



OFFICE OF THE  
**SENIORS** ADVOCATE  
BRITISH COLUMBIA

**Moving In the  
Right Direction:  
HandyDART Survey  
Responses**

**February 2017**



# Contents

<b>Section 1: Introduction</b> .....	7
Background and Overview .....	7
Purpose and Objectives .....	7
<b>Section 2: Methodology</b> .....	8
Survey Development Tool .....	8
Survey Administration .....	8
Survey Coding and Cleaning .....	9
Survey Limitations .....	10
<b>Section 3: Results</b> .....	10
<b>Section 4: Distribution of Survey Responses</b> .....	11
Question 1: When was the last time you used HandyDART? .....	11
Question 2: How long have you been using HandyDART services? .....	12
Question 3: Generally speaking, how often do you use HandyDART services? .....	13
Question 4: What are the reasons that you use HandyDART? .....	14
Question 5: In addition to using handyDART, what other methods of transportation do you use? .....	15
Question 6: Overall, how well is HandyDART meeting your transportation needs? .....	16
Question 8: Do you currently participate in the Taxi Saver program, which allows you to buy vouchers to pay for taxi fares at half-price? These would be taxis that you would book on your own, not taxis sent by HandyDART .....	17
Question 9: Would you be interested in using Taxi Saver vouchers? .....	18
Question 10: It was easy to find a HandyDART application form .....	19
Question 11: It was clear what I needed to do to complete the application form .....	20
Question 12: The amount of effort required to complete the form was reasonable . .....	21
Question 13: It was clear how to submit the completed form .....	22
Question 14: What do you think is an acceptable number of minutes to wait before you reach a customer service agent to book rides? .....	23
Question 15: Are HandyDART customer service hours convenient for you? .....	24
Question 16: If your HandyDART office uses one, is the automated phone system easy to use? .....	25
Question 17: Are you able to speak to a customer service agent promptly? .....	26
Question 18: Are customer service agents respectful? .....	27
Question 19: Are customer service agents knowledgeable? .....	28
Question 20: Are you informed when your pick-up time changes? .....	29
Question 21: Overall, is it easy to book a HandyDART ride? .....	30

Question 22: Are you able to book a one-time HandyDART roundtrip when you want it? ..	31
Question 23: Are you able to book a HandyDART subscription trip when you want it? Subscription trips are scheduled once a week or more at the same location and time for an extended period. ....	32
Question 24: Are you able to get a ride when you are placed on standby? .....	33
Question 25: Does the number of days you are able to book rides in advance meet your needs? .....	34
Question 26: Is HandyDART convenient for you in terms of your travel requirements? .....	35
Question 27: How would you like to extend handyDART service? .....	36
Question 28: Does the cost of HandyDART impact your decision to use it? .....	37
Question 29: Please indicate which HandyDART payment system you would prefer . ....	38
Question 30: Does HandyDART pick you up within your 30 minute pick-up window? .....	39
Question 31: Does HandyDART get you to appointments on time? .....	40
Question 32: Is the amount of time it takes to get to your destination reasonable? .....	41
Question 33: Are drivers respectful? .....	42
Question 34: Do drivers provide the required assistance to help you from your door into the vehicle, and from the vehicle to the doorway of your destination?...	43
Question 35: Do drivers make sure you are secured for a safe ride (e.g., seatbelt fastened, walker/chair secured)? .....	44
Question 36: Are the vehicles that are used suitable for your mobility needs? .....	45
Question 37: Amount of time I need to be ready for pick up .....	46
Question 38: How to cancel a ride .....	47
Question 39: HandyDART's no-show/ cancellation policies .....	48
Question 40: Who to contact if my ride is late.....	49
Question 41: Have you had a HandyDART ride provided by a taxi in the past year?.....	50
Question 42: Do you know when HandyDART is sending a taxi to pick you up? .....	51
Question 43: Is it easy for you to identify a taxi that HandyDART has sent for you?.....	52
Question 44: Do taxis provided by HandyDART pick you up within your 30 minute pick-up window? .....	53
Question 45: Do taxis provided by HandyDART get you to appointments on time? .....	54
Question 46: Are taxi drivers respectful? .....	55
Question 47: Do taxi drivers provide the required assistance to help you from your door into the vehicle, and from the vehicle to the doorway of your destination? .....	56
Question 48: Do taxi drivers make sure you are secured for a safe ride (e.g., seatbelt fastened, walker/chair secured)? .....	57
Question 49: Do taxi drivers pick you up and drop you off where you expect them to? ....	58
Question 50: Are the taxi vehicle types sent for you suitable for your mobility needs? .....	59
Question 51: I am satisfied with the overall quality of HandyDART services. ....	60
Question 52: I would recommend HandyDART services to others who need it. ....	61
Question 53: I know how to provide feedback to HandyDART about their services.....	62

Question 54: I would feel comfortable providing honest feedback to HandyDART about their services.....	63
Question 55: I believe that HandyDART acts on customer feedback to resolve issues.....	64
Question 56: Participant’s household income: .....	65
Question 57: Participant’s gender: .....	66
Question 60: How did participant complete this survey? .....	67
Question 61: Please indicate the type of residence you live in . .....	68
Question 62: Why do you use handyDART services? .....	69
Question 63: What are your top three areas for improvement that you would like HandyDART to focus on?.....	70
Question 7: What changes could be made to HandyDART to better meet your transportation needs? – By Demographic Variable .....	71
Question 63: What are your top three areas for improvement that you would like HandyDART to focus on? – Themes and Subcategories” .....	74



# Section 1: Introduction

## Background and Overview

In October 2014, the Seniors Advocate announced in her report *The Journey Begins, Together We Can Do Better* that the Office of the Seniors Advocate would undertake a survey of HandyDART clients in B.C. to determine what is working, and what could be improved. The HandyDART survey was developed by BC Stats in collaboration with the Office of the Seniors Advocate in 2016 to meet this commitment. A total of 30,000 surveys were sent to HandyDART clients across six regions in B.C. This report includes the results of the survey.

## Purpose and Objectives

The survey was designed to meet three primary objectives:

1. Develop a profile of HandyDART users
2. Assess clients' experience with various aspects of HandyDART service, including the application and booking processes, ride availability, and ride experience (including rides provided by taxi)
3. Identify areas for service improvement

## Section 2: Methodology

### Survey Development Tool

The 2016 HandyDART survey was conducted by BC Stats on behalf of the Office of the Seniors Advocate. Survey design for the HandyDART Survey was informed by feedback from a Consultative Group made up of HandyDART users, interested stakeholders, and transit authority members. Cognitive testing was completed on the survey to test flow and comprehension with 20 clients who met the criteria of having used the service within the past 18 months (i.e. “active” users). Once cognitive testing was completed and the surveys were finalized, the revised survey was sent to BC Mail for distribution.

### Survey Administration

The survey (mail-out with an option to complete online) was conducted from September 28 to November 7, 2016, with the sample being drawn from client lists provided by TransLink and BC Transit. A total of 30,000 survey invitations were issued to clients across six regions in B.C. Depending on the size of the client lists, in some regions all clients were contacted, while in others a random sample was invited to participate. All sample participants were provided with a unique identifier to ensure confidentiality. Paper distribution was carried out by BC mail. Two weeks after the initial launch, BC Mail delivered reminder notices to clients who had not yet completed and returned their survey.

In total, 7,487 people responded to the survey, for a response rate of 30% after taking into account notifications of deceased and undeliverable mail. With a total response sample of 7,487 out of an estimated population of ~42,250 clients, the margin of error is 1.03%. Table 2.1 – Characteristics of Survey Respondents shows the distribution of surveys completed across regions, age groups, gender, income, frequency of use and Transit Authority. All responses have been weighted by region to ensure the responses are representative of the total HandyDART client base.



**Table 2.1 – Characteristics of Survey Respondents**

	Weighted Count	Valid Percent (%)
<b>Region</b>		
Kootenays	168	2.2%
North	586	7.8%
Okanagan	1,455	19.4%
South Coast	453	6.1%
Vancouver Island	1,403	18.7%
Lower Mainland	3,421	45.7%
<b>Age Group</b>		
Under 65 yrs	1,607	21.6%
65-75 yrs	1,322	17.8%
75-84 yrs	2,182	29.3%
85 yrs or older	2,330	31.3%
<b>Gender</b>		
Male	2,145	30.2%
Female	4,957	69.8%
<b>Household Income</b>		
Under \$10,000	780	15.2%
\$10,000-\$19,999	1,931	37.5%
\$20,000-\$29,999	1,175	22.8%
\$30,000 or more	1,262	24.5%
<b>Frequency of Use</b>		
Weekly	3,335	47.7%
Monthly	1,929	27.6%
Infrequently	1,732	24.8%
<b>Transit Authority</b>		
BC Transit	4,066	54.3%
TransLink	3,421	45.7%

## Survey Coding and Cleaning

Upon completion, all open-ended responses were transcribed by BC Mail and were modified to remove any personally identifiable information. Responses were then coded based on coding guidelines derived from topic areas within the survey. Given the breadth of responses for the two open-ended questions, responses were coded with specific topics and general themes to improve analysis. Since respondents were invited to cover more than one topic in their open-ended response, each answer was coded with as many as four codes and themes.

For the purposes of this report, all blank and non-response options (e.g., “don’t know”, “don’t remember”, “not applicable”) were excluded so that the results align with the results in the HandyDART Survey report. Percentages will not sum to 100 for questions where clients were able to select more than one response (i.e. multiple response questions).

## Survey Limitations

The surveys were conducted by paper and distributed by mail. Paper format questionnaires can result in erroneous responses. Missed questions, responses where a skip pattern was in place, and multiple responses to a single-response question were cleaned to remove any erroneous entries prior to analysis. Where respondents had left any additional information in the paper margins, these notes were evaluated and appended to the final open response question if deemed relevant additional information.

## Section 3: Results

The body of this report provides the distribution of survey responses by age, gender, region, income level, frequency of use and Transit Authority. Responses for the two descriptive questions (Q7 and Q63) are also provided at the end of the report. Distributions for the responses are represented as the percentage of valid responses, not of total surveys completed.

The results section presents tables for all questions from the HandyDART survey. Closed-ended questions are presented in order, followed by open-ended questions. Each open-ended question is displayed by theme and subthemes. Themes are counted only once per response, therefore counts for themes may total less than the sum of their topic subcategories.

Question 58, which asked about the respondents postal code, was removed due to the potential for respondent identification. The results of question 59 are presented in table 2.1.

## Section 4: Distribution of Survey Responses

### Question 1: When was the last time you used HandyDART?

	Within the past week	Within the past month	Within the past 3 months	Within the past year	Over one year ago	Over 18 months ago	Total
<b>Total</b>	<b>3,251</b>	<b>1,480</b>	<b>1,140</b>	<b>989</b>	<b>393</b>	<b>0</b>	<b>7,253</b>
<b>%</b>	<b>44.8%</b>	<b>20.4%</b>	<b>15.7%</b>	<b>13.6%</b>	<b>5.4%</b>	<b>0.0%</b>	<b>100%</b>
<b>Region</b>							
Kootenays	47.4%	16.3%	13.3%	14.1%	8.9%	0.0%	100%
North	49.0%	17.1%	13.7%	15.4%	4.8%	0.0%	100%
Okanagan	37.8%	25.8%	18.0%	13.1%	5.4%	0.0%	100%
South Coast	49.9%	21.7%	10.7%	13.0%	4.6%	0.0%	100%
Vancouver Island	48.1%	16.5%	15.9%	14.0%	5.5%	0.0%	100%
Lower Mainland	44.9%	20.3%	15.8%	13.5%	5.4%	0.0%	100%
<b>Age</b>							
Under 65 yrs	56.0%	13.6%	12.1%	13.2%	5.3%	0.0%	100%
65 to 74 yrs	42.0%	20.1%	16.8%	14.9%	6.2%	0.0%	100%
75 to 84 yrs	43.5%	21.1%	17.2%	12.7%	5.6%	0.0%	100%
85 yrs or older	40.2%	24.8%	16.2%	13.9%	4.9%	0.0%	100%
<b>Gender</b>							
Male	47.6%	17.8%	15.8%	13.0%	5.8%	0.0%	100%
Female	43.9%	21.4%	15.8%	13.7%	5.3%	0.0%	100%
<b>Household Income</b>							
Under \$10,000	54.6%	17.0%	13.9%	9.9%	4.5%	0.0%	100%
\$10,000 to \$19,999	47.0%	21.0%	15.8%	12.1%	4.1%	0.0%	100%
\$20,000 to \$29,999	40.2%	23.3%	16.6%	14.5%	5.4%	0.0%	100%
\$30,000 or more	42.0%	17.7%	15.7%	17.0%	7.5%	0.0%	100%
<b>Frequency of Use</b>							
Weekly	77.0%	8.7%	4.8%	6.5%	3.1%	0.0%	100%
Monthly	29.9%	46.4%	17.0%	5.3%	1.5%	0.0%	100%
Infrequently	5.9%	15.1%	33.7%	33.5%	11.7%	0.0%	100%
<b>Transit Authority</b>							
BC Transit	44.7%	20.5%	15.6%	13.8%	5.4%	0.0%	100%
TransLink	44.9%	20.3%	15.8%	13.5%	5.4%	0.0%	100%

**Question 2: How long have you been using HandyDART services?**

	Less than 6 months	6 months to less than 1 year	1 to 2 years	3 to 5 years	More than 5 years	Total
<b>Total</b>	<b>623</b>	<b>745</b>	<b>1,647</b>	<b>1,935</b>	<b>2,214</b>	<b>7,165</b>
<b>%</b>	<b>8.7%</b>	<b>10.4%</b>	<b>23.0%</b>	<b>27.0%</b>	<b>30.9%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	8.4%	7.6%	29.8%	21.4%	32.8%	100%
North	6.6%	9.2%	21.5%	28.6%	34.1%	100%
Okanagan	8.9%	8.4%	23.2%	32.4%	27.1%	100%
South Coast	9.3%	10.0%	26.0%	21.7%	32.9%	100%
Vancouver Island	9.1%	10.8%	24.0%	26.6%	29.5%	100%
Lower Mainland	8.7%	11.5%	22.0%	25.6%	32.2%	100%
<b>Age</b>						
Under 65 yrs	9.2%	10.1%	18.0%	20.8%	41.9%	100%
65 to 74 yrs	10.4%	12.4%	23.1%	22.8%	31.4%	100%
75 to 84 yrs	9.0%	12.2%	26.0%	28.3%	24.5%	100%
85 yrs or older	7.2%	7.8%	23.4%	32.5%	29.0%	100%
<b>Gender</b>						
Male	11.6%	13.5%	24.9%	24.2%	25.8%	100%
Female	7.5%	9.2%	21.9%	28.3%	33.2%	100%
<b>Household Income</b>						
Under \$10,000	6.7%	9.4%	21.1%	22.8%	40.0%	100%
\$10,000 to \$19,999	6.4%	9.7%	20.6%	27.9%	35.3%	100%
\$20,000 to \$29,999	8.6%	10.1%	24.4%	28.9%	28.0%	100%
\$30,000 or more	12.0%	13.1%	24.5%	26.9%	23.5%	100%
<b>Frequency of Use</b>						
Weekly	9.7%	11.8%	22.3%	23.8%	32.4%	100%
Monthly	7.1%	9.3%	22.8%	31.4%	29.4%	100%
Infrequently	7.2%	8.7%	24.3%	29.1%	30.7%	100%
<b>Transit Authority</b>						
BC Transit	8.7%	9.5%	23.8%	28.2%	29.8%	100%
TransLink	8.7%	11.5%	22.0%	25.6%	32.2%	100%

**Question 3: Generally speaking, how often do you use HandyDART services?**

	Weekly	Monthly	Infrequently	Total
<b>Total</b>	<b>3,335</b>	<b>1,929</b>	<b>1,732</b>	<b>6,996</b>
<b>%</b>	<b>47.7%</b>	<b>27.6%</b>	<b>24.8%</b>	<b>100%</b>
<b>Region</b>				
Kootenays	57.1%	16.7%	26.2%	100%
North	54.0%	24.1%	21.9%	100%
Okanagan	39.8%	33.5%	26.7%	100%
South Coast	53.3%	26.1%	20.6%	100%
Vancouver Island	51.2%	24.7%	24.1%	100%
Lower Mainland	47.3%	27.6%	25.2%	100%
<b>Age</b>				
Under 65 yrs	62.6%	19.7%	17.6%	100%
65 to 74 yrs	46.8%	27.9%	25.2%	100%
75 to 84 yrs	46.8%	27.9%	25.2%	100%
85 yrs or older	45.7%	29.8%	24.5%	100%
<b>Gender</b>				
Male	52.6%	23.3%	24.1%	100%
Female	45.8%	29.3%	24.8%	100%
<b>Household Income</b>				
Under \$10,000	58.8%	21.3%	19.9%	100%
\$10,000 to \$19,999	46.5%	30.6%	22.9%	100%
\$20,000 to \$29,999	44.0%	29.5%	26.5%	100%
\$30,000 or more	49.6%	24.4%	26.0%	100%
<b>Transit Authority</b>				
BC Transit	48.0%	27.6%	24.4%	100%
TransLink	47.3%	27.6%	25.2%	100%

**Question 4: What are the reasons that you use HandyDART?**

	Social outings	Adult day programs	Running errands	Medical appointments	Medical treatments	Going to work/school	Religious outing/funeral	Accompanying another rider	Commute to another transit point	Other	Total
<b>Total</b>	<b>2,348</b>	<b>1,555</b>	<b>1,741</b>	<b>5,218</b>	<b>1,798</b>	<b>294</b>	<b>111</b>	<b>4</b>	<b>18</b>	<b>125</b>	<b>7,385</b>
<b>%</b>	<b>31.8%</b>	<b>21.1%</b>	<b>23.6%</b>	<b>70.7%</b>	<b>24.4%</b>	<b>4.0%</b>	<b>1.5%</b>	<b>0.1%</b>	<b>0.2%</b>	<b>1.7%</b>	<b>—</b>
<b>Region</b>											
Kootenays	25.0%	18.4%	33.8%	72.1%	16.9%	5.9%	0.0%	0.0%	0.0%	7.4%	—
North	40.3%	15.5%	42.7%	70.1%	23.1%	6.5%	0.6%	0.0%	0.0%	2.2%	—
Okanagan	25.7%	18.1%	27.0%	74.3%	24.6%	3.6%	0.7%	0.0%	0.3%	1.8%	—
South Coast	28.3%	26.4%	29.9%	65.4%	20.9%	2.9%	0.4%	0.1%	0.0%	1.9%	—
Vancouver Island	39.1%	25.3%	21.5%	66.3%	23.3%	3.2%	2.2%	0.2%	0.5%	1.5%	—
Lower Mainland	30.8%	21.0%	18.4%	71.6%	25.7%	4.1%	1.9%	0.0%	0.2%	1.3%	—
<b>Age</b>											
Under 65 yrs	34.7%	31.3%	19.8%	55.8%	24.2%	13.8%	1.3%	0.0%	0.2%	1.8%	—
65 to 74 yrs	31.4%	16.5%	26.0%	75.7%	29.8%	3.2%	1.5%	0.2%	0.1%	1.6%	—
75 to 84 yrs	29.8%	19.0%	23.6%	75.0%	26.5%	0.8%	1.4%	0.0%	0.5%	1.5%	—
85 yrs or older	31.7%	18.6%	24.8%	73.8%	19.5%	0.5%	1.7%	0.0%	0.1%	1.8%	—
<b>Gender</b>											
Male	27.9%	27.6%	13.7%	60.3%	25.6%	4.8%	1.2%	0.1%	0.1%	1.5%	—
Female	33.9%	18.5%	27.9%	74.6%	24.0%	3.7%	1.6%	0.1%	0.3%	1.8%	—
<b>Household Income</b>											
Under \$10,000	34.4%	31.4%	19.2%	58.1%	22.7%	8.6%	0.9%	0.0%	0.1%	1.2%	—
\$10,000 to \$19,999	34.4%	18.0%	28.8%	72.9%	24.3%	4.3%	1.7%	0.0%	0.2%	1.8%	—
\$20,000 to \$29,999	30.1%	18.0%	24.3%	76.8%	26.5%	1.7%	1.9%	0.1%	0.5%	1.6%	—
\$30,000 or more	30.4%	22.1%	19.8%	69.5%	28.1%	3.7%	1.2%	0.1%	0.2%	2.4%	—
<b>Frequency of Use</b>											
Weekly	38.5%	38.3%	24.9%	53.3%	23.9%	6.5%	2.5%	0.0%	0.0%	1.5%	—
Monthly	31.0%	6.3%	29.5%	87.9%	25.7%	1.8%	0.4%	0.1%	0.2%	1.1%	—
Infrequently	21.0%	6.7%	14.2%	82.0%	21.9%	1.6%	0.8%	0.0%	0.8%	2.1%	—
<b>Transit Authority</b>											
BC Transit	32.7%	21.1%	28.0%	69.9%	23.2%	3.9%	1.1%	0.1%	0.3%	2.0%	—
TransLink	30.8%	21.0%	18.4%	71.6%	25.7%	4.1%	1.9%	0.0%	0.2%	1.3%	—

