

# 2022 HandyDART Service Performance Review



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TransLink respects the Indigenous Nations within Metro Vancouver and acknowledges all First Nations, Inuit, and Métis Peoples for their continued resilience, sustainable stewardship, and as active members of the community for generations to come. We recognize that in planning and managing the region's transportation system we have a role to play in supporting reconciliation with Indigenous Peoples.

# A Message from TransLink's CEO

## HandyDART remains a highly trusted service among customers.

Providing reliable service for customers who require assistance navigating the transit system remains one of our top priorities. Delivering a comfortable and dependable journey is vital, which is why I'm proud that our customers' satisfaction with HandyDART service continues to be positive. This is thanks to the dedication of our employees, who work tirelessly to ensure high-quality service that leads to an excellent customer experience.

## HandyDART services grew at encouraging rates in 2022.

The demand for HandyDART services increased throughout 2022 after public health restrictions began to ease in the first quarter of the year. We saw 22% more new customers register for HandyDART services compared to 2021 levels, with more than 964,800 trips delivered through 2022.

Following HandyDART improvements made in 2021, including the introduction of Compass for HandyDART and creating a more affordable trip for customers that need it, we saw positive impacts to service, as an increasing number of customers are highly satisfied with the value they're receiving for their money. Planning for further enhancements, such as an online platform with real-time information and booking functionality, is ongoing. We remain committed to improving the HandyDART experience for those who need it now and in the future.

As our regional population continues to grow, with around 50,000 newcomers moving to Metro Vancouver every year, along with our aging population, HandyDART demand is expected to increase. We're committed to enhancing the customer experience and ensuring that service remains as accessible as possible. Further investment in HandyDART is critical to ensure that we keep up with increasing demand and provide future enhancements to service.

This annual review of the HandyDART service will help ensure transparency as we continue to deliver excellent service to meet the needs of our growing customer base.



Kevin Quinn  
Chief Executive Officer, TransLink



# HandyDART in 2022 at a Glance

This report focuses on the performance of the HandyDART system, TransLink's door-to-door, shared-ride service for people who are unable to navigate the conventional public transit system without assistance. The following provides a summary of the key findings from this report, which includes a review and analysis of performance metrics related to usage and delivery of HandyDART services.

**HandyDART demand grew in 2022 as COVID-19 public health restrictions on indoor gatherings and mask and vaccine requirements were eased early in the year.**

**964,800**

TOTAL TRIPS

HandyDART provided 58,200 trips in January 2022, growing to 67,900 trips in December. In total, 964,800 HandyDART trips were delivered in 2022, up 39% from 2021, and 70%<sup>1</sup> of 2019 levels (1,315,400 trips), showing continued growth toward pre-COVID demand.

A total of 797,100 trips (83%) were delivered by HandyDART vehicles and 167,700 trips (17%) were delivered by Supplemental Taxi.

**452,100**

SERVICE HOURS

HandyDART vehicles provided 452,100 service hours, a 9% increase from 2021.

**1,283,000**

TRIP REQUESTS

The HandyDART system responded to 1,283,000 trip requests in 2022, an increase of 46% over the 874,400 requests in 2021.

**Ages 20-34**

HIGHEST AVERAGE  
TRIP RATES

Customers aged 20-34 had the highest average trip rates per person in 2022, while older customers comprised the largest proportion of HandyDART customers overall.

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<sup>1</sup> This figure refers to HandyDART trips for the entire 2022 calendar year as a percentage of 2019 trips. This is different from the HandyDART recovery figure reported in TransLink's 2022 Transit Service Performance Review – 71% – which refers to HandyDART boardings in fall 2022 as a percentage of fall 2019 boardings. Boardings are the number of customers and their companions or attendants transported by HandyDART, and trips are counted as the number of customers only.

### **HandyDART registrations grew by 22% in 2022.**

New customer registrations increased in 2022 to 6,500, 22% more than 2021's 5,300 new registrations. Over 73% of these registrations were customers over the age of 65.

### **Throughout 2022, 92% of all HandyDART trips were delivered on time.**

Trips are considered on-time when the HandyDART vehicle arrives 15 minutes before or after the scheduled pick-up time.

### **On average, customers waited on hold between 1.5 and 7.5 minutes in 2022.**

In 2022, customers calling the HandyDART line had the shortest waits in February, with an average of 1.6 minutes. Once answered by an agent, calls lasted between 3 and 4 minutes throughout the year. In November, customers had the longest wait, at about 7.5 minutes. Hold times increased from 2021 as a result of increased demand for HandyDART trips; in November and December, technical challenges with phone lines contributed to growing wait times, that have since been resolved.

### **HandyDART customers made slightly shorter trips in 2022.**

The average trip distance decreased to 10.4km compared to 12.7km in 2021.

### **Customers continue to use HandyDART for a variety of trip purposes.**

Most trips made by HandyDART customers in 2022 were for three purposes: day programs (34% of trips), dialysis (17% of trips), and medical appointments (17% of trips). Day program trips have grown from 25% of all HandyDART trips in 2021 to 34% in 2022, following program re-openings across the region.

### **Customer satisfaction with HandyDART service continues to be high.**

In 2022, customer ratings<sup>2</sup> for both HandyDART and Supplemental Taxi were high on the following measures, consistent with 2021:

- Overall service
- Value for money
- Cleanliness and good repair of vehicles
- Feeling safe from injury when riding a HandyDART vehicle
- Courteous, competent, and helpful HandyDART drivers

Scores for on-time reliability and ease of booking remained high but decreased from 2021.

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<sup>2</sup> [2022 Customer Service Performance Report](#)



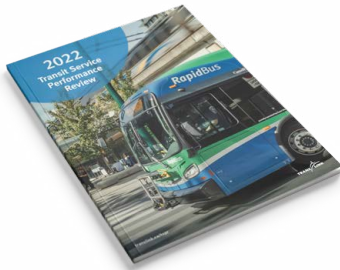
## Introduction and Background

The HandyDART Service Performance Review is published annually to:

- Meet annual reporting requirements for HandyDART performance.
- Identify where HandyDART is succeeding in providing high quality, efficient service.
- Pinpoint performance challenges to inform future policy, planning or procedural changes to continue to improve the HandyDART experience for existing and future customers.

This report shares insights into HandyDART's effectiveness, efficiency, and customer experience. Metrics are used to identify areas of high performance that should be maintained and challenges that require attention.

Other TransLink reporting on HandyDART performance includes:



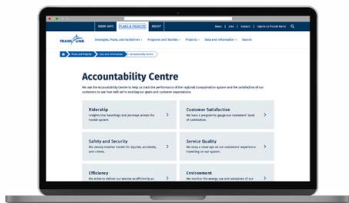
#### [Transit Service Performance Review \(TSPR\)](#)

HandyDART service is included in the system-wide Transit Service Performance Review, an annual comprehensive summary report on ridership and performance of TransLink's services.



#### [HandyDART Customer Service Performance Reports](#)

Annual survey of experience and satisfaction for HandyDART customers. The primary objectives of the research are to evaluate the quality of service provided by HandyDART (including Supplemental Taxi), determine the reasons for change in usage, and identify areas for improvement.



#### [Accountability Centre](#)

Since 2017, information about HandyDART service has been available on TransLink's Accountability Centre. Transit performance tracking includes customer satisfaction and some HandyDART performance indicators.



#### [Corporate Reports](#)

TransLink produces annual Statutory and Accountability reports, featuring HandyDART, that provide a summary of operations and highlight strategic, service, capital, and operational plan successes.

## What is HandyDART?

HandyDART is TransLink's brand name for custom transit (sometimes also called paratransit). The service is provided when registered customers are unable to navigate conventional transit services without assistance for part or all of their travel requirements. HandyDART trips are delivered in different ways:

### **By HandyDART Vehicles**

Trips provided with HandyDART-branded and accessible vehicles, operated for TransLink by First Transit. When we refer to HandyDART vehicles in this report, we usually mean this service unless we specifically state that we are referring to the whole HandyDART service (i.e., including Supplemental Taxi).

### **By Supplemental Taxis**

Taxis sent to provide service when HandyDART vehicles are not available due to periods of high demand, traffic delays, or other circumstances. Customers pay a regular HandyDART fare and TransLink subsidizes the rest of the taxi fare.

### **Supporting multimodal trips**

Trips involving HandyDART (either HandyDART vehicles or Supplemental Taxis) and conventional transit modes (e.g., SkyTrain).

