

Welcome to the Custom Transit Service Review Workshop



LET'S TALK ABOUT

HandyDART and how we can work together to improve transportation options for people with disabilities.

THE CHALLENGE:

Custom transit services could more effectively serve the transportation needs of people with disabilities and operate more efficiently.

THE OBJECTIVE:

TransLink's goal is to develop a sustainable custom transit model that:

- More effectively meets the transportation needs of people with disabilities
- Addresses growing demand
- Makes best use of available resources
- Keeps pace with custom transit best practices

Continuous Improvements to HandyDART

HOW WE DELIVER SERVICE FOR OUR CUSTOMERS SINCE 2009:

- One contractor to serve the region
- Common policies
- Central call centre
- More cross-boundary trips

Other improvements have helped HandyDART overcome additional barriers:

January 2009
Single customer service number

March 2009
Complaint management

September 2010
Interactive Voice Recognition (IVR):
24-hour confirmation call

December 2010
Interactive Voice Recognition (IVR):
Imminent arrival call

March 2009
Mobile Data Terminals (MDT)

August 2009
On-time performance tracking

November 2010
Program to reduce 'cancels at the door' & 'no shows'

January 2011
Fare Management Policy

- 100% of TransLink's fleet has been wheelchair accessible since 2008
- 66% of bus stops are accessible

HandyDART Customer Profile

Who are our customers?



HANDYDART CUSTOMERS



75% AMBULATORY

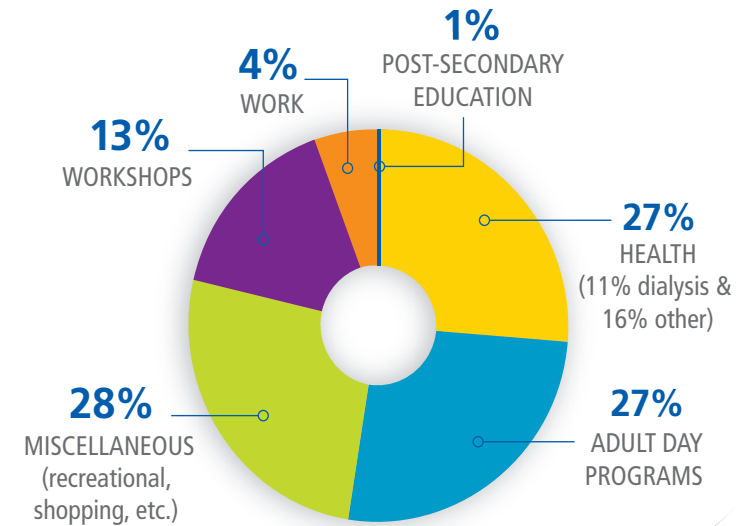


25% PEOPLE WITH
WHEELCHAIRS OR SCOOTERS

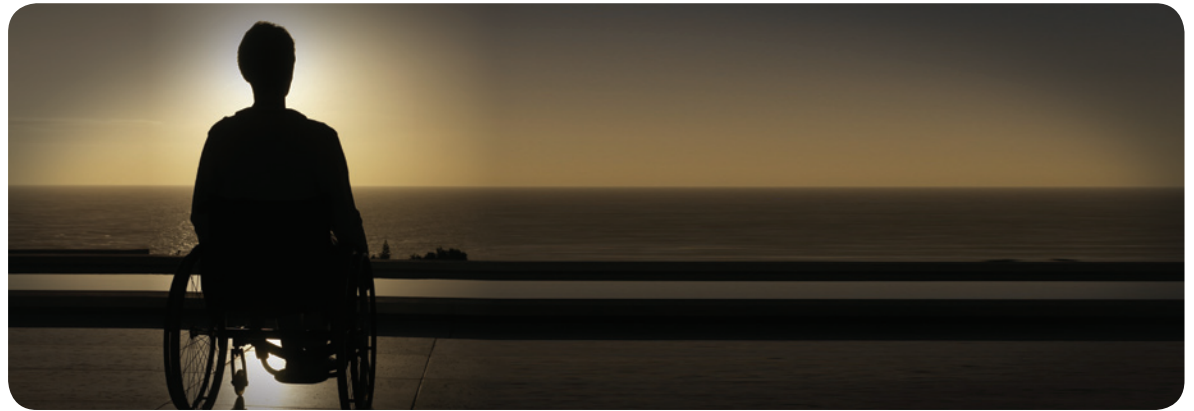
TRIPS BY TYPE

- **64% subscription** (standing appointment) trips, primarily for adult day programs, medical, work or education
- **36% casual** (on demand) trips

TRIPS BY PURPOSE



What we hear from HandyDART customers



WHAT DO OUR CUSTOMERS AND STAKEHOLDERS VALUE?

Each year since 2010, Ipsos Reid polls 600 randomly selected customers on their satisfaction with HandyDART service quality. The sample is split evenly between North of Fraser and South of Fraser.

FINDINGS:

- Customers rate 'Value for money' and 'Quality of drivers and vehicles' very high.
- Ratings for 'Ease of booking' and 'Service availability' have declined.

HANDYDART SERVICE QUALITY SURVEY*

	2010	2011	2012
Courteous, competent and helpful drivers	93%	92%	95%
Feeling safe from injury when riding HandyDART	90%	91%	91%
Driver's skills to assist passengers	94%	89%	93%
Cleanliness and good repair	89%	87%	86%
Value for money	88%	82%	86%
On-time reliable service	66%	67%	66%
Ease of booking	70%	66%	60%
Service availability	67%	65%	60%
Overall service	66%	68%	67%

*Percent of participants who responded 8 out of 10 or higher
(Chart of survey trends: 2010-2012)

External Feedback



Two recent external reviews included suggestions and observations on HandyDART service.

TRANSPORTATION COMMISSIONER EFFICIENCY REVIEW RECOMMENDATIONS (APRIL 2012):

- Increase use of non-dedicated vehicles
- Reduce last-minute cancellations
- Review eligibility criteria
- Review service delivery strategy

PROVINCIAL AUDIT OBSERVATIONS (OCTOBER 2012):

- HandyDART has low productivity, high operating costs and is underperforming in comparison to industry standards.
- TransLink should increase the use of supplemental taxi services

Custom Transit Service Sustainability Challenges

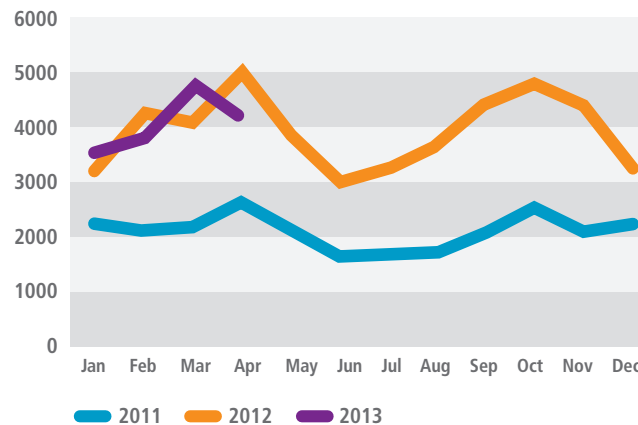
TransLink's goal is to effectively provide custom transit service with available resources.



CURRENT CHALLENGES INCLUDE:

- Number of trips requested but not filled is increasing despite stable service hours
- Future increase of seniors in Metro Vancouver
- HandyDART must operate within a set budget

NUMBER OF TRIPS REQUESTED BUT NOT FILLED



- What are the other issues and challenges we need to consider?
- What solutions should we consider?