2018 HandyDART Customer Service Performance

November 2018

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.

- As in recent years, 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 **500** telephone interviews were conducted between October 9 to October 26, 2018, with customers aged 18 or older. 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 2018, **164** past-month traditional HandyDART vehicle *only* users and **336** past-month traditional HandyDART vehicle & taxi 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 2017 past-month results are shown below:

	Past-Month Users		
	# Surveys	Margin of Error (@ 95% Confidence)	Shift Required (@ 95% Confidence)
North of Fraser	250	±6.2%	±8.8 percentage points
South of Fraser	250	±6.2%	±8.7 percentage points
TOTAL	**500**	**±4.4%**	**±6.2 percentage points**

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

Executive Summary

Overall Trend

- The average length of time that past-month HandyDART users have been using the service has rebounded slightly this year (4.7 years) compared to the downward trend seen since 2015.

- Users report making an average of 2.8 one-way trips in the past week, which is a directional increase compared to the previous year. Slightly more users say that they have been using HandyDART at similar levels compared to a year ago (46% vs. 42%).

- Consistent year-over-year, most users (83%) do not use HandyDART in combination with other forms of transit and they usually start and end their trips within the same region.

Traditional HandyDART Service

- Up marginally compared to a year ago, over three-quarters (76%) of past-month traditional HandyDART users award top scores to the Overall Traditional HandyDART Service (compared to 74% in 2017). The average score is stable at 8.4 out of 10.

- Ratings for some of the specific service attributes have shifted positively this year compared to 2017. Ease of Booking a Trip is significantly up (79% vs. 70%) reversing the downward trend over the last three years. Top ratings for Availability is marginally up compared to 2017 (76% vs. 73%), while ratings for On-Time & Reliable are consistent compared to a year ago (67% vs. 68%).

- Drivers and vehicles of traditional HandyDART service continue to receive high ratings from upwards of nine-in-ten users.
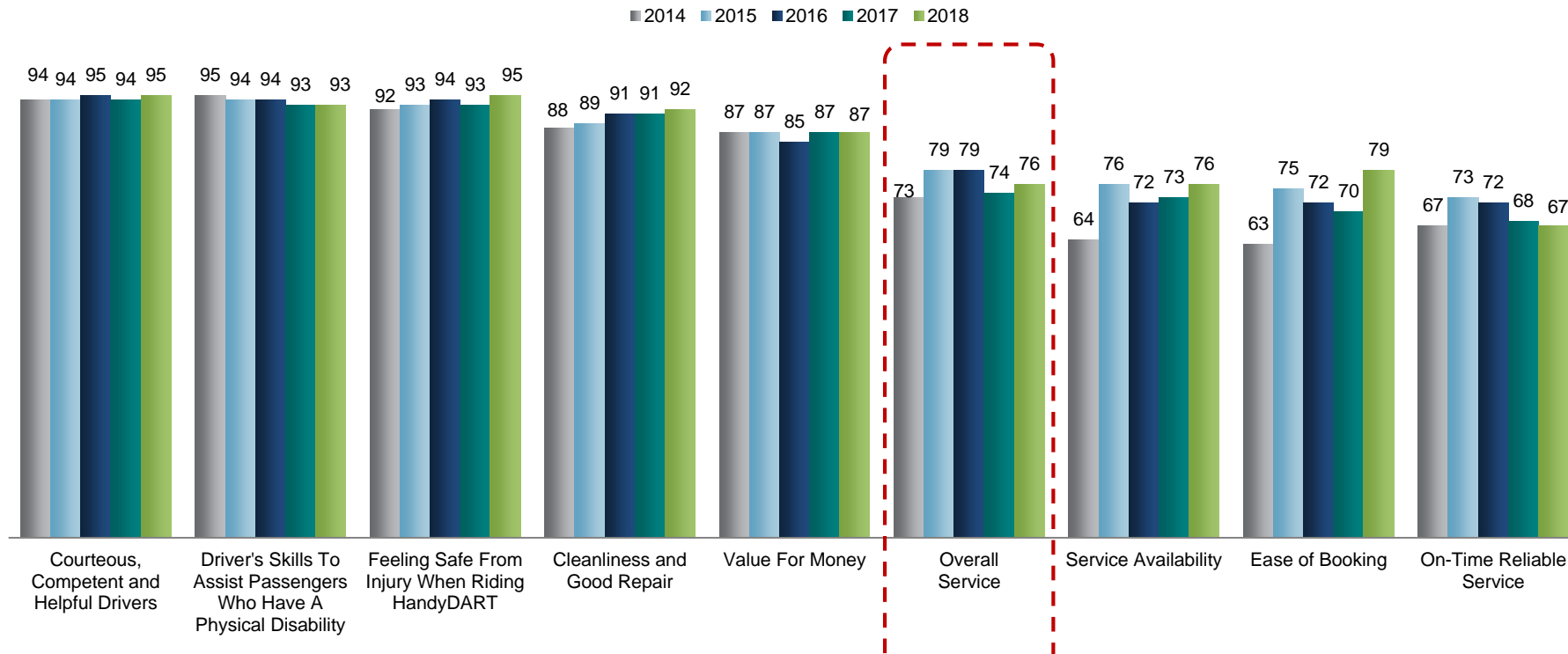
Taxi Service

- Similar to previous years, past-month users typically have a more positive perception of the service provided by traditional HandyDART vehicles than of the HandyDART service provided by taxi. However, top ratings for the Overall Taxi Service have increased for a second year in a row (69% vs. 63% in 2017), and have been trending upwards since 2016. The average score has also increased marginally since a year ago (7.9 vs. 7.7 out of 10).

- Ratings for the specific taxi service attributes have remained stable year-over-year. South Fraser residents tend to give higher ratings to the taxi service compared to North Fraser residents – this is similar to a year ago.

- Trending up since 2016, the highest-rated attribute continues to be On-Time Reliable Taxi Service, receiving top ratings from over three-quarters of taxi users (77%).

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

- Top scores for Ease of Booking a Trip are significantly up in 2018 and at its highest. Close to eight-in-ten (79%) past-month HandyDART users awarded top ratings for this metric compared to 70% in 2017.

Legend: ■ 2014 ■ 2015 ■ 2016 ■ 2017 ■ 2018

Courteous, Competent and Helpful Drivers: 94, 94, 95, 94, 95
Driver's Skills To Assist Passengers Who Have A Physical Disability: 95, 94, 94, 93, 93
Feeling Safe From Injury When Riding HandyDART: 92, 93, 94, 93, 95
Cleanliness and Good Repair: 88, 89, 91, 91, 92
Value For Money: 87, 87, 85, 87, 87
Overall Service: 73, 79, 79, 74, 76
Service Availability: 64, 76, 72, 73, 76
Ease of Booking: 63, 75, 72, 70, 79
On-Time Reliable Service: 67, 73, 72, 68, 67

	Average Rating																																												
Year	'14	'15	'16	'17	'18	'14	'15	'16	'17	'18	'14	'15	'16	'17	'18	'14	'15	'16	'17	'18	'14	'15	'16	'17	'18	'14	'15	'16	'17	'18	'14	'15	'16	'17	'18	'14	'15	'16	'17	'18	'14	'15	'16	'17	'18
Total	9.4	9.4	9.4	9.4	9.4	9.4	9.4	9.4	9.4	9,4	9.4	9.4	9.3	9.4	9.4	9.1	9.2	9.3	9.2	9.3	9.3	9.3	9.2	9.3	9.2	8.2	8.5	8.5	8.3	8.4	7.9	8.4	8.5	8.3	8.5	8.0	8.5	8.4	8.2	8.7	7.9	8.2	8.1	8.0	8.0
North of Fraser	9.3	9.4	9.4	9.3	9.4	9.3	9.4	9.4	9.3	9.3	9.3	9.3	9.3	9.3	9.4	9.0	9.2	9.2	9.2	9.3	9.2	9.3	9.1	9.2	9.1	8.1	8.5	8.4	8.2	8.3	7.8	8.4	8.3	8.2	8.4	7.9	8.5	8.5	8.1	8.6	7.8	7.9	7.9	7.8	7.8
South of Fraser	9.5	9.5	9.5	9.6	9.5	9.5	9.4	9.5	9.5	9.5	9.4	9.4	9.4	9.5	9.5	9.2	9.3	9.3	9.2	9.3	9.3	9.4	9.3	9.4	9.3	8.4	8.6	8.6	8.6	8.5	8.1	8.6	8.6	8.5	8.7	8.1	8.5	8.4	8.4	8.8	8.1	8.5	8.3	8.4	8.3

