



SENIORS ADVISORY COMMITTEE

Wednesday, June 19, 2019 at 7:00pm
Salmon River Committee Room
4th Floor, 20338 – 65 Avenue, Langley, BC

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A. APPROVAL AND RECEIPT OF AGENDA ITEMS

1. Seniors Advisory Committee – June 19, 2019

Recommendation that Seniors Advisory Committee approve the agenda and receive the agenda items of the June 19, 2019 meeting.

B. ADOPTION OF MINUTES

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1. Seniors Advisory Committee – May 15, 2019

Recommendation that Seniors Advisory Committee adopt the Minutes of the May 15, 2019 meeting.

C. DELEGATIONS AND PRESENTATIONS

1. Recreation Opportunities for Low-income Residents

D. REPORTS

1. Co-Chair Reports

E. CORRESPONDENCE

F. WORK PROGRAM

1. Dementia-friendly Communities

Discussion on possible next steps.

G. COUNCIL REFERRALS

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H. OTHER BUSINESS AND ITEMS FOR INFORMATION

1. Township of Langley Website (action item from March 20, 2019 meeting)

Staff to provide an update and seek input on opportunities to make seniors-related information easier to find.

6-21

2. HandyDART Service (action item from April 17, 2019 meeting)

Staff to provide an update. Materials on HandyDART service and eligibility provided for information.

I. NEXT MEETING

Date: TUESDAY, September 17, 2019

Location: Salmon River Committee Room
4th Floor, 20338 – 65 Avenue

Time: 7:00 pm

J. TERMINATE

Township of
Langley



Est. 1873

SENIORS ADVISORY COMMITTEE

Wednesday, May 15, 2019 at 7:00pm
Salmon River Committee Room
4th Floor, 20338 – 65 Avenue, Langley, BC

MINUTES

Present:

C. Munnalall (Community Co-Chair)
Councillor P. Arnason (Council Co-Chair)
Councillor S. Ferguson (Council Co-Chair)

E. Brett, S. Hedao, and S. Soheili

Guest:

H. Cowie, Provincial Coordinator, Dementia-friendly Communities, Alzheimer Society of B.C.
S. Baker, Executive Director, BC Association of Community Response Networks

Staff:

P. Ward, Strategic/Social Planner
K. Stepto, Recording Secretary

A. APPROVAL AND RECEIPT OF AGENDA ITEMS

1. Seniors Advisory Committee – May 15, 2019

Moved by S. Soheili,
Seconded by S. Hedao,
That the Seniors Advisory Committee approve the agenda and receive the
agenda items of the May 15, 2019 meeting.
CARRIED

B. ADOPTION OF MINUTES

1. Seniors Advisory Committee – April 17, 2019

Moved by S. Soheili,
Seconded by S. Hedao,
That the Seniors Advisory Committee adopt the Minutes of the April 17, 2019
meeting.
CARRIED

C. DELEGATIONS AND PRESENTATIONS

1. Dementia-friendly Communities

H. Cowie, Provincial Coordinator, Dementia-friendly Communities, Alzheimer Society of B.C., provided a presentation regarding the importance of becoming a Dementia-friendly Community, and the Society's provincial initiative. She commented that the Society's vision for a world without dementia must begin with a dementia-friendly society – a world where people living with the disease are welcomed, acknowledged, and included.

Dementia is the umbrella term for any disease that causes physical changes in the brain. The number of people living with dementia in Langley has increased from 1,013 in 2005/2006 to 1,637 in 2014/2015. These numbers are expected to rise due to the aging population.

Dementia-friendly Communities (DFCs) are communities that have a heightened awareness about dementia and through that, support people with dementia to participate in their community to the fullest extent possible. DFCs address barriers in the social and built environment.

Physical characteristics of a DFC include:

- Safe;
- Familiar;
- Accessible;
- Distinctive (signage is clear, legible, etc.);
- Comfortable (calm, welcoming, pedestrian-friendly spaces);
- Inclusive (well designed built environment – curb-cuts, etc.).

