



2021 HandyDART Customer Service Performance

December 2021



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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 **473** telephone interviews were conducted between October 26 to November 16, 2021, 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 2021, **200** past-month traditional HandyDART vehicle *only* users and **273** 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 2020 past-month results are shown below:

	Past-Month Users		
	# Surveys	Margin of Error (@ 95% Confidence)	Shift Required (@ 95% Confidence)
North of Fraser	257	±6.1%	8.7± percentage points
South of Fraser	216	±6.7%	9.5± percentage points
TOTAL	473	±4.5%	±6.4 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 HandyDART top ratings observed a year ago were maintained this wave, likely as a result of lower ridership due to the ongoing impact of the COVID-19 pandemic. However, results indicate that some users are starting to ride more frequently and are experiencing longer wait times and late arrivals. This has impacted On Time & Reliable Service scores which in turn has impacted Overall Service ratings. In addition, the proportion of low frequency riders (making between 0 to 3 HandyDART trips in the last seven days) increased significantly in 2020 (72%) and continues to be higher (71% currently) than before the pandemic, which may be continuing to impact the results throughout this report.
- Past-month HandyDART riders have been using the service for an average of 4.5 years, which is aligned with the past few waves, but continues to be lower than the record high of 5.9 years reported in 2015.
- Past 7-day HandyDART usage is similar to a year ago, following a significant drop from 2019 (2.5 in 2021, compared to 2.4 in 2020 and 3.0 in 2019). However, the proportion of riders who have taken 10+ trips in the past 7 days has doubled (6% in 2021 relative to 3% in 2020) and the proportion of riders who have not taken any trips has dipped by 2 pp (32% in 2021, compared to 34% in 2020). In addition, the proportion of riders who indicate they use the service *less often* has declined slightly (14% in 2021 from 19% in 2020). These small shifts are an indication that riders are tentatively starting to use HandyDART more again after the drop in utilization seen last year due to the COVID-19 pandemic.
- Similar to a year ago, eight-in-ten (80%) past-month HandyDART riders indicate they use HandyDART exclusively. Those not using HandyDART in combination with other forms of transit do so mainly because there is no need, HandyDART takes them to their destination directly or because of other reasons impacting their mobility. As seen in past waves, riders typically start and end their HandyDART trips within the same municipality/region.

Traditional HandyDART Service



- Overall Service is awarded top scores from just over eight-in-ten (82%) past-month HandyDART users, a significant decline from 89% in 2020, but slightly ahead of 80% in 2019. The average score is at 8.7 out of 10, which is also lower than 9.0 a year ago.
- In addition to Overall Service, top ratings for On-Time Reliable Service have also dropped significantly (79%, down from 84% in 2020), but remain well above pre-pandemic levels (68% in 2019).
- Top scores for Feeling Safe from Injury When Riding HandyDART have also declined directionally (91%, compared to 94% in 2020). For all other service attributes, top ratings have stayed relatively consistent with last year.

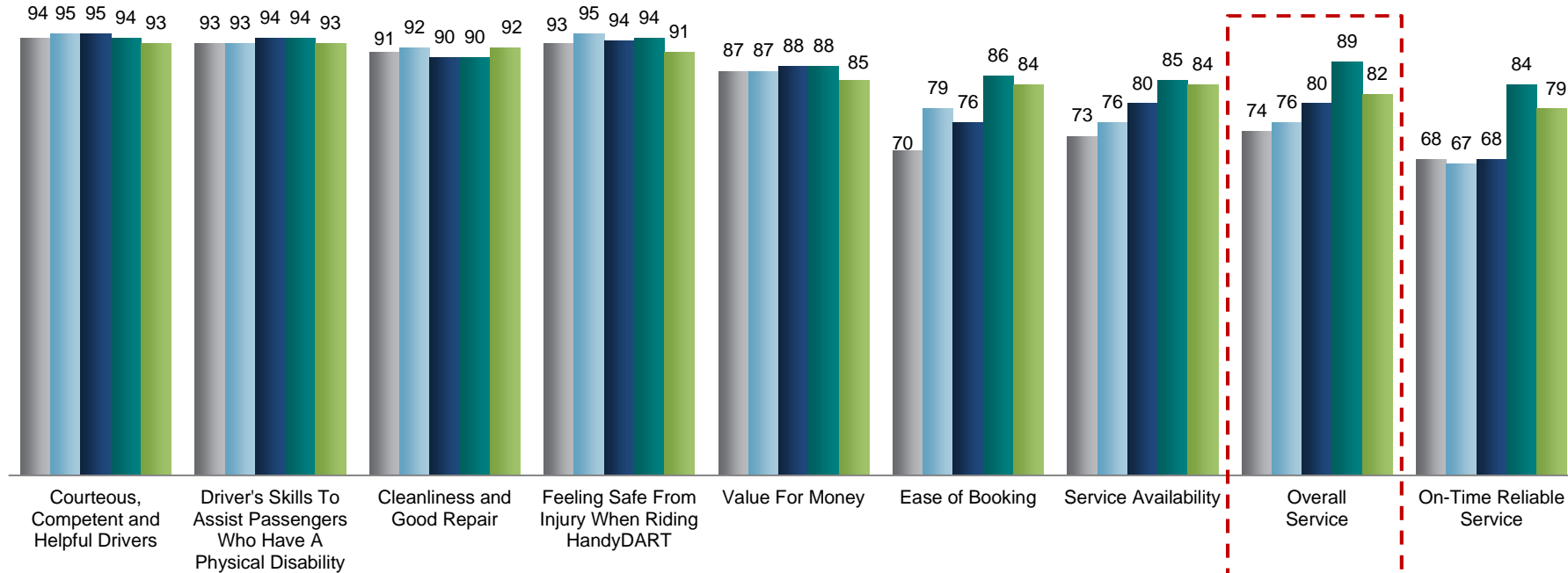
Taxi Service



- As in previous waves, past-month HandyDART riders tend to rate the Taxi service lower than the traditional HandyDART service. Overall Taxi Service receives top scores from over six-in-ten (64%) riders, which is slightly higher than a year ago (60%), but still below the peak of 69% in 2018. The average score has improved somewhat to 7.8 out of 10, reversing a downward trend over the past few years.
- While the increase in Gave Door-to-Door Service seen last year was maintained this year (80% compared to 79% in 2020), all other Taxi service attributes are back down to pre-pandemic levels: Skills Assisting Physically Disabled (48%), Ensured Seatbelt Secured (53%), and On Time, Reliable Service (73%).

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

■ 2017 ■ 2018 ■ 2019 ■ 2020 ■ 2021



Average Rating

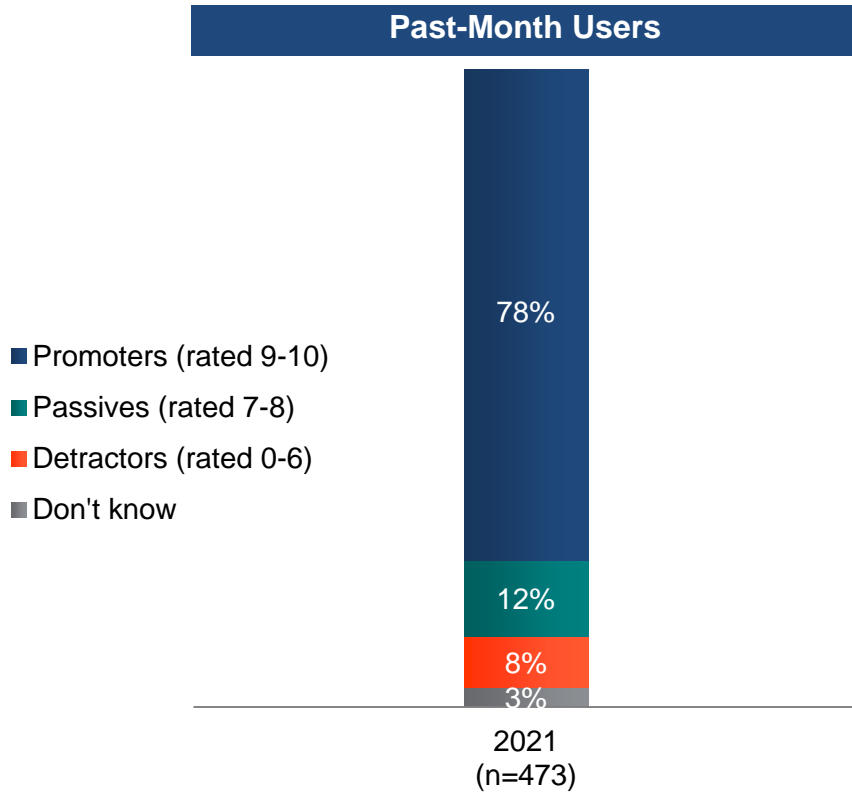
Year	'17	'18	'19	'20	'21	'17	'18	'19	'20	'21	'17	'18	'19	'20	'21	'17	'18	'19	'20	'21	'17	'18	'19	'20	'21	'17	'18	'19	'20	'21	'17	'18	'19	'20	'21	'17	'18	'19	'20	'21					
Total	9.4	9.4	9.5	9.4	9.4	9.4	9.4	9.5	9.4	9.4	9.2	9.3	9.3	9.1	9.3	9.4	9.4	9.4	9.4	9.4	9.3	9.2	9.3	9.4	9.2	8.2	8.7	8.5	9.1	8.9	8.3	8.5	8.6	8.9	8.8	8.3	8.4	8.6	9.0	8.7	8.0	8.0	8.0	8.8	8.5
North of Fraser	9.3	9.4	9.4	9.3	9.4	9.3	9.3	9.5	9.3	9.4	9.2	9.3	9.2	9.0	9.3	9.3	9.4	9.4	9.3	9.3	9.2	9.1	9.3	9.4	9.2	8.1	8.6	8.4	9.1	9.0	8.2	8.4	8.6	8.8	8.7	8.2	8.3	8.6	9.0	8.7	7.8	7.8	7.9	8.7	8.5
South of Fraser	9.6	9.5	9.5	9.5	9.4	9.5	9.5	9.5	9.6	9.4	9.2	9.3	9.4	9.4	9.2	9.5	9.5	9.4	9.6	9.5	9.4	9.3	9.4	9.5	9.2	8.4	8.8	8.6	9.2	8.9	8.5	8.7	8.7	9.1	9.0	8.6	8.5	8.6	9.0	8.7	8.4	8.3	8.2	8.9	8.4

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

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

- Top ratings for most HandyDART service attributes have remained stable or declined only slightly. The main exceptions are Overall Service (82%, down from 89% in 2020) and On-Time Reliable Service (79%, down from 84% in 2020) which have both dropped significantly. As users are starting to ride HandyDART more often, timely pick-ups and arrivals may have suffered. As seen from the reasons for low overall service scores, wait times and late arrivals are the top mentions. These directly impact Overall Service ratings.
- In addition, top scores for Feeling Safe from Injury When Riding HandyDART have also declined directionally (91%, compared to 94% in 2020).

Q24x. On a scale of zero to ten, where 0 mean Not at all likely and 10 means Extremely likely, how likely are you to recommend the services provided by HandyDART to family, friends or colleagues?



- Seventy-eight percent (78%) of past-month HandyDART users are considered Promoters of HandyDART, providing a rating of 9 or 10 when asked how likely they are to recommend HandyDART's services.
- Only eight percent (8%) provided ratings of 0 to 6 and are considered Detractors of HandyDART.
- Net Promoter Score is calculated by subtracting % Detractors from % Promoters, netting in a score of +70.

