

handyDART

Customer Satisfaction Survey 2025





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BACKGROUND & METHODOLOGY





BACKGROUND

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

Beginning in 2020, BC Transit began conducting an annual study of handyDART riders to understand their usage and satisfaction with the service. In 2024, Pivotal Research was commissioned to conduct the annual survey and has continued this work in 2025. With access to raw data from both years, Pivotal Research has conducted year-over-year statistical comparisons, as well as between different segments (e.g., cities, ridership levels) within the 2025 results.



The main objectives of the study are:

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

METHODOLOGY



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



Data collection occurred from February 3 – March 21, 2025.



In total, 1,357 handyDART customers completed the survey (1,208 via paper survey, 147 via online link and 2 by phone).



A probability sample of 1,357 respondents has a margin of error of $\pm 2.5\%$ 19 times out of 20.



PARTICIPANT SAMPLING AND REGIONAL RESPONSE

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

During data collection, a number of addresses, despite being valid, did not correspond to active handyDART riders and were returned to the Pivotal Research Office. Additionally, about 102 individuals contacted Pivotal Research to report that the addressee was deceased or was no longer using handyDART services.

The table on the right shows the proportion of respondents by municipality for both 2024 and 2025. While the distribution of responses is similar across years, it is noteworthy that the 2025 sample size is significantly larger, resulting in higher response counts across all municipalities, except Nanaimo.

Municipality (Top 10 by number of responses)	2024 (n=921)	2025 (n=1,357)
Victoria	30%	25%
Kelowna	9%	12%
Central Fraser Valley	9%	9%
Prince George	8%	9%
Nanaimo	9%	6%
Vernon	4%	5%
Chilliwack	5%	4%
Penticton	3%	4%
Fort St. John	2%	3%
Comox Valley	3%	3%
Other	18%	21%

How to Read the Results



STATISTICAL TESTING

Statistical testing was conducted at a 95% confidence level to compare results between 2024 and 2025, as well as across sub-groups within the 2025 data (e.g., by rider type, booking type, or the person responsible for booking, among others).

In charts, statistically significant differences are marked with an asterisk (*), indicating that a particular result is significantly higher than its comparison group, whether that is a year-over-year (2024 vs. 2025) or a comparison within 2025 results (e.g., fixed-route vs. handyDART usage).

In tables, statistical differences are measured against the overall sample, with results highlighted as follows:

- Significantly higher at the 95% level.
- Significantly lower at the 95% level.

Please note that interpretation should be made with caution in cases where sample sizes are small

Due to rounding error, percentages shown in charts or tables may not always total 100% (+/-1%).

EXAMPLE



Interpretation: In 2025, there has been a significant increase in the proportion of respondents making one-time trip reservations compared to 2024.

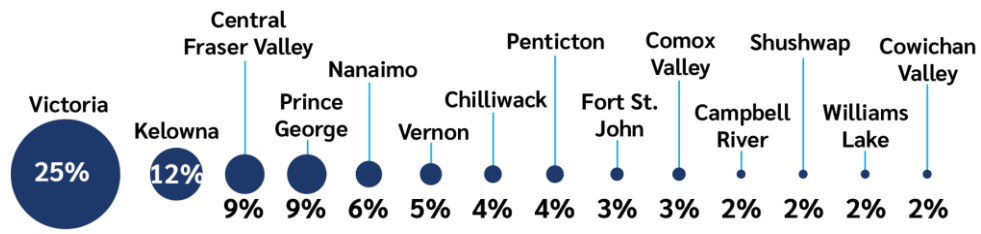
A black and white photograph showing a woman in a safety vest and glasses leaning over to assist an elderly woman wearing sunglasses and sitting in a wheelchair. They are on a construction site, with rebar visible in the background. The wheelchair has 'VICAR' written on it. A dark blue horizontal bar is overlaid across the middle of the image, containing the text 'RESULTS AT A GLANCE'.

RESULTS AT A GLANCE

Results At-a-Glance

Municipality of Residence

(n=1,357)



handyDART Satisfaction

(n=1,229)



The average satisfaction rating for handyDART service in their area is 4.14* out of 5.

Significantly higher than last year 4.04 out of 5.

* Statistically significant

handyDART Usage

(n=842)

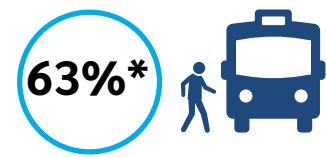


Attending medical appointments (**67%***) remains the main trip purpose for handyDART riders.

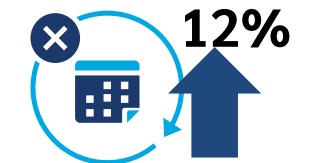


Nearly half (**47%**) report that their use of handyDART is the same as last year.

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



One-time trips have gained in popularity



showing a considerable increase of 12% since 2024

Results At-a-Glance

Electronic Fare Collection

(n=1,357)



Debit/Credit cards
(41%)



Pre-loaded
physical cards
(13%)



Don't know
(26%)

Booking Preference

(n=1,175)



Telephone call
with customer
representative
Index score: **90**



BC Transit Website
Index score: **61**



Smartphone app
Index score: **55**

* Statistically significant

Taxi Saver Program

(n=1,357)

67% of riders are
aware of the Taxi
Saver Program.



(n=911)

Of this group,
63% have used
this program.



(n=575)

The primary reason for
using the Taxi Saver
program is the
unavailability of
handyDART services
(42%).



(n=571)



Attending
medical
appointments
(69%) is the main
use.



Satisfaction with Taxi dispatched driver
courtesy and service dropped by 5
percentage points in 2025, with sitting
at **70%*** satisfied or very satisfied.



KEY FINDINGS

Shifting trends in handyDART ridership and service utilization

- Since 2024, handyDART ridership patterns have shifted, with **medium usage increasing by 6%** and **heavy usage declining by 8%**. **Occasional usage raised slightly by 3%**.
- Usage of handyDART **remains fairly uniform across most cities**, although the **Central Fraser Valley stands out**, with **60%** of respondents **classified as medium riders**, compared 42% overall.
- **Nearly half of riders (47%)** maintain the **same service usage as last year**, while **21% have increased their usage**, consistent with 2024 results. In contrast, only 7% of Victoria respondents did not use handyDART a year ago, notably lower than the overall rate of 13%.
- **Medical appointments (67%)** remain the most common trip purpose for handyDART riders, followed by **running errands (38%)** and **social outings (34%)**. Notably, **Victoria (45%)** and **Prince George (53%)** respondents are **significantly more likely** to use handyDART for **social outings** while **Central Fraser Valley** respondents are **more likely to run errands (51%)**.
- **Four in ten handyDART** riders continue to **experience difficulties booking a trip**, consistent with 2024 findings. However, most of these riders **(24%) report that challenges occur infrequently**, roughly every few months. However, **regional differences exist** as only 40% of Victoria respondents found it easy to secure rides, compared to 62% in Central Fraser Valley and 78% in Kelowna.
- When handyDART is unavailable, **41% of riders** turn to a **taxi or another mode of transportation**. However, 36% of heavy riders, compared to 24% overall, report they do not complete their trip if handyDART is not available.
- **58% of respondents have not used fixed-route bus service**, down from 64% in 2024. **Among the roughly four in ten who have used it**, fixed-route service is used **significantly less frequently** than handyDART. It is **most commonly used for running errands (56%)**, followed by **medical appointments (49%)**, whereas medical appointments are the primary use for handyDART (67%).

Satisfaction with handyDART services

- **Four in five handyDART respondents** are satisfied or extremely satisfied with the service in their area, representing a **6% increase from 2024**.
- **Satisfaction** (satisfied or very satisfied) **was significantly lower among Victoria respondents (72%)**, who were more likely to provide **neutral ratings**, and among **occasional riders (68%)**, who were more likely to express **dissatisfaction**.
- The top six satisfaction elements for handyDART remain unchanged from last year: **driver courtesy and helpfulness, value for fare paid, vehicle safety, vehicle comfort and cleanliness, the courtesy and helpfulness of phone agents, and time on board the bus**. Beyond these top-rated elements, **Victoria respondents tend to report lower satisfaction**, while **Nanaimo riders consistently rate service aspects higher**.
- **Perceptions of handyDART service remain stable**, with 69% of respondents in 2025 saying the service is about the same as a year ago. This is consistent with results from 2024. Around two in ten feel the service has improved, while few believe it has worsened.

Electronic fare payment

- When asked about **preferred electronic payment options**, **41%** of respondents indicated a **debit or credit card** would be easiest to use. While there is some variation among groups, a debit/credit card remains the most preferred option.
- One in four (26%) were unsure, while a pre-loaded physical card was the next most preferred option at 13%.

handyDART booking preferences

- **Booking a one-time trip remains the most common choice (63%)** experiencing a 12 percentage point increase whereas **subscription trips** are now cited by **one in five (21%)**.
- Booking a **combination of subscription and one-time trips (12%) remains consistent with 2024 (13%)**, following a notable decline from 24% in 2023.
- Subscription trips are notably **more common among heavy riders (50%)** compared to medium (14%) and occasional riders (9%), both of whom tend to book one-time trips. Meanwhile, **caregivers or guardians (39%) are also more likely to opt for subscription trips than passengers (15%)**, who generally prefer one-time bookings.
- Interest in booking handyDART trips through **a website or smartphone app remains stable at 26%**, consistent with 2024. Preferences were similar across cities, ridership frequency, and booking type, although respondents in **Victoria showed slightly higher interest (33%)**.
- **Calling a customer representative is the top-rated method for booking a trip**, with an index score of 90 out of 100. In comparison, the BC Transit Website and smartphone app received lower index scores of 61 and 55, respectively.

Taxi Saver Program

- About **two-thirds of riders (67%)** are aware of the Taxi Saver program, marking a **small 4% increase from 2024**. Awareness is highest in Prince George (91%), Kelowna (87%), Victoria (85%), Central Fraser Valley (78%), and Nanaimo (78%). While passengers are most aware (72%), **family/caregivers report lower familiarity at 55%**.
- Among those aware of the program, **63% use it**, with **Prince George reporting the highest usage (76%)**. Meanwhile, respondents who take **subscription trips are significantly less likely (53%) to use the Taxi Saver Program**.
- Most riders use the program when **handyDART is unavailable (42%)**, followed by those who want vouchers on hand for **future needs (26%)**.
- Taxi program usage remains similar to last year, with nearly **three in five riders (57%)** using it at least once a month.
- Approximately **51% reported having a taxi dispatched instead of a handyDART bus**, with this being more commonly reported in Kelowna (71%), Victoria (69%), and Central Fraser Valley (64%).
- Among those who experienced a taxi dispatch, **36% said it occurred 2–3 times**, followed by **30%** who said it happened **several times**, and **27%** who experienced it **only once**.
- **Four in ten** said they **were not informed in advance** that a taxi would be dispatched, while **27%** said they were **notified every time**.
- **Seventy percent** of riders are **satisfied or very satisfied** with **driver courtesies and service**, representing a **4% decrease** from last year's 75%, though this change is not statistically significant.

Vendor Network and Physical Ticket Availability

- Introduced for the first time in 2025, this question revealed that **nearly three-quarters of respondents (73%) are satisfied with the availability and convenience of vendor locations for purchasing physical tickets.**
- Riders in Nanaimo (85%) and Vernon (86%) stood out with significantly higher satisfaction, while Victoria lagged behind, with only 64% expressing satisfaction, well below the overall average.

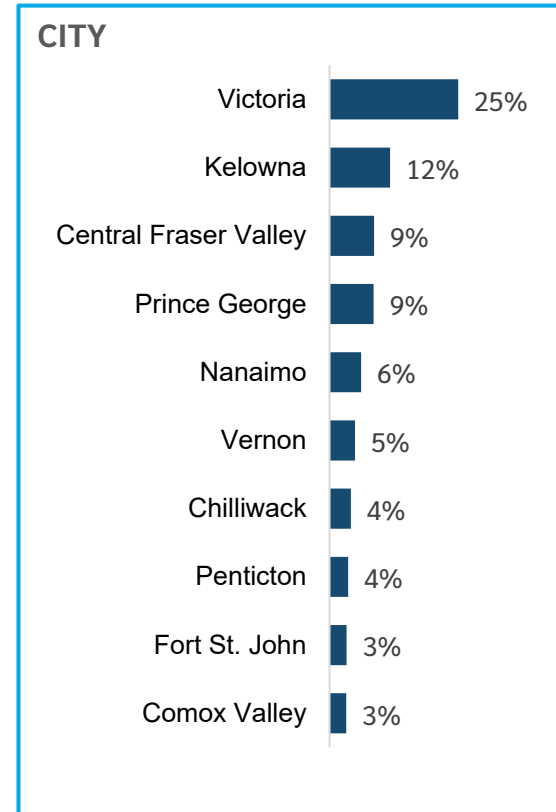
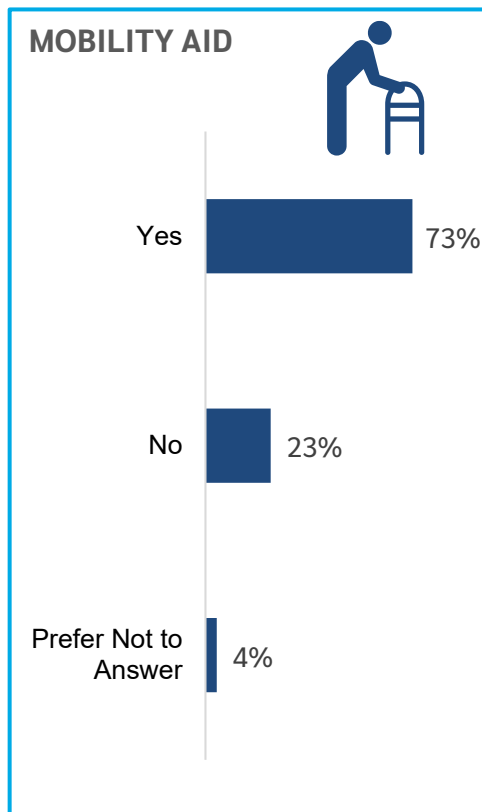
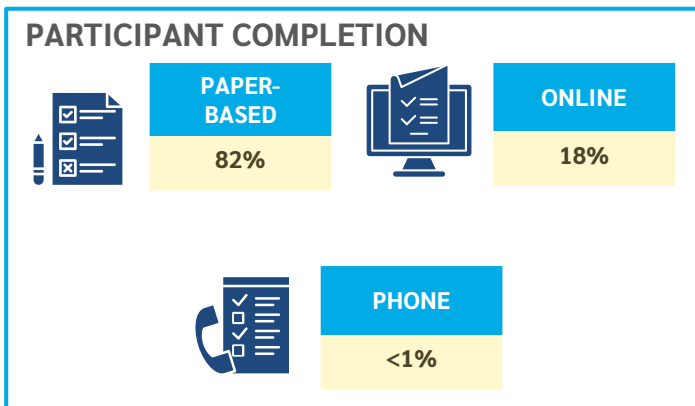
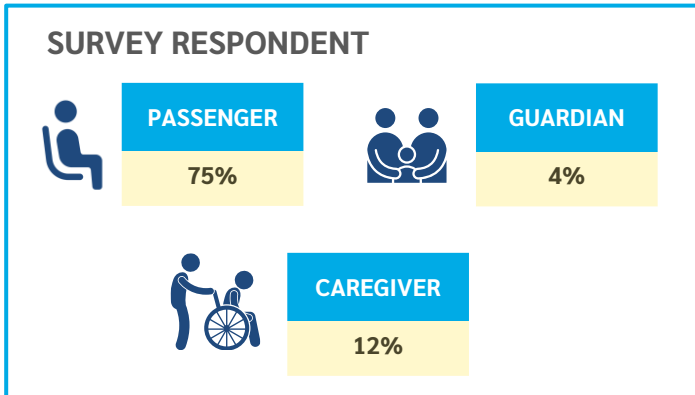
Recommended Service Enhancements

- Should additional resourcing be available, nearly a **third of respondents (31%) desire improving the service availability during existing hours** as the top priority. **Introducing service on Sundays** was the **next most frequently mentioned enhancement (29%).**
- The demand for **introducing service on holidays (23%)** has **increased** by four percentage points and now follows as the **third most desired enhancement.**
- When asked about specific improvements they would like to see **during existing hours**, riders continue to **desire shorter booking windows and an increase in the number or frequency of buses.**
- Additional comments or suggestions provided by respondents focus on themes such as **increasing the availability and access to services, enhancing booking and scheduling flexibility**, among commenting on technology and booking tools as well as communication and customer service.

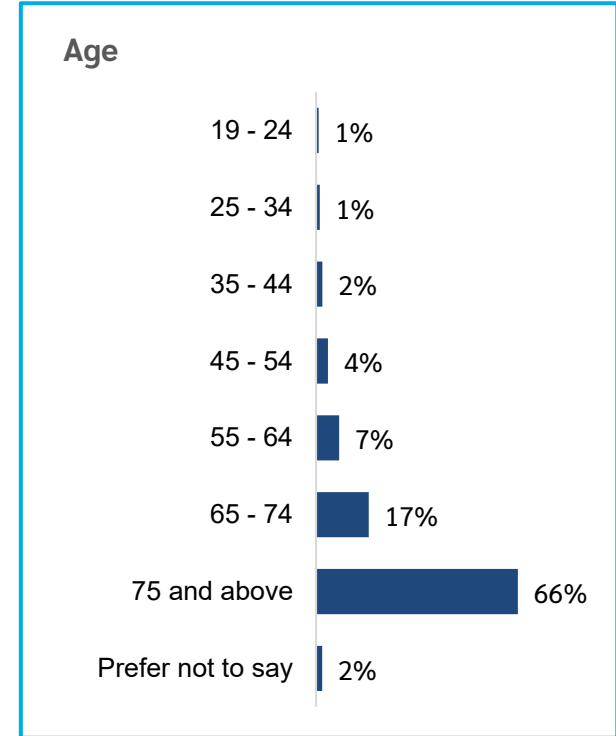
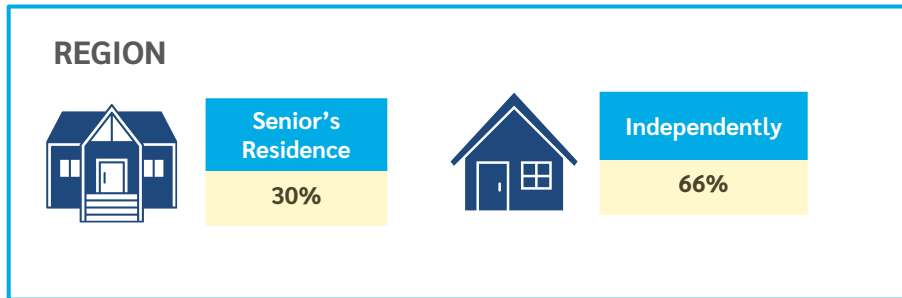
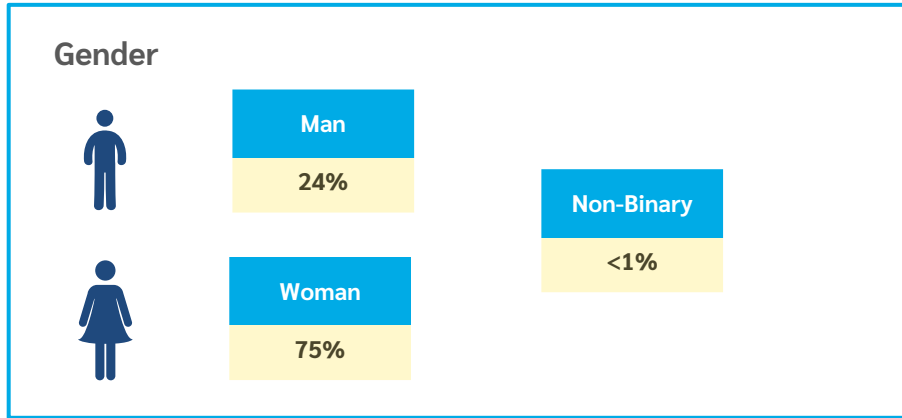


RESPONDENT PROFILE





Q29. Who completed this survey?
Q30. Do you have a mobility aid?



