



# Custom Transit Service Review

Stakeholder  
Consultation Report  
May 2013



## Table of Contents

<b>Executive Summary</b> .....	<b>5</b>
Background .....	5
The Challenge .....	5
Project Objective .....	5
Key Findings from Stakeholder Workshops .....	6
Service Levels & Reliability .....	6
Customer Service .....	6
Service Flexibility & Spontaneity .....	6
Booking & Registration .....	6
Coordination & Integration .....	6
Education & Communication .....	6
Operational Efficiency .....	7
Alternate Funding Sources .....	7
<b>Consultation Approach</b> .....	<b>8</b>
Consultation Objectives .....	8
Communication and Consultation Activities .....	8
Stakeholder Workshops .....	8
<b>What We Heard</b> .....	<b>9</b>
Participation Numbers .....	9
Participants use and satisfaction with HandyDART .....	9
Stakeholder Workshops .....	10
Successes and Challenges .....	11
What should TransLink add to services to do more of? .....	11
What should TransLink stop doing or reduce? .....	11
Feedback on Public Consultation Process .....	12
Consultation Format .....	12
Information Provided .....	12
Consultation Process .....	13
Appropriate Venue .....	14
<b>Appendices</b> .....	<b>16</b>
Appendix A. Consultation and Communication Activities .....	17
Communication Activities .....	17
Consultation Activities .....	17
Appendix B. What We Heard .....	17
Summary of Stakeholder Meetings .....	17
Appendix C. Communication Materials .....	29
Stakeholder Invitation (example) .....	29
Graphic Recording Images .....	31
List of Stakeholder Groups Contacted .....	34
Feedback Form .....	37

## Table of Figures

<i>Figure 1: Percentage of HandyDART users vs. Non-users.....</i>	<i>9</i>
<i>Figure 2: Satisfaction with HandyDART service.....</i>	<i>10</i>
<i>Figure 3: Format of workshop allowed input .....</i>	<i>12</i>
<i>Figure 4: Workshop was informative .....</i>	<i>13</i>
<i>Figure 5: Helpfulness of materials .....</i>	<i>13</i>
<i>Figure 6: Comfortable with the consultation process.....</i>	<i>14</i>
<i>Figure 7: Suitable venue .....</i>	<i>14</i>
<i>Figure 8: Accessible venue .....</i>	<i>15</i>

## Table of Tables

<i>Table 1: Schedule of stakeholder workshops.....</i>	<i>17</i>
<i>Table 2: Summary of comments from successes and challenges session .....</i>	<i>18</i>
<i>Table 3: Summary of answers from question "what should TransLink add to services to do more of?" .....</i>	<i>20</i>
<i>Table 4: Summary of answers from question "what should TransLink stop doing or reduce?".....</i>	<i>25</i>
<i>Table 5: List of stakeholders contacted .....</i>	<i>34</i>

## Executive Summary

In early 2013, TransLink initiated the Custom Transit Service Review. TransLink's primary objective for this project is to develop a strategy and recommendations for a sustainable service delivery model – and related service – structured to accurately meet the needs of its users.

The Custom Transit Service Review is divided into three phases of stakeholder and public consultation, with an ongoing parallel stream of technical work. In late May 2013, the first round of stakeholder consultation took place. A total of three workshops were held in Surrey, Coquitlam, and Vancouver and 102 stakeholders participated.

The first round of stakeholder consultation was designed to inform stakeholders about the project and allow TransLink to learn from a range of stakeholders from throughout the region. At the opening of each stakeholder workshops, display boards provided an overview of the consultation process as well as challenges, objectives, and key information related to the Custom Transit Service Review. Following the open house session, stakeholders shared their views of custom transit's successes and challenges. The project manager then presented a high level overview of the service review. Stakeholders participated in small group discussions and during each of the consultations; graphic images were captured to reflect the feedback received. The stakeholder meetings ended with an explanation of the next steps. Further details of the consultation process are available in the Appendices.

## Background

TransLink is dedicated to providing an effective custom transit service through the HandyCard program, Taxi Savers, and a dedicated vehicle fleet; however, at times the diverse needs of persons with disabilities are not met. The custom transit model was developed several years ago, prior to the introduction of enhanced accessibility in both the conventional transit and taxi fleets, and to the availability of improved software and systems designed to assist in managing such services.

## The Challenge

TransLink's custom transit services could more effectively serve the transportation needs of people with disabilities and operate more efficiently.

## Project Objective

TransLink's goal is to develop a custom transit model that:

- More effectively meets the transportation needs of people with disabilities
- Addresses growing demand
- Makes best use of available resources
- Keeps pace with custom transit best practices

## Key Findings from Stakeholder Workshops

### Service Levels & Reliability

Service levels during peak periods, weekends, evenings, and in underserved communities were cited as major areas of concern. The reliability of HandyDART as a mode of transportation was criticized for too many trip denials, missed appointments, and long pick-up waiting periods.

### Customer Service

The courteousness of the HandyDART drivers and staff was highlighted as a resounding success of the program. A general sentiment still emerged that the custom transit service operates in a business centric fashion rather than a client first approach. Moving complaint resolution to an independent department, possibly a third party, could alleviate some concerns.

### Service Flexibility & Spontaneity

Participants noted that the custom transit user base has a diverse range of needs which could be better accommodated if HandyDART had more flexible operations. There was strong support for allowing more spontaneous travel, possibly through increased use of taxis. Permitting drivers more autonomy in choosing their route could result in increased unscheduled pick-ups. A return pick-up guarantee and reduction in the waiting period would increase user options and the flexibility of service. Adjusting the booking process away from a one-size-fits-all approach would better serve the users; prioritizing medical trips over other purposes of travel was seen to be a prime case for a tiered booking system.

### Booking & Registration

Improvements to the booking system focused on the accessibility of use and flexibility of policy. Many participants recommended that HandyDART have the capacity to allow users to book trips online with less notice than a week. The review of the cancellation policies and eligibility criteria for HandyDART were also raised as points for consideration.

### Coordination & Integration

The integration of the HandyDART program with other relevant organizations was seen as a possible solution to improve service levels. Partnering with other custom transit service providers could reduce redundancy of service while opening channels to share communication and resources. Better use of TransLink's conventional transit system, simplifying cross-boundary connections, and consolidating service providers into one structure were also common recommendations.

### Education & Communication

Staff and HandyDART drivers were commended for being highly knowledgeable, but further training in health/disability issue awareness was noted as an area for improvement. Taxi drivers were highlighted as a key group that particularly needs training. Improving two-way communication channels between TransLink and passengers and their caregivers could increase conventional transit use, raise custom transit awareness, and reduce customer no-shows. The

name HandyDART was perceived as insensitive and a rebrand was highly recommended, cost permitting.

### Operational Efficiency

As participants recognized that TransLink must operate custom transit services with current funding levels, the discussion turned to ways of making the service more efficient. Participants recommended analyzing routing efficiency, with emphasis on coordinating users who have similar trips, creating shorter and more local routes, and dovetailing conventional and custom transit routes at defined hubs. Through pre-trip coordination and a more varied custom transit fleet, efficiencies could be realized by matching user demand with the most appropriate vehicle type to reduce deadheading. Lastly, automation of certain jobs, like operating the cancellation line or providing arrival notifications, could potentially create savings.

### Alternate Funding Sources

Given TransLink's current funding constraints, a key goal of the Custom Transit Service Review is to find ways to serve customers better within the existing funding. As such, changes to service funding are not within the scope of this review. Nevertheless, stakeholders, who lauded the current affordable rates as a success, suggested, to keep fares low, increasing taxes or exploring alternate funding sources such as: the Ministry of Health, casinos, donations, and community organizations e.g. United Way.

# Consultation Approach

## Consultation Objectives

A primary objective of the TransLink Public Consultation team was to ensure that all key stakeholders and users be engaged, meaningfully and positively, throughout the consultation process. The team proposed a three phase approach to the Custom Transit consultation process.