Net Promoter Score	
Promoters minus Detractors	
Total	+70

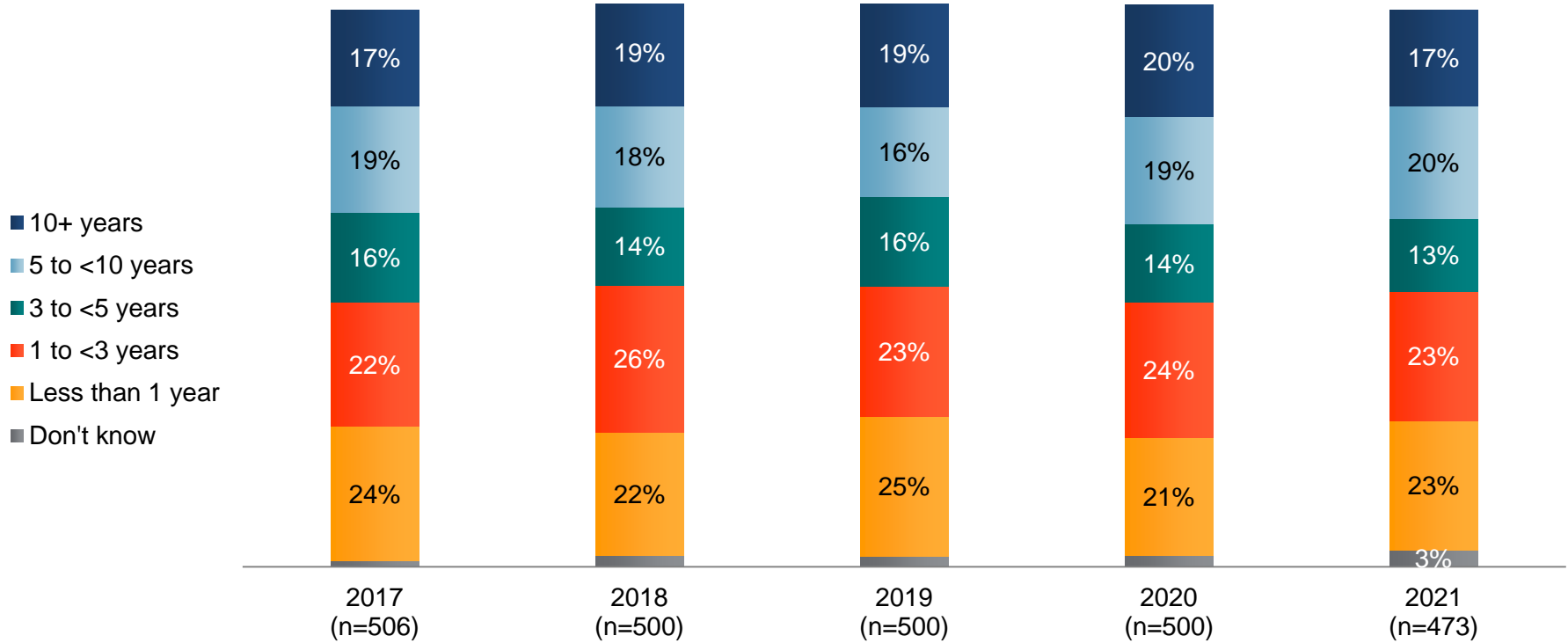
Trends in Transit Usage



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?

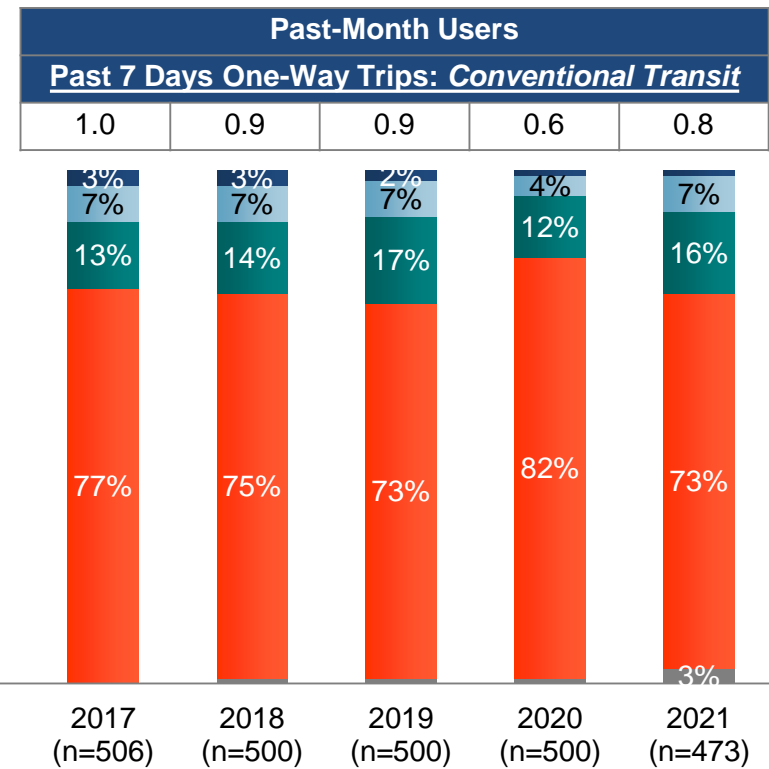
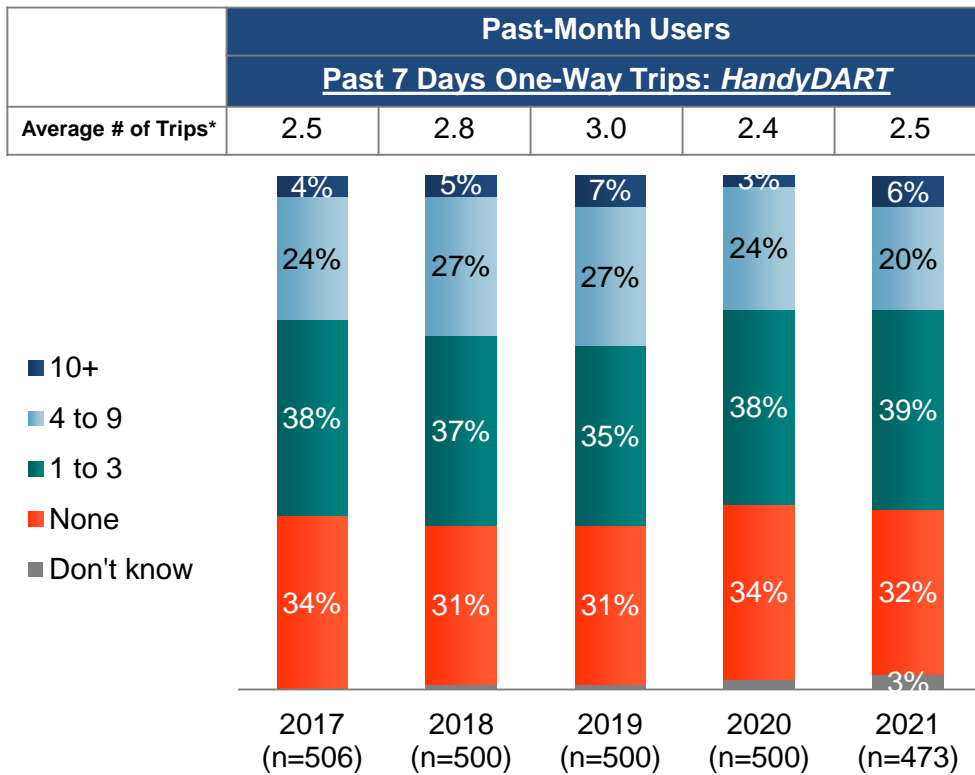
	Past-Month Users				
Average # of Years	4.4	4.7	4.6	4.8	4.5



- On average, past-month HandyDART riders have been using the service for 4.5 years which is in line with the number of years reported since 2017, but remains below the record high of 5.9 years reported in 2015.
- Continuing the trend seen in previous years, Captive riders have been using the HandyDART service on average for longer than Choice riders (4.7 years for Captive riders versus 3.9 years for Choice riders).

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?

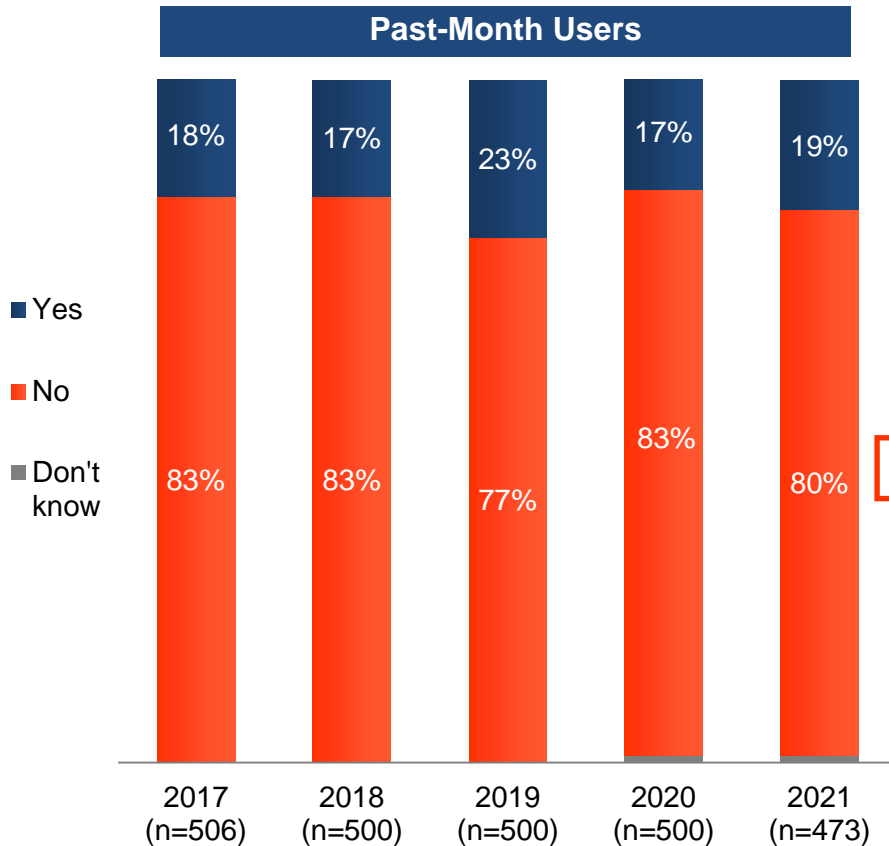


* Average calculated among those who gave a valid response (i.e., excluding don't know).

- Following a significant drop in 2020, past 7 days HandyDART usage among past-month users has stabilized at an average of 2.5 one-way trips. However, the proportion of users who have taken 10+ trips has doubled (6%, compared to 3% in 2020) and the proportion who have taken no trips has declined by 2 pp, an indication that users are tentatively starting to ride more.
- Past week usage is higher among those who use both HandyDART and the taxi service and riders aged 18-44 compared to their counterparts.
- Past-month HandyDART riders also made an average of 0.8 one-way trips on conventional transit, rebounding from a low of 0.6 a year ago.
- This period, there are no significant differences in conventional transit usage between different past-month HandyDART user groups.

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?



Reasons For Not Using HandyDART in Combination With Other Forms of Transit	
Base: Among HandyDART users not currently making combination trips	2021 (n=381)
No need for it (unspecified)	12%
HandyDART takes me directly to my destination	12%
Physical problems/difficulty walking	11%
Other health reasons/impairment affecting mobility	10%
Uses a walker/cane/wheelchair/scooter, etc.	9%
No need to travel far/don't go out much	8%
Only use HandyDART for medical appointments/certain purposes	8%
Problems with connections/bus schedules/time issues	8%
Hip pain or surgery/having knee problem/fractured hip/bad legs	6%
Too difficult/complicated/inconvenient	6%

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

- When using HandyDART, eight-in-ten (80%) past-month HandyDART riders indicate they use HandyDART exclusively, which is similar to last period. Women (85%) are more likely than men (73%) to use HandyDART exclusively.
- Reasons for not using HandyDART with other forms of transit include not needing to, HandyDART taking them directly to destination, physical problems/difficulty walking, and other reasons affecting their mobility.

