

Custom Transit Service Review

Stakeholder Consultation
Report June 2014



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EXECUTIVE SUMMARY

TransLink and Coast Mountain Bus Company are reviewing its Custom Transit Services to help address ongoing challenges in fulfilling HandyDART trips and to plan for the anticipated increase in future demand. The review will help people with disabilities get where they need to go, now and in the future, by determining a strategy and recommendations for a sustainable service delivery model to more effectively serve the needs of customers with disabilities. Throughout the consultation process, TransLink has focused on four key project objectives:

- More efficiently meets the transportation needs of people with disabilities.
- Addresses growing demand.
- Makes best use of available resources.
- Keeps pace with custom transit best practices.

The review engaged people who use and are involved with Custom Transit to help ensure customers' needs are fully considered. The review is also considering current TransLink and Coast Mountain Bus Company processes and effective practices used in other jurisdictions.

Round three of the stakeholder consultation process for the Custom Transit Service Review was completed on June 20, 2014. The first two rounds of consultation for the review took place in May and October of 2013. Approximately 300 stakeholders were invited to participate in this consultation from multiple agencies across Metro Vancouver.

In May 2013, the first round of consultation was held consisting of three workshops. Providing TransLink with an opportunity to inform stakeholders about the review and to gather input from them on the Custom Transit Service program. These workshops were held in Surrey, Coquitlam, and Vancouver after extensive promotion to TransLink stakeholders; a total of 102 people participated.

In the second round of consultation, held in October 2013, 87 stakeholders were asked to provide feedback on recent research, technical work and a strategic framework developed by the project team. At the workshop, stakeholder feedback was gathered through small group discussions focused on the following two key areas; registration process for custom transit services, and improved coordination of a suite of accessible transit options.

Round 3 was based on the feedback received during the first and second rounds of consultation combined with targeted sessions with disability advocacy groups and broader government stakeholders and agencies. TransLink developed the following nine recommendations on how to improve Custom Transit services:

- a. optimize scheduling window for booking trips
- b. new waitlist process - more convenient and effective
- c. technology enhancements
- d. agency outreach to better coordinate pick up and drop off times so that more people can get rides to and from health and wellness programs
- e. reduce the number of unfilled seats due to late cancellations to increase trip availability
- f. increase use of other accessible transportation options
- g. continued improvements in conventional transit accessibility
- h. enhance TaxiSaver Program
- i. enhance registration and travel and training program

These recommendations were presented to the TransLink Users' Advisory Committee and a smaller group of stakeholders to validate the approach, before being shared with a broader group of 53 stakeholders at two interactive workshops held in Coquitlam and Vancouver. Participating stakeholders expressed significant support and endorsement for the recommendations.

Background

TransLink is committed to providing efficient and effective custom transit services in the region through a dedicated and non-dedicated vehicle fleet; however, 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 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 and recommendations to achieve the objectives listed above by researching the best practices of other jurisdictions, reviewing current TransLink processes, and engaging stakeholders and users.

Key Findings from Stakeholder Workshops

In round 3 of the review, stakeholders participated in two small group discussions. Discussion #1 focused on the increased use of taxis to provide more trips for HandyDART customers. Discussion #2 focused on how to reach

HandyDART customers and share information about the Custom Transit Service Review.

Small group discussion #1 was divided into two sections. The first section of the discussion was based on the following statement:

The existing HandyDART service delivery model uses taxis to provide customers with a shared ride door-to-door service based on their needs and abilities.

Facilitators asked stakeholders the following two questions:

Question #1: What are the issues that you feel TransLink must address to improve the HandyDART service through the increased use of Taxis?

Question #2: What type of information would be valuable for HandyDART customers to know when receiving their door-to-door shared ride service by HandyDART through a taxi?

The second part of discussion #1 asked participants to identify when a customer would be considered unable to use a sedan or an accessible taxi:

The use of Taxis within the HandyDART service delivery model provides an important service and a critical role. In rare circumstances, a HandyDART customer may be unable to use a sedan or an accessible taxi.

Question #3: What could these circumstances be and how could they be addressed?

Small group discussion #2 asked stakeholders how to reach HandyDART customers and share information. The following suggestions were provided to initiate the discussion; mail out to HandyDART customers highlighting the changes, brochure highlighting changes, presentation to HandyDART customers, webinar to coordinators, small group presentations to coordinators, and other.

Each of the small group discussions gave stakeholders an opportunity to share their feedback about the recommendations. The following bullets provide a summary of what was heard. Detailed feedback received is noted in the stakeholder meeting minutes.

