

# handyDART

## Customer Satisfaction Survey 2024





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## BACKGROUND & METHODOLOGY





## BACKGROUND

handyDART is a specialized transit service designed to provide accessible, door-to-door shared transportation for individuals with permanent or temporary disabilities that hinder their ability to use fixed-route transit without help from another person.

Beginning in 2020, BC Transit began conducting an annual study of handyDART riders to understand their usage and satisfaction with the service. Pivotal Research was commissioned to conduct the annual survey in 2024. As the raw data from the previous year was not available, statistical comparisons between 2024 and 2023 results could not be conducted, though directional differences are noted. Statistical testing is conducted between different segments (e.g., cities, ridership levels) within the 2024 results.



### The main objectives of the study are:

- ✓ Understand the current usage of handyDART and fixed-route bus services
- ✓ Measure satisfaction with current handyDART services
- ✓ Determine the preferred methods for booking and managing trips
- ✓ Explore awareness, perceptions and usage needs of the Taxi Saver program
- ✓ Identify key opportunities for future service enhancements
- ✓ Examine how demographic factors relate to usage needs and satisfaction levels

## METHODOLOGY



Included a multi-mode data collection approach - paper questionnaires were provided with the option to complete the survey online or by phone.



Data collection occurred from April 1 - 29, 2024.



In total, 921 handyDART customers completed the survey (795 via paper survey, 122 via online link and 4 by phone).



A probability sample of 921 respondents has a margin of error of  $\pm 3.2\%$  19 times out of 20.



### **PARTICIPANT SELECTION**

BC Transit provided contact lists of believed recent handyDART users from each participating municipality. Pivotal Research Inc. consolidated and standardized these lists into a single format. The data was cleaned by identifying duplicates, records with missing or incomplete information, and flagging those requiring further verification by BC Transit. After compiling the final contact list, Pivotal Research randomly selected 7,000 records, stratifying the sample proportionately by municipality.

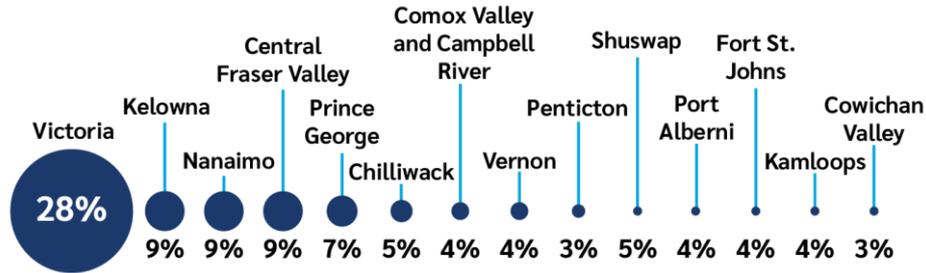
During data collection, a number of addresses, despite being valid, did not correspond to active handyDART riders and were returned to the Pivotal Research Office. Additionally, about 29 individuals contacted Pivotal Research to report that the addressee was deceased, had moved into a care facility, or was no longer using handyDART services

# RESULTS AT A GLANCE

# Results At-a-Glance

## Municipality of Residence

(n=921)



## handyDART Satisfaction

(n=857)



The average satisfaction rating for handyDART service in their area is 4.04 out of 5.

## handyDART Usage

(n=921)



Attending medical appointments (**57%**) remains the main trip purpose for handyDART riders.



Nearly half (**46%**) report that their use of handyDART is the same as last year.

While booking a one-time trip, subscription trips remains the most common choice



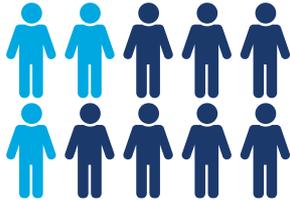
Subscription trips have gained in popularity



showing a considerable increase of 15% since 2023

## Electronic Fare Collection

(n=921)



Interest in electronic fare payment remains consistent in 2024, with **three in ten** riders (**31%**) expressing interest.

## Booking

(n=921)



**29%** of riders are interested in booking handyDART trips via a website or smartphone app.

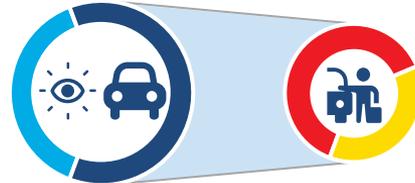


Placing a call with a customer representative continues to remain the dominant booking preference (**76%**).

## Taxi Saver Program

(n=921)

**63%** of riders are aware of the Taxi Saver Program.



(n=583)

Of this group, **63%** have used this program.

(n=365)

The primary reason for using the Taxi Saver program is the unavailability of handyDART services (**36%**).



(n=365)



Attending medical appointments (**65%**) is the main use.

(n=365)



Satisfaction remains consistent in 2024, with three quarters (**74%**) satisfied or very satisfied.



# KEY FINDINGS



## Shifting trends in handyDART ridership and service utilization

- **handyDART ridership patterns have shifted**, with increased usage among heavy (+4%) and occasional (+7%) riders, while medium usage has declined (-8%) since 2023.
- The usage of handyDART services is relatively consistent across cities.
- **Nearly half of riders (46%) report similar service level usage compared to a year ago whereas 17% are using it more.** However, a significantly higher proportion of Victoria residents use handyDART less frequently (21%) compared to the overall (15%).
- **Medical appointments continue to remain the main trip purpose of handyDART riders (57%),** followed by running errands (28%), and social outings (26%). Victoria riders are significantly more likely to use handyDART for social outings (35%).
- **Four in ten handyDART riders experience difficulties securing a trip which is consistent with 2023 findings.** However, among those facing challenges, the majority (22%) report that these difficulties occur infrequently, approximately every few months.
- When handyDART is unavailable, **a third of riders (33%) secure a taxi service or another mode of transportation as an alternative.** Caregivers or guardians are more likely to report that a ride is always available (57%) compared to the overall results (48%).

## Satisfaction with handyDART services

- **Three out of four handyDART respondents are satisfied or extremely satisfied with the service in the area.** This reflects a 4% decrease from 2023.
- Those booking subscription trips reported comparatively higher levels of satisfaction, while respondents in Central Fraser Valley tended to provide more neutral ratings. Chilliwack respondents expressed higher levels of dissatisfaction.
- **The top five satisfaction elements of handyDART service remain unchanged from last year,** including driver courtesy, helpfulness, value for fare paid, vehicle safety, vehicle comfort and cleanliness, and the courtesy and helpfulness of phone agents.
- **The majority of respondents (65%) continue to believe that handyDART service has remained the same as a year ago** while two in ten think it's better.

## handyDART booking preferences

- While booking a one-time trip remains the most common choice (51%), **subscription trips have gained in popularity (28%)**, showing a considerable increase of 15 percentage points from last year.
- **Booking a combination of subscription and one-time trips (13%) has decreased considerably from 2023 (24%).**
- Heavy riders more often book subscription trips (68%) than medium (22%) and occasional riders (9%) who are more likely to book one-time trip bookings. Additionally, **caregivers or guardians are more likely to book subscription trips (61%)** than passengers (18%) who also prefer to book one-time trips.
- Interest in booking handyDART trips via a website or smartphone app remains consistent with 2023, with **one in three riders expressing interest.**
- **Calling a customer representative remains the clear preferred method for booking trips** by three in four respondents (76%) although this has decreased from 81% in 2023.

## Electronic fare payment

- Interest in electronic fare payment remains consistent in 2024, with **three in ten riders (31%) expressing interest.** Perceptions of this feature remain fairly consistent across different cities.

## Taxi Saver program

- Approximately **two-thirds of riders are aware of the Taxi Saver program (63%)**, reflecting a 5 percent decrease from 2023. Awareness is highest in Prince George (84%), Victoria (79%) and Central Fraser Valley (78%). Caregiver and guardians were least familiar with the program (57%).
- **Of those aware of the program, six in ten use it (63%).** Usage is primarily due to the lack of handyDART availability (36%), followed by a desire to purchase vouchers in case they are needed in the future (28%).
- Usage of the Taxi program is relatively consistent with the previous year, with **about half (46%) of the riders using it once a month.**
- **Three in four Taxi saver program users (74%) are satisfied or very satisfied with the service received** which remains consistent with last year's results (75%).

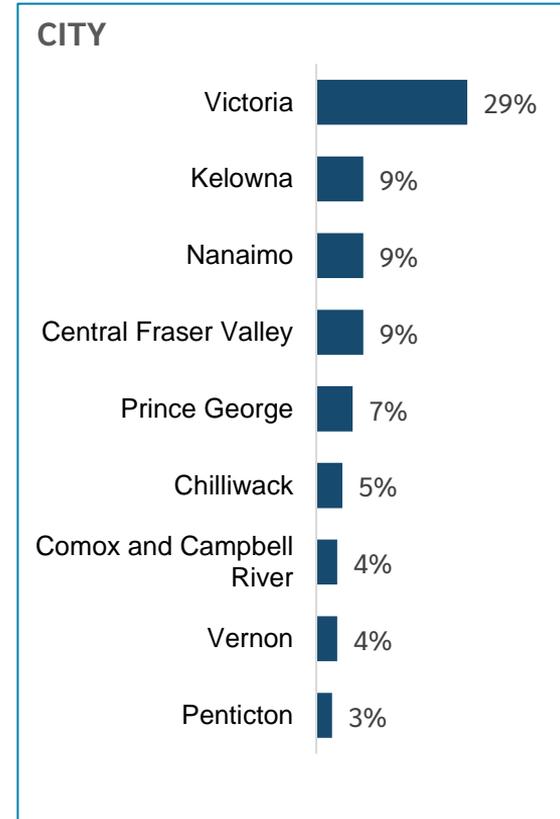
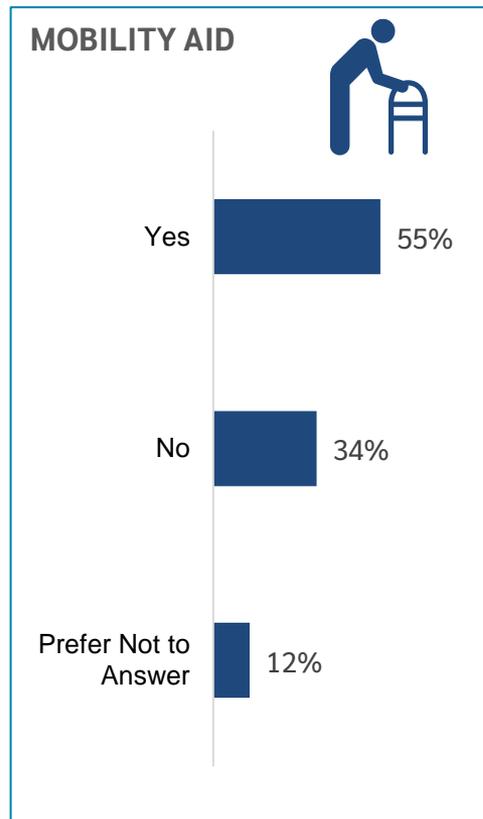
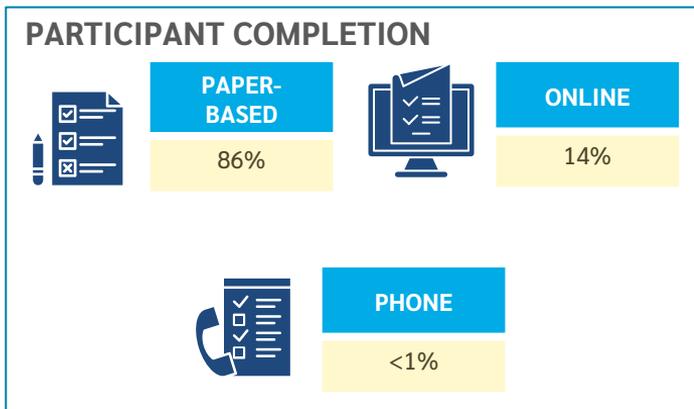
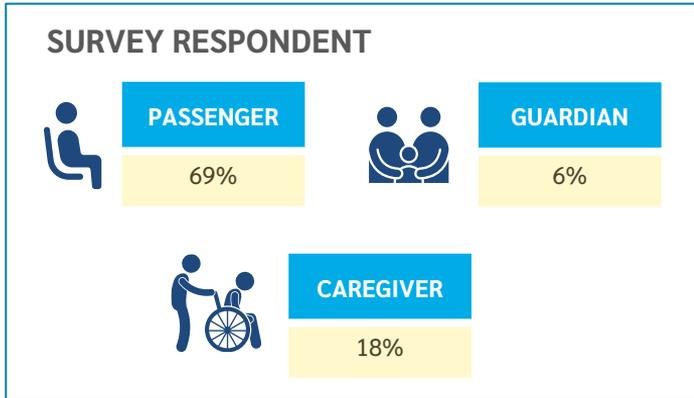
## Recommended service enhancements

- When asked about desired service changes should additional resourcing being available, **a third of respondents (32%) cited improving availability during existing hours as a priority**. Introducing service on Sundays was the next most frequently mentioned enhancement (23%).
- **The demand for improving handyDART availability during existing hours has risen by 10 percentage points**, increasing from 22% last year to 32% this year. Notably, nearly half of the respondents from Victoria (49%) would like to see this service improvement.
- When asked about specific improvements they would like to see during existing hours, **riders most frequently articulated shorter booking windows and an increase in the number of frequency of buses**.
- Finally, when asked for additional comments or suggestions, respondents primarily focused on themes such as expanding booking, communication, and notification options, improving the availability of time slots and hours of operation, shortening appointment booking windows, and increasing the number of buses along with vehicle enhancements.

