bcrtc An Integrated Rapid Transit Company

MEMORANDUM

TO: Sabina Kunkel cc: Fred Cummings

DATE: 12 April 2012

RE: FOI 2012/046

This memo is in response to an FOI request from a special interest group seeking the following:

> "Any and all documents (including the original capital project proposal and justification, and invoice) regarding the SEIPS (Station Entrance Sign) program, specifically, the purchase and installation of 12 video screens along the SkyTrain line. I would also like any details of the federal government's contribution to this project, and any applications or letters TransLink or its subsidiaries submitted to the federal government to get funding for this program."

The attached represents all responsive records from BCRTC, with areas of sensitivity highlighted. Additional documents will be submitted by Richard Wong in TransLink's Finance department.

Please advise if you require any additional information.

Tracy Bolognese
Manager, Accounting and Reporting

TB/dls

Enclosures

British Columbia Rapid Transit Company Ltd.
6800 – 14th Avenue
Burnaby, BC, Canada V3N 4S7
Telephone: 604-520-3641 Facsimile: 604-521-2818

MINOR CAPITAL PROJECT JUSTIFICATION FORM

PROJECT TITLE:	BCRTC STATION ENTRANCE EMERGENCY INFORMATION PANELS		
IN-SERVICE DATE:	MARCH 31, 2009	**CAPITAL COST:**	$660,000
Project Lead:	RON KEENAN		

Approval in Principle Budget Estimate:	$850,000.00
Specific Project Approval Budget Request:	$660,000.00

Project Cashflow	(Dollars)				
	2008	**2009**	**2010**	**2011**	**2012**
Capital Cash Flow					
Net Operating Costs/(Savings)					
Incremental Revenues		n/a			
Avoided Costs/Incr. Capacity of Existing Resources		n/a			

A. MINOR CAPITAL PROJECT REQUEST

1. State the problem or opportunity, including location and general scope.

Presently at Expo and Millennium Line SkyTrain stations, there is no method of providing uniform regularly updated information about system emergency events, station closures, or critical non-emergencies, to the transit public at the entrance of each station. This lack of a communication path can provide for confusion on behalf of transit customers and possible risks to the transit public.

The scope of this project is to install electronic signs in "LED" or "LCD" format at the station entrances of Scott Road, Edmonds, Stadium, Lougheed, and Commercial to provide operational or emergency information to the customers under normal operational conditions or in the event of station closures due to emergency situations. This project is to demonstrate the benefit of the station entrance signs as part of the customer service improvement initiative.

2. State the <u>category</u> to which the project belongs - choose from the following:

Category	Check one ☑
New Capital Asset	✓
Replacement of a Capital Asset	
Betterment of an Existing Capital Asset	

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B. BACKGROUND

1. ***Describe the current situation in detail. (If the scope of this project includes the replacement or betterment of an existing capital asset, provide the following information: condition, age, date of construction, expected useful life, major improvements made since construction, changes to original use, current operating/maintenance costs, etc.)***

   At present there are no signage facilities at the station entrance area to alert our passengers/customers of any safety and/or security related messages to provide appropriate instructions for any safe course of action.

   In the event of any major incident occurring at a station with rolling grille gate closed, the emergency information panel at the station entrance will provide accurate information for the station closure and for alternate transportation means. The station entrance area offers the highest visibility for customers entering the station. It is most likely that customers can be prevented from entering further into the station and encountering unsafe conditions or service disruptions earlier and taking appropriate evasive action at the entrance.

   Other security related messages or information such as amber alert, child find alert, bomb threat, etc will be displayed on this emergency panel prominently. These panels will be dedicated to providing BCRTC operational information and major local or international news events. They are not intended for commercial advertising or business promotional purposes. Currently, the station attendants use markers to write down safety or security messages on pieces of paper or on sandwich boards and place them near the station entrance. The messages are usually significantly delayed and frequently inaccurate.

   BCRTC has been granted access to Federal Government to funding of up to 75% of this project's cost as part of the Passenger Rail Urban Transit Security (Transit-Secure) Contribution Program between Transport Canada and Translink. In order to receive the full funding of "eligible" costs, the proposed works must be completed in advance of March 31, 2009.

