

# 2022 CUSTOMER SERVICE PERFORMANCE

NOVEMBER 2022  
HANDYDART

Report

2023-02-10

© 2022 Ipsos. All rights reserved. Contains Ipsos' Confidential and Proprietary information and may not be disclosed or reproduced without the prior written consent of Ipsos.



# Table of Contents

Objectives & Methodology	3
Executive Summary	5
Summary of Findings	9
Trends in Transit Usage	9
Overall Service & Attribute Ratings	19
Overall Service & Attribute Ratings – Traditional HandyDART Vehicles	26
Overall Service & Attribute Ratings – Taxi	29
Trip Booking	35
Customer Profiles	39
Appendix – Survey Questionnaire	44





# Objectives

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.



# Methodology

Ipsos conducted **500** telephone interviews between October 24 to November 6, 2022, with customers aged 18 or older. To maximize participation, Ipsos sent a letter to customers that built awareness and customer reception.

In 2022, Ipsos surveyed **107** past-month traditional HandyDART vehicle *only* users and **393** past-month traditional HandyDART vehicle & taxi users. 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 2021 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
<b>TOTAL</b>	<b>500</b>	<b>± 4.4%</b>	<b>±6.2 percentage points</b>

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 prior years' data and interpretation requires caution.



# Executive Summary (1/3)

## OVERALL TREND



- The increased ridership frequency impacted some key attributes. Specifically, top ratings for Ease of Booking, Availability, and On-Time, Reliable Service all declined significantly this year. Results also indicate that some users are experiencing longer wait times and late arrivals.
- Past-month HandyDART riders have been using the service for an average of 5.1 years, which is up from 4.5 in 2021, but continues to be lower than the record high of 5.9 years reported in 2015.
- Past 7-day HandyDART usage is also up from a year ago (3.3 in 2022 compared to 2.5 in 2021). Consistent with this shift, the proportion of riders who have taken 10+ trips in the past 7 days has increased significantly (10% in 2022 relative to 6% in 2021) as has the proportion of users who have taken 4 to 9 trips (29% in 2022, compared to 20% in 2021). Furthermore, the proportion of riders who indicate they use the service less often for only 1 to 3 trips in the past 7 days, has declined (34% in 2022 relative to 39% in 2021). These shifts are a clear indication that riders are returning to HandyDART.
- The proportion of past-month riders who only use the HandyDART service (not in combination with other transit) is also up significantly (86% in 2022, relative to 80% in 2021). Those not using HandyDART in combination with other forms of transit do so mainly because: 1) they have other health impairments, 2) it takes them directly to the destination or 3) they have no need to travel far. As seen in past waves of this survey, riders typically start and end their HandyDART trips within the same municipality/region.



# Executive Summary (2/3)

## HANDYDART SERVICE



- Overall Service receives top scores (of 8 or higher out of 10) from nearly eight-in-ten (79%) past-month HandyDART users, a slight decline from 82% in 2021 which continues a downward trend from 89% in 2020. The average score is 8.5, which is also lower than 2021 (8.7) and 2020 (9.0).
- Top ratings for three attributes dropped significantly: Availability (78%, down from 84% in 2021), On-Time, Reliable Service (73%, down from 79% in 2021), and Ease of Booking (72%, down from 84% in 2021).
- The main reason for riders' high scores (of 8-10) is the courteousness of the driver. The main reason for lower ratings is wait time.
- Top ratings for all other service attributes, stayed relatively consistent with last year.
- Top suggestions for improvement in service are: Better on-time arrival/shorter time window and improve the booking system.

## TAXI SERVICE

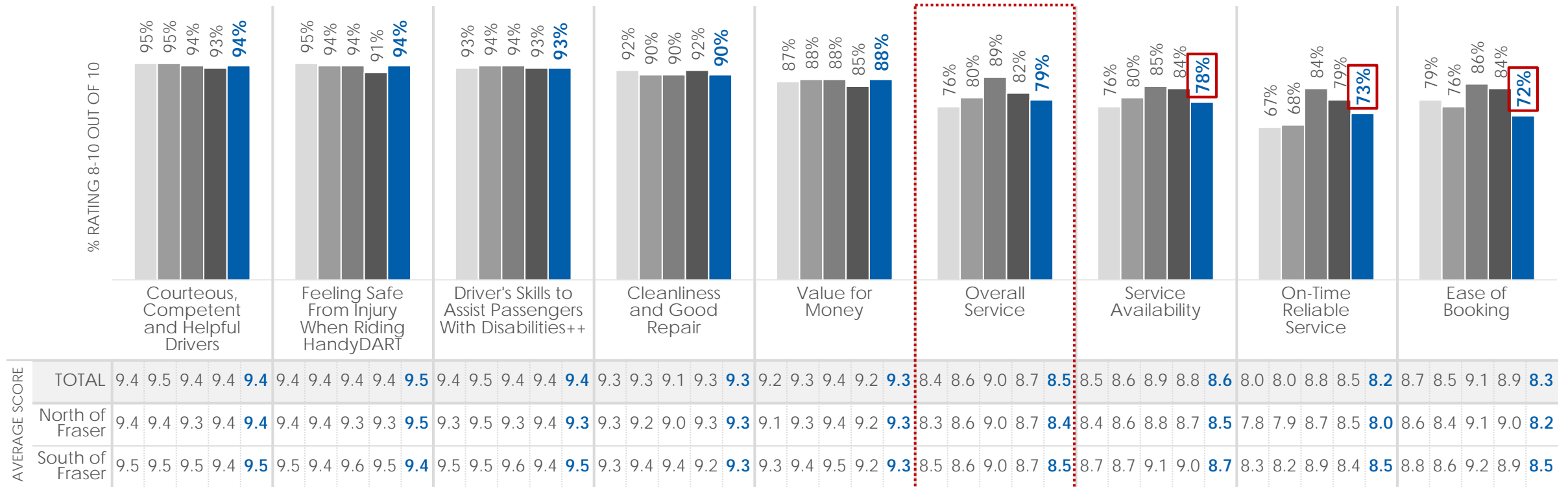


- As in previous waves, past-month HandyDART riders rate the Taxi service lower than the traditional HandyDART service. Overall Taxi Service receives top scores from nearly two-thirds (65%) of riders, which is consistent with 2021 (64%), but still below the peak of 2018 (69%). The average score dropped slightly to 7.6 from 7.8 in 2021.

# Executive Summary (3/3)

## PERFORMANCE ON HANDYDART ATTRIBUTES (AMONG PAST-MONTH HANDYDART USERS+)

■ 2018 ■ 2019 ■ 2020 ■ 2021 ■ 2022



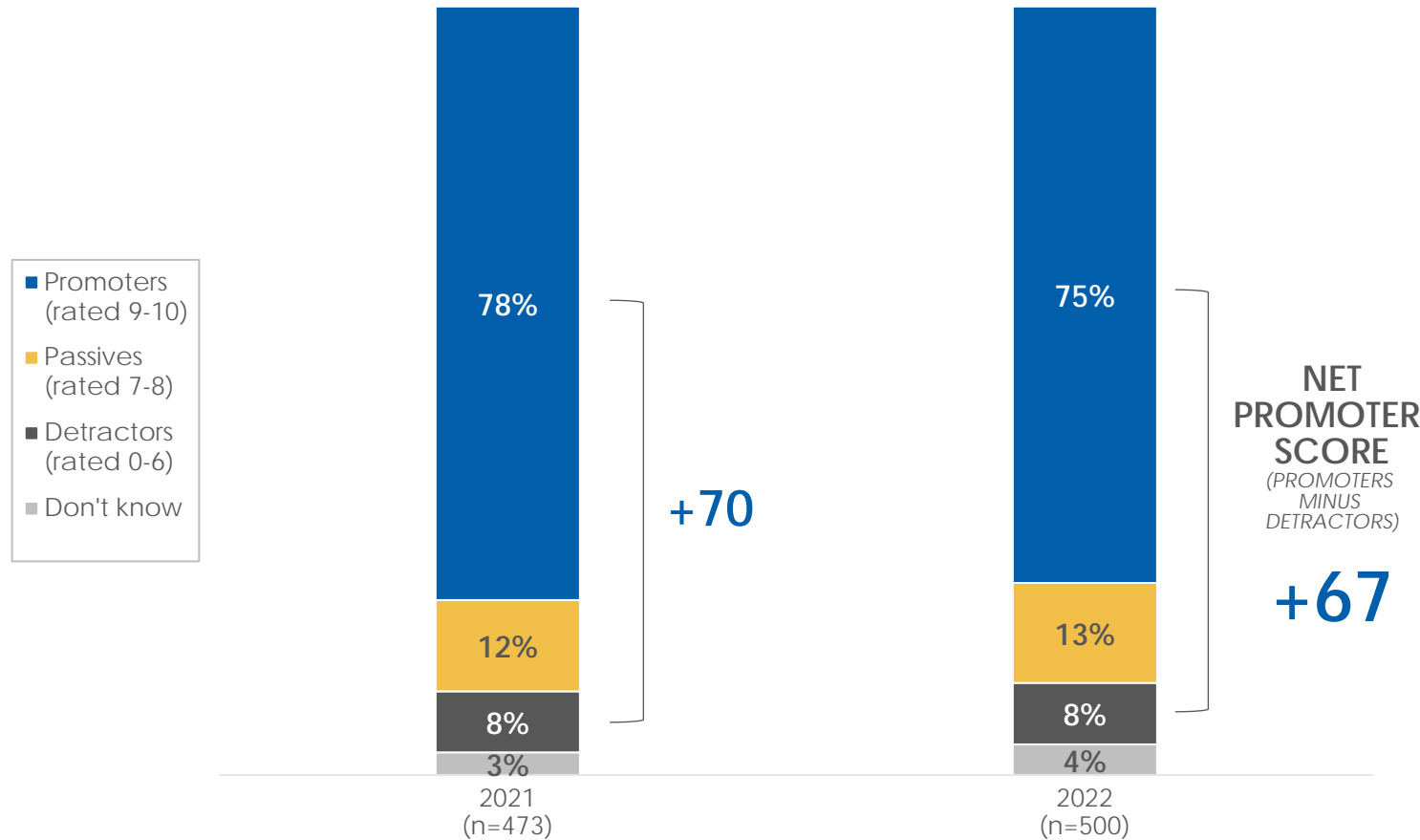
- Top ratings for many HandyDART service attributes have remained stable. However, 3 key attributes saw significant declines compared to last year: Service Availability (78%, down from 84% in 2021), On-Time, Reliable Service (73%, down from 79% in 2021), and Ease of Booking (72%, down from 84% in 2021). As users now ride HandyDART more often, timely pick-ups and operational service 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 which has seen a directional decline this year (79%, down from 82% in 2021).
- On a positive note, top scores for Feeling Safe from Injury When Riding HandyDART (94%) and Value for Money (88%) have returned from the drop experienced last year (91% and 85% respectively in 2021).

    Significantly higher/lower than previous wave.

# Net Promoter Score (NPS)

## NET PROMOTER SCORE (AMONG PAST-MONTH USERS)

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?



- Down slightly from last year, three-quarters (75%) 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.
- Consistent with last year, 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 a score of +67.



# TRENDS IN TRANSIT USAGE

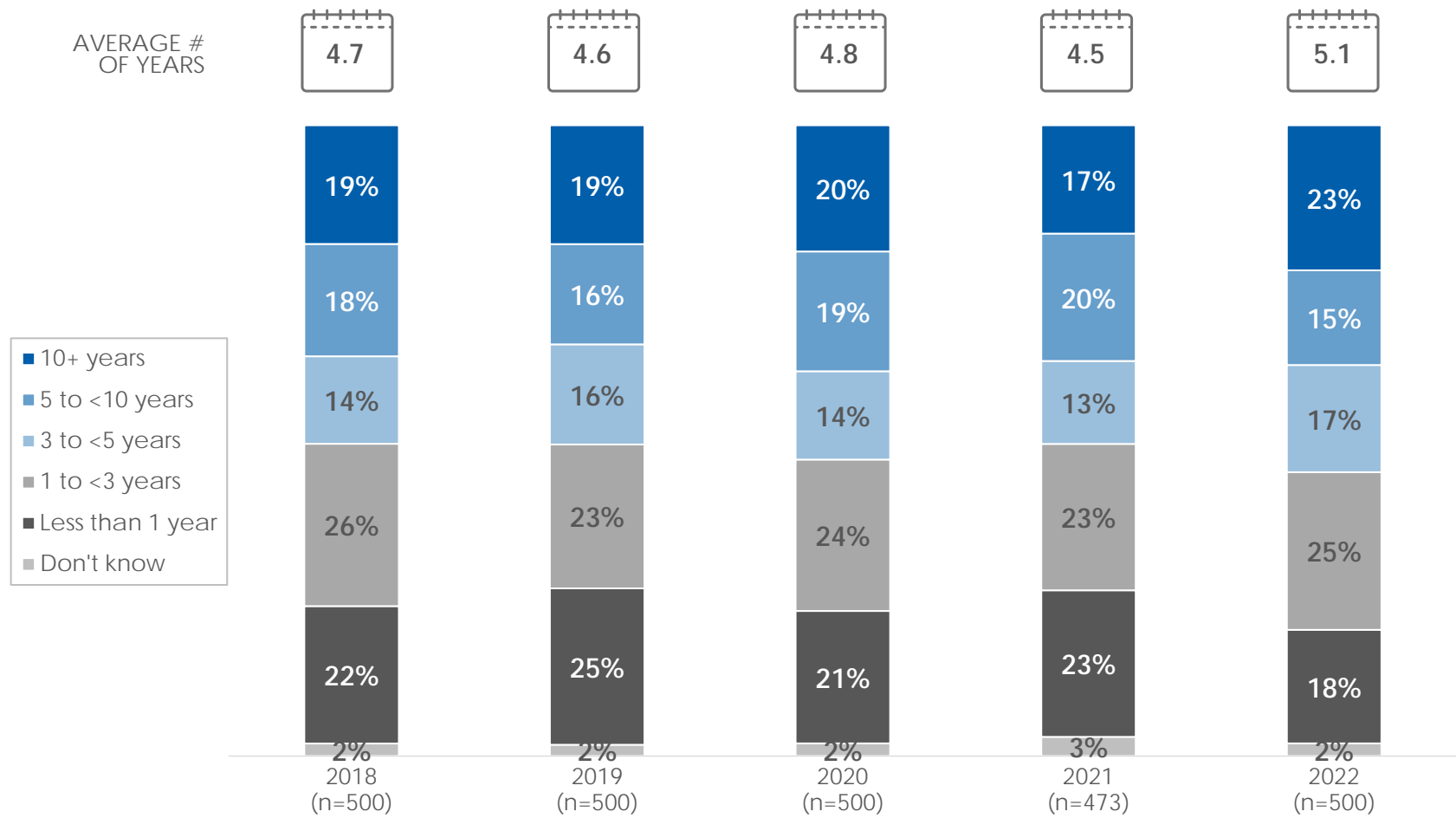
*Note: This section presents results among all HandyDART customers, regardless of the vehicle type that they had used.*