Small Group Discussion #1

The existing HandyDART service delivery model uses taxis to provide customers with a shared ride door-to-door service based on their needs and abilities.

Question #1: What are the issues that you feel TransLink must address to improve the HandyDART service through the increased use of Taxis?

- Drivers to be trained and educated to provide the appropriate level of service for individual user needs. Specific training to be provided for individuals with visual impairments.
- Taxis to be clearly identified when providing HandyDART service.
- Taxis to provide accessible door-to-door service.
- Service standards and accountability to be established.
- Driver incentives to be provided by the HandyDART service.
- Only trained drivers to provide HandyDART service
- Language barriers to be addressed.
- A complaints process independent from the service provider to be established.
- Vehicle type to appropriately match client needs and mobility equipment.
- Customers should be informed whether they will be picked up by a taxi or HandyDART vehicle.

Question #2: What type of information would be valuable for HandyDART customers to know when receiving their door-to-door shared ride service by HandyDART through a taxi?

- The form of payment including whether a tip is included should be confirmed.
- Taxi identification needs to be confirmed.
- HandyDART customer must be informed whether the taxi driver has been appropriately trained to provide the same level of service as a HandyDART driver.
- Confirmation of when the taxi will be dispatched should be provided at the time of booking.
- Taxi driver should be informed of who the client is.
- Client should be informed of who the taxi driver is.
- The destination provided when booking a taxi should not be changed on route.
- Notification should be provided to the client five minutes before pick up.

The use of Taxis within the HandyDART service delivery model provides an important service and a critical role. In rare circumstances, a HandyDART customer may be unable to use a sedan or an accessible taxi.

Question #3: What could these circumstances be and how could they be addressed?

- Customers with developmental, physical or cognitive disabilities are not able to use an accessible taxi.
- Individuals with code 99 disability should have the option of choosing to only use HandyDART.
- Clients who have verbal disabilities or quieter by nature.
- Mobility limitations should be assessed.
- Gender and cultural circumstances should be considered.
- Caregiver recommendations are an important consideration.
- Post dialysis/other medical treatment.

Small Group Discussion #2

Question #4: How can we reach HandyDART customers and share information?

(mail out to HandyDART customers highlighting the changes, brochure highlighting changes, presentation to HandyDART customers, webinar to coordinators, small group presentations to coordinators, and other)

- place a brochure on a HandyDART bus and deliver copies of the brochure to agencies such as doctors' offices and seniors service providers
- small group presentations to organization coordinators
- presentation to users
- webinar for coordinators
- social media
- presentations at community events
- presentations to user groups
- develop a smartphone app
- ensure drivers are fully informed of the service

CONSULTATION APPROACH

Communication and Consultation Activities

The June 2014 stakeholder consultation activities included:

- invitation letters to stakeholders
- project recommendations presentation and discussion at two stakeholder workshops

Further details can be found in Appendix A.

Stakeholder Workshops

Invitations were emailed to over 300 stakeholders to attend one of the two round 3 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 summary of the consultation and technical work to date given by the project manager. The project manager then provided a high level summary of the nine major recommendations stemming from the previous 18 months of project work. The nine recommendations were divided into the following two groupings:

Grouping #1: Increasing trip availability

- expanding the scheduling window for booking trips
- new waitlist process – more convenient and effective
- enhance technology to increase trip availability
- coordination with agency programs to accommodate unmet trips during peak time
- reduce cancellations to increase trip availability
- increase use of other accessible transportation options

Grouping #2: Enhancing the customer experience across the system

- use of conventional transit – continued improvements in accessibility
- enhanced TaxiSaver Program
- enhanced registration and travel training program

After each grouping presentation, stakeholders were given an opportunity to ask questions about the recommendations. All the questions and feedback were captured in the meeting minutes.

Targeted Stakeholder Meetings

In addition to the formal stakeholder sessions, several informal stakeholder meetings were held to capture input and feedback on the strategies and recommendations. These meetings were very valuable because they provided an opportunity to engage others and explore specific areas of interest and areas of risk outlined in the strategies and recommendations.

Informal one-on-one and small group meetings included a broad range of stakeholders including:

- HandyDART Users
- disability advocacy organizations
- seniors advocacy organizations
- health regions
- municipal interest groups
- Ministry of Transportation and Infrastructure
- Passenger Transportation Board
- taxi industry associations
- Amalgamated Transit Union representatives
- peer specialized transit agencies
- TransLink executive committee and steering committee members

WHAT WE HEARD

This section provides a summary of the results from input received through the stakeholder feedback form which was distributed at the workshops.