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)	2021 (n=381)
Mobility Problems (Net)	56%
<i>Need to use a walker/cane/wheelchair/have to wear braces</i>	23%
<i>Can't walk/have trouble walking</i>	16%
<i>Had hip surgery/having knee problems/bad legs</i>	8%
<i>Other illness/pain affecting mobility</i>	8%
<i>Balance issues</i>	4%
<i>Cannot stand for long</i>	3%
<i>I had a stroke</i>	3%
<i>I am an amputee</i>	3%
Visually impaired/blind	5%
My overall health/physical condition (unspecified)	5%
Safety concerns e.g. falling, no one to help with illness in an emergency	5%
I can't travel alone/manage on my own	5%
Prefer HandyDART/door-to-door service/takes me directly to destination	5%
No bus service where I live/too far/not convenient	4%
Mental illness (incl specific mentions)	3%
COVID-19 (Net)	3%

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

- While the proportion of mentions has declined, mobility problems (e.g., the need to use mobility aids, having trouble walking, hip surgery/knee problems/bad legs, other illness/ pain affecting mobility) remain the number one disability aspect mentioned for not using the conventional transit system.
- Mentions of preference for HandyDART and its door-to-door / direct to destination service have also declined (5% in 2021 compared to 12% in 2020).
- A new mention last wave, less HandyDART users provide reasons related to COVID-19 (3% this period, compared to 6% last period).

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.

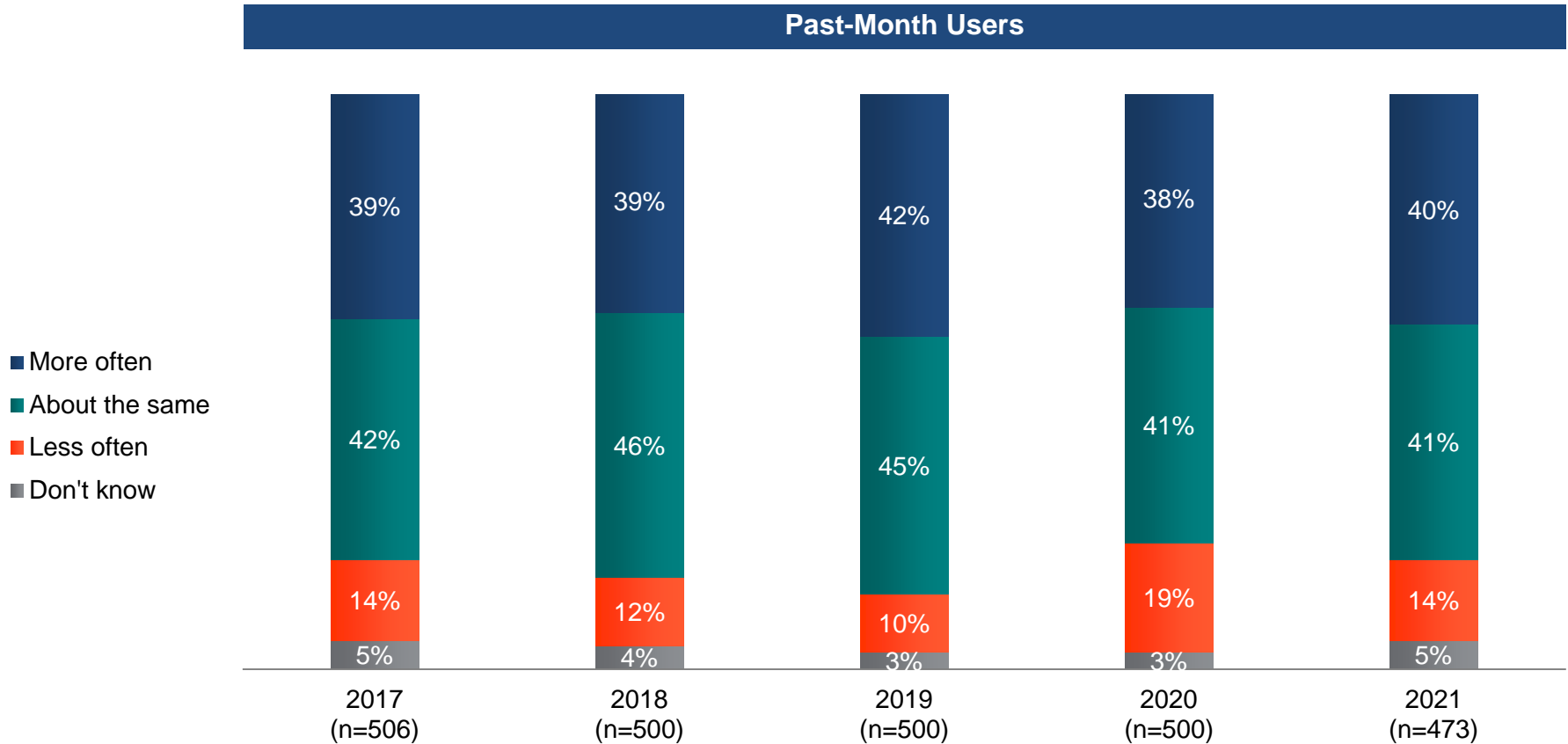
		Municipality/Region of Trip Start						
		Vancouver	Burnaby/ New West	North Shore	Richmond	S.Delta/ Tsaw/Ladner	Surrey/ N.Delta/ Langley/ White Rock	Tri-Cities/Pitt Meadows/ Maple Ridge
Base: Past-month HandyDART users		(n=124)	(n=53)*	(n=21)**	(n=33)**	(n=4)**	(n=158)	(n=62)*
Municipality/Region of Trip End	Vancouver	87%	26%	16%	50%	-	3%	7%
	Burnaby/New West	6%	51%	-	-	-	3%	27%
	North Shore	<1%	10%	85%	-	-	1%	-
	Richmond	4%	-	-	47%	-	1%	2%
	S.Delta/Tsaw/Ladner	-	1%	-	-	25%	-	-
	Surrey/N.Delta/Langley/White Rock	2%	3%	-	3%	75%	88%	7%
	Tri-Cities/Pitt Meadows/Maple Ridge	-	5%	-	-	-	-	58%

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

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

- As in past waves, past-month HandyDART users are most likely 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?



- Same as last period, four-in-ten (41%) past-month HandyDART users indicate they use HandyDART just as often as they did a year ago. Another four-in-ten (40%) say they use it more often which is also similar to 2020 (38%).
- About one-in-seven (14%) past-month HandyDART riders indicate they are using the service less often, a slight decrease from a year ago (19%) but not quite as low as in 2019 (10%). This shift is likely due to users starting to travel more but still with some hesitancy 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	2017 (n=196)	2018 (n=192)	2019 (n=213)	2020 (n=185)	2021 (n=187)
Health is worse/injured within the past year	29%	29%	23%	29%	18%
More medical appointments	27%	21%	20%	13%	15%
Need it now/didn't need before/one year ago	-	8%	12%	11%	13%
Getting out more/going to more places/in a program	14%	9%	13%	7%	11%
COVID-19 (NET)	-	-	-	10%	11%
<i>COVID-19 (general)</i>	-	-	-	8%	6%
<i>Going out less due to COVID-19</i>	-	-	-	2%	5%
It is easy to use/convenient/they help you	4%	8%	13%	21%	7%
Back at work	1%	4%	2%	3%	5%
Unable to take public transit/safer than public transit	1%	7%	3%	6%	4%
Can't drive/no ride/no license	9%	11%	13%	8%	3%
I am more familiar/comfortable with the service	5%	4%	11%	6%	3%

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

- The primary reason for using HandyDART more compared to a year ago continues to be one's health becoming worse even though the proportion of mentions has declined significantly (18% compared to 29% a year ago).
- Mentions that HandyDART is easy to use/ convenient has dropped significantly (7% this period compared to 21% last period but returned to 2018 levels (8%).

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

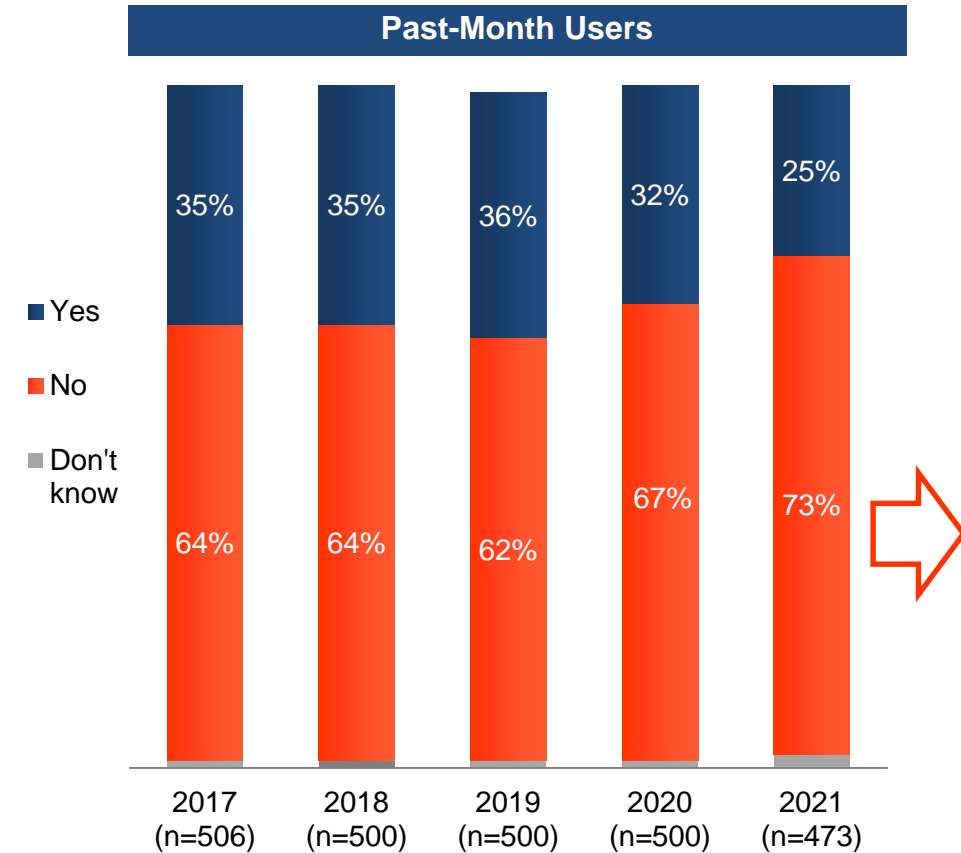
Past-Month Users					
Base: Among past-month HandyDART users that are taking HandyDART less often than a year ago	2017 (n=69)*	2018 (n=58)*	2019 (n=50)*	2020 (n=93)*	2021 (n=64)*
COVID-19 (NET)	-	-	-	56%	28%
<i>COVID-19 (general)</i>	-	-	-	28%	19%
<i>Going out less due to COVID-19</i>	-	-	-	28%	10%
Go out less often/unable to travel/no need to travel	20%	21%	30%	43%	14%
Fewer medical appointments	12%	34%	11%	19%	11%
(Only use for) medical appointments	6%	3%	5%	1%	10%
Health is worse/injured within the past year	13%	4%	10%	3%	7%
Getting out more/going to more places/in a program	4%	4%	2%	-	5%
Back at work	1%	3%	2%	1%	5%
It is not available when I need it/you are on their schedule	3%	1%	-	-	3%
Need it now/didn't need before/one year ago	-	-	5%	2%	3%
It is easy to use/convenient/they help you	-	5%	-	3%	3%

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

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

- Among riders who take HandyDART less frequently compared to a year ago, the top reason is again related to the COVID-19 pandemic, but mentions have declined (28% compared to 56% in 2020). Mentions of going out less / unable to travel / no need to travel have also decreased (14% relative to 43% in 2020) likely as users are tentatively starting to travel more.
- Riders are less likely to mention fewer medical appointments this wave compared to a year ago, as in-person medical appointments, procedures, and operating hours have resumed following initial scaling back due to the COVID-19 pandemic.