The May 2013 stakeholder consultation was conducted in a collaborative way with an overarching focus on building positive relationships with key stakeholders. Specifically, the objectives for the stakeholder meetings were to:

- Educate attendees about the objectives of the service review and invite their participation
- Build awareness of work done to date
- Receive input about values and direction
- Educate attendees on TransLink's fiscal reality

## Communication and Consultation Activities

The May 2013 stakeholder consultation included the following activities:

- invitation letters to stakeholders;
- three stakeholder workshops

Further details can be found in Appendix A.

## Stakeholder Workshops

Invitations were emailed to 295 stakeholders, representing 201 organizations, to attend one of the three stakeholder workshops. Stakeholder groups included, but were not limited to:

- persons with disabilities interest groups;
- Access Transit Users Advisory Committee (UAC) members;
- seniors interest groups;
- MVT Canadian Bus Inc., HandyDART service provider;
- municipal and regional staff representatives;
- social services agencies;
- additional stakeholders.

The stakeholder workshops included an open house portion where display boards provided an overview of the consultation process as well as challenges, objectives, and key information related to the project. Following the open house session, stakeholders shared their views of custom transit's successes and challenges. The project manager then presented a high level overview of the service review. Following the presentation, stakeholders participated in several small group discussions and the feedback received was reported back to the larger group by the table facilitators. Throughout each of the stakeholder consultations, graphic images were captured to



reflect the feedback received. The stakeholder meetings ended with an explanation of the next steps. Further details on the consultation process are provided in appendix A and B.

## What We Heard

This section provides a summary of the results from input received through stakeholder workshops held in May 2013. Detailed analysis of results from the consultation can be found in Appendix B.

### Participation Numbers

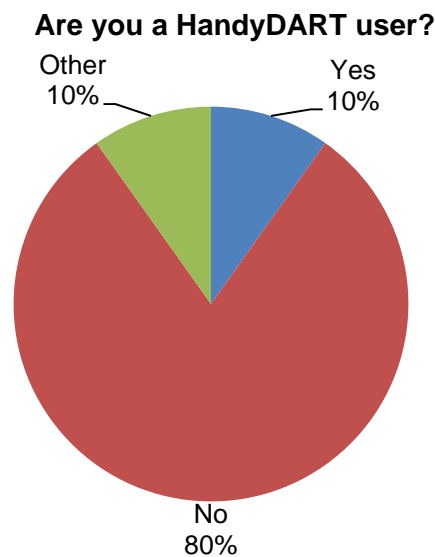
Overall participation in consultation activities were as follows:

- 102 stakeholders participated in this consultation phase<sup>1</sup>;
- A total of three workshops were held, in Surrey, Coquitlam, and Vancouver;
- 61 feedback forms and 6 written notes were received.

### Participants use and satisfaction with HandyDART

- 10% of stakeholder workshop participants, who completed the comment sheet, use the HandyDART service
- 10% of stakeholder workshop participants, who completed the comment sheet, identified as other, assist HandyDart users i.e. caretakers, family members, support workers etc.
- 57% of participants who use HandyDART were somewhat or very satisfied with the service, while 10% were not very satisfied.

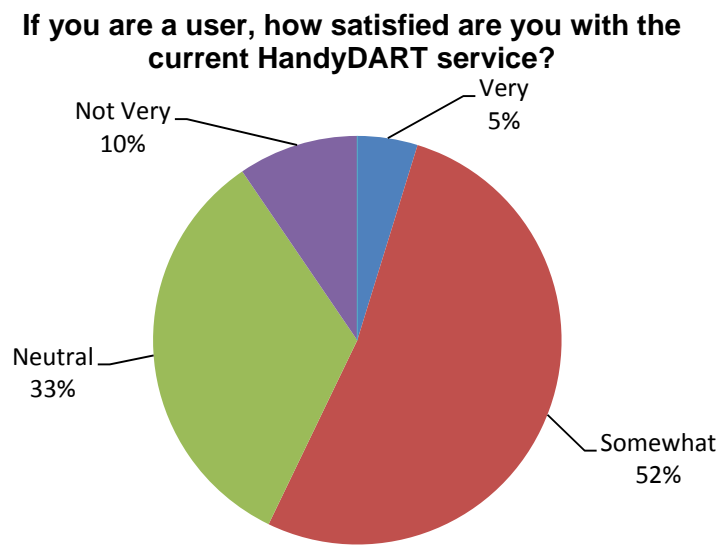
Figure 1: Percentage of HandyDART users vs. Non-users



---

<sup>1</sup> Total participation numbers are approximate for it is tracked through voluntary sign-in forms and individuals may have participated in more than one workshop.

Figure 2: Satisfaction with HandyDART service\*



## Stakeholder Workshops

Each workshop had three periods dedicated to stimulating conversation and receiving input from the stakeholders, one introductory exercise and two breakout sessions. The introductory exercise asked each participant to list 3-5 successes and challenges of the custom transit system. The two breakout sessions had participants answering two questions “What should TransLink add to services to do more of?” and “What should TransLink stop doing or reduce?” Throughout these three parts of the workshop several key themes emerged.

Throughout the three stakeholder workshops common areas of discussion included:

- Ways to increase funding
- Gaps in service
- Operational efficiency
- Increasing booking accessibility and flexibility
- Reviewing eligibility criteria
- Allowing more spontaneous travel and two-way trips
- Shifting the service to be more customer orientated
- Revising training requirements for drivers and staff
- Integrating the service into other modes of transportation, e.g. conventional transit
- Increasing communication with users, caretakers, and the public

---

\* Answers receiving no responses were omitted from the graph

## Successes and Challenges

### Common Successes

- Provides a sense of independence and access to the community
- HandyDART drivers are knowledgeable and courteous
- The service is affordable, particularly when compared to alternates
- Flexibility stemming from the available option of Taxi Savers or HandyDART

### Common Challenges

- Not enough funding
- Travel times are too long
- Too many missed appointments and pass-ups
- Pick-up window is too long
- Lack of spontaneous and round-trip travel
- Lack of integration
- Not enough service

## What should TransLink add to services to do more of?

### Common Responses

- Increase funding and find alternate sources (e.g. Ministry of Health)
- Add more spontaneous trips
- Prioritize trips like medical visits over social events
- Ensure two-way rides for clients
- Wider range of vehicle types
- Coordinate rides between travelers and drivers better
- Train users, drivers, taxi drivers, and staff to better understand the unique nuances of custom transit
- Communicate better, particularly with regards to the dispatch and complaint resolution
- Rebrand HandyDART
- Integrate HandyDART service with other like service providers (community shuttles)
- Make better use of conventional transit wherever possible
- Review eligibility standards for the system
- Make the booking process more flexible (requiring less than seven days notice) and more accessible (accessible online)
- Shift business orientated focus of the service to be more client centric

## What should TransLink stop doing or reduce?

### Common Responses

- Ensure the fares stay at their current affordable level

- Reduce the amount of wasted seats on HandyDART (deadheading)
- Make routes more efficient and reduce long trips
- Reduce HandyDART use for ambulatory users and people with alternatives
- Reduce staff cost
- Reduce inflexibility of service (allow spontaneous trips, and two-way trips)
- Stop using scheduling restrictions
- Reduce no shows by increasing user education
- Stop being unclear in communications about service
- Review the cancellation policy- stop penalizing people for cancelling when the HandyDART arrives outside pick up window

### Feedback on Public Consultation Process

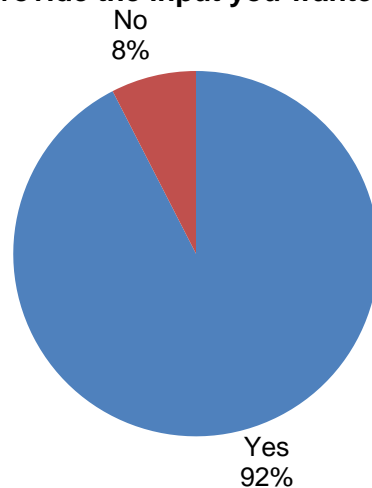
This consultation process was well-received, with a large majority of respondents indicating that the consultation format, process, and information presented were somewhat or very helpful. All feedback on the public consultation process was collected through written feedback forms.

### Consultation Format

- 92% of respondents found the workshop format allowed them to provide their input.

