



THE CITY OF WINNIPEG

BID OPPORTUNITY

BID OPPORTUNITY NO. 151-2005

PROVISION OF MARKET RESEARCH SURVEY

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PART B

BIDDING PROCEDURES

PART B - BIDDING PROCEDURES

B1. PROJECT TITLE

B1.1 PROVISION OF MARKET RESEARCH SURVEY

B2. SUBMISSION DEADLINE

B2.1 The Submission Deadline is 12:00 noon Winnipeg time, March 23, 2005.

B2.2 Bid Submissions determined by the Manager of Materials to have been received later than the Submission Deadline will not be accepted and will be returned upon request.

B2.3 The Contract Administrator or the Manager of Materials may extend the Submission Deadline by issuing an addendum at any time prior to the time and date specified in B2.1.

B3. ENQUIRIES

B3.1 All enquiries shall be directed to the Contract Administrator identified in D4.1.

B3.2 If the Bidder finds errors, discrepancies or omissions in the Bid Opportunity, or is unsure of the meaning or intent of any provision therein, the Bidder shall notify the Contract Administrator of the error, discrepancy or omission, or request a clarification as to the meaning or intent of the provision at least five (5) Business Days prior to the Submission Deadline.

B3.3 Responses to enquiries which, in the sole judgment of the Contract Administrator, require a correction to or a clarification of the Bid Opportunity will be provided by the Contract Administrator to all Bidders by issuing an addendum.

B3.4 Responses to enquiries which, in the sole judgment of the Contract Administrator, do not require a correction to or a clarification of the Bid Opportunity will be provided by the Contract Administrator only to the Bidder who made the enquiry.

B3.5 The Bidder shall not be entitled to rely on any response or interpretation received pursuant to B3 unless that response or interpretation is provided by the Contract Administrator in writing.

B4. CONFIDENTIALITY

B4.1 Information provided to an Bidder by the City or acquired by an Bidder by way of further enquiries or through investigation is confidential. Such information shall not be used or disclosed in any way without the prior written authorization of the Contract Administrator.

B4.2 The Bidder shall not make any statement of fact or opinion regarding any aspect of the Request for Proposals to the media or any member of the public without the prior written authorization of the Contract Administrator.

B5. ADDENDA

B5.1 The Contract Administrator may, at any time prior to the Submission Deadline, issue addenda correcting errors, discrepancies or omissions in the Bid Opportunity, or clarifying the meaning or intent of any provision therein.

B5.2 The Contract Administrator will issue each addendum at least three (3) Business Days prior to the Submission Deadline, or provide at least three (3) Business Days by extending the Submission Deadline.

- B5.2.1 Addenda will be available in Adobe Acrobat (pdf) format on the Bid Opportunities page at The City of Winnipeg, Corporate Finance, Materials Management Division internet site at <http://www.winnipeg.ca/matmgt>.
- B5.2.2 The Bidder is responsible for ensuring that he has received all addenda and is advised to check the Materials Management Division internet site for addenda shortly before submitting his Bid.
- B5.3 The Bidder shall acknowledge receipt of each addendum in Paragraph 8 of Form A: Bid. Failure to acknowledge receipt of an addendum may render a Bid non-responsive.

B6. SUBSTITUTES

- B6.1 The Work is based on the Plant, Materials and methods specified in the Bid Opportunity.
- B6.2 Substitutions shall not be allowed unless application has been made to and prior approval has been granted by the Contract Administrator in writing.
- B6.3 Requests for approval of a substitute will not be considered unless received in writing by the Contract Administrator at least five (5) Business Days prior to the Submission Deadline.
- B6.4 The Bidder shall ensure that any and all requests for approval of a substitute:
- (a) provide sufficient information and details to enable the Contract Administrator to determine the acceptability of the Plant, Material or method as either an approved equal or alternative;
 - (b) identify any and all changes required in the applicable Work, and all changes to any other Work, which would become necessary to accommodate the substitute;
 - (c) identify any anticipated cost or time savings that may be associated with the substitute;
 - (d) certify that, in the case of a request for approval as an approved equal, the substitute will fully perform the functions called for by the general design, be of equal or superior substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the proposed work schedule and the dates specified in the Supplemental Conditions for Substantial Performance and Total Performance;
 - (e) certify that, in the case of a request for approval as an approved alternative, the substitute will adequately perform the functions called for by the general design, be similar in substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the proposed work schedule and the dates specified in the Supplemental Conditions for Substantial Performance and Total Performance.
- B6.5 The Contract Administrator, after assessing the request for approval of a substitute, may at his sole discretion grant approval for the use of a substitute as an "approved equal" or as an "approved alternative", or may refuse to grant approval of the substitute.
- B6.6 The Contract Administrator will provide a response in writing, at least three (3) Business Days prior to the Submission Deadline, only to the Bidder who requested approval of the substitute.
- B6.6.1 The Bidder requesting and obtaining the approval of a substitute shall be entirely responsible for disseminating information regarding the approval to any person or persons he wishes to inform.
- B6.7 If the Contract Administrator approves a substitute as an "approved equal", the Bidder may use the approved equal in place of the specified item.