# Length of Time Using HandyDART

## NUMBER OF YEARS USING HANDYDART (AMONG PAST-MONTH USERS)

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

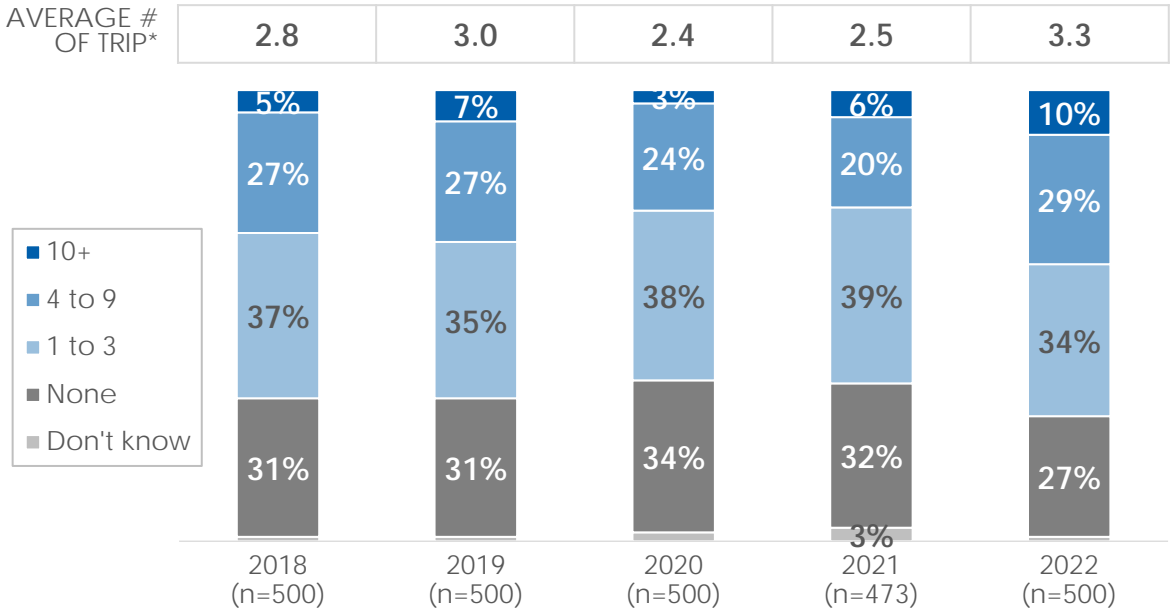


- On average, past-month HandyDART riders have been using the service for 5.1 years, an increase from 4.5 in 2021 and now the highest score seen since 2018, but remains below the record high of 5.9 years reported in 2015.
- Captive riders continue to use the HandyDART service on average for longer than Choice riders, but the gap is smaller this year (5.3 years for Captive riders versus 5.0 years for Choice riders).
- Those aged 18-44 have been using the HandyDART service significantly longer than those aged 45+.

# Frequency of Use

## PAST 7 DAYS ONE-WAY TRIPS – HANDYDART (AMONG PAST-MONTH USERS)

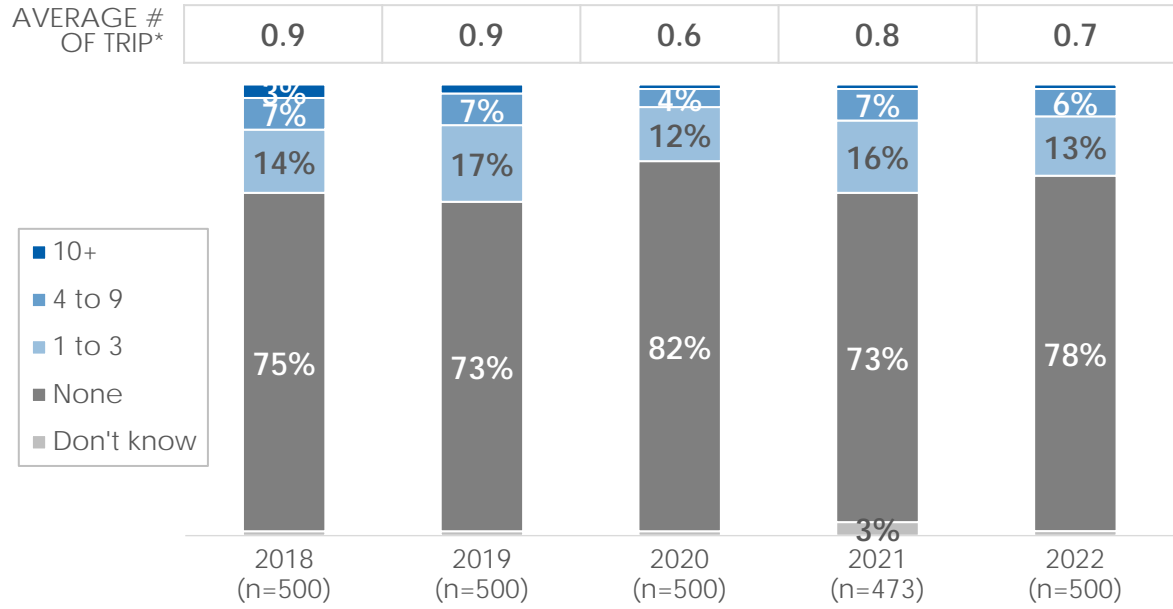
Q2a. In the past 7 days, how many one-way trips have you taken using HandyDART? A one-way trip is a trip to a single destination; for example, a trip to work and home again would be two one-way trips.



- Past 7 days HandyDART usage among past-month users has increased to an average of 3.3 one-way trips, up from 2.5 one-way trips in 2021. In line with this increase, the proportion of users who have taken 4 to 9 trips is up significantly (29% up from 20% in 2021, as are the number of 10+ trips (10%, up from 6% in 2021) while inversely the proportion who have taken no trips dropped directionally.
- Past week usage is higher among Choice riders compared to Captive riders, males compared to females, and among riders aged 18-44 compared to their counterparts.

## PAST 7 DAYS ONE-WAY TRIPS – CONVENTIONAL TRANSIT (AMONG PAST-MONTH USERS)

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 HandyDART riders also made an average of 0.7 one-way trips on conventional transit, just below 0.8 a year ago.
- This period, there are no significant differences in conventional transit usage between different past-month HandyDART user groups.

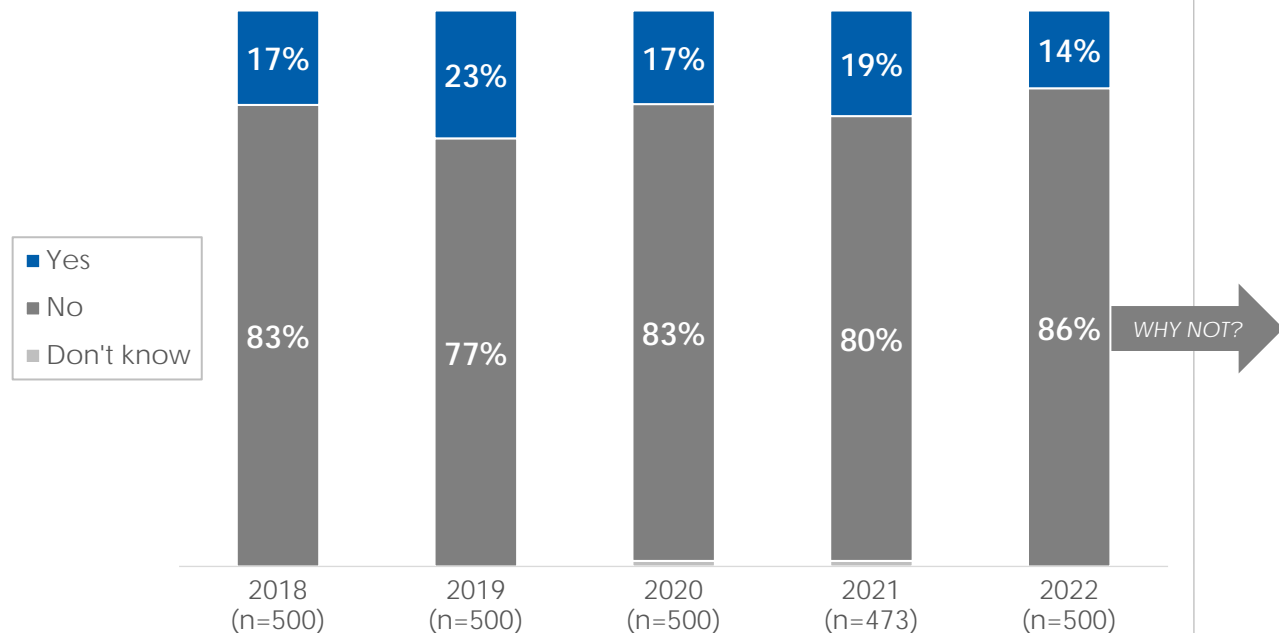
\* Average calculated among those who gave a valid response (i.e., excluding don't know).



# HandyDART and Transit Combination Trips

## USE HANDYDART IN COMBINATION WITH OTHER TRANSIT FORMS (AMONG PAST-MONTH USERS)

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.



- When using HandyDART, close to nine-in-ten (86%) past-month HandyDART riders indicate they use HandyDART exclusively, which is up significantly from 80% last period and is the highest seen since 2018.

## REASONS FOR NOT USING OTHER TRANSIT IN COMBINATION WITH HANDYDART (AMONG HANDYDART USERS NOT CURRENTLY MAKING COMBINATION TRIPS)

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

Only responses of 5% or more shown.		2022 (n=430)
Only use HandyDART for medical appointments/certain purposes		19%
Other health reasons/impairment affecting mobility		15%
HandyDART covers all my needs/satisfied with HandyDART/only use HandyDART		15%
No need to travel far/don't go out much		12%
I drive/someone drives me		10%
Use a walker/cane/wheelchair/scooter/etc.		10%
HandyDART takes me directly to my destination		8%
No need for it (unspecified)		6%
Physical problems/difficulty walking		5%

- This year, top reasons for not using HandyDART with other forms of transit include only using HandyDART for specific purposes, having other health impairments, HandyDART taking them directly to destination, and having no need to travel far.

# Disability Reasons for Not Using the Conventional Transit System

## DISABILITY REASONS (AMONG HANDYDART USERS NOT CURRENTLY MAKING COMBINATION TRIPS – I.E., NOT USING CONVENTIONAL TRANSIT)

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?

Only responses of 3% or more shown.	2022 (n=430)
Mobility Problems (net)	<b>60%</b>
Need to use a walker/cane/wheelchair/have to wear braces	18%
Can't walk/have trouble walking	17%
Other illness/pain affecting mobility	15%
Had hip surgery/having knee problems/bad legs	10%
Balance issues	4%
Back/spinal problems	4%
I have arthritis	4%
Cannot stand for long	3%
Prefer HandyDART/door-to-door service/takes me directly to destination	<b>11%</b>
I can't travel alone/manage on my own	<b>9%</b>
Mental illness (incl specific mentions)	<b>9%</b>
Safety concerns – e.g., falling, no one to help with illness in an emergency	<b>7%</b>
Visually impaired/blind	<b>5%</b>
I have memory loss/cognitive challenges	<b>4%</b>
Transit/SkyTrain can be crowded	<b>4%</b>
Anxiety/nervous to take the bus	<b>3%</b>
Don't need it/don't travel far/only travel for health/special purposes	<b>3%</b>

- 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 increased significantly this year to 11% (up from 5% in 2021) and are now consistent with 2020 (12%).
- Mentions of mental illness are 9% this year, up significantly from 3% in 2021. There are also a number of new mentions this year including having memory loss/cognitive challenges (4%), the transit/SkyTrain being crowded (4%), anxiety to take the bus (3%) and only using conventional transit for special purposes (3%).

