

**TRANSLINK BOARD OF DIRECTORS
PUBLIC BOARD MEETING**

AGENDA

March 26, 2025
9:00 am – 12:00 pm
Virtual Meeting

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. Metro Vancouver Transportation Trends 2024
12. 2024 Year End Financial and Performance Report
13. 2024 Statutory Annual Report
14. 2024 Audited Consolidated Financial Statements
15. Transit Tariff Amendment – Effective July 1, 2025
16. Consent Agenda
 - 16.1. TransLink Respectful Workplace Policy Update
 - 16.2. 2024 Accountability Report
 - 16.3. Broadway Subway Supportive Policies Agreement 2024 Annual Report
 - 16.4. Surrey Langley SkyTrain Supportive Policies Agreements 2024 Annual Report
 - 16.5. 2024 Annual Reports from Accessibility Advisory Committees
 - 16.6. Response to Public Delegations
 - 16.7. TransLink Bridges – Operations, Maintenance and Rehabilitation Report
17. Conclusion of Public Board Meeting



TO: Board of Directors

FROM: Kevin Quinn, CEO

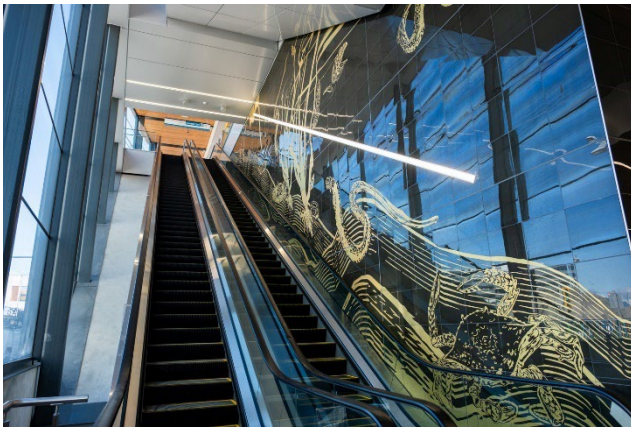
DATE: March 26, 2025

SUBJECT: Q1 2025 CEO Report

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

TRANSLINK STRATEGIC PRIORITY: DELIVER TODAY

Capstan Station Opening



The newly completed Capstan Canada Line SkyTrain Station was opened for service on Friday, December 20, 2024. Located between Aberdeen and Bridgeport stations, Capstan Station is delivering more efficient rapid transit in the Capstan Village area of Richmond, which is expected to be home to roughly 16,000 residents as the area sees rapid growth. The station serves as a key section of the Canada Line, where up to 37,000 customers travel each weekday.

On top of unique amenities like a larger platform waiting area and street-level concourse, dual sets of elevators, and being the first all-digital station with enhanced displays, Capstan Station features a large 3,600-foot mosaic from local artist Howie Tsui. Created using over 3,500 custom-made tiles that depict aquatic life in the Fraser River estuary, the artwork has been recognized as one of the 2024 Hardsurface Award Winning Projects by Apex Granite & Tile.

This station was made possible through a first-of-its-kind funding model where more than half the construction costs came from developer contributions, delivering much-needed customer amenities without direct costs to local taxpayers. This entire project underscores how fast, frequent, and accessible transit connects Metro Vancouver and strengthens its cities.

Mark V Testing

Field testing for the next-generation Mark V SkyTrain vehicles began on Saturday, March 8, marking an important step in ensuring safety and reliability before they enter service. Testing will evaluate on-board



systems, performance on the Expo and Millennium lines, and station upgrades made to accommodate the longer five-car trains.

During testing, the Mark V trains will stop at stations, but customers are not permitted on board and should stay clear of doors. Test trains will be marked with signs and barriers in the doorways. Testing will occur intermittently throughout the week during non-peak hours without impacting SkyTrain service levels.

Testing will continue until the full order of 235 Mark V trains are introduced to the system by 2029. TransLink is also working to finish station upgrades to accommodate the longer Mark V trains, with infrastructure upgrades to be completed in the coming months. The first Mark V trains are expected to be ready to enter service this spring.



Winter Service Changes

Monday, January 6 marked the beginning of [Winter Service Changes](#), where TransLink implemented modest frequency increases on 28 routes across Metro Vancouver. This included service increases on 14 bus routes to address overcrowding and an extension of service hours on 10 routes in Surrey and Langley to improve convenience for customers.

TransLink also announced the introduction of route 338 in northeast Surrey, connecting the growing residential neighbourhood of East Fraser Heights with other regional transit and local destinations. The introduction of route 338 builds on the investment TransLink has been making in Surrey to enable the thriving community to choose reliable and sustainable travel options.



These Winter Service Changes were made possible by the 2024 Investment Plan, but risk being rolled back if a long-term, sustainable funding model is not secured.

Weather event preparedness



Last month, Metro Vancouver experienced its first snowfall of the year. Just a few weeks later, a 5.1-magnitude earthquake near the Sunshine Coast was felt across the region. Thanks to the dedication of teams across the enterprise, TransLink was prepared to respond quickly to both events.

During the snowfall, TransLink activated its winter preparedness plan to keep customers moving through challenging weather. It was also an opportunity to test new articulated buses with centre drive axles, which had promising results.

Following the earthquake, enterprise teams immediately inspected TransLink infrastructure. No issues were found,

and all infrastructure remains safe and fully operational.

These events are a reminder of the importance of preparation — and how quickly our teams rise to the occasion. We are grateful for employees across the enterprise for their commitment, teamwork, and dedication to keeping customers moving safely.

TRANSLINK STRATEGIC PRIORITY: DELIVER TOMORROW

Burrard Peninsula Area Transport Plan Public Engagement



From February 10 to March 9, TransLink invited the public to provide feedback on Phase 2 of the [Burrard Peninsula Area Transport Plan](#) (BP ATP). Building on insights from Phase 1 – where over 4,000 residents, workers, and travellers shared how they use the transportation network – TransLink sought feedback on proposed actions for transit, cycling, walking, and goods movement, including nearly 60 potential bus route changes.

This feedback will help shape the final BP ATP, set for release in 2026. Although these proposed projects are currently unfunded, TransLink will continue working with local, regional, and provincial partners, including First Nations communities, to refine and prioritize these proposals based on public interest and future funding opportunities.

Bus Rapid Transit Phase 2 Public Engagement

In January, TransLink’s Bus Rapid Transit (BRT) program took another step forward with the announcement of the routes and station locations for the King George Boulevard and Langley-Haney Place BRT corridors. This marks an important milestone and demonstrates progress on delivering these rapid transit projects.

The program also completed its second phase of engagement, from January 16 to February 9, during which the public was invited to provide input on BRT in the region, including features like weather-protected stations and real-time information displays. These features were identified as top priorities by the public through public engagement last summer.



Through the Access for Everyone plan, TransLink has identified up to nine corridors for BRT implementation over the next 10 years, with [the first three announced in 2023](#). The Metrotown to North Shore Corridor is continuing with its phased approach and technical work on the R2 Extension and BRT alignment options is progressing. Metrotown to North Shore BRT public engagement on alignment options is expected to take place in summer 2025.

Proposed Moodyville Development



In January, TransLink reached another milestone in our [Real Estate Development program](#), which aims to generate new revenue to support transit investment, enhance transit network connections and customer experience, and increase affordable housing supply near transit.

The proposed [Moodyville Development](#) in North Vancouver will be a vibrant, transit-connected neighbourhood hub featuring rental housing, retail spaces, and an outdoor public plaza. Though the development is currently conceptual, the design will continue to be defined over the coming months with input from key stakeholders and community feedback.

By reimagining spaces and maximizing resources, TransLink is demonstrating leadership in sustainable growth and community impact. Moodyville’s transformation will represent a step forward in connecting people, creating lasting spaces, and building vibrant neighbourhoods that serve future generations.

Trolley Bus Fleet Contract

After two decades and more than 205 million kilometres travelled, TransLink’s fleet of 262 trolley buses are nearing the end of their service life. At the beginning of March, TransLink announced that Solaris Bus & Coach, a leading European manufacturer of zero-emission transit buses, has been selected to build the next fleet of trolley buses for Metro Vancouver.

These next-generation buses are the first in our trolley bus fleet to have air conditioning and feature in-motion charging, drawing power from overhead wires while charging their batteries. Unlike our current fleet, which can only travel a few hundred metres off-wire, these new buses can operate for up to 20 kilometres without wires, providing enhanced flexibility.



The first pilot bus will arrive next year for testing, followed by an additional 107 new 40-foot trolley buses, with options for more buses in the future, including 60-foot articulated models.

TRANSLINK STRATEGIC PRIORITY: DELIVER TOGETHER

Park and Ride Electrification



TransLink is making it easier for electric vehicle (EV) drivers to choose transit, allowing them to charge up while they commute. In partnership with BC Hydro, TransLink has launched two new EV fast-charging hubs at Park and Ride locations in Port Coquitlam and South Surrey, providing space for up to 38 EVs to charge simultaneously. These hubs will make it even easier for EV users to incorporate transit into their daily commutes.

Each hub offers a mix of Level 2 and 180-kilowatt chargers to meet different charging needs. Level 2 chargers are perfect for transit riders who want to charge their EV while commuting, while the 180-kilowatt chargers provide a fast-charging option

for those needs to charge right away.

By expanding EV charging infrastructure, TransLink is helping to build a more sustainable and convenient transportation network that support the growing number of EV drivers in Metro Vancouver.



TransLink's 2024 Accountability Report

The 2024 Accountability Report highlights TransLink's progress on social, environmental, and financial responsibility and features key achievements across the enterprise. It also discloses enterprise risk management, including climate-related risks, and updates on the Climate Action Plan. Despite challenges from rapid regional growth in the last few years, overcrowding, and financial constraints, TransLink remained committed to fostering inclusive, equitable, affordable, and sustainable communities by delivering excellent service every day. Through short-term funding from the 2024 Investment Plan, TransLink made modest but meaningful improvements to the transit system to address overcrowding and reduce travel times.

To strengthen financial sustainability, TransLink is unlocking new revenue streams through the Real Estate Development and Transit Friendly Employer programs, alongside \$90 million in efficiencies identified through the Management Action Plan. For the second consecutive year, TransLink reduced in-service fleet greenhouse gas emissions by approximately 12 per cent through renewable fuels, while continuing to invest in zero-emissions.



Transit Operator and Worker Appreciation Day



Along with our national peers and the Canadian Urban Transit Association, TransLink is proud to celebrate transit workers every year on Transit Operator and Worker Appreciation Day (TOWAD). On Tuesday, March 18, we recognized the thousands of dedicated frontline staff – operators, attendants, maintenance crews, mechanics, dispatchers, and more – who keep Metro Vancouver moving safely every day.

Customers were invited to show their appreciation by tagging #ThanksTransit on social media, submitting kudos through TransLink's website, or by thanking a bus operator or SkyTrain Attendant in person. 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 with other enterprise leaders this month to personally express our gratitude to frontline staff.

I am pleased to present this quarterly report summarizing progress on the various key initiatives at BCRTC.

BCRTC operations and maintenance ended 2024 with improvements to our key train and service key performance indicators, in addition to supporting our capital and expansion commitments. Overall, 2024 proved to be a successful year delivering fast, frequent, and reliable rail services that residents of Metro Vancouver depend on.

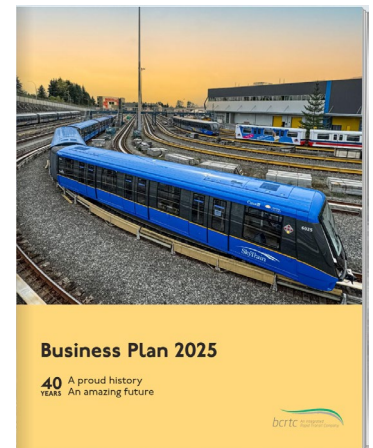
As we celebrate our 40th year of operation in 2025, and honour our proud history, we maintain our focus on our future, which continues to take shape. This upcoming year will once again prove to be a transformative one for BCRTC, as we prepare for the introduction of a new fleet, FIFA 2026, an upgraded maintenance facility, and a brand-new Operations Control Centre.

2025 Business Plan

In January, BCRTC released our 2025 Business Plan for SkyTrain and West Coast Express to all employees, summarizing all our key focus areas and initiatives for this year. Our plan continues to be guided by our three priorities of delivering excellent service, readiness for future, and cultivating a workforce that is healthy, motivated, and fulfilled. The business plan remains ambitious as it has been over the past several years to ensure we are prepared for the future while maintaining high standards of our day-to-day service delivery.

Over the course of the year, we will focus on delivering our day-to-day operational and maintenance commitments with the additional focus on the following themes:

- Maintenance modernization
- FIFA World Cup 2026
- MK5 in service launch
- New facility readiness
- Safety, Respectful workplace, culture, and leadership
- Enhance Maintenance training



The business plan will continue to be driven by our cross-departmental oversight committees to ensure accountability and timelines are met and delivered.

BCRTC Objective: Deliver Excellent Service

Service

SkyTrain service on the Expo and Millennium lines remains frequent, reliable, and safe. In Q4 of 2024, we saw improvement in our on-time performance scores compared to the previous quarter. The mitigations identified by our maintenance and operations teams continue to show positive results. For all three months ending Q4, trains were on-time over 95% of the time with December (95.8%) surpassing our OTP target of 95.5%. For the quarter, we were able to realize an OTP of 95.4% and deliver 99.7% of our scheduled service.

The SkyTrain customer satisfaction survey score in Q4 was 8.1 on a target of 8.2, holding steady with Q3. There were improvements in the categories of 'Delays Announced', 'Frequency of Service', and 'Feeling of Safety Onboard'. 'Reliable Service' was the highest scoring attribute with a score of 8.7.

On December 6-8, we supported enterprise transit efforts with an increase to our service delivery and frequency to accommodate the massive crowds for the last leg of the popular the Taylor Swift Eras Tour. There were over 1.9 million journeys taken across all transit modes during the three days of the concert. Stadium-Chinatown SkyTrain Station experienced record-breaking numbers with its three highest days of ridership since Compass data became available in 2017.

Elevating devices again delivered impressive performance metrics with better than target availability scores. Escalator performance has been better than target for 44 consecutive months, with a Q4 availability score of 95.0% (target: 94.5%). Elevator availability was 99.4% (target: 98.1%). For 2024, escalator (95.8%) and elevator (99.3%) availability performed above target, providing an outstanding customer experience for our passengers.

Ridership

SkyTrain and West Coast Express ridership continues to be strong, surpassing our forecasts for 2024 as customers continue to rely on our services for their commuting needs. For the quarter, SkyTrain ridership on the Expo and Millennium Lines was 27.2M. For 2024 there were nearly 107M passenger boardings, which is 6M more that we experienced in 2023.

Ridership for the Canada Line also surpassed expectations for the quarter and the year. In total, there were 10.7M boardings in Q4 and 42.1M for 2024. Similarly, WCE ridership has seen steady growth with 400K boardings this quarter, and 1.55M for the year, which is 250K more than 2023.

Passenger Safety

In Q4, passenger injuries were better than target (1.0) with 0.9 incidents per million boarded passengers. In total, there were 25 passenger injuries recorded on our system, with slips, trips, and falls on stairs, platforms, entrances, and elevating devices (12) continuing to be the highest contributing factor. Our Passenger Safety Committee continues to work with stakeholders to implement controls and educate the public on system safety, including supporting a marketing campaign in Q4 focussed holding on watching your step, slowing down, and emphasizing the hazards of retrieved personal items dropped into the guideway. The teams have also provided input to a children's safety campaign utilizing presentations and station orientations before classes use our system.

State of Good Repair

We continue following through on the recommendations of the Efficiency Review as we evolve towards a preventive maintenance culture. In Q4, our focus on enhancing our rolling stock maintenance process and procedures had a positive effect on our train availability targets, greatly improving our service capacity levels.

Railway Infrastructure

Our rail grinding program completed 36 km of rail maintenance in Q4. After suspending grinding in the summer due to fire risks, the team made up the maintenance gap and was able to complete 110 kilometres of our Annual Rail Grinding program. The teams continue to respond to hot spots identified by residents and routine inspections in addition to regularly schedule grinding maintenance.

SkyTrain Stations

On December 20, TransLink officially opened Capstan Station, the first in-fill station to open for the Canada Line. The new station includes a host of unique amenities for services, including larger platform waiting areas, expanded street-level concourse, dual sets of escalators and is the first all digital station with enhanced display screens. This is the 54th station on the entire rapid transit network, and the 17th station serving the Canada Line. It is also the newest SkyTrain station since the 2016 opening of the Millennium Line's Evergreen extension. With the introduction of Capstan Station in December, service increased on the Canada Line during peak hours to relieve overcrowding. During morning and afternoon rush hour periods, service increased from 16 to 18 trains, while early morning service expanded from 10 to 12 trains.

Brentwood SkyTrain Station upgrades continued in Q4 and are on track to be completed in March 2025. As one of the busiest stations on the Millennium Line, the upgrades are a welcome enhancement for our customers as we prepare for continued growth in the Brentwood/Gilmore areas. With more faregates, escalators, and better amenities, the station is well prepared for future growth and increasing ridership.

The escalator replacement project currently underway on the Expo Line side of the Commercial-Broadway station is progressing as planned. This is phase two of the station's elevating devices replacement work with the Millennium Line side achieving completion in September 2024. Work is expected to be completed before the end of 2025.

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 the second year in a row that we have achieved this score, which is our highest total ever achieved.

Emergency Management Tabletop Exercise

In November, BCRTC's Emergency Management team conducted a tabletop exercise and successfully delivered a simulated wind emergency scenario to test our response plans. This exercise was instrumental in identifying gaps in our preparedness and improving coordination across departments. By involving cross-departmental teams, we enhanced communication, gained a better understanding of various roles, and strengthened interdepartmental relationships.

Employee Safety

In Q4, the Safety team delivered a three-week ergonomics safety campaign. A deep dive into injuries trends revealed that musculoskeletal injuries account for approximately 25% of employee lost time injuries (LTI). Launched in November, the campaign utilized a combination of marketing materials, in-person safety sessions, and interactive employee engagement initiatives to raise awareness and suggest techniques and behaviours to minimize ergonomics-related injuries for maintenance, operations, and administration staff.

LTI frequency data also shows the increase in claims for 2024 compared to 2023 can be attributed mainly to more mental health claims after witnessing traumatic events. Staff are supported through our EFAP benefit in addition to our Critical Incident Support team, which continues to provide employees with emotional and psychological support and outreach resources which have proven to be beneficial for those suffering with PTSD, mental health issues or other related traumas.

People and Culture

On November 6, BCRTC hosted Grade 9 students from across the enterprise for the annual Take Our Kids to Work event. Expanded this year to accommodate 60 kids, this event provides a unique opportunity for children to experience their parents' important work to keep our region moving.

In Q4, BCRTC launched three employee charity campaigns: the enterprise United Way charity initiative, the Toys for Tots giving campaign for the Lower Mainland Christmas Bureau (LMCB) and Movember to raise awareness for men's health issues. For Toys for Tots, BCRTC staff were able to donate over 600 unwrapped toys for the 2024 campaign.

Before Christmas, the West Coast Express Santa Train returned one festive day of giving, running a special Saturday train from Mission to Downtown Vancouver. This annual holiday tradition allows passengers a free ride on the Santa Train in exchange for a new toy or gift. All Santa Train donations (1,600 this year) benefit the communities served by the West Coast Express. Beneficiaries include the Mission Christmas Bureau, the Maple Ridge Pitt Meadows Christmas Hamper Society, the Tri-Cities Share Society, and the Lower Mainland Christmas Bureau.

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:

Vehicle Maintenance Shop 3 (at OMC1) Upgrades

This project is being delivered by TransLink, and is scheduled to open by early 2026. In Q4, roof work and exterior cladding work started immediately upon completion of the structural steel installation achieved at the end of the previous quarter. This work will be substantially complete in Q1 2025. In addition, crews will begin to install interior scaffolding so trades can begin building system work and concrete work.

New Maintenance and Storage Yard (OMC4) in Coquitlam

This project is also being delivered by TransLink. Construction on the site has increased over the past few months. Contaminated materials continue to be removed, including additional material discovered beneath the VMS4 building footprint. The two major retaining walls at the west and south edges of the yard are 50% complete, with a third wall started. Additionally, pier column work for the yard flyover structure is ongoing. The drill shaft foundation caissons for three of the eight flyover piers are complete, which will be critical pieces of infrastructure. Furthermore, work on the flyover and track construction in the Trans Canada Pocket continues to make progress.

Mark 5 Trains

Mark 5 qualification testing is being performed on the three trains at our Burnaby maintenance facility. All trains are at various stages of progress with Train 1 completing all but communication qualification testing. Teams are working to ready our network to allow for in-system revenue testing before the end of Q1 2025. This is one of the final steps before approving trains for inclusion in our full passenger fleet.

Station work continues to upgrade platforms, walkways, and stairways to accommodate the longer length of the new MV5 trains.

New Operations Control Centre (OCC2)

This project is being delivered by TransLink, and is scheduled to open in 2026. To date, the building scope of work is 95% complete. Looking inside OCC2, the control room desks are installed, and final panels of the video wall are being put in place. In the data centre, racks are now being populated with servers, workstations and networking. The teams continue with electrical and mechanical testing and commissioning work.

Broadway Subway Project (BSP)

This 5.7km Millennium Line extension project (VCC to Arbutus) is being delivered by the Province, and remains on schedule to open in 2027. BCRTC continues to provide support and update operational readiness as construction progresses and system design components are designed. The first roof sections have been installed at three of the six new Broadway Subway Project stations – Great Northern Way-Emily Carr, Mount Pleasant and Arbutus. Meanwhile, work on all six new underground stations is progressing, with crews constructing the new walls, columns and floors.

Looking forward, next steps for BSP include installing tracks on the elevated guideway, constructing the concrete bases that will hold the SkyTrain tracks in the tunnels, and constructing the walls, columns and floor at all six new underground stations. Additionally, the Great Northern Way-Emily Carr, Mount Pleasant, Broadway-City Hall and Arbutus Stations will have their roof constructed and Arbutus Station will have the tail track excavated. Finally, Broadway-City Hall Station will undergo excavation and construction for the underground passenger connections between lines.

Surrey Langley SkyTrain (SLS)

This 16km Expo Line extension project (King George to Langley) is also being delivered by the Province, and remains on schedule to open in 2029. BCRTC continues to provide support as major construction activities kick-off. Major construction work officially began near the end of 2024 for the Surrey Langley SkyTrain extension of the Expo Line. This work followed early site and utility relocation work that occurred at the start of the year. Work during this phase is focused on foundation and guideway column construction, which includes pile installation beginning along Fraser Highway. This is complemented by ongoing road, utility works and ground improvements to support future guideway piers and SkyTrain Stations.

BCRTC teams continue to work with TransLink and the Province on system and facility design work, providing Subject Matter Experts as required.

Q4 Key Performance Indicators – SkyTrain

Key Performance Indicators – as of December 31, 2024	SkyTrain (Expo-Millennium Line)						
	Q4 Target	Q4 Actual	Q4 Last Year		YTD Target	YTD Actual	YTD Last Year
Deliver Excellent Service							
Customer Service Performance Survey Results	8.2	8.1	8.3		8.2	8.1	8.3
Boarded Passengers (in thousands)	24,705	27,237	26,043		97,439	106,944	100,931
Major Passenger Injuries (per million boarded passengers)	1.0	0.9	0.8		1.0	1.1	1.0
On-Time Performance (OTP)	95.5%	95.4%	94.7%		95.5%	94.1%	95.3%
Percentage of Scheduled Service Delivered	99.5%	99.7%	99.4%		99.5%	99.5%	99.5%
Controllable Delay Events: Response Time 16 – 30 Minutes	11	10	17		44	47	46
Beyond Control Delay Events: Response Time 16-30 Minutes	-	3	3		-	21	18
Controllable Delay Events: Response Time over 30 Minutes	8	10	14		32	43	40
Beyond Control Delay Events: Response Time over 30 Minutes	-	5	11		-	35	27
Elevator availability	98.1%	99.4%	99.6%		98.1%	99.3%	96.1%
Escalator availability	94.5%	95.0%	97.1%		94.5	95.8%	94.2%
Customer Complaints (per million boarded passengers)	15.3	11.8	12.0		15.3	14.3	13.5
A Healthy, Fulfilled and Motivated Workforce							
Employee Lost Time Frequency (per 200,000 hours worked)	4.0	7.0	3.9		4.0	6.3	4.3
Physical Assaults (per 200,000 hours worked)	0.8	1.8	2.3		0.8	1.8	1.1
Retention Rate (rolling 12 months)*	-	96.1%	-		-	-	-
Finance							
Operating Cost per Service Hour	\$236.86	\$239.47	\$202.82		\$236.16	\$232.18	\$193.07
Operating Cost per Capacity km	\$0.0622	\$0.0647	\$0.0567		\$0.0638	\$0.0632	\$0.0535

* Retention Rate related data only available from January 2024.

Q4 Key Performance Indicators – Canada Line

Key Performance Indicators - Based on Canada Line 28 Day Report Year 16 Period 4,5,6 (3 periods) October 16, 2024 ~ January 7, 2025	Canada Line				
	Q4 Target	Q4 Actual	YTD Target	YTD Actual	
Safety (Year 15 Period 16 to Year 16 Period 3, 4 Periods)					
Major Passenger Injuries (per million boarded passengers) (Serious and Fatal)	-	0.38	-	0.6	
Lost Time Accidents	-	3	-	12	
Physical Assaults/Threats	-	3	-	12	
Total Reportable Incidents	-	4	-	22	
Service Performance (Year 15 Period 16 to Year 16 Period 3, 4 Periods)					
System Availability		98.0%	99.9%	98.0%	99.8%
Vehicle Availability		96.9%	99.9%	96.9%	99.8%
Station Availability		100%	100%	100%	100%
Operations (October to December 2024)					
Incidents with duration 16 – 30 Minutes		-	5	-	21
Incidents with duration over 30 Minutes		-	3	-	13
Escalator Availability		95.0%	99.2%	95.0%	98.9%
Elevator Availability		95.0%	99.6%	95.0%	98.7%
Customer Experience (October to December 2024)					
Customer Satisfaction Service Score		-	8.5	-	8.4
Customer Complaints		-	6.0	-	7.3
Ridership (in million) (October to December 2024)		10.3	10.7	40.6	42.1

Q4 Key Performance Indicators – West Coast Express

Key Performance Indicators – as of December 31, 2024	West Coast Express					
	Q4 Target	Q4 Actual	Q4 Last Year	YTD Target	YTD Actual	YTD Last Year
Deliver Excellent Service						
Customer Service Performance Survey Results *	-	-	-	8.6	8.9	8.8
Boarded Passengers (in thousands)	397	401	340	1,567	1,558	1,304
Major Passenger Injuries (per million boarded passengers)	0.0	0.0	0.0	0.0	0.0	0.0
On-Time Performance (OTP)	97.8%	93.4%	96.6%	97.8%	94.5%	95.9%
Percentage of Scheduled Service Delivered	99.9%	98.1%	98.7%	99.9%	98.6%	99.5%
Customer Complaints (per million boarded passengers)	86	117.1	152.6	86	84.7	124.2
A Healthy, Fulfilled and Motivated Workforce						
Employee Lost Time Frequency (per 200,000 hours worked)	0.0	0.0	0.0	0.0	0.0	0.0
Physical Assaults (per 200,000 hours worked)	0.0	0.0	0.0	0.0	0.0	0.0
Finance						
Operating Cost per Service Hour	\$919.26	\$820.73	\$745.79	\$803.47	\$690.87	\$737.47
Operating Cost per Capacity km	\$0.1653	\$0.1483	\$0.1348	\$0.1445	\$0.1244	\$0.1328

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.

Taylor Swift Concerts

- A comprehensive operational plan was successfully implemented for the Taylor Swift concerts held from December 6 to 8, 2024, ensuring the seamless transportation of a record-breaking 1.9 million passengers over the weekend with attendees from across the globe.
- Over the three-day weekend, CMBC put 108 special "Swift" shuttle buses into service and deployed additional frontline employees such as Transit Supervisors and Transit Security Officers to help manage extremely high passenger volumes and crowding.
- The operational plan was designed to allow real-time adjustments in response to unforeseen circumstances, enhancing our ability to manage dynamic event conditions effectively. The execution of this initiative involved close collaboration with key partners.
- The detailed planning and execution of this event, as well as the Invictus Games in February 2025, established a transferable framework that can be adapted for future large-scale events (e.g. FIFA World Cup in 2026) in the city with some modifications.

Transit Service Changes

- CMBC implemented Winter Service Changes on January 6, 2025, continuing the implementation of investments funded through the 2024 Investment Plan. The changes included over 45,000 additional service hours across more than 30 bus routes. Improvements included a new route (Route 338 – East Fraser Heights) in a previously unserved community in Surrey, extended service span on 14 routes, six projects initiated by CMBC to address acute problem areas, and improvements to frequency to address overcrowding.

Customer Information Call Centre

- In Q4 2024, Customer Information Agents received 129,041 calls. Call volumes decreased by 12% compared to Q3 2024 (10% decrease versus the same period in 2023). The decreased call volume in Q4 2024 mirrors a similar pattern that was seen in 2023: consistent call volumes in the first three quarters followed by a drop in Q4.
- The Lost Property team received 10,738 calls in Q4 2024 which is a 3% decrease compared to Q4 2023. The team received 9,801 lost items in Q4 2024 which is a 3% increase compared to Q4 2023. The successful return rate is consistent at approximately 31%.
- Customer Information received 8,383 customer feedback items in Q4 2024 in the form of commendations, inquiries, requests, suggestions, and complaints. This was a decrease of approximately 3% compared to Q4 2023.

Access Transit Service Delivery

- In Q3 2024, HandyDART service was impacted by Amalgamated Transit Union (ATU) Local 1724 job action. Job action ceased on September 20, 2024 and the collective agreement between ATU Local 1724 and Transdev was ratified on September 22, 2024. HandyDART service slowly returned to normal.

- In Q4 2024, ridership was at 88% of Q4 2019. Regarding requested trips, 98% were delivered excluding client cancellations, which is flat with Q3 2024. In addition, on-time performance was 90% which is on target, but 1% lower than Q3 2024.
- The Q4 2024 taxi usage rate was 26% of total trips. This is a 4% increase from Q3 2024. Taxi supplements continue to be higher than normal due to low trip denials, a lower ratio of subscription trips, outdated software technology, a high client-initiated cancellation rate, and workforce language as per the Collective Bargaining Agreement.
- CMBC's Access Transit Service Delivery team continues to work closely with Transdev to manage taxi usage and introduced new measures to increase productivity late last year.

Wheelchair-accessible Bus Stops

- As of January 28, 2025, CMBC had 7,063 accessible bus stops out of 8,262 total. Each year, CMBC aims for a 2% increase in wheelchair-accessible bus stops which will amount to about 150 bus stops in 2025. This initiative is a collaboration between CMBC and the municipalities who own and maintain bus stops.

Climate Control Study

- CMBC Maintenance Engineers, with the assistance of one bus manufacturer, recently completed a "climate control study" which addressed heating/cooling issues prevalent inside some buses during shoulder seasons. In the study, the engineers identified a solution which will be implemented on the 100 affected buses in Q1 2025 to help keep customers comfortable inside those buses throughout the year. The manufacturer will also incorporate the new HVAC design on all future bus orders.

CMBC Strategic Priority: OPERATIONAL EXCELLENCE

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

Port Coquitlam Transit Centre Renovation

- In March 2024, construction began at Port Coquitlam Transit Centre (PTC) to renovate, expand, and electrify the transit centre. The project is funded by the Government of Canada and TransLink and was announced in 2023.
- The upgrades to PTC will add service capability for battery-electric buses and double-decker buses and improve maintenance capacity and expansion, providing commuters with more transportation options in the region.
- In late Q4 2024, the project completed "early works" construction including maintenance bay upgrades, offices, and workspaces. Now, the project is moving on to the "main works" including project construction and electrification of the transit centre. The project is expected to finish in 2027.

Bus Fleet

- Acceptance and delivery phases have completed for all revenue fleet vehicles expected in 2024 except the last few 40' compressed natural gas (CNG) buses. These CNG buses are currently in their final stages of the acceptance process at CMBC and are expected to be in revenue service by the end of Q1 2025.
- The order of 15 NovaBus LFSe+ battery-electric buses was completed in Q4 2024. All buses are now in revenue service out of Hamilton Transit Centre.

Fare Revenue

- In 2024, total fare revenue collected was \$63M. This is slightly lower than the \$65M total fare revenue collected in 2023. Across all quarters of 2024, coin and cash remained relatively consistent with the prior year (for example, \$14.1M collected in Q4 2024; \$15.0M collected in Q4 2023).

Financial Results

- For the year ended December 31, 2024, CMBC costs, excluding allocated costs and including recoveries, were \$165K which was 0.01% favourable to budget. The main factors driving this variance include:
 - *Favourable:*
 - Administration and other costs were favourable due to lower usage of professional fees.
 - Maintenance, materials, and utilities were favourable due to a change in replacement strategy (i.e. replacing on fail versus scheduled) and utilizing parts refurbished in-house versus buying new. Further favourability is the result of lower Transit Related Road and Infrastructure Program (e.g. wheelchair-accessible bus stop transformations) and satellite parking work than expected.
 - *Unfavourable:*
 - Salaries, wages, and benefits are unfavourable due to less vacation being used than earned and changes to vacation balance draw-down because of the implementation of MyWork (the new dispatch/scheduling application for conventional Transit Operators). Overtime is unfavourable but was trending down throughout 2024 and is primarily due to coverage for vacancies and absenteeism. Benefits are also unfavourable mostly from extended health usage but offset by favourability in WorkSafeBC premium rates.
 - Fuel is unfavourable due to higher prices in both gas and natural gas and higher consumption in diesel being offset by lower DC power costs.
 - Contracted Services is unfavourable due to higher labour, maintenance and inventory costs, and fuel prices. Additionally, an adjustment for inaccurate fuel allocations was made in December 2024.

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.

Certificate of Recognition Audit

- Each year, CMBC participates in WorkSafeBC's Certificate of Recognition (COR) program with independent auditors visiting our worksites to review our Safety Management System (SMS) and provide scores and feedback. Passing the COR audit provides employers with a 10% discount on WorkSafeBC premiums.
- For the 2024 audit, CMBC passed with a score of 92% which is a 6% improvement over last year. Strengths included CMBC's commitment to safety, SMS programs, and training. The primary area for improvement is consistency of carrying out and recording workplace

inspections. CMBC's Safety team has implemented spot audits to help ensure compliance and culture changes across all transit centres.

Electric Vehicle Thermal Event Risk Management

- With CMBC's transition towards a zero-emission fleet underway, new and emerging risks must be identified, evaluated, and mitigated. A new area of concern is the risk of fire associated with battery-electric vehicles. While fires are extremely rare, they can be difficult to extinguish.
- CMBC has established a working group to develop a strategy including elements of prevention of thermal events, establishing controls and monitoring to gain awareness if thermal events occur, and developing mitigation and response plans to ensure employee safety and minimize asset loss. The working group is also planning tabletop exercises, sustainment of the initiative, and connections to external agencies (e.g. fire departments).

Emergency Management Trailers

- To support operations during an emergency, a fully stocked emergency trailer is now in place at both Richmond Transit Centre and Vancouver Transit Centre. These trailers house critical equipment and supplies necessary for responding to emergencies. We are currently procuring a trailer for Burnaby Transit Centre. The objective is to equip each transit centre with its own dedicated emergency trailer to ensure effective response capabilities.

Occupational Return-to-Work Program

- CMBC, like many employers in British Columbia, has experienced a sharp increase in days lost due to workplace injuries in recent years, despite no increase in workplace injuries.
- To help address this issue, CMBC updated our Recover at Work Program in June 2023. Changes under the new program included an updated policy requiring both supervisors and employees to participate in the program, actively offering alternate or modified duties to injured employees, expanding the alternate duties options, and adding resources to support the program.
- In January 2024, WorkSafeBC also made changes to regulations, requiring employers to accommodate injured workers and requiring workers to participate in return-to-work programs.
- In 2024, CMBC reached out to 348 injured employees with occupational injuries (within a couple days of injury) under the Recover at Work Program to discuss return-to-work opportunities. Approximately 50% of injured workers are entering modified or alternate duties at some point during their recovery (between time of injury and return to regular duties). The result of these actions was a reduction of 2,300 days lost (decrease of 8.4%) compared to 2023. Our objectives include increasing the participation rate in the program and placing injured workers into modified or alternate duties earlier in their recovery.

Employee Workplace Injuries / Accepted Lost Time Claims

- In 2024, CMBC recorded 365 accepted lost time claims at a rate of 7.9 per 200,000 hours worked, which is an improvement compared to 2023 with 379 claims and a rate of 8.5. *Motor Vehicle Collisions* are the leading accident type (representing 20% of all claims), followed by *Acts of Violence* (14%), and *Falls on the Same Level* (13%).

Transit Operator Assaults

- CMBC recorded 56 Transit Operator assaults in 2024 which is a decrease from 64 incidents in 2023. The rate of assaults per 1 million service hours improved from 12.0 (2023) to 10.2 (2024). The assault rate per 1 million boardings also decreased from 0.26 (2023) to 0.23 (2024).

- CMBC continues its efforts to eliminate assaults and keep Transit Operators safe through working groups and collaboration with Transit Security, Transit Police, and Transit Operators.
- With all conventional buses now outfitted with Operator Protection Barriers, we are seeing a decrease in physical assaults on Transit Operators *seated behind the barrier*. Year-to-date comparison of this category of incidents shows 10 incidents each in both 2022 and 2023 and dropping to 8 in 2024.
- CMBC is now focusing on reducing physical assaults that take place when the Operator is *outside the bus*. In 2024, 65% of physical assaults took place when the Operator was outside the vehicle (both on and off duty). To specifically target this issue, the Violence in the Workplace Committee, along with the Operator & Technical Training department, developed a new resource to help Operators who may cross paths with individuals who exhibit aggressive or unpredictable behaviour outside the bus.

CMBC Strategic Priority: ENVIRONMENTAL SUSTAINABILITY

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

Battery-electric demonstration bus

- Starting in late February 2025, CMBC will demo a new type of zero-emission battery-electric bus from Letenda, a Quebec-based manufacturer, for a six-week trial to study how the bus could help us meet our climate goals. The “Electrip” is a 30-foot bus placing it about half-way between a conventional 40’ bus and a Community Shuttle.
- The Electrip will be based at Hamilton Transit Centre and will also visit several other transit centres for “show and tell” opportunities with Transit Operators, Mechanics, Engineers, and other employees. Several weeks of non-revenue road tests, as well as two weeks of revenue service (though no fares will be collected), will complete the trial.

Award of next generation trolleybus contract

- CMBC’s trolleybus fleet of 262 vehicles is reaching its 20-year service life and needs replacement. The contract to provide new buses was awarded in February 2025 to Solaris Bus. Solaris was selected for their trolleybus design, proven track record for service, and ability to deliver cost-effectively while meeting our fleet replacement timelines. Funding for the trolleybus fleet renewal comes from Metro Vancouver and the Canada Community Building Fund (CCBF).

Renewable Diesel

- In 2024, CMBC replaced approximately 20% of its regular diesel fuel consumption with renewable diesel fuel. By introducing renewable fuel at three of our transit centres, CMBC avoided 16,000 tonnes of CO2 emissions in 2024.
- Burnaby Transit Centre recently became CMBC’s fourth transit centre to have renewable diesel. The 2025 renewable diesel deployment strategy for implementation at our two remaining transit centres is currently in development.
- CMBC remains on track to meet its 2030 emissions target through the renewable fuels program as well as the addition of more battery-electric buses.

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 Q4 2024, CMBC reported 1.29 spills/Mkm compared with 1.25 spills/Mkm in Q4 2023. CMBC continues its long-term focus of investigating systemic causes of spills and leaks with a goal of resolving mechanical issues that lead to spills. As the bus fleet is renewed, new mechanical issues arise, and thus, the initiative is ongoing.
- In Q4 2024, three spills triggered spill reporting requirements and were reported to the Ministry of Emergency Management and Climate Readiness. None of these spills are expected to result in liability or environmental damage.

CMBC Strategic Priority: EMPLOYEES

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

Mechanic Recruitment

- Mechanic recruitment activities continued throughout 2024 with a focus on increasing CMBC's hiring presence at external career fairs, secondary school student presentations, advertising campaigns, offering shop/garage tours, and hands-on job shadowing for groups such as BCIT's Women in Trades Program.
- A trades marketing campaign for mechanics ran from February 3 to March 9, 2025. A full range of advertising mediums was used such as billboards, digital ads on YouTube and Google search, as well as social media, and bus-back ads and radio spots.

Transit Operator Recruitment

- In 2024, to maintain staffing levels and plan for future expansion, CMBC's target was to hire 630 new Transit Operators. In 2024, CMBC hired 680 Transit Operators (507 Conventional and 173 Community Shuttle) which is 108% of the goal.
- For 2025, CMBC's target is to hire 820 new Transit Operators (624 Conventional and 196 Community Shuttle) which is the highest number in recent memory. To accomplish this goal, seven hiring events are planned to occur throughout the year. This increased hiring will support CMBC's ability to deliver the 2024 Investment Plan which includes service increases in January, April, and September 2025. Hiring goals, however, are subject to change as operational efficiencies from the implementation of the new Operator dispatch and scheduling software, MyWork, are currently being analyzed.

Employee Referral Bonus Program

- CMBC's Employee Referral Bonus Program helps recruit for difficult to fill positions, such as Commercial Transport Mechanics. An employee's successful referral of an external candidate for selected roles will be awarded 500 points (approx. \$500 value) through CMBC's PEAK rewards and recognition program. Since the start of the bonus program in June 2023, 14 employees have been rewarded for their successful referrals.

Employee Engagement Survey

- CMBC's 2024 Employee Engagement Survey took place in the fall of 2024. The third-party survey provider, Gallup, provided a report of results after the survey closed. High-level survey results were shared with CMBC leaders and employees in Q1 2025.

- In 2025, strategies outlined in a post-survey action plan will be implemented to demonstrate CMBC's commitment to addressing concerns and making improvements.

Equity, Diversity, and Inclusion (EDI)

- In collaboration with the Operator & Technical Training department, CMBC's EDI Program Manager developed a new EDI module that was embedded into the existing New Operator Training Program beginning in late Q4 2024. The module is specific to an Operator's day-to-day work and includes both online e-learning content and an in-person class.
- In collaboration with CMBC's HR and Maintenance Training teams, the EDI Program Manager is rolling out introductory EDI training to all maintenance staff, supervisors, and managers in Q1 2025. This training includes both online e-learning and in-person components, along with additional "train-the-trainer" workshops for Maintenance Managers and Assistant Managers.
- EDI Program Managers at CMBC and TransLink are working together to run an EDI Dialogue Network for Transportation Officials. The dialogue network will be dedicated to fostering support, dialogue and collaboration around EDI in the transportation industry. It will aim to promote training, education, professional development, partnership building, and networking opportunities, and will gather once per quarter in 2025.

Supporting Neurodivergent Passengers

- In late 2024, the Operator & Technical Training department partnered with the Pacific Autism Family Network (PAFN) to create a training video for Transit Operators.
- The video, "Supporting Your Neurodivergent Passengers," is supported by interviews with actors and advocates from the neurodivergent community and uses common bus-related scenarios to give Operators tips and techniques for supporting customers who may be neurodivergent.
- In Q1 2025, the video was introduced into CMBC's '1-Day Refresher Training' program and was added to Conventional and Community Shuttle New Operator Training in Q1 2025.

CMBC Strategic Priority: TECHNOLOGY

Prioritize technology enabling improvements to internal operations.

Enterprise Resource Planning – Enterprise Asset Management Project

- CMBC's Enterprise Asset Management (EAM) project is part of TransLink's Enterprise Resource Program (ERP) and aims to develop a software system for tracking financial and physical assets (e.g. buses, infrastructure elements).
- CMBC's EAM project is very large and complex. Our completed EAM project is expected to have more than 51,516 active assets and over 24,308 distinct parts.
- The first phase of the project, the EAM platform cloud migration, was successfully completed in February 2025. Organizational change management continues to prepare end users and support staff in various Maintenance departments for Wave 1 key improvements which are expected to go-live in spring 2025.
- The project will modernize CMBC asset management capabilities and practices to better optimize availability and reliability by reducing downtime for CMBC assets, lowering material costs, increasing warranty recovery, and contributing to overall improved fleet performance.

KEY PERFORMANCE INDICATORS AS OF DECEMBER 31, 2024

KEY PERFORMANCE INDICATORS¹	2024 ANNUAL TARGET	2024 YTD TARGET	2024 YTD² ACTUAL	2023 YTD² ACTUAL
TransLink Customer Survey – Bus service overall ²	8.1	8.1	7.8	8.0
Scheduled Revenue Service Delivered ³	99.0	99.0	98.8	99.0
Customer complaints per million boarded passengers	85.0	85.0	82.8	77.1
Validated HandyDART complaints per 1,000 trip requests	0.5	0.5	0.6	0.5
On-time Performance				
Bus Regularity – frequent service	80.0%	80.0%	78.0%	77.6%
Bus Punctuality – infrequent service	80.0%	80.0%	78.4%	79.6%
On-time Performance – HandyDART	90.0%	90.0%	90.6%	90.9%
Preventable collisions per million Km ⁴	9.5	9.5	11.9	9.9
Operator assaults (CUTA 1-4) per million boarded passengers ⁵	0.3	0.3	0.2	0.3
WorkSafe BC Accepted Lost Time Claims per 200,000 hours worked	8.3	8.3	7.9	8.5
Pedestrian incidents per million service hours	15.9	15.9	15.0	16.9
Cyclist incidents per million service hours	4.2	4.2	3.5	3.9
Injury claims – Passengers per million boarded passengers	3.8	3.8	3.4	3.8
Greenhouse Gas Emissions – Carbon Dioxide tonnes per million service km – 12 months rolling ⁶	1,320	1,320	1,310	1,315
CMBC operating cost per service hour	\$149.75	\$149.75	\$150.86	\$145.48
Access Transit operating cost per trip ⁷	\$ 48.58	\$ 48.58	\$ 57.87	\$ 55.47
Access Transit trips provided (thousands)				
HandyDART	1,297	1,297	894	894
Supplemental taxi service	152	152	272	282
Total Trips⁸	1,449	1,449	1,166	1,176

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, 2024, unless otherwise stated.

² The TransLink Customer Survey is conducted every quarter. The 2024 results for each quarter are as follow: first quarter (7.5), second quarter (8.0), third quarter (7.7) and fourth quarter (7.6).

³ The Scheduled Revenue Service Delivered for 2024 was lower than budget due to a high cancellation rate in January due to winter weather.

⁴ The 2024 YTD Actual data is subject to change due to the timing of adjudications.

⁵ CMBC recorded 56 Transit Operator assaults in 2024 which is lower than the same period last year with 64.

⁶ The 2024 YTD data is 12 months rolling as of December 31, 2024.

⁷ Operating cost per trip in 2024 was higher than budget mainly due to lower-than-expected demand.

⁸ The number of Access Transit trips provided in 2024 were lower than the 2024 budget due to lower than anticipated demand. In addition, HandyDART operated for most of September at essential service levels only due to job action by ATU Local 1724, the union representing TransDev's HandyDART employees. TransLink remains committed to ensuring services are fully available for passengers unable to use conventional public transit without assistance. As such, budgeted 2024 service levels are aligned with the 2024 Investment Plan. The Investment Plan service level was established to ensure that customers can continue to complete trips on this critical service as demand grows.



METRO VANCOUVER TRANSIT POLICE REPORT FOR MARCH 2025 TRANSLINK BOARD MEETING

TransLink Strategic Priority: Customer First

- **Explosive Detection Dog Unit ("K9 Unit")**

Transit Police currently has seven explosive detection dog teams trained to work in a specialized environment, reduce risk, and contribute to ensuring safety in and around the transit system. This highly trained resource improves public safety, and



contributes to timely resumption of transit service following critical events. In 2024, the K9 Unit made 4,553 proactive sweeps of bus loops, rail, transit platforms /stations, and transit infrastructure. The teams responded to calls for service related to bomb threats and suspicious/unattended packages (93), handled other police calls for

service (171), assisted patrol (257), and provided mutual aid to jurisdictional police (37) in explosive threat events.

The K9 Unit made 43 presentations/demonstrations, including to various transit staff groups. In recent months, the Transit Police's K9 Unit and Communications Team worked with BCRTC's videographer to develop a training video for transit staff on the Hidden, Obvious, Typical ("HOT") Principal as well as response protocols when locating suspicious/unattended packages across the transit system (including the K9 Unit resource). This training video is now completed.

The Transit Police K9 Unit and Delta Police K9 Unit will co-host the annual Canadian Police Canine Association Detection Dog Seminar from April 14-16, 2025. This seminar brings together police and customs detection dog teams from across western Canada for lectures and practical exercises. Top canine trainers from across North America will focus on best practices in the training and deployment of these dogs in their respective profiles.

- **Community Safety Officers ("CSOs")**

The CSO Program is fully operational and CSOs are assigned to the four patrol squads. CSOs performed a wide range of duties, such as high visibility patrols, community engagement, fare enforcement, support to persons in vulnerable circumstances, enforcement of transit rules, support to police officers in investigations, as well proactive action in emerging events to ensure safety and security of transit riders/employees. Seven CSOs are now Transit Police Officer recruits and attending the Police Academy (as well as some others going to other

law enforcement agencies), which is a positive outcome of the CSO program as a police officer recruitment pool. Consequently, there will be a CSO Class 4 in Q2 2025.

Warrant Arrest – In January 2025, CSOs were conducting fare enforcement at Gateway Station and stopped a male without a fare or identification. A police records check confirmed the person’s identity and it was found that the person had two outstanding warrants (Mischief out of Coquitlam and a three count warrant out of Surrey) and also flagged as a missing person. A Transit Police Officer attended and arrested the person for the warrants. A search incidental to arrest found a knife on the person, a violation of their release conditions.

- **Community Policing Centre (“CPC”)**



The Transit Police’s CPC (at Waterfront Station) continues to play an important role in the safety and wellness of transit riders and persons who are in vulnerable situations on and around the transit system. At 2024 year-end, the CPC had 96 volunteers and 3,755 volunteer hours were contributed. 13 volunteers were successful in moving into a career in public safety (including some to Transit Police). The volunteers opened 13 police files; attended 55 community events; had interactions with 190 vulnerable persons; handed out over 10,700 MVTP stickers, 87-77-77 Text cards and slap bands; distributed over 150 cold weather items to persons in vulnerable circumstances; and security registered 100 bikes.

- **Crime Suppression Team (“CST”)**

In 2024, CST conducted numerous projects (some with jurisdictional police partners) to target more sophisticated criminal activity across the transit environment as well as targeting of repeat violent offenders. Over 50 judicial authorizations were obtained to assist with investigations. CST made many arrests (see chart)



and assisted with Transit Police patrol squads and jurisdictional police partners on files, and engaged in joint operations. Items seized included 7.6 kilos of drugs, 31 firearms, 110 weapons, and 14 civil forfeitures.

Drug Trafficking and Weapons – In November 2024, Transit Police’s CST and North Vancouver RCMP conducted joint surveillance in/around the North Vancouver SeaBus terminal and bus loop. The officers noted that several people utilizing the transit system would attend a nearby residence. Surveillance members observed 12 individuals enter and leave the residence that appeared to be associated to drug trafficking. A search warrant was executed and multiple occupants were arrested. The search found rifles, other weapons (i.e., compound bow/arrow, pick-axe and machete) and multiple ounces of fentanyl and cocaine. Police believed that the transit system was being used to transport and traffic illegal substances.

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

TMET launched a special focus on bus lane enforcement in 2024 to help ensure the safe and efficient movement of transit buses and riders, and to deter illegal use of bus lanes. This enforcement continues into 2025. In 2024, TMET was part of 68 Joint Forces Operations, had 454 files, issued 4,306 Violation Tickets and 5,831 Fare Infraction Notices, made 27 warrant arrests, and issued 118 Immediate Roadside Prohibitions, 31 Driving Prohibitions (12 hour/24 hour), 96 vehicle impounds and 13 excessive speeding infractions. Automated Licence Plate Recognition (“ALPR”) equipment was installed in a Transit Police marked police vehicle and TMET deployment started in Q4 2024. Five TMET members are trained on ALPR use. In the first three months of operation, there were 440 ALPR hits and police action resulted in issuance of 87 violation tickets, multiple driving prohibitions and one criminal charge.

- **Preventing and Investigating Crime**

Transit Police's Criminal Intelligence Unit analysis helps inform where to conduct Hot Spot checks and high visibility patrols by Transit Police Officers and CSOs in addition to crime analysis identifying suspects in investigations. As well, there continues to be targeted enforcement and problem-oriented policing conducted at a variety of transit locations to address issues such as stolen property, drug dealing, disorder and encampments.

It is noted that, in 2024, Transit Police had a 173% increase in the number of *Controlled Drugs and Substances Act* (“CDSA”) Files (primary and assists), as compared to 2023 (183 versus 67). In March 2025, Transit Police is co-hosting a Drug Investigators Course with the Public Prosecution Service of Canada, to enhance investigative outcomes (in alignment with changes to federal legislation and provincial exemptions). The file examples below were possible due to the realignment of legislation, providing additional tools for police.

Public Drug Use – In January 2025, Transit Police patrol officers responded to a report of two people smoking Fentanyl on board the SkyTrain. Officers located one person on the train in possession of a glass pipe containing drug residue.

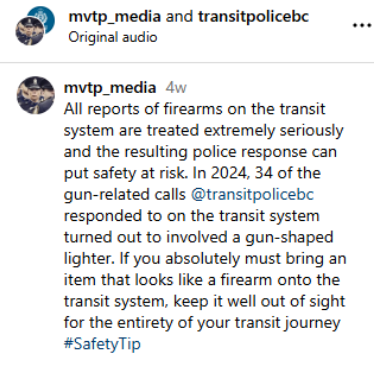
The person was arrested for possession of drugs contrary to the CDSA. Further inquiries revealed that the person was the subject of an outstanding warrant and they were transported to Burnaby RCMP detention.

Drug Trafficking - In February 2025, around 8 am, Transit Police patrol officers were conducting proactive foot patrols around Gateway SkyTrain Station, when they observed a person smoking illicit drugs just outside a store adjacent to the station. The person was arrested for Possession of a Controlled Substance. The search incidental to arrest yielded large amounts of suspected illicit drugs, cash, a small scale, brass knuckles, two foldable knives and a container packed with a handful of mini-plastic bags. The person was then re-chartered for Possession for the Purposes of Trafficking CDSA and Possession of a Prohibited Weapon.

- **Impact of Weapon Looking Items**



In January 2025, Transit Police's Communications Team launched a social media awareness campaign to deter carrying of items on the transit system that resemble weapons. A video on gun shaped lighters was produced by the Communications Team. To view, click the link to the YouTube video: <https://youtu.be/ei-lmbNvFyc>



- **Training**

Neurodivergent training – Transit Police staff assisted with development of a one-day training program on support/response to neurodivergent persons, in collaboration with the Pacific Family Autism Network. The training was delivered to Transit Police Officers and interested civilian professionals in Q1 2025. The training developed will be expanded to other interested police agencies.

Response to Guideway Intrusions and Containment – Internal training was developed and delivered (Q4 2024) on Transit Police Officer response to transit guideway intrusions and station containment, reflecting recently updated internal Standard Operating Procedures. Guideway intrusion incidents have the potential for serious harm and can cause major transit service disruptions that impact thousands of transit passengers and increase demands on various TransLink enterprise resources. The training advances proficiency of Transit Police coordinated response with transit and first responder partners, and the aim for safe outcomes in such incidents.

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 2024 year-end as compared to 2023 year-end.

In 2024, Transit Police had a total of 13,509 Police Files, which is a 4% decrease from 2023 (14,034).

Metro Vancouver Transit Police Crime and Safety Statistics	2023	2024	% Change	Positive Monitoring Needs Action
Rate of Crimes Against Persons/100,000 Boarded Passengers	.40	.36	-10%	
<i>Actual Number of Crimes Against Persons (includes assists)</i>	1,552	1,449	-7%	
Rate of Crimes Against Property/100,000 Boarded Passengers	.43	.37	-13%	
<i>Actual Number of Crimes Against Property (includes assists)</i>	1,682	1,504	-13%	
Other Criminal Code Violations/100,000 Boarded Passengers¹	.21	.19	-7%	
<i>Actual Number of Criminal Code Violations (includes assists)</i>	810	777	-4%	
Provincial Violation Tickets (“VTs”)	5,468	8,791	61%	
Arrests - Warrants Executed (All)	940	1,050	12%	
Arrests - New Charges²	479	505	5%	
Breaches <i>(includes secondary offences and assists)</i>	423	444	5%	
Total S. 28 Mental Health Act Apprehension Files	200	248	24%	
<i># of S.28 MHA individuals committed, held, voluntary admitted</i>	80%	79%	-1%	
Rate of Sexual Offences/100,000 Boarded Passengers	0.04	0.04	0%	

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.

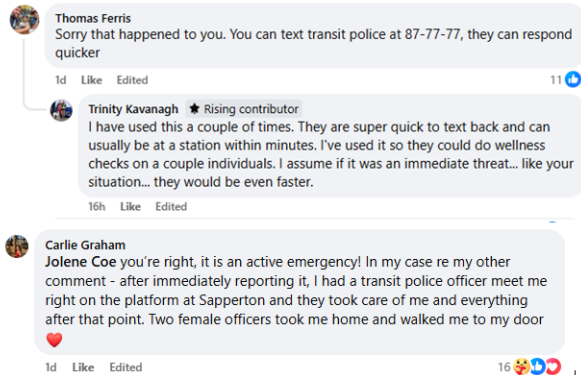
<i>Actual Number of Sexual Offences (includes assists)</i>	155	163	5%	
Fare Infraction Notices	4,692	14,332	205%	
Number of Unique SMS Text Conversations	5,927	6,503	10%	
Number of Police Files Generated from SMS Texts Conversations	2,373	2,103	-11%	
Transit Conduct & Safety Regulation³	2,777	4,294	55%	

- Ridership Boarded Passenger levels increased 3% from 2023 to 2024 (391,586,272 to 404,203,512). The 2024 results show continued positive movement with decreases in the rates of Crimes Against Persons (down 10%) and Crimes Against Property (down 13%) per 100,000 Boarded Passengers when compared to 2023. These rate decreases reflect the increase in ridership as well as reductions in the actual number of crimes against persons and property files during the year.
- The number of sexual offence files for 2024 increased slightly (5%) from 2023; however, given ridership growth, the rate per 100,000 Boarded Passengers remained the same. Transit Police takes reports of sex offences seriously and investigates thoroughly. Transit Police recognizes there may be 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, of which there have been four so far. Such campaigns and information may be a causal factor in the increased number of files in 2024. The latest Anti-Sex Offence Campaign was launched and the school engagement component began in fall 2024. Thousands of students from 14 schools and universities were reached over fall 2024, and presentations have continued into 2025. A new webpage was added to the Transit Police website to promote reporting of sexual assaults and to help inform victims of the investigation process and victim supports available. As well, the Transit Police's Sexual Offence Investigation Policy was updated to meet the most recent updates to BC Provincial Policing Standards.

Sexual Assaults – Between January and October 2024, a series of sexual assaults were occurred on Canada Line and SkyTrain that were determined to be committed by the same suspect. Crime Analysts provided a person of interest, which the General Investigation Unit (“GIU”) corroborated with CCTV. A search warrant was obtained for crime clothing and the suspect

³ Under the *Greater Vancouver Transit Conduct and Safety Regulation* (a Provincial regulation), this count reflects actions taken and fines issued related to such areas as: proof of payment not transferrable; requirement to obey signs and rules; restrictions on access to transit property; public safety, order and convenience and protection of property; and dealing with fare officers. Misuse of fare gates is section 8(4) of this regulation.

was arrested in November. Four counts of sexual assault charges were forwarded to Crown Counsel.

- 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 10% increase in unique SMS Text conversations with the Transit Police's Operations Communication Centre when comparing 2024 to 2023, which is attributed to the continued impact from the expansive 2023 safety campaign on the bus system. 32% of conversations were converted to police files, with many of the other conversations redirected to transit customer service or other service providers.A screenshot of social media comments. The first comment is from Thomas Ferris, saying 'Sorry that happened to you. You can text transit police at 87-77-77, they can respond quicker'. The second is from Trinity Kavanagh, a 'Rising contributor', saying 'I have used this a couple of times. They are super quick to text back and can usually be at a station within minutes. I've used it so they could do wellness checks on a couple individuals. I assume if it was an immediate threat... like your situation... they would be even faster.' The third is from Carlie Graham, saying 'Jolene Coe you're right, it is an active emergency! In my case re my other comment - after immediately reporting it, I had a transit police officer meet me right on the platform at Sapperton and they took care of me and everything after that point. Two female officers took me home and walked me to my door'.
- When comparing 2024 to 2023, Transit Police had a 24% increase in apprehensions of persons under Section 28 of the *Mental Health Act* ("MHA"), where a person was deemed to be a danger to themselves or others. Contributing to this increase is the work of the CSOs and their on-view observations (or interactions with transit staff) resulting in calls for Transit Police Officers to attend and assist the individual in crisis. These individuals were taken to hospital for assessment from medical practitioners and 79% were certified, held, or voluntary admitted once at hospital. Transit Police refer some individuals/clients to the Transit Police's Mental Health Liaison Officer, who will work with the client and partner agencies to seek appropriate support services and resources for the client moving forward.
- In 2024, Transit Police Officers made 1,050 arrests for outstanding criminal warrants (includes RCMP, Municipal Police and Transit Police issued warrants from BC and elsewhere). Many of the warrants related to crimes that occurred off the transit system. Arrests on the warrants often arise from Transit Police Officers proactive patrols in and around the transit system, and officer enforcement of transit conduct and safety regulations, such as a person pushing through a fare gate. Such arrests help ensure that individuals who have committed crimes and are unlawfully at large are removed from the transit system and the broader community.

The number of warrant arrests⁴ in 2024 was 12% higher than in 2023, while both 'new charge' arrests and breach files⁵ increased by 5% comparatively. These increases positively contribute to investigations of crime and crime reduction on the transit system and in the region, including targeting of repeat violent offenders.

Warrant Arrest – In February 2025, Transit Police Officers conducted fare checks at Commercial/Broadway Station and checked a person pushing through a fare gate. A Federal Corrections card was provided by the person as identification. The Officers recognized the individual from an earlier Vancouver Police Department bulletin advising of warrant (issued by the National Monitoring Centre) for a federal offender on Statutory Release who had breached one of their conditions. The individual was serving a sentence for robbery and assault of a peace officer, and known to carry knives and other weapons. Without incident, the person was arrested by Transit Police and transported to VPD cells.

- The substantial increases (205%) in Fare Infraction Notices (“FINs”) and Provincial Violation Tickets (61%) from 2024 to 2023 is mostly attributed to the deployment of the full complement of new CSOs, whose duties include enforcement of the *Greater Vancouver Transit Conduct and Safety Regulation* and issuance of FINs. As well, Transit Police’s TMET conducted a number of joint enforcement initiatives with Transit Security as part of TransLink’s fare enforcement strategy. Further, there was a 55% increase in actions taken under the *Greater Vancouver Transit Conduct and Safety Regulation*, which is also largely attributed to the CSO Program (CSOs issued 72% of the FINs in 2024).

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 (i.e., 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 breach files now include assists. 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: Sarah Ross, Vice President, Transportation Planning & Policy
Ilan Elgar, Director, Research & Analytics

DATE: March 10, 2025

SUBJECT: Metro Vancouver Transportation Trends 2024

EXECUTIVE SUMMARY

The most recent Regional Trip Diary indicates that travel demand, between 2017 and 2023, has grown slower than population, and notably slower than the previous six-year period. Metro Vancouverites are driving less, and these trips are shorter leading to a reduction in vehicle kilometres travelled (VKT). People are walking much more and taking about the same amount of transit. Altogether, sustainable mode share in the region is for the first time above 30%. Annual transportation monitoring indicates transit ridership growth was 3.3% in 2024, generally in line with historical annual growth trends (pre-COVID). Overcrowding and service reliability are similar to 2023, likely contributing to lower customer perception of service quality. Peak period driving travel times are slowing; some transit journeys are as fast as driving. Active travel remains highly influenced by weather. Some level of uncertainty is always associated with projections, however, growth of transit ridership over the last couple of years suggests that going forward “normal” factors such as population growth and strength of the economy will likely be the main determinants of ridership growth. Recent downward revision of projected population growth (by BC Stats) and the threat of high tariffs with the USA could dampen ridership growth over the next several years. Regardless, maintaining good quality of service is essential to support ridership growth.

PURPOSE

This report provides an update on travel behavior in the region based on the 2023 Regional Trip Diary survey. In addition, it also provides an overview of transit quality of service usage and travel conditions of other modes. Finally, the report provides updated ridership forecasts based on revised population projections from BC Stats.

The report is for information purposes only.

BACKGROUND

Transit ridership in the region is driven by a range of factors, many of which are external to TransLink such as economic activity, population, and work from home trends. Other factors are internal and can be impacted by decisions made within the region (transit service expansion, fare rates, land use and development on the network).

The regional trip diary is a large-scale survey that tracks the weekday trip-making behaviour of a random sample of residents on a 24-hour basis for a typical fall day. It is conducted every 5 years or so and is the most comprehensive source of information on overall travel patterns in the region. The

data from the trip diary provides an important foundation for a variety of research and analysis, by both TransLink and its many partner agencies, which in turn facilitates an evidence-based decision-making approach:

- Allows monitoring of long-term transportation trends
- Provides data for project and policy planning
- Facilitates updates of the regional transportation model for forecasting
- Informs regional dialogue
- Enables tracking of regional targets

The 2023 trip diary is the latest survey in the series and allows a look of the impacts COVID legacy and other changes since 2017 made on travel behavior.

In addition, TransLink evaluates certain key metrics to help determine how well the transportation system is responding to the travel demands in the region. Many of these metrics are available online in TransLink's Accountability Centre, while others are being developed internally. This report includes update metrics for 2024.

DISCUSSION

Overall, the 2023 trip diary indicates that travel demand has grown in absolute terms, since 2017, but much slower than in the previous period (2011 to 2017) and has declined on per capita terms, i.e. more people are traveling but people are making fewer trips on average. The way people are traveling has also changed since the last time the survey was conducted, while the use of some modes has increased (walking, auto passenger, and cycling) the number of auto driver trips decreased compared to 2017. The cumulative result of the observed mode share changes is a marked increase in the sustainable mode share (transit, walk and bike) to 30%, propelled mostly by a steep increase in walk trips. In addition, the decline in auto driver trips along with shorter average driving distance, resulted in 5.1% reduction in Vehicle Kilometer Traveled (VKT). The history of mode share and VKT in the region suggests that concerted efforts to increase the density of land uses along with investments in transit, walking, and cycling infrastructure could lead to a continued increase in sustainable mode share.

In a parallel effort, TransLink has been developing metrics to monitor transit services and travel behavior on a more continuous basis. These metrics provide a wider, on-going, status of the quality of transit service as well as usage and travel conditions of other modes in line with TransLink's multimodal mandate and salient regional objectives such as goods movement and emissions reductions. Below are current findings from this approach.

Ridership - 2024 transit Journeys are 3.3% higher than in 2023. The number of unique weekly customers was about 906,000 people and ridership frequently reached 90% of pre-COVID levels. This means the number of customers using transit is similar to that in 2019, but total ridership remains lower (similar to that in 2017) likely due to a portion of office workers commuting less often than before. Ridership is impacted by a combination of changes in external factors, and TransLink's ability to accommodate changes in travel demand. Historically, the most important factors impacting ridership were economic activity and population growth. Future trends in the key factors that impact ridership are uncertain.

Recent government policies are expected to have varied impacts on regional population growth. Policies such as transit-oriented development near transit hubs are expected to boost ridership, while new federal immigration policies are expected to soften ridership growth. In early February 2025, BC Stats published revised population growth projections which are lower by about 100,000 people, for the period 2025-2027, than previously expected. These lower forecasts are almost entirely due to fewer non-permanent residents. The transit system is heavily used by non-permanent residents, so this change is expected to have an oversized impact on ridership.

In addition, the trade war brewing between USA and Canada could lead to a recession which will have a negative impact on ridership.

Overcrowding – Overcrowding levels remained similar to those in 2023 (similar to ridership levels). Overcrowding continues to be especially high in Vancouver/UEL and in the Southeast Fraser, where 29% and 22% of bus trips are overcrowded in the peak hour and peak direction, respectively. Customer perception ratings reached a low of 6.6 out of 10 in Q1 and Q4 of 2024, this is a lower rating than those reported in the peak of transit ridership in 2018 and 2019.

Transit Reliability - Transit reliability levels have been relatively consistent since 2016, with seasonal (and other) fluctuations throughout the period. The rail modes, SkyTrain and WCE, generally exhibit higher levels of reliability (95%+) but also experience large reliability drops from time to time. This is especially evident for WCE which had such reliability drop, due to weather, in Q1 2024. Bus reliability has been mostly stable over the years, with an improvement during the acute period of COVID when low traffic and ridership levels likely resulted in smaller variability in trip times. HandyDART reliability improved since the onset of COVID and is consistently over 90%. Customer perceptions of service reliability peaked in 2021 with a rating of 8.5 but have dipped since and for most of the year have been below 8.0 (out of 10), lower ratings than those recorded in 2018 and 2019.

Transit Service Perceptions –Survey results indicate that the vast majority of respondents (about 92%), no matter how frequently they use transit, view the transit system as important to the region. In almost all years since 2018, over 90% of respondents stated that TransLink is important to the region. However, both the perceptions about the importance of TransLink to the region and of the ratings of the transit service are affected by how frequently the respondent uses the system. Higher frequency users generally rate the transit system/service higher than less frequent users and non-users have a less positive perception of the transit service than those who use it.

Road Usage and Travel Conditions – TransLink analyzes data from vehicle counters in the region and uses Google Maps data to estimate travel times on the regional road network. According to these sources, road usage has experienced a slight decrease in the second part of 2024. Conversely, road travel speeds during peak periods have continued to worsen in 2024 compared to previous years. Road reliability, however, remained relatively stable.

Transit Competitiveness – TransLink compared travel time by transit and private auto between major regional origins and destinations using Google Maps data. In the fall of 2024, a PM trip by transit took on average 1.7 times longer than the same trip by car. While on average transit travel times were longer, it is often faster to take SkyTrain than to drive between places that are located along SkyTrain lines.

Active Transit Modes – TransLink has active mode counters in several locations throughout the region and more will be added to them in the coming years. While the number of locations is limited, the counters allow us to monitor the number of bicycles and pedestrians that use the active mode infrastructure at those places. Counts indicate that the number of bikes riding through these locations remained about the same between 2022 and 2024, though the number of pedestrians grew by about 22% during the same period. The counts also indicate large fluctuations stemming mostly from strong seasonality effect in particularly on cycling – number of counted bikes have been as much as **9 times** higher in the peak of summer travel compared to the low of winter (pedestrian numbers are up to 2 times higher in the summer compared to the winter).

CONCLUSION

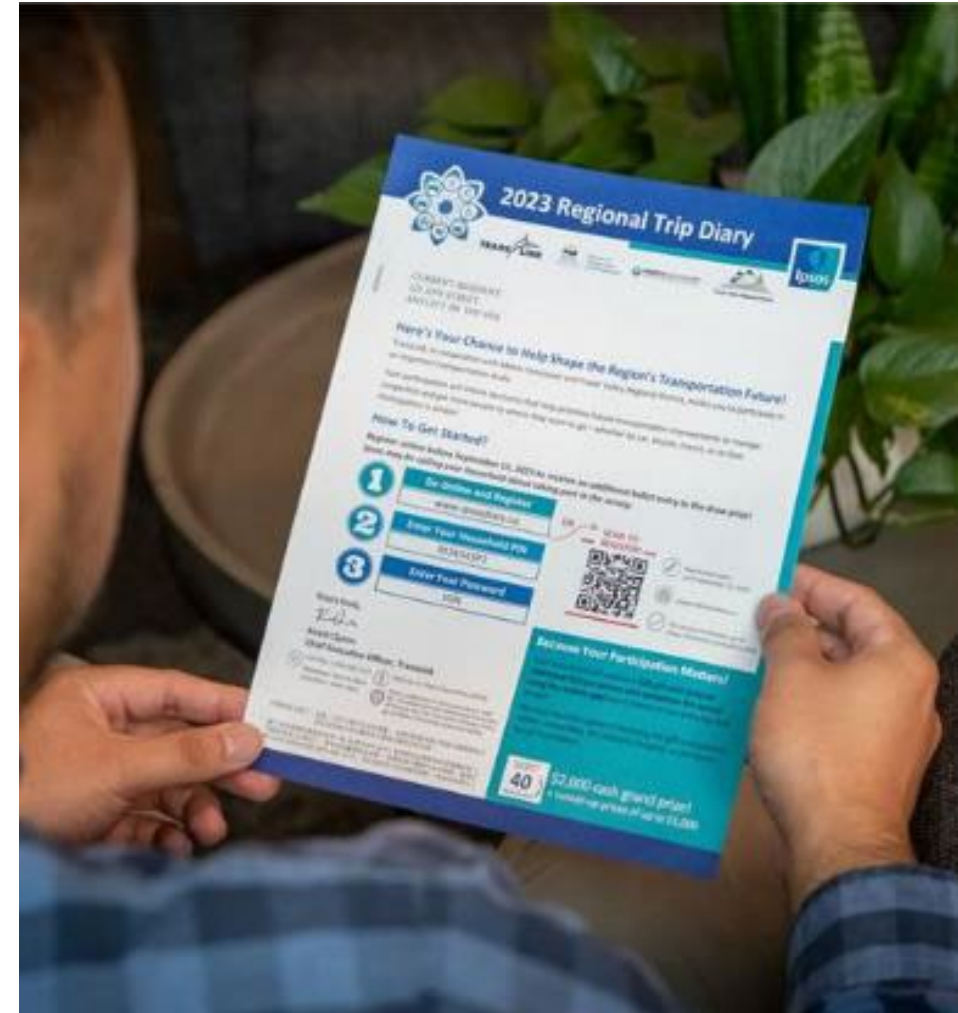
The Regional Trip Diary indicates the region is making progress on increasing sustainable mode share and reducing VKT, in alignment with T2050 objectives. The 2024 transportation analysis confirms transit ridership growth has stabilised and is similar to historical annual growth rates. Perceptions of overcrowding and service reliability were lower last year. Driving is stable though peak period travel speeds declined slightly. Recent high population growth spurred transit growth and is now projected to be lower in the coming years, creating uncertainty in ridership forecasts. Additional uncertainty exists due to US/Canadian tariff impacts on the economy. Maintaining good quality of service is essential to support ridership growth. TransLink will keep monitoring and report back on transportation system performance.

Attachment

Att. 1 – Regional Trip Diary

What is the Regional Trip Diary?

