with comparative information for 2022

	2023 Budget	2023 Actual	2022 Actual
	(note 2(v))		
Revenues:			
Taxation (note 19)	\$ 988,404	\$ 978,412	\$ 978,076
Transit (note 6(l))	629,998	671,560	552,624
Government transfers (note 6(a))	354,718	715,668	427,136
Investment income	155,673	192,228	109,064
Amortization of deferred concessionaire credit (note 8(a))	23,273	23,273	23,274
Development cost charges (note 10)	23,597	17,301	25,158
Miscellaneous revenue	15,384	19,966	17,427
Gain (loss) on disposal of tangible capital assets	(358)	8,085	1,748
	2,190,689	2,626,493	2,134,507
Expenses:			
Bus operations	1,112,159	1,114,059	1,041,321
Corporate operations	219,420	194,045	217,242
Rail operations	549,579	538,027	490,186
Roads and bridges	251,073	252,402	207,459
Transit Police	53,295	55,057	48,693
	2,185,526	2,153,590	2,004,901
Surplus for the year	5,163	472,903	129,606
Accumulated surplus, beginning of year	1,933,296	1,959,668	1,830,062
Accumulated surplus, end of year	\$ 1,938,459	\$ 2,432,571	\$ 1,959,668

See accompanying notes to consolidated financial statements.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

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

Year ended December 31, 2023, with comparative information for 2022

	2023 Budget (note 2(v))	2023 Actual	2022 Actual
Surplus for the year	\$ 5,163	\$ 472,903	\$ 129,606
Acquisition of tangible capital assets	(932,152)	(637,162)	(413,490)
Amortization of tangible capital assets	268,637	259,680	250,019
Net proceeds from disposal of tangible capital assets	-	9,136	2,679
Loss (gain) on disposal of tangible capital assets	358	(8,085)	(1,748)
Write-down of tangible capital assets (note 12(d))	-	-	53,755
Tangible capital assets transfer to prepaid capital (note 13)	-	-	29,752
Land transfer to a partnership (note 14)	-	-	17,735
	(663,157)	(376,431)	(61,298)
Change in supplies inventory	(10,629)	(31,299)	(6,149)
Change in property under development	-	(503)	(19,599)
Change in prepaid expenses	(2,495)	(778)	38
Change in prepaid capital	-	(993)	-
Prepaid capital transferred from tangible capital assets	-	-	(29,752)
	(13,124)	(33,573)	(55,462)
Decrease (increase) in net debt	(671,118)	62,899	12,846
Net debt, beginning of year	(4,150,354)	(3,982,451)	(3,995,297)
Net debt, end of year	\$ (4,821,472)	\$ (3,919,552)	\$ (3,982,451)

See accompanying notes to consolidated financial statements.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

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

Year ended December 31, 2023, with comparative information for 2022

	2023	2022
Cash provided by (used for):		
Operating transactions:		
Surplus for the year	\$ 472,903	\$ 129,606
Non-cash changes to operations (note 17)	52,479	101,696
Changes in non-cash operating working capital (note 17)	(323,242)	208,438
Cash provided by operating transactions	202,140	439,740
Capital transactions:		
Purchase of tangible capital assets	(611,227)	(413,490)
Net proceeds from disposal of tangible capital assets	9,136	2,679
Cash used for capital transactions	(602,091)	(410,811)
Investing transactions:		
Increase in restricted cash and cash equivalents and investments	(394,519)	(2,495,997)
Increase in investments	(159,542)	(69,673)
Decrease (increase) in debt reserve deposits	(738)	2,510
Cash used for investing transactions	(554,799)	(2,563,160)
Financing transactions:		
Debt proceeds	300,000	300,000
Discount and issuance costs on financing	(19,491)	(2,331)
Repayments of debt	(35,186)	(66,561)
Repayments of Golden Ears Bridge contractor liability	(83,547)	(79,833)
Government transfers received in lieu of foregone toll revenue (note 6(i)(ii))	-	2,000,000
Government transfers received for tangible capital additions	446,532	429,891
Lease inducements received	132	-
Cash provided by financing transactions	608,440	2,581,166
Increase (decrease) in cash and cash equivalents	(346,310)	46,935
Cash and cash equivalents, beginning of year	622,558	575,623
Cash and cash equivalents, end of year	\$ 276,248	\$ 622,558
Supplementary information:		
Interest paid	\$ 202,002	\$ 189,181
Tangible capital asset additions related to asset retirement obligations (note 11)	25,935	-
Tangible capital assets transferred to prepaid capital (note 13)	-	29,752
Property under development acquired through a non-cash land transfer to partnership (note 14)	-	17,735

See accompanying notes to consolidated financial statements.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements

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

Year ended December 31, 2023

1. Operations:

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

Transit ridership has improved since the COVID-19 outbreak in 2020. Changing commuting patterns, however, have adversely effected transit revenues. The short-term impact has been offset through relief funding provided by senior government to help the Authority maintain operations and service levels (note 6(j)).

2. Significant accounting policies:

(a) Basis of presentation:

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

(b) Basis of consolidation:

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

- (i)* Coast Mountain Bus Company Ltd. (“CMBC”) - bus, SeaBus and community shuttle services;
- (ii)* British Columbia Rapid Transit Company Ltd. (“BCRTC”) - SkyTrain services on the Expo, Millennium and Canada Lines;
- (iii)* West Coast Express Limited (“WCE”) - commuter rail services;
- (iv)* Transportation Property and Casualty Company Inc. (“TPCC”) - a captive insurance company which provides insurance liability coverage to the Authority’s operating subsidiaries;
- (v)* TransLink Security Management Ltd. (“TSML”) - transit police services;
- (vi)* TOD Investments Ltd. - holds the Authority’s Broadway and Arbutus Project Limited Partnership 50% interest (note 14); and
- (vii)* TLRED Holdings Ltd. - holds the Authority’s Broadway and Arbutus GP Inc. 50% interest (note 14).

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

2. Significant accounting policies (continued):

(b) Basis of consolidation (continued):

These consolidated financial statements also include the following entities, which have been accounted for on a proportionate consolidation basis:

- (i) Broadway and Arbutus Project Limited Partnership (50% ownership through TOD Investments Ltd.) - real estate development activities (note 14); and
- (ii) Broadway and Arbutus GP Inc. (50% ownership through TLRED Holdings Ltd.) - real estate management activities (note 14).

All intercompany balances and transactions have been eliminated upon consolidation.

(c) Basis of accounting:

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

(d) Cash and cash equivalents:

Cash and cash equivalents include highly liquid investments, which have a term to maturity of 3-months or less at the date of purchase or are units in a fund that can be readily liquidated.

(e) Financial instruments:

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

(i) Fair value:

Equity investments and derivatives that are quoted in an active market are reflected at fair value as at the reporting date. Unrealized gains and losses on financial assets are recognized in the consolidated statement of remeasurement gains and losses until such time that the financial asset is derecognized due to disposal or impairment. At the time of derecognition, the related realized gains and losses are recognized in the consolidated statement of operations and related balances are reversed from the consolidated statement of remeasurement gains and losses. As at December 31, 2023, the Authority does not hold any equity investments or derivatives that are quoted in an active market, and thus, the Authority does not have any unrealized gains or losses and a consolidated statement of remeasurement gains and losses has not been included in these consolidated financial statements.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

2. Significant accounting policies (continued):

(e) Financial instruments (continued):

(ii) Cost:

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

Accounts receivable and accounts payable and accrued liabilities are measured at the amortized cost using the effective interest rate method. Valuation allowances are made when collection is in doubt.

(f) Supplies inventory:

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

(g) Property under development:

Property under development, which will be sold in the future, is valued at the lower of cost and net realizable value. Cost includes all amounts that are directly attributable to the acquisition, construction and development of the property. Net realizable value of the property is based on the best available information about the property's fair value at the time of the assessment.

(h) Tangible capital assets:

Tangible capital assets have been recorded as follows:

(i) Tangible capital assets are recorded at cost, including capitalized interest as described in note 2(i). Cost includes all amounts that are directly attributable to acquisition, construction, development or betterment of the asset, including the purchase price and other acquisition costs such as installation costs, design and engineering fees, legal fees, survey costs, site preparation costs, freight charges, transportation, insurance costs and duties.

(ii) As part of the establishment of the Authority, certain tangible capital assets contributed by the Province of British Columbia (the "Province") and BC Transit were recorded at the estimated fair value at the date of transfer based on appraisals carried out.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

2. Significant accounting policies (continued):

(h) Tangible capital assets (continued):

(iii) Amortization is provided on the cost less estimated salvage value on a straight-line basis over a period not exceeding the estimated useful lives as follows:

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

(i) Capitalization of interest:

Interest costs directly attributable to construction projects and major capital acquisitions are capitalized from the commencement of the capital outlays until the assets are ready for use.

(j) Major Road Network (“MRN”) expenditures:

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

Funding related to operating and maintaining the MRN are expensed under the heading “maintenance, materials and utilities”. Funding related to road, cycling and walking infrastructure is expensed under the heading “capital infrastructure contributions” as the related assets are the property of the appropriate municipalities, who assume all the rights and obligations.

(k) Pension plans and employee future benefits:

(i) Pension plan:

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

(ii) Employee future benefits:

Post-retirement and post-employment benefits are available to the Authority’s eligible employees. The cost of post-retirement benefits is actuarially determined, prorated on service and management’s best estimate of retirement ages and expected health care costs. The cost of post-employment benefits to disabled employees is actuarially determined based on future projected benefits of currently disabled employees.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

2. Significant accounting policies (continued):

(k) Pension plans and employee future benefits (continued):

(ii) Employee future benefits (continued):

The obligations under these post-retirement and post-employment benefit plans are accrued as the employees render services necessary to earn the future benefits. The measurement date of the accrued benefit obligation coincides with the Authority's fiscal year. The most recent actuarial valuation of the plans was December 31, 2023. The plans are unfunded and require no contributions from employees. Employer contributions are based upon expected annual benefit payments.

Actuarial gains or losses on the accrued benefit obligation arise from differences between actual and expected experience and from changes in the actuarial assumptions used to determine the accrued benefit obligation. The net accumulated actuarial gains or losses are amortized over the average remaining service period of active employees in the consolidated statement of operations. The amortization period of the active employees covered by the post-retirement plan is 12 years (2022 - 12 years) and post-employment plan is 6 years (2022 - 6 years).

(l) Deferred revenue:

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

(m) Development cost charges:

Development cost charges are restricted by legislation for expenditures on eligible capital projects. These amounts are recorded in deferred development cost charges upon receipt and recognized as revenue when qualifying expenditures are incurred.

(n) Deferred concessionaire credit:

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

(o) Government transfers:

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

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

2. Significant accounting policies (continued):

(o) Government transfers (continued):

A significant portion of the Authority's government funding, for capital purposes, is received from the Government of Canada (the "Federal Government") through the Canada Community Building Fund (previously known as the "Gas Tax") program and other similar programs. Under these agreements, the Authority is required to acquire or construct specific transit assets using these funds. The Authority is also required under certain agreements to maintain the assets over a set holding period and repay funds if the associated assets are sold before the end of the holding period.

(p) Liability for contaminated sites:

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

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

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

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

(q) Asset retirement obligations:

On January 1, 2023, TransLink adopted Canadian public sector accounting standard 3280 *Asset Retirement Obligations*. The new accounting standard addresses the reporting of legal obligations associated with the retirement of tangible capital assets. The standard was adopted using the prospective transitional provisions.

An asset retirement obligation is recognized when, as at the financial reporting date, all of the following criteria are met:

- There is a legal obligation to incur retirement costs in relation to a tangible capital asset;
- The past transaction or event giving rise to the liability has occurred;
- It is expected that future economic benefits will be given up; and
- A reasonable estimate of the amount can be made.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

2. Significant accounting policies (continued):

(q) Asset retirement obligations (continued):

The estimated asset retirement costs are capitalized only if the related tangible capital asset is in productive use and recognized in TransLink's books. The increase to the tangible capital asset is amortized in accordance with the amortization accounting policy outlined in note 2(h).

The obligation is measured based on the estimated future costs discounted based on TransLink's cost of borrowing. In subsequent fiscal years, the obligation will be adjusted annually to reflect changes in the timing of future cash flows and the accretion included in interest expense to reflect the passage of time.

(r) Income taxes:

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

(s) Foreign currency translation:

Transactions of the Authority and its subsidiaries, originating in foreign currencies, are translated at the rates in effect at the time of the transaction. Monetary assets and liabilities denominated in foreign currencies are translated to Canadian dollars at exchange rates in effect at the Statement of Financial Position date. Foreign exchange gains and losses are included in income.

(t) Use of estimates:

The preparation of these consolidated financial statements requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of these consolidated financial statements and the reported amounts of revenue and expenses during the reporting period. Actual results could differ from those estimates.

(u) Segment disclosure:

A segment is defined as a distinguishable activity or group of activities of a government for which it is appropriate to separately report financial information to achieve the objectives of the Authority. TransLink has provided definitions of segments used and presented financial information in the segmented format (note 20). Business Technology, Human Resource, Payroll and Administrative Services costs are managed by the corporate segment and allocated among the operating segments, as appropriate. Interest has been allocated based on the allocated depreciation.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

2. Significant accounting policies (continued):

(v) Budget data:

The budget data presented in these consolidated financial statements were approved by the Board of Directors on December 1, 2022.

3. Restricted and unrestricted cash and cash equivalents and investments:

The Authority holds cash and cash equivalents and investments consisting of:

- (i) Cash, guaranteed investment certificates and bonds held at various financial institutions; and
- (ii) Fund units managed by the British Columbia Investment Management Corporation ("BCI") that are invested in money market, government bonds, marketable corporate securities, private debt, public and private equity investments and real assets.

Investments are recorded at amortized cost.

Details of interest rates and maturity dates ranges of the guaranteed investment certificates are as follows:

	2023	2022
Interest rate range	1.01% - 6.25%	0.80% - 5.57%
Maturity date range	January 2024 - September 2028	January 2023 - June 2026

The bonds have an average initial term of 188-months (2022 - 187-months) and an average remaining term to maturity of 126-months (2022 - 138-months). All bonds held by the Authority, as at December 31, 2023 and 2022, were rated A or higher.

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

	2023		2022	
	Effective rates	Coupon rates	Effective rates	Coupon rates
Weighted average rate	2.94%	2.79%	2.85%	2.79%
Interest rate range	0.93% - 5.56%	1.10% - 5.20%	1.05% - 5.37%	1.10% - 5.20%

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

3. Restricted and unrestricted cash and cash equivalents and investments (continued):

(a) Restricted cash and cash equivalents and investments:

	2023	2022
Government transfers for capital project funding (i):		
Cash and cash equivalents	\$ 226,156	\$ 41,602
Investments:		
Guaranteed investment certificates	661,664	491,262
Bonds (note 18(b))	263,544	288,584
	1,151,364	821,448
Self-administered sinking funds:		
Cash and cash equivalents	14,380	5,164
Investments:		
Guaranteed investment certificates	118,908	39,391
Bonds (note 18(b))	496,475	486,886
	629,763	531,441
Land reserve:		
Cash and cash equivalents	74,904	75,810
Guaranteed investment certificates	206,876	273,684
	281,780	349,494
Green Bond proceeds:		
Cash and cash equivalents	66	38
Development cost charges:		
Cash and cash equivalents	11,667	-
TPCC (wholly-owned captive insurance subsidiary):		
Cash and cash equivalents	1,684	1,724
Bonds (note 18(b))	31,423	28,629
	33,107	30,353
Golden Ears Bridge forgone toll revenue funding (note 3(a)(ii) and note 6(i)(ii)):		
Cash and cash equivalents	652,683	250,420
Investments:		
Guaranteed investment certificates	500,000	1,750,000
Fund units (note 18(b)):		
Bond	436,409	-
Public equity	296,849	-
Mortgages	50,276	-
Real estate	53,671	-
Private equity	851	-
Private debts	29,227	-
	2,019,966	2,000,420
Total restricted cash and cash equivalents and investments	\$ 4,127,713	\$ 3,733,194

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

3. Restricted and unrestricted cash and cash equivalents and investments (continued):

(a) Restricted cash and cash equivalents and investments (continued):

(i) Unspent government transfers for capital project funding consist of \$1,151,364,000 (2022 - \$814,811,000) of Canada Community Building Fund (previously known as the "Gas Tax") funding (2022 - also included \$6,637,000 of other funding)

(ii) Golden Ears Bridge forgone toll revenue funding includes a \$148,000,000 purchase of investments managed by BCI which will settle on January 2, 2024.

(b) Unrestricted investments:

Unrestricted investments are comprised of guaranteed investment certificates of \$394,831,000 (2022 - \$235,289,000).

4. Debt reserve deposits and callable demand notes:

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

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

In addition to the debt reserve deposit, the Authority is required by the MFA to issue a non-interest-bearing demand note for an amount equal to one-half the average annual installment of principal and interest relative to any debt borrowed less the debt reserve deposit. The demand notes payable to the MFA are callable only if, in the event of a default by the Authority or Metro Vancouver (the interposed significant lender over the Authority's long-term debt), there are insufficient funds in the Authority's debt reserve deposit held at the MFA to meet a required interest, principal payment or sinking fund contribution. As the Authority is in full compliance with its debt payments and no such call has been made by the MFA on these demand notes, their face value has not been recorded as a liability on the Consolidated Statement of Financial Position. At year-end, the maximum value of the demand notes totaled \$25,649,000 (2022 - \$25,649,000).

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

5. Debt:

	2023	2022
Unsecured sinking fund bonds held by the MFA, weighted average coupon rate of 4.44% (2022 - 4.29%) (effective rate 4.46% (2022 - 4.32%)), maturing at various dates from 2024 to 2036, original 20 to 30-year (2022 - 20 to 30-year) term	\$ 954,344	\$ 954,162
Less: accumulated payments to MFA administered debt sinking funds (including vested and accrued actuarial earnings)	(683,083)	(626,676)
Unsecured serial debenture held by the MFA, coupon rate of 5.10% interest payable semi-annually (effective rate 5.19%), maturing in 2025, principal repayment of approximately \$3 million annually, original 20-year term	5,809	8,606
Unsecured bullet maturity bond series TL-2, face value \$200 million, interest rate 4.65% (effective rate 4.70%), maturing 2041, original 30-year term	198,828	198,790
Unsecured bullet maturity bond series TL-3, face value \$250 million, interest rate 3.85% (effective rate 3.82%), maturing 2052, original 40-year term	251,314	251,348
Unsecured bullet maturity bond series TL-4, face value \$365 million, interest rate 4.45% (effective rate 3.97%), maturing 2044, original 30.5-year term	390,349	391,184
Unsecured bullet maturity bond series TL-5, face value \$465 million, interest rate 3.05% (effective rate 2.43%), maturing 2025, original 10.5-year term	469,011	471,769
Unsecured bullet maturity bond series TL-6, face value \$200 million, interest rate 3.15% (effective rate 3.18%), maturing 2048, original 31-year term	198,842	198,813
Unsecured bullet maturity bond series TL-7 (Green), face value \$400 million, interest rate 3.25% (effective rate 3.31%), maturing 2028, original 10-year term	398,823	398,612
Unsecured bullet maturity bond series TL-8 (Green), face value \$200 million, interest rate 2.65% (effective rate 2.68%), maturing 2050, original 31-year term	198,711	198,678
Unsecured bullet maturity bond series TL-9, face value \$400 million, interest rate 1.60% (effective rate 1.64%), maturing 2030, original 10-year term	398,943	398,792
Unsecured bullet maturity bond series TL-10 (Green), face value \$600 million, interest rate 4.15% (effective rate 4.37%), maturing 2053, original 31-year term	578,228	297,669
Capital leases, 2022 weighted average implicit rate of 2.17%, fully matured during 2023	-	1
	\$ 3,360,119	\$ 3,141,748

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

5. Debt (continued):

The Authority has an unsecured revolving credit facility with a syndicate of Canadian financial institutions totaling \$500 million, which will expire on March 23, 2027. The credit facility is to be used primarily as a liquidity backstop of commercial paper and provides for loans at varying rates of interest based on certain benchmark interest rates, specifically the Canadian prime rate and the Canadian banker's acceptance rate, and on the Authority's credit ratings at the time of drawdown. The Authority is also required to pay commitment fees, which are also dependent on the Authority's credit ratings. This credit facility has no financial covenants or requirements to maintain a specific credit rating and was not drawn upon in 2023.

The Authority's unsecured commercial paper program is backstopped by the abovementioned syndicated credit facility, which enables it to issue commercial paper up to a maximum aggregate of \$500 million. As at December 31, 2023 and 2022, there was no outstanding commercial paper issued.

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

	Sinking fund bonds held by MFA	Serial debenture held by MFA	Bullet maturity bonds	Total
Future payments:				
2024	\$ 32,389	\$ 2,868	\$ -	\$ 35,257
2025	30,220	2,941	465,000	498,161
2026	30,220	-	-	30,220
2027	19,942	-	-	19,942
2028	10,178	-	400,000	410,178
Thereafter	19,301	-	2,215,000	2,234,301
	142,250	5,809	3,080,000	3,228,059
Future actuarial interest	129,666	-	-	129,666
	271,916	5,809	3,080,000	3,357,725
Unamortized premium (issue costs)	(655)	-	3,049	2,394
	\$ 271,261	\$ 5,809	\$ 3,083,049	\$ 3,360,119

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

6. Transfers from other governments:

(a) Deferred government transfers:

	Balance, January 1, 2023	Contributions received	Interest earned	Recognized as revenue	Balance, December 31, 2023
Capital project funding:					
Canada Community Building Fund (b)	\$ 820,472	\$ 329,577	\$ 41,007	\$ (72,487)	\$ 1,118,569
Canada Line funding (c)	383,526	-	-	(23,244)	360,282
Public Transit Infrastructure Fund (d)	204,933	-	-	(48,469)	156,464
Investing in Canada Infrastructure Program (e)	122,718	75,515	-	-	198,233
Building Canada Fund (f)	48,697	-	-	(2,968)	45,729
Capstan Station funding (g)	1,863	-	-	(1,863)	-
Evergreen Line funding (h)	5,600	-	-	-	5,600
Transit Secure Fund	2,749	-	-	(422)	2,327
Miscellaneous programs	-	433	-	(433)	-
	1,590,558	405,525	41,007	(149,886)	1,887,204
Operating funding:					
Golden Ears Bridge forgone toll revenue (iii):	1,949,949	-	-	(67,268)	1,882,681
Pandemic Relief funding (j)	-	478,926	-	(478,926)	-
Canada Line Operating Fund (note 8(c))	-	19,219	-	(19,219)	-
Properties environmental program	-	95	-	(95)	-
Other cost sharing projects	-	274	-	(274)	-
	1,949,949	498,514	-	(565,782)	1,882,681
	\$ 3,540,507	\$ 904,039	\$ 41,007	\$ (715,668)	\$ 3,769,885

The balance as at December 31, 2023 of \$3,769,885,000 (2022 - \$3,540,507,000) consists of:

- (i) Unspent Canada Community Building Fund funding (formerly the "Gas Tax" funding) of \$1,151,364,000 (2022 - \$814,811,000) and unspent funding for various other projects of \$6,637,000 in prior year;
- (ii) Spent funding of \$735,840,000 (2022 - \$769,110,000) that will be recognized as revenue as the related stipulations in the agreements are met; and
- (iii) Golden Ears Bridge forgone toll revenue funding related to the agreement effective March 31, 2022 of \$1,882,681,000 (2022 - \$1,949,949,000) that will be recognized as revenue as the related stipulations in the Agreement are met.

(b) Canada Community Building Fund:

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

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

6. Transfers from other governments (continued):

(b) Canada Community Building Fund (continued):

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

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

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

Receipts and disbursements for the year are as follows:

	2023	2022
Opening balance, unspent funds	\$ 814,811	\$ 500,558
Amount received during the year	329,577	358,480
Interest earned	41,007	15,293
Amount spent on designated public transit projects	(34,031)	(59,520)
Closing balance, unspent funds	\$ 1,151,364	\$ 814,811

(c) Canada Line funding:

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

(d) Public Transit Infrastructure Fund:

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

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

6. Transfers from other governments (continued):

(d) Public Transit Infrastructure Fund (continued):

Under the Agreement, if any of the acquired or constructed assets are sold, leased, disposed of or used in a manner other than as described in their request for funding before March 31, 2026 for all projects or at any time within 5 years from the Agreement end date of March 31, 2022 for certain projects as agreed to by the Federal Government, the Authority is required to return any funds received from the Province and/or the Federal Government that had, at any time, been applied in respect to the asset sold, leased or disposed.

Accordingly, the Authority recognizes the revenue over the stipulation period of 5 years.

(e) Investing in the Canada Infrastructure Program:

The Investing in the Canada Infrastructure Program ("ICIP") was established by the Federal Government as a way to deliver funding to communities through the Investing in Canada Plan. ICIP provides long-term stable funding to help reduce pollution and increase resilience to climate change, build strong, dynamic, and inclusive communities, and ensure Canadian families have access to modern, reliable services that improve their quality of life.

Investments in infrastructure are being made through targeted streams. Through the Public Transit stream, the Federal Government is investing in the construction, expansion, and improvement of public transit infrastructure for projects that improve the capacity of public transit infrastructure, improve the quality or safety of existing or future transit systems, and improve access to the public transit system.

The Federal Government entered into a bilateral agreement with the Province, who in turn has entered into an agreement with the Authority to provide funding for eligible projects under the ICIP.

Under the Agreement, if any of the acquired or constructed assets are sold, leased, disposed, or used in a manner other than as described in their request for funding for 5 years after the substantial completion date of each project, the Authority is required to return a portion of the contribution to the Province.

Accordingly, the Authority will recognize the revenue over the stipulation period of 5 years.

(f) Building Canada Fund:

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

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

6. Transfers from other governments (continued):

(f) Building Canada Fund (continued):

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

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

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

(g) Capstan Station funding:

On March 21, 2012, TransLink entered into a Funding Agreement with the City of Richmond ("CoR"), in relation to the design and construction of the Canada Line Capstan Station. The project was divided into three phases: preliminary design; detailed design; and construction. The CoR agreed to contribute funding for the three phases totaling \$25,316,600 (subject to inflationary adjustments). On December 16, 2019, TransLink received the total funding from the CoR and is required to complete the Project within 30-months of the date of receipt.

Accordingly, the Authority will recognize revenue as expenditures are incurred on the Project.

On December 15, 2020, TransLink entered into an additional agreement with the CoR, which entitled the Authority to receive \$3,000,000 to fund revised design elements of the station.

(h) Evergreen Line funding:

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

Accordingly, the Authority recognizes the revenue based on specified holding periods over the 25-year stipulation period.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

6. Transfers from other governments (continued):

(i) Golden Ears Bridge transfer for forgone toll revenue:

(i) Prior to March 31, 2022:

In August 2017, the Province announced the removal of tolls on the Golden Ears Bridge (the "GEB") effective September 1, 2017. On August 23, 2017, the Authority entered into an Agreement with the Province, to receive payments for forgone projected toll revenue to 2050, provided that the Authority does not charge users tolls for any new crossings and ensures the continued availability and operation of the GEB. The Authority recognized the funding as revenue if these conditions were met. This agreement was replaced with a new agreement effective March 31, 2022.

(ii) Effective March 31, 2022:

On March 31, 2022, TransLink entered into a new agreement with the Province to receive an upfront payment of \$2,000,000,000, as settlement for TransLink's forgone toll revenue for the period from April 1, 2022 to December 31, 2050. This Agreement replaces the previous Agreement dated August 23, 2017. The Agreement stipulates that TransLink not charge tolls to users of the GEB for any crossings and keep the GEB open and operational for public users, except for permitted closures specified in the Agreement. TransLink will be liable to repay the Province for the related portion of the upfront payment contingent upon if there are any defaults of the stipulations contained in the Agreement. The funding received was internally restricted for future operations and capital projects (note 3(a)). The Authority recognizes the funding as revenue over the period of the forgone toll revenue.

(j) Pandemic Relief funding:

In 2022, a Contribution Agreement was entered into to provide TransLink with \$176,000,000 to offset 2023-2025 losses caused by the pandemic.

In 2023, another Contribution Agreement was entered into to provide TransLink with an additional \$468,106,000 to offset 2023-2025 losses caused by the pandemic and higher than expected inflationary pressures and \$10,820,000 to fund free transit for youth aged 12 and under, with payments to be made by the 2024 and 2025 fiscal years. These amounts have been included in accounts receivable as at December 31, 2023.

Funding for the pandemic relief programs have been recognized as revenue in the year the related agreement was signed.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

6. Transfers from other governments (continued):

(k) Working capital balances:

	2023	2022
Trade accounts receivable	\$ 28,725	\$ 27,566
Due from Government of Canada	15,092	6,414
Due from Province of British Columbia	595,848	66,183
Due from regional districts	33,352	34,059
Due from other authorities	2,156	2,687
Accounts receivable	\$ 675,173	\$ 136,909

	2023	2022
Trade accounts payable and accrued liabilities	\$ 475,375	\$ 272,122
Due to Government of Canada	6,304	5,811
Due to Province of British Columbia	8,815	5,511
Due to regional districts	116,957	108,752
Due to other authorities	8,144	8,010
Accounts payable and accrued liabilities	\$ 615,595	\$ 400,206

(l) Transit revenues:

Included in transit revenues is \$17,425,000 (2022 - \$16,850,000) of contributions from the Province, to assist with administering the U-Pass BC program and to offset forgone transit revenue.

7. Golden Ears Bridge:

(a) Golden Ears Bridge contractor liability:

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

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

7. Golden Ears Bridge (continued):

(a) Golden Ears Bridge contractor liability (continued):

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

	2023	2022
Opening balance	\$ 999,512	\$ 1,013,077
Interest accretion on contractor liability to last payment date	67,438	66,268
Payments made	(83,547)	(79,833)
Ending balance	\$ 983,403	\$ 999,512

As the last monthly payment of the year was made on December 8, 2023, the interest accrual from December 9 to 31, 2023 of \$4,178,000 (2022 - \$4,153,000), is included in accounts payable and accrued liabilities.

Capital and interest payments to the GCGP commenced on substantial completion of the Project. The nominal (based on 2005 dollars) monthly blended capital and interest payments, prior to escalation for the Consumer Price Index ("CPI"), are \$4,792,000. The obligation to the GCGP bears interest at an effective rate of 6.70% per annum. The effective interest rate is the implicit interest rate, which establishes the net present value of the payment stream equal to the cost of the bridge, considering future payments adjusted by estimated inflation. The estimated payments in the next 5 years are as follows:

	Capital and interest	
2024	\$	82,929
2025		84,663
2026		86,356
2027		88,083
2028		89,845

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

7. Golden Ears Bridge (continued):

(b) Operating agreement with GCGP:

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

	OMR
2024	\$ 5,587
2025	5,698
2026	5,812
2027	5,929
2028	6,047

8. Canada Line:

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

(a) Deferred concessionaire credit:

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

	2023	2022
Opening balance	\$ 409,355	\$ 432,629
Less: amortization	(23,273)	(23,274)
Closing balance	\$ 386,082	\$ 409,355

(b) Operating commitments:

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

	Each 28-day period
January 2024 to December 2034	\$ 6,462
January 2035	5,289
February 2035 to July 2040	4,117

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

8. Canada Line (continued):

(b) Operating commitments (continued):

The total estimated base operating and maintenance payments, excluding taxes, to the concessionaire for each of the next 5 years adjusted for certain operational metrics and estimated inflation, are as follows:

2024	\$ 138,000
2025	140,000
2026	144,000
2027	147,000
2028	150,000

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

(c) Operating contributions:

The Province has committed to provide funding of \$1,478,000 for each 28-day period to March 2040 related to the Canada Line operating expenses, which is approximately \$19,200,000 per annum subject to quality and availability deductions. The funding received in 2023 was \$19,219,000 (2022 - \$19,205,000).

9. Pension plans and employee future benefits:

(a) Pension plans:

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

In addition to the PSPP, TSML contributes on behalf of its sworn members to the Municipal Pension Plan Group 5 ("MPP"), which is also a multi-employer defined benefit plan, together with other British Columbia public service employers, in accordance with the *Public Sector Pension Plans Act*.

The British Columbia Pension Corporation administers the PSPP and MPP pension benefits on behalf of the employers and the employees to whom the Act applies. The long-term funding of the PSPP and MPP is based on the level contribution method. Using this method, employer contribution rates are set out so that, in combination with member contributions, they will fully pay for benefits earned by the typical new entrants and will maintain the unfunded accrual liability ("UAL") for funding purposes, if any, as a constant percentage of employer payroll.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

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

(a) Pension plans (continued):

The actuary does not attribute portions of the UAL to individual employers. Contributions are expensed in the year when payments are made. Every three years, an actuarial valuation is performed to assess the financial position and the adequacy of funding. For the PSPP, the latest full actuarial valuation was carried out as at March 31, 2023 and resulted in a surplus of \$4,491,000,000. For the MPP, the latest full actuarial valuation was carried out as at December 31, 2021 and resulted in a surplus of \$3,761,000,000. The next valuation for PSPP will be as at March 31, 2026, with results available in 2027, and for MPP will be as at December 31, 2024 with results available in 2025.

In 2023, the Authority recorded total expense for pension contributions of \$64,643,000 (2022 - \$58,286,000).

(b) Employee future benefits:

(i) Post-retirement:

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

Dependent extended health premiums are provided to eligible MoveUp union retired employees of CMBC and the Authority and eligible Transit Police Professional Association retired employees of TSML.

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

In 2023, the total expense recorded in the consolidated financial statements for the post-retirement obligations under these plans amounts to \$2,438,000 (2022 - \$6,232,000).

(ii) Post-employment:

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

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

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

In 2023, the total expense recorded in these consolidated financial statements for the obligations under these plans amounts to \$2,222,000 (2022 - \$1,545,000).

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

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

(b) Employee future benefits (continued):

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

	Post- retirement benefits	Post- employment benefits	Total 2023	Total 2022
Accrued benefit obligation	\$ 89,970	\$ 23,773	\$ 113,743	\$ 87,656
Unamortized net actuarial gain	23,630	2,720	26,350	53,546
Accrued benefit liability	\$ 113,600	\$ 26,493	\$ 140,093	\$ 141,202

The accrued benefit liability is not funded.

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

	Post- retirement benefits	Post- employment benefits	Total 2023	Total 2022
Current period benefit cost	\$ 3,433	\$ 3,749	\$ 7,182	\$ 9,425
Plan amendment	-	-	-	23
Interest cost	3,242	923	4,165	3,131
Amortization of actuarial gains	(4,237)	(2,450)	(6,687)	(4,802)
Net expense	2,438	2,222	4,660	7,777
Actuarially determined payments	(1,869)	(3,900)	(5,769)	(4,799)
Change in accrued benefit liability \$	569	\$ (1,678)	\$ (1,109)	\$ 2,978

(v) The significant assumptions used are as follows:

	2023	2022
Discount rates	4.03% - 4.41%	4.15% - 4.65%
Expected health care cost trend rates	4.04% - 5.74%	4.00% - 5.79%

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

10. Deferred development cost charges:

The Authority collects development cost charges for the purpose of funding capital costs of eligible projects in the transportation service region. In accordance with the Act, these funds must be held in a separate reserve fund until the qualifying costs are incurred, at which time the amounts are recognized as revenue.

	2023	2022
Opening balance	\$ 15,132	\$ -
Contributions	42,068	40,290
Interest earned	449	-
Revenue recognized	(17,301)	(25,158)
Ending balance	\$ 40,348	\$ 15,132

Development cost charges are comprised of restricted cash and cash equivalents of \$11,667,000 (2022 - nil) and accrued receivables of \$28,681,000 (2022 - \$15,132,000).

11. Asset retirement obligations:

In the 2023 initial recognition year, asset retirement obligations of \$25,935,000 were recognized of which tangible capital assets was increased by \$23,615,000 and the remaining \$2,320,000 was expensed.

	Leasehold improvement	Other	Total 2023
Opening balance	\$ -	\$ -	\$ -
Initial recognition	24,156	1,779	25,935
Accretion expense	962	55	1,017
Ending balance	\$ 25,118	1,834	\$ 26,952

On initial recognition, the asset retirement obligation was measured at fair value, determined using the present value methodology with a discount rate of 4.03% and inflation rate of 2.00%. The estimated future settlement dates for the liabilities range from 1 to 86 years. The undiscounted liability at December 31, 2023 was \$41,147,000. During the year ended December 31, 2023, accretion of \$1,017,000 was recorded as interest expense.

The removal costs for certain leasehold improvements are not determinable as the amounts are subject to future negotiations.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

12. Tangible capital assets:

Cost	Balance, January 1, 2023	Additions, net of transfers	Disposals	Balance, December 31, 2023
Land	\$ 505,620	\$ 70,538	\$ (992)	\$ 575,166
Land improvements	58,329	7,506	-	65,835
Buildings	407,125	38,429	-	445,554
Bridges, guideways, stations, and tunnels	2,372,044	-	-	2,372,044
Other supporting systems	1,338,117	102,957	-	1,441,074
Vehicles and SeaBus	2,161,694	42,390	(6,354)	2,197,730
Equipment	979,845	170,157	(30,382)	1,119,620
Tangible capital projects-in-progress	763,605	205,185	-	968,790
	\$ 8,586,379	\$ 637,162	\$ (37,728)	\$ 9,185,813

Accumulated amortization	Balance, January 1, 2023	Amortization expense	Disposals	Balance, December 31, 2023
Land	\$ -	\$ -	\$ -	\$ -
Land improvements	(28,349)	(2,680)	-	(31,029)
Buildings	(160,289)	(12,549)	-	(172,838)
Bridges, guideways, stations, and tunnels	(311,261)	(27,191)	-	(338,452)
Other supporting systems	(465,311)	(54,183)	-	(519,494)
Vehicles and SeaBus	(1,216,301)	(111,387)	6,354	(1,321,334)
Equipment	(639,412)	(51,690)	30,323	(660,779)
Tangible capital projects-in-progress	-	-	-	-
	\$ (2,820,923)	\$ (259,680)	\$ 36,677	\$ (3,043,926)

Net book value	Balance, January 1, 2023	Balance, December 31, 2023
Land	\$ 505,620	\$ 575,166
Land improvements	29,980	34,806
Buildings	246,836	272,716
Bridges, guideways, stations, and tunnels	2,060,783	2,033,592
Other supporting systems	872,806	921,580
Vehicles and SeaBus	945,393	876,396
Equipment	340,433	458,841
Tangible capital projects in progress	763,605	968,790
	\$ 5,765,456	\$ 6,141,887

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

12. Tangible capital assets (continued):

Included in tangible capital assets is capital leased equipment with a net book value of \$nil (2022 - \$692,000).

Interest capitalized during the year amounted to \$21,000,000 (2022 - \$6,522,000).

(a) Expo and Millennium Line:

The Expo and Millennium Line guideways and related systems are leased/licensed from the Province for nominal proceeds and the Authority is responsible for operations and maintenance. As at December 31, 2023, the Authority has made leasehold improvements on the Expo and Millennium Line guideways with a net book value totaling \$385,672,000 (2022 - \$340,213,000). The Expo and Millennium line leases expire on January 31, 2025 and have further extension provisions. As the Authority expects to renew the leases, the improvements are capitalized and amortized over their expected useful lives and not the term of the leases.

(b) West Coast Express:

BCTFA leases to TransLink all its interests (owned and otherwise) with respect to the West Coast Express properties and infrastructure. As at December 31, 2023, the net book value of West Coast Express improvements totaled \$6,210,000 (2022 - \$6,600,000).

(c) Evergreen Line:

The Evergreen Line (an extension of the Millennium Line) links neighborhoods in Burnaby, Port Moody and Coquitlam and is operated by TransLink as part of the regional transportation network. The Evergreen Line is funded by the Government of Canada, BCTFA, TransLink and other partners. On October 31, 2016, the Evergreen Line was substantially completed and accordingly, a portion of the Evergreen Line infrastructure ("TransLink Evergreen Line Infrastructure") was transferred from BCTFA to TransLink including stations, guideway and the related systems east of Inlet Centre station (excluding Inlet Centre station) and the vehicle storage facility. As at December 31, 2023, the net book value of Evergreen Line guideways and system owned by TransLink, excluding SkyTrain vehicles, totaled \$289,997,000 (2022 - \$296,755,000).

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

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

12. Tangible capital assets (continued):

(d) Write-downs:

In 2023 there were no write-downs of tangible capital assets. In 2022, the Surrey-Newton-Guildford Light Rail Transit Project and Burrard Station Upgrade Project were cancelled and resulted in write-downs of tangible capital assets of \$44,875,000 and \$8,880,000, respectively.

13. Prepaid capital:

As the future operator of the Surrey Langley SkyTrain (“SLS”) and lessee of the SLS assets, TransLink has incurred \$30,745,000 (2022 - \$29,752,000) of capital expenditures for the assets that will be owned by the Province. The expenditures represent TransLink’s share of the SLS development costs. These costs were transferred from tangible capital assets to prepaid capital in 2022 once it was determined that the SLS assets would be owned by the Province.

14. Investment in partnerships:

The Broadway and Arbutus Project Limited Partnership (the “Partnership”) was established on April 25, 2022. The Partnership’s purpose is to deliver a mixed-use residential building at the corner of West Broadway and Arbutus. The Authority holds a 50% ownership of the Partnership through a wholly-owned subsidiary, TOD Investments Ltd. by way of land and cash contributions in exchange for Partnership units.

The limited partners do not exercise day-to-day management or control of the Partnership. Broadway and Arbutus GP Inc., as the general partner, is responsible for the decision-making for the Partnership. The Authority holds 50% ownership of Broadway and Arbutus GP Inc. through a wholly-owned subsidiary, TLRED Holdings Ltd.

Transactions and balances of these partnerships are proportionately consolidated into the Authority’s consolidated financial statements based on its 50% interest.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

14. Investment in partnerships (continued):

(a) Broadway and Arbutus Project Limited Partnership:

The Partnership's summarized financial statements are as follows:

Statement of financial position	2023	2022
Assets:		
Cash	\$ 388	\$ 1,220
Receivables and prepaid expenses	21	32
Properties under development	40,204	39,198
Total assets	\$ 40,613	\$ 40,450
Liabilities:		
Payables and deposits	\$ 84	\$ 60
Partners' equity	40,529	40,390
Total liabilities and partners' equity	\$ 40,613	\$ 40,450

Statement of operations	Year ended December 31, 2023	For the period from inception to December 31, 2022
Revenues	\$ 262	\$ 120
Operating expenses	123	57
Net income	\$ 139	\$ 63

(b) Broadway and Arbutus GP Inc.:

There were no significant balances or transactions related to Broadway and Arbutus GP Inc. for the 2023 and 2022 fiscal years, and therefore, there are no significant impacts on the Authority's consolidated financial statements.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

15. Commitments and contingencies:

(a) Operating leases:

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

2024	\$	26,068
2025		22,360
2026		20,241
2027		19,578
2028		19,625
	\$	107,872

Included in the payment schedule above are certain commitments that extend beyond 2028. Significant commitments beyond 2028 are as follows:

(i) The Authority has a premise lease, with the Brewery District Investments Ltd., for the head office of TransLink and TSML which ends in 2033. The monthly commitment for basic rent and operating costs subsequent to year 2028 ranges from \$875,000 to \$905,000, respectively.

(b) WCE - lease and operating commitments:

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

The following summarizes the WCE operating commitments:

2024	\$	17,253
2025		13,288
2026		1,191
	\$	31,732

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

The Authority has a contract, with Cubic Transportation Systems Inc. ("Cubic"), to operate its transit fare system. During the year, the Authority exercised its option to extend the contract with Cubic for an additional 5 years ending December 31, 2030.

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

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

15. Commitments and contingencies (continued):

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

The projected base payments based on estimated inflation are as follows:

2024	\$	17,208
2025		17,872
2026		18,453
2027		19,204
2028		19,906
	\$	92,643

The fixed monthly base payments range from \$1,686,000 to \$1,754,000 for 2029 to 2030. Additionally, an amount of \$9,812,000 is payable in 2030, the final year.

(d) MRN Capital Funding:

The Authority has signed several funding agreements with municipalities for major MRN projects. As at December 31, 2023, the MRN capital infrastructure contributions committed and not paid is \$174,756,000 (2022 - \$160,698,000). This amount will be paid to the municipalities upon completion of their projects.

(e) Lawsuits and claims:

As at December 31, 2023, a number of lawsuits and claims, arising in the ordinary course of business, have been initiated against the Authority. Management is of the opinion that sufficient provisions net of any recoveries have been recorded in the consolidated financial statements for any lawsuits and claims made against the Authority, except as noted below.

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

- A class action lawsuit filed by Cambie area merchants, where no specific amount has been claimed at this time. The main claims from the merchants are for damages in the tort of nuisance which were dismissed in 2015. The courts have only allowed claims of a lesser value, specifically for injurious affection to property interests, to be advanced by the merchants. After various legal proceedings over a number of years, the parties are now engaged in settlement discussions toward a final resolution. Approximately 40 claims may be advanced. The amount of these claims cannot be estimated at this time.
- A lawsuit filed by a number of the Cambie area merchants, where no specific amount has been claimed at this time.
- Two additional lawsuits, each filed by individual Cambie area merchants, where no specific amounts have been claimed at this time.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

15. Commitments and contingencies (continued):

(e) Lawsuits and claims (continued):

(ii) A proposed class action lawsuit and labor grievances have been filed against the Authority or its subsidiaries in relation to the data breach resulting from the cyberattack in 2020 against the Authority. The certification application in the proposed class action lawsuit was heard by the court in December 2022 and its decision was rendered in June 2023, denying certification of the class action. The plaintiffs appealed the decision and the appeal hearing occurred in January 2024. The Court of Appeal's decision was reserved. The Authority believes that the outcome of the claims and a reasonable estimate of any potential losses cannot be determined at this time and therefore, no provisions have been recorded in the consolidated financial statements.

(f) Other capital and inventory commitments:

As at December 31, 2023, \$1,174,330,000 (2022 - \$1,039,891,000) has been contractually committed for other capital projects and inventory.

(g) Letters of credit:

As at December 31, 2023, the Authority has issued letters of credit to the Receiver General of Canada and several municipalities totaling \$5,719,000 (2022 - \$3,620,000) which expire in 2024.

(h) Broadway and Arbutus Project Limited Partnership:

The Partnership agreed to act as a guarantor on \$13,500,000 of land financing undertaken by the non-TransLink limited partners. The Partnership, Broadway and Arbutus GP Inc., the Authority and TOD Investments Ltd. are indemnified from the responsibilities of this guarantee.

The Partnership has also assumed a commitment to compensate the original owner of one of the project land parcels, should a certain level of additional density be obtained as part of the rezoning process for the project.

16. Contractual rights:

The Authority is entitled to future revenues based on contracts and agreements it has entered into by year-end to fund operating costs and capital expansion. These include but are not limited to funding agreements for ICIP, U-Pass BC program and Canada Line.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

16. Contractual rights (continued):

The following summarizes the amounts receivable expected under all such contracts and agreements over the next 5 years:

2024	\$ 403,336
2025	263,954
2026	57,931
2027	31,065
2028	24,093
	<hr/>
	\$ 780,379

The annual amounts beyond 2028 range from \$1,843,000 to \$20,217,000 until 2041.

17. Statement of cash flows:

	2023	2022
Non-cash changes to operations:		
Amortization of tangible capital assets	\$ 259,680	\$ 250,019
Amortization of bond premium	(2,933)	(2,961)
Amortization of deferred concessionaire credit	(23,273)	(23,274)
Amortization of deferred government transfers	(217,154)	(215,065)
Amortization of deferred lease inducements, net of additions	(192)	(1,035)
Interest accretion on contractor liability	67,438	66,268
Interest accretion on asset retirement obligations	1,017	-
Gain on disposal of tangible capital assets	(8,085)	(1,748)
Write-down of tangible capital assets	-	53,755
Sinking fund interest held by MFA	(24,019)	(24,263)
	<hr/>	<hr/>
	\$ 52,479	\$ 101,696

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

17. Statement of cash flows (continued):

	2023	2022
Changes in non-cash operating working capital:		
Decrease (increase) in accounts receivable	\$ (538,264)	\$ 22,298
Decrease in loan receivable	-	131,060
Increase in supplies inventory	(31,299)	(6,149)
Increase in prepaid capital	(993)	-
Increase in property under development	(503)	(1,864)
Decrease (increase) in prepaid expenses	(778)	38
Increase in accounts payable and accrued liabilities	215,389	35,748
Increase in deferred development cost charges	25,216	15,132
Increase in deferred revenue and deposits	9,099	9,197
Increase (decrease) in employee future benefits	(1,109)	2,978
	<u>\$ (323,242)</u>	<u>\$ 208,438</u>

18. Financial instruments:

(a) Credit, interest, price and foreign exchange risk:

Unless otherwise noted, it is management's opinion that the Authority has not been exposed to any significant credit or interest rate risks as a result of its financial instruments.

The Authority is exposed to minimal credit risk as the majority of its accounts receivables are due from government sources.

Interest rate risk related to the Authority's debt will be subject to the market interest rates at the date of refinancing, but this risk is mitigated by spreading maturities of borrowings over multiple years and also regularly making contributions to sinking funds in order to repay all long-term bullet debt over a pre-determined amortization period.

The fair value of the Authority's restricted investments in fund units is impacted by changes in interest rates and changes in market prices. Risks related to the fund units is managed through the Authority's investment policy.

The Authority's operations are all based in Canada and exposure to foreign exchange fluctuations is not significant.

There has been no change to any of the long-term risk exposures from 2023.

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

18. Financial instruments (continued):

(b) Fair values:

The fair values of certain debt and assets are represented in the table below. Management considers the carrying value of all financial instruments to approximate their fair value, except as noted below.

2023	Fair values	Amortized cost
Restricted investments:		
Government transfers for capital projects - bonds	\$ 250,385	\$ 263,544
Self-administered sinking funds - bonds	455,190	496,475
TPCC - bonds	30,481	31,423
Fund units:		
Bond	443,139	436,409
Public equity	302,187	296,849
Mortgages	49,573	50,276
Real estate	44,585	53,671
Private equity	825	851
Private debts	32,014	29,227
<hr/>		
2022	Fair values	Amortized cost
Restricted investments:		
Government transfers for capital projects - bonds	\$ 265,470	\$ 288,584
Self-administered sinking funds - bonds	427,758	486,886
TPCC - bonds	26,687	28,629

19. Taxation revenue:

	2023	2022
Property tax	\$ 463,133	\$ 437,922
Fuel tax	390,524	424,534
Parking rights tax	83,757	74,970
Hydro levy	23,080	22,657
Replacement tax	17,918	17,993
	<hr/>	<hr/>
	\$ 978,412	\$ 978,076

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

20. Segmented information:

(a) Bus operations:

Fixed route bus services, SeaBus service and custom transit are delivered through CMBC and various contractors that operate the Community Shuttle routes, West Vancouver Blue Bus, and HandyDART. The Bus operations represent the operating costs and the allocated amortization and interest costs.