Figure 3: Format of workshop allowed input

**Did the workshop discussions format allow you to provide the input you wanted?**



### Information Provided

- 94% of respondents found the workshop somewhat or very informative, while 2% found the information not at all helpful.
- 86% of respondents found the materials provided somewhat or very helpful, while 5% found the materials not very or not at all helpful.

Figure 4: Workshop was informative\*

**How informative was the Custom Service Review Workshop?**

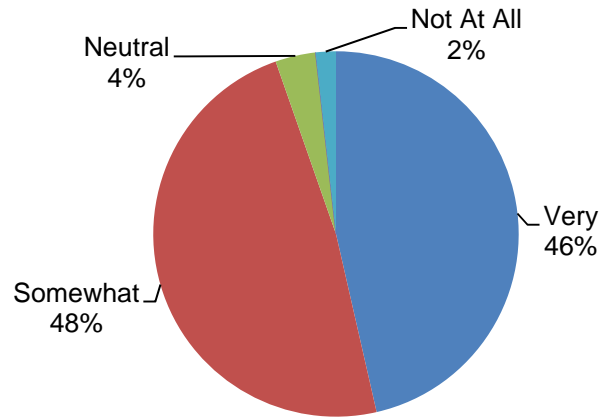
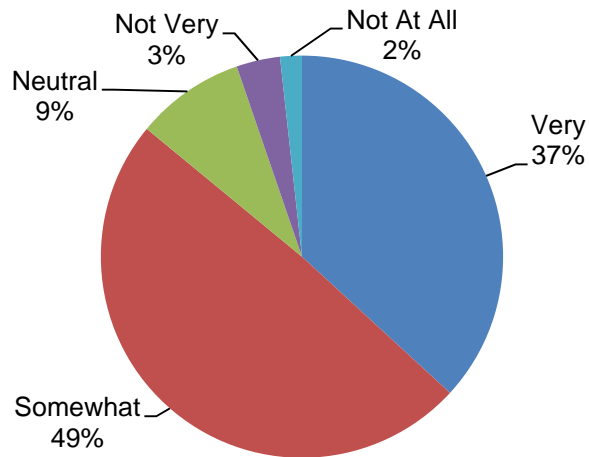


Figure 5: Helpfulness of materials

**How helpful were the display boards and/or printed handouts in explaining the challenges facing Custom Transit?**



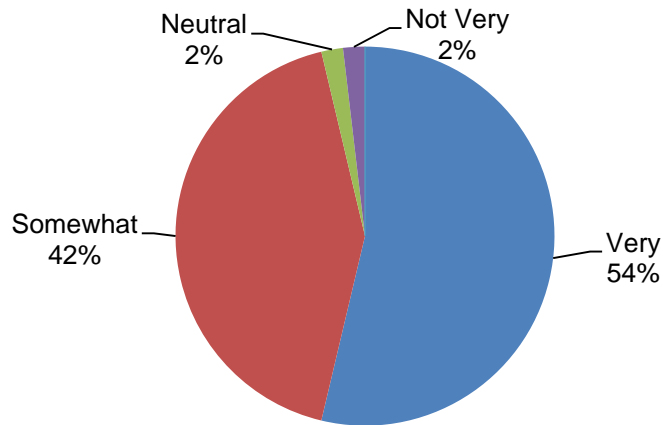
### Consultation Process

- 96% of respondents were somewhat or very comfortable with the consultation process, while 2% were not very comfortable.

\* Answers receiving no responses were omitted from the graph

Figure 6: Comfortable with the consultation process\*

**Are you comfortable with the consultation process that has been established to gather input from stakeholders and users?**



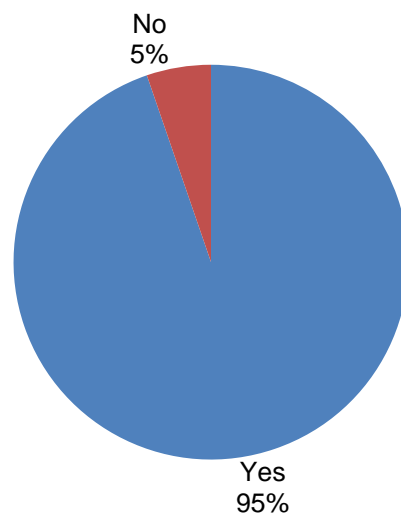
### Appropriate Venue

95% of respondents found the venue suitable for the workshop, while 5% did not find the venue suitable.

89% of respondents found the venue accessible and 11% did not find the venue accessible.

Figure 7: Suitable venue

**Did you find the venue suitable for this workshop?**

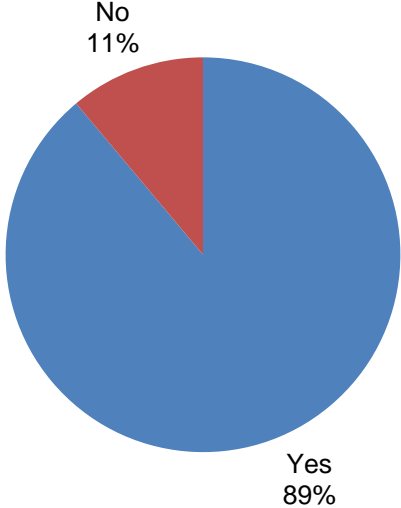


---

\* Answers receiving no responses were omitted from the graph

Figure 8: Accessible venue

**Was the venue easily accessible?**



## Appendices

### **Appendix A. Consultation and Communication Activities**

- 1) Communication Activities
- 2) Consultation Activities

### **Appendix B. What We Heard**

- 1) Summary of Stakeholder Workshops

### **Appendix C. Communication Materials**

- 1) Stakeholder Invitation (example)
- 2) Graphic Recording Images
- 3) List of Stakeholder Groups
- 4) Feedback Forms



## Appendix A. Consultation and Communication Activities

### Communication Activities

During the May 2013 stakeholder consultation, the following communications activities took place to encourage stakeholders to participate in the process. In addition, the project's Community Relations Coordinator's contact information was provided on all material distributed i.e. invitations and workshop resources.

#### Letters to Stakeholder Groups

Invitations were emailed to 295 stakeholders, representing 201 organizations, to attend one of the three stakeholder workshops. A copy of the stakeholder list and one of the invitations are provided in Appendix C.

### Consultation Activities

#### Consultation Material

Consultation materials were developed to assist the stakeholders in learning about the Custom Transit Review. The key elements of the consultation materials were:

- Information/display boards;
- PowerPoint presentation; and
- Graphic recording to visually represent the discussion

#### Schedule of Events

The following table provides details of all consultation events held.

**Table 1: Schedule of stakeholder workshops**

Date	Time	Location	Workshop Attendees
22/05/2013	10:00AM-1:00PM	Executive Inn, 405 North Road, Coquitlam, BC	38
23/05/2013	1:00PM-4:00PM	Simon Fraser University, Surrey, BC	38
25/05/2013	10:00AM - 12:40PM	BCIT Campus- downtown location (Dunsmuir and Pender) Vancouver, BC	26

## Appendix B. What We Heard

### Summary of Stakeholder Meetings

Comments from both the stakeholder session minutes and feedback forms were captured in the following tables.

