

February 2013

Handi-Transit Rider
Survey

Prepared for



By



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Objective

The following represents the findings of a public opinion survey of Handi-Transit riders in the City of Greater Sudbury.

The survey was conducted by Oraclepoll Research Ltd for the City of Greater Sudbury, Transportation Services Division.

Methodology and Logistics

A total of 292 riders were surveyed between the days of February 5th and February 14th 2013. Respondents were surveyed from a database of current Handi-Transit riders provided to Oraclepoll by the City of Greater Sudbury.

The surveys were conducted using a mixed mode approach to data collection including computer-assisted techniques of telephone interviewing (CATI), computer assisted web/online interviewing (CAWI) and in person interviews. A total of 5 in-person interviews were conducted, 4 were completed online and 283 by telephone.

Initial calls to riders were made from 5:30 p.m. to 9:00 p.m. with call-backs of no-answers and busy numbers made on a (staggered) daily rotating basis up to 7 times (from 10:00 a.m. to 9:00 p.m.) until contact was made. If no contact was made after the 7th attempt the number was discarded. In addition, telephone interview appointments were made / attempted with those respondents unable to complete the survey when contacted.

As well, respondents unwilling to complete a phone survey were offered the online method and the personal or face to face option. A total of 20% of all calls were monitored for quality assurance and the management of Oraclepoll Research supervised 100%.

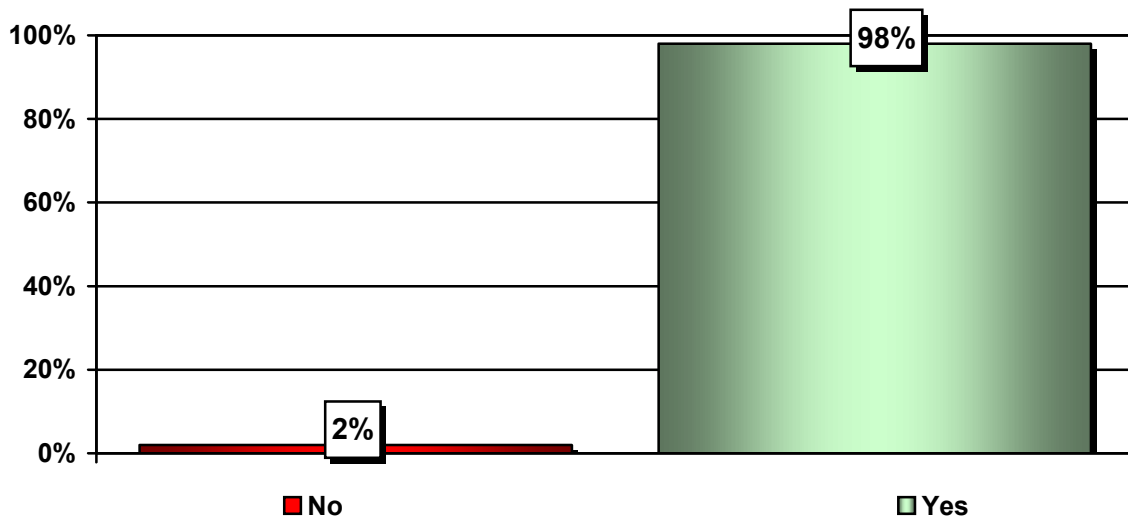
Executive Summary

PERCEPTIONS OF HANDI-TRANSIT

Respondents were first read the following and were then asked a follow up question as to whether they considered the statement accurate or not.

"The goal of Handi-Transit is to provide transportation to persons who have physical disabilities and are unable to use the regular transit system."

"In your opinion, is this an accurate description of the service provided?"

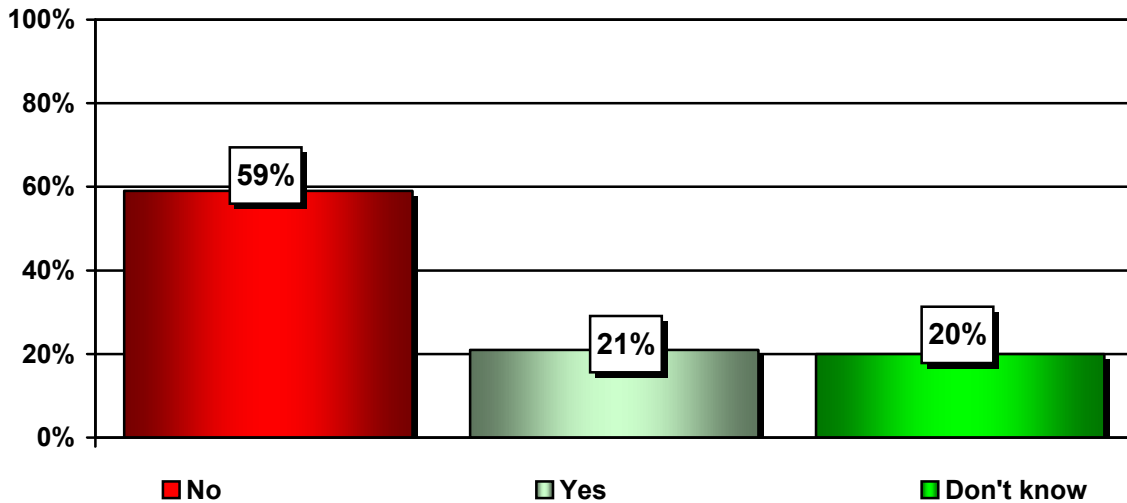


Most Handi-Transit customers surveyed or 98% agreed that the above noted statement was an accurate description of the service that it provides.