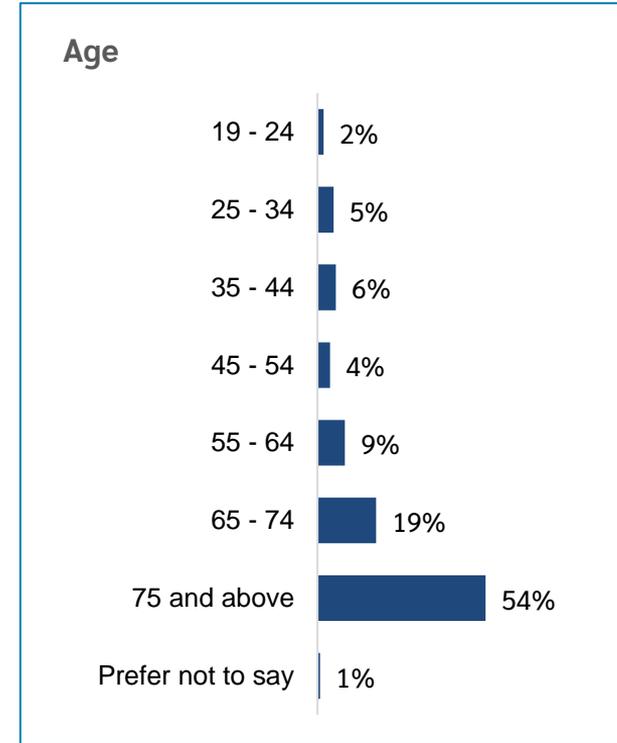
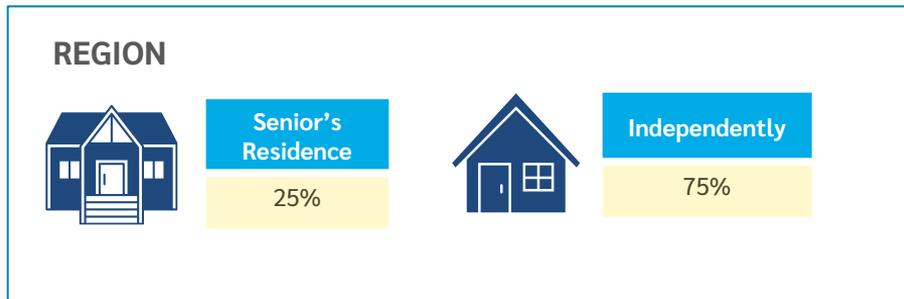
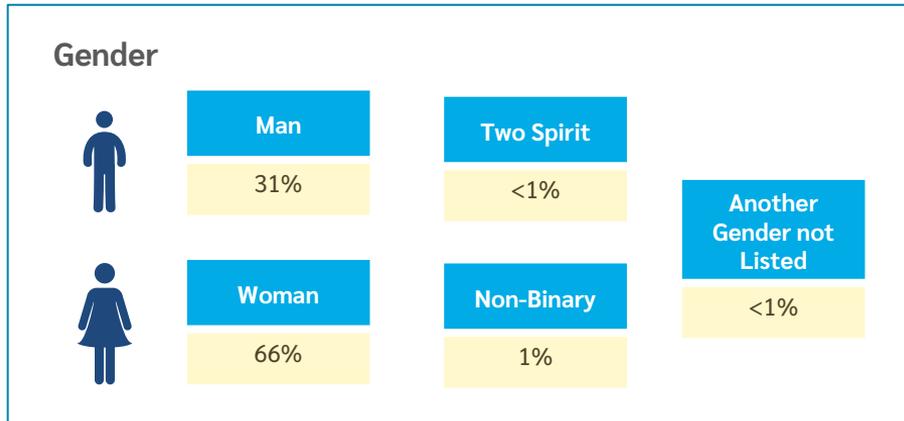


# RESPONDENT PROFILE





Q27. Who completed this survey?  
Q28. Do you have a mobility aid?



Q29. Please select your age group below.

Q30. How do you identify?

Q32. Do you live independently or in a seniors' residence?

Base 2024: Total, n=921

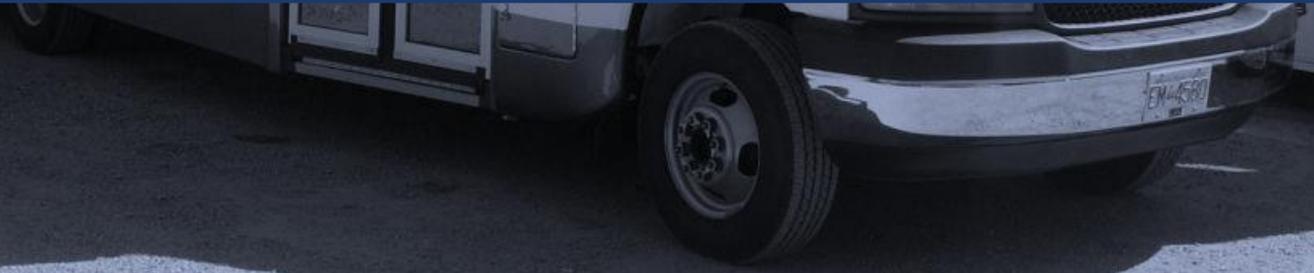


## DETAILED RESULTS





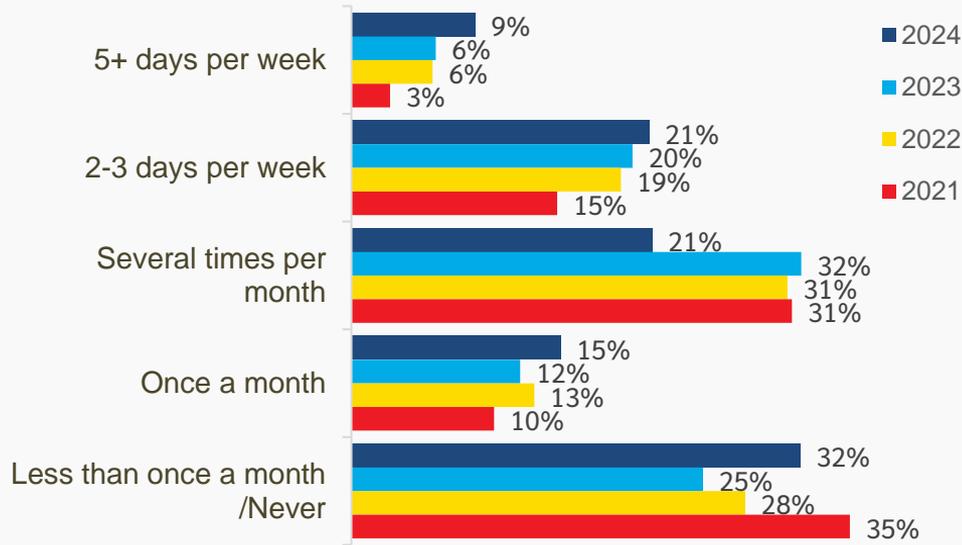
# RIDERSHIP ELEMENTS



## Heavy and occasional handyDART usage increases as medium usage declines

Among respondents, three in ten (30%) are **heavy riders**, travelling with handyDART at least twice a week, while 36% are medium riders and one-third (32%) use the service occasionally. Compared to 2023, there has been an 8% decrease in medium riders, with increases of 4% in heavy riders and 7% in occasional users.

### Usage of handyDART service



	2024	2023	2022	2021
<b>HEAVY RIDER</b> <i>5+ days/2-3 days per week</i>	30%	26%	25%	17%
<b>MEDIUM RIDER</b> <i>Several times per month/Once a month</i>	36%	44%	43%	41%
<b>OCCASIONAL RIDER</b> <i>Less than once a month or never</i>	32%	25%	28%	35%

Base 2024: n=921, Base 2023: n=915, Base 2022: n=1,203. Base 2021: Total, n=581.

Q1. In the past month, how often have you used the handyDART service in your area?

# Heavy riders predominantly book subscription trips (68%), while medium and occasional riders tend to book one-time trips

Passengers who completed the survey are more likely to be medium riders (42%) whereas heavy riders are more frequently represented by caregiver or guardians (54%).

Usage of handyDART services	TOTAL (n=921)	TRIP BOOKING TYPE			SURVEY AUDIENCE	
		Subscription Trip (n=262)	One-Time Trip (n=466)	Both (n=119)	Passenger (n=597)	Caregiver/ Guardian (n=211)
<b>HEAVY RIDER</b> 5+ days/2-3 days per week	<b>30%</b>	68%	9%	37%	22%	54%
<b>MEDIUM RIDER</b> Several times per month/ Once a month	<b>36%</b>	22%	47%	39%	42%	23%
<b>OCCASIONAL RIDER</b> Less than once a month/Never	<b>32%</b>	9%	41%	24%	34%	23%

Base 2024: Total, n=921

Q1. In the past month, how often have you used the handyDART service in your area?

Q15: Which of these statements most accurately describes how you use handyDART?

Q25. Who completed this survey?

 Significantly higher at the 95% level.

## handyDART ridership frequency is relatively consistent across different cities

Victoria and Kelowna customers are slightly more likely to be heavy riders (36% and 35% respectively) than those in other communities.

Usage of handyDART services	TOTAL (n=921)	CITY					
		Victoria (n=271)	Kelowna (n=86)	Nanaimo (n=86)	Central Fraser Valley (n=82)	Prince George (n=69)	Chilliwack (n=50)
<b>HEAVY RIDER</b> 5+ days/2-3 days per week	<b>30%</b>	36%	35%	28%	28%	26%	28%
<b>MEDIUM RIDER</b> Several times per month/ Once a month	<b>36%</b>	35%	34%	36%	39%	39%	32%
<b>OCCASIONAL RIDER</b> Less than once a month/Never	<b>32%</b>	28%	27%	34%	32%	32%	40%

Base 2024: Total, n=921

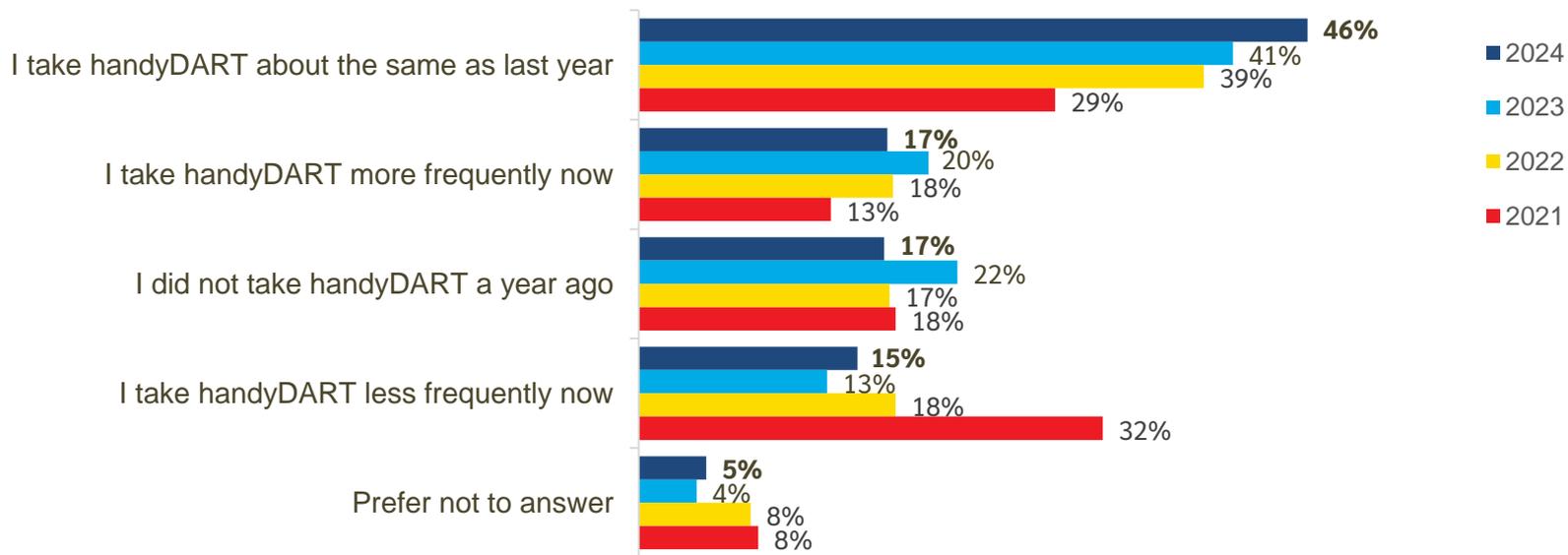
Q1. In the past month, how often have you used the handyDART service in your area?

  Significantly higher at the 95% level.

# Just under half of riders (46%) are using the service the same as last year while nearly two in ten (17%) are using it more.

Seventeen percent of handyDART riders are new or returning customers (did not take handyDART a year ago), marking a 5-point decrease from 2023 and a return to 2022 levels.

## Changes in usage of handyDART



Base 2024: n=921, Base 2023: n=915, Base 2022: n=1,203, Base 2021: n=581

Q5. Compared to a year ago, how has your use of the handyDART service changed?

# Nanaimo has seen a notable increase in new or returning handyDART users compared to other cities.

Victoria riders are now using handyDART less frequently (21%) compared to other cities.

Changes in usage of handyDART	TOTAL (n=921)	CITY					
		Victoria (n=271)	Kelowna (n=86)	Nanaimo (n=86)	Central Fraser Valley (n=82)	Prince George (n=69)	Chilliwack (n=50)
I take handyDART about the same as last year	<b>46%</b>	51%	45%	43%	46%	48%	44%
I take handyDART more frequently now	<b>17%</b>	17%	21%	16%	13%	19%	12%
I did not take handyDART a year ago	<b>17%</b>	8%	13%	26%	17%	22%	24%
I take handyDART less frequently now	<b>15%</b>	21%	17%	9%	17%	7%	14%
Prefer not to answer	<b>5%</b>	2%	3%	6%	6%	4%	6%

Base 2024: Total, n=921

Q5. Compared to a year ago, has your use of the handyDART service changed?

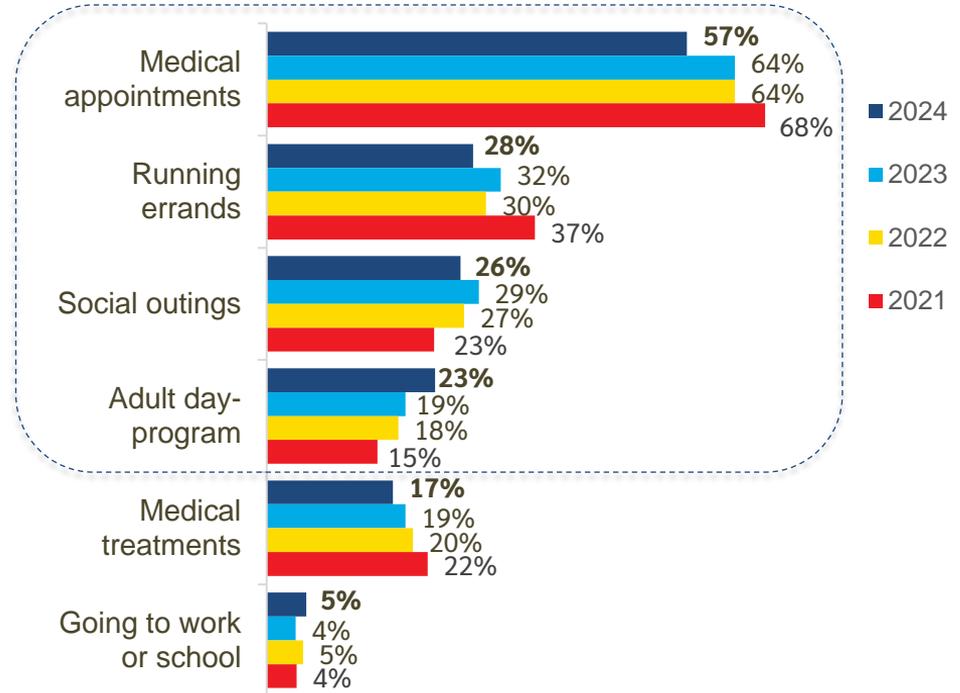
 Significantly higher at the 95% level.

