

## Hartley, Rachelle TRAN:EX

---

**From:** Ma, Bowinn TRAN:EX  
**Sent:** August 19, 2020 11:24 AM  
**To:** Henry, Molly MAH:EX  
**Cc:** McCorkindale, Mack LASS:EX  
**Subject:** FW: TransLink Upcoming Mask Policy  
**Attachments:** Social Content.docx

Hello Molly,

Flagging this for you in Craig and Jayne's absence. I'm fine participating, let me know if there's anything relevant I should know.

Thank you,

Bowinn Ma, MLA  
Parliamentary Secretary for TransLink  
Reporting to the Minister of Municipal Affairs and Housing, responsible for TransLink

---

**From:** Price, Gabrielle [mailto:Gabrielle.Price@Translink.ca]  
**Sent:** Tuesday, August 18, 2020 1:22 PM  
**To:** Ma, Bowinn MAH:EX  
**Cc:** Ma.MLA, Bowinn LASS:EX  
**Subject:** TransLink Upcoming Mask Policy

**[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.**

Hi Bowinn,

As you know, Beginning Monday, August 24, TransLink will require customers to wear non-medical masks or face coverings while on-board transit vehicles. In order to promote this policy, we would like you to join our campaign as one of TransLink's Mask Ambassadors.

As part of this role, we'd encourage you to use the attached social media posts on your own social channels to help spread the word. Your public profile with being our PS and your influence in the region would go a long way in helping ensure we amplify our mask message as far as we can to ensure we are providing the safest possible transit system for our customers.

We would also like to invite you to join us at our media event to help hand out free masks to customers on Friday, 21 August 2:00pm, at Surrey Central Station. If you are not able to attend this event, please let me know if you'd be willing to separately speak with media in support of our policy.

This policy around mandatory mask or face covering use is being added to TransLink's Safe Operating Action Plan. The plan has increased cleaning and sanitizing of transit vehicles and hubs, increased service levels and creates space between customers where possible.

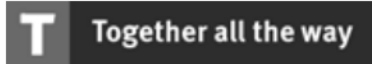
If you have any questions, feel free to email or text me!

Thanks Bowinn!

Gabrielle

**Gabrielle Price**  
***TransLink Spokesperson***  
***Senior Advisor, Media Relations and Issues Management***

TRANSLINK | South Coast British Columbia Transportation Authority  
T: 778.375.7668 | C: 778.668.4927 | E: [Gabrielle.Price@Translink.ca](mailto:Gabrielle.Price@Translink.ca)



This e-mail and any attachments may contain confidential and privileged information. If you are not the intended recipient, please notify the sender immediately by return e-mail, delete this e-mail and destroy any copies. Any dissemination or use of this information by a person other than the intended recipient is unauthorized and may be illegal.

## Hartley, Rachelle TRAN:EX

---

**From:** Ma, Bowinn TRAN:EX  
**Sent:** August 21, 2020 3:58 PM  
**To:** 77000 Shared Services BC Service Desk CITZ:EX  
**Subject:** RE: Reminder: Your IDIR password will expire today

Hello, I am having difficulty with my password change. Is there a flag on my account that needs to be reset?

Thank you,

Bowinn Ma, MLA  
Parliamentary Secretary for TransLink  
Reporting to the Minister of Municipal Affairs and Housing, responsible for TransLink

---

**From:** NoReply@gov.bc.ca [mailto:NoReply@gov.bc.ca]  
**Sent:** Friday, August 21, 2020 10:34 AM  
**To:** Ma, Bowinn MAH:EX  
**Subject:** Reminder: Your IDIR password will expire today



On August 6th, 2020 the OCIO published the "Early IDIR Password Expiration and Password Length Increase" [Service Bulletin 1312](#). This Service Bulletin explains the need for users to change their passwords to safeguard Government data and systems. This one time only, early password change request is outside of the standard 90 day password change cycle. After you change your password, the standard 90 day password change cycle will continue as usual.

As such, please note that your account has been identified for a mandatory password change.

