2020 HandyDART Customer Service Performance

December 2020

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 26 to November 10, 2020, 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 2020, **412** past-month traditional HandyDART vehicle *only* users and **88** 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 2019 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

- **Many of the significant shifts in top ratings across the HandyDART system may be attributable to riders' changing perceptions and expectations as a result of the ongoing COVID-19 virus. As of March 11th, the World Health Organization declared COVID-19 a global pandemic, and by March 16th the BC provincial government recommended stay at home directives and physical distancing precautions, which has greatly impacted the daily lives of transit riders. This drastic change continues today at the time of this study among HandyDART riders. In addition, the proportion of low frequency riders (making between 0 to 3 HandyDART trips in the last seven days) increased significantly from 66% in 2019 to 72% currently, which may have an impact on the results throughout this report.**

- Past-month HandyDART users have been using the service for an average of 4.8 years, slightly up from 4.6 in 2019. Nonetheless, this is still lower than the record high reported in 2015 (5.9 years).

- Past 7-day HandyDART usage has dropped significantly from 3.0 trips on average in 2019 to 2.4 currently. The proportion of riders who indicate they use the service *less often* has increased significantly, from 10% last period to 19% currently. These shifts are likely due to the impacts of the COVID-19 pandemic, with much of the general population travelling less and making less trips outside the home in general.

- Eight-in-ten (83%) past-month HandyDART riders indicate they use HandyDART exclusively, which has returned to historical levels (from 77% in 2019). Those not using HandyDART in combination with other forms of transit do so mainly because there is no need, or only using HandyDART for medical appointments/ specific purposes. Similar to previous periods, riders typically start and end their HandyDART trips within the same municipality/region.

Traditional HandyDART Service

- Nine-in-ten (89%) past-month HandyDART users award top ratings for Overall Service, which is a significant jump from 80% in 2019. The average score is at 9.0 out of 10, which has also increased significantly from 8.6 a year ago.

- In addition to Overall Service, top scores for several attributes of service have also increased significantly compared to a year ago and are at the highest levels seen in recent years, such as Overall Service (89%, up from 80% in 2019 and 76% in 2018), Ease of Booking (86%, up from 76% last period and 79% in 2018), Service Availability (85%, up from 80% in 2019 and 76% in 2018) and On-Time Reliable Service (84%, up from 68% a year ago and 67% in 2018).

Taxi Service

- Similar to historical periods, users tend to rate the Taxi service lower than the traditional HandyDART service. Six-in-ten (60%) provide high scores to Overall Taxi Service, which is similar to a year ago (61%). The average score has also decreased slightly and is now on a downward trend, at 7.4 out of 10 currently (compared to 7.6 in 2019 and 7.9 in 2018).

- Nonetheless, top ratings have increased directionally for the Taxi service attributes, such as Skills Assisting Physically Disabled passengers (54%, up from 47% in 2019), Ensured Seatbelt Secured before departure (58%, up from 54% in 2019) and On-Time & Reliable Service (78%, up from 73% in 2019). The high scores for Gave Door-to-Door Service have jumped significantly (79%, up from 68% in 2019).

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

Legend: ■ 2016 ■ 2017 ■ 2018 ■ 2019 ■ 2020

Year	'16	'17	'18	'19	'20	'16	'17	'18	'19	'20	'16	'17	'18	'19	'20	'16	'17	'18	'19	'20	'16	'17	'18	'19	'20	'16	'17	'18	'19	'20	'16	'17	'18	'19	'20	'16	'17	'18	'19	'20	'16	'17	'18	'19	'20
Total	9.3	9.4	9.4	9.4	9.4	9.4	9.4	9.4	9.5	9.4	9.4	9.4	9.4	9.5	9.4	9.3	9.2	9.3	9.3	9.1	8.5	8.3	8.4	8.6	9.0	9.2	9.3	9.2	9.3	9.4	8.4	8.2	8.7	8.5	9.1	8.5	8.3	8.5	8.6	8.9	8.1	8.0	8.0	8.0	8.8
North of Fraser	9.3	9.3	9.4	9.4	9.3	9.4	9.3	9.4	9.4	9.3	9.4	9.3	9.3	9.5	9.3	9.2	9.2	9.3	9.2	9.0	8.4	8.2	8.3	8.6	9.0	9.1	9.2	9.1	9.3	9.4	8.5	8.1	8.6	8.4	9.1	8.3	8.2	8.4	8.6	8.8	7.9	7.8	7.8	7.9	8.7
South of Fraser	9.4	9.5	9.5	9.4	9.6	9.5	9.6	9.5	9.5	9.5	9.5	9.5	9.5	9.5	9.6	9.3	9.2	9.3	9.4	9.4	8.6	8.6	8.5	8.6	9.0	9.3	9.4	9.3	9.4	9.5	8.4	8.4	8.8	8.6	9.2	8.6	8.5	8.7	8.7	9.1	8.3	8.4	8.3	8.2	8.9

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.

- Top scores for several service attributes have jumped significantly compared to a year ago and are at the highest levels seen in recent years, such as Overall Service (89%, up from 80% in 2019 and 76% in 2018), Ease of Booking (86%, up from 76% last period and 79% in 2018), Service Availability (85%, up from 80% in 2019 and 76% in 2018) and On-Time Reliable Service (84%, up from 68% a year ago and 67% in 2018).
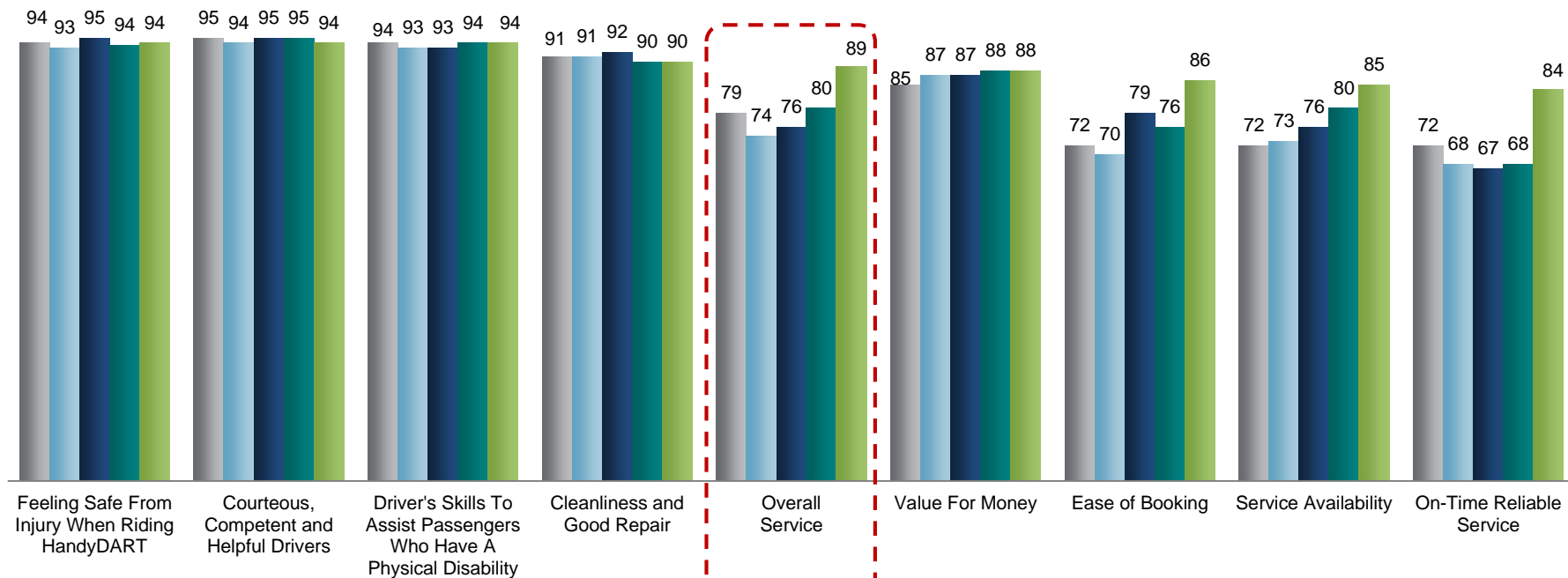- Some of these shifts may be due to HandyDART riders' changing expectations of transportation services as a result of the COVID-19 pandemic, as well as the significantly greater number of low-frequency riders this period.

Trends in Transit Usage

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

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

	Past-Month Users				
Average # of Years	4.9	4.4	4.7	4.6	4.8

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

	2016 (n=514)	2017 (n=506)	2018 (n=500)	2019 (n=500)	2020 (n=500)
10+ years	21%	17%	19%	19%	20%
5 to <10 years	18%	19%	18%	16%	19%
3 to <5 years	18%	16%	14%	16%	14%
1 to <3 years	23%	22%	26%	23%	24%
Less than 1 year	18%	24%	22%	25%	21%
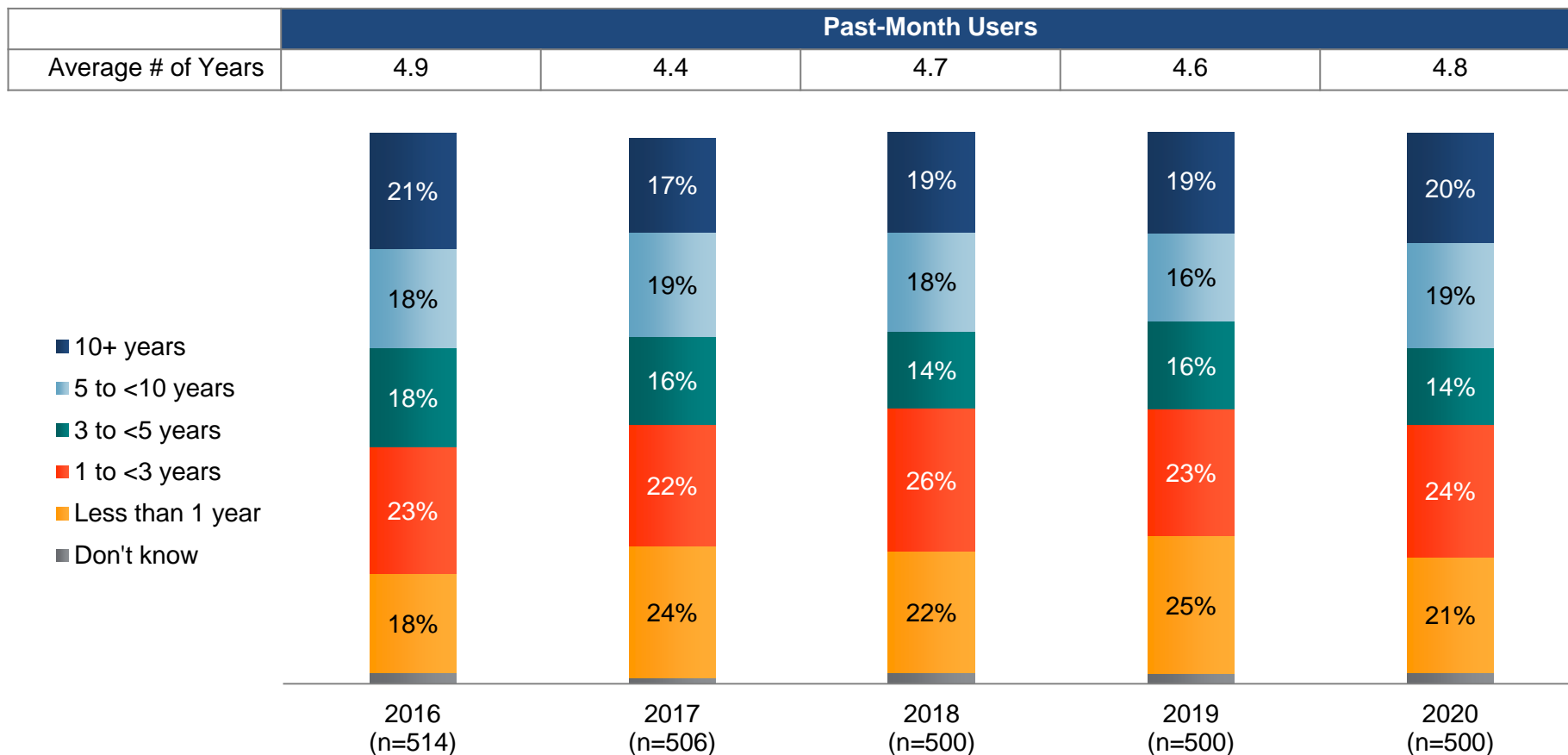
- Past-month HandyDART users have been using the service for 4.8 years on average. This has remained relatively consistent since 2018; however, it is still down from the record high of 5.9 years reported in 2015.
- Captive riders (5.2 years on average) tend to have been using the service for longer compared to Choice riders (4.0 years), which is similar to previous periods.