- Trip Diary is a survey providing an in-depth look at how residents move around Metro Vancouver
- Trip Diary 2023 is the latest survey, the previous Trip Diary was in 2017
- Data used for evidence-based planning:
 - track overall trends
 - gauge progress towards performance targets
 - provide input for planning, and
 - inform transportation modeling



Early findings from the Trip Diary

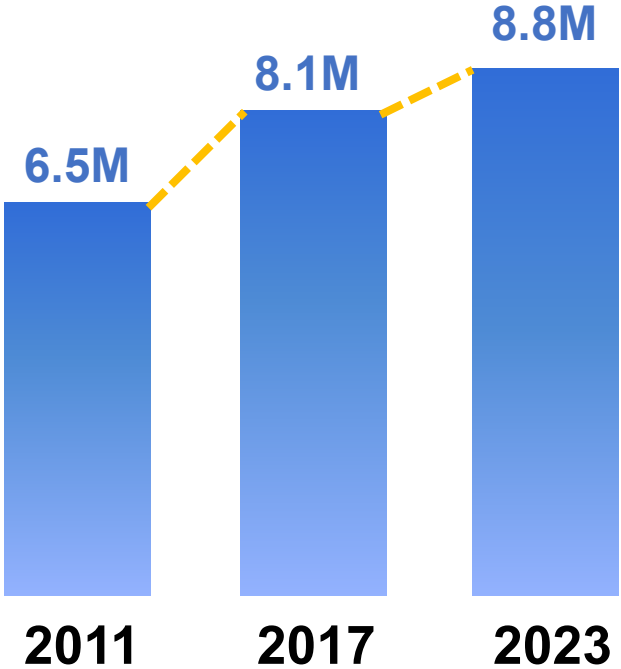
- Smaller than expected growth in the number of trips
- Substantial growth in sustainable mode share
- Reduction in Vehicle Kilometers Travelled (VKT)



While the number of trips increased, Vehicle Kilometers Travelled (VKT) decreased

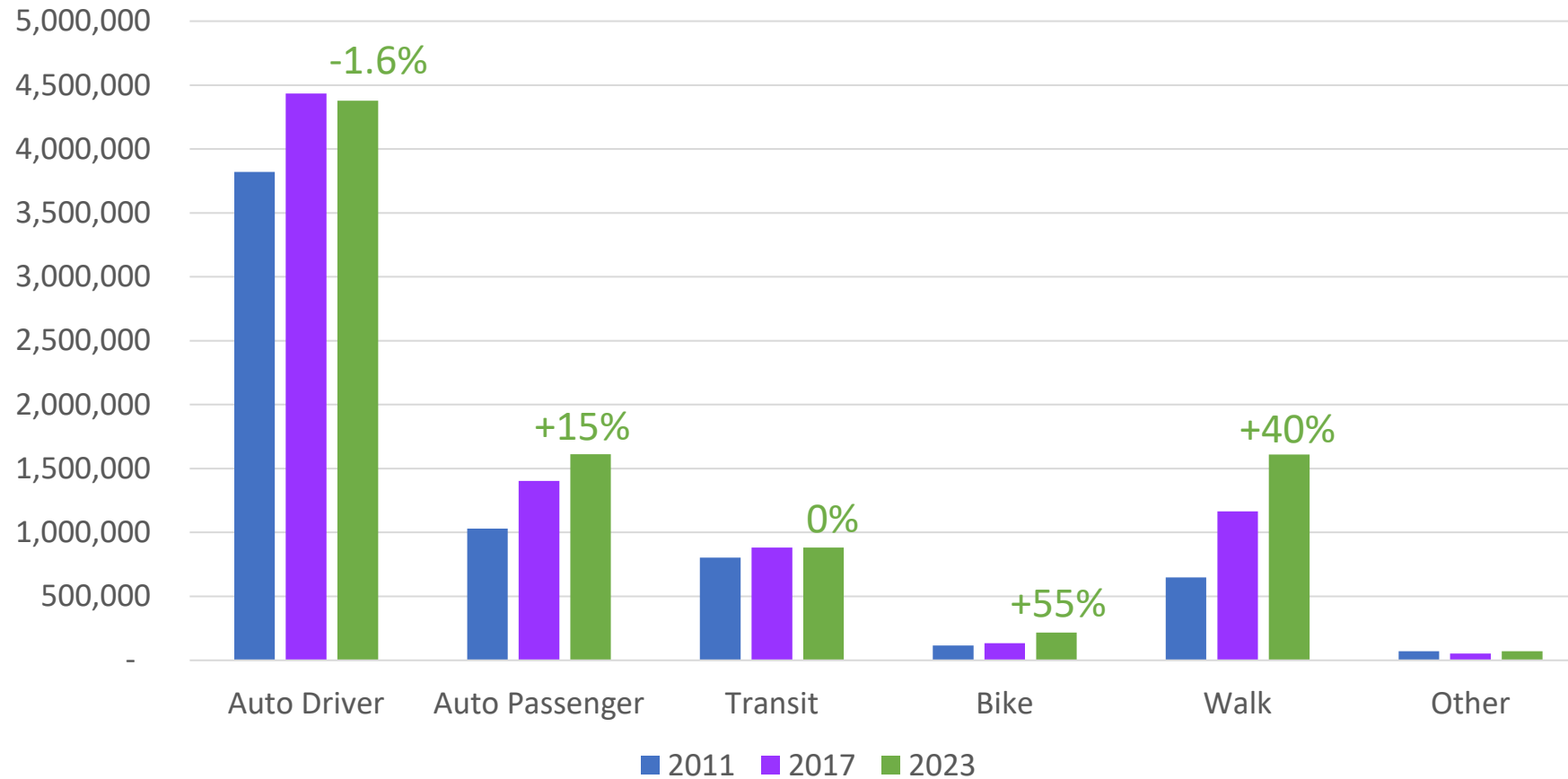
Growth	2011-2017	2017-2023
Population	11%	13%
Jobs	12%	13%
Auto Ownership	13%	13%

Trips ↑ 8.6%
VKT ↓ -4.8%



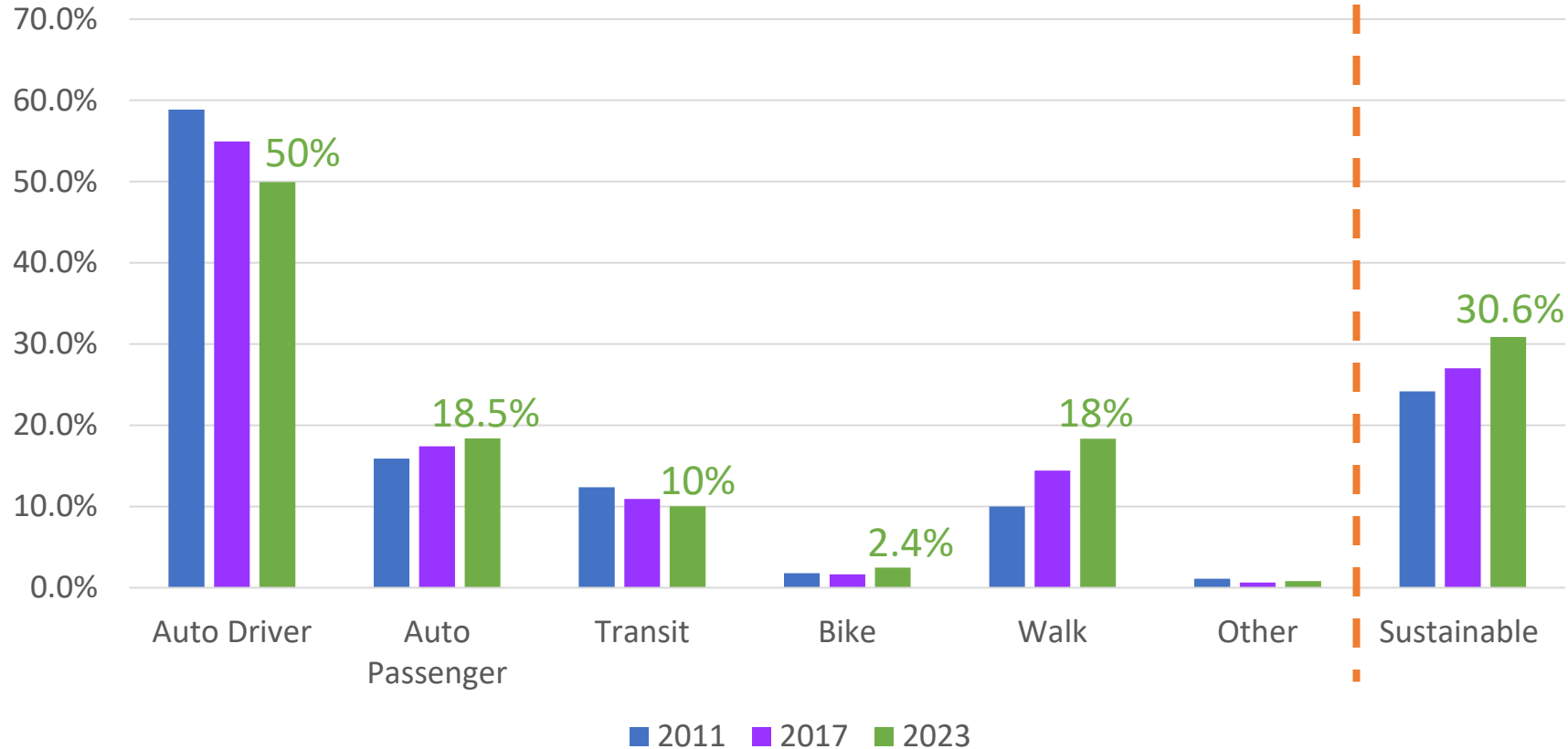
Significant increases in auto passenger and walk trips

Small decline in auto driver trips and no change in transit trips



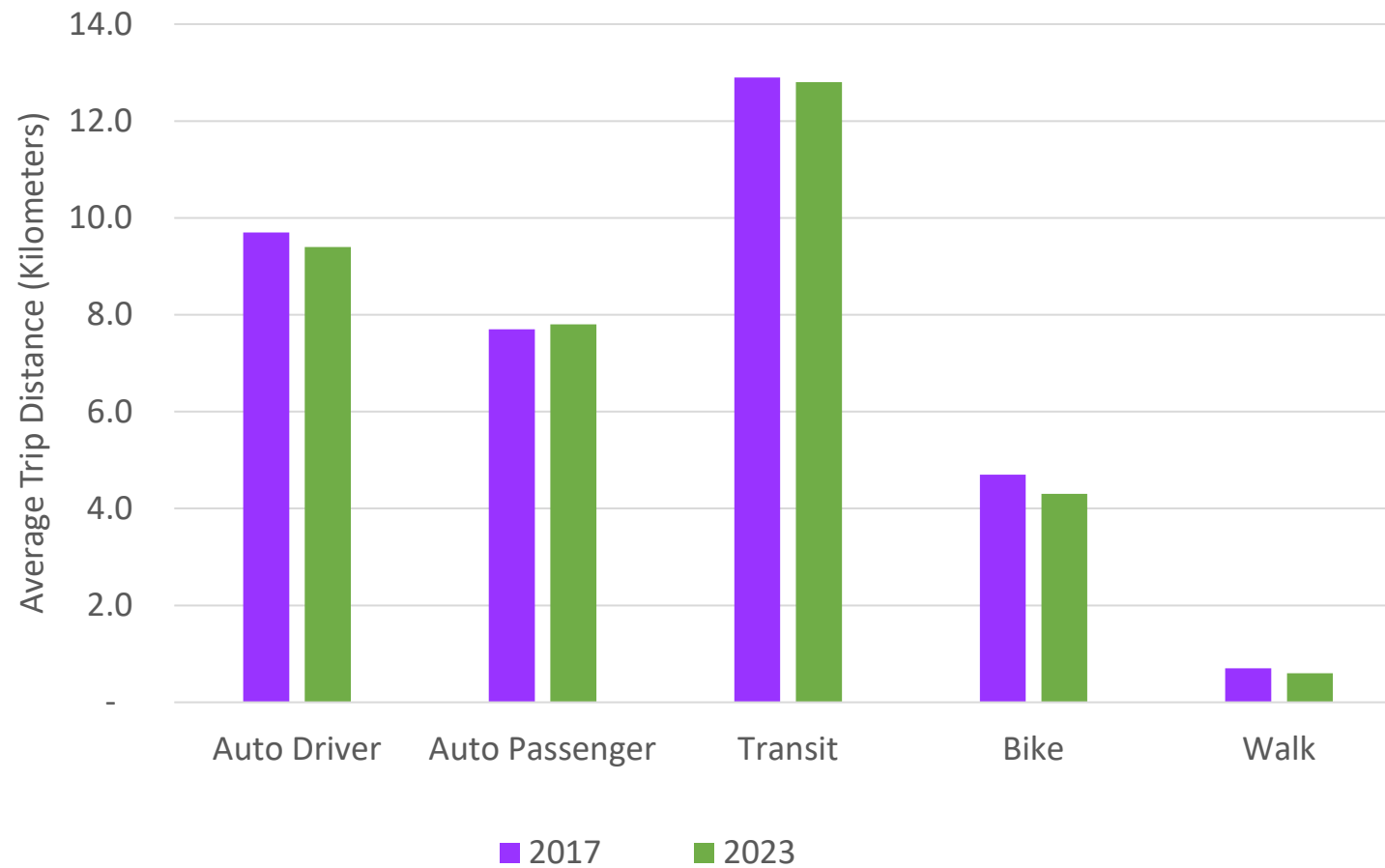
Sustainable mode share crossed the 30%

Large decline in auto driver mode share

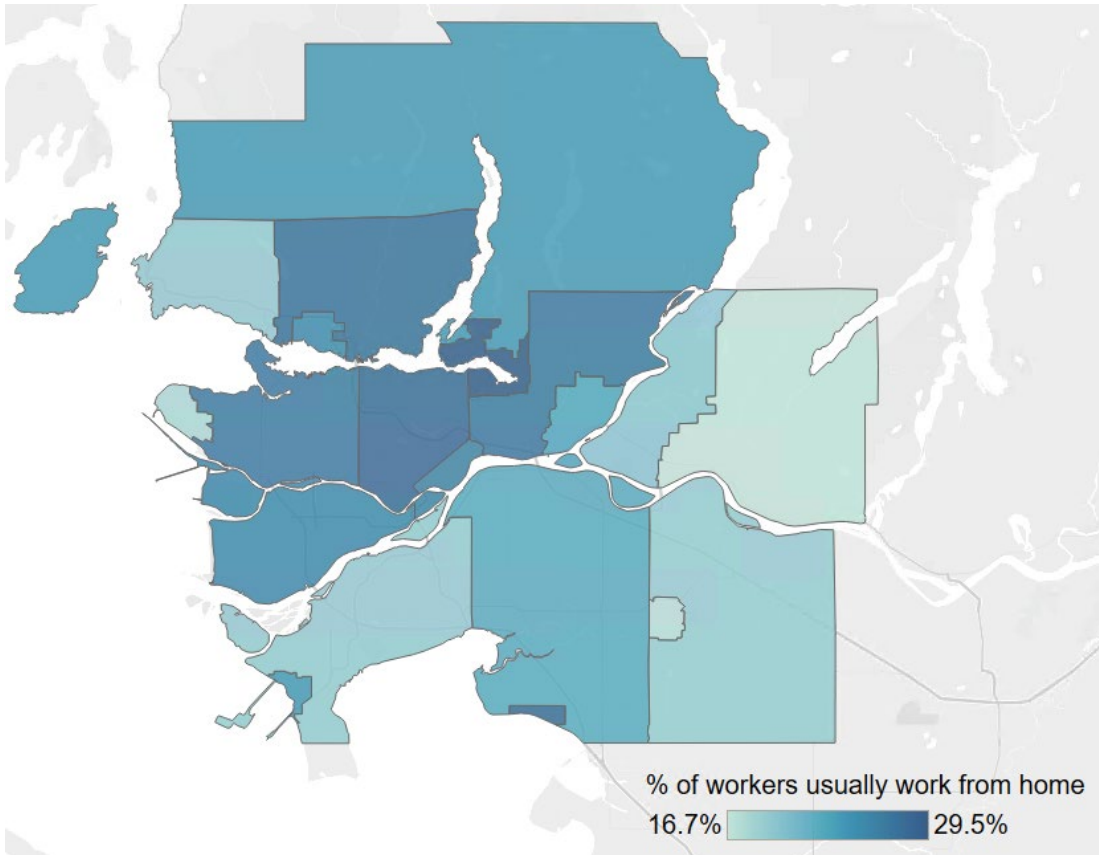


Shorter auto trips contribute to reduced VKT

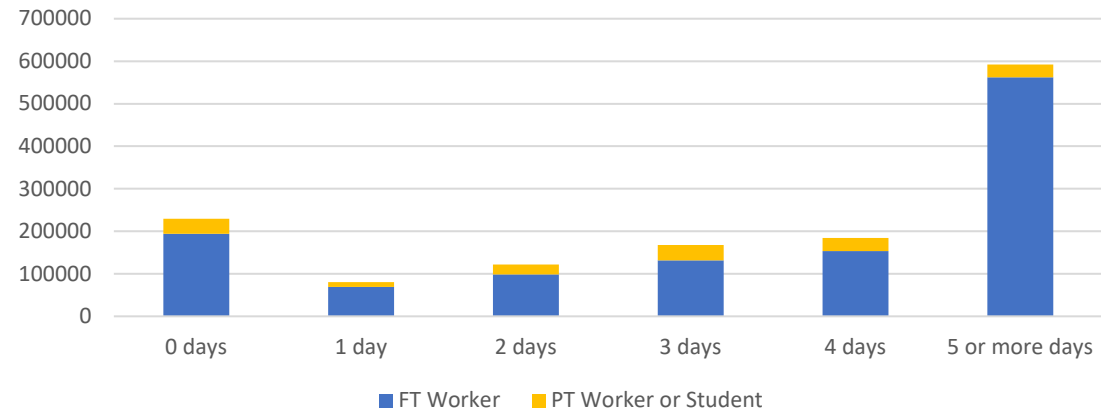
Transit, bike and walk trips also slightly shorter



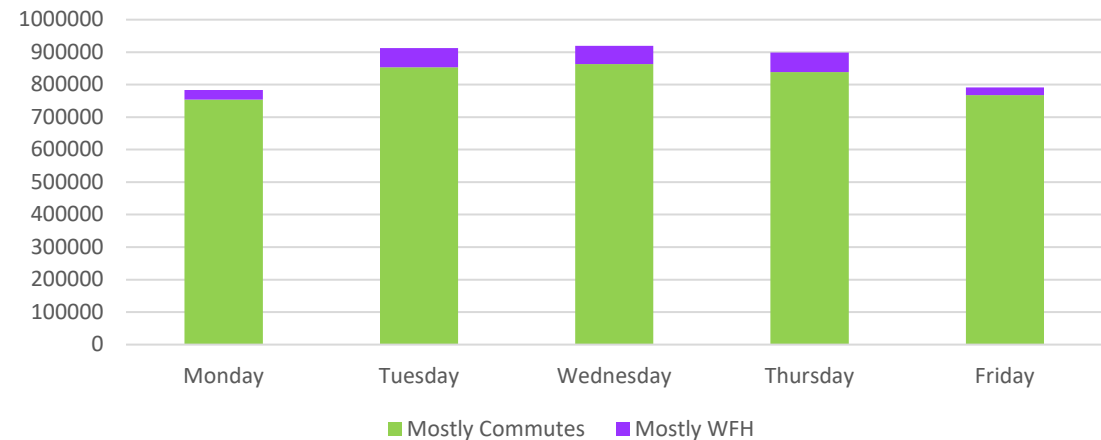
85% of the workforce commute at least once a week



Days Commuted to Work



Weekly Commute Patterns

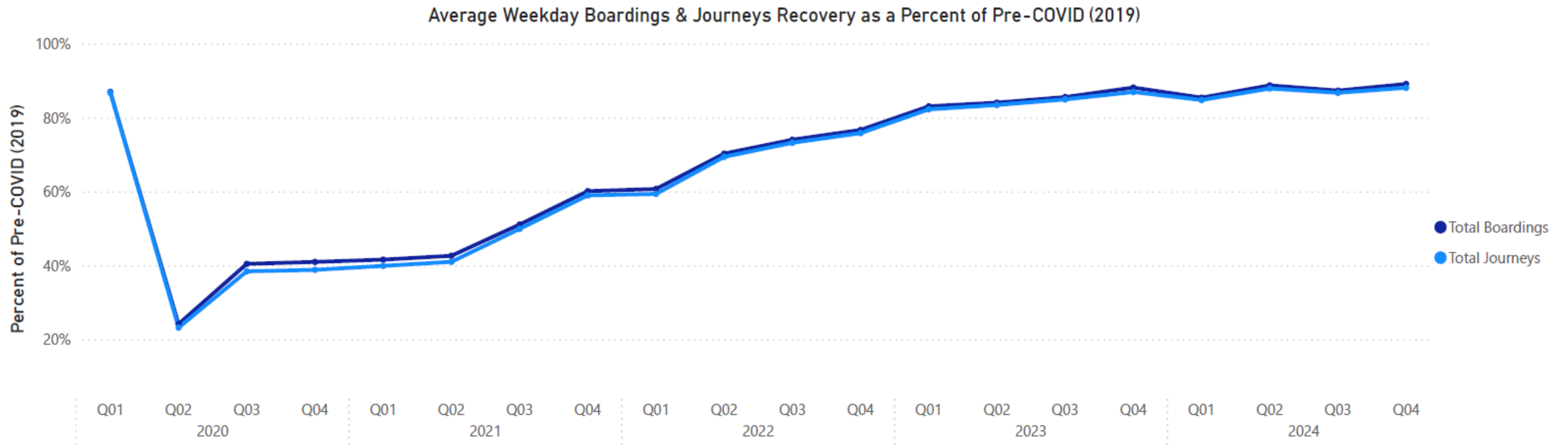


In 2024 transit ridership growth outpaced traffic growth



- 3.3% growth in transit Journeys
- Daily driving is similar to 2023 levels, but congestion worsens
- Biking is significantly influenced by seasonality

Ridership stabilized after population growth slowing in the latter part of the year



Ridership growth is strongest for working age adults – the group that generates the most fare revenue per trip



Working Age Adults

+6%



Age-Based Concession
(Students & Seniors)

-3%



Other Concession or
Program

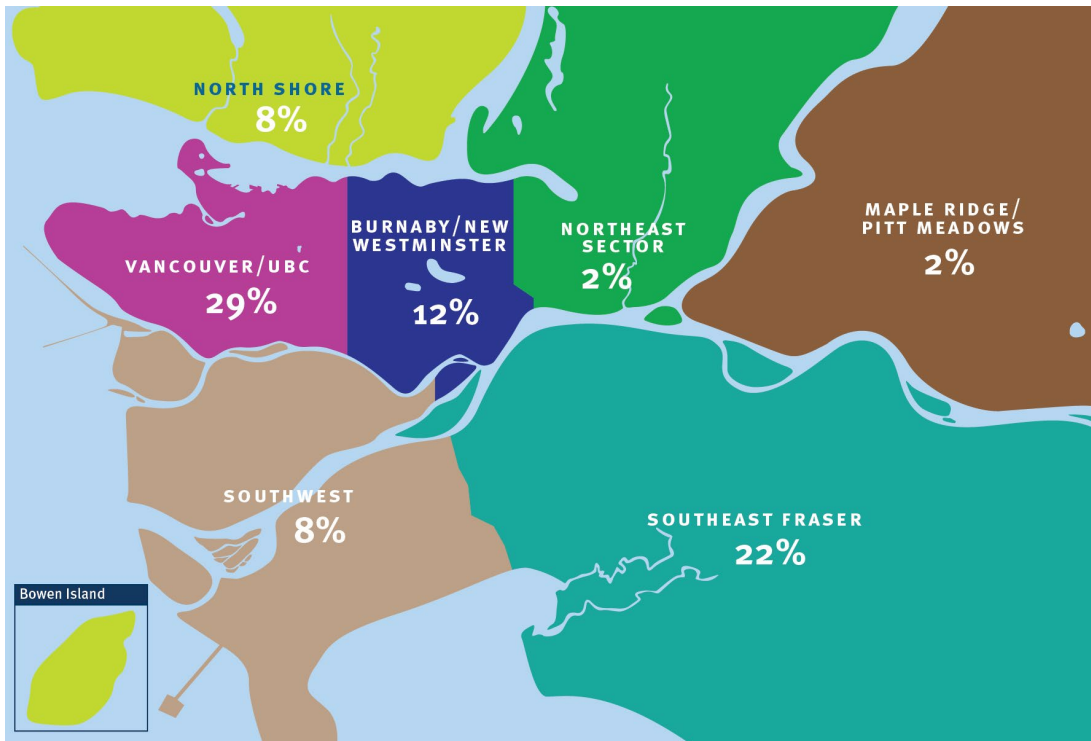
-1%

2024 Average Weekday
Growth vs 2023



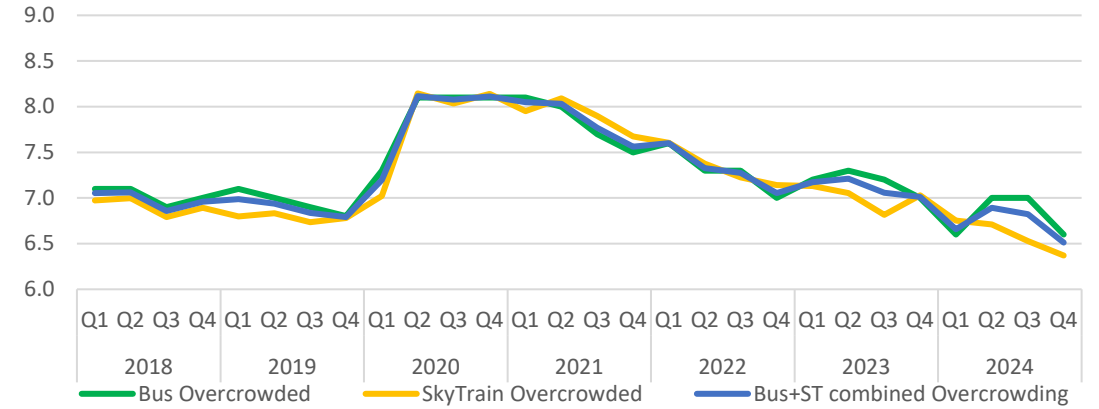
Worst overcrowding in South of Fraser – East and Vancouver/ UBC

% of peak period and direction bus trips experiencing overcrowding

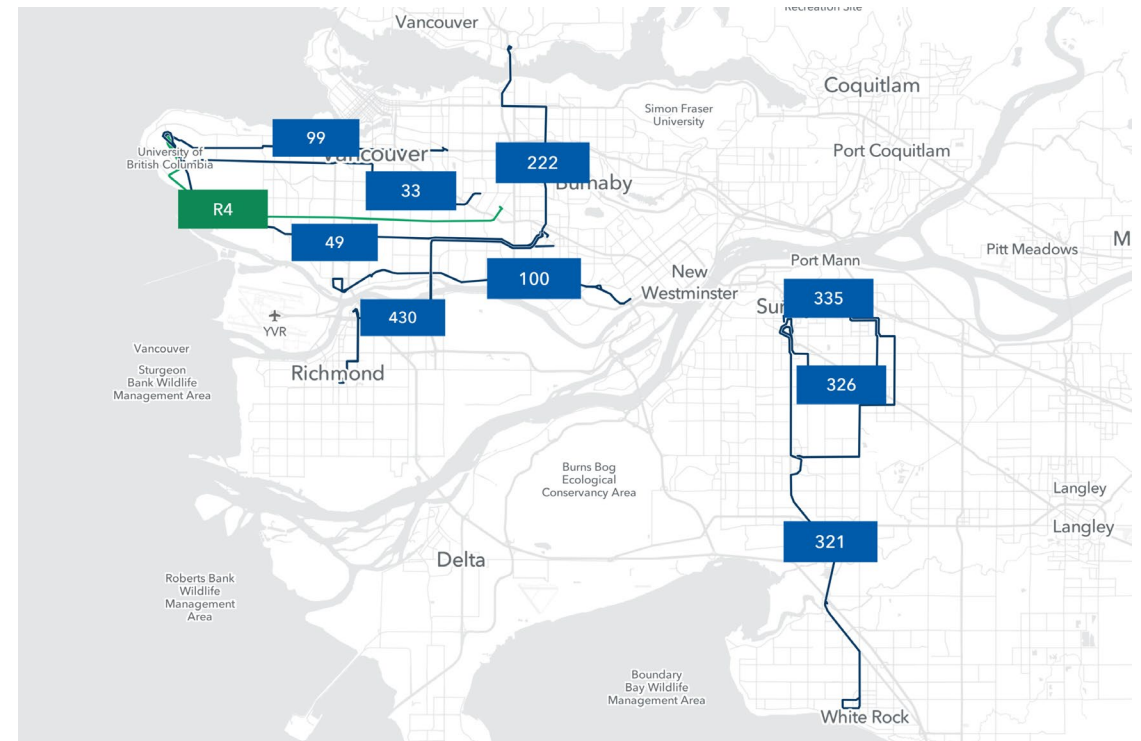


Fall 2024 (September 2 – December 14)

Perceptions of Overcrowding - Bus and SkyTrain

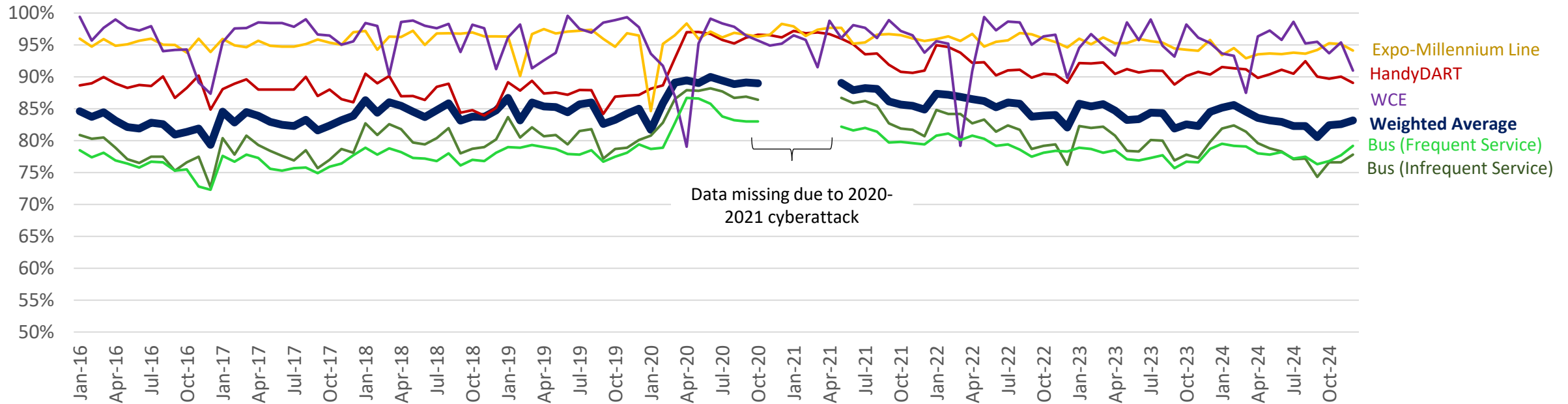
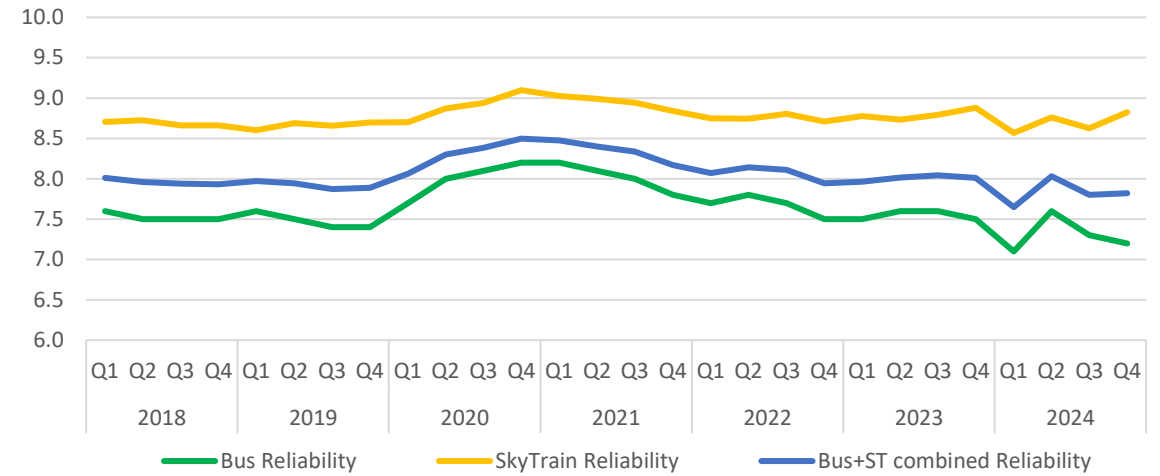


Most overcrowded bus routes



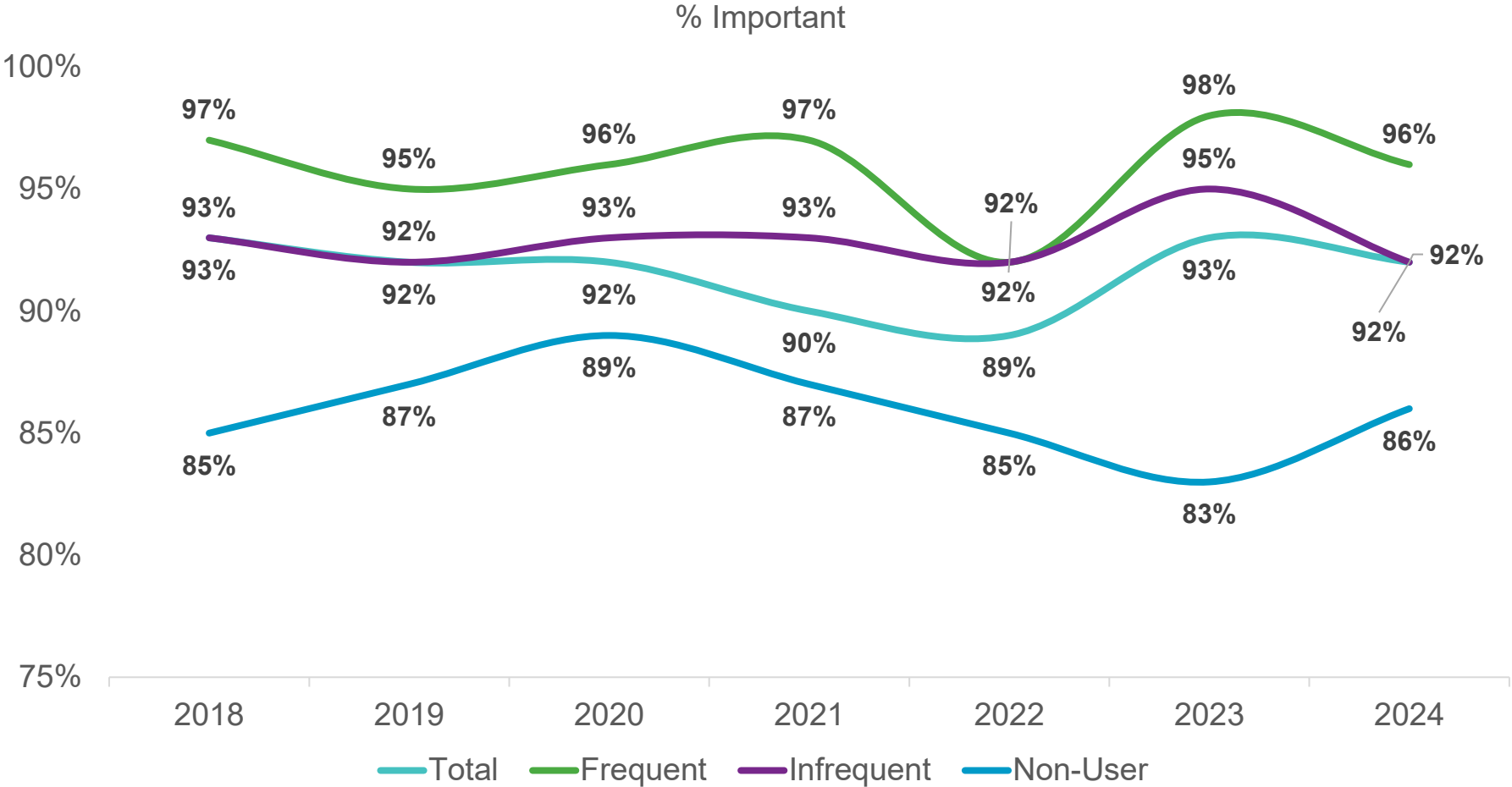
System wide reliability was slightly worse in 2024

Perceptions of On-time reliability - Bus and SkyTrain

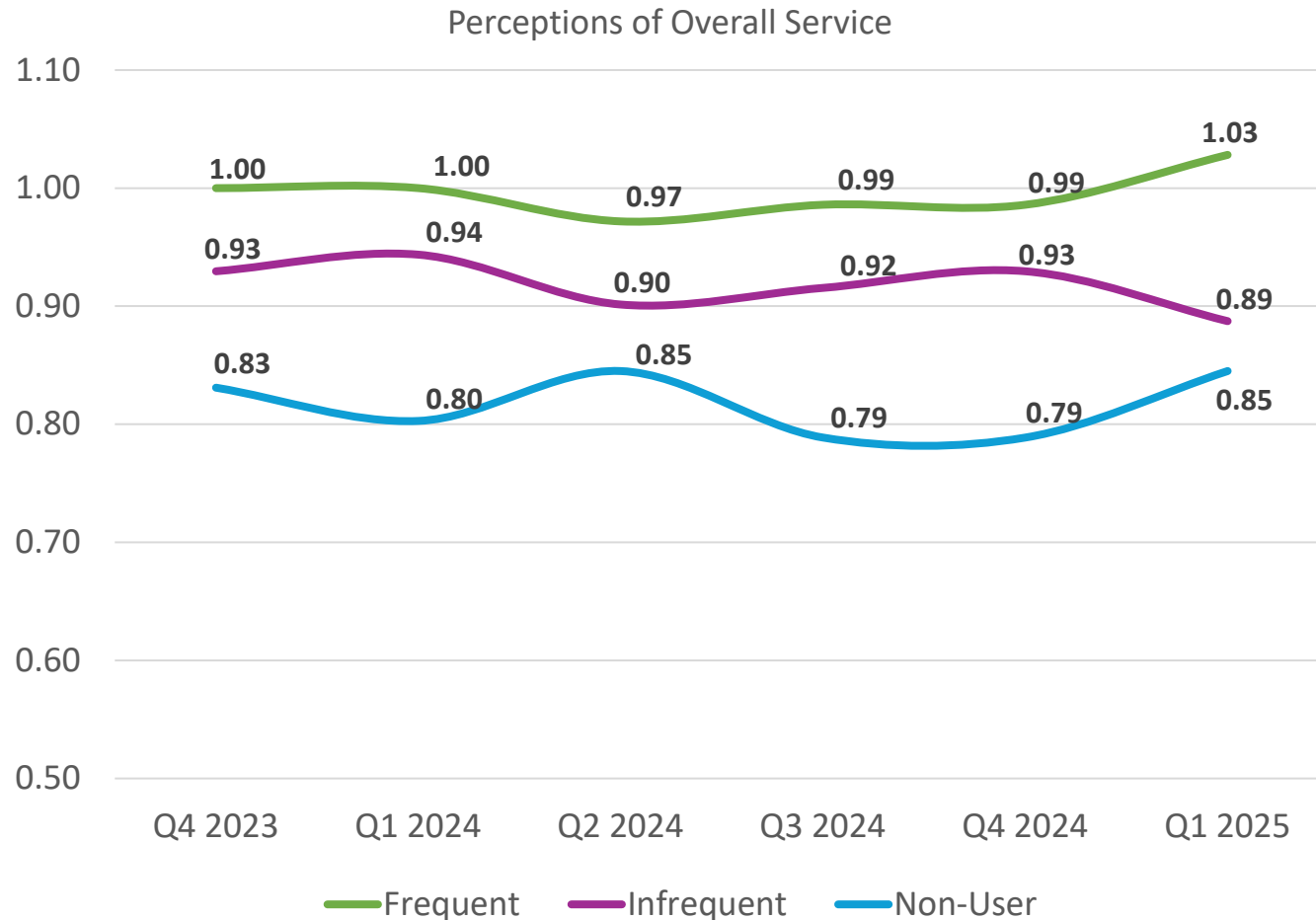


Reliability of Service by Transit Mode

Continued wide agreement that TransLink is important to the region



Residents who use the system rate it higher than those who don't

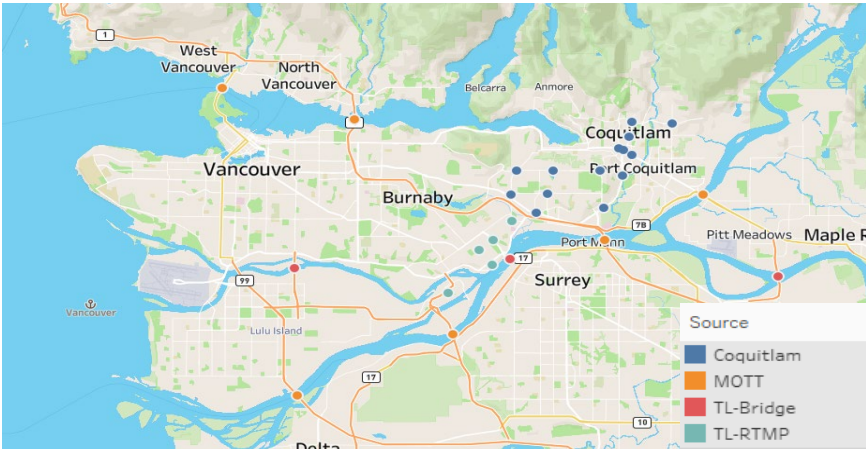


Key differences for non-users:

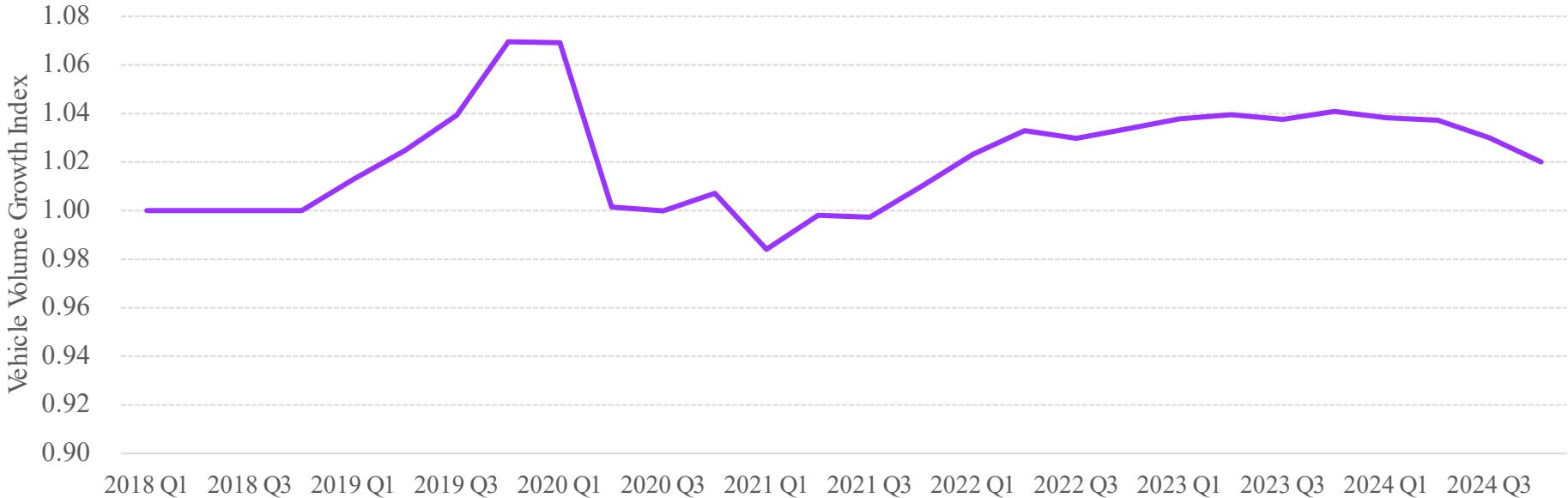
- Directness of service
- Trip duration
- Safe from crime
- Service frequency



Driving slightly lower in 2024 compared to 2023

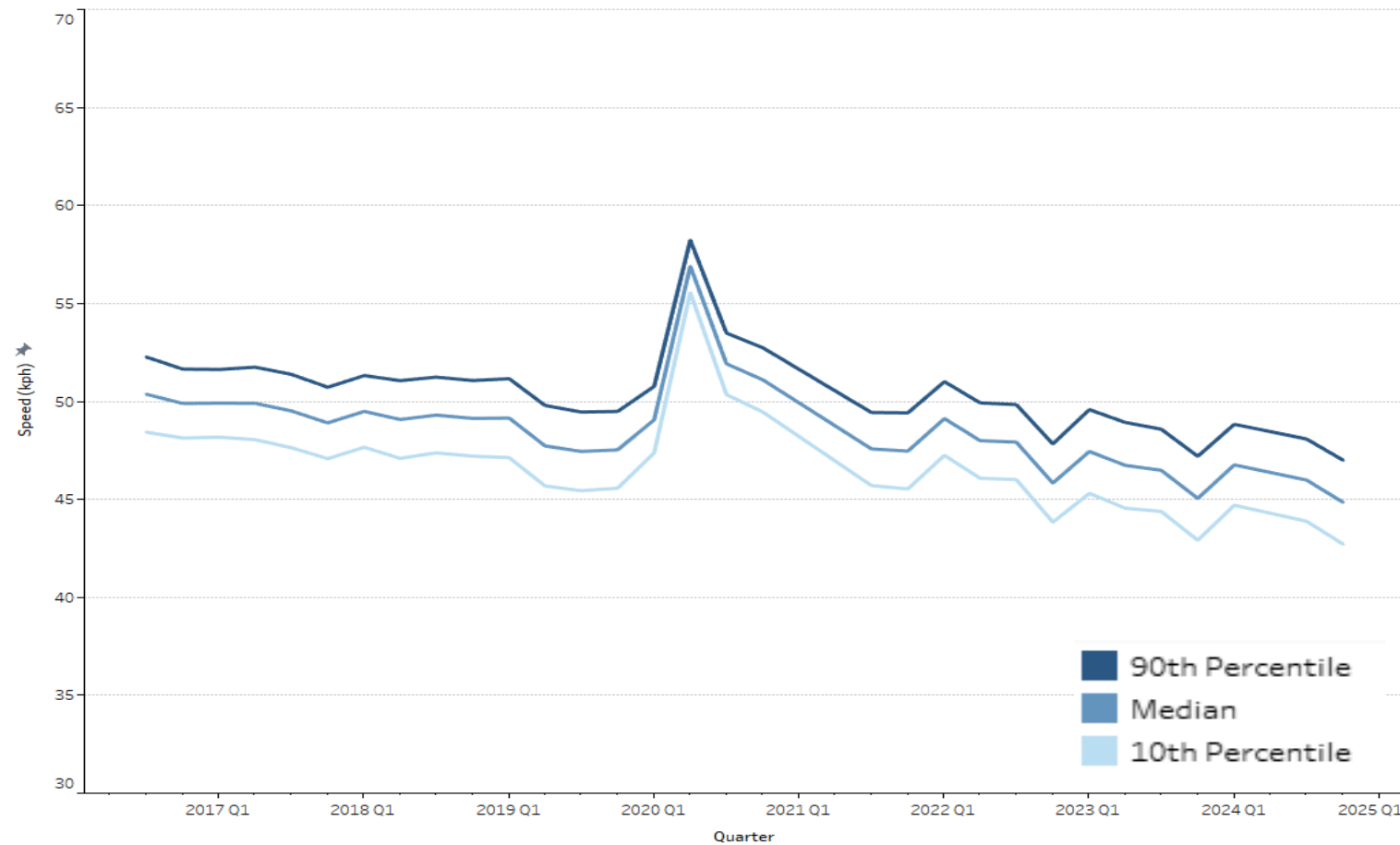


Quarterly Vehicle Volume Growth Index
 — Vehicle Volume Growth Index



Driving speeds have decreased indicating congestion is worsening

PM Peak Weekday Regional Speeds

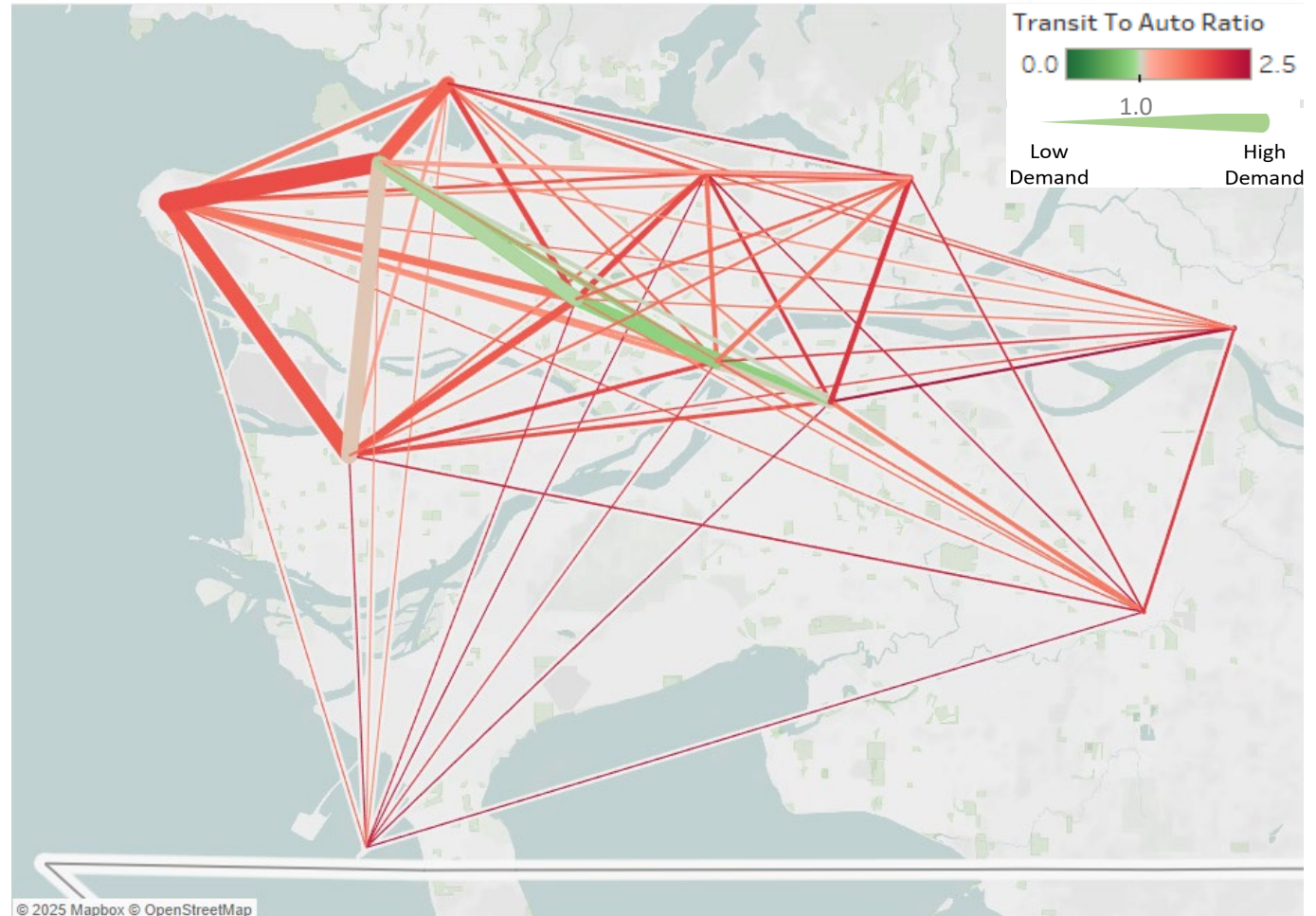


Travelling to/from town centres by SkyTrain is almost as fast as driving

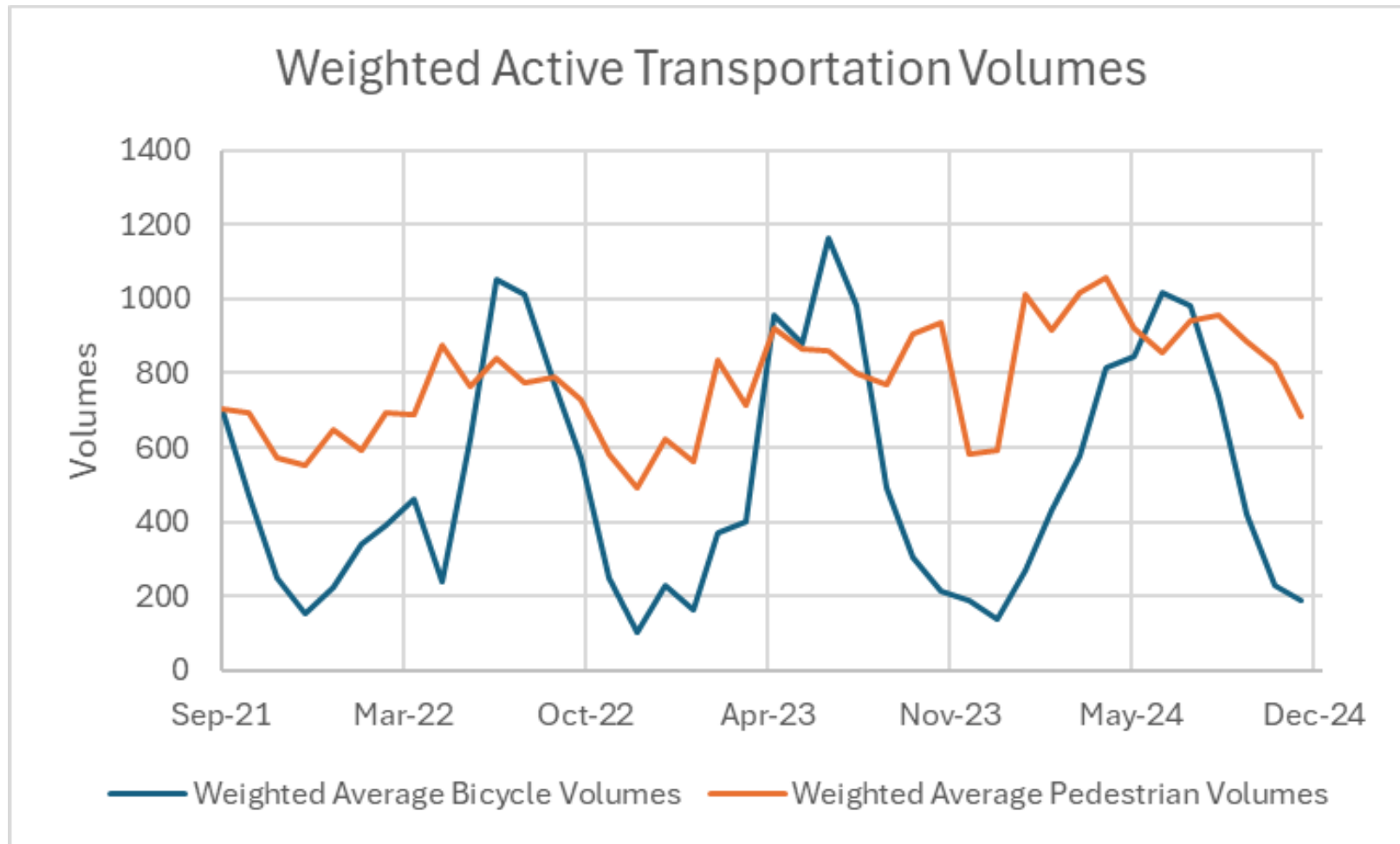
- Red lines indicate travel between town centres faster to drive
- Green lines indicate travel between town centres faster to take transit
- Width of lines indicate demand between town centres
- Town Centres along SkyTrain faster to take transit
- Travel Time include wait times for transit and time to/from & parking car for driving

Weekday PM Peak Auto vs Transit Travel Time Index 2024

Regional Index: 1.70



Weather heavily impacts active mode usage and especially cycling travel patterns



Tracking key metrics will help shape decisions that support service excellence today and guide future investment.



TO: Finance and Audit Committee

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

DATE: March 19, 2025

SUBJECT: 2024 Year-End Financial and Performance Report

EXECUTIVE SUMMARY

The 2024 Year-End Financial and Performance Report is attached for the Board's information. Ridership growth in 2024 was steady, following typical seasonal patterns, with an overall increase driven by population growth and more commuters turning to transit throughout the year. TransLink's 2024 ridership (journeys) exceeded budget by 2.9 per cent, representing a growth of 3.3 per cent over 2023.

For the year ended December 31, 2024, TransLink recorded a surplus of \$300.6 million based on Canadian Public Sector Accounting Standards, which was \$250.1 million favourable to budget. This is mainly due to a one-time increase in property tax revenue to fund system's urgent transit needs, higher than budgeted investment income and higher transit revenue due to higher than anticipated ridership. Additionally, changes in schedules, including Broadway Subway and Surrey Langley SkyTrain projects, as well as municipal infrastructure projects resulted in lower costs and contributions which led to a favourable budget variance. This was partially offset by lower revenue recognized from government capital transfers due to project delays and lower fuel tax revenue due to growing zero-emission vehicle adoption as well as higher than budgeted interest expense.

TransLink continued to exercise utmost fiscal prudence and keep tight control over the expenses. As part of the [Management Action Plan](#) to mitigate the funding deficit in 2026, TransLink committed to cost reduction and financial optimization measures that are expected to total \$90 million annually. During the latter part of 2024, efforts have been made to implement these initiatives and savings of \$19.7 million have been achieved in 2024 related to these cost efficiencies. TransLink continues to work with government partners to secure a new sustainable long-term funding sources.

PURPOSE

The purpose of this report is to provide an overview of TransLink's results as at December 31, 2024 compared to the established budget and results for last year.

DISCUSSION

Total revenue was \$10.0 million (0.4 per cent) lower compared to 2023, primarily because the provincial relief funding of \$478.9 million was recognized in March 2023. Total revenue for 2024 was \$195.5 million (8.1 per cent) favourable to budget mainly due to a one-time increase in property tax revenue to fund urgent transit needs, favourable investment income due to higher than budgeted investment returns and

higher cash balances, favourable miscellaneous revenue due to the contribution from the City of Surrey for Surrey Langley SkyTrain project, favourable transit revenue due to higher than anticipated ridership, and higher Development Cost Charges (DCC) revenue due to increased spending on DCC eligible projects. This was partially offset by lower revenue recognized from government capital transfers due to delays in Canada Community-Building Fund (CCBF) funded projects, and unfavourable fuel tax revenue due to growing zero-emission vehicle adoption and refunds of fuel tax on diesel related to a prior year overpayment.

Ridership growth in 2024 was steady, following typical seasonal patterns, with an overall increase driven by population growth and more commuters turning to transit throughout the year. Both total boardings and journeys outperformed budget by 2.9 per cent, which resulted in transit revenues exceeding budget projections by \$39.1 million and 2023 by \$47.2 million. This also resulted in a 0.4 percentage point improvement in the cost recovery ratio compared to 2023.

Total expenses in continuing operations before amortization and interest were 135.4 million higher than 2023 primarily due to contractual and economic labour increases, and were 30.7 million favourable to budget mainly driven by lower administration costs due to savings in software, hardware and license costs, lower rental and property taxes, partially offset by higher than budgeted salaries and wages due to lower than anticipated salary capitalization as a result of capital project delays, costs related to unused vacation time, employee future benefits and higher extended health benefits usage.

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 2024 include:

- The Building construction phase of the new Operations and Control Centre building is 95 per cent complete. The System installation phase is progressing, and the project is on track to be operational by Q3 2026, well before the opening of the Broadway Subway SkyTrain.
- The Province completed tunnel boring for the [Broadway Subway Project](#) in July. Construction work on stations is progressing as planned.
- Three new Mark V trains were received and assembled at the Burnaby maintenance yard. Testing and commissioning are in progress.
- All 'Year 2' actions from the [Climate Action Plan](#) are underway and/or completed. Transit Centre flood risk assessment contract has been awarded, with assessments to be completed in 2025. Priority actions for Year 3 are completion of assessments and advancement of building design guidelines.
- Zero Emission Playbook was developed in 2024 with a targeted completion date in the spring of 2025. Implementation strategy and governance model are being developed and will be rolled out in 2025.
- Transformed 179 bus stops to be wheelchair accessible in 2024, exceeding the target of 150.
- SkyTrain Customer Operations Telecommunication was launched, modernizing TransLink's communication infrastructure.
- [Capstan Station](#) opened on the Canada Line in December 2024.
- New [NightBus](#) maps were launched in 2024 to help customers navigate better during evening hours. Additionally, TransLink Wayfinding has been recognized as best-in-class by the Canadian Standards Association.

TransLink's paramount focus during 2024 was on upcoming system expansion while maintaining service levels and high service quality in an environment of significant cost pressures. Capital assets grew to \$6.8 billion, with \$6.6 billion in active projects. The final forecasted cost of these active projects is expected to be \$2.3 million over budget.

Highlights of 2024 operating indicators include the following:

- Service hours increased by 1.4 per cent to 7.2 million hours in 2024 driven by several service improvements to address existing and emerging overcrowding, partially offset by the impacts of labour actions and single tracking during the construction of Operations and Maintenance Centre (OMC4).
- Cost recovery ratio increased by 0.4 percentage points from 2023 to 46.4 per cent in 2024 as a result of ridership and fare revenue increase.
- The overall performance rating fell more in line with historical averages to 7.8 out of 10, from 8.0 in 2023. This decrease was anticipated, as ridership continued to grow, leading to overcrowding for many customers.

ATTACHMENTS

Attachment 1: 2024 Year-End Financial and Performance Report



2024 Year-End Financial and Performance Report



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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 following the December 2020 cyber attack, 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 [2024 Business Plan](#) focused on upcoming system expansion while maintaining service levels and high service quality in an environment of significant cost pressures. Several service enhancements were made during 2024, such as various bus service improvements implemented in September 2024 to address existing and emerging overcrowding, the SeaBus service change where weekday morning service now begins 15 minutes earlier, and an increase in the number of cars from 36 to 38 on West Coast Express (WCE). [Capstan Station](#) was officially opened on the Canada Line in December 2024. Other investments centred around service quality and resiliency were maintained, the transit system was kept in a state of good repair and to enhance the customer experience.

As part of the [Management Action Plan](#) to mitigate the structural funding deficit emerging in 2026, TransLink committed to cost reduction and financial optimization measures that are expected to total \$90 million annually. During the latter part of 2024, these cost efficiency initiatives were implemented, achieving savings of \$19.7 million. TransLink continues to work with government partners to secure new, sustainable sources of funding.

Ridership growth in 2024 was steady, following typical seasonal patterns, with an overall increase driven by population growth and increasing transit usage by commuters. Ridership in 2024 was 240.9 million journeys, exceeding budget by 2.9 per cent, representing a growth of 3.3 per cent over 2023. Average weekday, Saturday and Sunday/Holiday journeys all grew compared to 2023 despite some disruption to services due to labour action.

For the year ended December 31, 2024, TransLink recorded a surplus of \$300.6 million based on Canadian Public Sector Accounting Standards, which was \$250.1 million favourable to budget. This is mainly due to a one-time increase in property tax revenue to fund system's urgent transit needs, higher than budgeted investment income and higher transit revenue due to higher than anticipated ridership. Additionally, changes in schedules, including Broadway Subway and Surrey Langley SkyTrain projects, as well as municipal infrastructure projects resulted in lower costs and contributions which led to a favourable budget variance. This was partially offset by lower revenue recognized from government capital transfers due to project delays and lower fuel tax revenue due to growing zero-emission vehicle adoption, as well as higher than budgeted interest expense.

TransLink continues to closely monitor cost escalations including potential inflationary pressures caused by anticipated upcoming tariffs to ensure Metro Vancouverites can continue to move around the region as effectively as possible and count on reliable service. At the same time, TransLink is balancing the priorities of upholding safety and ensuring quality service, while operating within a tight fiscal envelope.

Key Priorities

TransLink's corporate priorities, introduced in 2023, align with the vision and goals set out in [Transport 2050 and Access for Everyone Plan](#). The three key corporate priorities ensure continued focus on the customers, maintaining infrastructure in a state of good repair, while aligning workplans and budgets and furthering reconciliation, equity, diversity and inclusion, and resilience as common themes.

The following outline the key accomplishments in 2024.

Priority One: Deliver Today

TransLink will provide safe and reliable service and an outstanding customer experience every day.

- Achieved 99.5 per cent service delivery for British Columbia Rapid Transit Company Ltd. (BCRTC) with 94.1 per cent of service being on time.
- Capstan Station opened on the Canada Line on December 20, 2024
- SkyTrain Customer Operations Telecommunication (SCOT) was launched, modernizing TransLink's communication infrastructure.
- Expanded the Cleaning and Maintenance text line to include 3 more stations (King George, Metrotown, and Main Street stations) bringing the number of stations in this program to six.
- Transformed 179 bus stops to be wheelchair accessible in 2024, exceeding the target of 150.
- Passenger queue system has been installed at Newton Exchange and Scott Road Station bus loop for the R6 route. Safety audits have been conducted to improve customer safety and efficiency.
- 27 On-system Newcomers Travel Training sessions with S.U.C.C.E.S.S. and Immigration Services Society of BC were facilitated, reaching over 550 participants.
- Through 2024, over 115 actively engaged and passionate Community Transit Volunteers assisted more than 21,000 transit customers with wayfinding and transit-related inquiries at major transit hubs.
- New [NightBus](#) maps were launched to help customers navigate better during evening hours. TransLink Wayfinding has been recognized as best in class by the Canadian Standards Association.
- Cross-team collaboration allowed for a strong and successful experience for customers during the Taylor Swift Eras tour concerts, with an integrated, end-to-end approach across the Enterprise resulting in a 80 per cent+ Customer Satisfaction scores for the weekend during the record-breaking ridership.
- Enrolled 16 new employers in the [Transit Friendly Employer \(TFE\) program](#).
- 41 real estate developments enrolled in the [Compass for Developments program](#), set to deliver 6,000 new passes to residents.
- Hosted a BRT Conference on June 26 for more than 140 elected officials, municipal staff, and key stakeholders with a roster of international BRT and transit experts sharing their experiences and key takeaways for Metro Vancouver.
- Revised Procurement Policy to include Indigenous Procurement Principles and Sustainable Procurement Principles.

- Recurring transit alerts for customers now in effect.
- The second and third classes of Community Safety Officers (CSOs) graduated in 2024, and the 24 graduates were deployed as part of the police service.

Priority Two: Deliver Tomorrow

TransLink will advance the implementation of the Investment Plan and Access for Everyone (the 10-Year Priorities)

- Three new Mark V trains were received and assembled at the Burnaby maintenance yard. Testing and commissioning are in progress.
- The construction phase of the new Operations and Control Centre building is 95 per cent complete. The system installation phase is progressing, and the project is on track to be operational by Q3 2026, well before the opening of the [Broadway Subway Project \(BSP\)](#).
- The Province completed tunnel boring for the BSP in July. Construction work on stations is progressing as planned.
- Three contracts (guideway, stations, and systems) for construction of the [Surrey Langley SkyTrain \(SLS\)](#) project were awarded by the Province in August. Construction officially began in November with piling and foundation work at the future Bakerview-166th Street Station, Langley City Centre Station, and 152nd Street Stations.
- Work continued on Compass Modernization Program to finalize program vision and the business case.
- Request For Information for HR Digital Transformation project was conducted in summer and Request For Proposal (RFP) scope validation was concluded in December. Governance model has been assigned, project team onboarded and work on current workflows has begun.
- The Enterprise Digital Strategy was finalized in December, execution plan is being established based on the initial priorities laid out in the strategy.
- The new [Customer Experience Action Plan](#) is in the initial stages of planning and ideation, and a working team is in place. Research has begun on core customer values with some early considerations for the areas of focus determined.
- Zero Emission Playbook was developed in 2024 with a targeted completion date in the spring of 2025. Implementation strategy and governance model are being developed and will be rolled out in 2025.

Priority Three: Deliver Together

TransLink will build a culture of safety, trust, worth, and collaboration with our people and the communities we serve.

- With the support of Equity Diversity Inclusion (EDI), Employee Resource Groups and HR leaders, maternity leave top up has been approved, as well as gender affirming care and family planning supports for same-sex couples.
- Concluded Phase 2 of the Future of Work assessment, with the implementation of WeCare days, paid sabbaticals, and new guidelines for working outside of British Columbia.
- All 'Year 2' actions from the [Climate Action Plan](#) are underway and/or completed. Transit Centre flood risk assessment contract has been awarded, with assessments to be completed in 2025. Priority actions for Year 3 are completion of assessments and advancement of building design guidelines.
- EDI team, alongside the Pride and Allies employee resource group, successfully implemented gender-inclusive washrooms at all work locations across the Enterprise.
- Transit Police completed six one-day Experiential Indigenous Learning sessions held in partnership with the Kwantlen First Nation, taken by a total of 209 Transit Police Officers, senior leaders, civilian professionals, and Police Board members.
- Hosted the Union International des Transports Publics (UITP) North America conference in June and included technical tours across TransLink's system for the delegates.

2. 5 Year Summary

An agreement for additional \$478.9 million of Provincial relief funding was signed in March 2023, adding 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. This provided a financial foundation for the Enterprise to offset revenue losses and high inflationary pressures and maintain service levels and planned operations through to the end of 2025, while continuing to work on addressing the structural revenue gap. Further, the [2024 Investment Plan](#) included a one-time increase of \$80 million in 2024 to TransLink's portion of property tax to fund the system's urgent transit needs. Translink ended 2024 with \$684.3 million in unrestricted cash and investment, well above the policy limit.

Throughout the past five years, TransLink continued to keep the region moving, including increased service hours to meet the increased demand and continued to provide safe, reliable transportation under increasingly tight fiscal pressure.

Ridership in 2020 and 2021 had fallen to below 50 per cent of pre-pandemic volumes seen in 2019, resulting in a reversal of historical ridership growth. Throughout the pandemic, ridership gradually recovered and, in the fall of 2022, exceeded 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. Population growth of 3.4 per cent in Metro Vancouver in 2024 continued to exceed the average annual pre-COVID rate of 1.5 per cent, which contributed to ridership growth of 3.3 per cent in 2024.

The collapse in the cost recovery ratio in 2020-2021 reflected the pandemic's dramatic impact on ridership and transit revenues, during which time service levels were maintained at largely pre-pandemic levels. The cost recovery ratio increased by 0.4 percentage points from 2023 to 2024 as a result of increased ridership and transit revenue in 2024. The cost recovery ratio increased by a Compound Annual Growth Rate (CAGR) of 8.4 per cent over the past five years due to continued ridership recovery since the onset of the pandemic in 2020.

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)
Year ended December 31 (all numbers in millions unless otherwise stated)	2020	2021	2022	2023	2024	COMPARISON TO 2023		
						Fav / (Unfav)	%	
FINANCIAL INDICATORS								
Unrestricted cash and investments ¹	493.6	741.2	857.8	671.1	684.3	13.2	2.0%	8.5%
Tangible capital assets	5,579.6	5,704.2	5,765.5	6,141.9	6,840.4	698.5	11.4%	5.2%
Net direct debt ²	2,645.7	2,466.9	2,586.5	2,705.9	2,827.7	(121.8)	(4.5%)	1.7%
Indirect P3 debt ³	1,480.2	1,445.7	1,408.9	1,369.5	1,327.3	42.2	3.1%	(2.7%)
Total net direct debt and indirect P3 debt	4,125.9	3,912.6	3,995.4	4,075.4	4,155.0	(79.6)	(2.0%)	0.2%
Gross interest cost as a % of operating revenue ⁴	14.4%	13.0%	11.2%	10.4%	10.3%	0.1%	1.0%	(8.0%)
OPERATING INDICATORS								
Scheduled Transit Service								
Overall performance rating (out of 10)	8.2	8.2	8.0	8.0	7.8	(0.2)	(2.5%)	(1.2%)
Service hours ^{5a}	6.9	7.0	7.0	7.1	7.2	0.1	1.4%	1.1%
Total cost recovery ratio ⁶	33.6%	33.5%	41.8%	46.0%	46.4%	0.4%	0.9%	8.4%
Operating cost per capacity kilometre ⁷	\$0.097	\$0.111	\$0.108	\$0.115	\$0.126	(\$0.011)	(9.6%)	6.8%
Complaints per million boarded passengers ^{*,5b,8}	103.3	92.8	74.0	70.7	75.0	(4.3)	(6.1%)	(7.7%)
Access Transit Service								
Number of trips (thousands)	620.1	695.6	964.9	1,175.9	1,165.8	(10.1)	(0.9%)	17.1%
Operating cost per trip *	\$75.14	\$69.70	\$57.73	\$54.79	\$57.11	(\$2.3)	(4.2%)	(6.6%)
Number of trips denied (thousands)	0.4	0.1	0.9	1.1	2.1	(1.0)	(90.9%)	51.4%
Complaints per 100,000 boarded passengers *	178.6	209.7	255.2	242.9	262.0	(19.1)	(7.9%)	10.1%
Ridership ⁸								
Boarded passengers (system)	218.8	223.5	325.9	391.6	404.2	12.6	3.2%	16.6%
Journeys (system)	128.0	130.9	193.6	233.2	240.9	7.7	3.3%	17.1%
Average fare per journey (scheduled)*	\$2.82	\$2.93	\$2.70	\$2.69	\$2.82	\$0.13	4.8%	-
REGIONAL INDICATORS ⁹								
Population of Service Region	2.75	2.77	2.85	2.97	3.07	0.10	3.4%	2.8%
Employment of Service Region	1.39	1.51	1.55	1.58	1.60	0.02	1.3%	3.6%

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

³ Includes deferred concessionaire credit for Canada Line and contractor liability for Golden Ears Bridge.

⁴ 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.

⁵ 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 5a and 5b:

^{5a} 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.

^{5b} 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 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.

⁶ Includes operating costs of Bus, Rail, Transit Police and Corporate Ongoing.

⁷ Includes operating costs of Bus, Rail and Transit Police (excludes Corporate and Access Transit costs).

⁸ 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.

⁹ The region's population and employment figures for 2020 through 2023 have been restated to reflect the latest information available.

Financial Indicators

Strict financial discipline and prudent fiscal management has helped TransLink to maintain financial strength to support the organization through the acute stage of the COVID-19 pandemic and beyond. Early in the pandemic, the organization immediately put in place measures to reduce costs and worked with Senior Government to secure relief funding that enabled the continued provision of essential transit services in the region. In June 2024, TransLink announced the [Management Action Plan](#) and committed to cost reduction and financial optimization measures to mitigate the projected structural funding deficit emerging in 2026. Financial indicators are measured and monitored throughout the year to ensure tight fiscal management.

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. Unrestricted cash and investments increased by \$13.2 million (2.0 per cent) from 2023 mainly due to the receipt of \$85.8 million of Senior Government relief funding committed to in 2023, partially offset by net outflows from operations in 2024.

From 2020 to 2024, capital assets increased by a CAGR of 5.2 per cent to support expansion and maintain the transit system in a state of good repair. Capital assets increased by \$698.5 million (11.4 per cent) in 2024. Refer to Section Changes in Financial Position – Non-Financial Assets for details on changes in capital assets.

Net direct debt has increased by \$182.0 million since 2020, a 1.7 per cent CAGR increase. The increase in debt supports capital investments for both expansion projects and maintaining assets in a state of good repair. Compared to 2023, net direct debt increased by \$121.8 million (4.5 per cent). This was primarily the result of a TransLink bond issuance of \$300.0 million net of a \$5.8 million discount, partially offset by an increase to TransLink's self-administered sinking fund of \$113.0 million, and net reductions in Municipal Finance Authority of BC (MFABC) held debt of \$59.4 million.

Indirect Public-Private Partnership (P3) debt, which includes the liability owed to the Golden Ears Bridge (GEB) contractor and the Canada Line deferred concessionaire credit, has declined by \$152.9 million (2.7 per cent CAGR) since 2020. Compared to 2023, indirect P3 debt decreased by \$42.2 million (3.1 per cent) due to the amortization of the Canada Line deferred concessionaire credit and repayment of the GEB contractor liability.

Gross interest costs as a percentage of operating revenues peaked at 14.4 per cent in 2020 because of the impact of COVID-19 on 2020 operating revenues. By 2023, the ratio resolved back down to 10.4 per cent and continued to decrease to 10.3 per cent in 2024, closely aligning with historical averages. 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 2024, 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, decreased by 0.2 from last year to an annual average rating of 7.8 for 2024. This decrease was anticipated, as ridership continued to grow, leading to overcrowding for many customers. The score this year is more in line with scores seen in 2019, prior to the significant shifts in ridership due to the COVID-19 pandemic.

Service hours increased by 1.4 per cent to 7.2 million hours in 2024. Over the past five years, service hours have increased by a CAGR of 1.1 per cent. Since the onset of the pandemic, travel behaviours have evolved and began stabilizing in 2023. In response, TransLink has been focusing on addressing overcrowding by increasing frequency to meet customer demand.

The total cost recovery ratio, measuring the percentage of direct operating costs covered by transit revenues, increased by 0.4 percentage points from 2023 to 2024 as a result of increased ridership and transit revenue recovery in 2024. The cost recovery ratio increased by a CAGR of 8.4 per cent over the past five years due to continued ridership recovery since the onset of the pandemic in 2020.

Operating cost per capacity kilometre increased by a CAGR of 6.8 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. However, operating cost per capacity kilometre increased by 6.5 per cent in 2023 and 9.6 per cent in 2024 as a result of higher labour costs and higher maintenance costs driven by inflation and increased maintenance to keep aging fleet and infrastructure in a state of good repair.

Complaints per million boarded passengers has improved by a CAGR of 7.7 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 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. Complaints per million boarded passengers in 2024 were 6.1 per cent higher than last year mainly due to increased complaints during labour action.

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 2024 were 10.1 thousand (0.9 per cent) lower than 2023, mainly due to HandyDART operating for most of September at essential service levels due to job action by Amalgamated Transit Union (ATU) Local 1724, the union representing HandyDART employees. TransLink remains committed to ensuring services are fully available for passengers unable to use conventional public transit without assistance.

Operating cost per trip increased by \$2.3 (4.2 per cent) from \$54.8 in 2023 to \$57.1 in 2024, mainly due to higher labour and maintenance costs. The operating cost per trip has decreased by a CAGR of 6.6 per cent over the past five years. During the pandemic, reduced trip demand and vehicle capacity limits led to sharp increase in operating cost per trip. As trip demand increased and capacity limits were lifted, the operating cost per trip has stabilized at lower levels from 2022 to 2024.

Although the number of trips denied has increased over the five-year period, the denial remains low during 2020 to 2023 representing less than 1.0 per cent of the total trips delivered. The number of trips denied was higher in 2024 due to job action by ATU Local 1724.

Complaints per one hundred thousand boarded passengers increased by a CAGR of 10.1 per cent over the past five years mainly due to the increase in taxi complaints. In 2024, complaints per one hundred thousand boarded passengers increased by 7.9 per cent over 2023, mainly due to operator behaviour and scheduling. Transdev, the company operating HandyDART service, continues to actively address these concerns by implementing programs focused on operator training and improving scheduling. Transdev remains committed to their hiring initiatives, which are currently in place to address recruitment challenges and improve customer experience.

To reduce taxi related complaints, Transdev continues to enhance customer service training with the taxi companies and has implemented processes such as post incident review and new driver refresher training. Furthermore, Transdev has introduced a Taxi Performance Management Scorecard, which is distributed monthly along with quarterly in-person reviews. These reviews assess factors such as complaints, on-time performance, and acceptance rates. Additionally, operational agreements between taxi companies and Transdev have been established to maintain standards.

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 2024, total system boardings were 404.2 million, 3.2 per cent higher compared to 2023. Journeys represent a complete transit trip using Compass fare media or other proof of payment, regardless of the number of transfers. Compared to 2023, total system journeys in 2024 increased by 3.3 per cent to a total of 240.9 million.

Ridership growth in 2024 was steady, following typical seasonal patterns, with an overall increase driven by population growth and some growth from commuters increasing transit usage. Labour action in 2024 interrupted CMBC services for two days in January, WCE services for two days in August and HandyDART services for eight weeks in August and September. Average weekday journey growth in 2024 was 3.0 per cent vs 2023, slightly higher than average Saturday journey growth at 1.9 per cent and average Sunday/Holiday journey growth at 2.6 per cent.

The average fare per journey was \$2.82 for 2024, an increase of \$0.13 (4.8 per cent) relative to 2023 and \$0.07 (2.4 per cent) relative to the 2024 Budget.

3. Consolidated Statement of Operations Analysis

CONSOLIDATED REVENUES AND EXPENSES Year ended December 31 (\$ thousands)	YEAR OVER YEAR				ACTUAL TO BUDGET		
	2024	2023	CHANGE		2024	CHANGE	
	ACTUAL	ACTUAL	Fav/(Unfav)	%	BUDGET ²	Fav/(Unfav)	%
Revenue							
Taxation	1,078,147	978,412	99,735	10.2%	1,012,095	66,052	6.5%
Transit	718,737	671,560	47,177	7.0%	679,618	39,119	5.8%
Government transfers	424,922	715,668	(290,746)	(40.6%)	487,716	(62,794)	(12.9%)
Amortization of deferred concessionaire credit	23,337	23,273	64	0.3%	23,337	-	-
Investment income	213,519	192,228	21,291	11.1%	149,679	63,840	42.7%
Development Cost Charges	91,278	17,301	73,977	> 200.0%	52,700	38,578	73.2%
Miscellaneous revenue	66,179	19,966	46,213	> 200.0%	16,609	49,570	> 200.0%
Sub Total Continuing Operations	2,616,119	2,618,408	(2,289)	(0.1%)	2,421,754	194,365	8.0%
Gain (Loss) on disposal of tangible capital assets	332	8,085	(7,753)	(95.9%)	(798)	1,130	141.6%
Total Revenue	2,616,451	2,626,493	(10,042)	(0.4%)	2,420,956	195,495	8.1%
Expenses							
Bus Operations	1,015,531	945,537	(69,994)	(7.4%)	1,021,572	6,041	0.6%
Rail Operations	449,811	404,951	(44,860)	(11.1%)	457,705	7,894	1.7%
Transit Police	59,562	52,706	(6,856)	(13.0%)	61,689	2,127	3.4%
Corporate Operations	158,323	139,367	(18,956)	(13.6%)	167,042	8,719	5.2%
Roads and Bridges	145,891	151,116	5,225	3.5%	151,791	5,900	3.9%
Amortization of tangible capital assets ¹	266,303	259,680	(6,623)	(2.6%)	273,527	7,224	2.6%
Interest ¹	194,141	180,455	(13,686)	(7.6%)	178,607	(15,534)	(8.7%)
Sub Total Continuing Operations	2,289,562	2,133,812	(155,750)	(7.3%)	2,311,933	22,371	1.0%
Corporate One-time	26,281	19,778	(6,503)	(32.9%)	58,505	32,224	55.1%
Total Expenses	2,315,843	2,153,590	(162,253)	(7.5%)	2,370,438	54,595	2.3%
Surplus (Deficit) for the Year	300,608	472,903	(172,295)	(36.4%)	50,518	250,090	> 200.0%

¹ Amortization and Interest shown separately to facilitate analysis

² 2024 Budget has been restated to conform with the consolidated financial statement presentation adopted in 2023 and to reflect budget transfers during the year.

Consolidated Revenues

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

Total revenue was \$10.0 million (0.4 per cent) lower compared to 2023, primarily because the provincial relief funding of \$478.9 million was recognized in March 2023, according to Canadian Public Sector Accounting Standards. Excluding the provincial relief funding, TransLink's 2024 revenue was \$468.9 million higher than in 2023, mainly due to higher revenue from all streams, except for fuel tax revenue.

Total revenue for 2024 was \$195.5 million (8.1 per cent) favourable to budget mainly due to a one-time increase in property tax revenue, favourable investment income, miscellaneous revenue, transit revenue and higher revenue from Development Cost Charges (DCC). This was partially offset by lower revenue recognized from government capital transfers, and unfavourable fuel tax revenue.

Taxation

TAXATION REVENUES	YEAR OVER YEAR				ACTUAL TO BUDGET		
	2024	2023	CHANGE		2024	BUDGET VARIANCE	
	Year ended December 31 (\$ thousands)	ACTUAL	ACTUAL	Fav/ (Unfav)	%	BUDGET	Fav/ (Unfav)
Fuel tax	368,106	390,523	(22,417)	(5.7%)	389,469	(21,363)	(5.5%)
Property tax	579,087	463,133	115,954	25.0%	493,224	85,863	17.4%
Parking sales tax	89,551	83,758	5,793	6.9%	88,039	1,512	1.7%
Hydro levy	23,601	23,080	521	2.3%	23,363	238	1.0%
Replacement tax	17,802	17,918	(116)	(0.6%)	18,000	(198)	(1.1%)
Total Taxation	1,078,147	978,412	99,735	10.2%	1,012,095	66,052	6.5%

Fuel tax revenue was \$22.4 million (5.7 per cent) lower than 2023 and \$21.4 million (5.5 per cent) unfavourable to budget, primarily because of a continuous decline in fuel consumption driven by an increase in zero-emission and fuel-efficient vehicles, and a refund of prior years' fuel tax overpayment.

Property tax revenue was \$116.0 million (25.0 per cent) higher than 2023 and \$85.9 million (17.4 per cent) favourable to budget, primarily due to a one-time increase of \$80.0 million in total standard property tax collected for the 2024 year only to fund the system's urgent transit needs, as well as from new development and construction growth. Furthermore, year-over-year property tax increases are contributed to standard property tax revenue increases approved in 2024 Investment Plan.

Parking sales tax revenue saw an increase of \$5.8 million (6.9 per cent) compared to 2023 and was \$1.5 million (1.7 per cent) favourable to budget due to demographic shifts and changes in travel behavior.

Transit

TRANSIT REVENUES	YEAR OVER YEAR				ACTUAL TO BUDGET		
	2024	2023	CHANGE		2024	BUDGET VARIANCE	
	Year ended December 31 (\$ thousands)	ACTUAL	ACTUAL	Fav/ (Unfav)	%	BUDGET ¹	Fav/ (Unfav)
Fares	536,175	493,006	43,169	8.8%	503,602	32,573	6.5%
Program	142,347	135,571	6,776	5.0%	140,332	2,015	1.4%
Total Fare and Program Revenue	678,522	628,577	49,945	7.9%	643,934	34,588	5.4%
Other	40,215	42,983	(2,768)	(6.4%)	35,684	4,531	12.7%
Total Transit	718,737	671,560	47,177	7.0%	679,618	39,119	5.8%

¹2024 Budget has been restated to conform with the consolidated financial statement presentation adopted in 2023.

Transit revenue includes revenue related to fares and programs, as well as other transit-related revenue. Fare revenue consists of single use cash fares, Stored Value, DayPass, and Monthly Pass products. Program revenue includes the [Government of BC Bus Pass](#) and [U-Pass BC](#) revenues. Other transit revenue includes advertising, rental, parking lot fees, fare infraction, and carbon credit sales.

Total transit revenue in 2024 was \$47.2 million (7.0 per cent) higher than in 2023 and \$39.1 million (5.8 per cent) favourable to budget mainly driven by higher transit ridership. Ridership growth in 2024 was steady, following typical seasonal patterns, driven by the population growth and some growth from commuters increasing transit usage.

Program revenue in 2024 was \$6.8 million (5.0 per cent) higher than in 2023, mainly driven by higher program enrollment and approved fee increases. This revenue was \$2.0 million (1.4 per cent) favourable to budget mainly driven by higher enrollment. The increase was observed in both the BC Government Bus Pass and U-Pass BC Program revenues.

Other transit revenue decreased by \$2.8 million (6.4 per cent) compared to 2023, primarily driven by a \$7.9 million reduction in carbon credit revenue due to timing of carbon credit sales. This was partially offset by higher year-over-year revenue from advertising, fare infractions, and other miscellaneous sources. These same factors contributed to variance compared to budget.

Government Transfers

GOVERNMENT TRANSFERS Year ended December 31 (\$ thousands)	YEAR OVER YEAR				ACTUAL TO BUDGET		
	2024	2023	CHANGE		2024	BUDGET VARIANCE	
	ACTUAL	ACTUAL	Fav/ (Unfav)	%	BUDGET	Fav/ (Unfav)	%
Senior Government Relief Funding	-	478,926	(478,926)	(100.0%)	-	-	-
Senior Government funding	357,048	169,475	187,573	110.7%	419,842	(62,794)	(15.0%)
Golden Ears Bridge tolling replacement revenue	67,874	67,267	607	0.9%	67,874	-	-
Total Government Transfers	424,922	715,668	(290,746)	(40.6%)	487,716	(62,794)	(12.9%)

Government transfers include funds received from the [Canada Community Building Fund \(CCBF\)](#) through [Metro Vancouver Regional Fund \(MVRF\)](#), [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 GEB, as bridge tolling was eliminated on September 1, 2017.

Government transfers were \$290.8 million (40.6 per cent) lower than prior year mainly due to Senior Government relief funding of \$478.9 million that was recognized in March 2023, when the agreement committing such funding was signed. This was partly offset by the timing of vehicle deliveries and increased project activity for the [Marpole Transit Centre \(MTC\)](#) which resulted in higher revenue recognition from the CCBF in 2024 of 188.2 million.

Government transfers were \$62.8 million (12.9 per cent) unfavourable to budget mainly due to schedule delays for several projects which deferred the revenue recognition (\$52.6 million from the CCBF) and a \$9.3 million reclassification of the financial contribution from the City of Surrey to miscellaneous revenue.

Investment Income

Investment income increased by \$21.3 million (11.1 per cent) from 2023 mainly due to higher returns on GEB toll replacement funds, growing balances in the sinking funds due to continued contributions and carrying higher cash balances than in 2023. Investment income was \$63.8 million (42.7 per cent) favourable to budget primarily due to higher than budgeted investment returns and higher cash balances.

Development Cost Charges

[Development Cost Charges \(DCC\)](#) are fees that real estate developers pay toward the capital costs of certain types of public infrastructure associated with growth. As demand for public infrastructure grows with new development, the DCC program ensures that a portion of infrastructure costs is covered by new development. DCC revenue is recognized when there is spending incurred on DCC-eligible projects.

The DCC program revenue was \$74.0 million (more than 200 per cent) higher than in 2023 and \$38.6 million (73.2 per cent) favourable to budget in 2024 due to increased spending in DCC-eligible projects.

Miscellaneous Revenue

Miscellaneous revenue increased by \$46.2 million (more than 200 per cent) compared to 2023 and was \$49.6 million (more than 200 per cent) favourable to budget, primarily due to a \$39.0 million contribution from the City of Surrey following the execution of the Surrey Langley Skytrain (“SLS”) Funding and Support Agreement in 2024.

Gain (Loss) on Disposal of Assets

Gain (Loss) on disposal from tangible capital assets in 2024 was \$7.8 million (95.9 per cent) lower than in 2023 due to the net gain of \$7.9 million recognized on the sale of a Park and Ride site during 2023. Gain (Loss) on Disposal was 1.1 million (141.6 per cent) favourable to budget as anticipated loss from Mark I car disposals was more than offset by miscellaneous gains from the sale of other vehicles.

Consolidated Expenses by Segment

Year ended December 31 (\$ thousands)	CONSOLIDATED EXPENSES (BY SEGMENT)		YEAR OVER YEAR		ACTUAL TO BUDGET		
	2024	2023	CHANGE		2024	BUDGET VARIANCE	
	ACTUAL	ACTUAL	Fav/ (Unfav)	%	BUDGET ²	Fav/ (Unfav)	%
Bus Operations	1,015,531	945,537	(69,994)	(7.4%)	1,021,572	6,041	0.6%
Rail Operations	449,811	404,951	(44,860)	(11.1%)	457,705	7,894	1.7%
Transit Police	59,562	52,706	(6,856)	(13.0%)	61,689	2,127	3.4%
Corporate Operations	158,323	139,367	(18,956)	(13.6%)	167,042	8,719	5.2%
Roads and Bridges	145,891	151,116	5,225	3.5%	151,791	5,900	3.9%
Amortization of Capital Assets ¹	266,303	259,680	(6,623)	(2.6%)	273,527	7,224	2.6%
Interest ¹	194,141	180,455	(13,686)	(7.6%)	178,607	(15,534)	(8.7%)
Sub Total Continuing Operations	2,289,562	2,133,812	(155,750)	(7.3%)	2,311,933	22,371	1.0%
Corporate One-time	26,281	19,778	(6,503)	(32.9%)	58,505	32,224	55.1%
Total Expenses by Segment	2,315,843	2,153,590	(162,253)	(7.5%)	2,370,438	54,595	2.3%

¹ Amortization and Interest shown separately to facilitate analysis

² 2024 Budget has been restated to conform with the consolidated financial statement presentation adopted in 2023 and to reflect budget transfers during the year.

TransLink's consolidated operating expenses were \$162.3 million (7.5 per cent) higher than 2023 mainly due to contractual and economic labour increases, higher interest expense driven by increased utilization of debt and higher average interest rates, higher contracted services, increased maintenance to keep assets in a state of good repair, higher capital infrastructure contributions due to timing of projects, and higher administration costs due to inflationary pressures.

Total expenses were \$54.6 million (2.3 per cent) favourable to budget mainly driven by lower one-time costs due to changes in schedules of the Broadway Subway and Surrey Langley SkyTrain projects, lower administration costs due to savings in software, hardware and license costs, lower rental and property taxes than anticipated, lower capital infrastructure contributions due to slower progress on municipalities' work, and lower amortization resulting from lower-than-expected capitalization due to capital project delays. This was partially offset by higher interest expense.