When then asked **what the qualifications should be for users of Handi-Transit**, a total of 72% said physical or mobility issues, while 18% named the distance from a regular bus stop, 8% said an inability to use regular transit, 1% cognitive impairment, while 2% did not know.

Respondents were then asked if they felt there were some people using Handi-Transit that should not.

"Do you feel that there are some people using Handi-Transit that should not?"

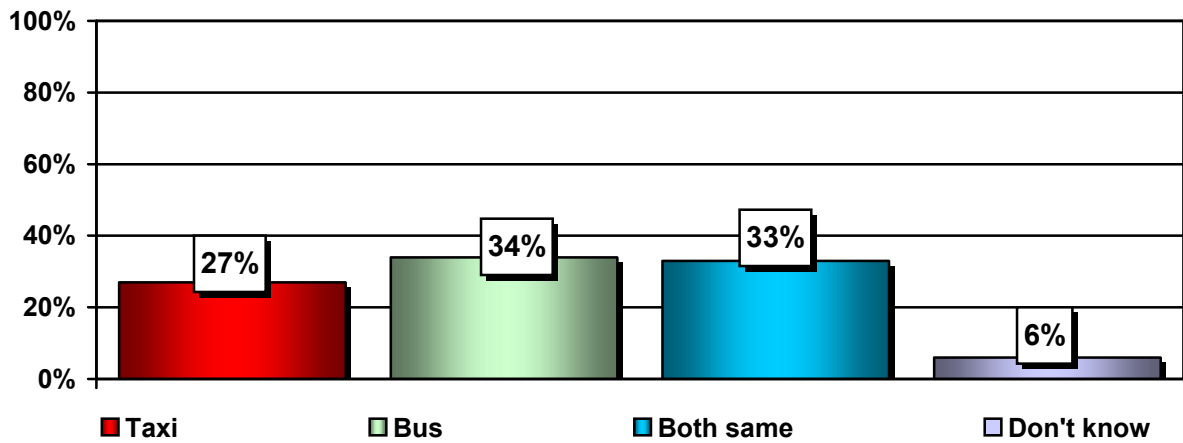


Almost six in ten riders or 59% do not feel that there are some people using Handi-Transit that should not, compared to only 21% that do, while two in ten or 20% were unsure or did not know.

A question was asked about how often respondents felt Handi-Transit users should be reassessed. The most named frequency was every three years or less by 34%, followed by 11% that named every 4-5 years and 1% every 6-7 years. A total of 33% were of the opinion that users should never be reassessed, while 13% stated that it would depend on the circumstance and 8% had no opinion.

A perception question was asked as to whether users considered Handi-Transit to be more like a taxi or a bus service.

"Do you consider Handi-Transit service to be more like a taxi service or a public transit or bus service?"

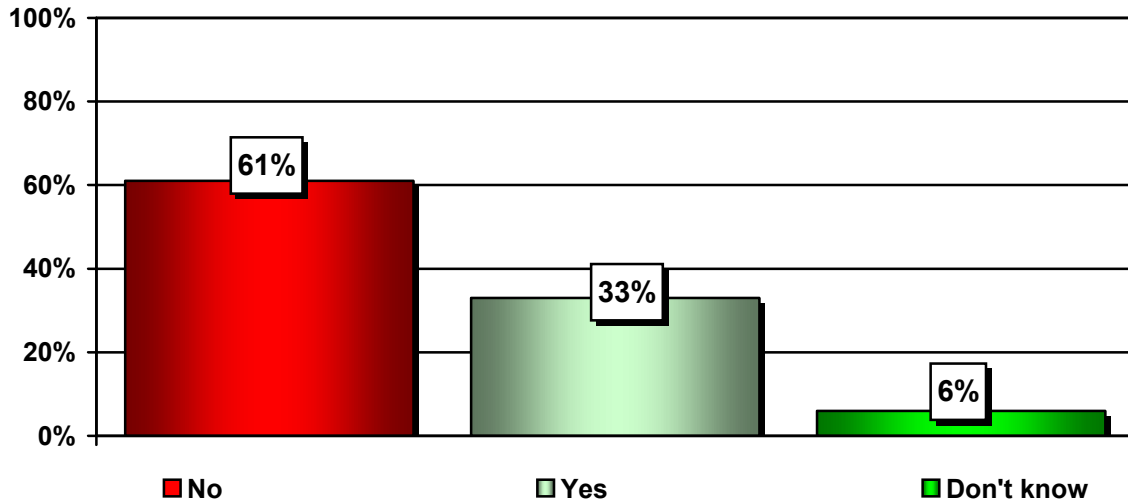


There was a split of opinion on how the service is viewed with 27% seeing it as a taxi, 34% a bus and 33% both a taxi and bus service equally, while 6% were unsure.

CURBSIDE DROP OFF

All respondents were first asked the following question about **possible curbside off**.

"In an effort to reduce travel time and to increase service hours, would you be in favor of curbside drop off?"



A 61% majority would not be in favor of curbside drop off, one third (33%) would be and 6% did not know.

Those respondents that were **not in favor of curbside drop off or did not know** were then asked about **what barriers they saw** with respect to it. Winter safety concerns were cited by 24% not in support of curbside drop off, closely followed by 22% that said the distance, while 13% named their wheelchair, 12% mobility issues, 11% perceived dangers and 8% were unsure. Other comments included vision impairment (5%), difficulties stepping over a curb (4%) and a lack of convenience (3%).

