Coast Mountain
Bus Company

INTER-OFFICE MEMO

DATE: August 21, 2025

TO: Collee Fee
                  Manager, Information Access, TransLink

FROM: Jared Cadiz
                  Senior Analyst, Access Transit Service Delivery

SUBJECT: **FOI Request 2025/334**

In response to the above access request, please see the data for the request below:

1) *How many taxi trips were completed for the HandyDart service in 2023?*

   Please refer to the HandyDART Service Performance Review 2023.

   HandyDART Service Performance reviews are archived online at
   https://www.translink.ca/plans-and-projects/strategies-plans-and-guidelines/managing-the-transit-network

2) *What was the total dollar amount spent on taxis for HandyDart in 2023?*

   $6,994,184

3) *What were the total taxi trips completed for the HandyDart service 2024?*

   Please refer to the HandyDART Service Performance Review 2024.

4) *What was the total dollar amount spent on taxis for handyDart in 2024?*

   $7,028,576.79

5) *How many taxi trips were completed for HandyDart from Jan.1/ 2025 to July 31/ 2025?*

   188,821

6) *What was the dollar amount spent on taxis from Jan. 1/25 to July 31/25?*

$4,835,043.97

7) *How many denied HandyDart trips in 2023?*

Please refer to the HandyDART Service Performance Review 2023.

8) *How many refused trips on HandyDart in 2023?*

Please refer to the HandyDART Service Performance Review 2023.

9) *How many unaccommodated trips on HandyDart in 2023?*
22,995

10) *How many denied HandyDart trips 2024?*

Please refer to the HandyDART Service Performance Review 2024.

11) *How many refused trips on HandyDart in 2024?*

Please refer to the HandyDART Service Performance Review 2024.

12) *How many unaccommodated trips on HandyDart in 2024?*

21,703

13) *How many denied HandyDart trips from Jan.1/25 to July 31/25?*

1,831

14) *How many refused HandyDart trips from Jan.1/25 to July 31/25?*

2,004

15) *Last question: is there any other terminology used for trips on HandyDart that are not completed?*

HandyDART uses the terminology "undelivered" for trips on HandyDART that are not completed.