Q31. Please select your age group below.

Q32. How do you identify?

Q34. Do you live independently or in a seniors' residence?

Base 2025: Total, n=1,357



DETAILED RESULTS





RIDERSHIP ELEMENTS

Rider Usage Patterns

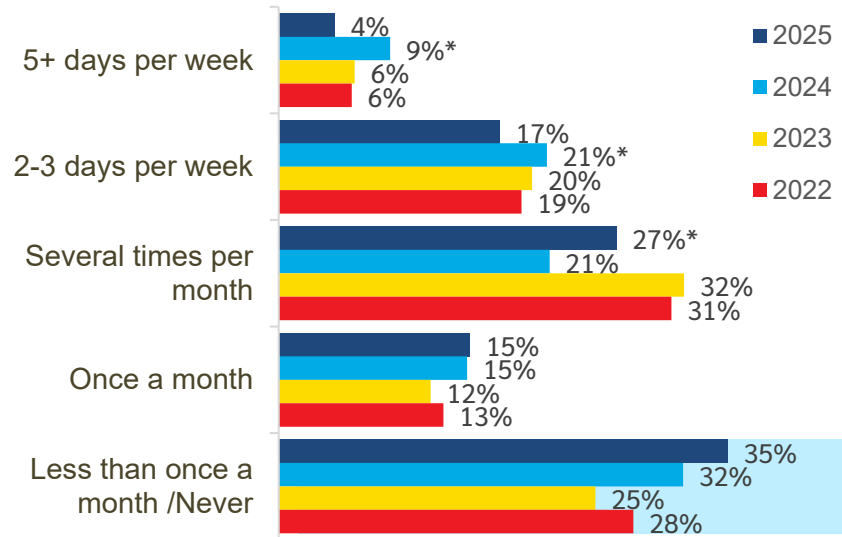
In 2025, about **one in five respondents** (22%) are **heavy riders**, using handyDART at least twice per week. Meanwhile, **42%** are **medium riders**, while **occasional riders** account for **35%**.

Compared to 2024, the **proportion of medium riders** has **increased** by 6 percentage points, while **heavy ridership** has **declined** by 8 percentage points.

	2025	2024	2023	2022
HEAVY RIDER <i>5+ days/2-3 days per week</i>	22%	30%*	26%	25%
MEDIUM RIDER <i>Several times per month/Once a month</i>	42%*	36%	44%	43%
OCCASIONAL RIDER <i>Less than once a month or never</i>	35%	32%	25%	28%

Base 2025: n=1,357, Base 2024: n=921, Base 2023: n=915, Base 2022: n=1,203
Q1. In the past month, how often have you used the handyDART service in your area?

Usage of handyDART service



P.25

Rider Usage Patterns by Trip Booking Type

The majority of heavy riders rely on subscription trips (55%) or a combination of subscription and one-time trips (44%). Very few (8%) use only one-time trips. Most have their trips booked by caregivers or guardians (42%), while just 18% book their own rides.

In contrast, medium riders are more likely to use one-time trips (50%), followed by both subscription and one-time trips (33%), and subscription-only trips (30%). Nearly half (47%) book their own trips, compared to 28% whose trips are arranged by caregivers or guardians.

Occasional riders follow a similar pattern to medium riders. They are most likely to use one-time trips (41%), with fewer relying on both types (23%) or subscription trips alone (14%). However, among occasional riders, bookings are equally likely to be made by the passengers themselves (34%) or by family members and caregivers (35%).

Usage of handyDART services	TOTAL (n=1,357)	TRIP BOOKING TYPE			RESPONSIBLE FOR BOOKING*	
		Subscription Trip (n=270)	One-Time Trip (n=833)	Both (n=160)	Passenger (n=972)	Family/ Caregiver (n=293)
HEAVY RIDER 5+ days/2-3 days per week	22%	55%	8%	44%	18%	37%
MEDIUM RIDER Several times per month/ Once a month	42%	30%	50%	33%	47%	28%
OCCASIONAL RIDER Less than once a month/Never	35%	14%	41%	23%	34%	35%

Base 2025: Total, n=1,357

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

Significantly higher at the 95% level.
Significantly lower at the 95% level.

Rider Usage Patterns by City

In the **Central Fraser Valley**, riders are **more likely** to be **medium riders** of handyDART, with 60% falling into this category. **Heavy ridership** is **less common in this region**, with only 11% identifying as heavy riders, which is significantly lower than in other areas.

Usage of handyDART services	TOTAL (n=1,357)	CITY					
		Victoria (n=338)	Kelowna (n=159)	Central Fraser Valley (n=117)	Prince George (n=116)	Nanaimo (n=83)	Vernon (n=67)
HEAVY RIDER 5+ days/2-3 days per week	22%	23%	25%	11%	18%	16%	19%
MEDIUM RIDER Several times per month/ Once a month	42%	37%	44%	60%	42%	49%	45%
OCCASIONAL RIDER Less than once a month/Never	35%	38%	30%	29%	40%	34%	36%

Base 2025: Total, n=1,357

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

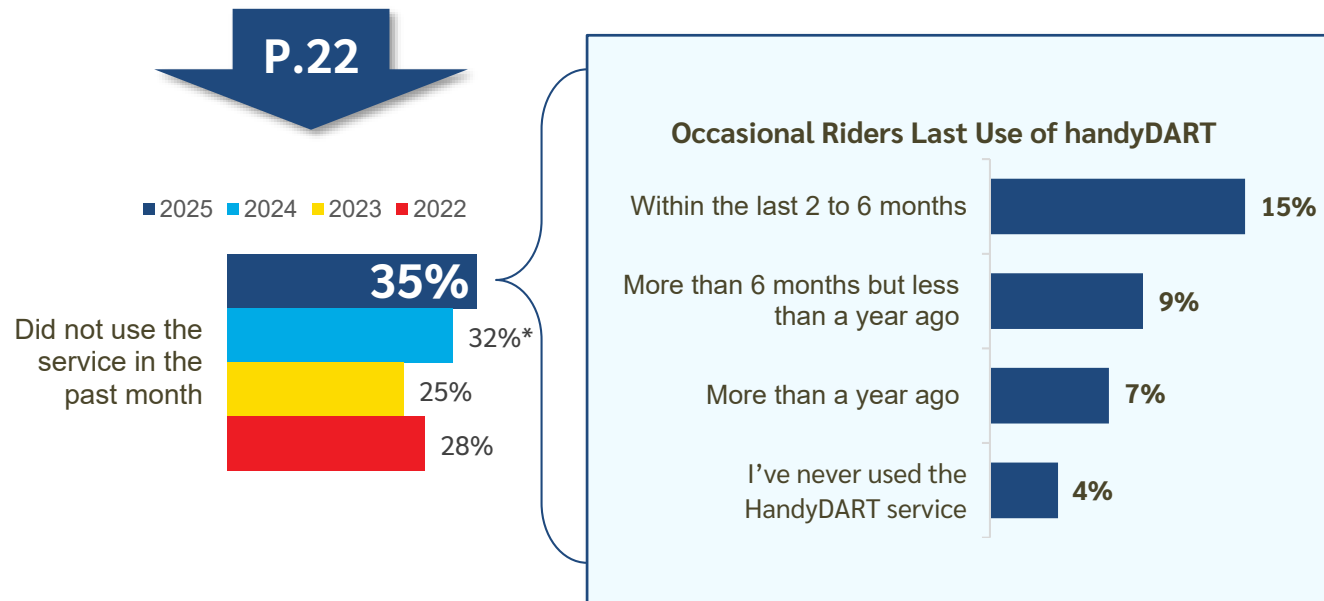
Significantly higher at the 95% level.

Significantly lower at the 95% level.

Occasional Rider Usage Patterns by City

To better understand usage patterns among those who hadn't used handyDART in the past month, also referred to as **Occasional riders**, a new question was added to the 2025 survey.

Among this rider group (35% of respondents), **most** had used the service **within the past 2 to 6 months (15%)**. **Nearly one in ten (9%)** last used it **more than 6 months ago** but within the past year, while **7%** had not used it in over a year. An additional **4%** reported **never having used handyDART**.



Base 2025: n=1,357

Q2. If you have not used the handyDART service in the past month, when did you last use it? – question added in 2025

Occasional Rider Usage Patterns by City

Across regions, the timing of last handyDART use among **Occasional riders** is **generally consistent**. Most last used the service within the past 2 to 6 months, followed by those who used it more than 6 months ago but within the past year.

However, respondents from **Prince George** stand out, with **13% reporting they have never used the service**. This is significantly higher than the overall rate of 4%.

Last usage of handyDART	TOTAL (n=1,357)	CITY					
		Victoria (n=338)	Kelowna (n=159)	Central Fraser Valley (n=117)	Prince George (n=116)	Nanaimo (n=83)	Vernon (n=67)
Within the last 2 to 6 months	15%	20%	14%	16%	11%	19%	19%
More than 6 months but less than a year ago	9%	12%	8%	9%	9%	11%	10%
More than a year ago	7%	6%	4%	3%	7%	2%	3%
I've never used the HandyDART service	4%	1%	3%	1%	13%	0%	3%

Base 2025: n=1,357

Q2. If you have not used the handyDART service in the past month, when did you last use it?

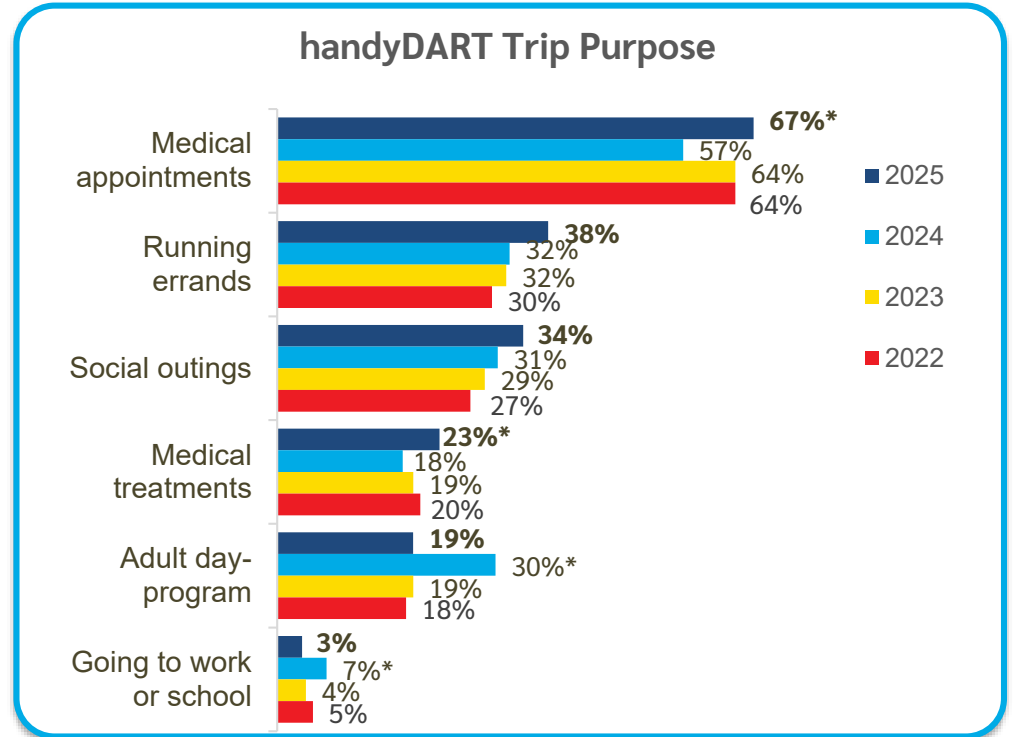
Significantly higher at the 95% level.

Significantly lower at the 95% level.

handyDART Trip Purposes

Medical appointments **remain** the top trip purpose, with a significant increase in 2025 (67%) compared to 2024 (57%).

There were also **increases** in trips for running errands (38%) and medical treatments (23%). Conversely, **fewer riders** reported using handyDART to attend adult day programs (19%, down from 30%) or to travel to work or school (3%, down from 7%).



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

Base 2025: Total, n=842, Base 2024: Total, n=609, Base 2023: Total, n=915, Base 2022: Total, n=1,203
Q3. Which of the following trip purposes do you use handyDART service for? [Select all that apply]

handyDART Trip Purposes by Trip Booking Type

Passengers are **significantly more likely** to book trips for **medical appointments** (77%) and **errands** (46%), while **family members or caregivers most often book** adult day programs (50%).

Trip purpose also varies by booking type. **One-time trips** are **most frequently used** for **medical appointments** (82%) and **errands** (45%), though a good share of these trips are also booked using both one-time and subscription options (75% and 42%, respectively). **Over half** of **social outings** (54%) are booked using **both types**, while **subscription trips** are **most commonly used** for **adult day programs**.

handyDART trip purposes	TOTAL (n=842)	RESPONSIBLE FOR BOOKING*		TRIP BOOKING TYPE		
		Passenger (n=639)	Family/Caregiver (n=190)	Subscription Trip (n=223)	One-Time Trip (n=482)	Both (n=117)
Medical appointments	67%	77%	38%	30%	82%	75%
Running errands	38%	46%	13%	20%	45%	42%
Social outings	34%	37%	31%	25%	34%	54%
Medical treatments	23%	25%	18%	17%	25%	27%
Adult day-program	19%	9%	50%	46%	5%	23%
Going to work or school	3%	4%	2%	7%	1%	6%

Base 2025: Total, n=842

Q3. Which of the following trip purposes do you use handyDART service for? [Select all that apply]

Significantly higher at the 95% level.

Significantly lower at the 95% level.

handyDART Trip Purposes by City

Medical appointments **remain** the top reason for using handyDART across all cities.

Running errands is **less common** in Victoria, while **significantly more** respondents in **Central Fraser Valley** report using the service for this purpose (51%). **Social outings** are **cited more frequently** in **Victoria** (45%) and **Prince George** (53%) compared to other cities.

handyDART trip purposes	TOTAL (n=842)	CITY					
		Victoria (n=201)	Kelowna (n=103)	Central Fraser Valley (n=83)	Prince George (n=68)	Nanaimo (n=53)	Vernon (n=43)
Medical appointments	67%	65%	73%	69%	69%	70%	84%
Running errands	38%	27%	34%	51%	44%	44%	33%
Social outings	34%	45%	26%	29%	53%	33%	33%
Medical treatments	23%	26%	30%	30%	19%	26%	23%
Adult day-program	19%	21%	14%	20%	17%	9%	12%
Going to work or school	3%	4%	2%	2%	6%	6%	5%

Base 2025: Total, n=842

Q3. Which of the following trip purposes do you use handyDART service for? [Select all that apply]

Significantly higher at the 95% level.

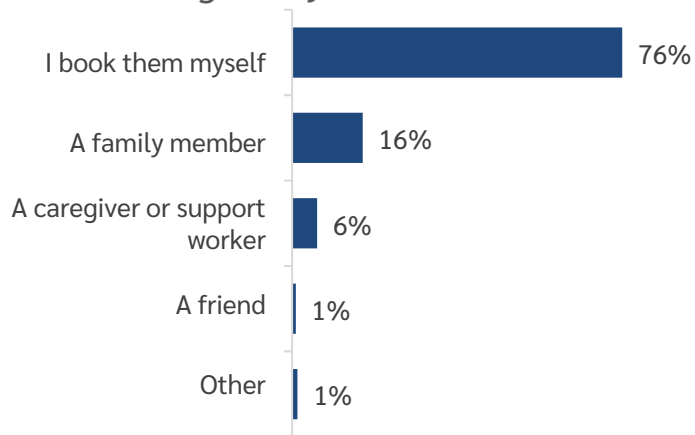
Significantly lower at the 95% level.

Booking Responsibility and Changes in handyDART Usage

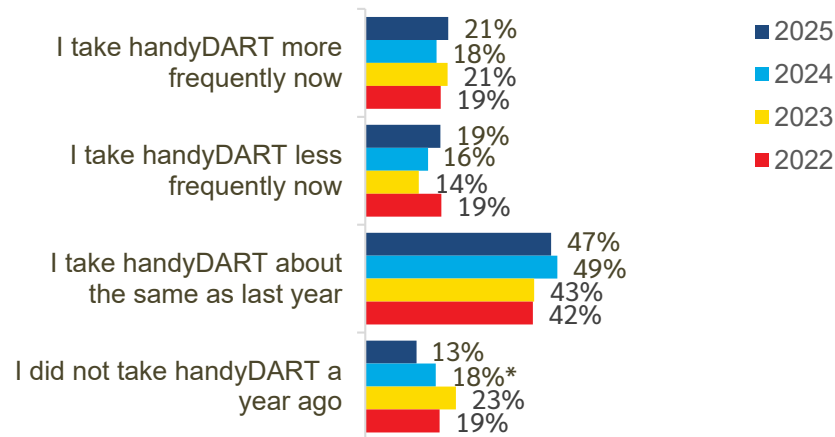
In 2025, most handyDART riders (76%) report **booking their own trips**. A **smaller share** rely on others, including a **family member** (16%) or a **caregiver or support worker** (6%). **Very few riders** rely on a **friend** (1%) or selected **“Other”** (1%).

Nearly half (47%) said their handyDART usage has **stayed about the same**. Fewer respondents in 2025 (13%) reported **not using handyDART a year ago**, compared to 18% in 2024, a **significantly higher** share. Additionally, 21% said they are using the service **more frequently now**, while 19% are using it less.