## Key Themes from Successes and Challenges

At the three workshops, stakeholders were encouraged to participate in three discussions. The first discussion had participants write down 3-5 great things about custom transit and 3-5 weaknesses. All comments were written down and clustered to help identify common themes. The following emerged:

**Table 2: Summary of comments from successes and challenges session**

Themes	Success (Verbatim Comments)	Challenges(Verbatim Comments)
<b>Alternate Funding Sources</b>	<ul style="list-style-type: none"> <li>• Affordable</li> <li>• Economical Transportation</li> </ul>	<ul style="list-style-type: none"> <li>• Service coverage versus cost</li> <li>• Insufficient- more money allowed to taxi savers</li> <li>• Insufficient committed funding for a sustainable service from the province</li> <li>• Bus pass rates</li> </ul>
<b>Operational Efficiency</b>	<ul style="list-style-type: none"> <li>• Continued efforts in real time technologies to improve trip planning</li> <li>• Continuing to explore and address ridership needs and concerns</li> <li>• Taxis are available, more efficient, know where they are going, arrive on time</li> </ul>	<ul style="list-style-type: none"> <li>• Routes are not the shortest or most effective way of getting from A to B</li> <li>• Travel times are long</li> <li>• Better use of taxi substitutes; use part time drivers for peak management; complaint services should be handled by third party</li> </ul>
<b>Coordination &amp; Integration</b>	<ul style="list-style-type: none"> <li>• Relationship between municipality, CMBC, and TransLink</li> <li>• Basic structure</li> </ul>	<ul style="list-style-type: none"> <li>• Could pair up with smaller communities to do volunteer ride share to be more effective</li> <li>• Cross boundary connections- intercity transfers</li> <li>• HandyDART doesn't accept discount bus passes</li> <li>• Potential for service downloading to municipalities; Delta and North Vancouver already provide seniors shuttle, pressure for others to do the same</li> </ul>
<b>Service Levels and Reliability</b>	<ul style="list-style-type: none"> <li>• Reliable for dialysis patients</li> <li>• Consistently works regardless of issues like breakdowns, driver illness and traffic</li> <li>• Majority of trips are successful</li> <li>• Service between Langley and White Rock is improved</li> </ul>	<ul style="list-style-type: none"> <li>• Availability of service at peak times (8:00 a.m. to 10:00 a.m. and 2:00 p.m. to 4:00 p.m.)</li> <li>• Regional variance in capacity and process</li> <li>• Need more seats for seniors on conventional buses</li> <li>• Service levels always lag behind demand especially with our aging population</li> <li>• limited or lack of HandyDART</li> </ul>

Themes	Success (Verbatim Comments)	Challenges(Verbatim Comments)
<b>Service Flexibility &amp; Spontaneity</b>	<ul style="list-style-type: none"> <li>• HandyDART is usually on time</li> <li>• Safe and convenient</li> </ul>	<ul style="list-style-type: none"> <li>• service for life threatening medical appointments</li> <li>• Challenges with reliable dependable service</li> </ul>
<b>Booking &amp; Registration</b>	<ul style="list-style-type: none"> <li>• Options for HandyDART or Taxi</li> <li>• Having a door to door service</li> <li>• Taxis are included and people are allowed to bring a support person with them on HandyDART</li> <li>• Skilled schedulers that know their service area</li> <li>• Reasons for trips aren't prioritized</li> <li>• Patient registration number</li> <li>• Central booking is good</li> <li>• Scheduling and booking</li> <li>• Wait time to speak with an agent is good</li> </ul>	<ul style="list-style-type: none"> <li>• Tight schedules do not take into account various disabilities challenges of clients experiences</li> <li>• Service is not convenient when travelling long distance especially Surrey to Vancouver</li> <li>• Missed pick-ups and complicated booking rules</li> <li>• Difficult to arrange return trips for appointments of uncertain length</li> <li>• Inability to book service on day transportation- lack spontaneous booking</li> <li>• Time for approval of new registration is now too long</li> <li>• Punishing people for missed appointments by suspending service</li> <li>• One-hour window wait time is too long</li> <li>• Hard to book social rides (versus work/regular appointments)</li> <li>• Dispatch is inflexible with routes and rides</li> </ul>
<b>Education &amp; Communication</b>	<ul style="list-style-type: none"> <li>• Drivers are somewhat trained (Dementia clients)</li> <li>• Drivers knowing the area they work in</li> <li>• Educational services are excellent for seniors</li> </ul>	<ul style="list-style-type: none"> <li>• Poor communication channel when things go wrong</li> <li>• Too much bureaucracy and no attention to client input at any level</li> <li>• HandyDART partnered with taxi service, but the taxi drivers aren't being trained</li> <li>• Information not available in languages other than English</li> <li>• Training of the use of transit for youth with disabilities</li> <li>• Feedback/communications from/between users to municipality</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Drivers are culturally sensitive to users</li> <li>• HandyDART staff, schedules, customer</li> </ul>	<ul style="list-style-type: none"> <li>• Client has a feeling of vulnerability of being left behind</li> <li>• Driver sometimes quite rude to volunteers or not being helpful</li> </ul>

Themes	Success (Verbatim Comments)	Challenges(Verbatim Comments)
	<ul style="list-style-type: none"> <li>relations are great</li> <li>Staff are personal and professional despite scheduling challenges</li> <li>"VIP" service on SkyTrain</li> <li>HandyDART divers are friendly, well trained, courteous, respectful, care about travelers' safety, and have good people skills</li> </ul>	<ul style="list-style-type: none"> <li>when needing information for client who is waiting</li> <li>Doesn't always stop to pick you up</li> <li>Does not always pick up within the 30-min time frame</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>Provides a sense of community and independence for isolated users</li> <li>Provides access to the community; a degree of mobility and</li> </ul>	<ul style="list-style-type: none"> <li>Conflicts with wheelchairs and strollers on conventional fleet</li> <li>Need better maintenance</li> <li>Access to washroom for seniors at SkyTrain stations</li> <li>Need more complete accessible bus stops- not just a pole on a grassy boulevard</li> </ul>

### Key Themes from Breakout Sessions

Participants were separated into tables where, with a note taker and facilitator, two questions were explored. The first breakout session covered the question "what should TransLink add to services to do more of?" The second breakout session addressed the question "what should TransLink stop doing or reduce?" Several topics were covered and the summary tables below give an overview of the discussion and themes that arose.

Table 3: Summary of answers from question "what should TransLink add to services to do more of?"

Theme	Sub-theme	Sample Comments (verbatim)
<b>Alternate Funding Sources</b>	<b>Increase funding</b>	<ul style="list-style-type: none"> <li>Increase taxes to compliment service</li> <li>Funding- seniors' transportation needs are not on the political radar at the provincial level- need a stronger lobby</li> </ul>
	<b>Find alternate funding sources</b>	<ul style="list-style-type: none"> <li>Dialysis and cancer patients should be covered under Ministry of Health or volunteer drivers.</li> <li>Look for donations and alternate funding sources</li> </ul>
	<b>Keep user rates low</b>	<ul style="list-style-type: none"> <li>Keep customers' cost/fares low</li> <li>More subsidies for taxi savers to make it a more viable option</li> </ul>
<b>Operational Efficiency</b>	<b>Better match service with demand</b>	<ul style="list-style-type: none"> <li>Larger and more HandyDART buses; larger buses for high demand</li> </ul>

Theme	Sub-theme	Sample Comments (verbatim)
		destinations <ul style="list-style-type: none"> <li>Split shifts- look for opportunities to plan for this into service delivery; look for opportunities to match operating scheduling with demand</li> <li>Capture trip data to create semi-regular routes for high usage destinations</li> </ul>
	Automate applicable services	<ul style="list-style-type: none"> <li>Automated phone number to get estimated arrival time</li> <li>Decreasing cost per staff by increasing automation</li> <li>Cancellation line, make it more automated</li> </ul>
	Coordinate drivers and users	<ul style="list-style-type: none"> <li>Bookings- people in same area on same bus; accommodate stand by trips</li> <li>Improve coordination of vehicle drivers on the road to increase efficiency</li> <li>Trip scheduling- invest in trip optimization software/decision support tools; cluster services e.g. hospitals; dedicated/group buses/services e.g. dialysis currently three clinics in surrey coordinate</li> </ul>
	Better match vehicles with demand type	<ul style="list-style-type: none"> <li>Address service with flexible pool of vehicles</li> <li>Minimize deployment of HandyDART mini-buses in all trip requests- match vehicles with requests to better accommodate demand</li> <li>Use mobile taxis for ambulatory clients (cheaper and faster)</li> </ul>
Coordination & Integration	Resolve cross-border issues	<ul style="list-style-type: none"> <li>Transfer points should provide attendants</li> <li>Cross-border scheduling (i.e. going to Abbotsford) improve connections between borders</li> </ul>
	Partner with relevant organizations	<ul style="list-style-type: none"> <li>How can TransLink partner with other organizations? E.g. better at homes program, ICBC, United Way.</li> <li>Due to lower levels of service in South Fraser some communities are developing ride programs and should be encouraged and supported by funding</li> <li>Collaboration with other services- private, government (Ministry of Health), engage with car share organizations for use of vehicles in off-</li> </ul>