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2. ***If any studies have been completed outside of the minor capital project process or subsequent to the MCPP which describe the current situation or support this request, summarize them here and attach any reports, studies or assessments relevant to this request.***

   Not applicable at this time.

3. ***If this project is part of a multi-stage program, describe any previous stages already approved and implemented. If this is the first stage, describe the scope of the entire program.***

   If this five station demonstration program of the station entrance emergency information panels (SEEIP) proves to be effective and beneficial, the remaining twenty-eight (28) stations will be done under a separate capital project proposal or be included within the scope / costing of respective station upgrade projects.

4. ***Describe how your proposal will solve the problem or improve existing business conditions.***

   The application of a station entrance emergency information panel (SEEIP) system provides a method of communicating critical information at a location highly visible to the transit public, as they approach or enter the station entrance.

   In the event of emergency situations, using the information panel display (IPD) signs will provide a timely and accurate way of communicating with customers. Such information would be provided within minutes of an issue or event occurring, not depending upon Field Staff to make their rounds of affected stations to setup sandwich board signs that provide limited information. Also the level and depth of information presented can include greater detail as the information panel display (IPD) is capable of showing several different pieces of information at one time (screen area made into two or three operational sections). One section of the screen can have a static picture or pre-recorded video, another may have scrolling text (updated information on event), while the third may show static text as description to the problem or issue. Station closure information could also be displayed and updated while the station is closed without the active presence of Field staff (who may be better employed dealing with the situation or event).

   Being able to communicate with our customers in a quick efficient manner is very important during safety related events.

   Due to the information panel display (IPD) sign locations such information as Amber Alerts, or other pertinent Rider Alert information, could be presented on the signs.

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Besides the function of displaying emergency information, the information panel display (IPD) signs become a good method of communicating standard ridership information such as elevator/escalator non-availability at nearby stations, route information such as train or bus scheduled times, ridership promotional information (108 second headways, trip time information). Amber alerts could also be displayed on the information panel display (IPD) system.

C. OBJECTIVES & BENEFITS

1. What will this proposal accomplish?

The station entrance emergency information panel (SEEIP) system will supply BCRTC with a communication system that provides a quick and reliable method for communicating information to the transit public in the event of an emergency event or system disruption.

2. What business improvement, savings or efficiency will result from this proposal? What are the quantifiable and non-quantifiable benefits?

The use of this system to display emergency event or system disruption information decreases the time delay of this information being shared with customers. The Station Entrance Emergency Information Panel (SEEIP) project will accommodate information being shared with transit customers within mere minutes of an event occurring or a situation developing, and will allow the information presented to be updated quickly as required.

It also decreases the burden on Field staff that will no longer be required to be deployed to prepare and setup sandwich board signs, providing for Field staff to concentrate on addressing the emergency event or system disruption.

D. FEASIBLE SOLUTIONS CONSIDERED

1. List all feasible solutions considered (capital and non-capital).

There are several modes of communication that can be considered as solutions for communicating emergency and non-emergency information to the transit customer. This includes a system utilizing information panel display (IPD) technology, of either LCD or LED, or other more static signage such as sandwich boards or poster enclosed boards (rider alert panels.)

<u>Option 1: Install an LCD or Plasma based SEEIP system</u>
Consideration was given to the review of Plasma and LCD technologies for use the information panel display (IPD) approach. Plasma display technology has several

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disadvantages over LCD technology as Plasma displays experience greater heat generation (requiring extra support equipment to manage the heat extraction), are more susceptible to burn-in of static images, and have shorter operational life spans. LCD technology offers lighter weight for comparable displays sizes with increased brightness capabilities. Due to these points LCD technology has been considered the primary solution for the application of an information panel display (IPD) system.

Option 2: Install LED based SEEIP system

A major component of sharing information with the transit public is to provide this with the maximum clear and concise information in a short period of time. LED technology does provide for information sharing, though is very limited in this scope. An information panel display (IPD) system using LCD technology increases the information type (video, static pictures, scrolling or static text) displayed simultaneously and with a multitude of colours that LED displays cannot provide. LED displays are limited in colour options and there is no option for displaying pictures or video beyond basic displays. The stated location for placement of information panel displays (IPD) is at the ceiling level such that viewing the sign will not be blocked by passenger traffic and will be also be visible when the station rolling grille is closed.

