

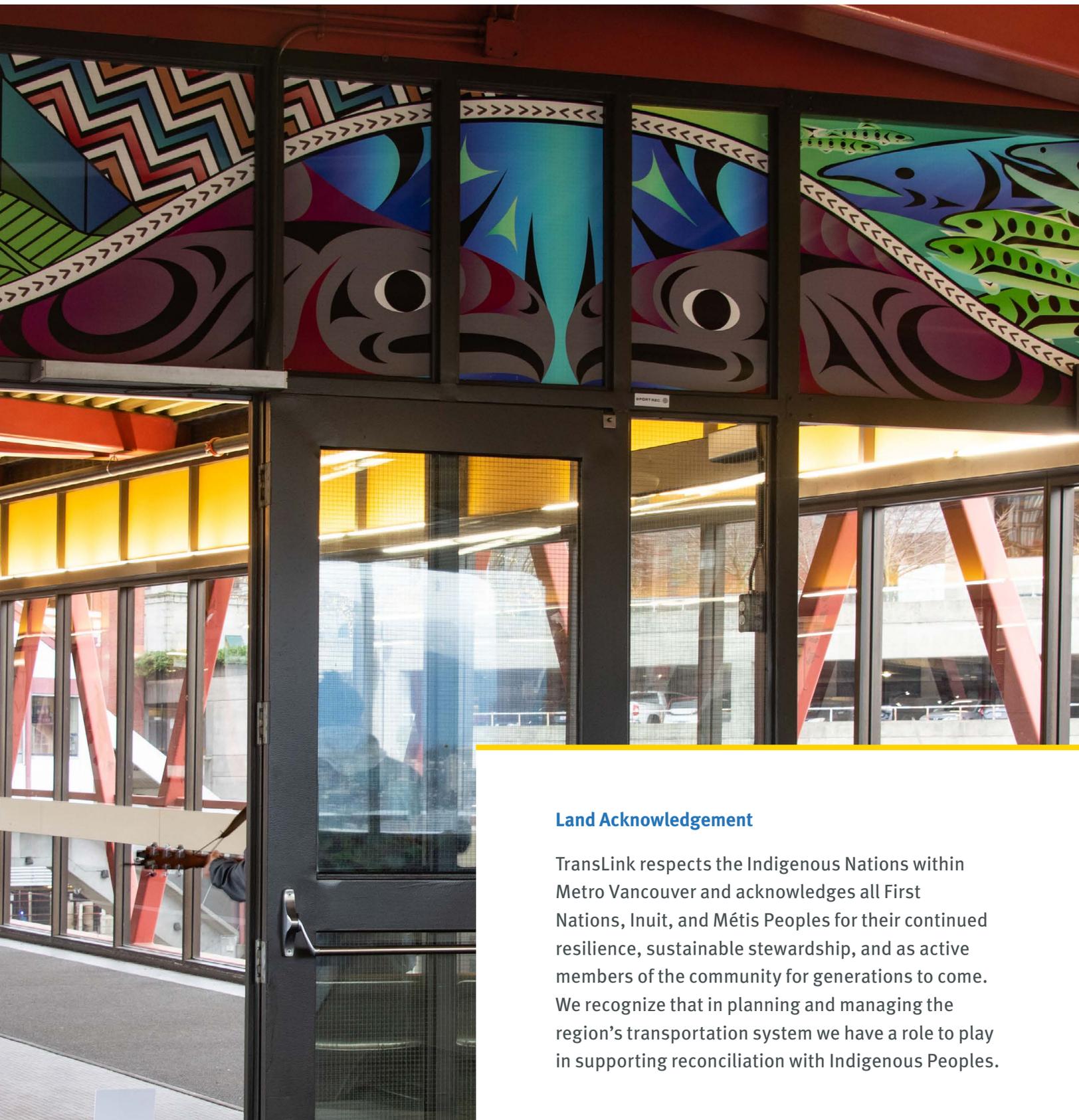


HandyDART Service Performance Review 2023



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Land Acknowledgement

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 service is an essential part of our transit system, ensuring everyone has access to transit, and improving the quality of life for our customers.



In 2023, customers continued to trust HandyDART for high quality service.

Our customers know that when they use HandyDART to get where they need to go, they will experience a comfortable and reliable journey. In 2023, 91 per cent of HandyDART trips were delivered on time, and HandyDART customer satisfaction for overall service, on-time performance, and ease of booking remained high, with scores of 8.2 out of 10 or higher in each category. Results like these are a testament to those who work hard to deliver excellent service for HandyDART customers every single day.

Demand for HandyDART increased significantly in 2023.

The latest HandyDART Service Performance Review reveals a significant surge in demand. In 2023, a total of 1,175,900 HandyDART trips were completed, marking a 22% increase compared to 2022. In addition, the number of registered HandyDART customers rose by 14% to reach 30,200. Notably, a majority of these new customers were over the age of 65, highlighting the ongoing growth in demand driven by our aging population.

Further investment in HandyDART is necessary to keep up with growing demand.

With over 90,000 new residents coming to Metro Vancouver in 2023 alone, HandyDART demand is expected to increase even more in the coming years. To keep up with that increased demand, we're working to expand service as well as modernize and improve the HandyDART customer experience. To make this a reality, further investment in HandyDART is critical to ensure we're able to keep up with demand while continuing to deliver convenient and reliable service.

Through the Access for Everyone plan, we aim to increase HandyDART service by 60 per cent and extend hours of operation to make trips available 24 hours a day. We continue to work with the provincial and federal governments to achieve these goals and provide a service that will meet the needs of customers now and in the future.

Kevin Quinn, Chief Executive Officer, TransLink

HandyDART in 2023 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.

1,175,900

TOTAL TRIPS

HandyDART provided 92,000 trips in January 2023, growing to over 107,100 trips in November 2023. In total, 1,175,900 HandyDART trips were delivered in 2023, up 22% from 2022, and 85%¹ of 2019 levels (1,381,800 trips), showing continued growth toward pre-COVID demand.

A total of 894,300 trips (76%) were delivered by HandyDART vehicles and 281,600 trips (24%) were delivered by Supplemental Taxi.

544,400

SERVICE HOURS

HandyDART vehicles provided 544,400 service hours, a 20% increase from 2022.

1,530,800

TRIP REQUESTS

The HandyDART system responded to 1,530,800 trip requests in 2023, an increase of 19% over the 1,283,000 requests in 2022.

Ages 25-39

HIGHEST AVERAGE
TRIP RATES

Customers aged 25-39 had the highest average trip rate (number of trips per customer) in 2023. However, customers over 65 comprised the largest proportion of HandyDART customers overall.

¹ This figure refers to HandyDART trips for the entire 2023 calendar year as a percentage of 2019 trips.

HandyDART registrations grew by 14% in 2023.

New customer registrations increased to 7,400 in 2023, 14% more than 2022's 6,500 new registrations. Over 75% of these new registrations were customers over the age of 65.

Throughout 2023, 91% of all HandyDART trips were delivered on time.

