

## Amanda Hamelin

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**From:** Scott Streiner  
**Sent:** Friday, March 20, 2020 12:47 PM  
**To:** Marcia Jones; Liz Barker; Mireille Drouin; Douglas Smith; Tom Oommen  
**Cc:** Sébastien Bergeron; Alysia Lau; Tim Hillier; Valérie Lagacé  
**Subject:** RE: BCP

Let me add some further reflections for everyone to mull prior to our call: a BCP is typically invoked when some external factor (like an infrastructure problem) make it impossible for most employees to work, even though they're healthy and ready and willing to do so. The BCP's purpose is to identify which critical services must nevertheless continue to be delivered, and how that will be done (e.g., having staff who deliver those critical services gather at an off-site location).

The current situation is different. The infrastructure is fine, and our goal is to maintain normal operations to the greatest extent possible with everyone working from home.

That said, over time, challenges may emerge as a result of a serious and unpredictable decline in the number of employees able to work due to infection. My thinking is that unless this reaches a very severe stage, it isn't really a BCP-type situation where we focus only on the delivery of critical services. In this scenario -- which requires some thinking, because it really is without precedent -- the issues will be how we:

- continue to deliver a reasonable level of a wider range of regular services with a reduced workforce,
- provide those services identified as critical if the staff who normally deliver them are among those who are ill and unable to work, and
- communicate these adjustments internally and externally.

We'll discuss further at 2.

Thanks,

S

-----Original Message-----

From: Scott Streiner

Sent: Friday, March 20, 2020 11:55 AM

To: Marcia Jones <Marcia.Jones@otc-cta.gc.ca>; Liz Barker <Liz.Barker@otc-cta.gc.ca>; Mireille Drouin <Mireille.Drouin@otc-cta.gc.ca>; Douglas Smith <Douglas.Smith@otc-cta.gc.ca>; Tom Oommen <Tom.Oommen@otc-cta.gc.ca>

Cc: Sébastien Bergeron <Sebastien.Bergeron@otc-cta.gc.ca>; Alysia Lau <Alysia.Lau@otc-cta.gc.ca>; Tim Hillier <Tim.Hillier@otc-cta.gc.ca>; Valérie Lagacé <Valerie.Lagace@otc-cta.gc.ca>

Subject: RE: BCP

Hi, Marcia. By way of clarification, there's no intention to activate the BCP now; we just need to have one ready in case events eventually evolve in that direction.

As for the addition of new activities, only one is in play (as it's been before): coasting trade applications. The email exchange on this yesterday afternoon provides further context.

Tim's welcome to join the call, though we're still far from any scenario where the BCP would be triggered.

Thanks, and talk soon.

S

-----Original Message-----

From: Marcia Jones <Marcia.Jones@otc-cta.gc.ca>

Sent: Friday, March 20, 2020 11:39 AM

To: Scott Streiner <Scott.Streiner@otc-cta.gc.ca>; Liz Barker <Liz.Barker@otc-cta.gc.ca>; Mireille Drouin <Mireille.Drouin@otc-cta.gc.ca>; Douglas Smith <Douglas.Smith@otc-cta.gc.ca>; Tom Oommen <Tom.Oommen@otc-cta.gc.ca>

Cc: Sébastien Bergeron <Sebastien.Bergeron@otc-cta.gc.ca>; Alysia Lau <Alysia.Lau@otc-cta.gc.ca>; Tim Hillier <Tim.Hillier@otc-cta.gc.ca>

Subject: BCP

Hi all,

I just wanted to send a quick note in advance of our call today to request that we discuss the BCP. I understand that there is some discussion happening about adding other services to it or winding down services for some but not all activities - sort of a different type of BCP than what we previously discussed.

I would like to clarify what is happening right now and make sure we are on the same page (as far as I understand, we are not in BCP mode, but work from home mode with a stay of proceedings for air. We are still accepting complaints and processing what we can, but no outreach to industry or complainants on them).

I would like to confirm if we are envisaging triggering the plan and if so, if there is appetite to change it for some reason.

Finally, I would like to discuss the comms messaging on our course of action, both internally and externally. I have asked if Tim can join for our discussion of BCP.

Thanks,  
Marcia

**Amanda Hamelin**

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**From:** Sébastien Bergeron  
**Sent:** Sunday, March 22, 2020 1:06 PM  
**To:** Scott Streiner; Liz Barker  
**Cc:** Tim Hillier; Cynthia Jolly  
**Subject:** RE: TR: EC March 20 - Decisions and Follow-ups

Scott, Liz:

See Marcia's response below.

Seb

Sent from my Bell Samsung device over Canada's largest network.

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

**From:** Marcia Jones  
**Date:** 2020-03-22 12:59 PM (GMT-05:00)  
**To:** Sébastien Bergeron  
**Cc:** Tim Hillier , Cynthia Jolly  
**Subject:** Re: TR: EC March 20 - Decisions and Follow-ups

Hi Seb, I told the team that Monday was fine to get this up. As you know, there is already some messaging signalling cases are on hold now, so it is a matter of beefing it up.

Hope that works.

Thanks,  
Marcia

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**De :** Sébastien Bergeron  
**Envoyé :** 20 mars 2020 19:28  
**À :** +\_EC  
**Objet :** EC March 20 - Decisions and Follow-ups

Dear colleagues,

Please find below the list of decisions and follow-up actions for today EC. If you notice something missing from the list or have a different recollection of a deliverable or decision, please let us know.