# 2022 Trip Origin and Destination

## MUNICIPALITY/REGION TRIP ORIGIN AND DESTINATION (AMONG PAST-MONTH USERS)

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 Westminster	North Shore	Richmond	South Delta/ Tsawwassen/ Ladner	Surrey/ North Delta/ Langley/ White Rock	Tri-Cities/Pitt Meadows/ Maple Ridge
		(n=123)	(n=62)*	(n=16)**	(n=38)**	(n=9)**	(n=194)	(n=45)*
MUNICIPALITY/REGION OF TRIP END	Vancouver	83%	13%	8%	30%	–	3%	9%
	Burnaby/New Westminster	6%	69%	–	3%	–	3%	20%
	North Shore	3%	–	92%	–	–	–	–
	Richmond	4%	3%	–	63%	11%	–	–
	South Delta/ Tsawwassen/Ladner	–	–	–	3%	33%	2%	–
	Surrey/North Delta/ Langley/White Rock	1%	6%	–	–	57%	90%	–
	Tri-Cities/Pitt Meadows/ Maple Ridge	2%	7%	–	–	–	1%	71%

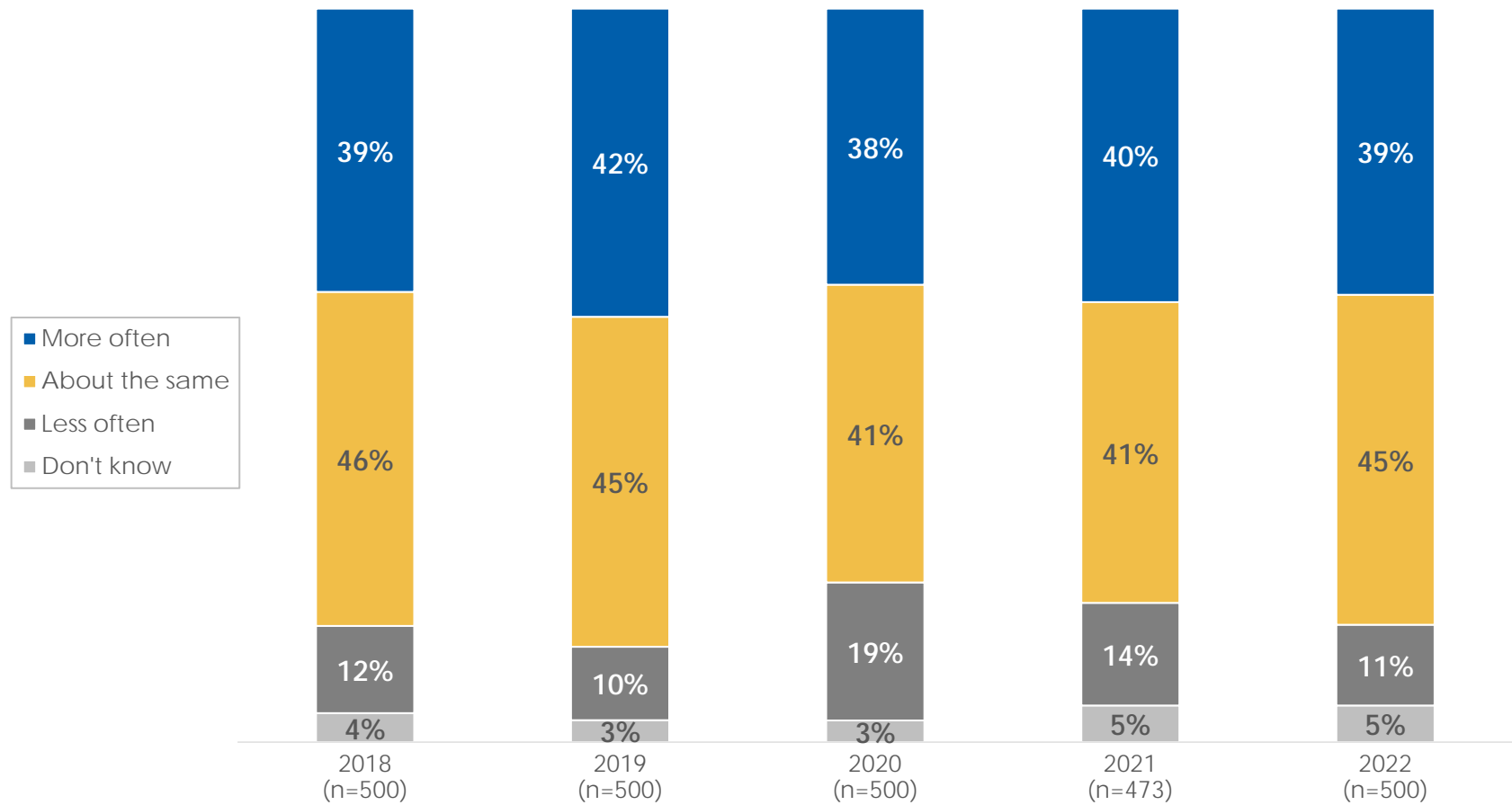
- As in past waves, past-month HandyDART users are most likely to start and end their HandyDART trips within the same municipality or region.



# Changes in Level of Use

## CHANGES IN USE COMPARED TO A YEAR AGO (AMONG PAST-MONTH USERS)

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



- Nearly four-in-ten (39%) say they use HandyDART more often than they did a year ago. This is consistent with the past two years (40% in 2021 and 38% 2020).
- However, up slightly from last period, more than four-in-ten (45%) past-month HandyDART users indicate they use HandyDART just as often as they did a year ago.
- Conversely, just over one-in-ten (11%) past-month HandyDART riders indicate they are using the service less often, continuing a downward trend from 2020 (19%) and 2021 (14%). This shift is likely due to users travelling more consistently now that the COVID-19 pandemic restrictions have eased.

# Reasons for Taking HandyDART More Often Now

## REASONS TAKING HANDYDART MORE OFTEN COMPARED TO A YEAR AGO

(AMONG PAST-MONTH USERS THAT ARE TAKING HANDYDART MORE OFTEN THAN A YEAR AGO)

Q7b. Why are you using the services provided by HandyDART more often now than one year ago?

Only responses of 3% or more in current year shown.	2018 (n=192)	2019 (n=213)	2020 (n=185)	2021 (n=187)	2022 (n=195)
More medical appointments	21%	20%	13%	15%	19%
Getting out more/going to more places/in a program	9%	13%	7%	11%	18%
Health is worse/injured within the past year	29%	23%	29%	18%	18%
COVID-19 (NET)	–	–	10%	11%	13%
COVID-19 is not as serious as before/pandemic is over	–	–	–	–	6%
COVID-19 (general)	–	–	8%	6%	3%
Going out less due to COVID-19	–	–	2%	5%	3%
Unable to take public transit/safer than public transit	7%	3%	6%	4%	9%
It is easy to use/convenient/they help you	8%	13%	21%	7%	7%
Need it now/didn't need before/one year ago	8%	12%	11%	13%	7%
I am more familiar/comfortable with the service	4%	11%	6%	3%	4%
Back at work	4%	2%	3%	5%	3%
Can't drive/no ride/no license	11%	13%	8%	3%	3%

- The primary reason for using HandyDART more compared to a year ago is having more medical appointments (19%), which is similar to levels seen pre-pandemic (20% in 2019). Nearly tied with this reason are one's health becoming worse (18%), which has previously been the top reason over several years, and getting out more often (18%) which is an upward trend and now higher than pre-pandemic levels.
- Mentions that HandyDART is more needed now/weren't needed before dropped directionally (7% this period compared to 13% last period), while mentions of being unable to take public transit significantly increased this year (9% vs. 4% in 2021).

# Reasons for Taking HandyDART Less Often

## REASONS TAKING HANDYDART LESS OFTEN COMPARED TO A YEAR AGO

(AMONG PAST-MONTH USERS THAT ARE TAKING HANDYDART LESS OFTEN THAN A YEAR AGO)

Q7b. Why are you using the services provided by HandyDART less often now than one year ago?

Only responses of 3% or more in current year shown.	2018 (n=58)*	2019 (n=50)*	2020 (n=93)*	2021 (n=64)*	2022 (n=56)*
Go out less often/unable to travel/no need to travel	21%	30%	43%	14%	26%
Fewer medical appointments	34%	11%	19%	11%	21%
More medical appointments	–	–	–	–	13%
COVID-19 (NET)	–	–	56%	28%	10%
<i>Going out less due to COVID-19</i>	–	–	28%	10%	6%
<i>COVID-19 (general)</i>	–	–	28%	19%	5%
Getting out more/going to more places/in a program	4%	2%	–	5%	7%
They are not on time/you have to wait too long for them to arrive	–	–	–	–	6%
Health is worse/injured within the past year	4%	10%	3%	7%	5%
They are hard to book/have to wait on hold	–	–	–	–	4%
Back at work	3%	2%	1%	5%	4%
It is not available when I need it/you are on their schedule	1%	–	–	3%	4%

- Among riders who take HandyDART less frequently compared to a year ago, the top reason is no longer related to the COVID-19 pandemic (down significantly to 10% from 28% in 2021). Mentions of going out less/unable to travel/no need to travel have increased directionally (26% relative to 14% in 2021) and are now the top reason although still lower than 2019 (30%) and 2020 (43%).
- Riders also mention having fewer medical appointments this wave, which is higher than a year ago (21% vs. 11% in 2021) but reasonably consistent with 2020 (19%).

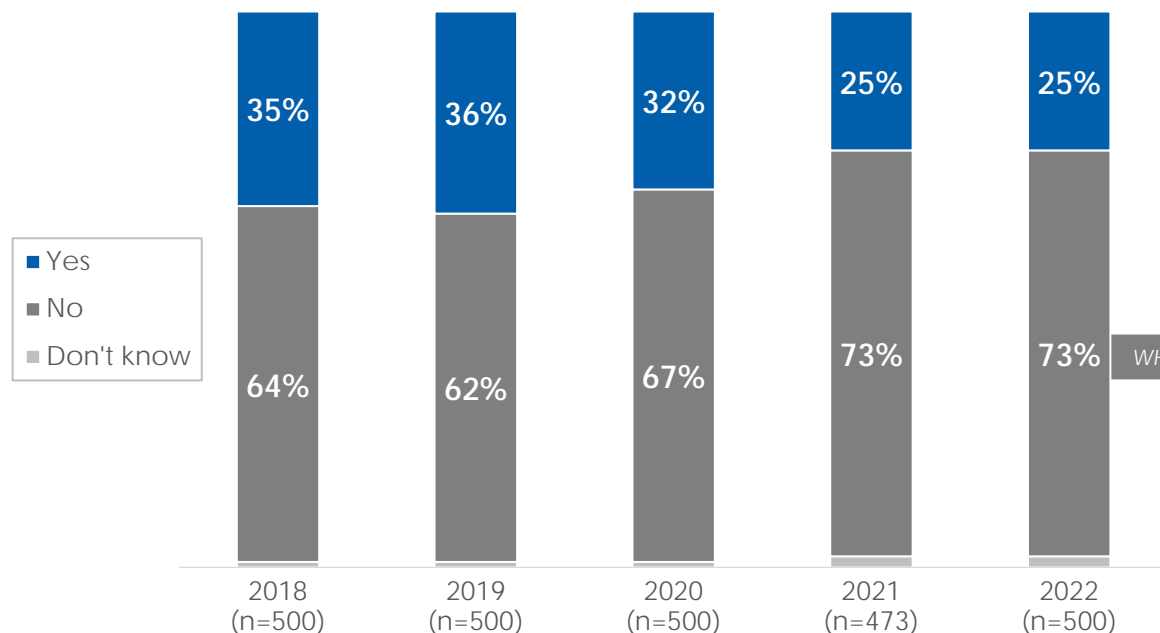


# Usage of TaxiSavers

## CURRENTLY USE TAXISAVERS

(AMONG PAST-MONTH USERS)

QTA1. Do you currently use TaxiSavers?



- Consistent with last year, one-quarter (25%) of past-month HandyDART users currently use TaxiSavers. Captive riders (32%) continue to be more likely to use TaxiSavers compared to Choice riders (16%).

## REASONS FOR NOT USING TAXISAVERS

(AMONG HANDYDART USERS NOT CURRENTLY MAKING COMBINATION TRIPS)

QTA2. Why do you not currently use TaxiSavers?

Only responses of 3% or more shown.		2022 (n=368)
Never heard of them/not familiar		19%
HandyDART meet my needs		16%
No need/not interested		11%
Use/prefer other means of payment (tickets/compass card/cash)		11%
Don't like using taxis/doesn't meet my needs		7%
I drive/take the bus/have other mode of transportation		5%
Don't go out/travel that much		5%
Too expensive		4%
Too difficult/too much work to buy them		3%
Have never thought about it/never got around to it		3%

- 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 & ATTRIBUTE RATINGS

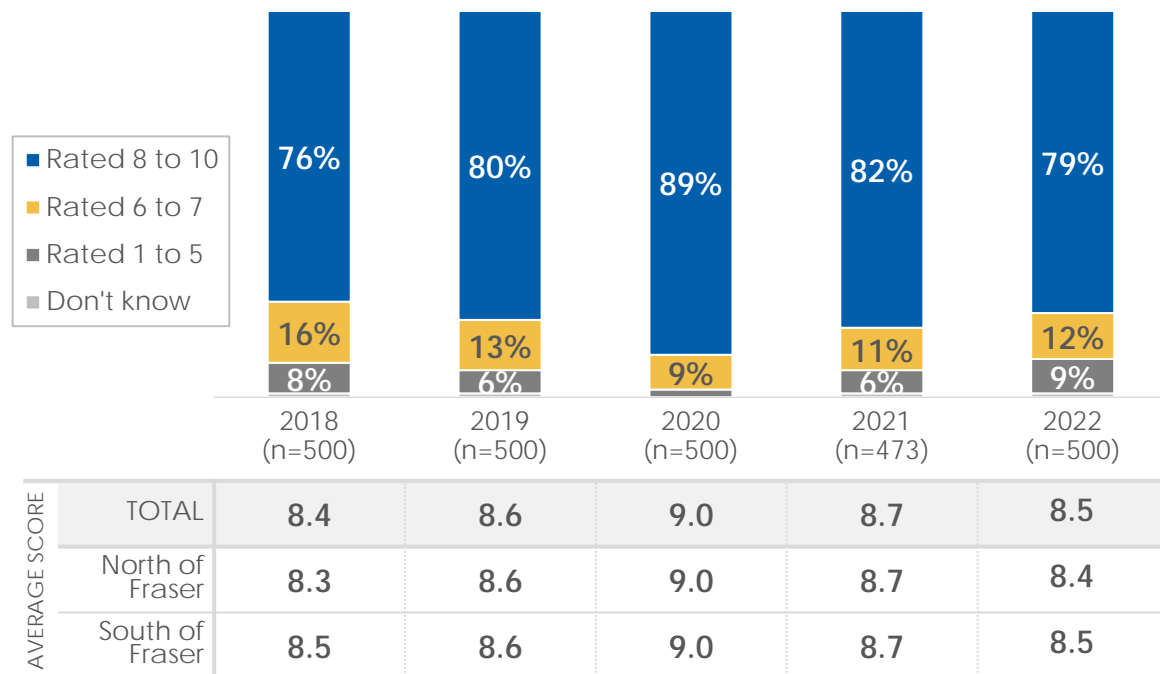
*Note: This section presents results among all HandyDART customers, regardless of the vehicle type that they had used.*