Option 3: Continue to use present fixed signage systems such as sandwich boards

Static formats for communication with the transit public have severe limitations due to limited display format (primarily hand written text messages), time constraints (requires Field Staff to first setup the message and later update or remove as necessary), and location positions. The static signs are not readily readable for all passengers due to being placed on the ground, where either incoming or outgoing passengers will not see the sign due to individuals standing in front or passing through the line of sight with the static sign. Therefore sandwich boards and other static options do not provide the most effective method of communicating emergency information, or routinely updated changing non-emergency information, that is required to be shared with the transit public in a quick and timely manner.

2. ***Consideration of feasible options (capital and non-capital).***

Solution	Appendix	Capital Cost Estimate	Annual Operating Cost Estimate	NPV Over Asset Life	Risks to Service/Reliability
1	A	$660,000	Negligible	$637,188	none
2	-	-	-	-	-
3	-	-	-	-	-

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E. RECOMMENDED SPECIFIC SOLUTION

1. State the recommended specific solution.

The recommendation is for accepting Option 1 with 57" LCD information panel displays (IPD) for 7 installations and for the remaining 3 installations the use of 2 x 40" LCD IPDs. The table below indicates the size and location of the required LCD information display panels (IPD) and also the supporting content players (CP).

Contractor's Cost Structure

Station	Entrance Description	IPD LCD Screen	Content Player	Location Cost
Commercial	Roller Grill Entrance	1 x 57" LCD, Samsung	1 x content player	$44,472.17
Lougheed	East Entrance	1 x 57" LCD, Samsung	1 x content player	$44,592.17
	West Entrance	1 x 57" LCD, Samsung	1 x content player	$46,092.17
Scott Road	North - ceiling mounted	2 x 40" LCD's, Samsun	1 x content player	$46,882.50
	South left side of stairs	1 x 57" LCD, Samsung	1 x content player	$42,933.67
	South right side of stairs	1 x 57" LCD, Samsung		$43,243.67
Edmonds	Entrance - above stairs	1 x 57" LCD, Samsung	1 x content player	$45,047.17
Stadium	Plaza - ceiling, hanging	1 x 57" LCD's, Samsun	1 x content player	$44,083.67
	Upper - ceiling mounted	2 x 40" LCD, Samsung	1 x content player	$37,666.00
	Lower - ceiling mounted	2 x 40" LCD's, Samsung		$40,534.00
			Bond	$9,800.00
			4 x Work Stations and 1 x Server	$25,372.00
			initial SUM of Costs	$470,719.19
			PST	$32,950.34
			Final TOTAL	$503,669.53