Trips are considered on-time when the HandyDART vehicle arrives within 15 minutes of the scheduled pick-up time.

On average, customers waited on hold between 2 and 5.5 minutes in 2023.

In 2023, customers calling the HandyDART line had the shortest waits in February, with an average of 2 minutes. In July, customers had the longest wait, at around 5.5 minutes. Once answered by an agent, calls lasted between 3 and 4 minutes throughout the year.

HandyDART customers made slightly shorter trips in 2023.

The average trip distance decreased to 10.1km compared to 10.4km in 2022.

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

Most trips made by HandyDART customers in 2023 were for three purposes: day programs (35% of trips), medical appointments (16% of trips), and dialysis (14% of trips). The overall distribution of trips by sub-region in 2023 was similar to 2022.

Customer satisfaction with HandyDART service continues to be high.

In 2023, customer ratings² for both HandyDART and Supplemental Taxi were high (greater than 8/10) on most measures. The following measures ranked the highest:

- Feeling safe from injury when riding a HandyDART vehicle
- Courteous, competent, and helpful HandyDART drivers
- HandyDART driver's skills to assist passengers with a physical disability
- Value for money
- Cleanliness and good repair of vehicles
- Availability of HandyDART
- Ease of booking a trip
- On-time, reliable service

² 2023 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 HandyDART 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 Transdev (previously known as 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. As HandyDART demand grows, Supplemental Taxis help to ensure customers continue to receive effective and reliable service in a timely manner and limit the number of denials and refusals. 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 do not 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 companies, 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 2023, 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 or partially-sighted. By the end of November 2023, TransLink became the first transit agency in Canada to install dual format braille/tactile signs at all bus stops in Metro Vancouver and tactile walking surface indicators at every bus stop located on property that TransLink owns.
- 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.

2023 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 Transdev, 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 501 telephone interviews between October 24 and November 6, 2023, 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 501 interviews, 134 customers had used HandyDART vehicles only (i.e., no Supplemental Taxi) and 367 had used both HandyDART vehicles and Supplemental Taxi. The total sample of 501 was split between North of Fraser and South of Fraser residents, and total results were weighted by the regional distribution of all past month HandyDART users for analysis.

Full details are available in the [2023 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).

Summary of Key Findings

HandyDART performance in 2023 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

Registered HandyDART customers increased by 14% in 2023

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 2023, HandyDART had a total of 30,200 registered customers, a 14% increase from 2022's 26,500.

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

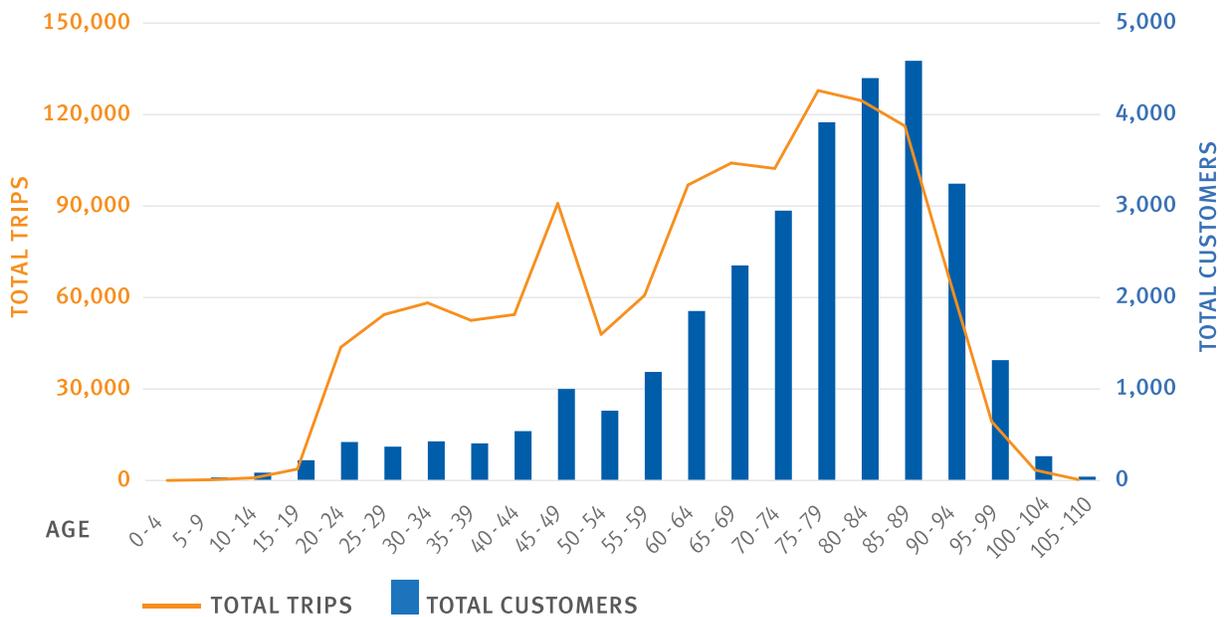
Trip Rates by Customer Age

Customers over the age of 65 averaged 29 trips per person in 2023. Customers in the oldest age brackets (90-110) made an average of 19 HandyDART trips per person in 2023.

In 2023, customers between the ages of 25 and 39 made the most trips per person, with an average of 140 trips per person over the course of the year. This is up from 125 trips for the same age group in the previous year. Trip rates steadily declined for each age group from age 40 onward, similar to 2022.

As of fall 2021, customers under the age of 12 could ride HandyDART for free, and customers aged 13 to 18 and 65+ received new age-based discounts. From 2022 to 2023, the proportion of HandyDART trips taken by customers under 19 decreased from 0.6% to 0.4%, and trips for the 65+ age group stayed consistent.