# Overall Service and Value for Money

## OVERALL SERVICE (AMONG PAST-MONTH USERS)

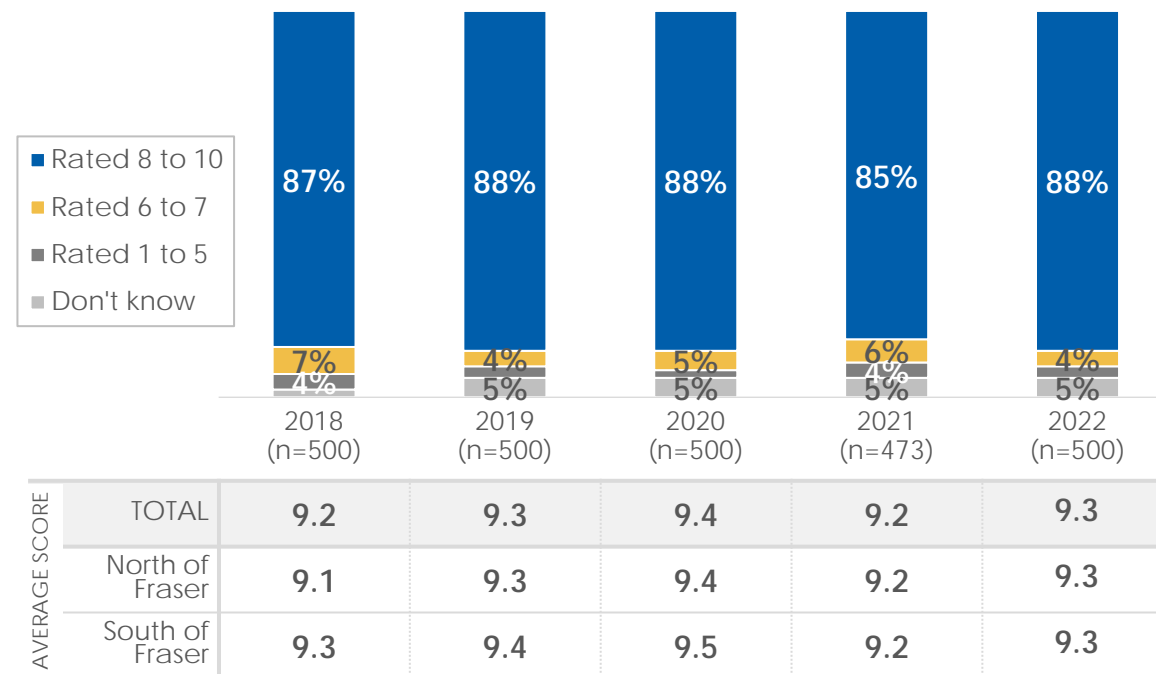
Q4. Based on your own experience with HandyDART, on a scale of one to ten, where "10" means "excellent" and "one" means "very poor", how would you rate the HandyDART service overall?



- Nearly eight-in-ten (79%) past-month HandyDART users award top scores for Overall Service, a slight drop from a year ago (82%), but consistent with 2019 (80%). At 8.5, the average scores are lower than last year (8.7).

## VALUE FOR MONEY (AMONG PAST-MONTH USERS)

Q6.7a. Please rate HandyDART for value for money.



- Value for Money continues to be highly rated by just under nine-in-ten (88%) past-month HandyDART users, and the average score remains strong at 9.3 out of 10, with both regions being just slightly higher 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.



# Reasons for Giving High Overall Ratings

## REASONS FOR HIGH OVERALL RATINGS (AMONG PAST-MONTH USERS RATING OVERALL SERVICE 8 TO 10)

Q5b. Why would you rate the service a [INSERT SCORE FROM Q4 – OVERALL RATINGS OF 8-10] overall?

Only responses of 4% or more in current year shown.	2018 (n=385)	2019 (n=398)	2020 (n=445)	2021 (n=387)	2022 (n=396)
Drivers courteous/helpful	42%	48%	50%	48%	45%
Good service (general)	25%	14%	22%	18%	22%
They are reliable/on time/ prompt	16%	18%	23%	15%	19%
Satisfied with service/no complaints	14%	28%	20%	10%	17%
Service is convenient/gets me where I need to go	12%	13%	11%	8%	10%
They come to the door/ bus stops are close	11%	13%	8%	7%	9%
Drivers have skills to assist/ accommodate the handicapped	6%	7%	10%	8%	8%
Safe drivers	11%	23%	27%	9%	4%
Keep you informed	–	–	–	–	4%

- 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 satisfaction with service are up significantly from a year ago (17%, up from 10% in 2021). Meanwhile, mentions of having safe drivers are down significantly (4%, down from 9% a year ago).

# Reasons for Giving Low Overall Ratings

## REASONS FOR LOW OVERALL RATINGS (AMONG PAST-MONTH USERS RATING OVERALL SERVICE 1 TO 5)

Q5a. Why would you rate the service a [INSERT SCORE FROM Q4 – OVERALL RATINGS OF 1-5] overall?

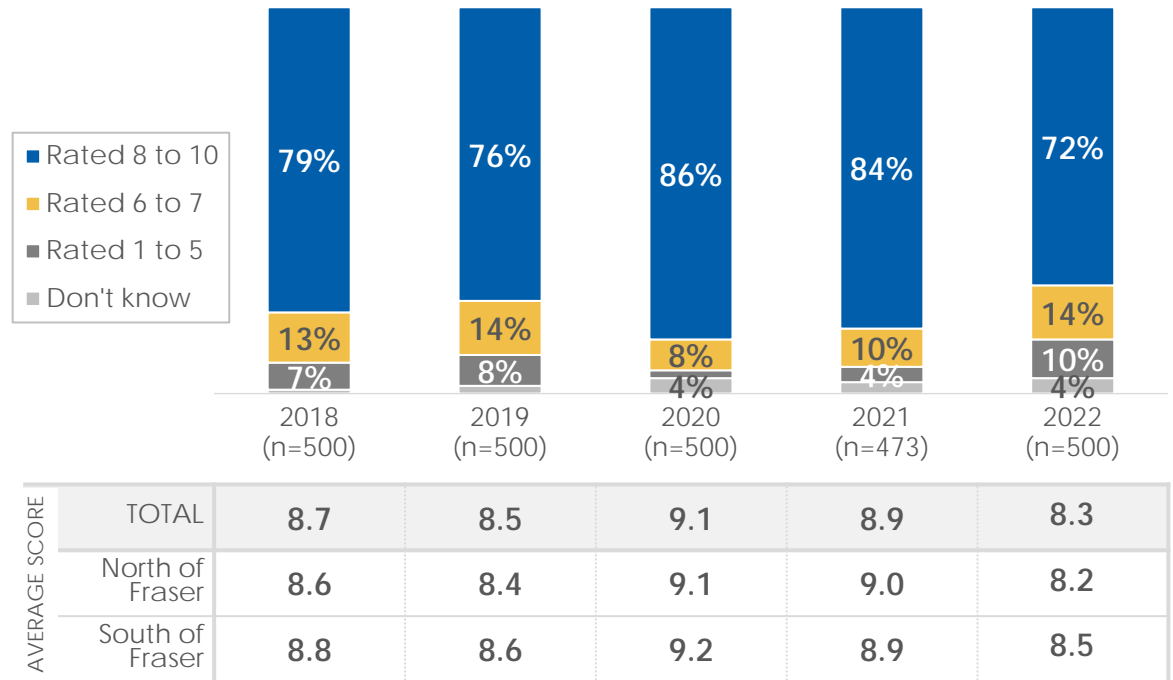
Only responses of 5% or more in current year shown.	2018 (n=39)**	2019 (n=30)**	2020 (n=11)**	2021 (n=29)**	2022 (n=40)**
Wait time/I have to wait longer	21%	28%	16%	30%	30%
Arrived late	29%	36%	23%	27%	22%
Problems booking trips	6%	20%	–	12%	25%
Drivers not courteous/helpful	5%	10%	32%	7%	15%
The 30-minute window is too long	–	–	–	12%	12%
They do not give enough warning before arriving/ do not keep you informed	–	–	–	–	12%
Did not show up	–	–	–	–	11%
Not on time	–	–	–	–	11%
Booking staff are rude/not helpful	4%	–	–	9%	8%
The trip was slow	–	–	–	–	6%
Arrived early	–	–	–	–	5%
Don't like cabs/taxi sent instead	–	–	–	–	5%
Poor service (general)	–	–	–	–	5%

- Only 40 HandyDART riders gave low scores for Overall Service, but top mentions for these low ratings are wait times, problems booking trips, and late arrivals. Both wait times and late arrivals are consistent as top mentions in 2021.

# Ease of Booking a Trip

## EASE OF BOOKING (AMONG PAST-MONTH USERS)

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?



- Top ratings for Ease of Booking a Trip (72%) dropped significantly this year (from 84% in 2021) and are now the lowest seen in the last 5 years. Meanwhile, the number of riders who gave low ratings of 1 to 5 for this attribute increased significantly to 10% (from 4% in 2021). In line with these shifts, the average score also declined to 8.3 (from 8.9 in 2021) and is also the lowest in the last 5 years.
- Riders age 45+ provide higher ratings on this attribute than those aged 18-44.

## REASONS FOR LOW EASE OF BOOKING RATINGS (AMONG PAST-MONTH USERS RATING EASE OF BOOKING 1 TO 5)

Q6.2b. Can you explain why the HandyDART trip was not easy to book?

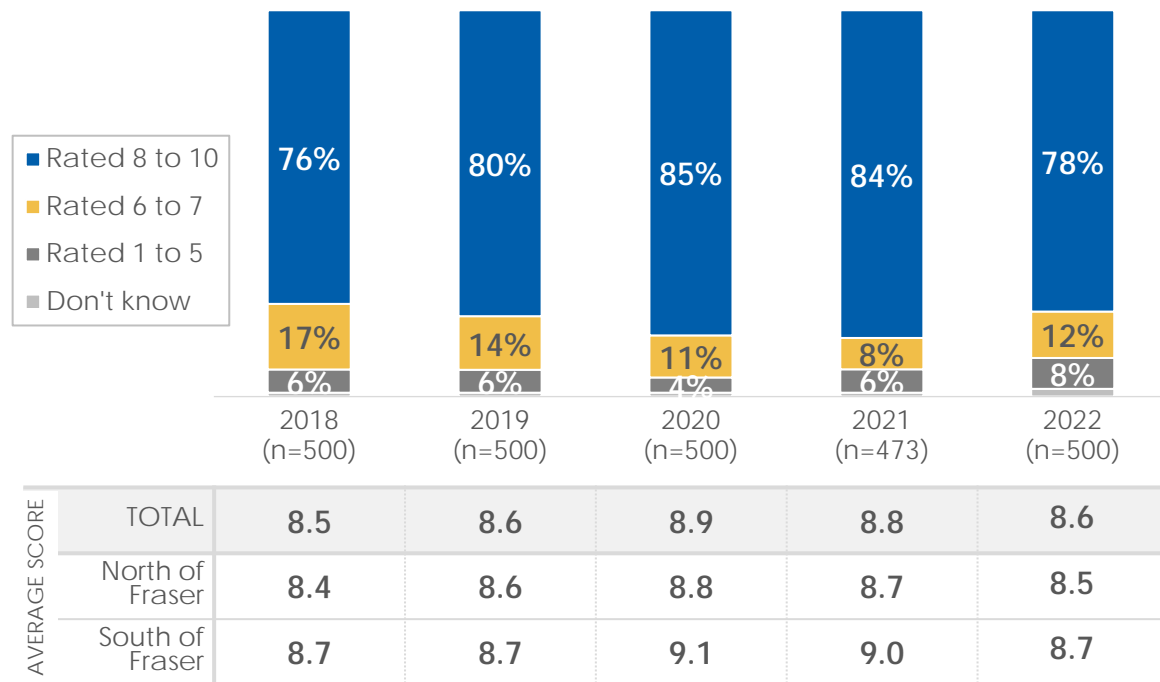
RATING 1 TO 5	Only responses of 3% or more in current year shown.	2018 (n=33)**	2019 (n=39)**	2020 (n=12)**	2021 (n=20)**	2022 (n=50)*
	The lines are busy/put on hold	27%	59%	34%	49%	69%
	Can't book more than 6 days in advance	–	–	–	–	13%
	Unable to reserve required time/not enough vehicles	21%	22%	8%	–	9%
	Call keeps getting disconnected/technical issues	–	–	–	–	9%
	The operators are rude/impatient	2%	2%	7%	–	5%
	The operators are not well trained/do not know how to do it	3%	5%	17%	1%	5%
	They put you on a waiting list	–	12%	8%	2%	4%
	They could only take me one way	–	–	6%	–	4%
	Not convenient/difficult to book	–	20%	26%	5%	3%
	Unable/hard to reschedule/change bookings	–	–	–	–	3%
	It's automated/unable to talk to a real person	–	–	–	–	3%

- The top reason for providing low ratings for Ease of Booking is that the lines were busy/they were put on hold. This is consistent as the top reason in previous years. Other mentions include not being able to book in advance, unable to reserve required time, or that calls get disconnected.

# Availability

## AVAILABILITY (AMONG PAST-MONTH USERS)

Q6.3a. And how would you rate the availability of HandyDART service when you need it?



- Top ratings for Availability (78%) also dropped significantly this year (from 84% in 2021). The average score declined to 8.6 (from 8.8 in 2021).
- Riders aged 75-80 tend to provide higher ratings on this attribute than those between 18-64 years old.

