

handyDART

Customer Satisfaction Survey 2026





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BACKGROUND & METHODOLOGY





BACKGROUND

The handyDART program 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 2026. Pivotal Research has conducted year-over-year statistical comparisons, as well as between different segments (i.e., cities, ridership frequency, booking types, and those responsible for booking trips) within the 2026 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



Multi-mode data collection approach: Paper questionnaires were mailed to a proportionate stratified sample of handyDART riders by city, with the option to complete the survey online or by phone.



Data collection occurred from January 29 – March 13, 2026.



In total, 1,218 handyDART customers completed the survey (999 via paper survey, 218 via online link and 1 by phone).



A probability sample of 1,218 respondents has a margin of error of $\pm 2.6\%$ 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 184 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 2025 and 2026.

Municipality (Top 10 by number of responses)	2025 (n=1,357)	2026 (n=1,218)
Victoria	25%	29%
Central Fraser Valley	9%	9%
Nanaimo	6%	9%
Prince George	9%	7%
Comox Valley	3%	5%
Vernon	5%	4%
Chilliwack	4%	4%
Kelowna	12%	4%
Campbell River	2%	4%
Penticton	4%	3%
Other	22%	22%

How to Read the Results



STATISTICAL TESTING

Statistical testing was conducted at a 95% confidence level to compare results between 2025 and 2026, as well as across sub-groups within the 2026 data (e.g., by rider type, booking type, or the person responsible for booking, etc.).

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 (2025 vs. 2026) or a comparison within 2026 results (e.g., fixed-route vs. handyDART usage). When statistically significant differences are observed, they are noted in the narrative as increases/decreases or higher/lower or less/more.

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.

EXAMPLE



Interpretation: In 2026, there has been a decrease in the proportion of respondents making one-time trip reservations compared to 2025.

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



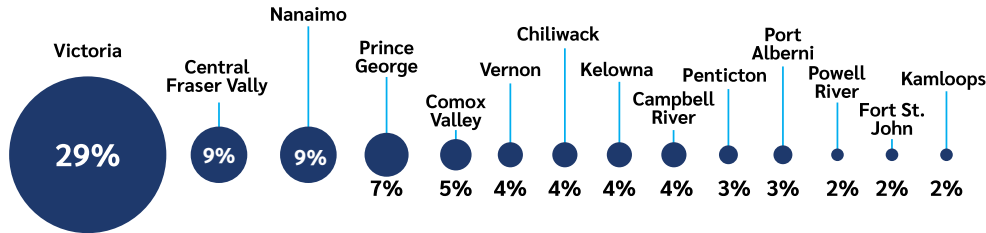
RESULTS AT A GLANCE



Results At-a-Glance

Municipality of Residence

(n=1,218)



handyDART Usage

(n=793)



Attending medical appointments (**55%**) remains the main trip purpose for handyDART riders.



Nearly half (**49%**) report that their use of handyDART is the same as last year.

handyDART Satisfaction

(n=1,102)



The average satisfaction rating for handyDART service in their area is **4.16** out of 5.

Stable with last year **4.14** out of 5.

While booking a handyDART trip, one-third skipped the trip if handyDART was unavailable.



Subscription trip (**29%***) have rose in popularity



showing a considerable increase of 8% since 2025.

* Statistically significant

Results At-a-Glance

Interest in Website/App for Booking

(n=1,218)



Interest in using Website/App to book handyDART trip increased by 6 percentage points in 2026, sitting at **32%*** in support of it.

Satisfaction with the Taxi Company

(n=611)



Satisfaction with Taxi dispatched driver courtesy and service increased by 4 percentage points in 2026, sitting at **74%** satisfied or very satisfied.

Taxi Saver Program

(n=1,218)

(n=751)

62% of riders are aware of the Taxi Saver Program.



Of this group, **57%** have used this program.

(n=423)

(n=429)

The primary reason for using the Taxi Saver program is the unavailability of handyDART services (**33%**).



Attending medical appointments (**63%**) is the main use.

Results At-a-Glance

Communication Channel

(n=957)



Email
(48%)



Text message (SMS)
(47%*)



Newsletter
(19%)

Booking Preference

(n=716)



Telephone call with
customer representative
Index score: **81**



BC Transit Website
Index score: **61**



Smartphone app
Index score: **58***



KEY FINDINGS



Shifting trends in handyDART ridership and service utilization

- **Usage:** Since 2025, handyDART ridership patterns have shifted, with **heavy usage increasing by 6% and occasional usage declining by 4%**. Usage was fairly consistent across most cities; however, Comox Valley stood out with a higher share of heavy riders (42% vs. 28% overall), while Vernon had a higher proportion of medium riders (54% vs. 39% overall).

Nearly half of riders (49%) maintained the **same service usage as last year**, while **16% increased their usage**, representing a 5-point decrease from 2025. Similar to last year, only 10% of Victoria respondents did not use handyDART a year ago, notably lower than the overall rate of 16%.

- **Trip Purpose:** **Medical appointments (55%)** remained the most common trip purpose for handyDART riders although it **declined by 8% since 2025**. This was followed by **social outings (37%)** and **running errands (33%)**, which also **decreased by 5%**. **Riders whose trips are booked by family members or caregivers** were **more likely** to cite **adult day programs** as a trip purpose (61%).
- **Trip Bookings:** **Four in ten riders (40%)** continued to **experience difficulties booking a trip**, consistent with 2025 findings, though most (24%) reported these **challenges occur infrequently**. **Regional differences were evident**, with only 42% of **Nanaimo** respondents finding it easy to secure rides, compared to 68% in **Central Fraser Valley** and 76% in **Vernon**.
- **Alternate Service(s):** When handyDART is unavailable, **42% of riders** turned to a **taxi or another mode of transportation**. While 32% reported that they did not take that trip, this rate was higher among the riders in Comox Valley (50%).

Majority (57%) of respondents have not used fixed-route bus service. Among the roughly four in ten (43%) who have used it, it is used **less frequently** than handyDART. It is **most commonly used** for **running errands (51%)**, followed by **medical appointments (43%)**, whereas medical appointments is the primary use for handyDART (55%).

Satisfaction with handyDART services

- **Overall Satisfaction:** Four in five (80%) respondents were satisfied or extremely satisfied with the service in their area, representing a consistent rate with 2025. Satisfaction was higher among Vernon respondents (96%) and riders using subscription booking (85%). In contrast, satisfaction was lower among occasional riders (70%), who were more likely to express being very dissatisfied.
- **Top Satisfaction Elements:** The top six satisfaction elements for handyDART remained unchanged from last year: vehicle safety (96%), driver courtesy and helpfulness (95%), vehicle comfort and cleanliness (93%), value for fare paid (92%), the courtesy and helpfulness of phone agents (88%), and time on board the bus (87%). Notably, Victoria respondents tended to report lower satisfaction in various aspects, while Vernon riders consistently rate service aspects higher.
- **Perceived Improvement:** About one quarter (23%) of respondents reported that handyDART service has improved compared to a year ago. Correspondingly, the share of respondents who felt the service remained the same (65%) declined by four percentage points since 2025, suggesting that more riders are noticing changes rather than experiencing a static service. Overall, only a small proportion perceived a decline (8%).

Electronic fare payment

- When asked about preferred electronic payment options, 38% of respondents indicated a debit or credit card would be easiest to use. While debit/credit card continued to be the most preferred option among all rider groups, heavy riders (21%) and subscription trip bookers (19%) showed a greater preference for pre-loaded physical card compared to the overall average of 14%.

handyDART booking preferences

- **Booking Type:** Booking a one-time trip remained the most common choice (55%), despite experiencing an eight-percentage point decrease. In contrast, **subscription trips** were cited by **three in ten** (29%), reflecting an eight-percentage point increase since previous year. Booking a **combination of subscription and one-time trips** (11%) **remained consistent with 2025** (12%).

Subscription trips were notably **more common among heavy riders** (67%) compared to medium (17%) and occasional riders (10%), both of whom tend to book one-time trips. Meanwhile, **family members or caregivers (56%)** were also **more likely to book subscription trips** than **passengers booking their own trips** (17%), who generally do one-time bookings.

- **Booking Technology:** Interest in booking handyDART trips through a **website or smartphone app increased by six percentage point**, reaching to 32% in 2026. Respondents in **Victoria** (40%) and **heavy riders** (38%) showed a **strong preference when compared to the overall** (32%).

Although **calling a customer representative to book and manage trips** decreased by nine points from last year, it remained the **top-rated booking method** in 2026, with an index score of 81 out of 100. In comparison, the BC Transit website and smartphone app received lower scores of 61 and 58, respectively.

Taxi Saver Program

- **Awareness:** The Taxi Saver program **awareness remains moderate** but has declined 5-point from 2025 with **62%** aware in 2026. Awareness was highest in **Prince George** (84%), **Victoria** (81%), and **Central Fraser Valley** (73%) and among riders who **book their trips themselves** (67%) compared to family/caregivers (52%), consistent with 2025 results.
- **Usage:** Program usage has declined and varies by rider type, with 57% of those aware of the program reporting use, down 6 points from 2025. Usage was highest among riders who book their own trips and one-time trip users (both 64%), while subscription riders (38%) and caregivers (36%) were less likely to use the program.
One-third (33%) of the riders reported using the program when handyDART is unavailable, followed by those who want vouchers on hand for future needs (29%). Taxi program usage frequency remained similar to last year, with nearly three in five riders (58%) using it at least once a month.
Riders most commonly reported **infrequent use** of the Taxi Saver Program. Specifically, 38% indicated that they had last used the program **more than a month ago**, followed by 32% who reported using it **several times per month**.
- **Trip Purposes:** **Medical appointments** were the most common reason for using the Taxi Saver Program (63%), followed by **running errands** (45%), and **social outings** (37%).

Taxi Supplement Program

- **Dispatch:** Taxi dispatch is common with **half** of respondents (52%) reporting so, and this being more commonly reported in **Victoria** (72%) and **Nanaimo** (66%).
- **Dispatch Frequency:** Among those affected, most experienced this multiple times, with 37% reporting it occurred 2–3 times, followed by 35% who said it happened several times. **Heavy riders** were **more likely** to report experiencing a taxi being dispatched for **several times** (48%), while **occasional riders** were **more likely** to say it occurred **only once** (28%).
Victoria respondents tended to experience frequent taxi dispatches, with 45% saying it occurred several times.
- **Rider Awareness:** Communication regarding dispatch was inconsistent with **four in ten (40%)** saying they **were not informed in advance**, while **23%** said they were **notified every time**.
Respondents in **Victoria** (64%) and the **Central Fraser Valley** (58%) were **more likely** to report **never** being notified, whereas those in **Prince George** (53%) and the **Comox Valley** (83%) were **more likely** to report being notified **every time**.
- **Satisfaction:** **Three quarters (74%)** of riders were **satisfied or very satisfied** with **driver courtesy and service**, representing a **4% increase** from last year's 70%, though this change is not statistically significant.

Vendor Network and Physical Ticket Availability

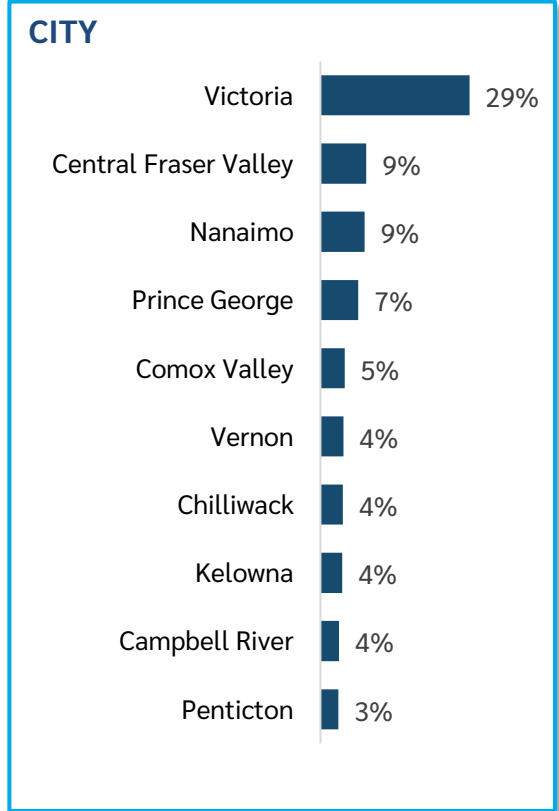
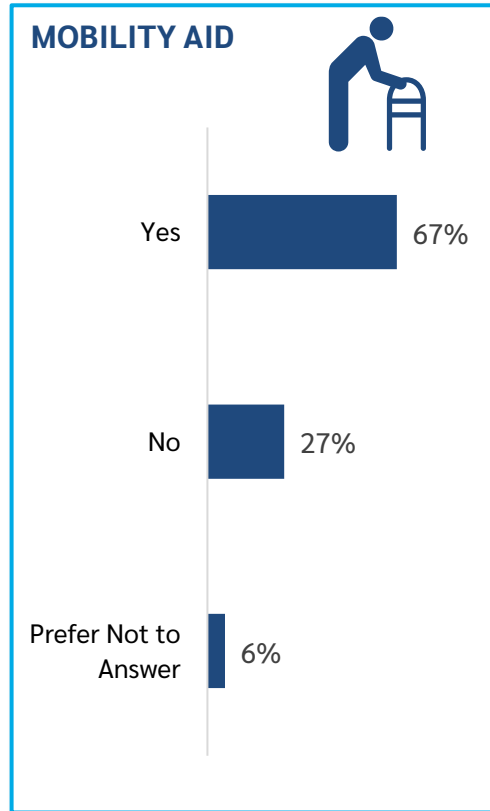
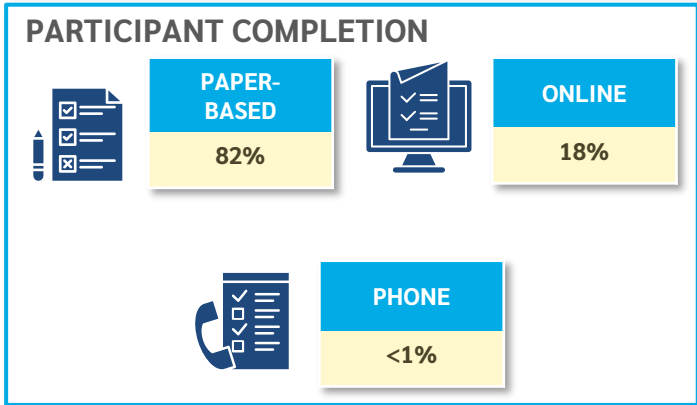
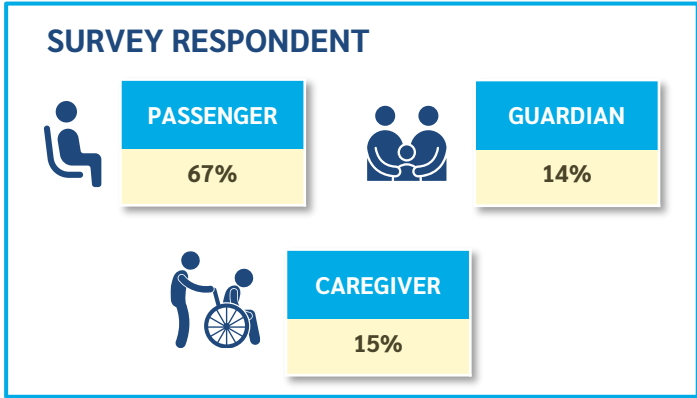
- **Nearly two-third of respondents (63%) were satisfied with the availability and convenience of vendor locations for purchasing physical tickets.** Riders in Nanaimo (79%) stood out with higher satisfaction, while the Central Fraser Valley lagged behind, with only 53% expressing satisfaction, 10 points below the overall average.

Recommended Service Enhancements

- **Desired Service Enhancements: Improving service availability during existing hours is the top priority for riders** with two in five respondents (37%) identifying this as their top improvement, up 6 points from 2025. This was even **more often** mentioned by **Victoria (45%)** and **Nanaimo (51%)** riders compared to the overall sample (37%).
- **Improvement During Existing Hours: Desired improvements during existing hours focused on reducing booking windows and adding more frequent or additional buses,** consistent with 2025 findings.
- **Extended Service to New Areas: Additional feedback highlighted a need to extend service beyond municipal boundaries and into rural areas.**

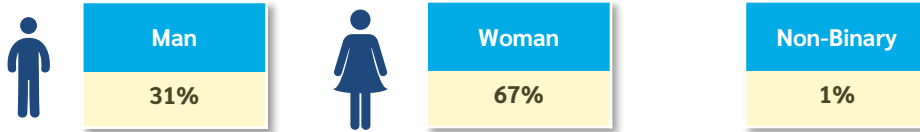


RESPONDENT PROFILE

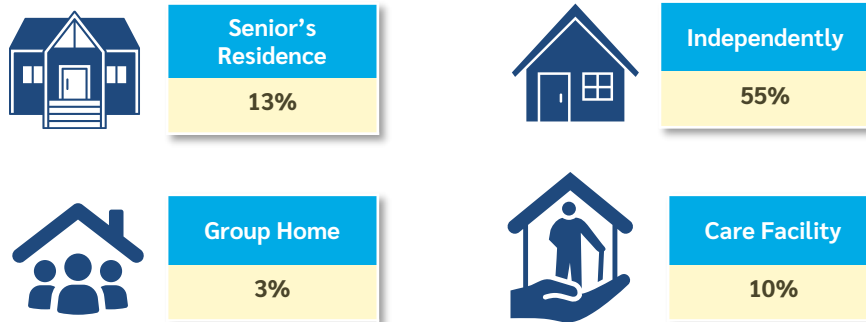


Q26. Who completed this survey?
Q27. Do you have a mobility aid?