(b) Corporate operations:

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

(c) Rail operations:

Automated light rail and commuter train services are provided by BCRTC and WCE, and through the concession agreement for the Canada Line. The Rail operations represent the operating costs and the allocated amortization and interest costs.

(d) Roads and bridges:

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

(e) Transit Police:

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

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

20. Segmented information (continued):

	2023					Total
	Bus operations	Corporate operations	Rail operations	Roads and bridges	Transit Police	
Revenues:						
Taxation	\$ -	\$ 978,412	\$ -	\$ -	\$ -	\$ 978,412
Transit	-	671,560	-	-	-	671,560
Government transfers	-	715,668	-	-	-	715,668
Investment income	-	192,228	-	-	-	192,228
Amortization of deferred concessionaire credit	-	-	23,273	-	-	23,273
Development cost charges	-	17,301	-	-	-	17,301
Miscellaneous revenue	11,755	5,058	785	1,213	1,155	19,966
Gain (loss) on disposal of tangible capital assets	-	8,190	(105)	-	-	8,085
	11,755	2,588,417	23,953	1,213	1,155	2,626,493
Expenses:						
Administration	23,500	27,640	9,865	53	4,300	65,358
Capital infrastructure contributions	-	-	-	76,433	-	76,433
Contracted services	92,070	16,835	141,361	7,385	2	257,653
Fuel and power	72,373	-	17,047	-	-	89,420
Insurance	15,335	539	7,070	1,418	122	24,484
Maintenance, materials, and utilities	95,932	2,270	71,988	58,034	1,881	230,105
Professional and legal	4,096	30,755	3,931	6,221	431	45,434
Rentals, leases and property tax	23,036	9,879	1,828	97	2,837	37,677
Salaries, wages and benefits	619,195	71,227	151,861	1,475	43,133	886,891
Expenses before amortization and interest	945,537	159,145	404,951	151,116	52,706	1,713,455
Amortization of tangible capital assets	117,753	23,670	92,978	23,633	1,646	259,680
Interest	50,769	11,230	40,098	77,653	705	180,455
	168,522	34,900	133,076	101,286	2,351	440,135
	1,114,059	194,045	538,027	252,402	55,057	2,153,590
Surplus (deficit) for the year	\$ (1,102,304)	\$ 2,394,372	\$ (514,074)	\$ (251,189)	\$ (53,902)	\$ 472,903

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

20. Segmented information (continued):

	2022					Total
	Bus operations	Corporate operations	Rail operations	Roads and bridges	Transit Police	
Revenues:						
Taxation	\$ -	\$ 978,076	\$ -	\$ -	\$ -	\$ 978,076
Transit	-	552,624	-	-	-	552,624
Government transfers	-	427,136	-	-	-	427,136
Investment income	-	109,064	-	-	-	109,064
Amortization of deferred concessionaire credit	-	-	23,274	-	-	23,274
Development cost charges	-	25,158	-	-	-	25,158
Miscellaneous revenue	9,015	6,250	839	20	1,303	17,427
Gain (loss) on disposal of tangible capital assets	-	1,832	(84)	-	-	1,748
	9,015	2,100,140	24,029	20	1,303	2,134,507
Expenses:						
Administration	21,986	22,436	7,195	27	3,149	54,793
Capital infrastructure contributions	-	-	-	60,666	-	60,666
Contracted services	78,890	15,903	135,830	5,960	-	236,583
Fuel and power	74,365	-	15,631	-	-	89,996
Insurance	16,555	446	6,843	1,358	88	25,290
Maintenance, materials, and utilities	83,458	3,384	56,289	38,137	1,614	182,882
Professional and legal	3,372	24,001	3,524	1,847	231	32,975
Rentals, leases and property tax	18,489	15,337	1,808	104	2,852	38,590
Salaries, wages and benefits	563,395	56,718	136,430	1,316	40,136	797,995
Write-down of tangible capital assets	-	53,755	-	-	-	53,755
Expenses before amortization and interest	860,510	191,980	363,550	109,415	48,070	1,573,525
Amortization of tangible capital assets	123,871	17,310	86,761	21,649	428	250,019
Interest	56,940	7,952	39,875	76,395	195	181,357
	180,811	25,262	126,636	98,044	623	431,376
	1,041,321	217,242	490,186	207,459	48,693	2,004,901
Surplus (deficit) for the year	\$ (1,032,306)	\$ 1,882,898	\$ (466,157)	\$ (207,439)	\$ (47,390)	\$ 129,606

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

Notes to Consolidated Financial Statements (continued)

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

Year ended December 31, 2023

21. Comparative information:

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

TO: Board of Directors

FROM: Christine Dacre, Chief Financial Officer
Olga Kuznetsova, Vice President, Financial Services
Mark Langmead, Director, Compass Operations

DATE: February 21, 2024

SUBJECT: Transit Tariff Amendment – Effective July 1, 2024

PROPOSED RESOLUTIONS:

That the TransLink Board of Directors:

1. Introduces and reads a first, second and third time the *South Coast British Columbia Transportation Authority Tariff Bylaw Number 154-2024*, attached to this report as Attachment 1, effective July 1, 2024; and
2. Reconsiders and finally adopts the *South Coast British Columbia Transportation Authority Tariff Bylaw Number 154-2024*.

EXECUTIVE SUMMARY

This report seeks the Board's approval to implement the 2024 fare increase contemplated in the 2022 Investment Plan. With the support from the Province through the BC Safe Restart Agreement in September 2020, the annual fare increases are limited to 2.3% on average per year over 2021-2024. These lower fare increases support affordability of fares for TransLink's customers and Provincial economic recovery objectives. On July 1, 2021, July 1, 2022 and July 1, 2023, TransLink increased the fare rates by an average of 2.3% per year with respect to all fare products consistent with the Agreement.

An amendment to remove the requirement that children must be accompanied by a passenger possessing Proof of Payment when travelling on Conventional SkyTrain, SeaBus or West Coast Express (WCE) is also included in this Transit Tariff as well as a minor housekeeping item.

PURPOSE

The purpose of this report is for the Board to amend and adopt the *South Coast British Columbia Transportation Authority Transit Tariff* (the "Transit Tariff") to implement the 2024 fare increase effective July 1, 2024, according to the 2022 Investment Plan.

BACKGROUND

Pursuant to the terms of the Province BC Safe Restart Agreement, TransLink has: (i) cancelled the previously planned July 1, 2020 fare increase, (ii) lowered the July 1, 2021 fare increase compared to that contemplated in the Phase Two 2018 Investment Plan, and (iii) limited the increase to an average of 2.3% on July 1, 2022 and July 1, 2023, as approved in the 2022 Investment Plan. According to the

terms of BC Safe Restart Agreement, annual fare increases are limited to 2.3% on average until end of 2024.

Accompanied requirement for children 12 and under travelling on SkyTrain, SeaBus and WCE

In April 2021, the Provincial government announced that children aged 12 and under would no longer be required to pay for public transportation starting September 1, 2021. Changes to the Transit Tariff were made on September 1, 2021, to provide that children are not required to possess Proof of Payment on buses but were still required to be accompanied by a passenger possessing Proof of Payment if travelling on SkyTrain, SeaBus or WCE.

DISCUSSION

This Transit Tariff amendment incorporates an average 2.3% increase to the regular and discounted fares effective July 1, 2024, as set out in the transit fare rate schedules in the 2022 Investment Plan and detailed in the “Transit Fare Rate Summary” table below. There is an exception to the WCE concession 3-Zone Stored Value rate, which has been increased to closer align with the conventional system 3-Zone Stored Value amounts. This increase was included in the 2022 Investment Plan.

The WCE concession 3-Zone Stored Value rate is less than the equivalent 3-Zone conventional fare. This is inconsistent with other WCE fare products where the fare rates for travelling across the same number of zones is higher than or equal to conventional transit. To correct this inconsistency while minimizing the impact to customers, WCE concession 3-Zone Stored Value rates will increase by 4.8% (nominal \$0.20) in 2024. This will result in the WCE concession 3-Zone Stored Value rate being equal to the conventional rate following this Transit Tariff change. The estimated customer and revenue impact is minimal because the usage of these products is quite low.

The table below illustrates the 2023 fare rate and the proposed 2024 fare rate for the concession 3-Zone stored value rate.

Fare Product (Stored Value)	Effective July 1, 2023		Effective July 1, 2024 (proposed)	
	Conventional Transit	WCE	Conventional Transit	WCE
Concession 3-Zone	\$4.25	\$4.15	\$4.35	\$4.35

Accompanied requirement for children 12 and under travelling on SkyTrain, SeaBus and WCE

Management recommends removing the requirement that children 12 and under be accompanied by a passenger possessing Proof of Payment when travelling on SkyTrain, SeaBus or WCE. The accompanied requirement on buses was previously removed when implementing the Free Ride for 12 & Under program in September 2021. The accompanied requirement was however maintained on SkyTrain, SeaBus and WCE because of the potential safety concerns, however in recent years, operational processes and safety protocols have been reviewed and enhanced to support children travelling on the transit system without accompanying passengers. Customer education has also been provided to schools to support teachers and students on how to travel on the transit system.

Housekeeping

The former HandyDART Operator, FirstCanada ULC, was acquired by the Transdev Group in 2023. The Transit Tariff is updated to reflect the change of the HandyDART Operator which is now First Transit Canada Inc.

The proposed Transit Tariff amendment set out in Bylaw Amendment 154-2024 included as Attachment 1, is to be effective July 1, 2024. A blacklined version of the proposed July 1, 2024 Transit Tariff, compared to the current July 1, 2023 Transit Tariff, is included as Attachment 2 for reference.

Transit Fare Rate Summary

REGULAR, SHORT TERM FARE			2023	2024	nominal increase	percentage increase
Conventional Transit						
Cash / Compass Ticket	Adult	1-Zone	\$3.15	\$3.20	\$0.05	1.59%
		2-Zone	\$4.55	\$4.65	\$0.10	2.20%
		3-Zone	\$6.20	\$6.35	\$0.15	2.42%
	Concession	1-Zone	\$2.10	\$2.15	\$0.05	2.38%
		2-Zone	\$3.10	\$3.15	\$0.05	1.61%
		3-Zone	\$4.25	\$4.35	\$0.10	2.35%
Daypass	Adult	All zones	\$11.25	\$11.50	\$0.25	2.22%
	Concession	All zones	\$8.85	\$9.05	\$0.20	2.26%
	Canada Line YVR AddFare		\$5.00	\$5.00	\$0.00	0.00%
Custom Transit						
Cash / Compass Ticket	Adult	All Zones	\$3.15	\$3.20	\$0.05	1.59%
	Concession	All Zones	\$2.10	\$2.15	\$0.05	2.38%
Daypass	Adult	All Zones	\$11.25	\$11.50	\$0.25	2.22%
	Concession	All Zones	\$8.85	\$9.05	\$0.20	2.26%
DISCOUNTED, SHORT TERM FARE						
Conventional Transit						
Compass Card Single Trip (Stored Value)	Adult	1-Zone	\$2.55	\$2.60	\$0.05	1.96%
		2-Zone	\$3.75	\$3.85	\$0.10	2.67%
		3-Zone	\$4.80	\$4.90	\$0.10	2.08%
	Concession	1-Zone	\$2.10	\$2.15	\$0.05	2.38%
		2-Zone	\$3.10	\$3.15	\$0.05	1.61%
		3-Zone	\$4.25	\$4.35	\$0.10	2.35%
Custom Transit						
FareSaver / Compass Card Single Trip (Stored Value)	Adult	All Zones	\$2.55	\$2.60	\$0.05	1.96%

Concession	All Zones	\$2.10	\$2.15	\$0.05	2.38%
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NON-SHORT TERM FARES

Conventional Transit Monthly Pass

Adult	1-Zone	\$104.90	\$107.30	\$2.40	2.29%
	2-Zone	\$140.25	\$143.50	\$3.25	2.32%
	3-Zone	\$189.45	\$193.80	\$4.35	2.30%
Concession	All Zones	\$59.95	\$61.35	\$1.40	2.34%

Custom Transit

Adult	All Zones	\$104.90	\$107.30	\$2.40	2.29%
Concession	All Zones	\$59.95	\$61.35	\$1.40	2.34%

TRANSIT FARE RATES – WEST COAST EXPRESS

SHORT TERM FARE PRODUCTS

			2023	2024	nominal increase	percentage increase
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One-Way Compass Ticket (Cash)	Adult	1/2-Zone	\$6.20	\$6.35	\$0.15	2.42%
		3-Zone	\$8.05	\$8.25	\$0.20	2.48%
		4-Zone	\$9.85	\$10.10	\$0.25	2.54%
		5-Zone	\$13.40	\$13.70	\$0.30	2.24%
	Concession	1/2-Zone	\$3.75	\$3.85	\$0.10	2.67%
		3-Zone	\$4.75	\$4.85	\$0.10	2.11%
		4-Zone	\$6.15	\$6.30	\$0.15	2.44%
		5-Zone	\$8.30	\$8.50	\$0.20	2.41%
Return Compass Ticket (Cash)	Adult	1/2-Zone	\$11.75	\$12.00	\$0.25	2.13%
		3-Zone	\$15.55	\$15.90	\$0.35	2.25%
		4-Zone	\$19.00	\$19.45	\$0.45	2.37%
		5-Zone	\$25.40	\$26.00	\$0.60	2.36%
	Concession	1/2-Zone	\$7.45	\$7.60	\$0.15	2.01%
		3-Zone	\$9.60	\$9.80	\$0.20	2.08%
		4-Zone	\$12.00	\$12.30	\$0.30	2.50%
		5-Zone	\$16.30	\$16.65	\$0.35	2.15%

DISCOUNTED, SHORT TERM FARES

One-Way Compass Card (Stored Value)	Adult	1/2-Zone	\$5.20	\$5.30	\$0.10	1.92%
		3-Zone	\$6.80	\$6.95	\$0.15	2.21%
		4-Zone	\$8.35	\$8.55	\$0.20	2.40%
		5-Zone	\$11.25	\$11.50	\$0.25	2.22%
	Concession	1/2-Zone	\$3.10	\$3.15	\$0.05	1.61%

Return Compass Card (Stored Value)	Adult	3-Zone	\$4.15	\$4.35	\$0.20	4.82%
		4-Zone	\$5.10	\$5.20	\$0.10	1.96%
		5-zone	\$6.90	\$7.05	\$0.15	2.17%
		1/2-Zone	\$11.50	\$11.75	\$0.25	2.17%
		3-Zone	\$14.70	\$15.05	\$0.35	2.38%
	Concession	4-Zone	\$18.20	\$18.60	\$0.40	2.20%
		5-Zone	\$24.35	\$24.90	\$0.55	2.26%
		1/2-Zone	\$7.20	\$7.35	\$0.15	2.08%
		3-Zone	\$9.10	\$9.30	\$0.20	2.20%
		4-Zone	\$11.50	\$11.75	\$0.25	2.17%
		5-Zone	\$15.55	\$15.90	\$0.35	2.25%

NON- SHORT TERM FARES

Monthly Pass	Adult	1/2-Zone	\$169.95	\$173.85	\$3.90	2.29%
		3-Zone	\$222.70	\$227.80	\$5.10	2.29%
		4-Zone	\$268.70	\$274.90	\$6.20	2.31%
		5-Zone	\$366.95	\$375.40	\$8.45	2.30%
	Concession	1/2-Zone	\$103.90	\$106.30	\$2.40	2.31%
		3-Zone	\$137.55	\$140.70	\$3.15	2.29%
		4-Zone	\$169.40	\$173.30	\$3.90	2.30%
		5-Zone	\$236.90	\$242.35	\$5.45	2.30%

CONCLUSION

It is recommended that the Board approve and adopt the South Coast British Columbia Transportation Authority 2021 Tariff Bylaw Number **154-2024**.

ATTACHMENTS

Attachment 1: South Coast British Columbia Transportation Authority 2021 Tariff Bylaw Number 154-2024

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

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY
BYLAW NUMBER 154-2024

A bylaw to amend the South Coast British Columbia Transportation Authority
2021 Tariff Bylaw Number 140-2021

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 154-2024.”
2. The South Coast British Columbia Transportation Authority 2021 Tariff Bylaw Number 140-2021 is amended as follows:
 - (a) Item 6 on page 2 is amended by deleting “FirstCanada ULC” and replacing it with “First Transit Canada Inc.”;
 - (b) Part B - Terms and Conditions is amended to delete Section 5(i) and replace it with the following:
 - “(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:
 - (i) Children as set out in Table “2” (Exemptions) of Appendix “2” are not required to Tap In and may proceed through a Fare Gate with a fare paying passenger who has Tapped In and possesses sufficient Proof of Payment, or otherwise as permitted by TransLink, and
 - (ii) Attendants 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.”;

- (c) Appendix “2” - Fare Media: Fares and Proof of Payment attached to this Bylaw as Schedule 1 replaces the Appendix “2” attached to the South Coast British Columbia Transportation Authority 2021 Tariff Bylaw Number 140-2021.

3. This Bylaw comes into force and takes effect on July 1, 2024.

READ A FIRST, SECOND AND THIRD TIME this 27th day of March, 2024.

RECONSIDERED, PASSED AND FINALLY ADOPTED this 27th day of March, 2024.

Lorraine Cunningham, Chair

Jennifer Breeze, 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			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
<i>Conventional Transit (3 Zones)</i>								
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 on Conventional Transit and WCE through all Zones, not valid for HandyDART			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 \$11.50		No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	\$3.20 credit toward WCE applicable fare	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 \$9.05		No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	\$2.15 credit toward WCE applicable fare	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 on Conventional Transit and WCE through all Zones, valid for Eligible HandyDART Users on HandyDART			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	\$6.35	\$3.20	No	Valid for unlimited travel on Conventional Transit through all Zones during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	\$3.20 credit toward WCE applicable fare	Add-Fare required**	

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 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	Bus Service: All Zones 1 Zone FareSaver - 1 yellow ticket (book of 10, \$26.00) 2 Zone FareSaver – 1 red ticket (book of 10, \$38.50) 3 Zone FareSaver – 1 green ticket (book of 10, \$49.00) (No longer available for sale but accepted as valid Proof of Payment on Bus Service)	No	Valid for unlimited travel on Conventional Bus through all Zones during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	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			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 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	Bus Service: All Zones – 1 brown ticket (book of 10, \$21.50)	No	Valid for unlimited travel on Conventional Bus through all Zones during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	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			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 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 on Conventional Transit through all Zones, not valid for HandyDART		Eligible for WCE Concession fare	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 on Conventional Transit and WCE through all Zones for the specified date, valid for Eligible HandyDART Users on HandyDART			No Add-Fare required
Monthly Pass (Adult) on Compass Card* (calendar month)	Purchaser who holds a valid Monthly Pass (Adult)	Bus Service: All Zones - \$107.30 per month	Bus Service: All Zones - \$107.30 per month	Yes	Valid for unlimited travel on Conventional Bus through all Zones,	Valid for unlimited travel through 1 Zone	\$3.20 credit toward WCE applicable fare	No Add-Fare required

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

		Conventional SkyTrain and SeaBus: 1 Zone - \$107.30 2 Zones - \$143.50 3 Zones - \$193.80 per month	Conventional SkyTrain and SeaBus: All Zones - \$107.30 per month		valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through the number of Zones paid for		
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 - \$61.35 per month		Yes	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART		\$2.15 credit toward WCE applicable fare	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 \$7.45 per pass (if > 500 passes purchased per day); \$6.45 per pass (if > 5,000 purchased per day)		No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART		\$3.20 credit toward WCE applicable fare	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	No Add-Fare required

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 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)	Bus Service: Cash or Contactless Payment: All Zones \$3.20	Bus Service: Cash or Contactless Payment: All Zones \$3.20	No	Valid for unlimited travel on Conventional Bus through all Zones during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through 1 Zone during the Hours paid for	Cash or Contactless Payment: \$3.20 credit toward WCE applicable fare	Bus Service: No Add-Fare required
		Bus Service: Stored Value ¹ : All Zones \$2.60	Bus Service: Stored Value ¹ : All Zones \$2.60				Stored Value: \$2.60 credit toward WCE applicable fare	
		Conventional SkyTrain and SeaBus: Cash or Contactless Payment: 1 Zone \$3.20 2 Zones \$4.65 3 Zones \$6.35	Conventional SkyTrain and SeaBus: Cash or Contactless Payment: All Zones \$3.20			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**	
		Conventional SkyTrain and SeaBus: Stored Value ¹ : 1 Zone \$2.60 2 Zones \$3.85 3 Zones \$4.90	Conventional SkyTrain and SeaBus: Stored Value ¹ : All Zones \$2.60				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			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 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)	Bus Service: Cash: All Zones \$2.15	Bus Service: Cash: All Zones \$2.15	No	Valid for unlimited travel on Conventional Bus through all Zones during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through 1 Zone during the Hours paid for	Cash: \$2.15 credit toward WCE applicable fare	Bus Service: No Add-Fare required
		Bus Service: Stored Value: All Zones \$2.15	Bus Service: Stored Value: All Zones \$2.15				Stored Value: \$2.15 credit toward WCE applicable fare	
		Conventional SkyTrain and SeaBus: Cash: 1 Zone \$2.15 2 Zones \$3.15 3 Zones \$4.35	Conventional SkyTrain and SeaBus: Cash: All Zones \$2.15				Valid for unlimited travel during the Hours and through the number of Zones paid for	
		Conventional SkyTrain and SeaBus: Stored Value: 1 Zone \$2.15 2 Zones \$3.15 3 Zones \$4.35	Conventional SkyTrain and SeaBus: Stored Value: All Zones \$2.15				Conventional SkyTrain and SeaBus: Stored Value: Add-Fare required**	
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 \$3.20 (cash only)	All Zones \$3.20 (cash only)	No	Valid for unlimited travel on Conventional Bus during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	Not Valid	Not valid	Not Valid

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transfer-ability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
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 \$2.15 (cash only)	All Zones \$2.15 (cash only)	No	Valid for unlimited travel on Conventional Bus during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	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 on Conventional Bus during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel during the Hours and through the number of Zones paid for		Add-Fare required**
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 on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART		Valid toward purchase of a WCE Monthly U-Pass or \$3.20 credit toward WCE applicable fare	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 on Conventional Transit and WCE through all Zones, valid for Eligible HandyDART Users on HandyDART			No Add-Fare required
<i>West Coast Express (WCE) Service (5 Zones)</i>								

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
WCE Monthly Pass (Adult) on Compass Card* (calendar month)	Purchaser who holds a valid WCE Monthly Pass (Adult)	1 or 2 Zones - \$173.85 ¹ , 3 Zones - \$227.80 ¹ , 4 Zones - \$274.90 ¹ , 5 Zones - \$375.40 ¹	Yes	Valid for unlimited travel on Conventional Bus through all Zones, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through the number of Zones paid for		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 - \$106.30 ¹ , 3 Zones - \$140.70 ¹ , 4 Zones - \$173.30 ¹ , 5 Zones - \$242.35 ¹	Yes	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART		Valid for unlimited travel through the number of Zones paid for	No Add-Fare required	
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 - \$109.50 per month ¹ .	No	Valid for unlimited travel on Conventional Transit and WCE through all Zones, valid for Eligible HandyDART Users on HandyDART			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 - \$6.35 3 Zones - \$8.25 4 Zones - \$10.10 5 Zones - \$13.70 Stored Value ¹ : 1 or 2 Zones: \$5.30 3 Zones: \$6.95 4 Zones: \$8.55 5 Zones: \$11.50	No	Valid for unlimited travel on Conventional Transit through all Zones during the hours paid for, valid for Eligible HandyDART Users on HandyDART		Valid for unlimited travel in one direction through the number of Zones paid for	Add-Fare required**	

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
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 - \$3.85 3 Zones - \$4.85 4 Zones - \$6.30 5 Zones - \$8.50	No	Valid for unlimited travel on Conventional Transit through all Zones during the hours paid for, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel in one direction through the number of Zones paid for	Add-Fare required**		
		Stored Value ¹ : 1 or 2 Zones: \$3.15 3 Zones: \$4.35 4 Zones: \$5.20 5 Zones: \$7.05						
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 - \$12.00 3 Zones - \$15.90 4 Zones - \$19.45 5 Zones - \$26.00	No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through the number of Zones paid for	No Add-Fare required		
		Stored Value: 1 or 2 Zones: \$11.75 3 Zones: \$ 15.05 4 Zones: \$18.60 5 Zones: \$24.90						
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 - \$7.60 3 Zones - \$9.80 4 Zones - \$12.30 5 Zones - \$16.65	No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through the number of Zones paid for	No Add-Fare required		
		Stored Value: 1 or 2 Zones: \$7.35 3 Zones: \$9.30 4 Zones: \$11.75 5 Zones: \$15.90						

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 Bus Service 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 Bus Service.

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	None	Exempt from fare payment		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

**SOUTH COAST BRITISH COLUMBIA
TRANSPORTATION
AUTHORITY**

(TRANSLINK)

TRANSIT TARIFF

| Effective July 1, ~~2023~~2024

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, 54B - 601 West Cordova Street, Vancouver
6. HandyDART Operator – First Transit Canada ULC Inc., 17535 - 55B Avenue, Surrey
7. TransLink Website: www.translink.ca

GENERAL

All persons using TransLink's transit system must comply with this Tariff. This includes, but is not limited to, the requirement to pay sufficient fare and possess valid fare media / proof of payment at all times while in a fare paid zone as more specifically set out herein. Any individual failing to comply with the terms and conditions contained in this Tariff may be subject to fines or any other measures or consequences available to TransLink.

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PART A - Definitions

In this Transit Tariff, the following terms will have the following meanings:

Add-Fare	Additional fare amount equivalent to the difference in fares as set out in Appendix “2” of this Tariff.
Adult	Person who is not a Child, Youth or Senior.
Adult Fare	Fare required to: <ul style="list-style-type: none"> (i) obtain the Single Fare (Adult) required to travel on Conventional Transit and HandyDART 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”; and (iii) 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.
Bus Service	Conventional Bus and HandyDART service provided by or on behalf of TransLink.
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 for travel on Bus Service. This single use transfer will allow a passenger to transfer between Bus Service 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 12 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 Bus Service to the WCE Mission station in the District of Mission and which is subject to the Compass Card Terms and Conditions of Use.
Compass Card Terms and Conditions of Use	The Compass Card Terms and Conditions of Use as amended from time to time by TransLink in its absolute discretion, a copy of which is posted on TransLink’s website at www.translink.ca .

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Compass Customer Service Customer service that can be reached by calling 604.398.2042, by emailing or by mail at PO Box 2212, Station Terminal, Vancouver, V6B 3W2.

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 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:

- (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.

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Eligible HandyDART User Person who:

- (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 Person who is:

- (i) an employee or a board member of TransLink or a TransLink subsidiary, or a member of the Mayors’ Council on Regional Transportation;
- (ii) a spouse or dependant child of an employee described in paragraph (i);
- (iii) a retired, former full-time employee of TransLink or TransLink subsidiary who retired after 2 or more years of employment (or who, after 5 or more years of employment, ceased employment by reason of medically proven total disability);
- (iv) a retired, former full-time employee of BC Transit who retired prior to April 1, 1999;
- (v) a spouse of a person described in paragraph (iii) or (iv) above;
- (vi) a full-time employee of a HandyDART Operating Company; or
- (vii) an employee of an Operating Company that has been designated and approved by TransLink as eligible for Employee Passes, and has been issued an Employee Pass as set out in Appendix “2”.

Excursion Fare 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”.

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”.

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, HandyDART vehicles, 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.

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HandyCard Holder Resident of the Transportation Service Region who:

- (i) is a person with a permanent physical or cognitive disability, confirmed by a medical practitioner, which is sufficiently severe that he or she is unable, without assistance, to use Conventional Transit; and
- (ii) has completed TransLink’s registration process and been issued a HandyCard.

HandyDART Custom transit service which provides Eligible HandyDART Users with accessible service from a pick-up location to a drop-off location, in accordance with the policies, procedures and guidelines of TransLink’s Custom Transit Policy & Procedure Manual.

Hours Regular Hours and Off-Peak Hours.

In-System Time The time from Tap In as set out in Appendix “2” within which passengers may complete their journey and Tap Out without paying additional fare, excluding any applicable Add-Fare which shall remain payable, provided that any Tap In for the last part of the journey must occur prior to the expiry of the Transfer Time.

Maximum Fare If using Stored Value, the maximum fare will be the Adult Fare or Single Fare (Concession) payable for travel:

- (i) on Bus Service, for travel during Regular Hours and Off-Peak Hours for Bus Service;
- (ii) on Conventional SkyTrain and SeaBus and WCE Service, for one Zone during Off-Peak Hours for Conventional SkyTrain and SeaBus and WCE Service; and
- (iii) on Conventional SkyTrain and SeaBus and WCE Service, the maximum number of Zones during Regular Hours, based on the Stored Value rate for Conventional SkyTrain and SeaBus and WCE Service,

as set out in Appendix “2”.

If using a Period Pass, and travelling outside the Zone(s) within which such Period Pass is valid, the maximum fare will be the applicable Add-Fare, based on the cash rate, as set out in Appendix “2”.

If using Contactless Payment, the maximum fare will be the Adult Fare payable for travel:

- (i) on Bus Service, for travel during Regular Hours and Off-Peak Hours for Bus Service;
- (ii) on Conventional SkyTrain and SeaBus and WCE Service, for one Zone during Off-Peak Hours for Conventional SkyTrain and SeaBus and WCE Service; and
- (iii) on Conventional SkyTrain and SeaBus and WCE Service, the maximum number of Zones during Regular Hours, based on the Contactless Payment rate for Conventional SkyTrain and SeaBus and WCE Service,

as set out in Appendix “2”.

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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 Bus Service, FareSavers, 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 TransLink 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 .

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Senior	A person who is 65 years of age or older and holds: <ul style="list-style-type: none"> (i) (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, National Day for Truth and Reconciliation, 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	Coupons that may be: <ul style="list-style-type: none"> (i) purchased by HandyCard Holders from TransLink at 50% of the face value of the coupons; and (ii) used by HandyCard Holders described in paragraph (i) to pay their metered taxi fare, up to the face value of the coupons, when travelling on taxis operated by participating taxi companies in the Transportation Service Region.
Transfer Time	The time from: <ul style="list-style-type: none"> (i) validation of a FareSaver; (ii) issuance of a Bus Transfer; or (iii) Tap In of Compass Fare Media or of Contactless Payment, as set out in Appendix “2”, within which passengers may transfer to another transit vehicle, without paying additional fare, excluding any applicable Add-Fare which shall remain payable.
Transit Employee	Employee of TransLink or its subsidiaries, or an Operating Company, or an employee of an agent or contractor of TransLink or its subsidiary.
Transit Police	South Coast British Columbia Transportation Authority Police Service.

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TransLink	South Coast British Columbia Transportation Authority.
TransLink Customer Service Centre	The customer service centre is located at Waterfront SkyTrain Station.
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 13 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 Bus Service to the WCE Mission station in the District of Mission.
- (b) The use of Contactless Payment, FareSavers and Bus Transfers is governed by this Tariff.
- (c) The use of Compass Fare Media is governed by this Tariff together with the Compass Card Terms and Conditions of Use and the Compass Ticket Terms and Conditions of Use, as applicable. Any inconsistencies between this Tariff and the Compass Card Terms and Conditions of Use or the Compass Ticket Terms and Conditions of Use shall be resolved in favour of this Tariff.
- (d) The use of RFID Cards is governed by this Tariff together with the RFID Card Terms and Conditions of Use. Any inconsistencies between this Tariff and the RFID Card Terms and Conditions of Use shall be resolved in favour of this Tariff.

2. ENFORCEABILITY

- (a) This Tariff is authorized by and made pursuant to the *BC South Coast British Columbia Transportation Authority Act*.
- (b) Any Transit Employee may exercise all of the rights of TransLink under this Tariff and enforce all provisions of this Tariff.

3. SERVICE DELIVERY/NON-GUARANTEE

- (a) Transit services operated by or on or behalf of TransLink are under continuous review and subject to change. While efforts are made to advise the public of service revisions and schedule adjustments, TransLink does not undertake or guarantee that any transit service will be operated in accordance with published timetables and notices, or at all.
- (b) Further, TransLink does not undertake or guarantee that HandyDART service will be operated in accordance with scheduled reserved trips, or at all.
- (c) TransLink, its subsidiaries, and their Boards of Directors and employees, are not responsible for any loss, damage or inconvenience caused by any operating failure, transit service disruption or any lack of or delay in transit service.

4. REFUSAL OF TRANSPORTATION

- (a) TransLink reserves the right to refuse to carry in any transit vehicle, or cause to be removed from any transit vehicle, Fare Paid Zone or other transit property:
 - (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;

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- (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 and Attendants as permitted by subsection 5(i) of this Part B), or vandalizing, damaging or in any way marking a Fare Gate;
- (iv) any passenger with a Mobility Device that a Transit Employee considers unsafe;
- (v) anything (including baggage) that, in the sole opinion of a Transit Employee, might cause inconvenience to others, soil or damage transit property, or represent a safety hazard; or
- (vi) any person who does not comply with the terms and conditions of this Tariff.

5. REQUIREMENT TO PAY FARE AND POSSESS PROOF OF PAYMENT

- (a) Except as otherwise permitted by this Tariff, all persons (other than Transit Employees acting in the course of duty and contractors and licensees of TransLink or any Operating Company requiring access solely for work purposes) boarding a transit vehicle or entering a Fare Paid Zone must:
 - (i) pay an Adult Fare as set out in Appendix “2” prior to boarding a transit vehicle or entering a Fare Paid Zone;
 - (ii) if travelling with a FareSaver or Bus Transfer, obtain a valid FareSaver, or Bus Transfer for an Adult fare as set out in Appendix “2” prior to boarding a Bus Service, 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.

- (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

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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 TransLink Customer Service Centre.

- (c) Passengers using Compass Fare Media or Contactless Payment for travel on Bus Service must Tap In when boarding a Bus Service vehicle but are not required to Tap Out when departing the Bus Service 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 Bus Service) after expiry of the In-System Time will be charged an additional fare equal to Maximum Fare.
- (f) Passengers with Compass Cards, Compass Tickets or Contactless Payment may travel at no cost between Canada Line stations located on Sea Island. Passengers without Compass Cards, Compass Tickets or Contactless Payment seeking to travel at no cost between Canada Line stations located on Sea Island must first obtain a zero-value Sea Island Compass Ticket from a Compass Vending Machine. A zero-value Sea Island Compass Ticket will not allow entry to or exit from TransLink’s transit system outside of the Canada Line stations located on Sea Island.
- (g) Passengers using a Compass Card with Stored Value or Contactless Payment for travel who unintentionally enter a Fare Paid Zone and Tap In using Stored Value or Contactless Payment at a SkyTrain station, at a SeaBus terminal or at a WCE Station to begin a new journey, can reverse the transaction if:
 - (i) on Conventional SkyTrain and SeaBus, the passenger Taps Out to exit the Fare Paid Zone at the same SkyTrain or at the same SeaBus station if such Tap Out occurs within 21 minutes after Tap In at the SkyTrain Station or SeaBus terminal; and
 - (ii) on WCE, the passenger Taps Out to exit the Fare Paid Zone at the same WCE Station within 60 minutes after Tap In at the WCE Station.

Passengers can request bus driver to reverse a transaction resulting from an unintentional Tap In on a Bus Service. 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.

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- (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:
- (i) -Children as set out in Table “2” (Exemptions) of Appendix “2” are not required to Tap In and may proceed through a Fare Gate with a fare paying passenger who has Tapped In and possesses sufficient Proof of Payment, or otherwise as permitted by TransLink, and
- (ii) Attendants and Children, 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, 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 or Bus Transfer on Bus Service loses Proof of Payment as set out in Appendix “2” prior to exiting a Fare Paid Zone, the passenger must immediately

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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.

~~(m)~~(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 Bus Service, 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.

~~(n)~~(o) If an RFID Cardholder travelling on Conventional SkyTrain or SeaBus loses the RFID Card prior to exiting a Fare Paid Zone, the passenger must immediately purchase an alternative form of new Proof of Payment at the full Adult Fare as set out in this Tariff and retain such Proof of Payment for the duration of the RFID Cardholder’s journey while in the Fare Paid Zone.

~~(o)~~(p) All Compass Fare Media, FareSavers, Bus Transfers and RFID Cards are the property of TransLink. All Compass Fare Media, FareSavers, 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)~~(q) For passengers travelling with Contactless Payment:

- (i) Tap In and Tap Out with Contactless Payment authorizes TransLink to charge the applicable fare as set out in Appendix “2”, including any Maximum Fare or unpaid fares, to the Contactless Payment.
- (ii) If the Contactless Payment is declined when TransLink submits it for payment of the applicable fare, the passenger authorizes TransLink to seek to obtain payment using the Contactless Payment again on a number of additional occasions until payment is made.
- (iii) If the Contactless Payment is declined when TransLink submits it for payment, TransLink will also attempt to collect any unpaid fares the next time the Contactless Payment is used to Tap In or Tap Out or touched to a Card Reader. Alternatively, any such unpaid fares may be paid by by calling Compass Customer Service or by visiting the TransLink Customer Service Centre.

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6. FARES OTHER THAN ADULT FARES

- (a) The persons described in Table “1” of Appendix “2” are entitled to use the forms of Proof of Payment described in such table, in accordance with the conditions and restrictions set out therein.
- (b) Any passenger paying a fare other than an Adult Fare as set out in Appendix “2”, presenting Proof of Payment for a fare other than an Adult Fare as set out in Appendix “2”, or presenting a non-transferable Proof of Payment, must present evidence of eligibility for, or entitlement to, such fare or Proof of Payment to a Transit Employee upon request. The evidence must be satisfactory to any Transit Employee who requests such evidence and must be picture identification issued by any national, provincial or state government agency showing age or date of birth and/or as otherwise required by this Tariff.
- (c) In addition to any other rights and remedies available to TransLink, a Transit Employee is entitled to seize any FareSaver, Bus Transfer, Compass Fare Media and/or RFID Card if he or she is not satisfied as to the validity of the identification produced as proof of eligibility for any fare set out in Appendix “2” other than an Adult Fare, or as to the identity of the holder as being the person indicated on such identification. After seizure, a Single Fare (Adult) or WCE One-Way Fare (Adult), as applicable, as set out in Appendix “2” must be paid. With respect to any form of identification authorized or issued by or on behalf of TransLink, such identification must be surrendered to TransLink or a Transit Employee upon request.
- (d) TransLink reserves the right to withhold any FareSaver, 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, Bus Transfer, Compass Fare Media and/or RFID Card.

7. ADD-FARES

- (a) A passenger must upgrade any Proof of Payment for travel in additional fare Zones or for an additional transit service beyond that for which the passenger has already paid by paying, in advance of entering a Zone or use of additional transit service for which the passenger has not paid the applicable fare, an Add-Fare equivalent to the difference in fares as set out in Appendix “2”. Proof of Payment may be upgraded with Add-Fare as follows:
 - (i) ***FareSavers and Bus Transfers*** - FareSavers and Bus Transfers are not valid for travel on Conventional SkyTrain and SeaBus or WCE Service, and therefore are not eligible for upgrading with Add-Fare. Passengers must purchase other forms of Compass Fare Media loaded or issued with a fare as set out in Appendix “2” or Tap In with Contactless Payment for any travel in additional fare Zones or for an additional transit service;
 - (ii) ***Compass Card*** - passengers may purchase Add-Fare by loading a Compass Card with Stored Value at Compass Vending Machines located at the entrance to SkyTrain stations, WCE Stations and SeaBus stations. For passengers travelling on a valid Period Pass who require Add-Fare, the Add-Fare will be charged to the passenger’s Compass Card Stored Value at the applicable cash fare rates set out in Appendix “2”; or

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(iii) **Compass Ticket** - passengers may purchase Add-Fare by upgrading an existing Compass Ticket at Compass Vending Machines located at the entrance to SkyTrain stations, WCE Stations and SeaBus stations, with upgrades to zero-value Sea Island Compass Tickets requiring, in addition to any other fare required by Appendix “2”, the Add-Fare required to travel outside the Canada Line stations located on Sea Island.

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

8. EXEMPTIONS FROM PAYMENT/DISCOUNTS

(a) The persons described in Table “2” (Exemptions) of Appendix “2” are entitled to the exemptions described in such table, in accordance with the conditions and restrictions set out therein.

(b) The TransLink Board of Directors may, from time to time, reduce the fares as set out in Appendix “2” required to be paid by this Tariff on selected days and for a limited number of days to promote the introduction of new transit services, to encourage the use of specific transit services, or to facilitate travel for special or seasonal events without the necessity of amending this Tariff to reflect such temporary fare modification.

(c) TransLink and its subsidiaries may, from time to time, provide fare media, including any fare media loaded or issued with a fare as set out in Appendix “2”, at no charge:

- (i) for promotional purposes, service recovery, fare replacement, or advertising; and/or
- (ii) to specified persons or categories of persons as authorized by resolution of the TransLink Board of Directors from time to time.

(d) TransLink may, upon request and subject to eligibility, provide Compass Fare Media loaded or issued with a fare as set out in Appendix “2” at no charge to Police Departments within the Transportation Service Region for use by undercover police officers while on duty. Requests should be directed to Transit Police.

(e) TransLink has absolute discretion in making decisions regarding fare reductions, or provision of FareSavers, 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

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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 may only be purchased directly from TransLink or an Operating Company while available for sale. Compass Fare Media and fares set out in Appendix “2” for travel on HandyDART 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 HandyDART 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.

- (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 TransLink Customer Service Centre or through the mail from:

Access Transit Office
400 - 287 Nelson’s Court,
New Westminster, BC V3L 0E7

10. FARE PAYMENT AT TIME OF TRAVEL

- (a) Passengers who have not previously obtained adequate Compass Fare Media loaded or issued with sufficient fare as set out in Appendix “2” or the applicable FareSaver, Bus Transfer or RFID Card as set out in Appendix “2”, must pay their fare at the time of travel as follows:
- (i) **Bus Service** – Passengers must either Tap In with Contactless Payment or pay cash using exact change in Canadian funds and deposited in fareboxes or given to the HandyDART driver for 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 Bus Service 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) **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

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Compass Ticket or load a Compass Card with the required fare as set out in Appendix “2” and retain such Compass Ticket or Compass Card as Proof of Payment. If paying by Contactless Payment, a passenger must retain such Contactless payment used to Tap In as Proof of Payment.

11. USE OF FARESAVER (BUS SERVICE ONLY)

- (a) A FareSaver must be deposited in the farebox when boarding a bus or collected by a HandyDART driver when boarding a HandyDART vehicle. A valid Bus Transfer must be retained as Proof of Payment while travelling on Bus Service.

12. BULK COMPASS TICKETS

- (a) A person may order by phone or by mail to TransLink, a minimum of 50 Compass Tickets at the applicable Stored Value rate as set out in Appendix “2”. Prepayment is required for all bulk orders. All Compass Tickets purchased in bulk at the Stored Value rate will have a set expiry date of no more than 254 days from the date of issuance.

13. INITIAL SYSTEM CHARGE

- (a) For passengers using a Compass Card with Stored Value for travel on Conventional Transit and Bus Service, a Maximum Fare will be deducted upon Tap In. For passengers using a Compass Card with Stored Value for travel on WCE Service, the amount deducted upon Tap In will be:
 - (i) in the a.m., the fare as set out in Appendix “2” between the originating WCE station and Waterfront Station; and
 - (ii) in the p.m., the fare as set out in Appendix “2” between the originating WCE station and Mission Station.
- (b) For passengers using Contactless Payment for travel on Conventional Transit and Bus Service, an amount up to a Maximum Fare will be pre-authorized to the Contactless Payment upon Tap In. For passengers using Contactless Payment for travel on WCE Service, the amount determined in Section 13(a)(i) and (ii) will be pre-authorized to the Contactless Payment upon Tap In. After the journey is complete, the Contactless Payment will be charged the applicable fare as set out in Appendix “2” for the Zones travelled. The amount of time it takes for the final charge to appear on the statement issued by the applicable financial institution issuing the Contactless Payment card may vary depending upon the applicable financial institution. If more than one journey is travelled by a passenger within a short period using the same Contactless Payment the applicable fares charged as set out in Appendix “2” for such journeys may appear as a single charge or as multiple charges totalling the applicable fares charged.
- (c) For passengers using a Compass Card for travel on Conventional SkyTrain and SeaBus and WCE Service, Compass Cards will be credited upon Tap Out for any difference between the amount initially deducted from Stored Value upon Tap In and the actual fare payable based on the Zones travelled, as set out in Appendix “2”, provided that failure to Tap Out will result in the Maximum Fare being deducted from the Compass Card in accordance with subsection 5(a) of this Part B. For passengers using Contactless Payment for travel on Conventional SkyTrain and SeaBus and WCE Service, the Contactless Payment will be charged upon Tap Out for the actual fare payable based on the Zones travelled, as set out in Appendix “2”, provided that failure to Tap Out will

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result in the Maximum Fare being charged to the Contactless Payment in accordance with subsection 5(a) of this Part B.

14. COMPASS CARD REGISTRATION

- (a) A Registered User who reports his or her Compass Card lost or stolen is eligible for Compass Card deactivation and transfer of all fare products loaded or issued on such registered Compass Card, at the time of reporting such Compass Card lost or stolen, subject to and in accordance with the Compass Card Terms and Conditions of Use. An individual who does not register a Compass Card with TransLink or a Registered User who does not report his or her Compass Card as lost or stolen bears all risk for loss or theft of such unregistered Compass Card, including all fare products loaded or issued on such Compass Card. Additional details respecting the benefits associated with registration, and the registration process, are set out in the Compass Card Terms and Conditions of Use.

15. REFUND POLICY

- (a) TransLink will not consider or grant any requests for refunds or replacements for lost or damaged fare media or Proof of Payment, except as specifically described in this Section 15.
- (b) **Compass Card deposit** - Subject to the Compass Card Terms and Conditions of Use, the deposit paid in accordance with the Compass Card Terms and Conditions of Use at the time a Compass Card is acquired, less any amounts owed to TransLink for transit fare as set out in Appendix “2”, is refundable upon surrender of the cardholder’s Compass Card to TransLink.
- (c) **Stored Value** - Subject to the Compass Card Terms and Conditions of Use, a Registered User may, within a two year period from the date on which the Compass Card was last Tapped In or Tapped Out, request a refund of Stored Value on a registered Compass Card.
- (d) **Period Passes** - Subject to the Compass Card Terms and Conditions of Use, a Registered User may, within 60 days of the date of purchase, request a refund of a Period Pass on a registered Compass Card provided travel has not been initiated on the Period Pass by Tap In or Tap Out of the Compass Card holding the Period Pass and the Period Pass has not otherwise been used by the Registered User.
- (e) **Program passes** - Subject to the Compass Card Terms and Conditions of Use, an individual may request a refund of a program pass as set out in Appendix “2”, if permitted under the terms of the applicable program, by contacting the program administrator.
- (f) **Compass Tickets** - Compass Tickets are not refundable. Compass Tickets purchased in bulk pursuant to subsection 12(a) of this Part B may be replaced at the request of the initial purchaser in accordance with the Compass Ticket Terms and Conditions of Use.
- (g) **FareSavers** - FareSavers are not refundable.
- (h) **Compass Vending Machine malfunctions** - When a Compass Vending Machine issues a receipt indicating that an amount to be refunded was not returned, a product was not dispensed, or another malfunction occurred, a refund will be issued in accordance with the Compass Card Terms and Conditions of Use or the Compass Ticket Terms and Conditions of Use, as applicable.

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- (i) **TaxiSaver Coupons** - TransLink will (through the Access Transit Office) refund TaxiSaver coupons at 50% of face value to the HandyCard Holder.
- (j) **Contactless Payment** – Fares purchased by Contactless Payment are not refundable. TransLink is not responsible for lost or stolen Contactless Payment, including without limitation cards, devices or other Contactless Payment methods. In the event that a Contactless Payment card is lost or stolen passengers must contact their card issuer as soon as possible. In addition, TransLink is not the responsible for any transaction fees or charges applied by a third party, including financial institutions or Contactless Card issuers, in connection with use of a Contactless Payment.
- (k) **General** -
 - (i) Details respecting refunds for Compass Fare Media, the process for obtaining a refund, and the manner in which refunds will be paid, are set out in the Compass Card Terms and Conditions of Use and the Compass Ticket Terms and Conditions of Use, which are posted on TransLink’s website at www.translink.ca.
 - (ii) No requests for refunds or replacements for lost or damaged Compass Fare Media and/or any fare loaded or issued thereon, FareSavers, 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 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) illness, as substantiated in writing by a medical practitioner, in which event a prorated refund may be paid in connection with:
 - a. a Period Pass, based on the number of days remaining in the month; or
 - b. 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 monthly pass on a Compass Card, based on the number of days remaining in the month, a full

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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”.

16. ACCESSIBILITY

- (a) Wheelchair accessible transit vehicles, including HandyDART vehicles, will accommodate Mobility Devices provided the following guidelines are met:
- (i) Mobility Devices:
 - must be safe and well maintained with functioning brakes;
 - must not carry any aerials, flagpoles or other projections which could injure others or interfere with the securement of the Mobility Device;
 - must have secure and suitably located compartments to which securement straps can be attached (passengers must ensure that securement straps do not cause damage to the Mobility Device);
 - must be secured only at designated locations on the transit vehicle;
 - for HandyDART service, must have escort handles if passengers require assistance to board HandyDART vehicles;
 - (ii) Wheelchair lifts:
 - Conventional Bus (including community shuttle) - combined weight of the Mobility Device and passenger must not exceed 205 kgs, and Mobility Device must be smaller than 61 cm wide x 122 cm long;
 - HandyDART - combined weight of the Mobility Device, passenger and HandyDART driver must not exceed 364 kgs, and Mobility Device must be smaller than 94 cm wide and 122 cm long; and
 - (iii) passengers in electric Mobility Devices are responsible for controlling the movement of the Mobility Device to ensure safe loading and un-loading.

17. CARRIAGE OF SPECIFIC GOODS

- (a) **Animals** - TransLink has no obligation to carry any animals except assistance animals recognized by the BC *Guide Animal Act* which are assisting or being trained by an accredited animal training school. Small pets, including dogs, cats, rabbits and small fur bearing or feathered pets, may be permitted on Conventional Transit vehicles provided they are in hand held cages.
- (b) **Bicycles and Other Personal Transportation Devices** - Two wheeled bicycles, having a maximum length of 73 inches (185 cm), are permitted on Conventional Transit and WCE cars in accordance with this Tariff, any rules established by TransLink from time to time, and any posted signs. Bicycle trailers are not permitted. TransLink reserves the right to restrict the carriage of bicycles at any time, in its absolute discretion. No motorized bicycles or other personal transportation devices are permitted except as set out in this Tariff or in accordance with rules established by TransLink or posted signs.
- (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.