Theme	Sub-theme	Sample Comments (verbatim)
		peak
	<b>Integrate conventional Transit into custom Transit</b>	<ul style="list-style-type: none"> <li>• Incentives to make some or part of trips on conventional transit</li> <li>• Make the conventional system more accessible to people with visual impairments (.g. braille/tactile bus pads pathway)</li> <li>• Areas like Abbotsford, Langley, Ladner should use trains to move commuter to Richmond where commuter can use SkyTrain or Richmond bus loops to arrive at City destinations</li> </ul>
	<b>Adopt alternate transit modes</b>	<ul style="list-style-type: none"> <li>• Explore other modes of subsidized transportation options</li> <li>• Look at facilitating development of a "van-share" system similar to car share- lower cost as no paid driver required, can cooperate with existing car share companies for technology</li> </ul>
	<b>Coordination of all custom transit providers</b>	<ul style="list-style-type: none"> <li>• Minimize duplication of coverage.</li> <li>• Develop a group that could coordinate all individual transportation providers- Delta, TransLink, Best Bus etc.</li> <li>• Put all HandyDART and Access Transit vehicles under Coast Mountain Bus Company management- look at different structure for service management</li> </ul>
<b>Service Levels and Reliability</b>	<b>Increase service levels</b>	<ul style="list-style-type: none"> <li>• Increase hours of service</li> <li>• Fill in gaps in service delivery</li> <li>• Expand evening and weekend service</li> <li>• More buses in residential areas</li> <li>• Improve service to Maple Ridge, North Burnaby, Port Coquitlam (dialysis)</li> <li>• Increase taxi use in areas that are hard to serve with HandyDART buses</li> </ul>
	<b>Improve Service Reliability</b>	<ul style="list-style-type: none"> <li>• Traffic is an issue but drivers need to arrive within a 30-minute window and are often much later</li> <li>• Improve on-time reliability</li> </ul>
<b>Service Flexibility &amp; Spontaneity</b>	<b>Allow more spontaneous trips</b>	<ul style="list-style-type: none"> <li>• Increase opportunity for users to take spontaneous trips</li> <li>• Allow drivers the ability to make spontaneous pick-ups en route- allow more spontaneous travel</li> <li>• Last minute bookings encourage social events</li> </ul>

Theme	Sub-theme	Sample Comments (verbatim)
	<b>Adjust to specific user needs</b>	<ul style="list-style-type: none"> <li>• Prioritize trips- e.g. medical appointments</li> <li>• Seniors needs are different for people with disabilities- difference in behaviour</li> <li>• Guaranteed trip for medical</li> </ul>
	<b>Flexibility of return trips</b>	<ul style="list-style-type: none"> <li>• Flexible times for returns from appointments</li> <li>• Always ensure a two-way ride for a client</li> </ul>
	<b>Accommodate diverse transportation needs</b>	<ul style="list-style-type: none"> <li>• Fleets should have low floor HandyDARTs (the stairs impede many users)</li> <li>• More community based transportation</li> <li>• Beyond door to door assistance for the visually impaired and blind</li> </ul>
<b>Booking &amp; Registration</b>	<b>A more accessible booking process</b>	<ul style="list-style-type: none"> <li>• Easier booking system- add on line booking, can call in more than 7-days in advance</li> <li>• Limit restrictions on booking ahead/window for booking; length of time/need</li> <li>• Reduce wait time for calling in to book trip (should be 2-3 days maximum); will decrease cancellations</li> <li>• Booking service and media in different languages</li> <li>• Improve Scheduling- IT/technology prioritizing for improved scheduling</li> </ul>
	<b>Alter the cancellation Policy</b>	<ul style="list-style-type: none"> <li>• Plan B if there is a cancellation</li> <li>• Users are charged no show if driver early or late and this needs to be clarified (cancellation policy needs review)</li> </ul>
	<b>Alter the registration process</b>	<ul style="list-style-type: none"> <li>• Expand definition and eligibility criteria; be more inclusive</li> <li>• Monitor who uses taxi savers closer</li> <li>• Revise Eligibility criteria (make it different, not tighter)</li> <li>• Quicker processing of new registrations-allow faxes again</li> <li>• Include all health restrictions on client information</li> </ul>
<b>Education &amp; Communication</b>	<b>Improve HandyDART drivers, Taxi drivers and Staff training</b>	<ul style="list-style-type: none"> <li>• Taxi drivers need to be trained and pay them accordingly; will supply more trips on demand</li> <li>• Sensory awareness training for all drivers, customer service staff, and</li> </ul>

Theme	Sub-theme	Sample Comments (verbatim)
		<p>management (taxi drivers too)</p> <ul style="list-style-type: none"> <li>Enhance driver training especially education on different disabilities (basic knowledge. Collect input from stakeholders on taught content)</li> </ul>
	<b>Train users and caretakers on both conventional and custom transit</b>	<ul style="list-style-type: none"> <li>More programs like TravelSmart (team with rehab facilities, organizations of new immigrants, low income, etc.)</li> <li>Increase inclusion via training on the use of conventional transit. Possible "accessibility partners" program to travel with people until comfortable doing independently</li> <li>A document to explain the transit system for PWD's and older adults</li> <li>Increase awareness of standby rides</li> </ul>
	<b>Two-way Communication</b>	<ul style="list-style-type: none"> <li>Better communication between dispatch and customer and vice versa</li> <li>Maintain consultation approach- keep this kind of consultation with users and stakeholders</li> <li>Address issues before complaints get out of hand</li> <li>Test changes to service on focus groups before general public (e.g. Taxi savers)</li> </ul>
	<b>Rebrand HandyDART</b>	<ul style="list-style-type: none"> <li>That the name doesn't convey respect; concern that the cost of rebranding would draw money away from service provision</li> <li>Custom transit branding - consensus</li> <li>Communication about positive items in custom transit</li> </ul>
	<b>Communicate better with the community</b>	<ul style="list-style-type: none"> <li>Make sure organizations have information about service</li> <li>Improve/ increase communications with the community and throughout the system</li> <li>Provide more training to the general public about accommodating people with disabilities</li> </ul>
<b>Customer Service</b>	<b>Shift culture to a client centric model</b>	<ul style="list-style-type: none"> <li>Improve customer service- encourage passion/culture for customer service within operators</li> <li>Stop the business sense of service and replace with client centric service</li> <li>Level of service model different from bus model</li> </ul>



Theme	Sub-theme	Sample Comments (verbatim)
	Review complaint resolution process	<ul style="list-style-type: none"> <li>Complaint center- prioritize- take care of urgent problems</li> <li>Complaints and issues independently resolved by third party- funded through BCCP</li> <li>Track independently complaints and issues</li> <li>Create a center of openness to provide feedback and understand issues</li> </ul>
	Improve transit system amenities	<ul style="list-style-type: none"> <li>More security at SkyTrain stations and on SkyTrain for better safety</li> <li>Mandatory covered bus shelters for any new real estate development, residential and community</li> <li>Bus stop design- benches and shelters: city to fill in gap where advertising contract won't cover</li> <li>Washrooms at stations- convenient access</li> </ul>

Table 4: Summary of answers from question "what should TransLink stop doing or reduce?"

