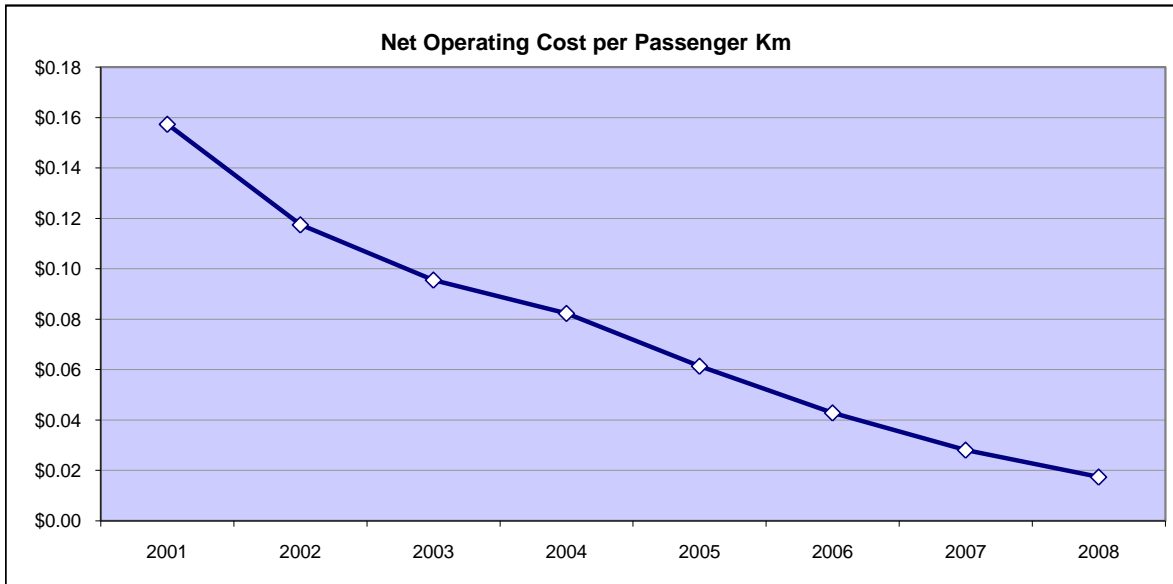


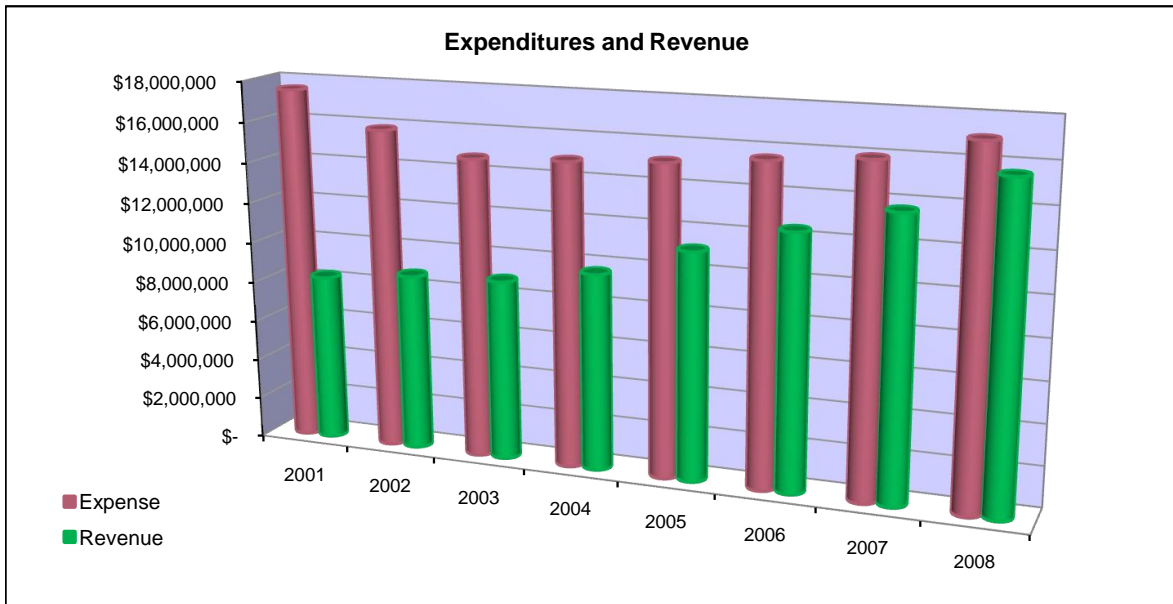
# Facts and Figures 2008

Net Cost per Passenger Km is an important statistic when comparing different modes of transportation as it includes passengers, distance and costs. The statistic shows the cost, net of revenue, to take one passenger one kilometre.