Bus Operations operating expenses were \$70.0 million (7.4 per cent) higher than 2023 primarily due to higher labour costs driven by contractual increases, increase in staffing levels, higher usage of extended health benefits and the implementation of additional service hours as outlined in the 2024 Investment Plan. Material and maintenance costs was also higher due to continued inflation, and increased maintenance required for aging fleet, along with rising software, hardware, and licensing costs. Additionally, Access Transit costs were higher due to higher contractual increases and higher service hours. Contracted services costs were also higher due to higher material costs for an aging fleet, and inventory adjustments resulting from a new inventory management application.

Operating expenses were \$6.0 million (0.6 per cent) favourable to budget mainly due to savings in software, hardware and licenses costs, lower rental expenses than anticipated, partly due to the acquisition of a previously leased property, lower maintenance costs due to changes in the maintenance workplan, and lower professional fees due to cost reduction initiatives. This was partially offset by higher labour costs due to increased service hours approved in the 2024 Investment Plan, higher usage of extended health benefits, cost related to unused vacation time, and higher overtime due to vacancies, job action and weather-related events. Fuel and power costs were also higher than anticipated due to higher fuel prices and consumption.

Rail Operations operating expenses were \$44.9 million (11.1 per cent) higher than 2023 mainly due to higher labour costs driven by economic and contractual increases, increased staffing to support state of good repair and other key initiatives, and higher employee future benefits. Maintenance costs were also higher due to higher inventory parts expenses and structural maintenance, along with higher Canada Line contract costs due to inflation.

Operating expenses were \$7.9 million (1.7 per cent) favourable to budget mainly driven by lower rental and property tax expenses due to delays in securing a lease, reclassification of costs to capital and savings in property taxes due to a tax assessment adjustment, lower contracted services as a result of delayed opening of the Canada Line Capstan station, lower West Coast Express costs, and lower electricity expenses driven by lower consumption and lower professional services. The savings were partially offset by higher labour, driven by employee future benefits, overtime, vacation and banked time adjustments, and higher maintenance expenses.

Transit Police operating expenses were \$6.9 million (13.0 per cent) higher than 2023 largely due to higher salary and benefit costs as a result of contractual wage increases, benefit costs increase, as well as additional Community Safety Officers brought on board to supplement regular police force and additional police officers recruited in anticipation of opening of Broadway SkyTrain and additional civilian support staff for regulatory and expansion requirements.

Operating expenses were \$2.1 million (3.4 per cent) favourable to budget mainly due to the timing of new hires and unfilled vacancies, and lower rental cost than anticipated.

Corporate Operations expenses were \$19.0 million (13.6 per cent) higher than 2023 mainly due to higher labour costs as a result of contractual and economic increases, and higher cloud services and equipment costs due to inflation and an increased user base.

Operating expenses were \$8.7 million (5.2 per cent) favourable to budget primarily due to lower administration expenses driven by lower than anticipated business technology services contract and license costs, lower fare media costs, lower professional fees for Transit Oriented Development projects as a result of delays in projects for Coquitlam Central and North Vancouver, lower property tax costs due to a property tax refund related to prior years, and lower contracted services costs due to performance-related rebates. This was partially offset by higher labour costs mainly from unused vacation time.

Roads and Bridges expenses were \$5.2 million (3.5 per cent) lower than 2023 mainly due to a reduction in costs for the [RapidBus R6 project](#) as most of the work was completed in 2023, partially offset by higher capital infrastructure contributions as more municipalities' projects were completed.

Roads and Bridges expenses were \$5.9 million (3.9 per cent) favourable to budget primarily due to slower progress of municipalities' work, resulting in lower than anticipated capital infrastructure contributions to municipalities, partially offset by higher than budgeted spend in professional consulting expenses required to complete critical work.

Amortization in 2024 was \$6.6 million (2.6 per cent) higher compared to 2023 due to new assets capitalized in 2024.

Amortization was \$7.2 million (2.6 per cent) lower than budget mainly due to lower-than-expected capitalization because of delays in capital projects and vehicle deliveries.

Interest expense increased by \$13.7 million (7.6 per cent) compared to 2023 mainly due to higher long-term debt balance, utilization of short-term debt, and higher average interest rates, partially offset by higher interest capitalization.

Interest expense was \$15.5 million (8.7 per cent) unfavourable to budget mainly due to timing of debt issuance and utilization of the Commercial Paper program, and lower than budgeted interest capitalization as a result of delays in capital spending.

Corporate One-time expenses were \$6.5 million (32.9 per cent) higher than 2023 due to gradual ramp up of rail expansion projects and progress of [Bus Rapid Transit Program](#).

Corporate One-time expenses were \$32.2 million (55.1 per cent) favourable to budget due to lower than anticipated non-capitalizable costs associated with capital projects driven by slower than expected capital spend, vacancy savings in operational readiness programs for Rail Expansion due to the Province announcing re-scheduling the in-service dates for Broadway Subway and Surrey Langley SkyTrain projects, lower costs in the Bus Rapid Transit project and feasibility studies due to schedule delays and delays in project initiation, and reclassification of costs to capital.

Consolidated Expenses by Category

Year ended December 31 (\$ thousands)	CONSOLIDATED EXPENSES (BY CATEGORY)		YEAR OVER YEAR		ACTUAL TO BUDGET		
	2024	2023	CHANGE		2024	BUDGET VARIANCE	
	ACTUAL	ACTUAL	Fav/ (Unfav)	%	BUDGET ¹	Fav/ (Unfav)	%
Administration	73,391	65,183	(8,208)	(12.6%)	84,497	11,106	13.1%
Amortization of tangible capital assets	266,303	259,680	(6,623)	(2.6%)	273,527	7,224	2.6%
Capital infrastructure contributions	85,205	76,433	(8,772)	(11.5%)	92,803	7,598	8.2%
Contracted services	268,736	257,653	(11,083)	(4.3%)	272,186	3,450	1.3%
Fuel and power	87,185	89,420	2,235	2.5%	87,919	734	0.8%
Insurance	27,886	24,484	(3,402)	(13.9%)	29,864	1,978	6.6%
Interest	194,141	180,455	(13,686)	(7.6%)	178,607	(15,534)	(8.7%)
Maintenance, materials and utilities	239,898	229,788	(10,110)	(4.4%)	240,406	508	0.2%
Professional and legal	29,773	30,346	573	1.9%	33,511	3,738	11.2%
Rentals, leases and property tax	40,146	37,677	(2,469)	(6.6%)	47,940	7,794	16.3%
Salaries, wages and benefits	976,898	882,693	(94,205)	(10.7%)	970,673	(6,225)	(0.6%)
Sub Total Ongoing Expense	2,289,562	2,133,812	(155,750)	(7.3%)	2,311,933	22,371	1.0%
Corporate One-Time	26,281	19,778	(6,503)	(32.9%)	58,505	32,224	55.1%
Total Expenses by Category	2,315,843	2,153,590	(162,253)	(7.5%)	2,370,438	54,595	2.3%

¹ 2024 Budget has been restated to conform with the consolidated financial statement presentation adopted in 2023 and to reflect budget transfers during the year.

Ongoing Expenses

Administration costs were \$8.2 million (12.6 per cent) higher than 2023 mainly due to higher software, license and support costs, and higher Radio and Telecom costs driven by contractual increases and an increased number of users. Administration expenses were \$11.1 million (13.1 per cent) favourable to budget mainly due to lower than anticipated costs for business technology services contracts and licenses, lower fare media costs due to lower usage than anticipated, and cost reduction initiatives. The savings were partially offset by higher credit card fees due to increased ridership.

Amortization expense variance analysis is covered in the previous section “Consolidated Expenses by Segment”

Capital infrastructure contributions are provided to municipalities to complete qualifying projects. Capital infrastructure contributions increased by \$8.8 million (11.5 per cent) compared to 2023 as more municipalities’ projects were completed compared to the prior year. Capital infrastructure contributions were \$7.6 million (8.2 per cent) lower than budget mainly due to timing of municipalities’ work.

Contracted services increased by \$11.1 million (4.3 per cent) compared to 2023 mainly due to higher contractual costs for Canada Line due to inflation, and higher service hours and contract rates for Access Transit, as well as costs associated with contractors. Contracted services costs were \$3.5 million (1.3 per cent) favourable to budget mainly due to delay of Capstan station opening and West Coast Express project delays, partly offset by retroactive costs from negotiated contractual labour increases for Access Transit and higher inflation.

Fuel and power costs decreased by \$2.2 million (2.5 per cent) compared to 2023 and were \$0.7 million (0.8 per cent) favourable to budget mainly due to lower fuel prices.

Insurance costs increased by \$3.4 million (13.9 per cent) compared to 2023 due to an increase in insurance premiums, partially offset by lower service kilometres as a result of the 2-day CUPE strike. Insurance costs were \$2.0 million (6.6 per cent) favourable to budget due to securing lower insurance premiums than anticipated.

Interest expense variance analysis is covered in the previous section “Consolidated Expenses by Segment”.

Maintenance, materials, and utilities increased by \$10.1 million (4.4 per cent) compared to 2023 mainly due to higher parts prices driven by inflation, as well as higher maintenance to keep aging fleet and infrastructure in a state of good repair. Maintenance, materials and utilities expenses were \$0.5 million (0.2 per cent) favourable to budget.

Professional and legal fees decreased by \$0.6 million (1.9 per cent) compared to 2023 mainly due to lower professional fees for the RapidBus R6 project as most of the work was completed in 2023, partially offset by higher consulting costs in other areas. Professional and legal fees were \$3.7 million (11.2 per cent) favourable to budget mainly due to delays in Transit Oriented Development as a result of delays in projects for Coquitlam Central and North Vancouver, timing of initiatives, and lower utilization of consulting services.

Rentals, leases, and property tax expenses increased by \$2.5 million (6.6 per cent) compared to 2023 mainly due to rental increases in 2024. Rentals, leases, and property tax expenses were \$7.8 million (16.3 per cent) favourable to budget mainly due to the acquisition of previously leased property, delays in securing leases, property tax savings due to a tax assessment adjustment and a property tax refund, and lower rental and property tax increases than anticipated.

Salaries and wages increased by \$94.2 million (10.7 per cent) compared to 2023 mainly due to negotiated contractual and economic labour increases and increased headcount in 2024 to deliver increased service hours and prepare for future expansion. Salaries and wages were \$6.2 million (0.6 per cent) unfavourable to budget mainly due to lower than anticipated salary capitalization due to capital project delays, costs related to unused vacation time, employee future benefits and higher extended health usage, 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, 2024, TransLink's total approved capital program budget was \$10.6 billion, which includes:

- \$6.6 billion in active capital projects;
- \$2.7 billion in substantially complete capital projects;
- \$0.5 billion in Approved-In-Principle (AIP) capital projects; and
- \$0.8 billion in capital infrastructure contributions to municipalities

SUMMARY OF CAPITAL PROGRAM						
As of Dec 31, 2024 (\$ thousands)	Number of Projects	Total Current Budget	Final Forecast Cost	Forecast Variance to Current Budget		Senior Government Funding (Committed)
				Fav/(Unfav)	%	
Capital Projects						
Active	172	6,645,420	6,647,716	(2,296)	-	2,106,550
AIP	17	501,832	501,832	-	-	299,800
Subtotal	189	7,147,252	7,149,548	(2,296)	-	2,406,350
Substantially Complete	168	2,714,978	2,646,980	67,998	2.5%	1,098,737
Closed	1	5,117	4,754	363	7.1%	-
Subtotal	169	2,720,095	2,651,734	68,361	2.5%	1,098,737
Capital Infrastructure Contributions						
Active	31	453,199	436,372	16,827	3.7%	-
Substantially Complete	17	326,419	323,408	3,011	0.9%	-
Subtotal	48	779,618	759,780	19,838	2.5%	-
Total Capital Program	406	10,646,965	10,561,062	85,903	0.8%	3,505,087

The capital program is supported in part by \$3.5 billion in committed funding available to TransLink from the Canada Community Building Fund (formerly the Federal Gas Tax Fund), Public Transit Infrastructure Fund (PTIF), Investing in Canada Infrastructure Program (ICIP), and a one-time funding contribution from the Province. 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, 2024, there were 340 active and substantially complete projects with a final forecasted cost of \$9.3 billion. The total costs incurred for these projects during the year were \$876.2 million.

SUMMARY OF ACTIVE PROJECTS								
As of Dec 31, 2024 (\$ thousands)	Number of Projects	Current Budget	2024 YTD Spending	Cumulative Spending to Date	Final Forecast Cost	Forecast Variance to Current Budget		Senior Government Funding (Committed)
						Fav/(Unfav)	%	
Active								
Equipment	24	198,116	18,743	65,106	195,863	2,253	1.1%	10,598
Infrastructure	43	389,238	58,801	99,188	389,310	(72)	-	65,546
Major Construction	20	3,804,050	410,013	1,120,086	3,804,340	(290)	-	967,280
Technology	30	211,320	41,129	112,430	203,512	7,808	3.7%	-
Vehicle	35	866,445	108,846	131,679	866,777	(332)	-	706,027
Facilities	20	1,176,251	152,823	216,721	1,187,914	(11,663)	(1.0%)	357,099
Subtotal (Active Capital Projects)	172	6,645,420	790,355	1,745,210	6,647,716	(2,296)	-	2,106,550
Substantially Complete	168	2,714,978	85,807	2,625,959	2,646,980	67,998	2.5%	1,098,737
Total Active Capital Projects	340	9,360,398	876,162	4,371,169	9,294,696	65,702	0.7%	3,205,287

Active Capital Projects

As of December 31, 2024, there were 172 active projects with expenditures of \$790.4 million for the year and \$1.7 billion in cumulative spending to date. A comparison of active project budgets against forecasted final costs shows an unfavorable variance of \$2.3 million.

Infrastructure spending of \$58.8 million for the year includes \$13.7 million spent on the Expo Line Surrey Power Rail Replacement, \$7.3 million on the Brentwood Station Upgrade Phase 2, and \$7.2 million on BC Parkway Improvements-Stewardson Way project.

Major Construction spending of \$410.0 million for the year includes \$119.5 million spent on the Expo and Millennium Upgrade Program - Fleet Acquisition Phase 2, \$93.6 million on the SkyTrain Operation Control Centre and \$56.4 million on Operations Maintenance Centre (OMC) 4 Vehicle Storage Facility.

Vehicle spending of \$108.8 million for the year includes \$41.8 million spent on 2021 Conventional Bus Expansion and \$35.5 million on 2023 Conventional Bus Replacement.

Facilities spending of \$152.8 million for the year includes \$108.9 million spent on the Marpole Transit Centre (MTC). The unfavourable forecast variance to current budget of \$11.7 million is mainly due to Burnaby Transit Centre Facility Improvement Phase 2 Expansion – Design and MTC.

Substantially Complete Capital Projects

As of December 31, 2024, there were 168 projects with a total budget of \$2.7 billion deemed substantially complete with \$85.8 million spent year to date. These projects are in the final stages of project activity. The total expected favorable variance for these projects at completion is \$68.0 million (2.5 per cent).

Notable projects that were substantially completed during the year include:

- 2020 Conventional Bus Expansion with a budget of \$97.3 million
- Canada Line Capstan Station with a budget of \$64.0 million
- Investments in Transit Priority on Priority Rapid Bus Corridors with a budget of \$37.9 million

Approved in Principle (AIP) Capital Projects

As of December 31, 2024, there were 17 AIP projects remaining to be initiated with a total budget of \$0.5 billion. Of the 17 projects, one project with a budget of \$22.0 million was carried forward from prior years and 16 projects with a budget of \$479.8 million are new in 2024.

SUMMARY OF AIP PROJECTS			
As of Dec 31, 2024 (\$ thousands)	Number of Projects	Current Budget	Senior Government Funding (Committed)
Capital Projects			
Equipment	1	16,370	-
Infrastructure	4	42,364	13,300
Technology	2	15,300	-
Vehicle	10	427,798	286,500
Total AIP Projects	17	501,832	299,800

Significant projects remaining in AIP include:

- 2026 Conventional Bus Replacement (262 battery-electric buses) with a budget of \$136.7 million
- 2027 Conventional Bus Expansion (40 x 60' battery-electric buses (BEBs) for MTC) with a budget of \$107.2 million
- 2027 Conventional Bus Expansion (30 x 40' BEBs for MTC) with a budget of \$48.9 million

Closed Capital Projects

During the year ended December 31, 2024, the Rapid Bus Passenger Information Displays project with a final cost of \$4.8 million and an approved budget of \$5.1 million was completed and closed.

Cancelled Capital Projects

During the year ended December 31, 2024, five projects with budgets totalling \$14.7 million were cancelled, including:

- CMBC Capital Spares (\$10.8 million) – the 2024 capital program was cancelled due to the timing of implementation of the capital spares policy by CMBC.
- Steveston Bus Exchange Improvements (\$2.3 million) – the project was cancelled due to Richmond City Council not supporting the proposed changes. The exchange will remain status quo.
- TransLink Owned Bicycle Infrastructure 2022 (\$0.6 million) – the project was cancelled due to existing AIP funds re-allocated to On-Demand Bike Lockers Phase 2.
- Sustainability Platform Implementation (\$0.6 million) – the project was cancelled due to re-prioritization as a result of funding constraints.
- BCRTC Software Application Renewal Program (\$0.5 million) – the project was cancelled due to resourcing challenges. Resubmission of this project is expected in future.

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, 2024, there were 48 active programs with a budget of \$779.6 million. The majority of the \$85.9 million in contributions in the year relate to the Pavement Rehabilitation Program funded under the Major Road Network Program, Major Road Network and Bike Upgrades and Bicycle Infrastructure Capital Cost Share.

SUMMARY OF INFRASTRUCTURE CONTRIBUTION PROGRAMS						Forecast Variance to Current Budget	
As of Dec 31, 2024 (\$ thousands)	Number of Projects	Current Budget	2024 YTD Spending	Cumulative Spending to Date	Final Forecast Cost	Fav/ (Unfav)	%
MRN Structurers Funding Program	7	111,163	3,448	42,159	106,364	4,799	4.3%
Major Road Network and Bike Upgrades (MRNB)	13	308,111	23,260	234,208	302,273	5,838	1.9%
Pavement Rehabilitation Program	7	166,527	26,916	164,483	165,448	1,079	0.6%
Bicycle Infrastructure Capital Cost Share (BICCS)	7	118,498	21,838	74,442	113,218	5,280	4.5%
Bus, Speed, Reliability, and Infrastructure (BSRI)	6	33,239	3,311	13,438	31,829	1,410	4.2%
Walking Infrastructure to Transit (WITT)	8	42,080	7,136	28,408	40,648	1,432	3.4%
Grand Total	48	779,618	85,909	557,138	759,780	19,838	2.5%

Development Cost Charge (DCC) Program

During the year ended December 31, 2024, \$91.3 million of DCC contributions have been allocated as follows:

SUMMARY OF DCC PROGRAM				
As of December 31, 2024 (\$ thousands)	Current Budget	External Funding	TransLink Capital Cost	Allocation of DCC Received
Bus Exchange/Depot and SeaBus Expansion	1,045,729	617,552	428,177	12,971
New Major Projects	247,297	120,240	127,057	262
SkyTrain and West Coast Express Expansion	2,930,702	685,666	2,245,036	78,044
Total DCC Program	4,233,728	1,423,458	2,800,270	91,277

Capital Program - Comparison to 2024 Business Plan

As stated in the 2024 Business Plan, TransLink’s capital program is aligned with the current priorities of providing safe and reliable service and an outstanding customer experience, advancing the implementation of the Investment Plan and 10-Year Priorities (*Access for Everyone Plan*), and building a culture of safety, trust, worth, and collaboration with the people and the communities TransLink serves, 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 2024 Business Plan were \$1,518.9 million; the actual gross cash flow for all projects in 2024 were \$962.1 million, a variance from plan of \$556.8 million.

Program Categories (\$ thousands)	2024 Planned Spending	2024 Actual Spending	Variance Underspend / (Overspend)
Equipment	33,967	26,412	7,555
Facilities	275,104	161,948	113,156
Infrastructure	173,798	83,990	89,808
Major Construction	612,260	410,311	201,949
Technology	84,286	42,021	42,265
Vehicles	209,009	151,480	57,529
Major Road Network	86,509	85,909	600
Contingency ¹	44,000	-	44,000
Grand Total	1,518,933	962,071	556,862

¹ During 2024, \$15.7 million of contingency was allocated to individual projects. Amounts spent are reflected under 2024 Actual Spending in this table and the tables below.

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

- Amendments experienced in the design phase of key projects causing delays to project schedules.
- Resource shortages across the industry affecting both supplies of materials and human resources causing project initiation delays and longer than anticipated procurement timeframes.
- Cost escalations experienced widely across TransLink’s capital program resulting in reassessments of project scope and additional value engineering.
- Several significant and complex interdependent capital projects causing cascading impacts to related projects when delays are incurred.
- Adjustments to vehicle acceptance schedules due to vendor delays and vehicle deficiencies identified upon review.

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 delivery of the SkyTrain Customer and Operations Telecommunications (SCOT) System Upgrade project was pushed back due to issues in the final acceptance of an interdependent project. The Expo Line Traction Power Equipment Replacement program experienced difficulties in obtaining city approval for the crane lift plan, resulting in works being pushed into 2025. The CMBC Facilities Camera Replacement project was delayed due to additional required efforts at the RFP stage to ensure sufficient future-proofing requirements were met. The Replacement of Hegenscheidt Underfloor Lathe project had contract negotiations persist longer than anticipated resulting in delayed project initiation. These delays were partially offset by greater than

anticipated spending in 2024 for the Onboard Technology Assets Program (OTAP) as delays in a key phase of the program pushed spending from late 2023 into 2024.

Project Name (\$ thousands)	2024 Planned Spending	2024 Actual Spending*	Variance Underspend / (Overspend)
Automatic Train Control (ATC) Existing Equipment Replacement Program	4,606	5,219	(613)
Capital Spares Procurement Program (BCRTC)	2,500	2,128	372
CMBC Facilities Camera Replacement	1,099	130	969
CMBC Hoist Asset Renewal Program	1,390	593	797
Expo Line Traction Power Equipment Replacement	10,646	8,791	1,855
Guideway Clearing Equipment Implementation	295	-	295
Installation of Fire Safety system on Millennium Line	339	563	(224)
Metro Vancouver Transit Police (MVTP) Police Equipment Replacement	800	517	283
Millennium Line Linear Heat Detector Upgrade Project	730	20	710
OTAP	674	1,727	(1,053)
Rail Switch Machine Test Bench	55	65	(10)
Rail-borne Equipment Replacement	3,252	4,191	(939)
Replacement of Hegenscheidt Underfloor Lathe	2,135	1,208	927
SCOT System Upgrade - Phase 5	2,477	136	2,341
SkyTrain Physical Security System	1,205	289	916
SkyTrain Training Simulator	254	-	254
Tunnel Ventilation Systems (TVS) Dunsmuir Fans and Dampers Upgrades - Design	96	-	96
Uninterruptible Power Supply (UPS) Replacement and Design Standardization	1,414	593	821
Projects not captured in Business Plan	-	242	(242)
Equipment Total	33,967	26,412	7,555

*2024 Actual Spending includes activity for projects that are substantially complete or closed as at December 31, 2024.

Facilities Projects

Lower than planned spending in facilities projects is largely a result of delays in the MTC and Port Coquitlam Transit Centre Electrification projects, which has shifted cash flows to future years. The MTC project experienced a complex permit approval process, unforeseen site conditions, seismic code requirement changes, and supply chain constraints which affected the completion of the project design and advancement of construction activities. The Port Coquitlam Transit Centre Electrification project was delayed due to a longer than anticipated procurement phase caused by complexity of the turnkey contract and scope refinement. The CMBC Trolley Overhead - Skeena project also contributed to the variance due to delays caused by low market availability and building code requirements affecting the project schedule. The Canada Line Capstan Station project partially offset these underspend variances as construction works previously anticipated to be completed in 2023 were pushed into 2024.

Project Name (\$ thousands)	2024 Planned Spending	2024 Actual Spending*	Variance Underspend / (Overspend)
BCRTC OMC 1 and 2 - Space Optimization and Modernization	2,619	85	2,534
Burnaby Transit Centre (BTC) - Design	1,792	-	1,792
BTC Facility Improvement for Phase Two Expansion - Design & Implementation	24,460	23,292	1,168
BTC Master Plan - Pre-Design	2,606	719	1,887
Canada Line Capstan Station Project	3,456	7,065	(3,609)
Central Park Plaza Tenant Improvements (Phase 2)	152	2,425	(2,273)
CMBC - Burnaby Transit Centre South (BTCS) Emergency Generator Replacement	699	21	678
CMBC Gateway office relocation	1,888	1,921	(33)
CMBC Transit Centres and SeaBus Fuel Tanks Relocation/Replacement	1,204	190	1,014
CMBC Trolley Overhead - Skeena	6,472	981	5,491
Customer Amenities Pilot	1,991	581	1,410
MTC – Design and Implementation	171,578	108,854	62,724
OMC 1 3rd Floor Server Room Upgrade	800	101	699
OMC 1 Receiving Area and Storage Upgrades	512	47	465
Port Coquitlam Transit Centre Electrification Program	50,715	13,994	36,721
SeaBus Terminal Passenger Counting System Update	2,785	22	2,763
SeaBus Terminals Interior Refurbishment	1,375	1,474	(99)
Projects not captured in Business Plan	-	176	(176)
Facilities Total	275,104	161,948	113,156

*2024 Actual Spending includes activity for projects that are substantially complete or closed as at December 31, 2024.

Infrastructure Projects

Lower than planned spending in infrastructure projects is primarily due to challenges experienced in the procurement and design phases which resulted in project schedules and cash flows shifting to future periods. The following projects were significantly impacted:

- The BCRTC Roofing Replacement program needed to re-tender the implementation scope of the program as no compliant bids were received.
- The Expo Line Elevator Replacement program required a re-design with a new vendor to add benefits and increase capacity.
- The Catwalk program cancelled the initial RFP due to limited responses and needed to develop a new multi-stage RFP.
- The Gilmore Station Upgrade and Expansion project initiation was deferred due to negotiations with adjacent developers and several changes required at the design phase.
- The CMBC Roof Replacement program received tenders higher than anticipated and needed to reprioritize scope with the successful bidder to align with project budget.

Other key projects contributing to the underspend variance in 2024 include the BCRTC Rail Switch Machines and Turnout Replacement program which realized cost savings on equipment and labour, and the Trolley Overhead (TOH) Rectifier Station State of Good Repair program which experienced delays in one site and community pushback at a second site resulting in construction works being deferred to 2025.

Project Name (\$ thousands)	2024 Planned Spending	2024 Actual Spending*	Variance Underspend / (Overspend)
BCRTC - System-wide Heating, Ventilation and Air Conditioning (HVAC) Replacement	375	-	375
BCRTC Rail Switch Machines and Turnout Replacement Program (2023-2025)	9,862	5,738	4,124
BCRTC Roofing Replacement Program	23,870	2,285	21,585
Bike Parkades - State of Good Repair	555	-	555
Brentwood SkyTrain Station Upgrades – Phase One and Two	12,685	7,881	4,804
BTC Retaining Walls - Seismic Stabilization	3,464	3,776	(312)
Catwalk Program	9,186	3	9,183
CMBC Pavement Rehabilitation Program	1,994	2,269	(275)
CMBC Roof Replacement Program	6,243	1,963	4,280
Coquitlam Central Multimodal Reconfiguration	392	-	392
Distributed Maintenance Sites	1,366	270	1,096
Expo Line Elevator Replacement	10,766	1,461	9,305
Expo Line Escalator Replacement	2,872	1,836	1,036
Expo Line Linear Induction Motors (LIM) Rail Replacement	2,244	299	1,945
Expo Line Surrey Power Rail Replacement	16,648	13,740	2,908
Expo Line Tunnels Ventilation System Rehabilitation	3,032	1,998	1,034
First Nation Transportation (FNT) Bus Infrastructure Costs	600	349	251
Gilmore Station Upgrade and Expansion Project	5,494	313	5,181
HandyDART Norland Facility	1,918	1,454	464
Investments in Transit Priority on Priority Rapid Bus Corridors – Phase One and Two	4,820	3,910	910
MVTP Bridgeport Deployment Office Upgrade	1,088	61	1,027
Millennium Line Elevator Replacement Program	8,128	5,890	2,238
Millennium Line Escalator Replacement Program	52	705	(653)
Noise Mitigation Solution	1,592	26	1,566
Non-Revenue Vehicle (SSV) Charging Stations	271	21	250
OMC 1 Yard Track Reconditioning Remaining Switches and Power Rail Design	1,271	143	1,128
Pattullo Bridge Rehabilitation	2,704	118	2,586
Phibbs Exchange Upgrade	2,721	1,664	1,057
PowerSmart Upgrades - BTCS Design	553	1,077	(524)

Project Name (\$ thousands)	2024 Planned Spending	2024 Actual Spending*	Variance Underspend / (Overspend)
Radio Room and Antenna Replacement	1,789	359	1,430
Running Rail Replacement Program	6,050	2,992	3,058
SkyTrain Station Power Capacity - Phase Two	230	-	230
Steveston Bus Exchange Improvements	1,640	-	1,640
TransLink Owned Bicycle Infrastructure	6,441	7,834	(1,393)
Trolley Overhead (TOH) On-Street Infrastructure State of Good Repair Program	4,742	4,524	218
TOH Rectifier Station State of Good Repair Program	7,068	2,353	4,715
Vancouver Transit Centre (VTC) Skybridge State of Good Repair	2,089	51	2,038
WCE Facilities LED Lighting Retrofit	1,847	1,017	830
WCE Substations Equipment Replacement	1,530	346	1,184
Westham Island Bridge Rehabilitation	1,822	533	1,289
Yard Track Reconditioning	1,784	311	1,473
Projects not captured in Business Plan	-	4,420	(4,420)
Infrastructure Total	173,798	83,990	89,808

*2024 Actual Spending includes activity for projects that are substantially complete or closed as at December 31, 2024.

Major Construction Projects

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

- Anticipated milestones for the Expo Millennium Line Upgrade Program (EMUP) - Fleet Acquisition Program not being met as conditional acceptance was pushed into early 2025 while train qualification is completed.
- Procurement difficulties impacting the construction schedule of OMC 4 - Storage and Maintenance resulting in deferred spending.
- Reprioritization of initiatives and delays in interdependent projects causing a significant shift in spending for the EMUP - Rail Expansion Program Management.
- Postponed opening of the Province-led BSP to 2027 resulting in corresponding delays to TransLink’s integration and support works.
- Design coordination with BC Hydro resulting in construction for the EMUP - Propulsion Power Upgrades Expo and Millennium Lines being deferred.

These delays were partially offset by earlier than anticipated milestone payments for SkyTrain vehicles in the Surrey Langley SkyTrain Project which resulted in additional spending in 2024.

Project Name (\$ thousands)	2024 Planned Spending	2024 Actual Spending*	Variance Underspend / (Overspend)
Broadway Subway Project	26,672	7,748	18,924
Edmonds Operations and Maintenance Centre (OMC) Capacity Upgrade	31,132	19,915	11,217
EMUP - Fleet Acquisition	151,713	85,250	66,463
EMUP - Propulsion Power Upgrades Expo and Millennium Lines	30,812	12,345	18,467
EMUP - Rail Expansion Program Management	58,295	20,898	37,397
OMC 5 Project Development	6,487	8,538	(2,051)
OMC 4 - Storage and Maintenance	154,505	96,507	57,998
Optical Transportation Network	1,890	269	1,621
SkyTrain Advanced Radio System Phase One – Three	12,200	2,501	9,699
SkyTrain Customer and Operations Telecommunications Upgrade Phase One - Four	4,054	3,906	148
SkyTrain Operation Control Centre	109,051	93,618	15,433
Station Access and Safety Project	21,256	21,869	(613)
Surrey Langley SkyTrain (SLS) Project	4,193	36,637	(32,444)
Projects not captured in Business Plan	-	310	(310)
Major Construction Total	612,260	410,311	201,949

*2024 Actual Spending includes activity for projects that are substantially complete or closed as at December 31, 2024.

Technology Projects

Lower than planned spending in technology projects is primarily a result of delays and scope refinement experienced across several key projects which deferred spending to future years. The Enterprise Asset Management – CMBC project had lower than anticipated staff costs in 2024 and required further forecast refinement resulting in spending being pushed to 2025. The 2018 - 2024 IT Infrastructure Refresh project encountered resource challenges, supply chain shortages, and procurement delays which pushed project activity into future periods. The Cyber Security and IT Services Resiliency Program incurred lower spending as a result of additional requirements gathering at the RFP stage, and the Compass Modernization – Procurement phase project initiation was deferred due to a high level of complexity and competing priorities with other capital projects.

Project Name (\$ thousands)	2024 Planned Spending	2024 Actual Spending*	Variance Underspend / (Overspend)
2018 - 2024 IT Infrastructure Refresh	13,225	2,786	10,439
BCRTC Software Application Renewal Program	1,628	582	1,046
Budgeting and Forecasting System Replacement	941	-	941
Bus Daily Operations Management System (DOMS) Product Migration	9,158	7,627	1,531
Business Continuity Management (BCM) Software	343	-	343
Business Technology Agile initiatives	500	500	0
Compass Modernization - Procurement Phase	3,005	-	3,005
Cyber Security and IT Services Resiliency Program	14,122	5,319	8,803
Electronic Bad Order (BO) Cards	350	-	350
Enterprise Asset Management - CMBC	27,808	15,032	12,776
Enterprise Emergency Communication System Implementation	255	160	95
Enterprise Health and Safety System	1,154	1,692	(538)
ERP Legacy System Data Preservation	110	-	110
ERP/Boundary Systems Remediation	1,121	-	1,121
Finance Enterprise Resource Planning and Enterprise Asset Management	632	(6)	638
Fire Life & Safety System (FLSS) Network Card Upgrade	395	-	395
Future of Work Technology Enablement	280	137	143
HandyDART Mobile Data Terminals (MDTs) Replacement	104	570	(466)
HR Management System (HRMS) Replacement	132	610	(478)
MyTime migration to Ultimate Software (UKG Dimensions)	1,882	1,109	773
Real-time Transit Information System (RTIS) Upgrade - Phase 1	276	691	(415)
Regional Transportation Monitoring Pilot	400	277	123
Sustainability Platform Implementation	571	-	571
Technical Drawings and Library Management System	1,829	-	1,829
Transit Information System Enhancements	165	290	(125)
TransLink Analytics Program (TAP) 2022	2,296	2,162	134
TransLink Software Application Renewal Program	1,604	1,040	564
Projects not captured in Business Plan	-	1,443	(1,443)
Technology Total	84,286	42,021	42,265

*2024 Actual Spending includes activity for projects that are substantially complete or closed as at December 31, 2024.

Vehicle Projects

Lower than planned spending on vehicle projects was due to delivery delays caused by vendor supply issues and quality assurance. Key projects delays include:

- Shortage of seats resulting in vendor delivery delays for the 2024 Conventional Bus Replacement (84 natural gas buses).
- Shortage of chassis and slot availability at body manufacturers resulting in delivery delays for the 2024 Community Shuttle Replacement (54 buses).
- High oil contamination levels resulting in quality assurance delays for the 2024 Conventional Bus Replacement (50 natural gas buses).

The underspend variance was partially offset by vehicle deliveries for the 2020 Conventional Bus Expansion (61 buses) as many of these vehicles were previously anticipated to be delivered in late 2023.

Project Name (\$ thousands)	2024 Planned Spending	2024 Actual Spending*	Variance Underspend / (Overspend)
2020 Community Shuttle Expansion (9 buses)	1,863	735	1,128
2020 Conventional Bus Expansion (61 buses)	14,629	34,053	(19,424)
2020 MK I Skytrain car Refurbishment	2,000	(254)	2,254
2021 Community Shuttle Expansion (9 buses)	1,084	764	320
2021 Community Shuttle Replacement (64 buses)	16,495	13,889	2,606
2021 Conventional Bus Expansion (25 buses)	37,063	41,820	(4,757)
2021 HandyDART Vehicle Expansion (10 buses)	2,867	1,191	1,676
2022 MVTP Non-Revenue Vehicle Replacement (11 vehicles)	145	175	(30)
2023 BCRTC Service Support Vehicle Expansion (2 vehicles)	1	19	(18)
2023 BCRTC Service Support Vehicle Replacement (4 vehicles)	4	302	(298)
2023 CMBC Service Support Vehicle Expansion for MTC (11 vehicles)	82	-	82
2023 CMBC Service Support Vehicle Replacement (26 vehicles)	2,518	-	2,518
2023 Community Shuttle Replacement (27 buses)	6,517	6,770	(253)
2023 Conventional Bus Replacement (57 BEBs)	1,954	1,969	(15)
2023 HandyDART Vehicle Replacement (46 buses)	4,884	8,053	(3,169)
2023 MVTP Non-Revenue Vehicle Expansion (2 vehicles)	130	137	(7)
2023 MVTP Non-Revenue Vehicle Replacement (10 vehicles)	335	-	335
2024 - 2028 Conventional Bus Replacement (188 trolley buses)	524	2,024	(1,500)
2024 BCRTC Service Support Vehicle Replacement (10 vehicles)	21	26	(5)
2024 Community Shuttle Expansion to Reserves (11 buses)	8	-	8
2024 Community Shuttle Replacement (54 buses)	14,480	44	14,436

Project Name (\$ thousands)	2024 Planned Spending	2024 Actual Spending*	Variance Underspend / (Overspend)
2024 Conventional Bus Replacement (50 natural gas buses)	45,669	35,469	10,200
2024 Conventional Bus Replacement (84 natural gas buses)	45,656	187	45,469
2024 HandyDART Vehicle Replacement (46 buses)	7,221	45	7,176
2025 Conventional Bus Replacement (6 double-decker buses)	915	-	915
2028 - 2029 Conventional Bus Replacement (1 pilot trolley bus)	5	-	5
CMBC Trolley Overhead (TOH) Truck replacement	7	-	7
WCE Locomotive Refurbishment	1,932	2,830	(898)
Projects not captured in Business Plan	-	1,232	(1,232)
Vehicles Total	209,009	151,480	57,529

*2024 Actual Spending includes activity for projects that are substantially complete or closed as at December 31, 2024.

Major Road Network Projects

Overall, the spending in 2024 for Major Road Network (MRN) projects was on budget. MRN projects are delivered by municipalities and therefore TransLink's planned spending is determined based on quarterly progress updates received from municipalities and through historical performance. 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 the expansion of MRN funding in recent years as well as difficulties in securing vendors in a constrained market, municipalities often experience construction delays in these programs resulting in completion largely being achieved toward the end of the four-year timeframe.

Project Name (\$ thousands)	2024 Planned Spending	2024 Actual Spending*	Variance Underspend / (Overspend)
2014 - 2024 Major Road Network and Bike (MRNB) Capital Program	24,686	23,260	1,426
2018 - 2024 Bicycle Infrastructure Capital Cost (BICCS) Program	15,104	21,838	(6,734)
2018 - 2024 Major Road Network (MRN) Structures - Seismic Upgrade Program	9,598	3,448	6,150
2018 - 2024 Walking Infrastructure to Transit (WITT) Program	4,852	7,136	(2,284)
2019 - 2024 Bus Speed and Reliability (BSR) Program	5,722	3,311	2,411
2019 - 2024 MRN Pavement Rehabilitation Program	26,547	26,916	(369)
MRN Total	86,509	85,909	600

*2024 Actual Spending includes activity for projects that are substantially complete or closed as at December 31, 2024.

5. Changes in Financial Position

Consolidated Statement of Financial Position				
(\$ thousands)	December 31 2024	December 31 2023	Change	%
Cash and cash equivalents	436,083	276,248	159,835	57.9%
Accounts receivable	653,157	675,173	(22,016)	(3.3%)
Restricted cash and cash equivalents and investments	3,582,474	4,127,713	(545,239)	(13.2%)
Investments	248,221	394,831	(146,610)	(37.1%)
Debt reserve deposits	22,931	24,500	(1,569)	(6.4%)
Financial Assets	4,942,866	5,498,465	(555,599)	(10.1%)
Accounts payable and accrued liabilities	532,128	615,595	(83,467)	(13.6%)
Debt	3,593,360	3,360,119	233,241	6.9%
Deferred government transfers	3,526,862	3,769,885	(243,023)	(6.4%)
Golden Ears Bridge contractor liability	964,547	983,403	(18,856)	(1.9%)
Deferred concessionaire credit	362,745	386,082	(23,337)	(6.0%)
Employee future benefits	145,151	140,093	5,058	3.6%
Deferred development cost charges	-	40,348	(40,348)	(100.0%)
Deferred revenue and deposits	90,331	82,745	7,586	9.2%
Deferred lease inducements	11,697	12,795	(1,098)	(8.6%)
Asset retirement obligation	27,968	26,952	1,016	3.8%
Liabilities	9,254,789	9,418,017	(163,228)	(1.7%)
Net Debt	(4,311,923)	(3,919,552)	(392,371)	10.0%
Tangible capital assets	6,840,407	6,141,887	698,520	11.4%
Supplies inventory	152,888	128,609	24,279	18.9%
Property under development	20,932	20,102	830	4.1%
Prepaid capital	-	30,745	(30,745)	(100.0%)
Prepaid expenses	30,875	30,780	95	0.3%
Non-Financial Assets	7,045,102	6,352,123	692,979	10.9%
Accumulated Surplus	2,733,179	2,432,571	300,608	12.4%

Financial Assets

See “Liquidity and Capital Resources” section for the discussion on changes in cash and cash equivalents, restricted cash and cash equivalents and investments, and investments.

The decrease in accounts receivable of \$22.0 million (3.3 per cent) was mainly due to the collection of Senior Government relief funding of \$85.8 million, partially offset by an increase in development cost charges receivable and an increase in capital project funding outstanding from the Province.

Liabilities

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

Accounts payable and accrued liabilities decreased by \$83.5 million (13.6 per cent) primarily due to the settlement of an investment trade.

Deferred government transfers liability decreased by \$243.0 million (6.4 per cent) primarily due to revenues recognized as the funding stipulations for the various funding programs were met, partially offset by \$117.5 million in contributions received from the Province for the Investing in Canada Infrastructure Program.

The GEB contractor liability represents the financing for the construction of the GEB 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 estimated current service cost and related interest. The post-retirement portion of this liability will draw down, upon retirement of the employees.

During 2024, the entire deferred development cost charges balance was recognized as revenue, as qualifying costs on eligible projects were incurred.

The increase in deferred revenues and deposits of \$7.6 million (9.2 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. The liability is accreted to the statement of operations with the passage of time.

Non-Financial Assets

For the year ended December 31, 2024, capital assets increased by \$698.5 million (11.4 per cent) which represents \$936.8 million additions to capital assets and \$30.7 million reclassification from prepaid capital to Work in Progress (WIP). These additions were partially offset by \$266.3 million in amortization and \$2.7 million in disposal.

The additions of \$936.8 million in 2024 primarily consisted of the following:

Additions to land, land improvements and buildings of \$168.3 million related to:

- Purchase of the land and buildings for Surrey Transit Center (STC): \$88.3 million
- OMC 1 & 2 infrastructure improvements: \$50.7 million
- SeaBus terminal upgrades: \$6.7 million
- Other land & building acquisitions & upgrades: \$22.6 million

Additions to equipment of \$128.9 million related to:

- Daily Operation Management Systems (DOMS) replacement: \$24.3 million
- SkyTrain Customer & Operations Telecom Upgrade: \$22.9 million
- Burrard station escalator: \$13.8 million
- SkyTrain Advanced Radio System: \$9.3 million
- Westham Island Bridge rehabilitation-related equipment: \$7.5 million
- Trolley overhead state of good repairs replacements: \$5.4 million
- Railborne equipment: \$4.7 million
- Switch machines replacement: \$4.4 million
- Rail replacement-related equipment: \$3.4 million
- Other equipment: \$33.2 million

Additions to vehicles and SeaBus \$113.2 million related to:

- Conventional revenue vehicles: \$57.5 million
- Automated Transit Control and Expansion support: \$20.9 million
- Community Shuttle vehicles: \$19.1 million
- HandyDART vehicle replacement: \$6.8 million
- Other: \$8.9 million

Additions to Bridges, guideways of \$58.7 million related to Canada Line Capstan Station.

Addition to Work-in-Progress of \$467.7 million is primarily related to the following projects:

- Mark V trains: \$120.8 million
- Marpole Transit Centre: \$85.6 million
- SkyTrain Operation Control Centre upgrades: \$83.6 million
- Conventional bus expansion vehicles: \$49.4 million
- Station access and safety project: \$21.7 million
- Other projects: \$106.6 million

As a future operator of the Surrey Langley Skytrain (“SLS”) and lessee of the SLS assets, TransLink has incurred \$30.7 million of capital expenditures for the assets that will be owned by the province. The SLS Funding Support Agreement was fully executed in May 2024 and, as a result, the associated capital expenditures in prepaid capital have been reclassified to Work-in-Progress.

Supplies inventory increased by \$24.3 million (18.9 per cent) from 2023, mainly due to higher parts costs, an aging fleet requires more replacements, fleet expansions, and longer delivery lead times necessitating increased 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 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.

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)	2024	2023	CHANGE	%
Cash and cash equivalents	436,083	276,248	159,835	57.9%
Investments	248,221	394,831	(146,610)	(37.1%)
Total	684,304	671,079	13,225	2.0%

TransLink's unrestricted cash and cash equivalents and investments balances reflect accumulated funding resources available for support operations. The balance increased by \$13.2 million (2.0 per cent) mainly due to the collection of \$85.8 million of Senior Government relief funding, offset by net outflows from operations in 2024.

Restricted Funds

Restricted Cash and Cash Equivalents and Investments				
As at December 31				
(\$ thousands)	2024	2023	CHANGE	%
Government transfers for capital project funding	964,630	1,151,364	(186,734)	(16.2%)
GEB Restricted Funds	1,641,742	2,019,966	(378,224)	(18.7%)
TPCC Cash and Investments	34,648	33,107	1,541	4.7%
Green Bond Proceeds	-	66	(66)	(100.0%)
Land reserve	198,695	281,780	(83,085)	(29.5%)
Development Cost Charges Funds	-	11,667	(11,667)	(100.0%)
Sub-total	2,839,715	3,497,950	(658,235)	(18.8%)
Total Self-Administered Sinking Funds	742,759	629,763	112,996	17.9%
Total Restricted cash and investments	3,582,474	4,127,713	(545,239)	(13.2%)

Restricted cash and investments include unspent government transfers, funds segregated for TransLink's captive insurance Transportation Property and Casualty Corporation (TPCC), unspent proceeds from 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 decrease in restricted cash and investments of \$545.2 million (13.2 per cent) was mainly due to federal and municipal contributions, GEB Restricted Fund and Development Cost Charges funding qualifying capital spending, Land Reserve funding the purchase of a property, and the settlement of a trade that was outstanding as of December 31, 2023. These decreases were partially offset by accrued investment income on these funds. During the year, the entire deferred balance of Development Cost Charges and the outstanding Green Bond proceeds were fully allocated to qualifying projects. The increase of \$1.5 million (4.7 per cent) in TPCC cash and investments was mainly due to net investment income.

The \$113.0 million (17.9 per cent) increase in self-administered sinking funds was due to regularly scheduled contributions and investment income generated by the fund.

Net Debt

TransLink's robust borrowing program provides the ability to go directly to capital markets with a solid reputation as a good investment, meaning greater cost certainty for debt management. It provides assurance to credit rating agencies and investors while providing flexibility to TransLink to use both short-term and long-term financing.

TransLink's debt management policy includes self-imposed debt coverage and debt service coverage limits. TransLink continues to remain within these limits.

Under the SCBCTA Act, TransLink's outstanding gross direct debt obligations cannot exceed TransLink's borrowing limit, which is currently \$8.5 billion. Under the "Borrowing by authority" Section 31 (1) 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." The Board approved the resolution for the current borrowing limit in the report "2024 - 2033 Investment Plan" on June 25, 2024. The Mayors' Council also approved the resolution in the report. 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, 2024, TransLink's outstanding debt obligation, as defined above, was \$4.3 billion, comprised of debt totaling \$3.6 billion and Municipal Financing Authority of BC (MFABC) administered sinking funds of \$0.7 billion. This is net of capital lease reductions since inception, unamortized issue costs and unamortized premiums/discounts of \$3.2 million.

Financing				
As at December 31				
(\$ thousands)	2024	2023	CHANGE	%
Debt	3,593,360	3,360,119	233,241	6.9%
Less: Self-administered sinking funds	(742,759)	(629,763)	(112,996)	17.9%
Less: Debt reserve deposits	(22,931)	(24,500)	1,569	(6.4%)
Net Direct Debt	2,827,670	2,705,856	121,814	4.5%
Golden Ears Bridge contractor liability	964,547	983,403	(18,856)	(1.9%)
Deferred concessionaire credit	362,745	386,082	(23,337)	(6.0%)
Indirect P3 Debt	1,327,292	1,369,485	(42,193)	(3.1%)
Subtotal Net Direct Debt and Indirect P3 Debt	4,154,962	4,075,341	79,621	2.0%

Net direct debt, which finances capital spending, increased by \$121.8 million (4.5 per cent). This was the result of issuing a \$300.0 million Green bond in June 2024 which included a \$5.8 million discount, partially offset by an increase to TransLink's self-administered sinking fund of \$113.0 million from contributions and fund income, and net reductions in MFABC held debt of \$59.4 million.

As part of TransLink's continuing Green Bond issuance program, a Green Bond framework developed in 2018 detailing 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 2024, all proceeds of TransLink's most recent Green Bond issuance have been spent on eligible projects.

Indirect P3 Debt decreased by \$42.2 million (3.1 per cent) through the principal repayment of \$18.9 million of the GEB contractor liability and the \$23.3 million amortization of the Canada Line deferred concessionaire credit.

Credit Rating

Maintaining a high-quality [credit rating](#) is essential to ensure that TransLink can access capital markets in the most cost-effective manner.

The following table summarizes TransLink's current credit ratings and outlooks. As of December 31, 2024 Moody's continues to affirm TransLink's rating of Aa2 (Stable) reflective of TransLink's strong institutional framework and its status as a taxing authority. As of December 31, 2024, Dominion Bond Rating Service (DBRS) affirmed TransLink's rating of AA (Stable) due in part to TransLink's effective financial management framework and practices.

As at December 31, 2024 Agency	2024				2023			
	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

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 large 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

Investment credit risk arises from the investments 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 on-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 2028 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, 2024, TransLink had sufficient liquid funds to meet its obligations.

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

TransLink's ridership has substantially recovered since COVID-19, averaging nearly 90 per cent of pre-pandemic levels in 2024, with certain parts of the region now well exceeding pre-pandemic levels. However, fuel tax revenue has been a declining revenue source, as the region transitions to zero emission and higher fuel efficiency vehicles. Coupled together with inflationary pressures from rising costs due to inflation, supply chain challenges and negotiated labour agreements, this has put pressure on TransLink's finances. Emergency relief funding provided by the Province will help keep TransLink's financial position and liquidity at healthy levels through 2025. TransLink is working with Mayors' Council and the Province on the next investment plan that will identify new, sustainable revenue sources.

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 price risk and inflation risk.

(a) Interest Rate Risk

TransLink is subject to the market interest rates at the date of issuing or refinancing of its short-term or long-term debt obligations. TransLink mitigates the interest rate risk by issuing fixed interest rate instruments, monitoring the interest rate environment to achieve optimal rates and spreading maturities of borrowings over periods currently up to and including 2055, 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 losses arising from fluctuations in exchange rates.

(c) Commodity Price Risk

TransLink's commodity price 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 price 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 be progressively a much smaller component of TransLink's total operating expenses.

(d) Inflation Risk

TransLink is subject to inflation risk, i.e., the risk that prices will rise faster than expected. Inflation risk is considered to be moderate, with the December 2024 headline annual rate reported at 1.8 per cent, down from the peak of 8.1 per cent in May 2022. The headline rate for British Columbia is slightly higher at 2.6 per cent. Recent inflation has primarily been driven by price hikes in shelter (4.5 per cent) and health and personal care (3.2 per cent), but not by transportation (1.6 per cent) and food (0.6 per cent). Inflation is expected to continue to be stable at around the 2.0 per cent mid-point Bank of Canada target into 2025. Bank of Canada has recently forecasted inflation for 2025 at 2.3 per cent, however this does not include potential inflationary pressures caused by anticipated upcoming tariffs. Additionally, there have been elevated wage increases combined with weak productivity which could see higher than expected inflation in the coming months as businesses seek to pass on higher costs. TransLink is actively monitoring these effects on procurement and project delivery.

Enterprise Risk Management

As the region's multi-modal transportation provider, TransLink faces a range of strategic, operational, and reputational risks. These risks encompass the potential occurrence of adverse events or ineffective internal processes that could hinder the achievement of the organization's strategic priorities. These risks are structurally managed through TransLink's Enterprise Risk Management (ERM) program.

ERM is a systematic approach to identifying, assessing, and responding to risks that may affect TransLink's strategic objectives. The ERM Framework establishes a consistent risk taxonomy structure across the Enterprise. The risk identification process involves consultations with senior leadership, workshops, and reviews of recent incidents. Once identified, the risks are assessed using a standardized matrix that evaluates both likelihood and impact. Critical risks are then prioritized by the Senior Executive Committee and the Board. Risk owners develop mitigation plans, which are regularly monitored and reported to the Board and senior executives. The ERM program is a core component of TransLink's governance practices, integrated with the organization's overall strategy and business planning processes.

Among the critical risks, the risk of TransLink's ability to establish a sustainable funding model through new revenue sources remains at a heightened level. Key factors in this risk include the timing and success of the 2025 Investment Plan in generating sufficient revenue and securing the level of support from Senior Governments for necessary actions. This is particularly significant as TransLink seeks to maintain current service levels and fulfill its expansion commitments outlined in the [Access for Everyone Plan](#). More details on key risks are available in the [2025 Business Plan](#).

TransLink maintains a comprehensive insurance program utilizing a combination of insurers and its captive insurance company, Transportation Property Casualty Company (TPCC), to reduce the financial impact of 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. TransLink, CMBC and BCRTC follow [International Organization for Standardization 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 (GHG) and climate targets for TransLink. This was followed in December 2022 with the Board's approval of the [Climate Action Plan](#), 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, 35 of 48 actions are on track (73 per cent), eight actions (17 per cent) have been completed, three (6 per cent) have been incorporated with other actions (to improve effectiveness and efficiency), and two (4 per cent) have been delayed due to stakeholder engagement.

To reduce GHG Emissions under the Climate Action Plan, TransLink continued to progress construction of the Marpole Transit Centre designed for 340 battery electric buses and began work on the Port Coquitlam Transit Centre upgrades to accept over 100 battery electric buses. TransLink and CMBC completed the Zero Emission Playbook which outlines the required projects and timing to achieve a zero-emission bus fleet by 2040. Fleet replacements, upgrades to the infrastructure and operational cost estimates are being integrated into the next Investment Plan. Work is currently underway to develop the required accountability, governance structures, and change management for the delivery of zero-emissions, service expansion (*Access for Everyone*), and bus rapid transit projects.

To reduce GHG emissions of existing operations, TransLink continued to purchase renewable natural gas to offset 100 per cent of life cycle emissions from the natural gas bus fleet. CMBC began purchasing

renewable diesel for three of its transit centres and is implementing a plan to fuel 100 per cent of the diesel bus fleet with renewable diesel by the end of 2027. The West Coast Express began fueling its locomotives with 100 per cent renewable diesel. The investments in zero-emission fleet and infrastructure, along with purchasing of renewable fuels support TransLink's continued commitment to achieving its climate goal, environmental protection and improving air quality in the region.

To implement Adapt to Climate Impacts under the Climate Action Plan, TransLink drafted an Enterprise Resilience Program and integrated it into the draft 2025 Investment Plan. TransLink is currently developing a resilience framework to assess and co-manage the physical and financial risks associated with climate change, seismic, and other hazards. TransLink also initiated flood risk assessments for four of its transit centres and integrated climate change adaptation into Design Guidelines for Underground Infrastructure to be applied in future SkyTrain extension projects. These actions, together with TransLink's Emergency Management initiatives, will reduce the risk and vulnerabilities associated with climate change to infrastructure and operations.

Finally, TransLink revised its Sustainability Policy and the Procurement Policy to further integrate environmental and climate change factors into business decision-making, planning, and operations.

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.

With all collective agreements being in place, there is no significant Labour Relations risk in 2025. Labour Relations will be a risk in 2026, and updates will follow in the next reporting cycle.

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 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 approval by TransLink's Board to form the Annual Capital Plan.

The next phase(s) 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. Complex projects may include multiple Specific Project Approvals throughout the life of a project. 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 risk profile of a project. 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 2024 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) 2020-2024
Year ended December 31 (\$ millions)	2020	2021	2022	2023	2024	
Taxation	850.0	899.4	978.1	978.4	1,078.1	6.1%
Transit	385.9	413.4	552.6	671.6	718.7	16.8%
Government transfers	149.8	172.0	251.1	236.7	424.9	29.8%
Amortization of deferred concessionaire credit	23.3	23.3	23.3	23.3	23.3	-
Investment income	53.8	52.9	109.1	192.2	213.5	41.1%
Development Cost Charges	19.7	44.8	25.2	17.3	91.3	46.7%
Miscellaneous revenue	18.4	22.5	17.4	20.0	66.2	37.7%
Sub Total Continuing Operations¹	1,500.9	1,628.3	1,956.8	2,139.5	2,616.1	14.9%
Senior Government Relief Funding	644.0	31.8	176.0	478.9	-	(100.0%)
Gain/loss on disposal of tangible capital assets	-	0.6	1.7	8.1	0.3	100.0%
Total Revenue¹	2,144.9	1,660.7	2,134.5	2,626.5	2,616.5	5.1%

¹ Some amounts may not add due to rounding

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 Compound Annual Growth Rate (CAGR) of 14.9 per cent since 2020.

Taxation Revenue has grown over the past five years at a CAGR of 6.1 per cent, driven by standard property tax increases and increases resulting from new development and construction growth in the region, and a one-time increase of \$80.0 million in total standard property tax collected in 2024 to fund the system's urgent transit needs. Parking Sales Tax declined in 2020 due to COVID-19, then rebounded in 2021 to near pre-COVID levels, and significantly surpassed pre-COVID levels from 2022 onward. Fuel Tax recovered in 2021 and 2022 following the pandemic but has been declining since 2023 due to the increased adoption of zero-emission and fuel-efficient vehicles in the region.

Transit revenue was significantly lower in 2020 and 2021 due to the impact of the pandemic on ridership. Ridership began recovering in the second half of 2021 with continued growth in 2022 and 2023, reaching 85.6 per cent of pre-pandemic levels in 2023. In 2024, ridership increased by 3.3 per cent compared to 2023 under the impact of population growth and more people turning to transit. Overall, transit revenue has grown at a CAGR of 16.8 per cent from 2020 to 2024.

Revenue from Government Transfers, which exclude Senior Government relief funding, have increased by a CAGR of 29.8 per cent from 2020 to 2024. Following the COVID-related decline due to production delays in 2020, revenue recognized from Government transfers increased in 2021 and 2022 as delivery of buses ramped up. In 2022, revenue recognition of funds received under the Public Transit Infrastructure Fund (PTIF) began as agreement terms were met. In 2023, this revenue decreased by 5.7 per cent compared to 2022, due to lower vehicle deliveries. Revenue recognized from Government transfers in 2024 was \$188.2 million higher than 2023, mainly due to timing of vehicle deliveries and increased project activity for the Marpole Transit Center, which resulted in higher revenue recognition from the Canada Community Building Fund.

Investment income has grown at a CAGR of 41.1 per cent 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.

DCC revenue is recognized based on spending on eligible projects, and therefore, is subject to fluctuations from year to year. In 2020 and 2021, all DCC levied were fully recognized as revenue, totaling \$19.7 million and \$44.8 million, respectively. Subsequent years saw fluctuations due to project delays, with revenue recognition declining to \$25.2 million in 2022 and \$17.3 million in 2023. In 2024, revenue recognition surged to \$91.3 million, driven by increased spending on DCC-eligible projects.

Miscellaneous revenue, which includes third-party recoveries related to warranties, other recoverable costs, and one-off compensations remained relatively stable from 2020 to 2023. Miscellaneous revenue increased by \$46.2 million in 2024 mainly due to a contribution from the City of Surrey following the execution of the SLS Funding and Support Agreement in 2024. As a result of this increase, miscellaneous revenue has increased by a CAGR of 37.7 per cent over the five-year period.

5 YEAR CONSOLIDATED EXPENSES (BY SEGMENT)						Compound Annual Growth Rate (CAGR) 2020-2024
Year ended December 31	2020	2021	2022	2023	2024	
(\$ millions)						
Bus Operations	760.6	806.3	860.5	945.5	1,015.5	7.5%
Rail Operations	316.5	346.7	363.6	405.0	449.8	9.2%
Transit Police	40.7	44.8	48.1	52.7	59.6	10.0%
Corporate operations	100.8	103.6	120.8	139.4	158.3	11.9%
Roads & Bridges	62.9	120.1	109.4	151.1	145.9	23.4%
Amortization of tangible capital assets ²	229.4	233.8	250.0	259.7	266.3	3.8%
Interest ²	189.3	182.0	181.4	180.5	194.1	0.6%
Sub Total Continuing Operations¹	1,700.2	1,837.3	1,933.8	2,133.8	2,289.6	7.7%
Corporate One-Time	15.1	21.8	71.1	19.8	26.3	14.9%
Total Expenses by Segment¹	1,715.3	1,859.1	2,004.9	2,153.6	2,315.8	7.8%

¹ Some amounts may not add due to rounding

² Amortization and Interest shown separately to facilitate analysis

Total expenses have grown by a CAGR of 7.8 per cent since 2020. Excluding one-time costs, the CAGR is 7.7 per cent, commensurate with service expansion, and rate of inflation.

Bus Operations costs have increased by a CAGR of 7.5 per cent, mainly due to increased labour costs as a result of negotiated contractual labour rate increases, service expansion costs, higher costs to maintain aging fleet compounded by inflation on part prices, increasing fuel costs and increases in contracted services labour and overhead.

Rail Operations costs have increased by a CAGR of 9.2 per cent, mainly due to increased labour costs driven by contractual and economic increases, and higher maintenance costs to ensure a state of good repair.

Transit Police expenses have increased by a CAGR of 10.0 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 higher professional and legal costs.

Corporate Operations costs have increased by a CAGR of 11.9 per cent mainly due to increased labour costs, higher administration costs to support growing needs of the Enterprise, higher professional fees, and contractual increases.

Roads and Bridges costs have increased by a CAGR of 23.4 per cent, primarily due to increased capital infrastructure contributions to municipalities driven by a higher number of completed projects, cost inflation for MRN Operations and Maintenance work, and completion of the Rapid Bus R6 project.

Amortization expense has increased by a CAGR of 3.8 per cent, mainly due to an increase in depreciable tangible capital assets.

Interest expense remained stable over the five-year period due to low average interest rates offsetting the impact of increasing debt. Increase in 2024 compared to 2023 was mainly due to higher long-term debt balance, utilization of short-term debt, and higher average interest rates, partially offset by higher interest capitalization.

5 YEAR CONSOLIDATED EXPENSES (BY CATEGORY)						Compound Annual Growth Rate (CAGR) 2020-2024
Year ended December 31 (\$ millions)	2020	2021	2022	2023	2024	
Administration	46.7	45.1	54.5	65.2	73.4	12.0%
Amortization of capital assets	229.4	233.8	250.0	259.7	266.3	3.8%
Capital infrastructure contributions	36.6	72.7	60.7	76.4	85.2	23.5%
Contracted services	215.4	223.0	236.6	257.7	268.7	5.7%
Fuel and power	55.9	67.2	90.0	89.4	87.2	11.8%
Insurance	29.3	24.6	25.3	24.5	27.9	(1.2%)
Interest	189.3	182.0	181.4	180.4	194.1	0.6%
Maintenance, materials and utilities	148.2	171.5	182.0	229.8	239.9	12.8%
Professional and legal	14.7	15.8	19.7	30.3	29.8	19.3%
Rentals, leases and property tax	29.2	33.5	38.6	37.7	40.1	8.3%
Salaries, wages and benefits	705.5	768.1	795.0	882.7	976.9	8.5%
Sub Total Continuing Operations¹	1,700.2	1,837.3	1,933.8	2,133.8	2,289.6	7.7%
Corporate One-Time	15.1	21.8	71.1	19.8	26.3	14.9%
Total Expenses by Category¹	1,715.3	1,859.1	2,004.9	2,153.6	2,315.8	7.8%

¹ Some amounts may not add due to rounding

Administration costs have increased by a CAGR of 12.0 per cent since 2020, mainly due to an increase in telecommunications, network, IT security and software costs to support growing needs of the Enterprise.

Amortization and interest expense variance analysis is covered on the previous page “5-year Consolidated Expenses (By Segment)”.

Capital infrastructure contributions have increased by a CAGR of 23.5 per cent, mainly due to the progress on the existing projects alongside the addition of new projects in 2024, thereby increasing the number of active projects.

Contracted Services have increased by a CAGR of 5.7 per cent, mainly due to higher contractual costs for Canada Line due to inflation, and higher service hours and contract rates for Access Transit.

Fuel and power have increased by a CAGR of 11.8 per cent, mainly due to an increase in fuel prices.

Maintenance, materials and utilities costs have increased by a CAGR of 12.8 per cent, mainly due to higher parts prices driven by inflation, as well as higher maintenance to keep aging fleet and infrastructure in a state of good repair, 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 19.3 per cent, mainly due to higher professional fees for Transit Oriented Development projects and RapidBus.

The 8.3 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 8.5 per cent is mainly due to increased labour costs as a result of negotiated contractual and economic labour increases and increase in headcount.

Appendix 3 – Operating Indicators

OPERATING INDICATORS						Compound Annual Growth Rate (CAGR)
Year ended December 31	2020	2021	2022	2023	2024	2020-2024
Safety: Customer Injuries (per 1 million boarded passengers) ¹						
Bus & SeaBus	4.4	4.9	3.7	3.8	3.5	(5.6%)
SkyTrain: Expo & Millennium Lines	1.0	1.1	0.9	1.0	1.1	2.4%
West Coast Express	-	1.9	-	-	-	-
HandyDART (per 100,000 boarded passengers)	1.3	3.0	0.9	1.4	0.8	(11.4%)
Safety: Employee Lost Time Frequency						
Bus & SeaBus (per 200,000 Hours Worked) ^{2, 2a}	7.4	7.9	8.5	8.4	7.8	1.3%
SkyTrain: Expo & Millennium Lines (per 200,000 Hours Worked)	4.4	3.7	4.6	4.3	6.3	9.4%
HandyDART (per 200,000 Hours Worked)	8.1	9.9	16.8	16.8	10.2	5.9%
Safety: Bus & SeaBus Operator Assaults (per 1 Million Service Hours) ^{2b}						
	12.2	12.8	11.8	11.8	10.6	(3.5%)
Ridership: Boarded Passengers (Thousands) ³						
Bus & SeaBus	142,416	145,943	207,388	247,637	252,276	15.4%
SkyTrain: Expo & Millennium Lines	54,551	55,199	82,966	100,931	106,944	18.3%
SkyTrain: Canada Line	20,335	21,120	33,603	40,409	42,122	20.0%
West Coast Express	795	515	885	1,304	1,559	18.3%
HandyDART	698	767	1,060	1,306	1,301	16.8%
Ridership: Journeys (Thousands) ⁴						
Overall System	128,018	130,858	193,555	233,244	240,936	17.1%
Vehicle Service Delivery: Percentage of Service Hours Delivered ⁵						
Bus & SeaBus ^{2b}	96.2%	97.8%	98.6%	99.3%	99.2%	0.8%
HandyDART	99.7%	99.8%	99.5%	99.6%	99.5%	(0.1%)
Vehicle Service Delivery: Percentage of Train Trips Delivered ⁶						
SkyTrain: Expo & Millennium Lines	n/a	99.5%	99.3%	99.5%	99.5%	-
West Coast Express	n/a	99.2%	99.3%	99.5%	98.6%	-
Vehicle Punctuality: On-Time Performance						
Bus (3 minutes late < On-Time < 1 minute early) ^{2c}	86.2%	83.9%	81.5%	79.7%	78.5%	(2.3%)
SkyTrain: Expo & Millennium Lines (headway + 3 minutes) ⁷	96.4%	96.6%	95.9%	95.3%	94.1%	(0.6%)
West Coast Express (headway + 5 minutes)	93.1%	96.4%	94.7%	95.9%	93.5%	0.1%
HandyDART (earlier than and within 15 minutes of Scheduled Pick-Up Time)	94.7%	94.2%	91.7%	90.9%	90.6%	(1.1%)
Vehicle Reliability: Mean Distance Between Failure						
Bus ^{2d}	27,368	18,231	23,481	29,587	30,715	2.9%
HandyDART Vehicle Productivity						
Trips per Service Hour (excludes Taxis)	1.4	1.6	1.8	1.6	1.6	3.4%
Trip Denials	405	119	906	1,112	2,147	51.4%
Environmental						
Bus & SeaBus (Spills per 1 Million Km) ^{2e}	1.5	2.3	2.4	2.0	1.8	4.7%
Bus & SeaBus (Revenue Vehicle Energy Consumption in Gigajoules)	1,840,983	1,910,369	1,971,632	2,048,771	1,494,958	(5.1%)
Customer Service: Customer Satisfaction (overall score of 10) ⁹						
Overall System	8.2	8.2	8.0	8.0	7.8	(1.2%)
Bus & SeaBus	8.2	8.3	8.1	8.0	7.7	(1.6%)
SkyTrain: Expo & Millennium Lines	8.5	8.5	8.3	8.3	8.1	(1.2%)
SkyTrain: Canada Line	8.7	8.9	8.6	8.6	8.4	(0.9%)
West Coast Express	8.9	8.9	8.8	8.8	8.9	-
HandyDART	9.0	8.7	8.5	8.6	8.8	(0.6%)
Customer Service: Customer Complaints ^{2f}						
Overall System (per 1 million boarded passengers) ¹⁰	103.3	92.8	74.0	70.7	75.0	(7.7%)
Corporate (per 1 million boarded passengers)	28.7	19.2	15.8	16.5	17.7	(11.4%)
Bus & SeaBus (per 1 million boarded passengers)	101.5	105.0	83.4	78.2	83.8	(4.7%)
SkyTrain: Expo & Millennium Lines (per 1 million boarded passengers)	25.1	17.8	15.4	13.5	14.3	(13.1%)
SkyTrain: Canada Line (per 1 million boarded passengers)	8.1	6.4	5.8	6.0	7.3	(2.6%)
West Coast Express (per 1 million boarded passengers)	358.1	191.8	143.5	124.2	84.0	(30.4%)
HandyDART (per 100,000 boarded passengers)	178.6	209.7	255.2	242.9	262.0	10.1%
Financial: Operating Costs ¹²						
Overall System (operating cost per capacity km) ^{10,11}	\$0.097	\$0.111	\$0.108	\$0.115	\$0.125	6.5%
Bus & SeaBus (operating cost per capacity km)	\$0.128	\$0.158	\$0.141	\$0.150	\$0.158	5.4%
SkyTrain: Expo & Millennium Lines (operating cost per capacity km)	\$0.040	\$0.045	\$0.047	\$0.053	\$0.063	12.0%
SkyTrain: Canada Line (operating cost per capacity km)	\$0.137	\$0.143	\$0.145	\$0.150	\$0.159	3.8%
West Coast Express (operating cost per capacity km)	\$0.165	\$0.207	\$0.184	\$0.133	\$0.124	(6.9%)
HandyDART (operating cost per trip)	\$75.14	\$69.70	\$57.73	\$54.79	\$57.11	(6.6%)
Financial: Operating Cost Recovery						
TransLink (conventional system) ¹³	33.6%	33.5%	41.8%	46.0%	46.4%	8.4%

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 previously reported based on best estimate.

^{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 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.

⁴ Ridership figures have been restated to reflect final numbers.

⁵ Expo and Millennium Lines and West Coast Express use a trip-based calculation for Service delivery that aligns with industry best practice.

⁶ Canada Line does not provide actual service delivery statistics, using scheduled service hours for reporting purposes.

⁷ 2020 indicator has been restated to conform with the methodology adopted in 2021.

⁸ For 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.

⁹ 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.

¹⁰ Excludes HandyDART

¹¹ Includes operating costs of Bus, Rail and Transit Police. Excludes amortization and interest expense.

¹² Calculations based on whole numbers.

¹³ Excludes Corporate One-Time Costs.

Appendix 4 – Allocated Costs between Divisions

ALLOCATED COST BREAKDOWN					
Year ended December 31					
(\$ thousands)	2020	2021	2022	2023	2024
Shared Services ¹					
Bus Operations	35,973	40,048	37,030	38,205	45,295
Access Transit	119	103	116	92	102
SkyTrain - Expo & Millennium Line	7,367	6,794	8,827	11,367	13,761
West Coast Express	106	264	227	382	353
Transit Police	2,988	2,566	1,878	2,538	3,341
Total Shared Services allocated	46,553	49,775	48,078	52,584	62,852
Costs Administered by TransLink and allocated to subsidiaries ²					
Bus Operations	15,829	17,837	21,930	27,407	29,861
Access Transit	-	-	-	-	13
SkyTrain - Expo & Millennium Line	3,901	3,780	5,421	5,768	6,387
SkyTrain - Canada Line	2,438	2,824	3,078	3,753	3,970
West Coast Express	404	444	626	583	529
Transit Police	1,893	2,280	2,904	3,103	2,833
Costs Administered by TransLink allocated	24,465	27,165	33,959	40,614	43,593
Bus Operations	51,802	57,885	58,960	65,612	75,156
Access Transit	119	103	116	92	115
SkyTrain - Expo & Millennium Line	11,268	10,574	14,248	17,135	20,148
SkyTrain - Canada Line	2,438	2,824	3,078	3,753	3,970
West Coast Express	510	708	853	965	882
Transit Police	4,881	4,846	4,782	5,641	6,174
Total costs allocated to Subsidiaries from TransLink	71,018	76,940	82,037	93,198	106,445

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.

The allocated cost increase over the five-year period was primarily driven by rising technology expenses, including higher software, licensing, and support costs due to contractual increases and a growing number of users, higher rental expenses, higher property insurance premiums, and higher property taxes.



Together all the way

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TO: Board of Directors

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

DATE: March 19, 2025

SUBJECT: 2024 Statutory Annual Report

PROPOSED RESOLUTION

That the TransLink Board of Directors:

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

EXECUTIVE SUMMARY

This report is to present the 2024 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

The purpose of this report is to provide the 2024 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; and
- Summary of Development Cost Charges received, reserve fund balances and expenditures, any waivers and reductions issued.

A copy of the 2024 Statutory Annual Report has been prepared as required and is attached for the Board's review and approval.

CONCLUSION

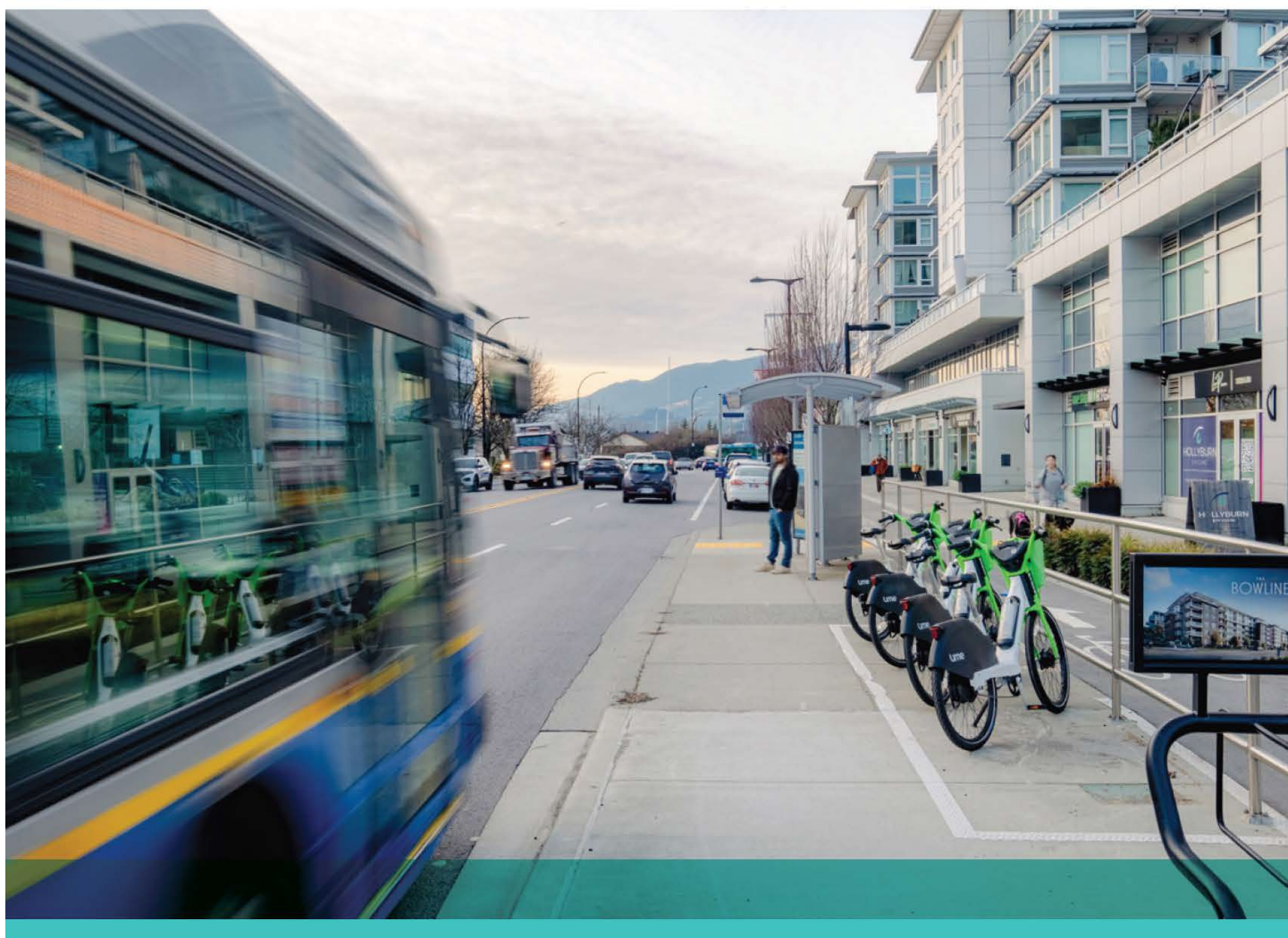
Management recommends that the Board approves the 2024 Statutory Annual Report attached in Attachment 1 and authorize its release to the Mayors' Council on Regional Transportation.

ATTACHMENTS:

Attachment 1: 2024 Statutory Annual Report



2024 Statutory Annual Report



SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY 2024 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 2024 Accountability Report, in order to obtain a full understanding of the organization and its financial and operational performance. The 2024 Accountability Report will be posted on [TransLink's website](#) .

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EXECUTIVE SUMMARY

Under the [South Coast British Columbia Transportation Authority Act](#) (the SCBCTA 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 2024 Statutory Annual Report meets that requirement as well as other reporting obligations including audited financial statements, complaints, and customer satisfaction summaries. It is recommended that this report is read in conjunction with the 2024 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 [2024-2033 Investment Plan](#), as approved by the Mayors' Council on Regional Transportation on April 25, 2024. This 2024 Statutory Annual Report refers to the 2024 year of this Investment Plan (the Plan). Previous investment plans funded important transportation investments in the region, including the [Broadway Subway Project](#), [Surrey Langley SkyTrain](#), [Marpole Transit Centre](#), and modernization of the Compass fare collection system. These projects will come online over the duration of the 2024 Investment Plan. The 2024 Investment Plan builds on these investments and provides urgently needed near-term transit service improvements to address overcrowding and enable the purchase of buses for future system expansion. It also continues investments in road safety, biking, and pedestrian improvements for an additional year.

[Ridership](#) growth in 2024 was steady, following typical seasonal patterns, driven by population growth and commuters increasing transit usage. Average weekday journey growth in 2024 was 3.0 per cent compared to 2023, while average Saturday journey grew by 1.9 per cent and average Sunday/Holiday journey grew by 2.6 per cent. Ridership, as measured by journeys, in 2024 was 241 million, 1.7 per cent above the Plan.

Like most organizations, TransLink is facing higher costs due to inflation, which has impacted nearly every part of TransLink's supply chain and operations. While ridership has grown steadily in 2024, the rapid transition to electric vehicles and more fuel-efficient vehicles – while critical to achieving regional climate targets – continues to erode TransLink's fuel tax revenue. As a result of these cost and revenue pressures, TransLink is facing a structural funding deficit, or funding shortfall, beginning in 2026.

As part of the [Management Action Plan](#) to mitigate the structural funding deficit emerging in 2026, TransLink committed to cost reduction and financial optimization measures that are expected to total \$90 million annually. During the latter part of 2024, efforts have been made to implement these initiatives and savings of \$19.7 million have been achieved in 2024 as a result of these cost efficiencies.

TransLink is continuing to work closely with the Government of British Columbia, the [TransLink Board of Directors](#) and the [Mayors' Council on Regional Transportation](#) to return TransLink to long-term financial sustainability.

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 2024 actual results to the Plan.

TRANSIT SERVICE LEVELS	Actual 2024	2024 Year in the Plan	Fav/(Unfav) Over Plan	% Change
Conventional Transit <i>(thousands of service hours)</i>				
Conventional Bus	4,879	4,939	(60)	(1.2%)
Community Shuttle	730	742	(12)	(1.6%)
West Vancouver Conventional Bus	119	119	-	-
SkyTrain Expo and Millennium Lines	1,219	1,291	(72)	(5.6%)
SkyTrain Canada Line	201	201	-	-
SeaBus	14	14	-	-
West Coast Express	33	32	1	3.1%
Total Conventional Transit	7,195	7,338	(143)	(1.9%)
Access Transit Trips <i>(thousands of trips)</i>				
HandyDART	894	1,297	(403)	(31.1%)
Taxi Supplement	272	152	120	78.9%
Total Access Transit Trips	1,166	1,449	(283)	(19.5%)
Ridership <i>(in millions)</i>				
Boardings	404	397	7	1.8%
Journeys	241	237	4	1.7%

Conventional Transit Service Levels

Conventional transit service hours were lower than the Plan by 1.9 per cent, or 143 thousand hours.

Conventional Bus and Community Shuttle service hours were 1.2 and 1.6 per cent lower than Investment Plan, mainly due to the two-day shutdown in January 2024 of CMBC SeaBus and Bus services resulting from labor action, partially offset by the implementation of some service changes in Fall 2024. These service changes are focused on addressing overcrowding and providing more frequent service to meet customer demand.

Expo and Millennium Lines service hours in 2024 were 5.6 per cent below the Investment Plan. The variance was mainly driven by the single tracking between Braid and Lougheed Town Centre stations to facilitate construction of the connection between the mainline and the new Operation and Maintenance Centre (OMC) 4.

West Vancouver Conventional Bus, Canada Line and SeaBus 2024 service level were in line with the Investment Plan. West Coast Express (WCE) service hours in 2024 were 3.1 per cent higher than the Investment Plan. This is a result of two additional cars being added into service in April 2024 to meet increasing ridership demand.

Access Transit Service Levels

Access Transit trips delivered were lower than the Plan by 19.5 per cent due to lower than anticipated demand. In addition, HandyDART operated for most of September at essential service levels only due to job action by Amalgamated Transit Union (ATU) Local 1724, the union representing HandyDART employees. Taxi supplements were higher than the Plan mainly due to workforce language as per the Collective Bargaining Agreement and impacts on workforce availability due to job action by ATU Local 1724. TransLink remains committed to ensuring services are fully available for passengers unable to use conventional public transit without assistance. The Investment Plan service level was established to ensure that customers can continue to complete trips on this essential service as demand grows.

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 2024, total system boardings were 404 million, 1.8 per cent higher 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 241 million in 2024, 1.7 per cent above the Plan driven by higher than expected ridership.

Ridership growth in 2024 was steady, following typical seasonal patterns, with an overall increase driven by population growth and more commuters turning to transit throughout the year. Average weekday journey growth in 2024 was 3.0 per cent compared to 2023, slightly higher than average Saturday journey growth of 1.9 per cent and average Sunday/Holiday journey growth of 2.6 per cent.