Participation Numbers

Overall participation in consultation activities were as follows:

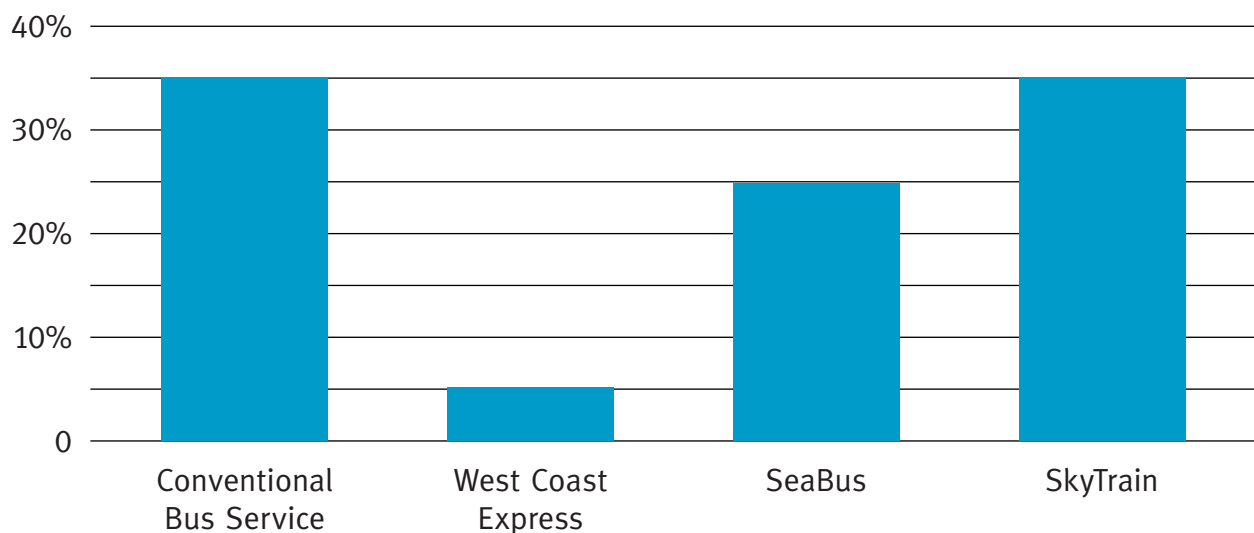
- 53 stakeholders participated in this consultation phase*.
- Broad group of regional stakeholders through an informal ‘coffee chat’ session.
- Workshops were held in Coquitlam and Vancouver.
- 23 feedback forms were received at the workshops and through mail and email following the workshop.

Participants who use and don’t use the service, and how often

- 13% of the stakeholders, who participated in the workshop and completed the feedback form, use the HandyDART service. 87% of the stakeholders who attended the workshop and completed the feedback form do not use HandyDART.
- Two participants who completed the feedback form use HandyDART several times a week.

Figure 1: What other TransLink services do you use?

What other TransLink services do you use? Please check all that apply.



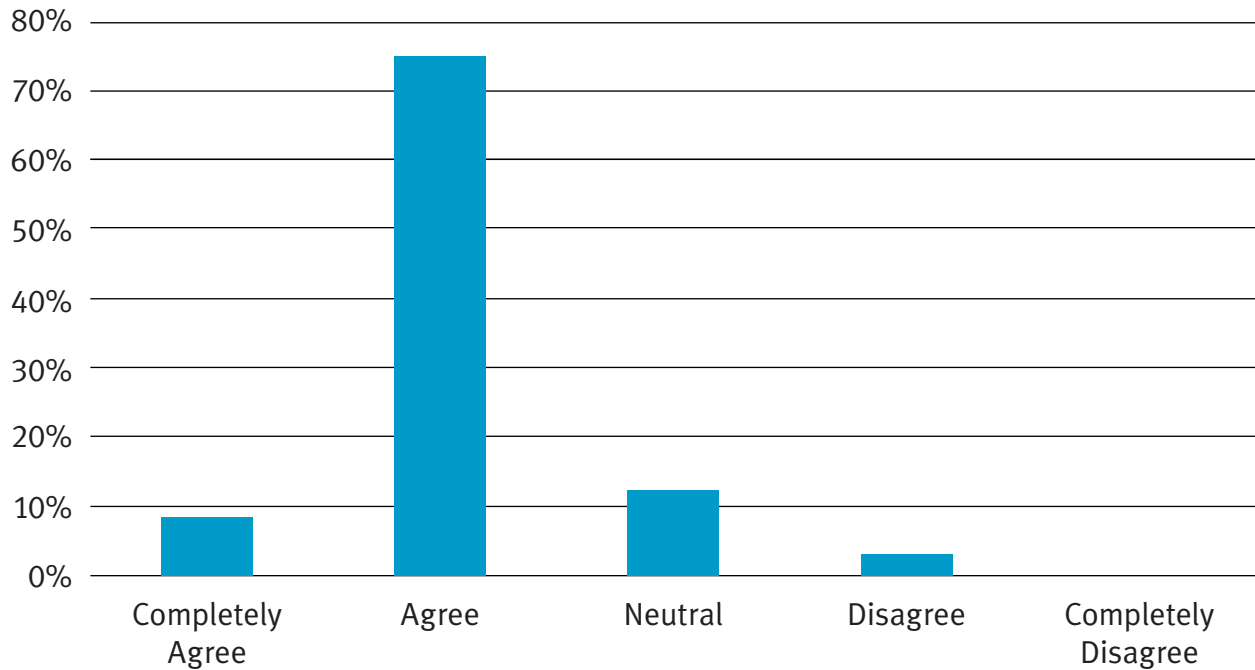
* Total participation numbers are approximate as participation is tracked through voluntary sign-in forms and individuals may have participated in more than one workshop.