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?

	Past-Month Users				
	Past 7 Days One-Way Trips: *HandyDART*				
Average # of Trips*	2.6	2.5	2.8	3.0	2.4

	Past-Month Users				
	Past 7 Days One-Way Trips: *Conventional Transit*				
Average # of Trips*	0.8	1.0	0.9	0.9	0.6

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

HandyDART (Q2a):

Year	10+	4 to 9	1 to 3	None
2016 (n=514)	5%	23%	42%	30%
2017 (n=506)	4%	24%	38%	34%
2018 (n=500)	5%	27%	37%	31%
2019 (n=500)	7%	27%	35%	31%
2020 (n=500)	3%	24%	38%	34%

Conventional Transit (Q2b):

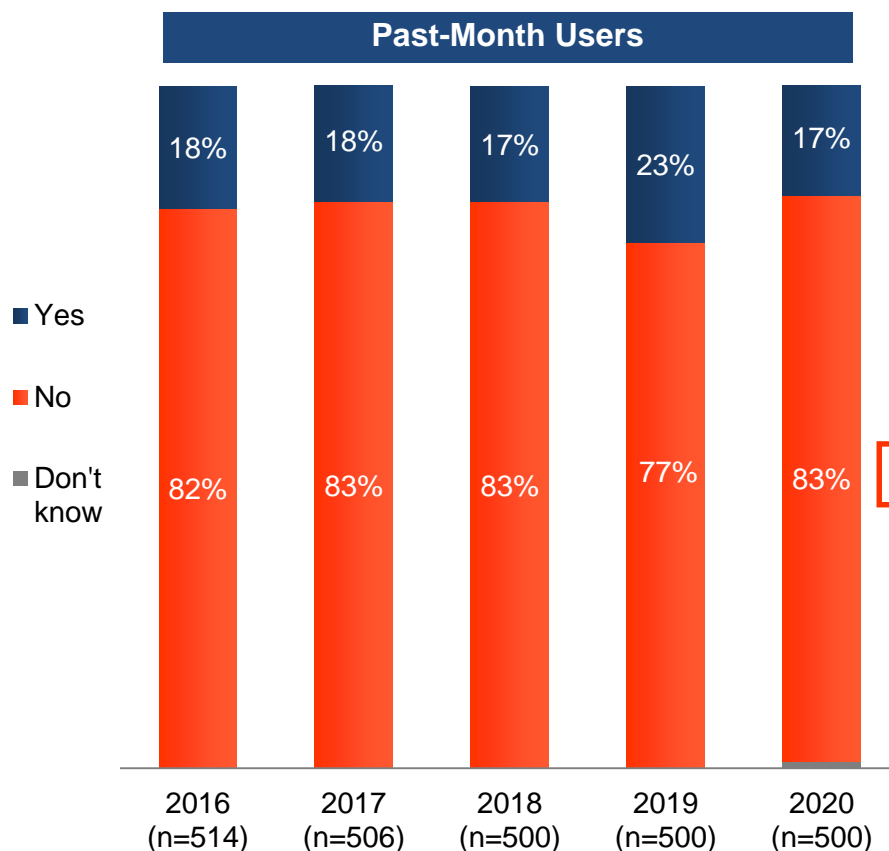| Year	10+	4 to 9	1 to 3	None
2016 (n=514)	—	5%	18%	75%
2017 (n=506)	3%	7%	13%	77%
2018 (n=500)	3%	7%	14%	75%
2019 (n=500)	—	7%	17%	73%
2020 (n=500)	—	4%	12%	82%
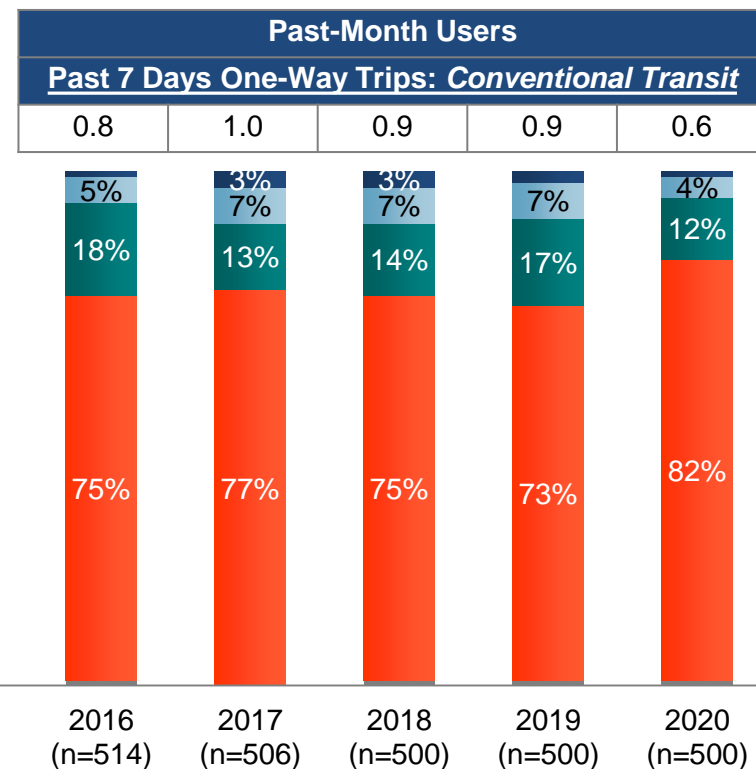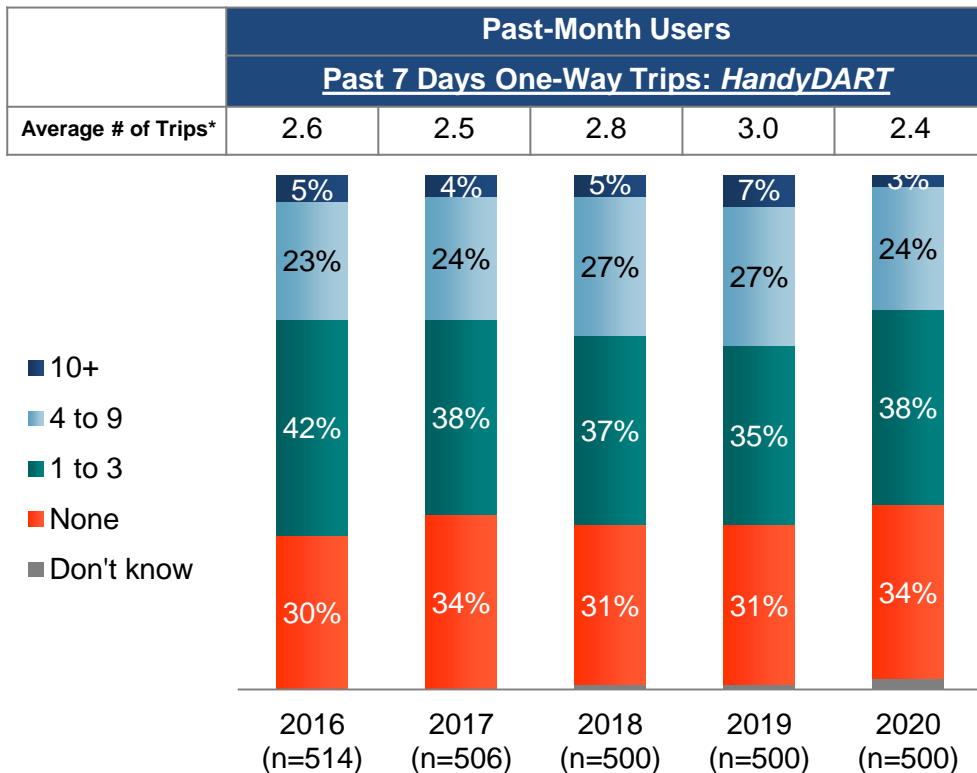
* Average calculated among those who gave a valid response (i.e., excluding don't know).

- Past 7 days HandyDART usage among past-month HandyDART users has dropped significantly, from 3.0 one-way trips on average in 2019 to 2.4 trips currently (similar to 2.5 one-way trips in 2017). The drop in this period is likely due to the impacts of the COVID-19 pandemic.

- Past week usage is lower among those who are using traditional HandyDART exclusively, compared to those who use both HandyDART and the taxi service.

- An average of 0.6 one-way trips were made by past-month HandyDART users on conventional transit, which has also decreased significantly compared to a year ago (0.9).

- Captive riders, who do not have regular access to a vehicle, tend to make more one-way trips on conventional transit compared to Choice riders, who do have vehicle access (0.7 vs. 0.3, respectively).

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?

Past-Month Users

Legend:
- Yes
- No
- Don't know

Year	Yes	No
2016 (n=514)	18%	82%
2017 (n=506)	18%	83%
2018 (n=500)	17%	83%
2019 (n=500)	23%	77%
2020 (n=500)	17%	83%

Reasons For Not Using HandyDART in Combination With Other Forms of Transit	
Base: Among HandyDART users not currently making combination trips	2020 (n=413)
No need for it (unspecified)	16%
Only use HandyDART for medical appointments/ certain purposes	15%
No need to travel far/don't go out much	15%
Too difficult/complicated/inconvenient	15%
Cheaper/better/safer taking HandyDART	14%
Physical problems/difficulty walking	11%
Uses a walker/cane/wheelchair/scooter, etc.	10%
Other health reasons/impairment affecting mobility	10%
HandyDART takes me directly to my destination	10%
COVID-19 (NET)	9%
Don't feel safe/nervous on public transit	5%
I drive/someone drives me	5%

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

- Eight-in-ten (83%) past-month HandyDART riders indicate they use HandyDART exclusively when using the service, which has returned to historical levels following last year's 77%. Similar to last period, those aged 75+ are more likely to be using HandyDART exclusively.

- Reasons for not using HandyDART with other forms of transit include not needing to, only using HandyDART for medical appointments/ specific purposes, not needing to travel far and being too difficult/ complicated/ inconvenient. About one-in-ten (9%) indicate reasons related to COVID-19, including mentions of going out less due to the pandemic.

Disability Reasons for Not Using the Conventional Transit System

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?