2 2024 Investment Plan Status Report

TransLink's 2024 Investment Plan was a bridging plan focused on addressing urgent near-term transportation needs. Previous investment plans funded important transportation investments in the region, including the Broadway Subway Project, Surrey-Langley SkyTrain, Marpole Transit Centre, and modernizing the Compass fare payment system. These projects will come online over the duration of the 2024 Investment Plan.

The 2024 Investment Plan builds on these investments and provides urgently needed near-term transit service improvements to address overcrowding and enable the purchase of buses for future system expansion. It also continues investments in road safety, biking, and pedestrian improvements for an additional year. A status update of the Plan is provided below.

Investments in the 2024 Investment Plan

Reducing overcrowding across the transit system

Throughout 2024, TransLink delivered numerous service adjustments, reallocating a significant number of annual service hours aimed at improving overall efficiency, reliability, and customer service to best meet the needs of customers. In the past 12 months, over 200 service changes were implemented for Bus services which include launching the [R6 RapidBus](#), changing the vehicle size on five routes, seasonal service changes, as well as implementation of 42 service changes from the 2024 Investment Plan in Fall 2024. These changes were in response to ridership growth, and were managed within the operational and fiscal constraints.

With the introduction of [Capstan Station](#) in December, service increased on the Canada Line during peak hours to relieve overcrowding. During morning and afternoon rush hour periods, service increased from 16 to 18 trains, while early morning service expanded from 10 to 12 trains. In response to an increase in ridership, West Coast Express increased capacity by adding two additional train cars to their weekday service schedule.

More convenient and more frequent service

During Fall service changes in September 2024, 15 off-peak bus service improvements were implemented. East Fraser Heights service will be launched in Winter 2025. HandyDART customers will benefit from improved late evening service with a pilot planned for 2025. Additionally, since July 2024, SeaBus service has been starting 15 minutes earlier on weekday mornings.

In 2024, assembly and commissioning of three new Mark V trains began. These new 5-car train are longer than the current fleet and will be able to carry approximately 20 per cent more customers on the Expo Line and 50 per cent more on Millennium Line during the busiest times of the day. Once testing and commissioning is completed, these trains will continue to provide additional capacity prior to the opening of Broadway Subway and Surrey Langley SkyTrain.

Investing in infrastructure to prepare for the Access for Everyone Plan

Approximately 96 per cent of all revenue vehicles planned for delivery in 2024 have been commissioned. Additionally, TransLink successfully acquired lands adjacent to the existing Surrey Transit Centre, reducing reliance on leased sites for ongoing operational needs and supporting future expansion capacity at existing depots.

Ongoing Access for Everyone Plan study development

TransLink is continuing to advance planning work for major projects identified in the [Access for Everyone Plan](#):

- [Burnaby Mountain Gondola](#): The business case for the Burnaby Mountain Gondola advanced, including conducting supportive technical analysis to inform the project costs, benefits, impacts and mitigations.

- **Metrotown to North Shore Rapid Transit:** Business case development for the Metrotown to North Shore (formally Burrard Inlet Rapid Transit) rapid transit program is advancing. This includes significant partner engagement to confirm the problem statement and objectives of the program as well as preliminary technical analysis to advance the Bus Rapid Transit component.
- **[Bus Rapid Transit \(BRT\) Program](#):** TransLink has identified up to nine corridors for BRT implementation over the next 10 years; the first three were announced in late 2023. Public engagement launched in January 2025, announcing station locations for two future BRT routes serving customers travelling in Surrey, Maple Ridge, and the Township of Langley. This marks the next step towards implementing TransLink’s upcoming bus-based rapid transit system that will provide fast, frequent, and reliable service through dedicated bus lanes, signal priority at intersections, and weather-protected stations. Members of the public are being asked to rank key features that matter most to them, helping TransLink advance BRT planning. Planned locations for the route’s stations are also being released as part of the engagement. Engagement for the BRT route between Metrotown and the North Shore is scheduled for later in 2025. These BRT projects are currently unfunded. TransLink is working to secure funding for BRT implementation from all levels of government through future Investment Plans. Once funding is secured, TransLink estimates that BRT construction can be completed within five years.
- **[Millennium Line SkyTrain Extension to UBC](#):** TransLink, with other project partners, is supporting the Province to advance the Business Case for the Millennium Line SkyTrain Extension to UBC (UBCx), which would extend SkyTrain from Arbutus and Broadway to the main UBC campus. This work builds on a refined business case completed by TransLink in 2022.

More reliable transit – and less time stuck in traffic

In 2024 TransLink advanced the planning and conceptual design for bus speed and reliability improvements along five high-delay bus corridors: Kingsway, Granville Street, Marine Drive, 49th Avenue, and Hastings Street. In 2025, funding of \$17 million is committed to advance projects on these corridors of high delay, which are supported by Council motions in the City of Vancouver and City of Burnaby. In addition, approximately \$4 million is committed for a variety of projects under the Local Government Funding Program for typically localized (‘hotspot’) improvements and studies.

Better walking, biking, and rolling, and safer streets

For the 2024 Program Year, TransLink has committed funds totaling \$144 million towards local government funded biking, rolling, and walking improvement projects with 104 projects approved for funding. Projects that were awarded funding were confirmed in March 2024 and communicated to local governments in April 2024, including the issuance of TransLink-signed funding agreements.

Funded projects include:

- 21 walkway projects
- 24 bikeway projects
- 18 bus speed and reliability projects
- 15 multi-use pathways
- 8 roadway safety and capacity projects
- 18 roadway structure replacement, rehabilitation, and seismic retrofit projects on the [Major Road Network \(MRN\)](#)
- Annual operations, maintenance, and rehabilitation for 675KM (2,700 lane-KM) of MRN

In April 2024, TransLink issued its first public report documenting the funding allocations and highlighting key projects, which can be found online at [Local Government Funding Programs Report](#).

Other Plans and Policies

In 2024 TransLink continued to advance a wide array of other initiatives that – while not necessarily requiring major investment dollars – are nevertheless critical to achieving *Transport 2050* goals.

Area Transport Plans

Area Transport Plans are an opportunity for TransLink to work more closely with local governments, Indigenous Nations, stakeholders, and the public to develop plans for enhancing transit service and infrastructure, while also addressing aspects of cycling, walking, driving, and goods movement. TransLink is currently developing the [Burrard Peninsula Area Transportation Plan \(ATP\)](#). The Burrard Peninsula ATP planning process is now in its second phase of work. Based on the technical analysis results and public feedback from Phase 1, as well as input from partner agencies, draft actions to improve transportation across the Burrard Peninsula have been developed and will be shared with the public between January and March 2025 for feedback.

TransLink's Climate Action Strategy

TransLink's 2023-2025 [Climate Action Strategy](#) and Plan outlined seven strategies and 48 actions on how TransLink is going to reduce its greenhouse gas emissions and ensure its operations and infrastructure are resilient to the changing climate. All Year 2 (2024) actions from the [Climate Action Plan](#) are underway or completed. Key accomplishments supported by the 2024 Investment Plan are:

- Development of the Zero-Emission Playbook that sets out new pathways to achieve a zero-emission bus fleet by 2040;
- Development and approval of the Employee and Visitor Electric Vehicle Charging Infrastructure Policy applicable to TransLink's operational facilities;
- Revision and approval of the Sustainability Policy that strengthens commitments to resilience, climate adaptation and mitigation;
- Developed sustainable procurement principles within the revised and approved Procurement Policy;
- Development of TransLink's first draft Strategic Energy Management Plan to fulfill a requirement of an Industrial Energy Manager funding agreement with BC Hydro;
- Establishment of an Enterprise Resilience Working Group to provide guidance and direction across the Enterprise to ensure TransLink infrastructure and operations are ready for future disasters and climate change impacts;
- Transit Centre flood risk assessment contract was established, with four assessments to be completed in 2025;
- Integrated sustainability and climate change factors into TransLink's new Design Guidelines for Underground Infrastructure.
- Strengthened participation with Metro Vancouver's Regional Engineers Advisory Committee - Climate Protection Subcommittee (REAC-CPS) and Regional Advisory Committee – Environment Subcommittee (RPAC-ENV).

TransLink's Customer Experience Action Plan

[TransLink's 2022-2027 Customer Experience Action Plan](#) puts customer priorities at the forefront. Implementation of this action plan is well underway, with over 50 per cent of projects completed and launched, and 43 per cent in progress. These projects all contribute to the five priorities that have been identified coming out of the pandemic: more personalized, easier to use, timely & reliable, safe & pleasant, a better reason to ride.

The next Customer Experience Action Plan is in development and will be delivered in 2025, to further strengthen customer focus amidst the changing landscape of a rapidly growing population in the region, transit expansion, and technology evolution.

Regional Cycling Strategy

The [Major Bikeway Network \(MBN\)](#) is a concept that was first identified in the [Regional Cycling Strategy](#) in 2011 and refined and expanded through planning that followed, including *Transport 2050*. The MBN would provide a network of safe and comfortable bikeways to connect urban centres and communities across the region. By working with local government partners, incremental progress has been made with implementing new and upgraded bikeways throughout the region that would ultimately contribute to the MBN concept.

In 2024, TransLink undertook work with local government and partner agency staff to begin to develop a MBN and Urban Centre Bikeways Action Plan to identify strategic investments that will be required to turn the MBN from a planning concept into a reality. To ensure progress toward the Access for Everyone goal of having safe, comfortable, and connected bikeway networks in place with all 26 of the region's designated urban centres, the action plan will also identify urban centres where focused regional investment in new and upgraded bikeways would be made by local governments in the near-term so that a core network of bikeways would be established to allow for safe and comfortable travel by bike within each urban centre.

Regional Goods Movement Strategy

TransLink continues to work with Local Government partners on the implementation of the priorities from the Regional Goods Movement Strategy and *Transport 2050*. To support regional goods movement objectives, the following initiatives were completed or advanced in 2024:

- Conducted a study to quantify the economic value of the Truck Route Network (TRN) in Metro Vancouver to highlight the importance of truck routes and inform future planning and management of the network.
- Conducted truck counts and other related data collection to support updates and enhancements to the Commercial Vehicle Model (CVM), which is part of the Regional Travel Model (RTM) suite of applications, to improve the ability to assess proposed changes to truck routes.
- Worked with Local Government partners on the phased adoption of the Regional Permit Policies and Procedures Manual (RP3M), which builds on past work to harmonize trucking-related definitions and regulations by streamlining and aligning policies and processes for permitting oversize-overweight trucks in Metro Vancouver. As of 2024, ten Local Governments have adopted or are in the process of adopting the new manual, covering 70 per cent of single trip oversize-overweight vehicle permits with an origin or destination in Metro Vancouver.
- Partnered with Metro Vancouver, the Province, and Vancouver Fraser Port Authority on an assessment of policies and programs that target the reduction of air contaminants and related air quality impacts from medium and heavy-duty vehicles (MHDVs) operating in BC and the Metro Vancouver region. This work is underway and anticipated to be completed in 2025.

Regional Youth Travel Strategy – TravelSmart4Kids

TransLink's [TravelSmart4Kids Strategy](#) is a sustainable transportation strategy for children 12 and under to enable more children to travel by active and sustainable modes of transportation by walking, cycling, rolling, and taking transit. After launching in 2022, TravelSmart4Kids has been an essential and ground-breaking Strategy in re-shaping the region's landscape and attitudes towards children's mobility and kickstarting momentum. The strategy hit a milestone when a full-time position for a Regional Coordinator was hired in Spring 2024 to support Strategy implementation and interjurisdictional collaboration. To date, one third of the Strategy is accomplished or ongoing, with 30 per cent of the Strategy actions (56 in total) currently in progress with regional partners.

The strategy plays a key role in strengthening relationships between partners around the region to more efficiently and collaboratively support children's mobility. Stakeholders from local governments, school districts, health authorities, and non-profit societies meet quarterly to share updates, learn from experts, and collaborate in the Regional Working Group Children's Sustainable Travel, which had 38 participants in the December meeting (hosted by TransLink and the Regional Coordinator). Many collaborative projects and pilots have emerged out of the

Strategy, including a new infographic, educational videos, the Walking School Bus & Bike Bus Program, cycling education, Bike to School Week Program, School/Play Street programs, and more.

TransLink's Equity, Diversity & Inclusion (EDI) Framework

In 2024, TransLink's [EDI](#) Strategy was updated to ensure EDI continues to be embedded across the Enterprise. Nine Focus Areas have been identified for 2024-2026:

1. Inclusive recruitment
2. Accessible internal and external marketing and communications materials
3. Transparent and equitable compensation practices
4. Advocating for flexible benefits to boost retention
5. Responsible sourcing through diverse suppliers
6. Accessible language access to TransLink's services and products
7. Intersectional data collection
8. Ongoing education and training
9. Increasing workplace accessibility for all employees

A few of the key EDI accomplishments for 2024 are:

- TransLink has committed to the Federal Government of Canada's [50-30 Challenge](#) aspiring for gender parity and increase representation of equity-deserving groups within the company. In addition, TransLink continued to prioritize data collection to track metrics by participating in Pledge to Measure and the Prosperity Project.
- Maternity leave top-up, gender affirming care and family planning supports for same-sex couples were approved this year, ensuring more inclusive benefits for various equity-deserving groups.
- The new WeCare Days initiative provides exempt employees access to an additional five paid days off for Indigenous relations and reconciliation, caregiving for emergent situations, faith, culture, volunteering and charity work.
- TransLink has completed an accessibility audit and acquired Rick Hansen Accessibility Certification for Sapperton head office. This certification confirms head office meets national accessibility standards. To continue to advance accessibility, a web accessibility audit was also completed on [translink.ca](#), and the web team updated the global web-accessibility standards, increasing accessibility by 20 per cent.

The EDI Strategy's nine Focus Areas play a key role in strengthening relationships between partners across the Enterprise to more efficiently and collaboratively support the goal of embedding EDI into all aspects of the business. These focus areas will continue to guide TransLink's commitment to Equity, Diversity and Inclusion.

TransLink's Indigenous Relations Framework

Implementation of the Indigenous Relations Framework in 2024 saw the strengthening of relationships with First Nations and Indigenous communities across the region. Notable achievements include the successful extension of the 609-route service to the *s̓c̓awaθ̓an məsteyəx̓w̓m* (Tsawwassen First Nation), improving access to essential services, education, and employment for community members. Engagement with the First Nations and urban Indigenous service organizations also showcased TransLink's commitment to understanding community needs through surveys and participation in cultural events and community celebrations, which fostered deeper connections and actionable insights.

In 2024, TransLink launched an [Indigenous Relations website](#) and the first Enterprise-wide [Reconciliation Report](#), reflecting on progress and outlining future reconciliation initiatives. The establishment of the Indigenous Relations website serves as a central platform for sharing these efforts, emphasizing transparency and collaboration. Career development was another focus area, with recruitment of Indigenous staff to the Indigenous Relation team, participation in career fairs and workshops tailored to Indigenous communities. The Indigenous Internship Program,

expanded in partnership with a third-party organization [PLATO](#), successfully provided meaningful opportunities to Indigenous youth in business technology services.

Funding

As included in the 2024 Investment Plan, the modest increases to transit fares and property taxes provided urgently needed additional service. Provincial emergency relief funding committed to in 2023 will keep TransLink financially stable through to the end of 2025. The subsequent investment plan will need to address the remaining structural funding deficit through additional revenues, to avoid significant reductions in service, programs and staffing. Key updates regarding TransLink's funding model in 2024, as included in the Plan, are as follows:

Capital Funding and Partner Government Contributions

Provincial contribution

Provincial capital contributions remain an important source of funding. The Government of British Columbia commits to funding 40 per cent of the capital costs of the 10-year investment plan. Through the 2024 Investment Plan, the Province further committed \$300 million to support bus fleet and facilities to get ready for future service expansion. This funding is vital to accomplishing TransLink's objectives as set out in the *Access for Everyone Plan* and Climate Action Strategy.

Investing in Canada Infrastructure Program (ICIP)

The projects funded by the [ICIP Program](#) are underway, and the total funding received in 2024 was \$75 million. Two SkyTrain Station upgrade projects were substantially completed in 2024.

Canada Public Transit Fund (formerly Permanent Public Transit Fund)

The Permanent Public Transit Fund was renamed the [Canada Public Transit Fund \(CPTF\)](#) in 2024. In 2024, TransLink submitted an Expression of Interest application to the Government of Canada and received approval to proceed to the next stage of the application process. Baseline funding stream under CPTC was confirmed in 2024, committing to annual funding of \$66.4 million per year, to the total of \$663.7 million over 10 years. Annual funding is expected to commence in 2026.

Zero Emissions Transit Fund (ZETF)

The Government of Canada is reviewing the [ZETF](#) application for the Marpole Transit Centre project. No funding from ZETF has been received in 2024.

Canada Community-Building Fund (CCBF)

The [CCBF](#) agreement was renewed for a 10-year period in 2024. This funding program is 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. TransLink did not submit any new CCBF applications in 2024 pending updates to the fleet procurement strategy. A funding application will be submitted in 2025. Projects to be funded remain consistent with the 2024 Investment Plan.

Development Cost Charges (DCC)

The [DCC](#) program was established in 2018 with the first year of revenue recognized in 2020 to help fund the construction and expansion of the regional transit system. DCC revenue of \$91.3 million was recognized for the year, allocated towards New Major Projects, SkyTrain and West Coast Express Expansions, Bus Exchange/Depot Upgrades and SeaBus Expansions.

Real Estate Development and Investment Fund Distributions

TransLink continues to advance a real estate development framework to leverage existing property assets and funds to generate non-fare, non-taxation revenue. Distributions from the Real Estate Development and Investment Fund are anticipated to begin in 2028.

Revolving Land Fund (RLF)

In 2024, \$88 million of the RLF was utilized for land acquisitions related to operations and future capital projects.

3 2024 Financial Plan

The Plan identifies operating expenses over the ten-year period from 2024 to 2033, as well as how those expenses will be funded from established revenue sources. These revenues and expenses take into account commitments made and services and programs provided using the Canadian Public Sector Accounting Standards. The table below compares the 2024 actual results to the 2024 year of the Plan.

(\$ millions)	2024 Actual	2024 Year in the Plan ²	Fav/(Unfav) Over Plan	% Change
Revenue				
Taxation				
<i>Fuel tax</i>	368.1	389.5	(21.4)	(5.5%)
<i>Property tax</i>	579.1	577.3	1.8	0.3%
<i>Parking sales tax</i>	89.6	88.0	1.6	1.8%
<i>Hydro levy</i>	23.6	23.4	0.2	0.9%
<i>Replacement tax</i>	17.8	18.0	(0.2)	(1.1%)
Transit	718.7	690.1	28.6	4.1%
Government transfers				
<i>Senior Government Funding</i>	357.0	502.2	(145.2)	(28.9%)
<i>Golden Ears Bridge Tolling Replacement Revenue</i>	67.9	67.9	-	-
Amortization of deferred concessionaire credit	23.3	23.3	-	-
Investment income	213.5	149.1	64.4	43.2%
Development Cost Charges	91.3	78.0	13.3	17.1%
Miscellaneous revenue	66.2	16.6	49.6	> 200.0%
Sub Total Continuing Operations Revenue	2,616.1	2,623.4	(7.3)	(0.3%)
Gain (Loss) on disposal of tangible capital assets	0.3	(3.3)	3.6	(109.1%)
Total Revenue	2,616.4	2,620.1	(3.7)	(0.1%)
Expenses				
Bus Operations	1,015.5	1,023.6	8.1	0.8%
Rail Operations	449.8	461.1	11.3	2.5%
Transit Police	59.6	61.4	1.8	2.9%
Corporate Operations	158.3	165.6	7.3	4.4%
Roads and Bridges	145.9	160.8	14.9	9.3%
Amortization of tangible capital assets	266.3	244.9	(21.4)	(8.7%)
Interest	194.1	205.2	11.1	5.4%
Sub Total Continuing Operations Expenditures	2,289.5	2,322.6	33.1	1.4%
Corporate One-time	26.3	55.9	29.6	53.0%
Total Expenses	2,315.8	2,378.5	62.7	2.6%
Surplus (Deficit) for the period (PSAB)	300.6	241.6	59.0	24.4%
Accumulated Surplus¹, beginning of the year	2,432.6	2,432.8	(0.2)	(0.01%)
Accumulated Surplus¹, end of the year	2,733.2	2,674.4	58.8	2.2%

¹ The Accumulated Surplus is derived under the Canadian Public Sector Accounting Standards and does not represent cash.

² Investment Plan reflects allocated shared service expenses for comparative purposes.

Revenues

Total 2024 revenue of \$2,616.4 million was \$3.7 million (0.1 per cent) unfavourable to the 2024 year in the Plan, mainly due to lower revenue recognized from senior government capital contributions as a result project delays and lower fuel tax due to the increasing adoption of zero-emission and fuel-efficient vehicles in the region. This was

largely offset by higher investment income, miscellaneous revenue, transit revenue, and Development Cost Charges (DCC).

Total taxation revenue for 2024 was \$18.0 million (1.7 per cent) unfavourable to the Plan mainly due to unfavourable fuel tax revenue as a result of higher-than-anticipated adoption of zero-emission and fuel-efficient vehicles in the region, as well as refund of prior years' fuel tax overpayment. This was partially offset by favourable property tax revenue driven by higher than anticipated payments in lieu of taxes received, and favourable parking sales tax attributed to demographic shifts, and changes in travel behavior.

Transit revenue of \$718.7 million was favourable by \$28.6 million (4.1 per cent) to the Plan, mostly driven by higher fare revenue due to changes in the types of fare products purchased and steady ridership increases, supported by population growth and commuters increasing transit usage. Program revenue exceeded the Plan due to increased enrollment, while other transit revenue was favorable, driven by higher-than-expected advertising, property rental, and fare infraction revenue, partially offset by lower revenue from carbon credit sales.

Total government transfers were \$424.9 million, which include funds received from the Canada Community Building Fund (CCBF) through the Metro Vancouver Regional Fund (MVRF), Investing in Canada Infrastructure Program (ICIP), Public Transit Infrastructure Fund (PTIF), Canada Line 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. Revenue recognized from Senior Government capital funding was unfavourable to the plan by \$145.2 million (28.9 per cent) primarily due to the timing of vehicle deliveries and construction delays to the Marpole Transit Centre project. 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 also included a reclassification of \$9.3 million in funding from the City of Surrey as miscellaneous revenue.

Investment income was \$64.4 million (43.2 per cent) favourable to the Plan primarily due to higher interest rates and cash and investment balances than anticipated in the Plan.

DCC program revenue was \$91.3 million for 2024, \$13.3 million (17.1 per cent) favourable to the Plan due to increased spending on DCC-eligible projects.

Miscellaneous revenue was \$49.6 million (more than 200 per cent) favourable to the Plan mainly due to a \$39.0 million contribution from the City of Surrey following the execution of the SLS Funding and Support Agreement in 2024.

Gain on disposal of assets was \$3.6 million favourable to the Plan as an anticipated loss on disposal of Mark 1 SkyTrain cars was more than compensated by miscellaneous gains from the sale of other vehicles.

Expenses

Bus Operations expenses were \$8.1 million (0.8 per cent) favourable to the Plan, mainly due to savings in software, hardware and licenses costs, lower rental and property tax increases than anticipated, lower maintenance costs due to changes in the maintenance workplan and lower professional fees due to cost reduction initiatives. This was partially offset by higher labour costs due to higher usage of extended health benefits, costs related to unused vacation time and higher overtime due to vacancies.

Rail Operations expenses were \$11.3 million (2.5 per cent) favourable to the Plan, mainly driven by lower rental and property tax expenses due to delays in securing a lease and reclassification of costs to capital, and savings in property taxes due to a tax assessment adjustment, savings in contracted services from the delayed opening of Canada Line

Capstan station and lower West Coast Express costs, vacancy savings, and savings in professional services, and fuel and power partly offset by higher maintenance costs.

Transit Police expenses were \$1.8 million (2.9 per cent) favourable to the Plan, mainly due to the timing of new hires and unfilled vacancies, and lower rental increases than anticipated, partly offset by higher than planned professional fees.

Corporate Operations expenses were \$7.3 million (4.4 per cent) favourable to the Plan, mainly due to lower administration expenses driven by lower than anticipated business technology services contract and license costs, lower fare media costs, lower professional fees for Transit Oriented Development projects as a result of delays in projects for Coquitlam Central and North Vancouver, lower property tax costs due to a property tax refund related to prior years, and lower contracted services costs due to performance related rebates.

Roads and Bridges expenses were \$14.9 million (9.3 per cent) favourable to the Plan mainly due to slower progress of municipalities' work, resulting in lower than anticipated capital infrastructure contributions to municipalities, partially offset by delays in RapidBus non-capital costs.

Amortization expense was \$21.4 million (8.7 per cent) unfavourable to the Plan primarily due to projects coming into service that were not anticipated in year 2024 of the Plan. The largest of these include Onboard Technology Assets Program - Radio Replacement project (\$15.1 million), Edmonds Operations and Maintenance Centre - Capacity Upgrade project (\$0.8 million), and Daily Operations Management System Product Replacement project (\$0.6 million).

Interest expense for 2024 was \$11.1 million (5.4 per cent) favourable to the Plan mainly due to lower debt levels and the timing of long-term debt issuance, partly offset by the increased cost of Municipal Financing Authority (MFA) debt and short-term debt utilization.

Corporate One-time expenses were \$29.6 million (53.0 per cent) favourable to the Plan mainly due to lower than anticipated non-capitalizable costs associated with capital projects driven by slower than expected capital spend, vacancy savings in operational readiness programs for Rail Expansion due to the Province announcing re-scheduling the in-service dates for Broadway Subway and Surrey Langley SkyTrain projects, lower costs in the Bus Rapid Transit project and feasibility studies due to schedule delays and delays in project initiation, and reclassification of costs to capital.

4 2024 Capital Program

Schedule 1

Schedule 1 below lists the projects that were included in the 2024 Capital Program as Approved in Principle (AIP) and indicates their current status. The schedule includes activity related to new capital projects in 2024, including any carry forward AIP projects from 2023.

Project and Program Titles (\$ thousands)	Approved in Principle (AIP) Budget	Specific Project Approval (SPA) for the year ended December 31, 2024	Current Project Budget* as at December 31, 2024	Current Project as at December 31, 2024		
				Actual Cost to Date	Final Forecast Cost	Estimated Completion Date
Equipment						
Automatic Train Control (ATC) Existing Equipment Replacement Program	9,266	4,316	10,462	121	10,426	Dec-31-30
Capital Spares Program (BCRTC)	2,500	2,500	2,500	2,128	2,128	Dec-31-24
CMBC Facilities Camera Replacement	1,076	3,467	3,991	494	3,981	Jun-30-26
Guideway Clearing Equipment Implementation	1,474	2,074	2,074	-	2,074	Dec-31-28
Supervisory Control & Data Acquisition (SCADA) Remote Terminal Units (RTU) Replacement	16,446	8,000	16,446	24	16,446	Dec-31-30
Equipment - projects with budgets less than \$2 million	1,605	1,620	1,620	366	1,360	Apr-30-25 to May-31-25
Equipment Total	32,367	21,977	37,093	3,133	36,415	
Facilities						
2023 CMBC Roof Replacement Program	6,195	8,150	9,200	2,012	9,082	Jan-31-26
BCRTC - System-wide Heating, Ventilation and Air Conditioning (HVAC) Replacement	5,546	1,312	5,546	-	5,544	Dec-31-26
BCRTC Operations and Maintenance Centre (OMC) 1 and 2 - Space Optimization and Modernization	4,050	5,130	9,080	3,228	8,776	Dec-31-26
Burnaby Transit Centre (BTC) Master Plan - Pre-Design	1,815	-	3,165	730	3,173	Jun-30-25
Coquitlam Central Multimodal Reconfiguration	2,300	3,600	3,600	-	3,600	Jun-30-27
Port Coquitlam Transit Centre (PTC) Infrastructure to Support Battery Electric Buses (BEBs)	14,997	23,500	23,500	-	23,500	Mar-31-27
Facilities - projects with budgets less than \$2 million	1,024	1,237	1,237	43	1,264	Sep-30-26
Facilities Total	35,927	42,929	55,328	6,013	54,939	
Infrastructure						
2024 CMBC Pavement Rehabilitation Asset Replacement Program	2,117	2,117	2,117	-	2,035	Dec-31-25
2024 Elevating Devices Asset Renewal Program – Millennium Line Escalators	26,735	24,746	24,746	705	25,379	Dec-31-28
2024 Millennium Line Elevator Replacement Program	5,904	5,904	5,904	216	6,063	Aug-31-26
BCRTC Roofing Replacement Program	25,429	23,870	29,599	5,946	29,981	Dec-31-25
BTC Facility Improvement for Phase Two Expansion - Design & Implementation	1,390	-	47,043	25,837	56,243	Dec-31-26

Project and Program Titles (\$ thousands)	Approved in Principle (AIP) Budget	Specific Project Approval (SPA) for the year ended December 31, 2024	Current Project Budget* as at December 31, 2024	Current Project as at December 31, 2024		
				Actual Cost to Date	Final Forecast Cost	Estimated Completion Date
Central Park Plaza Tenant Improvements (Phase 2)	8,707	8,707	8,707	2,425	9,039	Dec-31-25
Distributed Maintenance Sites – Phase B	8,600	3,560	8,600	104	10,601	Dec-31-27
Gilmore Station Upgrade and Expansion Project	7,687	-	9,887	313	9,598	Dec-31-27
Marpole Transit Centre (MTC) – Design and Implementation	328,763	328,763	848,200	145,205	851,742	Dec-31-28
Non-Revenue Vehicle Charging Stations	2,217	2,217	2,217	21	2,207	Sep-30-26
PTC Facility Improvements	2,178	2,178	110,202	10,190	110,255	Dec-31-27
Running Rail Replacement	32,747	11,809	46,272	7,310	46,311	Dec-31-28
Trolley Overhead (TOH) On-Street Infrastructure State of Good Repair Program 2022-2023	14,574	5,775	24,828	9,925	24,832	Mar-31-27
TOH Rectifier Station State of Good Repair Program	18,816	-	33,091	1,139	33,151	Dec-31-27
Vancouver Transit Centre (VTC) Skybridge State of Good Repair	2,089	2,089	2,089	51	2,102	Sep-30-25
Infrastructure - projects with budgets less than \$2 million	4,844	3,224	5,224	563	5,260	Sep-30-26 to Dec-31-27
Infrastructure Total	492,797	424,959	1,208,726	209,950	1,224,799	
Technology						
Bus Daily Operations Management System (DOMS) Product Migration	8,097	6,934	33,517	28,559	33,478	Apr-30-26
Cyber Security and IT Services Resiliency Program	30,450	17,347	28,084	7,118	28,205	Dec-31-28
Enterprise Asset Management - CMBC	46,049	31,116	43,060	22,611	44,623	Dec-31-27
Fire Life & Safety System Network Card Upgrade	11,484	11,484	11,484	-	11,484	Mar-31-27
HR Digital Transformation	14,237	12,000	14,237	610	14,544	Jan-31-26
Real-time Transit Information System Upgrade - Phase 1	3,100	3,100	3,100	691	3,241	Aug-31-25
SkyTrain Customer and Operations Telecommunications Upgrade Phase One - Five	5,800	6,300	6,300	136	6,227	Dec-31-26
SkyTrain Training Simulator	2,779	5,497	5,497	-	5,497	Mar-31-27
Technology - projects with budgets less than \$2 million	4,971	5,193	4,214	1,581	3,472	Dec-31-24 to Mar-31-27
Technology Total	126,967	98,971	149,493	61,306	150,771	
Vehicles						
2021 Next Generation SeaBus Design	2,653	2,653	2,653	-	2,542	Dec-31-25
2024 CMBC Service Support Vehicle Replacement (25 vehicles)	2,400	2,400	2,640	-	2,640	Sep-04-26
2024-2028 Conventional Bus Replacement (188 trolley buses)	175,875	-	414,600	2,671	414,925	Dec-31-28
2025 Community Shuttle Expansion to Reserves (13 buses)	4,766	4,766	4,766	-	4,766	Sep-30-27
2025 Conventional Bus Replacement (30 natural gas buses)	28,915	28,915	28,915	-	28,915	Mar-31-27
2025 Conventional Bus Replacement (6 double-decker buses)	10,020	10,020	10,020	-	10,019	Dec-31-26

Project and Program Titles (\$ thousands)	Approved in Principle (AIP) Budget	Specific Project Approval (SPA) for the year ended December 31, 2024	Current Project Budget* as at December 31, 2024	Current Project as at December 31, 2024		
				Actual Cost to Date	Final Forecast Cost	Estimated Completion Date
2025 Conventional Bus Replacement (7 battery-electric buses)	13,068	13,068	13,068	262	13,092	Mar-31-26
2025 HandyDART Vehicle Replacement (46 buses)	10,150	10,210	10,210	-	10,210	Jun-30-27
Vehicles - projects with budgets less than \$2 million	1,972	1,861	2,140	26	2,135	Jul-31-25 to Dec-31-27
Vehicles Total	249,819	73,893	489,012	2,959	489,244	
Bridges						
Westham Island Bridge Rehabilitation	1,822	-	2,122	104	104	Dec-31-24
Bridges Total	1,822	-	2,122	104	104	
MRN Upgrade						
2023 - 2024 Bus Speed and Reliability (BSR) Program	15,471	8,598	18,467	2,674	18,225	Dec-31-30
2023 - 2024 Major Road Network and Bike (MRNB) Capital Program	35,919	37,232	62,979	18,505	62,979	Dec-31-30
MRN Upgrade Total	51,390	45,830	81,446	21,179	81,204	
Cycling						
BC Parkway Improvements: Patterson-22nd St, Imperial-Buller	5,600	695	5,600	239	5,600	Jun-30-26
Cycling - projects with budgets less than \$2 million	555	555	555	-	493	Dec-31-25
Cycling Total	6,155	1,250	6,155	239	6,093	
Walking						
2024 Walking Infrastructure to Transit (WITT) Program	6,700	7,480	7,480	3,229	7,480	Dec-31-30
Walking Total	6,700	7,480	7,480	3,229	7,480	
Regional Cycling						
2024 Bicycle Infrastructure Capital Cost (BICCS) Program	17,768	20,099	20,100	6,406	20,099	Dec-31-30
Regional Cycling Total	17,768	20,099	20,100	6,406	20,099	
MRN Seismic						
2023 - 2024 Major Road Network (MRN) Structures - Seismic Upgrade Program	18,559	17,107	34,066	3,969	33,818	Dec-31-30
MRN Seismic Total	18,559	17,107	34,066	3,969	33,818	
MRN Pavement Rehab						
2024 MRN Pavement Rehabilitation Program	26,816	26,816	26,816	26,677	26,677	Dec-31-30
MRN Pavement Rehab Total	26,816	26,816	26,816	26,677	26,677	
Grand Total	1,067,087	781,311	2,117,837	345,164	2,131,643	

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

Schedule 1a

Schedule 1a below lists the status of TransLink capital programs with project additions, cancellations, and projects not yet initiated during 2024.

Project and Program Titles (\$ thousands)	Budget	Reason
Project Additions		
Buswell Building Envelope Remediation	4,277	To complete necessary envelope remediation on the building envelope at 6411 Buswell Street, Richmond.
Westham Island Bridge Replacement	3,000	To complete the design phase for the Westham Island Bridge replacement.
Project Additions - projects with budgets less than \$2 million	832	Primarily to replace the hands-free Universal Faregate Access Program (UFGAP) system at SkyTrain and SeaBus locations from vendor maintained to TransLink owned and operated.
Project Additions Total	8,109	
Project Cancellations and Scope Reductions		
Capital Spares Program - CMBC	10,800	2024 annual program was cancelled due to the deferred adoption of the capital spares policy by CMBC.
Steveston Bus Exchange Improvements	2,331	Project was cancelled due to Richmond City Council not supporting the proposed changes. The exchange will remain status quo.
Project Cancellations and Scope Reductions - projects with budgets less than \$2 million	1,588	Project budget reductions and cancellations were a result of resource constraints, scope refinement, and cuts due to funding limitations.
Project Cancellations and Scope Reductions Total	14,719	
Projects Not Initiated		
2024 IT Infrastructure Refresh	14,000	Project initiation was deferred due to reprioritization and scope refinement.
2026 Conventional Bus Replacement (262 battery-electric buses)	470,352	Project initiation was deferred due to delays in the related transit centre infrastructure project which is required to support this vehicle acquisition.
2028-2029 Conventional Bus Replacement (1 pilot trolley bus)	4,433	Project initiation was deferred due to an extension to the procurement phase to accommodate further bidder requests.
Bus Expansion Vehicles and Infrastructure	300,000	Project initiation was deferred due to scope refinement and consultation with stakeholders to determine the optimal vehicle propulsion types to acquire.
Compass Modernization	220,671	Project initiation was deferred due to resource limitations and underlying complexity in the scope of the project.
SkyTrain Advanced Radio System Phase Three	22,000	Project initiation was deferred due to delays in prior project phases caused by vendor performance issues and design complexity.
Catwalk Program - Year 2&3	7,064	Project initiation was deferred due to delays in prior phases of the program.
Tunnel Ventilation Systems Dunsmuir Fans and Dampers Upgrades - Design	16,370	Project initiation was deferred due to delays in prior phases of the program.
Budgeting and Forecasting System Replacement	6,500	Project initiations were deferred due to competing priorities and insufficient financial resources. Activation of these projects is pending the approval of the 2025 Investment Plan.
Burnaby Transit Centre - Design	39,000	
ERP/Boundary Systems Remediation	3,000	
Projects Not Initiated - projects with budgets less than \$2 million	2,193	

Project and Program Titles (\$ thousands)	Budget	Reason
Projects Not Initiated Total	1,105,583	

Schedule 2

Schedule 2 provides a comparison of the 2024 cash flow forecast in the 2024 Investment Plan to actual spending in 2024.

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

- Amendments experienced in the design phase of key projects causing delays to project schedules.
- Resource shortages across the industry affecting both supplies of materials and human resources causing project initiation delays and longer than anticipated procurement timeframes.
- Cost escalations experienced widely across TransLink's capital program resulting in reassessments of project scope and additional value engineering.
- Several significant and complex interdependent capital projects causing knock-on impacts to related projects when delays are incurred.
- Adjustments to vehicle acceptance schedules due to vendor delays and vehicle deficiencies identified upon review.

Capital Expenditures

Business Segment	2024 Cash Flow (\$ thousands)		
	Investment Plan 2024	Actuals 2024	Variance
Bus			
Equipment	15,093	2,451	12,642
Facilities	24,756	8,129	16,627
Infrastructure	363,410	166,873	196,537
Technology	44,421	23,568	20,853
Vehicles	192,178	148,099	44,079
Bus Total	639,858	349,120	290,738
Rail			
Equipment	50,707	21,744	28,963
Facilities	159,338	66,804	92,534
Infrastructure	583,341	263,787	319,554
Technology	36,253	12,576	23,677
Vehicles	171,786	122,467	49,319
Rail Total	1,001,425	487,378	514,047
Corporate			
Equipment	351	677	(326)
Facilities	56,382	11,897	44,485
Infrastructure	231,357	1,697	229,660
Technology	42,175	16,432	25,743
Vehicles	3,758	412	3,346
Corporate Total	334,023	31,115	302,908
TL Owned Roads and Bridges			
Cycling	12,896	7,834	5,062
Bridges	12,878	715	12,163
TL Owned Roads and Bridges Total	25,774	8,549	17,225
Total Capital Expenditures and Infrastructure Contributions	2,001,080	876,162	1,124,918

Infrastructure Contributions

Business Segment	2024 Cash Flow (\$ thousands)		
	Investment Plan 2024	Actuals 2024	Variance
Municipal Owned Walking and Cycling			
Walking	5,914	7,136	(1,222)
Regional Cycling	16,676	21,838	(5,162)
Municipal Owned Walking and Cycling Total	22,590	28,974	(6,384)
Municipal Owned Roads			
MRN Pavement Rehab	27,021	26,916	105
MRN Upgrade	35,702	26,571	9,131
MRN Seismic	18,220	3,448	14,772
Municipal Owned Roads Total	80,943	56,935	24,008
Total Capital Expenditures and Infrastructure Contributions	103,533	85,909	17,624

Capital Expenditures and Infrastructure Contributions

Capital Expenditures and Infrastructure Contributions	2024 Cash Flow (\$ thousands)		
	Investment Plan 2024	Actuals 2024	Variance
Capital Expenditures	2,001,080	876,162	1,124,918
Infrastructure Contributions	103,533	85,909	17,624
Total Capital Expenditures and Infrastructure Contributions	2,104,613	962,071	1,142,542

5 Transportation Demand Management

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, active transportation, and other modes 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 TransLink’s transportation system and the impacts of our 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 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.

[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 lower carbon pollution from light-duty vehicles by 65 per cent over 2010 levels and “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 2024 business year.

TDM Programs and Initiatives

Compass for Developments

- Completed a three-month demonstration, near Kootenay Loop, to better understand the behaviour change and benefits of subsidized transit. 90 cards were distributed with 2,740 journeys taken over the three-month monitoring period from May to July.
- Engaged with 41 developments and distributed 6,000 transit passes to residents upon occupancy.
- Created a handbook for developers to improve the way the program is communicated and to provide a more effective information brief for prospective developers.

Transit Friendly Employer (TFE)

- Certified 16 new [Transit Friendly Employers \(TFEs\)](#), a 57 per cent increase from 2023, bringing the total to 44 employers providing benefits to over 13,000 employees in the region.
 - Generated \$13.9 million in fare revenue through the TFE program, a 145 per cent increase from 2023.
 - nearly 3.4 million trips from TFE cardholders, a 157 per cent increase from 2023.

Commute Trip Reduction

- Continued the second year of the [Commutifi Program](#), offering a data-driven TDM commuting platform to help leading regional employers measure and reduce commuting impacts (mode shift, Scope 3 emissions and program return on investment).
 - Expanded to 12 regional employers subscribed, including TransLink, Metro Vancouver and Vancity, covering a total of 5,562 employees.
 - Further expansion planned for 2025 (year 3) with the Province providing new connections for up to 40 employers and up to 3,000 employees will have access to the platform.

Mobility Projects

- Partnered with Mobi and local businesses along the Broadway corridor to deliver a promotional campaign, encouraging the use of bike share to access businesses on Broadway during subway construction.
- Partnered with Bird Canada in Surrey to provide additional transportation options during the King George Station closure.
- Partnered with Bird Canada in Surrey to provide an incentive for those traveling from SkyTrain stations, transit hubs or busy corridors, aimed at promoting multi-modal connectivity and providing travel alternatives to reduce bus overcrowding.

Children & Youth Travel

- Continued to lead the second year of the TravelSmart4Kids Regional Travel Strategy, with the addition of a dedicated Regional Coordinator who is tasked with coordinating and delivering the actions outlined in the strategy.
- Launched an online resources center which includes toolkits, guides, resources, research, and media in a single, easy-to-access space.
- Partnered with Health Authorities and the Ministry of Health to develop an infographic to promote the benefits of sustainable travel on children's health.
- Delivered the second year of the [Walking School Bus \(WSB\) program](#) and established provincial funding for further expansion and the addition of a biking school bus in 2025.
 - WSB participants walked over 15,000 km and saved 3,549 kg of greenhouse gas (GHG) emissions.
 - Delivered a promotional video to increase awareness and enrollment while highlighting the benefits of the program.

Active Transportation**HUB Cycling Partnership**

- Supported the delivery of cycling programs and education events including Go By Bike Week, Bike to School, Streetwise Cycling Education, and Bike to Shop, which saw a total of 36,980 registrants across 18 municipalities.
- Drove 89,667 cycling trips through the Bike to School and Go By Bike Week challenges, with 157,219 kg of GHG emissions saved during Go By Bike Week.
- Received two Bike Awards for work delivered through Bicycle Infrastructure Capital Cost Share (BICCS) Program projects.

Better Environmentally Sound Transportation (BEST) Partnership

- Provided bike valets at 70 events and seven seasonal locations, including Car-Free Days, parking a total of 14,893 bikes.
- Supported the Walk30 Challenge, which saw participants record 700,000 walking minutes.

6 Short-Term Fares Assessed

Short-term fares for Bus, SeaBus, SkyTrain and HandyDART from January 1, 2024 to June 30, 2024 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.

Short-term fares for Bus, SeaBus, SkyTrain and HandyDART effective July 1, 2024 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	\$3.20	\$4.65	\$6.35
		Off-Peak	All Zones — \$3.20		
DayPass*	Adult	No restrictions	\$11.50 — valid all zones		
Discounted Short-Term Fares:					
Cash*	Concession	Regular	\$2.15	\$3.15	\$4.35
		Off-Peak	All Zones — \$2.15		
DayPass*	Concession	No restrictions	\$9.05 — valid all zones		
Stored Value*	Adult	Regular	\$2.60	\$3.85	\$4.90
		Off-Peak	All Zones — \$2.60		
	Concession	Regular	\$2.15	\$3.15	\$4.35
		Off-Peak	All Zones — \$2.15		
FareSavers	Adult		All Zones — \$26.00 (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. 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, 2024 to June 30, 2024 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.

Short-term fares for WCE as of July 1, 2024 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	\$6.35		\$8.25	\$10.10	\$13.70
Cash, Return Ticket	Adult	\$12.00		\$15.90	\$19.45	\$26.00
Discounted Short-Term Fares:						
Cash, One-way*	Concession	\$3.85		\$4.85	\$6.30	\$8.50
Cash, Return Ticket	Concession	\$7.60		\$9.80	\$12.30	\$16.65
Stored Value, One-way*	Adult	\$5.30		\$6.95	\$8.55	\$11.50
	Concession	\$3.15		\$4.35	\$5.20	\$7.05
Stored Value, Return pass	Adult	\$11.75		\$15.05	\$18.60	\$24.90
	Concession	\$7.35		\$9.30	\$11.75	\$15.90

*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 2024

7.1 Long-term Borrowing

TransLink continues to minimize debt costs through strategic borrowings. Since 2010, TransLink has raised more than \$3.7 billion from investors in the capital market.

During 2024, TransLink issued its fifth [Green Bond](#), TL-11 Green, with a par value of \$300.0 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
TL-11 Green (Issued on 14-Jun-2024)	\$300,000,000	4.60%	31 Years	14-Jun-2055	\$6,900,000	\$300,000,000

¹ Unsecured, par value

² Coupon rate fixed to maturity. Effective yield: 4.664%.

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 2024, TransLink had the following activity in its Commercial Paper Program:

Action	Deal #	Amount*	Interest Rate (%)	Transaction Date	Maturity Date	Total Outstanding
Issue	318	\$60,000,000	5.02967	11-Apr-24	10-Jul-24	\$60,000,000
Issue	319	\$60,000,000	5.02967	25-Apr-24	24-Jul-24	\$120,000,000
Issue	320	\$42,000,000	5.00889	16-May-24	14-Aug-24	\$162,000,000
Issue	321	\$60,000,000	4.97851	30-May-24	29-Aug-24	\$222,000,000
Issue	322	\$30,000,000	4.77564	6-Jun-24	5-Jul-24	\$252,000,000
Repay	322	-\$30,000,000			5-Jul-24	\$222,000,000
Issue	323	\$30,000,000	4.74182	5-Jul-24	6-Aug-24	\$252,000,000
Repay	318	-\$60,000,000			10-Jul-24	\$192,000,000
Issue	324	\$60,000,000	4.73905	10-Jul-24	9-Aug-24	\$252,000,000
Repay	319	-\$60,000,000			24-Jul-24	\$192,000,000
Repay	323	-\$30,000,000			6-Aug-24	\$162,000,000
Repay	324	-\$60,000,000			9-Aug-24	\$102,000,000
Repay	320	-\$42,000,000			14-Aug-24	\$60,000,000
Repay	321	-\$60,000,000			29-Aug-24	\$0

* negative amounts represent repayments

B. AUDITED FINANCIAL STATEMENTS

The 2024 Audited Consolidated Financial Statements are attached at the end of this report.

C. COMPLAINTS SUMMARY

Corporate Overview

TransLink’s ridership saw steady growth in 2024, with the equivalent of one-third of the region’s population using the transit system each week. The number of boarded passengers (excluding HandyDART) increased 3.2 per cent from 390.3 million in 2023 to 402.9 million in 2024. HandyDART boardings remained steady at 1.3 million in 2024.

During the year, TransLink continued to make improvements in customer service, with the implementation of the Customer Experience Action Plan well underway. TransLink has implemented several service enhancements aimed at reducing overcrowding and increasing frequency of services across the system. However, ridership growth has outpaced these efforts, resulting in periods of overcrowding, particularly on buses, where customers on some routes find vehicles full to capacity and, in some cases, being passed by full buses. Increasing road congestion and ongoing construction also contribute to the challenges. Fiscal constraints have limited TransLink’s ability to expand or increase service, requiring the reallocation of existing resources to meet the rising demand.

In 2024, Enterprise-wide complaints were 33,647 against a total of 404.2 million customer interactions, resulting in a ratio of 83.2 complaints per million customer interactions. The ratio was 4.7 points higher than in prior year. “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 in the transit system.

The most common sources of customer complaints in 2024 were related to Transit Operators, service delivery, as well as trains and stations issues. TransLink will continue to monitor customer complaints closely and enhance services to best serve customers.

A summary of complaints and customer interactions for 2024, with 2023 comparatives, is provided in Table A below.

Table A

Corporate Summary	2024	2023 ¹	Fav/(Unfav)	% Change
CMBC	21,146	19,361	(1,785)	(9.2%)
SkyTrain (Expo and Millennium Lines)	1,531	1,367	(164)	(12.0%)
SkyTrain (Canada Line)	309	241	(68)	(28.2%)
West Coast Express	131	162	31	19.1%
HandyDART	3,410	3,172	(238)	(7.5%)
Transit Service Complaints	26,527	24,303	(2,224)	(9.2%)
TransLink Corporate	7,120	6,457	(663)	(10.3%)
Total Complaints	33,647	30,760	(2,887)	(9.4%)
Total Customer Interactions (in millions)	404.2	391.6	(12.6)	(3.2%)
Complaints per Million Customer Interactio	83.2	78.5	(4.7)	(6.0%)

¹2023 reported number has been adjusted for rounding

TransLink remains committed to delivering exceptional customer experiences and continues to work on the five priorities outlined in the Customer Experience Action Plan: more personalized, easier to use, timely & reliable, safe & pleasant, a better reason to ride.

TransLink will continue to strive towards enhancing customer satisfaction. The next Customer Experience Action Plan is under development and will further strengthen customer focus amidst the growing demand for transit in the region, transit expansion and technology evolution.

Coast Mountain Bus Company

In 2024, CMBC recorded a total of 21,146 complaints, a 9.2 per cent increase from the previous year. Of these total complaints registered, 47 per cent involved transit operators mainly related to driving past bus stops and driving behavior, and 34 per cent were for service delivery mainly due to bus delays. CMBC remains committed to customer excellence and will continue to closely monitor 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 2024, all were investigated within 48 hours. P3 complaints are less critical and must be resolved within 7 business days (15 business days in 2023). For the period from January to December 2024, approximately 90 per cent of complaints were closed within the aforementioned response timelines, according to the priority ratings assigned to each complaint received.

In 2024, TransLink continued to focus on customer experience with the following accomplishments:

- Launched the R6 Scott Road RapidBus. The R6 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.
- Opened the [newly upgraded Phibbs Exchange](#), providing more space, improved access, expanded capacity, and better shelter for North Shore transit customers. Improvements include 13 new bus bays, better lighting for safety, a new multi-use pathway for cyclists and pedestrians, and improved bus stop shelters with more seating.
- Return of the [Bike Bus \(route 900\)](#) with one more internal bike rack bringing the total bike capacity to ten. The service was developed to accommodate increasing summer demand for bicycle trips between Bridgeport Station and the Tsawwassen Ferry Terminal.
- Implemented the Fall Service Changes in September marking the start of services changes funded through the 2024 Investment Plan which includes a significant extension on Route 609 (Tsawwassen First Nation/South Delta) and larger vehicles on Route 187 (Coquitlam Central Station).

CMBC received a total of 2,278 commendations throughout 2024. The excellent work of the CMBC operators contributed to the vast majority of commendations, with 89 per cent (2,038) attributed to operator behaviour and driving.

SkyTrain — Expo and Millennium Lines

In 2024, Expo and Millennium Lines received 1,531 complaints, a 12.0 per cent increase from the previous year. With a 6.0 per cent increase in ridership, the complaint rate per million boarded passengers on Expo and Millennium Lines increased from 13.5 to 14.3.

SkyTrain staff on the Expo & Millennium Lines have been working diligently to improve overall customer experience with a focus in 2024 on staff presence, track noise mitigations, and increased cleaning. However, the increase in complaints was primarily driven by train heat and ventilation issues, particularly on the Mark I fleet. Despite limited use of Mark I trains on hot days, peak hour service must continue to meet rider demand. These trains are scheduled for retirement as the newest Mark V fleet is gradually introduced to service over the next few years.

BCRTC received 81 commendations in 2024, a 23 per cent increase compared to 2023. Most of these recognized courteous assistance from SkyTrain Attendants.

SkyTrain — Canada Line

In 2024, there were 309 complaints received for Canada Line, a 28.2 per cent increase over the previous year. Ridership increased by 4.2 per cent, and as a result, the complaint rate per million boarded passengers increased from 6.0 to 7.3.

The increase in complaints was driven by the elevator availability at Yaletown Station in the first quarter as well as the connection timing issues for passengers transferring at Bridgeport station. With the opening of Capstan Station in late 2024, the new service schedule may improve the customer experience when transferring at Bridgeport station.

Although commendations on Canada Line decreased in 2024, customers continue to appreciate the Canada Line staffs' friendliness and kindness when helping them on their journey.

West Coast Express

West Coast Express' (WCE) complaints per million boarded passenger rates decreased from 124.2 in 2023 to 84.0 in 2024, with a 19.5 per cent ridership increase and a 19.1 per cent decrease in the number of complaints.

There were noticeable reductions in most of the complaint categories including customer relations, WCE train-related issues, and safety and security concerns. Almost half of the WCE complaints in 2024 were related to delays, which increased 12.5 per cent compared to 2023. 85 per cent of the delays were caused by Canadian Pacific Kansas City (CPKC) infrastructure related issues and freight operations. WCE continues to work with CPKC to manage the service impact to the customers.

Customers continued to send commendations in appreciation of the efforts made to assist them.

HandyDART

In 2024, total complaints registered for HandyDART increased by 7.5 per cent over 2023. The top three HandyDART complaints were taxi operator behavior, HandyDART operator behavior and HandyDART scheduling. Transdev continues to actively address these concerns by implementing programs focused on operator training and improve scheduling. Transdev remains committed to their hiring initiatives, which are currently in place to address recruitment challenges and improve customer experience.

In 2024, the primary area of supplemental taxi complaints was taxi operator behavior at 33 per cent of total taxi complaints. To reduce taxi related complaints, Transdev continues to enhance customer service training with the taxi companies and has implemented processes such as post-incident review and new driver refresher training. Furthermore, Transdev has introduced a Taxi Performance Management Scorecard, which is distributed monthly along with quarterly in-person reviews. These reviews assess factors like complaints, on-time performance, and acceptance rates. Additionally, operational agreements between taxi companies and Transdev have been established to maintain standards.

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. Complaints are categorized as "P1" (urgent) or "P3" (less critical). P1 complaints are addressed within 48 hours, and P3 complaints are 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 2024 and 2023. Table B reflects specific transit services while Table C covers TransLink Corporate in the same periods.

Table B

CMBC	2024			2023			Total	
	Bus ¹	HandyDART	Total	Bus ¹	HandyDART	Total	Fav/(Unfav)	% Change
Service Delivery	7,131	2,404	9,535	5,891	2,231	8,122	(1,413)	(17.4%)
Service Planning	1,847	-	1,847	1,388	-	1,388	(459)	(33.1%)
Staff	10,037	1,006	11,043	9,971	941	10,912	(131)	(1.2%)
Website	72	-	72	67	-	67	(5)	(7.5%)
Cell Phone/Radio	16	-	16	25	-	25	9	36.0%
Accessibility/Racks	347	-	347	331	-	331	(16)	(4.8%)
Other	1,696	-	1,696	1,688	-	1,688	(8)	(0.5%)
Subtotal	21,146	3,410	24,556	19,361	3,172	22,533	(2,023)	(9.0%)

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	2024				2023				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
Customer Relations	306	50	24	380	219	52	39	310	(70)	(22.6%)
Safety/Security	197	47	14	258	220	50	25	295	37	12.5%
Service Schedule	278	54	63	395	256	46	56	358	(37)	(10.3%)
Stations/Parkways	452	80	8	540	475	55	8	538	(2)	(0.4%)
Trains	298	78	22	398	197	38	34	269	(129)	(48.0%)
Sub-total	1,531	309	131	1,971	1,367	241	162	1,770	(201)	(11.4%)

Transit Service Total	2024	2023	Fav/(Unfav)	% Change
Complaints (CMBC + BCRTC)	26,527	24,303	(2,224)	(9.2%)
Total Customer Interactions (in millions)	404.2	391.6	(12.6)	(3.2%)

Table C

TransLink Corporate	2024	2023	Fav/(Unfav)	% Change
Policy-Related (Fares, service optimization, advertising, Compass, fare gates, etc.)	7,120	6,457	(663)	(10.3%)

Complaint Handling Through Social Media

TransLink receives customer complaints through multiple social media channels. In 2024, the CMBC-staffed [@TransLink on X \(formerly Twitter\)](#) account remained the primary platform for complaints and customer feedback. When complaints are made via social media, staff actively engage with customers to address concerns. If an issue cannot be resolved 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 team offline. From there, customers receive direct follow-ups to work towards a resolution.

X (formerly Twitter)

In 2024, [@TransLink on X \(formerly Twitter\)](#) remained the primary social media channel for handling customer inquiries. Over the year, TransLink sent approximately 23,851 outbound tweets, averaging 65 tweets per day, and was mentioned by users 27,921 times. These figures represent increases of 5.8 per cent and 7.2 per cent from 2023 respectively. Additionally, TransLink received 11,933 direct messages (DMs), marking a 7.3 per cent growth compared to 2023.

The platform also saw substantial follower growth, with a net increase of 14,584 followers, bringing the total to 234,108 — a 6.6 per cent increase year-over-year. While this growth aligns with expectations given the size of the channel and Metro Vancouver's demographics, the engagement rate on X declined significantly by over 20 per cent, landing at an average of 1.58 per cent for the year. This is notably below industry benchmarks and reflects the evolving landscape of X and the growing uncertainty surrounding its role as a customer engagement platform.

As expected, the majority of customer tweets were service-related inquiries (e.g., "where's my bus?") or expressing etiquette concerns. This implies that customers continue to seek real-time support and direct engagement for transit-related issues, emphasizing the ongoing need for accessible, responsive communication channels.

Facebook

In 2024, [TransLink's Facebook](#) fans grew by 4.5 per cent, bringing the total to 48,020 fans. While the organic posting frequency decreased by 32 per cent compared to the previous year, with 464 posts shared, engagement levels significantly increased.

These posts generated a combined 14,773 comments, marking a 53 per cent increase from 2023. Although Facebook remains primarily a one-way communication platform for outbound messaging and is not a primary channel for customer complaints, TransLink actively monitors and engages with comments where possible.

Instagram

[Instagram](#) remains TransLink's fastest-growing social media channel, which is primarily used for broadcasting messages to customers rather than facilitating two-way communication. However, Instagram Reels and Stories continue to be a popular avenue for customers to share complaints, commendations, and personal experiences related to TransLink.

In 2024, Instagram once again recorded the highest rates of growth and engagement among TransLink's social media platforms. 16,059 new followers were gained, bringing the total to 46,835. Engagement remained strong, with an overall 7.1 per cent engagement rate, exceeding industry standards.

D. CUSTOMER SATISFACTION

2024 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 a 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 2024 — Transit System, Bus, SeaBus, SkyTrain, WCE and HandyDART

Transit System

In 2024, as ridership continued to grow, some measures of customer service performance decreased slightly from recent years. In 2024, 61 per cent of adult transit riders provided a rating of eight or higher out of ten (i.e., a “good-to-excellent” rating) when evaluating Overall Service at the system level, an eight percentage points drop from 69 per cent in 2023.

Two primary key drivers for Overall Service at the system level are Good Connections and Convenient Hours. These two aspects of the transit system have extremely high impact on the customer experience; however, performance for each of these attributes is below the importance riders place on them. In 2024, 48 per cent of passengers rated transit services as good-to-excellent on having Good Connections, down from 54 per cent in 2023. Meanwhile, 58 per cent rated transit services as good-to-excellent on Operation of Service During Convenient Hours, in line with 59 per cent in 2023.

Bus

Six in ten bus riders (61 per cent) rated the overall bus service provided in Metro Vancouver as good-to-excellent. This represents a decline of six percentage points from 67 per cent in 2023. Scores for bus service may have been impacted by increased ridership as well as increased road congestion from traffic and construction.

Attributes related to transit operators performed well in 2024, similar to previous years. In 2024, 84 per cent of bus riders gave good-to-excellent scores for having an operator who drives safely and professionally, in line with 86 per cent in 2023, while 73 per cent provide good-to-excellent scores for having a courteous bus operator, down six percentage points from 79 per cent in 2023. Having a direct route also shows strong performance, with 80 per cent of riders providing good-to-excellent ratings, consistent with 81 per cent in 2023.

On the other hand, only about one-half of riders gave good-to-excellent scores for the three lowest-rated bus service attributes: not being overcrowded (45 per cent), frequency of service (49 per cent), and on-time reliable service (54 per cent). Each of these scores is down somewhat from their performance in 2023 (52 per cent, 51 per cent, and 60 per cent respectively).

SkyTrain

Approximately three-quarters (74 per cent) of SkyTrain customers in 2024, including Canada Line, provided good-to-excellent ratings of overall SkyTrain service, down slightly from 78 per cent in 2023.

Feelings of overcrowding continued to worsen in 2024 as ridership continued to grow. In 2024, only 39 per cent of SkyTrain riders gave good-to-excellent ratings for not being overcrowded, compared to 49 per cent in 2023 and 54 per cent in 2022.

Other ratings of SkyTrain service have also decreased slightly, though with a much smaller year-over-year decline from 2023. Ratings for cleanliness decreased three percentage points from 65 per cent in 2023 to 62 per cent in 2024, and ratings for service frequency decreased two percentage points from 76 per cent in 2023 to 74 per cent in 2024.

SeaBus

SeaBus continues to receive high ratings from passengers, as in previous years. In 2024, more than nine in ten (93 per cent) gave good-to-excellent ratings of overall SeaBus service, up slightly from 89 per cent in 2023.

Most attributes of SeaBus service are also quite positively regarded, and fairly consistent with last year. On-time reliable performance (92 per cent) and trip duration (91 per cent) are among the highest-rated attributes in 2024, similar to 2023.

West Coast Express

Nine in ten WCE riders in 2024 (90 per cent) give good-to-excellent ratings of WCE overall service, a slight increase compared to 89 per cent in 2023.

Frequency of service ratings this year continue to improve following resumption of full five train service in June 2023. In 2024, 73 per cent of riders provided good-to-excellent scores compared to 63 per cent in 2023. However, perceptions of convenient hours of operation declined, from 45 per cent in 2023 to 39 per cent in 2024. This may represent a continued shift in customer expectations and perceptions of performance as commuting habits continue to evolve.

As in previous years, scores for vehicle safety (98 per cent), vehicle cleanliness (97 per cent), and safety from crime on-board and in stations (95 per cent) were very highly rated by WCE customers.

HandyDART

HandyDART remains a highly rated transit service, despite a service disruption in fall 2024 due to a job action by Amalgamated Transit Union (ATU) Local 1724, the union representing HandyDART employees. In 2024, 84 per cent of riders gave good-to-excellent ratings for overall service, up slightly from 82 per cent in 2023.

Perceptions of value for money continued a slight upward trend, with 92 per cent of riders in 2024 giving good-to-excellent ratings, up from 91 per cent in 2023 and 88 per cent in 2022. As in previous years, attributes related to drivers remain very highly rated, including driver courtesy and competence (94 per cent) and driver's skills to assist passengers with disabilities (93 per cent). Attributes related to traditional HandyDART vehicles such as vehicle safety (94 per cent) and cleanliness (93 per cent) also performed very well.

On the other hand, on-time reliability (75 per cent), ease of booking a trip (81 per cent), and vehicle availability (84 per cent) remain the lowest-rated components of the HandyDART customer experience.

Table D - 2024 Customer Service Performance Scores

Attributes *	Transit System	Bus System	SkyTrain	SeaBus	West Coast Express	HandyDART
	Per cent who gave scores of 8, 9 or 10 out of 10					
Overall Service	61%	61%	74%	93%	90%	84%
Value for Money	56%				66%	92%
Good Connections	48%				73%	
Adequacy of Transit Information — Stops/Stations	50%					
Adequacy of Transit Information On-Board — Bus	48%					
Adequacy of Transit Information On-Board — SkyTrain	68%					
Adequacy of Transit Information On-Board — SeaBus	64%					
Transit Information Availability (On-Board and Stations)					90%	
Operation of Service During Convenient Hours	58%				39%	
Having Enough Bus Shelters	34%					
Ease of Getting Information from Telephone Information Line	66%					
Ease of Finding Information on Website	59%					
Having a Courteous Bus Operator/Having Courteous, Competent and Helpful Staff/Drivers		73%	71%**	94%**	98%	94%
Safe and Professional Bus Operator		84%				
Feeling Safe from Crime on Board the Bus / SkyTrain		73%	70%			
Feeling Safe from Crime at the Stop and Transit Exchange /Inside SkyTrain Stations / at SeaBus Stations		70%	64%	80%		
Feeling Safe from Crime (On-Board and Stations)					95%	
Feeling Safe from Crime (WCE Parking Lots)					74%	
Not Being Overcrowded		45%	39%	74%	77%	
On-Time, Reliable Service		54%	83%	92%	76%	75%
Clean and Graffiti Free Buses / SkyTrain Cars / Vessel / Vehicles and Stations		71%	62%	86%	97%	
Having A Direct Route		80%				
Trip Duration from the Time You Boarded to the Time You Got Off		72%		91%	96%	
Frequency of Service		49%	74%	76%	73%	
Staff Availability			36%	73%	93%	
Delays Are Announced and Explained			30%		87%	
Enough Parking					59%	
Equipment Provides a Safe Ride					98%	
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						81%
HandyDART Vehicle Cleanliness and Good Repair						93%
Availability of HandyDART When Needed						84%

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

** Small sample size (<50 for SeaBus, <100 for SkyTrain). Interpret with caution.

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.

There were no amendments to the Articles of the Authority in 2024.

F. BOARD SUMMARY

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
February 7, 2024	Board Meeting	<ul style="list-style-type: none"> Approved Consultation Plan for the 2024 Investment Plan
March 6, 2024	Board Meeting	<ul style="list-style-type: none"> Received in camera item
March 7, 2024	Board Meeting	<ul style="list-style-type: none"> Approved in camera item
March 13, 2024	Finance and Audit Committee	<ul style="list-style-type: none"> Received in camera item
March 18, 2024	Board Meeting	<ul style="list-style-type: none"> Approved in camera item
March 18, 2024	Human Resources and Governance Committee	<ul style="list-style-type: none"> Subsidiary Board Appointment, recommended for Board approval TransLink Director and Employee Code of Conduct Update, recommended for Board approval
March 18, 2024	Planning, Communities and Communication Committee	<ul style="list-style-type: none"> Received Planning reports Received Communications and Public Affairs reports
March 19, 2024	Finance and Audit Committee	<ul style="list-style-type: none"> Received 2023 Year End Financial and Performance Report 2023 Statutory Annual Report, recommended for Board approval 2023 Audited Consolidated Financial Statements, recommended for Board approval South Coast British Columbia Transportation Authority Tariff Bylaw 154-2024, recommended for Board approval In camera items, recommended for Board approval
March 20, 2024	Information Technology Committee	<ul style="list-style-type: none"> Received Information Technology projects reports Received Internal Audit Information Technology projects updates
March 27, 2024	Board Meeting	<ul style="list-style-type: none"> Approved 2023 Statutory Annual Report Approved 2023 Audited Consolidated Financial Statements Approved South Coast British Columbia Transportation Authority Transit Tariff Bylaw 154-2024 Approved TransLink Director and Employee Code of Conduct Update Approved Subsidiary Board Appointment
April 10, 2024	Joint Board and Mayors' Council Executive Compensation Plan and Director Recruitment Committee	<ul style="list-style-type: none"> In camera item, recommended for Board approval

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
April 12, 2024	Finance and Audit Committee	<ul style="list-style-type: none"> • South Coast British Columbia Transportation Authority 2024 Property Tax Bylaw Number 152-2024, recommended for Board approval • South Coast British Columbia Transportation Authority 2024 Replacement Tax Bylaw Number 153-2024, recommended for Board approval
April 12, 2024	Joint Board and Mayors' Council Finance Committee	<ul style="list-style-type: none"> • 2024-2033 Investment Plan, recommended for Board approval
April 18, 2024	Joint Board and Mayors' Council Planning Committee	<ul style="list-style-type: none"> • Received Joint Planning Committee reports
April 25, 2024	Joint Board and Mayors' Council Meeting	<ul style="list-style-type: none"> • Approved 2024-2033 Investment Plan • Approved South Coast British Columbia Transportation Authority 2024 Property Tax Bylaw Number 152-2024 • Approved South Coast British Columbia Transportation Authority 2024 Replacement Tax Bylaw Number 153-2024
April 29, 2024	Board Meeting	<ul style="list-style-type: none"> • Approved in camera item
May 22, 2024	Finance and Audit Committee	<ul style="list-style-type: none"> • Received 2024 Q1 Financial and Performance Report • TransLink's fiscal year 2024 Bill S-211 report, recommended for Board approval • In camera item, recommended for Board approval
May 23, 2024	Board Meeting	<ul style="list-style-type: none"> • Approved TransLink's fiscal year 2024 Bill S-211 report • Approved Board Committee Membership • Approved in camera items
June 10, 2024	Finance and Audit Committee	<ul style="list-style-type: none"> • 2023 Financial Information Act Report, recommended for Board approval • Capital Project Approval Policy, recommended for Board approval • In camera item, recommended for Board endorsement • In camera items, recommended for Board approval
June 11, 2024	Human Resources and Governance Committee	<ul style="list-style-type: none"> • Amendments to the Board Governance Manual, recommended for Board approval • Subsidiary Board Appointments, recommended for Board approval • Board Committee, recommended for Board approval • FOIPPA Bylaw Amendment, recommended for Board approval
June 11, 2024	Planning, Communities and Communication Committee	<ul style="list-style-type: none"> • Received Planning reports • Received Communications and Public Affairs reports

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
June 12, 2024	Information Technology Committee	<ul style="list-style-type: none"> Received Information Technology projects reports Received Internal Audit Information Technology projects updates
June 12, 2024	Joint Executive Compensation Plan and Director Recruitment Committee	<ul style="list-style-type: none"> Received Director Skills and Experience Profile in TransLink's Articles report
June 13, 2024	Joint Board and Mayors' Council Planning Committee	<ul style="list-style-type: none"> In camera item, recommended for Board approval
June 14, 2024	Joint Board and Mayors' Council Finance Committee	<ul style="list-style-type: none"> In camera item, recommended for Board approval
June 20, 2024	Board Meeting	<ul style="list-style-type: none"> Approved Capital Project Approval Policy Approved Amendments to the Board Governance Manual Approved FOIPPA Bylaw Amendment Approved 2023 Financial Information Act Report Approved Subsidiary Board Appointments Approved Board Committee Endorsed in camera item Approved in camera items
July 4, 2024	Joint Board and Mayors' Council Planning Committee	<ul style="list-style-type: none"> In camera items, recommended for Board approval
July 12, 2024	Joint Board and Mayors' Council Finance Committee	<ul style="list-style-type: none"> Received Joint Finance Committee reports
July 24, 2024	Board Meeting	<ul style="list-style-type: none"> Approved in camera item
August 21, 2024	Finance and Audit Committee	<ul style="list-style-type: none"> Received 2024 Q2 Financial and Performance Report
September 6, 2024	Joint Board and Mayors' Council Finance Committee	<ul style="list-style-type: none"> Received Joint Finance Committee reports
September 16, 2024	Finance and Audit Committee	<ul style="list-style-type: none"> Amendments to TransLink Corporate Safety and Health Policy, recommended for Board approval In camera items, recommended for Board approval
September 17, 2024	Human Resources and Governance Committee	<ul style="list-style-type: none"> Board Committee Membership, recommended for Board approval

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
September 17, 2024	Planning, Communities and Communication Committee	<ul style="list-style-type: none"> • Metro 2050 Regional Growth Strategy Proposed Amendment, recommended for Board Approval • In camera item, recommended for Board endorsement
September 18, 2024	Information Technology Committee	<ul style="list-style-type: none"> • Received Information Technology projects reports • Received Internal Audit Information Technology projects updates
September 25, 2024	Board Meeting	<ul style="list-style-type: none"> • Approved Amendments to TransLink Corporate Safety and Health Policy • Approved Board Committee Membership • Approved Proposed Amendment to Metro 2050 Regional Growth Strategy • Endorsed In camera item
October 16, 2024	Joint Board and Mayors' Council Planning Committee	<ul style="list-style-type: none"> • Received Joint Planning Committee reports
October 18, 2024	Joint Board and Mayors' Council Finance Committee	<ul style="list-style-type: none"> • Received Joint Finance Committee reports
November 13, 2024	Joint Board and Mayors' Council Finance Committee	<ul style="list-style-type: none"> • Received Joint Finance Committee reports
November 21, 2024	Joint Board and Mayors' Council Finance Committee	<ul style="list-style-type: none"> • 2025 Business Plan, Operating and Capital Budget, recommended by Board Finance and Audit Committee for Board approval
November 21, 2024	Joint Board and Mayors' Council Planning Committee	<ul style="list-style-type: none"> • In camera items, recommended for Board approval
November 25, 2024	Finance and Audit Committee	<ul style="list-style-type: none"> • Received 2024 Q3 Financial and Performance Report • Annual Review of Financial and Risk Management Policies, recommended for Board approval • 2025 Development Cost Charges Bylaw, recommended for Board approval • Revised Enterprise Sustainability Policy, recommended for Board Approval • In camera items, recommended for Board approval
November 26, 2024	Human Resources and Governance Committee	<ul style="list-style-type: none"> • Subsidiary Board Appointments, recommended for Board approval • 2025 Board Committee Structure and Membership and Appointment of Vice Chair, recommended for Board approval • In camera items, recommended for Board approval

Meeting Date	Board/Committee Meeting	Resolutions/Outcomes
November 26, 2024	Planning, Communities and Communication Committee	<ul style="list-style-type: none"> • Annual Appointments for HandyDART Users’ and Access Transit Users’ Advisory Committees, recommended for Board approval • In camera item, recommended for Board endorsement
November 27, 2024	Information Technology Committee	<ul style="list-style-type: none"> • Received Information Technology Projects reports • Received Internal Audit Information Technology projects updates
December 4, 2024	Board Meeting	<ul style="list-style-type: none"> • Approved 2025 Business Plan, Operating and Capital Budget • Approved 2025 Development Cost Charges Bylaw • Approved Revised Enterprise Sustainability Policy • Approved Annual Review of Financial and Risk Management Policies • Approved Annual Appointments for HandyDART Users’ and Access Transit Users’ Advisory Committees • Approved 2025 Board Committee Structure and Membership and Appointment of Vice Chair • Approved Subsidiary Board Appointments • Endorsed in camera item • Approved in camera items

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, 2024 are represented in the table below.

	Tickets Issued under Section 248 (number)	Collected Ticket Amounts (\$)
January 1 to December 31, 2024	32,321	3,424,056

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 2024, the DCC reserve fund had an opening balance of \$40.4 million, with total contributions of \$50.1 million and \$0.8 million earned as interest during the year, bringing the total to \$91.3 million, all of which was recognized as revenue as expenditures on qualifying capital projects were incurred. In the reporting year, a total of 24 applications were approved with a total of \$5.2 million levies waived.

DCC Reserve Fund	2024 (\$)
Opening balance	40,348,125
Contributions	50,082,488
Interest earned	846,996
Revenue recognized	(91,277,609)
Ending balance	-

DCC Waiver Applications	Number of Applications	Value of Applications (\$)
Approved DCC waiver applications	24	5,198,362
Approved DCC reduction applications	-	-

During the year ended December 31, 2024, DCCs of \$91.3 million were allocated as follows:

SUMMARY OF DCC PROGRAM				
As of December 31, 2024 (\$ thousands)	Current Budget	External Funding	TransLink Capital Cost	Allocation of DCC Received
Bus Exchange/Depot and SeaBus Expansion	1,045,729	617,552	428,177	12,971
New Major Projects	247,297	120,240	127,057	262
SkyTrain and West Coast Express Expansion	2,930,702	685,666	2,245,036	78,044
Total DCC Program	4,223,728	1,423,458	2,800,270	91,277

TO: Board of Directors

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

DATE: March 10, 2025

SUBJECT: 2024 Audited Consolidated Financial Statements

PROPOSED RESOLUTION:

That the TransLink Board of Directors:

- A. Approves the 2024 Audited Consolidated Financial Statements attached to the report titled "2024 Audited Consolidated Financial Statements" dated March 10, 2025; and
- B. Authorizes the Board Chair and Finance and Audit Committee Chair to sign the approved 2024 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 2024 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 "2024 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, 2024. These consolidated financial statements were audited by KPMG. 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 - 2024 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, 2024



KPMG LLP

PO Box 10426 777 Dunsmuir Street
Vancouver BC V7Y 1K3
Canada
Tel 604-691-3000
Fax 604-691-3031

INDEPENDENT AUDITOR'S REPORT

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

Opinion

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

- the consolidated statement of financial position as at December 31, 2024
- 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, 2024, 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.

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 2024 Annual Statutory Report, 2024 Year-End Financial and Performance Report, and 2024 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 2024 Annual Statutory Report, 2024 Year-End Financial and Performance Report, and 2024 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.
- Plan and perform the group audit to obtain sufficient appropriate audit evidence regarding the financial information of the entities or business units within the group as a basis for forming our opinion on the group financial statements. We are responsible for the direction, supervision and review of the audit work performed for the purposes of the group audit. We remain solely responsible for our audit opinion.

Chartered Professional Accountants

Vancouver, Canada
[Date]

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY

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

December 31, 2024, with comparative information for 2023

	2024	2023
Financial assets		
Cash and cash equivalents	\$ 436,083	\$ 276,248
Accounts receivable (note 6(j))	653,157	675,173
Restricted cash and cash equivalents and investments (note 3(a))	3,582,474	4,127,713
Investments (note 3(b))	248,221	394,831
Debt reserve deposits (note 4)	22,931	24,500
	<u>4,942,866</u>	<u>5,498,465</u>
Liabilities		
Accounts payable and accrued liabilities (note 6(j))	532,128	615,595
Debt (note 5)	3,593,360	3,360,119
Deferred government transfers (note 6(a))	3,526,862	3,769,885
Golden Ears Bridge contractor liability (note 7(a))	964,547	983,403
Deferred concessionaire credit (note 8(a))	362,745	386,082
Employee future benefits (note 9(b))	145,151	140,093
Deferred development cost charges (note 10)	-	40,348
Asset retirement obligations (note 11)	27,968	26,952
Deferred revenue and deposits	90,331	82,745
Deferred lease inducements	11,697	12,795
	<u>9,254,789</u>	<u>9,418,017</u>
Net debt	(4,311,923)	(3,919,552)
Non-financial assets		
Tangible capital assets (note 12)	6,840,407	6,141,887
Supplies inventory	152,888	128,609
Prepaid expenses	30,875	30,780
Property under development (note 14)	20,932	20,102
Prepaid capital (note 13)	-	30,745
	<u>7,045,102</u>	<u>6,352,123</u>
Commitments and contingencies (note 15)		
Subsequent event (notes 12(a), 12(c) and 15(e)(iii))		
Accumulated surplus	<u>\$ 2,733,179</u>	<u>\$ 2,432,571</u>

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, 2024, with comparative information for 2023

	2024 Budget (note 2(x))	2024 Actual	2023 Actual
Revenues:			
Taxation (note 19)	\$ 1,012,095	\$ 1,078,147	\$ 978,412
Transit (notes 6(k) and 20)	679,618	718,737	671,560
Government transfers (note 6(a))	487,716	424,922	715,668
Investment income	149,679	213,519	192,228
Development cost charges (note 10)	52,700	91,278	17,301
Amortization of deferred concessionaire credit (note 8(a))	23,337	23,337	23,273
Miscellaneous (note 21)	16,609	66,179	19,966
Gain (loss) on disposal of tangible capital assets	(798)	332	8,085
	2,420,956	2,616,451	2,626,493
Expenses:			
Bus operations	1,199,351	1,191,488	1,114,059
Corporate operations	263,869	223,640	194,045
Rail operations	599,529	593,432	538,027
Roads and bridges	245,439	245,786	252,402
Transit Police	62,250	61,497	55,057
	2,370,438	2,315,843	2,153,590
Surplus for the year	50,518	300,608	472,903
Accumulated surplus, beginning of year	2,467,317	2,432,571	1,959,668
Accumulated surplus, end of year	\$ 2,517,835	\$ 2,733,179	\$ 2,432,571

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, 2024, with comparative information for 2023

	2024 Budget (note 2(x))	2024 Actual	2023 Actual
Surplus for the year	\$ 50,518	\$ 300,608	\$ 472,903
Acquisition of tangible capital assets	(1,515,450)	(936,761)	(637,162)
Amortization of tangible capital assets	273,527	266,303	259,680
Prepaid capital transferred to tangible capital assets (note 13)	-	(30,745)	-
Net proceeds from disposal of tangible capital assets	-	3,015	9,136
Loss (gain) on disposal of tangible capital assets	798	(332)	(8,085)
	(1,241,125)	(698,520)	(376,431)
Change in supplies inventory	(21,988)	(24,279)	(31,299)
Change in property under development	-	(830)	(503)
Change in prepaid expenses	(4,192)	(95)	(778)
Prepaid capital transferred to tangible capital assets (note 13)	-	30,745	-
Change in prepaid capital	-	-	(993)
	(26,180)	5,541	(33,573)
Decrease (increase) in net debt	(1,216,787)	(392,371)	62,899
Net debt, beginning of year	(3,818,846)	(3,919,552)	(3,982,451)
Net debt, end of year	\$ (5,035,633)	\$ (4,311,923)	\$ (3,919,552)

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, 2024, with comparative information for 2023

	2024	2023
Cash provided by (used for):		
Operating transactions:		
Surplus for the year	\$ 300,608	\$ 472,903
Non-cash changes to operations (note 17)	(154,233)	52,479
Changes in non-cash operating working capital (note 17)	(116,268)	(323,242)
Cash provided by operating transactions	30,107	202,140
Capital transactions:		
Purchase of tangible capital assets	(905,145)	(611,227)
Net proceeds from disposal of tangible capital assets	3,015	9,136
Cash used for capital transactions	(902,130)	(602,091)
Investing transactions:		
Decrease (increase) in restricted cash and cash equivalents and investments	545,239	(394,519)
Decrease (increase) in investments	146,610	(159,542)
Decrease (increase) in debt reserve deposits	1,569	(738)
Cash provided by (used for) investing transactions	693,418	(554,799)
Financing transactions:		
Debt proceeds	300,000	300,000
Discount and issuance costs on financing	(3,120)	(19,491)
Repayments of debt	(35,033)	(35,186)
Repayments of Golden Ears Bridge contractor liability	(85,789)	(83,547)
Government transfers received for tangible capital additions	162,382	446,532
Lease inducements received	-	132
Cash provided by financing transactions	338,440	608,440
Increase (decrease) in cash and cash equivalents	159,835	(346,310)
Cash and cash equivalents, beginning of year	276,248	622,558
Cash and cash equivalents, end of year	\$ 436,083	\$ 276,248
Supplementary information:		
Interest paid	\$ 226,712	\$ 202,002
Non-cash transactions related to tangible capital asset additions:		
Transfer from prepaid capital (note 13)	30,745	-
In-kind contribution to Surrey Langley SkyTrain project (note 21)	29,700	-
Arising from asset retirement obligations (note 11)	1,916	25,935

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, 2024

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 continued to improve in 2024 relative to COVID-19 pandemic levels. However, taxation and transit revenues continue to be adversely affected. Coupled with inflationary pressures on costs, including labour costs, this continues to put pressure on TransLink’s financial position. Emergency relief funding provided by the Province of British Columbia (the “Province”) is expected to help TransLink maintain its financial position and liquidity in 2025 (note 6(i)). TransLink continues to work with the Mayors’ Council and the Province to identify new, sustainable revenue sources.

