2023 CUSTOMER SERVICE PERFORMANCE

NOVEMBER 2023

HANDYDART

Report

2024-01-24

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HandyDART vehicle pulling up to a pick-up location.

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

Yellow HandyDART vehicle in a parking lot.

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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.

Dartboard with dart on the bullseye.

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Methodology

Ipsos conducted **501** telephone interviews between October 24 to November 6, 2023, with customers aged 18 or older. To maximize participation, Ipsos sent a letter to customers that built awareness and customer receptiveness.

In 2023, Ipsos surveyed **134** past-month traditional HandyDART vehicle *only* users and **367** 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 2022 past-month results are shown below:

PAST-MONTH USERS			
	# Surveys	Margin of Error (@ 95% Confidence)	Shift Required (@ 95% Confidence)
North of Fraser	251	± 6.2%	±8.8 percentage points
South of Fraser	250	± 6.2%	±8.7 percentage points
TOTAL	**501**	**± 4.4%**	**±6.2 percentage points**

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

Executive Summary (1/3)

OVERALL TREND

HandyDART driver helping a passenger.

- HandyDART tenure has remained stable this year. Past-month HandyDART riders have been using the service for an average of 5.0 years, which is similar to 5.1 years on average in 2022 and trends upwards from the average seen in years prior to 2022. Past 7-day HandyDART usage is also unchanged from a year ago (3.3 one-way trips on average) and trends upwards from the average of trips in years prior to 2022. The proportion of riders who have taken 10+ trips, 4 to 9 trips, or 1 to 3 trips is also unchanged. Furthermore, the proportion of riders who indicate they use the service as often as they did a year ago has increased slightly (50%, up from 45% in 2022).

- In line with stable ridership, top ratings for all attributes are also relatively stable, with the exception of two attributes that saw slight increases: Overall Service (up 3ppt) which has now returned from the slight drop experienced last year, and Value for Money (also up 3ppt).

- Net Promoter Score (NPS) is up slightly this year (70, up from 67 in 2022), and has returned to the 2021 NPS of 70.

- The proportion of past-month riders who only use the HandyDART service (not in combination with other transit) is down marginally (84% in 2023, relative to 86% in 2022) but is still higher than 2021 (80%). Those not using HandyDART in combination with other forms of transit do so mainly because: 1) they have no need to travel far, 2) they use mobility aids or 3) they only use HandyDART for specific purposes. As seen in past waves of this survey, riders typically start and end their HandyDART trips in the same municipality/region.

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Executive Summary (2/3)

HANDYDART SERVICE

Parked HandyDART vehicle

- Overall Service receives top scores (of 8 or higher out of 10) from over eight-in-ten (82%) past-month HandyDART users, a slight improvement from 79% in 2022 but consistent with 82% in 2021. The average score is 8.6, which is also higher than 2022 (8.5) but lower than 2021 (8.7).
- Top ratings for all other HandyDART attributes stayed relatively consistent with last year.
- The main reason for riders' high scores (of 8-10) is the courteousness of the driver. The main reasons for lower ratings are late arrivals and a slow trip.
- 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

Taxi sign on top of a yellow vehicle.

- 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 more than six-in-ten (63%) riders, which is slightly lower than 2022 (65%). The average score is consistent with 2022 at 7.8.

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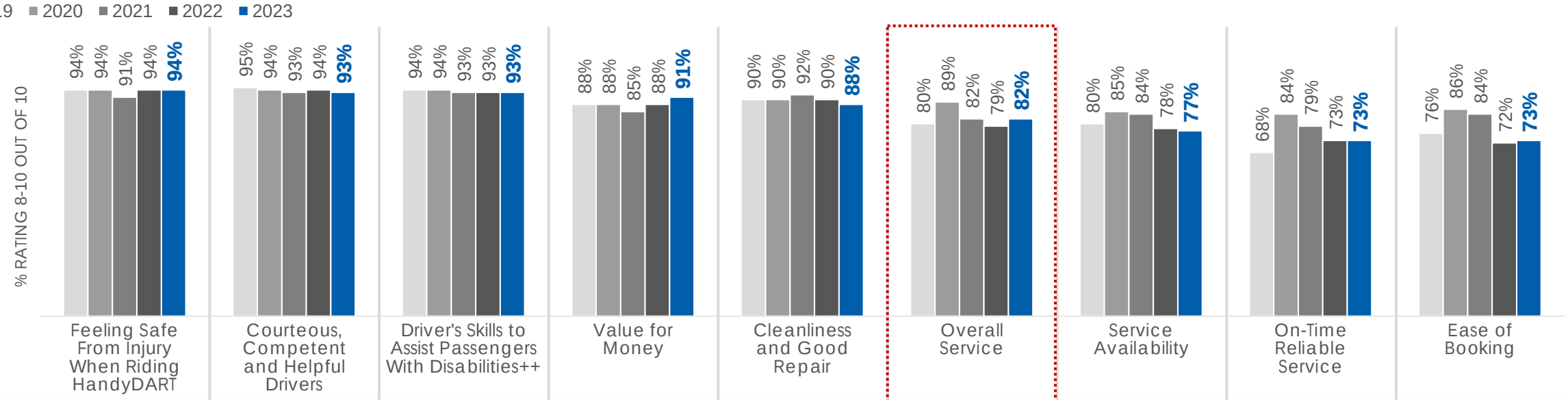
Executive Summary (3/3)

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



AVERAGE SCORE	Feeling Safe From Injury When Riding HandyDART					Courteous, Competent and Helpful Drivers					Driver's Skills to Assist Passengers With Disabilities++					Value for Money					Cleanliness and Good Repair					Overall Service					Service Availability					On-Time Reliable Service					Ease of Booking				
TOTAL	9.4	9.4	9.4	9.5	**9.4**	9.5	9.4	9.4	9.4	**9.4**	9.5	9.4	9.4	9.4	**9.4**	9.3	9.4	9.2	9.3	**9.4**	9.3	9.1	9.3	9.3	**9.2**	8.6	9.0	8.7	8.5	**8.6**	8.6	8.9	8.8	8.6	**8.5**	8.0	8.8	8.5	8.2	**8.2**	8.5	9.1	8.9	8.3	**8.4**
North of Fraser	9.4	9.3	9.3	9.5	**9.3**	9.4	9.3	9.4	9.4	**9.4**	9.5	9.3	9.4	9.3	**9.4**	9.3	9.4	9.2	9.3	**9.3**	9.2	9.0	9.3	9.3	**9.1**	8.6	9.0	8.7	8.4	**8.6**	8.6	8.8	8.7	8.5	**8.4**	7.9	8.7	8.5	8.0	**8.1**	8.4	9.1	9.0	8.2	**8.2**
South of Fraser	9.4	9.6	9.5	9.4	**9.4**	9.5	9.5	9.4	9.5	**9.3**	9.5	9.6	9.4	9.5	**9.4**	9.4	9.5	9.2	9.3	**9.5**	9.4	9.4	9.2	9.3	**9.3**	8.6	9.0	8.7	8.5	**8.6**	8.7	9.1	9.0	8.7	**8.6**	8.2	8.9	8.4	8.5	**8.3**	8.6	9.2	8.9	8.5	**8.5**

- Top ratings for all HandyDART attributes are relatively stable. Overall Service top scores (82%) have increased slightly and returned from the slight drop experienced last year (79% in 2022). Top scores for Value for Money (91%) have also increased modestly (from 88% in 2022). Ease of booking a trip remains lower than the prime Covid years (2020 & 2021) and is mostly driven by difficulty getting through on the phone lines.

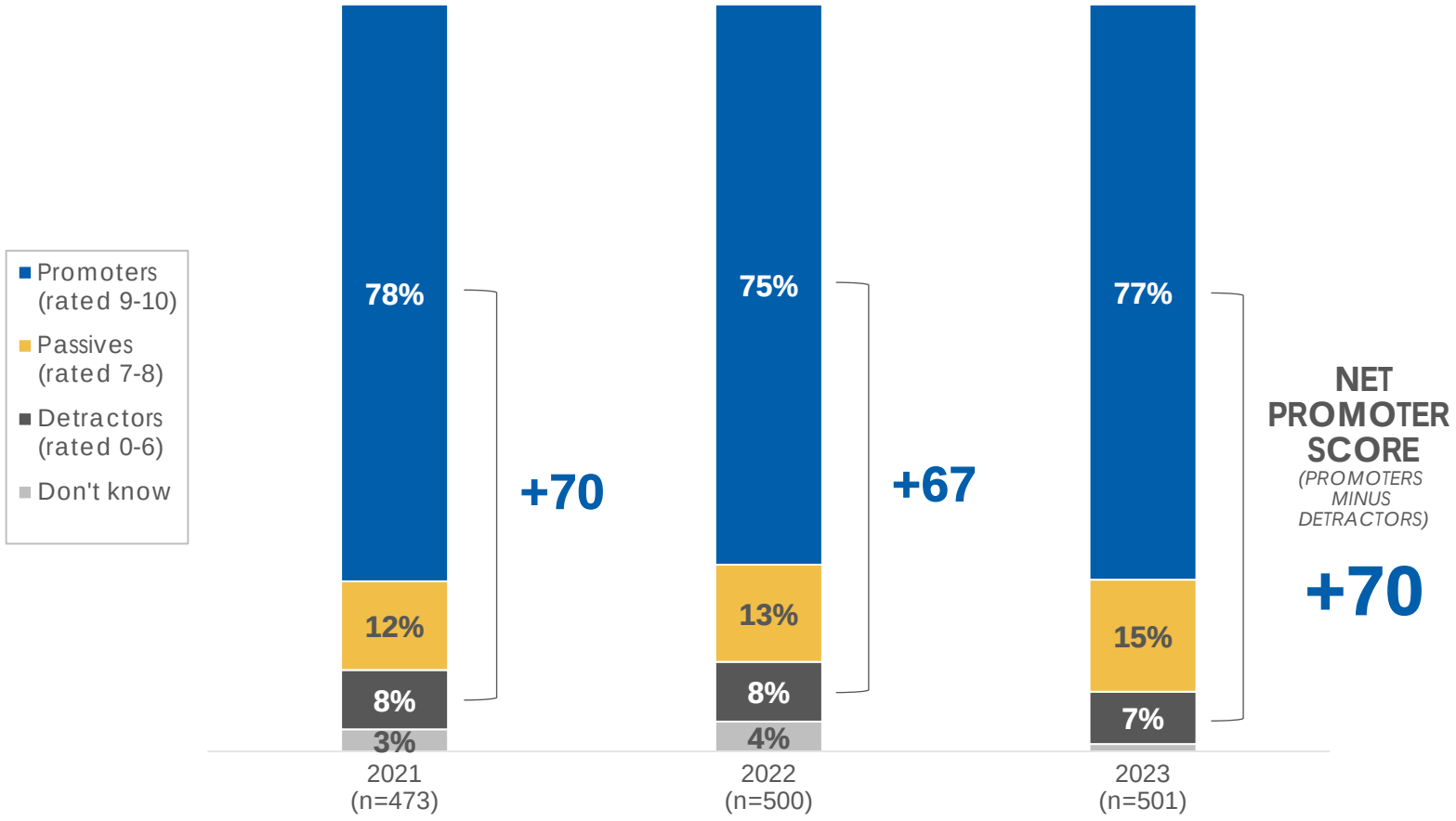
Current wave significantly higher/lower than previous wave.

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.
++ Wording changed in 2022, was previously: "How would you rate the HandyDART driver's skills to assist passengers who have a physical disability?"

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?



- Up slightly from last year, more than three-quarters (77%) 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.
- Similar to last year, only seven percent (7%) 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 +70, which is 3 points up from last year (+67).

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TRENDS IN TRANSIT USAGE

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

Person reading bus stop information in braille.