<b>EC Member(s) Tasked</b>	<b>EC Decision(s)</b>	<b>Deliverable(s)</b>	<b>Expected Deadline</b>
<b>All Branch Heads</b>	-	• Prepare list of potential projects to assign to staff during teleworking period.	March 23/24

	-	<ul style="list-style-type: none"> <li>• Identify annual publications and reports that the Agency should continue to monitor and work on.</li> </ul>	
	-	<ul style="list-style-type: none"> <li>• <b>Marcia</b> – includes Annual Report</li> </ul>	March 25
	-	<ul style="list-style-type: none"> <li>• <b>Chair's Office</b> to compile a list → <i>Please send your items to Alysia in advance if possible.</i></li> </ul>	
<b>Chair's Office</b>	-	<ul style="list-style-type: none"> <li>• Work with Mireille and Comms to create internal "teleworking haiku" competition for staff on The Hub.</li> </ul>	Next week
<b>Marcia</b>	-	<ul style="list-style-type: none"> <li>• Comms will work with ATC and other groups to post public messaging on website to communicate delivery of Agency services during COVID-19: <ul style="list-style-type: none"> <li>o The Agency is continuing to deliver its services to the extent possible.</li> <li>o Complaints can continue to be filed with the Agency; however, there may be a longer response time.</li> <li>o Dispute proceedings involving airlines have been temporarily suspended.</li> </ul> </li> <li>• Comms will update the Agency's helplines and other public-facing platforms to reflect the above messaging.</li> </ul>	As soon as feasible
<b>Mireille</b>	-	<ul style="list-style-type: none"> <li>• Daily staff update – Include acknowledgment of challenges staff facing working from home e.g. child care</li> </ul>	March 20
	-	<ul style="list-style-type: none"> <li>• The Agency is not invoking the BCP at this time, but should prepare itself for the possibility.</li> <li>• The BCP will be invoked in extraordinary circumstances (e.g. direction from Central Agencies, unavailability of staff due to sickness).</li> <li>• If the BCP is invoked, the Agency will continue to receive complaints.</li> <li>• If the BCP is invoked, non-critical services will continue to be provided to the extent possible. These will be managed on a day-to-day basis.</li> </ul>	March 20

-	• Update Committee on call with TBS with respect to fiscal year-end contracts.	March 23/24
<b>Valérie</b>	• Section 64 of CTA – Examine whether a temporary order can be issued under this provision.	March 23
-	• Prepare options regarding approaches to VRCPI in context of COVID-19 and possible BCP situation.	Next week

**Sébastien Bergeron**

Chef de cabinet | Bureau du président et premier dirigeant

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**De :** Sébastien Bergeron

**Envoyé :** 20 mars 2020 12:45

**À :** +\_EC <[\\_EC@otc-cta.gc.ca](mailto:_EC@otc-cta.gc.ca)>

**Objet :** \*Correction\* March 19 EC - Decisions and Follow-ups

Dear colleagues,

Please note below the correction (in red) we've made to the summary of yesterday EC.

Seb

<b>EC Member(s) Tasked</b>	<b>EC Decision(s)</b>	<b>Deliverable(s)</b>	<b>Expected Deadline</b>
<b>All Branch Heads</b>	<ul style="list-style-type: none"> <li>• Branch Heads seeking approval for staffing actions from EC should:               <ul style="list-style-type: none"> <li>o Consult Mireille and Nadine B. first, and</li> <li>o Circulate short e-mail including rationale to EC in advance of meeting.</li> </ul> </li> </ul>	-	-
<b>Mireille</b>	-	• BCP - Present comms strategy and proposal with respect to non-critical services.	March 20

	• Staff should continue teleworking until further notice.	• Include direction in the daily update that all staff should continue teleworking until further notice.	March 19
	-	• Reach out to TBS on specific concerns requiring flexibility from TBS policies.	As soon as feasible
<b>Tom and Valérie</b>	-	• Request for exemption from notification period for discontinuance of service – Prepare template draft s. 80 decision incorporating the proposed conditions. No decision has been made on this request. Only Members can make such a decision.	As soon as feasible
<b>Valérie</b>	-	• Prepare options for Scott, Liz and Doug with respect to filings received for stayed cases.	As soon as feasible
	-	• BCP - Examine whether the Act already allows vessels to operate without coastal trade licences during emergency situations.	March 20

**Sébastien Bergeron**

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**De :** Sébastien Bergeron  
**Envoyé :** 19 mars 2020 15:37  
**À :** +\_EC <[\\_EC@otc-cta.gc.ca](mailto:_EC@otc-cta.gc.ca)>  
**Objet :** March 19 EC - Decisions and Follow-ups

Dear Colleagues,

Please find below the list of follow-up actions following today EC. If you notice something missing from the list or have a different recollection of a deliverable, please let us know.

<b>EC Member(s) Tasked</b>	<b>EC Decision(s)</b>	<b>Deliverable(s)</b>	<b>Expected Deadline</b>
<b>All Branch Heads</b>	• Branch Heads seeking approval for staffing actions from EC should:	-	-

	o Consult Mireille and Nadine B. first, and		
	o Circulate short e-mail including rationale to EC in advance of meeting.		
<b>Mireille</b>	-	• BCP - Present comms strategy and proposal with respect to non-critical services.	March 20
	• Staff should continue teleworking until further notice.	• Include direction in the daily update that all staff should continue teleworking until further notice.	March 19
	-	• Reach out to TBS on specific concerns requiring flexibility from TBS policies.	As soon as feasible
<b>Tom and Valérie</b>	• Request from Air Canada for exemption from notice period for discontinuance of service - Conditions that will be included in exemption are:	• Prepare draft s. 80 decision with the proposed conditions.	As soon as feasible
	o Air carrier must identify routes that will be discontinued.		
	o Notification period of 2 weeks.		
	o Exemption will only apply during "crisis" period related to COVID-19 pandemic.		
	o Discontinuance of service is not permitted in remote communities where no other transportation service is available.		
<b>Valérie</b>	-	• Prepare options for Scott, Liz and Doug with respect to filings received for stayed cases.	As soon as feasible
<b>Valérie</b>	-	• BCP - Examine whether the Act already allows vessels to operate without coastal trade licences during emergency situations.	March 20

