



HandyDART

HandyDART (Custom Transit) is a door-to-door transportation service for people with physical or cognitive disabilities. It is a shared ride service that operates 7 days a week from 6:00 am-midnight in Metro Vancouver. Services are provided on HandyDART vehicles and on occasion, supplemented by taxi service.

Calling HandyDART
604 575-6600

- Push 1 To book, change or confirm a ride
8:00-6:00 Monday-Friday
8:30-4:30 Saturday, Sunday, statutory holidays
- Push 2 To cancel a ride
This line is open 24 hours a day
Rides should be cancelled within a minimum of 2 hours notice so that a vacated space can be assigned to another passenger whose request is on a wait list or standby.
- Push 3 "Where is My Ride?"
6:30-midnight to check on your ride. There is someone to answer calls during all hours that a HandyDART bus is on the road.
- Push 4 Registration and Taxi Savers
8:30-4:30 Monday-Friday
- Push 5 Customer Service
8:00-5:00 Monday-Friday
8:30-4:30 Saturday
Concerns or Commendations
- HandyDART/HandyCard applications can be obtained from the website www.translink.bc.ca/transitservices/accessibility/HandyDART OR by telephone 778-452-2860.

- There are two kinds of trips:
 1. Subscription trips - when you are going to the same place, at the same time, on the same day, at the same every week (for at least 6 weeks) a subscription ride can be requested. Until the subscription is confirmed (2 to 4 weeks) you must continue to book on a weekly basis.
 2. Demand/Casual trips - when you wish to book a ride for a destination, for any reason.
- A ride can be booked 1-7 days in advance; until 12:00 noon if the next day is requested. It is best to give as much notice as possible; HandyDART is a first-come first-served system. There is no priority assigned to any trip.
- When requesting a ride, have the address and telephone number of your destination ready to share with the call taker.
- There is a 15 minute window so the driver may arrive 15 minutes before or 15 minutes after your scheduled time. It is your responsibility to be ready at the beginning of the window. The driver will wait 5 minutes before departing.

FARES

- Compass Cards are NOT accepted on HandyDART EXCEPT:
(See monthly passes below)
All travel on HandyDART is considered 1 zone
Cash \$2.75 or a full FareSaver ticket
FareSaver tickets 10 for \$21 can be purchased from the HandyDART driver – exact amount in cash or a cheque made out to MVT.
- Monthly passes for frequent travellers can be purchased from MVT by calling 604 575-6600 Push 7 OR 778 452-2889 OR in person at the Call Centre:
17535 55B Avenue
Surrey, B.C.
V3S 5V2
For passengers who frequently use Skytrain independently, a supplementary blue Compass Card loaded with a 1 month 1 zone pass can be requested by calling 604 575-6600 Push 7 OR 778 452-2889
- When your trip begins on HandyDART and involves a transfer to the Skytrain, SeaBus or bus, the HandyDART driver will exchange your one zone FareSaver for a one zone Compass ticket that will facilitate your

travel on the Skytrain, SeaBus or bus. If your trip involves a pick-up by HandyDART from the Skytrain, SeaBus or bus, there will be no charge for the HandyDART component of the trip.

- Monthly passes can be requested approximately 10 days prior to the beginning of the next month.
\$91.00 VISA or MasterCard, by phone
Cheque made out to MVT, sent by mail
Passes will be sent to you by mail or courier

In person – cash, VISA, MasterCard, cheque made out to MVT or debit at the HandyDART Call Centre:
17535 55B Avenue
Surrey, BC
V3S 5V2

- Full Fare Day Passes (\$9.75) are accepted on HandyDART. They can be purchased at a select number of London Drugs – these expire 30 days after date of purchase OR at Skytrain station vending machines – these expire at the end of the service day (4:00 am) on the day of purchase.
- Taxi Saver coupon books are available at the Compass Card office at Stadium by cash, debit OR a cheque/bank draft made out to Translink by mail. Order forms can be obtained by calling 778 452-2860. You must include a self addressed envelope (NO postage). To purchase Taxi Savers you must have a HandyCard.
- Reminder phone calls – HandyDART will call on the evening before a booked demand ride and approximately 10 minutes before the bus is expected to arrive. These reminders need to be requested one time only when a ride is booked. They will then be in place for every subsequent ride. This same service can be provided on subscription rides upon request.
- *Reminder phone calls are a guide. They are not a replacement for the booked window. Passengers are responsible to be ready at the beginning of the scheduled window.

If you have questions about the above information, please do not hesitate to contact me.

Linda McGowan

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