

# HandyDART

## VISITOR APPLICATION FORM



# HandyDART

## Eligibility Guidelines

### HandyDART

HandyDART is a door-to-door, public transit service, which uses specially equipped vehicles designed to carry passengers with disabilities. Eligible users are defined as persons who have either a **temporary or permanent**, physical or cognitive disability that is sufficiently severe that they are unable, without assistance, to use conventional transit for part or all of their travel (i.e. TransLink buses, SkyTrain, SeaBus and West Coast Express). Visitors to the Metro Vancouver area should use the Visitor Application Form.

### Travel Training

Coast Mountain Bus Company provides informational workshops through community partners for seniors and people with disabilities to support independent travel. For more information, call **604.953.3636**. You can also find travel training tools, such as multilingual videos, at [translink.ca/access](https://translink.ca/access).

### Mobility Training

Coast Mountain Bus Company provides practice training sessions at the Vancouver Transit Centre on how to board and exit a bus using a mobility device. To book a training appointment, call **604.264.5420**.

### Determining Eligibility

Eligibility is determined based on medical condition(s) that are **sufficiently severe** and are objectively limiting the applicant's ability to use the conventional transit system for all or part of their travel without assistance.

Examples include, but are not limited to:

- Chronic Renal Failure requiring dialysis
- Cognitive disabilities, such as Dementia/ Alzheimer's, preventing applicant from independently recognizing their destination
- Chronic Obstructive Pulmonary Disease causing applicant to be portable oxygen tank dependent
- Macular Degeneration preventing applicant from performing activities of daily living
- Diabetes causing neuropathy and claudication
- Post-cardiac surgery with sternal precautions

Resources are limited; it is important that this service be directed only to those who must depend on it for transportation. **Please clearly state the medical condition.**

Eligibility is based solely on inability to use the conventional transit system for part or all of a trip. Eligibility is not based on advanced age, limited income, language barriers, inability to drive, unfamiliarity of how to use conventional transit, extensive distance travelled when using conventional transit, or extensive distance from the nearest bus stop or station.

# HandyDART

## Terms and Conditions

### Fees and Fares

#### APPLICATION FEES

We do not charge an application fee.

#### HANDYDART FARES

Compass Card is the preferred method of payment, although cash is accepted.

If you are paying cash, please have the exact amount ready, as drivers do not carry change. If a taxi is dispatched, you will pay the taxi driver the regular HandyDART fare. The customer may also choose to use a Compass Card to pay the taxi fare by providing the Compass Card number during trip booking.

Riders 12 and under do not pay fares.

A 1-Zone fare is applied to each one-way trip and is equal to the 1-Zone fare on conventional transit. The **BC Bus Pass and CNIB Pass are not accepted** on HandyDART.

Tap to Pay with contactless credit cards will also be available.

Compass Cards can be purchased by phone, online, or in-person. Please call Compass Customer Service at **604.398.2042** for more details or visit [translink.ca/handydart](https://translink.ca/handydart).

Some longer distance trips may require a transfer. As a result, a transfer from HandyDART to HandyDART or from HandyDART to conventional transit may be required to complete the journey.

### HandyDART Driver Responsibilities

The Driver **will** provide limited door-to-door assistance, including:

- Hold the wheelchair or walker steady for the customer and assist with a transfer to and from the wheelchair or walker to a seat in the vehicle
- Ensure the customer and mobility devices such as wheelchairs are appropriately secured using approved devices
- Collect the exact fare when the customer is picked up

The Driver **will not**:

- Make change for fares
- Assist the customer with getting dressed
- Lift the customer, or carry their mobility device, such as a wheelchair, up or down stairs
- Carry bags or parcels
- Transport a customer while seated in a transfer chair
- Transport a customer in a wheelchair without footrests if they are not able to propel themselves
- Enter a building; drivers are not permitted to leave their vehicles out of sight
- Page a customer at a facility
- Wait for more than 5 minutes upon arrival unless the driver arrives before the pick-up window

# HandyDART

## Terms and Conditions

### Transfer to Caregiver (12 and up)

Some customers are able to travel without an attendant, but cannot be left unattended at their destination. These customers can request a **Transfer to Caregiver** designation. In these cases, a caregiver must **always** be available to receive the customer at **every** scheduled destination. Children 11 and under must be accompanied by an adult during their trip.

