

Victoria Regional handyDART

# User Guide

Accessible Transit Services



August 2010

Victoria Regional  
Transit Commission



[www.bctransit.com](http://www.bctransit.com)

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# Welcome!

## **Thank you for registering with handyDART.**

This is your handyDART information guide. You can find this Guide and more information on transit options for seniors and persons with disabilities on the BC Transit website at:

**[www.bctransit.com](http://www.bctransit.com)**

# Your travel options

The Victoria Regional Transit System serves Victoria, the Saanich Peninsula, the western communities and Sooke. The transit system offers a range of travel options including low-floor regular buses, handyDART door-to-door service and a Taxi Saver program. Many customers ride the regular bus for some trips and use handyDART or Taxi Savers for other trips. BC Transit invites you to use all transit services for your travel needs.

## Low-floor regular buses

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Almost all BC Transit regular buses are low floor and do not have stairs. Using low-floor buses is easy, especially if you use mobility aids or have trouble with stairs. It can kneel to lower the entry level of the bus and has a ramp to help you get on and off the bus.

## handyDART

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**handyDART is a door-to-door service.** You are picked up at the door and dropped off at the door of your destination. **handyDART is a shared-ride service.** This means that other passengers may be picked up and dropped off during your trip. You must book your trips in advance of the day you wish to travel.

### Taxi Saver program

As a registered, permanent handyDART customer, you are able to use the Taxi Saver program. When handyDART cannot accommodate your travel needs, you can take a taxi and pay with Taxi Saver coupons. You must have a **handyPASS** to use Taxi Saver coupons.

## Planning your handyDART trip

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The handyDART office hours are 8:00 a.m. to 5:00 p.m., Monday to Friday.

### handyDART service hours

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Monday to Thursday	7:00 a.m. to 10:00 p.m.
Friday	7:00 a.m. to midnight
Saturday	8:00 a.m. to midnight
Sunday and holidays	8:00 a.m. to 10:00 p.m.

**Service to Sooke** is twice a week on Monday and Thursday.

### handyDART automated phone service

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Victoria Regional handyDART offers an automated telephone service for your needs. All handyDART service can be reached by calling 250-727-7811. Customers can speak to a customer service agent by pressing 0. However, the service offers several other features.

Listen carefully to the automated voice and follow the prompts. The system will ask you what you want to do. You can press 0 to speak with an agent at any time during your call.

## handyDART automated phone service touch-tone menu includes:

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**Press 1** to review or cancel a trip

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**Press 2** to book a trip

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**Press 4** to review customer profile

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**Press 5** for more handyDART information

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**Press 6** to transfer to the cancellation line after hours

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**Press 7** for help

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**Press \*** to repeat a menu

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**Press 9** to return to the main menu

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**Press 0** to speak with an agent

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## Evening trip reminder calls

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We will have the automated system call you the night before your scheduled trip. If you are not at home, we will leave a message on your voice mail or answering machine and handyDART will arrive tomorrow, as scheduled. Please listen to your automated message as your pick-up time may have been changed. If you do not get the message and the pick-up time has been changed we will call you in the morning.

## Arrival notification calls

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To reduce arrival time uncertainty, our automated system will call you 5 to 10 minutes before our vehicle arrives. You can stay in your residence or pick-up location with a registered phone number and wait for the automated call. You should be ready for pick-up and go directly to your pick-up location when you receive this call. If you do not want to wait for the notification you must go to the pick-up location at the start of your pick-up window.

## Enrolling for handyLINE and handyWEB

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To use handyLINE and handyWEB, you must enroll and be given a customer identification number. The automated systems can only book trips to locations you have on file. You must supply the destinations you would go to with handyDART. We need the name, address and phone number (if applicable) for each location.

To add your preferred destinations to your file you can:

- call **250-727-9607**

or

- complete and submit the H9 form, titled  
**List of Preferred Pick-up and Drop-off Addresses**

You can print forms from our website at: **[www.bctransit.com](http://www.bctransit.com)**

# Planning your handyDART trip

## Booking a trip

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There are two types of trips:

- **Subscription trips** which are scheduled once a week or more to the same location at the same time for a minimum of 4 months
- **Reservation trips** which are one time or occasional trips for any purpose at any time

To establish **subscription trips** you must request this service. You must show one month of trip history with no changes in time, day or destination. During this period you must continue to book your own trips. Once your subscription trip is established, your trips are booked automatically. You only need to call to cancel trips. Subscription trips are cancelled on statutory holidays, except for renal patients. You must contact handyDART if you need to keep a trip on a holiday.