Social characteristics of a DFC include:

- Dementia education;
- Recognition of the signs;
- Effective communication;
- Job-specific strategies;
- Inclusive programs;
- Government action; and
- Supportive businesses.

Currently, five communities in the Province have developed Dementia-friendly Action Plans: the City of Burnaby, City of New Westminster, and the North Shore (West Vancouver, City of North Vancouver, and District of North Vancouver).

The process to becoming a DFC involves:

- Partnering in providing dementia-friendly education;
- Setting up a dementia-friendly working group;
- Developing a dementia-friendly action plan (or applying a dementia-friendly lens to an existing age-friendly plan);
- Implementing your action plan; and
- Staying accountable.

C. DELEGATIONS AND PRESENTATIONS

Discussion ensued, and H. Cowie noted that the action planning process normally takes about a year to complete and most municipalities that have developed a plan have used Union of BC Municipalities age-friendly grant funding to support the work.

D. REPORTS

1. Co-Chair Reports

Councillor Arnason reported the following:

- A Seniors' Resource Fair is taking place on May 16 at the Aldergrove Legion;
- Council approved the addition of a non-voting member from Fraser Health on the Seniors Advisory Committee;
- The Walk to End Alzheimer's is taking place on May 25. If anyone is interested, a team could be formed from the Seniors Advisory Committee.

C. Munnalall circulated a folder with different seniors-related resources and information to committee members.

E. CORRESPONDENCE

F. WORK PROGRAM

1. Social Sustainability Strategy

P. Ward and Social Sustainability Task Force member, S. Baker, provided an update on the Social Sustainability Strategy and Social Sustainability Task Force. The following information was provided:

- The Social Sustainability Strategy project was launched in 2018 and will provide the groundwork for action on social issues over the next decade;
- The project is in Phase 3, which involves drafting goals and actions based on the work completed in Phase 2, additional public and stakeholder engagement, and best practice research;
- Community engagement in Phase 2 of the project included:
 - Social sustainability panel discussion
 - Task Force meetings
 - Youth workshops
 - Online survey
 - Pop-up booths
 - Public and stakeholder workshops
 - Thriving TOL conversations

F. WORK PROGRAM

- Phase 2 of the project also involved the preparation of the Social Profile, which provides a comprehensive summary of information to support the preparation of the Strategy;
- The Task Force was established by the Seniors Advisory Committee in early 2018 to provide strategic input at key points in the development of the Strategy;
- The draft vision for the Strategy is: “The Township of Langley is a connected, inclusive, and resilient community where everyone can enjoy and contribute to a great quality of life”;
- The draft strategic priorities include:
 - Community connectedness and engagement;
 - Food;
 - Housing;
 - Lifelong learning;
 - Mobility;
 - Physical and mental health; and
 - Reconciliation and First Nations engagement.
- Phase 4 of the project involves drafting the Strategy, with the implementation phase currently anticipated to commence in early 2020.

Public and stakeholder workshops, which will provide an opportunity for feedback on the draft vision and strategic priorities, are scheduled for May 23 and May 29, 2:00 – 4:00pm and 6:00 – 8:00pm at W.C. Blair Recreation Centre.

G. COUNCIL REFERRALS

H. OTHER BUSINESS AND ITEMS FOR INFORMATION

1. **Green Burials (action item from March 20, 2019 meeting)**

Report to Council 19-81 (Cemetery Operations Review) was provided on table for information. P. Ward noted that the concept plan for the Langley Lawn Cemetery provides a location for green burials, that the report identifies the required capital improvements as a high priority project, and that Council is anticipated to consider the project as part of future budgets.

2. **Township of Langley Website (action item from March 20, 2019 meeting)**

This item was deferred to the next meeting.

3. **Seniors’ Week Activities (action item from April 17, 2019 meeting)**

Schedule of social and recreation activities was provided for information.

H. OTHER BUSINESS AND ITEMS FOR INFORMATION

4. **Langley Hospice Society Presentation (action item from April 17, 2019 meeting)**

Shannon Todd-Booth from the Langley Hospice Society has been scheduled to provide a presentation at the September meeting.