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.
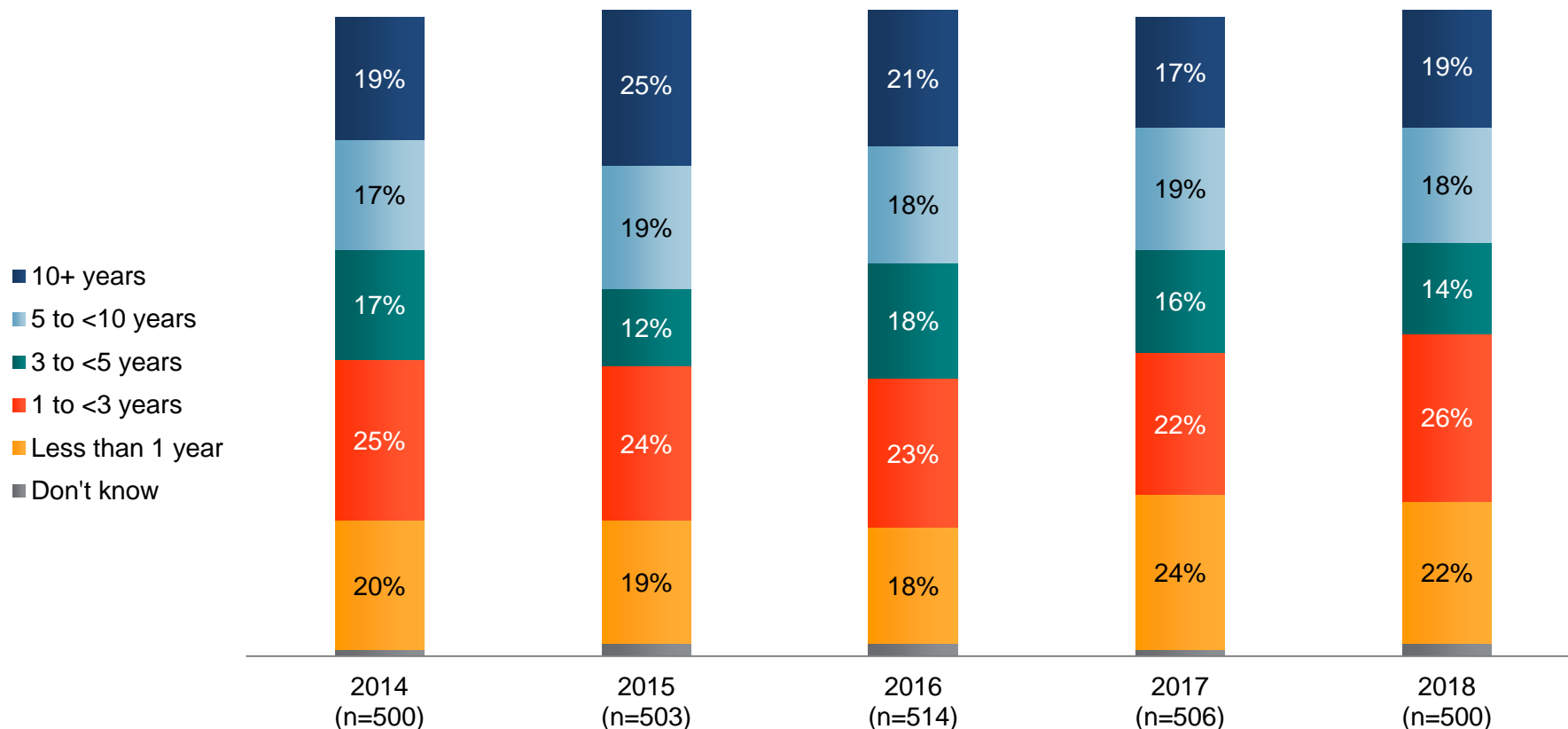
Trends in Transit Usage

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 cite using the service for an average of 4.7 years – this is directionally up compared to 2017.
- Similar to the previous year, Captive riders report using HandyDART for a longer period of time compared to Choice riders (5.2 years vs. 4.0 years).
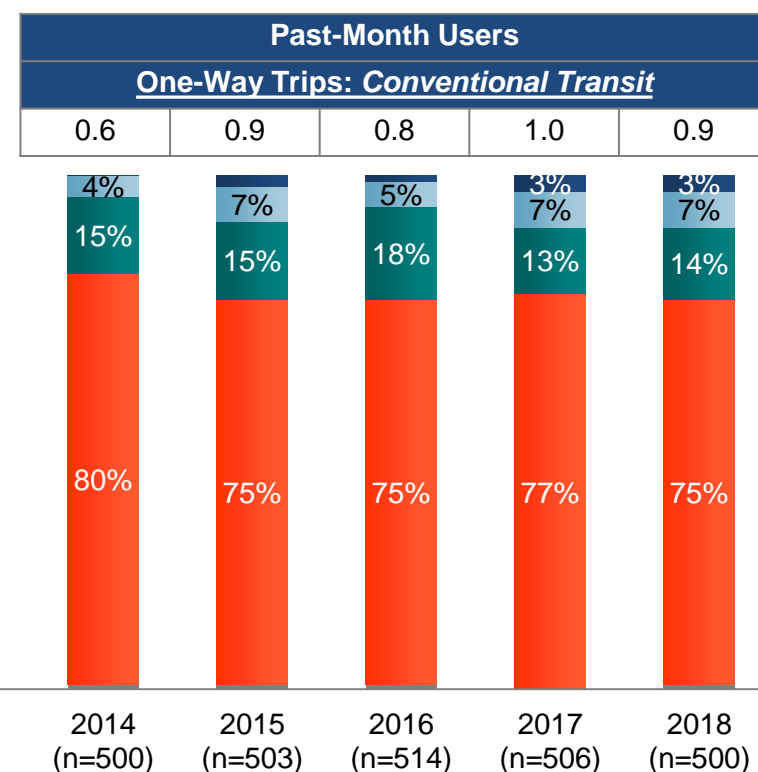
	Past-Month Users				
Average # of Years	4.9	5.9	4.9	4.4	4.7

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

	2014 (n=500)	2015 (n=503)	2016 (n=514)	2017 (n=506)	2018 (n=500)
10+ years	19%	25%	21%	17%	19%
5 to <10 years	17%	19%	18%	19%	18%
3 to <5 years	17%	12%	18%	16%	14%
1 to <3 years	25%	24%	23%	22%	26%
Less than 1 year	20%	19%	18%	24%	22%

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

9

- Past-month HandyDART users report making 2.8 one-way trips on HandyDART in the past 7 days, which is a marginal increase compared to the previous year.

- Riders who are 65+ years old and those who exclusively ride on a traditional HandyDART are making significantly fewer one-way trips in the past week compared to their counterparts.

- Consistent year-over-year, past-month HandyDART users have made on average one trip (0.9) on conventional transit.

- Riders who live in the South Fraser region are more likely to have made fewer conventional transit trips than those North of Fraser. In addition, women report fewer trips than men on conventional transit.

	Past-Month Users				
	One-Way Trips: *HandyDART*				
Average # of Trips*	2.5	2.5	2.6	2.5	2.8

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

Year	10+	4 to 9	1 to 3	None
2014 (n=500)	4%	25%	37%	34%
2015 (n=503)	5%	25%	33%	37%
2016 (n=514)	5%	23%	42%	30%
2017 (n=506)	4%	24%	38%	34%
2018 (n=500)	5%	27%	37%	31%

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

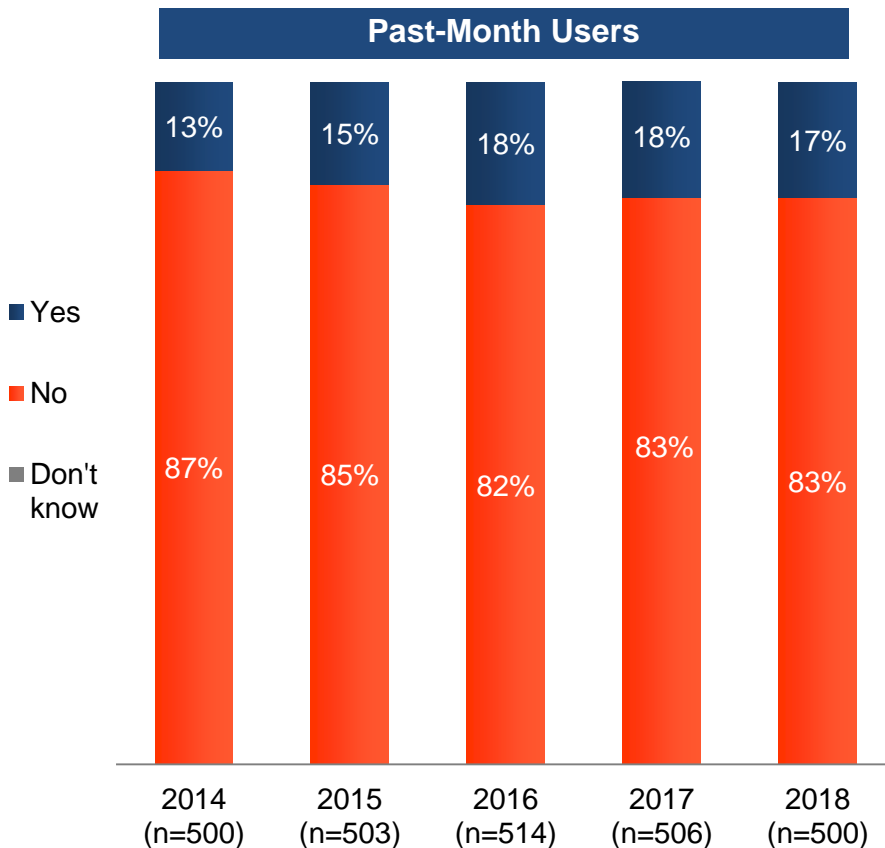| Year	10+	4 to 9	1 to 3	None
2014 (n=500)		4%	15%	80%
2015 (n=503)		7%	15%	75%
2016 (n=514)		5%	18%	75%
2017 (n=506)	3%	7%	13%	77%
2018 (n=500)	3%	7%	14%	75%

* 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

- Similar to the past two years, eight-in-ten past-month HandyDART users (83%) cite that they travel only on HandyDART when making any HandyDART trips.

- The most commonly reported reasons why riders are not using HandyDART with other forms of transit are because the HandyDART service can take them straight to their destination, physical issues, health reasons and their use of mobility aids.

