2017 HandyDART Customer Service Performance

November 2017

Table of Contents

Objectives & Methodology

- As part of the commitment to ongoing customer service improvement, TransLink has re-commissioned Ipsos to conduct a survey with HandyDART customers this year.

- In 2013, the amount of service provided by taxi was increased in order to reduce the number of denied trips. This led to a slight change in the methodology that asked respondents to focus on either trips delivered using a traditional HandyDART vehicle or taxi, depending upon the specific question.

- As in recent waves, surveys were conducted with "past-month users" – customers who have used HandyDART at least once in the past month. In particular, targeted past-month users include those who receive service via traditional HandyDART vehicles and/or HandyDART service provided by taxi.

- The primary objectives of the research are to:
    - Evaluate the quality of service provided by HandyDART (by both traditional HandyDART vehicles, and by taxi);
    - Determine the reasons for changes in usage; and
    - Identify areas for improvement.

- A total of **506** telephone interviews were conducted between October 10 to October 27, 2017, with customers aged 18 to 79. Customers were first informed about the upcoming survey in a letter so that they would understand and feel comfortable to participate in the survey.

- For 2017, **173** past-month traditional HandyDART vehicle *only* users, **327** past-month traditional HandyDART vehicle & taxi users and **6** past-month taxi *only* users were surveyed. The total past-month user sample was split between North of Fraser and South of Fraser to maximize the ability to analyze each region. To ensure that the results are representative of the actual ridership, the total results were weighted to the regional distribution of past month HandyDART customers at the data processing stage.

- The margins of error and the shifts in percentages generally required when comparing against 2016 past-month results are shown below:

	Past-Month Users		
	# Surveys	Margin of Error (@ 95% Confidence)	Shift Required (@ 95% Confidence)
North of Fraser	251	±6.2%	±8.7 percentage points
South of Fraser	255	±6.1%	±8.7 percentage points
TOTAL	**506**	**±4.4%**	**±6.1 percentage points**

Executive Summary

Overall Trend

- On average, the length of time that past-month HandyDART users have been using the service has been trending down over the last two years, from 5.9 years to 4.4 years this period.

- Users continue to report making an average of 2.5 one-way trips in the past week. However, a higher proportion of users (39%, up from 31%) say that they have been using HandyDART more often compared to a year ago.

- Majority of users (83%) do not use HandyDART in combination with other forms of transit and they typically start and end their trips within the same region, which is consistent with previous years.

Traditional HandyDART Service

- Three-quarters of past-month traditional HandyDART users (74%) award top scores to the Overall Traditional HandyDART Service, which is directionally down from 2016 (79%). The average score is at 8.3 out of 10.

- Ratings for the specific service attributes are generally in-line with last year's scores. However, Ease of Booking a Trip (70%) and On-Time & Reliable (68%) have been showing a downward trend since 2015.

- The drivers of traditional HandyDART vehicles and the HandyDART vehicles continue to earn high ratings from over 90% of users.
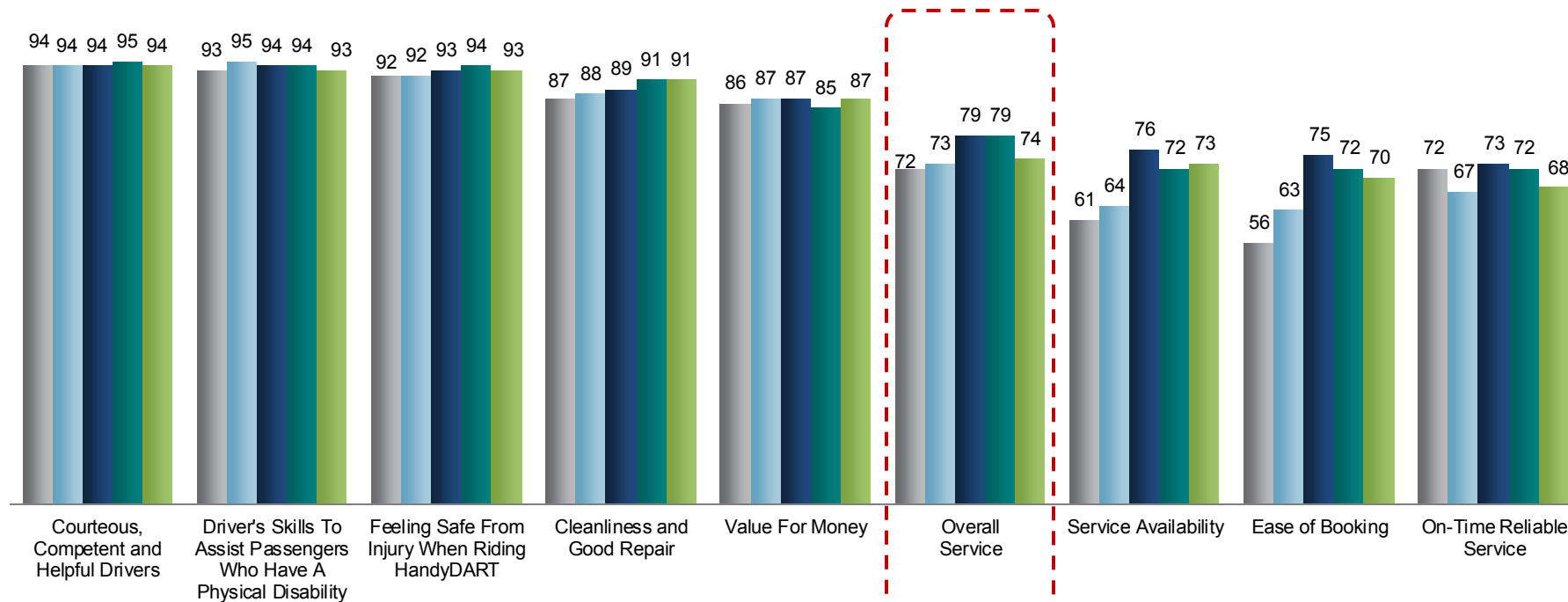
Taxi Service

- Similar to historical trends, past-month users tend to have a more positive perception of the service provided by traditional HandyDART vehicles than of the HandyDART service provided by taxi. However, ratings for the Overall Taxi Service have marginally increased from a year ago (from 59% to 63%), and the average score is at 7.7 out of 10.

- All the specific taxi service attributes have shown a marginal increase in their performances this year. In particular, those who reside in the South Fraser region generally give higher ratings to the taxi service compared to those in the North of Fraser.

- The highest-rated attribute continues to be On-Time Reliable Taxi Service, earning top scores from three-quarters of taxi users (73%).

Performance on HandyDART Attributes
Among Past-Month HandyDART Users*
(% Giving ratings of 8-10 out of 10)

■ 2013 ■ 2014 ■ 2015 ■ 2016 ■ 2017

	Average Rating																																												
Year	'13	'14	'15	'16	'17	'13	'14	'15	'16	'17	'13	'14	'15	'16	'17	'13	'14	'15	'16	'17	'13	'14	'15	'16	'17	'13	'14	'15	'16	'17	'13	'14	'15	'16	'17	'13	'14	'15	'16	'17	'13	'14	'15	'16	'17
Total	9.5	9.4	9.4	9.4	9.4	9.5	9.4	9.4	9.4	9.4	9.4	9.4	9.4	9.3	9.4	9.2	9.1	9.2	9.3	9.2	9.3	9.3	9.3	9.2	9.3	8.1	8.2	8.5	8.5	8.3	7.7	7.9	8.4	8.5	8.3	7.5	8.0	8.5	8.4	8.2	8.2	7.9	8.2	8.1	8.0
North of Fraser	9.4	9.3	9.4	9.4	9.3	9.5	9.3	9.4	9.4	9.3	9.4	9.3	9.3	9.3	9.3	9.1	9.0	9.2	9.2	9.2	9.3	9.2	9.3	9.1	9.2	8.1	8.1	8.5	8.4	8.2	7.7	7.8	8.4	8.3	8.2	7.4	7.9	8.5	8.5	8.1	8.1	7.8	7.9	7.9	7.8
South of Fraser	9.5	9.5	9.5	9.5	9.6	9.6	9.5	9.4	9.5	9.5	9.4	9.4	9.4	9.4	9.5	9.3	9.2	9.3	9.3	9.2	9.2	9.3	9.4	9.3	9.4	8.1	8.4	8.6	8.6	8.6	7.7	8.1	8.6	8.6	8.5	7.6	8.1	8.5	8.4	8.4	8.3	8.1	8.5	8.3	8.4

Note: Ratings are on a scale of 1 to 10 where 10 means excellent and 1 means very poor.

* With the increased proportion of service provided by taxi since 2013, customers were asked to focus on trips they made on traditional HandyDART vehicles when rating the HandyDART service, this chart presents these findings. Service provided by taxi is presented later in this report.
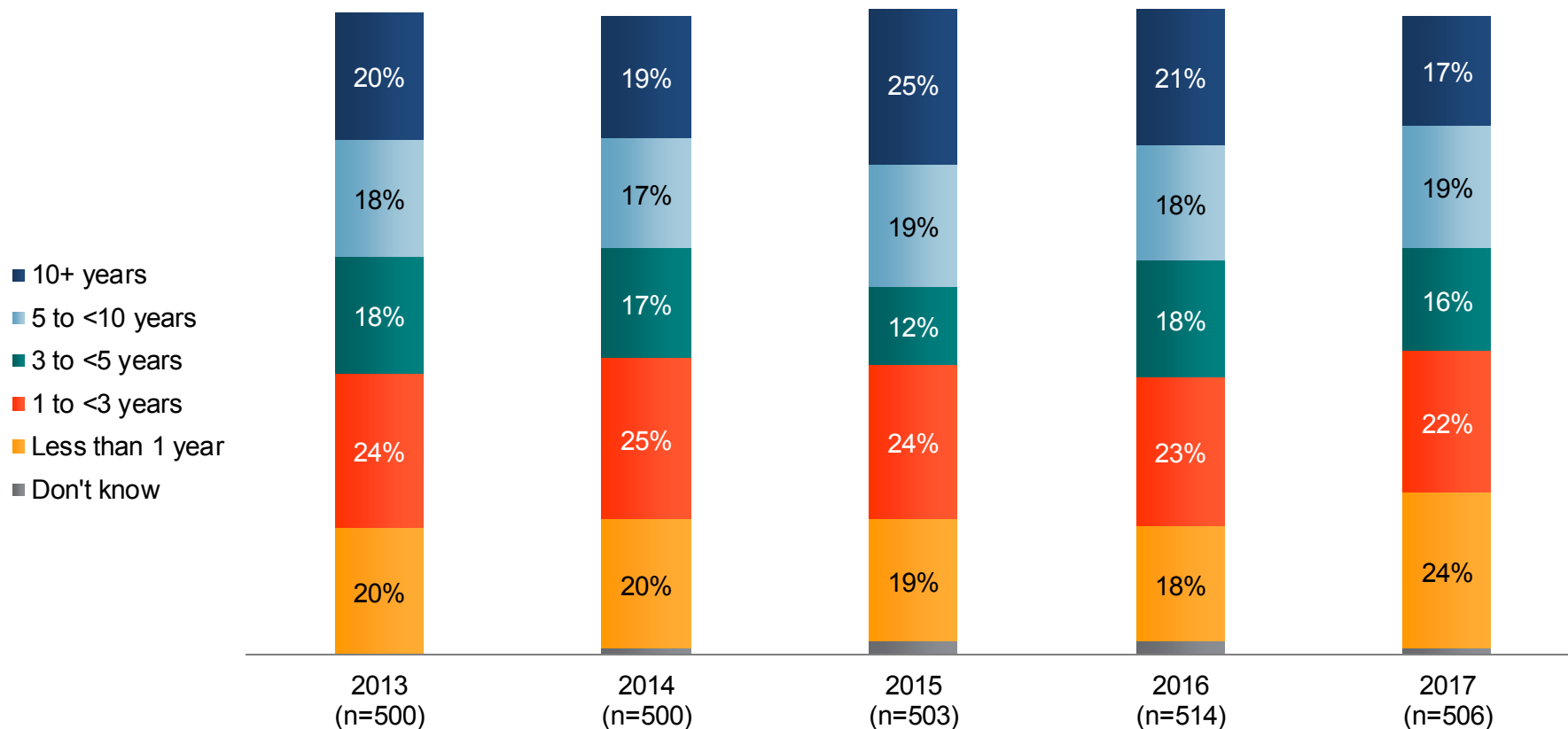
Trends in Transit Usage

Note: This section presents results among all HandyDART customers, regardless of the vehicle type that they had used.

Length of Time Using HandyDART

- Past-month HandyDART users report using the service for an average of 4.4 years, which has been trending down from 5.9 years in 2015.
- Captive riders tend to have been using HandyDART for a longer period of time compared to Choice riders.

	Past-Month Users				
Average # of Years	5.1	4.9	5.9	4.9	4.4

Legend:
- 10+ years
- 5 to <10 years
- 3 to <5 years
- 1 to <3 years
- Less than 1 year
- Don't know

	2013 (n=500)	2014 (n=500)	2015 (n=503)	2016 (n=514)	2017 (n=506)
10+ years	20%	19%	25%	21%	17%
5 to <10 years	18%	17%	19%	18%	19%
3 to <5 years	18%	17%	12%	18%	16%
1 to <3 years	24%	25%	24%	23%	22%
Less than 1 year	20%	20%	19%	18%	24%

Q1. First, how long have you been using HandyDART?

Frequency of Use

- Similar to historical trends, past-month HandyDART users have made an average of 2.5 one-way trips on HandyDART in the last 7 days.

- Older riders (75+) and those who exclusively ride on a traditional HandyDART are more likely to have made fewer one-way HandyDART trips in the past week compared to their counterparts.

- Typically, past-month HandyDART users have made 1.0 one-way conventional transit trip in the past week, which is slightly up from a year ago (0.8).

- Riders who are aged 65 or older, or reside in the South Fraser region tend to have made fewer conventional transit trips than those who live in North of Fraser.

	Past-Month Users						Past-Month Users				
	One-Way Trips: *HandyDART*						One-Way Trips: *Conventional Transit*				
Average # of Trips*	2.5	2.5	2.5	2.6	2.5		0.8	0.6	0.9	0.8	1.0

One-Way Trips: HandyDART

	2013 (n=500)	2014 (n=500)	2015 (n=503)	2016 (n=514)	2017 (n=506)
10+	3%	4%	5%	5%	4%
4 to 9	26%	25%	25%	23%	24%
1 to 3	41%	37%	33%	42%	38%
None	29%	34%	37%	30%	34%

One-Way Trips: Conventional Transit

	2013 (n=500)	2014 (n=500)	2015 (n=503)	2016 (n=514)	2017 (n=506)
10+	4%	4%	7%	5%	3%
4 to 9					7%
1 to 3	12%	15%	15%	18%	13%
None	82%	80%	75%	75%	77%

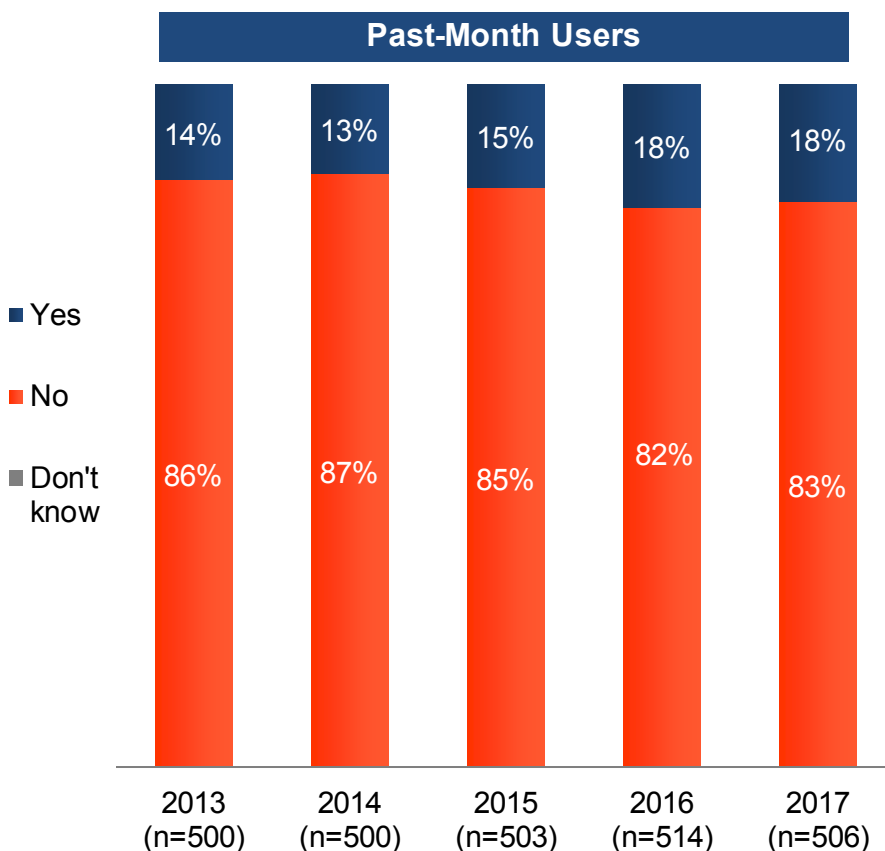Legend: ■ 10+ ■ 4 to 9 ■ 1 to 3 ■ None ■ Don't know

* Average calculated among those who gave a valid response (i.e., excluding don't know).