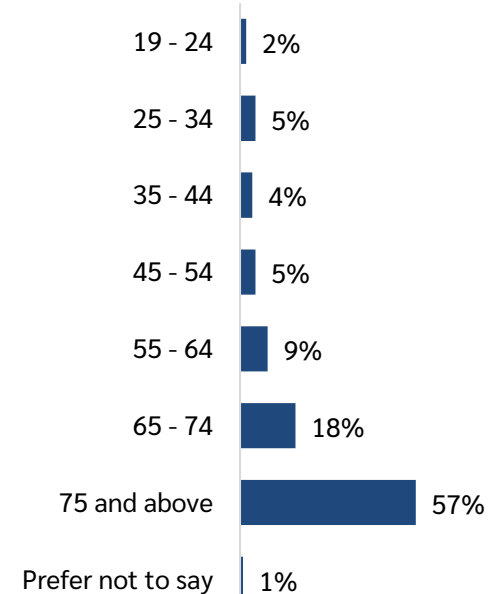
Gender



REGION



Age



Q28. Please select your age group below.

Q29. How do you identify?

Q31. Do you live independently or in a seniors' residence?

Base 2026: Total, n=1,218



DETAILED RESULTS



RIDERSHIP ELEMENTS



Rider Usage Patterns

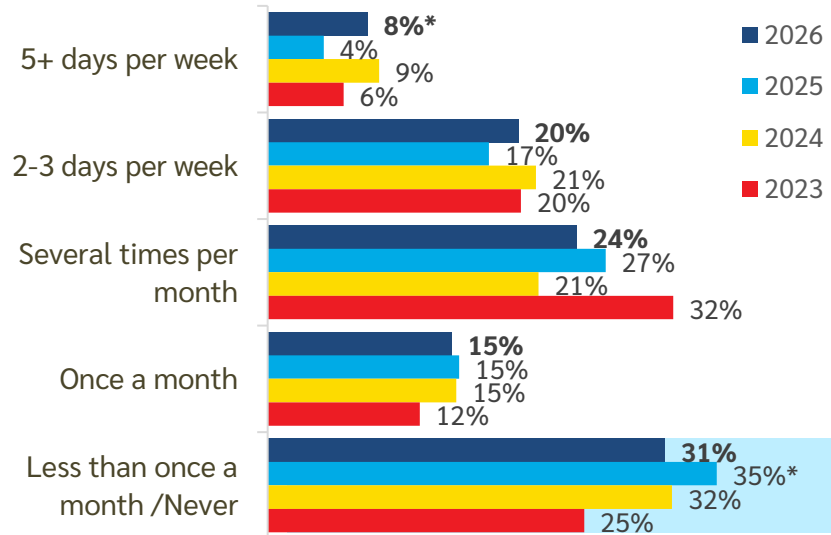
In 2026, about **one quarter of respondents** (28%) were **heavy riders**, using handyDART at least twice per week. Meanwhile, **39%** were **medium riders**, while **occasional riders** account for **31%**.

Compared to 2025, the **proportion of heavy riders increased** by 6 percentage points, while **occasional ridership declined** by 4 percentage points.

	2026	2025	2024	2023
HEAVY RIDER <i>5+ days/2-3 days per week</i>	28%*	22%	30%	26%
MEDIUM RIDER <i>Several times per month/Once a month</i>	39%	42%	36%	44%
OCCASIONAL RIDER <i>Less than once a month or never</i>	31%	35%*	32%	25%

(Base 2026: n=1,218, Base 2025: n=1,357, Base 2024: n=921, Base 2023: n=915)
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

Those using **subscription trips** (65%) or a **combination of subscription and one-time trips** (37%) were **more likely** to be a **heavy rider**. In contrast, **one-time trip bookers** were **more likely** to be **medium** or **occasional riders** (50% and 40%, respectively).

Passengers who book their trips themselves (46%) were **more likely** to be **medium riders**, while being a **heavy rider** was **more common** among riders whose trips are booked by families/caregivers (44%).

Usage of handyDART services	TOTAL (n=1,218)	TRIP BOOKING TYPE			RESPONSIBLE FOR BOOKING	
		Subscription Trip (n=346)	One-Time Trip (n=648)	Both (n=126)	Passenger (n=779)	Family/Caregiver (n=387)
HEAVY RIDER 5+ days/2-3 days per week	28%	65%	8%	37%	20%	44%
MEDIUM RIDER Several times per month/ Once a month	39%	24%	50%	42%	46%	29%
OCCASIONAL RIDER Less than once a month/Never	31%	10%	40%	20%	33%	26%

Base 2026: Total, n=1,218

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

Regarding usage patterns in different regions, the **Comox Valley** riders were **more likely** to be **heavy riders** of handyDART, with 42% falling into this category. **Medium ridership** was **more common** in **Vernon** (54%). **Occasional ridership** showed a **similar** pattern across different regions.

Usage of handyDART services	TOTAL (n=1,218)	CITY					
		Victoria (n=351)	Central Fraser Valley (n=108)	Nanaimo (n=104)	Prince George (n=89)	Comox Valley (n=57)	Vernon (n=54)
HEAVY RIDER 5+ days/2-3 days per week	28%	30%	31%	27%	22%	42%	20%
MEDIUM RIDER Several times per month/ Once a month	39%	37%	40%	47%	35%	32%	54%
OCCASIONAL RIDER Less than once a month/Never	31%	31%	26%	26%	37%	26%	24%

Base 2026: Total, n=1,218

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

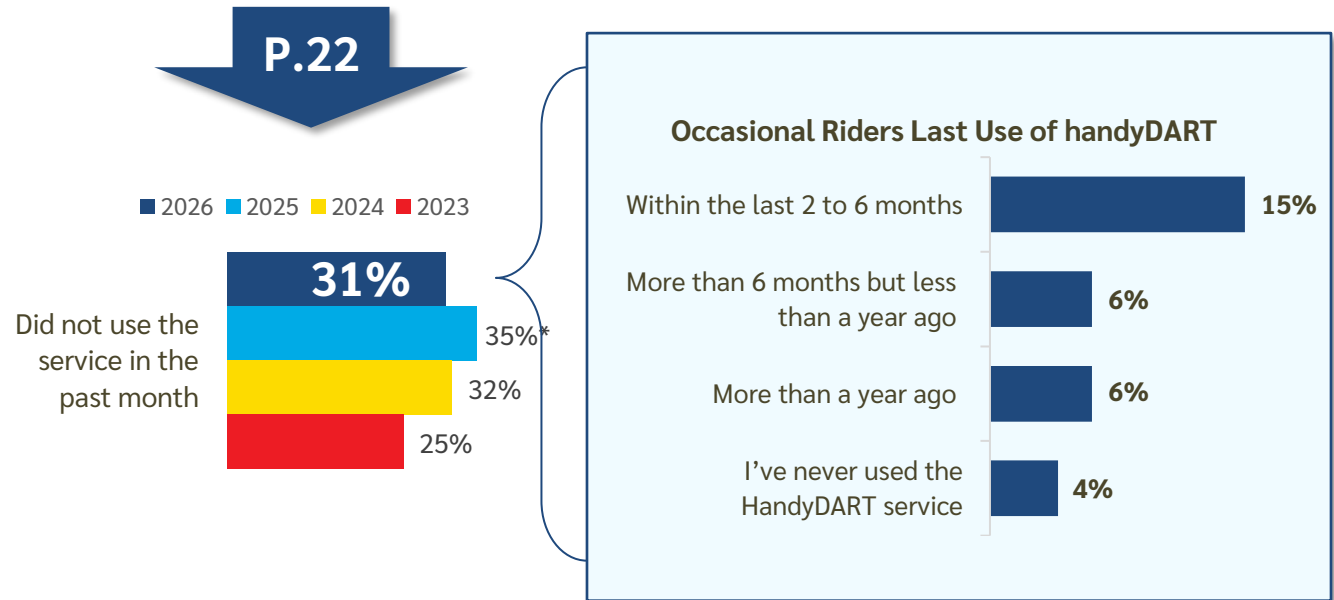
Significantly higher at the 95% level.

Significantly lower at the 95% level.

Occasional Rider Usage Patterns

Respondents who did not use handyDART in the past month, namely occasional riders, were asked when they last used the service.

Among occasional riders (31% of respondents), **most** used the service **within the past 2 to 6 months (15%)**. **Less than one in ten** last used it more than 6 months ago but within the past year, or more than a year ago (6%, respectively). An additional **4%** reported never having used handyDART.



Base 2026: Total, n=1,218

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

Regarding regional differences, riders in the **Central Fraser Valley** were **more likely** to report having used the service **six to 12 months ago** (12% vs. the overall average of 6%). In addition, **no riders** in the **Central Fraser Valley** and only **1%** of riders in **Victoria** reported that they **have never used HandyDART**.

Respondents from **Prince George** stood out, with **10% reporting they have never used the service**. This was significantly higher than the overall rate of 4%.

Last usage of handyDART	TOTAL (n=1,218)	CITY					
		Victoria (n=351)	Central Fraser Valley (n=108)	Nanaimo (n=104)	Prince George (n=89)	Comox Valley (n=57)	Vernon (n=54)
Within the last 2 to 6 months	15%	19%	12%	13%	17%	12%	13%
More than 6 months but less than a year ago	6%	7%	12%	6%	2%	12%	2%
More than a year ago	6%	5%	2%	5%	6%	0%	7%
I've never used the HandyDART service	4%	1%	0%	2%	10%	2%	0%

Base 2026: Total, n=1,218

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

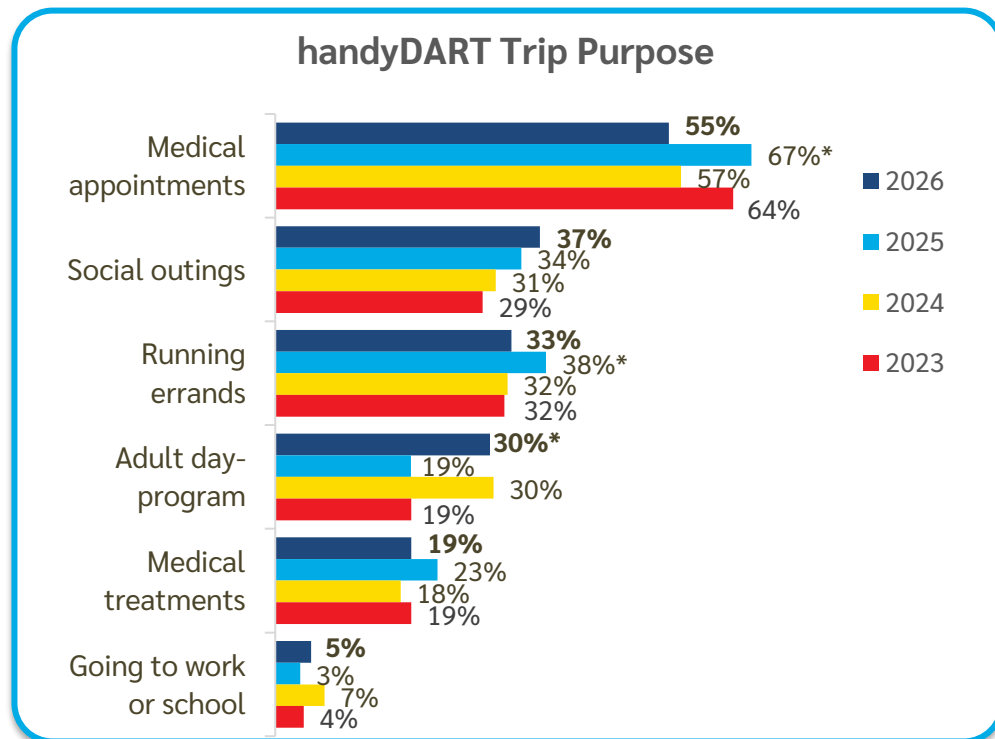
Significantly higher at the 95% level.

Significantly lower at the 95% level.

handyDART Trip Purposes

When respondents were asked about their trip purposes with handyDART, **medical appointments remained** the top trip purpose, however there was a decrease in 2026 (55%) compared to 2025 (67%).

There was also **decrease** in trips for **running errands** in 2026 (33% vs. 38% in 2025). Conversely, **more riders** reported using handyDART to **attend adult day programs** (30%, up from 19%), **increasing** back to the rates in 2024.



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

Base 2026: Total, n=793, Base 2025: Total, n=842, Base 2024: Total, n=609, Base 2023: Total, n=915
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 were **more likely** to book trips for **medical appointments** (74%), **social outings** (43%), **errands** (47%), and **medical treatments** (26%), while **family members or caregivers** **most often booked** **adult day programs** (61%).

Trip purpose also varied by booking type. **One-time trips** were **most frequently used** for **medical appointments** (74%), **errands** (47%), and **medical treatments** (24%) though a good share of medical appointments and treatments were also booked using **both one-time and subscription options** (72% and 30%, respectively). **Half** of **social outings** (49%) were booked using **both types**, while **subscription trips** were **most commonly used** for **adult day programs** (57%).

handyDART trip purposes	TOTAL (n=793)	RESPONSIBLE FOR BOOKING*		TRIP BOOKING TYPE		
		Passenger (n=512)	Family/Caregiver (n=283)	Subscription Trip (n=307)	One-Time Trip (n=380)	Both (n=100)
Medical appointments	55%	74%	22%	27%	74%	72%
Social outings	37%	43%	27%	29%	41%	49%
Running errands	33%	47%	10%	15%	47%	39%
Adult day program	30%	13%	61%	57%	9%	31%
Medical treatments	19%	26%	9%	11%	24%	30%
Going to work or school	5%	5%	6%	7%	3%	8%

Base 2026: Total, n=793

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 with handyDART is **less common** in Victoria (21%), while **more** respondents in Nanaimo report using the service for this purpose (47%). Using handyDART service to go to medical treatments is also **more common** in Nanaimo (31%) than other regions. Social outings are **cited more frequently** in Victoria (45%) compared to other cities.

handyDART trip purposes	TOTAL (n=793)	CITY					
		Victoria (n=238)	Central Fraser Valley (n=76)	Nanaimo (n=77)	Prince George (n=51)	Comox Valley (n=42)	Vernon (n=40)
Medical appointments	55%	53%	50%	60%	63%	55%	60%
Social outings	37%	45%	33%	27%	45%	36%	25%
Running errands	33%	21%	34%	47%	43%	29%	23%
Adult day program	30%	33%	38%	27%	24%	33%	25%
Medical treatments	19%	23%	21%	31%	12%	10%	23%
Going to work or school	5%	3%	7%	6%	8%	2%	0%

Base 2026: Total, n=793

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

Significantly higher at the 95% level.

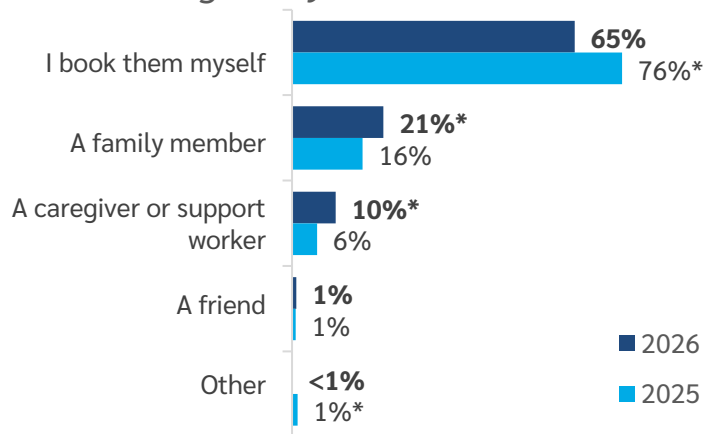
Significantly lower at the 95% level.

Booking Responsibility and Changes in handyDART Usage

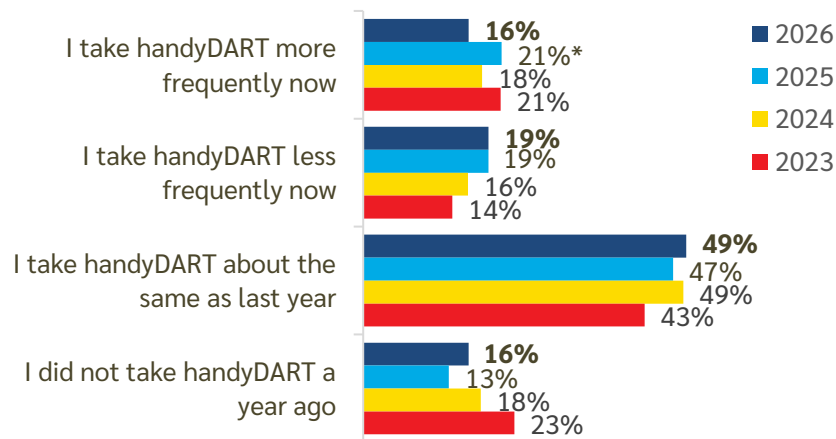
In 2026, most handyDART riders (65%) report **booking their own trips**, although this represents a **nine-percentage-point** decline from 2025 (65%). A **smaller share** rely on others, including a **family member** (21%) or a **caregiver or support worker** (10%). Reliance on these groups increased notably in 2026 compared with the previous year (16% and 6%, respectively).

