



HANDYDART USERS' ADVISORY COMMITTEE MEETING
Wednesday, September 15, 2021 – 11:00 a.m. to 1:00 p.m.
Virtual Meeting

MINUTES

Attendees:

Martin Aquino	Sherry Baker
Wayne Leslie	Tim Louis (Chair)
Laura Mackenrot (Vice Chair)	Jeriah Newman
Marjie Ross	Roseanne Shannon
Linda Tang	Avery Timm
Bet Tuason	

Regrets:

Brian Gibney

Staff:

Chris Chan, Travel Training Manager, CMBC

Briana Ingram, Manager, Access Transit Planning, TransLink

Liina Marshall, Manager, Access Transit Services, CMBC

Kathy Pereira, Director, Access Transit Service Delivery, CMBC

Glen Bott, Managing Director, First Transit

Sarah Ross, Director, System Plans, TransLink

Richard Marion, Coordinator, Access Transit Planning, TransLink

Erin Windross, Manager, Access Transit Service Delivery Improvements, CMBC

Gurtej Tung, Planner, Access Transit Planning, TransLink

Guests:

Linda McGowan, Community Outreach Liaison, First Transit

1. PRELIMINARY MATTERS

1.1. Call to Order and Land Acknowledgement

- Tim called the meeting to order.
- Briana read the land acknowledgement.

1.2. Opening Remarks

1.3. Committee and Staff Roll Call

- Briana conducted the committee and staff roll call.

1.4. Adoption of the Agenda

- Tim requested any additions or changes
- Motion to approve the agenda moved by Laura seconded by Linda. Carried.

1.5. Approval of June 2, 2021 Minutes

- Tim asked if there were any amendments or changes
- Motion to approve the minutes moved by Laura seconded by Roseanne. Carried.

2. REPORTS

2.1. Cyberattack Update

Verbal update for information and feedback
Cheryl Shizgal, Director, CMBC

- Cheryl summarized the cyberattack issue and the specific issues around TaxiSaver customers.
- As we receive questions, they are answered formally – through website, video on website, or formally in writing.
- Tim asked for information about questions he sent in advance.
- Cheryl said that those are the types of questions that can be answered in writing. Tim will receive a written response by October 15.

- A full report on the issue is also being produced. The written report would review the breach itself and what happened, including the date of the breach, the date of discovery and notices.
- Cheryl: There is litigation against TransLink on this issue. As a result, need to respond to these questions in writing; it prevents me from answering informally.
- Laura: Our meetings are recorded in our detailed minutes. Will it be possible for the response to be attached to the minutes for the next meeting.
- Cheryl will write them with a view to them being attached to the next minutes. *(NOTE: the written response was circulated prior to the next meeting. The letter from Tim and response are attached as Appendix A and B.)*
- Tim: asked about the penetrating testing and exercises, hiring someone to breach the security. Most mature organizations will conduct penetration testing. Does Translink do this?
- Sarah: TransLink does have an IT security group. There are briefings at staff meetings on IT security. Phishing is a big concern for IT security. BTS does their own phishing testing as well.
- Can Cheryl come back to the next meeting? Maybe bring someone with IT experience if needed.
- Avery: Were the FareSaver cheques breached?
- Cheryl: Did not think this was the case. We can look for them.

2.2. ATSD Director's Report (re-ordered to be delivered before agenda item 2.1)

Verbal update for information (written copy included in package)
Kathy Pereira, Director, Access Transit Service Delivery, CMBC

- Kathy provided highlights from the report included in the meeting package.
- HandyDART trips continue to increase. Reached a high of 2,900 trips one day so far in September. Average of 2,200 to 2,600 trips currently. Sitting around 54% of budgeted service in September.
- Cleaning, PPE and masks are still a requirement. Lots of conversation about vaccinations, and we are continuing to follow Provincial Health Officer's direction.
- We are currently seeing an uptick in Access Transit Customer Care calls. Mainly related to Compass Card registrations and information.
- We have noticed that complaints are going up. We are looking at some refresher training.
- We are delivering more trips with taxis, but still very few overall. We are monitoring the taxi availability issue.