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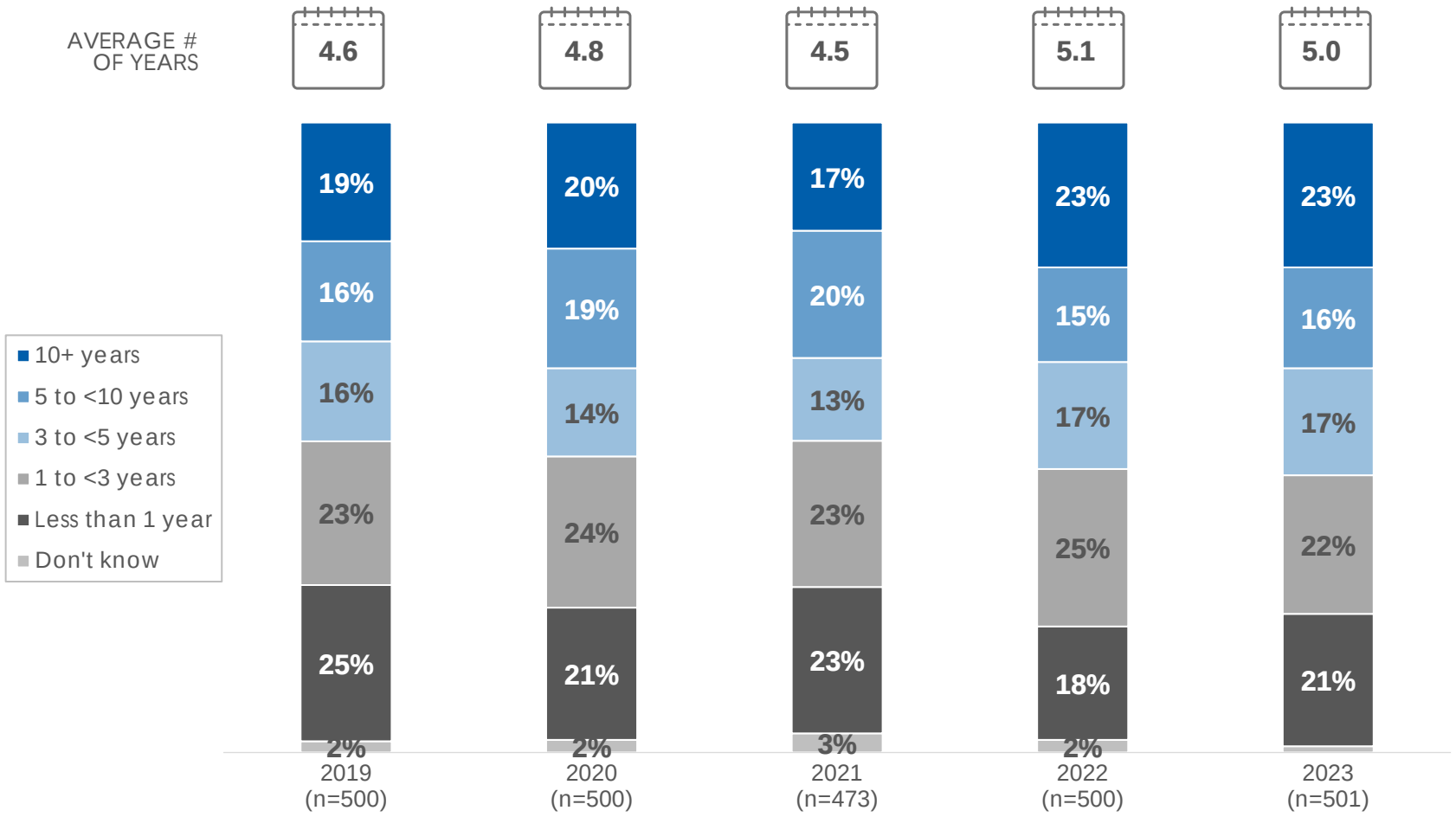
Length of Time Using HandyDART

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 5.0 years, a slight decrease from 5.1 in 2022.
- Captive riders (those without access to a vehicle, as driver or passenger) continue to use the HandyDART service on average for longer than Choice riders (those with access to a vehicle), but the gap is small this year (5.1 years for Captive riders versus 4.9 years for Choice riders).
- Those aged 18-64 or those living North of Fraser have been using the HandyDART service longer than those aged 65-80 or those living South of Fraser.

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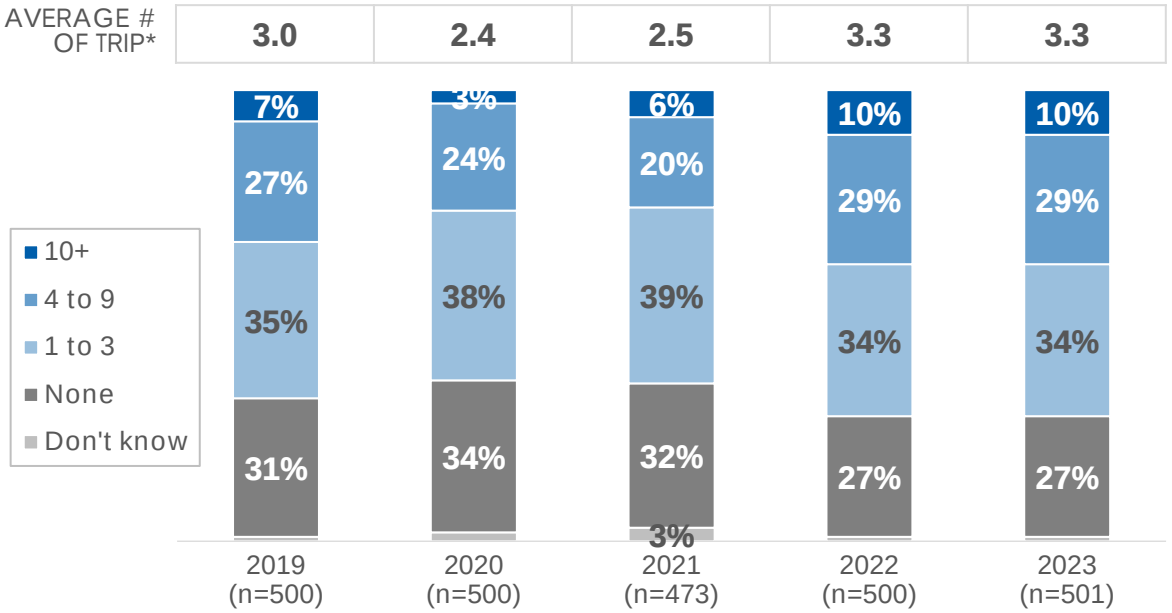
Frequency of Use

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

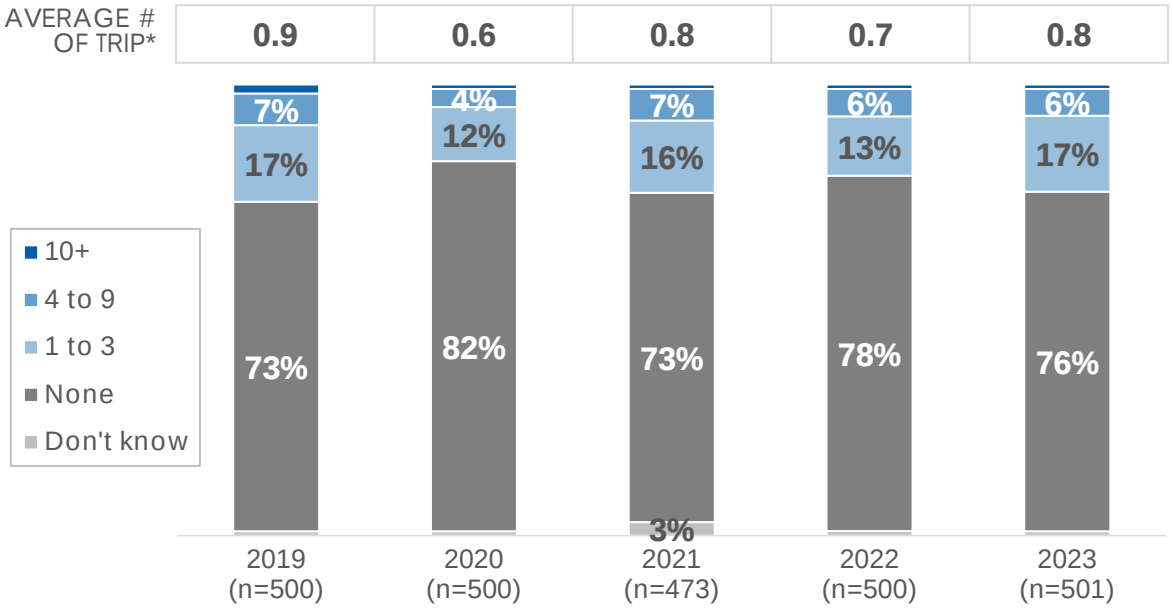
Q2a. In the past 7 days, how many one-way trips have you taken using HandyDART? A one-way trip is a trip to a single destination; for example, a trip to work and home again would be two one-way trips.



- Past 7 days HandyDART usage among past-month users is unchanged in 2023 with an average of 3.3 one-way trips,
- Past week usage is higher among Choice riders compared to Captive riders 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?



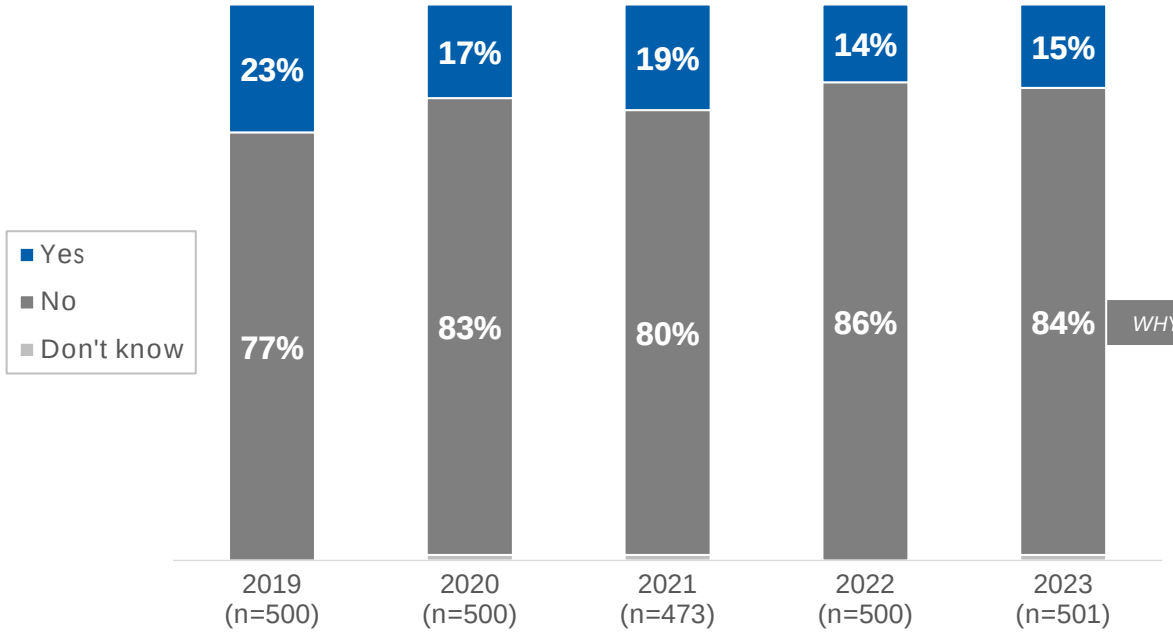
- Past-month HandyDART riders also made an average of 0.8 one-way trips on conventional transit, just above 0.7 a year ago.
- This period, there are no significant differences in conventional transit usage between different past-month HandyDART user groups.

* *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.



WHY NOT?

- When using HandyDART, more than eight-in-ten (84%) past-month HandyDART riders indicate they use HandyDART exclusively, which is down modestly from 86% last period.
- Those aged 45-64 use HandyDART more in combination with other forms of transit than riders in other age groups.

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.	2023 (n=421)
No need to travel far/don't go out much	14%
HandyDART covers all my needs/satisfied with HandyDART/ only use HandyDART	12%
Physical problems/difficulty walking	12%
Uses a walker/cane/wheelchair/scooter, etc.	10%
Only use HandyDART for medical appointments/certain purposes	10%
I drive/someone drives me	8%
Too difficult/complicated/inconvenient	7%
No need for it (unspecified)	7%
Require assistant	7%
HandyDART takes me directly to my destination	6%
Problems with connections/bus schedules/time issues	5%

- This year, top reasons for not using HandyDART with other forms of transit include having no need to travel far, having HandyDART cover all needs, having other physical impairments, the use of mobility aids, and only using HandyDART for specific purposes,

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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.	2023 (n=421)
Mobility Problems (Net)	**54%**
Need to use a walker/cane/wheelchair/have to wear braces	*23%*
Can't walk/have trouble walking	*12%*
Had hip surgery/having knee problems/bad legs	*9%*
Other illness/pain affecting mobility	*8%*
Balance issues	*3%*
Cannot stand for long	*3%*
Paraplegic/quadriplegic	*3%*
I had a stroke	*3%*
I can't travel alone/manage on my own	**12%**
I have memory loss/Cognitive challenges	**8%**
Mental illness (including specific mentions)	**8%**
Visually impaired/blind	**8%**
Safety concerns (e.g., falling, no one to help with illness in an emergency)	**7%**
Prefer HandyDART/door-to-door service/takes me directly to destination	**6%**
No bus service where I live/too far/not convenient	**5%**
Speech impairment	**3%**
Too complicated/get confused	**3%**
Anxiety/nervous to take the bus	**3%**

- 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 decreased significantly this year to 6% (down from 11% in 2022) but are similar to 2021 (5%).
- Mentions of having memory loss/cognitive challenges have increased significantly this year to 8% (up from 4% in 2022). There are also a number of new mentions this year including no bus service where I live(5%), speech impairment (3%), and it being too complicated (3%).

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2023 Trip Origin and Destination

MUNICIPAL/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 END	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=129)	(n=54)*	(n=18)**	(n=46)**	(n=7)**	(n=188)	(n=53)*
Vancouver	82%	9%	3%	20%	–	3%	6%
Burnaby/New Westminster	7%	73%	–	–	–	3%	22%
North Shore	1%	–	96%	–	–	–	–
Richmond	6%	–	–	73%	–	–	–
South Delta/ Tsawwassen/Ladner	–	–	–	–	28%	1%	–
Surrey/North Delta/ Langley/White Rock	2%	3%	2%	2%	59%	92%	1%
Tri-Cities/Pitt Meadows/ Maple Ridge	1%	12%	–	–	14%	–	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.