Stakeholder Workshops

Consultation Format

Figure 2: Stakeholders received enough information to provide informed feedback about the service review

I received enough information to be able to provide informed feedback about the Custom Transit Service Review



Information Provided

- 73% of respondents agreed that they received enough information to provide informed feedback, 8% completely agreed, 13% were neutral, and 4% disagreed.

Figure 3: Stakeholders had the opportunity to provide feedback about the service review.

I had the opportunity to provide my feedback about the Custom Transit Services Review

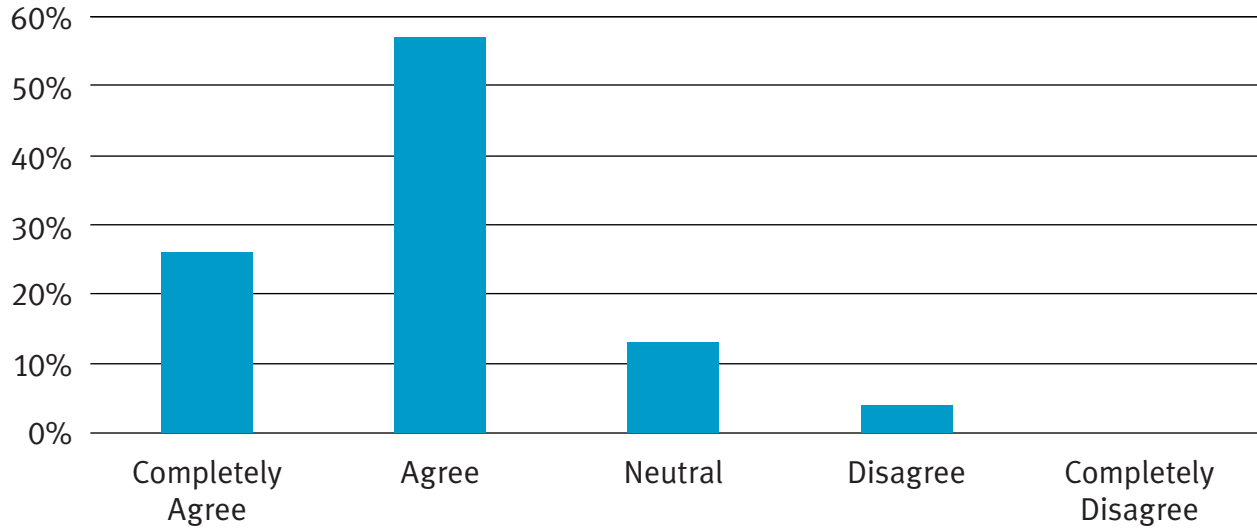


Figure 4: Satisfied with the tone and quality of the stakeholder discussion.

I was satisfied with the tone and quality of our discussion about the Custom Transit Service Review