# Medical appointments remain the main trip purpose for handyDART riders.

Overall, handyDART trip purposes are similar to previous years, with directional decreases in usage for most trip purposes except for adult day programs, which has increased by 4 percentage points from 2023.



## handyDART trip purposes



\* Other, None of the above, PNTA answer options are not displayed

Base 2024: Total, n=921, Base 2023: Total, n=915, Base 2022: Total, n=1,203 Base 2021: Total, n=581.

Q2. Which of the following trip purposes do you use handyDART service for? (Multiple mentions)

## Medium-frequency riders and one-time trip bookers are more likely to use handyDART for medical appointments and running errands than other rider groups.

Heavy riders are more likely to use the service for adult day-programs (54%) and predominately book subscription trips (61%). Social outings are more often booked using both subscription and one-time trip booking types (46%).

handyDART trip purposes	TOTAL (n=921)	handyDART RIDERSHIP FREQUENCY			TRIP BOOKING TYPE		
		Heavy Rider (n=276)	Medium Rider (n=334)	Occasional Rider (n=294)	Subscription Trip (n=262)	One-Time Trip (n=466)	Both (n=119)
Medical appointments	<b>57%</b>	36%	74%	60%	26%	76%	70%
Running errands	<b>28%</b>	24%	39%	20%	11%	35%	44%
Social outings	<b>26%</b>	28%	33%	18%	19%	28%	46%
Adult day-program	<b>23%</b>	54%	11%	9%	61%	5%	19%
Medical treatments	<b>17%</b>	14%	20%	16%	12%	20%	21%
Going to work or school	<b>5%</b>	11%	4%	3%	8%	2%	15%

Base 2024: Total, n=921

Q2. Which of the following trip purposes do you use handyDART service for?

 Significantly higher at the 95% level.

# Medical appointments are the top purpose for using handyDART across all cities.

Victoria riders (35%) are significantly more likely to use the service for social outings compared to other cities.

handyDART trip purposes	TOTAL (n=921)	CITY					
		Victoria (n=271)	Kelowna (n=86)	Nanaimo (n=86)	Central Fraser Valley (n=82)	Prince George (n=69)	Chilliwack (n=50)
Medical appointments	<b>57%</b>	62%	57%	55%	51%	55%	52%
Running errands	<b>28%</b>	20%	35%	26%	24%	39%	28%
Social outings	<b>26%</b>	35%	24%	14%	22%	36%	16%
Adult day-program	<b>23%</b>	24%	23%	30%	24%	14%	22%
Medical treatments	<b>17%</b>	23%	16%	21%	16%	13%	8%
Going to work or school	<b>5%</b>	5%	6%	5%	5%	3%	6%

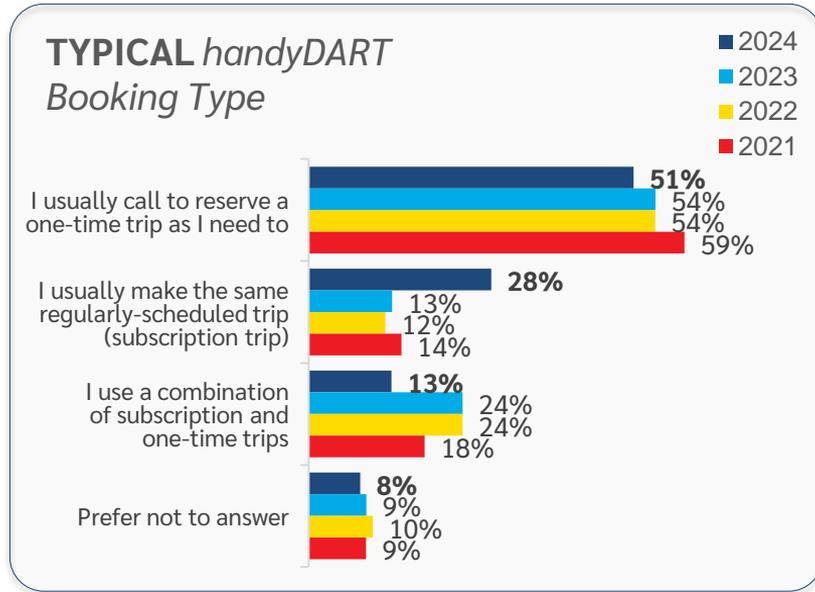
Base 2024: Total, n=921

Q2. Which of the following trip purposes do you use handyDART service for?

Significantly higher at the 95% level.

# One-half of riders (51%) typically book one-time trips as needed, but a significant portion (28%) in 2024 now opt for a subscription trip. 27

In 2024, heavy riders predominantly book subscription trips (64%), while the majority of medium (66%) and occasional (65%) riders prefer booking one-time trips. Overall, passengers typically book one-time trips (61%), in contrast to caregivers/guardians, who more frequently book subscription trips (61%).



### handyDART BOOKING TYPE in 2024

2024	handyDART RIDERSHIP FREQUENCY			SURVEY AUDIENCE	
	Heavy Rider (n=276)	Medium Rider (n=334)	Occasional Rider (n=294)	Passenger (n=597)	Caregiver/Guardian (n=211)
One-time trip	16%	66%	65%	61%	26%
Subscription trip	64%	17%	8%	18%	61%
Combination of Subscription and One-time trip	16%	14%	10%	16%	8%
Prefer not to answer	4%	3%	17%	5%	5%

Base 2024: n=921, Base 2023: n=915 Base 2022: Total, n=1,203. Base 2021: Total, n=581.  
Q15. Which of these statements most accurately describes how you use handyDART?

  Significantly higher at the 95% level.

## A one-time trip booking remains the most common booking type across all cities.

Victoria riders have increased their use of subscription trips, with the frequency rising to (32%) – an increase of 14 percentage points from 2023. Similar increases in the use of subscription bookings are observed in other cities in 2024.

handyDART booking type	TOTAL (n=921)	CITY					
		Victoria (n=271)	Kelowna (n=86)	Nanaimo (n=86)	Central Fraser Valley (n=82)	Prince George (n=69)	Chilliwack (n=50)
I usually call to reserve a one-time trip as I need to	<b>51%</b>	53%	47%	50%	40%	48%	52%
I usually make the same regularly-scheduled trip (subscription trip)	<b>28%</b>	32%	27%	29%	34%	20%	32%
I use a combination of subscription and one-time trips	<b>13%</b>	12%	20%	12%	12%	12%	6%
Prefer not to answer	<b>8%</b>	3%	7%	9%	13%	20%	10%

Base 2024: Total, n=921

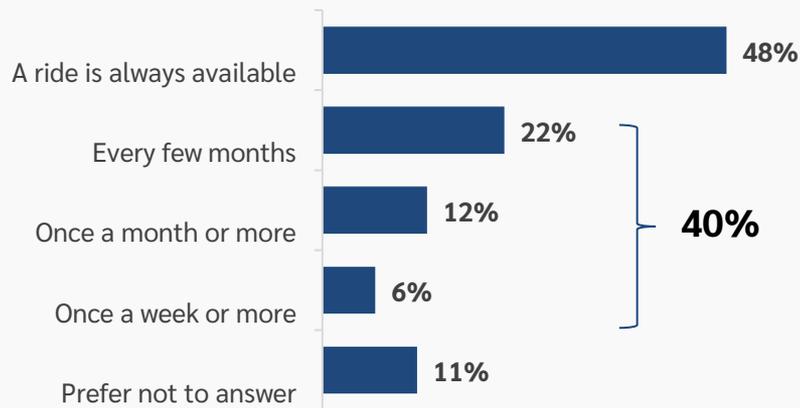
Q15. Which of these statements most accurately describes how you use handyDART?

 Significantly higher at the 95% level.

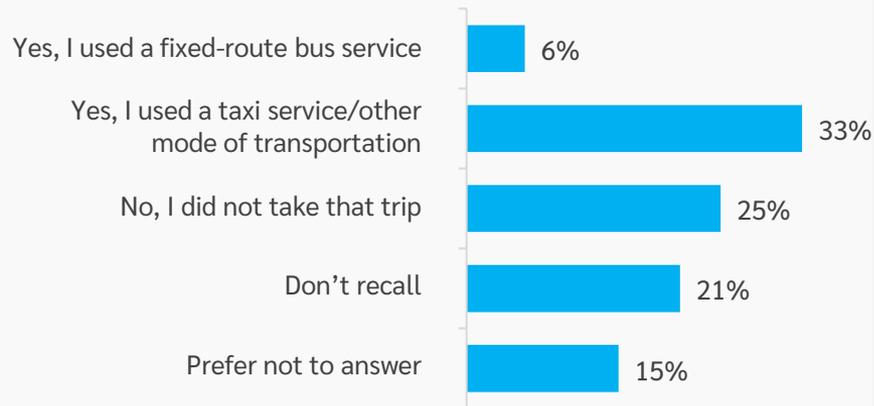
# While four in ten handyDART riders experience difficulties securing a trip, the majority (22%) report that this occurs infrequently, about every few months.

When unable to secure a trip with handyDART, a third (33%) of riders resorted to using a taxi or another mode of transportation, while only 6% switched to a fixed-route bus service. Additionally, one quarter of rider's decided not to proceed with their trip at all.

## UNABLE to Secure a Trip



## USAGE of Another Mode of Transportation



Q9: How often have you called for a ride and not been able to get one? (Base 2024: n= 921)

Q16: Thinking of the last trip that they were not able to fulfil (if applicable), did you take that trip using another mode of transportation? Base 2024: n= 921

## Just under half (48%) of riders report a ride is always available.

In comparison to riders in other cities, more Victoria riders report being unable to secure a trip at least once a month or more. Caregivers/guardians (57%) are more likely to access an available ride than passengers (46%).

UNABLE to Secure a Trip	TOTAL (n=921)	CITY						SURVEY AUDIENCE	
		Victoria (n=271)	Kelowna (n=86)	Nanaimo (n=86)	Central Fraser Valley (n=82)	Prince George (n=69)	Chilliwack (n=50)	Passenger (n=597)	Caregiver/Guardian (n=211)
A ride is always available	48%	42%	56%	43%	59%	45%	38%	46%	57%
Every few months	22%	26%	15%	29%	16%	26%	24%	25%	17%
Once a month or more	12%	18%	13%	7%	6%	13%	18%	14%	10%
Once a week or more	6%	8%	7%	8%	2%	3%	2%	6%	8%
Prefer not to answer	11%	6%	9%	13%	17%	13%	18%	8%	8%

Q9: How often have you called for a ride and not been able to get one? Base 2024: n= 921

Significantly higher at the 95% level.

## Victoria riders are more likely to use a taxi service or other mode of transportation when handyDART is unavailable

Among those who recalled their alternative transportation decision, passengers were slightly more likely to use a fixed-route bus service (8%), or a taxi or other mode of transportation (37%), compared to caregivers/guardians, who reported lower usage rates of 2% and 28%, respectively.

Usage of another mode of transportation	TOTAL (n=921)	CITY						SURVEY AUDIENCE	
		Victoria (n=271)	Kelowna (n=86)	Nanaimo (n=86)	Central Fraser Valley (n=82)	Prince George (n=69)	Chilliwack (n=50)	Passenger (n=597)	Caregiver/Guardian (n=211)
Yes, I used a fixed-route bus service	<b>6%</b>	7%	5%	7%	5%	4%	0%	8%	2%
Yes, I used a taxi service/other mode of transportation	<b>33%</b>	43%	40%	30%	29%	28%	44%	37%	28%
No	<b>25%</b>	26%	22%	26%	16%	28%	18%	24%	30%
Don't recall	<b>21%</b>	16%	21%	17%	27%	22%	28%	19%	26%
Prefer not to answer	<b>15%</b>	8%	13%	20%	23%	19%	10%	12%	14%

Q16: Thinking of the last trip that they were not able to fulfil (if applicable), did you take that trip using another mode of transportation?  
Base 2024: n= 921

Significantly higher at the 95% level.

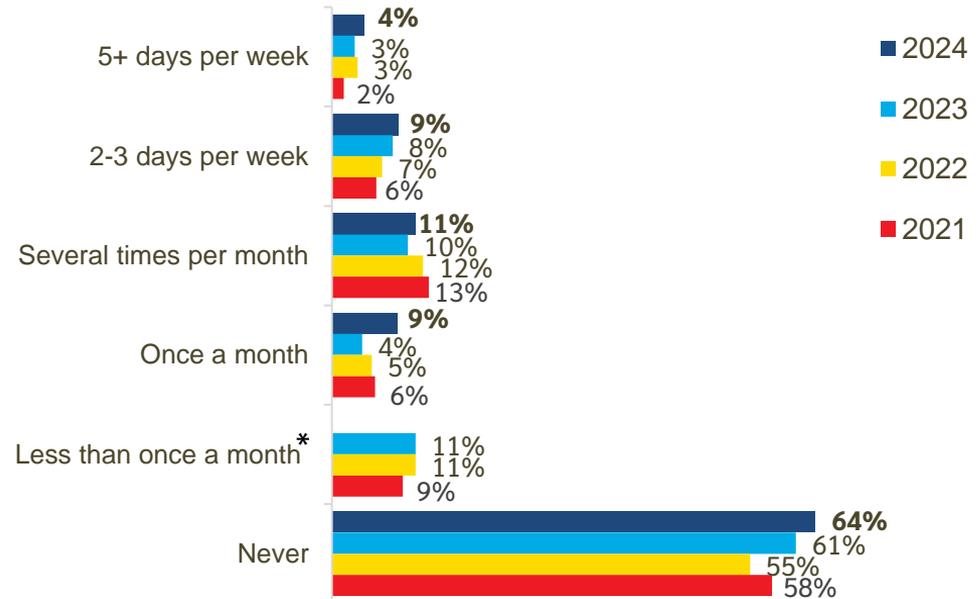
## Just over six in ten riders have never used the fixed-route bus service, which is consistent with last year

Despite the removal of the "less than once a month" option from the 2024 survey, a third of respondents reported using a fixed-route bus service in the past month, compared to 36% in 2023.