Base: Among HandyDART users not making combination trips (i.e., not using conventional transit)	2020 (n=413)
Mobility Problems (Net)	65%
Need to use a walker/cane/wheelchair/have to wear braces	*25%*
Can't walk/have trouble walking	*19%*
Other illness/pain affecting mobility	*18%*
Had hip surgery/having knee problems/bad legs	*11%*
Balance issues	*5%*
I have arthritis	*5%*
Back/spinal problems	*4%*
Prefer HandyDART/door-to-door service/takes me directly to destination	12%
Visually impaired/blind	9%
Don't need it/don't travel far/only travel for health/special purposes	7%
COVID-19 (NET)	6%
Not disabled friendly (no stairs/ramp on bus, etc.)	5%
I can't travel alone/manage on my own	5%
No bus service where I live/too far/not convenient	5%

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

- Similar to previous waves, mobility problems (e.g. the need to use mobility aids, having trouble walking, other illness/ pain affecting mobility) and preferring HandyDART (for its door-to-door service or taking riders directly to their destination) are the most commonly mentioned disability issues for not using the conventional transit system. A new mention this wave, some riders (6%) indicate general reasons related to COVID-19.

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.
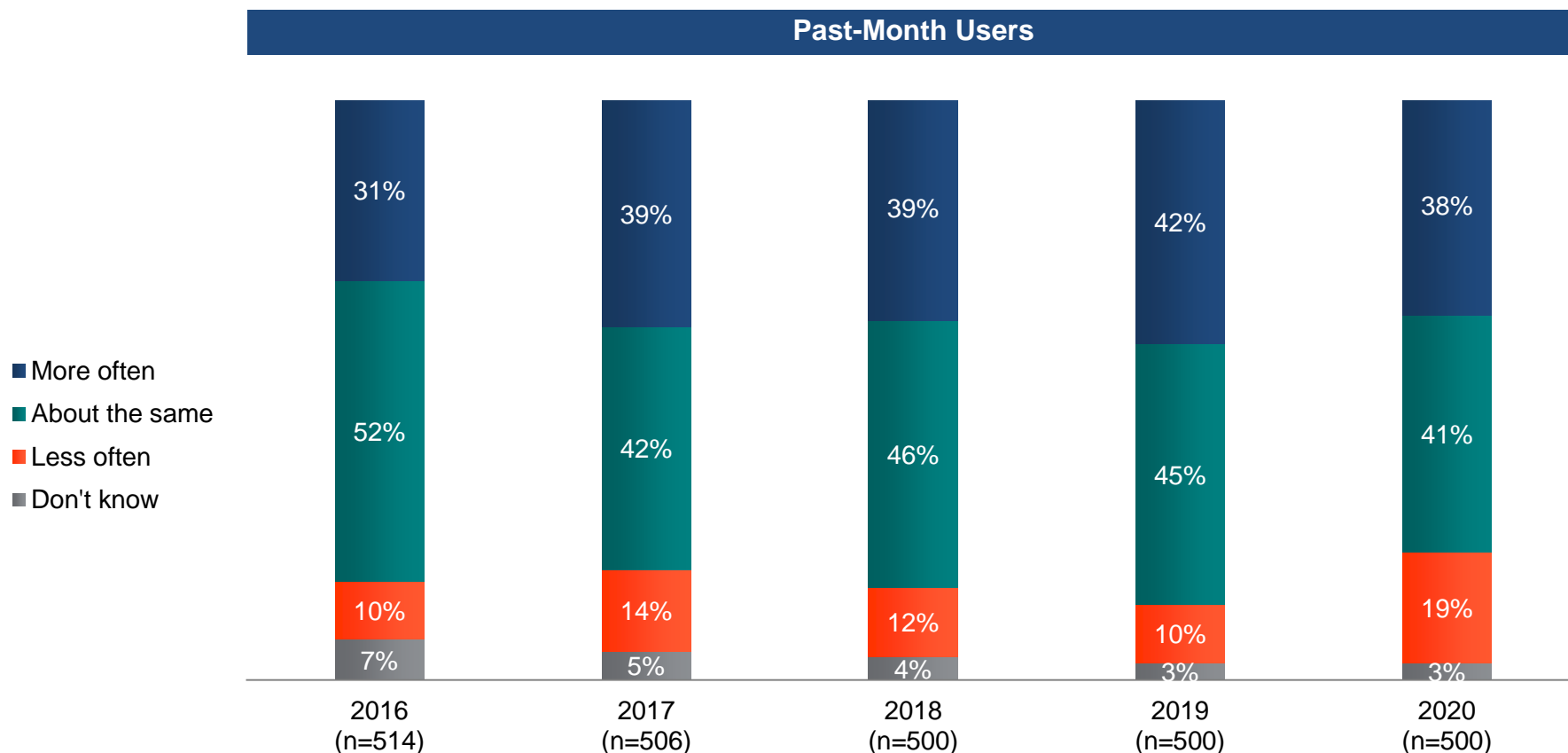
		Municipality/Region of Trip Start						
		Vancouver	Burnaby/ New West	North Shore	Richmond	S.Delta/ Tsaw/Ladner	Surrey/ N.Delta/ Langley/ White Rock	Tri-Cities/Pitt Meadows/ Maple Ridge
Base: Past-month HandyDART users		(n=128)	(n=58)*	(n=22)**	(n=53)*	(n=6)**	(n=190)	(n=41)**
Municipality/Region of Trip End	Vancouver	88%	18%	26%	32%	19%	2%	2%
	Burnaby/New West	6%	65%	3%	2%	-	2%	35%
	North Shore	-	-	61%	-	-	-	10%
	Richmond	3%	2%	-	57%	-	-	2%
	S.Delta/Tsaw/Ladner	<1%	-	-	-	19%	2%	-
	Surrey/N.Delta/Langley/White Rock	2%	3%	5%	4%	62%	92%	-
	Tri-Cities/Pitt Meadows/ Maple Ridge	1%	9%	-	-	-	1%	50%

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

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

- Similar to historical trends, past-month HandyDART riders tend to start and end their HandyDART trips within the same municipality or region.

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

Past-Month Users

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

	2016 (n=514)	2017 (n=506)	2018 (n=500)	2019 (n=500)	2020 (n=500)
More often	31%	39%	39%	42%	38%
About the same	52%	42%	46%	45%	41%
Less often	10%	14%	12%	10%	19%
Don't know	7%	5%	4%	3%	3%

- Four-in-ten (41%) past-month HandyDART users indicate they use HandyDART just as often as they did a year ago, which is down by 4 percentage points (ppt) from a year ago. Just under four-in-ten (38%) say they use it more often, also down directionally from 42% in 2019.

- Notably, one-fifth (19%) of past-month HandyDART users indicate they are using the service less often, a significant increase compared to a year ago (10%) and the highest levels seen in the last five years. This shift is likely due to users travelling less in general due to the COVID-19 pandemic.

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

Past-Month Users					
Base: Among past-month HandyDART users that are taking HandyDART more often than a year ago	2016 (n=161)	2017 (n=196)	2018 (n=192)	2019 (n=213)	2020 (n=185)
Health is worse/injured within the past year	25%	29%	29%	23%	29%
It is easy to use/convenient/they help you	4%	4%	8%	13%	21%
More medical appointments	18%	27%	21%	20%	13%
Need it now/didn't need before/one year ago	-	-	8%	12%	11%
COVID-19 (NET)	-	-	-	-	10%
COVID-19 (general)	-	-	-	-	*8%*
Can't drive/no ride/no license	12%	9%	11%	13%	8%
Getting out more/going to more places/in a program	10%	14%	9%	13%	7%
Unable to take public transit/safer than public transit	9%	1%	7%	3%	6%
I am more familiar/comfortable with the service	6%	5%	4%	11%	6%
The service has improved	2%	1%	1%	3%	4%
Have a scooter	2%	1%	2%	3%	4%

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

- Among those who take HandyDART more frequently compared to a year ago, one's health becoming worse, perceptions that HandyDART is easy to use/ convenient, and more medical appointments are the top mentioned reasons for the increase in usage. One-in-ten (10%) riders mention the COVID-19 pandemic as a reason for using HandyDART more often – this may be because they perceive HandyDART to be a safer alternative to conventional transit.

Q7b. Why are you using HandyDART less often now than one year ago?
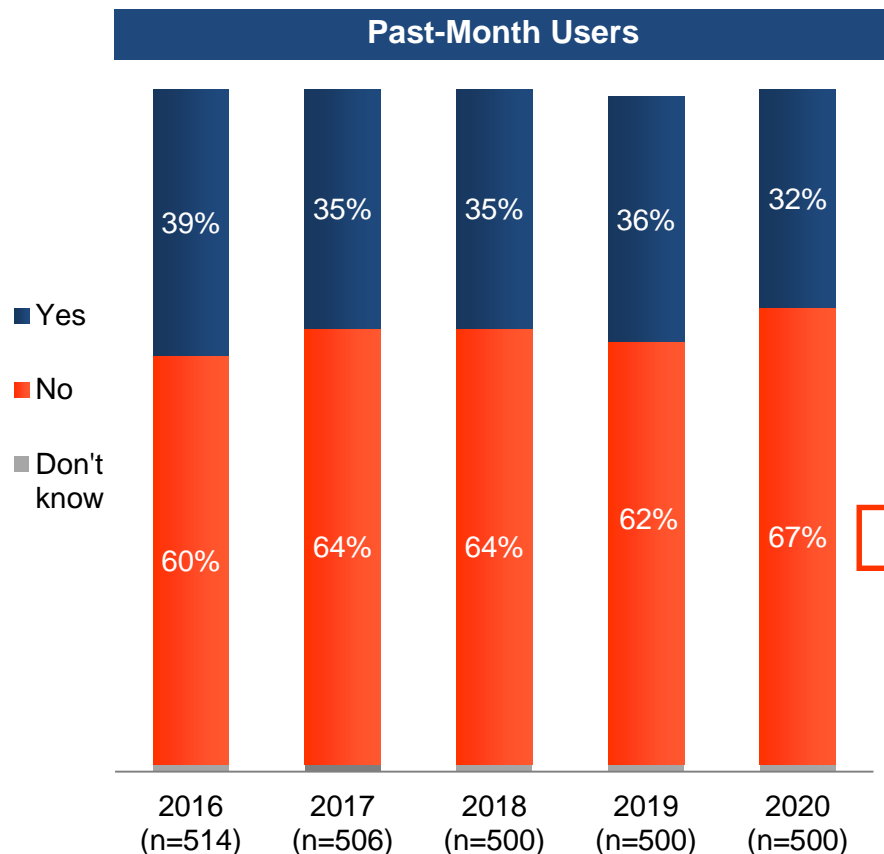
Past-Month Users					
Base: Among past-month HandyDART users that are taking HandyDART less often than a year ago	2016 (n=53)*	2017 (n=69)*	2018 (n=58)*	2019 (n=50)*	2020 (n=93)*
COVID-19 (NET)	-	-	-	-	56%
COVID-19 (general)	-	-	-	-	*28%*
Going out less due to COVID-19	-	-	-	-	*28%*
Go out less often/unable to travel/no need to travel	16%	20%	21%	30%	43%
Fewer medical appointments	9%	12%	34%	11%	19%
Able to drive/have a ride	-	9%	-	10%	7%
Health is improved	7%	4%	11%	11%	6%
Health is worse/injured within the past year	13%	13%	4%	10%	3%
It is easy to use/convenient/they help you	-	-	5%	-	3%

Note: Only responses of 3% and above in current year are shown.
* Small base size (<100), interpret with caution.

- The primary reason for using HandyDART less compared to a year ago is because of the COVID-19 pandemic; specifically, going out less due to the virus and other general mentions of COVID-19. Another top reason is going out less in general or not needing to travel.

- One-in-five (19%) indicate they have fewer medical appointments, most likely due to medical facilities reducing in-person appointments or scaling back operating hours because of the COVID-19 pandemic.