Q2a. In the past 7 days, how many one-way trips have you taken using HandyDART? A one-way trip is a trip to a single destination; for example, a trip to work and home again would be two one-way trips.

Q2b. In the past 7 days, how many one-way trips have you taken using conventional transit, that is, public transit buses, SkyTrain, SeaBus or West Coast Express?

HandyDART and Transit Combination Trips

- Consistent with last year, eight-in-ten past-month HandyDART users (83%) indicate they travel exclusively on HandyDART when making any HandyDART trips.

- The main reasons why they are not using HandyDART in combination with other forms of transit are because of health reasons, using mobility aids and not having the need to travel far.

Past-Month Users

Year	Yes	No
2013 (n=500)	14%	86%
2014 (n=500)	13%	87%
2015 (n=503)	15%	85%
2016 (n=514)	18%	82%
2017 (n=506)	18%	83%

Legend:
- Yes
- No
- Don't know

Reasons For Not Using HandyDART in Combination With Other Forms of Transit

Base: Among HandyDART users not currently making combination trips	2017 (n=421)
Health reasons/ impairment affecting mobility	14%
Uses a walker/ cane/ wheelchair/ scooter, etc.	12%
No need to travel far/don't go out much	12%
Only use HandyDART for medical appointments/certain purposes	9%
Physical problems / difficulty walking	9%
HandyDART takes me directly to my destination	8%
Too difficult/ complicated/ inconvenient	8%
Cheaper/ better /safer taking HandyDART	7%
No need for it (unspecified)	7%
I drive/someone drives me	5%

Note: Only responses of 5% and above are shown.

Q2c. Thinking of the trips you make on HandyDART, do you use HandyDART in combination with other forms of transit? For example, a combination trip might involve taking HandyDART to a SkyTrain station, then taking SkyTrain to the final destination of the trip.

Q2d. What are some of the reasons you do not use HandyDART in combination with other forms of transit?

Disability Reasons for Not Using the Conventional Transit System

- The most commonly reported disability issue is having the need to use mobility aids (23%).

Base: Among HandyDART users not making combination trips (i.e., not using conventional transit)	2017 (n=421)
Mobility Problems (Net)	68%
Need to use a walker/ cane/ wheelchair/ have to wear braces	23%
Other illness/pain affecting mobility	18%
Can't walk/ have trouble walking	17%
Had hip surgery/having knee problems/bad legs	13%
Balance issues	5%
Back/spinal problems	3%
I have arthritis	3%
I had a stroke	3%
Visually impaired/blind	8%
No bus service where I live/ too far/ not convenient	7%
Safety concerns e.g. falling, no one to help with illness in an emergency	5%
I'm on dialysis/ have kidney problem	4%
Not disabled friendly (no stairs/ramp on bus, etc.)	4%
I have C.O.P.D./ lung problems (incl. asthma, shortness of breath)	3%

Note: Only responses of 3% and above are shown.

Q2e. What aspect(s) of your disability is preventing you from using the conventional transit system (that is, public transit buses, SkyTrain, SeaBus or West Coast Express) without assistance?

Trip Origin and Destination (2017)

- As with previous survey waves, past-month HandyDART users tend to start and end their trips within the same municipality or region.
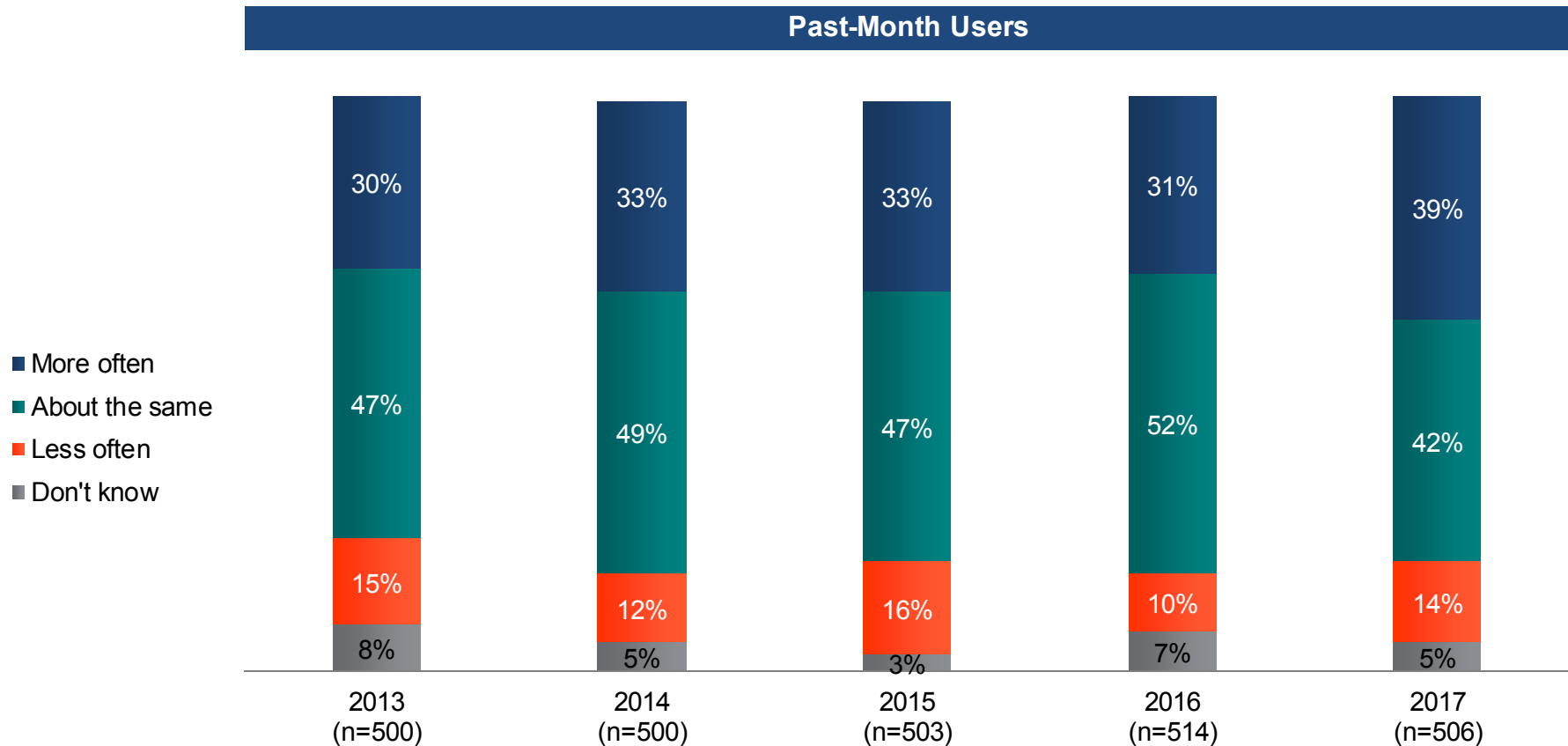
	Municipality/Region of Trip Start						
	Vancouver	Burnaby/New West	North Shore	Richmond	S.Delta/Tsaw/Ladner	Surrey/N.Delta/Langley/White Rock	Tri-Cities/Pitt Meadows/Maple Ridge
Base: Past-month HandyDART users	(n=127)	(n=56)*	(n=17)**	(n=48)**	(n=6)**	(n=199)	(n=49)**
Vancouver	87%	19%	29%	36%	-	5%	11%
Burnaby/New West	5%	67%	-	4%	-	3%	26%
North Shore	1%	2%	72%	-	-	-	4%
Richmond	5%	-	-	58%	-	-	-
S.Delta/Tsaw/Ladner	-	-	-	2%	67%	1%	-
Surrey/N.Delta/Langley/White Rock	2%	2%	-	-	33%	89%	-
Tri-Cities/Pitt Meadows/Maple Ridge	-	6%	-	-	-	1%	59%

(Left axis label: Municipality/Region of Trip End)

* Small base size (<100), interpret with caution.   **Very small base size (<50), interpret with extreme caution.

Q3a/b. Thinking of your most recent trip on HandyDART, please tell me the municipality where you boarded the HandyDART service and the municipality where you disembarked the HandyDART service.

Changes in Level of Use

- Four-in-ten past month HandyDART users (42%) say that they are using the HandyDART just as often as they were a year ago, which is down from 2016 (52%).

- Also, a higher proportion of users indicate using the service more often this year (39%, up from 31% a year ago). Another 14% report using HandyDART less often, which is up from 2016.

Past-Month Users

Legend:
- More often
- About the same
- Less often
- Don't know

	2013 (n=500)	2014 (n=500)	2015 (n=503)	2016 (n=514)	2017 (n=506)
More often	30%	33%	33%	31%	39%
About the same	47%	49%	47%	52%	42%
Less often	15%	12%	16%	10%	14%
Don't know	8%	5%	3%	7%	5%

Q7a. Compared to one year ago, are you now using HandyDART more often, about the same, or less often?

Reasons for Taking HandyDART <u>More Often</u> Now Than a Year Ago

- Among those who say they are taking HandyDART more frequently compared to a year ago, the main reasons are related to poorer health condition (29%) and more medical appointments (27%, up from 2016).

Past-Month Users					
Base: Among past-month HandyDART users that are taking HandyDART more often than a year ago	2013 (n=145)	2014 (n=166)	2015 (n=166)	2016 (n=161)	2017 (n=196)
Health is worse/injured within the past year	34%	22%	20%	25%	29%
More medical appointments	27%	17%	23%	18%	27%
Getting out more/going to more places/in a program	9%	8%	10%	10%	14%
Can't drive/no ride/no license	11%	25%	18%	12%	9%
I am more familiar/comfortable with the service	<1%	3%	1%	6%	5%
It is easy to use/convenient/they help you	4%	3%	4%	4%	4%

Note: Only responses of 4% and above are shown.

Q7b. Why are you using HandyDART more often now than one year ago?

- For those who say they are taking HandyDART less often compared to a year ago, their commonly mentioned reason is because they don't go out as much now.
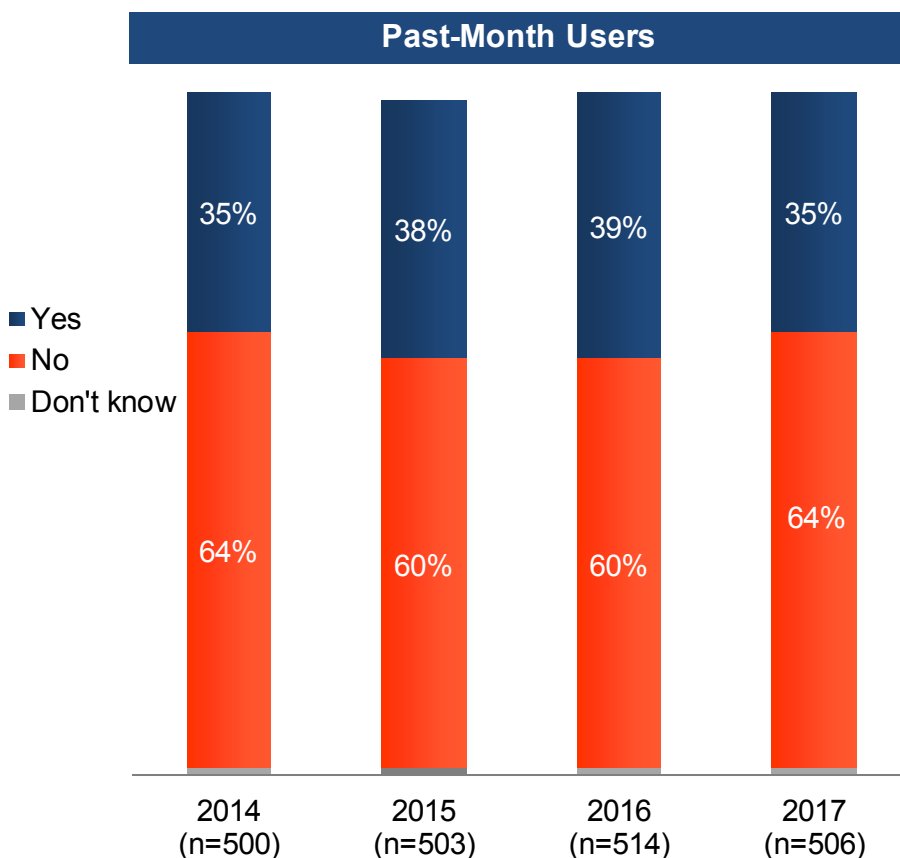
Past-Month Users					
Base: Among past-month HandyDART users that are taking HandyDART less often than a year ago	2013 (n=79)*	2014 (n=63)*	2015 (n=84)*	2016 (n=53)*	2017 (n=69)*
Go out less often/unable to travel/no need to travel	13%	21%	14%	16%	20%
Health is worse/injured within the past year	14%	1%	7%	13%	13%
Fewer medical appointments	8%	20%	24%	9%	12%
Able to drive/have a ride	10%	9%	12%	-	9%
More medical appointments	8%	3%	2%	9%	6%
Health is improved	7%	11%	11%	7%	4%
Getting out more/going to more places/in a program	-	3%	2%	7%	4%

Note: Only responses of 4% and above are shown.

* Small base size (<100), interpret with caution.

Q7b. Why are you using HandyDART less often now than one year ago?

Usage of TaxiSavers

- Directionally down from a year ago, over one-third of past-month HandyDART users (35%) currently use TaxiSavers, specifically among those who live in the North Fraser region.
- The top reason why the remaining two-thirds (64%) do not use TaxiSavers is because they have never heard of them.

Past-Month Users

Legend:
- ■ Yes
- ■ No
- ■ Don't know

Year	Yes	No
2014 (n=500)	35%	64%
2015 (n=503)	38%	60%
2016 (n=514)	39%	60%
2017 (n=506)	35%	64%

Reasons For Not Using TaxiSavers

Base: Do not currently use TaxiSavers	2017 (n=329)
Never heard of them/ not familiar	22%
Too expensive	11%
No need/ not interested	9%
HandyDART meet my needs	9%
I drive/take the bus/have other mode of transportation	7%
Don't like using taxis / doesn't meet my needs	7%
Have never thought about it /never got around to it	5%
I don't know how to get/ apply for the service	5%
Waiting to receive them	4%
Too difficult/ too much work to buy them	3%

Note: Only responses of 3% and above are shown.

QTA1. Do you currently use TaxiSavers?