**This activity will take place today Friday, August 21st at 4:30 pm. To help ensure a smooth password reset experience, users are strongly encouraged to reset your password before 4:30PM today.**

**To help you with a smooth password reset experience, we encourage you to follow the steps below:**

- 1) Before you change your password, make sure you are logged off all of your devices and have deleted the BCNGN wireless connection from your mobile devices.
- 2) **If you use VPN, or are in the office to connect to the IDIR network**, you should change your password by pressing CTRL+ALT+DEL, then choose ""Change a password"" from the options.
- 3) If you are unable to perform your password reset via CTRL+ALT\_DEL, then a secondary approach may be used to reset your password via <https://www.pwchange.gov.bc.ca>; However, if you change your password via the

<https://www.pwchange.gov.bc.ca> approach, your workstation credentials will not be updated until you successfully log into the IDIR network.

If you experience problems logging into the IDIR network with your new credentials after using the <https://www.pwchange.gov.bc.ca> approach, we encourage you to perform the following steps to help resolve your connection issue:

- a. Ensure that any device, e.g. mobile phone, attempting to connect to your account with the expired password, is turned off.
- b. Login to your physical machine **using your old, expired (cached) password first.**
- c. Connect to the corporate **VPN using your new password.**
- d. Lock your screen, via pressing CTRL+ALT+DEL, followed by entering your new password to unlock the screen to synchronize the cached credentials with the credentials set in Active Directory.

4) **Password Rules Reminder:**

IDIR passwords must be at least 10 characters.

s.15

IDIR passwords are valid for 90 days.

Some BC Government forms or websites require a secure log on. For these sites, clients must type the domain IDIR and a back-slash in front of their user ID (e.g., idir\jsmith) when entering their credentials.

Links to best practices:

<https://citiz.sp.gov.bc.ca/sites/ES/DS/WS/Shared%20Documents/Support%20Information/Password%20Reset%20Instructions.pdf>

<https://citiz.sp.gov.bc.ca/sites/ES/DS/WS/Shared%20Documents/Support%20Information/Account%20Lockouts.pdf>

For assistance with password reset, please contact 250-387-7000 and select option 2 or email [77000@gov.bc.ca](mailto:77000@gov.bc.ca)

If you have any questions regarding these activities, please contact Security Advisory Services mailbox ([InfoSecAdvisoryServices@gov.bc.ca](mailto:InfoSecAdvisoryServices@gov.bc.ca)).

## Hartley, Rachelle TRAN:EX

---

**From:** Ma, Bowinn TRAN:EX  
**Sent:** August 20, 2020 5:00 PM  
**To:** Price, Gabrielle  
**Cc:** Henry, Molly MAH:EX  
**Subject:** RE: TransLink Upcoming Mask Policy

Sorry for the delay in my response, Gabrielle – I'll be there tomorrow and will make the necessary posts.

Thank you,

Bowinn Ma, MLA  
Parliamentary Secretary for TransLink  
Reporting to the Minister of Municipal Affairs and Housing, responsible for TransLink

---

**From:** Price, Gabrielle [mailto:Gabrielle.Price@Translink.ca]  
**Sent:** Tuesday, August 18, 2020 1:22 PM  
**To:** Ma, Bowinn MAH:EX  
**Cc:** Ma.MLA, Bowinn LASS:EX  
**Subject:** TransLink Upcoming Mask Policy

**[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.**

Hi Bowinn,

As you know, Beginning Monday, August 24, TransLink will require customers to wear non-medical masks or face coverings while on-board transit vehicles. In order to promote this policy, we would like you to join our campaign as one of TransLink's Mask Ambassadors.

As part of this role, we'd encourage you to use the attached social media posts on your own social channels to help spread the word. Your public profile with being our PS and your influence in the region would go a long way in helping ensure we amplify our mask message as far as we can to ensure we are providing the safest possible transit system for our customers.

We would also like to invite you to join us at our media event to help hand out free masks to customers on Friday, 21 August 2:00pm, at Surrey Central Station. If you are not able to attend this event, please let me know if you'd be willing to separately speak with media in support of our policy.

This policy around mandatory mask or face covering use is being added to TransLink's Safe Operating Action Plan. The plan has increased cleaning and sanitizing of transit vehicles and hubs, increased service levels and creates space between customers where possible.