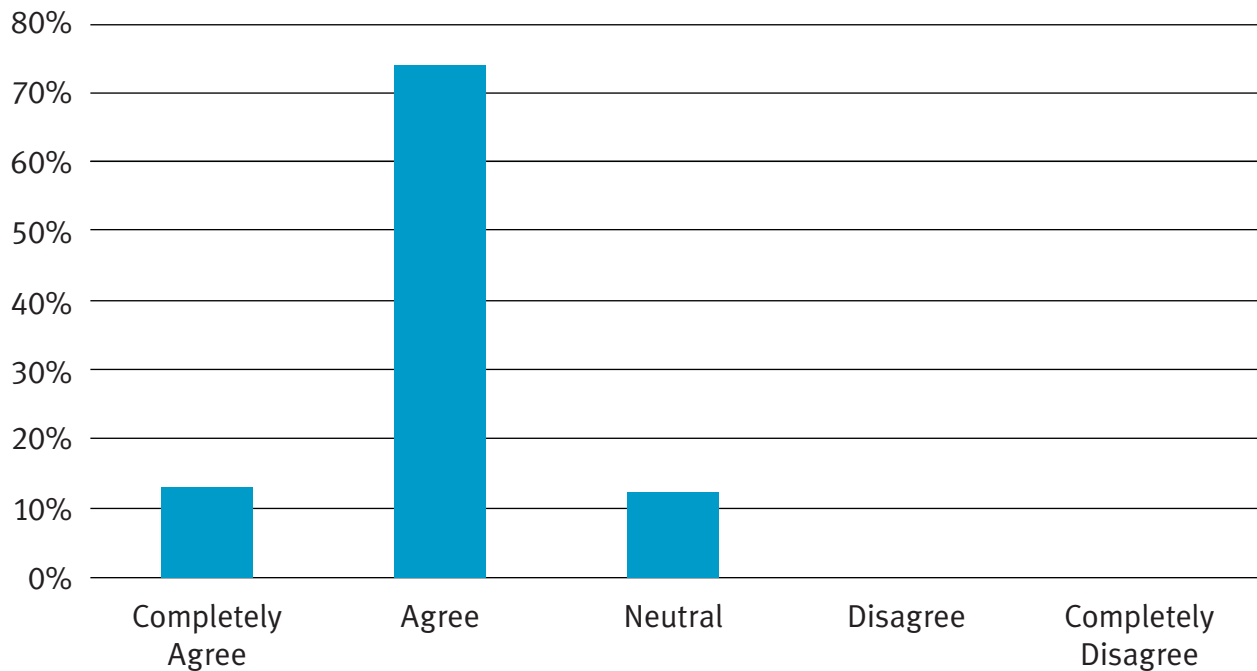


Figure 5: Stakeholders provided the following suggestion to reach HandyDART customers, members of the program and residents in care facilities with information about the review.

The best way to reach HandyDART customers, members of our programs, residents in our care facilities, etc. and share the information gathered through the Custom Transit Service Review is through

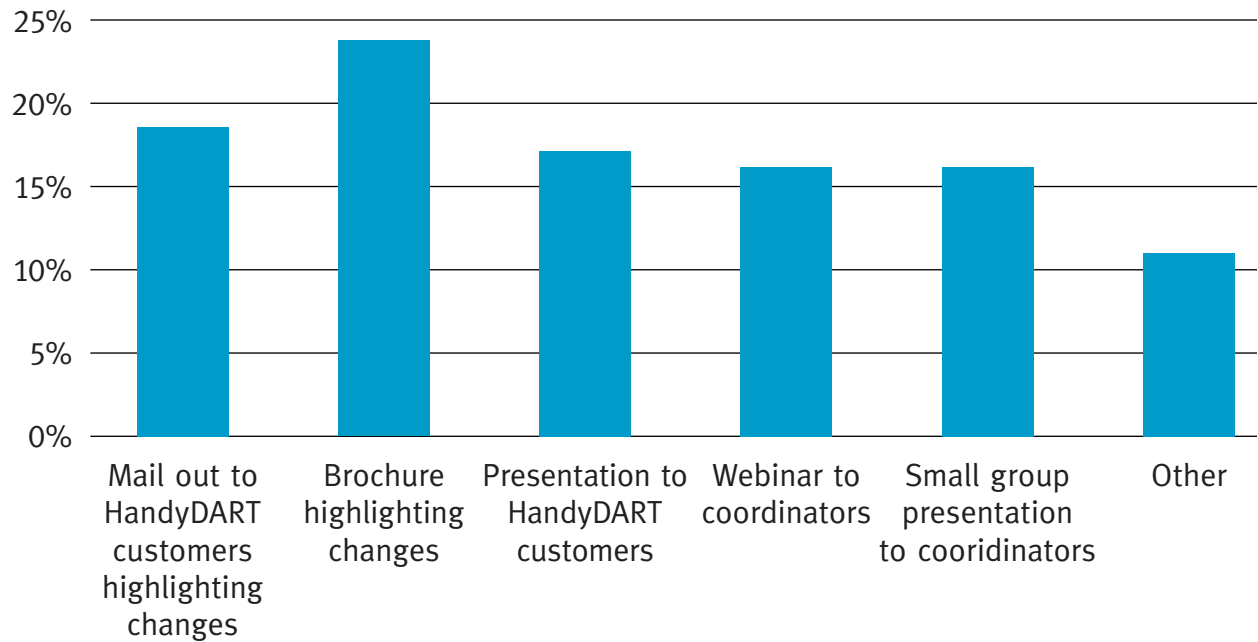
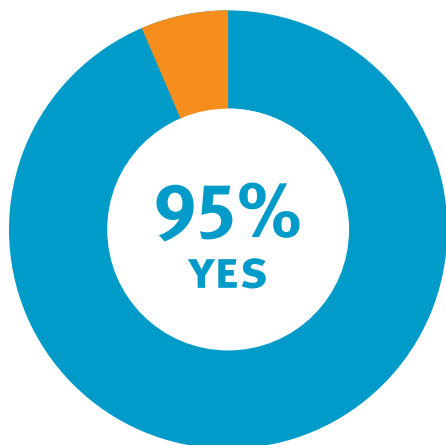