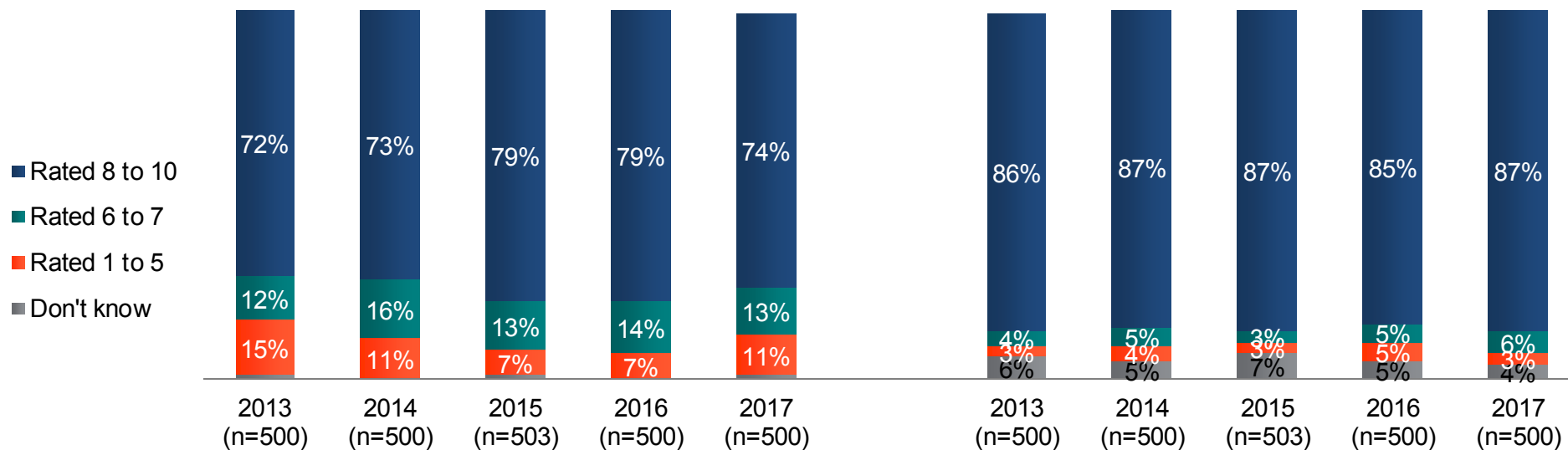QTA2. Why do you not currently use TaxiSavers?

Overall Service and Attribute Ratings: Traditional HandyDART Vehicles

Note: Beginning in 2013, when rating the HandyDART service, customers were asked to focus on trips they made on <u>traditional</u> HandyDART vehicles. Therefore, the results might not be directly comparable to previous years' data and should be interpreted with caution.

Traditional HandyDART: Overall Service and Value for Money

- Three-quarters of past-month HandyDART users (74%) award top scores to the Overall HandyDART service, which is directionally down from 2016. The average score is at 8.3 out of 10. Specifically, South Fraser residents and those aged 75 or over, are more likely to have a more positive perception of HandyDART's overall service.

- In terms of Value for Money, close to nine-in-ten users (87%) give a high rating and the average score is strong at 9.3 out of 10.

Past-Month Users

Legend:
- Rated 8 to 10
- Rated 6 to 7
- Rated 1 to 5
- Don't know

Overall Service ratings:
- 2013 (n=500): 72%, 12%, 15%
- 2014 (n=500): 73%, 16%, 11%
- 2015 (n=503): 79%, 13%, 7%
- 2016 (n=500): 79%, 14%, 7%
- 2017 (n=500): 74%, 13%, 11%

Value for Money ratings:
- 2013 (n=500): 86%, 4%, 3%, 6%
- 2014 (n=500): 87%, 5%, 4%, 5%
- 2015 (n=503): 87%, 3%, 3%, 7%
- 2016 (n=500): 85%, 5%, 5%, 5%
- 2017 (n=500): 87%, 6%, 3%, 4%

	Overall Service Average Score					Value for Money Average Score				
Total	8.1	8.2	8.5	8.5	8.3	9.3	9.3	9.3	9.2	9.3
North of Fraser	8.1	8.1	8.5	8.4	8.2	9.3	9.3	9.2	9.1	9.2
South of Fraser	8.1	8.4	8.6	8.6	8.6	9.2	9.2	9.3	9.3	9.4

Note: Ratings are on a scale of 1 to 10 where 10 means excellent and 1 means very poor.

Q4. Based on your own experience with HandyDART, on a scale of one to ten, where "10" means "excellent" and "one" means "very poor", how would you rate the HandyDART service overall?

Q6.7a. Please rate HandyDART for Value for Money.

19

- Courteous and helpful drivers continue to be the main reason why HandyDART users give a high score to the Overall HandyDART service.

Past-Month Users					
Base: Among past-month HandyDART users rating overall service 8 to 10	2013 (n=357)	2014 (n=371)	2015 (n=396)	2016 (n=397)	2017 (n=376)
Drivers courteous/helpful	49%	52%	51%	43%	48%
Drivers have skills to assist/accommodate people with disabilities	4%	1%	14%	6%	18%
They come to the door/bus stops are close	17%	12%	11%	14%	17%
They are reliable/on-time/prompt	19%	26%	18%	19%	16%
Safe drivers	11%	12%	10%	13%	11%
Satisfied with service/no complaints	17%	8%	20%	7%	11%
Service is convenient/gets me where I need to go	13%	12%	10%	10%	10%
Good service (general)	15%	21%	13%	23%	8%

Note: Only responses of 5% and above are shown.

Note: Results that are presented above reflect the comments of those who gave an overall rating of 8 to 10.
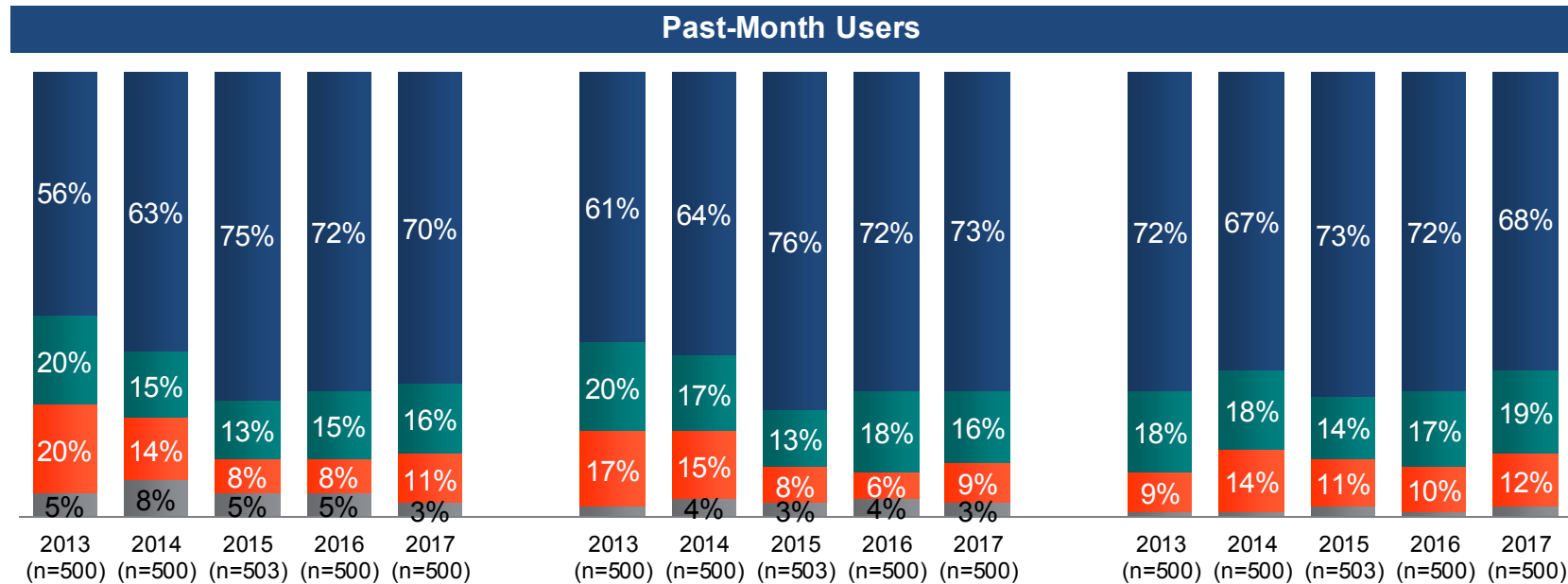
Q5. Why would you rate the service a [INSERT SCORE FROM Q4] overall? (Overall ratings of 6-10)

- Among the 11% who give a low overall service rating, their top reasons are because of the wait time and that the HandyDART arrived late.

Past-Month Users					
Base: Among past-month HandyDART users rating overall service 1 to 5	2013 (n=71)*	2014 (n=52)*	2015 (n=34)**	2016 (n=36)**	2017 (n=52)*
Wait time/I have to wait longer	-	13%	10%	16%	26%
Arrived late	20%	40%	33%	30%	20%
They do not prioritize trips based on need	-	-	-	-	13%
Problems with booking trips	39%	8%	5%	-	11%
Problems with availability of service	28%	14%	13%	5%	10%

Note: Only responses of 10% and above are shown.

Note: Results that are presented above reflect the comments of those who gave an overall rating of 1 to 5.

* Small base size (<100), interpret with caution.   ** Very small base size (<50), interpret with extreme caution.

Q5. Why would you rate the service a [INSERT SCORE FROM Q4] overall? (Overall ratings of 1-5)

- Broadly seven-in-ten past-month HandyDART users award top ratings to Ease of Booking a Trip (70%) and On-Time & Reliable Service (68%), which have been trending down since 2015. In particular, South Fraser residents are more likely to give top scores to On-Time & Reliable Service compared to their counterparts.

- Close to three-quarters of users (73%) give a high score to Availability, specifically among those who are aged 45+.

Past-Month Users

Legend:
- Rated 8 to 10
- Rated 6 to 7
- Rated 1 to 5
- Don't know

Ease of Booking a Trip:

Year	Rated 8 to 10	Rated 6 to 7	Rated 1 to 5	Don't know
2013 (n=500)	56%	20%	20%	5%
2014 (n=500)	63%	15%	14%	8%
2015 (n=503)	75%	13%	8%	5%
2016 (n=500)	72%	15%	8%	5%
2017 (n=500)	70%	16%	11%	3%

Availability:

Year	Rated 8 to 10	Rated 6 to 7	Rated 1 to 5	Don't know
2013 (n=500)	61%	20%	17%	
2014 (n=500)	64%	17%	15%	4%
2015 (n=503)	76%	13%	8%	3%
2016 (n=500)	72%	18%	6%	4%
2017 (n=500)	73%	16%	9%	3%

On-Time & Reliable:

Year	Rated 8 to 10	Rated 6 to 7	Rated 1 to 5
2013 (n=500)	72%	18%	9%
2014 (n=500)	67%	18%	14%
2015 (n=503)	73%	14%	11%
2016 (n=500)	72%	17%	10%
2017 (n=500)	68%	19%	12%

Ease of Booking a Trip — Average Score

Total	7.5	8.0	8.5	8.4	8.2
North of Fraser	7.4	7.9	8.5	8.5	8.1
South of Fraser	7.6	8.1	8.5	8.4	8.4

Availability — Average Score

Total	7.7	7.9	8.4	8.5	8.3
North of Fraser	7.7	7.8	8.4	8.3	8.2
South of Fraser	7.7	8.1	8.6	8.6	8.5

On-Time & Reliable — Average Score

Total	8.2	7.9	8.2	8.1	8.0
North of Fraser	8.1	7.8	7.9	7.9	7.8
South of Fraser	8.3	8.1	8.5	8.3	8.4

Note: Ratings are on a scale of 1 to 10 where 10 means excellent and 1 means very poor.

Q6.2a. How would you rate the ease of booking a trip with HandyDART, thinking specifically about how easy it was to arrange your trip with the HandyDART booking office, and not the availability of the vehicles? Q6.3a. How would you rate the availability of HandyDART service when you need it? Q6.6a. How would you rate the HandyDART for on-time, reliable service?

- For the 11% who give a low rating to Ease of Booking, majority of them say that the lines are busy.

Past-Month Users					
Base: Among past-month HandyDART users rating Ease of Booking 1 to 5	2013 (n=102)	2014 (n=67)*	2015 (n=35)**	2016 (n=41)**	2017 (n=53)*
The lines are busy/put on hold	36%	38%	49%	59%	75%
Unable to reserve required time/not enough vehicles	50%	26%	9%	3%	10%
Can't book more than 6 days in advance	-	-	-	8%	8%
The operators are rude/impatient	1%	3%	3%	11%	6%
Problems booking specific routes/distance	8%	10%	6%	5%	2%

Note: Results that are presented above reflect the comments of those who gave an overall rating of 1 to 5.

* Small base size (<100), interpret with caution.   ** Very small base size (<50), interpret with extreme caution.

Q6.2b. Can you explain why the HandyDART trip was not easy to book? (Overall ratings of 1-5)

- Among the 9% who give a low rating to the availability of HandyDART, the commonly mentioned time and location where the service was not available are in the morning and in the City of Vancouver.

Past-Month Users					
Base: Among past-month HandyDART users rating Availability 1 to 5	2013 (n=50)*	2014 (n=23)**	2015 (n=11)**	2016 (n=14)**	2017 (n=19)**
Time					
AM (Before Noon)	64%	57%	64%	29%	60%
Afternoon (Noon to 5PM)	25%	36%	36%	59%	17%
Evening (After 5PM)	4%	2%	-	6%	12%
Not stated/don't know	7%	6%	-	7%	11%
Location					
Vancouver	26%	30%	32%	30%	38%
New Westminster	4%	3%	-	13%	9%
North Vancouver	-	3%	-	5%	7%
West Vancouver	1%	-	-	-	6%

Note: Only responses of 7% and above are shown for Location in current year.

Note: Results that are presented above reflect the comments of those who gave an overall rating of 1 to 5.
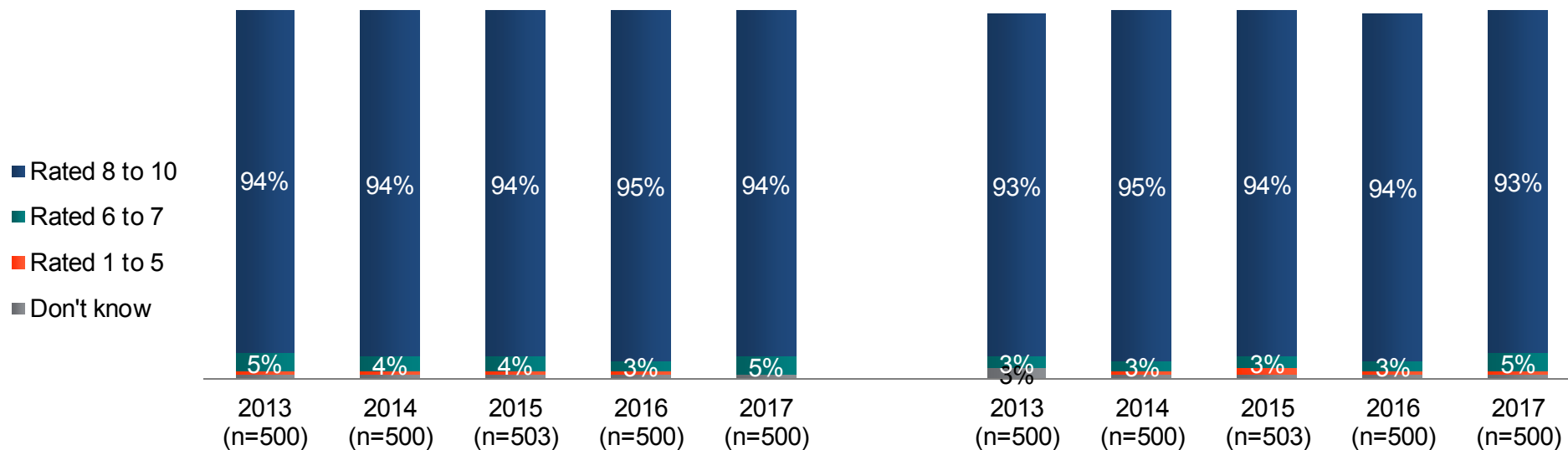
* Small base size (<100), interpret with caution.   ** Very small base size (<50), interpret with extreme caution.

