Terrace Regional Transit

# handyDART User Guide




## Welcome to Terrace handyDART

handyDART is accessible, door-to-door, customized shared transit service for people with permanent or temporary disabilities that prevent them from using fixed-route transit without assistance from another person. handyDART picks you up at your accessible door and drops you off at the accessible door of your destination.

City of Terrace
Regional District
of Kitimat-Stikine

BCTransit



Terrace Regional Transit offers two types of accessible transit service:

- Fixed-route
- handyDART

**Fixed-route service** includes low floor buses with ramps on fixed routes and schedules.

Many handyDART customers use a combination of fixed-route and handyDART services depending on their travel needs and destination. Attendants travel free on fixed-route service when you show your handyPASS. Courtesy seating on fixed-route buses is a first-come, first-served area and accommodates scooters, wheelchairs and other mobility aids. If you need more information about using fixed-route service, including the use of a mobility aid, contact your local transit office.

This **handyDART** information will help customers, caregivers and family members become familiar with accessible transit services, and offer travelling tips, safety information and answers to frequently asked questions.



# handyDART Booking Information

When you book a trip, please have this information ready:

- Your name
- The day, date and time you need to travel (please check with the handyDART office for how much advance notice is required)
- Identify if you have an attendant or companion or an assistance animal
- Your pick-up address – street name and number
- Your drop-off address – street name and number and phone number if available
- Your appointment time
- Any special instructions (e.g. side door)
- Type of mobility aid you will be using (wheelchair, walker, etc.)

## When Your Ride Comes

When you book a trip, you will be given a 20-30 minute pick-up window.

You should be ready at the first accessible door of your pick-up location at the beginning of your pick-up window.

Example: For a 9:00 a.m. - 9:30 a.m. pick-up window, you should be ready at 9:00 a.m.

handyDART may send a taxi rather than a handyDART vehicle. If this happens, you pay a regular handyDART fare. You are not required to pay the fare on the meter nor tip the driver.

## Customer Responsibilities

You are expected to do the following:

- Ask for the assistance you require from the driver, e.g. to take your arm or push your wheelchair
- Be at the pick-up location at the start of your pick-up window
- Carry your own parcels – a maximum of two parcels carried on your lap
- Cancel trips a **minimum** of two hours ahead of pick-up time



## Cancelling a Trip

handyDART resources are limited and always in demand. If you must cancel a trip, it is important that you call the handyDART office as soon as you can. By cancelling as far in advance as possible, you help us improve service to all our customers.

## Types of Trips

### Subscription Trips

Subscription trips are scheduled once a week or more at the same location and time for an extended period. An example would be a biweekly physical therapy appointment. To request this service, you must contact handyDART to check availability. Subscription trips are cancelled on holidays.

### Reservation Trips

Reservation trips are one-time or occasional trips. These trips are scheduled on a first-to-call basis. You need to book a trip in advance of the date required but no more than 14 days in advance.

# handyDART Safety

## Driver Assistance

**Our driver will:**

- assist you on and off the vehicle by the stairs or on the ramp
- secure CSA-approved car seats, wheelchairs, walkers and scooters in the vehicle
- assist you with your seat belt
- assist you to and from accessible entrance doors

**Our driver will not:**

- search a building or other areas for you
- maneuver wheelchairs on stairs or unsafe ramps or surfaces
- carry parcels for you
- search you or your bag for your fare

## Wheelchair, Scooter and Mobility Aid Guidelines

The safety of our customers and our drivers is a priority for BC Transit. handyDART vehicles have a side ramp to accommodate most wheelchairs or scooters. Your mobility device must meet size, weight and safety guidelines. Combined weight means the weight of the customer and the mobility device.

**Combined Weight, power mobility devices**:
272 kg (600 lbs.)

**Combined Weight, manual wheelchair**:
113 kg (250 lbs.)

**Safety Guideline**:

- Manual device, with an attendant, can exceed weight limit of 113 kg (250 lbs) if an attendant is assisting with boarding and getting off the bus.
- Wheelchairs are required to have lap belts and footrests.

Refer to the Mobility Aid Guide online or contact handyDART.

## Using the Ramp

All customers using wheelchairs or scooters will use the ramp to get on and off the handyDART vehicle.

## Guide Dogs and Service Dogs

BC Transit welcomes guide and service dogs on our buses for persons with disabilities in accordance to the Guide Dog and Service Dog Act (GDSDA) and the BC Human Rights Code. *You will not be asked to provide GDSDA certification;* however, when coming on board with a guide dog or service dog, **the dog must be on leash or wearing a harness** and not occupy a seat. Emotional Support or Therapy dogs are not covered under the GDSDA, therefore, they are not permitted on BC Transit vehicles.

