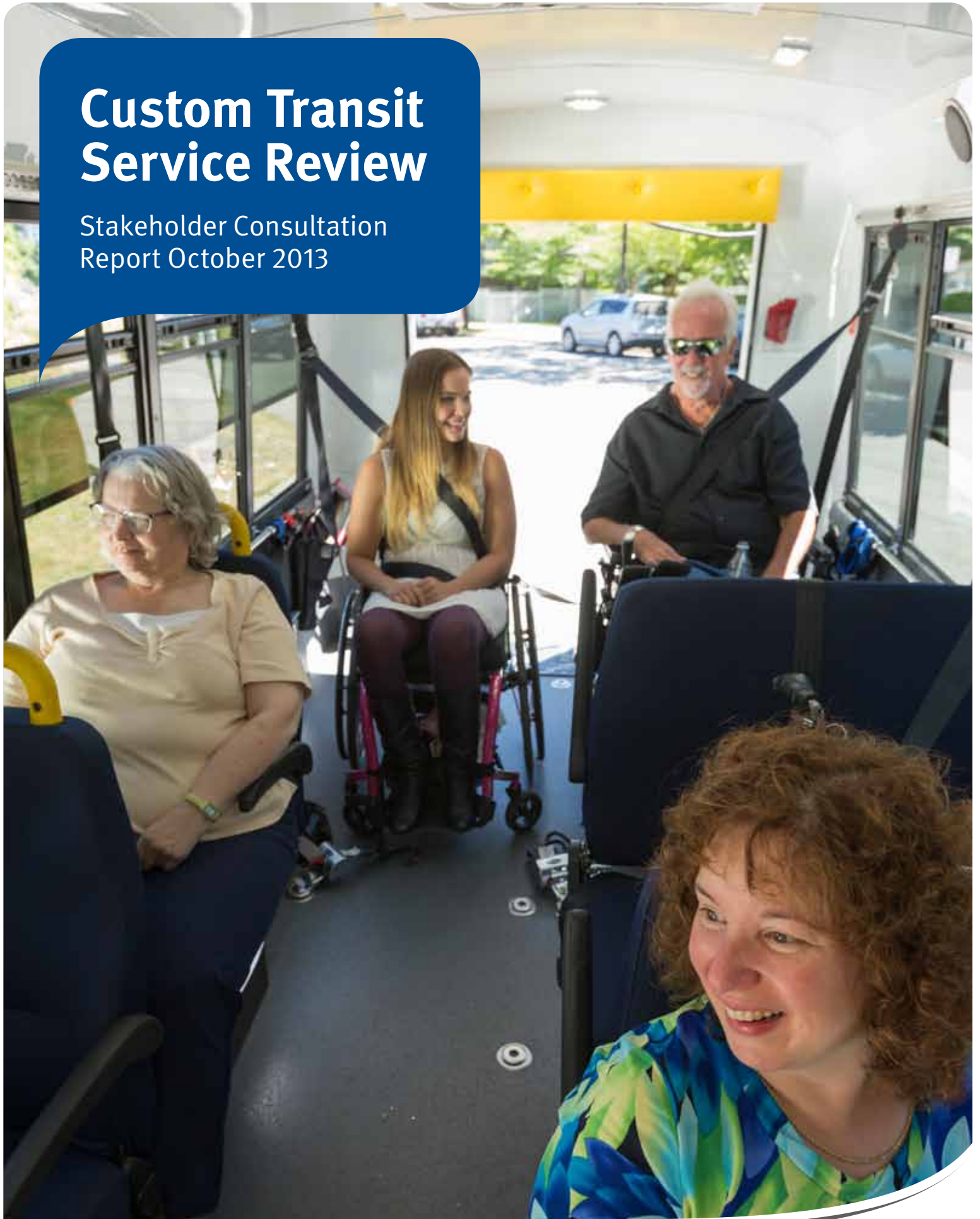


# Custom Transit Service Review

Stakeholder Consultation  
Report October 2013



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## EXECUTIVE SUMMARY

In early 2013, TransLink initiated the Custom Transit Service Review which includes a comprehensive review of Custom Transit services in the region. TransLink's primary objective for this project is to develop a strategy and recommendations for a sustainable service delivery model – and related services - structured to more accurately meet the diverse mobility needs of its users.

The Custom Transit Service Review scope of work is divided into three phases, blending technical work and research with three rounds of stakeholder and public consultation. In late May 2013, the first round of stakeholder consultation took place with 102 stakeholders participating across three workshops held in Surrey, Coquitlam, and Vancouver. The first round of stakeholder consultation was designed to inform stakeholders about the project and allow TransLink to gather feedback from a range of regional stakeholders.

Stakeholder workshops in the second round of consultation were held in late October in Coquitlam and Vancouver. This round of consultation built on what we had heard from the first round of consultation, summarized recent research and technical work to respond to those issues, and focused on two strategies that would potentially improve services and impact customers: a revised registration process and improved coordination of a suite of accessible transit options.

The consultation began with a presentation by the project manager on the first round of consultation's findings, recent technical work, and the two focus areas for the second round of consultation. Stakeholders participated in small group discussions during each of the consultations. The second round of stakeholder meetings ended with an explanation of the next steps. Further consultation process details are available in the Appendices.

## Background

TransLink is committed to providing efficient and effective custom transit services in the region through a dedicated and non-dedicated vehicle fleet; however, at times the diverse mobility needs of persons with disabilities are not always 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. Across North America new and innovative means have been developed to better serve custom transit needs. TransLink is exploring these options to keep pace with the current best practices.

## The Challenge

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

## Project Objective

The goal of the Custom Transit Service Review is to develop a sustainable 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

TransLink is creating strategies to achieve the objectives listed above through researching the best practices of other jurisdictions, reviewing current TransLink processes, and engaging stakeholders and users.

## Key Findings from Stakeholder Workshops

During the stakeholder workshops, using the discussion guide sent in advance and small group discussions, attendees were asked to consider two possible strategies to address many of the issues raised in Round 1. These “draft strategies” were presented as initial ideas for consideration, not formal proposals by TransLink, and thorough discussion of their potential benefits, risks and implementation possibilities ensued during each workshop.

