

CUSTOMER SERVICE PERFORMANCE

QUARTER 1 2024

BUS – SEABUS – SKYTRAIN

Report

2024-04-19

© 2024 Ipsos. All rights reserved. Contains Ipsos' Confidential and Proprietary information and may not be disclosed or reproduced without the prior written consent of Ipsos.



Table of Contents

Highlights	3
Project Objectives	11
Detailed Findings	12
Overall System Performance	13
Bus Service Quality Measures	23
SkyTrain Service Quality Measures	34
SeaBus Service Quality Measures	44
Trends in Transit Usage	45
Customer Profiles	55
Appendices	66
Appendix A – Methodology	66
Appendix B – Questionnaire	70
Appendix C – Performance Ratings for Routes Ranked	88
Appendix D – Average Performance Ratings	93



Highlights

The Customer Service Performance study tracks performance on service attributes that are most strongly related to overall transit service ratings from customers.

Trends in the percentage of Good-to-Excellent scores (8, 9, or 10 out of 10) are highlighted.

The analysis in the text focuses on the top key drivers for each area of service.

Where performance is Excellent or Poor, but the attribute is not one of the top key drivers, the text does not comment on it; however, customer ratings on the attribute will be shown in the graphs for each section.



Highlights

OVERVIEW

- Six-in-ten (60%) riders award Good-to-Excellent ratings for Overall Transit Service, which is down significantly from last quarter (down by 11 percentage points (ppt)) and down significantly by 10 ppt from the same quarter last year.
- Many significant attribute declines have occurred this wave when it comes to top key drivers:
 - For Bus: On-Time, Reliable Service, Courteous Bus Operator, and Not Being Overcrowded all saw significant decreases from both last quarter and from the same period last year. Frequency of Service also saw a decrease from the same period last year.
 - For SkyTrain: On-Time, Reliable Service and Not Being Overcrowded both saw significant decreases from both last quarter and from the same period last year.
 - For SeaBus: On-Time, Reliable Service saw a significant decrease from last quarter.
- Some top key drivers have now also fallen below the positive performance threshold of 7.0 suggesting improvements should be considered:
 - For Bus: Frequency of Service and Not Being Overcrowded
 - For SkyTrain: Not Being Overcrowded
- More than one-in-ten (16%) riders say they take transit less regularly than they did six months ago, which is up by 3 ppt from last wave (13%) and down only 1 ppt from the same period last year (17%). Conversely, the same proportion (16%) of riders say they take transit more regularly than six months ago, down 2 ppt from last wave (18%) and down 3 ppt from Q1 2023 (19%).
- Almost two-thirds (65%) of riders are Choice riders, which is down by only 1 ppt from last wave (66%) and up by only 1 ppt from the same period last year (64%). Conversely, just over one-third (34%) of riders are Captive riders, up 2 ppt from last wave (32%) and down only 1 ppt from Q1 2023 (35%).



Highlights

BUS SERVICE



Close to six-in-ten (57%) bus riders award top ratings for Overall Bus Service, which is a slight 5 ppt decrease from last wave, and a significant 11 ppt decrease from the same period last year (68% in Q1 2023).

- Key drivers, On-Time, Reliable Service, Courteous Bus Operator, and Not Being Overcrowded all saw significant decreases from both last wave and from the same period last year, while Frequency of Service also saw a decrease from the same period last year. Although not key drivers, the following also saw significant drops: Trip Duration and Feeling Safe from Crime at Bus Stop or Transit Exchange Where Boarded saw significant decreases from both last wave and from the same period last year. Meanwhile, Safe and Professional Bus Operator, Clean and Graffiti-Free Buses, and Having a Direct Route also saw a decrease from the same period last year.
- Key drivers Frequency of Service and Not Being Overcrowded now sit below the performance threshold of 7.0 out of 10.

5 – © Ipsos

SKYTRAIN SERVICE



Top ratings for Overall SkyTrain Service are provided by almost three-quarters (74%) of riders, which is a slight decrease from last wave (3 ppt from Q4 2023), and a significant decrease from the same quarter last year (81% in Q1 2023).

- Ratings for key driver On-Time, Reliable Service saw significant decreases from both last wave (down 8 ppt) and from the same period last year (down 7 ppt from Q1 2023). Ratings for key driver Not Being Overcrowded also decreased significantly from both last quarter (down 13 ppt) and from the same quarter last year (down 11 ppt from Q1 2023).
- Key driver Not Being Overcrowded now sits below the performance threshold of 7.0 out of 10 along with non-key drivers Staff Available When Needed and Delays are Announced and Explained.

SEABUS SERVICE

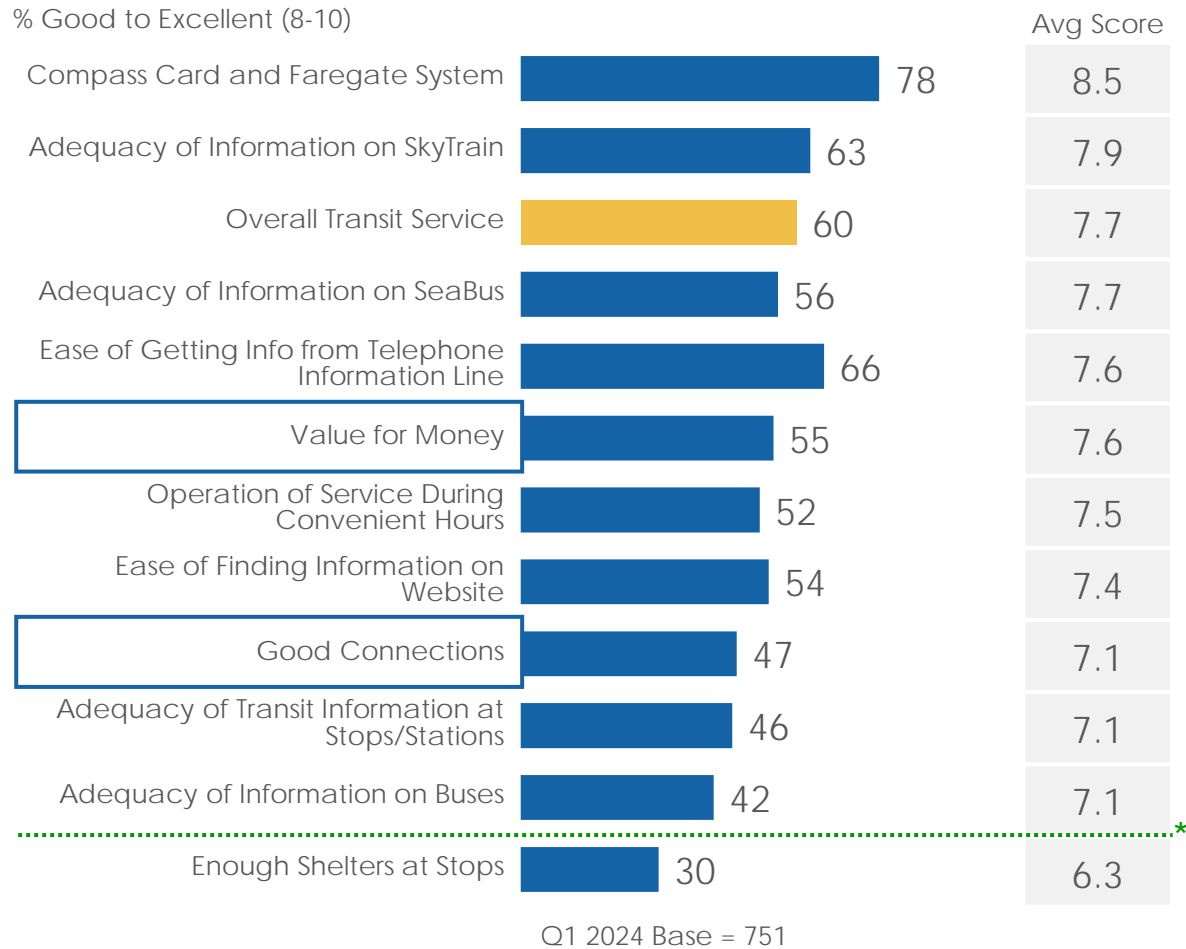


More than nine-in-ten (92%) SeaBus riders award Good-to-Excellent scores for Overall SeaBus Service, down 5 ppt from last wave but up 11 ppt from Q1 2023.

- Key driver On-Time, Reliable Service is down significantly by 8 ppt from last quarter. Amongst the non-key drivers, Clean & Graffiti-Free is down significantly by 14 ppt from last wave.
- All service attributes continue to outperform the 7.0 out of 10 positive performance threshold.

Highlights – Transit System

PERFORMANCE ON TRANSIT SYSTEM ATTRIBUTES



 TOP KEY DRIVER

- Six-in-ten (60%) riders provide Good-to-Excellent ratings for Overall Transit Service, which is down significantly from last wave (71%) and down significantly from the same period last year (70%). The average score is 7.7 out of 10, also down significantly from both Q4 2023, and from Q1 2023 (both 8.0).
- Although not key drivers, the following attributes showed significant changes this wave: Enough Bus Shelters at Bus Stops experienced a significant drop from the same period last year, while Adequacy of Transit Information at Spots and Stations experienced significant drops from both last wave and from the same period last year.
- Like last wave, all service attributes except Having Enough Shelters at Stops (6.3 out of 10), met the positive performance threshold of 7.0 out of 10.

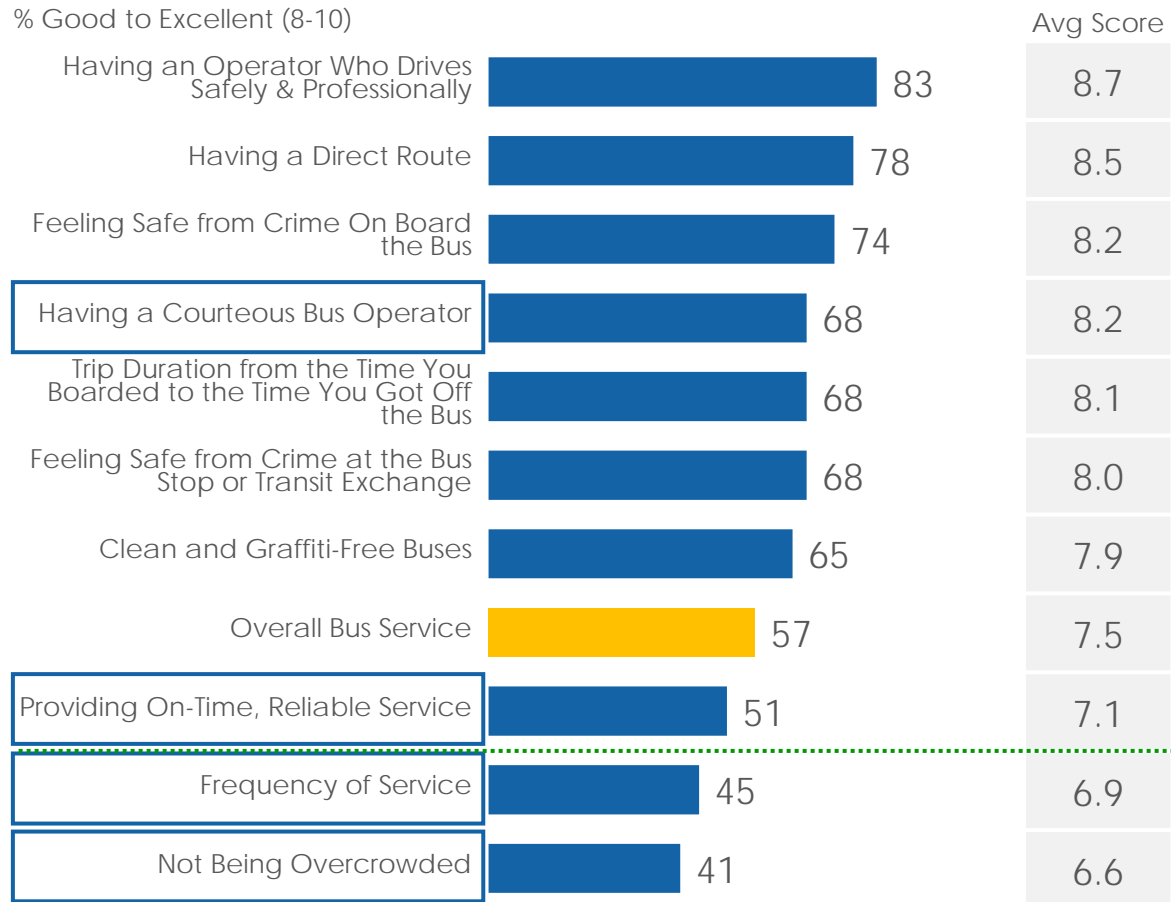
PERFORMANCE ON TOP KEY DRIVERS OF TRANSIT OVERALL SERVICE*

- **Value for Money**
 - Top scores are awarded for this attribute by more than half (55%) of riders, which is down slightly from last quarter (61%) and down slightly from the same quarter last year (60%). The average of 7.6 is down from both last period and from the same quarter last year (both 7.8).
- **Good Connections**
 - Of the more than four-in-ten (42%) transit riders who took more than one transit mode, close to half (47%) award top ratings for Having Good Connections, which is down slightly from last quarter (53%), and down from the same quarter last year (55%). The average score of 7.1 out of 10 is down slightly from 7.2 last wave and is also below 7.5 from the same quarter last year.

* An average rating of 7.0 or higher means an attribute's performance is positive, whereas a rating of less than 7.0 means improvements should be considered.

Highlights – Bus System

PERFORMANCE ON BUS SYSTEM ATTRIBUTES



Q1 2024 Base = 669 (bus routes evaluated)

 TOP KEY DRIVER

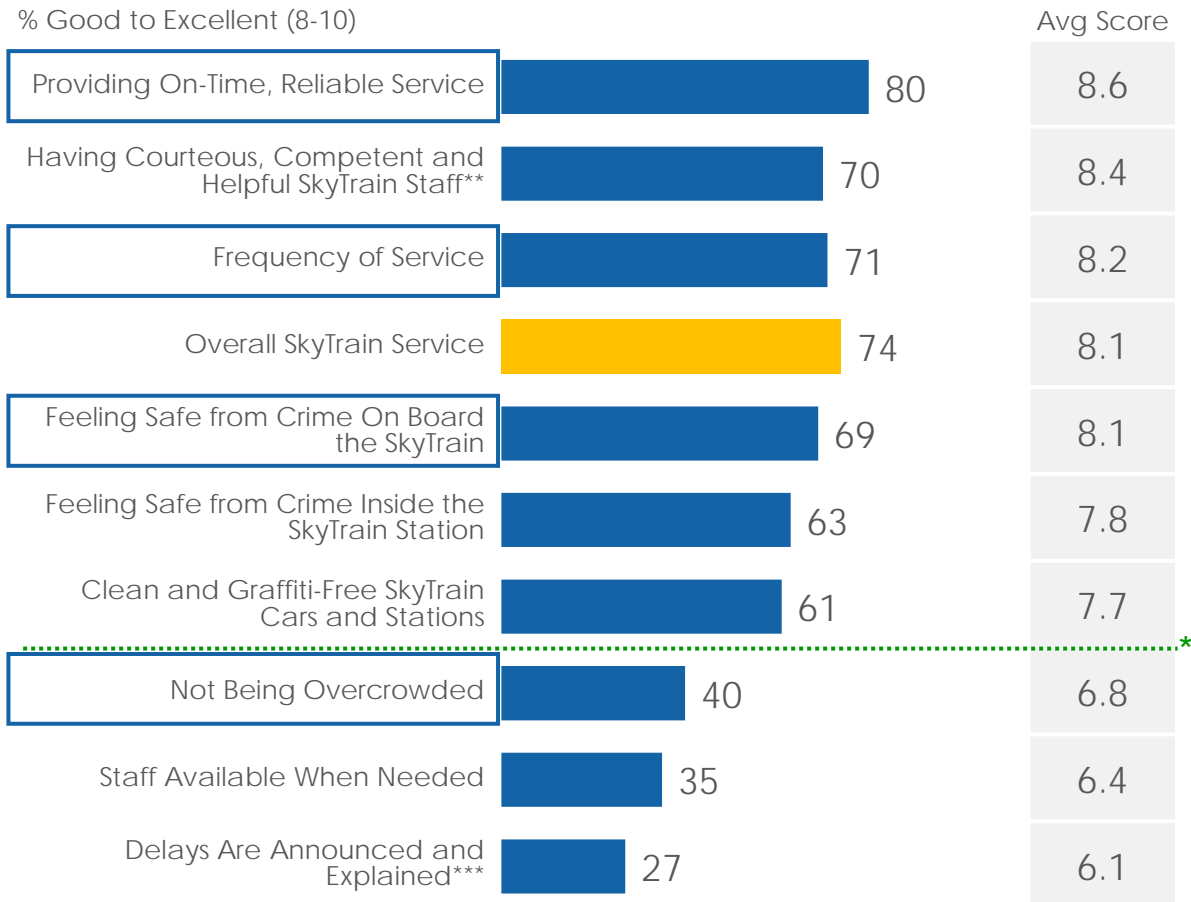
- Overall Bus Service is awarded top ratings by close to six-in-ten (57%) bus riders, which is a slight decrease from last quarter (62%), and a significant decrease from Q1 a year ago (68%). The average score is 7.5 out of 10 is significantly lower than both last wave (7.8), and 8.0 in Q1 2023.
- Almost all attributes showed significant declines this wave. Among key drivers, On-Time, Reliable Service, Courteous Bus Operator, and Not Being Overcrowded saw significant decreases from both last wave and same period last year. Frequency of Service also saw a decrease from the same period last year. Although not key drivers, the Trip Duration and Feeling Safe from Crime at Bus Stop or Transit Exchange Where Boarded also saw significant decreases from both last wave and the same period last year. Safe and Professional Bus Operator, Clean and Graffiti-Free Buses, and Having a Direct Route also saw a decrease from the same period last year.
- Two attributes now sit below the positive performance threshold of 7.0 out of 10: key driver Frequency of Service (6.9 out of 10), and key driver Not Being Overcrowded (6.6 out of 10).