**Question 5: In addition to using handyDART, what other methods of transportation do you use?**

	Regular public transit	Taxis	My own vehicle	Power wheelchair or scooter	Driven by friend or family member	Volunteer driving service	Assisted living/ care home driving service	Walk	None – I only use HandyDART	Bicycle	Shuttle (not public transit)	Other	Total
<b>Total</b>	<b>1,923</b>	<b>3,637</b>	<b>954</b>	<b>903</b>	<b>4,597</b>	<b>336</b>	<b>453</b>	<b>1,390</b>	<b>441</b>	<b>17</b>	<b>20</b>	<b>49</b>	<b>7,410</b>
<b>%</b>	<b>26.0%</b>	<b>49.1%</b>	<b>12.9%</b>	<b>12.2%</b>	<b>62.0%</b>	<b>4.5%</b>	<b>6.1%</b>	<b>18.8%</b>	<b>6.0%</b>	<b>0.2%</b>	<b>0.3%</b>	<b>0.7%</b>	<b>—</b>
<b>Region</b>													
Kootenays	20.1%	38.8%	10.1%	13.7%	61.9%	5.0%	7.2%	12.9%	10.1%	0.7%	0.0%	1.4%	—
North	19.0%	48.2%	14.2%	10.9%	63.2%	2.0%	6.9%	16.6%	5.5%	0.2%	0.2%	1.0%	—
Okanagan	20.1%	53.4%	16.0%	11.9%	62.1%	3.5%	8.3%	21.6%	4.4%	0.2%	0.4%	0.7%	—
South Coast	17.1%	49.2%	9.6%	10.2%	65.5%	6.2%	5.8%	16.5%	5.6%	0.3%	0.1%	0.5%	—
Vancouver Island	24.5%	51.7%	12.1%	15.9%	64.4%	8.2%	6.9%	18.4%	4.1%	0.2%	0.6%	0.7%	—
Lower Mainland	31.7%	46.9%	12.2%	11.2%	60.4%	3.7%	4.7%	18.6%	7.3%	0.2%	0.1%	0.6%	—
<b>Age</b>													
Under 65 yrs	36.1%	39.9%	12.6%	15.1%	60.2%	2.9%	9.7%	20.6%	5.4%	0.6%	0.2%	0.8%	—
65 to 74 yrs	31.4%	47.8%	14.9%	18.2%	55.6%	4.1%	2.9%	17.6%	5.7%	0.2%	0.3%	0.8%	—
75 to 84 yrs	24.7%	50.3%	16.6%	9.8%	63.0%	5.4%	4.3%	18.4%	5.7%	0.2%	0.2%	0.8%	—
85 yrs or older	17.3%	55.1%	8.4%	8.9%	65.9%	5.0%	7.0%	18.7%	6.7%	0.0%	0.3%	0.4%	—
<b>Gender</b>													
Male	28.0%	41.4%	16.0%	16.4%	56.0%	3.7%	6.3%	15.3%	6.5%	0.6%	0.2%	0.7%	—
Female	25.0%	52.3%	11.7%	10.7%	65.1%	4.9%	6.2%	20.2%	5.6%	0.1%	0.2%	0.6%	—
<b>Household Income</b>													
Under \$10,000	33.6%	40.5%	6.0%	13.0%	55.6%	4.6%	10.7%	21.1%	8.4%	0.3%	0.4%	1.2%	—
\$10,000 to \$19,999	32.1%	48.4%	8.4%	12.9%	60.1%	5.5%	5.0%	19.3%	5.5%	0.3%	0.2%	0.6%	—
\$20,000 to \$29,999	23.5%	55.3%	15.1%	13.1%	62.5%	4.8%	5.3%	18.5%	4.5%	0.3%	0.0%	0.5%	—
\$30,000 or more	21.2%	52.2%	20.6%	14.5%	63.7%	4.0%	5.7%	17.6%	5.4%	0.2%	0.5%	0.2%	—
<b>Frequency of Use</b>													
Weekly	24.1%	44.5%	9.8%	10.6%	64.7%	3.3%	6.4%	16.9%	6.7%	0.3%	0.2%	0.7%	—
Monthly	26.7%	57.2%	9.1%	14.6%	60.8%	6.0%	6.5%	21.6%	6.0%	0.2%	0.4%	0.4%	—
Infrequently	27.8%	48.5%	20.8%	12.4%	58.9%	5.1%	5.7%	18.4%	4.9%	0.3%	0.4%	1.0%	—
<b>Transit Authority</b>													
BC Transit	21.1%	51.0%	13.4%	13.0%	63.4%	5.2%	7.3%	18.9%	4.8%	0.2%	0.4%	0.8%	—
TransLink	31.7%	46.9%	12.2%	11.2%	60.4%	3.7%	4.7%	18.6%	7.3%	0.2%	0.1%	0.6%	—

**Question 6: Overall, how well is HandyDART meeting your transportation needs?**

	Not well at all	Not very well	Moderately well	Very well	Extremely well	Total
<b>Total</b>	<b>190</b>	<b>402</b>	<b>1,621</b>	<b>2,964</b>	<b>2,128</b>	<b>7,305</b>
<b>%</b>	<b>2.6%</b>	<b>5.5%</b>	<b>22.2%</b>	<b>40.6%</b>	<b>29.1%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	3.8%	3.1%	13.7%	32.1%	47.3%	100%
North	1.9%	5.2%	18.0%	39.9%	35.1%	100%
Okanagan	3.0%	5.0%	22.6%	40.7%	28.9%	100%
South Coast	2.3%	5.3%	22.7%	40.9%	28.8%	100%
Vancouver Island	2.3%	6.0%	20.0%	37.2%	34.4%	100%
Lower Mainland	2.7%	5.7%	24.0%	42.4%	25.3%	100%
<b>Age</b>						
Under 65 yrs	4.8%	7.3%	24.7%	36.7%	26.5%	100%
65 to 74 yrs	2.3%	6.3%	22.0%	36.9%	32.5%	100%
75 to 84 yrs	2.2%	5.0%	20.8%	42.2%	29.7%	100%
85 yrs or older	1.6%	4.3%	22.0%	43.8%	28.3%	100%
<b>Gender</b>						
Male	2.6%	5.3%	23.1%	41.5%	27.6%	100%
Female	2.5%	5.5%	21.9%	40.4%	29.6%	100%
<b>Household Income</b>						
Under \$10,000	3.9%	5.8%	24.2%	32.9%	33.2%	100%
\$10,000 to \$19,999	2.5%	5.7%	21.7%	39.8%	30.3%	100%
\$20,000 to \$29,999	1.8%	5.3%	22.0%	42.0%	28.9%	100%
\$30,000 or more	3.0%	4.9%	22.4%	42.1%	27.5%	100%
<b>Frequency of Use</b>						
Weekly	0.9%	3.8%	21.0%	40.0%	34.3%	100%
Monthly	1.5%	4.6%	21.6%	44.5%	27.8%	100%
Infrequently	5.7%	9.1%	24.6%	38.2%	22.4%	100%
<b>Transit Authority</b>						
BC Transit	2.5%	5.3%	20.7%	39.0%	32.4%	100%
TransLink	2.7%	5.7%	24.0%	42.4%	25.3%	100%



**Question 8:** Do you currently participate in the Taxi Saver program, which allows you to buy vouchers to pay for taxi fares at half-price? *These would be taxis that you would book on your own, not taxis sent by HandyDART.*

	No, the Taxi Saver program is not available where I live	Yes, I use the Taxi Saver program	I have heard of the Taxi Saver program, but don't use it	I have never heard of the Taxi Saver program	Total
<b>Total</b>	<b>348</b>	<b>3,082</b>	<b>1,840</b>	<b>1,108</b>	<b>6,378</b>
<b>%</b>	<b>5.4%</b>	<b>48.3%</b>	<b>28.9%</b>	<b>17.4%</b>	<b>100%</b>
<b>Region</b>					
Kootenays	25.2%	32.7%	13.1%	29.0%	100%
North	9.4%	45.7%	22.5%	22.5%	100%
Okanagan	4.7%	57.6%	26.2%	11.6%	100%
South Coast	8.4%	47.3%	25.8%	18.5%	100%
Vancouver Island	5.7%	53.7%	26.1%	14.5%	100%
Lower Mainland	3.8%	43.2%	33.4%	19.7%	100%
<b>Age</b>					
Under 65 yrs	9.4%	32.6%	36.0%	22.0%	100%
65 to 74 yrs	4.9%	41.6%	32.4%	21.0%	100%
75 to 84 yrs	4.2%	51.1%	27.9%	16.8%	100%
85 yrs or older	4.2%	59.9%	23.2%	12.7%	100%
<b>Gender</b>					
Male	5.6%	38.3%	34.5%	21.6%	100%
Female	5.4%	52.2%	26.6%	15.8%	100%
<b>Household Income</b>					
Under \$10,000	9.4%	33.0%	35.2%	22.3%	100%
\$10,000 to \$19,999	5.7%	47.8%	29.6%	16.9%	100%
\$20,000 to \$29,999	4.2%	54.2%	25.8%	15.7%	100%
\$30,000 or more	4.0%	50.9%	28.9%	16.2%	100%
<b>Frequency of Use</b>					
Weekly	5.9%	43.8%	31.8%	18.5%	100%
Monthly	4.8%	55.5%	24.2%	15.4%	100%
Infrequently	5.2%	48.5%	29.3%	17.0%	100%
<b>Transit Authority</b>					
BC Transit	6.8%	52.5%	25.1%	15.5%	100%
TransLink	3.8%	43.2%	33.4%	19.7%	100%

**Question 9: Would you be interested in using Taxi Saver vouchers?**

	Yes	No	Total
<b>Total</b>	<b>1,641</b>	<b>1,303</b>	<b>2,944</b>
<b>%</b>	<b>55.7%</b>	<b>44.3%</b>	<b>100%</b>
<b>Region</b>			
Kootenays	53.2%	46.8%	100%
North	60.3%	39.7%	100%
Okanagan	60.3%	39.7%	100%
South Coast	54.2%	45.8%	100%
Vancouver Island	53.5%	46.5%	100%
Lower Mainland	54.7%	45.3%	100%
<b>Age</b>			
Under 65 yrs	49.9%	50.1%	100%
65 to 74 yrs	58.6%	41.4%	100%
75 to 84 yrs	59.6%	40.4%	100%
85 yrs or older	55.5%	44.5%	100%
<b>Gender</b>			
Male	51.6%	48.4%	100%
Female	58.4%	41.6%	100%
<b>Household Income</b>			
Under \$10,000	53.5%	46.5%	100%
\$10,000 to \$19,999	59.9%	40.1%	100%
\$20,000 to \$29,999	61.3%	38.7%	100%
\$30,000 or more	56.9%	43.1%	100%
<b>Frequency of Use</b>			
Weekly	50.0%	50.0%	100%
Monthly	64.4%	35.6%	100%
Infrequently	58.0%	42.0%	100%
<b>Transit Authority</b>			
BC Transit	57.0%	43.0%	100%
TransLink	54.7%	45.3%	100%

**Question 10: It was easy to find a HandyDART application form.**

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Total
<b>Total</b>	<b>174</b>	<b>191</b>	<b>822</b>	<b>1,311</b>	<b>2,510</b>	<b>5,008</b>
<b>%</b>	<b>3.5%</b>	<b>3.8%</b>	<b>16.4%</b>	<b>26.2%</b>	<b>50.1%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	5.6%	4.4%	12.2%	20.0%	57.8%	100%
North	3.3%	1.9%	12.8%	20.6%	61.4%	100%
Okanagan	3.4%	3.8%	16.0%	24.3%	52.5%	100%
South Coast	3.6%	5.0%	12.7%	26.8%	51.9%	100%
Vancouver Island	3.1%	3.8%	13.4%	24.5%	55.2%	100%
Lower Mainland	3.6%	4.0%	19.2%	29.0%	44.2%	100%
<b>Age</b>						
Under 65 yrs	4.4%	5.3%	18.5%	26.4%	45.3%	100%
65 to 74 yrs	5.1%	3.8%	15.9%	24.3%	50.9%	100%
75 to 84 yrs	2.8%	3.8%	15.1%	27.1%	51.2%	100%
85 yrs or older	2.5%	2.8%	16.7%	26.3%	51.8%	100%
<b>Gender</b>						
Male	3.3%	4.1%	17.7%	28.4%	46.5%	100%
Female	3.4%	3.5%	15.9%	25.9%	51.3%	100%
<b>Household Income</b>						
Under \$10,000	5.0%	4.2%	17.3%	26.0%	47.6%	100%
\$10,000 to \$19,999	3.1%	4.4%	16.7%	24.9%	50.9%	100%
\$20,000 to \$29,999	2.9%	3.1%	18.0%	28.5%	47.5%	100%
\$30,000 or more	2.6%	3.2%	16.7%	26.8%	50.6%	100%
<b>Frequency of Use</b>						
Weekly	3.5%	3.9%	15.2%	26.1%	51.3%	100%
Monthly	3.4%	3.4%	16.7%	27.4%	49.1%	100%
Infrequently	3.2%	4.0%	18.0%	26.5%	48.3%	100%
<b>Transit Authority</b>						
BC Transit	3.4%	3.7%	14.1%	23.9%	54.9%	100%
TransLink	3.6%	4.0%	19.2%	29.0%	44.2%	100%

**Question 11: It was clear what I needed to do to complete the application form.**

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Total
<b>Total</b>	<b>101</b>	<b>142</b>	<b>703</b>	<b>1,457</b>	<b>2,751</b>	<b>5,156</b>
<b>%</b>	<b>2.0%</b>	<b>2.8%</b>	<b>13.6%</b>	<b>28.3%</b>	<b>53.4%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	2.2%	1.1%	9.8%	19.6%	67.4%	100%
North	1.4%	2.5%	10.4%	23.3%	62.4%	100%
Okanagan	2.2%	3.1%	10.6%	27.4%	56.7%	100%
South Coast	3.1%	3.1%	11.4%	27.8%	54.6%	100%
Vancouver Island	1.4%	2.3%	10.6%	27.3%	58.4%	100%
Lower Mainland	2.0%	2.9%	17.3%	30.4%	47.4%	100%
<b>Age</b>						
Under 65 yrs	2.4%	4.3%	16.5%	30.0%	46.8%	100%
65 to 74 yrs	2.9%	3.0%	13.6%	27.2%	53.4%	100%
75 to 84 yrs	1.4%	2.9%	12.8%	27.1%	55.8%	100%
85 yrs or older	1.7%	1.4%	12.5%	28.6%	55.8%	100%
<b>Gender</b>						
Male	1.4%	3.0%	15.2%	32.0%	48.4%	100%
Female	2.0%	2.6%	12.8%	27.0%	55.6%	100%
<b>Household Income</b>						
Under \$10,000	2.8%	3.2%	18.4%	25.0%	50.6%	100%
\$10,000 to \$19,999	1.9%	3.8%	12.8%	26.7%	54.8%	100%
\$20,000 to \$29,999	1.7%	1.5%	13.9%	29.8%	53.2%	100%
\$30,000 or more	1.4%	1.8%	11.4%	31.6%	53.9%	100%
<b>Frequency of Use</b>						
Weekly	1.6%	2.6%	14.4%	27.3%	54.0%	100%
Monthly	1.9%	2.6%	12.4%	29.2%	54.0%	100%
Infrequently	2.0%	2.9%	14.0%	29.7%	51.4%	100%
<b>Transit Authority</b>						
BC Transit	1.9%	2.7%	10.6%	26.5%	58.3%	100%
TransLink	2.0%	2.9%	17.3%	30.4%	47.4%	100%

**Question 12: The amount of effort required to complete the form was reasonable.**

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Total
<b>Total</b>	<b>102</b>	<b>157</b>	<b>752</b>	<b>1,530</b>	<b>2,656</b>	<b>5,196</b>
<b>%</b>	<b>2.0%</b>	<b>3.0%</b>	<b>14.5%</b>	<b>29.4%</b>	<b>51.1%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	1.1%	2.1%	14.9%	21.3%	60.6%	100%
North	1.7%	1.9%	11.3%	23.8%	61.3%	100%
Okanagan	2.7%	2.5%	10.1%	29.1%	55.6%	100%
South Coast	2.1%	3.8%	12.3%	31.1%	50.7%	100%
Vancouver Island	1.6%	2.5%	12.0%	28.2%	55.7%	100%
Lower Mainland	1.8%	3.6%	18.2%	31.3%	45.0%	100%
<b>Age</b>						
Under 65 yrs	3.1%	5.2%	16.2%	31.0%	44.4%	100%
65 to 74 yrs	2.2%	2.7%	15.9%	26.8%	52.5%	100%
75 to 84 yrs	1.6%	2.5%	13.9%	30.0%	51.9%	100%
85 yrs or older	1.4%	2.2%	12.8%	29.3%	54.4%	100%
<b>Gender</b>						
Male	1.5%	3.2%	17.0%	33.6%	44.7%	100%
Female	2.0%	2.8%	13.2%	28.2%	53.7%	100%
<b>Household Income</b>						
Under \$10,000	2.5%	3.1%	18.1%	27.8%	48.4%	100%
\$10,000 to \$19,999	1.6%	4.2%	14.3%	28.8%	51.1%	100%
\$20,000 to \$29,999	1.5%	2.2%	13.2%	32.3%	50.8%	100%
\$30,000 or more	1.8%	1.8%	13.2%	31.4%	51.8%	100%
<b>Frequency of Use</b>						
Weekly	1.6%	3.5%	14.1%	29.3%	51.6%	100%
Monthly	1.5%	2.7%	14.0%	30.0%	51.8%	100%
Infrequently	2.6%	2.8%	15.8%	29.9%	48.9%	100%
<b>Transit Authority</b>						
BC Transit	2.1%	2.5%	11.3%	27.9%	56.2%	100%
TransLink	1.8%	3.6%	18.2%	31.3%	45.0%	100%

**Question 13: It was clear how to submit the completed form.**

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Total
<b>Total</b>	<b>85</b>	<b>135</b>	<b>631</b>	<b>1,487</b>	<b>2,847</b>	<b>5,184</b>
<b>%</b>	<b>1.6%</b>	<b>2.6%</b>	<b>12.2%</b>	<b>28.7%</b>	<b>54.9%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	1.0%	1.0%	10.4%	17.7%	69.8%	100%
North	1.4%	1.4%	10.4%	24.2%	62.6%	100%
Okanagan	1.8%	3.0%	9.6%	27.0%	58.6%	100%
South Coast	2.1%	2.1%	11.5%	28.9%	55.4%	100%
Vancouver Island	1.3%	2.0%	9.5%	27.1%	60.1%	100%
Lower Mainland	1.7%	3.0%	14.9%	31.4%	49.0%	100%
<b>Age</b>						
Under 65 yrs	2.5%	3.1%	14.7%	32.0%	47.7%	100%
65 to 74 yrs	2.2%	2.7%	11.7%	26.5%	56.9%	100%
75 to 84 yrs	1.1%	2.7%	11.1%	28.3%	56.8%	100%
85 yrs or older	1.2%	2.1%	11.7%	28.0%	56.9%	100%
<b>Gender</b>						
Male	1.4%	2.6%	13.6%	32.2%	50.2%	100%
Female	1.7%	2.3%	11.3%	27.7%	57.0%	100%
<b>Household Income</b>						
Under \$10,000	2.0%	2.3%	13.8%	29.6%	52.2%	100%
\$10,000 to \$19,999	1.6%	3.1%	11.7%	26.5%	57.0%	100%
\$20,000 to \$29,999	0.8%	1.7%	11.5%	30.1%	55.8%	100%
\$30,000 or more	1.3%	2.3%	10.7%	31.1%	54.6%	100%
<b>Frequency of Use</b>						
Weekly	1.5%	2.5%	12.4%	28.5%	55.2%	100%
Monthly	1.5%	2.5%	11.9%	29.0%	55.1%	100%
Infrequently	1.6%	2.9%	12.2%	30.0%	53.2%	100%
<b>Transit Authority</b>						
BC Transit	1.6%	2.2%	9.9%	26.4%	59.8%	100%
TransLink	1.7%	3.0%	14.9%	31.4%	49.0%	100%

**Question 14: What do you think is an acceptable number of minutes to wait before you reach a customer service agent to book rides?**