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 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, 2024

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. 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, 2024, 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, 2024

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 consolidated 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 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, 2024

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 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 applicable 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 for 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, 2024

2. Significant accounting policies (continued):

(k) Pension plans and employee future benefits (continued):

(ii) Employee future benefits (continued):

The accrued benefit obligation is actuarially determined annually to coincide with the Authority's fiscal year end. The most recent actuarial valuation of the plans was December 31, 2024. 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 (2023 - 12 years) and post-employment plan is 5 years (2023 - 6 years).

(l) Transit revenue:

Transit revenue is comprised primarily of fares and program revenues (U-Pass BC and Government Bus Pass programs). The Authority defers the portion of the revenue collected from transit services not yet provided to transit users. Transit revenue is recognized in the year in which the 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 the 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:

Government transfers with stipulations are deferred and recognized as revenue as the related stipulations in the agreement are met. Government transfers without stipulations are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

(p) Taxation revenue:

Taxes are recognized as revenue at their net realizable value when they meet the definition of an asset, are authorized and the taxable event has occurred.

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, 2024

2. Significant accounting policies (continued):

(q) 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.

(r) Asset retirement obligations:

An asset retirement obligation is recognized when, as at the financial reporting date, all of the following criteria are met:

- (i) there is a legal obligation to incur retirement costs in relation to a tangible capital asset;
- (ii) the past transaction or event giving rise to the liability has occurred;
- (iii) it is expected that future economic benefits will be given up; and
- (iv) a reasonable estimate of the amount can be made.

The estimated asset retirement costs are capitalized only if the related tangible capital asset is in productive use and recorded. The increase to the tangible capital asset is amortized in accordance with the amortization accounting policy (note 2(h)).

The obligation is measured based on the estimated future costs discounted using TransLink's cost of borrowing. The obligation is adjusted annually to reflect changes in the timing of future cash flows and, for accretion to reflect the passage of time, which is included in interest expense.

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, 2024

2. Significant accounting policies (continued):

(s) Public private partnerships (“P3”):

A P3 arrangement occurs between a public sector entity and a private sector entity where the private sector entity designs, builds, finances and operates the infrastructure.

The Authority recognizes infrastructure assets acquired under P3 arrangements as tangible capital assets when the Authority controls the purpose and use of the infrastructure, access to the future economic benefits and exposure to risks of the infrastructure assets, and significant residual interest in the infrastructure, if any, at the end of the P3’s term. The assets are initially recognized at fair value, including costs incurred directly by the Authority, and are subsequently amortized over the assets’ useful lives in accordance with the amortization accounting policy (note 2(h)).

Under the financial liability model, the P3 related liability is initially recognized at the same amount as the assets, less any consideration paid to the private sector entity, and is subsequently measured at amortized cost using the interest rate implicit in the P3 arrangement.

Under the user-pay model, the private sector partner has the rights to earn revenue from third-party users or access to another revenue-generating asset as compensation. The P3 related liability is initially recognized at the same amount as the assets. Revenue from the user-pay model is recognized and the liability reduced according to the terms of the agreement.

The private sector entity receives monthly payments over the term of the P3 arrangement for the operating, capital and financing costs. Operating and financing costs are recognized as expenses by the Authority in the period to which they relate. For the Authority, capital repayments under the financial liability model reduces the P3 liability.

(t) 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.

(u) 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 financial reporting date. Foreign exchange gains and losses are included in the annual surplus.

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, 2024

2. Significant accounting policies (continued):

(v) 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.

(w) 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 22). Business technology, human resources, payroll and administrative services costs are managed by the corporate segment and allocated among the operating segments to present the full cost of each segment. The main revenue sources are managed in the corporate segment and have not been allocated as there is no meaningful basis.

(x) Budget data:

The budget data presented in these consolidated financial statements were approved by the Board of Directors on December 6, 2023.

(y) New accounting standards:

On January 1, 2024, the Authority adopted the following new accounting standards which did not have an impact on the amounts presented in the consolidated financial statements:

(i) *PSG-8 Purchased Intangibles:*

The new accounting guideline permits recognition of purchased intangibles that are acquired through an arm's length exchange transaction between willing parties provided the purchased intangible meets the recognition criteria for an asset.

(ii) *PS 3160 Public Private Partnerships:*

The new accounting standard includes requirements for the recognition, measurement and classification of infrastructure procured through a public private partnership.

(iii) *PS 3400 Revenue:*

The new accounting standard establishes a single framework to categorize revenue to enhance the consistency of revenue recognition and its measurement.

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, 2024

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.

The interest rates and maturity date ranges of the guaranteed investment certificates are as follows:

	2024	2023
Interest rate range	1.01% - 6.25%	1.01% - 6.25%
Maturity date range	January 2025 - September 2028	January 2024 - September 2028

The bonds have an average initial term of 191 months (2023 – 188 months) and an average remaining term to maturity of 119 months (2023 -126 months). All bonds held by the Authority, as at December 31, 2024 and 2023, were rated A or higher.

The effective interest rates and coupon rates of the government and corporate bonds are as follows:

	2024		2023	
	Effective rates	Coupon rates	Effective rates	Coupon rates
Weighted average rate	3.00%	2.80%	2.94%	2.79%
Interest rate range	1.30% - 5.56%	1.10% - 5.20%	0.93% - 5.56%	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, 2024

3. Restricted and unrestricted cash and cash equivalents and investments (continued):

(a) Restricted cash and cash equivalents and investments:

	2024	2023
Government transfers for capital project funding (i):		
Cash and cash equivalents	\$ 94,008	\$ 226,156
Investments:		
Guaranteed investment certificates	617,870	661,664
Bonds (note 18(b))	252,751	263,544
	964,629	1,151,364
Self-administered sinking funds:		
Cash and cash equivalents	118,429	14,380
Investments:		
Guaranteed investment certificates	128,026	118,908
Bonds (note 18(b))	496,305	496,475
	742,760	629,763
Land reserve:		
Cash and cash equivalents	84,600	74,904
Guaranteed investment certificates	114,095	206,876
	198,695	281,780
Green Bond proceeds:		
Cash and cash equivalents	-	66
Development cost charges:		
Cash and cash equivalents	-	11,667
TPCC (wholly-owned captive insurance subsidiary):		
Cash and cash equivalents	3,086	1,684
Bonds (note 18(b))	31,562	31,423
	34,648	33,107
Golden Ears Bridge forgone toll revenue funding (note 6(h)):		
Cash and cash equivalents	674,463	652,683
Investments:		
Guaranteed investment certificates	-	500,000
Fund units (note 18(b)):		
Bond	456,506	436,409
Public equity	279,125	296,849
Private debts	84,019	29,227
Mortgages	57,013	50,276
Real estate	62,590	53,671
Infrastructure	24,513	-
Private equity	3,513	851
	1,641,742	2,019,966
Total restricted cash and cash equivalents and investments	\$ 3,582,474	\$ 4,127,713

(i) Unspent government transfers for capital project funding consist of \$964,629,000 (2023 - \$1,151,364,000) of Canada Community Building Fund (previously known as the "Gas Tax") funding.

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, 2024

3. Restricted and unrestricted cash and cash equivalents and investments (continued):

(b) Unrestricted investments:

Unrestricted investments are comprised of guaranteed investment certificates of \$248,221,000 (2023 - \$394,831,000).

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 Regional District (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, the 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 \$24,187,000 (2023 - \$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, 2024

5. Debt:

	2024	2023
Unsecured sinking fund bonds held by the MFA, weighted average coupon rate of 4.52% (2023 - 4.44%) (effective rate 4.54% (2023 - 4.46%)), maturing at various dates from 2025 to 2036, original 20 to 30-year (2023 - 20 to 30-year) term	\$ 889,565	\$ 954,344
Less: accumulated payments to MFA administered debt sinking funds (including vested and accrued actuarial earnings)	(676,429)	(683,083)
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	2,941	5,809
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	198,890	198,828
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	251,306	251,314
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	389,516	390,349
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	466,221	469,011
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	198,881	198,842
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	399,062	398,823
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	198,751	198,711
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	399,115	398,943
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	578,624	578,228
Unsecured bullet maturity bond series TL-11 (Green), face value \$300 million, interest rate 4.60% (effective rate 4.66%), maturing 2055, original 31-year term	296,917	-
	\$ 3,593,360	\$ 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, 2024

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, 2028. 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 2024.

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, 2024 and 2023, 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:				
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
2029	6,820	-	-	6,820
Thereafter	12,481	-	2,515,000	2,527,481
	109,861	2,941	3,380,000	3,492,802
Future actuarial interest	103,709	-	-	103,709
	213,570	2,941	3,380,000	3,596,511
Unamortized premium (issue costs)	(434)	-	(2,717)	(3,151)
	\$ 213,136	\$ 2,941	\$ 3,377,283	\$ 3,593,360

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, 2024

6. Transfers from other governments:

(a) Deferred government transfers:

	Balance, January 1, 2024	Contributions received	Interest earned	Recognized as revenue	Balance, December 31, 2024
Capital project funding:					
Canada Community Building Fund (b)	\$ 1,118,569	\$ -	\$ 43,431	\$ (258,024)	\$ 903,976
Canada Line funding (c) Public Transit Infrastructure Fund (d)	360,282	-	-	(23,244)	337,038
Investing in Canada Infrastructure Program (e)	156,464	-	-	(48,469)	107,995
Building Canada Fund (f)	198,233	117,510	-	(2,962)	312,781
Evergreen Line funding (g)	45,729	-	-	(2,968)	42,761
Transit Secure Fund	5,600	-	-	-	5,600
Miscellaneous programs	2,327	-	-	(422)	1,905
	-	1,441	-	(1,441)	-
	<u>1,887,204</u>	<u>118,951</u>	<u>43,431</u>	<u>(337,530)</u>	<u>1,712,056</u>
Operating funding:					
Golden Ears Bridge forgone toll revenue (h), (iii):	1,882,681	-	-	(67,875)	1,814,806
Canada Line Operating Fund (note 8(c))	-	19,248	-	(19,248)	-
Properties environmental program	-	69	-	(69)	-
Other cost sharing projects	-	200	-	(200)	-
	<u>1,882,681</u>	<u>19,517</u>	<u>-</u>	<u>(87,392)</u>	<u>1,814,806</u>
	<u>\$ 3,769,885</u>	<u>\$ 138,468</u>	<u>\$ 43,431</u>	<u>\$ (424,922)</u>	<u>\$ 3,526,862</u>

The balance as at December 31, 2024 of \$3,526,862,000 (2023 - \$3,769,885,000) consists of:

- (i) Unspent Canada Community Building Fund funding (formerly the “Gas Tax” funding) of \$899,229,000 (2023 - \$1,107,442,000);
- (ii) Spent funding of \$812,827,000 (2023 - \$779,762,000) that will be recognized as revenue as the related stipulations in the agreements are met; and
- (iii) Golden Ears Bridge forgone toll revenue funding of \$1,814,806,000 (2023 - \$1,882,681,000) that will be recognized as revenue as the related stipulations in the agreement are met.

(b) Canada Community Building Fund (“CCBF”):

The Authority receives CCBF funding (previously known as the “Gas Tax”) from the Government of Canada via an 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, 2024

6. Transfers from other governments (continued):

(b) Canada Community Building Fund (continued):

In 2024, the Authority entered into a new funding agreement with UBCM (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.

For tangible capital assets, acquired on or after April 1, 2014, there are no holding period stipulations and thus, the contributions are recognized in revenue when the funds are spent on eligible items.

The following summarizes the changes in the restricted cash and cash equivalents and investments and unspent funding balances:

	2024	2023
Restricted cash and cash equivalents and investments (note 3(a)):		
Opening balance	\$ 1,151,364	\$ 814,811
Amount received during the year	-	329,577
Interest earned	43,431	41,007
Amount paid on designated public transit projects	(230,166)	(34,031)
Ending balance	964,629	1,151,364
Expenses incurred but not yet paid	(65,400)	(43,922)
Unspent funding, ending balance	899,229	1,107,442

(c) Canada Line funding:

The Authority has received certain contributions for the Canada Line infrastructure from the Government of Canada (the "Federal Government") and Province, 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 end of the 30-year term, the Authority is required to refund a portion of the contributions received, of which the amount decreases over time. As such, the Authority recognizes the revenue from the contributors over the holding period of 30 years.

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, 2024

6. Transfers from other governments (continued):

(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.

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.

Through the Public Transit funding 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 the 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 recognizes the revenue over the stipulation period of 5 years.

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, 2024

6. Transfers from other governments (continued):

(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.

Under the agreement, if any of the assets acquired are disposed or used in a manner other than as described in the 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) 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.

(h) Golden Ears Bridge ("GEB") transfer for forgone toll revenue:

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. The agreement stipulates that TransLink is not to charge tolls to users of the GEB for any crossings and to 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.

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, 2024

6. Transfers from other governments (continued):

(i) Pandemic Relief funding:

In 2022, a Contribution Agreement was entered into to provide TransLink with \$176,000,000 to offset 2023 to 2025 losses caused by the COVID-19 pandemic.

In 2023, another Contribution Agreement was entered into to provide TransLink with an additional \$468,106,000 to offset 2023 to 2025 losses caused by the COVID-19 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. In 2024, \$85,764,000 was received and \$393,162,000 is recorded in accounts receivable as at December 31, 2024 (2023 - \$478,926,000).

Funding for the pandemic relief programs have been recognized as revenue in the year the related agreement was signed.

(j) Working capital balances:

	2024	2023
Trade accounts receivable	\$ 27,432	\$ 28,725
Due from Government of Canada	13,853	15,092
Due from Province of British Columbia	564,491	595,848
Due from regional districts	44,927	33,352
Due from other authorities	2,454	2,156
Accounts receivable	\$ 653,157	\$ 675,173
	2024	2023
Trade accounts payable and accrued liabilities	\$ 366,110	\$ 475,375
Due to Government of Canada	6,853	6,304
Due to Province of British Columbia	13,828	8,815
Due to regional districts	137,011	116,957
Due to other authorities	8,326	8,144
Accounts payable and accrued liabilities	\$ 532,128	\$ 615,595

(k) Transit revenues:

Included in transit revenues is \$18,475,000 (2023 - \$17,425,000) of U-Pass program contributions from the Province, to assist with the administration and to offset forgone transit revenue.

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, 2024

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.

The GEB contractor liability to finance the construction is repaid by the Authority over the operating term as follows:

	2024	2023
Opening balance	\$ 983,403	\$ 999,512
Interest accretion on contractor liability to last payment date	66,933	67,438
Payments made	(85,789)	(83,547)
Ending balance	\$ 964,547	\$ 983,403

As the last monthly payment of the year was made on December 8, 2024, the interest accrual from December 9 to 31, 2024 of \$4,087,000 (2023 - \$4,178,000), 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
2025	\$ 84,192
2026	85,868
2027	87,499
2028	89,205
2029	90,990

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, 2024

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
2025	\$ 5,752
2026	5,867
2027	5,984
2028	6,104
2029	6,226

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.

	2024	2023
Opening balance	\$ 386,082	\$ 409,355
Less: amortization	(23,337)	(23,273)
Closing balance	\$ 362,745	\$ 386,082

(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 2025 to December 2034	\$ 6,516
January 2035	5,343
February 2035 to July 2040	4,171

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, 2024

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:

2025	\$ 142,000
2026	146,000
2027	149,000
2028	152,000
2029	155,000

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:

In 2024, the Province provided funding related to the Canada Line operating expenses, subject to quality and availability deductions totalling \$19,248,000 (2023 - \$19,219,000).

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, 2024

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 2024, the Authority recorded total expense for pension contributions of \$72,528,000 (2023 - \$64,643,000).

(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 2024, the total expense recorded in the consolidated financial statements for the post-retirement obligations under these plans amounts to \$6,643,000 (2023 - \$2,438,000).

(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 2024, the total expense recorded in these consolidated financial statements for the obligations under these plans amounts to \$4,996,700 (2023 - \$2,222,000).

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, 2024

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 2024	Total 2023
Accrued benefit obligation	\$ 94,066	\$ 26,888	\$ 120,954	\$ 113,743
Unamortized net actuarial gain	23,942	255	24,197	26,350
Accrued benefit liability	\$ 118,008	\$ 27,143	\$ 145,151	\$ 140,093

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 2024	Total 2023
Current period benefit cost	\$ 5,224	\$ 5,338	\$ 10,562	\$ 7,182
Interest cost	4,149	1,085	5,234	4,165
Amortization of actuarial gains	(2,730)	(1,427)	(4,157)	(6,687)
Net expense	6,643	4,996	11,639	4,660
Actuarially determined payments	(2,235)	(4,346)	(6,581)	(5,769)
Change in accrued benefit liability	\$ 4,408	\$ 650	\$ 5,058	\$ (1,109)

(v) The significant assumptions used are as follows:

	2024	2023
Discount rates	4.01% - 4.52%	4.03% - 4.41%
Expected health care cost trend rates	4.04% - 5.74%	4.04% - 5.74%

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, 2024

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.

	2024	2023
Opening balance	\$ 40,348	\$ 15,132
Contributions	50,083	42,068
Interest earned	847	449
Revenue recognized	(91,278)	(17,301)
Ending balance	\$ -	\$ 40,348

In 2024, sufficient qualifying costs were incurred on eligible projects to fully utilize all remaining development cost charges collected.

11. Asset retirement obligations:

	Leasehold improvements	Other	Total 2024	Total 2023
Opening balance	\$ 25,118	\$ 1,834	\$ 26,952	\$ -
Initial recognition on adoption of accounting standard	-	-	-	25,935
Liability settled	(1,401)	(508)	(1,909)	-
Accretion expense	956	53	1,009	1,017
Changes in estimates	1,844	72	1,916	-
Ending balance	\$ 26,517	\$ 1,451	\$ 27,968	\$ 26,952

Asset retirement obligations are measured at fair value at each financial reporting date using the present value methodology. For 2024, the discount rate was 4.03% (2023 – 4.03%) and the inflation rate was 2.00% (2023 – 2.00%). The estimated future settlement dates for the liabilities range from 1 to 85 years (2023 – 1 to 86 years). The undiscounted liability at December 31, 2024 was \$41,930,000 (2023 - \$41,147,000). During the year ended December 31, 2024, accretion of \$1,009,000 (2023 - \$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, 2024

12. Tangible capital assets:

Cost	Balance, January 1, 2024	Additions, net of transfers	Disposals	Balance, December 31, 2024
Land	\$ 575,166	\$ 81,032	\$ (2,045)	\$ 654,153
Land improvements	65,835	2,215	-	68,050
Buildings	445,554	85,117	(359)	530,312
Bridges, guideways, stations, and tunnels	2,372,044	58,669	-	2,430,713
Other supporting systems	1,441,074	-	-	1,441,074
Vehicles and SeaBus	2,197,730	113,197	(22,199)	2,288,728
Equipment	1,119,620	128,870	(1,664)	1,246,826
Tangible capital projects-in-progress	968,790	498,406	-	1,467,196
	\$ 9,185,813	\$ 967,506	\$ (26,267)	\$ 10,127,052

Accumulated amortization	Balance, January 1, 2024	Amortization expense	Disposals	Balance, December 31, 2024
Land	\$ -	\$ -	\$ -	\$ -
Land improvements	(31,029)	(3,379)	-	(34,408)
Buildings	(172,838)	(14,606)	149	(187,295)
Bridges, guideways, stations, and tunnels	(338,452)	(24,593)	-	(363,045)
Other supporting systems	(519,494)	(55,938)	-	(575,432)
Vehicles and SeaBus	(1,321,334)	(105,618)	21,771	(1,405,181)
Equipment	(660,779)	(62,169)	1,664	(721,284)
Tangible capital projects-in-progress	-	-	-	-
	\$ (3,043,926)	\$ (266,303)	\$ 23,584	\$ (3,286,645)

Net book value	Balance, January 1, 2024	Balance, December 31, 2024
Land	\$ 575,166	\$ 654,153
Land improvements	34,806	33,642
Buildings	272,716	343,017
Bridges, guideways, stations, and tunnels	2,033,592	2,067,668
Other supporting systems	921,580	865,642
Vehicles and SeaBus	876,396	883,547
Equipment	458,841	525,542
Tangible capital projects-in-progress	968,790	1,467,196
	\$ 6,141,887	\$ 6,840,407

Included in tangible capital projects-in-progress is \$30,745,000 (2023 - nil) transferred from prepaid capital (note 13).

Interest capitalized during the year amounted to \$32,795,000 (2023 - \$21,000,000).

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, 2024

12. Tangible capital assets (continued):

(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, 2024, the Authority has made leasehold improvements on the Expo and Millennium Line guideways with a net book value totaling \$405,089,000 (2023 - \$385,672,000). The Expo and Millennium line leases expire on January 31, 2025. Effective February 1, 2025, the Expo and Millennium line leases with the Province are extended to February 1, 2040. The improvements are capitalized and amortized over their expected useful lives and not the term of the lease.

(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, 2024, the net book value of West Coast Express improvements totaled \$5,820,000 (2023 - \$6,210,000).

(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 Federal Government, 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, 2024, the net book value of Evergreen Line guideways and system owned by TransLink, excluding SkyTrain vehicles, totaled \$284,533,000 (2023 - \$289,997,000).

BCTFA holds the underlying property rights on which the TransLink Evergreen Line Infrastructure is located. Effective February 1, 2025, BCTFA and TransLink entered into an agreement whereby TransLink may exercise and obtain the benefit of BCTFA's interests to such property rights for a 100-year term.

13. Prepaid capital:

In prior years, TransLink incurred \$30,745,000 of capital expenditures for the Surrey Langley SkyTrain ("SLS") assets that will be owned by the Province. The expenditures represent a portion of TransLink's share of the SLS development costs. In 2024, these costs were transferred to tangible capital assets (tangible capital projects-in-progress) upon signing of the SLS Project Funding and Support Agreement between BCTFA and the Authority, which formally establishes TransLink as the future operator and future lessee of the SLS assets owned by the Province.

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, 2024

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 contributed land and cash in exchange for a 50% ownership of the Partnership through a wholly-owned subsidiary, TOD Investments Ltd.

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.

(a) Broadway and Arbutus Project Limited Partnership:

The Partnership’s summarized financial statements are as follows:

Statement of financial position	2024	2023
Assets:		
Cash	\$ 873	\$ 388
Receivables and prepaid expenses	28	21
Property under development	41,864	40,204
Total assets	\$ 42,765	\$ 40,613
Liabilities:		
Payables and deposits	\$ 128	\$ 84
Partners’ equity	42,637	40,529
Total liabilities and partners’ equity	\$ 42,765	\$ 40,613
Statement of operations	2024	2023
Revenues	\$ 152	\$ 262
Operating expenses	76	123
Net income	\$ 76	\$ 139

(b) Broadway and Arbutus GP Inc.:

There were no significant balances or transactions related to Broadway and Arbutus GP Inc. for the 2024 and 2023 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, 2024

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:

2025	\$	25,729
2026		24,675
2027		24,408
2028		24,030
2029		22,983
	\$	121,825

Included in the payment schedule above are certain commitments that extend beyond 2029. Significant commitments beyond 2029 are as follows:

- (i) The Authority has a premise lease, with the Brewery District Investments Ltd., for the head office of TransLink, CMBC and TSML which ends in 2033. The monthly commitment for basic rent and operating costs subsequent to year 2029 is estimated to be \$920,000.

(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:

2025	\$	15,804
2026		1,517
2027		80
	\$	17,401

(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 until 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, 2024

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:

2025	\$	18,018
2026		18,603
2027		19,360
2028		20,069
2029		20,979
	\$	97,029

The fixed monthly base payment for 2030 is \$1,769,000. Additionally, an amount of \$9,704,000 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, 2024, the MRN capital infrastructure contributions committed and not paid is \$190,677,000 (2023 - \$174,756,000). This amount will be paid to the municipalities upon completion of their projects.

(e) Lawsuits and claims:

As at December 31, 2024, 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 the Authority 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, settlement discussions with the remaining approximately 23 claimants are ongoing. The amount of these claims cannot be estimated 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, 2024

15. Commitments and contingencies (continued)

(e) Lawsuits and claims (continued):

(i) (continued)

- 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.

(ii) A proposed class action lawsuit and labour 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 rendered its decision in July 2024, reversing the lower court's decision and remitting the matter back to the lower court to determine certification. TransLink's leave to appeal application to the Supreme Court of Canada was dismissed in March 2025. As such, the BC Supreme Court will conduct a hearing regarding the potential certification of the class action. It is anticipated that the hearing will occur in the summer of 2025 and that a decision would be rendered 3 to 6 months later. 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.

(iii) On March 19, 2025, the Authority was served with a claim for a potential class action relating to overnight work during the construction of Capstan Station. The Authority is in the process of assessing this claim.

(f) Other capital and inventory commitments:

As at December 31, 2024, \$1,573,537,000 (2023 - \$1,174,330,000) has been contractually committed for other capital projects and inventory.

(g) Letters of credit:

As at December 31, 2024, the Authority has issued letters of credit to the Receiver General of Canada, British Columbia Hydro and Power and several municipalities totaling \$5,932,000 (2023 - \$5,719,000) which expire in 2025 and 2026.

(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 achieved as part of the rezoning process for the project.

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, 2024

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, Canada Community Building Funds, U-Pass BC program and Canada Line.

The following summarizes the amounts receivable expected under all such contracts and agreements over the next 5 years:

2025	\$ 672,013
2026	361,018
2027	217,077
2028	202,668
2029	197,441
	\$ 1,650,217

After 2029, contractual rights pertain to the following:

- (i) Canada Community Building Funds funding ranging from \$175,700,000 to \$182,700,000 annually until 2032.
- (ii) Canada Line operating contributions from the Province of \$1,478,000 for each 28-day period to March 2040, which is approximately \$19,200,000 per annum subject to quality and availability deductions.
- (iii) Real estate leases and Telecom site license fees totalling \$1,784,000 to be collected between 2030 to 2041.

17. Statement of cash flows:

	2024	2023
Non-cash changes to operations:		
Amortization of tangible capital assets	\$ 266,303	\$ 259,680
Amortization of bond premium	(2,426)	(2,933)
Amortization of deferred concessionaire credit	(23,337)	(23,273)
Amortization of deferred government transfers	(405,405)	(217,154)
Amortization of deferred lease inducements, net of additions	(1,098)	(192)
Interest accretion on contractor liability	66,933	67,438
Interest accretion on asset retirement obligations	1,009	1,017
Gain on disposal of tangible capital assets	(332)	(8,085)
Sinking fund interest held by MFA	(26,180)	(24,019)
In-kind contribution to Surrey Langley SkyTrain project (note 21)	(29,700)	-
	\$ (154,233)	\$ 52,479

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, 2024

17. Statement of cash flows (continued):

	2024	2023
Changes in non-cash operating working capital:		
Decrease (increase) in accounts receivable	\$ 22,016	\$ (538,264)
Increase in supplies inventory	(24,279)	(31,299)
Increase in prepaid capital	-	(993)
Increase in property under development	(830)	(503)
Increase in prepaid expenses	(95)	(778)
Increase (decrease) in accounts payable and accrued liabilities	(83,467)	215,389
Increase (decrease) in deferred development cost charges	(40,348)	25,216
Decrease asset retirement obligations (note 11)	(1,909)	-
Increase in deferred revenue and deposits	7,586	9,099
Increase (decrease) in employee future benefits	5,058	(1,109)
	\$ (116,268)	\$ (323,242)

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, 2024

18. Financial instruments:

(b) Fair values:

The fair values of certain 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.

2024	Fair values	Amortized cost
Restricted investments:		
Government transfers for capital projects - bonds	\$ 248,401	\$ 252,751
Self-administered sinking funds - bonds	455,220	496,305
TPCC - bonds	31,693	31,562
Fund units:		
Bond	456,333	456,506
Public equity	326,584	279,125
Private debts	92,182	84,019
Mortgages	59,117	57,013
Real estate	49,233	62,590
Infrastructure	25,235	24,513
Private equity	3,938	3,513

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
Private debts	32,014	29,227
Mortgages	49,573	50,276
Real estate	44,585	53,671
Private equity	825	851

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, 2024

19. Taxation revenue:

	2024	2023
Property tax	\$ 579,087	\$ 463,133
Fuel tax	368,106	390,524
Parking rights tax	89,551	83,757
Hydro levy	23,601	23,080
Replacement tax	17,802	17,918
	<u>\$1,078,147</u>	<u>\$ 978,412</u>

20. Transit revenue:

	2024	2023
Fares	\$ 536,175	\$ 493,006
Programs	142,347	135,571
Other	40,215	42,983
	<u>\$ 718,737</u>	<u>\$ 671,560</u>

21. Miscellaneous revenue:

In 2024, the Authority received a one-time \$39,000,000 contribution from the City of Surrey upon execution of the SLS Funding and Support Agreement (note 13). The contribution was recorded as miscellaneous revenue in the consolidated statement of operations. The contribution consists of an in-kind contribution of \$29,700,000, which was recorded in tangible capital projects-in-progress, and a cash payment of \$9,300,000.

22. 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.

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, 2024

22. Segmented information (continued):

(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, 2024

22. Segmented information (continued):

	2024					Total
	Bus operations	Corporate operations	Rail operations	Roads and bridges	Transit Police	
Revenues:						
Taxation	\$ -	\$ 1,078,147	\$ -	\$ -	\$ -	\$ 1,078,147
Transit	-	718,737	-	-	-	718,737
Government transfers	-	424,922	-	-	-	424,922
Investment income	-	213,519	-	-	-	213,519
Development cost charges	-	91,278	-	-	-	91,278
Amortization of deferred concessionaire credit	-	-	23,337	-	-	23,337
Miscellaneous	12,010	52,050	933	81	1,105	66,179
Gain on disposal of tangible capital assets	-	283	49	-	-	332
	12,010	2,578,936	24,319	81	1,105	2,616,451
Expenses:						
Administration	26,548	31,566	10,992	67	4,816	73,989
Capital infrastructure contributions	-	-	-	85,205	-	85,205
Contracted services	95,999	17,584	148,496	6,646	11	268,736
Fuel and power	70,966	-	16,219	-	-	87,185
Insurance	17,458	291	8,531	1,493	113	27,886
Maintenance, materials, and utilities	101,363	2,800	87,491	46,811	2,002	240,467
Professional and legal	4,865	30,235	5,122	3,454	586	44,262
Rentals, leases and property tax	24,575	10,594	1,982	82	2,913	40,146
Salaries, wages and benefits	673,757	91,534	170,978	2,133	49,121	987,523
Expenses before amortization and interest	1,015,531	184,604	449,811	145,891	59,562	1,855,399
Amortization of tangible capital assets	119,054	26,408	97,170	22,360	1,311	266,303
Interest	56,903	12,628	46,451	77,535	624	194,141
	175,957	39,036	143,621	99,895	1,935	460,444
	1,191,488	223,640	593,432	245,786	61,497	2,315,843
Surplus (deficit) for the year	\$ (1,179,478)	\$ 2,355,296	\$ (569,113)	\$ (245,705)	\$ (60,392)	\$ 300,608

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, 2024

22. 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
Development cost charges	-	17,301	-	-	-	17,301
Amortization of deferred concessionaire credit	-	-	23,273	-	-	23,273
Miscellaneous	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

TO: Board of Directors

FROM: Patrice Impey, Chief Financial Officer
Olga Kuznetsova, Vice President, Financial Services
Mark Langmead, Director, Compass Operations

DATE: February 13, 2025

SUBJECT: Transit Tariff Amendment – Effective July 1, 2025

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 160-2025***, attached to this report as Attachment 1, effective July 1, 2025; and
2. Reconsiders and finally adopts the *South Coast British Columbia Transportation Authority Tariff **Bylaw Number 160-2025***.

EXECUTIVE SUMMARY

This report seeks the Board's approval to implement the 2025 fare increase contemplated in the 2024 Investment Plan. With the support from the Province through the BC Safe Restart Agreement in September 2020, the annual fare increases were limited to 2.3 per cent on average per year over 2021-2024. These lower fare increases supported affordability of fares for TransLink's customers and Provincial economic recovery objectives.

The *BC Safe Restart Agreement* expired on December 31, 2024. To continue providing transit services to the region and maintaining the services people rely on, fare products will increase for an average of 4 per cent in 2025, as approved in the 2024 Investment Plan.

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 2025 fare increase effective July 1, 2025, according to the 2024 Investment Plan.

BACKGROUND

The 2024 Investment Plan, approved by the Mayors' Council and TransLink's Board, provides for annual transit fare increases as one of the funding sources. The annual fare increase for 2025 approved in the Investment Plan is 4 per cent.

DISCUSSION

Pursuant to the terms of the *BC Safe Restart Agreement*, TransLink has limited the annual fare increase to an average of 2.3 per cent on each July 1, 2021, 2022, 2023 and 2024. The *BC Safe Restart Agreement* expired on December 31, 2024.

Over the past decade, the transit fare increases have been below or close to the long-term average inflation rate. To support the goals of *Transport 2050* and *Access for Everyone Plan*, TransLink must strike a balance between maintaining affordable fares and ensuring that transit users contribute their fair share towards funding the system.

This Transit Tariff amendment incorporates an average 4.0 per cent increase to the regular and discounted fares effective July 1, 2025, as set out in the transit fare rate schedules in the 2024 Investment Plan and detailed in the “Transit Fare Rate Summary” table below.

The proposed Transit Tariff amendment set out in Bylaw Number 160-2025 included as Attachment 1, is to be effective July 1, 2025. A blacklined version of the proposed July 1, 2025 Transit Tariff (Appendix 2), compared to the current July 1, 2024 Transit Tariff (Appendix 2), is included as Attachment 2 for reference.

Transit Fare Rate Summary

REGULAR, SHORT TERM FARE			2024	2025	nominal increase	percentage increase
Conventional Transit						
Cash / Compass Ticket	Adult	1-Zone	\$3.20	\$3.35	\$0.15	4.69%
		2-Zone	\$4.65	\$4.85	\$0.20	4.30%
		3-Zone	\$6.35	\$6.60	\$0.25	3.94%
	Concession	1-Zone	\$2.15	\$2.25	\$0.10	4.65%
		2-Zone	\$3.15	\$3.30	\$0.15	4.76%
		3-Zone	\$4.35	\$4.50	\$0.15	3.45%
Daypass	Adult	All zones	\$11.50	\$11.95	\$0.45	3.91%
	Concession	All zones	\$9.05	\$9.40	\$0.35	3.87%
	Canada Line					
	YVR AddFare		\$5.00	\$5.00	\$0.00	0.00%
Custom Transit						
Cash / Compass Ticket	Adult	All Zones	\$3.20	\$3.35	\$0.15	4.69%
	Concession	All Zones	\$2.15	\$2.25	\$0.10	4.65%
Daypass	Adult	All Zones	\$11.50	\$11.95	\$0.45	3.91%
	Concession	All Zones	\$9.05	\$9.40	\$0.35	3.87%
DISCOUNTED, SHORT TERM FARE						
Conventional Transit						
Compass Card Single Trip (Stored Value)	Adult	1-zone	\$2.60	\$2.70	\$0.10	3.85%
		2-zone	\$3.85	\$4.00	\$0.15	3.90%
		3-zone	\$4.90	\$5.10	\$0.20	4.08%
	Concession	1-zone	\$2.15	\$2.25	\$0.10	4.65%
		2-zone	\$3.15	\$3.30	\$0.15	4.76%
		3-zone	\$4.35	\$4.50	\$0.15	3.45%
Custom Transit						
FareSaver / Compass Card Single Trip (Stored Value)	Adult	All zones	\$2.60	\$2.70	\$0.10	3.85%
	Concession	All zones	\$2.15	\$2.25	\$0.10	4.65%
NON-SHORT TERM FARES						
Conventional Transit Monthly Pass						
	Adult	1-zone	\$107.30	\$111.60	\$4.30	4.01%
		2-zone	\$143.50	\$149.25	\$5.75	4.01%
		3-zone	\$193.80	\$201.55	\$7.75	4.00%
	Concession	All zones	\$61.35	\$63.80	\$2.45	3.99%
Custom Transit						
	Adult	All zones	\$107.30	\$111.60	\$4.30	4.01%
	Concession	All zones	\$61.35	\$63.80	\$2.45	3.99%

TRANSIT FARE RATES – WEST COAST EXPRESS

SHORT TERM FARE PRODUCTS			2024	2025	nominal increase	percentage increase
One-Way Compass Ticket (Cash)	Adult	1- or 2-Zone	\$6.35	\$6.60	\$0.25	3.94%
		3-Zone	\$8.25	\$8.60	\$0.35	4.24%
		4-Zone	\$10.10	\$10.50	\$0.40	3.96%
		5-Zone	\$13.70	\$14.25	\$0.55	4.01%
	Concession	1- or 2-Zone	\$3.85	\$4.00	\$0.15	3.90%
		3-Zone	\$4.85	\$5.05	\$0.20	4.12%
		4-Zone	\$6.30	\$6.55	\$0.25	3.97%
		5-Zone	\$8.50	\$8.85	\$0.35	4.12%
Return Compass Ticket (Cash)	Adult	1- or 2-Zone	\$12.00	\$12.50	\$0.50	4.17%
		3-Zone	\$15.90	\$16.55	\$0.65	4.09%
		4-Zone	\$19.45	\$20.25	\$0.80	4.11%
		5-Zone	\$26.00	\$27.05	\$1.05	4.04%
	Concession	1- or 2-Zone	\$7.60	\$7.90	\$0.30	3.95%
		3-Zone	\$9.80	\$10.20	\$0.40	4.08%
		4-Zone	\$12.30	\$12.80	\$0.50	4.07%
		5-Zone	\$16.65	\$17.30	\$0.65	3.90%
DISCOUNTED, SHORT TERM FARES						
One-Way Compass Card (Stored Value)	Adult	1- or 2-Zone	\$5.30	\$5.50	\$0.20	3.77%
		3-zone	\$6.95	\$7.25	\$0.30	4.32%
		4-zone	\$8.55	\$8.90	\$0.35	4.09%
		5-zone	\$11.50	\$11.95	\$0.45	3.91%
	Concession	1/2-zone	\$3.15	\$3.30	\$0.15	4.76%
		3-zone	\$4.35	\$4.50	\$0.15	3.45%
		4-zone	\$5.20	\$5.40	\$0.20	3.85%
		5-zone	\$7.05	\$7.35	\$0.30	4.26%
Return Compass Card (Stored Value)	Adult	1/2-zone	\$11.75	\$12.20	\$0.45	3.83%
		3-zone	\$15.05	\$15.65	\$0.60	3.99%
		4-zone	\$18.60	\$19.35	\$0.75	4.03%
		5-zone	\$24.90	\$25.90	\$1.00	4.02%
	Concession	1/2-zone	\$7.35	\$7.65	\$0.30	4.08%
		3-zone	\$9.30	\$9.65	\$0.35	3.76%
		4-zone	\$11.75	\$12.20	\$0.45	3.83%
		5-zone	\$15.90	\$16.55	\$0.65	4.09%
NON- SHORT TERM FARES						
Monthly Pass	Adult	1/2-zone	\$173.85	\$180.80	\$6.95	4.00%
		3-zone	\$227.80	\$236.90	\$9.10	3.99%

	4-zone	\$274.90	\$285.90	\$11.00	4.00%
	5-zone	\$375.40	\$390.40	\$15.00	4.00%
Concession	1/2-zone	\$106.30	\$110.55	\$4.25	4.00%
	3-zone	\$140.70	\$146.35	\$5.65	4.02%
	4-zone	\$173.30	\$180.25	\$6.95	4.01%
	5-zone	\$242.35	\$252.05	\$9.70	4.00%

It is recommended that the Board approve and adopt the South Coast British Columbia Transportation Authority 2021 Tariff Bylaw Number **160-2025**.

ATTACHMENTS

Attachment 1: South Coast British Columbia Transportation Authority 2021 Tariff Bylaw Number 160-2025

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

SOUTH COAST BRITISH COLUMBIA TRANSPORTATION AUTHORITY
BYLAW NUMBER 160-2025

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 160-2025”.
2. The South Coast British Columbia Transportation Authority 2021 Tariff Bylaw Number 140-2021 is amended as follows:
 - (a) Appendix “2” - Fare Media: Fares and Proof of Payment attached to this Bylaw as Schedule 1 replaces the Appendix “2” attached to the South Coast British Columbia Transportation Authority 2021 Tariff Bylaw Number 140-2021.
3. This Bylaw comes into force and takes effect on July 1, 2025.

READ A FIRST, SECOND AND THIRD TIME this 26th day of March, 2025.

RECONSIDERED, PASSED AND FINALLY ADOPTED this 26th day of March, 2025.

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**
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 \$11.95		No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	\$3.35 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 \$9.40		No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	\$2.25 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	\$6.60	\$3.35	No	Valid for unlimited travel on Conventional Transit through all Zones during the Hours paid for, valid for Eligible HandyDART Users on HandyDART	\$3.35 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, \$27.00) 2 Zone FareSaver – 1 red ticket (book of 10, \$40.00) 3 Zone FareSaver – 1 green ticket (book of 10, \$51.00) (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, \$22.50)		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 - \$111.60 per month	Bus Service: All Zones - \$111.60 per month	Yes	Valid for unlimited travel on Conventional Bus through all Zones,	Valid for unlimited travel through 1 Zone	\$3.35 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 - \$111.60 2 Zones - \$149.25 3 Zones - \$201.55 per month	Conventional SkyTrain and SeaBus: All Zones - \$111.60 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 - \$63.80 per month		Yes	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART		\$2.25 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 \$7.75 per pass (if > 500 passes purchased per day); \$6.70 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		\$3.35 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 \$3.35	Bus Service: Cash or Contactless Payment: All Zones \$3.35	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: \$3.35 credit toward WCE applicable fare	Bus Service: No Add-Fare required
		Bus Service: Stored Value ¹ : All Zones \$2.70	Bus Service: Stored Value ¹ : All Zones \$2.70				Stored Value: \$2.70 credit toward WCE applicable fare	
		Conventional SkyTrain and SeaBus: Cash or Contactless Payment: 1 Zone \$3.35 2 Zones \$4.85 3 Zones \$6.60	Conventional SkyTrain and SeaBus: Cash or Contactless Payment: All Zones \$3.35			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 \$2.70 2 Zones \$4.00 3 Zones \$5.10	Conventional SkyTrain and SeaBus: Stored Value ¹ : All Zones \$2.70				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 \$2.25	Bus Service: Cash: All Zones \$2.25	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: \$2.25 credit toward WCE applicable fare	Bus Service: No Add-Fare required
		Bus Service: Stored Value: All Zones \$2.25	Bus Service: Stored Value: All Zones \$2.25				Stored Value: \$2.25 credit toward WCE applicable fare	
		Conventional SkyTrain and SeaBus: Cash: 1 Zone \$2.25 2 Zones \$3.30 3 Zones \$4.50	Conventional SkyTrain and SeaBus: Cash: All Zones \$2.25				Valid for unlimited travel during the Hours and through the number of Zones paid for	
		Conventional SkyTrain and SeaBus: Stored Value: 1 Zone \$2.25 2 Zones \$3.30 3 Zones \$4.50	Conventional SkyTrain and SeaBus: Stored Value: All Zones \$2.25				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 \$3.35 (cash only)	All Zones \$3.35 (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	Trans-fer-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 \$2.25 (cash only)	All Zones \$2.25 (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 \$3.35 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 - \$180.80 ¹ , 3 Zones - \$236.90 ¹ , 4 Zones - \$285.90 ¹ , 5 Zones - \$390.40 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 - \$110.55 ¹ , 3 Zones - \$146.35 ¹ , 4 Zones - \$180.25 ¹ , 5 Zones - \$252.05 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 - \$113.90 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 - \$6.60 3 Zones - \$8.60 4 Zones - \$10.50 5 Zones - \$14.25 Stored Value! 1 or 2 Zones: \$5.50 3 Zones: \$7.25 4 Zones: \$8.90 5 Zones: \$11.95	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 - \$4.00 3 Zones - \$5.05 4 Zones - \$6.55 5 Zones - \$8.85	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: \$3.30 3 Zones: \$4.50 4 Zones: \$5.40 5 Zones: \$7.35						
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 - \$12.50 3 Zones - \$16.55 4 Zones - \$20.25 5 Zones - \$27.05	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: \$12.20 3 Zones: \$ 15.65 4 Zones: \$19.35 5 Zones: \$25.90						
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 - \$7.90 3 Zones - \$10.20 4 Zones - \$12.80 5 Zones - \$17.30	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: \$7.65 3 Zones: \$9.65 4 Zones: \$12.20 5 Zones: \$16.55						

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

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**
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. 50 <u>95</u>		No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	\$3. 20 <u>35</u> 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 <u>40</u>		No	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART	\$2. 45 <u>25</u> 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 <u>60</u>	\$3. 20 <u>35</u>	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 <u>35</u> 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, \$ 2627 .00) 2 Zone FareSaver – 1 red ticket (book of 10, \$ 3840.5000) 3 Zone FareSaver – 1 green ticket (book of 10, \$ 4951 .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, \$ 24 <u>22.50</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

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 <u>111.30-60</u> per month	Bus Service: All Zones - \$107 <u>111.30-60</u> per month	Yes	Valid for unlimited travel on Conventional Bus through all Zones,	Valid for unlimited travel through 1 Zone	\$3.20 <u>35</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 - \$107 <u>111.30</u> <u>60</u> 2 Zones - \$143 <u>149.50</u> <u>25</u> 3 Zones - \$193 <u>201.80</u> <u>55</u> per month	Conventional SkyTrain and SeaBus: All Zones - \$107 <u>111.30</u> <u>60</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 - \$616 <u>3.35</u> <u>80</u> per month		Yes	Valid for unlimited travel on Conventional Transit through all Zones, valid for Eligible HandyDART Users on HandyDART		\$2.45 <u>25</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 \$7.45 <u>75</u> per pass (if > 500 passes purchased per day); \$6.45 <u>70</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		\$3.20 <u>35</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 \$3.20 <u>35</u>	Bus Service: Cash or Contactless Payment: All Zones \$3.20 <u>35</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: \$3.20 <u>35</u> credit toward WCE applicable fare	Bus Service: No Add-Fare required
		Bus Service: Stored Value ¹ : All Zones \$2.60 <u>70</u>	Bus Service: Stored Value ¹ : All Zones \$2.60 <u>70</u>				Stored Value: \$2.60-70 credit toward WCE applicable fare	
		Conventional SkyTrain and SeaBus: Cash or Contactless Payment: 1 Zone \$3.20 <u>35</u> 2 Zones \$4.65 <u>85</u> 3 Zones \$6.35 <u>60</u>	Conventional SkyTrain and SeaBus: Cash or Contactless Payment: All Zones \$3.20 <u>35</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 \$2.60 <u>70</u> 2 Zones \$3.45 <u>00</u> 3 Zones \$4.50 <u>10</u>	Conventional SkyTrain and SeaBus: Stored Value ¹ : All Zones \$2.60 <u>70</u>				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. 45 <u>25</u>	Bus Service: Cash: All Zones \$2. 45 <u>25</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. 45 <u>25</u> credit toward WCE applicable fare	Bus Service: No Add-Fare required
		Bus Service: Stored Value: All Zones \$2. 45 <u>25</u>	Bus Service: Stored Value: All Zones \$2. 45 <u>25</u>				Stored Value: \$2. 45 <u>25</u> credit toward WCE applicable fare	
		Conventional SkyTrain and SeaBus: Cash: 1 Zone \$2. 45 <u>25</u> 2 Zones \$3. 45 <u>30</u> 3 Zones \$4. 35 <u>50</u>	Conventional SkyTrain and SeaBus: Cash: All Zones \$2. 45 <u>25</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. 45 <u>25</u> 2 Zones \$3. 45 <u>30</u> 3 Zones \$4. 35 <u>50</u>	Conventional SkyTrain and SeaBus: Stored Value: All Zones \$2. 45 <u>25</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. 20 <u>35</u> (cash only)	All Zones \$3. 20 <u>35</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	Trans-fer-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 \$ 2.45 <u>25</u> (cash only)	All Zones \$ 2.45 <u>25</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 \$ 3.20 <u>35</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 - \$ 173 <u>180.85</u> ⁸⁰ ¹ , 3 Zones - \$ 227 <u>236.80</u> ⁹⁰ ¹ , 4 Zones - \$ 274 <u>285.90</u> ¹ , 5 Zones - \$ 375 <u>390.40</u> 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 <u>110.30</u> ⁵⁵ ¹ , 3 Zones - \$ 140 <u>146.70</u> ³⁵ ¹ , 4 Zones - \$ 173 <u>180.30</u> ²⁵ ¹ , 5 Zones - \$ 242 <u>252.35</u> ⁰⁵ 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 - \$ 409 <u>113.95</u> ⁰ 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 <u>60</u> 3 Zones - \$ 8.25 <u>60</u> 4 Zones - \$ 10.40 <u>50</u> 5 Zones - \$ 13.14 <u>70</u> <u>25</u> Stored Value!: 1 or 2 Zones: \$ 5.30 <u>50</u> 3 Zones: \$ 6.75 <u>25</u> 4 Zones: \$ 8.55 <u>90</u> 5 Zones: \$ 11.50 <u>95</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 - \$34.8500 3 Zones - \$45.8505 4 Zones - \$6.3955 5 Zones - \$8.5985 Stored Value: 1 or 2 Zones: \$3.4530 3 Zones: \$4.3550 4 Zones: \$5.2940 5 Zones: \$7.0535	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**		
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 - \$12.0950 3 Zones - \$45.16.9955 4 Zones - \$49.20.245 5 Zones - \$26.27.0005 Stored Value: 1 or 2 Zones: \$11.12.7520 3 Zones: \$15.0565 4 Zones: \$18.19.6035 5 Zones: \$24.25.90	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		
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 - \$7.6990 3 Zones - \$9.10.280 4 Zones - \$12.3080 5 Zones - \$46.17.6530 Stored Value: 1 or 2 Zones: \$7.3565 3 Zones: \$9.3065 4 Zones: \$11.12.7520 5 Zones: \$15.16.9055	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		

- 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

TO: TransLink Board of Directors

FROM: Tammy Young, Vice President, People & Culture

DATE: February 21, 2025

SUBJECT: TransLink Respectful Workplace Policy

PROPOSED RESOLUTION:

That the TransLink Board of Directors approve the proposed amendments to the TransLink Respectful Workplace Policy as set out in Attachment 1 and titled “TransLink’s Respectful Workplace Policy” dated February 21, 2025, with an effective date of March 26, 2025.

EXECUTIVE SUMMARY

Under the Board Governance Manual, TransLink’s Respectful Workplace Policy is a corporate policy requiring Board of Director’s approval.

The purpose of this report is to seek Board approval for an updated TransLink Respectful Workplace Policy (Attachment 1) which will replace the Respectful Workplace Policy with an effective date of February 2023 (Attachment 2).

The attached policy reflects input provided by representatives of People and Culture; Safety, Emergency and Environmental Management; and Internal Legal.

PURPOSE

Ensure Policy considers compliance with legislative requirements and critical requirements such as a clear statement, steps to minimize workplace bullying and harassment, complaint procedures, follow-up processes such as investigation, recordkeeping, etc. In addition, TransLink must comply with the Workers Compensation Act Policy Item P2-21-2.

The role of the Board of Directors is to approve TransLink’s updated Respectful Workplace Policy.

BACKGROUND

TransLink’s Respectful Workplace Policy sets clear expectations on the behaviour of TransLink employees and contractors and prohibits bullying and harassment. The Policy details what constitutes bullying and harassment, how an employee can make a complaint, the procedures for investigations into complaints, and possible actions that may result if a complaint is substantiated.

TransLink’s Respectful Workplace Policy is reviewed annually as this is a requirement under the *Workers Compensation Act*. The policy has been reviewed by representatives from TransLink’s People & Culture Division, Safety, Environment & Emergency Management and Internal Legal Counsel. The updates to this policy are made to ensure that employees clearly understand TransLink’s expectations with respect to providing respectful workplace and employees’ responsibilities for creating and maintaining a workplace that is free from bullying, harassment and discrimination by treating others with dignity and respect.

DISCUSSION

TransLink's Respectful Workplace Policy is consistent with current human rights and related employment legislation and practices and has been revised with the following minor updates:

- Job titles and contact information for reporting a claim.
- New respectful workplace email address.
- Minor changes to language to provide clarity and context.
- Inserted a Reference section.

COMMUNICATIONS

The updated Respectful Workplace Policy will be available on TransLink's Intranet (Q) once approved.

ATTACHMENTS

Attachment 1: Proposed 2025 Respectful Workplace Policy

Attachment 2: 2023 Respectful Workplace Policy



RESPECTFUL WORKPLACE POLICY

Issued By:	Vice President, People & Culture
Approved By:	Board of Directors
Meeting Date:	
Effective Date:	
Corporate Secretary Signature:	

1. PURPOSE

To set clear expectations for the provision and maintenance of a workplace that ensures that all Employees (as defined for the purposes of this Policy) are treated with dignity and respect and are able to work in an environment free from bullying, harassment, and discrimination.

2. POLICY

TransLink is committed to providing and maintaining a workplace that ensures that all Employees are treated with dignity and respect and are able to work in an environment free from bullying, harassment, and discrimination.

TransLink does not accept conduct that is inconsistent with this Policy or any retaliation against persons who report a concern, file a complaint, or participate in an investigation under this Policy.

The goal of the Respectful Workplace Policy is to promote a workplace that is free from bullying, harassment and discrimination and address inappropriate behavior at the earliest stage. TransLink provides informal and formal options for initiating a complaint as outlined under Section 8 of this policy. In many cases, when an individual is made aware of the negative effect their conduct is having on someone else, they change their behavior. In other circumstances, it may be more appropriate to elect to proceed directly to the Formal Complaint Process.

Any conduct that violates this Policy is unacceptable and may result in discipline up to and including immediate termination of employment (or contract for service).



3. APPLICATION

Under this Policy, “Employees” means all TransLink directors, officers, employees, interns, and students. For the purpose of this Policy only, “Employees” will also include contractors who perform services at TransLink workplaces.

This Policy applies to all Employees. Unionized employees should also consult their collective agreement. This Policy also applies where bullying and harassment are connected to the workplace but arise out of the workplace or outside of working hours if the bullying and harassment either detrimentally affects the workplace or leads to adverse job-related consequences to the victim.

~~Any Employee affected by bullying, harassment, or discrimination in the course of their employment with TransLink, or while performing services under contract for TransLink, should follow the steps in this Policy.~~

4. RESPONSIBILITY

All Employees are responsible for creating and maintaining a workplace that is free from bullying, harassment, and discrimination by treating others with dignity and respect. All Employees are accountable for their own behaviour and must know and comply with this Policy.

Employees who observe or experience bullying, harassment, discrimination, or any other conduct that may violate this Policy, are responsible for reporting it to TransLink in accordance with this Policy.

Managers ~~and supervisors~~ are responsible for applying, monitoring, and enforcing this Policy. Managers ~~and supervisors~~, with the assistance of People and Culture ~~Human Resources~~, are also responsible for participating in the resolution of concerns raised under this Policy.

5. BULLYING AND HARASSMENT DEFINITIONS

Bullying and harassment includes any inappropriate conduct or comment by a person toward an Employee that the person knew or reasonably ought to have known would cause that Employee to be threatened, humiliated, or intimidated.

Bullying and harassment may take many forms. It may be one incident or a series of incidents. It may take place in different ways, including one-to-one, in a group, or through electronic means (e.g., email or social media).



Inappropriate conduct or comments include, but are not limited to:

- threats or intimidation, including non-verbal behaviour that threatens, humiliates or intimidates (e.g. leering);
- rudeness, ridicule, taunting, or patronizing behaviour;
- name-calling, slurs, or negative stereotyping;
- insults, or denigrating comments;
- back-stabbing;
- practical jokes;
- verbal aggression or insults;
- shouting or yelling;
- physical assault or abuse;
- hazing or initiation practices;
- vandalizing personal belongings;
- spreading malicious rumors; and
- Cyber-bullying.

Bullying and harassment excludes any reasonable action taken by TransLink or a manager supervisor relating to the management and direction of workers or the place of employment.

Bullying and harassment is also defined in and covered by WorkSafeBC's Occupational Health and Safety (OHS) Policies. Nothing in this Policy is intended to limit the application of such WorkSafeBC Policies to Employees.

6. DISCRIMINATORY CONDUCT

Discrimination is the act of differentiating among Employees on the basis of any characteristic protected by the *BC Human Rights Code*, including Indigenous identity, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age of that person or because that person has been convicted of a criminal or summary conviction offence that is unrelated to the employment or to the intended employment of that person.

TransLink prohibits discrimination, including harassment, based on any characteristic protected by the *BC Human Rights Code*. TransLink also prohibits discrimination based on the perception that anyone has any of those characteristics or is associated with a person who has or is perceived as having any of those characteristics.



Discrimination may take many forms. Examples include, but are not limited to:

- epithets, derogatory jokes or comments, slurs, invitations, comments, posts or messages;
- the display or distribution of offensive or derogatory materials, including posters, photography, cartoons, or drawings;
- physical conduct including assault, unwanted touching, intentionally blocking normal movement, or interfering with work because of any other protected grounds under the *BC Human Rights Code*
- mimicking a person's accent, speech or mannerisms;
- unwanted inquiries or comments about a person's personal life;
- verbal abuse, threats or intimidation;
- sexual harassment; and
- communication through electronic means (e.g., email, social media) of a nature prohibited by law or by TransLink policy.

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual or sex-based nature when:

- submission to that conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- submission to or rejection of the conduct is used as a basis for employment decisions affecting the individual; or
- such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creates an intimidating, hostile, or unsafe work environment.

Examples of sexual harassment include:

- remarks, jokes or innuendos about sex or sexual orientation when the speaker has been advised, or should otherwise be aware, that such comments are offensive or inappropriate;
- unwelcome physical contact, leering, or staring;
- indecent exposure, stalking, or sexual assault;
- verbal abuse, or threats of a sexual nature;
- unwelcome sexual flirtation, advances, or propositions, or invitations after previous requests have been refused; and
- sexually suggestive, obscene, or degrading comments, gestures, or jokes.





This Section 6 is not intended to set out all of the forms or examples of discrimination, including sexual harassment. Other conduct, which is not addressed above, may be discriminatory. If you have any questions about whether certain conduct may fall within the scope of this Policy, please contact [People & Culture-Respectful Workplace email at _respectfulworkplace@translink.ca](mailto:_respectfulworkplace@translink.ca) or [the confidential Respectful Workplace Hotline at 778-375-7491](tel:778-375-7491) or [contact the Director, Employee Relations or Vice President, People & Culture.E.](#) ~~the Vice President, People & Culture.~~

The foregoing is not intended to inhibit interactions or relations based on mutual consent. However, everyone is required to closely monitor their communication and conduct to ensure a positive, respectful, and discrimination-free workplace.

7. RETALIATION

TransLink prohibits retaliation, or threats of retaliation, against any individual for reporting a concern or filing a complaint in good faith under this Policy, or for cooperating in an investigation. Retaliatory behaviour may include, but is not limited to:

- unwarranted criticism of a person's job performance;
- failing to extend to a person an opportunity available to others;
- refusing to work with a person; or
- the unjustified reassignment of a person to different duties or a different position.

Retaliatory behaviour does not include good faith job performance assessments, normal work-related comments and direction, or discipline for just cause.

Any Employee who believes they have been subjected to retaliation is responsible for immediately reporting the matter to TransLink. All complaints of retaliation will be investigated in accordance with the investigation process described below.

Retaliation in violation of this Policy may result in discipline, up to and including immediate termination of employment (or contract for service).

8. COMPLAINT RESOLUTION PROCEDURES

TransLink provides informal and formal options to any Employee who believes that they have experienced or observed bullying, harassment, or discrimination in violation of this Policy. Although TransLink suggests that Employees use the Informal Resolution Process, they are not required to do so, and may elect to proceed directly to the Formal Complaint Process.

Regardless of whether a formal written complaint is made, TransLink reserves the right to:

1. unilaterally investigate any conduct it considers may be in violation of this Policy;



2. proceed with a complaint, regardless of the wishes of the complainant; and
3. appoint an external or internal investigator.

All Employees are responsible for advising their manager ~~or supervisor~~ of any bullying, harassment, or discriminatory incident, or of any retaliatory behaviour prohibited under this Policy. If, for any reason, an Employee is uncomfortable or unable to speak to their manager ~~or supervisor~~, they are encouraged to report the complaint to ~~the People & Culture, Respectful Workplace email Employee Relations at~~ respectfulworkplace@translink.ca ~~or call the Respectful Workplace Hotline at 778-375-7491 or contact the Director, Employee Relations at~~ ~~Employee Relations Vice President, People & Culture~~. Any manager ~~or supervisor~~ who receives a report of bullying and harassment, discrimination, or retaliation must promptly report it to [People & Culture, Respectful Workplace, by email at: respectfulworkplace@translink.ca](mailto:respectfulworkplace@translink.ca) ~~or call the Respectful Workplace Hotline at 778-375-7491 or contact the Director, Employee Relations.~~ ~~Vice President, People & Culture~~.

If the ~~Director, Employee Relations Vice President, People & Culture~~, is a party to the complaint, then the complaint should be forwarded instead to the [Vice-President, People & Culture and all references in section 8 to the Director, Employee Relations will be read as references to the Vice-President, People & Culture](#). ~~If the Vice-President, People & Culture, is a party to the complaint, then the complaint should instead be forwarded to the~~ CEO, and all references in section 8 ~~will replace the Director, Employee Relations.~~ ~~to Vice President, People & Culture will be read as references to the CEO.~~ If the CEO is a party to the complaint, then the complaint should be forwarded instead to the Board Chair, and all references in section 8 to [Director, Employee Relations Vice President, People & Culture](#) will be read as references to the Board Chair.

Informal Resolution Process

Any Employee who experiences or observes what they believe to be bullying and harassment, or discrimination, in violation of this Policy is encouraged to bring the matter directly to the attention of the person who is responsible for the alleged conduct. In many cases, when an individual is made aware of the negative effect their conduct is having on someone else, they change their behaviour. The Employee may wish to document the unwelcome conduct and any informal resolution for future reference but is not required to do so.

To start the Informal Resolution Process, the Employee should inform the other person that the alleged conduct is unwelcome and request that it cease. If an Employee feels uncomfortable approaching the other person directly, they may seek the assistance of their manager ~~or supervisor~~, or their senior leadership, or [People & Culture-Employee Relations](#). ~~Vice President, People & Culture~~. The manager ~~or supervisor~~ may seek the assistance of [their Human Resources Business Partner \(Employee Relations\) Human Resources](#) at any time.





If the Informal Resolution Process does not result in a satisfactory outcome, or if the Employee does not wish to use the Informal Resolution Process, the Employee may follow the Formal Complaint Process.

Formal Complaint Process

To initiate the Formal Complaint Process, the complainant (the Employee filing the complaint) should complete and acknowledge the "[Respectful Workplace Complaint Form](#)" and submit to their manager, ~~—supervisor,~~ or [People & Culture, Respectful Workplace email at respectfulworkplace@translink.ca](#) ~~President, People & Culture.~~ The written complaint should include the following information, if it is known to the complainant:

1. complainant's name, position and contact information;
2. date, time and location of the incident(s);
3. name of respondent(s);
4. conduct of concern;
5. name of witnesses if any; and
6. any action the complainant has taken to stop the unwanted conduct, including any steps taken by the complainant under the Informal Resolution Process and the outcome.

The written complaint is intended to facilitate TransLink's investigation of the complaint. Anonymous complaints (i.e., complaints omitting the complainant's name, position and contact information) will be accepted and will be investigated to the extent reasonably practicable. However, a complaint made anonymously may impair TransLink's ability to resolve the concerns raised and to conduct a thorough investigation. Complainants are accordingly strongly encouraged to include their identifying information when completing the Respectful Workplace Complaint Form. Details of the complaint should, as far as possible, include specific language, conversation, gestures, actions and any other information that relates to the conduct of concern.

When a manager ~~or supervisor~~ receives a written complaint, they should forward it to [People & Culture, Respectful Workplace email at respectfulworkplace@translink.ca](#) ~~the Vice President, People & Culture or the Director, Employee Relations~~ as soon as possible so that the incident can be investigated and addressed promptly.

The [Director, Employee Relations](#) ~~Vice President, People & Culture~~, or an individual appointed by the [Vice President, People & Culture](#) ~~Director, Employee Relations~~ (the "designate"), will review the complaint and decide whether the behaviour complained of falls within the scope of this Policy. If the [Director, Employee Relations](#) ~~Vice President, People & Culture~~, or designate,





determines that it does not, they will advise the complainant accordingly and may thereafter elect not to take any further steps under this Policy.

If the ~~Director, Employee Relations~~Vice President, People & Culture, or designate, determines that the formal written complaint falls within the scope of this Policy, they will initiate and conduct an investigation of the complaint.

At any stage during the Formal Complaint Process, the complainant has the right to withdraw from any further action in connection with a formal written complaint. However, TransLink reserves the right to pursue the matter if it believes that continued investigation is appropriate for any reason, for example, if withdrawal of the complaint may have occurred as a result of retaliatory behaviour, or if there are previous or other complaints or incidents involving the same respondent or work area.

Investigation of Formal Complaints

An investigation of a formal written complaint regarding bullying and harassment, or retaliation related to a complaint or investigation of bullying and harassment will generally be conducted by management of the area. An investigation of a formal written complaint regarding discriminatory conduct, or retaliation related to a complaint or investigation of discriminatory conduct will generally be conducted by a designate from People & Culture-Employee Relations~~the Vice President, People & Culture, or designate~~. TransLink retains the right, in its sole discretion, to appoint any one or more employees or independent investigator to carry out the investigation.

At any stage of the investigation process, any unionized employee involved in a complaint may elect to have a union representative accompany them.

The investigation of a formal written complaint will be completed, and the appropriate resolution decided upon, as soon as possible. TransLink strives to complete investigations within 30 days of receiving a formal written complaint; however, a longer period may be appropriate in some circumstances, in which case the complainant will be notified of the predicted time frame for completion of the investigation.

All Employees must cooperate with any investigations and provide details of incidents they have experienced or witnessed.

In the course of the investigation of a formal written complaint, the designated investigator will, as the investigator considers appropriate:



- give notice that an investigation has been initiated regarding the subject matter of the complaint to the parties to the complaint and, subject to applicable laws or contract, the parties' managers and the applicable union;
- interview the complainant;
- interview the respondent and provide the respondent with an opportunity to respond to matters raised in the complaint;
- consider and respond to any need or request for assistance in the investigation process by the parties;
- interview other individuals;
- collect from the parties and any witnesses relevant evidence, including documents, belongings/property, emails, pictures, notes and recordings; or
- arrive at and advise the designate of People & Culture-Employee Relations~~the Vice President, People & Culture, or designate,~~ of the investigator's findings ~~and,~~and any recommendations, if requested by the designate. ~~the Vice President, People & Culture, any recommendations.~~ -

A designate from People & Culture-Employee Relations~~The Vice President, People & Culture, or designate,~~ will advise the complainant, the respondent and, subject to applicable laws or contract, the parties' managers and union of the findings of the investigation and, where appropriate, any recommendations.

If the findings substantiate the complaint, the designate ~~the Vice President, People & Culture, or designate,~~ will determine and initiate appropriate actions. In determining appropriate actions, the designate ~~Vice President, People & Culture, or designate,~~ may consult with managers, the investigator, and such other persons as the designate ~~Vice President, People & Culture, or designate,~~ determines in their sole discretion.

Action Arising out of Substantiated Complaints

Appropriate action arising out of the Formal Complaint Process may include one or more of the following on the part of any person found to have engaged in the prohibited conduct:

- formal apology;
- recommendation to seek assistance from employee and family assistance or a medical or other professional;
- written reprimand (placed in that person's personnel file);
- training or participation in educational or other course of correction or instruction;
- demotion or other change of work assignment;



- withholding of promotion;
- financial penalty (including a requirement to reimburse TransLink for costs relating to the complaint or an adverse effect on compensation);
- paid or unpaid suspension; or
- termination of employment (or contract for service).

Any Employee who engages in bullying and harassment, or discriminatory behaviour, may also be personally liable in the event of a successful lawsuit or human rights case or sanctions imposed by other authorities or governing bodies. Some inappropriate behaviour (including Criminal Harassment, Sexual Assault, Threatening, Cyberbullying) may be criminal and involve a police investigation.

9. CONFIDENTIALITY

The complainant, respondent, and anyone involved in an Informal Resolution Process or Formal Complaint Process under this Policy must maintain confidentiality in respect of the process, including any related investigation. Exceptions to total confidentiality may be made where disclosure is required by law or an applicable authority or governing body, or is necessary or appropriate for the proper conduct of the resolution process or investigation or any action arising out of such process or investigation (which may include disclosure to one or more members of management of TransLink).

Any unauthorized breach of confidentiality will be treated very seriously and may result in discipline up to and including immediate termination of employment (or contract for service).

10. VEXATIOUS COMPLAINTS

Complaints of bullying, harassment, and discrimination are serious matters. Anyone who is found to have made vexatious, frivolous, or malicious complaints under this Policy will be subject to discipline up to and including immediate termination of employment (or contract for service).

Examples of a vexatious, frivolous, or malicious complaint include, but are not limited to, complaints made:

- solely to cause trouble or annoyance to another person, or to receive some personal benefit; or
- intentionally for the purpose of embarrassing a person.



11. RECORD KEEPING

Records of complaints, investigations, and follow-up action pursuant to this Policy will be retained, secured and destroyed as directed by TransLink in accordance with applicable laws and TransLink policies.

12. POSTING REQUIREMENT

A copy of this Policy and the names and contact information of [People & Culture-Employee Relations](#) ~~the Vice President, People & Culture~~ will be available on TransLink's intranet site known as "Q". Employees may request a copy of this Policy at any time from [People & Culture-Employee Relations](#) ~~Vice President, People & Culture~~.

13. ANNUAL REVIEW

The Employer will review this Policy annually, or as otherwise required by applicable laws.

14. REFERENCES

[Respectful Workplace Complaint Form](#)
[Director and Employee Code of Conduct](#)
[Equity, Diversity, and Inclusion Policy](#)
[Psychological Health and Safety Policy](#)
[Privacy Policy](#)
[Corporate Safety and Health Policy](#)
[Applicable Collective Agreement](#)
[BC Human Rights Code](#)
[Worker's Compensation Act](#)

Revisions & Reviews: June 2013 & 2018 (Revisions)
February 2021 (Reviewed)
February 2022 (Reviewed)
February 2023 (Revisions)
February 2024 (Reviewed)
[February 2025 \(Revisions\)](#)





RESPECTFUL WORKPLACE POLICY

Issued By:	Vice President, People & Culture
Approved By:	Board of Directors
Meeting Date:	March 29, 2023
Effective Date:	February 2023

Corporate Secretary Signature:

A handwritten signature in blue ink, appearing to read "Jennifer King".

1. PURPOSE

To set clear expectations for the provision and maintenance of a workplace that ensures that all Employees (as defined for the purposes of this Policy) are treated with dignity and respect and are able to work in an environment free from bullying, harassment, and discrimination.

2. POLICY

TransLink is committed to providing and maintaining a workplace that ensures that all Employees are treated with dignity and respect and are able to work in an environment free from bullying, harassment, and discrimination.

TransLink does not accept conduct that is inconsistent with this Policy or any retaliation against persons who report a concern, file a complaint, or participate in an investigation under this Policy.

The goal of the Respectful Workplace Policy is to promote a workplace that is free from bullying, harassment and discrimination and address inappropriate behavior at the earliest stage. TransLink provides informal and formal options for initiating a complaint as outlined under Section 8 of this policy. In many cases, when an individual is made aware of the negative effect their conduct is having on someone else, they change their behavior. In other circumstances, it may be more appropriate to elect to proceed directly to the Formal Complaint Process.

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3. APPLICATION

Under this Policy, “Employees” means all TransLink directors, officers, employees, interns, and students. For the purpose of this Policy only, “Employees” will also include contractors who perform services at TransLink workplaces.

This Policy applies to all Employees. Unionized employees should also consult their collective agreement.

Any Employee affected by bullying, harassment, or discrimination in the course of their employment with TransLink, or while performing services under contract for TransLink, should follow the steps in this Policy.

4. RESPONSIBILITY

All Employees are responsible for creating and maintaining a workplace that is free from bullying, harassment, and discrimination by treating others with dignity and respect. All Employees are accountable for their own behaviour and must know and comply with this Policy.

Employees who observe or experience bullying, harassment, discrimination, or any other conduct that may violate this Policy, are responsible for reporting it to TransLink in accordance with this Policy.

Managers and supervisors are responsible for applying, monitoring, and enforcing this Policy. Managers and supervisors, with the assistance of Human Resources, are also responsible for participating in the resolution of concerns raised under this Policy.

5. BULLYING AND HARASSMENT

Bullying and harassment includes any inappropriate conduct or comment by a person toward an Employee that the person knew or reasonably ought to have known would cause that Employee to be threatened, humiliated, or intimidated.

Bullying and harassment may take many forms. It may be one incident or a series of incidents. It may take place in different ways, including one-to-one, in a group, or through electronic means (e.g., email or social media).



Inappropriate conduct or comments include, but are not limited to:

- threats or intimidation, including non-verbal behaviour that threatens, humiliates or intimidates (e.g. leering);
- rudeness, ridicule, taunting, or patronizing behaviour;
- name-calling, slurs, or negative stereotyping;
- insults, or denigrating comments;
- back-stabbing;
- practical jokes;
- verbal aggression or insults;
- shouting or yelling;
- physical assault or abuse;
- hazing or initiation practices;
- vandalizing personal belongings;
- spreading malicious rumors; and
- Cyber-bullying.

Bullying and harassment excludes any reasonable action taken by TransLink or a supervisor relating to the management and direction of workers or the place of employment.

Bullying and harassment is also defined in and covered by WorkSafeBC's Occupational Health and Safety (OHS) Policies. Nothing in this Policy is intended to limit the application of such WorkSafeBC Policies to Employees.

6. DISCRIMINATORY CONDUCT

Discrimination is the act of differentiating among Employees on the basis of any characteristic protected by the *BC Human Rights Code*, including Indigenous identity, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age of that person or because that person has been convicted of a criminal or summary conviction offence that is unrelated to the employment or to the intended employment of that person.

TransLink prohibits discrimination, including harassment, based on any characteristic protected by the *BC Human Rights Code*. TransLink also prohibits discrimination based on the perception that anyone has any of those characteristics or is associated with a person who has or is perceived as having any of those characteristics.



Discrimination may take many forms. Examples include, but are not limited to:

- epithets, derogatory jokes or comments, slurs, invitations, comments, posts or messages;
- the display or distribution of offensive or derogatory materials, including posters, photography, cartoons, or drawings;
- physical conduct including assault, unwanted touching, intentionally blocking normal movement, or interfering with work because of any other protected grounds under the *BC Human Rights Code*
- mimicking a person's accent, speech or mannerisms;
- unwanted inquiries or comments about a person's personal life;
- verbal abuse, threats or intimidation;
- sexual harassment; and
- communication through electronic means (e.g., email, social media) of a nature prohibited by law or by TransLink policy.

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual or sex-based nature when:

- submission to that conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- submission to or rejection of the conduct is used as a basis for employment decisions affecting the individual; or
- such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creates an intimidating, hostile, or unsafe work environment.

Examples of sexual harassment include:

- remarks, jokes or innuendos about sex or sexual orientation when the speaker has been advised, or should otherwise be aware, that such comments are offensive or inappropriate;
- unwelcome physical contact, leering, or staring;
- indecent exposure, stalking, or sexual assault;
- verbal abuse, or threats of a sexual nature;
- unwelcome sexual flirtation, advances, or propositions, or invitations after previous requests have been refused; and
- sexually suggestive, obscene, or degrading comments, gestures, or jokes.





This Section 6 is not intended to set out all of the forms or examples of discrimination, including sexual harassment. Other conduct, which is not addressed above, may be discriminatory. If you have any questions about whether certain conduct may fall within the scope of this Policy, please contact the Vice President, People & Culture.

The foregoing is not intended to inhibit interactions or relations based on mutual consent. However, everyone is required to closely monitor their communication and conduct to ensure a positive, respectful, and discrimination-free workplace.

7. RETALIATION

TransLink prohibits retaliation, or threats of retaliation, against any individual for reporting a concern or filing a complaint in good faith under this Policy, or for cooperating in an investigation. Retaliatory behaviour may include, but is not limited to:

- unwarranted criticism of a person's job performance;
- failing to extend to a person an opportunity available to others;
- refusing to work with a person; or
- the unjustified reassignment of a person to different duties or a different position.

Retaliatory behaviour does not include good faith job performance assessments, normal work-related comments and direction, or discipline for just cause.

Any Employee who believes they have been subjected to retaliation is responsible for immediately reporting the matter to TransLink. All complaints of retaliation will be investigated in accordance with the investigation process described below.

Retaliation in violation of this Policy may result in discipline, up to and including immediate termination of employment (or contract for service).

8. COMPLAINT PROCEDURES

TransLink provides informal and formal options to any Employee who believes that they have experienced or observed bullying, harassment, or discrimination in violation of this Policy. Although TransLink suggests that Employees use the Informal Resolution Process, they are not required to do so, and may elect to proceed directly to the Formal Complaint Process.





Regardless of whether a formal written complaint is made, TransLink reserves the right to:

1. unilaterally investigate any conduct it considers may be in violation of this Policy;
2. proceed with a complaint, regardless of the wishes of the complainant; and
3. appoint an external or internal investigator.

All Employees are responsible for advising their manager or supervisor of any bullying, harassment, or discriminatory incident, or of any retaliatory behaviour prohibited under this Policy. If, for any reason, an Employee is uncomfortable or unable to speak to their manager or supervisor, they are encouraged to report the complaint to the Vice President, People & Culture. Any manager or supervisor who receives a report of bullying and harassment, discrimination, or retaliation must promptly report it to the Vice President, People & Culture.

If the Vice President, People & Culture, is a party to the complaint, then the complaint should be forwarded instead to the CEO, and all references in section 8 to Vice President, People & Culture will be read as references to the CEO.

If the CEO is a party to the complaint, then the complaint should be forwarded instead to the Board Chair, and all references in section 8 to Vice President, People & Culture will be read as references to the Board Chair.

Informal Resolution Process

Any Employee who experiences or observes what they believe to be bullying and harassment, or discrimination, in violation of this Policy is encouraged to bring the matter directly to the attention of the person who is responsible for the alleged conduct. In many cases, when an individual is made aware of the negative effect their conduct is having on someone else, they change their behaviour. The Employee may wish to document the unwelcome conduct and any informal resolution for future reference but is not required to do so.

To start the Informal Resolution Process, the Employee should inform the other person that the alleged conduct is unwelcome and request that it cease. If an Employee feels uncomfortable approaching the other person directly, they may seek the assistance of their manager or supervisor, or their senior leadership, or the Vice President, People & Culture. The manager or supervisor may seek the assistance of Human Resources at any time.

If the Informal Resolution Process does not result in a satisfactory outcome, or if the Employee does not wish to use the Informal Resolution Process, the Employee may follow the Formal Complaint Process.



Formal Complaint Process

To initiate the Formal Complaint Process, the complainant (the Employee filing the complaint) should complete and acknowledge the "[Respectful Workplace Complaint Form](#)" and submit to their manager, supervisor, or the Vice President, People & Culture. The written complaint should include the following information, if it is known to the complainant:

1. complainant's name, position and contact information;
2. date, time and location of the incident(s);
3. name of respondent(s);
4. conduct of concern;
5. name of witnesses if any; and
6. any action the complainant has taken to stop the unwanted conduct, including any steps taken by the complainant under the Informal Resolution Process and the outcome.

The written complaint is intended to facilitate TransLink's investigation of the complaint. Anonymous complaints (i.e., complaints omitting the complainant's name, position and contact information) will be accepted and will be investigated to the extent reasonably practicable. However, a complaint made anonymously may impair TransLink's ability to resolve the concerns raised and to conduct a thorough investigation. Complainants are accordingly strongly encouraged to include their identifying information when completing the Respectful Workplace Complaint Form. Details of the complaint should, as far as possible, include specific language, conversation, gestures, actions and any other information that relates to the conduct of concern.

When a manager or supervisor receives a written complaint, they should forward it to the Vice President, People & Culture as soon as possible so that the incident can be investigated and addressed promptly.

The Vice President, People & Culture, or an individual appointed by the Vice President, People & Culture (the "designate"), will review the complaint and decide whether the behaviour complained of falls within the scope of this Policy. If the Vice President, People & Culture, or designate, determines that it does not, they will advise the complainant accordingly and may thereafter elect not to take any further steps under this Policy.

If the Vice President, People & Culture, or designate, determines that the formal written complaint falls within the scope of this Policy, they will initiate and conduct an investigation of the complaint.





At any stage during the Formal Complaint Process, the complainant has the right to withdraw from any further action in connection with a formal written complaint. However, TransLink reserves the right to pursue the matter if it believes that continued investigation is appropriate for any reason, for example, if withdrawal of the complaint may have occurred as a result of retaliatory behaviour, or if there are previous or other complaints or incidents involving the same respondent or work area.

Investigation of Formal Complaints

An investigation of a formal written complaint regarding bullying and harassment, or retaliation related to a complaint or investigation of bullying and harassment will generally be conducted by management of the area. An investigation of a formal written complaint regarding discriminatory conduct, or retaliation related to a complaint or investigation of discriminatory conduct will generally be conducted by the Vice President, People & Culture, or designate. TransLink retains the right, in its sole discretion, to appoint any one or more employees or independent investigator to carry out the investigation.

At any stage of the investigation process, any unionized employee involved in a complaint may elect to have a union representative accompany them.

The investigation of a formal written complaint will be completed, and the appropriate resolution decided upon, as soon as possible. TransLink strives to complete investigations within 30 days of receiving a formal written complaint; however, a longer period may be appropriate in some circumstances, in which case the complainant will be notified of the predicted time frame for completion of the investigation.

All Employees must cooperate with any investigations and provide details of incidents they have experienced or witnessed.

In the course of the investigation of a formal written complaint, the designated investigator will, as the investigator considers appropriate:

- give notice that an investigation has been initiated regarding the subject matter of the complaint to the parties to the complaint and, subject to applicable laws or contract, the parties' managers and the applicable union;
- interview the complainant;
- interview the respondent and provide the respondent with an opportunity to respond to matters raised in the complaint;



- consider and respond to any need or request for assistance in the investigation process by the parties;
- interview other individuals;
- collect from the parties and any witnesses relevant evidence, including documents, belongings/property, emails, pictures, notes and recordings; or
- arrive at and advise the Vice President, People & Culture, or designate, of the investigator's findings and, if requested by the Vice President, People & Culture, any recommendations. .

The Vice President, People & Culture, or designate, will advise the complainant, the respondent and, subject to applicable laws or contract, the parties' managers and union of the findings of the investigation and, where appropriate, any recommendations.

If the findings substantiate the complaint, the Vice President, People & Culture, or designate, will determine and initiate appropriate actions. In determining appropriate actions, the Vice President, People & Culture, or designate, may consult with managers, the investigator, and such other persons as the Vice President, People & Culture, or designate, determines in their sole discretion.

Action Arising out of Substantiated Complaints

Appropriate action arising out of the Formal Complaint Process may include one or more of the following on the part of any person found to have engaged in the prohibited conduct:

- formal apology;
- recommendation to seek assistance from employee and family assistance or a medical or other professional;
- written reprimand (placed in that person's personnel file);
- training or participation in educational or other course of correction or instruction;
- demotion or other change of work assignment;
- withholding of promotion;
- financial penalty (including a requirement to reimburse TransLink for costs relating to the complaint or an adverse effect on compensation);
- paid or unpaid suspension; or
- termination of employment (or contract for service).

Any Employee who engages in bullying and harassment, or discriminatory behaviour, may also be personally liable in the event of a successful lawsuit or human rights case or sanctions imposed by other authorities or governing bodies. Some inappropriate behaviour (including Criminal





Harassment, Sexual Assault, Threatening, Cyberbullying) may be criminal and involve a police investigation.