PERFORMANCE ON TOP KEY DRIVERS OF OVERALL BUS SERVICE*

- **Courteous Bus Operator**
 - Just over two-thirds (68%) of bus riders award positive ratings for Courteous Bus Operator, which is down significantly from both last wave (76%) and from the same quarter last year (81%). The VTC depot saw significant decreases in comparison to both last wave (down 18 ppt) and the same quarter last year (down 18 ppt), while the BTC depot saw a significant decrease in comparison to the same quarter last year (down 17 ppt).
- **On-time, Reliable Service**
 - Just over half (51%) of bus riders provide Good-to-Excellent ratings for On-Time, Reliable Service, down significantly from both last quarter (57%) and the same quarter last year (59%). The PCT depot saw significant decreases from both last quarter (down 18 ppt) and the same quarter last year (down 19 ppt). The RTC and BTC depots both saw significant decreases from the same quarter last year (down 18 ppt and 23 ppt respectively), while the VTC depot saw a significant decrease from last wave (down 12 ppt).
- **Frequency of Service**
 - Over four-in-ten (45%) bus riders provide top scores for Frequency of Service, down slightly from last wave (49%) and down significantly from the same quarter last year (51%). The RTC depot saw significant declines from both last quarter (down 15 ppt) and from the same quarter last year (down 23 ppt), while the VTC depot saw a significant decline from last quarter (down 11 ppt).
- **Not Being Overcrowded**
 - Not Being Overcrowded is given top ratings by over four-in-ten (41%) bus riders, down significantly from both last wave (52%) and the same quarter last year (51%). The RTC depot saw significant decreases from both last quarter (down 16 ppt) and the same quarter last year (down 21 ppt). The BTC and STC depots both saw significant decreases from the same quarter last year (down 16 ppt and 34 ppt respectively), while VTC depot saw a significant decrease from last wave (down 19 ppt).

Highlights – SkyTrain System

PERFORMANCE ON SKYTRAIN ATTRIBUTES



Q1 2024 Base = 483 (SkyTrain riders)

TOP KEY DRIVER

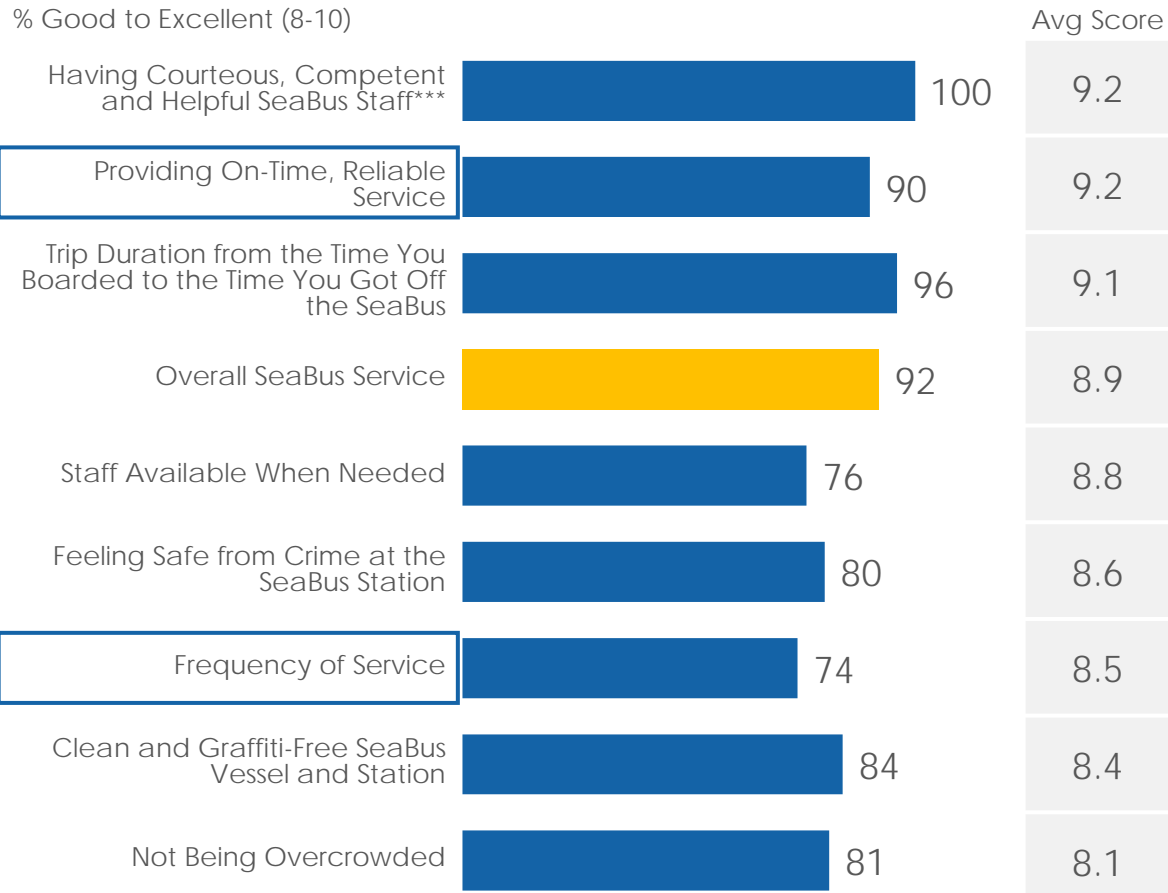
- Nearly three-quarters (74%) of SkyTrain users awarded top scores for Overall SkyTrain Service, a slight decrease from the last wave (down 3 ppt) and a significant decrease of 7 ppt from the same quarter last year. The average score is 8.1 out of 10, down significantly from both last quarter (8.4 out of 10) and from Q1 2023 (8.5 out of 10).
- A few attributes showed significant changes this wave: key drivers On-Time, Reliable Service and Not Being Overcrowded saw significant decreases from both last quarter and from the same period last year.
- Three attributes are below the positive performance threshold of 7.0 out of 10: key driver Not Being Overcrowded (6.7 out of 10), Staff Available When Needed (6.4 out of 10), and Delays Announced and Explained 6.1 out of 10.

PERFORMANCE ON TOP KEY DRIVERS OF SKYTRAIN OVERALL SERVICE*

- On-time, Reliable Service**
 - Eight-in-ten (80%) SkyTrain riders award top ratings for On-Time, Reliable Service, a significant decrease from last quarter (88%) and a significant decrease from the same quarter last year (87%). This attribute continues to be the highest performing top key driver.
- Frequency of Service**
 - Frequency of Service is awarded top ratings by just over seven-in-ten (71%) riders, a slight 4 ppt drop from both last quarter and from the same period last year (both 75%).
- Feeling Safe from Crime On Board the SkyTrain**
 - Nearly seven-in-ten (69%) SkyTrain riders provide Good-to-Excellent ratings for Feeling Safe from Crime On Board, down a marginal 1 ppt from last wave and down 3 ppt from Q1 last year.
- Not Being Overcrowded**
 - Four-in-ten (40%) riders provide positive scores for Not Being Overcrowded, a significant decrease from last quarter (down 13 ppt) and a significant decrease from the same quarter last year (down 11 ppt). This attribute is again the lowest rated top key driver of SkyTrain's overall service.

Highlights – SeaBus

PERFORMANCE ON SEABUS ATTRIBUTES



Q1 2024 Base = 66** (SeaBus riders)*

 TOP KEY DRIVER

- More than nine-in-ten (92%) SeaBus riders provide top scores for Overall SeaBus Service, down 5 ppt from last wave but up 11 ppt from Q1 2023. The average score is 8.9 out of 10, down from 9.2 last quarter but up from the same quarter last year (8.5).
- A few attributes experienced significant shifts: key driver On-Time, Reliable Service is down by 8 ppt from last quarter. Amongst the non-key drivers, Clean & Graffiti-Free is down by 14 ppt from last quarter.
- All service attributes continue to perform well above the positive performance threshold of 7.0 out of 10.

PERFORMANCE ON TOP KEY DRIVERS OF SEABUS OVERALL SERVICE*

- **On-time, Reliable Service**
 - Nine-in-ten (90%) SeaBus riders provide top ratings for On-Time, Reliable Service. This is a significant 8 ppt drop from last wave (98%) and a 3 ppt drop from the same period last year (93%). The average score is 9.2 out of 10, which is down from 9.5 last quarter but on par with the same quarter last year.
- **Frequency of Service**
 - Frequency of Service is awarded top ratings by nearly three-quarters (74%) of SeaBus riders, down by 12 ppt from last wave (86%), but up by 11 ppt from the same period last year (63%). The average score is 8.5 out of 10, down from 8.9 last quarter but up from the same quarter last year (8.0).

* An average rating of 7.0 or higher means an attribute's performance is positive, whereas a rating of less than 7.0 means improvements should be considered.

** Caution: small base size.

*** Caution: very small base size – only among SeaBus riders who spoke with staff (n=10).



Highlights – Rider Profile

TRANSIT RIDERS



- Transit riders generally have similar demographic characteristics to the broader adult population of Metro Vancouver with the following exceptions observed this quarter:
 - A higher proportion of transit riders are 18 to 24 years old (16% versus 12%), 25 to 34 years old (22% versus 18%) or 65 years or older (21% versus 17%) and a lower proportion are 55 to 64 years old (8% versus 16%).
 - They are more likely to be students (11% versus 5%).
 - They are less likely to have an education of high school or less (16% versus 21%), or vocational/college/technical training (19% versus 26%) and more likely to have some university (11% versus 7%) or graduated university (52% versus 45%).

TRIP PURPOSE



- More than half (52%) of riders used transit to go to and from work, down a marginal 1 ppt last wave but 4 ppt higher than Q1 2023. More than four-in-ten (42%) use transit for entertainment or social reasons, 2 ppt lower than both last quarter and the same period last year. The proportion of riders using transit for school (11%) is down only 1 ppt from last quarter and down 4 ppt from with Q1 2023. The proportion of riders who take transit for other purposes (14%) is up a significant 6 ppt from last quarter (8%) and up 4 ppt from the same quarter last year.

CHOICE VS. CAPTIVE



- Just over one-in-three (34%) transit users are Captive riders, those who do not have regular access to a vehicle. Meanwhile, Choice riders, those who have regular access to a vehicle, represent nearly two-thirds (65%) of transit users.
- Choice riders are more likely to be Low Frequency riders, aged 35+, or have a household income of more than \$80K.
- Captive riders are more likely to be Bus users, High Frequency riders, aged 18-34, have a household income of less than \$80K, be employed part-time or unemployed, or take transit for work or for shopping purposes.

Project Objectives

The primary objectives of this project are to:

- Evaluate the quality of service provided by Bus, SeaBus, and SkyTrain.
- Diagnose what aspects of service have the strongest impact on perceptions of service quality.
- Provide recommendations regarding what aspects of service need to be modified to increase and maintain high levels of service quality across transit modes.
- Assess customer behaviour and motivation related to the use of public transit.
- Starting in July 2017, this study uses a dual-frame of cell-phone and landline sample in order to make the sample more representative of the target population.

More details about the methodology used for this project are included in Appendix A.



Detailed Findings

This section presents an evaluation of the overall transit system, followed by evaluation of each of the three transit modes. For the transit system overall and for each mode, results are presented for the following:

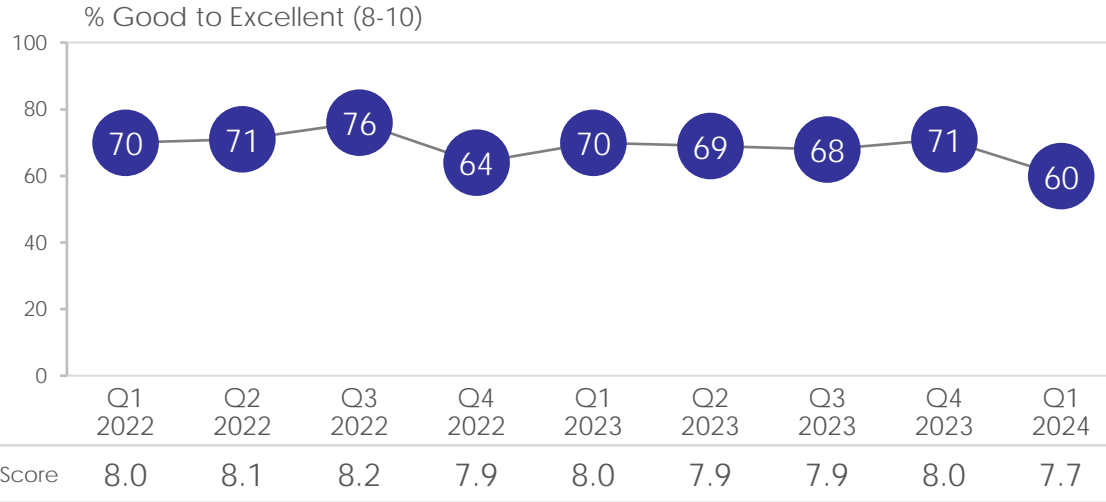
- Perceptions of Overall Service
- Perceptions of Specific Attributes



Overall System Performance | OVERALL SERVICE

OVERALL SERVICE

Q6. How would you rate the overall service provided by the transit system in the Greater Vancouver Region?

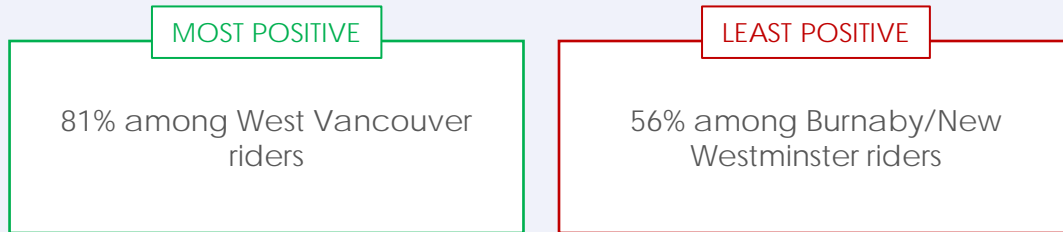


Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
-11 ↓	-10 ↓

Q1 2024 Base = 751

- Six-in-ten (60%) transit riders award Good-to-Excellent scores for Overall Transit Service, down significantly from both Q4 2023 (71%) and from Q1 2023 (70%). The average score of 7.7 out of 10 is also down significantly from last quarter and from Q1 2023 (both 8.0).
- Low Frequency riders, Choice riders, those aged 45+, or those who take transit for shopping or entertainment purposes are more likely to provide top scores for Overall Service compared to High or Medium Frequency riders, Captive riders, those aged 18-44, or those who take transit for work or school purposes,

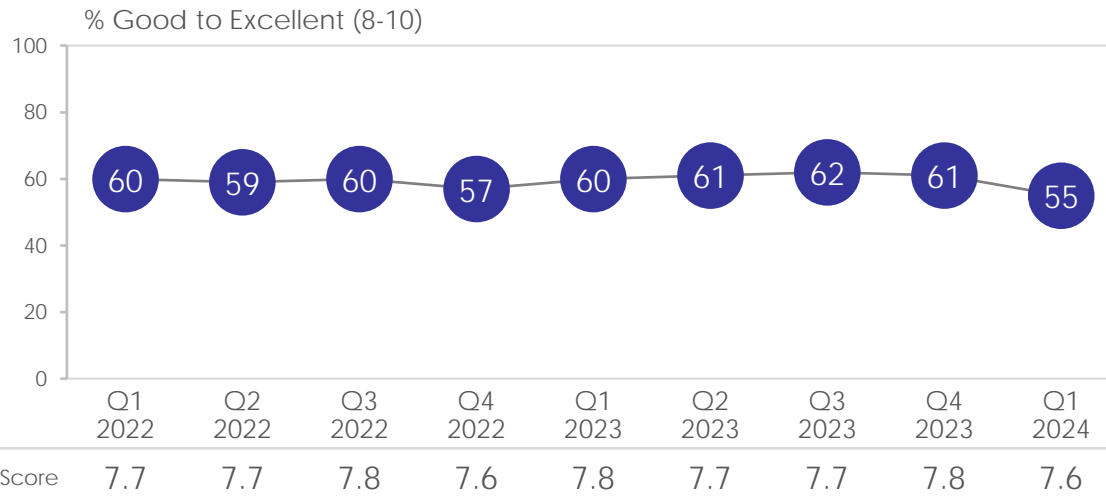
Q1 2024 Regional Differences:



Overall System Performance | VALUE FOR MONEY

VALUE FOR MONEY

Q6.1 Still thinking about the service provided by the transit system in the Greater Vancouver Region, how would you rate it in terms of providing value for money?

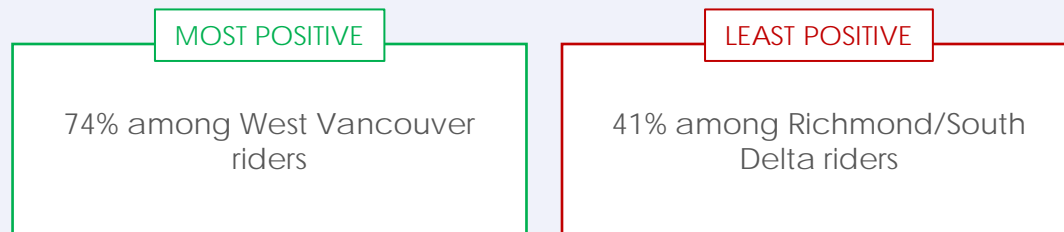


Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
-6	-5

Q1 2024 Base = 751

- More than half (55%) of riders provide positive scores when rating Value for Money, which is the top key driver among Transit System Attributes. This is down slightly from last wave (61%) and down slightly from Q1 2023 (60%). The average score is 7.6 out of 10, which is down from both last wave and from the same quarter last year (both 7.8).
- Low Frequency riders, Choice riders, those aged 65+, or those who take transit for entertainment purposes are more likely to provide top scores for Value for Money compared to Medium or High Frequency riders, Captive riders, those under 65 years old, or those who take transit for work.

