



handyDART Service Review Engagement Summary



Introduction

handyDART, is an accessible, door-to-door shared transit service for people with permanent or temporary disabilities that prevent them from using fixed-route transit without assistance from another person.

handyDART picks registered clients up at their accessible door and drops them off at their destination. This is a BC Transit service that is operated by the Sunshine Coast Regional District (SCRD) on the Sunshine Coast.

In November, 2023, B.C. Transit and the SCRD conducted community engagement as part of a review of the service. The focus of the review is to make recommendations for current service improvements as well as future service expansion priorities.

Engagement Objectives

The three main objectives of the engagement for the review were;

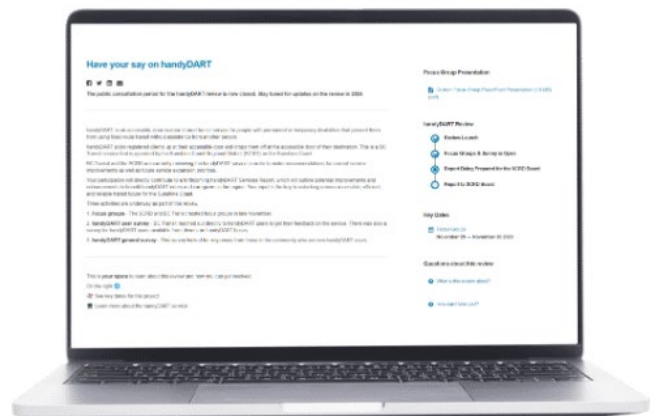
- Gauge client and public satisfaction with the service
- Identify improvement opportunities for the service
- Identify opportunities for service expansion

Raising Awareness

Let's Talk SCR D

In November, the SCR D began seeking the community's input on the handyDART service.

A community information space for the handyDART service review was set up on the SCR D's Engagement Web Platform, Let's Talk SCR D. This page included high level information about the review, a timeline of engagement, a sign up option for a focus group and a link to the online survey.



Opportunities for the community to have their say in the handyDART service review were shared via the following channels.

- 4 x posts on the SCR D's Facebook Page
- Ads in the Coast Reporter newspaper
- Direct email to over 70 community groups and other local organizations
- Via posters on community information boards, at SCR D facilities and on handyDART buses



Engagement Activities and Response Rate

In addition to providing feedback on the Let's Talk page, community participation was welcomed in the following ways:

Telephone Survey



Focus Groups

Online Survey



Paper Survey

Focus Groups

The SCRD hosted three in-person focus groups throughout the engagement process. The focus groups were composed of representatives from local community organizations, users of handyDART, SCRD Transit staff and individuals who are family members or assist handyDART users in booking trips.

The focus groups met at the Gibsons and Area Community Centre, the Sechelt Aquatic Centre and the main SCRD Field Road Administration Building.

handyDART User Phone Survey

BC Transit reached out directly to handyDART users via phone survey to get their feedback on the service. There was also a survey for handyDART users available from drivers on handyDART buses.

Online Survey

This survey was focused on feedback from non handyDART clients, for example, family, caregivers and members of the community.

Paper Surveys

Paper versions of the online survey were made available at the following locations:

- Gibsons and District Public Library
- Gibsons and Area Community Centre
- Gibsons and District Aquatic Facility

- Gibsons Seniors Society
- Sechelt Public Library
- Sechelt Aquatic Centre
- SCRD Field Road Administration Offices
- Sechelt Seniors Activity Centre

The table below outlines the target audience of each of the engagement activities:

	handyDART users	non handyDART users (family, caregivers, members of community)	Local organizations that book handyDART trips
Phone survey	X		
Paper survey	X	X	
Online survey		X	X
Focus groups	X	X	X

Response Rate

43

handyDART User
Phone Surveys



Represents 17% of all active users of the system

21

Focus Group
Attendees



45

Online and
Paper Surveys



What We Heard



handyDART Users – Phone Survey

The phone surveys conducted between November 2023 and January 2024 received responses from 43 handyDART users. These users were asked about their satisfaction in the service and where they felt they could identify areas for improvement.

The majority of handyDART users are satisfied with the service. There is a high level of satisfaction with handyDART drivers and on-time arrival of their bus.



82%

of handyDART users were neutral, satisfied or very satisfied with the service

85%

of handyDART users indicated their bus arrived on time



94%

of handyDART users stated bus driver was friendly and helpful

81%

of handyDART users were neutral, satisfied or very satisfied with bus trip times and wait times



In answering questions pertaining to booking handyDART buses and availability of handyDART buses, handyDART users feel there is room for improvement. 58% of users are dissatisfied with the booking experience and lead times for handyDART buses.

60% of handyDART users have to book a week or more in advance



58% of handyDART users are dissatisfied with booking experience and lead times

57% of handyDART users were dissatisfied with wait times

Online and Paper Surveys

The online survey and paper surveys received 45 responses. While these surveys were targeted at non-handydART users, for example, family, caregivers and members of the community, there is potential that handyDART users also provided responses.

Respondents to the online survey were less satisfied with the service, however were aligned with responses received from handyDART users on the service provided by handyDART drivers, on-time arrival of buses and wait / trip times.



59%

of online respondents were neutral, satisfied or very satisfied with the service

80%
of online respondents were satisfied or very satisfied with bus trip times and wait times



85%

of online respondents were satisfied or very satisfied with drivers

79%
of online respondents were neutral, satisfied or very satisfied with on-time performance



Main areas for improvement identified by respondents to the online survey are booking handyDART rides and availability of handyDART buses.



