

ISSUES NOTE: CONFIDENTIAL ADVICE TO MINISTER

Ministry of Social Development and Poverty Reduction
Date: May 7, 2019 UPDATED: May 8, 2019
Minister: Hon. Shane Simpson

BC Bus Passes Deactivated

SUMMARY

Approximately 1,300 BC Bus Pass program card holders, most in the Lower Mainland, have had their Compass Cards deactivated. The issue began on 11 PM on May 4, 2019, during technical maintenance on a Ministry computer system.

s.13

- **We expect that everyone affected will receive their new card next week.**

BACKGROUND

- As of May 9, 2019:
 - All calls have been attempted for the 1290 people impacted.
 - 16 Crisis Grants Issued (PWD)
 - 35 Pre-load passes couriered (Seniors) (37 requested, Translink advised 2 already issued)
 - 339 Temporary Passes issued by Translink

Outbound Call Breakdowns:

- 86% of call attempts were completed (1113).
- 14% unable to contact (177 i.e.: moved, wrong number, phone out of service).

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- On May 4, the Ministry was running an annual emergency exercise, to ensure that systems can continue to operate in the event of a natural disaster. During this exercise a data file with information on bus pass holders was processed in error and 1,290 passes were deactivated.
 - 1,050 people (81%) are in the TransLink area.
 - 400 are Senior Bus Pass holders.
- There was no breach of personal information as a result of this error.
- GCPE contacted the Senior's Advocate (on May 7) to advise her of the situation. As of May 9, her office hasn't received any calls.

	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Annual number of Low-Income Seniors and other Eligible Applicants	49,986	52,260	56,140	58,974	60,431	61,922	58,620*	58,981	61,290
Annual number of Persons with Disabilities	31,645	32,786	34,300	34,258	35,220	35,310	37,030*	38,150	41,111
TOTAL	81,631	85,046	90,440	93,232	95,651	97,232	95,650*	97,131	102,401
Number of Immigrants **	3,825	3,863	3,909	4,290	4,872	5,347	5,498**	5,752	5,417

Total expenditures for 18/19 were \$61.306M, with \$51.432M or 84% going to TransLink

From: Martiniuk, Daryn SDPR:EX
To: Galbraith, David J SDPR:EX
Cc: Anderson, Maryann GCPE:EX
Subject: Bus Pass Update
Date: May 8, 2019 4:01:00 PM

990 calls have been attempted for the 1290 impacted. Calls are still being made.

80% of Bus Pass clients are for TransLink passes

Total expenditures for 18/19 were \$61.306M, with \$51.432M or 84% going to TransLink

We have reached out to TransLink to see if we can get a figure for the number of temporary passes that have been issued. If this comes in before 415 I'll send it along.

Daryn Martiniuk
Executive Director, Community Services
Service Delivery Division
Ministry of Social Development and Poverty Reduction
Phone: 778 698-8904
Cell: 250 213-3973

From: [Martiniuk, Daryn SDPR:EX](#)
To: [Galbraith, David J SDPR:EX](#)
Cc: [Anderson, Maryann GCPE:EX](#)
Subject: RE: Bus Pass Update
Date: May 8, 2019 4:21:00 PM

TransLink has advised that 188 temp passes have been provided.
We have couriered another 19 preloaded cards

Daryn

From: Martiniuk, Daryn SDPR:EX
Sent: Wednesday, May 8, 2019 4:02 PM
To: Galbraith, David J SDPR:EX <David.Galbraith@gov.bc.ca>
Cc: Anderson, Maryann GCPE:EX <Maryann.Anderson@gov.bc.ca>
Subject: Bus Pass Update

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Cell: 250 213-3973

From: [Martiniuk, Daryn SDPR:EX](#)
To: [Galbraith, David J SDPR:EX](#)
Cc: [Anderson, Maryann GCPE:EX](#); [Choo, Debbra A SDPR:EX](#); [Jensen, Dana SDPR:EX](#)
Subject: RE: Temp Pass Update
Date: May 9, 2019 2:19:00 PM

Great.

TransLink has just advised that more than 340 temporary passes have been issued by TransLink at their Beatty Street location and that they have couriered an undisclosed number of additional passes to clients indicating that they were unable to attend in-person.

I'll have another update on the number of pre-loaded cards that were couriered out at the end of the day.