As part of our commitment to delivering a world-class transit customer experience throughout the region, TransLink values transparency and performance improvement. An annual performance report supports this for conventional transit through the Transit Service Performance Review. Since 2019, TransLink has produced this parallel customized report for HandyDART, recognizing the unique nature of this service. Some features of HandyDART that don't apply to conventional transit include:

- Customers must be registered and eligible to use the HandyDART service.
- Customers must book and cancel trips in advance.
- Trips, including schedules and routes, are created in response to customer requests.
- Service is door-to-door (or door-to-conventional transit if the trip is multimodal).
- Drivers will accompany customers to and from the vehicle to the entrance of their origin and destination.

TransLink provides other accessibility programs and accessible services that are not included in this report:

**HandyCard** – an identification card that enables eligible customers to travel on conventional transit at concession fares with their required attendant who travels for free.

**TaxiSaver** – a taxi voucher program for HandyCard holders. Customers can purchase a limited number of taxi fare discount vouchers and use them for taxi trips they book themselves. TaxiSavers are coupons that can be used as payment with participating taxi company, subsidized at 50% by TransLink.

**Conventional Transit** – the scheduled, fixed-route bus, SkyTrain, SeaBus and West Coast Express service that makes up the rest of the transit system. Much of Metro Vancouver’s conventional transit system has accessibility features such as:

- Vehicles with low or level floors, boarding ramps, and lifts for high-floor vehicles.
- At SkyTrain stations, Universal Faregate Access offers hands-free access to the gated SkyTrain system and elevators.
- Accessible bus stops that facilitate ramp deployment and have curb cuts and shelters. In 2022, nearly 7,000 bus stops (around 82% of all in-service stops) were wheelchair accessible. In 2021, TransLink began installing dual format braille/tactile signs at all in-service bus stops across the region and tactile walking surface indicators (TWSIs) at in-service stops and bays on TransLink-owned property. These additions improve accessibility for customers who are blind, DeafBlind, and partially-sighted. By the end of 2022, dual format braille/tactile signs had been installed at 86% of stops, and TWSI installations were complete on TransLink properties.
- In 2022, TransLink expanded its transit alert system to provide real-time information about closures to elevators, escalators, or station entrances, in addition to previously-available notifications about changes to bus, SkyTrain, SeaBus, West Coast Express, and HandyDART services. The alert system now provides up-to-date information about station accessibility, essential for customers who rely on elevators or escalators.
- Other features such as audible stop announcements and passenger information displays.

# 2022 HandyDART Service Performance Review

This report contains data from the HandyDART trip scheduling system, Compass Card taps, the call management system used by HandyDART operator First Transit, and TransLink's annual survey of HandyDART customers.

## TransLink's HandyDART Customer Service Performance Report

TransLink conducts an annual survey contacting 'past-month users' (those who used HandyDART vehicles or Supplemental Taxi at least once in the past month) to gather their opinions about:

- The quality of service provided.
- The reasons for changes in their usage.
- Areas for improvement.

Ipsos, a market research specialist, conducted 500 telephone interviews between October 24 and November 6, 2022, with customers aged 18 or older. To maximize participation and to ensure customers were comfortable participating, Ipsos first sent a letter to customers to notify them about the upcoming survey.

From the 500 interviews, 107 customers had used HandyDART vehicles only (i.e., no Supplemental Taxi) and 393 had used both HandyDART vehicles and Supplemental Taxi. The total sample of 500 was split between North of Fraser and South of Fraser residents, and total results were weighed by the regional distribution of all past month HandyDART users for analysis.

Full details are available in the [2022 HandyDART Customer Service Performance Report](#).

For each question, results are reported in terms of the average score from 1 (least favourable) to 10 (most favourable), and in terms of the share of people answering the survey that gave scores of Good to Excellent (8 – 10).

## Safety & Wellness

Throughout 2022, British Columbia progressively reduced public health restrictions related to COVID-19 as the province continued its shift to a new normal. The year started with a short, yet severe, wave of COVID-19 and a continuation of provincial public health measures for masks, indoor capacity reductions, vaccination requirements, and isolation.

Capacity restrictions for events, generally, were lifted in February. By March, masks on conventional transit were no longer required, while HandyDART maintained its mask requirement for drivers and customers through 2022.

This public health context impacts ridership patterns across both the conventional transit system and the HandyDART service. COVID-19 disproportionately impacts the demographics that rely on HandyDART service, such as older adults or people with disabilities and chronic illnesses<sup>3</sup>. Given the specific needs of these customers, the close assistance provided by HandyDART operators, and the proximity between customers on board, additional safety measures were continued on HandyDART while conventional transit saw the removal of mask requirements.

### Enhanced Cleaning

First Transit, TransLink's third-party HandyDART service operator, implemented enhanced cleaning protocols onboard vehicles in 2020, which continued into 2022. High touch points – such as the yellow grab rails and seatbelts – were wiped down with disinfectant daily. HandyDART operators were also provided spray bottles for supplemental cleaning between trips.

### Personal Protective Equipment

Given the high proportion of medical trips served by HandyDART, masks continue to be required for customers and operators during trips.

HandyDART provided personal protective equipment (PPE) to all HandyDART operators including masks, gloves, face shields, and disposable coveralls if requested. In addition, operators maintained a supply of disposable masks to provide to any customer who did not have one.

### Ventilation

All HandyDART vehicles are outfitted with wind-powered roof vents to improve ventilation.

### Customer Satisfaction for Cleanliness and Good Repair

The continued emphasis on cleanliness was reflected in the annual Customer Satisfaction Survey scores. In 2022, survey respondents gave an average score of 9.3 out of 10 for cleanliness and good repair of HandyDART vehicles, the same as last year's score.

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<sup>3</sup> [Vancouver COVID Current State Report](#)

## Summary of Key Findings

HandyDART performance in 2022 is presented in two categories:

The **Customer Experience** section follows the journey of a customer taking a HandyDART trip, from booking their trip to arriving at their destination.

The **Operational Insights** section summarizes elements of providing HandyDART service that help assess performance and plan for enhancements.



## The Customer Experience

### HandyDART Customers

Customers with disabilities who cannot use conventional public transit without assistance for all or part of their trip are eligible to use HandyDART. As of 2021, there is no age requirement for registering as a HandyDART customer. Customers aged 12 and under who are registered HandyDART users or children who are accompanied by a registered HandyDART user can travel for free on HandyDART without requiring a fare product payment or identification.

In 2022, HandyDART had a total of 26,500 registered customers, a 3% increase from 2021's 25,800.

For more information on customer eligibility and registration, visit our [HandyDART webpage](#).

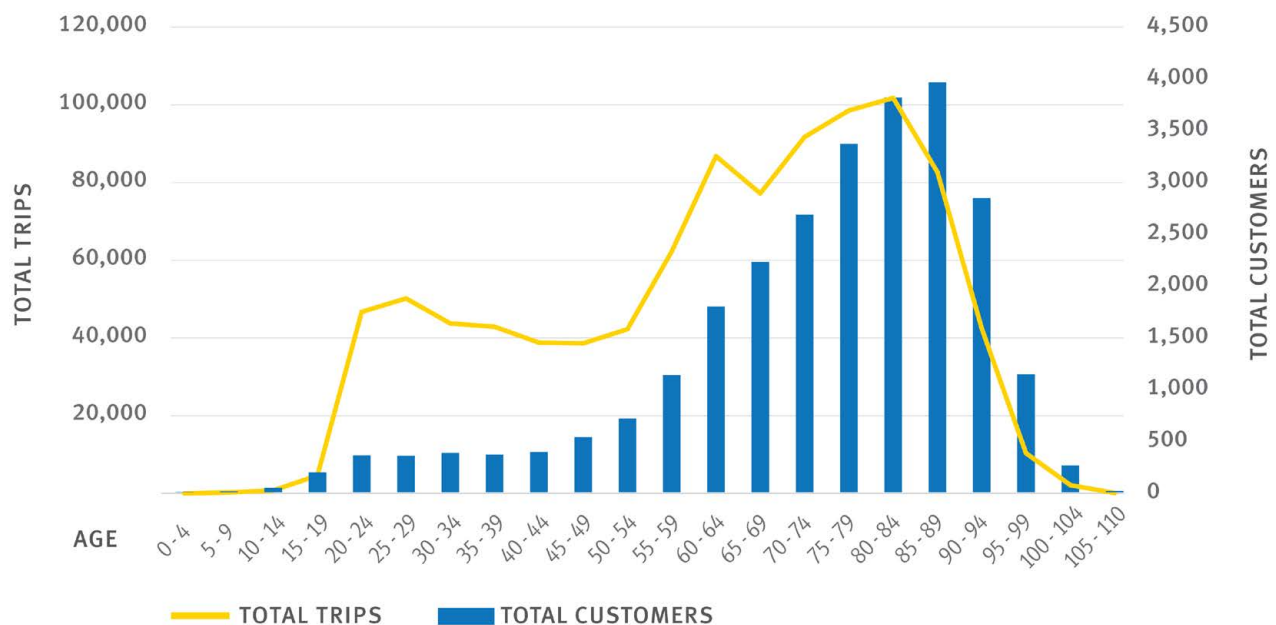
## Trip Rates by Customer Age

Customers over the age of 65 averaged 25 trips per person in 2022. Customers in the oldest age brackets (90-110) made an average of 13 HandyDART trips in 2022.