B6.8 If the Contract Administrator approves a substitute as an “approved alternative”, the Bidder shall base his Total Bid Price upon the specified item but may indicate an alternative price based upon the approved alternative. Such alternatives will be evaluated in accordance with B14.

B6.9 No later claim by the Contractor for an addition to the Total Bid Price because of any other changes in the Work necessitated by the use of an approved equal or an approved alternative will be considered.

B7. BID SUBMISSION

B7.1 The Bid Submission consists of the following components:

- (a) Form A: Bid;
- (b) Form B: Prices.

B7.2 All components of the Bid Submission shall be fully completed or provided, and submitted by the Bidder no later than the Submission Deadline, with all required entries made clearly and completely in ink, to constitute a responsive Bid.

B7.3 The Bid Submission shall be submitted enclosed and sealed in an envelope clearly marked with the Bid Opportunity number and the Bidder's name and address.

B7.3.1 Samples or other components of the Bid Submission which cannot reasonably be enclosed in the envelope may be packaged separately, but shall be clearly marked with the Bid Opportunity number, the Bidder's name and address, and an indication that the contents are part of the Bidder's Bid Submission.

B7.4 Bid Submissions submitted by facsimile transmission (fax) or internet electronic mail (e-mail) will not be accepted.

B7.5 Bid Submissions shall be submitted to:

The City of Winnipeg
Corporate Finance Department
Materials Management Division
185 King Street, Main Floor
Winnipeg MB R3B 1J1

B8. BID

B8.1 The Bidder shall complete Form A: Bid, making all required entries.

B8.2 Paragraph 2 of Form A: Bid shall be completed in accordance with the following requirements:

- (a) if the Bidder is a sole proprietor carrying on business in his own name, his name shall be inserted;
- (b) if the Bidder is a partnership, the full name of the partnership shall be inserted;
- (c) if the Bidder is a corporation, the full name of the corporation shall be inserted;
- (d) if the Bidder is carrying on business under a name other than his own, the business name and the name of every partner or corporation who is the owner of such business name shall be inserted.

B8.2.1 If a Bid is submitted jointly by two or more persons, each and all such persons shall identify themselves in accordance with B8.2.

B8.3 In Paragraph 3 of Form A: Bid, the Bidder shall identify a contact person who is authorized to represent the Bidder for purposes of the Bid.

- B8.4** Paragraph 10 of Form A: Bid shall be signed in accordance with the following requirements:
- (a) if the Bidder is a sole proprietor carrying on business in his own name, it shall be signed by the Bidder;
 - (b) if the Bidder is a partnership, it shall be signed by the partner or partners who have authority to sign for the partnership;
 - (c) if the Bidder is a corporation, it shall be signed by its duly authorized officer or officers;
 - (d) if the Bidder is carrying on business under a name other than his own, it shall be signed by the registered owner of the business name, or by the registered owner's authorized officials if the owner is a partnership or a corporation.
- B8.4.1** The name and official capacity of all individuals signing Form A: Bid shall be printed below such signatures.
- B8.4.2** All signatures shall be original.
- B8.5** If a Bid is submitted jointly by two or more persons, the word "Bidder" shall mean each and all such persons, and the undertakings, covenants and obligations of such joint Bidders in the Bid Submission and the Contract, when awarded, shall be both joint and several.

B9. PRICES

- B9.1** The Bidder shall state the lump sum price in Canadian funds for the Work on Form B: Prices.
- B9.1.1** Notwithstanding GC.9.01(2), the Price on Form B: Prices shall not include the Goods and Services Tax (GST) or Manitoba Retail Sales Tax (MRST, also known as PST), which shall be extra where applicable.