Q6.3b. Can you give further details on what date time and location you wanted HandyDART service when it was not available?

Improvements to Traditional HandyDART Service Reliability

- Among the 12% who give a score of 1 to 5 to HandyDART Service Reliability, they commonly report having issues in the morning and afternoon, and in the City of Vancouver.
- One-half of these users (51%) report experiencing a service delay that was either less than 30 minutes or over an hour.

Past-Month Users					
Base: Among past-month HandyDART users rating On-Time, Reliable Service 1 to 5	2013 (n=45)**	2014 (n=65)*	2015 (n=54)*	2016 (n=50)*	2017 (n=55)*
Time					
AM (Before Noon)	32%	41%	27%	39%	35%
Afternoon (Noon to 5PM)	42%	44%	33%	36%	43%
Evening (After 5PM)	1%	6%	11%	7%	11%
Location					
Vancouver	22%	25%	13%	25%	19%
Surrey	11%	15%	11%	14%	12%
Burnaby	7%	11%	8%	6%	12%
North Vancouver	3%	4%	3%	1%	7%
How late?					
<30 minutes late	43%	34%	34%	42%	32%
30 minutes to <1 hour	35%	32%	28%	19%	18%
1 hour +	23%	28%	-	27%	29%
Don't know	-	6%	39%	12%	21%

Note: Only responses of 7% and above are shown for Location in current year.

Note: Results that are presented above reflect the comments of those who gave an overall rating of 1 to 5.

* Small base size (<100), interpret with caution.   ** Very small base size (<50), interpret with extreme caution.

Q6.6b. At what date, time and location was the service not on time, and how late was it?

- Unchanged from previous years, a large majority of past-month HandyDART users give high ratings to drivers of traditional HandyDART vehicles for being courteous, competent and helpful (94%) and for assisting passengers with a physical disability (93%).
- Those who are in the traditional HandyDART user segment, live in the North Fraser region, or are under 65 years old, are less likely to award top scores to Courteous, Competent and Helpful Drivers compared to their counterparts. North Fraser residents also tend to give a lower rating to Assisting Passengers with a Physical Disability than those who live in the South Fraser region.

Past-Month Users

Legend:
- Rated 8 to 10
- Rated 6 to 7
- Rated 1 to 5
- Don't know

Courteous, Competent, Helpful chart:
- 2013 (n=500): 94% / 5%
- 2014 (n=500): 94% / 4%
- 2015 (n=503): 94% / 4%
- 2016 (n=500): 95% / 3%
- 2017 (n=500): 94% / 5%

Assisting Passengers with a Physical Disability chart:
- 2013 (n=500): 93% / 3% / 3%
- 2014 (n=500): 95% / 3%
- 2015 (n=503): 94% / 3%
- 2016 (n=500): 94% / 3%
- 2017 (n=500): 93% / 5%

	Courteous, Competent, Helpful				
	Average Score				
Total	9.5	9.4	9.4	9.4	9.4
North of Fraser	9.4	9.3	9.4	9.4	9.3
South of Fraser	9.5	9.5	9.5	9.5	9.6

Assisting Passengers with a Physical Disability				
Average Score				
9.5	9.4	9.4	9.4	9.4
9.5	9.3	9.4	9.4	9.3
9.6	9.5	9.4	9.5	9.5

Note: Ratings are on a scale of 1 to 10 where 10 means excellent and 1 means very poor.

Q6.4a. How would you rate HandyDART drivers in terms of being courteous, competent and helpful?

Q6.5a. How would you rate the HandyDART driver's skills to assist passengers who have a physical disability?

- As for traditional HandyDART vehicles, most users tend to give a high score to Cleanliness & Good Repair (91%) and Feeling Safe from Injury (93%).

Past-Month Users

■ Rated 8 to 10
■ Rated 6 to 7
■ Rated 1 to 5
■ Don't know

	2013 (n=500)	2014 (n=500)	2015 (n=503)	2016 (n=500)	2017 (n=500)
Rated 8 to 10	87%	88%	89%	91%	91%
Rated 6 to 7	7%	8%	6%	3%	6%
Rated 1 to 5 / Don't know	4%	3%	3%	4%	

	2013 (n=500)	2014 (n=500)	2015 (n=503)	2016 (n=500)	2017 (n=500)
Rated 8 to 10	92%	92%	93%	94%	93%
Rated 6 to 7	3%	5%	4%	3%	5%
Rated 1 to 5 / Don't know	3%			3%	
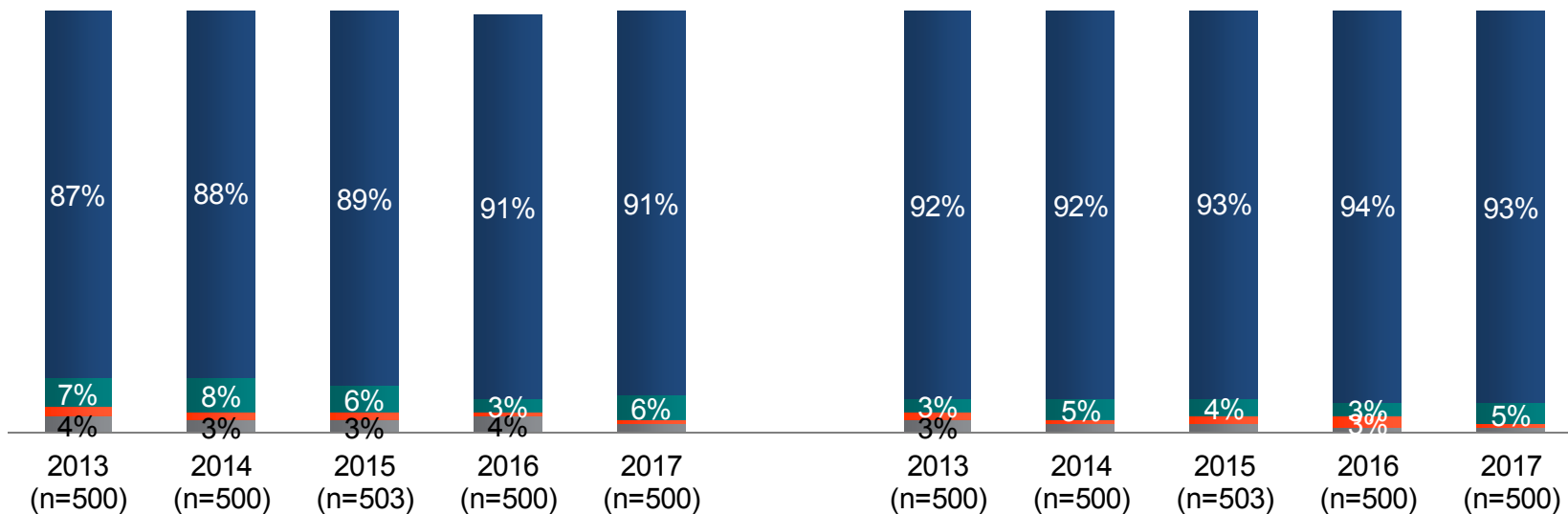
Cleanliness & Good Repair					
	Average Score				
Total	9.2	9.1	9.2	9.3	9.2
North of Fraser	9.1	9.0	9.2	9.2	9.2
South of Fraser	9.3	9.2	9.3	9.3	9.2

Feeling Safe From Injury					
Average Score					
9.4	9.4	9.4	9.3	9.4
9.4	9.3	9.3	9.3	9.3
9.4	9.4	9.4	9.4	9.5

Note: Ratings are on a scale of 1 to 10 where 10 means excellent and 1 means very poor.

Q6.8a. Please rate HandyDART vehicles for cleanliness and good repair.

Q6.9a. Please rate feeling safe from injury when riding a HandyDART vehicle.

Overall Service and Attribute Ratings: Taxi

Note: Only respondents who have used the HandyDART service provided by taxi within the past month are included in this section. They were specifically asked to think about their HandyDART trips provided by taxi; not including any TaxiSaver trips that they may have taken.

- Over six-in-ten past-month taxi users (63%) award top scores to the Overall Taxi Service, which is marginally up from a year ago. The average score is at 7.7 out of 10. In particular, those who live in the South Fraser region tend to give a higher score compared to the North Fraser residents.

- Among those who give a high score, they commonly find the taxi service to be prompt/on time. As for those who are dissatisfied with the overall taxi service, they usually find the drivers to be uncooperative/not helpful.

Past-Month Taxi Users

- Rated 8 to 10
- Rated 6 to 7
- Rated 1 to 5
- Don't know

	2013 (n=100)	2014 (n=183)	2015 (n=318)	2016 (n=330)	2017 (n=330)
Rated 8 to 10	54%	57%	62%	59%	63%
Rated 6 to 7	20%	18%	19%	20%	17%
Rated 1 to 5	23%	23%	18%	21%	19%
Don't know	3%				

	Taxi Service				
	Average Score				
Total	7.4	7.4	7.7	7.4	7.7
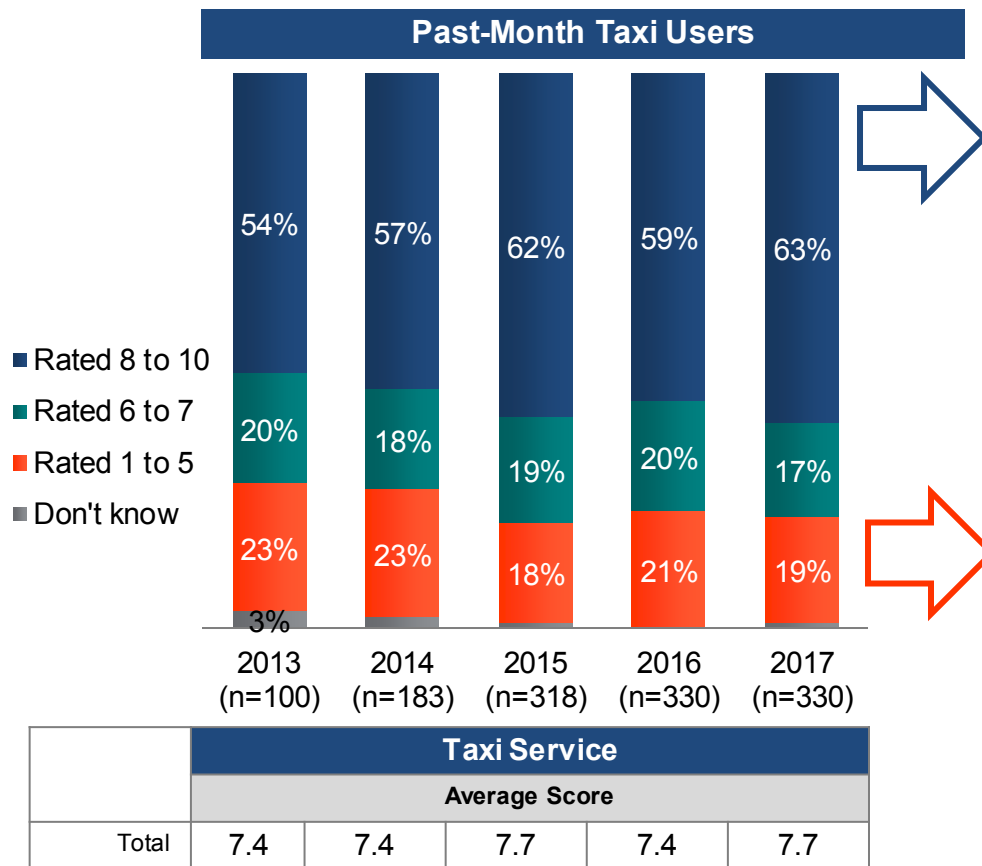
Base: Among those rating Taxi Service 8 to 10	2017 (n=214)
Prompt/ On time	26%
Polite/ courteous/ good attitude	23%
Cooperative/helpful	20%
Good service (gen)	17%
Good driving skills/feel safe	10%
Fast/ quick	6%

Note: Only responses of 6% and above are shown.

Base: Among those rating Taxi Service 1 to 5	2017 (n=62)*
Uncooperative/not helpful	35%
Rude/condescending/bad attitude	26%
They don't come to the door/ walk me to the door	20%
Not well trained (not familiar with the routes, don't know how to secure wheel chairs properly, etc)	18%
Bad communication/ doesn't keep client informed	15%
Started the meter too early	6%

Note: Only responses of 6% and above are shown.

Note: Ratings are on a scale of 1 to 10 where 10 means excellent and 1 means very poor.

* Small base size (<100), interpret with caution.

Qt2. How would you rate the taxi service that was provided to you?

Qt2a/b. Why did you rate the taxi service a [SCORE] overall?

- Close to one-half of past-month taxi users (48%) award a high score to the taxi drivers for their skills to assist disabled passengers, which is marginally up from 2016. The average score is at 7.1 out of 10. Specifically, South Fraser residents are more likely to award top scores to this attribute compared to their counterparts.

- Among the one-quarter of taxi users who award a low rating (26%), majority of them say that the taxi drivers did not extend help/assistance to them.

Past-Month Taxi Users

34%	35%	47%	43%	48%
19%	24%	18%	21%	18%
31%	31%	24%	27%	26%
16%	10%	11%	9%	9%
2013 (n=100)	2014 (n=183)	2015 (n=318)	2016 (n=330)	2017 (n=333)

- Rated 8 to 10
- Rated 6 to 7
- Rated 1 to 5
- Don't know
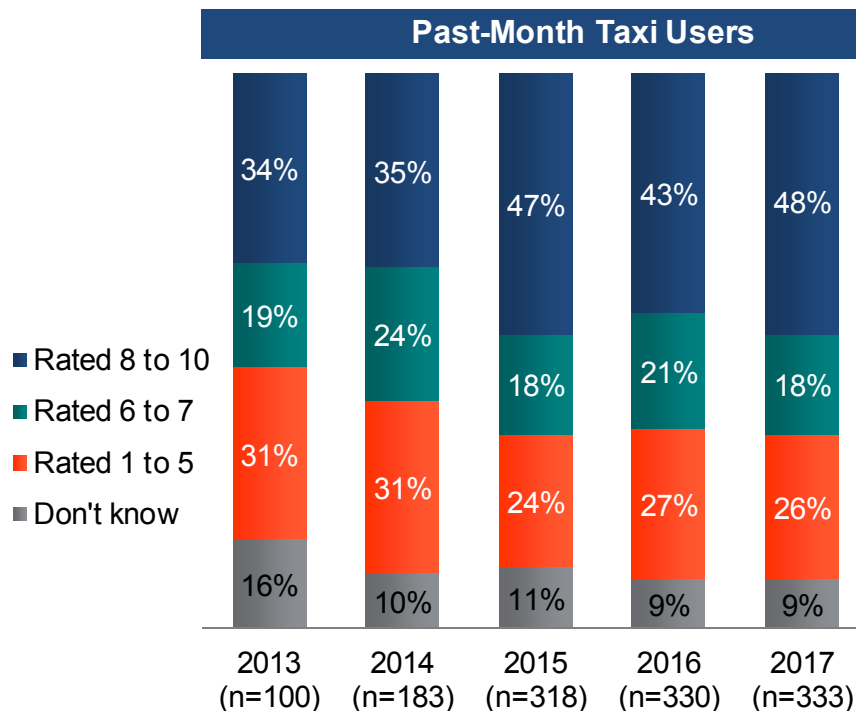
Base: Among those rating Taxi Driver's Skills 1 to 5	2017 (n=81)*
They didn't extend help/assistance to customers	64%
They were rude/ not friendly/impatient	20%
They did not know how to look after customers	18%
Didn't speak English/language barrier	4%
Poor driving skills	2%

Note: Only responses of 2% and above are shown.

