

Vernon Regional Accessible Transit

Transit in Vernon, Coldstream and the North Okanagan is made up of a family of services

BC Transit has made large-scale improvements to accessibility

- **Fixed-Route:** 100% of buses are low-floor accessible
- **handyDART:** Ramp and lift-equipped mini buses

The key is to provide transit services tailored to the individual's needs and abilities



handyDART is:

- For people who cannot use fixed-route service independently due to a disability
- Based on need
- A complementary service to fixed-route
- Essential for those unable to use fixed-route transit

handyDART is a vital resource for those who need it. However, there are a number of trends that are making it harder to meet passenger needs:

- As more people access handyDART, it gets harder for many to get trips they need
- Growing difficulty in getting trips at peak times
- Increasing demand for dialysis and day program trips

Previous handyDART Registration Process and its Challenges

Registration was conducted by paper only, with applicants filling in a form. This process had a number of drawbacks:

- Does not allow for a conversation with the applicant
- Does not address:
 - Individual needs and abilities
 - Travel needs
 - Ability to use fixed-route transit
 - Variable medical conditions
 - Conditional eligibility (e.g. night blindness)
 - Travel training opportunities for fixed-route system

Revised Registration Process

Many other transit systems have improved their registration processes by adopting in-person and telephone applications. This revised process allows for an interactive conversation about the applicant's individual needs and abilities and matches them with transit services.

With support from your local councils, BC Transit is implementing this revised process as a pilot project in your area

Pilot Project: Revised Process

- Potential rider calls for application form
- Application sent to applicant for completion and return
- Follow-up mobility assessment scheduled
- Applicant comes in for mobility assessment and discussion about transit needs
 - Mobility assessment conducted by Registered Occupational Therapist
- Applicant receives determination letter within 21 days of submitting application



Revised Process – Benefits

- Riders will have access to information and knowledge about the transit service that is tailored to their individual abilities
- More accurate and standardized registration process
- Chance for registrants to ask questions and learn about all transit options, including low-floor bus service
- Preserve handyDART service for those who have no other transit options
- Revised process in accordance with industry standards
- Appeal process
- Better matches needs to services

How We Are Implementing

Year One (pilot): New applications only

- As *new* applicants apply for handyDART, they will use the revised process
- After pilot, regional partners will assess project's effectiveness and whether to proceed to Year Two