18. PRIVATE CHARTER SERVICE

- (a) Transit vehicles (with operator or driver) may be chartered at the absolute discretion of TransLink, provided that TransLink’s ability to provide public transit service will not be adversely affected or the transit vehicle is not otherwise required. TransLink reserves the right, in its absolute discretion, to refuse any request for charter service. TransLink will require a written agreement and may require pre-payment of fees and/or payment of a damage deposit prior to providing the charter service.
- (b) TransLink reserves the right, in its absolute discretion, to determine the rates and charges based on the availability and service type. 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.

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APPENDIX “1”

FARE ZONES

Conventional Transit and Bus Service

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
City of New Westminster
City of Richmond
Village of Lions Bay
Bowen Island

Zone 3

Corporation of Delta
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 and Bus Service – Fare Zone Map



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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	Trans-fer-ability	Validity/Conditions			Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	
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 on Conventional Transit and WCE through all Zones, not valid for HandyDART			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 \$11. 25 50		No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	\$3. 45 20 credit toward WCE applicable fare	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 \$ 89 . 85 05		No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	\$2. 40 15 credit toward WCE applicable fare	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 on Conventional Transit and WCE through all Zones, valid for Eligible HandyDART Users on HandyDART			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	\$6. 20 35	\$3. 45 20	No	Valid for unlimited travel on Conventional Transit through all Zones during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	\$3. 45 20 credit toward WCE applicable fare	Add-Fare required**	

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 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	Bus Service: All Zones 1 Zone FareSaver - 1 yellow ticket (book of 10, \$ 2526.5000) 2 Zone FareSaver – 1 red ticket (book of 10, \$ 3738.50) 3 Zone FareSaver – 1 green ticket (book of 10, \$ 4849.00) (No longer available for sale but accepted as valid Proof of Payment on Bus Service)	No	Valid for unlimited travel on Conventional Bus through all Zones during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	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			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 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	Bus Service: All Zones – 1 brown ticket (book of 10, \$21. 00 <u>50</u>)	No	Valid for unlimited travel on Conventional Bus through all Zones during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	Not valid	Not valid	Not Valid
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Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 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 on Conventional Transit through all Zones, not valid for HandyDART		Eligible for WCE Concession fare	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 on Conventional Transit and WCE through all Zones for the specified date, valid for Eligible HandyDART Users on HandyDART			No Add-Fare required
Monthly Pass (Adult) on Compass Card* (calendar month)	Purchaser who holds a valid Monthly Pass (Adult)	Bus Service: All Zones - \$104 <u>107.90-30</u> per month	Bus Service: All Zones - \$104 <u>107.90-30</u> per month	Yes	Valid for unlimited travel on Conventional Bus through all Zones,	Valid for unlimited travel through 1 Zone	\$3.45 <u>20</u> credit toward WCE applicable fare	No Add-Fare required

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

		Conventional SkyTrain and SeaBus: 1 Zone - \$104 <u>107.90</u> <u>30</u> 2 Zones - \$140 <u>143.25</u> <u>50</u> 3 Zones - \$189 <u>193.45</u> <u>80</u> per month	Conventional SkyTrain and SeaBus: All Zones - \$104 <u>107.90</u> <u>30</u> per month		valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through the number of Zones paid for		
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 - \$596 <u>1.95</u> <u>35</u> per month		Yes	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART		\$2.40 <u>15</u> credit toward WCE applicable fare	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. 30 <u>45</u> per pass (if > 500 passes purchased per day); \$6. 30 <u>45</u> per pass (if > 5,000 purchased per day)		No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART		\$3.45 <u>20</u> credit toward WCE applicable fare	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	No Add-Fare required

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 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)	Bus Service: Cash or Contactless Payment: All Zones \$3. 45 <u>20</u>	Bus Service: Cash or Contactless Payment: All Zones \$3. 45 <u>20</u>	No	Valid for unlimited travel on Conventional Bus through all Zones during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through 1 Zone during the Hours paid for	Cash or Contactless Payment: \$3. 45 <u>20</u> credit toward WCE applicable fare	Bus Service: No Add-Fare required
		Bus Service: Stored Value ¹ : All Zones \$2. 55 <u>60</u>	Bus Service: Stored Value ¹ : All Zones \$2. 55 <u>60</u>				Stored Value: \$2. 55 <u>60</u> credit toward WCE applicable fare	
		Conventional SkyTrain and SeaBus: Cash or Contactless Payment: 1 Zone \$3. 45 <u>20</u> 2 Zones \$4. 55 <u>65</u> 3 Zones \$6. 20 <u>35</u>	Conventional SkyTrain and SeaBus: Cash or Contactless Payment: All Zones \$3. 45 <u>20</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**	
		Conventional SkyTrain and SeaBus: Stored Value ¹ : 1 Zone \$2. 55 <u>60</u> 2 Zones \$3. 75 <u>85</u> 3 Zones \$4. 80 <u>90</u>	Conventional SkyTrain and SeaBus: Stored Value ¹ : All Zones \$2. 55 <u>60</u>					

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions				
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 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)	Bus Service: Cash: All Zones \$2. 40 <u>15</u>	Bus Service: Cash: All Zones \$2. 40 <u>15</u>	No	Valid for unlimited travel on Conventional Bus through all Zones during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through 1 Zone during the Hours paid for	Cash: \$2. 40 <u>15</u> credit toward WCE applicable fare	Bus Service: No Add-Fare required	
		Bus Service: Stored Value: All Zones \$2. 40 <u>15</u>	Bus Service: Stored Value: All Zones \$2. 40 <u>15</u>				Stored Value: \$2. 40 <u>15</u> credit toward WCE applicable fare		
		Conventional SkyTrain and SeaBus: Cash: 1 Zone \$2. 40 <u>15</u> 2 Zones \$3. 40 <u>15</u> 3 Zones \$4. 25 <u>35</u>	Conventional SkyTrain and SeaBus: Cash: All Zones \$2. 40 <u>15</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 \$2. 40 <u>15</u> 2 Zones \$3. 40 <u>15</u> 3 Zones \$4. 25 <u>35</u>	Conventional SkyTrain and SeaBus: Stored Value: All Zones \$2. 40 <u>15</u>						Conventional SkyTrain and SeaBus: Stored Value: Add-Fare required**
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. 45 <u>20</u> (cash only)	All Zones \$3. 45 <u>20</u> (cash only)	No	Valid for unlimited travel on Conventional Bus during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	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			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

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. 40 <u>15</u> (cash only)	All Zones \$2. 40 <u>15</u> (cash only)	No	Valid for unlimited travel on Conventional Bus during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	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 on Conventional Bus during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel during the Hours and through the number of Zones paid for		Add-Fare required**
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 on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART		Valid toward purchase of a WCE Monthly U-Pass or \$3. 15 <u>20</u> credit toward WCE applicable fare	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 on Conventional Transit and WCE through all Zones, valid for Eligible HandyDART Users on HandyDART			No Add-Fare required

West Coast Express (WCE) Service (5 Zones)

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**
WCE Monthly Pass (Adult) on Compass Card* (calendar month)	Purchaser who holds a valid WCE Monthly Pass (Adult)	1 or 2 Zones - \$ 169 <u>173.95</u> ⁺⁸⁵ ¹ , 3 Zones - \$ 222 <u>227.70</u> ⁺⁸⁰ ¹ , 4 Zones - \$ 268 <u>274.70</u> ⁺⁹⁰ ¹ , 5 Zones - \$ 366 <u>375.95</u> ⁺⁴⁰ ¹	Yes	Valid for unlimited travel on Conventional Bus through all Zones, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through the number of Zones paid for		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 - \$ 103 <u>106.90</u> ⁺³⁰ ¹ , 3 Zones - \$ 137 <u>140.55</u> ⁺⁷⁰ ¹ , 4 Zones - \$ 169 <u>173.40</u> ⁺³⁰ ¹ , 5 Zones - \$ 236 <u>242.90</u> ⁺³⁵ ¹	Yes	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through the number of Zones paid for		No Add-Fare required	
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 - \$ 107 <u>109.05</u> ⁻⁵⁰ ¹ per month ¹ .	No	Valid for unlimited travel on Conventional Transit and WCE through all Zones, valid for Eligible HandyDART Users on HandyDART			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 - \$ 6.20 <u>35</u> 3 Zones - \$ 8.05 <u>25</u> 4 Zones - \$ 9.10 <u>85</u> <u>10</u> 5 Zones - \$ 13.40 <u>70</u> Stored Value: 1 or 2 Zones: \$ 5.20 <u>30</u> 3 Zones: \$ 6.80 <u>95</u> 4 Zones: \$ 8.35 <u>55</u> 5 Zones: \$ 11.25 <u>50</u>	No	Valid for unlimited travel on Conventional Transit through all Zones during the hours paid for, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel in one direction through the number of Zones paid for		Add-Fare required**	

Proof of Payment	Eligible Person	Fare or Cost – Regular Hours	Fare or Cost – Off-Peak Hours	Transferability	Validity/Conditions			
					Bus Service (Conventional Bus and HandyDART)	Conventional SkyTrain and SeaBus (3 Zones)	West Coast Express (5 Zones)	Canada Line YVR Add-Fare – Travel Between Bridgeport and Templeton Stations**

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. 75 <u>85</u> 3 Zones - \$4. 75 <u>85</u> 4 Zones - \$6. 45 <u>30</u> 5 Zones - \$8. 30 <u>50</u>	No	Valid for unlimited travel on Conventional Transit through all Zones during the hours paid for, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel in one direction through the number of Zones paid for	Add-Fare required**
		Stored Value: 1 or 2 Zones: \$3. 40 <u>15</u> 3 Zones: \$4. 45 <u>35</u> 4 Zones: \$5. 40 <u>20</u> 5 Zones: \$6. 70 <u>05</u>				
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 - \$ 112.75 <u>00</u> 3 Zones - \$15. 55 <u>90</u> 4 Zones - \$19. 00 <u>45</u> 5 Zones - \$ 2526.40 <u>00</u>	No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through the number of Zones paid for	No Add-Fare required
		Stored Value: 1 or 2 Zones: \$11. 50 <u>75</u> 3 Zones: \$ 1415.70 <u>05</u> 4 Zones: \$18. 20 <u>60</u> 5 Zones: \$24. 35 <u>90</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. 45 <u>60</u> 3 Zones - \$9. 60 <u>80</u> 4 Zones - \$12. 00 <u>30</u> 5 Zones - \$16. 30 <u>65</u>	No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	Valid for unlimited travel through the number of Zones paid for	No Add-Fare required
		Stored Value: 1 or 2 Zones: \$7. 20 <u>35</u> 3 Zones: \$9. 40 <u>30</u> 4 Zones: \$11. 50 <u>75</u> 5 Zones: \$15. 55 <u>90</u>				

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 Bus Service 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 Bus Service.

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	On Conventional SkyTrain and SeaBus or WCE Child must be accompanied by a passenger possessing Proof of Payment <u>None</u>	Exempt from fare payment (i) if travelling on Conventional Bus, or (ii) if travelling on Conventional SkyTrain and SeaBus or WCE if accompanied by a passenger possessing Proof of Payment who is travelling with fewer than 5 Children		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

TO: Board of Directors

FROM: Jennifer Breeze, General Counsel & Corporate Secretary

DATE: February 23, 2024

SUBJECT: TransLink Director and Employee Code of Conduct Update

PROPOSED RESOLUTION:

That the TransLink Board of Directors approve the amendments to the TransLink Director and Employee Code of Conduct Policy as attached as Attachment 1 to the report titled "Director and Employee Code of Conduct Update" dated February 23, 2024.

EXECUTIVE SUMMARY

TransLink is committed to promoting honest and ethical conduct and preserving the culture of honesty and integrity at TransLink. TransLink's Director and Employee Code of Conduct reflects those principles.

The current Director and Employee Code of Conduct Policy was approved on May 2, 2012. The Code of Conduct provides general guidance on the standards of conduct expected of directors and employees. An updated policy is proposed to provide additional clarity and remove overlap with other corporate policies, and to amend reporting requirements in some of the sections in the policy, including those that deal with conflicts of interest and ethical issues.

The Board Governance Manual states that the TransLink's Director and Employee Code of Conduct Policy is reviewed and approved by the Board of Directors. Management is recommending that the amendments to the Director and Employee Code of Conduct Policy be approved by the Board.

PURPOSE

In accordance with the Board Governance Manual, this report is to seek approval from the Board of Directors of amendments to the TransLink Director and Employee Code of Conduct Policy.

BACKGROUND

TransLink is committed to promoting honest and ethical conduct and preserving the culture of honesty and integrity at TransLink. The Director and Employee Code of Conduct Policy outlines the conduct expected of directors and employees, including guidelines on conflicts of interest and the reporting of alleged breaches. This policy provides guidance to directors and employees to behave in a way that is consistent with TransLink's values. The TransLink Director and Employee Code of Conduct Policy was last updated on May 2, 2012.

Pursuant to sections 3.2.9(a) and 4.1.1 of the Board Governance Manual, the Board is responsible for updating and approving the TransLink Director and Employee Code of Conduct Policy. Management

is recommending changes to the policy and the Board's Conduct Review Advisor has reviewed and is in agreement with the proposed changes.

TransLink's subsidiaries, British Columbia Rapid Transit Company Ltd. ("BCRTC"), Coast Mountain Bus Company Ltd. ("CMBC") and Transit Security Management Ltd. ("TSML") each currently have their own code of conduct policies.

DISCUSSION

TransLink routinely reviews its policies and updates them as necessary. Management has reviewed the TransLink Director and Employee Code of Conduct policy, last updated in 2012, and recommend some updates as shown in the attached blacklined version of the policy. The key purposes of the proposed updates are as follows:

1. to update terminology and titles and make other clean up changes (for example, gender references have been made more inclusive, position titles have been updated, and references to the Transit Police have been removed since Transit Police has its own code of conduct policy);
2. to remove overlap with other TransLink policies (for example, TransLink now has a separate and robust Respectful Workplace Policy with its own reporting and investigation requirements);
3. to provide further clarity on reporting and investigating Code of Conduct complaints, streamlining reporting provisions within the Code, and clarifying who should be contacted for advice on inquiries relating to the Code of Conduct;
4. and to further define circumstances where a conflict of interest could arise and how directors and employees should behave in those situations.

Any required corresponding changes will be proposed to the Board Governance Manual when updates to the Manual are presented to the Board as part of its annual review in June 2024.

CONCLUSION

Pursuant to sections 3.2.9(a) and 4.1.1 of the Board Governance Manual, the Board is responsible for updating and approving the TransLink Director and Employee Code of Conduct Policy. Management is recommending that the Board approve the proposed amendments to the TransLink Director and Employee Code of Conduct Policy.

ATTACHMENTS

Attachment 1: TransLink Director and Employee Code of Conduct Policy blackline (proposed 2024 changes to May 2012 version)



Appendix A

**DIRECTOR AND EMPLOYEE CODE OF CONDUCT
- TRANSLINK POLICY-**

Issued By:	General Counsel & Corporate Secretary
Approved By:	TransLink Board of Directors
Last Revision Date:	May 2, 2012 , <u>2024</u>
Corporate Secretary Signature:	_____

1. POLICY STATEMENT

The purpose of the Director and Employee Code of Conduct (the “Code of Conduct”) is to promote honest and ethical conduct, focus the Directors and Employees of TransLink on areas of ethical risk, provide guidance to Directors and Employees to help them recognize and deal with conflicts of interest and ethical issues, provide mechanisms to report unethical conduct, and help preserve the culture of honesty and accountability at TransLink.

The Code of Conduct provides general guidance on the standards of conduct expected of Directors and Employees, including guidelines on conflicts of interest. Within TransLink there are other policies and procedures that support this general Code of Conduct, and reference is sometimes made to them ~~throughout the~~ in this Code of Conduct. The Board Governance Manual contains a similar Code of Conduct for Directors and Officers, and is more specific in some areas based upon these unique roles or upon the requirements of the *South Coast British Columbia Transportation Authority Act*.

The fundamental relationship between the Director or Employee and TransLink must be one of trust; essential to trust is a commitment to honesty and integrity.

2. DEFINITIONS

Throughout this Code of Conduct and in any related or referenced documents:

“Associate” means

- a) a spouse of the Director or Employee;



- b) a ~~son or daughter~~child of a Director or Employee or of the spouse of a Director or Employee, if the ~~son or daughter~~child is- under 19 years of age or is living in the family residence of the Director or Employee;
- c) a relative of the Director or Employee who is living in the family residence of the Director or Employee;
- d) a corporation of which the Director or Employee beneficially owns, directly or indirectly, more than 10% of the voting rights attached to all outstanding voting securities of the corporation; or
- e) a trust or estate in which the Director or Employee has a substantial beneficial interest or for which the Director or Employee serves as trustee;

“Conduct Review Advisor” means the independent advisor appointed by the Board of Directors of TransLink, and who is sometimes also engaged by Officers, to provide a neutral and independent expert interpretation of the standards of business conduct and guidelines for conflict of interest set out in this Code of Conduct;

“confidential information” includes proprietary, technical, business, financial, legal, personal, third party or any other information which TransLink treats as confidential;

“Director” means a member of the Board of Directors of TransLink;

“Employee” means any employee of TransLink, whether full-time, part-time, permanent or temporary, and includes an Officer, manager, and non-management employee and management employees (whether exempt or unionized) ~~and Police Service personnel;~~;

“friend” includes an individual with whom the Director or Employee is connected by frequent or close or long standing association;

“Officer” means the Chief Executive Officer, the Chief Financial Officer, the Chief Operating Officer, Chief Information Officer, a Vice President, ~~or~~ and the General Counsel and Corporate Secretary of TransLink;

~~**“Police Service”** means the South Coast British Columbia Transportation Authority Police Service;~~

“private interest” means a pecuniary or economic interest or advantage and includes any real or tangible benefit that personally benefits the Director or Employee or ~~his or her~~their





Associate but does not include an interest arising from the performance of the Director or Employee's official duty or function that applies to the public, affects an individual as one of a broad class of the public, or concerns the Director or Employee's remuneration and benefits received in that capacity;

“relative” means a relative by blood, adoption or marriage;

“substantial private interest” means a private interest that is substantial enough in the particular circumstances to benefit materially from a decision of TransLink;

“spouse” means a person the Director or Employee is married to or with whom the Director or Employee is living in a marriage-like relationship, including a person of the same gender, but does not include a person from whom the Director or Employee is separated or living apart and with whom the Director or Employee has entered into an agreement to live apart or who is the subject of an order of a court recognizing the separation.

3. INDIVIDUAL RESPONSIBILITY

TransLink is determined to behave, and to be perceived, as an ethical organization. It is expected that each Director and Employee will behave in an ethical manner and adhere to the standards described in this Code of Conduct, and to the standards established in applicable policies, guidelines or legislation. While TransLink respects the privacy and autonomy of its Directors and Employees in their personal lives, the actions of Directors and Employees, both in the workplace and outside it, have the ability to negatively affect TransLink's reputation and work environment. Directors and Employees are accountable for those actions.

A Director's failure to adhere to these standards could result in a recommendation by the Board Chair, to the Board, for removal from office.

An Employee's failure to adhere to these standards could lead to disciplinary action, up to and including termination of employment.

Integrity, honesty, and trust are essential elements of our success. Any Director or Employee who knows or suspects that this Code of Conduct has been, or is likely to be breached, is encouraged to should report it. (Reporting procedures are set out below.)

4. WHERE TO SEEK CLARIFICATION





Directors should seek clarification with respect to any aspect of the Code of Conduct from the Board Chair or the Corporate Secretary. If the Director is not comfortable seeking clarification from the Board Chair or the Corporate Secretary, the Director should seek clarification from the Conduct Review Advisor, as set out in the Board Governance Manual. If needed, the Board Chair or the Conduct Review Advisor should contact the Corporate Secretary for assistance.

Officers should seek clarification with respect to any aspect of the Code of Conduct from the ~~CEO~~ General Counsel. If the Officer is not comfortable seeking clarification from the ~~CEO~~ General Counsel, the Officer should seek clarification from the CEO or the Conduct Review Advisor. If needed, the CEO or the Conduct Review Advisor should contact the General Counsel for advice.

Employees should seek clarification with respect to any aspect of the Code of Conduct from their immediate manager. If they are not comfortable seeking clarification from their immediate manager, Employees should consult the next level of management within their division or ~~a member of TransLink's Executive~~ any Officer. The manager or Officer must promptly contact the Director, Internal Audit and Continuous Improvement or the General Counsel.

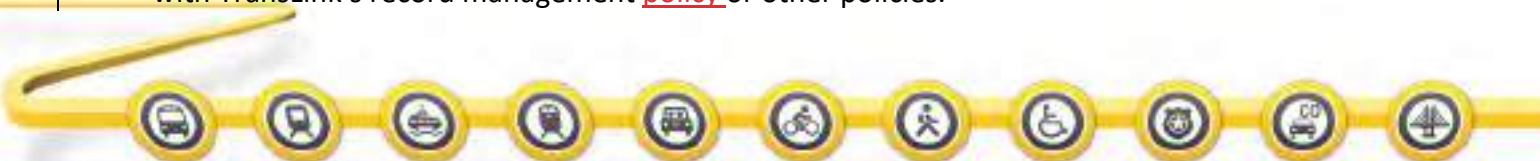
5. GENERAL COMPLIANCE WITH THE LAW

Directors and Employees must act at all times in full compliance with both the letter and the spirit of all applicable laws.

In ~~his or her~~ their relationship with TransLink, ~~neither Director nor Employee will~~ Directors and Employees must not engage in, commit or condone an unethical or illegal act, or instruct, direct or encourage another Director or Employee, or supplier to do so. If a Director is aware of any action or practice that they think is in violation of the law, they must raise this concern with the Board Chair or the Corporate Secretary without delay. If an Employee is aware of any action or practice that they think is in violation of the law, they must raise this concern with a manager without delay.

Directors and Employees are expected to be sufficiently familiar with any legislation that applies to their work to recognize potential liabilities and to know when to seek legal advice. If in doubt, ask for clarification from TransLink's in-house legal counsel.

No Director or Employee will create or condone the creation of a false record. No Director or Employee will destroy or condone the destruction of a record, except in accordance with TransLink's record management policy or other policies.





TransLink is continually under public scrutiny. Therefore, Directors and Employees must not only comply fully with the law, but must also avoid any situation which could be perceived as improper or indicate a casual attitude towards compliance.

~~Directors and Employees must not engage in, or give the appearance of being engaged in, any illegal or improper conduct that is in violation of this Code of Conduct.~~

6. CONFLICTS OF INTEREST

~~Directors and Employees will perform their duties conscientiously and will not put themselves are responsible for making business decisions in a position in which their private interests or the private best interests of their friends, relatives or Associates and those of TransLink might be in. Actual or apparent conflicts of interest raise doubts about the integrity of TransLink and the impartiality of our decisions and actions. Directors and Employees must avoid any situation that may give rise to an actual or perceived conflict of interest.~~

A Director or Employee has an actual conflict of interest when the Director or Employee is performing a duty or function of the position and in the performance of that duty or function has the opportunity to further ~~his or her~~ their private interests or the private interests of ~~his or her~~ their friends, relatives or Associates.

There is a perceived conflict of interest when a reasonably well-informed person could perceive that a Director or Employee's ability to perform a duty or function of the position was, or will be, affected by the Director or Employee's private interests.

Every Director and Employee must avoid any situation in which there is an actual or perceived conflict of interest that could interfere, or could be perceived to interfere, with the Director or Employee's judgment in making decisions in TransLink's best interest.

TransLink depends on the integrity of all Directors and Employees who have knowledge of a decision or activity of TransLink that involves, or might involve, a conflict of interest to disclose the circumstances.

Some conflicts are quite clear, but others are less obvious. TransLink recognizes that its Directors and Employees have perfectly legitimate outside interests; however, there may also be situations that could be perceived as a conflict of interest, no matter how innocent the intentions of the Director or Employee.





The following are examples of circumstances where a ~~Director~~Director's or Employee's private interests would be in conflict with the interests of TransLink:

- a) influencing a TransLink staff member to lease equipment from a business owned by a ~~Director~~Director's or Employee's ~~spouse~~friend, relative or ~~children~~Associate;
- b) influencing TransLink senior management to provide funding to a society where the Director or Employee , or their friend, relative or Associate serves on the board of that society;
- c) disclosing confidential information about future TransLink real estate sales or developments to a friend, relative, Associate or business colleague (internal/external);
- d) being aware of a significant contract being negotiated between a public company and TransLink, and purchasing shares in the public company before the contract is announced publicly; and
- e) obtaining confidential TransLink information concerning the alignment of a rapid transit project which could affect the value of real estate owned by the Director or Employee or their friend, relative or Associate.

Directors or Employees who find themselves in a conflict of interest must disclose the conflict in accordance with the Conflict of Interest Disclosure Process described below and must avoid influencing or participating in any TransLink decisions or actions that could be affected by the conflict.

Conflict of Interest Disclosure Process:

Any Director or Employee who, directly or indirectly:

- a) holds property;
- b) holds an office;
- c) owes a fiduciary obligation to any other entity;
- d) has an interest in a contract or proposed contract with TransLink or its subsidiary;





e) has or wishes to pursue a business or opportunity outside of TransLink that may be competitive or conflict with any business or opportunity of TransLink; or

f) has any other interest,

which could give rise to an actual or perceived conflict of interest provisions of this Code of Conduct. —under this Code of Conduct, including those circumstances described in Sections 6.1-6.10, must disclose the relevant details by a disclosure record in accordance with Section 9 of this Code of Conduct. If a Director or Employee is unsure whether a reasonably well-informed person would conclude that the Director’s interest or the Employee’s interest could give rise to an actual or perceived conflict of interest under this Code of Conduct, the Director or Employee should seek clarification in accordance with Section 4.

Full disclosure enables Directors and Employees to resolve unclear situations and gives an opportunity to dispose of, or appropriately address, conflicting interests before any difficulty can arise.

The following provides a more detailed discussion of circumstances where a conflict of interest could arise and how TransLink expects its Directors and Employees to behave.

6.1 OUTSIDE BUSINESS INTERESTS IN CONFLICT WITH TRANSLINK

No Director or Employee will hold a substantial private interest, directly or indirectly, through a relative, friend or Associate, or hold or accept a position as an officer or director, in an entity where, by virtue of ~~his or her~~their position in TransLink, the Director or Employee could in any way benefit the entity by influencing the decisions of TransLink. or could interfere with their ability to perform their work for TransLink.

6.2 CONFIDENTIAL INFORMATION

Directors and Employees must maintain at all times the confidentiality of all confidential or sensitive information and records obtained by the Directors or Employees by reason of their appointment or employment. They must not make use of or reveal such information or records except in the course of performance of ~~his or her~~their duties or as required by law, or unless the documents or information become a matter of general public knowledge.





Similarly, Directors and Employees must not use such confidential or sensitive information or records to further their private interests or the private interests of their friends, relatives or Associates.

It is expected that where ~~employees~~Directors or Employees handle confidential or sensitive customer, supplier, or ~~employee~~Employee information as part of the job, that they use such information only for legitimate business purposes and not disclose or use such information ~~unauthorized or without consent.~~except with consent, as permitted by applicable agreements with the third party or as required by law.

If business reasons require a Director or an Employee to share confidential or sensitive corporate information with anyone outside of TransLink, they must first ensure that they have proper documentation or permissions to protect this information. When in doubt, the Director should seek assistance from the Corporate Secretary, and an Employee should seek assistance from their manager or from any lawyer that is part of the Legal Services department in the General Counsel division.

The obligation to maintain confidentiality over confidential or sensitive information obtained during the course of a Director's appointment or an Employee's employment continues after their appointment or employment with TransLink ceases.

6.3 OUTSIDE EMPLOYMENT

TransLink Employees may hold outside jobs or engage in modest self-employment activities on their own time, using their own resources, and in a manner not adversely affecting their performance or objectivity for TransLink.

However, no TransLink Employee may accept work with any entity that could lead to a situation in actual or perceived conflict with TransLink's interests.

6.4 NON-PROFIT AND PROFESSIONAL ASSOCIATIONS

From time to time, a Director or Employee may hold a position of leadership in a non-profit association or professional association where ~~he or she~~they may be viewed as a spokesperson for that organization. In such situations, the Director or Employee will should ensure that when speaking on behalf of the association ~~he or she is~~they are seen as speaking for the organization and not as a spokesperson of TransLink.

6.5 ENTERTAINMENT, GIFTS AND BENEFITS



In this discussion, “gifts or benefits” include cash, ~~preferred~~ loans, securities or secret commissions and “entertainment” includes invitations to attend events or functions.

It is essential to efficient business practices that all those who do business with TransLink, as suppliers or customers, have access to TransLink on equal terms.

Directors and Employees and their Associates should not accept entertainment, gifts or benefits which grant or appear to grant preferential treatment to a potential or actual supplier of TransLink.

Similarly, no Director or Employee ~~may~~ should offer entertainment, gifts or benefits in order to secure preferential treatment for TransLink.

Gifts, entertainment and benefits ~~may~~ should only be accepted or offered by a Director or Employee in the normal exchanges common to business relationships. The following criteria will guide ~~his or her~~ their judgment:

- a) the gift, entertainment or benefit would be considered by the business community to be within the bounds of being appropriate taking into account all the circumstances of the occasion;
- b) the gift does not exceed \$100 in value;
- c) the exchange does not, nor is it expected to, create an obligation; and
- d) it occurs infrequently.

Inappropriate gifts that are received by a Director or Employee ~~will~~ should be returned to the donor ~~and may be accompanied by~~, subject to this section. If desired, the Director or Employee can choose to also send a copy of the relevant part of the Code of Conduct. Perishable gifts can be donated to a charity and the donor notified.

In some cultures or business settings, the return of a gift or refusal of a favour, benefit or entertainment would be offensive. In these cases, a Director or an Officer should refer the circumstances to the Board Chair, and an ~~employee~~ Employee should refer the circumstances to ~~his or her~~ their manager, for guidance.

The key is to act with integrity and use good judgement before accepting any entertainment, gifts or benefits given the perception that this offer was made with an expectation of preferential treatment. Please refer to the TransLink Director and



Employee Code of Conduct – FAQs on Q for general guidance on the application of the principles set out in this section. If a Director or Employee is unsure of whether they should accept a gift, benefit or invitation, they should ask their manager or the General Counsel. Full and immediate disclosure of borderline cases will always be taken as good-faith compliance with the Code of Conduct.

6.6 BUSINESS RELATIONSHIPS WITH SUPPLIERS

No Director or Employee ~~may~~should benefit directly or indirectly from TransLink's business relationships unless the benefit is an additional benefit that TransLink intends its Directors or Employees to enjoy, such as a reduced rate for a service that is offered to all TransLink employees.

The exception is that relationship-building events where the Director or Employee attends an event together with a third party for the purpose of building or maintaining a business relationship are acceptable to attend if they are offered or accepted in the ordinary course of business, do not exceed \$100 in value, do not or are not expected to create an obligation, and occur infrequently. If an Employee is unsure whether it is appropriate to attend a relationship building event, they should ask their manager.

6.7 PROFESSIONAL DEVELOPMENT

TransLink encourages and supports the professional development of its Employees. Where Employees are members of a recognized profession and that membership is required for their position and supported by TransLink, they are expected:

- a) ~~a)~~ — to keep abreast of professional developments in their field;
- b) to perform their duties in accordance with the recognized standards of that profession; and
- c) to abide by any Code of Ethics adopted by their professional association or established by law.

If an Employee's professional obligations or standards are in conflict with this Code of Conduct or with TransLink's directions to the Employee, the Employee should promptly seek clarification as set out in Section 4.

For clarity, Employees may attend events hosted or sponsored by suppliers or other third parties for the purpose of meeting their professional obligations if they are offered or accepted in the ordinary course of business and do not, or are not





expected, to create an obligation. If are an Employee is unsure whether it is appropriate to attend a professional development event, they should ask their manager.

6.8 USE OF CORPORATE PROPERTY

As a general guideline, TransLink assets ~~must~~should not be used for personal use by Directors or Employees, unless identified in other applicable TransLink policies.

Directors and Employees are entrusted with the care, management and cost-effective use of TransLink's property, including the use of TransLink's name, and should not make significant use of these resources for their own personal benefit or purposes. ~~They~~

Directors and Employees must also comply with the policies regarding use of corporate property (including use of electronic mail systems, internet services, printers, photocopiers, cellular phones, office telephone systems, and pool vehicles) as contained in ~~the Policy Guide~~other applicable TransLink policies.

Directors and Employees should ensure that any TransLink property assigned to them is maintained in good condition and should be able to account for such property.

Directors and Employees ~~may~~must not dispose of TransLink property except in accordance with the guidelines established by TransLink or other applicable procedures.

6.9 INTELLECTUAL PROPERTY

Employees are often engaged in various forms of writing, research, data collection, analysis, system development or modification, or problem solving for TransLink. The product of their efforts produced within the scope of their employment belongs to TransLink, whether or not the product was concluded at work.

Such products include computer programs, technical and business processes, inventions, research methods, reports, articles, designs, trademarks, and any other form of innovation or development. All patent, trademark, copyright, industrial design or other intellectual property rights, as appropriate, must be assigned by Employees to TransLink.

6.10 POLITICAL PARTICIPATION



Directors and Employees engaging in the political process must do so on their own time and must separate their personal activities from their association with TransLink and ensure that when speaking about political activities they are not seen as a spokesperson of TransLink.

6.11 ~~CONFLICT OF INTEREST DISCLOSURE PROCESS~~

To avoid a perceived conflict of interest, Directors and Employees should avoid things like introducing partisan politics into the workplace (except in informal private discussions among co-workers), situations where their position at TransLink may have, or be seen to have, an impact on political activity, and using TransLink facilities, equipment, systems or resources in support of political activities. An Employee may be asked to take a leave of absence if their political participation would likely lead to a reasonably well-informed person to believe there is a potential or actual conflict with their role at TransLink.

~~Any Director or Employee who, directly or indirectly:~~

- ~~a) _____~~
- ~~a) holds property;~~
- ~~b) holds an office;~~
- ~~c) owes a fiduciary obligation to any other entity;~~
- ~~d) has an interest in a contract or proposed contract with TransLink or its subsidiary; or~~
- ~~e) has any other interest;~~

~~which could give rise to an actual or perceived conflict of interest must disclose the relevant details by a disclosure record. Directors will make their disclosure to the Corporate Secretary. Employees will make the disclosure to their manager and to General Counsel.~~

~~If a Director has made a disclosure, the Corporate Secretary will follow the process outlined in the Code of Conduct for Directors and Officers in the Board Manual. If an Employee has made a disclosure, the manager in consultation with General Counsel will respond to the Employee as appropriate to the matter raised.~~



7. RESPECTFUL AND SAFE WORKPLACE **7. FINANCIAL IRREGULARITY**

~~TransLink is committed to maintaining a harassment-free and discrimination-free workplace. It is expected that Directors and Employees will treat each other with respect, and any behaviour that is threatening, intimidating, harassing, or violent, will not be tolerated. See TransLink's *Respectful Workplace Policy* for more information on expectations, processes and resources in place to assist employees in maintaining a respectful workplace.~~

~~TransLink is committed to maintaining a safe workplace. It is expected that Directors and Employees will carry out their responsibilities in a safe manner, and that Directors will report to the Board Chair any act that they believe unsafe and that Employees will report to their manager any act that they believe unsafe.~~

8. FINANCIAL IRREGULARITY

TransLink is committed to a high standard of financial reporting. TransLink employees are expected to adhere to financial, accounting, and auditing processes and standards as specified by company policy or regulation. Irregularities or concerns relating to accounting or audit practices must be reported to the Director, Internal Audit and Continuous Improvement or the General Counsel.

9. USE OF SOCIAL MEDIA

Directors and Employees are ambassadors of the TransLink enterprise. Whether on the job or on personal time, and whether utilizing corporate property or not, the comments that Directors and Employees make on social media can influence how the public views the TransLink enterprise. Directors and Employees should ensure that all social media communications are respectful and professional, consistent with their responsibilities as Directors and Employees within the TransLink enterprise.

Social media comprises, but is not limited to, Facebook, Instagram, X (formerly known as Twitter), YouTube, LinkedIn, online forums, online chat rooms and blogging. Communication on social media may easily become public and statements may be impossible to retract once made.

When using social media, Directors and Employees should ensure that:





- a) If they are speaking on behalf of TransLink, they are properly authorized to do so;
- b) If they are communicating about the TransLink enterprise but are not authorized to speak on behalf of TransLink, they ~~should~~ disclose their relationship with TransLink and indicate that opinions expressed are personal opinions and not opinions of TransLink;
- c) confidential information is maintained in strict confidence at all times, in accordance with section 6.1 of the Code of Conduct;
- d) they treat with respect other Directors, Employees, customers, suppliers, and others who do business with TransLink, and any behaviour (including comments made on social media) that is threatening, intimidating, harassing, discriminatory or violent will not be tolerated; and
- e) when using social media in the workplace or involving corporate property, Directors and Employees must comply with all policies regarding their terms of employment and the use of corporate property (see section 6.8 of the Code of Conduct).

109. REPORTING OF SUSPECTED NON-COMPLIANCE

Directors and Employees ~~are encouraged to~~should report, in a timely manner, any conduct which they believe, in good faith and based on reasonable belief, is in contravention ~~to~~of this Code of Conduct. In most cases, the earlier a report is made the easier it is to take action to correct the situation. Directors and Employees are expected to report internally prior to raising the matter externally, including to the media.

Directors should report conduct concerns to the Board Chair, or seek guidance from the Conduct Review Advisor.

Employees should report conduct concerns as follows:

- a) Unless section (b) below applies, Employees ~~are encouraged to discuss the matter with the individual involved. When an Employee does not feel comfortable in raising the matter directly with the individual, they~~ should report conduct concerns to their manager. The Promptly after receiving a report, the manager ~~may~~must contact the Manager of Director, Internal Audit, and Continuous Improvement or the General Counsel, ~~Vice President, Human Resources, or Chief~~



~~Officer, Police Service (if the allegations relate to Police Service personnel) for advice.~~

- b) If Employees are uncomfortable with the approach described in paragraph (a) above or they still have concerns, they can make a report ~~to an Officer, Manager of Internal Audit, or General Counsel. If the matter is of a financial or accounting nature, the individual may report to the Chair of the Audit Committee of the Board. If the concerns are about an Officer, the report may be made to the CEO. If the concerns are about the CEO, the report may be made to the Board Chair. If the concerns are about the Chief Officer or Deputy Chief Officer of the Police Service, the report may be made to the Police Board Chair. If the concerns are about any other member of the Police Service, the report may be made to the Chief Officer of the Police Service.~~ directly to the Director, Internal Audit and Continuous Improvement, or directly to the General Counsel.

Alternatively, Employees may make a report as follows:

- (1) to any Officer;
- (2) if the matter is of a financial, accounting, or audit practice nature, to the Chair of the Audit Committee of the Board;
- (3) if the concerns are about an Officer, to the CEO; or
- (4) if the concerns are about the CEO, to the Board Chair.

In all instances, Recipients of a report must promptly upon receiving a report contact the Director, Internal Audit and Continuous Improvement or the General Counsel.

Employees are encouraged to identify themselves when making a report in order to facilitate the investigation of the suspected non-compliance with this Code of Conduct. While every effort will be made to respect an Employee's wish to remain anonymous, no guarantee of anonymity can be made.

It is the responsibility of the recipient of a report, with support from either the Director, Internal Audit or the General Counsel, to address the matter, or to initiate an investigation, especially where the report is of a serious nature. Procedures for ~~making a report,~~ investigating a report, and reporting back to the Employee raising the matter, as appropriate, are outlined in **Appendix A.**

Employees who make a report, or are interviewed as a result of a report, must respect the privacy of others by treating the matter confidentially and refrain from discussing it in the workplace or elsewhere.

109.1 OPPORTUNITY TO RESPOND





If it has been alleged that a Director or Employee has breached or may have breached the Code of Conduct and these circumstances have been reported in accordance with the Code of Conduct, the individual in respect of whom the allegations have been made will be informed of the allegations and given the opportunity to respond to them and where appropriate, to contribute to the discussions on how the breach could be remedied.

109.2 NO RETALIATION

Directors or Employees who report potential breaches of the Code of Conduct, in good faith and based upon reasonable belief, are protected from retaliation. If an Employee retaliates against another Employee who has made a report in good faith and based upon reasonable belief, the former Employee may be subject to discipline, up to and including dismissal.

9.3 FRIVOLOUS REPORTING

A Director or Employee who makes a knowingly false, frivolous, vexatious, bad faith or malicious report may be subject to discipline, up to and including termination of employment.

1110. EXEMPTION FROM CODE OF CONDUCT REQUIREMENTS

Any Director or Employee may request an exemption from a requirement of this Code in accordance with the published procedures. See **Appendix B** for Exemption Procedures for Employees. Directors may request an exemption in accordance with the Code of Conduct contained in the Board Manual.

1211. PROVISIONS OF CODE OF CONDUCT NOT EXCLUSIVE

The provisions of this Code of Conduct are in addition to, and not in substitution for, ~~any~~ obligational obligations to TransLink imposed upon a Director or Employee by common law, equity or statute. Compliance with the Code of Conduct will not relieve a Director or Employee from any such obligations.

~~It is recognized that Police Service personnel are also governed by the Police Act, Code of Professional Conduct Regulation, and Police Board policies (including s.65.2 of the Police Act, s. 10 of the Code of Professional Conduct, and Chapter AC140 of the Police Service Policy and Procedures Manual).~~





In addition, the provisions of this Code of Conduct are in addition to, and not in substitution for, all obligations imposed upon a Director or Employee by TransLink's other policies, which can be found on Q. Where TransLink's other policies have provisions that set out how to report and/or investigate concerns, the provisions in those other policies will be used. In the case of an ambiguity or discrepancy between policies, please seek clarification from the General Counsel.

For Employees, compliance with the Code of Conduct is a condition of employment. The Code of Conduct, however, is not meant to supersede any policy or collective agreement.

If an Employee raises concerns about the conduct of others and pursues another course of action (i.e. grievance under a collective agreement, ~~Police Act complaint~~), TransLink has the discretion to decide whether it will continue dealing with the matter under this Code of Conduct.

12. COMPLIANCE

DIRECTOR AND EMPLOYEE ACKNOWLEDGEMENT OF COMPLIANCE

No later than December 31st of each year, all Directors and Employees of TransLink must confirm the following acknowledgement statement:

I have read, understood, and agree to conduct myself in accordance with the Code of Conduct. I understand that not conducting myself in compliance with the Code may result in discipline, up to and including dismissal.



APPENDIX A – INVESTIGATION PROCEDURE

Upholding the Director and Employee Code of Conduct is the responsibility and obligation of every TransLink Director and Employee. Early identification and resolution of conflict of interest and other ethical issues that may arise are critical to maintaining TransLink’s commitments and continued success.

The following procedures are intended to facilitate the prompt and thorough investigation and resolution of reports of suspected non-compliance with the Director and Employee Code of Conduct.

MAKING A REPORT

~~Reports made under Section 10 of the Code of Conduct should be made in a timely manner. In most cases, the earlier a report is made the easier it is to take action to correct the situation.~~

~~Employees are encouraged to identify themselves when making a report in order to facilitate the investigation of the suspected non-compliance with this Code of Conduct. While every effort will be made to respect an Employee’s wish to remain anonymous, no guarantee of confidentiality can be made.~~

~~Employees who make reports or are interviewed during an investigation under this Code of Conduct must respect the privacy of others by treating the matter confidentially and refraining from discussing it in the workplace or elsewhere.~~

STANDARD INVESTIGATION PROCEDURE

The following outlines the procedure to be undertaken by the recipient (~~as defined in Section 10(b) of the Code of Conduct~~—the “Recipient”) of the report of a suspected violation of the Director and Employee Code of Conduct or by such other person who may be designated together by the Recipient and the Director, Internal Audit and Continuous Improvement or the General Counsel to conduct the investigation (the “Investigator”).

- ~~1. The Recipient~~The Recipient must promptly upon receiving a report contact the Director, Internal Audit and Continuous Improvement or the General Counsel.
- ~~2. The Recipient, the Director, Internal Audit and Continuous Improvement and the General Counsel~~will consider all reports to be provided in confidence, and will disclose reports only to the extent: (a) required to adequately



investigate and address the matter, (b) required to administer, or permitted by, the Code of Conduct or its procedures, or (c) permitted by law.

2-3. If a report is made by an identified Employee, the Recipient ~~of~~together with the ~~report~~Director, Internal Audit and Continuous Improvement or the General Counsel will ensure that the allegation in the report is investigated promptly.

3-4. If a report is made anonymously, the Recipient, together with the Director, Internal Audit and Continuous Improvement or the General Counsel, will decide whether to conduct an investigation, considering (a) the seriousness of the allegation, (b) the credibility of the allegation or concern, and (c) the likelihood that the allegation can be confirmed from an independent or reliable source.

4-5. The Recipient, together with the Director, Internal Audit and Continuous Improvement or the General Counsel, will determine the extent of any investigation to be conducted, and whether a third-party investigator should be retained. The extent of any investigation into a report of suspected non-compliance will depend on the nature of the report including the substance and seriousness of the alleged non-compliance, the level of detail provided in the report, and any legal requirements.

5-6. Where the Recipient or Investigator conducts interviews associated with the investigation, ~~he or she~~they will conduct interviews in a manner that respects individual privacy and confidentiality to the extent reasonably possible. The Recipient or Investigator may interview witnesses identified by the Employee in the report and others who are in a position to provide information relevant to the investigation. The Recipient or Investigator will interview the individual in respect of whom the allegations have been made in the report and provide that individual with an opportunity to respond to the allegations and, where appropriate, contribute to the discussions on how any established non-compliance with the Code of Conduct could be remedied.

7. The Recipient or Investigator must keep the Director, Internal Audit and Continuous Improvement or the General Counsel regularly updated as to the status of each report or complaint and the outcome of the investigation.

DISCLOSURE WHEN INVESTIGATION IS COMPLETED





The Recipient will ensure the Employee who made the report is notified once the investigation is completed (unless the Employee has made the report anonymously). However, due to privacy legislation, ~~the Police Act,~~ or other legal requirements, the Recipient may not be able to disclose, to the Employee, the outcome of the investigation or any or all of the actions taken in response to the report (for example, disciplinary measures).

The contents of the investigation will be kept confidential to the extent required by law. Information sharing will be restricted to those who have a need to know.

REPORTING RETALIATION

If Employees believe they have been subjected to any retaliation or adverse employment consequences for reporting conduct they believe is in contravention of this Code of Conduct, they may file a complaint with the Recipient. The Recipient will ensure that retaliation complaints are investigated and that the Employee(s) who filed the retaliation complaint are notified of the outcome of the investigation.

SEMI-ANNUAL REPORT TO THE BOARD

The ~~Manager~~Director, Internal Audit and Continuous Improvement and the General Counsel ~~will~~are required to submit a semi-annual report to the Audit Committee that includes the number of reports or complaints made to ~~Recipients~~the Director, Internal Audit and Continuous Improvement or the General Counsel under this Code of Conduct, (whether directly or first to Recipients), the nature of each report or complaint, the status of each report or complaint, and the outcome of each completed investigation.

~~INVESTIGATION OF ALLEGATIONS AGAINST SCBCTA POLICE SERVICE PERSONNEL~~

~~Any investigation regarding South Coast British Columbia Transportation Authority (SCBCTA) Police Service personnel will be conducted pursuant to requirements of the Police Act, Code of Professional Conduct Regulation, and SCBCTA Police Board policies, to the extent they are applicable.~~

~~When a Recipient receives a report containing allegations against SCBCTA Police Service personnel, the Recipient will promptly notify the appropriate SCBCTA Police Service Discipline Authority. If the alleged misconduct (if founded) would constitute a “public trust default” under the Police Act or a breach of the Police Act, Code of Professional Conduct Regulation or SCBCTA Police Board policies, the SCBCTA Police Service Discipline Authority will be responsible for causing the complaint to be investigated. Any release of information arising from such a complaint and its investigation may be subject to the provisions of the Police Act and other legislation.~~



APPENDIX B – EMPLOYEE EXEMPTION PROCEDURE

On occasion, it may be appropriate and in the best interest of TransLink to allow the continuation of circumstances that would normally be considered a breach of TransLink's Director and Employee Code of Conduct.

The following will outline the procedure for an Employee who requests an exemption from the Director and Employee Code of Conduct.

PROCEDURE

1. A request for an exemption from the Director and Employee Code of Conduct may be made by an Employee or by a manager on behalf of the Employee with the Employee's consent.
2. A Director and Employee Code of Conduct exemption request by an Employee should be sent directly to the attention of their Divisional Vice President. If the request is being made on behalf of an Employee by a manager, the manager will provide the Employee with a copy of the request.
3. The following information should be included in a request for an exemption from the Director and Employee Code of Conduct:
 - a. A statement outlining the specific nature of the requested exemption, including the provision of the Director and Employee Code of Conduct from which the exemption is requested.
 - b. A statement of relevant circumstances and material relating to the request being made, including the name of the Employee and a copy of the Employee's Position Profile (Position Profiles may be obtained from Human Resources). This statement ~~must~~ should be ~~prepared and~~ signed by the Employee even if the request is being made by a manager.
 - c. Reasons why it may be suitable to grant an exemption.
 - d. When an exemption is being requested under the Conflict of Interest provisions, a statement of the steps the Employee has taken, or will take, to avoid any interest relating to the disclosed circumstances will need to be outlined.



- e. A statement outlining any communication the Employee has had regarding the exemption.
4. The Divisional Vice President will acknowledge in writing that the request has been received and may request additional information at that time.
5. The Divisional Vice President will consult with TransLink's General Counsel in considering granting an exemption.
6. The Divisional Vice President will advise the Employee in writing of the decision regarding the exemption request. If granted, the exemption may have specific conditions imposed.
7. The Divisional Vice President will provide the Employee's manager a copy of the exemption and of the decision of the request.

|





COMPLIANCE

~~DIRECTOR AND EMPLOYEE ACKNOWLEDGEMENT OF COMPLIANCE~~

No later than December 31st of each year, all Directors and Employees of TransLink must confirm to the following acknowledgement statement:

~~I have read, understood, and agree to conduct myself in accordance with the Code of Conduct. I understand that not conducting myself in compliance with the Code may result in discipline, up to and including dismissal.~~



TO: Board of Directors

FROM: Christine Dacre, Chief Financial Officer
Ralf Nielsen, Director Enterprise Sustainability

DATE: March 8, 2024

SUBJECT: 2023 Accountability Report

EXECUTIVE SUMMARY

TransLink's annual Accountability Report reports on the status of its social, environmental and financial responsibilities. This report aligns with international best practices on how organizations communicate and demonstrate accountability for their impacts on the environment, economy and people. It focuses on key areas previously identified in our materiality assessments in 2016, 2017, and 2023.