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

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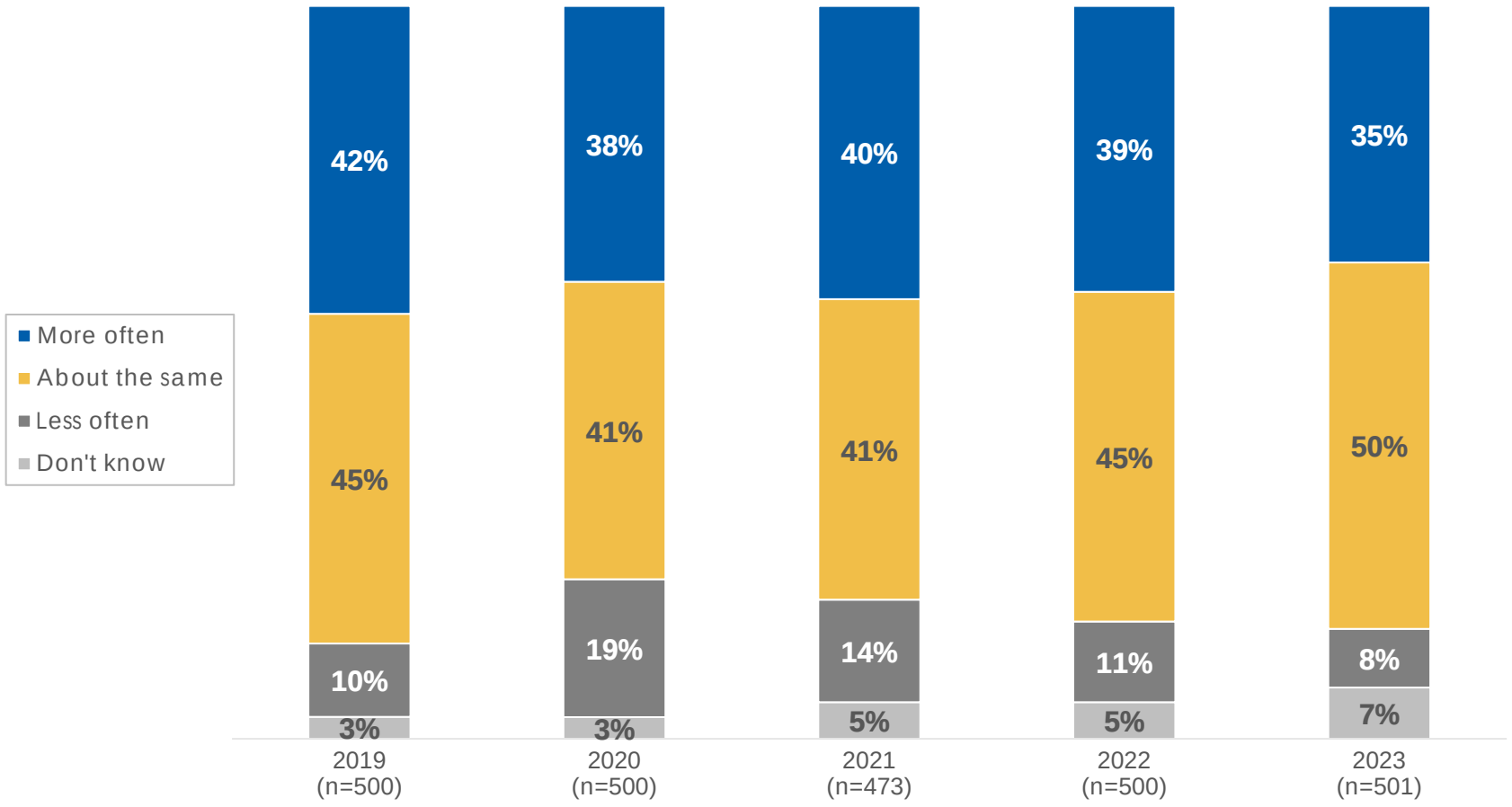
Changes in Level of Use

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?



- More than one-in-three (35%) say they use HandyDART more often than they did a year ago. This is down slightly from the past two years (39% in 2022 and 40% in 2021).
- Conversely, up slightly from last period, half (50%) of past-month HandyDART users indicate they use HandyDART just as often as they did a year ago.
- Less than one-in-ten (8%) past-month HandyDART riders indicate they are using the service less often, continuing a downward trend from 2020 (19%), 2021 (14%), and 2022 (11%). This shift is likely due to users travelling more consistently now that the COVID-19 pandemic has ended.

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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.	2019 (n=213)	2020 (n=185)	2021 (n=187)	2022 (n=195)	2023 (n=177)
More medical appointments	**20%**	**13%**	**15%**	**19%**	**21%**
Health is worse/injured within the past year	**23%**	**29%**	**18%**	**18%**	**18%**
Getting out more/going to more places/in a program	**13%**	**7%**	**11%**	**18%**	**14%**
It is easy to use/convenient/they help you	**13%**	**21%**	**7%**	**7%**	**12%**
Need it now/didn't need before/one year ago	**12%**	**11%**	**13%**	**7%**	**11%**
Can't drive/no ride/no license	**13%**	**8%**	**3%**	**3%**	**10%**
COVID-19 (NET)	**–**	**10%**	**11%**	**13%**	**6%**
Going out less due to COVID-19	–	*2%*	*5%*	*3%*	*3%*
I am more familiar/comfortable with the service	**11%**	**6%**	**3%**	**4%**	**4%**
It is affordable/cheaper than a taxi	**–**	**–**	**–**	**–**	**3%**

- The primary reason for using HandyDART more compared to a year ago is having more medical appointments (21%), Another top reason is one's health becoming worse (18%), which has previously been the top reason over several years, and getting out more often (14%) which is down slightly from last year.
- Mentions that HandyDART is more needed now/weren't needed before increased slightly (11% this period compared to 7% last period), while mentions of being unable to drive significantly increased this year (10% vs. 3% in 2022). COVID-19 mentions decreased significantly this year (6% vs. 13% in 2022).

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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.	2019 (n=50)*	2020 (n=93)*	2021 (n=64)*	2022 (n=56)*	2023 (n=42)**
Health is improved	–	–	–	–	**16%**
Able to drive/have a ride	–	–	–	–	**12%**
Fewer medical appointments	**11%**	**19%**	**11%**	**21%**	**10%**
Able to take public transit	–	–	–	–	**10%**
They are hard to book/have to wait on hold	–	–	–	**4%**	**8%**
They are not on time/you have to wait too long for them to arrive	–	–	–	**6%**	**8%**
Getting out more/going to more places/in a program	**2%**	–	**5%**	**7%**	**5%**
Health is worse/injured within the past year	**10%**	**3%**	**7%**	**5%**	**4%**
Go out less often/unable to travel/no need to travel	**30%**	**43%**	**14%**	**26%**	**3%**
More medical appointments	–	–	–	**13%**	**3%**
COVID-19 (NET)	–	**56%**	**28%**	**10%**	**3%**
COVID-19 (general)	–	*28%*	*19%*	*5%*	*3%*
The service has improved	–	–	–	–	**3%**
Have to book too far in advance	–	–	–	–	**3%**

- Among riders who take HandyDART less frequently compared to a year ago, the top reason is that their health has improved (16%). Other top mentions include being able to drive (12%), fewer medical appointments (10%) and being able to take public transit (10%).
- A smaller proportion of riders this year mention having fewer medical appointments, (10% vs. 21% in 2022) but this is reasonably consistent with 2021 (11%).
- It is not surprising to see that mentions related to the COVID-19 pandemic continue to decline significantly (3%, down from 10% in 2022 and 28% in 2021). Also likely tied to the end of the COVID-19 pandemic are mentions of going out less/unable to travel/no need to travel which have also decreased significantly (3% relative to 26% in 2022).

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

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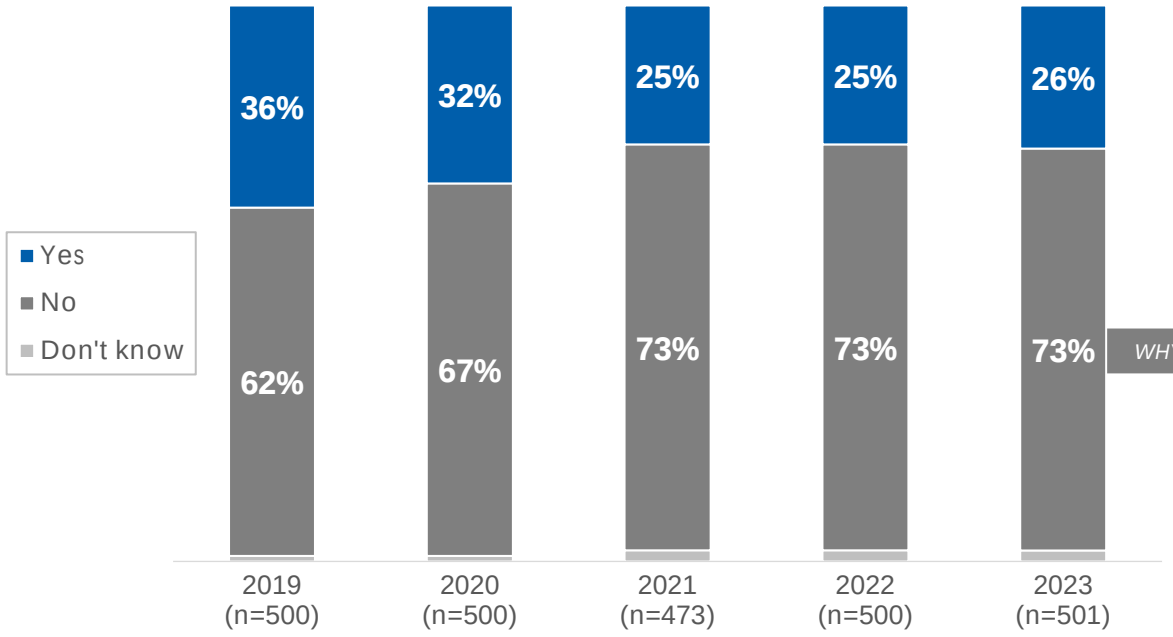
Usage of TaxiSavers

CURRENTLY USE TAXISAVERS
(AMONG PAST-MONTH USERS)

QTA1. Do you currently use TaxiSavers?



WHY NOT?

- Similar to last year, just over one-quarter (26%) of past-month HandyDART users currently use TaxiSavers. Captive riders or those aged 45+ more likely to use TaxiSavers compared to Choice riders or those aged 18-44.

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.	2023 (n=360)
Never heard of them/not familiar	**21%**
HandyDART meet my needs	**14%**
No need/not interested	**11%**
Use/prefer other means of payment (tickets/compass card/cash)	**10%**
Don't like using taxis/doesn't meet my needs	**7%**
I drive/take the bus/have other mode of transportation	**6%**
I don't know how to get/apply for the service	**5%**
Too expensive	**4%**
Rarely uses taxi service/not worthwhile	**4%**
Have never thought about it/never got around to it	**3%**
Don't go out/travel that much	**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.

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OVERALL SERVICE & ATTRIBUTE RATINGS

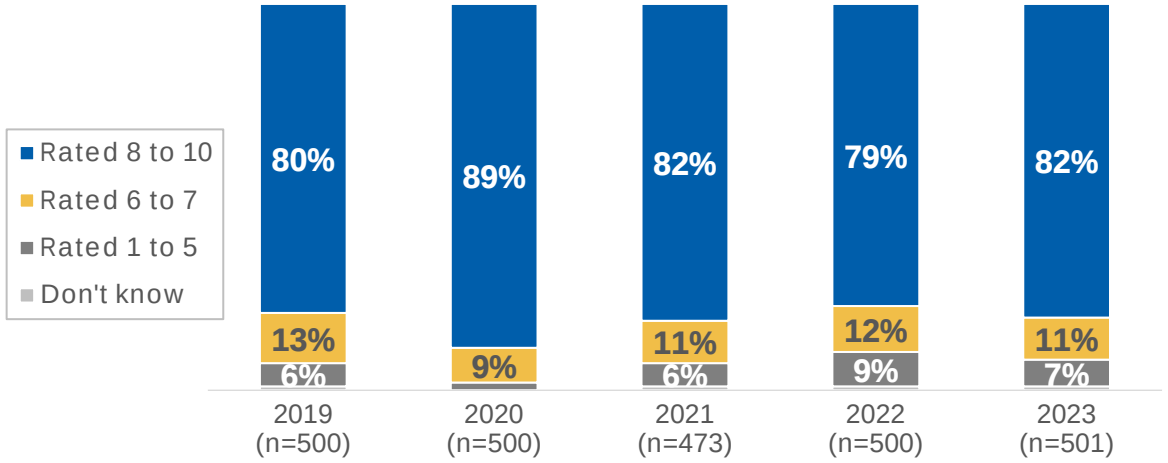
Note: This section presents results among all HandyDART customers, regardless of the vehicle type that they had used.

Parked HandyDART vehicle in front of a health care centre.

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?