Theme	Sub-theme	Sample Comments (verbatim)
Alternate Funding Sources	Affordability of service	<ul style="list-style-type: none"> <li>Discrepancy between cost of taxi savers and HandyDART</li> <li>Don't limit taxi savers to \$100</li> <li>Stop refusing annual ministry pass</li> <li>Remove fares for transit for disabled people</li> </ul>
Operational Efficiency	Improve scheduling methods	<ul style="list-style-type: none"> <li>Review trip types- develop a "waiting list" system so that cancelled trips can be filled</li> <li>Match vehicles to rides- minimize empty seats- decrease sending buses for one rider</li> <li>Better routing and scheduling to decrease long trips and deadheading</li> </ul>

Theme	Sub-theme	Sample Comments (verbatim)
	<b>Better match vehicles with demand type</b>	<ul style="list-style-type: none"> <li>• Match vehicles to rides- minimize empty seats- decrease sending buses for one rider</li> <li>• Review costs and determine if more expensive trips can be served differently e.g. outliers-taxi savers and popular destinations be served by bigger buses or other means</li> <li>• Stop sending inappropriate vehicle types on trip requests - communication issue (sending taxi client with scooter)</li> </ul>
	<b>Coordinate drivers and users</b>	<ul style="list-style-type: none"> <li>• Stop having people going to the same destination on different vehicles</li> </ul>
	<b>Maximize use from most in need</b>	<ul style="list-style-type: none"> <li>• Reduce HandyDART use for ambulatory patients to maximize service to those who need it the most</li> <li>• Reduce service to those who have alternatives</li> </ul>
	<b>Find cost savings</b>	<ul style="list-style-type: none"> <li>• Decreasing cost per staff by increasing automation</li> <li>• Reduce transit police budget</li> <li>• Optimize service delivery structure</li> <li>• Reduce frequency where low ridership has been noted</li> <li>• Stop letting enforcement slide (e.g. fare evasion, drivers rushing through their route in order to take a longer recovery and stop ignoring timing points)</li> </ul>
<b>Coordination &amp; Integration</b>	<b>Integrate conventional transit into custom transit</b>	<ul style="list-style-type: none"> <li>• Those able to use other transit service encourage using more. Use an incentive for people to use the conventional bus system</li> <li>• Refuse long trips on Handy DART instead funnel people to conventional transit with HandyDART coordinated on the other end</li> </ul>
	<b>Adopt alternate transit modes</b>	<ul style="list-style-type: none"> <li>• Make community shuttle vehicles accessible</li> </ul>
	<b>Coordination of all custom transit providers</b>	<ul style="list-style-type: none"> <li>• Consolidate service into CMBC</li> </ul>
<b>Service Levels and Reliability</b>	<b>Address gaps in service</b>	<ul style="list-style-type: none"> <li>• More service to HandyDART and more service hours needed</li> <li>• Decrease number of dispatch and rides errors by increasing number of taxis</li> </ul>

Theme	Sub-theme	Sample Comments (verbatim)
<b>Service Flexibility &amp; Spontaneity</b>	<b>Adjust to specific user needs</b>	<ul style="list-style-type: none"> <li>Effectiveness needs to improve: seniors and disabled have different needs</li> <li>Medical trips need flexibility for when appointments run over (not customers fault) extra 3-4 hour wait for next possible trip</li> </ul>
	<b>Flexibility of return trips</b>	<ul style="list-style-type: none"> <li>One-way rides not appropriate</li> <li>Stop the time limit frame in order to fit the agility of the client for pick-up and drop-off times</li> <li>Don't have limitations for client being dropped off or picked up</li> <li>Reduce the pick-up window</li> </ul>
	<b>Increase driver and operators flexibility</b>	<ul style="list-style-type: none"> <li>Listen to operators and let them make decisions; mixed buses, shared rides and reduce wait times</li> <li>Need to enable driver autonomy and flexibility so they can respond to needs in real time</li> </ul>
<b>Booking &amp; Registration</b>	<b>A more accessible booking process</b>	<ul style="list-style-type: none"> <li>One stop registration and scheduling</li> <li>Stop using scheduling restrictions</li> <li>One stop registration and scheduling</li> <li>Simplify the HandyDART application process</li> <li>Stop limiting dispatch hours to 6 pm</li> <li>Create a system for families to call and book services. Instead of depending on dialysis workers- families can get a subscription for a family member</li> </ul>
	<b>Alter the registration process</b>	<ul style="list-style-type: none"> <li>Application should drill down further to really understand why applicant needs Handy DART and what are all potential options (Portland does in-person interview)</li> <li>Review eligibility requirements for attendant accompanying people using services</li> </ul>
<b>Education &amp; Communication</b>	<b>Improve HandyDART drivers, Taxi drivers and Staff training</b>	<ul style="list-style-type: none"> <li>Dispatch needs more information and training</li> <li>Cut Taxi service because better to have more HandyDART than a badly trained taxi driver. Dangerous for passengers with cognitive disabilities</li> </ul>
	<b>Train users and caretakers on both conventional and custom transit</b>	<ul style="list-style-type: none"> <li>Education will reduce no shows i.e. posting reminders to cancel on the buses including information upon subscription; getting families involved</li> <li>Reduce no shows by partnering with</li> </ul>

Theme	Sub-theme	Sample Comments (verbatim)
		clients and families so they know their responsibility <ul style="list-style-type: none"> <li>• Lack of education to users</li> <li>• Looking at overview program for custom transit where material can be sent independently as well as taught</li> </ul>
	<b>Transparent communication</b>	<ul style="list-style-type: none"> <li>• Stop hiding the statistics- be transparent</li> <li>• Stop under-counting the potential (needy) riders who cannot get a ride for one reason or another</li> <li>• Clarify operational consistency is it "curb to curb" or "door to door"</li> </ul>
	<b>Communication better with the community</b>	<ul style="list-style-type: none"> <li>• Reduce narrow view of what custom transit is</li> <li>• Share information with municipalities about prioritizations for stops- not enough feedback to municipalities</li> <li>• Work on vision, governance and funding model- the mayors will attack you less if they have a real say</li> <li>• Address strollers versus mobility aids on transit</li> </ul>
<b>Customer Service</b>	<b>Shift culture to a client centric model</b>	<ul style="list-style-type: none"> <li>• Stop the business sense of service and replace with client centric service</li> <li>• Need a human element in the service delivering- people aren't packages</li> </ul>
	<b>Resolve complaints differently</b>	<ul style="list-style-type: none"> <li>• Users charged no show even if the driver is early or late</li> <li>• Separate dispatch from service provision</li> <li>• Stop penalizing users without valid reasons</li> </ul>
<b>Other</b>		<ul style="list-style-type: none"> <li>• Stop allowing strollers with dogs on transit</li> <li>• Leverage developers to put in more accessible bus stops- should be mandatory for the developer</li> </ul>

## Appendix C. Communication Materials

### Stakeholder Invitation (example)



**TransLink**  
1600 7420 Kingsway  
Burnaby, BC V5H 4N2  
Canada  
Tel 604-453-4500  
Fax 604-453-4637  
[www.translink.bc.ca](http://www.translink.bc.ca)

South Coast British Columbia  
Transportation Authority

Hello,

#### Custom Transit Service Review Workshop Invitation

TransLink has recently started a review of how we deliver custom transit service (HandyDART). As a key stakeholder within the accessibility community, we would like to extend an invitation to you to become involved and help us improve custom transit in Metro Vancouver. We need your guidance and valued input as we develop a sustainable custom transit service model for the region.

#### The challenge

TransLink's custom transit services could more effectively serve the transportation needs of people with disabilities and operate more efficiently.

#### Project objective

TransLink's goal is to develop a sustainable custom transit service model that:

- More effectively meets the transportation needs of people with disabilities
- Meets growth in demand
- Makes best use of available resources in the region
- Keeps pace with custom transit best practices

Three workshops are scheduled for late May and we hope to start a positive dialogue on how we can make custom transit more efficient and effective. The workshops will focus on the following questions:

- What do we do today that we should stop/change?
- What do we do today that we should continue?
- What should we start doing?

The workshops are scheduled across the region and you are welcome to attend the event most suited to your schedule and location. We do, however, ask that you **RSVP prior to Wednesday May 15, 2013.**





**TransLink**  
1600 7420 Kingsway  
Burnaby, BC V5H 4N2  
Canada  
Tel: 604-453-4500  
Fax: 604-453-4637  
[www.translink.bc.ca](http://www.translink.bc.ca)

South Coast British Columbia  
Transportation Authority

Workshops:

Date	Location	Time
Wednesday May 22, 2013	Ballroom, Executive Plaza Hotel 405 North Road, Coquitlam BC, V3K 3V9	Registration: 9:45 am Workshop: <b>10:00 am – 1:00 pm</b>
Thursday May 23, 2013	Room SFU 5240, SFU Surrey 250 - 13450 – 102 Avenue, Surrey BC, V3T 0A3	Registration: 12:45 pm Workshop: <b>1:00 pm – 4:00 pm</b>
Saturday May 25, 2013	Rooms 280 – 284, BCIT Vancouver 555 Seymour Street, Vancouver BC, V6B 3H6	Registration: 9:45 am Workshop: <b>10:00 am – 1:00 pm</b>

Please RSVP to [Vincent Gonsalves](mailto:vincent.gonsalves@translink.ca), Community Relations Coordinator by **May 15, 2013** stating your workshop preference. RSVPs can be sent via email to [vincent.gonsalves@translink.ca](mailto:vincent.gonsalves@translink.ca) or by telephone: 604 453 3043.