## Revised Registration Process

In this first discussion of a possible “key strategy”, TransLink suggested that a more thorough registration process could assist in allocating resources to better serve people who depend on HandyDART for their transportation needs. Another possible benefit would be to assist those individuals who are able to use conventional transit services when combined with support services such as travel training and trip planning. This possibility was discussed thoroughly with the following concerns being raised by attendees:

### Customer-Friendly

Participants were very concerned that additional requirements or steps in a registration process would make Access Transit less customer-friendly. The rigor of additional elements or steps such as ‘telephone interviews’ and ‘in-person assessments’ was seen as intrusive and not respectful of the applicant or users personal privacy. The perception of further scrutiny made participants feel that TransLink would be asking people with disabilities to “prove” their disability, which is demeaning and unwelcome. Applications were viewed as the least intrusive, while in-person mobility assessments were considered the most intrusive.



## Accessibility

Adding additional steps to become accepted as an eligible access transit user could be a barrier to people using the service, and possibly avoiding it all together. The accessibility of HandyDART and TaxiSavers could be reduced, as a more onerous registration process may be difficult for people who have English as a second language, are hard of hearing, or have difficulty traveling to an in-person assessment.

## Cost Effectiveness

Any additional steps introduced in the registration process need to justify the additional associated costs. The costs associated with the steps beyond the application were flagged due to the requirement of additional staff.

## Customer Tailored

The diverse abilities of Access Transit users should be reflected in the construction of the registration process. Best efforts should be made to accommodate the particular needs of each individual applicant. Medical verification of the specific condition of new applicants or current Access Transit customers are best provided by people they interact with regularly such as their physician or medical practitioner.

## Reduce Redundancy

Information gathered that overlaps with TransLink registration process, such as medical verification for eligibility, should be coordinated throughout the application process to reduce redundancy across government programs. Additional steps in the registration process should build upon information collected in prior steps so to reduce collecting information twice.

## Suite of Services

In this second “key strategy”, TransLink suggested that coordinating more effectively with other providers of accessible transportation options in Metro Vancouver could improve the custom transit service model. Discussion here

focused on whether a better coordinated “suite of services” could offer customers more options when using custom transit, create new programs to support riders, and allow more people with disabilities access to a range of available transportation options in the region. Attendee comments focused on the following:

### **Coordination**

An overarching theme was the challenge of how to best coordinate the range of accessible transportation services across the region. It was suggested that this could be better integrated and coordinated by TransLink or at a more regional level through the municipalities. Regardless of who ultimately coordinates the services to make best use of regional resources, a hope of the users was that riders would be able to have a fully integrated network of accessible transportation options in the region.

### **Reliability**

One concern with transit trips being shifted to non-TransLink modes of transportation is the reliability of service. The reliability of volunteer driver services and family and friends was raised consistently as a concern. Trip purposes that require consistent delivery and pick up times such as appointments and medical trips require high levels of reliability.

### **Quality of Service**

Alternate service providers do not have the same level of training as HandyDART drivers. Taxi drivers were highlighted as a group that could benefit from increased training standards.

### **Resources & Liability**

Additional Capital funding was identified as an incentive to accommodate alternate service providers. A concern was also who would ultimately carry the liability in providing the service to Access Transit users.



## Consistency of service levels

The variance in levels of alternate accessible transit options varies greatly depending on the municipality and user's ability to pay.

# CONSULTATION APPROACH

## Communication & Consultation Activities

The October 2013 stakeholder consultation activities included:

- invitation letters to stakeholders
- discussion guide
- project overview presentation
- two workshop sessions

Further details can be found in Appendix A.

## Stakeholder Workshops

Invitations were emailed to 287 stakeholders to attend one of the three workshops. Stakeholders 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;
- Amalgamated Transit Union, Local 1724
- municipal and regional staff representatives;
- social services agencies;
- additional stakeholders.

The stakeholder workshops began with a project overview presentation given by the project manager with a follow-up question period. After the question and answer period, stakeholders participated in two small group discussions:

1. Improve the current registration process to better match accessible transportation options to individual needs and abilities.
2. Support a “suite of services” that blends together transportation options, providing greater access and mobility across the region.

Feedback received from the small groups was reported back to the larger group by the table facilitators highlighting the top comments from the session’s conversation. 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 the stakeholder workshops held in October 2013. Detailed analysis of results from the consultation can be found in Appendix B.

### Participation Numbers

Overall participation in consultation activities were as follows:

- 87 stakeholders participated in this consultation phase\*;
- Workshops were held in Coquitlam and Vancouver; the previously scheduled Surrey workshop was cancelled due to low registration numbers.
- 51 feedback forms were received.

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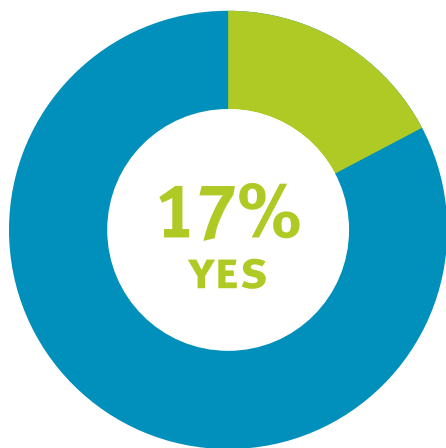
\* Total participation numbers are approximate as participation is tracked through voluntary sign-in forms and individuals may have participated in more than one workshop.

## Participants use and satisfaction with HandyDART

- 14% of stakeholder workshop participants, who completed the comment sheet, use the HandyDART service
- 30% of participants who completed the comment sheet use HandyDART were somewhat or very satisfied with the service, while 41% were either not very or not at all satisfied.