Main Person Responsible for Booking handyDART



Change in handyDART Usage Over the Past Year



Q4. Who is primarily responsible for booking your handyDART trips? (Base 2025: n=1,281) *new question asked in 2025

Q5. Compared to a year ago, how has your use of the handyDART service changed?(Base 2025: n=1,267, Base 2024: n=878, Base 2023: n=878, Base 2022: n=1,101)

handyDART Booking Responsibility by City and Trip Type

In 2025, 76% of respondents **booked their own** handyDART trips. This was **significantly lower** among subscription trip users (54%) and **significantly higher** among **one-time trip bookers** (83%), as well as riders in **Prince George** (86%) and **Nanaimo** (85%).

Caregiver or support worker booking was **more common** among **subscription users** (18%), while **family members** booked **more often** among **subscription users** (25%).

handyDART booking responsibility	TOTAL (n=1,281)	CITY						TRIP BOOKING TYPE		
		Victoria (n=332)	Kelowna (n=151)	Central Fraser Valley (n=115)	Prince George (n=99)	Nanaimo (n=82)	Vernon (n=64)	Subscription Trip (n=265)	One-Time Trip (n=815)	Both (n=155)
I book them myself	76%	74%	82%	73%	86%	85%	72%	54%	83%	78%
A caregiver or support worker	6%	9%	2%	3%	3%	1%	6%	18%	1%	5%
A family member	16%	15%	15%	19%	10%	12%	22%	25%	14%	15%
A friend	1%	1%	0%	4%	1%	0%	0%	0%	1%	2%
Other	1%	2%	1%	1%	0%	1%	0%	3%	1%	0%

Q4. Who is primarily responsible for booking your handyDART trips? (Base 2025: n=1,281)

Significantly higher at the 95% level.

Significantly lower at the 95% level.

Change in handyDART Use by City and Booking Type

In 2025, 21% of respondents said they **use handyDART more often** than a year ago, while 19% use it less. Usage was **significantly higher** among those using both trip booking types (32%), and **lower** among subscription riders (14%). Nearly half (47%) reported **no change in usage**, with this figure **significantly higher** for subscription riders (61%). Fewer respondents in Kelowna (7%) and Nanaimo (5%) said they **did not use handyDART a year ago**.

Change in handyDART Usage	TOTAL (n=1,267)	CITY						TRIP BOOKING TYPE		
		Victoria (n=327)	Kelowna (n=150)	Central Fraser Valley (n=112)	Prince George (n=100)	Nanaimo (n=80)	Vernon (n=64)	Subscription Trip (n=262)	One-Time Trip (n=808)	Both (n=155)
I take handyDART more frequently now	21%	20%	18%	24%	25%	28%	14%	17%	20%	32%
I take handyDART less frequently now	19%	24%	18%	20%	13%	20%	19%	11%	22%	17%
I take handyDART about the same as last year	47%	49%	47%	45%	44%	48%	56%	61%	44%	43%
I did not take handyDART a year ago	13%	7%	17%	12%	18%	5%	11%	10%	14%	8%

Q5. Compared to a year ago, how has your use of the handyDART service changed?(Base 2025: n=1,267)

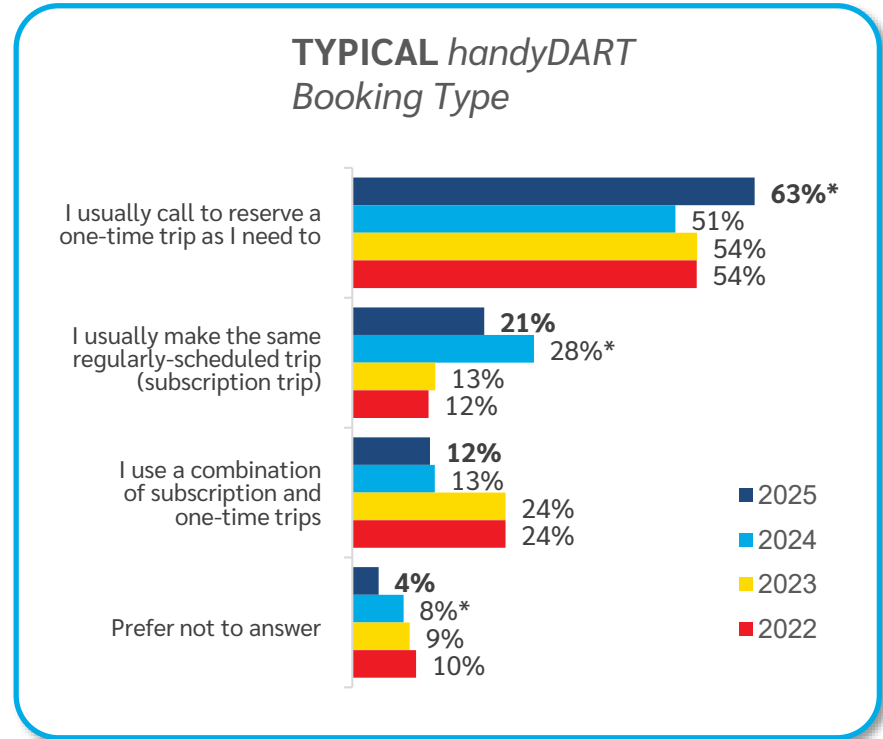
Significantly higher at the 95% level.

Significantly lower at the 95% level.

handyDART Booking Type

In 2025, **63%** of respondents typically book one-time trips as needed, while **21%** use subscription trips. This reflects a **significant increase** in one-time trip bookings (51%) and a **corresponding decrease** in subscription trips (28%) compared to 2024.

The proportion of riders using both booking types has **remained consistent** with the previous year.



Base 2025: n=1,306, Base 2024: n=921, Base 2023: n=915 Base 2022: n=1,203.

Q18. Which of these statements most accurately describes how you use handyDART?

handyDART booking Patterns by Rider Type and Booking Party

One-time trips are **most commonly booked** by **medium** (74%) and **occasional** (76%) riders and are **often arranged** by the **passengers** themselves (70%).

In contrast, **subscription trips** are **more frequently used** by **heavy riders** (50%) and are **more often booked** by **family/caregivers** (39%) than by **passengers** (15%). Among those who use **both subscription and one-time trips**, **heavy riders** are **more prominently represented** (24%) than other rider types, with **passengers** and **family/caregivers** **equally likely** to make these bookings.

handyDART booking type	TOTAL (n=1,306)	handyDART RIDERSHIP FREQUENCY			RESPONSIBLE FOR BOOKING*	
		Heavy Rider (n=297)	Medium Rider (n=567)	Occasional Rider (n=430)	Passenger (n=972)	Family/ Caregivers (n=293)
One-time trip	63%	23%	74%	76%	70%	44%
Subscription trip	21%	50%	14%	9%	15%	39%
Combination of Subscription and One-time trip	12%	24%	9%	8%	12%	12%
Prefer not to answer	4%	4%	2%	7%	3%	5%

Base 2025: n=1,306.

Q18. Which of these statements most accurately describes how you use handyDART?

Significantly higher at the 95% level.

Significantly lower at the 95% level.

handyDART booking Patterns by City

One-time trip bookings remain the **most commonly used method** across all cities.

In Nanaimo, **three-quarters of respondents** (76%) reported **booking one-time trips**. Respondents from the **Central Fraser Valley** were **significantly less likely** to use subscription trips compared to the overall average.

handyDART booking type	TOTAL (n=1,306)	CITY					
		Victoria (n=336)	Kelowna (n=154)	Central Fraser Valley (n=116)	Prince George (n=101)	Nanaimo (n=83)	Vernon (n=65)
One-time trip	63%	60%	66%	66%	63%	76%	74%
Subscription trip	21%	22%	19%	12%	21%	12%	15%
Combination of Subscription and One-time trip	12%	15%	8%	16%	13%	11%	9%
Prefer not to answer	4%	3%	6%	6%	3%	1%	2%

Base 2025: Total, n=1,306

Q18. Which of these statements most accurately describes how you use handyDART?

Significantly higher at the 95% level.

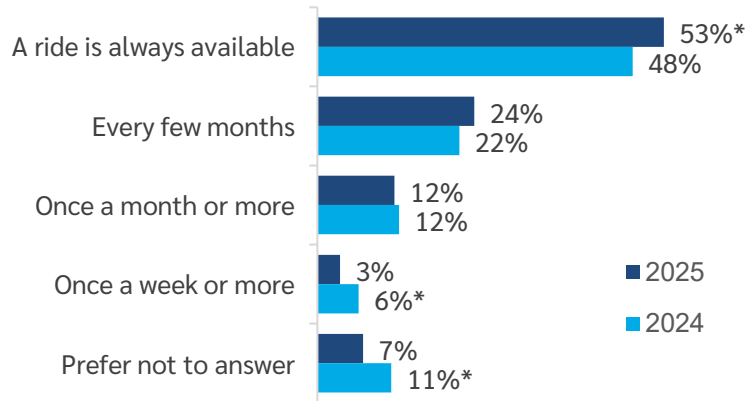
Significantly lower at the 95% level.

handyDART Availability and Alternatives Used

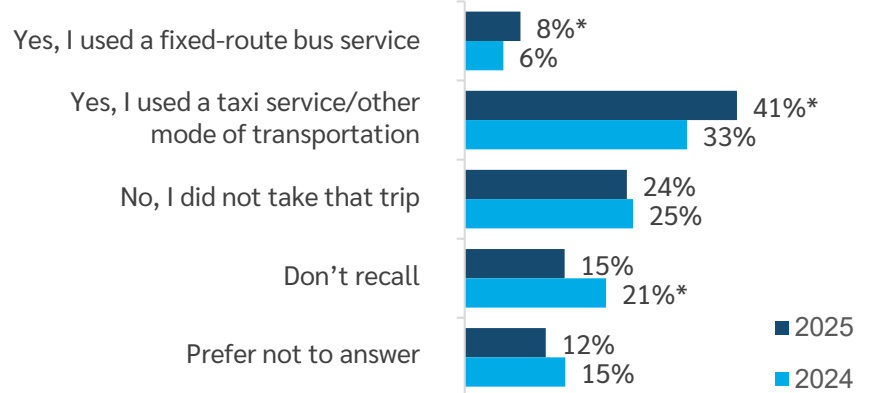
In 2025, **just over half of respondents** (53%) reported that a ride is **always available** when requested, an improvement of 5 percentage points compared to 2024. However, **accessibility remains inconsistent for some** riders, with **nearly one-quarter** (24%) stating they are **only infrequently able to secure a ride**, typically just every few months.

When respondents are **unable to access a ride** through the service, they **most commonly turn to taxis or other forms of transportation** (41%) as alternatives. Notably, **nearly one-quarter** (24%) reported that **they did not make the trip at all**.

UNABLE to Secure a Trip



USAGE of Another Mode of Transportation



Q11. How often have you called for a ride and not been able to get one? (Base 2025: n=1,306, Base 2024: n= 921)

Q19. Thinking of the last trip that they were not able to fulfil (if applicable), did you take that trip using another mode of transportation? (Base 2025: n=927, Base 2024: n= 921)

handyDART Availability by City and Booking Type

Just **over half of respondents** (53%) report that a ride is **always available**, though **regional differences are evident**. In **Victoria**, only **40%** say a ride is **always available**, compared to **62%** in Kelowna and **78%** in the **Central Fraser Valley**.

Across all regions, ride availability appears **consistent regardless of booking type**, whether respondents use **subscription trips, one-time bookings, or both**.

UNABLE to Secure a Trip	TOTAL (n=1,306)	CITY						TRIP BOOKING TYPE		
		Victoria (n=336)	Kelowna (n=154)	Central Fraser Valley (n=116)	Prince George (n=101)	Nanaimo (n=83)	Vernon (n=65)	Subscription Trip (n=270)	One-Time Trip (n=823)	Both (n=159)
A ride is always available	53%	40%	62%	78%	57%	45%	54%	57%	54%	47%
Every few months	24%	31%	18%	8%	22%	31%	29%	20%	26%	29%
Once a month or more	12%	17%	10%	7%	9%	12%	6%	9%	13%	15%
Once a week or more	3%	6%	1%	1%	2%	5%	2%	4%	3%	5%
Prefer not to answer	7%	6%	8%	6%	10%	7%	9%	10%	4%	4%

Q11. How often have you called for a ride and not been able to get one? Base 2025: n= 1,306

Significantly higher at the 95% level.

Significantly lower at the 95% level.

Alternative Modes by City and Ride Frequency

Across all regions, respondents **most commonly use** a taxi or other mode of transportation when handyDART is unavailable. Respondents in **Kelowna** were **less likely** to forgo the trip (12%) compared to the overall average of 24%. However, **heavy riders** were the most affected, with **36%** indicating they **did not take the trip** when a ride was unavailable.

Usage of another mode of transportation	TOTAL (n=927)	CITY						handyDART RIDERSHIP FREQUENCY		
		Victoria (n=262)	Kelowna (n=104)	Central Fraser Valley (n=74)	Prince George (n=75)	Nanaimo (n=62)	Vernon (n=39)	Heavy Rider (n=195)	Medium Rider (n=375)	Occasional Rider (n=351)
Yes, I used a fixed-route bus service	8%	10%	11%	7%	8%	11%	8%	7%	10%	7%
Yes, I used a taxi service/other mode of transportation	41%	41%	48%	41%	29%	48%	33%	42%	44%	36%
No, I did not take that trip	24%	29%	12%	27%	15%	21%	26%	36%	25%	16%
Don't recall	15%	13%	15%	14%	28%	15%	15%	6%	11%	23%
Prefer not to answer	12%	6%	14%	12%	20%	5%	18%	9%	9%	17%

Q19. Thinking of the last trip that they were not able to fulfil (if applicable), did you take that trip using another mode of transportation?
Base 2025: n= 927

Significantly higher at the 95% level.
 Significantly lower at the 95% level.

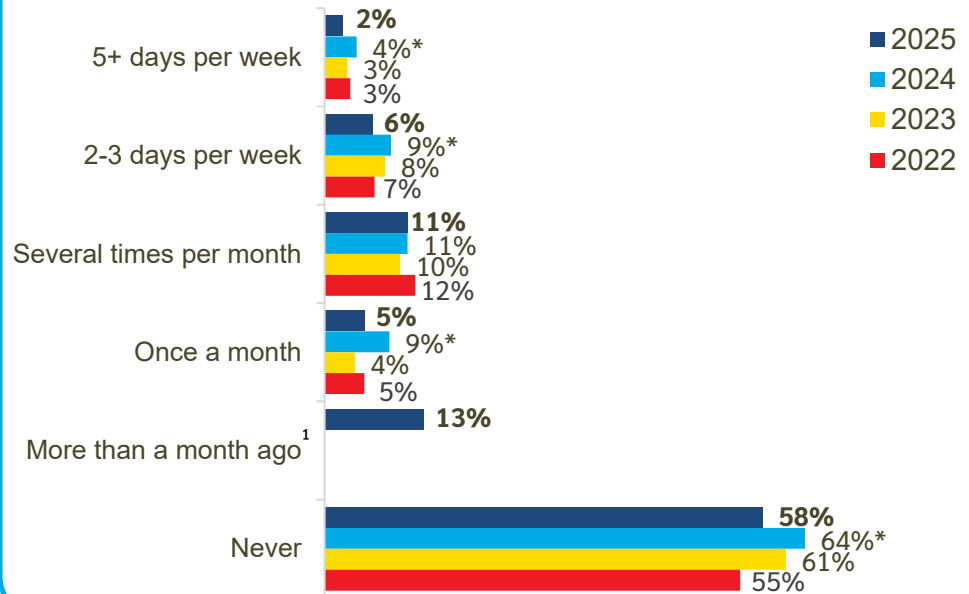
Fixed-route Bus Service Usage

Fifty-eight percent of respondents report **never using fixed-route bus service**, a **notable decrease** from **64%** in 2024.

Among those who do use it, **usage tends to be infrequent**. The **most common patterns** include using the service **fewer than once a month** (13%) or **several times per month** (11%).



Usage of Fixed-route Bus Service



Base 2025: n=1,357, Base 2024: n=921, Base 2023: n=915, Base 2022.

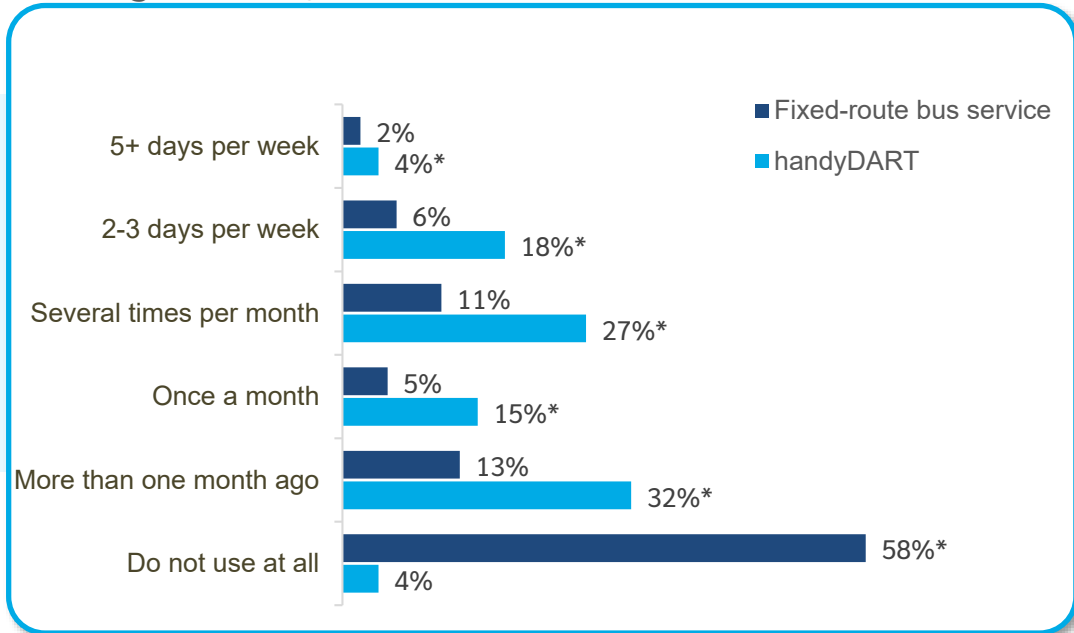
Q6. And in the past month, how often have you used the regular fixed-route bus service in your area?

¹This option was added in 2025.

handyDART and Fixed-route Bus Service Usage

handyDART continues to see **much higher overall use compared** to regular fixed-route bus service.