B10. QUALIFICATION

- B10.1** The Bidder shall:
- (a) undertake to be in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly registered, licensed or permitted by law to carry on business in Manitoba, or if the Bidder does not carry on business in Manitoba, in the jurisdiction where the Bidder does carry on business;
 - (b) be responsible and not be suspended, debarred or in default of any obligation to the City;
 - (c) be financially capable of carrying out the terms of the Contract;
 - (d) have all the necessary experience, capital, organization, and equipment to perform the Work in strict accordance with the terms and provisions of the Contract;
 - (e) have successfully carried out work, similar in nature, scope and value to the Work;
 - (f) employ only Subcontractors who:
 - (i) are responsible and not suspended, debarred or in default of any obligation to the City (a list of suspended or debarred individuals and companies is available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division internet site at <http://www.winnipeg.ca/matmgt>); and
 - (ii) have successfully carried out work similar in nature, scope and value to the portion of the Work proposed to be subcontracted to them, and are fully capable of performing the Work required to be done in accordance with the terms of the Contract;
 - (g) have a written workplace safety and health program in accordance with The Workplace Safety and Health Act (Manitoba);

- B10.2 The Bidder shall be prepared to submit, within three (3) Business Days of a request by the Contract Administrator, proof satisfactory to the Contract Administrator of the qualifications of the Bidder and of any proposed Subcontractor.
- B10.3 The Bidder shall provide, on the request of the Contract Administrator, full access to any of the Bidder's equipment and facilities to confirm, to the Contract Administrator's satisfaction, that the Bidder's equipment and facilities are adequate to perform the Work.

B11. OPENING OF BIDS AND RELEASE OF INFORMATION

- B11.1 Bid Submissions will be opened publicly, after the Submission Deadline has elapsed, in the office of the Corporate Finance Department, Materials Management Division, or in such other office as may be designated by the Manager of Materials.
- B11.1.1 Bidders or their representatives may attend.
- B11.2 Within two (2) Business Day following the Submission Deadline, the names of the Bidders and their Total Bid Prices (unevaluated, and pending review and verification of conformance with requirements) will be available in Adobe Acrobat (pdf) format on the Closed Bid Opportunities page at The City of Winnipeg, Corporate Finance, Materials Management Division internet site at <http://www.winnipeg.ca/matmgt>.
- B11.3 After award of Contract, the name(s) of the successful Bidder(s) and the Contract Amount(s) will be available on the Closed Bid Opportunities page at The City of Winnipeg, Corporate Finance, Materials Management Division internet site at <http://www.winnipeg.ca/matmgt>.
- B11.4 The Bidder is advised that any information contained in any Bid Submission may be released if required by City policy or procedures, or by other authorities having jurisdiction.

B12. IRREVOCABLE BID

- B12.1 The Bid(s) submitted by the Bidder shall be irrevocable for the time period specified in Paragraph 9 of Form A: Bid.
- B12.2 The acceptance by the City of any Bid shall not release the Bids of the next two lowest evaluated responsive Bidders and these Bidders shall be bound by their Bids on such Work until a Contract for the Work has been duly executed and the performance security furnished as herein provided, but any Bid shall be deemed to have lapsed unless accepted within the time period specified in Paragraph 9 of Form A: Bid.

B13. WITHDRAWAL OF BIDS

- B13.1 A Bidder may withdraw his Bid without penalty by giving written notice to the Manager of Materials at any time prior to the Submission Deadline.
- B13.1.1 Notwithstanding GC.7.06(2), the time and date of receipt of any notice withdrawing a Bid shall be the time and date of receipt as determined by the Manager of Materials.
- B13.1.2 The City will assume that any one of the contact persons named in Paragraph 3 of Form A: Bid or the Bidder's authorized representatives named in Paragraph 10 of Form A: Bid, and only such person, has authority to give notice of withdrawal.
- B13.1.3 If a Bidder gives notice of withdrawal prior to the Submission Deadline, the Manager of Materials shall:
- (a) retain the Bid Submission until after the Submission Deadline has elapsed;

- (b) open the Bid Submission to identify the contact person named in Paragraph 3 of Form A: Bid and the Bidder's authorized representatives named in Paragraph 10 of Form A: Bid; and
- (c) if the notice has been given by any one of the persons specified in B13.1.3(b), declare the Bid withdrawn.

B13.2 A Bidder who withdraws his Bid after the Submission Deadline but before his Bid has been released or has lapsed as provided for in B12.2 shall be liable for such damages as are imposed upon the Bidder by law and subject to such sanctions as the Award Authority considers appropriate in the circumstances. The City, in such event, shall be entitled to all rights and remedies available to it at law.