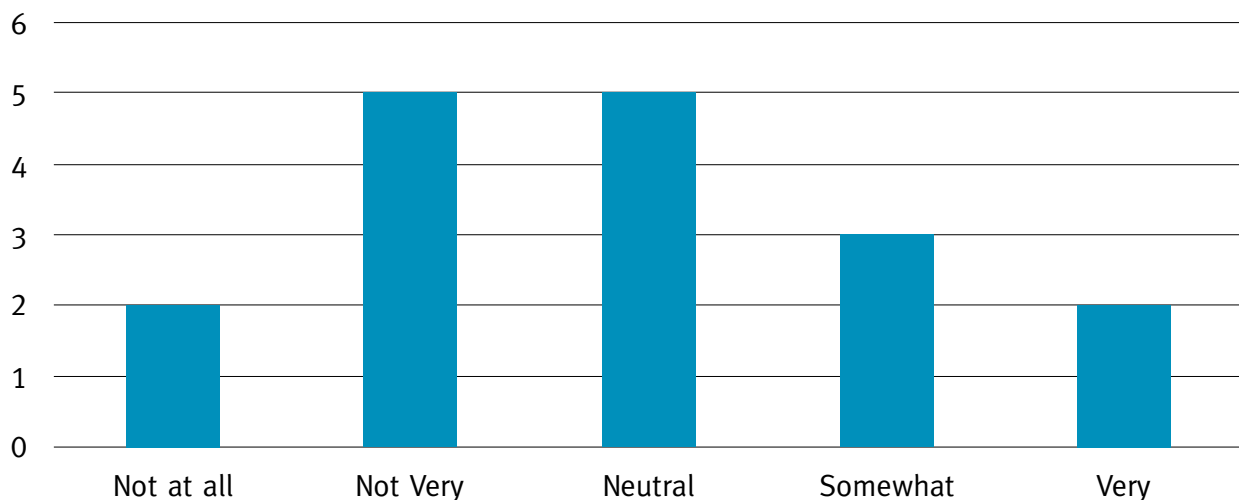
**Figure 1: Percentage of HandyDART users vs. Non-users**

Are you a HandyDART user?



**Figure 2: Satisfaction with HandyDART service**

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



## Stakeholder Workshops

Each workshop had two small group discussions dedicated to stimulating conversation and receiving input from the stakeholders. The two discussions had participants giving feedback on a possible revised registration process and how different trip purposes could match with different transportation options.

## Revised Registration

During the first small group discussion, participants were given an overview of the national standard in registration processes as defined by a Canadian Urban Transit Association (CUTA) report\*\*. The four elements within a registration process may include a paper application, telephone interview, in-person interview, and mobility assessment. Stakeholders were asked to share their supportive comments and concerns for each step.

A broad range of feedback was received and the following recurring themes emerged:

- Invasiveness of registration elements that involve “telephone interviews” and “in-person assessments”
  - Subjectivity of in-person interviewee
  - Impersonal and potentially intimidating process
- Accessibility of the registration process for in-person assessments
  - Language barrier issues
  - Cognitive barrier challenges
  - Physical barrier issues of getting to the facility for in-person assessments
- Costs of additional registration steps for the transit agency specific to ‘telephone interviews’ and ‘in-person assessments’ are high relative to incremental benefits derived
- Customer service aspect of the registration process
  - Process does not need to be “Easy” but it should be “Reliable”

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\*\* Canadian Urban Transit Association. “Specialized Transit Eligibility Certification Programs- Overview of Canadian and U.S. Experience” 2013. Toronto, Ontario. Canadian Urban Transit Association. Web.

- Educational and Information based
- Respectful
- Means to tailor service according to individual needs and abilities
- Developing a client driven process
- Reducing redundancies in the registration process
  - Keep process as simple as possible

## Suite of Services

In the second small group discussion, to better understand how specific trip purposes could be accommodated by improved access to a range of accessible transportation options, TransLink asked participants to describe the barriers that exist for the available accessible transportation options in the region. Through understanding how stakeholders could better use accessible transportation options in the region, collectively, we can make better use of all available resources in an informed, coordinated and integrated approach.

Common responses were:

### HandyDART

- Best for frail or tired users
- Best for people with cognitive challenges
- Preferred option to health based trips
- Most reliable option for essential trips

### TaxiSavers

- Very costly
- Need improved training
- Helpful for more spontaneous travel

## Public Transit Bus/Rail

- Provide partial transportation to conventional transit
- Improve the training to the bus drivers to improve conventional transit accessibility
- Increase user ability to use conventional transit through training and education

## Senior/Health Region/Retirement Home/Day Program Shuttles

- Shuttles are very region specific
- Some shuttles require “membership” eligibility barrier
- Better coordination with TransLink to raise awareness within user groups
- Good for non-essential travel like shopping and socializing
- Good for organized group trips

## Volunteer Drivers

- Not the most reliable form of transportation therefore are not viable for essential trips
- Liability concerns
- Coordinate with Better at Home

## Family & Friends

- Care giver burn out
- Liability concerns
- Difficult for during work hours
- Should assume this is already not an option

## Private Sector Services

- Cost prohibitive



## Feedback on Public Consultation Process

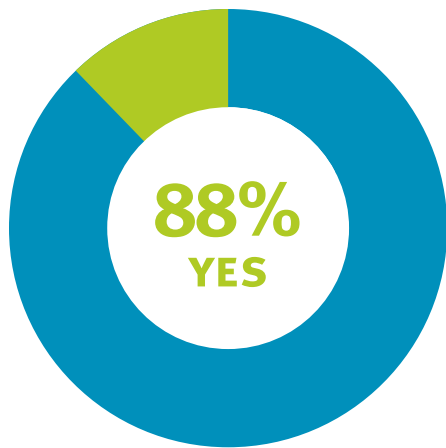
This consultation process was well-received, with a large majority of respondents indicating that the consultation format, process, and information presented were somewhat or very helpful. All feedback on the public consultation process was collected through written feedback forms.

### Consultation Format

- 88% of respondents found the workshop format allowed them to provide their input.