5. **Qmunity Presentation (action item from April 17, 2019 meeting)**

Posters from past local events and activities for LGBTQ2S+ seniors were provided for information. S. Hedao commented that he has been in touch with the "Seniors of Langley" social group for LGBTQ2S+ seniors. This group does not want to get involved in advocacy, but some members are interested in visiting LGBTQ2S+ seniors living in residential care homes. They are working with Qmunity Seniors Outreach group in Vancouver who are developing an education program for volunteer visiting.

6. **Triple A Senior Housing Report Recommendations**

E. Brett inquired as to which recommendations from the Triple A Senior Housing Summit Report (2015) have been implemented. This discussion was deferred to a future meeting.

I. NEXT MEETING

Date: June 19, 2019
Location: Salmon River Committee Room
4th Floor, 20338 – 65 Avenue
Time: 7:00 pm

J. TERMINATE

Moved by S. Soheili,
That the meeting terminate at 9:00pm.
CARRIED

CERTIFIED CORRECT:

Community Representative Co-Chair

Council Representative Co-Chair

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Getting you everywhere you want to go in Metro Vancouver

HandyDART is a door-to-door, shared ride service for passengers with physical or cognitive disabilities who are unable to use conventional public transit without assistance. The driver will come to your home, help you board on the vehicle, and get you to the door of your destination safely.

HandyDART's service provider (First Transit) provides a central customer service team that is available 18 hours a day and operates over 300 buses.

Am I Eligible?

If you have a physical, sensory, or cognitive disability and are unable to use conventional public transit without assistance, you may be eligible to use HandyDART.

How do I sign up for HandyDART?

You can complete one of our application forms. If you're unable to print the application form, you can contact [Access Transit Customer Care](#) at 604.953.3680 to have one mailed to you.

- [HandyDART & Handy Card Application Form \(.pdf\)](#)
- [HandyDART & Handy Card Application Form \(.doc\)](#)

This form must be printed and signed by the applicant and medical authority.

To apply, please make sure you have all your personal information available including your date of birth, home address, doctor's name, and phone number, as well as any special medical facts that might affect your ability to use public transit. Your information remains confidential and helps us make sure that the HandyDART service will be suitable for your travel needs.

Eligible visitors to Metro Vancouver can make use of our HandyDART service by filling out our [Visitor Application Form](#).

Types of Mobility Devices

The wheelchair lifts on HandyDART vehicles can accommodate devices that fit within the following measurements:

- Width: 94 cm (37 in.)
- Length: 122 cm (48 in.)

- Weight: 250 kg (550 lbs.) including the user

Booking or Cancelling a Trip

To book or cancel a trip on HandyDART, call **604.575.6600** (local) or **1.844.475.6600** (toll-free).

Trip reservations can be made up to seven days in advance, and can be made until 4 p.m. the day before the trip. HandyDART experiences rush hour demand just like any other mode of transportation, so early booking is recommended for trips made during peak hours.

We understand that trips may need to be cancelled from time to time. To give other users an opportunity to make a trip, please let us know as soon as possible.

HandyDART offers two types of service:

1. **Subscription trips:** repetitive trips that are taken to and from the same locations at the same times (on a daily or weekly basis).
2. **Casual trips:** trips taken on a one-time basis.

Customers who book a trip with HandyDART will receive:

- An automated phone call to remind you of your next day trip; if you need to cancel a trip you can do so at that time.
- A phone call to your home shortly before your ride arrives to pick you up.

To avoid delays, please be ready 15 minutes before your scheduled pickup time. If your driver hasn't arrived 15 minutes after your scheduled time, call HandyDART at **604.575.6600** (local) or **1.844.475.6600** (toll-free) and press number 3 for "Where's My Ride" information.

Assistance Animals on HandyDART

Only registered [Assistance Animals](#) are allowed on HandyDART.