Nearly half (49%) said their handyDART usage has **stayed about the same**. **Fewer** respondents in 2026 (16%) reported **using handyDART more frequently now**, compared to 21% in 2025.

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 2026: Total, n=1170, Base 2025: Total, n=1306 *new question asked in 2025

Q5. Compared to a year ago, how has your use of the handyDART service changed? (Base 2026: n=1,129, Base 2025: n=1,267, Base 2024: n=878, Base 2023: n=878)

handyDART Booking Responsibility by City and Trip Type

In 2026, 65% of respondents booked their own HandyDART trips. This share was **lower** among riders in the **Comox Valley** (50%) and **higher** among riders in **Prince George** (76%). Riders in the **Comox Valley** were **more likely** to report that trips were booked by a **family member** (39% vs. 21% overall), while trips booked by a **friend** were **more common** among **Vernon** riders (4% vs. 1% overall).

Trips were **more likely** to be booked by a **family member** (40% vs. 21% overall) or a **caregiver/support worker** (22% vs. 10% overall) among **subscription bookings**. In contrast, users who booked **one-time trips** were **more likely** to book HandyDART trips **themselves** (79% vs. 65% overall).

handyDART booking responsibility	TOTAL (n=1,170)	CITY						TRIP BOOKING TYPE		
		Victoria (n=349)	Central Fraser Valley (n=108)	Nanaimo (n=102)	Prince George (n=80)	Comox Valley (n=56)	Vernon (n=54)	Subscription Trip (n=344)	One-Time Trip (n=639)	Both (n=125)
I book them myself	65%	61%	69%	71%	76%	50%	65%	37%	79%	72%
A family member	21%	24%	19%	22%	13%	39%	20%	40%	14%	14%
A caregiver or support worker	10%	12%	6%	7%	6%	5%	11%	22%	4%	10%
A friend	1%	0%	1%	0%	0%	2%	4%	0%	1%	1%
Other	<1%	1%	0%	0%	1%	0%	0%	1%	0%	1%

Base 2026: Total, n=1170

Q4. Who is primarily responsible for booking your handyDART trips?

Significantly higher at the 95% level.

Significantly lower at the 95% level.

Change in handyDART Use by City and Booking Type

Half (49%) of respondents reported **no change in usage**, with **subscription trip riders** more likely to report this (**63%**). **Decrease in handyDART usage** was **higher** among those using **one-time trip booking** (24%), and **lower** among **subscription riders** (8%) as well as riders in **Vernon** (7%).

Change in handyDART Usage	TOTAL (n=1,129)	CITY						TRIP BOOKING TYPE		
		Victoria (n=339)	Central Fraser Valley (n=102)	Nanaimo (n=100)	Prince George (n=77)	Comox Valley (n=54)	Vernon (n=54)	Subscription Trip (n=338)	One-Time Trip (n=624)	Both (n=123)
I take handyDART more frequently now	16%	16%	18%	19%	23%	19%	13%	16%	17%	19%
I take handyDART less frequently now	19%	23%	18%	20%	18%	15%	7%	8%	24%	16%
I take handyDART about the same as last year	49%	51%	54%	49%	42%	54%	54%	63%	41%	56%
I did not take handyDART a year ago	16%	10%	11%	12%	17%	13%	26%	13%	18%	9%

Q5. Compared to a year ago, how has your use of the handyDART service changed? Base 2026: n=1,129

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

handyDART Booking Type

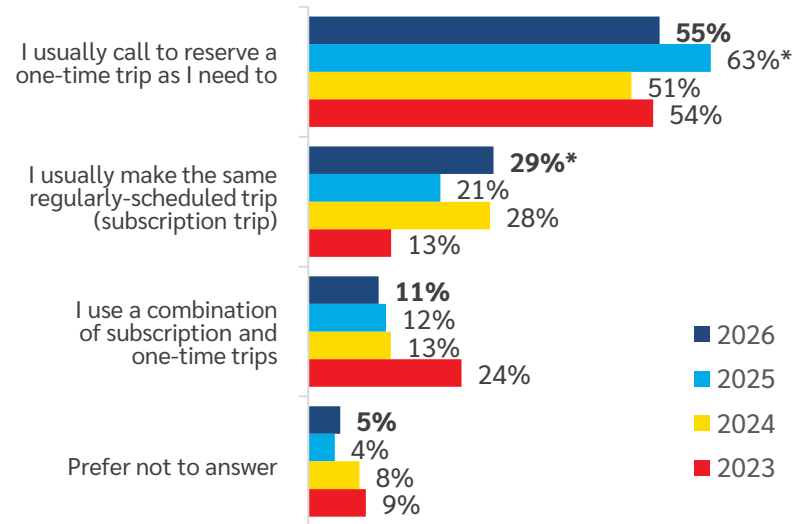
To better understand usage patterns, respondents were asked about their typical booking type for handyDART.

In 2026, **55%** of respondents typically booked one-time trips as needed, revealing an **eight-percentage-point decrease** compared to 2025 (63%).

Conversely, the use of subscription trips **increased by an eight-percentage-point** in 2026 (29% vs. 21% in 2025).

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

TYPICAL handyDART Booking Type



(Base 2026: n=1,170, Base 2025: n=1,306, Base 2024: n=921, Base 2023: n=915)
Q15. Which of these statements most accurately describes how you use handyDART?

handyDART Booking Patterns by Rider Type and Booking Responsibility

One-time trips were **most commonly booked** by **medium** (69%) and **occasional** (75%) riders and were **more likely to be** arranged by the **passengers** themselves (67%).

In contrast, **subscription trips** were **more frequently used** by **heavy riders** (67%) and were **more often booked** by **family/caregivers** (56%). The use of **both subscription and one-time trips** was **similar** across different ridership frequencies and by who is responsible for booking.

handyDART booking type	TOTAL (n=1,170)	handyDART RIDERSHIP FREQUENCY			RESPONSIBLE FOR BOOKING	
		Heavy Rider (n=337)	Medium Rider (n=474)	Occasional Rider (n=334)	Passenger (n=755)	Family/ Caregivers (n=378)
One-time trip	55%	16%	69%	75%	67%	32%
Subscription trip	29%	67%	17%	10%	17%	56%
Combination of Subscription and One-time trip	11%	14%	11%	7%	12%	8%
Prefer not to answer	5%	3%	3%	7%	4%	4%

Base 2026: n=1,170

Q15. 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

Regarding regional differences, **one-time trip bookings** remained as the **most commonly used method across all cities**, followed by **subscription bookings**.

In general, no significant differences in handyDART booking type were observed across cities.

handyDART booking type	TOTAL (n=1,170)	CITY					
		Victoria (n=349)	Central Fraser Valley (n=108)	Nanaimo (n=102)	Prince George (n=80)	Comox Valley (n=56)	Vernon (n=54)
One-time trip	55%	53%	56%	60%	56%	46%	61%
Subscription trip	29%	31%	30%	29%	21%	39%	20%
Combination of Subscription and One-time trip	11%	13%	9%	7%	10%	9%	13%
Prefer not to answer	5%	4%	6%	4%	13%	5%	6%

Base 2026: n=1,170

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

Significantly higher at the 95% level.

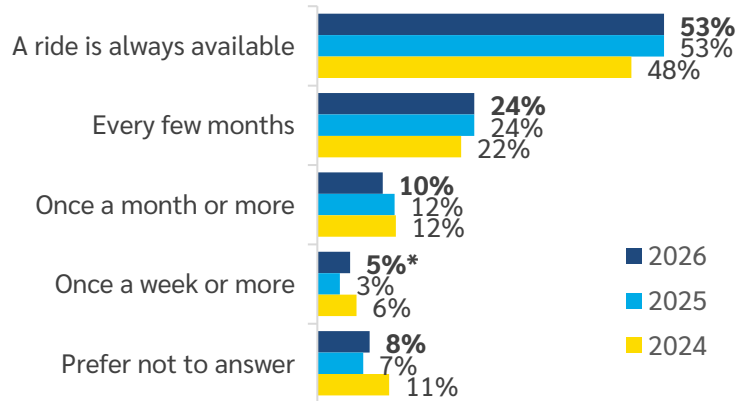
Significantly lower at the 95% level.

handyDART Availability and Alternatives Used

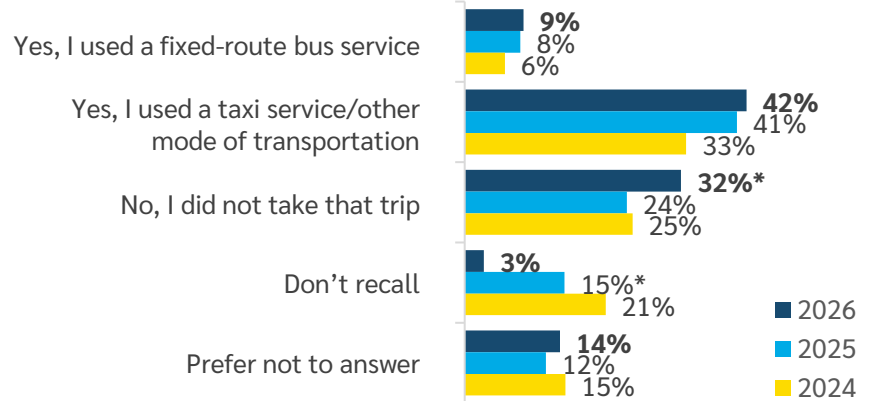
When it came to handyDART availability and its alternatives, **just over half of respondents** (53%) in 2026 reported that a ride was **always available** when requested, **remaining stable** since 2025. However, **accessibility remains inconsistent for some** riders, with **nearly one-quarter** (24%) stating they are **only infrequently able to secure a ride**, typically just every few months.

When respondents were **unable to access a ride** through the service, they **most commonly turned** to **taxis or other forms of transportation** (42%) as alternatives. Notably, **nearly one-third** (32%) reported that **they did not make the trip at all**, marking an **eight-percentage-point increase** compared to 2025 (24%).

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 2026: n=1,170, Base 2025: n=1,306, Base 2024: n=921)

Q16. Thinking of the last trip that they were not able to fulfil (if applicable), did you take that trip using another mode of transportation? ((Base 2026: n=776, 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 was **always available**, though **regional differences were evident**. In **Nanaimo**, only **42%** said a ride was **always available**, while **higher** proportions in the **Central Fraser Valley** (68%) and **Vernon** (**76%**) reported so. Riders in **Nanaimo** (19%) **more frequently** reported that a ride has not been available once a month or more, compared to the overall sample (10%).

Riders using **subscription booking** were **more likely** to report that a ride was always available (63%).

UNABLE to Secure a Trip	TOTAL (n=1,170)	CITY						TRIP BOOKING TYPE		
		Victoria (n=349)	Central Fraser Valley (n=108)	Nanaimo (n=102)	Prince George (n=80)	Comox Valley (n=56)	Vernon (n=54)	Subscription Trip (n=344)	One-Time Trip (n=639)	Both (n=125)
A ride is always available	53%	52%	68%	42%	45%	52%	76%	63%	51%	46%
Every few months	24%	26%	19%	29%	30%	30%	17%	18%	26%	31%
Once a month or more	10%	12%	5%	19%	10%	5%	2%	7%	12%	14%
Once a week or more	5%	4%	1%	8%	9%	2%	0%	3%	6%	7%
Prefer not to answer	8%	7%	8%	2%	6%	11%	6%	8%	5%	2%

Q11. How often have you called for a ride and not been able to get one? Base 2026: n=1,170

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 used** a **taxi or other mode of transportation** when handyDART was unavailable (42%). Respondents in the **Comox Valley** were **more likely** to **forgo the trip** (50%) compared to the overall average of 32%.

Taking a taxi or other mode of transportation was **less common** among **occasional riders** (34%) when a handyDART ride was unavailable.

Usage of another mode of transportation	TOTAL (n=776)	CITY						handyDART RIDERSHIP FREQUENCY		
		Victoria (n=226)	Central Fraser Valley (n=65)	Nanaimo (n=77)	Prince George (n=63)	Comox Valley (n=36)	Vernon (n=18)	Heavy Rider (n=209)	Medium Rider (n=296)	Occasional Rider (n=250)
Yes, I used a fixed-route bus service	9%	12%	3%	14%	5%	0%	11%	10%	9%	8%
Yes, I used a taxi service/other mode of transportation	42%	47%	45%	40%	44%	36%	44%	47%	47%	34%
No, I did not take that trip	32%	29%	35%	35%	21%	50%	33%	34%	35%	29%
Don't recall	3%	3%	3%	3%	8%	3%	0%	1%	2%	5%
Prefer not to answer	14%	9%	14%	8%	22%	11%	11%	8%	7%	24%

Q16. Thinking of the last trip that they were not able to fulfil (if applicable), did you take that trip using another mode of transportation?
Base 2026: n=776

Significantly higher at the 95% level.

Significantly lower at the 95% level.

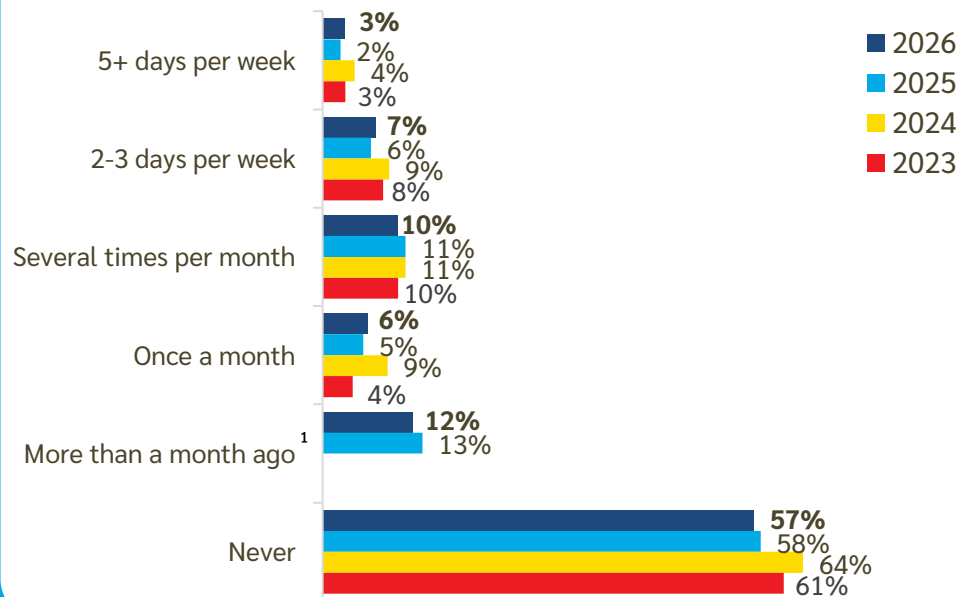
Fixed-route Bus Service Usage

When asked about their fixed-route bus service usage, **57%** of respondents reported **never using fixed-route bus service, remaining steady** since 2025.

Among those who do use it, **usage tended to be infrequent**. Specifically, 12% indicated that they **had not used the service in the past month** (of taking the survey) and 10% used it **several times in a month**.



Usage of Fixed-route Bus Service



Base 2026: n=1,218, Base 2025: n=1,357, Base 2024: n=921, Base 2023: n=915.

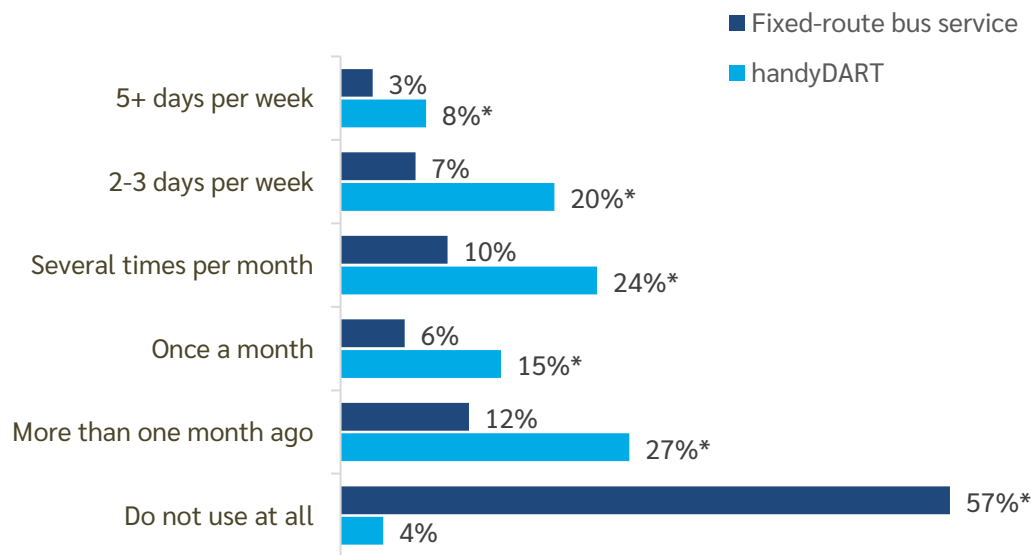
Q6. And in the past month, how often have you used the regular fixed-route bus service in your area?

¹This option was added in 2025.

handyDART and Fixed-route Bus Service Usage

Overall, usage of **fixed-route bus** service was consistently **lower** than **handyDART** across all frequency levels. More than half **57%** reported **no use of the fixed-route bus service in the past month**, compared with **only 4%** who reported **no use of handyDART**.