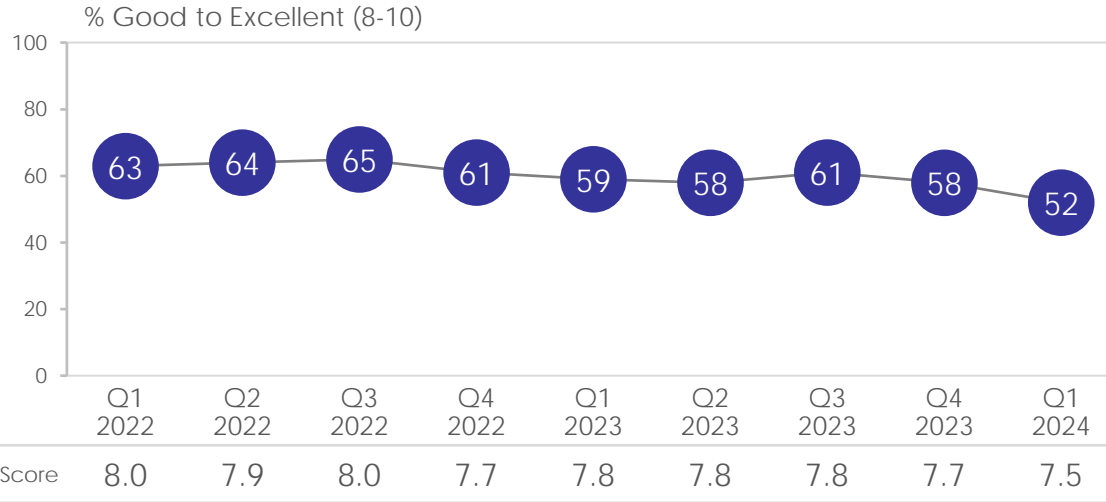
Q1 2024 Regional Differences:



Overall System Performance | CONVENIENT HOURS

CONVENIENT HOURS

Q23C. Thinking of the regional transit system in Greater Vancouver, how would you rate it for having service that runs during convenient hours?

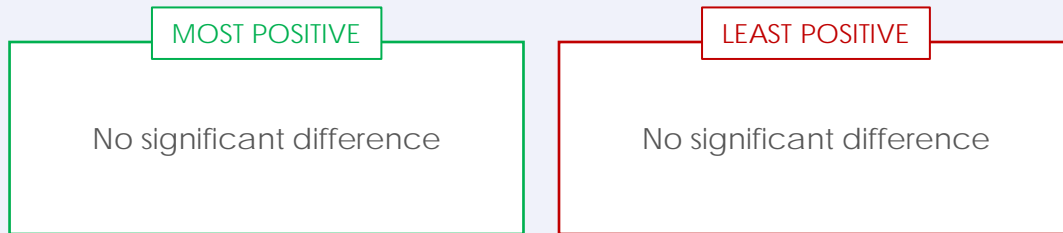


Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
-6	-7

Q1 2024 Base = 751

- More than half (52%) of riders provide top ratings for Convenient Hours, down slightly from 58% last quarter and down from the same quarter last year (59%). The average score of 7.5 out of 10 is down from 7.7 last quarter and down from 7.8 the same quarter last year.
- In Q1 2024, those aged 65+, are more likely to feel that the service runs during Convenient Hours compared to those aged 25-44.

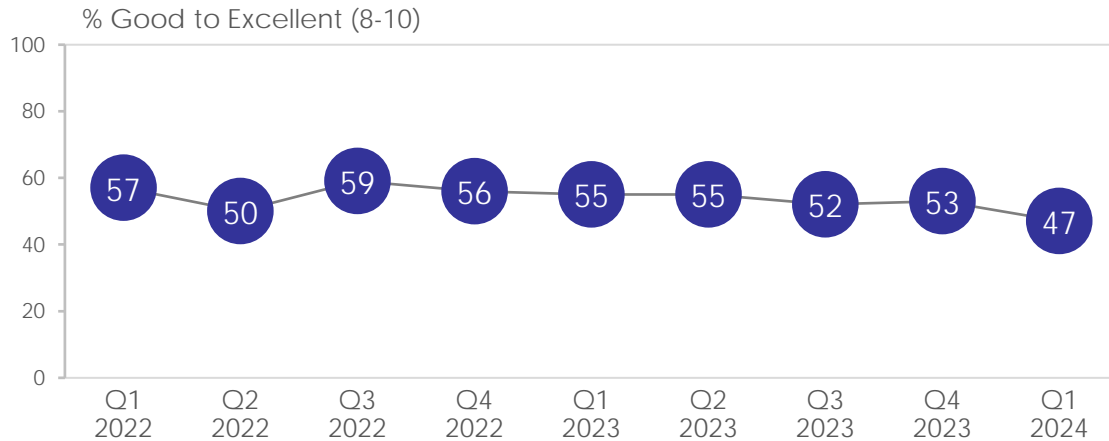
Q1 2024 Regional Differences:



Overall System Performance | GOOD CONNECTIONS

GOOD CONNECTIONS

Q23AA. Again, thinking of the trip you take most often on transit, do you take more than one bus or transit mode?
 Q23AB. How would you rate the transit system in terms of having good connections between buses or transit modes with a reasonable wait time?



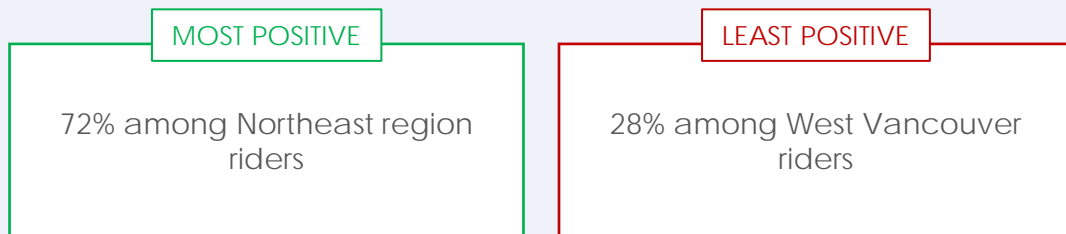
Avg Score	7.6	7.3	7.7	7.3	7.5	7.4	7.4	7.2	7.1
-----------	-----	-----	-----	-----	-----	-----	-----	-----	-----

Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
-6	-8

Q1 2024 Base = 283 (more than one transit mode)

- Over four-in-ten (42%) transit users took more than one bus/transit mode on a typical transit trip, which is 2 ppt above last wave (40%) and similar to the same quarter last year (41%). Close to half (47%) of transit riders who made a connection provide top scores for Good Connections. These ratings are down from last quarter (53%) and down from the same quarter last year (55% in Q1 2023). The average score of 7.1 out of 10 is down slightly from 7.2 last wave and is also below 7.5 the same quarter last year.
- This quarter, no particular rider group provides higher ratings for this attribute.

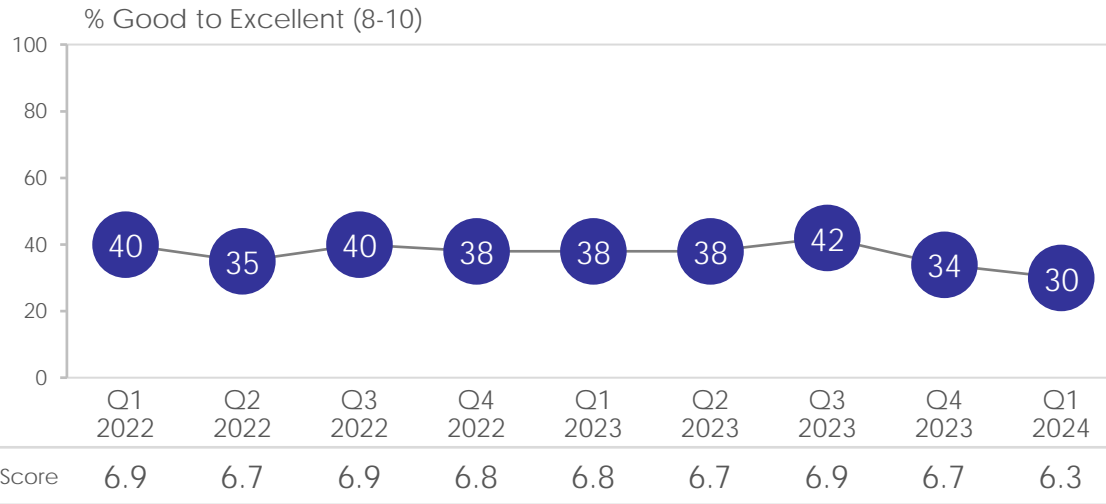
Q1 2024 Regional Differences:



Overall System Performance | ENOUGH BUS SHELTERS AT BUS STOPS

ENOUGH BUS SHELTERS AT BUS STOPS

Q23D. How would you rate the transit system for having enough bus shelters at bus stops throughout the region?

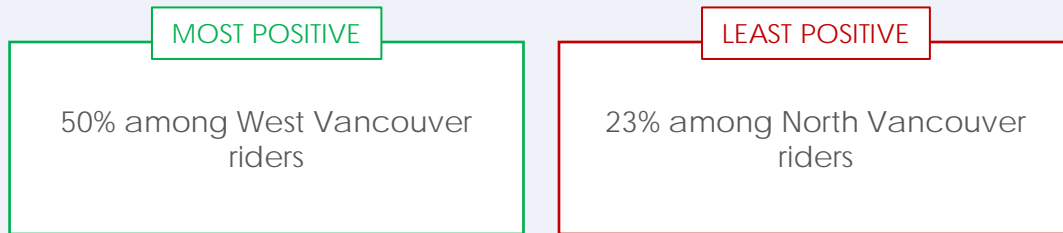


Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
-4	-8 ↓

Q1 2024 Base = 751

- Three-in-ten (30%) riders provide top scores when rating Having Enough Bus Shelters. This is a 4 ppt drop from last quarter (34%) and a significant decrease from the same quarter last year (38% in Q1 2023). The average score is 6.3 out of 10, which is down significantly from 6.7 last quarter and down significantly from the same quarter last year (6.8 out of 10 in Q1 2023).
- This quarter, male riders, those with household incomes of <\$40K, or Low Frequency riders are more likely to provide top scores for Having Enough Bus Shelters than female riders, those with household incomes of \$80K+, or Medium Frequency riders.

Q1 2024 Regional Differences:

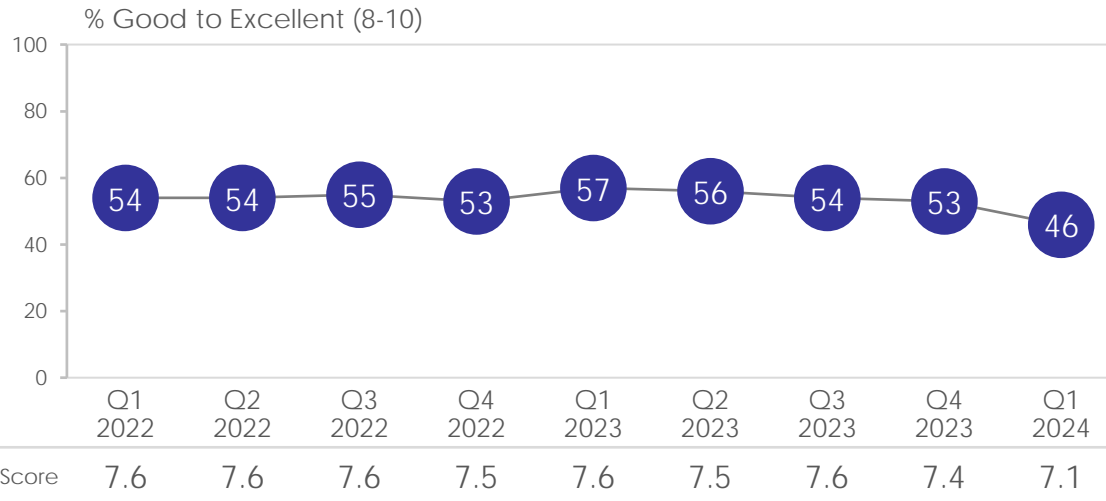


Overall System Performance

ADEQUACY OF TRANSIT INFORMATION AT STOPS AND STATIONS

ADEQUACY OF TRANSIT INFORMATION AT STOPS AND STATIONS

Q23A. Thinking of the transit system in Greater Vancouver, how would you rate it for providing adequate transit information at stops and stations?

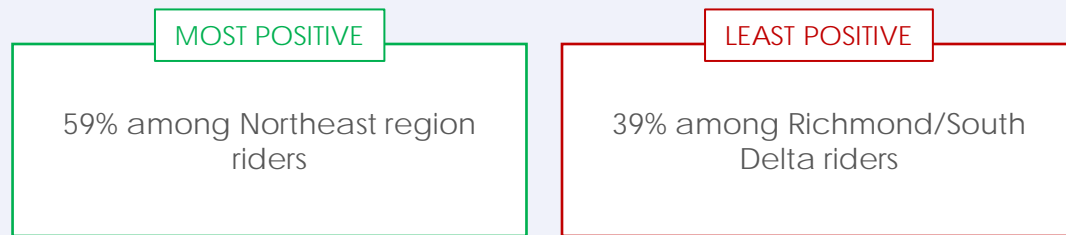


Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
-7 ↓	-11 ↓

Q1 2024 Base = 751

- Close to half (46%) of transit users award Good-to-Excellent scores for Adequacy of Transit Information at Stops and Stations, down significantly from both last wave (53%) and from the same quarter last year (57% in Q1 2023). The average score of 7.1 out of 10 is down significantly from 7.4 last quarter and is down significantly from the same quarter last year (7.6 out of 10 in Q1 2023).
- In Q1 2024, those with household incomes of <\$40K, those with an education of high school or less, or those who use transit for school are more likely to provide top scores for Adequacy of Transit Information at Stops and Stations compared to those with household incomes of \$80K+, those with an education of college/some university, or those who use transit for work or personal business purposes.

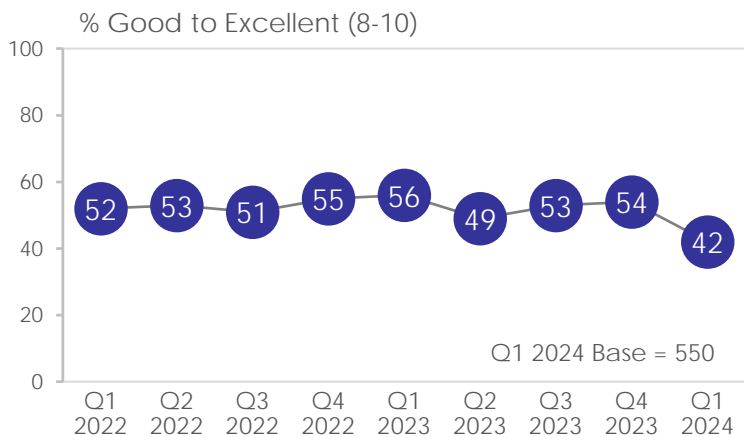
Q1 2024 Regional Differences:



Overall System Performance | ADEQUACY OF TRANSIT INFORMATION ON BOARD TRANSIT VEHICLES

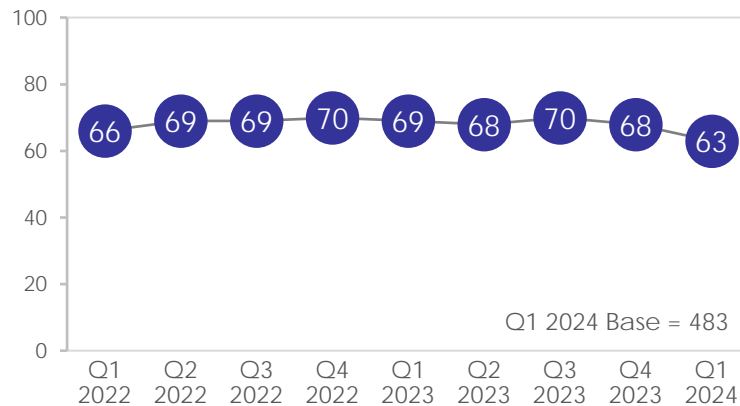
BUS

Q23B2a./Q23B3a./Q23B4a. How would you rate the transit system for providing adequate information on board transit vehicles?



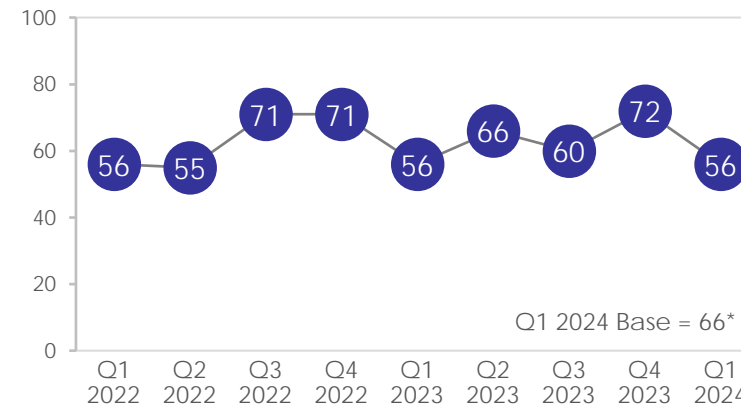
Avg Score 7.5 7.5 7.4 7.5 7.6 7.3 7.5 7.5 7.1

SKYTRAIN



8.0 8.1 8.1 8.1 8.1 8.1 8.1 8.0 7.9

SEABUS



7.3 7.7 8.0 8.3 7.8 8.0 8.1 8.3 7.7

- Good-to-Excellent scores for having Adequate Information on Board Transit Vehicles are highest for SkyTrain (63%), followed by SeaBus (56%) and then by Bus (42%).
- This quarter, Bus is down significantly, while SkyTrain and SeaBus have shifted slightly. Bus ratings decreased significantly by 12 ppt from last wave (54%) and decreased significantly by 14 ppt from the same quarter last year (56% in Q1 2023). SkyTrain ratings are down slightly by 5 ppt from last wave (68%) and 6 ppt from the same quarter last year (69% in Q1 2023). SeaBus ratings are down 16 ppt from last wave (72%), but are consistent with the same quarter last year (56% in Q1 2023).
- Bus: Those aged 65+ are more likely to provide Good-to-Excellent ratings for Bus lines than those aged 25-64.
- SkyTrain: Those who use transit for shopping purposes are more likely to provide Good-to-Excellent ratings for SkyTrain lines than those who use transit for other purposes not listed.