Usage of handyDART and fixed-route bus service in 2025



Q1. In the past month, how often have you used the handyDART service in your area? Base 2025: Total, n=1,357

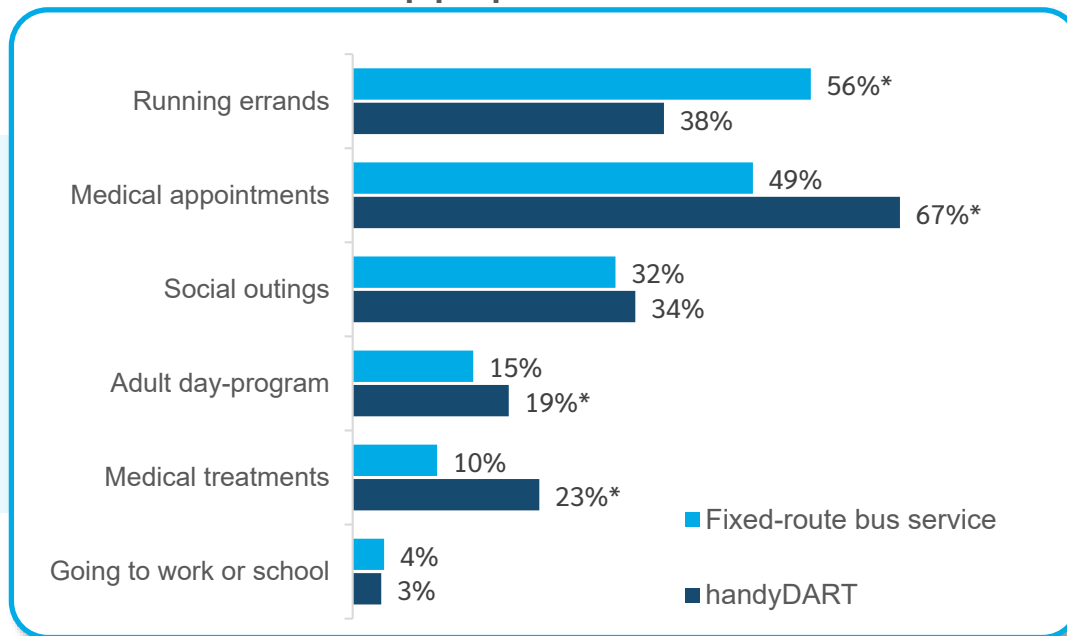
Q6. And in the past month, how often have you used the regular fixed-route bus service in your area? Base 2025: Total, n=1,357

handyDART and Fixed-route Bus Service Trip Purposes

Among fixed-route bus users, the **most common trip purposes** are medical appointments (56%) and running errands (49%). **In contrast**, handyDART riders **primarily use the service** for medical appointments (67%), followed by running errands (38%).

A **similar share of riders across both services** report using transit for social outings.

Trip purposes in 2025



Base 2025: Total, handyDART users n=864, Regular bus service users n=341

Q3. Which of the following trip purposes do you use handyDART service for? [Select all that apply]

Q7. Which of the following trip purposes do you use the regular fixed-route bus service for? [Select all that apply]



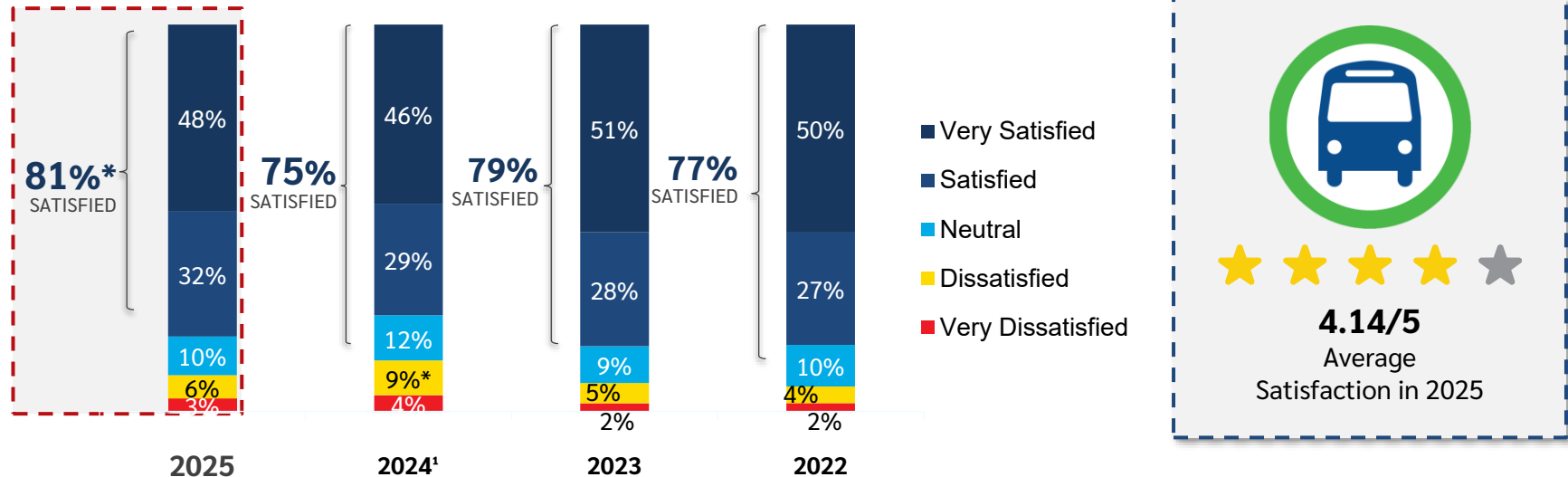
SATISFACTION WITH handyDART SERVICE



Overall Customer Satisfaction Score (CSS)

Overall, **four in five riders** (81%) report being **satisfied** or **very satisfied overall** with their **handyDART service** and marks a **statistically significant increase** from **2024** (75%).

SATISFACTION *with the handyDART Service*



Base 2025: Total n=1,229, Base 2024: Total, n=857, Base 2023: Total, n=915, Base 2022: Total, n=1,203.

Q8. Overall, how satisfied are you with the handyDART service in your area?

¹In 2024, the calculation was updated to exclude "Don't know" and non-responses from the calculation. However, 2023 and 2022 included the values in the calculation.

Overall Customer Satisfaction Score by City

While **overall satisfaction** with handyDART sits at **81%**, **Victoria respondents** are **less likely to report being satisfied or very satisfied** (72%). However, this lower satisfaction rate appears to **translate into higher neutral ratings** (15%), rather than increased dissatisfaction.

In contrast, respondents in **Vernon** report **significantly higher satisfaction**, with **92%** indicating they are **satisfied or very satisfied** with the service.

Satisfaction with handyDART service	TOTAL (n=1,229)	CITY					
		Victoria (n=321)	Kelowna (n=142)	Central Fraser Valley (n=107)	Prince George (n=96)	Nanaimo (n=77)	Vernon (n=61)
Top 2 (Satisfied and Very Satisfied)	81%	72%	80%	78%	83%	87%	92%
Very Satisfied	48%	43%	40%	41%	50%	62%	66%
Satisfied	32%	29%	40%	36%	33%	25%	26%
Neutral	10%	15%	13%	11%	8%	4%	5%
Dissatisfied	6%	9%	6%	9%	4%	6%	0%
Very Dissatisfied	3%	5%	1%	2%	4%	3%	3%

Base 2025: Total, n=1,229

Q8. Overall, how satisfied are you with the handyDART service in your area?

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

 Significantly higher at the 95% level.

 Significantly lower at the 95% level.

Overall Customer Satisfaction by Ride Frequency and Booking Type

Heavy (87%) and **medium** (86%) riders report **higher overall satisfaction** compared to the overall average of 81%. In contrast, **occasional riders** show **lower satisfaction levels**, with only 68% reporting they are satisfied or very satisfied, and **higher rates of dissatisfaction** than the overall sample.

Overall satisfaction **does not appear to be influenced** by **booking type**, whether subscription, one-time, or a combination of both.

Satisfaction with handyDART service	TOTAL (n=1,229)	handyDART RIDERSHIP FREQUENCY			TRIP BOOKING TYPE		
		Heavy Rider (n=286)	Medium Rider (n=540)	Occasional Rider (n=393)	Subscription Trip (n=257)	One-Time Trip (n=782)	Both (n=148)
Top 2 (Satisfied and Very Satisfied)	81%	87%	86%	68%	84%	81%	78%
Very Satisfied	48%	52%	53%	39%	51%	48%	47%
Satisfied	32%	35%	34%	29%	34%	33%	31%
Neutral	10%	9%	8%	13%	11%	9%	13%
Dissatisfied	6%	3%	4%	11%	3%	7%	6%
Very Dissatisfied	3%	1%	2%	7%	2%	4%	3%

Base 2025: Total, n=1,229

Q8. Overall, how satisfied are you with the handyDART service in your area?

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

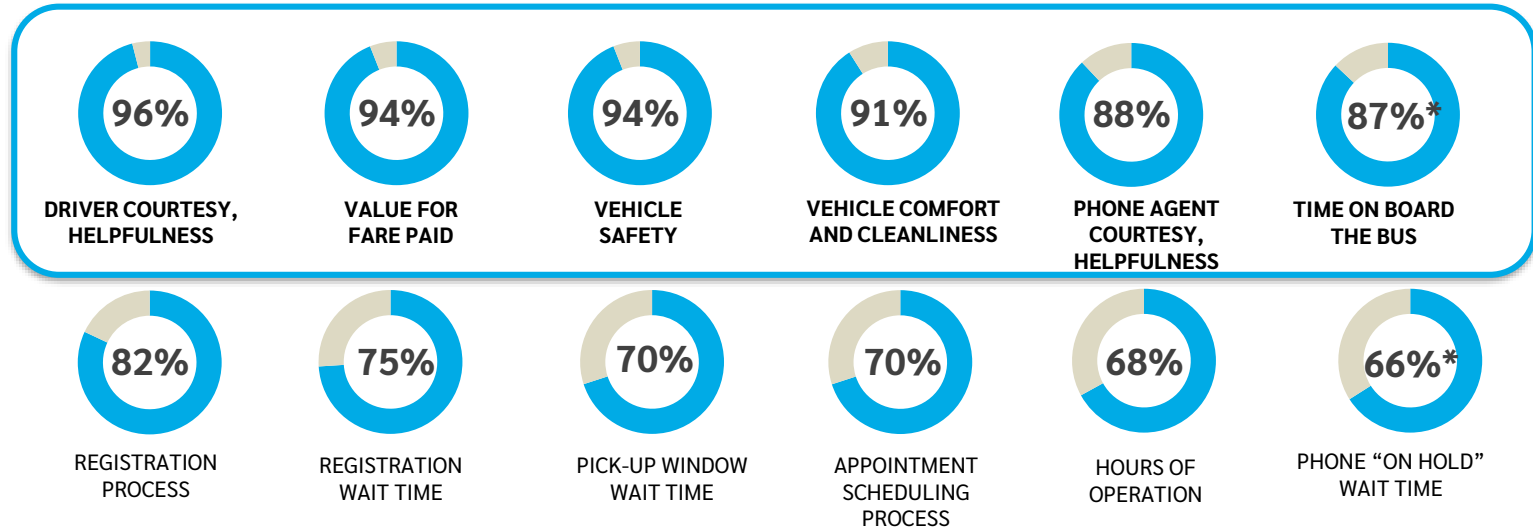
Significantly higher at the 95% level.

Significantly lower at the 95% level.

Customer Satisfaction with Aspects of Service

The top seven service aspects with the **highest satisfaction remain consistent** with 2024. While **vehicle comfort and cleanliness** saw a slight decline from 94% in 2024 to 91% in 2025, it **continues to be** a high-performing area.

Time spent on board the bus showed a **three percentage point increase** in satisfaction. Notably, **phone “on hold” wait time**, which continues to receive the lowest satisfaction ratings, saw a **modest improvement** of 4 percentage points compared to 2024.



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

Base 2025: Total, n ranges from 1,091 to 1,252

Q9. How satisfied are you with each of the following elements of handyDART service?

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

Customer Satisfaction with Service Elements by City and Booking Type

Respondents from **Victoria** report **lower satisfaction** with **time on board the bus** (79%), while those in **Nanaimo** report **significantly higher satisfaction** with this aspect (96%) compared to the overall results. Respondents in the **Central Fraser Valley** report **significantly lower satisfaction** across several key areas, including **driver courteousness, helpfulness, and professionalism, vehicle comfort and cleanliness, and phone agent courtesy, helpfulness, and professionalism**. As with overall satisfaction, the **type of trip booked**, whether subscription, one-time, or both, **does not appear to impact satisfaction** with these top-rated service aspects.

Elements of handyDART Service	TOTAL (n=1,229)	CITY						TRIP BOOKING TYPE		
		Victoria (n=321)	Kelowna (n=142)	Central Fraser Valley (n=107)	Prince George (n=96)	Nanaimo (n=77)	Vernon (n=61)	Subscription Trip (n=257)	One-Time Trip (n=782)	Both (n=148)
Driver courtesy, helpfulness, and professionalism	96%	95%	99%	89%	97%	100%	98%	96%	97%	95%
Vehicle safety	94%	93%	93%	93%	95%	99%	97%	94%	94%	95%
Value for fare paid	94%	91%	97%	93%	93%	99%	93%	94%	94%	95%
Vehicle comfort and cleanliness	91%	88%	90%	85%	93%	98%	95%	91%	91%	91%
Phone agent courtesy, helpfulness, and professionalism	88%	89%	87%	75%	90%	95%	95%	88%	88%	90%
Time on board the bus	87%	79%	88%	85%	89%	96%	94%	84%	89%	87%

Base 2025: Total, n ranges from 1,219 to 1,252

Q9. How satisfied are you with each of the following elements of handyDART service?

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

Significantly higher at the 95% level.

Significantly lower at the 95% level.

Customer Satisfaction with Service Elements by City and Booking Type - Continued

Victoria respondents reported **lower satisfaction across most service elements, except for hours of operation**, which received relatively higher satisfaction (75%). In contrast, **Nanaimo** respondents expressed **higher satisfaction on nearly all elements**, with hours of operation being the exception. **Subscription trip** users also showed **greater satisfaction with hours of operation** compared to the overall.

Elements of handyDART Service	TOTAL (n=1,229)	CITY						TRIP BOOKING TYPE		
		Victoria (n=321)	Kelowna (n=142)	Central Fraser Valley (n=107)	Prince George (n=96)	Nanaimo (n=77)	Vernon (n=61)	Subscription Trip (n=257)	One-Time Trip (n=782)	Both (n=148)
Registration process	82%	76%	82%	77%	84%	93%	89%	83%	82%	83%
Registration wait time	75%	61%	77%	68%	75%	93%	84%	75%	75%	73%
Pick-up window wait time	70%	59%	54%	64%	82%	90%	77%	72%	71%	68%
Appointment scheduling process	70%	51%	71%	71%	78%	83%	82%	71%	72%	61%
Hours of operation	68%	75%	71%	65%	69%	68%	55%	76%	67%	59%
Phone "on hold" wait time	66%	47%	55%	68%	85%	90%	75%	68%	67%	63%

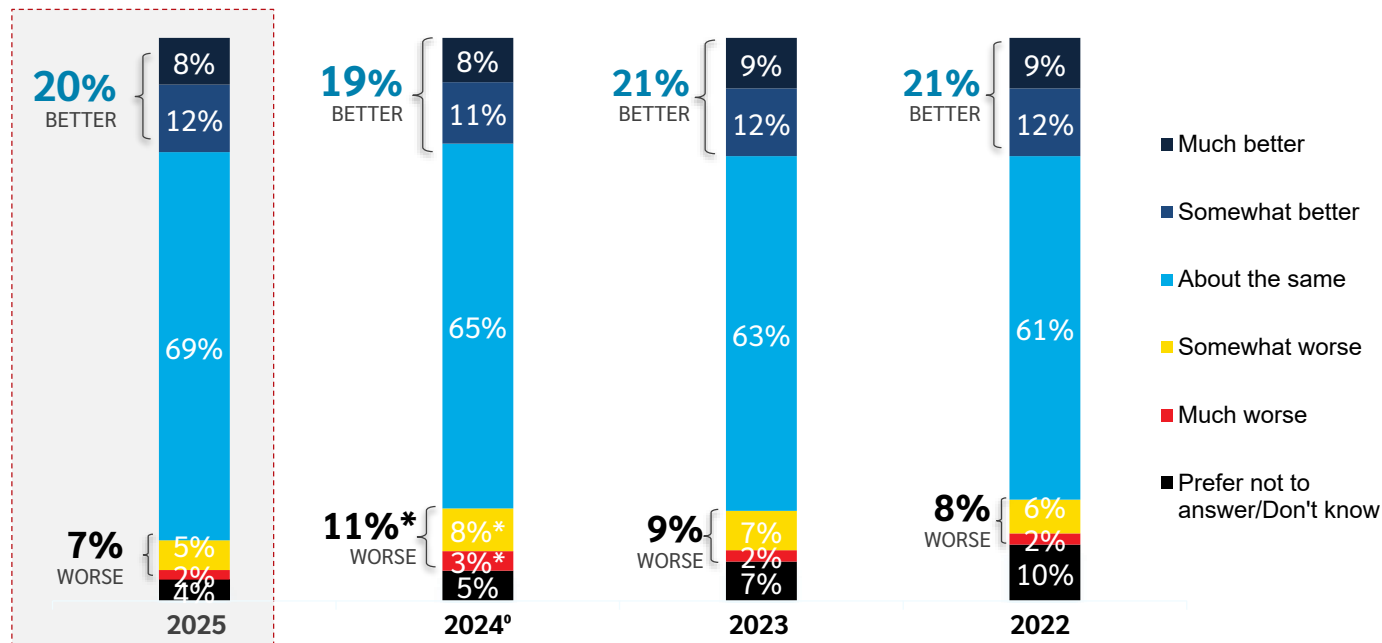
Base 2025: Total, n ranges from 1,091 to 1,190
 Q9. How satisfied are you with each of the following elements of handyDART service?
 Don't know/Unsure is excluded from the calculation.

■ Significantly higher at the 95% level.
■ Significantly lower at the 95% level.

Perceived Changes in handyDART Service

In 2025, the **vast majority** of handyDART riders (69%) **continue to feel** the service is about the same as a year ago. Since 2024, there has been a **4 percentage point decline** in the proportion of respondents who rated the service as **somewhat or much worse**.

CHANGES in handyDART Service



^oThe choice "Prefer not to answer" was updated to "Don't know" in 2024

Q10. Compared to a year ago, is the handyDART service better, the same, or worse? Base 2025; n=1,059, Base 2024: n=724. Base 2023: n=717. Base 2022: n=993.