CONVENTIONAL BUS SERVICE

A series of questions were asked about **conventional transit or bus service usage as well as obstacles and the barriers to its use.**

■ Respondents were first asked about **when they last used regular City Transit service.** A total of 59% said more than three months ago, 25% said never and 1% could not recall. Among more recent users, 9% said within the last week, 2% 2-4 weeks prior and 4% 1-3 months ago.

■ Users of City Transit (excluding the 24% that claimed to have never used it) were **questioned about the perceived travel time on Handi-Transit compared to regular bus service.** A total of 49% said that Handi-Transit travel time is shorter, 17% longer, 23% claimed the travel times are equal and 11% did not know.

■ City Transit riders were also asked **if they had ever experienced barriers or other issues related to using regular bus service** of which half or 50% said yes, 44% no and 6% were unsure.

○ **The half of City Transit users that experienced a barrier were asked to explain the problem they encountered.** A total of 24% named the distance to the bus stop, 15% mobility problems getting around, 14% problems with the bus accommodating wheelchairs/walkers, 11% driver courtesy/service, 10% wait times or schedules and 8% safety concerns getting on/off. Other concerns included a lack of seating (6%), their visual impairment (6%), snow at bus stops, while 5% had no comment.

■ Respondents that have **not used City Transit (25%) were asked to explain what prevents them from using conventional bus service.** One-quarter or 25% said mobility issues, 21% the distance to the bus stop, 11% safety concerns getting on or off the bus, 8% no bus service in their area, 8% cognitive issue, while 8% did not know. Other mentions included, being used to rides or Handi-Transit, 4% their wheelchair/walker, 4% have never tried, 3% named a visual impairment and 1% winter conditions.

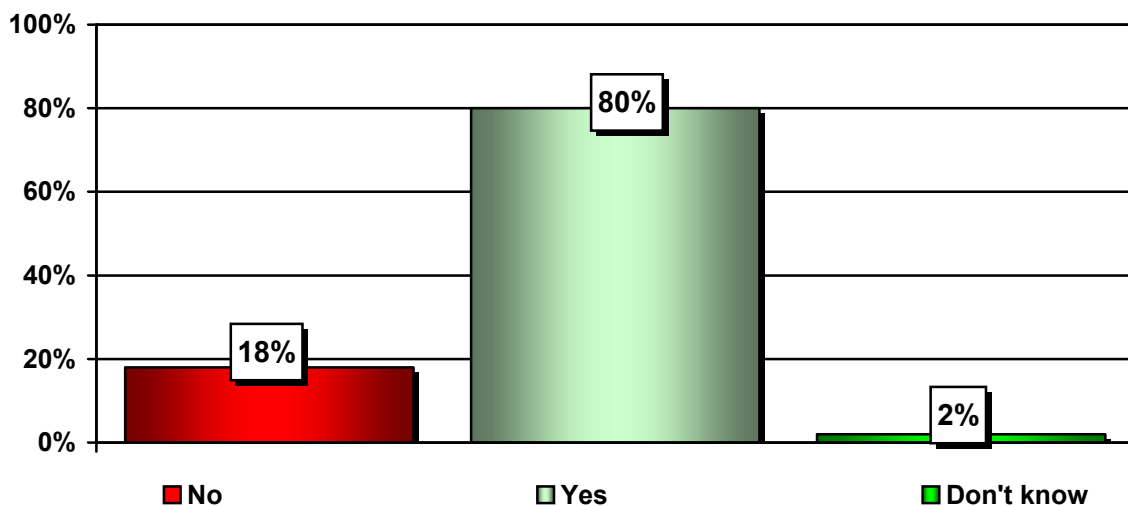
■ **All respondents were then asked if they were aware that all City Transit buses are fully accessible to the physically challenged.** More than seven in ten or 71% said that they were aware of this, compared to 26% that were not, while 3% answered do not know.

CONFIRMATION & BOOKING

Respondents were first read the following and were then asked a follow up question about **confirmation the night before**.

“Handi-Transit requires that customers book their appointment 48 hours in advance and then confirms their pick up time the night before the appointment.”

“Does providing confirmation the night before meet your needs as a rider?”



80% of Handi-Transit riders are satisfied with receiving confirmation the night before, compared to only 18% that are not, while 2% had no opinion.

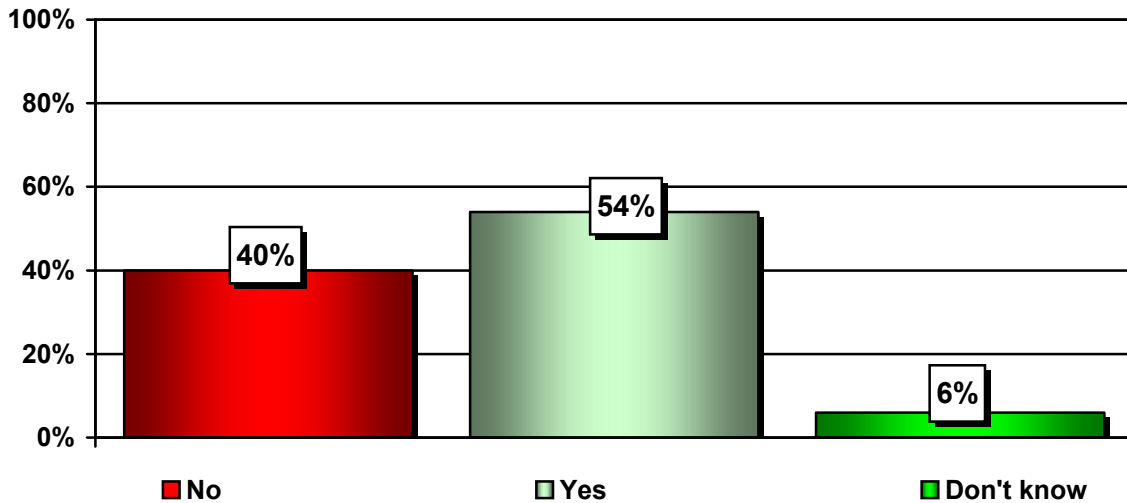
When then asked about **how much time they typically require for confirmation of a pick up**, most or 40% said 24 hours or the day before, followed by 16% that said one hour or less, 11% the night before and 7% within 48 hours. Other responses included within 2-12 hours (5%), more than 48 hours (2%), while 2% said none was needed, 1% that it depends and 16% did not know.