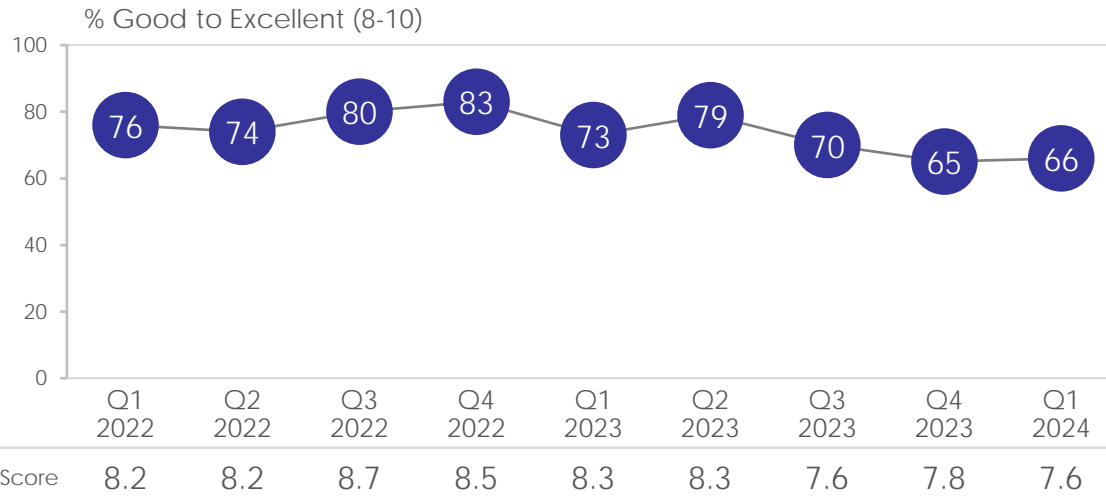
	Good-to-Excellent ratings compared to:	
	LAST QUARTER	SAME QUARTER LAST YEAR
Bus	-12 ↓	-14 ↓
SkyTrain	-5	-6
SeaBus	-16	0

Overall System Performance

EASE OF GETTING INFORMATION FROM TELEPHONE INFORMATION LINE

EASE OF GETTING INFORMATION FROM TELEPHONE INFORMATION LINE

Q23E.1 On a scale from one to ten, how would you rate it for ease of getting the information you wanted when you called the telephone information line?



Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
+1	-7

Q1 2024 Base = 84* (used phone)

- This quarter, nearly one-in-ten (9%) riders indicated that they called TransLink's Telephone Information Line. This is down slightly from both last quarter (12%) and from the same quarter last year (13%).
- Of those who called the Telephone Information Line, two-thirds (66%) award Good-to-Excellent ratings, which is only a 1 ppt lift from last quarter (65%) but a 7 ppt drop from the same quarter last year (73% in Q1 2023).
- The average score is 7.6 out of 10, down from 7.8 last quarter, and down from 8.3 in the same period last year.
- Those with household incomes of \$40- <\$80K, or those who take transit for shopping or entertainment purposes are more likely to provide top scores for Ease of Getting Information from Telephone Information Line compared to those with household incomes of \$80K+, or those who take transit for work, personal business or other purposes.

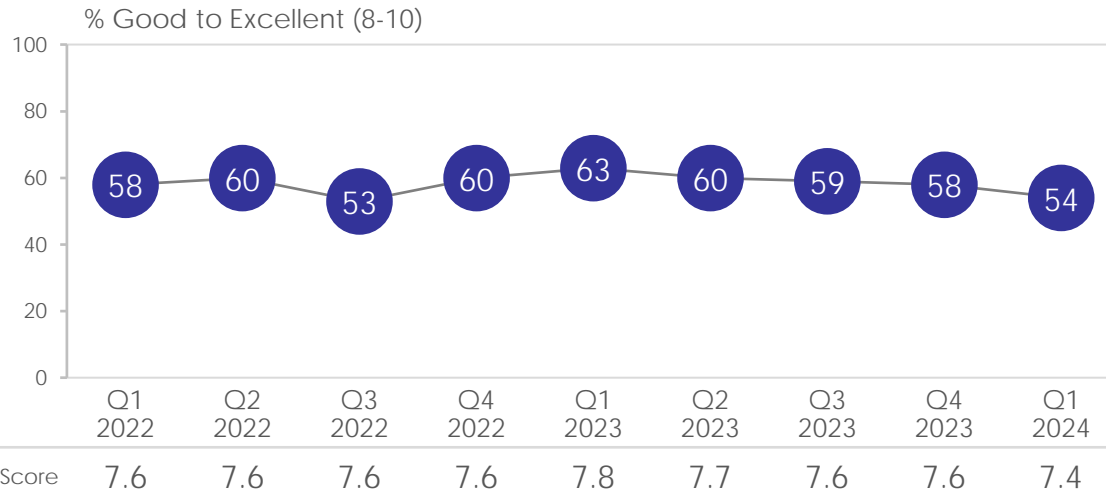
% Good to Excellent (8-10)

SPOKE TO CLERK	CALL WAS AUTOMATED	CLERK & AUTOMATED
Base = 44**	Base = 18**	Base = 21**
75	66	50

Overall System Performance | EASE OF FINDING INFORMATION ON WEBSITE

EASE OF FINDING INFORMATION ON WEBSITE

Q23F.1 On a scale from one to ten, how would you rate TransLink's website for being easy to find the information you wanted?



Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
-4	-9

Q1 2024 Base = 381 (used website)

- Just over half (51%) of riders indicate that they have used the TransLink website in the past 3 months. This is a 3 ppt increase from both last wave and from Q1 2023 (both 48%).
- Among website users, more than half (54%) of riders awarded Good-to-Excellent scores for Ease of Finding Info on Website, which is down slightly from last quarter (58%) and down 9 ppt from the same quarter last year (63% in Q1 2023). The average score is 7.4 out of 10, which is down from 7.6 last quarter and down from 7.8 the same quarter last year.
- Bus riders or those who use transit for shopping purposes are more likely to provide top scores for Ease of Finding Information on Website compared to SkyTrain riders or those who use transit for work.

Q1 2024 Regional Differences:

MOST POSITIVE

67% among Surrey/North Delta/
White Rock/Langley riders

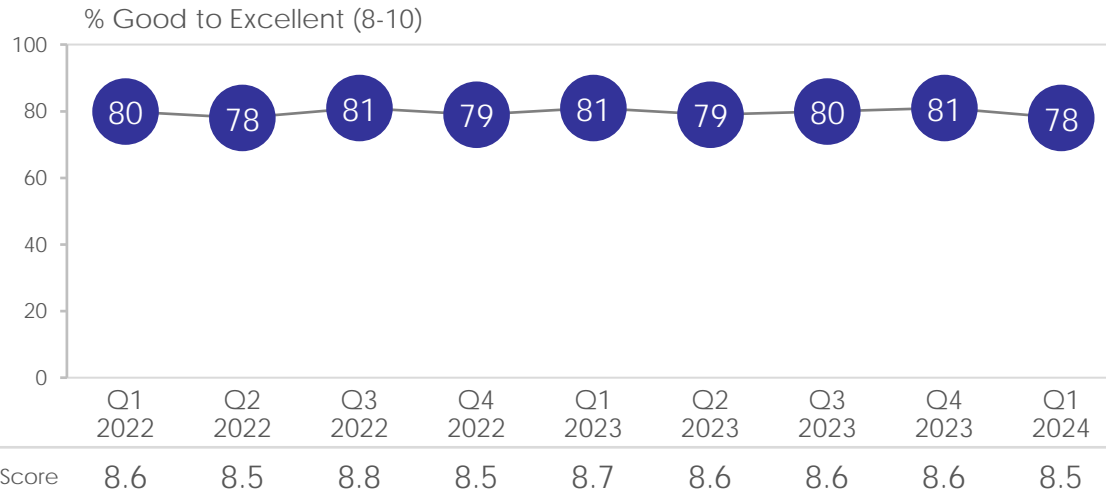
LEAST POSITIVE

37% among Northeast region
and North Vancouver riders

Overall System Performance | COMPASS CARD AND FAREGATE SYSTEM

COMPASS CARD AND FAREGATE SYSTEM

Q40. How would you rate your overall experience with the Compass Card and Faregate System?

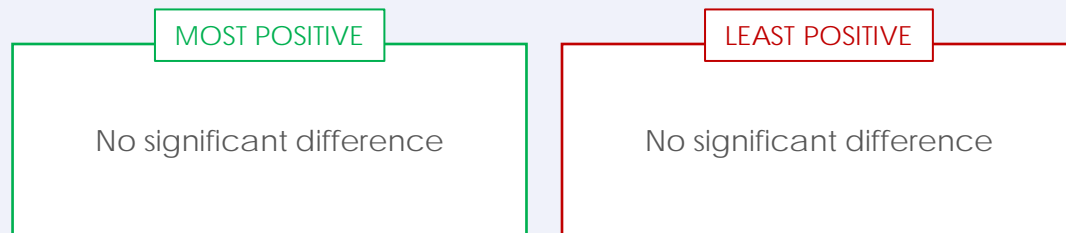


Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
-3	-3

Q1 2024 Base = 751

- Close to eight-in-ten (78%) riders provide Good-to-Excellent scores for Overall Experience with the Compass Card and Faregate System. This is a 3 ppt drop from both last quarter and from the same quarter last year (both 81%). The average score is 8.5 out of 10, which is slightly below 8.6 last quarter and lower than the same quarter last year (8.7 out of 10 in Q1 2023).
- Those who use transit for entertainment purposes are more likely to provide top scores for Compass Card and Faregate System compared to those who use transit for work.

Q1 2024 Regional Differences:



Bus Service Quality Measures | BUS SERVICE OVERALL

BUS SERVICE OVERALL

Q17/19/21. Thinking about the trip you made on the bus, how would you rate it for service overall?

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										
				Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	LAST QUARTER	SAME QUARTER LAST YEAR
5	WVT*	8.3	76	67	73	70	83	77	77	81	73	76	+3	-1
9	RTC*	8.1	75	64	69	77	64	74	74	75	69	75	+6	+1
16	HTC*	7.5	58	67	68	57	61	64	64	52	58	58	0	-6
16	TOTAL BUS	7.5	57	69	70	68	63	68	68	69	62	57	-5	-11 ↓
16	CMBC	7.5	56	69	70	68	62	68	68	68	61	56	-5	-12
17	STC*	7.5	55	62	65	54	54	74	74	72	48	55	+7	-19 ↓
16	VTC	7.4	53	68	64	65	58	62	62	66	58	53	-5	-9
21	BTC	7.3	48	76	80	79	73	70	70	70	65	48	-17 ↓	-22 ↓
19	PCT*	7.2	51	76	75	71	73	65	65	75	71	51	-20 ↓	-14

Q1 2024 Base = 669

* Caution: small base size.

Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS

No particular time period is singled out

- Close to six-in-ten (57%) transit users award top ratings for Overall Bus Service, which is a slight decrease from last quarter (62%) and a significant decrease from the same quarter last year (68%). The average score is 7.5 out of 10, which is down significantly from both last wave (7.8) and from the same quarter last year (8.0 out of 10 in Q1 2023).
- This wave, the PCT depot significantly decreased by 20 ppt compared to last wave, the STC depot decreased by 19 ppt compared to the same quarter last year, and the BTC depot saw significant drops from both last quarter (down 17 ppt) and from the same period last year (down 22 ppt).

Bus Service Quality Measures

ON-TIME, RELIABLE SERVICE

Q18.9/20.9/22.9. Thinking about the last/2nd last trip you made on [ROUTE NUMBER] how would you rate it in terms of providing on-Time, Reliable service?

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										
				Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	LAST QUARTER	SAME QUARTER LAST YEAR
4	WVT*	8.5	77	64	64	48	72	81	67	62	73	77	+4	-4
17	RTC*	7.4	55	58	63	65	53	73	67	69	59	55	-4	-18 ↓
22	STC*	7.3	58	52	61	48	62	57	61	57	61	58	-3	+1
21	BTC	7.2	47	66	69	73	71	70	71	68	57	47	-10	-23 ↓
23	TOTAL BUS	7.1	51	59	62	62	59	59	63	59	57	51	-6 ↓	-8 ↓
24	CMBC	7.1	49	58	62	62	58	59	63	58	57	49	-8	-10
26	HTC*	7.0	55	52	64	50	45	46	62	39	50	55	+5	+9
27	VTC	6.8	44	57	53	61	53	47	55	56	56	44	-12 ↓	-3
28	PCT*	6.6	40	69	63	70	73	59	59	58	58	40	-18 ↓	-19 ↓

Q1 2024 Base = 669

* Caution: small base size.

Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS

No particular time period is singled out

- Just over half (51%) of transit users provide top ratings for On-Time, Reliable Service. This is down significantly from both last quarter (57%) and from the same quarter last year (59%). The average score is 7.1 out of 10, which is down significantly from both last wave and from the same quarter last year (both 7.5 out of 10).
- In addition to the drops seen at the overall level, some depots also experienced significant declines. The VTC depot is down 12 ppt from last quarter, while the RTC depot is down from the same period last year (down 18 ppt) as is the BTC depot (down 23 ppt from Q1 2023). Meanwhile, scores for the PCT depot are significantly lower than both last quarter (down 18 ppt from Q4 2023) and from the same quarter last year (down 19 ppt from Q1 2024).

Bus Service Quality Measures | FREQUENCY OF SERVICE

FREQUENCY OF SERVICE

Q18.15/20.15/22.15. Thinking about the last/2nd last trip you made on [ROUTE NUMBER] how would you rate it in terms of frequency of service?

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										
				Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	LAST QUARTER	SAME QUARTER LAST YEAR
19	WVT*	7.5	63	48	59	47	61	46	36	45	55	63	+8	+17
19	BTC	7.4	57	64	60	74	60	60	61	59	58	57	-1	-3
34	STC*	6.9	51	45	50	52	55	56	66	54	36	51	+15	-5
24	TOTAL BUS	6.9	45	53	54	59	51	51	54	49	49	45	-4	-6 ↓
22	HTC*	6.9	44	53	55	51	46	39	51	42	43	44	+1	+5
24	CMBC	6.8	44	53	54	59	50	52	55	49	48	44	-4	-8
23	VTC	6.7	38	48	49	55	45	43	50	45	49	38	-11 ↓	-5
29	PCT*	6.5	39	60	56	47	49	44	42	36	37	39	+2	-5
27	RTC*	6.4	37	47	52	63	45	60	54	51	52	37	-15 ↓	-23 ↓

Q1 2024 Base = 669

* Caution: small base size.

Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS

No particular time period is singled out

- More than four-in-ten (45%) bus riders provide Good-to-Excellent ratings for Frequency of Service, which is down 4 ppt from last quarter (49%) and down significantly from the same quarter last year (51% in Q1 2023). This quarter, the average score is 6.9 out of 10 which is down from 7.1 last wave and down significantly from the same quarter last year (7.3 out of 10 in Q1 2023). Frequency of Service is one of the lowest performing attributes among bus system attributes and now sits below the positive performance threshold.
- The VTC depot experienced a significant decrease in comparison to last quarter (down 11 ppt), while the RTC depot experienced significant decreases in comparison to both last quarter (down 15 ppt from Q4 2023) and the same quarter last year (down 23 ppt from Q1 2023).

Bus Service Quality Measures | COURTEOUS BUS OPERATOR

COURTEOUS BUS OPERATOR

Q18.1/20.1/22.1. Thinking about the [ROUTE NUMBER] bus you took, how would you rate it in terms of having a courteous bus operator?

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)											Good-to-Excellent ratings compared to:	
				Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	LAST QUARTER	SAME QUARTER LAST YEAR	
3	WVT*	9.1	93	73	80	85	64	90	87	72	83	93	+10	+3	
8	PCT*	8.4	76	88	72	79	81	84	73	79	73	76	+3	-8	
6	RTC*	8.4	71	79	74	84	89	83	74	81	75	71	-4	-12	
9	TOTAL BUS	8.2	68	74	77	80	74	81	79	77	76	68	-8 ↓	-13 ↓	
9	CMBC	8.2	67	74	77	80	74	81	79	78	76	67	-9	-14	
7	BTC	8.2	65	72	76	79	77	82	82	76	74	65	-9	-17 ↓	
12	HTC*	8.1	72	65	73	76	75	77	81	67	74	72	-2	-5	
11	VTC	8.1	64	74	81	82	73	82	80	85	82	64	-18 ↓	-18 ↓	
10	STC*	8.1	61	71	80	80	56	71	82	71	74	61	-13	-10	

Q1 2024 Base = 669

* Caution: small base size.

Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS

Weekdays from 6:30PM

- Over two-thirds (68%) of bus riders award top ratings for Having a Courteous Bus Operator, which is down significantly from both last quarter (76%) and from the same quarter last year (81%). This wave, the average score is 8.2 out of 10, which is significantly below 8.5 last quarter and significantly below the same quarter last year (8.6 out of 10 in Q1 2023). Courteous Bus Operator remains the highest top key driver among Overall Bus Service attributes.
- The BTC depot experienced a significant decrease in comparison to the same quarter last year (down 17 ppt from Q1 2023). Meanwhile the VTC depot experienced significant decreases in comparison to both last quarter (down 18 ppt from Q4 2023) and the same quarter last year (down 18 ppt from Q1 2023).

Bus Service Quality Measures | TRIP DURATION

TRIP DURATION

Q18.14/20.14/22.14. Thinking about the last/2nd last trip you made on [ROUTE NUMBER] how would you rate it in terms of trip duration from the time you boarded to the time you got off the bus?

