Committee of the Whole

to be held at
City of Penticton, Committee Room A
171 Main Street, Penticton, B.C.

Monday, November 16, 2015
at 3:00 p.m.

1. Call Committee of the Whole to Order

2. Adoption of Agenda

3. Presentations:
   3.1 BC Transit – handyDART Registration Project

       Daniel Pizarro, Senior Regional Transit Manager &
       Danielle Harriott, Accessibility Program Manager

4. Media and Public Question Period

5. Adjourn to In-Camera

Adjourn to a closed meeting of Council pursuant to the provisions of the Community Charter section 90 (1) as follows:

(a) personal information about an identifiable individual who holds or is being considered for a position as an officer, employee or agent of the municipality or another position appointed by the municipality;

(e) the acquisition, disposition or expropriation of land or improvements, if the Council considers that disclosure could reasonably be expected to harm the interests of the municipality;

(g) litigation or potential litigation affecting the municipality;

(i) the receipt of advice that is subject to solicitor-client privilege, including communications necessary for that purpose;

(j) information that is prohibited, or information that if it were presented in a document would be prohibited, from disclosure under section 21 of the Freedom of Information and Protection of Privacy Act.
handyDART (custom transit)

Definition: Door-to-door shared ride, accessible transportation for people whose disabilities prevent them from using fixed-route transit independently

• For people who cannot use fixed-route due to a disability
• Based on need, not convenience
• A complimentary service to fixed-route
• Not synonymous with “rural service”
• Essential for quality of life for those who are unable to use fixed-route transit
handyDART Challenges

- As more people access handyDART, it gets harder for many to get trips they need
- Significant number of unmet trips
- Difficult to get trips at peak times
- Considerable demand on Taxi Saver program
- As service area expands, fewer trips can be delivered
- Demographic trend → rising number of seniors
Current Registration Process: Paper Application

• Does not address:
  » Individual needs and abilities
  » Travel needs
  » Ability to use fixed-route transit
  » Variable conditions
  » Conditional eligibility (e.g. steep hills)

• Does not allow for a conversation with the applicant
• Self-certification
  » 99.9% application approval rate
Accessible Services

• Key is to match rider’s needs and abilities with the right service

• BC Transit conventional bus fleet is 100% low-floor
  » Bus kneels, ramp is deployed
  » Can accommodate riders using mobility aids (2’ x 4’)

• Local transit company may be able to facilitate bus outreach sessions
Revised Registration Process

- More accurate and standardized eligibility process
- Individualized process based on applicant’s abilities
- Low-floor bus education outreach
- Increased handyDART capacity for those who have no other transit options → fewer unmet trips
- Slow rate of increasing costs by shifting some riders to fixed-route transit
- Revised process in accordance with industry standards
Pilot Project Results

• Unmet trips decreased
• Number of active registrants remained stable
• Able to apply trip conditions
• Applicants learned new info about transit
• Reported experience as positive, respectful
Penticton Implementation

- Process for **new** applications only
- Communication to community groups, physicians, care facilities
- Local share annual expenditure – $7,900*
  » Total annual cost – $24,000*

*Allowing for annual increases in accordance with inflation*
Next Steps

• Finalize participating communities
• Request for Proposals: Dec 2015/Jan 2016
• Training & Communications: Feb 2016
• Roll-Out: Starting Mar/Apr 2016
Recommendation

• Approve implementation for 2016
• Letter to BC Transit formally adopting Registration Project