

From: Robinson, Selina MAH:EX
To: Ashbourne, Craig MAH:EX
Subject: Re: For REVIEW: MAH Follow-up Media Request: Translink - Fare evasion - Deadline 4pm
Date: Friday, March 1, 2019 2:37:09 PM

This is fine.

Selina

Sent from my iPhone

On Mar 1, 2019, at 2:32 PM, Ashbourne, Craig MAH:EX <Craig.Ashbourne@gov.bc.ca> wrote:

Please okay the below highlighted section – **s.13**

Craig Ashbourne
Senior Ministerial Assistant
Minister of Municipal Affairs and Housing and responsible for Translink
C: 250-213-3187
E: craig.ashbourne@gov.bc.ca

From: Kilpatrick, Melanie GCPE:EX
Sent: Friday, March 1, 2019 2:24 PM
To: Ashbourne, Craig MAH:EX <Craig.Ashbourne@gov.bc.ca>
Cc: Gardea, Daniela MAH:EX <Daniela.Gardea@gov.bc.ca>; Talbot, Sarena GCPE:EX <Sarena.Talbot@gov.bc.ca>; Leslie, Lisa GCPE:EX <Lisa.Leslie@gov.bc.ca>; Paulson, Dave GCPE:EX <Dave.Paulson@gov.bc.ca>
Subject: For REVIEW: MAH Follow-up Media Request: Translink - Fare evasion - Deadline 4pm
Importance: High

Hi Craig,

Some background below from Kate with fare evasion data has adjusted the response below, please review. Good to go to reporter?

Reporter

Susan Lazaruk, Reporter
Province
slazaruk@postmedia.com
604-605-2010 c: 604-802-4948

Deadline **Friday, March 1 @4:00 PM**

Request

Reporter has come back with a follow up:

I will offer the chance for the minister, who is the minister responsible for Translink, to comment on the fact that Translink can provide no data on fare evasion more current than 2014. It says that it has no way of capturing such statistics and assumes loss to fare evasion is 4 to 5 per cent. Is the minister concerned that Translink doesn't know how much each year is lost to fare evasion? And therefore doesn't know the extent of the problem or how to address it?

Also, is it a concern to the provincial government that the loss of revenue to fare dodgers must be made up by paying passengers. In Toronto, one columnist estimated each paying customer's fare subsidizes 12 cents for every non-paying customer.

If she would like to comment, before 4pm today, please

Background for MO:

In 2017, total revenue from fares was \$456.7 million which is \$42.9 million (10.4 per cent) higher than 2016. The increase is a result of the major service expansion rolled out in 2017 as part of the Phase One of the 10-Year Vision. Total ridership reached an all-time record high of 408 million boardings (5.7 per cent increase over 2016) equivalent to 248 million journeys across the entire system (5.8 per cent increase over 2016).

On page 18 of the [package](#) for the last BoD meeting in Dec, 2018...

<image001.jpg>

Suggested Response

Minister Robinson statement:

s.13

Background for Reporter

See page 18 in the Board of Director's minutes from December 2018 - https://www.translink.ca/-/media/Documents/about_translink/governance_and_board/board_minutes_and_reports/2018/December/2018_12_06_Public_Board_Meeting_Report_Package.pdf

Previous Request:

This is a follow-up to a media request from February 28, 2019.

REQUEST:

Reporter is writing an article about Translink and specifically fare evasion trends and would like to speak to the minister about some issues:

Last week, the city of Toronto's auditor general released its audit focused on fare evasion on the TTC and found evasion levels were more than double the levels estimated by the TTC. They amounted to at least \$61 million a year and contributed to fare increases, the report found.

Are you concerned about the continuing problem of fare evasion, despite the installation of fare gates on the train lines that was designed to correct the loss to fare dodgers?

Is the public receiving correct estimates, given what was found in Ontario, of how much Translink is losing to evasion.

The Toronto auditor general found the greatest percentage of fare evasion on streetcars and said it was likely because of the unsupervised all-door boarding.

Translink said it doesn't measure fare evasion on its BLine buses, which also allow all-door boarding. Should it be?

And because of the increase in the number of passengers tampering with the new fare gates, Transit police two years ago were given increased powers to ticket anyone squeezing past the gates designed for disabled entry/exit, which video shows is easy to do. Those "violation tickets" now outnumber "fare infraction notices" issued to passengers riding without a valid ticket. However, transit police still only ticket 40 fare cheats a day. And an internal PWC audit in 2007 noted there was then (pre SkyTrain gates) a one per cent chance of being ticketed for riding without a ticket.