Perceived Changes in handyDART Service by City and Rider Frequency

Across cities and rider frequency levels, the **vast majority** of handyDART users feel the service is **about the same as a year ago**. In **Vernon**, this sentiment is even more pronounced, with **84%** reporting no change. However, this is accompanied by a **lower proportion** who feel the service has **improved** (9%) compared to other areas.

Victoria respondents (12%) and **occasional riders** (11%) were **more likely** to report that the **service has worsened**, compared to the **overall rate of 7%**.

Changes in handyDART Service	TOTAL (n=1,059)	CITY						handyDART RIDERSHIP FREQUENCY		
		Victoria (n=290)	Kelowna (n=122)	Central Fraser Valley (n=98)	Prince George (n=76)	Nanaimo (n=72)	Vernon (n=58)	Heavy Rider (n=265)	Medium Rider (n=503)	Occasional Rider (n=281)
Better	20%	19%	13%	21%	28%	18%	9%	25%	21%	14%
About the same	69%	67%	77%	70%	67%	71%	84%	68%	69%	71%
Worse	7%	12%	4%	5%	4%	8%	2%	6%	5%	11%
Don't know	4%	2%	6%	3%	1%	3%	5%	2%	4%	5%

Base 2025: Total, n=1,059

Q10. Compared to a year ago, is the handyDART service better, the same, or worse?

Significantly higher at the 95% level.
 Significantly lower at the 95% level.



KEY OPPORTUNITIES FOR SERVICE EXPANSION



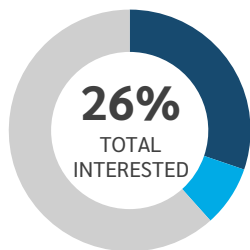
Booking Trip Preferences

Interest in using a **website or smartphone app** to book handyDART trips has remained **consistent with 2024**, with **26% of respondents indicating support** for these digital options.

In 2025, respondents were asked to **rank their preferred method** for booking and managing handyDART trips across **three options**. **Telephone booking with a customer representative** emerged as the **clear preference**, receiving an **Index score of 90**.

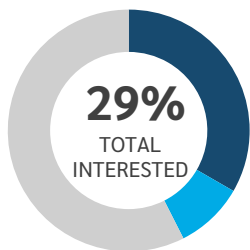
Interest in using a Website or App to Book

(2025)



■ Support ■ Neither ■ Not

(2024)



■ Support ■ Neither ■ Not



Booking PREFERENCE



Ranked #1

Telephone call
with customer
representative
Index score: **90**



Ranked #2

BC Transit Website
Index score: **61**



Ranked #3

Smartphone app
Index score: **55**

Q25. How interested would you be in using a website or a smartphone app to book your handyDART trip? Base 2025: n=1,357, Base 2024: n= 921

Q26. If all three of the following options were available, please rank your preferred way to book and manage your handyDART trips. (Base 2025: n=1,175)

Booking Technology Interest by Region, Ridership, and Trip Type

Victoria respondents expressed **greater interest** in using a **website or smartphone app** for booking handyDART trips (33%) compared to the overall (**26%**). In contrast, **medium riders** showed slightly higher **disinterest** in these digital options (**58%**).

Respondents in **Prince George** (14%) and **Nanaimo** (13%) were **more likely to be unsure** about their interest in using booking technology. Notably, **interest levels do not appear to vary** by **trip booking type** (subscription, one-time, or both).

Interest in using a website or app to book a trip	TOTAL (n=1,357)	CITY						handyDART RIDERSHIP FREQUENCY			TRIP BOOKING TYPE		
		Victoria (n=338)	Kelowna (n=159)	Central Fraser Valley (n=117)	Prince George (n=116)	Nanaimo (n=83)	Vernon (n=67)	Heavy Rider (n=297)	Medium Rider (n=567)	Occasional Rider (n=481)	Subscription Trip (n=270)	One-Time Trip (n=833)	Both (n=160)
Interested	26%	33%	26%	23%	18%	27%	30%	30%	23%	28%	27%	28%	27%
Neutral	7%	7%	8%	7%	8%	8%	12%	9%	6%	7%	9%	6%	11%
Not interested	53%	51%	57%	51%	51%	46%	45%	50%	58%	49%	53%	56%	46%
Don't know	7%	5%	4%	9%	14%	13%	12%	5%	6%	9%	6%	6%	9%

Base 2025: Total, n= 1,357

Q25. How interested would you be in using a website or a smartphone app to book your handyDART trip?

Significantly higher at the 95% level.

Significantly lower at the 95% level.

Booking Preferences by Region, Who Books, and Trip Booking Type

Interest in booking and managing handyDART trips is **consistent across cities**, with **telephone calls to a customer representative** remaining the **most preferred method**.

However, **family or caregivers booking on behalf of clients** show **greater interest in using a smartphone app** compared to the overall sample, making it a **close third** behind the **BC Transit website**.

Index Scores¹

Booking PREFERENCE	TOTAL (n=1,175)	CITY						RESPONSIBLE FOR BOOKING		TRIP BOOKING TYPE		
		Victoria (n=306)	Kelowna (n=143)	Central Fraser Valley (n=87)	Prince George (n=98)	Nanaimo (n=76)	Vernon (n=60)	Passenger (n=871)	Family/ Caregiver (n=266)	Subscription Trip (n=236)	One-Time Trip (n=748)	Both (n=142)
Call with Customer Rep	90	88	90	87	93	94	90	92	84	88	91	89
BC Transit Website	61	62	61	63	62	62	65	60	62	61	61	60
Smartphone App	55	55	57	60	52	47	52	53	60	59	54	54

Base 2025: Total, n= 1,175

Q26. If all three of the following options were available, please rank your preferred way to book and manage your handyDART trips

¹To learn more about how Index Scores are calculated, please see the Appendix.

Significantly higher at the 95% level.
 Significantly lower at the 95% level.

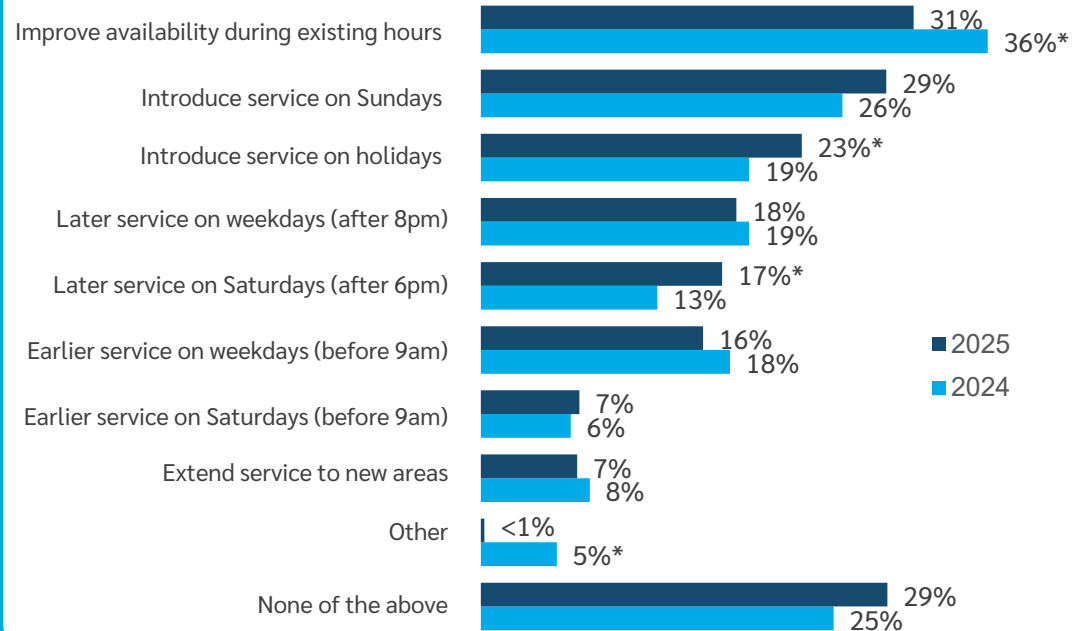
Desired Service Enhancements

Roughly **three in ten respondents** (29%) did not suggest any changes to handyDART service.

Among those who did, the **most frequently mentioned improvement** was enhancing service availability during existing hours (31%), although this reflects a **5 percentage point decrease** from 2024 (36%).

The **next most commonly cited changes** were introducing service on Sundays (29%) and introducing service on holidays (23%), the latter showing a **4 percentage point increase** from 2024.

Desired Service Changes



Base 2025: Total, n=1,180, Base 2024: Total, n=811

Q20. If resources were available to expand handyDART service, what change(s) would you most like handyDART to implement? (3 mentions)

Desired Service Enhancements by Region and Booking Type

In **Victoria**, **improving service availability during existing hours** is the **top priority** (49%). **Central Fraser Valley** riders **prioritize Sunday service** (41%), while **Vernon** respondents **focus more on holiday service** (35%) and less on improving current availability (17%).

Those making **both subscription and one-time trips** **show greater interest** in **Sunday service (39%)**, as well as **later service on Saturdays** and **earlier service on weekdays and Saturdays** compared to the overall.

Desired Service Changes	TOTAL (n=1,180)	CITY						TRIP BOOKING TYPE		
		Victoria (n=299)	Kelowna (n=143)	Central Fraser Valley (n=98)	Prince George (n=92)	Nanaimo (n=76)	Vernon (n=60)	Subscription Trip (n=237)	One-Time Trip (n=752)	Both (n=145)
Improve availability during existing hours	31%	49%	27%	17%	25%	30%	17%	28%	33%	29%
Introduce service on Sundays	29%	17%	36%	41%	34%	29%	38%	22%	30%	39%
Introduce service on holidays	23%	16%	28%	29%	29%	20%	35%	22%	23%	26%
Later service on weekdays (after 8pm)	18%	11%	15%	22%	24%	17%	23%	14%	19%	23%
Later service on Saturdays (after 6pm)	17%	13%	17%	16%	25%	11%	18%	11%	18%	28%
Earlier service on weekdays (before 9am)	16%	15%	15%	21%	16%	25%	13%	8%	17%	26%
Earlier service on Saturdays (before 9am)	7%	5%	4%	12%	12%	5%	10%	6%	6%	13%
Extend service to new areas	7%	5%	5%	10%	7%	11%	10%	5%	7%	8%

Base 2025: Total, n=1,180

Q20. If resources were available to expand handyDART service, what change(s) would you most like handyDART to implement? (3 mentions)

Significantly higher at the 95% level.

Significantly lower at the 95% level.

Satisfaction with Vendor Network and Physical Ticket Availability

In 2025, **nearly three quarters** (73%) were **satisfied** with the **availability and convenience of vendor locations** for purchasing physical tickets. Satisfaction was **significantly higher** among riders in **Nanaimo (85%)** and **Vernon (86%)**, while those in **Victoria (64%)** were **notably less satisfied** than the overall average.

Availability and convenience of vendor locations for buying physical tickets	TOTAL (n=1,063)	CITY						TRIP BOOKING TYPE		
		Victoria (n=278)	Kelowna (n=129)	Central Fraser Valley (n=95)	Prince George (n=79)	Nanaimo (n=73)	Vernon (n=56)	Subscription Trip (n=225)	One-Time Trip (n=675)	Both (n=140)
Top 2 (Very Satisfied and Satisfied)	73%	64%	77%	72%	78%	85%	86%	74%	72%	74%
Very Satisfied	31%	19%	26%	24%	38%	47%	46%	32%	30%	34%
Satisfied	42%	44%	50%	47%	41%	38%	39%	42%	43%	39%
Neutral	18%	21%	20%	19%	16%	11%	5%	17%	19%	14%
Dissatisfied	6%	10%	3%	5%	3%	3%	7%	6%	6%	9%
Very Dissatisfied	3%	5%	0%	4%	3%	1%	2%	3%	3%	4%

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

Base 2025: Total, n:1,063

Q23. How satisfied are you with the availability and convenience of locations in the vendor network and for purchasing physical tickets?

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

Significantly higher at the 95% level.
 Significantly lower at the 95% level.

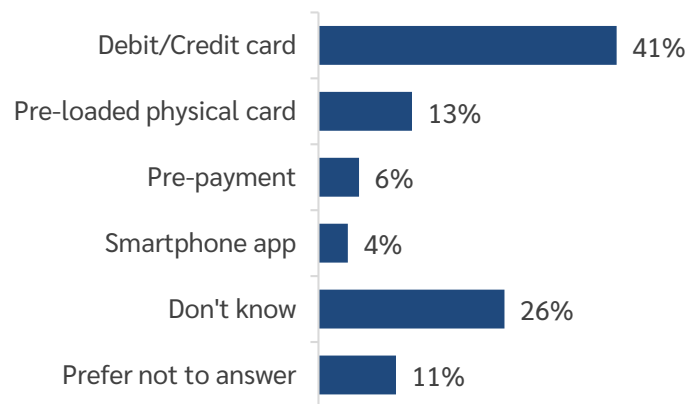
Preferred Electronic Payment Options

In 2025, respondents were asked about their preferred electronic payment options for the handyDART service.

Four in ten (41%) felt that using a debit or credit card would be the **easiest option**, while **a quarter (26%)** said they weren't sure. A pre-loaded physical card was the **next most preferred option**, mentioned by **13%** of respondents.

Pre-payment (where the account is debited after the trip) and using a **smartphone app** were **less popular**, selected by just **6%** and **4%**, respectively.

Preferred Electronic Payment Options for handyDART Riders



Q24. If an electronic payment option were introduced to the handyDART service, which of the following options would be easiest for you to use? Base n 2025: 1,357

Payment Preferences Among handyDART Riders by City, Booking Type, and Frequency

While debit and credit cards remain the most preferred payment option overall, some notable differences emerge. Heavy riders are less likely to prefer debit/credit cards (29%), showing greater interest in a pre-loaded physical card (21%). In contrast, occasional riders show even lower preference for pre-loaded cards (9%).

Preference for debit/credit cards is higher among one-time trip bookers (47%), but drops to 30% among subscription trip users.

Regionally, preferences are largely consistent, though Nanaimo respondents show greater preference for debit/credit cards (53%), while a higher proportion in Prince George (36%) said they did not know which option they would prefer.

Preferred Electronic Payment Options for handyDART Riders	TOTAL (n=1,357)	handyDART RIDERSHIP FREQUENCY			TRIP BOOKING TYPE			CITY					
		Heavy Rider (n=297)	Medium Rider (n=567)	Occasional Rider (n=481)	Subscription Trip (n=270)	One-Time Trip (n=833)	Both (n=160)	Victoria (n=338)	Kelowna (n=159)	Central Fraser Valley (n=117)	Prince George (n=116)	Nanaimo (n=83)	Vernon (n=67)
Debit/Credit card	41%	29%	45%	44%	30%	47%	39%	42%	45%	47%	36%	53%	39%
Pre-loaded physical card	13%	21%	12%	9%	20%	11%	17%	14%	11%	10%	8%	16%	13%
Pre-payment ¹	6%	8%	6%	4%	10%	4%	8%	8%	4%	3%	5%	2%	3%
Smartphone app	4%	7%	3%	4%	7%	4%	3%	6%	4%	3%	3%	1%	0%
Don't know	26%	27%	23%	28%	26%	26%	23%	21%	28%	25%	36%	20%	31%
Prefer not to answer	11%	8%	11%	11%	8%	8%	10%	9%	8%	12%	11%	7%	13%

Base n 2025: 1,357

Q24. If an electronic payment option were introduced to the handyDART service, which of the following options would be easiest for you to use?

¹ (your account is debited once your trip has been completed)

Significantly higher at the 95% level.

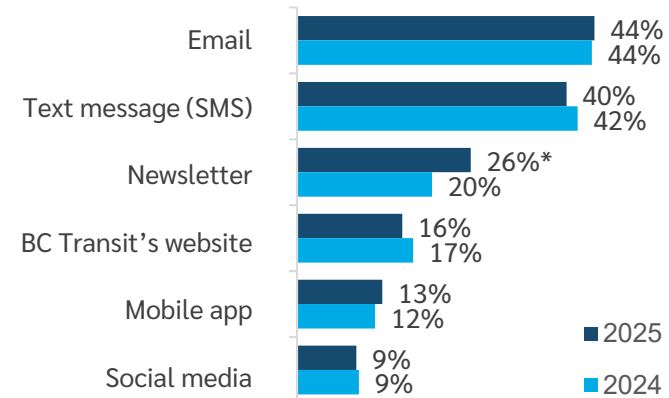
Significantly lower at the 95% level.

Favourite Communication Channels Among handyDART Riders

In both 2025 and 2024, the **most preferred channels** for transit updates were email (44%) and text message (SMS) (40% in 2025, 42% in 2024).

Notably, preference for newsletters **increased significantly** in 2025, rising to 26% from 20% in 2024. Other channels such as BC Transit's website, mobile app, and social media **remained relatively stable** across both years.

Favourite communication channel for updates and notification



Q27. What are your favourite communication channels for transit updates and notification?
[Select all that apply] , Base n 2025: 1,009, Base n 2024: 706

Preferred Communication Channels by City, Booking Type, and Frequency

While **email and text message (SMS)** are the **most preferred communication methods** across nearly all groups, some noticeable differences are observed.

Text messaging is **especially preferred** by **heavy riders** and those booking **subscription trips** (both at 48%). In contrast, **Nanaimo respondents** are **less likely to prefer text messaging (25%)** compared to the **overall average of 40%**.

Additionally, **respondents in Central Fraser Valley** are **less likely to prefer newsletters (15%)**, compared to **26% overall**.

Favourite communication channel for updates and notification	TOTAL (n=1,009)	handyDART RIDERSHIP FREQUENCY			TRIP BOOKING TYPE			CITY					
		Heavy Rider (n=242)	Medium Rider (n=403)	Occasional Rider (n=357)	Subscription Trip (n=212)	One-Time Trip (n=634)	Both (n=126)	Victoria (n=269)	Kelowna (n=124)	Central Fraser Valley (n=79)	Prince George (n=83)	Nanaimo (n=64)	Vernon (n=49)
E-mail	44%	39%	47%	45%	42%	44%	49%	48%	47%	43%	45%	50%	47%
Text message (SMS)	40%	48%	35%	41%	48%	38%	45%	43%	44%	38%	42%	25%	35%
Newsletter	26%	20%	29%	26%	20%	28%	25%	22%	21%	15%	30%	28%	24%
BC Transit's website	16%	19%	16%	14%	17%	16%	13%	19%	14%	15%	12%	17%	12%
Mobile app	13%	16%	11%	11%	18%	11%	10%	13%	14%	11%	14%	6%	14%
Social media	9%	11%	10%	6%	10%	8%	11%	6%	10%	8%	10%	5%	12%

Significantly higher at the 95% level.

Significantly lower at the 95% level.

Q27. What are your favourite communication channels for transit updates and notification? [Select all that apply], Base n 2025: 1,009

The main themes for improving availability remain consistent, with riders most often suggesting a **shorter booking window** and **more buses or increased trip frequency**. Here are some examples of rider suggestions related to these areas.