Usage of handyDART and fixed-route bus service in 2026



Q1. In the past month, how often have you used the handyDART service in your area? Base 2026: n=1,218

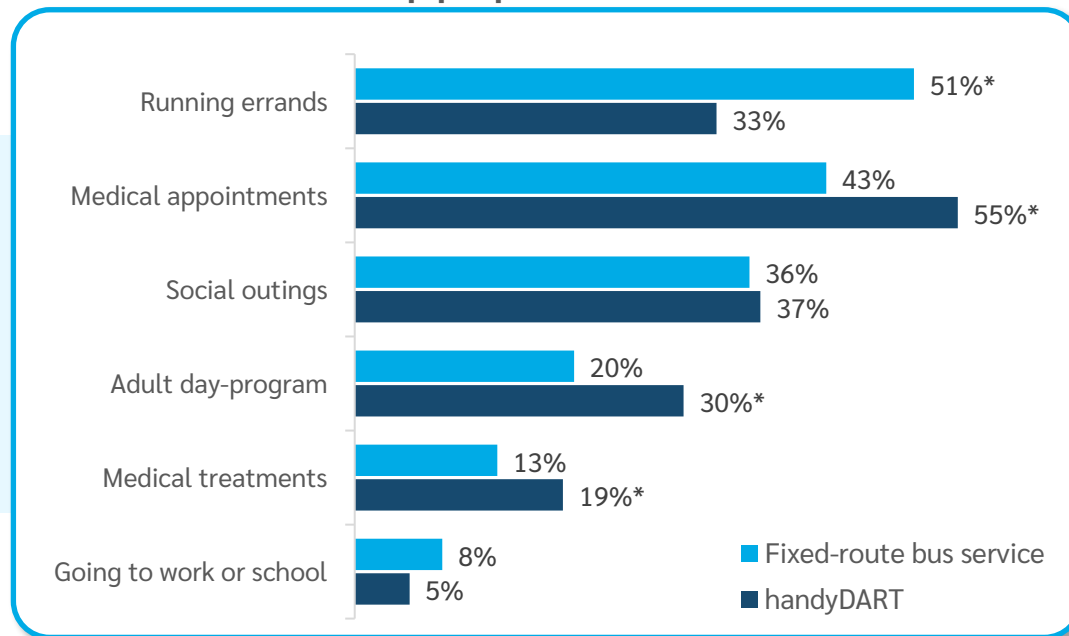
Q6. And in the past month, how often have you used the regular fixed-route bus service in your area? Base 2026: n=1,218

handyDART and Fixed-route Bus Service Trip Purposes

Among fixed-route bus users, the **most common trip purpose** was running errands (51%). In contrast, **handyDART riders** primarily used the service for **medical appointments** (55%).

While **handyDART riders** were **more likely** to use the service for **adult day-programs** (30%) and **medical treatments** (fixed-route bus service: 20% and 13%, respectively), a **similar share of riders across both services** reported using transit for **social outings** or **commuting to work or school**.

Trip purposes in 2026



Base 2026: Total, handyDART users n=811, Regular bus service users n=317

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]

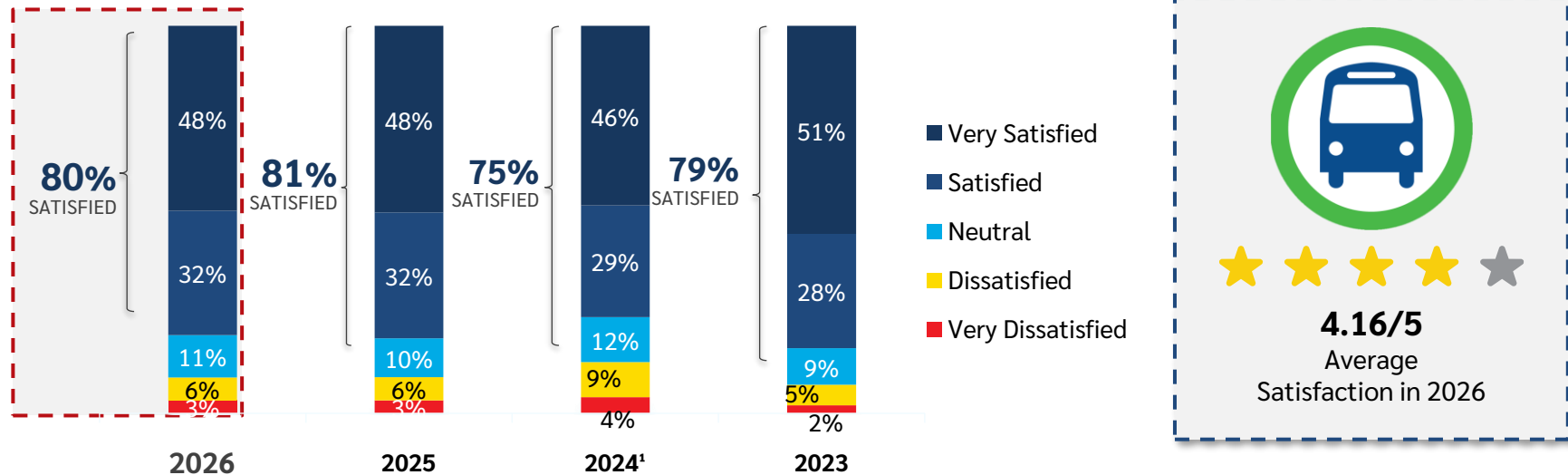


SATISFACTION WITH handyDART SERVICE



Overall, **four in five riders** (80%) reported being **satisfied** or **very satisfied** with their **handyDART service overall**, marking a **consistent** rate with 2025 (81%). In 2026, the average score was 4.16 out 5 for the handyDART service.

SATISFACTION *with the handyDART Service*



(Base 2026: Total n=1,102, Base 2025: Total n=1,229, Base 2024: Total, n=857, Base 2023: Total, n=915)

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

The **high overall satisfaction** with handyDART service revealed a **similar** pattern across different cities, while riders in **Vernon** were even **more likely** to report that they were **satisfied** with handyDART at **96%**.

Satisfaction with handyDART service	TOTAL (n=1,102)	CITY					
		Victoria (n=331)	Central Fraser Valley (n=99)	Nanaimo (n=95)	Prince George (n=76)	Comox Valley (n=53)	Vernon (n=51)
Top 2 (Satisfied and Very Satisfied)	80%	76%	82%	82%	83%	85%	96%
Very Satisfied	48%	43%	38%	54%	51%	45%	69%
Satisfied	32%	33%	43%	28%	32%	40%	27%
Neutral	11%	14%	9%	9%	5%	9%	2%
Dissatisfied	6%	8%	6%	4%	7%	4%	2%
Very Dissatisfied	3%	3%	3%	4%	5%	2%	0%

Base 2026: Total n=1,102

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

Turning to ride frequency, **heavy** and **medium riders** (both 84%) reported overall satisfaction levels **similar** to the sample average (80%), while **occasional riders** expressed **lower satisfaction**, with only 70% reporting that they were **satisfied**. Additional statistics support this finding as a **higher** proportion of **occasional riders** reported being **very dissatisfied** (7%) compared with the overall sample (3%). Additionally, riders booking **subscription trips** (85%) reported **higher overall satisfaction** than the sample average.

Satisfaction with handyDART service	TOTAL (n=1,102)	handyDART RIDERSHIP FREQUENCY			TRIP BOOKING TYPE		
		Heavy Rider (n=324)	Medium Rider (n=451)	Occasional Rider (n=315)	Subscription Trip (n=336)	One-Time Trip (n=604)	Both (n=118)
Top 2 (Satisfied and Very Satisfied)	80%	84%	84%	70%	85%	78%	84%
Very Satisfied	48%	48%	52%	42%	50%	49%	43%
Satisfied	32%	36%	32%	27%	36%	29%	41%
Neutral	11%	11%	8%	14%	9%	11%	10%
Dissatisfied	6%	4%	6%	10%	4%	8%	4%
Very Dissatisfied	3%	1%	1%	7%	2%	3%	2%

Base 2026: Total n=1,102

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

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

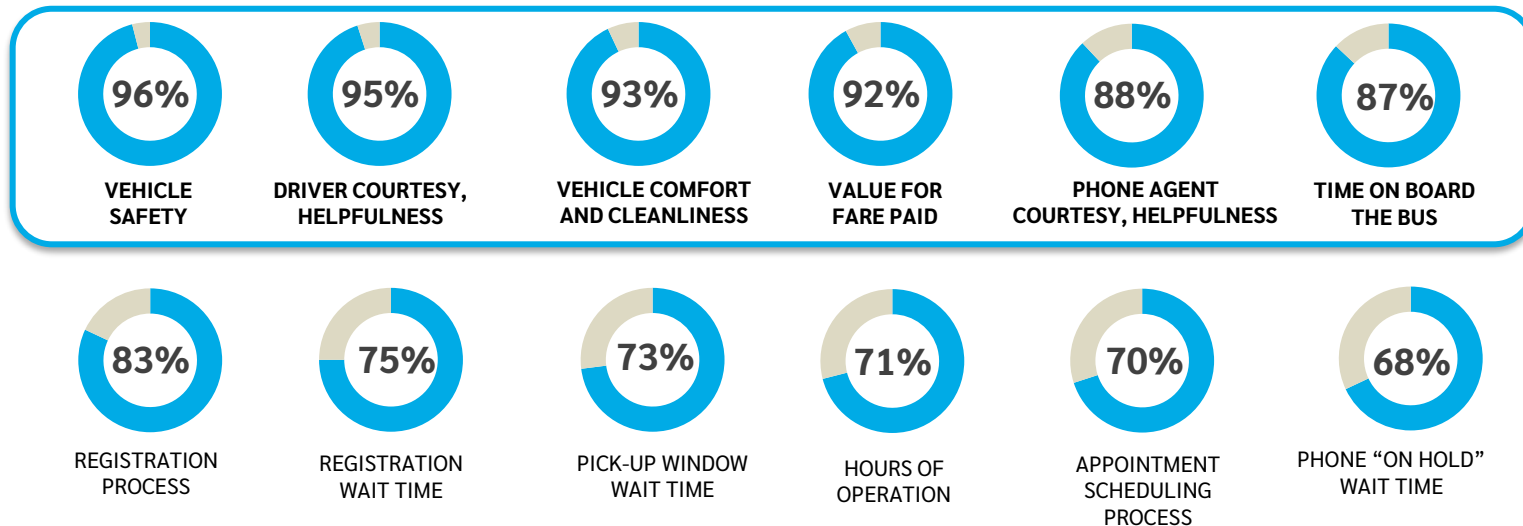
Significantly higher at the 95% level.
 Significantly lower at the 95% level.

Customer Satisfaction with Aspects of Service

Respondents were presented with various elements of the handyDART service and asked to express how satisfied they were with each service attribute. The satisfaction with **all service aspects remained consistent** with 2025 rates.

Respondents reported **highest satisfaction** for **vehicle safety** (96%) and **driver courtesy and helpfulness** (95%), followed by **vehicle comfort and cleanliness** (93%) and **value for fare paid** (92%).

The **lowest satisfaction** among the service aspects was **on-hold, phone wait time** at 68%.



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

Base 2026: Total, n ranges from 984 to 1,116

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 Top-Rated Service Elements by City and Booking Type

Respondents in the **Central Fraser Valley** (85%) reported **lower satisfaction** with **drivers' attributes**, while all riders in **Prince George** (100%) were satisfied. Riders in **Victoria** were **more satisfied** with **phone agents' attributes** (93%), but they were **less satisfied** with **time on board** (79%) than the rest of the sample. Notably, **all riders in Vernon** (100%) were **satisfied** with the **value for fare, phone agents' attributes, and time on board the bus**. Notably, the **type of trip booked**, whether subscription, one-time, or both, **did not impact satisfaction** with these top-rated service aspects.

Elements of handyDART Service	TOTAL (n=1,097)	CITY						TRIP BOOKING TYPE		
		Victoria (n=331)	Central Fraser Valley (n=99)	Nanaimo (n=95)	Prince George (n=76)	Comox Valley (n=53)	Vernon (n=51)	Subscription Trip (n=336)	One-Time Trip (n=604)	Both (n=118)
Vehicle safety	96%	96%	93%	98%	95%	96%	100%	96%	96%	95%
Driver courtesy, helpfulness, and professionalism	95%	95%	85%	98%	100%	93%	100%	95%	95%	95%
Vehicle comfort and cleanliness	93%	90%	90%	96%	93%	94%	98%	95%	92%	89%
Value for fare paid	92%	91%	92%	92%	89%	89%	100%	91%	93%	94%
Phone agent courtesy, helpfulness, and professionalism	88%	93%	80%	83%	86%	88%	100%	89%	89%	89%
Time on board the bus	87%	79%	83%	90%	88%	94%	100%	84%	90%	85%

Base 2026: Total, n ranges from 984 to 1,116

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 Other Service Elements by City and Booking Type - Continued

Regarding other service elements, **Victoria** respondents reported **lower satisfaction across most, except** for **hours of operation**, which received relatively higher satisfaction (81%). In contrast, **Vernon** respondents expressed **higher satisfaction** on **nearly all elements**, with hours of operation being the exception. Sixty-percent of Vernon riders reported satisfaction with hours of operation, which was **lower** than the overall average of 71%.

Subscription trip users also showed **greater satisfaction** with **hours of operation** compared to the overall average.

Elements of handyDART Service	TOTAL (n=1,097)	CITY						TRIP BOOKING TYPE		
		Victoria (n=331)	Central Fraser Valley (n=99)	Nanaimo (n=95)	Prince George (n=76)	Comox Valley (n=53)	Vernon (n=51)	Subscription Trip (n=336)	One-Time Trip (n=604)	Both (n=118)
Registration process	83%	78%	83%	89%	79%	83%	96%	85%	81%	83%
Registration wait time	75%	65%	83%	76%	71%	78%	96%	78%	74%	72%
Pick-up window wait time	73%	65%	64%	79%	63%	90%	91%	73%	74%	71%
Hours of operation	71%	81%	70%	60%	65%	69%	73%	80%	66%	73%
Appointment scheduling process	70%	59%	74%	67%	70%	80%	90%	71%	69%	74%
Phone "on hold" wait time	68%	47%	77%	75%	76%	73%	100%	68%	69%	67%

Base 2026: Total, n ranges from 984 to 1,116

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.

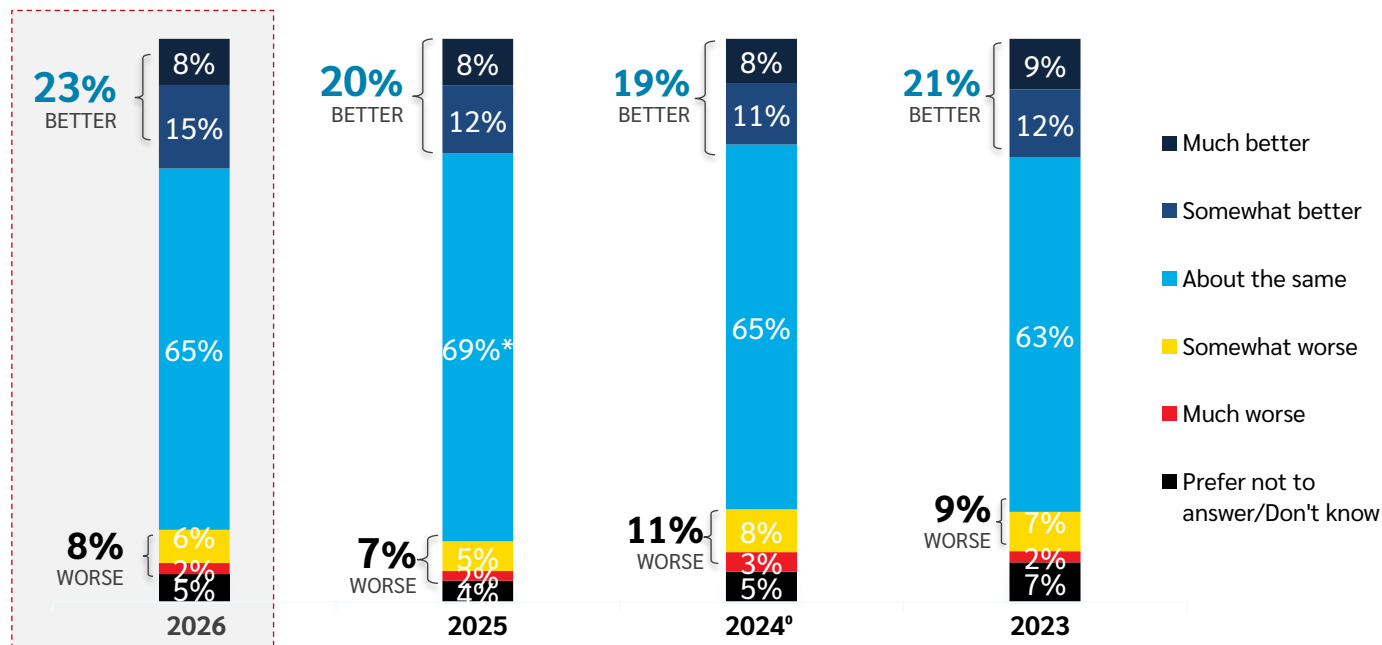
Significantly lower at the 95% level.

Perceived Changes in handyDART Service

Respondents were asked to evaluate the quality of the handyDART service compared to a year ago. In 2026, the **vast majority** of handyDART riders (65%) indicated that the service is **about the same** as a year ago, marking a **four percentage-point decrease** since 2025 (69%).

The proportions of respondents who reported that the handyDART service is **better** or **worse** did not indicate a significant year over year change.