#### Figure 3: Format of workshop allowed input

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

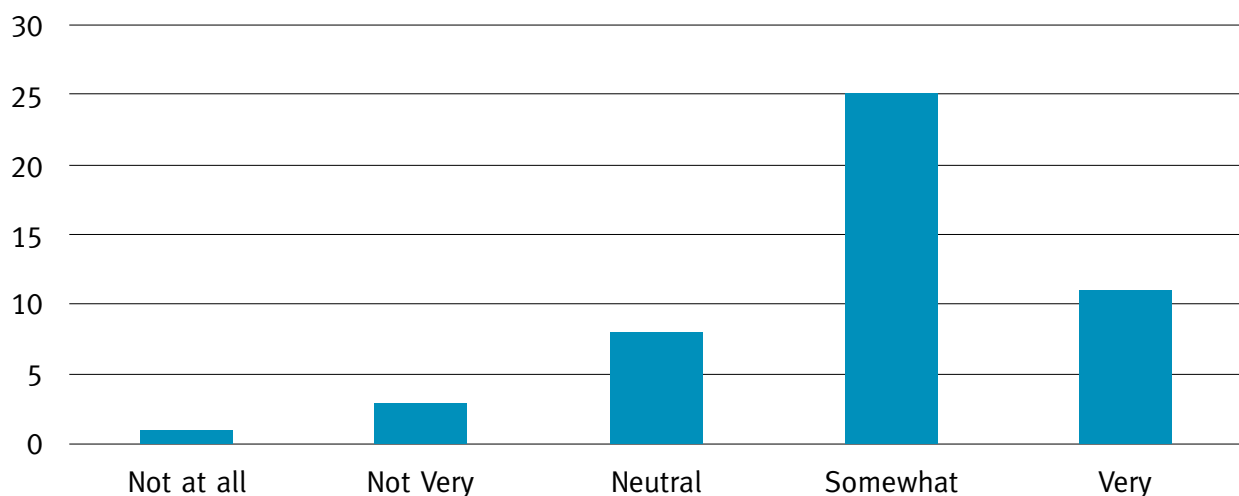


## Information Provided

- 75% of respondents found the workshop somewhat or very informative, while 8% found the information either not very or not at all informative.
- 69% of respondents found the materials provided somewhat or very helpful, while 8% found the materials not very helpful.

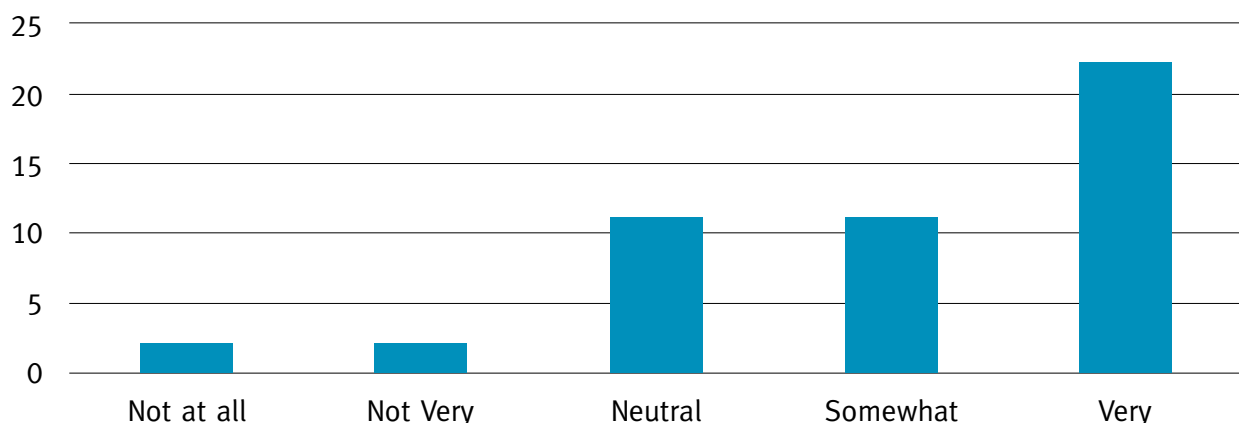
**Figure 4: Workshop was informative**

How informative was the Custom Service Review Workshop?



**Figure 5: Helpfulness of materials**

How helpful were the consultation materials in setting the foundation for the group discussion?

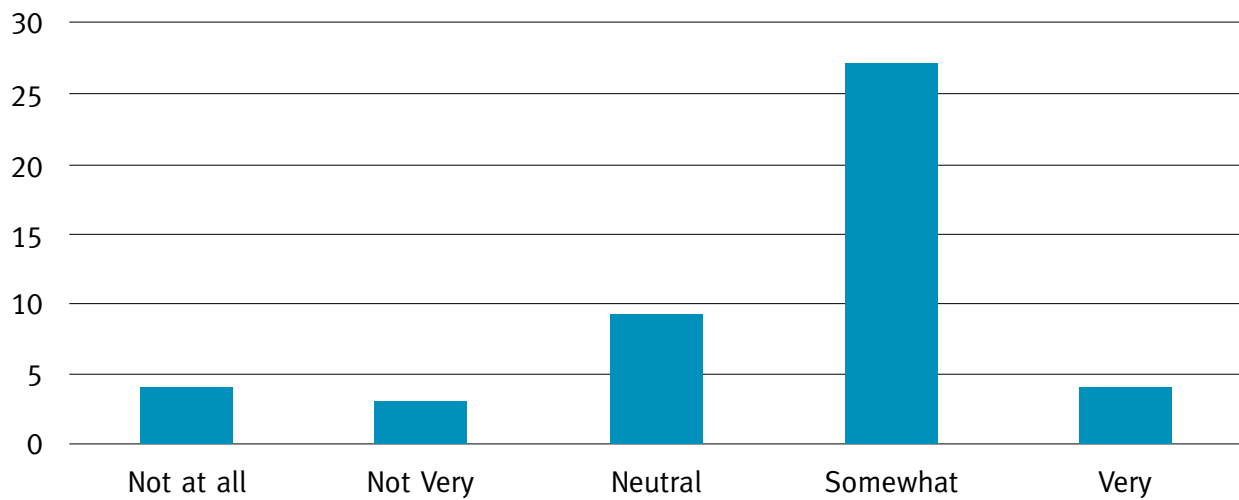


## Consultation Process

- 66% of respondents were somewhat or very comfortable with the consultation process, while 15% were not very or not at all comfortable.
- 90% of respondents either agreed or completely agreed that they had an opportunity to provide feedback, while 4% disagreed.
- 66% of respondents either agreed or completely agreed that they had enough information to provide feedback, while 12% either disagreed or completely disagreed.