Suggested improvements during existing hours	2025 (n=521)	2024 (n=321)
Shorter window for booking period	32%	37%
More buses/Increased frequency	32%	33%
Shorter wait and travel times	14%	8%
Extend (later) service	12%	11%
Extend (earlier) service	8%	7%
Other	19%	8%

“Sometimes my medical appointments are booked late or early in the day, I often don’t get to choose those times, and it is difficult to use the service if they do not operate at those times.”
– Kelowna respondent

“It would be nice to have longer hours until 4:30pm like last year.”
– Powell River respondent

“To not have to book a week in advance. Outings are weather dependent.”
– Sunshine Coast respondent

“Booking is difficult due to having to book a week in advance”
– Campbell River respondent

“Reduce wait times to request ride. Usually have to book 2 weeks in advance.”
– Victoria respondent

“With the large demand for service in the Comox Valley, I understand scheduling could be an issue at times. I would however like to see increasing capacity and efficiencies using optimization planning tools :)”
– Comox Valley respondent

“Sometimes I am told I can be taken to an appointment but cannot be picked up or vice versa.”
– Nanaimo respondent

*Mentions 5% and greater are shown.

Base 2025: n=521, Base 2024: n= 231

Q22. If you selected “improve availability during existing hours” above... Specifically, how would you like handyDART service to be more available than it is today?

Suggestions for Expanding handyDART Service Areas

Among those requesting expanded service, the **most common suggestion** is to **extend coverage beyond municipal boundaries** or into **rural areas**. Below are examples of **specific locations riders identified** for additional handyDART coverage.

2024	2025 (n=65)	2024 (n=49)
Service to outside of municipality (other municipalities, rural areas)	74%	65%
Trips to specific destinations (e.g., church, shopping, recreational, etc.)	23%	18%
Improve availability during existing hours	5%	14%
Other	5%	4%

“There is an eye surgery in Armstrong that is needed for any eye surgery done on Vernon patients. Right now people need to rely on friends, family or volunteer drivers. Handydart would be a Godsend for them.”
- **Vernon respondent**

“Extend Service To West Kelowna To 5 Days A Week Instead Of Only 3 Days”
- **Kelowna respondent**

“From Chemainus to Ladysmith + Nanaimo”
- **Cowichan Valley respondent**

“Need A Handydart For The Malahat!!! Especially For Cancer Patients. There Is No Help In That Area None Whatsoever”
- **Victoria respondent**

“would be nice to go to family/sports events in Abbotsford from Chilliwack”
- **Chilliwack respondent**

“To medical appointments outside Abbotsford like Surrey Memorial hospital”
- **Central Fraser Valley respondent**

Base 2025: Total, n=65, Base 2024: Total, n=49

Q21. If you selected “extend service to new areas” above... Specifically, what areas would you like handyDART service to cover that it does not today? (Open ended)



Suggestions and Additional Comments for handyDART Service Improvements

27%
Satisfied with the service

“Other than that what I have already stated I very much appreciate the service and the members I am in contact with. They are always extremely pleasant and curious and like I said I value the service being given.”
- Kamloops respondent

“Very pleased that Handydart service is available at a very reasonable price to allow my brother to attend an adult day program that he thoroughly enjoys going to.”
- Cowichan Valley respondent

“I only take the HandyDart or Taxi-Saver very occasionally and have always find them both very satisfactory and cooperative.”
- Victoria respondent

“I commend you on your service. I recommend your services to others your staff are super. Your promptness impresses me. Thank you!”
- Kelowna respondent

“No but it is a fantastic service I really appreciate it! Keep up the good work it is needed!”
- Nanaimo respondent

20%
Availability and Access to Service

“When I Need HandyDART It Is Not Available Should Be The Same As The Bus Schedule. I have Always Thought That.”
- Sunshine Coast respondent

“It would be nice not to have to book so far ahead for a pick-up, because space is limited. Extended hours in the afternoon would be so much more convenient, so one doesn't have to rush home by 3:30pm.”
-Shushwap respondent

“Terrace, BC needs a second HandyDart, hours of operation needs to be extended and service on Sundays”
- Terrace respondent

“Would Like To See Handy Dart Run Longer Hours For Bingo And Other Outing, Bus To Run After 9Oclock Would Be Nice”
- Campbell River respondent

“Would like to see it on Saturday.”
-Williams Lake respondent



18% Booking and Scheduling Flexibility

“When there are 2 persons of the same address that want to take the same bus make it easier to book a ride.”
- Kelowna respondent

“Ability to make same day reservations”
-Fort St. John respondent

“Would like to be able to book my trip for my appointments as soon as I make them not wait book 2 weeks in advance.”
- Victoria respondent

“Sometimes rides come way earlier than the requested time.” - Fort St. John respondent

“To be able to book more than 2 weeks in advance. To be able to book 24 hours in advance (not 48).”
- Central Fraser Valley respondent

14% Technology and Booking Tools

“I don’t have computers or smartphone so I wouldn’t want to have to rely on those. Phone and snail mail are best.”
- Revelstoke respondent

“It would be more appreciated if they are sending a cab that they leave a message/voicemail to indicate that.”
- Kelowna respondent

“Very hard to get through phone line in AM!”
- Victoria respondent

“Telephone is only way I can book trips, no computer”
- Comox Valley respondent

14% Communication and Customer Service

“Our local dispatcher is phenomenal. she does an amazing job. It's very noticeable when she's not available.”
- Vernon respondent

“I have mostly given up on HD - long wait on phone and almost never able to get a booking”
- Victoria respondent

“More good people for answering the phone, seems to be a shortage right now”
- Comox Valley respondent

“Yes, replace the customer service in Chilliwack they are extremely rude on the phone + tell lies to clients”
- Chilliwack respondent



Suggestions and Additional Comments for handyDART Service Improvements

11% Ride Experience and Comfort

"The Seat Belts When Fasted Are Too Tight And Will Not Loosen."

- Prince George respondent

"Your drivers are amazing - professional, conscientious, friendly, knowledgeable. Your buses are not particularly comfortable and the wheelchair "anchors" that run down the aisle are an absolute hazard as they stick up out of the floor and are a terrible tripping hazard."

- Victoria respondent

"Improve the shocks in most busses. Most times the drivers go too fast."

- Central Fraser Valley respondent

"Better heat on buses during the cold months."

- Williams Lake respondent

4% Vehicle and Policy Enhancements

"Allow people who foot propel their wheelchairs to NOT use foot rests. You should empower people to be independent, not hinder them."

- Victoria respondent

"It was very hard for my mother [the client] to take the assessment. Should have happened at the care home."

- Campbell River respondent

"please start accepting the BC Bus Pass"

- Cowichan Valley respondent

"BC Transit Senior's Card should be accepted/available to use on handyDART."

- Victoria respondent

4% Medical Appointment Prioritization

"Make it more available for medical visits and less for restaurant visits!!"

-Victoria respondent

"3 days notice are a bit too much for sudden medical appointments"

- Kamloops respondent

"Errands should take a back seat to urgent medical appointments. Been made late for important appointments."

-Kelowna respondent



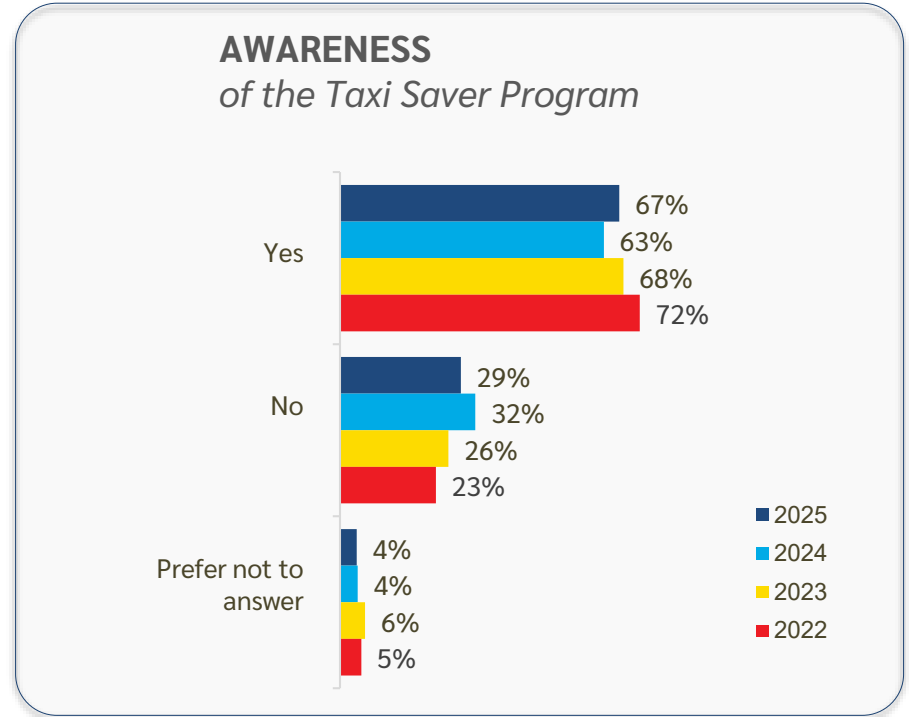
AWARENESS AND PERCEPTIONS OF SUPPLEMENTAL TAXI PROGRAMS



Awareness of the Taxi Saver Program

In 2025, **two-thirds** (67%) of respondents said they are aware of the Taxi Saver program, an **increase of 4 percentage points** compared to 2024.

Meanwhile, those unaware of the program **declined slightly to 29%**, down from **32%** in the previous year. However, these changes were not statistically significant.



Base 2025; n=1,357, Base 2024: n=921. Base 2023: n=915. Base 2022: n=1,203.

Q12. Are you aware of the Taxi Saver program? This is the program that allows handyDART users to purchase vouchers to pay for taxi fares at half price. Please note that the Taxi Saver program is not available in all communities so it may or may not be available in your area.

Awareness of the Taxi Saver Program by Who Books, Booking Type and City

Awareness of the Taxi Saver program is **significantly higher** among passengers who book their own trips, one-time trip riders (73%), and respondents in all cities except Vernon, compared to the overall average of 67%.

Conversely, awareness is **significantly lower** among family/caregivers (55%), subscription trip riders (56%), and respondents in **Vernon** (36%).

AWARENESS of the Taxi Saver Program	TOTAL (n=1,357)	RESPONSIBLE FOR BOOKING*		TRIP BOOKING TYPE			CITY					
		Passenger (n=992)	Family/ Caregiver (n=301)	Subscription Trip (n=270)	One-Time Trip (n=833)	Both (n=160)	Victoria (n=338)	Kelowna (n=159)	Central Fraser Valley (n=117)	Prince George (n=116)	Nanaimo (n=83)	Vernon (n=67)
Yes	67%	72%	55%	56%	73%	71%	85%	87%	78%	91%	78%	36%
No	29%	25%	43%	41%	25%	27%	13%	12%	17%	7%	18%	61%
Prefer not to answer	4%	3%	2%	3%	2%	2%	2%	1%	5%	2%	4%	3%

Base 2025: n=1,357

Q12. Are you aware of the Taxi Saver program? This is the program that allows handyDART users to purchase vouchers to pay for taxi fares at half price. Please note that the Taxi Saver program is not available in all communities so it may or may not be available in your area.

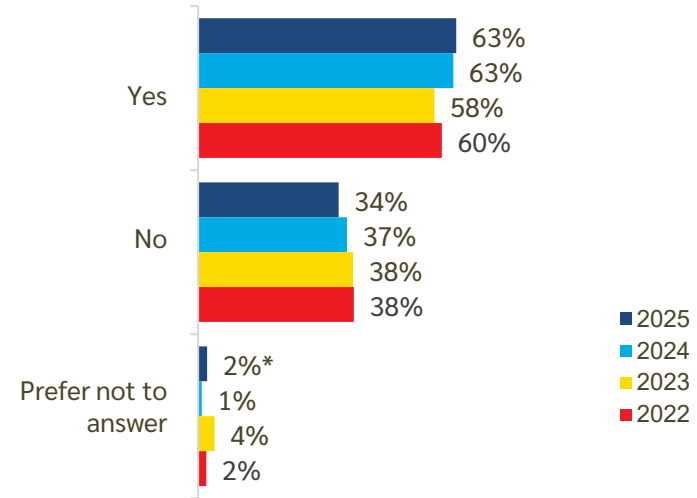
Significantly higher at the 95% level.
 Significantly lower at the 95% level.

Taxi Saver Program Usage

In 2025, **63%** of respondents who were aware of the Taxi Saver program reported using it, which is **unchanged from 2024**.

The share of those who said they do not use the program **decreased slightly** to 34%, down from 37% in 2024. However, this change is not statistically significant.

USAGE of the Taxi Saver Program



Among those aware of the Taxi Saver program in Q9 (for each wave). Base 2025: 911, Base 2024: n=583, Base 2023: n=624, Base 2022: n=870.

Q12.a. If you are aware of the Taxi Saver program, do you use the Taxi Saver program?

Taxi Saver Program Usage by Who Books, Booking Type and City

Family/caregivers who book trips on behalf of handyDART clients reported **significantly lower usage** of the **Taxi Saver program** (49%), as did **subscription trip bookers (53%)**. This is likely related, as many family/caregivers tend to book subscription trips.

At the **city level**, **most areas align** with the **overall usage rate of 63%**. However, **Prince George respondents** were **significantly more likely** to use the program (76%), while **Vernon respondents** were **significantly less likely** (25%) to do so. It's worth noting that **Vernon's sample size is small** (n=24) and results should be interpreted with caution.

USAGE of the Taxi Saver Program	TOTAL (n=911)	RESPONSIBLE FOR BOOKING*		TRIP BOOKING TYPE			CITY					
		Passenger (n=713)	Family/ Caregiver (n=166)	Subscription Trip (n=150)	One-Time Trip (n=604)	Both (n=114)	Victoria (n=286)	Kelowna (n=138)	Central Fraser Valley (n=91)	Prince George (n=106)	Nanaimo (n=65)	Vernon (n=24)
Yes	63%	67%	49%	53%	66%	64%	65%	68%	59%	76%	60%	25%
No	34%	31%	49%	45%	32%	32%	33%	30%	40%	21%	38%	75%
Prefer not to answer	2%	2%	2%	2%	2%	4%	2%	2%	1%	3%	2%	0%

Among those aware of the Taxi Saver program in Q9 (for each wave). Base 2025: n=911
Q12.a. If you are aware of the Taxi Saver program, do you use the Taxi Saver program?

Significantly higher at the 95% level.
 Significantly lower at the 95% level.

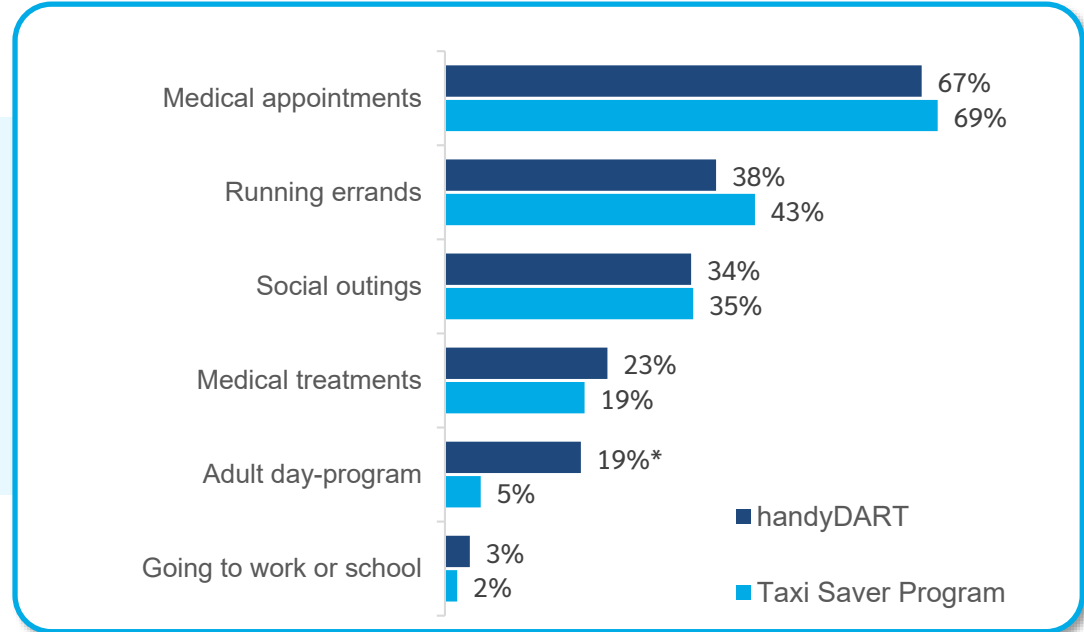
Trip Purposes for handyDART and Taxi Saver Riders

Medical appointments are the **top reason** for using **both handyDART and the Taxi Saver program**, selected by 69% and 67% of users, respectively. Other common uses of both services include running errands and attending social outings.

Notably, **significantly more respondents** use handyDART for adult day programs (19%) compared to the Taxi Saver program (5%).

Other trip purposes such as medical treatments and commuting to work or school are **less frequently selected** across both services.

Trip purposes of handyDART and Taxi saver program in 2025



Base 2025: Total, handyDART users n=864, Taxi saver program users n=580

Q3. Which of the following trip purposes do you use handyDART service for? [Select all that apply]

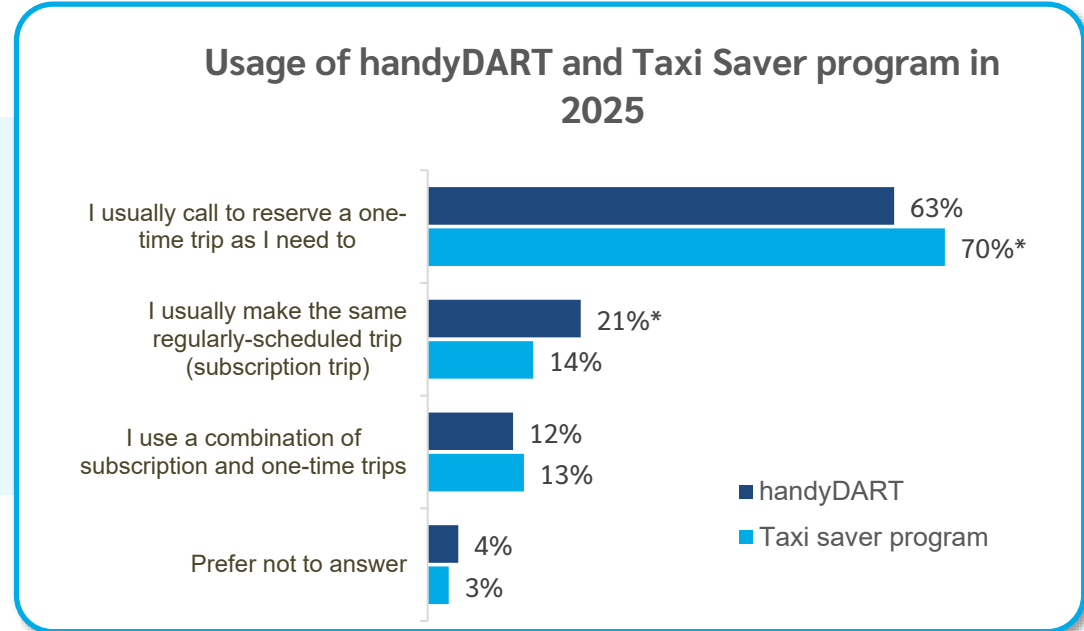
Q13. If you use the Taxi Saver program, which of the following reasons do you use it for?[Select all that apply]

Trip Bookings for handyDART and Taxi Saver Riders and Taxi Saver Program

Taxi Saver users are **significantly more likely** to call and reserve one-time trips as needed (70%) **compared to** handyDART riders (63%).