- Travel training is steady. A few web sessions and some small in-person sessions.
- Still much more growth to get back.
- We are also looking at doing some additional training videos.
- Laura asked if there are many people dropping of the system at this time? Is it possible to see if they still want service?
- Kathy indicated that we are watching this issue. We are looking at if we need to do some reminder contacts to let people know they are close to losing account access.
- Liina indicated that generally inactive accounts can be reactivated. However, if it is more than five years, we may need to request a new application. We are talking to customers to see how they are doing.
- Wayne asked about the increase in complaints
- Kathy wants to focus on the things we have control over. Employee behaviour is the highest one.
- Wayne wanted to clarify if the increase in complaints is higher than the rate of increase of ridership?
- Kathy indicated this is still a targeted issue.
- Linda asked if they still receive anything from the HandyDART feedback email? Is it still accessed?
- Liina indicated the email is still accessed. We have to process complaints manually since the cyber attack. We are looking into the issues with the form and email as well.
- Avery asked whether we are still not requiring double vaccination for drivers.
- Kathy commented it is not universal yet across the province. We did see an increase in vaccinations when we highlighted this issue in the spring.

2.3. Introduce New TransLink CEO Kevin Quinn

Verbal presentation for information (written biography included in package)

- Kevin talked about his background on accessibility issues. His mother was a special education teacher. He spent much time in the classroom with her.
- She also worked at a college with students with disabilities.
- This has stuck with him throughout his career. We need to enact new policies to have people with disabilities use the public transit system. In his previous role in Maryland, he was working to create Braille route maps in the city. It is important to communicate with passengers.
- He has worked on the communication gaps at TransLink already.

- Tim: I tip my hat to you already. I am impressed about the story with the person with a disability who was involved with not being able to get home in a timely fashion from an event due to the elevator outage at Stadium-China Town station.
- It is important to take time to get a hands-on experience with the system. It helps to recalibrate the culture of the organization. Get to the ground on the issue.
- Laura: Thank you for coming. We need to have more than one elevator at more transit stations. Will there be extra space for the additional elevator? This is important for the second elevator. What can be done to move forward on this issue? What about the lack of public washrooms on the system? There is an aging population so important to access the public system.
- Kevin: supportive of stations with two elevators I will commit to investigate this issue.
- Sarah: is aware this is an area of interest. We looked at elevators through existing guidelines. The same process occurred for Broadway Subway. Now into implementation. It is a provincial project as well.
- We will need time to dive into this information.
- Washrooms is a big issue that was brought to his attention early on. There is work happening to see what it would take to make this happen. Currently there is no funding in the budget to make the improvements and operations. The mayors have to determine the funding is available.
- Wayne: Appreciated the approach that Kevin brings to his work. Commented that things that benefit people with disabilities benefit everyone.
- Kevin: Shared a story about transit and independence. When transit doesn't work, it's a threat to independence of people when aspects of the transit system don't work. Public transit allows people to be independent.

2.4. Introduce New First Transit Managing Director Glen Bott –

Verbal presentation for information

- Glen gave an introduction of himself. He worked for GE transportation. He was there for 15 years there. Then he worked for BC Ferries in terminal engineering.
- He grew up in Vancouver. Worked in Calgary as well. He values time with family.
- He presented his thoughts on transit. He wants to know the people at First Transit and CMBC. Wants to follow the client experience. Has been for a ride-along. It was eye opening. He has a focus on client experience and improve service delivery. He is looking forward to getting real time user feedback from groups like this committee. He is looking forward to working with the members of the committee.

- Wayne: Made a good first impression. Noticed the reflective vest.
- Tim: Are you planning on attending the regular meetings
- Glen: I will be attending the meetings.