	Skills Assisting Physically Disabled				
	Average Score				
Total	6.3	6.7	7.1	6.9	7.1

Note: Ratings are on a scale of 1 to 10 where 10 means excellent and 1 means very poor.
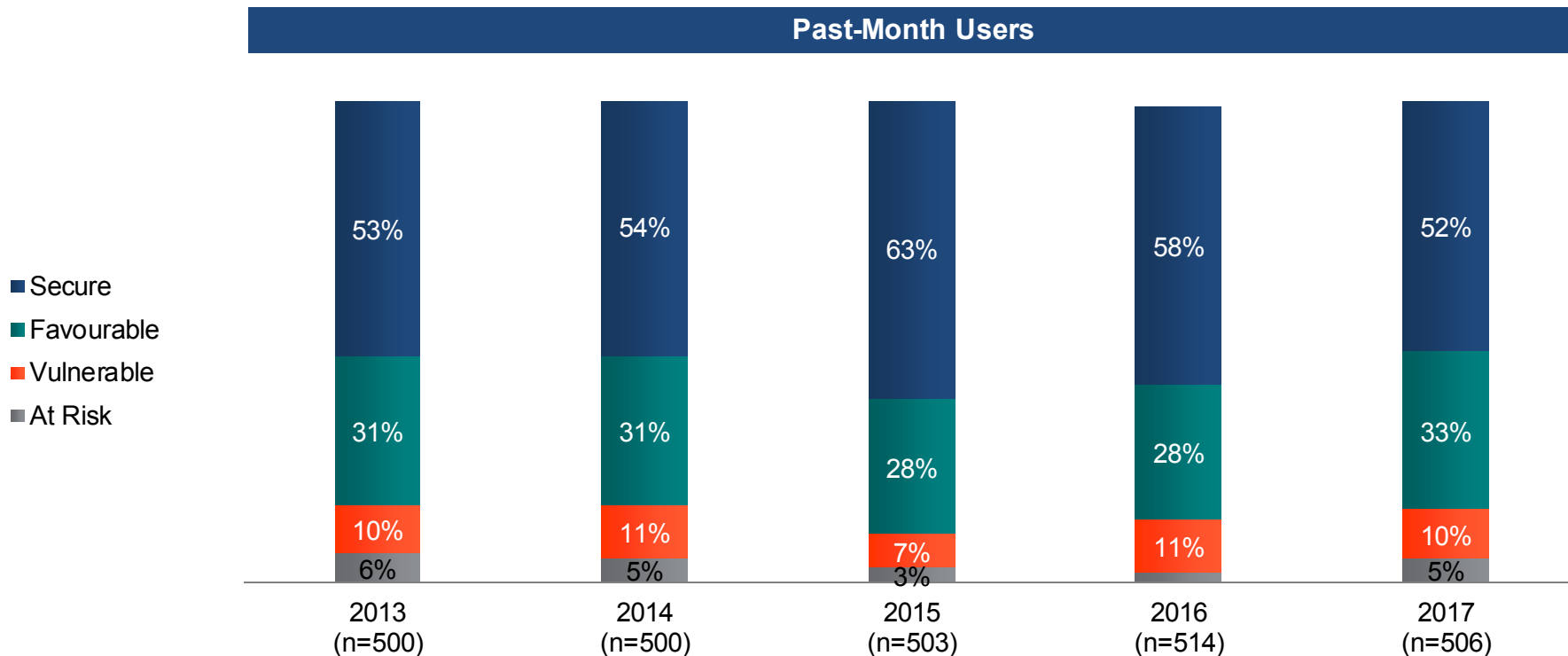
* Small base size (<100), interpret with caution.

Qt3. And how would you rate the taxi driver's skills to assist passengers who have a physical disability?

Qt3a. In what ways did the taxi driver lack adequate skills?

- Seven-in-ten past-month taxi users (68%) report that they have received door-to-door service, particularly among South Fraser residents.
- Also, 54% say that their taxi driver made sure that their seatbelt was secured before departing, which is marginally up from a year ago.

Past-Month Taxi Users

Gave Door-To-Door Service

	2013 (n=100)	2014 (n=183)	2015 (n=318)	2016 (n=330)	2017 (n=333)
Yes	69%	70%	72%	65%	68%
No	29%	30%	25%	32%	29%
Don't know			3%	3%	3%

Ensured Seatbelt Secured

	2013 (n=100)	2014 (n=183)	2015 (n=318)	2016 (n=330)	2017 (n=333)
Yes	44%	50%	51%	50%	54%
No	53%	45%	44%	44%	42%
Don't know	3%	5%	5%	6%	4%

- Yes
- No
- Don't know
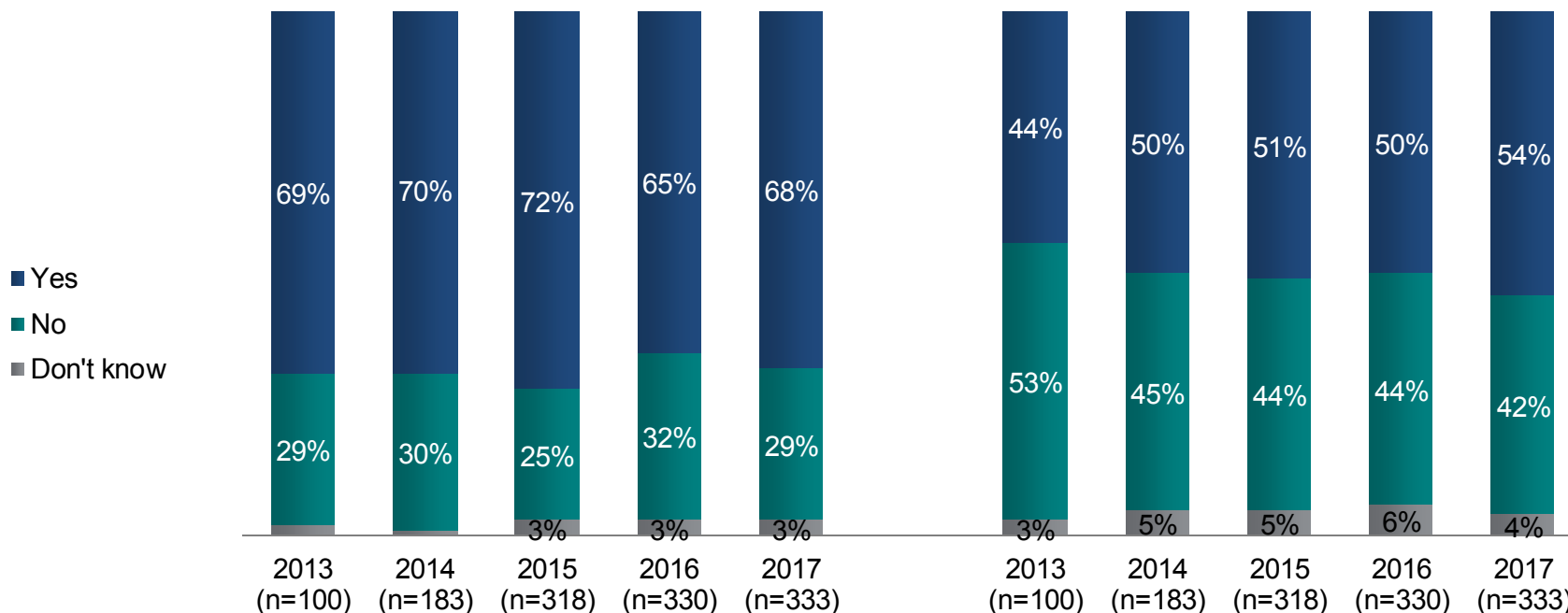
Qt5. Did the taxi driver give you door to door service?

Qt6. Did the taxi driver ensure your seatbelt was secure before departing?

On-Time, Reliable Taxi Service

- Marginally increased from 2016, close to three-quarters of past-month taxi users (73%) give a high score to the taxi service for being on-time and reliable.
- For those who award low ratings, they usually experience late service in the afternoon and in the City of Vancouver. The service was also commonly delayed for 30 minutes or more.

Past-Month Taxi Users

	2013 (n=100)	2014 (n=183)	2015 (n=318)	2016 (n=330)	2017 (n=333)
Rated 8 to 10	66%	71%	72%	68%	73%
Rated 6 to 7	15%	14%	13%	17%	11%
Rated 1 to 5	17%	11%	11%	11%	13%
Don't know	3%	4%	4%	4%	3%
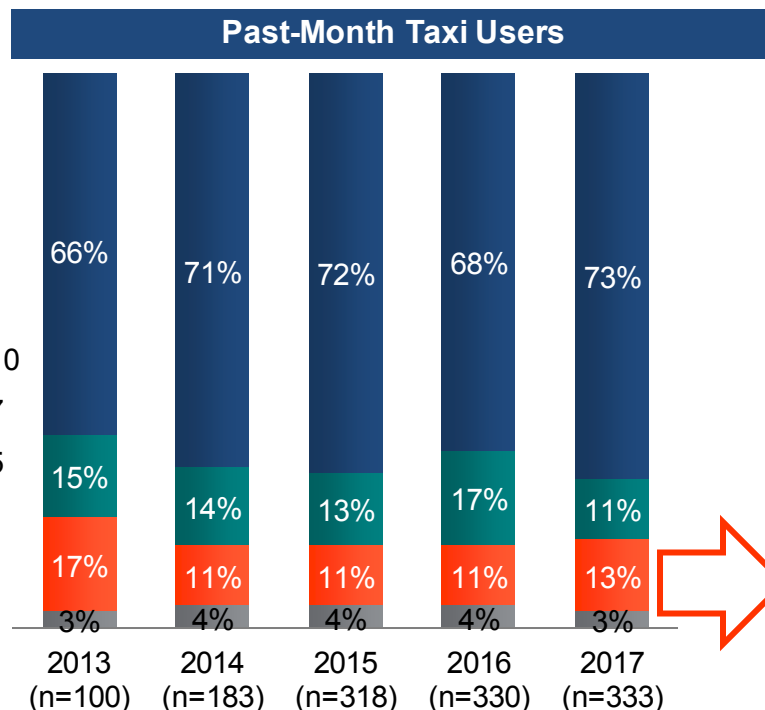
On-Time & Reliable Service

	Average Score				
Total	7.8	8.2	8.3	8.1	8.3

Base: Among those rating On-Time, Reliable Service 1 to 5	2017 (n=43)
Time	
AM (Before Noon)	23%
Afternoon (Noon to 5PM)	32%
Evening (After 5PM)	16%
Location	
Vancouver	15%
Burnaby	11%
Langley	9%
Richmond	9%
Coquitlam	7%
North Vancouver	7%
Surrey	6%
How late?	
<30 minutes late	22%
30 minutes to <1 hour	27%
1 hour +	28%
Don't know	23%

Note: Only responses of 6% and above are shown for Location.

Note: Ratings are on a scale of 1 to 10 where 10 means excellent and 1 means very poor.

** Very small base size (<50), interpret with extreme caution.

Qt4. And how would you rate the taxi that HandyDART provided for on-time, reliable service?

Q4ta. At what date, time and location was the service not on time, and how late was it?

Loyalty Segments

Loyalty Segments

- The Secure segment (52%) remains as the largest customer category, however, it has been trending down since 2015 (63%).

- Users who are classified into the Favourable segment (33%) have marginally increased this year. The Vulnerable segment is stable at 10%.

- Only 5% of customers are in the At Risk segment, but it has increased from a year ago (2%). In particular, North Fraser residents and those who are between the ages of 45 and 64 years old are more likely fall under the At Risk category.

Past-Month Users

	2013 (n=500)	2014 (n=500)	2015 (n=503)	2016 (n=514)	2017 (n=506)
Secure	53%	54%	63%	58%	52%
Favourable	31%	31%	28%	28%	33%
Vulnerable	10%	11%	7%	11%	10%
At Risk	6%	5%	3%		5%

Note: These four customer loyalty segments (Secure; Favourable; Vulnerable; At Risk) w ere created by combining responses to four attributes—overall performance, intentions to use HandyDART in the future, intentions to recommend the HandyDART program to others, and the extent to w hich HandyDART is meeting the needs of the customer. The segments and how they w ere created are discussed in more detail in Appendix A.

Q4. Based on your ow n experience with HandyDART, on a scale of one to ten, w here "10" means "excellent" and "one" means "very poor", how would you rate the HandyDART service overall?

Q8. Would you say that overall, the services provided by HandyDART exceeds your needs, meets your needs or does not meet your needs?
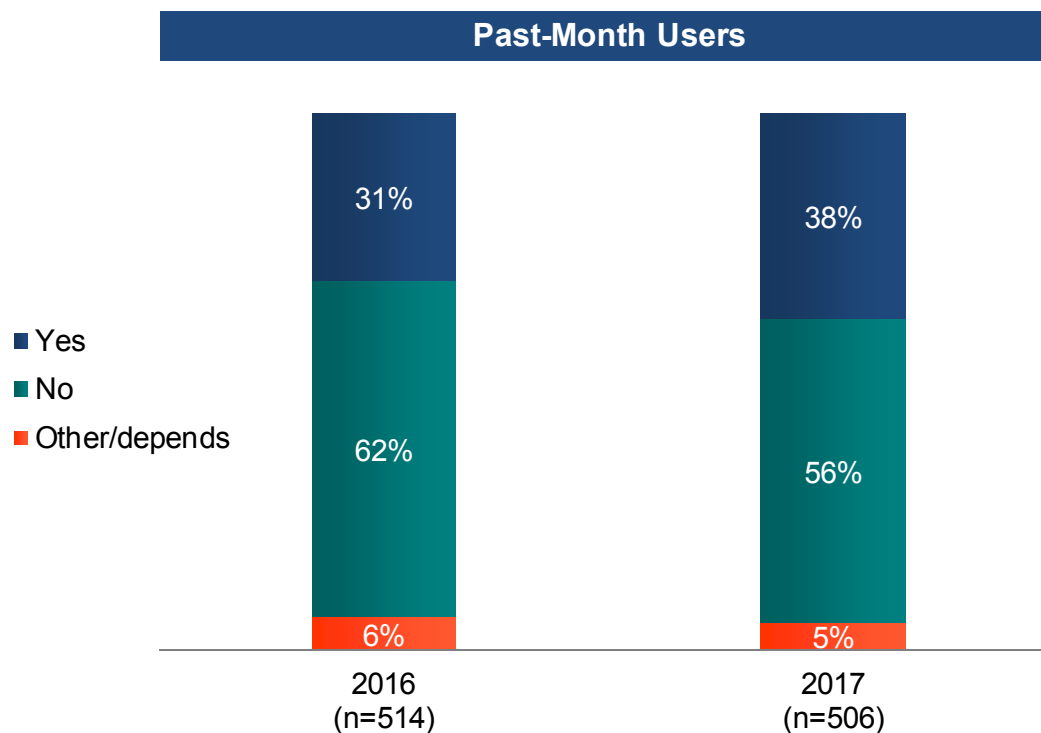
Q9. How likely are you to continue to participate in the HandyDART program in the foreseeable future?

Q10. How likely w ould you be to recommend the HandyDART program to a friend who had a disability?

- Nine-in-ten past month HandyDART users (90%) say that HandyDART meets or exceeds their needs. In particular, a larger proportion of users indicate that HandyDART exceeds their needs compared to a year ago (11%, up from 7%), especially among South Fraser residents and those who have used the taxi service.

- In terms of future participation, those who say that they definitely will participate in the HandyDART program in the future have been trending down from 83% in 2015 to 75% this year. Captive riders are more likely than Choice riders to express definite future participation.

- The proportion of those who would definitely recommend the HandyDART program to a friend with disability has also shown a downward trend this period (76%, down from 84% in 2015).