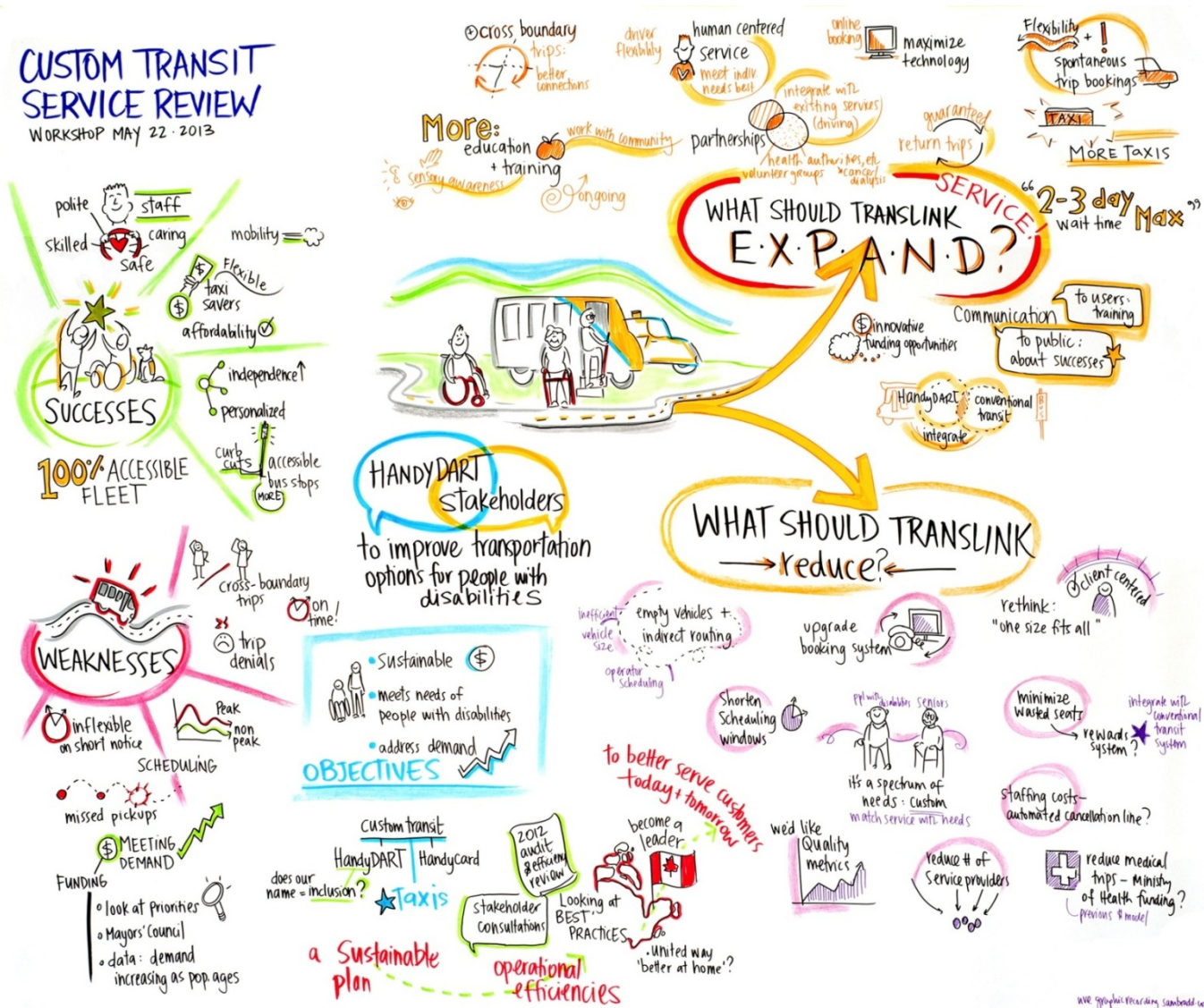
Workshop agenda and further information will be provided closer to the event dates.

Kind regards

Peter Hill  
Manager, Access Transit

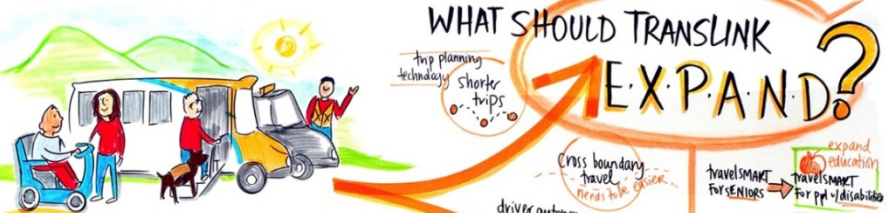


Graphic Recording Images



# CUSTOM TRANSIT SERVICE REVIEW

MAY 23, 2013



## Overview



Live graphic recording: scribeboard.com



# CUSTOM TRANSIT SERVICE REVIEW

Stakeholder Workshop May 25, 2013

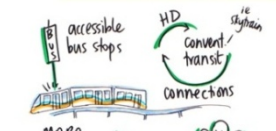


## SUCCESSES

- taxi savers great
- on-time
- flexible
- 13%
- ongoing work on training drivers
- Feeling of safety
- door to door
- improves independent living
- customer transit

personal SERVICE

- dispatch
- Staff
- drivers
- patient
- caring
- friendly
- ability



MORE driver training

- conventional buses
- front line staff
- taxi training ↑

online booking



spontaneous riders

Keep fares affordable

Keep consultation like this

Seat enforcement on conventional transit

all door boarding

cross boundary trips, bigger service area



## WHAT SHOULD TRANSLINK E.X.P.A.N.D.?

HandyDART Stakeholders

Working together to improve transportation options for people with disabilities

"people with disabilities should expect + receive equal transit as the conventional system."

- participant

## WHAT SHOULD TRANSLINK reduce?

- # of cancellations, no shows
- renew policy
- time on BUS
- limited dispatch hrs (past 6pm preferred)
- 30 MIN pickup
- 7 day in advance
- high volume destinations
- reduce overlap
- Red tape: should be able to update profile before you move
- users charged no show if ride is very late!
- taxi savers: renew payment method's, usage review
- for specific popul who are challenged (older adults)
- need direct routing
- redirect-hunt, but also reduce feelings of unsafety
- need funding
- reduce fares to #
- eligibility
- Ministry PWD pass accepted on HandyDART
- booking software inconsistency
- compass integration under review



## CHALLENGES

- long pickup waits
- Peak Hours
- denials
- better scheduling
- short notice trips
- INFLXIBLE
- better driver training on conventional transit
- GPS needed
- better routes
- takes too long
- service availability
- more client input needed
- Multicultural services needed
- clear language needed