	No wait	Less than 2 min	2 min to 5 min	6 min to 10 min	11 min to 15 min	16 min to 20 min	More than 20 min	Total
<b>Total</b>	<b>476</b>	<b>1,782</b>	<b>3,069</b>	<b>1,053</b>	<b>349</b>	<b>120</b>	<b>76</b>	<b>6,925</b>
<b>%</b>	<b>6.9%</b>	<b>25.7%</b>	<b>44.3%</b>	<b>15.2%</b>	<b>5.0%</b>	<b>1.7%</b>	<b>1.1%</b>	<b>100%</b>
<b>Region</b>								
Kootenays	21.0%	21.8%	37.9%	9.7%	6.5%	3.2%	0.0%	100%
North	15.5%	34.0%	35.3%	7.1%	6.0%	1.5%	0.7%	100%
Okanagan	11.3%	34.4%	41.5%	6.8%	4.0%	1.6%	0.4%	100%
South Coast	9.4%	35.8%	39.6%	10.5%	3.1%	1.1%	0.4%	100%
Vancouver Island	7.1%	31.3%	47.9%	9.4%	2.9%	0.8%	0.6%	100%
Lower Mainland	2.5%	17.4%	46.4%	23.3%	6.4%	2.2%	1.8%	100%
<b>Age</b>								
Under 65 yrs	5.0%	28.4%	44.8%	14.0%	4.9%	1.7%	1.2%	100%
65 to 74 yrs	6.7%	24.3%	43.3%	16.5%	5.5%	2.1%	1.5%	100%
75 to 84 yrs	7.1%	24.6%	44.4%	15.1%	5.6%	2.0%	1.1%	100%
85 yrs or older	8.0%	25.3%	44.8%	15.5%	4.3%	1.3%	.7%	100%
<b>Gender</b>								
Male	5.3%	27.3%	44.3%	14.9%	5.0%	2.1%	1.2%	100%
Female	7.3%	25.2%	44.7%	15.2%	5.0%	1.5%	1.0%	100%
<b>Household Income</b>								
Under \$10,000	7.0%	27.6%	39.7%	15.1%	6.5%	2.1%	2.0%	100%
\$10,000 to \$19,999	7.0%	25.1%	42.6%	16.5%	5.5%	2.1%	1.2%	100%
\$20,000 to \$29,999	7.0%	24.4%	45.8%	15.8%	4.7%	1.6%	0.6%	100%
\$30,000 or more	5.9%	27.0%	48.0%	13.6%	3.6%	1.4%	0.5%	100%
<b>Frequency of Use</b>								
Weekly	6.8%	28.4%	44.0%	13.8%	4.5%	1.6%	0.8%	100%
Monthly	6.7%	24.6%	42.7%	16.6%	6.1%	2.1%	1.2%	100%
Infrequently	6.9%	23.3%	46.5%	15.9%	4.7%	1.5%	1.2%	100%
<b>Transit Authority</b>								
BC Transit	10.6%	32.9%	42.5%	8.3%	3.9%	1.3%	0.5%	100%
TransLink	2.5%	17.4%	46.4%	23.3%	6.4%	2.2%	1.8%	100%

**Question 15: Are HandyDART customer service hours convenient for you?**

	Never	Rarely	Sometimes	Most of the time	Always	Total
<b>Total</b>	<b>40</b>	<b>134</b>	<b>790</b>	<b>3,909</b>	<b>2,192</b>	<b>7,064</b>
<b>%</b>	<b>0.6%</b>	<b>1.9%</b>	<b>11.2%</b>	<b>55.3%</b>	<b>31.0%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	1.6%	3.1%	10.9%	53.9%	30.5%	100%
North	0.6%	2.3%	12.4%	57.8%	26.8%	100%
Okanagan	0.9%	2.5%	12.8%	54.1%	29.7%	100%
South Coast	0.6%	2.6%	12.4%	54.9%	29.6%	100%
Vancouver Island	0.4%	2.1%	9.1%	53.0%	35.4%	100%
Lower Mainland	0.4%	1.3%	11.0%	56.5%	30.8%	100%
<b>Age</b>						
Under 65 yrs	1.4%	3.2%	14.3%	52.0%	29.1%	100%
65 to 74 yrs	0.3%	2.3%	13.2%	54.0%	30.2%	100%
75 to 84 yrs	0.5%	1.3%	10.6%	57.0%	30.7%	100%
85 yrs or older	0.2%	1.2%	8.3%	56.8%	33.5%	100%
<b>Gender</b>						
Male	0.7%	2.0%	11.7%	55.5%	30.0%	100%
Female	0.5%	1.8%	10.6%	55.7%	31.4%	100%
<b>Household Income</b>						
Under \$10,000	1.5%	3.0%	14.4%	48.8%	32.3%	100%
\$10,000 to \$19,999	0.6%	2.0%	11.3%	55.5%	30.6%	100%
\$20,000 to \$29,999	0.5%	2.5%	8.6%	59.5%	29.0%	100%
\$30,000 or more	0.3%	1.6%	9.3%	59.0%	29.9%	100%
<b>Frequency of Use</b>						
Weekly	0.4%	1.6%	9.6%	55.6%	32.8%	100%
Monthly	0.4%	1.2%	10.6%	57.3%	30.5%	100%
Infrequently	0.9%	2.7%	13.7%	53.7%	29.0%	100%
<b>Transit Authority</b>						
BC Transit	0.7%	2.4%	11.3%	54.3%	31.3%	100%
TransLink	0.4%	1.3%	11.0%	56.5%	30.8%	100%



**Question 16: If your HandyDART office uses one, is the automated phone system easy to use?**

	Never	Rarely	Sometimes	Most of the time	Always	Total
<b>Total</b>	<b>193</b>	<b>164</b>	<b>577</b>	<b>1,760</b>	<b>1,284</b>	<b>3,978</b>
<b>%</b>	<b>4.9%</b>	<b>4.1%</b>	<b>14.5%</b>	<b>44.2%</b>	<b>32.3%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	8.3%	1.7%	15.0%	41.7%	33.3%	100%
North	4.9%	4.9%	12.9%	38.7%	38.7%	100%
Okanagan	3.5%	2.5%	11.5%	40.7%	41.9%	100%
South Coast	5.4%	3.8%	12.1%	44.3%	34.4%	100%
Vancouver Island	7.2%	4.7%	11.4%	39.3%	37.4%	100%
Lower Mainland	4.4%	4.5%	16.6%	47.3%	27.2%	100%
<b>Age</b>						
Under 65 yrs	3.4%	4.7%	14.9%	42.8%	34.1%	100%
65 to 74 yrs	4.9%	4.2%	13.3%	46.4%	31.2%	100%
75 to 84 yrs	4.1%	5.0%	16.8%	42.7%	31.4%	100%
85 yrs or older	7.0%	2.6%	12.5%	45.5%	32.5%	100%
<b>Gender</b>						
Male	4.8%	4.2%	14.9%	47.4%	28.8%	100%
Female	4.8%	4.0%	14.1%	42.8%	34.4%	100%
<b>Household Income</b>						
Under \$10,000	3.5%	4.2%	14.9%	43.3%	34.1%	100%
\$10,000 to \$19,999	4.7%	4.8%	14.6%	43.4%	32.5%	100%
\$20,000 to \$29,999	6.5%	4.2%	13.8%	45.6%	29.9%	100%
\$30,000 or more	2.9%	2.4%	14.3%	47.5%	32.8%	100%
<b>Frequency of Use</b>						
Weekly	4.2%	3.5%	12.9%	44.8%	34.6%	100%
Monthly	3.9%	4.1%	14.0%	45.8%	32.1%	100%
Infrequently	6.4%	5.1%	17.2%	43.2%	28.0%	100%
<b>Transit Authority</b>						
BC Transit	5.4%	3.7%	11.8%	40.4%	38.7%	100%
TransLink	4.4%	4.5%	16.6%	47.3%	27.2%	100%

**Question 17: Are you able to speak to a customer service agent promptly?**

	Never	Rarely	Sometimes	Most of the time	Always	Total
<b>Total</b>	<b>98</b>	<b>247</b>	<b>926</b>	<b>3,547</b>	<b>2,120</b>	<b>6,938</b>
<b>%</b>	<b>1.4%</b>	<b>3.6%</b>	<b>13.3%</b>	<b>51.1%</b>	<b>30.6%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	3.2%	0.8%	9.5%	57.1%	29.4%	100%
North	0.4%	1.1%	3.6%	43.5%	51.3%	100%
Okanagan	0.5%	0.8%	6.1%	47.4%	45.3%	100%
South Coast	1.0%	0.7%	5.7%	57.0%	35.6%	100%
Vancouver Island	0.5%	1.6%	9.0%	56.5%	32.5%	100%
Lower Mainland	2.3%	6.5%	21.0%	50.7%	19.5%	100%
<b>Age</b>						
Under 65 yrs	1.9%	5.0%	17.6%	51.1%	24.4%	100%
65 to 74 yrs	1.4%	3.6%	13.0%	49.8%	32.1%	100%
75 to 84 yrs	1.1%	2.4%	10.1%	47.2%	30.3%	100%
85 yrs or older	1.2%	2.7%	11.1%	51.8%	33.2%	100%
<b>Gender</b>						
Male	1.7%	3.7%	14.1%	51.6%	28.9%	100%
Female	1.2%	3.6%	12.9%	51.4%	31.0%	100%
<b>Household Income</b>						
Under \$10,000	2.4%	6.1%	13.8%	48.1%	29.5%	100%
\$10,000 to \$19,999	1.4%	3.8%	14.4%	49.9%	30.5%	100%
\$20,000 to \$29,999	1.0%	2.8%	11.1%	52.2%	32.9%	100%
\$30,000 or more	0.7%	2.7%	13.3%	54.8%	28.5%	100%
<b>Frequency of Use</b>						
Weekly	1.2%	3.7%	13.9%	50.7%	30.5%	100%
Monthly	1.4%	3.2%	10.0%	52.9%	32.5%	100%
Infrequently	1.7%	3.5%	15.5%	50.3%	28.9%	100%
<b>Transit Authority</b>						
BC Transit	0.7%	1.1%	6.8%	51.5%	39.9%	100%
TransLink	2.3%	6.5%	21.0%	50.7%	19.5%	100%

**Question 18: Are customer service agents respectful?**

	Never	Rarely	Sometimes	Most of the time	Always	Total
<b>Total</b>	<b>9</b>	<b>38</b>	<b>287</b>	<b>1,591</b>	<b>5,167</b>	<b>7,093</b>
<b>%</b>	<b>0.1%</b>	<b>0.5%</b>	<b>4.1%</b>	<b>22.4%</b>	<b>72.9%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	0.0%	0.0%	1.6%	10.9%	87.5%	100%
North	0.0%	0.2%	4.0%	19.8%	76.0%	100%
Okanagan	0.2%	0.4%	3.2%	20.2%	76.0%	100%
South Coast	0.1%	0.3%	3.1%	21.6%	74.8%	100%
Vancouver Island	0.1%	0.6%	2.7%	16.9%	79.6%	100%
Lower Mainland	0.1%	0.7%	5.2%	26.7%	67.3%	100%
<b>Age</b>						
Under 65 yrs	0.5%	1.0%	7.6%	29.3%	61.6%	100%
65 to 74 yrs	0.0%	0.4%	3.6%	24.9%	71.1%	100%
75 to 84 yrs	0.0%	0.4%	3.4%	21.5%	74.7%	100%
85 yrs or older	0.1%	0.4%	2.4%	17.1%	80.0%	100%
<b>Gender</b>						
Male	0.2%	0.7%	4.2%	24.2%	70.8%	100%
Female	0.1%	0.5%	3.9%	21.7%	73.8%	100%
<b>Household Income</b>						
Under \$10,000	0.2%	1.0%	7.4%	23.9%	67.5%	100%
\$10,000 to \$19,999	0.1%	0.5%	4.2%	23.9%	71.3%	100%
\$20,000 to \$29,999	0.0%	0.6%	3.0%	21.5%	74.9%	100%
\$30,000 or more	0.1%	0.3%	3.1%	21.1%	75.3%	100%
<b>Frequency of Use</b>						
Weekly	0.1%	0.5%	4.7%	23.9%	70.8%	100%
Monthly	0.1%	0.4%	2.6%	20.0%	77.0%	100%
Infrequently	0.2%	0.5%	4.2%	22.1%	73.0%	100%
<b>Transit Authority</b>						
BC Transit	0.1%	0.4%	3.1%	18.8%	77.6%	100%
TransLink	0.1%	0.7%	5.2%	26.7%	67.3%	100%

**Question 19: Are customer service agents knowledgeable?**

	Never	Rarely	Sometimes	Most of the time	Always	Total
<b>Total</b>	<b>8</b>	<b>34</b>	<b>350</b>	<b>2,456</b>	<b>4,095</b>	<b>6,943</b>
<b>%</b>	<b>0.1%</b>	<b>.5%</b>	<b>5.0%</b>	<b>35.4%</b>	<b>59.0%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	0.0%	0.8%	1.6%	22.6%	75.0%	100%
North	0.0%	0.2%	3.1%	32.4%	64.2%	100%
Okanagan	0.1%	0.2%	3.6%	31.9%	64.2%	100%
South Coast	0.0%	0.7%	3.5%	36.6%	59.2%	100%
Vancouver Island	0.2%	0.4%	3.0%	29.7%	66.8%	100%
Lower Mainland	0.1%	0.6%	7.2%	40.1%	51.9%	100%
<b>Age</b>						
Under 65 yrs	0.3%	1.0%	8.8%	40.3%	49.5%	100%
65 to 74 yrs	0.2%	0.6%	5.2%	34.0%	60.0%	100%
75 to 84 yrs	0.0%	0.2%	4.2%	37.4%	58.2%	100%
85 yrs or older	0.0%	0.3%	3.0%	30.8%	65.9%	100%
<b>Gender</b>						
Male	0.2%	0.6%	5.8%	35.8%	57.6%	100%
Female	0.1%	0.4%	4.5%	35.4%	59.6%	100%
<b>Household Income</b>						
Under \$10,000	0.1%	1.1%	7.7%	37.5%	53.6%	100%
\$10,000 to \$19,999	0.0%	0.7%	4.8%	36.2%	58.2%	100%
\$20,000 to \$29,999	0.0%	0.2%	4.7%	34.2%	60.8%	100%
\$30,000 or more	0.0%	0.2%	4.1%	33.9%	61.8%	100%
<b>Frequency of Use</b>						
Weekly	0.1%	0.4%	5.7%	36.7%	57.2%	100%
Monthly	0.1%	0.6%	3.3%	34.2%	61.8%	100%
Infrequently	0.2%	0.5%	5.4%	34.3%	59.6%	100%
<b>Transit Authority</b>						
BC Transit	0.1%	0.4%	3.2%	31.4%	65.0%	100%
TransLink	0.1%	0.6%	7.2%	40.1%	51.9%	100%

**Question 20: Are you informed when your pick-up time changes?**

	Never	Rarely	Sometimes	Most of the time	Always	Total
<b>Total</b>	<b>465</b>	<b>344</b>	<b>636</b>	<b>1,747</b>	<b>2,747</b>	<b>5,939</b>
<b>%</b>	<b>7.8%</b>	<b>5.8%</b>	<b>10.7%</b>	<b>29.4%</b>	<b>46.2%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	6.8%	3.9%	1.9%	21.4%	66.0%	100%
North	9.2%	4.9%	8.4%	27.0%	50.5%	100%
Okanagan	10.9%	6.2%	9.0%	25.3%	48.7%	100%
South Coast	13.3%	7.9%	9.9%	27.4%	41.4%	100%
Vancouver Island	8.0%	4.8%	9.8%	26.5%	50.9%	100%
Lower Mainland	5.9%	6.0%	12.5%	32.9%	42.7%	100%
<b>Age</b>						
Under 65 yrs	9.2%	8.6%	13.7%	27.7%	40.7%	100%
65 to 74 yrs	7.0%	5.9%	9.9%	31.6%	45.6%	100%
75 to 84 yrs	7.4%	4.2%	10.8%	30.2%	47.3%	100%
85 yrs or older	7.6%	5.0%	8.9%	28.6%	49.9%	100%
<b>Gender</b>						
Male	6.1%	5.7%	13.2%	29.8%	45.1%	100%
Female	8.4%	6.1%	9.6%	29.6%	46.3%	100%
<b>Household Income</b>						
Under \$10,000	8.3%	7.0%	12.6%	27.8%	44.4%	100%
\$10,000 to \$19,999	6.7%	6.0%	11.1%	30.2%	46.1%	100%
\$20,000 to \$29,999	7.7%	5.1%	9.8%	27.9%	49.5%	100%
\$30,000 or more	6.7%	4.7%	11.3%	32.8%	44.5%	100%
<b>Frequency of Use</b>						
Weekly	7.3%	6.5%	11.3%	30.8%	44.1%	100%
Monthly	8.2%	5.2%	10.3%	28.0%	48.3%	100%
Infrequently	8.1%	5.1%	9.4%	28.6%	48.9%	100%
<b>Transit Authority</b>						
BC Transit	9.7%	5.6%	9.0%	26.0%	49.7%	100%
TransLink	5.9%	6.0%	12.5%	32.9%	42.7%	100%

**Question 21: Overall, is it easy to book a HandyDART ride?**

	Never	Rarely	Sometimes	Most of the time	Always	Total
<b>Total</b>	<b>60</b>	<b>152</b>	<b>648</b>	<b>3,252</b>	<b>2,902</b>	<b>7,014</b>
<b>%</b>	<b>0.9%</b>	<b>2.2%</b>	<b>9.2%</b>	<b>46.4%</b>	<b>41.4%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	0.8%	5.4%	7.7%	43.1%	43.1%	100%
North	0.2%	1.3%	4.7%	41.4%	52.4%	100%
Okanagan	0.6%	1.4%	5.5%	40.8%	51.8%	100%
South Coast	0.6%	1.0%	5.8%	40.8%	51.9%	100%
Vancouver Island	1.2%	3.3%	11.0%	47.8%	36.8%	100%
Lower Mainland	1.0%	2.2%	11.4%	49.9%	35.5%	100%
<b>Age</b>						
Under 65 yrs	1.5%	3.8%	13.5%	44.5%	36.7%	100%
65 to 74 yrs	1.2%	1.9%	9.7%	44.5%	42.8%	100%
75 to 84 yrs	0.5%	2.2%	8.1%	47.0%	42.1%	100%
85 yrs or older	0.4%	1.2%	7.1%	48.2%	43.1%	100%
<b>Gender</b>						
Male	0.9%	1.8%	10.5%	46.3%	40.6%	100%
Female	0.8%	2.3%	8.7%	46.6%	41.7%	100%
<b>Household Income</b>						
Under \$10,000	1.2%	2.8%	13.1%	42.6%	40.2%	100%
\$10,000 to \$19,999	0.9%	2.0%	9.4%	44.7%	43.1%	100%
\$20,000 to \$29,999	0.6%	2.2%	7.4%	46.1%	43.8%	100%
\$30,000 or more	0.5%	2.1%	8.1%	51.1%	38.2%	100%
<b>Frequency of Use</b>						
Weekly	0.4%	1.9%	8.7%	46.6%	42.4%	100%
Monthly	0.8%	1.2%	7.4%	46.4%	44.2%	100%
Infrequently	1.4%	3.3%	11.7%	45.7%	38.0%	100%
<b>Transit Authority</b>						
BC Transit	0.8%	2.1%	7.4%	43.4%	46.3%	100%
TransLink	1.0%	2.2%	11.4%	49.9%	35.5%	100%