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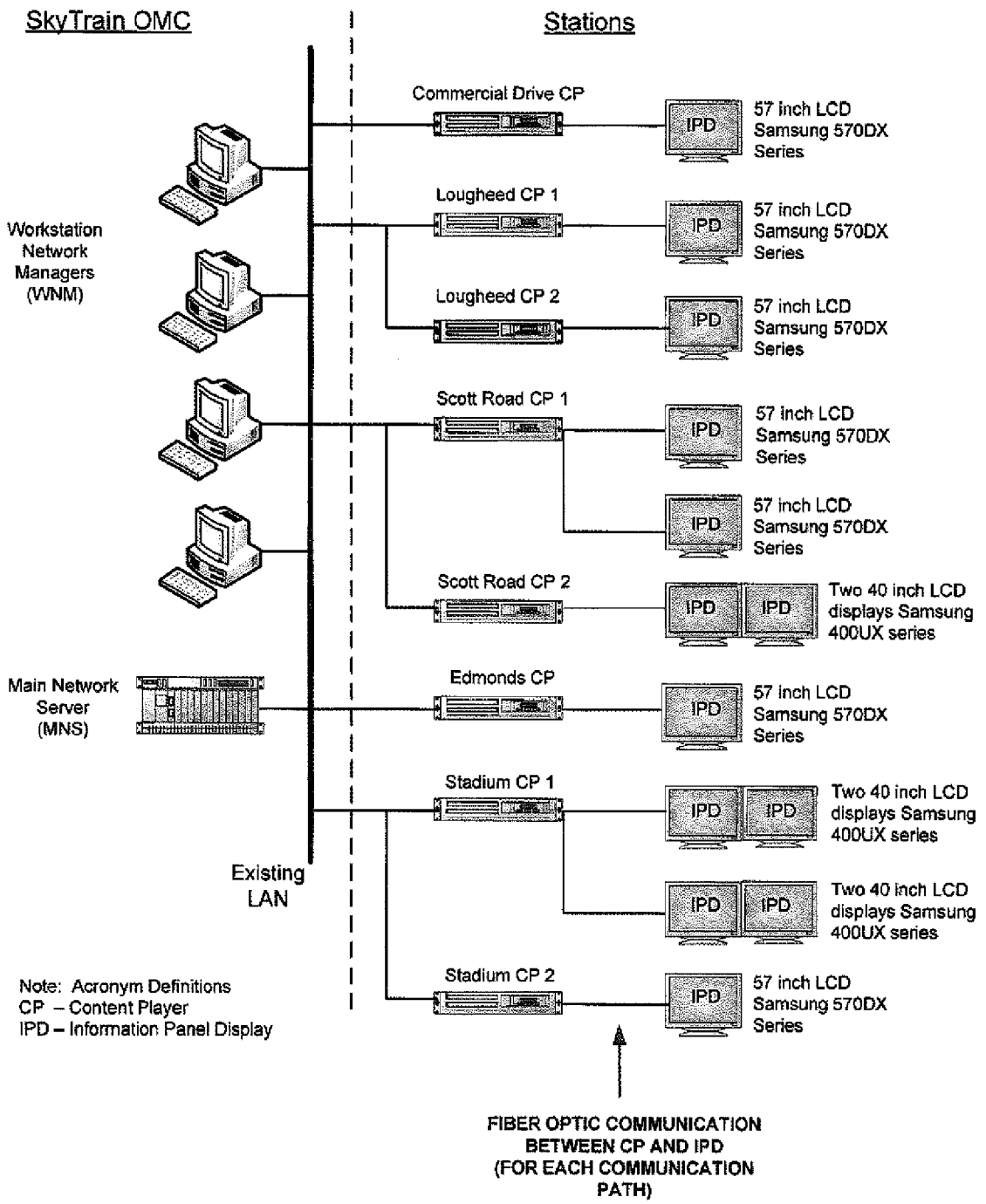
Option 1: SEEIP System Layout - using combination of 57 inch and 40 inch LCD IPD units



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2. ***State primary reason for choice of specific solution and/or reasons for rejecting the other considered applications. (The reason may be based on the lowest net lifecycle cost alternative or superior suitability in meeting other desired objectives.)***

A 57" LCD IPD is sufficient for communicating the safety information and alert messages that will be displayed. It is also sufficient for presenting system or transit related information. The size of the LCD screen provides significant area to include three separate functional informational areas, such as video, fixed text combined or supported by a fixed picture, and scrolling text line at the bottom or top to the IPD screen.

When considering future expansion it is more reasonable to go forward with many IPD's of the same size and type. The cost difference between the 57" LCD and 70" LCD's is significant. Further installations of the SEEIP system implementation using 70" LCD's would require a substantially larger financial commitment than with 57" LCD IPDs.

Weight of the installation becomes an issue for maintenance personnel, as the screen size increases so does the enclosure – both contributing to rapid increase in weight. The mid size LCD of 57" is still manageable by two maintenance personnel, going to a larger unit will require more personnel and more equipment.

3. **Describe *the broad scope of the project.***

The project encompasses installation of 10 information panel displays (IPDs) at 5 stations, those being Commercial, Lougheed, Scott Road, Edmonds and Stadium. The system will be used to provide timely information concerning security and safety related alert messages to transit customers. The IPDs will be located at the station entrances to ensure that they are visible as customers are approaching the station entrance in question and will also be visible in the event that the station roller grille is closed.

The function of updating or controlling the message content is interpreted to be performed from three designated locations: 1) the Control Room (OMC), 2) the Operations Department (OMC), and possibly 3) Stadium Field Office (ST). The function of updating and controlling the display information is to be by designated persons to ensure the information is up to date and relevant to the current situations present on the respective Expo or Millennium Lines.