QTA1. Do you currently use TaxiSavers?

Past-Month Users

Legend:
- ■ Yes
- ■ No
- ■ Don't know

Year	Yes	No
2016 (n=514)	39%	60%
2017 (n=506)	35%	64%
2018 (n=500)	35%	64%
2019 (n=500)	36%	62%
2020 (n=500)	32%	67%

- One-third (32%) of past-month HandyDART users currently use TaxiSavers, which has declined directionally from 36% a year ago. Captive riders (37%) are more likely to be using TaxiSavers compared to Choice riders (25%).

QTA2. Why do you not currently use TaxiSavers?

Reasons For Not Using TaxiSavers	
Base: Do not currently use TaxiSavers	2020 (n=335)
Never heard of them/not familiar	22%
HandyDART meet my needs	21%
Don't like using taxis/doesn't meet my needs	16%
No need/not interested	13%
Too expensive	9%
Don't go out/travel that much	9%
I drive/take the bus/have other mode of transportation	6%
COVID-19 (NET)	5%
I have not applied for the service/no handy card	5%
Too difficult/too much work to buy them	3%
Have never thought about it /never got around to it	3%

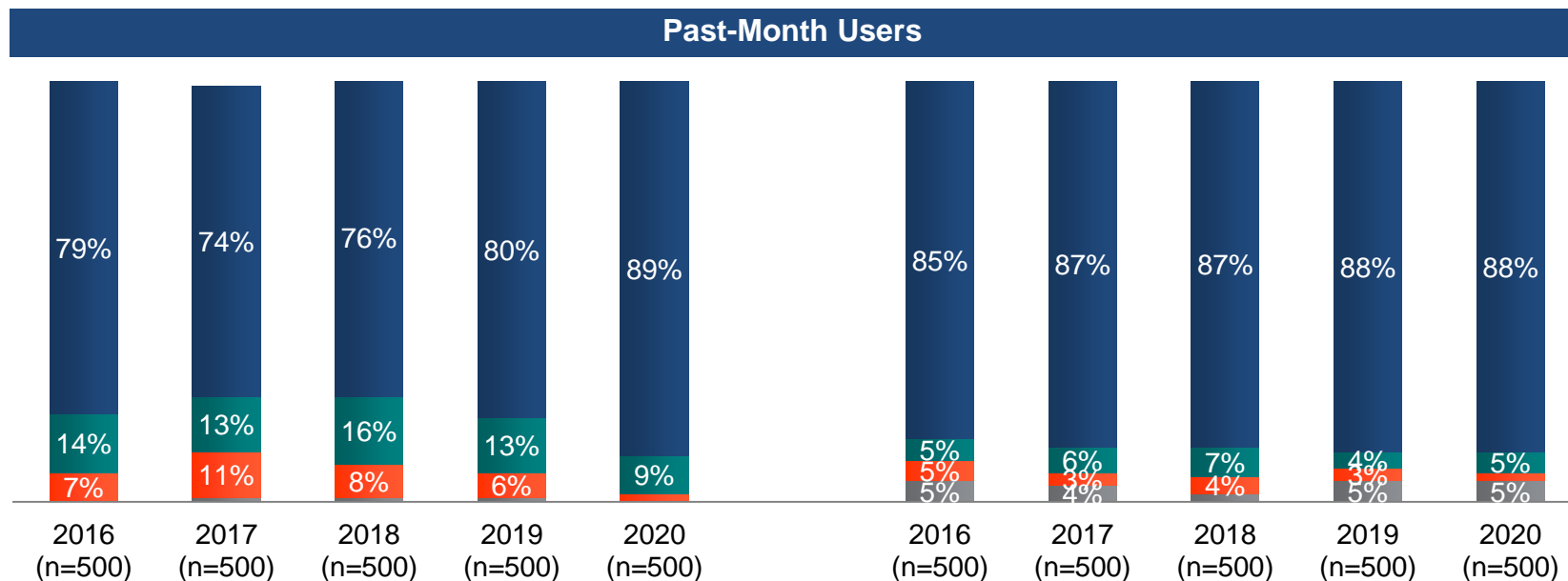Note: Only responses of 3% and above are shown.

- Among those who are not currently using TaxiSavers, top reasons include never having heard about them/ not being familiar with them and HandyDART already meeting their needs. A small proportion (5%) mention reasons related to COVID-19, including general mentions of the virus, and going out less often due to the pandemic.

Overall Service and Attribute Ratings: Traditional HandyDART Vehicles

Q4. Based on own experience, rate the HandyDART service overall.

Q67a. Please rate HandyDART for Value for Money.

Past-Month Users

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

Q4 (Overall Service):

	2016 (n=500)	2017 (n=500)	2018 (n=500)	2019 (n=500)	2020 (n=500)
Rated 8 to 10	79%	74%	76%	80%	89%
Rated 6 to 7	14%	13%	16%	13%	9%
Rated 1 to 5	7%	11%	8%	6%	

Q67a (Value for Money):

	2016 (n=500)	2017 (n=500)	2018 (n=500)	2019 (n=500)	2020 (n=500)
Rated 8 to 10	85%	87%	87%	88%	88%
Rated 6 to 7	5%	6%	7%	4%	5%
Rated 1 to 5	5%	3%	4%	3%	
Don't know	5%	4%	4%	5%	5%

Overall Service

	Average Score				
Total	8.5	8.3	8.4	8.6	9.0
North of Fraser	8.4	8.2	8.3	8.6	9.0
South of Fraser	8.6	8.6	8.5	8.6	9.0

Value for Money

Average Score				
9.2	9.3	9.2	9.3	9.4
9.1	9.2	9.1	9.3	9.4
9.3	9.4	9.3	9.4	9.5

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

- Nine-in-ten (89%) past-month HandyDART users provide top scores for Overall Service, which has jumped significantly from 80% a year ago. The average score is at 9.0 out of 10, which has also increased significantly compared to a year ago. This may be attributable to HandyDART users' changing perceptions and expectations of transportation systems as a result of the ongoing COVID-19 pandemic.
- Unchanged since a year ago, Value for Money is rated highly by nine-in-ten (88%) past-month HandyDART users. The average score remains strong at 9.4 out of 10, a slight increase from 9.3 a year ago.
- Similar to previous waves, riders aged 65+ are more likely to have positive perceptions of both these two attributes.

Q5. Why would you rate the service a [INSERT SCORE FROM Q4] overall? (Overall ratings of 8-10)

Past-Month Users					
Base: Among past-month HandyDART users rating overall service 8 to 10	2016 (n=397)	2017 (n=376)	2018 (n=385)	2019 (n=398)	2020 (n=445)
Drivers courteous/helpful	43%	48%	42%	48%	50%
Safe drivers	13%	11%	11%	23%	27%
They are reliable/on time/prompt	19%	16%	16%	18%	23%
Good service (general)	23%	8%	25%	14%	22%
Satisfied with service/no complaints	7%	11%	14%	28%	20%
Service is convenient/gets me where I need to go	10%	10%	12%	13%	11%

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

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

- Among past-month HandyDART users who awarded high scores for Overall Service, the top mention is drivers being courteous/ helpful, which is similar to previous years.

- The proportion of riders who mention safe drivers (27%, up from 23%) and the service being reliable/ on time (23%, up from 18%) have increased directionally since last year. Meanwhile, mentions of good service in general have increased significantly (22%, up from 14%) and being satisfied with the service has decreased significantly (20%, down from 28%).

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

Past-Month Users					
Base: Among past-month HandyDART users rating overall service 1 to 5	2016 (n=36)**	2017 (n=52)*	2018 (n=39)**	2019 (n=30)**	2020 (n=11)**
Drivers not courteous/helpful	-	8%	5%	10%	32%
Arrived late	30%	20%	29%	36%	23%
Not on time	-	3%	4%	13%	18%
Wait time/I have to wait longer	16%	26%	21%	28%	16%
They do not give enough warning before arrival/do not keep you informed	-	6%	16%	4%	14%
The trip was slow	10%	-	-	-	11%
Poor/unsafe drivers	3%	-	2%	6%	10%
Buses are uncomfortable/the ride is bumpy	-	-	5%	6%	10%

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

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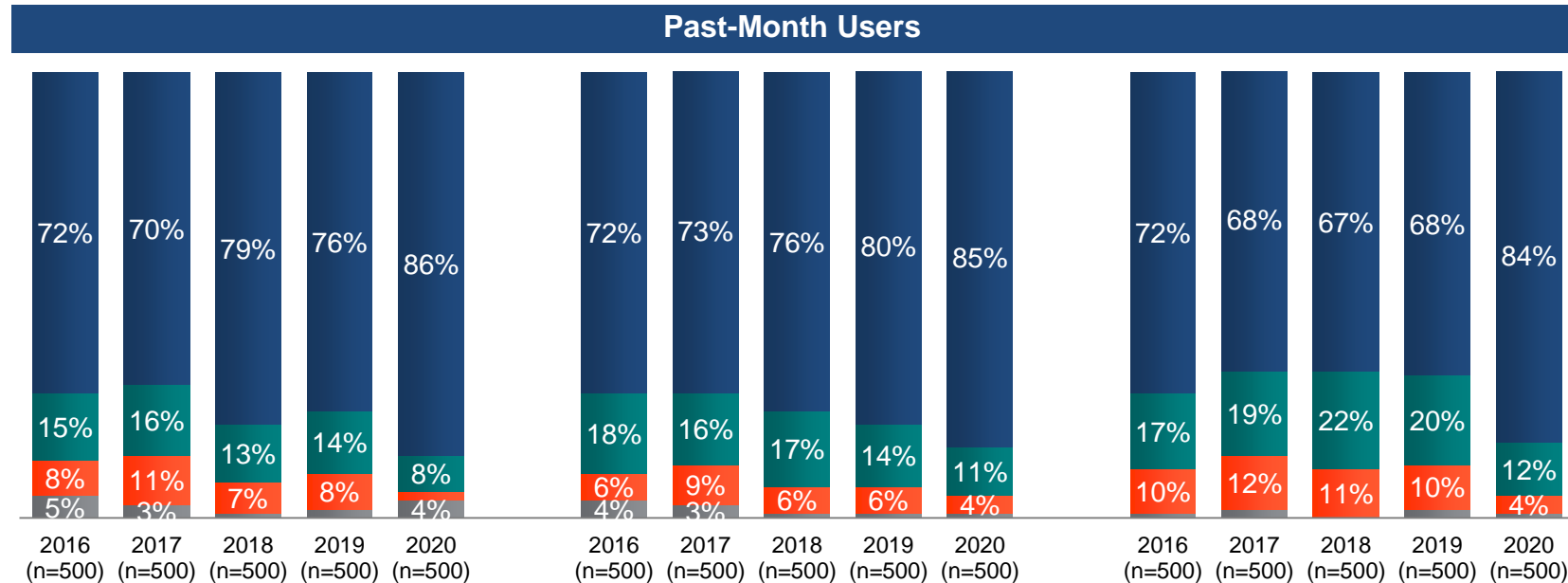
* Small base size (<100), interpret with caution.   ** Very small base size (<50), interpret with extreme caution.

- Among the 11 HandyDART users who provided low ratings for Overall Service this wave, the top reasons are that drivers are not courteous/ helpful and that the service arrived late.

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?