The way that most **Handi-Transit riders typically book their pick ups** are by telephone (96%), while only 1% use both email and phone, 1% email only and 2% could not recall.

Respondents that stated they **do not typically book appointments by email were asked if they were aware that they can book Handi-Transit appointments by email**. A total of 74% of these riders said that they were not aware, only 24% claimed to be aware and 2% did not know.

All Handi-Transit riders surveyed were then asked the following about **booking more than 48 hours in advance**.

"Would you be willing to book more than 48 hours in advance in order to get an earlier pick up time notice?"



More than half of respondents would be willing to book more than 48 hours in advance in order to get an earlier pick up time notification, 40% would not and 6% were unsure.

Another query was posed asking about the **awareness of using the cancellation line to check bookings**. Only 40% were aware of this option, 58% were not and 1% responded do not know.

DELAYS

A series of questions were posed about **delays and Handi-Transit.**

<i>“During a typical trip how long, if at all, is the average delay when waiting for other customers to be picked up?”</i>	%
None	16%
Up to 5 minutes	29%
5 – 10 minutes	29%
10 – 15 minutes	7%
15 plus minutes	9%
Don't know	10%

The most common time delays were within the 10 minute threshold, as 29% said up to five minutes and 29% 5 – 10 minutes, while only 16% named times longer than this including 10 – 15 minutes (7%) and 15 minutes or longer (9%). A total of 16% said they typically have no delays and 10% were unsure.

When asked about **what they considered to be an appropriate wait time for a customer for a scheduled pick-up,** almost half or 49% said 5 minutes or less, followed by 23% that claimed 6 – 10 minutes and 9% 10 – 15 minutes. There were 10% of respondents that said the pick up should be immediate, while 3% claimed that the driver should wait until the customer is ready and 6% did not know.

Another open ended question asked **about what riders felt could be done to reduce wait times from either the driver or passenger to make the system more efficient.** Most respondents or 60% said that they did not know and a further 5% said nothing could be done. Among those with an opinion, 11% stated the customer should be ready for pick up, 6% that the driver should show up on time, 5% that there needs to be more buses, 4% that riders should be reminded the night before, 3% coordinate/prioritize trips better, 3% have an easier booking/notification system, 2% that special needs riders should have help to get on and 1% that the system should operate more like a regular bus service.

RATINGS

Handi-Transit riders were then asked to **rate their satisfaction with bookings in each of the following areas.**

<i>"I would now like you to rate your satisfaction with booking Handi-Transit pick-ups in each of the following areas. Please use a scale from one very dissatisfied to five very satisfied?"</i>	Total Dissatisfied	Neither satisfied nor dissatisfied	Total satisfied	Don't know
*The length of time waiting for an operator	13%	19%	63%	5%
*Satisfaction with the operator's helpfulness and courtesy	3%	6%	88%	3%
The ease of scheduling appointments	11%	6%	77%	6%
Scheduling pick up times that meet your needs	9%	10%	75%	7%
The accuracy of pick up times	7%	7%	82%	4%

*** Asked only to those that book by telephone or by email & telephone**

Among those that typically book by telephone a high 88% are satisfied with the operator's helpfulness and courtesy but the satisfaction level drops to 63% for the length of time waiting for an operator.

With respect to the **other three indicators (asked to all riders to rate)**, there was a high level of satisfaction (82%) for the accuracy of the pick up times, next followed by the ease of scheduling appointments (77%), while a lower but three-quarters majority (75%) that were satisfied with scheduling pick up times that meet their needs.

TRIP PRIORITY

All respondents were read the following preamble outlining **trip priorities and were then asked if it should be changed or not.**

