

Improvements for HandyDART

Dear HandyDART Customer:

TransLink will begin to phase in improvements for HandyDART throughout the Metro Vancouver region from late November 2008 to early January 2009.

HandyDART customers can expect to see the following changes:

- Improved service and increased trip availability as a result of the expansion of the HandyDART vehicle fleet.
- Extended booking hours: 8:00 am to 6:00 pm on weekdays and 8:30 am to 4:30 pm on weekends and holidays, starting early 2009.
- Convenient, centralized trip scheduling with one phone number. The new number will become effective January 1, 2009. Current phone numbers will continue to be valid during the transition period.
- Extended booking schedule – beginning January 1, 2009, trip reservations can be made from one to seven days in advance of your travel date.
- Effective January 2009, **FareSaver** tickets will no longer be sold by HandyDART contractors, and will only be sold through FareDealer vendors (eg. *Safeway, London Drugs*). Vendor locations can be found on TransLink's website at www.translink.bc.ca or call 604-453-4490.
- Effective February 2009, **Taxi Saver** coupon books will no longer be sold by HandyDART contractors and will only be available by mail. You will receive further information and an order form in December.

Important: You will need to purchase your December and January Taxi Saver coupon books in December from a HandyDART contractor, as they will not be sold during the month of January 2009.

Along with these changes you will continue to receive the same friendly, professional door-to-door service from HandyDART that you have grown to expect.

If you have any questions or concerns, please contact us at access_transit@translink.bc.ca or by phone 604-453-4634.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Peter Hill", enclosed in a simple circular outline.

Peter Hill
MANAGER, ACCESS TRANSIT