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										
				Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	LAST QUARTER	SAME QUARTER LAST YEAR
4	WVT*	8.8	78	93	88	42	80	85	94	81	76	78	+2	-7
7	RTC*	8.4	72	77	78	81	64	76	73	82	80	72	-8	-4
12	HTC*	8.1	74	84	79	76	63	79	75	76	66	74	+8	-5
9	TOTAL BUS	8.1	68	79	78	80	73	79	78	79	75	68	-7 ↓	-11 ↓
9	CMBC	8.1	67	78	78	81	72	79	77	79	75	67	-8	-12
5	VTC	8.1	65	77	74	79	73	80	76	72	72	65	-7	-15 ↓
11	STC*	8.0	62	77	73	77	75	73	74	77	70	62	-8	-11
9	BTC	7.9	66	79	84	84	77	80	87	84	82	66	-16 ↓	-14 ↓
20	PCT*	7.9	66	76	80	89	87	75	74	87	75	66	-9	-9

Q1 2024 Base = 669

* Caution: small base size.

Total Bus includes all routes evaluated.

TIME PERIOD WITH LOWER RATINGS

No particular time period is singled out

- Over two-thirds (68%) of bus users provide top scores for Trip Duration, which is down significantly from both last wave (75%) and from the same quarter last year (79% in Q1 2023). The average score is 8.1 out of 10, which is significantly below both last wave (8.4) and the same quarter last year (8.5 out of 10 in Q1 2023).
- This wave, the VTC depot experienced a significant decrease compared to the same quarter last year (down 15 ppt from Q1 2023), while the BTC depot experienced significant declines from both last quarter (down 16 ppt from Q4 2023) and from the same period last year (down 14 ppt from Q1 2023).

Bus Service Quality Measures | NOT BEING OVERCROWDED

NOT BEING OVERCROWDED

Q18.4/20.4/22.4. Thinking about the last/2nd last trip you made on [ROUTE NUMBER] how would you rate it in terms of not being overcrowded?

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										
				LAST QUARTER					SAME QUARTER LAST YEAR					
				Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024		
14	WVT*	8.0	66	62	57	30	56	53	67	53	68	66	-2	+13
25	PCT*	7.3	58	70	67	55	56	57	59	72	59	58	-1	+1
16	RTC*	7.0	46	57	59	51	52	67	57	62	62	46	-16 ↓	-21 ↓
24	HTC*	6.8	46	56	52	57	42	43	49	45	44	46	+2	+3
31	TOTAL BUS	6.6	41	59	54	54	46	51	52	53	52	41	-11 ↓	-10 ↓
32	VTC	6.6	39	61	48	56	43	40	46	52	58	39	-19 ↓	-1
32	CMBC	6.5	40	59	54	55	46	50	51	53	51	40	-11	-10
40	BTC	6.3	37	56	53	57	56	53	50	53	46	37	-9	-16 ↓
44	STC*	5.8	28	57	50	50	28	62	52	46	30	28	-2	-34 ↓

Q1 2024 Base = 669

* Caution: small base size.

Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS
Weekdays from 9:30AM to 3:00PM

- Just above four-in-ten (41%) bus riders provide top ratings for Not Being Over-crowded, which is significantly lower than last quarter (52% in Q4 2023) and down significantly from the same period last year (51% in Q1 2023). The average score is 6.6 out of 10, which is significantly lower than both last quarter (7.0) and the same period last year (7.2 out of 10 in Q1 2023). Not Being Overcrowded is the lowest key driver among Overall Bus Service attributes and now sits below the positive performance threshold.
- This quarter, several depots saw declines in top ratings. The VTC depot experienced a significant decrease from last wave (down 19 ppt), while the BTC and STC depots saw declines from same quarter last year (down 16 ppt and 34 ppt respectively from Q1 2023). Meanwhile, the RTC depot saw significant declines from both last wave (down 16 ppt from Q4 2023) and from the same period last year (down 21 ppt from Q1 2023).

Bus Service Quality Measures | SAFE AND PROFESSIONAL BUS OPERATOR

SAFE AND PROFESSIONAL BUS OPERATOR

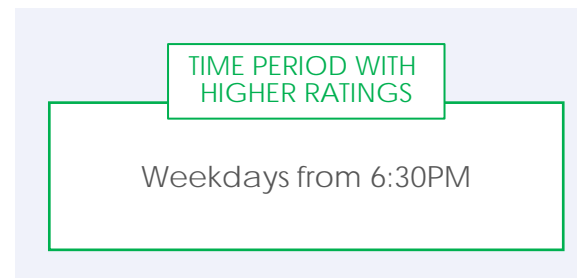
Q18.1A/20.1A/22.1A. Thinking about the [ROUTE NUMBER] bus you took, how would you rate it in terms of having an operator who drives safely and professionally?

	% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										
					Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	LAST QUARTER	SAME QUARTER LAST YEAR
1	1	WVT*	9.1	94	77	84	79	88	95	90	60	93	94	+1	-1
1	1	BTC	8.8	81	91	89	92	94	88	85	92	91	81	-10 ↓	-7
7	7	PCT*	8.7	88	92	90	82	97	93	79	87	93	88	-5	-5
3	3	VTC	8.7	85	90	91	83	87	89	87	87	87	85	-2	-4
8	8	RTC*	8.7	85	88	91	84	96	84	78	93	85	85	0	+1
5	5	TOTAL BUS	8.7	83	88	90	86	91	87	84	86	86	83	-3	-4 ↓
5	5	CMBC	8.7	83	88	90	86	91	87	83	87	85	83	-2	-4
7	7	STC*	8.6	76	85	89	88	90	79	79	82	83	76	-7	-3
7	7	HTC*	8.4	83	81	91	86	84	82	86	76	72	83	+11	+1

Q1 2024 Base = 669

* Caution: small base size.

Total Bus includes all routes evaluated.



- More than eight-in-ten (83%) riders award top ratings for Safe and Professional Bus Operator, down 3ppt from last wave (86%) and down significantly from the same quarter last year (87% in Q1 2023). The average score is 8.7 out of 10, which is down slightly from both last wave and from the same quarter last year (both 8.8 out of 10).
- This wave, the BTC depot experienced a significant decrease of 10 ppt from Q4 2023.

Bus Service Quality Measures

FEELING SAFE FROM CRIME ON BOARD THE BUS

FEELING SAFE FROM CRIME ON BOARD THE BUS

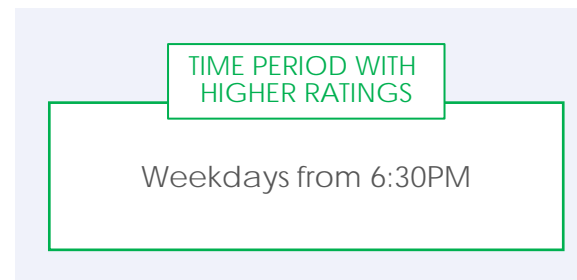
Q18.2/20.2/22.2. Thinking about the [ROUTE NUMBER] bus you took, how would you rate it in terms of feeling safe from crime on board the bus?

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)											Good-to-Excellent ratings compared to:	
				Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	LAST QUARTER	SAME QUARTER LAST YEAR	
12	WVT*	8.9	86	85	90	83	94	84	86	80	82	86	+4	+2	
6	RTC*	8.7	91	79	90	84	87	84	80	81	88	91	+3	+7	
7	HTC*	8.5	77	82	85	79	70	77	79	73	75	77	+2	0	
11	PCT*	8.4	85	93	86	85	86	91	82	75	87	85	-2	-6	
3	BTC	8.4	78	82	78	79	83	79	78	84	80	78	-2	-1	
16	STC*	8.2	75	80	78	76	71	55	69	62	79	75	-4	+20 ↑	
10	TOTAL BUS	8.2	74	80	80	78	76	72	75	74	78	74	-4	+2	
10	CMBC	8.2	74	80	79	77	75	71	74	73	78	74	-4	+3	
16	VTC	7.6	58	75	72	73	67	59	65	67	69	58	-11 ↓	-1	

Q1 2024 Base = 669

* Caution: small base size.

Total Bus includes all routes evaluated.



- Nearly three-quarters (74%) of bus riders provide Good-to-Excellent ratings for Feeling Safe from Crime On Board the Bus, which is down slightly from last quarter (78%) and up by 2 ppt from the same period last year (72% in Q1 2023). The average score is 8.2 out of 10, which is below both last wave and Q1 2023 (both 8.4 out of 10).
- This wave, the VTC depot experienced a significant decrease from last quarter (down 11 ppt from Q4 2023). Meanwhile, the STC depot experienced a significant increase from the drop seen in the same quarter last year (up 20 ppt from Q1 2023).

Bus Service Quality Measures | CLEAN AND GRAFFITI-FREE BUSES

CLEAN AND GRAFFITI-FREE BUSES

Q18.10/20.10/22.10. Thinking about the last/2nd last trip you made on [ROUTE NUMBER] how would you rate it in terms of clean and graffiti-free buses?

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										
				Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	LAST QUARTER	SAME QUARTER LAST YEAR
13	WVT*	8.6	76	83	83	76	68	84	81	81	87	76	-11	-8
4	STC*	8.4	73	75	79	65	52	69	74	78	61	73	+12	+4
7	HTC*	7.9	67	75	84	76	72	66	70	76	68	67	-1	+1
10	TOTAL BUS	7.9	65	75	76	70	70	71	74	76	67	65	-2	-6 ↓
8	BTC	7.9	64	74	72	66	74	74	81	81	69	64	-5	-10
10	CMBC	7.9	64	74	76	70	70	70	73	76	66	64	-2	-6
21	PCT*	7.8	69	85	83	77	92	78	79	71	76	69	-7	-9
13	RTC*	7.8	67	76	77	76	78	81	78	84	68	67	-1	-14 ↓
14	VTC	7.6	58	70	71	67	71	60	65	68	62	58	-4	-2

Q1 2024 Base = 669

* Caution: small base size.

Total Bus includes all routes evaluated.

TIME PERIOD WITH LOWER RATINGS

Weekdays from 5:00AM to 9:30AM,
Weekdays from 3:00PM to 6:30PM

- Clean and Graffiti-Free Buses is awarded Good-to-Excellent scores by nearly two-thirds (65%) of bus riders, which is down only 2 ppt from last wave (67%) but down significantly from the same period last year (71% in Q1 2023). The average score is 7.9 out of 10, which is lower than 8.1 last wave, and significantly lower than 8.2 in Q1 2023.
- In addition to the drop seen at the overall level, the RTC depot saw a significant decrease in top scores from the same quarter last year (down 14 ppt from Q1 2023).

Bus Service Quality Measures | HAVING A DIRECT ROUTE

HAVING A DIRECT ROUTE

Q18.11/20.11/22.11. How would you rate the [ROUTE NUMBER] bus for having a direct route?

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)											Good-to-Excellent ratings compared to:	
				Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	LAST QUARTER	SAME QUARTER LAST YEAR	
3	WVT*	9.0	84	82	81	90	86	84	66	85	90	84	-6	0	
3	BTC	8.7	82	88	83	92	87	91	84	88	90	82	-8 ↓	-9 ↓	
5	HTC*	8.6	81	82	82	82	72	83	77	76	71	81	+10	-2	
7	VTC	8.5	79	82	79	83	78	85	83	83	80	79	-1	-6	
6	TOTAL BUS	8.5	78	81	81	84	79	83	80	83	79	78	-1	-5 ↓	
6	CMBC	8.5	78	81	80	84	79	83	80	83	78	78	0	-5	
8	PCT*	8.3	78	73	82	89	85	79	72	95	82	78	-4	-1	
6	STC*	8.3	74	74	76	72	71	71	83	84	60	74	+14	+3	
13	RTC*	8.3	73	77	82	82	75	78	77	77	78	73	-5	-5	

Q1 2024 Base = 669

* Caution: small base size.

Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS
Weekdays from 3:00 PM to 6:30PM

- Close to eight-in-ten (78%) bus riders provide top ratings for Having a Direct Route. This is down only 1 ppt from last wave (79% in Q4 2023) but down significantly from the same quarter last year (83% in Q1 2023). The average score of 8.5 out of 10 is slightly below 8.6 last wave and is significantly below the same quarter last year (8.7 out of 10 in Q1 2023).
- This wave, the BTC depot experienced significant decreases from both last quarter (down 8 ppt), and from the same quarter last year (down 9 ppt from Q1 2023).

Bus Service Quality Measures

FEELING SAFE FROM CRIME AT BUS STOP OR TRANSIT EXCHANGE WHERE BOARDED

FEELING SAFE FROM CRIME AT BUS STOP OR TRANSIT EXCHANGE WHERE BOARDED

Q18.3/20.3/22.3. Thinking about the [ROUTE NUMBER] bus you took, how would you rate it in terms of feeling safe from crime at the bus stop or transit exchange where you boarded?

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										
				Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	LAST QUARTER	SAME QUARTER LAST YEAR
13	WVT*	8.7	85	72	67	84	87	91	77	82	82	85	+3	-6
7	RTC*	8.2	76	76	84	87	80	82	72	84	87	76	-11 ↓	-6
7	HTC*	8.2	71	76	82	78	69	84	73	75	68	71	+3	-13 ↓
10	TOTAL BUS	8.0	68	76	76	75	70	74	72	72	73	68	-5 ↓	-6 ↓
10	CMBC	8.0	67	76	76	75	69	74	72	72	73	67	-6	-7
5	BTC	8.0	61	81	76	81	68	76	81	80	78	61	-17 ↓	-15 ↓
11	PCT*	7.9	67	87	78	66	85	83	84	67	77	67	-10	-16
14	VTC	7.9	64	73	73	68	63	64	71	66	66	64	-2	0
17	STC*	7.8	68	70	66	70	67	60	53	58	61	68	+7	+8

Q1 2024 Base = 669

* Caution: small base size.

Total Bus includes all routes evaluated.

TIME PERIOD WITH LOWER RATINGS

No particular time period is singled out

- Over two-thirds (68%) of bus riders award Good-to-Excellent scores for Feeling Safe from Crime at the Bus Stop or Exchange, which is down significantly from both last quarter (73%) and from the same quarter last year (74% in Q1 2023). The average score of 8.0 is significantly below both 8.3 last quarter and 8.4 in Q1 2023.
- In addition to the decreases seen at the overall level, several depots experienced significant declines. The RTC depot is down significantly by 11 ppt from last quarter, while the HTC depot is down 13 ppt from the same period last year. Meanwhile, the BTC depot experienced significant decreases from both last quarter (down 17 ppt), and from the same quarter last year (down 15 ppt from Q1 2023).

SkyTrain Service Quality Measures | SKYTRAIN OVERALL SERVICE

SKYTRAIN OVERALL SERVICE

Q12. Thinking about the last/2nd last trip you made by SkyTrain, how would you rate the SkyTrain in terms of service overall?

% Very Poor to Neutral (1-5)	Avg Score	% Good to Excellent (8-10)											Good-to-Excellent ratings compared to:		
			Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	LAST QUARTER	SAME QUARTER LAST YEAR		
6	CANADA LINE (n=139)	8.3		75	81	83	92	82	80	81	84	82	75	-7	-5
8	TOTAL SKYTRAIN (n=483)	8.1		74	78	77	83	76	81	77	75	77	74	-3	-7 ↓
8	TOTAL BCRTC (n=275)	8.0		73	75	75	77	69	81	77	71	76	73	-3	-8 ↓

- Almost three-quarters (74%) of riders provide Good-to-Excellent ratings for overall SkyTrain Service, down by 3 ppt from last wave (77% in Q4 2023), and down significantly by 7 ppt from the same quarter last year (81% in Q1 2023). The average score is 8.1 out of 10, significantly down from both last quarter (8.4 out of 10) and from the same quarter last year (8.5 out of 10).
- For the Canada Line, top ratings are down by 7 ppt from Q4 2023 and down 5 ppt from the same quarter last year (80% in Q1 2023). Top scores for BCRTC have dropped by 3 ppt from last quarter and are down significantly by 8 ppt from same quarter last year (81% in Q1 2023).

NOTES:
 Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode.
 Total BCRTC riders are those who only rode the Millennium Line and/or the Expo Line on the trip they evaluated.
 Canada Line riders are those who only rode the Canada Line on the trip they evaluated.



SkyTrain Service Quality Measures | ON-TIME, RELIABLE SERVICE

ON-TIME, RELIABLE SERVICE

Q13.8 Thinking about the last/2nd last trip you made by SkyTrain, how would you rate it in terms of providing on-time, reliable service?

	% Very Poor to Neutral (1-5)	Avg Score	% Good to Excellent (8-10)											Good-to-Excellent ratings compared to:		
				Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	LAST QUARTER	SAME QUARTER LAST YEAR		
4		CANADA LINE (n=139)	8.8		87	90	86	97	90	88	95	89	95	87	-8 ↓	-1
4		TOTAL SKYTRAIN (n=483)	8.6		80	84	84	87	83	87	85	86	88	80	-8 ↓	-7 ↓
5		TOTAL BCRTC (n=275)	8.4		78	80	83	83	77	86	81	83	85	78	-7 ↓	-8 ↓

- Eight-in-ten (80%) SkyTrain riders awarded top ratings for On-Time, Reliable Service, down significantly from both last quarter (88% in Q4 2023) and from the same quarter last year (87% in Q1 2023). The average is 8.6 out of 10 which is down significantly from last wave (8.9 out of 10) and down from the same quarter last year (8.8 out of 10). On-Time, Reliable Service continues to be the highest rated top key driver among SkyTrain attributes.
- Ratings for the Canada Line are down significantly from last quarter (down 8 ppt from Q4 2023) but are similar to the same period last year (down only 1 ppt from Q1 2023). Ratings for BCRTC are down significantly from both last quarter (down 7 ppt from Q4 2023) and from the same period last year (down 8 ppt from Q1 2023).