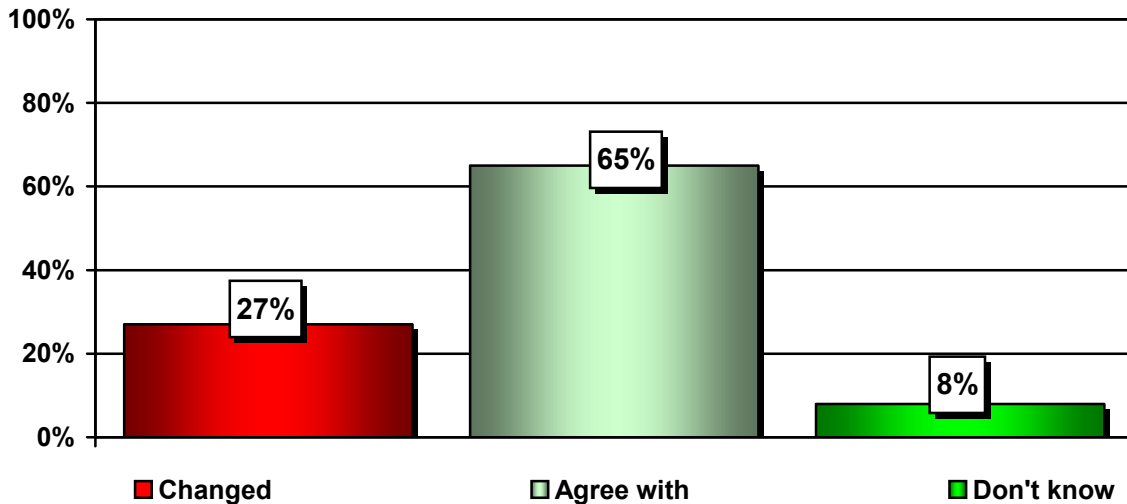
“The current trip priority for Handi-Transit in Urban areas is...”

- (a) work***
- (b) education***
- (c) medical***
- (d) and other needs***

“...while for commuter areas it is...”

- (a) medical***
- (b) work/education***
- (c) and other needs***

“Do you agree with this trip priority or do you think it should be changed?”



Most or 65% of riders agree with the current trip priority compared to 27% that feel it should be changed, while 8% did not know.

The 27% of Handi-Transit customers that feel the trip priority should be changed were then asked how it should be amended. Most responses or 76% related to having medical needs being a priority in both cases. Other comments related to having work as a priority in both instances (8%), having all priorities as equal (5%), no difference between urban and commuter areas (3%), being dependent on client needs (3%), on a first booking basis (1%), while 5% were unsure.

FARE STRUCTURE

All of those surveyed were read the following preamble about the **conventional fare structures and then asked if it should apply to Handi-Transit users.**

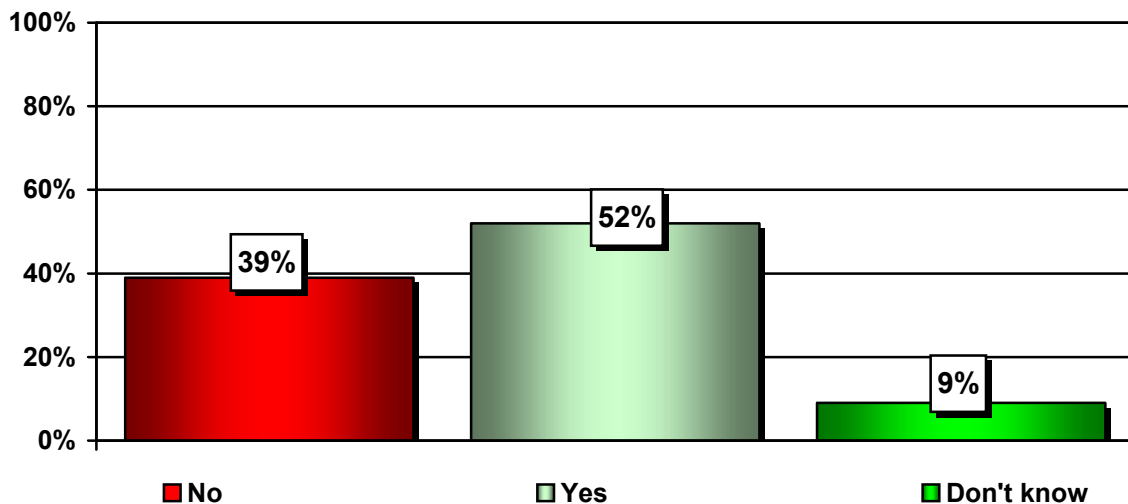
"The following is the conventional transit fare structure..."

- **Cash** 2.80
- **Child** 2.10
- **Older Adult (55)** 2.10
- **Pensioner**
- **Adult 5 or 10 Ride Cards at 2.10 per ride**
- **Child, Older Adult or Disability Pensioner 5 or 10 ride cards at 1.60 per ride**

"The fare structure for 31 day passes is as follows..."

- **Adult** 78.00
- **Student** 72.00
- **Older Adult and Pensioner** 47.00

"Would you be in favor of the (this) same fare structure on the Handi-Transit system?"



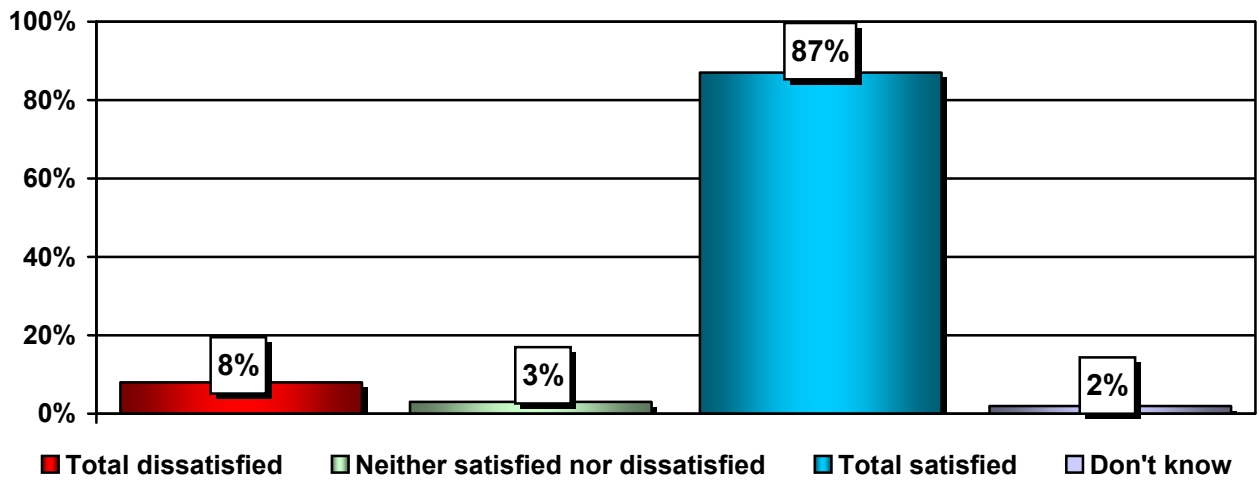
Slightly more than half of Handi-Transit riders or 52% would be in favor of the same fare structure while 39% would not be and 9% did not know or were unsure.