Past-Month Users

Year	Yes	No
2014 (n=500)	13%	87%
2015 (n=503)	15%	85%
2016 (n=514)	18%	82%
2017 (n=506)	18%	83%
2018 (n=500)	17%	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	2018 (n=416)
HandyDART takes me directly to my destination	16%
Physical problems /difficulty walking	12%
Other health reasons/ impairment affecting mobility	12%
Uses a walker/ cane/wheelchair/ scooter, etc.	11%
Only use HandyDART for medical appointments/certain purposes	10%
No need to travel far/don't go out much	10%
No need for it (unspecified)	9%
Problems with connections/bus schedules/time issues	7%
Too difficult/ complicated/inconvenient	7%

Note: Only responses of 7% 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 mentioned disability issues is having the need to use mobility aids, followed by having trouble walking and health issues with the lower body (hip surgery, knee problems).

Base: Among HandyDART users not making combination trips (i.e., not using conventional transit)	2018 (n=416)
Mobility Problems (Net)	66%
Need to use a walker/ cane/ wheelchair/ have to wear braces	27%
Can't walk/ have trouble walking	20%
Had hip surgery/having knee problems/bad legs	15%
Balance issues	6%
Other illness/pain affecting mobility	5%
I had a stroke	5%
Back/spinal problems	4%
I have arthritis	4%
Not disabled friendly (no stairs/ramp on bus, etc)	8%
I can't travel alone/ manage on my own	7%
No bus service where I live/ too far/ not convenient	6%
Visually impaired/blind	6%
My overall health/ physical condition (unspecified)	5%
Safety concerns e.g. falling, no one to help with illness in an emergency	4%

Note: Only responses of 4% 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 (2018)

- Consistent with previous years, past-month HandyDART users tend to start and end their trips within the same municipality or region.
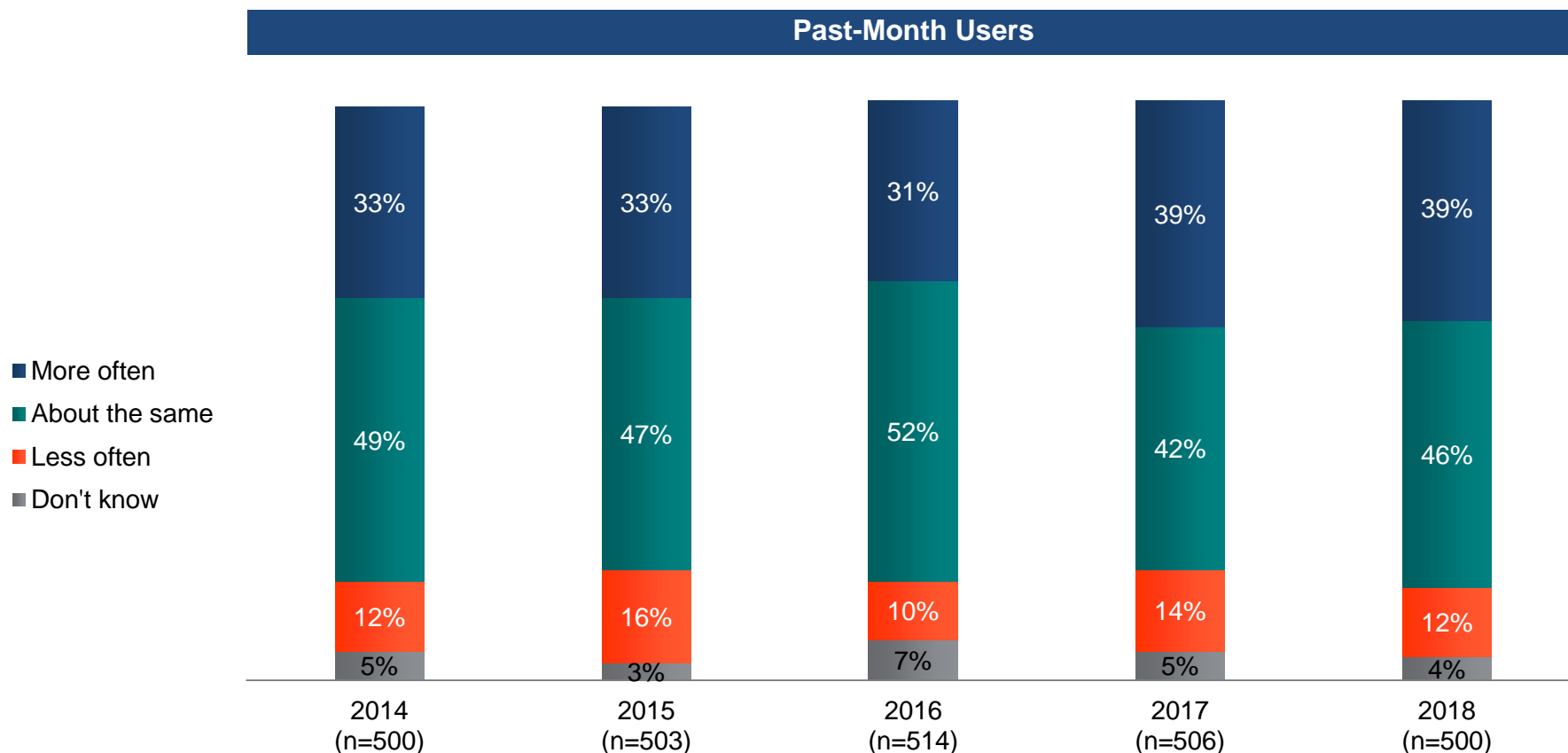
		Municipality/Region of Trip Start						
		Vancouver	Burnaby/ New West	North Shore	Richmond	S.Delta/ Tsaw/Ladner	Surrey/ N.Delta/ Langley/ White Rock	Tri-Cities/Pitt Meadows/ Maple Ridge
	Base: Past-month HandyDART users	(n=124)	(n=66)*	(n=20)**	(n=47)**	(n=4)**	(n=186)	(n=41)**
Municipality/Region of Trip End	Vancouver	85%	26%	26%	39%	-	3%	7%
	Burnaby/New West	5%	65%	-	6%	-	3%	24%
	North Shore	2%	-	74%	-	-	-	-
	Richmond	5%	1%	-	52%	-	-	-
	S.Delta/Tsaw/Ladner	-	-	-	-	48%	2%	-
	Surrey/N.Delta/Langley/White Rock	1%	-	-	-	52%	92%	-
	Tri-Cities/Pitt Meadows/ Maple Ridge	-	8%	-	-	-	1%	69%

* 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

- Close to half of past-month HandyDART users (46%) indicate they are using HandyDART just as often as they were a year ago – this is directionally up compared to 2017.

- The same proportion of riders report using the service more often this year versus last; Captive riders are more likely to use HandyDART more often this year than Choice riders (42% vs. 31%). Likewise, those who use both traditional and taxi HandyDART services are riding more often this year than those who exclusively use the Traditional transportation (45% vs. 26%).

Past-Month Users

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

	2014 (n=500)	2015 (n=503)	2016 (n=514)	2017 (n=506)	2018 (n=500)
More often	33%	33%	31%	39%	39%
About the same	49%	47%	52%	42%	46%
Less often	12%	16%	10%	14%	12%
Don't know	5%	3%	7%	5%	4%

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

14

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 for the increase in use continue to be due to poorer health conditions (29%) and more medical appointments (21%).

Past-Month Users					
Base: Among past-month HandyDART users that are taking HandyDART more often than a year ago	2014 (n=166)	2015 (n=166)	2016 (n=161)	2017 (n=196)	2018 (n=192)
Health is worse/injured within the past year	22%	20%	25%	29%	29%
More medical appointments	17%	23%	18%	27%	21%
Can't drive/no ride/no license	25%	18%	12%	9%	11%
Getting out more/going to more places/in a program	8%	10%	10%	14%	9%
Need it now/didn't need before/one year ago	-	-	-	-	8%
It is easy to use/convenient/they help you	3%	4%	4%	4%	8%
Unable to take public transit/safer than public transit	1%	6%	9%	1%	7%
Back at work	3%	1%	2%	1%	4%
It is affordable/cheaper than a taxi	1%	4%	5%	2%	4%
I am more familiar/comfortable with the service	3%	1%	6%	5%	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 are taking HandyDART less frequently than a year ago, having fewer medical appointments and not needing to travel are the main reasons.
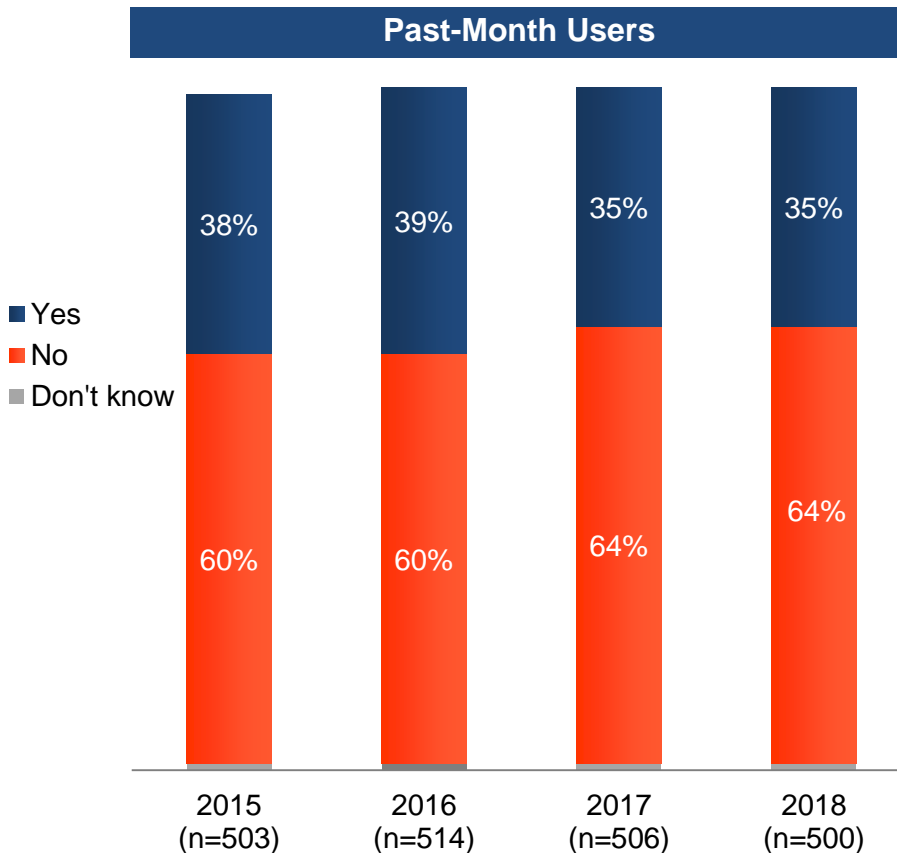
Past-Month Users					
Base: Among past-month HandyDART users that are taking HandyDART less often than a year ago	2014 (n=63)*	2015 (n=84)*	2016 (n=53)*	2017 (n=69)*	2018 (n=58)*
Fewer medical appointments	20%	24%	9%	12%	34%
Go out less often/unable to travel/no need to travel	21%	14%	16%	20%	21%
Health is improved	11%	11%	7%	4%	11%
Able to take public transit	5%	10%	2%	-	9%
Moved	-	1%	-	3%	8%
It is easy to use/convenient/they help you	4%	2%	-	-	5%
Getting out more/going to more places/in a program	3%	2%	7%	4%	4%
Health is worse/injured within the past year	1%	7%	13%	13%	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

