



HandyDART Rider's Guide



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Welcome to HandyDART

HandyDART is TransLink's door-to-door, shared-ride service for people who are unable to navigate conventional public transit without assistance.

HandyDART can assist registered customers who do not live near an accessible transit route or cannot use the accessible lift-equipped or low floor conventional buses without assistance. HandyDART can also connect registered customers to conventional bus, SkyTrain, SeaBus, and West Coast Express.

How HandyDART Works

HandyDART drivers will meet you at the pick-up location, help you board the vehicle, and get you to your destination's first accessible exterior door safely. Trips are provided by specially equipped HandyDART vehicles. Sometimes HandyDART will use taxis as a supplemental service. Taxi drivers are expected to provide the same door-to-door service as HandyDART drivers.

Travel Training

For HandyDART customers who want to use conventional transit for part of their trips, Coast Mountain Bus Company provides workshops through community partners for seniors and people with disabilities to provide information for independent travel. For more details, call **604.953.3636**. You can also find our online travel training tools, such as our multilingual travel training videos, at **translink.ca/access**.

Fares

An Adult 1-Zone fare is applied to each one-way trip and is equal to the 1-Zone adult fare on conventional transit. The BC Bus Pass and CNIB Pass are not accepted on HandyDART.

If you are paying cash, please have the exact amount ready, as drivers do not carry change. If a taxi is ordered, you will pay the taxi driver the regular HandyDART fare.

Concession fares will be available for riders aged 13 to 18 and 65 and over.

Children 12 and under who are registered HandyDART customers or children who are accompanying a registered HandyDART customer can travel for free on HandyDART

without requiring a fare product or identification.

Compass Card and Tap to Pay with Interac® Debit and contactless credit cards are accepted for payment on HandyDART. Mobile wallet options are also available with Apple Pay, Google Pay, and Samsung Pay.

Compass Cards can be purchased by phone, online, or in-person. Please call Compass Customer Service at **604.398.2042** or visit **translink.ca/handydart** for details.



Trip Types

There are two types of trips on HandyDART: **Casual** and **Subscription**.

CASUAL TRIPS are taken on a demand basis and are subject to availability. All casual trip requests can be made during our regular booking hours and may be requested up to 7 days prior to your travel day.

SUBSCRIPTION TRIPS are taken when you have a standing appointment and need to travel between the same two places at least once per week for 3 or more months. When you first request a new subscription it may take up to 2 weeks for this to be scheduled, so please book casual trips until your subscription request has been confirmed.

Your trips will be booked automatically once your subscription is scheduled. If your pick-up address, day, time, or destination changes you will need to request a new subscription.

If you need to cancel a casual or subscription trip, please call no later than two hours in advance. At your request, a subscription can also be suspended for as long as 3 months.

Statutory Holidays

HandyDART service operates on statutory holidays, but service is limited. All trips are accepted on a “first come, first served” basis.

On statutory holidays, all subscription trips will be cancelled automatically except trips for renal dialysis and cancer treatment. Please contact a booking agent for more information at **604.575.6600, OPTION 1.**

Trip reservations for Christmas, Boxing Day, and New Year’s Day are accepted starting on December 1 each year.



Transfers

Some longer distance trips may require a transfer, just like on the conventional transit system. As a result, a transfer from HandyDART to HandyDART or from HandyDART to conventional transit may be required to complete your journey. For trips requiring transfers, the booking agent can provide more clarification.

Carry-on Items and Luggage

We ask that you only bring bags or parcels that you are comfortable carrying yourself and holding in your own lap, generally no more than two bags. HandyDART drivers are not expected to carry bags, parcels, or luggage. If you are unable to carry your bags or parcels by yourself, please consider travelling with a companion.

If you are travelling with a suitcase, please make sure the booking agent is aware when making the reservation as we need to ensure there is sufficient space available.

Booking Your Trip

You can request a trip by calling HandyDART at **604.575.6600**, **OPTION 1**. You can make a trip reservation up to 7 days in advance, but no later than 4:00 p.m. the day before you wish to travel.

Booking Hours

Monday – Friday:

8:00 a.m. – 6:00 p.m.

Saturday, Sunday & Holiday:

8:30 a.m. – 4:30 p.m.

If possible, call between 11:00 a.m. and 2:00 p.m. as our phone lines are not as busy during these hours.