Among those who use the fixed-route bus service, the most common frequency reported is several times per month (11%).



### Usage of Fixed-route Bus Service



Base 2024: n=921, Base 2023: n=915, Base 2022: n=1,203. Base 2021: Total, n=581.

Q3. And in the past month, how often have you used the regular fixed-route bus service in your area?

\* This option was removed in the 2024 survey.

# Across all cities, the majority of handyDART customers report they have never used the regular fixed-route bus service in their area.

Among those using a fixed-route bus service, riders in Prince George (16%) were more likely to ride 2 – 3 days per week compared to the overall (9%).

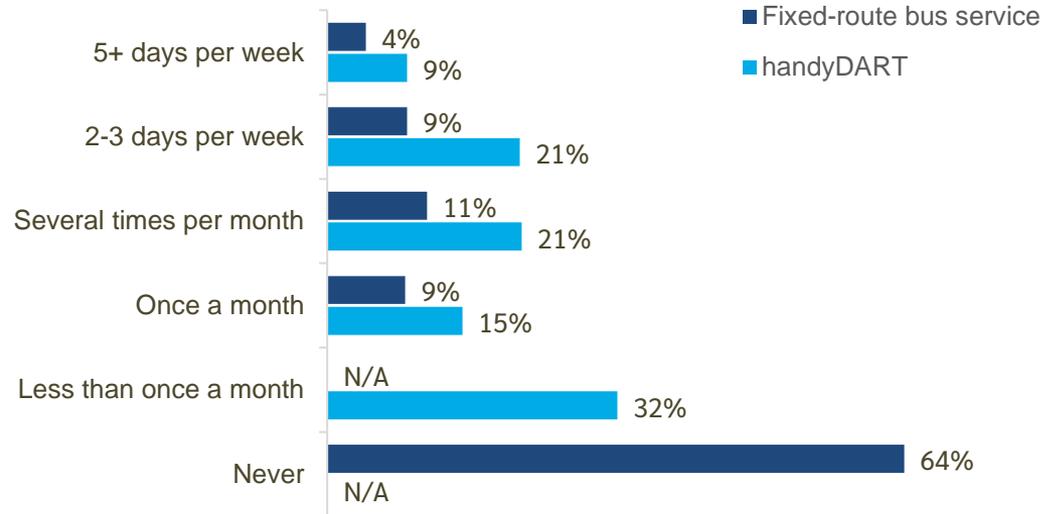
Usage of Fixed-route Bus Service	TOTAL (n=921)	CITY					
		Victoria (n=271)	Kelowna (n=86)	Nanaimo (n=86)	Central Fraser Valley (n=82)	Prince George (n=69)	Chilliwack (n=50)
5+ days per week	<b>4%</b>	6%	1%	5%	5%	4%	4%
2-3 days per week	<b>9%</b>	8%	14%	5%	6%	16%	2%
Several times per month	<b>11%</b>	12%	10%	13%	13%	12%	10%
Once a month	<b>9%</b>	9%	8%	8%	13%	6%	14%
Never	<b>64%</b>	62%	65%	65%	59%	58%	64%

Base 2024: Total, n=921

Q3. And in the past month, how often have you used the regular fixed-route bus service in your area?

 Significantly higher at the 95% level.

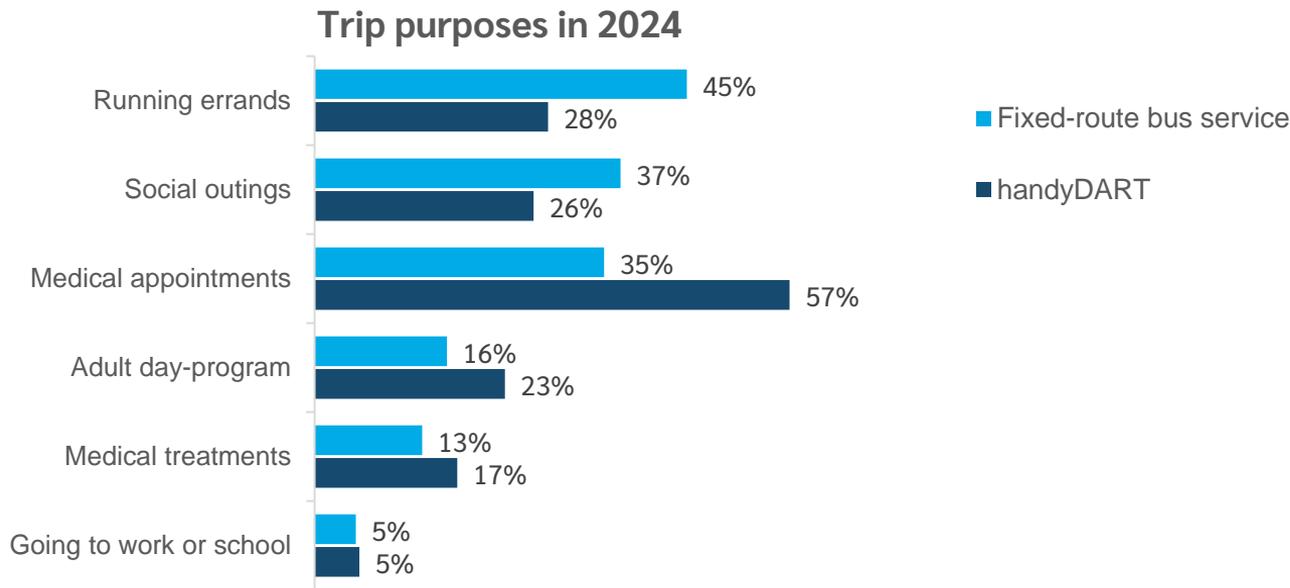
## Usage of handyDART and fixed-route bus service in 2024



Q1. In the past month, how often have you used the handyDART service in your area? Base 2024: Total, n=921

Q3. And in the past month, how often have you used the regular fixed-route bus service in your area? Base 2024: Total, n=921

Running errands (45%) is the main trip purpose for those who use fixed-route bus services, while riders typically use handyDART for medical appointments (57%).



Base 2024: Total, handyDART users n=921, Regular bus service users n=300

Q2. Which of the following trip purposes do you use handyDART service for? (Multiple mentions)

Q4. Which of the following trip purposes do you use the regular fixed-route bus service for? (Multiple mentions)



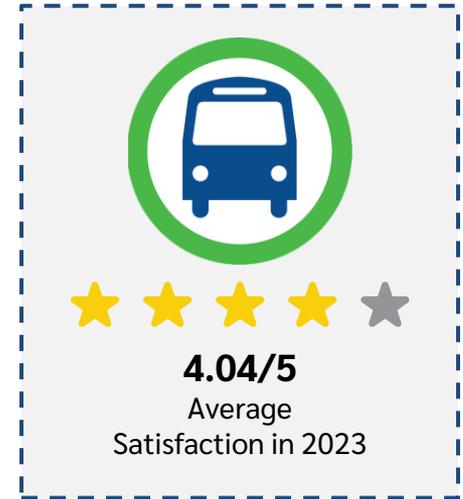
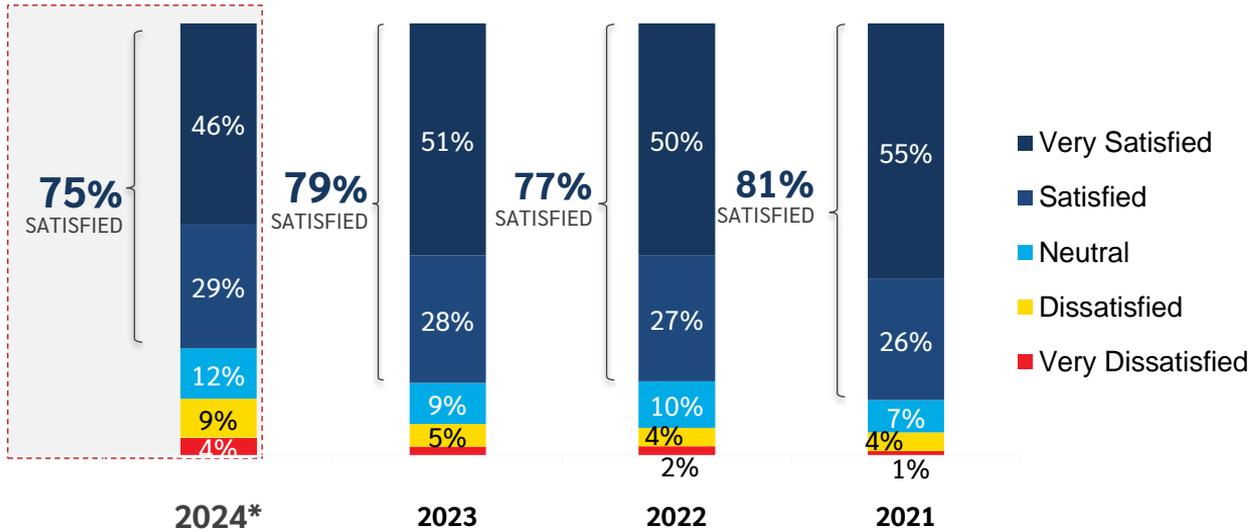
# SATISFACTION WITH handyDART SERVICE



# Overall, three in four riders are satisfied with handyDART service.

Those who use handyDART for both subscription and one-time trips tend to be more satisfied (90%) than those who use it exclusively either for subscription or one-time trips (80%).

## SATISFACTION with the handyDART Service



Base 2024: Total, n=921, Base 2023: Total, n=915, Base 2022: Total, n=1,203. Base 2021: Total, n=581.

Q6. Overall, how satisfied are you with the handyDART service in your area?

\* In 2024, the calculation was updated to exclude "Don't know" and non-responses from the calculation. The methodology for calculating the custom transit customer satisfaction score has been updated to align with the conventional score calculation. It is no longer a score out of 100, converted to a score out of 5, but an average rating of responses.

# Prince George customers have the highest level of satisfaction (satisfied or very satisfied, 82%) with handyDART service.

Those in Chilliwack are more likely to be dissatisfied with the service (25% dissatisfied or very dissatisfied).

Satisfaction with handyDART service	TOTAL (n=921)	CITY					
		Victoria (n=271)	Kelowna (n=86)	Nanaimo (n=86)	Central Fraser Valley (n=82)	Prince George (n=69)	Chilliwack (n=50)
Very Satisfied	46%	42%	42%	49%	39%	51%	36%
Satisfied	29%	30%	32%	24%	27%	31%	25%
Neutral	12%	10%	19%	10%	20%	8%	14%
Dissatisfied	9%	13%	5%	10%	8%	7%	14%
Very Dissatisfied	4%	5%	2%	8%	5%	3%	11%

Base 2024: Total, n=921

Q6. Overall, how satisfied are you with the handyDART service in your area?

Don't know/Unsure is excluded from the calculation.

  Significantly higher at the 95% level.

# Subscription trip users express the highest satisfaction level (80% satisfied or very satisfied) with the handyDART service compared to other trip booking methods.

Those using both trip booking methods exhibit lower satisfaction levels (68% satisfied or very satisfied) with the handyDART services.

Satisfaction with handyDART service	TOTAL (n=921)	TRIP BOOKING TYPE			SURVEY AUDIENCE	
		Subscription Trip (n=262)	One-Time Trip (n=466)	Both (n=119)	Passenger (n=597)	Caregiver/Guardian (n=211)
Very Satisfied	46%	54%	45%	38%	46%	47%
Satisfied	29%	26%	31%	30%	28%	30%
Neutral	12%	10%	11%	16%	12%	8%
Dissatisfied	9%	6%	10%	10%	8%	11%
Very Dissatisfied	4%	4%	3%	5%	5%	4%

Base 2024: Total, n=921

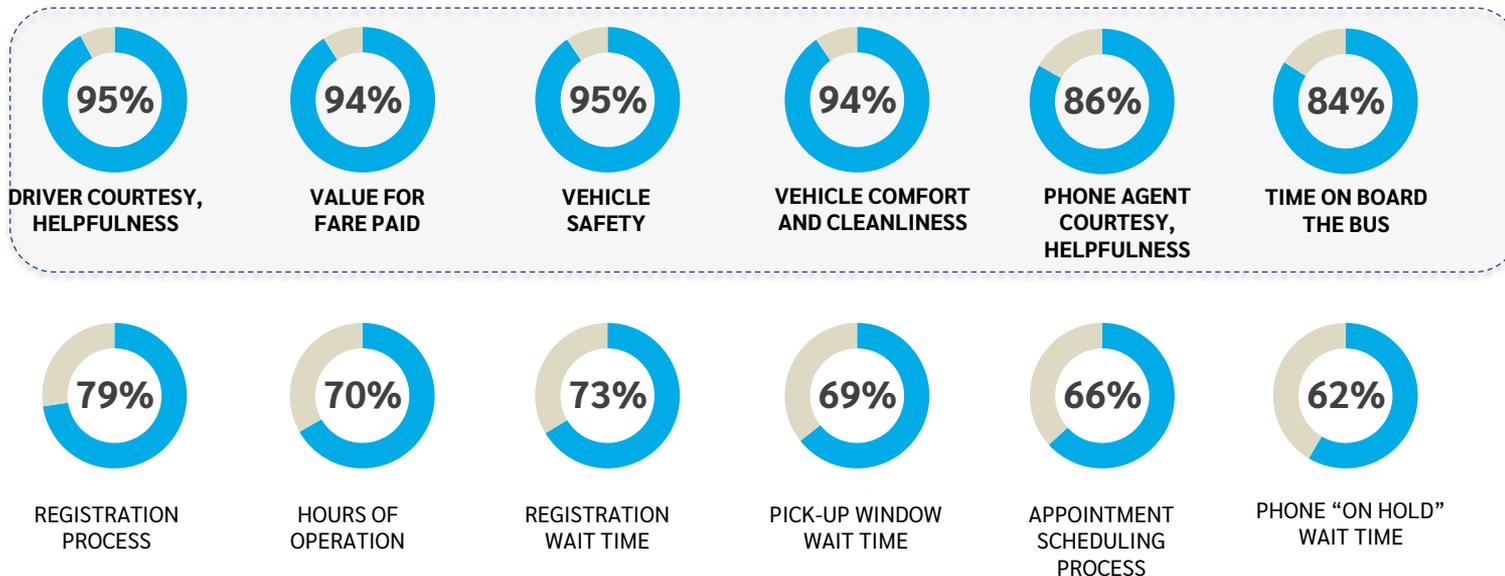
Q6. Overall, how satisfied are you with the handyDART service in your area?

Don't know/Unsure is excluded from the calculation.