**Sébastien Bergeron**

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**De :** Sébastien Bergeron  
**Envoyé :** 18 mars 2020 16:31  
**À :** +\_EC <[EC@otc-cta.gc.ca](mailto:EC@otc-cta.gc.ca)>  
**Objet :** EC - March 18 : follow-up actions

Dear Colleagues,

Please find below the list of follow-up actions following today EC. If you notice something missing from the list or have a different recollection of a deliverable, please let us know.

<b>EC Member(s) Tasked</b>	<b>Expected Deadline</b>	<b>Deliverable</b>
<b>Marcia</b>	March 19	<ul style="list-style-type: none"><li>• Call major air carriers (top 5) and air transport associations (NACC, ATAC) to explain Agency's order to suspend air-related proceedings.</li></ul>
<b>Mireille</b>	March 18	<ul style="list-style-type: none"><li>• Send message to affected staff and managers - permitting staff who need VPN access to enter the Agency offices if they wish by COB March 20.<ul style="list-style-type: none"><li>o Their manager must be present.</li><li>o Staff must maintain 2 metres of distance between themselves and other staff.</li></ul></li></ul>
	March 19	<ul style="list-style-type: none"><li>• Ensure daily COVID-19 updates are <i>e-mailed</i> to all staff. Mention that VPN should be used for work purposes only (no streaming of anything, except if it is absolutely necessary).</li></ul>
	March 19 (if possible)	<ul style="list-style-type: none"><li>• Prepare list of EC decision points on various aspects of the BCP.</li></ul>
	March 20	<ul style="list-style-type: none"><li>• Provide list of all staff phone numbers to EC members.</li></ul>
<b>Tom and Valérie</b>	March 19	<ul style="list-style-type: none"><li>• Provide options to constrain Air Canada exemption from/reduction of notice period related to discontinuance of service.</li></ul>

**Sébastien Bergeron**

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**De :** Scott Streiner <[Scott.Streiner@otc-cta.gc.ca](mailto:Scott.Streiner@otc-cta.gc.ca)>

**Envoyé :** 18 mars 2020 15:48

**À :** +\_EC <[EC@otc-cta.gc.ca](mailto:EC@otc-cta.gc.ca)>

**Objet :** For tomorrow

Hi, all. One more thing occurred to me after we hung up. Liz mentioned identifying activities for those unable to do much "normal" work, and we then focused on staff in Paul's area who don't have MyKey. I wonder if this is something we should consider more generally. Are there, for example, research projects we could ask some employees to undertake while they're at home? Please reflect on this and we can discuss tomorrow, along with the other items we identified today.

FYI, I've asked Seb and Alysia to email a short list of follow-up actions after each of our daily teleconferences, since it can be a little harder to keep track during a call than a face-to-face meeting. Of course, if you notice something missing from the list or have a different recollection of a deliverable, you should let them know.

My draft blog (still just in my head!) will come later today.

Thanks,

S

**Scott Streiner**

Président et premier dirigeant, Office des transports du Canada

Chair and Chief Executive Officer, Canadian Transportation Agency

scott.streiner@otc-cta.gc.ca - Tél. : 819-997-9233 - ATS/TTY: 1-800-669-5575

## Amanda Hamelin

---

**From:** Scott Streiner  
**Sent:** Friday, March 20, 2020 1:41 PM  
**To:** +\_EC  
**Subject:** Some items for today's EC call

### External

- S.64 exemptions
- Refunds/vouchers issue

### Internal

- BCP/managing widespread staff sick leave
- Keeping staff well-occupied
- Regular EC and Members meetings
- DH call with TBS next week
- ATIP considerations

### Other

- CCAT conference

## Amanda Hamelin

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**From:** Marcia Jones  
**Sent:** Friday, March 20, 2020 1:44 PM  
**To:** Scott Streiner; +\_EC  
**Subject:** RE: Some items for today's EC call

Hi, I have one suggested item, below in blue.

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**From:** Scott Streiner  
**Sent:** Friday, March 20, 2020 1:41 PM  
**To:** +\_EC  
**Subject:** Some items for today's EC call

External

- S.64 exemptions
- Refunds/vouchers issue

Internal

- BCP/managing widespread staff sick leave
- Keeping staff well-occupied
- Regular EC and Members meetings
- DH call with TBS next week
- ATIP considerations
- Contracts for services – March 31<sup>st</sup> fiscal year end (e.g. sign language)

Other

- CCAT conference

## Amanda Hamelin

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**Subject:** Special EC - COVID19 - Daily updates

**Location:** (514) 938-6569,,935311571# (then press #)

**Start:** Mon 3/16/2020 2:00 PM

**End:** Mon 3/16/2020 2:30 PM

**Recurrence:** Daily

**Recurrence Pattern:** every day from 2:00 PM to 2:30 PM

**Meeting Status:** Accepted

**Organizer:** Scott Streiner

**Required Attendees:** Alysia Lau; Douglas Smith; Lesley Robertson; Liz Barker; Marcia Jones; Mireille Drouin; Sébastien Bergeron; Tom Oommen; Valérie Lagacé

**Optional Attendees:** Allan Burnside; Simon-Pierre Lessard

**Importance:** High

Chair's Boardroom & by CBCI teleconference: dial 1 514 938 6569 call ID: 935311571# then # again

Alysia will HOST.