- Stable with the previous year, over one-third of past-month HandyDART users (35%) currently use TaxiSavers. Riders over 65 years of age are more likely to use TaxiSavers than those under 65.

- Being unfamiliar with the TaxiSaver service is the top reason why the remaining two-thirds (64%) do not use this mode of transportation.

Past-Month Users

	2015 (n=503)	2016 (n=514)	2017 (n=506)	2018 (n=500)
Yes	38%	39%	35%	35%
No	60%	60%	64%	64%

- Yes
- No
- Don't know

Reasons For Not Using TaxiSavers

Base: Do not currently use TaxiSavers	2018 (n=315)
Never heard of them/not familiar	20%
HandyDART meets my needs	15%
No need/not interested	14%
Too expensive	10%
I drive/take the bus/have other mode of transportation	10%
I don't know how to get/apply for the service	8%
Don't like using taxis /doesn't meet my needs	6%
I am not eligible for the service	6%
I have not applied for the servic /no handy card	5%
Too difficult/ too much work to buy them	4%
Don't go out/travel that much	4%

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

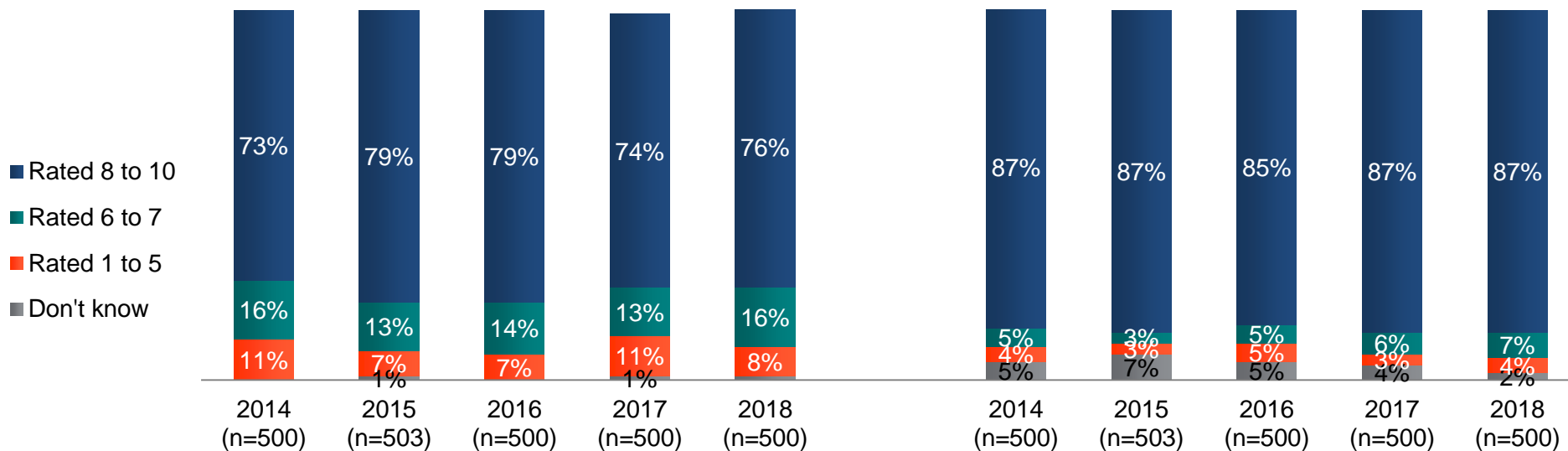QTA1. Do you currently use TaxiSavers?

QTA2. Why do you not currently use TaxiSavers?

Overall Service and Attribute Ratings: Traditional HandyDART Vehicles

- There is a directional gain this year for overall HandyDART service following a dip in 2017 - 76% of past-month users awarded top scores to the service vs. 74% in 2017. The average score is 8.4 out of 10 in 2018. Riders over the age of 45 are more likely to have positive perceptions of HandyDART service than those under 45.
- Stable since 2017, close to nine-in-ten users (87%) give a high rating for value for money. The average score is 9.2 out of 10.

Past-Month Users

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

Overall Service chart values:
- 2014 (n=500): 73%, 16%, 11%
- 2015 (n=503): 79%, 13%, 7%, 1%
- 2016 (n=500): 79%, 14%, 7%
- 2017 (n=500): 74%, 13%, 11%, 1%
- 2018 (n=500): 76%, 16%, 8%

Value for Money chart values:
- 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%
- 2018 (n=500): 87%, 7%, 4%, 2%

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

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.

- Consistent with previous waves, courteous and helpful drivers continue to be the most commonly reported reason why riders give a high score to the Overall HandyDART service.

Past-Month Users					
Base: Among past-month HandyDART users rating overall service 8 to 10	2014 (n=371)	2015 (n=396)	2016 (n=397)	2017 (n=376)	2018 (n=385)
Drivers courteous/helpful	52%	51%	43%	48%	42%
Good service (general)	21%	13%	23%	8%	25%
They are reliable/on-time/prompt	26%	18%	19%	16%	16%
Satisfied with service/no complaints	8%	20%	7%	11%	14%
Service is convenient/gets me where I need to go	12%	10%	10%	10%	12%
Safe drivers	12%	10%	13%	11%	11%
They come to the door/bus stops are close	12%	11%	14%	17%	11%

Note: Only responses of 11% 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 8% of riders who give a low overall service rating, their top reasons are due to the HandyDART service arriving late and the long wait times. Other reasons for low ratings include not being kept up to date on arrival time or arriving early.

Past-Month Users					
Base: Among past-month HandyDART users rating overall service 1 to 5	2014 (n=52)*	2015 (n=34)**	2016 (n=36)**	2017 (n=52)*	2018 (n=39)**
Arrived late	40%	33%	30%	20%	29%
Wait time/I have to wait longer	13%	10%	16%	26%	21%
They do not give enough warning before arrival/do not keep you informed	7%	3%	-	6%	16%
Arrived early	6%	2%	4%	3%	16%
They do not prioritize trips based on need	-	-	-	13%	12%
Problems with availability of service	14%	13%	5%	10%	11%

Note: Only responses of 11% and above are shown.

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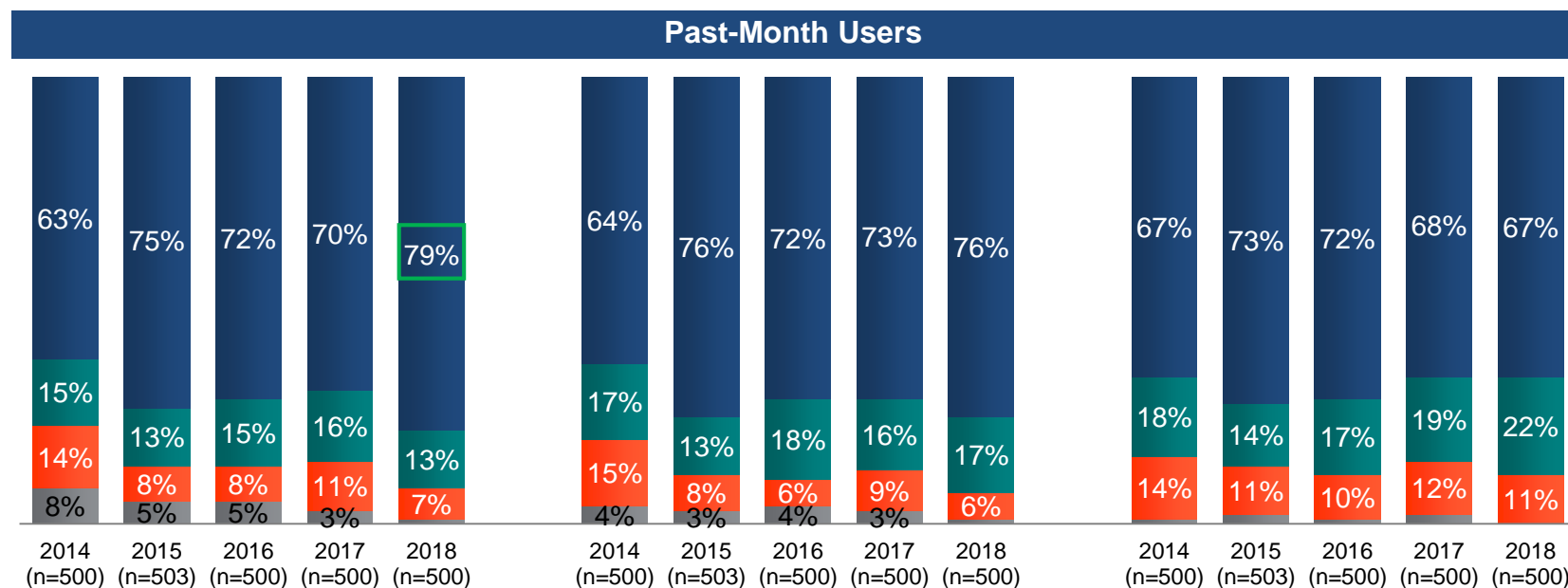
* Small base size (<100), interpret with caution.   ** Very small base size (<50), interpret with extreme caution.