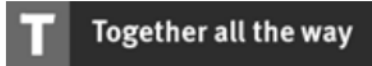
If you have any questions, feel free to email or text me!

Thanks Bowinn!

Gabrielle

**Gabrielle Price**  
***TransLink Spokesperson***  
***Senior Advisor, Media Relations and Issues Management***

TRANSLINK | South Coast British Columbia Transportation Authority  
T: 778.375.7668 | C: 778.668.4927 | E: [Gabrielle.Price@Translink.ca](mailto:Gabrielle.Price@Translink.ca)



This e-mail and any attachments may contain confidential and privileged information. If you are not the intended recipient, please notify the sender immediately by return e-mail, delete this e-mail and destroy any copies. Any dissemination or use of this information by a person other than the intended recipient is unauthorized and may be illegal.

## Hartley, Rachelle TRAN:EX

---

**From:** Ma, Bowinn TRAN:EX  
**Sent:** August 10, 2020 6:10 PM  
**To:** Ashbourne, Jade MUNI:EX  
**Subject:** RE: Translink weekly ridership

Hello Craig, I believe we were supposed to also ask for HandyDART numbers?

Thank you,

Bowinn Ma, MLA  
Parliamentary Secretary for TransLink  
Reporting to the Minister of Municipal Affairs and Housing, responsible for TransLink

---

**From:** Ashbourne, Craig MAH:EX  
**Sent:** Tuesday, August 4, 2020 5:58 PM  
**To:** Robinson, Selina MAH:EX ; Ma, Bowinn MAH:EX  
**Cc:** Ducker, Jayne MAH:EX  
**Subject:** FW: Translink weekly ridership

Fyi

Sent from my Samsung Galaxy smartphone.

----- Original message -----

**From:** "Brownsey, Silas MAH:EX" <[Silas.Brownsey@gov.bc.ca](mailto:Silas.Brownsey@gov.bc.ca)>  
**Date:** 2020-08-04 4:50 p.m. (GMT-08:00)  
**To:** "Meggs, Geoff PREM:EX" <[Geoff.Meggs@gov.bc.ca](mailto:Geoff.Meggs@gov.bc.ca)>, "Wright, Don J. PREM:EX" <[Don.J.Wright@gov.bc.ca](mailto:Don.J.Wright@gov.bc.ca)>, "Wanamaker, Lori FIN:EX" <[Lori.Wanamaker@gov.bc.ca](mailto:Lori.Wanamaker@gov.bc.ca)>, "Kennedy, Christine JEDC:EX" <[Christine.Kennedy@gov.bc.ca](mailto:Christine.Kennedy@gov.bc.ca)>, "Main, Grant TRAN:EX" <[Grant.Main@gov.bc.ca](mailto:Grant.Main@gov.bc.ca)>, "Foster, Doug FIN:EX" <[Doug.Foster@gov.bc.ca](mailto:Doug.Foster@gov.bc.ca)>, "Bowman, Deborah TRAN:EX" <[Deborah.Bowman@gov.bc.ca](mailto:Deborah.Bowman@gov.bc.ca)>, "Ashbourne, Craig MAH:EX" <[Craig.Ashbourne@gov.bc.ca](mailto:Craig.Ashbourne@gov.bc.ca)>  
**Subject:** Translink weekly ridership

Hi all – TL weekly ridership numbers below. Still waiting on the HandyDart info, which should be ready in the next couple days. Thanks, Silas

	COVID Low Point	Current Week, Previous Year	Previous Week	Current W
Total Weekly Boardings by Mode	April 5 to 11, 2020	July 28 to Aug 3, 2019	July 19 to 25, 2020	July 26 to A 2020
Bus	903,000	5,413,000	2,417,000	2,419,000

Expo-Millennium	372,000	2,272,000	921,000	916,000
Canada Line	109,000	1,033,000	310,000	314,000
SeaBus	10,000	147,000	37,000	37,000
WCE	2,800	50,500	8,000	7,900
Total System-Wide (Conventional)	1,396,800	8,915,500	3,693,000	3,693,900
<i>*COVID Low Point WCE adjusted for Good Friday</i>				