Figure 6: Stakeholders were asked whether the nine recommendations would improve service for clients

Do you think these recommendations will improve services for and/or your clients?



Custom Transit
Service Review
Stakeholder Consultation
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Appendices



APPENDICES

Appendix A: Consultation and Communication Activities

1. Communication Activities
2. Consultation Activities

Appendix B: Communication Materials

1. Stakeholder Invitation (example)
2. List of Stakeholder Groups
3. Workshop Presentation
4. Feedback Forms

APPENDIX A: CONSULTATION AND COMMUNICATION ACTIVITIES

Communication Activities

During the June 2014 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 the stakeholder invitation.

Letters to Stakeholder Groups

Invitations were emailed to close to 300 stakeholders, including individuals, Users Advisory Committee members and organizations, to attend one of the two stakeholder workshops. A copy of the stakeholder list and one of the invitations are provided in Appendix C.

Consultation Activities

Schedule of Events

The following table provides details of all consultation events held.

Table 1: Schedule of stakeholder workshops

Date	Time	Location	Workshop Attendees
12/06/2014	10 am – 1pm	Executive Inn, 405 North Road, Coquitlam	33
14/06/2014	10 am – 1pm	Simon Fraser University Wosk Centre For Dialogue, Vancouver	20

APPENDIX B: COMMUNICATION MATERIALS

Stakeholder Invitation (example)



29 May 2014

Good morning

As you know, TransLink is reviewing its custom transit services, branded as HandyDART, by consulting with users and other stakeholders to find ways to help our customers maintain their travel flexibility and independence while we remain financially sustainable and meet growing demand. The ongoing review process has also looked at the current system and considered best practices from other jurisdictions.

We thank those of you who participated in previous meetings in Phases 1 and 2 of the review. We greatly appreciate your feedback, and have used it to develop a set of draft recommendations to more effectively help customers with disabilities get where they need to go.

We would now like to share these draft recommendations with you, and with others who use or are involved with the HandyDART system, to make sure we're on the right track and see if we've missed anything before we evolve them further. If you need to review the workshop materials in an accessible electronic format, please let me know and they will be made available.

We hope you can join us at one of these meetings to consider and comment on these draft recommendations:

Meeting Details:

Date: Thursday, June 12, 2014
Time: 10:00AM-1:00PM
Location: Executive Plaza Hotel, [405 North Road, Coquitlam](#)

or

Date: Saturday, June 14, 2014
Time: 10:00 AM-1:00PM
Location: MJ Wosk Centre for Dialogue, Room 420, [580 West Hastings Street, Vancouver](#)





Lunch will be served at each of these meetings.

Please send me a reply to confirm your attendance by June 9. We look forward to your participation.

Regards,

Vincent Gonsalves
Community Relations Coordinator

TransLink (South Coast British Columbia Transportation Authority)
#400 – 287 Nelson's Court | New Westminster, BC | V3L 0E7 | Canada
Tel: 778-375-7661



List of Stakeholder Groups Contacted

Table 2: List of stakeholders contacted

411 Seniors Centre Society	Kidney Foundation Of Canada
Abbotsford Regional Hospital	Kinsmen Retirement Centre, Kin Village
Adult Learning Development Association	KinVillage
Affiliation Of Multicultural Societies And Service Agencies In BC	Kwantlen
Alzheimer Society Of BC	L”Chaim Adult Day Centre
Amalgamated Transit Union (ATU)	Langley Adult Day Program
Amyotrophic Lateral Sclerosis (ALS) Society Of BC	Langley Association For Community Living
Arthritis Society BC And Yukon Division	Langley Pos-Abilities Society
BACI Advocacy Committee	Langley Seniors Community Action Table
Back In Motion Inc.	Langley Seniors Resource Society
BC Aboriginal Network On Disability	Learning Disabilities Association Of BC
BC Blind Sports	Life Skills Centre
BC Business Council	Little Mountain Neighbourhood House
BC Centre For Ability	Mainstream Association For Proactive Community Living
BC Coalition of People With Disabilities	Maple Ridge And Pitt Meadows Municipal Advisory Committee On Accessibility Issues