Past-Month Users

Meeting Your Needs

	2013 (n=500)	2014 (n=500)	2015 (n=503)	2016 (n=514)	2017 (n=506)
Exceed Your Needs	6%	8%	10%	7%	11%
Meet Your Needs	79%	81%	79%	85%	79%
Did Not Meet Your Needs	12%	8%	7%	4%	6%
Don't know	3%	3%	4%	3%	4%
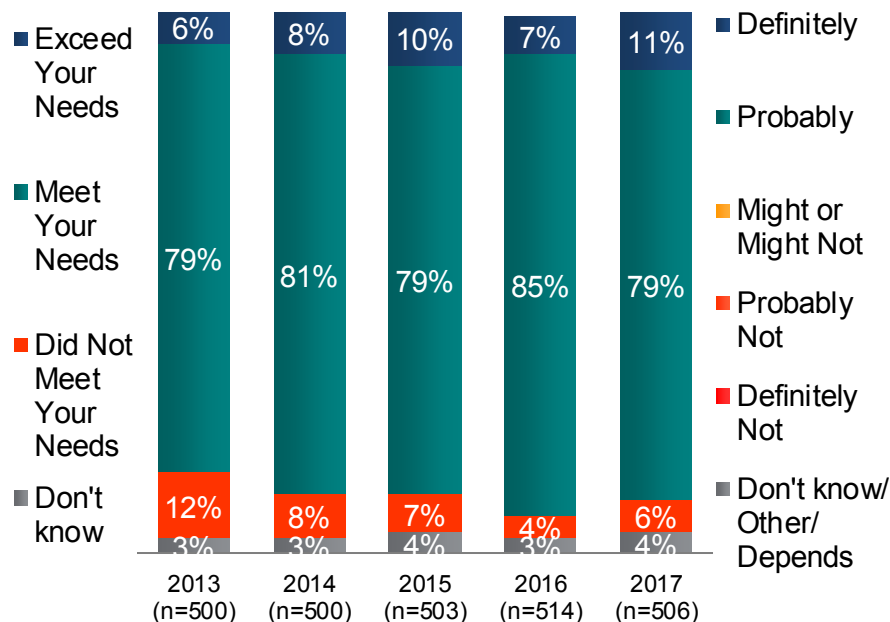
Future Participation In Program

	2013 (n=500)	2014 (n=500)	2015 (n=503)	2016 (n=514)	2017 (n=506)
Definitely	78%	75%	83%	78%	75%
Probably	13%	17%	12%	15%	19%
Might or Might Not	3%	3%			
Don't know/ Other/ Depends	4%	3%	4%	3%	3%
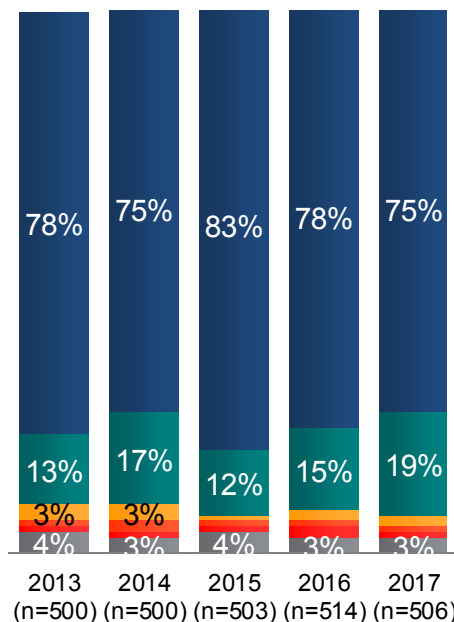
Likelihood To Recommend

	2013 (n=500)	2014 (n=500)	2015 (n=503)	2016 (n=514)	2017 (n=506)
	80%	77%	84%	80%	76%
	12%	16%	11%	15%	17%
	3%	4%			3%

Legend: Definitely, Probably, Might or Might Not, Probably Not, Definitely Not, Don't know/Other/Depends
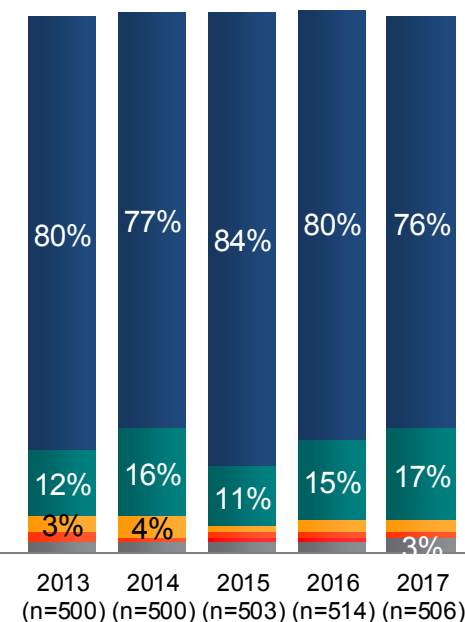
Q8. Would you say that overall, HandyDART exceeds your needs, meets your needs or does not meet your needs?

Q9. How likely are you to continue to participate in the HandyDART program in the foreseeable future?

Q10. How likely would you be to recommend the HandyDART program to a friend who had a disability?

Trip Booking

- Up from a year ago, four-in-ten past month HandyDART users (38%) say they would be likely to book their HandyDART trips through the Internet.
- Specifically, those who have used the taxi service and are younger than 45 years old are more likely to say so compared to their counterparts.

Past-Month Users

Legend:
- ■ Yes
- ■ No
- ■ Other/depends

2016 (n=514): Yes 31%, No 62%, Other/depends 6%
2017 (n=506): Yes 38%, No 56%, Other/depends 5%

Q19. Would you be likely to book your HandyDART trips through the Internet, using your computer, or smartphone, if that option was available?

- If an application was made available to track arriving HandyDART by a computer or smartphone, four-in-ten past-month HandyDART users (40%) say they would be interested in using it.

- Compared to their counterparts, Choice riders, younger riders (under 65) and those who have used the taxi service are more likely to indicate interest in using the tracking app.
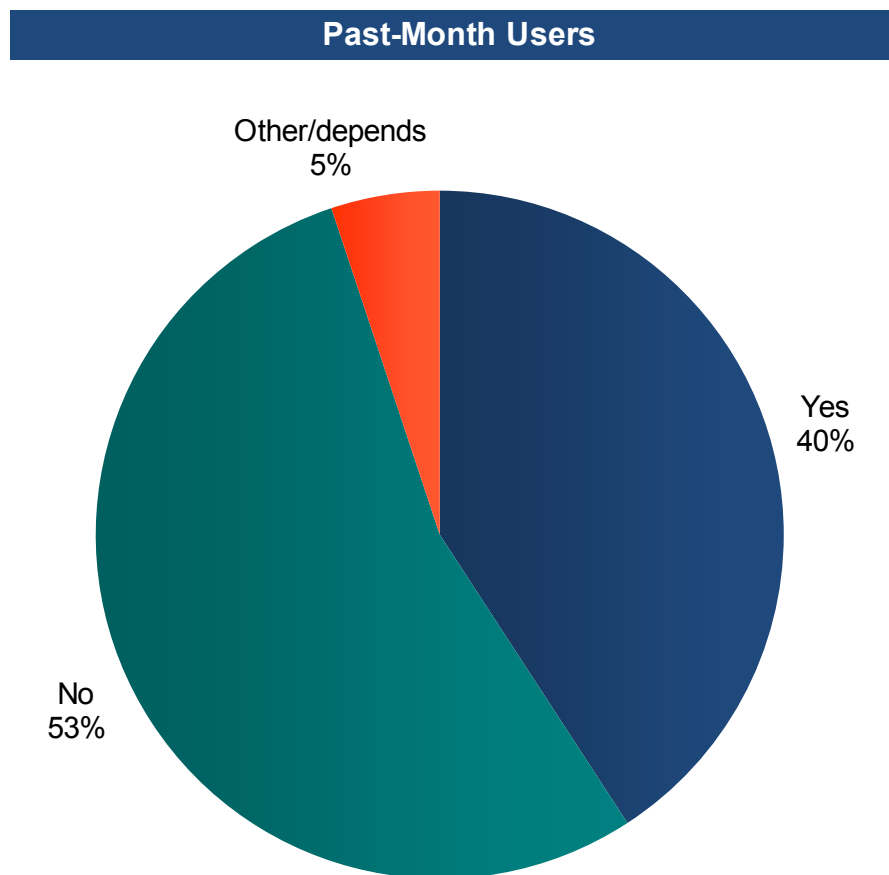
Past-Month Users

Other/depends
5%

Yes
40%

No
53%

Preferred Pickup Time

- Six-in-ten past-month HandyDART users (59%) prefer getting picked up in the earlier part of the 30-minute window.
- For those who use traditional HandyDART exclusively and who are aged 45 or older, they are more likely than their counterparts to say any time within the 30-minute window.

Past-Month Users

Prefer earlier part of the 30-minute window	59%
Prefer later part of the 30-minute window	11%
Any time within 30-minute window	19%
It varies, depending on my schedule	8%
Other	2%
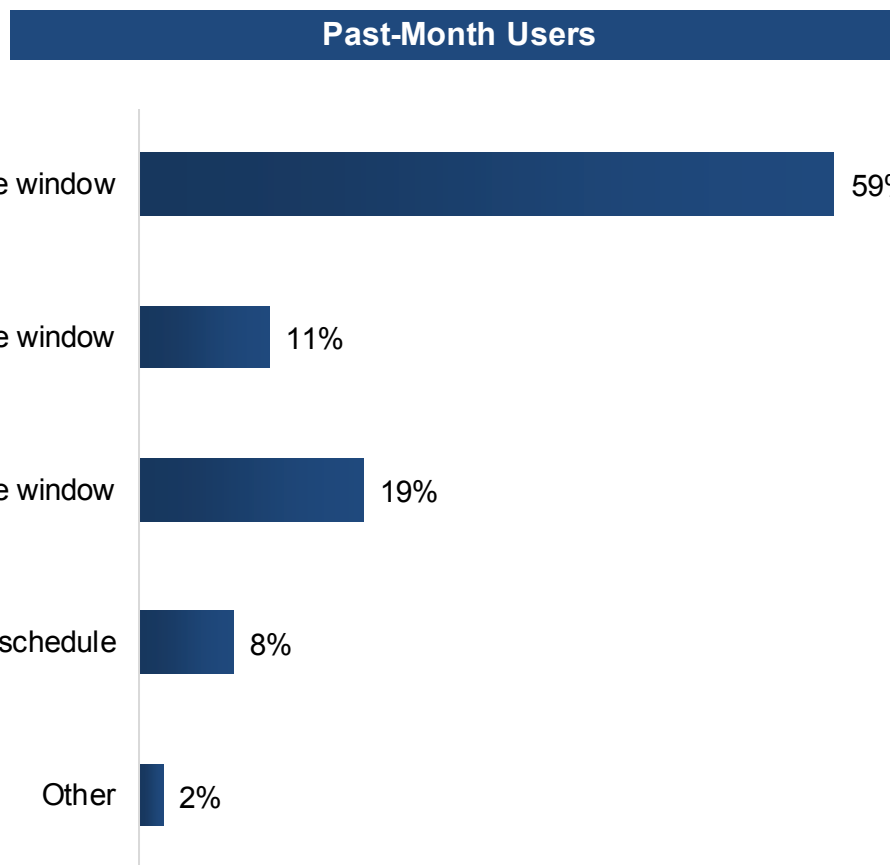
Base size: n=506

Q24 The HandyDART pickup window is a 30-minute time period. Would you prefer to have the HandyDART arrive in the earlier part of the 30-minute pickup window or closer to the end of the pickup window? The 30-minute window refers to the time frame a customer must be ready for a HandyDART pickup. The window begins 15 minutes before the scheduled pickup time and ends 15 minutes after the scheduled time.

Improvements Needed for the HandyDART Service

- When asked about how the HandyDART service could be improved, two-in-ten past-month HandyDART users (21%) say there is nothing that they feel needs to be changed.

- The most commonly suggested improvement is that HandyDART needs to arrive on time or that they should have a shorter time window (20%).

Past-Month Users

Category	Percentage
Arrive on time/ shorter time window	20%
More/ better buses	6%
Availability/ more rides	6%
Better/ direct routes	5%
Shorter waiting time on the phone	5%
Better dispatchers	4%
Better customer service	3%
Taxi drivers need to be trained at the same level as the HandyDART service	3%
Be able to book close to the date/ time	3%
Notify when the vehicle is coming	2%
Helpful/ courteous drivers	2%
Nothing needs to be changed	21%

Base size: n=506

Note: Only responses of 2% and above are shown.

Q25 Finally, in order to improve HandyDART service, what one thing do you feel needs to be changed?

Customer Profiles

Customer Profile – Choice vs. Captive (2017)

	Total	Choice	Captive
Base: Among past-month users	(n=506)	(n=173)	(n=312)
Average past week trips	2.5	2.6	2.5
Overall Service Ratings	74%	75%	74%
Age			
18 to 24	1%	2%	-
25 to 34	1%	2%	1%
35 to 44	6%	10%	3%
45 to 54	13%	15%	11%
55 to 64	24%	21%	25%
65 to 74	35%	31%	38%
75+	21%	19%	22%
Gender			
Male	33%	38%	30%
Female	67%	62%	70%
Education			
Some high school or less	15%	15%	15%
Graduated high school	25%	25%	25%
Vocational/college/technical	26%	27%	25%
Some university	11%	10%	11%
Graduated university	21%	19%	21%
Don't know/not sure	3%	3%	3%

Unknown 4%
Choice 34%
Captive 62%
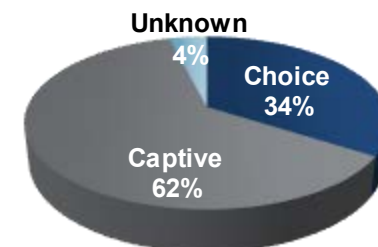
- Choice users are those who have regular access (as a driver or passenger) to a vehicle for the trips they make with HandyDART while Captive users do not have such access.

- Six-in-ten users (62%) are classified as Captive users while one-third of users (34%) are considered as Choice users.

- Compared to Choice riders, Captive riders are more likely to be older, make a lower household income, reside in Vancouver and have been using HandyDART for a longer period of time.

Significantly higher than the other rider group

Note: HandyDART riders are classified as "Choice" riders if they have regular access to a car, van or truck (either as the driver or as a passenger). Conversely, riders that do not have regular access to a private mode of travel are classified as "Captive" riders.

Customer Profile – Choice vs. Captive (2017)

	Total	Choice	Captive
Base: Among past-month users	(n=506)	(n=173)	(n=312)
Household Income			
<$35K	57%	46%	64%
$35K to <$75K	12%	17%	10%
$75K or more	3%	5%	2%
Don't know/not sure	28%	33%	24%
Region			
Vancouver	30%	22%	36%
Burnaby/New West	13%	9%	14%
Tricities/Pitt Meadows/Maple Ridge	11%	16%	9%
North Shore	5%	7%	4%
Surrey/N.Delta/Langley/White Rock	32%	32%	31%
Richmond/S.Delta/Tsaw/Ladner	9%	14%	7%

Significantly higher than the other rider group

	Total	Light (0-3 trips in past 7 days)	Medium (4-9 trips in past 7 days)	Heavy (10+ trips in past 7 days)
Base: Among past-month users	(n=506)	(n=363)	(n=119)	(n=22)**
Average past week trips	2.5	1	5.4	11.6
Overall Service Ratings	74%	76%	69%	83%
Age				
18 to 24	1%	1%	-	-
25 to 34	1%	1%	2%	-
35 to 44	6%	4%	7%	16%
45 to 54	13%	12%	13%	17%
55 to 64	24%	22%	26%	34%
65 to 74	35%	35%	36%	28%
75+	21%	24%	14%	4%
Gender				
Male	33%	30%	40%	47%
Female	67%	70%	60%	53%
Education				
Some high school or less	15%	18%	8%	4%
Graduated high school	25%	24%	25%	31%
Vocational/college/technical	26%	26%	29%	22%
Some university	11%	10%	12%	9%
Graduated university	21%	19%	23%	34%
Don't know/not sure	3%	3%	5%	-

Significantly higher than the other rider group(s)

** Very small base size (<50), interpret with extreme caution.

Heavy 4%
Medium 24%
Light 72%
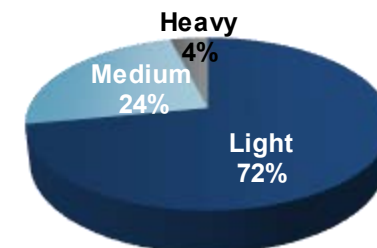
Light Frequency Users:

- Seven-in-ten riders (72%) have made between 0 and 3 HandyDART trips in the past seven days and they make an average of 1.0 trip per week on HandyDART. They are known as Light Frequency Users.

