

Re: CUSTOM TRANSIT SERVICES PROVIDED TO THE DISABLED

The following report from the Medical Health Officer is in response to a request from the Western Society for Senior Citizens' Services for endorsement of its application for renewal of a contract with the GVRD/UTA.

The Society provides personalized transportation service for citizens who are unable to use public transit (please refer to the attached document for additional information).

The Society has made its services available to residents in east Burnaby and the Lougheed Mall area for about eight years. Its coverage was extended last October 01 to include all of Burnaby. All of Coquitlam, New Westminster, Port Coquitlam and Port Moody have been served since about 1973.

The Society and Royal City Taxi each received one-half of \$100,000 last year from the GVRD/UTA. This was intended to cover operations for a six month period to expire on 1981 March 31. The new contract would be for one additional year (this is the only information that we were able to get on the terms of the new contract).

RECOMMENDATION:

1. THAT the recommendation of the Medical Health Officer be adopted.

* * * *

1981 January 30.

TO: MUNICIPAL MANAGER

FROM: MEDICAL HEALTH OFFICER

RE: CUSTOM TRANSIT SERVICES PROVIDED TO THE DISABLED

RECOMMENDATION:

THAT Council support the present operators providing Custom Transit Services to the residents of Burnaby.

REPORT

A Custom Transit Services program has been developed by the Urban Transit Authority of British Columbia to provide transit services to the disabled. Known as "handyDART", this service provides door-to-door public transportation to individuals who qualify as disabled and cannot use conventional public transit.

Service to public began 1980 October 01, and is provided in Burnaby by two operators:

1. The Western Society for Senior Citizens' Services
5 - 601 Royal Avenue
New Westminster, B. C.
V3L 1J5
2. Royal City Taxi
436 Rousseau Street
New Westminster, B. C.
V3L 3R3

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Both operators provide radio-dispatched vehicles with capacity for wheelchairs or other aids. Cost to users is \$1.00 per trip in Burnaby and \$1.50 to Vancouver.

The current contract for both operators expires 1981 March 31, and both have re-submitted proposals to continue the service beyond that date.

Public response to the service has been good and both operators report a high volume of use, however, user cards have not yet been issued and volumes could increase considerably. The Health Department will be in a better position to fully assess this service after a longer period of operation.

In the interim, it is felt that support should be given to both operators in their re-applications.

S.L. Hemming

S.L. Hemming, M.B., D.P.H., F.R.C.P.(C)
MEDICAL HEALTH OFFICER

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from (proposed) proposal
to Council

SERVICE MANAGEMENT

The Seniors' Bureau is the pre-eminent non-profit, non-government service for senior citizens in Zones 3 and 4. It also serves a significant number of younger handicapped clients, to the limit of its present capacity.

The focus of the service is transportation, the key to providing essential services and enrichment activities for clients. It is to be noted that services, such as Royal Columbian Hospital Day Care, programs under Long Term care mandate, Canadian Arthritic Society, etc., often initially contact the Bureau to discuss transportation as an integral part of their program planning.

During its eight years of operation in zones 3 and 4, the Bureau has earned a reputation for the quality of its service, concern and response to clients' needs, and cooperation with agencies serving the same clientele.

The Bureau's philosophy of integrated services, inter-agency coordination, amalgamation of paid staff with volunteers is supported by the Society's Board of Directors. They represent business, government, health, social

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NOTE: This document was received from the Western Society for Senior Citizens' Services.

SERVICE MANAGEMENT (Cont.)

recreational and educational agencies, and community groups, users, seniors' organizations, and involved citizens.

Since 1972, the Bureau has operated with minimum staff turnover, excellent personnel relations, and a near perfect safety record.

Our office is compact, economical and efficient. Experienced staff is available to inaugurate expanded service. The Bureau has a long standing business relationship with a reliable vehicle lessor, who has been actively consulted in the development of this proposal.

Although the Bureau has concern about phasing in a greatly expanded service at immediate maximum coverage and efficiency, our program will be aggressive and adjustable to ensure that the six month contract period meets community needs and provides U.T.A. with reliable data to project future needs for custom transit in Zones 3 and 4. (See Appendix 2)