 Significantly higher at the 95% level.

# The top five satisfaction elements of handyDART service have remained consistent with those reported last year.

Satisfaction remains highest with the handyDART driver courtesy and helpfulness, value for fare paid, vehicle safety, and vehicle comfort and cleanliness. However, areas for improvement include phone “on hold” wait time (62%), the appointment scheduling process (66%), and the pick-up window wait time (69%).



*The charts show Total Satisfaction (Very Satisfied/Satisfied).*

Base 2024: Total, n= 921

Q7. How satisfied are you with each of the following elements of handyDART service?

\*Don't know/Unsure is excluded from the calculation. As the calculation for 2023 data is unknown, comparisons to percentage increases are not comparable.

# Satisfaction with driver courtesy and helpfulness remains consistent across municipalities.

Riders in Central Fraser Valley report lower levels of satisfaction across all top five elements compared to other cities. Although Chilliwack riders have comparable satisfaction scores to other municipalities, with the exception of the helpfulness and courtesy of phone agents (79%).

Elements of handyDART Service	TOTAL (n=921)	CITY					
		Victoria (n=264)	Kelowna (n=81)	Nanaimo (n=80)	Central Fraser Valley (n=74)	Prince George (n=59)	Chilliwack (n=44)
Driver courtesy, helpfulness	<b>95%</b>	95%	96%	96%	93%	95%	95%
Value for fare paid	<b>94%</b>	95%	94%	95%	90%	95%	90%
Vehicle safety	<b>95%</b>	95%	92%	96%	83%	96%	95%
Vehicle comfort and cleanliness	<b>94%</b>	91%	94%	95%	89%	96%	98%
Phone agent courtesy, helpfulness	<b>86%</b>	88%	86%	87%	77%	90%	79%

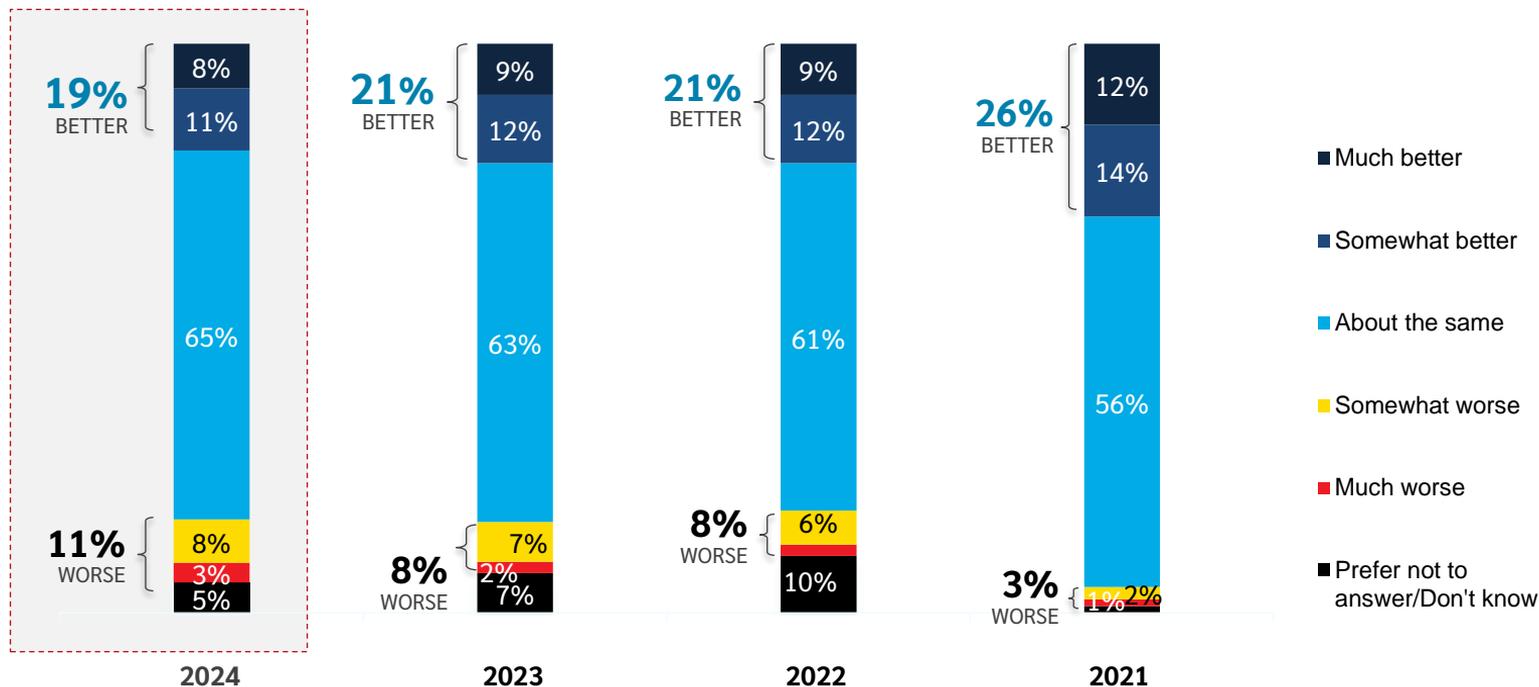
Base 2024: Total, n=921

Q7. How satisfied are you with each of the following elements of handyDART service?

 Significantly higher at the 95% level.

The majority of handyDART riders (65%) feel that the service has remained about the same as a year ago while two in ten think it's better.

### CHANGES in handyDART Service



\*The choice "Prefer not to answer" was updated to "Don't know" in 2024  
 Q8. Compared to a year ago, is the handyDART service better, the same, or worse? Base 2024: n=724. Base 2023: n=717. Base 2022: n=993. Base 2021: n= 478.

# Most handyDART riders believe that the service has remained comparable to that of the previous year.

While the majority of riders across cities perceive the service is about the same, respondents from Nanaimo (27%), Prince George (25%), and Central Fraser Valley (23%) are more likely to believe handyDART is much or somewhat better.

Changes in handyDART Service	TOTAL (n=724)	CITY					
		Victoria (n=227)	Kelowna (n=71)	Nanaimo (n=62)	Central Fraser Valley (n=65)	Prince George (n=53)	Chilliwack (n=39)
Much Better	<b>8%</b>	6%	4%	16%	9%	8%	8%
Somewhat Better	<b>11%</b>	10%	13%	11%	14%	17%	8%
About the same	<b>65%</b>	65%	72%	55%	58%	62%	69%
Somewhat Worse	<b>8%</b>	11%	8%	8%	8%	4%	3%
Much Worse	<b>3%</b>	6%	1%	3%	3%	2%	3%
Don't know	<b>5%</b>	2%	1%	6%	8%	8%	10%

Base 2024: Total, n=724

Q8. Compared to a year ago, is the handyDART service better, the same, or worse?

 Significantly higher at the 95% level.



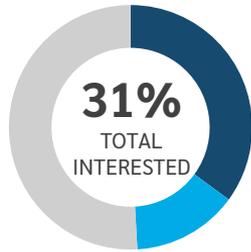
# KEY OPPORTUNITIES FOR SERVICE EXPANSION



# Approximately three in ten riders are interested in using electronic payment methods or booking handyDART trips via a website/smartphone app, consistent with last year's results.

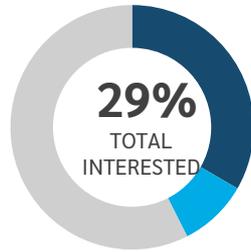
Booking by calling a customer representative remains the preferred method by a wide margin, although booking through a smartphone has seen a directional increase from the past year, up by 6%.

## Interest in using a type of electronic payment (+0, 2023)



■ Support ■ Neither ■ Not

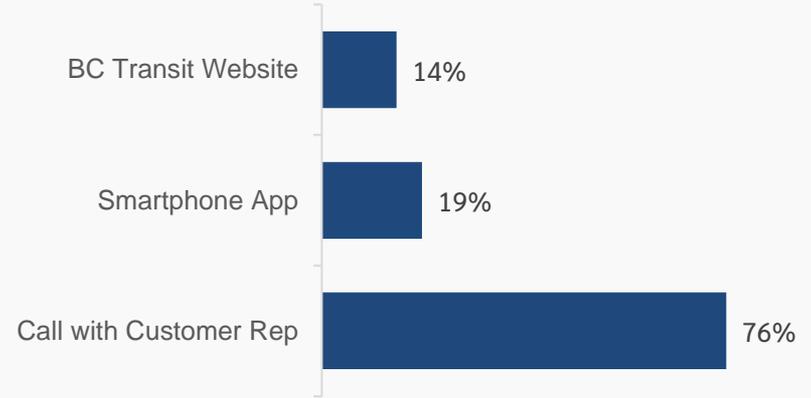
## Interest in using a website or app to book a trip (+2, 2023)



■ Use ■ Neither ■ Not Use



## Booking PREFERENCE



Base 2024: n= 921

Q20. How interested would you be in using a type of electronic payment (e.g. smartphone app, pre-loaded card) to pay for your handyDART trip?

Q21. How interested would you be in using a website or a smartphone app to book your handyDART trip?

Q22. Which of the following would you prefer to use to book and manage your handyDART trips?

# For users in Victoria, interest in booking a trip through a website or app has increased significantly to 41% from 28% in 2023.

	TOTAL (n=921)	CITY					
		Victoria (n=271)	Kelowna (n=86)	Nanaimo (n=86)	Central Fraser Valley (n=82)	Prince George (n=69)	Chilliwack (n=50)
<b>Interest in using a type of electronic payment</b>							
Yes	<b>31%</b>	36%	26%	26%	39%	35%	32%
No	<b>45%</b>	42%	44%	50%	39%	36%	36%
<b>Interest in using a website or app to book a trip</b>							
Yes	<b>29%</b>	41%	28%	17%	32%	25%	36%
No	<b>50%</b>	43%	52%	59%	43%	49%	38%



	Booking PREFERENCE	TOTAL (n=921)	CITY				
			Victoria (n=271)	Kelowna (n=86)	Nanaimo (n=86)	Central Fraser Valley (n=82)	Prince George (n=69)
BC Transit Website	<b>14%</b>	22%	7%	12%	15%	14%	22%
Smartphone App	<b>19%</b>	26%	15%	14%	21%	12%	30%
Call with Customer Rep	<b>76%</b>	74%	81%	79%	68%	71%	74%

Base 2024: Total, n=921

Q20. How interested would you be in using a type of electronic payment (e.g. smartphone app, pre-loaded card) to pay for your handyDART trip?

Q21. How interested would you be in using a website or a smartphone app to book your handyDART trip?

Q22: Which of the following would you prefer to use to book and manage your handyDART trips?

  Significantly higher at the 95% level.

# Caregiver/guardians and those who use both types of trip booking are more interested in using electronic payment and a website/app to book a trip.

	TOTAL (n=921)	Trip Booking Type			Survey Audience	
		Subscripti on Trip (n=262)	One-Time Trip (n=466)	Both (n=119)	Passenger (n=597)	Caregiver/ Guardian (n=211)
<b>Interest in using a type of electronic payment</b>						
Yes	<b>31%</b>	38%	27%	41%	30%	39%
No	<b>45%</b>	42%	49%	41%	47%	42%
<b>Interest in using a website or app to book a trip</b>						
Yes	<b>29%</b>	31%	28%	43%	29%	39%
No	<b>50%</b>	49%	55%	45%	55%	45%



Booking PREFERENCE		Trip Booking Type			Survey Audience	
	TOTAL (n=921)	Subscripti on Trip (n=262)	One-Time Trip (n=466)	Both (n=119)	Passenger (n=597)	Caregiver/ Guardian (n=211)
BC Transit Website	14%	15%	14%	17%	15%	16%
Smartphone App	19%	23%	16%	25%	17%	28%
Call with Customer Rep	76%	73%	81%	80%	82%	73%

Base 2024: Total, n=921

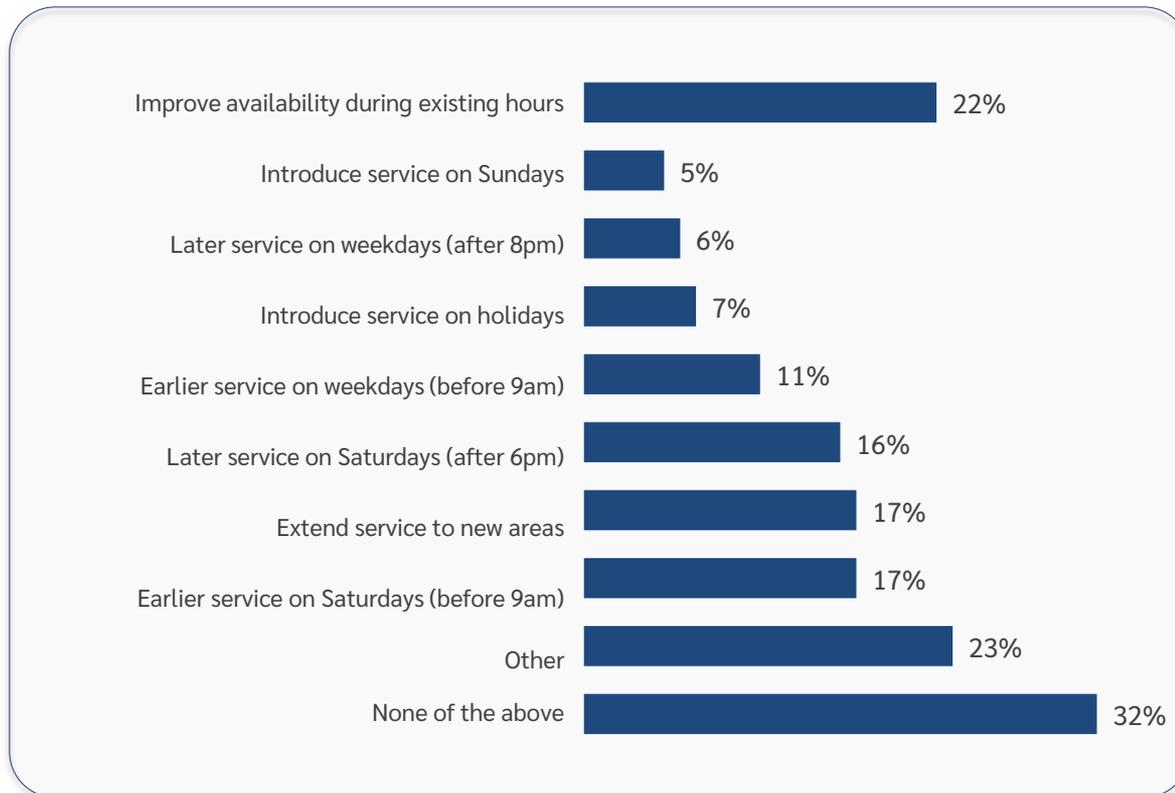
Q20. How interested would you be in using a type of electronic payment (e.g. smartphone app, pre-loaded card) to pay for your handyDART trip?