B14. EVALUATION OF BIDS

B14.1 Award of the Contract shall be based on the following bid evaluation criteria:

- (a) compliance by the Bidder with the requirements of the Bid Opportunity;
- (b) qualifications of the Bidder and the Subcontractors, if any, pursuant to B10;
- (c) Total Bid Price;
- (d) economic analysis of any approved alternative pursuant to B6.

B14.2 Further to B14.1(a), the Award Authority may reject a Bid as being non-responsive if the Bid Submission is incomplete, obscure or conditional, or contains additions, deletions, alterations or other irregularities. The Award Authority may reject all or any part of any Bid, or waive technical requirements if the interests of the City so require.

B14.3 Further to B14.1(b), the Award Authority shall reject any Bid submitted by a Bidder who does not demonstrate, in his Bid Submission or in other information required to be submitted, that he is responsible and qualified.

B14.4 Further to B14.1(c), the Total Bid Price shall be the lump sum price shown on Form B: Prices.

B14.4.1 If there is any discrepancy between the lump sum price written in figures and the lump sum price written in words, the price written in words shall take precedence.

B14.5 This Contract will be awarded as a whole.

B15. AWARD OF CONTRACT

B15.1 The Award Authority will give notice of the award of the Contract or will give notice that no award will be made.

B15.2 The City will have no obligation to award a Contract to a Bidder, even though one or all of the Bidders are determined to be responsible and qualified, and the Bids are determined to be responsive.

B15.2.1 Without limiting the generality of B15.2, the City will have no obligation to award a Contract where:

- (a) the prices exceed the available City funds for the Work;
- (b) the prices are materially in excess of the prices received for similar work in the past;
- (c) the prices are materially in excess of the City's cost to perform the Work, or a significant portion thereof, with its own forces;
- (d) only one Bid is received; or

(e) in the judgment of the Award Authority, the interests of the City would best be served by not awarding a Contract.

B15.3 Where an award of Contract is made by the City, the award shall be made to the responsible and qualified Bidder submitting the lowest evaluated responsive Bid.

B15.4 Notwithstanding GC.3.01 and GC.3.02, the City will issue a Purchase Order to the successful Bidder in lieu of the execution of a Contract.

B15.5 The Contract Documents, as defined in GC.1.01(7), in their entirety shall be deemed to be incorporated in and to form a part of the Purchase Order notwithstanding that they are not necessarily attached to or accompany said Purchase Order.

PART C

GENERAL CONDITIONS

PART C - GENERAL CONDITIONS

C1. GENERAL CONDITIONS

C1.1 The *General Conditions for Provision of Services* (Revision 1996 02 05) are applicable to the Work of the Contract.

C1.1.1 The *General Conditions for Provision of Services* are available in Adobe Acrobat (.pdf) format on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division internet site at <http://www.winnipeg.ca/matmgt>.

PART D

SUPPLEMENTAL CONDITIONS

PART D - SUPPLEMENTAL CONDITIONS

GENERAL

D1. GENERAL CONDITIONS

- D1.1 In addition to the *General Conditions for Provision of Services*, these Supplemental Conditions are applicable to the Work of the Contract.
- D1.2 The General Conditions are amended by striking out "The City of Winnipeg Act" wherever it appears in the General Conditions and substituting "The City of Winnipeg Charter".
- D1.3 The General Conditions are amended by striking out "Board of Commissioners" or "Commissioner" wherever it appears in the General Conditions and substituting the "Chief Administrative Officer".
- D1.4 The General Conditions are amended by striking out "Tender Package" wherever it appears in the General Conditions and substituting "Bid Opportunity".
- D1.5 The General Conditions are amended by striking out "Tender Submission" wherever it appears in the General Conditions and substituting "Bid Submission".
- D1.6 The General Conditions are amended by striking out "Bidding Instructions" wherever it appears in the General Conditions and substituting "Bidding Procedures".

D2. SCOPE OF WORK

- D2.1 The Work to be done under the Contract shall consist of conducting a market research survey and submitting results to City of Winnipeg Transit department.

D3. DEFINITIONS

- D3.1 When used in this Bid Opportunity:
- (a) "**Business Day**" means any Calendar Day, other than a Saturday, Sunday, or a Statutory or Civic Holiday;
 - (b) "**Submission Deadline**" and "**Time and Date Set for the Final Receipt of Bids**" mean the time and date set out in the Bidding Procedures for final receipt of Bids;

D4. CONTRACT ADMINISTRATOR

- D4.1 The Contract Administrator is:
- Phil Wiwchar
Market Research Analyst
Winnipeg Transit
421 Osborne Street
Winnipeg MB R3L 2A2
- Telephone No. (204) 986.5742
Facsimile No. (204) 986.6863

D5. CONTRACTOR'S SUPERVISOR

- D5.1 The Contractor shall identify his designated supervisor and any additional personnel representing the Contractor and their respective roles and responsibilities for the Work.