BC Council For Families	Mature Action Community
BC Epilepsy	Mckee Seniors Recreation Centre
BC Federation Of Labour	Member Of Burnaby Seniors
BC Institute of Technology	Mental Health Action Research And Advocacy Association Of Greater Vancouver
BC Ministry Of Social Development	Metro Vancouver
BC Rehab Foundation	Milieu Family Services
Better Environmentally Sound Transportation	Ministry Of Health
Bowen Island Health Resource Centre	Mosaic BC
Bridges To The Future And Musclefacts Youth Program, BC/ Yukon	Multiple Sclerosis Society Of BC
Burnaby Association For Community Inclusion	Muscular Dystrophy Canada
Burnaby Multicultural Society	MVT Canadian Bus Inc.
Burnaby Seniors Planning Table	Neil Squire Society
Canadian Business For Social Responsibility	Nelson/Nygaard (custom Transit Consultant)
Canadian Centre For Policy Alternatives	New Roots/West End ADC Society
Canadian Deafblind Association (BC Chapter)	New Westminster Seniors Society
Canadian Mental Health Association, BC Division	Newton Community Dialysis Unit

Canadian National Institute For The Blind	Newton Community Renal Unit
Cascadia Society For Social Working	Newton Seniors Centre
Cerebral Palsy Association	North Shore Connexions Society
Christinas Daycare	North Shore Disability Resource Centre
Citizens For Accessible Neighbourhoods	Pacific Developmental Pathways
City of Burnaby	Panorama Community Dialysis Centre
City Of Burnaby Social Issues Committee	Parent Support Group - Families of Mentally Handicapped Adults Society
City of Coquitlam	Pics Assisted Living Day Program
City Of Coquitlam Universal Access	Planned Lifetime Advocacy Network (plan)
City Of New Westminster Seniors Advisory Committee	PosAbilities
City Of New Westminster Special Services And Access Committee	Progressive Intercultural Community Services Society
City of Pitt Meadows	Residences For Independent Living
City Of Port Coquitlam	Richmond Kinsmen Adult Day Center
City Of Port Moody Community Care Committee	Richmond Seniors Network
City Of Richmond Community Services Advisory Committee	Richmond Society For Community Living
City Of Richmond Seniors Advisory Committee	Richmond/East Vancouver Community Dialysis Units

City of Surrey	Ridge Meadows Assn For Community Living
City Of Surrey Social Planning Advisory Committee	Royal Columbian Hospital
City of Vancouver	Scott Road Connections
City Of Vancouver Persons With Disabilities Accessibility Advisory Committee	Semiahmoo Peninsula Seniors Community Planning Table
City Of Vancouver Seniors Advisory Committee	Seniors' Advisory Committee Subcommittee on Transportation & Mobility
Clover Valley Industries	Seniors Community Planning Table
Coast Foundation Society	Seniors In The Communities Committee - North Shore
Coast Mental Health Foundation	SHARE Family & Community Services Society
Community Integration Services Society	Silver Harbour Seniors' Activity Centre
Community Living BC - Burnaby/Port Moody	Simon Fraser Society For Community Living
Community Living Society	Sn Transport Ltd.
Community Options	Social Planning and Research Council
Community Ventures Society	Sources - Disability Advocacy Program
Connections	South Burnaby Neighbourhood House
Corporation of Delta	South Vancouver Seniors HUB Council

Council of Senior Citizens Organizations of BC	Spectrum Society For Community Living
Deafblind Services Society	Spinal Cord Injury Association (bcpa)
Delta Community Living Society	Squamish Climate Action Network
Delta Seniors Advisory Committee	St. Paul's Hospital
Delta Seniors Community Planning Table	SUCCESS Multi Level Care Society
Delta View Crossroads Habilitation Center	Surrey Access for All Committee
Deltaassist	Surrey Association For Community Living
Developmental Disabilities Association	Surrey Memorial Hospital
Disability Resource Network	Surrey Planning Table
District of Maple Ridge	Surrey Seniors Community Planning Table
District of North Vancouver Transportation Planning Advisory Committee	The Cerebral Palsy Association of BC
District of West Vancouver	Tourism Vancouver
Family Gathering Place	Township of Langley
Family Services Of Greater Vancouver	Transport Canada
Fraser Basin Council	United Way
Fraser Health Authority	University Of British Columbia
Fraser Institute	Users Advisory Council