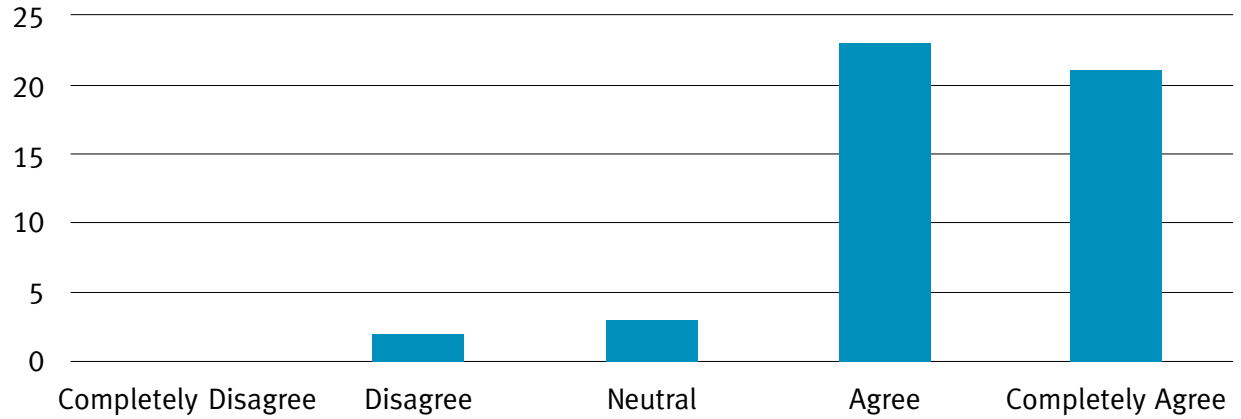
**Figure 6: Comfortable with the consultation process**

How comfortable are you with the consultation process to date which has been established to gather input from stakeholders and users?



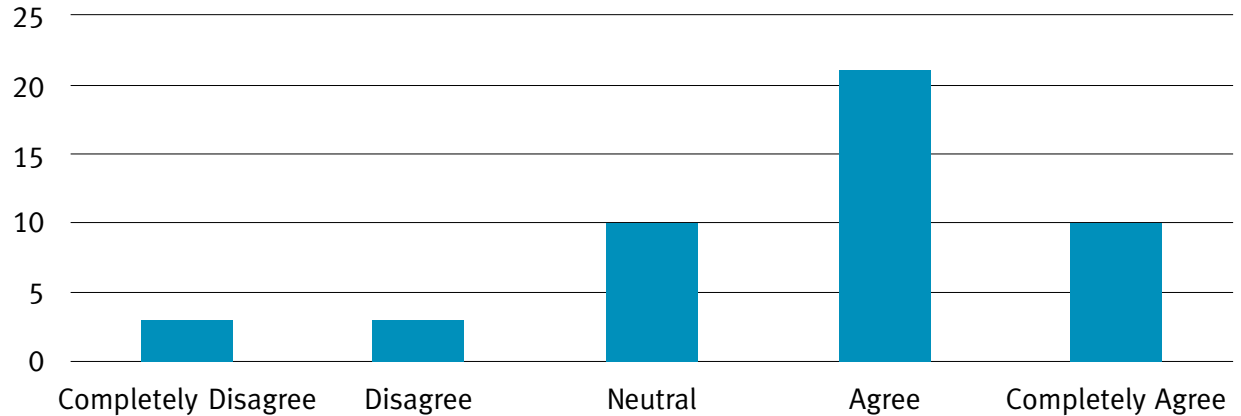
### Figure 7: Opportunity to provide feedback

I was given an opportunity to provide feedback.



### Figure 8: Enough information to provide feedback

I had enough information to provide feedback.

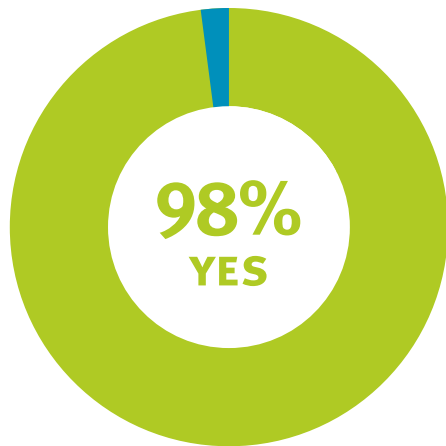


## Appropriate Venue

98% of respondents found the venue suitable for the workshop, while 2% did not find the venue suitable.

### Figure 9: Suitable venue

Did you find the venue suitable for this workshop?







**Custom Transit  
Service Review**  
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# Appendices



## APPENDICES

### **Appendix A. Consultation & 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 & COMMUNICATION ACTIVITIES**

### **Communication Activities**

During the October 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 287 stakeholders, including individuals and organizations, to attend one of the three stakeholder workshops. Due to the limited number of responses for a workshop in Surrey, the event was cancelled. 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;
- Discussion guide

## Schedule of Events

The following table provides details of all consultation events held.

**Table 1: Schedule of stakeholder workshops**

Date	Time	Location	Workshop Attendees
24/10/2013	10:00am – 2:00pm	Simon Fraser University Harbour Centre, 515 West Hastings Street, Vancouver, BC	41
29/10/2013	10:00am – 2:00pm	Executive Inn, 405 North Road, Coquitlam, BC	46

## APPENDIX B. WHAT WE HEARD

### Summary of Stakeholder Meetings

Comments from both the stakeholder session minutes and feedback forms were captured in the following section. For the full capturing of verbatim comments please reference the appended minutes. At stakeholder workshops, participants were encouraged to participate in two discussions. The first discussion had participants provide feedback on what they thought the pros and cons were of all four CUTA cited registration steps. The second discussion had participants comment on where they felt a particular transportation option could work for a specific trip purpose. All comments were written down and clustered to help identify common themes. The following emerged (see table 2, page 25).