# Meeting - Mar. 20

Thursday, March 19, 2020 4:19 PM

## Attendance

- Scott Streiner
- Liz Barker
- Mireille Drouin
- Doug Smith
- Marcia Jones
- Tom Oommen
- Valérie Lagacé
  
- Sébastien Bergeron
- Alysia Lau

## Guests

- Tim Hillier
- Cynthia Jolly
- Karen Jacob

## External Approach

- Section 64 draft decision: SS and LB leaning towards using s. 64 instead of s. 80 to either grant request or shorten notification period, unless s. 64 means discontinuance of service could be permanent. **\*VL to examine whether Agency could make s. 64 order temporary.**
  
- Refunds and vouchers: MJ - can "encourage" airlines to refund/voucher as best practice.
- SS: **\*SS to develop draft statement related to refunds and vouchers.**

## Internal Approach

- BCP: MD - we have not yet invoked BCP. INAC has, PCH is operating critical services only.
- MD: Main concern is putting pressure on government services which should be reserved for critical services.
- SS: There will be call between deputy heads and TBS on Wednesday.
- **\*Decision: MD to include acknowledgment of staff facing challenges (with kids etc.) while teleworking in daily staff update.**
- VL: BCP can be triggered when we work until we can't. VL and MJ: We need to be ready to trigger BCP.
- VL: Potential concern with VRCPI. **\*VL and Steve Aubut to develop options to prepare for VRCPI for EC discussion.**
- SS: **\*Will continue to deliver as many Agency services as possible at this time. Not invoking BCP at this time, but Agency should be prepared (clearly communicate this to staff). BCP could be triggered by: 1) central direction, or 2) unavailability of staff having impact on service delivery.**
  
- MD: BCP - external communications? **\*Passengers who should wish to file complaint are still able to do so.**
- SS: Non-critical services --> manage on day-to-day basis, not 100% but the Agency will do its best.
- LB: Should consider posting message on website that Agency services continue. SS: Yes, but may take longer.
- **\*Comms to work with ATC to post message on website ASAP: "CTA services during COVID-19 pandemic": CTA continues to maintain operations to the extent possible. Complaints can continue to be filed, make take longer for Agency to get back to you. Dispute proceedings involving air carriers temporarily paused. Agency helplines to be updated as well.**
  
- SS: Giving staff work during this time.
- LB: Projects such as annotation of **Part V of the CTA.**
- DS: **Headnotes for decisions**, will assign someone to assist VL with ATIP files, **accelerate web modernization, updating Hub.**
- CJ: Developing accessible materials in Word.
- SS: Need to develop inventory of projects and assign accordingly to staff who are: available, capable (skills), and would assist in developing relevant expertise.
- **\*Monday or Tuesday: have inventory of possible projects and discuss allocating projects to staff.**
  
- SS: No need for regular weekly EC meetings. Members meeting items should proceed.
- **\*Regular Members Committee meetings to proceed.** SS will still ask EC members to call in. **LR will recirculate draft agenda** and EC members to signal to Lesley whether comfortable proceedings.
  
- Deputy heads call with TBS Wednesday.
- SS: Emails sent during this period subject to ATIP.
  
- MJ: Contracts for services ending March 31. **\*MD to share information with Committee next week.**
  
- SS: Board of Directors meeting on Monday - likely to cancel CCAT conference. To be held in Gatineau in 2021.

## Varia

- MD: Have not received new floor plans yet, expect next Friday. Looking at other options to consult with staff. SS: Should maintain momentum on preparations for the move.
- MD: Also monitoring potential shutdown of construction sites. SS: If there is, staff should be made aware in one of the staff updates. TO: Don't forget consultation with disability network.
- DS: 20 people came into office to take equipment. Update on closure of building? MD: Building not closed. DS: Would like advanced notice.
- SB: Annual Report? MJ: **\*Will look into deadline for Annual Report.**
- **\*Chair's Office to make list of annual deliverables/products that Agency should continue to work on. --> Should develop list at EC meeting next week.**
- SS: Haiku competition **\*Chair's Office - Share your haiku from working from home next week. MD to look at technology.**



## Amanda Hamelin

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**From:** Marcia Jones  
**Sent:** Friday, March 20, 2020 3:17 PM  
**To:** Scott Streiner; Liz Barker; Valérie Lagacé; Douglas Smith; Tom Oommen; Mireille Drouin  
**Cc:** Sébastien Bergeron; Alysia Lau; Caitlin Hurcomb; Allan Burnside; Tim Hillier  
**Subject:** Messages for website

Hi all,

Please find below some proposed messaging for our website, as per EC today, balancing carriers' concerns that we be more clear refunds are not required, while also acknowledging it would be a good practice to do so.

In addition, Cait has suggested it may be worth noting that passengers may have entitlements under the EU regime – given that they do cover refunds – and has proposed the following text below.

Please let us know if there are any concerns before we move to translation/posting.

Thank you,

Marcia

### **Situations outside the airline's control**

#### **Existing text:**

In these situations, airlines must:

- [Rebook passengers](#) on the next available flight operated by them or a partner airline.
  - *For disruptions between March 13, 2020 and April 30, 2020, airlines do not have to follow APPR requirements to rebook passengers using an airline with which they have no commercial agreement.*

#### **Proposed addition:**

- *While there is no obligation to refund passengers who do not wish to be rebooked, it is considered a good practice to do so, or to provide vouchers/credits that are valid for a reasonable time period.*

### **EU Regime**

**Proposed addition in off-set text box:**

If you are flying to or from the European Union (EU), EU passenger rights may also apply. For more information, visit the EU's [Air Passenger Rights webpage](#).