56% of online respondents were neutral, dissatisfied or very dissatisfied with booking experience

76% of online respondents were neutral, dissatisfied or very dissatisfied with wait times

Focus Groups

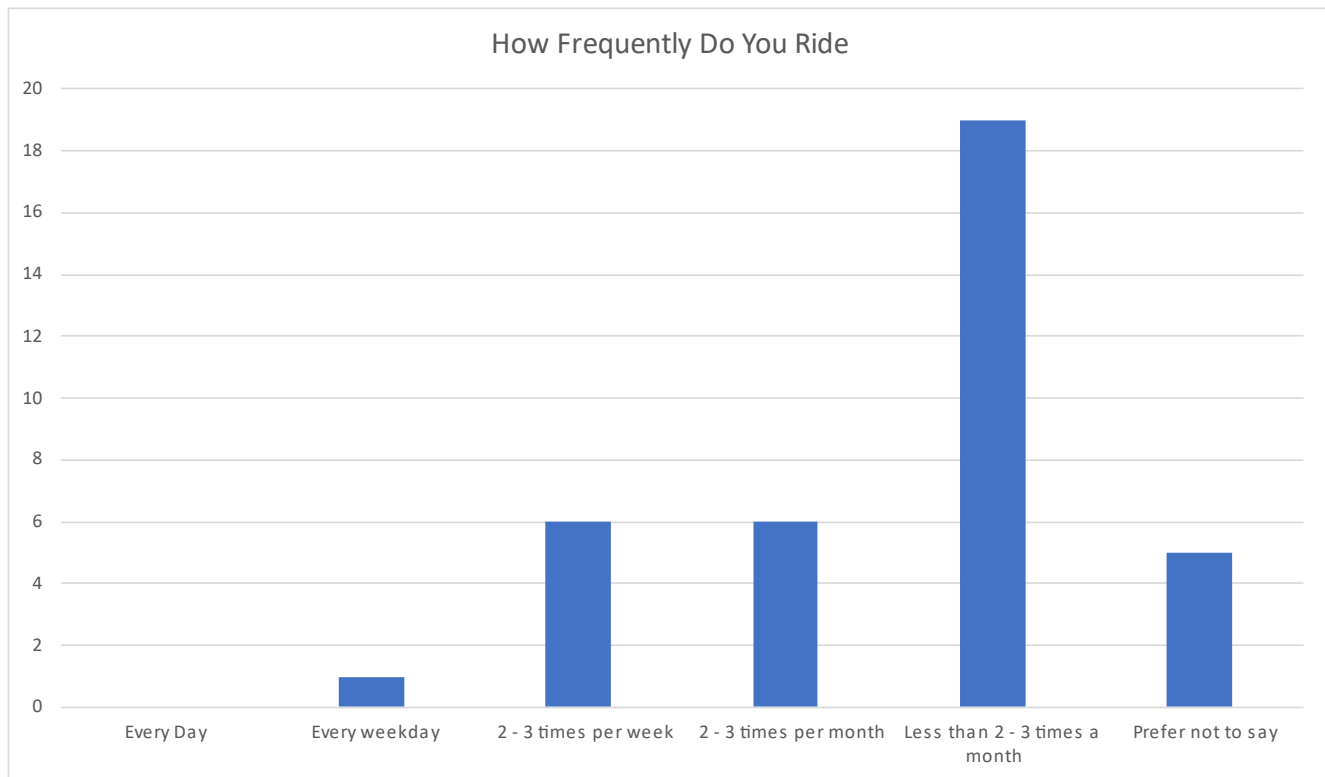
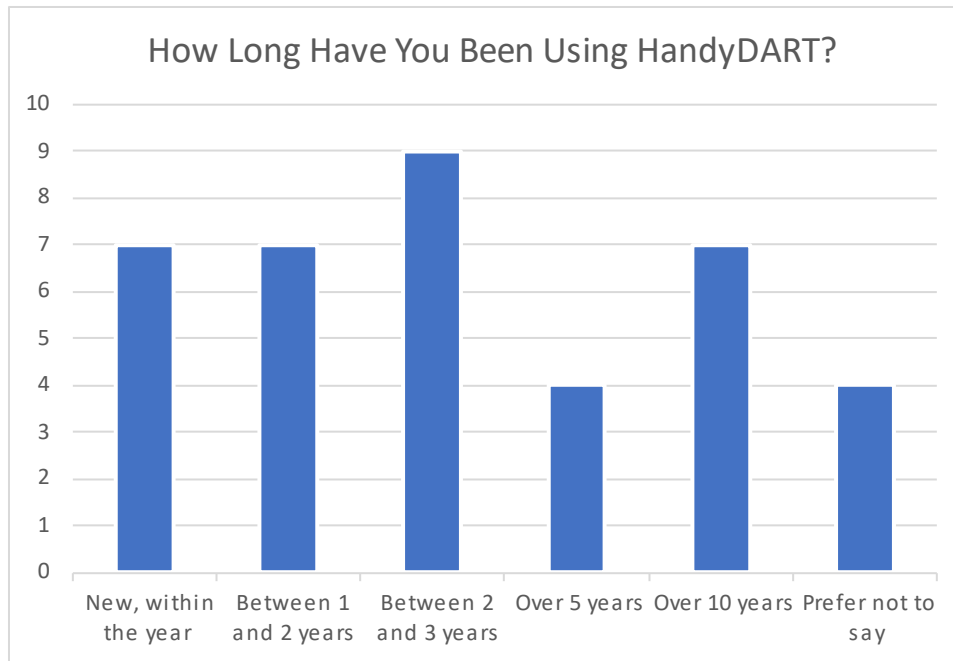
Three focus groups were held during the engagement period. Each group consisted of a transit driver, handyDART users, individuals who assist a handyDART user in accessing handyDART and representatives of local organizations that regularly utilize the handyDART service for their clients. The comments provided at the Focus Groups were aligned with what we heard through both the phone and online surveys.





