



News Release

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TransLink finalizes Operating Agreement with MVT Canadian Bus Inc. to deliver Custom Transit (HandyDART) services in Metro Vancouver region

-- Partnership to deliver more accessible and seamless HandyDART service

TransLink has signed an Operating Agreement with MVT Canadian Bus, Inc. (MVT) to provide HandyDART door-to-door transit services for people with disabilities in the Metro Vancouver area beginning January 1, 2009.

Last April, TransLink issued requests for proposals to deliver Custom Transit services in the three service regions: South of Fraser, North of Fraser, and Maple Ridge/Pitt Meadows. MVT was chosen as the preferred proponent in all three operating areas, providing TransLink with the opportunity to capture greater operating efficiencies and deliver a more seamless service to HandyDART customers.

Given the specific needs of HandyDART customers for an effective door-to-door transit service, it was essential to identify the best possible service provider who could enhance the existing system. "HandyDART customers require a higher level of individual attention than other transit users. Our entire examination of the services we provide them resulted in a clear direction to focus on enhancing a system that has treated them with much respect and care over the past 25 years," TransLink CEO Tom Prendergast said.

In addition to providing dispatch and driving services, at the request of TransLink, MVT will provide a central call centre to take calls and book rides. MVT will also implement a number of new initiatives to improve the quality, responsiveness and efficiency of the Custom Transit system. Many of MVT's new initiatives respond directly to the requests heard from user groups in the two year Access Transit consultation process, including:

- Call taking seven days a week
- Scheduling of rides seven days a week
- Increased hours for weekday dispatchers, seven days a week
- Real time monitoring of schedules and drivers
- A central interactive call system (driver start times, confirmation calls, vehicle early / late / arrived and call reminders)
- Implementation of mobile data terminals on all vehicles



TransLink will invest in new technology that will enhance road service delivery to improve product and service quality while increasing trips per hour; on-road supervision will enhance safety and security of operations; and increased staff training will heighten employee and customer satisfaction.

The contract is worth \$113 million over three years and increases the 2009 HandyDART funding requirement by \$6.8 million. An additional \$2.4 million will be needed to cover capital expenses associated with new technology upgrades to introduce program efficiencies.

"We are very excited to enter into this very important partnership with TransLink," said Jon Monson, Chairman of the MVT Board of Directors. "Together, we will continue to build on the Custom Transit service that has been offered in the past, making service more accessible and passenger focused. We look forward to building sustainable relationships with riders, advocates and all stakeholders of the HandyDART service."

TransLink will continue to set and control HandyDART fares, oversee eligibility and registration plus monitor the performance of MVT.

MVT is the Canadian subsidiary of MV Transportation Inc. of Fairfield, California. The company has established a reputation for strong customer service, innovative operations and on-time performance, and is the largest provider of custom transit services in the United States. MV Transportation currently has more than 190 passenger transportation contracts across the US, including New York City, Portland, OR; Los Angeles, CA; Orlando FL, and Denver, CO.