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 2026; n=923, Base 2025; n=1,059, Base 2024; n=724. Base 2023; n=717.

Perceived Changes in handyDART Service by City and Rider Frequency

Across cities and rider frequency levels, the **vast majority** of handyDART users indicated that the service is **about the same as a year ago**. In **Nanaimo** (76%) and the **Comox Valley** (82%), this sentiment was even **more pronounced**. However, in the **Comox Valley**, this view was accompanied by a **lower proportion** of riders who perceived the service as better (9%) compared with the overall sample (23%).

Occasional riders (15%) were **less likely** to report that the **service has improved**, compared to the **overall rate** of **23%**.

Changes in handyDART Service	TOTAL (n=923)	CITY						handyDART RIDERSHIP FREQUENCY		
		Victoria (n=289)	Central Fraser Valley (n=92)	Nanaimo (n=82)	Prince George (n=64)	Comox Valley (n=45)	Vernon (n=40)	Heavy Rider (n=304)	Medium Rider (n=399)	Occasional Rider (n=199)
Better	23%	25%	22%	17%	22%	9%	18%	24%	26%	15%
About the same	65%	62%	64%	76%	56%	82%	78%	65%	64%	68%
Worse	8%	10%	4%	6%	14%	4%	3%	8%	7%	11%
Don't know	5%	3%	10%	1%	8%	4%	3%	3%	3%	6%

Base 2026; n=923

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



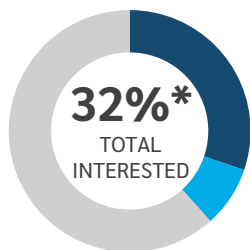
Booking Trip Preferences

Riders were asked if they would be interested in using a website or smartphone app to book handyDART trips. Interest marked a **six percentage-point increase** since 2025 (26%), with **32% of respondents indicating support** for these digital options in 2026.

Respondents were also asked to **rank their preferred method** for booking and managing handyDART trips across **three options**. Despite a **nine-point decrease** in the Index score since 2025 (90), **telephone booking with a customer representative** was still the **clear preference** in 2026, with a **score of 81**. This was followed by the **BC Transit Website** (61) and a **Smartphone app** (58), which marked a **three-point increase** since 2025 (55).

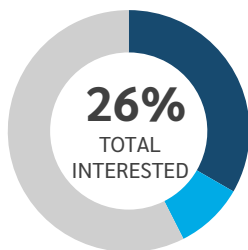
Interest in using a Website or App to Book

(2026)



■ Support ■ Neither ■ Not

(2025)



■ Support ■ Neither ■ Not



Booking PREFERENCE



Ranked #1

Telephone call
with customer
representative
Index score: **81**
(2025: 90*)



Ranked #2

BC Transit Website
Index score: **61**
(2025: 61)



Ranked #3

Smartphone app
Index score: **58***
(2025: 55)

Q22. How interested would you be in using a website or a smartphone app to book your handyDART trip? Base 2026: n=1,218, Base 2025: n=1,357.

Q23. If all three of the following options were available, please rank your preferred way to book and manage your handyDART trips. Base 2026: n=716, Base 2025: n=708

Booking Technology Interest by Region, Ridership, and Trip Type

Victoria respondents (40%) and heavy riders (38%) expressed **greater interest** in using a **website or smartphone app** for booking handyDART trips compared to the overall sample (32%).

Occasional riders (10%) were **more likely to be unsure** about their preference in using booking technology compared to the overall sample (6%). Notably, **interest levels did 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=1,218)	CITY						handyDART RIDERSHIP FREQUENCY			TRIP BOOKING TYPE		
		Victoria (n=351)	Central Fraser Valley (n=108)	Nanaimo (n=104)	Prince George (n=89)	Comox Valley (n=57)	Vernon (n=54)	Heavy Rider (n=337)	Medium Rider (n=474)	Occasional Rider (n=382)	Subscription Trip (n=346)	One-Time Trip (n=648)	Both (n=126)
Interested	32%	40%	35%	36%	26%	35%	26%	38%	30%	30%	35%	31%	33%
Neutral	9%	10%	9%	12%	15%	4%	13%	9%	9%	10%	10%	10%	8%
Not interested	48%	41%	46%	41%	47%	53%	50%	45%	52%	45%	48%	51%	48%
Don't know	6%	6%	4%	9%	6%	4%	6%	4%	5%	10%	4%	6%	8%
Prefer not to answer	5%	3%	6%	3%	7%	5%	6%	3%	4%	6%	3%	3%	2%

Base 2026: n=1,218

Q22. 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, Booking Responsibility, and Trip Booking Type

Interest in booking and managing handyDART trips was **consistent across cities, individuals who are responsible for booking trips, and trip booking type**, with **telephone calls to a customer representative** being the **most preferred method**.

Index Scores¹

Booking PREFERENCE	TOTAL (n=1,175)	CITY						RESPONSIBLE FOR BOOKING		TRIP BOOKING TYPE		
		Victoria (n=230)	Central Fraser Valley (n=69)	Nanaimo (n=59)	Prince George (n=51)	Comox Valley (n=29)	Vernon (n=31)	Passenger (n=432)	Family/ Caregiver (n=273)	Subscription Trip (n=231)	One-Time Trip (n=379)	Both (n=77)
Call with Customer Rep	81	80	77	81	82	80	85	83	79	78	83	83
BC Transit Website	61	64	62	66	58	60	56	60	62	64	59	61
Smartphone App	58	57	61	54	59	60	59	57	59	59	57	56

Base 2026: n=716

Q23. 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

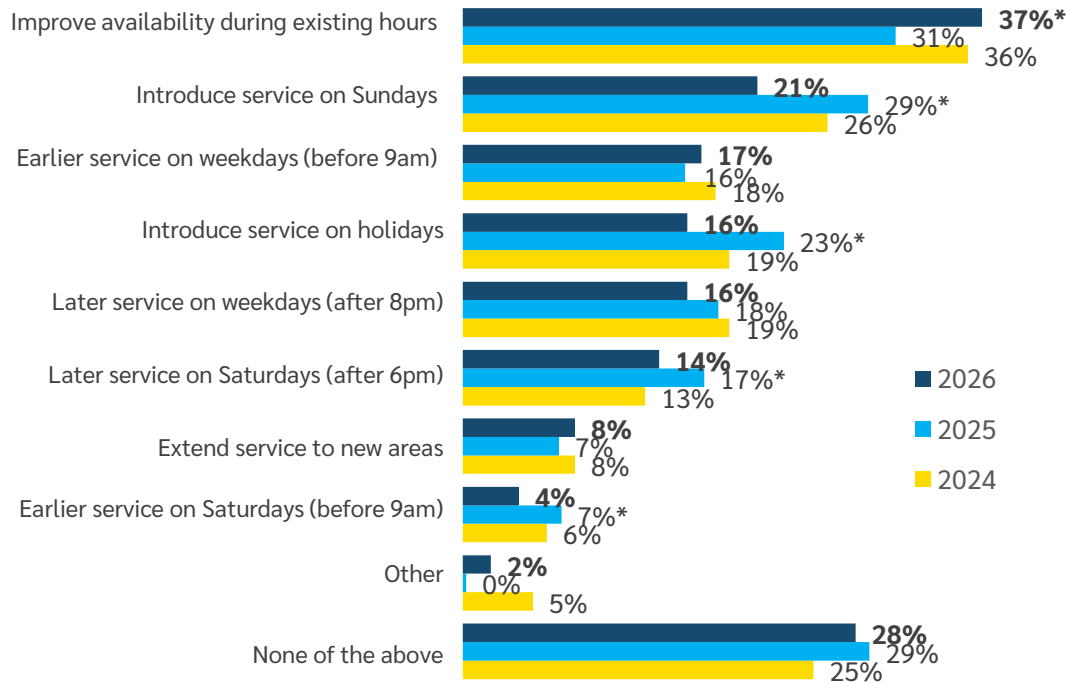
When riders were asked whether there were any service changes they would like to see, **28%** did not suggest any changes.

Among those who did, the **most frequently mentioned improvement** was improving service availability during existing hours (37%).

Critically, this reflected a **six-percentage point increase** from 2025 (31%).

There was a decrease in several aspects that respondents believe require change. Specifically, a **lower proportion of respondents** expressed desire for changes to service on **Sundays** (21%), service on **holidays** (16%) and later service on **Saturdays (after 6 pm)** (14%) compared to 2025 (29%, 23% and 17%, respectively).

Desired Service Changes



Base 2026: Total, n=1,096, 2025: Total, n=1,180, 2024: Total, n=811.

Q17. 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** (45%) and **Nanaimo** (51%), improving service availability during existing hours emerged as the **top priority**. This concern was far **less prominent** among the **Central Fraser Valley** respondents (15%). In contrast, riders in the **Central Fraser Valley** (25%) and **Nanaimo** (28%) placed **greater emphasis** on **earlier service on weekdays (before 9 am)**, while **Prince George** respondents were **more focused** on the need for **later weekday services (after 8 pm)** (29%).

Subscription trip riders were **less interested** in improving existing-hour availability (29%) and **earlier weekday service before 9 am** (25%), while riders using **both booking types** showed **greater interest** in earlier weekday services (25%).

Desired Service Changes	TOTAL (n=1,096)	CITY						TRIP BOOKING TYPE		
		Victoria (n=326)	Central Fraser Valley (n=97)	Nanaimo (n=100)	Prince George (n=79)	Comox Valley (n=52)	Vernon (n=49)	Subscription Trip (n=322)	One-Time Trip (n=610)	Both (n=118)
Improve availability during existing hours	37%	45%	15%	51%	37%	40%	20%	29%	40%	42%
Introduce service on Sundays	21%	17%	22%	21%	22%	13%	20%	17%	22%	21%
Earlier service on weekdays (before 9am)	17%	13%	25%	28%	20%	8%	12%	10%	19%	25%
Introduce service on holidays	16%	14%	23%	18%	11%	21%	18%	14%	18%	19%
Later service on weekdays (after 8pm)	16%	6%	18%	15%	29%	19%	20%	12%	17%	21%
Later service on Saturdays (after 6pm)	14%	7%	8%	14%	16%	23%	18%	10%	15%	16%
Extend service to new areas	8%	5%	13%	10%	5%	13%	8%	7%	9%	8%
Earlier service on Saturdays (before 9am)	4%	4%	6%	4%	4%	2%	4%	4%	5%	4%

Base 2026: Total, n=1,096

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

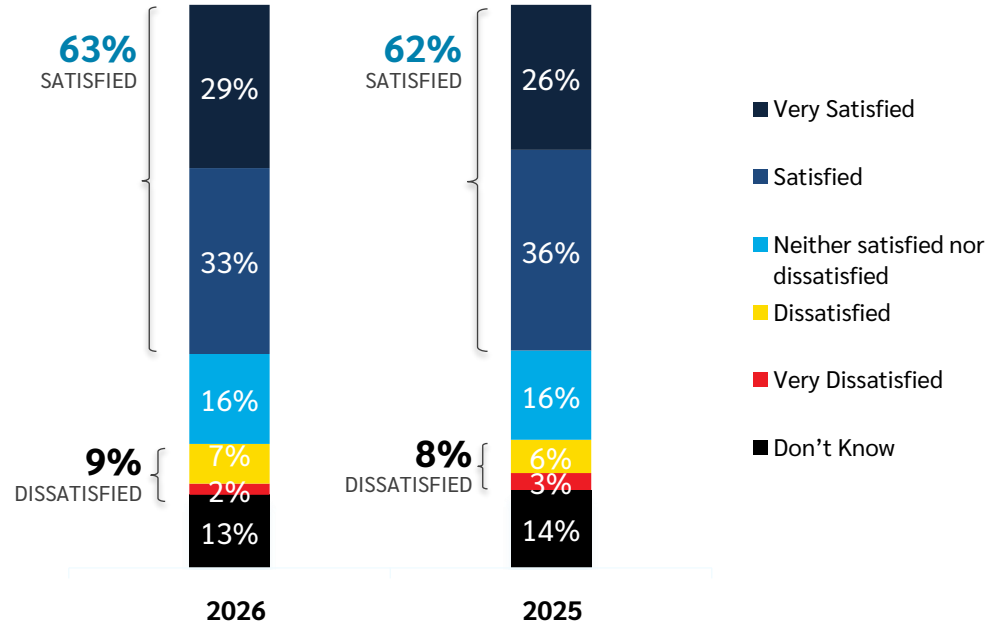
Significantly higher at the 95% level.

Significantly lower at the 95% level.

Satisfaction with Vendor Network and Physical Ticket Availability

When it came to vendor network and physical ticket availability in 2026, nearly **two-third** (63%) were **satisfied** with the availability and convenience of vendor locations for purchasing physical tickets, which was **consistent** with 2025 (62%).

CHANGES in Satisfaction



Q20. 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.
 Base 2026: Total, n=1,133, Base 2025; n=1,248.

Satisfaction with Vendor Network and Physical Ticket Availability

Satisfaction with the **availability and convenience of vendor locations** for purchasing physical tickets was **higher** among riders in **Nanaimo** (79%), while those in the **Central Fraser Valley** (53%) were **notably less satisfied** than the overall average (63%). Those using **both subscription and one-time bookings** were **more likely** to be **very satisfied** (39%), while **Victoria** riders (10%) were **more likely** to be **dissatisfied** with the availability and convenience of vendor locations.

Availability and convenience of vendor locations for buying physical tickets	TOTAL (n=1,133)	CITY						TRIP BOOKING TYPE		
		Victoria (n=339)	Central Fraser Valley (n=99)	Nanaimo (n=98)	Prince George (n=83)	Comox Valley (n=52)	Vernon (n=51)	Subscription Trip (n=225)	One-Time Trip (n=675)	Both (n=140)
Top 2 (Very Satisfied and Satisfied)	63%	57%	53%	79%	67%	65%	73%	66%	61%	72%
Very Satisfied	29%	27%	12%	37%	33%	29%	57%	31%	28%	39%
Satisfied	33%	30%	40%	42%	35%	37%	16%	35%	33%	33%
Neutral	16%	19%	17%	13%	17%	12%	12%	15%	17%	12%
Dissatisfied	7%	10%	9%	5%	4%	8%	0%	7%	5%	10%
Very Dissatisfied	2%	4%	4%	2%	0%	0%	0%	2%	2%	3%

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

Base 2026: Total, n:1,133

Q20. 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.

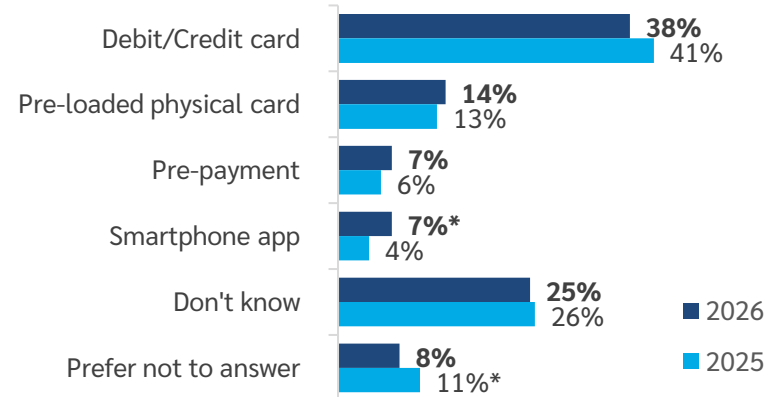
Preferred Electronic Payment Options

Respondents were asked about their preferred electronic payment options for the handyDART service.

Nearly four in ten (38%) indicated that using a debit or credit card would be the **easiest option**. A pre-loaded physical card was the **next most preferred option**, mentioned by 14% of respondents.

Although smartphone app was selected by a higher proportion in 2026 (7% vs. 4% in 2025), it was still a **least popular** option with pre-payment (where the account is debited after the trip) at 7%.

Preferred Electronic Payment Options for handyDART Riders



Q21. 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 2026: 1,218, Base n 2025: 1,357.

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

While **debit and credit cards is the most preferred** payment option overall, some notable differences emerge. **Heavy riders** were **less likely** to prefer **debit/credit cards** (31% vs. overall sample: 38%), but they showed a **greater interest** in a **pre-loaded physical card** (21% vs. overall sample: 14%).

Preference for **debit/credit cards** was **higher** among **one-time trip bookers (43%)** but **drops to 31%** among **subscription trip users**. **Subscription trip** users were **more likely** to prefer **pre-loaded physical card** (19%) and **pre-payment** method (10%).

Regionally, preferences were **largely consistent**, though **Nanaimo** respondents showed a **greater preference** for **debit/credit cards** (49%).

Preferred Electronic Payment Options for handyDART Riders	TOTAL (n=1,133)	handyDART RIDERSHIP FREQUENCY			TRIP BOOKING TYPE			CITY					
		Heavy Rider (n=337)	Medium Rider (n=474)	Occasional Rider (n=382)	Subscription Trip (n=346)	One-Time Trip (n=648)	Both (n=126)	Victoria (n=351)	Central Fraser Valley (n=108)	Nanaimo (n=104)	Prince George (n=89)	Comox Valley (n=57)	Vernon (n=54)
Debit/Credit card	38%	31%	43%	40%	31%	43%	39%	37%	45%	49%	44%	33%	41%
Pre-loaded physical card	14%	21%	13%	10%	19%	13%	16%	17%	14%	14%	10%	9%	7%
Pre-payment ¹	7%	10%	5%	6%	10%	5%	10%	10%	3%	6%	2%	12%	4%
Smartphone app	7%	9%	7%	8%	8%	8%	8%	8%	8%	8%	8%	7%	6%
Don't know	25%	24%	24%	27%	26%	26%	21%	24%	22%	16%	27%	32%	39%
Prefer not to answer	8%	5%	8%	8%	6%	6%	6%	5%	7%	7%	9%	7%	4%

Base n 2026: 1,218

Q21. 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.