QTA1. Do you currently use TaxiSavers?



QTA2. Why do you not currently use TaxiSavers?

Reasons For Not Using TaxiSavers	
Base: Do not currently use TaxiSavers	2021 (n=350)
Never heard of them/not familiar	24%
HandyDART meet my needs	13%
No need/not interested	9%
Use/prefer other means of payment (tickets/compass card/cash)	9%
Too expensive	7%
Don't like using taxis/doesn't meet my needs	6%
I drive/take the bus/have other mode of transportation	6%
Don't go out/travel that much	4%
Have never thought about it/never got around to it	4%
Rarely uses taxi service/not worthwhile	3%

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

- A quarter (25%) of past-month HandyDART users currently use TaxiSavers, a significant drop from a year ago (32%) and the lowest level seen since 2017. Captive riders (29%) continue to be more likely to use TaxiSavers compared to Choice riders (18%).

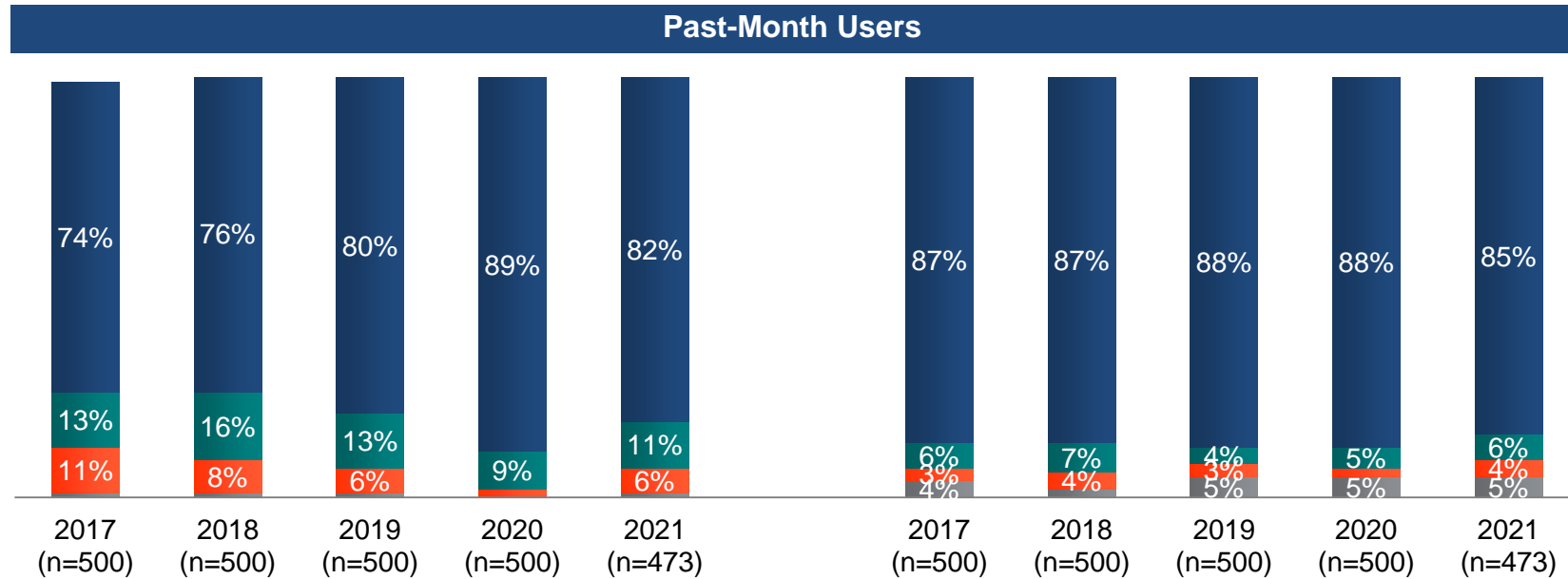
- Among those who are not currently using TaxiSavers, top reasons remain never having heard about them/ not being familiar with them and HandyDART already meeting their needs.

Overall Service and Attribute Ratings: Traditional HandyDART Vehicles



Q4. Based on your own experience, how would you rate the HandyDART service overall?

Q67a. Please rate HandyDART for Value for Money.



	Overall Service				
	Average Score				
Total	8.3	8.4	8.6	9.0	8.7
North of Fraser	8.2	8.3	8.6	9.0	8.7
South of Fraser	8.6	8.5	8.6	9.0	8.7

	Value for Money				
	Average Score				
Total	9.3	9.2	9.3	9.4	9.2
North of Fraser	9.2	9.1	9.3	9.4	9.2
South of Fraser	9.4	9.3	9.4	9.5	9.2

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

- Just over eight-in-ten (82%) past-month HandyDART users award top scores for Overall Service, a significant decline from a year ago (89%), but slightly ahead of 2019 (80%). At 8.7, the average scores are also lower than last year, but not quite back to pre-pandemic levels (8.6 in 2019 compared to 9.0 in 2020).
- Value for Money continues to be highly rated by under nine-in-ten (85%) past-month HandyDART users, and the average score remains strong at 9.2 out of 10, with both metrics being just slightly lower than a year ago.
- Continuing the trend from previous periods, those aged 65+ are more likely to have favourable perceptions for both overall service and value for money. Riders who only use traditional HandyDART service tend to provide higher ratings for Overall Service than those who use a mix of traditional HandyDART and taxi services.

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	2017 (n=376)	2018 (n=385)	2019 (n=398)	2020 (n=445)	2021 (n=387)
Drivers courteous/helpful	48%	42%	48%	50%	48%
Good service (general)	8%	25%	14%	22%	18%
They are reliable/on time/prompt	16%	16%	18%	23%	15%
Satisfied with service/no complaints	11%	14%	28%	20%	10%
Safe drivers	11%	11%	23%	27%	9%
Service is convenient/gets me where I need to go	10%	12%	13%	11%	8%
Drivers have skills to assist/accommodate the handicapped	18%	6%	7%	10%	8%
They come to the door/bus stops are close	17%	11%	13%	8%	7%

Note: Only responses of 7% 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.

- As in previous waves, the main reason past-month HandyDART riders award a high score for Overall Service is drivers being courteous / helpful.
- Mentions of reliable / on time / prompt service (15%, down from 23%), satisfaction with service / no complaints (10%, down from 20%), and safe drivers (9%, down from 27%) have all dropped significantly from a year ago.

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	2017 (n=52)*	2018 (n=39)**	2019 (n=30)**	2020 (n=11)**	2021 (n=29)**
Wait time/I have to wait longer	26%	21%	28%	16%	30%
Arrived late	20%	29%	36%	23%	27%
Problems booking trips	11%	6%	20%	-	12%
The 30-minute window is too long	-	-	-	-	12%
Problems with availability of service	10%	11%	-	-	11%
Booking staff are rude/ not helpful	-	4%	-	-	9%
Buses are uncomfortable/the ride is bumpy	-	5%	6%	10%	8%
Lacks consistency	9%	7%	10%	-	8%
Drivers not courteous/helpful	8%	5%	10%	32%	7%

Note: Only responses of 7% 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.

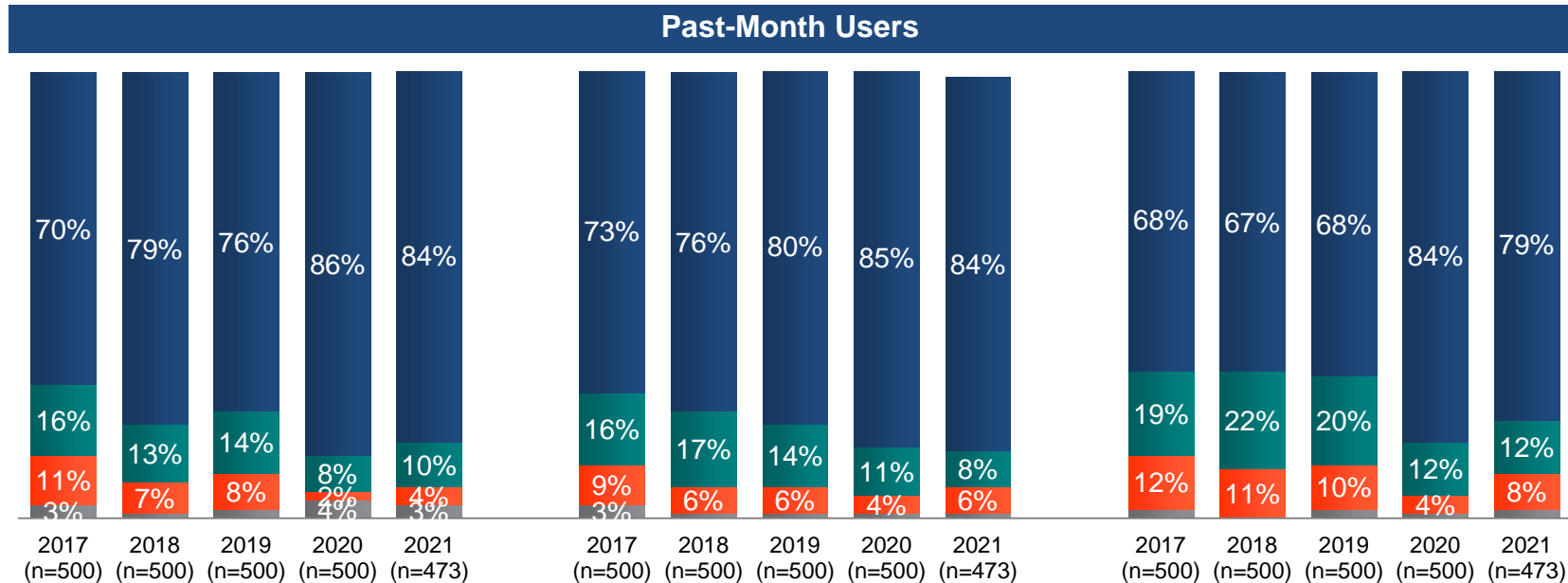
* Small base size (<100), interpret with caution.

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

- Only 29 HandyDART riders gave low scores for Overall Service, but top mentions for these low ratings are wait times and late arrivals. While there were only 11 HandyDART users who provided low scores last wave, the top reason was drivers not being courteous or helpful; the proportion of mentions for this issue are now much lower this period (7%, down from 32% in 2020).

Traditional HandyDART: Ease of Booking, Availability, On-Time, Reliable Service

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?



	Ease of Booking a Trip				
	Average Score				
Total	8.2	8.7	8.5	9.1	8.9
North of Fraser	8.1	8.6	8.4	9.1	9.0
South of Fraser	8.4	8.8	8.6	9.2	8.9

	Availability				
	Average Score				
Total	8.3	8.5	8.6	8.9	8.8
North of Fraser	8.2	8.4	8.6	8.8	8.7
South of Fraser	8.5	8.7	8.7	9.1	9.0

	On-Time & Reliable Service				
	Average Score				
Total	8.0	8.0	8.0	8.8	8.5
North of Fraser	7.8	7.8	7.9	8.7	8.5
South of Fraser	8.4	8.3	8.2	8.9	8.4

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

- Following significant increases in 2020, top ratings for Ease of Booking a Trip (84%) and Availability (84%) have remained relatively stable this year. However, On-Time & Reliable service experienced a significant decline in top scores (79%, down from 84% in 2020). Still, these three key service attributes remain above pre-pandemic levels. Similarly, average scores have also declined slightly but are still higher than before the pandemic.
- As with Overall Service and Value for Money, riders age 65+ tend to provide higher ratings on these attributes as well. In addition, riders of traditional HandyDART service only award higher scores for Ease of Booking and On-time & Reliable Service compared to those who use a mix of traditional HandyDART service and taxi service.