HandyDART Fares

The fare for all HandyDART trips is a 1-Zone adult fare. You can pay with [cash](#), Adult [FareSaver tickets](#), or an Adult Monthly Pass ([FareCards](#)). Drivers don't carry change, so please have the exact cash amount ready when you board.

Fare Type	Fare
Cash	\$2.95
FareSaver Tickets (Book of 10)	\$23
Monthly Pass	\$95

Adult fares apply in all cases for HandyDART travel. Concession tickets, the Provincial BC Bus Pass and the CNIB pass are not valid on HandyDART.

Fare Change

The annual fare increase takes effect on July 1, 2019.

Type	Fare New Fare	
Cash	\$2.95	\$3
FareSaver Tickets (Book of 10)	\$23	\$24
Monthly Pass	\$95	\$98

Where to Buy Passes and Tickets

The place you get your monthly FareCards and FareSaver tickets has changed. This change is part of the transition to the Compass Card and fare gate system.

You can continue using FareSavers and monthly FareCards for payment on HandyDART vehicles, but they will no longer be available through FareDealers. Here's where to buy your prepaid fares:

FareCards:

- Purchase your monthly FareCard by phone, mail or in person through the HandyDART/First Transit office
- By phone: at 778.452.2889 between 8:00 a.m. to 4:00 p.m. on weekdays (credit card only)
- By mail or in person:
- Make cheques and/or money orders payable to "First Canada ULC".

FareSavers:

- FareDealers stopped selling FareSavers in January 2016

BC Bus Pass Program

If you're from BC and qualify for additional assistance from the BC Ministry of Social Development and Social Innovation, you may be eligible for a discounted annual bus pass. Please note that this is a Government of British Columbia funded bus pass and is NOT accepted on HandyDART. Learn more about the [BC Bus Pass Program](#) on the Ministry of Social Development and Social Innovation website.

Note: the BC Bus Pass Program doesn't allow attendants to travel free of charge. For information on attendant travel in Metro Vancouver, visit our [HandyCard](#) page.

Have questions? Visit the [HandyDART FAQ](#) page for more details about this service.

Travelling to or from the Vancouver Airport?

Use our [YVR HandyDART Pick Up/Drop Off Location Map](#) to help you plan your trip.

- Getting Around
 - [Schedules and Maps](#)
 - [Compass Card](#)
 - [Rider Info](#)
 - [Driving](#)
 - [Cycling](#)
 - [Accessible Transit](#)
- Traveller Info
 - [Trip Planner](#)
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HandyDART Frequently Asked Questions

About the Ride

How far in advance can I book a HandyDART ride? Will I always get my ride if I call 7 days in advance?

Bookings can be made 1 to 7 days in advance of your trip. If a customer would like to book a ride one day in advance, the request must be made before 4 p.m. Calling 7 days in advance does not guarantee your ride, due to high demand for HandyDART service. However, if you cannot immediately book your ride, we encourage you to try calling back in the following days to check if space has become available due to other trip cancellations.

Can I be put on standby?

Same-day or standby bookings can be made but are not guaranteed until the customer receives a call confirming the ride. This call will be made no later than one hour prior to the requested time.

How much notice must be given to cancel a ride?

If you must cancel your ride, please do so as soon as possible, providing at least 2 hours notice. This will allow for other trips to be scheduled in place of the cancelled ride. Failure to call and cancel in advance may result in suspension of service per the cancellation policy.

Can I ask the driver to drop me off at a location that's different from the scheduled location?

Any changes to a trip must be provided in a timely manner to a booking agent at the call centre. Drivers are not permitted to alter or deviate from the schedule.

What is the policy regarding inclement weather?

HandyDART will reduce the level of service delivery 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 appointments or cancer treatment. All other booked rides in the area affected by the severe weather conditions will be automatically cancelled when Essential Service Only levels are invoked. When HandyDART determines that a service area will be Essential Service Only, the automated phone calls will begin immediately for all passengers who have a booked ride in the area for that particular day.

In the event of anticipated severe weather conditions, passengers can determine if HandyDART is operating at Essential Service Only levels by calling **604.575.6600**. A recorded message will indicate if service for that particular day is being provided for Essential Service Only. This information is also available by listening to most radio stations, and in the [Alerts](#) section of our website.