NOTES:
 Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode.
 Total BCRTC riders are those who only rode the Millennium Line and/or the Expo Line on the trip they evaluated.
 Canada Line riders are those who only rode the Canada Line on the trip they evaluated.

SkyTrain Service Quality Measures | FREQUENCY OF SERVICE

FREQUENCY OF SERVICE

Q13.12 Thinking about the last/2nd last trip you made by SkyTrain, how would you rate it in terms of frequency of service?

	% Very Poor to Neutral (1-5)	Avg Score	% Good to Excellent (8-10)											Good-to-Excellent ratings compared to:	
				Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	LAST QUARTER	SAME QUARTER LAST YEAR	
7		CANADA LINE (n=139)	8.4		80	73	87	84	74	86	82	80	71	-9	-3
7		TOTAL BCRTC (n=275)	8.2		73	78	73	75	76	71	74	71	74	+3	-2
7		TOTAL SKYTRAIN (n=483)	8.2		76	77	77	80	75	76	77	75	71	-4	-4

- Just over seven-in-ten (71%) of SkyTrain riders awarded top ratings for Frequency of Service, a 4 ppt drop from both last quarter and from the same quarter last year (both 75%). The average score is 8.2 out of 10, which is down from both last wave and from the same period last year (both 8.4 out of 10).
- Top scores for the Canada Line are down directionally from last quarter (down 9 ppt from Q4 2023) and down slightly from the same quarter last year (down 3 ppt from Q1 2023). BCRTC top scores are up by 3 ppt from last quarter but down by a marginal 2 ppt from Q1 2023.

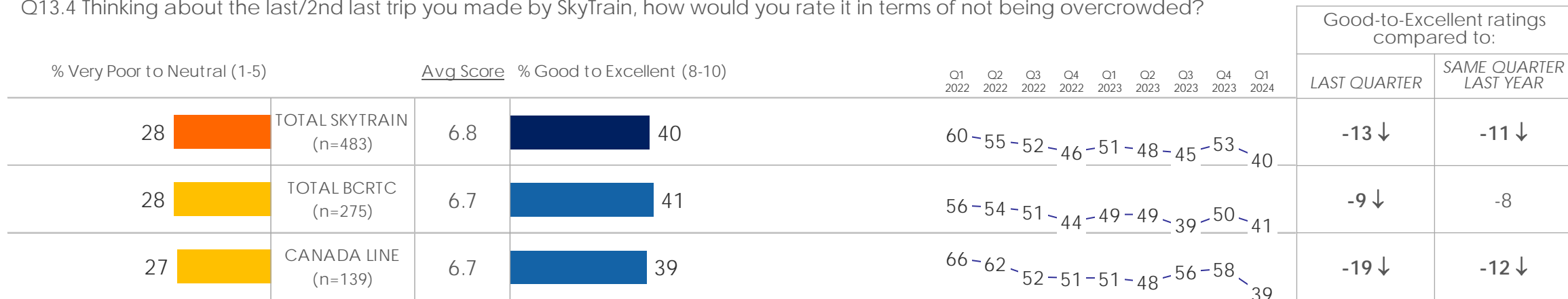
NOTES:
 Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode.
 Total BCRTC riders are those who only rode the Millennium Line and/or the Expo Line on the trip they evaluated.
 Canada Line riders are those who only rode the Canada Line on the trip they evaluated.



SkyTrain Service Quality Measures | NOT BEING OVERCROWDED

NOT BEING OVERCROWDED

Q13.4 Thinking about the last/2nd last trip you made by SkyTrain, how would you rate it in terms of not being overcrowded?



- Four-in-ten (40%) SkyTrain riders award Good-to-Excellent scores for Not Being Overcrowded, a significant decrease from both last wave (53% in Q4 2023) and from the same quarter last year (51% in Q1 2023). The average score is 6.8 out of 10, down from 7.0 last wave and down from the same quarter last year (7.1 in Q1 2023). Not Being Overcrowded continues to be the lowest rated top key driver of overall SkyTrain attributes and now sits below the positive performance threshold.
- Top ratings for the Canada Line are down significantly from both last wave (down 19 ppt) and from the same period last year (down 12 ppt from Q1 2023). Top ratings for BCRTC are also down significantly from last quarter (down 9 ppt) and down directionally from the same quarter last year (down 8 ppt from Q1 2023).

NOTES:
 Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode.
 Total BCRTC riders are those who only rode the Millennium Line and/or the Expo Line on the trip they evaluated.
 Canada Line riders are those who only rode the Canada Line on the trip they evaluated.

SkyTrain Service Quality Measures

FEELING SAFE FROM CRIME ON BOARD SKYTRAIN

FEELING SAFE FROM CRIME ON BOARD SKYTRAIN

Q13.2 Thinking about the last/2nd last trip you made by SkyTrain, how would you rate the SkyTrain in terms of feeling safe from crime on board SkyTrain?

	% Very Poor to Neutral (1-5)	Avg Score	% Good to Excellent (8-10)											Good-to-Excellent ratings compared to:	
				Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	LAST QUARTER	SAME QUARTER LAST YEAR	
8		CANADA LINE (n=139)	8.2		80	77	83	75	74	76	83	80	74	-6	0
7		TOTAL BCRTC (n=275)	8.1		73	73	76	71	70	71	69	67	71	+4	+1
8		TOTAL SKYTRAIN (n=483)	8.1		76	74	78	72	72	70	74	70	69	-1	-3

- Nearly seven-in-ten (69%) SkyTrain riders award top scores for Feeling Safe from Crime On Board SkyTrain, similar to last wave (down by only 1 ppt from Q4 2023) and down 3 ppt from the same quarter last year (72% in Q1 2023). The average score is 8.1 out 10, which is down from last wave (8.3 in Q4 2023), and down slightly from the same quarter last year (8.2 in Q1 2023).
- This quarter, top scores for the Canada Line are down 6 ppt from last quarter but are unchanged from Q1 2023. BCRTC has a slight lift from last quarter (up 4 ppt) and is similar to the same quarter last year (up only 1 ppt from Q1 2023).

NOTES:
 Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode.
 Total BCRTC riders are those who only rode the Millennium Line and/or the Expo Line on the trip they evaluated.
 Canada Line riders are those who only rode the Canada Line on the trip they evaluated.

SkyTrain Service Quality Measures

CLEAN AND GRAFFITI-FREE SKYTRAIN CARS AND STATIONS

CLEAN AND GRAFFITI-FREE SKYTRAIN CARS AND STATIONS

Q13.9 Thinking about the last/2nd last trip you made by SkyTrain, how would you rate it in terms of clean and graffiti-free SkyTrain cars and stations?

	% Very Poor to Neutral (1-5)	CANADA LINE (n=139)	Avg Score	% Good to Excellent (8-10)	Q1 2022 Q2 2022 Q3 2022 Q4 2022 Q1 2023 Q2 2023 Q3 2023 Q4 2023 Q1 2024										Good-to-Excellent ratings compared to:	
					84	79	81	66	79	78	75	86	73	LAST QUARTER	SAME QUARTER LAST YEAR	
	13		7.9	73	84	79	81	66	79	78	75	86	73	-13 ↓	-6	
	12	TOTAL SKYTRAIN (n=483)	7.7	61	69	68	67	60	67	61	66	66	61	-5	-6	
	13	TOTAL BCRTC (n=275)	7.4	54	62	61	63	53	61	54	60	59	54	-5	-7	

- Just over six-in-ten (61%) SkyTrain riders assigned Good-to-Excellent ratings for Clean and Graffiti-Free SkyTrain Cars and Stations, which is down slightly from last wave (66%) and down slightly from the same period last year (67% in Q1 2023). The average score is 7.7 this wave, which is down from 8.0 last quarter and from Q1 2023 (also 8.0 out of 10).
- Top ratings for the Canada Line are down significantly from last wave (down 13 ppt) and down slightly from the same period last year (down 6 ppt from Q1 2023). Top ratings for BCRTC are down slightly from last quarter (down 5 ppt) and down slightly from the same quarter last year (down 7 ppt from Q1 2023).

NOTES:
 Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode.
 Total BCRTC riders are those who only rode the Millennium Line and/or the Expo Line on the trip they evaluated.
 Canada Line riders are those who only rode the Canada Line on the trip they evaluated.

SkyTrain Service Quality Measures

FEELING SAFE FROM CRIME INSIDE THE SKYTRAIN STATION

FEELING SAFE FROM CRIME INSIDE THE SKYTRAIN STATION

Q13.3 Thinking about your last/2nd last trip on SkyTrain, how would you rate that station in terms of feeling safe from crime inside the SkyTrain station?

	% Very Poor to Neutral (1-5)	Avg Score	% Good to Excellent (8-10)											Good-to-Excellent ratings compared to:	
				Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	LAST QUARTER	SAME QUARTER LAST YEAR	
9		CANADA LINE (n=139)	8.0		78	73	84	76	70	73	82	83	67	-16 ↓	-3
11		TOTAL SKYTRAIN (n=483)	7.8		71	67	71	69	63	64	67	67	63	-4	0
12		TOTAL BCRTC (n=275)	7.7		66	65	64	64	59	61	60	61	61	0	+2

- Feeling Safe from Crime Inside the SkyTrain Station is awarded top ratings by close to two-thirds (63%) of SkyTrain users this wave, down slightly from last wave (67%) and unchanged from the same quarter last year (63% in Q1 2023). The average score of 7.8 out of 10 is down from 8.0 both last quarter and in Q1 2023.
- Canada Line top ratings are down significantly by 16 ppt from last quarter, and are down 3 ppt from the same period last year (70% in Q1 2023). BCRTC ratings are stable to last wave and up marginally from the same period last year (up 2 ppt).

NOTES:
 Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode.
 Total BCRTC riders are those who only rode the Millennium Line and/or the Expo Line on the trip they evaluated.
 Canada Line riders are those who only rode the Canada Line on the trip they evaluated.

SkyTrain Service Quality Measures | STAFF AVAILABLE WHEN NEEDED

STAFF AVAILABLE WHEN NEEDED

Q13.10 Thinking about the last/2nd last trip you made by SkyTrain, how would you rate it for staff available when needed?

% Very Poor to Neutral (1-5)		Avg Score		% Good to Excellent (8-10)		Good-to-Excellent ratings compared to:										
						LAST QUARTER										SAME QUARTER LAST YEAR
						Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024		
24		TOTAL BCRTC (n=275)	6.8		42	36	39	37	37	42	34	42	39	42	+3	0
29		TOTAL SKYTRAIN (n=483)	6.4		35	33	36	34	37	38	30	36	37	35	-2	-3
41		CANADA LINE (n=139)	5.5		23	27	30	29	38	32	26	30	37	23	-14 ↓	-9

- Over one-third (35%) of SkyTrain riders provide top ratings for Staff Available When Needed, which is only a 2 ppt drop from last wave (37% in Q4 2023), and a 3 ppt drop from the same quarter last year (38% in Q1 2023). The average score is 6.4 out of 10, down significantly from 6.9 last wave and down from the same period last year (6.7 out of 10 in Q1 2023).
- The Canada Line saw a significant decrease of 14 ppt from last quarter and a 9 ppt drop from the same quarter last year. BCRTC saw a 3 ppt lift from last quarter and is unchanged from Q1 2023 for this attribute.

NOTES:
 Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode.
 Total BCRTC riders are those who only rode the Millennium Line and/or the Expo Line on the trip they evaluated.
 Canada Line riders are those who only rode the Canada Line on the trip they evaluated.



SkyTrain Service Quality Measures

DELAYS ARE ANNOUNCED AND EXPLAINED

DELAYS ARE ANNOUNCED AND EXPLAINED

Q13X1. Within the past 30 days, did you experience any SkyTrain delays where the train either arrived or left the station at least five minutes later than expected?

Q13X2. Thinking about the last time you experienced a delay on SkyTrain, how would you rate it for delays are announced and explained?

% Very Poor to Neutral (1-5)	Avg Score	% Good to Excellent (8-10)											Good-to-Excellent ratings compared to:	
			Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	LAST QUARTER	SAME QUARTER LAST YEAR	
31	TOTAL BCRTC (n=70*)	6.3	31	28	43	32	45	42	29	43	41	31	-10	-11
30	TOTAL SKYTRAIN (n=95*)	6.1	27	30	39	33	40	38	24	35	40	27	-13	-11
39	CANADA LINE (n=15**)	4.8	7	41	20	26	28	14	19	15	74	7	-67	-7

n = Those experiencing a delay in the past 3 months.

*Caution: small base size. **Caution: very small base size.

- Over one-in-five (22%) SkyTrain riders indicate that they have experienced a SkyTrain delay of more than five minutes in the past 30 days, up 6 ppt from last quarter (16%) but up only 1 ppt from the same period last year (21% in Q1 2023). Of those who have experienced a SkyTrain delay, Delays are Announced and Explained is awarded top ratings by more than one-quarter (27%) of SkyTrain users, a 13 ppt decrease from last wave (40% in Q4 2023) and an 11 ppt decrease from the same quarter last year (38% in Q1 2023). The average score is 6.1 out of 10, down from 6.5 last wave and down from the same quarter last year (6.4 in Q1 2023).
- BCRTC top ratings are down by 10 ppt compared to last quarter, and down by 11 ppt from the same quarter last year. Base sizes for Canada Line ratings are <30 so interpretation is qualitative in nature.
- Delays are Announced and Explained has the lowest proportion of top scores amongst all Skytrain attributes.

NOTES:

Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode.

Total BCRTC riders are those who only rode the Millennium Line and/or the Expo Line on the trip they evaluated.

Canada Line riders are those who only rode the Canada Line on the trip they evaluated.

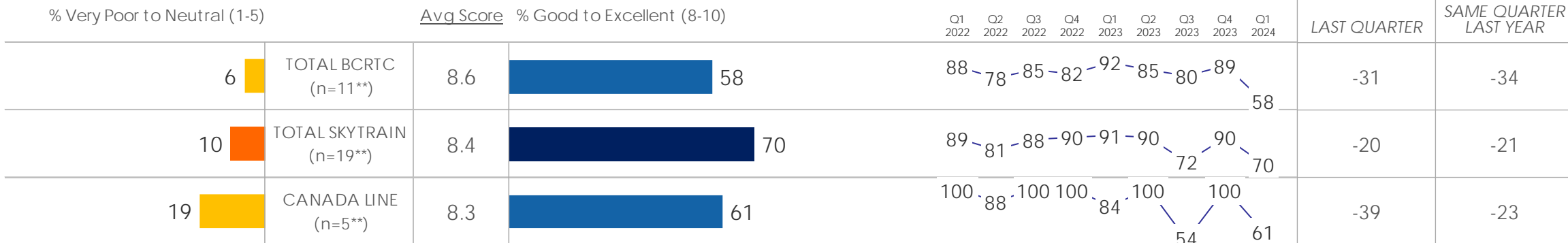
Question change made in Q3'20. Prior to this, experienced delays was asked of past 3-months instead of past 30 days.

SkyTrain Service Quality Measures

COURTEOUS, COMPETENT AND HELPFUL SKYTRAIN STAFF

COURTEOUS, COMPETENT AND HELPFUL SKYTRAIN STAFF

Q13.1 Thinking about the last/2nd last trip you made by SkyTrain, how would you rate the SkyTrain in terms of having courteous, competent and helpful SkyTrain staff?



n = SkyTrain riders who spoke with staff.

**Caution: very small base size.

- Very few (3%) SkyTrain users interacted with staff on their last trip, similar to both last quarter and Q1 2023 (both 4%). Of these riders, seven-in-ten (70%) award Good-to-Excellent ratings for Courteous, Competent and Helpful SkyTrain Staff, down from last wave (90% in Q4 2023) and down from the same quarter last year (91% in Q1 2023) although base sizes are <30 so only qualitative in nature.
- Base sizes are also <30 for both BCRTC and Canada Line ratings so shifts noted below are only qualitative in nature.

NOTES:
 Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode.
 Total BCRTC riders are those who only rode the Millennium Line and/or the Expo Line on the trip they evaluated.
 Canada Line riders are those who only rode the Canada Line on the trip they evaluated.

SeaBus Service Quality Measures

SEABUS SERVICE QUALITY MEASURES

Q8/9. Thinking about the last/2nd last trip you made by SeaBus, how would you rate the SeaBus in terms of ...

% Very Poor to Neutral (1-5)	Seabus Attributes	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										
				Last Quarter					Same Quarter Last Year					
				Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024		
0	Courteous, competent & helpful staff**	9.2	100	85	100	88	100	100	95	100	92	100	+8	0
2	On-time, reliable service	9.2	90	94	92	100	100	93	91	92	98	90	-8 ↓	-3
1	Trip duration	9.1	96	85	91	98	84	90	91	100	97	96	-1	+6
0	Overall Service	8.9	92	84	92	93	89	81	89	89	97	92	-5	+11
2	Staff available when needed	8.8	76	60	70	64	71	62	55	59	79	76	-3	+14
5	Safety from crime at the station	8.6	80	80	90	81	91	88	75	81	89	80	-9	-8
5	Frequency of service	8.5	74	75	76	74	73	63	81	77	86	74	-12	+11
5	Clean & graffiti-free	8.4	84	83	79	78	93	73	83	85	98	84	-14 ↓	+11
10	Not being overcrowded	8.1	81	76	70	61	89	77	73	78	78	81	+3	+4

Q1 2024 Base = 66*

* Caution: small base size.

** Caution: very small base size - only among those who spoke to SeaBus staff (n=10)

NOTES:
SeaBus ratings are based on a small sample size and typically require a difference of 18 percentage points to be considered statistically significant.

- More than nine-in-ten (92%) riders provided top ratings for Overall SeaBus Service, down slightly from last wave (97%) and up from the same quarter last year (81% in Q1 2023). This quarter, the average score is 8.9 out of 10, down from 9.2 last quarter but up from 8.5 in Q1 2023.
- This wave, a few attributes experienced significant shifts. Key driver On-Time, Reliable Service is down 8 ppt from last quarter. Although not a key driver, Clean & Graffiti-Free saw a decrease of 14 ppt from last quarter.