## IMPROVEMENTS TO HANDYDART AVAILABILITY (AMONG PAST-MONTH USERS RATING AVAILABILITY 1 TO 5)

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

**RATING 1 TO 5** → Only responses of 4% or more in current year shown.

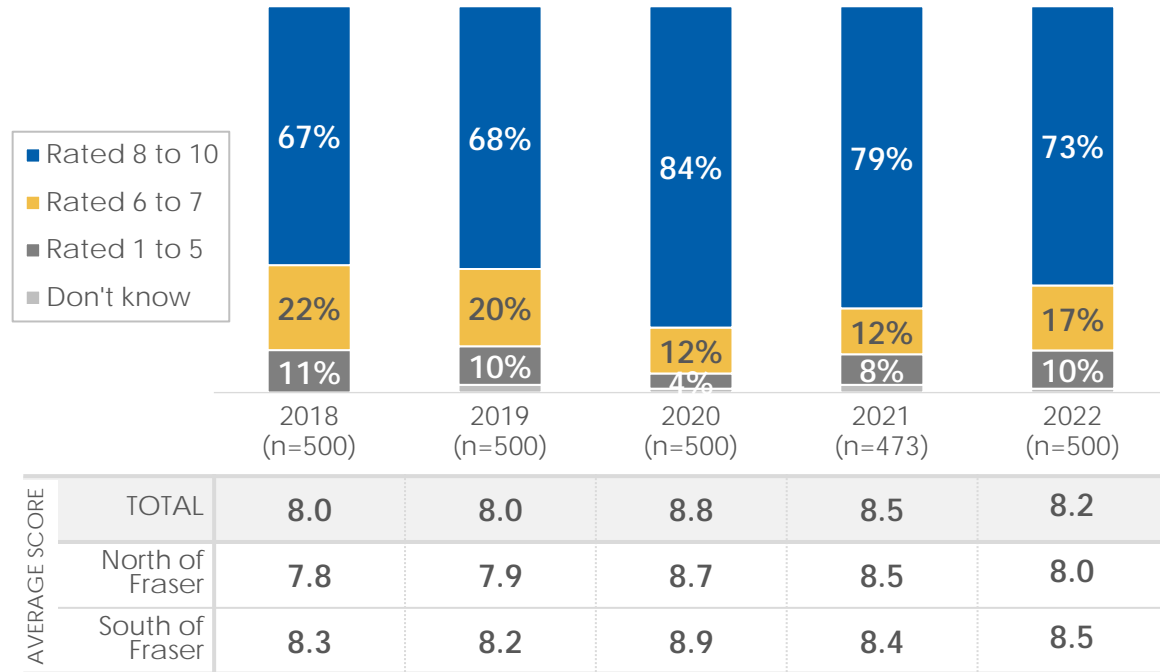
	2018 (n=19)**	2019 (n=10)**	2020 (n=9)**	2021 (n=11)**	2022 (n=19)**
TIME					
AM (Before Noon)	52%	21%	21%	22%	28%
Afternoon (Noon to 5PM)	25%	10%	46%	48%	22%
Evening (After 5PM)	15%	27%	–	10%	17%
Not stated/don't know	8%	41%	33%	20%	33%
LOCATION					
Vancouver	12%	10%	25%	20%	41%
Surrey	–	–	–	–	15%
Coquitlam	–	–	–	7%	12%
To/from home (unspecified)	–	–	–	–	12%
Maple Ridge	–	–	–	–	11%
Burnaby	8%	–	26%	10%	5%
Richmond	–	24%	9%	23%	4%

- Among the 19 past-month HandyDART users who provided low scores of Availability, mornings (before noon) is the most common time that they experienced an availability issue, and mostly in Vancouver.

# On-Time, Reliable Service

## ON-TIME, RELIABLE SERVICE (AMONG PAST-MONTH USERS)

Q6.6a. How would you rate HandyDART for on-time, reliable service?



- Similar to both Ease of Booking and Availability, top ratings for On-Time, Reliable Service also declined significantly this year and follows a downward trend (73%, down from 79% in 2021 and 84% in 2020). However, On-Time, Reliable Service remains above pre-pandemic levels. The average score for this attribute is also down slightly at 8.2 this year, but remains higher than before the pandemic.

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.

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

## IMPROVEMENTS TO TRADITIONAL HANDYDART RELIABILITY (AMONG PAST-MONTH USERS RATING ON-TIME, RELIABLE SERVICE 1 TO 5)

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

RATING 1 TO 5	Only responses of 6% or more in current year shown.					
	2018 (n=56)*	2019 (n=50)*	2020 (n=18)**	2021 (n=37)**	2022 (n=44)**	
TIME						
AM (Before Noon)	37%	34%	10%	37%	34%	
Afternoon (Noon to 5PM)	38%	39%	52%	35%	35%	
Evening (After 5PM)	11%	12%	13%	10%	11%	
LOCATION						
Vancouver	18%	15%	37%	28%	20%	
Surrey	11%	20%	–	14%	11%	
To/from home (unspecified)	–	–	–	–	8%	
Richmond	5%	9%	4%	12%	6%	
West Vancouver	–	–	–	–	6%	
North Vancouver	–	–	–	–	6%	
HOW LATE?						
<30 minutes late	27%	29%	33%	27%	27%	
30 minutes to <1 hour	27%	28%	27%	33%	24%	
1 hour +	33%	30%	27%	32%	32%	
Don't know	13%	13%	13%	8%	17%	

- Afternoons (Noon to 5 pm) and mornings (before Noon) are almost equally common times of days when issues related to On-Time & Reliable Service arise according to the 44 past-month HandyDART riders who gave low ratings for this attribute.
- Similar to previous periods, about half of users experiencing a delay had to wait under one hour.



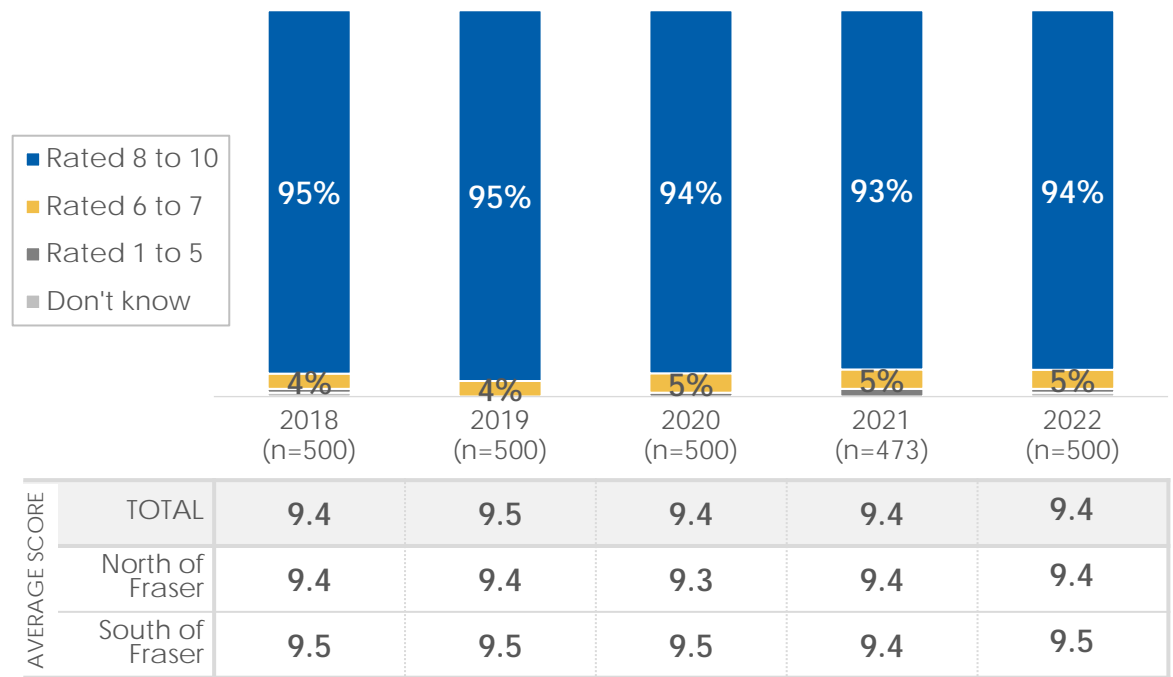
# OVERALL SERVICE & ATTRIBUTE RATINGS: TRADITIONAL HANDYDART VEHICLES

*Note: This section is only asked to Traditional HandyDART users.*

# Traditional HandyDART Drivers

## COURTEOUS, COMPETENT, HELPFUL (AMONG PAST-MONTH USERS)

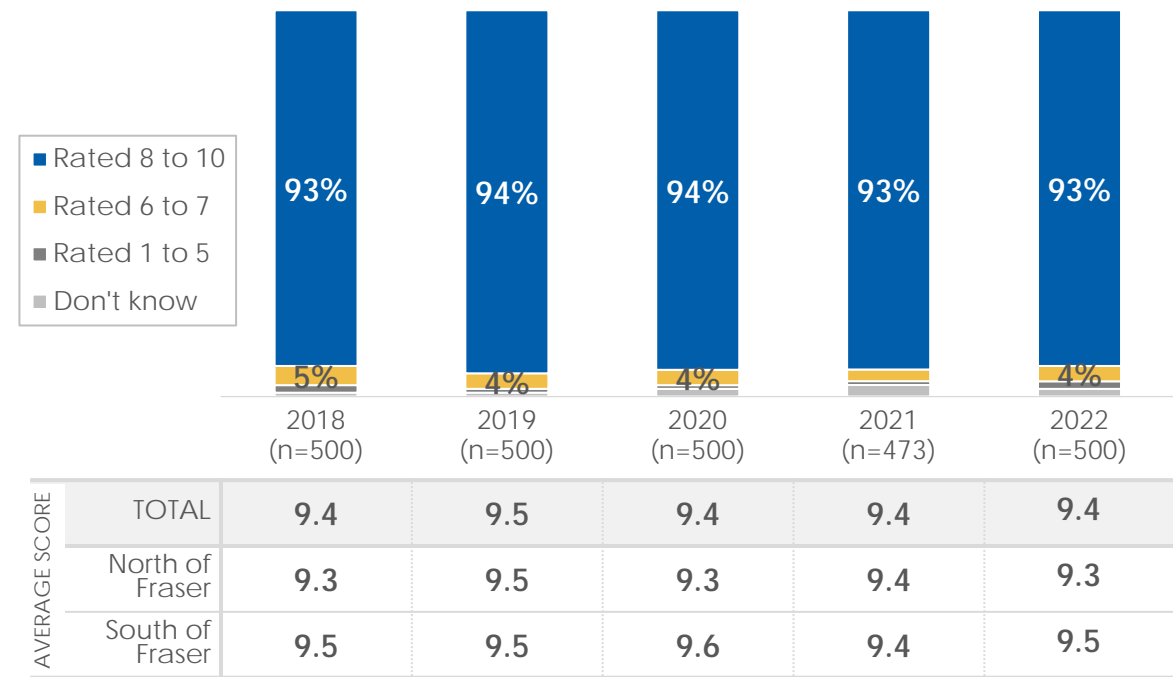
Q6.4a. How would you rate HandyDART drivers in terms of being courteous, competent and helpful?



- Courteous, Competent and Helpful Drivers and Assisting Passengers With Disabilities continue to be awarded top scores by more than nine-in-ten past-month HandyDART riders (94% and 93% respectively). The average scores for both service attributes are unchanged and continue to be strong at 9.4 out of 10.

## ASSISTING PASSENGERS WITH DISABILITIES+ (AMONG PAST-MONTH USERS)

Q6.5a. How would you rate the HandyDART driver's skills to assist passengers with disabilities?

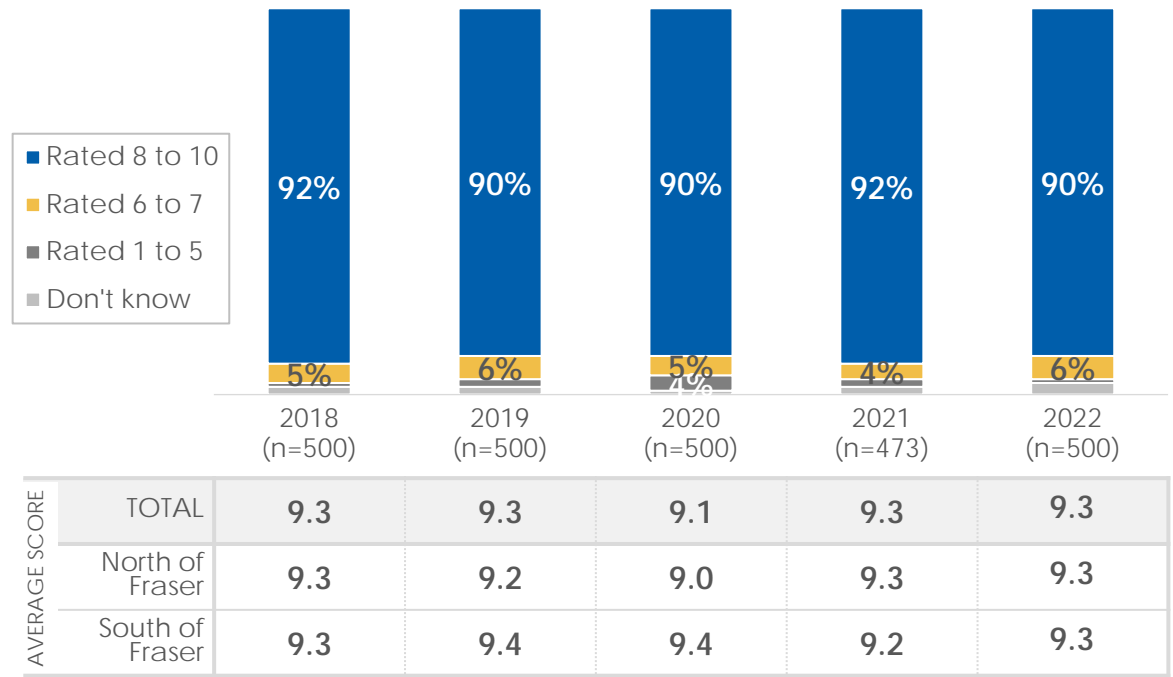


- Riders aged 75-80 are also more likely to award top ratings for Assisting Passengers with Disabilities than those below 74 years old.

# Traditional HandyDART Vehicles

## CLEANLINESS AND GOOD REPAIR (AMONG PAST-MONTH USERS)

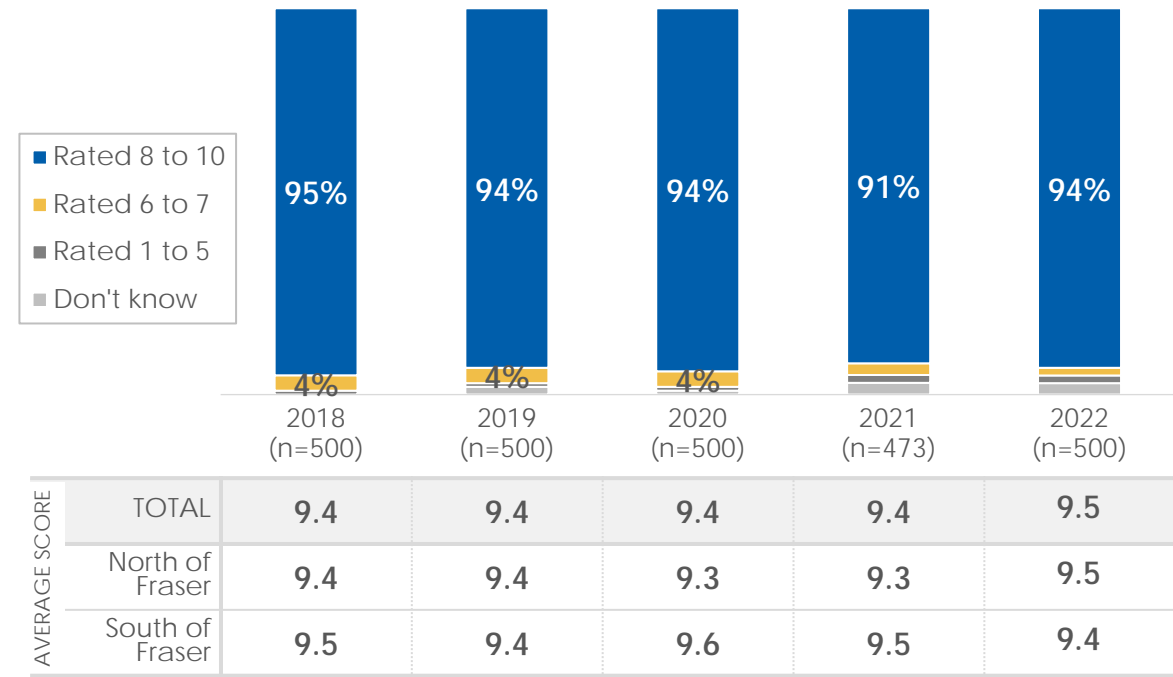
Q6.8a. Please rate HandyDART vehicles for cleanliness and good repair.



