

DATE: February 10, 2026

PREPARED FOR: Victoria Regional Transit Commission

PREPARED BY: Elise Wren, Government Relations Manager

SUBJECT: Accessible Transportation Advisory Committee (ATAC) Update

PURPOSE

To provide the Victoria Regional Transit Commission (VRTC) with an expanded summary of the discussion, updates, and key themes arising from the Accessible Transportation Advisory Committee (ATAC) meeting held on December 8, 2025. This report, and the subsequent meeting minutes are presented to the Commission for **INFORMATION**.

BACKGROUND

The purpose of the ATAC is to provide advice to the Victoria Regional Transit Commission (VRTC) and BC Transit related to the application of recognized accessibility standards to the Victoria Region. This includes planning, projects, policies and guidelines to ensure persons with disabilities can safely, with dignity and respect, access and utilize BC Transit services.

The ATAC met on December 8, 2025, to receive updates from BC Transit staff and service partners on a range of accessibility-related initiatives, including the Victoria Regional Transit Plan (VRTP), custom transit service improvements, digital accessibility, and travel training.

Attachment: 9.5 25 12 DRAFT ATAC Minutes

ATAC MEETING HIGHLIGHTS

Victoria Regional Transit Plan (VRTP) - handyDART Update

BC Transit provided an overview of engagement activities underway as part of the Custom Transit component of the VRTP. Public engagement launched in November 2025 and included a digital survey and a series of in-person open houses targeted to accessibility and disability communities. Open houses were scheduled in Langford, Victoria, and Sidney to support in-person participation.

Committee members were advised that key information about the engagement process was shared through the handyDART phone system while customers waited on hold, ensuring users of custom transit services were aware of opportunities to provide feedback during that time.

Victoria Regional Transit Plan (VRTP) - Fixed-Route Transit Update

A high-level update was provided on accessibility considerations being incorporated into fixed-route transit planning as part of the VRTP. Ongoing work includes the standardization of bus

shelters, incorporation of Braille on signage, review of stop and spacing distances, improvements to service frequency and enhancements to information accessibility at transit stops.

An outline was also presented on the network design principles, including clearer guidelines for corridor-based routes, transfer opportunities between networks, and higher frequencies on high-demand corridors. Planned improvements include a move toward ten-minute rapid service on key routes, the formalization of express service guidelines, and early examination of on-demand transit models, informed by pilot projects underway in other BC Transit systems.

Custom Transit Solution Update

A brief update was presented on the ongoing procurement process for the Custom Transit Solution software to improve the customer service experience for those booking handyDART. BC Transit indicated that the service contract was expected to be finalized imminently, with a public announcement to follow. A more detailed presentation on the new service arrangement will be shared at a future meeting once information is available for release.

BC Transit Website Modernization – Accessibility Testing

BC Transit presented an update on the modernization of the BC Transit website, with a specific focus on accessibility improvements. The Committee was informed that advanced accessibility testing has been approved and will be conducted by an independent accessibility-focused firm specializing in accessible digital platforms.

It was outlined that testing will occur in advance of the website launch, with results to be shared with in spring 2026. Following launch, BC Transit intends to maintain a continuous feedback process to ensure the website remains accessible, current, and responsive to user needs.

Travel Training

A preliminary update was provided on the development of travel training programming and discussed potential ways the committee could support or inform this work. Further details, including opportunities for more direct involvement, will be brought forward at a subsequent meeting once vendor discussions are further advanced.

NEXT MEETING

The next regularly scheduled meeting of the Accessible Transportation Advisory Committee is planned for February 9, 2026.

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Date: January 25, 2026

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Title: Vice-President, Strategy, Planning
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Date: January 27, 2026