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	2017 (n=53)*	2018 (n=33)**	2019 (n=39)**	2020 (n=12)**	2021 (n=20)**
The lines are busy/put on hold	75%	27%	59%	34%	49%
Not convenient/difficult to book	-	-	20%	26%	5%
They put you on a waiting list	-	-	12%	8%	2%
The operators are not well trained/do not know how to do it	-	3%	5%	17%	1%
Problems booking specific routes/distance	2%	-	-	30%	-
Have to book too far in advance	-	2%	11%	15%	-
Unable to reserve required time/not enough vehicles	10%	21%	22%	8%	-
The operators are rude/impatient	6%	2%	2%	7%	-
They could only take me one way	2%	-	-	6%	-
Other	-	64%	8%	10%	18%
No reason in particular	-	-	-	-	25%
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.

- Only 20 past-month HandyDART riders provided low ratings for Ease of Booking and the top reason for these scores is that the lines were busy / they were put on hold.

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	2017 (n=19)**	2018 (n=19)**	2019 (n=10)**	2020 (n=9)**	2021 (n=11)**
Time					
AM (Before Noon)	60%	52%	21%	21%	22%
Afternoon (Noon to 5PM)	17%	25%	10%	46%	48%
Evening (After 5PM)	12%	15%	27%	-	10%
Not stated/don't know	11%	8%	41%	33%	20%
Location					
Richmond	4%	-	24%	9%	23%
Vancouver	38%	12%	10%	25%	20%
Burnaby	6%	8%	-	26%	10%
White Rock	-	-	-	-	8%
Coquitlam	5%	-	-	-	7%

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.

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

- Among the 11 past-month HandyDART users who provided low scores of Availability, afternoons between Noon to 5pm continues to be the most common time that they experienced an Availability issue.

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	2017 (n=55)*	2018 (n=56)*	2019 (n=50)*	2020 (n=18)**	2021 (n=37)**
Time					
AM (Before Noon)	35%	37%	34%	10%	37%
Afternoon (Noon to 5PM)	43%	38%	39%	52%	35%
Evening (After 5PM)	11%	11%	12%	13%	10%
Location					
Vancouver	19%	18%	15%	37%	28%
Surrey	12%	11%	20%	-	14%
Richmond	5%	5%	9%	4%	12%
Burnaby	12%	4%	4%	17%	6%
How late?					
<30 minutes late	32%	27%	29%	33%	27%
30 minutes to <1 hour	18%	27%	28%	27%	33%
1 hour +	29%	33%	30%	27%	32%
Don't know	21%	13%	13%	13%	8%

Note: Only responses of 6% 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.

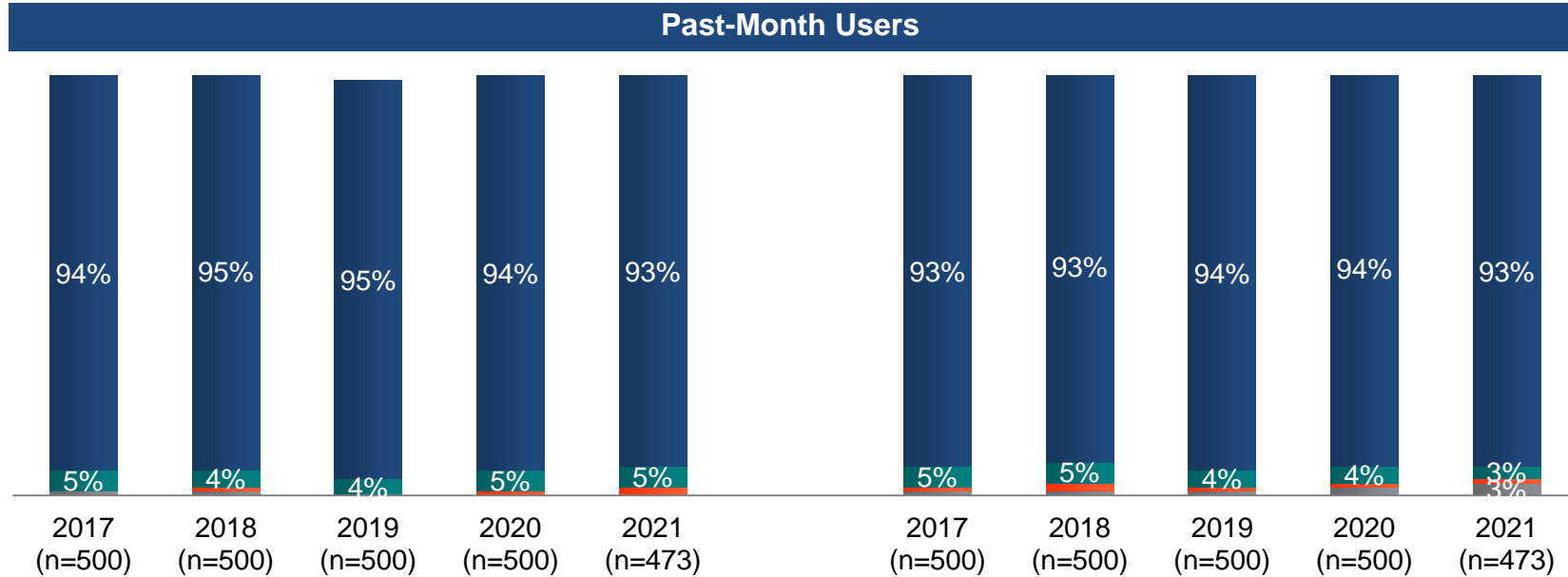
* Small base size (<100), interpret with caution.

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

- Mornings (before Noon) and afternoons (Noon to 5 pm) are almost equally common times of days when issues related to On-Time & Reliable Service arise according to the 37 past-month HandyDART riders who gave low ratings for this attribute.
- Similar to previous periods, most users experiencing a delay had to wait 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?



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

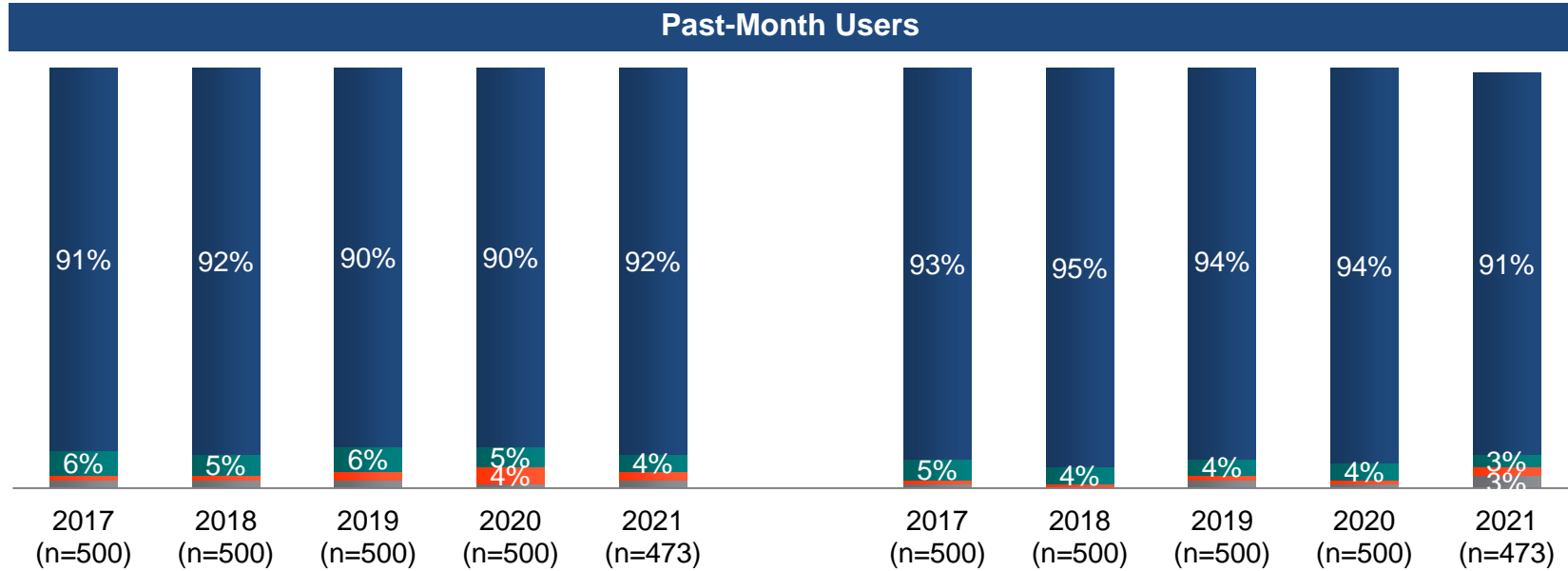
	Assisting Passengers with a Physical Disability				
	Average Score				
Total	9.4	9.4	9.5	9.4	9.4
North of Fraser	9.3	9.3	9.5	9.3	9.4
South of Fraser	9.5	9.5	9.5	9.6	9.4

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

- Courteous, Competent and Helpful drivers and Assisting Passengers with a Physical Disability continue to be awarded top scores by more than nine-in-ten past-month HandyDART riders (93% for both attributes). Unchanged from last year, the average scores for both service attributes continues to be strong at 9.4 out of 10.
- Riders aged 65+ are also more likely to award 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.



	Cleanliness & Good Repair				
	Average Score				
Total	9.2	9.3	9.3	9.1	9.3
North of Fraser	9.2	9.3	9.2	9.0	9.3
South of Fraser	9.2	9.3	9.4	9.4	9.2

	Feeling Safe From Injury				
	Average Score				
Total	9.4	9.4	9.4	9.4	9.4
North of Fraser	9.3	9.4	9.4	9.3	9.3
South of Fraser	9.5	9.5	9.4	9.6	9.5

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

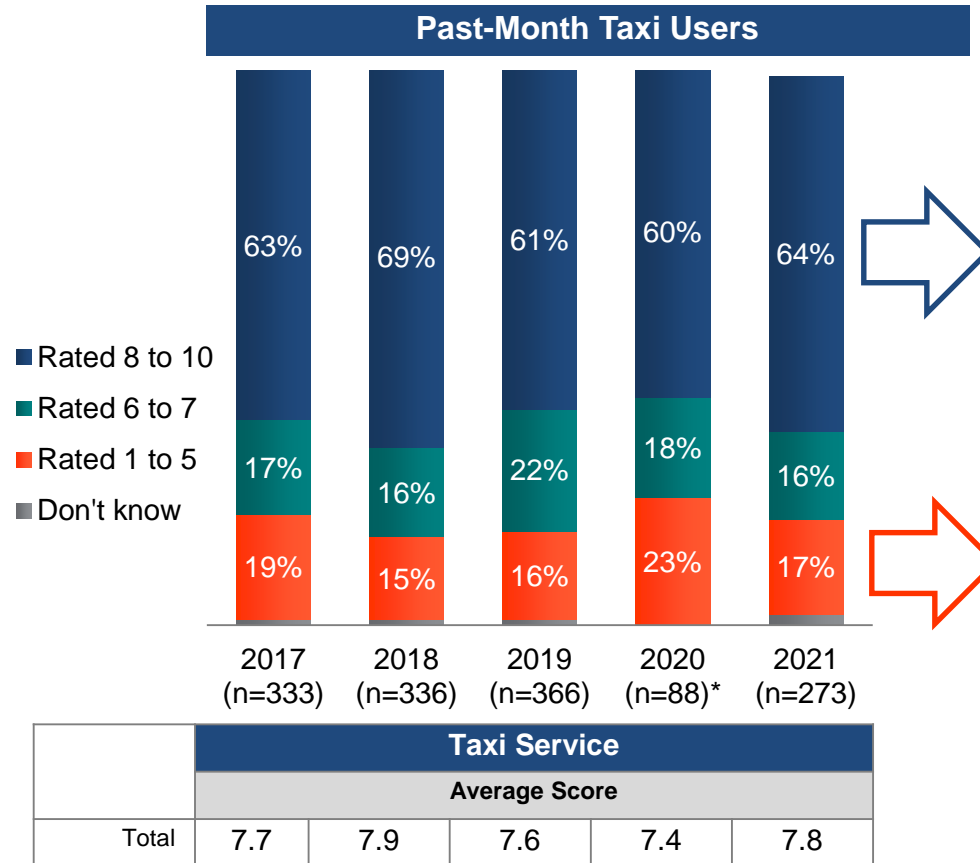
- With over nine-in-ten past-month HandyDART riders awarding top ratings to Cleanliness & Good Repair (92%) and Feeling Safe From Injury (91%), scores for these service attributes continue to be strong even if Feeling Safe From Injury has declined directionally. Still the average score for Feeling Safe From Injury remains unchanged at 9.4 for the 5th year in a row while the average score for Cleanliness & Good Repair is back to pre-pandemic levels (9.3).
- HandyDART users aged 65+ are more likely to provide high ratings for 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?



