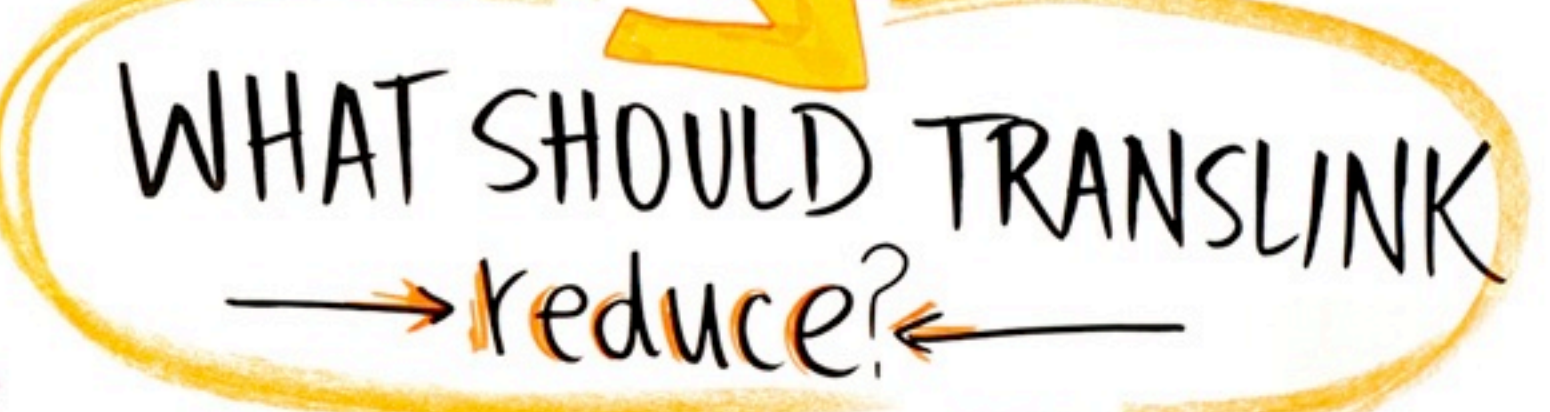
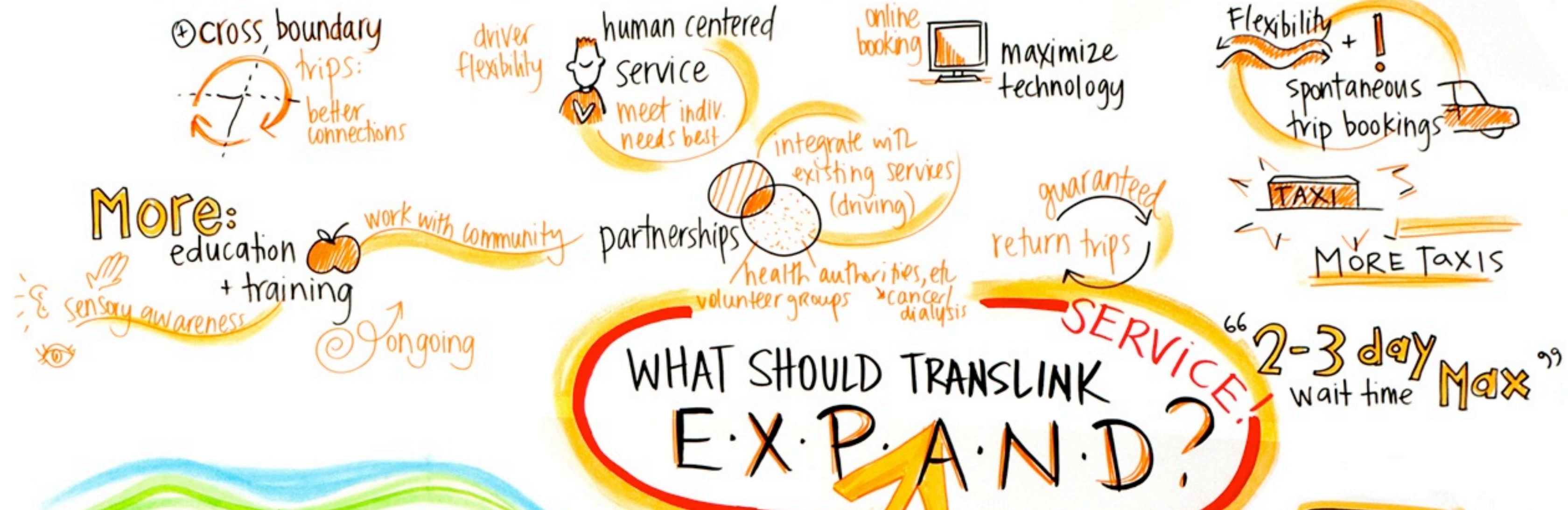