This function of updating and controlling the messages is not interpreted to require extra personnel.

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4. ***Indicate work that has been completed to date to better define the scope and budget. If the scope and budget are not well defined, state the main reasons and the circumstances under which they will be better defined.***

Request for Proposal RFP080015-GER has been issued and closed with two potential bidders having provided replies. Both bidders' proposals were reviewed for technical content, project cost estimates, layout of equipment, how each individual reply addressed each item of the specification, and references.

The reply provided by BEST BUY was concise, responding to nearly every item within the original specifications given. The use of fiber optic communication was introduced by BEST BUY and compliments the installation of cabling by requiring only one conduit, in the place of two, being installed to each IPD location.

In the original specifications As Built Drawings were requested and was agreed to by BEST BUY. Actual Engineering Drawings were not requested and it has been further established that this is a must have. As such an estimate quote has been sought and received to address this issue to the sum of $15,000.00.

Further consideration has been given to the requirements of utilizing an outside Engineering resource to provide sign off on the enclosure hanging, or bracket assembly, as both vendors did not address the seismic requirements requested. BEST BUY did recommend that such an Engineer be contracted for final stamping of designs / drawings. A budgetary number of $15,000 has been included to accommodate this requirement.

Method of access to BCRTC LAN was in question at three locations of which had been chosen locations to install IPDs. These locations are ~

1) Scott Road – north side entrance / exit to bus loop,
2) Commercial – TVM concourse level
3) Lougheed – west entrance

The path forward was chosen not to require the vendor to address this area due to level of risk in the lack of direct knowledge of the vender of our stations and present communication systems. Through further technical review and the use of past experiences, it has been determined that the equipment and labour required to provide full LAN access as required at the noted three locations should be established at $5,000 per location. Due to the lack of station and equipment knowledge of the two possible vendors, and the associated risk each would consider the work with, it was determined to be less costly for our company to further review and conduct the work. Modification to the station entrance ceiling at these three locations is was not included in the scope of work for the RFP and is budgeted to cost $5000 per location for materials and labour.

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5. ***Provide the basis for the cost estimates as listed on the Financial Analysis.***

Capital Costs	Basis/Source of Information	Level of Confidence* [L/M/H]
SEEIP Project Hardware, Software and Installation	$505,000	H
Audio	$11,000	M
Seismic Engineering Review of Designs and Stamp of Approval	$16,000	M
Review of Installation Hardware and providing Engineering Drawings	$16,000	M
Modify Station Ceiling Panels to include SEEIP IPD enclosures	$16,000	M
BCRTC labour and equipment to facilitate LAN connections at three locations	$16,000	M
BCRTC Monitoring	$14,000	M
Contingency @ 10%	$60,000	M
IDC	6,000	M
Total Capital Costs	$660,000	M

* Level of Confidence ranges for Capital Cost items are defined as follows:

H = +/-20%
M = +/- 21-50%
L = +/- 51-100%

The overall budget confidence level should not exceed +/- 30%.

F. ENVIRONMENTAL IMPACTS

1. ***List and describe the environmental impacts of this project.***

No environmental impacts are anticipated during construction with the exception of some noise created by the power tools used to install conduit and enclosures. During normal operation of the SEEIP system the audio will be active during assigned player activities and disabled during PA announcements.

2. ***Complete a Basic Environmental Screening Report to determine whether a project can proceed without further detailed analysis of the environmental risks.***

Attached as Appendix B

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G. RISKS OF ADOPTING SPECIFIC SOLUTION

1. ***List any short-term risks (i.e. up to In-Service Date), including implementation and financial/non-financial risks. Summarize how these impacts will be mitigated.***

   Consideration will be given as to what type of installation work is being conducted during revenue hours and the associated risk to transit customers traversing near or through the required work areas. In the event that a risk is identified, such as installation of the enclosures and IPD equipment above the walking path of transit customers, that work will be conducted during non-revenue hours.

2. ***List any long-term risks (i.e. past the In-Service Date), including negative impact to service, negative impact to the safety or convenience of passengers or negative impact to service integration. Summarize how these impacts will be mitigated.***

   There are no long term risks identified.