Please note: A passenger can only receive compensation for inconvenience under the APPR if they have not already received compensation for the event under other air passenger protection rules.

## EC March 20 - Decisions and Follow-ups

Sébastien Bergeron

Fri 3/20/2020 7:28 PM

To: +\_EC <\_EC@otc-cta.gc.ca>;

Dear colleagues,

Please find below the list of decisions and follow-up actions for today EC. If you notice something missing from the list or have a different recollection of a deliverable or decision, please let us know.

EC Member(s) Tasked	EC Decision(s)	Deliverable(s)	Expected Deadline
<b>All Branch Heads</b>	-	<ul style="list-style-type: none"> <li>Prepare list of potential projects to assign to staff during teleworking period.</li> </ul>	March 23/24
	-	<ul style="list-style-type: none"> <li>Identify annual publications and reports that the Agency should continue to monitor and work on.</li> <li><b>Marcia</b> – includes Annual Report</li> <li><b>Chair's Office</b> to compile a list → <b>Please send your items to Alysia in advance if possible.</b></li> </ul>	March 25
<b>Chair's Office</b>	-	<ul style="list-style-type: none"> <li>Work with Mireille and Comms to create internal "teleworking haiku" competition for staff on The Hub.</li> </ul>	Next week
<b>Marcia</b>	-	<ul style="list-style-type: none"> <li>Comms will work with ATC and other groups to post public messaging on website to communicate delivery of Agency services during COVID-19:               <ul style="list-style-type: none"> <li>The Agency is continuing to deliver its services to the extent possible.</li> <li>Complaints can continue to be filed with the Agency; however, there may be a longer response time.</li> </ul> </li> </ul>	As soon as feasible

		<ul style="list-style-type: none"> <li>○ Dispute proceedings involving airlines have been temporarily suspended.</li> <li>● Comms will update the Agency's helplines and other public-facing platforms to reflect the above messaging.</li> </ul>	
<b>Mireille</b>	-	<ul style="list-style-type: none"> <li>● Daily staff update – Include acknowledgment of challenges staff facing working from home e.g. child care</li> </ul>	March 20
	<ul style="list-style-type: none"> <li>● The Agency is not invoking the BCP at this time, but should prepare itself for the possibility.</li> <li>● The BCP will be invoked in extraordinary circumstances (e.g. direction from Central Agencies, unavailability of staff due to sickness).</li> <li>● If the BCP is invoked, the Agency will continue to receive complaints.</li> <li>● If the BCP is invoked, non-critical services will continue to be provided to the extent possible. These will be managed on a day-to-day basis.</li> </ul>	<ul style="list-style-type: none"> <li>● Daily staff update – Inform staff that the Agency has not invoked the BCP and will continue to provide as many of its regular services as possible in the circumstances, but is making preparations should the possibility arise. The BCP would only be invoked in extraordinary circumstances.</li> </ul>	March 20
	-	<ul style="list-style-type: none"> <li>● Update Committee on call with TBS with respect to fiscal year-end contracts.</li> </ul>	March 23/24
<b>Valérie</b>	-	<ul style="list-style-type: none"> <li>● Section 64 of CTA – Examine whether a temporary order can be issued under this provision.</li> </ul>	March 23
	-	<ul style="list-style-type: none"> <li>● Prepare options regarding approaches to VRCPI in context of COVID-19 and possible BCP situation.</li> </ul>	Next week

### Sébastien Bergeron

Chef de cabinet | Bureau du président et premier dirigeant  
Office des transports du Canada | Gouvernement du Canada  
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Canadian Transportation Agency | Government of Canada

[Sebastien.bergeron@otc-cta.gc.ca](mailto:Sebastien.bergeron@otc-cta.gc.ca) | Tél. 819-712-0827**De :** Sébastien Bergeron**Envoyé :** 20 mars 2020 12:45**À :** +\_EC <\_EC@otc-cta.gc.ca>**Objet :** \*Correction\* March 19 EC - Decisions and Follow-ups

Dear colleagues,

Please note below the correction (in red) we've made to the summary of yesterday EC.

Seb

EC Member(s) Tasked	EC Decision(s)	Deliverable(s)	Expected Deadline
<b>All Branch Heads</b>	<ul style="list-style-type: none"> <li>Branch Heads seeking approval for staffing actions from EC should:               <ul style="list-style-type: none"> <li>Consult Mireille and Nadine B. first, and</li> <li>Circulate short e-mail including rationale to EC in advance of meeting.</li> </ul> </li> </ul>	-	-
<b>Mireille</b>	-	<ul style="list-style-type: none"> <li>BCP - Present comms strategy and proposal with respect to non-critical services.</li> </ul>	March 20
	<ul style="list-style-type: none"> <li>Staff should continue teleworking until further notice.</li> </ul>	<ul style="list-style-type: none"> <li>Include direction in the daily update that all staff should continue teleworking until further notice.</li> </ul>	March 19
	-	<ul style="list-style-type: none"> <li>Reach out to TBS on specific concerns requiring flexibility from TBS policies.</li> </ul>	As soon as feasible
<b>Tom and Valérie</b>	-	<ul style="list-style-type: none"> <li><b>Request for exemption from notification period for discontinuance of service – Prepare template draft s. 80 decision incorporating the proposed conditions. No decision has been made on this request. Only Members can make such a decision.</b></li> </ul>	As soon as feasible