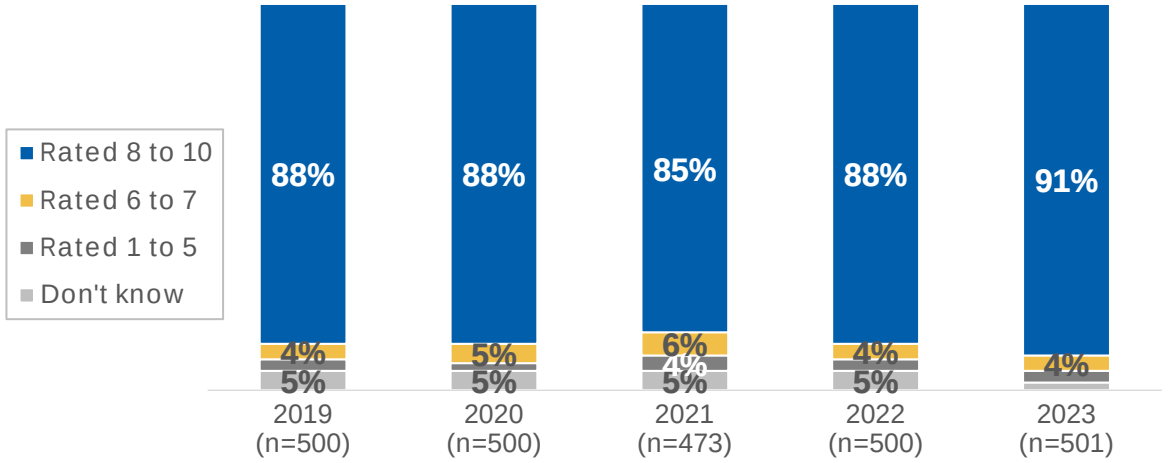


AVERAGE SCORE	2019 (n=500)	2020 (n=500)	2021 (n=473)	2022 (n=500)	2023 (n=501)
TOTAL	8.6	9.0	8.7	8.5	8.6
North of Fraser	8.6	9.0	8.7	8.4	8.6
South of Fraser	8.6	9.0	8.7	8.5	8.6

- More than eight-in-ten (82%) past-month HandyDART users award top scores for Overall Service, a slight increase from a year ago (79%), but consistent with 2021 (82%). At 8.6, the average scores are higher than last year (8.5) and consistent across the two regions.
- Choice riders are more likely to have favourable perceptions for overall service compared to Captive riders.

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

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



AVERAGE SCORE	2019 (n=500)	2020 (n=500)	2021 (n=473)	2022 (n=500)	2023 (n=501)
TOTAL	9.3	9.4	9.2	9.3	9.4
North of Fraser	9.3	9.4	9.2	9.3	9.3
South of Fraser	9.4	9.5	9.2	9.3	9.5

- Value for Money is highly rated by just above nine-in-ten (91%) past-month HandyDART users, up slightly from a year ago (88%), and the average score is up to 9.4 out of 10, with North of Fraser remaining stable and South of Fraser higher than a year ago.
- Those aged 45+ are more likely to have favourable perceptions for Value for Money.

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

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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.	2019 (n=398)	2020 (n=445)	2021 (n=387)	2022 (n=396)	2023 (n=408)
Drivers courteous/helpful	**48%**	**50%**	**48%**	**45%**	**50%**
Good service (general)	**14%**	**22%**	**18%**	**22%**	**23%**
They are reliable/on time/ prompt	**18%**	**23%**	**15%**	**19%**	**17%**
They come to the door/ bus stops are close	**13%**	**8%**	**7%**	**9%**	**14%**
Satisfied with service/no complaints	**28%**	**20%**	**10%**	**17%**	**13%**
Drivers have skills to assist/ accommodate the handicapped	**7%**	**10%**	**8%**	**8%**	**10%**
Service is convenient/gets me where I need to go	**13%**	**11%**	**8%**	**10%**	**10%**
Safe drivers	**23%**	**27%**	**9%**	**4%**	**9%**

- 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 coming to the door are up significantly from a year ago (14%, up from 9% in 2022). Mentions of having safe drivers are also up significantly (9%, up from 4% a year ago).

Note: Results that are presented above reflect the comments of those who gave an overall rating of 8 to 10.

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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.	2019 (n=30)**	2020 (n=11)**	2021 (n=29)**	2022 (n=40)**	2023 (n=34)**
Arrived late	**36%**	**23%**	**27%**	**22%**	**22%**
The trip was slow	–	–	–	**6%**	**19%**
Problems booking trips	**20%**	–	**12%**	**25%**	**15%**
Drivers not courteous/helpful	**10%**	**32%**	**7%**	**15%**	**13%**
Wait time/I have to wait longer	**28%**	**16%**	**30%**	**30%**	**12%**
The 30-minute window is too long	–	–	**12%**	**12%**	**10%**
Problems with availability	–	–	–	–	**10%**
Drivers lack skills to assist/accommodate the handicapped	–	–	–	–	**8%**
They do not give enough warning before arriving/ do not keep you informed	–	–	–	**12%**	**8%**
Nothing is perfect/there is room for improvement	–	–	–	–	**7%**
Poor service (general)	–	–	–	**5%**	**6%**
Booking staff are rude/not helpful	–	–	**9%**	**8%**	**5%**

- Only 34 HandyDART riders gave low scores for Overall Service, but top mentions for these low ratings are late arrivals, a slow trip, and problems booking trips. Both late arrivals and problems booking trips are consistent as top mentions in 2022. Mentions of long wait times (which was the top mention in 2022) have declined noticeably this 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.*

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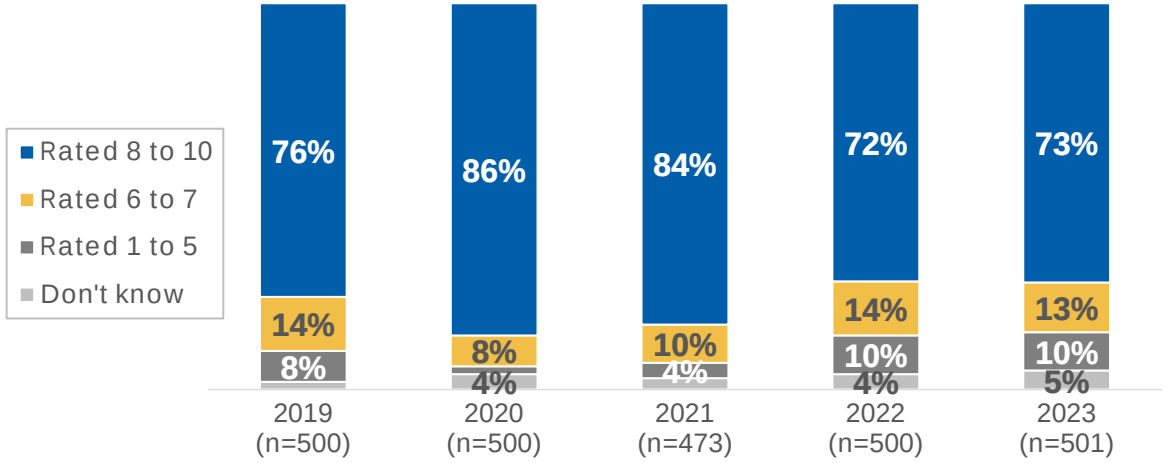
Ease of Booking a Trip

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?



AVERAGE SCORE	2019 (n=500)	2020 (n=500)	2021 (n=473)	2022 (n=500)	2023 (n=501)
TOTAL	8.5	9.1	8.9	8.3	8.4
North of Fraser	8.4	9.1	9.0	8.2	8.2
South of Fraser	8.6	9.2	8.9	8.5	8.5

- Top ratings for Ease of Booking a Trip (73%) are similar to last year (72% in 2022). The number of riders who gave low ratings of 1 to 5 for this attribute is unchanged at10%. The average score increased slightly to 8.4 (from 8.3 in 2022).
- Riders aged 75-80 tend to provide higher ratings on this attribute than those between 18-44 years old.

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.*	2019 (n=39)**	2020 (n=12)**	2021 (n=20)**	2022 (n=50)*	2023 (n=49)**
The lines are busy/put on hold	59%	34%	49%	69%	69%
Unable to reserve required time/not enough vehicles	22%	8%	–	9%	23%
The operators are not well trained/do not know how to do it	5%	17%	1%	5%	6%
Can't book more than 6 days in advance	–	–	–	13%	6%
Have to book too far in advance	–	–	–	–	4%
Unable/hard to reschedule/change bookings	–	–	–	3%	4%
They put you on a waiting list	12%	8%	2%	4%	3%

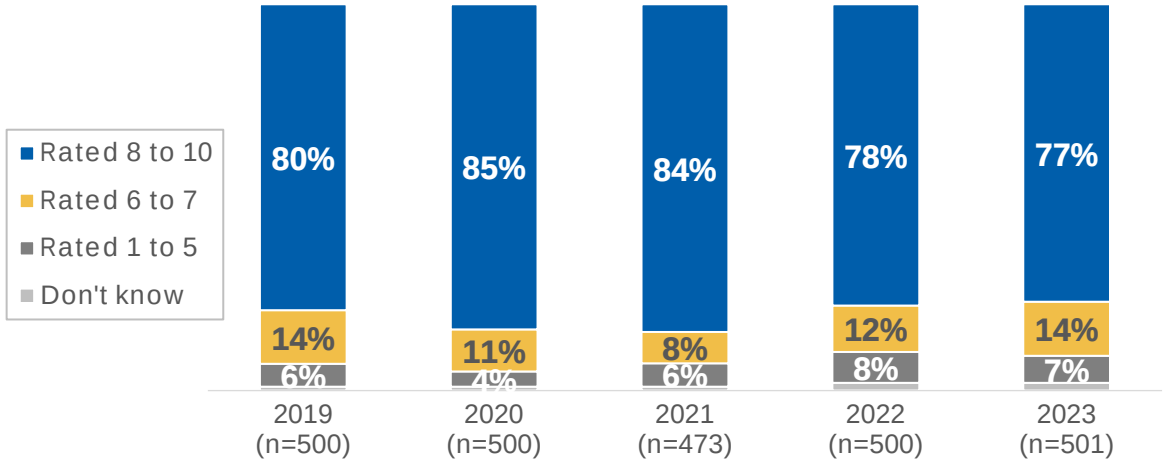
- The top reason for providing low ratings for Ease of Booking is that the lines were busy/they were put on hold. This is consistent as the top reason in previous years. Other mentions include not being able to reserve required time.

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.*

Availability

AVAILABILITY
(AMONG PAST-MONTH USERS)

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



AVERAGE SCORE	2019	2020	2021	2022	2023
TOTAL	8.6	8.9	8.8	8.6	8.5
North of Fraser	8.6	8.8	8.7	8.5	8.4
South of Fraser	8.7	9.1	9.0	8.7	8.6

- Top ratings for Availability (77%) are similar to last year (78% in 2022). The average score dropped slightly to 8.5 (from 8.6 in 2022).
- 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.*	2019 (n=10)**	2020 (n=9)**	2021 (n=11)**	2022 (n=19)**	2023 (n=14)**
TIME					
AM (Before Noon)	21%	21%	22%	28%	42%
Afternoon (Noon to 5PM)	10%	46%	48%	22%	29%
Evening (After 5PM)	27%	–	10%	17%	14%
Not stated/don't know	41%	33%	20%	33%	15%
LOCATION					
Burnaby	–	26%	10%	5%	19%
North Vancouver	–	–	–	–	17%
Richmond	24%	9%	23%	4%	10%
Vancouver	10%	25%	20%	41%	7%
Surrey	–	–	–	15%	7%
To/from home (unspecified)	–	–	–	12%	7%
No location in particular	–	–	–	–	7%
New Westminster	–	–	–	–	5%

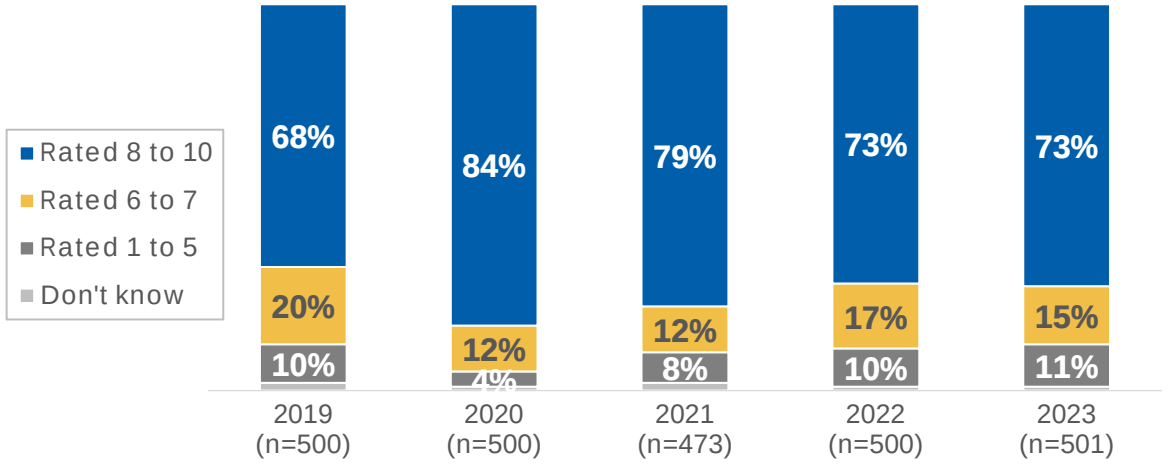
- Among the 14 past-month HandyDART users who provided low scores of Availability, mornings (before noon) is the most common time that they experienced an availability issue, and mostly in Burnaby or North Vancouver.

