

handyDART User Guide



handyDART is an accessible shared transit service that provides door-to-door trips for people who cannot use fixed-route transit independently safely. handyDART picks you up at an accessible door and takes you to the accessible door of your destination.

Chilliwack Transit offers two types of accessible transit service:

- Fixed-route
- handyDART

Fixed-route service uses low-floor buses with ramps that operate on set routes and schedules.

Many handyDART customers use both fixed-route and handyDART services, depending on their travel needs and destination.

On fixed-route transit, courtesy seating is available on a first-come, first-served basis and can accommodate scooters, wheelchairs, and other mobility aids.

Registration

Registration for handyDART services is required. To register, visit bctransit.com/handyDART to apply online or complete a handyDART application form and return to your local transit office. A caregiver can also complete and submit the application on your behalf.



Booking a handyDART Trip

You have three options to book a trip:

- online at bctransit.com/handyDART
- in the BC Transit handyDART App
- by phone at 604-795-5121

Trips may also be booked by a caregiver on your behalf.

When booking a trip, please have the following ready:

- your name
- the date and time you want to travel
- whether you are travelling with an attendant, companion, or assistance animal
- your pick-up address (street number and name)
- your drop-off address (street number and name, and phone number if available)
- your appointment time (if applicable)
- the type of mobility aid you use (if applicable)
- any special instructions (for example, use of a side door)

When Your Ride Comes

When you book a trip, you will be given a 30-minute pick-up window.

If you book online or use the BC Transit handyDART App, you can track your vehicle to get a better estimate of your exact pick-up time. However, you must still be ready at the first accessible door of your pick-up location at the start of your pick-up window. (example: For a 9:00–9:30 a.m. pick-up window, be ready at 9:00 a.m.)

handyDART may send a taxi instead of a handyDART vehicle. If this happens, you will pay the regular handyDART fare. You do not need to pay the taxi meter or tip the driver.

Customer Responsibilities

You are expected to:

- be at your pick-up location at the start of your pick-up window
- tell the driver what assistance you need (for example, taking your arm or pushing your wheelchair)
- carry your own parcels (maximum of two, carried on your lap)
- cancel your trip at least two hours before your scheduled pick-up time

Cancelling a Trip

If you need to cancel a trip, please do so as soon as possible, and at least two hours before your scheduled pick-up time.

You can cancel your trip by phone, online, or through the BC Transit handyDART App.

Types of Trips

Reservation Trips

Reservation trips are one-time or occasional trips. These are booked on a first-come, first-served basis and cannot be made more than seven days before your travel date.

handyDART Safety

The safety of our customers and drivers is a top priority for BC Transit.

Our drivers will:

- help you get on and off the vehicle using the steps or ramp
- secure CSA-approved car seats, wheelchairs, walkers, and scooters
- assist you with your seat belt
- help you to and from the accessible entrance

Our drivers will not:

- search for you inside a building or other areas
- move wheelchairs on stairs or unsafe ramps or surfaces
- carry parcels for you
- search you or your belongings for your fare

Mobility Devices

Vehicles are equipped with a side ramp to accommodate most wheelchairs and scooters. Your mobility device must meet size, weight, and safety requirements.

Combined weight includes both the rider and the mobility device.

Weight limits:

- Power mobility devices: up to 272 kg (600 lb) combined weight
- Manual wheelchairs: up to 113 kg (250 lb) combined weight

Safety Guidelines:

- A manual wheelchair may exceed the 113 kg (250 lb) limit if an attendant is present to assist with boarding and exiting
- Wheelchairs must have lap belts and footrests

Refer to the Mobility Aid Guide online or contact handyDART for more information.

Using the Ramp or Lift

All customers using wheelchairs or scooters must use the ramp or lift to board and exit the handyDART vehicle.

Travelling with Others

Attendant

If you require extra help, you may travel with an attendant. Attendants travel free and must board and exit at the same location as you.

The driver will secure mobility aids on the handyDART vehicle. Attendants do not need to assist with this. On fixed-route buses, attendants are expected to help with boarding and securing mobility aids.

Companion

Family and friends may accompany your trip as a companion as vehicle space permits. Companions must pay the regular fare and board and exit at the same location as you.

Companions must be identified for travel during trip booking.

Guide Dog and Service Dogs

BC Transit welcomes guide and service dogs on its vehicles in accordance with the Guide Dog and Service Dog Act (GDSDA) and the BC Human Rights Code. You will not be asked to provide GDSDA certification. However, your dog must be on a leash or wear a harness. Dogs may not occupy a seat.

Emotional support and therapy dogs are not recognized under the GDSDA and are not permitted on BC Transit vehicles.

Guide and service dogs must be well-behaved and under control at all times. They must not:

- behave in a disruptive or aggressive manner
- interfere with the safe operation of the vehicle
- pose a risk to others or damage property
- roam freely inside the vehicle

Children

Children under six years of age must be accompanied by an adult.

Children weighing less than 18 kg (40 lb) must be secured in a CSA-approved car seat provided by the accompanying adult.

Policies and Guidelines

'No Show' or a 'Late Cancellation'

If handyDART arrives during your pick-up window and you are not present, the driver will leave and record a no-show. Any other trips you have booked that day will be cancelled automatically. If you still need those trips, contact the handyDART office as soon as possible. You will be notified within 24 hours each time a no-show or late cancellation is recorded.

A late cancellation occurs when you cancel a trip less than two hours before your scheduled pick-up time.

Service Restriction

If you have three unexplained no-shows or late cancellations within a 30-day period, you will receive a two-week service suspension. If you have subscription trips, you will also lose your subscription trips. After the suspension period, you may book one-time trips only.

Appeal

A no-show or late cancellation will not be counted if you contact handyDART within 24 hours and provide a valid reason beyond your control.

Behaviour Guidelines

In order to ensure excellent service for all customers, handyDART reserves the right to require a customer to travel with an attendant or to suspend service for any customer who consistently does not meet handyDART guidelines or for inappropriate behaviour.

Service Information

Book a trip

- online at bctransit.com/handyDART
- in the BC Transit handyDART App
- by phone at 604-795-5121

Online and BC Transit handyDART App trips can be made at any time.

Phone trip bookings can be made anytime during phone booking hours.

Service Hours

Monday to Friday	7:30 a.m. – 6:30 p.m.
Saturday, Sunday and Holidays	9:00 a.m. – 5:00 p.m.

Office Hours

Monday to Friday	7:00 a.m. – 5:00 p.m.
Saturday, Sunday and Holidays	Closed

Phone Booking Hours

Monday to Friday	7:30 a.m. – 6:30 p.m.
Saturday, Sunday and Holidays	8:30 a.m. – 5:30 p.m.

Fares

Visit bctransit.com or phone the handyDART office for information on fares.

Personal information provided by you is collected under Section 26(c) of the *Freedom of Information and Protection of Privacy Act* and will be used for the purpose of determining eligibility for custom transit pursuant to Section 11 of the *British Columbia Transit Regulation* (B.C. Reg. 30/91). If you have any questions about the collection, use or disclosure of this information, please contact BC Transit's Privacy Office by telephone at 1-250-385-2551; via email to Privacy@BCTransit.com; or by regular mail to 520 Gorge Road East, Victoria, BC V8W 2P3.