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	2021 (n=176)
Prompt/on time	21%
Good service (gen)	21%
Polite/courteous/good attitude	19%
Cooperative/helpful	15%
Prefer HandyDART	9%

Note: Only responses of 9% and above are shown.

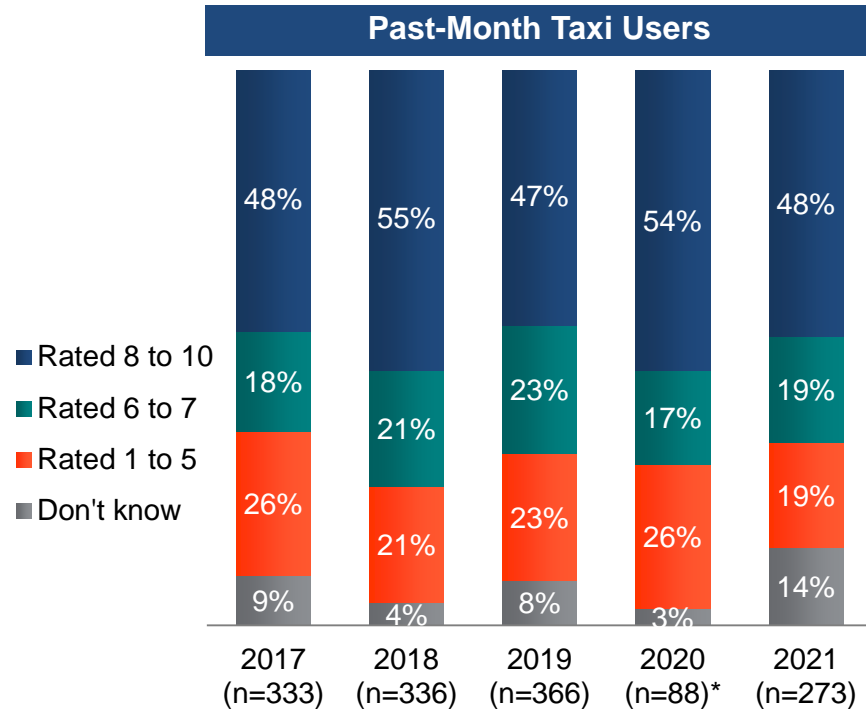
Base: Among those rating Taxi Service 1 to 5	2021 (n=50)*
Uncooperative/not helpful	35%
Rude/condescending/bad attitude	26%
Not well trained (not familiar with the routes, don't know how to secure wheel chairs properly, etc.)	25%
They don't come to the door/walk me to the door	14%
Do not drive safely/drive too fast	13%
Not on time/late/long wait times	12%
Bad communication/doesn't keep client informed	10%

Note: Only responses of 10% and above are shown.
 * Small base size (<100), interpret with caution.

- As HandyDART users start to travel more and demand for HandyDART resumes, the proportion of service required to be delivered by taxi also increases and thus the sample of taxi users has increased this year (n=273) but has not reached the same level as pre-pandemic.
- Overall Taxi Service is awarded top scores from over six-in-ten (64%) past-month Taxi users, which is slightly higher than a year ago (60%) but still lower than the peak of 69% in 2018. The average score has also rebounded to 7.8 out of 10 from a low of 7.4 last wave.
- Among those awarding high scores for Overall Taxi Service, being prompt/ on time, general good service 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 being uncooperative / not helpful, having a rude / condescending attitude, and not being well trained were the most commonly mentioned reasons.

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?



Skills Assisting Physically Disabled					
	Average Score				
Total	7.1	7.4	7.1	7.3	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.

Base: Among those rating Taxi Driver's Skills 1 to 5	2021 (n=54)*
They don't extend help/assistance to patients	55%
They did not know how to look after the patients	22%
They are rude/not friendly/ impatient	14%
Poor driving skills	9%
Do not provide door-to-door service	7%
Not familiar with the route/location	4%
Other	11%
Nothing	4%
No reason in particular	8%
Don't know/not stated	7%

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

- Among Taxi riders providing low scores for Skills in Assisting the Physically Disabled, not extending help/ assistance to patients continues to be the top mention for these lower scores.

- Taxi drivers' Skills Assisting Physically Disabled passengers receive top scores from just under half (48%) of taxi users, declining back down to 2019 levels (47%) after reaching 54% in 2020. Still, the average score was maintained at 7.4 out of 10 due to a smaller proportion providing low scores (19%, compared to 26% in 2020).

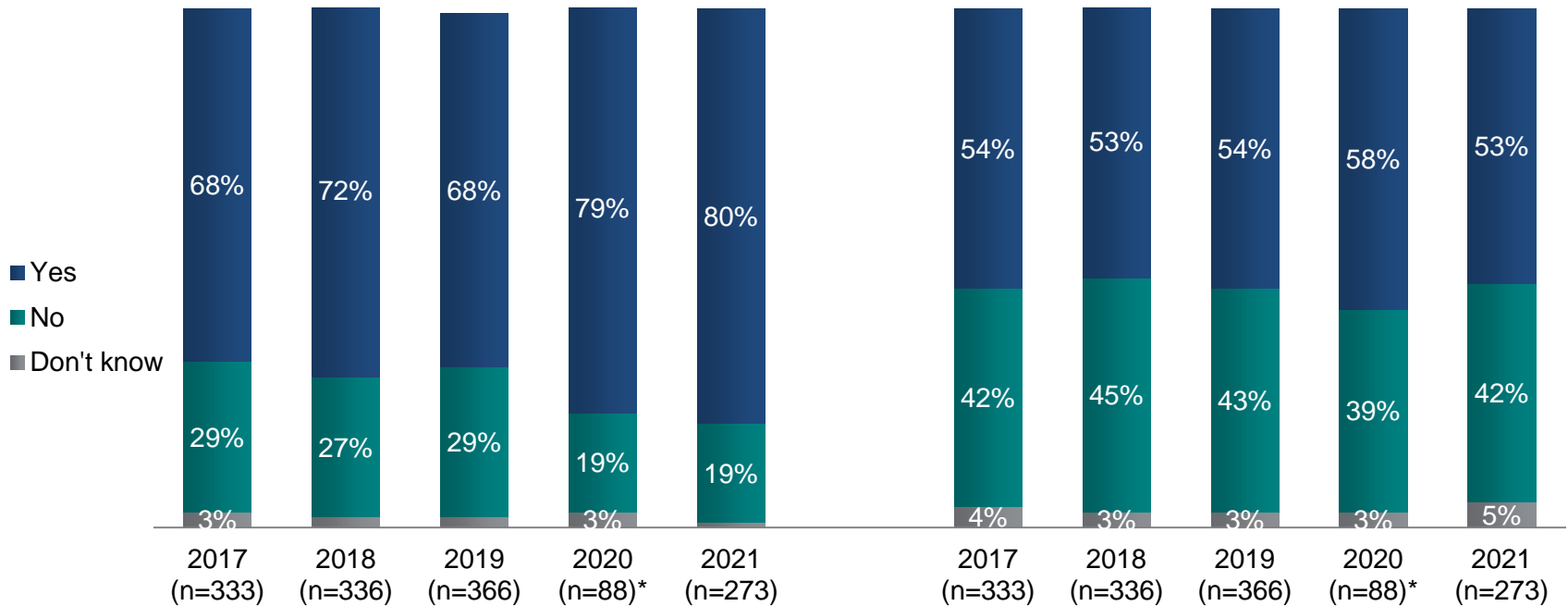
Qt5. Did the taxi driver give you door-to-door service?

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

Past-Month Taxi Users

Gave Door-To-Door Service

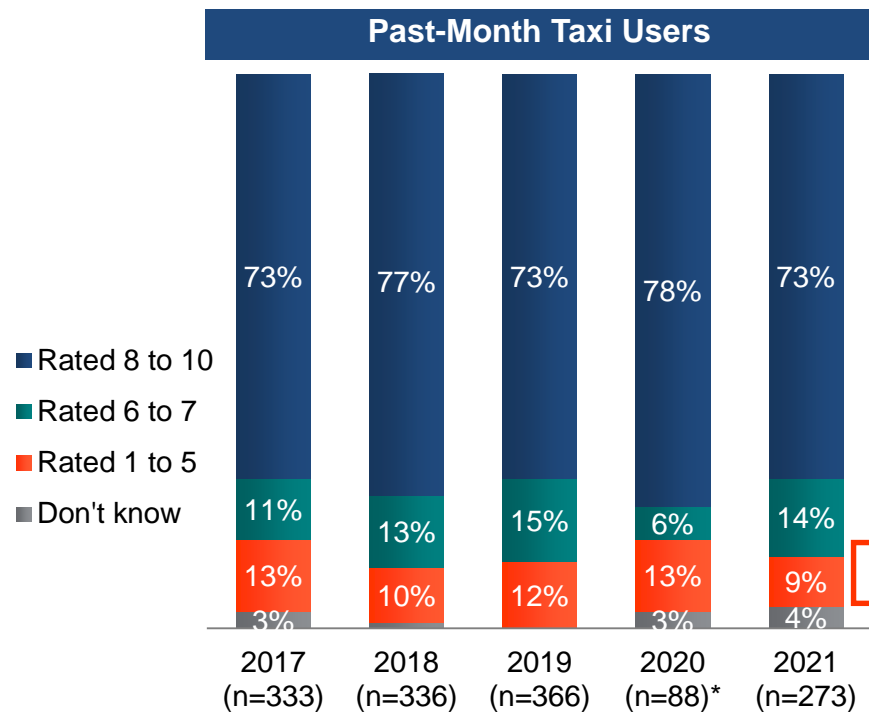
Ensured Seatbelt Secured



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

- Similar to a year ago, eight-in-ten (80%) past-month Taxi riders say that the taxi driver Gave Door-to-Door Service, maintaining the significant increase seen last wave.
- Returning to pre-pandemic levels, just over half (53%) of past-month Taxi users indicate that the taxi driver ensured their seatbelt was secure before departing.

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



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

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 On-Time & Reliable Service are awarded by just under three-quarters (73%) of past month Taxi riders, a return to pre-pandemic levels (73% in 2019) after reaching a high of 78% a year ago. Still, the average score is similar (8.3 out of 10 compared to 8.2 in 2020).