In contrast, handyDART users are **significantly more likely** to use regularly scheduled subscription trips (21%) than Taxi Saver users (14%).

Use of a combination of both trip types is **nearly identical** between the two groups (13% vs. 12%).

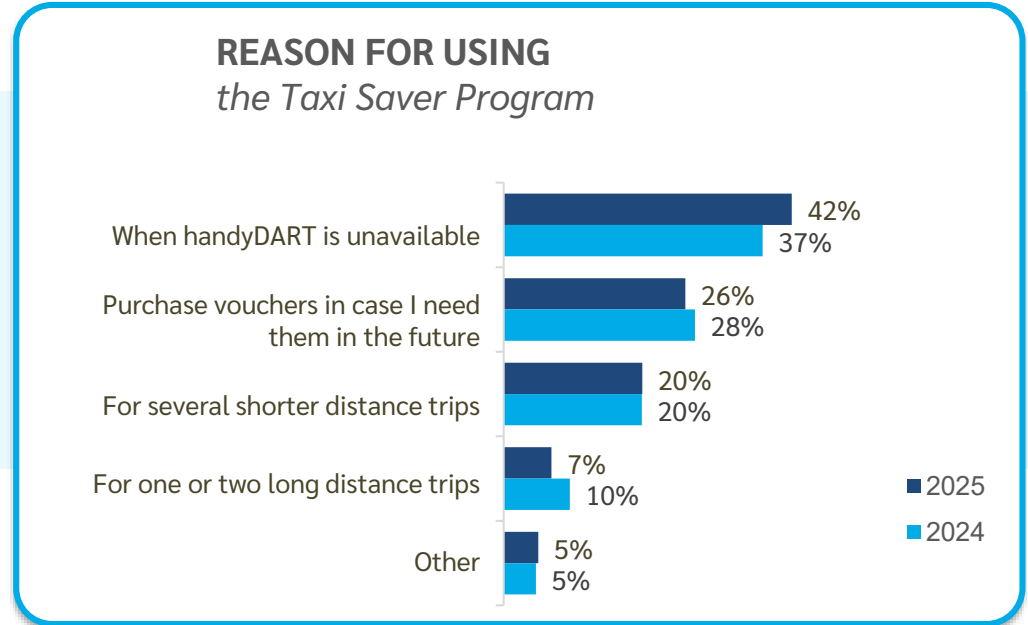


Q18 Which of these statements most accurately describes how you use handyDART? Base handyDART 2025: Total, n=1,306, Base Taxi saver program 2025: Total, n=561

Top Reasons for Using the Taxi Saver Program

In 2025, **42% of respondents** reported using the Taxi Saver program when handyDART is not available, a **5-point increase** from 2024. However, this change is **not statistically significant**.

Other usage patterns **remained stable year-over-year**, including purchasing vouchers for future use (26% in 2025 vs. 28% in 2024), using the program for **several shorter trips** (20% in both years), **one or two long-distance trips** (down to 7% from 10%), and “Other” responses staying consistent at 5%.



Base 2025: Total n=575, Base 2024: Total, n=356
Q12.b. If you use the Taxi Saver program, how do you generally use it?

Top Reasons for Using the Taxi Saver Program by Who Books, Frequency and City

Among Taxi Saver users, **Nanaimo respondents** (59%) are **significantly more likely** to use the program **when handyDART is unavailable**. However, this should be interpreted with caution due to the **smaller sample size** (n=39). In contrast, **Prince George riders** are **less likely to use it as a backup** (25%), but **more likely to use it for multiple short-distance trips each month** (36%), compared to the overall.

Occasional riders also show **lower reliance** on Taxi Saver when handyDART is unavailable, with only **30%** using it for that purpose.

REASON FOR USING the Taxi Saver Program	TOTAL (n=575)	RESPONSIBLE FOR BOOKING*		handyDART RIDERSHIP FREQUENCY			CITY					
		Passenger (n=473)	Family/ Caregiver (n=81)	Heavy Rider (n=108)	Medium Rider (n=266)	Occasional Rider (n=194)	Victoria (n=183)	Kelowna (n=94)	Central Fraser Valley (n=54)	Prince George (n=81)	Nanaimo (n=39)	Vernon (n=5)
I use it when handyDART is not available	42%	43%	44%	51%	46%	30%	40%	44%	39%	25%	59%	80%
I purchase and set aside the Taxi Saver vouchers in case I need them in the future	26%	26%	27%	20%	24%	34%	32%	24%	26%	28%	23%	0%
For several shorter distance (5 km or less) trips each month	20%	20%	12%	15%	18%	25%	14%	16%	30%	36%	13%	20%
For one or two longer distance (6 km or more) trips each month	7%	6%	10%	9%	7%	6%	9%	11%	4%	5%	5%	0%
Other	5%	5%	6%	5%	5%	5%	5%	5%	2%	6%	0%	0%

Base 2024: Total, n=575

Q12.b. If you use the Taxi Saver program, how do you generally use it?

* This option was added in 2024

Significantly higher at the 95% level.

Significantly lower at the 95% level.

Usage Frequency for Taxi Saver Program and handyDART

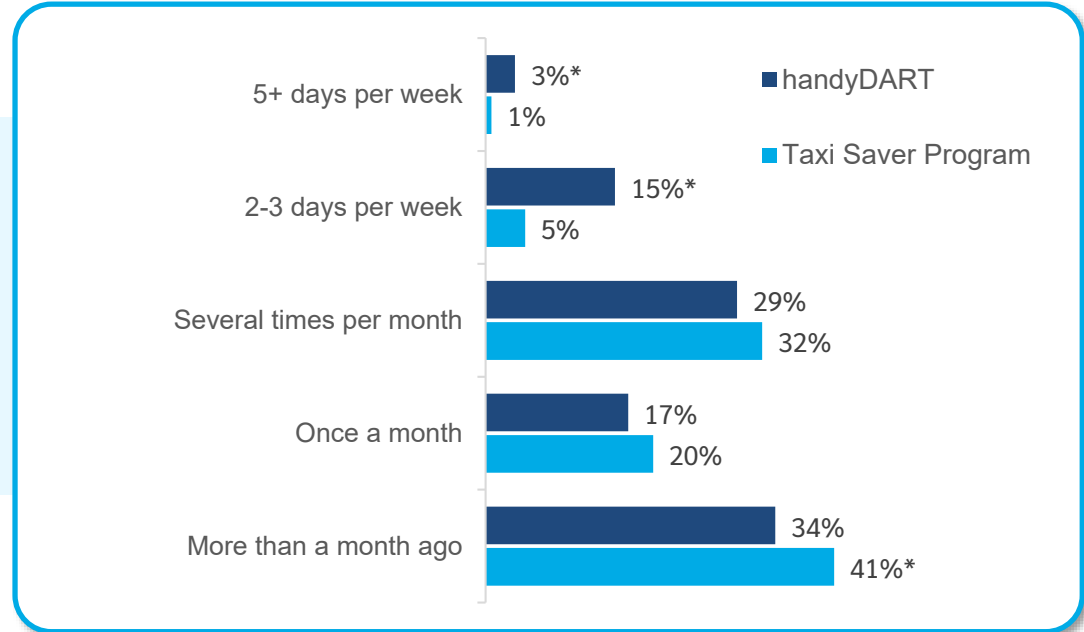
Among respondents who used both handyDART and the Taxi Saver program, handyDART was **used more frequently**.

In the past month, 3% reported using handyDART 5 or more days per week, and 15% used it 2 to 3 days per week—**both significantly higher** than usage rates for the Taxi Saver Program.

In contrast, the Taxi Saver Program was **more commonly used infrequently**, with 41% indicating their last use was more than a month ago, compared to 34% for handyDART.

Reported use once or several times per month was **similar** across both services.

Frequency of handyDART and Taxi saver program in 2025



Base 2025: Total, handyDART users who used Taxi Saver program n=580, Taxi saver program users n=580
 Q1. In the past month, how often have you used the handyDART service in your area?
 Q12c. If you use the Taxi Saver program, how often do you use it?

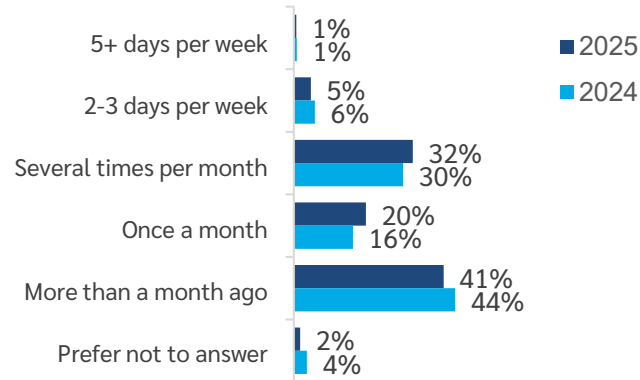
Taxi Saver Program: Usage Frequency and Trip Purposes

In 2025, overall usage of the Taxi Saver Program remained consistent with 2024. The most commonly reported usage pattern was infrequent use (more than a month ago) at 41%, followed by several times a month at 32%.

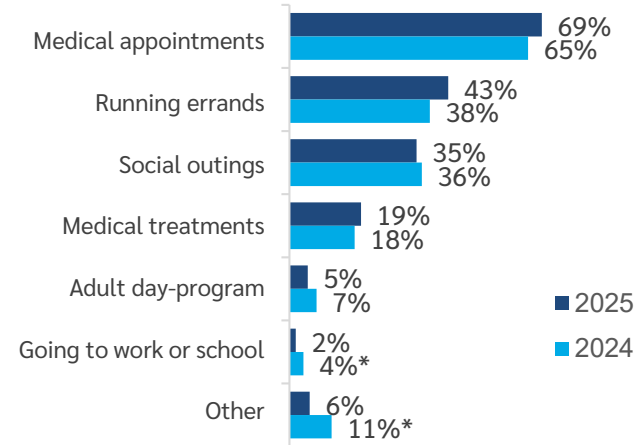
As in the previous year, the most common Taxi Saver trip purpose was medical appointments (69%), followed by errands (43%) and social outings (35%). Compared to 2024, fewer riders reported using the service for work or school (2% vs. 4%) or selected “Other” purposes (6% vs. 11%), both representing statistically significant declines.

FREQUENCY

of Taxi Saver Program Usage



Taxi Saver Trip PURPOSES



Q12.c. If you use the Taxi Saver program, how often do you use it? Base 2025: n=580, Base 2024: n=366

Q13. If you use the Taxi Saver program, which of the following reasons do you use it for? (Multiple mentions) Base 2025: n=571, Base 2024: n=358

*Mentions 3% and greater are shown.

Taxi Saver Program: Usage Frequency by Booking Type, Who Books and City

Overall, **Taxi Saver** usage frequency **remains consistent** regardless of who books the trip. However, respondents who **book both subscription and one-time trips** are **more likely** to use the program several times per month (48%), compared to 32% overall.

Regionally, respondents in **Central Fraser Valley** (27%) and **Prince George** (25%) are **less likely to report infrequent use** (more than a month ago) compared to the overall rate of 41%. In contrast, **Nanaimo** respondents were **significantly more likely** to report **infrequent use** (64%), though this finding **should be interpreted cautiously** due to the small sample size (n=39).

FREQUENCY of Taxi Saver Program Usage	TOTAL (n=580)	RESPONSIBLE FOR BOOKING*		TRIP BOOKING TYPE			CITY					
		Passenger (n=477)	Family/ Caregiver (n=82)	Subscription Trip (n=80)	One-Time Trip (n=398)	Both (n=73)	Victoria (n=185)	Kelowna (n=94)	Central Fraser Valley (n=55)	Prince George (n=81)	Nanaimo (n=39)	Vernon (n=6)
5+ days per week	1%	0%	1%	3%	0%	0%	0%	1%	0%	1%	0%	0%
2-3 days per week	5%	5%	1%	8%	4%	1%	3%	2%	7%	11%	3%	0%
Several times per month	32%	34%	24%	24%	31%	48%	30%	31%	45%	38%	26%	33%
Once a month	20%	19%	22%	23%	21%	14%	19%	23%	18%	25%	5%	33%
More than a month ago	41%	40%	50%	44%	42%	34%	48%	38%	27%	25%	64%	33%
Prefer not to answer	2%	2%	1%	0%	2%	3%	1%	4%	2%	0%	3%	0%

* Caution low base size

Taxi Saver Program Usage: Reason - Base 2025: Total, n=580.

Q12.c. If you use the Taxi Saver program, how often do you use it?

Significantly higher at the 95% level.
 Significantly lower at the 95% level.

Taxi Saver Program: Trip Purposes by Booking Type, Who Books and City

Trip purposes for the Taxi Saver Program **remain consistent across regions**, though respondents in Prince George are **more likely** to cite **running errands**.

Subscription trip bookers report **medical appointments less frequently (46%)** and are **more likely to cite adult day programs (15%)**, compared to **5% overall**. Similarly, **family or caregivers who book trips are less likely to report running errands (23%)**, versus the **overall rate of 43%**.

Taxi Saver Trip PURPOSES	TOTAL (n=571)	RESPONSIBLE FOR BOOKING*		TRIP BOOKING TYPE			CITY					
		Passenger (n=470)	Family/ Caregiver (n=80)	Subscription Trip (n=78)	One-Time Trip (n=393)	Both (n=71)	Victoria (n=182)	Kelowna (n=93)	Central Fraser Valley (n=53)	Prince George (n=80)	Nanaimo (n=39)	Vernon (n=6)
Medical appointments	69%	70%	63%	46%	74%	60%	71%	68%	71%	64%	82%	50%
Running errands	43%	46%	23%	40%	44%	42%	38%	44%	45%	57%	38%	33%
Social outings	35%	34%	33%	26%	34%	45%	35%	34%	36%	44%	23%	50%
Medical treatments	19%	19%	18%	16%	20%	21%	25%	19%	24%	15%	23%	0%
Adult day-program	5%	4%	10%	15%	3%	5%	4%	5%	7%	5%	3%	0%
Going to work or school	2%	2%	0%	3%	2%	0%	1%	2%	2%	2%	3%	0%
Other	6%	6%	2%	5%	5%	8%	5%	2%	7%	10%	3%	17%

*Base 2025: Total, n=571

Q13. If you use the Taxi Saver program, which of the following reasons do you use it for? (Multiple mentions)

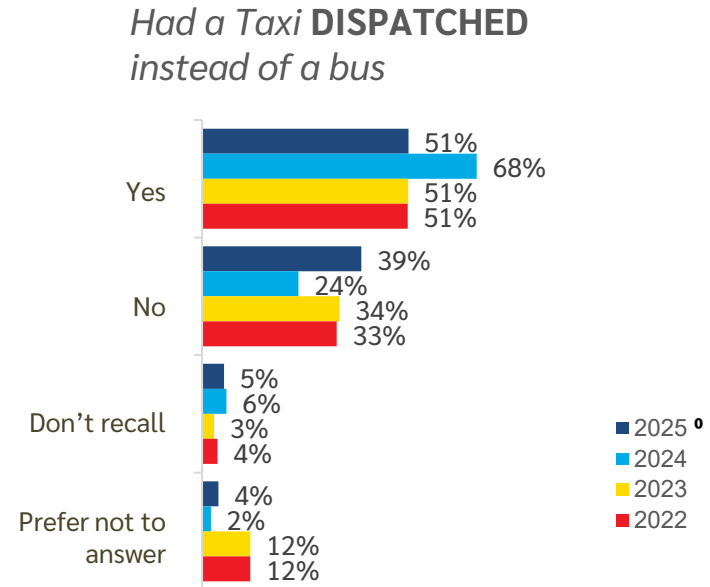
Significantly higher at the 95% level.

Significantly lower at the 95% level.

Taxi Dispatch in Place of handyDART

In 2025, **just over half** of respondents (51%) reported having a taxi dispatched instead of a bus when scheduling a ride with handyDART, **a notable 17-point drop** from 68% in 2024. However, **this shift should be interpreted cautiously**, as the 2025 question was asked of all respondents, while in 2024 it was limited to Taxi Saver Program users.

Meanwhile, those who said “no” **increased from 24% to 39%**. Other responses, including “don’t recall” and “prefer not to answer,” remained relatively stable.



Q14. Have you ever had a taxi dispatched by handyDART when you called to schedule a ride, instead of a bus?
 Base 2025: n=1,357, Base 2024: n=365, Base 2023: n=467, Base 2022: n=614.

° In 2025, all respondents were able to answer this question.

Taxi Dispatch in Place of handyDART by Booking Type, Who Books, and City

In 2025, **just over half** of respondents (51%) report **having had a taxi dispatched instead of a handyDART bus**. This figure is **notably higher** among those **booking both trip types** (61%) and **Victoria** (69%), **Kelowna** (71%), and **Central Fraser Valley** (64%) respondents. **In contrast**, **family/caregivers booking on behalf of passengers** (40%) and respondents in **Vernon** (12%) are **significantly less likely** to report this occurrence.

Had a Taxi DISPATCHED instead of a bus	TOTAL (n=1,357)	RESPONSIBLE FOR BOOKING*		TRIP BOOKING TYPE			CITY					
		Passenger (n=992)	Family/ Caregiver (n=301)	Subscription Trip (n=270)	One-Time Trip (n=833)	Both (n=160)	Victoria (n=338)	Kelowna (n=159)	Central Fraser Valley (n=117)	Prince George (n=116)	Nanaimo (n=83)	Vernon (n=67)
Yes	51%	56%	40%	51%	54%	61%	69%	71%	64%	50%	58%	12%
No	39%	36%	52%	44%	39%	33%	25%	22%	26%	41%	30%	72%
Don't recall	5%	5%	4%	4%	5%	6%	3%	4%	6%	7%	7%	12%
Prefer not to answer	4%	3%	4%	1%	3%	1%	3%	3%	3%	3%	5%	4%

Base 2025: Total, n=1,357

Q14. Have you ever had a taxi dispatched by handyDART when you called to schedule a ride, instead of a bus?