- This group of riders tends to give a higher rating to the Overall HandyDART service and the Overall Taxi service compared to Medium Frequency users.

Medium Frequency Users:

- Another quarter of riders (24%) are classified as Medium Frequency Users, which means they have made between 4 and 9 HandyDART trips in the past seven days, and make an average of 5.4 HandyDART trips in a week.

Customer Profile – Light, Medium & Heavy Frequency Users (2017)

	Total	Light (0-3 trips in past 7 days)	Medium (4-9 trips in past 7 days)	Heavy (10+ trips in past 7 days)
Base: Among past-month users	(n=506)	(n=363)	(n=119)	(n=22)**
Household Income				
<$35K	57%	58%	52%	55%
$35K to <$75K	12%	11%	15%	13%
$75K or more	3%	3%	3%	14%
Don't know/not sure	28%	28%	30%	19%
Region				
Vancouver	30%	32%	28%	23%
Burnaby/New West	13%	14%	10%	19%
Tricities/Pitt Meadows/Maple Ridge	11%	10%	16%	10%
North Shore	5%	4%	8%	7%
Surrey/N.Delta/Langley/White Rock	32%	33%	25%	31%
Richmond/S.Delta/Tsaw/Ladner	9%	8%	13%	11%

Heavy Frequency Users:

- Only 4% of past-month users currently fall into the category of Heavy Frequency Users, where they have made 10 or more trips in the past 7 days. This group makes an average of 11.6 trips per week on HandyDART.

Significantly higher than the other rider group(s)

** Very small base size (<50), interpret with extreme caution.

Appendix A: Loyalty Segments

Creating the Loyalty Segments

The Loyalty Segments were created using the same methodology from the 2003 Accessible Transit HandyCard Registrants survey. Four survey questions were used to gauge customer loyalty: Q4 (ratings of HandyDART overall), Q8 (perceptions regarding the extent to which HandyDART is meeting the needs of the customer), Q9 (likelihood of continuing to use HandyDART in the future), Q10 (likelihood of recommending HandyDART to a friend). These questions were used because they capture the attitudinal, behavioural, and motivational components of loyalty identified in previous research on transit and in other industries.

Based on the responses from the four loyalty survey questions, we awarded points to each response based on the following criteria:

Points Awarded

Q4

Ratings from 1-5	1
Ratings of 6, 7 or DK/REF	2
Ratings of 8, 9, or 10	3

Q8

Does not meet needs	1
Meets needs or DK/REF	2
Exceeds needs	3

Q9 and Q10

Ratings of 1, 2, 3, or DK/REF	1
Rating of 4	2
Rating of 5	3

To determine Customer Loyalty, respondent's points were then tallied from all four questions and the totals applied to one of the following Loyalty Segments. The greater the number of points, the more loyal the customer.

Loyalty Segment:	**Points**
At Risk	4, 5, 6
Vulnerable	7, 8
Favourable	9, 10
Secure	11, 12

Appendix B: Questionnaire

HandyDART Customer Service Performance Survey

IMPORTANT:

QUOTAS: minimum of 500 and a maximum of 600 with the following breakdown

By mode (T1A):

Traditional (QT1A= Traditional Only or Traditional & Taxi, n=500)
Taxi (QT1A = Traditional & Taxi or Taxi Only, n=100)

By Region (QSA2b):
INDEX 1. Past Month (Regular HandyDART) - North of the Fraser River (n= 250)
INDEX 2. Past Month (Regular HandyDART) - South of the Fraser River (n= 250)

NOTE:
Respondents are disabled, and a lot are elderly; thus this study will require very diplomatic and patient interviewers who can speak very clearly without an accent, and who can gently encourage those who want to chat, to move through the interview.

[INTRO:]

Hello, this is _____. I'm calling from Ipsos on behalf of TransLink's HandyDART service. May I please speak to [NAME FROM LIST]?

(INTERVIEWER: IF NO SUCH PERSON IN HOUSEHOLD, ASK IF THERE IS SOMEONE ELSE IN THE HOUSEHOLD WHO USES HANDYDART SERVICE)

Today/tonight we are conducting a survey with HandyDART users. As a HandyDART customer, you may have received a letter from TransLink about this survey. May I have about ten minutes of your time to ask your opinions about your experience with HandyDART?

(INTERVIEWER: IF RESPONDENT IS INCAPABABLE OF DOING THE SURVEY BECAUSE OF A CONDITION, ASK TO SPEAK TO CAREGIVER)

(IF RESPONDENT HESITATES, APPLY PERSUADERS)

- This is a legitimate public opinion survey. We are not selling anything.
- Our client is TransLink, which is responsible for the HandyDART.
- This study will be completely confidential.
- The interview will take about ten minutes.
- Your input will assist TransLink in improving HandyDART services.
- If you would like to verify this survey, please phone **Tamara Tedesco** at TransLink at **(778) 375-7500**.

[SCREENER:]

INT1. INTERVIEWER: ARE YOU SPEAKING WITH NAME IN SAMPLE, CAREGIVER OR A REFERRAL?
Name on sample
Caregiver
Referral

[IF INT1 = 2 CAREGIVER ASK SA, OTHERWISE SKIP TO SA1]

SA. Just to confirm do you ride HandyDart with [INSERT NAME FROM SAMPLE]?
Yes
No

[IF YES CONTINUE, OTHERWISE THANK AND TERMINATE]

SA1. Thank you for agreeing to participate. First, have you used the HandyDART service in the

past month?

     Yes
     No

[IF SA1 = NO/DON'T KNOW/REFUSED, THANK AND TERMINATE. ELSE, CONTINUE.]

T1.   And in the past month, has any HandyDART service been provided to you by taxi? Please think about taxi trips arranged directly by HandyDART, so excluding any TaxiSaver trips that you may have taken.
    [IF NECCESSSARY] - Instead of a traditional HandyDART vehicle?

    Yes
    No

T1A. [HIDDEN]

PROG: PLEASE RECODE AS FOLLOWS:

Traditional Only
[IF TAGGED AS TRADITIONAL HANDYDART IN THE SAMPLE ("Y") <u>AND</u> NO/DK/REF AT QT1]
[IF NOT TAGGED AS TRADITIONAL HANDYDART IN THE SAMPLE <u>AND</u> NO/DK/REF AT QT1]

Traditional and Taxi
[IF TAGGED AS TRADITIONAL HANDYDART IN THE SAMPLE ("Y") <u>AND</u> YES TO QT1]

Taxi only
[IF <u>NOT</u> TAGGED AS TRADITIONAL HANDYDART IN THE SAMPLE ("Y") <u>AND</u> YES TO QT1]

TERM script:
Since we are interviewing people who have *recently used the HandyDART service*, those will be my only questions. Thank you for your time. Goodbye.

[IF RESPONDENT IS UPSET OR WOULD LIKE TO SHARE HIS/HER FEEDBACK, USE THE FOLLOWING SCRIPT]

"Although you do not qualify for this questionnaire, if you would like to share your feedback on the HandyDART service, you can contact Tamara Tedesco at 778-375-7500. TransLink and Access Transit are more than happy to listen to feedback from users of their services. Thank you for your time. Goodbye".

SA2B. In which community do you live? **(DO NOT READ LIST, UNLESS NEEDED TO CLARIFY, ACCEPT ONE RESPONSE) (INTERVIEWER NOTE: IF DELTA, PROBE WITH "WOULD THAT BE NORTH OR SOUTH DELTA?")**

Anmore
Aldergrove
Burnaby
Belcarra
Coquitlam
Langley
Lion's Bay
Maple Ridge
New Westminster
North Delta
North Vancouver
Pitt Meadows
Port Coquitlam
Port Moody
Richmond
South Delta/Tsawwassen/Ladner
Surrey
UBC
Vancouver
West Vancouver
White Rock
Other (specify)

[PROGRAMMER NOTE: SWITCHING QUOTAS Classification of municipalities into North vs. South of Fraser] [IF OTHER/DK/REF DEFAULT TO MARKET ASSIGNMENT IN SAMPLE]

North of Fraser
West Van
North Van
Lions Bay
UBC
Vancouver
Anmore
Belcarra
Coquitlam
Port Moody
Port Coquitlam
Pitt Meadows
Maple Ridge
Burnaby
New Westminster

South of Fraser
Richmond
Surrey
Langley
Aldergrove
WhiteRock

North Delta
South Delta
Tsawwassen/Ladner

SB. Do you or does anyone in your household work for TransLink or for Coast Mountain Bus, SeaBus, SkyTrain, West Coast Express, AirCare, HandyDART, West Vancouver Transit or MVT Canadian Bus?

   Yes
   No

[IF 'NO' AT SB CONTINUE, OTHERWISE THANK AND TERMINATE]

(INTERVIEWER CLARIFY AS NECESSARY:)
For the next set of questions, please think about your experience with the HandyDART service overall rather than a specific HandyDART vehicle.

Q1.   First, how long have you been using HandyDART? (INTERVIEWER: PROBE FOR MONTHS AND YEARS.)

Months **[RANGE 0-11]**
Years **[RANGE 0-99]**
(Do Not Read) SINCE PROGRAM STARTED [MUTUALLY EXCLUSIVE]

Q2a.   In the past 7 days, how many one-way trips have you taken using HandyDART?   A one-way trip is a trip to a single destination; for example, a trip to work and home again would be 2 one-way trips. (RECORD NUMBER)

RECORD **[RANGE 0-99]**

Q2b. In the past 7 days, how many one-way trips have you taken using conventional transit, that is, public transit buses, SkyTrain, SeaBus or West Coast Express? **READ IF NECESSARY: A ONE-WAY TRIP IS A TRIP TO A SINGLE DESTINATION; FOR EXAMPLE, A TRIP TO WORK AND HOME AGAIN WOULD BE 2 ONE-WAY TRIPS.** (RECORD NUMBER)

RECORD **[RANGE 0-99]**

Q2c. Thinking of the trips you make on HandyDART, do you use HandyDART in combination with other forms of transit? For example, a combination trip might involve taking HandyDART to a SkyTrain station, then taking SkyTrain to the final destination of the trip.

   Yes
   No

[IF 'NO' IN Q2C ASK Q2d and Q2e, OTHERWISE SKIP TO Q3a]

Q2d. What are some of the reasons you do not use HandyDART in combination with other forms of transit? (INTERVIEWER: DO NOT READ LIST. PROBE UP TO TWO TIMES.)

SPECIFY REASON **[OPEN END]**
NO REASON IN PARTICULAR

Q2e. What aspect(s) of your disability is preventing you from using the conventional transit system that is, public transit buses, SkyTrain, SeaBus or West Coast Express without assistance? (INTERVIEWER: DO NOT READ LIST. ACCEPT MULTIPLE MENTIONS, PROBE UP TO TWO TIMES)

Record Response [SPECIFY]
None

Q3a. Thinking of your most recent trip on HandyDART, please tell me the municipality where you boarded the HandyDART service and the municipality where you disembarked the HandyDART service. Let's start with where you boarded. **(DO NOT READ LIST, UNLESS NEEDED TO CLARIFY, ACCEPT ONE RESPONSE) (INTERVIEWER NOTE: IF DELTA, PROBE WITH "WOULD THAT BE NORTH OR SOUTH DELTA?)**

ANMORE
BURNABY
BELCARRA
COQUITLAM
LANGLEY
LION'S BAY
MAPLE RIDGE
NEW WESTMINSTER
NORTH DELTA
NORTH VANCOUVER
PITT MEADOWS
PORT COQUITLAM
PORT MOODY
RICHMOND
SOUTH DELTA/TSAWWASSEN/LADNER
SURREY
VANCOUVER
WEST VANCOUVER
WHITE ROCK
OTHER (SPECIFY)

Q3b. And where did you disembark the HandyDART service. **(DO NOT READ LIST, UNLESS** NEEDED TO **CLARIFY, ACCEPT ONE RESPONSE) (INTERVIEWER NOTE: IF DELTA, PROBE WITH "WOULD THAT BE NORTH OR SOUTH DELTA?)**

ANMORE

BURNABY
BELCARRA
COQUITLAM
LANGLEY
LION'S BAY
MAPLE RIDGE
NEW WESTMINSTER
NORTH DELTA
NORTH VANCOUVER
PITT MEADOWS
PORT COQUITLAM
PORT MOODY
RICHMOND
SOUTH DELTA/TSAWWASSEN/LADNER
SURREY
VANCOUVER
WEST VANCOUVER
WHITE ROCK
OTHER (SPECIFY)

[IF TAXI ONLY, SKIP TO QT2 INTRO]

[SECTION INTRO FOR TRADITIONAL ONLY AND TRADITIONAL AND TAXI USERS]
(READ)
For the following rating questions, please think about the trips you made on <u>traditional</u> HandyDART vehicles, so this would exclude any HandyDART trips provided by taxi.

[IF T1 = YES, ALSO ADD:]
(READ)
We will be asking about the services provided by taxi in a later section.

Q4.   Based on your own experience with HandyDART, on a scale of one to ten, where "10" means "excellent" and "one" means "very poor", how would you rate the HandyDART service overall? (RECORD NUMBER)

RECORD [1-10]

[IF DK, REF, SKIP TO Q62]

[IF Q4 = 1 – 5]

Q5a.   Why would you rate the service a **[INSERT SCORE FROM Q4]** overall? (INTERVIEWER: DO NOT READ LIST. PROBE UP TO TWO TIMES FOR NEGATIVE RESPONSES)

SPECIFY REASON **[OPEN END]**
NO REASON IN PARTICULAR

[IF Q4 = 6 – 10]

Q5b. Why would you rate the service a **[INSERT SCORE FROM Q4]** overall? (INTERVIEWER: DO NOT READ LIST. PROBE UP TO TWO TIMES FOR POSITIVE RESPONSES)

SPECIFY REASON **[OPEN END]**
NO REASON IN PARTICULAR

Q62. Thinking about the service provided by the HandyDART program, on a scale of one to ten, where "ten" means "excellent" and "one" means "very poor"…

[START OF Q6 SERIES, RANDOMIZE SERIES IN BLOCKS Q62A THROUGH Q69A]

LEADIN.
[PROGRAMMER: 1ST ITERATION INSERT [How would you rate…]
[PROGRAMMER: 2+ ITERATIONS INSERT [And how would you rate…] [INCASE TEXT INSERT WITH BRACKETS IF FOLLOW UP QUESTIONS ARE NOT ASKED]

~~[ASK ALL]~~

[INSERT LEAD IN]
62a. The ease of booking a trip on HandyDART, thinking specifically about how easy it was to arrange your trip with the HandyDART booking office, and <u>not</u> the availability of the vehicles? (RECORD NUMBER) (READ IF NECESSARY: Thinking about the service provided by the HandyDART program, on a scale of one to ten, where "ten" means "excellent" and "one" means "very poor")

[1-10]

[ASK 62b IMMEDIATELY IF 62a = 1-5, OTHERWISE SKIP TO NEXT QUESTION IN RANDOMIZED SERIES]

62b. Can you explain why the HandyDART trip was not easy to book?

(INTERVIEWER: DO NOT READ LIST. PROBE UP TO TWO TIMES.)
(CLARIFY IF RESPONDENT MENTIONS AVAILABILITY OF THE VEHICLES: Please focus specifically of the ease of arranging your trip with the HandyDART booking office. Availability of the vehicles aside, can you explain why the HandyDART trip was not easy to book?)