Translink says the fare gates increased revenues by 7.8 per cent once the gates were closed. And it says it accepts its estimated two per cent loss to fare evasion and it says the ability to squeeze past disabled gates is necessary to ensure passenger safety in case of an emergency. That takes precedence over reducing or preventing fare evasion.

As minister responsible for Translink, are you concerned about fare evasion?

Is it necessary to look at the design of fare gates?

Is it time for an auditor general's audit of fare evasion on Translink?

RESPONSE:

Provided Background

TransLink is an independent organization governed by a Mayors' Council and a Board of Directors rather than by the provincial government. Decisions regarding operational aspects including the technology used to service the communities within Metro Vancouver are made by the Mayors' Council and the TransLink Board of Directors.

From: [Robinson, Selina MAH:EX](#)
To: [Ashbourne, Craig MAH:EX](#)
Subject: Re: for approval
Date: Friday, March 1, 2019 5:31:36 PM

Good.

Selina

Sent from my iPhone

On Mar 1, 2019, at 1:42 PM, Ashbourne, Craig MAH:EX <Craig.Ashbourne@gov.bc.ca> wrote:

Quote for Sunday's NR (draft attached):

s.13

Can you approve when you're able please?

Craig Ashbourne

Senior Ministerial Assistant

Minister of Municipal Affairs and Housing and responsible for Translink

C: 250-213-3187

E: craig.ashbourne@gov.bc.ca

<NR_Modular Union and Gore v3-ca.docx>

From: [Robinson, Selina MAH:EX](#)
To: [Ashbourne, Craig MAH:EX](#)
Subject: Re: Anita Place
Date: Saturday, March 2, 2019 10:48:59 AM

This works.

Selina

Sent from my iPhone

On Mar 2, 2019, at 10:18 AM, Ashbourne, Craig MAH:EX <Craig.Ashbourne@gov.bc.ca> wrote:

Statement, key messages and QA attached. s.13
s.13

Craig

Craig Ashbourne
Senior Ministerial Assistant
Minister of Municipal Affairs and Housing and responsible for Translink
C: 250-213-3187
E: craig.ashbourne@gov.bc.ca

<CP_Anita Place Camp Evac_draft-ca.docx>

From: [Robinson, Selina MAH:EX](#)
To: [Ashbourne, Craig MAH:EX](#)
Cc: [Xia, Eveline MAH:EX](#)
Subject: Fwd: Lions Society Housing in Langley
Date: Thursday, March 28, 2019 4:50:12 PM

Had a brief conversation with Mary about this situation.

I can fill you in on the details later if needed.

She is asking us to see if we can find out what is happening here.

Selina

Sent from my iPad

Begin forwarded message:

From: "Polak, Mary" <s.17
Date: March 28, 2019 at 3:31:37 PM PDT
To: "Robinson, Selina MAH:EX" <Selina.Robinson@gov.bc.ca>
Cc: "Polak, Mary" <s.17
Subject: Lions Society Housing in Langley

Hi Selina,

Re our hallway conversation:

<!--[if !supportLists]--> <!--[endif]-->Significant number of complaints in the last
two years or so
<!--[if !supportLists]--> <!--[endif]-->Most relate to unprofessional management
<!--[if !supportLists]--> <!--[endif]-->Other agencies and local elected
representatives have been hearing the same
<!--[if !supportLists]--> <!--[endif]-->Management has a longstanding
relationship with FHA who seem to be too close to it
<!--[if !supportLists]--> <!--[endif]-->Likely needs Ministry staff to quietly look
behind the curtain a bit
<!--[if !supportLists]--> <!--[endif]-->My CA would be happy to provide an
overview if necessary – Cathy Gibbs (604) 514 8206

Thank you for having a look at it.

Cheers
M

From: Robinson, Selina MAH:EX
To: Xia, Eveline MAH:EX
Subject: Re: NR Prince George - quote approval
Date: Thursday, March 28, 2019 5:30:36 PM

s.13

Selina

Sent from my iPhone

On Mar 28, 2019, at 5:23 PM, Xia, Eveline MAH:EX <Eveline.Xia@gov.bc.ca> wrote:

Good point, and actually, Craig just said the NR was supposed to include a quote from Minister Darcy (their office asked to be included). Are you alright with Minister Darcy' quote (she approved, it's below) being included in the NR · **s.13**