Since 2001, we have achieved a 88% reduction bringing our Net Cost per Passenger Km from \$0.16 in 2001 to \$0.02 in 2008.

The net subsidy, i.e., difference between the expenditures and revenue, to run the service has shrunk from \$9.2 million in 2001 to \$1.4 million in 2008.



\* In 2004, WCE changed how it accounts for some maintenance costs; costs are now expensed in the year rather than over a series of years. Data for previous years has been restated to reflect the change in 2004.

\*\* Expenditures exclude passenger car leases. In 2003, TransLink stopped charging WCE for the car leases in recognition of TransLink's role as the provider of capital equipment and for consistency with how it deals with other operating subsidiaries.

In 2008, TransLink started developing its Ten-Year Plan for 2009 to 2018 which provides WCE a significant opportunity to obtain support and funding for service expansion. With our 2008 cost recovery well above system average at 91.4%, it is the optimal time to invest in growing WCE service.

**2008 Year's Highlights included:**

- Achieved cost recovery of 91.4%
- Increase in Boarded Passengers by 5.4%
- Increase in Revenue of \$1.9 million or 14%
- Decrease in Net Operating Cost / Passenger of \$0.33 or 38%
- Decrease in Net Operating Cost / Passenger km of 33%
- Increase of 9.7% in service hours
- Launched weekend TrainBus service
- Maintained the highest customer satisfaction rating among all transit modes in TransLink

## Ridership

Ridership has grown more than 40% from 2001 to 2008, and continued to grow by an average of 8% in the last three years. Since 2005, the 28 Day-Pass and Employer Program Pass increased by an average of 13%, and bring in the highest % of fares.

High gas prices, increased highway traffic, and growth in commuters due to more affordable residential development in the Northeast sector bring in record numbers of riders.

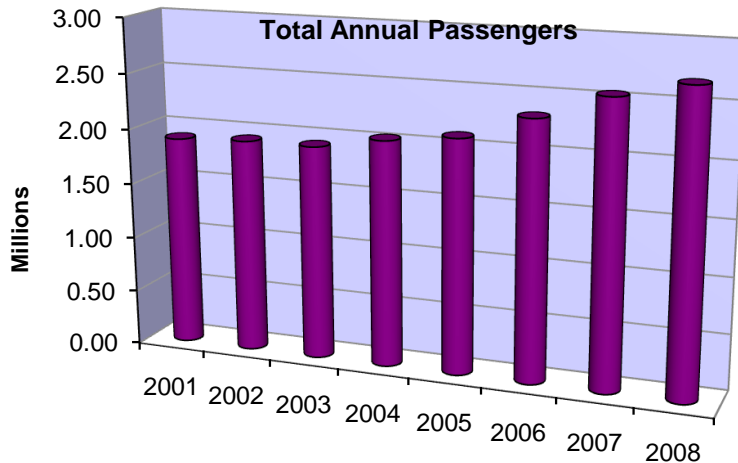
| As at December 31, 2008    |        |
|----------------------------|--------|
| Boarded Passengers (mil)   | 2.68   |
| Average Daily Passengers   | 10,500 |
| Passenger Kilometres (mil) | 83.98  |

### Ridership by Ticket Type

|                       |     |
|-----------------------|-----|
| Oneway                | 7%  |
| Return                | 14% |
| Weekly                | 5%  |
| 28 Day Pass           | 45% |
| Employer Program Pass | 29% |

### Ridership by Fare Type

|            |     |
|------------|-----|
| Adult      | 92% |
| Concession | 8%  |



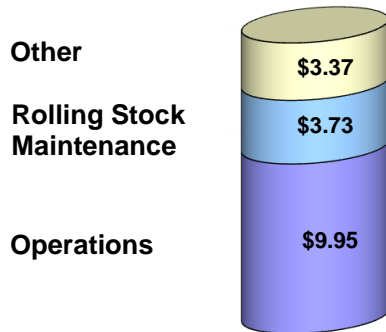
## Expenditures and Recoveries

The \$9.95 million for operations includes track rates paid to CP Rail, contracted services for crewing, bus service, service hosts and fuel. Equipment maintenance costs for the year were \$3.73 million while other costs including staff, station maintenance, and fare collection were \$3.37 million. Fare revenue covered 85% of the costs and parking and other revenue covered an additional 6%.

