

# Newsletter

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### Who Uses HandyDART?

HandyDART, TransLink's door-to-door shared-ride service, makes travel easier for people with disabilities who need additional assistance. We provide service to a number of customers who all have unique abilities and needs. Get to know how our customers use the service!

### Did you know?

75% of HandyDART customers are ambulatory, while 25% travel with a wheelchair or scooter.

### Did you know?

There are two types of HandyDART trips, *subscription* (a standing appointment) or *casual* (on demand).

- 64% of all trips are subscription.
- 36% of all trips are casual.

### Did you know?

HandyDART is used for many different purposes.

- 27% of trips are health related (11% of which are for dialysis).
- 27% of trips are to adult day programs.
- 29% of trips are for miscellaneous day-to-day activities, such as recreation or shopping.
- 13% of trips are travel to workshops
- 4% of trips are for work
- 1% of trips are for post-secondary education.

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## TransLink Annual General Meeting

Last year, TransLink delivered more efficient service and achieved record-level customer satisfaction. Our customers are invited to attend TransLink's Annual General Meeting to hear about the accomplishments and financial highlights of 2012. The session will also feature a question and answer period with TransLink's Executive and Board Chair.

Date: May 29, 2013

Time: 9:30am-10:30am

Location: Chuck Bailey Recreation Centre, 13458 107 Avenue, Surrey

If you are unable to attend in person, check the on Buzzer Blog at [buzzer.translink.ca](http://buzzer.translink.ca) on May 28 to find out how to watch and participate in the AGM online.

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## Work Continues at SkyTrain Stations

Power rail replacement work along the Expo Line will resume Sunday May 26 at 8:00pm. Passengers traveling between **Metrotown** and **22nd Street stations** are being encouraged to plan for an extra 10-15 minutes travel time from about 8 pm until closing. SkyTrain will be single tracking (when trains travel on the same track in alternating directions) through the area due to power rail replacement work.

**Main Street-Science World Station** continues to be under construction as contractors build the foundation of the new East station house. Construction will take place during the daytime.

Construction of the Evergreen Line will begin at **Lougheed Town Centre** in June 2013. Temporary fencing will be installed around work zones. Changes to the west entrance and the bus loop location will be coming, and signs will notify customers in advance of any changes pedestrian access. Work will take place every Monday to Saturday, between 7 a.m. and 8 p.m.

Regularly scheduled maintenance will also be taking place on several elevators at the end of May. In the event passengers require assistance at a station with an elevator closure, speak with a SkyTrain Attendant or pick up the red emergency phone for assistance.

**Monday, May 27: Stadium Elevator**

The Stadium-Chinatown Station elevator from Beatty Street to the concourse and platform levels will be temporarily out of service due to scheduled maintenance.

Duration: Monday, May 27 from 9:00am to 3:00pm.

**Tuesday, May 28: Metrotown Elevator**

The Metrotown Station elevator from street level to platform level will be temporarily out of service due to scheduled maintenance.

Duration: Tuesday, May 28 **and** Thursday, May 30 from 9:00am to 3:00pm.

**Tuesday, May 28: Main Street Elevator**

The Main Street Station elevator from Terminal Avenue to the concourse and platform levels will be temporarily out of service due to scheduled maintenance.

Duration: Tuesday, May 28 from 9:00am to 3:00pm.

**Wednesday, May 29: Commercial-Broadway Elevator**

Location: The Commercial Station elevator from concourse level to the platform level will be temporarily out of service due to scheduled maintenance.

Duration: Wednesday, May 29 from 9:00am to 3:00pm.

**Thursday, May 30: Commercial- Broadway Elevator**

The Commercial-Broadway Station elevator from the Commercial ticket hall to the overhead walkway to the Broadway Station platform level will be temporarily out of service due to scheduled maintenance.

Duration: Thursday, May 30 from 9:00am to 3:00pm.

To receive email notifications about elevator closures, please email your request to [sarah.chung@translink.ca](mailto:sarah.chung@translink.ca).

## Accessible Bus Stops in Metro Vancouver

In April 2013, the total percentage of accessible bus stops in Metro Vancouver was 66.3%. A detailed comparison of the accessible bus stops for the month of April 2012 and April 2013 is outlined below.

	<b>Active Stops 2013</b>	<b>% Accessible April 2012</b>	<b>% Accessible April 2013</b>
Belcarra/Anmore	26	37.0%	42.3%
Bowen Island*	1	100.0%	100.0%
Burnaby	954	52.5%	56.4%
Coquitlam	545	47.5%	55.6%
Delta/TFN	542	49.3%	49.8%
Langley - City	121	71.2%	69.4%
Langley - Township	355	64.6%	68.7%
Maple Ridge	306	44.1%	51.6%
New Westminster	265	76.8%	81.1%
North Vancouver - City	168	77.4%	83.9%
N. Vancouver - District	432	56.3%	57.4%
Pitt Meadows	52	52.9%	55.8%
Port Coquitlam	229	37.4%	42.4%
Port Moody	163	43.6%	55.8%
Richmond	715	58.8%	60.7%
Surrey	1351	72.3%	74.8%
Vancouver/UBC	1944	79.8%	80.7%
West Vancouver**	8	80.0%	62.5%
White Rock	105	44.3%	43.8%
Total	8282	63.4%	66.3%

\*There is only 1 bus stop with CS plates on Bowen Island. Other bus stops on Bowen Island are 'Flagstops'.

\*\*CMBC only maintains the 8 bus stops that are currently at the Park Royal and Lions Gate Bridge Onramp area. Other bus stops are maintained by the District of West Vancouver and are excluded from this table.

In April 2013, the SeaBus provided 408 wheelchair and scooter trips.

Please call **604.953.3333** or check [www.translink.ca](http://www.translink.ca) to find out if the bus stop you are intending to go to is accessible.

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### **TransLink is Moving to New Westminster**

As of June 3, TransLink is relocating to a new office building in New Westminister, next to Sapperton SkyTrain Station.

We recommend that your records be updated to include the address of our new home:

400-287 Nelson's Court  
New Westminister, BC V3L 0E7

Please note that while individual office phone numbers may change, the Customer Information and Lost Property phone numbers will remain the same.

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### **Access Transit Users' Advisory Committee Meeting**

The next meeting of the Access Transit Users' Advisory Committee will be held on June 20, 2013.

Please forward these updates on to others within your organizations or to other individuals who may find them of interest.

If you have any questions or comments regarding the status of the Access Transit project, please contact: [access.transit@translink.ca](mailto:access.transit@translink.ca).