## Key Themes from Revised Registration

**Table 2: Summary of comments from revised registration discussion**

Key Theme	Registration Step	Verbatim Comments
Customer Friendly	Application	<ul style="list-style-type: none"> <li>Least invasive</li> </ul>
	Telephone	<ul style="list-style-type: none"> <li>Perceived as invasive; customer might be defensive, argumentative</li> <li>Less invasive than in-home or in-person interviews</li> </ul>
	In Person	<ul style="list-style-type: none"> <li>Too personal, too invasive</li> </ul>
	Mobility Assessment	<ul style="list-style-type: none"> <li>Too invasive on privacy for disabled people</li> </ul>
Accessibility	Application	<ul style="list-style-type: none"> <li>Make it available online</li> <li>Language barriers</li> </ul>
	Telephone	<ul style="list-style-type: none"> <li>Concerned this would create a barrier for ESL clients</li> <li>Will not work well for seniors, a lot them are hard of hearing</li> </ul>
	In Person Mobility Assessment	<ul style="list-style-type: none"> <li>Overwhelming process may discourage users</li> <li>Barrier- ESL, travel to assessment, good days/ bad days, feeling judged, distress, etc.</li> </ul>
Cost Effectiveness	Application	<ul style="list-style-type: none"> <li>May be the most effective use of resources</li> <li>Cost increases to revise.</li> </ul>
	Telephone	<ul style="list-style-type: none"> <li>Cost effective screening process</li> <li>Seems costly and not cost-effective</li> </ul>
	In Person	<ul style="list-style-type: none"> <li>Concern additional staffing costs that could be used towards service delivery</li> </ul>
	Mobility Assessment	<ul style="list-style-type: none"> <li>Too expensive</li> </ul>
Customer Tailored Registration Process	Application	<ul style="list-style-type: none"> <li>No requalification process for permanent conditions</li> </ul>
	Telephone	<ul style="list-style-type: none"> <li>Used to clarify issues from written form</li> </ul>
	In Person	<ul style="list-style-type: none"> <li>May be useful in specific cases</li> </ul>
	Mobility Assessment	<ul style="list-style-type: none"> <li>Should be done by health professional of client's choice</li> </ul>

Key Theme	Registration Step	Verbatim Comments
Reduce Redundancies	Application	<ul style="list-style-type: none"> <li>Application form duplicates many other forms from people with disabilities</li> </ul>
	Telephone	<ul style="list-style-type: none"> <li>Telephone interview only if turned down at paper application</li> </ul>
	Mobility Assessment	<ul style="list-style-type: none"> <li>Redundant- doctor already says they are disabled</li> </ul>

## Key Themes from Suite of Services:

**Table 3: Summary of comments from suite of services**

Trip Purpose	Transportation Mode	Sample Comments
Medical and Dialysis	HandyDART/Bus/Taxi	<ul style="list-style-type: none"> <li>Dialysis and other medical services should take priority</li> <li>Most dependable/consistent</li> </ul>
	Taxis Savers	<ul style="list-style-type: none"> <li>Dialysis and other medical services should take priority</li> <li>Most dependable/consistent</li> </ul>
	Public Transit – Bus/Rail	<ul style="list-style-type: none"> <li>Implement seating priority</li> <li>Improve bus stop accessibility</li> </ul>
	Senior Shuttle	<ul style="list-style-type: none"> <li>Limited availability across the region</li> <li>Higher overhead cost</li> </ul>
	Health Region Shuttles	<ul style="list-style-type: none"> <li>Accessibility across the region</li> <li>Good opportunity to serve medical patients, specifically dialysis</li> </ul>
	Retirement Home	<ul style="list-style-type: none"> <li>Capital costs, liability, operating costs</li> <li>Licensing issues</li> </ul>
	Day Program Shuttle	<ul style="list-style-type: none"> <li>Could be bus coop</li> <li>Coordinate with social activities</li> </ul>
	Volunteer Drivers	<ul style="list-style-type: none"> <li>Could be used for medical trips</li> <li>Not sustainable, high liability and safety issues</li> </ul>
	Family & Friends	<ul style="list-style-type: none"> <li>Nice option when available but should not be used as sole source</li> <li>Offensive to individual</li> </ul>
	Private Sector Services	<ul style="list-style-type: none"> <li>Too expensive</li> </ul>



Trip Purpose	Transportation Mode	Sample Comments
Education and Work	HandyDART/Bus/Taxi	<ul style="list-style-type: none"> <li>• Offer taxis during non-peak hours</li> <li>• Increase rides by increasing taxis and taxi savers</li> </ul>
	Taxis Savers	<ul style="list-style-type: none"> <li>• Reduce user payment from 50% to 20%</li> <li>• Taxis have a place, allow for flexibility</li> </ul>
	Public Transit – Bus/Rail	<ul style="list-style-type: none"> <li>• Improve driver training, wait till individual is seated</li> <li>• Reserve wheel chair seat for people with disabilities</li> </ul>
	Senior Shuttle	<ul style="list-style-type: none"> <li>• Group trips with multiple community programs and medical appointments</li> <li>• Driver training required to ensure consistent safety</li> </ul>
	Health Region Shuttles	<ul style="list-style-type: none"> <li>• Group trips for medical appointments</li> </ul>
	Retirement Home	<ul style="list-style-type: none"> <li>• Limitations on service provided e.g.: outings, shopping, etc.</li> <li>• Provide orientation of service</li> </ul>
	Day Program Shuttle	<ul style="list-style-type: none"> <li>• Works for same regular times</li> </ul>
	Volunteer Drivers	<ul style="list-style-type: none"> <li>• Utilize programs such as BEST and Better at Home and partner with Ministry of Health</li> </ul>
	Family & Friends	<ul style="list-style-type: none"> <li>• Can only provide limited service during certain times</li> <li>• Unreliable</li> </ul>
	Private Sector Services	<ul style="list-style-type: none"> <li>• Cost prohibitive</li> <li>• Services currently provided by several organizations</li> </ul>

Trip Purpose	Transportation Mode	Sample Comments
Day Programs and Workshops	HandyDART/Bus/Taxi	<ul style="list-style-type: none"> <li>• Provide fixed shuttle route to specific locations</li> <li>• Allows freedom versus booking in advance</li> </ul>
	Taxis Savers	<ul style="list-style-type: none"> <li>• Reduce user fee for service, increase \$100 limit to \$300 per month</li> <li>• Support cost based trips</li> </ul>
	Public Transit – Bus/Rail	<ul style="list-style-type: none"> <li>• Enforce seating priority</li> <li>• Increase training for conventional transit</li> </ul>
	Senior Shuttle	<ul style="list-style-type: none"> <li>• Provide information about available services</li> </ul>
	Health Region Shuttles	<ul style="list-style-type: none"> <li>• Limited service for outings, shopping, etc.</li> </ul>
	Retirement Home	<ul style="list-style-type: none"> <li>• Limited service coverage</li> <li>• Capital investment required</li> </ul>
	Day Program Shuttle	<ul style="list-style-type: none"> <li>• No funding available</li> <li>• Day program shuttles could be used</li> </ul>
	Volunteer Drivers	<ul style="list-style-type: none"> <li>• License, liability, and insurance requirements</li> <li>• Informal and would require a lot of support</li> <li>• Better at home for 65+ currently offering this service</li> </ul>
	Family & Friends	<ul style="list-style-type: none"> <li>• Liability and insurance concerns</li> <li>• Driver availability</li> </ul>
	Private Sector Services	<ul style="list-style-type: none"> <li>• Income dependent</li> </ul>