TAXI SERVICE

All riders were first asked **if they have ever used a taxi cab as part of their Handi-Transit service** of which 72% said that they have.

The 72% of those that have used a taxi cab as part of Handi-Transit were then asked to **rate their satisfaction with the service**.

"Overall, how would you rate your satisfaction with this taxi service?"

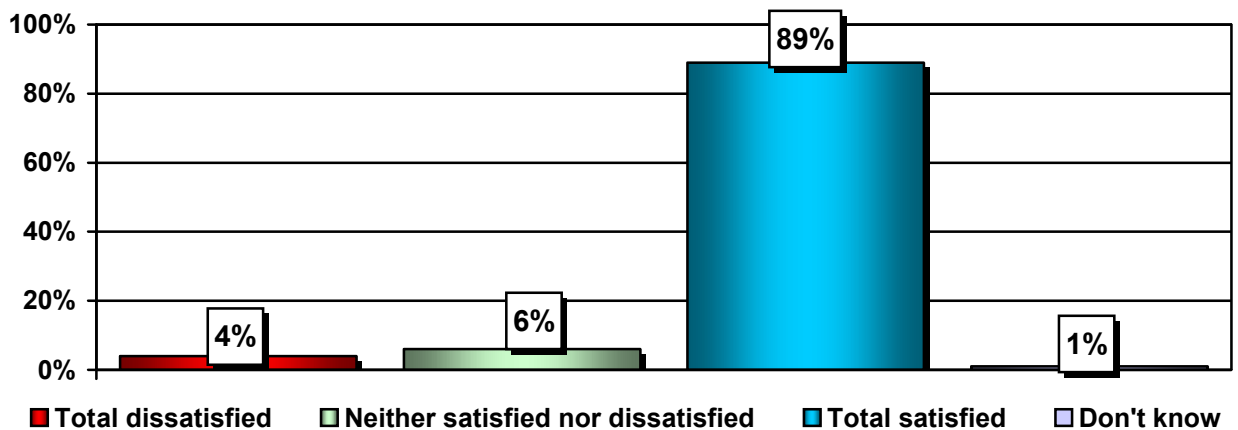


There is high level of satisfaction with taxi service (87%) in relation to those dissatisfied with it (8%). A total of 3% had a neutral opinion (neither satisfied nor dissatisfied) and 2% had no opinion.

OVERALL SATISFACTION WITH HANDI-TRANSIT

All respondents were asked to **rate their overall satisfaction with Handi-Transit service.**

"Overall, how would you rate your satisfaction with Handi-Transit service?"



A high 89% of Handi-Transit riders claimed to be either satisfied or very satisfied with the service, only 4% were dissatisfied or very dissatisfied, 6% had a neutral opinion (neither satisfied nor dissatisfied) and 1% did not know.

RESULTS BY QUESTION

The goal of Handi-Transit is to provide transportation to persons who have physical disabilities and are unable to use the regular transit system.

Q1. In your opinion, is this an accurate description of the service provided?

	Frequency	Percent
Yes	286	97.9
No	6	2.1
Total	292	100.0

Q2. In your opinion, what should the qualifications be for users of Handi-transit service?

	Frequency	Percent
Physical / mobility	209	71.6
Distance from a bus stop	52	17.8
Unable to use conventional transit	22	7.5
Don't know	7	2.4
Mental / cognitive disability	2	.7
Total	292	100.0

Q3. Do you feel that there are some people using Handi-Transit that should not?

	Frequency	Percent
No	173	59.2
Yes	60	20.5
Don't know	59	20.2
Total	292	100.0

Q4. How often should users be reassessed?

	Frequency	Percent
Every 3 years or less	98	33.6
4-5 years	32	11.0
6-7 years	4	1.4
Never	97	33.2
Depends on circumstance	38	13.0
Don't know	23	7.9
Total	292	100.0

Q5. In an effort to reduce travel time and to increase service hours, would you be in favor of curbside drop off?

	Frequency	Valid Percent
Yes	97	33.2
No	178	61.0
Don't know	17	5.8
Total	292	100.0

**IF NO OR DON'T KNOW
IF YES**

**ASK Q6
SKIP TO Q7**

Q6. What are the barriers that you see with curb side drop off?

	Frequency	Percent
Winter safety (Snow, slippery sidewalks etc)	46	23.6
Distance	43	22.1
Use a wheelchair / walker	25	12.8
Mobility issues	23	11.8
Dangerous / not safe	21	10.8
Don't know	16	8.2
Visual impairment	9	4.6
Difficulty stepping up / over curb	7	3.6
Not convenient	5	2.6
Total	195	100.0

Q7. Do you consider Handi-Transit service to be more like a taxi service or a public transit or bus service?