H. APPENDICES

The following attachments have included:

A. Detailed Financial Analysis – Option 1
B. Basic Environmental Screening Report

Station Entrance Emergency Information Panels - Project 2008-18
JE80035 / Account 1599-100
Transferred to TransLink upon In-Service (transit secure project)

	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Total
Labour								
Dec 08	-							-
Jan 09		2,481.84		84.90				2,566.74
Feb 09			4,096.66					4,096.66
Mar 09				1,438.13	360.52			1,798.65
Supplies	4,409.29	-	100,101.21		403,669.50		6,000.00	514,180.00
Inventory	-	-	-	68.25				68.25
Pre IDC totals	4,409.29	2,481.84	104,197.87	1,591.28	404,030.02	-	6,000.00	522,710.30
cumulative total		4,409.29	6,891.13	111,089.00	112,680.28			516,710.30
IDC (see calc below)								
Dec entry	109.68			(100.54)				9.14
Jan entry				23.47	(0.04)			23.43
Feb entry				244.73	(0.14)			244.59
Mar entry				45.20	456.60		(45.20)	456.60
IDC entries	109.68	-	-	212.86	456.42	-	(45.20)	733.76
Total Project	4,518.97	2,481.84	104,197.87	1,804.14	404,486.44	-	5,954.80	523,444.06

IDC Calculation:								
Rate	4.9750%	4.9756%	4.9756%	4.8962%	in-service	in-service	in-service	
actual IDC								
current month	9.14	5.15	216.02	3.25	in-service	in-service	in-service	233.55
cumulative total		18.28	28.57	453.26	in-service	in-service	in-service	500.12
	9.14	23.43	244.59	456.51	-	-	-	733.67

system in service in April, no interest recorded against project once it is in service

COPY

BEST BUY | FUTURE SHOP | Squad | Commercial Sales | ReClaim | ConnectPro

Best Buy Canada Ltd. 8800 Glenlyon Parkway Tel: 604-435-8223

INV # 8-013-GER
PO 284547

Labour functions that have been completed and are scheduled to occur:

Electrical and conduit run has been **completed**
Seismic and Installation Drawings **completed**

Fibre to be run and terminated March 12th thru 23rd	**On Schedule**
Installation of enclosures and displays to occur between March 12th thru 23rd	**On Schedule**
PC Player Installation and testing to occur between March 12th thru 23rd	**On Schedule**
Welding of brackets for enclosure installation	**On Schedule**

All installation and testing will be completed no latter than March 27th 2009

Break out of Total Costs by Station:

Commercial	Roller Grill Entrance	$44,472.17
Lougheed	East Entrance	$44,592.17
	West Entrance	$46,092.17
Scott Road	North- Ceiling Mount	$46,882.50
	South Left Floor Mount	$42,933.67
	South right floor Mount	$43,243.67
Edmunds	Entrance Left of Stairs	$45,047.17
Stadium	Plaza- Ceiling Mount	$44,083.67
	Upper-Ceiling Mount	$37,666.00
	Lower- Ceiling Mount	$40,534.00
	Work Stations and System Server	$25,372.00
	Bond	$9,800.00
	Total Before Taxes	**$470,719.19**
GST	~~PST~~ 5%	$ 23,535.93
PST	~~GST~~ 7%	$ 32,950.34
	Total after Taxes	**$527,205.46**
	Less prior payment	$100,000.00
	Total this invoice	**$427,205.46**
	LESS 10% HOLDBACK ON $527,205.46 (TAXES INCLUDED)	$ 52,720.55
		$374,484.91

CC: LYNNE PIPPUS

GOODS AND/OR SERVICES RECEIVED

100-1599

s.22(1)

ITEMS # 1, 2, 3, 4, 5, 6 & 7

470,719.19 TOTAL BEFORE TAXES
<47,071.92> LESS 10% HOLDBACK ON TAXES
* 423,647.27
* 21,182.36 5% GST
* 29,655.28 7% PST

423,647.27
(100,000.00)
29655.28
353,302.55

000031

SULLIVAN DAWN

From: MORRIS CHRIS
Sent: August-19-11 10:53 AM
To: KEENAN RON
Subject: FW: Update - Commercial/BW SEEIP equipment and status

Ron – FYI.