"This innovative solution will support people living with mental health and addictions challenges by providing the services they need, when they need and where they need them, said Judy Darcy, Minister of Mental Health and Addictions. "By addressing the social conditions in people's lives, we can play a big role in helping people find their own unique pathways to healing, their pathways to hope." **MJD APPROVED**

From: Robinson, Selina MAH:EX
Sent: March 28, 2019 4:52 PM
To: Xia, Eveline MAH:EX <Eveline.Xia@gov.bc.ca>
Subject: Re: NR Prince George - quote approval

s.13

Otherwise the quote is fine

Selina

Sent from my iPad

On Mar 28, 2019, at 4:22 PM, Xia, Eveline MAH:EX <Eveline.Xia@gov.bc.ca> wrote:

Hi Minister, could you pls approve your quote (for Prince George).

NR is attached.

Thanks!

Sent from my phone.

Eveline Xia
Ministerial Assistant to the **Honourable George Heyman**

Begin forwarded message:

From: "Harbord, Darren GCPE:EX"
<Darren.Harbord@gov.bc.ca>
Date: March 28, 2019 at 2:11:01 PM PDT
To: "Ashbourne, Craig MAH:EX"
<Craig.Ashbourne@gov.bc.ca>, "Xia, Eveline
MAH:EX" <Eveline.Xia@gov.bc.ca>
Cc: "Leslie, Lisa GCPE:EX" <Lisa.Leslie@gov.bc.ca>,
"D'Souza, Pamela GCPE:EX"
<Pamela.DSouza@gov.bc.ca>
Subject:
NR_PrinceGeorge_AWAC_Opening_FINAL_EX

Craig/Eveline – an updated clean version of the NR for Prince
George affordable housing announcement is attached – just
need approval for MSR's quote.

And as discussed, here is the quote provided by MMHA:

"This innovative solution will support people living with
mental health and addictions challenges by providing the
services they need, when they need and where they need
them, said Judy Darcy, Minister of Mental Health and
Addictions. "By addressing the social conditions in people's
lives, we can play a big role in helping people find their own
unique pathways to healing, their pathways to hope."

APPROVED

Corp. Cal. has confirmed Tuesday, April 2 at 11:30 a.m.

Thanks

Darren Harbord
Government Communications and Public Engagement
Ministry of Municipal Affairs and Housing
250 882-8518

<NR_PrinceGeorge_AWAC_Opening_FINAL_EX.docx>

From: [Robinson, Selina MAH:EX](#)
To: [Xia, Eveline MAH:EX](#)
Subject: Re: FOR APPROVAL: Chilliwack modular materials
Date: Thursday, March 28, 2019 5:35:30 PM

This is good

Selina

Sent from my iPhone

On Mar 27, 2019, at 7:01 PM, Xia, Eveline MAH:EX <Eveline.Xia@gov.bc.ca> wrote:

Hi Minister,

Pls approve your quote in the NR, and the rest of the package is attached should you wish to review. We're getting one more Q&A added re hospitals sending Chilliwack shelters their patients s.13 In case a question comes up.

Sent from my phone.

Eveline Xia

Ministerial Assistant to the **Honourable George Heyman**

Begin forwarded message:

From: "D'Souza, Pamela GCPE:EX" <Pamela.DSouza@gov.bc.ca>
Date: March 27, 2019 at 5:48:17 PM PDT
To: "Xia, Eveline MAH:EX" <Eveline.Xia@gov.bc.ca>
Cc: "Ashbourne, Craig MAH:EX" <Craig.Ashbourne@gov.bc.ca>, "Gardea, Daniela MAH:EX" <Daniela.Gardea@gov.bc.ca>, "Leslie, Lisa GCPE:EX" <Lisa.Leslie@gov.bc.ca>, "Duncan, Michael GCPE:EX" <Michael.Duncan@gov.bc.ca>
Subject: **FOR APPROVAL: Chilliwack modular materials**

Hi Eveline,

Attached are clean copies.

Don't recommend holding up approvals. We have asked Health and Sarena to help track down lines and can add tomorrow.

- SN – we are awaiting territory acknowledgement confirmation

from MIRR.

- QA
- NR

Thanks

Pam

Pamela D'souza | A/manager
Ministry of Municipal Affairs and Housing
Government Communications and Public Engagement
Desk: 778.698.8228 | **Mobile:** 250.896.3755

<SN_Chilliwack Modular Opening_DRAFT_EX.DOCX>

<QA_Chilliwack Modular Opening_DRAFT_EX.docx>

<NR_Chilliwack Modular Opening_DRAFT_EX.docx>