

Attendees: MoveUp: Parm Sandhar, Tejbir Basi, Joel Barnabe, Sean Gosse
CMBC: Tracy Ramlu, Jocelyn Labrecque, Julie Bevan-Pritchard, Andrew Roach, Steve Olson, Russell Nikiforuk, Steve Muller, Jason Johnston

Minutes

Agenda item: Updates to the restoration of BTS services TransLink wide.
What is being done to ensure if we go down again backups and functionality doesn't take the same hit as this time?

Discussion:

MoveUP has big concerns about employee's information being breached, intend to launch policy grievance.

Programs are being brought back slowly by TransLink BTS. BTS has successfully recovered several applications and will be working directly with the departments and key users as new applications come online. VPN continues to be unavailable.

BTS will be contacting employees whose information was compromised. There is no timeline known at this time. Credit monitoring will be available for 2 years.

Number of employees compromised is unknown.

Agenda item: Installing Electric Vehicle charging stations at depots to incentivise less need for fossil fuels. (apparently HTC though had some controversy around theirs as they are now currently disabled)

Discussion:

A lot of excitement around EV Charging Stations at HTC – some controversy surrounding gas powered vehicles

LR hasn't had time to investigate the issue yet – will be deferred to next meeting.

Update: At this time there are no plans to retrofit existing facilities with EV chargers. New facilities are considering the option of NRV chargers. We do not yet have a company to provide this service at HTC.

Agenda item: Alternative Ways to getting the Overnight sheets to spareboard operators:

Discussion:

In the short term, we have asked the outer depots to not forward their phones to VTC until right at the end of their shift. Staff have also stayed late at outer depots specifically to answer the phones. One extra coordinator shift has been added in some afternoons to assist with work load.

Longer term, email lists are being explored to directly email the sheets from each depot. CMBC is working on this with BTS.

Also of note is that the staffing levels for the Depots are increasing with an upcoming class of 4-8 casual coordinators in February.

Agenda item: Ensuring staffing levels for Operations Assistants are consistent. VTC for example needs a minimum of 3 and at times (av etc) this drops to 2 or they bring someone in that week yet it takes them a good portion of that first week getting up to speed making more work for everyone in there. Perhaps bringing in the casuals earlier so they can get up to speed before someone leaves?

Discussion:

Is there a possibility of bringing in clerical relief earlier to get up to speed for efficient coverage?

CMBC tries to maintain level of 3. It can be a problem getting a casual from Clerical Relief and at times have to bring in staff from Angus One. It's not possible to bring in people to train to prep for coverage.

Will look into bringing people in a day or two early, but partial weeks could pose problems.

We are also trying to ensure OA's properly sign and take their holidays to reduce staffing instability.

Agenda item: A commitment to Operator Training Line Instruction program from the enterprise, more incentive to sign up operators as Line Instructors (this is a huge challenge for the Training Dept). Contractually they do not get paid much for their work (Unifor 111 Operators), ideally that increases in their round of talks(understandably this is beyond us) however how about more swag (Line Instructor shirts, jackets, vests, hats etc) and perhaps a guaranteed 1 Day Line Instructor refresher each year?

Discussion:

It's always been a challenge to attract and keep Line Instructors, COVID has made it harder. A change to Line Instructor wage could become a Unifor seniority issue. Swag is possible but budget could be preventative.

CMBC is in the process of developing e-learning for Line Instructors.

We want Line Instructors to feel as valued as possible. Peak points could be an option.

Agenda item: A commitment to the Training Vehicle fleet aka more support for VTC Maintenance to assist with ensuring the Training Fleet is in better shape (we've had a lot of issues with these old buses they allow us to use) I do not believe the VTC Maintenance group really receives any/much support for this at this time. Would be nice to have 4 dedicated Nova buses in addition to the ancient New Flyer buses they earmark for this.

Discussion:

Maintenance is doing their best to keep the fleet of training buses road worthy, but priority will be with the in-service buses. This may result in minor, non-safety related defects to go unrepaired but we will try to deal with these issues in a more timely manner.

We will look into which of the old low-floor buses are kept or retired and if/when we can expect 'NOVA' buses.

The discussion will continue.

Agenda item: CI- SignUp, the return to Gateway and Abusive Callers

Discussion:

We acknowledge that CI staff would like more advance notice of significant changes to the shift sign up. We will do so going forward.

We also acknowledge that, with the IVR outage, more customers are speaking directly with CI staff and expressing their frustration with our system outages. Our processes and expectations regarding abusive callers have not changed and clerks are still expected to report these calls to management so they can be properly addressed. If necessary, Transit Police will be contacted.

We are following the guidelines outlined in the Gateway Facility COVID-19 Safety Plan, including physical distance, masks, floor limits. Where issues have come up, they have been addressed.

Corporate Safety has walked through CI, looking at any additional measures that may be taken for return to CI, including PlexiGlass barriers and spacing/directional tape on floors. The Gateway Working Group, which includes Safety, is working to ensure that we have a safe occupancy of the floor.

Clerks will be WFH as long as possible. Data Admin and CIWL may need to attend Gateway due to system functionality. We are looking at rotational schedules where possible.

Agenda item: VPN coming back?

Discussion:

The BTS team is working to restore VPN but, at this time, we do not have an estimate as to if/when that will occur.

Agenda item: Vaccines

Discussion:

We do not have the vaccination schedule.

MoveUP is looking to prioritize Transit Security and Instructors. CMBC will consult with the Provincial Health Office if/when appropriate.

Update: the BC PHO has decided that vaccinations will be conducted by age.