- Consistent to previous years, nine-in-ten (90%) past-month HandyDART riders award top ratings to Cleanliness & Good Repair. The average score for Cleanliness & Good Repair remains stable at 9.3.
- HandyDART users aged 75+ are more likely to provide high ratings for Cleanliness & Good Repair.

## FEELING SAFE FROM INJURY (AMONG PAST-MONTH USERS)

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



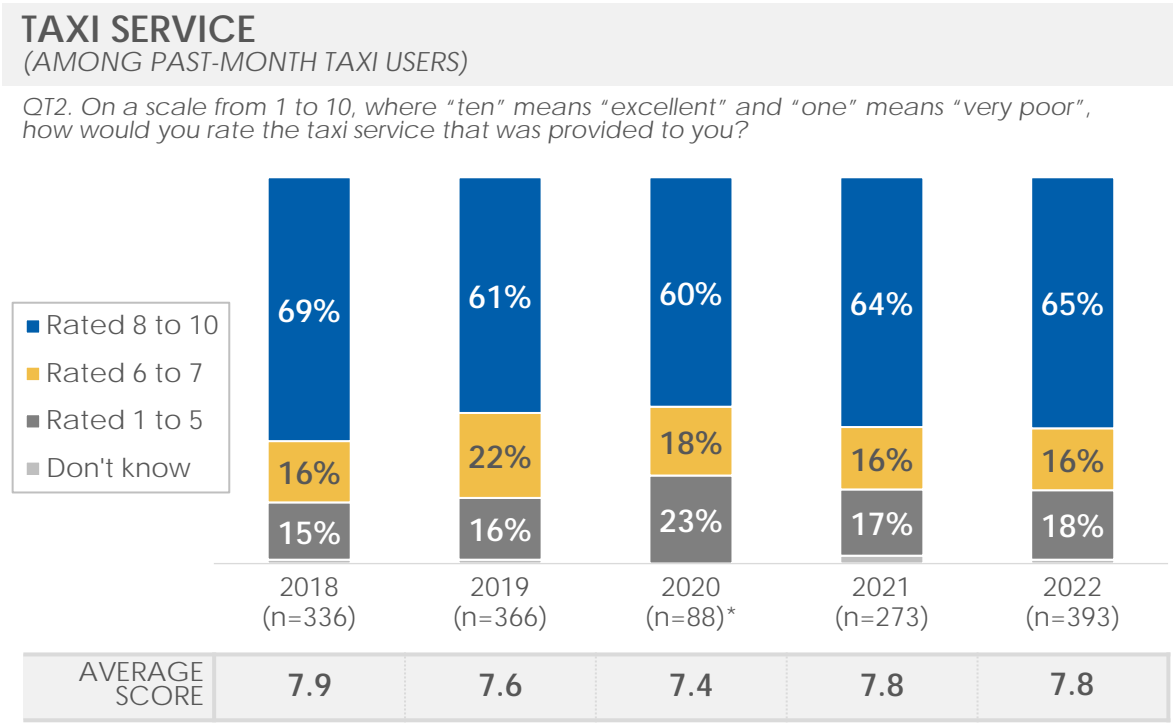
- Up directionally this year, more than nine-in-ten past-month HandyDART riders award top ratings to Feeling Safe From Injury (94%). Top ratings for this attribute are once again consistent with ratings in 2020 and earlier. The average score for Feeling Safe From Injury is up slightly from the past 4 years to 9.5.



# OVERALL SERVICE & 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.*

# Overall Taxi Service



- As demand for HandyDART increases with more travel overall, the proportion of service required to be delivered by taxi also increases. The sample of taxi users has increased this year (n=393) and has now surpassed pre-pandemic levels.
- Overall Taxi Service received top scores from almost two-thirds (65%) of past-month Taxi users, which is consistent with year ago (64%) but still lower than the peak of 69% in 2018. The average score is consistent with last wave at 7.8 out of 10.

## REASONS FOR OVERALL RATINGS

(AMONG THOSE RATING TAXI SERVICE 8 TO 10 / 1 TO 5)

QT2a/T2b. Why did you rate the taxi service a [SCORE] overall?

RATING 8 TO 10		2022 (n=259)
Only responses of 10% or more are shown.		
Polite/courteous/good attitude		25%
Prompt/on time		24%
Good service (gen)		18%
Cooperative/helpful		15%
Good driving skills/feel safe		11%
RATING 1 TO 5		2022 (n=67)*
Only responses of 10% or more are shown.		
Uncooperative/not helpful		27%
They don't come to the door/walk me to the door		26%
Not well trained (not familiar with the routes, don't know how to secure wheelchairs properly, etc.)		23%
Not on time/ late/long wait times		22%
Do not drive safely/drive too fast		19%
Bad communication/doesn't keep client informed		19%
Rude/condescending/bad attitude		17%
Vehicle too small/difficulty boarding/disembarking		14%
Poorer service		13%

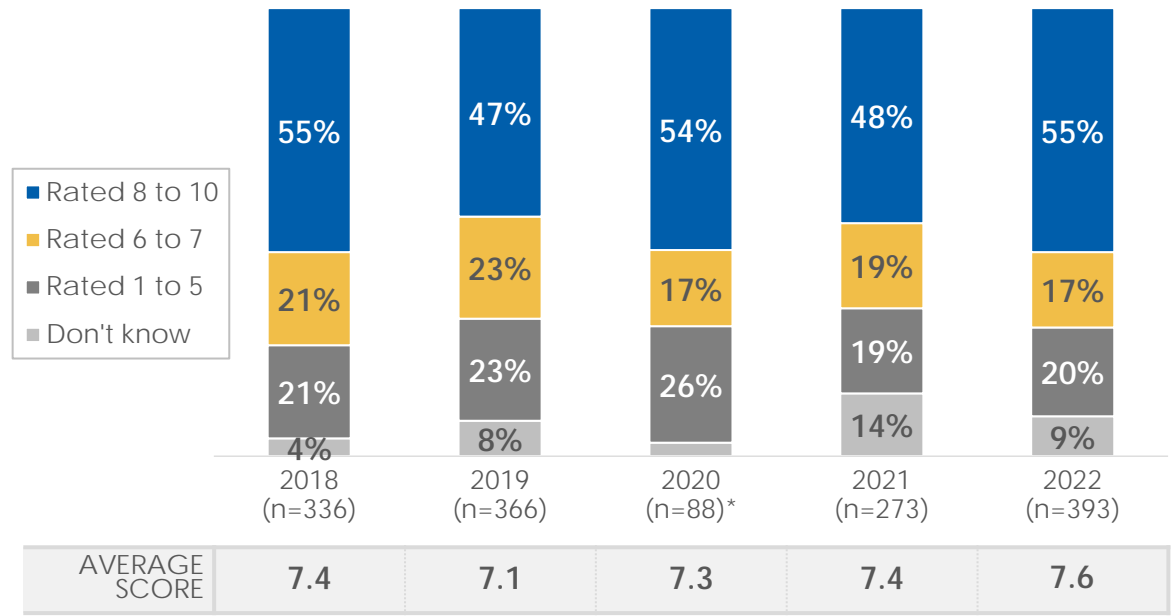
- Among those awarding high scores for Overall Taxi Service, drivers having a polite/courteous attitude, being prompt/on-time, and general good service are the top mentions. In contrast, among the small number of Taxi users who provided low scores, drivers being uncooperative/not helpful, drivers not coming to the door, and not being well trained were the most commonly mentioned reasons.



# Taxi Drivers: Skills to Assist

## SKILLS ASSISTING PHYSICALLY DISABLED (AMONG PAST-MONTH TAXI USERS)

QT3. And how would you rate the taxi driver's skills to assist passengers who have a physical disability?



- Taxi drivers' Skills Assisting Physically Disabled Passengers receive top scores from more than half (55%) of taxi users, up directionally from 2021 (48%) and consistent with 54% in 2020. Conversely, low ratings of 1 to 5 declined significantly (9%, down from 14% in 2021). As a result, the average score also increased to 7.6 out of 10 (compared to 7.4 in 2021).

## REASONS FOR LOW OVERALL RATINGS (AMONG PAST-MONTH TAXI USERS RATING DRIVER'S SKILL 1 TO 5)

QT3a. In what ways did the taxi driver lack adequate skills?

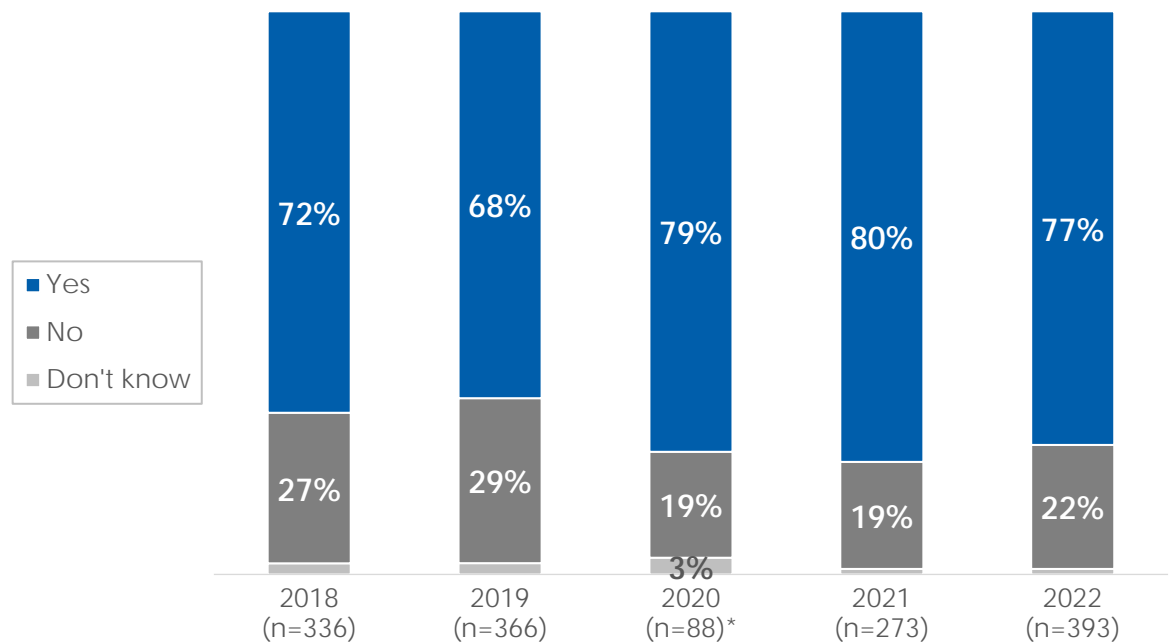
RATING 1 TO 5	2022 (n=72)*
They don't extend help/assistance to patients	64%
They are rude/not friendly/impatient	24%
Do not provide door-to-door service	17%
They did not know how to look after the patients	17%
Poor driving skills	9%
Don't communicate/don't speak up	6%
Not safe	3%
Not familiar with the route/location	3%
Don't speak English/language barrier	2%
Don't come on time/too early/too late	1%
Other	6%

- 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: Other Aspects

## GAVE DOOR-TO-DOOR SERVICE (AMONG PAST-MONTH TAXI USERS)

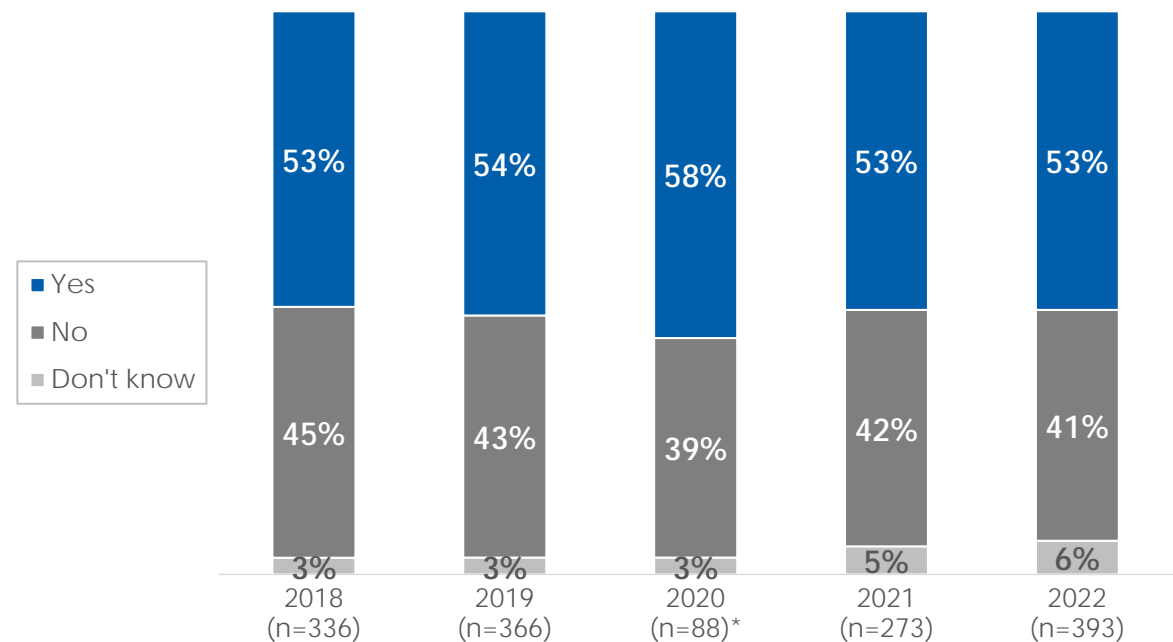
QT5. Did the taxi driver give you door-to-door service? By door-to-door service, we mean having a direct service that picks you up and drops you off as close to your origin and destination as possible.