Trip Purpose	Transportation Mode	Sample Comments
Shopping, Church*, and Recreation	HandyDART/Bus/Taxi	<ul style="list-style-type: none"> <li>• Use school buses during peak hours</li> <li>• Allow class 4 trained drivers to use non-utilize HandyDART vehicles</li> </ul>
	Taxis Savers	<ul style="list-style-type: none"> <li>• Use only in emergencies</li> </ul>
	Public Transit – Bus/Rail	<ul style="list-style-type: none"> <li>• Operator and other passenger training for behaviour</li> <li>• Preferred method if client can use it</li> </ul>
	Senior Shuttle	<ul style="list-style-type: none"> <li>• Day trips - random/odds and ends</li> </ul>
	Health Region Shuttles	<ul style="list-style-type: none"> <li>• “one stop shop” for information – to promote independence</li> </ul>
	Retirement Home	<ul style="list-style-type: none"> <li>• Good for organized group trips</li> </ul>
	Day Program Shuttle	<ul style="list-style-type: none"> <li>• Works for same regular times</li> <li>• Partnering</li> </ul>
	Volunteer Drivers	<ul style="list-style-type: none"> <li>• Special occasion event</li> <li>• No good, risk for volunteer driver not properly trained</li> </ul>
	Family & Friends	<ul style="list-style-type: none"> <li>• Most frequent service type for these trips</li> <li>• Too conditional</li> </ul>
	Private Sector Services	<ul style="list-style-type: none"> <li>• Expensive</li> </ul>

\* Refers to religious organizations.

## APPENDIX C. COMMUNICATION MATERIALS

### Stakeholder Invitation (example)



October 2, 2013

Hello,

TransLink is reviewing its custom transit service – door-to-door transit services, such as HandyDART, for people with disabilities – to make the service better for customers and operate more efficiently.

The first round of consultation took place in May 2013, with more than 100 participants providing a range of feedback on TransLink's services.

You are cordially invited to the second round of stakeholder engagement for the Custom Transit Service Review. TransLink has been exploring custom transit strategies that can address the issues and areas for improvement raised by participants in the first round of consultation. We are now asking you to join us in conversation on these strategies to help better inform our final recommendations.

**Save the dates! Stakeholder workshops are scheduled for October 24, 26, and 29 at three venues across the region.**

Workshops:

Date	Location	Time
Thursday October 24, 2013	<a href="#">Rooms 1400-1420 SFU Harbour Centre 555 W Hastings Street, Vancouver</a>	Registration: 9:45 am Workshop: 10:00 am – 2:00 pm
Saturday October 26, 2013	<a href="#">Room 120 Surrey City Centre Library 10350 University Dr. Surrey</a>	Registration: 10:15 am Workshop: 10:30 am – 2:30 pm
Tuesday October 29, 2013	<a href="#">Ballroom, Executive Plaza Hotel 405 North Road, Coquitlam BC, V3K 3V9</a>	Registration: 9:45 am Workshop: 10:00 am – 2:00 pm

You are invited to attend the workshop most suited to your schedule and location. Lunch will be provided.





Please RSVP by Monday October 21, 2013 to [Vincent Gonsalves](mailto:vincent.gonsalves@translink.ca), Community Relations Coordinator, stating your workshop preference. RSVPs can be sent via email to [vincent.gonsalves@translink.ca](mailto:vincent.gonsalves@translink.ca) or by telephone: 778-375-7661.

The workshop agenda and discussion guide will be emailed to you closer to the event dates. The discussion guide will help inform the consultation discussion through providing background and supplementary information. Details about the first round of consultation and the Custom Transit Service Review process to date can be found on [TransLink's Custom Transit Service Review website](#).

Kind regards,

A handwritten signature in blue ink that reads "Gonsalves".

Vincent Gonsalves  
TransLink Community Relations Coordinator  
Tel: 778-375-7661



## List of Stakeholder Groups Contacted

**Table 4: List of stakeholders contacted**

411 Seniors Centre Society	Inclusion
Abbotsford Regional Hospital	Burnaby Multicultural Society
Adult Learning Development Association	Burnaby Seniors Planning Table
Affiliation of Multicultural Societies And Service Agencies In BC	Canadian Business For Social Responsibility
Alzheimer Society of BC	Canadian Centre For Policy Alternatives
Amalgamated Transit Union (ATU)	Canadian Deafblind Association (BC Chapter)
Amyotrophic Lateral Sclerosis (ALS) Society of BC	Canadian Mental Health Association, BC Division
Arthritis Society BC And Yukon Division	Canadian National Institute For The Blind
BACI Advocacy Committee	Cascadia Society For Social Working
Back In Motion Inc.	Cerebral Palsy Association
BC Aboriginal Network On Disability	Christinas Daycare
BC Blind Sports	Citizens For Accessible Neighbourhoods
BC Business Council	City of Burnaby
BC Centre For Ability	City of Burnaby Social Issues Committee
BC Coalition of People With Disabilities	City of Coquitlam
BC Council For Families	City of Coquitlam Universal Access
BC Epilepsy	City of New Westminster Seniors Advisory Committee
BC Federation of Labour	City of New Westminster Special Services And Access Committee
BC Institute of Technology	City of Pitt Meadows
BC Ministry of Social Development	City of Port Coquitlam
BC Rehab Foundation	City of Port Moody Community Care Committee
Better Environmentally Sound Transportation	City of Richmond Community Services Advisory Committee
Bowen Island Health Resource Centre	City of Richmond Seniors Advisory Committee
Bridges To The Future And Musclefacts Youth Program, BC/Yukon	
Burnaby Association For Community	

City of Surrey

City of Surrey Social Planning Advisory Committee

City of Vancouver

City of Vancouver Persons With Disabilities Accessibility Advisory Committee

City of Vancouver Seniors Advisory Committee

Clover Valley Industries

Coast Foundation Society

Coast Mental Health Foundation

Community Integration Services Society

Community Living BC - Burnaby/Port Moody

Community Living Society

Community Options

Community Ventures Society

Connections

Corporation of Delta

Council of Senior Citizens Organizations of BC

Deafblind Services Society

Delta Community Living Society

Delta Seniors Advisory Committee

Delta Seniors Community Planning Table

Delta View Crossroads Habilitation Center

Deltaassist

Developmental Disabilities Association

Disability Resource Network

District of Maple Ridge

District of North Vancouver Transportation Planning Advisory Committee

District of West Vancouver

Family Gathering Place

Family Services of Greater Vancouver

Fraser Basin Council

Fraser Health Authority

Fraser Institute

Fraserside Community Services Society

G.F. Strong

Gordon Neighbourhood House

Greater Vancouver Community Services Society

Guide Dogs For The Blind, Inc.