2.5. Children 12 & Under on HandyDART: Registration Policy and Free Fares

Verbal presentation for information

- Adults must be with the child. They need to monitor the child throughout the journey.
- Fares are free for twelve and under.
- Car seat requirements could not apply to light weight HandyDART vehicles. All trips on taxis at this point. Will be coming in the next week or so.
- Laura: for twelve and under do they have to be accompanied by an adult?
- The adult would be free as well. Sounds great. Getting to appointments might be a barrier.
- What about the height issue? People may not need a car seat. What communications are you giving to people about this program? Nobody really knows.
- Erin: The car seats are required under the age of 9. What this means that this is up to the discretion of the caregiver. Is up to you in the end. How it applies to adults, up to your own discretion and not required.
- Erin: Will be reaching out to community stakeholders. Looking at the school districts.
- Kathy: It is an attendant not a companion. Can you share the phased approach?
- Erin: Not a change to the application. The form change will be a different process. So far looking at the same information as any other client. The parent would have to find their own way back from the school.
- Avery: Is the attendant an approved person?
- Erin: Right now not something we are tracking. Do ask for information about the guardian.
- Kathy: that is a great point.
- Erin: Answered Roseanne's question. No trips to and from school. Yes, we can provide that trip. How HandyDART works with school trips generally. There may be regulations about the vehicles at the schools.
- Laura: On a case-by-case base this would be good to evaluate. Would it be okay if the student was in school brought to appointments then home?
- Erin: Not a direct option for this currently.
- Liina: Not considered a school trip. With students would be a school trip.

- Kathy: come up against things we haven't contemplated. Will be planned within a working group at TransLink. No black and white rules have space for things that fall outside the norm.
- Tim: Thanked Erin for his presentation.

Health Break

- Tim called for a 10 minute break in the meeting.

2.6. HandyDART Modernization Program Update

Presentation for information and feedback (copy included in package)

Briana Ingram, Manager, Access Transit Planning, TransLink
Emma Yee, Project Manager, TransLink

- Briana provided an update.
- This has been a big part of the committee work through the early part of this year.
- The delegates and speakers wanted the TransLink Board to know that options are best.
- The Board approved Compass updates. The Board approved the introduction of age-based discounts as well.
- 70 to 75% will be paying lower fares on HandyDART.
- Emma provided an update on Compass
- Added compass for HandyDART information to the webpage as well.
- All the readers are installed on HandyDART vehicles.
- Compass informational workshops also happening. FareSaver sales will end November15.
- The card holder with the lanyard that was sent in the Welcome Package is not a Compass Card.
- Linda: The orange Compass Card will be used on HandyDART. Will my mother need the orange card?
- It will be the same card if she still has it.
- She will have to pay the deposit and the card will be refunded when she doesn't need it. She will have to return it for the refund.
- Marjie: did not get a welcome package.
- Emma indicated that packages were sent to all the addresses we had on file. Perhaps some will not be delivered.
- Laura: Some people did not get their package. There were issues with not knowing what was in the package. Let the dispatchers know that the information is available in an accessible format
- It is concerning that people with disabilities, would be one zone but if they take the train, it will cost them more. I suggest detailed examples of the information for people using different cards and the multi-modal trips.

- The lanyards are easy to use. Maybe could make it shorter.
- We do have digital copies of the welcome package and will let people know about the packages. There is a link that will take people to the webpage about the Compass training workshops.
- We will send information by email or direct people to the website.
- Tim: Can the information about not accessing print be added to the file?
- Laura commented on the Access Transit newsletter and adding information to the meetings on this issue.
- We can have a preliminary discussion on this issue in December.
- Wayne: A great idea about how to access information. We could have a more strategic conversation on this issue. It could be about how to generally improve communications.

2.7. Future of Meeting Format Discussion

Presentation for Discussion (written information included in package)

Briana Ingram, Manager, Access Transit Planning, TransLink

- Briana talked about the survey and went over the general results.
- People had varying comfort levels with going back to in-person meetings
- Tim proposes that we continue meeting by zoom instead of in-person.
- Marjie expressed a preference to meet in-person.
- Tim requested that this item will be moved to the December meeting.
- Any change would be at the March meeting at the earliest.

3. OTHER BUSINESS

4. CLOSING REMARKS

- Tim thanked everyone for putting up with him as Chair

5. MEETING TERMINATION

- The meeting was terminated at 1:45

6. INFORMATION

2021 Meeting Dates:

Wednesday, December 1, 11 a.m. to 2 p.m.

Appendix A – Letter from Tim Louis to TransLink re: Cyber Security

File No. 90201

September 13, 2021

Attention: Gigi Chen-Kuo

Translink

400-287 Nelson's Court

New Westminster BC V3L0E7

Dear Ms. Chen-Kuo:

Re: Cyber Security

As Chair of Translink's HandyDart User Advisory Committee [HDUAC], I was recently informed of two cyber security breaches. These breaches exposed the personal financial information of all HDUAC members, as well as any and all HandyDart users who had purchased taxi-savers.