Note: Ratings are on a scale of 1 to 10 where 10 means excellent and 1 means very poor.
*** Very small base size (<50), interpret with extreme caution.*

On-Time, Reliable Service

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

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



AVERAGE SCORE	2019 (n=500)	2020 (n=500)	2021 (n=473)	2022 (n=500)	2023 (n=501)
TOTAL	8.0	8.8	8.5	8.2	8.2
North of Fraser	7.9	8.7	8.5	8.0	8.1
South of Fraser	8.2	8.9	8.4	8.5	8.3

- Top ratings for On-Time, Reliable Service are stable this year (73%). Similarly, the average score for this attribute is also unchanged at 8.2. However, scores for North of Fraser are up while average scores for South of Fraser are down.

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.*	2019 (n=50)*	2020 (n=18)**	2021 (n=37)**	2022 (n=44)**	2023 (n=56)*
TIME					
AM (Before Noon)	34%	10%	37%	34%	30%
Afternoon (Noon to 5PM)	39%	52%	35%	35%	36%
Evening (After 5PM)	12%	13%	10%	11%	3%
LOCATION					
Vancouver	15%	37%	28%	20%	20%
Surrey	20%	–	14%	11%	12%
Langley	–	–	–	–	10%
To/from home (unspecified)	–	–	–	8%	7%
Richmond	9%	4%	12%	6%	7%
HOW LATE?					
<30 minutes late	29%	33%	27%	27%	34%
30 minutes to <1 hour	28%	27%	33%	24%	22%
1 hour +	30%	27%	32%	32%	21%
Don't know	13%	13%	8%	17%	22%

- Afternoons (Noon to 5 pm) are the most common time of day when issues related to On-Time & Reliable Service arise, followed by mornings (before Noon) according to the 56 past-month HandyDART riders who gave low ratings for this attribute.
- Similar to previous periods, over half of users experiencing a delay had to wait under one hour.

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.*

OVERALL SERVICE & ATTRIBUTE RATINGS: TRADITIONAL HANDYDART VEHICLES

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

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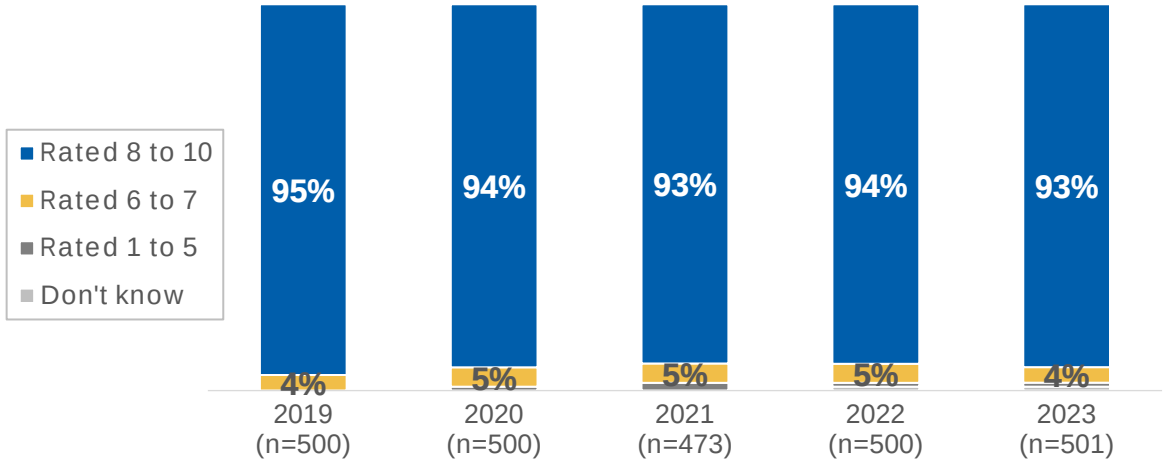
HandyDART vehicle on the road.

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?

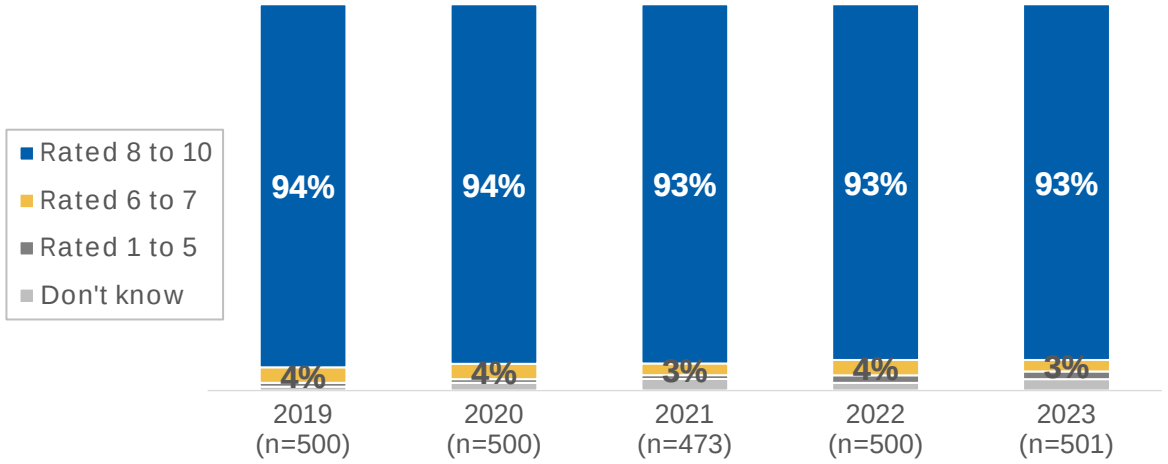


AVERAGE SCORE	2019 (n=500)	2020 (n=500)	2021 (n=473)	2022 (n=500)	2023 (n=501)
TOTAL	9.5	9.4	9.4	9.4	9.4
North of Fraser	9.4	9.3	9.4	9.4	9.4
South of Fraser	9.5	9.5	9.4	9.5	9.3

- Courteous, Competent and Helpful Drivers continues to be awarded top scores by more than nine-in-ten past-month HandyDART riders (93%). The average scores are unchanged and continue to be strong at 9.4 out of 10. While North of Fraser remains consistent from last year at an average score of 9.4, South of Fraser experienced a slight drop this year (9.3).
- Female riders are more likely to award top ratings than male riders for the attribute Courteous, Competent and Helpful Drivers.

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

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



AVERAGE SCORE	2019 (n=500)	2020 (n=500)	2021 (n=473)	2022 (n=500)	2023 (n=501)
TOTAL	9.5	9.4	9.4	9.4	9.4
North of Fraser	9.5	9.3	9.4	9.3	9.4
South of Fraser	9.5	9.6	9.4	9.5	9.4

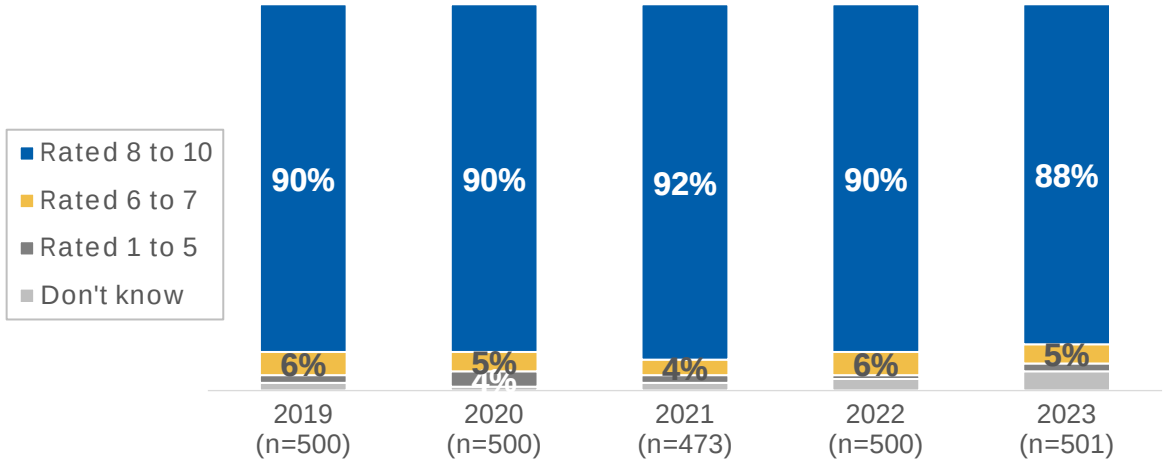
- The percentage of top ratings and the average score for Assisting Passengers With Disabilities are stable this year (93% and 9.4 respectively). The average scores for both North and South of Fraser are up from last year.

Note: Ratings are on a scale of 1 to 10 where 10 means excellent and 1 means very poor.
+ Wording changed in 2022, was previously: "How would you rate the HandyDART driver's skills to assist passengers who have a physical disability?"

Traditional HandyDART Vehicles

CLEANLINESS AND GOOD REPAIR
(AMONG PAST-MONTH USERS)

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

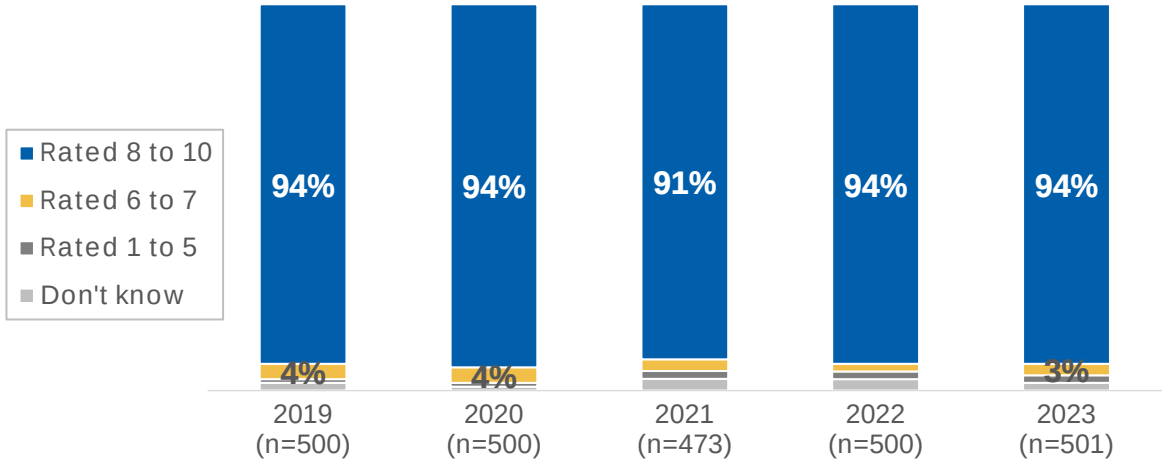


AVERAGE SCORE	2019 (n=500)	2020 (n=500)	2021 (n=473)	2022 (n=500)	2023 (n=501)
TOTAL	9.3	9.1	9.3	9.3	9.2
North of Fraser	9.2	9.0	9.3	9.3	9.1
South of Fraser	9.4	9.4	9.2	9.3	9.3

- Close to nine-in-ten (88%) past-month HandyDART riders award top ratings to Cleanliness & Good Repair, which is slightly lower than last year (90%). The average score for Cleanliness & Good Repair is down at 9.2.
- HandyDART users aged 75-80 are more likely to provide high ratings for Cleanliness & Good Repair compared to those aged 45-64.

FEELING SAFE FROM INJURY
(AMONG PAST-MONTH USERS)

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



AVERAGE SCORE	2019 (n=500)	2020 (n=500)	2021 (n=473)	2022 (n=500)	2023 (n=501)
TOTAL	9.4	9.4	9.4	9.5	9.4
North of Fraser	9.4	9.3	9.3	9.5	9.3
South of Fraser	9.4	9.6	9.5	9.4	9.4

- Unchanged from last year, more than nine-in-ten past-month HandyDART riders award top ratings to Feeling Safe From Injury (94%). Top ratings for this attribute remain consistent with ratings in 2019 and 2020. The average score for Feeling Safe From Injury is down slightly from the last year but consistent with previous years at 9.4.

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

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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.

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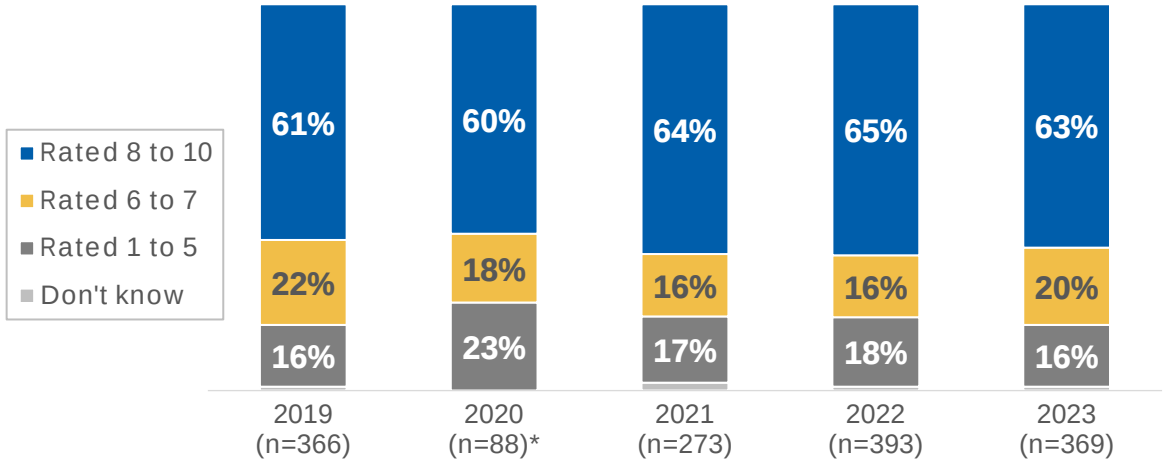
Taxi sign on top of a yellow vehicle.