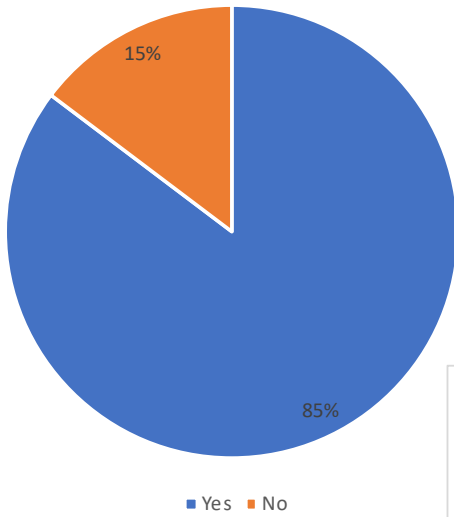
handyDART User Phone Survey Responses

Use of handyDART

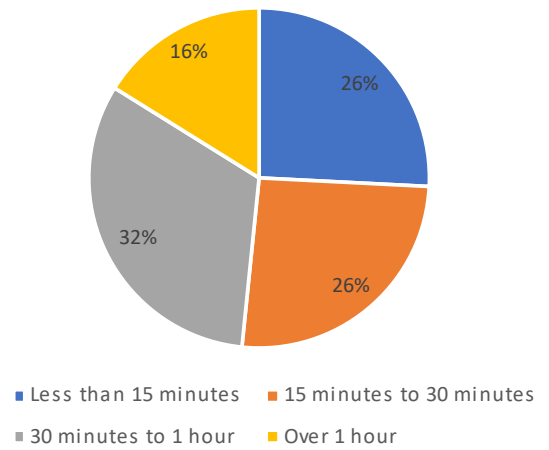


handyDART bus and driver

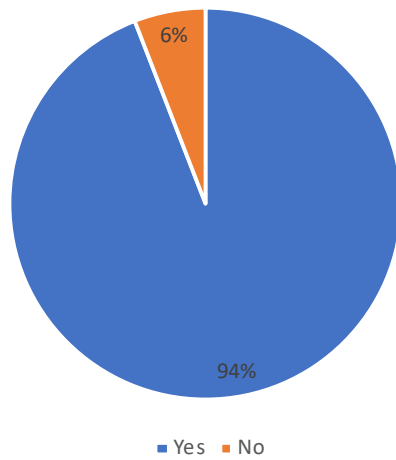