Trends in Transit Usage

This section presents trends in transit use. It illustrates trends in the following areas:

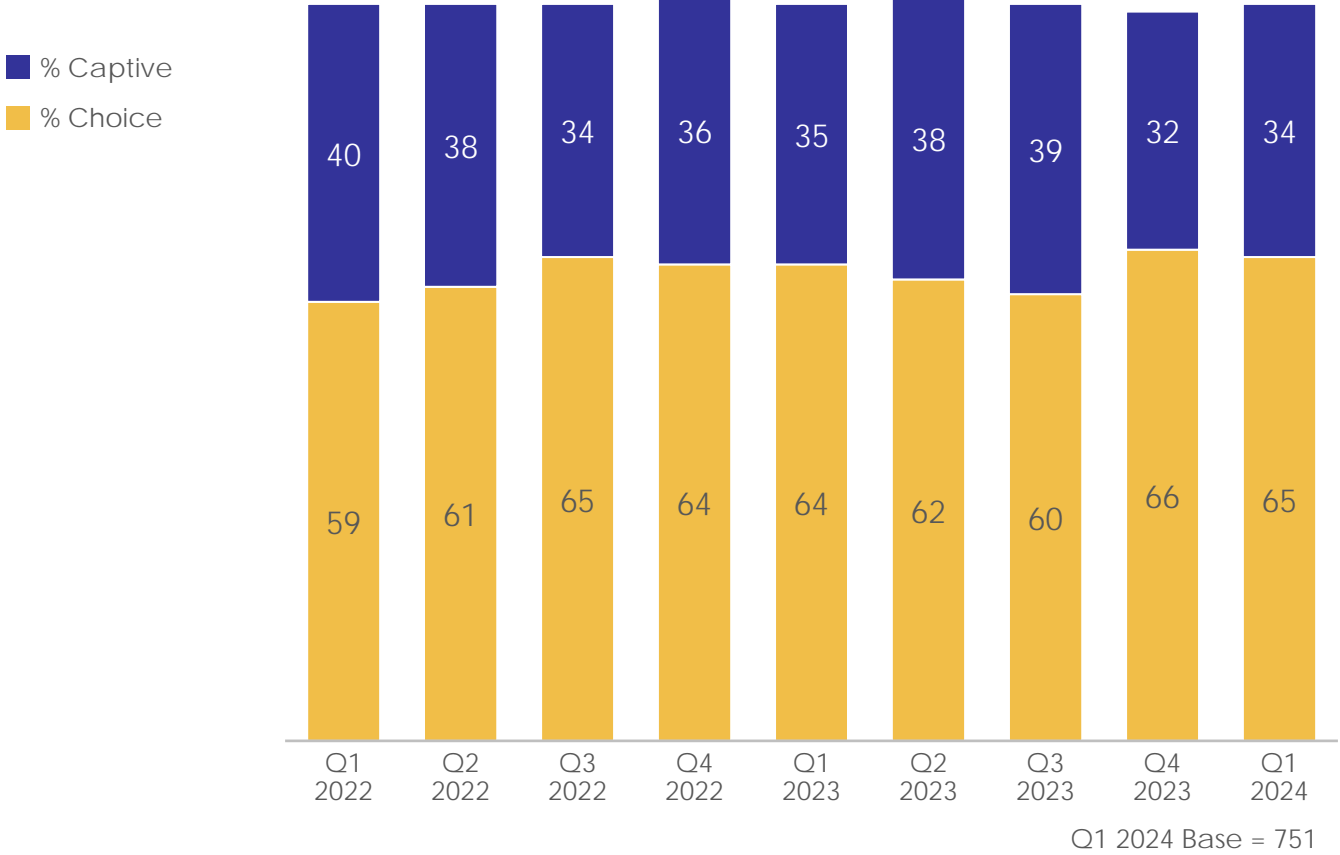
- Choice vs. Captive customers
- Purpose of trip
- Length of time taking transit
- Likely future transit usage
- Method of fare payment
- Reasons for taking transit as opposed to another mode of transportation
- Changes in level of ridership in the last six months
- Reasons for riding transit more or less regularly in the past six months
- Average number of trips made in the past 7 days



Trends in Transit Usage | CHOICE VS. CAPTIVE

CHOICE VS. CAPTIVE

Q25B. Do you regularly have access to a car, van or truck as a driver or passenger for the trips you make using public transit?

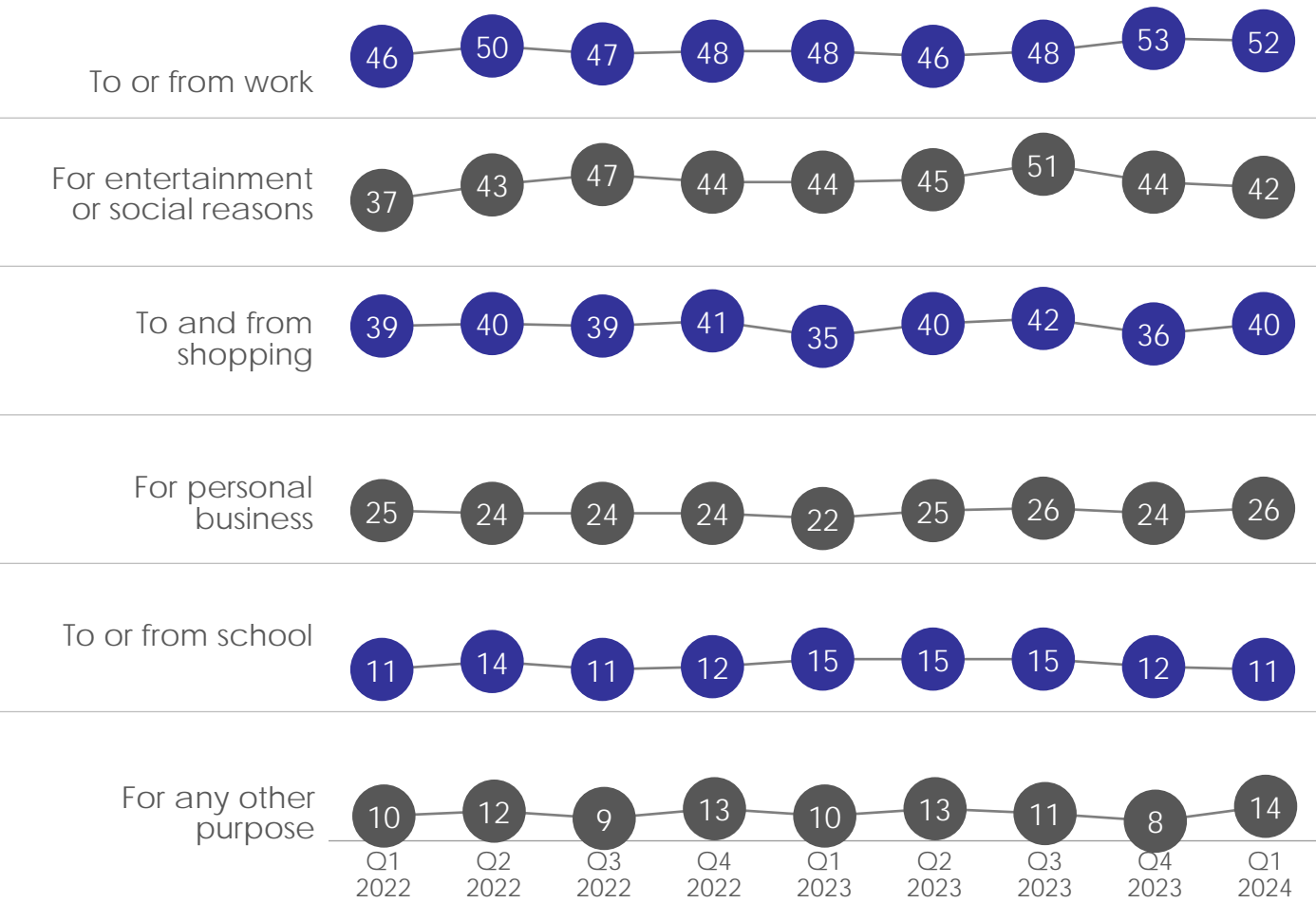


- Just over one-in-three (34%) riders are Captive riders, defining those who do not have regular access to a vehicle for the transit trips they make. This is only a 2 ppt lift from last quarter and a 1 ppt drop from the same quarter last year (35% in Q1 2023). On the other hand, nearly two-thirds (65%) of riders are Choice riders, meaning they have regular access to a vehicle. This proportion is down only 1ppt from last wave and up by 1 ppt from the same quarter last year (64%).
- Captive riders are more likely than Choice riders to be 18-34 years old, have household incomes that are less than \$80K, be employed part-time or unemployed, or take transit for work or shopping purposes. Furthermore, they are more likely to be High Frequency riders, or be a Bus rider.
- Alternatively, Choice riders are more likely than Captive riders to be aged 35+ or have a household income of \$80K or more. They are also more likely to be Low Frequency riders.
- A detailed profile of these two rider groups can be found in the Customer Profiles section of the report.

Trends in Transit Usage | TRIP PURPOSE

% OF RIDERS BY TRIP PURPOSE


Q2.1 How many one-way transit trips did you make in the last seven/thirty days [TRIP PURPOSE]?



- More than half (52%) of riders took transit to get to work, which is a marginal 1 ppt below last quarter (53%) but 4 ppt higher than Q1 2023 (48%).
- More than four-in-ten (42%) riders used transit for entertainment or social reasons which is down modestly from both last quarter and from the same period last year (both 44%).
- Just over one-in-ten (11%) riders take transit to go to school, which is similar to last quarter (12%) but down slightly from the same quarter last year (15% in Q1 2023).
- This quarter, more than one-in-ten riders (14%) take transit for other purposes, which is up significantly from last quarter (8% in Q4 2023) and up slightly from the same quarter last year (10% in Q1 2023).

Q1 2024 Base = 751

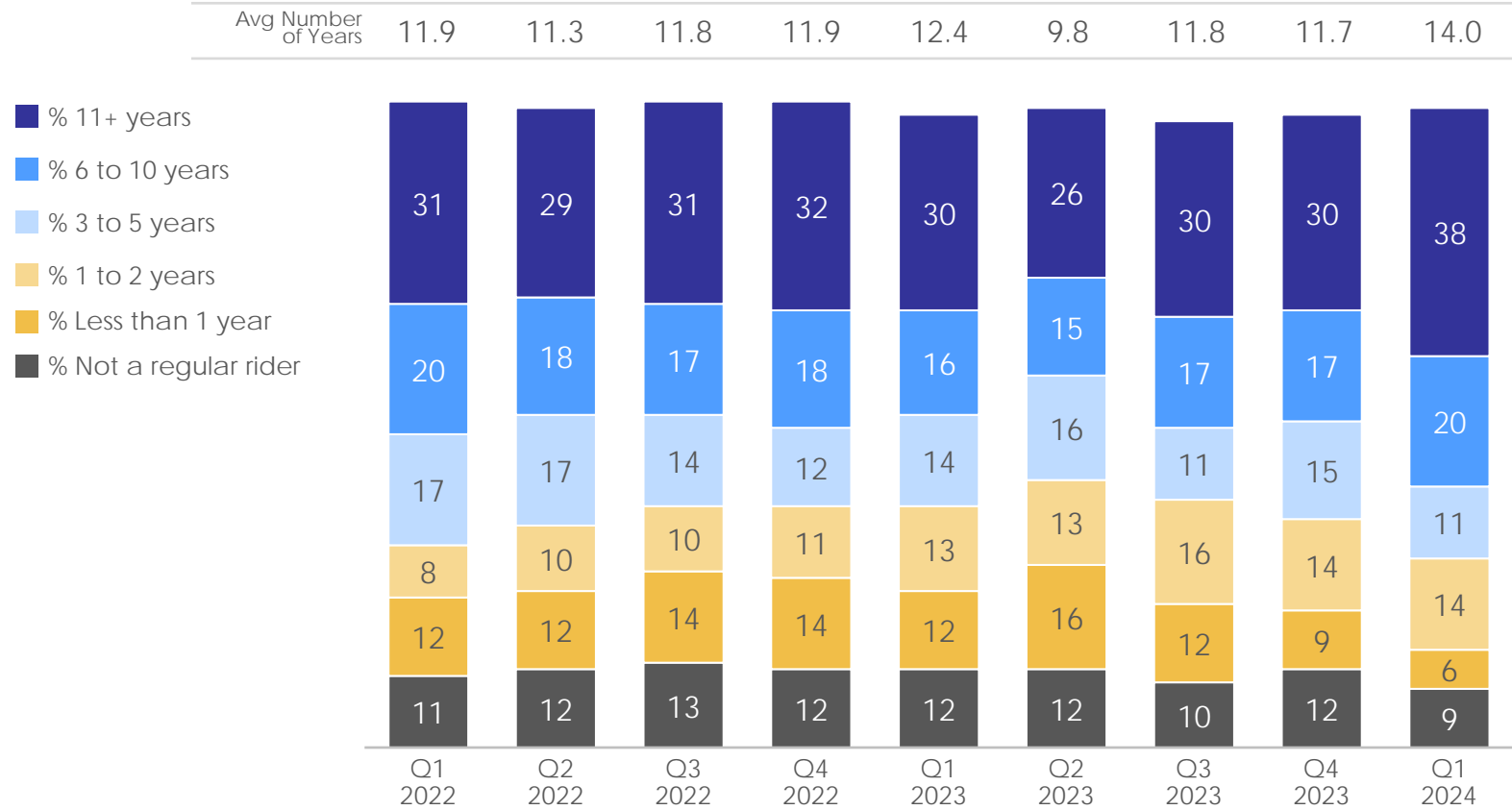
■ Significantly higher than the same quarter of the previous year
○ Significantly lower than the same quarter of the previous year



Trends in Transit Usage | LENGTH OF TIME TAKING TRANSIT

LENGTH OF TIME TAKING TRANSIT ON A REGULAR BASIS

Q28. Approximately how long have you been riding transit on a regular basis?



Q1 2024 Base = 751

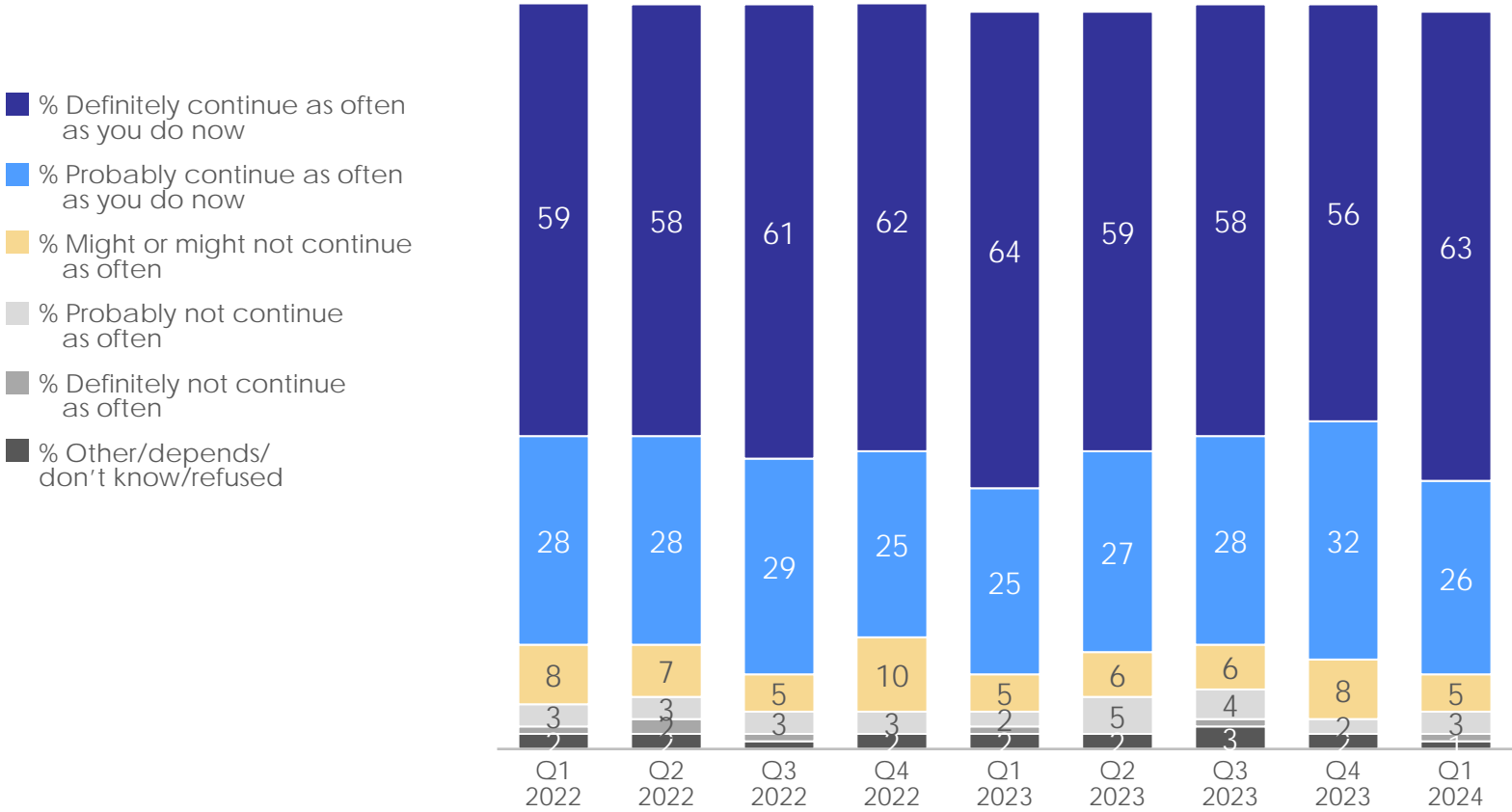
- Close to four-in-ten (38%) riders have been taking transit for over 11 years, up significantly from both last wave and the same period last year (both 30%). The average number of years riders have been taking transit this wave is 14.0 which is significantly above 11.7 last wave and above the same period last year (12.4).
- Less than one-in-ten (6%) riders have been taking transit for less than 1 year, which is significantly lower than both last wave (9%) and than Q1 2023 (12%).
- Residents from West Vancouver have been taking transit for a longer period on average.