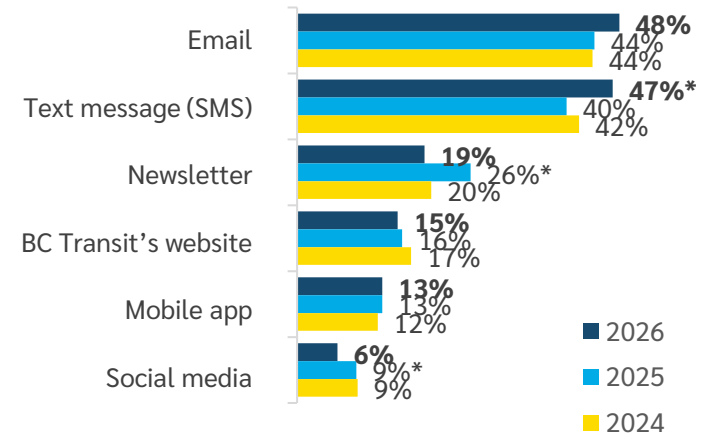
Favourite Communication Channels Among handyDART Riders

Regarding communication channel preferences, the **most preferred channel** for transit updates was **email** in 2026 (48%), similar to 2025 (44%). The second most preferred channel, **text message (SMS)** (47%), showed a **seven percentage point increase** in 2026 compared to 2025 (40%).

Notably, **preference for newsletters decreased** in 2026 to 19% from 26% in 2025. **Other channels** such as BC Transit's website and mobile app **remained relatively stable** across both years.

Preference for **social media** was even **lower** in 2026 (6%) than in 2025 (9%).

Favourite communication channel for updates and notification



Q24. What are your favourite communication channels for transit updates and notification?
[Select all that apply], Base n 2026: 957, Base n 2025: 1,009, Base n 2024: 706.

Favourite Communication Channels by City, Booking Type, and Frequency

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

Text messaging was **especially preferred** by **heavy riders** (55%) and respondents in the **Comox Valley** (67%) compared to the overall average (47%). Additionally, respondents in **Victoria** were **less likely to prefer newsletters** (12% vs. 19% overall). **BC Transit's website** was **less popular** among **Nanaimo** riders (7% vs. 15% overall).

Favourite communication channel for updates and notification	TOTAL (n=957)	handyDART RIDERSHIP FREQUENCY			TRIP BOOKING TYPE			CITY					
		Heavy Rider (n=284)	Medium Rider (n=371)	Occasional Rider (n=295)	Subscription Trip (n=288)	One-Time Trip (n=516)	Both (n=104)	Victoria (n=285)	Central Fraser Valley (n=92)	Nanaimo (n=86)	Prince George (n=67)	Comox Valley (n=42)	Vernon (n=40)
E-mail	48%	45%	49%	51%	44%	49%	54%	51%	43%	56%	51%	43%	50%
Text message (SMS)	47%	55%	45%	42%	52%	43%	54%	49%	45%	45%	48%	67%	45%
Newsletter	19%	16%	21%	19%	17%	22%	15%	12%	27%	19%	18%	17%	28%
BC Transit's website	15%	17%	14%	15%	18%	14%	17%	19%	13%	7%	18%	5%	15%
Mobile app	13%	16%	12%	13%	16%	12%	13%	14%	14%	13%	21%	17%	13%
Social media	6%	6%	7%	6%	5%	7%	6%	7%	7%	5%	7%	10%	10%

Significantly higher at the 95% level.

Significantly lower at the 95% level.

The main themes for improving availability remained consistent, with riders most often suggesting a **shorter booking window** and **more buses or increased trip frequency**. Shown below are some riders' suggestions related to these areas:

Suggested improvements during existing hours	2026 (n=357)	2025 (n=321)	2024 (n=230)
Shorter window for booking period	33%	32%	37%
More buses/Increased frequency	35%	32%	33%
Shorter wait and travel times	11%	14%	8%
Extend (later) service	12%	12%	11%
Extend (earlier) service	9%	8%	7%
Other	21%	19%	8%

"Sometimes difficult to get early pick ups on Westshore (6:30-7:30am) to arrive for early downtown/hospital appointments. And FYI, Victoria handyDART advised no subscription bookings are possible."
 - **Victoria respondent**

"Daily patient usually wait for long time up to 1.5 hours. It would be nice to have the HandyDART to come sooner."
 - **Kelowna respondent**

"Ability to pre-book regular subscription service."
 - **Victoria respondent**

"I would like to book subscriptions for 1 month at a time. Right now, its 2 weeks but I have to call every week, or I'm told a booking isn't available."
 - **Chilliwack respondent**

"More buses with ramp availability during daytime before 6pm"
 - **Nanaimo respondent**

"I would like a larger pick up and drop off window in my area. Pick up and drop off times are 10 am to 1 pm weekdays only."
 - **Central Fraser Valley respondent**

"I would like to be able to call the day of the appointment or function. Sometimes there are unforeseen things that come up when I need a ride."
 - **Comox Valley respondent**

*Mentions 5% and greater are shown.

Base 2026: n=357, Base 2025: n=321, Base 2024: n= 230

Q18. 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** was to **extend coverage beyond municipal boundaries** or into **rural areas**. Below are examples of **specific locations riders identified** for additional handyDART coverage:

	2026 (n=71)	2025 (n=65)	2024 (n=49)
Service to outside of municipality (other municipalities, rural areas)	68%	74%	65%
Trips to specific destinations (e.g., church, shopping, recreational, etc.)	25%	23%	18%
Improve availability during existing hours	10%	5%	14%
Other	4%	5%	4%

“We really need service to Maple Ridge Coquitlam. possibly, Langley. I have had a terrible time in the past. for health appointments, etc.”
- **Central Fraser Valley respondent**

“I live out of Vernon, visiting my husband 4 times a week. I am 84, any chance of new routes at head of the lake nearby, mostly winter”
- **Vernon respondent**

“Better route to Parksville, add service to Duncan and Ladysmith”
- **Nanaimo respondent**

“All areas should be accessible to people using this service. I live in the north Saanich area and would like to see more handyDART being used.”
- **Victoria respondent**

“Coombs / Errington on the Port Alberni highway. Bowser area on the island highway”
- **Nanaimo respondent**

“I'd like more service to places without bus routes, like Promontory area, not enough bus routes please and thank you.”
- **Chilliwack respondent**

Base 2026: Total, n=71, Base 2025: Total, n=65, Base 2024: Total, n=49

Q19. 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)



30%
Booking and
Scheduling
Flexibility

“Return subscription to handyDART, now have to book every 12 days”
- **Central Fraser Valley respondent**

“I use handyDART 2x a week every single week. I[t] would be nice to have a standing pick up / drop off instead of having to call every week to schedule and find out they can not accommodate my pickup drop off, so I'm left scrambling to find a ride.”
- **Chilliwack respondent**

“Great service, great drivers. Annoying having to book way ahead of time. Would like online booking so you can see what's available and when. Prefer electronic ticketing, this way won't have to fumble for tickets.”
- **Nanaimo respondent**

“I have been using handyDART for almost 2 years. My caregiver still has to call WEEKLY to book my trips, even though they are the same every day; as there is no room on the "subscribed trip" list. We are a fast-growing community and this NEEDS to change in a timely manner!! - **Vernon respondent**

“handyDart does not need improvements. I am very happy satisfied.”
- **Kelowna respondent**

“Very happy with handyDART, the drivers could not be more helpful and knowledgeable, we could not live comfortably without the handyDART.”
- **Fort St. John respondent**

“handyDART has been a real blessings for me after broken hip. I'm thankful for the service.”
- **Prince George respondent**

29%
Satisfied with the
service

“I am very thankful very grateful for the assistance what makes my life much easier. The drivers are lovely.”
- **Victoria respondent**

“This is such a great much needed service. Thank you.”
- **Powell River respondent**

“Thank you, I wouldn't be able to go anywhere without.”
- **Central Fraser Valley respondent**



Suggestions and Additional Comments for handyDART Service Improvements

24%
Availability and
Access to Service

*“Extended hours and increased areas. I live in Abbotsford and cannot go to Aldergrove as it is outside my area.” - **Central Fraser Valley respondent***

*“Need taxi fare reduction in Fort St. John need book online. Need longer /late hours and Sundays.” - **Fort St. John respondent***

*“I believed the service should be expanded to include Sundays so that clients can attend church.” - **Campbell River respondent***

*“Booking up to 2 weeks in advance and wait for ages. Was a nuisance. If I did not call right at 8 am, the time I needed was already filled up. Not a great system. The service was good.” - **Victoria respondent***

19%
Communication
and Customer
Service

*“Make sure the driver know the route. Have proper phone numbers to contact if they become unsure where to pick up. Call customer directly, I had some drivers just leave not come to the door.” - **Central Fraser Valley respondent***

*“Driver is impatient, rude, insulting and condescending to many riders. Multiple complaints from riders, family members, witnesses, and staff. - **Comox Valley respondent***

*“If the handyDART is going to be hours late, please notify the users. Late pick up from home -phone if over 15 mins late standing out in cold weather is not appropriate.” - **Sunshine Coast respondent***

*“More phone operators.” - **Victoria respondent***

13%
Technology and
Booking Tools

*“Keep the telephone service for communication as very few new seniors have iPad for emails or cellphones.” - **Kamloops respondent***

*“The transit website is terrible for the blind needs to be updated so AI can talk to it.” - **Campbell River respondent***

*“Please keep options available for people like me who don't have a cell phone or a computer. handyDART and taxi saver coupons have been a blessing for me. thank you!!” - **Kelowna respondent***

*“I am a senior, technology options are impossible for me.” - **Victoria respondent***

Base 2026: Total, n=547.

Q25. Do you have any additional comments or suggestions for improvements to handyDART service? (Open end)



Suggestions and Additional Comments for handyDART Service Improvements

14% Vehicle and Policy Enhancements

“With the change of the cost rides I would like new tickets to be in a different color marked in some way etc. So actual accounting could be accurate.” – **Comox Valley respondent**

“I have heard by the drivers, the stairs will be removed on the newer vehicles, and this is good. I have difficulty with stairs.” – **Nanaimo respondent**

“Please make it easier to purchase taxi savers. Being able to buy them on the bus as we can tickets would be ideal! Most people are on fixed incomes, and it would also save another bus trip to the office to purchase them. Taking a credit card payment over the phone and having them sent out with the driver would also work!” – **Vernon respondent**

“More taxi savers per month at the same ratio that you charge now.” – **Chilliwack respondent**

12% Ride Experience and Comfort

“Some of the buses, the newer ones, have the most uncomfortable seats. A person is always sliding off. Most people use HandyDART because it is difficult to use public service. But sliding off the seat is dangerous. A person has to constantly push yourself up so that you don't hang by your seat belt or land on the floor” – **Prince George respondent**

“Service is excellent. It's the buses. Most riders are seniors, and I would bet they have arthritis. The buses feel like they forgot to put shocks in them. I have only made 2 trips, both in new buses, but painful!” – **Kelowna respondent**

“Some HandyDART are very noisy and some need new Shocks.” – **Victoria respondent**

6% Medical Appointment Prioritization

“2-week notice is very difficult. My doctors schedule in shorter periods so I can't take the handyDART as not within the two-week period.” – **Victoria respondent**

“Pick up time closer to my appointment time. Do not want to wait an hour after I get to my appointment.” – **Prince George respondent**

“It would be so handy to book a ride as needed without waiting for a couple of weeks especially when doctor appointments can be within a day of each other.” – **Kelowna respondent**



AWARENESS AND PERCEPTIONS OF TAXI SAVER PROGRAM



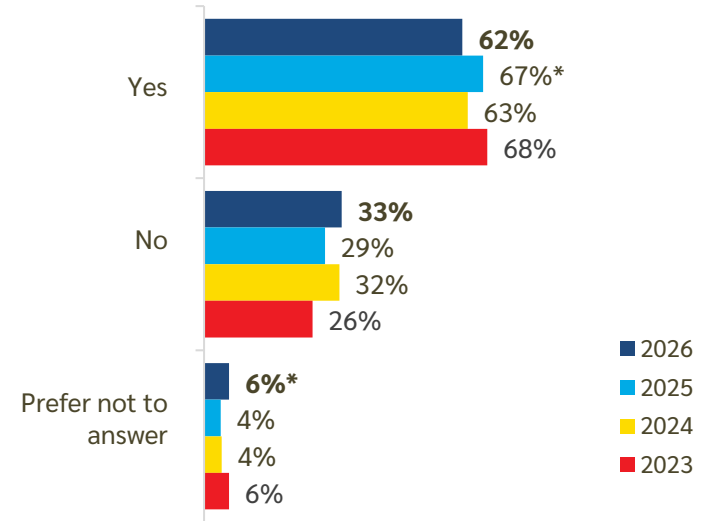
Awareness of the Taxi Saver Program

Respondents were asked a series of questions, assessing the awareness and usage pattern of the Taxi Saver program.

In 2026, **62%** of respondents said they are aware of the Taxi Saver program, a **decrease of five-percentage points** from 2025 (67%).

AWARENESS

of the Taxi Saver Program



Base 2026; n=1,218 , Base 2025; n=1,357, Base 2024: n=921. Base 2023: n=915.

Q13. 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 Booking Responsibility, Booking Type, and City

Awareness of the Taxi Saver program was **higher** among passengers who book their trips themselves (67%), one-time trip bookers (67%), and respondents in **Victoria (81%)**, the **Central Fraser Valley (73%)**, and **Prince George (84%)**, compared to the overall average (62%).

Conversely, riders whose trips are booked by **families/caregivers (44%)**, **subscription trip bookers (40%)**, and riders in **Vernon (52%)** were **more likely** to be **not aware** of the program compared to the overall sample (33%).

AWARENESS of the Taxi Saver Program	TOTAL (n=1,218)	RESPONSIBLE FOR BOOKING		TRIP BOOKING TYPE			CITY					
		Passenger (n=779)	Family/ Caregiver (n=387)	Subscription Trip (n=346)	One-Time Trip (n=648)	Both (n=126)	Victoria (n=351)	Central Fraser Valley (n=108)	Nanaimo (n=104)	Prince George (n=89)	Comox Valley (n=57)	Vernon (n=54)
Yes	62%	67%	52%	57%	67%	69%	81%	73%	70%	84%	68%	41%
No	33%	28%	44%	40%	31%	28%	17%	25%	28%	8%	26%	52%
Prefer not to answer	6%	5%	3%	3%	2%	3%	3%	2%	2%	8%	5%	7%

Base 2026: n=1,218

Q13. 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.

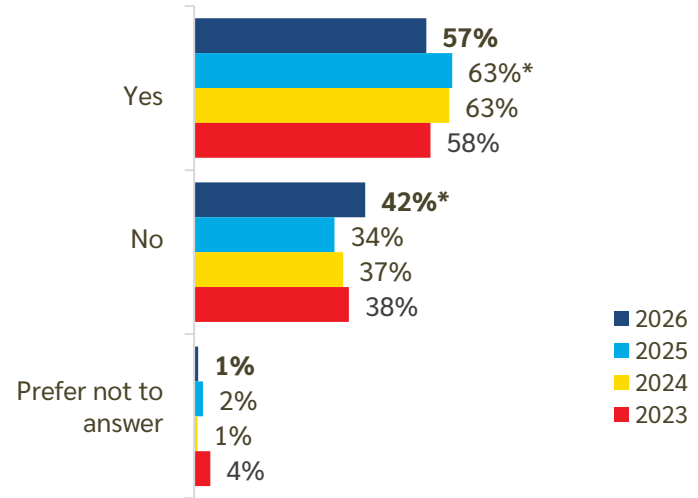
Significantly higher at the 95% level.
 Significantly lower at the 95% level.

Taxi Saver Program Usage

In 2026, among riders who are aware of the Taxi Saver program, **57%** reported that they use it, marking a **six-percentage point decrease** from 2025 (63%).

The share of those who said they do not use the program **increased** by an **eight-percentage point** in 2026 (42%) compared to previous year (34%).

USAGE of the Taxi Saver Program



Among those aware of the Taxi Saver program in Q9 (for each wave). Base 2026: 751, Base 2025: 911, Base 2024: n=583, Base 2023: n=624.

Q13.a. If you are aware of the Taxi Saver program, do you use the Taxi Saver program?

Taxi Saver Program Usage by Booking Responsibility, Booking Type and City

Families/caregivers who book trips on behalf of handyDART riders reported **lower usage** of the **Taxi Saver program** (36%), as did **subscription trip bookers** (38%). This finding is supported by an earlier survey result where families/caregivers tend to book subscription trips. Conversely, **passengers who book themselves** and **one-time trip bookers** were **more likely** to use the program (both 64%).

At the **city level**, **most areas aligned** with the **overall usage rate of 57%**. However, **Vernon respondents** (27%)* were **less likely** to use the program.