Q21. How interested would you be in using a website or a smartphone app to book your handyDART trip?

Q22: Which of the following would you prefer to use to book and manage your handyDART trips?

Significantly higher at the 95% level.

# The top change handyDART users want to see is the improvement of availability during existing hours.



Base 2024: Total, n=921

Q17. If resources were available to expand handyDART service, what change(s) would you most like handyDART to implement? (3 mentions)

# The demand for improving handyDART availability during existing hours has increased by 10 percentage points, from 22% last year to 32% this year

Victoria tends to have a higher demand for improving availability during existing hours compared to other communities.

Desired Service Changes	TOTAL (n=921)	CITY					
		Victoria (n=271)	Kelowna (n=86)	Nanaimo (n=86)	Central Fraser Valley (n=82)	Prince George (n=69)	Chilliwack (n=50)
Improve availability during existing hours	<b>32%</b>	49%	27%	26%	24%	32%	18%
Introduce service on Sundays	<b>23%</b>	15%	28%	20%	30%	16%	32%
Later service on weekdays (after 8pm)	<b>17%</b>	12%	15%	23%	22%	20%	18%
Introduce service on holidays	<b>17%</b>	16%	24%	20%	13%	14%	10%
Earlier service on weekdays (before 9am)	<b>16%</b>	15%	15%	22%	16%	14%	14%
Later service on Saturdays (after 6pm)	<b>11%</b>	9%	13%	10%	6%	14%	20%
Extend service to new areas	<b>7%</b>	5%	6%	6%	5%	10%	6%
Earlier service on Saturdays (before 9am)	<b>6%</b>	4%	9%	6%	9%	6%	4%

Base 2024: Total, n=921

Q17. If resources were available to expand handyDART service, what change(s) would you most like handyDART to implement? (3 mentions)

 Significantly higher at the 95% level.

# Of those who want to improve availability during existing hours, nearly forty percent would like a shorter window for the booking period.

Below are examples of rider suggestions on how to improve availability during existing hours.

Suggested improvements during existing hours	TOTAL (n=232)
Shorter window for booking period	37%
More buses/Increased frequency	33%
Shorter wait and travel times	11%
Extend (later) service	8%
Extend (earlier) service	7%
Other	8%

*“People need to book + get a trip in a day or 2 or even the same day. It makes it almost impossible for a disabled person to get healthcare or get some shopping done.” – Victoria resident*

*“I use Taxi-Savers now, rather than handyDART, because the ride home in handyDART took up to two hours. So many other people had to be dropped off before me that it made for an extremely tiring day. So, more afternoon buses would help get people home faster.” – Chilliwack resident*

*“Booking schedule is too rigid often times, times are not available and booking slots are too far in advance, especially for medical appointments that change” – Saanichton resident*

*“There is a catastrophic low availability of vehicles.” – Sidney resident*

*“Not having to wait an hour or more due to handyDART being late for pick ups around 3pm.” – Kelowna resident*

*“Sometimes I might have to get to the store quickly for something and have no way to there as I don't drive or know people to take me.” – Prince George resident*

*“More buses servicing. Takes 2 hours to get to my appointment and 2 hours to get home for a 2-hour journey. EXHAUSTING!” – Saanichton resident*

\*Mentions 5% and greater are shown.

Base 2024: n= 232

Q19. If you selected “improve availability during existing hours” above... Specifically, how would you like handyDART service to be more available than it is today?

# The majority of those who want handyDART to extend services are interested in having the service reach outside their municipality.

Below are examples of specific areas suggested by riders for additional handyDART coverage.

2024	TOTAL (n=49)
Service to outside of municipality (other municipalities, rural areas)	65%
Trips to specific destinations (e.g., church, shopping, recreational, etc.)	18%
Improve availability during existing hours	14%
Other	4%

*“In my area, Duncan and the Cowichan Valley, handyDART would not take me to medical appointments in either Victoria or Nanaimo, making the service much less useful to me.”  
- Duncan resident*

*“To areas just out of city limits so lots of people with mobility issues can use service.” – Penticton resident*

*“Airport, other remote corners of our community outside the city boundaries where some families exist. We all need rides and have diverse needs.”  
- Prince George resident*

*“Trips to special events like going up to Chemainus Theatre for which I am sure seniors would gladly pay an extra stipend for.” – Victoria resident*

*“Extend to Sooke, Duncan, and maybe other areas past Duncan.”  
- Victoria resident*

*“Glen Eden, Walmart, Shoppers Drug mart, Grocery (No Frills), DeMilles Farm Market.” – Salmon Arm resident*

Base 2024: Total, n=49

Q18. If you selected “extend service to new areas” above... Specifically, what areas would you like handyDART service to cover that it does not today? (Open ended)



# Top improvements to handyDART are expanding the booking, communication and notification alternatives of the service.

**16%**  
Expand Booking,  
Communication and  
Notification  
Alternatives

*“There is no way of contacting HD when 30-60 minutes late and we did not even know if they are coming the past several months. I even had to drive one of the ladies to the event because it was so late. Would be great if the driver had a company phone that could be called to see what is going on.” - Abbotsford resident*

*“Improve booking services- we have had many problems with trip changes not being implemented, even when I've spoken with staff to confirm. \*This has improved in the last year.” - Kelowna resident*

*“Almost without fail, the drivers are excellent, and the buses are adequate. However, the booking and scheduling systems are a problem.” - Victoria resident*

*“Sending a real time text alert with the approximate ETA when you are the next pick up once the driver is on the way to you.” - Nanaimo resident*

*“I would like to know if I was dispatched a taxi or Dart so I don't wait at the curb for the dart.” - Victoria resident*

**15%**  
Satisfied with the  
service

*“Very happy. Drivers of buses always compassionate, caring, patient and very helpful and respectful. Excellent training program for drivers.” - Victoria resident*

*“At this time, handyDART has made it possible for my husband to attend family holidays and social events. It has been a godsend for us. We are grateful for the services and the people who provide the services.” - Nanaimo resident*

*“I am generally very happy with the service. Thank you for the service you provide. It improves my life no end.” - Prince George resident*

*“I think handyDART is very impressive. The service I have gotten has been outstanding. When there has been a problem, they have done a great job of clearing it up as quickly as possible. My hat's off to your wonderful staff.” - Prince George resident*

*“We are grateful for this service.” - Kelowna resident*



# handyDART users suggest improvements in the availability of time slots and hours of operation, creating shorter appointment booking windows and having more buses, and better equipped vehicles.

**14%**  
Improve availability of time slots and hours of operation

*“To be available at all times of day, may need more buses.” – Sidney resident*

*“Sometimes unable to book as there no available spots left.” - Kelowna resident*

*“It shouldn’t be limited because I’m disabled and should be the same as a cab/ I like to go out to parties but there is never seating.” - Saanichton resident*

*“More service in evening hours to attend community concerts/events.”- Kelowna resident*

*“Being able to book a handyDART at peak times or busy times” – Nanaimo resident*

**12%**  
Shorter Appointment Booking Window

*“Would definitely use handyDART more often if booking was more flexible. Doctors and medical appointments are often only 1 week in advance. Also, would help to be able to book online. Service itself is great and very helpful.” - Victoria resident*

*“Very difficult to book 2-weeks in advance - I would use the service more if I could book when my appointments are made.” - Victoria resident*

*“Please reduce 2 week in advance booking policy.” - Sidney resident*

*“ I just don't like calling 2 weeks in advance to book times for places I go every week.” - Saanichton resident*

**11%**  
More Buses and Better Equipped Vehicles

*“To bring back the bigger buses for the larger scooters that will not fit on a regular bus or handyDART....I have one but it doesn't meet the size allowability due too its size and length and I have mobility issues and have a hard time walking.” - Prince George resident*

*“Vans are very noisy, they need more shock absorbs, passenger feels every pothole the van goes over.” - Victoria resident*

*“Bookings are so difficult and there needs to be a better way. Need more buses and drivers for demand.” - Victoria resident*

*“More buses, more drivers.” - Chilliwack resident*

Base 2024: Total, n=345.  
Q24. Do you have any additional comments or suggestions for improvements to handyDART service? (Open end)



# Other improvements include reducing the wait times for services, increasing Taxi-Driver training/ education and arriving when expected.

**7%**  
Reduced Wait Times  
for Services

*“It’s understandable that the driver may need flexibility around time to pick up or drop-off a person, but I consider a half hour much too big an amount of time. As a disabled person I look for equity and equality and I receive neither thing through handyDART. With fixed-route bus trips, people may need to wait a few minutes at most for a late bus. Since handyDART is not fixed-route, I understand the need for greater flexibility on time. Half hour is too much, however.” – Victoria resident*

*“It would be nice if we had a 15-minute waiting window instead of 30. It is a long time for someone with disabilities to wait. Also, we rarely get notified if a bus is late which causes some anxiety.” – Kelowna resident*

*“Very long wait times” – Sooke resident*

**4%**  
Increase TaxiDriver  
Training/ Education

*“We have tried to use taxi for appointments that are less than 2 weeks notice but they have been a horrible experience (rude, very late, canceled).” – Victoria resident*

*“handyDART is excellent. Taxi service needs work in terms of drivers and the condition of their vehicles.” – Penticton resident*

*“The handyDART drivers are generally very friendly, helpful, and kind. Not necessarily so the taxi drivers!” – Abbotsford resident*

*“Have safety a priority when DART has to send a wheelchair taxis for service. They don’t like to strap wheelchair in, and I feel unsafe. Many taxis small and difficult to get into if u have mobility issues.” – Penticton resident*

**3%**  
Arriving When  
Expected

*“When bus says it will be there 2:00-2:30 and arrives at 1:45 it is frustrating as the program is not over and driver wants to leave.” –Victoria resident*

*“Sometimes handyDART comes late or too early.” – Abbotsford resident*

*“I can’t rely on handyDART’s punctuality so I cannot use it for medical and other appointments.” – Victoria resident*



# The last recommendations include improvements to customer service and extending service areas

## 2% Improve Customer Service

*“Phone agent for booking can be rude and often in a hurry and impatient. Needs to slow down and be patient with elderly and disabled clients.” – Abbotsford resident*

*“In phone bookings, please allow time at the end of the call to confirm the dates/times of bookings to ensure no misunderstandings occur.” – Abbotsford resident*

## 2% Extend Service Areas

*“Would enjoy the option to travel further/outside of the route limits. Up or down Island, even to the mainland during the summer months would be great!” – Nanaimo resident*

*“Please make exceptions for city limit boundaries. We cannot catch bus because of 1.5 km extension. Need ride to rainbow lodge 2x per week.” – Prince George resident*

*“Please come an extra 2km and pick us up at home. Would use it more often and even pay more.” – Powell River*

*“Increase services in Comox valley.” – Comox resident*

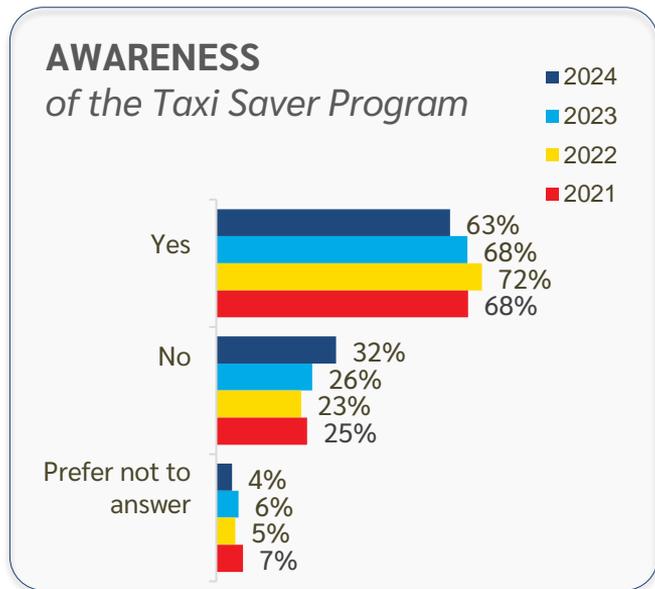


# AWARENESS AND PERCEPTIONS OF SUPPLEMENTAL TAXI PROGRAMS



## Approximately two-thirds (63%) of riders are aware of the Taxi Saver program.

While awareness of the Taxi Saver program is high overall, it remains significantly higher in Prince George (84%), Victoria (79%) and Central Fraser Valley (78%). Caregivers/Guardians are more likely to be **unaware** of the Taxi Saver program (41%) than passengers (29%).



### AWARENESS of the Taxi Saver Program in 2024

2024	SURVEY RESPONDENT		CITY					
	Passenger (n=597)	Caregiver/Guardian (n=211)	Victoria (n=271)	Kelowna (n=86)	Nanaimo (n=86)	Central Fraser Valley (n=82)	Prince George (n=69)	Chilliwack (n=50)
Yes	68%	57%	79%	73%	56%	78%	84%	74%
No	29%	41%	20%	22%	40%	18%	7%	20%
Prefer not to answer	3%	2%	1%	5%	5%	4%	9%	6%

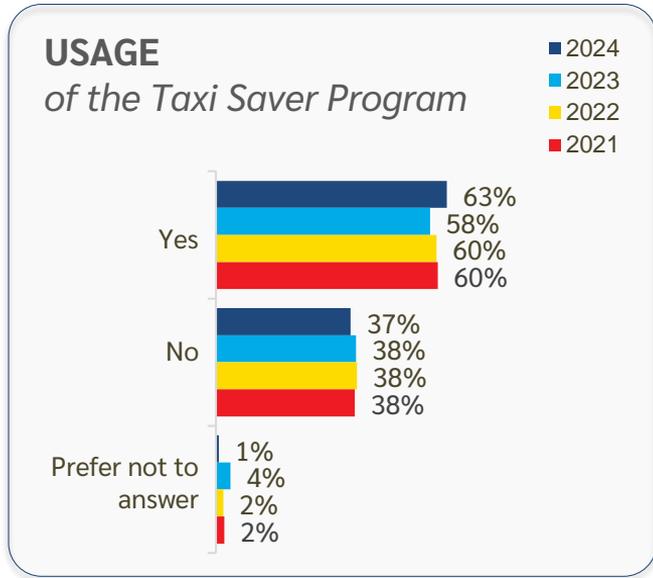
Base 2024: n=921. Base 2023: n=915. Base 2022: n=1,203. Base 2021: Total, n=581.