In 2022, customers between 20 and 39 years of age made the most trips, with an average of 120 trips per person over the course of the year. This is up from 80 trips for the same age group in the previous year, as pandemic-related restrictions on social gatherings were lifted. Trip rates steadily declined for each age group from age 40 onward, similar to 2021.

As of fall 2021, customers under the age of 12 could ride HandyDART for free, and customers 13–18 and 65+ received new age-based discounts. From 2021 to 2022, the proportion of HandyDART trips taken by customers under 19 more than doubled, and trips for the 65+ age group stayed consistent.

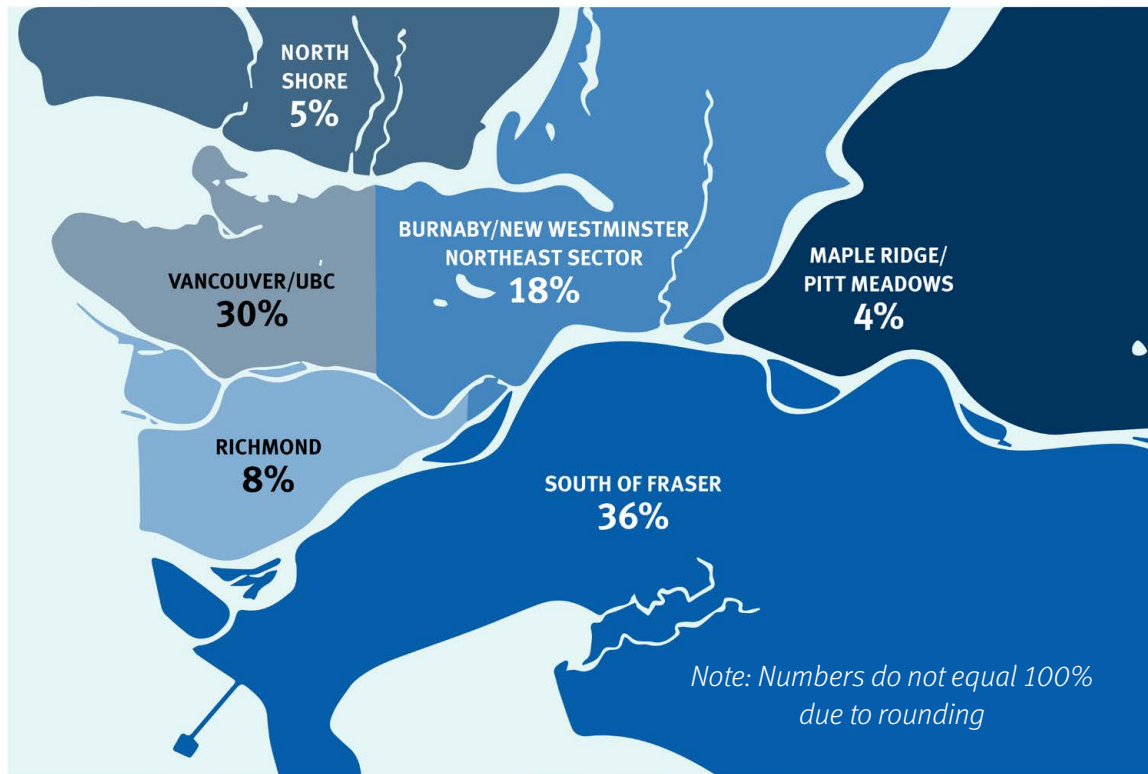
*Figure 1: Registered Customers and Trips by Age Group*



## HandyDART Service Area & Service Patterns

HandyDART provides service for customers in TransLink's service area, which includes most of Metro Vancouver. Similar to previous years, the majority of trips started and ended in the South of Fraser sub-region. Figure 2 shows the percentages of trips that originated in each sub-region.

*Figure 2: Distribution of HandyDART Trip Origins in 2022*



### Trip Distance

In 2022, the average HandyDART vehicle trip distance decreased to 10.4km from 2021's 12.7km. There was a notable jump in the annual average trip distance during the pandemic, with an increase of 47%, from 8.6km to 12.6km between 2019 and 2020. In 2022, we are witnessing the first year of a drop in trip distance since this jump.

The increase in trip distance during the pandemic may have been attributable to customers continuing to require the HandyDART service to complete longer trips, while finding alternative means of travel for shorter trips.

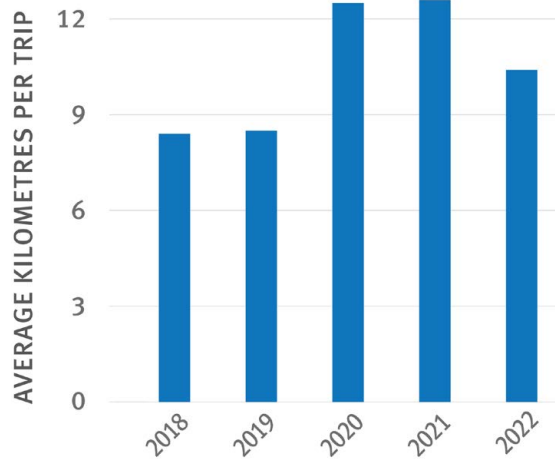
### Trip Purpose

As illustrated by Figure 4, many customers relied on HandyDART to get to and from critical appointments. The majority of HandyDART's 964,800 trips delivered in 2022 were for day programs (34%), dialysis (17%), and medical appointments (17%). The remaining trips supported work, education, and miscellaneous purposes.

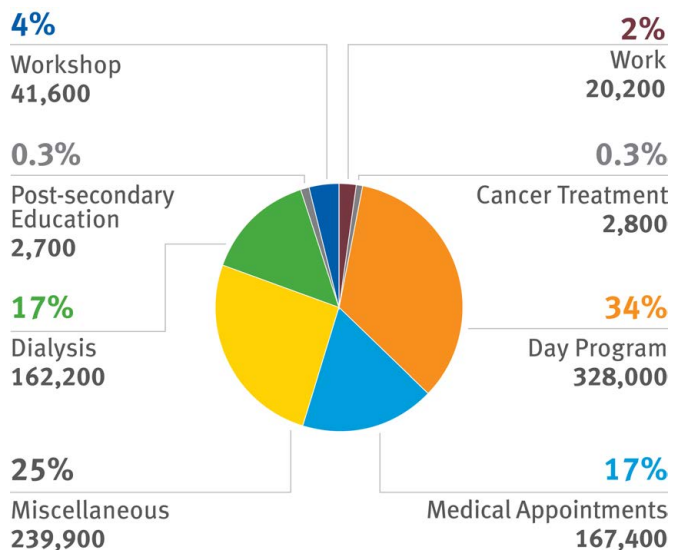
Compared to 2021, post-secondary trips more than doubled, from 1,200 to 2,700 (from 0.2% to 0.3%, proportionally).

HandyDART is used for a wide variety of activities, including shopping and visiting friends and family, which are recorded as 'miscellaneous'. The proportion of miscellaneous trips and trips for day programs grew in 2022. HandyDART customers started returning to daily activities that were more prominent before COVID-19.

**Figure 3: Average Kilometres per Trip by Year (HandyDART Vehicles Only)**



**Figure 4: 2022 HandyDART Trips by Purpose**





### **Multimodal Trips**

Multimodal trips are those where HandyDART connects customers to conventional transit (such as SkyTrain, SeaBus, bus, or West Coast Express) for part of their journey.

These multimodal trips increase the efficiency of HandyDART by allowing vehicles to serve more trips in a local area. In addition, multimodal trips can provide customers with greater spontaneity of travel, independence, and reduced travel times.

Customers who use Compass Cards, Tap-to-Pay, or mobile wallet for fare payment can transfer to the conventional system on one fare.

In 2022, 66% of HandyDART journeys (including Supplemental Taxi) were paid for via Compass or Tap-to-Pay. About 2% of HandyDART trips paid for by Compass or Tap-to-Pay were multimodal – using both the HandyDART and conventional transit system.