Customers will have the same door-to-door service with these additional conditions:

- A caregiver **must** be at the drop-off location to physically receive the customer. **HandyDART is a shared ride service and travel times may vary making it difficult to estimate accurate drop-off times.**
- If the caregiver is not at the drop-off location, the operator can only wait 5 minutes before having to continue with their schedule. The customer will then be kept on board the HandyDART vehicle and our staff will call the emergency contact(s) on the customer's file. If the schedule permits a second drop-off can be rescheduled. The drop off will be at a time and location that best suits the HandyDART's route.
- If our staff is unable to contact the caregiver or emergency contacts, the customer will remain on the bus, and HandyDART will contact the authorities to assist with the customer.

- If the caregiver has missed the transfer, it is their responsibility to do their utmost to contact HandyDART as soon as possible and be prepared to arrange an alternate pick-up at a location that HandyDART offers. If a HandyDART is not available, the caregiver will need to arrange alternate transportation.

Please remember this is to ensure the safety of our customers and is not intended to inconvenience anyone. However, a failure by the caregiver to meet this responsibility will result in the necessity of an attendant to accompany the customer for all trips. If no attendant is available, service cannot be provided. If the customer is always travelling with an attendant, the **Transfer to Caregiver** designation will be null and automatically removed.

### Attendants

An **attendant** is an adult who is cognitively and physically capable of meeting the customer's care needs during travel, getting to and from destinations, and providing additional assistance inside buildings. An attendant rides for free on HandyDART. Each customer is allowed one attendant. The attendant **cannot** be another HandyDART customer.

The customer and their attendant must be picked up and dropped off at the same location. **Please advise the booking agent if the attendant will be travelling with the customer to ensure that space is available.**

# HandyDART

## Terms and Conditions

### Companions

**Companions** are family members or friends travelling with the customer on HandyDART. Anyone who is unable to act as an attendant is considered a companion. Companions will have to pay a regular HandyDART fare unless they are 12 years of age or under.

The customer and their companion(s) must be picked up and dropped off at the same location. **Please advise the booking agent if the companion(s) will be travelling with the customer to ensure that space is available.**

#### ADDITIONAL ASSISTANCE

The customer may be required to travel with an attendant if they:

- Are unable to be left alone
- Are unable to travel independently beyond the pick-up or drop-off location
- Use a wheelchair and must travel up or down more than one step
- Are travelling on rough or uneven terrain or any other condition that presents a safety hazard
- Require more assistance than the door-to-door service provided by HandyDART drivers
- Have bags or other items that need to be carried

### Guide and Service Dogs

Guide and service dogs that are certified by the BC Guide Dog and Service Dog Act are welcome to travel on HandyDART with their handlers or trainers.

### Children on HandyDART

Children 11 and under must be accompanied by an adult on HandyDART.

Applicants 11 and under will be contacted for additional information, which may include an assessment of the applicant's mobility device to ensure it can be transported safely and securely on HandyDART.

If infant seats, car seats or booster seats for children are used, they must be supplied, secured and stored by the attending adult. HandyDART cannot store these devices for return trips.

# HandyDART

## Terms and Conditions

### Mobility Aids

Due to the lift specifications, mobility aids cannot exceed:

<b>Length</b>	122 cm	(48 in)
<b>Width</b>	94 cm	(37 in)

Maximum weight supported including the customer, HandyDART driver, and the mobility aid cannot exceed 360 kg or 800lbs.

Anyone with a mobility device exceeding maximum measurements will be refused transportation. HandyDART may require a road supervisor to come and determine the viability of the mobility aid.

Acceptable mobility devices must:

- Have passed collision testing
- Withstand ratcheting
- Have rear wheels that do not swivel
- Have rear wheels that are larger than the front wheels
- Fit within above quoted dimensions
- Have securement points that allow for safe and proper securement
- Be clean, safe, and in good working condition

HandyDART cannot transport broken mobility devices or devices without working brakes.

**It is the customer's responsibility to inform Access Transit of any changes or updates to their mobility aids. Failure to do so may result in delays or refusal of service.**

### TRANSFER CHAIRS

Transfer chairs are designed for transferring people short distances and over smooth surfaces. The main difference between a wheelchair and a transfer chair is that standard wheelchairs have large wheels so that the user can self-propel, while transfer chairs have small wheels and are designed to be pushed from behind by someone else. HandyDART does not allow customers to be seated on the transfer chair while on the HandyDART lift, vehicle or to and from the vehicles. The transfer chairs do not allow for safe transportation while traveling with HandyDART. However, customers are able to request that their transfer chair accompany them on their journey, with it being loaded separately and secured safely.