Q10. Are you aware of the Taxi Saver program? This is the program that allows handyDART users to purchase vouchers to pay for taxi fares at half price. Please note that the Taxi Saver program is not available in all communities so it may or may not be available in your area.

Significantly higher at the 95% level.

# Six in ten riders (63%) aware of the Taxi Saver program utilize it

Those who book subscription trips with handyDART are less likely to use the Taxi Saver program. Caregivers/Guardians who completed the survey are also less likely to use the Taxi Saver program, likely because they tend to book subscription trips as well.



## USAGE of the Taxi Saver Program in 2024

2024	TRIP BOOKING TYPE			SURVEY RESPONDENT	
	Subscription Trip (n=140)	One-Time Trip (n=324)	Both (n=83)	Passenger (n=407)	Caregiver/Guardian (n=120)
Yes	51%	66%	70%	65%	50%
No	48%	33%	30%	34%	49%
Prefer not to answer	1%	1%	0%	1%	1%

Among those aware of the Taxi Saver program in Q9 (for each wave). Base 2024: n=583, Base 2023: n=624, Base 2022: n=870. Base 2021: n=396. Q10.a. If you are aware of the Taxi Saver program, do you use the Taxi Saver program?

Significantly higher at the 95% level.

## Usage of the Taxi Saver Program is highest in Chilliwack (84%) and Prince George (83%).

Those in Nanaimo are least likely (52%) to use the Taxi Saver program.

USAGE of the Taxi Saver Program	TOTAL (n=583)	CITY					
		Victoria (n=213)	Kelowna (n=63)	Nanaimo (n=48)	Central Fraser Valley (n=64)	Prince George (n=58)	Chilliwack (n=37)
Yes	<b>63%</b>	60%	60%	52%	67%	83%	84%
No	<b>37%</b>	38%	38%	48%	33%	17%	16%
Prefer not to answer	<b>1%</b>	1%	2%	0%	0%	0%	0%

Base 2024: n=583

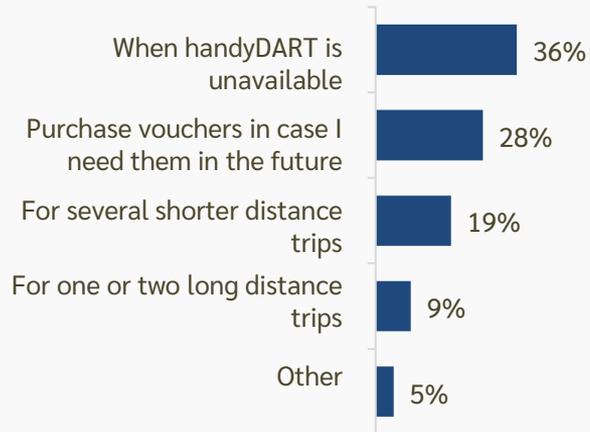
Q10.a. If you are aware of the Taxi Saver program, do you use the Taxi Saver program?

Significantly higher at the 95% level.

# The primary reason cited by those who use the Taxi Saver Program is the unavailability of handyDART services.

While purchasing and setting aside Taxi Saver vouchers remains a top reason (28%), using the service when handyDART is unavailable has emerged as the primary motivation (36%), which is a new survey option added in 2024.

## REASON FOR USING *the Taxi Saver Program*



## REASON FOR USING *the Taxi Saver Program* in 2024

2024	TOTAL (n=365)	handyDART RIDERSHIP FREQUENCY		
		Heavy Rider (n=86)	Medium Rider (n=156)	Occasional Rider (n=115)
I use it when handyDART is not available*	36%	45%	39%	29%
In case I need them in the future	28%	27%	26%	32%
For several shorter distance trips	19%	12%	20%	23%
For one or two long distance trips	9%	9%	9%	9%
Other	5%	3%	6%	3%

Base 2024: Total, n=365

Q10.b. If you use the Taxi Saver program, how do you generally use it?

\* This option was added in 2024

Significantly higher at the 95% level.

# Across all cities, the top reason for using the Taxi Saver program is the unavailability of handyDART services.

One in three Victoria rides purchase and set aside Taxi saver vouchers in case they need them in the future.

REASON FOR USING the Taxi Saver Program	TOTAL (n=365)	CITY					
		Victoria (n=128)	Kelowna (n=38)	Nanaimo (n=25)*	Central Fraser Valley (n=43)	Prince George (n=48)	Chilliwack (n=31)
I use it when handyDART is not available	36%	36%	26%	56%	42%	33%	26%
In case I need them in the future	28%	33%	26%	12%	21%	23%	26%
For several shorter distance trips	19%	15%	18%	24%	21%	31%	19%
For one or two long distance trips	9%	10%	8%	0%	7%	8%	19%
Other	5%	5%	11%	8%	7%	2%	3%

\* Caution low base size

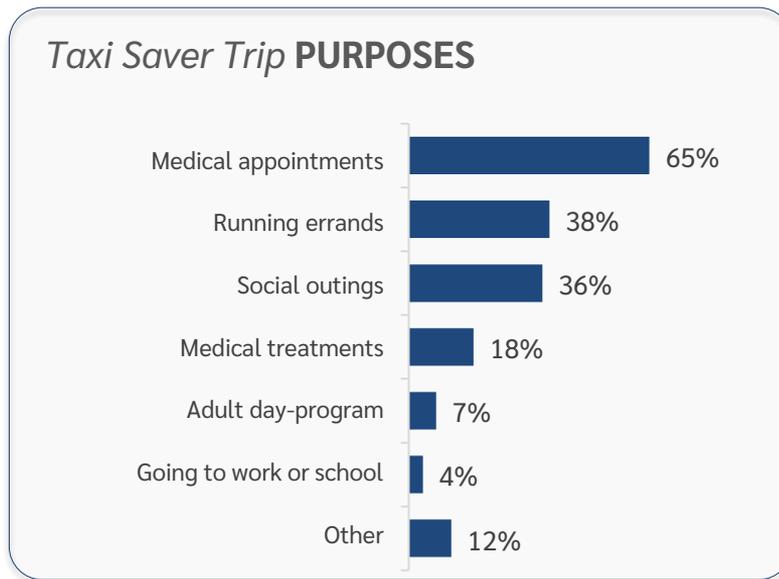
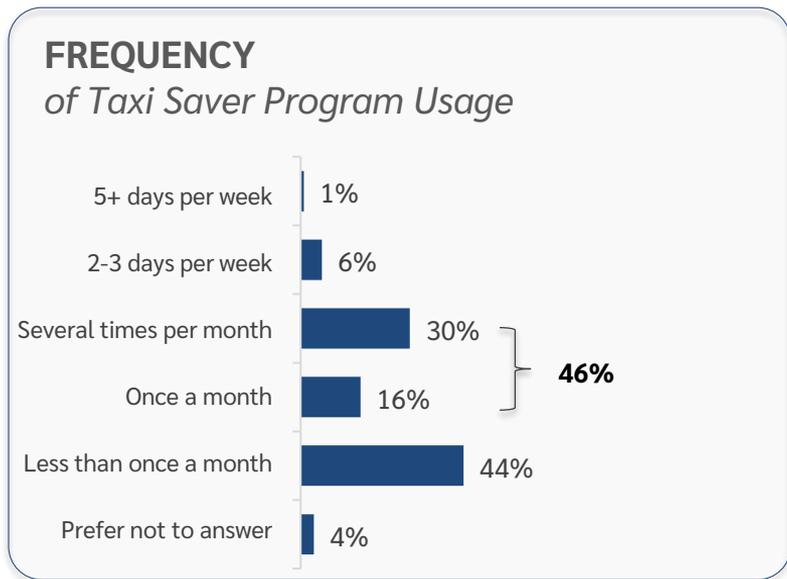
Taxi Saver Program Usage: Reason - Base 2024: Total, n=365.

Q10.b. If you use the Taxi Saver program, how do you generally use it?

 Significantly higher at the 95% level.

# Nearly half of riders participating in the Taxi Saver program use it at least once a month, marking a 6% decrease from last year.

The primary reasons for using the Taxi Saver program continue to be for medical appointments (65%), running errands (38%) and social outings (36%).



\*Mentions 3% and greater are shown.

Base 2024: Those who use the Taxi Saver program in Q10, n=365

Q10.c. If you use the Taxi Saver program, how often do you use it?

Q12. If you use the Taxi Saver program, which of the following reasons do you use it for? (Multiple mentions)

# Riders across all cities who participate in the Taxi Saver Program use it at varying frequencies, with most using it at least once a month.

Riders in Chilliwack are more likely to ride at least once a month (84%) in comparison to other cities.

FREQUENCY of the Taxi Saver Program Usage	TOTAL (n=365)	CITY					
		Victoria (n=128)	Kelowna (n=38)	Nanaimo (n=25)*	Central Fraser Valley (n=43)	Prince George (n=48)	Chilliwack (n=31)
5+ days per week	1%	2%	0%	0%	2%	0%	0%
2-3 days per week	6%	5%	8%	0%	7%	6%	6%
Several times per month	30%	25%	34%	24%	30%	33%	39%
Once a month	16%	15%	18%	12%	9%	15%	39%
Less than once a month	44%	50%	37%	64%	40%	46%	16%
Prefer not to answer	4%	4%	3%	0%	12%	0%	0%

\* Caution low base size

Taxi Saver Program Usage: Reason - Base 2024: Total, n=365.

Q10.b. If you use the Taxi Saver program, how do you generally use it?

Q10.c. If you use the Taxi Saver program, how often do you use it?

 Significantly higher at the 95% level.

# Medical appointments are the primary reason for using the Taxi Saver program across all cities.

Taxi Saver Trip PURPOSES	TOTAL (n=365)	CITY					
		Victoria (n=128)	Kelowna (n=38)	Nanaimo (n=25)*	Central Fraser Valley (n=43)	Prince George (n=48)	Chilliwack (n=31)
Medical appointments	65%	68%	53%	44%	60%	77%	61%
Running errands	38%	30%	37%	28%	42%	52%	42%
Social outings	36%	38%	37%	24%	42%	38%	35%
Medical treatments	18%	20%	21%	8%	19%	10%	13%
Adult day-program	7%	7%	3%	12%	12%	10%	3%
Going to work or school	4%	3%	5%	8%	2%	2%	3%
Other	12%	16%	8%	12%	7%	4%	19%

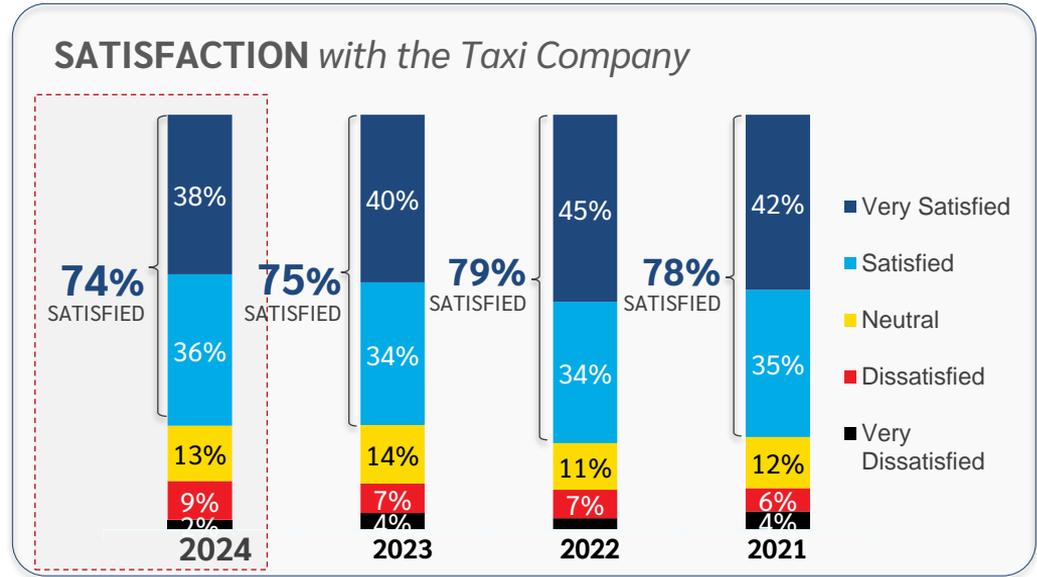
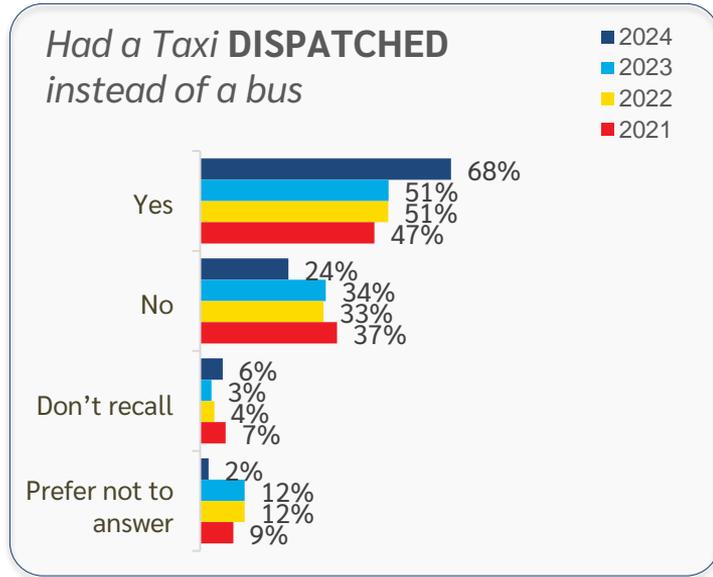
\* Caution low base size  
Base 2024: Total, n=365

Q12. If you use the Taxi Saver program, which of the following reasons do you use it for? (Multiple mentions)

 Significantly higher at the 95% level.

# Satisfaction with the taxi company dispatched by handyDART remains consistent in 2024 at 74%.

Over two-thirds of riders had a taxi dispatched by handyDART instead of a bus, marking a 17% increase from 2023.



Among those who had a taxi dispatched in Q11 (for each wave). Base 2024: n=365, Base 2023: n=467, Base 2022: n=614. Base 2021: n= 274.  
 Q13. Have you ever had a taxi dispatched by handyDART when you called to schedule a ride, instead of a bus?  
 Q14. If handyDART has ever dispatched a taxi for you, how satisfied were you with the service you received from the taxi company they sent?  
 \* Don't know/Unsure are excluded from the calculation.