The Accountability Report aligns with other 2023 year end reporting.

PURPOSE

The Accountability Report provides a consolidated report on TransLink's social, environmental and economic performance for our stakeholders, including all levels of government, funders, customers and employees. The report is provided for information purposes.

DISCUSSION

The annual Accountability Report is a tool used to publicly report on TransLink's sustainability performance. It provides a summary of progress on key social, environmental, and economic initiatives and performance indicators, which were previously identified as being of importance to our internal and external stakeholders.

The Report aligns with the International Sustainability Standards Board's (ISSB's) International Financial Report Standards (IFRS), the Global Reporting Initiative (GRI) Standard, the United Nations Sustainable Development Goals (UN SDGs), and the Platinum Level requirements of the America Public Transportation Association's (APTA) Sustainability Commitment.

ATTACHMENTS

Attachment 1: 2023 Accountability Report



Accountability Report 2023



Indigenous art at TransLink's Lonsdale Quay SeaBus terminal, created by artists ʔəyχʔatəna:t Kelly Cannell, Siobhan Joseph, and qʔənat Angela George.



Land Acknowledgement

TransLink respects the Indigenous Nations on whose treaty and unceded territories we are fortunate to live, work, and operate. TransLink acknowledges all First Nations, Inuit, and Métis Peoples for their continued resilience and sustainable stewardship for generations to come. We recognize that in planning and managing the region's transportation system, we have a role to play in supporting reconciliation with Indigenous Peoples.

Vision

A better place to live, built on transportation excellence.

Mission

Together, we connect the region and enhance its livability by providing a sustainable transportation network embraced by our communities and people.

Values

Safety

Customer Service

People

Inclusiveness

Integrity

Excellence

Sustainability

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A message from Kevin Quinn, CEO of TransLink

Delivering for a Rapidly Growing Region – and Preparing for the Future

Metro Vancouver is experiencing record-setting rates of growth, with new residents moving to the region every day. In 2023, we welcomed over 90,000 new residents; that's twice as many as we expected and three times more than previous years.

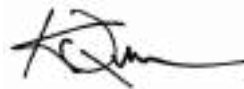
We also saw impressive ridership growth in 2023: we moved the equivalent of one-third of the region's population. We're leading ridership among our Canadian and US peer agencies, having recovered to nearly 90 per cent of pre-pandemic levels. Fast-growing parts of the region saw up to a 120 per cent increase in ridership compared to 2019 levels, reinforcing the critical role transit plans in the connectivity of our region.

To accommodate this growth, we're working to enhance transit service, including construction of the new R6 Scott Road RapidBus and a return of the Bike Bus in 2023. We're also working to ensure we're creating a region that is accessible and inclusive for everyone. In 2023, we finalized the installation of braille signage at all 8,400 bus stops and began providing customer service in over 300 languages. Lastly, we took major strides to reduce our climate footprint by accelerating our bus fleet's shift to renewable fuels.

While TransLink is delivering for its customers today, we're also preparing for the future and delivering on our vision of Access for Everyone. Close access to public transit ensures residents can stay connected to job opportunities, educational institutions, and essential services. Over the next decade, we're planning to double local transit service, add 450 kilometres to the Major Bikeway Network, and deliver 170 kilometres of new rapid transit.

We know that a sustainable transportation system is key to addressing our region's most pressing challenges, helping build climate resilience and serving as a catalyst for affordable, transit-oriented housing.

Despite challenges with TransLink's funding model, we remain steadfast in our commitment to deliver excellent service and an outstanding customer experience each and every day. As the region and our system continues to grow, we must continue to work with all levels of government to keep up with the demand. We simply cannot stop investing in our system: our customers, and the region, depend on it.



Kevin Quinn, CEO, TransLink

About This Report

This **2023 TransLink Accountability Report** marks our seventh year of integrated reporting on our social, environmental, and financial measures.

This report covers the 2023 performance of TransLink and its operating companies¹, and reports on our progress towards our commitments.

We prepare this Accountability Report for everyone who relies on our regional transportation system: investors, taxpayers, partners at different levels of government, Indigenous Peoples, customers, other stakeholders, and our employees.

In 2023, we conducted a materiality assessment, which resulted in an update of our material priorities, including new priorities such as sustained funding and climate impact risk management. Accordingly, we have updated this report to include our progress on the top material topics. This 2023 report is also structured in conjunction with our Sustainability Framework.

This report aligns with United Nations Sustainable Development Goals (UNSDG), Sustainability Accounting Standards Board (SASB), and Global Reporting Initiative (GRI) Standards. For more information on our report standards, see the **Standards Index**. In addition, we are transitioning to the new International Sustainability Standards Board (ISSB) International Financial Standards Report (IFSR) Standards S1 (General) and S2 (Climate-related).

For more in-depth information about TransLink's financial performance, please see our [2023 Year-End Financial and Performance Report](#).

¹ We do not have full reporting data for all operating companies. We continue to improve this process and incorporate data as it becomes available.

About Us



TransLink (South Coast British Columbia Transportation Authority) plans, funds, operates, and manages a regional transportation system that moves people and goods, and supports the regional growth strategy, provincial and regional environmental and emission reduction objectives, and economic development of the transportation service region.

Who We Are

The TransLink enterprise is a family of companies dedicated to moving people around Metro Vancouver. The enterprise (TransLink) includes TransLink Corporate and our operating companies: Coast Mountain Bus Company (CMBC), BC Rapid Transit Company (BCRTC), Metro Vancouver Transit Police (Transit Police), and West Coast Express (WCE). CMBC, BCRTC, Transit Police, and WCE are separate companies from TransLink Corporate with their own respective executives, Boards of Directors, employee workforce, and governance models.

We work together to connect the region and enhance its livability by providing a sustainable transportation network, embraced by the communities we serve.

Who We Serve

Our services and projects support customers, taxpayers, community members, investors, businesses, suppliers, municipal partners, provincial and federal government agencies, Indigenous communities, and non-governmental organizations, as well as all residents and visitors travelling throughout Metro Vancouver.


Where We Operate


Our regional transit system spans 21 municipalities, as well as Tsawwassen First Nation and Electoral Area 'A' (the unincorporated areas of the regional district), with a total population of 2.6 million people, and a service area that covers more than 1,800 square kilometres.


What We Do


We plan Metro Vancouver’s regional transportation system for people and goods, setting out the long-term vision, goals, key initiatives, and funding. We also develop transportation demand management strategies, programs, and other activities to support the functioning of regional transportation.


We acquire, construct, and maintain assets, infrastructure, facilities, and property required for the regional transportation system, including:

 **Active Transportation Infrastructure:** With our municipal partners, we invest in building and upgrading the walkway and bikeway network to facilitate better active transportation connections to transit and within and between urban centres across the region. We maintain a network of bike parkades and lockers across the transit network.


 **Transit Fleet and Infrastructure:** We own and/or manage rail rapid transit guideways; transit stations; storage, maintenance, and operations facilities; and our fleets of passenger ferries, buses, and trains.


 **Major Roads:** In conjunction with local governments, we co-fund and co-manage the Major Road Network, which includes hundreds of kilometres of key roads in the region, connecting major destinations for people and goods.


 **Bridges:** We own and maintain six bridges – Knight Street Bridge, Pattullo Bridge, Golden Ears Bridge, Westham Island Bridge, the SkyTrain SkyBridge, and the Canada Line Bike and Pedestrian Bridge.


 **Technology:** We own and manage the necessary technology assets to deliver our services, including data management and telecommunications.


We also operate transit and transportation services, including:

 **Bus Service:** Bus transit service across the region, delivered by our own bus operating company (CMBC) and via contracts with other bus operating companies.

 **Paratransit:** HandyDART, a paratransit service for those who are unable to safely navigate the region’s conventional public transit without assistance.

 **Ferries:** SeaBus, a passenger-only ferry service linking downtown Vancouver and North Vancouver.

 **Rail Rapid Transit:** Rail transit service across the region, including the SkyTrain (Expo and Millennium Lines), which is operated through BCRTC, and the Canada Line, which is operated through a concessionaire.

 **Commuter Rail:** West Coast Express, a commuter rail service operating between downtown Vancouver and Mission.

How We Are Governed

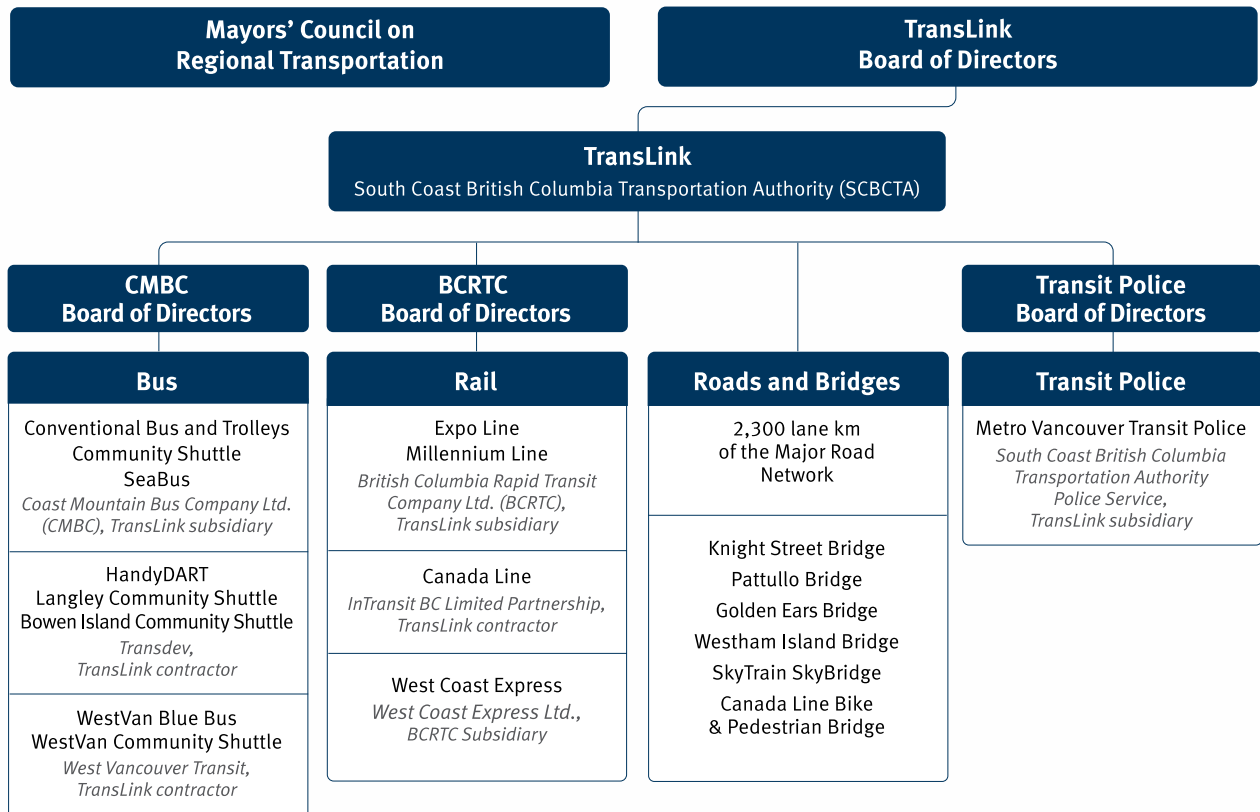
TransLink’s governance structure includes our Board of Directors and the Mayors’ Council on Regional Transportation.

Mayors’ Council on Regional Transportation

The Mayors’ Council consists of 21 mayors from municipalities within Metro Vancouver, the Chief of Tsawwassen First Nation, and the Electoral Area ‘A’ representative. The Mayors’ Council is responsible for approving TransLink’s long-term strategies, 10-year investment plans, changes in Board member remuneration, executive compensation plans, certain short-term fares, and changes in TransLink’s customer complaint and survey processes. The Mayors’ Council also appoints independent directors to the TransLink Board. Annually, the Mayors’ Council appoints the Chair and Vice-Chair of the Mayors’ Council, as well as a Mayors’ Council Designate to the Board of Directors.

Board of Directors

TransLink’s Board is made up of seven independent directors, the Chair and Vice-Chair of the Mayors’ Council, and up to two individuals appointed by the Province. The Mayors’ Council selects the independent directors from a shortlist of candidates identified by an independent five-member screening panel, with one appointee from each of the following: Greater Vancouver Board of Trade, Chartered Professional Accountants of BC, Greater Vancouver Gateway Council, the Province, and the Mayors’ Council.



2023 Board of Directors



First row from left: **Lorraine Cunningham**, Chair; **Andy Ross**, Vice Chair; **Jennifer Chan**; **Harj Dhaliwal**; **Karen Horcher**; **Mayor Mike Hurley** (Mayor of City of Burnaby). Second row: **Tracy Redies**; **Andrea Reimer**; **Harpinder Sandhu**; **Allan Seckel**; **Mayor Brad West** (Mayor of City of Port Coquitlam).

The TransLink Board of Directors is responsible for stewarding the affairs of TransLink. They oversee TransLink’s business conduct and operations, and supervise management.

The Board appoints the Chief Executive Officer (CEO) and delegates responsibility to the CEO for the day-to-day leadership and management of the organization. In 2023, TransLink’s Board of Directors had four standing committees: Finance and Audit; Planning, Communities, and Communication; Information Technology; and Human Resources and Governance.

Our Board Governance Manual sets out the roles, responsibilities, and accountabilities of the TransLink

Board, the Board Chair, Committees, Chairs, and Directors. It includes a Code of Conduct to guide ethical behaviour and address conflicts of interest. The Finance and Audit Committee is responsible for risk management and sustainability, including climate change.

The Board follows an Annual Board and Committee Calendar to demonstrate their responsibilities and decision-making related to economic, environmental, and social impacts. TransLink provides semi-annual corporate sustainability updates and reports, as well as quarterly risk management (including climate-related risk) updates, to the Board’s Finance and Audit Committee.

2023 Senior Executive Team



First row from left: **Kevin Quinn**, TransLink Chief Executive Officer; **Christine Dacre**, TransLink Chief Financial Officer; **Gigi Chen-Kuo**, TransLink Chief Operating Officer to December 17, 2023; **Jeff Busby**, TransLink Chief Operating Officer as of December 18 2023; **Sany Zein**, BCRTC President & General Manager; **Michael McDaniel**, CMBC President & General Manager. Second row from left: **Steve Vanagas**, VP Customer Communications and Public Affairs; **Tammy Young**, VP People and Culture; **Dave Jones**, Transit Police Chief Officer to September 30, 2023; **Suzanne Muir**, Acting Transit Police Chief Officer September 2023, Chief Officer as of October 2023.

Senior Executive Team

TransLink's Senior Executive Team brings diversified skill sets to the tasks of planning and managing the region's transportation network. The team consists of TransLink's CEO, CFO, COO, VP of Customer Communications and Public Affairs, and VP of People and Culture; Transit Police Chief Officer; and Presidents and CEOs from BCRTC and CMBC.

What Guides Us

We are guided by our mandate: to provide a sustainable regional transportation system that moves people and goods, while supporting the growth strategy, environmental objectives, and economic development of the region.

To deliver on our mandate, we have created strategic goals that are driven by the Regional Transportation Strategy, a statutory requirement of the Province of BC, which sets out the long-term direction for transportation in the region.



Transport 2050

Transport 2050 is our regional transportation strategy for Metro Vancouver and our roadmap for the next 30 years. The strategy was developed in collaboration with residents, municipalities, Metro Vancouver Regional District, the Province of British Columbia, Indigenous Nations, and stakeholders.

Adopted in January 2022, Transport 2050 envisions a future of Access for Everyone:

“Everyone can easily connect to the people, places, and opportunities that they need to thrive — because we all have real choices that we can count on, that we can afford, and that we can safely enjoy for generations to come. Our transportation system supports an inclusive, future-ready region that has meaningfully advanced reconciliation.”



Access for Everyone

Access for Everyone (otherwise known as Transport 2050: 10-Year Priorities) is a bold implementation roadmap for achieving the goals set out in Transport 2050. Adopted in June 2022, Access for Everyone stages the first decade of investments and actions needed to implement Transport 2050.

Access for Everyone will require significant new revenue sources and investments from all levels of government. It will be delivered in phases and funded through a series of future investment plans.



2022 Investment Plan

TransLink is obligated by statutory requirements to update our Investment Plan every three years. Our current [Investment Plan](#), approved in May 2022, helps TransLink advance key transit priorities while stabilizing funding over the short term. TransLink has seen encouraging ridership recovery at approximately 90 per cent of pre-pandemic ridership. However, changes in travel behaviours have led to reduced fare revenues. At the same time, more efficient vehicles, including a transition to zero-emissions vehicles, are affecting our fuel tax revenues.

In addition, since the 2022 Investment Plan was approved, inflationary pressures have resulted in higher-than-projected expenditures, most notably in construction and labour costs. The 2022 Investment Plan relies on significant relief funding and capital investments from the Province of BC and the Government of Canada to maintain our system in good repair, advance key projects, and stabilize our long-term finances.



Climate Action Strategy

In January 2022, the Board of Directors and the Mayors' Council for Regional Transportation approved TransLink's [Climate Action Strategy](#) and new greenhouse gas (GHG) emissions and climate targets. The Climate Action Strategy's vision is to provide climate-resilient and net-zero public transportation system for the region.

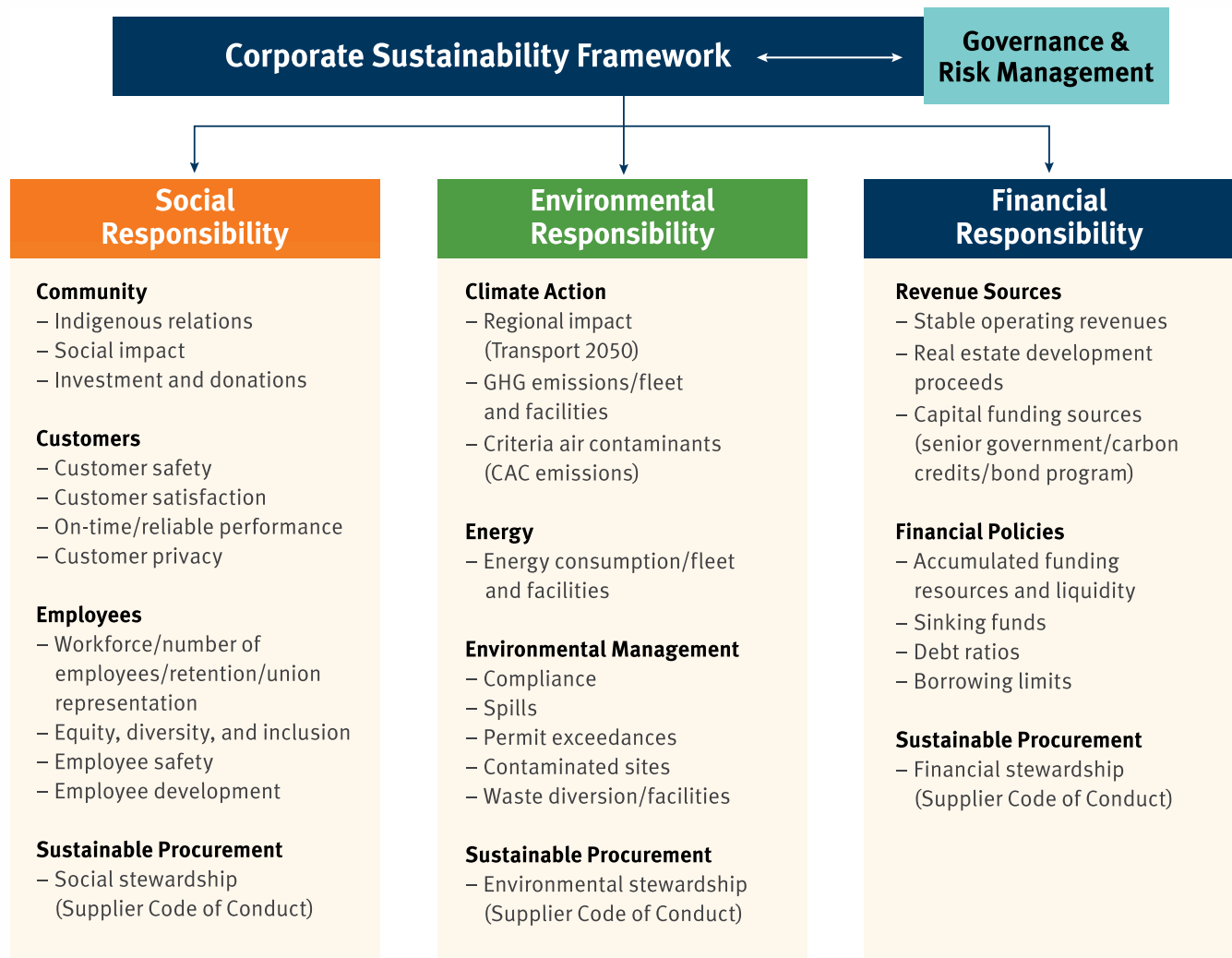
This strategy was followed by the Board's approval of the [2023-2025 Climate Action Plan](#) in December 2022, which outlines our strategies and 48 actions for reducing our GHG emissions and ensuring our operations and infrastructure are resilient to the changing climate.

Learn about our Climate Action Plan implementation progress [here](#).

Sustainability Framework

Our Sustainability Framework defines our sustainability goals and objectives. It provides a roadmap for our social, environmental, and financial decision-making, through the lens of governance and risk management. It also aligns with the goals of Transport 2050.

Through our annual Accountability Report, we track and report on each area of our Sustainability Framework. In 2024, we will be updating our Sustainability Framework, Sustainability Policy, and Sustainability Strategy, which will be informed by our 2023 materiality assessment.



Enterprise Risk Management

Enterprise Risk Management (ERM) is a systematic process to identify, assess, and respond to risks that could negatively affect the achievement of TransLink's strategic priorities. TransLink's ERM Framework ensures a consistent risk taxonomy structure across the enterprise. On an annual basis, senior leadership identifies and prioritizes corporate-level risks. Using a likelihood and impact matrix, the Senior Executive Committee evaluates the top enterprise priority risks for Board oversight. Risk owners then prepare treatment plans for periodic monitoring and reporting to the Board and senior executives.

Climate Change Risk

Climate change is increasingly affecting our region, transportation, fleet, infrastructure, and operations. In 2023, to align with new international sustainability reporting standards, we began disclosing, evaluating, and monitoring our climate-related risks as part of the ERM process. This includes the assessment of any threats and opportunities associated with TransLink's ability to systematically manage our environmental responsibilities and impacts in a way that provides value to TransLink and the region at large.

In 2023, we identified three primary climate risks:

Regional GHG reduction targets: The potential risk of being unable to gain support for the investments and policy actions needed to make substantial progress to reducing GHGs from light-duty vehicles in Metro Vancouver.

Corporate GHG reductions targets: The potential risk of not meeting our 45 per cent GHG emissions reduction target by 2030. See [Corporate Climate Action](#).

Climate change resilience: The potential risk of having the extreme effects of climate-related events negatively affect facilities, infrastructure, operational continuity, staff, customers, and the travelling public.

These identified risks are being managed through various working groups, programs, and actions, as outlined further in this report. See [Risk Management](#) for additional information on climate-related risks. For information on other risks, refer to our [Year End Financials and Performance Report](#).

Creating a Sustainable Model

Sustainable transportation is the future.

In an era of increased concerns about affordability, climate change, and regional population growth, sustainable transportation is the only answer to the question, “How will we move and grow?”

The need for transit, walking, biking, and rolling is more pressing than ever. Growing sustainable transportation is key for achieving regional and provincial social, economic, and environmental objectives. It’s also essential for our burgeoning population. Metro Vancouver is one of the fastest-growing regions in North America; in 2023 alone, over 90,000 people moved to the region.

TransLink’s Performance

At TransLink, we are proud to play a vital role in providing sustainable transportation to our growing communities. This is the result of prudent financial management, our strong performance coming out of the pandemic, the region’s enduring commitment to transit-oriented development, and the solid foundation laid by our continuing partnerships with various levels of government and Indigenous Nations.

In 2023, TransLink was one of the leaders in ridership recovery among our peers in Canada and the US. On a weekly basis, Translink's ridership peaked at over 89% of pre-pandemic levels, with an average of 1.1 million boardings daily.

Unprecedented policies announced by senior government to focus growth around frequent and rapid transit will accelerate this momentum.

We are committed to fiscal responsibility.

Eighty-five per cent of our expenses are service related. The remaining 15 per cent are administrative-related, which is lower than the 17-20 per cent average for Canadian and US agencies.

We continue to implement a variety of cost-saving and efficiency measures, such as consolidation of office space and more bus speed and reliability measures. We are also committed to diversifying our revenue streams, such as commercial partnerships and our Real Estate Development Program, which is projected to bring in significant revenues within the next five to 10 years.

Towards a Sustainable Funding Model for Transportation

The challenge? Unprecedented rates of inflation have impacted our bottom line. Revenue from fares has not recovered to pre-pandemic levels. Due to more fuel-efficient cars and the uptake in zero-efficiency vehicles, revenue from fuel taxes continues to decline. As a result of these impacts, we will begin seeing an annual structural deficit average of \$600 million per year, over the ten-year period beginning in 2026. This is why we continue working with all levels of government to implement a new sustainable funding model that will allow us to grow the role of sustainable transportation and expand service to support the increasing demands of Metro Vancouver.

Our region has a bright future filled with sustainable transportation. We are committed to continuing to play a vital role in connecting communities across the region.

Advancing Key Priorities

TransLink is responsible for delivering the regional transportation system that connects the region and enhances the livability of Metro Vancouver. We play a key role in enabling the regional and provincial economy.

By providing sustainable transportation choices for everyone, TransLink is advancing an affordable, thriving, socially inclusive, and climate-resilient region, while simultaneously **supporting key priorities of the provincial and federal governments.**



Social Inclusion & Equity

Why This Matters › People of all ages, abilities, backgrounds, and income rely on TransLink to get to where they need to go.



Complete, Affordable Communities

Why This Matters › Our region's vision is to create livable and vibrant communities built around multi-modal hubs to promote walking, biking, rolling, and transit.



Climate Action

Why This Matters › Our vision is to achieve a net-zero, climate-resilient transit system that meets the growing need of our communities while caring for our planet.



Look for this icon throughout this report; it indicates accomplishments related to our key priorities.

Big Moves in 2023

Social Inclusion and Equity

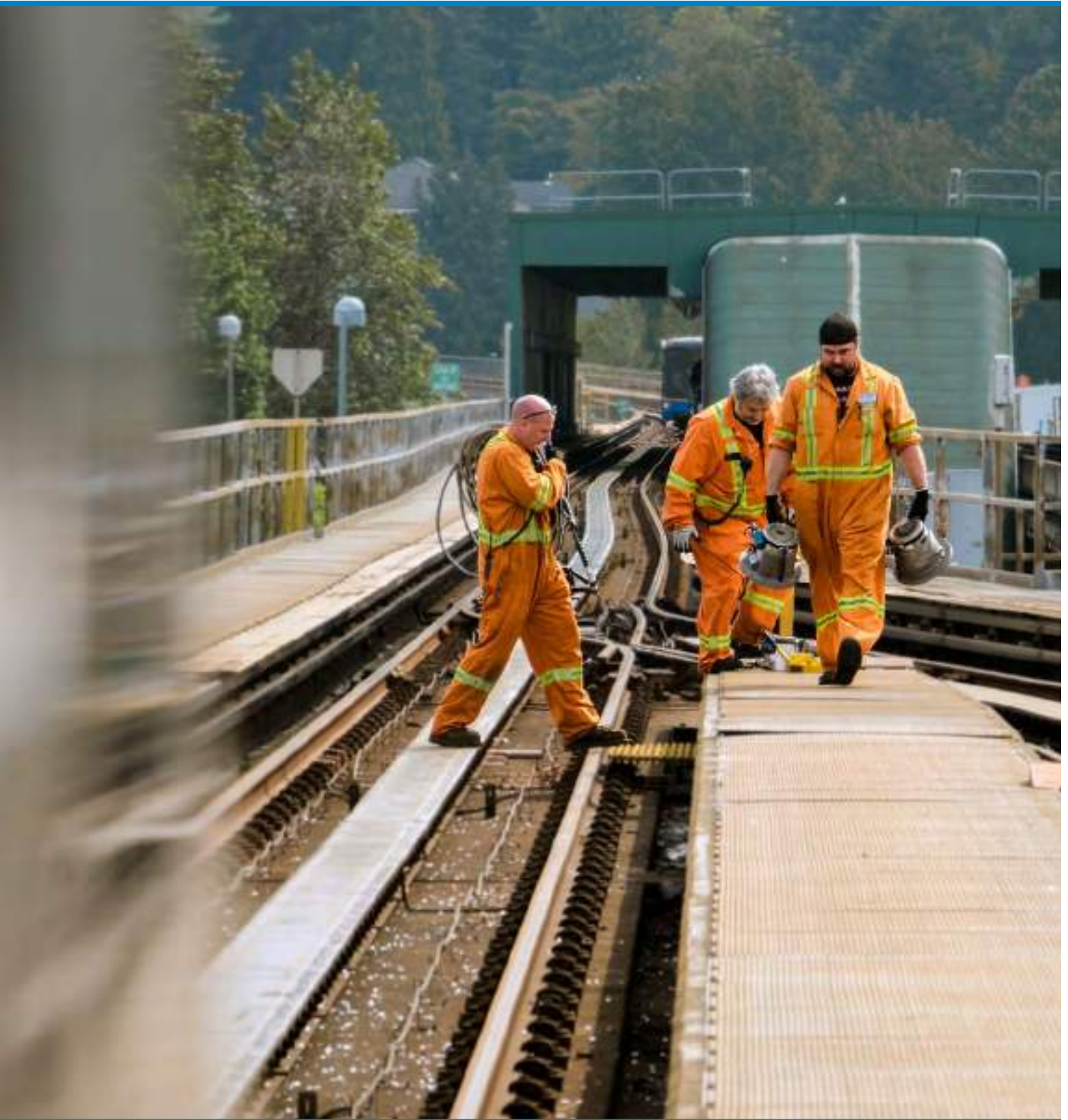
- › **Braille signage** at every bus stop and tactile walking surface indicators at every stop TransLink owns
- › TravelSmart4Kids, to encourage children to use **active, sustainable transportation modes**
- › Integration of **equity** frameworks and mapping into planning projects
- › Customer service by phone in **over 300 languages**
- › **First Nations Transportation Program**
- › **Cultural recognition** projects
- › Launch of **Sustainable Procurement Strategy**

Complete, Affordable Communities

- › Advancement of **mixed-use housing developments** in Vancouver, North Vancouver, and Coquitlam
- › Policy agreements with municipal partners to ensure **higher-density, affordable housing** around major projects
- › Investments in infrastructure to support **walking, biking, and rolling**
- › **Affordable transit** fares and promotion of the most affordable modes
- › Compass Card Donation Program to **help families, seniors, and service agencies**
- › Car Free Days in seven municipalities to **celebrate and promote sustainable communities**

Climate Action

- › **Reduction of overall GHGs** by approximately 12 per cent (from 2022)
- › **Renewable fuels** in our bus fleet to significantly reduce GHG emissions
- › **Renewable gas** for natural gas buses
- › **Climate Action Plan** adaptation measures
- › **Low- to zero-emissions design** of new facilities
- › Transition to **battery-electric buses**, including construction underway at our first all-electric Transit Centre
- › Materiality assessment to **identify key issues for stakeholders**



System and Service Management

To deliver on our strategic priorities, TransLink and its operating companies provide services and systems to exceed customer expectations, both now and in the future.

This includes bus, SeaBus, SkyTrain, West Coast Express, and HandyDART services, as well as the infrastructure for roads, bridges, and active transportation infrastructure to support walking, biking, and rolling.

Comprehensive Approach to Services and Systems

- We ensure we keep our assets in good condition to maintain a state of good repair, as well as reliable service.
- We proactively invest in our system.
- We focus on having the right processes in place to effectively manage capital projects, in terms of budget, schedule, and quality.
- We ensure we have the data and tools to help us make informed decisions.
- We rely heavily on public consultation and Indigenous engagement to guide our way.
- We work with our transportation, municipal, and provincial partners to address external factors that can affect our services, such as congestion, traffic collisions, road works, and track trespass, as well as larger risks such as natural disasters and public health risks.

Service Planning

In 2023, we delivered service at near pre-COVID levels on all modes and continued with the following service enhancements:

- Addressed overcrowding by reallocating service to crowded routes from frequent routes where capacity was not needed
- Continued to provide enhanced seasonal services to parks and open spaces, including the bike bus to the Tsawwassen Ferry Terminal
- Undertook construction on the R6 Scott Road RapidBus to prepare for a launch in early 2024
- Restored the fifth daily WCE trip; received two refurbished locomotives, which went back in service in 2023

Capital Programs

TransLink’s capital programs are aligned with our current priorities of rebuilding customer ridership and ensuring a state of good repair.

Key projects in 2023 included:

SkyTrain Mark V Cars

We have embarked on the largest SkyTrain car order in TransLink’s history – the procurement of 205 new Mark V train cars to replace the aging Mark I fleet. This will allow us to retire older vehicles, improve fleet quality, and ensure reliable, high-quality service for customers. These trains will have improved customer amenities such as more flex areas, leaning rails, and passenger information displays, and will feature Indigenous art. The first Mark V train was delivered in late 2023 and will go into service by the end of 2024.

SkyTrain Operations and Maintenance Centres

We are in the process of expanding storage and maintenance capabilities to accommodate the region’s expanding SkyTrain fleet. To help meet this need, we will be building two operations and maintenance centres (OMCs) to supplement our three existing OMCs.

In 2023, we began groundwork on a new OMC in Coquitlam (OMC4). OMC4 marks a significant change for BCRTC as this is the first addition of a major OMC since the inception of the SkyTrain. OMC4 will provide additional train storage and maintenance facilities to support the expanded fleet and the geographic expansion of the network. When OMC4 comes into service, vehicle maintenance will be distributed at two major facilities instead of one. This work will underpin the planning and implementation work for future OMCs.

A new OMC (OMC5) is needed to provide sufficient storage and maintenance capacity to support the expanded SkyTrain network, including the Surrey-Langley SkyTrain (SLS). In 2023, TransLink worked with Transportation Investment Corporation and other partners to complete a draft OMC5 business case for provincial review.

Capstan Station

Capstan is a new Canada Line station in Richmond, located between the existing Bridgeport and Aberdeen stations. Construction began in August 2021 and is expected to be complete in 2024. Following construction completion, the facility will be turned over to the operator, ProTrans, to complete systems assurance and safety certification processes. The station is expected to be open for service in 2024.

Surrey Langley SkyTrain Extension

The Surrey Langley SkyTrain (SLS) project will extend the Expo Line by 16 kilometres and will include eight new stations and three new transit exchanges. TransLink will be providing project and integration services to this provincially delivered project. We are working closely with the Province of BC to create a Funding and Support Agreement (FSA) that describes the relationships, roles, and responsibilities of TransLink and the province on the delivery of this major project. We will continue to work with the various partners to finalize the FSA in 2024.

Broadway Subway Project

The Broadway Subway Project (BSP) is a 5.7-kilometre extension of the Millennium Line, from VCC-Clark Station to Broadway and Arbutus. Six new underground stations will be connected via five kilometres of tunnel to help connect communities along the Broadway corridor. TransLink continued to support ongoing construction in 2023, such as ensuring smooth integration with the existing system and minimizing impacts to continued operations of the Canada Line and the bus network.

Marpole Transit Centre

TransLink's first all-electric transit centre, Marpole Transit Centre (MTC) in south Vancouver, will house over 300 battery-electric buses, a key part of TransLink's Climate Action Strategy. In 2023, we began a detailed design of this facility and key environmental permits were approved. We also procured a construction manager and began site demolition and ground improvement works.

Port Coquitlam Transit Centre Electrification Project

To replace end-of-life diesel buses, we are procuring 57 battery electric buses and the required charging infrastructure for installation at Port Coquitlam Transit Centre. The project is currently in the proposal evaluation stage.

R6 Scott Road RapidBus

In 2023, construction of the R6 Scott Road RapidBus project was completed. The R6 bus will provide space for 20 per cent more riders and improve customer travel times by up to 10 minutes in each direction. The R6 features fewer stops, all-door boarding, more capacity, bus priority lanes, a centre-median island to speed up boardings and travel times, next-bus digital signage, audio information for customers who are blind or partially sighted, and community art. This is TransLink's largest service expansion since 2020 and will meet the growing demand for transit south of the Fraser River.

West Coast Express Overhaul

We continue to make progress on the overhaul of WCE locomotives and have received two of the seven refurbished locomotives. These locomotives are refurbished from Tier 1 to Tier 3 engines, resulting in an estimated reduction of criteria air contaminants (CACs) emissions by 48 per cent, according to EPA standards.

Municipal Cost Share Program

Through our Municipal Cost Share Program, we partner with local governments to cost share 50 to 100 per cent of eligible capital costs for infrastructure upgrades that will improve sustainable modes of transportation, including walking, biking, rolling, and transit.

In 2023, we invested \$67 million towards upgrading or building 106 infrastructure projects through our operational area.

Since 2017, we have committed a total of \$250 million towards infrastructure, including:

183 km

OF NEW AND/OR
UPGRADED CYCLING
ROUTES

48 km

OF WALKING PATHS

57 km

OF MULTI-USE
PATHS

65 km

OF UPGRADED ROAD
INFRASTRUCTURE

State of Good Repair

Investments in state-of-good-repair projects and system enhancements are critical for TransLink to deliver safe, efficient, reliable, equitable, and resilient transportation services. Our projects extend beyond customer-facing fleet assets and include critical systems and the replacement of aging infrastructure assets needed to seamlessly deliver services across the Lower Mainland.

Key projects in 2023 included:

Automatic Train Control (ATC)

The ATC system enables safe, automated, driver-less train operation that is critical for SkyTrain service. Some components of the ATC system were approaching end-of-life and were replaced to avoid risk of failures and reduce the occurrence of, and time need to recover from, SkyTrain disruptions.

SeaBus Facilities Upgrade Project

Our SeaBus facilities were built in 1977 to support ferrying customers between Vancouver (South Terminal) and North Vancouver (North Terminal). Both terminals required replacement of end-of-life automatic doors, CCTV/fire detection systems, electrical substations, back-up generators, and other critical assets. The North Terminal work was completed in 2023 and work on the South Terminal, including ventilation improvements, are expected to be complete in early 2024.

Bus Speed and Reliability Program

We estimate that over \$80 million per year (800,000 annual service hours), or 15 per cent of CMBC total bus operating costs, are attributed to roadway delays such as traffic congestion. TransLink's Bus Speed and Reliability Program advances transit priority projects to improve the travel time and reliability of transit service, ensuring buses don't get stuck in traffic. These projects have improved customer travel times by up to 35 per cent. Since buses are used more efficiently, these projects can pay for themselves in just a few months.

In 2023, 27 projects (seven capital projects, 16 studies, and four RapidBus and Ministry of Transportation and Infrastructure projects) were completed, including intersection improvements, priority bus lane implementation, signal improvements, and upgrades to passenger facilities.

Real Estate Development Program

Big Moves in 2023

Our region's vision is to create livable and vibrant communities built around multi-modal transit hubs to promote walking, biking, rolling, and transit use. In practice, this means concentrating high-density, mixed-use development adjacent to TransLink-owned properties, transit stations, facilities, and related infrastructure.

In April 2022, TransLink's Board of Directors and the Mayors' Council endorsed the pursuit of development activities around our real estate assets and transit service areas.

In 2023, these included:

- TransLink PCI partnership to advance a mixed-use development proposal at the terminus of the Broadway subway line at Broadway-Arbutus
- Initiation of rezoning of the former North Vancouver Transit Centre at 3rd and St. Davids Avenue to deliver a mixed-use housing project
- Initiation of master planning of property at Coquitlam Central to deliver a transit-oriented community that celebrates the site as an important transit hub in the region





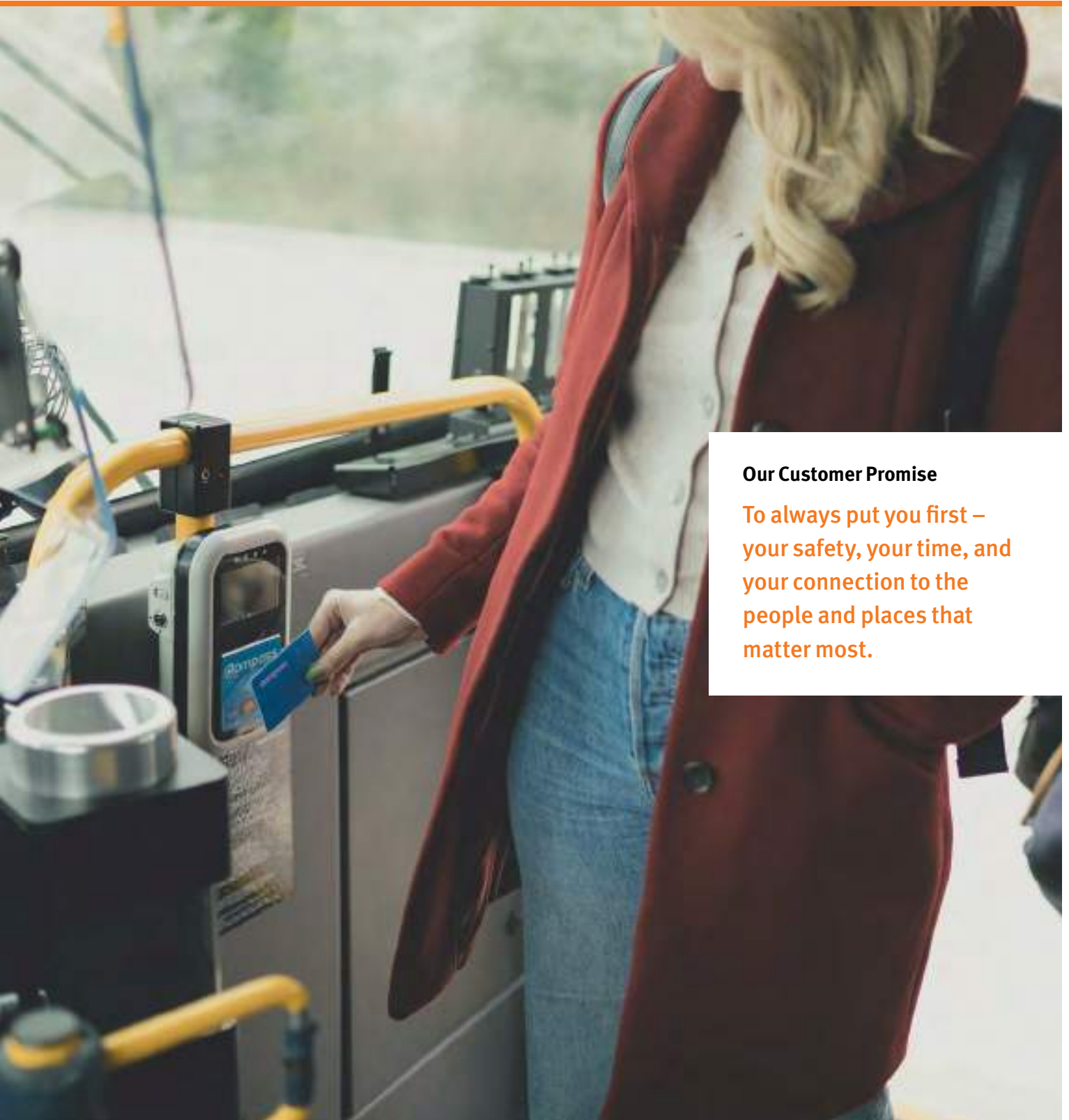
TransLink's Bike Bus service provides extra capacity for bicycles between Bridgeport Station and the Tsawwassen Ferry Terminal.



Social Responsibility

At TransLink, social responsibility refers to our duty to serve in the best interests of our customers, Indigenous Peoples, employees, partners, and investors. We believe it is our responsibility to better our communities and enhance the livability of our region.

IN THIS SECTION	Customers	pg 29
	Community	pg 40
	Employees	pg 48



Our Customer Promise

To always put you first – your safety, your time, and your connection to the people and places that matter most.

Customers

We believe it is our responsibility to better our communities and enhance the livability of our region.

Ridership

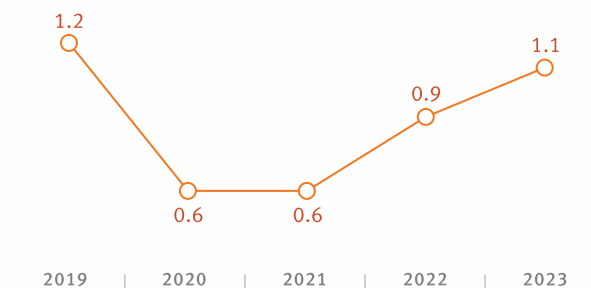
In 2023, there was an average of 1.1 million daily (392 million annual) boardings, compared to an average of 893,000 in 2022. (Pre-pandemic, daily boardings averaged 1.2 million.) By year end, we had over 233.2 million journeys, a 20.5 per cent increase over 2022. This increase in ridership¹ was primarily due to an increase in office commuters returning to transit and continued population growth in the region.

We are leading our peers in ridership recovery from the COVID-19 pandemic.

TransLink has the fourth-highest rapid rail ridership and the third-highest bus ridership of any agency in Canada and the US. In 2023, we reached 90 per cent ridership recovery compared to pre-pandemic.

Ridership

(millions of average daily boardings)



Customer Satisfaction

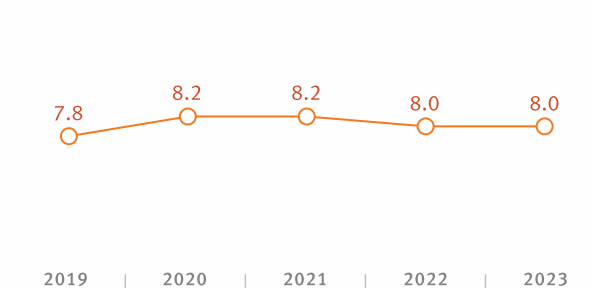
Customer satisfaction is a key indicator for determining whether we are delivering quality service to our customers and helps us identify opportunities for improvement.

We measure customer satisfaction through quarterly Customer Service Performance Surveys, conducted through a third-party research firm. We also prepare annual updates for TransLink’s Board of Directors, to stay accountable for managing our customer experience commitment and performing against relevant indicators.

With an average score of 8.0 out of 10 in 2023, customer satisfaction with TransLink’s transit services was unchanged from 2022 and remained higher than pre-pandemic levels, even as ridership continued to grow.

Customer Satisfaction

(overall performance rating out of 10)



¹ Ridership measures boardings and journeys. Both indicators are calculated using data generated from the Compass system, on-bus transactions (i.e., farebox data), and HandyDART reporting. Adjustments are made to reflect missing tap data from “all-door boarding” B-Line and RapidBus routes.

Customer Experience Action Plan

TransLink's 2022-2027 Customer Experience Action Plan puts our customer priorities at the forefront of our work. Guided by the priorities in our Action Plan, we engaged in the following initiatives in 2023:



Contactless Debit

We implemented contactless Interac debit payments throughout Metro Vancouver.

Compass Wearables/Products

We offered customers wristbands, wearables, limited-edition DC Super Hero-themed Compass Cards, limited-edition Elf-themed Compass Cards, and limited-edition mini-trolley bus Compass keychains.



New Vending Machines

Translink installed six vending machines (for sushi, baked goods, and balloons) at select SkyTrain stations. These revenue-generating machines are very popular with our customers and are maintained through 3rd-party contracts.



Amazon Lockers

We installed Amazon pick-up lockers at five bus loops and 12 SkyTrain stations to provide customers with secure locations to pick up packages. These were installed and are maintained at no cost to TransLink.

Free WiFi on Transit

Provided WiFi on the RapidBus, SeaBus terminals, Edmonds and New Westminster SkyTrain stations, Carvolth Exchange, and Langley Centre. Ten per cent of all SkyTrains have been equipped with WiFi.

Community Safety Officers

Hired our first 20 Community Safety Officers to supplement patrol police officers and assist in community engagement and support.

Cleaning and Maintenance Hotline

Enabled customers to use a QR code to report areas in need of cleaning or maintenance at the Commercial-Broadway Station and Surrey Central Station.

Bike Bus

Extended the summer service hours and increased the frequency of our Bike Bus, with extra capacity for bicycles.

Enhanced Art and Culture

Expanded and diversified the presence of music and art across our transit system with the continued development of our Art and Culture Program, including our Art Moves performance series.

TransLink Community Volunteer Program

Assisted more than 16,500 customers (via 80 transit volunteers over 160 service hours). We also initiated strategic partnerships with Vancouver International Airport and the Port of Vancouver's cruise terminal at Canada Place.

SkyTrain Station Upgrades

Completed a wheelchair lift replacement at Columbia Station.

Accessibility

In 2023, we continued to improve accessibility for people with disabilities. We developed and published our first Accessibility Plan, which includes 32 actions to identify, remove, and prevent barriers to individuals. The plan incorporates input from TransLink’s two accessibility-related advisory committees: the HandyDART Users’ Advisory Committee and the Access Transit Users’ Advisory Committee. Both committees also provided input on a range of important projects. Find out more about [accessibility at TransLink](#).

In August, we completed a six-month Accessible Navigation Pilot Project to test wayfinding technology for people with sight loss. This pilot used proprietary QR codes that were installed at 16 bus stops, offering bus information, wayfinding, and real-time departure information via an app.



Image credit: Transports Metropolitans de Barcelona

Big Moves in 2023

We also improved the accessibility of the bus network for people with sight loss. There is now dual-format braille and tactile signage at over 8,400 bus stops across the network and tactile walking surface indicators at bus stops and bays on TransLink-owned and leased property. This makes us the first transit system in Canada to install braille signage across the entire bus system.

Big Moves in 2023

To assist the diversity of customers across our network, we now provide transit information and assistance by phone in over 300 languages.

Reputation and Trust

We work hard to build trust in the TransLink brand. Every year, the research firm Ipsos partners with BC Business to determine British Columbians’ most-loved brands. In 2023, TransLink went up 11 spots to #19 on the BC’s Most Loved Brands survey.