With the above in mind, I would be most grateful if the following questions could be addressed at the next HDUAC meeting.

A. Incident related questions:

1. Was an incident report created for each of these two breaches?
2. (If so) Did each incident report have the relevant dates? eg. Date of breach, date of discovery, date of remediation, date of notices to individuals and Privacy Commissioner(s)?
3. (If so) Did each incident report contain the event details, stakeholders involved/affected and TransLink's steps taken to address the breach?
4. Was a post mortem of each breach conducted? i.e. identification of root cause(s), lessons learned, a plan (or steps) to prevent reoccurrence
5. (If so) What is the timeline for implementation of that plan? Who is accountable for implementation of that plan?

B. CISO questions:

1. Does TransLink have a Chief Information Security Officer?
2. Does the CISO report directly to the board of directors?
3. Where does the CISO sit within the organizational structure of TransLink?

C. Cyber maturity questions:

1. Is there a Vendor Management program within TransLink? Does it assess the information/cyber security of the vendor/3rd party?
2. Does TransLink have cyber security metrics - Key Risk Indicators for cyber security? Eg. Time to detect, time to remediate, number of security incidents, patch/vulnerability management metrics, security training, etc.
3. Has an external audit of the cyber security maturity of TransLink been completed? Is there a plan to do so? What is the timeline for that?
4. Does TransLink conduct penetration testing or red teaming exercises (on their networks and applications) to test the effectiveness of its cyber security management?

I would not expect to be granted access to the detailed incident reports, except, perhaps an executive summary. There would be legal repercussions as I am not under an NDA. It would be my understanding that many of the operational details are only known/shared at the operational levels - never going to senior management or the Board.

Thank you,



Tim Louis
Chair, HDUAC

Appendix B - Letter from TransLink to Tim Louis re Cyber Security

October 21, 2021

VIA E-MAIL: TimLouis@timlouislaw.com

Tim Louis
Tim Louis & Company

Dear Mr. Louis,

I am writing today to respond to the questions posed in your letter dated September 13, 2021 and sent to the attention of Gigi Chen-Kuo, General Counsel & EVP Corporate Services. I also wish to address the three questions you posed previously as they relate to the purchasers of TaxiSaver booklets who received privacy notices, namely:

- Date of breach
- Date TransLink became aware of TaxiSaver purchaser personal information being compromised
- Date of notification to TaxiSaver purchasers

December 2020 Cyber Incident

You indicated in your letter that you had been recently informed of two cybersecurity breaches. To clarify, there was only one cybersecurity incident.

The encryption of TransLink systems occurred on December 1, 2020. Immediately on detection, TransLink took action to shut down multiple IT assets and systems as a protective measure. TransLink also immediately commenced an investigation into the incident that ultimately took approximately seven months to complete. The determination of what system folders and files, and hence what and whose information, had been compromised was time consuming and complex, and necessarily a staged process that was dependent on when each of the various affected systems could be safely restored and brought back online.

TransLink utilized a process called e-discovery to assist us in identifying which files contained sensitive personal information. E-discovery is a two-step process. First, software tools are used to detect possible personal information in the files. Next, the files that have been identified as possibly containing personal information are manually reviewed individually to confirm that they contain sensitive personal information and to identify whose sensitive personal information is included.

Privacy notices were issued to different groups of individuals at different times, as the investigation unfolded and as new information came to light about what information was illegally accessed by the cyber attackers. As the investigation unfolded and as and when systems were restored, TransLink was able to review the information compromised by the cyber attackers and identify the affected individuals who required notification of the incident. Our approach was to issue notices in a timely way to the various groups of affected individuals as and when we identified them, rather than delay the delivery of all individual notifications until the entire investigation process was complete.

With respect to the timing of notification of TaxiSaver purchasers, after undergoing the extensive e-discovery process described above, the list of individual TaxiSaver purchasers and their contact information was compiled and the list was forwarded to BC Mail for processing in late June. Letters were then generated by BC Mail and were mailed out to TaxiSaver purchasers starting in early July.

TransLink has been very transparent about the steps its Business Technology Services (“BTS”) division has taken and continues to take to enhance our existing information/cybersecurity practices (to the extent that a prudent organization can broadly disclose such information), including by posting this information on the translink.ca website at www.translink.ca/cyberincident.