<b>Valérie</b>	-	<ul style="list-style-type: none"> <li>Prepare options for Scott, Liz and Doug with respect to filings received for stayed cases.</li> </ul>	As soon as feasible
	-	<ul style="list-style-type: none"> <li>BCP - Examine whether the Act already allows vessels to operate without coastal trade licences during emergency situations.</li> </ul>	March 20

### Sébastien Bergeron

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**De :** Sébastien Bergeron

**Envoyé :** 19 mars 2020 15:37

**À :** +\_EC <[\\_EC@otc-cta.gc.ca](mailto:_EC@otc-cta.gc.ca)>

**Objet :** March 19 EC - Decisions and Follow-ups

Dear Colleagues,

Please find below the list of follow-up actions following today EC. If you notice something missing from the list or have a different recollection of a deliverable, please let us know.

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	<ul style="list-style-type: none"> <li>Staff should continue teleworking until further notice.</li> </ul>	<ul style="list-style-type: none"> <li>Include direction in the daily update that all staff should continue teleworking until further notice.</li> </ul>	March 19
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**De :** Sébastien Bergeron  
**Envoyé :** 18 mars 2020 16:31  
**À :** +\_EC <[EC@otc-cta.gc.ca](mailto:EC@otc-cta.gc.ca)>  
**Objet :** EC - March 18 : follow-up actions

Dear Colleagues,

Please find below the list of follow-up actions following today EC. If you notice something missing from the list or have a different recollection of a deliverable, please let us know.

EC Member(s) Tasked	Expected Deadline	Deliverable
<b>Marcia</b>	March 19	<ul style="list-style-type: none"> <li>Call major air carriers (top 5) and air transport associations (NACC, ATAC) to explain Agency's order to suspend air-related proceedings.</li> </ul>
<b>Mireille</b>	March 18	<ul style="list-style-type: none"> <li>Send message to affected staff and managers - permitting staff who need VPN access to enter the Agency offices if they wish by COB March 20.               <ul style="list-style-type: none"> <li>Their manager must be present.</li> <li>Staff must maintain 2 metres of distance between themselves and other staff.</li> </ul> </li> </ul>
	March 19	<ul style="list-style-type: none"> <li>Ensure daily COVID-19 updates are <i>e-mailed</i> to all staff. Mention that VPN should be used for work purposes only (no streaming of anything, except if it is absolutely necessary).</li> </ul>
	March 19 (if possible)	<ul style="list-style-type: none"> <li>Prepare list of EC decision points on various aspects of the BCP.</li> </ul>
<b>Tom and Valérie</b>	March 20	<ul style="list-style-type: none"> <li>Provide list of all staff phone numbers to EC members.</li> </ul>
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**Sébastien Bergeron**



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**De :** Scott Streiner <[Scott.Streiner@otc-cta.gc.ca](mailto:Scott.Streiner@otc-cta.gc.ca)>

**Envoyé :** 18 mars 2020 15:48

**À :** +\_EC <[\\_EC@otc-cta.gc.ca](mailto:_EC@otc-cta.gc.ca)>

**Objet :** For tomorrow

Hi, all. One more thing occurred to me after we hung up. Liz mentioned identifying activities for those unable to do much "normal" work, and we then focused on staff in Paul's area who don't have MyKey. I wonder if this is something we should consider more generally. Are there, for example, research projects we could ask some employees to undertake while they're at home? Please reflect on this and we can discuss tomorrow, along with the other items we identified today.

FYI, I've asked Seb and Alysia to email a short list of follow-up actions after each of our daily teleconferences, since it can be a little harder to keep track during a call than a face-to-face meeting. Of course, if you notice something missing from the list or have a different recollection of a deliverable, you should let them know.

My draft blog (still just in my head!) will come later today.

Thanks,

S

**Scott Streiner**

Président et premier dirigeant, Office des transports du Canada  
Chair and Chief Executive Officer, Canadian Transportation Agency  
[scott.streiner@otc-cta.gc.ca](mailto:scott.streiner@otc-cta.gc.ca) - Tél. : 819-997-9233 - ATS/TTY: 1-800-669-5575

Subject:

FW: EC June 18- Decisions and Follow-ups







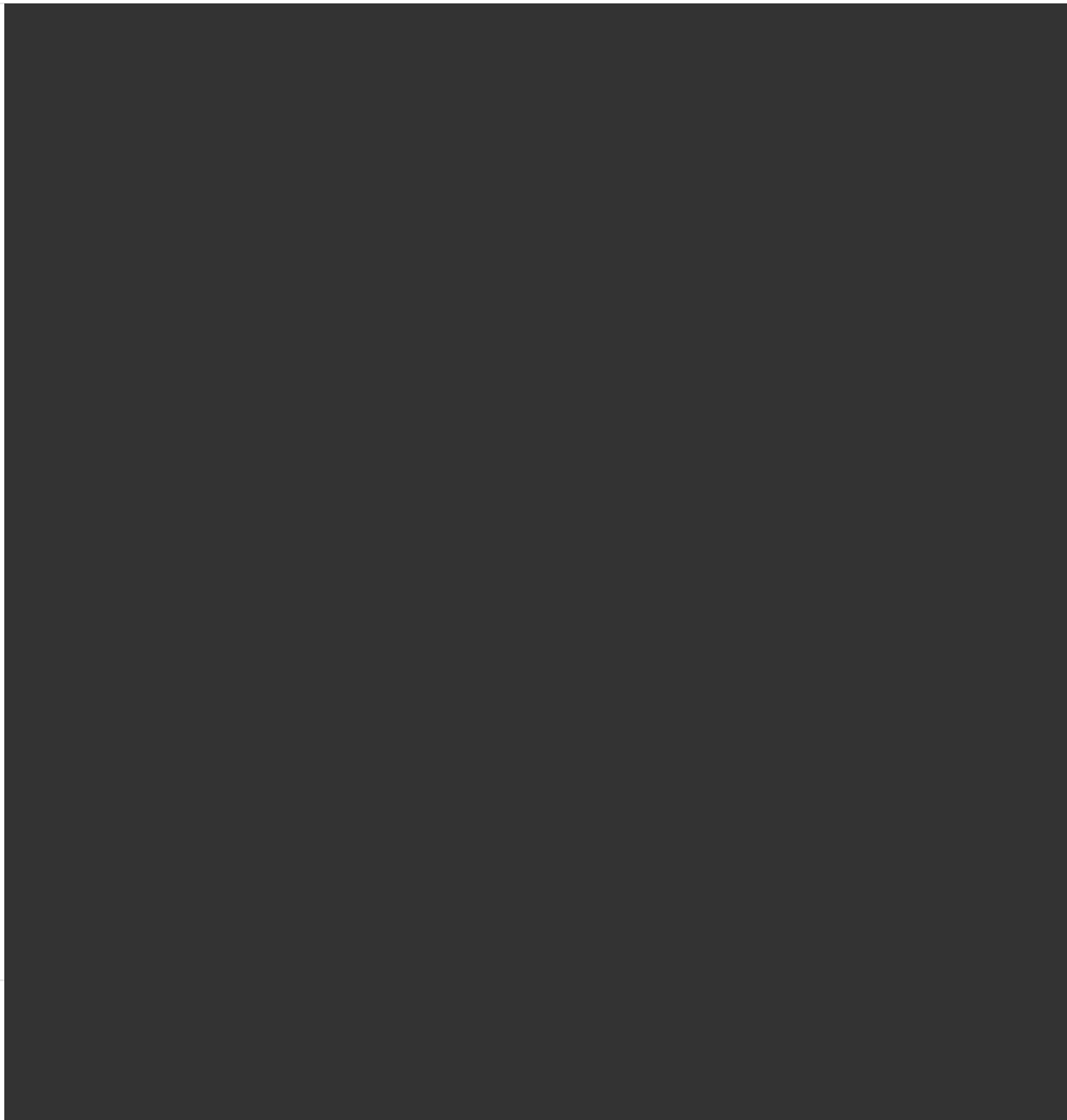












































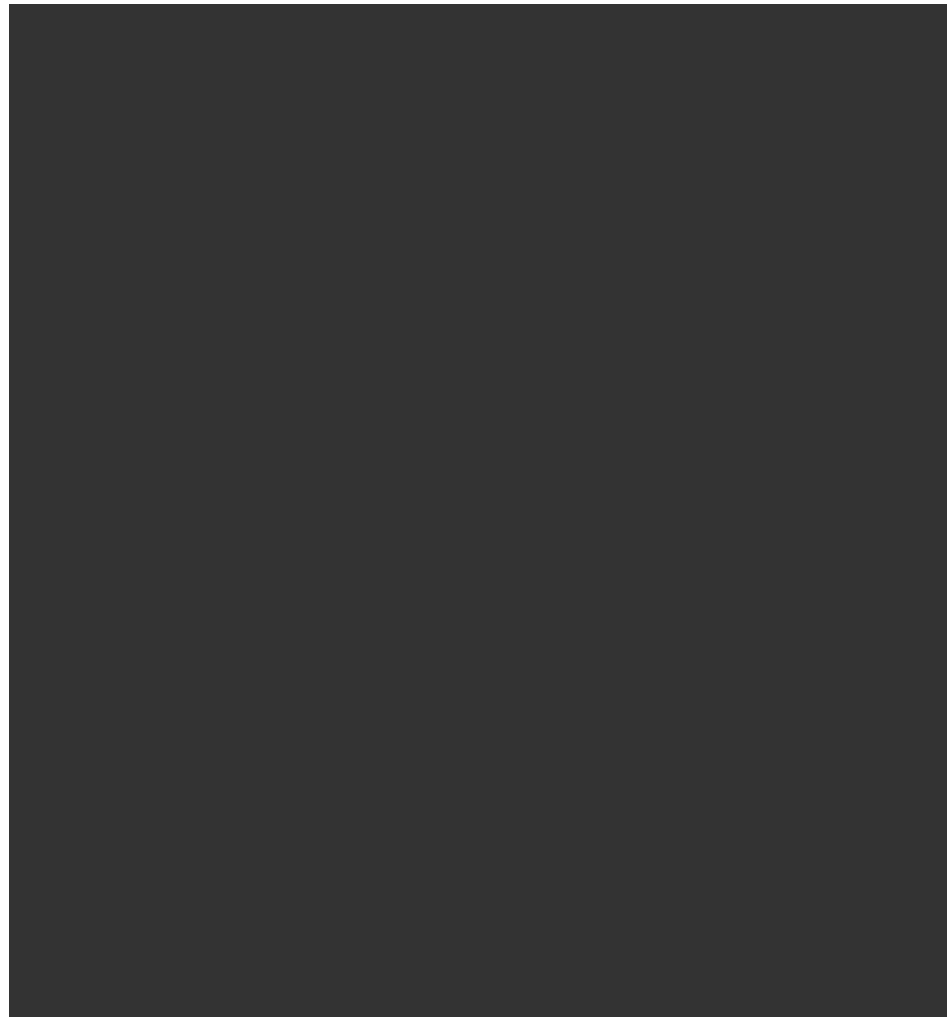
















De : Sébastien Bergeron  
 Envoyé : 23 mars 2020 20:59  
 À : +\_EC <[EC@otc-cta.gc.ca](mailto:EC@otc-cta.gc.ca)>  
 Objet : EC March 23 - Decisions and Follow-ups

Dear colleagues,

Please find below the list of decisions and follow-up actions for today EC. If you notice something missing from the list or have a different recollection of a deliverable or decision, please let us know.