D6. NOTICES

- D6.1 GC.7.06 is hereby amended to delete reference to "registered mail" and to replace same with "ordinary mail".
- D6.2 GC.7.06 is further amended hereby to include delivery by facsimile transmission (fax) as an acceptable means of delivering notices, consents, approvals, statements, authorizations, documents or other communications required or permitted to be given under this Contract. Deliveries by fax will be deemed to have been received on the day of delivery, if a business day, or if not a business day, on the business day next following the day of delivery.
- D6.3 Further to GC.7.06, all notices, consents, approvals, statements, authorizations, documents or other communications to the City, except as expressly otherwise required in D6.4, D6.5 or elsewhere in the Contract, shall be sent to the attention of the Contract Administrator at the address or facsimile number identified in D4.1.
- D6.4 All notices of appeal to the Chief Administrative Officer shall be sent to the attention of the Chief Financial Officer at the following address or facsimile number:
The City of Winnipeg
Chief Administrative Officer Secretariat
Administration Building, 3rd Floor
510 Main Street
Winnipeg MB R3B 1B9
Facsimile No.: (204) 949-1174
- D6.5 All notices, requests, nominations, proposals, consents, approvals, statements, authorizations, documents or other communications required to be submitted or returned to the City Solicitor shall be sent to the following address or facsimile number:
The City of Winnipeg
Corporate Services Department
Legal Services Division
185 King Street, 3rd Floor
Winnipeg MB R3B 1J1
Facsimile No.: (204) 947-9155

SUBMISSIONS

D7. AUTHORITY TO CARRY ON BUSINESS

- D7.1 The Contractor shall be in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly registered, licensed or permitted by law to carry on business in Manitoba, or if the Contractor does not carry on business in Manitoba, in the jurisdiction where the Contractor does carry on business, throughout the term of the Contract, and shall provide the Contract Administrator with evidence thereof upon request.

SCHEDULE OF WORK

D8. COMMENCEMENT

- D8.1 The Contractor shall not commence any Work until he is in receipt of a Purchase Order authorizing the commencement of the Work.
- D8.2 The Contractor shall not commence any Work on the Site until:

- (a) the Contract Administrator has confirmed receipt and approval of:
 - (i) evidence that the Contractor is in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly registered, licensed or permitted by law to carry on business in Manitoba.

PART E

SPECIFICATIONS

PART E - SPECIFICATIONS

GENERAL

E1. GENERAL

E1.1 These Specifications shall apply to the Work.

E2. SERVICES

E2.1 The Contractor shall conduct a Market Research Survey and provide results in accordance with the requirements hereinafter specified.

E2.2 The Contractor shall survey a random sample of people currently registered with Handi-Transit, a parallel service provided for those unable to use Winnipeg Transit's regular service, by telephone, following proper survey methodology.

E2.3 The total sample size shall be 800 respondents.

E2.4 The ratio of ambulatory users to non-ambulatory users shall be 1.

E2.5 Winnipeg Transit shall provide to the Contractor approximately 8,300 telephone numbers, representing approximately 8,650 registered Handi-Transit users, from which the contractor can draw the sample. Approximately 79% of the users are ambulatory and 21% are non-ambulatory.

E2.6 The contractor shall supply Winnipeg Transit with the telephone numbers of respondents unable to complete the questionnaire via telephone because of communication difficulties. Winnipeg Transit will deliver a printed copy of the questionnaire to these respondents; completed questionnaires will be returned directly to Winnipeg Transit.

E2.7 The survey instrument shall be in accordance with the attached questionnaire.

E2.8 The Contractor shall review and field test the questionnaire prior to conducting the Survey.

E2.9 The Contractor shall code, keypunch and verify the survey responses.

E3. DATA & REPORTS

E3.1 The Contractor shall provide Winnipeg Transit with a computer file containing the data in Microsoft Excel 2000 format.

E3.2 The Contractor shall provide Winnipeg Transit with a summary of categorized comments received to open-ended questions.

E4. WORK SCHEDULE

E4.1 The Survey shall be performed during the period April 1, 2005 to April 13, 2005.

