
HandyDART Taxi Pilot

In April 2013, TransLink began a pilot project that uses taxis to provide some HandyDART trips. This backgrounder gives an overview of the pilot and how it affects HandyDART customers.

What is the taxi pilot?

The taxi pilot is a project that takes about 10,000 hours of HandyDART service usually delivered by HandyDART vehicles and moves these to taxis (less than two per cent of annual HandyDART service hours). Taxis provide this service primarily in areas and at times when our regular vehicles are not very full. Under this pilot, those who are able to make a trip by taxi on these select routes will have that service, which can lead to even more trips on taxis for others who might otherwise be denied their trips.

How does the taxi pilot work?

As a HandyDART customer, you are probably used to being picked up for your trip by one of our yellow and blue HandyDART vehicles. As part of the taxi pilot, you might instead be picked up by a taxi if it is appropriate for your needs.

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. The drivers in the taxi companies that are part of the pilot receive training through our HandyDART service provider, which includes passenger assistance, securement and safety training. When you have questions, comments or complaints, you should still contact HandyDART customer service at 604-575-6600.

What is the impact of the taxi pilot?

Many of our customers will experience more service because we will be able to provide additional trips. We expect to be able to provide about 7,000 more overall customer trips as a result of this pilot. Many HandyDART customers will receive some trips that would otherwise be denied.

What is the purpose of the taxi pilot?

HandyDART trip bookings are based on customer demand and, as more and more customers use the service, demand keeps going up. Unfortunately, this means that we now deny more



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requests, which is a big concern for us. We are trying to find ways to provide more trips with existing funding and resources, and the taxi pilot is one way of doing this.

The use of taxis to provide HandyDART trips is not new. Over the past five years, taxis were used for more than 20,000 HandyDART trips in Metro Vancouver each year. Across Canada, many other transit service agencies now also provide many specialized transit trips with taxis.

What happens next?

This is a pilot, so we are closely monitoring the impact to our customers and to HandyDART services. We will evaluate the project, and the results will inform any future decisions about the use of taxis to provide HandyDART service.

For more information on the taxi pilot project, please contact:

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