EC Member(s) Tasked	EC Decision(s)	Deliverable(s)	Expected Deadline
Chair's Office	-	<ul style="list-style-type: none"> <li>Compile list of additional research projects that can be allocated staff during telework period.</li> <li><b>*Branch Heads should inform and begin canvassing managers for staff that could work on these projects.</b></li> </ul>	March 24
	-	<ul style="list-style-type: none"> <li>Circulate updated Members Committee agenda.</li> </ul>	March 24
	-	<ul style="list-style-type: none"> <li>Coordinate with Social Committee and Comms to set up internal haiku contest.</li> </ul>	This week
Marcia	-	<ul style="list-style-type: none"> <li>Comms to revise public messaging on Agency service delivery during COVID-19 pandemic.</li> </ul>	March 24
	<ul style="list-style-type: none"> <li>ATPDR guidance consultation process will be reviewed after the Agency</li> </ul>	-	-

addresses requests from air carriers regarding regulatory obligations.

<b>Mireille</b>	-	<ul style="list-style-type: none"> <li>Examine options to support VPN capacity (e.g. rotating VPN access) during telework period.</li> </ul>	This week
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**De :** Sébastien Bergeron  
**Envoyé :** 20 mars 2020 19:28  
**À :** +\_EC <[EC@otc-cta.gc.ca](mailto:EC@otc-cta.gc.ca)>  
**Objet :** EC March 20 - Decisions and Follow-ups

Dear colleagues,

Please find below the list of decisions and follow-up actions for today EC. If you notice something missing from the list or have a different recollection of a deliverable or decision, please let us know.

EC Member(s) Tasked	EC Decision(s)	Deliverable(s)	Expected Deadline
<b>All Branch Heads</b>	-	<ul style="list-style-type: none"> <li>Prepare list of potential projects to assign to staff during teleworking period.</li> </ul>	March 23/24
	-	<ul style="list-style-type: none"> <li>Identify annual publications and reports that the Agency should continue to monitor and work on.</li> <li><b>Marcia</b> – includes Annual Report</li> <li><b>Chair's Office</b> to compile a list → <b>Please send your items to Alysia in advance if possible.</b></li> </ul>	March 25
<b>Chair's Office</b>	-	<ul style="list-style-type: none"> <li>Work with Mireille and Comms to create internal "teleworking haiku" competition for staff on The Hub.</li> </ul>	Next week
<b>Marcia</b>	-	<ul style="list-style-type: none"> <li>Comms will work with ATC and other groups to post public messaging on website to communicate delivery of Agency services during COVID-19:               <ul style="list-style-type: none"> <li>The Agency is continuing to deliver its services to the extent possible.</li> <li>Complaints can continue to be filed with the Agency; however, there may be a longer response time.</li> </ul> </li> </ul>	As soon as feasible



		<ul style="list-style-type: none"> <li>○ Dispute proceedings involving airlines have been temporarily suspended.</li> <li>• Comms will update the Agency's helplines and other public-facing platforms to reflect the above messaging.</li> </ul>	
<b>Mireille</b>	-	<ul style="list-style-type: none"> <li>• Daily staff update – Include acknowledgment of challenges staff facing working from home e.g. child care</li> </ul>	March 20
	<ul style="list-style-type: none"> <li>• The Agency is not invoking the BCP at this time, but should prepare itself for the possibility.</li> <li>• The BCP will be invoked in extraordinary circumstances (e.g. direction from Central Agencies, unavailability of staff due to sickness).</li> <li>• If the BCP is invoked, the Agency will continue to receive complaints.</li> <li>• If the BCP is invoked, non-critical services will continue to be provided to the extent possible. These will be managed on a day-to-day basis.</li> </ul>	<ul style="list-style-type: none"> <li>• Daily staff update – Inform staff that the Agency has not invoked the BCP and will continue to provide as many of its regular services as possible in the circumstances, but is making preparations should the possibility arise. The BCP would only be invoked in extraordinary circumstances.</li> </ul>	March 20
	-	<ul style="list-style-type: none"> <li>• Update Committee on call with TBS with respect to fiscal year-end contracts.</li> </ul>	March 23/24
<b>Valérie</b>	-	<ul style="list-style-type: none"> <li>• Section 64 of CTA – Examine whether a temporary order can be issued under this provision.</li> </ul>	March 23
	-	<ul style="list-style-type: none"> <li>• Prepare options regarding approaches to VRCPI in context of COVID-19 and possible BCP situation.</li> </ul>	Next week

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**De :** Sébastien Bergeron  
**Envoyé :** 20 mars 2020 12:45  
**À :** +\_EC <[EC@otc-cta.gc.ca](mailto:EC@otc-cta.gc.ca)>  
**Objet :** \*Correction\* March 19 EC - Decisions and Follow-ups

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**Envoyé :** 18 mars 2020 15:48

À : +\_EC < [EC@otc-cta.gc.ca](mailto:EC@otc-cta.gc.ca) >

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