Did Your Bus Arrive on Time



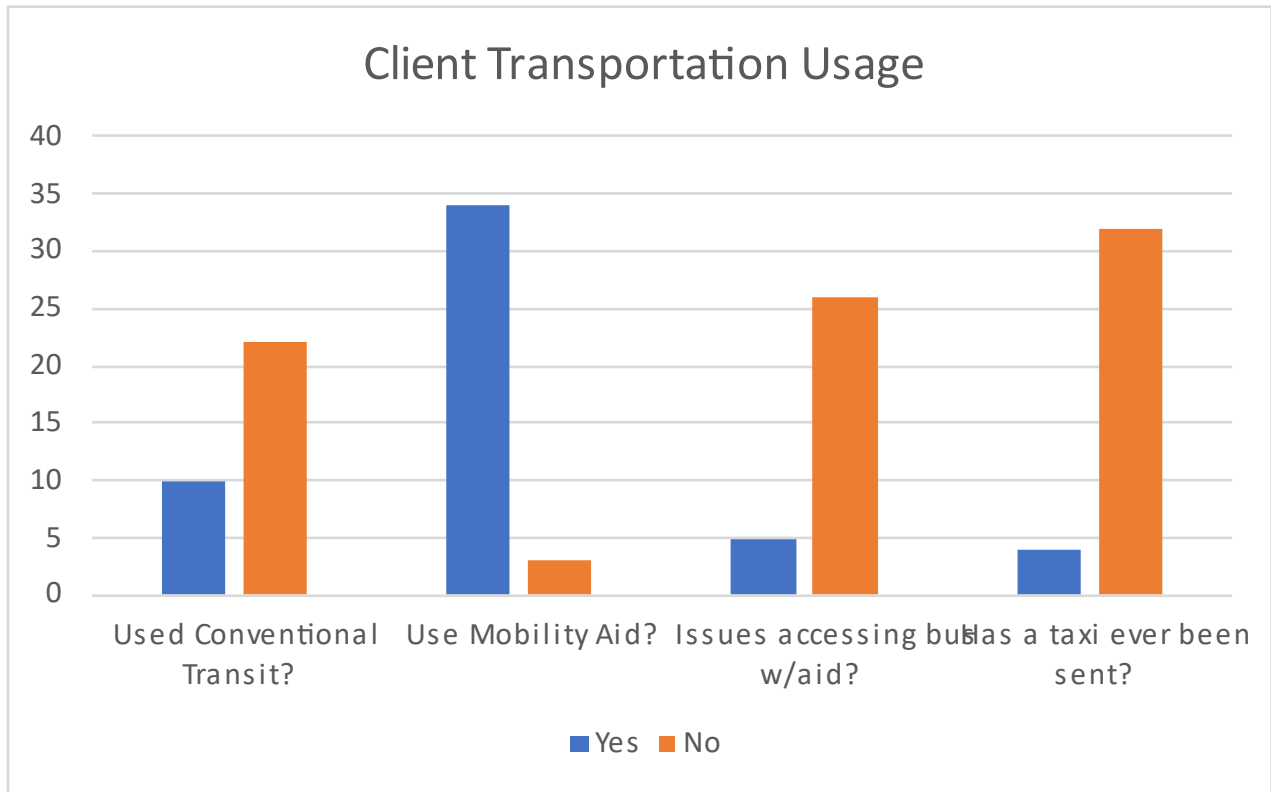
Wait Time On Bus



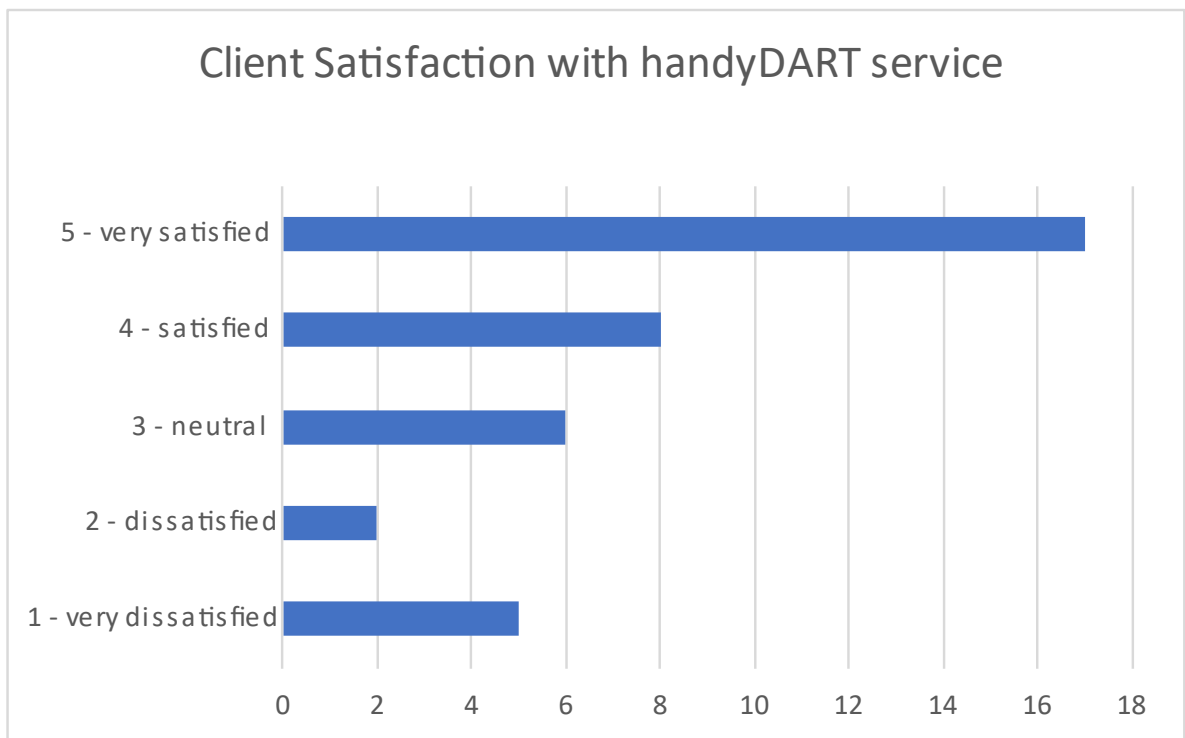
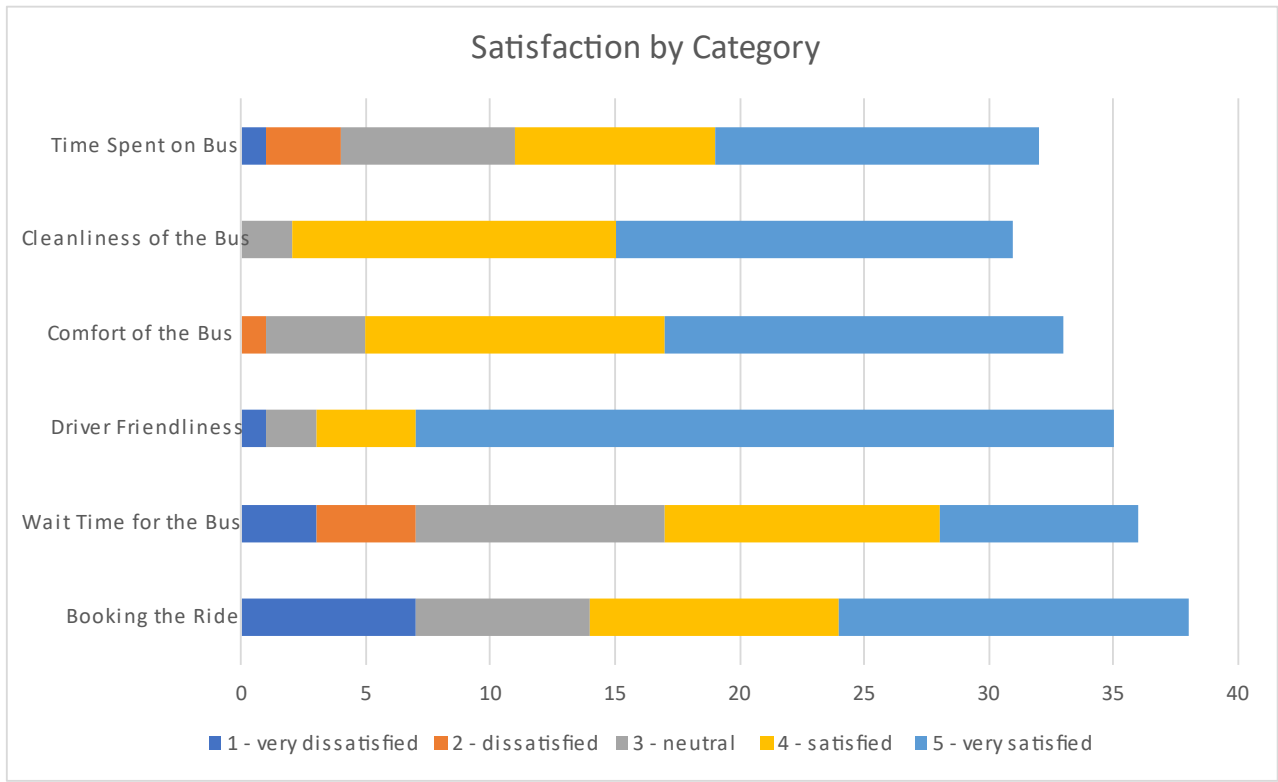
Was Your Driver Friendly and Helpful