### **Booking the Trip**

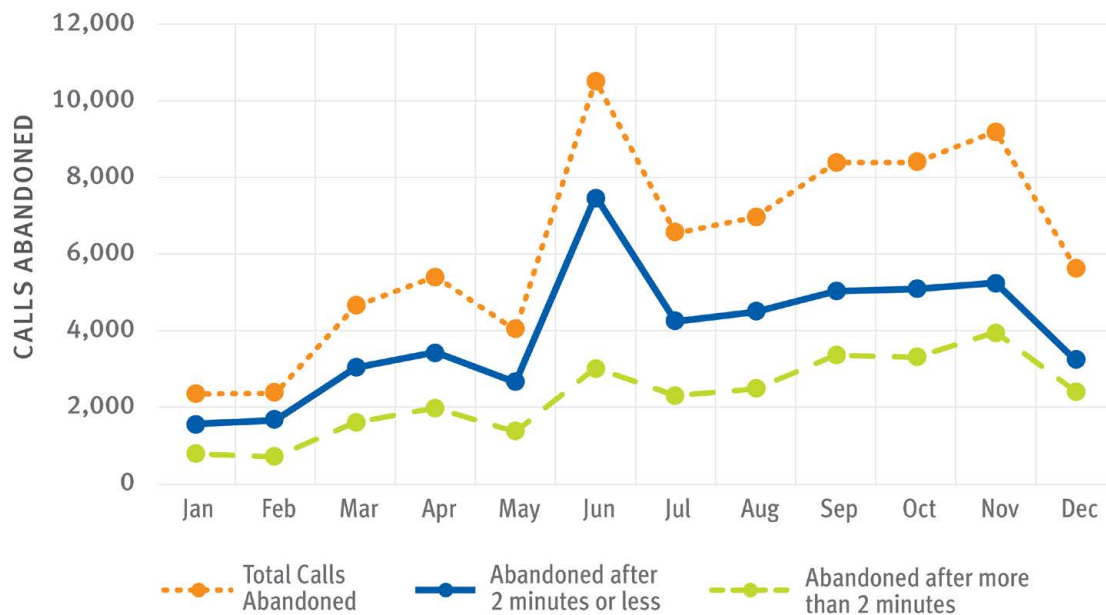
To book a trip, a customer must call HandyDART and make a reservation. Customers can book an on-demand casual trip – i.e., one-off trips – up to seven days in advance but not later than 4:00 p.m. the day before. Customers can also make subscription trips, which are repeated trips to and from the same location on a daily or weekly basis. In total, the HandyDART system responded to 1,283,800 trip requests in 2022, compared to 877,400 in 2021, an increase of 46%.

In 2022, customers calling the HandyDART line in January waited an average of 1.8 minutes on hold, with an average talk time of just over 3 minutes once connected with a booking agent. In November, wait times peaked with customers waiting just over 7.5 minutes on hold. Higher demand for HandyDART trips in 2022 contributed to longer wait times.

In total, 74,400 calls were abandoned in 2022 by the customer before connecting with a booking agent – more than double 2021's 30,300. Reasons for abandoned calls are not reported. Of these calls, 63% were abandoned at two minutes of wait time or less, and 37% were abandoned after longer than two minutes. Abandoned calls peaked in June, a result of increased demand, staffing and technical limitations. Improvement initiatives have made a significant impact in reducing call wait times, to be seen in 2023 reporting.

With the planned introduction of online trip booking to complement booking through the call centre, call wait times and abandoned calls are expected to go down.

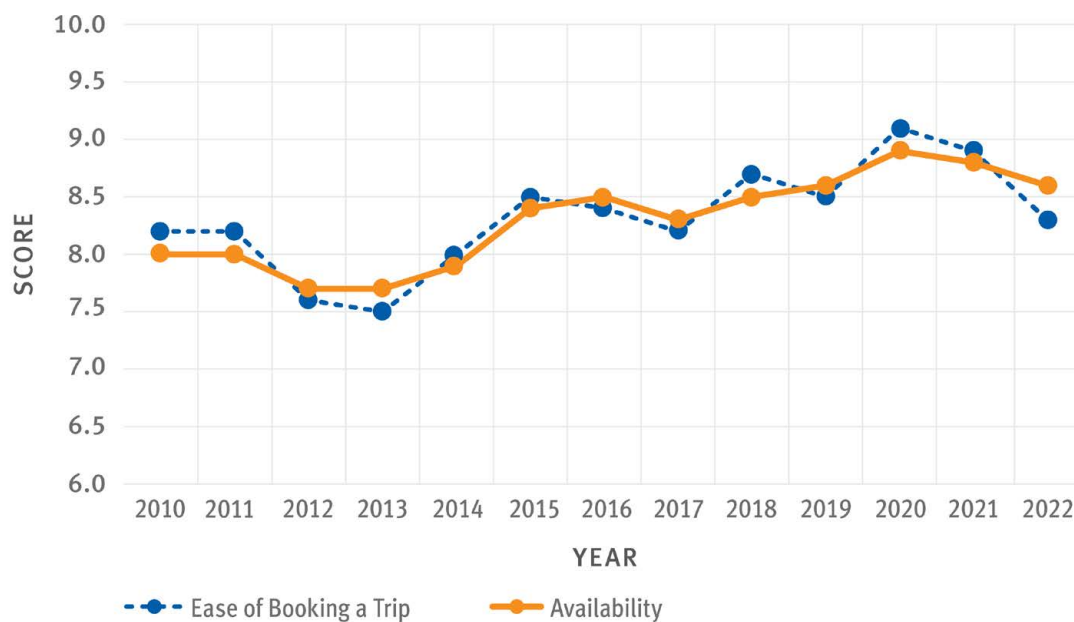
**Figure 5: Total Abandoned Calls**



## Customer Satisfaction on Ease of Booking

Customers rated ease of booking a trip as 8.3 out of 10 in 2022 and their ability to book trips when they want them—the ‘availability’ of HandyDART—as 8.6 out of 10. Both metrics continue to reflect a high degree of customer satisfaction despite a slight decrease from 2021, as shown in Figure 6. As ridership on HandyDART continues to increase after its low during the height of the pandemic, customers are having to wait on the phone slightly longer to book trips and may sometimes find that their trips cannot always be accommodated by the HandyDART service as requested, due to the higher demand.

*Figure 6: Average Customer Satisfaction Scores for Ease of Booking a Trip and Availability*



## Denials and Refusals

Trips that are requested and not booked are tracked in two categories, Denials and Refusals.

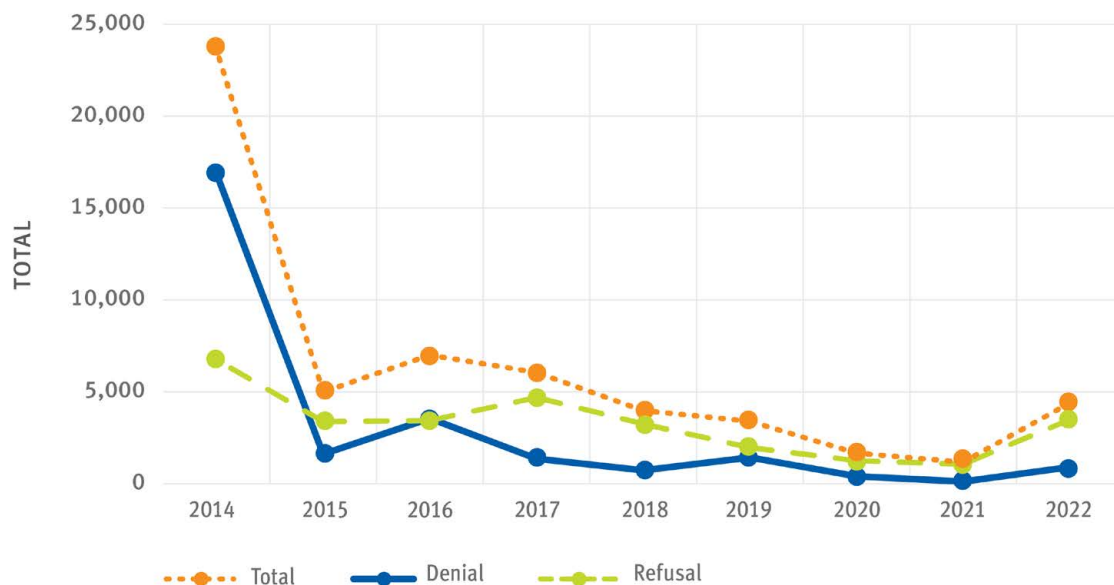
**Denial** – A HandyDART trip request that is not accommodated. Denials occur because requests for trips cannot be accommodated in the schedule when, for example, they are received close to the desired travel day, for peak travel times with high demand for service or for some long trips that cannot be served.