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

- Top scores for Ease of Booking a Trip are significantly up in 2018 and at its highest. Close to eight-in-ten (79%) past-month HandyDART users awarded top ratings for this metric compared to 70% in 2017. The change to the deadline for booking a trip – from noon to 4pm the day prior to travel – is likely a key contributor to this increase. On-Time & Reliable Service ratings are consistent year-over-year.

- High scores for Availability is trending up, and are back to the levels seen in 2015.

Past-Month Users

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

Ease of Booking a Trip (bar chart)

Year	Rated 8 to 10	Rated 6 to 7	Rated 1 to 5	Don't know
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%
2018 (n=500)	79%	13%	7%	

Availability (bar chart)

Year	Rated 8 to 10	Rated 6 to 7	Rated 1 to 5	Don't know
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%
2018 (n=500)	76%	17%	6%	

On-Time & Reliable (bar chart)

Year	Rated 8 to 10	Rated 6 to 7	Rated 1 to 5	Don't know
2014 (n=500)	67%	18%	14%	
2015 (n=503)	73%	14%	11%	
2016 (n=500)	72%	17%	10%	
2017 (n=500)	68%	19%	12%	
2018 (n=500)	67%	22%	11%	

Ease of Booking a Trip — Average Score

	2014	2015	2016	2017	2018
Total	8.0	8.5	8.4	8.2	8.7
North of Fraser	7.9	8.5	8.5	8.1	8.6
South of Fraser	8.1	8.5	8.4	8.4	8.8

Availability — Average Score

	2014	2015	2016	2017	2018
Total	7.9	8.4	8.5	8.3	8.5
North of Fraser	7.8	8.4	8.3	8.2	8.4
South of Fraser	8.1	8.6	8.6	8.5	8.7

On-Time & Reliable — Average Score

	2014	2015	2016	2017	2018
Total	7.9	8.2	8.1	8.0	8.0
North of Fraser	7.8	7.9	7.9	7.8	7.8
South of Fraser	8.1	8.5	8.3	8.4	8.3

☐ / ◯ Significantly higher / lower than previous year (2017)

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?

- Top reasons for giving a low rating to Ease of Booking are that the lines are busy, and being unable to reserve for their desired time.

Past-Month Users					
Base: Among past-month HandyDART users rating Ease of Booking 1 to 5	2014 (n=67)*	2015 (n=35)**	2016 (n=41)**	2017 (n=53)*	2018 (n=33)**
The lines are busy/put on hold	38%	49%	59%	75%	27%
Unable to reserve required time/not enough vehicles	26%	9%	3%	10%	21%
Can't book more than 6 days in advance	-	-	8%	8%	11%
The operators are not well trained/do not know how to do it	3%	2%	2%	-	3%
Have to book too far in advance	27%	13%	22%	-	2%
The operators are rude/impatient	3%	3%	11%	6%	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 6% who give a low rating to the availability of HandyDART, morning service is mentioned most often as the time when the service was desired but not available.

Past-Month Users					
Base: Among past-month HandyDART users rating Availability 1 to 5	2014 (n=23)**	2015 (n=11)**	2016 (n=14)**	2017 (n=19)**	2018 (n=19)**
Time					
AM (Before Noon)	57%	64%	29%	60%	52%
Afternoon (Noon to 5PM)	36%	36%	59%	17%	25%
Evening (After 5PM)	2%	-	6%	12%	15%
Not stated/don't know	6%	-	7%	11%	8%
Location					
Surrey	21%	-	13%	4%	16%
Vancouver	30%	32%	30%	38%	12%
New Westminster	3%	-	13%	9%	10%
Langley	5%	6%	-	-	9%
Burnaby	10%	-	-	6%	8%

Note: Only responses of 8% 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.

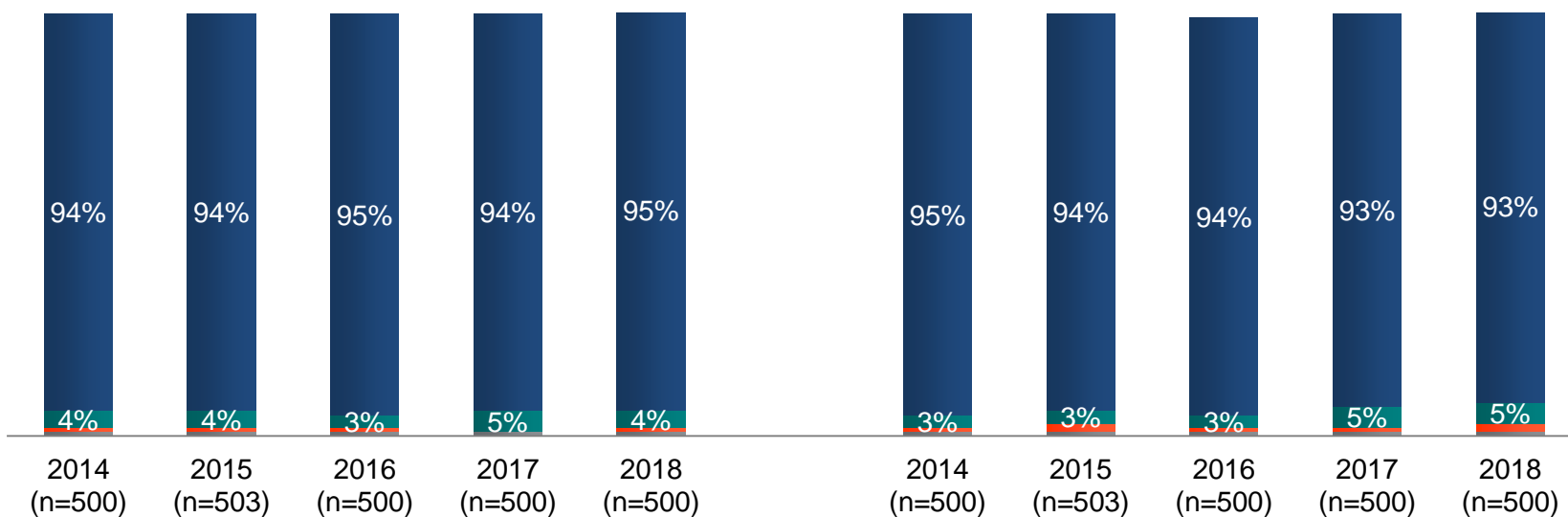* Small base size (<100), interpret with caution.   ** Very small base size (<50), interpret with extreme caution.

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

- HandyDART Service Reliability issues continue to be most commonly reported in the morning and afternoon, among the 11% who rated this measure poorly.
- Over half of these users (54%) report experiencing a service delay that was less than an hour; one-third indicate a service delay of over an hour.

Past-Month Users					
Base: Among past-month HandyDART users rating On-Time, Reliable Service 1 to 5	2014 (n=65)*	2015 (n=54)*	2016 (n=50)*	2017 (n=55)*	2018 (n=56)*
Time					
AM (Before Noon)	41%	27%	39%	35%	37%
Afternoon (Noon to 5PM)	44%	33%	36%	43%	38%
Evening (After 5PM)	6%	11%	7%	11%	11%
Location					
Vancouver	25%	13%	25%	19%	18%
Surrey	15%	11%	14%	12%	11%
New Westminster	1%	3%	-	6%	8%
Langley	1%	-	1%	2%	7%
How late?					
<30 minutes late	34%	34%	42%	32%	27%
30 minutes to <1 hour	32%	28%	19%	18%	27%
1 hour +	28%	-	27%	29%	33%
Don't know	6%	39%	12%	21%	13%

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?

- Consistent year-over-year, almost all past-month HandyDART users give high ratings to drivers of traditional HandyDART vehicles for being courteous, competent and helpful (95%) and for assisting passengers with a physical disability (93%).
- South Fraser residents are more likely to give a higher rating (96%) to Assisting Passengers with a Physical Disability their North Fraser counterparts (91%).

Past-Month Users

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

Courteous, Competent, Helpful:
Year	Rated 8 to 10	Rated 6 to 7
2014 (n=500)	94%	4%
2015 (n=503)	94%	4%
2016 (n=500)	95%	3%
2017 (n=500)	94%	5%
2018 (n=500)	95%	4%

Assisting Passengers with a Physical Disability:
Year	Rated 8 to 10	Rated 6 to 7
2014 (n=500)	95%	3%
2015 (n=503)	94%	3%
2016 (n=500)	94%	3%
2017 (n=500)	93%	5%
2018 (n=500)	93%	5%

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

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

- The large majority of past-month HandyDART users tend to give a high score to Cleanliness & Good Repair (92%) and Feeling Safe from Injury (95%) – this is stable with previous wave results.