USAGE of the Taxi Saver Program	TOTAL (n=751)	RESPONSIBLE FOR BOOKING*		TRIP BOOKING TYPE			CITY					
		Passenger (n=523)	Family/ Caregiver (n=203)	Subscription Trip (n=198)	One-Time Trip (n=434)	Both (n=87)	Victoria (n=283)	Central Fraser Valley (n=79)	Nanaimo (n=73)	Prince George (n=75)	Comox Valley (n=39)	Vernon (n=22)
Yes	57%	64%	36%	38%	64%	60%	59%	58%	58%	65%	46%	27%
No	42%	35%	62%	59%	35%	39%	41%	38%	40%	33%	51%	73%
Prefer not to answer	1%	1%	2%	4%	1%	1%	0%	4%	3%	1%	3%	0%

Among those aware of the Taxi Saver program in Q9 (for each wave). Base 2026: n=751

Q13.a. If you are aware of the Taxi Saver program, do you use the Taxi Saver program?

*It's worth noting that Vernon's sample size is small (n=22) and results should be interpreted with caution.

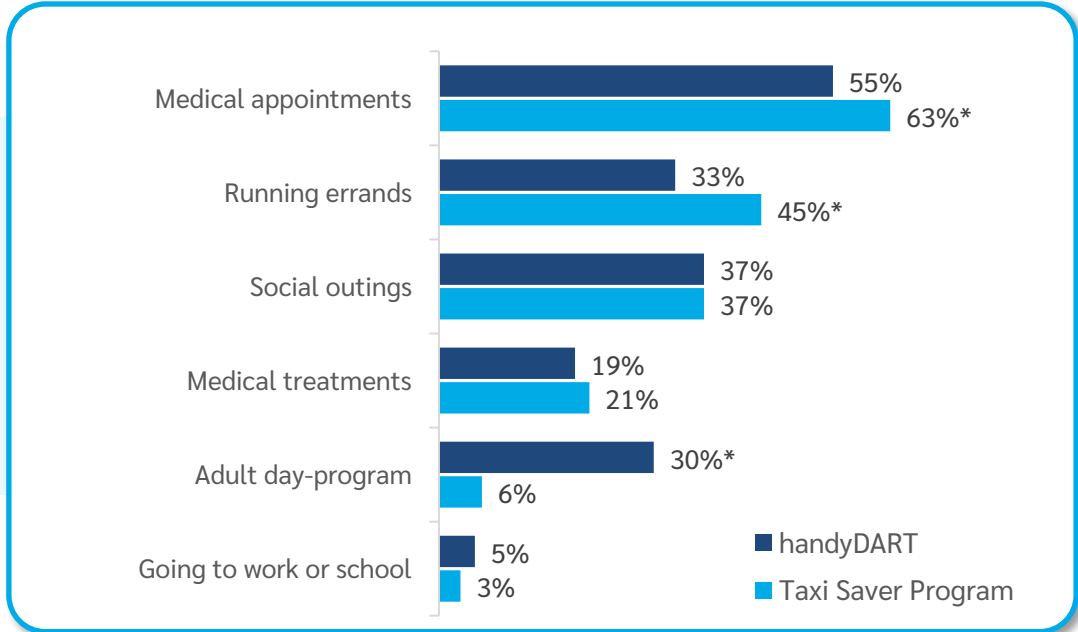
Significantly higher at the 95% level.
 Significantly lower at the 95% level.

Trip Purposes for handyDART and Taxi Saver Riders

Among both the handyDART service and the Taxi Saver program, **medical appointments** were the **most common reason** for both. Notably, a **higher proportion** of **Taxi Saver users** selected medical appointments compared to handyDART riders (55%). Other common trip purposes for both services included **running errands**—**more frequently** reported by **Taxi Saver users** (45%) than handyDART users (33%)—and **attending social outings** (37% for both groups).

In contrast, a substantially **higher** share of respondents used **handyDART** for **adult day programs** (30%) compared to the Taxi Saver users (6%).

Trip purposes of handyDART and Taxi saver program in 2025



Base 2025: Total, handyDART users n=811, Taxi saver program users n=429

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

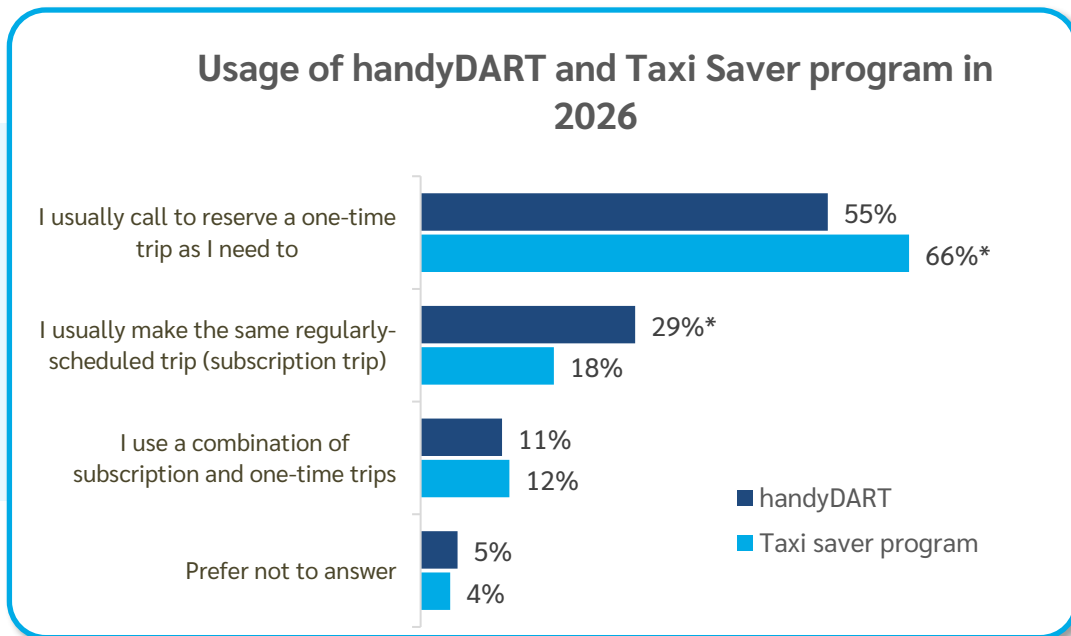
Q14. If you use the Taxi Saver program, which of the following reasons do you use it for?[Select all that apply]

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

Taxi Saver users were **more likely** to call and reserve one-time trips as needed (66%) **compared to** handyDART riders (55%).

In contrast, **regularly scheduled subscription trips** were **more common** among handyDART users (29%) than Taxi Saver users (18%).

Use of a **combination of both trip types** was **similar** between the two groups (11% vs. 12%).



Q15 Which of these statements most accurately describes how you use handyDART? Base handyDART 2026: Total, n=1.170, Base Taxi saver program 2026: Total, n=422

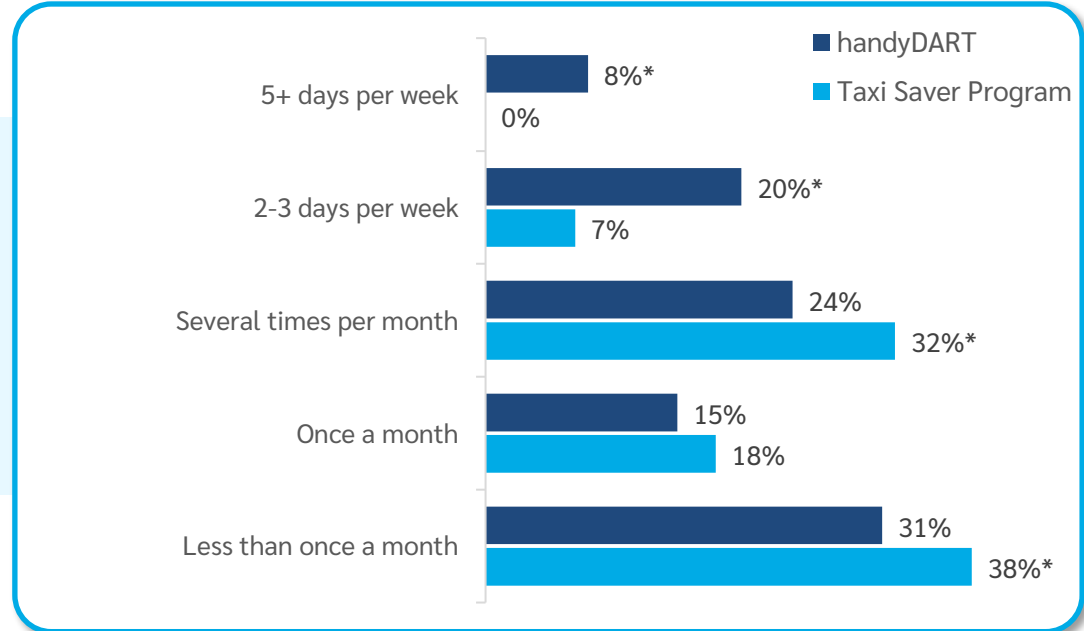
Usage Frequency for Taxi Saver Program and handyDART

Looking first at overall frequency, most riders reported relatively infrequent use of both services. A substantial share indicated that they use the services **less than once a month**, with a **higher proportion** among **Taxi Saver users** (38%), compared to 31% of **handyDART users**. Use once per month was reported at similar levels across both services (Taxi Saver: 18% and handyDART: 15%).

Differences emerged among those who used the services more regularly. The Taxi Saver Program was **most commonly** used **several times per month**, with 32% reporting this frequency, compared to 24% of handyDART users.

In contrast, **handyDART users** reported **more frequent use**, with 20% riding 2 to 3 days per week and 8% using the service 5 or more days per week—**higher** than Taxi Saver, where no users reported 5+ days of weekly use and only 7% rode 2 to 3 days per week.

Frequency of handyDART and Taxi saver program in 2026



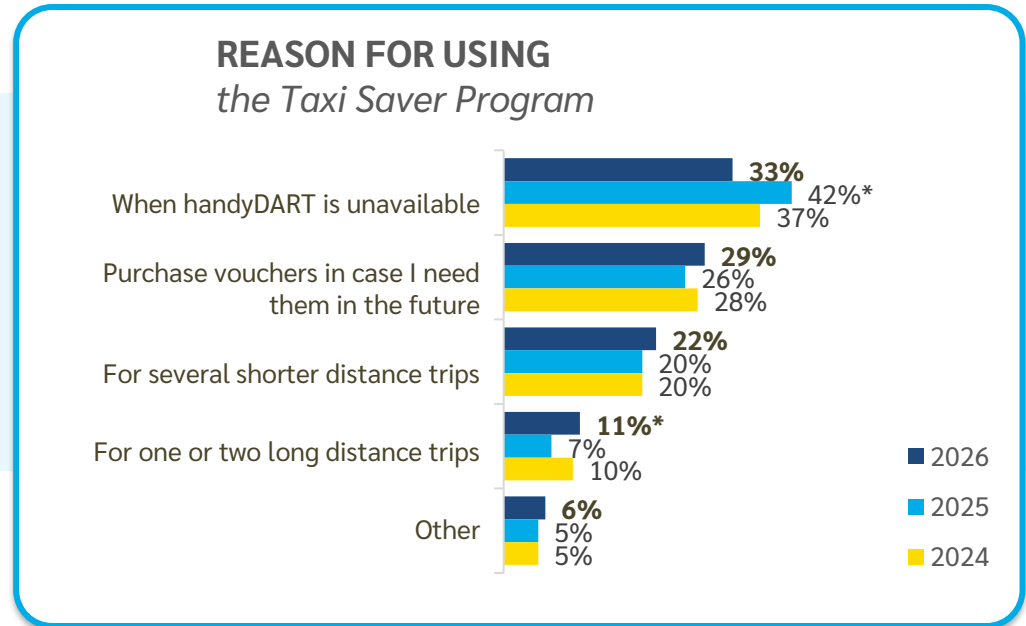
Base 2026: Total, handyDART users who used HandyDart n=1,218, Taxi saver program users n=429
 Q1. In the past month, how often have you used the handyDART service in your area?
 Q13c. If you use the Taxi Saver program, how often do you use it?

Top Reasons for Using the Taxi Saver Program

In 2026, **33%** of respondents reported using the Taxi Saver program when handyDART is not available, a **nine-percentage point decrease** from 2025 (42%).

Other usage patterns **remained stable year-over-year**, including purchasing vouchers for future use (29% in 2026 vs. 26% in 2025) and using the program for **several shorter trips** (22% in 2026 vs. 20% in 2025).

Using the program for **one or two long-distance trips** **increased** to 11% in 2026 from 7% in 2025.



Base 2026: Total n=423, Base 2025: Total n=575.

Q13.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

Overall, reasons for using the Taxi Saver program followed a **similar pattern** across cities, ridership frequency, and booking responsibility. One notable exception was in the **Central Fraser Valley**, where a **higher proportion of riders** (47%) reported **purchasing and setting aside Taxi Saver vouchers for future use**, compared to 29% of the overall sample.

REASON FOR USING the Taxi Saver Program	TOTAL (n=423)	RESPONSIBLE FOR BOOKING*		handyDART RIDERSHIP FREQUENCY			CITY					
		Passenger (n=332)	Family/ Caregiver (n=73)	Heavy Rider (n=93)	Medium Rider (n=179)	Occasional Rider (n=141)	Victoria (n=166)	Central Fraser Valley (n=45)	Nanaimo (n=41)	Prince George (n=50)	Comox Valley (n=18)	Vernon (n=6)
I use it when handyDART is not available	33%	33%	38%	40%	37%	25%	31%	31%	41%	22%	33%	67%
I purchase and set aside the Taxi Saver vouchers in case I need them in the future	29%	28%	27%	26%	26%	34%	27%	47%	20%	32%	39%	17%
For several shorter distance (5 km or less) trips each month	22%	23%	15%	17%	21%	23%	22%	16%	22%	26%	17%	0%
For one or two longer distance (6 km or more) trips each month	11%	10%	15%	14%	9%	9%	13%	4%	12%	12%	11%	0%
Other	6%	7%	4%	3%	6%	9%	7%	2%	5%	8%	0%	17%

Base 2026: Total, n=423.

Q13.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.

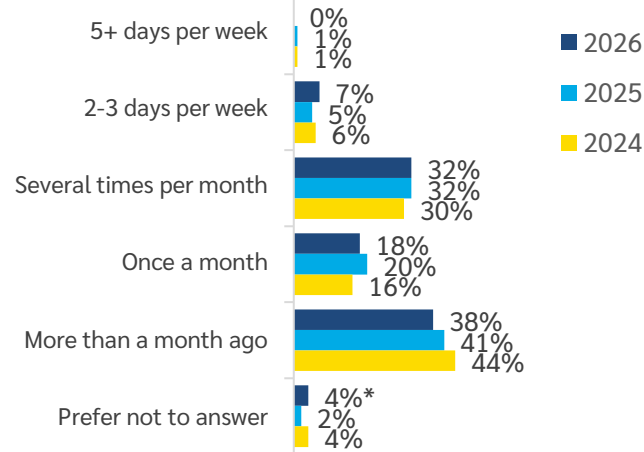
Taxi Saver Program: Usage Frequency and Trip Purposes

In 2026, overall usage of the Taxi Saver Program **remained consistent** with 2025. The **most commonly reported usage pattern** was **infrequent use** (more than a month ago) at 38%, followed by **several times a month** at 32%.

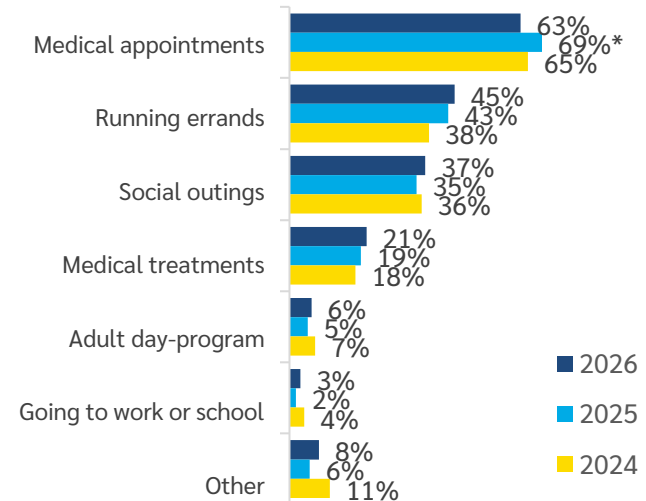
As in the previous year, the **most common Taxi Saver trip purpose** was **medical appointments** (63%), despite representing a **six-percentage point decrease** from 2025 (69%). Other common reasons for using the program included **running errands** (45%) and **social outings** (37%).

FREQUENCY

of Taxi Saver Program Usage



Taxi Saver Trip PURPOSES



Q13.c. If you use the Taxi Saver program, how often do you use it? Base 2026: n=429, Base 2025: n=580, Base 2024: n=366.

Q14. If you use the Taxi Saver program, which of the following reasons do you use it for? (Multiple mentions) Base 2026: n=429, Base 2025: n=580, Base 2024: n=366.

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

Overall, Taxi Saver usage frequency **remained consistent** regardless of booking responsibility, trip booking type and city. However, riders whose trips are booked by family members/caregivers (53%) were **more likely** to use the program infrequently (less than once a month) compared to the overall sample (38%).