**Question 22: Are you able to book a one-time HandyDART roundtrip when you want it?**

	Never	Rarely	Sometimes	Most of the time	Always	Total
<b>Total</b>	<b>167</b>	<b>284</b>	<b>781</b>	<b>2,716</b>	<b>2,042</b>	<b>5,990</b>
<b>%</b>	<b>2.8%</b>	<b>4.7%</b>	<b>13.0%</b>	<b>45.3%</b>	<b>34.1%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	3.5%	6.1%	18.4%	35.1%	36.8%	100%
North	2.0%	4.2%	10.4%	45.5%	37.9%	100%
Okanagan	3.6%	3.1%	10.6%	40.6%	42.1%	100%
South Coast	3.4%	2.7%	10.5%	42.1%	41.3%	100%
Vancouver Island	2.4%	7.1%	15.9%	50.0%	24.6%	100%
Lower Mainland	2.6%	4.7%	13.4%	46.2%	33.1%	100%
<b>Age</b>						
Under 65 yrs	3.9%	7.4%	17.7%	43.7%	27.4%	100%
65 to 74 yrs	2.9%	4.2%	13.4%	43.7%	35.7%	100%
75 to 84 yrs	2.1%	4.5%	12.9%	45.3%	35.3%	100%
85 yrs or older	2.6%	3.5%	9.5%	47.6%	36.8%	100%
<b>Gender</b>						
Male	3.4%	5.2%	14.5%	43.4%	33.5%	100%
Female	2.3%	4.7%	12.4%	46.3%	34.4%	100%
<b>Household Income</b>						
Under \$10,000	4.0%	5.9%	14.4%	43.2%	32.5%	100%
\$10,000 to \$19,999	1.9%	5.8%	12.8%	43.9%	35.6%	100%
\$20,000 to \$29,999	2.3%	3.9%	12.2%	45.8%	35.7%	100%
\$30,000 or more	2.6%	4.0%	13.4%	48.7%	31.4%	100%
<b>Frequency of Use</b>						
Weekly	2.3%	4.3%	14.0%	46.7%	32.7%	100%
Monthly	2.6%	3.2%	10.5%	47.0%	36.7%	100%
Infrequently	3.2%	7.0%	14.4%	41.3%	34.0%	100%
<b>Transit Authority</b>						
BC Transit	2.9%	4.8%	12.7%	44.6%	35.0%	100%
TransLink	2.6%	4.7%	13.4%	46.2%	33.1%	100%

Section 4: Distribution of Survey Responses

**Question 23: Are you able to book a HandyDART subscription trip when you want it?**  
*Subscription trips are scheduled once a week or more at the same location and time for an extended period.*

	Never	Rarely	Sometimes	Most of the time	Always	Total
<b>Total</b>	<b>447</b>	<b>172</b>	<b>343</b>	<b>1,077</b>	<b>1,393</b>	<b>3,432</b>
<b>%</b>	<b>13.0%</b>	<b>5.0%</b>	<b>10.0%</b>	<b>31.4%</b>	<b>40.6%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	11.3%	4.2%	4.2%	21.1%	59.2%	100%
North	7.8%	1.9%	8.6%	32.5%	49.3%	100%
Okanagan	10.6%	4.7%	7.2%	29.9%	47.6%	100%
South Coast	7.5%	2.5%	5.0%	28.1%	56.9%	100%
Vancouver Island	13.9%	4.7%	10.0%	31.4%	40.0%	100%
Lower Mainland	15.5%	6.2%	12.3%	32.7%	33.3%	100%
<b>Age</b>						
Under 65 yrs	8.7%	5.0%	12.7%	34.1%	39.5%	100%
65 to 74 yrs	12.6%	5.3%	10.9%	30.7%	40.5%	100%
75 to 84 yrs	13.0%	5.2%	9.1%	31.2%	41.5%	100%
85 yrs or older	18.4%	4.7%	7.3%	28.6%	41.1%	100%
<b>Gender</b>						
Male	12.7%	5.1%	10.5%	29.6%	42.1%	100%
Female	12.9%	4.8%	9.6%	32.5%	40.2%	100%
<b>Household Income</b>						
Under \$10,000	10.6%	6.5%	11.1%	31.8%	40.0%	100%
\$10,000 to \$19,999	12.7%	4.5%	10.9%	33.3%	38.6%	100%
\$20,000 to \$29,999	16.0%	5.3%	9.9%	29.0%	39.8%	100%
\$30,000 or more	12.3%	4.1%	8.8%	30.9%	43.9%	100%
<b>Frequency of Use</b>						
Weekly	7.9%	3.3%	8.6%	31.7%	48.5%	100%
Monthly	19.5%	7.6%	11.2%	32.7%	28.9%	100%
Infrequently	25.3%	7.6%	13.3%	29.1%	24.7%	100%
<b>Transit Authority</b>						
BC Transit	10.9%	4.0%	8.0%	30.2%	46.9%	100%
TransLink	15.5%	6.2%	12.3%	32.7%	33.3%	100%



**Question 24: Are you able to get a ride when you are placed on standby?**

	Never	Rarely	Sometimes	Most of the time	Always	Total
<b>Total</b>	<b>390</b>	<b>490</b>	<b>872</b>	<b>1,088</b>	<b>548</b>	<b>3,388</b>
<b>%</b>	<b>11.5%</b>	<b>14.5%</b>	<b>25.7%</b>	<b>32.1%</b>	<b>16.2%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	9.5%	4.8%	14.3%	35.7%	35.7%	100%
North	9.8%	5.7%	17.0%	38.7%	28.9%	100%
Okanagan	11.0%	11.9%	19.3%	31.2%	26.7%	100%
South Coast	11.9%	9.5%	18.1%	35.2%	25.2%	100%
Vancouver Island	7.4%	15.0%	28.6%	35.7%	13.2%	100%
Lower Mainland	13.9%	16.7%	28.1%	29.4%	11.9%	100%
<b>Age</b>						
Under 65 yrs	13.3%	19.4%	25.9%	26.6%	14.9%	100%
65 to 74 yrs	12.5%	16.1%	27.2%	29.7%	14.6%	100%
75 to 84 yrs	9.2%	13.1%	24.6%	35.8%	17.3%	100%
85 yrs or older	11.8%	10.3%	25.9%	34.9%	17.1%	100%
<b>Gender</b>						
Male	11.3%	14.5%	24.5%	33.6%	16.0%	100%
Female	11.4%	14.8%	26.1%	31.8%	15.9%	100%
<b>Household Income</b>						
Under \$10,000	14.0%	16.8%	23.8%	29.4%	16.1%	100%
\$10,000 to \$19,999	10.2%	15.8%	25.8%	32.0%	16.2%	100%
\$20,000 to \$29,999	11.0%	14.0%	24.8%	32.0%	18.2%	100%
\$30,000 or more	9.7%	14.8%	28.6%	33.9%	13.1%	100%
<b>Frequency of Use</b>						
Weekly	10.3%	13.6%	26.6%	32.5%	16.9%	100%
Monthly	11.0%	15.2%	25.1%	31.7%	17.0%	100%
Infrequently	15.1%	15.1%	24.5%	31.8%	13.4%	100%
<b>Transit Authority</b>						
BC Transit	9.1%	12.2%	23.3%	34.9%	20.6%	100%
TransLink	13.9%	16.7%	28.1%	29.4%	11.9%	100%

**Question 25: Does the number of days you are able to book rides in advance meet your needs?**

	Never	Rarely	Sometimes	Most of the time	Always	Total
<b>Total</b>	<b>153</b>	<b>330</b>	<b>920</b>	<b>2,971</b>	<b>2,274</b>	<b>6,648</b>
<b>%</b>	<b>2.3%</b>	<b>5.0%</b>	<b>13.8%</b>	<b>44.7%</b>	<b>34.2%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	3.4%	3.4%	10.3%	36.8%	46.2%	100%
North	2.5%	2.3%	9.5%	43.1%	42.6%	100%
Okanagan	1.5%	3.9%	11.7%	45.2%	37.7%	100%
South Coast	2.5%	6.2%	11.8%	40.8%	38.7%	100%
Vancouver Island	2.0%	8.2%	17.2%	45.8%	26.8%	100%
Lower Mainland	2.7%	4.4%	14.5%	45.2%	33.2%	100%
<b>Age</b>						
Under 65 yrs	3.8%	7.5%	17.9%	40.3%	30.6%	100%
65 to 74 yrs	2.2%	5.6%	14.9%	43.2%	34.0%	100%
75 to 84 yrs	2.1%	4.4%	13.7%	44.7%	35.1%	100%
85 yrs or older	1.4%	3.3%	10.4%	48.8%	36.1%	100%
<b>Gender</b>						
Male	2.3%	4.0%	14.4%	43.8%	35.5%	100%
Female	2.0%	5.5%	13.6%	45.5%	33.4%	100%
<b>Household Income</b>						
Under \$10,000	2.9%	6.9%	16.4%	39.2%	34.6%	100%
\$10,000 to \$19,999	2.8%	5.6%	13.2%	44.1%	34.2%	100%
\$20,000 to \$29,999	2.0%	4.9%	13.3%	47.1%	32.7%	100%
\$30,000 or more	0.9%	4.4%	14.4%	48.2%	32.1%	100%
<b>Frequency of Use</b>						
Weekly	1.9%	4.0%	12.8%	44.6%	36.7%	100%
Monthly	1.4%	4.7%	13.3%	47.7%	33.0%	100%
Infrequently	3.6%	6.9%	15.3%	42.4%	31.8%	100%
<b>Transit Authority</b>						
BC Transit	2.0%	5.4%	13.2%	44.3%	35.1%	100%
TransLink	2.7%	4.4%	14.5%	45.2%	33.2%	100%

**Question 26: Is HandyDART convenient for you in terms of your travel requirements?**

	Yes	No	Total
<b>Total</b>	<b>5,159</b>	<b>1,996</b>	<b>7,154</b>
<b>%</b>	<b>72.1%</b>	<b>27.9%</b>	<b>100%</b>
<b>Region</b>			
Kootenays	69.5%	30.5%	100%
North	69.0%	31.0%	100%
Okanagan	65.5%	34.5%	100%
South Coast	68.8%	31.2%	100%
Vancouver Island	73.1%	26.9%	100%
Lower Mainland	75.6%	24.4%	100%
<b>Age</b>			
Under 65 yrs	68.3%	31.7%	100%
65 to 74 yrs	70.2%	29.8%	100%
75 to 84 yrs	72.6%	27.4%	100%
85 yrs or older	75.8%	24.2%	100%
<b>Gender</b>			
Male	76.8%	23.2%	100%
Female	70.8%	29.2%	100%
<b>Household Income</b>			
Under \$10,000	69.6%	30.4%	100%
\$10,000 to \$19,999	71.5%	28.5%	100%
\$20,000 to \$29,999	72.3%	27.7%	100%
\$30,000 or more	72.9%	27.1%	100%
<b>Frequency of Use</b>			
Weekly	75.6%	24.4%	100%
Monthly	72.0%	28.0%	100%
Infrequently	67.6%	32.4%	100%
<b>Transit Authority</b>			
BC Transit	69.2%	30.8%	100%
TransLink	75.6%	24.4%	100%

**Question 27: How would you like to extend handyDART service?**

	Earlier on weekdays	Later on weekdays	Earlier on weekends	Later on weekends	Available on weekends	Available on holidays	More rides available in the morning (before noon)	More rides available in the afternoon (noon to 5pm)	More rides available in the evening (after 5pm)	Total
<b>Total</b>	<b>414</b>	<b>480</b>	<b>203</b>	<b>359</b>	<b>869</b>	<b>639</b>	<b>766</b>	<b>772</b>	<b>717</b>	<b>1,902</b>
<b>%</b>	<b>21.7%</b>	<b>25.2%</b>	<b>10.7%</b>	<b>18.9%</b>	<b>45.7%</b>	<b>33.6%</b>	<b>40.3%</b>	<b>40.6%</b>	<b>37.7%</b>	<b>—</b>
<b>Region</b>										
Kootenays	20.5%	25.6%	5.1%	7.7%	69.2%	30.8%	43.6%	35.9%	41.0%	—
North	14.9%	35.5%	13.5%	27.7%	47.5%	39.0%	24.1%	29.8%	51.8%	—
Okanagan	25.8%	28.4%	10.7%	17.7%	56.5%	37.7%	36.2%	31.9%	39.1%	—
South Coast	12.8%	33.0%	6.4%	15.6%	68.3%	42.7%	17.4%	24.8%	44.0%	—
Vancouver Island	21.8%	22.8%	7.9%	15.8%	37.3%	28.4%	49.8%	44.2%	33.0%	—
Lower Mainland	22.3%	20.7%	12.3%	20.3%	37.2%	30.9%	45.6%	49.6%	34.6%	—
<b>Age</b>										
Under 65 yrs	29.4%	39.0%	16.0%	30.7%	49.2%	39.3%	45.6%	48.8%	50.9%	—
65 to 74 yrs	23.9%	26.4%	11.2%	21.0%	42.1%	30.4%	41.4%	41.2%	40.8%	—
75 to 84 yrs	20.5%	21.8%	10.0%	17.6%	46.8%	32.6%	36.7%	39.0%	37.8%	—
85 yrs or older	14.7%	15.0%	6.1%	7.8%	43.6%	31.8%	38.4%	34.5%	23.0%	—
<b>Gender</b>										
Male	26.9%	24.3%	11.3%	19.6%	40.1%	32.5%	41.6%	41.1%	37.3%	—
Female	19.5%	26.4%	10.7%	19.6%	48.0%	34.7%	40.3%	41.3%	38.6%	—
<b>Household Income</b>										
Under \$10,000	27.6%	31.4%	15.7%	26.5%	43.9%	40.1%	44.1%	42.1%	46.4%	—
\$10,000 to \$19,999	19.2%	23.3%	8.2%	19.2%	45.4%	34.6%	40.3%	39.4%	39.7%	—
\$20,000 to \$29,999	20.9%	22.1%	12.6%	18.0%	49.6%	35.3%	34.8%	38.3%	36.7%	—
\$30,000 or more	22.2%	28.0%	9.3%	17.6%	43.7%	30.5%	47.2%	46.7%	35.2%	—
<b>Frequency of Use</b>										
Weekly	19.9%	27.3%	10.1%	18.5%	45.5%	33.4%	38.3%	40.0%	40.0%	—
Monthly	21.8%	23.1%	9.2%	17.2%	47.9%	33.3%	36.3%	40.7%	36.3%	—
Infrequently	25.2%	22.8%	12.6%	19.4%	42.3%	33.8%	46.7%	39.3%	35.7%	—
<b>Transit Authority</b>										
BC Transit	21.4%	28.1%	9.6%	17.9%	51.3%	35.4%	36.8%	34.6%	39.7%	—
TransLink	22.3%	20.7%	12.3%	20.3%	37.2%	30.9%	45.6%	49.6%	34.6%	—

**Question 28: Does the cost of HandyDART impact your decision to use it?**

	<b>Yes – I would use HandyDART more often if it cost less</b>	<b>No – it does not affect how often I am currently using HandyDART</b>	<b>Total</b>
<b>Total</b>	<b>1,178</b>	<b>5,838</b>	<b>7,016</b>
<b>%</b>	<b>16.8%</b>	<b>83.2%</b>	<b>100%</b>
<b>Region</b>			
Kootenays	12.4%	87.6%	100%
North	13.3%	86.7%	100%
Okanagan	11.6%	88.4%	100%
South Coast	13.8%	86.2%	100%
Vancouver Island	12.9%	87.1%	100%
Lower Mainland	21.8%	78.2%	100%
<b>Age</b>			
Under 65 yrs	25.8%	74.2%	100%
65 to 74 yrs	19.8%	80.2%	100%
75 to 84 yrs	15.4%	84.6%	100%
85 yrs or older	10.1%	89.9%	100%
<b>Gender</b>			
Male	17.8%	82.2%	100%
Female	16.3%	83.7%	100%
<b>Household Income</b>			
Under \$10,000	27.9%	72.1%	100%
\$10,000 to \$19,999	22.0%	78.0%	100%
\$20,000 to \$29,999	14.8%	85.2%	100%
\$30,000 or more	9.1%	90.9%	100%
<b>Frequency of Use</b>			
Weekly	19.3%	80.7%	100%
Monthly	15.1%	84.9%	100%
Infrequently	14.0%	86.0%	100%
<b>Transit Authority</b>			
BC Transit	12.6%	87.4%	100%
TransLink	21.8%	78.2%	100%

**Question 29: Please indicate which HandyDART payment system you would prefer.**

	The current fee structure that charges a flat rate for all users	A fee structure based on income; higher income users would pay higher rates and lower income users would pay less	Total
<b>Total</b>	<b>5,148</b>	<b>1,355</b>	<b>6,503</b>
<b>%</b>	<b>79.2%</b>	<b>20.8%</b>	<b>100%</b>
<b>Region</b>			
Kootenays	83.9%	16.1%	100%
North	83.8%	16.2%	100%
Okanagan	83.8%	16.2%	100%
South Coast	80.1%	19.9%	100%
Vancouver Island	79.1%	20.9%	100%
Lower Mainland	76.1%	23.9%	100%
<b>Age</b>			
Under 65 yrs	65.5%	34.5%	100%
65 to 74 yrs	77.2%	22.8%	100%
75 to 84 yrs	82.8%	17.2%	100%
85 yrs or older	85.9%	14.1%	100%
<b>Gender</b>			
Male	79.1%	20.9%	100%
Female	78.9%	21.1%	100%
<b>Household Income</b>			
Under \$10,000	62.2%	37.8%	100%
\$10,000 to \$19,999	68.7%	31.3%	100%
\$20,000 to \$29,999	84.0%	16.0%	100%
\$30,000 or more	88.2%	11.8%	100%
<b>Frequency of Use</b>			
Weekly	78.0%	22.0%	100%
Monthly	81.5%	18.5%	100%
Infrequently	79.3%	20.7%	100%
<b>Transit Authority</b>			
BC Transit	81.8%	18.2%	100%
TransLink	76.1%	23.9%	100%

**Question 30: Does HandyDART pick you up within your 30 minute pick-up window?**

	Never	Rarely	Sometimes	Most of the time	Always	Total
<b>Total</b>	<b>43</b>	<b>80</b>	<b>460</b>	<b>3,286</b>	<b>3,297</b>	<b>7,165</b>
<b>%</b>	<b>0.6%</b>	<b>1.1%</b>	<b>6.4%</b>	<b>45.9%</b>	<b>46.0%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	1.6%	0.0%	0.0%	18.0%	80.5%	100%
North	1.1%	0.6%	6.0%	39.2%	53.1%	100%
Okanagan	0.7%	0.7%	4.7%	43.2%	50.7%	100%
South Coast	0.3%	0.4%	4.6%	45.1%	49.6%	100%
Vancouver Island	0.3%	0.6%	3.3%	36.0%	59.8%	100%
Lower Mainland	0.6%	1.7%	9.0%	53.6%	35.1%	100%
<b>Age</b>						
Under 65 yrs	0.7%	1.7%	9.5%	49.8%	38.3%	100%
65 to 74 yrs	0.7%	1.1%	6.2%	46.5%	45.5%	100%
75 to 84 yrs	0.8%	0.8%	6.3%	44.7%	47.4%	100%
85 yrs or older	0.2%	1.0%	4.5%	44.1%	50.1%	100%
<b>Gender</b>						
Male	0.8%	0.7%	7.0%	45.9%	45.5%	100%
Female	0.5%	1.3%	6.0%	46.2%	46.0%	100%
<b>Household Income</b>						
Under \$10,000	0.9%	2.2%	10.6%	46.7%	39.6%	100%
\$10,000 to \$19,999	0.5%	1.0%	6.1%	46.2%	46.2%	100%
\$20,000 to \$29,999	0.6%	1.1%	4.4%	47.3%	46.6%	100%
\$30,000 or more	0.2%	0.6%	4.4%	44.5%	50.3%	100%
<b>Frequency of Use</b>						
Weekly	0.2%	1.1%	6.6%	47.8%	44.3%	100%
Monthly	0.7%	0.8%	5.1%	45.7%	47.7%	100%
Infrequently	0.7%	1.4%	7.2%	43.2%	47.5%	100%
<b>Transit Authority</b>						
BC Transit	0.6%	0.6%	4.2%	39.3%	55.3%	100%
TransLink	0.6%	1.7%	9.0%	53.6%	35.1%	100%

**Question 31: Does HandyDART get you to appointments on time?**

	Never	Rarely	Sometimes	Most of the time	Always	Total
<b>Total</b>	<b>37</b>	<b>76</b>	<b>310</b>	<b>2,407</b>	<b>4,250</b>	<b>7,080</b>
<b>%</b>	<b>0.5%</b>	<b>1.1%</b>	<b>4.4%</b>	<b>34.0%</b>	<b>60.0%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	0.8%	0.0%	3.1%	17.1%	79.1%	100%
North	0.9%	1.1%	3.2%	27.0%	67.9%	100%
Okanagan	0.5%	1.0%	2.7%	28.9%	66.9%	100%
South Coast	0.6%	0.6%	3.0%	32.5%	63.4%	100%
Vancouver Island	0.3%	0.4%	3.6%	28.8%	66.8%	100%
Lower Mainland	0.5%	1.5%	5.8%	40.4%	51.7%	100%
<b>Age</b>						
Under 65 yrs	1.1%	2.3%	7.9%	41.3%	47.5%	100%
65 to 74 yrs	0.4%	1.2%	4.2%	35.2%	58.9%	100%
75 to 84 yrs	0.7%	0.6%	3.8%	31.9%	63.1%	100%
85 yrs or older	0.1%	0.6%	2.6%	30.6%	66.1%	100%
<b>Gender</b>						
Male	0.7%	1.0%	5.7%	38.1%	54.5%	100%
Female	0.4%	1.1%	3.8%	32.6%	62.1%	100%
<b>Household Income</b>						
Under \$10,000	0.5%	1.7%	9.3%	36.3%	52.1%	100%
\$10,000 to \$19,999	0.5%	1.1%	4.3%	34.8%	59.3%	100%
\$20,000 to \$29,999	0.2%	0.8%	3.6%	31.6%	63.8%	100%
\$30,000 or more	0.4%	0.9%	3.5%	35.4%	59.8%	100%
<b>Frequency of Use</b>						
Weekly	0.4%	1.4%	5.2%	38.8%	54.1%	100%
Monthly	0.3%	0.7%	2.9%	29.6%	66.6%	100%
Infrequently	0.7%	0.8%	3.8%	30.7%	64.0%	100%
<b>Transit Authority</b>						
BC Transit	0.5%	0.7%	3.1%	28.5%	67.1%	100%
TransLink	0.5%	1.5%	5.8%	40.4%	51.7%	100%