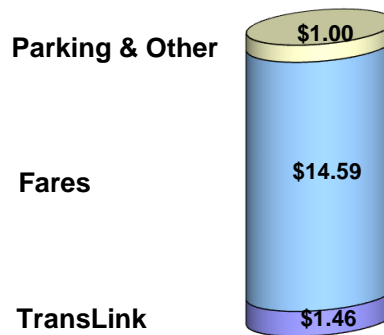
As at December 31, 2008

|                           | \$millions |
|---------------------------|------------|
| Operating Expenditures    | 17.05      |
| Fare Revenue              | 14.59      |
| Parking and Other Revenue | 1.00       |
| TransLink Subsidy         | 1.46       |

### Expenditures



### Recoveries



## Services and Performance

West Coast Express runs five return train trips on weekdays, between Mission and downtown Vancouver.

Supplementing the train service, TrainBus runs are provided on weekdays with 2 westbound trips in the mornings, 2 eastbound trips middays, and 3 eastbound trips in the evenings.

West Coast Express also introduced weekend TrainBus service in January 2008.

Net operating cost per passenger km has decreased by 88% since 2001 while operating cost per vehicle km has decreased 21%.

West Coast Express' On-time Performance is among the highest in North America.

As an operating subsidiary of TransLink, we are the highest rated service for overall customer satisfaction.

Boarded passengers per service hour increased from 65 to 81 from 2001 to 2008 reflecting the significant increase in fullness on our trains over the last 8 years.

### As at December 31, 2008

| SERVICE SUPPLIED                                    | 2008    | 2007    | 2006    | 2005    | 2004    | 2003    | 2002    | 2001    |
|---|---------|---------|---------|---------|---------|---------|---------|---------|
| Trains  | 2,498   | 2,509   | 2,503   | 2,509   | 2,523   | 2,502   | 2,512   | 2,508   |
| Service Hours                                       | 37,781  | 34,447  | 33,671  | 33,155  | 33,054  | 30,519  | 28,670  | 29,023  |
| Vehicle Kms (million)                               | 1.34    | 1.27    | 1.25    | 1.23    | 1.22    | 1.14    | 1.08    | 1.09    |
|   |         |         |         |         |         |         |         |         |
| <b>EFFICIENCY AND EFFECTIVENESS</b>                 |         |         |         |         |         |         |         |         |
| Operating cost per Vehicle Km                       | \$12.70 | \$12.58 | \$12.49 | \$12.38 | \$12.21 | \$12.97 | \$14.66 | \$16.14 |
| Net Operating Cost per Boarded Passenger            | \$0.55  | \$0.88  | \$1.37  | \$1.91  | \$2.59  | \$3.03  | \$3.68  | \$4.88  |
| Net Operating Cost per Passenger Km                 | \$0.02  | \$0.03  | \$0.04  | \$0.06  | \$0.08  | \$0.10  | \$0.12  | \$0.16  |
| Boarded Passenger per Service Hour                  | 81.1    | 73.9    | 68.9    | 63.5    | 61.5    | 63.2    | 67.3    | 65.5    |
| On-Time Performance                                 | 97.7%   | 96.4%   | 97.1%   | 97.9%   | 98.1%   | 99.2%   | 99.2%   | 98.5%   |
| Service Delivered                                   | 99.7%   | 99.9%   | 99.9%   | 99.9%   | 100.0%  | 99.8%   | 100.0%  | 99.7%   |
|   |         |         |         |         |         |         |         |         |
| <b>CUSTOMER</b>                                     |         |         |         |         |         |         |         |         |
| Mystery Shopping                                    | 84.8%   | 86.4%   | 87.8%   | 87.3%   | 85.7%   | 88.8%   | 86.7%   | 78.7%   |
| Passenger Injuries per 1 Million Boarded Passengers | 0.4     | 0.8     | 3.1     | 3.8     | 4.9     | 5.7     | 4.1     | 2.1     |

\*Operating expenditures and revenue included TransLink allocations.