

Customer Tips

Staying Healthy on HandyDART

We want everyone to stay healthy when they ride HandyDART. Outside of wearing a mandatory face covering on the vehicles, take note of the following to keep yourself and others safe:

- Stay home if you feel unwell and are experiencing symptoms of sickness
- Avoid touching your face

- If you can, cough or sneeze into your shoulder or elbow
- Wash your hands regularly, both before and after your trip if possible
- If you are unable to wash your hands, consider using a liquid hand sanitizer
- Try to remain 2 metres or 6 feet from others when possible

We are recruiting for new members of the HandyDART Users' Advisory Committee!

The South Coast British Columbia Transportation Authority (TransLink) is accepting applications for the 2021 HandyDART Users' Advisory Committee (HDUAC) until September 30, 2020 at 11:59 p.m.

The purpose of the HDUAC is for HandyDART customers and their representatives to provide advice and guidance on HandyDART plans, programs and other initiatives, and to advise TransLink on matters to improve HandyDART service for customers. The HDUAC allows TransLink to hear directly from customers and stakeholders and ensure the service meets their needs.

HandyDART customers, or individuals who have direct experience working

with them, are eligible to sit on the HDUAC. If you take a collaborative approach to improving the service, we encourage you to apply. Members serve for two-year terms, with the option to extend for a maximum term of four years. Members attend a minimum of four meetings per year, hosted by TransLink. Members are appointed by the TransLink Board.

Please note, that due to COVID-19, meetings are currently being held virtually, and this will continue for the foreseeable future.

For more information or to apply online, visit the HDUAC website at www.translink.ca/HDUAC or call **778.375.7665**.

Contact us!

CONTACT HandyDART:

By mail: 400-287 Nelson's Court
New Westminster, BC V3L 0E7
Website: www.translink.ca/handydart

BOOK A RIDE:

Phone: 604.575.6600 (Option 1)

REGISTRATION:

Phone: 604.953.3680
Email: atcc@translink.ca

TRAVEL TRAINING:

Phone: 604.953.3636

UNIVERSAL FARE GATE:

Phone: 604.953.3698
Email: opengates@translink.ca
Website: www.translink.ca/opengates

MOBILITY AID TRAINING at VANCOUVER TRANSIT CENTRE:

Phone: 604.264.5420

Sign up for email updates on HandyDART and accessible transit at www.translink.ca/enewsletters and select the "Accessible Transit" option.

FALL 2020

NEWSLETTER

Handy DART



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Mandatory Face Coverings on HandyDART

On Monday, August 24, 2020, TransLink requires non-medical face coverings or masks to be worn at all times on transit vehicles. This policy is inclusive of customers on HandyDART. We know many of our HandyDART customers might have questions around this new policy. Some helpful answers can be found below.

What are non-medical face coverings?

Non-medical face coverings include disposable or reusable fabric masks, bandanas, scarves, face shields and cloth.

Why do I need to wear a face covering?

The novel coronavirus is spread through droplets in the air. Wearing a face covering dramatically reduces the amount of droplets spread by breathing, speaking, coughing and sneezing. It is important to wear a face covering to protect yourself and others from

the transmission of the virus. This simple act helps to prevent more cases of COVID-19.

I have a medical condition or a disability that prevents me from wearing a face covering. Do I need to wear one?

No. Anyone unable to wear a face covering due to an underlying medical condition or disability is exempt from the policy. We do encourage you to examine all options for face coverings, such as scarves, face shields or bandanas.

Can the HandyDART driver help me put on my face covering?

The HandyDART drivers will not be allowed to assist clients in putting on their face covering. We ask that those needing assistance receive from their care giver, attendant or program staff.

COVID-19 and HandyDART Service

At the beginning of March, 2020, HandyDART served more than 5,000 trips every day across the lower mainland. Shortly after the World Health Organization declared COVID-19 a pandemic in mid-March, this number dropped by 85% to less than 800 daily trips.

In response to the pandemic and guidance from health authorities, HandyDART reduced vehicle capacity to allow for physical distancing. For example, in vans that could seat up to 8 customers, we reduced the capacity

to only 1 or 2 customers per ride. There was also a brief period where HandyDART customers were not required to pay fares in order to reduce the potential for transmission by currency or tickets.

Since April, we have seen a steady growth in trips on HandyDART. Today, we serve approximately 1,700 trips as customers return to the service and our region gradually re-opens. However, we are closely monitoring the situation in conjunction with health authorities should there be any resurgence in cases of COVID-19.

Message from First Transit: How We Keep Customers Safe on HandyDART

In our continued efforts to prevent any further spread of the COVID-19 virus and to ensure the safety of HandyDART passengers, staff and the general public, First Transit has put several safety measures in place:

- Physical distancing measures are in effect for passengers travelling on the HandyDART which has limited our overall capacity.
- Every evening, each in-service vehicle is provided daily cleaning and sanitization of the frequent touch areas.
- Each vehicle is equipped with disinfectant spray for drivers to perform wipe down of the frequent touch areas throughout the day between clients.
- Drivers may also provide clients reminders to cough/sneeze in their elbow prior to commencing door-to-door service.
- Reservationists ask a series of pre-screening questions at the time of booking and again 1-2 days prior to travel.

- Passengers on the HandyDART are strongly encouraged to:
 - » wash/sanitize their hands just prior to boarding
 - » bring and wear a face covering/mask
 - » buckle their own seatbelt if they are able to do so
- Staff and passengers are asked to stay home if they are experiencing flu-like symptoms.
- Passengers who advise that they have or have potentially been exposed to COVID-19 will not be permitted on HandyDART vehicles.
- Service is suspended to any group facility or care home that reports a confirmed positive test among their residents or staff. The service to the facility or care home will remain suspended until all restrictions are lifted and clearance is received from the Public Health Office.