Past-Month Users

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

Cleanliness & Good Repair:

Year	Rated 8 to 10	Rated 6 to 7	Rated 1 to 5 / Don't know
2014 (n=500)	88%	8%	3%
2015 (n=503)	89%	6%	3%
2016 (n=500)	91%	3%	4%
2017 (n=500)	91%	6%	
2018 (n=500)	92%	5%	

Feeling Safe From Injury:

Year	Rated 8 to 10	Rated 6 to 7	Rated 1 to 5 / Don't know
2014 (n=500)	92%	5%	
2015 (n=503)	93%	4%	
2016 (n=500)	94%	3%	
2017 (n=500)	93%	5%	1%
2018 (n=500)	95%	4%	
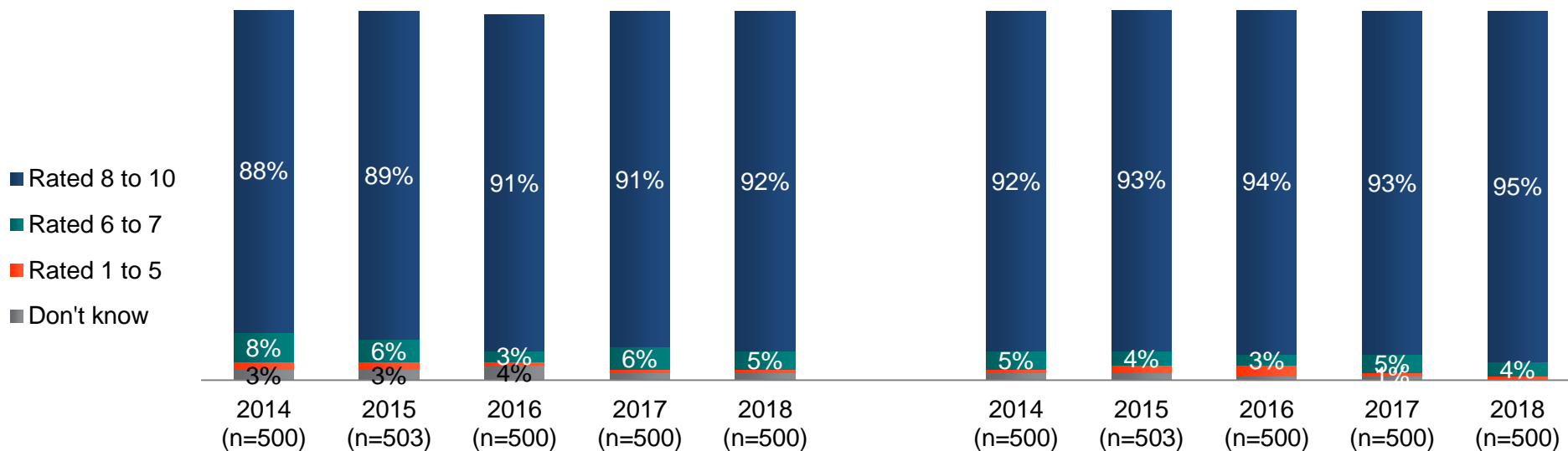
	Cleanliness & Good Repair					Feeling Safe From Injury				
	Average Score					**Average Score**				
Total	9.1	9.2	9.3	9.2	9.3	9.4	9.4	9.4	9.3	9.4
North of Fraser	9.0	9.2	9.2	9.2	9.3	9.4	9.3	9.3	9.3	9.4
South of Fraser	9.2	9.3	9.3	9.2	9.3	9.4	9.4	9.4	9.4	9.5

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.

- Top ratings for Overall Taxi Service is up for a second consecutive year, with just under seven-in-ten past-month taxi users (69%) rating this service between 8 to 10. The average score is 7.9 out of 10. Those living in the South Fraser region are more likely to give a higher score compared to the North Fraser residents (74% vs. 64%).

- Being prompt/on time and polite/courteous are the most common reasons for providing the Taxi Service with top scores. Among those dissatisfied with the Overall Taxi Service, over half claim that they find drivers to be uncooperative/not helpful.

Past-Month Taxi Users

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

	2014 (n=183)	2015 (n=318)	2016 (n=330)	2017 (n=333)	2018 (n=336)
Rated 8 to 10	57%	62%	59%	63%	69%
Rated 6 to 7	18%	19%	20%	17%	16%
Rated 1 to 5	23%	18%	21%	19%	15%

	Taxi Service				
	Average Score				
Total	7.4	7.7	7.4	7.7	7.9

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?

Base: Among those rating Taxi Service 8 to 10	2018 (n=231)
Prompt/On time	30%
Polite/ courteous/ good attitude	24%
Good service (gen)	18%
Cooperative/helpful	15%
Fast/quick	10%

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

Base: Among those rating Taxi Service 1 to 5	2018 (n=47)**
Uncooperative/not helpful	56%
They don't come to the door/ walk me to the door	20%
Rude/condescending/bad attitude	16%
Do not drive safely/ drive too fast	13%
Bad communication/ doesn't keep client informed	13%

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

Taxi Drivers: Skills to Assist

- Over half of past-month taxi users (55%) award a high score to the taxi drivers for their skills to assist disabled passengers; this top rating is trending upwards. The average score is at 7.4 out of 10. Riders from South Fraser tend to give top scores on this attribute compared to their North Fraser counterparts (68% vs. 44%).

- For the 21% of taxi users who provide a low rating, six-in-ten (61%) report that the taxi drivers did not extend help/assistance to them.

Past-Month Taxi Users

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

	2014 (n=183)	2015 (n=318)	2016 (n=330)	2017 (n=333)	2018 (n=336)
Rated 8 to 10	35%	47%	43%	48%	55%
Rated 6 to 7	24%	18%	21%	18%	21%
Rated 1 to 5	31%	24%	27%	26%	21%
Don't know	10%	11%	9%	9%	4%

	Skills Assisting Physically Disabled				
	Average Score				
Total	6.7	7.1	6.9	7.1	7.4
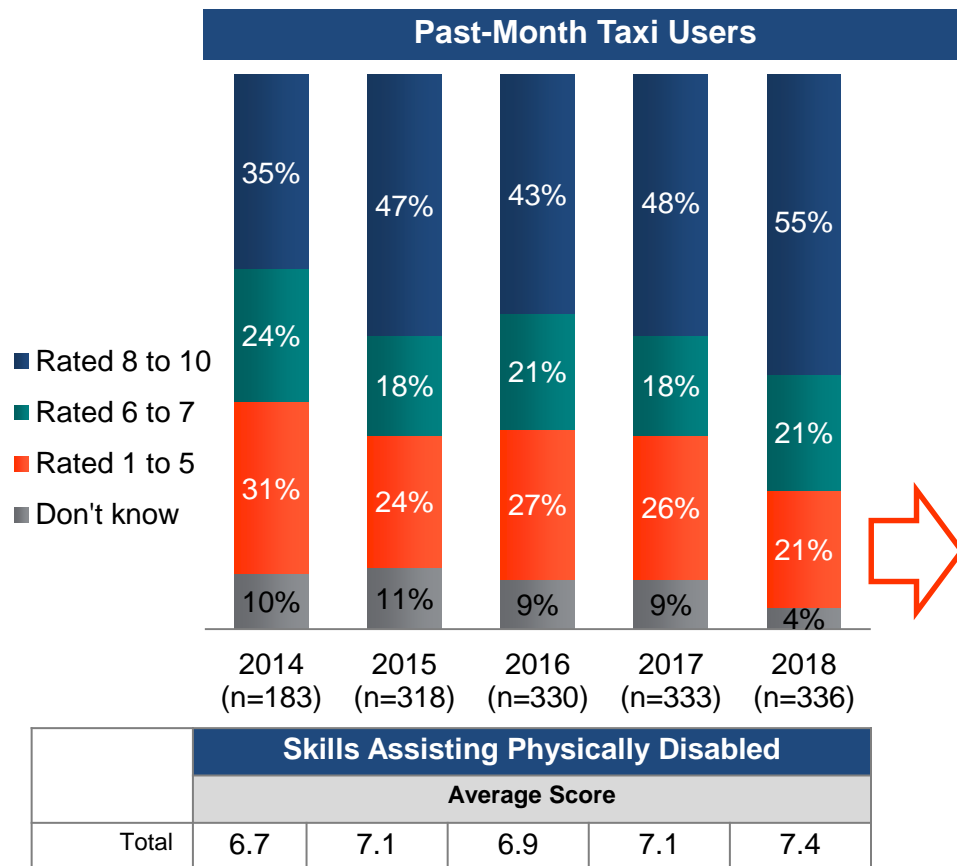
Base: Among those rating Taxi Driver's Skills 1 to 5	2018 (n=68)*
They don't extend help/assistance to patients	61%
They did not know how to look after the patients	28%
They are rude/not friendly/ impatient	21%
Poor driving skills	9%
Don't speak English/language barrier	6%

