

**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 Registration Project

City of Penticton Open Committee of the Whole

November 16, 2015

# 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 (eg. 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



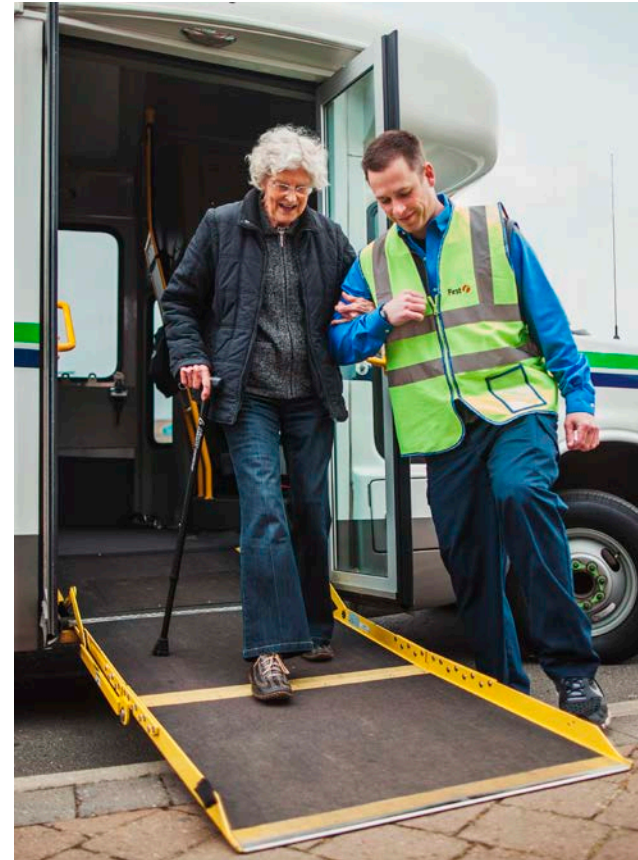
# Revised Registration Process

- 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