**Question 32: Is the amount of time it takes to get to your destination reasonable?**

	Never	Rarely	Sometimes	Most of the time	Always	Total
<b>Total</b>	<b>62</b>	<b>136</b>	<b>578</b>	<b>3,082</b>	<b>3,351</b>	<b>7,209</b>
<b>%</b>	<b>0.9%</b>	<b>1.9%</b>	<b>8.0%</b>	<b>42.8%</b>	<b>46.5%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	0.7%	0.7%	0.7%	20.1%	77.6%	100%
North	0.6%	0.4%	4.3%	37.6%	57.1%	100%
Okanagan	0.8%	2.1%	4.0%	37.5%	55.6%	100%
South Coast	0.0%	0.9%	4.2%	42.1%	52.8%	100%
Vancouver Island	0.8%	1.1%	5.5%	41.8%	50.8%	100%
Lower Mainland	1.1%	2.5%	12.2%	47.4%	36.8%	100%
<b>Age</b>						
Under 65 yrs	1.8%	4.2%	11.8%	45.5%	36.7%	100%
65 to 74 yrs	0.8%	1.5%	8.9%	42.2%	46.7%	100%
75 to 84 yrs	0.6%	1.4%	7.4%	42.8%	47.8%	100%
85 yrs or older	0.4%	1.0%	5.6%	41.2%	51.9%	100%
<b>Gender</b>						
Male	1.1%	1.9%	9.7%	44.2%	43.1%	100%
Female	0.7%	1.9%	7.4%	42.1%	47.8%	100%
<b>Household Income</b>						
Under \$10,000	1.9%	2.0%	11.6%	42.4%	42.2%	100%
\$10,000 to \$19,999	0.7%	1.9%	7.3%	43.8%	46.3%	100%
\$20,000 to \$29,999	0.8%	1.7%	7.8%	41.0%	48.7%	100%
\$30,000 or more	0.6%	2.5%	7.8%	43.8%	45.3%	100%
<b>Frequency of Use</b>						
Weekly	0.6%	1.9%	8.5%	45.4%	43.6%	100%
Monthly	0.5%	1.0%	6.5%	41.6%	50.4%	100%
Infrequently	1.6%	2.7%	8.5%	39.4%	47.8%	100%
<b>Transit Authority</b>						
BC Transit	0.7%	1.3%	4.5%	38.8%	54.7%	100%
TransLink	1.1%	2.5%	12.2%	47.4%	36.8%	100%

**Question 33: Are drivers respectful?**

	Never	Rarely	Sometimes	Most of the time	Always	Total
<b>Total</b>	<b>5</b>	<b>15</b>	<b>133</b>	<b>1,196</b>	<b>5,966</b>	<b>7,315</b>
<b>%</b>	<b>0.1%</b>	<b>0.2%</b>	<b>1.8%</b>	<b>16.3%</b>	<b>81.5%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	0.0%	0.0%	0.0%	4.4%	95.6%	100%
North	0.0%	0.0%	1.2%	10.0%	88.8%	100%
Okanagan	0.1%	0.0%	1.3%	12.4%	86.1%	100%
South Coast	0.0%	0.5%	2.3%	19.3%	77.9%	100%
Vancouver Island	0.1%	0.1%	1.0%	13.6%	85.3%	100%
Lower Mainland	0.1%	0.4%	2.5%	20.4%	76.7%	100%
<b>Age</b>						
Under 65 yrs	0.2%	0.4%	3.9%	22.2%	73.2%	100%
65 to 74 yrs	0.1%	0.2%	1.3%	17.8%	80.6%	100%
75 to 84 yrs	0.0%	0.2%	1.8%	15.9%	82.1%	100%
85 yrs or older	0.0%	0.1%	0.7%	12.0%	87.2%	100%
<b>Gender</b>						
Male	0.1%	0.3%	2.0%	18.6%	79.0%	100%
Female	0.1%	0.1%	1.7%	15.4%	82.7%	100%
<b>Household Income</b>						
Under \$10,000	0.1%	0.4%	3.1%	19.1%	77.1%	100%
\$10,000 to \$19,999	0.0%	0.2%	1.7%	17.7%	80.4%	100%
\$20,000 to \$29,999	0.0%	0.0%	1.7%	13.9%	84.4%	100%
\$30,000 or more	0.0%	0.1%	1.4%	15.4%	83.1%	100%
<b>Frequency of Use</b>						
Weekly	0.1%	0.3%	1.8%	17.9%	79.9%	100%
Monthly	0.0%	0.1%	1.6%	14.7%	83.6%	100%
Infrequently	0.1%	0.1%	1.9%	15.4%	82.5%	100%
<b>Transit Authority</b>						
BC Transit	0.1%	0.1%	1.2%	12.9%	85.7%	100%
TransLink	0.1%	0.4%	2.5%	20.4%	76.7%	100%

**Question 34: Do drivers provide the required assistance to help you from your door into the vehicle, and from the vehicle to the doorway of your destination?**

	Never	Rarely	Sometimes	Most of the time	Always	Total
<b>Total</b>	<b>61</b>	<b>53</b>	<b>233</b>	<b>1,230</b>	<b>5,597</b>	<b>7,174</b>
<b>%</b>	<b>0.8%</b>	<b>0.7%</b>	<b>3.3%</b>	<b>17.1%</b>	<b>78.0%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	1.6%	0.0%	1.6%	2.3%	94.6%	100%
North	2.6%	0.6%	5.6%	17.5%	73.6%	100%
Okanagan	1.0%	0.7%	3.3%	16.3%	78.8%	100%
South Coast	1.2%	1.8%	4.7%	21.7%	70.6%	100%
Vancouver Island	0.8%	0.7%	1.8%	14.4%	82.3%	100%
Lower Mainland	0.5%	0.7%	3.3%	18.7%	76.8%	100%
<b>Age</b>						
Under 65 yrs	1.5%	1.1%	5.2%	22.1%	70.1%	100%
65 to 74 yrs	0.9%	0.9%	3.3%	18.0%	76.9%	100%
75 to 84 yrs	0.7%	0.7%	3.0%	16.3%	79.4%	100%
85 yrs or older	0.5%	0.5%	2.2%	14.2%	82.6%	100%
<b>Gender</b>						
Male	1.1%	0.9%	2.9%	17.6%	77.5%	100%
Female	0.7%	0.7%	3.4%	17.1%	78.1%	100%
<b>Household Income</b>						
Under \$10,000	1.1%	1.4%	3.7%	20.8%	73.0%	100%
\$10,000 to \$19,999	0.9%	0.8%	4.1%	17.3%	77.0%	100%
\$20,000 to \$29,999	0.4%	0.4%	2.4%	16.8%	80.0%	100%
\$30,000 or more	0.4%	0.6%	2.3%	15.9%	80.8%	100%
<b>Frequency of Use</b>						
Weekly	0.7%	0.5%	3.3%	19.1%	76.4%	100%
Monthly	0.4%	0.7%	2.5%	15.4%	81.0%	100%
Infrequently	1.2%	1.3%	3.7%	15.1%	78.7%	100%
<b>Transit Authority</b>						
BC Transit	1.2%	0.8%	3.2%	15.8%	79.0%	100%
TransLink	0.5%	0.7%	3.3%	18.7%	76.8%	100%

**Question 35: Do drivers make sure you are secured for a safe ride (e.g., seatbelt fastened, walker/chair secured)?**

	Never	Rarely	Sometimes	Most of the time	Always	Total
<b>Total</b>	<b>15</b>	<b>17</b>	<b>80</b>	<b>611</b>	<b>6,488</b>	<b>7,211</b>
<b>%</b>	<b>0.2%</b>	<b>0.2%</b>	<b>1.1%</b>	<b>8.5%</b>	<b>90.0%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	0.7%	0.7%	0.0%	6.7%	91.8%	100%
North	0.4%	0.8%	1.1%	8.1%	89.6%	100%
Okanagan	0.3%	0.2%	1.8%	6.7%	91.0%	100%
South Coast	0.1%	0.1%	1.6%	10.4%	87.7%	100%
Vancouver Island	0.1%	0.1%	0.6%	7.4%	91.8%	100%
Lower Mainland	0.2%	0.2%	1.0%	9.6%	89.0%	100%
<b>Age</b>						
Under 65 yrs	0.5%	0.4%	2.1%	12.4%	84.5%	100%
65 to 74 yrs	0.2%	0.5%	1.1%	8.2%	90.0%	100%
75 to 84 yrs	0.1%	0.1%	0.7%	8.1%	91.0%	100%
85 yrs or older	0.0%	0.1%	0.9%	6.4%	92.6%	100%
<b>Gender</b>						
Male	0.1%	0.2%	1.4%	9.5%	88.7%	100%
Female	0.2%	0.3%	0.9%	8.0%	90.6%	100%
<b>Household Income</b>						
Under \$10,000	0.1%	0.5%	1.4%	10.9%	87.0%	100%
\$10,000 to \$19,999	0.2%	0.2%	1.5%	9.4%	88.8%	100%
\$20,000 to \$29,999	0.0%	0.3%	0.7%	6.4%	92.5%	100%
\$30,000 or more	0.2%	0.1%	1.0%	8.1%	90.7%	100%
<b>Frequency of Use</b>						
Weekly	0.1%	0.2%	1.0%	9.7%	88.9%	100%
Monthly	0.1%	0.3%	0.9%	7.0%	91.7%	100%
Infrequently	0.3%	0.1%	1.5%	7.8%	90.3%	100%
<b>Transit Authority</b>						
BC Transit	0.2%	0.3%	1.2%	7.5%	90.8%	100%
TransLink	0.2%	0.2%	1.0%	9.6%	89.0%	100%

**Question 36: Are the vehicles that are used suitable for your mobility needs?**

	Never	Rarely	Sometimes	Most of the time	Always	Total
<b>Total</b>	<b>27</b>	<b>17</b>	<b>78</b>	<b>894</b>	<b>6,151</b>	<b>7,168</b>
<b>%</b>	<b>0.4%</b>	<b>0.2%</b>	<b>1.1%</b>	<b>12.5%</b>	<b>85.8%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	0.0%	0.0%	2.2%	4.5%	93.3%	100%
North	0.0%	0.9%	0.9%	9.4%	88.9%	100%
Okanagan	0.5%	0.1%	0.3%	10.7%	88.5%	100%
South Coast	0.4%	0.0%	0.7%	11.1%	87.8%	100%
Vancouver Island	0.5%	0.2%	1.0%	11.1%	87.3%	100%
Lower Mainland	0.4%	0.3%	1.5%	14.9%	83.0%	100%
<b>Age</b>						
Under 65 yrs	0.5%	0.3%	1.9%	12.5%	84.8%	100%
65 to 74 yrs	0.6%	0.5%	1.4%	14.7%	82.9%	100%
75 to 84 yrs	0.3%	0.1%	0.9%	12.0%	86.7%	100%
85 yrs or older	0.2%	0.2%	0.5%	11.5%	87.5%	100%
<b>Gender</b>						
Male	0.2%	0.2%	1.0%	13.0%	85.6%	100%
Female	0.4%	0.2%	1.1%	12.1%	86.2%	100%
<b>Household Income</b>						
Under \$10,000	0.4%	0.1%	1.7%	14.1%	83.7%	100%
\$10,000 to \$19,999	0.3%	0.2%	1.3%	12.7%	85.4%	100%
\$20,000 to \$29,999	0.3%	0.3%	0.4%	11.1%	87.9%	100%
\$30,000 or more	0.1%	0.2%	1.3%	11.6%	86.7%	100%
<b>Frequency of Use</b>						
Weekly	0.2%	0.2%	1.2%	12.0%	86.4%	100%
Monthly	0.2%	0.2%	0.7%	13.1%	85.7%	100%
Infrequently	0.7%	0.2%	1.1%	12.5%	85.5%	100%
<b>Transit Authority</b>						
BC Transit	0.4%	0.2%	0.7%	10.4%	88.2%	100%
TransLink	0.4%	0.3%	1.5%	14.9%	83.0%	100%

**Question 37: Amount of time I need to be ready for pick up**

	Not at all familiar	Somewhat familiar	Mostly familiar	Very familiar	Total
<b>Total</b>	<b>110</b>	<b>419</b>	<b>1,575</b>	<b>4,680</b>	<b>6,784</b>
<b>%</b>	<b>1.6%</b>	<b>6.2%</b>	<b>23.2%</b>	<b>69.0%</b>	<b>100%</b>
<b>Region</b>					
Kootenays	4.2%	9.2%	18.3%	68.3%	100%
North	1.8%	6.3%	22.7%	69.2%	100%
Okanagan	1.8%	4.4%	21.3%	72.5%	100%
South Coast	1.8%	7.2%	22.8%	68.2%	100%
Vancouver Island	1.5%	5.7%	23.3%	69.5%	100%
Lower Mainland	1.4%	6.8%	24.4%	67.4%	100%
<b>Age</b>					
Under 65 yrs	1.6%	6.2%	22.4%	69.7%	100%
65 to 74 yrs	1.5%	6.3%	21.9%	70.3%	100%
75 to 84 yrs	1.2%	6.2%	24.0%	68.6%	100%
85 yrs or older	2.1%	5.9%	23.8%	68.2%	100%
<b>Gender</b>					
Male	1.9%	6.5%	25.6%	66.0%	100%
Female	1.5%	5.7%	22.2%	70.6%	100%
<b>Household Income</b>					
Under \$10,000	1.5%	8.3%	23.5%	66.7%	100%
\$10,000 to \$19,999	1.9%	5.8%	21.9%	70.4%	100%
\$20,000 to \$29,999	1.0%	5.7%	24.2%	69.1%	100%
\$30,000 or more	1.7%	5.4%	22.2%	70.7%	100%
<b>Frequency of Use</b>					
Weekly	1.0%	4.6%	20.4%	73.9%	100%
Monthly	0.9%	5.4%	24.5%	69.2%	100%
Infrequently	2.8%	9.5%	26.1%	61.6%	100%
<b>Transit Authority</b>					
BC Transit	1.8%	5.6%	22.2%	70.3%	100%
TransLink	1.4%	6.8%	24.4%	67.4%	100%

**Question 38: How to cancel a ride**

	Not at all familiar	Somewhat familiar	Mostly familiar	Very familiar	Total
<b>Total</b>	<b>269</b>	<b>519</b>	<b>1,239</b>	<b>4,383</b>	<b>6,411</b>
<b>%</b>	<b>4.2%</b>	<b>8.1%</b>	<b>19.3%</b>	<b>68.4%</b>	<b>100%</b>
<b>Region</b>					
Kootenays	5.9%	7.6%	15.3%	71.2%	100%
North	4.4%	6.6%	15.2%	73.8%	100%
Okanagan	4.0%	7.9%	17.1%	71.0%	100%
South Coast	4.0%	6.4%	19.2%	70.4%	100%
Vancouver Island	3.6%	7.2%	17.1%	72.1%	100%
Lower Mainland	4.4%	9.0%	22.0%	64.5%	100%
<b>Age</b>					
Under 65 yrs	2.1%	5.3%	19.8%	72.8%	100%
65 to 74 yrs	3.9%	7.5%	18.7%	69.9%	100%
75 to 84 yrs	4.5%	8.9%	19.7%	66.8%	100%
85 yrs or older	5.7%	9.8%	19.1%	65.5%	100%
<b>Gender</b>					
Male	4.1%	8.1%	20.8%	66.9%	100%
Female	4.0%	8.1%	18.6%	69.3%	100%
<b>Household Income</b>					
Under \$10,000	3.3%	6.3%	21.7%	68.8%	100%
\$10,000 to \$19,999	4.1%	7.0%	18.2%	70.7%	100%
\$20,000 to \$29,999	4.4%	7.6%	20.6%	67.3%	100%
\$30,000 or more	3.9%	9.2%	18.8%	68.1%	100%
<b>Frequency of Use</b>					
Weekly	2.0%	6.4%	16.3%	75.3%	100%
Monthly	4.0%	8.5%	20.0%	67.6%	100%
Infrequently	8.0%	11.1%	23.0%	57.9%	100%
<b>Transit Authority</b>					
BC Transit	4.0%	7.3%	17.0%	71.7%	100%
TransLink	4.4%	9.0%	22.0%	64.5%	100%

**Question 39: HandyDART's no-show/ cancellation policies**

	Not at all familiar	Somewhat familiar	Mostly familiar	Very familiar	Total
<b>Total</b>	<b>1,143</b>	<b>832</b>	<b>1,026</b>	<b>2,198</b>	<b>5,198</b>
<b>%</b>	<b>22.0%</b>	<b>16.0%</b>	<b>19.7%</b>	<b>42.3%</b>	<b>100%</b>
<b>Region</b>					
Kootenays	27.8%	15.2%	16.5%	40.5%	100%
North	22.9%	12.7%	19.6%	44.8%	100%
Okanagan	19.7%	14.1%	19.0%	47.2%	100%
South Coast	23.1%	14.7%	20.8%	41.4%	100%
Vancouver Island	22.4%	14.2%	19.3%	44.2%	100%
Lower Mainland	22.3%	18.1%	20.2%	39.4%	100%
<b>Age</b>					
Under 65 yrs	16.1%	16.2%	20.0%	47.7%	100%
65 to 74 yrs	20.8%	15.1%	19.8%	44.3%	100%
75 to 84 yrs	22.6%	16.6%	20.8%	39.9%	100%
85 yrs or older	27.5%	15.6%	18.5%	38.5%	100%
<b>Gender</b>					
Male	20.6%	16.0%	21.6%	41.8%	100%
Female	22.4%	16.1%	19.0%	42.6%	100%
<b>Household Income</b>					
Under \$10,000	18.4%	14.3%	20.4%	47.0%	100%
\$10,000 to \$19,999	21.9%	14.6%	19.2%	44.3%	100%
\$20,000 to \$29,999	21.4%	16.8%	19.0%	42.8%	100%
\$30,000 or more	23.7%	16.2%	20.8%	39.4%	100%
<b>Frequency of Use</b>					
Weekly	17.0%	14.4%	20.1%	48.5%	100%
Monthly	23.7%	16.9%	19.0%	40.3%	100%
Infrequently	29.9%	18.6%	18.5%	33.1%	100%
<b>Transit Authority</b>					
BC Transit	21.7%	14.0%	19.3%	44.9%	100%
TransLink	22.3%	18.1%	20.2%	39.4%	100%



**Question 40: Who to contact if my ride is late**

	Not at all familiar	Somewhat familiar	Mostly familiar	Very familiar	Total
<b>Total</b>	<b>686</b>	<b>789</b>	<b>1,183</b>	<b>3,338</b>	<b>5,995</b>
<b>%</b>	<b>11.4%</b>	<b>13.2%</b>	<b>19.7%</b>	<b>55.7%</b>	<b>100%</b>
<b>Region</b>					
Kootenays	13.3%	10.2%	17.3%	59.2%	100%
North	8.3%	6.6%	16.9%	68.2%	100%
Okanagan	11.0%	11.9%	18.5%	58.7%	100%
South Coast	8.9%	12.4%	19.8%	59.0%	100%
Vancouver Island	12.1%	14.5%	17.8%	55.6%	100%
Lower Mainland	12.1%	14.5%	21.6%	51.8%	100%
<b>Age</b>					
Under 65 yrs	7.6%	10.7%	19.8%	61.9%	100%
65 to 74 yrs	10.1%	13.2%	18.1%	58.6%	100%
75 to 84 yrs	10.9%	14.3%	21.3%	53.5%	100%
85 yrs or older	15.9%	14.2%	19.2%	50.7%	100%
<b>Gender</b>					
Male	11.1%	13.7%	21.4%	53.7%	100%
Female	11.2%	12.8%	19.1%	56.9%	100%
<b>Household Income</b>					
Under \$10,000	10.7%	11.5%	20.6%	57.2%	100%
\$10,000 to \$19,999	9.4%	12.9%	18.5%	59.3%	100%
\$20,000 to \$29,999	10.0%	14.4%	20.1%	55.5%	100%
\$30,000 or more	13.1%	13.8%	20.2%	52.8%	100%
<b>Frequency of Use</b>					
Weekly	7.7%	10.7%	18.6%	63.0%	100%
Monthly	11.9%	13.6%	19.7%	54.7%	100%
Infrequently	17.5%	18.0%	21.8%	42.7%	100%
<b>Transit Authority</b>					
BC Transit	10.8%	12.0%	18.1%	59.1%	100%
TransLink	12.1%	14.5%	21.6%	51.8%	100%