**Refusal** – A HandyDART trip that a customer refuses when offered. Trip refusals occur when a requested trip time is unavailable, an alternative time is offered (up to an hour before or after the requested time) and the proposed time is not agreeable to the customer.

In a request for a round trip, if the trip in one direction is agreeable to the customer and the trip in the other direction is not, the customer may refuse the entire trip. This is recorded as one refusal and one denial.

In 2022, there were 900 denials (0.07% of requests) and 3,500 refusals (0.27% of requests). These grew from 2021, where the denial rate was 0.01% and the refusal rate was 0.12%. With growing requests due to higher demand, there was a slight growth in customers experiencing denials and refusals, but this still remains lower or in-line with pre-pandemic years prior to 2020.

*Figure 7: Denial and Refusals by Year*



## Trip Cancellations

Most cancellations are the result of customers cancelling their own trip (as opposed to cancellations due to inclement weather or statutory holidays, for example), but specific reasons are not reported. Late cancellations (within 2 hours of the trip), cancellations at the door, and no-shows can impact vehicle schedules and other customers' experiences. Customers are encouraged to inform HandyDART as soon as they decide to not take a booked trip, particularly if they're feeling unwell, so that the scheduled time may be used for other customers requiring service.

In 2022, approximately 306,100 trips were cancelled – with 5 in 6 (or 258,600) being cancelled at the request of the customer. Cancellation reasons, both by customers and by external factors, are described in Table 1.

**Table 1: Summary of Trip Cancellation Types**

By Customer	CANCEL TYPES	DEFINITION
	Advance Cancel	All cancellations made prior to the day of a scheduled trip
	Cancel Late	A cancellation made within 2 hours of the scheduled trip time
	Cancel at Door	A cancellation that is made when the driver comes to the accessible entrance of the pick-up
	Same Day Cancel	A cancellation that is made on the day of a scheduled trip but more than 2 hours in advance
	No Show	The customer does not show up for their scheduled trip
External Factor	CANCEL TYPES	DEFINITION
	Site Closure Cancel	A cancellation of multiple customers as the result of a closure of workshop, adult day program, etc.
	Weather	Cancellations due to inclement weather
	Statutory Holiday	All subscription trips other than dialysis are cancelled on statutory holidays
	Missed Trip	HandyDART fails to pick up the customer. The driver arrives at the pick-up too late for the customer to go or misses the trip completely.

Also recorded are Standby Trips, where customers make requests after the booking window has closed. These are not guaranteed but may be accommodated if space becomes available, such as by cancellations. In 2022, HandyDART accommodated 7,600 Standby Trips, less than 1% of total trips delivered.

## Waiting for the Ride (On-Time Performance)

For service reliability, TransLink measures the arrival times of HandyDART vehicles compared with the time scheduled at the time of booking. A trip is considered on-time if HandyDART arrives within the pick-up window, i.e., within 15 minutes before or after the scheduled time. For example, if a trip is requested for 11:00 a.m. and the vehicle arrives anytime between 10:45 a.m. and 11:15 a.m., the trip is considered on time.

The categories for arrival times (also illustrated in Figure 8) are:

	<b>Early</b> – Arriving more than 15 minutes before the scheduled time. The customer does not need to board the vehicle until the start of their scheduled pick-up window.
	<b>On-Time (Prior)</b> - Arriving up to 15 minutes before the scheduled time. <b>On-Time (After)</b> - Arriving 1-15 minutes after the scheduled time.
	<b>Late</b> - 15-30 minutes after the scheduled time.
	<b>Excessively Late</b> - More than 30 minutes after the scheduled time.
	<b>Missed</b> – HandyDART fails to pick up the customer or arrives past the on-time window and the customer is no longer waiting or declines the trip. Incidents where HandyDART arrives more than 60 minutes after scheduled time and the customer still accepts the trip are also recorded as “missed”.

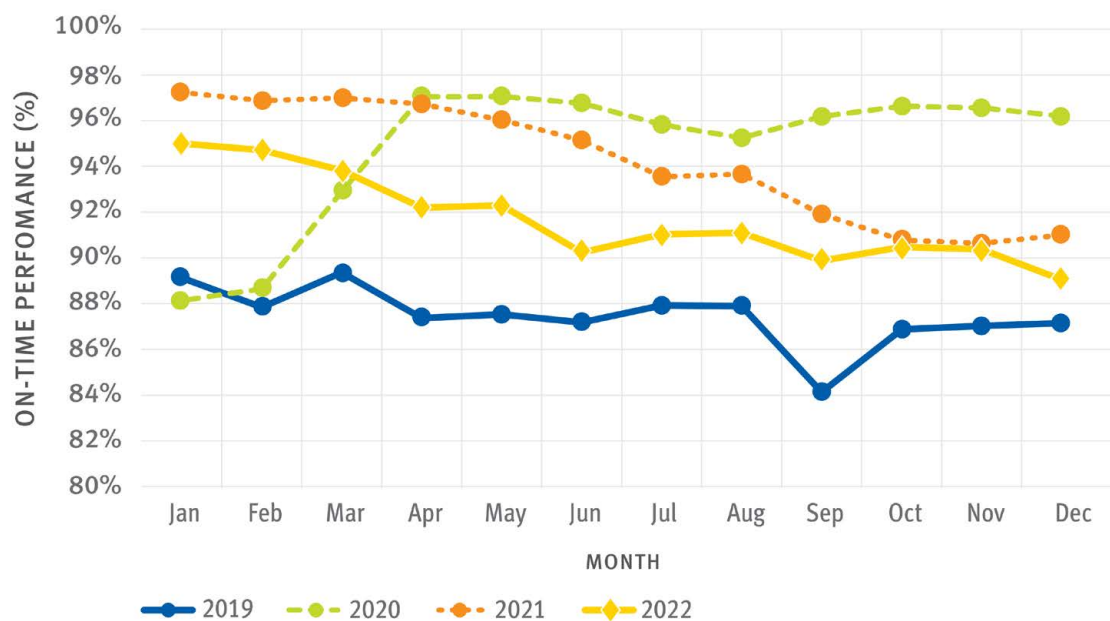
*Figure 8: On-Time Performance Categories*



Figure 9 shows 2019 (pre-pandemic), 2020, 2021, and 2022 early and on-time performance by month. Early and on-time performance peaked during the lowest ridership months of 2020 and 2021, due to COVID-19 related dips in ridership. This coincided with a regional reduction in traffic congestion, as people were choosing to stay home if they had the ability to, instead of travelling.

Maintaining on-time performance as congestion and ridership returns to pre-COVID-19 levels continues to be a priority for HandyDART.

**Figure 9: Average Monthly HandyDART Early and On-Time Performance**



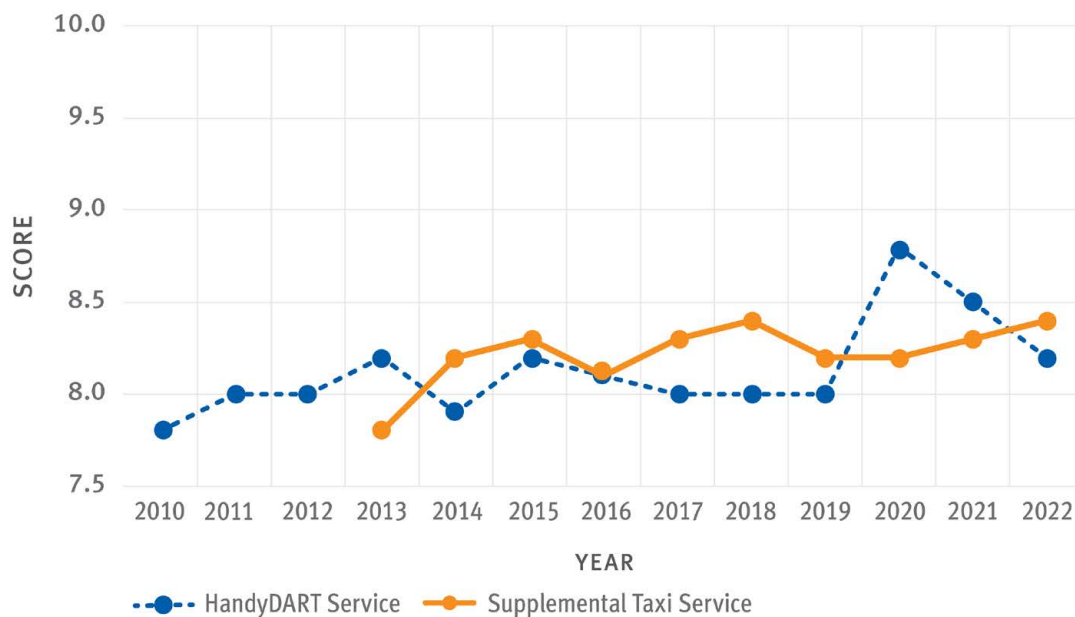
Some notable findings related to on-time performance were:

- About 92% of trips were reported as early or on-time.
- Late trips, where the HandyDART operator arrived more than 15 minutes after the stated pick-up time, increased from 5% in January to 10% in December. As trip requests grew throughout 2022 and more customers were accommodated on a single trip, HandyDART had more multi-stop trips, impacting on-time performance.