What if I travel with an attendant?

An attendant is a person who will provide additional assistance inside the building, with stairs, or if you have special requirements beyond the accessible door. Attendants must be an able-bodied adult over the age of 18 years and they will travel free of charge on HandyDART. Other registered HandyDART customers cannot travel as attendants.

Can my husband/wife come as my attendant?

A spouse may act as an attendant if they are not a registered HandyDART customer and will not require assistance for themselves from the driver. Attendants may only request support from the driver to assist the customer.

Will the HandyDART driver provide first aid or medical assistance?

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

Will drivers take me to my appointment/department on the third floor?

HandyDART only provides accessible, outdoor, door-to-door service. If a customer needs extra assistance beyond the accessible outside door, an attendant is encouraged to travel with the customer.

How do I make a commendation or complaint about my experience with HandyDART?

If you would like to provide feedback on your HandyDART experience, call **604.575.6600** and press 9 when prompted by the automated menu. This will connect you to Access Transit Customer Care.

Why do I sometimes get a taxi instead of a HandyDART vehicle?

HandyDART will sometimes use taxis as a supplemental service. This is still a HandyDART service — you can expect the same door-to-door service, pay the same HandyDART fare, and book your trip in the same way.

In April 2013, TransLink began a pilot project that uses taxis to provide some HandyDART trips. You can learn more about this project by reading the [HandyDART Taxi Pilot Background](#).

Can you estimate how long my trip will take?

HandyDART works hard to minimize our customers' travel time on our vehicles while providing a safe shared-ride service. We strive not to exceed the following guidelines for

the amount of time you spend on the vehicle:

- 60 minutes for travel within one HandyDART zone
- 90 minutes for travel within two HandyDART zones
- 120 minutes for travel within three or more HandyDART zones

Use the map below to determine how many HandyDART zones you will travel through, or ask the scheduling agent when you book a trip.



Etiquette

Can HandyDART drivers provide me with change when I pay for my ride?

Unfortunately, our drivers are not able to provide change while they are focused on getting you to your destination safely and on-time. Please provide the correct fare to pay for your HandyDART trip.

If my mobility aid isn't working properly, can I still use it on the HandyDART vehicle?

We ask that you confirm your mobility aid is in good working order before using HandyDART service. This will ensure your safety and comfort on the HandyDART vehicle by allowing your mobility aid to be properly secured for the duration of your trip.

Can I travel with a different mobility aid than I normally use?

We understand that your mobility needs may change. If you have more than one mobility device, please let us know which one you will be travelling with when you book your trip.

This helps us make sure we have enough room on the vehicle to accommodate your needs.

Can I use a transfer chair on HandyDART?

No. For the safety of the customer and the driver, transfer chairs are not permitted for transport on HandyDART as they cannot be properly secured on the vehicle.

How many bags/parcels am I allowed on the HandyDART vehicle?

We ask that you ensure you only bring bags or parcels that you are comfortable carrying yourself; generally no more than two bags. HandyDART drivers are not expected to carry parcels. If you are unable to carry your bags or parcels by yourself, please consider travelling with an attendant.

Can I bring my pet on the HandyDART vehicle?

Only certified guide and service dogs are permitted on HandyDART vehicles.

Can I apply perfumes or colognes before using HandyDART service?

We ask that if you must use these products to do so in moderation. Many individuals are sensitive to scented products and, if possible, please consider refraining from applying them for the comfort of your driver and fellow passengers.

Why does the HandyDART driver insist on escorting me to and from the door when I am able to do so unassisted?

HandyDART is a door-to-door service that ensures the safety of our customers from the start of their trip until the end.

When I book my HandyDART trip, can I choose whether I travel in a HandyDART vehicle or taxi?

While both types of vehicles are a regular part of service, HandyDART customers are not offered a choice of vehicle for their HandyDART trip. Taxis are primarily used as a supplemental service when a HandyDART bus becomes unavailable due to unforeseen circumstances.