9. CONFIDENTIALITY

The complainant, respondent, and anyone involved in an Informal Resolution Process or Formal Complaint Process under this Policy must maintain confidentiality in respect of the process, including any related investigation. Exceptions to total confidentiality may be made where disclosure is required by law or an applicable authority or governing body, or is necessary or appropriate for the proper conduct of the resolution process or investigation or any action arising out of such process or investigation (which may include disclosure to one or more members of management of TransLink).

Any unauthorized breach of confidentiality will be treated very seriously and may result in discipline up to and including immediate termination of employment (or contract for service).

10. VEXATIOUS COMPLAINTS

Complaints of bullying, harassment, and discrimination are serious matters. Anyone who is found to have made vexatious, frivolous, or malicious complaints under this Policy will be subject to discipline up to and including immediate termination of employment (or contract for service).

Examples of a vexatious, frivolous, or malicious complaint include, but are not limited to, complaints made:

- solely to cause trouble or annoyance to another person, or to receive some personal benefit; or
- intentionally for the purpose of embarrassing a person.

11. RECORD KEEPING

Records of complaints, investigations, and follow-up action pursuant to this Policy will be retained, secured and destroyed as directed by TransLink in accordance with applicable laws and TransLink policies.



12. POSTING REQUIREMENT

A copy of this Policy and the names and contact information of the Vice President, People & Culture will be available on TransLink's intranet site known as "Q". Employees may request a copy of this Policy at any time from the Vice President, People & Culture.

13. ANNUAL REVIEW

The Employer will review this Policy annually, or as otherwise required by applicable laws.

Revisions & Reviews: June 2013 & 2018 (Revisions)
February 2021 (Reviewed)
February 2022 (Reviewed)
February 2023 (Revisions)
February 2024 (Reviewed)



TO: Board of Directors

FROM: Patrice Impey, Chief Financial Officer
Ralf Nielsen, Director Enterprise Sustainability

DATE: March 10, 2025

SUBJECT: 2024 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 2024 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 internal and external interested parties.

The Accountability Report's disclosures are cross referenced against international best practices and standards in reporting, including:

- Global Reporting Initiative (GRI) standards;
- Sustainability Accounting Standards Board (SASB); and
- International Sustainability Standards Board (ISSB) - International Financial Standards Report (IFSR) Standards S1 (General) and S2 (Climate-related) disclosure standards.

Future Accountability Reports will align with the new Canadian Sustainability Disclosure Standards, which came into effect January 1, 2025. In addition, the Report's disclosures demonstrate how TransLink is:

- Contributing to achieving the United Nations Sustainable Development Goals (UNSDGs), and
- Fulfilling our requirements under the Platinum Level of the America Public Transportation Association's (APTA) Sustainability Commitment.

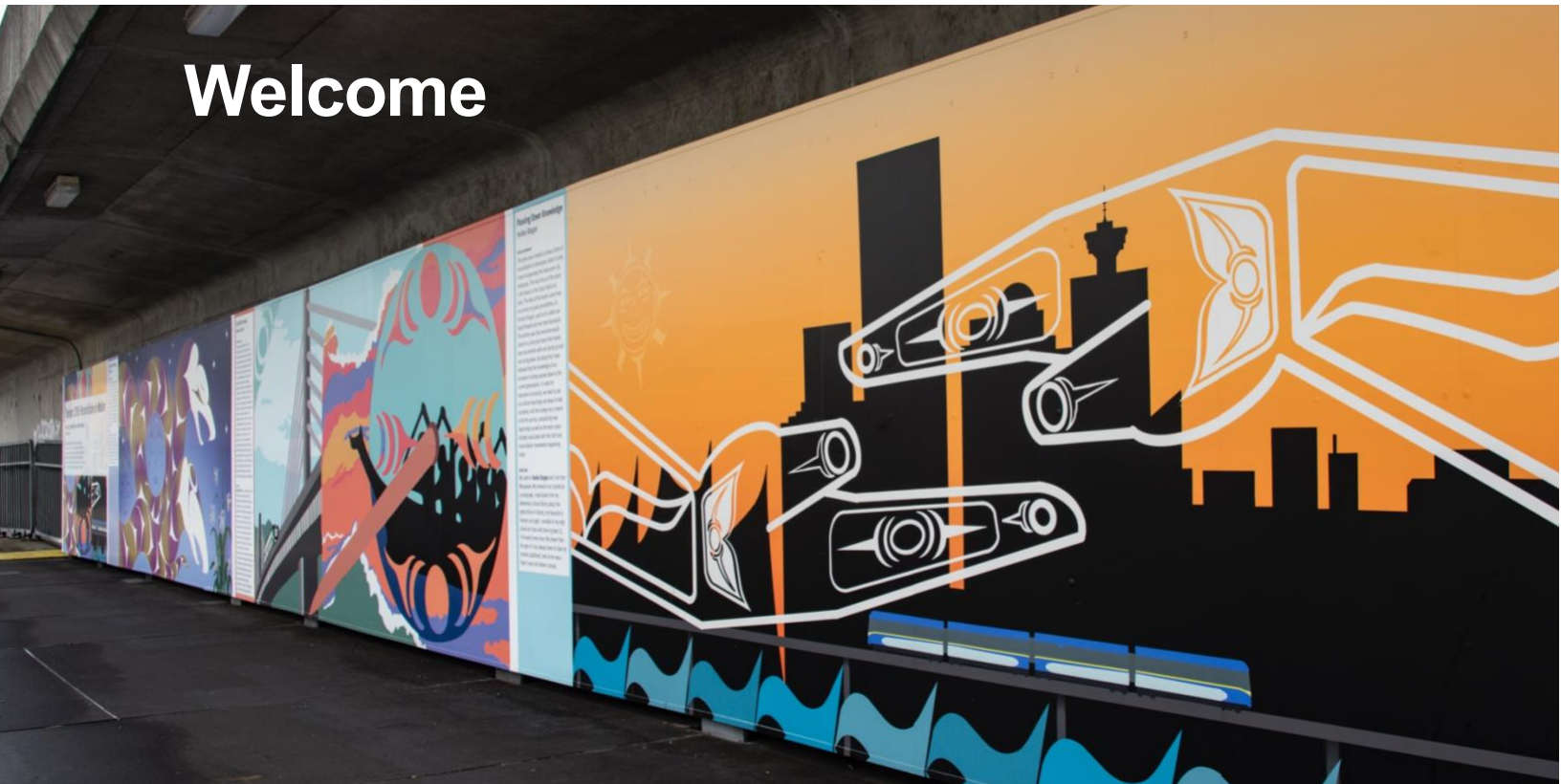
ATTACHMENTS

Attachment 1: 2024 Accountability Report



Accountability Report 2024

Welcome



Land Acknowledgement

TransLink respects the Indigenous Nations within Metro Vancouver and acknowledges all First Nations, Inuit, and Métis Peoples for their continued resilience, sustainable stewardship, and role as active members of the community 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.

Values

- > Safety
- > Customer Service
- > People
- > Inclusiveness
- > Excellence
- > Sustainability
- > Accountability

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A Message from Kevin Quinn, CEO of TransLink

Metro Vancouver is growing at a record pace and we're doing everything we can to keep up. In 2024 alone, we welcomed 100,000 new residents to the region, increasing demand for a transit system that is already overcrowded.

Our region's population growth brings exciting opportunities for economic development, innovation, and community enrichment. At the same time, it presents significant challenges – our roads are becoming more congested, housing costs continue to rise, and the need for reliable, accessible transportation has never been greater.

Even with these challenges, we continue to provide essential transportation choices that advance an affordable, equitable, and climate-resilient region. Thanks to short-term funding from the 2024 Investment Plan, we were able to modestly increase service where it was needed most while maintaining and preparing our infrastructure for the future. This included launching faster, more reliable service in busy corridors, like the R6 RapidBus, and advancing important initiatives such as extended service on Route 609 to better serve the Tsawwassen First Nation community. We also created safer, more pedestrian-friendly streets with our local government partners.

As we face an annual \$600 million funding gap, I recognize that it can seem counterintuitive to continue expanding the system. However, postponing transit expansion could intensify the challenges we are experiencing with growth, leaving our region unprepared to meet future demands and climate goals.

That's why we're actively working to unlock new revenue streams to support the transit system. In 2024, we made strides towards developing multi-modal transit-oriented communities, leveraging TransLink-owned land to create much-needed housing. We also expanded our Transit Friendly Employer Program, generating millions in annual revenue while fostering a workforce of transit users. These initiatives, alongside our commitment to implementing \$90 million in efficiencies through our Management Action Plan, aim to help strengthen the system's financial sustainability.

However, the reality is that our current funding model – reliant on fares, fuel taxes, and property taxes – is no longer sustainable in the face of rapid growth and evolving transportation needs. Without a long-term, predictable funding solution, our ability to expand service, maintain infrastructure, and support climate and affordability goals will be at risk.

Throughout 2024, we released a series of reports to demonstrate how critical transit is to every facet of our region's social, environmental, and economic wellbeing. And we're not alone in our projections: **92 per cent of Metro Vancouverites agree that TransLink is important to the quality of life and livability of our region.**

Whether you use transit or not, the long-term vision outlined in Access for Everyone will help address shared challenges like congestion, affordability, and climate change. We will continue working with all levels of government to keep up with demand and lay the foundation for a thriving, connected, and sustainable future.



Kevin Quinn,
CEO, TransLink

About This Report

This 2024 TransLink Accountability Report marks our eighth year of integrated reporting on our social, environmental, and financial performance.

This report covers the 2024 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, stakeholders, and our employees.

A materiality assessment, completed in 2023, guides our sustainability priorities, including sustained funding and climate impact risk management. This report includes our progress on the top material topics, in alignment with our [Sustainability Policy](#) and Framework. All metrics are reported in the [Resources](#) section.

This report also aligns with United Nations Sustainable Development Goals (UNSDG), Sustainability Accounting Standards Board (SASB), and Global Reporting Initiative (GRI) Standards. In addition, we continue to transition to the new International Sustainability Standards Board (ISSB) International Financial Standards Report (IFSR) Standards S1 (General) and S2 (Climate-related). Subsequent reports will align with the new Canadian Sustainability Disclosure Standards, which came into effect January 1, 2025. For more information on our reporting standards, see the [Reporting Standards Index](#).

For more in-depth information about TransLink's financial performance, please see our [2024 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 TransLink enterprise includes South Coast British Columbia Transportation Authority (known as TransLink) and its operating companies: Coast Mountain Bus Company Ltd. (CMBC), British Columbia Rapid Transit Company Ltd. (BCRTC), Transit Security Management Ltd. (the employer of Transit Police service employees), and West Coast Express Limited (WCE). CMBC, BCRTC, Transit Security Management Ltd., and WCE are separate companies from TransLink 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 3 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 the movement of people and goods, setting out the long-term vision, goals, key initiatives, and funding. We also develop, fund, and manage transportation demand management strategies, programs, and other activities to support the functioning of regional transportation. We work with our partners to protect the travelling public and ensure people feel welcome, safe, and secure while using public transit.

We also acquire, construct, and maintain assets, infrastructure, facilities, and property required for the regional transportation system, including:



Active Transportation Infrastructure: Together with municipalities, 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 also maintain a network of bike parkades and lockers across the transit network.



Transit Fleet and Infrastructure: We own and/or manage our fleet of passenger ferries, buses, and trains, as well as our rail rapid transit guideways, transit stations, and storage, maintenance, and operations facilities.



Major Roads: Together with municipalities, we fund, manage, and set standards for 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, the Compass fare revenue collection system, and telecommunications.

We also operate transit and transportation services, including:



Bus Service: Bus transit service across the region, delivered by CMBC and via contracts with other bus operating companies.



Rail Rapid Transit: Rail transit service across the region, including 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, delivered through BCRTC.



Paratransit: HandyDART, a paratransit service provided via contract for those who are unable to safely navigate the region's conventional public transit without assistance.



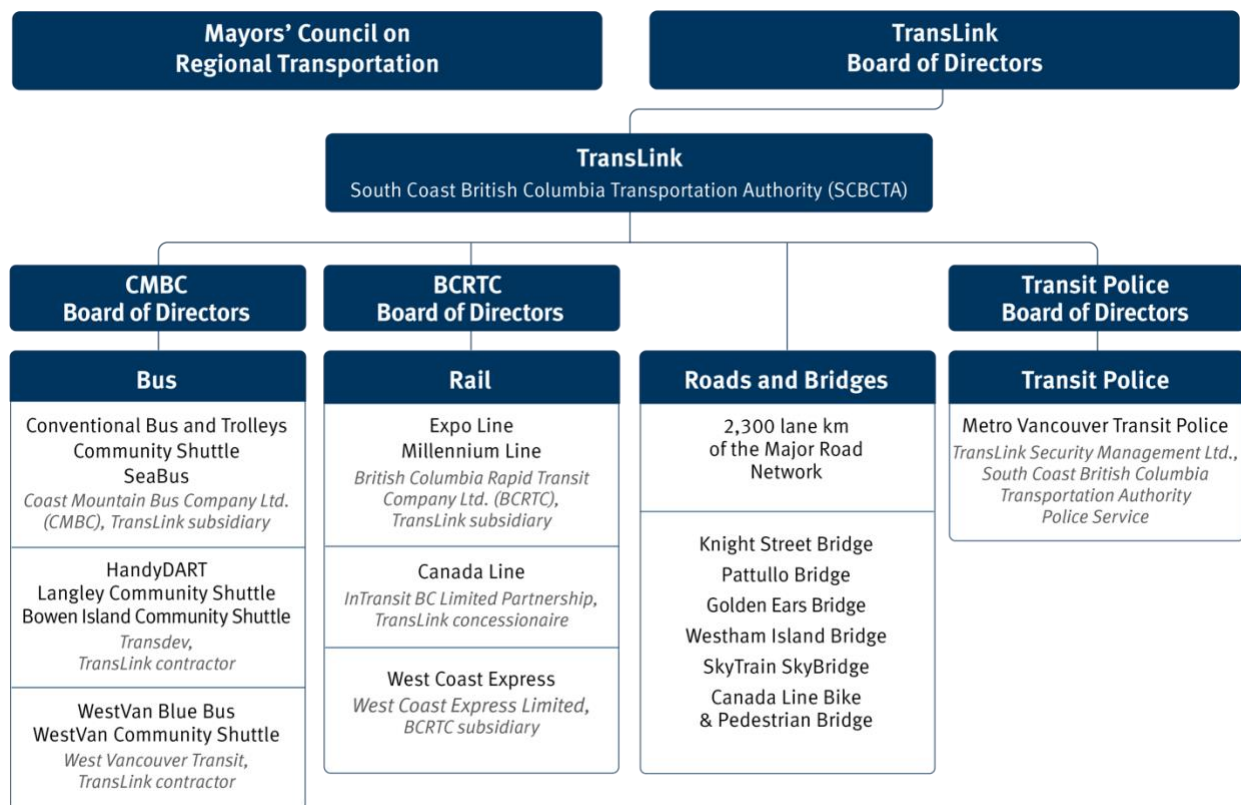
Ferries: SeaBus, a passenger-only ferry service linking downtown Vancouver and North Vancouver, operated through CMBC.

How We Are Governed

TransLink’s governance structure includes our Board of Directors and the Mayors’ Council on Regional Transportation.

The Mayors’ Council consists of 21 mayors from municipalities within Metro Vancouver, the head of Tsawwassen First Nation, and the Electoral Area ‘A’ representative. They are 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 satisfaction survey processes.

The Mayors’ Council appoints independent directors to the TransLink Board, by selecting from a shortlist of candidates identified by an independent five-member screening panel. There is one appointee to the screening panel 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. Annually, the Mayors’ Council also appoints the Chair and Vice-Chair of the Mayors’ Council, as well as three Mayors’ Council Designates to the Board of Directors.



Board of Directors

TransLink's [Board of Directors](#) is made up of eleven members: seven independent directors, the Chair and Vice-Chair of the Mayors' Council, and up to two individuals appointed by the Province.

The TransLink Board of Directors is responsible for stewarding the affairs of TransLink. It oversees TransLink's business conduct and operations, and supervises management.

The Board appoints the TransLink CEO and delegates responsibility to the CEO for the day-to-day leadership and management of the organization. In 2024, TransLink's Board of Directors had four standing committees: Finance and Audit; Planning, Communities, and Communication; Information Technology; and Human Resources and Governance.

The Board Governance Manual sets out the roles, responsibilities, and accountabilities of the TransLink Board, Board Chair, Committees, Committee 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 sustainability and risk management, including climate change risk.

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.

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, VP of Transportation Planning and Policy, VP of People and Culture, Transit Police Chief Officer, and Presidents and General Managers 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 30-year plan, which sets out the long-term direction for transportation in the region and is updated every five years per the statutory requirements of the South Coast British Columbia Transportation Authority Act.



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, First Nations, urban Indigenous Peoples, and stakeholders, and reflects a common vision for the future of transportation in the Metro Vancouver region.

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.”

The status of key Transport 2050 initiatives can be found in the [Resources](#) section.

Access for Everyone

[Access for Everyone](#), adopted by the Mayors' Council in June 2022, describes the first decade of investment priorities for TransLink to achieve the goals set out in Transport 2050.

Access for Everyone will require significant new revenue sources and investments from all levels of government, and will be delivered in phases and funded through a series of future investment plans.

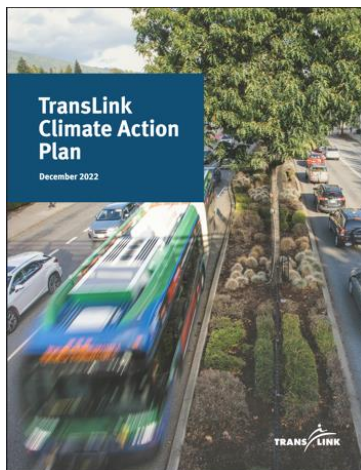




2024 Investment Plan

TransLink is obligated by our governing legislation to update our Investment Plan at least every three years, at a minimum. Our current [Investment Plan](#), approved in April 2024, addresses critical transit service needs over the next year and better prepares us to implement Access for Everyone. The 2024 Investment Plan serves as a short-term measure, bridging the gap until the next Investment Plan (anticipated for 2025), which will offer longer-term solutions to the region's unprecedented growth.

We continue to work with all levels of government to secure a new sustainable funding solution that will support regional transportation and keep up with growth for years to come.



Climate Action Strategy and Plan

In January 2022, the Board of Directors and Mayors' Council approved TransLink's [Climate Action Strategy](#) and new greenhouse gas (GHG) emissions and climate targets. The Climate Action Strategy's vision is to provide a climate-resilient and net-zero public transportation system for the region.

This strategy was followed by the Board's approval of the [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.

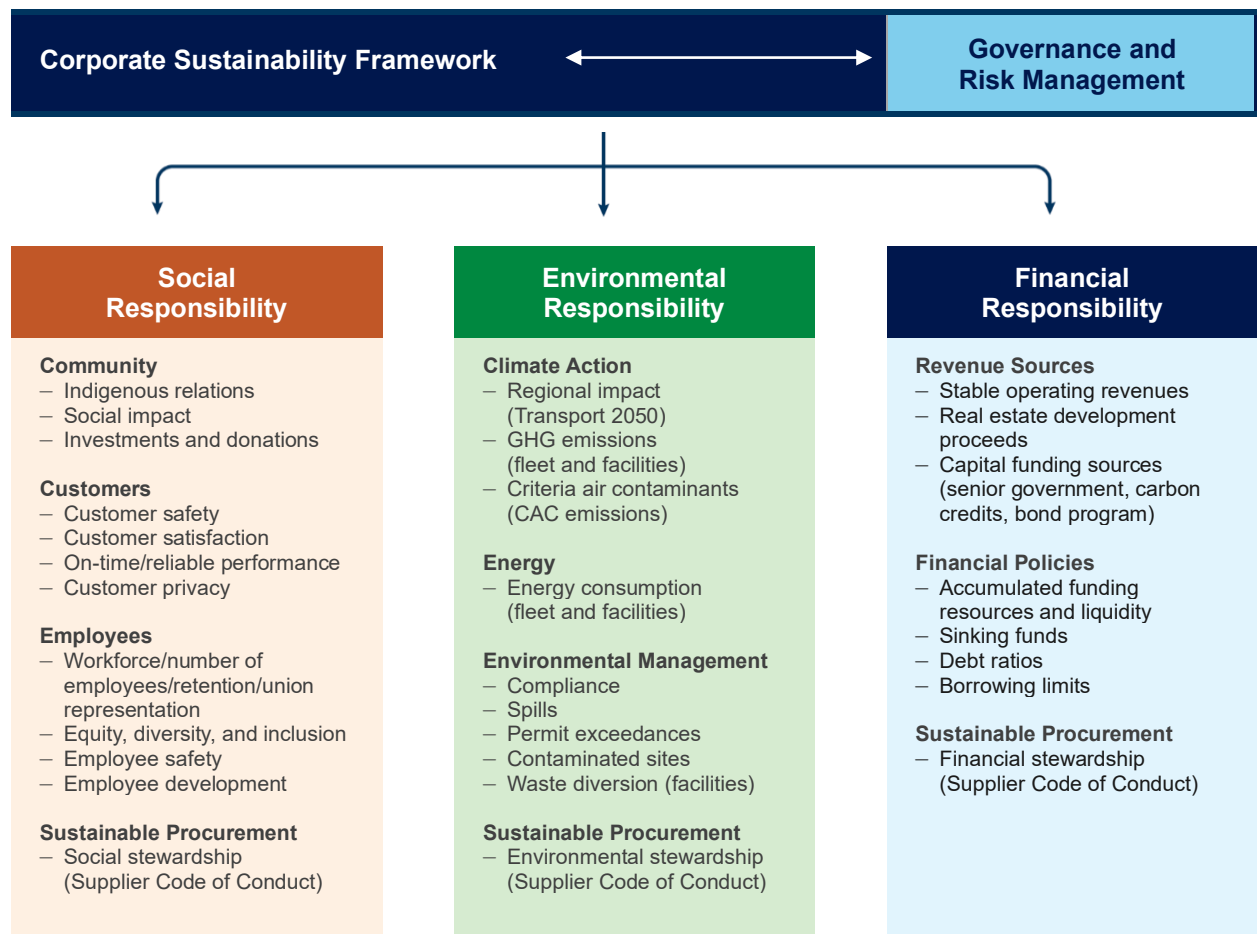
The status of Climate Action Plan initiatives can be found in the [Resources](#) section.

Sustainability Policy and Framework

The TransLink Board approved a revised Sustainability Policy in December 2024. The revised policy speaks to key issues identified in the 2023 Materiality Assessment as being important to our stakeholders. Revisions to the policy include reference to Transport 2050, Indigenous reconciliation, equity-deserving groups, and resilience.

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. We are currently revising the framework, which will form the basis of a Sustainability Strategy to be developed in 2025.

Through this, our annual Accountability Report, we track and report on each area of our Sustainability Framework.



Enterprise Risk Management

Enterprise Risk Management (ERM) is a structured approach to identifying, assessing, and responding to risks that could impact TransLink's strategic priorities. TransLink's ERM Framework ensures a consistent risk taxonomy structure across the enterprise.

The risk identification process includes consultations with senior leadership, workshops, and reviews of recent incidents. Once identified, risks are assessed using a standardized matrix that measures likelihood and impact. The Senior Executive Team and Board evaluate the top priority risks to the enterprise, referred to as 'critical risks'. Risk owners then develop treatment plans, which are monitored and reported quarterly, or semi-annually to the Board and senior executives.

Although this report is for our performance in 2024, the trade tariffs imposed by the United States and Canada in March 2025 could present financial risks to TransLink. A working group has been established to assess these risks and implement mitigation measures.

Climate Change Risk

Climate change is increasingly affecting our region, transportation, fleet, infrastructure, and operations. In 2024, we continued to disclose, evaluate, and monitor our climate-related risks as part of the ERM process and disclosure requirements under the International Sustainability Standards Board (ISSB) International Financial Standards Report (IFSR) Standard S2 (Climate-related). This disclosure includes the assessment of any threats and opportunities associated with TransLink's ability to systematically manage our climate-related risks and impacts in a way that provides value to TransLink and the region at large.

In 2024, the following primary climate risks were assessed and monitored:

- **Climate change resilience:** The potential risk of having the extreme effects of climate-related events negatively affect facilities, infrastructure, operational continuity, or the health and safety of staff, customers, and the travelling public.
- **Corporate GHG reductions targets:** The potential risk of not meeting our 45 per cent GHG emissions reduction target by 2030 and not achieving a zero-emissions bus fleet by 2040.

These identified risks are being managed through various working groups, programs, and actions, as outlined in this report. Incorporating the climate risks within the overall ERM structure assists the Board and executives in ensuring TransLink has established appropriate systems to manage such risks. See [Resources](#) for additional information. For information on other risks, refer to our [Year-End Financial and Performance Report](#).

We previously included the potential climate risk of being unable to gain support for investments and policy actions needed to substantially reduce GHGs from light-duty vehicles in Metro Vancouver. This risk has been removed from TransLink's ERM system as it was determined that TransLink's control over the mitigation of this risk is limited. We continue to work with our partners to reduce light-duty vehicle emissions through advancement of the Access for Everyone plan.

Working Towards a Sustainable Funding Solution

We are committed to reliable, sustainable transportation.

In 2024, we continued to face challenges with rapid regional growth, overcrowding, and the rising impacts of financial constraints resulting from TransLink's long-standing structural funding gap – an issue that has been building for years. Despite this, we remained committed to fostering inclusive, equitable, affordable, and sustainable communities by delivering excellent service every day.

Metro Vancouver runs on transit, and our strong ridership recovery is a testament to the region's resilience and growth. With the second highest ridership per capita in Canada – surpassing even the Greater Toronto and Hamilton Area – it is clear how vital transit is to our economy, environment, and daily lives.

We are grateful for short-term funding for the 2024 Investment Plan, enabling us to prioritize reducing overcrowding in critical areas while providing safe, efficient, and reliable transportation. However, sustaining our current service levels requires regional teamwork. That's why we've been working closely with all levels of government to establish a long-term sustainable funding solution that ensures dependable services that meet the needs of our growing region.

Building trust through fiscal responsibility

In June 2024, an independent [Efficiency Review](#) by EY (Ernst & Young) was released, confirming TransLink's commitment as a responsible steward of public funds. While opportunities to cut costs without impacting service were limited, our [Management Action Plan](#) outlined measures to save \$90 million annually, including eliminating unfilled corporate roles, reducing contract work by bringing services in-house, cutting training budgets, and enhancing fare evasion enforcement.

These changes are helping protect frontline transit services, but don't address the root problem – a \$600 million annual funding gap caused by declining fuel tax revenues, fare increases that have not kept up with inflation, and rising costs.

Safeguarding our region's future

In July 2024, we released a [Potential Transit Impacts Report](#) outlining what is at stake without sustainable funding. Data outlined in the report indicated that over 500,000 people could lose access to transit within walking distance, limiting access to healthcare, jobs, and schools.

This report was all about transparency – making sure everyone understands what's at stake. We remain committed to doing all we can to prevent these outcomes.

Reduced transit service would impact everyone

In September, an [Economic Impacts of Potential Service Cuts Report](#) was presented to the Mayors' Council. The independent report revealed that each year, reduced transit services could:

- Increase annual household costs by up to \$1,000, impacting our region's economy each year by nearly \$1 billion
- Create 200+ additional hours of congestion for road users, increasing it by up to 20 per cent
- Slow economic growth, impacting 263,000 jobs and forcing reliance on more expensive transport modes

A call for collaborative action

To secure reliable and accessible transit in our region, collaboration across all levels of government is vital. The decisions made today will shape the future of Metro Vancouver's transportation network. Together, we can create a sustainable funding solution that supports the needs of our region's growing population for generations to come.

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 connecting people to opportunities.

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.



Look for this icon throughout this report; it indicates accomplishments related to our key priorities.



Sustainable Journeys

Why This Matters > Increasing use of public transit and active transportation relative to car travel creates more sustainable communities.

Key Moves in 2024

- > Launch of R6 RapidBus service, with more RapidBus routes on the horizon
- > Completion of 16 Bus Speed and Reliability Program projects, improving customer travel times by up to 35 per cent in key corridors
- > Growth of Transit Friendly Employer Program, enabling 44 organizations to provide transit subsidies to over 13,800 employees
- > Continuation of TravelSmart4Kids Strategy, encouraging future generations to use active, sustainable transportation modes
- > Enhancements to customer safety, including increased officer presence and fare enforcement
- > Advancement of Customer Experience Action Plan to put customer priorities at the forefront
- > Engagement on Bus Rapid Transit (BRT) Program to deliver more rapid transit across the region, using dedicated bus lanes and signal priority at intersections



Indigenous Relations and Reconciliation

Why This Matters > Meaningful reconciliation with Indigenous communities depends on sustained investment and tangible, solution-driven outcomes.

Key Moves in 2024

- > Extension of 609 bus route to improve access for the Tsawwassen First Nation community
- > Release of TransLink's first Reconciliation Report to support transparency and accountability for our actions



Social Inclusion and Equity

Why This Matters > People of all ages, abilities, backgrounds, and socio-economic levels rely on TransLink to get to where they need to go.

Key Moves in 2024

- > Implementation of the Bus Stop Accessibility Program and development of the Design Guide for Bus Stops Adjacent to Cycling Infrastructure
- > Revision of Procurement Policy to integrate Indigenous and Sustainable Procurement Principles, and update of Supplier Code of Conduct
- > Progression of EDI (Equity, Diversity, and Inclusion) Strategy based on the Global Diversity Equity & Inclusion Benchmarks (GDEIB)
- > Submission of our first [Bill S-211 Report](#), reinforcing our commitment to uphold human rights throughout our supply chain



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.

Key Moves in 2024

- > Approval of our first mixed-use housing development at Arbutus and Broadway, leveraging TransLink-owned land to generate revenue
- > Opening of Capstan SkyTrain Station on the Canada Line, bringing rapid transit to growing Capstan Village
- > Local Government Funding Program investments in 68 infrastructure projects to support walking, biking, and rolling
- > Community outreach through eight Car Free Day festivals and several major events
- > Compass Card Donation Program to help families, seniors, and various service agencies



Climate Action

Why This Matters > Our goal is to achieve a net-zero, climate-resilient transit system that meets the growing needs of our communities while caring for our planet.

Key Moves in 2024

- > Reduction of overall GHGs by approximately 12 per cent (from 2023)
- > Transition to battery-electric buses, including ongoing construction of Marpole Transit Centre and the expansion of Port Coquitlam Transit Centre
- > Transition to renewable diesel for diesel buses and West Coast Express, reducing our GHG emissions
- > Implementation of Climate Action Plan adaptation measures

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.

Comprehensive Approach to Services and Systems

- We keep our assets in a state of good repair, to ensure 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

Throughout 2024, we continued to reallocate service and made modest service improvements, funded through the 2024 Investment Plan, to areas in which customers need it most. This was primarily done to alleviate high levels of overcrowding (such as in the southeast, which are experiencing high levels of population growth). Implementation of the funded improvements will continue in early 2025.

Capital Programs

TransLink's capital programs are aligned with our current priorities of reducing overcrowding across the system, preparing infrastructure for the Access for Everyone plan, and maintaining a state of good repair.

Key projects in 2024 included:



Capstan Station

Capstan is a new Canada Line station in Richmond, located between the existing Bridgeport and Aberdeen stations. This is a first-of-its-kind funding model in which more than half the construction costs for the station came from developer contributions, delivering much-needed customer amenities.



The station opened for service in December 2024, with the opening attended by the Chief of *xʷməθkʷəy̓əm* (Musqueam), the Mayor of the City of Richmond, and developers. In collaboration with the City of Richmond, TransLink's news release for the station was also released in simple and traditional Chinese (a first for TransLink).

Surrey Langley SkyTrain Project

The Surrey Langley SkyTrain (SLS) project, being delivered by the Province, 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. In 2024, we worked closely with the Province of BC to create a Funding and Support Agreement (FSA) that outlines relationships, roles, and responsibilities of TransLink and the Province on delivery of this major project. The FSA was finalized in May 2024 and major construction, including piling and foundation construction, began in November.

Broadway Subway Project

The Broadway Subway Project (BSP), being delivered by the Province, will be 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 link communities along the Broadway corridor. TransLink continued to support ongoing construction in 2024, ensuring smooth integration with the existing system and other upgrades, while minimizing impacts to continued operations of the Canada Line and bus network.

SkyTrain Mark V Cars

We continue to advance 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. In 2024, we added 30 cars to support the Surrey Langley SkyTrain expansion. This will allow us to retire older Mark I vehicles, improve fleet quality, and ensure reliable, high-quality service for customers. These new trains will have improved customer amenities such as more flex areas, leaning rails, and passenger information displays.

SkyTrain Operations and Maintenance Centres

We are in the process of increasing storage and maintenance capabilities to accommodate the region's expanding SkyTrain fleet and line extensions. To help meet this need, we are building two operations and maintenance centres (OMCs) to supplement our three existing OMCs.

OMC4 in Coquitlam is the first addition of a major OMC since the inception of SkyTrain in 1986. OMC4 will provide additional train storage and maintenance facilities to support the expanded fleet and 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. In 2024, construction began on site including piers for a “flyover” track that will connect the Expo mainline to the new OMC4 yard.

A new OMC (OMC5) is needed to provide additional storage and maintenance capacity, including the Surrey-Langley SkyTrain. In 2023, the OMC5 site was selected in Surrey. The site requires a minimum of three years' preloading to address settlement risks and elevate the site. TransLink worked with partners to advance a draft OMC5 business case for provincial review. TransLink and BCRTC also advanced the development of requirements for the next project phase, as well as design and planning for the preload work of the project.

Marpole Transit Centre

The Marpole Transit Centre (MTC) in south Vancouver will house over 300 battery-electric buses, a key part of TransLink's Climate Action Strategy. In 2024, ground improvement work at MTC was largely completed, piling for the major buildings was advanced, and the construction of the flood protection wall commenced. Detailed design is now completed and drawings were Issued for Tender in December 2024. The next major phase of procurement for the project will begin in early 2025.

Port Coquitlam Transit Centre Electrification Project

The Port Coquitlam Transit Centre is currently being renovated to increase maintenance capacity and deploy charging infrastructure to enable the replacement of end-of-life internal combustion buses with battery-electric buses (BEBs). The contract awarded for the project has an expanded scope to purchase 121 BEBs and associated charging infrastructure.



R6 Scott Road RapidBus

The R6 Scott Road RapidBus opened for service in January 2024, providing faster, more frequent service for Surrey and Delta residents, as well as Kwantlen Polytechnic University students. It provides spaces for 20 per cent more riders on the busiest bus corridor south of the Fraser River, reducing customer travel time by up to ten minutes. In just one year, the R6 has become the second busiest RapidBus route in Metro Vancouver, averaging approximately 16,000 boardings each weekday. Total ridership along the corridor is at 8.3 million, an increase of approximately 22 per cent compared to previous Route 319 in 2023.

West Coast Express Overhaul

We continued to make progress on the overhaul of West Coast Express (WCE) locomotives. Three of the six locomotives have been 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. Another locomotive will be sent for overhaul in 2025, and will be in service in 2026.



Local Government Funding Program

Through our [Local Government Funding Program](#) (previously known as the 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 2024, TransLink invested \$144 million towards 104 projects that will provide new and upgraded infrastructure throughout our operational area, including:

- 21 walkway projects
- 24 bikeway projects
- 15 multi-use pathways
- 18 bus speed and reliability projects
- 8 roadway safety and capacity projects
- 18 roadway structure replacement, rehabilitation, and seismic retrofit projects on the Major Road Network
- Annual operations, maintenance, and rehabilitation for 675 kilometres of the Major Road Network



Phibbs Exchange

Extensive renovations were completed at the Phibbs Exchange in North Vancouver to improve safety, capacity, and convenience for riders. New passenger amenities include bus shelters with greater seating capacity, better lighting and signage, and safe bike storage. A multi-use path was installed to offer improved accessibility and better connections for transit riders, pedestrians, and cyclists. We are privileged to feature First Nation artwork from səilwətał (Tsleil-Waututh Nation) and will have future art installations from Sk̓wx̓wú7mesh Úxwumixw (Squamish Nation) to celebrate their rich cultural heritage.

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. Throughout 2024, we continued delivery of investments in state-of-good-repair projects and system enhancements for our critical infrastructure, which will help ensure ongoing delivery of service across the region, while improving resilience of our overall system.

Key projects in 2024 included:

- **Knight Street Bridge Rehabilitation Project**
 The Knight Street Bridge is over 50 years old and was in need of upgrades to ensure its integrity and safety. In 2024, we completed rehabilitation work on the Knight Street Bridge, including the installation of a railing between vehicle lanes and sidewalks to provide more protective separation between vehicles, cyclists, and pedestrians.
- **Millennium Line Fire Life Safety System Upgrade**
 In 2024, we made improvements to the Fire Life Safety System (FLSS) on the Millennium Line to help ensure the safety of riders during an emergency.



Bus Speed and Reliability Program

We estimate that \$106 million per year (800,000 annual service hours), or 14 per cent of CMBC’s 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, reducing the time buses are delayed in traffic. Projects implemented through this program have improved customer travel times by up to 35 per cent. Since buses are used more efficiently, these projects can reduce the need to increase scheduled run times, reducing operating cost pressures. Payback periods for these investments vary but are typically in the range of one to several years.

In 2024, 16 projects (nine capital projects and seven studies) were completed to improve bus speed and reliability along key corridors, including the launch of the R6 RapidBus in Surrey and Delta. In addition, the Bus Speed and Reliability Program advanced the planning and conceptual design improvements along five high-delay bus corridors, with plans to move them forward as capital projects in the near-term.

Real Estate Development Program

TransLink’s Real Estate Development Program supports the region’s vision of sustainable, vibrant communities centered around multi-modal transit hubs. The program endeavors to unlock the development potential of properties owned by TransLink. In doing so, TransLink is transforming such land into transit-oriented developments (TODs) that embody sustainable urban living with a range of accessible housing options that promote multi-modal mobility. In addition to generating new jobs, this program provides revenue streams for TransLink’s operations and future expansions, delivering enduring benefits to the community.

Program progress in 2024 included:



- **Rezoning Approval for Arbutus Station Development**

TransLink, along with its partner PCI, secured rezoning approval for a 30-story mixed-use building located at the intersection of the upcoming Arbutus Station and Greenway bike trail. This transformative development will replace a former drive-through dry cleaner with a tower and podium featuring 260 rental homes, street-level retail, and an open-air public plaza. We’re exploring opportunities for collaboration with local Indigenous communities to integrate cultural recognition into the site’s design and public art.

- **Official Community Plan Amendment for North Vancouver Redevelopment**

TransLink submitted an official plan amendment to redevelop the former bus depot at East 3rd Street and St. Davids Avenue in North Vancouver’s Moodyville neighbourhood. The proposed project includes nearly 400 homes, retail space, a public plaza, and new bike lanes with direct access to the RapidBus. Landscaping and public art will aim to further enrich the community.

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 help better the communities we serve.

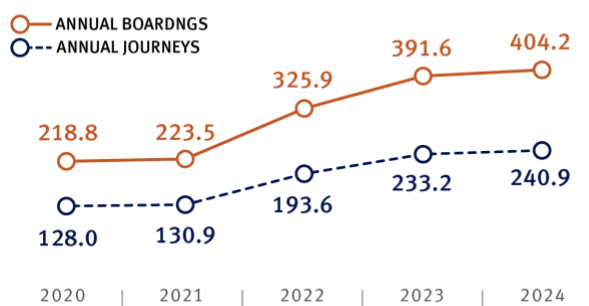
Customers

Our Customer Promise is to always put you first – your safety, your time, and your connection to the people and places that matter most.

Ridership

In 2024, there were 240.9 million annual journeys, compared to 233.2 million in 2023. By year end, we had 404.2 million boardings, a 3.2 per cent increase over 2023.

RIDERSHIP (Millions of Annual Boardings and Journeys)



This increase in ridership² was mostly driven by long-term socio economic factors that typically impact transit ridership, such as population density, transit accessibility, fare costs, and employment locations, similar to pre-pandemic growth drivers.

In 2024, we reached the second-highest ridership in Canada, ahead of the Greater Toronto and Hamilton Area.

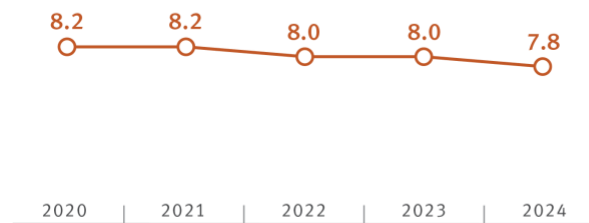
Previous Accountability Reports disclosed ‘average weekly journeys’. We no longer use this metric, to align with best practices. Instead, we use the terms ‘annual journeys’ and ‘annual boardings’.

² Ridership measures boardings and journeys. A boarding refers to each time a transit user enters the transit system, regardless of whether they are transferring from another mode on the system. A journey refers to a transit trip, with a single journey including multiple boardings (transfers). 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 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.

CUSTOMER SATISFACTION (OVERALL PERFORMANCE RATING OUT OF 10)



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 performance against relevant indicators.

With an average score of 7.8 out of 10 in 2024, overall satisfaction with TransLink’s transit services decreased slightly from 2023, aligning more closely with pre-pandemic levels (7.8 in 2019). This decrease in satisfaction was to be expected: over the same time, ridership continued to grow and many customers experienced overcrowding. Funding constraints from the 2024 Investment Plan only allowed for minimal service increases.

Customer Experience



TransLink’s 2022-2027 Customer Experience Action Plan puts our customer priorities at the forefront of our work. Implementation of this Action Plan is well underway, with over 50 per cent of projects completed and launched, and 43 per cent in progress. In 2024, TransLink completed a digital ridership study to evaluate today’s online experience for customers, identify opportunities for improvement, and prioritize them in the context of customer needs. The final deliverables included a prioritized roadmap, measurements, and an implementation plan that will be incorporated into the next Customer Experience Action Plan, which we intend to launch in 2025. This will enable us to strengthen our customer focus amidst the changing landscape of a rapidly growing population, transit expansion, and evolution of technology.



Accessibility

In 2024, we continued to improve accessibility for people with disabilities. Work continues to enhance service and improve the customer experience, including continued implementation of the HandyDART Modernization Program.

We worked closely with the HandyDART Users' Advisory Committee (HDUAC), which provides advice and guidance on HandyDART plans and programs, and the Access Transit Users' Advisory Committee (UAC), which advises on the accessibility of the conventional transit system. For example, with input from the UAC, CMBC updated their procedure to improve communication for customers with mobility aids who are passed up when the accessibility area on the bus is full. Investments to address overcrowding on buses are also intended to help reduce the frequency of these accessibility incidents.

Key Moves in 2024 The design of some bus stops adjacent to cycling infrastructure can create barriers, limit access to transit, and create safety concerns. In 2024, TransLink worked with the BC Ministry of Transportation and Transit (previously known as the BC Ministry of Transportation and Infrastructure) to develop the Design Guide for Bus Stops Adjacent to Cycling Infrastructure. The project team consulted regularly with the UAC and conducted stakeholder workshops and pilot studies. The final report provides design guidance to minimize or eliminate accessibility concerns at bus stops next to cycling infrastructure.

Find out more about [accessibility at TransLink](#).

Reputation and Trust

We work hard to build trust in the TransLink brand. Based on brand reputation research conducted on our behalf by Ipsos, 55 per cent of adult Metro Vancouver residents, and 70 per cent of people who use TransLink as their main transportation mode, have favourable impressions of TransLink.

92%

of respondents said that TransLink is “very or somewhat important” to the quality of life and livability of the region.

On-time Performance

On-time performance of the bus fleet has been decreasing since 2020 (when there was less road traffic as a result of the pandemic) due to increasing traffic congestion. In addition, overcrowding in certain areas impacts time performance, as more time is needed to load and unload buses. Addressing existing and emerging overcrowding continues to be a priority, as noted in the 2024 Investment Plan.

ON-TIME PERFORMANCE (%)

Percentage of time transit arrived as scheduled.

BUS



WEST COAST EXPRESS



SEABUS



HANDYDART



SKYTRAIN (EXPO AND MILLENNIUM LINES*)



2020 | 2021 | 2022 | 2023 | 2024

2020 | 2021 | 2022 | 2023 | 2024

*Canada Line data not available.

Customer Safety and Security

Our number-one priority is ensuring our customers are 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 Security is also provided by CMBC.

Transit Police Initiatives

Transit Police 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 operates a robust detection dog program for explosives.

In 2024, Transit Police continued implementing the 2022-2026 Transit Police Strategic Plan:

- The second and third classes of Community Safety Officers (CSOs) graduated and were deployed onto the transit system in March and October 2024, joining Transit Police's four patrol squads and bringing CSO capacity up to the full complement of 24.
- From May to August, a busy events season, Transit Police deployed high-visibility police officers and CSOs in downtown Vancouver and other areas. This work was supported by the Provincial Special Investigation and Targeted Enforcement funding.
- The Targeted Mobile Enforcement Team (TMET) increased their dedicated bus lane enforcement measures throughout the year. This began with the launch of the R6 Rapid Bus in January and was followed by responses to customer and bus operator reports of illegal bus lane usage at specific locations and times (illegal use of bus lanes can put transit passengers and bus operators at risk).
- In support of new BC Provincial Policing Standards on the Promotion of Unbiased Policing, Transit Police partnered with Kwantlen First Nation to provide Indigenous experiential learning to all police officers and many civilian professionals.
- Also in support of BC Provincial Policing Standards, Transit Police conducted a Community Safety Survey of transit riders, which solicited input on transit safety and perceptions of the Transit Police service. Results are anticipated in early 2025.



CMBC Security Services

In 2024, CMBC hired eight additional Transit Security Officers to enhance visibility and the overall sense of safety and security for both customers and employees on the transit system. Through a fare enforcement program initiated as part of TransLink's cost-efficiency measures, we implemented a dedicated fare enforcement team to reduce fare evasion and mitigate lost revenue. In 2024, CMBC Security Services conducted over 1.4 million passenger fare inspections. Combined with Transit Police, over 2.2 million passengers were checked in 2024. Through this program, we also provided fare education, including information on how qualified customers can access free or subsidized passes.

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 monitors and measures crime against persons and property (as well as other crime types), both on and off transit property.

CRIMES AGAINST PERSONS AND PROPERTY (PER 1 MILLION BOARDINGS)



The 2024 year-end results show a 10 per cent decrease in the rate of crimes against persons (3.6 per 1 million boardings in 2024 versus 4.3 per million in 2023) and a 13 per cent decrease in the rate of crimes against property (3.7 per 1 million in 2024 vs 4.0 per million in 2023).

These rate decreases reflect the increase in ridership as well as reductions in the actual number of crimes against persons and property files. This is the third consecutive year in which reported crime rates have decreased.

In 2024, Transit Police officers made 1,050 arrests for outstanding criminal warrants. These warrants were issued by RCMP, municipal police, Transit Police, and other police agencies from BC and across Canada. Many of the warrants related to crimes that occurred off the transit system. Warrant arrests often arise from Transit Police officers’ proactive patrols in and around the transit system, and officer enforcement of transit conduct and safety regulations, such as a person pushing through a fare gate. Such arrests help ensure that individuals who have committed crimes and are unlawfully at large are removed from the transit system and the broader community. The number of warrant arrests in 2024 was 12 per cent higher than in 2023 (922 arrests), while new charge arrests increased by 5 per cent. This increase positively contributes to investigations of crime and crime reduction on the transit system, in BC, and across Canada.

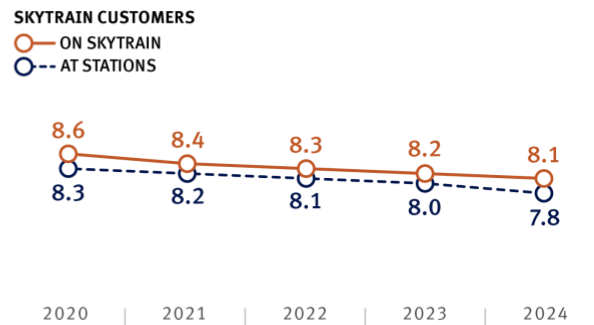
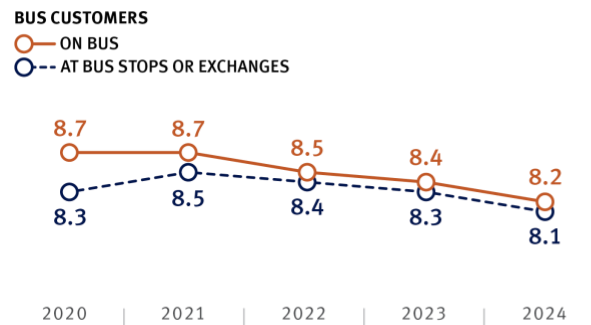
Customer Safety Perceptions

It is important that transit customers feel safe and confident while engaging with the transit system. We use customer satisfaction surveys to measure passengers’ perceptions of safety from crime and determine how safe and comfortable they feel on our system. Customer perception of safety has shown a slight decline in recent years. While there is no specific data to point to this decline, customer feedback has highlighted several contributing factors. Concerns such as overcrowding; the presence of individuals experiencing homelessness, visible drug use, or mental health challenges; prolonged wait times at facilities; and lengthy walks to bus stops may contribute to feelings of vulnerability among some individuals.

We continue to address customer safety perceptions with system-wide initiatives such as marketing campaigns featuring the 87-77-77 Transit Police text line, increased visibility of patrolling officers, and safety upgrades such as better lighting at transit hubs.

CUSTOMER PERCEPTION OF SAFETY

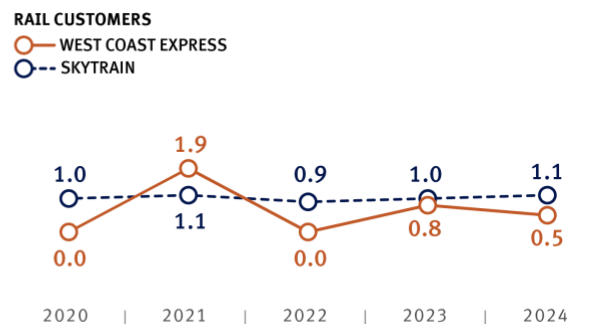
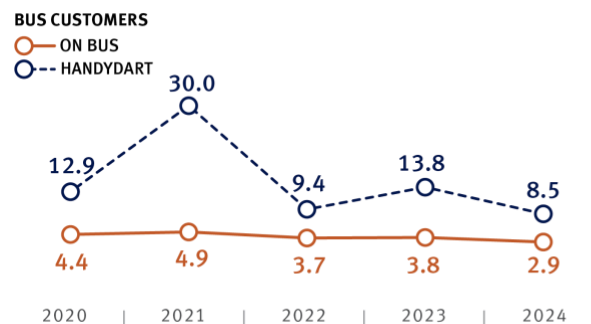
Average rating out of 10, with 10 being the safest



Customer Safety Campaigns

In 2024, TransLink rolled out a public safety campaign, with a particular focus on escalator safety and customers holding on while onboard vehicles. CMBC continued to conduct safety audits of bus loops and exchanges to improve safety of pedestrians and bus operators. This included a focus on preventing onboard injuries due to changing bus speeds.

CUSTOMER INJURIES* (PER 1 MILLION BOARDINGS)



*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 or BCRTC/WCE property that are serious, major, or fatal. Canada Line information is not included. HandyDART injuries consist of injuries reported by staff and confirmed with the passenger.

Customer Privacy

All privacy matters are handled by TransLink's Privacy Officer, who reports to TransLink's General Counsel. In 2024, there were two substantiated breaches of customer privacy. Both breaches were the result of human error. For all breaches, circumstances are investigated, personal information protection obligations are reviewed with appropriate parties, and corrective actions are recommended to help prevent future occurrences. In 2024, no privacy complaints were received from regulatory bodies.

Emergency and Business Continuity

TransLink continues to work 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, the enterprise Emergency Coordination Centre (ECC) may be activated to support the operating companies in their response activities.











In 2024, TransLink developed in-house training for incident command scenarios, to help plan and rehearse for potential safety and/or disaster incidents. We also continued Incident Command System (ICS) training for enterprise staff. Hazard-specific plans (i.e., Earthquake Readiness, Extreme Heat, Winter Weather, Labour Disruption, Protest Events, Facility Response) were reviewed and updated as part of our Safety Management System.

TransLink and CMBC continued to provide incident command training to frontline support staff. CMBC also conducted two tabletop exercises to evaluate and refine response plans for wildfire smoke, and identified gaps and areas for improvement for thermal events (fires) involving electric buses. BCRTC developed a Wind Plan (to address high winds impacting trains), conducted a tabletop exercise on the Operations Technology Cybersecurity Incident Response Plan, and initiated development of a Heat Plan (for extreme heat events). They held a series of train lifting exercises with several municipal fire departments and supported Transit Police exercises.

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.

ENGAGING WITH OUR CUSTOMERS

 <p>605,370 Received calls</p>	 <p>1.42 million Interactive Voice Response calls</p>	 <p>24,575 Online forms</p>	 <p>41,836 Lost property calls</p>	 <p>2,532 Transit alert subscribers</p>
 <p>554,357 TransLink newsletter subscribers</p>	 <p>234,485 Social media followers</p>	 <p>17+ million Recorded tap-to-pay taps</p>	 <p>536 Emails</p>	 <p>3,000 Market research survey respondents</p>

Complaints – Bus Transit

Bus complaints such as accessibility issues, assaults, racism, cell phone issues, running of 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 seven business days (changed from 15 business days in 2023). In 2024, we responded to 90 per cent of customer complaints within seven business days (versus a rate of 96 per cent within 15 business days in 2023). Enterprise-wide, on average, it took five business days to respond to and close a complaint, an improvement from five and a half business days in 2023.

Top 5 Bus Customer Complaints

Bus Late	3,249
Bus Not Stopping	3,178
Bus No Show	2,924
Operator Behaviour	2,733
Operator Driving	2,204

Complaints – HandyDART

In 2024, the top five validated HandyDART complaints, excluding non-dedicated taxi trips, were related to clerk behaviour, dispatching, late buses, operator behaviour, and scheduling. These trends were consistent with 2023. However, complaints about late buses increased, influenced partially by the dispute between ATU Local 1724 (HandyDART's union) and Transdev (the HandyDART contractor).

Throughout 2024, Transdev implemented various strategies to address customer complaints, including initiatives to improve clerk and operator behaviour, and to dispatch customer care training, operational tactics, and enhancements to scheduling processes. Additionally, improved communication channels between Transdev and CMBC's Access Transit Service Delivery (ATSD) team were established to ensure timely resolution of issues. A robust feedback loop was also introduced, enabling us to track recurring concerns and implement targeted solutions. Moving forward, we will continue to refine the approach to complaint resolution by emphasizing proactive measures and further enhancing customer experience initiatives.

Community

Supporting the communities we serve is key to addressing their priorities, positively impacting those around us, and enhancing the livability of our region.

We engage residents, business owners, students, elected officials, First Nations, and urban 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.

Indigenous Reconciliation

In 2019, TransLink established an Indigenous Relations Department to support our efforts to be more inclusive of Indigenous Peoples. We recognized that supporting reconciliation requires action by our two governance bodies, as well as all enterprise leadership and staff, and that we need to learn more about Indigenous Peoples and be supportive of new initiatives that aim to include First 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 and First Nations. We understand this will require continued investments in Indigenous communities in the foreseeable future.

Advancing Reconciliation Through Action

We continue to focus on three key areas: strengthening relationships with Indigenous Peoples, advancing our reconciliation journey through ongoing learning, and ensuring meaningful consultation and engagement on projects and initiatives.



In 2024, to support transparency and accountability in our actions, we published our first enterprise-wide [Reconciliation Report](#) to provide a comprehensive overview of our progress for the previous year. The report outlines how we listened to and acted on priorities voiced by First Nations communities and urban Indigenous Peoples relating to regional transportation.

We also developed an [Indigenous Relations website page](#) as a central hub to publicly share information on reconciliation initiatives, including an Indigenous Relations Vision Statement and Guiding Principles which clearly articulate our core values around the inclusion of Indigenous Peoples in our business.



As part of the First Nations Transportation Plan, we implemented transit service improvements to Tsawwassen First Nation's treaty lands, including a Route 609 extension to Ladner Exchange to better service communities and industrial jobs on the Tsawwassen Treaty Lands. This represents the first transit service improvement implemented through our First Nations Transportation Program. We continue to engage with several other First Nations on the design of committed transit and transportation improvements.

We also completed a successful cohort within the Indigenous Internship Program for our Business Technology Service Department. This resulted in an increase in the number of interns, from three to five. It also increased the length of internships from three months in 2022 and 2023, to five months in 2024.

There were multiple cultural events and celebrations throughout the year for Indigenous and enterprise employees. This included hosting of an Indigenous cultural fair at our Sapperton head office, which was inspired by winter longhouse gatherings.

We also provided multiple opportunities for enterprise employees to participate in cultural awareness training sessions, including newly developed land acknowledgement training to enhance understanding on protocol and ways to create meaningful and personalized acknowledgements.

TransLink was honoured to partner with the Orange Shirt Society on two Orange Shirt Day initiatives, releasing a special edition t-shirt design and art wrap for two SkyTrain cars to increase awareness and support of residential school survivors, their families, and children who did not return home.

Further details on Indigenous reconciliation will be included in the 2024 TransLink Reconciliation Report, which will be released in 2025.

Community Engagement

Our community engagement efforts are guided by TransLink's comprehensive Principles for Public Consultation and Engagement, ensuring an inclusive approach to plans, policies, and projects. We emphasize engagement with communities that may not typically have a voice in transit matters, including seniors, youth, new Canadians, persons living with disabilities, urban Indigenous populations, and those facing economic disadvantages.

TransLink engages with communities both in-person and virtually through diverse methods, often in multiple languages, including:

- In-person events at community centres, libraries, seniors' facilities, educational institutions, transit facilities, markets, street fairs, and festivals
- Online platforms
- TransLinkListens.ca website
- Mailers, emails, and phone calls
- Webinars
- Public feedback and scientific research surveys

Key 2024 engagement projects involved transit service consultations across the region, community outreach for major infrastructure projects, and region-wide feedback on our Investment Plan.

2024 Investment Plan Consultation

The [TransLink 2024 Investment Plan](#) addressed critical transit service needs throughout our region. Feedback was sought through various engagement methods, including online feedback forms, a detailed discussion guide, simplified guides (available in Punjabi, Simplified Chinese, and Traditional Chinese), an online engagement portal, a project phone line, a dedicated email inbox, media bulletins, and direct invitations to specific committees and organizations. Feedback highlighted themes such as specific bus route suggestions, taxation sources, fare levels, alternative funding sources, and bus service levels. The project site had almost 4,000 views and 849 document downloads.

Quarterly Service Changes

Every quarter, TransLink evaluates route service levels and adjusts routing, frequency, and duration to align with system-wide growth and demand.

Our Stakeholder and Community Relations teams work to keep key communities – such as schools, large employers, post-secondary institutions, and other stakeholders – informed about upcoming system changes. For example, when introducing the new bus Route 338 service to Surrey’s East Fraser Heights, TransLink distributed 10,000 postcards to local residents and businesses to raise awareness and provide details about the new route.

Burrard Peninsula Area Transport Plan (BPATP) Phase 2

The [Burrard Peninsula Area Transport Plan \(BPATP\)](#) will identify and prioritize recommended actions related to transit, cycling, walking, driving, and goods movement for the transportation network within the Burrard Peninsula. This area encompasses Burnaby, New Westminster, Vancouver, and Electoral Area ‘A’, which includes the University of British Columbia and the surrounding University Endowment Lands. Planning for Phase 2 public engagement will take place in early 2025.

A key highlight of this outreach is our partnership with CityHive, in which we supported 25 members of the BIPOC (Black, Indigenous, and People of Colour) Youth cohort from their Urban ReVision program. These young leaders designed and conducted peer-to-peer engagement to gather feedback on the 90+ proposals outlined in the draft BPATP. This initiative exemplifies our work to empower community members and equip them with skills to engage with their own networks on our behalf.

Bus Rapid Transit Customer Experience

The Access for Everyone plan includes the introduction of the Bus Rapid Transit (BRT) Program, bringing the benefits of fast, frequent, and reliable rapid transit to more people across the region. With dedicated lanes and signal priority at intersections, BRT will provide the fastest and most reliable bus service possible. Weather-protected stations with real-time information displays will also improve the customer experience.



In June 2024, TransLink launched a region-wide engagement to collect public input on aspects of the customer journey for the BRT Program. This included an online survey that was completed by more than 5,100 respondents. The survey was promoted at more than a dozen community events, including Car Free Days. Postcards and wallet cards were translated into Simplified Chinese, Traditional Chinese, Punjabi, Farsi, and Tagalog, and distributed to community organizations across the region.

TransLink also hosted the region's first BRT Conference in June, which was attended by more than 150 elected officials, key stakeholders, and municipal staff. Attendees learned about the benefits of BRT from experts from around the world, including York Region, San Francisco, Oakland, Boston, Brussels, Bogota, and Santiago.

BC Parkway Upgrades

In November 2024, TransLink asked users of the BC Parkway (the 26-kilometre, multi-use path that follows SkyTrain's Expo Line from Vancouver to Surrey) for feedback on proposed changes to the section of the parkway near the Vancouver-Burnaby boundary. During two pop-up information sessions held on the parkway, TransLink interacted with 104 cyclists and pedestrians. An online survey, promoted through active transportation and community groups, was completed by 401 respondents.

Community Outreach

We engaged in numerous community outreach events throughout 2024. We welcomed over 350,000 people on board our community outreach buses (buses used for community events to educate the public on using transit) and featured dozens of themed 'take transit' promotions for major events, including cross promotions with event organizers and partners.



TransLink was the **proud presenting sponsor of eight Car Free Day Festivals** across Metro Vancouver, in partnership with business improvement associations, municipalities, and local businesses. A few municipalities held their first-ever Car Free Day Festival. More than 700,000 people attended Car Free Days in 2024.

TransLink participated in **numerous community cultural events**, including Pinoy Festival and Greek Days. TransLink enterprise staff and volunteers marched at the annual Lunar New Year, Vancouver and Surrey Vaisakhi, and Pride parades, alongside beautifully wrapped buses that celebrated each occasion.

TransLink continued to partner with the **PNE Fair** with two exhibits featuring our outreach bus, a double decker, and the historic museum bus.

Transit staff and volunteers assisted customers at key locations across the transit system, providing positive engagements for a variety of outreach initiatives. We currently have 100 active, passionate volunteers through the Community Transit Volunteer Program. For example, during the last leg of Taylor Swift’s The Eras Tour in Vancouver, transit staff and volunteers handed out friendship bracelets and enhanced the overall experience for tens of thousands of Taylor Swift concert goers. We also initiated strategic partnerships with the Port of Vancouver cruise terminal, YVR Airport, Destination Vancouver, and others.

For the ninth 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 2024.

We partnered with the **Celebration of Light fireworks festival** to support a “take transit” message for the much-loved annual celebration.

Awards – 2024

- **2024 BC’s Top Employer Award** for the tenth year in a row, recognizing our commitment to service excellence to support our customers each and every day
- **2024 Bill Curtis Award for Outstanding Transportation Project** from the Institute of Transportation Engineers – Greater Vancouver in recognition of the success of the R6 Scott Road RapidBus, which has become second busiest RapidBus route in Metro Vancouver and the busiest route south of the Fraser River
- **2024 Hardsurface Award** for the art installation, specifically the craftsmanship of tile work, at Capstan Station
- **2024 WebAward** for best regional website
- **Biggest Leap Award** from HUB Cycling for the Bike Bus Program and improvements to the Bicycle Infrastructure Capital Cost Sharing Program
- **Bike to Shop Champion Award** (HUB Cycling) for our partnership in the Vancouver City Centre Bike Valet service
- **2024 Canada’s Greenest Employer Award**, for the seventh time, based on initiatives such as our Climate Action Plan and net-zero emissions plan
- **Canadian Workplace Well-Being Award**, sponsored by Canada Life and Workplace Strategies for Mental Health, for the second year in a row, in recognition of TransLink’s wellbeing excellence and leadership
- **Equity, Diversity, and Inclusion Award** from the Canadian Urban Transit Association, in recognition of TransLink’s work to improve the accessibility of information at bus stops for customers who are blind and partially sighted
- **Marketing & Communications Award** from the Canadian Urban Transit Association for our Carry It Well public art installation

Memberships - 2024

- American Public Transit Association (APTA), with the Platinum-level Sustainability Commitment
- Canadian Urban Transit Research & Innovation Consortium (CUTRIC)
- Canadian Urban Transportation Association (CUTA)
- Gateway Transportation Collaboration Forum (GTCF)
- International Association of Public Transport (UITP)
- International Bus Benchmarking Group (IBBG)
- National Association of City Transportation Officials (NACTO)
- Transportation Association of Canada (TAC)

Community Support

Our Charitable Donation Policy and Program formally outlines 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, community programs, and services. Our employees are key to our efforts and generously provide donations and financial contributions to a variety of causes.

\$242,663

ANNUAL UNITED WAY GIVING CAMPAIGN

The TransLink enterprise has supported the United Way of the Lower Mainland for over 30 years, with substantial donations from our employees. Collectively, employees have given more than \$7.5 million through payroll deductions and annual one-time gifts.

5,580+ toys

TOYS, FOOD, AND BLANKET DRIVES

From November to December 2024, we held our 39th annual Toys for Tots holiday drive donation, in which enterprise employees donated over 5,580 toys and \$3,278 to the Lower Mainland Christmas Bureau – the second-highest toy donation total in the program’s history! 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 2024, we converted \$100,000 in Compass Card products into Compass tickets and donated them to 48 community service agencies and programs across the Lower Mainland.

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.

4,283

SUPPLIERS PROVIDED OVER \$2.1 BILLION WORTH OF GOODS AND SERVICES.

86%

OF OUR SUPPLIERS WERE LOCATED IN BC (AN INCREASE OF 9% OVER 2023) AND ACCOUNTED FOR 73% OF THE TOTAL SPEND.

94%

OF OUR SUPPLIERS WERE FROM CANADA AND ACCOUNTED FOR 96.1% OF THE TOTAL SPEND.

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 2024, we continued to further optimize our practices and leverage the benefits of the sourcing tool.

Key Moves in 2024 In 2024, we also continued to progress towards the diverse, Indigenous, and small supplier goals of our Sustainable Procurement Strategy. We updated TransLink’s Procurement Policy to include Indigenous Procurement Principles and Sustainable Procurement Principles, as well as TransLink’s Supplier Code of Conduct. We developed and conducted outreach with existing and diverse suppliers. We also delivered a Sustainable Procurement Training Program for Strategic Sourcing and Contract Management staff that included Supplier Diversity Guidelines, Sustainable Procurement Tools and Library, Indigenous Procurement and Bill S-211 (Fighting Against Forced Labour and Child Labour in Supply Chains Act).

Key Moves in 2024 We submitted our first [Bill S-211 Report](#), in accordance with the requirements of the Fighting Against Forced Labour and Child Labour in Supply Chains Act SC 2023, c 9. To uphold our commitment to human rights and fight against forced and child labour across supply chains, we reviewed our policies and procedures, and took proactive steps set out in the Bill S-211 Report to manage risks in our supply chain.

In 2025, we will continue working towards the goals set out in the Sustainable Procurement Strategy by developing, evaluating, and enhancing sustainable procurement outreach, procurement tools, training, and reporting capabilities.

Employees

To successfully deliver on our mandate and to address the future needs of Metro Vancouver, we must have engaged employees who excel in their fields.

9,105

EMPLOYEES ACROSS THE
TRANSLINK ENTERPRISE,
AS OF DECEMBER 31, 2024

Our people are at the heart of our operations. Each company across the 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.

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(s) and is responsible for its own labour relations.

Hiring

In 2024, we enhanced and implemented strategic recruitment plans to address hard-to-fill positions. A significant achievement was the introduction of our Recruitment EDI strategy, which integrates an equity, diversity, and inclusion framework into our hiring processes. To attract diverse candidates, we also strengthened our community partnerships with organizations such as YWCA, S.U.C.C.E.S.S. (United Chinese Community Enrichment Services Society), and ISSofBC (Immigrant Services Society of BC), and conducted outreach with secondary schools across several school districts. Furthermore, we made notable progress in reducing the time required to fill vacancies.

In-house hiring events continue to be a vital part of our recruitment strategy. In 2024, CMBC hosted six bus operator hiring events which attracted over 2,583 attendees. The recruitment process was streamlined to improve efficiency while prioritizing a positive candidate experience. Six hundred and fifty-one bus operators were hired as a result of these events. Additionally, BCRTC is on track to meet business requirements by integrating job-specific job fairs for SkyTrain attendants and mechanics.

The demand for talent in technical roles continued to grow in 2024. Recruitment challenges persist, driven by competitive private sector compensation and the high cost of living in Metro Vancouver. This affects industries across the board. To address these challenges, we are committed to reinforcing our reputation as an employer of choice by offering a compelling employee value proposition; a commitment to equity, diversity, and inclusion; and comprehensive employee support and engagement programs.

Equity, Diversity, and Inclusion

Our Equity, Diversity, and Inclusion (EDI) Strategy focuses on diverse and inclusive hiring practices across the enterprise. Quarterly EDI reports are provided to the Board’s Human Resources and Governance Committee. Each operating company has their own EDI Program Managers that run specific initiatives and programs.



In 2024, we updated the EDI Strategy using Global Diversity Equity and Inclusion Benchmarks (GDEIB) to embed EDI into various aspects of the business. Overall, we have moved up from a Level 2 (Reactive) to a Level 3.5 (between Level 3 Proactive and Level 4 Progressive). The most noticeable progress has been seen in areas of Recruitment, Community Engagements, Benefits, and Marketing. Each of these groups worked with the EDI team to identify gaps and embed EDI into their respective areas, consequently moving them further up the GDEIB levels.

EDI Initiatives

- TransLink introduced WeCare Days, which provide exempt employees with access to an additional five paid days for Indigenous cultural activities and reconciliation, caregiving for emergent situations, faith, culture, and charity/volunteering.
- TransLink, CMBC and BCRTC piloted the Language Pins Project for frontline employees to voluntarily wear a pin that indicates they can provide customer support in a language other than English. The aim is to improve customer service for non-English speakers while celebrating the diversity of our workforce.
- BCRTC piloted a Diverse Interview Panel initiative, in which union members observe hiring processes for unionized maintenance roles, helping enhance fairness and representation.

Education

Through our enterprise-wide EDI training, we offered three learning modules on Building an Inclusive Workplace in 2024. Approximately 477 employees completed all three modules in the curriculums. We also continued to provide EDI training to our enterprise Executive team every two months, to provide ongoing EDI education and discussions to increase capacity. We introduced inclusive hiring training, which included ~15 hiring events focused on Indigenous Peoples, persons with disabilities, and visible minorities.

We continued to offer time and space to hold Courageous Conversations for employees to discuss sensitive topics and held 11 sessions with approximately 1,500 employees in 2024. Topics included: speaking up for safety culture, navigating EDI resistance, anti-racism 101, stress management, and learning from Black history.

BCRTC partnered with CUPE Local 7000 to promote completion of the mandatory Respectful Workplace training, ensuring all employees, from front-line staff to leadership, are equipped to foster an inclusive and respectful workplace culture.

CMBC offered introductory EDI training and workshops to employee teams across the company, including all management and executive leadership teams. Additionally, EDI modules that include both online learning and in-person EDI training were incorporated into the training and onboarding programs for frontline staff in both the operations and maintenance divisions at CMBC.

Age by Company

With nearly 55 per cent of employees across the enterprise eligible to retire in the next 10 years, succession planning and leadership development continued to be a priority.

Gender by Company

Gender representation across the enterprise consists of 80 per cent men and 20 per cent women.³ The senior management team at TransLink is 57 per cent female and 43 per cent male, CMBC 19 per cent female and 81 per cent male, and BCRTC and Transit Police are both 33 per cent female and 67 per cent male. In 2024, CMBC and BCRTC continued to implement initiatives to increase the number of women in skilled trades positions, including mechanics, technicians, and service people.

Recruitment

Our EDI Recruitment Strategy focuses on diverse outreach and inclusive hiring practices. To support this work, we continue to engage with community organizations (i.e., educational institutions, professional associations, non-profit organizations) to assist us in reaching diverse talent, provide insight into current demographics and market trends, and address community needs.

In 2024, the enterprise committed to the 50-30 Challenge, a Government of Canada initiative that challenges Canadian organizations to increase the representation and inclusion of diverse groups within their workplaces.

³ We are unable to report on non-binary employee status, due to the limitations of our personal records software.

Employee Resource Groups

The TransLink enterprise has seven Employee Resource Groups (ERGs) representing Accessibility & Allies, Caregivers, I Belong Multicultural, Indigenous & Allies, Pride & Allies, Women & Allies, and the Green Team. Each ERG ranges from 20 to 100 employees; they support policy reviews and host education sessions. In 2024, employees participated in over 40 ERG events.

Women Leadership

We continued offering the “Women Leading the Way” leadership program with Minerva, an organization that helps women reach their leadership potential. Ninety women employees from across the TransLink enterprise participated in the program in 2024. Eighty-seven per cent of participants said they would recommend the program to a co-worker or friend.

CMBC collaborated with TransLink on a Women in Trades initiative to create alternate hiring pathways for CMBC applicants who identify as women, transgendered, and/or non-binary individuals. This initiative involves collaboration with several community partners including high schools, colleges, and trade schools, as well as organizations that support women, youth, and underrepresented groups.

BCRTC continued its focus on women in trades through the Women in Maintenance focus group, where discussions have driven improvements such as the introduction of women-sized PPE and tailored Respect & Belonging training. These efforts complement ongoing recruitment and retention initiatives aimed at increasing representation in skilled trades.

Workplace Accessibility

Through our first-of-its-kind Workplace Accessibility Strategy and Policy, we continued to operationalize our commitment to accessibility and inclusion, and action our goals towards barrier-free participation for persons with disabilities in the workplace. In addition, in 2024 we:

- Were recertified for the Rick Hansen Certification for our Sapperton office in 2024, following the initial certification in 2019.
- Established a list of pre-approved assistive technology software for employees and interview prospects.
- Conducted an accessibility audit of translink.ca and are implementing recommendations to make the site more accessible as per global web accessibility standards. For the Web Content Accessibility Guidelines (WCAG) international standard Level A, we improved 21 per cent and for Level AA we improved 13 per cent.

Employee Safety

TransLink and its operating companies each 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 2024, we continued 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 at TransLink and each of its operating companies, with a goal of decreasing physical and psychological safety incidents. We expect this project to launch in 2025.

BCRTC developed a Safety Risk Management process, to ensure alignment and consistency on the assessment of risks to our workers, passengers, and contractors. BCRTC also conducted a safety campaign to target slips, trips, and falls, which are a leading cause of lost time injuries.

In 2024, CMBC and BCRTC successfully completed WorkSafeBC's Certificate of Recognition (COR) Audits for maintaining safety management systems to reduce injuries and accidents in their workplaces and improve their workplace safety cultures.

Safety Training

In 2024, TransLink created a five-year training framework on emergency management and offered courses in areas such as due diligence, ergonomics, floor warden/searcher, incident commander, swiftwater rescue, and applied suicide intervention. CMBC also created and/or updated training for incident investigation, asbestos awareness, first aid attendant orientation, and traffic control planning. BCRTC developed training on asbestos awareness, risk management, fatigue management, and safety risk management, which all safety advisors received. In 2025, all BCRTC supervisors and managers will receive training to support hazard identification, risk assessment, and implementation of controls.

Operator Safety

In 2024, CMBC completed the installation of over 520 operator protection barriers on conventional buses. This will bring the conventional fleet to 100 per cent protection for our transit operators. Forty-eight assaults on bus operators occurred in 2024, compared to 64 in 2023. 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).

SkyTrain Attendant Safety

Twenty assaults on SkyTrain attendants (STAs) occurred in 2024, compared to 11 in 2023. The increase in assaults can be contributed to better reporting by the STAs through the "STAApp", a mobile application for fast and easy documenting and reporting of events involving low levels of violence. STAs are also more present on the platforms and within stations.

Psychological Health and Wellness

TransLink and its operating companies have psychological health and safety policies and programs. Each company also has a Psychological Health & Wellness (PH&W) Manager who champions the overall program framework, strategies, and program sustainment while continuing with company-specific wellness initiatives.

TransLink and its operating companies have 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.

Other 2024 initiatives included:

- TransLink, in coordination with key enterprise partners, developed a People Wellbeing Strategy, including leader-specific Psychological Health and Wellness training for all enterprise leaders.
- CMBC developed an in-house mental health survey to deploy at worksite wellness fairs to get a pulse check of the mental health of attendees and compare metrics year over year.
- CMBC also updated Bus Operator Refresher Training to include a mental health and resiliency module.
- BCRTC worked with departments on resiliency training for front line staff, to assist them in dealing with high-stress events.

Recover at Work

In 2024, TransLink and each of its operating companies continued to improve their Recover at Work programs. These programs support 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. It 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.

Throughout the year, we engaged with key internal stakeholder groups to ensure they were in a position to educate and support managers on how to utilize the program.

Employee Development

In 2024, TransLink and each of its operating companies continued 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 people leaders focuses on essential leadership skill development and company-led learning to align our technical and leadership skill expectations and capabilities. Following the successful implementation of this program in 2022-2023, we evolved the program in 2024 to provide it to over 600 people leaders annually. We also offered the program to 129 new role leaders.

Employee Learning Calendar

Instructor-led learning opportunities in technical and essential skills were offered to employees throughout the organization. In 2024, 68 instructor-led classes were attended by 1,168 employees.

MyLearn

The MyLearn platform serves as TransLink's comprehensive learning management system, offering access to over 1,000 e-learning courses focused on compliance, technical, and essential skills development. In 2024, 25 per cent of enterprise employees accessed MyLearn (a 9 per cent increase from 2023) and 63,464 e-learning courses were completed (a 24 per cent increase over 2023).

Learning Reimbursement Program

TransLink supports employees in pursuing external learning opportunities by providing financial assistance for tuition. This program is designed to support both role-specific skill development and preparation for future positions within the enterprise. In 2024, 219 employees received financial support, enabling them to complete 251 external learning and development programs.

Mentorship Program

In this enterprise-wide program, mentees are paired with mentors based on developmental needs. In 2024, 63 pairs of mentors-mentees participated in the program.

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 employee 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 TransLink’s People & Culture division to inform our ongoing people programs and improvements. In 2024, surveys were administered for TransLink, BCRTC, and CMBC. Engagement scores remained consistent with the previous survey (2023 for TransLink and 2022 for BCRTC and CMBC). Response rates increased 72 per cent at BCRTC and dropped slightly at CMBC. The rise in response rate at BCRTC is due to a combination of this being the second engagement survey (response rates are usually lower in the first iteration), proven results and actions from the first survey, and increased survey promotion.

Further results can be found in the [Resources](#).

Environmental Responsibility

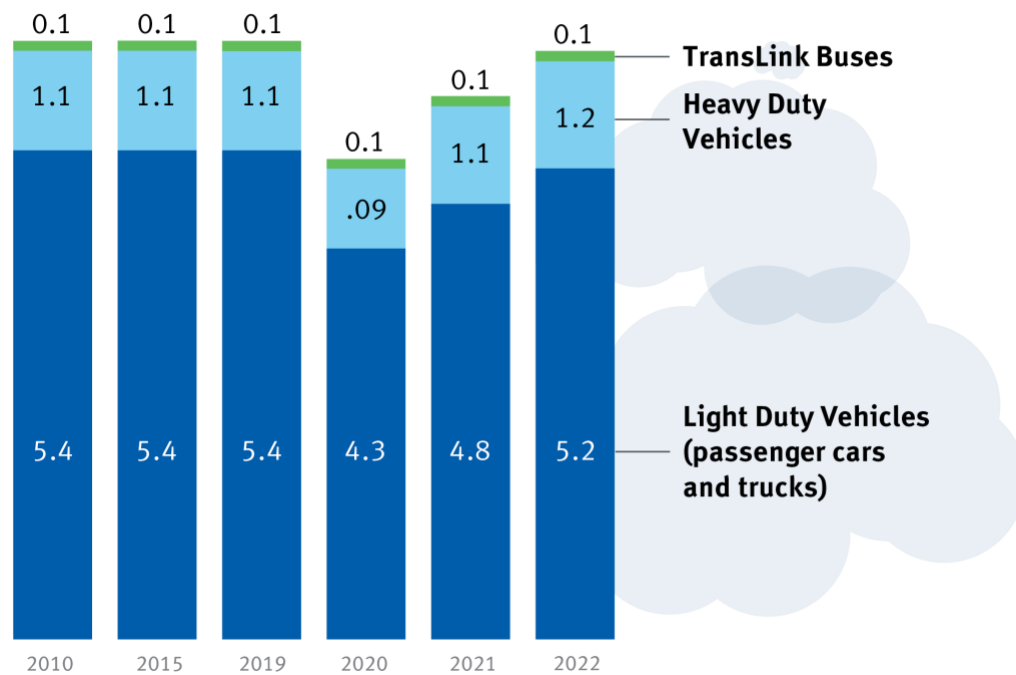
As an integrated, multi-modal transportation authority, we play a key role in providing sustainable transportation options to the Metro Vancouver region, supporting regional, provincial, and federal environmental objectives. We are committed to reducing our operational environmental footprint, meeting the growing needs of the communities we serve, and providing solutions to the climate emergency.

Regional Transportation Climate Action

Through Transport 2050, our regional transportation strategy, we set targets to eliminate transportation greenhouse gas emissions (GHGs) in the region by 2050.

GHG EMISSIONS FOR ON-ROAD TRANSPORTATION (MILLION TONNES CO₂E)

Source: [Metro Vancouver Emissions Inventories and Forecasts](#). Data will be updated in 2026.



On-road transportation remains the single largest source of carbon emissions in the region. While transit is the smallest contributor to on-road transportation, TransLink continues to do its part to lower this further. To tackle this challenge, we provide programs and support in active transportation, transit-oriented communities, and transportation demand management, as well as incentives for employers, developers, and youth.

Building Sustainable Communities: Partnership Agreements

We are advancing complete communities by establishing project partnership agreements, consisting of Supportive Policies Agreements and Contribution 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 Project.

Transportation Demand Management Programs

Transportation Demand Management (TDM) Programs are created to encourage and support people to change their travel behaviours and utilize more sustainable modes. These include walking, biking, rolling, transit, carsharing, carpooling, and ride-hailing.



Our Transit-Friendly Employer (TFE) certification recognizes employers that go the extra mile to subsidize transit for their employees. As of December 2024, 44 organizations had been certified (up from 28 in 2023) as Transit-Friendly Employers. Collectively they provide at least a 50 per cent transit subsidy to over 13,800 employees, bringing in \$13.9 million in annual revenue (up 145 per cent from 2023). Over 3.3 million transit trips were made by TFE-certified employers in 2024 (a 157 per cent increase from 2023).

We also continued implementing summer service between the King George SkyTrain Station, Gloucester Estates, and Abbotsford International Airport, using both transit and an independent shuttle service.

Once again, we worked with Commutifi to provide a data-driven commuting platform that makes it easier for organizations to measure, understand, and impact their employees' commutes, which helps cut GHGs and costs. In 2024, we onboarded 12 organizations (up from seven in 2023), reaching over 4,449 employees. We will expand the program further in 2025 to reach 40 organizations and up to an additional 3,000 employees.

As part of the Compass for Development Program (which enables developers to provide transit passes to their residents), we have had discussions with 43 developments (for a total of over 10,500 units) to distribute over 6,000 transit passes. We have completed agreements with three major developments, which will add revenue of over \$1.5 million over two years.

We also continued our work with PCI to explore the effects of developer-subsidized transit at one of their rental developments. As part of the project, 90 Compass Cards (loaded with \$150 each) were distributed, and participants were encouraged to complete surveys. By analyzing both anonymized and aggregate Compass Card usage data and voluntary survey responses, we gained insights into travel behaviour and program impact. The initiative resulted in 2,740 transit journeys over three months.

In 2024, through our partnership with BC SCRAP-IT, 39 participants scrapped their old vehicles in exchange for transit passes. An estimated total of 129 tonnes of CO₂ was avoided by providing transit passes in exchange for scrapped vehicles.