FREQUENCY of Taxi Saver Program Usage	TOTAL (n=429)	RESPONSIBLE FOR BOOKING		TRIP BOOKING TYPE			CITY*					
		Passenger (n=336)	Family/Caregiver (n=75)	Subscription Trip (n=76)	One-Time Trip (n=280)	Both (n=52)	Victoria (n=166)	Central Fraser Valley (n=46)	Nanaimo (n=41)	Prince George (n=51)	Comox Valley (n=19)	Vernon (n=6)
5+ days per week	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
2-3 days per week	7%	6%	5%	9%	5%	8%	3%	13%	2%	14%	0%	0%
Several times per month	32%	35%	16%	29%	33%	35%	27%	22%	33%	45%	32%	0%
Once a month	18%	18%	17%	24%	17%	15%	20%	20%	29%	6%	26%	50%
Less than once a month	38%	37%	53%	36%	41%	40%	45%	43%	31%	29%	37%	33%
Prefer not to answer	4%	4%	8%	3%	4%	2%	4%	2%	5%	6%	5%	17%

* Caution low base size

Taxi Saver Program Usage: Reason - Base 2026: Total, n=429.

Q13.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, Booking Responsibility, and City

Trip purposes for the **Taxi Saver Program** **remained consistent across regions**, though respondents in **Prince George** (61%) were **more likely** to cite **running errands**. In contrast, those in **Victoria** (33%) and whose **trips are booked by families/caregivers** (17%), was **less likely** to cite **running errands** compared to the overall rate of 45%.

Subscription trip bookers reported **medical appointments** (50%) and **treatments** (11%) **less frequent**, while riders who use **both booking types** were **more likely** to identify **adult day programs** (15%) and **commuting to work or school** (10%) as trip purposes, compared to the overall averages of 6% and 3%, respectively.

Taxi Saver Trip PURPOSES	TOTAL (n=429)	RESPONSIBLE FOR BOOKING		TRIP BOOKING TYPE			CITY					
		Passenger (n=336)	Family/ Caregiver (n=75)	Subscription Trip (n=76)	One-Time Trip (n=280)	Both (n=52)	Victoria (n=166)	Central Fraser Valley (n=46)	Nanaimo (n=42)	Prince George (n=51)	Comox Valley (n=19)	Vernon (n=6)
Medical appointments	63%	64%	56%	50%	67%	60%	64%	67%	67%	69%	68%	50%
Running errands	45%	51%	17%	41%	46%	44%	33%	54%	43%	61%	53%	33%
Social outings	37%	35%	43%	37%	37%	38%	30%	35%	38%	49%	47%	33%
Medical treatments	21%	21%	15%	11%	23%	19%	26%	26%	24%	20%	5%	17%
Adult day-program	6%	5%	9%	12%	3%	15%	5%	4%	0%	14%	0%	0%
Going to work or school	3%	3%	1%	4%	1%	10%	2%	4%	2%	6%	0%	0%
Other	8%	9%	4%	8%	8%	8%	12%	2%	10%	6%	11%	0%

Base 2026: Total, n=429

Q14. 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.



AWARENESS AND PERCEPTIONS OF SUPPLEMENTAL TAXI PROGRAM

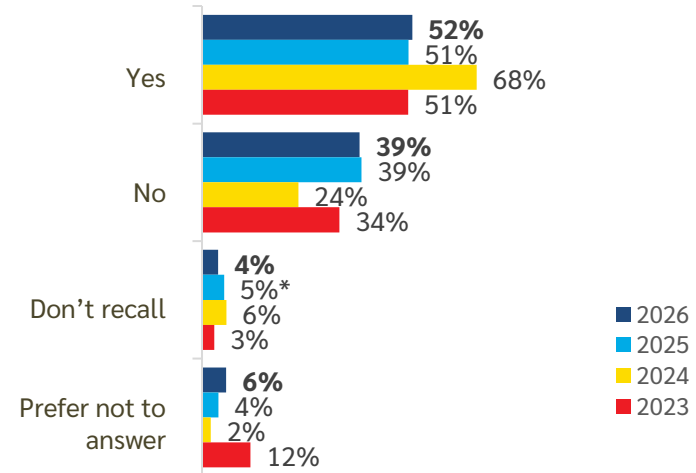
Taxi Dispatch in Place of handyDART

Riders were asked if they have ever had a taxi dispatched by handyDART when they called to schedule a ride, instead of a bus.

Just over half of respondents (52%) in 2026 reported having a taxi dispatched instead of a bus when scheduling a ride with handyDART, which was a **consistent rate** with 51% in 2025.

Meanwhile, those who said “no” **remained stable** at 39% since previous year.

Had a Taxi **DISPATCHED** instead of a bus



Q12. Have you ever had a taxi dispatched by handyDART when you called to schedule a ride, instead of a bus?
Base 2026: n=1,218, Base 2025: n=1,357, Base 2024: n=365, Base 2023: n=467.

* Starting in 2025, all respondents were able to answer this question, while in 2024 it was limited to Taxi Saver Program users.

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

In 2026, **just over half** of respondents (52%) reported **having had a taxi dispatched instead of a handyDART bus**. This figure was **notably higher** among **passengers booking their trips themselves (59%), using both trip booking types (66%) and Victoria (72%) and Nanaimo (66%) residents**. In contrast, riders whose **trips are booked by families/caregivers (40%) and respondents in Vernon (31%)** were **less likely** to report this occurrence.

Had a Taxi DISPATCHED instead of a bus	TOTAL (n=1,218)	RESPONSIBLE FOR BOOKING*		TRIP BOOKING TYPE			CITY					
		Passenger (n=779)	Family/ Caregiver (n=387)	Subscription Trip (n=346)	One-Time Trip (n=648)	Both (n=126)	Victoria (n=351)	Central Fraser Valley (n=108)	Nanaimo (n=104)	Prince George (n=89)	Comox Valley (n=57)	Vernon (n=54)
Yes	52%	59%	40%	53%	54%	66%	72%	59%	66%	53%	40%	31%
No	39%	33%	55%	41%	40%	28%	22%	31%	28%	33%	54%	57%
Don't recall	4%	3%	4%	3%	3%	4%	3%	4%	5%	3%	0%	7%
Prefer not to answer	6%	5%	2%	3%	2%	2%	3%	6%	1%	11%	5%	4%

Base 2026: Total, n=1,218

Q12. 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.

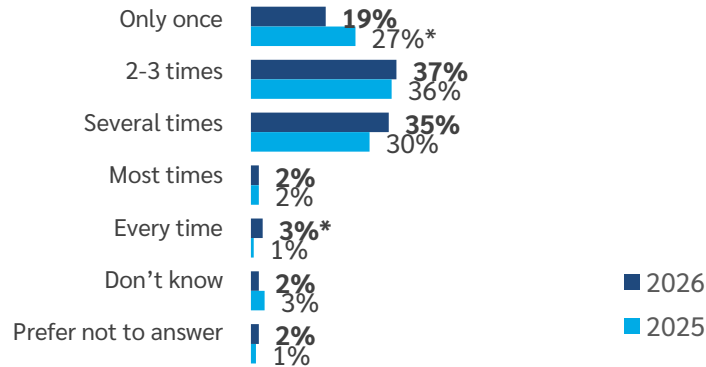
Taxi Dispatch in Place of handyDART Bus: Frequency and Rider Awareness

Respondents who experienced taxis being dispatched in place of a handyDART bus were asked **how often this occurred**, and **whether respondents were informed in advance**.

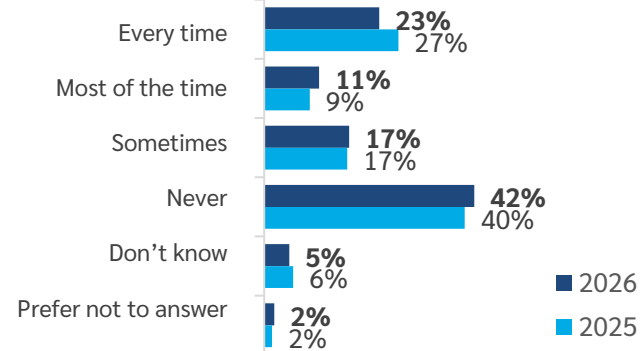
Among those who experienced a taxi dispatch, **37%** said it **occurred 2 to 3 times**, followed by **35%** who said it **happened several times**, and **19%** who reported it occurred **only once**, which marked a **decrease** since 2025 (27%). When it came to being **informed in advance**, **42%** said they **were never notified**, while only **23%** 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



Q12a. If handyDART has ever dispatched a taxi for you, how often has a taxi been dispatched instead of a bus? – new 2025 question Base 2026: n=630, Base 2025: n=693

Q12b. 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 Base 2026: n=630, Base 2025: n=693

Frequency of Taxi Dispatch by Rider Type and City

Heavy riders were **more likely** to report experiencing a taxi being dispatched for **several times** (48%), while occasional riders were **more likely** to say it occurred **only once** (28%).

Victoria respondents tended to experience **frequent taxi dispatches**, with **45%** saying it occurred **several times**. In contrast, respondents in the **Central Fraser Valley** (31%) and **Prince George** (32%) were **more likely** to report taxi dispatch **only once**.

Frequency of Taxi Dispatch Instead of a handyDART Bus	TOTAL (n=630)	handyDART RIDERSHIP FREQUENCY			CITY					
		Heavy Rider (n=191)	Medium Rider (n=281)	Occasional Rider (n=151)	Victoria (n=253)	Central Fraser Valley (n=64)	Nanaimo (n=69)	Prince George (n=47)	Comox Valley (n=23)	Vernon (n=17)
Only once	19%	11%	20%	28%	12%	31%	23%	32%	22%	29%
2-3 times	37%	33%	42%	34%	33%	39%	39%	40%	52%	53%
Several times	35%	48%	30%	28%	45%	20%	29%	21%	26%	12%
Most times	2%	2%	3%	2%	4%	2%	1%	0%	0%	0%
Every time	3%	3%	2%	2%	2%	0%	3%	2%	0%	6%
Don't know	2%	1%	2%	6%	2%	3%	4%	2%	0%	0%
Prefer not to answer	2%	3%	1%	0%	2%	5%	0%	2%	0%	0%

Base 2026: n=630

Q12a. 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.

Taxi Dispatch Rider Awareness by Booking Type and City

Notably, respondents from **Victoria** (64%) and the **Central Fraser Valley** (58%) were **more likely** to report **never being notified** when a taxi was dispatched. In contrast, **Prince George** (53%) and **Comox Valley** (83%)* respondents were **more likely** to report **being notified every time**.

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

Awareness of Taxi Dispatch in Place of handyDART Bus	TOTAL (n=630)	handyDART RIDERSHIP FREQUENCY			CITY					
		Heavy Rider (n=191)	Medium Rider (n=281)	Occasional Rider (n=151)	Victoria (n=253)	Central Fraser Valley (n=64)	Nanaimo (n=69)	Prince George (n=47)	Comox Valley (n=23)	Vernon (n=17)
Every time	23%	23%	24%	23%	5%	9%	23%	53%	83%	29%
Most of the time	11%	13%	12%	7%	8%	6%	16%	15%	4%	29%
Sometimes	17%	15%	17%	21%	17%	19%	19%	19%	0%	35%
Never	42%	43%	41%	41%	64%	58%	33%	6%	9%	6%
Don't know	5%	5%	4%	7%	5%	3%	7%	4%	4%	0%
Prefer not to answer	2%	2%	1%	1%	2%	5%	1%	2%	0%	0%

Base 2026: n=630

* Small base

Q12b. 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.

Satisfaction with Taxi Company

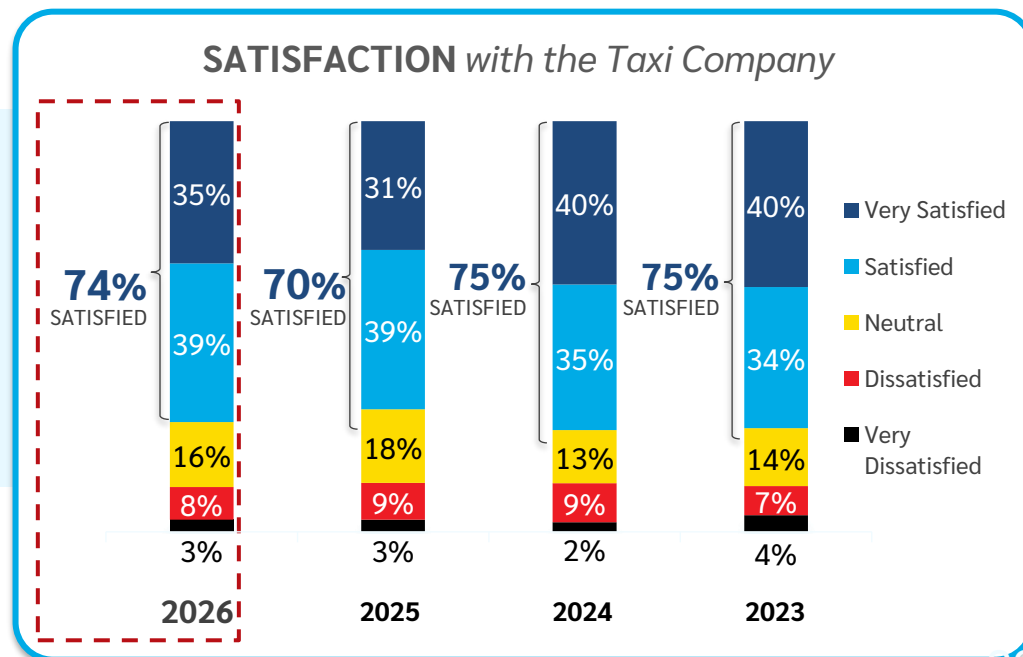
Riders who had a taxi dispatched were asked how satisfied they were with the driver courtesy and service.

In 2026, **74%** of respondents reported being **satisfied** or **very satisfied** with **taxi driver courtesy and service**, reflecting an overall **consistent rate** with 2025 (70%).

Notably, the proportion of respondents who were **very satisfied** **increased**, from **31%** in 2025 to **35%** in 2026.

Dissatisfaction **remained low and stable**, at **11%** in 2026, compared to **12%** in 2025.

In 2025, **driver courtesy was added to the question item**, which previously asked only about the **service** received.



Q12c. 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.

^oDon't know/Unsure are excluded from the calculation. Base 2026: n=611, Base 2025: n=673, Base 2024: n=254, Base 2023: n=467.

Satisfaction with Taxi Company by Booking Type and City

In 2026, **74%** of respondents were **satisfied** with the **taxi company service**. Satisfaction was **consistent** across **trip booking types** and **cities**.

SATISFACTION with the Taxi Company	TOTAL (n=611)	TRIP BOOKING TYPE			CITY					
		Subscription Trip (n=177)	One-Time Trip (n=343)	Both (n=81)	Victoria (n=245)	Central Fraser Valley (n=61)	Nanaimo (n=66)	Prince George (n=46)	Comox Valley (n=22)	Vernon (n=17)
Top 2 (Satisfied and Very Satisfied)	74%	76%	74%	67%	74%	80%	73%	65%	68%	82%
Very Satisfied	35%	26%	38%	41%	34%	34%	35%	30%	59%	47%
Satisfied	39%	50%	36%	26%	40%	46%	38%	35%	9%	35%
Neutral	16%	13%	16%	22%	18%	16%	14%	20%	9%	18%
Dissatisfied	8%	8%	6%	10%	7%	2%	11%	11%	18%	0%
Very Dissatisfied	3%	3%	3%	1%	2%	2%	3%	4%	5%	0%

Base 2026: Total, n=611

Q12c. 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 6, 2026.

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 13, 2026.

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 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.

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.

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 a year ago
- More than 6 months but less 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 caregiver or support worker
- A family member
- Other (please specify): _____
- A friend

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 Supplement Program, where a taxi service is dispatched by handyDART to meet your service needs in lieu of a bus, and the Taxi Saver program where you can purchase vouchers that provide you with half-price taxi fares, and you book a ride directly with a taxi company.

12. 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 Q13] Don't recall [Skip to Q13]

12a. 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

12b. 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

12c. 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

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

(put an X for one response only)

- Yes No [Skip to Q15]

13a. If you are aware of the Taxi Saver program, do you use the Taxi Saver program?

(put an X for one response only)

- Yes No [Skip to Q15]



13b. 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: _____

13c. If you use the Taxi Saver program, how often do you use it?
(put an X for one response only)

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

14. 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

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.

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

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

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

- Yes, I used a fixed-route bus service
- Yes, I used a taxi service/other mode of transportation
- No, I did not take that trip
- Not applicable. My trips have always been fulfilled.
- Don't recall



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

(put an X for up to three of your top choices)

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

18. 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)

19. 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)

20. 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
- Satisfied
- Neutral (neither satisfied nor dissatisfied)
- Dissatisfied
- Very dissatisfied
- Don't know

21. 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-loaded physical card
- Debit/Credit card
- Pre-payment (your account is debited once your trip has been completed)
- Don't know



22. 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 |

23. 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

24. 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 |

25. 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.

26. 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.



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

- Yes No

28. 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 |

29. 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 |

30. What is your postal code?

31. Which best describes your living environment?

(put an X for one response only)

- | | |
|---|--|
| <input type="checkbox"/> Independently | <input type="checkbox"/> Care facility |
| <input type="checkbox"/> Seniors' residence | <input type="checkbox"/> Other |
| <input type="checkbox"/> Group home | |

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 = 66.66

Rank 3 (least preferred) = 33.33

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	108	100	10800
Rank 2	375	66.66	25000
Rank 3	233	33.33	7766
Total	716	-	43566

$$\begin{aligned}
 \text{Index score} &= \frac{\text{Sum of Frequency} \times \text{Weight}}{\text{Total Number of Responses}} \\
 &= \frac{44,566}{716} \\
 &= 61
 \end{aligned}$$



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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 Iyähé Nakoda in Treaty 6 Territory and Métis Region 4.