



TransLink

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South Coast British Columbia
Transportation Authority

December 23, 2016

Custom Transit Service Delivery Review Stakeholder Workshop

Dear HandyDART Stakeholder:

You're invited!

In June 2016, the TransLink Board committed to undertake a review of the delivery model and policies for HandyDART. This was in response to a number of questions that had been raised at Board meetings, particularly around responsiveness to customer concerns, HandyDART and taxi service standards and quality, and the HandyDART service model and operations. This review will inform the Board of recommended changes to HandyDART policies and the service model.

Working with a project Stakeholder Advisory Committee composed of HandyDART customers, advocates, and front-line staff, we have identified key policies areas for change and are exploring service delivery model alternatives. Now, we want to hear your thoughts.

Background

TransLink initiated a Custom Transit Service Review in 2012 to understand how HandyDART could better meet the transportation needs of people with disabilities. As a result, positive changes have been made to the current service. Given recent customer feedback, the TransLink Board committed to undertake a deeper review of the design of HandyDART service delivery operations and service quality policies.

The current review considers best practices of peer agencies in other regions and input from key stakeholders with the goal of helping customers with disabilities get where they need to go safely and efficiently.

This is an ongoing review and no decisions have been made. Because of your extensive experience and knowledge of HandyDART service, we would like to invite you to participate in one of three **Custom Transit Service Delivery Review Stakeholder Workshops** which will take place on **January 18 and 19**. At this workshop, TransLink will share the changes that

have been implemented since the completion of the last review in 2014, provide an overview of the service policies and delivery model alternatives that have resulted from the project process so far, and solicit your thoughts and opinions pertaining to the delivery model and policies.

Please RSVP by **Wednesday, January 11, 2017** for one of the following three workshops by contacting Sarah Chung at sarah.chung@translink.ca or 778.375.6868, stating your preferred workshop date and time. If you require accommodation in order to participate in the dialogue, please contact Sarah to discuss your needs. Further information will be provided to registrants closer to the event dates.

Date	Location	Time
Wednesday, January 18	Wosk Centre for Dialogue 580 West Hasting Street Vancouver, B.C. V6B1L6	Registration: 1:15pm Workshop: 1:30-3:30pm
Thursday, January 19	Pinetree Community Centre 1260 Pinetree Way Coquitlam, B.C. V3B 7Z4	Registration: 11:45am Workshop: 12:00-2:00pm
Thursday, January 19	Surrey City Hall 13450 104 Avenue Surrey, BC V3T 1V8	Registration: 6:15pm Workshop: 6:30-8:30pm

To ensure we hear from a variety of perspectives, we ask that organizations limit attendance to a maximum of three representatives. Note that a separate event is being organized for HandyDART operations staff.

If you are unable to attend a session in-person, we still want to hear from you. An online survey will be available for you to provide your feedback.

We look forward to working with you on this important project to shape the future of HandyDART service for Metro Vancouver. Do not hesitate to contact Sarah Chung at sarah.chung@translink.ca or 778.375.6868 if you have any questions.

Kind regards,



Sarah Ross
Director, System Planning



Louise Hearty
Director, Access Transit Service Delivery