Past-Month Users

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

Ease of Booking a Trip

Year	2016	2017	2018	2019	2020
Rated 8 to 10	72%	70%	79%	76%	86%
Rated 6 to 7	15%	16%	13%	14%	8%
Rated 1 to 5	8%	11%	7%	8%	
Don't know	5%	3%			4%

Availability

Year	2016	2017	2018	2019	2020
Rated 8 to 10	72%	73%	76%	80%	85%
Rated 6 to 7	18%	16%	17%	14%	11%
Rated 1 to 5	6%	9%	6%	6%	4%
Don't know	4%	3%			

On-Time & Reliable Service

Year	2016	2017	2018	2019	2020
Rated 8 to 10	72%	68%	67%	68%	84%
Rated 6 to 7	17%	19%	22%	20%	12%
Rated 1 to 5	10%	12%	11%	10%	4%

All columns: n=500 (2016–2020)

Ease of Booking a Trip

	Average Score				
Total	8.4	8.2	8.7	8.5	9.1
North of Fraser	8.5	8.1	8.6	8.4	9.1
South of Fraser	8.4	8.4	8.8	8.6	9.2

Availability

	Average Score				
Total	8.5	8.3	8.5	8.6	8.9
North of Fraser	8.3	8.2	8.4	8.6	8.8
South of Fraser	8.6	8.5	8.7	8.7	9.1

On-Time & Reliable Service

	Average Score				
Total	8.1	8.0	8.0	8.0	8.8
North of Fraser	7.9	7.8	7.8	7.9	8.7
South of Fraser	8.3	8.4	8.3	8.2	8.9

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

- Significant jumps in top scores can be seen this year for Ease of Booking a Trip (86%, up from 76% in 2019 and 79% in 2018), Availability (85%, up from 80% in 2018 and 76% in 2018) and On-Time & Reliable service (84%, up from 68% in 2019 and 67% in 2018); all of these key service attributes are at all-time highs, and the average scores have also increased significantly. Like Overall Service, the significant shifts may be attributable to riders' changing expectations of the HandyDART service because of the COVID-19 pandemic.

- Specifically for Availability, top scores are significantly higher among riders who reside South of Fraser (average score of 9.1 out of 10) compared to those North of Fraser (8.8).

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

Past-Month Users					
Base: Among past-month HandyDART users rating Ease of Booking 1 to 5	2016 (n=41)**	2017 (n=53)*	2018 (n=33)**	2019 (n=39)**	2020 (n=12)**
The lines are busy/put on hold	59%	75%	27%	59%	34%
Problems booking specific routes/distance	5%	2%	-	-	30%
Not convenient/difficult to book	-	-	-	20%	26%
The operators are not well trained/do not know how to do it	2%	-	3%	5%	17%
Have to book too far in advance	22%	-	2%	11%	15%
They put you on a waiting list	-	-	-	12%	8%
Unable to reserve required time/not enough vehicles	3%	10%	21%	22%	8%
The operators are rude/impatient	11%	6%	2%	2%	7%
They could only take me one way	1%	2%	-	-	6%
Other	-	-	64%	8%	10%
Don't know	-	-	3%	4%	-

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.

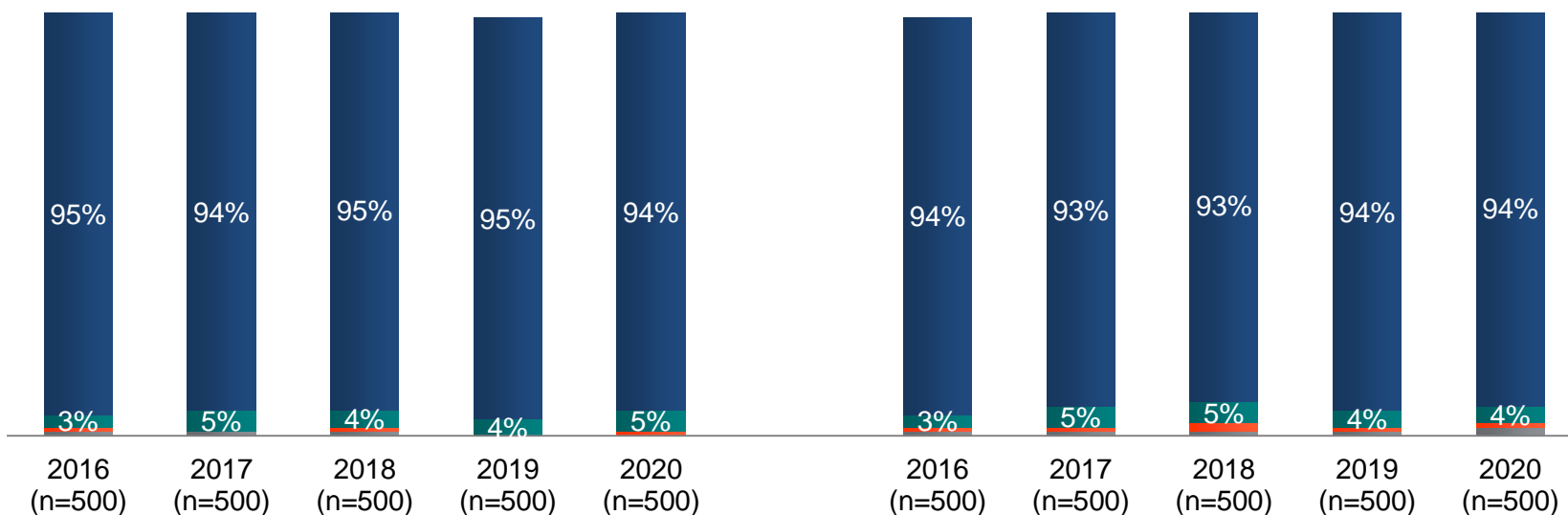- Among the very small proportion (2%) of past-month riders who provided scores of 1 to 5 for Ease of Booking a HandyDART trip, top reasons are due to the lines being busy, having problems booking specific routes and being inconvenient/ difficult to book.

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

Past-Month Users					
Base: Among past-month HandyDART users rating Availability 1 to 5	2016 (n=14)**	2017 (n=19)**	2018 (n=19)**	2019 (n=10)**	2020 (n=9)**
Time					
AM (Before Noon)	29%	60%	52%	21%	21%
Afternoon (Noon to 5PM)	59%	17%	25%	10%	46%
Evening (After 5PM)	6%	12%	15%	27%	-
Not stated/don't know	7%	11%	8%	41%	33%
Location					
Burnaby	-	6%	8%	-	26%
Vancouver	30%	38%	12%	10%	25%
Surrey	13%	4%	16%	27%	20%
South Delta/Tsawwassen/Lander	-	6%	-	-	10%
Richmond	-	4%	-	24%	9%

Note: Only responses of 9% 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.

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

- Afternoons between Noon to 5pm is the time that most HandyDART users experienced an issue with Availability, according to the very small proportion (4%) of riders who provided low scores for this service attribute.

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

Past-Month Users					
Base: Among past-month HandyDART users rating On-Time, Reliable Service 1 to 5	2016 (n=50)*	2017 (n=55)*	2018 (n=56)*	2019 (n=50)*	2020 (n=18)**
Time					
AM (Before Noon)	39%	35%	37%	34%	10%
Afternoon (Noon to 5PM)	36%	43%	38%	39%	52%
Evening (After 5PM)	7%	11%	11%	12%	13%
Location					
Vancouver	25%	19%	18%	15%	37%
Burnaby	6%	12%	4%	4%	17%
New Westminster	-	6%	8%	-	5%
Richmond	-	5%	5%	9%	4%
Langley	1%	2%	7%	4%	3%
How late?					
<30 minutes late	42%	32%	27%	29%	33%
30 minutes to <1 hour	19%	18%	27%	28%	27%
1 hour +	27%	29%	33%	30%	27%
Don't know	12%	21%	13%	13%	13%

Note: Only responses of 3% 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.

- Among the small proportion (4%) of HandyDART riders who provided low scores for On-Time & Reliable Service, afternoons are the most common times of day where issues were prominent.
- Wait times were similar to previous waves, with most riders experiencing a delay of under one hour.

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?

Past-Month Users

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

Courteous, Competent, Helpful:
- 2016 (n=500): 95%, 3%
- 2017 (n=500): 94%, 5%
- 2018 (n=500): 95%, 4%
- 2019 (n=500): 95%, 4%
- 2020 (n=500): 94%, 5%

Assisting Passengers with a Physical Disability:
- 2016 (n=500): 94%, 3%
- 2017 (n=500): 93%, 5%
- 2018 (n=500): 93%, 5%
- 2019 (n=500): 94%, 4%
- 2020 (n=500): 94%, 4%

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

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

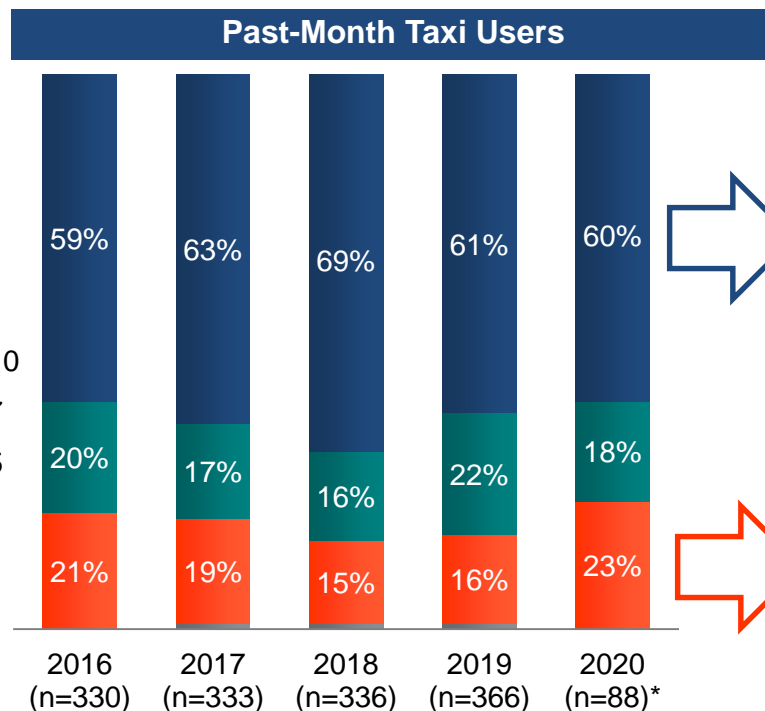Note: Ratings are on a scale of 1 to 10 where 10 means excellent and 1 means very poor.

- Over nine-in-ten past-month HandyDART users award top scores for Courteous, Competent and Helpful drivers (94%) and Assisting Passengers with a Physical Disability (94%). The average scores remain strong at 9.4 out of 10 for both service attributes and is consistent with the last several years.

- Those who reside in South of Fraser (97%) are more likely than those who live North of Fraser (92%) to provide top ratings for Assisting Passengers with a Physical Disability.