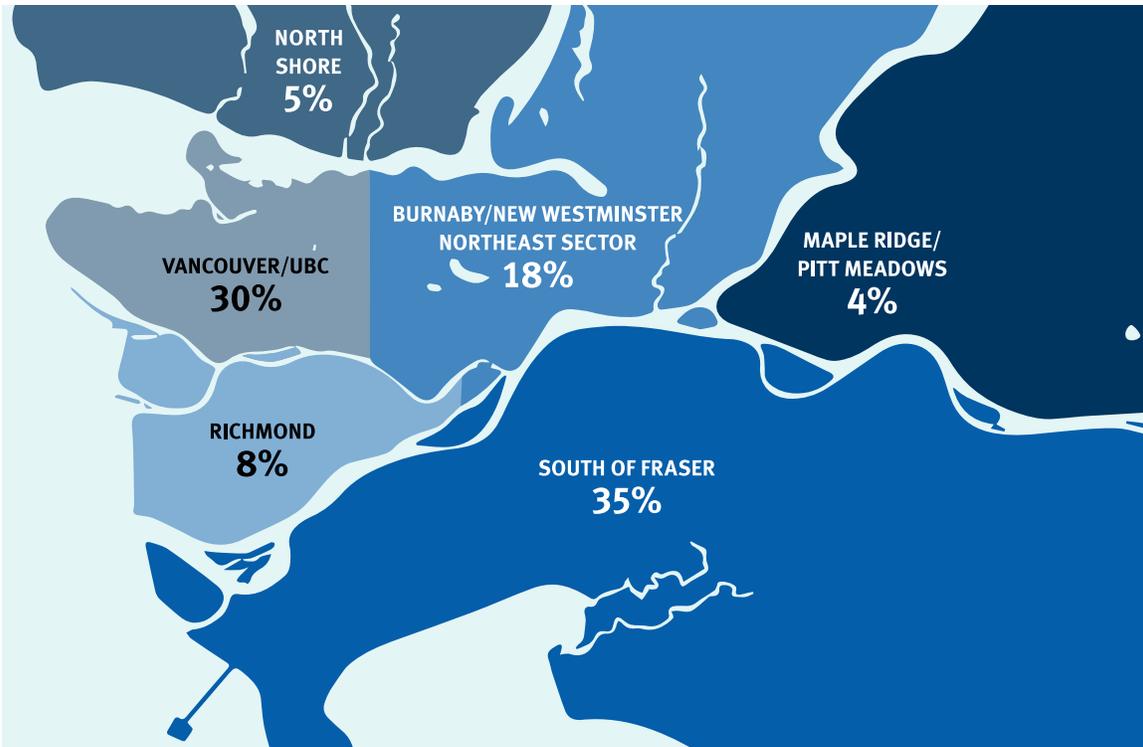
Figure 1: Registered Customers and Trips by Age Group in 2023



HandyDART Service Area & Service Patterns

HandyDART provides service for customers in TransLink’s service area, which includes most of Metro Vancouver. The overall distribution of trips by sub-region is consistent with previous years and the highest number of trip starts continues to be in the South of Fraser sub-region. Figure 2 shows the percentage of trips that originated in each sub-region.

Figure 2: Distribution of HandyDART Trip Origins in 2023

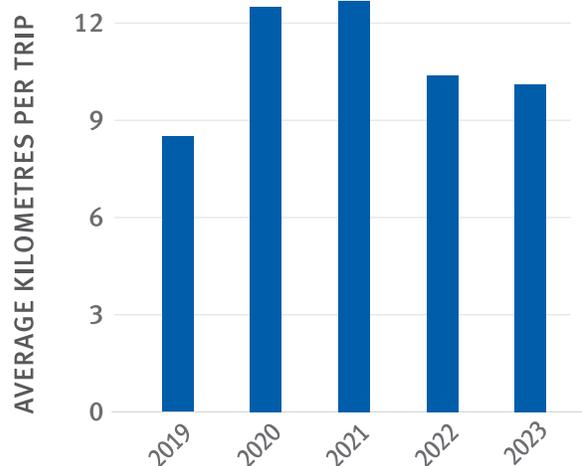


Trip Distance

In 2023, the average HandyDART trip distance decreased to 10.1km from 2022’s 10.4km. There was a notable increase in the annual average trip distance during the pandemic, from 8.6km in 2019 to 12.6km in 2020. Since 2020, the average trip distance has continued to decrease each year but has remained higher than 2019.

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

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

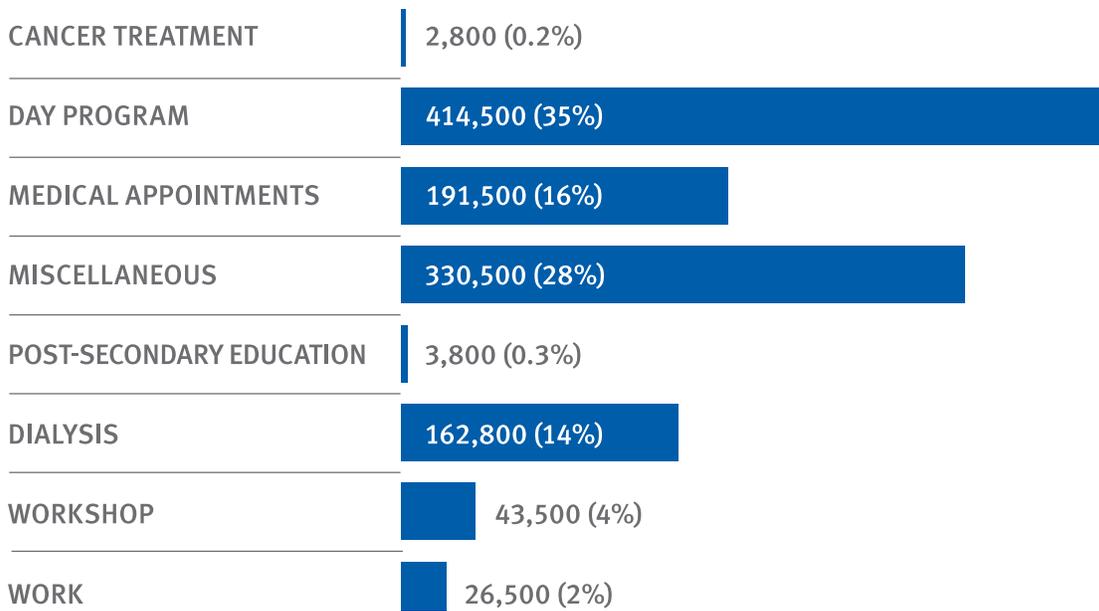


Trip Purpose

As illustrated by Figure 4, many customers relied on HandyDART to get to and from critical appointments. The majority of HandyDART’s 1,175,900 trips delivered in 2023 were for day programs (35%), medical appointments (16%), and dialysis (14%). The remaining trips supported work, education, and miscellaneous purposes.

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 grew in 2023.

Figure 4: 2023 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 2023, 63% of HandyDART journeys (including Supplemental Taxi) were paid for at the specific time of the journey, via Compass or Tap-to-Pay. About 2% of HandyDART trips paid for by Compass or Tap-to-Pay were multimodal – using both HandyDART and the conventional transit system. We do not have data for how many Supplemental Taxi journeys were multimodal.