	Frequency	Percent
Taxi	80	27.4
Public transit / bus	98	33.6
Both the same	97	33.2
Don't know	17	5.8
Total	292	100.0

Q8. When have you last used, if ever, conventional or regular City Transit bus service?

	Frequency	Percent
Never	72	24.7
Within the past week	26	8.9
2-4 weeks	6	2.1
1-3 months	12	4.1
More than three months ago	173	59.2
Don't know	3	1.0
Total	292	100.0

IF NEVER SKIP TO Q12

Q9. Do you believe the travel time on Handi Transit is longer, shorter or equal to the travel time on the conventional transit service?

	Frequency	Percent
Longer	37	16.8
Shorter	109	49.5
Equal	50	22.7
Don't know	24	10.9
Total	220	100.0

Q10. Have you ever experienced any barriers or issues related to using conventional transit or bus service?

	Frequency	Percent
Yes	109	49.5
No	97	44.1
Don't know	14	6.4
Total	220	100.0

**IF YES
IF NO OR DON'T KNOW**

**ASK Q11
SKIP TO Q13**

Q11. What barriers or issues have you encountered?

	Frequency	Percent
Distance / Bus stop too far away	26	23.9
Physical mobility issues	16	14.7
Problems with / Accommodating wheelchairs / walkers	15	13.8
Poor driver courtesy / Service	12	11.0
Scheduling / Wait times	11	10.1
Safety issues / Getting on or off	9	8.3
Visually impairment	6	5.5
Lack of seats / Availability	6	5.5
Don't know	5	4.6
Snow / No snow removal at stops	3	2.8
Total	109	100.0

SKIP TO Q13

Q12. What prevents you from using conventional transit or bus service?

	Frequency	Percent
Mobility issues	18	25.0
Distance to bus stop	15	20.8
Safety issues / Getting on and off	8	11.1
No service available	6	8.3
Cognitive / Mental issues	6	8.3
Don't know	6	8.3
Used to rides / Handi Transit	4	5.6
Wheelchair / Walker issues getting on buses	3	4.2
Never tried / No experience	3	4.2
Visual impairment	2	2.8
Winter weather / Conditions	1	1.4
Total	72	100.0

Q13. Were you aware that all conventional public transit buses in the City of Greater Sudbury are fully accessible to the physically challenged (with no stairs and wheel chair ramps)?

	Frequency	Percent
Yes	207	70.9
No	77	26.4
Don't know	8	2.7
Total	292	100.0

Handi-Transit requires that customers book their appointment 48 hours in advance and then confirms their pick up time the night before the appointment.

Q14. Does providing confirmation the night before meet your needs as a rider?

	Frequency	Percent
Yes	234	80.1
No	52	17.8
Don't know	6	2.1
Total	292	100.0

Q15. How much time do you typically require for confirmation of a pick up time?

	Frequency	Percent
Within 24 hours / Day before	116	39.7
Don't know	48	16.4
One hour or less	46	15.8
Night before	32	11.0
Within 48 hours	21	7.2
Within 2 - 12 hours	15	5.1
More than 48 hours	6	2.1
None needed	5	1.7
Depends on situation / individual	3	1.0
Total	292	100.0

Q16. Would you be willing to book more than 48 hours in advance in order to get an earlier pick up time notice?

	Frequency	Percent
Yes	157	53.8
No	118	40.4
Don't know	17	5.8
Total	292	100.0

Q17. Were you aware that you can use the cancellation line to check your bookings?

	Frequency	Percent
Yes	118	40.4
No	170	58.2
Don't know	4	1.4
Total	292	100.0

Q18. During a typical trip how long, if at all, is the average delay when waiting for other customers to be picked up?

	Frequency	Percent
No	46	15.8
Up to 5 minutes	84	28.8
5 to 10	86	29.5
10 to 15	21	7.2
15 plus	26	8.9
Don't know	29	9.9
Total	292	100.0

Q19. In your opinion, what can be done to reduce wait times from either the customer or driver in order to create a more efficient system?

	Frequency	Percent
Don't know	176	60.3
Customers need to be ready for pick up	32	11.0
Show up on time / Quicker service	16	5.5
Nothing / Fine as is	15	5.1
More buses	13	4.5
Call again right before pick up	11	3.8
Coordinate / Prioritize trips better	10	3.4
Easier booking / notificaion	10	3.4
Some customers need special help to get on / off	7	2.4
Make it like transit / bus service	2	.7
Total	292	100.0

Q20. What is an appropriate wait time for the Handi-Transit driver to wait for a customer for a scheduled pick up?

	Frequency	Percent
Immediate	29	9.9
5 minutes or less	143	49.0
6-10 minutes	67	22.9
10-15 minutes	26	8.9
Until they are ready	10	3.4
Don't know	17	5.8
Total	292	100.0

Q21. How do you typically book Handi-Transit pick ups?

	Frequency	Percent
Phone only	281	96.2
Don't know	5	1.7
Both email and phone	4	1.4
Email only	2	.7
Total	292	100.0

IF EMAIL ONLY OR DON'T KNOW

ASK Q24

IF PHONE ONLY OR BOTH EMAIL & PHONE

ASK Q22

I would now like you to rate your satisfaction with booking Handi-Transit pick-ups in each of the following areas. Please use a scale from one very dissatisfied to five very satisfied.