**Reservation trips** are scheduled on a first-to-call first-served basis. You need to book a trip in advance of the date required but no more than 14 days in advance. The number of days in advance depends upon the day and time requested. We have been able to provide some trips with as little as a few days' notice.

## To book a trip, you must have this information ready:

- Your name

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- The day, date and time you need to travel

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- Identify if you have an attendant or companion or service dog

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- Your pick-up address – street name and number

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- Your drop-off address – street name and number and phone number if available

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- Your appointment time

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- Your return trip pick-up time

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## There are three ways to book your trip.

- 1. Book directly with a customer service agent (CSA).**  
Call 250-727-7811 and press '0'.
- 2. Use handyLINE, the automated telephone booking services.**  
It is available 24 hours a day. You can book, review and cancel trips using your touch-tone phone. Call 250-727-7811 and follow the prompts.
- 3. Use handyWEB, the online booking services.** It is available 24 hours a day. You can book, review and cancel trips by visiting **[www.handyDART.com](http://www.handyDART.com)**

## 1. Trip booking with a customer service agent

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You must call **250-727-7811** and press **0** within the booking hours.

### **Customer Service is available:**

- Sunday to Thursday between 8:00 a.m. and 10:00 p.m.
- Friday and Saturday between 8:00 a.m. and midnight

### **The booking lines are busiest:**

- between 8:00 - 9:30 a.m.
- between 3:00 - 5:00 p.m.

The handyDART booking office is not open on statutory holidays.

## 2. Trip booking with handyLINE

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Dial **250-727-7811** and listen to the automated system. Be ready to enter your **Customer ID Number** and **PIN** (your 4 number password).

**Customer ID Number**

**PIN**

Listen carefully and follow the prompts. The handyLINE system will ask you what you want to do.

## To book a trip with handyLINE

1. Press **2**
2. You will be asked for your customer ID number and PIN. Use your telephone keypad to enter the numbers, followed by the pound (#) key.
3. You will be asked to indicate the day and time of the trip, the destination, if you are travelling with an attendant or service animal and if you require a return trip.
4. You will be advised if the trip was scheduled or not available.
5. If the trip is scheduled, write down the **trip confirmation number** and **pick-up times**. A trip confirmation number will help us track our trip if something should go wrong.
6. If the trip is unavailable, call a customer service agent to try to book the trip. They can often provide a trip as they have access to more booking information.

## 3. Trip booking with handyWEB

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Go to **www.handyDART.com** and enter your Customer ID Number and PIN and log-in. Follow the prompts on each page.

1. You will be asked to indicate the day and time of the trip, the destination, if you are travelling with an attendant or service animal and if you require a return trip.
2. You will be advised if the trip was scheduled, requested or not available. If the trip is unavailable call a customer service agent to try to book the trip. They can often provide a trip as they have access to more booking information.
3. Your trips may be scheduled or requested. If the trip is requested, it can be wait-listed or placed on stand-by, call a customer agent to confirm the trip status.

## **Trip booking tips**

If you have an appointment, book your trip based upon the arrival time. The agent or automated system will calculate the pick-up time required to have you to your appointment on time. Although other customers may be picked up or dropped off along the way, you will get to your appointment on time.

Many subscription trips are booked between 8:00 and 9:30 a.m. and between 2:00 and 4:30 p.m. During these times it may be difficult to take a trip. Try to arrange appointments between 9:30 a.m. and 2:00 p.m. so you can take trips at off-peak times.

## **Wait-listed trips**

Your trip may be placed on a wait list if your requested trip can be provided, but the pick-up time has not been established. We will provide all wait-listed trips. Once the trip is scheduled we will call to advise you of your pick-up time.

## **Stand-by trips**

A stand-by trip means that there are no seats available to accommodate you. However, due to same day cancellations, a trip may become available. You must call the handyDART office 2 hours before your trip time at 250-727-7811 and press 0 to see if your trip can be provided.

## **Pick-up time changes**

Due to trip cancellations or traffic delays we may need to adjust your pick-up time. We will not change the time more than 30 minutes. In all cases we will get you to your appointment on time. Please listen to your evening call reminder to see if your pick-up time has changed.