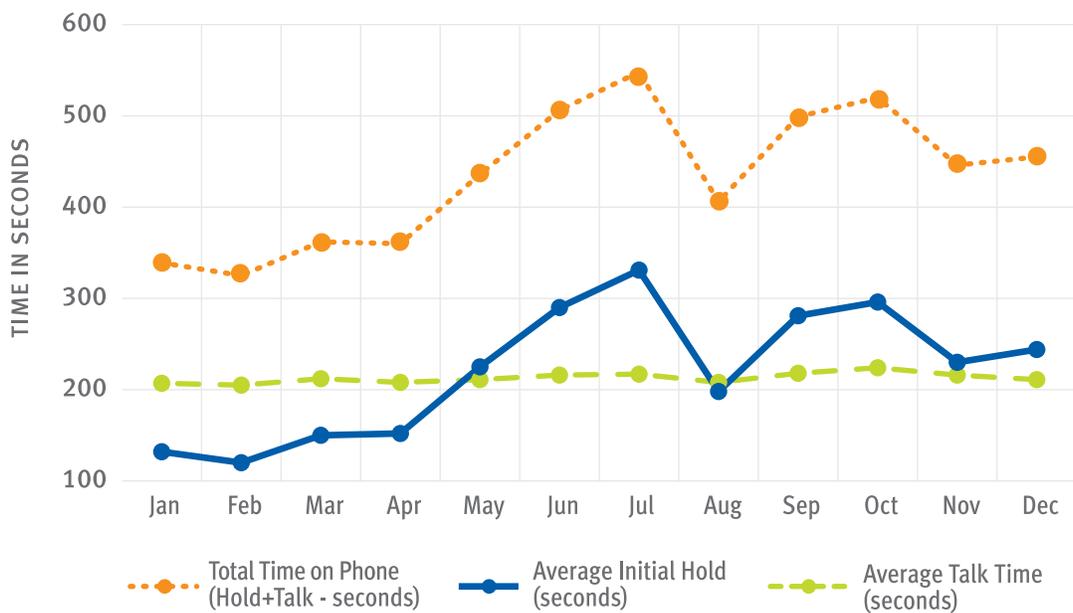


Booking the Trip

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 no 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 1,530,800 trip requests in 2023, an increase of 19% compared to 1,283,800 trip requests in 2022.

In 2023, customers calling the HandyDART line waited on hold for an average of 3.7 minutes. The average wait time was the shortest during February with an average of 2.0 minutes on hold and an average talk time of 3.4 minutes once connected with a booking agent. In July, wait times peaked with customers waiting just over 5.5 minutes on hold. Higher demand for HandyDART trips in 2023 contributed to the increased wait time.

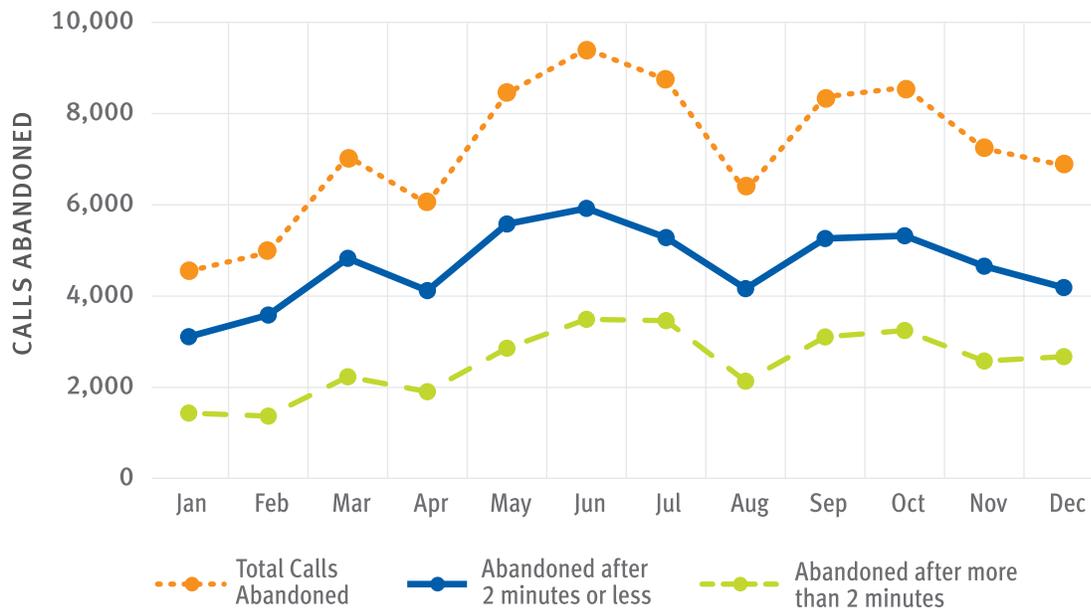
Figure 5: Wait time and Call time in 2023



Abandoned Calls

In total, 86,500 calls in 2023 were abandoned by the customer before connecting with a booking agent, 16% more than 2022's 74,400. Reasons for abandoned calls are not reported. Of these calls, 65% were abandoned at two minutes of wait time or less, and 35% were abandoned after longer than two minutes. Abandoned calls peaked in June and July which aligns with the months with the longest waiting times.

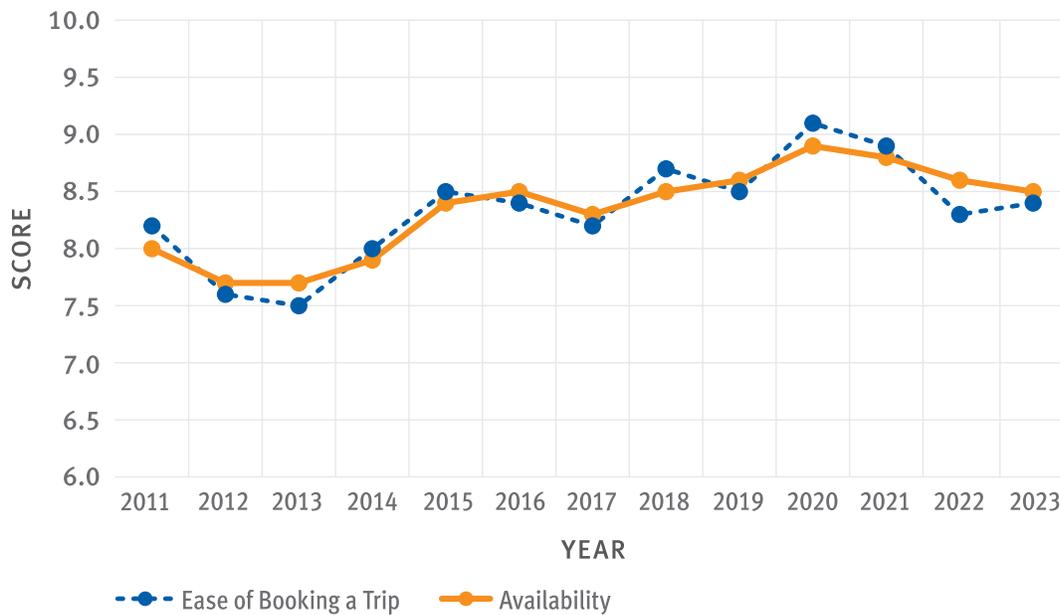
Figure 6: Total Abandoned Calls in 2023



Customer Satisfaction on Ease of Booking

Customers rated the ease of booking a trip as 8.4 out of 10 in 2023 and their ability to book trips when they want them—the ‘availability’ of HandyDART—as 8.5 out of 10. Both metrics continue to reflect a high degree of customer satisfaction as shown in Figure 7. 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 7: 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.