For customers who are deaf or hard of hearing and unable to use a TeleTypeWriter, to discuss alternative booking options please contact:

E-MAIL:

handydartfeedback@translink.ca

MAIL:

Coast Mountain Bus Company
Access Transit Department
400-287 Nelson's Court
New Westminister, BC V3L 0E7

Trips are available 7 days a week. The earliest pickup is 6:00 a.m. and the last drop-off is 12:00 a.m. (midnight).

In case of a special event such as a wedding, a flight, or an event where a ticket has already been purchased, you can request a ride a maximum of two weeks in advance.

Please have the following information ready for when you call to book your trip:

- Your first and last name
- Your HandyDART identification number
- Date of your ride and preferred pick-up time or appointment time
- Pick-up and drop-off addresses and phone numbers
- Pick-up and drop-off information, as in the building name, unit number and gate code
- Trip details, as in which mobility aid you will use on this trip, or if you will be travelling with a companion, attendant or certified service animal
- Caregivers' details, as in their name and phone number, for those who require a transfer to a caregiver
- Your Compass Card number if paying with a Compass Card that is different than the one on your HandyDART client account

If you are booking a trip to get to an appointment, we will allow extra time for you to get from the HandyDART vehicle to your destination inside the building.

While HandyDART makes every effort to accommodate all requests, it is not always possible. Sometimes trips cannot be accommodated. In this case, we will offer you an alternative time rather than deny your request. This alternative time may be up to one hour before or after the time of your original request.

If the above steps still do not result in a solution, you can choose to be placed on a waitlist for the trip. This list will be reviewed regularly, and if a ride becomes available a booking agent will contact you to confirm the details.

Standby Trips

If a trip is requested after 4:00 p.m. the day before you wish to travel, it is considered standby and cannot be guaranteed. A standby trip means the trip may become available due to late cancellations or changes so you may receive confirmation with short notice.

Helpful Tips

RESERVATIONS

- You can schedule multiple trips for one day, but they must be scheduled at least 45 minutes apart. For example, after you are dropped off at your destination, your next trip pick-up time must be at least 45 minutes later.
- A booking agent will confirm the appointment times, dates, and addresses. Please ensure all information is correct during the confirmation.
- Trip availability is highest between 10:00 a.m. to 1:30 p.m. and after 5:00 p.m. It is therefore recommended that, when you can, please book your trips during those times.
- If you own more than one type of mobility aid, let the booking agent know which one you will use on this trip. If you get a new mobility aid, ask the booking agent to update your information.



PICK-UP/DROP-OFF

- HandyDART vehicles may stop only at designated spots within major shopping malls, hospitals, colleges, and other popular locations. Check with your booking agent so you also know where to expect the driver to pick you up for the return ride.
- If you need additional assistance, be sure to have your attendant travel with you. If you live within a gated community, please provide the gate code when registering.
- You are expected to be ready for HandyDART from the beginning of the pick-up window, but you are not required to be ready if the HandyDART arrives before the pick-up window starts.
- HandyDART drivers cannot leave sight of their vehicle. If you are travelling from a program or public facility, staff should assist you with preparing to wait for the driver in the main lobby.
- The HandyDART driver will provide service from the exterior accessible door of your origin location to the exterior accessible door of your destination.

Making Changes to Your Trip

Contact a HandyDART booking agent if you need to change your trip. Every effort will be made to accommodate changes, but it may not be possible. If your request cannot be accommodated, please let us know if you would like to keep or cancel the original trip. HandyDART dispatchers and drivers cannot make trip changes upon pick-up or during a trip.

Cancellation Guidelines

Cancellations must be made at least 2 hours prior to your trip, but we ask that you cancel any unwanted rides **as early as possible** so that we can reassign the trip space to other customers who may require the service. Cancel your ride by calling **604.575.6600, OPTION 2**. This line is available 24 hours a day. If you do not reach an agent, you can leave a voice message with your name and all of the trip details at this number and your trip will be cancelled. Please also advise if you wish to cancel all or only one part of your journey.

Please note that there are penalties for frequently cancelling less than two hours prior to your trip. You can avoid these penalties by cancelling as early as possible. More information on the penalties and appeals process is available on request. Caregivers and guardians also need to follow this policy. When you don't take your outbound trip, your return trip is automatically cancelled. Please advise if you still need the return trip.