Daryn

From: Galbraith, David J SDPR:EX
Sent: Thursday, May 9, 2019 2:15 PM
To: Martiniuk, Daryn SDPR:EX <Daryn.Martiniuk@gov.bc.ca>
Cc: Anderson, Maryann GCPE:EX <Maryann.Anderson@gov.bc.ca>
Subject: Re: Temp Pass Update

I talked to Kevin. He said they pushed the message out to bus drivers and transit staff to let folks on. Can't guarantee that they will but the message went out.

David Galbraith
Deputy Minister
Ministry of Social Development and
Poverty Reduction

On May 9, 2019, at 12:39 PM, Martiniuk, Daryn SDPR:EX <Daryn.Martiniuk@gov.bc.ca> wrote:

Updated status, less the challenges with TransLink re: clients ability to flash.

Daryn Martiniuk
Sent from my iPhone

Begin forwarded message:

From: "Choo, Debbra A SDPR:EX" <Debbra.Choo@gov.bc.ca>
Date: May 9, 2019 at 12:13:24 PM PDT
To: "Martiniuk, Daryn SDPR:EX" <Daryn.Martiniuk@gov.bc.ca>, "Jensen, Dana SDPR:EX" <Dana.Jensen@gov.bc.ca>, "Morrison, Rob SDPR:EX" <Rob.Morrison@gov.bc.ca>, "Treger, Matthew T SDPR:EX" <Matthew.Treger@gov.bc.ca>
Subject: Temp Pass Update

Noon Update

- Confirmed Canada Post has received all replacement passes for processing for delivery
- SDPR has completed call attempts to all affected clients
- 265 Temp Passes issued by Translink
- 37 Pre-loaded cards couriered

Debbra Choo

A/Issues Manager

Assistant Deputy Minister's Office, Service Delivery Division

Ministry of Social Development & Poverty Reduction

Tel: (778) 698-7660 Fax: (250) 952-6450

From: [Martiniuk, Daryn SDPR:EX](#)
To: [Galbraith, David J SDPR:EX](#)
Cc: [Anderson, Maryann GCPE:EX](#)
Subject: FW: Bus Pass End of Day Update - May 9
Date: May 9, 2019 5:04:00 PM
Attachments: [image001.png](#)

Below is the end of day update, as well as a breakdown of what happened when we called.

You will note that there are 177 who we do not have up to date contact information for. If registered, staff will attempt to connect by MySS message.

You will also see that there is a data integration error impacting 53 folks – the bus pass team will be connecting with them as their replacement cards are going to be further delayed.

Daryn

From: Choo, Debbra A SDPR:EX
Sent: Thursday, May 9, 2019 4:49 PM
To: Martiniuk, Daryn SDPR:EX <Daryn.Martiniuk@gov.bc.ca>; Jensen, Dana SDPR:EX <Dana.Jensen@gov.bc.ca>
Cc: Morrison, Rob SDPR:EX <Rob.Morrison@gov.bc.ca>; Treger, Matthew T SDPR:EX <Matthew.Treger@gov.bc.ca>; LaHue, Anita SDPR:EX <Anita.LaHue@gov.bc.ca>
Subject: Bus Pass End of Day Update - May 9

Bus Pass End of Day Update - May 9

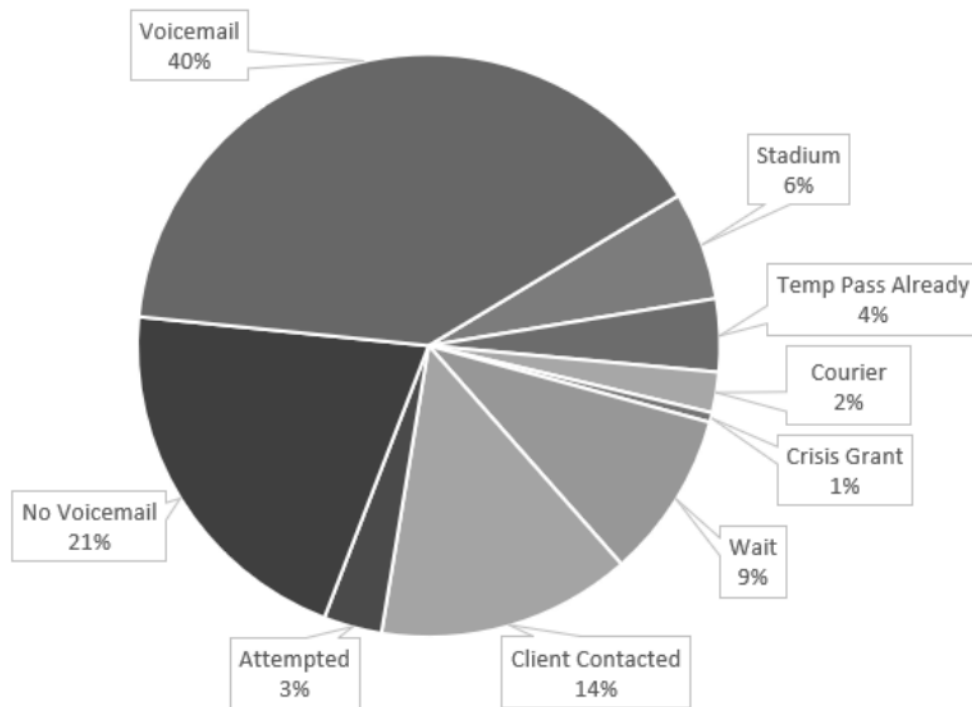
- **16 Crisis Grants Issued (PWD)**
- **35 Pre-load passes Couriered (Seniors)** (Previously 37 requested, Translink advised 2 were already issued temp passes - no courier needed)
- **339 Temporary Passes issued by Translink**

