

Understanding Your Use of HandyDART Services?



Understanding Your Use of HandyDART Services

HandyDART provides door-to-door accessibility for people who have physical, sensory, or cognitive disabilities and who cannot use conventional public transit without assistance.

When was the last time that you used HandyDART services?

- Within the past week
- Within the past month
- Within the past 6 months
- More than 1 year ago
- I do not remember

How frequently do you use HandyDART services?

- Daily
- 3 or more times a week
- 1 or 2 times a week
- 2 or 3 times a month
- Once a month
- Once every 2 to 4 months
- Once every 5 to 10 months
- Once a year or less
- I don't know

What types of activities do you use HandyDART for? Check all that apply.

- Medical (treatments or appointments)
- Social (participation in day programs or school events)
- Education (attending school or training programs)
- Employment (getting to or from employment)
- Volunteering (getting to or from volunteering activities)
- Spiritual events or activities
- Cultural or recreational activities
- Social activities (catching up with family or friends)
- Other activities which give joy _____

Which of the different types of transportation services do you use? Check all that apply.

- Subscription trips with the door-to-door HandyDART bus service
- Casual trips with the door-to-door HandyDART bus service
- Inter-modal trips (combinations of HandyDART bus and conventional transit)
- Supplemental taxi service (if HandyDART is not available)
- Taxi-savers

Understanding your Transportation Choices and Needs

An accessible transportation system is one that allows everyone to engage in their community in ways that are meaningful to them. This includes working, playing, socializing, being with family or friends, as well as getting away and being in nature. Accessible ways to get around your community create opportunities to learn new things, build new memories, and gain new experiences.



What are the other ways you get around your community? Check all that apply.

- I rely only on HandyDART
- I use supplemental taxis
- I have family or friends who drive me
- Volunteer drivers
- Wheelchair taxis
- Regular taxis
- Ridesharing services (Uber, Lyft, etc.)
- Carsharing services (Evo, Modo)
- Regular public transit

How many people in your household own a vehicle?

- No one, I live alone
- 1 person with a vehicle
- 2+ people with a vehicle

Do you currently have a SPARC BC Parking Permit?

- Yes
- No
- No, I don't drive

Which different types of mobility aids do you typically use?

- Wheelchair
- Walker
- Cane
- Power wheelchair or scooter
- Guide dog or service dog
- Other _____

What is the nature of your disability?

- Physical
- Visual
- Hearing
- Sensory
- Cognitive
- Other _____

Overall Level of Satisfaction with HandyDART Services

HandyDART is a critical piece of Metro Vancouver's transportation infrastructure. Through consistent focus on providing a great service, it can help achieve the vision of equitable and affordable transportation options that further helps strengthen our communities.

Overall, how would you rate your level of satisfaction with HandyDART?

- 1 2 3 4 5 6 7 8 9 10
- poor excellent



In general do you have a preference in terms of your mode of travel (HandyDART bus versus taxi)?

- I prefer the HandyDART bus service
- I prefer to have the taxi service but not a shared ride
- I have no preference

If there were three service improvements that you would like to recommend to Translink, what would they be?

- 1.
- 2.
- 3.

If there were three positive things that you would like to say to Translink or the HandyDART drivers, what would they be?

- 1.
- 2.
- 3.

Trip Changes, Cancellations, Denials or Refusals

There are different types of events that can disrupt your trip. Translink tracks different instances where your trip may be cancelled, changed, or disrupted. Trips that are requested and not booked are tracked in two categories, Denials and Refusals. A Denial is when a HandyDART customer trip request is not accommodated, while a Refusal is a HandyDART trip that a customer refuses when offered.

How often do you get the trip that you need at the time that you requested?

- Almost always
- Mostly
- Sometimes
- Rarely
- Almost never

Have you ever submitted a complaint to Translink about service-related issues?

- Yes
- No
- Unsure

If you submitted a complaint to Translink, were you happy with the resolution of the issue?

- Yes
- No,
- Unsure

Going Beyond Accessibility and Building Inclusion

Accessible communities are places where everyone, regardless of ability, shares equal access to the key elements of life in a community: work, play, access, participation. How you get around your community and access the different opportunities and experiences is an important part of what it means for a community to be truly accessible and inclusive.



Do you, or would you like to be able to do the following things:

	I already do this	Yes, I would like this	No, I do not want this
Socialize with close friends or neighbours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visit a supermarket or food store	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visit a department store, mall or shopping centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Go to a restaurant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Go to a place of worship (church, mosque, synagogue)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Go to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participate in volunteer or group activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Go to school or other educational activity or learning event	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visit parks or engage in activities out in nature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Go to the movies, theatre, concert or special events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Go to a sporting event	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Go to an event related to a hobby (art show, pottery, book club)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Here are some issues that people with disabilities must sometimes face.

Please indicate whether it is a major problem, a minor problem, or not a problem for you.

	Major Problem	Minor Problem	Not a Problem
Inadequate work opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Negative public attitudes toward your disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not having enough money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not having a full social life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Poor access to public facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of affordable, convenient, accessible transit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of affordable, convenient, accessible housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of access to education, training to get full-time employment or a better job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Would having more access to HandyDART enable you to enjoy more participation in any of the above activities or events?

Yes
 No

Over the past few years, do you think that each of the following have become better or worse for people with disabilities?

	Better	Worse	No Change
Work opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to public transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to public facilities such as restaurants, stores, museums	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public attitudes toward people with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How the media portrays people with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The inclusion of people with disabilities in advertising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The overall quality of life for people with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Do you think your quality of life will get better or worse in the next few years?

- Better
- Worse
- No change
- Don't know
- No answer

Final Comments

What is your household composition?

- I live alone
- I live with others

What is your household size?

- 1
- 2
- 3
- 4
- 5 or more

Do you rent or own your home?

- Rent
- Own
- Live in housing owned by someone else
- Live in housing rented by someone else

In terms of 'digital equity', do you:

- Have access to a computer
- Have access to the Internet
- Require special assistive technology

What is your age?

What is your Postal Code?

What is your gender?

- Female
- Male
- Non-Binary
- Other gender identity
- I prefer not to answer

Thank you for completing this survey. Your ideas matter! Please return your completed survey to SPARC BC (4445 Norfolk Street, Burnaby, BC, V5G 0A7). A postage paid envelope is included.

THANK YOU FOR MAKING YOUR VOICE HEARD!