Automated Trip Review and Cancellation Service

HandyDART has an automated phone service that is available 24 hours a day and 7 days a week.

The HandyDART Automated Trip Review and Cancellation Service is designed to allow you to quickly review your trip information and cancel trip requests. If you are interested in using the service please call **604.575.6600, OPTION 5** to register. We will provide more details about how to use this service once you have registered.





HandyDART Reminder Calls

You will receive two automated reminder calls for your trip. These can be made to any phone number you choose.

A **'DAY BEFORE'** reminder is made between 5:00 p.m. and 8:00 p.m. the night before to remind you of the next day's trip. This call will provide you an option to cancel if the ride is no longer required.

A **'SAME DAY'** reminder is made approximately 10 minutes prior to HandyDART arrival at your pick-up location. You may cancel the reminder call by speaking with a booking agent. Subscription trips do not automatically receive reminder calls, but this can be changed on request. If possible, we recommend you provide a cell phone number for these calls.

Preparing for Pick-Up

HandyDART has a 30-minute window for pick-up. This means that you should be ready 15 minutes prior to your scheduled pick-up time. Please ensure you have your payment method with you. If the driver has not arrived 15 minutes after your pick-up time, please call HandyDART at **604.575.6600**, **OPTION 3** for 'Where's My Ride?' information.

If a HandyDART driver arrives within your pick-up window and you are not ready to depart, the driver can only wait five minutes before they need to proceed to their next pick-up. When the driver arrives, they will contact you by ringing the doorbell or intercom.

If there are multiple entrances to the building, please confirm the designated entrance to meet at when making the reservation. You may wait inside the building for the arrival of HandyDART.

HandyDART may send a taxi in place of a HandyDART vehicle. If a taxi is sent instead, your automated notification will include this information. Please

pay the taxi driver the same fare you would pay if the trip was being delivered in a HandyDART vehicle. If you are using your Compass Card, present it to the driver and they will note the last 4 digits of your card. The cost of the trip will be deducted from your Compass Card the next time you tap your Compass Card on a card reader (on HandyDART, bus, fare gate, or Compass Vending Machine).

Missed Trips

A “missed trip” is when a HandyDART vehicle arrives after the 30-minute window and you choose not to take this trip. Please let us know if you are making alternate arrangements and will still need the return trip, as the return trip is **automatically cancelled** in cases of missed trips.

On Board Trip Time

HandyDART is a shared-ride public transportation service and other passengers may be picked up or dropped off during your trip; however, we make every effort to minimize your time on board. For further information about on board time for individual trips, please speak with a booking agent.

Companions and Attendants

A companion is someone travelling with you on HandyDART. Companions will have to pay a regular HandyDART fare. Children 12 and under traveling as a companion do not have to pay a fare. For children under 9, you will be expected to provide appropriate CSA approved child securement (car seat or booster seat).

Those eligible to act as attendants are adults who provide additional assistance inside buildings. Attendants ride for free on HandyDART. Other registered customers cannot travel as attendants.

You and your companion or attendant must be picked up and dropped off at the same location. Please advise the booking agent if a companion or attendant will be travelling with you to ensure that space is available.

Driver Assistance

The driver will provide limited door-to-door assistance, including:

- Provide safe transportation
- Be courteous and professional
- Collect the exact fare when you are picked up. Drivers can help to tap Compass Cards if needed.

- Hold your wheelchair or walker steady for you and assist you with a transfer to and from your wheelchair or walker to a seat in the vehicle
- Ensure mobility devices such as wheelchairs or scooters are appropriately secured using approved devices
- Confirm everyone is seated and safely secured before moving the vehicle

The Driver CANNOT:

- Make change for fares
- Assist you with getting dressed
- Lift you, or carry your mobility device, such as a wheelchair or walker, up or down stairs
- Transport a customer in a transfer chair
- Transport you in a wheelchair without footrests if you are not able to propel yourself
- Enter a building; drivers are not permitted to leave their vehicles out of sight
- Page you at a facility
- Wait for more than 5 minutes within the pick-up window

Additional Assistance

You may be required to travel with an attendant if:

- You are unable to be left alone
- You are unable to travel independently beyond the pick-up or drop-off location
- You use a wheelchair and must travel up or down more than one step
- You are travelling on rough or uneven terrain or any other condition that presents a safety hazard
- You require more assistance than the door-to-door service provided by HandyDART drivers

Care providers of customers with cognitive and/or physical disabilities who require full-time supervision must ensure that someone takes personal responsibility for the customer.