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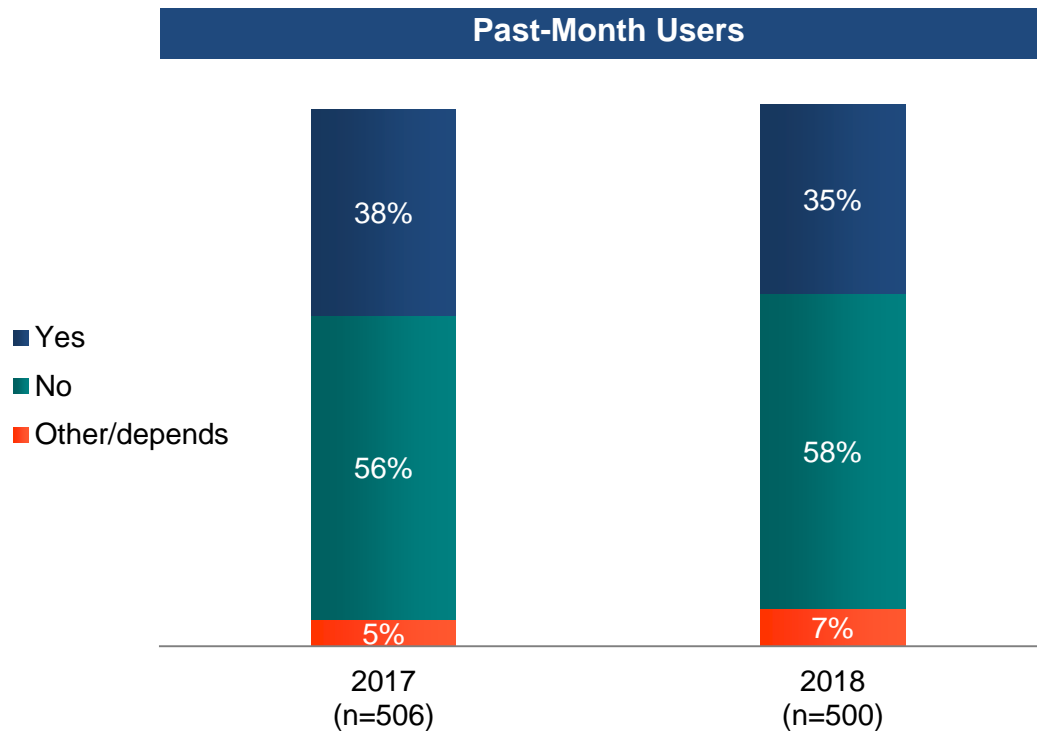
* Small base size (<100), interpret with caution.

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?

Taxi Drivers: Other Aspects

- Similar to a year ago, seven-in-ten past-month taxi users (72%) report that they have received door-to-door service. Half (53%) also say that their taxi driver made sure that their seatbelt was secured before departing.

- South Fraser residents are more likely than North Fraser residents to have received the door-to-door service and had their seatbelt secured.

Past-Month Taxi Users

Gave Door-To-Door Service

Year	Yes	No	Don't know
2014 (n=183)	70%	30%	
2015 (n=318)	72%	25%	
2016 (n=330)	65%	32%	3%
2017 (n=333)	68%	29%	3%
2018 (n=336)	72%	27%	

Ensured Seatbelt Secured

Year	Yes	No	Don't know
2014 (n=183)	50%	45%	5%
2015 (n=318)	51%	44%	5%
2016 (n=330)	50%	44%	6%
2017 (n=333)	54%	42%	4%
2018 (n=336)	53%	45%	3%
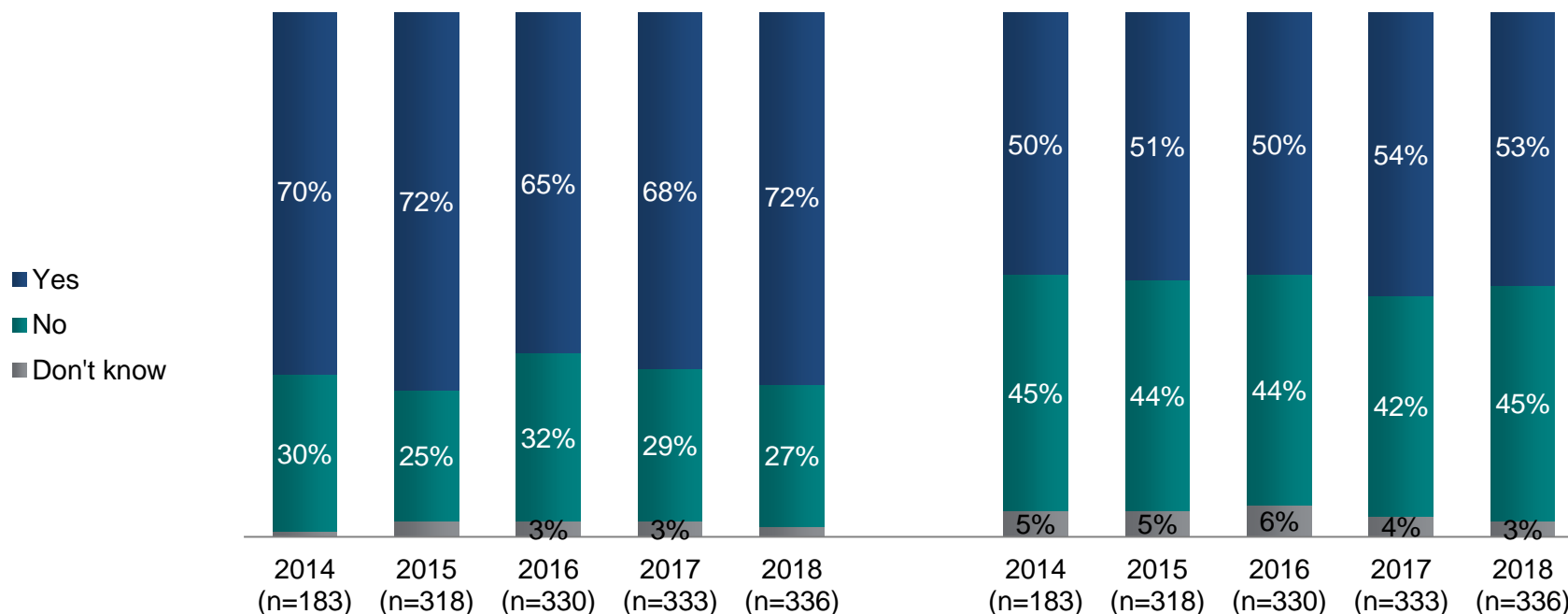
Qt5. Did the taxi driver give you door to door service?

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

- Trending upwards since 2016, over three-quarters of past-month taxi users (77%) rate the taxi service highly for being on-time and reliable. South Fraser residents are more likely than North Fraser residents to give an 'excellent' score (43% vs. 32% rated 10, out of 10).

- Those who award low ratings usually experience late service in the morning and afternoon, either in the City of Vancouver or Surrey. Delayed service was commonly late by 30 minutes or more.

Past-Month Taxi Users

	2014 (n=183)	2015 (n=318)	2016 (n=330)	2017 (n=333)	2018 (n=336)
Rated 8 to 10	71%	72%	68%	73%	77%
Rated 6 to 7	14%	13%	17%	11%	13%
Rated 1 to 5	11%	11%	11%	13%	10%
Don't know	4%	4%	4%	3%	
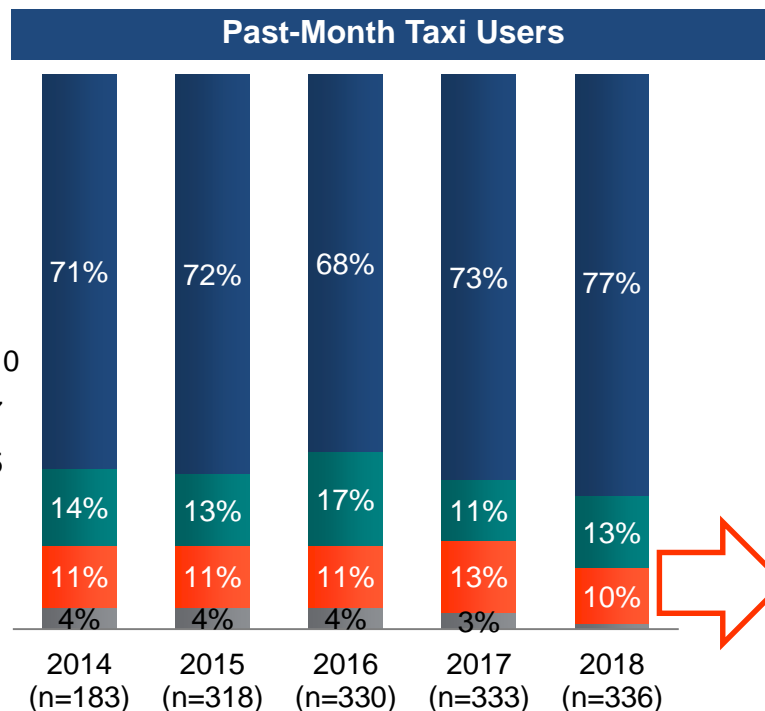
	On-Time & Reliable Service				
	Average Score				
Total	8.2	8.3	8.1	8.3	8.4

Base: Among those rating On-Time, Reliable Service 1 to 5	2018 (n=30)**
Time	
AM (Before Noon)	42%
Afternoon (Noon to 5PM)	45%
Evening (After 5PM)	4%
Location	
Vancouver	21%
Surrey	20%
Burnaby	13%
Langley	5%
Coquitlam	4%
How late?	
<30 minutes late	31%
30 minutes to <1 hour	22%
1 hour +	32%
Don't know	16%

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?

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

Trip Booking

Likelihood of Booking HandyDART Trips on the Internet

- Similar to a year ago, over a third of past month HandyDART users (35%) indicate they would be likely to book their HandyDART trips through the Internet.

- In particular, those who have used the taxi service, Choice riders and those who are younger than 65 years old are more likely to say they would book online compared to their counterparts.

Past-Month Users

Legend:
- Yes
- No
- Other/depends

	2017 (n=506)	2018 (n=500)
Yes	38%	35%
No	56%	58%
Other/depends	5%	7%

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

- Identical to 2017, four-in-ten past-month HandyDART users (40%) say they would be interested in using an application that would track their arriving HandyDART by computer or smartphone.

- Riders under 65 and those who have used the taxi service are more likely than their counterparts to say they are interested in using the tracking app.