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

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

Past-Month Users

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

Cleanliness & Good Repair (Q6.8a):

Year	Rated 8 to 10	Rated 6 to 7	Bottom
2016 (n=500)	91%	3%	4%
2017 (n=500)	91%	6%	
2018 (n=500)	92%	5%	
2019 (n=500)	90%	6%	
2020 (n=500)	90%	5%	4%

Feeling Safe From Injury (Q6.9a):

Year	Rated 8 to 10	Rated 6 to 7	Bottom
2016 (n=500)	94%	3%	3%
2017 (n=500)	93%	5%	
2018 (n=500)	95%	4%	
2019 (n=500)	94%	4%	
2020 (n=500)	94%	4%	
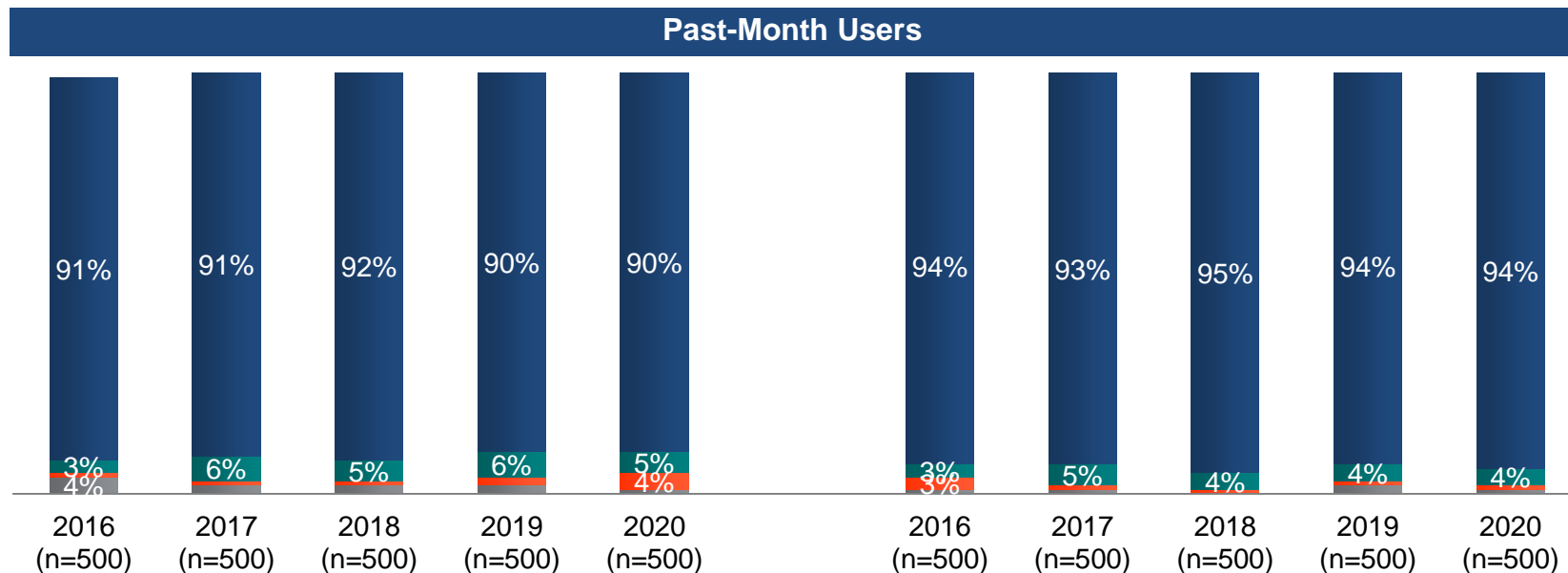
Cleanliness & Good Repair — Average Score

	2016	2017	2018	2019	2020
Total	9.3	9.2	9.3	9.3	9.1
North of Fraser	9.2	9.2	9.3	9.2	9.0
South of Fraser	9.3	9.2	9.3	9.4	9.4

Feeling Safe From Injury — Average Score

	2016	2017	2018	2019	2020
Total	9.3	9.4	9.4	9.4	9.4
North of Fraser	9.3	9.3	9.4	9.4	9.3
South of Fraser	9.4	9.5	9.5	9.4	9.6

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

- Unchanged from last wave, scores for Cleanliness & Good Repair (90%) and Feeling Safe From Injury (94%) are strong, with about nine-in-ten providing top ratings for these attributes. While the average score for Cleanliness & Good Repair has declined slightly, from 9.3 out of 10 a year ago to 9.1 out of 10 currently, the average score for Feeling Safe from Injury has remained unchanged at 9.4.

- Riders aged 75+ are more likely to award top scores to Cleanliness & Good Repair.

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.

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

Past-Month Taxi Users

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

Bars:
- 2016 (n=330): 59% / 20% / 21%
- 2017 (n=333): 63% / 17% / 19%
- 2018 (n=336): 69% / 16% / 15%
- 2019 (n=366): 61% / 22% / 16%
- 2020 (n=88)*: 60% / 18% / 23%

	Taxi Service				
	Average Score				
Total	7.4	7.7	7.9	7.6	7.4

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.

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

Base: Among those rating Taxi Service 8 to 10	2020 (n=53)*
Prompt/on time	24%
Polite/courteous/good attitude	20%
Good driving skills/feel safe	17%
Cooperative/helpful	14%
Takes me to where I want to go	12%
Good service (gen)	11%
Clean vehicles	8%

Note: Only responses of 8% and above are shown.

Base: Among those rating Taxi Service 1 to 5	2020 (n=20)**
Rude/condescending/bad attitude	38%
Not on time/late/long wait times	24%
Do not drive safely/drive too fast	23%
Uncooperative/not helpful	20%
Not well trained (not familiar with the routes, don't know how to secure wheelchairs properly, etc.)	15%
Poorer service	9%

Note: Only responses of 9% and above are shown.
* Small base size (<100), interpret with caution.
** Very small base size (<50), interpret with extreme caution.

- With lower than usual levels of HandyDART demand due to COVID-19, a higher proportion of service an be delivered with conventional HandyDART vehicles, therefore the sample of taxi users (n=88) is smaller than typical.

- Six-in-ten (60%) past-month Taxi users provide top ratings for Overall Taxi Service, which is similar to a year ago (61%) and down from the peak of 69% in 2018. The average score has also decreased slightly and is now on a downward trend, at 7.4 out of 10 currently.

- Among those awarding high scores for Overall Taxi Service, being prompt/ on time and drivers having a polite/ courteous attitude are the top mentions. In contrast, among the small number of Taxi users who provided low scores, drivers having a rude/ condescending attitude was the most commonly mentioned reason.

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

Past-Month Taxi Users

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

	2016 (n=330)	2017 (n=333)	2018 (n=336)	2019 (n=366)	2020 (n=88)*
Rated 8 to 10	43%	48%	55%	47%	54%
Rated 6 to 7	21%	18%	21%	23%	17%
Rated 1 to 5	27%	26%	21%	23%	26%
Don't know	9%	9%	4%	8%	3%
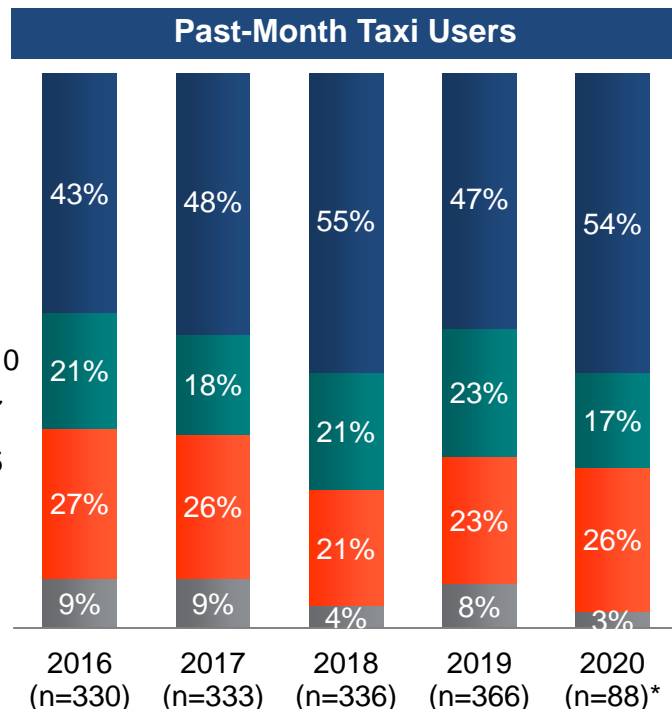
Skills Assisting Physically Disabled					
Average Score					
Total	6.9	7.1	7.4	7.1	7.3

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.

- Top scores for taxi drivers' Skills Assisting Physically Disabled passengers have rebounded from last year's decline, from 47% in 2019 (down from 55% in 2018) to 54% currently. The average score has also increased back up, from 7.1 out of 10 a year ago to 7.3 currently.

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

Base: Among those rating Taxi Driver's Skills 1 to 5	2020 (n=22)**
They don't extend help/assistance to patients	72%
They are rude/not friendly/ impatient	17%
Prefer HandyDART's services	17%
They did not know how to look after the patients	16%
Do not provide door-to-door service	4%
Other	6%
No reason in particular	9%
Don't know/not stated	6%

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

- Not extending help/ assistance to patients is the top reason for Taxi users providing low scores for Skills in Assisting the Physically Disabled (note: small base size due to smaller proportion of Taxi users this wave).

Taxi Drivers: Other Aspects

Qt5. Did the taxi driver give you door-to-door service?

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

Past-Month Taxi Users

Gave Door-To-Door Service

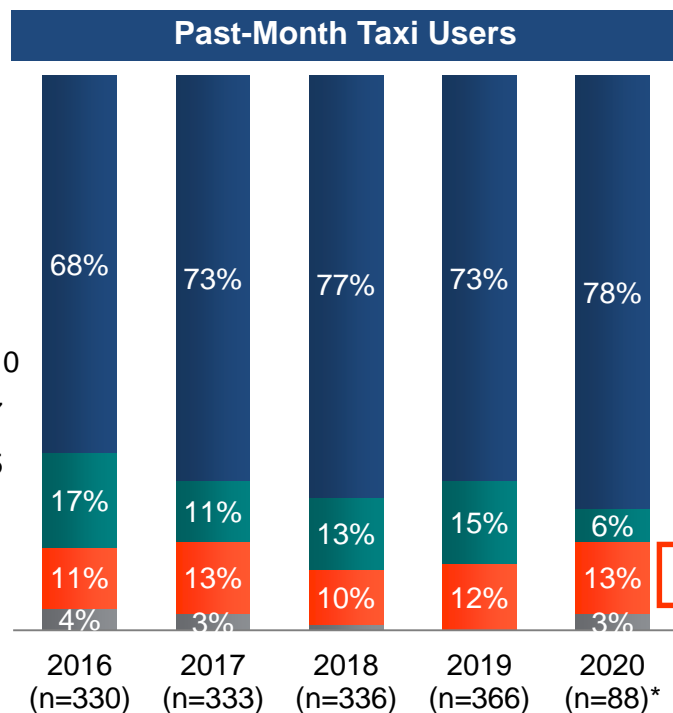|	2016 (n=330)	2017 (n=333)	2018 (n=336)	2019 (n=366)	2020 (n=88)*
Yes	65%	68%	72%	68%	79%
No	32%	29%	27%	29%	19%
Don't know	3%	3%			3%

Ensured Seatbelt Secured

	2016 (n=330)	2017 (n=333)	2018 (n=336)	2019 (n=366)	2020 (n=88)*
Yes	50%	54%	53%	54%	58%
No	44%	42%	45%	43%	39%
Don't know	6%	4%	3%	3%	3%