# Victoria and Chilliwack riders are more likely to have had a taxi dispatched by handyDART instead of a bus.

Had a Taxi DISPATCHED instead of a bus	TOTAL (n=365)	CITY					
		Victoria (n=128)	Kelowna (n=38)	Nanaimo (n=25)*	Central Fraser Valley (n=43)	Prince George (n=48)	Chilliwack (n=31)
Yes	68%	76%	66%	72%	60%	60%	74%
No	24%	18%	26%	20%	26%	25%	23%
Don't recall	6%	5%	5%	8%	12%	8%	0%
Prefer not to answer	2%	1%	3%	0%	2%	6%	3%

\*Caution low base size

Base 2024: Total, n=365

Q13.. Have you ever had a taxi dispatched by handyDART when you called to schedule a ride, instead of a bus?

\* Don't know/Unsure is excluded from the calculation

 Significantly higher at the 95% level.

## Overall, most taxi riders were satisfied with the service provided by the taxi company.

More riders in Kelowna reported lower satisfaction with the taxi services received.

SATISFACTION with the Taxi Company	TOTAL (n=365)	CITY					
		Victoria (n=128)	Kelowna (n=38)	Nanaimo (n=25)*	Central Fraser Valley (n=43)	Prince George (n=48)	Chilliwack (n=31)
Very Satisfied	38%	40%	44%	40%	42%	34%	30%
Satisfied	36%	30%	28%	40%	38%	45%	52%
Neutral	16%	13%	0%	16%	12%	21%	17%
Dissatisfied	9%	11%	28%	4%	8%	0%	0%
Very Dissatisfied	2%	6%	0%	0%	0%	0%	0%

\*Caution low base size

Base 2024: Total, n=365

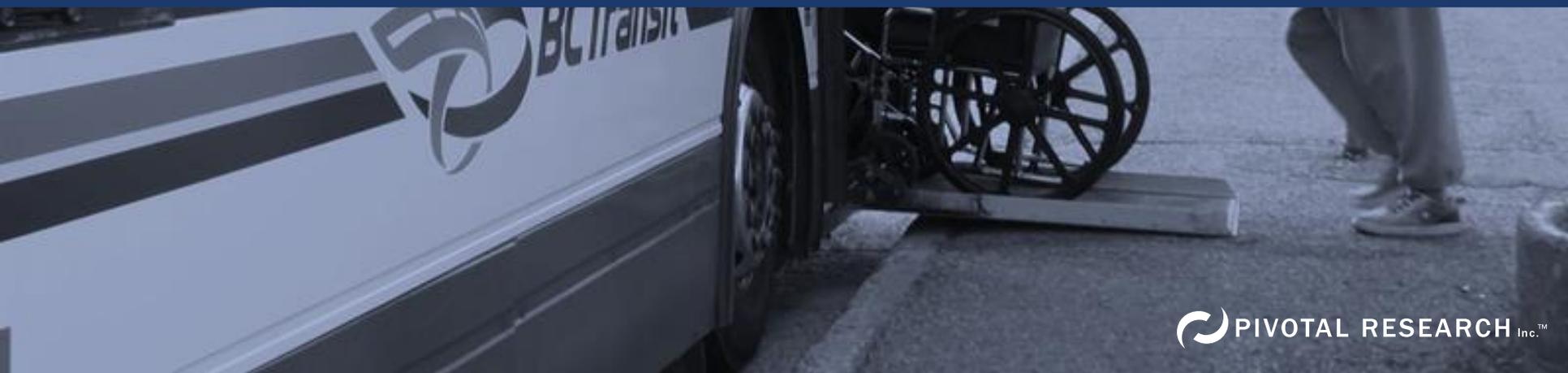
Q14. If handyDART has ever dispatched a taxi for you, how satisfied were you with the service you received from the taxi company they sent?

\* Don't know/Unsure is excluded from the calculation.

Significantly higher at the 95% level.



# APPENDIX





## handyDART Customer Satisfaction Survey

### Instructions for completing this survey:

If you require assistance completing this survey, it is OK if someone else fills this survey in with you. For each question, please use an X to fill in the box that best matches your answer, or use the space provided to write in an answer for questions that ask you to respond in your own words. You can choose to skip any questions if you prefer not to answer or if the question does not apply to you.

If you choose to fill out the survey on paper, please mail it to us by April 12, 2024.

### Prefer to complete this survey online?

Please go to [www.pivotalresearch.ca/handyDART](http://www.pivotalresearch.ca/handyDART) and enter survey code: **ccodex**. Should you have any questions regarding the online survey or encounter any technical difficulties, please contact Pivotal Research Inc. toll free at 1-877-421-1199. If you are able to complete the survey online, please feel free to recycle this paper copy.

If you choose to fill out the survey online, please complete the survey by 11 pm, April 24, 2024.

### Your use of handyDART and other bus services

The first set of questions is about your use of handyDART as well as other fixed-route bus services in your area.

**1. In the past month, how often have you used the handyDART service in your area?**  
*(put an X for one response only)*

- 5+ days per week
- 2-3 days per week
- Several times per month
- Once a month
- Did not use the service in the past month

**2. Which of the following trip purposes do you use handyDART service for?**  
*(put an X for all that apply)*

- Social outings (e.g., visiting family/friends, going to community centre, etc.)
- Adult day program
- Running errands (e.g., going to the mall, grocery store, bank, etc.)
- Medical appointments (e.g., family doctor, specialist, blood test, etc.)
- Medical treatments (e.g., chemotherapy, dialysis, etc.)
- Going to work or school
- Other (please specify) : \_\_\_\_\_
- None of the above



**3. And in the past month, how often have you used the regular fixed-route bus service in your area?**  
*(put an X for one response only)*

- 5+ days per week
- 2-3 days per week
- Several times per month
- Once a month
- Never

**4. Which of the following trip purposes do you use the regular fixed-route bus service for?**  
*(put an X for all that apply)*

- Social outings (e.g., visiting family/friends, going to community centre, etc.)
- Adult day program
- Running errands (e.g., going to the mall, grocery store, bank, etc.)
- Medical appointments (e.g., family doctor, specialist, blood test, etc.)
- Medical treatments (e.g., chemotherapy, dialysis, etc.)
- Going to work or school
- Other (please specify) : \_\_\_\_\_
- None of the above

**5. Compared to a year ago, how has your use of the handyDART service changed?**  
*(put an X for one response only)*

- I take handyDART **more** frequently now
- I take handyDART **less** frequently now
- I take handyDART **about the same** as last year
- I did not take handyDART a year ago

### Your satisfaction with handyDART services

The next set of questions is about your satisfaction with handyDART services overall, as well as different elements of handyDART service.

**6. Overall, how satisfied are you with the handyDART service in your area?**  
*(put an X for one response only)*

- Very satisfied
- Satisfied
- Neutral (neither satisfied nor dissatisfied)
- Dissatisfied
- Very dissatisfied
- Don't know




**7. How satisfied are you with each of the following elements of handyDART service?**  
*(put an X for one response for each statement)*

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
a) Registration process	<input type="checkbox"/>					
b) Registration wait time	<input type="checkbox"/>					
c) Appointment scheduling process	<input type="checkbox"/>					
d) Phone agent courtesy, helpfulness, and professionalism	<input type="checkbox"/>					
e) Vehicle safety	<input type="checkbox"/>					
f) Vehicle comfort and cleanliness	<input type="checkbox"/>					
g) Driver courtesy, helpfulness, and professionalism	<input type="checkbox"/>					
h) Hours of operation	<input type="checkbox"/>					
i) Value for fare paid	<input type="checkbox"/>					
j) Phone "on hold" wait time	<input type="checkbox"/>					
k) Pick-up window wait time	<input type="checkbox"/>					
l) Time on board the bus	<input type="checkbox"/>					

**8. Compared to a year ago, is the handyDART service better, the same, or worse?**  
*(put an X for one response only)*

- Much better
- Somewhat better
- About the same
- Somewhat worse
- Much worse
- Don't know

**9. How often have you called for a ride and not been able to get one?**  
*(put an X for one response only)*

- Once a week or more
- Once a month or more
- Every few months
- A ride is always available

**Your experience with taxi programs**

The next set of questions is about your experience with two different taxi partnerships that handyDART sometimes uses – the Taxi Saver program for half-price taxi fares, and taxi service that can be dispatched by handyDART to meet service needs.

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3




**10. Are you aware of the Taxi Saver program? This is the program that allows handyDART users to purchase vouchers to pay for taxi fares at half price. Please note that the Taxi Saver program is not available in all communities so it may or may not be available in your area.**  
*(put an X for one response only)*

- Yes
- No [Skip to Q15]

**10.a If you are aware of the Taxi Saver program, do you use the Taxi Saver program?**  
*(put an X for one response only)*

- Yes
- No [Skip to Q15]

**10.b If you use the Taxi Saver program, how do you generally use it?**  
*(put an X for one response only)*

- For several shorter distance (5 km or less) trips each month
- For one or two longer distance (6 km or more) trips each month
- I purchase and set aside the Taxi Saver vouchers in case I need them in the future
- I use it when handyDART is not available
- Other: Please specify: \_\_\_\_\_

**10.c If you use the Taxi Saver program, how often do you use it?**  
*(put an X for one response only)*

- 5+ days per week
- 2-3 days per week
- Several times per month
- Once a month
- Less than once a month

**11. If you use the Taxi Saver program, do you also use the handyDART program?**  
*(put an X for one response only)*

- Yes
- No

**12. If you use the Taxi Saver program, which of the following reasons do you use it for?**  
*(put an X for all that apply)*

- Social outings (e.g., visiting family/friends, going to community centre, etc.)
- Adult day program
- Running errands (e.g., going to the mall, grocery store, bank, etc.)
- Medical appointments (e.g., family doctor, specialist, blood test, etc.)
- Medical treatments (e.g., chemotherapy, dialysis, etc.)
- Going to work or school
- Other (please specify): \_\_\_\_\_
- None of the above

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4




**13.** Have you ever had a taxi dispatched by handyDART when you called to schedule a ride, instead of a bus?  
*(put an X for one response only)*

- Yes
- No
- Don't recall

**14.** If handyDART has ever dispatched a taxi for you, how satisfied were you with the service you received from the taxi company they sent?  
*(put an X for one response only)*

- Very satisfied
- Satisfied
- Neutral (neither satisfied nor dissatisfied)
- Dissatisfied
- Very dissatisfied
- Don't know

Opportunities for future enhancements

The next set of questions is looking for information about where BC Transit might be able to effectively enhance handyDART service.

**15.** Which of these statements most accurately describes how you use handyDART?  
*(put an X for one response only)*

- I usually make the same regularly-scheduled trip (called a subscription trip)
- I usually call to reserve a one-time trip as I need to
- I use a combination of subscription and one-time trips

**16.** Thinking of the last trip that they were not able to fulfil (if applicable), did you take that trip using another mode of transportation?  
*(put an X for one response only)*

- Yes, I used a fixed-route bus service
- Yes, I used a taxi service/other mode of transportation
- No, I did not take that trip
- Don't recall

HandyDART Customer Survey 2024
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**17.** If resources were available to expand handyDART service, what change(s) would you most like handyDART to implement?  
*(put an X for up to three of your top choices)*

- Improve availability during existing hours (please tell us more using the lines below)
- Earlier service on weekdays (before 9am)
- Later service on weekdays (after 8pm)
- Earlier service on Saturdays (before 9am)
- Later service on Saturdays (after 6pm)
- Introduce service on Sundays
- Introduce service on holidays
- Extend service to new areas (please tell us more using the lines below)
- Other (please specify): \_\_\_\_\_
- None of the above

**18.** If you selected "extend service to new areas" above... Specifically, what areas would you like handyDART service to cover that it does not today? *(please write your answer below)*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**19.** If you selected "improve availability during existing hours" above... Specifically, how would you like handyDART service to be more available than it is today? *(please write your answer below)*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**20.** How interested would you be in using a type of electronic payment (e.g. smartphone app, pre-loaded card) to pay for your handyDART trip?  
*(put an X for one response only)*

- Very interested
- Somewhat interested
- Neutral (neither interested nor disinterested)
- Not very interested
- Not at all interested
- Don't know

HandyDART Customer Survey 2024
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**21.** How interested would you be in using a website or a smartphone app to book your handyDART trip?  
*(put an X for one response only)*

- Very interested
- Somewhat interested
- Neutral (neither interested nor disinterested)
- Not very interested
- Not at all interested
- Don't know

**22.** Which of the following would you prefer to use to book and manage your handyDART trips?  
*(put an X for all that apply)*

- BC Transit website
- Smartphone app
- Telephone call with customer representative

**23.** What are your favourite communication channel(s) for transit updates and notification?  
*(put an X for all that apply)*

- Text message (SMS)
- E-mail
- Newsletter
- Mobile app
- BC Transit's website
- Social media

**24.** Do you have any additional comments or suggestions for improvements to handyDART service?  
*(please write your answer below)*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Demographics**

The next set of questions is for classification purposes only. Your responses will be kept confidential and will only be reported in aggregate with the responses of other handyDART passengers.

**25.** Who completed this survey?  
*(put an X for one response only)*

- The handyDART passenger
- A caregiver or attendant
- A guardian
- Other (please specify): \_\_\_\_\_

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**26.** Do you have a mobility aid? (If being filled out by a caregiver or attendant or guardian, please answer for the handyDART passenger)

- Yes
- No

**27.** Please select your age group below. (If being filled out by a caregiver or attendant or guardian, please answer for the handyDART passenger)  
*(put an X for one response only)*

- 19 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 - 74
- 75 and above
- Prefer not to say

**28.** How do you identify? (If being filled out by a caregiver or attendant or guardian, please answer for the handyDART passenger)  
*(put an X for one response only)*

- Woman
- Man
- Non-binary (including polygender, genderqueer, agender, bigender and others)
- Two-spirit
- Another gender not listed above
- Prefer not to say

**29.** What is your postal code? \_\_\_\_\_

**30.** Do you live independently or in a seniors' residence?

- Independently
- Seniors' residence

**Contest entry**

Please enter your contact information below if you wish to be entered into the prize draw for the gift cards (chance to win one of two gift cards valued at \$100). If you do not wish to be entered into the draw, simply leave this section blank.

Name \_\_\_\_\_

Telephone number (where we can reach you during the day) \_\_\_\_\_

Email address \_\_\_\_\_

**Thank you for taking the time to fill out the survey and share your thoughts.**

HandyDART Customer Survey 2024 8



Suite 700, 10339 – 124 Street NW  
Edmonton, AB T5N 3W1

Contact Information:

E: [info@pivotalresearch.ca](mailto:info@pivotalresearch.ca)

P: 877-421-1199

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