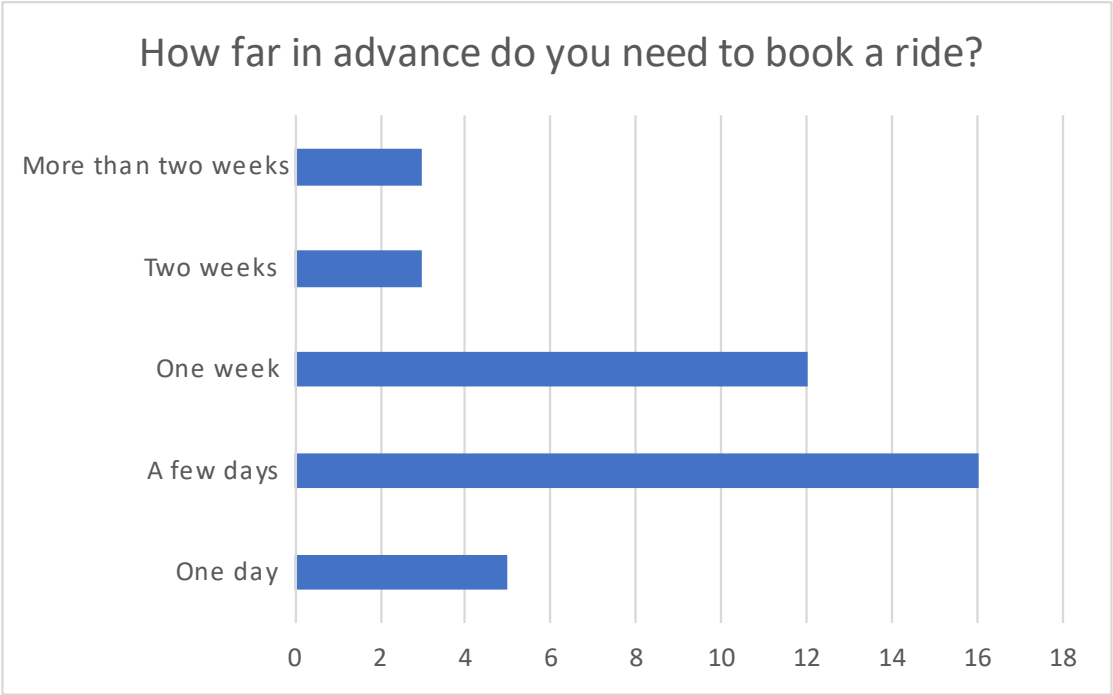
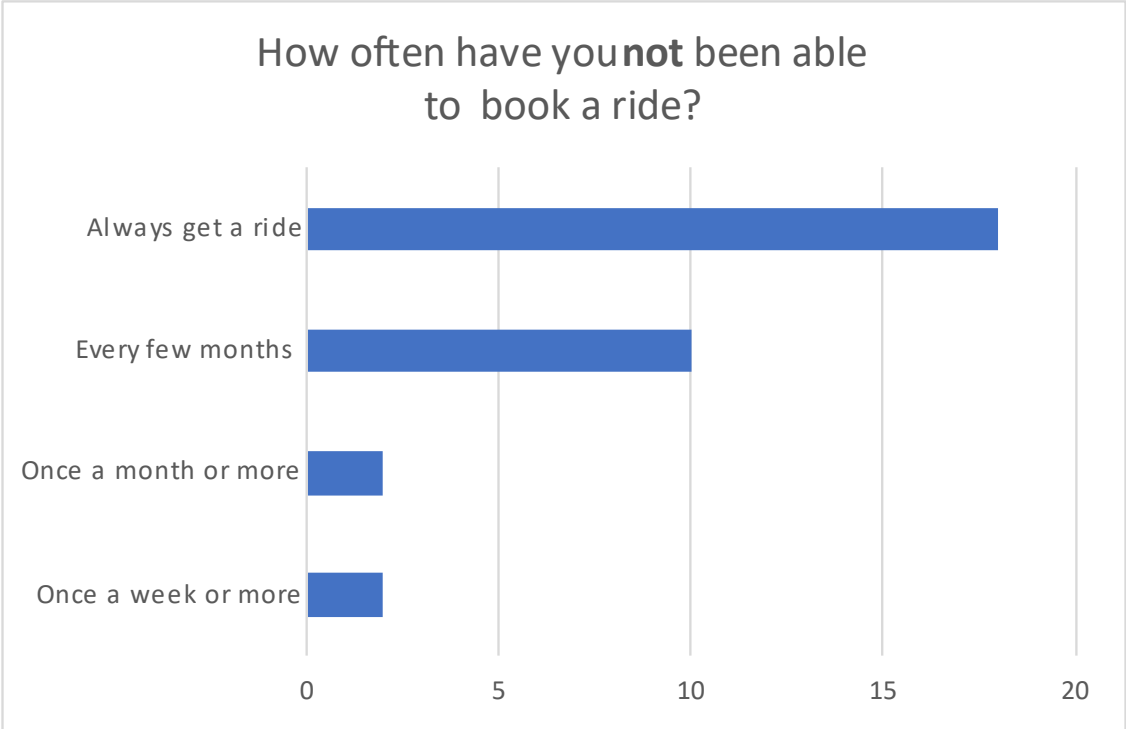
Transportation Use