If time changes are made in the morning, the dispatcher will call to advise you.

## When your ride comes

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When you book a trip, the handyLINE, handyWEB or customer service agent will give you a 30 minute pick-up window. The pick-up window is the estimated period during which you can expect the vehicle to arrive.

You should be ready to go to your pick-up location at the beginning of your pick-up window. If you are at a location with a registered phone number or you have a cell phone you will receive an arrival notification call 5 to 10 minutes before the vehicle arrives. Go directly to your pick-up location after you receive this call. If you are not available by phone you must be at the pick-up location at the start of your pick-up window. You are not obliged to be at your pick-up destination before the start of your pick-up window. The handyDART vehicle will either wait or return during the pick-up window.

**Example:** For a 9:00 to 9:30 a.m. pick-up window, you should be ready at 9:00 a.m. You will receive an arrival notification call 5 to 10 minutes before the vehicle arrives. If you can't be reached by phone go to the pick-up location at 9:00 a.m.

## A missed pick-up

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If you miss your ride, call handyDART as soon as possible to arrange alternative transportation. We will not leave you stranded. If you know your appointment is running overtime, call handyDART so that the vehicle can be redirected and other transportation arranged.

## Five ways to cancel a trip

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To cancel a trip, please be ready with your name, the date and time of your scheduled trip, and the trip destination.

### **1. Cancel a trip directly with an agent, during booking hours.**

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- Dial 250-727-7811 and press 0 or dial 250-479-0004.

### **2. Cancel a trip after booking hours.**

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- Dial 250-727-7811 and press 6 or dial 250-479-0004 and leave a message.

### **3. To cancel when you receive a trip reminder call the night before your trip.**

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- Listen and follow the prompts.

### **4. Use the handyLINE automated telephone booking services.**

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- Dial 250-727-7811 and press 1.
- You will be asked to enter your customer ID number and PIN (password). Use your telephone keypad to enter the numbers, followed by the pound (#) key. Follow the prompts.
- The system will advise you if the cancellation was successful.

### **5. Use the handyWEB online booking services.**

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- Visit [www.handydart.com](http://www.handydart.com)
- Enter your customer ID number and PIN (password) and log-in.
- Follow the prompts.

handyDART resources are limited and always in demand. We ask that you call handyDART and cancel a trip as soon as you can. By cancelling as far in advance as possible, you help us improve service to all our passengers.

## Other vehicles

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handyDART may send a taxi or a private van service rather than a handyDART vehicle. If this happens, you can pay with a transit bus ticket or your SuperPASS, U-PASS or ProPASS. The full taxi fare is subsidized and paid by BC Transit. You are not required to pay the fare on the meter nor tip the driver.

## “No Show” and a “Late Cancellation”

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If handyDART arrives during the 30 minute 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 a customer service agent 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.

Both “No Shows” and “Late Cancellations” use limited resources and your cooperation in reducing these events is appreciated. If you frequently “No Show” or repeatedly fail to provide advance notice when you cancel a trip, you risk losing your handyDART privileges. Staff will contact you to determine the circumstance and to see what can be done to make handyDART work better for you.

## Suspension of service

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In order to ensure excellent service for all passengers, handyDART reserves the right to suspend service for any customer who consistently does not meet handyDART guidelines or for inappropriate behaviour. handyDART will contact you to discuss these concerns and provide a warning of pending suspension.

# Safety on handyDART

## Driver assistance

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### **The driver will:**

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

### **The driver will not:**

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

## Wheelchairs and scooters

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handyDART vehicles have a rear lift that can accommodate most wheelchairs or scooters. Your wheelchair or scooter must meet specific size, weight and safety guidelines.

### Mobility aid guidelines:

- combined weight of mobility aid and customer cannot exceed 272 kg (600 lbs)
- maximum width of 99.1 cm (39 inches)
- maximum length of 121.9 cm (48 inches)
- be in good working condition
- added restraint strap to wheelchair or scooter