### THREE-WHEELED SCOOTERS

It is recommended that customers using three-wheeled scooters dismount from their mobility device and be secured in a vehicle seat with the scooter strapped separately in the vehicle.

If a customer wishes to remain seated in their scooter for the duration of their trip, they must inform the booking agent, and may do so on the understanding that this option is not as safe. Customers who remain seated in their scooter are expected to wear both the lap-seatbelt and shoulder strap of the passenger restraint system provided in the vehicle to ensure the safety of all passengers.

# HandyDART

## Terms and Conditions

### Site Assessments

Drivers must have access to a safe, level location when parking the vehicle. If anything like steep driveways, broken stairs, temporary ramps, or by-law restrictions prevent the driver from getting the customer to or from the door safely, please call **604.575.6600 Option 5** to let us know.

HandyDART may require a road supervisor to come and determine the viability of the pick-up location.

### Code of Conduct

If any inappropriate conduct or behaviour is exhibited at any time, the individual (customer, companion and/or attendant) may be removed from the vehicle and/or the call may be disconnected.

In addition, HandyDART may also suspend service, impose the requirement to have an attendant accompany the customer at all times when using the HandyDART service, and/or require all contact to be made by a representative on behalf of the customer. In the event that the customer's companion, attendant, or representative is exhibiting inappropriate conduct or behaviour, a different companion, attendant, or representative will be required.

### Late Cancellations

Please note that there are penalties (service suspension for a period of time) for frequently cancelling less than two hours prior to the trip. Customers can avoid these penalties by cancelling as early as possible. Caregivers and guardians also need to follow this policy. When customers do not take their outbound trip, the return is **automatically cancelled**. Please advise if the return trip is still needed.

### Severe Weather Conditions and Holidays

HandyDART will reduce the level of service delivery to 'Essential Services Only' in all cases where passenger safety could be compromised by anticipated severe weather conditions. 'Essential Services Only' means HandyDART will only provide transportation for those attending renal dialysis or cancer treatments. All other booked rides will be automatically cancelled when 'Essential Services Only' levels are invoked. As soon as HandyDART invokes 'Essential Services Only,' automated phone calls will be made to all customers who have rides on that day to notify them.

# HandyDART

## Visitor Application Form

- For non-residents of Metro Vancouver
- Please read the Eligibility Guidelines and the Terms and Conditions before submitting this form.
- The application must be signed; incomplete applications will be returned.
- For help completing this form call **604.953.3680**

Duration of your Metro Vancouver visit: From:  To:   
MM DD YYYY MM DD YYYY

### Application Information

Mr  Mrs  Last Name  First Name   
Ms  Mx  Middle Name  Preferred Name   
Date of Birth MM/DD/YYYY

### Pick-Up Address While in Metro Vancouver

Facility Name *(If location is a care home/long-term facility)*   
Apt/Unit #  Address  City   
Province **BC** Postal Code  Phone  Mobile   
Applicant/Caregiver Email  Buzzer

### Home Address

Care of   
Apt/Unit #  Address   
City  Province/State  Postal/Zip Code   
Country  Phone  Mobile

### Compass Card Information

*(Optional: For customers who want to use their Compass Card for fare payment if a taxi is dispatched)*

Compass Card Number 0164

# HandyDART

## Visitor Application Form

The safety of our customers and drivers is important to us. Drivers must have access to a safe, level location when parking the vehicle. If anything, such as steep driveways or broken stairs could prevent the driver from getting the customer safely to and from the door, please let us know:

HandyDART may require a road supervisor to come determine the viability of the pick-up address.

### Emergency Contact

Last Name  First Name   
Phone  Mobile  Relation to Applicant

### Mobility Aids

Not Applicable (*Proceed to next section*)

If you require a mobility aid to travel on the HandyDART, please check all that apply.

Crutches     Cane     Portable Oxygen     Registered Assist Animal

	<i>Length</i>	<i>Width</i>	<i>Brand and Model #</i>	<i>Collapsible?</i>	
<input type="checkbox"/> Walker	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Wheelchair	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Power Wheelchair	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Scooter	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Other, <i>specify</i> .	<input type="text"/>				

Attachment(s) on mobility aid(s). *Specify*.