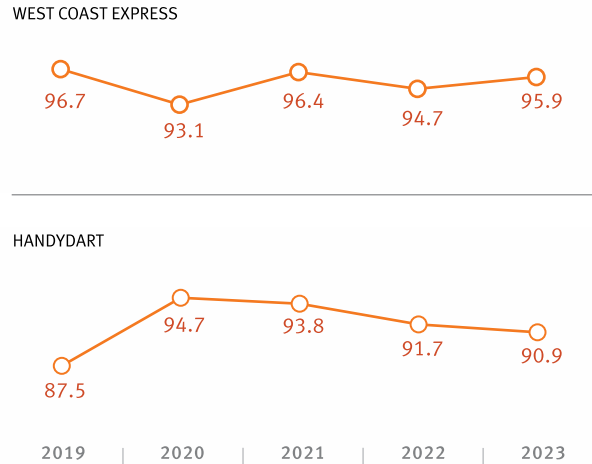
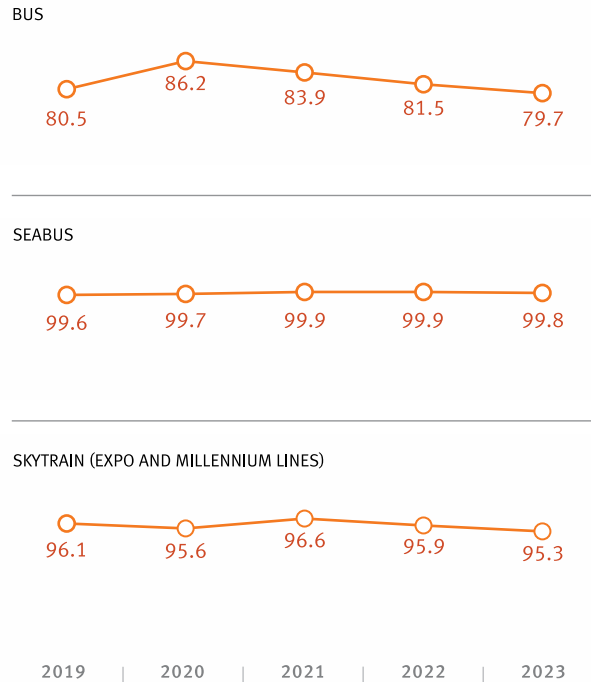
Based on our own brand reputation research study, 58 per cent of adult Metro Vancouver residents have favourable impressions of TransLink, an increase of six percentage points from 2022.

93%

OF RESPONDENTS SAID THAT TRANSLINK IS “VERY OR SOMEWHAT IMPORTANT” TO THE QUALITY OF LIFE AND LIVABILITY OF THE REGION.

On-time Performance

(%)^{1,2}



1 Percentage of time transit arrived as scheduled.
 2 Canada Line data not available.

Customer Safety and Security

Our number-one priority is ensuring our customers can feel safe every step of the way.

Each operating company is directly responsible for the safety of its employees and customers. The enterprise also maintains a Safe Operating Action Plan, as well as emergency preparedness programs, in the event of a major emergency or natural disaster. All operating companies have hazard response plans in place, such as winter weather response and communicable disease prevention plans.

As the only dedicated transit police service in Canada, Transit Police continues to work to reduce crime and disorder, conduct thorough investigations, and enforce the law. Transit Police also has a Community Engagement Team that includes six Neighbourhood Police Officers who work in specific community service areas, an Indigenous Liaison Officer, and a Mental Health Liaison Officer. For transit system protection and security, Transit Police operate a robust detection dog program for explosives. For more information, see [Transit Police Initiatives](#).

Crimes Against Persons and Property

One of Transit Police’s strategic objectives is to reduce crime and disorder on transit and in the surrounding community. Transit Police actively monitor and measure crime against persons and property (as well as other crime types), both on and off transit property.

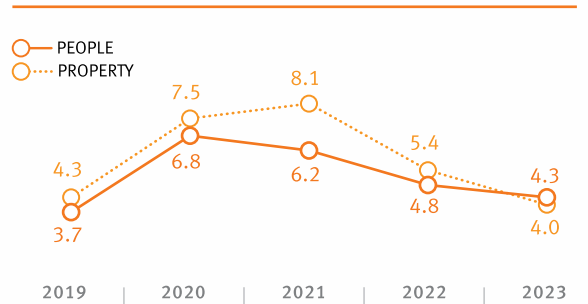
In 2023, Transit Police made 922 criminal warrant arrests. This is a 2 per cent decrease from 2022.

In the first two weeks of April, many Transit Police specialty teams were redeployed to frontline patrols in response to a series of high-profile assaults on the transit system. Despite this two-week increase in incidents, the overall rates of crimes against persons and property declined between 2022 and 2023. Transit Police continued to work closely with TransLink and its operating companies to ensure a high-visibility presence at stations and bus loops and on board vehicles.

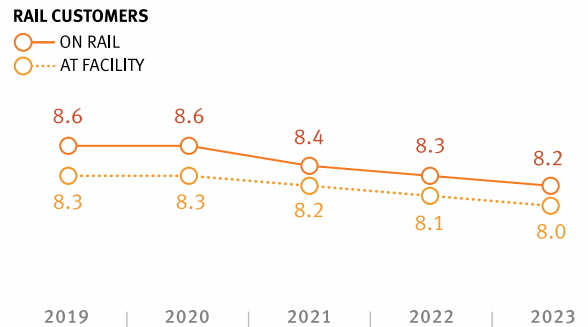
Customer Safety Perceptions

We want our customers to feel confident taking transit at all times. By measuring the perception of safety through customer satisfaction surveys, we determine how safe and comfortable our customers feel on our system.

Crimes Against Persons and Property (per 1 million boardings)



Customer Perception of Safety*



* Average rating out of 10, with 10 being the safest.

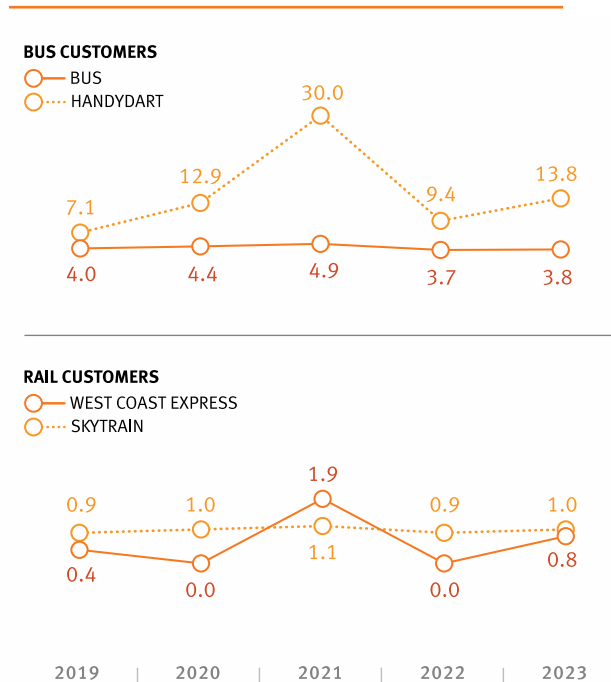
Customer Safety Campaigns

In 2023, we implemented a campaign to promote the Transit Police text line 87-77-77, including the installation of 16,000 information labels throughout the fleet. Other safety features include yellow silent alarm strips on SkyTrain and West Coast Express trains, emergency phones at SkyTrain platforms, and public announcements.

Our customer safety campaigns are targeted to areas that have the most injuries. In 2023, we used injury data to inform the development of our annual campaign, which focused on key themes such as holding on, taking it slow, and knowing conditions before travelling. BCRTC focused specifically on escalator safety. TransLink and its operating companies also undertake safety campaigns during winter weather and extreme heat events.

Customer Injuries*

(per 1 million boardings)



Customer Privacy

All privacy matters are handled by TransLink's Privacy Officer, reporting to TransLink's General Counsel and Corporate Secretary. In 2023, there were two substantiated breaches of customer privacy. Both breaches were the result of human error. The circumstances were investigated, privacy obligations reviewed, and corrective actions recommended to prevent future occurrences. No privacy complaints were received from regulatory bodies.

*Rates for bus and rail divisions are calculated using different methodologies:

- Reportable injuries to CMBC bus passengers consist of injuries resulting from collisions when onboard (including boarding or exiting) or when using the SeaBus. Contracted bus services are excluded.
- Rail injuries consist of injuries occurring on trains and BCRTC/WCE property that are serious, major, or fatal. Due to lack of available data, Canada Line information is not included.
- HandyDART injuries consist of injuries reported by staff and confirmed with the passenger.

Transit Police Initiatives

Throughout 2023, we continued implementing the 2022-2026 Transit Police Strategic Plan:

- We recruited and trained our first 20 Community Safety Officers (CSOs). CSOs are sworn peace officers who provide support to frontline police by taking on a range of duties, allowing Transit Police to focus more time on proactive policing and investigations.
- The Blue Eagle Community Cadets Program, which supports and empowers Indigenous youth, continued to operate weekly in both Vancouver and Surrey. In fall 2023, 27 youth registered in the Vancouver program and 29 registered in the Surrey program. This program is a partnership with the Surrey RCMP and Surrey Police Service.
- Our Crime Suppression Team worked closely with the Transit Police Criminal Intelligence Unit and jurisdictional police agencies to disrupt and cease criminal activity on and around the transit system. In May, an investigation into suspected drug trafficking using the transit system led to the seizure of numerous firearms, ammunition, illicit drugs, and counterfeit currency.
- We successfully deployed Digital Evidence Management (DEM) systems to all Transit Police officers, enabling them to rapidly collect, analyze, and present digital evidence. We also created a robust governance and support model to ensure DEM systems are used to their full capabilities and that further enhancements, maintenance, training, and support are well established.
- Our Mental Health Liaison Officer helps ensure appropriate support services are being offered by Transit Police, including appropriate communication with case workers, mental health workers, and social workers to determine how to best support clients moving forward. In 2023, mental health apprehensions were down by 22 per cent (compared to 2022). The officer referred 32 new clients who required support services. This is an increase from 10 new clients referred in 2022.



Emergency and Business Continuity

We prepared for and responded to the winter snowstorms that occurred in February 2023. We update our snow response plans on an annual basis. We also plan for and monitor potential natural hazards such as freshet flooding, extreme heat, and wildfire smoke.

TransLink works closely with local governments and the British Columbia Ministry of Emergency Management and Climate Readiness (EMCR) and participates in regional working groups to ensure key partnerships are preestablished prior to an emergency event. These partnerships expedite and ensure a cooperative response. When an emergency occurs, an enterprise Emergency Coordination Centre (ECC) is activated to support the operating companies in their response activities.

In 2023, TransLink continued to provide virtual platforms for all emergency event activations. We also created a flexible physical Emergency Operations Centre (EOC) that can be activated if on-site tactical response is required. TransLink is leading the enterprise Business Continuity Program that provides the framework to align planning activities with the operating companies.

Throughout 2023, we continued to implement our Seismic Resiliency Policy and Program by integrating it into the capital planning process and prioritizing the next 10 years of capital investments. The capital investments were validated with an enterprise-wide cross-functional working group and are currently being evaluated for funding within the next Investment Plan.

In 2023, CMBC continued to maintain a “Hot Site” EOC that can be activated to support emergency incidents and events. CMBC also updated laptop computers to ensure they support the software applications needed to carry out emergency functions. CMBC conducted an oil spill tabletop exercise as mandated by Transport Canada. In addition to multiple stakeholders within the organization, several external stakeholders/ reps from Transport Canada, Canadian Coast Guard, Western Canada Marine Response Corporation (WCMRC), Port of Vancouver, the Marine Unit of the Vancouver Police Department, North Shore Emergency Management, First Nations, and Active Earth Engineering participated in this exercise.

In 2023, BCRTC conducted their annual emergency tabletop exercise with senior leadership and decision makers. The 2023 exercise focused on a Fraser River flooding scenario. Additionally, BCRTC developed and exercised a Cyber Security Incident Procedure. In 2023, BCRTC provided 18 training sessions to various jurisdictional fire departments, to ensure they are prepared to respond to incidents.

Customer Feedback

TransLink tracks and manages feedback from customers through an enterprise-wide tracking, management, and reporting system. Most enterprise-wide feedback is handled through the TransLink Customer Information Centre or Customer Feedback Coordinators.



Listening to Our Customers



661,563
CALLS RECEIVED



17,400
TRANSIT ALERT
SUBSCRIBERS



1.49 million
INTERACTIVE VOICE
RESPONSE CALLS



219,800
SOCIAL MEDIA
FOLLOWERS



22,389
ONLINE FORMS



17+ million
TAP-TO-PAY
TAPS RECORDED



45,005
LOST PROPERTY
CALLS



834
EMAILS

Bus complaints such as accessibility issues, assaults, racism, cell phone issues, running red lights or stop signs, and dangerous driving are considered the highest priority and are addressed immediately.

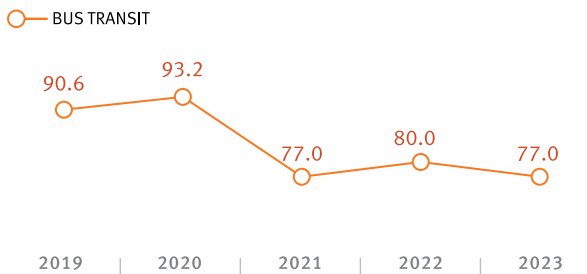
Bus complaints regarding customer pass-ups, requests for more service, operator conduct, and bus cancellations are responded to within 15 business days. In 2023, we responded to 96 per cent of related customer complaints within 15 business days (improving from 95 per cent in 2022). On average, it took us 6.4 days to respond to and close a complaint,

an improvement from 8.9 days in 2022. Based on this success, we will adjust our target in 2024 to address bus complaints within seven business days.

In 2023, the primary areas of HandyDART complaints were operator and clerk behaviours and scheduling. Through an ongoing enhanced training program, measures have been implemented to address operator and clerk performance. We have also implemented multiple initiatives aimed at resolving scheduling issues. Looking ahead to 2024, we will focus on improving dispatch customer care training.

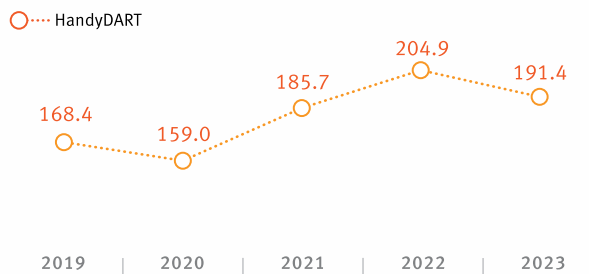
Complaints – Bus Transit

(per 1 million boardings)



Complaints – HandyDART

(per 100,000 boardings)



Top 5 Bus Customer Complaints – 2023





2,343

INDIVIDUALS PARTICIPATED IN 73 DIFFERENT IN-PERSON ENGAGEMENT EVENTS FOR 12 UNIQUE PROJECTS, PLANS, AND POLICIES IN 2023.

Community

Supporting our communities is key to addressing the priorities of our stakeholders and positively impacting those around us.

We engage residents, business owners, students, elected officials, and Indigenous Peoples for a variety of reasons, including the shaping of regional planning priorities, development of public policy recommendations, optimization of transportation services, and implementation of major capital infrastructure projects.

We also believe in giving back to our communities. We engage in numerous community outreach events and have a robust charitable donation program that supports safe, healthy, and diverse communities.

Community Engagement

Our community engagement efforts are guided by TransLink's comprehensive Principles for Public Consultation and Engagement. This ensures we work diligently to develop a full, inclusive public approach to our plans, policies, and projects.

In addition to in-person engagements in community centres, libraries, seniors' facilities, universities, colleges, transit facilities, farmers' markets, festivals, and street fairs, we interact with communities via other tools such as online meeting platforms, translinklistens.ca, mailers, emails, phone calls, and webinars, as well as public feedback surveys and research surveys.

Some 2023 engagement projects included:

**Burrard Peninsula Area
Transport Plan**

In October 2023, the first phase of the Burrard Peninsula Area Transport Plan was launched. As part of our engagement, we made a concerted effort to reach people with disabilities, English language learners, low-income earners, older adults, and youth. We led 38 events across New Westminster, Burnaby, Vancouver, UBC, and Electoral Area 'A', and conducted an extensive digital marketing campaign. Nearly 3,400 surveys were returned from our public survey. We also translated online surveys into Traditional Chinese, Simplified Chinese, and Punjabi. Sixty-three in-language surveys were returned. An interactive digital map of the sub-region collected over 1,100 geo-located comments. A companion research survey was simultaneously conducted through the TransLink Listens Panel, gathering an additional 788 surveys.

**Burnaby Mountain
Gondola**

To inform the business case for the Burnaby Mountain Gondola, we engaged the public and stakeholders on travel patterns, design consideration, and the terms of reference for an environmental screening review. We also captured feedback through 4,360 surveys with residents, community organizations, and cycling stakeholders.

**R6 Scott Road
RapidBus**

During construction of the R6 Scott Road RapidBus, we met with local business owners to inform them of the project and potential construction-related impacts. Nearly 53,000 postcards were distributed to residents and businesses within a four-block radius of the corridor. We held six pop-up events at libraries, community centres, and seniors' centres to share construction information and answer residents' questions.

Marpole Transit Centre

Prior to official City of Vancouver approval for the location of our new Marpole Transit Centre, we reached out to residents and businesses in the area, gathered feedback, and responded to concerns. Preconstruction work began in summer 2023.

Engagement with Indigenous Peoples

In 2019, TransLink started its journey to be inclusive of Indigenous Peoples by initiating an Indigenous Relations Department. We recognized that supporting reconciliation requires action by our two governance bodies, as well as all enterprise leadership and staff, to learn more about Indigenous Peoples and be supportive of new initiatives that aim to include Indigenous Nations and urban Indigenous organizations.

We are committed to listening to the priorities of Indigenous Peoples as they relate to regional transportation and to finding unique solutions to best address problems and opportunities. Our goal is to gain and build on trust through ongoing and positive outcomes that benefit Indigenous Peoples. We understand this will require continued investments in Indigenous communities in the foreseeable future.

Our Indigenous Relations Vision Statement and Guiding Principles clearly articulate our core values around the inclusion of Indigenous Peoples in our business and help ensure we live up to our commitment to advance reconciliation.

Strengthening Relationships with Indigenous Peoples

We continue to work to improve relationships with the local Indigenous Nations and urban Indigenous organizations, as well as Indigenous employees within the TransLink enterprise.



First Nations Transportation Program:

Access to safe and reliable transit services is a basic service that is critical to

improving the lives of Indigenous Peoples. In 2023, we continued developmental work on a First Nations Transportation Program to bring transportation to reserve lands and improved service to Tsawwassen First Nation treaty lands. This included ongoing

engagement to support the service design and implementation process. Engagement activities included site visits and information sessions on community transportation needs. We also identified necessary improvements to transit infrastructure (e.g., sidewalks, street lighting, bus shelters).

Indigenous Employee Support: The Indigenous Employee Resource Group (ERG) offers staff a safe, inclusive place to celebrate Indigenous identities, cultures, and histories. It encourages staff to share goals, develop a professional network, and support and learn from one another in the spirit of reconciliation.

Red Dress Day Awareness Campaign: The Red Dress Day Awareness Campaign, a collaborative effort with Butterflies in Spirit, was an important event to honour missing and murdered Indigenous women, girls, and two-spirit peoples (MMIWG2S+) and bring awareness to this national tragedy. The campaign included a Healing Journey Through Dance event and art installation at the Stadium-Chinatown SkyTrain Station.

Elders Program: The Elders Program aims to involve Elders and Knowledge Keepers in a variety of meaningful ways, ranging from cultural engagements and spiritual guidance to input on internal policy and practices. The goal is to create a collaborative space to share wisdom and insights, and help TransLink better understand and serve the needs and interests of Indigenous employees and Indigenous Peoples. In 2023, we extended invitations to local Indigenous Nations and urban Indigenous organizations to participate in the Elders Program.

Cultural Recognition Projects

Big
Moves in
2023

TransLink recognizes that cultural recognition and language revitalization actively help restore connections back to Indigenous communities, support reconciliation, and create a safe, welcoming environment. In 2023, multiple cultural recognition projects were showcased in partnership with local Indigenous Nations.

This included the creation of Indigenous artwork and signage at the SeaBus terminals at Waterfront Station and Lonsdale Quay. The images were sampled (with the artist's permission) from artwork on the Burrard Chinook SeaBus. The signage supports Indigenous language revitalization and preservation by incorporating land acknowledgement statements in the hə́nqəmíə́m language and Sk̓w̓x̓wú7mesh sníchim (Squamish language) which were developed by language experts from x̓m̓əθk̓əyəm (Musqueam), Sk̓w̓x̓wú7mesh Úxwumixw (Squamish Nation), and sə́lilwə́təʔ (Tsleil-Waututh Nation).

Indigenous murals are also now a welcome permanent display at the King George SkyTrain entrance. The installation included a blessing ceremony with the four artists and their families and friends, to celebrate the Indigenous Nations' distinct cultures and heritage from q̓ícəy (Katzie First Nation), q̓'ɑ:ńłə́n (Kwantlen First Nation), and se'mya'me (Semiahmoo First Nation) and encourage riders to reflect on the meaning of the land that we travel on today. The murals represent the first time these three Indigenous Nations are being profiled on TransLink's system.

Meaningful Indigenous Consultation and Engagement

We recognize that Indigenous consultation and engagement requirements are complex and constantly evolve. We work proactively to identify and address Indigenous interests and concerns with the goal of enhancing trusting and collaborative long-term relationships with Indigenous Nations. For instance, we are currently in consultation phases with Indigenous Nations on the Burrard Inlet Rapid Transit (BIRT) Study, the Burnaby Mountain Gondola, and the Burrard Peninsula Area Transport Plan.





Community Outreach

We engaged in numerous community outreach events throughout 2023.



TransLink was the proud presenting sponsor of seven **Car Free Day Festivals** across Metro Vancouver, in partnership with Business Improvement Associations, municipalities, and local businesses. More than 600,000 people attended Car Free Days in 2023; 90 per cent of people surveyed took transit, walked, or cycled to these events.

We held our second **Tap in to Win Sweepstakes** to thank customers and support community businesses by offering chances to win prizes every week. Over 67,000 registrations were entered into the contest.

Our **Community Outreach team** connected with customers, visitors, and community partners at 23 major community events, four parades, and seven Car Free Day Festivals. We welcomed over 250,000 people on board our community outreach buses, and featured dozens of cross promotions with event organizers and partners.

TransLink partnered with the PNE Fair on three exhibits featuring our Ride & Shine bus, a Transit Sweepstakes activation, a double decker, and the historic museum bus.

Transit volunteers were on hand to assist customers with wayfinding and transit-related inquiries. We also initiated strategic partnerships with the Port of Vancouver cruise terminal, YVR Airport, Destination Vancouver, and others. To date, 80 active, passionate transit volunteers are participating.

For the eighth year in a row, **we partnered with the BMO Vancouver Marathon** to promote transit use to and from the event. We distributed transit passes to every runner and managed over 50 re-routes and bus charters leading up to and during the event. The event saw record-breaking participation in 2023.

Awards – 2023

- International Association of Public Transport (UITP) Finalist under Marketing Campaign Category—and recipient of a Special Recognition Award
- American Public Transportation Association's AdWheel Award, in recognition of our Ride & Shine Campaign
- Canada Greenest Employer Award
- BC's Top Employer Award
- Canadian Urban Transit Association (CUTA) Marketing and Communications Award for our What's the T podcast
- CUTA Equity, Diversity and Inclusion Award for our Travel Training for Newcomers Program
- Canadian Workplace Well-Being Award

Memberships – 2023

- American Public Transit Association (APTA), with the Platinum-level Sustainability Commitment
- Canadian Urban Transportation Association (CUTA)
- International Association of Public Transport (UITP)
- Canadian Urban Transit Research & Innovation Consortium (CUTRIC)
- International Bus Benchmarking Group

Community Support

Our Charitable Donation Policy and Program formally outline our charitable efforts to support safe, healthy, and wide-ranging communities. We recognize that access to transit is often a barrier for low-income and disadvantaged community members, so we invest in initiatives that help provide access to transportation and give access to community programs and services. Through our program, we also support institutions and emergency services by providing retired equipment and fleet vehicles for training purposes. Our employees are key to our efforts and generously provide donations and financial contributions to a variety of causes.

\$219,000

ANNUAL UNITED WAY GIVING CAMPAIGN

TransLink has supported the United Way of the Lower Mainland for over 30 years, with substantial donations from our employees across the enterprise. Collectively our employees have given more than \$7.3 million dollars through payroll deductions and annual one-time gifts. This employee fundraising supports some of the most vulnerable members of our communities and helps tackle some of the most pressing social issues, such as mental health, addiction, violence, and isolation.

4,200+ toys

TOYS, FOOD, AND BLANKET DRIVES

From November to December 2023, we held our 38th annual Toys for Tots holiday drive donation, in which employees donated over 4,200 toys to the Lower Mainland Christmas Bureau. We also held external campaigns to collect toys, food, and blankets to support organizations such as Share Community Services and Blanket BC.

\$100,000

CHARITABLE DONATIONS AND COMPASS CARD DONATION PROGRAM



Through our four Compass Card Donation Bins, customers can give back to our communities by donating their unregistered Compass Cards. The value remaining on those donated cards is converted into transit passes that help families, seniors, and service agencies. In 2023, we converted \$100,000 in Compass Card products into Compass tickets and donated them to a variety of community service agencies and programs across the Lower Mainland.

\$11,000

RED CROSS WILDFIRE RELIEF

Through internal and public efforts, we raised much-needed funds for wildfire relief across BC.

Sustainable Procurement

In accordance with TransLink’s Procurement Policy, TransLink Strategic Sourcing and Contract Management is accountable for the purchasing and leasing of all third-party goods, services, and/or construction works. When applicable, we include social and environmental criteria in our request-for-proposal process.

The majority of our sourcing occurs from suppliers within Canada, particularly the Lower Mainland. To ensure we are getting the best quality and value, we leverage a cloud-based strategic sourcing tool to reach the global market, and to evaluate and contract with our suppliers. In 2023, we continued to further optimize our practices and leverage the benefits of the sourcing tool.



In 2023, we launched our Sustainable Procurement Strategy, including supplier diversity training for our staff, collection and analysis of diversity information from current and potential suppliers, development of Indigenous Procurement Principles, and engagement with Indigenous Nations within the service areas where we operate.

We continued to progress toward the diverse and small supplier goals of our Sustainable Procurement Strategy. The first goal is to encourage investment, either directly or as sub-contractors, into small

businesses, as well as those owned and operated by women, visible minorities, and LGBTQ2+ individuals. The second goal is to ensure a minimum of five per cent of our active contracts are with Indigenous-owned and operated suppliers, either directly or with sub-contractors, by 2030.

In 2024, we will begin developing Sustainable Procurement Principles, improving current procurement tools and reporting, providing staff training, and developing and implementing a supplier outreach strategy.

4,239 suppliers

PROVIDED OVER \$1.75 BILLION WORTH OF GOODS AND SERVICES.

77%

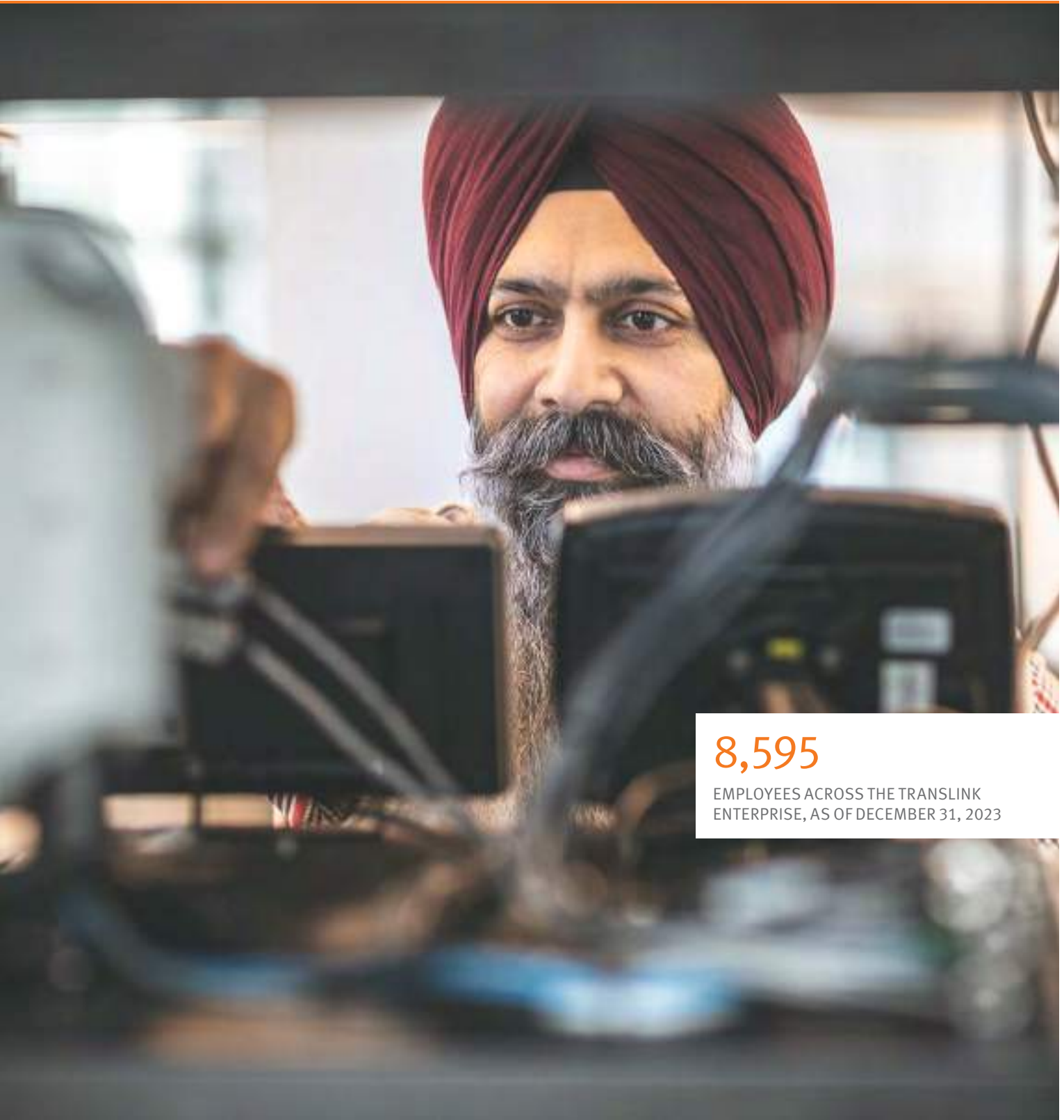
OF OUR SUPPLIERS WERE LOCATED IN BC AND ACCOUNTED FOR 72.5% OF THE TOTAL SPEND.

93%

OF OUR SUPPLIERS WERE FROM CANADA AND ACCOUNTED FOR 95.7% OF THE TOTAL SPEND.



CANADA'S GREENEST EMPLOYERS Recognized as one of Canada’s Greenest Employers, the TransLink enterprise was featured for its leadership in fostering an environmentally aware workplace culture.



8,595

EMPLOYEES ACROSS THE TRANSLINK
ENTERPRISE, AS OF DECEMBER 31, 2023

Employees

To successfully deliver on our mandate and address the future needs of Metro Vancouver, we must have engaged employees who excel in their field.

Our people are at the heart of our operations. Each company across our enterprise is committed to:

- Fostering inclusive, equitable, and accessible workplaces
- Recognizing the unique value and skills every individual brings
- Attracting, retaining, and cultivating talented staff
- Managing health and safety

We also focus on supporting a strong employee engagement culture, unique to each operating company, while ensuring we all work together.

Total Employees by company

COMPANY	TOTAL	TOTAL %
BCRTC	1,300	15.1%
CMBC	6,040	70.3%
Transit Police	330	3.8%
TransLink	917	10.7%
WCE	8	0.1%
Total	8,595	100%

Total Employees by status

COMPANY	REGULAR	REGULAR %	TEMPORARY	TEMPORARY %	TOTAL
BCRTC	1,271	97.8%	29	2.2%	1,300
CMBC	5,812	96.2%	228	3.8%	6,040
Transit Police	276	83.6%	54	16.4%	330
TransLink	855	93.2%	62	6.8%	917
WCE	8	100%	0	0%	8
Total	8,222	95.7%	373	4.3%	8,595

Total Employees

COMPANY	UNION	UNION %	EXEMPT	EXEMPT %	TOTAL
BCRTC	1,012	77.8%	288	22.2%	1,300
CMBC	5,792	95.9%	248	4.1%	6,040
Transit Police	293	88.8%	37	11.2%	330
TransLink	308	33.6%	609	66.4%	917
WCE	0	0%	8	100%	8
Total	7,405	86.2%	1,190	13.8%	8,595

Collective Agreements

Eighty-seven per cent of employees across the TransLink enterprise are represented by six bargaining units, which include Unifor Locals 111 and 2200 (CMBC), the Canadian Union of Public Employees (CUPE) Locals 7000 and 4500 (BCRTC and CMBC, respectively), MoveUP (CMBC and TransLink), and the Transit Police Professional Association (TPPA). Each operating company negotiates its own collective agreement and is responsible for its own labour relations.

Total Employees by union

UNION	TOTAL	TOTAL %
CUPE	1,198	13.9%
MoveUP	758	8.9%
TPPA	293	3.4%
Unifor	5,156	60.0%
Exempt	1,190	13.8%
Total	8,595	100%

Hiring

In 2023, we collaborated with leadership to develop strategic recruitment plans and roadmaps for positions that are difficult to fill. We also launched school outreach campaigns, social media campaigns, and direct community outreach to attract diverse and under-represented potential employees. In addition, we reduced the time to fill vacancies and provided resources/talent to meet business needs.

In-house hiring events remain a key aspect of our strategy. We hosted five transit operator hiring events, which attracted over 2,500 attendees and resulted in the hiring of 622 transit operators. We also organized an in-house SkyTrain attendant hiring event with 325 attendees, which resulted in 50 candidates and 30 hires. We continue to draw from the hiring event as needs occur. CMBC's in-house mechanics' event in November saw 25 attendees.

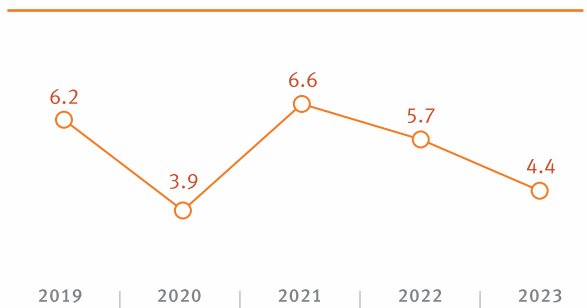
We are aware that hiring challenges across all industries are continuing, due to cost of living, salary competition, and fierce industry competition. We are seeing an increase in talent shortages for higher-level roles with technical requirements. We have introduced the possibility of hiring foreign workers, but immigration timelines make this a lengthy process.

We also face recruitment challenges due to competition from private sector compensation. In addition, the cost of living in Metro Vancouver impacts our ability to relocate skilled workers.

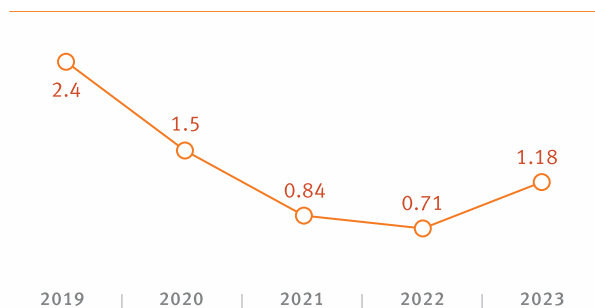
2023 saw a continued decline in voluntary turnover across the enterprise. We believe this is due to our continued focus on employee support and engagement, as well as our equity, diversity, and inclusion efforts.

Turnover

Enterprise Voluntary Turnover (%)



Enterprise Involuntary Turnover (%)



Attraction and Retention

1,521

TOTAL HIRES ACROSS THE
TRANSLINK ENTERPRISE
IN 2023

445

TOTAL NEW HIRES WHO ARE
CMBC TRANSIT OPERATORS



Equity, Diversity, and Inclusion

In 2023, we updated our Equity, Diversity, and Inclusion (EDI) Strategy, which incorporated feedback from divisions across the enterprise and is based on the Global Diversity, Equity & Inclusion Benchmarks (GDEIB). We continued to focus on creating inclusive cultures internally (as outlined below) and expanding our recruiting efforts into different organizations.

Education

Through our enterprise-wide EDI training, we offered four learning modules on Building an Inclusive Workplace in 2023. Approximately 800 employees completed all four modules, and another 300 are in progress. In 2023, we partnered with Orbital Learning to provide managers with training sessions on neurodiversity. We also partnered with Canadian Partners in Workforce to run sessions on inclusive recruitment and hiring for neurodiversity,

which was delivered to employees from our recruiting team. In 2024, we will launch three new eLearning modules: Create an Accessible Workplace, Lead Culture Change, and Support Self Disclosure.

We also offer time and space to hold Courageous Conversations for employees to discuss sensitive topics such as privilege, microaggressions, and accessibility. In 2023, we held 11 sessions with approximately 1,500 employees. Topics included conflict resolution, inclusive leadership, the role of men in gender equity, emotional intelligence, intersectionality, implicit bias, and fatphobia.

Age by Company

With nearly 57 per cent of our employees eligible to retire in the next 10 years, succession planning and leadership development continued to be a priority.

Total Employees by age group

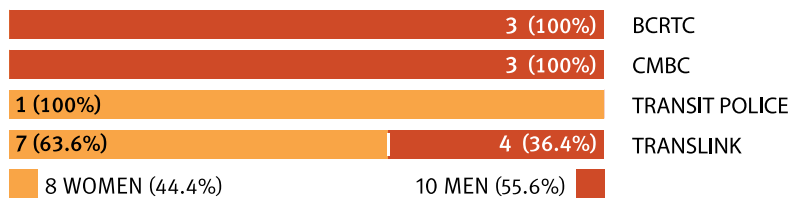
COMPANY	18 to 25	26 to 35	36 to 45	46 to 55	56 to 65	66+
BCRTC	0.31%	3.66%	4.48%	3.76%	2.59%	0.31%
CMBC	1.28%	11.13%	15.90%	21.20%	17.98%	2.79%
Transit Police	0.14%	1.02%	0.87%	1.02%	0.74%	0.03%
TransLink	0.17%	2.89%	3.47%	2.47%	1.55%	0.12%
WCE	0.00%	0.01%	0.01%	0.03%	0.03%	0.00%
Total	1.9%	18.71%	24.73%	28.48%	22.89%	3.25%

Gender by Company

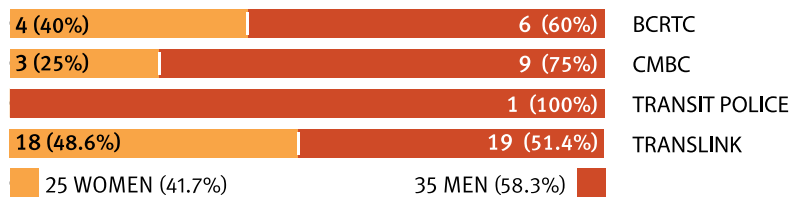
Gender representation across the enterprise consists of 80 per cent men and 20 per cent women¹. In 2023, CMBC and BCRTC continued to implement initiatives to increase the number of women in skilled trades positions, including mechanics, technicians, and service people.



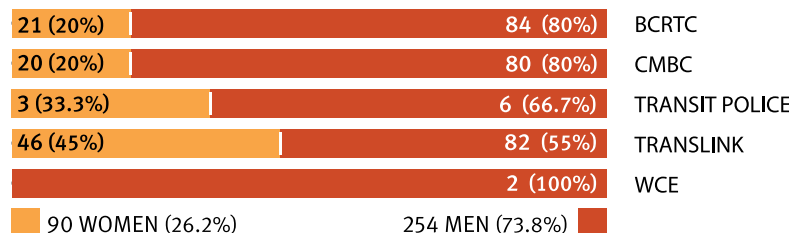
Executives



Directors



Managers



¹We are unable to report on non-binary employee status, due to the limitations of our personal records software.

Recruitment

To create a more diverse workforce, we engaged in outreach and EDI activities. This included career fairs such as S.U.C.C.E.S.S. Career Fair, PICS Mega Job Fair, MOSAIC's 11th Annual Job Fair, UBC Career Days, Canadian Immigrant Fair, Untapped Awards, Women in Engineering and Geoscience Panel Discussion, and YWCA Job Futures 55+. Additionally, we maintained connections with post-secondary institutions in their trades programs.

In 2023, we introduced a Technical Professionals in Training Program in partnership with MOSAIC and Immigrant Services Society of BC (ISSofBC). Through the program, we hire newcomers in temporary (6-12 months) full-time roles and students for temporary (4-6 months) intern positions. We also collaborate with ISSofBC on their Career Paths Program, which helps newcomers find employment in BC. In 2023, we were proud to receive the Career Paths Collaborative Partner award from ISSofBC.

Employee Resource Groups

In 2023, we created a new Employee Resource Group (ERG) for Accessibility and now have six ERGs: Accessibility, Caregivers, I Belong Multicultural, Indigenous, Pride + Allies, and Women + Allies, with each ERG ranging from 20 to 100 employees. The ERGs support policy reviews and host education sessions. Over 25 educational events were held by the ERGs in 2023.

Women Leadership

In 2023, we continued offering the “Women Leading the Way” leadership program with Minerva, an organization that helps women reach their leadership potential. Thirty-nine women employees from TransLink participated in the program. The program received positive results: 93 per cent of participants would recommend the program to a co-worker or friend. As a result of the program:

- 64 per cent have taken on more leadership responsibility.
- 29 per cent have started mentoring someone.
- 21 per cent received an increase in salary.
- 14 per cent have taken on a leadership role in their community.

In 2024, we will offer two additional cohorts for an additional 40 women employees.



EDI Initiatives

In 2023, we provided numerous initiatives to support our EDI Strategy:

- We launched a new Inclusive Employee Recognition Program to identify and celebrate employees who are fostering a truly inclusive workplace.
- We installed gender-inclusive washroom signage across the enterprise.
- For the first time, we participated in The Prosperity Project, which focuses on tackling gender, racial, and Indigenous diversity in leadership roles in Canada through the collection of intersectional data.
- We continued to provide EDI training to our Executive team every two months, to provide ongoing EDI education and discussions to increase capacity.



BC'S TOP EMPLOYERS We were selected as one of BC's Top 100 Employers in 2023. This special designation recognizes BC employers that lead their industries in offering exceptional places to work.

Workplace Accessibility

Based on the results of a Workplace Accessibility Audit conducted in 2022, we created TransLink's first-ever Workplace Accessibility Strategy and Policy. This operationalizes our commitment to workplace accessibility and inclusion, and barrier-free participation for persons with disabilities in the workplace.

To support this work, we created an Accessible Documents Guide as a resource for employees across the enterprise. This is a step-by-step guide on how to make electronic documents more accessible. We are also currently working on American Sign Language guidelines in our Language Access Policy, which will provide guidance in our public-facing communications.

We also strengthened our technology infrastructure. We are building a list of pre-approved assistive technology software, which will be completed in 2024. This will enable us to provide software-related accommodations when requested by an employee or interview prospect. In 2024, we will conduct an accessibility audit of translink.ca, our public-facing website, and work with an external vendor to provide recommendations.

Employee Safety

TransLink and its operating companies have formal safety management systems and are establishing an enterprise-wide safety management system, which will include systematic procedures, practices, and policies to manage safety, incidents, risks, and claims. This will significantly improve our system, and create efficiencies, accountabilities, and consistency throughout our enterprise.

In 2023, we began implementing an enterprise-wide health and safety software project, intended to modernize safety processes, incident management, return-to-work management, corrective actions, and performance reporting. This software project plan has reached the implementation phase.

CMBC and BCRTC continue to actively participate in Certificate of Recognition (COR) audits to proactively improve occupational health and safety for their employees.

BCRTC conducted a safety campaign to target slips, trips, and falls, which are a leading cause of lost time injuries. The goal of the campaign was to increase worker engagement and awareness, and make physical improvements. BCRTC has improved the visibility of multiple stairwells throughout its facility and received positive feedback from the campaign.

Safety Training

In 2023, we delivered courses across a range of safety areas, including due diligence, de-escalation techniques, business continuity awareness, and winter weather preparedness. In addition to safety-related training, TransLink Corporate and CMBC offered Incident Command System training for front-line supervisors, managers, and Emergency Centre personnel. TransLink has designed and created in-house computer-based training that will be readily available for staff for safety and emergency response. BCRTC rolled out SafeStart training, which focuses on preventing human behaviours that result in injuries.

Operator Safety

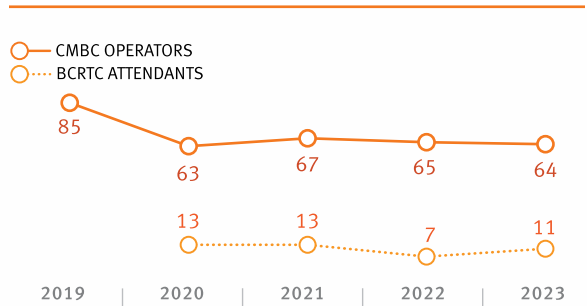
In 2023, CMBC continued the installation of over 450 operator protection barriers on conventional buses. This will bring the conventional fleet to near 100 per cent protection for our transit operators.

Operator and SkyTrain Attendant Safety

Physical threats were the leading form of assaults (38 per cent) followed closely by incidents of spitting (35 per cent). Incidents in which an object and/or weapon was used remained the same as 2022 (17 per cent).

Assaults

(number of incidents)



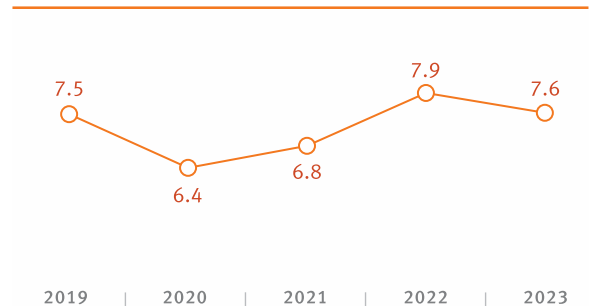
Lost Time Injury Rate

Lost Time Injury Rate (LTIR) is a standard measure to report the number of claims per 200,000 hours worked. This is equivalent to 100 employees working for a year. Due to its size relative to the rest of the enterprise, CMBC has the largest amount of claims (73 per cent in 2023). Therefore, a change in CMBC claims has a measurable impact on the amalgamated LTIR.

Each company is a separate employer and has their own safety programs in place to address their respective lost time injuries.

Lost Time Injury Rate

(per 200,000 working hours)



Lost Time Claims* by company

COMPANY	BCRTC	CMBC	HandyDART**	Transit Police	TransLink	WCE	WVT** Community Shuttle
TOTAL	44	379	69	21	2	0	7
PER 200,000 HRS WORKED	4.3	8.5	16.8	0.3	0.3	0	4.6

* Number of claims where injuries occurred and were accepted for short-term disability, long-term disability, or survivor benefits.

** HandyDART and WVT (West Vancouver Transit) are not direct employees and are included for information only.

Psychological Health and Safety

TransLink and our operating companies have Psychological Health and Safety Policies and Programs. Each company also has Psychological Health & Wellness Managers who champion the overall program framework, strategies, and program sustainment while continuing with company-specific wellness initiatives.

TransLink has voluntarily adopted the National Standard on Psychological Health in the Workplace. To further support staff, training is available around each of the standard's 13 workplace factors. We also embed psychological wellbeing curriculum in mandatory leadership training and have marketing materials to support psychological health and wellbeing.

In 2023, we partnered with Operation LifeSaver and the Canadian Mental Health Association to launch a suicide prevention communication campaign on the Expo and Millennium lines. We also created online suicide awareness training, which will be promoted throughout the enterprise.

Recover at Work

In 2023, TransLink rolled out its revised Recover at Work program. This program supports employees in achieving a safe, sustainable, and timely return to work when they are unable to perform their own jobs due to an illness or injury. The program utilizes an early intervention strategy by accommodating employees in other roles (whenever possible) and supporting their physical and psychological health. The revised program formalizes management and worker participation and includes communication throughout the recovery period.

Employee Development

In 2023, we continued to develop and implement programs and initiatives to build an engaged and skilled workforce to support our operational objectives.

Each company also invested in a variety of training, leadership development, and mentorship programs to support employees. These included:

UBC Leadership Program

This two-year enterprise leadership program for all people leaders involved two parts: UBC-led learning focused on essential leadership skill development and company-led learning to align our technical and leadership skill expectations and capabilities. In 2023, 246 leaders completed the program, in addition to the 309 leaders who completed it in 2022.



Employee Learning Calendar

We provided instructor-led learning in technical and essential skills, available to all employees. In 2023, 72 instructor-led classes (up 46 per cent from 2022) were attended by 1,243 employees (up 29 per cent from 2022).

MyLearn

This learning management system enables all BCRTC, CMBC, and TransLink employees to access 500 e-learning courses in compliance, technical skills, and essential skills. In 2023, 8,356 employees had access to MyLearn, with an average of 1,276 unique monthly logins (up 54 per cent from 2022), and an average of 5,345 total monthly logins (up 49 per cent from 2022). A total of 45,635 e-learning courses (up 36 per cent from 2022) were completed.



Learning Reimbursement Program

Employees can receive financial assistance to cover the cost of tuition for training that is either directly related to their role or to developing into a future position within the enterprise. Employees are reimbursed upon successful completion of the learning. In 2023, more than 189 employees were provided financial support to complete 298 external learning and developmental education opportunities across the enterprise.

Role-Required Designations and Conferences

TransLink pays upfront for required professional designations and ongoing professional development.

Mentorship Program

In this enterprise-wide program, mentees are paired with mentors based on developmental needs. In 2023, 28 employees participated in the mentorship program as either a mentee or mentor.

Succession Planning

Mandatory annual succession planning is conducted for senior leadership roles across the enterprise. This ensures a strong and actively developing internal talent pipeline and business continuity planning to support business resilience.

Coaching Program

Formal coaching by ICF-certified (International Coaching Federation) coaches is available for all leadership positions across the enterprise. It provides customized, structured, and one-on-one learning opportunities and is intended to accelerate leadership transformation.

Multi-Rater Assessments

Available to all employees, a multi-rater assessment or “360/180-degree feedback assessment” is an evaluation method that gathers responses from a wide range of people the employee works with to offer them a holistic view of their strengths and areas of growth. It’s effective for providing leadership development insights and opportunities, encouraging continuous improvement, and building stronger relationships.

Enterprise Engagement Survey

Our annual engagement surveys collect feedback and insights from employees about their experiences and satisfaction working for the organization. Aggregate data is used by executive leadership and our People & Culture division to inform our ongoing people programs and improvements.