- Down slightly from a year ago, close to eight-in-ten (77%) past-month Taxi riders say that the taxi driver Gave Door-to-Door Service.

## ENSURED SEATBELT SECURED (AMONG PAST-MONTH TAXI USERS)

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



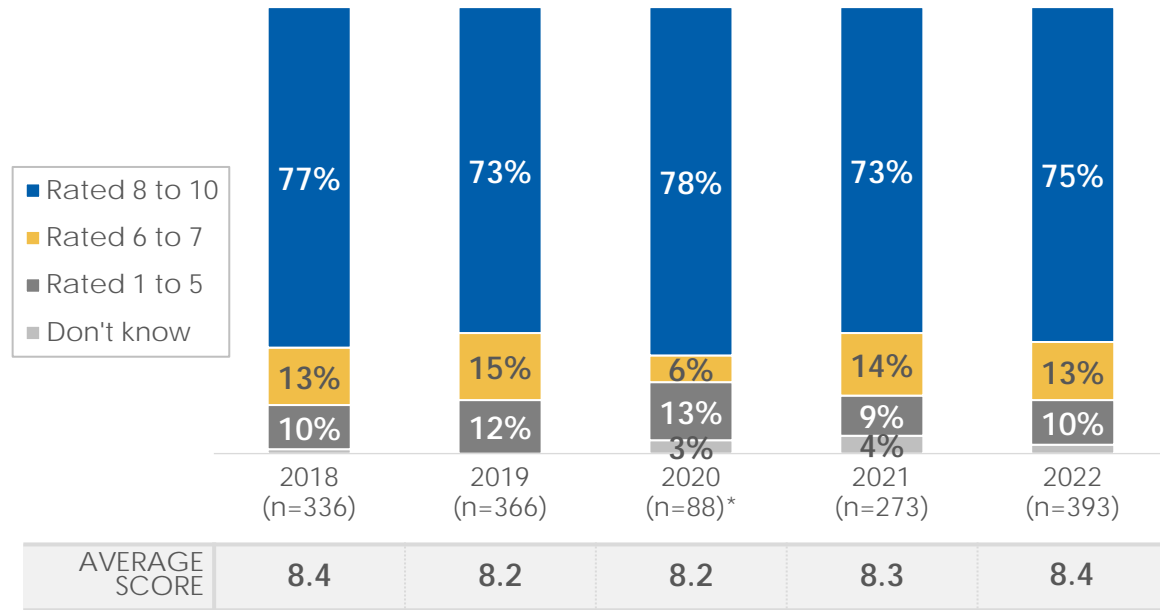
- Consistent with last year, just over half (53%) of past-month Taxi users indicate that the taxi driver ensured their seatbelt was secure before departing.
- Users in South Fraser (59%) are more likely to indicate ensuring seatbelt was secured compared to users in North Fraser (48%).

# On-Time, Reliable Taxi Service

## ON-TIME, RELIABLE SERVICE

(AMONG PAST-MONTH TAXI USERS)

QT4. And how would you rate the taxi that HandyDART provided for on-time, reliable service?



- Top scores for On-Time, Reliable Service are awarded by three-quarters (75%) of past month Taxi riders, up slightly from 73% in 2021. The average score is also up slightly (8.4 out of 10 compared to 8.3 in 2021) and consistent with 2018.

## REASONS FOR LOW OVERALL RATINGS

(AMONG PAST-MONTH TAXI USERS RATING ON-TIME, RELIABLE SERVICE 1 TO 5)

QT4a. At what time, date and location was the taxi not on time, and how late was it?

RATING 1 TO 5		Only responses of 6% or more in current year shown.	2022 (n=38)**
TIME			
AM (Before Noon)			26%
Afternoon (Noon to 5PM)			47%
Evening (After 5PM)			7%
LOCATION			
Vancouver			27%
Surrey			16%
Langley			15%
Coquitlam			6%
Richmond			6%
To/from home (unspecified)			6%
HOW LATE?			
<30 minutes late			28%
30 minutes to <1 hour			12%
1 hour +			36%
Don't know			24%

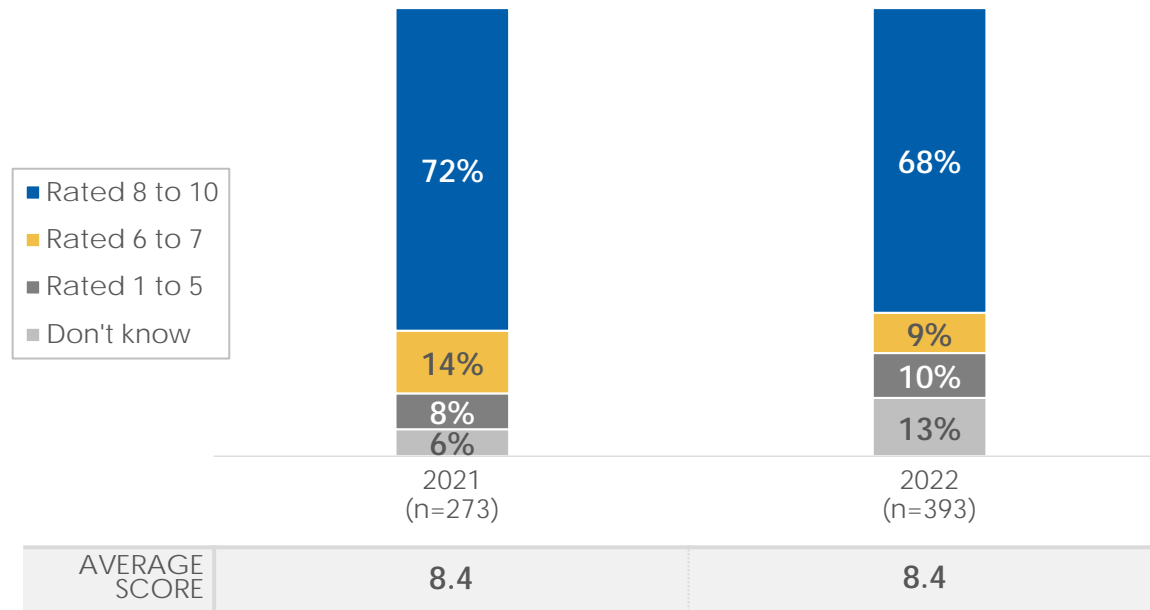
- While only 38 Taxi riders give low scores for On-Time & Reliable Service, issues tend to occur more in the afternoon and in Vancouver/Surrey/Langley, while wait times vary.

# Feeling Safe in Taxi During COVID

## FEELING SAFE IN TAXI DURING COVID

(AMONG PAST-MONTH TAXI USERS)

QT70a. Please rate ... feeling safe while travelling in a taxi that HandyDART provided during the COVID Pandemic.



- Down slightly from last year, over two-thirds (68%) provided top scores for Feeling Safe In Taxi During COVID. The average score of 8.4 out of 10 remains stable. This was a new question in 2021, thus comparison is only available this year.

## REASONS FOR LOW OVERALL RATINGS

(AMONG PAST-MONTH TAXI USERS RATING FEELING SAFE IN TAXI DURING COVID 1 TO 5)

QT70b. Why did you not feel safe?

RATING 1 TO 5	2022 (n=34)**
Too fast driving speed	25%
Drivers do not wear masks/COVID-19 safety precautions not being followed	19%
Too crowded/too many passengers	17%
Not helpful/not strap properly	15%
Not very clean	12%
Do not feel safe in general	12%
Poor driving/unsafe driving	7%
Other	26%

- 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 fast driving speed. This is followed by mentions more specific to COVID such as drivers not wearing masks/COVID-19 safety precautions not being followed and it being too crowded.



# TRIP BOOKING

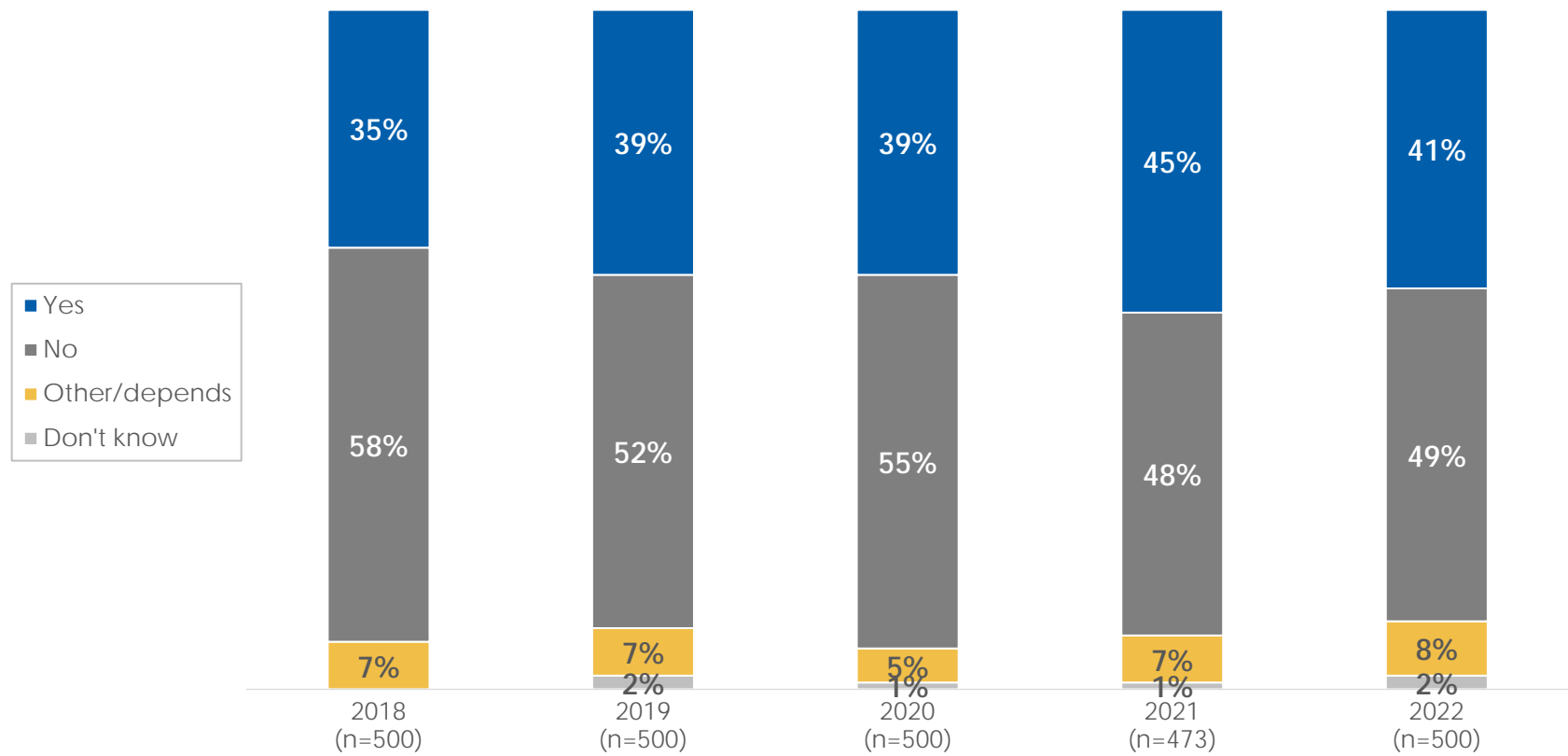


# Likelihood of Booking HandyDART Trips on the Internet

## LIKELIHOOD OF BOOKING HANDYDART ON THE INTERNET IF OPTION AVAILABLE (AMONG PAST-MONTH USERS)

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

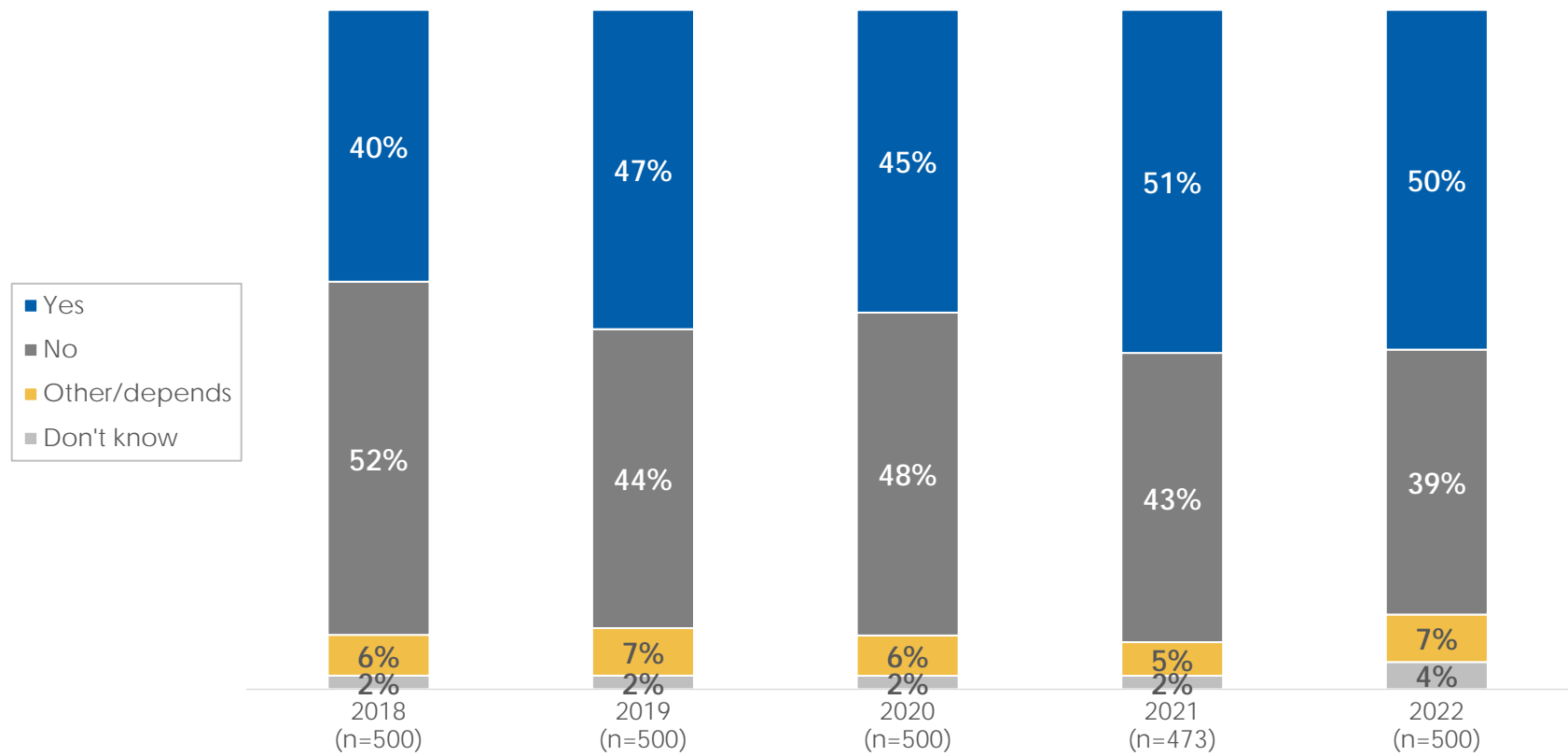
- Just over four-in-ten(41%) past-month HandyDART riders are likely to book their HandyDART trips through the Internet, a decrease from a year ago (45%).
- Riders aged 18-44, Choice riders, or male riders are more likely to be open to the idea of online booking compared to their counterparts.