meets needs of people with disabilities

Seniors

better serve our customers today and tomorrow



operational efficiencies

travel patterns are complex

- 21 municipalities

Custom transit overview

HandyDART

HandyCARD

Taxi savers

Concession fix, attendants as needed

live graphic recording: sambrun.com

## List of Stakeholder Groups Contacted

Table 5: List of stakeholders contacted

• (LSCHE) Langley Senior Action	• Hawthorne Tower
• 411 Seniors Centre Society	• Health And Home Care Society Of B
• Abbotsford Regional Hospital	• Health Employers Association Of B
• Adult Learning Development Association	• Heart And Stroke Foundation (BC Chapter)
• Affiliation Of Multicultural Societies And Service Agencies In BC	• ICBC
• Alzheimer Society Of BC	• Inclusion BC
• Amalgamated Transit Union (ATU)	• Jewish Senior Alliance
• Amyotrophic Lateral Sclerosis (ALS) Society Of BC	• Katzie Seniors Network
• Anmore	• Kennedy Seniors Recreation Centre
• Arthritis Society BC And Yukon Division	• Kidney Foundation Of Canada
• BACI Advocacy Committee	• Kinsmen Retirement Centre, Kin Village
• Back In Motion Inc.	• KinVillage
• BC Aboriginal Network On Disability	• Langley Association For Community Living
• BC Blind Sports	• Langley Pos-Abilities Society
• BC Business Council	• Langley Seniors Community Action Table
• BC Centre For Ability	• Langley Seniors Resource Society
• BC Coalition of People With Disabilities	• Learning Disabilities Association Of B
• BC Council For Families	• Life Skills Centre
• BC Epilepsy	• Lions Bay
• BC Federation Of Labour	• Little Mountain Neighbourhood House
• BC Institute of Technology	• Mainstream Association For Proactive Community Living
• BC Ministry Of Social Development	• Maple Ridge
• BC Rehab Foundation	• Maple Ridge And Pitt Meadows Municipal Advisory Committee On Accessibility Issues
• BCCPD	• Mature Action Community
• Belcarra	• Mckee Seniors Recreation Centre
• Better Environmentally Sound Transportation (best)	• Mental Health Action Research And Advocacy Association Of Greater Vancouver
• Bowen Island Health Resource Centre	• Metro Vancouver
• Bridges To The Future And Musclefacts Youth Program, B/Yukon	• Milieu Family Services
• Burnaby	• Ministry Of Health
• Burnaby Association Of Community Inclusion	• Mosaic BC
• Burnaby Seniors Planning Table - Voices Of Burnaby	• MOT - Ministry of Transportation

• Canadian Business For Social Responsibility	• Multiple Sclerosis Society Of B
• Canadian Centre For Policy Alternatives	• Muscular Dystrophy Canada
• Canadian Deafblind Association (BC Chapter)	• MVT Canadian Bus, Inc.
• Canadian Mental Health Association, BC Division	• Neil Squire
• Canadian National Institute For The Blind	• Nelson/Nygaard (custom Transit Consultant)
• Cascadia Society For Social Working	• New Roots/West End ADC Society
• Cerebral Palsy Association	• New Westminster
• Christinas Daycare	• New Westminster Seniors Society
• Citizens For Accessible Neighbourhoods	• Newton Community Dialysis Unit
• City of Burnaby	• Newton Community Renal Unit
• City Of Burnaby Social Issues Committee	• Newton Seniors Centre
• City of Coquitlam	• North Shore Advisory Committee On Disability Issues
• City Of Coquitlam Universal Access	• North Shore Connexions Society
• City of Delta	• North Shore Disability Resource Centre
• City Of Langley	• Pacific Developmental Pathways
• City Of New Westminister Seniors Advisory Committee	• Panorama Community Dialysis Centre
• City Of New Westminister Special Services And Access Committee	• Parent Support Group For Families Of Mentally Handicapped Adults Society
• City Of North Vancouver	• PICS Adult Day Program
• City of Pitt Meadows	• PICS Assisted Living Day Program
• City of Port Coquitlam	• Planned Lifetime Advocacy Network (plan)
• City of Port Moody	• Port Metro Vancouver
• City Of Port Moody Community Care Committee	• Possibilities
• City of Richmond	• Progressive Intercultural Community Services Society
• City Of Richmond Community Services Advisory Committee	• Residences For Independent Living
• City Of Richmond Seniors Advisory Committee	• Richmond Centre For Disability
• City of Surrey	• Richmond Kinsmen Adult Day Center
• City Of Surrey Social Planning Advisory Committee	• Richmond Seniors Network
• City of Vancouver	• Richmond Society for Community Living
• City Of Vancouver Persons With Disabilities Accessibility Advisory Committee	• Richmond/East Vancouver Community Dialysis Units
• City Of Vancouver Seniors Advisory Committee	• Ridge Meadows Assn For Community Living
• City of West Vancouver	• Royal Columbian Hospital
• City of White Rock	• Scott Road Connections
• Clover Valley Industries	• Semiahmoo Peninsula Seniors Community Planning Table
• CNIB	• Seniors' Advisory Committee Subcommittee on Transportation & Mobility

• CNIB & Guide Dogs For The Blind, Inc.	• Seniors Community Planning Table
• CNIB Vancouver	• Seniors In The Communities Committee - North Shore
• Coast Foundation Society	• Silver Harbour Seniors' Activity Centre
• Coast Mental Health Foundation	• Sources - Disability Advocacy Program
• Community Integration Services Society	• South Vancouver Neighbourhood House
• Community Living BC - Burnaby/Port Moody	• South Vancouver Seniors HUB Council
• Community Living Society	• Spectrum Society For Community Living
• Community Options	• Spinal Cord Injury Association (BCPA)
• Community Ventures Society	• Squamish Climate Action Network
• Connections	• St. Paul's Hospital
• COSCO	• Success
• Council of Senior Citizens Organizations of BC Cusco	• Surrey Association For Community Living
• Deaf blind Services Society	• Surrey Memorial Hospital
• Delta Community Living Society	• Surrey Planning Table
• Delta Seniors Advisory Committee	• Surrey Seniors Community Planning Table
• Delta Seniors Community Planning Table	• The Cerebral Palsy Association of BC
• Delta View Crossroads Habilitation Center	• Tourism Vancouver
• Delta assist	• Township Of Langley
• Developmental Disabilities Association	• Transport Canada
• Disability Resource Network	• United Way
• District Of North Vancouver	• University Of British Columbia
• District of North Vancouver Transportation Planning Advisory Committee	• Users Advisory Committee
• District of West Vancouver	• Vancouver and North Shore Community Dialysis
• Family Gathering Place	• Vancouver Coastal Health Authority
• Family Services Of Greater Vancouver	• Vancouver Foundation
• Fraser Basin Council	• Visual Communications
• Fraser Community Services Society	• Voiceprint
• Fraser Health Authority	• Voices Of Burnaby Seniors
• Fraser Institute	• Volunteer Transit Consultant
• Fraserside Community Services Society	• West End Seniors' Network Society
• G.F. Strong	• Western Economic Diversification Canada
• Gateway	• Western Institute For The Deaf And Hard Of Hearing (WIDHH)
• Gordon Neighbourhood House	• White Rock Seniors Come Share Society
• Greater Vancouver Community Services Society	• Wilson Centre Seniors' Advisory Association
	• YVR

# Custom Transit Service Review Workshop Feedback Form

Please tell us more:

Thank you for attending the Custom Transit Service Review Workshop. We need your input to improve Metro Vancouver's custom transit service (HandyDART). With regards to HandyDART, please answer the following questions on how service is currently provided and how we can make it better.

1. Are you a HandyDART User?

YES     NO    Other:(please explain\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

If you are a user, how satisfied are you with the current HandyDART service?

Very Satisfied     Satisfied     Neutral  
 Not Very Satisfied     Not At All Satisfied

2. What should TransLink add to services or do more of? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



# Custom Transit Service Review Workshop Feedback Form

3. What should TransLink stop doing or reduce? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Did the workshop discussion format allow you to provide the input you wanted?

YES       NO

If "NO" please explain how you would improve this format. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



# Custom Transit Service Review Workshop Feedback Form

5. How informative was the Custom Transit Service Review Workshop?

- Very Informative       Somewhat Informative       Neutral  
 Not Very Informative       Not At All Informative

6. How helpful were the display boards and/or printed handouts in explaining the challenges facing Custom Transit?

- Very Helpful       Somewhat Helpful       Neutral  
 Not Very Helpful       Not At All Helpful

7. Are you comfortable with the consultation process that has been established to gather input from stakeholders and users?

- Very Comfortable       Somewhat Comfortable       Not Very Comfortable  
 Not At All Comfortable       No Comment

Please add additional comments if necessary: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# Custom Transit Service Review Workshop Feedback Form

8. Did you find the venue suitable for this workshop?

YES       NO

9. Was the venue easily accessible?

YES       NO

10. Is there a particular Stakeholder or Stakeholder group that you feel should be involved in this consultation process?

Name: \_\_\_\_\_

Organization: \_\_\_\_\_

11. Additional comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please return your completed feedback form to the registration desk prior to leaving today or mail it to:

Vincent Gonsalves, Community Relations Coordinator  
TransLink  
287 Nelson's Court  
New Westminster BC, V3L 0E7

Emailed feedback forms can be sent to: [Vincent.Gonsalves@translink.ca](mailto:Vincent.Gonsalves@translink.ca)