Legend: ■Yes ■No ■Don't know
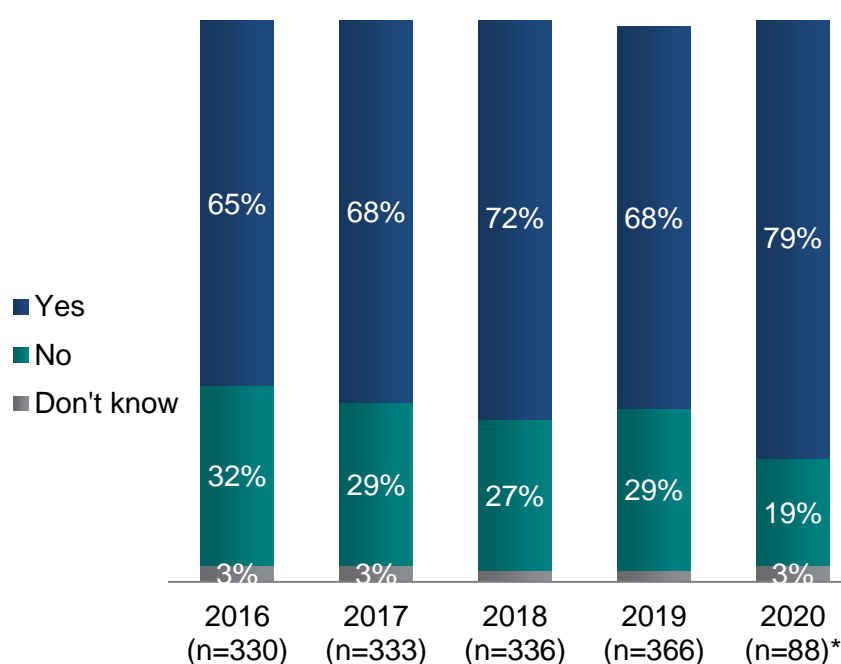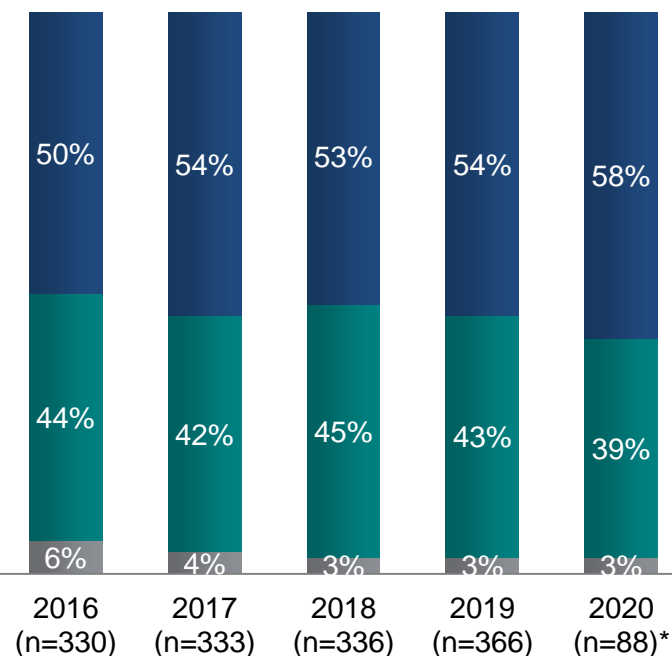
* Small base size (<100), interpret with caution.

- Eight-in-ten (79%) past-month Taxi users indicate that the taxi driver Gave Door-to-Door Service, which is a significant jump from 68% last period and the highest level observed in recent years.

- Six-in-ten (58%) past-month Taxi users say that the taxi driver ensured their seatbelt was secure before departing, which is directionally up from 54% in 2019 and is also at peak levels since 2016.

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

Past-Month Taxi Users

Rating	2016 (n=330)	2017 (n=333)	2018 (n=336)	2019 (n=366)	2020 (n=88)*
Rated 8 to 10	68%	73%	77%	73%	78%
Rated 6 to 7	17%	11%	13%	15%	6%
Rated 1 to 5	11%	13%	10%	12%	13%
Don't know	4%	3%			3%

	On-Time & Reliable Service				
	Average Score				
Total	8.1	8.3	8.4	8.2	8.2

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.

- Nearly eight-in-ten (78%) past-month Taxi users award top ratings for On-Time & Reliable Service, a directional increase compared to last wave (73%) and the highest level seen in the last five years. This is driven mainly by ratings of 6 or 7 moving into top ratings of 8 to 10.

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

Base: Among those rating On-Time, Reliable Service 1 to 5	2020 (n=11)**
Time	
AM (Before Noon)	35%
Afternoon (Noon to 5PM)	28%
Evening (After 5PM)	11%
Location	
Coquitlam	22%
Vancouver	20%
Surrey	18%
New Westminster	16%
Langley	6%
Other	6%
How late?	
<30 minutes late	31%
30 minutes to <1 hour	29%
1 hour +	14%
Don't know	26%

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

- Among the very small number of Taxi users who provided low scores of 1 to 5 for On-Time & Reliable Service, issues typically occurred in the morning or afternoon, and the wait time tended to be less than 1 hour.

Trip Booking

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

Past-Month Users

Legend:
- ■ Yes
- ■ No
- ■ Other/depends
- ■ Don't know

	2016 (n=514)	2017 (n=506)	2018 (n=500)	2019 (n=500)	2020 (n=500)
Yes	31%	38%	35%	39%	39%
No	62%	56%	58%	52%	55%
Other/depends	6%	5%	7%	7%	5%
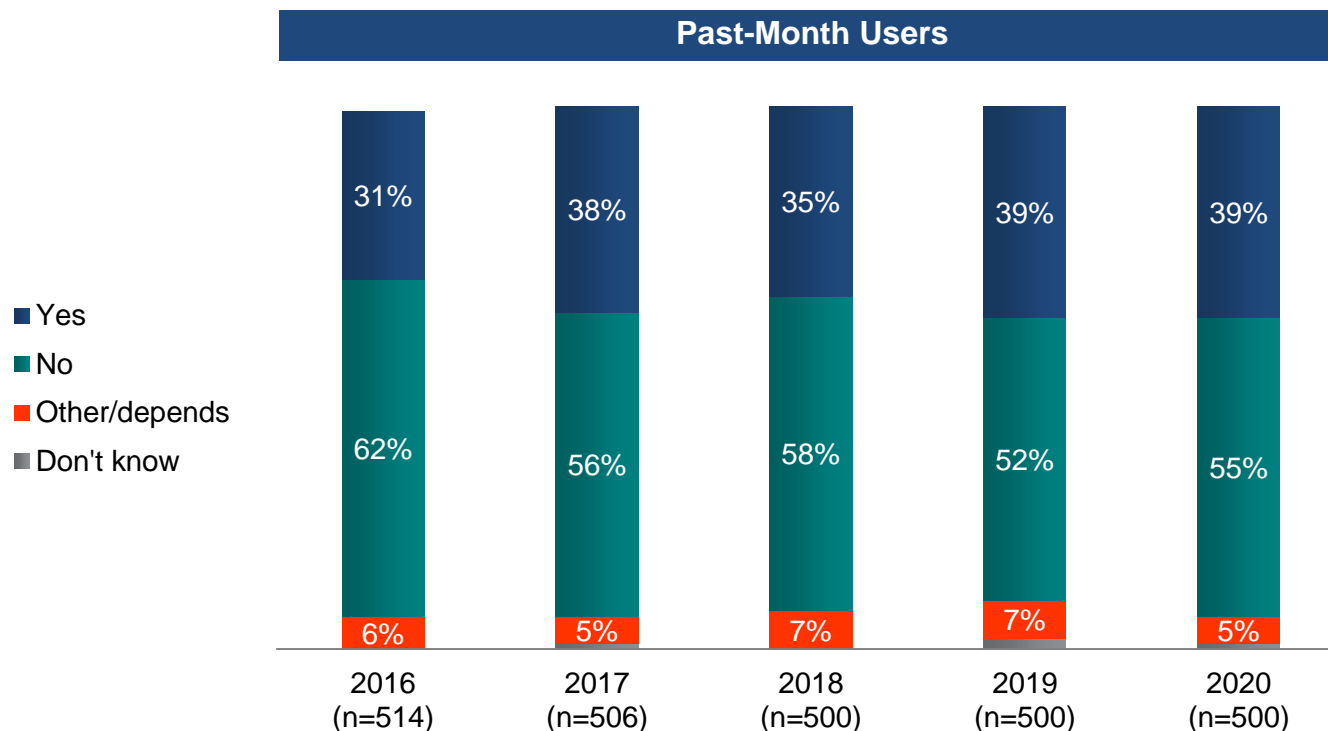
- Over half (55%) of past-month HandyDART users indicate they would *not* be likely to book their HandyDART trips through the Internet, up by 3 ppt since a year ago. The proportion of those who would be open to the option has remained unchanged at 39%.

- Male riders and those under the age of 65 are more likely to be open to the idea of online booking compared to their counterparts.

Interest in Using a HandyDART Tracking App

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?

Past-Month Users

	2016 (n=514)	2017 (n=506)	2018 (n=500)	2019 (n=500)	2020 (n=500)
Yes	31%	40%	40%	47%	45%
No	62%	53%	52%	44%	48%
Other/depends	6%	5%	6%	7%	6%
Don't know					
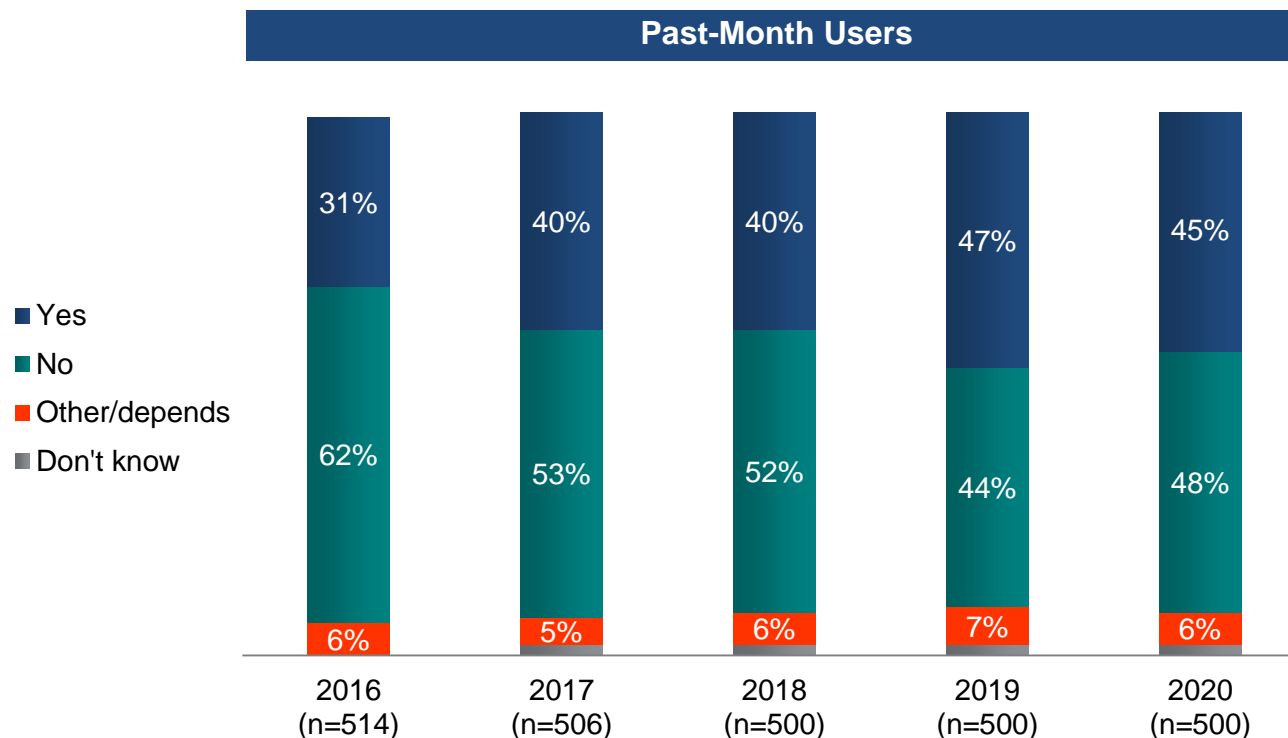
- In contrast to an online booking system, past-month HandyDART users are slightly more open to using a smartphone application that allows them to track their arriving HandyDART or taxi vehicle (45%, similar to 47% in 2019 and up directionally from 40% in 2018).