# Interest in Using a HandyDART Tracking App

## INTEREST IN A HANDYDART TRACKING APP (AMONG PAST-MONTH USERS)

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?

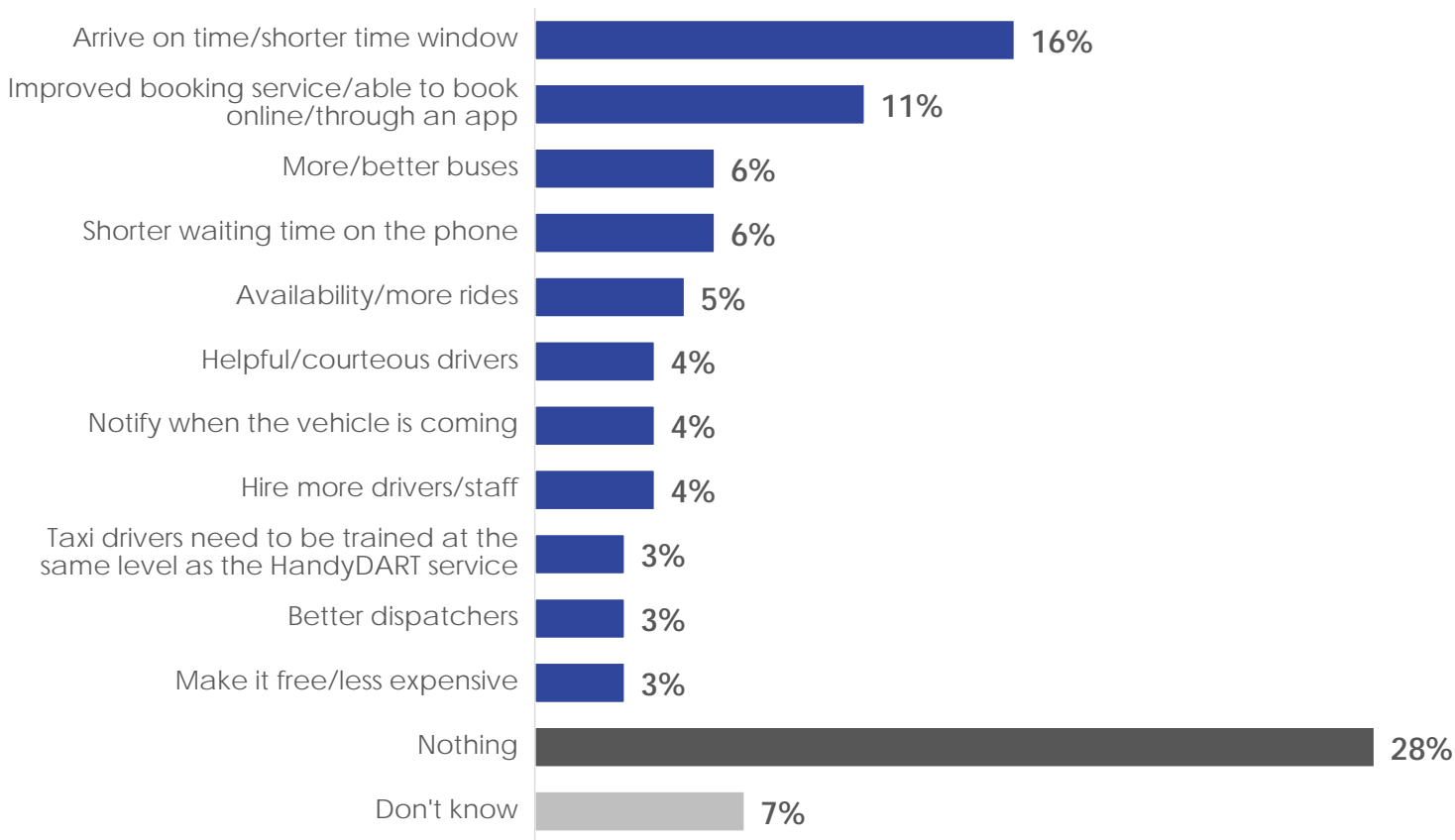


- Consistent with last year, half (50%) of HandyDART riders would be interested in using a smartphone application to track their arriving HandyDART or taxi vehicle.
- Riders aged 18-44, or male riders are more likely to be interested in using a location tracking application compared to their counterparts.

# Improvements Needed for the HandyDART Service (2022)

## IMPROVEMENTS NEEDED (AMONG PAST-MONTH USERS)

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



- As in past waves, past-month HandyDART riders are most likely to mention on-time arrivals/shorter time windows (16%) in order to improve HandyDART service. This year, the second most common mention is improved booking service (11%), which is significantly higher than mentions from 2021 (5%).
- More than one quarter (28%) do not provide any suggestions for improvement.

Base: Past-month HandyDART users (n=500)

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

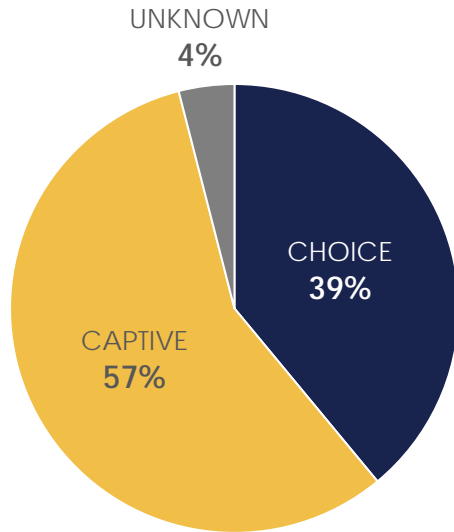


# CUSTOMER PROFILES



# Customer Profile – Choice vs. Captive (2022) (1/2)

## CHOICE VS. CAPTIVE



- 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.
- Close to six-in-ten (57%) past-month HandyDART users are considered Captive riders, which is significantly lower than a year ago (64%). Meanwhile one-third (39%) are classified as Choice riders, up from 33% in 2021.
- Captive riders are more likely to be 65-80 years of age, female, have lower income (<\$40K), or live in Vancouver. Choice riders are more likely to be under 44, male, have higher income (>\$40K), or live in Surrey/North Delta/Langley/White Rock, or Coquitlam/Port Coquitlam/Port Moody/Pitt Meadows/Maple Ridge.

	TOTAL	CHOICE	CAPTIVE
Base: Among past-month users	(n=500)	(n=201)	(n=280)
Average past week trips	3.3	4.3	2.7
Overall Service Ratings (% Rating 8, 9 or 10)	8.5	8.3	8.5
AGE			
18 to 24	4%	7%	2%
25 to 34	5%	9%	2%
35 to 44	7%	11%	6%
45 to 54	10%	10%	12%
55 to 64	19%	20%	18%
65 to 74	32%	25%	34%
75 to 80	21%	16%	26%
80+	1%	2%	1%
EDUCATION			
Some high school or less	14%	16%	13%
Graduated high school	25%	26%	25%
Vocational/college/technical	26%	25%	26%
Some university	7%	7%	7%
Graduated university	20%	19%	21%
Don't know/not sure	7%	6%	8%


Significantly higher than the other rider group.



# Customer Profile – Choice vs. Captive (2022) (2/2)

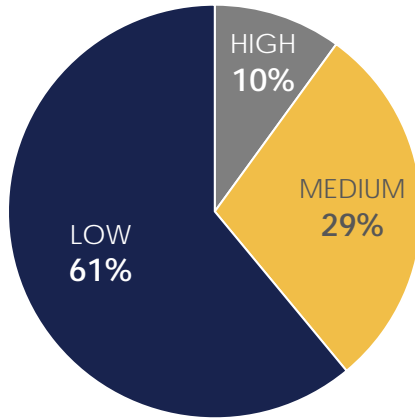
	TOTAL	CHOICE	CAPTIVE
Base: Among past-month users	(n=500)	(n=201)	(n=280)
GENDER			
Female	56%	50%	59%
Male	37%	44%	33%
Nonbinary/Gender fluid	1%	–	1%
Prefer not to say/don't know/not sure	6%	6%	6%
HOUSEHOLD INCOME			
<\$40K	61%	56%	66%
\$40K to <\$80K	12%	17%	9%
\$80K or more	5%	8%	3%
Don't know/not sure	22%	19%	22%

	TOTAL	CHOICE	CAPTIVE
Base: Among past-month users	(n=500)	(n=201)	(n=280)
REGION			
Surrey/North Delta/Langley/White Rock	34%	43%	27%
Vancouver	30%	18%	37%
Burnaby/New Westminster	12%	11%	13%
Coquitlam/Port Coquitlam/Port Moody/Pitt Meadows/Maple Ridge	11%	15%	8%
Richmond/South Delta/Tsawwassen/Ladner	9%	9%	10%
North Vancouver/West Vancouver	5%	4%	4%

 Significantly higher than the other rider group.

# Customer Profile – Low, Medium & High Frequency Users (2022) (1/2)

## LOW, MEDIUM, HIGH FREQUENCY USERS



### Low Frequency Users:

- HandyDART riders made an average of 3.3 trips with HandyDART in the past seven days, with just over six-in-ten (61%) riders making 3 or fewer HandyDART trips. These riders are classified as Low Frequency Users and represent a significantly smaller proportion of riders compared to a year ago (71%).

### Medium Frequency Users:

- Almost one-in-three (29%) riders are considered Medium Frequency users, making between 4 to 9 HandyDART trips in the past seven days. These users represent a significantly larger proportion of riders compared to a year ago (20%). They made an average of 5.6 HandyDART trips in the past week, up from 5.4 in 2021.

### High Frequency Users:

- High Frequency users represent 10% of riders, making 10 or more HandyDART trips in a week, now higher than pre-pandemic levels (7% in 2019). They made an average of 11.1 HandyDART trips in the past seven days, down from 12.0 in 2021.

*\*\* 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=500)	(n=305)	(n=145)	(n=47)**
Average past week trips	3.3	1.0	5.6	11.1
Overall Service Ratings (% Rating 8, 9 or 10)	8.5	8.5	8.5	8.1
AGE				
18 to 24	4%	3%	4%	8%
25 to 34	5%	3%	6%	18%
35 to 44	7%	7%	7%	13%
45 to 54	10%	10%	10%	14%
55 to 64	19%	17%	20%	29%
65 to 74	32%	33%	36%	11%
75 to 80	21%	25%	16%	7%
80+	1%	2%	1%	–
EDUCATION				
Some high school or less	14%	14%	13%	20%
Graduated high school	25%	23%	26%	36%
Vocational/college/technical	26%	28%	27%	11%
Some university	7%	8%	8%	4%
Graduated university	20%	21%	19%	16%
Don't know/not sure	7%	6%	7%	14%

Significantly higher than the other rider group.



# Customer Profile – Low, Medium & High Frequency Users (2022) (2/2)

	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=305)	(n=145)	(n=47)**
GENDER				
Female	56%	61%	53%	40%
Male	37%	34%	38%	50%
Nonbinary/Gender fluid	1%	1%	–	–
Prefer not to say/don't know/ not sure	6%	5%	9%	10%
HOUSEHOLD INCOME				
<\$40K	61%	63%	59%	54%
\$40K to <\$80K	12%	10%	15%	16%
\$80K or more	5%	5%	3%	15%
Don't know/not sure	22%	22%	25%	15%

	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=305)	(n=145)	(n=47)**
REGION				
Surrey/North Delta/Langley/ White Rock	34%	32%	36%	38%
Vancouver	30%	34%	22%	18%
Burnaby/New Westminster	12%	12%	14%	8%
Coquitlam/Port Coquitlam/Port Moody/Pitt Meadows/Maple Ridge	11%	10%	11%	18%
Richmond/South Delta/ Tsawwassen/Ladner	9%	9%	10%	10%
North Vancouver/West Vancouver	5%	3%	7%	7%

Significantly higher than the other rider group.

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

# APPENDIX: QUESTIONNAIRE

## HandyDART Customer Service Performance Survey 2022

### CHANGES Sept, 2022

#### 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, ON BEHALF OF NAME IN SAMPLE, OR A REFERRAL?

Name on sample

Referral

Answering on behalf of name on sample

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 604-953-3648-604-953-3680. 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

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. For example, do you take

HandyDART to a SkyTrain station, then take SkyTrain to the final destination of the trip. Other forms of transit include community shuttles, buses, WestCoast Express, or SeaBus.

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...] [IN CASE 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 IRRITATED 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 – 2022]



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 with disabilities 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 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 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 – 2022]

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 with disabilities 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 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 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 2009-2022]

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.