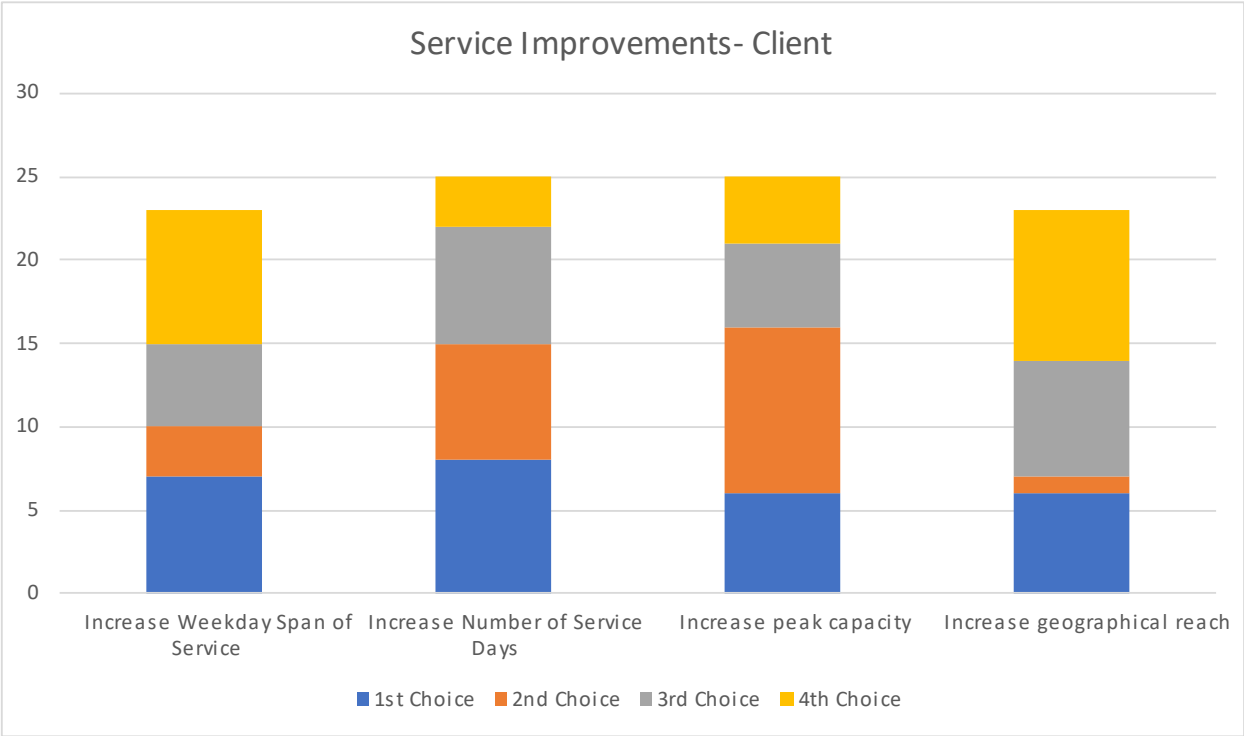
Satisfaction



Booking a ride



Service Improvements



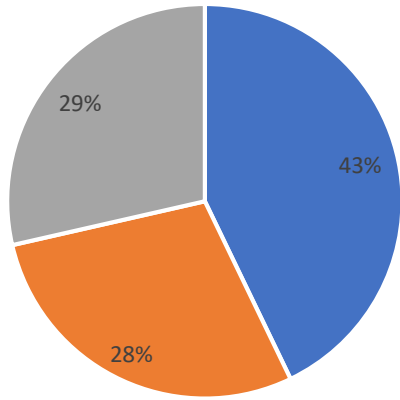
	1st Choice	2nd Choice	3rd Choice	4th Choice	% 1st or 2nd Choice	% 3rd or 4th Choice
Increase Weekday Span of Service	7	3	5	8	43%	57%
Increase Number of Service Days	8	7	7	3	60%	40%
Increase peak capacity	6	10	5	4	64%	36%
Increase geographical reach	6	1	7	9	30%	70%



Online and Paper Survey Responses

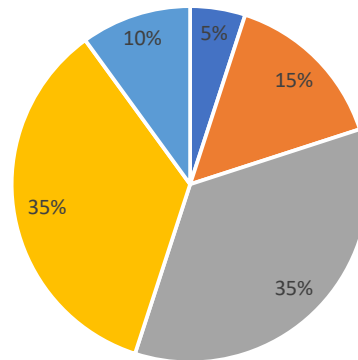
Booking a trip

How often have you not been able to get a ride?



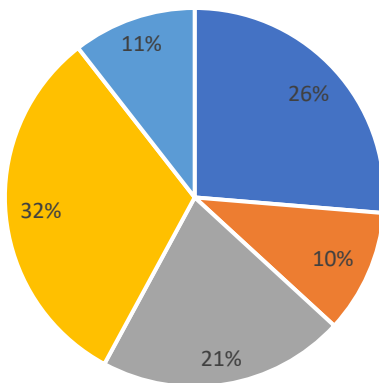
■ Always get a ride ■ Once a month or more ■ Every few months

How far in advance to book a ride?