Outbound Call Breakdowns

1290 Calls completed as of May 9 morning

- 86% of Call attempts were completed (1113). 14% unable to contact (177 i.e.: moved, wrong number, out of service)

Call Completed Breakdown



Replacement Pass Updates

- Translink confirmed receiving replacement passes Thursday morning for processing for distribution.
- Permanent Pass Integration Errors:
Bus Pass team noted 53 integration errors on the orders for the bus pass replacements. ISD confirmed these did not get processed with the initial batch. Bus Pass team has completed 53 updates to cancel original order and processed No Charge replacement orders per normal process. These No Charge replacements will be processed as a typical replacement and may take approx 2 weeks to arrive. Bus Pass team will ensure that interim transportation solutions are available to these clients.
- Stickers to BC Transit use: 377 affected clients also require replacement BC Transit stickers. ISD has confirmed the BC Mail Plus will receive the batch job at 5:00pm tonight (May 9) and stickers will be mailed out starting tomorrow (Friday). Clients who have their cancelled Compass Card with the sticker can continue to use this as a flash pass on BC Transit.

Please let me know if you have any questions or concerns.

Thanks,

Debbra Choo

A/Issues Manager

Assistant Deputy Minister's Office, Service Delivery Division

Ministry of Social Development & Poverty Reduction

Tel: (778) 698-7660 Fax: (250) 952-6450

From: [Martiniuk, Daryn SDPR:EX](#)
To: [Galbraith, David J SDPR:EX](#); [Anderson, Maryann GCPE:EX](#); [Byers, Rob A SDPR:EX](#); [Dube, Jonathan SDPR:EX](#)
Cc: [MacMillan, Karen SDPR:EX](#)
Subject: RE: UPDATE: Bus pass plan
Date: May 7, 2019 5:34:51 PM

We only heard back from less than ½ of the folks assigned to the outbound calls and some had more detailed responses than others. Therefore, the following is unlikely to be an accurate representation of today's activity.

The folks who responded were able to place 129 calls. If I extrapolate those results out to the total number of staff involved, we would have completed approximately 300 calls. This group, along with some additional staff, will be back at it again tomorrow.

Below is a sample of the outcomes reported:

19 Seniors Calls

- 10 voice mail
- 5 no contact number or number not in service
- 2 will go to Stadium Station to obtain pass
- 1 will wait for their new pass
- 1 already had a temp pass

20 PWD

- 11 unable to reach/no vm option
- 4 will go to Stadium Station
- 3 voicemail
- 1 will wait
- 1 already had a temp pass

Daryn

From: Galbraith, David J SDPR:EX
Sent: Tuesday, May 7, 2019 1:09 PM
To: Martiniuk, Daryn SDPR:EX <Daryn.Martiniuk@gov.bc.ca>; Anderson, Maryann GCPE:EX <Maryann.Anderson@gov.bc.ca>; Byers, Rob A SDPR:EX <Rob.Byers@gov.bc.ca>; Dube, Jonathan SDPR:EX <Jonathan.Dube@gov.bc.ca>
Cc: MacMillan, Karen SDPR:EX <Karen.MacMillan@gov.bc.ca>
Subject: RE: UPDATE: Bus pass plan

Thank you for the update. If I can find out how many people we have contacted by end of day would be great.

