

HandyDART & HandyCard: Simplified Form Instructions

What is HandyDART?

HandyDART is a door-to-door, public ride service that uses specially equipped vehicles designed to carry passengers with disabilities who are unable to use regular public transit without assistance. The driver will come to your home, help you board on the vehicle, and get you to the door of your destination safely.

Am I Eligible?

If you have a physical, sensory, or cognitive disability and are unable to use conventional public transit without assistance, you may be eligible to use HandyDART. HandyDART serves clients as far out as Lions Bay and Aldergrove, and all areas in between (Burnaby, Delta, Fraser Northwest, Langley, Ridge Meadows, Surrey North Delta, White Rock). *HandyDART serves Abbotsford, Mission, and Chilliwack under BC Transit. For more information or to access their form, visit www.bctransit.com.*

How to Sign up for HandyDART?

There is no fee to apply. Contact the Access Transit Customer Care office at **604-953-3680***, or visit their online website at www.translink.ca/HandyDART to print off and complete their application form.

To apply, please make sure you have all your personal information available including your date of birth, home address, doctor's name, and phone number, as well as any special medical facts that might affect your ability to use public transit.

What is the difference between HandyDART and HandyCard?

HandyDART is a door-to-door, public transit service that provides the applicant with a booking ID used over the phone to book a HandyDART vehicle for a ride. HandyCard is a photo-identity card which entitles the card holder to concession fares on regular transit services (TransLink buses, SkyTrains, SeaBus, and West Coast Express), with the attendant traveling free.

What if I need help completing the Application Form?

- i. Find someone (a family member, neighbour, community member) who has the time and language skills to fill out the application form with you.
- ii. For help completing the application form call **604-575-6600.***
- iii. Contact your family doctor and ask if they would fill out the application form with you during your next appointment.

How do I complete the Application Form? (Step-by-Step)

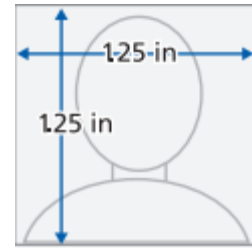
[1] The first section requires you to select one or both the programs:

- a. HandyDART: Requires no photos for application. After the application has been processed, the applicant receives a **booking ID**.

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- b. HandyCard: Requires two current hard-copy photos attached (without staples) to the physical application or one digital photo emailed along with the application. These photos are used to generate a **photo ID card**.
- c. Hard-copy photo dimensions: Must be sized to 3.2 cm x 3.2 cm or 1.25 in x 1.25 in.
- d. Digital photo dimensions: Must be a minimum 300dpi. JPEG, TIFF, and GIF photo formats are accepted.



- [2] The second section of the form needs the applicant's information such as: Name, Date of Birth, Address, Phone Number, Name of care home (if applicable).
- [3] The second section continued on second page requires emergency contact information (name, phone number, relationship). It asks you for information on if you always need an attendant to assist you and what is preventing you from using the regular transit system. The form also requires information on what mobility aids you use during travel and its dimensions (i.e. height, weight, width).
- [4] The third section needs the applicant's signature that states they have made the decision to authorize the application form. If the applicant is physically unable to sign the form, the person explaining the form to them can sign and write out how consent was obtained from applicant (nod, gesture etc.). If the applicant does not have the mental capacity to make the decision, the legal guardian can sign the form on the applicant's behalf and make a note of this beside the signature.
- [5] The fourth section is to be filled out by the applicant's family doctor or medical authority.
- [6] All forms must be **completed** and **signed** before sending off, or they will be returned. Possible methods to submit the application form are:
 - a. Mail application to: Coast Mountain Bus Company
Access Transit Department
700-287 Nelsons Court, New Westminster, BC, V3L 0E7
 - b. Email application to: acesstransit.registration@coastmountainbus.com
- [7] The application process for HandyDART takes 5-10 days to process. The HandyCard takes 4-6 weeks to process.

For more information, contact 604-953-3680* or visit www.translink.ca/HandyDART

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