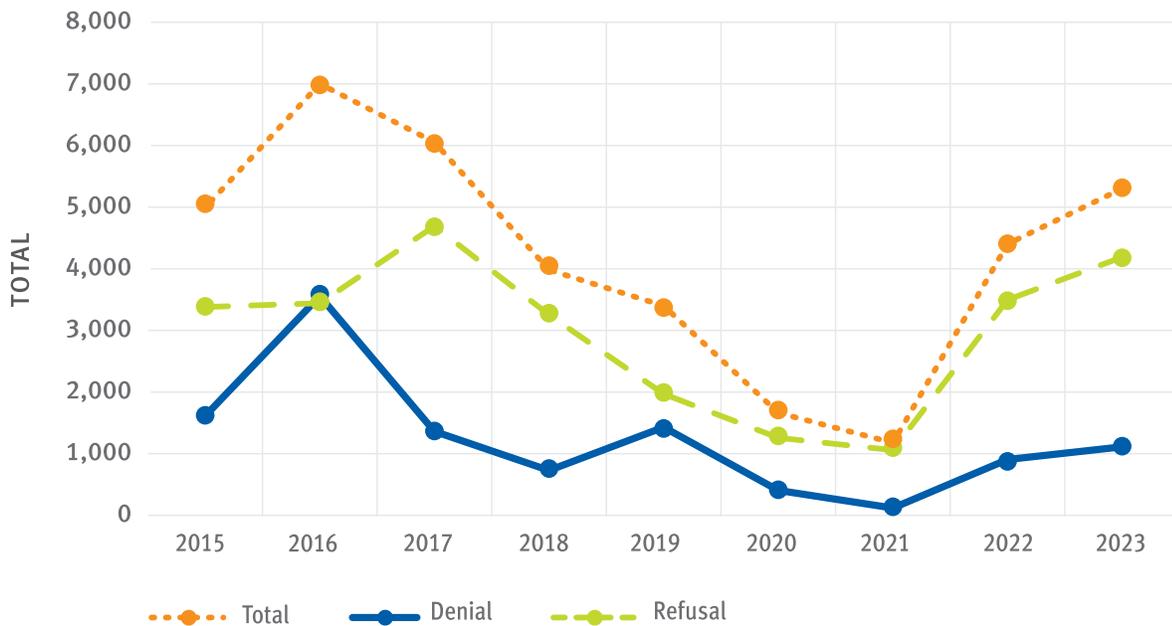
Denial – A HandyDART trip request that is not accommodated. Denials occur because requests for trips cannot be accommodated in the schedule when, for example, they are received close to the desired travel day, for peak travel times with high demand for service or for some long trips that cannot be served.

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 2023, over 99.6% of trip requests were delivered. There were 1,100 denials (0.07% of requests) and 4,200 refusals (0.27% of requests). The denial and refusal rates remained similar to 2022 while HandyDART demand increased significantly. The total number of denials and refusals remain lower or in-line with pre-pandemic years.

Figure 8: 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 two 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 are feeling unwell, so that the scheduled time may be used for other customers requiring service.

TransLink is currently working with the HandyDART User Advisory Committee to review and update the HandyDART cancellation policy.

In 2023, approximately 341,100 trips were cancelled – with almost 90% (or 304,500 out of 341,000) 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

	CANCEL TYPES	DEFINITION
By Customer	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	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 2023, HandyDART accommodated 7,000 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 to 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 9) are:

-  **Early** – 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.
-  **On-Time (Prior)** - Arriving up to 15 minutes before the scheduled time.
-  **On-Time (After)** - Arriving up to 15 minutes after the scheduled time.
-  **Late** - 15-30 minutes after the scheduled time.
-  **Excessively Late** - More than 30 minutes after the scheduled time.
-  **Missed** – 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”.

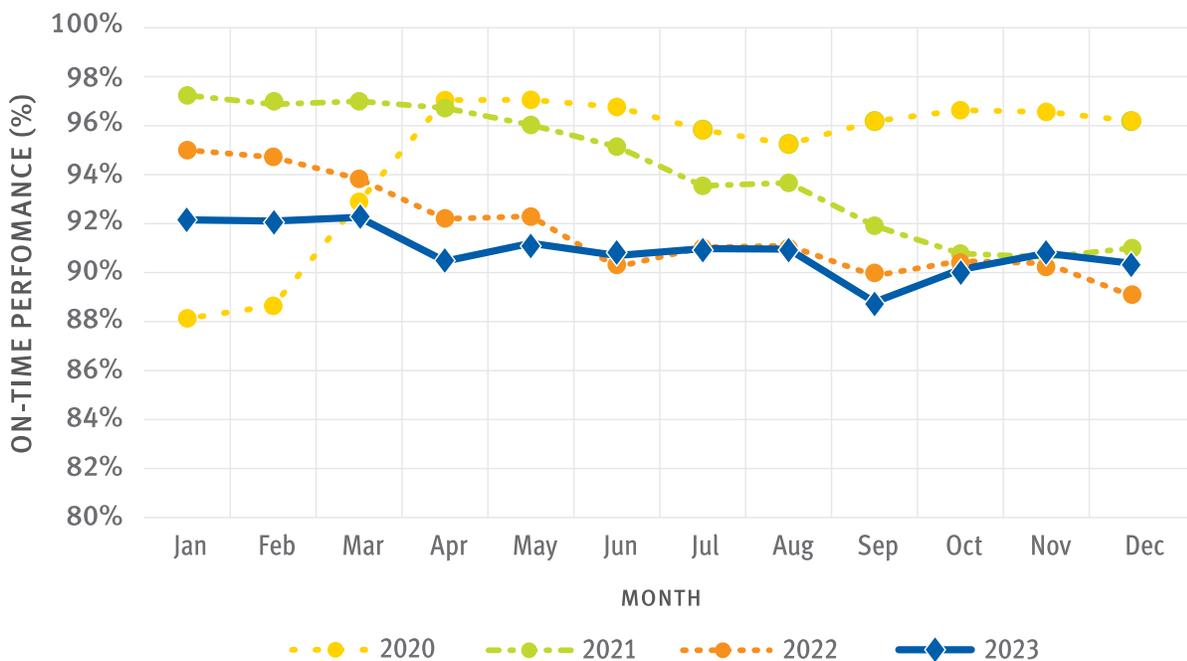
Figure 9: On-Time Performance Categories



Figure 10 shows 2020 to 2023 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 10: Average Monthly HandyDART Early and On-Time Performance