E4.2 The Contractor shall complete the Work and deliver the results to Winnipeg Transit by Tuesday, April 19, 2005.

E5. QUESTIONNAIRE



Handi-Transit Customer Survey April 2005

SCREENERS

INTRO1

Good evening/day, is this (*telephone number*)?

(ANYTHING IN UPPER CASE IS NOT TO BE READ TO RESPONDENT)

Yes --> CONTINUE WITH ENROLLMENT 1 => INTRO2
 No --> DISCONTINUE ENROLLMENT..... 2 => TERMINATE

INTRO2

Hello, my name is _____ and I'm calling from _____ on behalf of Handi-Transit.

CONTINUE..... 1 => SCREENER1
 No registrants living here..... 2 => SCREENER2
 Refusal..... 9 => TERMINATE

SCREENER1

I need to speak to a person in your home who is currently registered with Handi-Transit. Would that be you?

Yes --> CONTINUE WITH ENROLLMENT 1 => SCREENER3
 No - Registrant coming to phone..... 2 => INTRO3
 Respondent available for callback --> ARRANGE CALLBACK..... 3
 Respondent not available for callback --> TERMINATE 4 => TERMINATE
 No Handi-Transit registrant living at residence..... 5 => SCREENER2

SCREENER2

It was our understanding that this was a contact number for a Handi-Transit registrant. Did a Handi-Transit registrant recently live at this residence?

Yes..... 1 => NEWNUMBER
 No 9 => TERMINATE

NEWNUMBER

Do you have a number where they can be reached?

Yes - NEW NUMBER GIVEN 1 => TERMINATE
 No - NO NEW NUMBER GIVEN..... 2 => TERMINATE
 No Response..... 9 => TERMINATE

INTRO3

Hello, my name is _____ and I'm calling from _____ on behalf of Handi-Transit.

CONTINUE..... 1 => SCREENER3
 Refusal..... 9 => TERMINATE

SCREENER3

Today we are talking with people about Handi-Transit service. Your participation in this survey is voluntary and you may choose not to answer any particular question I ask.

First of all, is any member of your household, including yourself, employed by Winnipeg Transit?

- No --> CONTINUE..... 1 => Q1
 - Yes --> DISQUALIFY 2 => DISQUALIFY
 - No Response --> DISQUALIFY 9 => DISQUALIFY
-
-

MOBILITY

MONITOR FOR QUOTAS

Do you require a wheelchair or scooter to travel?

- Yes..... 1 => Q1
 - No..... 2 => Q1
 - No Response --> DISQUALIFY 9 => DISQUALIFY
-
-

TERMINATE

Thank you for your time. Good-bye.

TERMINATE - CODE AS NOT CONTACTED..... 1

DISQUALIFY

I'm sorry, but that disqualifies you from our study, but thank you for your time.

TERMINATE - CODE AS NON-QUALIFIED..... 1

FREQUENCY OF USE

Q1

How many rides do you take with Handi-Transit in a typical month? Count going to and from your destination as a single ride.

- Never 1
 - Less than once a month..... 2
 - 1 or 2 times a month 3
 - 3 to 5 times a month 4
 - 6 to 10 times a month..... 5
 - More than 10 times a month 6
 - Don't know / No response..... 9
-
-

REGISTRATION

Q2

How would you rate the process of registering for Handi-Transit Services? This refers your health care professional completing the application form and sending it to Handi-Transit. Are you...

(READ RESPONSES)

- Very satisfied..... 1
 - Somewhat satisfied..... 2
 - Somewhat dissatisfied 3
 - Very dissatisfied 4
 - Don't remember..... 5
 - Don't know / No response..... 9
-
-

PREFACE1

Some Handi-Transit users have expressed concern that not all registrants fully meet the eligibility criteria. This has the potential to restrict your opportunity to use the service – some of your trips may be denied if the resources are being used up by individuals who may not be eligible for the service.

Q3

Transit could use a medical consultant to screen applicants to ensure that Handi-Transit registrants fully meet the eligibility criteria. Are you willing to pay a \$25.00 registration fee every three years to partially cover the costs of this improvement?

Yes..... 1
No 2
Don't know / No response..... 9

INFORMATION

Q4

Where would you find it most convenient to get information about Handi-Transit?

Brochure 1
Phone book 2
Internet..... 3
Other (SPECIFY) 4 O
Don't know / No response..... 9

Q5

Do you have access to the Internet at home?