The HandyDART service also ‘missed’ 960 scheduled trips in 2022, meaning the vehicle arrived more than 60 minutes after the scheduled time and the customer either declined or accepted the trip. Of these missed trips, 350 were by HandyDART (0.04% of trips) and 610 were by Supplemental Taxi (0.36% of trips). Every missed and excessively late trip is followed by an investigation, with the goal of minimizing recurrence.

Customer satisfaction scores for on-time reliable service on HandyDART and Supplemental Taxi remained high in 2022. In 2022, HandyDART scored 8.2 out of 10 and Supplemental Taxi scored 8.4 out of 10, with 73% of customers scoring HandyDART’s on-time, reliable service as good to excellent (8 – 10 out of 10) while 75% of customers scored Supplemental Taxi service as 8 – 10 out of 10.

*Figure 10: Customer Satisfaction Scores for On-Time Reliable Service*



## Paying for the Ride

All HandyDART trips are a one-zone fare, even if the trip crosses over zone boundaries used by the conventional transit system.

In 2022, customers had the option of paying for their HandyDART trip by:

**Compass Card** – adult or concession Compass Cards can be loaded with funds, monthly passes, or day passes to board HandyDART.

**Tap-to-Pay and Mobile Wallets** – customers can tap their contactless credit cards<sup>4</sup> or mobile wallets, such as Apple Pay or Google Pay, to pay an adult fare.

**U-Pass** – monthly unlimited ride passes for full-time post-secondary students paid for through student fees.

**FareSaver** – pre-paid discount fare single-trip paper tickets purchased in books of 10. Faresaver sales were discontinued in November 2021. Previously purchased FareSavers will be accepted as fare payment indefinitely.

**Cash** – currency paid to the driver at full fare rates.

In October 2021, Compass Card payment was introduced on HandyDART, phasing out HandyDART FareSavers. With the phase-out of FareSaver sales, now the majority of trips on HandyDART are paid for with a Compass Card.



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<sup>4</sup> In 2022, the ability to Tap-to-Pay with debit cards had not yet been introduced on the TransLink system.

### Customer Satisfaction of Value for Money

HandyDART customers are overwhelmingly satisfied with the value they're receiving for their money.

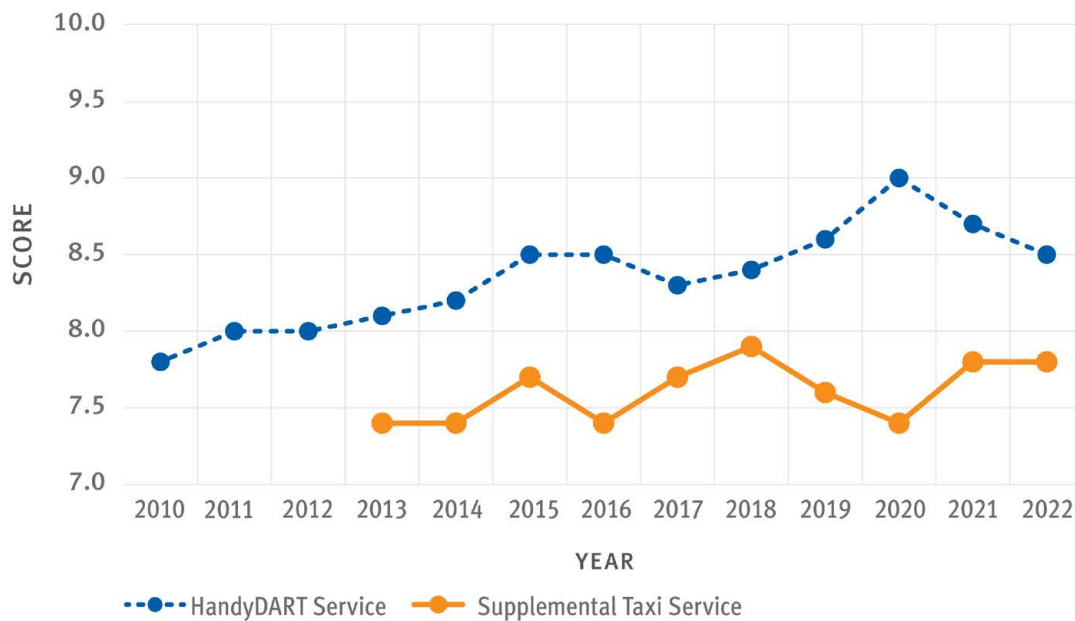
In 2022, survey respondents gave an average score of 9.3 out of 10, which is slightly above last year's, and continues a longstanding trend of customers reporting a score above 9 out of 10, on average. This metric does not distinguish between trips by HandyDART and by Supplemental Taxi.

### Experiencing the Ride

#### Customer Scores for Overall HandyDART Service

Overall satisfaction for HandyDART remained strong. In 2022, the average score was 8.5 out of 10. The average overall score for HandyDART Service provided by Supplemental Taxi was 7.8 out of 10.

*Figure 11: Satisfaction Scores for Overall Service*



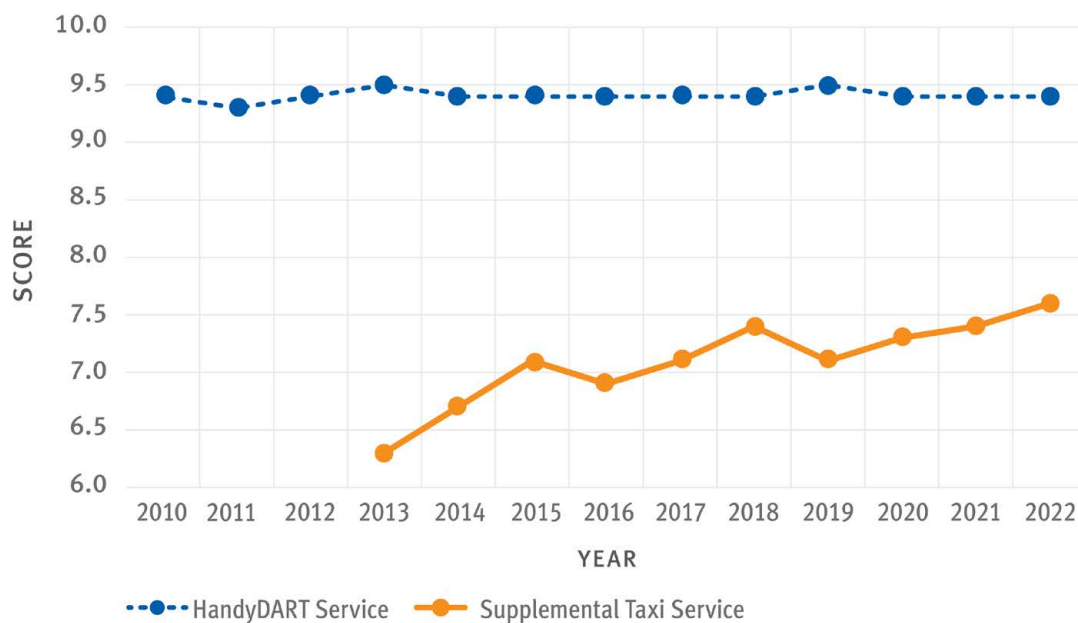
HandyDART drivers continued to offer high-quality service throughout 2022. In 2022, the average satisfaction score for courteous, competent, and helpful HandyDART drivers was 9.4, maintaining the trend of an average of at least 9 out of 10 since 2010.

Customer scores for drivers' skills to assist passengers with a disability varied. HandyDART drivers have consistently received an average score of above 9 out of 10. In 2022, customers rated Supplemental Taxi drivers an average of 7.6 out of 10. Although Supplemental Taxi drivers' scores are lower than those of HandyDART drivers, improvement is still reflected in their scores year over year.