David Galbraith
Deputy Minister
Ministry of Social Development and
Poverty Reduction

From: Martiniuk, Daryn SDPR:EX
Sent: May 7, 2019 1:07 PM
To: Galbraith, David J SDPR:EX <David.Galbraith@gov.bc.ca>; Anderson, Maryann GCPE:EX <Maryann.Anderson@gov.bc.ca>; Byers, Rob A SDPR:EX <Rob.Byers@gov.bc.ca>; Dube, Jonathan SDPR:EX <Jonathan.Dube@gov.bc.ca>
Cc: MacMillan, Karen SDPR:EX <Karen.MacMillan@gov.bc.ca>
Subject: UPDATE: Bus pass plan

Good afternoon,

Below is an update as to where we are at with the Bus Pass remediation plan.

Daryn

From: Jensen, Dana SDPR:EX
Sent: Tuesday, May 7, 2019 12:40 PM
To: Martiniuk, Daryn SDPR:EX <Daryn.Martiniuk@gov.bc.ca>
Subject: Bus pass plan

- SDD will begin making outbound calls to pass holders this afternoon and may extend into tomorrow.
- Resources are currently being identified for outbound calls and will include SDD staff (crsq and BSWG members – for seniors) and Bus Pass team (for pwd calls)
- General field communication going to sdd staff asap, with scripts and more details later today.
- The Seniors' Advocate was contacted and notified this morning.

Summary of call script:

- Notify that ministry had a system issue and their bus pass has been cancelled
- Notify that new permanent bus pass in on route and they can expect it to arrive by mail early next week (Note: will be deposited with Canada Post on Thursday morning. In the past, this has resulted in some customers receiving their passes on Friday. Most customers will receive their replacement card on Monday or Tuesday)
- Offer interim options:

- Seniors:

- they can go to Stadium station to get temp card which will be valid for six months or
- courier preloaded compass card (monthly reloaded card costing \$54) to senior's home

- PWDs

- they can go to Stadium station to get temp card which will be valid for six months or
- courier cheque or preloaded compass card (clt choice) to their home to cover their transportation for 1 week

Sent from my iPhone

From: [Anderson, Maryann GCPE:EX](#)
To: [Squance, Leah SDPR:EX](#); [Infante, James SDPR:EX](#); [Tombs, Brenda SDPR:EX](#)
Cc: [Galbraith, David J SDPR:EX](#); [Harrington, Molly SDPR:EX](#); [Dube, Jonathan SDPR:EX](#); [Martiniuk, Daryn SDPR:EX](#); [Togneri, Cassandra GCPE:EX](#); [Byers, Rob A SDPR:EX](#)
Subject: RE: IN_Bus Passes Deactivated MAY2019
Date: May 7, 2019 9:55:21 AM
Attachments: [IN_Bus Passes Deactivated MAY2019.docx](#)

Hi,
Updated IN attached.
Current number of people with bus passes is 102,000.
Thanks

From: Anderson, Maryann GCPE:EX
Sent: Tuesday, May 7, 2019 9:35 AM
To: Squance, Leah SDPR:EX <Leah.Squance@gov.bc.ca>; Infante, James SDPR:EX <James.Infante@gov.bc.ca>; Tombs, Brenda SDPR:EX <Brenda.Tombs@gov.bc.ca>
Cc: Galbraith, David J SDPR:EX <David.Galbraith@gov.bc.ca>; Harrington, Molly SDPR:EX <Molly.Harrington@gov.bc.ca>; Dube, Jonathan SDPR:EX <Jonathan.Dube@gov.bc.ca>; Martiniuk, Daryn SDPR:EX <Daryn.Martiniuk@gov.bc.ca>; Togneri, Cassandra GCPE:EX <Cassandra.Togneri@gov.bc.ca>; Byers, Rob A SDPR:EX <Rob.Byers@gov.bc.ca>
Subject: IN_Bus Passes Deactivated MAY2019

Hi,
IN on the Bus Passes that were deactivated.

Thanks
Maryann

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Ministry of Social Development and Poverty Reduction
Date: May 7, 2019
Minister: Hon. Shane Simpson

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SUMMARY

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s.13

BACKGROUND

- On May 4, the Ministry was running an annual emergency exercise, to ensure that systems can continue to operate in the event of a natural disaster. During this exercise a data file with

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information on bus pass holders was processed in error and 1,290 passes were deactivated.

- 1,050 people (81%) are in the TransLink area.
- 400 are Senior Bus Pass holders.
- More than 100 clients have been able to get temporary passes from Translink.
- TransLink has notified TransLink Security of the card issue to assist clients.
- There was no breach of personal information as a result of this error.
- Ministry staff will contact the Senior's Advocate (on May 7) to advise her of the situation.

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