Cybersecurity is a constantly moving target. We will continue to re-evaluate our objectives and targets on a regular basis and update our plans accordingly.

September 13 Questions

In addition to the general information provided above, I have included your September 13 questions here (in *italics*) with our corresponding responses:

A. Incident related questions:

1. *Was an incident report created for each of these two breaches?*

As noted above, there was only one cyberattack incident.

A privacy breach incident report was filed with the Office of the Information and Privacy Commissioner for British Columbia (“OIPC”). An incident report was also made to law enforcement via the Transit Police.

- 2/3. *(If so) Did each incident report have the relevant dates? E.g. Date of breach, date of discovery, date of remediation, date of notices to individuals and Privacy Commissioner(s)? (If so) Did each incident report contain the event details, stakeholders involved/affected and TransLink’s steps taken to address the breach?*

The incident report to the OIPC was created using the OIPC’s Online Privacy Breach Report Form, which is available on its website. The form includes all of the fields referenced in these questions. TransLink has continued to work with both the OIPC and with law enforcement as its investigation of and response to the incident has progressed.

4. *Was a post mortem of each breach conducted? i.e. identification of root cause(s), lessons learned, a plan (or steps) to prevent reoccurrence*

As noted above, there was only one cyberattack incident.

On detection, TransLink immediately commenced an investigation to determine what happened, how it happened and who was affected. Affected systems were safely and carefully restored and brought back online over time with prevention of a recurrence being a top priority. It was determined that the root cause of the incident was a phishing attack.

As noted above, TransLink's BTS division has taken and continues to take steps to enhance our existing information/cybersecurity practice.

5. (If so) What is the timeline for implementation of that plan? Who is accountable for implementation of that plan?

Information/cybersecurity is a continuous improvement process as the nature of technology and threats are ever-evolving. As noted on the www.translink.ca/cyberincident webpage, some enhanced cybersecurity measures have already been implemented as and when systems were safely restored, while implementation of additional measures continues.

Accountability for approval, resourcing and implementation of information/cybersecurity plans is a shared responsibility of the Board, the Senior Executive Team, and the Office of the Chief Information Officer.

B. CISO questions:

Does TransLink have a Chief Information Security Officer? Does the CISO report directly to the board of directors? Where does the CISO sit within the organizational structure of TransLink?

No, TransLink does not have a Chief Information Security Officer position. The Office of the Chief Information Officer (CIO) is responsible for the overall strategy, direction, and investment management of enterprise information technology systems and services, including cybersecurity and risk management. The CIO reports to the General Counsel & EVP Corporate Services, who reports to the CEO.

The Director, IT Security, Risk, Compliance, & Resiliency reports directly to the CIO. His team is accountable for the security of TransLink's technology systems and information and provides strategic direction for development and implementation of all aspects of enterprise IT security and resiliency practices.

The scope of TransLink's Internal Audit Department includes all aspects of TransLink's business, including IT security.

C. Cyber maturity questions:

1. Is there a Vendor Management program within TransLink? Does it assess the information/cyber security of the vendor/3rd party?

Yes, TransLink has an existing Vendor Management program, and is in the process of enhancing the information/cybersecurity aspects of its Vendor Management program.

2. *Does TransLink have cyber security metrics - Key Risk Indicators for cyber security? Eg. Time to detect, time to remediate, number of security incidents, patch/vulnerability management metrics, security training, etc.*

Yes, TransLink does have metrics related to cyber security.

3. *Has an external audit of the cyber security maturity of TransLink been completed? Is there a plan to do so? What is the timeline for that?*

Yes, TransLink has had an external assessment of its cyber security maturity performed since the cyberattack incident occurred. This assessment is protected by solicitor-client privilege, which has not been waived.

4. *Does TransLink conduct penetration testing or red teaming exercises (on their networks and applications) to test the effectiveness of its cyber security management?*

Yes, TransLink has conducted, and plans to continue to conduct, external vulnerability/penetration testing on all of our Internet-facing systems and for all system implementations.

Thank you for your inquiry. I trust this information addresses your

concerns. Thank you,



Jennifer Breeze
Associate General Counsel & Corporate Secretary