Overall Taxi Service

TAXI SERVICE
(AMONG PAST-MONTH TAXI USERS)

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?



	2019 (n=366)	2020 (n=88)*	2021 (n=273)	2022 (n=393)	2023 (n=369)
AVERAGE SCORE	7.6	7.4	7.8	7.8	7.8

- With demand for HandyDART being relatively stable, the proportion of service required to be delivered by taxi is also fairly stable. The sample of taxi users has dropped only slightly this year (n=369).
- Overall Taxi Service received top scores from more than six-in-ten (63%) past-month Taxi users, which is slightly lower than a year ago (65%). 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 — *Only responses of 10% or more are shown.*	2023 (n=235)
Prompt/on time	25%
Polite/courteous/good attitude	25%
Good service (gen)	24%
Cooperative/helpful	15%

RATING 1 TO 5 — *Only responses of 10% or more are shown.*	2023 (n=58)*
Uncooperative/not helpful	35%
Rude/condescending/bad attitude	24%
They don't come to the door/walk me to the door	24%
Not well trained (not familiar with the routes, don't know how to secure wheelchairs properly, etc.)	19%
Do not drive safely/drive too fast	19%
Not on time/ late/long wait times	18%

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

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.*

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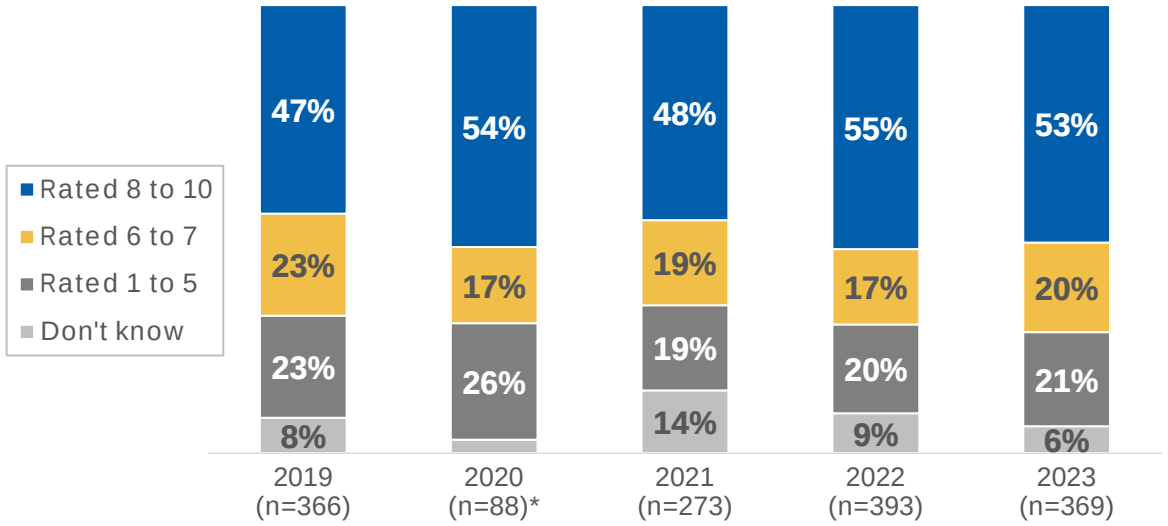
Taxi Drivers: Skills to Assist

SKILLS ASSISTING DISABLED
(AMONG PAST-MONTH TAXI USERS)

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



	2019 (n=366)	2020 (n=88)*	2021 (n=273)	2022 (n=393)	2023 (n=369)
AVERAGE SCORE	7.1	7.3	7.4	7.6	7.3

- Taxi drivers' Skills Assisting Disabled Passengers receive top scores from more than half (53%) of taxi users, down modestly from 2022 (55%). Low ratings of 1 to 5 also declined slightly (6%, down from 9% in 2022). The average score decreased to 7.3 out of 10 (compared to 7.6 in 2022).

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	2023 (n=80)*
They don't extend help/assistance to patients	44%
They did not know how to look after the patients	33%
They are rude/not friendly/impatient	31%
Do not provide door-to-door service	24%
Poor driving skills	11%
Don't speak English/language barrier	6%
Not safe	3%
Don't wear their vests	3%
Not familiar with the route/location	3%
Don't come on time/too early/too late	1%
Don't communicate/don't speak up	1%
Other	13%
No reason in particular	4%
Don't know/not stated	1%

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

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.*

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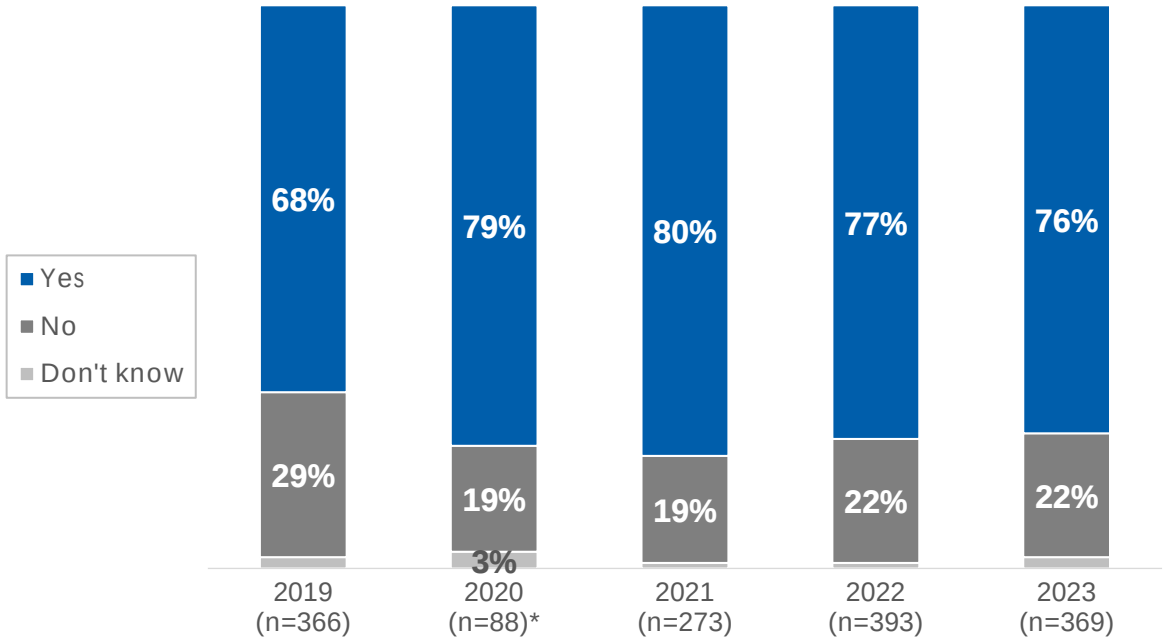
Taxi Drivers: Other Aspects

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

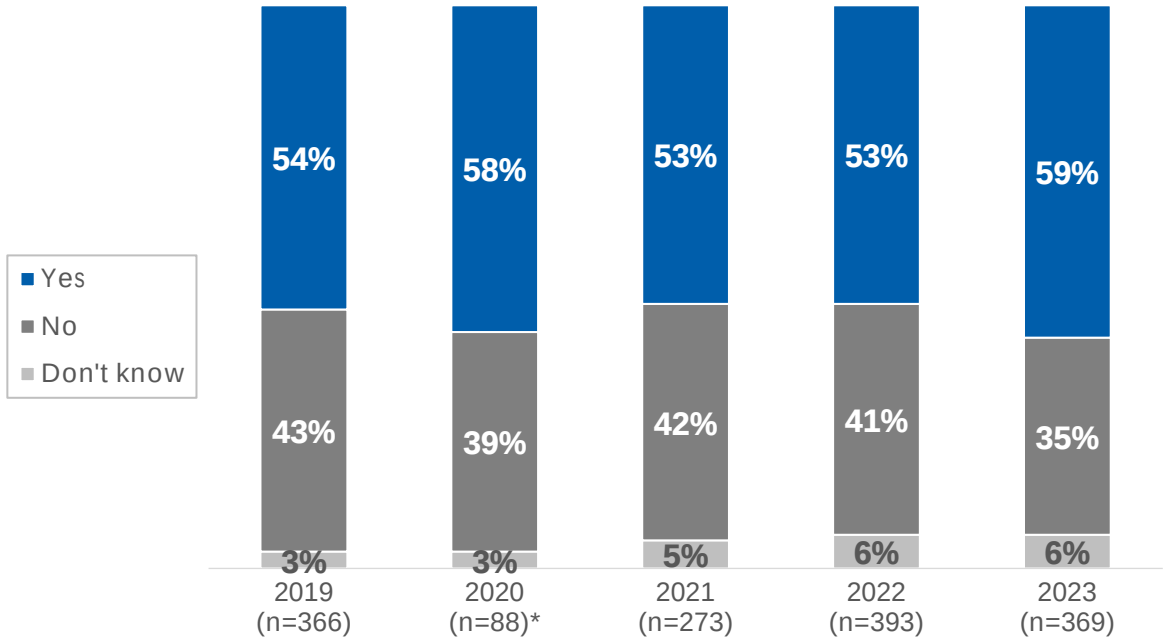
QT5. Did the taxi driver give you door-to-door service? By door-to-door service, we mean having a direct service that picks you up and drops you off as close to your origin and destination as possible.



- Similar to a year ago, more than three-quarters (76%) past-month Taxi riders say that the taxi driver Gave Door-to-Door Service.
- Males (81%) are more likely to indicate the taxi driver gave door-to-door services compared to Females (71%).

ENSURED SEATBELT SECURED
(AMONG PAST-MONTH TAXI USERS)

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



- Just under six-in-ten (59%) past-month Taxi users indicate that the taxi driver ensured their seatbelt was secure before departing, up directionally from 2022 (53%).
- Users living South of Fraser (67%) are more likely to indicate ensuring seatbelt was secured compared to users living North of Fraser (52%).

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

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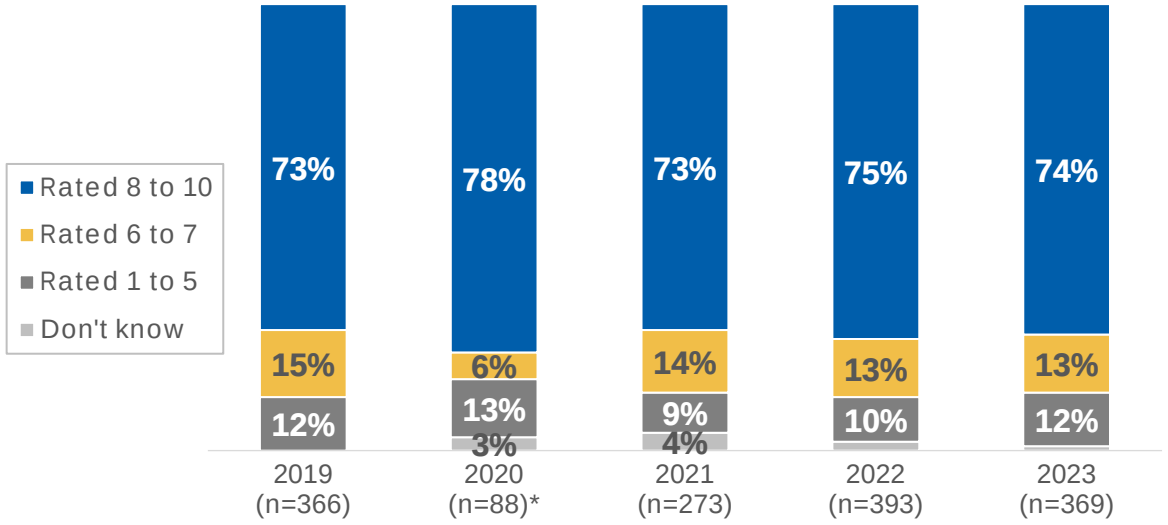
On-Time, Reliable Taxi Service

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?



	2019 (n=366)	2020 (n=88)*	2021 (n=273)	2022 (n=393)	2023 (n=369)
AVERAGE SCORE	8.2	8.2	8.3	8.4	8.3

- Top scores for On-Time, Reliable Service are awarded by almost three-quarters (74%) of past month Taxi riders, down marginally from 75% in 2022. The average score is also down slightly (8.3 out of 10 compared to 8.4 in 2022) and consistent with 2021.
- Those living South of Fraser (80%) are more likely to provide top scores for On-Time, Reliable Service compared to those living North of Fraser (68%).