- Riders under the age of 65 are more likely to be interested in using a mobile tracking app compared to those over 65 years old.

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

Past-Month Users (n=500)

Improvement	Percentage
Arrive on time/shorter time window	19%
More/better buses	8%
Notify when the vehicle is coming	4%
Improved booking service/able to book online/through an app	4%
Availability/more rides	4%
Be able to book close to the date/time	4%
Better/direct routes	3%
Better dispatchers	3%
Helpful/courteous drivers	3%
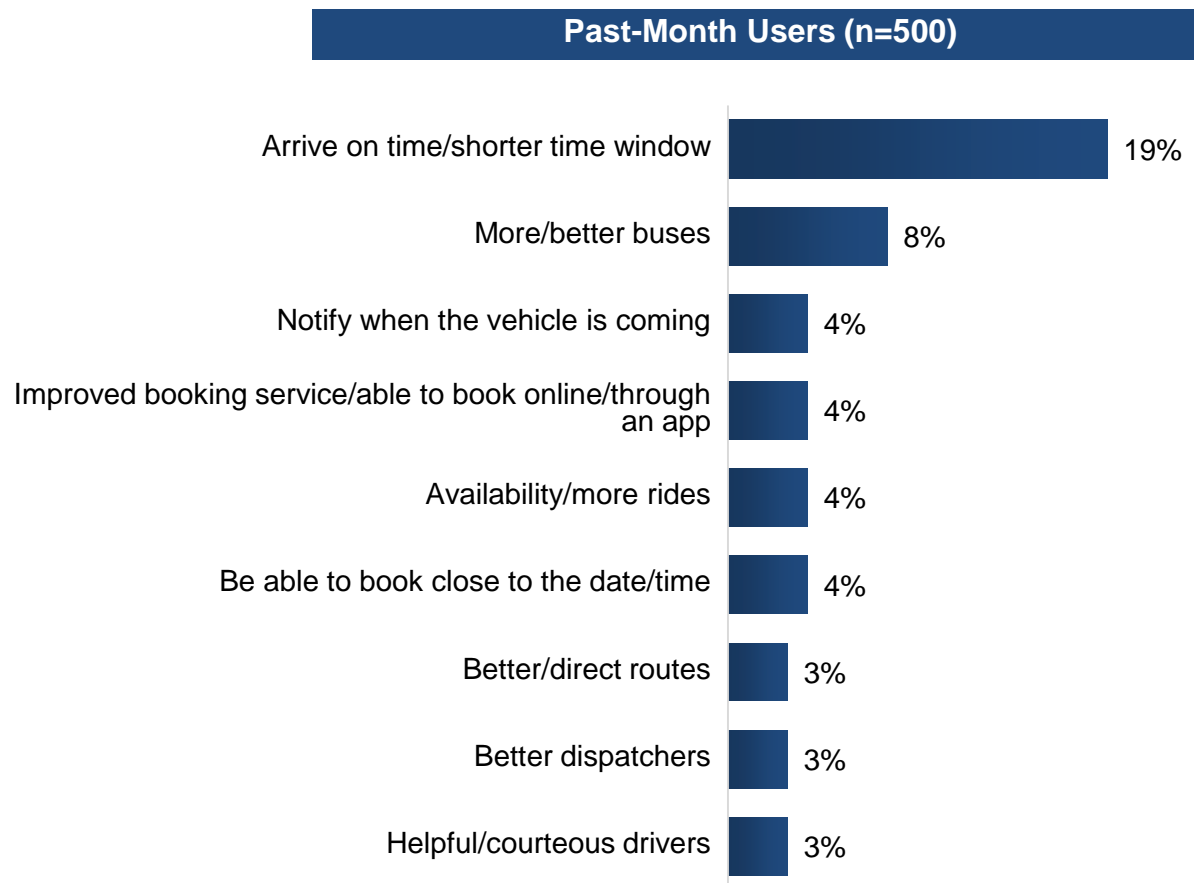
Note: Only responses of 3% and above are shown.

- Similar to historical trends, the top improvement mentioned by past-month HandyDART users is being on-time (19%), followed by having more/ better busses (8%).
- Three-in-ten (29%) do not have any suggestions for improvement, up directionally from 24% in 2019.

Customer Profiles

Customer Profile – Choice vs. Captive (2020)

	Total	Choice	Captive
Base: Among past-month users	(n=500)	(n=171)	(n=312)
Average past week trips	2.4	2.7	2.2
Overall Service Ratings (% Rating 8, 9 or 10)	9.0	9.0	9.0
Age			
18 to 24	1%	1%	<1%
25 to 34	2%	1%	2%
35 to 44	4%	4%	4%
45 to 54	8%	5%	9%
55 to 64	28%	29%	28%
65 to 74	39%	42%	37%
75 to 80	18%	16%	19%
80+	1%	2%	<1%
Gender			
Male	37%	43%	34%
Female	63%	57%	66%
Education			
Some high school or less	11%	11%	11%
Graduated high school	21%	20%	21%
Vocational/college/technical	30%	32%	29%
Some university	8%	9%	8%
Graduated university	27%	24%	29%
Don't know/not sure	3%	3%	3%

Significantly higher than the other rider group
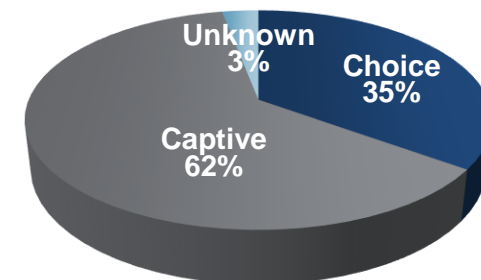
- Choice users are those who have regular access to a vehicle (as a driver or passenger) for the trips they make with HandyDART, while Captive users do not have such access.

- Six-in-ten (62%) past-month HandyDART users are considered Captive riders, which is directionally down from 66% in 2019. Just over one-third (35%) are classified as Choice riders, directionally up from 30% a year ago.

- Choice riders are more likely than Captive riders to have a higher household income; there are no other significant demographic differences.

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 (2020)

	Total	Choice	Captive
Base: Among past-month users	(n=500)	(n=171)	(n=312)
Household Income			
<$40K	61%	51%	67%
$40K to <$80K	15%	23%	11%
$80K or more	4%	6%	2%
Don't know/not sure	20%	20%	20%
Region			
Vancouver	32%	29%	34%
Surrey/North Delta/Langley/White Rock	31%	33%	30%
Burnaby/New Westminster	13%	12%	12%
Coquitlam/Port Coquitlam/Port Moody/ Pitt Meadows/Maple Ridge	10%	11%	10%
Richmond/South Delta/Tsawwassen/Ladner	9%	10%	9%
North Vancouver/West Vancouver	4%	5%	5%

Significantly higher than the other rider group

	Total	Low (0-3 trips in past 7 days)	Medium (4-9 trips in past 7 days)	High (10+ trips in past 7 days)
Base: Among past-month users	(n=500)	(n=359)	(n=117)	(n=15)**
Average past week trips	2.4	1.0	5.4	10.9
Overall Service Ratings (% Rating 8, 9 or 10)	9.0	9.1	8.8	9.0
Age				
18 to 24	1%	<1%	2%	-
25 to 34	2%	2%	1%	7%
35 to 44	4%	4%	6%	-
45 to 54	8%	9%	6%	6%
55 to 64	28%	26%	37%	21%
65 to 74	39%	40%	31%	55%
75 to 80	18%	19%	16%	12%
80+	1%	1%	-	-
Gender				
Male	37%	35%	48%	25%
Female	63%	65%	52%	75%
Education				
Some high school or less	11%	11%	10%	9%
Graduated high school	21%	21%	21%	15%
Vocational/college/technical	30%	30%	29%	31%
Some university	8%	7%	8%	25%
Graduated university	27%	27%	30%	20%
Don't know/not sure	3%	3%	2%	-

Significantly higher than the other rider group(s)

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

High 3%
Medium 24%
Low 72%
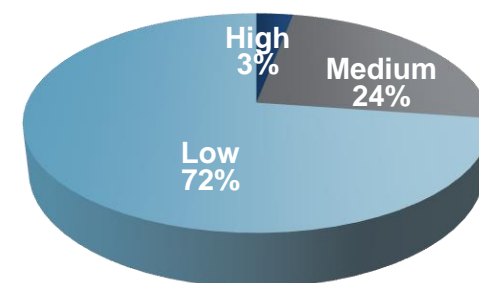
Low Frequency Users:

- HandyDART riders made an average of 2.4 trips on HandyDART in the past seven days, with seven-in-ten (72%) riders making 3 or fewer HandyDART trips. They are classified as Low Frequency Users, and the proportion of these riders has increased significantly from 66% a year ago.

- This group of users provide similar ratings for both the traditional HandyDART service and taxi service compared to others who ride more frequently.

Medium Frequency Users:

- Just under one-quarter (24%) of riders are considered Medium Frequency users, making between 4 to 9 HandyDART trips in the past seven days. They made an average of 5.4 HandyDART trips in the past week.

Customer Profile – Low, Medium & High Frequency Users (2020)

	Total	**Low** (0-3 trips in past 7 days)	**Medium** (4-9 trips in past 7 days)	**High** (10+ trips in past 7 days)
Base: Among past-month users	(n=500)	(n=359)	(n=117)	(n=15)**
Household Income				
<$40K	61%	62%	57%	58%
$40K to <$80K	15%	14%	18%	17%
$80K or more	4%	4%	5%	-
Don't know/not sure	20%	20%	20%	25%
Region				
Vancouver	32%	33%	30%	37%
Surrey/North Delta/Langley/White Rock	31%	29%	37%	37%
Burnaby/New Westminster	13%	14%	9%	6%
Coquitlam/Port Coquitlam/Port Moody/ Pitt Meadows/Maple Ridge	10%	9%	14%	9%
Richmond/South Delta/Tsawwassen/Ladner	9%	11%	5%	6%
North Vancouver/West Vancouver	4%	4%	5%	5%

High Frequency Users:

- Only 3% of riders are considered High Frequency users, making 10 or more HandyDART trips in a week. This proportion is down significantly from 7% in 2019, and they made an average of 10.9 HandyDART trips in the past seven days.

Significantly higher than the other rider group(s)

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

Appendix: Questionnaire

HandyDART Customer Service Performance Survey <mark>2020</mark>

<mark>Changes Oct 7, 2020</mark>
<mark style="background-color:#00ff00">Changes Oct 22, 2020</mark>

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

[SCREENER:]

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") <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]

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 604-953-3648. 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~~ Q70A]

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]

[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 – <mark>2020</mark>]

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 – 2020]

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]

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. IF COVID MENTIONED: "This question is about general cleanliness and good repair of HandyDART vehicles, we have a specific covid-related question coming up.")

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. IF COVID MENTIONED: "This question is about your safety from injury, we have a specific covid-related question coming up.")

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

70a. Please rate… Feeling safe while travelling in a HandyDART vehicle during the COVID Pandemic. (RECORD NUMBER) (READ IF NECESSARY: Thinking about your personal protection

[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-<mark>2020</mark>]

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?

(INTERVIEWER CLARIFY IF NECESSARY: By door to door service, we mean having a direct service that pick you up and drop you off as close to your origin and destination as possible.)

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: <mark>604-953-3648</mark>. 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? (DO NOT PROBE FOR ADDITIONAL RESPONSES)

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.