CUSTOM TRANSIT SERVICE REVIEW

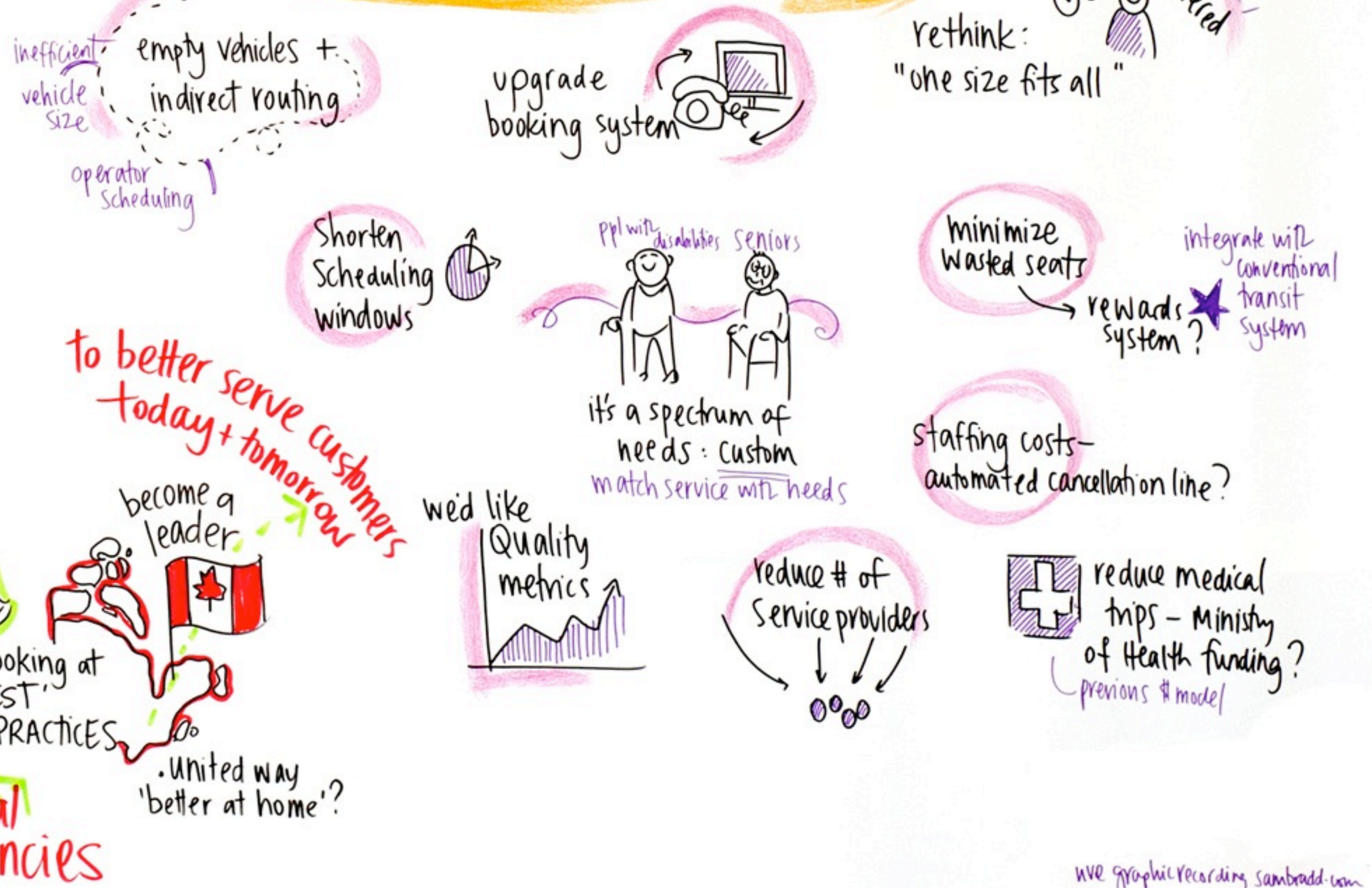
WORKSHOP MAY 22 · 2013



HANDYDART stakeholders
to improve transportation options for people with disabilities



- OBJECTIVES**
- Sustainable
 - meets needs of people with disabilities
 - address demand