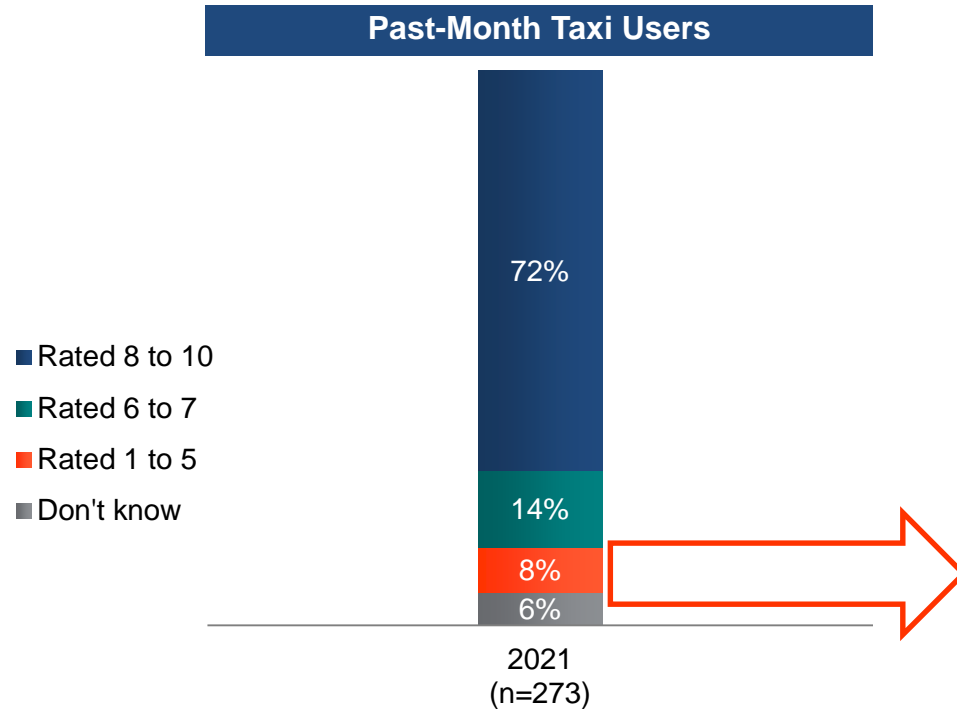
Q4ta. At what date, time and location was the service not on time, and how late was it?

Base: Among those rating On-Time, Reliable Service 1 to 5	2021 (n=26)**
Time	
AM (Before Noon)	8%
Afternoon (Noon to 5PM)	28%
Evening (After 5PM)	8%
Location	
Vancouver	22%
Port Moody	13%
Surrey	12%
Coquitlam	10%
Richmond	8%
How late?	
<30 minutes late	12%
30 minutes to <1 hour	35%
1 hour +	12%
Don't know	41%

** Very small base size (<50), interpret with extreme caution.
 Note: Only responses of 8% and above are shown for Location in current year.

- While a small number of Taxi riders give low scores for On-Time & Reliable Service, issues tend to occur more in the afternoon and wait times tend to be less than 1 hour.

T70a. Please rate ... feeling safe while travelling in a taxi that HandyDART provided during the COVID Pandemic.



Feeling Safe in Taxi During COVID	
Average Score	
Total	8.4

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

- A new question this wave asked past-month Taxi riders if they Felt Safe in the Taxi during COVID. Over seven-in-ten (72%) provided top scores for this attribute, resulting in an average score of 8.4 out of 10.

T70b. Why did you not feel safe?

Base: Among those rating Feeling Safe in Taxi During COVID 1 to 5	2021 (n=23)**
Drivers do not wear masks/COVID-19 safety precautions not being followed	28%
Not helpful/not strap properly	25%
Too fast driving speed	21%
Poor driving/unsafe driving	11%
Do not feel safe in general	10%
Other	28%
No reason in particular	10%
Don't know/not stated	5%

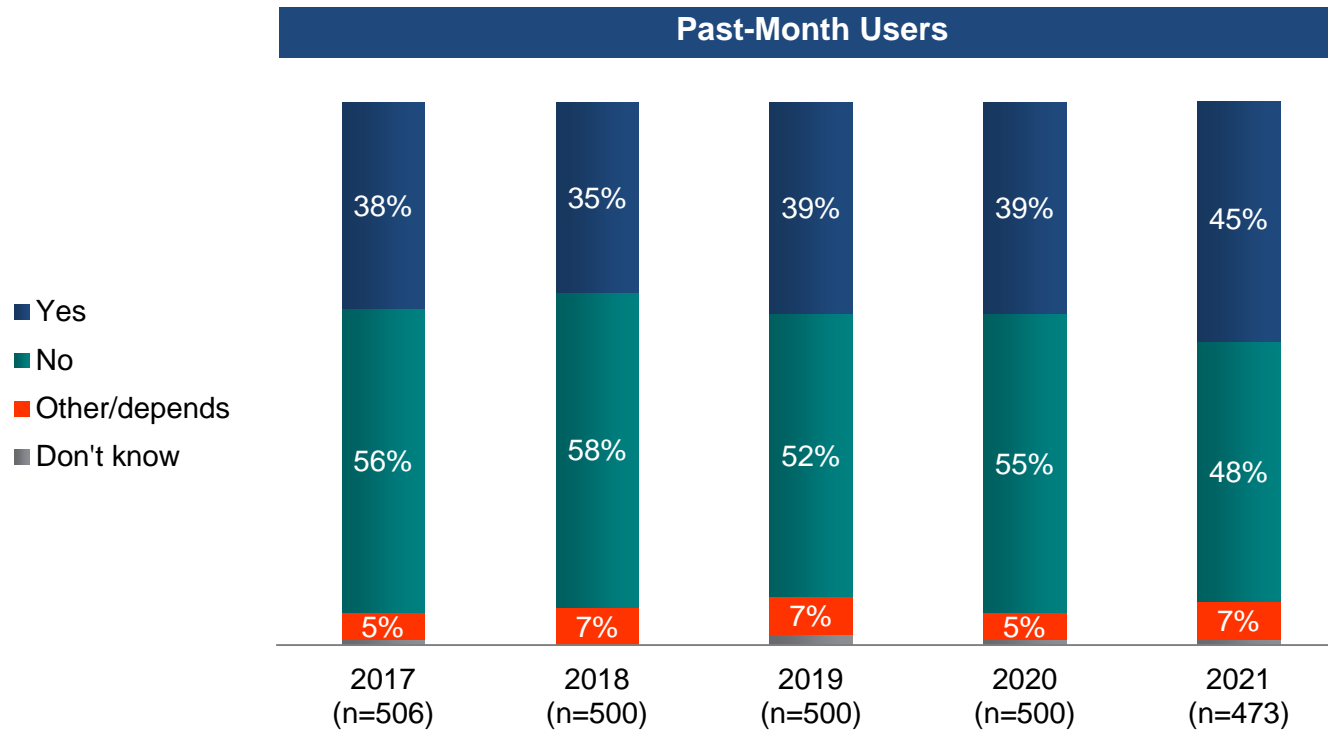
** Very small base size (<50), interpret with extreme caution.

- Among the small number of past-month Taxi users who provided low scores for Feeling Safe in Taxi During COVID, the top reason provided for these low scores is drivers not wearing masks / COVID-19 safety precautions not being followed. All other reasons were not specifically related to COVID, but more to physical safety and the driver's driving.

Trip Booking

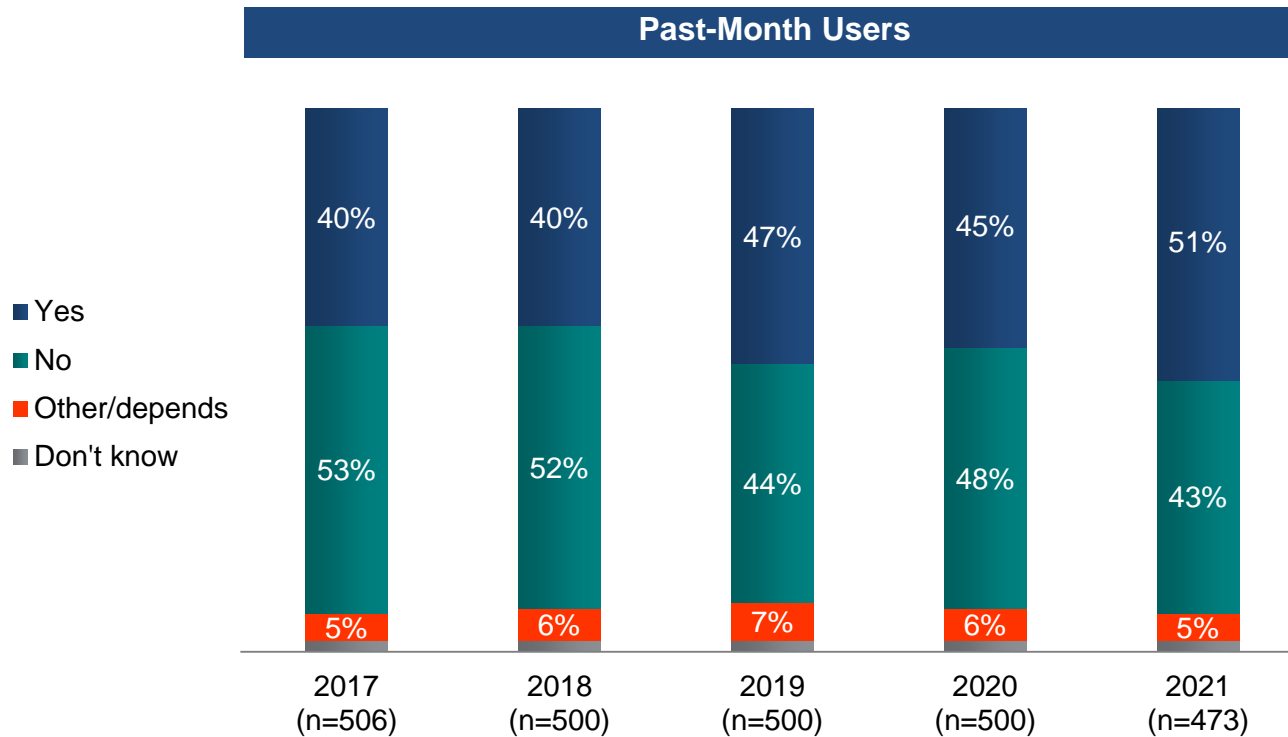


Q19. Would you be likely to book your HandyDART trips through the Internet, using your computer, or smartphone, if that option was available?