Fraserside Community Services Society	Vancouver and North Shore Community Dialysis
G.F. Strong	Vancouver Coastal Health Authority
Gordon Neighbourhood House	Vancouver Foundation
Greater Vancouver Community Services Society	Visual Communications
Guide Dogs For The Blind, Inc.	Voiceprint
Hawthorne Tower	Voices Of Burnaby Advocate
Health And Home Care Society Of BC	Volunteer Transit Consultant
Health Employers Association Of BC	West End Seniors' Network Society
Heart And Stroke Foundation (BC Chapter)	Western Economic Diversification Canada
Inclusion BC	Western Institute For The Deaf And Hard Of Hearing
Jewish Senior Alliance	White Rock Seniors Come Share Society
Katzie Seniors Network	Wilson Centre Seniors' Advisory Association
Kennedy Seniors Recreation Centre	

Feedback Form

Custom Transit Service Review

Stakeholder Feedback Form – Round 3

Your input is a critical aspect of the Custom Transit Service Review. Please complete this feedback form to comment on the information presented in this third round of consultation (running from June 12 to June 20, 2014) and submit it by June 20, 2014. Submission details are below.

1. Are you a HandyDART customer? (If no, please go to question 4)

- YES
 NO

2. If you are a customer, how often do you use HandyDART?

- | | |
|---|---|
| <input type="checkbox"/> Daily | <input type="checkbox"/> Once a month |
| <input type="checkbox"/> Several times a week | <input type="checkbox"/> Less than once a month |
| <input type="checkbox"/> About once a week | <input type="checkbox"/> Never |
| <input type="checkbox"/> 2 to 3 times a month | <input type="checkbox"/> Don't know |

3. What other TransLink services do you use?

Please check all that apply.

- | | |
|---|-----------------------------------|
| <input type="checkbox"/> Conventional bus service | <input type="checkbox"/> SeaBus |
| <input type="checkbox"/> West Coast Express | <input type="checkbox"/> SkyTrain |

Next, please indicate the extent to which you agree or disagree with the following statements about the Custom Transit Service Review stakeholder engagement.

4. I received enough information to be able to provide informed feedback about the Custom Transit Service Review (Please circle one response.)

Completely Agree Agree Neutral Disagree Completely Disagree

translink.ca



If you disagree, how could it have been improved?

5. I had the opportunity to provide my feedback about the Custom Transit Service Review. Please circle one response.

Completely Agree Agree Neutral Disagree Completely Disagree

If you disagree, how could it have been improved?

6. I was satisfied with the tone and quality of our discussion about the Custom Transit Service Review. Please circle one response.

Completely Agree Agree Neutral Disagree Completely Disagree

If you disagree, how could it have been improved?

7. The best way to reach HandyDART customers, members of our programs, residents in our care facilities, etc. and share the information gathered through the Custom Transit Service Review is through: (Please check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Mail out to HandyDART customers highlighting changes | <input type="checkbox"/> Webinar to coordinators |
| <input type="checkbox"/> Brochure highlighting changes | <input type="checkbox"/> Small group presentation to coordinators |
| <input type="checkbox"/> Presentation to HandyDART customers | <input type="checkbox"/> Other: |

8. The following are the 9 recommendations we discussed during today's session:

- a. Optimize scheduling window for booking trips
- b. New waitlist process - more convenient and effective
- c. Technology enhancements

- d. Agency outreach to better coordinate pick up and drop off times so that more people can get rides to and from health and wellness programs
- e. Reduce the number of unfilled seats due to late cancellations to increase trip availability
- f. Increase use of other accessible transportation options
- g. Continued improvements in conventional transit accessibility
- h. Enhance TaxiSaver Program
- i. Enhance registration and travel and training program

9. Do you think these recommendations will improve services for you and/or your clients?

- YES
- NO

10. If yes, how do you see the strategies and recommendations benefiting your clients? If not, can you please expand upon why not?

11. Do you have any further feedback?

Please return your completed feedback form to the registration desk prior to leaving today or mail it to TransLink before June 20, 2014. Emailed feedback forms can be sent to: Vincent.Gonsalves@translink.ca no later than Friday, June 20, 2014.

Vincent Gonsalves, Community Relations Coordinator
TransLink
287 Nelson’s Court
New Westminster BC, V3L 0E7

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. 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.

