

**Note of Appreciation to All GVCSS  
HandyDART Employees**

*From GVCSS Board of Directors and Management*



GVCSS received official confirmation from TransLink in October that the delivery of all HandyDART services in the Lower Mainland would be transferred from community operators, including GVCSS, to an international bus company effective January 1<sup>st</sup>, 2009. Needless to say, TransLink's decision to award this community service to a private international company was unexpected news to the community agencies that have been providing exemplary custom transit service for over twenty-five years. Despite this change in direction, GVCSS trusts that those who travel by HandyDART will continue to receive the best of service under the new service provider.

Since receiving notification that our HandyDART contract will not be renewed, our main priority as an employer has been to ensure that our employees are given fair opportunity to find gainful employment with the new service contractor. Our HandyDART staff have earned an excellent reputation in the community for being sensitive and responsive to the needs of elderly and disabled passengers, and I trust that these skills will be valued by the incoming service provider.

At this time, the GVCSS Board of Directors and senior management staff would like to commend the exceptional transit staff in our Simon Fraser and Richmond operations who have given so much of themselves to serve our vulnerable clients. Our heartfelt appreciation goes out to you for your many years of compassionate and professional service on behalf of GVCSS, and we feel confident that your talents will be recognized and utilized by the new transit operator.

It is particularly difficult to say farewell to people who we work with and relate to every day in this organization; however with change comes opportunity, and out of this recent service transfer, I sincerely hope that each of you makes the most of your opportunity to continue to make a contribution in the delivery of custom transit services.

To all of our HandyDART employees we say farewell and wish you the very best of luck in your future endeavours.

*Ron McLeod  
Executive Director*