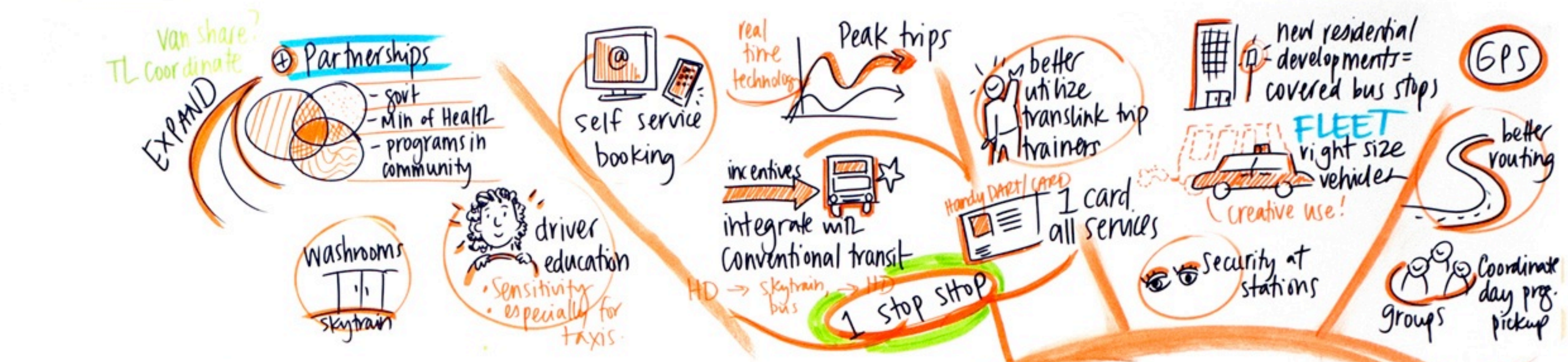


Custom transit
HandyDART | Handycard
★ Taxis
does our name = inclusion?

2012 audit & efficiency review
Stakeholder consultations
a Sustainable plan

CUSTOM TRANSIT SERVICE REVIEW

MAY 23, 2013



HandyDART stakeholders

to improve transportation options for people w/ disabilities and seniors

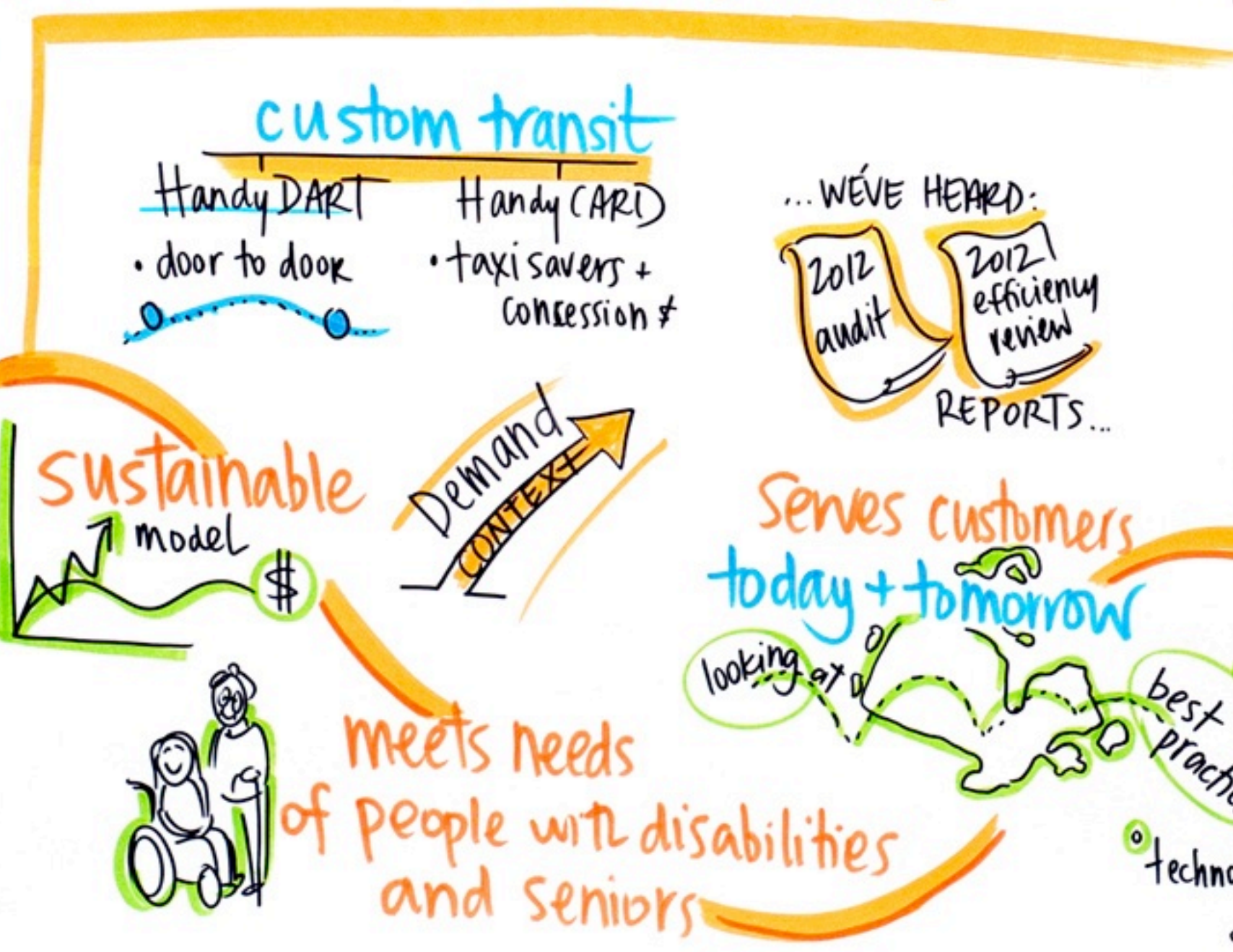
WHAT SHOULD TRANSLINK EXPAND?