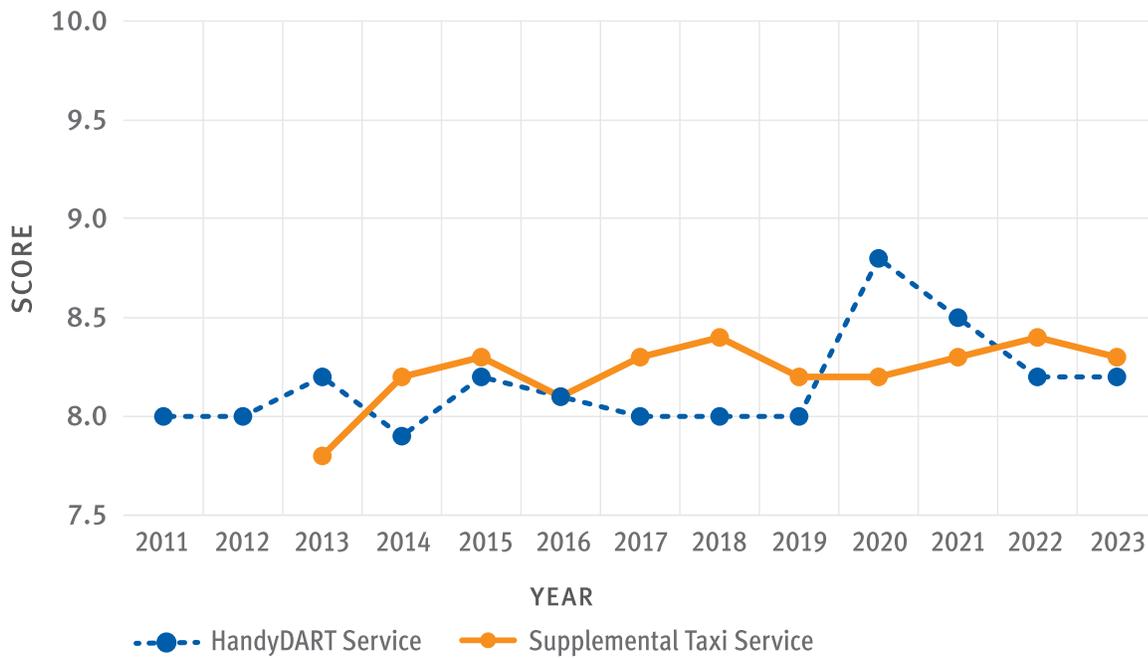
Some notable findings related to on-time performance were:

- About 91% 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 7% in January to 9% in December. As trip requests grew throughout 2023 and more customers were accommodated on a single trip, HandyDART had more multi-stop trips, impacting on-time performance.

The HandyDART service also ‘missed’ 680 scheduled trips in 2023, 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, 220 were by HandyDART (0.02% of trips) and 460 were by Supplemental Taxi (0.16% 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 2023, as shown in Figure 11. In 2023, HandyDART scored 8.2 out of 10 and Supplemental Taxi scored 8.3 out of 10, with 73% of customers scoring HandyDART’s on-time, reliable service as good to excellent (8 – 10 out of 10) while 74% of customers scored Supplemental Taxi service as 8 – 10 out of 10.

Figure 11: Customer Satisfaction Scores for On-Time Reliable Service



Paying for the Ride

All HandyDART trips are a one-zone fare, regardless of zones crossed, time of day, or day of the week, consistent with conventional bus fares.

In 2023, 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 debit or credit cards³ 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, the majority of trips on HandyDART are paid for with a Compass Card or Tap-to-Pay.



³ In January 2023, the ability to Tap-to-Pay with debit cards was introduced on the TransLink system.

Customer Satisfaction of Value for Money

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

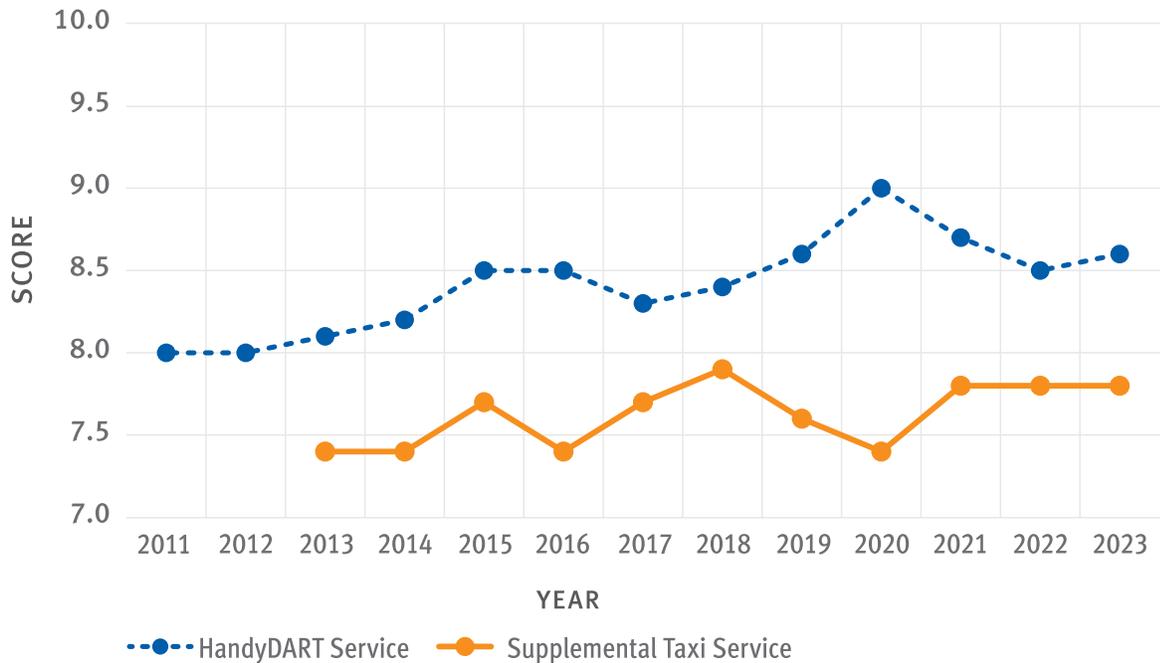
In 2023, survey respondents gave an average score of 9.4 out of 10, which is slightly above 2022’s score, and continues a longstanding trend of customers reporting a score above 9 out of 10, on average. This metric does not distinguish between trips by HandyDART and by Supplemental Taxi.

Experiencing the Ride

Customer Scores for Overall HandyDART Service

As shown in Figure 12, overall satisfaction for HandyDART remained strong. In 2023, the average score was 8.6 out of 10. The average overall score for HandyDART Service provided by Supplemental Taxi was 7.8 out of 10.