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.*	2023 (n=43)**
TIME	
AM (Before Noon)	43%
Afternoon (Noon to 5PM)	37%
Evening (After 5PM)	6%
LOCATION	
Vancouver	17%
Burnaby	9%
North Vancouver	8%
Richmond	7%
Maple Ridge	6%
HOW LATE?	
<30 minutes late	23%
30 minutes to <1 hour	26%
1 hour +	19%
Don't know	33%

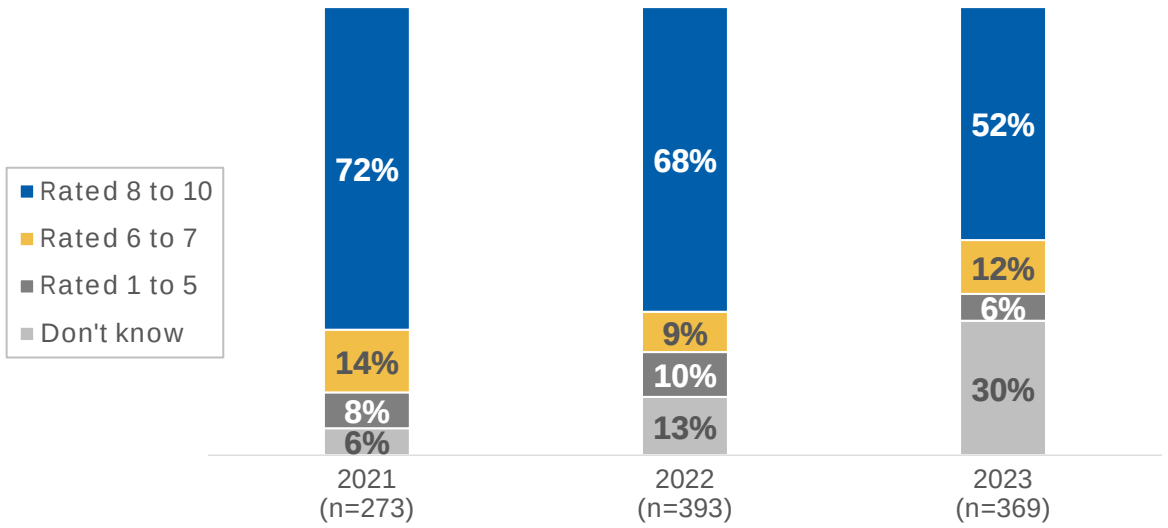
- While only 43 Taxi riders give low scores for On-Time & Reliable Service, issues tend to occur more in the morning or afternoon before 5pm and in Vancouver while wait times vary.

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.*

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.



	2021 (n=273)	2022 (n=393)	2023 (n=369)
AVERAGE SCORE	8.4	8.4	8.4

- Down significantly from last year, more than half (52%) riders provided top scores for Feeling Save In Taxi During COVID. The average score of 8.4 out of 10 remains stable. Significantly more users mention they don't know (30% vs. 13% in 2022). These differences in scores are likely attributable to the fact that the COVID-19 pandemic has come to an end.
- Those living South of Fraser (59%) are more likely to provide top scores for Feeling Safe in Taxi During COVID compared to those living North of Fraser (46%).

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	2023 (n=24)**
Drivers do not wear masks/COVID-19 safety precautions not being followed	30%
Not helpful/not strap properly	16%
Not very clean	16%
Poor driving/unsafe driving	14%
Too fast driving speed	13%
Too crowded/too many passengers	5%
Do not feel safe in general	5%
Other	24%
No reason in particular	5%

- 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. This is followed by drivers not being helpful or not being very clean.

Note: Ratings are on a scale of 1 to 10 where 10 means excellent and 1 means very poor.
*** Very small base size (<50), interpret with extreme caution.*

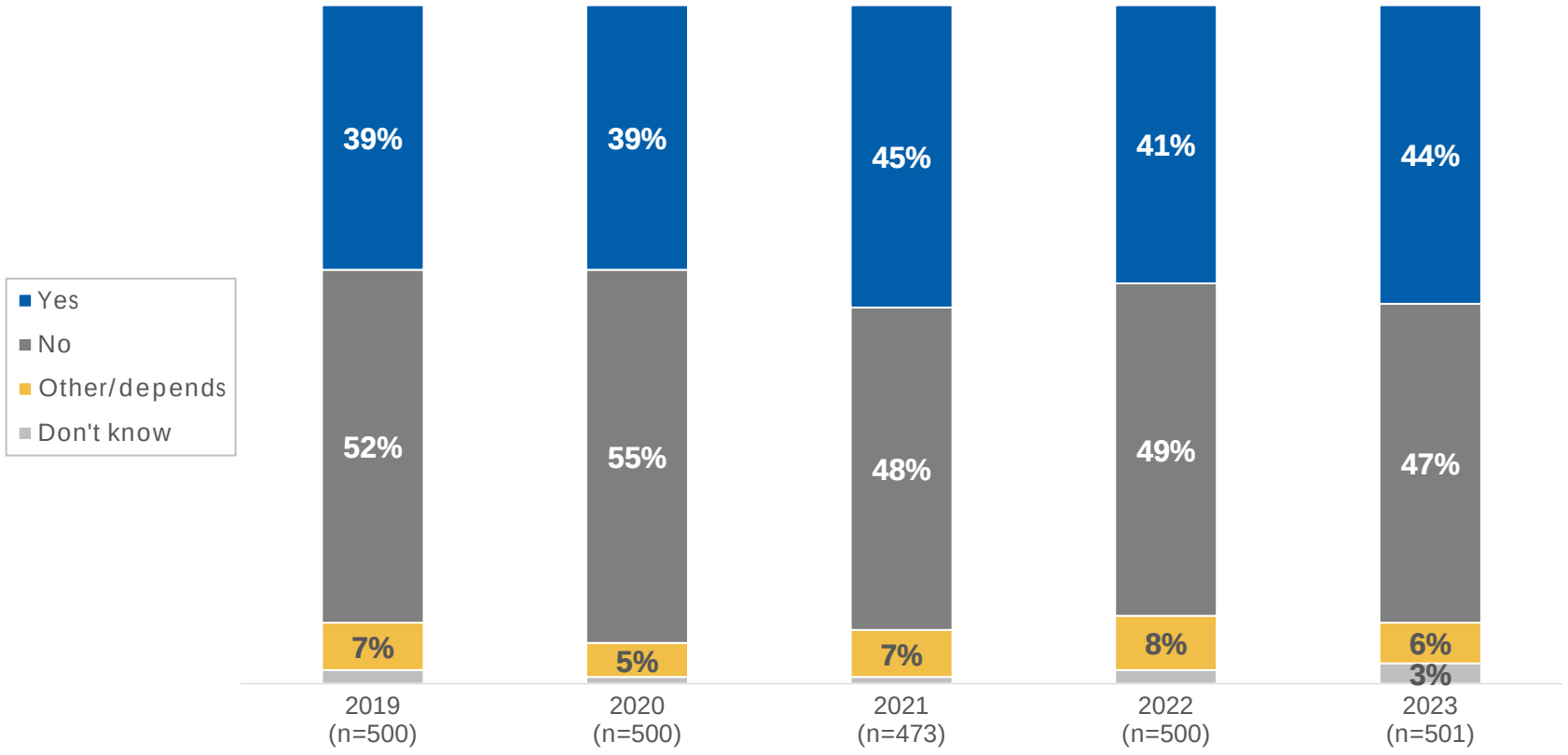
TRIP BOOKING

Person on a wheelchair with a phone to their ear while smiling.

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?



- More than four-in-ten(44%) past-month HandyDART riders are likely to book their HandyDART trips through the Internet, a slight increase from a year ago (41%).
- 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.

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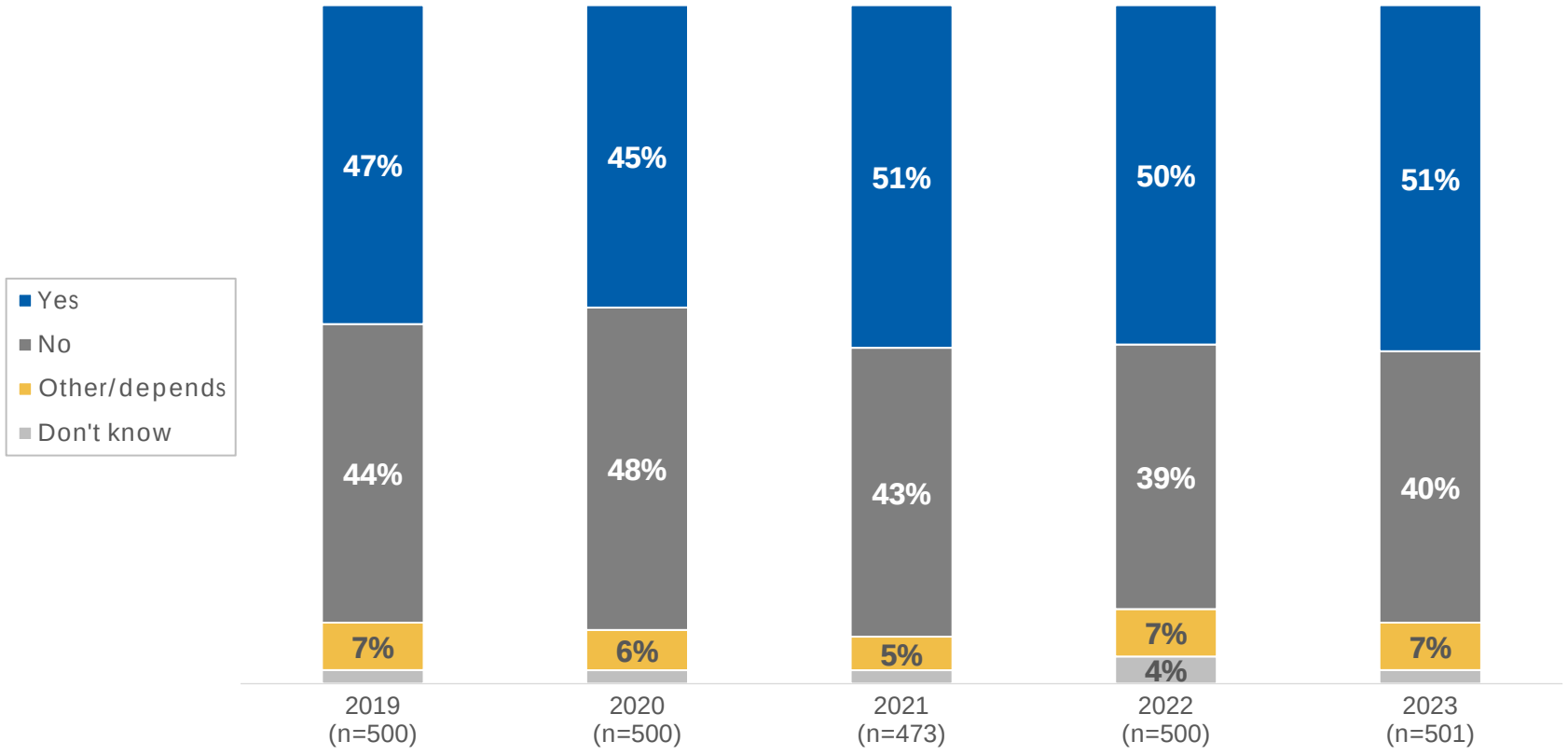
Interest in Using a HandyDART Tracking App

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?



- Similar to last year, just over half (51%) of HandyDART riders would be interested in using a smartphone application to track their arriving HandyDART or taxi vehicle.
- Riders aged 18-44, Choice riders, or male riders are more likely to be interested in using a location tracking application compared to their counterparts.

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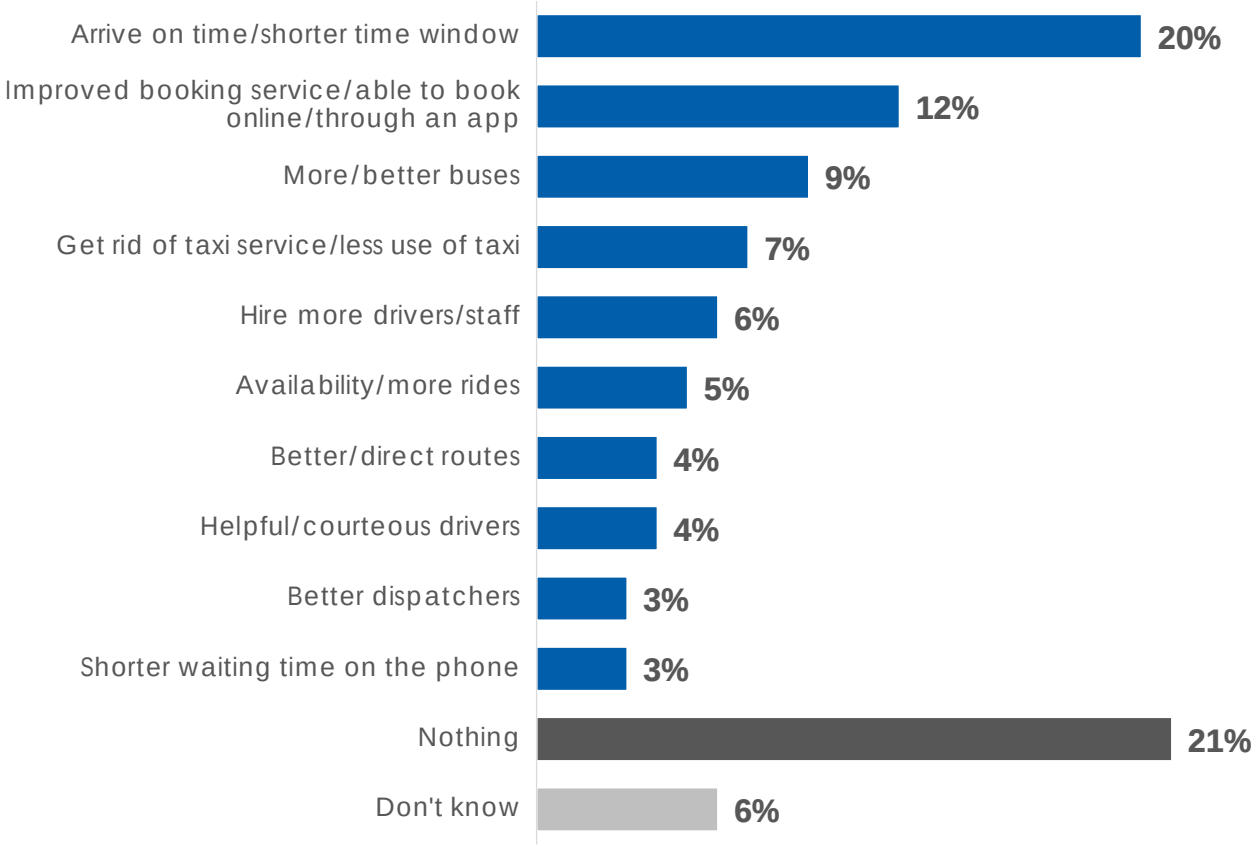
Improvements Needed for the HandyDART Service (2023)

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 (20%) in order to improve HandyDART service. Also consistent with last year, the second most common mention is improved booking service (12%),
- More than one-in-five (21%) feel that nothing needs to be improved.