Fares/Payment

Can I pay both ways when the driver arrives? Do I have to show my pass every time I ride HandyDART?

Payment must be collected upon boarding HandyDART. If taking a return trip afterward, the customer will pay at the time of the return trip. If the customer is using a monthly FareCard, it must be shown upon boarding.

Can I pay for HandyDART using FareSavers or monthly FareCards?

Full price FareSavers and monthly FareCards can be used on HandyDART. All concession fares are not valid on HandyDART.

Does my fare change if HandyDART sends a taxi instead?

Sometimes, HandyDART will use taxis as a supplemental service. If a taxi is ordered, the customer must pay the taxi driver their regular HandyDART fare. If the trip is scheduled to go to the SkyTrain or SeaBus, the customer will pay for a ticket at the ticket vending machine and does not pay the taxi driver.

30 Minute Window

What is the 30 minute window?

The 30 minute window refers to the time frame a customer must be ready for a HandyDART pickup. The window begins 15 minutes before the scheduled pick up time and ends 15 minutes after the scheduled time.

How long will a driver wait if I'm not ready for my ride? What happens if I miss my ride?

If a driver arrives during the thirty minute window, they'll wait for a customer for five minutes. Drivers can't pick up a customer earlier than the scheduled 30 minute window. If they arrive before the pick-up window, the window time doesn't change, and the driver must wait for the beginning of the window before the "five minute wait time" can start.

What should I do if my ride hasn't arrived within the 30 minute window?

If your HandyDART ride is late, please call First Transit customer service at **604.575.6600**. Press option 3 on the phone menu to access the Where's My Ride? service. The HandyDART GPS system can locate the vehicle immediately.

What happens if my ride is late?

If the driver is delayed or the customer isn't found waiting at the accessible door, the dispatcher will call the customer's provided contact numbers. Customers that have cell phones should provide HandyDART with their cell phone number and keep their cell phone with them the day of their trip in the event the dispatcher calls. All attempts will be made by the dispatcher to contact the customer before the driver is permitted to leave.

What happens if I miss my ride?

If you miss your ride, contact HandyDART customer service at **604.575.6600**. Every effort will be made to schedule the next available HandyDART. Keep in mind that another HandyDART may not be readily accessible, and it may take time for one to become available.

Reminder Calls

What is an reminder call?

There are two types of reminder calls:

- **Day Before Reminders:** are made after 5:00 p.m. the evening before to remind the rider of the next day's trip and information.
- **Imminent Arrival (Same Day):** calls are sent approximately 10 minutes prior to the bus arriving at the designated pickup location.

Do I have to register or tell someone?

Reminder calls are automatically turned on in the HandyDART registration process. Booked subscription trips do not automatically receive an reminder call, but this can be changed upon request. All on-demand trips should receive reminder calls unless otherwise requested.

How can I receive the reminder calls?

Reminder calls can be received on any local area phone number. We recommend that customers provide their cell phone numbers for the reminder calls.

Which phone number will be called?

Your home phone number is the default number called, but a cell phone is the preferred option when being picked up at locations other than your home. If a cell phone is not available please indicate the phone number where you can be reached at the pick-up location.

Can I provide more than one number?

More than one number can be used on individual trips. For example, HandyDART can call your home on the outgoing trip and a cell number on the return trip. Only one call will be generated per trip to only one phone number.

Can I receive calls when being picked up at locations other than my home?

A booking agent can substitute a number on an individual basis for clients when requested.

Is the call customizable by customer?

At this time, we can only customize which number is to be called.

When does the call go out?

Day Before reminder calls are made between 5 p.m. and 8 p.m. the day before the day of travel. Imminent Arrival calls are made 10 minutes prior to the estimated arrival time, based on real-time using Automatic Vehicle Location (AVL) technology.

What if the system gets a busy signal? Does it call again?

The reminder call system will make 3 attempts before it records the call as unsuccessful.

How is the Imminent Arrival call initiated?