Yes..... 1
No 2
Don't know / No response..... 9

BOOKING A TRIP

Q6

On average, how long do you wait on the telephone to speak to a customer service representative to book a Handi-Transit trip?

Less than 3 minutes 1
3 to 5 minutes 2
6 to 10 minutes 3
More than 10 minutes 4
I do not know because someone else calls to book my ride..... 5
Don't know / No response..... 9

Q7

How many times have you waited on the phone so long to book a Handi-Transit trip, that you hung up and tried to call again later?

_____ times
Don't know / No response..... 99

Q8

Overall, how satisfied are you with the customer service representatives taking your call when booking a ride with Handi-Transit? Are you... (READ RESPONSES)

Very satisfied.....	1	=> PREFACE2
Somewhat satisfied.....	2	=> PREFACE2
Somewhat dissatisfied.....	3	=> Q9
Very dissatisfied.....	4	=> Q9
Don't know / No response.....	9	=> PREFACE2

Q9

Why are you dissatisfied with the customer service representatives? (ACCEPT ONLY ONE RESPONSE)

Response (SPECIFY).....	O
Don't know / no response.....	99

Q10

If the option were available, would you use an automated phone system to book your Handi-Transit trip?

Yes.....	1
No.....	2
Don't know / No response.....	9

Q11

If the option were available, would you use the Internet to book your Handi-Transit trip?

Yes.....	1
No.....	2
Don't know / No response.....	9

CONFIRMING A TRIP

PREFACE2

Confirmation calls are required to let the customer know if Handi-Transit is able to provide the trip and to give the passenger an accurate pick-up time.

Q12

Do you use the automated trip confirmation service or do you speak to one of our representatives to confirm your ride?

Automated service.....	1
Speak to a representative.....	2
Use both services.....	3
Don't know / No response.....	9

Q13

Overall, how satisfied are you with the process of confirming rides with Handi-Transit? Are you... (READ RESPONSES)

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied.....	3
Very dissatisfied.....	4
Don't know / No response.....	9

Q14

Do you have an answering machine or voice-mail at your home?

- Yes..... 1
- No 2
- Don't know / No response..... 9

Q15

If the option were available, would you want an e-mail message sent to you to confirm your trip?

- Yes..... 1
- No 2
- Don't know / No response..... 9

Q16

If the option were available, would you want an automated phone call to your home or home voice-mail to confirm your trip?

- Yes..... 1
- No 2
- Don't know / No response..... 9

Q17

How many times has Handi-Transit been unable to provide your trip or one way of a return trip?

- _____ times
- Don't know / No response..... 99

CANCELLING A TRIP

Q18

Have you ever called Handi-Transit to cancel a ride?

- Yes..... 1
- No 2 => Q20
- Don't know / No response..... 9

Q19

How satisfied were you with the process of canceling a ride with Handi-Transit?

Were you... (READ RESPONSES)

- Very satisfied..... 1
- Somewhat satisfied..... 2
- Somewhat dissatisfied 3
- Very dissatisfied 4
- Don't know / No response..... 9

Q20

If the option were available, would you leave a voice-mail message to cancel your trip?

- Yes..... 1
- No 2
- Don't know / No response..... 9

Q21

If the option were available, would you use an automated phone system to cancel your trip?

- Yes..... 1
- No 2
- Don't know / No response..... 9

PICK UP

Q22

Are you aware of Handi-Transit's 'No Show' policy regarding pick-ups?

Yes.....	1
No.....	2
Don't know / No response.....	9

PREFACE3

A trip is considered a 'No Show' if a ride is booked and confirmed, but the rider either refuses the ride or isn't at the pick-up point up to 5 minutes after the pick-up time.

Q23

Are you aware that fines may be imposed if a rider is a 'No Show' without valid reasons?

Yes.....	1
No.....	2
Don't know / No response.....	9

Q24

How often does the Handi-Transit vehicle pick you up and drop you off on time? Is it... (READ RESPONSES)

Always.....	1
Usually.....	2
Sometimes.....	3
Rarely.....	4
Never.....	5
Don't know / No response.....	9

Q25

How many times has Handi-Transit failed to pick you up for a scheduled trip?

_____ times	
Don't know / No response.....	99

YOUR RIDE

Q26

Generally speaking, are Handi-Transit drivers... (READ RESPONSES)

Always courteous.....	1
Usually courteous.....	2
Rarely courteous.....	3
Never courteous.....	4
Don't know / No response.....	9

Q27

Generally speaking, when picking you up and dropping you off, are Handi-Transit drivers... (READ RESPONSES)

Always helpful.....	1
Usually helpful.....	2
Rarely helpful.....	3
Never helpful.....	4
Don't know / No response.....	9

Q28A

How often does your Handi-Transit driver assist you to and from the Handi-Transit vehicle? Is it...