From: FANG SUN
Sent: Friday, August 19, 2011 10:21 AM
To: MORRIS CHRIS
Subject: RE: Update - Commercial/BW SEEIP equipment and status

Chris,

SEEIP is considered an Upgrade project and didn't get the approval from the Capital Review Committee at the last go around. Maintain Existing Services and State of Good Repair are the two categories received priority treatment. The extended scope of the SEEIP project has been deferred to 2013 at this time. The existing SEEIP equipment will be maintained by the Electronics department. Please let Ron know. Thanks, Sun

Sun Fang, BSc. P. Eng.
Vice President, Engineering, Wayside Maintenance & Infrastructure
6800-14th Avenue Burnaby, BC V3N 4S7 CANADA
Ph: 604-520-3641 Cell: 604-880-3187 Fax: 604-521-2818
Email: sun_fang@bcrtc.bc.ca

From: KEENAN RON
Sent: Tuesday, August 16, 2011 1:23 PM
To: MORRIS CHRIS
Subject: RE: SEEIP equipment and status

Chris

My apologies – I did not mention the issue at Commercial Station. The display needs to be brought down such that the power supply can be checked. At present he screen is blank and this is believed to be due to a blown fuse. This is an effort and half, and I have been discussing this with Larry Rogers as his staff are now responsible for the SEEIP hardware. Larry is considering the actions required and I will assist as I can.

Regards,

Ron Keenan

From: KEENAN RON
Sent: Monday, August 15, 2011 11:09 AM
To: MORRIS CHRIS
Subject: SEEIP equipment and status

Chris

SEEIP Operational Status

I met Randy Fonger this morning in the OMC elevator and the topic of discussion was SEEIP. He asked what budget was in place for repair and/or replacement; and as to the status of the overall project. I politely side stepped this as a Operational Department budget and that he would have to inquire with Mike Richard as to the project status. Randy requested an e-mail on the SEEIP equipment status – what was not working at present.

At present the PC content player at Stadium for the Plaza level has failed. As the version of the content display software runs on Windows XP or Vista, we will have to configure a machine for replacement. I believe we have a unit available for this and will task Tom Pink with this upon his return to the department. I had Tom working on a similar path prior to his joining Vehicles in support of Warranty Claims issues.

The SEEIP displays at Scott Road east side were both damaged late last year. The displays both damaged beyond repair. At present the pedestals are still located at the station, and discussion has been in play to have Plant remove them and Electronics install junction boxes over the electrical/fiber cables.

I have continued, with Tom Pink's support, to monitor and assist from a software point of view, and we have shared the electrical portion with our partners in Electronics.

I am not aware of any budget to replace / repair the SEEIP system, nor do I know at this time the status of any future efforts to extend the system.

Prior to my sending a e-mail to Randy, if you have any questions or comments please let me know.

Regards,

Ron Keenan, P.Eng.
Electrical Engineer
Engineering & Technical Services
BC Rapid Transit Company Ltd. (SkyTrain)
Tel: 604-520-3641 x2713
Fax: 604-521-2818

TRANSLINK

INTER-OFFICE MEMO

April 25, 2012

TO: Sabina Kunkel
A/Manager, Information & Privacy

FROM: Richard Wong

SUBJECT: **FOI Request 2012 for the BCRTC Station Entrance Emergency Information Panels - Government Funding**

In response to the above-referenced FOI access request, I have enclosed a copy of TransLink's request for government funding payment from the Passenger Rail and Urban Transit Security (Transit-Secure) program.

This project was initiated in the fall of 2008 under the BC Rapid Transit Company with an estimated project budget of $660,000. The actual project cost was $523,444. The attached documents, labelled Schedule E, are funding request submissions for the amount the project incurred totalling $522,988 ($111,452 for Q1 2009 and $411,536 for Q1 2009). From these requests, TransLink received $83,380and $308,652, respectively from the government program.

I trust that this is of assistance to you; however, if you have any questions, please contact me at 604-453-3071.

Attachments

1. Schedule E for Q1 2009 - $111,451.76 incurred
2. Schedule E for Q2 2009 - $411,536.40 incurred