

**DATE:** May 12, 2026

**PREPARED FOR:** Victoria Regional Transit Commission

**PREPARED BY:** Elise Wren, Government Relations Manager

**SUBJECT:** Accessible Transportation Advisory Committee (ATAC) Update

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## EXECUTIVE SUMMARY

### Accessible Transportation Advisory Committee (ATAC)

**Meeting Date:** February 9, 2026

The Accessible Transportation Advisory Committee met on February 9, 2026, to receive operational updates, discuss accessibility-related service improvements, and review committee matters related to member participation and compensation.

### Service Performance Highlights

- **Conventional Transit:**  
Service delivery exceeded targets at **100.3%** between October and December 2025, improving from the previous year. The newly implemented **pass-up policy** significantly outperformed expectations, achieving an approximate **75% reduction**, well above the 65% target.
- **Custom Transit (handyDART):**  
Victoria handyDART delivered **101.6%** of scheduled service, exceeding the performance target. The system served **2,984 active users**, including **244 new registrants**. There were **981 unmet trips**, representing **1.8% of total requests**, reflecting a slight increase. A newly implemented phone system initially affected call wait times; however, performance has since improved. Notably, customers can now modify rides **up to three days in advance**, instead of 14 days.

### Accessibility and Technology Initiatives

- **BC Transit Website Modernization:**  
BC Transit is undertaking a major website accessibility upgrade, supported by advanced testing from **LEADS**, an accessibility-focused firm. Improvements will focus on accessible content governance (plain language, captions, accessible images) and moderated user testing, with findings to be shared with ATAC.
- **Custom Transit Solution Modernization:**  
BC Transit announced a partnership with **Spare Labs** to modernize dispatch and booking systems across the province's **28 handyDART systems**. The new solution will

enable online booking, phone and voice-prompted options, trip tracking, and enhanced rider notifications, improving customer experience and operational consistency.

### Committee Matters

- ATAC Stipend Review Request:**  
 BC Transit acknowledged the value of ATAC members' contributions but confirmed that providing stipends is not addressed under the *British Columbia Transit Act*. The *BC Transit Act* does not contain any provision prohibiting remuneration for advisory committee members; instead, it is silent on advisory committees altogether. Because the Act only authorizes remuneration where it is expressly provided for statutory bodies, and provides no authority for compensating advisory committees, such roles are treated as voluntary by default.
- The Committee was advised that further pursuit would require a formal request to the Victoria Regional Transit Commission to petition the Province.

### Next Steps

- Continued monitoring of service performance and call system improvements.
- Ongoing engagement with ATAC on website accessibility testing results.
- Progress updates on the province-wide custom transit technology rollout.

**Next Meeting:** Monday, May 11, 2026, 3:00–4:30 p.m.

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Reviewed by: Christy Harrold

Title: Vice President, Strategy, Planning and Public Affairs Date: April 28, 2026