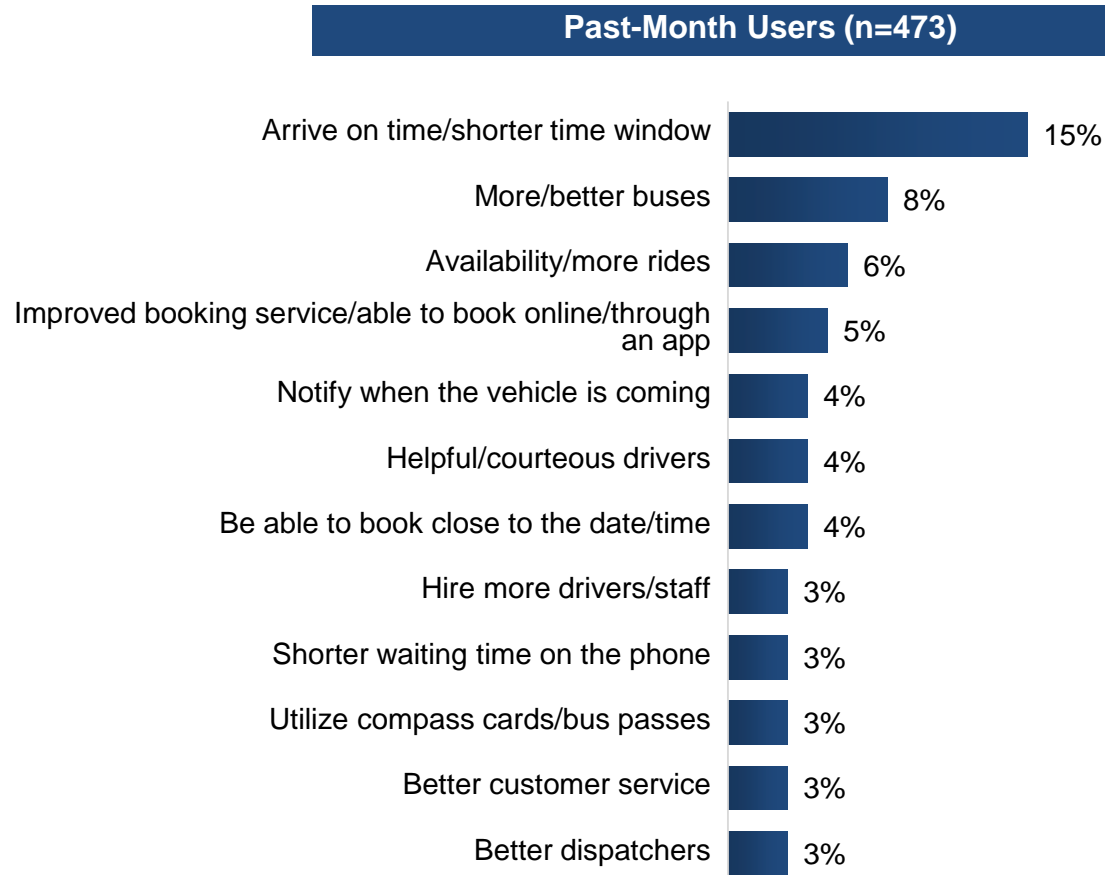
- Under half (45%) of past-month HandyDART riders indicate that would be likely to book their HandyDART trips through the Internet, a directional increase from a year ago (39%) and reaching an all time high. This increase may be influenced by changing consumer behaviours due to the pandemic and increasing comfort levels with using the Internet for purchases and reservations in general.
- Riders under the age of 65, Choice riders, and riders from South Fraser are more likely to be open to the idea of online booking compared to their counterparts.

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?



- Similar to an online booking system, the proportion of past-month HandyDART riders who would be interested in using a smartphone application to track their arriving HandyDART or taxi vehicle has increased directionally to reach a high of 51% this wave (compared to 45% last wave).
- Riders under the age of 65, Choice riders, riders from South Fraser, and riders who use a mix of traditional HandyDART service and taxi service are more likely to be interested in using a mobile tracking app compared to their counterparts.

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



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

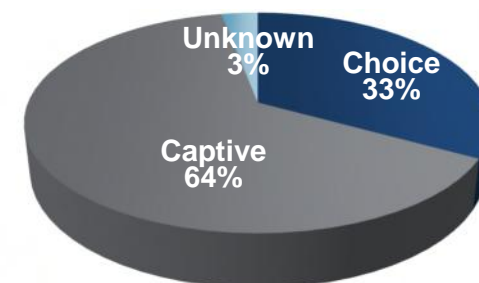
- As in past waves, past-month HandyDART riders are most likely to mention on-time arrivals / shorter time windows (15%) in order to improve HandyDART service, followed by having more / better busses (8%).
- Just over one quarter (26%) do not provide any suggestions for improvement.

Customer Profiles



	Total	Choice	Captive
Base: Among past-month users	(n=473)	(n=159)	(n=299)
Average past week trips	2.5	2.9	2.3
Overall Service Ratings (% Rating 8, 9 or 10)	8.7	8.6	8.8
Age			
18 to 24	4%	9%	1%
25 to 34	7%	12%	5%
35 to 44	9%	12%	7%
45 to 54	14%	17%	12%
55 to 64	29%	28%	30%
65 to 74	27%	19%	30%
75 to 80	9%	5%	12%
80+	1%	<1%	2%
Education			
Some high school or less	11%	9%	12%
Graduated high school	27%	32%	26%
Vocational/college/technical	27%	23%	28%
Some university	8%	9%	7%
Graduated university	24%	24%	24%
Don't know/not sure	4%	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.
- Just over six-in-ten (64%) past-month HandyDART users are considered Captive riders, which is similar to a year ago (62%) while one-third (33%) are classified as Choice riders.
- Captive riders are more likely to be over 65 years of age, have lower income (<\$40K), and live in Vancouver. Choice riders are more likely to be under 35, have higher income (>\$40K), and live in Surrey/North Delta/Langley/White Rock.

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.

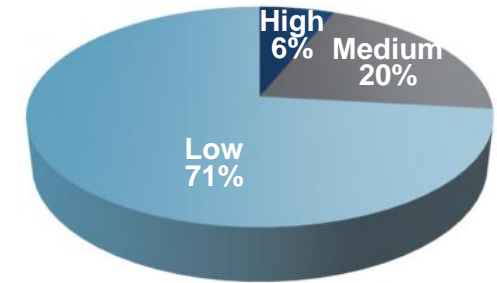
	Total	Choice	Captive
Base: Among past-month users	(n=473)	(n=159)	(n=299)
Gender			
Female	62%	63%	61%
Male	34%	35%	34%
Nonbinary/Gender fluid	<1%	1%	-
Prefer not to say/don't know/not sure	3%	1%	5%
Household Income			
<\$40K	56%	35%	66%
\$40K to <\$80K	16%	24%	12%
\$80K or more	5%	10%	3%
Don't know/not sure	24%	30%	19%
Region			
Surrey/North Delta/Langley/White Rock	34%	46%	29%
Vancouver	31%	17%	37%
Burnaby/New Westminister	12%	7%	14%
Coquitlam/Port Coquitlam/Port Moody/ Pitt Meadows/Maple Ridge	11%	14%	9%
Richmond/South Delta/Tsawwassen/Ladner	8%	10%	7%
North Vancouver/West Vancouver	5%	4%	5%

 Significantly higher than the other rider group

Customer Profile – Low, Medium & High Frequency Users (2021)

	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=473)	(n=334)	(n=95)*	(n=29)**
Average past week trips	2.5	1.0	5.4	12.0
Overall Service Ratings (% Rating 8, 9 or 10)	8.7	8.7	8.6	8.7
Age				
18 to 24	4%	2%	4%	25%
25 to 34	7%	6%	7%	14%
35 to 44	9%	10%	7%	7%
45 to 54	14%	13%	21%	5%
55 to 64	29%	29%	31%	26%
65 to 74	27%	30%	19%	18%
75 to 80	9%	10%	10%	-
80+	1%	1%	-	<1%
Education				
Some high school or less	11%	10%	10%	19%
Graduated high school	27%	28%	20%	37%
Vocational/college/technical	27%	26%	33%	12%
Some university	8%	9%	5%	<1%
Graduated university	24%	23%	24%	29%
Don't know/not sure	4%	3%	8%	4%

Significantly higher than the other rider group(s)



Low Frequency Users:

- HandyDART riders made an average of 2.5 trips with HandyDART in the past seven days, with seven-in-ten (71%) riders making 3 or fewer HandyDART trips. These riders are classified as Low Frequency Users, and represent a similar proportion of riders compared to a year ago (72%).


Medium Frequency Users:

- One-in-five (20%) riders are considered Medium Frequency users, making between 4 to 9 HandyDART trips in the past seven days. Unchanged from a year ago, they made an average of 5.4 HandyDART trips in the past week.

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

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

	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=473)	(n=334)	(n=95)*	(n=29)**
Gender				
Female	62%	65%	57%	43%
Male	34%	32%	36%	53%
Nonbinary/Gender fluid	<1%	-	1%	-
Prefer not to say/don't know/not sure	3%	3%	5%	4%
Household Income				
<\$40K	55%	59%	49%	36%
\$40K to <\$80K	16%	15%	19%	18%
\$80K or more	5%	4%	8%	14%
Don't know/not sure	24%	22%	24%	32%
Region				
Surrey/North Delta/Langley/White Rock	34%	33%	33%	55%
Vancouver	31%	31%	34%	13%
Burnaby/New Westminster	12%	13%	9%	6%
Coquitlam/Port Coquitlam/Port Moody/ Pitt Meadows/Maple Ridge	11%	11%	11%	11%
Richmond/South Delta/Tsawwassen/ Ladner	8%	8%	7%	10%
North Vancouver/West Vancouver	5%	4%	5%	5%

 Significantly higher than the other rider group(s)

High Frequency Users:

- High Frequency users represent 6% of riders, making 10 or more HandyDART trips in a week, returning to pre-pandemic levels (7% in 2019) after dropping to 3% in 2020. They made an average of 12 HandyDART trips in the past seven days.

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

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

Appendix: Questionnaire



HandyDART Customer Service Performance Survey 2021

CHANGES Oct, 2021

IMPORTANT:

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

By mode (T1A):

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

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

By Region (QSA2b):

INDEX 1. Past Month (Regular HandyDART) - North of the Fraser River (n= 250)

INDEX 2. Past Month (Regular HandyDART) - South of the Fraser River (n= 250)

NOTE:

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

[INTRO:]

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

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

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

(INTERVIEWER: IF RESPONDENT IS INCAPABLE 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 excluding any TaxiSaver trips that you may have taken.

[IF NECESSARY] - 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 604-953-3648. 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 Westminister
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 Westminister

South of Fraser

Richmond

Surrey
Langley
Aldergrove
White Rock
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 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]

[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 IRRITIATED BY THE MULTIPLE PROMPTS OR THEY SPECIFICALLY 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 – 2021]

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

[ASK ALL]

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

[1-10]

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

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

SPECIFY REASON [OPEN END]

NO REASON IN PARTICULAR

[ASK ALL]

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 SPECIFICALLY 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 – 2021]

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 and the extra covid-related cleaning provided by the HandyDART program, on a scale of one to ten, where "ten" means "excellent" and "one" means "very poor")

[1-10]

[ASK 70b IMMEDIATELY IF 70a = 1-5, OTHERWISE SKIP TO NEXT QUESTION IN RANDOMIZED SERIES]

70b. 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 by taxi. As a reminder, this would exclude 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~~ QT70A]

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 IRRITIATED BY THE MULTIPLE PROMPTS OR THEY SPECIFICALLY 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~~ QT70A)

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 2009-2021]

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]

QT70a. Please rate... Feeling safe while travelling in a taxi that HandyDART provided during the COVID Pandemic. RECORD NUMBER) (READ IF NECESSARY: Thinking about your personal protection and the extra covid-related cleaning provided by the taxi company, on a scale of one to ten, where "ten" means "excellent" and "one" means "very poor")

[1-10]

[ASK QT70b IMMEDIATELY IF QT70a = 1-5, OTHERWISE SKIP TO NEXT QUESTION]

QT70b. Why did you not feel safe? (DO NOT READ LIST. PROBE UP TO TWO TIMES)

SPECIFY REASON [OPEN END]

NO REASON IN PARTICULAR

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 picks you up and drops 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: 604-953-3648. 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

Q24. On a scale of zero to ten, where "0" means "Not at all likely" and "10" means "Extremely likely", how likely are you to recommend the services provided by HandyDART to family, friends or colleagues?

[READ SCALE IF NECESSARY. READ NOTE IF NECESSARY: "This is different from the other scale questions you have answered, as the scale starts at 0 rather than 1"]

0 – Not at all likely

1

2

3

4

5

6

7

8

9

10 – Extremely likely

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 INTERRUPTED, 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 INTERRUPTED, 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)

Q20 I know we have been speaking for a while, however I do not want to assume your gender, so would you please share with me your gender?
[READ] The options are female, male, nonbinary/gender fluid, or would you prefer not to say.

Female

Male

Nonbinary/Gender fluid

Other [DO NOT READ]

Prefer not to say

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.