HandyDART drivers cannot act as an attendant for the customer; especially when driving. An attendant needs to travel with the customer unless HandyDART staff and the guardian of the customer agree it is unnecessary.

Transfer to Caregiver

Some customers are able to travel without an attendant but cannot be left unattended at their destination. These customers can request a **Transfer to Caregiver** designation. A Mobility Aid code of “99” will be added to their file. In these cases, a caregiver must **always** be available to receive the customer at **every** scheduled destination. Customers will have the same door-to-door service with these additional conditions:

- A caregiver **must** be at the drop-off location to physically receive the customer. **HandyDART is a shared-ride service and travel times may vary making it difficult to estimate accurate drop-off times.**
- If the caregiver is not at the drop-off location, the operator can only wait 5 minutes before having to continue with their schedule. The customer will then be kept on board the HandyDART vehicle and our staff will call the emergency contact(s) on the customer’s

file. If the schedule permits a second drop-off can be rescheduled. The drop-off will be at a time and location that best suits the HandyDART's route.

- If our staff are unable to contact the caregiver or emergency contacts, the customer will remain on the bus, and HandyDART will contact the authorities to assist with the customer.
- If the caregiver has missed the transfer, it is their responsibility to do their best to contact HandyDART as soon as possible and be prepared to arrange an alternate pick-up at a location that HandyDART offers. If a HandyDART is not available, the caregiver will need to arrange alternate transportation. Please remember this is to ensure the safety of our customers and is not intended to inconvenience anyone. However, a failure by the caregiver to meet this responsibility will result in the necessity of an attendant

to accompany the customer for all trips. If no attendant is available, service cannot be provided. If the customer is always travelling with an attendant, the Transfer to Caregiver designation will be automatically removed.

Guide and Service Dogs

Animals are not permitted on HandyDART vehicles, except for certified guide/service dogs travelling with their handlers.

The customer should be prepared to show proof of certification when required.

Stay Safe on Your Trip

All customers are required to use a seat belt or other appropriate securement. Customers should never undo securement belts or stand up when the vehicle is in motion. Failure to follow these safety rules could lead to service suspension.

Mobility Aids

HandyDART will make every attempt to accommodate standard wheelchairs, scooters, and other mobility devices. Due to the lift specifications, these devices cannot exceed 122 cm (48”) in length and 94 cm (37”) in width.

For customers needing assistance on the lift, the combined weight of the customer and the mobility device must not exceed 250 kg (550 lbs) in order to account for the weight of the operator. If the customer can safely ride up the lift independently, the combined weight of the customer and the mobility device must not exceed 360 kg (800 lbs).

Anyone with a mobility device exceeding these measurements may be refused transportation. Please check with HandyDART Customer Service at **604.575.6600, OPTION 5** prior to booking your trip if you have any concerns about your mobility device meeting these standards.

Manual wheelchairs must have footrests unless the customer is able to get to and from the bus unassisted, by propelling themselves, or their feet are unable to reach the ground.

For your safety, it is recommended that all wheelchairs have footrests and lap belts.

All wheelchairs must have securement points that allow for safe and proper securement. HandyDART cannot transport broken mobility devices or devices without working brakes. Equipment should be clean, safe, and in good working condition before travelling.

If space is available, you may choose to move to a seat or remain seated on your mobility device.

Three-Wheeled Scooters

HandyDART takes your safety seriously. It is recommended that customers using three-wheeled scooters dismount from their mobility device and be secured in a vehicle seat with the scooter strapped separately in the vehicle. This is safer for the customer and the other passengers.

If a customer wishes to remain seated in their scooter for the duration of their trip, they may do so with the understanding that this is a less safe option. Customers who remain seated in their scooter are expected to wear

both the lap-seatbelt and shoulder strap of the passenger restraint system provided in the vehicle to ensure the safety of all passengers.