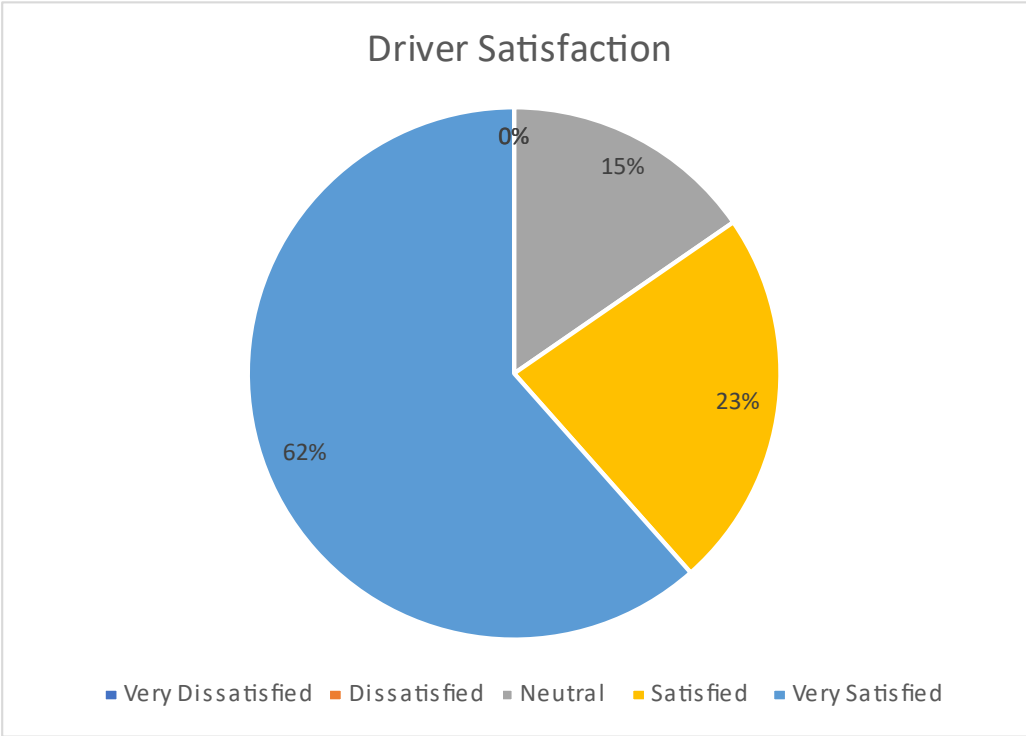
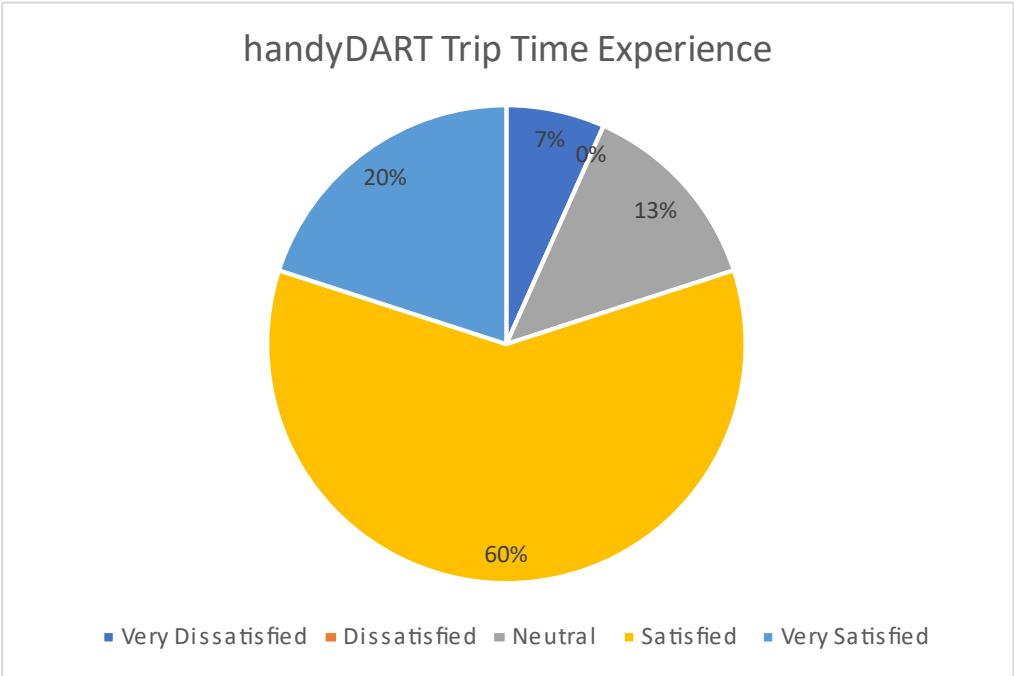
■ More than two weeks ■ Two weeks ■ One week ■ A few days ■ One day

Trip Booking Experience

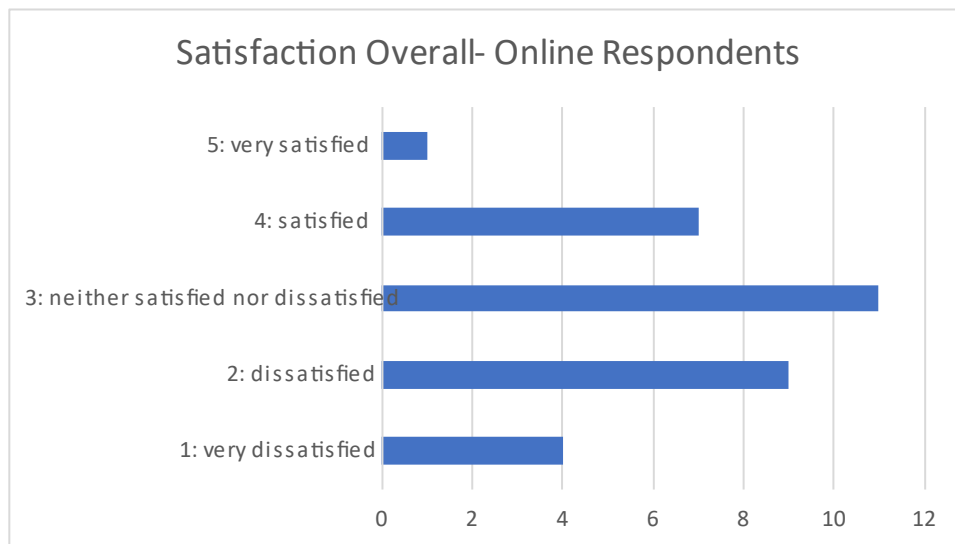
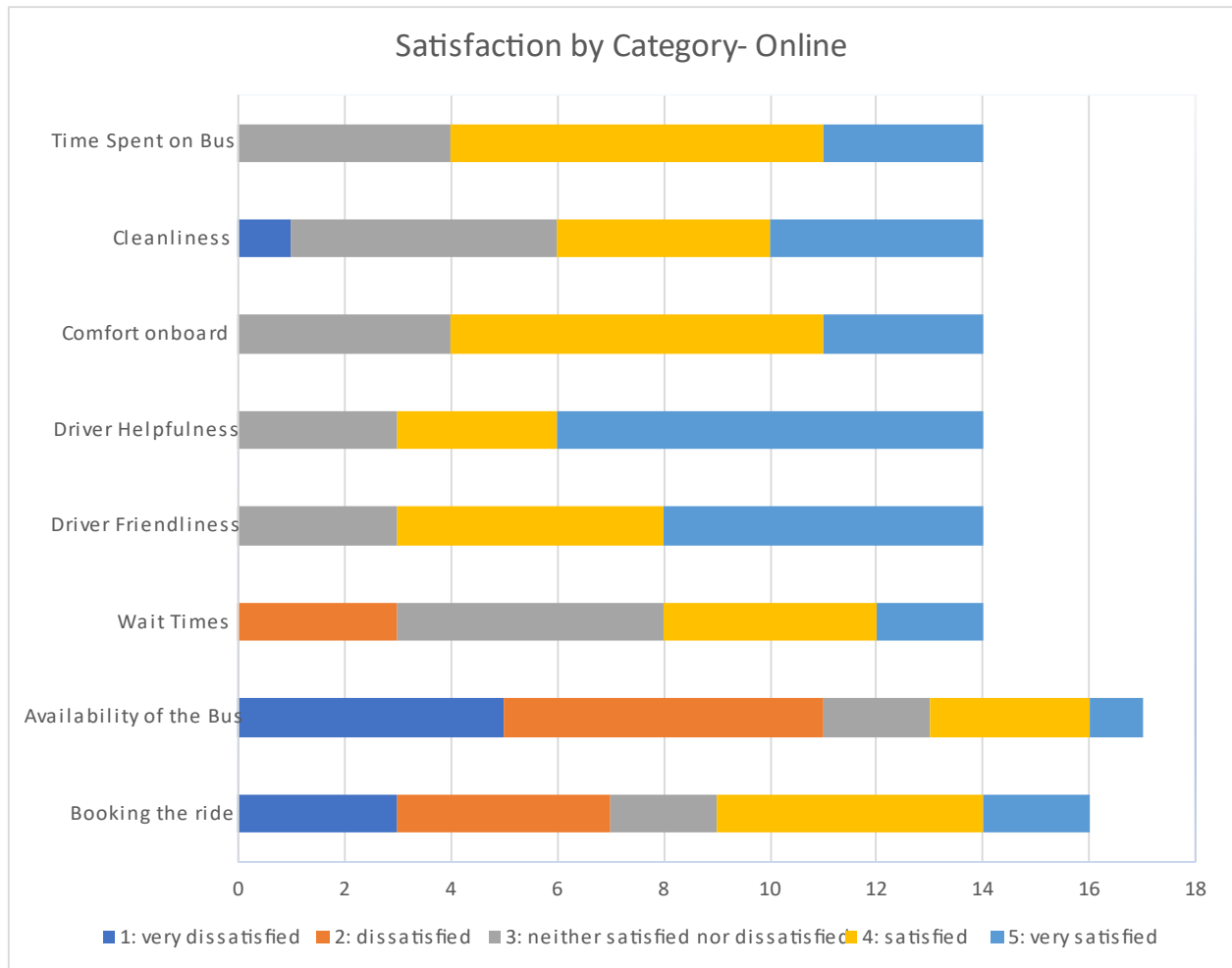