- trip planning technology
- shorter trips
- expand education
- travelsMART For SENIORS → travelsMART For ppl w/ disabilities
- trips for non-medical
- multilingual
- driver autonomy + problem solving
- cross boundary travel needs to be easier...
- dialysis patients handled separately

WHAT SHOULD TRANSLINK REDUCE?

- reduce silos: more partnerships
- reduce Peak time crunch
- reduce size
- taxi?
- B. I. G. vehicles
- wasted seats
- standby is stressful
- inflexibility!
- instead: HandyDART application
- less red tape + dispatch: local knowledge
- call agencies to help people know when ride avail
- reduce wait times (7d too long)
- flexibility
- reduce overall barriers to transit
- transit is independence
- Sometimes it's like conquering Mount Everest

Overview



CUSTOM TRANSIT SERVICE REVIEW

Stakeholder Workshop May 25, 2013



SUCCESSES

dispatch
staff
drivers
personal SERVICE
patient
caring
friendly
ability

Feeling of Safety
door to door

Taxi savers great
- on time
- flexible
- 13%

improves independent living
custom transit

accessible bus stops
HD
convent. transit connections
ie skytrain
MORE driver training
- conventional buses
- front line staff
- taxi training ↑
group bookings

MORE Partnerships
community centres
dialysis: address of hospital / #
online booking

Vehicle size
FLEET
more taxis
smaller vehicles
localized buses
strap height
match to fuel type
great for short trips
"Sharing, nimble"

spontaneous rides
Keep fares affordable
seat enforcement on conventional transit
all door boarding
cross boundary trips, bigger service area
booking times
Keep consultation like this



HandyDART Stakeholders
Working together to improve transportation options for people with disabilities

WHAT SHOULD TRANSLINK E.X.P.A.N.D.?

WHAT SHOULD TRANSLINK reduce?

"people with disabilities should expect + receive equal transit as the conventional system."
~ participant

of cancellations, no shows
review policy
time on BUS
1 HR + too long
need wash room breaks!
limited dispatch hrs (past 6pm needed)
x 30 MIN pickup
x 7 day in advance
reduce overlap @ high volume destinations
Users charged no show if ride is very late!
taxi savers:
- renew payment methods
- usage review
- clarify operat. consistency: door to door, curb to curb
- p.w.d + senior friendly
- what's standby
- eligibility
- Ministry P.w.d pass accepted on HandyDART
- need + direct routing
- redirect transit BUT also reduce feelings of unsafety
- police funding
- booking software inconsistency
- reduce fares to \$0 program for visually impaired people as model

CHALLENGES

long pickup waits
Peak Hours
denials
better scheduling
short notice trips
GPS needed
better routes
takes too long
service availability
multicultural services needed
more client input needed
clear language needed
INFLXIBLE
better driver training on conventional transit

demand increasing
Sustainable model

meets needs of people with disabilities
+ seniors

Be a Leader
best practices
better serve our customers today and tomorrow

operational efficiencies
travel patterns are complex
21 municipalities

Custom transit
HandyDART
HandyCARD
Taxi Savers
Concession tax, attendants as needed
overview

HandyCARD
COMPASS integration under review