Hawthorne Tower

Health And Home Care Society of BC

Health Employers Association of BC

Heart And Stroke Foundation (BC Chapter)

Inclusion BC

Jewish Senior Alliance

Katzie Seniors Network

Kennedy Seniors Recreation Centre

Kidney Foundation of Canada

Kinsmen Retirement Centre, Kin Village

KinVillage

Kwantlen

L"Chaim Adult Day Centre

Langley Adult Day Program

Langley Association For Community Living

Langley Pos-Abilities Society

Langley Seniors Community Action Table

Langley Seniors Resource Society

Learning Disabilities Association of BC

Life Skills Centre

Little Mountain Neighbourhood House	Planned Lifetime Advocacy Network (plan)
Mainstream Association For Proactive Community Living	PosAbilities
Maple Ridge And Pitt Meadows Municipal Advisory Committee On Accessibility Issues	Progressive Intercultural Community Services Society
Mature Action Community	Residences For Independent Living
Mckee Seniors Recreation Centre	Richmond Kinsmen Adult Day Center
Member of Burnaby Seniors	Richmond Seniors Network
Mental Health Action Research And Advocacy Association of Greater Vancouver	Richmond Society For Community Living
Metro Vancouver	Richmond/East Vancouver Community Dialysis Units
Milieu Family Services	Ridge Meadows Assn For Community Living
Ministry of Health	Royal Columbian Hospital
Mosaic BC	Scott Road Connections
Multiple Sclerosis Society of BC	Semiahmoo Peninsula Seniors Community Planning Table
Muscular Dystrophy Canada	Seniors' Advisory Committee Subcommittee on Transportation & Mobility
MVT Canadian Bus Inc.	Seniors Community Planning Table
Neil Squire Society	Seniors In The Communities Committee - North Shore
Nelson/Nygaard (custom Transit Consultant)	SHARE Family & Community Services Society
New Roots/West End ADC Society	Silver Harbour Seniors' Activity Centre
New Westminster Seniors Society	Simon Fraser Society For Community Living
Newton Community Dialysis Unit	Sn Transport Ltd.
Newton Community Renal Unit	Social Planning and Research Council
Newton Seniors Centre	Sources - Disability Advocacy Program
North Shore Connexions Society	South Burnaby Neighbourhood House
North Shore Disability Resource Centre	South Vancouver Seniors HUB Council
Pacific Developmental Pathways	Spectrum Society For Community Living
Panorama Community Dialysis Centre	Spinal Cord Injury Association (bcpa)
Parent Support Group - Families of Mentally Handicapped Adults Society	Squamish Climate Action Network
Pics Assisted Living Day Program	St. Paul's Hospital



SUCCESS Multi Level Care Society  
Surrey Access for All Committee  
Surrey Association For Community Living  
Surrey Memorial Hospital  
Surrey Planning Table  
Surrey Seniors Community Planning Table  
The Cerebral Palsy Association of BC  
Tourism Vancouver  
Township of Langley  
Transport Canada  
United Way  
University Of British Columbia  
Users Advisory Council  
Vancouver and North Shore Community  
Dialysis  
Vancouver Coastal Health Authority  
Vancouver Foundation  
Visual Communications  
Voiceprint  
Voices Of Burnaby Advocate  
Volunteer Transit Consultant  
West End Seniors' Network Society  
Western Economic Diversification Canada  
Western Institute For The Deaf And Hard of Hearing  
White Rock Seniors Come Share Society  
Wilson Centre Seniors' Advisory Association

# 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). Your feedback is valuable and we would ask that you please complete the following feedback form related to the information presented in the second round of stakeholder consultation.

1. Are you a HandyDART User?

Yes       No    Other:(please explain) \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

2. 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

3. How comfortable are you with the consultation process to date which has been established to gather input from stakeholders and users?

Very comfortable                       Somewhat comfortable                       Neutral  
 Not at all comfortable                       Not very comfortable

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

4. The workshop format allowed me to provide the input I 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. TransLink is exploring ways to improve the current registration process to match accessible transportation options to individual needs and abilities. Do you have any comments on this strategy? \_\_\_\_\_

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

7. TransLink is exploring ways to support a suite of services that blends together transportation options, providing greater access and mobility across the region. Do you have any comments on this strategy? \_\_\_\_\_

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

8. How helpful were the discussion guide, display boards, and presentations in setting the foundation for the group discussion?

- Very helpful       Somewhat helpful       Neutral  
 Not very helpful       Not at all helpful

9. I found the venue suitable for this workshop?

- Yes       No



# Custom Transit Service Review Workshop Feedback Form

10. I was given an opportunity to provide my feedback

- Completely disagree     Disagree     Neutral  
 Agree     Completely agree

If you disagree, how could it have been improved? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

11. I had enough information to provide feedback

- Completely disagree     Disagree     Neutral  
 Agree     Completely agree

If you disagree, how could it have been improved? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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)

*TransLink collects, and may use and disclose, personal information for the consultation process and other related public and stakeholder engagement activities of the Custom Transit Service Review in accordance with provisions of Part 3 of the Freedom of Information & Protection of Privacy Act. Questions about the consultation process can be directed to TransLink by telephone at 778.375.7661 or by email at [vincent.gonsalves@TransLink.ca](mailto:vincent.gonsalves@TransLink.ca). Questions about the collection, use and disclosure of information can be directed to <http://www.translink.ca/privacypolicy> or to the TransLink Privacy Officer, 400-287 Nelson's Court, New Westminster, BC V3L 0E7 or 778.375.7500 or to [Privacy@TransLink.ca](mailto:Privacy@TransLink.ca).*