**Question 41: Have you had a HandyDART ride provided by a taxi in the past year?**

	Yes	No	Total
<b>Total</b>	<b>4,738</b>	<b>2,282</b>	<b>7,020</b>
<b>%</b>	<b>67.5%</b>	<b>32.5%</b>	<b>100%</b>
<b>Region</b>			
Kootenays	36.3%	63.7%	100%
North	44.7%	55.3%	100%
Okanagan	70.2%	29.8%	100%
South Coast	59.7%	40.3%	100%
Vancouver Island	51.7%	48.3%	100%
Lower Mainland	78.8%	21.2%	100%
<b>Age</b>			
Under 65 yrs	65.5%	34.5%	100%
65 to 74 yrs	70.1%	29.9%	100%
75 to 84 yrs	69.2%	30.8%	100%
85 yrs or older	66.3%	33.7%	100%
<b>Gender</b>			
Male	64.3%	35.7%	100%
Female	68.7%	31.3%	100%
<b>Household Income</b>			
Under \$10,000	65.9%	34.1%	100%
\$10,000 to \$19,999	69.9%	30.1%	100%
\$20,000 to \$29,999	70.0%	30.0%	100%
\$30,000 or more	64.4%	35.6%	100%
<b>Frequency of Use</b>			
Weekly	71.4%	28.6%	100%
Monthly	75.5%	24.5%	100%
Infrequently	52.7%	47.3%	100%
<b>Transit Authority</b>			
BC Transit	57.7%	42.3%	100%
TransLink	78.8%	21.2%	100%

**Question 42: Do you know when HandyDART is sending a taxi to pick you up?**

	Never	Rarely	Sometimes	Most of the time	Always	Total
<b>Total</b>	<b>1,185</b>	<b>663</b>	<b>855</b>	<b>862</b>	<b>763</b>	<b>4,329</b>
<b>%</b>	<b>27.4%</b>	<b>15.3%</b>	<b>19.8%</b>	<b>19.9%</b>	<b>17.6%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	4.9%	4.9%	4.9%	17.1%	68.3%	100%
North	9.0%	8.5%	14.3%	22.2%	46.0%	100%
Okanagan	43.7%	15.4%	13.2%	13.5%	14.2%	100%
South Coast	30.2%	13.5%	24.1%	17.5%	14.6%	100%
Vancouver Island	42.0%	19.0%	15.0%	11.5%	12.5%	100%
Lower Mainland	19.8%	15.4%	23.7%	24.3%	16.8%	100%
<b>Age</b>						
Under 65 yrs	24.0%	15.4%	20.3%	21.7%	18.7%	100%
65 to 74 yrs	25.1%	15.1%	21.7%	22.1%	16.1%	100%
75 to 84 yrs	28.4%	15.2%	18.2%	19.8%	18.4%	100%
85 yrs or older	30.2%	15.6%	19.8%	17.4%	17.0%	100%
<b>Gender</b>						
Male	23.9%	14.2%	20.6%	21.9%	19.3%	100%
Female	28.7%	16.0%	19.6%	19.0%	16.6%	100%
<b>Household Income</b>						
Under \$10,000	24.1%	10.8%	22.4%	21.1%	21.6%	100%
\$10,000 to \$19,999	24.1%	17.1%	19.2%	20.9%	18.7%	100%
\$20,000 to \$29,999	31.8%	15.9%	20.4%	16.9%	15.0%	100%
\$30,000 or more	25.4%	17.1%	20.2%	20.9%	16.4%	100%
<b>Frequency of Use</b>						
Weekly	23.8%	14.6%	20.3%	22.0%	19.2%	100%
Monthly	30.9%	16.7%	19.1%	18.7%	14.7%	100%
Infrequently	32.0%	15.8%	18.6%	16.4%	17.2%	100%
<b>Transit Authority</b>						
BC Transit	36.7%	15.2%	14.9%	14.5%	18.7%	100%
TransLink	19.8%	15.4%	23.7%	24.3%	16.8%	100%

**Question 43: Is it easy for you to identify a taxi that HandyDART has sent for you?**

	Never	Rarely	Sometimes	Most of the time	Always	Total
<b>Total</b>	<b>473</b>	<b>436</b>	<b>773</b>	<b>1,393</b>	<b>1,330</b>	<b>4,405</b>
<b>%</b>	<b>10.7%</b>	<b>9.9%</b>	<b>17.6%</b>	<b>31.6%</b>	<b>30.2%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	0.0%	0.0%	0.0%	16.7%	83.3%	100%
North	8.6%	8.1%	9.7%	26.5%	47.0%	100%
Okanagan	8.7%	8.6%	15.3%	33.6%	33.8%	100%
South Coast	13.1%	5.5%	13.1%	30.8%	37.6%	100%
Vancouver Island	14.2%	9.4%	14.7%	31.1%	30.6%	100%
Lower Mainland	10.8%	11.3%	20.6%	31.9%	25.5%	100%
<b>Age</b>						
Under 65 yrs	12.0%	11.9%	20.1%	29.4%	26.7%	100%
65 to 74 yrs	12.1%	9.9%	16.8%	32.7%	28.6%	100%
75 to 84 yrs	9.4%	9.7%	17.9%	31.2%	31.8%	100%
85 yrs or older	10.3%	8.8%	16.0%	33.0%	32.0%	100%
<b>Gender</b>						
Male	8.8%	8.9%	17.3%	33.0%	31.9%	100%
Female	11.4%	10.5%	17.7%	31.1%	29.3%	100%
<b>Household Income</b>						
Under \$10,000	12.8%	11.9%	19.8%	26.4%	29.1%	100%
\$10,000 to \$19,999	10.5%	10.5%	17.5%	30.1%	31.5%	100%
\$20,000 to \$29,999	10.8%	8.9%	16.5%	33.9%	29.9%	100%
\$30,000 or more	9.2%	8.9%	14.9%	37.3%	29.6%	100%
<b>Frequency of Use</b>						
Weekly	9.4%	9.6%	17.3%	31.5%	32.1%	100%
Monthly	11.1%	10.1%	18.8%	32.8%	27.1%	100%
Infrequently	13.4%	9.8%	16.9%	30.7%	29.2%	100%
<b>Transit Authority</b>						
BC Transit	10.6%	8.2%	13.9%	31.3%	36.0%	100%
TransLink	10.8%	11.3%	20.6%	31.9%	25.5%	100%

**Question 44: Do taxis provided by HandyDART pick you up within your 30 minute pick-up window?**

	Never	Rarely	Sometimes	Most of the time	Always	Total
<b>Total</b>	<b>60</b>	<b>166</b>	<b>536</b>	<b>1,799</b>	<b>1,891</b>	<b>4,452</b>
<b>%</b>	<b>1.3%</b>	<b>3.7%</b>	<b>12.0%</b>	<b>40.4%</b>	<b>42.5%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	0.0%	0.0%	2.4%	23.8%	73.8%	100%
North	1.6%	1.1%	7.4%	34.6%	55.3%	100%
Okanagan	0.9%	0.7%	10.0%	37.3%	51.0%	100%
South Coast	1.0%	2.0%	10.4%	42.5%	44.0%	100%
Vancouver Island	0.9%	1.5%	5.2%	34.1%	58.3%	100%
Lower Mainland	1.6%	5.9%	15.3%	43.8%	33.4%	100%
<b>Age</b>						
Under 65 yrs	2.2%	5.2%	15.2%	40.5%	36.9%	100%
65 to 74 yrs	2.0%	4.3%	12.7%	41.6%	39.4%	100%
75 to 84 yrs	0.6%	3.0%	10.6%	39.9%	46.0%	100%
85 yrs or older	1.1%	3.1%	10.8%	40.1%	44.8%	100%
<b>Gender</b>						
Male	1.5%	4.2%	12.2%	39.1%	42.9%	100%
Female	1.2%	3.7%	12.3%	41.3%	41.5%	100%
<b>Household Income</b>						
Under \$10,000	1.5%	5.1%	13.4%	39.9%	40.2%	100%
\$10,000 to \$19,999	1.4%	3.1%	13.2%	38.6%	43.7%	100%
\$20,000 to \$29,999	1.5%	3.3%	10.5%	41.3%	43.4%	100%
\$30,000 or more	0.9%	3.5%	10.5%	42.4%	42.7%	100%
<b>Frequency of Use</b>						
Weekly	1.1%	4.6%	13.1%	39.8%	41.5%	100%
Monthly	1.6%	2.8%	10.4%	42.3%	42.9%	100%
Infrequently	1.2%	2.8%	11.7%	39.9%	44.5%	100%
<b>Transit Authority</b>						
BC Transit	1.0%	1.1%	8.1%	36.3%	53.5%	100%
TransLink	1.6%	5.9%	15.3%	43.8%	33.4%	100%

**Question 45: Do taxis provided by HandyDART get you to appointments on time?**

	Never	Rarely	Sometimes	Most of the time	Always	Total
<b>Total</b>	<b>23</b>	<b>40</b>	<b>255</b>	<b>1,448</b>	<b>2,523</b>	<b>4,290</b>
<b>%</b>	<b>0.5%</b>	<b>0.9%</b>	<b>6.0%</b>	<b>33.8%</b>	<b>58.8%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	0.0%	0.0%	2.4%	19.0%	78.6%	100%
North	0.6%	0.6%	4.5%	30.2%	64.2%	100%
Okanagan	0.3%	0.0%	2.8%	28.1%	68.8%	100%
South Coast	0.3%	0.5%	4.1%	27.8%	67.3%	100%
Vancouver Island	0.6%	0.4%	2.6%	27.3%	69.1%	100%
Lower Mainland	0.7%	1.5%	8.3%	38.7%	50.8%	100%
<b>Age</b>						
Under 65 yrs	1.1%	1.7%	11.0%	33.2%	53.1%	100%
65 to 74 yrs	0.8%	0.5%	6.5%	37.3%	54.9%	100%
75 to 84 yrs	0.5%	0.9%	3.9%	34.7%	60.0%	100%
85 yrs or older	0.1%	0.8%	4.0%	31.1%	64.0%	100%
<b>Gender</b>						
Male	0.5%	1.6%	7.8%	35.4%	54.7%	100%
Female	0.6%	0.7%	5.3%	33.5%	59.9%	100%
<b>Household Income</b>						
Under \$10,000	1.2%	1.9%	8.6%	32.3%	55.9%	100%
\$10,000 to \$19,999	0.4%	0.7%	6.1%	35.6%	57.2%	100%
\$20,000 to \$29,999	0.5%	1.2%	4.3%	33.2%	60.7%	100%
\$30,000 or more	0.1%	0.5%	6.3%	33.8%	59.4%	100%
<b>Frequency of Use</b>						
Weekly	0.6%	1.2%	7.4%	37.0%	53.9%	100%
Monthly	0.5%	0.6%	4.3%	31.4%	63.3%	100%
Infrequently	0.4%	0.9%	4.7%	28.8%	65.1%	100%
<b>Transit Authority</b>						
BC Transit	0.4%	0.2%	3.1%	27.8%	68.5%	100%
TransLink	0.7%	1.5%	8.3%	38.7%	50.8%	100%

**Question 46: Are taxi drivers respectful?**

	Never	Rarely	Sometimes	Most of the time	Always	Total
<b>Total</b>	<b>42</b>	<b>144</b>	<b>635</b>	<b>1,591</b>	<b>2,130</b>	<b>4,541</b>
<b>%</b>	<b>0.9%</b>	<b>3.2%</b>	<b>14.0%</b>	<b>35.0%</b>	<b>46.9%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	0.0%	0.0%	0.0%	23.8%	76.2%	100%
North	0.5%	0.5%	6.7%	34.9%	57.4%	100%
Okanagan	0.3%	1.6%	7.2%	32.1%	58.8%	100%
South Coast	0.2%	2.5%	8.1%	30.0%	59.1%	100%
Vancouver Island	0.5%	0.5%	8.8%	34.8%	55.2%	100%
Lower Mainland	1.4%	4.8%	19.4%	36.9%	37.6%	100%
<b>Age</b>						
Under 65 yrs	1.4%	4.7%	17.8%	34.2%	41.9%	100%
65 to 74 yrs	1.1%	2.6%	15.2%	33.9%	47.3%	100%
75 to 84 yrs	0.5%	2.4%	13.3%	35.9%	47.8%	100%
85 yrs or older	0.8%	3.2%	11.3%	35.7%	49.0%	100%
<b>Gender</b>						
Male	0.8%	2.5%	14.2%	34.2%	48.2%	100%
Female	1.0%	3.5%	13.9%	35.6%	46.0%	100%
<b>Household Income</b>						
Under \$10,000	1.1%	3.1%	16.0%	29.9%	49.9%	100%
\$10,000 to \$19,999	1.0%	4.4%	13.0%	35.0%	46.6%	100%
\$20,000 to \$29,999	0.8%	2.6%	14.6%	35.0%	47.1%	100%
\$30,000 or more	0.4%	2.4%	13.5%	39.2%	44.5%	100%
<b>Frequency of Use</b>						
Weekly	1.0%	4.1%	14.6%	36.9%	43.4%	100%
Monthly	0.7%	2.3%	13.4%	34.7%	48.9%	100%
Infrequently	0.7%	2.0%	12.7%	32.5%	52.1%	100%
<b>Transit Authority</b>						
BC Transit	0.4%	1.2%	7.6%	32.8%	58.0%	100%
TransLink	1.4%	4.8%	19.4%	36.9%	37.6%	100%

**Question 47: Do taxi drivers provide the required assistance to help you from your door into the vehicle, and from the vehicle to the doorway of your destination?**

	Never	Rarely	Sometimes	Most of the time	Always	Total
<b>Total</b>	<b>561</b>	<b>643</b>	<b>870</b>	<b>1,074</b>	<b>1,302</b>	<b>4,450</b>
<b>%</b>	<b>12.6%</b>	<b>14.5%</b>	<b>19.5%</b>	<b>24.1%</b>	<b>29.3%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	4.8%	7.1%	14.3%	14.3%	59.5%	100%
North	10.6%	11.7%	20.7%	22.3%	34.6%	100%
Okanagan	6.9%	9.6%	19.0%	25.8%	38.7%	100%
South Coast	7.5%	10.3%	13.4%	27.1%	41.8%	100%
Vancouver Island	5.3%	10.9%	20.3%	30.2%	33.3%	100%
Lower Mainland	17.4%	17.9%	20.1%	22.1%	22.5%	100%
<b>Age</b>						
Under 65 yrs	13.7%	16.8%	19.6%	21.3%	28.6%	100%
65 to 74 yrs	13.0%	13.9%	18.3%	23.0%	31.8%	100%
75 to 84 yrs	12.6%	13.2%	19.9%	24.0%	30.3%	100%
85 yrs or older	11.7%	14.5%	20.0%	26.8%	26.9%	100%
<b>Gender</b>						
Male	10.1%	13.0%	18.1%	25.3%	33.6%	100%
Female	13.5%	15.5%	20.2%	23.5%	27.3%	100%
<b>Household Income</b>						
Under \$10,000	13.0%	14.7%	17.5%	23.0%	31.8%	100%
\$10,000 to \$19,999	13.6%	13.7%	18.8%	23.6%	30.3%	100%
\$20,000 to \$29,999	11.7%	15.0%	19.3%	26.0%	28.0%	100%
\$30,000 or more	10.7%	13.7%	20.7%	23.7%	31.2%	100%
<b>Frequency of Use</b>						
Weekly	13.3%	15.7%	19.4%	24.1%	27.5%	100%
Monthly	12.3%	14.1%	20.1%	24.4%	29.0%	100%
Infrequently	11.3%	12.0%	19.7%	22.9%	34.2%	100%
<b>Transit Authority</b>						
BC Transit	6.8%	10.2%	18.8%	26.6%	37.5%	100%
TransLink	17.4%	17.9%	20.1%	22.1%	22.5%	100%



**Question 48: Do taxi drivers make sure you are secured for a safe ride (e.g., seatbelt fastened, walker/chair secured)?**

	Never	Rarely	Sometimes	Most of the time	Always	Total
<b>Total</b>	<b>412</b>	<b>448</b>	<b>617</b>	<b>1,023</b>	<b>1,963</b>	<b>4,462</b>
<b>%</b>	<b>9.2%</b>	<b>10.0%</b>	<b>13.8%</b>	<b>22.9%</b>	<b>44.0%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	4.8%	7.1%	14.3%	14.3%	59.5%	100%
North	10.6%	11.7%	20.7%	22.3%	34.6%	100%
Okanagan	6.9%	9.6%	19.0%	25.8%	38.7%	100%
South Coast	7.5%	10.3%	13.4%	27.1%	41.8%	100%
Vancouver Island	5.3%	10.9%	20.3%	30.2%	33.3%	100%
Lower Mainland	17.4%	17.9%	20.1%	22.1%	22.5%	100%
<b>Age</b>						
Under 65 yrs	11.9%	11.8%	15.6%	22.0%	38.7%	100%
65 to 74 yrs	9.2%	12.2%	13.8%	23.1%	41.7%	100%
75 to 84 yrs	8.8%	8.5%	13.7%	23.8%	45.2%	100%
85 yrs or older	7.9%	9.1%	12.8%	22.4%	47.8%	100%
<b>Gender</b>						
Male	6.4%	8.1%	13.4%	23.2%	49.0%	100%
Female	10.3%	10.9%	14.3%	23.0%	41.6%	100%
<b>Household Income</b>						
Under \$10,000	9.4%	9.3%	14.5%	22.1%	44.6%	100%
\$10,000 to \$19,999	9.9%	10.4%	15.0%	23.0%	41.8%	100%
\$20,000 to \$29,999	8.7%	10.1%	12.5%	22.0%	46.7%	100%
\$30,000 or more	8.4%	11.5%	13.2%	22.5%	44.4%	100%
<b>Frequency of Use</b>						
Weekly	9.0%	10.1%	14.5%	23.7%	42.7%	100%
Monthly	10.4%	10.0%	13.0%	22.9%	43.8%	100%
Infrequently	7.8%	9.5%	13.4%	20.9%	48.3%	100%
<b>Transit Authority</b>						
BC Transit	5.3%	5.6%	10.7%	22.2%	56.2%	100%
TransLink	12.4%	13.8%	16.4%	23.6%	33.8%	100%

**Question 49: Do taxi drivers pick you up and drop you off where you expect them to?**

	Never	Rarely	Sometimes	Most of the time	Always	Total
<b>Total</b>	<b>24</b>	<b>69</b>	<b>281</b>	<b>1,181</b>	<b>2,982</b>	<b>4,537</b>
<b>%</b>	<b>0.5%</b>	<b>1.5%</b>	<b>6.2%</b>	<b>26.0%</b>	<b>65.7%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	0.0%	0.0%	2.3%	11.4%	86.4%	100%
North	0.0%	0.0%	2.1%	16.5%	81.4%	100%
Okanagan	0.0%	0.3%	2.3%	21.1%	76.3%	100%
South Coast	0.7%	0.7%	4.4%	16.5%	77.5%	100%
Vancouver Island	0.4%	0.7%	2.7%	19.8%	76.4%	100%
Lower Mainland	0.8%	2.4%	9.2%	31.6%	56.0%	100%
<b>Age</b>						
Under 65 yrs	1.0%	2.2%	9.0%	27.7%	60.1%	100%
65 to 74 yrs	0.5%	1.9%	6.7%	29.3%	61.6%	100%
75 to 84 yrs	0.4%	1.3%	4.8%	24.9%	68.6%	100%
85 yrs or older	0.3%	1.1%	5.3%	24.0%	69.3%	100%
<b>Gender</b>						
Male	0.3%	1.8%	6.2%	27.3%	64.5%	100%
Female	0.5%	1.4%	6.3%	25.7%	66.0%	100%
<b>Household Income</b>						
Under \$10,000	0.6%	1.8%	7.5%	27.6%	62.6%	100%
\$10,000 to \$19,999	0.4%	1.4%	7.2%	26.1%	64.9%	100%
\$20,000 to \$29,999	0.6%	1.3%	5.0%	24.1%	69.0%	100%
\$30,000 or more	0.2%	2.0%	6.3%	27.3%	64.3%	100%
<b>Frequency of Use</b>						
Weekly	0.6%	1.8%	6.9%	26.2%	64.4%	100%
Monthly	0.2%	1.1%	5.1%	26.2%	67.4%	100%
Infrequently	0.5%	1.2%	6.2%	24.5%	67.7%	100%
<b>Transit Authority</b>						
BC Transit	0.2%	0.4%	2.7%	19.4%	77.3%	100%
TransLink	0.8%	2.4%	9.2%	31.6%	56.0%	100%