Q22. Length of time on the phone waiting for an operator

	Frequency	Percent
Very dissatisfied	14	4.9
Dissatisfied	23	8.1
Neither satisfied nor dissatisfied	55	19.3
Satisfied	78	27.4
Very satisfied	102	35.8
Don't know	13	4.6
Total	285	100.0

Q23. Satisfaction with the operator's helpfulness and courtesy

	Frequency	Percent
Very dissatisfied	4	1.4
Dissatisfied	4	1.4
Neither satisfied nor dissatisfied	18	6.3
Satisfied	44	15.4
Very satisfied	207	72.6
Don't know	8	2.8
Total	285	100.0

Q24. The ease of scheduling appointments

	Frequency	Percent
Very dissatisfied	14	4.8
Dissatisfied	17	5.8
Neither satisfied nor dissatisfied	19	6.5
Satisfied	67	22.9
Very satisfied	158	54.1
Don't know	17	5.8
Total	292	100.0

Q25. Scheduling pick up times that meets your needs

	Frequency	Percent
Very dissatisfied	11	3.8
Dissatisfied	15	5.1
Neither satisfied nor dissatisfied	28	9.6
Satisfied	80	27.4
Very satisfied	138	47.3
Don't know	20	6.8
Total	292	100.0

Q26. The accuracy of the pick up times

	Frequency	Percent
Very dissatisfied	8	2.7
Dissatisfied	12	4.1
Neither satisfied nor dissatisfied	20	6.8
Satisfied	87	29.8
Very satisfied	152	52.1
Don't know	13	4.5
Total	292	100.0

SKIP TO Q28 IF RESPONDENTS AT Q21 NAME EMAIL OR BOTH EMAIL AND PHONE

Q27. Were you aware you can book online appointments through email?

	Frequency	Percent
Yes	70	24.5
No	211	73.8
Don't know	5	1.7
Total	286	100.0

PREAMBLE

The current trip priority for Handi-Transit in Urban areas is...

- (e) work
- (f) education
- (g) medical
- (h) and other needs

...while for commuter areas it is...

- (d) medical
- (e) work/education
- (f) and other needs

Q28. Do agree with this trip priority or you think it should be changed?

	Frequency	Percent
Agree with it	189	64.7
Should be changed	79	27.1
Don't know	24	8.2
Total	292	100.0

- IF AGREE WITH IT SKIP TO Q30
- IF SHOULD BE CHANGED ASK Q29
- IF DON'T KNOW SKIP TO Q30

Q29. How would you like it changed?

	Frequency	Percent
Medical should be a priority (in both cases)	60	75.9
Work should be a priority (in both cases)	6	7.6
Every priority should be equal	4	5.1
Don't know	4	5.1
Should be no difference between urban and commuter	2	2.5
Should be dependent on clients needs	2	2.5
Should be first come first serve	1	1.3
Total	79	100.0

PREAMBLE

The following is the conventional transit fare structure.

- o Cash 2.80
- o Child 2.10
- o Older Adult (55) 2.10
- o Pensioner 2.10 currently receiving one of the following:
Ontario Disability Support Program (O.D.S.P.)
Association for Children with Severe Disabilities (A.C.S.C.)
Canada Pension Plan Disability (C.P.P.D.)
War Veterans Pension
Registered with the C.N.I.B.
- o Adult 5 or 10 Ride Cards at 2.10 per ride
- o Child, Older Adult or Disability Pensioner 5 or 10 ride cards at 1.60 per ride

The fare structure for 31 day passes is as follows

- o Adult 78.00
- o Student 72.00
- o Older Adult and Pensioner 47.00

Q30. Would you be in favor of the (this) same fare structure on the Handi Transit system?

	Frequency	Percent
Yes	151	51.7
No	114	39.0
Don't know	27	9.2
Total	292	100.0

Q31. Overall how would you rate your satisfaction with Handi-Transit service? Please use a scale from one very dissatisfied to five very satisfied.

	Frequency	Percent
Very dissatisfied	10	3.4
Dissatisfied	3	1.0
Neither satisfied nor dissatisfied	16	5.5
Satisfied	77	26.4
Very satisfied	184	63.0
Don't know	2	.7
Total	292	100.0

**Q32. Have you ever used a taxi cab as part of
Handi-transit service?**

	Frequency	Percent
Yes	210	71.9
No	78	26.7
Don't know	4	1.4
Total	292	100.0

IF YES ASK Q33
IF NO SKIP TO D1
IF DON'T KNOW SKIP TO D1

**Q33. Overall how would you rate your satisfaction with this taxi
service?**

	Frequency	Percent
Valid Very dissatisfied	8	3.8
Dissatisfied	8	3.8
Neither satisfied nor dissatisfied	7	3.3
Satisfied	35	16.7
Very satisfied	148	70.5
Don't know	4	1.9
Total	210	100.0

The following questions are of a personal nature and involve the collecting of demographic data. This information is statistically important for this survey and please be assured once again that all individual responses are kept in strict confidence.

D1. Which of the following age groups may I place you in?

	Frequency	Percent
18-24	11	3.8
25-34	14	4.8
35-44	20	6.8
45-54	32	11.0
55-64	57	19.5
Over 65	153	52.4
Refused	5	1.7
Total	292	100.0

D2. You don't have to answer this question, however we would like to ask what is your combined family income?

	Frequency	Percent
Under \$20,000	111	38.0
Under \$35,000	54	18.5
Under \$50,000	24	8.2
Under \$75,000	7	2.4
Under \$100,000	8	2.7
Over \$100,000	9	3.1
Don't know / Refused	79	27.1
Total	292	100.0