HandyDART operator First Transit provides training to taxi providers. These were paused in 2020 due to COVID-19. When COVID-19-related public health restrictions began to loosen in early 2022, these training sessions resumed.

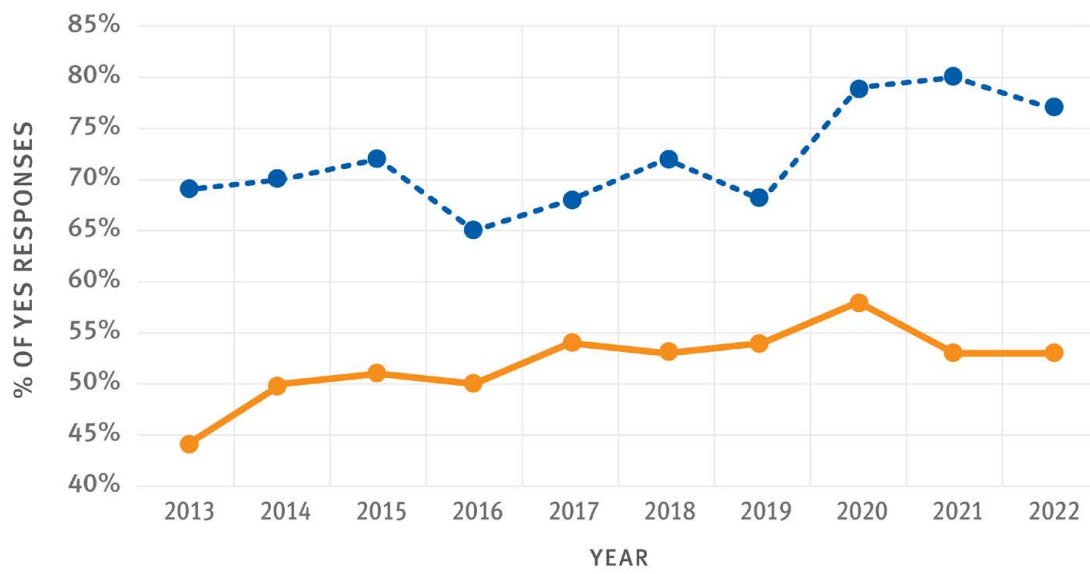
In 2022, 10 training sessions were held across seven different taxi companies, offering training for new HandyDART drivers, refresher courses, and training for Supplemental Taxi drivers.

*Figure 12: Satisfaction Scores for Driver Skills to Assist Passengers with a Disability*



Supplemental Taxi drivers are expected to provide door-to-door service and to ensure seatbelts are secured before departing. Continued training will support improved customer experience.

**Figure 13: Percent of “Yes” Responses to Receiving Door-to-Door Service and Ensuring Seatbelts are Secure – Supplemental Taxi Performance**



The HandyDART service received 2,400 customer comments, including both commendations and complaints, in 2022. Overall, the proportion of client comments that were complaints remained stable between 2020, 2021 and 2022 at 75%. Supplemental Taxi service received 1,000 total comments, 92% of which were complaints, and 8% were commendations.

## Customer Safety

The HandyDART customer injury rate represents the number of confirmed injury instances that occur either while a customer is inside a vehicle, boarding or alighting, or as a result of a collision.

In 2022, 10 customer injuries occurred, which is less than half the number of occurrences than the previous year. This equated to a rate of 0.9 injuries per 100,000 boardings, compared to last year's rate of 3 injuries per 100,000 boardings — a 70% decrease. The majority of injuries were minor in nature, with falls being 'softened' by the driver. Ongoing training on safe driving for HandyDART drivers will aim to reduce the occurrence of injuries.

This relatively low injury rate is reflected in customer satisfaction about feeling safe onboard HandyDART. Customers who participated in the survey in 2022 gave an average score of 9.5 out of 10 for feeling safe, continuing the trend of annual average scores greater than 9 out of 10 since 2010.



## About the HandyDART Users' Advisory Committee

The HandyDART Users' Advisory Committee (HDUAC) allows TransLink and CMBC to hear directly from customers and stakeholders. The committee provides advice and guidance on HandyDART plans, programs and other initiatives, and advises TransLink on matters to improve HandyDART service for customers. In addition, committee member perspectives provide valuable context and nuance to customer experience metrics reported on in this review each year.

For more information on the HandyDART Users' Advisory Committee, visit TransLink's Access Transit [webpage](#).

# Operational Insights

The performance metrics presented in this section shed light on trips delivered and service hours, operational costs, and the HandyDART vehicle fleet. These operational insights help to identify needs and ways to improve the customer experience.

## Delivery of HandyDART Service

Because HandyDART trips are provided on request, the total number of customer trips provided is linked to the total number of requests customers make. Customer trips provided may be lower if fewer customers make trip requests or if some requested trips are not delivered. In some cases, trips are cancelled because of breakdowns, traffic congestion, or poor weather.

**Service delivered is measured in trips, hours, and kilometres.**

**A Service Hour** is one hour a vehicle is engaged in providing HandyDART service to customers, excluding operator breaks, training, and mechanical breakdowns.

**A Trip** is when a customer is transported to their desired destination by the HandyDART service.

**A Service Kilometre** is defined as distance travelled with one or more registered customer onboard.

## Customer Boarding Trends

As Metro Vancouver continued to recover from the impacts of COVID-19, HandyDART ridership grew overall in 2022, building on initial improvements in 2021 after the COVID-19 impacts of 2020.

January and February had continued low demand due to the prolonged impacts of the COVID-19 pandemic and related public health restrictions. An increase in March was followed by growth throughout the summer to peak boardings in October, with 91,300 boardings. November and December's ridership followed typical seasonal patterns of lower demand.

In total, 964,800 trips were delivered by the HandyDART service in 2022. This includes 797,100 trips on dedicated HandyDART vehicles and 167,700 trips on Supplemental Taxi. Compared to 2021, dedicated HandyDART trips were up 23%, while Supplemental Taxi trips increased threefold from 2021, a sign of a continued return to transit for the region. Supplemental Taxis are deployed to help meet growing HandyDART demand as ridership returns throughout the region. As operator capacity grows to meet demand, the proportion of trips delivered by Supplemental Taxi is expected to level out.