Base: Past-month HandyDART users (n=501)

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

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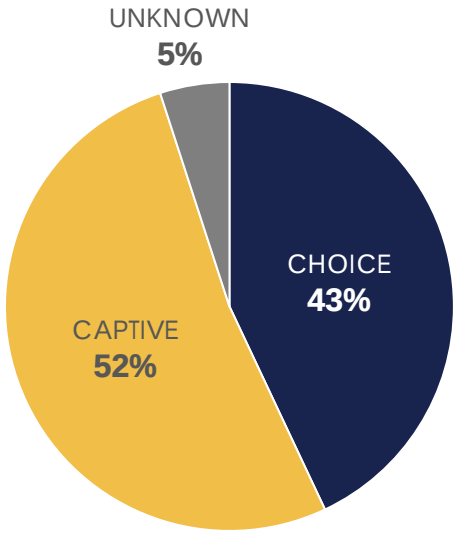
CUSTOMER PROFILES

Person on a wheelchair leaning against handrail on a ramp.

Customer Profile – Choice vs. Captive (2023) (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.
- More than half (52%) of past-month HandyDART users are considered Captive riders, which is slightly lower than a year ago (57%). Meanwhile more than one-in-four (43%) are classified as Choice riders, up from 39% in 2022.
- Captive riders are more likely to be 65-74 years of age, have lower income (<$40K), or live in Vancouver. Choice riders are more likely to be 25-44 years of age, have higher income (>$40K), live in Surrey/North Delta/Langley/White Rock, or have graduated high school.

	TOTAL	CHOICE	CAPTIVE
Base: Among past-month users	(n=501)	(n=212)	(n=264)
Average past week trips	3.3	4.0	2.7
Overall Service Ratings (% Rating 8, 9 or 10)	8.6	8.9	8.4
AGE			
18 to 24	4%	5%	3%
25 to 34	6%	11%	2%
35 to 44	8%	12%	5%
45 to 54	9%	9%	10%
55 to 64	19%	17%	23%
65 to 74	31%	24%	35%
75 to 80	21%	21%	22%
80+	1%	1%	1%
EDUCATION			
Some high school or less	14%	16%	12%
Graduated high school	31%	35%	26%
Vocational/college/technical	21%	17%	24%
Some university	8%	6%	10%
Graduated university	23%	21%	26%
Don't know/not sure	4%	6%	3%

Significantly higher than the other rider group.

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

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Customer Profile – Choice vs. Captive (2023) (2/2)

	TOTAL	CHOICE	CAPTIVE
Base: Among past-month users	(n=501)	(n=212)	(n=264)
GENDER			
Female	56%	54%	59%
Male	40%	44%	36%
Nonbinary/Gender fluid	<1%	1%	<1%
Prefer not to say/don't know/ not sure	3%	2%	4%
HOUSEHOLD INCOME			
<$40K	60%	45%	72%
$40K to <$80K	14%	20%	11%
$80K or more	7%	13%	3%
Don't know/not sure	19%	23%	14%
REGION			
Surrey/North Delta/Langley/ White Rock	38%	45%	32%
Vancouver	27%	19%	32%
Coquitlam/Port Coquitlam/Port Moody/Pitt Meadows/Maple Ridge	12%	15%	10%
Burnaby/New Westminster	10%	8%	11%
Richmond/South Delta/ Tsawwassen/Ladner	9%	8%	10%
North Vancouver/West Vancouver	5%	6%	5%

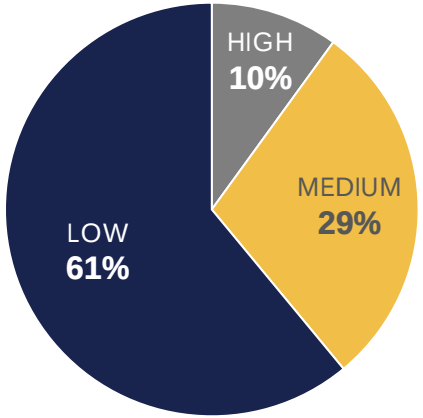
	TOTAL	CHOICE	CAPTIVE
Base: Among past-month users	(n=501)	(n=212)	(n=264)
IDENTIFY AS FIRST NATIONS, INTUIT OR MÉTIS			
Yes	8%	6%	9%
No	85%	87%	84%
Prefer not to answer	3%	3%	3%
Don't know/not sure	5%	4%	3%
ETHNICITY			
Caucasian	58%	60%	59%
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	12%	10%	11%
Chinese	7%	9%	4%
Filipino	5%	6%	4%
Black	2%	1%	2%
Latin American	2%	1%	3%
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	2%	2%	2%
West Asian (e.g., Iranian, Afghan, etc.)	1%	1%	1%
Japanese	1%	1%	1%
Korean	<1%	-	<1%
Arab	<1%	1%	-
Other	6%	5%	8%
Prefer not to answer	3%	2%	4%
Don't know/not sure	4%	2%	4%

Significantly higher than the other rider group.

 © Ipsos

Customer Profile – Low, Medium & High Frequency Users (2023) (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 are consistent with proportion of riders a year ago (61%).

Medium Frequency Users:

- Almost three-in-ten (29%) riders are considered Medium Frequency users, making between 4 to 9 HandyDART trips in the past seven days. These users are also a consistent proportion of riders compared to a year ago (29%). They made an average of 5.6 HandyDART trips in the past week, unchanged from 2022.

High Frequency Users:

- High Frequency users represent 10% of riders, making 10 or more HandyDART trips in a week, also consistent with the proportion of riders in 2022 (10%). They made an average of 10.9 HandyDART trips in the past seven days, down from 11.1 in 2022.

*** 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=501)	(n=308)	(n=144)	(n=46)**
Average past week trips	3.3	1.0	5.6	10.9
Overall Service Ratings (% Rating 8, 9 or 10)	8.6	8.6	8.5	8.7
AGE				
18 to 24	4%	3%	4%	9%
25 to 34	6%	5%	6%	18%
35 to 44	8%	5%	11%	19%
45 to 54	9%	7%	10%	18%
55 to 64	19%	19%	21%	17%
65 to 74	31%	36%	26%	8%
75 to 80	21%	24%	18%	11%
80+	1%	1%	2%	–
EDUCATION				
Some high school or less	14%	12%	13%	24%
Graduated high school	31%	29%	30%	44%
Vocational/college/technical	21%	22%	22%	10%
Some university	8%	10%	4%	5%
Graduated university	23%	23%	27%	15%
Don't know/not sure	4%	5%	4%	2%

Significantly higher than the other rider group.

 © Ipsos

Customer Profile – Low, Medium & High Frequency Users (2023) (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=501)	(n=308)	(n=144)	(n=46)**
GENDER				
Female	56%	58%	52%	58%
Male	40%	38%	44%	38%
Nonbinary/Gender fluid	<1%	1%	–	–
Prefer not to say/don't know/ not sure	3%	3%	4%	4%
HOUSEHOLD INCOME				
<$40K	60%	61%	60%	58%
$40K to <$80K	14%	14%	16%	12%
$80K or more	7%	6%	9%	14%
Don't know/not sure	19%	20%	16%	17%
REGION				
Surrey/North Delta/Langley/ White Rock	38%	37%	38%	40%
Vancouver	27%	28%	25%	25%
Coquitlam/Port Coquitlam/Port Moody/Pitt Meadows/Maple Ridge	12%	11%	13%	17%
Burnaby/New Westminster	10%	13%	6%	4%
Richmond/South Delta/ Tsawwassen/Ladner	9%	7%	12%	8%
North Vancouver/West Vancouver	5%	4%	6%	6%

*** 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=501)	(n=308)	(n=144)	(n=46)**
IDENTIFY AS FIRST NATIONS, INTUIT OR MÉTIS				
Yes	8%	8%	4%	14%
No	85%	84%	89%	79%
Prefer not to answer	3%	3%	2%	2%
Don't know/not sure	5%	5%	5%	4%
ETHNICITY				
Caucasian	58%	56%	60%	62%
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	12%	11%	11%	17%
Chinese	7%	8%	7%	3%
Filipino	5%	4%	8%	2%
Black	2%	1%	2%	2%
Latin American	2%	2%	1%	2%
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	2%	2%	1%	5%
West Asian (e.g., Iranian, Afghan, etc.)	1%	1%	1%	-
Japanese	1%	1%	2%	-
Korean	<1%	-	1%	-
Arab	<1%	<1%	-	-
Other	6%	7%	5%	7%
Prefer not to answer	3%	4%	3%	-
Don't know/not sure	4%	4%	3%	2%

Significantly higher than the other rider group.

 © Ipsos

APPENDIX: QUESTIONNAIRE

A hand drawing several question mark symbols on a white board.

HandyDART Customer Service Performance Survey 2023

CHANGES Sept, 2023

IMPORTANT:

QUOTAS: minimum of 500 and a maximum of ~~600~~ 700 with the following breakdown

By mode (T1A):

Traditional (QT1A= Traditional Only or Traditional & Taxi, n=500)
Traditional 2 (QT1A= Traditional Only, n=100)
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~~ people with disabilities, seniors, or caregivers; thus this study will require very diplomatic and patient interviewers who can speak very clearly without an accent, and who can gently encourage those who want to chat, to move through the interview.

[INTRO:]

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

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

Today/tonight we are conducting a survey with HandyDART users or caregivers of HandyDART users. ~~As a HandyDART customer, you~~ 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?

(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

[IF INT1 = "Answering on Behalf of name on sample" DISPLAY: As a caregiver we appreciate your willingness to participate. Throughout the interview, please answer the questions based on **[INSERT NAME FROM SAMPLE]**'s experience, not your own**]**

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

Yes
No

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

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

Yes
No

T1A. [HIDDEN]

PROG: PLEASE RECODE AS FOLLOWS:

Traditional Only
[IF TAGGED AS TRADITIONAL HANDYDART IN THE SAMPLE ("Y") 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 or their caregivers, 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 604-953-3680. 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 TransDev (formerly called 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, 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…] [INCASE TEXT INSERT WITH BRACKETS IF FOLLOW UP QUESTIONS ARE NOT ASKED]

[ASK ALL]

[INSERT LEAD IN]

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

[1-10]

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

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

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

96. SPECIFY REASON [OPEN END]

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

[ASK NEXT QUESTIONS IN RANDOMIZED SERIES]

63a. [INSERT LEAD IN]

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

[1-10]

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

63b. Can you give further details on what date, time and location you wanted HandyDART service when it was not available?

Yes, can give further details
No

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

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

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

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

[RANGE 1 – 31]

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

[RANGE 2009 – 2023]

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? (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 SPECFICALLY TELLS US THAT THEY DON'T REMEMBER ANY DETAILS, THEN JUST RECORD DON'T KNOW FOR ALL THE FIELDS IN THIS SECTION AND ASK 67A)

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

66bday. And which day of the month? (INTERVIEWER RECORD DAY.)

[RANGE 0 – 31]

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

[RANGE 2009 – 2023]

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? (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 IRRIATED BY THE MULTIPLE PROMPTS OR THEY SPECFICALLY TELLS US THAT THEY DON'T REMEMBER ANY DETAILS, THEN JUST RECORD DON'T KNOW FOR ALL THE FIELDS IN THIS SECTION AND ASK 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 2009-2023]

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 INTERUPTED, ACCEPT ONE RESPONSE)

18 - 24
25 - 34
35 - 44
45 - 54
55 - 64
65 - 74
75 - 80
80 +

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

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

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

YES
NO
OTHER/DEPENDS

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

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

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

Q26. Do you identify as either First Nations, Inuit, or Métis?
Yes
No
Prefer not to answer

Q27. Which of the following categories best represents your ethnic or cultural identity? Please stop me when I reach the group or groups that best represent you. Would you say …? **(INTERVIEWER: READ LIST UNTIL STOPPED. ACCEPT MULTIPLE RESPONSES.)**

Caucasian
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)
Chinese
Black
Filipino
Latin American
Arab
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)
West Asian (e.g., Iranian, Afghan, etc.)
Korean
Japanese
Or another ethnic or cultural identity (specify)
(DO NOT READ) PREFER NOT TO ANSWER

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.