Figure 12: Satisfaction Scores for Overall Service



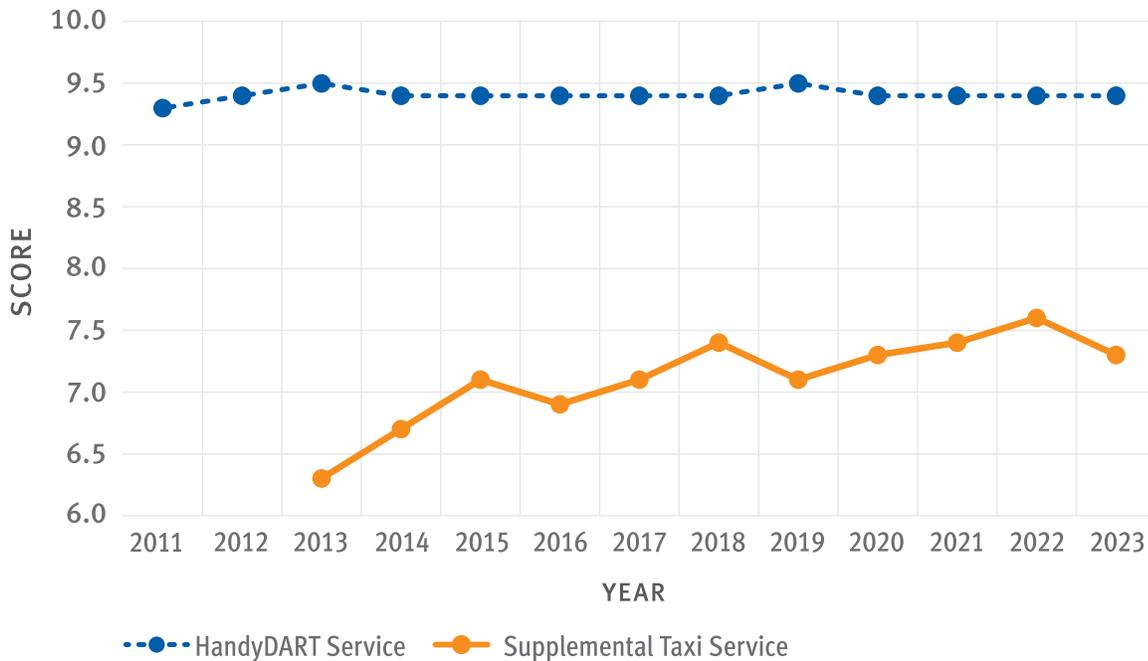
HandyDART drivers continued to offer high-quality service throughout 2023. In 2023, the average satisfaction score for courteous, competent, and helpful HandyDART drivers was 9.4 out of 10, maintaining the trend of an average of at least 9 out of 10 since 2010.

As shown in Figure 13, customer scores for drivers' skills to assist passengers with a disability differed between HandyDART and Supplemental Taxi drivers. HandyDART drivers have consistently received an average score of above 9 out of 10. In 2023, customers rated Supplemental Taxi drivers an average of 7.3 out of 10.

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

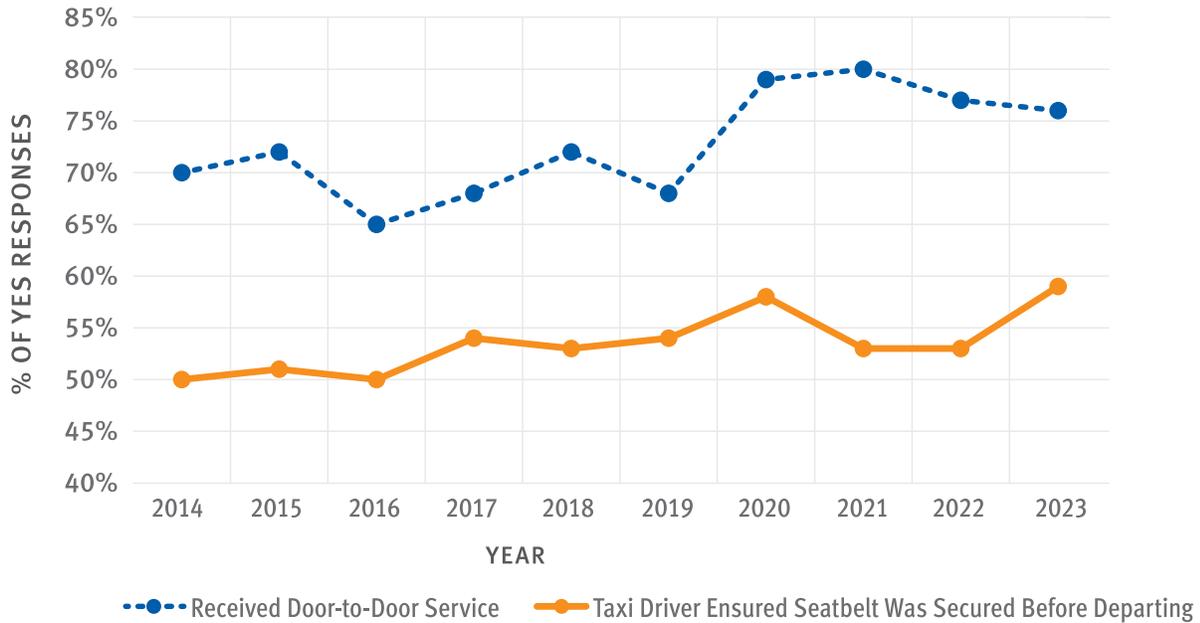
In June 2023, Transdev hosted an immersive session with classroom and hands-on physical training for representatives from 12 taxi companies.

Figure 13: 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 14: Percent of “Yes” Responses to Receiving Door-to-Door Service and Ensuring Seatbelts are Secure – Supplemental Taxi Performance



The HandyDART service received 2,600 customer comments, including both commendations and complaints, in 2023. Of these, 73% were complaints. Overall, the proportion of client comments that were complaints has remained fairly stable since 2020. Supplemental Taxi service received 1,500 total comments, 88% of which were complaints, and 12% were commendations.

Customer Safety

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

In 2023, 18 customer injuries occurred, which equated to a rate of 1.4 injuries per 100,000 boardings. While this is an increase from 2022, it continues the downward trend in injury rate since 2014. Ongoing training focused on safe driving for HandyDART drivers will aim to reduce the occurrence of injuries.

This low injury rate is reflected in customer satisfaction about feeling safe onboard HandyDART. Customers who participated in the survey in 2023 gave an average score of 9.4 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 focus 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 mechanical 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 2023, building on initial improvements in 2022. There was steady growth throughout the year, as monthly trips increased from 92,000 in January to 107,100 in November, before dropping off in December due to typical seasonal patterns of lower demand.

In total, 1,175,900 trips were delivered by the HandyDART service in 2023. This includes 894,300 trips on dedicated HandyDART vehicles and 281,600 trips on Supplemental Taxi. Compared to 2022, dedicated HandyDART trips were up 12%, while Supplemental Taxi trips increased by 68% in 2023.