The call is generated 10 minutes prior to the estimated time of arrival based on the Automatic Vehicle Location (AVL) technology. Keep in mind that traffic or change in routing may affect the arrival time.

Is the call generated once the driver has cleared the previous trip?

The call is generated 10 minutes prior to the estimated time of arrival. The driver clearing a previous trip does not affect the Imminent Arrival call.

Sometimes, there's very short notice between the time of the call and the arrival of the bus. Why?

An Imminent Arrival call can't be made any earlier than 10 minutes prior to the beginning of the booking window. Occasionally, a driver may be able to arrive earlier than the original estimated time or window due to a cancellation, but the client doesn't have to be at the meeting area until the beginning of their 30 minute window.

Can I request that one or both my reminder calls be turned off?

Both the Day Before and Imminent Arrival calls can be removed by informing a booking agent or a customer service representative.

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 - [TransLink Listens Panel](#)
 - [Send Feedback](#)
 - 604.953.3333
 - [Live Chat](#)

HandyDART & HandyCard

Application Form

- There is no fee to apply.
- Please read the eligibility guidelines on page 4 before submitting this form.
- Ensure that all sections are completed.
- Your application must be signed; incomplete application forms will be returned.
- For help completing this form call 604.953.3680

Clear Form

Print Form

Select One or Both Programs

☐ **HandyDART**

- Photos not required.
- Proceed to the Applicant Information section.

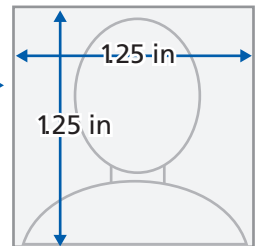


☐ **HandyCard**

- You must provide 2 current hard-copy photos or 1 digital photo with your application.
- Hard-copy photos must be sized to 3.2 cm x 3.2 cm or 1.25 in x 1.25 in.
- Digital photos must be a minimum 300dpi. JPEG, TIFF, and GIF photo formats are accepted.

- Attach hard-copy photos, without staples, here → or email a digital photo along with your application.

- Photos will not be returned.



Applicant Information

☐ Mr. ☐ Mrs. ☐ Ms. Last Name First Name

Middle Name Preferred Name/ Also Known As

Date of Birth
MM DD YYYY

Address Apt/Unit #

City Province BC Postal Code

Phone Cell Phone

Email

Pick up information for HandyDART applicants:

Name of care home, facility, or long-term care if applicable

Intercom/Buzzer

Other (i.e. basement left side, garage, back of building)

If mailing address is different from above, please provide:

Address Apt/Unit #

City Province BC Postal Code

Applicant Information ContinuedEmergency Contact: Last Name First Name Phone Cell Phone Relationship to Applicant Does your disability always require you to travel with an attendant to assist you? ☐ Yes ☐ No

What is preventing you from using the regular transit system (that is, public transit buses, SkyTrain, SeaBus or West Coast Express) without assistance?

Are you able to use SkyTrain, SeaBus or West Coast Express as part of your trip with HandyDART? - for example, when HandyDART is unavailable to do the whole trip.

☐ Yes ☐ No

When traveling with HandyDART, what mobility aids do you use?

☐ Crutches ☐ Cane ☐ Portable Oxygen ☐ Registered Assist Animal ☐ Not Applicable

Go to the next section

Mobility Device Dimensions	Length	Width	Brand Name
<input type="checkbox"/> Walker	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Wheelchair / Scooter *	<input type="text"/>	<input type="text"/>	<input type="text"/>

* Must not exceed maximum weight and dimensions. Maximum weight supported including the HandyDART driver is 364 kg or 800 lb. Maximum dimensions are L 122 cm/48 in, W 94 cm/37 in.

Authorization

For the purpose of determining my eligibility for HandyDART and/or HandyCard, I authorize Access Transit to contact, as required, any of the following identified below: the named "Official", my medical specialist and/or my family physician.

