

GREATER VANCOUVER COMMUNITY SERVICES SOCIETY

MEMORANDUM – 5

To: All GVCSS HandyDART staff at Simon Fraser and Richmond Offices

From: Ron McLeod, Executive Director

Subject: TransLink Decision on HandyDART Request for Proposal

Date: August 5, 2008

We have been advised by TransLink that their Board of Directors has decided to award contracts to MVT Canadian Bus for the provision of custom transit services in all regions of Metro Vancouver, effective January 1, 2009.

As you know our agency submitted a bid (through our subsidiary – Crosstown Accessible Transit Ltd.) for the North of Fraser area. It is our understanding that TransLink was interested in a new operating structure that was more seamless and one that would operate as a single system throughout the Lower Mainland. The decision to move custom transit services to a major transit corporation was undoubtedly based on MVT's commitment to meet these new service requirements.

Please be assured that our RFP planning group made an extraordinary effort to write an RFP submission that reflected the excellent work done by our HandyDART employees. We not only demonstrated how well our HandyDART services have been managed over the past 25 years but we also emphasized the special care provided by our staff to each and every one of our 5000 clients. While we come up short in this particular RFP competition I sincerely believe that our track record in the delivery of HandyDART services is unsurpassed in the Lower Mainland.

Many of you are asking questions about what happens next in terms of your job and the transition to a new operation. For the time being nothing significant will change in your wages and working conditions. I expect that information from the proposed new operator will be directed to your union and then distributed to all of you. Since we have approximately five months to go prior to the official transfer of service we are hopeful that MVT will be communicating with you on a regular basis.

Meantime we plan to work collaboratively with staff and the union to make this transition work as smoothly as possible. We sincerely appreciate your cooperation and assistance in making sure that we maintain the same high quality of custom transit services that our customers have come to rely on and for minimizing the disruption to clients during this period of change.

Your valuable contribution to this agency is greatly appreciated and I wish you well in your future endeavors.