In 2023, we administered our second annual employee engagement survey. (BCRTC and CMBC surveys are scheduled for 2024.) TransLink saw a 79 per cent response rate (up 9 per cent from 2022), an overall engagement score of 3.92 out of 5 (up 1.8 per cent from 2022), and a recognition score of 3.63 (up 5.1 per cent from 2022), which was the TransLink focus area coming out of the 2022 engagement survey.

Change Management

We provide change management services and support to engage staff, inspire new ways of working, and drive organizational results. We utilize a structured approach to understand how our staff experience change on an individual level, and plan activities and interventions to facilitate collective individual transitions that result in organizational change. During 2023, the HR Division reorganized to create a Change Management Office (CMO). The CMO provided project support to CMBC, BCRTC, Transit Police, and TransLink on 52 initiatives, ranging from cultural change projects such as executive governance and decision making to IT projects such as asset management and timesheet/scheduling systems.



Future of Work

As individual employers, TransLink Corporate and the operating companies each have unique yet integrated employment settings. Consequently, we take a holistic view while investigating what the future of work will look like and its implications to business and operations across the enterprise.

In 2023, we accomplished a great deal. We completed Phase 1 of our Future of Work initiative, and surveyed employees to learn how the introduction of hybrid work affected their professional and personal lives.

The results showed we are heading in the right direction. We also began preparing for CMBC's move to our Sapperton location and the upgrading of workstations and meeting rooms to accommodate hybrid work. In addition, we began Phases 2 and 3 of Future of Work, in which we weighed the benefits of a variety of flexible work options and sought feedback from employee focus groups and senior leadership. In 2024, we will continue to work with senior leadership on approving flexible work options and implementation strategies.





Walking, biking, rolling, and transit provide people with low- and zero-emissions options to move around the region. Image of Boundary Road and Vanness Avenue.



Environmental Responsibility

As an integrated, multi-modal transportation authority, we play a key role in providing sustainable transportation options to the Metro Vancouver region, supporting regional, provincial, and federal environmental objectives. We are committed to reducing our operational environmental footprint, meeting the growing needs of our communities, and providing solutions to the climate emergency.

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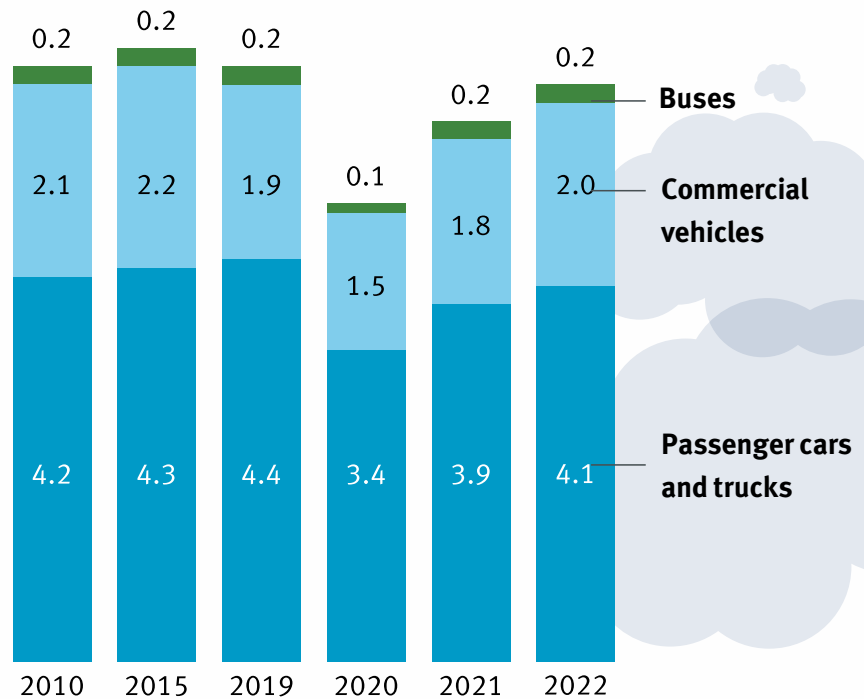
Regional Transportation Climate Action

Through Transport 2050, our regional transportation strategy, we set goals to attain carbon-free regional transportation by 2050 and reduce light-duty vehicle GHGs by 65 per cent by 2030 (relative to 2010).

These targets align with targets set by the Metro Vancouver Regional District. Light-duty vehicles (cars, SUVs, and light trucks) are the single largest source of carbon emissions in the region.

GHG Emissions for On-road Transportation

(million tonnes CO₂e)



Source: Metro Vancouver Climate Action Committee Agenda Package (subject to revision)

Building Sustainable Communities: Partnership Agreements

We are advancing complete communities by establishing project partnership agreements with municipalities to realize the full benefit of infrastructure investments. These agreements will help ensure the supply of market and affordable housing, higher densities and mixed uses, and the integration of active transportation modes around major projects. Project partnership agreements are in place for the Broadway Subway Project and Surrey Langley SkyTrain Projects.



TravelSmart Programs

TravelSmart is our Transportation Demand Management (TDM) Program, created to inspire people to change their travel behaviours and utilize more sustainable modes. These include walking, biking, rolling, transit, carsharing, carpooling, and ride-hailing.

TravelSmart combines face-to-face outreach, online support, and strategic partnerships to help us reach a range of businesses that connect with our customers. These include mobility service providers, municipal staff, developers, and businesses, as well as youth, post-secondary, and seniors' groups.

In 2023, we ran our first large-scale Ride and Shine Active Travel campaign, encouraging the public to enjoy 15 key walking, biking, and rolling routes. As a result of the campaign, we saw an 8.3 per cent increase in the use of promoted routes. The initiative also promoted TransLink's municipal walking and biking cost share programs.



Our Transit-Friendly Employer certification recognizes employers who go the extra mile to subsidize transit for their employees. In 2023, TransLink successfully



certified a total of 31 organizations as Transit-Friendly Employers, all of which provide at least a 50 per cent transit subsidy. Organizations such as Vancouver Coastal Health, Canfor, Lush Cosmetics, YVR Airport, Intel Canada, Providence Health Care, and Fairmont Hotel YVR are now offering a collective total of over 9,200 monthly transit benefits. This is up from 4,845 employees in 2022.

In summer 2023, we implemented an independent shuttle service between the King George SkyTrain Station, Gloucester Estates, and Abbotsford International Airport. While this service is not funded by TransLink, we leased out our curb space and provided support to this vendor, helping bridge a critical gap in an area not served by transit.

We also continued to partner with Commutifi to provide a data-driven commuting platform that makes it easy for organizations to measure, understand, and impact their employees' commutes, which helps cut GHGs and costs. In 2023, we onboarded seven organizations (including Deloitte, UBC, and VanCity), reaching over 21,000 employees.

We completed a pilot of our Compass for Developments program, which enables developers to provide transit passes to their occupants. The three-month pilot included 300 participants at PCI Development's King George Hub in Surrey. In 2024, we will continue partnering with PCI to launch a second pilot.

In 2023, through our partnership with BC SCRAP-IT, 49 participants scrapped their old vehicles in exchange for transit passes. An estimated total of 161.7 tonnes of CO₂ was avoided by providing transit passes in exchange for scrapped vehicles.

Bike-friendly Building Assessments



In 2023, we helped fund cycling assessments to improve cycling and end-of-trip facilities (e.g., lockers, bike racks) within large developments, including the Hudson’s Bay Building redevelopment in downtown Vancouver, the Grosvenor Americas Brentwood project, Vancouver General Hospital, BC Children’s Hospital, BC Women’s Hospital and Health Centre, and QuadReal Property Group’s headquarters in Vancouver.



Through our partnership with HUB Cycling, we supported transportation demand management programming for numerous events, consulting services, and education programs.

PARTICIPATION **EVENT**

8,837 Participants in Go By Bike Week

17,363 Students who received cycling education

14,900 Students who participated in Bike to School Week

30,000 Regional cycling maps distributed

39,972 Bikes or micromobility devices parked at 115 free Bike Valet events through our partner BEST (Better Environmentally Sound Transportation)

165 Seniors, youth, and members of disadvantaged communities who engaged in eight sessions on sustainable transportation

189 Participants who registered in the annual Bike To Shop campaign to encourage shopping via cycling



Children and Youth Travel Initiatives



TravelSmart4Kids: A Regional Travel Strategy for Kids 12 & Under was formally launched as a first-of-its-kind strategy in 2023. The strategy aims to create a region that is safe, healthy, and sustainable, ensuring future generations understand how to navigate a multi-modal transportation network. TravelSmart4Kids supports Transport 2050 and will be implemented through partnerships across the region.

In 2023, we focused on the following priority actions:

- Developing, monitoring, and enhancing programs focused on encouraging children’s active travel (e.g., Walking School Bus)
- Creating a Regional Coordinator role to lead the work
- Establishing a Regional Working Group
- Consolidating resources and data collection
- Establishing a formal commitment for the implementation of the strategy

In 2023, the Regional Working Group advanced key actions, including formalizing a regional data collection process and establishing a formal commitment from member municipalities to the TravelSmart4Kids Strategy.

Kid Commute: A Walking School Bus Program (WSB) had 100 children participating in three municipalities at seven different schools. According to the walk data, 5,140 walking trips were made between

September and December 2023, with over 5,064 kilometers walked. A mid-term survey indicated that more students have been walking to/from school every day and less students have been commuting to/from school by car since joining the WSB program.

5,140

WALKING TRIPS WERE MADE BETWEEN
SEPTEMBER AND DECEMBER 2023.

New Mobility

New mobility is an umbrella term for new technologies and delivery models, which are of increasingly strategic importance in transportation. Technological advances in transportation are happening at a breathtaking pace, leading to rapid changes in integration, personalization, automation, connectivity, electrification, and sharing. By planning proactively, we can harness the potential of new mobility to dramatically reduce distances driven and increase the number of trips made by active and shared-use modes in Metro Vancouver.

For the last two years, we have been partnering with Modo on a Vanpool initiative for maintenance staff at UBC, who faced challenges in commuting to and from work using public transit. Shared, daily commuting

provides a cost-effective and convenient alternative to single-occupancy vehicle travel, and reduces emissions and congestion.

In 2023, the program adjusted its pricing to achieve full cost recovery. This resulted in an 88 per cent decline in participation, from 56 UBC staff to just seven, and from 10 vans to two. Steps will be taken in 2024 to increase promotion of the program to encourage new participants.

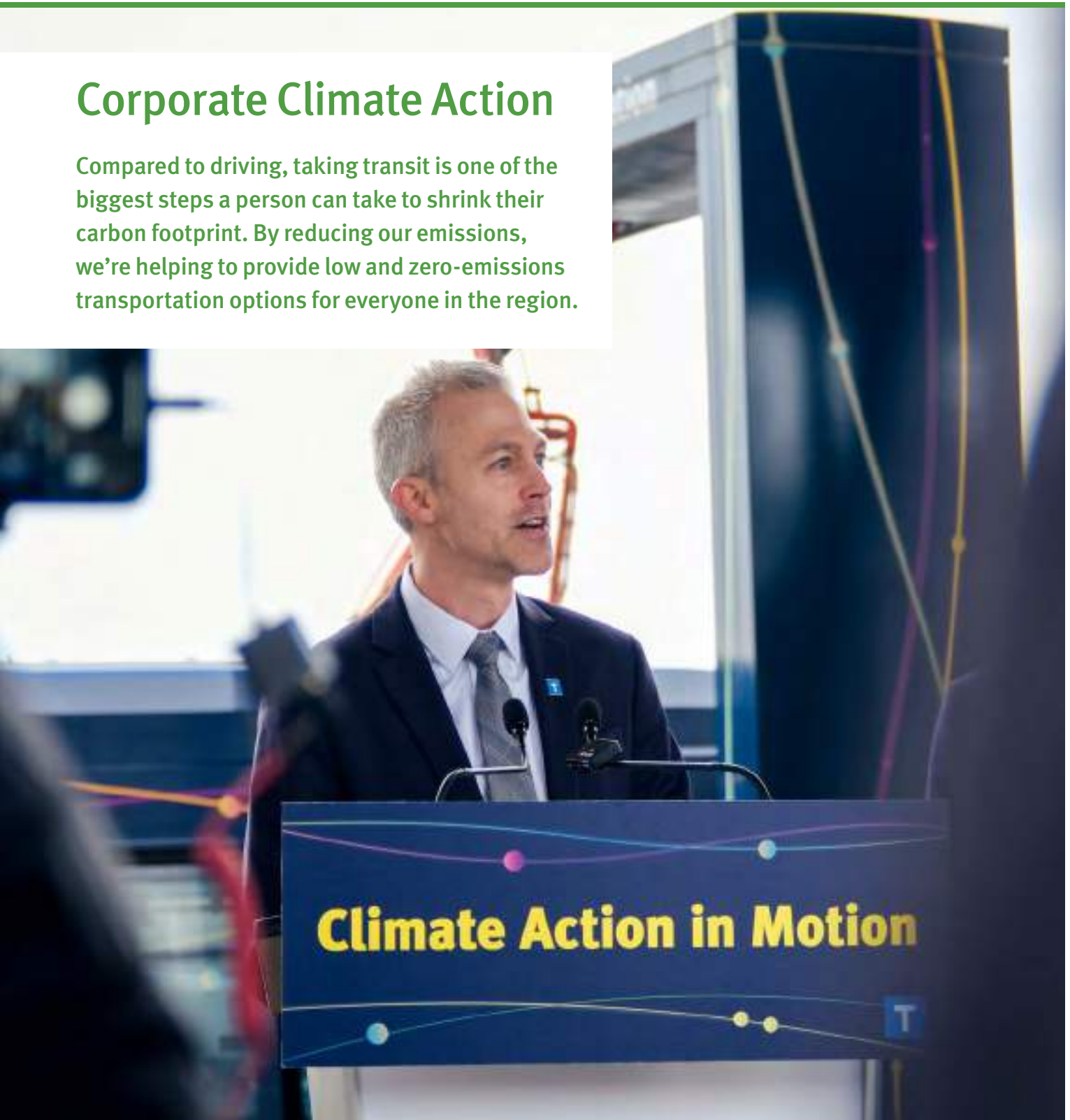
We also expanded the Vanpool program with the addition of Liftango, a ride-matching service. In 2024, we plan to expand the Vanpool program to new employment sites. We will also begin partnering with other institutions such as hospitals, universities, business parks, provincial parks, and communities with limited access to conventional transit. This strategic expansion will provide affordable and shared-use mobility solutions for employees in workplaces that are challenging to reach by walking, biking, rolling, or transit.



APTA PLATINUM SIGNATORY As one of only six North American recognized Platinum Level signatories of the American Public Transportation Association's (APTA) sustainability commitments, we have a comprehensive environmental management approach that makes sustainability part of our organization's strategic objectives.

Corporate Climate Action

Compared to driving, taking transit is one of the biggest steps a person can take to shrink their carbon footprint. By reducing our emissions, we're helping to provide low and zero-emissions transportation options for everyone in the region.



Goals

GHG Reduction Targets

2050

NET-ZERO GHG EMISSIONS

2040

ZERO-EMISSIONS FLEET

2030

45% GHG REDUCTION (FROM 2010 LEVELS)

Resilience

Ensure our infrastructure and operations are resilient to climate change.

Climate Action Plan

To achieve the goals outlined in our Climate Action Strategy, TransLink adopted a 3-year Climate Action Plan to set out near-term actions. The Climate Action Plan has three pillars: climate mitigation, climate adaptation, and governance. Climate mitigation focuses on reducing greenhouse gas emissions, climate adaptation focuses on strengthening infrastructure and operations to be resilient to climate change, and governance focuses on ensuring supporting policies and funding are in place.

For information on our climate change governance practices, please see [How We Are Governed](#) or [Climate Action Plan Status](#).

Learn more at translink.ca/climate.

Climate Mitigation – Emissions and Energy



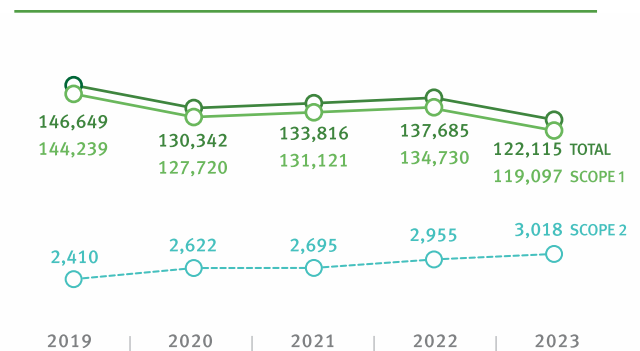
In 2023, we made progress towards our goal of net zero GHG emissions by 2050. We reduced our overall GHGs by approximately 12 per cent, largely due to the use of renewable natural gas. We're also undertaking a variety of initiatives, including transitioning our bus fleet to battery-electric buses and developing charging infrastructure. As an interim measure, we continue to rely on renewable fuels to rapidly reduce emissions and meet our 2030 goal of a 45 per cent GHG reduction.

While our revenue fleet represents the bulk of our emissions (92 per cent), we're also reducing energy consumption in our facilities, including:

- Low- and zero-emissions facilities design
- Lighting upgrades

Enterprise GHG Emissions

(tonnes CO₂e)



Scope 1 Emissions: From sources that an organization directly owns or controls (e.g., burning fuel in our fleet vehicles or facilities). **Scope 2 Emissions:** Result indirectly when the energy a company purchases is used (e.g., lighting in facilities, using hydroelectricity to run our electric fleet vehicles).

Zero Emissions Fleet

In 2023, we began the expansion of our battery-electric bus fleet by transitioning more of the buses on Route 100 to battery-electric buses. By 2024, this route will be fully electrified.

At the same time, we began development of the Zero Emissions Fleet Transition Plan, which will outline TransLink's roadmap to a zero-emission bus fleet by 2040. The plan works toward sunsetting all transportation fuels, including renewables, by 2040.

Renewable Diesel: Diesel buses are our largest source of emissions. In 2023, CMBC engine tested and began implementing renewable diesel, a low-carbon transition fuel. Renewable diesel comes from organic waste, which includes used cooking oil and waste animal fats, as well as plant-based sources like vegetable oils. This fuel will deliver up to 80 per cent GHG reductions compared to fossil diesel. Adoption of renewable diesel will rapidly accelerate progress towards our 2030 GHG reduction target. The Surrey Transit Centre, our first implementation site, will be converted to renewable diesel in early 2024.

Renewable Natural Gas: In February 2023, we began purchasing 100 per cent renewable natural gas (RNG) for our compressed natural gas bus fleet, which is currently composed of 299 vehicles. This is an essential move towards reaching our 2030 target to reduce GHGs by 45 per cent. RNG is produced from decomposing organic waste from landfills, municipal and agricultural waste, and wastewater from treatment facilities. RNG production captures methane that would otherwise escape into the atmosphere and result in significant greenhouse effects.

In 2023, 96 per cent of our purchased natural gas for buses was renewable (575,495 GJs), compared to 44 per cent (260,913 GJs) in 2022.

Fleet GHG Emissions

Emissions from our revenue fleet accounted for 93 per cent of our Scope 1 emissions and 73 per cent our Scope 2 emissions. By transitioning to zero-emissions buses, we will make substantial progress towards our net zero fleet emissions 2040 goal.

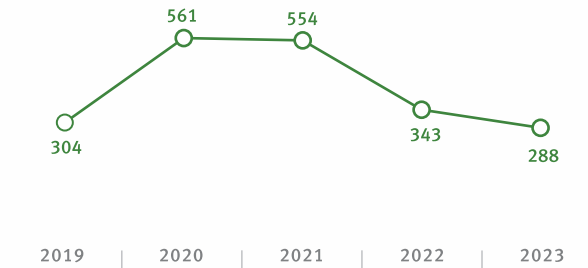
In 2023, our total revenue fleet GHG emissions decreased 12 per cent (compared to 2022) despite a strong post-pandemic ridership recovery. This is largely due to a transition to 100 per cent renewable natural gas supply in February, reducing emissions by approximately 18,000 tonnes. A small portion of this reduction (two per cent of baseline) was due to improving our GHG accounting methods for renewable natural gas in transportation.

Our new method, which uses BC Climate Action Secretariat published factors, better aligns with both TransLink's 2010 baseline methodology and Carbon Neutral Government guidance. We also achieved reductions as a direct result of the Low Carbon Fuel Standard, a provincial government fuel decarbonization program.

While continuing our transition to zero-emissions battery-electric buses, existing fleet vehicle emissions will decline from the adoption of renewable diesel and RNG.

Revenue Fleet GHG Emissions

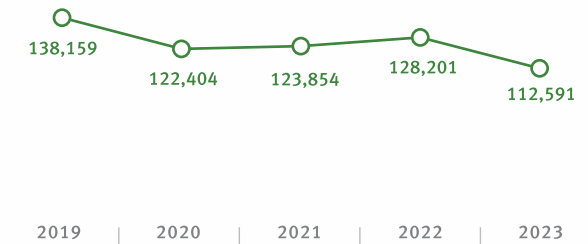
per boarded passenger (grams CO₂e)



GHG emissions, presented in equivalent tonnes of CO₂, are calculated for the period January 1 to December 31 using BC Climate Action Secretariat published emissions factors and Carbon Neutral Government guidance.

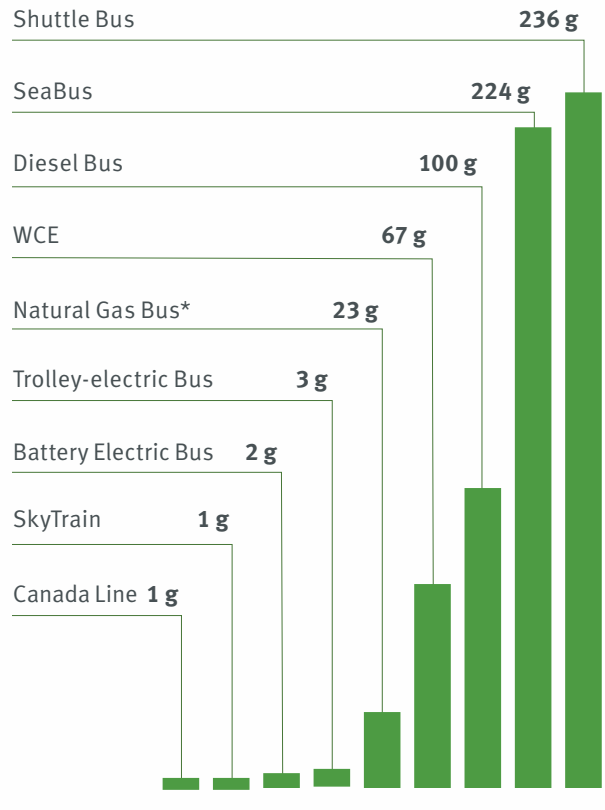
Revenue Fleet GHG Emissions

(tonnes CO₂e)



Passenger GHG Emissions by mode

(grams CO₂e per passenger km)



* Renewable Natural Gas

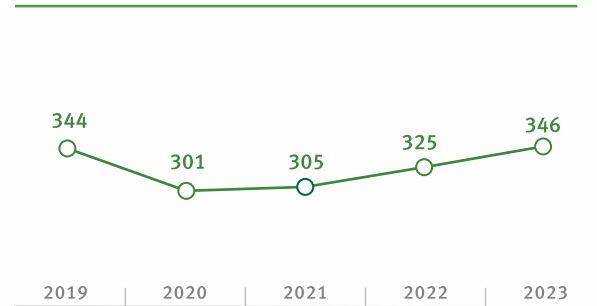


Fleet Air Pollutants

Criteria air contaminants (CACs) are released through fuel combustion and include non-methylated hydrocarbons, particulate matter, and nitrous oxides. Due to tightened regulations, emissions controls (both regulated and voluntary) have all but eliminated CACs from vehicles. However, our increased fuel use (due to service expansions) affects our absolute emissions.

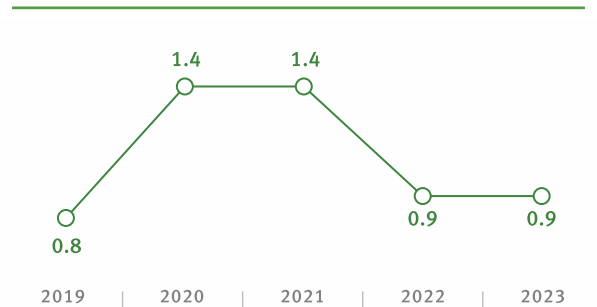
Criteria Air Contaminants

fleet (tonnes)



Criteria Air Contaminants

per boarded passenger (grams)



Non-revenue Fleet GHG Emissions

In 2023, CMBC Security Services continued to invest in technology and infrastructure, including the purchase of hybrid-electric vehicles. CMBC Security Services now has five operational hybrid SUV

vehicles and plans to transition the entire security fleet over the next two years.

In 2023, BCRTC installed one charging station to support an electric service vehicle at its operations and maintenance centre.

Facilities Energy Consumption

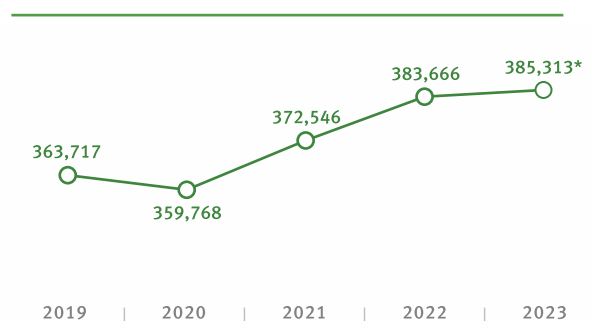
Because facilities represent only five per cent of our total emissions, we report total energy consumption as a better indicator of performance. We now include Canada Line's 35,000 GJ of total facility energy use in our reporting; aside from this addition, our overall energy use actually declined in 2023.

Facilities emissions fell in 2023, in part due to warmer weather causing a reduction in winter natural gas use.

Lighting upgrades were completed at the main operations and maintenance centre and at Rupert and Surrey Central SkyTrain stations. We are also designing new facilities (e.g., the new SkyTrain maintenance centre, Marple Transit Centre) for low to zero-emissions, including the use of all-electric heating.

Energy Consumption – Facilities

(GJ)



*2023 includes Canada Line facilities (35,000 GJ), which were not included in years prior to 2023.

Climate Resilience



Our Climate Action Plan identifies key actions to ensure our infrastructure and operations are resilient to climate change.

In 2023, two working groups were formed to guide TransLink in becoming more resilient to climate change and other risks. TransLink is also collaborating with organizations across the region to ensure steps are taken to mitigate the potential impacts of climate change. We will be collaborating with Indigenous Peoples in the region to include their knowledge and leadership in our adaptation and resilience efforts. Other activities included:

- Completed integration of climate change adaptation into our Asset Management Policy
- Initiated process for completing risk and vulnerability assessments for bridge assets
- Initiated development of a tree canopy/ customer cooling program

We also conducted a pilot study of a nano paint coating on the roof of the Main Street substation, with positive results. This paint uses nano-technology to keep buildings cool during intense heat and sunshine. A second substation will be receiving this coating in 2024.

Environmental Management

We are committed to reducing the impact our operations have on the environment.

CMBC and BCRTC have well-established environmental management systems (EMS) based on ISO 14001, with related policies and programs in place. In 2023, TransLink conducted a gap analysis to assess the scope and format of a corporate EMS; the final report is expected in early 2024.



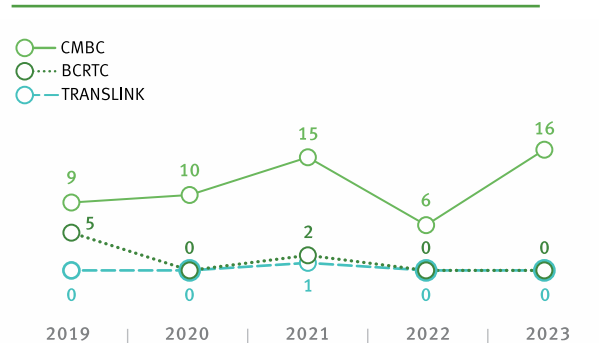
Spills

Vehicles and equipment contain various hazardous materials such as fuel, coolant, and oil. Due to equipment failure, spills may occur. Some of these spills may enter the air or potentially enter fish habitat, especially during rainfall events, and must be reported to the Ministry of Emergency Management and Climate Readiness.

In 2023, BCRTC and TransLink Corporate had no spills, while CMBC had 16 reportable spills (up from six in 2022). This increase is due to improved spill tracking practices, notably for the release of refrigerants from leaks in air conditioners. The spills were investigated to determine the cause; where possible, the spilled material was recovered. In some cases, we worked with suppliers to redesign equipment to prevent reoccurrence. No fines were incurred as a result of these spills.

Reportable Spills

(#)



Water Consumption

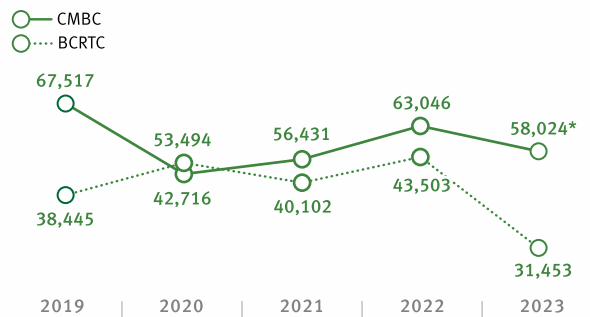
In 2023, our operating companies continued to minimize water use. Over the summer, we voluntarily stopped all bus washing, in line with Metro Vancouver water restrictions. This lowered our overall water consumption. For the rest of the year, we used recycled water for bus washing and only used clean water for the final rinse. This reduced water use by approximately 75 per cent.

Waste Management

Both CMBC and BCRTC have extensive recycling programs at their organizations, diverting items such as paper, wood, metal, plastics, and other recyclable materials from the landfill. The diversion rate at BCRTC varies from year to year, depending on the amount of metal and wood that is recycled. In 2023, BCRTC developed an online recycling game for its employees to increase awareness on how to separate recyclable and disposable waste materials.

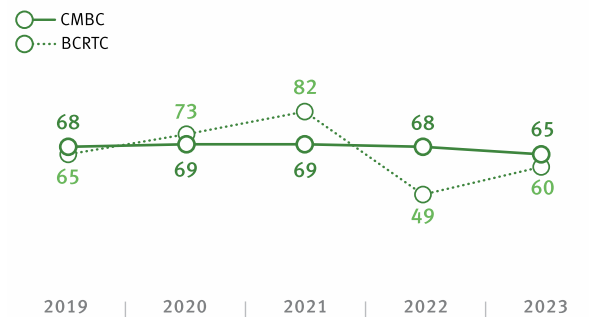
Water Consumption

(m³)



Waste Diversion

(%)



*Estimated figures; not all data for CMBC is available.

Contaminated Sites

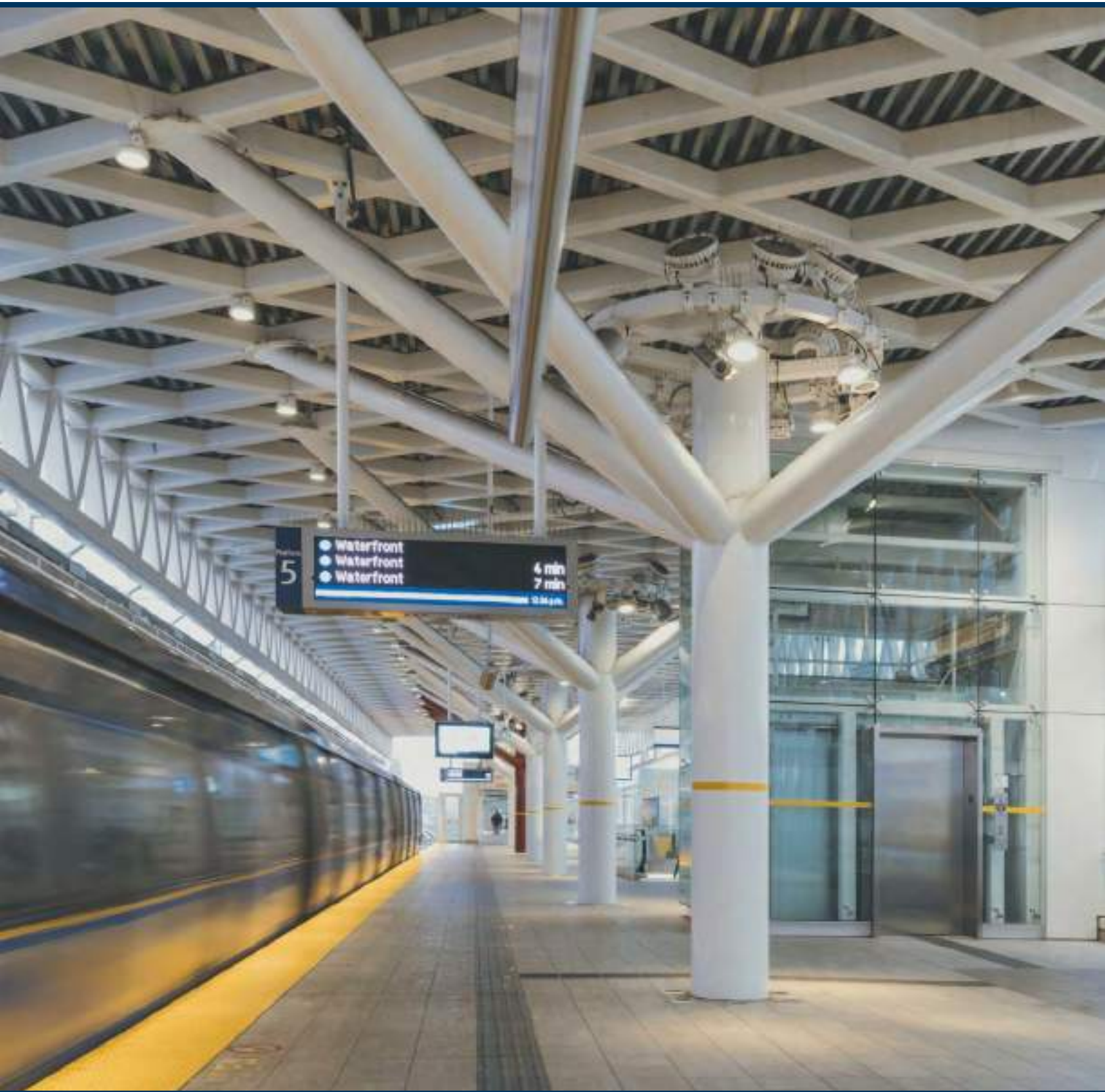
In 1999, an Environmental Remediation Agreement (ERA) was put in place when the Province transferred land assets to TransLink. This agreement is based on the Province's obligation to be responsible for remediation of any site contamination prior to the transfer of lands to TransLink in 1999. TransLink is responsible for any contamination occurring on TransLink lands after 1999. One hundred four properties were initially under the ERA agreement, and 20 were subsequently removed. Following a review of the property review reports by both the Province and TransLink, eight additional properties were removed from the ERA in 2023. At the end of 2023, the ERA agreement had 76 properties that were identified as having potential contaminants of concern.



Financial Responsibility

We are accountable to the public for ensuring we remain financially viable and make prudent use of our resources.

IN THIS SECTION	Financial Responsibilities	<u>pg 81</u>
	Financial Policies	<u>pg 82</u>
	Capital Funding Sources	<u>pg 87</u>
	Consolidated Financial Statements	<u>pg 88</u>



Financial Responsibilities

In 2023, TransLink remained committed to providing safe, efficient, and reliable transportation options, while developing and deploying the strategies necessary to maintain current service levels and keep the transit system infrastructure in a state of good repair.

TransLink's liquidity levels remained robust, with gross interest cost as a per cent of operating revenue well below the policy maximum level.

Our 2023 Budget centred on resiliency to ensure TransLink maintains service quality and delivers on its priorities, including ridership recovery and keeping the existing transit system in a state of good repair. We resourced support functions to strengthen the workforce and corporate systems in order to safely, affordably, and reliably move people of Metro Vancouver around the region. We managed unprecedented inflationary cost pressures across the enterprise through continuous efforts to achieve cost savings and focus on essential areas of investment.

Our 2022 Investment Plan outlines expected expenditures and revenues from 2022-2031, with an overarching focus on:



Stabilizing

TransLink's finances



Maintaining

the region's transportation system in a state of good repair



Advancing

select strategic projects



Right-sizing

TransLink's services and expenditures for the next few years

Financial Policies

We have several financial policies in place to maintain prudent guidelines for the short, medium, and long-term financial planning processes required by TransLink’s governing legislation.

TransLink Budget Contingency and Accumulated Funding Resources Policy

Budget Contingency is a reserve set aside in the annual budget to handle uncertainties and unforeseen initiatives or circumstances that may arise during the year. Accumulated Funding Resources represent TransLink’s unrestricted cash and investments.

This policy governs the use of Budget Contingency and Accumulated Funding Resources by TransLink and provides a guide to our minimum required liquidity position. TransLink maintains a running forecast to ensure this position remains adequate at present and in the future. This policy applies to all of TransLink's annual budgets, quarterly forecasts, and 10-year Investment Plans, to ensure the prudent control, administration, and management of finances.

TransLink Debt Management Policy

The Debt Management Policy applies to all capital financing, debt issuance activities, and related agreements entered into by TransLink and its operating companies.

TransLink Investment Policy

In accordance with the Investment Policy, TransLink manages its investments to maintain safety (as a primary objective) and liquidity, and to achieve, at a minimum, market rate of return. The Investment Policy provides guidelines related to investment activities and the administration of funds for TransLink and its operating companies. The policy details risk management, authorized investment dealers/holders, investment authorities at TransLink, internal controls, portfolio limits, permitted investments, and approved instruments.

TransLink Hedging Policy

The TransLink Hedging Policy governs the use and administration of derivative instruments and the oversight of strategies employed to manage market risks, interest rates risk, and fuel and foreign exchange exposures faced by TransLink.

Regarding risk tolerance, TransLink considers safety, liquidity, and certainty before potential rewards when applying this Hedging Policy.

Budget

TransLink's 2023 Budget reflected the region's priorities for the Metro Vancouver transportation network while laying the foundation to move forward from the pandemic and continue to negotiate its lasting impacts. For more information, please see our [2023 Business Plan – Operating and Capital Budget Summary](#).

We anticipated significant inflationary pressures to continue due to global socio-economic developments. Within this context, any incremental expenditures were assessed to ensure they were absolutely necessary to mitigate key enterprise risks and/or achieve key priorities.

Investments in 2023 centred on resiliency to ensure TransLink maintains service quality and delivers on its commitments to the region. Our capital program focused on keeping the existing transit system in a state of good repair and moving forward key rail expansion projects (i.e., Broadway Subway Project, Surrey Langley SkyTrain).



Revenues

Total revenues increased by \$492 million (over 2022) mainly due to provincial relief funding of \$478.9 million. This was recognized in full upon signing an agreement in March 2023, in accordance with Canadian public sector accounting standards. This funding, designed to help offset revenue losses and inflationary pressures caused by the pandemic, is intended to support and maintain service levels and planned operations to the end of 2025. This funding is in addition to the previously received senior government relief funding of \$851.8 million received between 2020 and 2022, which has allowed TransLink to maintain service at near pre-pandemic levels and affordable fare rate increases from 2020 to 2024.

Ridership and transit revenue continued to grow throughout 2023, and increased by \$118.9 million. Ridership reached nearly 90 per cent of pre-COVID levels, up 20.5 per cent from 2022. Starting in fall 2023, ridership growth began to be driven by long-term socio-economic factors such as population and economic growth as opposed to riders returning to transit after the COVID-19 pandemic. The ridership growth trend observed in the latter part of 2023 is expected to continue in 2024.

Other income increased by \$84.2 million, mainly driven by higher year-over-year investment income due to higher interest rates and higher cash and investment balances.

Total Revenue (in millions)

REVENUE	2019*	2020	2021	2022**	2023
Taxation	906.97	849.99	899.45	978.08	978.41
Transit	685.36	385.93	413.40	552.62	671.56
Government Transfers	398.52	793.77	203.78	427.14	715.67
Other Income	98.53	115.22	144.02	176.67	260.85
Total Income	2,089.38	2,144.91	1,660.65	2,134.51	2,626.49

*Certain comparative information has been reclassified in 2019 to conform with the consolidated financial statements presentation adopted in 2020.

**Certain comparative information for 2022 has been reclassified to conform with the consolidated financial statement presentation adopted in 2023.

Total Expenses (in millions)

EXPENSES	2019*	2020	2021	2022**	2023
Operating Costs	1,348.26	1,296.56	1,443.31	1,573.52	1,713.46
Depreciation & Amortization	212.94	229.45	233.79	250.02	259.68
Net Financing Costs	194.98	189.34	182.04	181.36	180.45
Total Expenses	1,756.18	1,715.35	1,859.14	2,004.90	2,153.59

*Certain comparative information has been reclassified in 2019 to conform with the consolidated financial statements presentation adopted in 2020.

**Certain comparative information for 2022 has been reclassified to conform with the consolidated financial statement presentation adopted in 2023.

Expenses

Aggregate operating costs grew 27.1 per cent from 2019 to 2023. They grew 8.9 per cent in 2023 (over 2022). This was mainly due to contractual and economic labour increases, higher contracted services costs and maintenance costs driven by inflation, and higher capital infrastructure contributions as a result of progress on eligible projects.

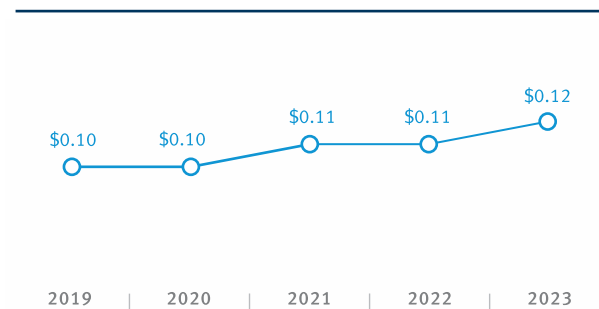
TransLink actively monitors its net financing costs. The gross interest cost as a percentage of operating revenue, which had steadily remained around 12 per cent from 2017 to 2019, increased to 14.4 per cent in 2020 due to the impact of COVID-19 on operating revenues. By 2023, the ratio resolved back down to 10.4 per cent, closely aligning with historical averages. TransLink continues to operate well within its policy limit of 20 per cent.

Operating Cost Recovery

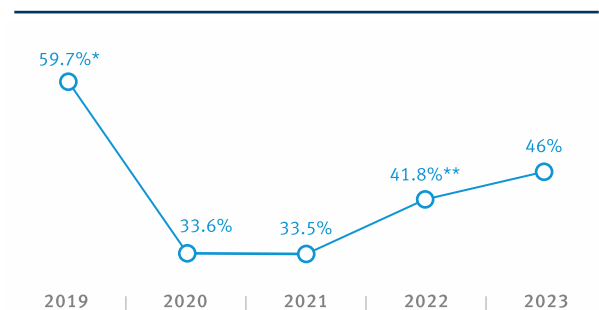
The operating cost recovery ratio measures the portion of operating costs that are paid for by fare revenue, advertising, and other commercial revenues. Prior to the pandemic, the cost recovery ratio reached a high of 59.7 per cent in 2019, as service expansion was supported by strong growth in ridership, regular fare increases, and effective service optimization initiatives. The collapse in the cost recovery ratio in 2020 and 2021 reflected the pandemic’s dramatic impact on ridership and transit revenues, during which time service levels were maintained at largely pre-pandemic levels, while ridership was significantly reduced.

In 2022, the cost recovery ratio of 41.8 per cent was 8.3 percentage points higher than 2021. This was due to increased ridership, which had a proportionately greater impact on operating revenues than operating costs, a result of service levels being right-sized to manage customer demand. In 2023, the cost recovery ratio increased to 46 per cent, driven by a continued increase in ridership and transit revenue.

Operating Costs Per Capacity (\$/km)



Operating Cost Recovery (%)



* Certain comparative information has been reclassified in 2019 to conform with the consolidated financial statements presentation adopted in 2020.

**The 2022 ratio has been restated to align with the methodology and consolidated financial statement presentation adopted in 2023.

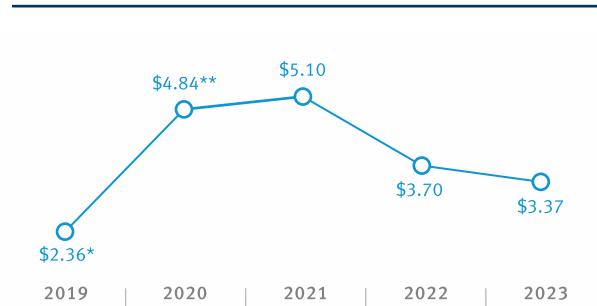
Cost Efficiency

TransLink strives to deliver services as efficiently as possible to keep costs down for customers and taxpayers. Cost efficiency is measured per boarding for both the conventional system and HandyDART.

Prior to the pandemic, TransLink aimed to continuously maintain and improve these measures by increasing ridership at greater rates than inflationary and other cost increases. During the pandemic in 2020 and 2021, the operating cost recovery declined, and the cost per boarding increased. This was due to the need to maintain capacity on the system to ensure essential and appropriate transportation services remained available despite lower ridership numbers.

As a result of gradual ridership recovery in 2022 and 2023, the operating cost recovery increased, and the cost per boarding for conventional and HandyDART trips decreased. TransLink is committed to achieving cost savings while providing service levels that appropriately meet the needs of the region.

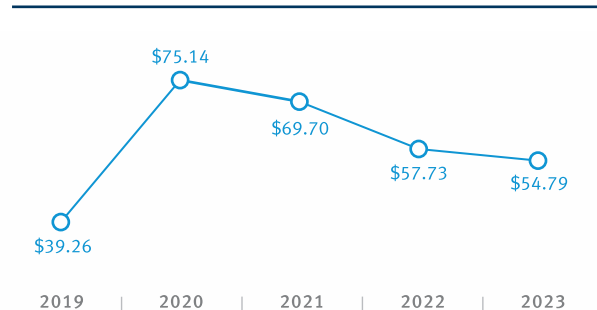
Cost Per Boarding – Conventional System (\$/boarding)



* Certain comparative information has been reclassified in 2019 to conform with the consolidated financial statements presentation adopted in 2020.

**Ridership estimates for 2020 differ from the methodology used in the previous year as a result of the temporary suspension of fare collection on buses in the first few months of the COVID-19 pandemic, the replacement fare boxes on buses, and the December 2020 cyberattack.

Cost Per Boarding – HandyDART (\$/boarding)



Capital Funding Sources

Senior Government Funding

A significant portion of TransLink's senior government funding for capital purposes is received from the federal government through the Canada Community-Building Fund (formerly the Federal Gas Tax Fund) and Investing in Canada Infrastructure Program (ICIP). The provincial government also supports the capital program by providing matching contributions to the ICIP program, approximating a 40 per cent contribution. Under these agreements, TransLink is required to acquire or construct specific transit assets using these funds. TransLink is also required under certain agreements to maintain the assets over a set holding period and repay funds if the associated assets are sold before the end of the holding period.

Carbon Credits

Under the BC Renewable and Low Carbon Fuel Requirements Regulation, TransLink is eligible to receive carbon credits for using low-carbon fuels (e.g., natural gas, renewable natural gas, electricity) for transportation purposes. In 2023, TransLink earned \$9.8 million in carbon credits. Since the program began in 2017, TransLink has earned approximately \$21.4 million in carbon credits. In 2024, TransLink will also earn additional carbon credits under the Government of Canada's Clean Fuel Regulation for using low-carbon fuels. These credits are for the use of compressed natural gas, in-province generated renewable natural gas, hydro-electricity, and renewable diesel.

Green Bonds

In 2018, TransLink was the first transit authority in Canada to develop a Green Bond program to help finance the organization's capital spending.

To date, TransLink has issued a total of \$1.2 billion in Green Bonds: \$400 million in 2018, \$200 million in 2019, \$300 million in 2022, and \$300 million in 2023. The net proceeds are being used exclusively to finance clean transportation and energy efficiency projects including eco-mode escalator upgrades, battery-electric bus charging infrastructure, and trolley-electric bus infrastructure. The Green Bond Program also helps fund improvements to the



cycling and walking infrastructure throughout the system, including bike parkades and BC Bike Parkway maintenance.

TransLink anticipates that issuance of Green Bonds will continue in 2024.

Consolidated Financial Statements

South Coast British Columbia Transportation Authority

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

December 31, 2023, with comparative information for 2022

	2023	2022
FINANCIAL ASSETS		
Cash and cash equivalents	\$ 276,248	\$ 622,558
Accounts receivable	675,173	136,909
Restricted cash and cash equivalents and investments	4,127,713	3,733,194
Investments	394,831	235,289
Debt reserve deposits	24,500	23,762
	5,498,465	4,751,712
LIABILITIES		
Accounts payable and accrued liabilities	615,595	400,206
Debt	3,360,119	3,141,748
Deferred government transfers	3,769,885	3,540,507
Golden Ears Bridge contractor liability	983,403	999,512
Deferred concessionaire credit	386,082	409,355
Employee future benefits	140,093	141,202
Deferred development cost charges	40,348	15,132
Asset retirement obligations	26,952	-
Deferred revenue and deposits	82,745	73,646
Deferred lease inducements	12,795	12,855
	9,418,017	8,734,163
NET DEBT	(3,919,552)	(3,982,451)
NON-FINANCIAL ASSETS		
Tangible capital assets	6,141,887	5,765,456
Supplies inventory	128,609	97,310
Prepaid capital	30,745	29,752
Property under development	20,102	19,599
Prepaid expenses	30,780	30,002
	6,352,123	5,942,119
Accumulated surplus	\$ 2,432,571	\$ 1,959,668

South Coast British Columbia Transportation Authority

Consolidated Statement of Operations
(Expressed in thousands of dollars)

Year ended December 31, 2023, with comparative information for 2022

	2023 Budget	2023 Actual	2022 Actual
Revenues:			
Taxation	\$ 988,404	\$ 978,412	\$ 978,076
Transit	629,998	671,560	552,624
Government transfers	354,718	715,668	427,136
Investment income	155,673	192,228	109,064
Amortization of deferred concessionaire credit	23,273	23,273	23,274
Development cost charges	23,597	17,301	25,158
Miscellaneous revenue	15,384	19,966	17,427
Gain on disposal of tangible capital assets	(358)	8,085	1,748
	2,190,689	2,626,493	2,134,507
Expenses:			
Bus operations	1,112,159	1,114,059	1,041,321
Corporate operations	219,420	194,045	217,242
Rail operations	549,579	538,027	490,186
Roads & bridges	251,073	252,402	207,459
Transit Police	53,295	55,057	48,693
	2,185,526	2,153,590	2,004,901
Surplus for the year	5,163	472,903	129,606
Accumulated surplus, beginning of year	1,933,296	1,959,668	1,830,062
Accumulated surplus, end of year	\$ 1,938,459	\$ 2,432,571	\$ 1,959,668



Resources

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We want to hear from you.

