



For Immediate Release

October 25, 2015

Cause of Expo Line service disruption still being determined

TransLink is still determining what caused a power surge on a portion of the Expo Line last night, which led to a service disruption that started around 6 pm and lasted about two-and-a-quarter hours.

Nineteen trains were affected and 12 of these were on the tracks between stations. A qualified attendant was immediately sent to each train, which was manually driven to the nearest SkyTrain station so passengers could be safely escorted off.

Bus operators were called into work, and 13 additional buses were quickly put in place across the system. Approximately 3,200 people boarded these extra buses between SkyTrain stations last night.

By approximately 7:15 pm, half of the system between King George and Edmonds Stations was back up and running, allowing passengers to make their way into Vancouver and allowing buses to move into Vancouver to transport people downtown.

By 8:15 pm, the Vancouver portion of the line was fully back in service, enabling hockey fans to move quickly out of the downtown area once the game was over. Four additional trains were added for this purpose.

Keeping people safe is job one

The entire transit system and all operating procedures are designed to put safety first, and as soon as there was an issue last night the system did what it was supposed to do for the safety of all passengers. The computers immediately recognized that there was a problem, and the trains were brought to a halt.

As soon as service goes down, TransLink works safely and quickly to get things running again and to make sure that back up service is in place to get people where they need to go. It's an 'all hands on deck' recovery effort.

SkyTrain attendants, customer service staff, Transit Police, mechanical and technical experts, bus operators and transit supervisors ... all of these professionals work together as a team, not only to get the system back up and running, but to ensure people are safe, that they knew what is going on and what to do, and to help them get to their destination.

The Millennium and Canada Lines were not affected by this issue and remained fully operational.

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