- **Maximum size of mobility aids:** Length – 122cm (48in); Width – 94cm (37in).
- **Maximum weight (*including customer, HandyDART driver, and mobility aid*):** 360 kg (800 lb)

It is the customer's responsibility to inform Access Transit Customer Care of any changes or updates to their mobility aids. Failure to do so may result in delays or refusal of service.

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## Visitor Application Form

### Travelling with an Attendant

The HandyDART driver will meet you at the first accessible exterior door of the pick-up address, help you board the vehicle, and get you to the first accessible exterior door of the destination. Knowing this, will you always be traveling with an attendant while riding the HandyDART?

**The attendant cannot be another HandyDART customer. Children 11 and under must always be accompanied by an attendant.**

Yes     No    **If yes, please skip the Transfer to Caregiver section.**

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### Transfer to Caregiver (12 and over)

Some customers are able to travel without an attendant but cannot be left unattended at their destination. These customers can request a Transfer to Caregiver designation in their file. In these cases, a caregiver must always be available to receive the customer at every scheduled destination. Upon arrival at your destinations, will you need to be received by a caregiver?

**Yes**, I always need to be received by a caregiver

**No**, I never need to be received by a caregiver

**If you need to be received by a caregiver, you will be responsible for making these arrangements.**

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### Travelling on HandyDART

Are you able to use conventional transit as part of your requested HandyDART?

Yes     No

Coast Mountain Bus Company provides informational workshops through partnership with community partners for seniors and people with disabilities to provide information for independent travel. For more information, call 604.953.3636.

# HandyDART

## Visitor Application Form

### Self-Verification

Medical condition(s) / underlying condition(s) preventing you from using conventional transit, see Eligibility Guidelines on page 2 for examples.

Can you use the conventional transit system unassisted? All conventional transit vehicles are wheelchair accessible and have auditory and/or visual stop announcements.

Yes

No – Please specify the objective limitations and/or restrictions which impact your ability to use the conventional transit system. Please provide as much detail as possible.  
*(See Eligibility Guidelines for more information)*

Are you registered with:

HandyDART elsewhere in British Columbia

CNIB #

ADA ID

Other ID *(Explain)*

# HandyDART

## Visitor Application Form

### Authorization

I understand that the personal information requested on this form, and as part of the application process, is collected by TransLink pursuant to section 26(c) of the Freedom of Information and Protection of Privacy Act for the purposes of determining my eligibility for the HandyDART program, administrating the program, and communicating with me about the program, including any updates or changes. Any questions regarding the collection and use of this information may be directed to the TransLink Privacy Officer, 287 Nelson's Court, New Westminster, BC, V3L 0E7 (TEL: 778.375.7500).

I further consent to the disclosure of my HandyDART identification number to any caregiver, nursing home, care home, guardian, or representative who may contact Access Transit, to allow such person to book a HandyDART trip on my behalf.

By signing below, I certify that I have read the above information, and I certify, to the best of my knowledge that the information provided in this application is correct. My signature also certifies my understanding and agreement with the Authorization section, the Eligibility Guidelines, and the Terms and Conditions.

**Signature of applicant, personal representative or legal guardian**  
*Digital signatures are accepted.*

**Date** MM/DD/YYYY

# HandyDART

## Visitor Application Form

### Authorization (Continued)

1. If the applicant is above the age of majority and has the mental capacity to make the decision to authorize the application but is not physically able to sign the form, the person who has explained the form to the applicant (and received a verbal or physical gesture of consent from the applicant) can sign the form. This consent, and how it was obtained, must be noted in the “Reason for signing and how consent was obtained” field below.
2. If the applicant is below the age of majority or does not have the mental capacity to make a decision regarding authorization, the applicant’s legal guardian may sign on the applicant’s behalf. The legal guardian must make a note of this in the “Reason for signing and how consent was obtained” field below.

If signed by someone other than applicant:

Name  Relation to applicant

Reason for signing and how consent was obtained:

# HandyDART

## Email and Mailing Instructions

Before mailing or emailing the application form, please ensure you have:

- Checked that the entire application form is legible and that it is completed and signed
- Made a photocopy of the completed application form for your records

**EMAIL** the completed application to:

**[atcc@translink.ca](mailto:atcc@translink.ca)**

*Please ensure the email subject line is written using the following format:*

Last Name, First Name

**OR**

**MAIL** the completed application to:

**Coast Mountain Bus Company  
Access Transit Department  
400–287 Nelson’s Court  
New Westminster, BC V3L 0E7**

- We do not accept applications via fax.
- Allow up to 10 business days processing time for HandyDART.