## Using the lift

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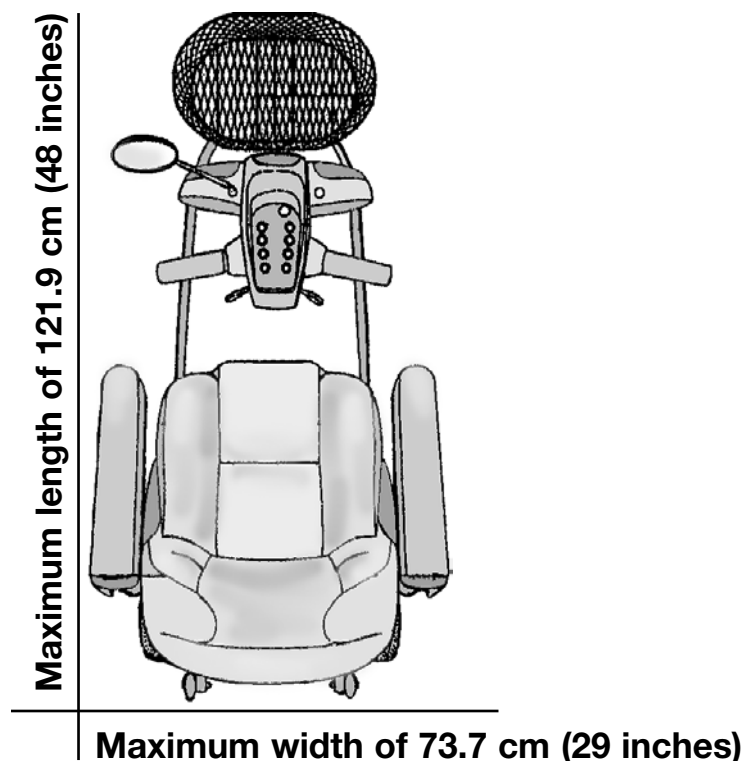
All customers using wheelchairs or scooters use the lift to get on and off the handyDART vehicle. Customers may stand on the lift if they have difficulty with stairs. In some cases the bus seat layout or the securement of passengers using wheelchairs or scooters may prohibit ambulatory customers using the lift.

## Transporting children

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An adult must accompany children under the age of six. One adult may accompany up to eight children. Children weighing less than 18kg (40 lbs) must be carried in a CSA approved car seat, supplied by the accompanying adult. For details, see:

[http://www.icbc.com/road\\_safety/](http://www.icbc.com/road_safety/)



# Frequently Asked Questions

## How are an Attendant and a Companion different?

An **attendant** is a person who travels with you and who is responsible for your care and to assist you 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.

A **companion** is a person who travels with you as a friend and is not required to assist you. A companion is required to pay a fare.

## Can I bring a pet on handyDART?

Pets are not allowed on handyDART as the vehicles are very small and there is a high incidence of allergies among our customers. Certified service animals are always welcome.

## 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 or ferry, you can bring luggage. Just tell the customer service agent when you book the trip so space will be made available.

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

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Group trips can be arranged and provided for handyDART customers, their attendants and companions. To arrange for a group trip contact 250-727-7811 and press 0 to speak to a customer service agent. Trips can be provided if space is available.

## **Can children take handyDART?**

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handyDART does not provide transportation for children with disabilities to programs where other government-funded transportation is available. All trips originating or terminating at a public school are the responsibility of the school district. Ambulatory children under the age of 12 may only make permanent bookings to medical or educational destinations. They cannot book occasional one-time trips.

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

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We appreciate your feedback on our service. The staff appreciates commendations as they want to provide outstanding customer service. We also need to be advised on any problems you have with our service. This is one of the ways we can improve service to our customers. For complaints or commendations, contact the Manager, Victoria Regional handyDART at 250-479-5652.

# Orientation

We offer free orientation to help you feel comfortable travelling on low-floor buses and handyDART buses.

## Community Travel Training

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As a handyDART customer, we invite you to take advantage of the Community Travel Training service and use the regular bus for some of your trips. It is often simpler to use the regular bus for some trips.

If you have not used the regular bus service or need to know more about using mobility aids on the bus, we offer a free coaching service. Trainers will develop an individualized coaching plan that will allow you to learn at your own pace. Trainers can focus on your travel needs, such as work trips, volunteer positions, appointments or general travel. We will follow up to see how you are doing and provide additional guidance if required. Call 250-384-7723 for information.

## handyDART orientation

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If you are new to handyDART or new to using a wheelchair or scooter, handyDART will bring a handyDART vehicle to your door to let you practise getting on and off the vehicle. To arrange a practice session call 250-727-7811 and press 3. We also offer group sessions.