Children and Youth Travel Initiatives



[TravelSmart4Kids: A Regional Travel Strategy for Kids 12 & Under](#), a global first-of-its-kind strategy, continued in 2024. The strategy establishes an innovative and holistic travel approach to create a region that is safe, healthy, and sustainable, and helps ensure current and future generations understand how to build healthy and sustainable transportation habits. In 2024, actions included delivering the Walking School Bus Program in three different municipalities, and developing resources that were added to an Online Resource Centre on the [TravelSmart4Kids webpage](#). TravelSmart4Kids supports Transport 2050 and is implemented through coordinated efforts with partners and local governments across the region.

New Mobility

New Mobility is an umbrella term for new technologies and delivery models, which are of increasingly strategic importance in transportation. Technological change in transportation is now happening at a breathtaking pace – in particular related to automation and artificial intelligence, connectivity and communications, electrification, and sharing. By planning proactively, we can harness the potential of new mobility - new transportation technologies and delivery models – to dramatically reduce distances driven and increase the number of trips made by active and shared-use modes in Metro Vancouver.

A key focus area over the past year has been the development and prototyping of RideLink – a mobile app that offers a convenient one-stop solution that allows users to register, plan, book, pay for and access trips using transit, carsharing, and bikesharing services. This pilot is building on an earlier prototype that showed very promising results in helping introduce people to new modes and services that they subsequently used and reported being highly satisfied with; and which resulted in notable shift away from personal auto use. A full assessment of this next phase of the pilot and lessons learned will be provided in the final evaluation report.

Bike-friendly Building Assessments

In 2024, we continued funding cycling assessments to enhance cycling infrastructure and end-of-trip facilities through HUB Cycling's Bike-Friendly Buildings (BFB) program. This work included advising on rezoning and development permit applications for planned developments, providing guidance on bike parking retrofits for older buildings, and creating specialized resources such as e-bike charging safety guidelines and a cycling welcome package for a new student residential building.

Through our partnership with HUB Cycling, we also supported transportation demand management programming for numerous events, consulting services, and education programs.

8,126	Participants in Go By Bike Week	520	Seniors, youth, and members of disadvantaged communities who engaged in eight sessions on sustainable transportation
9,057	Students who received cycling education	83	Bikes donated through the Pedals for the People program
16,536	Students who participated in Bike to School Week, with 33,692 trips logged	996	Free repairs donated through the Pedals for the People program
10,000	Regional cycling maps updated and distributed	10	Bike repair events, supporting 315 individuals
14,893	Bikes or micromobility devices parked at 70 free Bike Valet events through our partner BEST (Better Environmentally Sound Transportation)	70	Businesses that participated in the annual Bike To Shop campaign to encourage shopping via cycling

Corporate Climate Action

Compared to driving, public 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	Resilience
2050 Net-zero GHG emissions 2040 Zero-emissions bus fleet 2030 45 per cent GHG reduction (from 2010 levels)	Ensure our infrastructure and operations are resilient to climate change.

Climate Action Plan

In 2024, TransLink continued to implement the actions from our [Climate Action Plan](#). The Climate Action Plan has three pillars: climate mitigation, climate adaptation, and governance. Climate mitigation focuses on 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. Sixty-seven per cent of the actions are on track, 14 per cent have been completed, six per cent have been closed or merged with other actions, and thirteen per cent are delayed but progressing.

See 2024 [Climate Action Plan Status](#) for status of each action.

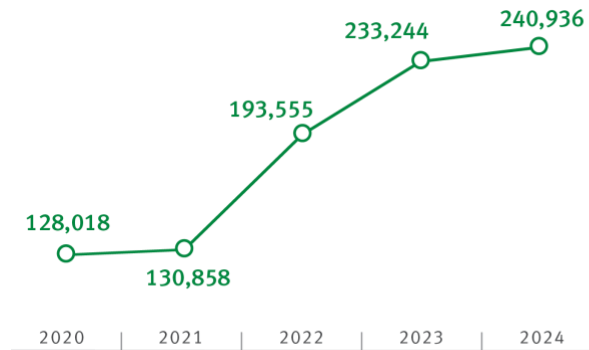
The Climate Action Plan will be revised in 2026-27 to align with the update of Transport 2050, our regional transportation strategy.

For information on our climate change governance practices, please see [How We Are Governed](#). Learn more about our climate work on our [Corporate Sustainability](#) website page.

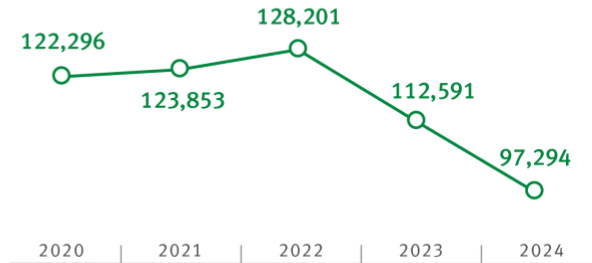
Climate Mitigation – Emissions and Energy

Our greenhouse gas emissions in 2024 were 30.2 per cent below the 2010 baseline while passenger journeys were 15 per cent higher than the baseline. Our revenue fleet is responsible for 91 per cent of our total emissions, with the remaining nine per cent coming from our facilities and service vehicles. Shifting buses from fossil fuel combustion to renewable fuels and electricity has reduced our emissions.

JOURNEYS (000's)

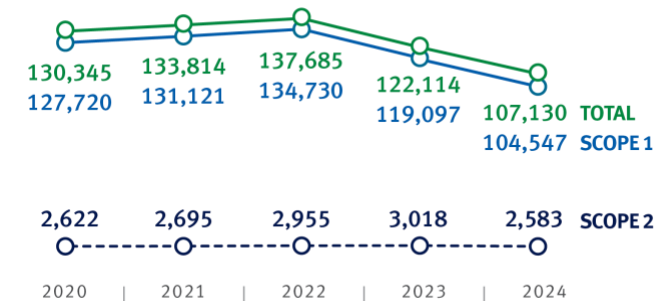


REVENUE FLEET GHG EMISSIONS (TONNES CO₂E)



In 2024, approximately two thirds of all passenger kilometres on the network were zero-emission. As the Marpole and Port Coquitlam Transit Centres, alongside the Broadway Subway and Surrey Langley SkyTrain projects, are completed, the total passenger kilometres on all-electric modes will increase along with our total passenger kilometres travelled.

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, hydroelectricity to run our electric fleet vehicles).



In 2024, we continued to make progress towards our goal of net zero GHG emissions by 2050. We reduced our overall GHGs by approximately 12 per cent from the previous year (an eight per cent improvement from the baseline). This performance is largely due to the introduction of renewable diesel (HDRD). As we acquire an electrified bus fleet and build essential charging infrastructure, renewable fuels serve as a key transition strategy that rapidly reduces emissions and meets our 2030 GHG goal.

Renewable fuels offer significant GHG reductions across the fuel life cycle relative to fossil fuels. Renewable natural gas (RNG) reduces GHGs by 89 per cent and HDRD reduces GHGs by 98 per cent, according to the BC Climate Action Secretariat. Renewable fuels are also cost neutral for TransLink due to two carbon credit systems: the BC Low Carbon Fuel Standard (LCFS) and the Government of Canada's Clean Fuel Regulation.

GHG accounting has nationally and regionally specific practices. TransLink uses provincially approved factors when generating annual GHG inventories. As TransLink and our region adopt

different strategies to address climate change and reduce our emissions, our practice evolves. Current practice, applied to create our 2024 GHG inventory, is captured in [Resources](#). This addition to the report captures our position to address the scope and scale of our operational inventory, and nuances in GHG accounting to address renewable fuels.



Zero Emissions Fleet

In 2024, we continued adding battery-electric buses to our fleet. We also worked towards completing our Zero Emissions Fleet Transition Playbook. The Playbook outlines our roadmap to eliminate all liquid and gaseous transportation fuels, including renewables, to achieve a zero-emissions tailpipe fleet by 2040.

TransLink's pursuit of a zero-emissions bus fleet remains a priority. Electric (battery or trolley) buses are quieter, more energy efficient, and reduce operating costs while eliminating both tailpipe and biogenic emissions.



Renewable Diesel (hydrogenation-derived renewable diesel, or HDRD)

Renewable diesel comes from organic waste, which includes used cooking oil and waste animal fats, and plant-based vegetable oils. Following a bus pilot in 2023 to engine test the use of renewable diesel, 5.7 million litres of HDRD were purchased in 2024, resulting in a reduction of approximately 13,400 tCO₂e emissions (approximately nine per cent of 2010 emissions).

In 2024, our West Coast Express locomotives began fueling with HDRD. This has reduced GHG emissions by approximately 2,100 tCO₂e per year (slightly less than two per cent of 2010 levels).

Renewable Natural Gas (RNG)

We purchase RNG to offset the GHG emissions from our natural gas bus fleet. RNG is produced from decomposing organic waste from landfills, municipal and agricultural waste, and wastewater from treatment facilities. RNG production captures and refines methane that would otherwise escape into the atmosphere and result in significant greenhouse effects. Our purchase of RNG is an essential move towards reaching our 2030 target to reduce GHGs by 45 per cent.

Fleet Air Pollutants

Criteria air contaminants (CACs) are released through fuel combustion and include non-methylated hydrocarbons, particulate matter, and nitrous oxides. CAC emission intensity is regulated and has tightened considerably since the 1970s, an effort primarily driven by US and Canadian vehicles at the state, provincial, and federal levels.

We continue to address fleet turnover, maintenance, modernization of controls, and fleet right-sizing, all of which maintain CMBC's management program for CAC emissions. Our primary mechanism for managing our absolute CACs is through bus electrification. This means that CAC emissions reductions will closely mirror the electrification of our bus fleet. CAC emissions remained notably constant over the past five years.

Non-revenue Fleet GHG Emissions

TransLink continues to invest in lower-emissions technology and infrastructure for our support vehicles (e.g., the purchase of hybrid-electric vehicles). CMBC Security Services now has several operational hybrid SUV vehicles and will continue to transition the entire fleet to hybrid SUVs over the next year. In late 2024, CMBC sponsored a project to establish electrical infrastructure, such as power supply, metering, and conduit to the support service vehicle EV charger system build-out at all transit centres. Additionally, policy was established to support the operating company implementation of employee and visitor EV charging infrastructure.

Facilities Energy Consumption

Because facilities energy use represents only seven per cent of our total GHG emissions, we report total energy consumption as this is a better indicator of performance. Facilities energy use returned to 2022 levels, which were the highest since 2013.

In 2024, the following energy-conserving measures took place at TransLink’s operating companies:

- Electrification of gas-powered equipment, such as pruners, rail saws, and leaf blowers
- Retrofits to LED lighting, including an interior lighting project at Burnaby Transit Centre, replacements of end-of-life fixtures with energy-efficient LEDs, and new lighting control systems, resulting in reduced energy consumption of 61 per cent
- Leasing of a fully electric support service vehicle as part of a pilot program to determine whether EVs can support BCRTC’s operations

Climate Resilience



Our [Climate Action Plan](#) identifies key actions to ensure our infrastructure and operations are resilient to climate change. In 2024, an Enterprise Resilience Working Group (ERWG) was established to provide guidance and direction across the enterprise to ensure TransLink’s infrastructure and operations are ready for future disasters and climate change impacts.

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 working with Indigenous Peoples in the region to include their knowledge and leadership in our adaptation and resilience efforts.

Other key activities in 2024 included:

- Completing a risk and vulnerability assessment for one of six bridge assets, with the remaining to be completed in subsequent years
- Integrating climate and other risks into Design Guidelines for Underground Infrastructure
- Engaging a consultant to complete flood risk vulnerability studies at four key transit centres

For more information, see 2024 [Climate Action Plan Status](#).

Environmental Management

We are committed to reducing the impact our operations have on the environment.

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.

TransLink, CMBC, and BCRTC follow ISO 14001:2015 as a guideline to enhance environmental performance and manage changes in environmental conditions, including climate change risk.

Our operating companies also undertake various environmental management initiatives. BCRTC has an ongoing tree planting program to help improve the natural habitat for wildlife and provide additional tree canopy for customers. In 2024, BCRTC planted 30 trees along the BC Parkway, drought-resistant native species at MacInnis Park and Filipino Plaza, and spring flowers at various SkyTrain stations.

Metrics on environmental impacts are located in the [Resources](#) section.

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. At the end of 2024, 34 properties had been removed from the ERA agreement (six in 2024), with 70 remaining properties 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 2024, TransLink remained committed to fiscal responsibility by minimizing expenses and reducing costs while preserving service levels, ensuring a state of good repair, and preparing the transit system for growing demand.

TransLink's liquidity levels remained robust, with gross interest cost as a percentage of operating revenue well below the policy maximum level.

TransLink's 2024 budget reflected the region's priorities for Metro Vancouver's transportation network as it continues to navigate escalating costs and the lasting impacts of the pandemic. At a time when unprecedented rates of inflation have put profound pressure on finances, TransLink remains committed to putting customers first.

In 2024, TransLink was guided by new corporate priorities: Deliver Today, Deliver Tomorrow, and Deliver Together. These corporate priorities helped guide the organization's focus to ensure the enterprise is aligned and able to deliver on the vision and goals we had set out to achieve in 2024 and beyond.

Our 2024 Investment Plan outlines expected expenditures and revenues from 2024-2032, and is a short-term "bridging" plan to our next Investment Plan, with a focus on:

Reducing overcrowding across the transit system

Enhancing service to better meet demand

Investing in infrastructure to keep up with population growth and prepare for Access for Everyone

Creating better, safer streets with walking, biking, rolling, and bus priority infrastructure

TransLink's Funding Shortfall

TransLink's current funding model directly affects our ability to expand services and meet the needs of Metro Vancouver's growing population. The traditional model relies on fare revenue, property taxes, and fuel taxes to pay for transit operations. However, fare revenue has yet to recover to pre-pandemic levels, with fare increases kept below inflation due to provincial agreements. With this, fuel tax revenue is projected to continue declining as the region transitions to electric vehicles. Additionally, unprecedented inflation has placed further strain on financial resources.

Without a revised funding model, financial projections indicate that TransLink will face an annual revenue shortfall of approximately \$600 million, on average, beginning in 2026, representing about 30 per cent of annual revenues. To address this challenge, TransLink continues to collaborate with all levels of government to establish a sustainable funding framework that will support future service expansion and meet the evolving transportation demands of the region.

Budget

In 2024, TransLink focused on preparing for the upcoming system expansion while maintaining service levels and high service quality in an environment of unprecedented cost pressures. For more information, please see our [2024 Business Plan – Operating and Capital Budget Summary](#).

Even with cost pressures that are outside of our control, expenses are being managed prudently and responsibly to keep costs as low as possible. Eighty-five per cent of TransLink's expenses are service-related, which makes it difficult to reduce costs without cutting transit service. The remaining 15 per cent are administrative, which is below the average administrative costs for Canadian and American transit agencies (which stand at 17 and 20 per cent, respectively).

Investments in 2024 were aligned with our current priorities of providing safe, reliable service and an outstanding customer experience, and advancing the implementation of the Investment Plan. Our Capital Program continues to address necessary state-of-good-repair investments to ensure existing assets serve customers and stakeholders safely, effectively, and efficiently while advancing key expansion projects.

Revenues

Total revenues in 2024 were lower than in 2023 by \$10 million, because provincial relief funding of \$478.9 million was recognized in March 2023, according to Public Sector Accounting Standards. This was offset by higher taxation, transit, and other revenues. Excluding the provincial relief funding, 2024 revenue was \$468.9 million higher than in 2023.

Taxation revenue grew by \$99.7 million in 2024 compared to 2023, primarily due to a one-time increase of \$80 million in standard property tax in 2024, to fund urgent transit needs. Both ridership and transit revenue continued to grow throughout 2024, with transit revenue increasing by \$47.1 million. Ridership (journeys) was up by 3.3 per cent from 2023 and has grown at 17.1 per cent compound annual growth rate (CAGR) since 2020. 2024 ridership growth has been driven by long-term socio-economic factors, such as population and economic growth, as opposed to recovery from pandemic travel patterns.

Other income increased by \$134 million from 2023 to 2024, primarily due to higher revenue recognized from Development Cost Charges (DCC) of \$74 million. Revenue from DCC is recognized as costs are incurred on capital projects eligible to be funded from DCC. In addition, 2024 also recognized a \$39 million contribution from the City of Surrey upon execution of the SLS Funding and Support Agreement, and \$21.3 million higher investment income resulting from growing sinking funds and improved investment returns.

TOTAL REVENUE (IN MILLIONS)

REVENUE	2020*	2021*	2022*	2023*	2024
Taxation	850.0	899.4	978.1	978.4	1,078.1
Transit	385.9	413.4	552.6	671.6	718.7
Government Transfers	793.8	203.8	427.1	715.7	424.9
Other Income	115.2	144.1	176.7	260.8	394.8
Total Income	2,144.9	1,660.7	2,134.5	2,626.5	2,616.5

**2020-2023 amounts have been adjusted for rounding.*

Expenses

Operating costs increased by 8.3 per cent from 2023 and have grown by a CAGR (compound annual growth rate) of 9.4 per cent from 2020 to 2024, mainly due to contractual and economic labour increases, higher contracted services costs, and maintenance costs driven by inflation and higher capital infrastructure contributions.

TransLink actively monitors our net financing costs. Over the past five years, the gross interest cost as a percentage of operating revenue peaked at 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 and continued to decrease to 10.3 per cent in 2024, closely aligning with historical averages. TransLink continues to operate well within our policy limit of 20 per cent.

TOTAL EXPENSES (IN MILLIONS)

EXPENSES	2020*	2021*	2022*	2023*	2024
Operating Costs	1,296.6	1,443.3	1,573.5	1,713.5	1,855.4
Depreciation & Amortization	229.4	233.8	250.0	259.7	266.3
Net Financing Costs	189.3	182.0	181.4	180.4	194.1
Total Expenses	1,715.3	1,859.1	2,004.9	2,153.6	2,315.8

**2020-2023 amounts have been adjusted for rounding.*

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. Lower cost recovery ratios 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 8.4 percentage points higher than 2021. This was due to increased ridership leading to higher transit revenues, while service levels did not change substantially. The cost recovery ratio continued to rise to 46 per cent in 2023 and 46.4 per cent in 2024, driven by sustained growth in ridership and transit revenue. Metrics on cost recovery can be found in [Resources](#).

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 maintaining capacity on the system to ensure essential and appropriate transportation services remained available despite lower ridership numbers.

As a result of gradual ridership recovery from 2022 to 2024, the operating cost recovery increased, and the cost per boarding for conventional bus and HandyDART trips stabilized at lower levels. TransLink is committed to achieving cost savings while providing service levels that appropriately meet the needs of the region. Metrics on cost efficiency can be found in [Resources](#).

Efficiency Review

In 2023, TransLink initiated an independent Efficiency Review to help enhance our operational efficiency and find additional cost savings, enabling us to strategically redirect resourcing towards front-line services. The Efficiency Review, which was conducted by EY (Ernst & Young) and released in 2024, confirmed the enterprise has a culture of responsibility to taxpayers, while also noting there are limited opportunities to reduce costs without reducing transit services.

We accepted all opportunities recommended in the Efficiency Review that do not reduce service to customers, and as part of the [Management Action Plan](#), have implemented additional corporate cost-cutting and revenue-generating initiatives worth \$90 million annually. These include reducing headcount by eliminating unfilled corporate roles, reducing contract work by bringing more services in-house, reducing training budgets, and decreasing fare evasion through increased fare enforcement. In 2024, the enterprise also worked to decrease future expenditures by reducing office space and implementing bus speed and reliability projects to mitigate costs associated with congestion.

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, 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 Low Carbon Fuel Standard (which includes the Low Carbon Fuels Act and its regulations), TransLink is eligible to receive carbon credits for using low-carbon fuels (e.g., natural gas, renewable natural gas, electricity) for transportation purposes. In 2024, TransLink expanded its program to include credits under the Government of Canada's Clean Fuel Regulation (under the Canadian Environmental Protection Act). Credits earned under the BC program are also eligible under the national program.

In 2024, TransLink earned \$1.9 million in carbon credits. Since the program began in 2017, TransLink has earned approximately \$23 million in carbon credits. These credits are for the use of compressed natural gas, in-province generated renewable natural gas, and hydroelectricity, and are sold to third parties to generate revenue to operate the system. We do not earn credits for our use of renewable diesel, as these credits are retained by our diesel supplier. However, we do enjoy renewable diesel price relief because of carbon credits.

In the future, we expect to earn carbon credits from the SkyTrain system expansion and battery-electric bus deployment.

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 \$1.5 billion in Green Bonds: \$400 million in 2018, \$200 million in 2019, and \$300 million each in 2022, 2023, and 2024. 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 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 2025.

Consolidated Financial Statements

South Coast British Columbia Transportation Authority

CONSOLIDATED STATEMENT OF FINANCIAL POSITION (EXPRESSED IN THOUSANDS OF DOLLARS)

December 31, 2024, with comparative information for 2023

	2024	2023
Financial assets		
Cash and cash equivalents	\$ 436,083	\$ 276,248
Accounts receivable	653,157	675,173
Restricted cash and cash equivalents and investments	3,582,474	4,127,713
Investments	248,221	394,831
Debt reserve deposit	22,931	24,500
	436,083	5,498,465
Liabilities		
Accounts payable and accrued liabilities	532,128	615,595
Debt	3,593,360	3,360,119
Deferred government transfers	3,526,862	3,769,885
Golden Ears Bridge contractor liability	964,547	983,403
Deferred concessionaire credit	362,745	386,082
Employee future benefits	145,151	140,093
Deferred development cost charges	-	40,348
Asset retirement obligations	27,968	26,952
Deferred revenue and deposits	90,331	82,745
Deferred lease inducements	11,697	12,795
	9,254,789	9,418,017
Net debt	(4,311,923)	(3,919,552)
Non-financial assets		
Tangible capital assets	6,840,407	6,141,887
Supplies inventory	152,888	128,609
Prepaid expenses	30,875	30,780
Property under development	20,932	20,102
Prepaid capital	-	30,745
	7,045,102	6,352,123
Accumulated surplus	\$ 2,733,179	\$ 2,432,571

South Coast British Columbia Transportation Authority

CONSOLIDATED STATEMENT OF OPERATIONS (EXPRESSED IN THOUSANDS OF DOLLARS)

Year ended December 31, 2024, with comparative information for 2023

	2024 Budget	2024 Actual	2023 Actual
Revenues			
Taxation	\$ 1,012,095	\$ 1,078,147	\$978,412
Transit	679,618	718,737	671,560
Government transfers	487,716	424,922	715,668
Investment income	149,679	213,519	192,228
Development cost charges	52,700	91,278	17,301
Amortization of deferred concessionaire credit	23,337	23,337	23,273
Miscellaneous	16,609	66,179	19,966
Gain (loss) on disposal of tangible capital assets	(798)	332	8,085
	2,420,956	2,616,451	2,626,493
Expenses			
Bus operations	1,199,351	1,191,488	1,114,059
Corporate operations	263,869	223,640	194,045
Rail operations	599,529	593,432	538,027
Roads and bridges	245,439	245,786	252,402
Transit Police	62,250	61,497	55,057
	2,370,438	2,315,843	2,153,590
Surplus for the year	50,518	300,608	472,903
Accumulated surplus, beginning of year	2,467,317	2,432,571	1,959,668
Accumulated surplus, end of year	\$ 2,517,835	\$ 2,733,179	\$ 2,432,571

Resources

We want to hear from you.

We deeply value input and insights from 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).

In this section: (will be updated when merged with full AR document)

[Glossary](#)

[Alignment with Reporting Standards](#)

[Materiality Assessment](#)

[Climate-related Risks and Opportunities](#)

[2024 Climate Action Plan Status](#)

[Reporting Metrics](#)

[UN Sustainable Development Goals](#)

[Transport 2050 Performance Indicators](#)

[GHG Emissions Reporting Practice](#)

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.

Biogenic emissions (BioCO₂) Emissions from natural sources, and encompasses carbon found in wood, paper, and other biofuels

Boarding Each time a transit user enters the transit system, regardless of whether they are transferring from another mode on the system.

British Columbia Rapid Transit Company (BCRTC) The operating company of TransLink that 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 Atkins Realis under the concessionaire INTRANSIT BC Limited Partnership.

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.

Deliver Today TransLink's corporate priority to provide safe and reliable service and outstanding customer experience every day.

Deliver Tomorrow TransLink's corporate priority to advance the implementation of the Investment Plan and 10-Year Priorities.

Deliver Together TransLink's corporate priority to build a culture of safety, trust, worth, and collaboration with our people and the communities we serve.

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 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 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.

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).

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).

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 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.

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 of British Columbia recognizes RNG as a low-carbon alternative to fossil fuels.

Resilience The capacity to prepare for, avoid, absorb, recover, and adapt to the effects of shocks and stresses – including those created by climate change, seismic events, and other hazards – in an efficient manner through the preservation, restoration and adaptation of essential services and functions.

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.

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 Westminister and Surrey, and the Millenium Line, which connects downtown Vancouver to Port Moody, and Coquitlam. SkyTrain also includes the Canada Line which connects downtown Vancouver to Vancouver International Airport and Richmond.

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 Meeting the needs of the present without compromising the needs of future generations.

Sustainability Commitment An [APTA](#) program that gives credit to member agencies for the sustainability efforts they are making. The program assigns recognitions levels (Bronze, Silver, Gold, and Platinum) based on environmental performance.

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.

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 Transit Security Management Ltd., 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.

Trolley Bus electric bus that draws power from dual overhead wires

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 ⁴	ISSB – S2 ⁵	SASB ⁶	GRI	Report Pg #	Reference	
Organization	Statement from senior decision-maker on sustainable development strategy				2-22	4-5	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	7-8	About Us
							9-10	How We Are Governed
							59-65	Financial Responsibility
	Approach to stakeholder engagement; Identifying and selecting stakeholders				2-7	36-38	Community Engagement	
	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	66	sustainability@translink.ca	
	Reporting in accordance with the Standards	91		SAG 2.1		6	About This Report; Resources	
	External assurance		34		2-5		Not assured in 2024	
	Membership of associations				2-18	40	Memberships	
Restatements	84-90 34				2-4.a		Restatements noted in footnotes and Glossary where applicable	

⁴ S1: General Requirements for Disclosure of Sustainability-related Financial Information.

⁵ S2: Climate-related Disclosures.

⁶ ISSB Standards requires disclosures of some metrics as per SASB Standards.

Topic	Disclosure	ISSB – S1 ⁴	ISSB – S2 ⁵	SASB ⁶	GRI	Report Pg #	Reference
Governance	Compliance				2-27	32, 41, 77-78	Customer Privacy, Environmental Management, Forced and Child Labour
	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			14-15, 54-57, Resources	Risk Management, Corporate Climate Action
	Financial position	35.a 35.b 35.c 35.d	15/16			59-65	Financial Responsibility
	Resilience	41	22 22.a			14-15, 57	Risk Management Climate Action Plan
	Climate-related scenario analysis		22.b			54	TransLink Climate Action Plan
Risk Management	Risk management	44	24, 25			14-15, Resources	Risk Management
Materiality Assessment	Management approach and its components				3-3	6, Resources	Risk Management
	Materiality	30	10		3-2 3-1	6, Resources	About This Report; Materiality Assessment
	Changes in reporting					6, Resources	About This Report, Materiality Assessment
	Legal name of the organization			SAG 3.1	2-1.a	7	About Us

Social Responsibility

Topic	Disclosure	ISSB – S1	ISSB – S2	SASB	GRI	Report Pg #	Reference
Workforce	The management approach and its components				Disclosure 3-3	42	Our Approach
	New employee hires and employee turnover (voluntary and non-voluntary)			SV-PS-330a.2	401-1	42; Resources	Turnover; Metrics
	Collective bargaining agreements; percentage workforce covered by agreements			IF-WM-310a.1	2-30	42	Collective Agreements
	Workforce: # employees, full/part time/temp/contractors			SV-PS TR-RA	2-7	Resources	Metrics
	Benefits provided to full-time employees that are not provided to temporary or part-time employees				401-2		2024 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.
Health & Safety	The management approach and its components				Disclosure 3-3	46-47	Employee Safety
	OHS management system in place				403-1	46	Employee Safety
	Worker related injuries, lost days , fatalities			IF-WMIF-EN TR-MT-320a.1 TR-RA-120a.1	403-9	Resources	Metrics
	Description of approach to managing short and long term health risks			TR-RO-320a.3		46-47	Employee Safety
	H&S Committees				403-4		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	46-47	Employee Safety
	The management approach and its components				Disclosure 3-3	46, 47-49	Safety Training; Operator Safety; SkyTrain Attendant Safety; Employee Development

Topic	Disclosure	ISSB – S1	ISSB – S2	SASB	GRI	Report Pg #	Reference
Training & Education	Percentage of employees receiving regular performance and career development reviews				404-3	48-49	Employee Development
	Average hours of training per year				404-1	48-49	Employee Development
EDI	Diversity of governance bodies and employees			SV-PS-330a.1	405-1	43-45; Resources	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.
Human Rights	The management approach and its components				Disclosure 3-3	43	Equity, Diversity, and Inclusion
Local Communities	The management approach and its components				Disclosure 3-3	36-40	Engaging our Stakeholders
	Donations					40	Community Support
	Engagement				413-1	36-40	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	32	Customer Privacy
	Substantiated complaints concerning breaches of customer privacy			SV-PS-230a.3	418-1	32	Customer Privacy

Environmental Responsibility

Topic	Disclosure	ISSB – S1	ISSB – S2	SASB	GRI	Report Pg #	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		54-57	Corporate Climate Action Climate Mitigation – Emissions and Energy
	GHG emissions intensity		33		305-4	54-57; Resources	Emissions and Energy

Topic	Disclosure	ISSB – S1	ISSB – S2	SASB	GRI	Report Pg #	Reference
	Reduction of GHG emissions (incl baseline year & amt)		33		305-5	54-57	Emissions and Energy
	Critical Air Contaminants			IF-WM-120a.1 TR-RO-120a.1 TR-MT-120a.1	305-7	56; Resources	Fleet Air Pollutants, Metrics
Waste	The management approach and its components				77	58; Resources	Environmental Management, Metrics
	Total Waste Generated (nonhazardous)				306-3	Resources	Metrics
	Waste diverted from disposal				306-4	Resources	Metrics
	Waste directed to disposal				306-5	Resources	Metrics
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	Resources	Metrics
	Significant spills			IF-WM-150a.3 TR-RO-540a.3	2-27	Resources	Metrics
	Significant fines and non-monetary sanctions				2-27	Resources	Metrics

Financial Responsibility

Topic	Disclosure	ISSB – S1	ISSB – S2	SASB	GRI	Report Pg #	Reference
	The management approach and its components				Disclosure 3-3	59	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	59-65	Financial Responsibility 2024 Year End Financial and Performance Report
	Financial implications and other climate/sustainability-related risks and opportunities	35	15/16	SAG 4.1	201-2	9-14	How We Are Governed Risk Management

Topic	Disclosure	ISSB – S1	ISSB – S2	SASB	GRI	Report Pg #	Reference
	Defined benefit plan obligations and other retirement plans				201-3		2024 Year End Financial and Performance Report
	Financial assistance received from government				201-4	63	Capital Funding Sources 2024 Year End Financial and Performance Report
	Infrastructure investments and services supported			SAG 4.1	203-1320-change	15-16 17-19 20-25	Working Towards a Sustainable Funding Solution Key Moves System and Service Management
Procurement	The management approach and its components				3-3	41	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	41	Sustainable Procurement
	New suppliers that were screened using environmental criteria				308-1	41	Sustainable Procurement
	New suppliers screened using social criteria				414-1 414.2	41 Resources	Sustainable Procurement
	Proportion of spending on local suppliers				204-1	41 Resources	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.

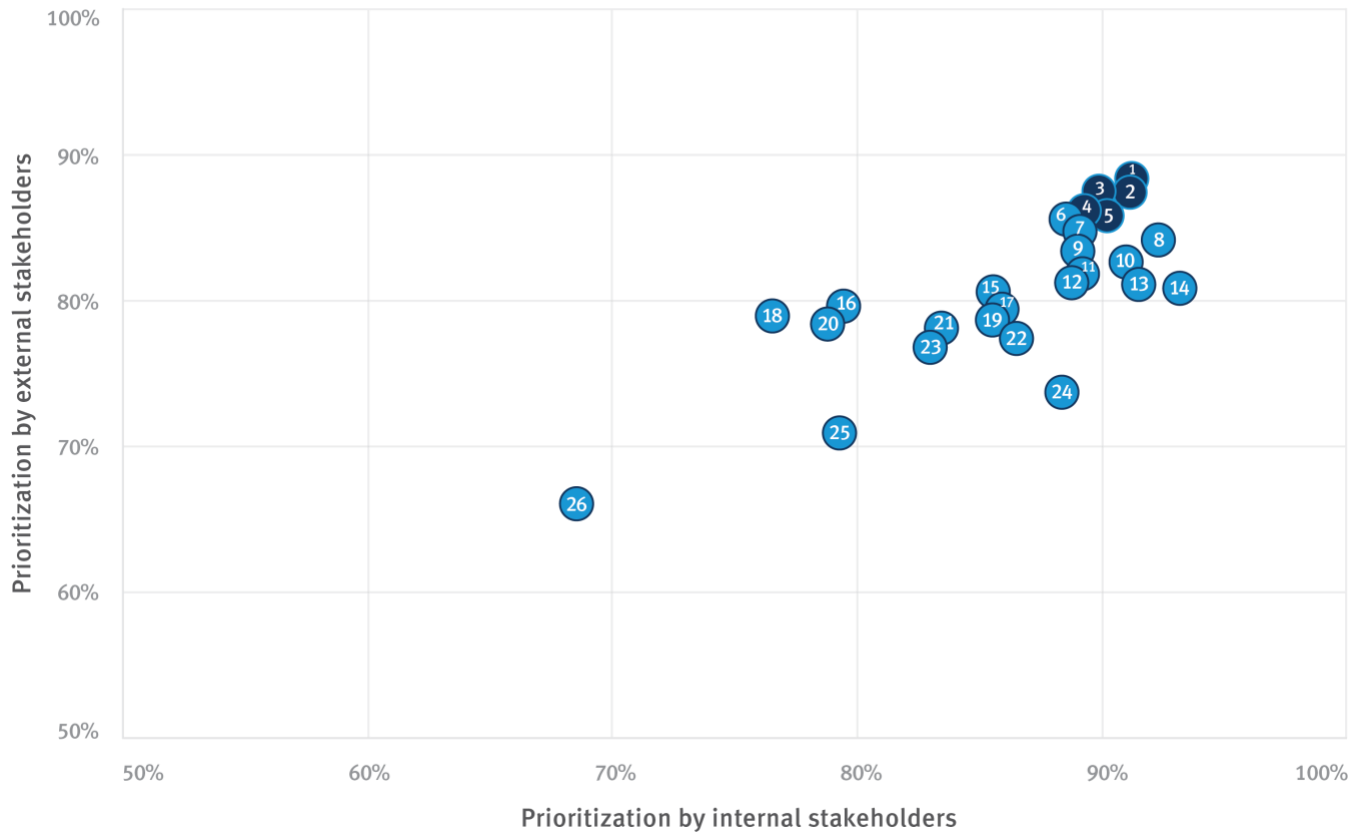
The top five priorities (as rated by internal/external stakeholders) include:

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.



2023 assessment results⁷ (new topics in boldface)

- | | | |
|---|---|---|
| <ul style="list-style-type: none"> 1. Sustained funding 2. Greenhouse gas emissions 3. Climate impact risk management 4. Asset management 5. Emergency management 6. Transparency and trust 7. Risk management 8. Accountability 9. Environmental footprint | <ul style="list-style-type: none"> 10. Data security and privacy 11. Equitable, accessible, and affordable transit 12. Ridership 13. Customer experience, satisfaction, and safety 14. Employee health and safety 15. Operating costs and efficiencies 16. Indigenous reconciliation 17. Ecological impact management | <ul style="list-style-type: none"> 18. Active transportation 19. Energy and fuel management 20. Sustainable procurement 21. Innovation 22. Air and noise pollution 23. Equity, diversity, and inclusion 24. Employee experience 25. Customer and community engagement 26. Community partnership and donations |
|---|---|---|

⁷ 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

Our climate is changing at an accelerated pace, and the impacts of climate change are widespread and systemic. At TransLink, we recognize the need to prepare for increasingly challenging climate conditions. We also recognize the broader societal shifts and evolving landscape as the region transitions toward a low-carbon economy.

Climate-related risks

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, broadly classified as:

Physical risks

These risks pertain to the extreme effects of climate change-related events (e.g., heat, flooding) that could adversely affect TransLink's facilities, infrastructure, and operational continuity, as well as the health and safety of staff and customers. Physical risks linked to climate change can be categorized as either acute (event-driven) or chronic (long-term shifts in climate patterns).

The World Meteorological Organization (WMO) has confirmed that 2024 was the warmest year on record, with the global average temperature nearing 1.55 degrees Celsius above pre-industrial levels. Extreme weather events continued to impact Metro Vancouver in 2024, including an atmospheric river in October that caused widespread flooding, road closures, power outages, lost homes, and tragically two deaths. The long-term physical, psychological, economic, and social risks posed by climate change persist.

Climate change in Metro Vancouver mainly comprises of:

- Increasing mean annual temperatures, extreme heatwaves, and drought conditions;
- Increasing frequency of heavy rainfall events, higher total annual rainfall, freshet flooding;
- Rising sea levels and increasing storm surges, with increasing risk during a King Tide; and
- Increasing high winds and extreme snow/ice events during storms.

To address these challenges, an Enterprise Resilience Working Group (ERWG) has been established to develop a comprehensive framework for managing climate change, seismic events, and other hazards. This framework will inform investment and operational decisions aimed at reducing TransLink's exposure to these risks. Climate change resilience requirements are being integrated into TransLink's design guidelines for infrastructure, and operations and maintenance facilities.

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 reducing greenhouse gas (GHG) emissions. TransLink aims to cut enterprise emissions by 45% by 2030 (from a 2010 baseline) and achieve a zero-emission bus fleet by 2040. Meeting these targets will require extensive policy, legal, technology and strategic readiness to address climate change mitigation and adaptation requirements. Depending on the nature, speed and focus of the changes, transition risks may pose financial and reputational risk to the Enterprise.

The updated Zero-Emissions Fleet Transition Playbook outlines a roadmap to achieve TransLink’s sustainability targets, including a comprehensive risk registry and identifying potential funding streams, while aligning with industry-wide shifts in technology, projects, and business forces. TransLink continues to engage with the Government of British Columbia to ensure that future regulations balance service expansions with the emission reductions targets. Furthermore, commercial and procurement analysis for an ‘energy as a service’ model is planned, to accelerate the deployment of charging infrastructure.

TABLE 1: CLIMATE-RELATED RISKS

Risk Registry	Climate Change Resiliency	Corporate GHG Reduction Targets
Description	The risk that the extreme effects of climate change-related events (e.g., heat, flooding) negatively affect facilities, infrastructure, operational continuity, or staff and customer health and safety.	The risk of we are not able to meet our committed GHG targets (2030: 45% GHG reductions, 2040: zero-emissions bus fleet), thereby impacting the environment and affecting our reputation with stakeholders
Time horizon	Long—2050	Medium to Long —2030 - 2040
Nature/risk category	Environment, Infrastructure, Health and Safety	Climate impacts, Reputation
Concentrations (e.g., locations, types of assets, facilities)	TransLink	TransLink
Impact to business model and value chain	High: Flooding of critical assets; increased health and safety impacts on staff and customers; customers not opting for transit during heatwaves; reduced stakeholder confidence in TransLink’s management of climate change risk.	Moderate: Not in compliance with <i>SCBCTA Act</i> ; increased public criticism for not meeting Board and Mayors’ Council approved targets; TransLink not seen as a leader in climate action.
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

Risk Registry	Climate Change Resiliency	Corporate GHG Reduction Targets
<p>Effect on financial position, performance, and cash flow</p>	<p>Decreased or downgraded credit profile; increased financial costs associated with adapting infrastructure to climatic norms and emergency response during severe weather events as well as future costs incurred from reduced asset lifespan, maintenance, repairs and upgrades; potential reduced value on future real-estate developments that could be located on floodplains.</p>	<p>Decreased or downgraded credit profile; access to capital and operational funding could become more competitive as governments heavily favour zero-emissions investments; financial impacts of vehicle lifecycle changes from 17 to 12 years.</p>
<p>Management Actions</p>	<p>Strong: The enterprise is executing twenty-two actions under two key strategies of the Climate Action Plan; flood risk assessments for the four transit centres are currently in progress; ongoing collaboration with Metro Vancouver and BC Ministries on executing regional and cross-sector assessments; inputs into Emergency management Policy and Enterprise-wide Hazard, Risk and Vulnerability Assessments.</p>	<p>Adequate: Proactively consulting with provincial government on proposed Zero-Emissions Public Transit Agency requirements; development of procurement strategy for renewable diesel; working with utilities (BC Hydro and Fortis BC) on infrastructure upgrades and expansion; plan and deliver a hydrogen fuel cell demonstration project to stress test technology</p>

Climate-related Opportunities

Climate-related opportunities refer to the potential positive impacts arising from both the effects of climate change, and the efforts to mitigate and adapt to it. By embracing these opportunities, TransLink not only contributes towards reducing emissions and improving air quality but also positions itself as a leader in climate action. These initiatives enhance operational efficiency, create economic savings, and improve the quality of life by fostering an equitable transportation system within the region. The enterprise is actively exploring various climate-related opportunities, as outlined below:

Fleet electrification - Transitioning to electric buses presents a significant opportunity for TransLink to reduce its carbon footprint while supporting regional goals for reducing GHG emissions. This shift also results in lower maintenance and energy costs. The North American bus and automotive sectors are rapidly moving towards zero-emission vehicles (ZEVs), following similar trends in Europe and Asia. Public and political interest in replacing internal combustion engine (ICE) buses with zero-emission alternatives is increasing. Additionally, manufacturers are evolving their product lines, with Nova Bus committing to ZEVs exclusively by 2025.

Energy efficiencies – Improving energy efficiency across infrastructure including fleet and facilities can reduce energy consumption and reduce emissions. A key priority for 2025 is for the development and approval of the Energy Management policy, along with advancing key projects in solar power, battery storage and energy load forecasting.

Carbon credits - TransLink plans to establish a carbon price policy and enhance its carbon credit program, earn carbon credits under the BC Low Carbon Fuel Standard and the Government of Canada Clean Fuel Regulation. This initiative also provides the opportunity to enhance revenue streams.

Supporting active transportation - Expanding active transportation options such as walking and biking offers a cost-effective, affordable, and healthy way to travel. This mode shift allows TransLink to reduce the number of private vehicles on the road, lowering congestion and emissions. The Transport 2050 vision and Access for Everyone Plan aim to make active transportation the most convenient choice for short trips, enhancing everyday travel, improving first- and last-mile connections to rapid transit, and increasing access to nature.

Climate resilient infrastructure - As climate change heightens the risk of extreme weather events, TransLink is integrating the climate change resilience requirements into its design guidelines for underground infrastructure, transit passenger facility, transit-oriented community and operations and maintenance facilities.

By pursuing these opportunities, TransLink is actively advancing its sustainability goals while positioning itself to meet the challenges and benefits of a changing climate.

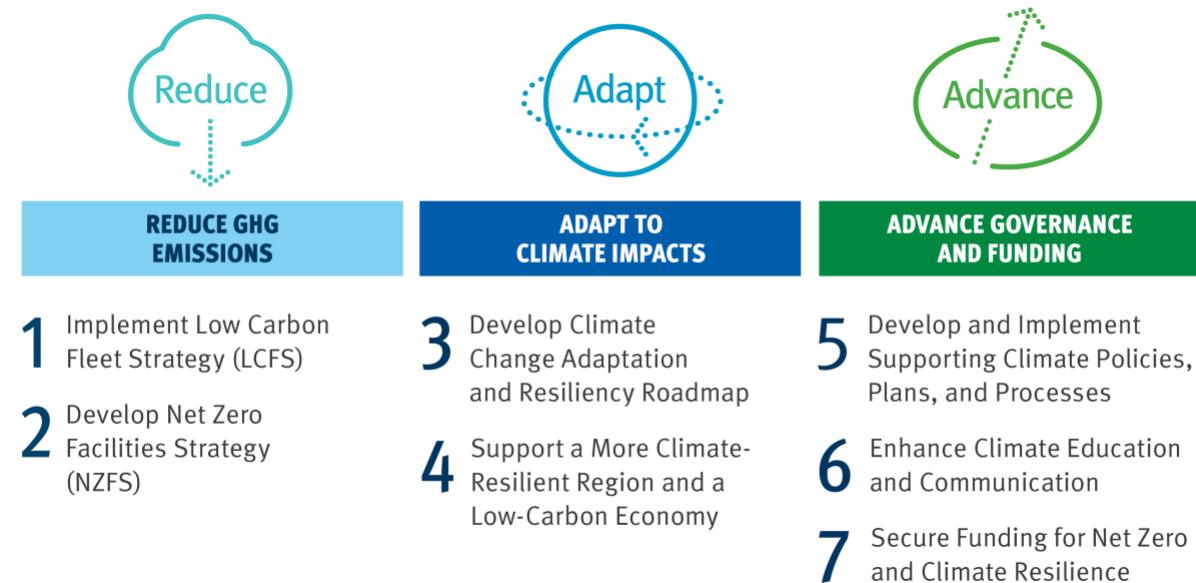
2024 Climate Action Plan Status

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, 37 of the 48 (77 per cent) CAP actions are on track. Five actions (10 per cent) are completed, five action (10 per cent) are delayed but progressing, and two actions (four per cent) are closed (combined with other actions).

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.


OUR APPROACH IS BASED ON THREE PILLARS AND SEVEN KEY STRATEGIES:



LEGEND

 **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	 Yellow
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	 Green
1.3	Complete feasibility study on charging infrastructure for a zero-emissions, battery-electric next-generation SeaBus.	2022	 White
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+	 Green
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	 White



**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	 Black
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	 Green
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	 Black

*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+	Yellow
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+	Green
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+	Green
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+	Green
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	Green
3.6 Conduct risk and vulnerability assessment and develop tunnel ventilation systems to manage increasing summer temperature, heat waves, and fire risk.	2024	Black
3.7 Confirm scope and conduct risk and vulnerability assessment on SkyTrain guideway infrastructure and flood risk assessment on SkyTrain tunnels.	2025+	Green
3.8 Integrate climate change adaptation into revision of Asset Management Policy and future Strategic Asset Management Plan.	2023	White
3.9 Incorporate climate change risk and hazard data into enterprise Geographic Information System for use by relevant departments.	2025+	Green
3.10 Revise next version of Transit Passenger Facility Design Guidelines (2011) with strategies for climate change adaptation and net zero GHG emissions.	2025+	Green
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+	Green

Action	Year	Status
3.12	Monitor regional climate change projections and notify the enterprise of any changes.	2023 - 2025+  Green
3.13	Integrate climate change projections into planned CMBC Site Utilities Assessment.	2023  White
3.14	Develop and implement process for tracking and evaluating service disruptions due to climate changes (eg., severe weather events.)	2024  Green
3.15	Establish maintenance/operations procedures for snow/ice response for battery electric bus charging infrastructure and bus pantographs.	2025+  Green
3.16	Review and revise bus service/bus continuity plans (due to severe weather events).	2023  White
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+  Green












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+  Green
4.2	Continue to collaborate with regional provincial and private sector partners on integrated adaptation and resilience planning across infrastructure systems.	2023 - 2025+  Green
4.3	Share knowledge with and gain insights from peers on climate change impacts, adaptation, and resiliency planning.	2024 - 2025+  Green
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+  Green
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  Green
4.6	Revise next version of Transit-Oriented Communities Design Guidelines (2012) with strategies for climate change resilience.	2025+  Green

Action		Year	Status
4.7	Develop an enterprise Customer and Community Cooling Corridor and Tree Canopy Policy and Program.	2024	 Yellow
4.8	Create a Multi-Modal Safe Travel Planning Resources for use by customers prior to and during extreme weather events/transit disruptions.	2024	 Yellow



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	 White
5.2	Implement a Sustainable Procurement Plan and Policy that incorporates TransLink’s priorities associated with climate change adaptation and mitigation.	2023	 White
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+	 Green
5.4	Investigate an internal carbon price to guide project decision-making and strengthen business cases for low-carbon projects and investments.	2023	 Yellow
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+	 Green
5.6	Continue to monitor, document, and report progress via TransLink’s annual Accountability Reports.	2023 - 2025+	 Green
5.7	Biennially review and update Climate Action Strategy with operating companies, regional partners, and Indigenous communities.	2025+	 Yellow
5.8	Continue to leverage TravelSmart expertise to encourage sustainable commuting practices with employees.	2023 - 2025+	 Green
5.9	NEW: Develop and implement an Enterprise Employee and Visitor EV Charging Policy	2024	 White



**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+	Green
6.2	Engage marginalized, disproportionately impacted communities and integrate equity into our climate action planning.	2023 - 2025+	Green
6.3	Provide staff with climate change information, including how TransLink is responding and their role in climate action.	2023 - 2025+	Green
6.4	Develop change management and training plans as needed for implementation of actions.	2023 - 2025+	Green



**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+	Green
7.2	Work in partnership with energy and fuel providers to enable financially feasible transition to net zero operations.	2023 - 2025+	Green
7.3	Continue to explore other funding programs, revenue sources, and business opportunities to support our climate goals.	2023 - 2025+	Green

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	2024	2023	2022	2021	2020
Environmental Management	Spills	Spills - CMBC	#	13	16	6	15	10
		Spills - BCRTC	#	1	0	0	2	0
		Spills - TransLink	#	0	0	0	1	0
	Waste Diversion	Diversion - CMBC	%	64	65	68	69	69
		Diversion – BCRTC	%	63	60	49	69	69
	Water	Water use - CMBC	m ³	61,763	55,206	63,046	56,431	53,494
		Water use - BCRTC	m ³	36,873	31,453	43,503	40,102	42,716
	Contaminated Sites	Properties on ERA list	# out of 104	70	76	82	n/a	n/a
Energy	Energy – Facilities	Facilities consumption	GJ	393,191	385,313	383,666	372,546	359,768
	Renewable Energy	Renewable energy (electricity)	% of energy consumed	66	59	66	63	66
GHG Emissions	Emissions - Total	GHG total (fleet, facilities, NRV)	tonnes	107,130	122,114	137,685	133,814	130,345
		Scope 1 – total	tonnes	104,574	119,097	134,730	131,121	127,720
		Scope 2 – total	tonnes	2,583	3,018	2,955	2,695	2,622
GHG Emissions	Emissions - Revenue Fleet	GHG total fleet	tonnes	97,294	112,591	128,201	125,848	124,308
		Scope 1 – fleet	tonnes	95,427	110,402	126,050	123,854	122,404

Topic	Aspect	Indicator	Units	2024	2023	2022	2021	2020	
GHG Emissions		Scope 2 – fleet	tonnes	1,867	2,189	2,151	1,994	1,904	
	By Fuel type	RNG Bus	% of total natural gas	100	96	44	30	0	
		Revenue fleet GHG normalized	g/boarding	241	288	343	554	561	
		Gasoline Shuttle	g/pass-km	219	236	302	n/r	n/r	
		Diesel SeaBus	g/pass-km	218	224	297	n/r	n/r	
		Diesel bus	g/pass-km	81	100	120	n/r	n/r	
		Natural gas bus	g/pass-km	14	23	112	n/r	n/r	
		Diesel WCE	g/pass-km	15	67	73	n/r	n/r	
	Emissions - Facilities	Trolley	g/pass-km	2	3	3	n/r	n/r	
		SkyTrain	g/pass-km	1	1	2	n/r	n/r	
		Battery electric buses	g/pass-km	1	2	1	n/r	n/r	
		Canada Line	g/pass-km	1	1	1	n/r	n/r	
		GHG total facilities	tonnes	7,379	7097	7,389	7,492	7,556	
		Scope 1 – facilities	tonnes	6,664	6267	6,585	6,791	6,515	
		Scope 2 – facilities	tonnes	715	829	804	701	1,041	
	Emissions – Non-revenue Vehicles (NRV)	GHG total NRV	tonnes	2457	2,427	2,095	2,470	1,188	
		Scope 1 – NRV	tonnes	2456	2,427	2,095	2,470	1,188	
		Scope 2 – NRV	tonnes	1	0	0	0	0	
	CAC Emissions	Fleet	Revenue Fleet	tonnes	354	346	325	305	301
			Revenue fleet	g/passenger	0.9	0.9	0.9	1.4	1.4

Social Responsibility

Topic	Aspect	Indicator	Units	2024	2023	2022	2021	2020
Customers	Customer Satisfaction	Complaints – bus	# /1M boardings	82.7	76.9	82.8	77	93.2
		Complaints – HandyDART	#/100,000 boardings	212.0	191.4	204.9	185.7	159
		Complaints – SkyTrain	# / 1M boardings	14.3	13.5	15.4	12.7	23.5
		Customer satisfaction rating (avg/10)	#	7.8	8.0	8.0	8.2	8.2
		Ridership - journeys ⁸	# journeys/yr	240.9M	233.2M	193.6M	130.9M	128.0M
		Ridership - boardings	# boardings/yr	404.2M	391.6M	325.9M	223.5M	218.8M
		"TransLink is somewhat to very important"	%	92	93	89	90	92
	On-Time Performance	On-time: bus	%	78.5	79.7	81.5	83.9	86.2
		On-time: SeaBus	%	99.9	99.8	n/r	99.9	99.7
		On-time: SkyTrain	%	94.1	95.3	95.9	96.6	95.6
On-time: WCE		%	93.5	95.9	94.7	96.4	93.1	
On-time: HandyDART		%	90.6	90.9	91.7	93.8	94.7	
Customer Safety	Transit Police	Criminal arrests	#	1050	922	857	1,450	n/r
		Crimes against property	#/1M boardings	3.7	4.0	5.4	8.1	7.5
		Crimes against persons	#/1M boardings	3.6	4.3	4.8	6.2	6.8
	Rail	Customer injury: SkyTrain	#/1M boardings	1.13	1	0.9	1.1	1

⁸ Previous Accountability Reports disclosed 'average weekly journeys'. This metric has been changed to 'annual journeys' to align with best practices.

Topic	Aspect	Indicator	Units	2024	2023	2022	2021	2020
Customer Safety	Rail	Customer injury: WCE	#/1M boardings	0.52	0.8	0	1.9	0
	Bus	Customer injury: bus	#/1M boardings	2.94	3.8	3.7	4.9	4.4
	Bus	Customer injury: HandyDART	#/1M boardings	8.5	13.8	9.4	30	12.9
	Rail	Customer perception of safety: on rail	avg/10	8.1	8.2	8.3	8.4	8.6
	Rail	Customer perception of safety: at station	avg/10	7.8	8.0	8.1	8.2	8.3
	Bus	Customer perception of safety: on bus	avg/10	8.3	8.4	8.5	8.7	8.7
	Bus	Customer perception of safety: at bus stop / exchange	avg/10	8.1	8.3	8.4	8.5	8.3
	Customer Privacy / Data Security	Privacy complaints	#	2	2	0	n/a	n/a
Employee Safety	Assaults	BCRTC	#	20	11	7	13	13
		CMBC	#	48	64	65	67	63
	Long Term Injury Rate (# claims / 200,000 hrs worked)	Enterprise	#/10	7.0	7.6	7.9	6.8	6.4
	Lost time claims & LITR	CMBC	# (LTIR)	365 (7.90)	379 (8.49)	368 (8.60)	349 (8.01)	n/a
		BCRTC	# (LTIR)	69 (6.36)	44 (4.30)	42 (4.59)	33 (3.74)	n/a
		HandyDART	# (LTIR)	42 (10.23)	69 (16.79)	60 (9.9)	35 (9.8)	n/a

Topic	Aspect	Indicator	Units	2024	2023	2022	2021	2020
	Lost time claims & LTIR	Transit Police	# (LTIR)	22 (8.9)	27 (11.30)	43 (18.85)	21 (9.48)	n/a
		TransLink	# (LTIR)	1 (0.13)	2 (0.30)	0 (0)	0 (0)	n/a
		WCE	# (LTIR)	0 (0)	0 (0)	0 (0)	0 (0)	n/a
		West Vancouver Transit & Contracted Shuttles	# (LTIR)	11 (7.12)	7 (4.56)	3 (2.07)	7 (6.88)	n/a
Engagement Survey	Response Rate	TransLink	%	80.0	79	n/a	n/a	n/a
		BCRTC	%	62.0	n/r	36.0	n/a	n/a
		CMBC	%	17.0	n/r	18.0	n/a	n/a
	Engagement Score	TransLink	# / 5	3.98	3.98	n/a	n/a	n/a
		BCRTC	# / 5	3.27	n/r	3.26	n/a	n/a
		CMBC	# / 5	3.22	n/r	3.12	n/a	n/a
	Recognition Score	TransLink	# / 5	3.72	3.70	n/a	n/a	n/a
Workforce	Collective Agreements	All Unions	# (% all employees)	7,741 (85.0)	7,405 (86.2)	n/a	n/a	n/a
		CUPE	# (%)	1,247 (13.7)	1,198 (13.9)	n/a	n/a	n/a
		MoveUp	# (%)	810 (8.9)	758 (8.9)	n/a	n/a	n/a
		TTPA	# (%)	290 (3.2)	293 (3.4)	n/a	n/a	n/a
		Unifor	# (%)	5,394 (59.3)	5,156 (60.0)	n/a	n/a	n/a

Topic	Aspect	Indicator	Units	2024	2023	2022	2021	2020
Workforce	Turnover	Voluntary	%	3.9	4.4	5.7	6.6	3.9
		Involuntary	%	1.6	1.2	0.7	0.8	1.5
	New Hires	Across the Enterprise	#	1904	1,521	n/a	n/a	n/a
		CMBC Operators	#	701	445	n/a	n/a	n/a
	Employees	Total	# (%)	9105 (100)	8,595 (100)	n/a	n/a	n/a
		BCRTC	# (%)	1390 (15.3)	1,300 (15.1)	n/a	n/a	n/a
		CMBC	# (%)	6342 (69.6)	6,040 (70.3)	n/a	n/a	n/a
		Transit Police	# (%)	329 (3.6)	330 (3.8)	n/a	n/a	n/a
		TransLink	# (%)	1035 (11.4)	917 (10.7)	n/a	n/a	n/a
		WCE	# (%)	9 (0.1)	8 (0.1)	n/a	n/a	n/a
	Status – Regular / Temporary	Total	% regular % temporary	95.8 4.2	95.7 4.3	n/a	n/a	n/a
		BCRTC	% regular % temporary	98.8 1.2	97.8 2.2	n/a	n/a	n/a
		CMBC	% regular % temporary	95.8 4.2	96.2 3.8	n/a	n/a	n/a
		Transit Police	% regular % temporary	85.7 14.3	83.6 16.4	n/a	n/a	n/a
		TransLink	% regular % temporary	95 5	93.2 6.8	n/a	n/a	n/a
		WCE	% regular % temporary	100 0	100 0	n/a	n/a	n/a

Topic	Aspect	Indicator	Units	2024	2023	2022	2021	2020
Workforce	Status – Union / Exempt	Total	% union % exempt	85 15	86.2 13.8	n/a	n/a	n/a
		BCRTC	% union % exempt	75.5 24.5	77.8 22.2	n/a	n/a	n/a
		CMBC	% union % exempt	95.8 4.2	95.9 4.1	n/a	n/a	n/a
		Transit Police	% union % exempt	88.1 11.9	88.8 11.2	n/a	n/a	n/a
		TransLink	% union % exempt	31.6 68.4	33.6 66.4	n/a	n/a	n/a
		WCE	% union % exempt	0 100	0 100	n/a	n/a	n/a
	Gender	Across the Enterprise	% female % male	20 80	20 80	20 80	20 80	20 80
		Enterprise (Senior Management)	% female % male	55 45	43 57	37 63	n/a	n/a
		BCRTC (Senior Management)	% female % male	33 67	31 69	n/a	n/a	n/a
		CMBC (Senior Management)	% female % male	19 81	20 80	n/a	n/a	n/a
		Transit Police (Senior Management)	% female % male	33 67	50 50	n/a	n/a	n/a
		TransLink (Senior Management)	% female % male	57 43	53 47	n/a	n/a	n/a

Financial Responsibility

Topic	Aspect	Indicator	Units	2024	2023	2022	2021	2020
Sustainable Financing	Operator Cost Recovery	% recovery	%	46.4	46.0	41.8	33.5	33.6
	Cost Efficiency	Cost Per Boarding Conventional System	\$/boarding	3.58	3.38**	3.70	5.10	4.84*
		Cost Per Boarding HandyDart	\$/boarding	57.11	54.79	57.73	69.70	75.14
	Carbon Credit	Dollar Amounts	\$ million	1.9	9.8	n/a	n/a	n/a
	Green Bonds	Dollar Amounts	\$ million	300	300	300	0	400

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

** 2023 ratio has been restated to account for the late adjustment not captured in the prior year calculation.

UN Sustainable Development Goals

TransLink’s efforts support the following United Nation Sustainable Development Goals (SDGs)⁹

SDG#	Topic	How TransLink Supports this SDG
	No poverty End poverty in all its forms everywhere.	<ul style="list-style-type: none"> • Accessibility Strategy
	Good health and well-being Ensure healthy lives and promote well-being for all ages.	<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
	Quality education Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.	<ul style="list-style-type: none"> • Accessibility Strategy • Student UPass Program
	Gender equality Achieve gender equality and empower all women and girls.	<ul style="list-style-type: none"> • Accessibility Strategy • Equity, diversity and Inclusion initiatives
	Affordable and clean energy Ensure access to affordable, reliable, and sustainable and modern energy for all.	<ul style="list-style-type: none"> • Zero-emissions fleet transition playbook • Facilities energy conservation projects
	Decent work and economic growth Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work.	<ul style="list-style-type: none"> • Employee development programs • Cost-effective services • Workplace Accessibility Strategy • Equity, diversity, and inclusion initiatives
	Resilient infrastructure Build resilient infrastructure.	<ul style="list-style-type: none"> • Climate Action Plan adaptation initiatives • Enterprise Resilience Working Group • Seismic Policy and Program
	Reduced inequalities Reduce inequalities within and among countries.	<ul style="list-style-type: none"> • Bus Stop Accessibility Plan • Braille signage at all bus stops • Design Guidelines for Bus Stops Adjacent to Cycling Infrastructure • Communication in multiple languages • Equity, diversity, and inclusion strategies • Indigenous reconciliation initiatives

⁹ The International Association of Public Transport (UITP) has indicated that transit supports these SDGs.

SDG#	Topic	How TransLink Supports this SDG
	<p>Sustainable cities and communities 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) • Climate Action Strategy and Plan • Bus Rapid Transit • RapidBus Program • Bus Speed and Reliability Program • Transit Friendly Employer Program • TravelSmart4Kids Strategy • Affordable transit fares • Charitable Donations Program • Customer Experience Action Plan • Car-free days • Real Estate Development Programs • Transit Police’s Community Engagement Team • Transportation Demand Management (TravelSmart) initiatives • Indigenous reconciliation initiatives
	<p>Sustainable consumption Ensure sustainable consumption.</p>	<ul style="list-style-type: none"> • Sustainable Procurement Strategy • Indigenous Procurement Principles • Sustainable Procurement Principles • Facilities energy conservation initiatives
	<p>Climate action Take urgent action to combat climate change and its impacts.</p>	<ul style="list-style-type: none"> • Climate Action Strategy and Plan • Zero-emissions and resilient transit facility and infrastructure design policies and guidelines • Resilient systems and technologies • Enterprise Resilience Working Group • Climate risk integration into investment analysis and decision making • Active transportation programs • Zero-emissions fleet transition
	<p>Life on land 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 • Tree Canopy Program • Contaminated Sites Management Program • Environmental Management Systems
	<p>Peace, justice and strong institutions 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 (T2050) • Indigenous Reconciliation initiatives
	<p>Partnerships for the goals Strengthen the means of implementation and revitalize the Global Partnerships for Sustainable Development.</p>	<ul style="list-style-type: none"> • Best practices to align business practices with sustainable development • Multi-stakeholder initiatives advancing partnerships with transportation companies and interested parties to provide industry perspectives to Governments, policymakers, regulators, and international public transportation organizations (e.g., APTA, UITP, CSA)

Transport 2050 Performance Indicators

The Regional Transportation Strategy, *Transport 2050*, includes performance indicators to help **measure progress towards** the region's **transportation goals and targets**. Indicators for some actions remain in development due to **data gaps**. **However**, TransLink will continue to work with partners to develop and refine these performance indicators **in order to give the region as accurate a picture as possible on our collective progress**.

Goal One - Convenient Choices For Everyone

We all have abundant universally accessible choices allowing us to conveniently connect to opportunities without needing to rely on a car.

Where we want to be: (headline target)	By 2050, active transportation and transit are competitive choices accounting for at least half of all passenger trips , with taxi, ride-hail, and carshare accounting for most of the remaining passenger trips.
Where we are today:	27% of all passenger trips are on active transportation and transit (2017 TransLink Trip Diary; updated data pending analysis of 2023 Trip Diary results).
Where we are going:	With the Access for Everyone Plan, 31% of all passenger trips will be on active transportation and transit in 2035.

Additional Indicators	Units	2024	2023	2022	2021	2020
1.1. Make active transportation the most convenient choice for shorter trips						
Walking trips (screenline count)	change from previous year	8%	7%	7%	n/r	n/r
Cycling trips (screenline count)	change from previous year	6%	7%	5%	n/r	n/r
Shared micromobility trips (bikes, e-bikes, and e-scooters in Coquitlam, New Westminster, Richmond, Surrey and Vancouver)	# of trips (rounded)	1,408,000	n/a new KPI			
Length of Major Bikeway Network completed to a Comfortable for Most standard	km	n/r	350	n/r	250	n/r
	% of 880km MBN	n/r	40%	n/r	30%	n/r
1.2. Make transit the most convenient choice for longer trips						
Transit Journeys (system wide, rounded)	# Journeys	240,936,000	233,244,000	193,555,000	130,858,000	128,018,000

Data on shared micromobility does not yet include North Shore and is a combination of different collection methodologies. Future reporting will attempt to align methodologies and may not be consistent with the figure reported for 2024. Additional work underway to measure: trips by carshare, taxi, ride-hail; extent of bikeway and walkway networks; and degree of integration between different transport services.

Goal Two - Reliable Choices For Everyone

We all have reliable choices that get us where we need to go on time.

Where we want to be: (headline target)	By 2050, people and goods are spending 20% less time stuck in congestion , compared to today, so no more than 9 million hours spent in congested conditions per capita .
Where we are today:	16 million hours spent in congested conditions per capita (2017 data).
Where we are going:	Without the Access for Everyone Plan, in 2035 we forecast that people and goods will spend 23 million hours in congested conditions. With the Access for Everyone Plan, we forecast the same result.

Additional Indicators	Units	2024	2023	2022	2021	2020
2.1. Make transit more reliable						
Delay for bus passengers (total)	Person-hours of delay	10,970,000	10,246,000	8,575,000	n/a new KPI	n/a new KPI

Additional work underway to measure: travel reliability and parking reliability separately for goods movement and passenger car travel; and asset condition of regional transportation infrastructure.

Goal Three - Affordable Choices For Everyone

We all have affordable choices allowing us to easily live and more in this region.

Where we want to be: (headline target)	By 2050, none of us – but especially those of us with less ability to pay – need to spend more than 45% of our household incomes on transport and housing combined.
Where we are today:	Renters spend 49% of their household incomes on transport and housing combined (Housing and Transportation Cost Burden Study, 2015, Metro Vancouver).

Additional Indicators	Units	2024	2023	2022	2021	2020
3-4. Help people and businesses connect to more economic opportunities						
Average number of jobs accessible by auto	# of jobs	436,000	n/r	n/r	n/r	n/r
Average number of jobs accessible by transit	# of jobs	104,000	n/r	n/r	n/r	n/r

Additional work underway to measure: affordability of living close to frequent transit; levels of investment in affordable modes; and the affordability of transportation fees and taxes.

Goal Four – Safe & Comfortable Choices For Everyone

We all have safe and comfortable choices that make us all healthier and happier.

Where we want to be: (headline target)	We steadily reduce serious traffic injuries and fatalities by at least 5% annually until we reach zero before 2050.
Where we are today:	43,083 annual traffic casualties (injuries and fatalities) (2020-2023 average)

Additional Indicators	Units	2024	2023	2022	2021	2020
4.1. Eliminate traffic fatalities and serious injuries						
Traffic casualties (motor vehicle crashes resulting in injuries or fatalities)	# of casualties	data not yet available	43,198	44,344	46,219	38,569
	% change from previous year	data not yet available	-3%	-4%	+20%	-36%
4.2. Ensure everyone feels welcome, comfortable, and physically secure while getting around						
Ease of getting transit information from TransLink customer service phone line	Average score	7.7	8.0	8.3	8.1	7.9
Ease of finding transit information on the TransLink website	Average score	7.6	7.6	7.6	7.5	7.5
Adequacy of Transit Info at Stop/ Station	Average score	7.3	7.6	7.6	7.7	7.7
Crimes against persons on transit	per 100,000 boardings	0.4	0.4	0.5	0.8	0.7
Rate of crime at key transit hubs		not yet available	n/a new KPI			
Perception of safety/security (combined average) transit users ranking "safety from crime" as good to excellent	% of surveyed transit users in TransLink Customer Satisfaction survey	not yet available	73.5%	76.6%	n/a new KPI	n/a new KPI

Additional work underway to measure: transportation's adverse impacts on local communities; and disaster response and recovery preparedness.

Goal Five - Carbon-Free Choices For Everyone

We all have transportation choices that are carbon-free supporting global efforts to respond to the climate emergency.

Where we want to be: (headline target)	By 2030, we have lowered greenhouse gas emissions from light-duty vehicles by 65% over 2010 levels (to a level of 2 million tons of GHGs); and we have eliminated transportation greenhouse gas emissions altogether by 2050.
Where we are today:	4.5 million tonnes of GHGs
Where we are going:	With the Access for Everyone Plan, we forecast GHG emissions from light-duty vehicles will be 3.9 million tons in 2030 – 1.9 million tons higher than where we want to be by that year.

GHG Emissions Reporting Practice

Authority and Protocol Adopted

TransLink uses the Government of British Columbia's Climate Action Secretariat's (CAS) annually published emission factors to estimate operational climate change emissions. CAS factors are applied to our direct Scope 1 and 2 emissions sources. Sources which do not exceed the threshold of 1 per cent of our emissions are not tracked or included in TransLink's inventory.¹⁰

CAS emissions calculation methodologies are appropriate for use in British Columbia. The numerical emission factors can be found in the [Emission Factors Catalogue](#). This companion to their [methodology](#) document draws heavily on:

Protocols established by:

- The International Standards Organization – Standard 14064 (ISO 14064) on GHGs
- The Climate Registry's General Reporting Protocol
- The World Resources Institute
- The World Business Council for Sustainable Development's GHG Protocol.

Published emission factors from authoritative sources such as:

- Environment and Climate Change Canada's (ECCC) National Inventory Report (NIR)
- Natural Resources Canada's (NRCan) Comprehensive Energy Use Database (CEUD)
- The UK Department for Energy Security and Net Zero
- CAS emissions factors are estimated to three significant figures as a standard convention, with more significant figures used ahead of the decimal point

Stakeholder Alignment

The Emissions Factors Catalogue also applies to the Community Energy and Emissions Inventory (CEEI) which is published on the CEEI website along with CEEI Technical Methods and Guidance Document for information on community-wide energy and emissions in B.C. All Public Sector Organizations (PSOs), including municipal and regional governments make use of these factors and protocols.

While TransLink is not a PSO, and therefore not obliged to follow CAS guidance and protocol, we do so voluntarily to align our reporting with regional GHG emissions data. This provides a degree of consistency when comparing regional transportation emissions and modes.

¹⁰ The 1 per cent threshold, originally proposed by CAS, is applied by TransLink to an entire source of emissions and not used fractionally. For example, we collect all revenue vehicle emissions, even small ones.

TransLink Practice

In 2021 and 2022 GHG inventory, TransLink attempted to improve the accuracy of our GHG emissions calculations by applying BC Low Carbon Fuel Standard carbon intensity principles to our purchase of renewable natural gas. Adopting this carbon intensity method became untenable in 2023 as we expanded our purchasing of renewable natural gas (RNG) supply for transportation use and began replacing the remaining supply of fossil diesel with hydrogenation-derived renewable diesel (HDRD).

The carbon intensity estimation method was abandoned due to three reasons:

- Poor timing of data availability for both of our renewable fuels
- Added complexity of data gathering for HDRD deliveries
- Expansion of BC RNG supply to include notional supply of out-of-province RNG

2021 and 2022 inventories will be corrected to ensure a consistent reporting methodology is used across all five years of inventory values reported in the 2025 and subsequent Accountability Reports.

In 2024, Fortis BC notionally introduced one per cent RNG into the gas stream for all supply by BC Utilities Commission decision. CAS published two factors, one for before introduction (July 1, 2024), and one for after introduction. Because we purchase enough of FortisBC's RNG to cover 100 per cent our transportation use of methane gas, and our building use of energy is approximately five per cent of baseline emissions, the one per cent change was immaterial to TransLink. The average of the two CAS factors for GHG from methane was used for GHG estimation of building natural gas emissions in 2024.

In 2024, renewable diesel (HDRD) was introduced at three transit centres for fuelling buses. However, transit centres maintain fuel tanks, which contained fossil diesel. Rather than rely solely on pump readings and accounting for GHG reductions from 100 per cent of the HDRD purchased, the 2024 inventory assumes, for accounting purposes, that HDRD was used to replace tanked fuel inventory, and the fossil diesel was used first. This conservative approach reduces emissions accounting for approximately 5.7M litres of HDRD purchased, to 5.4M litres consumed. This approach will be used as the remaining transit centres convert to renewable diesel.

Biogenic Emissions

The use of renewable fuels, which originate from natural feedstock sources, avoids adding net new emissions into the atmosphere (unlike fossil fuels) but does release biogenic emissions (BioCO₂). Biogenic emissions are short carbon cycle emissions.

At TransLink, our BioCO₂ comes from the feedstock used to make renewable diesel and renewable natural gas; both are used to fuel our buses. The scientific literature generally considers these emissions to be recycled or reabsorbed through the natural carbon cycle by growing more feed stock (such as soybean, canola or, in the case of ethanol, corn), or are reduced indirectly by using waste fat and oils that would otherwise convert to methane in landfills. The exception is biogenic emissions from renewable natural gas. RNG is created by capturing methane gas, from animal waste byproducts, wastewater treatment, and landfill. Combusting RNG prevents methane, a high climate impact emission, from entering the atmosphere and converts it into lower climate impact carbon

dioxide, which is released at the tailpipe. Emissions reductions are achieved by abating methane release to atmosphere.

TransLink's practices for tracking and notionally reporting BioCO₂ emissions from renewables align with the BC Carbon Neutral Government Program, guidance from the BC Climate Action Secretariat, recommendations from the Intergovernmental Panel on Climate Change (IPCC), and other GHG protocols.

In 2023, TransLink reported BioCO₂ from RNG for the first time. In 2024, our BioCO₂ emissions from all energy sources were 46,805 tonnes. In 2024, we continue to report biogenic emissions separate from our inventory and reductions. 2024 is the first year that BioCO₂ emissions reporting includes BioCO₂ from non-renewable fuel types resulting from blends with fossil diesel and gasoline.

Exceptions to CAS Guidance

TransLink has made an informed decision to forego tracking three sources of GHGs that CAS encourages PSO to track:

- Fugitive emissions from refrigerants are considered below the one per cent, 1,200 tCO₂e, threshold for materiality and onerous to track. As the Enterprise (1) expands its use of stationary heat pumps, (2) expands the electric bus fleet, and (3) reduces its total emissions, fugitive emissions may exceed the one year cost threshold.
- Business travel using unowned, non-revenue vehicles, such as ferry and air travel, is not controlled through a central booking system. Most of the Enterprise's employees are local to the region for work and use transit or enterprise-owned vehicles for local business travel.
- Use of copy paper is not a significant source of TransLink operational emissions. If we extend emissions tracking to Scope 3 embodied carbon, our advertising and communications paper use would be a more appropriate focus but still less than 1/10th of our one per cent threshold. Paper as a carbon source is unlikely to exceed our materiality threshold before the late 2030s.

Ancillary Practice

TransLink does not anticipate Scope 3 embodied carbon from materials tracking for our inventory before 2027. However, we continue to explore embodied carbon from key materials for secondary reporting purposes and decision-making. This includes the use of concrete in new construction.

TransLink will reassess the tracking and future reporting of embodied carbon from materials use on an ongoing basis. Where needed, we will adjust policy and practice to meet stakeholder expectations.

TO: TransLink Board of Directors

FROM: Sarah Ross, Vice President, Transportation Planning and Policy

DATE: January 8, 2025

SUBJECT: Broadway Subway Supportive Policies Agreement – 2024 Annual Report

EXECUTIVE SUMMARY

Annual reporting on Supportive Policies Agreements (SPAs) provides a significant opportunity to hold signatories accountable for commitments and actions intended to support major rapid transit investments. This year's Annual Report provides an update on the collaborative work completed on the Broadway Subway SPA and tracks commitments by TransLink and the City of Vancouver to align with evolving legislation and project timelines.

This year's notable achievements include progress on the City's Urban Design Guidelines, Public Realm Plan, Streetscape Plan, and TransLink's Burrard Peninsula Area Transport Plan, despite some changes impacting timelines such as the Province's new housing and Transit-Oriented Areas (TOA) legislation and the revised Broadway Subway opening date, now expected in late 2027. The upcoming year anticipates further collaboration to provide a comprehensive baseline assessment of key performance indicators in the 2025 Performance Report.

PURPOSE

The purpose of this report is to:

1. Provide an overview of the collaborative work completed by the Broadway SPA Monitoring Committee and the Working Group in 2024; and
2. Provide the Broadway Subway SPA 2024 Annual Report (Attachment 1) for information, as required by the monitoring and reporting framework established in the SPA.

BACKGROUND

In 2018 the Mayors' Council and Board endorsed the SPA signed by TransLink and the City of Vancouver for the Broadway Subway Project. SPAs are one of the Partnership Agreements for major projects that include commitments for land use and transportation policies, collaboration on key initiatives, and formal monitoring and reporting by local government partner agencies. The 2014 Mayors' 10-Year Vision first called for Partnership Agreements as a condition of a major project's funding and inclusion in an approved investment plan. This direction was reiterated in the 2022 Transport 2050: 10-Year Priorities (Access for Everyone plan).

The SPA commitments are outside the direct scope of the Broadway Subway Project but have a significant influence on the success of the Project as it includes commitments required to ensure the objectives and forecast outcomes of the projects are realised. The process of monitoring and reporting to decision-makers on the progress of SPAs commitments and changes in key performance measures

provide confidence to the regional funders and advancement of shared goals. A Performance Report will be published every 5 years to document the progress on land use and transportation outcomes as well as commitments and responsibilities of each signatory. The first performance report is planned for 2025.

DISCUSSION

The 2024 Annual Report highlights annual progress, confirms that SPA commitments remain on track and showcases collaboration between SPA partners in supporting the implementation of various commitments. The Broadway Subway SPA Monitoring Committee is chaired by TransLink, with senior staff representatives from the City of Vancouver, the Province, and Metro Vancouver. The Monitoring Committee is tasked with tracking commitments and adjusting actions as required to ensure progress. The Monitoring Committee endorsed the 2024 Annual Report following the October 8 Meeting.

Advancing SPA commitments through collaboration between Partner agencies

Collaborating between SPA partners is crucial to the success of the SPA. In 2024, the SPA partners have continued to collaborate effectively to implement, review and monitor compliance with SPA commitments through staff-level Working Group meetings throughout the year, with the Working Group supporting the senior staff Monitoring Committee.

Highlights of the progress made in 2024 on the SPA commitments include the City of Vancouver's Urban Design Guidelines, Public Realm Plan, and Streetscape Plan for the corridor as a part of the update to the Broadway Plan. TransLink has made significant strides in the Burrard Peninsula Area Transport Plan, which will help guide bus integration planning for the Broadway Subway. Additionally, significant collaborative steps were taken toward improving Transportation Demand Management initiatives.

Key Developments and Legislative Changes

In 2024, two major changes affected the SPA commitments: the announcement of the provincial Housing and TOA Legislation and the revised Broadway Subway Opening Date. In 2023-2024, the Province introduced new housing and TOA legislation and policy guidance, which affected land use and housing in the corridor, prompting the City of Vancouver to revise its Broadway Plan. The updated Broadway Plan was approved by Council in December 2024. Further to the legislative changes, it was announced in May 2024 that the Broadway Subway's opening date had been moved from early 2026 to late 2027. This revised opening date and the availability of corridor's Census forecast data for population, dwelling units, and employment aligned with reporting on the 5-Year Performance Report by 2025.

CONCLUSION

In 2024, the SPA partners continued to collaborate to make significant progress toward achieving commitments in the Broadway Subway SPA. Despite the impact of new provincial legislation and the revised subway opening timeline, the partners remain focused on delivering key initiatives such as the Broadway Plan updates and the Burrard Peninsula Area Transport Plan.

The 2025 Performance Report will provide a comprehensive baseline assessment of key performance indicators, ensuring that progress remains closely aligned with long-term project goals. The SPA

continues to serve as a model of cross-governmental collaboration, with lessons learned that will support future rapid transit projects in Metro Vancouver.

ATTACHMENTS

Attachment 1: Broadway Subway Supportive Policies Agreement 2024 Annual Report



BROADWAY SUBWAY SUPPORTIVE POLICIES AGREEMENT 2024 ANNUAL REPORT

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Publication Date: December 16, 2024



EXECUTIVE SUMMARY

The 2024 Annual Report for the Broadway Subway Supportive Policies Agreement (SPA) provides an overview and update on the progress toward commitments made by the City of Vancouver and TransLink in the 2018 Broadway SPA. The SPA is an agreement to support the long-term success of the Broadway Subway Project through ongoing coordinated efforts to advance land use, housing, and transportation initiatives beyond the Project's direct scope. This report remains a key method for monitoring the progress on these commitments and presenting updates to the senior staff SPA Monitoring Committee, as well as to municipal and regional decision-makers, and senior provincial officials. The SPA demonstrates the power of cross-governmental collaboration to support rapid transit investments and includes specific committed actions related to land use, housing, transit, transportation demand management, cycling and walking.



In 2024, several events shaped the progress of the SPA commitments, including the introduction of the Province's new housing and Transit-Oriented Areas (TOA) legislation, as well as a revised opening date for the Broadway Subway, now slated for late 2027. These changes led to the decision to shift the previously planned 5-Year Performance Report from 2024 to 2025, ensuring that the first baseline Performance Report to be completed remains close to Subway opening and that any legislation-related changes to the Broadway Plan are considered. Despite these changes, notable commitments anticipated to be completed this year include the City's Urban Design Guidelines, Public Realm Plan, and Streetscape Plan for the corridor, all integral implementation components of the Broadway Plan. Work also progressed on TransLink's Burrard Peninsula Area Transport Plan, and significant collaborative steps were taken toward improving Transportation Demand Management initiatives within the corridor.

The focus of the 2024 Annual Report is on tracking the progress of SPA commitments, with the pre-Project baseline Performance Report to be published in 2025 with SPA-related data collection. This reporting structure will continue to align with long-term monitoring efforts in the SPA corridor.

ANNUAL REPORT - 2024 UPDATES

2024 CONTEXT & TIMELINE CHANGES

In 2023-2024, the Province introduced new housing and Transit-Oriented Areas (TOA) legislation and policy guidance, which affected a number of commitments in the Broadway Subway SPA and triggered the need for the City to revise the previously approved Broadway Plan to align with the new legislation. The City of Vancouver approved these Broadway Plan changes in December 2024. Further to the legislative changes, it was then announced in May 2024 that the Broadway Subway's opening date had been moved from early 2026 to late 2027.

Per the SPA agreement, a Performance Report containing data and trend analysis for the corridor is required approximately every five years, with the first report having previously been planned for 2024. However, due to the need to align the Broadway Plan with the new housing and TOA legislation, as well as the interest to report performance measures data closer to the revised Project opening, the Performance Report is now planned for 2025. That timing will also permit the inclusion in the Performance Report of the corridor's population, job, and housing unit forecasts, which rely on key Census data not

available until the end of 2024.

While performance measures data will be discussed in detail in the 2025 Performance Report, it is promising to note that the Broadway Plan has resulted in a significant increase in housing applications in the SPA corridor in 2024. In June 2024, 149 applications for 21,297 housing units were at various stages of the development process. Importantly, over 90% of these proposed housing units are secured rental (market, below-market and social housing), surpassing the 2/3 secured rental expected from the plan. The City anticipates this interest to continue, and possibly increase due to this fall's Broadway Plan update and the Province's Transit Oriented Areas policies.

