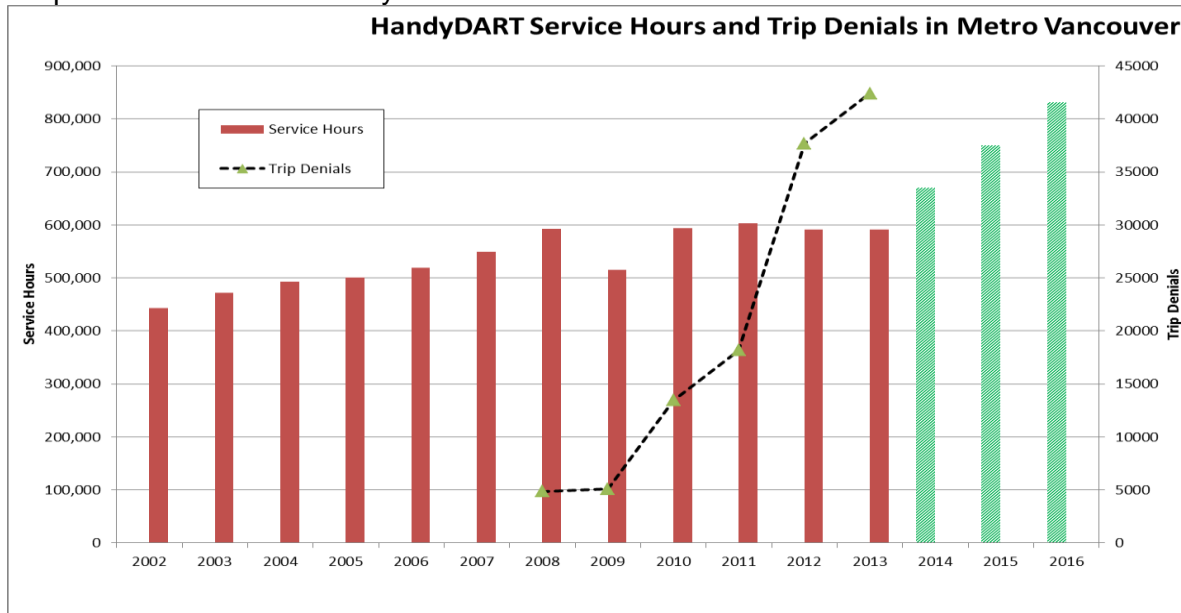


# HandyDART Riders' Alliance proposal for HandyDART service hours

March 1, 2014

## Proposal for TransLink HandyDART service hours 2014 – 2016



TransLink increased HandyDART service hours by about 5% per year between 2002 and 2008 to keep up with demand. Between 2008 and 2013 service hours were frozen and HandyDART trip denials soared as shown in the graph above.

Between 2008 and the present the funding crisis has resulted in overcrowding and unreliable service making much of the conventional transit system *less accessible* to people with disabilities and older seniors.

### Proposal:

That HandyDART service levels be increased to match where they would be in 2016 if the 5% rate of increase in service had continued after 2008. **Three 80,000 hour increases, each costing about \$7 million or 0.5% of TransLink's present budget to operate, is needed to catch up after five years without an increase.** After that, smaller regular increases will be needed to keep up with growing demand.

Year	Service Hours	% Increase	Hrs Increase
2013	591,000	-0.1%	N/A
2014	671,000	13.5%	80,000
2015	751,000	11.9%	80,000
2016	831,000	10.7%	80,000

2013 Service levels as delivered including 10,000 hours in taxi pilot project, budget was 598,000

After 2016, if the referendum has passed and accessibility improvements such as washrooms at major transfer points are a high priority, the rate of increase needed to meet demand will likely be more moderate. Increases in the range of 4% may be enough to keep up with demand, but only if the full range of investments needed to create an age friendly transit system are funded, including much increased conventional bus service to reduce overcrowding.