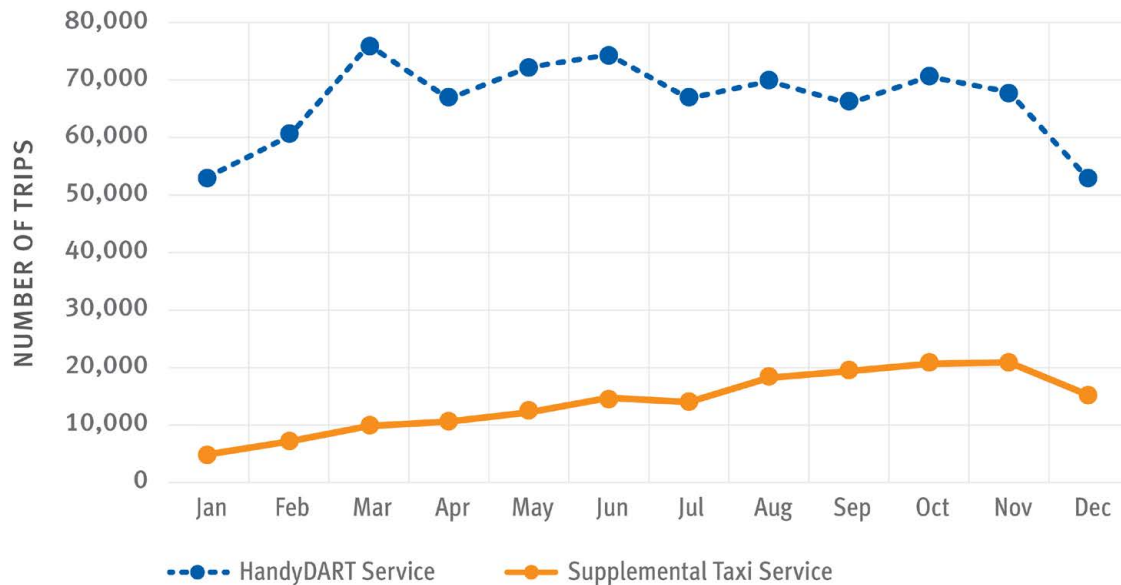
**Table 2: Annual HandyDART Trips**

Trip Type	2015	2016	2017	2018	2019	2020	2021	2022
<b>HandyDART Trips</b>	1,104,900	1,095,000	1,120,400	1,166,100	1,198,300	579,725	647,123	797,140
<b>*YoY% Change</b>	1.0%	-0.9%	2.3%	4.1%	2.8%	-51.6%	11.6%	23%
<b>Supplemental Taxi Trips</b>	99,900	132,400	129,600	149,300	183,500	40,418	48,519	167,700
<b>*YoY% Change</b>	34.3%	32.5%	-2.1%	15.2%	22.9%	-78.0%	20%	246%
<b>Total trips</b>	1,204,800	1,227,400	1,250,000	1,315,400	1,381,800	620,143	695,642	964,800
<b>*YoY% Change</b>	3.1%	1.9%	1.8%	5.2%	5.0%	-55.1%	12.2%	38.7%
<b>Boardings</b>	1,340,400	1,365,900	1,394,800	1,475,000	1,559,500	698,238	767,122	1,060,100
<b>*YoY% Change</b>	3.1%	1.9%	2.1%	5.7%	5.7%	-55.2%	9.9%	38.7%
<b>Budgeted Trips</b>	1,212,735	1,202,000	1,287,500	1,335,000	1,373,000	1,411,000	1,411,000	1,382,000
<b>*YoY% Change</b>	-3.3%	-0.9%	7.1%	3.7%	2.8%	2.8%	0%	-2%
<b>Percent of Budgeted Trips Delivered</b>	99.3%	102.1%	97.1%	98.5%	100.6%	44%	49%	70%
<b>*YoY% Change</b>	6.5%	2.8%	-4.9%	1.4%	2.1%	-56.3%	5%	42%
<b>Service Hours</b>	557,100	560,500	587,300	548,900	518,900	421,141	415,278	452,100
<b>*YoY% Change</b>	0.7%	0.6%	4.8%	-6.5%	-5.5%	-18.8%	-1%	9%

\* Year-over-year

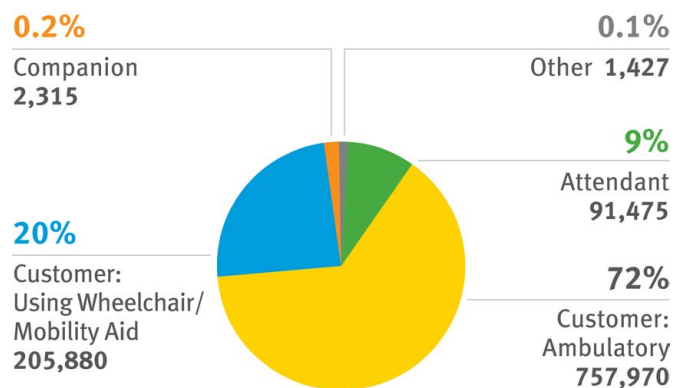
As the region continues to emerge from the challenges of the pandemic and as the Metro Vancouver population continues to age, demand for HandyDART is expected to rebound and grow beyond existing budgeted trips.

**Figure 14: Monthly Trips Delivered on HandyDART and Supplemental Taxi**



There were over 1,060,000 boardings on HandyDART service in 2022. These include customers, companions (someone who travels as a friend with a HandyDART customer), and attendants (who accompany and actively provide assistance to a HandyDART customer). As illustrated by Figure 15, the vast majority of boardings (91%) were by HandyDART customers themselves.

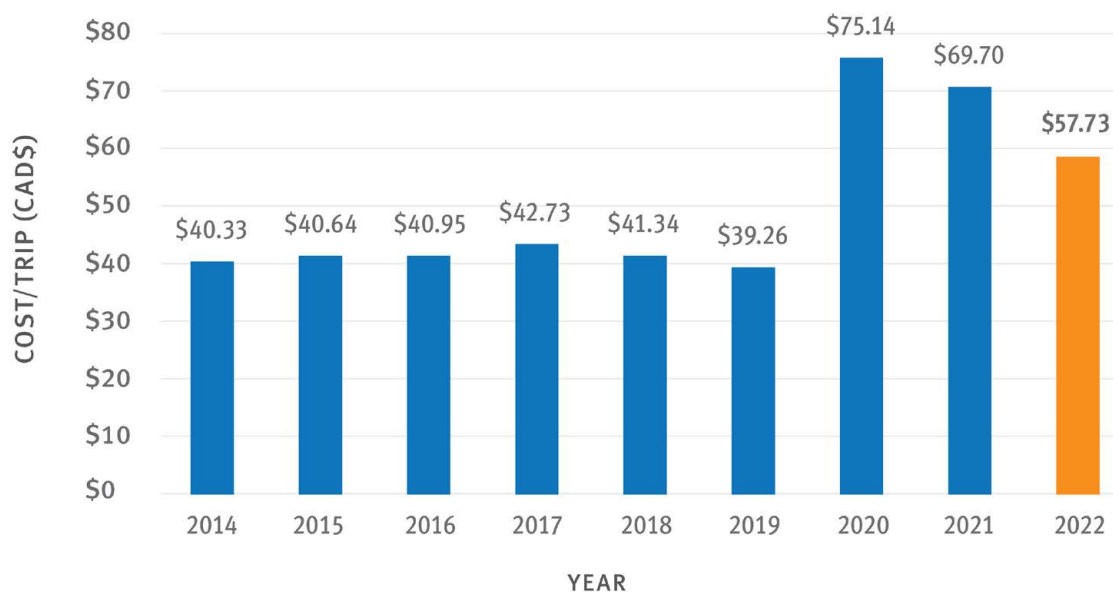
**Figure 15: HandyDART Ridership Types**



### Cost

The cost to provide each trip in 2022 was \$58, a reduction of 17% from 2021. An important factor in reducing this cost was the lifting of vehicle capacity limits, enacted in 2020 and 2021 due to public health restrictions. This meant that one vehicle could serve more than one customer at once.

*Figure 16: HandyDART Trip Cost Trends*



## Vehicles

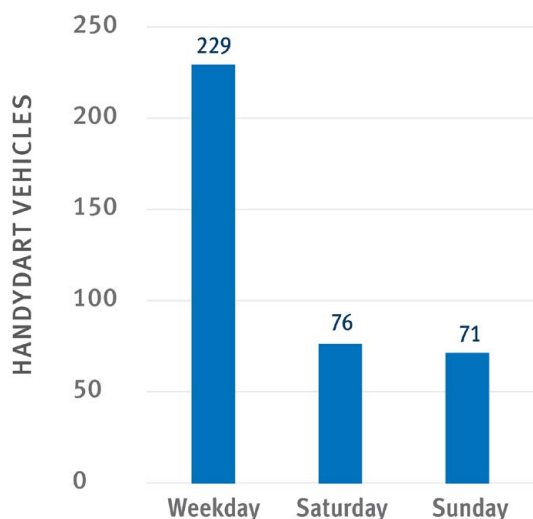
### Number of Vehicles

HandyDART’s fleet consisted of 339 vehicles in 2022. The HandyDART service will continue its program of replacing vehicles as they reach the end of their service life and undertake forecasting for future fleet expansion as the region’s population and demographic of HandyDART users grows.

### Vehicles in Service by Weekday and Weekend

On weekdays, there were 229 vehicles in service on average, in the peak period when demand was highest. On Saturdays, an average of 76 vehicles were in service, and on Sundays, an average of 71 vehicles were in service, as illustrated in Figure 17. These numbers are slightly higher compared to 2021, when average peak period vehicles in service was at 224 on weekdays, 73 on Saturdays, and 71 on Sundays.

*Figure 17: Average Peak-Period Vehicles in Service*



### Vehicle Reliability

In 2022, HandyDART service had a total of 74 “road calls” – requests for on-street maintenance assistance – or one road call every 112,200 km. The most common reason for a road call is to assist with a battery jump start.



## Conclusion

In 2022, HandyDART delivered more trips than in 2021 and 2020, continuing a trajectory of growth as the region recovered from the COVID-19 pandemic. As demand for trips grows, and regional road traffic levels return following pandemic-related reduction in travel, HandyDART is focusing on maintaining customer experience related to wait times and availability of trips.

Planning for enhancements slated for 2023 and onward is ongoing, with an online HandyDART platform with real-time information, trip confirmation, cancellation and booking functionality under development.

Continued accessibility improvements are being made on the conventional system, such as an increasing number of bus stops accessible for customers using mobility devices and with dual-format braille and tactile signs.

Growing HandyDART ridership levels reflect a continued return to transit for daily trips. This annual review continues to help TransLink ensure that service meets the needs and expectations of HandyDART customers.