Significantly higher at the 95% level.

Significantly lower at the 95% level.

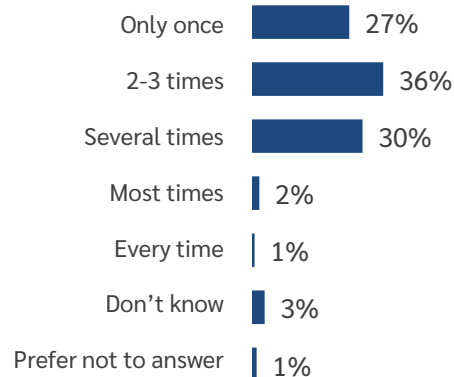
Taxi Dispatch in Place of handyDART Bus: Frequency and Rider Awareness

In 2025, new questions were added to better understand respondents' experiences with taxis being dispatched in place of a handyDART bus. These questions asked **how often this occurred**, and **whether respondents were informed in advance**.

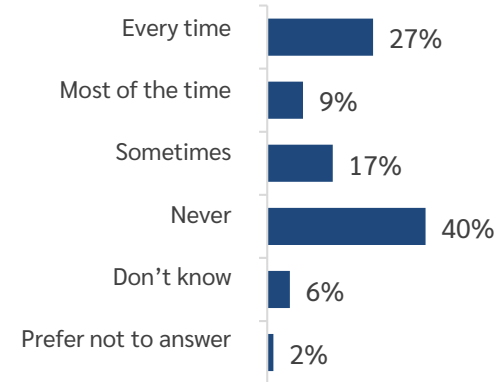
Among those who experienced a taxi dispatch, **36%** said it **occurred 2 to 3 times**, followed by **30%** who said it **happened several times**, and **slightly over a quarter (27%)** who reported it occurred **only once**. When it came to being **informed in advance**, **40%** said they **were never notified**, while only **27%** said they were **notified every time** a taxi was dispatched.

FREQUENCY

of Taxi Dispatch Instead of a handyDART Bus



Awareness of Taxi Dispatch in Place of handyDART Bus



Base 2025: n=693

Q15. If handyDART has ever dispatched a taxi for you, how often has a taxi been dispatched instead of a bus? – new 2025 question

Q16. If handyDART has ever dispatched a taxi for you, how often were you made aware that a taxi was coming instead of a bus? – new 2025 question

Taxi Dispatch Rider Awareness by Booking Type and City

Respondents from **Victoria** (67%) and **Central Fraser Valley** (52%) were **significantly more likely** to report **never being notified** when a taxi was dispatched in place of a handyDART bus. In contrast, **Prince George** respondents were **much more likely** to report **being notified every time** (66%).

Awareness patterns **were consistent** across ridership frequency levels.

Awareness of Taxi Dispatch in Place of handyDART Bus	TOTAL (n=693)	handyDART RIDERSHIP FREQUENCY			CITY					
		Heavy Rider (n=173)	Medium Rider (n=324)	Occasional Rider (n=187)	Victoria (n=234)	Kelowna (n=113)	Central Fraser Valley (n=75)	Prince George (n=58)	Nanaimo (n=48)	Vernon (n=8)
Every time	27%	23%	28%	28%	6%	25%	20%	66%	21%	25%
Most of the time	9%	11%	10%	7%	4%	14%	5%	9%	13%	0%
Sometimes	17%	20%	16%	15%	17%	21%	12%	17%	19%	25%
Never	40%	41%	39%	41%	67%	29%	52%	9%	42%	25%
Don't know	6%	4%	6%	8%	6%	8%	9%	0%	6%	25%
Prefer not to answer	2%	1%	2%	1%	1%	3%	1%	0%	0%	0%

Base 2025: n=693

Q15. If handyDART has ever dispatched a taxi for you, how often were you made aware that a taxi was coming instead of a bus?

Significantly higher at the 95% level.
 Significantly lower at the 95% level.

Frequency of Taxi Dispatch by Rider Type and City

Heavy riders were **more likely to report** experiencing a taxi being dispatched, specifically **several times** (40%), while **occasional riders** were **more likely to say** it occurred **only once** (36%) and were **less likely to report** it happening **several times** (22%).

Victoria respondents were also **more likely to report** frequent taxi dispatches, with **45%** saying it occurred **several times** and only **15%** saying it happened **once**. In contrast, respondents in **Central Fraser Valley** and **Prince George** were **more likely to experience** taxi dispatches less frequently.

Frequency of Taxi Dispatch Instead of a handyDART Bus	TOTAL (n=693)	handyDART RIDERSHIP FREQUENCY			CITY					
		Heavy Rider (n=173)	Medium Rider (n=324)	Occasional Rider (n=187)	Victoria (n=234)	Kelowna (n=113)	Central Fraser Valley (n=75)	Prince George (n=58)	Nanaimo (n=48)	Vernon (n=8)
Only once	27%	14%	28%	36%	15%	31%	39%	28%	35%	50%
2-3 times	36%	38%	36%	34%	34%	37%	39%	50%	44%	13%
Several times	30%	40%	29%	22%	45%	27%	13%	16%	17%	0%
Most times	2%	2%	2%	3%	3%	0%	0%	2%	2%	0%
Every time	1%	1%	1%	1%	0%	0%	0%	0%	0%	25%
Don't know	3%	3%	2%	5%	3%	3%	8%	5%	0%	13%
Prefer not to answer	1%	1%	2%	1%	0%	3%	1%	0%	2%	0%

Base 2025: n=693

Q16. If handyDART has ever dispatched a taxi for you, how often has a taxi been dispatched instead of a bus?

Significantly higher at the 95% level.

Significantly lower at the 95% level.

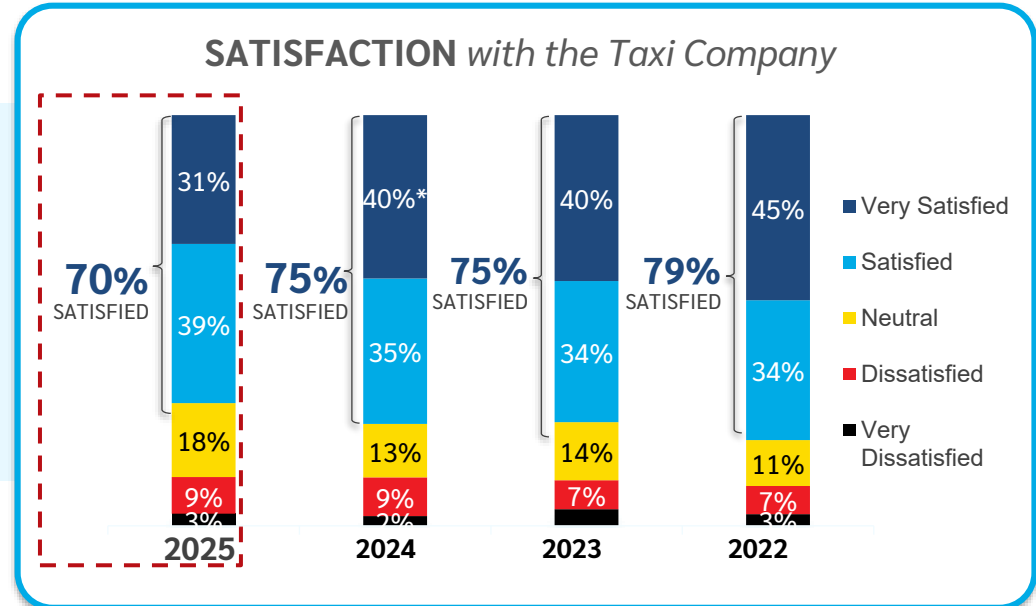
Satisfaction with Taxi Company

In 2025, **70% of respondents** reported being satisfied or very satisfied with taxi driver courtesy and service, a **slight decline** from **75%** in 2024.

It is important to note that in **2025, driver courtesy was added to the question item**, which previously asked only about the service received.

Notably, the proportion of respondents who were very satisfied **dropped significantly**, from **40%** to **31%**, while those who reported being **satisfied increased** from **35%** to **39%**.

Dissatisfaction **remained low and stable**, at **12%** in 2025, compared to **11%** in 2024.



Q17. If handyDART has ever dispatched a taxi for you, how satisfied were you with the driver courtesy and service you received from the taxi company they sent? In 2025, “driver courtesy and” was added to the question.

*Don't know/Unsure are excluded from the calculation. Base 2025: n=673, Base 2024: n=254, Base 2023: n=467, Base 2022: n=614.

Satisfaction with Taxi Company by Booking Type and City

In 2025, **70%** of respondents were **satisfied or very satisfied** with the **taxi company service**. Satisfaction (satisfied or very satisfied) was **significantly lower** among those who use **both trip booking types** (55%), In contrast, more respondents were **very satisfied** in Kelowna (41%).

SATISFACTION with the Taxi Company	TOTAL (n=673)	TRIP BOOKING TYPE			CITY					
		Subscription Trip (n=131)	One-Time Trip (n=436)	Both (n=94)	Victoria (n=226)	Kelowna (n=111)	Central Fraser Valley (n=72)	Prince George (n=57)	Nanaimo (n=47)	Vernon (n=8)
Top 2 (Satisfied and Very Satisfied)	70%	69%	73%	55%	62%	75%	74%	74%	77%	75%
Very Satisfied	31%	31%	35%	17%	23%	41%	25%	39%	38%	13%
Satisfied	39%	38%	39%	38%	40%	34%	49%	35%	38%	63%
Neutral	18%	17%	16%	30%	23%	16%	17%	18%	9%	13%
Dissatisfied	9%	11%	8%	12%	11%	5%	7%	5%	9%	13%
Very Dissatisfied	3%	2%	3%	3%	4%	3%	3%	4%	6%	0%

*Base 2024: Total, n=673

Q17. If handyDART has ever dispatched a taxi for you, how satisfied were you with the driver courtesy and service you received from the taxi company they sent?

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

Significantly higher at the 95% level.
 Significantly lower at the 95% level.



APPENDIX





handyDART Customer Satisfaction Survey

Instructions for completing this survey:

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

If you choose to fill out the survey on paper, please mail it to us by **March 14, 2025**.

Prefer to complete this survey online?

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

If you choose to fill out the survey online, please complete the survey by **11 pm, March 20, 2025**.

Useful terms:

handyDART is a shared ride, door-to-door service for people with physical or cognitive disability, permanent or temporary, that prevents them from riding accessible, fixed route service, some or at all times. BC Transit requires the user to be registered to access this service.

Taxi Saver is a program where a customer can purchase discounted taxi coupons and call any taxi company (taking part in the program) to book their own ride.

Taxi Supplement is a program where a taxi is dispatched in lieu of a handyDART bus for a scheduled ride if a bus is not available or if it makes more sense logistically.

Your use of handyDART and other bus services

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

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

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

2. If you have not used the handyDART service in the past month, when did you last use it?
(put an X for one response only)

- Within the last 2 to 6 months
- More than 6 months but less than a year ago
- More than a year ago
- I've never used the HandyDART service



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

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

4. Who is primarily responsible for booking your handyDART trips?
(put an X for one response only)

- I book them myself
- A family member
- A friend
- A caregiver or support worker
- Other (please specify): _____

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

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

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

- 5+ days per week
- 2-3 days per week
- Several times per month
- Once a month
- I did not use the regular fixed-route bus service last month
- I do not use the regular fixed-route bus service at all [Skip to Q8]

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

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



Your satisfaction with handyDART services

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

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

(put an X for one response only)

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

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

(put an X for one response for each statement)

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

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

(put an X for one response only)

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

11. How often have you called for a ride and not been able to get one?

(put an X for one response only)

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



Your experience with taxi programs

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

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

(put an X for one response only)

- Yes No [Skip to Q14]

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

(put an X for one response only)

- Yes No [Skip to Q14]

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

(put an X for one response only)

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

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

(put an X for one response only)

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

13. If you use the Taxi Saver program, which of the following reasons do you use it for?

(put an X for all that apply)

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



- 14.** Have you ever had a taxi dispatched by handyDART when you called to schedule a ride, instead of a bus? *(put an X for one response only)*
- Yes No [Skip to Q18] Don't recall [Skip to Q18]
- 15.** If handyDART has ever dispatched a taxi for you, how often has a taxi been dispatched instead of a bus? *(put an X for one response only)*
- Only once Most times
 2-3 times Every time
 Several times Don't know
- 16.** If handyDART has ever dispatched a taxi for you, how often were you made aware that a taxi was coming instead of a bus? *(put an X for one response only)*
- Every time Never
 Most of the time Don't know
 Sometimes
- 17.** If handyDART has ever dispatched a taxi for you, how satisfied were you with the driver courtesy and service you received from the taxi company they sent? *(put an X for one response only)*
- Very satisfied Dissatisfied
 Satisfied Very dissatisfied
 Neutral (neither satisfied nor dissatisfied) Don't know

Opportunities for future enhancements

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

- 18.** Which of these statements most accurately describes how you use handyDART? *(put an X for one response only)*
- I usually make the same regularly-scheduled trip (called a subscription trip)
 I usually call to reserve a one-time trip as I need to
 I use a combination of subscription and one-time trips
- 19.** Thinking of the last trip that they were not able to fulfil (if applicable), did you take that trip using another mode of transportation? *(put an X for one response only)*
- Yes, I used a fixed-route bus service
 Yes, I used a taxi service/other mode of transportation
 No, I did not take that trip
 Not applicable. My trips have always been fulfilled.
 Don't recall



- 20.** If resources were available to expand handyDART service, what change(s) would you most like handyDART to implement? *(put an X for up to three of your top choices)*
- Improve availability during existing hours (please tell us more using the lines below)
 Earlier service on weekdays (before 9am)
 Later service on weekdays (after 8pm)
 Earlier service on Saturdays (before 9am)
 Later service on Saturdays (after 6pm)
 Introduce service on Sundays
 Introduce service on holidays
 Extend service to new areas (please tell us more using the lines below)
 None of the above
- 21.** If you selected "extend service to new areas" above... Specifically, what areas would you like handyDART service to cover that it does not today? *(please write your answer below)*
- _____
- _____
- _____
- 22.** If you selected "improve availability during existing hours" above... Specifically, how would you like handyDART service to be more available than it is today? *(please write your answer below)*
- _____
- _____
- _____
- 23.** How satisfied are you with the availability and convenience of locations in the vendor network and for purchasing physical tickets? *(put an X for one response only)*
- Very satisfied Dissatisfied
 Satisfied Very dissatisfied
 Neutral (neither satisfied nor dissatisfied) Don't know
- 24.** If an electronic payment option were introduced to the handyDART service, which of the following options would be easiest for you to use? *(put an X for one response only)*
- Smartphone app Pre-payment (your account is debited once your trip has been completed)
 Pre-loaded physical card Don't know
 Debit/Credit card



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

- | | |
|---|--|
| <input type="checkbox"/> Very interested | <input type="checkbox"/> Not very interested |
| <input type="checkbox"/> Somewhat interested | <input type="checkbox"/> Not at all interested |
| <input type="checkbox"/> Neutral (neither interested nor disinterested) | <input type="checkbox"/> Don't know |

26. If all three of the following options were available, please rank your preferred way to book and manage your handyDART trips.
(rank each option from 1 to 3, where 1 is your most preferred method and 3 is your least preferred method.)

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

27. What are your favourite communication channels for transit updates and notifications?
(put an X for all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Text message (SMS) | <input type="checkbox"/> Mobile app |
| <input type="checkbox"/> E-mail | <input type="checkbox"/> BC Transit's website |
| <input type="checkbox"/> Newsletter | <input type="checkbox"/> Social media |

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

Demographics

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

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

- | | |
|---|--|
| <input type="checkbox"/> The handyDART passenger | <input type="checkbox"/> A guardian |
| <input type="checkbox"/> A caregiver or attendant | <input type="checkbox"/> Other (please specify): _____ |

If you are completing this survey as a caregiver or attendant, please provide the following demographic information about the handyDART passenger.



30. Do you have a mobility aid e.g. wheelchair, walker or another assistive device?
(put an X for one response only)

- Yes No

31. Please select your age group below.
(put an X for one response only)

- | | |
|----------------------------------|--|
| <input type="checkbox"/> 19 - 24 | <input type="checkbox"/> 55 - 64 |
| <input type="checkbox"/> 25 - 34 | <input type="checkbox"/> 65 - 74 |
| <input type="checkbox"/> 35 - 44 | <input type="checkbox"/> 75 and above |
| <input type="checkbox"/> 45 - 54 | <input type="checkbox"/> Prefer not to say |

32. How do you identify?
(put an X for one response only)

- | | |
|---|--|
| <input type="checkbox"/> Woman | <input type="checkbox"/> Two-spirit |
| <input type="checkbox"/> Man | <input type="checkbox"/> Another gender not listed |
| <input type="checkbox"/> Non-binary (including polygender, genderqueer, agender, bigender and others) | <input type="checkbox"/> Prefer not to say |

33. What is your postal code?

34. Do you live independently or in a seniors' residence?
(put an X for one response only)

- Independently Seniors' residence / group homes / care facility

Contest entry

Please enter your contact information below if you wish to be entered into the prize draw for the gift cards (chance to win one of two gift cards valued at \$100).

If you do not wish to be entered into the draw, simply leave this section blank.

Name

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

Email address

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

Index Score Calculation

Index scores are useful for comparing preferences across multiple items, as they provide a single, standardized metric that accounts for how often each item was ranked and the distribution of those rankings.

To calculate the Index score out of 100, each ranking was assigned a weight:

Rank 1 (most preferred) = 100

Rank 2 = 66

Rank 3 (least preferred) = 33

The number of responses received for each rank is multiplied by its corresponding weight. The Index score is then calculated by dividing the sum of these weighted values by the total number of responses for that item.

BC Transit Website	Frequency	Weight	Frequency X weight
Rank 1	117	100	11700
Rank 2	383	66	25278
Rank 3	236	33	7788
Total	736	-	44766

$$\begin{aligned}
 \text{Index score} &= \frac{\text{Sum of Frequency} \times \text{Weight}}{\text{Total Number of Responses}} \\
 &= \frac{44,766}{736} \\
 &= 61
 \end{aligned}$$



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Pivotal Research respectfully acknowledges that our office is headquartered on the traditional and ancestral land of the Nêhiyawak, Anishinaabe, Niitsitapi, Métis, Dene and Iyâhé Nakoda in Treaty 6 Territory and Métis Region 4.