Guide and/or service dogs are expected to be non-disruptive and non-aggressive while on board the vehicle. All guide dogs and service dogs should:

- Not have disruptive behaviour toward the operator or other customers.
- Not disrupt the safe operation of the bus.
- Not pose a risk to others or damage property inside the vehicle.
- Not be allowed to roam freely in the vehicle.
- Not urinate or defecate on the vehicle.

## Transporting Children

An adult must accompany children under the age of six. Children less than 18 kg (40 lbs) must be carried and secured in a CSA-approved car seat, supplied by the accompanying adult.

# Policies and Guidelines

## 'No Show' or a 'Late Cancellation'

If handyDART arrives during the pick-up window and you are not there, the driver will not wait. Your file will indicate a 'No Show' and other trips booked that day will be cancelled automatically. If you need these trips, contact the handyDART office immediately.

A 'Late Cancellation' occurs when you cancel a trip within two hours of your scheduled pick-up. It is very difficult to offer trips to other customers with short notice.

## Service Restriction Penalty

For handyDART riders who have three (3) unexplained no-shows or late cancellations within 30 days, there will be a two (2) week service suspension imposed.

Subscription riders who have three (3) unexplained no-shows or late cancellations within 30 days will also lose their subscription trip status. They will only be permitted to book one-off trips after their suspension period has ended.

Note: handyDART riders will be notified after 24 hours via telephone and/or mail each time a no-show or late cancellation occurs.

### Appeal Process

Incidents will not be counted as a no-show or late cancellation where the customer has called with a valid reason (something beyond the customer's control), within 24 hours.

## 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.

# Frequently Asked Questions

## May I use the fixed-route bus and handyDART for different trips?

We encourage you to use the transit service that best meets your travel needs. Sometimes you may be able to use the fixed-route bus for a trip, while for other trips you may need the extra assistance of handyDART.

If you are not familiar with using the bus, call your local transit service for more information.

## May I bring an attendant?

If additional assistance is required, handyDART customers may travel with an attendant. Please let your transit operator know if the person travelling with you is your attendant. Attendants travel free on handyDART and accessible fixed-route, and must board and exit at the same stop as the customer. An attendant can not be a registered handyDART customer.

Your driver will ensure that the securements are properly fastened. Attendants do not need to help load and secure mobility aids on the handyDART bus. On fixed-route, attendants are expected to assist with loading and securing mobility aids.



## May I travel with a companion(s)?

You may travel with family members and friends on handyDART, space permitting. A companion is a person who travels with you as a friend and is not required for your assistance. All companions pay full fare. You must let the dispatcher know that you wish to travel with a companion when you book your trip.

## How are an attendant and a companion different?

An attendant is a person who travels with you because you need their assistance to travel. An attendant is responsible for your care and assistance during the entire trip. Customers requiring an attendant must notify handyDART at the time the trip reservation is made. Attendants are not required to pay a fare. An attendant cannot be a registered handyDART customer.

## May I bring a pet on board?

Only small fur-bearing and feathered pets contained in secure, clean, hand-held cages are permitted on the bus. Cages (hard or soft shell) must be small enough to fit on the owner's lap. Customers must hold on to their cages at all times. If there is room, the customers may place and hold the cage beside them on the floor. The cage should not block the aisle or restrict other customers.

## Can I bring parcels and bags on handyDART?

You may bring two parcels with you but these must be held on your lap. If you are going to the airport you can bring luggage. Just tell the customer service agent when you book the trip to ensure that space is available.

## Can I book trips for a group of customers?

Group trips can be arranged and provided for handyDART customers, their attendants and companions if space is available. To arrange for a group trip, call your local handyDART office to speak to a customer service agent. Trips can only be provided if space is available.

## How do I make a commendation or complaint about handyDART service?

We appreciate your feedback on our service. For complaints or commendations, call your local municipality or regional district – visit bctransit.com for contact information or ask the office.



# Service Information

## Booking a Trip

**250·635·2666**

### Service Hours

| | |
|---|---|
| Monday – Friday | 8:45 a.m. – 5:30 p.m. |
| Saturday | 9:00 a.m – 12:00 p.m.<br>and 1:00 p.m. – 4:00 p.m. |
| Sunday and holidays | No Service |

### Office Hours

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|---|---|
| Monday to Friday | 7:30 a.m. – 4:30 p.m. |
| Saturday | 9:00 a.m. – 3:00 p.m. |

You can call to book your trips anytime during office hours.

## 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.

bctransit.com

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