

**From:** "Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>  
**To:** "Direct to Mayor and Council - DL" <CCDTMACDL@vancouver.ca>  
**Date:** 4/13/2016 10:00:00 AM  
**Subject:** Majority of Downtown Bus Service detoured due to police incident

Greetings Mayor and Council-  
Please see the note below regarding Translink disruptions downtown.  
Thanks  
Sadhu

**From:** Translink Media Relations  
**Sent:** Wednesday, April 13, 2016 9:44 AM  
**To:** Translink Media Relations  
**Subject:** Majority of Downtown Bus Service detoured due to police incident

Good morning:

Please be advised that the majority of **downtown Vancouver bus service is being detoured due to a police incident at Main and Hastings this morning. This is expected to impact bus service all day into the evening peak period as the police investigation continues.**

Passengers should allow extra travel time.

Riders seeking alternative routes are encouraged to consult our Trip Planner online, or our customer information desk (604-953-3333) for trip planning advice.

Also please see us on Twitter (<http://www.twitter.com/@TransLink>) for up-to-the-minute updates.

We thank our passengers for their patience and regret this inconvenience.

We thank the media for helping us pass this information on to our passengers. Further updates will be provided as we work to detour a variety of routes.

**For interviews about transit service disruptions, please contact:**

Anne Drennan, Media Advisor  
TransLink Media Relations  
Phone: 604-512-6944  
email: [anne.drennan@transitpolice.bc.ca](mailto:anne.drennan@transitpolice.bc.ca)

**For all other media inquiries, please email or call:**

Cheryl Ziola,  
Manager, Media Relations  
TransLink Media Relations  
T: 778-375-7788 | [media@translink.ca](mailto:media@translink.ca)

**From:** Adams, Matt  
**Sent:** April-13-16 9:28 AM  
**To:** System Status Report  
**Subject:** System Status Report - 0925hrs

Main Street at Hastings Street is closed for a police investigation - Estimated to remain closed for several hours.  
All service in the area is impacted and will be significantly delayed.  
TComm and Transit Supervisors are currently working on rerouting service.

The TMAC System continues to have some glitches affecting the ability to send reroute information to all vehicles.  
The vendor INIT is working to resolve the issue.

Regards,

**Matt Adams**  
Duty Manager, Transit Communications  
Coast Mountain Bus Company  
[Matt.Adams@coastmountainbus.com](mailto:Matt.Adams@coastmountainbus.com)  
Office: 778-593-5588  
Mobile: 604-365-0393

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Regards,

**From:** Adams, Matt  
**Sent:** Wednesday, April 13, 2016 7:47 AM  
**To:** System Status Report  
**Subject:** TMAC System Upgrade - 0745hrs

The TMAC System was upgraded overnight.

The vendor INIT is working to resolve a few technical issues with the new software.

Some buses are intermittently losing data connection resulting in isolated cases of fallback. TComm is able to communicate normally with all vehicles.

Regards,

**Matt Adams**  
Duty Manager, Transit Communications  
Coast Mountain Bus Company  
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