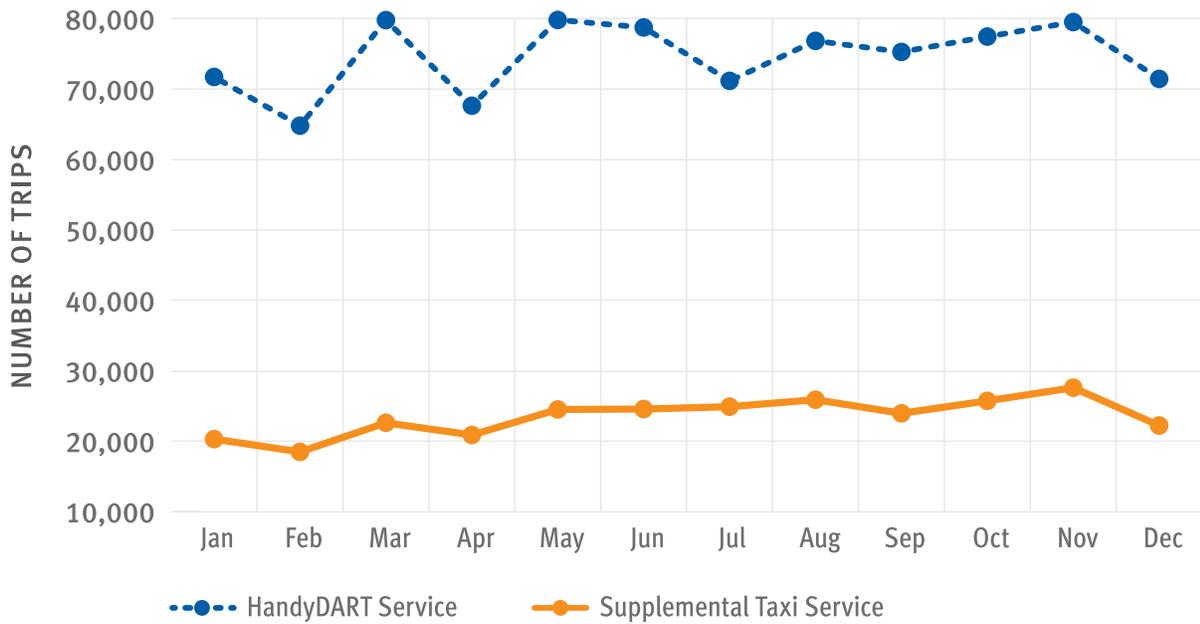
Use of Supplemental Taxi is currently higher than previous years, with about 24% of trips provided by taxi in 2023. This increase is a result of HandyDART operator shortages, consistent with general post-pandemic labour challenges. TransLink is working to manage the increase, while Transdev has implemented employment campaigns and worked with ICBC to reduce license processing times to hire more operators as quickly as possible.

Table 2: Annual HandyDART Trips

Trip Type	2016	2017	2018	2019	2020	2021	2022	2023
HandyDART Trips	1,095,000	1,120,400	1,166,100	1,198,300	579,725	647,123	797,140	894,316
<i>% of Total Trips</i>	89%	90%	89%	87%	93%	93%	83%	76%
Supplemental Taxi Trips	132,400	129,600	149,300	183,500	40,418	48,519	167,710	281,618
<i>% of Total Trips</i>	11%	10%	11%	13%	7%	7%	17%	24%
Total trips	1,227,300	1,249,900	1,315,400	1,381,800	620,143	695,642	964,850	1,175,934
<i>*YoY% Change</i>	1.9%	1.8%	5.2%	5.0%	-55%	12%	39%	22%
Boardings	1,365,900	1,394,800	1,475,000	1,559,500	698,238	767,122	1,060,067	1,305,723
<i>*YoY% Change</i>	1.9%	2.1%	5.7%	5.7%	-55%	10%	38%	23%
Budgeted Trips	1,202,000	1,287,500	1,335,000	1,373,000	1,411,000	1,411,000	1,382,000	1,449,000
<i>*YoY% Change</i>	-0.9%	7.1%	3.7%	2.8%	2.8%	0.0%	-2.1%	4.8%
Percent of Budgeted Trips Delivered	102%	97%	99%	101%	44%	49%	70%	81%
<i>*YoY% Change</i>	2.8%	-4.9%	1.5%	2.1%	-56%	12%	42%	16%
Service Hours	560,500	587,300	548,900	518,900	421,141	415,278	452,129	544,356
<i>*YoY% Change</i>	0.6%	4.8%	-6.5%	-5.5%	-19%	-1.4%	8.9%	20%

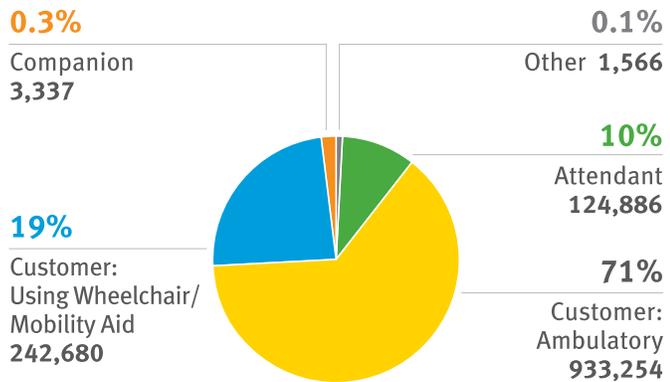
* Year-over-year

Figure 15: Monthly Trips Delivered on HandyDART and Supplemental Taxi in 2023



There were over 1,305,700 boardings on HandyDART service in 2023. 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 16, the vast majority of boardings (90%) were by HandyDART customers themselves.

Figure 16: HandyDART Ridership Types in 2023



Cost

In 2023, the cost per HandyDART trip decreased to \$55.71, marking a reduction compared to 2022 and significantly lower than the costs in 2020 and 2021, when vehicle capacity limits were in place due to public health restrictions. As ridership continues to grow, the average cost is anticipated to continue to trend towards pre-pandemic levels.

Figure 17: HandyDART Trip Cost Trends



Vehicles

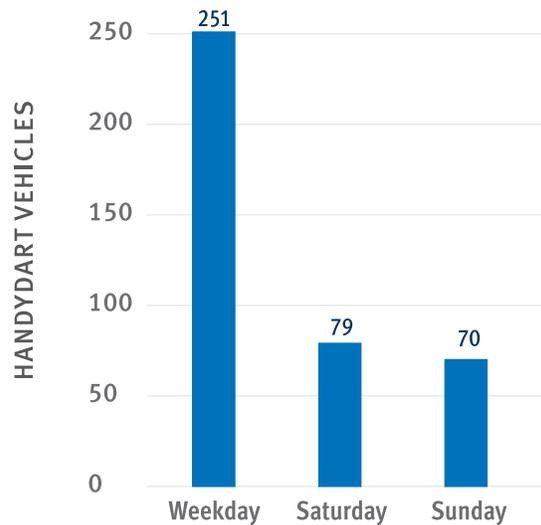
Number of Vehicles

HandyDART’s fleet consisted of 339 vehicles in 2023. 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 number of HandyDART users grow.

Vehicles in Service by Weekday and Weekend

On weekdays, there were 251 vehicles in service on average, in the peak period when demand was highest. On Saturdays, an average of 79 vehicles were in service, and on Sundays, an average of 70 vehicles were in service, as illustrated in Figure 18. These numbers are slightly higher compared to 2022, when average peak period vehicles in service was at 229 on weekdays, 76 on Saturdays, and 71 on Sundays.

Figure 18: Average Peak-Period Vehicles in Service in 2023



Vehicle Reliability

In 2023, HandyDART service had a total of 84 “road calls” – requests for on-street maintenance assistance – or one road call for every 107,300 km travelled. The most common reason for a road call is to assist with a battery jump start.



Conclusion

In 2023, HandyDART delivered more trips than in each of the previous three years, continuing a trajectory of returning towards pre-COVID-19 pandemic levels. As demand for trips grows and regional road traffic levels return, HandyDART is focusing on maintaining the customer experience related to wait times and availability of trips.

Work is underway to continue to modernize and improve HandyDART. Planned enhancements include an updated application process and an online HandyDART platform.

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.