**Question 50: Are the taxi vehicle types sent for you suitable for your mobility needs?**

	Never	Rarely	Sometimes	Most of the time	Always	Total
<b>Total</b>	<b>50</b>	<b>79</b>	<b>291</b>	<b>1,104</b>	<b>2,950</b>	<b>4,474</b>
<b>%</b>	<b>1.1%</b>	<b>1.8%</b>	<b>6.5%</b>	<b>24.7%</b>	<b>65.9%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	0.0%	2.3%	2.3%	18.2%	77.3%	100%
North	0.5%	0.5%	3.2%	15.6%	80.1%	100%
Okanagan	0.9%	0.9%	4.3%	18.5%	75.5%	100%
South Coast	0.8%	1.3%	5.4%	22.2%	70.4%	100%
Vancouver Island	1.6%	1.1%	3.7%	19.8%	73.7%	100%
Lower Mainland	1.2%	2.4%	8.6%	29.4%	58.4%	100%
<b>Age</b>						
Under 65 yrs	1.1%	2.1%	8.6%	24.3%	64.0%	100%
65 to 74 yrs	1.6%	2.2%	7.1%	26.9%	62.3%	100%
75 to 84 yrs	0.6%	1.7%	6.2%	25.3%	66.1%	100%
85 yrs or older	1.3%	1.4%	4.9%	22.8%	69.6%	100%
<b>Gender</b>						
Male	0.9%	2.1%	6.2%	24.1%	66.7%	100%
Female	1.3%	1.6%	6.7%	24.8%	65.7%	100%
<b>Household Income</b>						
Under \$10,000	1.7%	1.5%	7.5%	27.7%	61.5%	100%
\$10,000 to \$19,999	0.9%	1.7%	7.3%	24.5%	65.6%	100%
\$20,000 to \$29,999	1.4%	2.1%	5.4%	22.9%	68.2%	100%
\$30,000 or more	0.6%	1.6%	6.8%	23.9%	67.0%	100%
<b>Frequency of Use</b>						
Weekly	1.1%	1.7%	7.0%	24.1%	66.0%	100%
Monthly	0.8%	1.5%	5.8%	24.2%	67.6%	100%
Infrequently	0.7%	2.4%	5.4%	26.2%	65.3%	100%
<b>Transit Authority</b>						
BC Transit	1.0%	1.0%	4.1%	19.0%	74.9%	100%
TransLink	1.2%	2.4%	8.6%	29.4%	58.4%	100%

**Question 51: I am satisfied with the overall quality of HandyDART services.**

	Never	Rarely	Sometimes	Most of the time	Always	Total
<b>Total</b>	<b>45</b>	<b>129</b>	<b>469</b>	<b>2,783</b>	<b>3,712</b>	<b>7,139</b>
<b>%</b>	<b>0.6%</b>	<b>1.8%</b>	<b>6.6%</b>	<b>39.0%</b>	<b>52.0%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	0.8%	2.3%	3.0%	21.8%	72.2%	100%
North	0.8%	1.3%	3.0%	32.1%	62.8%	100%
Okanagan	0.5%	1.7%	5.1%	34.1%	58.7%	100%
South Coast	0.3%	1.6%	6.3%	38.1%	53.7%	100%
Vancouver Island	0.6%	1.9%	5.2%	36.0%	56.3%	100%
Lower Mainland	0.7%	1.9%	8.6%	44.4%	44.4%	100%
<b>Age</b>						
Under 65 yrs	1.6%	3.2%	11.2%	43.8%	40.2%	100%
65 to 74 yrs	0.6%	1.7%	6.1%	40.0%	51.5%	100%
75 to 84 yrs	0.3%	1.6%	5.9%	37.7%	54.5%	100%
85 yrs or older	0.3%	1.2%	4.2%	36.2%	58.1%	100%
<b>Gender</b>						
Male	0.9%	1.6%	7.1%	40.2%	50.2%	100%
Female	0.4%	1.9%	6.4%	38.9%	52.5%	100%
<b>Household Income</b>						
Under \$10,000	1.2%	2.4%	9.0%	39.1%	48.3%	100%
\$10,000 to \$19,999	0.2%	1.9%	6.2%	40.5%	51.2%	100%
\$20,000 to \$29,999	0.9%	1.2%	7.0%	36.1%	54.8%	100%
\$30,000 or more	0.6%	1.6%	6.7%	40.9%	50.2%	100%
<b>Frequency of Use</b>						
Weekly	0.3%	1.1%	6.6%	40.0%	52.0%	100%
Monthly	0.4%	1.1%	4.9%	39.1%	54.6%	100%
Infrequently	1.2%	3.8%	7.9%	37.5%	49.6%	100%
<b>Transit Authority</b>						
BC Transit	0.6%	1.7%	4.8%	34.4%	58.5%	100%
TransLink	0.7%	1.9%	8.6%	44.4%	44.4%	100%

**Question 52: I would recommend HandyDART services to others who need it.**

	Yes	No	Total
<b>Total</b>	<b>6,783</b>	<b>170</b>	<b>6,952</b>
<b>%</b>	<b>97.6%</b>	<b>2.4%</b>	<b>100%</b>
<b>Region</b>			
Kootenays	97.8%	2.2%	100%
North	97.7%	2.3%	100%
Okanagan	98.3%	1.7%	100%
South Coast	97.8%	2.2%	100%
Vancouver Island	98.3%	1.7%	100%
Lower Mainland	96.8%	3.2%	100%
<b>Age</b>			
Under 65 yrs	95.0%	5.0%	100%
65 to 74 yrs	97.2%	2.8%	100%
75 to 84 yrs	98.6%	1.4%	100%
85 yrs or older	98.5%	1.5%	100%
<b>Gender</b>			
Male	97.0%	3.0%	100%
Female	98.0%	2.0%	100%
<b>Household Income</b>			
Under \$10,000	96.6%	3.4%	100%
\$10,000 to \$19,999	98.0%	2.0%	100%
\$20,000 to \$29,999	97.7%	2.3%	100%
\$30,000 or more	98.1%	1.9%	100%
<b>Frequency of Use</b>			
Weekly	98.0%	2.0%	100%
Monthly	98.7%	1.3%	100%
Infrequently	95.8%	4.2%	100%
<b>Transit Authority</b>			
BC Transit	98.2%	1.8%	100%
TransLink	96.8%	3.2%	100%

**Question 53: I know how to provide feedback to HandyDART about their services.**

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Total
<b>Total</b>	<b>267</b>	<b>296</b>	<b>926</b>	<b>1,313</b>	<b>2,503</b>	<b>5,305</b>
<b>%</b>	<b>5.0%</b>	<b>5.6%</b>	<b>17.5%</b>	<b>24.8%</b>	<b>47.2%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	5.0%	1.0%	14.0%	18.0%	62.0%	100%
North	4.4%	3.8%	16.2%	19.8%	55.8%	100%
Okanagan	5.3%	6.2%	15.8%	22.1%	50.6%	100%
South Coast	3.6%	3.9%	16.5%	27.1%	48.9%	100%
Vancouver Island	3.8%	4.7%	16.3%	26.2%	49.0%	100%
Lower Mainland	5.7%	6.3%	19.0%	26.1%	42.8%	100%
<b>Age</b>						
Under 65 yrs	6.0%	6.5%	20.3%	23.9%	43.2%	100%
65 to 74 yrs	5.4%	4.2%	16.2%	25.6%	48.7%	100%
75 to 84 yrs	4.5%	5.9%	17.6%	25.1%	47.0%	100%
85 yrs or older	4.5%	5.4%	15.9%	24.8%	49.5%	100%
<b>Gender</b>						
Male	4.5%	6.0%	19.1%	25.3%	45.1%	100%
Female	5.1%	5.4%	16.9%	25.1%	47.5%	100%
<b>Household Income</b>						
Under \$10,000	6.4%	3.4%	17.8%	21.8%	50.6%	100%
\$10,000 to \$19,999	4.4%	6.1%	17.4%	23.9%	48.2%	100%
\$20,000 to \$29,999	4.8%	4.7%	16.4%	26.4%	47.7%	100%
\$30,000 or more	5.8%	6.3%	17.8%	27.3%	42.8%	100%
<b>Frequency of Use</b>						
Weekly	4.8%	4.8%	15.9%	25.2%	49.3%	100%
Monthly	5.1%	5.2%	17.9%	25.0%	46.9%	100%
Infrequently	5.7%	7.1%	20.4%	24.4%	42.5%	100%
<b>Transit Authority</b>						
BC Transit	4.4%	4.9%	16.1%	23.5%	51.1%	100%
TransLink	5.7%	6.3%	19.0%	26.1%	42.8%	100%

**Question 54: I would feel comfortable providing honest feedback to HandyDART about their services.**

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Total
<b>Total</b>	<b>140</b>	<b>145</b>	<b>719</b>	<b>1,484</b>	<b>3,737</b>	<b>6,225</b>
<b>%</b>	<b>2.3%</b>	<b>2.3%</b>	<b>11.6%</b>	<b>23.8%</b>	<b>60.0%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	1.7%	0.9%	8.6%	18.1%	70.7%	100%
North	1.8%	2.3%	11.7%	20.2%	64.0%	100%
Okanagan	2.5%	3.3%	11.1%	21.4%	61.8%	100%
South Coast	2.7%	1.9%	11.4%	24.9%	59.0%	100%
Vancouver Island	2.5%	1.8%	10.4%	24.2%	61.2%	100%
Lower Mainland	2.1%	2.3%	12.3%	25.4%	57.8%	100%
<b>Age</b>						
Under 65 yrs	2.9%	3.3%	13.2%	24.5%	56.1%	100%
65 to 74 yrs	2.7%	2.0%	9.1%	24.5%	61.7%	100%
75 to 84 yrs	2.0%	2.3%	11.7%	23.5%	60.4%	100%
85 yrs or older	1.7%	1.7%	11.6%	23.2%	61.8%	100%
<b>Gender</b>						
Male	2.3%	2.3%	11.8%	25.4%	58.2%	100%
Female	2.2%	2.3%	11.4%	23.4%	60.7%	100%
<b>Household Income</b>						
Under \$10,000	3.0%	2.1%	13.4%	22.4%	59.1%	100%
\$10,000 to \$19,999	2.0%	2.4%	10.9%	23.0%	61.8%	100%
\$20,000 to \$29,999	2.1%	2.2%	10.9%	24.9%	59.8%	100%
\$30,000 or more	2.2%	1.8%	11.1%	24.8%	60.1%	100%
<b>Frequency of Use</b>						
Weekly	2.3%	2.3%	10.9%	23.6%	60.9%	100%
Monthly	1.6%	2.0%	10.7%	23.6%	62.1%	100%
Infrequently	2.7%	2.9%	13.8%	25.1%	55.5%	100%
<b>Transit Authority</b>						
BC Transit	2.4%	2.4%	10.8%	22.4%	62.0%	100%
TransLink	2.1%	2.3%	12.3%	25.4%	57.8%	100%

**Question 55: I believe that HandyDART acts on customer feedback to resolve issues.**

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Total
<b>Total</b>	<b>212</b>	<b>224</b>	<b>771</b>	<b>1,307</b>	<b>2,382</b>	<b>4,896</b>
<b>%</b>	<b>4.3%</b>	<b>4.6%</b>	<b>15.8%</b>	<b>26.7%</b>	<b>48.7%</b>	<b>100%</b>
<b>Region</b>						
Kootenays	3.3%	2.2%	12.0%	16.3%	66.3%	100%
North	4.1%	3.2%	14.0%	22.9%	55.9%	100%
Okanagan	2.7%	4.3%	13.7%	25.2%	54.1%	100%
South Coast	3.7%	4.9%	15.1%	25.9%	50.5%	100%
Vancouver Island	3.5%	3.5%	13.2%	27.0%	52.8%	100%
Lower Mainland	5.5%	5.4%	18.1%	28.4%	42.7%	100%
<b>Age</b>						
Under 65 yrs	7.7%	7.4%	18.3%	25.8%	40.8%	100%
65 to 74 yrs	5.8%	3.5%	14.8%	28.3%	47.7%	100%
75 to 84 yrs	2.7%	4.6%	14.7%	28.1%	50.0%	100%
85 yrs or older	2.1%	2.9%	15.5%	25.0%	54.5%	100%
<b>Gender</b>						
Male	4.4%	5.3%	16.3%	30.3%	43.7%	100%
Female	4.2%	4.3%	15.7%	25.4%	50.4%	100%
<b>Household Income</b>						
Under \$10,000	5.4%	4.9%	16.9%	23.5%	49.3%	100%
\$10,000 to \$19,999	3.9%	4.7%	15.5%	25.9%	50.0%	100%
\$20,000 to \$29,999	3.7%	3.7%	16.0%	27.2%	49.4%	100%
\$30,000 or more	4.4%	4.8%	16.2%	28.5%	46.1%	100%
<b>Frequency of Use</b>						
Weekly	4.7%	5.0%	15.5%	26.4%	48.4%	100%
Monthly	3.3%	3.1%	13.9%	28.3%	51.4%	100%
Infrequently	5.0%	5.1%	18.1%	26.8%	45.1%	100%
<b>Transit Authority</b>						
BC Transit	3.3%	3.8%	13.7%	25.2%	54.1%	100%
TransLink	5.5%	5.4%	18.1%	28.4%	42.7%	100%



**Question 56: Participant's household income:**

	Under \$10,000	\$10,000 to \$19,999	\$20,000 to \$29,999	\$30,000 or more	Total
<b>Total</b>	<b>780</b>	<b>1,931</b>	<b>1,175</b>	<b>1,262</b>	<b>5,149</b>
<b>%</b>	<b>15.2%</b>	<b>37.5%</b>	<b>22.8%</b>	<b>24.5%</b>	<b>100%</b>
<b>Region</b>					
Kootenays	18.3%	44.2%	13.5%	24.0%	100%
North	17.0%	44.7%	22.5%	15.9%	100%
Okanagan	13.5%	35.0%	26.6%	24.9%	100%
South Coast	18.0%	40.7%	19.5%	21.8%	100%
Vancouver Island	12.6%	32.2%	23.9%	31.3%	100%
Lower Mainland	16.0%	38.7%	21.8%	23.5%	100%
<b>Age</b>					
Under 65 yrs	36.8%	34.6%	10.6%	18.0%	100%
65 to 74 yrs	12.8%	43.2%	21.3%	22.8%	100%
75 to 84 yrs	6.8%	38.2%	27.6%	27.4%	100%
85 yrs or older	7.3%	35.5%	29.1%	28.1%	100%
<b>Gender</b>					
Male	15.9%	31.4%	19.9%	32.8%	100%
Female	14.7%	40.7%	23.8%	20.8%	100%
<b>Frequency of Use</b>					
Weekly	18.5%	35.7%	20.9%	24.9%	100%
Monthly	11.8%	41.7%	24.8%	21.7%	100%
Infrequently	12.6%	35.6%	25.3%	26.5%	100%
<b>Transit Authority</b>					
BC Transit	14.4%	36.5%	23.7%	25.4%	100%
TransLink	16.0%	38.7%	21.8%	23.5%	100%

**Question 57: Participant's gender:**

	Male	Female	Total
<b>Total</b>	<b>2,145</b>	<b>4,957</b>	<b>7,101</b>
<b>%</b>	<b>30.2%</b>	<b>69.8%</b>	<b>100%</b>
<b>Region</b>			
Kootenays	20.5%	79.5%	100%
North	23.6%	76.4%	100%
Okanagan	27.1%	72.9%	100%
South Coast	30.2%	69.8%	100%
Vancouver Island	29.9%	70.1%	100%
Lower Mainland	33.2%	66.8%	100%
<b>Age</b>			
Under 65 yrs	39.5%	60.5%	100%
65 to 74 yrs	32.8%	67.2%	100%
75 to 84 yrs	29.1%	70.9%	100%
85 yrs or older	23.1%	76.9%	100%
<b>Household Income</b>			
Under \$10,000	33.2%	66.8%	100%
\$10,000 to \$19,999	26.2%	73.8%	100%
\$20,000 to \$29,999	27.7%	72.3%	100%
\$30,000 or more	42.0%	58.0%	100%
<b>Frequency of Use</b>			
Weekly	33.5%	66.5%	100%
Monthly	25.8%	74.2%	100%
Infrequently	29.8%	70.2%	100%
<b>Transit Authority</b>			
BC Transit	27.6%	72.4%	100%
TransLink	33.2%	66.8%	100%

**Question 60: How did participant complete this survey?**

	On their own	With assistance from someone else	Someone else completed it on their behalf	Total
<b>Total</b>	<b>4,506</b>	<b>1,371</b>	<b>1,175</b>	<b>7,052</b>
<b>%</b>	<b>63.9%</b>	<b>19.4%</b>	<b>16.7%</b>	<b>100%</b>
<b>Region</b>				
Kootenays	65.9%	20.0%	14.1%	100%
North	72.2%	14.3%	13.5%	100%
Okanagan	71.4%	16.4%	12.2%	100%
South Coast	60.2%	20.8%	19.0%	100%
Vancouver Island	65.6%	17.7%	16.7%	100%
Lower Mainland	59.0%	22.1%	18.9%	100%
<b>Age</b>				
Under 65 yrs	53.6%	23.1%	23.3%	100%
65 to 74 yrs	72.4%	17.2%	10.4%	100%
75 to 84 yrs	66.0%	18.6%	15.3%	100%
85 yrs or older	64.2%	19.0%	16.8%	100%
<b>Gender</b>				
Male	49.1%	23.4%	27.5%	100%
Female	70.0%	18.0%	12.1%	100%
<b>Household Income</b>				
Under \$10,000	50.3%	22.4%	27.3%	100%
\$10,000 to \$19,999	64.8%	19.4%	15.8%	100%
\$20,000 to \$29,999	71.8%	15.2%	13.0%	100%
\$30,000 or more	67.5%	16.0%	16.4%	100%
<b>Frequency of Use</b>				
Weekly	54.1%	22.9%	23.0%	100%
Monthly	74.1%	16.8%	9.1%	100%
Infrequently	67.8%	17.4%	14.8%	100%
<b>Transit Authority</b>				
BC Transit	68.1%	17.2%	14.8%	100%
TransLink	59.0%	22.1%	18.9%	100%

**Question 61: Please indicate the type of residence you live in.**

	Single family dwelling	Apartment / condo / townhouse	Retirement home / assisted living residence	Residential care facility	Mobile home	Living with family / friends / home share	Social / Affordable Housing / Co-op	Other	Total
<b>Total</b>	<b>2,336</b>	<b>2,608</b>	<b>1,146</b>	<b>499</b>	<b>77</b>	<b>88</b>	<b>58</b>	<b>29</b>	<b>6,840</b>
<b>%</b>	<b>34.2%</b>	<b>38.1%</b>	<b>16.7%</b>	<b>7.3%</b>	<b>1.1%</b>	<b>1.3%</b>	<b>0.8%</b>	<b>0.4%</b>	<b>100%</b>
<b>Region</b>									
Kootenays	30.8%	36.8%	18.8%	8.3%	0.8%	1.5%	0.8%	2.3%	100%
North	40.2%	27.0%	19.3%	10.0%	1.5%	1.3%	0.4%	0.2%	100%
Okanagan	30.7%	35.2%	22.8%	7.0%	2.3%	1.2%	0.2%	0.5%	100%
South Coast	34.0%	36.1%	18.3%	7.3%	1.4%	2.0%	0.4%	0.4%	100%
Vancouver Island	35.8%	33.7%	17.9%	8.3%	1.5%	1.5%	1.0%	0.4%	100%
Lower Mainland	34.0%	43.5%	12.9%	6.5%	0.4%	1.1%	1.2%	0.4%	100%
<b>Age</b>									
Under 65 yrs	41.4%	37.1%	6.8%	9.5%	0.9%	2.1%	1.4%	0.8%	100%
65 to 74 yrs	33.9%	43.6%	9.8%	7.1%	2.1%	2.0%	1.2%	0.2%	100%
75 to 84 yrs	33.6%	42.2%	16.2%	5.1%	1.1%	0.9%	0.4%	0.4%	100%
85 yrs or older	29.6%	32.2%	28.1%	7.8%	0.8%	0.7%	0.6%	0.2%	100%
<b>Gender</b>									
Male	40.1%	33.4%	12.4%	10.7%	1.0%	1.4%	0.5%	0.5%	100%
Female	31.4%	40.2%	18.8%	5.8%	1.2%	1.2%	1.0%	0.4%	100%
<b>Household Income</b>									
Under \$10,000	34.5%	33.7%	12.3%	12.3%	1.2%	3.7%	2.1%	0.3%	100%
\$10,000 to \$19,999	31.2%	41.1%	14.8%	7.6%	1.6%	1.9%	1.3%	0.5%	100%
\$20,000 to \$29,999	32.7%	41.9%	17.5%	5.2%	1.4%	0.5%	0.7%	0.2%	100%
\$30,000 or more	38.8%	38.5%	16.6%	5.0%	0.2%	0.6%	0.2%	0.1%	100%
<b>Frequency of Use</b>									
Weekly	41.8%	34.8%	12.5%	6.3%	1.3%	2.0%	1.0%	0.4%	100%
Monthly	26.3%	39.9%	23.9%	6.6%	1.1%	0.7%	1.0%	0.4%	100%
Infrequently	28.7%	40.9%	17.4%	10.3%	0.9%	0.8%	0.6%	0.4%	100%
<b>Transit Authority</b>									
BC Transit	34.2%	33.6%	19.9%	8.0%	1.8%	1.4%	0.5%	0.5%	100%
TransLink	34.0%	43.5%	12.9%	6.5%	0.4%	1.1%	1.2%	0.4%	100%