Past-Month Users

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

	2017 (n=506)	2018 (n=500)
Yes	40%	40%
No	53%	52%
Other/depends	5%	6%

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?
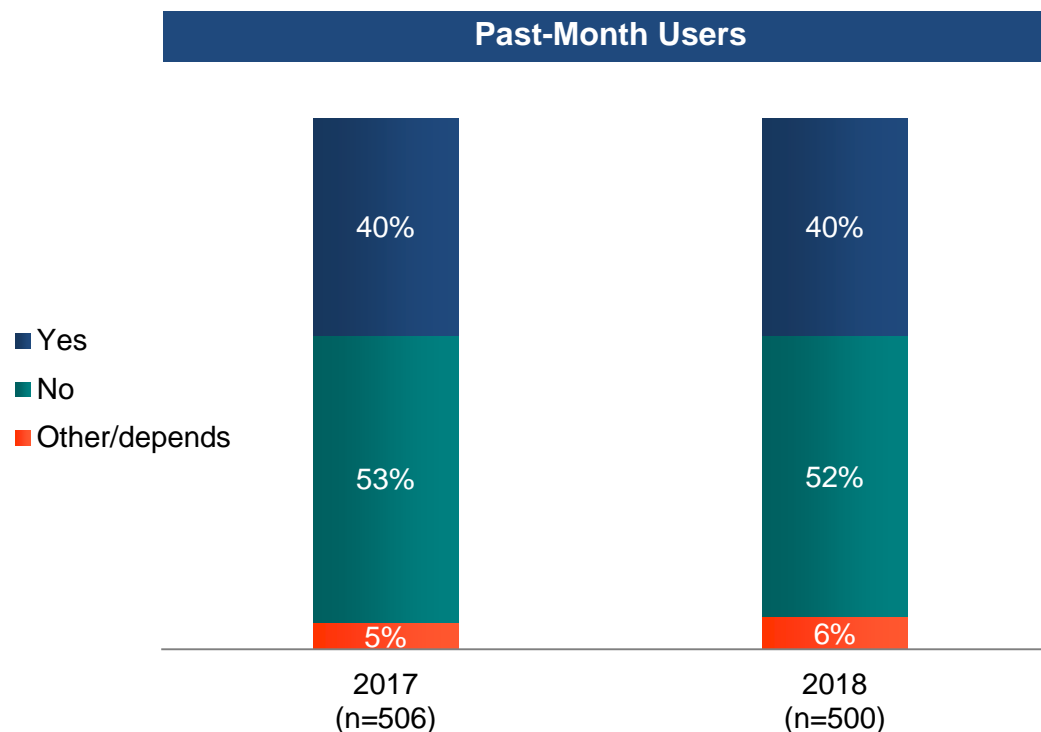
- When asked about how the HandyDART service could be improved, nearly a quarter of past-month HandyDART users (23%) say there is nothing that they feel needs to be changed.

- The suggestion for improvement mentioned most often is that HandyDART needs to arrive on time or that they should have a shorter time window (22%). Choice riders and younger riders (under 45) are more likely than their counterparts to want improved booking service/the ability to book online or through an app.

Past-Month Users

Category	Percentage
Arrive on time/shorter time window	22%
More/better buses	9%
Availability/more rides	8%
Be able to book close to the date/time	7%
Better/direct routes	6%
Improved booking service/ able to book online/through an app	5%
Better customer service	4%
Notify when the vehicle is coming	4%
Better dispatchers	3%
Hire more drivers/staff	3%
Better group service/carpool service	3%
Get rid of taxi service/less use of taxi	3%
Nothing needs to be changed	23%

Base size: n=500

Note: Only responses of 3% 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 (2018)

	Total	Choice	Captive
Base: Among past-month users	(n=500)	(n=162)	(n=310)
Average past week trips	2.8	2.8	2.8
Overall Service Ratings (% Rating 8, 9 or 10)	76%	80%	74%
Age			
18 to 24	1%	2%	-
25 to 34	3%	4%	3%
35 to 44	3%	5%	2%
45 to 54	9%	11%	9%
55 to 64	26%	23%	27%
65 to 74	36%	35%	36%
75 to 80	20%	18%	21%
80+	1%	1%	1%
Gender			
Male	34%	40%	31%
Female	66%	60%	69%
Education			
Some high school or less	16%	15%	16%
Graduated high school	26%	26%	27%
Vocational/college/technical	24%	26%	22%
Some university	10%	8%	11%
Graduated university	22%	22%	23%
Don't know/not sure	2%	3%	2%

Unknown 6% / Choice 32% / Captive 62%
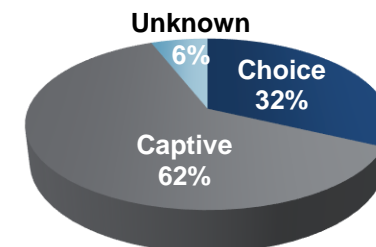
- Choice users are those who have regular access (as a driver or passenger) to a vehicle for the trips they make with HandyDART while Captive users do not have such access.

- Six-in-ten users (62%) are classified as Captive users while one-third of users (32%) are considered as Choice users.

- Compared to Choice riders, Captive riders are more likely to be female, make a lower household income, and live in Vancouver.

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 (2018)

	Total	Choice	Captive
Base: Among past-month users	(n=500)	(n=162)	(n=310)
Household Income			
<$40K	66%	56%	70%
$40K to <$80K	13%	17%	12%
$80K or more	4%	8%	2%
Don't know/not sure	17%	20%	16%
Region			
Surrey/North Delta/ Langley/White Rock	33%	34%	32%
Vancouver	30%	25%	34%
Burnaby/New Westminster	13%	13%	14%
Coquitlam/ Port Coquitlam/Port Moody/ Pitt Meadows/Maple Ridge	11%	10%	11%
Richmond/South Delta/Tsawwassen/Ladner	8%	12%	6%
North Vancouver/West Vancouver	5%	7%	4%

Significantly higher than the other rider group

Customer Profile – Light, Medium & Heavy Frequency Users (2018)

	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=500)	(n=342)	(n=129)	(n=25)**
Average past week trips	2.8	1.0	5.6	13.0
Overall Service Ratings (% Rating 8, 9 or 10)	76%	78%	75%	55%
Age				
18 to 24	1%	0%	2%	-
25 to 34	3%	3%	4%	8%
35 to 44	3%	3%	2%	14%
45 to 54	9%	7%	13%	20%
55 to 64	26%	26%	22%	35%
65 to 74	36%	38%	35%	15%
75 to 80	20%	21%	19%	9%
80+	1%	1%	2%	-
Gender				
Male	34%	33%	36%	35%
Female	66%	67%	64%	66%
Education				
Some high school or less	16%	17%	15%	6%
Graduated high school	26%	27%	21%	39%
Vocational/college/technical	24%	22%	27%	21%
Some university	10%	12%	7%	15%
Graduated university	22%	20%	27%	15%
Don't know/not sure	2%	2%	2%	4%

Significantly higher than the other rider group(s)   ** Very small base size (<50), interpret with extreme caution.

Heavy 5%
Medium 26%
Light 68%
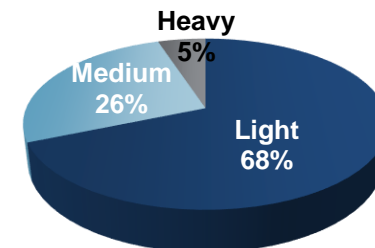
Light Frequency Users:

- Seven-in-ten riders (68%) 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 gives a higher rating to the Overall Taxi service compared to Medium Frequency users.

Medium Frequency Users:

- A quarter of riders (26%) 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 5.6 HandyDART trips in a week.

Customer Profile – Light, Medium & Heavy Frequency Users (2018)

	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=500)	(n=342)	(n=129)	(n=25)**
Household Income				
<$40K	66%	66%	70%	52%
$40K to <$80K	13%	12%	14%	24%
$80K or more	4%	3%	7%	12%
Don't know/not sure	17%	20%	10%	13%
Region				
Surrey/North Delta/ Langley/White Rock	33%	31%	37%	42%
Vancouver	30%	31%	32%	11%
Burnaby/New Westminster	13%	14%	10%	16%
Coquitlam/ Port Coquitlam/Port Moody/Pitt Meadows/Maple Ridge	11%	11%	11%	17%
Richmond/South Delta/Tsawwassen/Ladner	8%	9%	5%	9%
North Vancouver/West Vancouver	5%	4%	6%	5%

Heavy Frequency Users:

- Only 5% of past-month users 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 13.0 trips per week on HandyDART, directionally up compared to a year ago.

	Significantly higher than the other rider group(s)

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

Appendix: Questionnaire

HandyDART Customer Service Performance Survey 2018

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 INTHE 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, **THANK AND TERMINATE. ELSE, CONTINUE.**

(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 Customer Research and Insights at TransLink (778) 375-7500

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

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

Traditional and Taxi
[IF TAGGED AS TRADITIONAL HANDYDART IN THE SAMPLE ("Y") AND 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 Access Transit Customer Care at 604-953-3667 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, HandyDART, West Vancouver Transit or First Transit?

> 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)

[SECTION INTRO FOR TRADITIONAL ONLY AND TRADITIONAL AND TAXI USERS]
(READ)
For the following rating questions, please think about the trips you made on traditional 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 not 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 – 2018]

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]

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

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 – 2018]

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]

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

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 2009-2018]

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

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

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 - 80
80 +

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 $20,000
$20,000 to just under $40,000
$40,000 to just under $60,000
$60,000 to just under $80,000
$80,000 to just under $100,000
$100,000 or over

Q18.   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? (NO PROBING IS NOT NEEDED)

OPEN END
DK

[IF REFERRAL IN INT1, ASK QNAME, OTHERWISE, SKIP TO 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 REFERRAL)** (RECORD RESPONSE)

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