We deeply value input and insights from our customers, employees, partners, Indigenous Peoples, investors, and people in the community.

If you have feedback on this report, please send comments and questions to sustainability@translink.ca or connect with TransLink on social media using [Facebook](#), [Instagram](#), [LinkedIn](#), or [X \(Twitter\)](#).

Glossary

Access Transit

Refer to [HandyDART](#).

Active Transportation

Any self-propelled, human-powered mode of transportation such as walking or bicycling.

American Public Transportation Association (APTA)

An industry organization composed of North American public transit service providers, private transportation design and operating companies, metropolitan planning organizations, state departments of transportation, and academic institutions. Its main functions are advocacy and information sharing. The APTA also maintains a [Sustainability Commitment](#) which aims to advance a sustainability agenda among member agencies.

BioCO₂

Biogenic emissions that come from natural sources and need to be accounted for in photochemical grid models. Most types are widespread, ubiquitous contributors to background air chemistry.

Boarded Passenger

Refer to [Passenger Boarding](#).

British Columbia Rapid Transit Company (BCRTC)

An operating company of TransLink. The BCRTC operates the Expo and Millennium automated light rail SkyTrain lines and manages the Canada Line concession agreement.

Canada Line

A rapid transit line that connects Vancouver International Airport and Richmond to downtown Vancouver. It is managed by BCRTC and operated by [ProTrans BC](#).

Canadian Urban Transit Association (CUTA)

An association representing the public transit community in Canada. The CUTA provides conferences, training, public affairs, awards, exhibitions, technical services, research, statistics, and government relations in support of its mission and goals of advancing public transit in Canada.

Carbon Dioxide Equivalent (CO₂e)

A metric measure used to compare the emissions from various greenhouse gases based upon their global warming potential (GWP) using the functionally equivalent amount or concentration of carbon dioxide (CO₂) as the reference.

Coast Mountain Bus Company (CMBC)

TransLink's largest operating company. CMBC operates the majority of Metro Vancouver's bus service (the balance of which TransLink contracts out to other organizations).

Community Shuttle

A mini-bus that carries approximately 24 people and operates in quieter, residential communities that do not have enough ridership to use a traditional bus.

Conventional Bus

A 40-foot or 60-foot transit bus; does not include Community Shuttle or HandyDART vehicles.

Crimes Against Persons/Property

The crime rate represents crime handled by Transit Police (against persons and property, both on and off transit property) per million boardings.

Criteria Air Contaminants (CACs)

A group of air pollutants, including hydrocarbons (HC), nitrogen oxides (NOx), and atmospheric particulate matter (PM), which cause smog, acid rain, and health hazards. These are typically byproducts of combustion from fossil fuels and/or industrial processes.

CAC emissions are calculated using invoiced fuel by diesel and CNG buses, Community Shuttle Bus, SeaBus, HandyDart, and West Coast Express. This is then multiplied by emission factors derived from the EPA-certified engine emission factors, and TransLink's fleet type and estimated age.

Customer Service Score

The customer perception of the overall quality of services provided by TransLink. It uses a 10-point scale in which 10 is excellent and 1 is very poor. Results are presented as an average of all respondents during the reporting period.

Emission Factor

A representative value that attempts to relate the quantity of a pollutant released to the atmosphere with an activity associated with the release of that pollutant.

Employee Voluntary Turnover

Employees who leave the organization voluntarily or due to resignations and retirements.

Energy Consumed

Energy used in operations, such as the electricity and natural gas used to power buildings, and fuel used to power fleet.

Enterprise Risk Management

A framework of methods and processes used by organizations to manage risk. This typically involves: identifying particular risks and opportunities relevant to the organization's objectives, assessing them in terms of likelihood and magnitude of impact, determining a response strategy, and monitoring progress.

Facilities Energy Consumption

Energy, presented in gigajoules, used to power and heat TransLink's facilities including TransLink's head office, CMBC, SkyTrain, West Coast Express, West Vancouver Transit Centre, and HandyDART facilities.

Fare

Tariff charged per ride. This is the authorized amount (via cash, ticket, pass, or valid transfer) paid for a ride on a transit vehicle.

Farebox

An electronic fare collection machine that is installed on all TransLink buses and used by customers to deposit cash fares and validate tickets and transfers.

Farebox Recovery

See [Operating Cost Recovery](#).

Global Reporting Initiative (GRI)

An international, network-based organization that has developed a reporting framework for sustainability.

Greenhouse Gas (GHG)

Pollutants released into the air that increase the warming effect of the sun's radiation. Some greenhouse gases occur naturally in the atmosphere; others result from human activities such as fossil fuel combustion and land use changes. GHGs include carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), and sulphur hexafluoride (SF₆).

GHG emissions, presented in equivalent tonnes of CO₂, are calculated for the period from January 1 to December 31 using BC Climate Action Secretariat published emissions factors and Carbon Neutral Government guidance.

HandyDART

A door-to-door, shared ride service for passengers who have physical or cognitive disabilities and are unable to use conventional public transit without assistance.

International Association of Public Transport (UITP)

An international information-sharing network and advocacy organization for public transport. It is composed of public transport authorities and operators, policy decision-makers, scientific institutes, and the public transport supply and service industry.

Journey

A transit trip. A single journey can include multiple boardings (transfers).

Local Supplier

An organization or person that provides a product or service to an organization, and is based in the same geographic market.

Lost Time Injury Rate (LTIR)

The rate of occurrence of workplace incidents that result in an employee's inability to work the next full workday. LTIR refers to the number of such injuries that occur within a given period relative to the total number of hours worked in the same accounting period. The figure is calculated per 200,000 hours worked. It includes incidents claimed during the accountability reporting year at the time of report generation (i.e., claims awaiting approval by WorkSafe BC that have not been captured). All claims relating to the reporting year, but received after the Accountability Report is issued, are reviewed; any material changes are reflected as a restatement in the following year. Due to lack of available data at this time, enterprise-wide LTIR does not include data from Canada Line operations.

Major Road Network (MRN)

A network of approximately 600 km of road that facilitates the safe and efficient movement of people and goods across the region. It connects the provincial highway system with the local road network. Some corridors also serve cyclists and pedestrians.

TransLink, in partnership with municipalities, plans the region's MRN. TransLink provides funding for the operation, maintenance, and rehabilitation of the MRN, but ownership and operational responsibility for the MRN remains with the respective municipalities.

Materiality

The topics and indicators that reflect an organization's significant economic, environmental, and social impacts, or areas that would substantively influence the assessments and decisions of stakeholders.

Metro Vancouver

A regional governing body comprised of 21 municipalities, one electoral area, and one treaty First Nation (Tsawwassen) in the Greater Vancouver Area. Metro Vancouver provides core services to municipalities such as drinking water, sewage and drainage, solid waste management, and regional parks. It also has planning and regulatory responsibility for utilities, air quality, and regional growth.

Mode

Method of transportation such as walking, cycling, transit, and driving. Transit mode may be further disaggregated (e.g., train, bus, rideshare).

Off-peak Period

Non-peak or non-rush hours. At TransLink, off-peak periods are from Monday to Friday, from 9:30 a.m. to 3:00 p.m. and from 6:30 p.m. until the last bus, as well as all day on Saturdays, Sundays, and holidays.

Onboard Passenger Injury Rate

Stated per million boardings and presented separately by mode of transport. Due to operational differences, rates for bus and rail divisions are calculated using different methodologies:

- Reportable injuries to CMBC bus passengers consist of injuries resulting from collisions when onboard (including boarding or exiting) or when using the SeaBus. Contracted bus services are excluded.
- Rail injuries consist of injuries occurring on trains and BCRTC/WCE property that are serious, major, or fatal. Due to lack of available data, Canada Line information is not included.
- HandyDART injuries consist of injuries reported by staff and confirmed with the passenger.

Operating Cost Per Capacity Kilometre

Operating costs divided by total capacity kilometres. A capacity kilometre is measured as the distance travelled by transit vehicles in revenue service multiplied by the number of passenger spaces (seats plus standing spaces) on each vehicle.

Operating Cost Recovery

The share of total costs from continuing operations (excluding interest, amortization, roads, and bridges) that are paid for by transit-related revenues.

Pandemic

Outbreak of a disease that spreads quickly and affects many individuals at the same time (e.g., COVID-19).

Passenger Boarding

Each time a transit user enters the transit system, regardless of whether they are transferring from another mode on the system.

Peak Hours

Transit service hours from Monday to Friday, 6:30 to 9:30 a.m. and 4:00 to 6:00 p.m.

Public Sector Accounting Board (PSAB)

Created to serve the public interests by establishing accounting standards for the public sector. The PSAB also provides guidance for financial and other performance information reported by the public sector.

Regional Growth Strategy (Metro 2050)

Metro Vancouver's long-term, regional land-use plan. Under the [SCBCTA Act](#), TransLink must provide a regional transportation system that supports Metro Vancouver's Regional Growth Strategy.

Regional Transportation Strategy (Transport 2050)

The strategic framework that sets out the vision, goals, principles, strategies, and key initiatives to help guide transportation decisions in Metro Vancouver over the next 30 years.

Renewable Natural Gas (RNG)

Renewable natural gas is produced from decomposing organic waste from landfills, agricultural waste, and wastewater from treatment facilities. RNG production captures methane that would otherwise escape into the atmosphere and result in significant greenhouse effects. The Province recognizes RNG as a low-carbon alternative to fossil fuels.

Revenue Fleet Greenhouse Gas (GHG) Emissions

Greenhouse gases emitted by TransLink's revenue fleet. Reported revenue fleet GHG emissions include CMBC, SkyTrain, SeaBus, HandyDart, Community Shuttles, West Vancouver Transit, West Coast Express, and Canada Line.

Revenue Hours

The period of time in which transit vehicles are in revenue service, from the time they leave the trip start terminus to the time they arrive at the trip end terminus. Revenue hours exclude recovery (layover) time at terminuses and deadheading times (i.e., time used by vehicles to travel from a depot to a service start point and to return to the depot from a service end point).

Revenue Kilometres

The distance travelled by transit vehicles while in revenue service, from the time they leave the trip start terminus to the time they arrive at the trip end terminus. Revenue kilometres exclude deadheading distance (i.e., distance travelled by vehicles from a depot to a service start point and to return to the depot from a service end point).

Revenue Passenger

Refer to [Journey](#).

Ridership

Measured and reported using two indicators: boardings or journeys. Both indicators are calculated using data generated from the Compass system, on-bus transaction (i.e., farebox data) and HandyDART reporting. Adjustments are made to reflect missing tap data from "all-door boarding" B-Line and RapidBus routes.

Scope 1 Emissions

Greenhouse gas emissions that a company makes directly (e.g., running boilers, vehicles).

Scope 2 Emissions

Greenhouse gas emissions that a company makes indirectly (e.g., when electricity purchased for heating and cooling buildings or running electric vehicles, is being produced on its behalf).

SkyTrain

The fully automated, driverless, rapid transit system operated by BCRTC. SkyTrain is comprised of the Expo Line, which connects downtown Vancouver to Burnaby, New Westminster and Surrey, and the Millennium Line, which connects downtown Vancouver to Lougheed, Port Moody, and Coquitlam. SkyTrain also includes the Canada Line which connects Vancouver International Airport and Richmond to downtown Vancouver.

South Coast British Columbia Transportation Authority (SCBCTA)

The legal name of TransLink, the regional transportation authority that is responsible for Metro Vancouver's multi-modal transportation network, including transit, roads and bridges, cycling, and walking. The Authority is governed by the SCBCTA Act, an Act of the provincial legislature.

Supplier

Organization or person that provides a product or service used in the supply chain of an organization.

Supply Chain

Sequence of activities or parties that provide products or services to an organization.

Sustainability

The integration of social and environmental factors into business decision-making.

Sustainability Commitment

An APTA program that gives credit to member agencies for the sustainability efforts they are making. The program assigns recognition levels (Bronze, Silver, Gold, and Platinum) based on environmental performance.

Sustainable Transportation

Low- and zero-emissions, energy-efficient and affordable modes of transport, including electric and alternative-fuel vehicles.

Transit Police

Metro Vancouver Transit Police, officially South Coast British Columbia Transportation Authority Police Services, a supplementary policing agency within TransLink's service region. Transit Police have full powers of provincial police, including the ability to enforce the Criminal Code of Canada and issue violation tickets for infractions of provincial statutes, including fare violations.

Sustainable Development Goals (SDGs)

A collection of 17 global goals set by the United Nations in 2015. The SDGs cover social and economic development issues including poverty, hunger, health, education, climate change, gender equality, water, sanitation, energy, urbanization, environment, and social justice.

West Coast Express (WCE)

A wholly owned operating company of BCRTC that operates commuter trains from Mission City in the Fraser Valley to downtown Vancouver.

Alignment with Reporting Standards

Topic	Disclosure	ISSB – S1*	ISSB – S2**	SASB***	GRI	Report Page #	Reference
Organization	Statement from senior decision-maker on sustainable development strategy				2-22	5	CEO Letter
	Legal name of the organization			SAG 3.1	2-1.a	7	About Us
	Location of operations				2-1.c	7	About Us
	Ownership and legal form				2-1.b	7	About Us
	Operating companies and subsidiaries				2.2.a	7	About Us
	Activities, value chain and business relationships				2-6	7, 8	About Us
	Scale of the organization				2-7	7	About Us
						9-10	How We Are Governed
						81-89	Financial Responsibility
						8	About Us
	Approach to stakeholder engagement; Identifying and selecting stakeholders				2-7	6, 40-45; Resources	Materiality Assessment, Engaging our Stakeholders
	Reporting period			SAG 4.6	2-3	6	About This Report
	Date of most recent report				2-3.c	6	About This Report
Contact point for questions regarding the report				2-3.d	91	sustainability@translink.ca	

*S1: General Requirements for Disclosure of Sustainability-related Financial Information

**S2: Climate-related Disclosures

***ISSB Standards requires disclosures of some metrics as per SASB Standards.

Topic	Disclosure	ISSB – S1*	ISSB – S2**	SASB***	GRI	Report Page #	Reference
Organization	Reporting in accordance with the Standards	91		SAG 2.1		6	About This Report
	External assurance		34		2-5		Not assured in 2023
	Membership of associations				2-18	45	APTA, CUTA, other associations in which TransLink has a significant role
	Restatements	84-90 34			2-4.a		Restatements noted in footnotes and Glossary where applicable
Governance	Compliance				2-27	35, 76-77	Customer Privacy, Environmental Management
	Governance	27.a.i 27.a.ii	6a	SAG 5.0	2-8	9-10	How We Are Governed
	Reporting cycle	27.a.iii		SAG 5.0		9-10	How We Are Governed
	Sustainability-related risks and opportunities in strategy and decision-making	27.a.iv	6a	SAG 5.0	2-22	9-10	How We Are Governed
	Oversight of target setting and monitoring	27.a.v	6a	SAG 5.0	2-22	9-10	How We Are Governed
	Management's role	27.b.i 27.b.ii	6b	SAG 5.0	2-13	9-10	How We Are Governed
Strategy	Significant sustainability/ climate-related risks and opportunities	30 32 33.a	10 13 14			15, 65, Resources	Risk Management, Climate Action Plan
	Financial position	35.a 35.b 35.c 35.d	15/16			81-89	Financial Responsibility
	Resilience	41	22 22.a			15, 71, 75	Climate Action Plan, Risk Management
	Climate-related scenario analysis		22.b				TransLink Climate Action Plan

Topic	Disclosure	ISSB – S1*	ISSB – S2**	SASB***	GRI	Report Page #	Reference
Risk Management	Risk management	44	24, 25			15, Resources	Risk Management
Materiality Assessment	Management approach and its components				3-3	6, Resources	Resources
	Materiality	30	10		3-2 3-1	6, Resources	About This Report
	Changes in reporting					6, Resources	About This Report, Materiality Assessment

Social Responsibility

Topic	Disclosure	ISSB – S1*	ISSB – S2**	SASB***	GRI	Report Page #	Reference
Workforce	The management approach and its components				Disclosure 3-3	49	Our Approach
	New employee hires and employee turnover (voluntary and non-voluntary)			SV-PS-330a.2	401-1	51	Turnover
	Collective bargaining agreements; percentage workforce covered by agreements			IF-WM-310a.1	2-30	50	Collective Agreements
Workforce	Workforce: # employees, full/part time/temp/contractors			SV-PS TR-RA	2-7	49	Employees
	Benefits provided to full-time employees that are not provided to temporary or part-time employees				401-2		2023 Year-End Financial and Performance Report
	Parental leave				401-3		TransLink adheres to BC Employment Standards legislation, which is aligned to Federal Employment Standards legislation.

Social Responsibility *continued*

Topic	Disclosure	ISSB – S1*	ISSB – S2**	SASB***	GRI	Report Page #	Reference
Health & Safety	The management approach and its components				Disclosure 3-3	56-58	Employee Safety
	OHS management system in place				403-1	56	Employee Safety
	Worker related injuries, lost days, fatalities			IF-WMIF-EN TR-MT-320a.1 TR-RA-120a.1	403-9	57	Employee Safety
	Description of approach to managing short and long term health risks			TR-RO-320a.3		56-58	Employee Safety
	H&S Committees				403-4	56	Under the Workers Compensation Act of BC, employers are required to establish a Joint H&S Committee in any workplace that regularly employs 20 or more workers. TransLink and its operating companies comply with this regulation; 100% of employees are represented in joint H&S committees.
	Hazards identification, risk assessment and incident investigation				403-2	56-58	Employee Safety
Training & Education	The management approach and its components				Disclosure 3-3	58-60	Employee Development
	Percentage of employees receiving regular performance and career development reviews				404-3	58-60	Employee Development
	Average hours of training per year				404-1	58-60	Employee Development
EDI	Diversity of governance bodies and employees			SV-PS-330a.1	405-1	53	Gender by Company
	Ratio of basic salary and remuneration of women to men				405-2		TransLink discloses remuneration in the Financial Information Act Filing and Remuneration Report.

Social Responsibility *continued*

Topic	Disclosure	ISSB – S1*	ISSB – S2**	SASB***	GRI	Report Page #	Reference
Human Rights	The management approach and its components				Disclosure 3-3	55	Equity, Diversity, and Inclusion
Local Communities	The management approach and its components				Disclosure 3-3	40-46	Engaging our Stakeholders
	Donations					46	Community Support
	Engagement				413-1	40-45	TransLink’s engagement process is covered by the Principles of Public Consultation and Engagement.
Customer Privacy/Data Security	The management approach and its components			SV-PS-230a.2	Disclosure 3-3	35	Customer Privacy
	Substantiated complaints concerning breaches of customer privacy			SV-PS-230a.3	418-1	35	Customer Privacy

Environmental Responsibility

Topic	Disclosure	ISSB – S1*	ISSB – S2**	SASB***	GRI	Report Page #	Reference
Climate Adaptation	The management approach and its components			IF-RE-450a.2		14; 63-77	Sustainability Framework, Environmental Responsibility
Energy	The management approach and its components				3-3	71	Corporate Climate Action
	Energy Consumption		33	IF-WM-110b.1 IR-RE-130a.2 TR-MT-110a.3	302-1	71-75	Emissions and Energy
	Alternative fuel vehicles in fleet		33	IF-WM-110b.2		72	Zero Emissions Fleet
	Energy intensity		33	IF-RE-130a.1	302-3	73	Emissions per Passenger Kilometre
	Reduction of energy consumption		33	IF-RE-130a.3	302-4	71-75	Climate Mitigation – Emissions and Energy
Water	The management approach and its components				Disclosure 3-3	77	Water Consumption
	Water consumption			IF-RE-140a.1	303-5	77	Water Consumption
	Description of water mgmt risks and practices/strategies			IF-RE-140a.4		77	Water Consumption
Emissions	The management approach and its components				Disclosure 3-3	71-75	Emissions and Energy
	Scope 1 GHG emissions (note gases included; baseline year & amt)		29.a	IF-WM-110a.1 TR-RO-110a.1 TR-MT-110a.1 TR-RA-110a.1	305-1	71-75	Emissions and Energy
	Scope 2 GHG emissions (note gases included; baseline year and amt)		29.a		305-2	71-75	Emissions and Energy
	Emissions methodology		29-32			71-75, Resources	Emissions and Energy
	Emissions targets		33-37			71	Emissions and Energy

Environmental Responsibility *continued*

Topic	Disclosure	ISSB – S1*	ISSB – S2**	SASB***	GRI	Report Page #	Reference
Emissions	Long and short term plans to manage/reduce/monitor emissions		33	IF-WM-110a.2 TR-RO-110a.2 TR-MT-110a.2 TR-RA-110a.2		71-75	Emissions and Energy
	GHG emissions intensity		33		305-4	71-75	Emissions and Energy
	Reduction of GHG emissions (incl baseline year & amt)		33		305-5	71-75	Emissions and Energy
	Critical Air Contaminants			IF-WM-120a.1 TR-RO-120a.1 TR-MT-120a.1	305-7	74	Environmental Sustainability/ Fleet Air Pollutants
Waste	The management approach and its components				77	77	Waste Diversion
	Total Waste Generated (nonhazardous)				306-3	77	Waste Diversion
	Waste diverted from disposal				306-4	77	Waste Diversion
	Waste directed to disposal				306-5	77	Waste Diversion
Regulatory Compliance	Number of incidents of non-compliance associated with environmental (including water) permits, standards, regulations			IF-WU-140b.1 IF-EN-160a.1	2-27	76	Spills
	Significant spills			IF-WM-150a.3 TR-RO-540a.3	2-27	76	Spills
	Significant fines and non-monetary sanctions				2-27	76	Spills

Financial Responsibility

Topic	Disclosure	ISSB – S1*	ISSB – S2*	SASB*	GRI	Report Page #	Reference
	The management approach and its components				Disclosure 3-3	81	Financial Responsibility
	Entities included in the consolidated financial statements			SAG 4.1	202-2	7	About Us
	Direct economic value generated and distributed			SAG 4.1	201-1	84-86	Financial Responsibility 2023 Year End Financial and Performance Report
	Financial implications and other climate/sustainability-related risks and opportunities	35	15/16	SAG 4.1	201-2	10, 15	How We Are Governed Risk Management
	Defined benefit plan obligations and other retirement plans				201-3		2023 Year End Financial and Performance Report
	Financial assistance received from government				201-4	87	Capital Funding Sources 2023 Year End Financial and Performance Report
	Infrastructure investments and services supported			SAG 4.1	203-1320-change	17-21	System and Service Management
Procurement	The management approach and its components				3-3	47	Sustainable Procurement
	Significant changes to the organization and its supply chain				102-9 102-10	6-8	How We Are Governed
	Policy commitments: Precautionary Principle or approach/ Due diligence / Human rights				101-11	47	Sustainable Procurement
	New suppliers that were screened using environmental criteria				308-1	47	Sustainable Procurement
	New suppliers screened using social criteria				414-1 414.2	47	Sustainable Procurement
	Proportion of spending on local suppliers				204-1	47	Sustainable Procurement

SASB Standards

SV-PS Services: Professional & Commercial Services

IF-EN Infrastructure: Engineering & Construction Services

IF-WM Infrastructure: Waste Management

IF-RE Infrastructure: Real Estate

TR-MT Transportation: Marine

TR-RA Transportation: Rail

TR-RO Transportation: Road

SAG SASB Standards Application Guidance

Materiality Assessment

In 2023, TransLink conducted a materiality assessment to identify key governance, business conduct, fiscal, environmental, and social priorities, as well as risks and opportunities.

We conducted an online survey to determine internal and external stakeholder priorities on key TransLink issues. The survey was provided to employees, Board members, financial institutions, governments (local, regional, provincial, and federal), suppliers, non-government organizations, and the public. A total of 1,091 responses were received. The results of the materiality assessment are shown in the figure below.

The top five priorities (as rated by internal/external stakeholders) include:

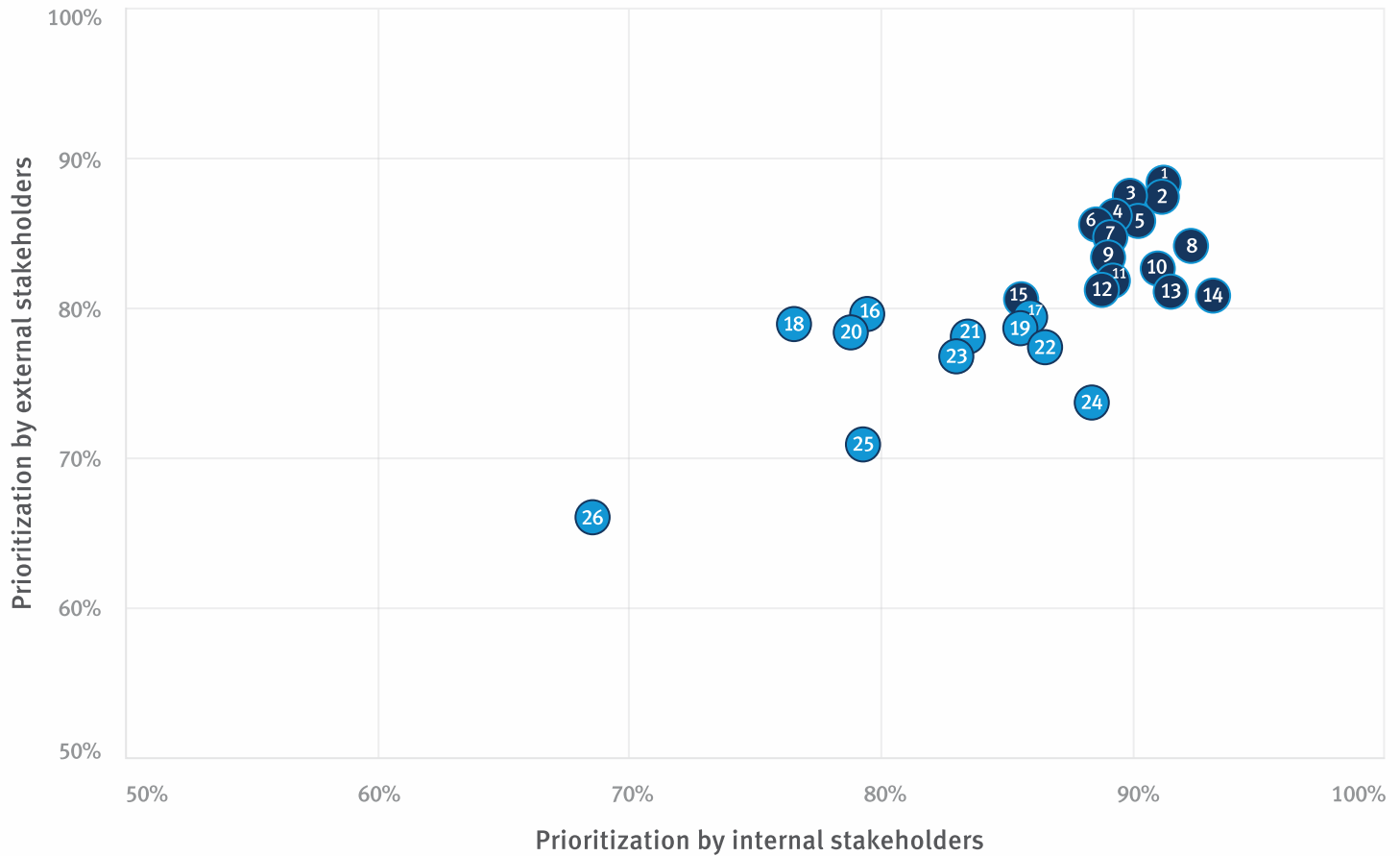
1. **Sustained funding**
... new (not included in 2016 assessment)
2. **Greenhouse gas emissions** from public transit and regional transportation
↑ (rated #13 in the 2016 assessment)
3. **Climate impact** risk management to ensure infrastructure and operations are resilient to impacts of climate change
↑ (rated #18 in the 2016 assessment)
4. **Asset management** – Proper lifecycle management of physical assets and services to ensure they are kept in a state of good repair
↓ (rated #2 in the 2016 assessment)
5. **Emergency management** and planning in place to continue to deliver safe services
↑ (rated #17 in the 2016 assessment)

These differ from the top five priorities of the 2016 Materiality Assessment:

1. Safety and security of transit customers
↓ (#14 in 2023 assessment)
2. Investing in infrastructure
↓ (#4 in 2023 assessment)
3. Satisfaction of transit customers
↓ (#13 in 2023 assessment)
4. Air pollution (from transit operations)
↓ (#22 in 2023 assessment)
5. Employee safety and wellness
↓ (#14 in 2023 assessment)

Sustained funding (a new priority) and climate change (GHG emissions and climate impact) are now the top priorities for our stakeholders. Ecological impacts, Indigenous reconciliation, and active transportation are also new material topics.

TransLink 2023 Materiality Assessment



2023 assessment results (new topics in boldface):

1 Sustained funding	8 Accountability	15 Operating costs and efficiency	21 Innovation
2 Greenhouse gas emissions	9 Environmental footprint	16 Indigenous reconciliation	22 Air and noise pollution
3 Climate impact risk management	10 Data security and privacy	17 Ecological impact management	23 Equity, diversity, and inclusion
4 Asset management	11 Equitable, accessible, and affordable transit	18 Active transportation	24 Employee experience
5 Emergency management	12 Ridership	19 Energy and fuel management	25 Customer and community engagement
6 Transparency and trust	13 Customer experience, satisfaction, and safety	20 Sustainable procurement	26 Community partnership and donations
7 Risk management	14 Employee health and safety		

The following 2016 material topics were not included in the 2023 materiality assessment: TransLink senior leadership oversight and input into sustainability strategy, Environmental screening of suppliers/contractors, TransLink Board oversight and input into sustainability, Satisfaction of non-transit customers, Green buildings, and Social screening of suppliers and contractors.

Climate-related Risks and Opportunities

Climate-related risks refer to the potential negative effects of climate change on an entity. Through the Enterprise Risk Management (ERM) process, we qualitatively assessed the climate risks, which are broadly classified as:

Physical risks:

These risks relate to the extreme effects of climate change-related events (e.g., heat, flooding) that negatively affect TransLink's facilities, infrastructure, and operational continuity, as well as staff and/or customer health and safety. Lack of resilience by the regional transit system during critical, extreme weather events caused by climate change can lead to economic, health, and societal impacts. We have begun work to integrate adaptation-specific investments into our 2025 Investment Plan and establish a clear governance model related to climate action. Two working groups have been established that address climate-related risk: the Resilience Working Group (to align our resilience knowledge and actions across the enterprise) and the Climate Action Plan Working Group (to oversee and provide guidance on the implementation of climate adaptation actions and supporting governance processes).

Transition risks:

TransLink is legislatively required under the South Coast British Columbia Transportation Authority Act (SCBCTA) to support regional and provincial environmental objectives, including air quality and greenhouse gas (GHG) emission reduction objectives. We are working with Metro Vancouver and the Province of BC to reduce regional GHG emissions from transportation and have set targets to reduce our own enterprise emissions (fleet and facilities). We are actively working through various facets of these risks including policy changes, assessment of new technologies, commercial strategies, procurement models, and a Zero-Emission Fleet Transition Plan.

Incorporating the climate risks within the overall ERM structure facilitates the Board and executives to ensure TransLink has established appropriate systems to manage such risks. We will explore integrating a range of leading and lagging climate risk indicators within the risk assessment process, which will provide quantifiable insights on the climate risk exposure and decarbonization pathways.

Table 1: Climate-related Risks

Risk Registry	Regional GHG Reduction Targets	Corporate GHG Reduction Targets	Climate Change Resiliency
Description	The risk of being unable to gain support for the investments and policy actions needed to make substantial progress to reducing GHGs from light duty vehicles in Metro Vancouver.	The risk of not meet our 45% GHG emissions reduction target by 2030.	The risk of extreme effects of climate change-related events (e.g., heat, flooding) negatively affect facilities, infrastructure, operational continuity, or staff and customer health and safety.
Time horizon	Medium—2030	Medium—2030	Long—2050
Nature/risk category	Chronic: climate impacts	Chronic: reputation, climate impacts	Chronic: environment, infrastructure
Concentrations (e.g., locations, types of assets, facilities)	Metro Vancouver region	TransLink	TransLink
Impact to business model and value chain	Moderate: May not be in compliance with SCBCTA Act; residents of Metro Vancouver continue to contribute to climate change; federal government may not make its targets if Metro Vancouver regional can't make theirs; Metro Vancouver is not seen as a leader in climate change.	Moderate: Not in compliance with SCBCTA Act; increased public criticism for not meeting Board and Mayors' Council approved targets.	High: Flooding of critical assets; increased H&S impacts on staff and customers, reduced stakeholder confidence in TransLink's management of climate change risk.

Risk Registry	Regional GHG Reduction Targets	Corporate GHG Reduction Targets	Climate Change Resiliency
Impact on strategy and decision making	Unable to advance implementation of Investment Plan and Access for Everyone	Unable to advance implementation of Investment Plan and Access for Everyone	Unable to advance implementation of Investment Plan and Access for Everyone
Effect on financial position, performance, and cash flow	Decreased or downgraded credit profile; access to capital and operational funding could become more competitive as governments heavily favour zero-emissions investments	Decreased or downgraded credit profile; access to capital and operational funding could become more competitive as governments heavily favour zero-emissions investments	Decreased or downgraded credit profile; increased financial costs associated with adapting infrastructure to climatic norms and emergency response during severe weather events
Management Actions	Adequate: Regularly meet with provincial and regional staff working on similar programs; established joint program between Metro Vancouver and TransLink	Adequate: Proactively consulting with provincial government on proposed Zero-Emissions Public Transit Agency requirements; collaborating across TransLink to ensure bus expansion and 45% reduction target met; developing Zero-Emission Fleet Transition Plan; working with utilities (BC Hydro and Fortis BC) on infrastructure upgrades and expansion; testing renewable fuels	Strong: Climate impact risk assessment completed in 2022 and used to inform development of Climate Action Plan Pillar 2 – Adapt to Climate Impacts; implement Climate Action plan action items; Climate Change Adaptation Working Group and Resilience and Adaptation Working Group formed

Climate-related opportunities refer to the potential positive effects arising from climate change, as well as from efforts to mitigate and adapt to climate change. One such climate-related opportunity for TransLink is the expected increased use of active transportation within the region as the temperature increases. This mode shift will result in fewer greenhouse gas emissions and a healthier community. As climate-related opportunities is a new topic in sustainability reporting, TransLink will more fully explore these opportunities in the next year.

2023 Climate Action Plan Status

In January 2022, the Board of Directors and the Mayors' Council approved TransLink's Climate Action Strategy and new greenhouse gas and climate targets. This was followed in December 2022 with the Board's approval of the Climate Action Plan (CAP), which outlined seven strategies and 48 actions over three years (2023-2025) on how TransLink plans to reduce its greenhouse gas emissions and ensure its operations and infrastructure are resilient to the changing climate. Across the three-year Plan, 40 of 48 actions are on track (84 per cent). In Year 1, three actions were completed, two were incorporated into other actions (to improve effectiveness and efficiency), two have been bundled with Year 2 actions, and one has been delayed due to stakeholder engagement. Climate change is occurring at a faster rate than experts expected; we continue to monitor these changes and work across the enterprise to reduce the risk climate change poses to TransLink.



REDUCE GHG EMISSIONS

- 1** Implement Low-Carbon Fleet Strategy (LCFS)
- 2** Develop Net Zero Facilities Strategy







ADAPT TO CLIMATE IMPACTS

- 3** Develop Climate Change Adaptation and Resiliency Roadmap
- 4** Support a More Climate-Resilient Region and a Low-Carbon Economy








ADVANCE GOVERNANCE AND FUNDING

- 5** Develop and Implement Supporting Climate Policies, Plans, and Processes
- 6** Enhance Climate Education and Communication
- 7** Secure Funding for Net Zero and Climate Resilience

LEGEND	DEFINITION
Green 	On Track – action proceeding as planned
Yellow 	Delayed
White 	Completed – action is finished; next steps are planned or initiated
Black 	Closed – merged with other actions



**Strategy 1:
Implement Low-carbon Fleet Strategy**

Action	Year	Status
1.1 Expand the compressed natural gas (CNG) bus fleet to 383, replacing 84 diesel buses, and use renewable natural gas for 100% of the CNG fleet.	2024	
1.2 Replace 34% of the diesel bus fleet with 462 battery-electric buses, and redevelop/build new transit centres and charging infrastructure in Marpole, Hamilton, Port Coquitlam, and Burnaby.	2030	
1.3 Complete feasibility study on charging infrastructure for a zero-emissions, battery-electric next-generation SeaBus.	2022	
1.4 Explore, test, and analyze emerging innovative low and zero-carbon technologies/fuels (e.g., electric, hybrid, fuel cell, gondola, renewable fuels) and adopt those based on optimum total cost of ownership and life cycle environmental impact.	2023-2025+	
1.5 Regularly (two-three-year cycle) review and refine the Low-carbon Fleet Strategy to guide the transition to zero-emission buses, Community Shuttles, HandyDART, West Coast Express, SeaBus, and non-revenue fleet vehicles, along with associated investment planning.	2023	



Strategy 2: Develop Net Zero Facilities Strategy

Action	Year	Status
2.1* Develop a Net Zero Facilities Strategy and implementation plan based on the Facilities Renewable Energy Plan and planned facility renewal or expansion.	2024	●
2.2 Explore, test, and analyze emerging innovative net-zero facility technologies, systems, and materials (e.g., heat pumps, renewable fuels, passive design, solar) and adopt those based on optimum total cost of ownership and life cycle environmental impact.	2030	●
2.3* Regularly refine – on a two-three-year cycle – the Net Zero Facilities Strategy to guide the transition to net-zero facilities, along with associated investment planning.	2022	●

*Actions to be incorporated into 3.10 and 3.11.



Strategy 3: Develop Climate Change Adaptation and Resiliency Roadmap

Action	Year	Status
3.1 Complete risk and vulnerability assessment and develop a Flood Risk Management and Service Response Strategy for key transit centre assets (Vancouver Transit Centre Year 1, followed by Hamilton Transit Centre, Richmond Transit Centre, and Port Coquitlam Transit Centre in future years). Engage municipal partners, landowners, Indigenous Peoples, and utilities as required.	2023-2025+	●
3.2 Complete risk and vulnerability assessment and develop a Flood Risk Management and Service Response Strategy for key power sub-station assets (Sapperton in Year 1, followed by New Westminster and Scott Road in future years). Engage municipal partners, landowners, Indigenous Peoples, and utilities as required.	2023-2025+	●
3.3 Complete risk and vulnerability assessment and develop a Flood Risk Management and Service Response Strategy for Waterfront Road and West Coast Express Mission layover yard. Engage municipal partners, landowners, Indigenous Peoples, and utilities as required.	2024-2025+	●
3.4 Complete climate change risk and vulnerability assessment and develop Risk Management Plans for TransLink bridge assets (Knight Street Bridge in Year 1, followed by Golden Ears Bridge, SkyBridge, and Canada Line Bridge in future years) and inform municipal partners, landowners, and Indigenous Peoples on findings.	2023-2025+	●



Strategy 3:
Develop Climate Change Adaptation and Resiliency Roadmap *continued*

Action	Year	Status
3.5 Engage City of Vancouver and CP Rail/ Burlington Northern to confirm risk, vulnerability, and potential slope stabilization projects for Grandview Cut (VCC-Clarke SkyTrain) and rail line between Waterfront Station and Mission (WCE).	2024	
3.6 Conduct risk and vulnerability assessment and develop tunnel ventilation systems to manage increasing summer temperature, heat waves, and fire risk.	2024	
3.7 Confirm scope and conduct risk and vulnerability assessment on SkyTrain guideway infrastructure and flood risk assessment on SkyTrain tunnels.	2025+	
3.8 Integrate climate change adaptation into revision of Asset Management Policy and future Strategic Asset Management Plan.	2023	
3.9 Incorporate climate change risk and hazard data into enterprise Geographic Information System for use by relevant departments.	2025+	
3.10 Revise next version of Transit Passenger Facility Design Guidelines (2011) with strategies for climate change adaptation and net zero GHG emissions.	2025+	
3.11 Develop a Transit Operations Facility and Infrastructure Climate Adaptation Design Guidelines for major renovations and new construction projects that are generally over \$50 million.	2025+	
3.12 Monitor regional climate change projections and notify the enterprise of any changes.	2023-2025+	
3.13 Integrate climate change projections into planned CMBC Site Utilities Assessment.	2023	
3.14 Develop and implement process for tracking and evaluating service disruptions due to climate changes (eg., severe weather events.)	2024	
3.15 Establish maintenance/operations procedures for snow/ice response for battery electric bus charging infrastructure and bus pantographs.	2025+	
3.16 Review and revise bus service/bus continuity plans (due to severe weather events).	2023	
3.17 Research efficacy and feasibility of personal cooling technology and provided uniform specifications for frontline staff to reduce risk of employee heat stress while maintaining functionality and protection from other hazards; implement for future contracts or employee apparel/point system.	2023-2025+	



Strategy 4:

Support a More Climate-resilient Region and Low-carbon Economy

Action	Year	Status
4.1 Work with Indigenous Peoples on collective approaches to climate knowledge coexistence, knowledge generation, and decision-making.	2023-2025+	
4.2 Continue to collaborate with regional provincial and private sector partners on integrated adaptation and resilience planning across infrastructure systems.	2023-2025+	
4.3 Share knowledge with and gain insights from peers on climate change impacts, adaptation, and resiliency planning.	2024-2025+	
4.4 Work with our suppliers and partners to test and evaluate zero-emissions technologies and resilient infrastructure solutions for fleet and facilities.	2023-2025+	
4.5 Integrate climate change adaptation considerations into the planned review of municipal funding programs, by considering adaptation planning and projects (e.g., culvert resizing, tree canopies).	2024	
4.6 Revise next version of Transit-Oriented Communities Design Guidelines (2012) with strategies for climate change resilience.	2025+	
4.7 Develop an enterprise Customer and Community Cooling Corridor and Tree Canopy Policy and Program.	2024	
4.8 Create a Multi-Modal Safe Travel Planning Resources for use by customers prior to and during extreme weather events/transit disruptions.	2024	



**Strategy 5:
Develop and Implement Supporting Climate Policies, Plans, and Processes**

Action	Year	Status
5.1 Develop and implement a Climate Action Policy and include Scope 1, 2, and 3 emissions.	2023	
5.2 Implement a Sustainable Procurement Plan and Policy that incorporates TransLink’s priorities associated with climate change adaptation and mitigation.	2023	
5.3 Integrate climate change adaptation and mitigation considerations into capital planning, asset management, strategic sourcing, project delivery, and operations and maintenance practices and processes.	2023-2025+	
5.4 Investigate an internal carbon price to guide project decision-making and strengthen business cases for low-carbon projects and investments.	2023	
5.5 Continue to apply total cost of ownership and life cycle impact principles in business case, capital planning, financial analysis, and project decision-making.	2023-2025+	
5.6 Continue to monitor, document, and report progress via TransLink’s annual Accountability Reports.	2023-2025+	
5.7 Biennially review and update Climate Action Strategy with operating companies, regional partners, and Indigenous communities.	2025+	
5.8 Continue to leverage TravelSmart expertise to encourage sustainable commuting practices with employees.	2023-2025+	



Strategy 6: Enhance Climate Education and Communication

Action	Year	Status
6.1 Regularly engage and communicate with key stakeholders, regional partners, and Indigenous communities to strengthen climate mitigation and adaptation efforts and raise awareness of climate impacts of the region's transportation systems.	2023-2025+	●
6.2 Engage marginalized, disproportionately impacted communities and integrate equity into our climate action planning.	2023-2025+	●
6.3 Provide staff with climate change information, including how TransLink is responding and their role in climate action.	2023-2025+	●
6.4 Develop change management and training plans as needed for implementation of actions.	2023-2025+	●



Strategy 7: Secure Funding for Net Zero and Climate Resilience

Action	Year	Status
7.1 Work in partnership with the Mayors' Council and provincial and federal governments to support TransLink's transition to net zero operations, including the next Investment Plan.	2023-2025+	●
7.2 Work in partnership with energy and fuel providers to enable financially feasible transition to net zero operations.	2023-2025+	●
7.3 Continue to explore other funding programs, revenue sources, and business opportunities to support our climate goals.	2023-2025+	●

Reporting Metrics

TransLink's sustainability metrics were created to help us measure and quantify the impacts we have in the areas of Environmental, Social, and Financial Responsibility.

Environmental Responsibility

Topic	Aspect	Indicator	Units	2023	2022	2021	2020	2019
Environmental Management	Spills	Spills – CMBC	#	16	6	15	10	9
		Spills – BCRTC	#	0	0	2	0	5
		Spills – TransLink	#	0	0	1	0	0
	Waste Diversion	Diversion – CMBC	%	65	68	69	69	68
		Diversion – BCRTC	%	60	49	69	69	65
	Water	Consumption – CMBC		m ³	58,024 (est)	63,046	56,431	53,494
				31,453	43,503	40,102	42,716	38,445
	Contaminated Sites	Properties on ERA list	# out of 104	76	82	n/a	n/a	n/a
Energy	Energy – Facilities	Facilities consumption	GJ	385,313	383,666	372,546	359,768	363,717
		Renewable energy	%	59	66	63	66	51
Emissions¹	Emissions – Total	CAC (revenue fleet)	tonnes	346	325	305	301	344
		CAC normalized (revenue fleet)	g/passenger	0.90	0.9	1.4	1.4	0.8
		GHG total (fleet, facilities, NRV)	tonnes	122,114	137,685	133,814	130,345	146,230
		Scope 1 – total	tonnes	119,097	134,730	131,121	127,720	144,239
		Scope 2 – total	tonnes	3,018	2,955	2,695	2,622	2,410

¹ The use of renewable fuels, which originate from natural feedstocks, avoids adding net new emissions into the atmosphere (unlike fossil fuels) but releases biogenic emissions. Renewable fuel is blended into most transportation fossil fuels purchased in BC, and TransLink buys renewable fuels directly for its bus fleet. BioCO₂ emissions are released with the combustion of renewables. TransLink's GHG inventory aligns with the Carbon Neutral Government Program by referring to guidance from the Climate Action Secretariat, which recommends aligning with the Intergovernmental Panel on Climate Change (IPCC) and several other GHG protocols for tracking and notionally reporting BioCO₂. In 2023, our BioCO₂ emissions from renewable fuels were 33,718 tonnes.

Environmental Responsibility *continued*

Topic	Aspect	Indicator	Units	2023	2022	2021	2020	2019
Emissions	Emissions - Revenue Fleet	GHG total fleet	tonnes	112,591	128,201	125,848	124,308	138159
		Scope 1 – fleet	tonnes	110,402	126,050	123,854	122,404	2,097
		Scope 2 – fleet	tonnes	2,189	2,151	1,994	1,904	
		RNG	% of total natural gas	96	44	30	0	0
		Revenue fleet GHG normalized	g/pass	288	343	554	561	304
		Shuttle	g/pass-km	236	302	n/r	n/r	n/r
		SeaBus	g/pass-km	224	297	n/r	n/r	n/r
		Diesel bus	g/pass-km	100	120	n/r	n/r	n/r
		Natural gas bus	g/pass-km	23	112	n/r	n/r	n/r
		WCE	g/pass-km	67	73	n/r	n/r	n/r
		Trolley	g/pass-km	3	3	n/r	n/r	n/r
		SkyTrain	g/pass-km	1	2	n/r	n/r	n/r
		Battery electric buses	g/pass-km	2	1	n/r	n/r	n/r
		Canada Line	g/pass-km	1	1	n/r	n/r	n/r
		Emissions - Facilities	GHG total facilities	tonnes	7097	7,389	7,492	7,556
Scope 1 – facilities	tonnes		6267	6,585	6,791	6,515	6,595	
Scope 2 – facilities	tonnes		829	804	701	1,041	725	
Emissions – Non-revenue Vehicles (NRV)	GHG total NRV	tonnes	2,427	2,095	2,470	1,188	986	
	Scope 1 – NRV	tonnes	2,427	2,095	2,470	1,188	986	
	Scope 2 – NRV	tonnes	0	0	0	0	0	

Social Responsibility

Topic	Aspect	Indicator	Units	2023	2022	2021	2020	2019
Customers	Customer Satisfaction	Complaints – bus	#	77	80	77	93.2	90.6
		Complaints – custom transit (HandyDART)	#/100,000 boardings	191.4	204.9	185.7	159	168.4
		Customer satisfaction rating	#	8.0	8.0	8.2	8.2	7.8
		Top operator complaints	text	not stopping (behaviour #3)	behaviour	behaviour	n/a	n/a
		Ridership – journeys	# journeys/yr	233M		193M	128M	272M
		Ridership – boardings	# boardings/yr	392M (1.1M)	(0.8)	(0.6)	218M (0.6)	453M (1.2M)
		"TransLink is somewhat to very important"	%	93	89	90	92	n/r
	On-Time/ Reliability	On-time: bus	%	79.7	81.5	83.9	86.2	80.5
		On-time: SeaBus	%	99.8		99.9	99.7	99.6
		On-time: SkyTrain	%	95.3	95.9	96.6	95.6	96.1
		On-time: WCE	%	95.9	94.7	96.4	93.1	96.7
		On-time: HandyDART	%	90.9	91.7	93.8	94.7	87.5
	Customer Satisfaction	Complaints – bus	#	77	80	77	93.2	90.6
		Complaints – custom transit (HandyDART)	#/100,000 boardings	191.4	204.9	185.7	159	168.4
		Customer satisfaction rating	#	8.0	8.0	8.2	8.2	7.8
		Top operator complaints	text	not stopping (behaviour #3)	behaviour	behaviour	n/a	n/a
		Ridership – journeys	# journeys/yr	233M		193M	128M	272M
		Ridership – boardings	Annual boardings (#boardings/day)	392M (1.1M)	(0.8)	(0.6)	218M (0.6)	453M (1.2M)
		"TransLink is somewhat to very important"	%	93	89	90	92	n/r
	On-Time/ Reliability	On-time: bus	%	79.7	81.5	83.9	86.2	80.5
On-time: SeaBus		%	99.8		99.9	99.7	99.6	
Customers	On-Time/ Reliability	On-time: SkyTrain	%	95.3	95.9	96.6	95.6	96.1
		On-time: WCE	%	95.9	94.7	96.4	93.1	96.7
		On-time: HandyDART	%	90.9	91.7	93.8	94.7	87.5

Social Responsibility *continued*

Topic	Aspect	Indicator	Units	2023	2022	2021	2020	2019
Customer Safety	Police	Police files opened	#	n/r	n/r	6,064	4,943	4,715
		Criminal arrests	#	922	857	1,450	n/r	n/r
	922 arrests in 2023	Crimes against property	#/1M boardings	4	5.4	8.1	7.5	4.3
		Crimes against persons	#/1M boardings	4.3	4.8	6.2	6.8	3.7
	Rail	Customer injury: Skytrain	#/1M boardings	1	0.9	1.1	1	0.9
	Rail	Customer injury: WCE	#/1M boardings	0.8	0	1.9	0	0.4
	Bus	Customer injury: bus	#/1M boardings	3.8	3.7	4.9	4.4	4
	Bus	Customer injury: HandyDART	#/1M boardings	13.8	9.4	30	12.9	7.1
	Rail	Customer perception of safety: on rail	avg/10	8.2	8.3	8.4	8.6	8.6
	Rail	Customer perception of safety: at station	avg/10	8.0	8.1	8.2	8.3	8.3
	Bus	Customer perception of safety: on bus	avg/10	8.4	8.5	8.7	8.7	8.6
	Bus	Customer perception of safety: at loop	avg/10	8.3	8.4	8.5	8.3	8.5
	Customer Privacy / Data Security	Privacy complaints	#		0	n/a	n/a	0
Employee Safety	Employee Safety	LTIR – enterprise	#/10	7.6	7.9	6.8	6.4	7.5
		Assaults – BCRTC	#	11	7	13	13	n/r
		Assaults – CMBC	#	64	65	67	63	85
		Lost time claims – CMBC	(#/200,000 hrs)	374 (8.5)	368 (8.6)	349 (8.01)	n/a	n/a
		Lost time claims – BCRTC	(#/200,000 hrs)	44(4.3)	42 (4.6)	33 (3.74)	n/a	n/a
		Lost time claims – HandyDART	(#/200,000 hrs)	69 (16.8)	60 (16.8)	35 (9.87)	n/a	n/a
		Lost time claims – Transit Police	(#/200,000 hrs)	21(0.3)	43 (18.8)	21 (9.48)	n/a	n/a
Employee Safety	Employee Safety	Lost time claims – TL	(#/200,000 hrs)	2(0.3)	0 (0)	0	n/a	n/a
		Lost time claims – WCE	(#/200,000 hrs)	0(0)	0 (0)	0	n/a	n/a
		Lost time claims – WVT ² & Contracted Shuttles	(#/200,000 hrs)	7 (4.6)	3 (3.8)	7 (4.69)	n/a	n/a

²West Vancouver Transit.