## Mobility aid orientation on low-floor regular buses

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If you use a wheelchair, walker or scooter and need to know more about using it on the regular bus, we can help. This free service will help you learn how to use the ramp to get on and off a low-floor bus with your mobility aid. We will bring a bus to the nearest accessible bus stop to your home. Call BC Transit Safety and Training at 250-385-2551 to arrange a session.

# handyDART Fares

handyDART fares are the same as the adult fare on the regular bus.

## **You can use these fare products on handyDART:**

- Cash: use correct fare as drivers do not carry change
- BC Transit Super (Adult) tickets
- DayPASS
- SuperPASS
- U-PASS
- ProPASS
- BC Transit discount tickets by paying the extra 75¢ in cash.

## **You cannot use these fare products on handyDART:**

- BC Transit discount pass
- YouthPASS
- Provincial BC BusPASS
- CNIB National Identity Card

## **Fare Purchase**

You can purchase transit tickets from the handyDART office or from your driver. BC Transit adult fare tickets and passes can be purchased at ticket vendors throughout the region or in person from the BC Transit office at 520 Gorge Road.

# Other transit services

Other services available to you include the regular bus service, handyPASS and Taxi Saver coupons. The Victoria Regional Transit Commission has established an Accessible Transportation Advisory Committee to provide advice from the perspective of seniors and persons with disabilities.

## Regular low-floor bus service

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Almost all BC Transit regular buses are low floor and do not have stairs. Using low-floor buses is easy, especially if you use mobility aids or have trouble with stairs. The special features include:

- no entry steps
- a kneeling feature that lowers the entry level to within 10 cm of the sidewalk
- a ramp for people who use mobility aids
- two spaces designated for wheelchairs or scooters

Buses run 365 days a year, usually from 6:00 a.m. until past midnight. All evening and weekend trips are served by low-floor buses.

All wheelchairs and scooters must be under 73.7 cm (29 inches) wide and 121.9 cm (48 inches) long. If you need to use the ramp to get on and/or off the bus, please ask the operator to lower the ramp.

## Planning a trip

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If you use a wheelchair or scooter or have difficulty with stairs you should either check the route schedule on the web or contact the BC Transit customer service agents (CSA) to confirm the trip you want is served by a low-floor bus. If you require use of the ramp you should contact an agent to find out if your destination is served by an accessible bus stop. Customer service agents can be reached at Transit Information 250-382-6161 and Press 0. The web address is [www.bctransit.com/regions/vic](http://www.bctransit.com/regions/vic) then check maps and schedules.

## Safety

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If you are waiting for a low-floor bus and the bus that arrives is not accessible or if the wheelchair positions are full, the driver will advise you of the next low-floor bus. If there is no further low-floor bus service, the driver will help you by making alternative travel arrangements. You will not be left in an isolated or unsafe location.

## Regular transit service comments

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BC Transit appreciates your feedback on our service. We feel rewarded by your commendations as we want to provide outstanding customer service. We also value being advised of any problems you encounter with our service. This is one of the ways we can improve service to our customers.

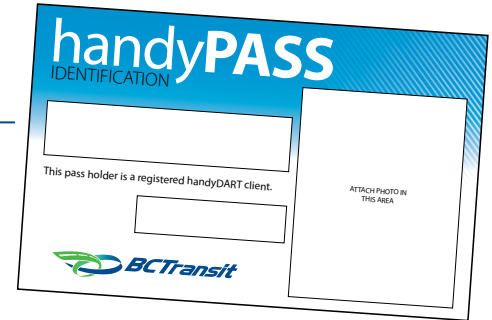
Please have the bus number, route number, route name and time of day the incident occurred. For complaints or commendations contact Transit Information at 250-382-6161 and press 0 for an agent or use our feedback form on the web at [www.bctransit.com/regions/vic](http://www.bctransit.com/regions/vic) then click **Contact us** and **route feedback**.

# handyPASS

## handyPASS identification card

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The handyPASS is a picture identification card only. When you use the regular bus, pay your fare and show your handyPASS to have your attendant travel free. Passengers using a wheelchair or scooter, or a CNIB National ID card can have their attendant travel for free as well. handyPASS is not transferable to other transit systems. You must show your handyPASS to the taxi driver when you pay with Taxi Saver coupons.



You do not need a handyPASS to ride handyDART. Your handyPASS number is not your handyDART number.