Transfer Chairs

Transfer chairs are designed for transferring people short distances over smooth surfaces, and mainly indoors. The main difference between a standard wheelchair and a transfer chair is that standard wheelchairs are designed with large wheels so that the user can self-propel, while transfer chairs have small wheels and are designed to be pushed from behind by someone else. HandyDART does not allow customers to be seated on the transfer chair while on the HandyDART lift, vehicle, or to and from the vehicles. The construction of the transfer chair and wheel size do not allow for safe transportation while traveling with HandyDART. However, customers are able to request that their transfer chair accompany them on their journey. The transfer chair will be loaded separately and secured safely.

Safety For Children

Children under the age of 9 must use a CSA-approved infant, child or booster seat that meets the requirements of their age and size, supplied by the accompanying adult.

HandyDART cannot store the device for your return trip.

HandyDART does not provide pre-school or school bus service to primary or secondary schools, private schools, or trips to programs where other government funded transportation is available.

Medical Assistance On Board

HandyDART drivers are trained to assist customers with mobility issues and are not trained paramedics. If you have a medical emergency, the driver is required to contact emergency services quickly to assist you.



Customer Code of Conduct

HandyDART's Customer Code of Conduct is to ensure the safety and security of all HandyDART users and staff. HandyDART customers have the right to travel on HandyDART with personal comfort and safety, and without the threat of physical or verbal abuse.

The following represents a list of some of the unacceptable conduct when using HandyDART services:

- Profanity and/or offensive language
- Distracting the driver or other unsafe behaviour such as pushing or jostling when travelling on HandyDART, or getting on or off the HandyDART vehicle, or removing your seatbelt
- Discourteous treatment, physical violence, threats, intimidation, and or harassment toward other customers and/or drivers
- Consuming alcohol or illegal drugs
- Displaying discriminatory behaviour

- Throwing objects in or out of the vehicle
- Failure to follow directions from the driver
- Inappropriate gestures/touching
- Loud audio
- Smoking or vaping
- Consumption of food or beverages

If any inappropriate conduct or behaviour that jeopardizes the safety of customers or staff is exhibited at any time while travelling on HandyDART, the individual (customer, companion and/or attendant) may be removed from the vehicle. Suspension of service and/or the requirement to have an attendant accompany the customer when using HandyDART may be imposed.



Additional Information

Severe Weather Conditions

HandyDART will reduce the level of service to 'Essential Service Only' in all cases where passenger safety could be compromised by anticipated severe weather conditions. 'Essential Service Only' means that HandyDART will only provide transportation for those attending renal dialysis or cancer treatments. All other booked rides in the area affected by the severe weather conditions will be automatically cancelled when 'Essential Service Only' levels take effect. As soon as HandyDART determines that a service area will be 'Essential Service Only', automated phone calls are made to all customers who have a booked ride in that area on that day to notify them.

With anticipated severe weather conditions, you can find out if HandyDART is operating at 'Essential Service Only' levels by calling **604.575.6600**. This information is also online at **translink.ca/alerts**.

Scent Awareness

Please avoid using scented products, as scents can cause allergic or other negative reactions to others on board.

Lost and Found

Please call **604.575.6600, OPTION 5** to report lost items.

Account Updates and Address Changes

Please note that it is your responsibility to ensure that all customer information is up to date and correct. Please notify us of any account and/or address changes by calling **604.575.6600, OPTION 4**.

Inactive Accounts

Please note that registered HandyDART customers who do not use the HandyDART service for a period of 1 year will automatically be marked as inactive and will need to be re-activated.

If the account has been inactive for more than 5 years you may need to complete a new application.

For more information about HandyDART, please call us or visit **translink.ca/handydart**.

Contact Us

Contact Information

MAIL:

HandyDART

400-287 Nelson's Court

New Westminster, BC V3L 0E7

EMAIL:

handydartservice@translink.ca

PHONE:

604-575-6600

1-844-475-6600 (Toll-Free)

Press 1 to Book, Confirm or Change a Ride

Press 2 to Cancel a Ride

Press 3 to find out "Where is My Ride?"

Press 4 for Registration & Taxi Saver Information

Press 5 for Customer Inquiries

Press 6 for Customer Feedback

Press 7 for Fare Sales

Press 8 for HandyDART Trip Review & Cancellation Service

Press 9 for HandyDART Updates

HANDYDART FEEDBACK EMAIL:

handydartfeedback@translink.ca