## Question 62: Why do you use handyDART services?

	Mobility limitations – use wheelchair or scooter	Mobility limitations – use walker, cane or other supports	Vision impairment	Cognitive condition	Medical condition	Renal or chemo treatments	Surgery/Recovery from Surgery	Stroke-related conditions	Unable to drive/don't drive/transportation limitations	Mobility limitations – general	Other	Total
<b>Total</b>	<b>1,827</b>	<b>3,789</b>	<b>1,047</b>	<b>1,223</b>	<b>1,866</b>	<b>296</b>	<b>126</b>	<b>45</b>	<b>250</b>	<b>219</b>	<b>295</b>	<b>7,087</b>
<b>%</b>	<b>25.8%</b>	<b>53.5%</b>	<b>14.8%</b>	<b>17.3%</b>	<b>26.3%</b>	<b>4.2%</b>	<b>1.8%</b>	<b>0.6%</b>	<b>3.5%</b>	<b>3.1%</b>	<b>4.2%</b>	<b>—</b>
<b>Region</b>												
Kootenays	29.0%	52.7%	11.5%	10.7%	23.7%	1.5%	0.8%	0.0%	7.6%	1.5%	8.4%	—
North	27.8%	47.4%	15.0%	13.7%	28.2%	4.3%	1.1%	0.2%	5.6%	2.6%	4.7%	—
Okanagan	23.4%	51.9%	16.9%	14.9%	27.0%	3.6%	2.1%	0.6%	5.3%	3.6%	5.0%	—
South Coast	26.8%	51.0%	14.7%	18.9%	25.9%	2.9%	0.7%	0.7%	4.7%	2.6%	4.7%	—
Vancouver Island	29.9%	54.7%	16.5%	19.9%	24.0%	2.6%	1.3%	0.8%	4.1%	3.5%	4.1%	—
Lower Mainland	24.5%	55.0%	13.3%	17.9%	26.9%	5.3%	2.2%	0.7%	1.8%	2.9%	3.5%	—
<b>Age</b>												
Under 65 yrs	29.3%	36.9%	12.0%	32.3%	22.5%	4.1%	2.5%	0.6%	2.1%	2.5%	5.5%	—
65 to 74 yrs	32.1%	50.1%	11.2%	14.0%	27.9%	5.6%	3.0%	1.0%	2.1%	2.7%	3.9%	—
75 to 84 yrs	22.6%	54.7%	15.9%	14.1%	30.4%	5.0%	2.0%	0.8%	4.1%	3.0%	3.0%	—
85 yrs or older	22.8%	65.4%	17.6%	11.8%	24.1%	2.6%	0.5%	0.3%	4.8%	3.8%	4.5%	—
<b>Gender</b>												
Male	34.5%	41.8%	14.1%	26.1%	24.1%	5.9%	1.7%	1.0%	2.5%	1.5%	3.8%	—
Female	22.3%	58.5%	14.8%	13.7%	27.1%	3.4%	1.8%	.5%	4.0%	3.8%	4.3%	—
<b>Household Income</b>												
Under \$10,000	28.4%	41.9%	13.2%	29.2%	27.3%	6.1%	0.4%	0.6%	2.3%	2.4%	6.1%	—
\$10,000 to \$19,999	27.2%	52.4%	14.7%	17.0%	30.7%	3.2%	1.0%	0.4%	3.2%	3.4%	3.6%	—
\$20,000 to \$29,999	24.2%	58.5%	15.1%	13.8%	26.0%	5.0%	2.1%	0.8%	4.0%	3.2%	4.3%	—
\$30,000 or more	28.5%	55.2%	14.5%	16.8%	21.6%	4.5%	3.5%	0.9%	3.9%	3.2%	3.3%	—
<b>Frequency of Use</b>												
Weekly	22.8%	50.9%	14.3%	25.1%	23.2%	6.2%	1.8%	1.0%	3.6%	2.3%	4.0%	—
Monthly	27.6%	57.5%	17.3%	10.4%	31.7%	2.8%	1.0%	0.5%	3.7%	4.0%	3.6%	—
Infrequently	28.9%	52.8%	13.8%	11.4%	25.6%	2.2%	1.6%	0.3%	3.8%	3.6%	4.9%	—
<b>Transit Authority</b>												
BC Transit	26.9%	52.1%	16.0%	16.7%	25.9%	3.2%	1.4%	0.6%	4.9%	3.2%	4.7%	—
TransLink	24.5%	55.0%	13.3%	17.9%	26.9%	5.3%	2.2%	0.7%	1.8%	2.9%	3.5%	—

**Question 63: What are your top three areas for improvement that you would like HandyDART to focus on?**

	Nothing – no improvements required	Response	Total
<b>Total</b>	<b>1,642</b>	<b>3,885</b>	<b>5,527</b>
<b>%</b>	<b>29.7%</b>	<b>70.3%</b>	<b>100%</b>
<b>Region</b>			
Kootenays	39.4%	60.6%	100%
North	37.2%	62.8%	100%
Okanagan	33.0%	67.0%	100%
South Coast	32.2%	67.8%	100%
Vancouver Island	32.2%	67.8%	100%
Lower Mainland	25.2%	74.8%	100%
<b>Age</b>			
Under 65 yrs	24.1%	75.9%	100%
65 to 74 yrs	27.0%	73.0%	100%
75 to 84 yrs	31.6%	68.4%	100%
85 yrs or older	33.9%	66.1%	100%
<b>Gender</b>			
Male	31.8%	68.2%	100%
Female	28.4%	71.6%	100%
<b>Household Income</b>			
Under \$10,000	30.3%	69.7%	100%
\$10,000 to \$19,999	30.3%	69.7%	100%
\$20,000 to \$29,999	33.1%	66.9%	100%
\$30,000 or more	25.3%	74.7%	100%
<b>Frequency of Use</b>			
Weekly	30.2%	69.8%	100%
Monthly	30.6%	69.4%	100%
Infrequently	29.6%	70.4%	100%
<b>Transit Authority</b>			
BC Transit	33.4%	66.6%	100%
TransLink	25.2%	74.8%	100%

**Question 7: What changes could be made to HandyDART to better meet your transportation needs? – Themes and Subcategories”**

Note: Themes are counted only once per response. Therefore, counts for themes may total less than the sum of their topic subcategories.

Open Response Theme / Subcategory	Total Respondents	Percent
<b>Improve ride availability/efficiency</b>	<b>1,165</b>	<b>35.4%</b>
Increase availability of buses – general	430	13.1%
Offer more direct routes/fewer stops	164	5.0%
Increase route coverage	108	3.3%
Improve scheduling/efficiencies	107	3.2%
Improve ride availability/efficiency – other	95	2.9%
Increase availability of buses – weekends	91	2.8%
Increase availability of buses – evenings	78	2.4%
Extend hours of operation – weekends	67	2.0%
Extend hours of operation – evenings	62	1.9%
Increase availability of buses – mornings	59	1.8%
Extend hours of operation – general	57	1.7%
Extend hours of operation – mornings	37	1.1%
Reduce number of transfers required	34	1.0%
Extend hours of operation – afternoons	23	0.7%
Increase availability of buses – afternoons	21	0.6%
Increase availability of buses – holidays	19	0.6%
Extend hours of operation – holidays	12	0.4%
Increase taxi services	5	0.1%
<b>Improve ride experience – HandyDART-provided</b>	<b>1,008</b>	<b>30.6%</b>
Reduce pick-up wait times – HandyDART	344	10.5%
Pick-up on time	318	9.7%
Improve ride experience – HandyDART – provided – other	121	3.7%
Ensure on-time arrival to destination – HandyDART	97	2.9%
Improve HandyDART vehicular comfort (e.g., temperature, cleanliness, seat availability, etc.)	95	2.9%
Improve HandyDART driver customer service – passenger assistance	68	2.1%
Inform riders in advance of expected HandyDART arrival time	55	1.7%
Improve HandyDART driver customer service – being respectful	30	0.9%
Inform riders of pick-up delays	18	0.6%
<b>Improve booking experience</b>	<b>923</b>	<b>28.0%</b>
Reduce amount of time required to book rides in advance	513	15.6%

## Section 4: Distribution of Survey Responses

Open Response Theme / Subcategory	Total Respondents	Percent
Improve booking experience – other	217	6.6%
Improve booking for return trips	104	3.2%
Decrease wait time to speak with booking agent	67	2.1%
Provide more flexibility in changing/cancelling rides	51	1.5%
Improve booking agent customer service – being respectful	34	1.0%
Increase amount of time able to book rides in advance	31	0.9%
Improve booking agent customer service – being knowledgeable/accurate	13	0.4%
<b>Improve ride experience – Taxi-provided</b>	<b>168</b>	<b>5.1%</b>
Stop taxi service/do not send taxis	51	1.5%
Improve taxi driver customer service – passenger assistance	47	1.4%
Improve ride experience – taxi-provided – other	32	1.0%
Inform riders in advance of taxis being sent for HandyDART pick-ups	29	0.9%
Improve taxi driver customer service – being respectful	16	0.5%
Ensure taxis meet required needs/accommodations	13	0.4%
Reduce pick-up wait times – taxi	10	0.3%
Provide better identification of taxis sent for HandyDART pick-ups	9	0.3%
Improve taxi vehicular comfort (e.g., temperature, cleanliness, seat availability, etc.)	8	0.2%
Ensure on-time arrival to destination – taxi	6	0.2%
<b>Improve payment options/cost</b>	<b>99</b>	<b>3.0%</b>
Improve payment options/cost – other	41	1.2%
Reduce cost	38	1.2%
Provide better variety of payment options	24	0.7%
<b>Miscellaneous</b>	<b>534</b>	<b>16.2%</b>
Positive feedback	414	12.6%
Other	86	2.6%
No longer using HandyDART	14	0.4%
Improve application process	10	0.3%
Provide HandyDART services in different languages	10	0.3%
<b>Total</b>	<b>3,291</b>	<b>100%</b>



## Question 7 by Demographic Variables

	Improve ride availability/efficiency	Improve ride experience – HandyDART -provided	Improve booking experience	Improve ride experience – Taxi-provided	Improve payment options/cost	Miscellaneous
<b>Transit Authority</b>						
BC Transit	39.4%	22.7%	31.3%	1.7%	2.7%	17.6%
TransLink	31.1%	39.3%	24.5%	8.8%	3.4%	14.7%
Total	35.4%	30.6%	28.0%	5.1%	3.0%	16.2%
<b>Region</b>						
Kootenays	54.9%	9.8%	15.7%	0.0%	7.8%	15.7%
North	42.4%	22.7%	21.2%	2.5%	4.0%	21.7%
Okanagan	37.4%	24.1%	28.2%	1.5%	1.5%	19.2%
South Coast	33.1%	28.3%	36.3%	1.9%	2.9%	12.2%
Vancouver Island	40.6%	20.8%	38.4%	1.7%	2.8%	16.1%
Lower Mainland	31.1%	39.3%	24.5%	8.8%	3.4%	14.7%
Total	35.4%	30.6%	28.0%	5.1%	3.0%	16.2%
<b>Age</b>						
Under 65 yrs	41.3%	33.8%	28.2%	6.1%	5.3%	11.5%
65 to 74 yrs	39.2%	28.0%	25.4%	6.4%	3.1%	16.9%
75 to 84 yrs	32.6%	29.3%	28.7%	3.7%	1.5%	18.8%
85 yrs or older	29.1%	31.3%	28.9%	4.7%	2.2%	17.9%
Total	35.4%	30.7%	28.0%	5.1%	3.0%	16.2%
<b>Gender</b>						
Male	36.4%	32.0%	27.6%	4.0%	3.8%	15.2%
Female	35.4%	29.9%	28.1%	5.9%	2.6%	16.4%
Total	35.7%	30.5%	27.9%	5.3%	3.0%	16.0%
<b>Household Income</b>						
Under \$10,000	34.7%	34.2%	24.5%	6.0%	5.7%	15.7%
\$10,000 to \$19,999	36.1%	29.5%	27.5%	5.3%	3.4%	16.2%
\$20,000 to \$29,999	33.0%	28.7%	28.0%	4.5%	2.5%	18.9%
\$30,000 or more	38.8%	28.5%	29.8%	5.4%	1.6%	14.9%
Total	35.9%	29.8%	27.7%	5.3%	3.1%	16.4%
<b>Frequency of Use</b>						
Weekly	36.7%	31.5%	24.8%	6.6%	3.0%	16.2%
Monthly	33.0%	26.8%	31.1%	4.5%	3.1%	17.1%
Infrequently	35.5%	33.8%	30.9%	2.7%	2.9%	15.6%
<b>Total</b>	<b>35.4%</b>	<b>30.7%</b>	<b>28.0%</b>	<b>5.1%</b>	<b>3.0%</b>	<b>16.3%</b>

**Question 63: What are your top three areas for improvement that you would like HandyDART to focus on? – Themes and Subcategories”**

Note: Themes are counted only once per response. Therefore, counts for themes may total less than the sum of their topic subcategories.

Open Response Theme / Subcategory	Total Respondents	Percent
<b>Improve ride availability/efficiency</b>	<b>1,546</b>	<b>42.1%</b>
Increase availability of buses – general	624	17.0%
Offer more direct routes/fewer stops	251	6.8%
Extend hours of operation – general	188	5.1%
Increase availability of buses – weekends	168	4.6%
Improve scheduling/efficiencies	145	3.9%
Increase availability of buses – evenings	108	3.0%
Increase route coverage	99	2.7%
Extend hours of operation – weekends	96	2.6%
Increase availability of buses – mornings	78	2.1%
Extend hours of operation – evenings	67	1.8%
Improve ride availability/efficiency – other	51	1.4%
Increase availability of buses – holidays	50	1.4%
Reduce number of transfers required	45	1.2%
Increase availability of buses – afternoons	43	1.2%
Extend hours of operation – mornings	34	0.9%
Extend hours of operation – holidays	23	0.6%
Increase taxi services	15	0.4%
Extend hours of operation – afternoons	14	0.4%
<b>Improve ride experience – HandyDART-provided</b>	<b>1,374</b>	<b>37.4%</b>
Reduce pick-up wait times – HandyDART	486	13.2%
Pick-up on time	323	8.8%
Improve HandyDART vehicular comfort (e.g., temperature, cleanliness, seat availability, etc.)	254	6.9%
Improve ride experience – HandyDART-provided – other	237	6.4%
Improve HandyDART driver customer service – passenger assistance	105	2.9%
Ensure on-time arrival to destination – HandyDART	97	2.6%
Inform riders of pick-up delays	82	2.2%
Improve HandyDART driver customer service – being respectful	73	2.0%
Inform riders in advance of expected HandyDART arrival time	60	1.6%
<b>Improve booking experience</b>	<b>1,173</b>	<b>32.0%</b>
Reduce amount of time required to book rides in advance	485	13.2%

## Section 4: Distribution of Survey Responses

Open Response Theme / Subcategory	Total Respondents	Percent
Improve booking experience – other	368	10.0%
Decrease wait time to speak with booking agent	164	4.5%
Improve booking for return trips	95	2.6%
Improve booking agent customer service – being respectful	85	2.3%
Increase amount of time able to book rides in advance	67	1.8%
Provide more flexibility in changing/cancelling rides	60	1.6%
Improve booking agent customer service – being knowledgeable/accurate	40	1.1%
<b>Improve ride experience – Taxi-provided</b>	<b>508</b>	<b>13.8%</b>
Improve taxi driver customer service – passenger assistance	137	3.7%
Improve ride experience – taxi-provided – other	114	3.1%
Stop taxi service/do not send taxis	104	2.8%
Inform riders in advance of taxis being sent for HandyDART pick-ups	86	2.4%
Ensure taxis meet required needs/accommodations	63	1.7%
Provide better identification of taxis sent for HandyDART pick-ups	57	1.5%
Improve taxi driver customer service – being respectful	53	1.5%
Reduce pick-up wait times – taxi	31	0.8%
Ensure on-time arrival to destination – taxi	14	0.4%
Improve taxi vehicular comfort (e.g., temperature, cleanliness, seat availability, etc.)	11	0.3%
<b>Improve payment options/cost</b>	<b>319</b>	<b>8.7%</b>
Improve payment options/cost – other	147	4.0%
Reduce cost	133	3.6%
Provide better variety of payment options	55	1.5%
<b>Miscellaneous</b>	<b>677</b>	<b>18.4%</b>
Other	277	7.5%
Positive feedback	322	8.8%
Improve application process	34	0.9%
Provide HandyDART services in different languages	24	0.6%
No longer using HandyDART	21	0.6%
<b>Total</b>	<b>3,672</b>	<b>100%</b>

**Question 63 by Demographic Variables**

	Improve ride availability/efficiency	Improve ride experience – HandyDART –provided	Improve booking experience	Improve ride experience – Taxi-provided	Improve payment options/cost	Miscellaneous
<b>Transit Authority</b>						
BC Transit	46.6%	31.2%	31.7%	6.2%	7.8%	18.8%
TransLink	37.4%	43.9%	32.2%	21.8%	9.6%	18.1%
Total	42.1%	37.4%	32.0%	13.8%	8.7%	18.4%
<b>Region</b>						
Kootenays	61.4%	19.3%	17.5%	0.0%	10.5%	22.8%
North	53.7%	28.9%	15.4%	4.0%	7.5%	19.4%
Okanagan	48.1%	35.0%	29.2%	6.2%	7.8%	17.9%
South Coast	38.9%	32.2%	34.5%	6.7%	7.9%	19.9%
Vancouver Island	43.6%	29.3%	40.3%	7.4%	7.6%	18.7%
Lower Mainland	37.4%	43.9%	32.2%	21.8%	9.6%	18.1%
Total	42.1%	37.4%	32.0%	13.8%	8.7%	18.4%
<b>Age</b>						
Under 65 yrs	51.5%	39.3%	35.4%	15.2%	14.9%	13.5%
65 to 74 yrs	44.9%	36.2%	30.2%	15.7%	8.3%	18.9%
75 to 84 yrs	39.0%	38.5%	32.2%	12.9%	6.5%	19.1%
85 yrs or older	34.7%	36.1%	29.8%	12.5%	5.6%	21.6%
Total	42.1%	37.5%	31.9%	13.9%	8.7%	18.4%
<b>Gender</b>						
Male	43.9%	38.3%	31.5%	11.0%	10.3%	17.8%
Female	41.7%	37.2%	32.5%	15.3%	8.0%	18.2%
Total	42.4%	37.5%	32.2%	14.1%	8.7%	18.1%
<b>Household Income</b>						
Under \$10,000	42.5%	38.4%	33.2%	12.3%	15.4%	18.5%
\$10,000 to \$19,999	43.7%	38.8%	32.0%	14.1%	10.8%	15.5%
\$20,000 to \$29,999	39.9%	36.2%	34.0%	14.2%	7.7%	20.4%
\$30,000 or more	44.7%	35.2%	33.4%	13.6%	6.0%	19.9%
Total	43.0%	37.2%	33.0%	13.7%	9.5%	18.1%
<b>Frequency of Use</b>						
Weekly	44.1%	38.1%	31.6%	16.1%	9.6%	18.2%
Monthly	40.4%	37.7%	32.1%	13.3%	8.5%	17.4%
Infrequently	41.3%	35.4%	31.6%	9.6%	7.8%	19.6%
Total	42.4%	37.4%	31.7%	13.9%	8.9%	18.3%