Social Responsibility *continued*

Topic	Aspect	Indicator	Units	2023	2022	2021	2020	2019
Governance Equity, Diversity, and Inclusion ³		Identify as male/ female/non-binary/ prefer not to say		44%, 46%, 0%, 10%	n/a	n/a	n/a	n/a
		Identify as person with a disability (no/yes/ prefer not to say)		83%, 8%, 9%	n/a	n/a	n/a	n/a
		Identify as person of colour or racialized person (no/yes/prefer not to say)		46%, 44%, 10%	n/a	n/a	n/a	n/a
		Identify as an Indigenous Person (no, yes, prefer not to say)		93%, 1%, 6%	n/a	n/a	n/a	n/a
		Identify as member of 2SLGBTQI+ community or as someone with lived experience as a trans person (no to both, yes to both, yes to 2SLGBTQI+ only, prefer not to answer)		85%, 0%, 8%, 7%	n/r	n/r	n/r	n/r






³Data for TransLink Corporate only.

Financial Responsibility

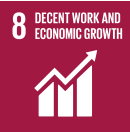




Topic	Aspect	Indicator	Units	2023	2022	2021	2020	2019
Sustainable Financing	Carbon Credit Programs	Dollar Amounts	\$ million	9.8	n/a	n/a	n/a	n/a
	Green Bonds	Dollar Amounts	\$ million	300	300	0	400	200
Sustainable Procurement		BC suppliers	% (% total spend)	77 (72.5)	70 (55)	73 (55)	n/a	n/a
		Canadian suppliers	% (% total spend)	93 (95.7)	92 (96)	94 (96)	n/a	n/a


UN Sustainable Development Goals

TransLink's efforts support the following United Nation Sustainable Development Goals (SDGs)*:

SDG#	Topic	How TransLink Supports this SDG
 <p>1 NO POVERTY End poverty in all its forms everywhere.</p>	<p>No poverty End poverty in all its forms everywhere.</p>	<ul style="list-style-type: none"> • Accessibility Strategy
 <p>3 GOOD HEALTH AND WELL-BEING Ensure healthy lives and promote well-being for all ages.</p>	<p>Good health and well-being Ensure healthy lives and promote well-being for all ages.</p>	<ul style="list-style-type: none"> • Active transportation program • Employee wellness program • Customer safety campaigns • Zero-emissions fleet transition plan • Customer Safe Operating Action Plan • Accessibility Strategy • Psychological Health and Safety Programs • Transit Police's Mental Health Liaison Officer
 <p>4 QUALITY EDUCATION Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.</p>	<p>Quality education Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.</p>	<ul style="list-style-type: none"> • Accessibility Strategy • Student UPass Program
 <p>5 GENDER EQUALITY Achieve gender equality and empower all women and girls.</p>	<p>Gender equality Achieve gender equality and empower all women and girls.</p>	<ul style="list-style-type: none"> • Accessibility Strategy • EDI initiatives
 <p>7 AFFORDABLE AND CLEAN ENERGY Ensure access to affordable, reliable, and sustainable and modern energy for all.</p>	<p>Affordable and clean energy Ensure access to affordable, reliable, and sustainable and modern energy for all.</p>	<ul style="list-style-type: none"> • Zero-emissions fleet transition plan • Facilities energy conservation projects

*The International Association of Public Transport (UITP) has indicated that transit supports these SDGs.

SDG#	Topic	How TransLink Supports this SDG
	<p>Decent work and economic growth</p> <p>Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work.</p>	<ul style="list-style-type: none"> • Employee development programs • Cost-effective services • Workplace Accessibility Strategy • Equity, diversity, and inclusion initiatives
	<p>Resilient infrastructure</p> <p>Build resilient infrastructure.</p>	<ul style="list-style-type: none"> • Climate Action Plan adaptation initiatives • Corporate Resilience Working Group • Seismic Policy and Program
	<p>Reduced inequalities</p> <p>Reduce inequalities within and among countries.</p>	<ul style="list-style-type: none"> • Accessibility Plan • Braille signage at all bus stops • Communication in multiple languages • Equity, Diversity, and Inclusion Strategy • Indigenous reconciliation initiatives
	<p>Sustainable cities and communities</p> <p>Make cities and human settlements inclusive, safe, resilient and sustainable; expand public transport.</p>	<ul style="list-style-type: none"> • Regional transportation plan (Transport 2050) • Access for Everyone (Transport 2050 10-year priorities) • Affordable transit fares • Charitable Donations Program • Car-free days • Transit Police's Community Engagement Team • Transportation Demand Management (TravelSmart) initiatives • Indigenous reconciliation initiatives
	<p>Sustainable consumption</p> <p>Ensure sustainable consumption.</p>	<ul style="list-style-type: none"> • Sustainable Procurement Strategy • Facilities energy conservation initiatives

SDG#	Topic	How TransLink Supports this SDG
	<p>Climate action</p> <p>Take urgent action to combat climate change and its impacts.</p>	<ul style="list-style-type: none"> • Climate Action Plan • Zero-emissions and resilient transit facility and infrastructure design policies and guidelines • Resilient systems and technologies • Climate risk integration into investment analysis and decision making • Active transportation to reduce personal GHG emissions • Zero-emissions fleet transition
	<p>Life on land</p> <p>Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss.</p>	<ul style="list-style-type: none"> • Climate Action Plan • Zero-emissions and resilient transit facility and infrastructure design policies and guidelines
	<p>Peace, justice and strong institutions</p> <p>Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.</p>	<ul style="list-style-type: none"> • Equity, Diversity and Inclusion Strategy • Regional Transportation Plan • Indigenous Reconciliation initiatives
	<p>Partnerships for the goals</p> <p>Strengthen the means of implementation and revitalize the Global Partnerships for Sustainable Development.</p>	<ul style="list-style-type: none"> • UN Sustainable Development Goals • Best practices to align business practices with sustainable development • Multi-stakeholder initiatives advancing sustainable development • Partnerships with transportation companies and stakeholders to provide industry perspectives to Governments, policymakers, regulators

TO: Board of Directors

FROM: Sarah Ross, Vice President, Transportation Planning and Policy
Briana Ingram, Manager, Access Transit Planning

DATE: February 27, 2024

SUBJECT: 2023 Annual Reports from Accessibility Advisory Committees

PURPOSE

The purpose of this report is to provide the Board of Directors with an annual update from TransLink's two accessibility-related advisory committees, the Access Transit Users' Advisory Committee (UAC) and HandyDART Users' Advisory Committee (HDUAC). This report is for information.

DISCUSSION

The Access Transit Users' Advisory Committee and HandyDART Users' Advisory Committee were established to advise on matters to improve the accessibility of the conventional transit system and to provide advice and guidance on HandyDART plans, programs and other initiatives, respectively. Per the committee's Terms of Reference, they each provide an annual report to the Board of Directors to report on their accomplishments. The UAC's Annual Report is attached as Attachment 1, and the HDUAC's Annual Report is attached as Attachment 2.

Both committees provide valuable insight and lived experience, helping TransLink improve accessibility across the region. Committee members engage with staff across the enterprise to collaborate on complex issues throughout the lifecycle of projects, plans, and initiatives.

Throughout 2023, the UAC provided valuable advice to TransLink on several important items involving infrastructure, operations and policy related to the conventional transit system. The ongoing work of the committee continues to be a crucial part of supporting TransLink's understanding of the evolving and unique accessibility needs of customers with disabilities. Some highlights from the past year include:

- TransLink customer washrooms: The UAC has expressed strong support for the installation of customer washrooms along transit routes for several years, and the committee is keen to help ensure washrooms are constructed with accessibility considerations in mind. The UAC will continue to be engaged on accessible washroom design.
- Bus stops adjacent to dedicated bike lanes: Due to the complexity of designing a solution that includes safety considerations for both cyclists and transit riders, TransLink and the Ministry of Transportation and Infrastructure worked with a local consulting firm to conduct engagement and compile a design guide. UAC member feedback played a key role in developing the guide, and once finalized, the guide will serve as a resource for TransLink and municipalities in the region. With the draft design guide now complete, recommended treatments and features will be piloted at stops in Metro Vancouver. Staff

anticipate coming back to the UAC with the results of the pilot in 2024.

- Demonstration trolley bus: UAC members had the opportunity to review a demonstration trolley bus and observed the potential for some significantly different interior layout options than currently exist in any CMBC fleet. There were mixed perspectives on the location of the mobility ramp at the middle door, instead of the front door that is standard on the current fleet. Some members expressed concern with the courtesy seats being in the middle of the bus, farther from the operator. Other members recognized that, while this would take some significant adjustment in customer routine, this new configuration could help alleviate congestion while boarding at busy stops and could make boarding with a mobility aid easier, as there would be no need to maneuver down the aisle. The project team is looking for opportunities to further assess these trade-offs under normal operating conditions, as part of the next steps of evaluating options to replace the aging trolley fleet.
- SkyTrain announcements: Staff are aware of the challenges presented by inconsistent SkyTrain announcements, and are focused on long-term upgrades to the hardware and software systems that are responsible for sounding pre-recorded and live announcements, both inside train cars and inside stations. The project includes two main systems: SCOT and STARS, with the former managing the actual content of messages, and the latter running the bandwidth to store and send those messages to trains. UAC members have expressed increasing concern with the unreliability of announcements, and unfortunately, it is the current system's age that has been contributing to the unreliability of train destination and next stop announcements. Both SCOT and STARS system upgrades will vastly improve the state of announcements, but these improvements will be delivered incrementally, as the SCOT system is projected for completion in 2024, and the completion date of the STARS system, which manages bandwidth to trains, is not known at this time. Noticeable improvements that will result from SCOT system implementation this year include the ability to refine the timing of on-board next station announcements (allowing passengers optimal time to prepare and disembark), clearer in-station PA audio (for easier to hear and understand pre-recorded and alert announcements), and the ability to play in-station PA announcements (similar to current announcements on Canada Line). In the interim, station attendants have been reminded to watch out for passengers who may need assistance identifying the destination of incoming trains, and the Station Assistance Program remains an option for customers to call ahead for help navigating stations.

The HDUAC continued to work on several key initiatives with TransLink, CMBC and TransDev staff. Highlights from the past year include:

- HandyDART application project: This continues to be an ongoing initiative, focusing on updating the application and intake processes for new HandyDART customers. Work in 2023 focused on work planning, and feedback from HDUAC has been incorporated into relevant workstreams. Staff look forward to more targeted engagement in 2024, as we develop customer personas and complete a journey-mapping exercise for the application process, and will validate findings with the HDUAC.
- Online booking: Throughout 2023, HDUAC members continued to emphasize the added value that an online booking system for HandyDART would bring to customers and care providers. Work to deliver online booking is in progress.

- Supplemental taxi service: TransLink and CMBC staff have recorded the various concerns brought forth by committee members regarding the quality of customer experience for taxi rides provided as part of HandyDART trips. TransLink is currently initiating a HandyDART Delivery Model Review to assess all aspects of trip delivery, including use of supplemental taxi and customer experience and will keep the HDUAC updated as this work progresses.
- Mobility aid dimensions: Due to feedback put forward by some committee members, staff have become increasingly aware that wheelchairs and mobility aids available on the market today are tending to be larger and bulkier than preceding models. Guidelines are in place, which specify the maximum allowable size and weight of mobility aids that can be accommodated on HandyDART vehicles based on the specifications of the lift. Safety remains our top priority, and vehicle capacity is restricted by what is available on the market. For the time being, a request to conduct a market scan of new lift models will be sent to Procurement for awareness and consideration in future fleet purchases.

Due to a record number of committee member applications last year, both the UAC and HDUAC are at full capacity for membership this year and have already begun working on 2024 priorities. TransLink staff look forward to continuing to work closely with these valuable advisory committees throughout the year.

ATTACHMENTS

Attachment 1: 2023 Access Transit Users' Advisory Committee Annual Report

Attachment 2: 2023 HandyDART Users' Advisory Committee Annual Report

TO: TransLink Board of Directors

FROM: The TransLink Access Transit Users' Advisory Committee

DATE: February 27, 2024

SUBJECT: 2023 Access Transit Users' Advisory Committee Annual Report

EXECUTIVE SUMMARY

In 2023, The Access Transit Users' Advisory Committee (UAC) continued to meet virtually. Although virtual committee meetings began out of necessity during the early stages of the pandemic, members have continued to express their support of the benefits and improved access this format provides.

The committee had a productive year advising TransLink on many key initiatives, some of which included the design of customer washrooms, accessibility challenges of bus stops adjacent to dedicated bike lanes, and mitigation measures for the accessibility impact of faulty SkyTrain announcements. The committee also continued to provide crucial feedback on the Bus Stop Accessibility Program for customers with sight loss, with some Committee members participating in the Accessible Navigation Pilot.

PURPOSE

To provide the TransLink Board of Directors with an overview of the Access Transit Users' Advisory Committee (UAC) activities and priorities throughout 2023.

BACKGROUND

The UAC 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 a minimum of six times each year. In 2023, the Committee was composed of 18 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, which is prepared by staff on behalf of the Committee and approved by the Committee Chair.

DISCUSSION

Highlights of the UAC's activities for 2023 are outlined below. As in years past, the committee was engaged on a variety of projects ranging from improving infrastructure to supporting accessibility priorities through operational challenges. The committee is a valuable venue for seniors and people with disabilities and their representatives to provide input to TransLink, which allows TransLink to better apply an accessibility lens to its planning and programs. The UAC appreciates TransLink staff support and enjoys productive discussions with staff based on mutual trust and respect.

General/system-wide initiatives

TransLink Accessibility Plan

The 2023 Accessibility Plan provides actions that identify, remove and prevent barriers to individuals within, or interacting with, TransLink and its subsidiaries. The plan presents a total of 32 actions.

During plan development, both the UAC and HDUAC provided feedback on draft actions. In general, the draft Accessibility Plan was positively received by the Committee. Specific suggestions from the UAC to improve the Plan included two additional actions, which were both incorporated into the Plan:

- Maintenance of on-system accessibility features, and the implementation of an auditing mechanism for accessibility service delivery standards.
- Ensuring the plan document itself was fully accessible to folks using screen readers to access the information contained within.

The plan will be updated every three years based on feedback received from the public and TransLink's advisory committees, consistent with the requirements of the *Accessible BC Act*.

Customer Washrooms

As in previous years, customer access to washrooms on transit continued to be an important topic for the UAC. People with disabilities and seniors' freedom to spontaneously travel can be greatly impacted when washrooms are not readily available. In 2023, the UAC was engaged on work underway for the planning and design of multi-stall washrooms at six locations across the transit network.

At the Committee's June meeting, UAC members provided feedback on design and accessibility considerations for the washroom design. Comments shared with the project team for consideration included keeping floorplans and the locations of amenities like floor drains, sinks, soap dispensers and hand dryers consistent; ensuring features are in place for persons with sight loss to easily assess if stalls are occupied, and locating infant change tables in the public area of the washroom, and not in the single accessible stall.

Real-Time Information System (RTIS) Feasibility Study

At its September meeting, the UAC received a presentation which gave an overview of a feasibility study that is currently underway to assess how TransLink's current real-time information system (RTIS) could be improved for customers with disabilities. The UAC learned that the objectives of the project are to improve accuracy, consistency and reliability; enhance RTIS during disruptions, and introduce new and expanded RTIS. The main feedback shared by UAC members during this presentation was that the count-down displays for next SeaBus departures are not accessible for customers with sight loss. This gap was identified by several committee members, and the project team made note as an opportunity for improvement.

UAC Transit Accessibility Tour for TransLink Board and Mayors' Council

In September, two UAC members, Pam Horton and Tommy Leung, led a tour for members of the Board of Directors and Mayors' Council to share their experiences of using transit as customers with varying accessibility needs.

The tour began at Waterfront Station and led attendees to the SeaBus, on Canada Line, the 99 B-line bus, the SkyTrain Expo Line, and wrapped up near Stadium-Chinatown Station.

Some of the items that were highlighted on the tour included the importance of consistent and well-

considered placement of elevator controls; how people with sight loss use tactile ground treatments for safety and wayfinding; the impact that the height differential between SkyTrain cars and platforms has on a customer using a mobility aid's ability to board the train independently, and the safety and wayfinding challenges created when a dedicated bike lane separates the bus stop from the sidewalk.

The UAC trusts the tour was meaningful and provided greater insight and awareness of the issues that able-bodied people often aren't aware of when riding the transit system.

Bus

Bus Stop Accessibility for Customers with Sight Loss

Throughout 2023, the UAC continued to advise on the implementation of the Bus Stop Accessibility for Customers with Sight Loss Project. This project included three main components: braille and tactile information; tactile walking surface indicators (TWSI) on TransLink property, and a pilot to test wayfinding technology. The Committee was pleased to see the complete installation of dual-format braille and tactile signs across the bus network, and the full implementation of tactile walking surface indicators on TransLink property.

The Accessible Navigation Pilot, which involved testing the use of QR codes and a wayfinding app to help customers with sight loss navigate to bus stops, wrapped up on August 21. Over the course of the six-month pilot, 10 transit users with sight loss, including several UAC members, conducted in-depth testing of the technology and provided feedback to TransLink through one-on-one follow-up interviews. One UAC member commented that the audio wayfinding technology may be better used inside transit facilities, rather than outside near streets. The learnings from this pilot have been tracked in detail and can be referred to if audio wayfinding technology is considered to offer enhanced accessibility in future TransLink projects.

Bus Stop Amenities Working Group

In 2021, UAC members expressed interest in broadening discussions around ways to ensure bus stop amenities and features serve customers with disabilities as well as those who are able-bodied and do not present any accessibility barriers. A working group was formed in early 2022, and the group met four times throughout that year. In 2023, the group's work culminated with the completion of a report containing recommendations across a range of areas, including street furniture and garbage receptacle placement; the process for determining bus stop locations; snow removal, and impact of bus shelter advertisements on sightlines to oncoming buses.

As bus stops and amenities have significant overlap in responsibilities between TransLink and municipal partners, in March, the working group shared its recommendations with TransLink staff and to the Regional Transportation Advisory Committee's Planning Subcommittee to reach municipal staff.

Bus Stops Adjacent to Dedicated Bike Lanes

At several meetings throughout 2023, the UAC received presentations and was consulted on a project to develop design recommendations to improve the accessibility of bus stops adjacent to bike lanes. When a bike lane runs directly adjacent to the sidewalk, the bus stop is typically relocated from the curb where the bus would normally pull up, resulting in a "floating" island with the passenger waiting area. Customers need to cross the bike lane to reach the bus stop from the sidewalk, creating access issues from both safety and wayfinding perspectives for customers with disabilities.

Feedback was collected throughout 2023 at several UAC meetings, through an online survey, and at online focus groups, which included some UAC members. An on-site review of three different floating bus stop locations was also attended by committee members.

Comments and suggestions shared during these engagements included implementing the solution deployed for the 98B line when it was routed through the center of No. 3 Road in Richmond; installing a flashing light to notify cyclists of pedestrians crossing the bicycle lane; using rumble strips on the bike lane to slow cyclists down and provide an auditory cue to pedestrians with sight loss who otherwise can't hear cyclists coming when waiting to cross the lane, and working to increase the awareness of cyclists of hazards faced by persons with disabilities at intersections.

Trolley Bus On-Site Accessibility Review

On August 21, several UAC members gathered at Marine Drive Canada Line Station to review a demonstration trolley bus that is being assessed for suitability as part of CMBC's future bus fleet. This is a European style bus, with notable differences compared to traditional North American style buses, including three passenger doors with the ramp and access to board with a mobility aid at the middle door. Additionally, the entire interior of the bus is low-floor, with no step up midway down the bus.

Positive feedback shared included that access to spots for customers with mobility aids was much better from the centre door, and the addition of braille on 'stop' request buttons was useful. A concern was raised, however, that locating the courtesy seating farther from the driver may pose challenges for folks not being able to easily communicate with the driver when needed.

Priority Seating Engagement

As transit ridership grows, along with the increasing number of people impacted by various types of disabilities, the demand for accessible priority seating on transit has become increasingly important to the UAC.

At the December meeting, the UAC was engaged on insights on the use of a unique colour for courtesy seats, to inform the trolley bus procurement process. Members were asked for their feedback and suggestions on how changing the colour of seating may help better distinguish it for customers who need it. Overall, there was significant support for this trial. Members expressed that priority seats should be a significantly different colour and texture from the other seats in order to be noticeable. There is also a preference for the accessibility icon to be embossed directly into the seat cushion and back, and members have expressed a desire for a communications campaign to alert customers and explain the change.

SkyTrain

Broadway Subway Station Accessibility

In April, the UAC received an update on the progress of the Broadway Subway Project. An external consultant was contracted to conduct an accessibility audit of the designs for Broadway–City Hall and Arbutus Stations, and a summary of the findings and suggestions for improvement were shared with the UAC. Additional comments from UAC members included a query as to if washrooms will be included in the station design; a request to engage seniors' committees on the washroom design, and a suggestion to ensure that design standards are compatible with the new Accessible British Columbia Act.

SkyTrain Onboard Stop and Destination Announcements

Over the course of the year UAC members, especially those with sight loss, reported increasing instances of onboard SkyTrain announcements not working. Many customers rely on these announcements to both verify that they are boarding the correct train, and to know when they are arriving at their stop.

While the UAC is aware of work underway to upgrade both the hardware and software systems, which will improve the reliability of these announcements, this issue remains a concern for the Committee.

Projects and Planning Studies

Burnaby Mountain Gondola

At its October meeting, the UAC received a presentation on the current status of the Burnaby Mountain Gondola project. Feedback was requested on terminal design, boarding and alighting areas design and operating procedures, gondola cabins, and safety features. Members recommended maximizing seating opportunities at the terminals; being able to fully stop cabins if customers with sight loss and other disabilities require it when boarding and alighting and providing more than one spot for someone using a mobility aid in each gondola.

Burrard Peninsula Area Transport Plan

The Burrard Peninsula Area Transport Plan (BP ATP) will identify and prioritize recommended actions related to transit, cycling, walking, driving, and goods movement for the transportation network within the Burrard Peninsula. The BP ATP will focus primarily on the local transit network, including transit priority infrastructure, and will also consider active and safe streets as they relate to walking, cycling, and micro-mobility.

At its December meeting, the UAC received a presentation introducing the plan. Members were asked to share accessibility priorities that should be included in the plan. Recommendations made included ensuring bus stops are spaced reasonably close together; including escalators going both up and down as standard in all SkyTrain stations; ensuring consistency and simplicity of language on wayfinding signage in order to be understood by people who speak English as their second language, and including guidelines in the plan to specify the separation of bus and cycling infrastructure due to the safety risks associated with floating bus stops.

TaxiSaver Payment Modernization

During 2023, UAC members shared increasing requests from their networks for TransLink to provide expanded payment options for those purchasing TaxiSaver vouchers as part of the HandyCard program.

Currently, the only ways to pay for TaxiSavers is to visit TransLink's Customer Service Centre at Waterfront Station, or to mail in physical cheques. A wider variety of modern payment options would improve the ease and convenience of getting TaxiSavers to customers who already have limited transportation options - getting to Waterfront Station presents a range of challenges, depending on a person's place of residence and the nature of their disability. The use of cheques to purchase TaxiSavers for delivery creates an additional barrier and cost for many persons with disabilities.

The UAC is aware of work initiated before the pandemic to assess options available to modernize and expand TaxiSaver payment options. UAC members, and the disability community at large, sincerely

hope to receive further updates and progress reports on this work over the coming year.

CONCLUSION

The UAC continues to work with TransLink staff through virtual meetings with the occasional in-person field review as needed. Throughout 2023, the committee provided input on a wide range of programs and initiatives associated with the conventional system. The UAC is looking forward to continuing to advance accessibility in TransLink's initiatives in 2024 and hopes for more opportunities to connect in-person.

TO: Board of Directors

FROM: HandyDART Users' Advisory Committee

DATE: February 27, 2024

SUBJECT: 2023 HandyDART Users' Advisory Committee Annual Report

EXECUTIVE SUMMARY

In 2023, the HandyDART Users' Advisory Committee (HDUAC) met four times to provide staff with the unique and valuable insight of the HandyDART user experience. The HDUAC provided guidance on ongoing projects such as updates to the HandyDART application process, the introduction of online booking, and improvements to HandyDART taxi service.

The HDUAC continued to meet on a virtual meeting platform, which enabled members to participate on the committee, despite some lingering risks and concerns associated with the pandemic.

PURPOSE

To inform the TransLink Board of Directors of the HandyDART Users' Advisory Committee (HDUAC) activities throughout 2023.

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. It also offers a forum for TransLink, 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 is prepared by staff on behalf of the Committee, and approved by the Committee Chair.

DISCUSSION

Highlights of the HDUAC's activities for 2023 are outlined below. During the past year, the committee continued to provide the views of HandyDART customers, identifying issues and providing input on a range of topics relevant to HandyDART service. HDUAC members and TransLink, CMBC and TransDev staff have developed a strong working relationship to advance key issues.

General/system-wide initiatives

TransLink Accessibility Plan

The 2023 Accessibility Plan provides actions that identify, remove and prevent barriers to individuals in or interacting with TransLink and its subsidiaries. The plan presents a total of 32 actions.

During plan development, both the UAC and HDUAC provided feedback on draft actions. In general, the draft Accessibility Plan was positively received by the Committee. Specific suggestions from the HDUAC to improve the Plan included separating HandyDART information into its own section in the plan, in order for it to be easily found when reading through the lengthy document; documenting the importance of public washrooms and benches in waiting areas as key accessibility features, and ensuring advisory committee member compensation aligns with other organizations.

The plan will be updated every three years based on feedback received from the public and TransLink's advisory committees, consistent with the requirements of the *Accessible BC Act*.

Real-Time Information System Feasibility Study

In September, the HDUAC received a presentation on TransLink's real-time information system (RTIS) Feasibility Study. This is a study currently underway to assess how TransLink's current real-time information system (RTIS) could be improved for customers with disabilities, and committee members were asked to share their ideas on how the future of real-time information may improve the HandyDART customer experience. HDUAC members provided suggestions for consideration in the next phases of project development, including on how scheduling, customer information, and advance notification of arrival times could be improved with improved real-time information.

TransLink Ride-Hailing Engagement

At its March meeting, the HDUAC received a presentation to provide input into TransLink's submission to a provincial review of taxi and ride-hailing services. Members provided their direct experiences and feedback on ride-hailing, including that, for many HandyDART customers, ride-hailing is not an option due to lack of accessible vehicles and uncertainty of support available from the driver.

HandyDART Programs and Initiatives

HandyDART Application Project

In 2023, the HDUAC continued to be engaged on work underway to update the HandyDART application process. The majority of updates were providing detail on the overall work plan and sequencing of work streams to develop new policies and processes. In addition, an advisory working group was established, which included members of the HDUAC. Feedback provided during HDUAC meetings throughout the year included the suggestion to expedite applications for temporary HandyDART service; concern with the expertise of the occupational therapists who adjudicate applications, and recommendation that the new application process include accessible fillable pdf, or online fillable forms.

Online Booking

HDUAC members have expressed strong support for progress toward the implementation of an online booking system for HandyDART trips. At its June meeting, the HDUAC received an update on the Online Booking project and the current status of the work.

During the presentation, committee members suggested having more call centre staff scheduled during peak times to help alleviate long wait times when customers are calling in to book rides; the online booking system including more flexibility for customers to book rides further in advance than they currently can through the call centre; allowing customers to book rides past the 4 p.m. cut-off time the day before, and allowing customers, or support people, to book group trips.

Issues Raised by Committee Members

HandyDART Supplemental Taxi Service

Consistent with feedback brought forth in 2022, some experiences and concerns were shared by committee members regarding taxi service they received as part of a HandyDART booking this past year. While some members value the private and direct ride taxi trips can provide, concerns about customer service included unreasonable wait times; lack of knowledge and/or consideration for assisting customers with disabilities; inconsistent availability of supports to help customers with mobility challenges board vehicles, and limited availability of wheelchair-accessible vehicles. HDUAC members look forward to updates on how work progresses to improve this important part of the HandyDART service.

Changing Mobility Aid Dimensions

Over the course of 2023, the HDUAC had a number of conversations about the trend of mobility devices getting larger and heavier, as well as customers needing to modify their chairs for an optimal fit, and the importance of HandyDART equipment and policy to keep up with these changes. While it is understood that safety for customers and operators remains the top priority for mobility aid restrictions, HDUAC members requested that staff review current policies and procedures to find any areas that could be updated or better communicated to customers. The intent is not to put any customers at risk, or to increase risk of liability, but rather to minimize instances where customers and operators are delayed trying to resolve an issue on the spot. The Committee also requested that future HandyDART vehicle procurements include a scan of lifts available on the market, to see if there are options that could accommodate a broader range of mobility devices.

CONCLUSION

This year, the HDUAC had less focus on COVID-related policies and procedures, and was able to engage on a wider range of initiatives impacting HandyDART customers. In 2024, the HandyDART Users' Advisory Committee looks forward to continuing their work to provide insights and advice to TransLink, CMBC, and the HandyDART contractor.

TO: Board of Directors

FROM: Kevin Quinn, Chief Executive Officer

DATE: March 10, 2024

SUBJECT: Public Delegations at the December 6, 2023 Board of Directors Meeting

EXECUTIVE SUMMARY

The Board received six public delegations at its December 6, 2023 public Board meeting.

Six public delegations were received by the Board at the December 6, 2023 public Board meeting on the following topics:

- **Warming Buses**
 - The Board received a public delegate who asked that TransLink consider providing warming buses in the winter given limited shelter space for individuals who are unhoused.
 - Management responded to the delegate in writing after the meeting to provide information on TransLink's Charitable Donations Program and the avenues through which TransLink supports community organizations and those in need with transit passes.
- **HandyDART Services**
 - Two public delegates advocated for TransLink to provide HandyDART services as in-house service, rather than delivering it as a contracted service. The delegates also requested that TransLink limit the use of taxis to provide HandyDART services.
 - Management wrote to each public delegate to thank them for their input and to share information on the upcoming review in 2024 of HandyDART service delivery and the objectives of the review. Information was also provided on how and when supplemental taxi use is provided through the HandyDART scope of services.
- **2024 Budget**
 - The Board received a public delegate who asked that TransLink not approve its 2024 Budget or any transit fare increases prior to the Province of BC announcing its provincial budget in February 2024. The delegate also spoke in favour of improvements to bus service serving the Stanley Park West-End-Downtown-Chinatown areas.
 - The Board of Directors thanked the public delegate for their input and feedback for the Board's consideration.
- **Bus Shelters at Tsawwassen Ferry Terminal**
 - A delegate to the Board advocated for bus stop rain shelters to be installed at the Tsawwassen Ferry Terminal. In addition, a request was made for a trail to be built at the new Marpole Transit Centre along the Fraser River.
 - The delegate received a response after the Board meeting that gave information on the collaborative work that is ongoing with BC Ferries to scope and develop a design to improve

bus stops at the ferry terminals. It was also noted that the agreement of the City of Vancouver and Musqueam Indian Band are required to develop a trail at the Marpole Transit Center but that TransLink is supportive of including the trail and is working with those partners to advance that as part of the project.

- **Increased Transit Service**

- Increased transit service in Vancouver was requested along 41st Avenue, 29th Avenue, Main Street and Fraser Street, as well as new bus service on 27th Avenue and new stations on 22nd and 57th Avenues. This delegate also advocated for a pathway along the Fraser River near the new Marpole Bus Depot.
- The public delegate received a detail response from Management after the meeting, which detailed TransLink's plans as set out in the current Investment Plan, and in Transport 2050: Regional transportation Strategy, to address the needs and increasing ridership in South Vancouver.

TO: Board of Directors

FROM: Shezana Hassko, A/ Vice President, Engineering

DATE: March 4, 2024

SUBJECT: TransLink Bridges – Operations, Maintenance, and Rehabilitation Report

EXECUTIVE SUMMARY

This report provides information on operations, maintenance, and rehabilitation activities on TransLink's bridges between Q4 2023 and Q1 2024. Significant inspection or rehabilitation works are planned on the Pattullo, Knight Street, Westham Island, and Golden Ears Bridge which will require periodic closures to traffic. TransLink communicates these closures to the traveling public and works with contractors and other stakeholders to minimize their adverse impacts.

PURPOSE

This report is to provide information on operations, maintenance, and rehabilitation activities on TransLink's bridges with potential for significant public impacts.

BACKGROUND

TransLink is responsible for the regional transportation system of Metro Vancouver, which includes ownership, operation, and maintenance of the following five bridges:

1. Pattullo Bridge;
2. Knight Street Bridge;
3. Westham Island Bridge;
4. Golden Ears Bridge; and,
5. Canada Line Bike and Pedestrian Bridge.

With the exception of the Golden Ears Bridge, which is operated and maintained by the Golden Crossing General Partnership (GCGP) under a Concession Agreement, Management retains the services of Mainroad Lower Mainland Contracting (Mainroad) to perform routine maintenance activities on its bridges. . Routine maintenance includes debris/litter removal, winter snow and ice removal, vegetation control, incident response, and regular patrols and inspections to flag any noticeable deterioration requiring further attention. Routine maintenance work is generally performed with minimal impacts to the public. This report does not provide specific information on the routine maintenance activities.

In addition to the routine work carried out by operations and maintenance contractors, Management retains experienced bridge engineers to closely monitor and inspect the condition of each structure. In response to the inspection findings, repair and rehabilitation works are undertaken on any damages to ensure the bridges are safe and reliable. Bridge repair and rehabilitation works are generally longer in duration and have more public impacts. Information on these activities that occurred between Q4 2023 and Q1 2024 is the focus of this report.

DISCUSSION

Significant inspection, maintenance and rehabilitation activities by bridge are summarized below:

1) Pattullo Bridge

The Pattullo Bridge connects the Cities of New Westminster and Surrey and is 86 years old. Most of the bridge's structural components have passed their predicted design life, and some are reaching the end of their useful life. The Province is delivering the Pattullo Bridge Replacement Project, which will replace the existing bridge with a new crossing. Fraser Crossing Partners (FCP) is contracted for construction of the new bridge, which is expected to open to traffic in 2024.

Due to condition of the existing Pattullo Bridge, TransLink was not anticipating to operate the existing Pattullo Bridge beyond December 31, 2023. However, as construction of the new crossing has not been completed, the existing Pattullo Bridge needs to remain safe and operational until it is replaced. To offset the costs of operating the Pattullo Bridge, the Province has agreed to reimburse TransLink for all costs incurred for the operations, maintenance, and rehabilitation of the Pattullo Bridge.

To ensure the existing Pattullo Bridge is operational until it is replaced, TransLink regularly monitors and inspects the condition of the bridge. As the Bridge will be replaced, the objective of the various inspections is to assess the progression of deterioration since the 2022 inspections and to identify any new areas of required critical repair. Activities that have occurred since Q4 2023 include:

a) Annual Structural Inspection

TransLink has retained Mott Macdonald Canada Limited (Mott) to conduct annual visual and snoopers inspections of the bridge since 2020. The 2023 annual inspection was completed in November and a draft report summarizing the findings and observations of the inspection was completed in January 2024.

Based on the inspection, no structural elements were identified as needing rehabilitation in the near-term. To ensure the Bridge is safe and operational until the replacement bridge is completed, it is recommended that the annual inspections be continued to monitor the progressive deterioration of the structure.

b) Deck Inspection

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. To ensure the deck remains functional and safe for operations, deck experts from WSP Global Inc. (WSP) conduct deck inspections as follows:

- Top deck surface – monthly;
- Bottom deck surface (soffit) – every other month; and,
- Bottom of main span – annually with snoopers truck.

Regarding the top surface of the bridge deck, WSP has not observed significant deterioration over the past year. Some potholes and ravelling, which are minor in nature, have been identified.

Management will work with Mainroad and WSP to complete the repairs as required to maintain the rideability of the deck.

In November 2023, to take advantage of the snoop truck that was used for the annual structural inspection, a close-proximity visual inspection of the main span soffit, between Pier 3 and Pier 4, was undertaken. Based on the observations made with the snoop truck as well as the findings of the bi-monthly visual inspections of the soffit, there are no areas of major deterioration that would necessitate immediate repairs or rehabilitation.

c) In-River Pier Inspection - Pier 3 and Pier 4

During the 2022 annual inspection, Mott also recommended that TransLink complete additional inspections of the above deck truss components and of the in-river piers above the water line. The above deck truss components were inspected in April 2023. Generally, there were no issues observed that would require immediate maintenance. The findings were reported to the Board in 2023.

The inspection of the in-river piers was completed in September 2023 and a report summarizing the inspection findings was submitted to TransLink in Q4 2023. While some defects were observed in Pier 3 and Pier 4, the nature of the defects do not warrant intervention prior to the replacement of the bridge. Given that the Bridge has been in service for more than 86 years, deficiencies and deterioration within expectations. Based on the condition of Pier 3 and Pier 4 and that work to replace the bridge is well underway, it is unlikely that the other two in-river piers (Pier 2 and Pier 5) would have deterioration of critical concern. As such, it is not considered necessary to undertake further inspection of Pier 2 and Pier 5.

d) Railing Inspection

TransLink has retained the services of Mott to perform annual inspections of the pedestrian railings on the Pattullo Bridge since 2020. Each year, the condition of the railings is compared to the observations from the previous year to monitor the progression of deterioration year to year. Due to the imminent replacement of the bridge, only defects that are considered a safety concern are identified for repair.

The 2023 railing inspection was completed in November 2023. Of the 680 posts were inspected, 6 posts were recommended for replacement and 16 locations were identified as needing repairs to the connections between the posts and the railings.

TransLink worked with Mainroad and completed the repairs over 2 weeks in January 2024. To minimize impacts on the public, all repairs were completed at night with lane closures between 10:00 pm and 5:00 am.

The railings will continue to deteriorate over the remaining service life of the bridge. To ensure safety of the railings, Mott will continue to monitor the progression of deterioration on an annual basis until the bridge is no longer operational.

e) Hydraulic Monitoring by Northwest Hydraulic Consultants

Northwest Hydraulic Consultants Ltd. (NHC) monitors changing river hydraulics under contract to TransLink and the Province. Risks to the Pattullo Bridge detected by surveys are reported to

TransLink. Scouring of the riverbed at Pattullo Pier 4 has been observed and monitored since fall of 2021. Other piers that are affected by bed lowering include Pattullo Pier 5 and Pier 6, and SkyBridge Piers S1 and N1. Management continues to work closely with the Province and Fraser Crossing Partners (FCP) to monitor the area. If required, plans are in place to make emergency repairs to the riprap protection of the piers.

f) **Pattullo Replacement Project Interface**

The Province is delivering the Pattullo Bridge Replacement Project with construction occurring close to the Pattullo Bridge, the SkyBridge and other SkyTrain infrastructure. The Province and FCP work closely with TransLink and BCRTC staff to proactively manage impacts on TransLink's infrastructure and customers.

Varying levels of temporary closures are necessary to enable work on the replacement bridge. Recent and upcoming work requiring these closures include piling, girder erection, and retaining wall works are continuing. Depending on the proximity of the work to the Pattullo Bridge, lane closures and directional closures on weekends and evening hours can be expected on an ongoing basis.

2) Knight Street Bridge

The Knight Street Bridge connects the Cities of Vancouver and Richmond and is one of the busiest crossings in the Lower Mainland. The bridge opened to traffic in 1974 and is 50 years old. It was designed for a service life of 75 years and most of its components are in generally good condition. An Asset Management Plan for the bridge was completed in 2016, and Management is implementing its recommendations in phases to improve the longevity of the infrastructure. In 2023, a contract was awarded to Kingston Construction Ltd. (Kingston). Work includes:

a) *Deck Preservation and Bearing Replacement*

- rehabilitate the deck to ensure a good state of repair and prolong its service life;
- continue phased replacement of original bearings; and
- replace the railing between the sidewalk and the travel lane to enhance the separation between cyclists/pedestrians and vehicle traffic.

Kingston mobilized to site on February 21, 2023. Bearing replacement at selected piers started in early April and was completed in August 2023. During the bearing replacement work, patch repairs for delaminated concrete at selected pier-caps was performed to respond to observed conditions.

Pavement rehabilitation work started the first week of May 2023 and was completed in September 2023. The additional work of a deck joint replacement at joint location S9 was added to the scope in November 2023. The structural integrity of the deck joint was compromised due to the deterioration of the joint assembly and the surrounding structural concrete. A new joint assembly for both the southbound and the northbound lanes was installed in December 2023. In December 2023, the Contractor also completed replacement of the center median barriers along the bridge and completed the installation of new bicycle railings between the sidewalk and the travel lanes on both sides of the bridge. With the completion of all these scope items, the project achieved substantial completion in late December 2023.

Since then, a series of inspections have occurred to ascertain the quality of the work, and the contractor is currently addressing the construction deficiencies that were identified during the inspections. Subject to the completion of all deficiencies, total completion of the project is anticipated in late February 2024.

b) Mitchell Island Pedestrian and Cyclist Crossing Review

Safety concerns regarding pedestrian and cyclist crossings at the Mitchell Island Interchange were raised by the public. Based on the recommendations of a road safety study completed by G. Ho Engineering Consultants, Mott, with PBX Engineering as their sub-consultant, was retained to provide design services for the improvements. The improvements consist of:

- Installing signage and repainting the marked crosswalks at the crosswalk locations;
- Installing rapid flashing beacons at the crosswalk locations;
- repairing the deteriorated curbs and concrete islands; and,
- providing electrical connections to allow future upgrades to the existing northbound and southbound bus stops.

The design work has been initiated and is expected to be completed in Q1 2024. The construction of the improvements is expected to commence following the completion of design activities.

c) Box Girder and Catwalk Inspection

On each of the North and South structures of the Knight Street Bridge, the spans crossing the river are comprised of girders in the shape of a box (also referred to as box girders). In August 2023, Mott was retained to inspect the box girders. Specialized services from Pacific Ropes and Rokstad Power were also required due to confined space entry requirements and electrical safety requirements to provide access to the box girders.

A memo summarizing the findings of the inspection was submitted to TransLink in Q1 2024. As there were minimal signs of deteriorations, Mott does not see any maintenance needs for the box girders. For preservation, Mott recommends that the box girders be inspected every 5 years.

To take advantage of the specialized service provided by Pacific Ropes and Rokstad Power, Mott also conducted an inspection of the catwalk upgrades that were previously completed. The catwalk upgrades made the usage of the catwalk safer and included:

- New ladders and access platforms;
- Upgrades to existing ladders and platforms;
- New horizontal lifelines on both the North Bridge and the South Bridge; and,
- New grating at select locations.

During the inspection, Mott identified possible opportunities that may be considered for future upgrades. Management will work with Mott to determine if the upgrades are necessary.

3) Westham Island Bridge

The Westham Island Bridge is in the City of Delta and is the only connection between Ladner and Westham Island. The bridge opened in 1910 and is 114 years old. Most of the bridge's components have exceeded their intended service lives. In 2016, Mott McDonald conducted a condition

assessment and developed a Rehabilitation Plan based on the findings of the assessment. Since 2016, rehabilitation has occurred in phases to address deterioration.

a) Swing Span Rehabilitation

Construction work on the Swing Span Rehabilitation Project was completed in Q4 2023. The scope included:

- Structural rehabilitation;
- Replacement of the power cable; and,
- Replacement of the abutment wall, which was found to be settling at the start of the Project.

As the only crossing to Westham Island, construction work on the bridge was impactful to the public. Throughout the works, the use of the marine channel was closed to all marine traffic. Depending on the work activity, bridge closures were also required. To mitigate public impacts during the work, the following measures were implemented:

- The bridge was temporarily supported throughout construction with a reduced weight limit to allow motorists, pedestrians, and cyclists to cross when full closures of the bridge were not required.
- When the bridge was fully closed to traffic, water taxis were provided to allow access between the Island and the Mainland. One water taxi was for the exclusive use of first responders to provide emergency response on the Island, and the other water taxi was for transporting the public.
- Throughout construction, TransLink regularly met with the City of Delta and the key stakeholders to keep them informed of the Project and the expected impacts.

At the completion of the project, the full use of the bridge deck for motorists, pedestrians, and cyclists, and the use of the marine channel for vessels needing to cross below the Bridge were restored. No further closures of the bridge or of the marine channel have been required since project completion.

b) Annual Structural Inspection

TransLink has retained Mott Macdonald (Mott) to conduct structural inspections of the bridge since 2020. The 2023 annual inspection was completed over three separate days as follows:

- Boat inspection occurred in August 2023;
- Snooper truck inspection occurred in November 2023; and,
- On-foot inspection occurred in November 2023.

A draft report summarizing the findings and observations of the inspection was completed in February 2024. Based on the inspections, Mott recommends that TransLink continue the annual inspections to monitor the deterioration of the structure. Mott further recommends that TransLink advance the considerations for a replacement bridge. Despite the ongoing rehabilitation efforts, deterioration of the bridge will continue and is expected to become more challenging to address. In addition to the structural deficiencies, the bridge has functional deficiencies that can not be addressed through structural rehabilitation.

4) Golden Ears Bridge

The Golden Ears Bridge opened to traffic in 2009 and connects the Cities of Surrey and Langley with Maple Ridge and Pitt Meadows. The bridge was constructed as part of the Golden Ears Bridge Project, which also includes Golden Ears Way that connects the bridge to the surrounding road network. The bridge and approach roads are operated and maintained by the Golden Crossing General Partnership (GCGP) under a 32-year Concession Agreement.

At the end of the Concession term in 2041, the project assets will be handed back to TransLink in a condition that does not require further rehabilitation works for a minimum period of five years. Each year, an Asset Management Plan is updated based on the most recent inspections to identify required preventative maintenance and rehabilitation work.

In addition to operations, maintenance, and rehabilitation activities, Management also supports third party developments on TransLink's Lands in proximity to Golden Ears Way and Golden Ears Bridge. These activities include:

a) Northwest Langley Wastewater Treatment Project

Metro Vancouver is undertaking the Northwest Langley Wastewater Treatment Project. The Project includes construction of a new pump station near Golden Ears Way and 113B Avenue, and the construction of two new sewer pipes crossing Fraser River and running parallel to the Golden Ears Bridge. The works are substantially complete. Site inspections are currently being scheduled to review the works that was performed on TransLink's properties. Following the inspection, Metro Vancouver will continue with the works in the Restoration Plan.

In addition to the new upgrades, Metro Vancouver made repairs to an existing sewer that crosses TransLink's infrastructure. The work, which required installing a temporary bypass along the north sidewalk of the 113B Overpass, was completed in December 2023.

b) AutoCanada

AutoCanada is constructing a new car dealership at the Lougheed Highway and Golden Ears Way Interchange. The construction of the dealership involves fully building out the intersection and adding a new access along Golden Ears Way. The work has had varying levels of lane and intersection closures. To minimize any traffic disruptions, the work requiring lane closures have been scheduled to occur overnight or during off peak traffic hours. Prior to opening of the access, a road safety audit will be completed to review the safety performance for the new access. All works for the dealership are anticipated to be complete by the end of Q1 2024.

5) Canada Line Bike and Pedestrian Bridge

The Canada Line Pedestrian Bridge opened in 2009 and is attached to the North Arm Bridge, which carries the Canada Line over the Fraser River, between the City of Vancouver and the City of Richmond. Generally, maintenance activities are routine in nature with no significant repairs required. In Q4 2023, Management started work to replace lighting and wiring on the bridge, which experienced intermittent outages in the last several years.

TransLink's contractor Mainroad identified that the cause of these failures is deterioration of the wiring at the approach ramps and recommends that the wiring be replaced to achieve a more reliable lighting system. Mainroad will also replace the lighting fixtures along the Bridge to proactively

address deterioration of components obsolescence of non-LED lighting. As the replacement work will be close to the Canada Line tracks, Mainroad is working closely with ProTrans, the operator of the Canada Line, to ensure the replacement work will not impact the Canada Line infrastructure. The replacement work is anticipated to start in late Q2/early Q3 2024. Preparation work, including designing of a scaffold with prevention measures to protect the tracks from overhead hazards, is underway.

6) Climate Action Plan

Climate change projections for the Lower Mainland include an increase in precipitation, storms, and sea level rise. TransLink's Climate Action Plan calls for risk assessment of the impacts of climate change to be assessed for TransLink's bridges. This assessment will be completed in phases, starting with the Knight Street Bridge. The work to develop a Climate Action Plan for the Knight Street Bridge has started and will continue into Q2 2024. The outcomes of the assessment will be shared in future Board updates.