

To The Residents of Quayside | New West

Please be assured that we are making every effort to reduce the noise level in your area and for the entire network. Rail maintenance is ongoing system wide and work is prioritized in areas with high track wear rates, but we are currently replacing the portion of the tracks between 22nd Street and New Westminster stations as part of the TransLink Maintenance and Repair Program. This work includes replacement of both rail pads and running rail.

The rail work in this area commenced in December of 2019, with residents of your building (Laguna Landing) being notified by letter last November. Work is currently ongoing on the eastbound tracks followed by work on the westbound side, with expected completion into 2021. The process of rail replacement in an area of this size can take up to one year.

Please note that there is a period immediately after the rail has been replaced during which the profile of the surface of the rail may not exactly match the profile of the wheels on the SkyTrain cars. This can cause friction which results in the noise that you are hearing. After between 2 to 4 weeks, the new rail surface profile becomes ground to match more closely with that of the wheels, and this friction noise tends to subside.

While TransLink's top priorities are keeping the region moving and keeping the system in a state of good repair, we also strive to be good neighbours. We sincerely apologize for the inconvenience you have been experiencing due to the track noise level, and we ask for your patience as we continue our work to improve the rail condition. Once all the work is complete, this should alleviate the noise level in your area.

Thank you again for your patience while we maintain the safety, reliability, and longevity of the Expo Line.

For more information regarding the Expo Line Rail and Rail Pad Replacement project, please visit

<https://www.translink.ca/Plans-and-Projects/TransLink-Maintenance-and-Repair-Program/Rail-Projects/Expo-Line-Running-Rail-Replacement.aspx>

More broadly, TransLink and British Columbia Rapid Transit Company (BCRTC) are investigating SkyTrain Noise systematically. If you haven't already, please see our study on rail noise. You can find it on our website at www.translink.ca/noisestudy. There is a longer, technical report showing the different locations, as well as a summary.

Unfortunately, there's no single "silver bullet" to address rail noise. However, we can assure you that this issue is a priority for TransLink and we are committed to reporting back with findings of our assessments of noise mitigation options.

We encourage you to continue to provide feedback through our customer service channels when you experience exceptionally noisy conditions. Customer feedback is used along with measured noise data to prioritize maintenance activities. Please continue to check our website for updates.

TransLink Noise Study Project Team

BC RAPID TRANSIT COMPANY | SKYTRIAN APOLOGY

Michel Ladrak, president and general manager

I write to address concerns about SkyTrain-related noise in New Westminster. We understand that urban noise can impact community well-being, and TransLink is working hard to address the issue.

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This must be balanced with the need to reliably move thousands of people each day throughout the Metro Vancouver region.

We will soon resume rail grinding in sections of New Westminster.

The rail surface can become corrugated or pitted after the repeated passing of train wheels, which is largely the cause of noise.

The rail grinding was originally scheduled for April as part of our regular maintenance.

Our rail grinding contractor is based in the U.S. and due to COVID-19 has been unable to mobilize in Canada.

Our own grinding machine is currently undergoing repairs and is expected to be back in service in mid-July. It will be deployed immediately to sections of rail that are in urgent need of grinding.

We are also currently replacing tracks between 22nd Street and New Westminster stations as part of our maintenance and repair program.

This involves replacing rail pads and running rail - much of this track is more than 30 years old and has carried more than 2 million trains since 1986.

This work too should mitigate the noise level in the area. Residents can continue to provide feedback through our customer service channels via phone or email when they experience exceptionally noisy conditions. Customer feedback is used along with measuring noise data to prioritize maintenance activities.

Our goal is to keep the system safe and in a state of good repair, and this is especially important as our system ages. We sincerely apologize for the inconvenience residents have been experiencing, and I assure you we are continuing our work to improve the rail condition.

Michel Ladrak, president and general manager, BC Rapid Transit Company