96. SPECIFY REASON [OPEN END]

---

97.   (DNR) NO REASON IN PARTICULAR
98.   (DNR) REFUSED

[ASK NEXT QUESTIONS IN RANDOMIZED SERIES]

63a.   [INSERT LEAD IN]
       Availability of HandyDART service when you need it? (RECORD NUMBER) (READ IF
       NECESSARY: Thinking about the service provided by the HandyDART program, on a scale
       of one to ten, where "ten" means "excellent" and "one" means "very poor")

       [1-10]

[ASK 63b IMMEDIATELY IF 63a = 1-5, OTHERWISE SKIP TO NEXT QUESTION IN RANDOMIZED SERIES]

63b.   Can you give further details on what date, time and location you wanted HandyDART
       service when it was not available?.
Yes, can give further details
No

[IF YES CONTINUE OTHERWISE SKIP TO NEXT QUESTION IN RANDOMIZED SERIES]

63bmonth. Let's start with date. Do you recall which month it was?
(INTERVIEWER: RECORD MONTH) (IF RESPONDENT SAYS THEY DON'T REMEMBER THE
MONTH, RECORD DON'T KNOW FOR BOTH THE MONTH AND THE DAY, AND ASK FOR
THE YEAR) (IF RESPONDENT GETS IRRIATED BY THE MULTIPLE PROMPTS OR THEY
SPECFICALLY TELLS US THAT THEY DON'T REMEMBER ANY DETAILS, THEN JUST
RECORD DON'T KNOW FOR ALL THE FIELDS IN THIS SECTION AND ASK 64A)

January
February
March
April
May
June
July
August
September
October
November
December

63bday. And which day of the month? (INTERVIEWER RECORD DAY.)

[RANGE 1 – 31]

63byear. And which year? (INTERVIEWER RECORD YEAR.)

[RANGE 2009 – 2017]

63btime.   And what time of day? (INTERVIEWER: ENTER TIME IN 24HRS FORMAT)

[RANGE 05.00-24.00]

63bloc. And which location? (INTERVIEWER: ENTER LOCATION)
[OPEN END]

[ASK ALL]

64a.   **[INSERT LEAD IN]** HandyDART drivers in terms of being courteous, competent and helpful? (RECORD NUMBER) (READ IF NECESSARY: Thinking about the service provided by the HandyDART program, on a scale of one to ten, where "ten" means "excellent" and "one" means "very poor")

[1-10]

[ASK 64b IMMEDIATELY IF 64a = 1-5, OTHERWISE SKIP TO NEXT QUESTION IN RANDOMIZED SERIES]

64b.   What specifically should the HandyDART driver have done differently? (INTERVIEWER: DO NOT READ LIST, PROBE UP TO TWO TIMES)

     SPECIFY REASON **[OPEN END]**
     NO REASON IN PARTICULAR

[ASK ALL]

65a.   **[INSERT LEAD IN]** The HandyDART driver's skills to assist passengers who have a physical disability? (RECORD NUMBER) (READ IF NECESSARY: Thinking about the service provided by the HandyDART program, on a scale of one to ten, where "ten" means "excellent" and "one" means "very poor")

     [1-10]

[ASK 65b IMMEDIATELY IF 65a = 1-5, OTHERWISE SKIP TO NEXT QUESTION IN RANDOMIZED SERIES]

65b.   In what ways did the drivers lack adequate skills? (INTERVIEWER: DO NOT READ LIST. PROBE UP TO TWO TIMES)

     SPECIFY REASON **[OPEN END]**
     NO REASON IN PARTICULAR

66a.   **[INSERT LEAD IN]** HandyDART for on-time, reliable service?. (RECORD NUMBER)
(READ IF NECESSARY: Thinking about the service provided by the HandyDART program, on a scale of one to ten, where "ten" means "excellent" and "one" means "very poor")

[1-10]

[ASK 66b IMMEDIATELY IF 66a = 1-5, OTHERWISE SKIP TO NEXT QUESTION IN RANDOMIZED SERIES]

66b.   At what time, date, and location was the service not on time, and how late was it? Let's start with date.

66bmonth. Do you recall which month it was? (INTERVIEWER: RECORD MONTH)
(IF RESPONDENT SAYS THEY DON'T REMEMBER THE MONTH, RECORD DON'T KNOW FOR BOTH THE MONTH AND THE DAY, AND ASK FOR
THE YEAR) (IF RESPONDENT GETS IRRIATED BY THE MULTIPLE PROMPTS OR THEY SPECFICALLY TELLS US THAT THEY DON'T REMEMBER ANY DETAILS, THEN JUST RECORD DON'T KNOW FOR ALL THE FIELDS IN THIS SECTION AND ASK 67A)

January
February
March
April
May
June
July
August
September
October
November
December

66bday. And which day of the month? (INTERVIEWER RECORD DAY.)
[RANGE 0 – 31]

66byear. And which year?(INTERVIEWER RECORD YEAR.)

[RANGE 2009 – 2017]

Q66bloc. And which location? (INTERVIEWER: ENTER LOCATION VERBATIM)
[OPEN END]

66btime.   How late was it? (INTERVIEWER: RECORD BOTH HOURS AND MINUTES IF APPLICABLE)
RECORD HOURS [RANGE 0 – 24]

RECORD MINUTES [0 – 60]

66btimed.   And what time of day? (INTERVIEWER: ENTER TIME IN 24HRS FORMAT)

[RANGE 05.00-24.00]

[ASK ALL]

67a.   Please rate HandyDART for…Value for Money (RECORD NUMBER) (READ IF NECESSARY: Thinking about the service provided by the HandyDART program, on a scale of one to ten, where "ten" means "excellent" and "one" means "very poor")

 [1-10]

[ASK ALL]

68a.   Please rate HandyDART vehicles for…Cleanliness and good repair (RECORD NUMBER) (READ IF NECESSARY: Thinking about the service provided by the HandyDART program, on a scale of one to ten, where "ten" means "excellent" and "one" means "very poor")

[1-10]

[ASK 68b IMMEDIATELY IF 68a = 1-5, OTHERWISE SKIP TO NEXT QUESTION IN RANDOMIZED SERIES]
68b.   What changes should be made to improve HandyDART vehicle cleanliness and good repair? (INTERVIEWER: DO NOT READ LIST. PROBE UP TO TWO TIMES)

        SPECIFY REASON **[OPEN END]**
        NO REASON IN PARTICULAR

[ASK ALL]

69a.   Please rate… Feeling safe from injury when riding a HandyDART vehicle. RECORD NUMBER) (READ IF NECESSARY: Thinking about the service provided by the HandyDART program, on a scale of one to ten, where "ten" means "excellent" and "one" means "very poor")

 [1-10]

[ASK 69b IMMEDIATELY IF 69a = 1-5, OTHERWISE SKIP TO NEXT QUESTION IN RANDOMIZED SERIES]

69b.   Why did you not feel safe? (DO NOT READ LIST. PROBE UP TO TWO TIMES)

        SPECIFY REASON **[OPEN END]**

NO REASON IN PARTICULAR

[END OF Q6 SERIES]

[QT2 to T6: ASK ONLY IF T1=YES]

[SECTION INTRO]
(READ)
For the next few questions please respond in reference to the most recent HandyDART trip that was provided to you <u>by taxi</u>. As a reminder, this would <u>exclude</u> any TaxiSaver trips that you may have taken.

(CLARIFIER FOR TAXISAVER TRIPS. READ AS NECESSARY.)
We would like your opinion on the taxi trips that were arranged directly by HandyDART, not the TaxiSaver trips you may have arranged for and paid for by TaxiSaver coupons.

QT2.   On a scale from 1 to 10, where "ten" means "excellent" and "one" means "very poor", how would you rate the taxi service that was provided to you?

[1-10]

[IF T2 = 1 – 5]
QT2a. Why did you rate the taxi service a **[INSERT SCORE FROM QT2]** overall?
(PROBE FOR UP TO 3 NEGATIVE RESPONSES)

SPECIFY REASON **[OPEN END]**
NO REASON IN PARTICULAR

[IF T2 = 6 – 10]
QT2b. Why did you rate the taxi service a **[INSERT SCORE FROM QT2]** overall?
(PROBE FOR UP TO 3 POSITIVE RESPONSES)

SPECIFY REASON **[OPEN END]**
NO REASON IN PARTICULAR

QT3.   And how would you rate the taxi driver's skills to assist passengers who have a physical disability? **(READ IF NECESSARY:** On a scale from 1 to 10, where "ten" means "excellent" and "one" means "very poor"**)**

[1-10]

[IF T3 = 1 – 5 CONTINUE TO T3a, OTHERWISE GO TO T4]

QT3a. In what ways did the taxi driver lack adequate skills?
(PROBE UP TO TWO TIMES)

SPECIFY REASON **[OPEN END]**

NO REASON IN PARTICULAR

QT4.   And how would you rate the taxi that HandyDART provided for on-time, reliable service? **(READ IF NECESSARY:** On a scale from 1 to 10, where "ten" means "excellent" and "one" means "very poor"**)**

[1-10]

[IF T4 = 1 – 5 CONTINUE TO T4a, OTHERWISE GO TO T5]

QT4a.   At what time date and location was the taxi not on time, and how late was it? Let's start with date.

T4amonth. Do you recall which month it was? (INTERVIEWER: RECORD MONTH)
(IF RESPONDENT SAYS THEY DON'T REMEMBER THE MONTH, RECORD DON'T KNOW FOR BOTH THE MONTH AND THE DAY, AND ASK FOR
THE YEAR) (IF RESPONDENT GETS IRRIATED BY THE MULTIPLE PROMPTS OR THEY SPECFICALLY TELLS US THAT THEY DON'T REMEMBER ANY DETAILS, THEN JUST RECORD DON'T KNOW FOR ALL THE FIELDS IN THIS SECTION AND ASK QT5)

January
February
March
April
May
June
July
August
September
October
November
December

T4aday. And which day of the month? (INTERVIEWER RECORD DAY)
[RANGE 1-31]

T4ayear. And which year? (INTERVIEWER RECORD YEAR)
[RANGE 2009-2017]

T4atime. And what time of day? (INTERVIEWER: ENTER TIME IN 24HRS FORMAT)
[RANGE 00.00 – 24.00]

T4aloc. And which location? (INTERVIEWER: ENTER LOCATION)
[OPEN END]

T4atimeb. How late was it? (INTERVIEWER: RECORD BOTH HOURS AND MINUTES IF APPLICABLE)
RECORD HOURS **[RANGE 0 – 24]**

RECORD MINUTES **[RANGE 0 – 60]**

QT5. Did the taxi driver give you door to door service?

Yes
No

QT6. Did the taxi driver ensure your seatbelt was secure before departing?

Yes
No

QTA1. Do you currently use TaxiSavers?
(INTERVIEWER – IF RESPONDENT IS NOT AWARE OF TAXISAVERS, CLARIFY: "The TaxiSaver program is a separate program to HandyDART, providing a 50% subsidiary towards the cost of taxi rides. The program is available to all HandyCARD holders. More information on TaxiSavers and the HandyCARD program can be found on the TransLink website, under the Rider Guide, HandyCard & TaxiSaver section, or by contacting Access Transit Customer Care at: 778-452-2860. To confirm, do you currently use TaxiSavers?)

Yes
No
(DNR) DON'T KNOW

[ASK QTA2 IF QTA1 = 2. OTHERWISE, SKIP TO Q7A]

QTA2   Why do you not currently use TaxiSavers?

SPECIFY REASON **[OPEN END]**
(DNR) NO REASON IN PARTICULAR
(DNR) REFUSED

(READ TO ALL)
Please answer the following questions based on your experience using the HandyDART service, regardless of whether the trips were serviced by traditional HandyDART vehicles or by taxis.(IF NECESSARY: As before, this would exclude any TaxiSaver trips you may have arranged for, and paid for with, TaxiSaver coupons.

Q7a.   Compared to one year ago, are you now using the services provided by HandyDART more often, about the same, or less often?
(DO NOT READ LIST, ACCEPT ONE RESPONSE) (IF RESPONDENT OFFERS THAT THEY WERE NOT USING HANDYDART AT ALL ONE YEAR AGO CODE AS MORE OFTEN)

More often
About the same
Less often

[IF Q7A IS 'MORE OFTEN' OR 'LESS OFTEN CONTINUE, OTHERWISE SKIP TO Q8]

Q7b.   Why are you using the services provided by HandyDART **[Insert based on Q7a: More/Less]** often now than one year ago? (INTERVIEWER: DO NOT READ LIST, PROBE UP TO TWO TIMES)

SPECIFY REASON **[OPEN END]**
NO REASON IN PARTICULAR

Q8.   Would you say that overall, the services provided by HandyDART exceeds your needs, meets your needs or does not meet your needs? (DO NOT READ LIST, ACCEPT ONE RESPONSE)

Exceeds your needs
Meets your needs
Does not meet your needs

Q9.   How likely are you to continue to participate in the HandyDART program in the foreseeable future? Will you … (READ LIST, ACCEPT ONE RESPONSE)

Definitely continue
Probably continue
Might or might not continue
Probably not continue, or
Definitely not continue
(Do Not Read) OTHER/DEPENDS

Q10.   How likely would you be to recommend the HandyDART program to a friend who had a disability? Would you …(READ LIST, ACCEPT ONE RESPONSE)

Definitely recommend the program,
Probably recommend,
Might or might not recommend,
Probably not recommend, or
Definitely not recommend
(Do Not Read) OTHER/DEPENDS

Q19.   Would you be likely to book your HandyDART trips through the Internet, using your computer, or smartphone, if that option was available? (DO NOT READ LIST)

Yes
No
OTHER/DEPENDS

Q23

If an application was made available to allow you to track your arriving HandyDART or taxi vehicle by a computer or smartphone, would you be interested in using it? (DO NOT READ LIST)

Yes
No
OTHER/DEPENDS

Q24

The HandyDART pickup window is a 30 minute time period. Would you prefer to have the HandyDART arrive in the earlier part of the 30 minute pickup window or closer to the end of the pickup window?

Prefer earlier part of the 30-minute window
Prefer later part of the 30-minute window
Any time within 30-minute window
It varies, depending on my schedule
Other (DNR)

You will soon be able to use a Compass Card to pay for your HandyDART trips. You will need to put funds into your account so the price of your trip can be deducted from your account as you travel HandyDART, or the conventional transit system.

(IF NECCESARY WHEN RESPONDENTS ARE CONFUSED WHAT THIS MEANS OR NOT FAMILIAR WHAT THE COMPASS CARD IS: You will still be able to pay the driver cash for a HandyDART ride, but Compass will mean you no longer have to worry about having cash on hand.)

Q20. What forms of payment do you think you will use to top up your Compass account? (READ LIST, ACCEPT MULTIPLE RESPONSES)

Credit card
Debit card
Direct Withdrawal from Bank Account
Cash
(DO NOT READ) I do not plan to use Compass Cards [EXCLUSIVE]
(DO NOT READ) Other [EXCLUSIVE]

[IF INT1 = 2 READ:] I just have a few final questions for classification purposes, please answer the following on behalf of [NAME FROM SAMPLE]

Q12.   And about yourself, to which of the following age categories do you belong… Please stop me when I reach your category. (READ LIST UNTIL INTERUPTED, ACCEPT ONE RESPONSE)

18 - 24
25 - 34
35 - 44
45 - 54
55 - 64
65 - 74
75+

Q15.   What is the highest level of education you have completed? (READ LIST, ACCEPT ONE RESPONSE)

Some high school or less
Graduated high school
Vocational/college/technical
Some university
Graduated university

Q16.   Do you have regular access to a car, van or truck, either as the driver or as a passenger? (DO NOT READ LIST)

YES
NO
OTHER/DEPENDS

Q17.   Which of the following best describes your total annual household income before taxes…
(READ LIST UNTIL INTERUPTED, ACCEPT ONE RESPONSE)

   Under $15,000
   $15,000 to just under $25,000
   $25,000 to just under $35,000
   $35,000 to just under $45,000
   $45,000 to just under $55,000
   $55,000 to just under $65,000
   $65,000 to just under $75,000
   $75,000 to just under $85,000
   $85,000 to just under $95,000
   $95,000 or over

Q18.   ~~Finally,~~ Could you please tell me your postal code?   (IF REFUSE OR DON'T KNOW, PROBE FOR FIRST 3 DIGITS)

Q25

Finally, in order to improve HandyDART service, what one thing do you feel needs to be changed? (DO NOT PROBE FOR ADDITIONAL RESPONSES)

[OPEN END]

Qname. In case my supervisor wishes to verify this survey, may I please have your first name or initial? **(ONLY ASK IF SPEAKING TO CAREGIVE/REFERRAL)** (RECORD RESPONSE)

[OPEN END]
Thank you very much for your time and co-operation.