■ Very Dissatisfied ■ Dissatisfied ■ Neutral ■ Satisfied ■ Very Satisfied

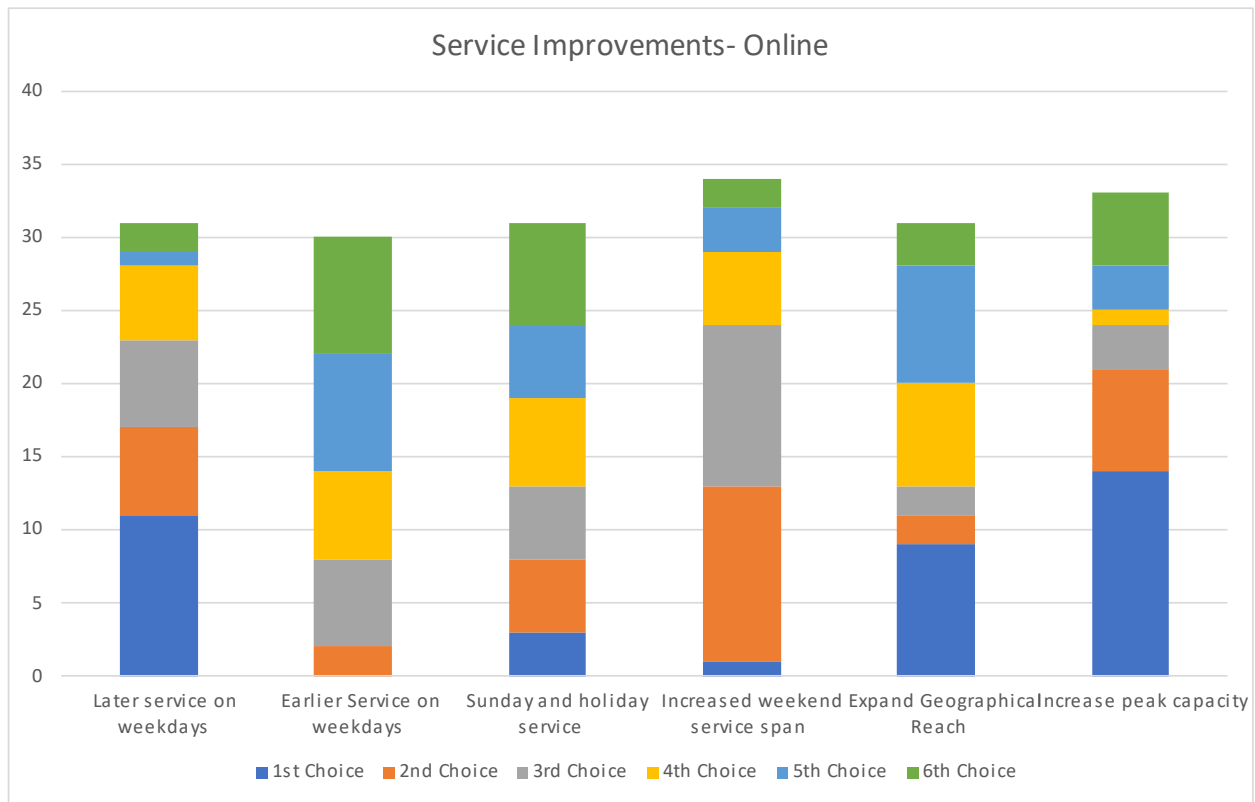
handyDART trip experience



Satisfaction



Service improvements



	1st Choice	2nd Choice	3rd Choice	4th Choice	5th Choice	6th Choice	% 1st-3rd choice	% 4th-6th choice
Later service on weekdays	11	6	6	5	1	2	74%	26%
Earlier Service on weekdays	0	2	6	6	8	8	27%	73%
Sunday and holiday service	3	5	5	6	5	7	42%	58%
Increased weekend service span	1	12	11	5	3	2	71%	29%
Expand Geographical Reach	9	2	2	7	8	3	42%	58%
Increase peak capacity	14	7	3	1	3	5	73%	27%