Challenges persisted this year in the cycling data collection for the corridor. The area's four automated cycling counters are beyond their suggested lifespan and maintaining them has been difficult. The City is proposing to replace automated cycling counters with manual multimodal counting methods, currently used for pedestrian data collection, starting in 2025. This multimodal approach will serve as an interim measure while the City develops new automated counting systems. These multimodal counts include pedestrians, cyclists and micromobility to provide a more holistic representation of sustainable mode share in the area. Locations will rotate annually, covering approximately five new locations per year, with a total of 25 locations. Using this methodology for cycling counts will result in more reliable data, although direct location comparisons will only be available on a 5-year cycle.



2024 SPA COMMITMENT MILESTONES

In 2024, SPA partners continued to advance important commitments, including TransLink’s Burrard Peninsula Area Transport Plan, which will inform Broadway Subway bus integration planning. Continuous efforts are also being made in the corridor through Transportation Demand Management (TDM) programs to encourage alternative modes of transport. TransLink launched the “Broadway is Still Buzzing” campaign in partnership with Mobi in Spring 2024, working with local businesses, BIAs, employers, and developers to promote the Transit-Friendly Employer Program and Compass for Development Program. On the funding front, TransLink’s Bus Speed & Reliability (BSR) Municipal Funding Program supported a project along Broadway and will continue to offer funding to new applications, contingent on availability.

The City of Vancouver achieved a significant milestone this year by completing the Broadway corridor’s Urban Design Guidelines, Public

Realm Plan, and Streetscape Plan and all SPA commitments that were approved by Council in December 2024. The City-led street network design, including TransLink analysis of the design implications for the region’s Major Road Network, remains ongoing, with 2025 now targeted for completion.

[Broadway Subway SPA Commitments Tracker](#)

The SPA Commitments Tracker shown in Attachment 1 provides a summary of the past year’s progress towards achieving commitments, as well as any adjustments endorsed by the senior staff Monitoring Committee (both current year and from past years), and any completed commitments. As noted in the Tracker, the timing to complete SPA commitments may vary depending on external circumstances, and the SPA partners continue to demonstrate dedication in advancing these commitments.



CONCLUSION AND NEXT STEPS

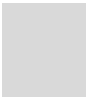



2024 marked another year of significant progress toward achieving the commitments outlined in the Broadway Subway SPA. The introduction of the Province’s housing and Transit-Oriented Areas (TOA) legislation and the revised timing for the Subway opening brought changes to the SPA reporting timeline. Key achievements by the end of the year on SPA commitments include the completion of the Urban Design Guidelines, Public Realm Plan, and Streetscape Plan, as well as advancements in the Burrard Peninsula Area Transport Plan and TDM initiatives. These efforts, coupled with rising interest in new development opportunities and sustainable transit solutions, continue to lay the groundwork for the future success of the Broadway Subway Project.

Looking ahead, the plan is to publish the baseline 5-Year Performance Report in 2025, using custom Census data to establish a pre-Project snapshot of performance measures data. The SPA partners will maintain their focus on delivering timely and relevant updates through future annual reports and performance tracking.

As the SPA enters its seventh year, it remains a model of cross-governmental collaboration and strategic planning. Its resilience in the face of evolving legislation and changing project timelines highlights the strength of shared objectives and partnerships. The SPA continues to set a precedent for how municipalities, regions, and the Province can work together to support rapid transit investments and coordinated growth, with long-term benefits for the entire Metro Vancouver region.



BROADWAY SUBWAY SPA COMMITMENTS TRACKER

 Completed SPA Commitment	 On track per SPA or per previous year Monitoring Committee adjustment	 Commitment adjustment endorsed in 2024 by the Monitoring Committee	 Commitment not on track and adjustment not endorsed by Monitoring Committee
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City-Led Initiatives	SPA Section	Timing (end of)	Adjustment(s) from SPA	Monitoring Committee	Progress
Prepare and adopt Vancouver Plan	5.1(a)(i)	2022	City committed to prepared City Core Plan in SPA, which has since been replaced by the Vancouver Plan	ENDORSED – July 14, 2020	Completed in 2022 – Vancouver Plan approved by Council on July 22, 2022.
Prepare and adopt Broadway Plan	5.1(a)(ii)	2022	SPA referred to this initiative as “Broadway Planning”	ENDORSED – Dec 12, 2018	Completed in 2022 – Broadway Plan approved by Council on June 2, 2022.
			To be completed by end of 2022, as opposed to by end of 2021	ENDORSED – Sep 20, 2021	
Complete Vancouver Employment Lands and Economy Review (ELER)	5.1(a)(iii)	2020	SPA referred to this as the “Vancouver Employment Lands Study”, which was to be completed by the end of 2019	ENDORSED – July 14, 2020	Completed in 2020 – ELER Phase 2 Report approved by Council in October 2020.
Collaboration between City, TransLink and Province on the development of Land Use Plans	5.1(c)	Per Plan timing			Completed in 2022 – Vancouver Plan, Broadway Plan and ELER Phase 2 Report all approved by Council.
City will monitor the progress of the land use plans through the Regional Context Statement process	5.2	Per Plan timing			As part of Bill 18, the City is working towards the adoption of a city-wide Official Development Plan (ODP) by June 30, 2026. That ODP will include an update of the City’s current (2013) ODP Regional Context Statement.

City-Led Initiatives	SPA Section	Timing (end of)	Adjustment(s) from SPA	Monitoring Committee	Progress
Complete Analysis of public land holdings (all levels of government and Crown corporations) for land use opportunities, and the estimated compensation required to each level of government for use of such opportunities	5.3	2022	Analysis to be completed as part of Broadway Plan, as opposed to by end of 2018	ENDORSED - Dec 12, 2018	City provided analysis results to SPA partners on June 7, 2023. Fall 2023 SPA Monitoring Committee included review of the public land holdings analysis results, as opportunity for collaborative discussion of land use opportunities.
			Analysis to be completed by end of 2022, per change to timing for the Broadway Plan	ENDORSED – Sep 20, 2021	
			Change to remove estimated compensation required to each level of government and to revise completion timing to end of 2023	ENDORSED – May 3, 2023 <i>(via email)</i>	
Parking By-law review and update	9.1	Timing not specified			Parking By-law update effective January 1, 2019.
Broadway Plan <i>Initiatives to be addressed in the Plan</i>					
Develop forecasts for population, dwelling units and employment for years 2025, 2030, 2035, 2040, and 2045.	5.1(b)	2024	To be completed by end of 2022, per change to timing for Broadway Plan	ENDORSED – Sep 20, 2021	In progress. Custom Census data received by Metro Vancouver mid-March 2024. City currently undertaking analysis for completion by end of 2024.
			Change date of completion to end of 2023 to align with availability of Census data	ENDORSED - Sep 29, 2022	
			Change date of completion to 2024 to align with completion (and analysis) of custom census data order	ENDORSED – Oct 6, 2023	

City-Led Initiatives	SPA Section	Timing (end of)	Adjustment(s) from SPA	Monitoring Committee	Progress
City will collaborate with TransLink and the Province on the development of the Affordable Housing Strategy (as part of Affordable Housing Strategy: purpose-built rental housing program/ policy development, non-market housing needs analysis)	6.1(b)	2022	To be completed by end of 2022, per change to timing for Broadway Plan	ENDORSED – Sep 20, 2021	Completed in 2022. Broadway Plan approved by Council on June 22, 2022. Collaboration through SPA Intergovernmental Housing Workshops.
Existing Affordable Housing Stock Analysis (Rental Housing Stock ODP review, approaches to preservation/ replacement of existing stock, mitigation of tenant displacement)	6.2	2022	To be completed by end of 2022, per change to timing for Broadway Plan	ENDORSED – Sep 20, 2021	Completed in 2022. Broadway Plan approved by Council on June 22, 2022. Collaboration through Broadway Subway SPA Working Group and Intergovernmental Housing Workshops.
Provide opportunities for retail and entertainment uses at appropriate locations	6.5	2022	To be completed by end of 2022, per change to timing for Broadway Plan	ENDORSED – Sep 20, 2021	Completed in 2022. Broadway Plan approved by Council on June 22, 2022. Collaboration through Broadway Subway SPA Working Group.
Identify opportunities for office, institutional and industrial uses	6.6	2022	To be completed by end of 2022, per change to timing for Broadway Plan	ENDORSED – Sep 20, 2021	Completed in 2022. Broadway Plan approved by Council on June 22, 2022. Collaboration through Broadway Subway SPA Working Group.
Identify opportunities for community services and amenities	6.7	2022	To be completed by end of 2022, per change to timing for Broadway Plan	ENDORSED – Sep 20, 2021	Completed in 2022. Broadway Plan approved by Council on June 22, 2022. Collaboration through Broadway Subway SPA Working Group.

City-Led Initiatives	SPA Section	Timing (end of)	Adjustment(s) from SPA	Monitoring Committee	Progress
Prepare a review and analysis of Street Connectivity and Major Road Network (MRN) and provide recommendations to allow for the safe and efficient movement of people and delivery of goods and services	7.2	2024	To be completed by end of 2022, per change to timing for Broadway Plan	ENDORSED – Sep 20, 2021	Collaboration on street network completed prior to Broadway Plan adoption (2022) via Broadway Plan Transportation Workshops and direct City/TransLink discussions. In March 2023, Vancouver Council approved “Great Street” design for Broadway with option for future active transportation lanes. TransLink expects to share with the City an update on the modelling by the end of Oct 2024 and complete the TransLink-led MRN review by the end of 2024. Based on the results of that review, the City plans to complete an MRN analysis for the corridor and broader area by the end of 2025. This analysis would consider the expansion of MRN in the area to provide additional transit and goods movement capacity and to recognize higher frequencies of heavier transit vehicles requiring greater maintenance of these roads.
			Change date of completion to by end of 2023 based on City Council’s direction for review of options for an active transportation lane on Broadway	ENDORSED – Sep 29, 2022	
			Change date of completion to end of 2024 to coordinate analysis with City public realm and streetscape planning for Broadway	ENDORSED – Oct 6, 2023	
			Change date of completion to 2025 to incorporate TransLink’s MRN review results for the Broadway Subway corridor	ENDORSED – Oct 8, 2024	
Develop a Cycling Strategy	7.3	2022	To be completed by end of 2022, per change to timing for Broadway Plan	ENDORSED – Sep 20, 2021	Completed in 2022. Broadway Plan approved by Council on June 22, 2022. Collaboration through Broadway Plan Transportation Workshops.
Develop a Pedestrian Strategy	7.4	2022	To be completed by end of 2022, per change to timing for Broadway Plan	ENDORSED – Sep 20, 2021	Completed in 2022. Broadway Plan approved by Council on June 22, 2022. Collaboration through Broadway Plan Transportation Workshops.

City-Led Initiatives	SPA Section	Timing (end of)	Adjustment(s) from SPA	Monitoring Committee	Progress
Develop Urban Design Guidelines	8.1	2024	To be completed by end of 2022, per change to timing for Broadway Plan	ENDORSED – Sep 20, 2021	City currently working on updates to C-3A design guidelines. Report to Council seeking approval for November 2024.
			Change completion date to end of 2023 to reflect Broadway Plan as approved	ENDORSED – Sep 29, 2022	
			Change completion date to end of 2024 to reflect expanded scope	ENDORSED – Oct 6, 2023	
Develop a Public Realm and Streetscape Plan (including Project station areas)	8.2	2022	To be completed by end of 2022, per change to timing for Broadway Plan	ENDORSED – Sep 20, 2021	City currently working on Public Realm Plan and Streetscape Plan Second round of public engagement concluded in July 2024. Report to Council seeking approval for November 2024.
			Change completion date to end of 2023 to reflect Broadway Plan as approved	ENDORSED – Sep 29, 2022	
			Change completion date to Q4 2024 to reflect ongoing technical work and public engagement timelines	ENDORSED – Oct 6, 2023 Monitoring Committee	

TransLink-led Initiatives	SPA Section	Timing (end of)	Adjustment from SPA	Monitoring Committee	Progress
Identify opportunities for washroom access, including at stations, as part of system-wide review of customer washroom facilities	6.7(b)(ii)	2018			Completed in 2018 – Customer Washrooms on Transit Policy adopted. Completed in 2019 – Accommodations for customer accessible washrooms to be provided at Broadway-City Hall and Arbutus stations.
Identify opportunities to maintain or enhance bus travel times and reliability	7.1(a)	2019	SPA referred to this as a consolidated “Bus Priority and Integration Plan”		Completed in 2019 – Bus Speed and Reliability Report completed, which provides technical findings and resources for bus priority.
Prepare a Bus Network Integration Plan	7.1(a)	By Opening Day	SPA referred to this as a consolidated “Bus Priority and Integration Plan”	ENDORSED – July 14, 2020	Public consultation on the Burrard Peninsula Area Transport Plan in early 2025 will inform specific changes to support Broadway Subway Plan opening day integration.
Provide cost-sharing opportunities for transit priority measures based on approved regional transportation plans and funding	7.1(d)	Timing not specified			Bus Speed & Reliability (BSR) Municipal Funding Program supported a project along Broadway during 2023 and 2024. BSR Municipal Funding Program is confirmed for new applications for fall 2024 and will continue to offer contingent on funding availability.

TransLink-led Initiatives	SPA Section	Timing (end of)	Adjustment from SPA	Monitoring Committee	Progress
Use TravelSmart to encourage alternate modes during and immediately after Project construction	7.1(e)	During construction and at opening	Adjust the timing and approach currently referenced in SPA TransLink will highlight Broadway Subway in pandemic-related regional ridership recovery campaigns (marketing, events, etc.), and will seek to implement more corridor specific TDM initiatives in 2023/2024, and at the opening of the Broadway Subway	ENDORSED – Sep 29, 2022	TransLink launched Broadway is Still Buzzing campaign in partnership with Mobi in Spring 2024 (continuing until August 2024). Continued efforts on the Transit Friendly Employer Program and Compass for Development Program.
Update the Burrard Peninsula Area Transport Plan	7.1(f)	2025	Project renamed to 'Central Area Transport Plan', adjust completion date to end of 2024 to reflect expanded project scope.	ENDORSED – Sep 29, 2022	A comprehensive assessment of issues and opportunities is being prepared to develop and evaluate draft strategies and actions.
			Project renamed to "Burrard Peninsula Area Transport Plan", adjust completion date to early 2025 to reflect new timelines for engagement phase 2, which begins Fall 2024.	ENDORSED – Oct 6, 2023	
			Project completion timing shifted from early 2025 to the end of 2025.	ENDORSED – Oct 8, 2024	
The City and TransLink will establish a multi-stakeholder committee (the "Monitoring Committee")	10.1	2018			Completed in 2018 – Inaugural meeting in December 2018.

TransLink-led Initiatives	SPA Section	Timing (end of)	Adjustment from SPA	Monitoring Committee	Progress
The Monitoring Committee will provide City Council, the Mayors' Council, TransLink Board and officials from the Province with an annual report outlining the progress of the Performance Measures and the commitments of each Party as set out in this SPA	10.3(e)	Timing not specified	Rename 'Annual Dashboard' to 'Annual Report'	ENDORSED – July 14, 2020	Ongoing – Annual Reports released each fall (in years when there is not a Performance Report).
			Annual reports to track SPA commitments; 5-year Performance Reports to track both commitments and performance measures, leveraging updated Census data*	ENDORSED – Sep 20, 2021	
The City and TransLink will work jointly and cooperatively to prepare a comprehensive report every three to five years**	11.1(a)	Timing not specified			The first baseline (pre-Project) 5-Year Performance Report to be released in fall 2025.
Data collection for 800m SPA geography	5.1(b) and 11.3	n/a	Remove Central Broadway and replace traffic zones with block-level data	ENDORSED – Dec 12, 2018	Ongoing
			Streamline data collection from original geographies (400m, 800m Central Broadway and traffic zones) to 800m, snapped to city blocks	ENDORSED – July 14, 2020	

*The Broadway Subway SPA Annual Report published in 2021 omitted inclusion of this Committee-endorsed adjustment.

** Previous Broadway Subway SPA Annual Reports documented a Monitoring Committee-endorsed adjustment to rename the 'Comprehensive Report' to "5-Year Performance Report"; this adjustment is no longer referenced here, given that the term 'Performance Report' is used in the SPA.

ANNUAL REPORT - BACKGROUNDER

The **Broadway Subway Project** is an under construction rapid transit extension of the Millennium Line from VCC-Clark station to a new western terminus at Arbutus Street, spanning approximately 5.7 kilometres. The Broadway Subway Project is a major rapid transit investment along the Broadway Corridor which will connect a number of vibrant neighbourhoods with a high number of residents, jobs and destinations to the regional rapid transit network. Rapid transit along the Broadway Corridor was first identified in 1993 and included in the 10-Year Vision for Metro Vancouver Transit and Transportation in 2014.

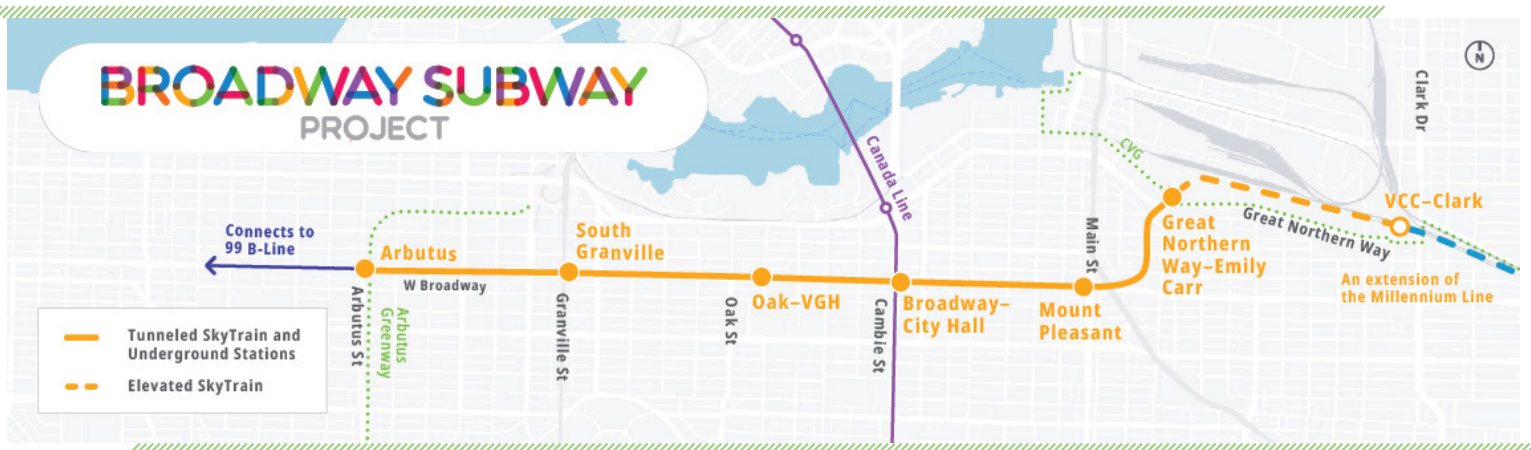


Figure 1: Broadway Subway Project.

The 10-Year Vision also outlined the need for Project Partnership Agreements to codify coordination, collaboration, and mutually supportive actions by project partners to advance the shared objectives of major transit investments. This was the direction which resulted in TransLink and the City of Vancouver executing a SPA for the Broadway Subway Project (the **“Broadway Subway SPA”**) in June 2018. The SPA is a ground-breaking approach to supporting transit in the region and recognizes that the linkages between transportation and land use are deep and complementary. This direction for Project Partnership Agreements is reiterated more recently in the Access for Everyone plan (Transport 2050: 10-Year Priorities).

In December 2018, TransLink and the City, working with the Province and Metro Vancouver, established a multi-stakeholder senior staff monitoring committee (the **“Monitoring Committee”**) tasked with reviewing land use and transportation outcomes and progress on the commitments and responsibilities in the SPA. Additionally, a staff-level working group (the **“Working Group”**) was also established, reporting to the Monitoring Committee and supporting its duties and responsibilities.

Progress on the initiatives and outcomes of the SPA is monitored and reported to decision-makers through two primary means: the **“Annual Report”** and the **“5-Year Performance Report”**. The nature of these reports is described in Table 1.

Table 1 also reflects the updated focus of the Annual Reports on the progress of the SPA commitments. The 5-Year Performance Reports will include the performance measures (indicators data) and will be timed to align with the availability of updated custom Census data for the SPA geography. This approach (1) ensures that year-over-year progress on SPA commitments continues to be closely tracked and reported to decision-makers, and (2) continues to use the performance measures to track the longer-term trends of SPA-related outcomes in more substantive 5-Year report cycles. If any concerning trends arise in years between the 5-Year Performance Reports, those would be identified to decision-makers at that time.

Table 1: SPA Reporting Deliverables

	ANNUAL REPORT	5-YEAR PERFORMANCE REPORT
Timing	Every year, except in 5-Year Performance report years; first Annual Report published in 2020	Every five years, with the first 5-year Performance Report planned for 2024 (pre-Subway opening) - timed to align with availability of updated Census data
Scope	Reports progress and provides oversight and accountability on all SPA commitments	Reports progress and provides (1) oversight and accountability on all SPA commitments and (2) SPA performance measures (outcomes) data based on updated custom Census data
Level of Analysis	Intended as an annual progress 'snapshot' on SPA commitments	Provides a comprehensive analysis of the long-term trends/outcomes monitored and may recommend actions if outcomes are not tracking as expected

Monitoring SPA Commitments

The SPA includes commitments to a broad range of specific City-led and TransLink-led initiatives. Each initiative advances the project and broad policy objectives within the Broadway Subway SPA. Some commitments require the cooperation of the City and TransLink, and in some cases collaboration with the Province as well. Included too are commitments to ongoing monitoring and reporting, both through the annual reports and the 5-year performance reports. These commitments:

- Are identified for completion between 2018 and 'Opening Day' of the Broadway Subway.
- Will be monitored and reported on until 2045 or 20 years after the Broadway Subway opens, whichever is later.
- Will be reviewed and assessed periodically through the monitoring process.

GLOSSARY

5-Year Performance Report – One of the two primary SPA reporting deliverables that is published on a five-year basis to provide a comprehensive analysis of progress on SPA commitments and outcomes, and may recommend actions if outcomes are not tracking as expected.

10-Year Priorities – A updated blueprint identifying the region’s top transportation priorities, rapid transit projects, and service increases for the first ten years of Transport 2050, adopted by TransLink in 2022.

Annual Report – One of the two primary SPA reporting deliverables that is published on an annual basis to provide a high-level snapshot of progress on SPA commitments.

Broadway Subway Project – An approximately 5.7-kilometre extension of the Millennium Line from its current terminus at VCC-Clark to a new western terminus at Arbutus Street.

Broadway Subway Supportive Policies Agreement (SPA) – The Supportive Policies Agreement for the Broadway Subway Project, executed by the City of Vancouver and TransLink in June 2018.

Broadway Subway SPA Geography – A defined geography that will be used for data collection and outcomes monitoring; delineated by city blocks and constitutes an approximate 800 metre walk, using existing walking networks, from the Broadway Subway Project stations.

Monitoring Committee – A multi-stakeholder committee formed by TransLink and the City in December 2018 to review the performance of land use and transportation outcomes for the Broadway Subway Corridor and monitor compliance by each party with the commitments and responsibilities set out in the Broadway Subway SPA, with senior staff representatives from TransLink, City of Vancouver, the Province of British Columbia, and Metro Vancouver.

Transport 2050 – A long-range vision that will guide transportation decisions in Metro Vancouver for the next three decades, including significant expansion of rapid transit, completion of a traffic-separated bikeway network, and promotion of electric and shared vehicles, adopted by TransLink in 2022.

Working Group – A multi-stakeholder staff working group from the agencies represented on the Monitoring Committee that reports to the Monitoring Committee and supports its duties and responsibilities, with representatives from TransLink, City of Vancouver, the Province of British Columbia, and Metro Vancouver.

TO: TransLink Board of Directors

FROM: Sarah Ross, Vice President, Transportation Planning and Policy
Charis Loong, Senior Planner, Transit-Oriented Communities Planning

DATE: January 8, 2025

SUBJECT: Surrey Langley SkyTrain Supportive Policies Agreements – 2024 Report

EXECUTIVE SUMMARY

Annual reporting on the implementation progress of signed Supportive Policies Agreements (SPAs) provides a significant opportunity to hold signatories accountable for commitments to actions intended to support major rapid transit investments. There has been overall positive progress with commitments tracking in the direction intended when the agreements were signed by City of Surrey, Township of Langley, City of Langley, TransLink and the Province of BC. This year the three Surrey Langley SkyTrain (SLS) municipalities, TransLink, Metro Vancouver, and the Province established a Monitoring Committee which reviewed the current status of the commitments set out in the SLS SPAs and endorsed adjustments to reflect 1) prioritization and completion of a Transit-Oriented Development Study for 196 Street Station (Willowbrook Station) and 2) the introduction of significant new housing legislation.

PURPOSE

The purpose of this report is to:

1. Provide an overview of the collaborative work completed by the SLS SPAs Monitoring Committee and Subcommittee in 2024; and
2. Provide an overview of the progress on the SLS Supportive Policies Agreements and Overarching Supportive Policies Agreement commitments (Appendix A) for information.

BACKGROUND

Three supportive policies agreements (SPAs) were signed by TransLink and each of the City of Surrey, Township of Langley, and City of Langley in 2020 and 2022. An Overarching SPA (OSPA) was signed by the Province, the three municipalities and TransLink in 2022. SPAs are one of the Partnership Agreements for major projects that include commitments for land use and transportation policies, collaboration on key initiatives, and formal monitoring and reporting by local government partner agencies. The 2014 Mayors' 10-Year Vision first called for Partnership Agreements as a condition of a major project's funding and inclusion in an approved investment plan. This direction was reiterated in the 2022 Transport 2050: 10-Year Priorities (Access for Everyone plan).

The Surrey Langley SkyTrain (SLS) SPA commitments are outside the direct scope of the SLS Project but have a significant influence on the success of the Project.

The process of monitoring and reporting to decision-makers on the progress of SPAs and OSPA commitments and changes in key performance measures allows for regional accountability and advancement of shared goals. This report, including progress on commitments, represents the annual reporting to decision-makers in lieu of a stand-alone document. A Performance Report will be published every 5 years to document the progress on land use and transportation outcomes as well as commitments and responsibilities of each signatory.

DISCUSSION

Annual Updates

1. Progress on SLS SPAs and OSPA Commitments – Positive Progress on Actions

The SPAs and OSPA Commitments Tracking Tables in Appendix A show the current progress on 'Core Deliverables' by each lead agency (see Table 1 below). Since the signing of the agreements, the three SLS municipalities have continued to advance key commitments, including SLS-related land use plans, affordable housing policies, and related updates to their respective Official Community Plans (OCPs). TransLink has taken the lead in terms of work to oversee the launch of the SLS SPAs Monitoring Committee and Subcommittee, and continues to partner with the SLS municipalities in providing cost-share opportunities for pedestrian and cycling improvements, which is a 'Strategies and Support' commitment type across the three SPAs.

From the fall of 2022 through spring of 2023, all SLS SPAs partner agencies collaborated on a Joint TOD Study regarding the future transit-oriented redevelopment around the 196 Street Station (now officially "Willowbrook Station"). The completion of this study was a commitment in two of the SLS SPAs as well as a commitment in the OSPA. The work done through this collaborative exercise provides a collective understanding of the lands within 800 m of the future station, describing existing conditions, highlighting gaps and challenges, and identifying opportunities to support TOD at and adjacent to the station. The completed study serves as an important technical input to future municipal planning and land use decisions, including OCP and zoning bylaw updates.

Most recently, the introduction of new Provincial housing legislation has expedited progress on certain SPAs commitments, including zoning bylaw updates to off-street parking requirements and the implementation of more efficient and effective development approvals processes.

Overall, there has been positive progress with SPAs and OSPA commitments tracking in the intended direction; commitment adjustments have been merited due largely to the following events:

- The **COVID-19 pandemic** impacted the commitment timelines and resources of partner agencies, in particular for the SPA signed in February, 2020 between TransLink and the City of Surrey;
- In later 2020 there were changes to the **scope and timing of the SLS Project** when the Province committed to deliver the full SkyTrain extension to Langley City Centre;
- In 2022-2023, the SPAs partner agencies prioritized their collaboration efforts toward the completion of the **Joint TOD Study for 196 Street station** (now Willowbrook Station), a key commitment in two SLS SPAs and in the OSPA;

- In 2023-2024, the Province introduced significant **new housing legislation** with implications for many of the SPAs commitments; and
- In 2024, the Province announced an **update to the anticipated in-service date** for the Surrey Langley SkyTrain, with implications for the timing of the SPAs monitoring and reporting cycles.

The upcoming year will see continued coordinated efforts to advance SPAs and OSPA commitments. Per legislation, municipalities are required to complete an interim Housing Needs Report by January 1, 2025 to inform the 5- and 20-year housing needs in their communities. In response to the interim Housing Needs Report, municipalities are then required to update their Official Community Plan and Zoning Bylaw by the end of 2025. An updated Regional Context Statement to align with Metro 2050 is also required in 2025. Further work to align municipal policies and plans with provincial legislation introduced in 2023 and 2024 will continue in the upcoming year. In preparation for the first Performance Report, there is also work planned to identify appropriate metrics to monitor changes in population and employment growth, net new Affordable Housing supply, transit performance, mode split, cycling performance and pedestrian performance.

2. Launch of SLS SPAs Monitoring Committee and Subcommittee

This year saw the launch of both the Monitoring Committee and Subcommittee. The Subcommittee supports the Monitoring Committee in advancing collaboration on the multi-agency initiatives committed in the SPAs and tracking their progress. The Monitoring Committee holds decision-making authority on monitoring and reporting parameters and endorses reports going to senior decision makers. The Monitoring Committee and Subcommittee are comprised of staff representatives from all SLS SPAs partner agencies (the three SLS municipalities, TransLink, the Province and Metro Vancouver), with more senior staff representatives on the Monitoring Committee. Both groups have established their own Terms of Reference, outlining their respective purpose, composition, roles and responsibilities, and meeting schedule.

3. Development of Commitments Tracker

Given the large number of commitments made in each of the three SPAs and OSPA as well as the varying nature of these commitments, the Subcommittee has for the purposes of monitoring and reporting categorized each commitment in each of the SPAs and OSPA. The intent of this categorization system is to streamline reporting priorities and create a tracking system that is more concise, focused, and comprehensible:

Table 1. Categorization of SLS SPAs and OSPA Commitments

TYPE (CATEGORY)	DESCRIPTION	REPORT SECTION
Core Deliverable	Major commitments with concrete deliverables and typically defined deadlines (e.g. plan updates)	Annual Updates: SPAs and OSPA Commitments Tracker
Sub-Deliverable	Details or component of a core deliverable	Annual Updates: Summary of annual highlights, milestones, next steps
Strategies and Support	Initiatives and commitments, typically related to a policy framework that will support the success of the SLS Project	
Monitoring Committee	Responsibilities of the Monitoring Committee	
Background / Context	Background information or work that has already been completed at the time of signing of the SPA / OSPA.	Background
Legal Administration	Components of the SPA / OSAP related to the legality and execution of the agreement	N/A

With this approach, the SPAs tracking tables to be included in the yearly monitoring reports will list/focus on the “Core Deliverable” commitments. All other categories of commitments (except for “Legal Administration”) will be addressed at a higher and more qualitative level in the text of the report.

CONCLUSION

This past year saw the establishment of both SLS SPAs Monitoring Committee and Subcommittee. Having reviewed the current status of the commitments set out in the SLS SPAs and OSPA, the Monitoring Committee is reporting overall positive progress with SPAs and OSPA commitments to date. These advancements were shaped by a collaborative and cooperative approach among SPAs partners. Heading into 2025, this same approach will continue with forthcoming SPAs work items and next year’s Annual Report, which will be brought forward at by the end of 2025 to the Mayors’ Council and Board.

APPENDIX

A – SPAs and OSPA Commitments Tracking Tables and Endorsed Adjustments **FOR INFORMATION**

APPENDIX A – SPAs AND OSPA COMMITMENTS TRACKING TABLES AND ENDORSED ADJUSTMENTS FOR INFORMATION

COMMITMENT STATUS:

Complete In Progress

Table 2. *Monitoring Committee Commitments and Adjustments*

ITEM	MONITORING COMMITTEE COMMITMENT	SPA SECTION	TIMING PER SPA	ADJUSTMENT(S) AND RATIONALE	STATUS		
1	Establish a multi-stakeholder committee.	10.1	COS: 2020	Timing Adjustment: 2024 A multi-stakeholder SLS SPAs Monitoring Committee comprised of representatives from the City of Surrey, Township of Langley, City of Langley, TransLink, Metro Vancouver, Ministry of Housing and Municipal Affairs, and Ministry of Transportation and Transit was established in 2024. The launch of the Monitoring Committee was delayed due to the scope change to the SLS Project and prioritization of the 196 Street Station TOD Study.	Complete (2024) Adjustment endorsed		
			TOL: 2023				
			COL: 2023				
2	Establish its Terms of Reference.	10.3 (a)	TBD at 1 st Monitoring Committee Meeting	N/A	Complete (2024)		
3	Measure the effectiveness of the SPA by monitoring changes across the SLS Transit Corridor.	COS: 10.3 (b)	Ongoing	Geographic Scope Adjustment from ‘SLS Transit Corridor’ to ‘geographic area within 800 metres of the SkyTrain Stations’ to be consistent with the definition of “SLS Corridor” in the TOL and COL SPAs. Currently, the COS SPA defines the SLS Transit Corridor as “the corridor along which the SLS SkyTrain Service will be operated.”	Not started Adjustment endorsed		
	Measuring the effectiveness of the SPA by monitoring changes within the SLS Corridor.	TOL: 10.3 (b)				N/A	Not started
		COL: 10.3 (b)					

Table 2. (cont'd)

ITEM	MONITORING COMMITTEE COMMITMENT	SPA SECTION	TIMING PER SPA	ADJUSTMENT(S) AND RATIONALE	STATUS
5	Provide City Council, the Mayors' Council and the TransLink Board of Directors with the Annual Dashboard .	COS: 10.3 (e)	Annually	Renaming of 'Annual Dashboard' to 'Annual Report' to have consistent terminology across the three SPAs.	In progress Adjustment endorsed
	Provide [municipal] Council, the Mayors' Council and the TransLink Board of Directors with the Annual Report .	TOL: 10.3 (e)		N/A	In progress
		COL: 10.3 (e)			
6	Provide [municipal] Council, the Mayors' Council and the TransLink Board of Directors with the 5-Year Performance Report .	10.3 (f)	Every 5 years	N/A	Planned
7	Establish a staff subcommittee to report to the Monitoring Committee and support the Monitoring Committee's duties and responsibilities.	10.3 (g)	TBD at 1 st Monitoring Committee Meeting	N/A	Complete (2024)
8	Hold its initial meeting .	10.4 (e)	COS: 2020	Timing Adjustment: 2024 The Monitoring Committee held its inaugural meeting on March 14, 2024. The launch of the Monitoring Committee was delayed due to the scope change to the SLS Project and prioritization of the 196 Street Station TOD Study.	Complete (2024) Adjustment endorsed
			TOL: 2023		
			COL: 2023		
9	The default geographic scope for Performance Measures data collection will be boundaries as defined by the Land Use Plans .	COS: 11.5 (a)	Ongoing	Geographic Scope Adjustment from 'boundaries as defined by the Land Use Plans' to 'geographic area within 800 metres of the SkyTrain Stations' to be consistent with the default geographic scope in the TOL and COL SPAs. The revised geographic scope will also align with TOA boundaries.	Not started Adjustment endorsed
	The default geographic scope for Performance Measures data collection will be the boundary defined by the SLS Corridor .	TOL: 11.5 (a)		N/A	Not started
		COL: 11.5 (a)			

Table 3. **Jointly-Led Commitments and Adjustments**

ITEM	JOINT COMMITMENT	SPA SECTION	TIMING	ADJUSTMENT(S) AND RATIONALE	STATUS
1	Undertake a joint Transit Oriented Development (TOD) Study .	OSPA: 7 (a)(i) TOL: 5.2 (b)(i) COL: 5.1 (d)(iii), 5.2 (b)(i)	2023	N/A	Complete (2023)

Table 4. **Province-Led Commitments and Adjustments**

ITEM	PROVINCE COMMITMENT	OSPA SECTION	TIMING	ADJUSTMENT(S) AND RATIONALE	STATUS
1	Complete a market assessment and review of opportunities for land assembly, and/or redevelopment for Affordable Housing of any BCTFA-owned sites in the SLS Corridor.	3.1 (b)(i)	2023	Timing Adjustment: 2025 The Province has initiated a market assessment with a potential completion date in 2025.	In progress Adjustment endorsed

Table 5. *TransLink-Led Commitments and Adjustments*

ITEM	TRANSLINK COMMITMENT	SPA SECTION	TIMING	ADJUSTMENT(S) AND RATIONALE	STATUS
1	Complete a market assessment and review of opportunities for land assembly, sale or redevelopment for affordable housing of TransLink-owned sites in the SLS Transit Corridor.	COS: 6.3 (b)(ii)	2020	Remove: TransLink staff have reviewed the SLS Corridor and confirmed that there are <u>NO TransLink-owned parcels</u> within the SLS corridor and 800 metres of the SLS stations.	Not Applicable Adjustment endorsed
		TOL: 6.3 (b)(ii)	2023		
		COL: 6.2 (b)(i)			
2	Prepare a Bus Network Integration Plan that identifies modifications to bus connections to new SLS SkyTrain Stations.	COS: 7.1 (a)	Prepare by end of 2023, Implement by Opening Day	Timing Adjustment: Prepare by “Year prior to Opening Day” The committed timeline for the preparation of a Bus Network Integration Plan in the TOL and COL SPAs is for the “Year prior to Opening Day”. This adjustment allows the timing to be consistent across the three SPAs.	Not started Adjustment endorsed
		TOL: 7.3 (a)	Year prior to Opening Day		
		COL: 7.3 (a)	Prepare by year prior to Opening Day, Implement by Opening Day		N/A
3	Complete an Area Transport Plan .	COL: 7.2 (a)	2026 or 2 years prior to Opening Day	N/A	Not started
		TOL: 7.2 (a)			

Table 6. *City of Surrey-Led Commitments and Adjustments*

ITEM	CITY OF SURREY COMMITMENT	SPA SECTION	TIMING	ADJUSTMENT(S) AND RATIONALE	STATUS
1	Identify and designate appropriate segments of the SLS Transit Corridor as Frequent Transit Development Areas for incorporation into the City's Regional Context Statement.	4.1 (a)	By Opening Day	N/A	In progress
2	Prepare and adopt Surrey City Centre Plan update.	5.1 (a)(i)	2021	Timing Adjustment: 2025 Surrey staff are working on updating the Surrey City Centre Plan, targeting a completion date in 2025.	In progress Adjustment endorsed
3	Prepare and adopt Fleetwood Plan .	5.1(a)(ii)	2022	Timing Adjustment: 2025 Surrey staff are working on the Fleetwood Plan, targeting a completion date in 2025	In progress Adjustment endorsed
4	Prepare and adopt West Clayton Plan update.	5.1 (a)(iii)	2022	Scope Adjustment: Consolidation into Clayton Plan Timing Adjustment: 2026 Surrey staff are working on the Clayton Plan, with a Stage 1 Plan expected for the end of 2024.	In progress Adjustment endorsed
5	Prepare and adopt East Clayton Plan update.	5.1 (a)(iv)	2022		In progress Adjustment endorsed
6	Prepare and adopt East Cloverdale Plan .	5.1 (a)(v)	2023	Timing Adjustment: 2027 Surrey staff expect to initiate work on the East Cloverdale Plan in late 2024.	Not started Adjustment endorsed
7	Consider a review of the Land Use Plans to identify opportunities for transit-oriented development, reflect current market conditions and respond to the most recent housing needs report.	5.2 (a)	Every 5 years from completion of plan	N/A	Not started
8	Implement amendments to the Official Community Plan (OCP) which reflect and enshrine all approved Land Use Plans for the SLS Transit Corridor	5.3	Within 6 months of Council approval of plan	N/A	Not started

Table 6. (cont'd)

ITEM	CITY OF SURREY COMMITMENT	SPA SECTION	TIMING	ADJUSTMENT(S) AND RATIONALE	STATUS
9	Develop Affordable Housing Policies , in concurrence with the City's Housing Needs Report.	6.1 (f)	2021	Timing Adjustment: 2024 Surrey staff are working on updating the Housing Needs Reports, to be completed by the end of 2024, in line with Bill 44 and 47 requirements.	In progress Adjustment endorsed
10	Ensure the Subcommittee reports on the feasibility of land assembly, for the purpose of Affordable Housing development , of existing large sites in the SLS Transit Corridor, and government-or Crown corporation-owned property.	6.3 (a)	2021	Timing Adjustment: 2026 Surrey staff will investigate the feasibility of land assembly of existing Surrey-owned lands as part of the OCP update process.	Not started Adjustment endorsed
11	Amend the existing City parking bylaw to implement off-street parking requirements for new developments along the SLS Transit Corridor.	9.1 (b)(i)	Within 18 months of establishing new parking requirements	N/A	Complete (2024)
12	Complete an examination, with BC Housing Management Commission, Metro Vancouver, TransLink and building owners, of existing parking utilization rates at existing rental housing sites	9.1 (b)(ii)	2022	2024	Complete (2024)

Table 6. (cont'd)

ITEM	CITY OF SURREY COMMITMENT	SPA SECTION	TIMING	ADJUSTMENT(S) AND RATIONALE	STATUS
13	Explore and consider implementation of more efficient and effective development approvals processes for Affordable Housing developments and Transit Oriented Developments (or projects that otherwise contribute to housing diversity and support equity outcomes) in the SLS Corridor.	9.1 (b)(ii)	2023	<p>Timing Adjustment: 2025 The City of Surrey endorsed Corporate Report R146 on July 22, 2024 to inform Council of new powers granted by the Province under Bill 16 to secure affordable housing units within new developments, and to advise Council and the public that staff are studying the potential of requiring rental and affordable housing units within Transit-Oriented Areas along the Surrey Langley SkyTrain corridor.</p>	In progress Adjustment endorsed

Table 7. *Township of Langley-Led Commitments and Adjustments*

ITEM	TOWNSHIP OF LANGLEY COMMITMENT	SPA SECTION	TIMING	ADJUSTMENT(S) AND RATIONALE	STATUS
1	Update the OCP to ensure integration of the Willowbrook Community Plan update and designate transit-supportive density and uses in the Willowbrook Regional Centre.	5.1 (a)	2024	Timing Adjustment: 2025 Township of Langley staff will update the OCP as part of Bill 44 and 47 requirements.	Not started Adjustment endorsed
2	Update the Willowbrook Community Plan .	5.1 (d)	2024	Timing Adjustment: 2027 Township of Langley staff have initiated work on the Willowbrook Community Plan with an expected completion date in 2027.	In progress Adjustment endorsed
3	Complete a review of the Willowbrook Community Plan .	5.3 (a)	Every 5 years from completion of plan	N/A	Not started
4	Develop Affordable Housing Policies for the SLS Corridor	6.1 (a)	2024	Timing Adjustment: 2025 Township of Langley staff will develop the Affordable Housing Policies as part of the Willowbrook Community Plan update	In progress Adjustment endorsed
5	Explore and consider implementation of more efficient and effective development approvals processes for transit-oriented developments, Affordable Housing developments in the SLS corridor.	6.1 (h)	2023	N/A	Complete (2023)
		OSPA: 4.2			
6	Ensure the Subcommittee reports on the feasibility of land assembly, for the purpose of Affordable Housing development , of existing large sites in the SLS Transit Corridor, and government-or Crown corporation-owned property.	6.3 (a)	2023	Remove: Township of Langley staff have reviewed the SLS Corridor and confirmed that there are no Township-owned parcels within the SLS corridor and 800 metres of the SLS stations that are appropriate for development.	Not Applicable Adjustment endorsed

Table 7. (cont'd)

ITEM	TOWNSHIP OF LANGLEY COMMITMENT	SPA SECTION	TIMING	ADJUSTMENT(S) AND RATIONALE	STATUS
6	Develop a Transportation and Mobility Strategy .	7.1 (a)	2024	Timing Adjustment: 2025 Township of Langley staff are working on a Transportation and Mobility Strategy, targeting a completion date in 2025.	In progress Adjustment endorsed
7	Amend the existing Township Zoning Bylaw to implement off-street parking requirements for new developments along the SLS Corridor.	9.1 (b)(i)	Within 18 months of establishing new parking requirements	N/A	In progress
8	Complete an examination, with BC Housing Management Commission, Metro Vancouver, TransLink and building owners, of existing parking utilization rates at existing rental housing sites.	9.1 (b)(ii)	2024	Timing Adjustment: 2025 Township of Langley staff will increase the scope of their Parking Study to include an investigation of existing parking utilization rates at existing rental housing sites.	Not started Adjustment endorsed

Table 8. *City of Langley-Led Commitments and Adjustments*

ITEM	CITY OF LANGLEY COMMITMENT	SPA SECTION	TIMING	ADJUSTMENT(S) AND RATIONALE	STATUS
1	Complete the Glover Road Innovation Boulevard Plan and incorporate it into the Official Community Plan.	5.1 (d)(ii)	2023	Timing Adjustment: 2025 Renaming of 'Glover Road Innovation Boulevard Plan' to 'Glover Road Innovation District Plan' City of Langley staff completed the first phase of the Glover Road Innovation District Plan, which involved a market analysis by Colliers and Kwantlen Polytechnic University. Subject to budget, staff will move forward with the plan in 2025. The change in name is to avoid confusion with City of Surrey's Innovation Boulevard initiative.	In progress Adjustment endorsed
2	Complete a Langley Bypass TOD Study .	5.1 (d)(iv)	2024	Timing Adjustment: 2026 City of Langley staff expect to initiate work in 2025.	Not started Adjustment endorsed
3	Complete an OCP update .	5.1 (d)(v)	2024	Timing Adjustment: 2025 City of Langley staff are working on updating the Regional Context Statement, targeting completion of an OCP update in 2025.	In progress Adjustment endorsed
4	Complete an OCP update following completion of the Housing Needs Report and Affordable Housing Strategy.	5.1 (d)(vi)	2026	N/A	Not started
5	Update the OCP with the intent to create new opportunities for transit-oriented development, reflect new and emerging market conditions and respond to the City's most recent Housing Needs Report.	5.3 (a)	Every 5 years (following 2026)	N/A	Not started
6	Update the Affordable Housing Strategy to further refine and expand upon the Affordable Housing Policies in the OCP, in conjunction with the updating of the City's Housing Needs Report.	6.1 (g)	2026	N/A	Not started

Table 8. (cont'd)

ITEM	CITY OF LANGLEY COMMITMENT	SPA SECTION	TIMING	ADJUSTMENT(S) AND RATIONALE	STATUS
7	Explore and implement more efficient and effective development approvals processes for Affordable Housing developments (or projects that otherwise contribute to housing diversity and support equity outcomes) in the Corridor.	6.1 (h)	2023	Timing Adjustment: 2024 The City of Langley adopted Application Procedures Bylaw No. 3270, reflecting new housing legislation; further amendments are in progress.	In progress Adjustment endorsed
		OSPA: 4.2			
8	Update city-wide Master Transportation Plan .	7.1 (a)	2022	Timing Adjustment: 2024 The MTP is currently in draft form, with adoption expected later this year.	In progress Adjustment endorsed
9	Complete a public realm plan for the Project corridor (guideway), station areas, and connecting street and path networks, that integrates Project infrastructure into the City's public realm in an attractive and user-friendly manner and supports a great and safe resident, visitor, and transit user experience.	8.1 (a)	2022	Timing Adjustment: 2024 City of Langley staff completed the 203 Street Station Area Public Realm Plan in 2023; the MTP is in progress.	In progress Adjustment endorsed
10	Complete an update to the Zoning Bylaw with the intent of reducing off-street parking requirements for new developments within the SLS Corridor.	9.1 (a)	2022	Timing Adjustment: 2024 The City of Langley updated its Zoning Bylaw to revise residential off-street parking requirements within designated TOAs to comply with Bill 47 in 2024.	Complete (2024) Adjustment endorsed
11	Continue to review its off-street parking requirements for new developments within the SLS Corridor and undertake Zoning Bylaw updates , in conjunction with future OCP updates.	9.1 (b)	Every 3 to 5 years	N/A	Not started

Table 8. (cont'd)

ITEM	CITY OF LANGLEY COMMITMENT	SPA SECTION	TIMING	PROPOSED ADJUSTMENT(S) AND RATIONALE	STATUS
12	Complete an on-street parking management strategy , with the intent of complementing off-street parking reductions with the broader use of time-limited parking restrictions on City streets within the SLS Corridor.	9.1 (c)	2023	Timing Adjustment: 2025 The City of Langley has retained a consultant and launched a city-wide parking strategy in August 2024. The project is scheduled for completion in 2025.	In progress Adjustment endorsed
13	Complete an examination, with BC Housing, Metro Vancouver, TransLink and building owners, of existing parking utilization rates at existing rental housing sites.	9.1 (d)	2024	Timing Adjustment: 2025 City of Langley staff have initiated a Parking Strategy study and anticipates that it will be completed in 2025.	In progress Adjustment endorsed

TO: TransLink Board of Directors

FROM: Sarah Ross, Vice President, Transportation Planning and Policy
Briana Ingram, Manager, Access Transit Planning

DATE: February 21, 2025

SUBJECT: 2024 Annual Reports from Accessibility Advisory Committees

EXECUTIVE SUMMARY

TransLink's Access Transit Users' Advisory Committee (UAC) and HandyDART Users' Advisory Committee (H DUAC) meet regularly throughout the year to provide advice on the accessibility of the conventional transit system and HandyDART, respectively. The Committees each produce an annual report to the Board of Directors, highlighting key issues and discussions. In 2024, this included a wide range of infrastructure, operational, and policy topics, as detailed in Attachment 1 and Attachment 2 to this report.

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 (H DUAC). This report is for information.

BACKGROUND

The Access Transit Users' Advisory Committee and HandyDART Users' Advisory Committee were established to advise on matters to improve the accessibility of the regional transportation 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 H DUAC'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 collaborate with staff across the enterprise on complex matters throughout the lifecycle of projects, plans, and initiatives. Though these committees were well established before the *Accessible BC Act* came into effect in 2021, these committees also fulfill TransLink's obligations under this Act. Continuing in productive dialogue with our committee members is important to TransLink, and staff are committed to demonstrating to members how their input is being used across the organization.

DISCUSSION

Throughout 2024, the UAC provided valuable advice to TransLink on several important items

involving infrastructure, operations and policy related to our 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. In January, members provided feedback after an update from the project team. Staff were able to respond to committee support for inclusion of an adult sized change table after this was initially withdrawn from the design by including the consideration of a change table in a future washroom location as a pilot.
- **Bus stops adjacent to dedicated bike lanes:** TransLink and the Ministry of Transportation and Transit (formerly Transportation and Infrastructure) have continued to collaborate on design recommendations to improve the accessibility of bus stops adjacent to bike lanes. The final design guide was published in April 2024 and includes results from engagement and pilot projects across the province. This was presented to the UAC in June, and staff were able to hear feedback on the final publication. Based on concerns voiced by committee members, TransLink and MOTT met to discuss the need for both agencies to issue some clarification on how the guidelines are intended to be used, and to include this on our websites wherever the Guidelines document is posted for download.

These clarifications have now been published, and emphasize the importance of working with local accessibility advisory committees to minimize conflicts in these situations. When a bike lane runs directly adjacent to the sidewalk, customers need to cross the bike lane to reach the bus stop from the sidewalk, creating access issues for customers with disabilities. Based on discussions with MOTT and the UAC, staff recommend that until new tools and technologies are available to better address the crossing safety concerns for mid-block island platform bus stops, close attention and consideration is given to the full framework of options contained in the Design Guide, including the elimination and minimization of conflict. As a follow-up to one of the recommendations in the Guidelines document, TransLink staff will be consulting with the UAC regarding onboard announcements on TransLink buses to alert passengers of the bike lane crossing, and this feedback will be used to develop an audible announcement that will be piloted on a corridor in Q2 2025.

- **Bus pass-up policy for customers with mobility aids:** This year, staff followed up on past complaints from UAC members regarding bus passengers with mobility aids being passed up due to a lack of space on the vehicle, as a lack of communication was resulting in more repeat pass-ups and more uncertainty for the customer. Staff was able to work with CMBC to update the operations policy to include procedures for the operator to speak with the customer and follow up with TComm, ensuring they will receive alternate transportation, either on the next bus or by taxi.

The HDUAC continued to work on several key initiatives with TransLink, CMBC and TransDev staff.

Highlights from the past year include:

- **HandyDART Delivery Model Review:** Staff were able to provide updates on the progress of the Delivery Model Review throughout 2024 and ensured committee members had opportunities to provide feedback. Staff also organized an ad hoc workshop meeting in July to engage members on the most important criteria the project team should consider and prioritize when researching the various possible models for future delivery of HandyDART services. This project will continue to come to the HDUAC as the final recommendations stage approaches.
- **HandyDART Application Project:** TransLink has been working to update and modernize HandyDART's application processes based on policy direction from the TransLink Board of Directors to update the application process to enhance the customer experience and maintain quality service. This continues to be an ongoing initiative, focusing on updating the application and intake processes for new HandyDART customers. Work in 2024 focused on conducting research and developing options for various elements of an improved HandyDART application process, which will be brought to the Board prior to implementation. Staff have also been coordinating work on drafting a new application form. Feedback from HDUAC has been very important and helpful for developing this process throughout the preparatory stages. Staff look forward to engagement on more detailed proposed policies and processes for the application process in 2025, including in-person assessments and appeals, as we bring this to the Board and later approach the first implementation stage for this project.
- **HandyDART Online Booking:** HDUAC members have emphasized the importance of providing the option for HandyDART customers to book rides online as well as over the phone. Online booking remains an outstanding customer improvement recommendation from the Custom Transit Service Delivery Review. Work has been underway as part of efforts to modernize HandyDART. Faced with ongoing challenges to implement Online Booking on the existing software platform, Management determined that that a new, modern software platform is required to make online booking a reality and to further optimize HandyDART operations. A project is currently underway to assess feasibility and software options, however, our ability to implement any recommendations is contingent on funding. Staff have continued to keep committee members informed on this project throughout the year and will continue to provide updates as the project continues to the RFP stage in 2025.

Committee Code of Conduct

Staff identified a gap in committee administration to set guidelines for behaviour and meeting expectations for UAC and HDUAC members, presenters and staff. As a result, a Code of Conduct was developed, and shared with the committees for input prior to finalizing. The introduction of this code also now better aligns TransLink with peer organizations that have behavioural codes of conduct imbedded in Terms of Reference or municipal bylaw.

Committee members shared feedback on the draft code, including the need for members to take adequate measures to ensure privacy and security while attending meetings via videoconference over Zoom, and that in meetings, members be mindful of only one person speaking at a time, and

everyone stating their name before speaking to reduce background noise and improve clarity for ASL interpreters and closed captioners.

The Committee Code of Conduct has now been finalized and is part of the mandatory onboarding package for new members.

Both the UAC and HDUAC play an important role in supporting TransLink's efforts to provide accessible and inclusive services, and committee members and staff have a strong working relationship. Both committees have begun working on 2025 priorities, and TransLink staff look forward to continuing to work closely with these valuable advisory committees throughout the year.

ATTACHMENTS

Attachment 1: 2024 Access Transit Users' Advisory Committee Annual Report

Attachment 2: 2024 HandyDART Users' Advisory Committee Annual Report

TO: TransLink Board of Directors

FROM: The TransLink Access Transit Users' Advisory Committee

DATE: February 21, 2025

SUBJECT: 2024 Access Transit Users' Advisory Committee Annual Report

EXECUTIVE SUMMARY

In 2024, the Access Transit Users' Advisory Committee (UAC) met six times and 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 TransLink's Language Access Policy.

PURPOSE

To provide the TransLink Board of Directors with an overview of the Access Transit Users' Advisory Committee (UAC) activities and priorities throughout 2024.

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 2007 and continues to meet at a minimum of six times each year. In 2024, 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 2024 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's Financial Pressures

Committee members were provided with an overview of issues with TransLink's funding model, and potential impacts on future services if a new funding model is not implemented. Transit is a critical service for many people with disabilities, and members are supportive of TransLink's efforts to work with other levels of government and to find efficiencies in existing operations.

TransLink Language Access Policy

The purpose of TransLink's Language Access Policy is to simplify public-facing communication using plain language, symbols or graphics; prioritize translation into languages in areas, where over 5% of residents speak those languages most at home, and broaden the availability of American Sign Language (ASL), closed captioning and Indigenous languages.

Committee feedback was mainly concerning the provisions of ASL. It was indicated that, while having interpreters available at events would be very helpful for members of the deaf community, additional interpreters would need to be present to communicate with attendees who are deaf blind. It was also recommended that printed materials be translated into written ASL, as many folks who are deaf did not have the opportunity to learn written English and can only understand live or printed signing.

TransLink Customer Washrooms

At its January meeting, the UAC received an update on customer washrooms. Members were reminded that funding for construction and operation of six washrooms across the transit network was included in the 2022 Investment Plan, and that the focus of Phase 1 has been on retrofitting the facilities at Metrotown, Lonsdale and Waterfront stations.

UAC feedback included input on the accessibility of various design, material, and operational aspects of the planned washrooms. Project team staff have taken these requests back to the internal working group to assess feasibility for implementation. Overall, the UAC remains supportive of TransLink's work to provide customer washrooms, and eager to see the first locations opened as soon as possible.

TransLink Website Accessibility Updates

At its June meeting, the committee received a presentation outlining the work that had been done to improve the TransLink website's compliance with new digital accessibility standards. Numerous issues were identified through a third-party accessibility audit and were rectified throughout the translink.ca website. UAC members are appreciative of TransLink's proactive approach to improving the accessibility of the website, and encouraged continued testing with a wide variety of supportive technologies.

Bus

Design Guide for Bus Stops Adjacent to Cycling Infrastructure

At several meetings over the last couple of years, the UAC has 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.

The final design guide was published in April 2024, and while the UAC is pleased that TransLink has worked diligently on this issue, members are disappointed that mid-block crossings were not discouraged in the design guide when the community strongly opposed this option.

Bus Customer Amenities Program (BCAP)

At its January meeting, the UAC was given an overview of the various elements included in the design for some new enhanced bus stops. Members were asked to share feedback on features such as the bus ID marker, door position marker, and the colour and tactile treatment of the curbside edge strip. It was unanimously recommended that yellow be used in order for ground marking to be the most visible to the majority of people. Members also discouraged the use of tactile warning indicators along the curb edge, as that type of indicator is most common at level street crossings and sudden drop-offs like at the edge of SkyTrain platforms, not at a standard height curb. The application of this type of warning indicator would not be appropriate where the main purpose is for folks to be queuing up and boarding a bus.

Projects and Planning Studies

Burnaby Mountain Gondola

At its June meeting, the UAC received a presentation on the current status of the Burnaby Mountain Gondola project. The UAC was pleased to learn that amendments have been made to the design of gondola terminals, platforms, operations and cabins, based on previous UAC feedback shared in 2023.

During this update, committee members placed further emphasis on the need for cabins to be able to stop for safe and accessible boarding of passengers with mobility aids. It was also noted that having attendants present to assist customers would be crucial as well.

TransLink's Local Government Funding Program Review

In December, the committee received an introductory presentation on the LGFP. Initial recommendations from UAC members included an accessibility lens be applied in the evaluation of applications, especially in cases where multi-use pathways are included. Members ultimately suggested TransLink not fund projects that evidently create accessibility barriers, and that the LGFP be aligned with the guidelines of similar Provincial funding programs wherever possible.

Issues Raised by Committee Members

Transit alerts Messaging and Language Consistency

Throughout 2024, a UAC member, who is deaf blind and relies heavily on text and email transit alerts to plan his accessible trips, shared extensive examples of the range of abbreviations and messaging used in transit system alerts. He noted that the inconsistency among some of these abbreviations, and condensing of messages, can make the alerts difficult to understand.

The committee received an overview of the process of how these alerts are created – the Digital Marketing department creates the templates that the Customer Information department then uses to create the alerts that are pushed out to customers who have signed up for them. Digital Marketing is currently going through the process of reviewing the alert templates, as well as sample alerts that go out, to find opportunities to improve consistency and clarity. The UAC looks forward to any updates regarding this review and hopes that improvements can be made.

Bus Pass-up Policy for Customers with Mobility Aids

In the fall of last year, the UAC Chair advised staff that he had heard numerous accounts of bus passengers, with mobility aids, being passed up due to unavailability of space. In many of these instances, Operators were not always stopping to communicate with customers. In some cases, this left customers being passed up by multiple buses in a row, and leaving them with no information

about when they would get a ride.

At the October UAC meeting, members were pleased to learn that the CMBC Operations Policy has now been updated to include the following:

- the Operator is to advise the awaiting customer with a mobility aid that TComm will be contacted for assistance.
- The Operator requests the customer's name, destination and advises the passenger that they will contact TComm to arrange transportation on the next bus, or order a taxi, whatever provides the customer pickup the fastest.

Temporary Braille/Tactile Signs at Bus Stops

During the course of the year, some UAC members, living with sight loss, shared the difficulties that are presented when bus stop changes are only communicated to passengers on a temporary, printed sign. In light of these concerns, staff recognized that there was a remaining accessibility gap for customers who rely on Braille and/or tactile lettering at some bus stops, the committee was pleased that Braille/tactile signs, which cover the most common scenarios, are currently in production.

These signs will be installed by the same CMBC team that affixes the temporary print signs and will be applied to alert customers to the following:

- Bus stop sign is damaged and being replaced
- Bus stop has been permanently discontinued or relocated
- Bus stop has been temporarily discontinued or relocated

TaxiSaver Program Modernization

In 2024, UAC members continued to voice concerns about the current limited and complicated purchase process for TaxiSavers. The committee will carry TaxiSaver improvements over into 2025 as a top priority and area they hope to see progress in as soon as possible.

CONCLUSION

The UAC continues to work with TransLink staff through virtual meetings with the occasional in-person field review as needed. Throughout 2024, the committee provided input on a wide range of programs and initiatives associated with the conventional system, and members feel that it is an effective venue for resolving accessibility issues. The UAC is looking forward to continuing to advance accessibility in TransLink's initiatives in 2025 and hopes significant progress can be made on key long-standing items such as TaxiSaver modernization and SkyTrain announcement reliability identified in 2023.

TO: Board of Directors

FROM: HandyDART Users' Advisory Committee

DATE: February 21, 2025

SUBJECT: 2024 HandyDART Users' Advisory Committee Annual Report

EXECUTIVE SUMMARY

In 2024, 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 and registration process and improvements to customer communications during inclement weather.

PURPOSE

To inform the TransLink Board of Directors of the HandyDART Users' Advisory Committee (HDUAC) activities throughout 2024.

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 2024 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, TransLink, CMBC and TransDev staff have developed a strong working relationship to advance key issues.

HandyDART Labour Disruption

HandyDART customers were affected through the summer by job action that culminated in a strike in September. During the strike, HandyDART service was reduced to serving essential medical appointment only. The September meeting of the HDUAC was held during the strike. Committee members expressed concerns about the challenges facing customers who rely on HandyDART for

their day-to-day needs, and hopes that TransDev and the union could reach agreement in their labour negotiations and return to full service quickly.

HandyDART Programs and Initiatives

HandyDART Delivery Model Review

The committee continued to receive updates on the HandyDART Delivery Model Review throughout 2024, including a project workshop in July.

Committee feedback shared at this workshop and during 2024 included:

- Suggestion for HandyDART to consult directly with social workers and clinicians at dialysis centres to determine optimal schedules for patient rides.
- Need for the improvement of call centre wait times when booking or cancelling rides. Members have cited having to call back several times just to get through, and remain on hold for 30-minutes or more.
- Strong desire for the elimination of transfers on cross-boundary trips. Transfers are especially challenging for customers where trips are to medical facilities in other zones.
- Hope for eventual seamless integration between Metro Vancouver HandyDART and BC Transit HandyDART.

HandyDART Application Project

In 2024, the HDUAC continued to be engaged on work underway to update the HandyDART application process.

Committee feedback included:

- When developing the form, ensure that plain language is used, to minimize comprehension barriers for people with various cognitive disabilities as well as English language learners.
- When drafting certain application questions, be mindful that some folks with disabilities may, by habit and external pressure to prove their abilities, indicate that they possess the necessary skills to take conventional transit, while having to rely on these skills may, in reality, be exhausting and deteriorating to their wellbeing. It is crucial that applicants are made to feel 100% supported in responding to questions completely honestly.
- When conducting user testing on the new process, consider including youth testers, as there are always groups who begin using HandyDART to get to their day programs once they leave the school system.
- There was significant interest in better understanding the future introduction of conditional eligibility, and what customers can expect in terms of types of conditions and implementation.

HandyDART Extended Service Hours

HDUAC members have expressed support for extended service hours. While this service is very helpful for getting many folks to day-time appointments and programs, these service hours limit access to evening and late night events, social gatherings and employment opportunities. As a result, Committee members were pleased to see additional hours approved in the 2024 Investment Plan in the Spring, and look forward to more detail on what kind of service extension is feasible and would be implemented in 2025.

TransDev Operations Updates

Meetings this year included a new standing agenda item, regular operations-related updates from

the service provider TransDev. Presentations during the year included updates on call centre customer wait times, discussion of the impacts of the HandyDART labour disruption, and an overview of customer service KPI's and how TransDev uses those statistics.

Issues Raised by Committee Members

Inclement Weather Protocol and Communications

Early in the year, there was a significant snow storm, which resulted in non-essential HandyDART rides to be cancelled. At the March meeting, HDUAC members reported that efforts to communicate trip cancellations were not as extensive as in past weather-related events. Due to the weather warning being issued the day before, members were disappointed that the news was not broadcast on local TV and radio. Committee members also emphasized the importance of notifying individual customers as soon as possible, as many folks would not understand if their ride was or was not impacted by general HandyDART service reduction announcements through the media.

CONCLUSION

This past year, the HDUAC spent the majority of its time providing input on updates to the HandyDART application process and overall delivery model. In 2025, 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: January 20, 2025

SUBJECT: Public Delegations at the December 4, 2024 Board of Directors Meeting

EXECUTIVE SUMMARY

The Board received five public delegations at its December 4, 2024 public Board meeting.

Five public delegations were received by the Board at the December 4, 2024 public Board meeting on the following topics:

- **BC Bus Pass Program**
 - A public delegate spoke to the Board of Directors about whether the BC Bus Pass program transit passes can be provided on generic rather than program Compass cards.
 - Management wrote to the public delegate to provide additional information on the program cards which are utilized for discount fare programs such as the BC Bus Pass program. It was also shared that sleeves for cards are available at the Customer Walk-In Center or by mail for those who wish to use those for program or any Compass card.
- **HandyDART Services**
 - The Board received a public delegate who advocated for more HandyDART trips to be provided by bus operators on bus, rather than taxis wherever possible.
 - The public delegate received a response in which the delegate was thanked for raising their concerns, and background was provided on the use of taxis to supplement other modes of mobility, and TransLink's ongoing engagement with stakeholders to look for opportunities for improvement.
- **LNG Project Advertising**
 - A member of the public addressed the Board about their concerns about the process for review of advertisements by Ads Standards Canada, and their concerns regarding certain advertisements relating to the BC LNG project which appeared previously on TransLink's system.
 - A detailed response was provided to the delegate in writing after the meeting to outline the legal requirements for TransLink relating to advertising and the process undertaken by TransLink with respect to advertising on TransLink's transit system.
- **Bus Services**
 - The Board received a public delegate who recommended that fares be more accessible, while acknowledging TransLink's funding challenges. The delegate also asked for TransLink to set transfer validity on the system at a two-hour period.

- Management wrote to the public delegate after the meeting and shared information on a variety of topics raised by the delegate. This included information relating to the 2018 Transit Fare Review and its outcomes, the background on the 90-minute transfer window, ongoing work regarding bus priority lanes, and programs and potential future plans to address overcrowding on the system if funding is provided through a future investment plan.
- **2025 Budget and Fares**
 - A public delegate requested additional detail on TransLink's proposed 2025 Business Plan, Capital and Operating Budget before the Board in this meeting. Consultation on the requested on various aspects of the 2025 Budget, including fare increases contemplated for 2025, was also recommended.
 - The public delegate received a written correspondence which gave a briefing on the public engagement process that occurred on fares as part of the 2024 Investment Plan consultation. In addition, the delegate was provided an overview of transit fares of other peer agencies and it was noted that TransLink's fares are generally the same or below that of our peers.

TO: Board of Directors

FROM: Shezana Hassko, Vice President, Engineering

DATE: March 19, 2025

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 2024 and Q1 2025. Significant inspection and rehabilitation works are planned on the Pattullo, Knight Street, Westham Island, and Golden Ears Bridges which will require periodic closures to traffic. TransLink coordinates closely with contractors and stakeholders to minimize disruptions and effectively communicates these closures to the traveling public.

PURPOSE

This report is to provide information on operations, maintenance, and rehabilitation activities on TransLink's bridges with potential for 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.

Except for the Golden Ears Bridge, which is operated and maintained by the Golden Crossing General Partnership 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 identify any noticeable deterioration requiring further attention.

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. Routine maintenance work is generally performed with minimal impacts to the public, while bridge repair and rehabilitation works are generally longer in duration and have more public impacts.

DISCUSSION

This report does not provide specific information on all routine maintenance activities. Information on inspection, maintenance and rehabilitation activities, which have impacts on the public, is the focus of this report.

The table below provides a summary of the scheduled annual inspections for each bridge as quick reference.

Bridge	Last Inspection	Next Scheduled Inspection
Pattullo Bridge	October 2024	Q3 2025
Knight Street Bridge	July 2024	Q3 2025
Westham Island Bridge	September 2024	Q3 2025
Golden Ears Bridge	November 2024	Q4 2025
Canada Line Bike and Pedestrian Bridge	August 2024	Q3 2025

The activities that occurred between Q4 2024 and Q1 2025 are summarized by bridge below:

1) **Pattullo Bridge**

The Pattullo Bridge connects the Cities of New Westminster and Surrey and is 87 years old. Most of the bridge's structural components have exceeded their predicted design life, with some nearing the end of their useful lives. The Province is delivering the Pattullo Bridge Replacement Project, which will replace the existing bridge with a new crossing. Fraser Crossing Partners is contracted for construction of the new bridge, which is expected to open to traffic in Fall 2025.

TransLink was not anticipating operating 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 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 previous years' inspections and to identify any new areas of required critical repair. Activities that have occurred since Q4 2024 include:

a) Annual Structural and Railing Inspection

TransLink has retained Mott MacDonald Canada Limited (Mott) to conduct annual visual and snoper inspections of the bridge and its railings since 2020. The 2024 inspection occurred in October 2024. With respect to the structure, no progression in deterioration was observed and no items requiring urgent attention were identified. With respect to the railings, all areas identified for repair in 2024 were completed last year.

As the Pattullo Replacement Bridge is expected to open in fall 2025, and the 2025 inspection is not due until Q3 2025, Mott is evaluating the level of inspections that would be required for 2025 given the decommissioning of the bridge will start shortly after the new Bridge opens.

b) Deck Condition Monitoring

The reinforced concrete deck of the Pattullo Bridge is in an active and advanced state of deterioration, primarily due to corrosion of the reinforcing steel. While repairs to the north portion of the deck between Pier 0 and Pier 9 were completed in the summer of 2016, the risk of pothole formation still exists, particularly for the south approach of the Bridge (Pier 9 to Pier 29).

To ensure the entire deck remains functional and safe for operations, bridge deck experts from WSP Canada Inc. conduct surveys of the top and bottom surfaces (except between Pier 3 and Pier 4) of the deck at 4-week and 8-week intervals respectively. The top surface survey is conducted from the deck level, and the bottom surface survey is conducted from the catwalk. As there is no catwalk below the deck between Pier 3 and Pier 4, the area is inspected annually using a snooper truck.

These deck surveys will continue until the bridge is no longer in service. As the replacement bridge is scheduled to open in fall 2025, only defects that are considered a safety concern will be identified for repair. Currently, no major deck rehabilitation is expected in 2025.

c) Hydraulic Monitoring by Northwest Hydraulic Consultants

Northwest Hydraulic Consultants Ltd. (NHC) monitors changing river hydraulics under contract with TransLink and the Province. In addition to the Pattullo Bridge and the Skybridge, NHC also monitors the condition of the scour protection at the Canadian National Rail Bridge.

Surveys for TransLink are conducted bi-annually as follows:

- A winter survey is conducted in January of each year to monitor the impacts due to low river discharge; and
- A freshet survey is conducted in May or June of each year to monitor the impacts during high river discharges.

The winter monitoring survey for TransLink was conducted by NHC on January 8 and 9, 2025. A draft report summarizing the findings of the survey will be submitted to TransLink in Q2 2025. Based on preliminary discussions with NHC, bed lowering has continued to occur at select piers of the Pattullo Bridge and of the Skybridge. Due to the proximity of the bridges in the area, the impacts of one on the other are interlinked. NHC will continue to monitor the hydraulic impacts on all the bridges and will work closely with both TransLink and the Province to manage the impacts.

d) Pattullo Replacement Project Interface

The Province is delivering the Pattullo Bridge Replacement Project with construction activities occurring close to the Pattullo Bridge, the SkyBridge and other SkyTrain infrastructure. The Province and Fraser Crossing Partners (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. Depending on the proximity of the work to the Pattullo Bridge, lane closures and directional closures on weekends and evening hours will continue as required.

For certain works, FCP may also require longer duration closures of the entire bridge.

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. The Knight Street Bridge is comprised of three structures as follows:

- South Bridge – the bridge structure that connects the City of Richmond and Mitchell Island;
- North Bridge – the bridge structure that connects Mitchell Island and the City of Vancouver; and,
- Marine Drive Overpass – the bridge structure that crosses Southeast Marine Drive in the City of Vancouver.

Several key projects are currently underway to maintain and improve the bridge's infrastructure.

a) Deck Preservation and Bearing Replacement Project

In 2023, a contract was awarded to Kingston Construction Ltd. (Kingston) to perform deck preservation and bearing replacement work on the Knight Street Bridge. Kingston mobilized to site in February 2023 and completed the following over a 10-month period:

- deck rehabilitation to ensure a good state of repair and prolong its service life;
- replacement of original bearings;
- replacement of the railing between the sidewalk and the travel lane to enhance the separation between cyclists/pedestrians and vehicle traffic;
- replacement of a deck joint at Pier S9; and
- replacement of all the centre median barriers along the bridge.

In December 2023, the project was substantially completed. All deficiencies identified through a series of inspections were addressed in Q1 2024 and the Certificate of Total Performance for the Contractor was issued in Q2 2024. The one-year Warranty Period will expire in April 2025.

An inspection was completed by Mott in July 2024 to identify any defects to be repaired within the Warranty Period. The inspection determined approximately 0.5% of the resurfaced deck required repairs. The defects that were identified were minor in nature and did not have any impacts on public safety and were addressed in November 2024. The project is now considered complete.

b) BC Hydro Power Cable Upgrades

Power to Mitchell Island is provided by power cables that are supported by cable trays that run below the North Bridge of the Knight Street Bridge. These power cables are owned by BC Hydro.

In 2024, BC Hydro informed TransLink that both the power cables and the cable trays needed to be upgraded. To assess the scope of their work, BC Hydro performed a site inspection from the North Bridge maintenance catwalk on November 8, 2024.

After completing the site inspection, BC Hydro informed TransLink of the extent of the repair/upgrades required, which included miscellaneous repairs to the cable tray, such as installing additional bolts and repairing supports and replacing existing cables with new cables.

The work commenced on February 4, 2025, and was completed on February 18, 2025. To facilitate this work, BC Hydro identified that some overnight lane closures would be required. To minimize traffic impacts, BC Hydro were required by TransLink to schedule all lane closures between 9:30 PM and 5:00 AM and to always maintain one lane in each direction.

c) 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 for the crosswalk improvements was 50% complete in Q1 2024. However, as design progressed, it became apparent that further sidewalk improvements and bus stop improvements would be necessary. Mainroad has also identified additional operational items, such as barrier upgrades on the Mitchell Island on and off ramps, that could be addressed as part of this work. These additional items were added to the scope of the design work in Q2 2024. Detailed design of all items is expected to be completed by Q2 2025.

Implementation of the improvements will be undertaken in two phases as follows:

- Phase 1 - Items that are operational in nature, or safety related, will be undertaken in 2025.
- Phase 2 - Pending available funding, items that are capital in nature will be addressed at a later date.

d) Annual Structural Inspection

TransLink has retained Mott Macdonald Canada Limited (Mott) to conduct annual condition inspections of the bridge since 2020. The 2024 inspection occurred over four nights from July 14 to July 18, 2024.

Based on discussions with Mott, the condition of the bridge has remained relatively stable. Except for localized areas requiring maintenance or minor repairs that will be addressed with the maintenance contractor, no major areas of concern were identified for attention. The 2025 inspection will be scheduled for Q3 2025.

e) Catwalk Inspection

A catwalk system exists below the decks of the North Bridge and the South Bridge structures. In 2021, various safety upgrades were made to improve fall protection. This included new horizontal and vertical lifelines, new ladders and platforms, and improvements to access doors and hatches. For safety, the horizontal and vertical lifelines need to be inspected annually. This inspection occurred in Q3 2024 and the lifelines were considered safe for usage.

During the recertification inspection of the lifelines, some deteriorations of the catwalk were observed. A follow-up survey was conducted by Mott in Q4 2024, which confirmed corrosion of catwalk members and connections. While the localized deteriorations of the catwalk are not considered immediate safety concerns, Mott recommends that repairs be undertaken. Additionally, Mott recommends that the following be considered:

- Decommissioning of sections of the catwalk that are not needed to reduce ongoing maintenance efforts;
- Installing additional lifelines to access the box girders; and,
- Installing additional locks at access hatches/doors to prevent unauthorized access to the structure.

Repairs and upgrades to the catwalk are capital in nature and will be addressed pending availability of funding.

f) City of Richmond Watermain Inspection and Repair

The City of Richmond (City) owns a watermain that crosses the Knight Street Bridge and is attached underneath the bridge deck between Pier S7 and S14.

In 2024, the City informed TransLink that they needed to inspect the watermain for signs of leaks or water runoff. This site inspection took place in November 2024 and was undertaken from the catwalk of the South Bridge.

Upon completing the inspection, the City confirmed a minor leak in the watermain and is currently evaluating various repair alternatives. The City will confirm the extent of work required and will develop a methodology for TransLink's review prior to making the repairs. At this point, the minor water leak will not compromise the structural integrity of the structural support of the watermain or the bridge structure.

g) Erosion at Pier S1

TransLink has been monitoring a slope erosion concern at the west end of Pier S1 of the South Bridge structure since March 2024. The South Bridge structure is one of three structures making up the Knight Street Bridge, and connects Mitchell Island with the City of Richmond.

In March 2024, Mott was retained to perform an initial site assessment. At the time, the slope erosion issue was not considered an immediate concern to the safety of the public. In June 2024, a follow-up inspection revealed accelerated erosion that triggered the need to make emergency repairs to temporarily stabilize the area.

In November 2024, Mott performed an additional site inspection to assess the condition of the emergency repairs following extreme rainfall events that had occurred in October 2024. Based on the November 2024 inspection, no further remedial works to the earthworks are required as the emergency repairs have sufficiently improved the stability of the area.

Although the initial erosion concerns were only limited to the west end of Pier S1, Mott observed signs of soil erosion on the east side of Pier S1 during the November 2024 site inspection. To reduce the potential for slope instability of the east side, Mott recommends that the slope be stabilized in a similar manner to the works performed on the west side.

In addition to geotechnical works, Mott also recommends hydrotechnical improvements to reduce surface water from flowing onto the embankment slopes. These recommendations are being further developed by Mott and will be discussed with TransLink in greater detail in Q2 2025. Pending Mott's recommendation, an Approval-in-Principle (AIP) request to allocate funds to make geotechnical and hydrotechnical improvements to the embankment at Pier S1 in the 2026 Capital Plan will be made in Q2 2025.

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.

a) Annual Structural Inspection

TransLink has retained Mott Macdonald to conduct structural inspections of the bridge since 2020. The 2024 annual inspection occurred in September 2024.

Based on discussions with Mott, deterioration of some components has progressed. Repair and rehabilitation will need to occur in 2025 to ensure the bridge is operational.

Given the age of the Bridge, Management expects increasing efforts to monitor, assess, and rehabilitate the bridge. The 2025 inspection will be scheduled for Q3 2025.

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 and requests on TransLink's Lands in proximity to Golden Ears Way and Golden Ears Bridge.

Key initiatives that occurred in Q1 2025 include:

a) Asset Condition Report

The Concessionaire is required to provide an Asset Condition Report annually to summarize the condition of all the assets as part of the Golden Ears Bridge Project. This includes all the structures, road surfaces (pavement), drainage structures, and electrical systems.

In the 2023 Asset Condition report the overall condition of the Main Bridge structure, which consists of the five spans that cross the river, received an excellent rating of 1.77 on the Bridge

Condition Index (BCI). The BCI is an inspection rating from 1-5 with 1 being excellent and 5 being very poor. The 2024 Asset Condition Report is expected by Q2 2025 and TransLink anticipates the condition of the bridge will remain stable.

b) Golden Ears Way Railing Upgrade

The multi-use pathway along Golden Ears Way under Highway 1 continues to experience vehicle incidents. To enhance safety, the existing pedestrian-cyclist railings are being replaced with a combination system of concrete barriers and rails to prevent vehicle intrusions. Work began in October 2024 and is nearing completion. The final installation and safety inspections are expected by the end of Q1 2025.

c) Expansion Joints Seal Replacement

In addition to corrosion mitigation, routine inspections identified deterioration in the expansion joint seals, which were showing signs of wear and cracking. Progression of joint seal damage could lead to water leakage and structural damages. To prevent further structural impacts, an expansion joint seal replacement program is planned for Q2/Q3 2025.

The first phase of this project involves procurement of materials and contractor mobilization, followed by the removal of damaged expansion joint seals and the installation of new elastomeric seals designed for long-term durability. Water testing will be conducted to confirm the effectiveness of the new seals in preventing leaks. Given the nature of the work, temporary lane closures will be required, with traffic management strategies in place to minimize disruptions.

d) 2025 Paving Program

Another major initiative is the 2025 Pavement Program, scheduled for Summer 2025. This project focuses on pavement rehabilitation along Golden Ears Way between Lougheed Connector and 210 Street (Abernethy Connector), as part of ongoing infrastructure improvements. Due to the scale of the project, temporary road closures will be required, and detour routes will be implemented at night to minimize disruptions for commuters and local businesses.

Together, these initiatives reflect TransLink's commitment to maintaining the Golden Ears Bridge and surrounding infrastructure to high safety and operational standards. The combination of corrosion mitigation, expansion joint seal replacements, railing upgrades, and pavement rehabilitation ensures the continued longevity and reliability of the bridge network.

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.

a) Lighting Replacement

In Q4 2023, planning work started for the replacement of lighting and wiring on the bridge, which experienced intermittent outages in the last several years, resulting in a darkened pathway for cyclists and pedestrians.

TransLink's contractor Mainroad identified that the cause of these failures is deterioration of the wiring at the approach ramps and recommend 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 and obsolescence of non-LED lighting. As the replacement work will be close to the Canada Line tracks, Mainroad has worked closely with ProTrans, the operator of the Canada Line, to ensure the replacement work will not impact the Canada Line infrastructure.

The replacement work started in September 2024 and by the end of December 2024, Mainroad had replaced all the light fixtures and wires and the new system was energized. The removal of the old fixtures is currently in progress. All the remaining work is anticipated to be completed by the end of Q1 2025.

b) Annual Structural Inspection

TransLink has retained Mott Macdonald to conduct structural inspections of the bridge since 2020. The 2024 annual inspection involved inspections on foot and from an aerial lift, which were completed in June and August 2024 respectively. Based on the report, the condition of the structure is generally good with localized areas requiring maintenance or repairs that are minor in nature. These items will be addressed with the maintenance contractor in 2025.

The 2025 inspection will be scheduled for Q3 2025.