## Obtaining a handyPASS card

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You need to provide two passport type pictures sized about 1.5 by 1.5 inches. You can take them to the BC Transit office Monday to Friday from 8:00 a.m. and 4:30 p.m. or you can mail your photos to:

**BC Transit  
Taxi Saver Program  
PO Box 610, 520 Gorge Road East  
Victoria, B.C. V8W 2P3**

## Taxi Saver

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Registered handyDART customers over the age of 12 who have a permanent mobility limitation are able to use Taxi Savers. When handyDART services cannot accommodate your travel needs, you can take a taxi and pay with Taxi Saver coupons. You must have a handyPASS ID Card to use the Taxi Saver coupons. Taxi savers are not available to temporary handyDART customers.

The Taxi Saver Program provides a 50% subsidy towards the cost of taxi rides, with Taxi Saver Coupons. These coupons are sold in sheets that contain \$1, \$2, and \$5 denominations. Each sheet is worth \$80 and you pay only \$40. You can purchase only one sheet each month. Taxi Saver coupons do not have an expiry date.



## Obtaining Taxi Saver coupons

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You can request Taxi Saver coupons by mail. Send us a cheque that includes your handyPASS card number and return address. Make your cheque payable to “BC Transit”, for the amount of \$40 (1 sheet). You can also purchase Taxi Saver Coupons in person at the BC Transit office, Monday to Friday, 8:00 a.m. to 4:30 p.m.

## Booking a Taxi Saver trip

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To book a trip, call one of the participating taxi companies below:

<b>Bluebird Cabs*</b>	<b>250-382-4235</b>
<b>Yellow Cab*</b>	<b>250-381-2222</b>
<b>Esquimalt Saanich Taxi</b>	<b>250-386-7766</b>
<b>Peninsula Taxi</b>	<b>250-656-1111</b>
<b>Sooke Harbour Taxi</b>	<b>250-642-7900</b>
<b>Victoria Taxi*</b>	<b>250-383-7111</b>
<b>Westshore Taxi</b>	<b>250-478-7888</b>
<b>Westwind Taxi (Western Communities)</b>	<b>250-474-4747</b>

**Bluebird Cabs\*** and **Yellow Cab\*** have wheelchair and scooter accessible vehicles. **Victoria Taxi\*** has an accessible van available through Pacific Companion Enterprises. Please advise the dispatcher if you require an accessible vehicle.

Use your coupons to pay the dollar amount of the taxi fare. You need change to pay any amount over the dollar total. For example, if the taxi fare is \$5.80, you pay \$5 in coupons and 80¢ in change. Coupons cannot be used to tip taxi drivers.

## Taxi service commendations or complaints

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If you have a compliment or complaint about the service you received when using Taxi Saver coupons, please contact the manager of the taxi company that served you. Please have the name of the taxi company, the day and time of the trip and trip destination available.

# Contact information

## **handyDART** 4206 Commerce Circle, Victoria B.C. V8Z 6N6

handyDART customer service agent 250-727-7811 press 0

handyLINE automated telephone system 250-727-7811

24 hour handyDART Cancellation line 250-479-0004

Manager 250-479-5652

handyWEB [www.handyDART.com](http://www.handyDART.com)

Email [handyDARTregistration@bctransit.com](mailto:handyDARTregistration@bctransit.com)

## **BC Transit** PO Box 610, 520 Gorge Road East, Victoria, B.C. V8W 2P3

Transit Information (schedule info or commendations) 250-382-6161 press 0

handyPASS and Taxi Saver coupons 250-995-5618

TTY 250-995-5622

General office number 250-385-2551

Web [www.bctransit.com](http://www.bctransit.com)

## **Community Travel Training**

PO Box 1113, 621 Discovery Street, Victoria B.C. V8W 2S6

Phone 250-384-7723

Email [execunet@telus.net](mailto:execunet@telus.net)

## **ATAC Accessible Transportation Advisory Committee**

Phone 250-995-5695

ATAC advocates for transit service improvements from the perspective of seniors and persons with disabilities. ATAC's advice is directed to BC Transit staff and the Victoria Regional Transit Commission. Call ATAC if you have a policy or operational issue. ATAC does not deal with specific trip complaints.

Victoria Regional  
Transit Commission



[www.bctransit.com](http://www.bctransit.com)

Linking Communities, Businesses & Lifestyles