I understand that personal information collected on this form and as part of this process is required for the purpose of determining my eligibility for the HandyDART and/or HandyCard program(s) and that collection of this information is authorized by section 26(c) of the Freedom of Information and Protection of Privacy Act. Questions regarding collection and use of this information may be directed to Coast Mountain Bus Company, Access Transit Department, 700-287 Nelson's Court, New Westminster, BC V3L 0E7 ; 604.953.3680.

In addition, I consent to the disclosure of my HandyDART identification number to any caregiver, nursing home, care home, guardian or other person who may contact Access Transit, to allow such person to book a HandyDART trip on my behalf.

1. If the applicant has the mental capacity to make the decision to authorize the application but is not physically able to sign the form, the person who has explained the form to the applicant (and received a verbal or physical gesture of consent from the applicant) can sign the form. This consent, and how it was obtained, must be recorded next to the signature.

(continued on next page)

Authorization (continued)

2. If the applicant does not have the mental capacity to make a decision regarding authorization, the applicant's legal guardian may sign on the applicant's behalf. The legal guardian must make a note of this next to the signature.

Notes:

Signature of applicant, personal representative or legal guardian

Verification

This section must be completed by a medical authority.

A Nature of disability / medical condition, see page 4 for examples.

B Can the applicant use the conventional transit system unassisted (i.e. the bus, etc.)?

All conventional transit vehicles are wheelchair accessible.



Yes Explain



No Explain how the disability prevents the applicant from using the conventional transit system. Provide as much detail as possible, see page 4 for more information.

C Is this inability to use conventional transit unassisted:



Permanent



Temporary

How long do you estimate it will last?

D A Code 99 notation means that the customer cannot be left unattended at either their residence or any other destination. Someone must be there to receive them to ensure their safety.

Does this applicant need to be identified as Code 99? *Required*



Yes



No

Official's Name

Organization

Position

Address

City

Postal Code

Phone

Fax

Date

MM DD YYYY

Signature of Official

Eligibility Guidelines

These guidelines will assist in determining if a person is eligible for HandyDART services and/or the HandyCard.

HandyDART

Eligible users are defined as persons who have either a temporary or permanent, physical or cognitive disability that is sufficiently severe that they are unable, without assistance, to use conventional transit. Applicants must be at least 12 years old. HandyDART is a door-to-door, public transit service, which uses specially equipped vehicles designed to carry passengers. Visitors to the Metro Vancouver area should use the Visitor Application Form.

HandyCard

Eligible users are defined as persons who have either a permanent physical or cognitive disability that is sufficiently severe that they are unable, without assistance, to use conventional transit. Applicants must be at least 12 years old and residents within TransLink's service region. HandyCard is a photo-identity card. The holder of the card is entitled to concession fares on TransLink buses, SkyTrain, SeaBus and West Coast Express, with the attendant travelling free. HandyCard must be provided for the Taxi Saver program if you qualify.

Before completing the Verification section (page 3) refer to these guidelines:

This section must be completed by a senior official of a recognized social service or health agency (family doctor, medical specialist, public health nurse or long-term care administrator).

Applicants must be signed and completed, otherwise the incomplete forms will be returned to the customer at the address provided on page 1.

Resources are limited, it is important that this service be directed only to those who must depend on it for transportation; please clearly state the medical condition. Your cooperation is appreciated.

Examples for question A are:

Loco-motor related disabilities

- arthritis
- limb loss
- multiple sclerosis
- conditions of a similar nature

Neurological related disabilities

- cerebral palsy
- mental disability
- dementia
- conditions of a similar nature

Sensory related disability

- vision impairment

Medical conditions

- heart conditions
- respiratory problems
- epilepsy of a nature not easily controlled by drugs

Email and Mail Instructions

Email your application to:

atcc@translink.ca

OR

Mail your application to:

Coast Mountain Bus Company
Access Transit Department
700-287 Nelson's Court, New Westminster, BC V3L 0E7

- Your application must be signed, incomplete application forms will be returned.
- HandyDART applications are processed within 10 days of receipt.
- Allow 4 – 6 weeks processing time for a HandyCard.

HandyCard applications must have 2 hard-copy photos or 1 digital photo. See page 1 for photo guidelines.