(READ RESPONSES)

Always	1
Usually.....	2
Sometimes	3
Rarely	4
Never	5
Don't know / No response.....	9

Q28B

How often does your Handi-Transit driver ask if you need assistance with your seatbelt? Is it...

(READ RESPONSES)

Always.....	1
Usually.....	2
Sometimes	3
Rarely	4
Never	5
Not applicable.....	6
Don't know / No response.....	9

Q28C

How often does your Handi-Transit driver ensure that mobility aids, such as wheelchairs, scooters or walkers, are secured properly? Is it... (READ RESPONSES)

Always	1
Usually.....	2
Sometimes	3
Rarely	4
Never	5
Not applicable.....	6
Don't know / No response.....	9

Q28D

Does your Handi-Transit driver always ensure that carry-on items are secure? Is it... (READ RESPONSES)

Always	1
Usually.....	2
Sometimes	3
Rarely	4
Never	5
Not applicable.....	6
Don't know / No response.....	9

Q29

Overall, how safe do you feel when riding in Handi-Transit vehicles? Do you feel... (READ RESPONSES)

Extremely safe	1
Generally safe	2
Not very safe.....	3
Not at all safe.....	4
Don't know / No response.....	9

Q30

Have you ever felt unsafe during a ride in a Handi-Transit vehicle?

- Yes..... 1
- No 2 => Q32
- Don't know / No response..... 9

Q31

What made you feel unsafe?

- The driver's appearance and/or behavior..... 1
- The way the vehicle was driven..... 2
- Another passenger 3
- Other (SPECIFY) 4 O
- Don't know / No response..... 9

COMPLAINTS & COMMENDATIONS

Q32

Have you ever filed a commendation or complaint with Handi-Transit?

- Yes..... 1
- No (SKIP TO Q35)..... 2
- Don't know / No response..... 9

Q33

How satisfied were you with the way your commendation or complaint was handled?

Were you... (READ RESPONSES)

- Very satisfied..... 1
- Somewhat satisfied..... 2
- Somewhat dissatisfied 3
- Very dissatisfied 4
- Don't know / No response..... 9

Q34

Overall, how would you rate the level of service you receive from Handi-Transit?

Are you... (READ RESPONSES)

- Very satisfied..... 1
- Somewhat satisfied..... 2
- Somewhat dissatisfied 3
- Very dissatisfied 4
- Don't know / No response..... 9

LOW-FLOOR BUSES

Q35

Are you aware that Winnipeg Transit operates low-floor buses on much of its regular service?

- Yes..... 1
- No 2
- Don't know / No response..... 9

Q36

Since you became eligible for Handi-Transit, have you ever taken a low-floor bus in Winnipeg?

- Yes..... 1
- No 2
- Don't know / No response..... 9

Q37

For you, what are the barriers to using low-floor buses? (ACCEPT MULTIPLE RESPONSES)

- Health reasons (physically unable to use them)..... 1
- Low-floor buses don't service all routes..... 2
- I can't comprehend the schedules and routes 3
- Weather / conditions at bus stops 4
- Bus drivers are less knowledgeable than Handi-Transit drivers
regarding my safety and sensitivity to my situation 5
- Securing of my wheelchair or scooter 6
- Other passengers make me feel uncomfortable 7
- Other (SPECIFY) 8
- Don't know / no response..... 99

Q38

If you were able to participate in a program that teaches you about getting on and off regular buses, and about reading schedules and routes, would you be willing to use low-floor buses?

- Yes..... 1
- No 2
- Don't know / No response..... 9

Q39

Would you use the low-floor buses more often if riding on regular transit was free for Handi-Transit registrants?

- Yes..... 1
- No 2
- Don't know / No response..... 9

Q40A & 40B

Do you have any other comments you would like to make about Handi-Transit or low-floor bus services in Winnipeg? (CODE MAXIMUM OF TWO RESPONSES ONLY)

- Response 40A (SPECIFY)
- Response 40B (SPECIFY).....

GENDER

RECORD GENDER - DO NOT ASK

Those are all the questions I have - Thank you for your time.

Please be assured that your answers will be kept confidential and will only be shared in aggregate form.

INTERVIEWER: RECORD GENDER BELOW

- Female 1
- Male 2
- Undetermined 3