Trends in Transit Usage | LIKELY FUTURE USAGE

LIKELIHOOD OF TAKING TRANSIT AS OFTEN IN FUTURE

Q30A. How likely are you to take transit as often as you do now in the foreseeable future? Will you (___) continue as often?



Q1 2024 Base = 751

- Close to two-thirds (63%) of riders foresee themselves definitely taking transit as often as they do now. This is a significant increase from last wave (56% in Q4 2023), but similar to the same period last year (64% in Q1 2023).
- The proportion of riders who will probably take transit as often (26%) is down a directional 6 ppt from last wave and up only 1 ppt from the same quarter last year (25% in Q1 2023). Those who indicate that they might or might not take transit as often is down 3 ppt from last wave and is consistent with the same period last year.



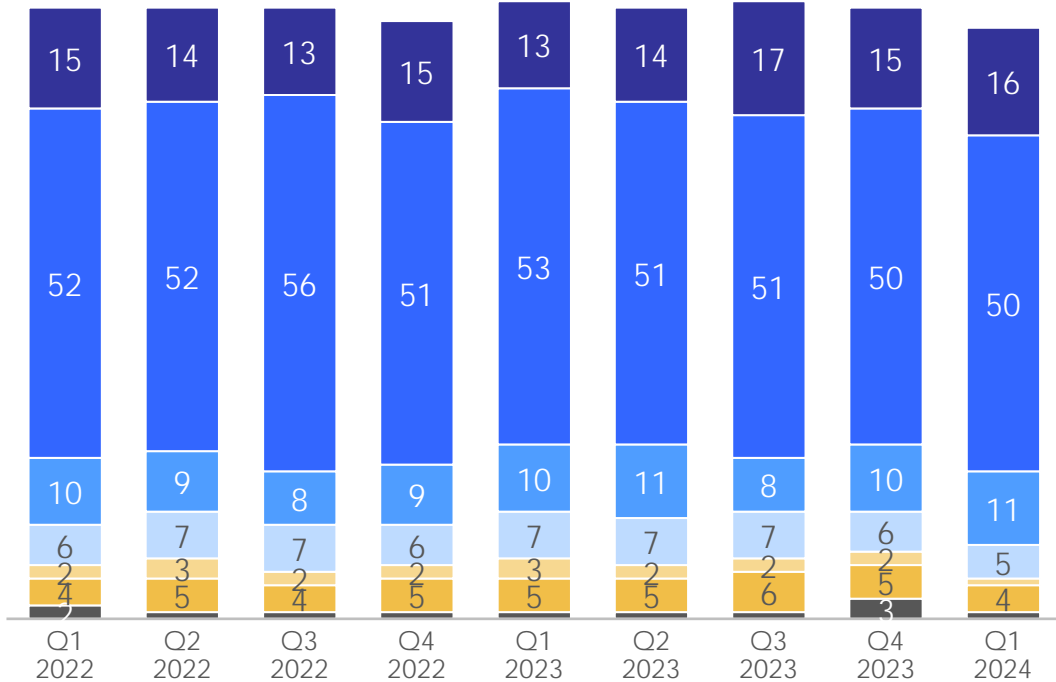
Trends in Transit Usage | FARE PAYMENT METHOD

FARE PAYMENT METHOD USED

Q23H. Which method of payment did you use most often in the last seven/thirty days when you took transit?

Compass Card (net)	85%	85%	85%	81%	84%	84%	84%	82%	84%
Compass Ticket (net)	2%	3%	2%	2%	3%	2%	2%	2%	1%

- % Monthly pass
- % Stored value
- % U-Pass BC
- % Other Compass Card
- % Compass Ticket
- % Cash (bus only)
- % Other



Q1 2024 Base = 751

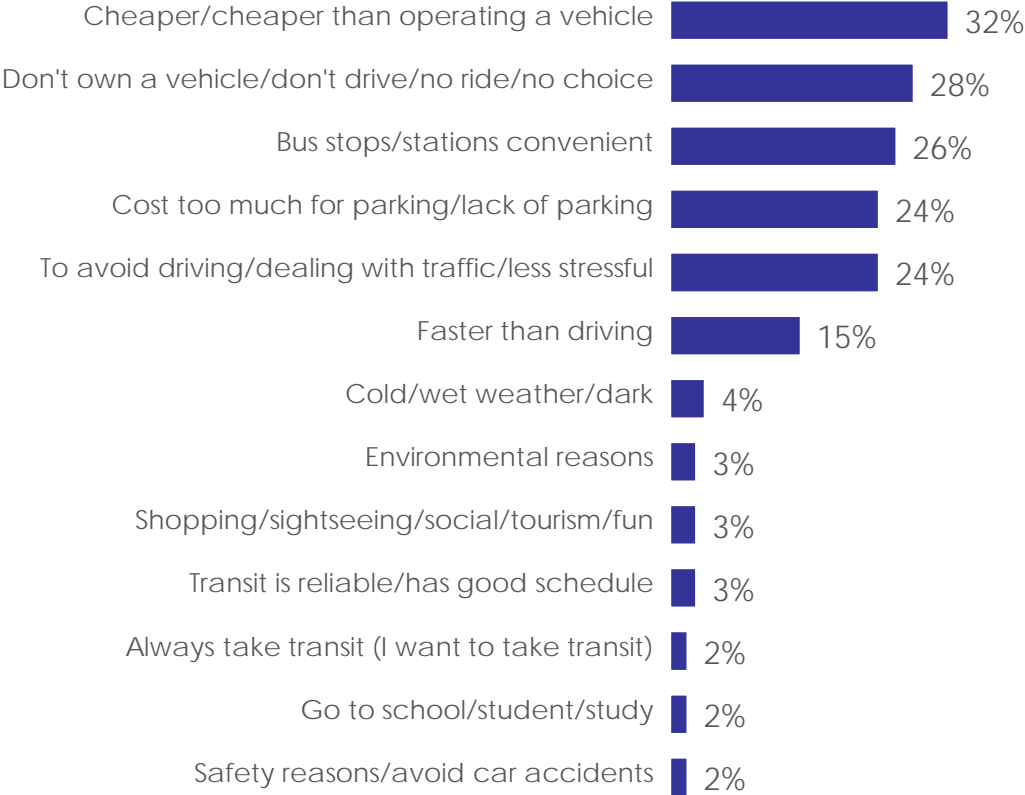
- More than eight-in-ten (84%) riders use a Compass Card as their primary method of payment, up 2 ppt from last wave and on par with the same period last year (84% in Q1 2023).
- Half (50%) of riders used Stored Value, which is the method of payment used by the most riders every wave. This is on par with last wave and down 3 ppt from Q1 2023 (53%).
- More than one-in-ten (16%) riders have been using a Monthly Pass, similar to last wave (15%) and up 3 ppt from the same quarter last year (13% in Q1 2023).
- Monthly Pass users are more likely to be Captive, High Frequency riders, have household incomes of <\$80K, be under 45 years old, or use transit for work. Meanwhile, Stored Value users are more likely to be Choice riders, Low or Medium Frequency riders, have household incomes of \$80K or more, be aged 25 years or older, or have higher education levels (college/some university or graduated University).



Trends in Transit Usage | REASONS FOR TAKING TRANSIT VS. ANOTHER MODE

REASONS FOR TAKING TRANSIT

Q25A. What are the reasons you most recently decided to take transit rather than taking some other mode of transportation?



- The top three reasons for choosing to use transit this quarter are the following:
 - Cheaper than operating a vehicle (32%);
 - Not owning a vehicle (28%); and
 - Bus stops and stations are convenient (26%).

Only responses of 2% or more are shown.

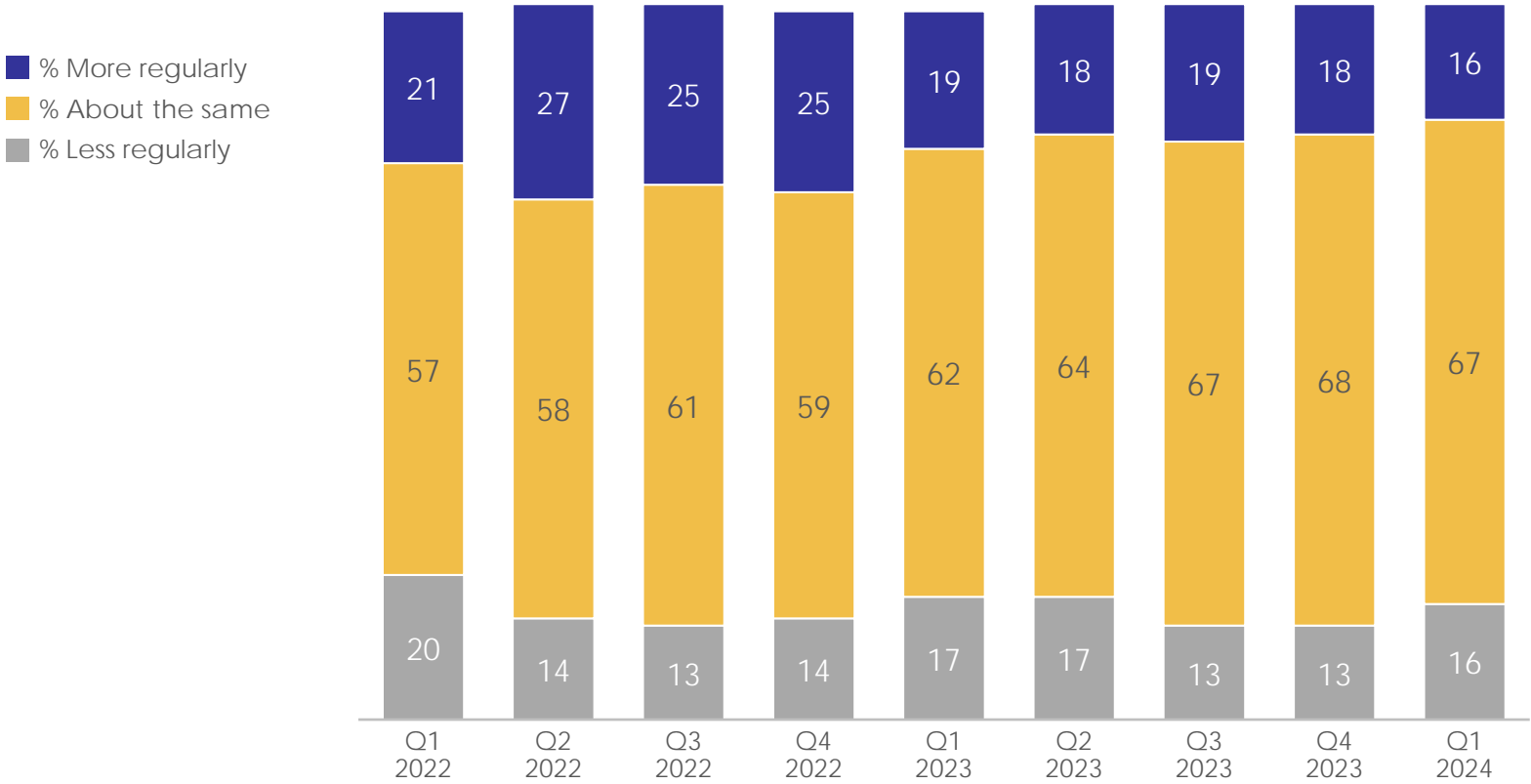
Q1 2024 Base = 751



Trends in Transit Usage | CHANGES IN LEVEL OF RIDERSHIP

CHANGES IN TRANSIT USAGE LAST SIX MONTHS

Q26. Compared to six months ago, would you say you are now riding transit more regularly, less regularly or about the same?



Q1 2024 Base = 751

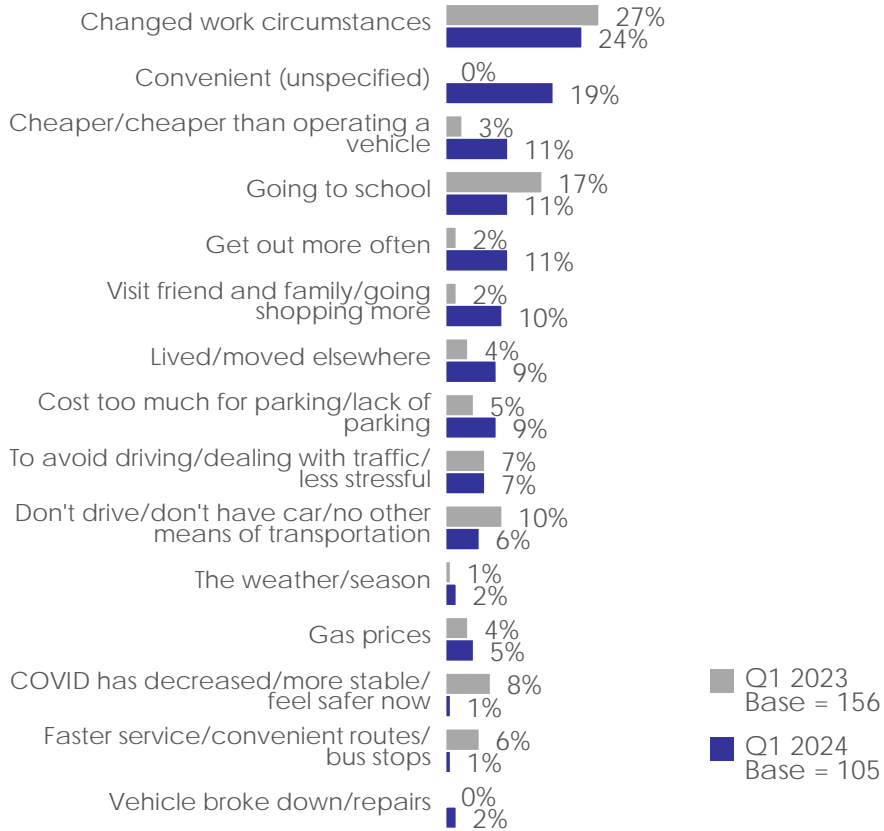
- More than one-in-ten (16%) riders say they are taking transit less regularly than they did six months ago, which is up 3 ppt from last quarter (13%) and down only 1 ppt from the same quarter last year (17% in Q1 2023).
- Conversely, over two-thirds (67%) of riders indicate that their transit usage is about the same as six months ago, which is only 1 ppt lower than last wave (68% in Q4 2023), but is slightly higher than the same quarter last year (62% in Q1 2023).
- Meanwhile, more than one-in-ten (16%) say they use transit more regularly than six months ago, which is down by 2 ppt from last wave (18%) and down 3 ppt from the same quarter last year (19%).



Trends in Transit Usage | REASONS FOR RIDING MORE/LESS REGULARLY

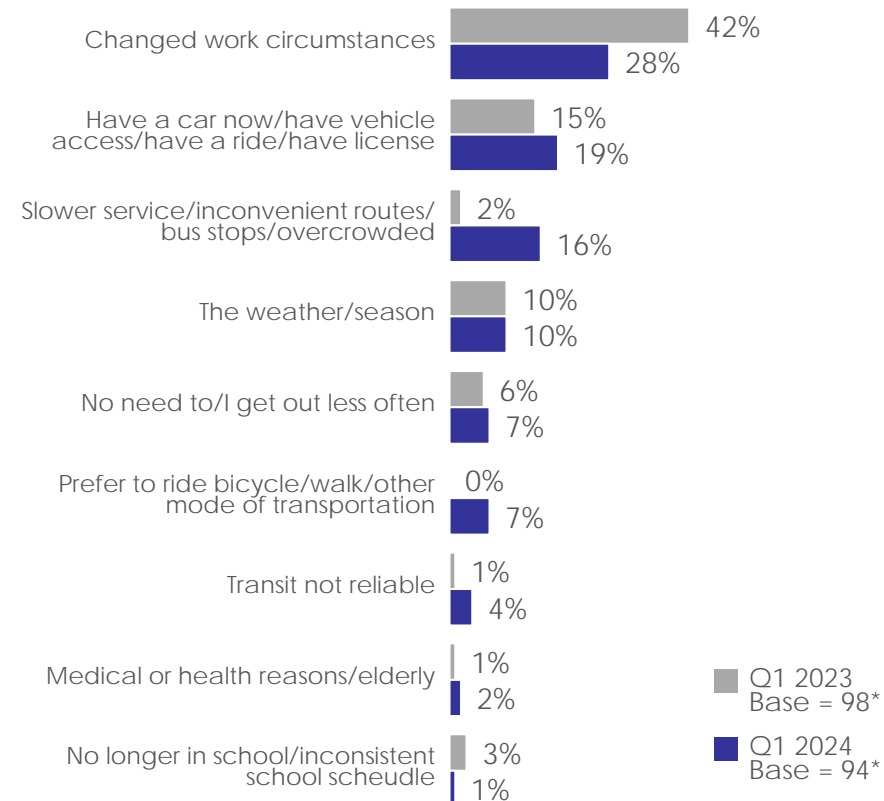
REASONS FOR RIDING MORE

Q27. What would you say is your main reason for riding transit more regularly?



REASONS FOR RIDING LESS

Q27. What would you say is your main reason for riding transit less regularly?



- The top reason for riding transit more regularly compared to six months ago remains to be changing work circumstances (24%) which is down 3 ppt from the same quarter last year (27% in Q1 2023), followed by being convenient (19%) which is a significant increase having had no mentions in Q1 2023. Of note, being cheaper than operating a vehicle (11%), getting out more often (11%) and visiting friends and family (10%) all also increased significantly this year.
- The top mention for riding transit less regularly is still changing work circumstances (28%) but it is a significant decrease from the same quarter last year (42% in Q1 2023), followed by having access to a vehicle/ride (19%) which is up by 4 ppt from the same quarter last year (15% in Q1 2023). Of note, transit related concerns such as slower service and overcrowding (16%) is also a top mention and up significantly from last year (2% in Q1 2023).

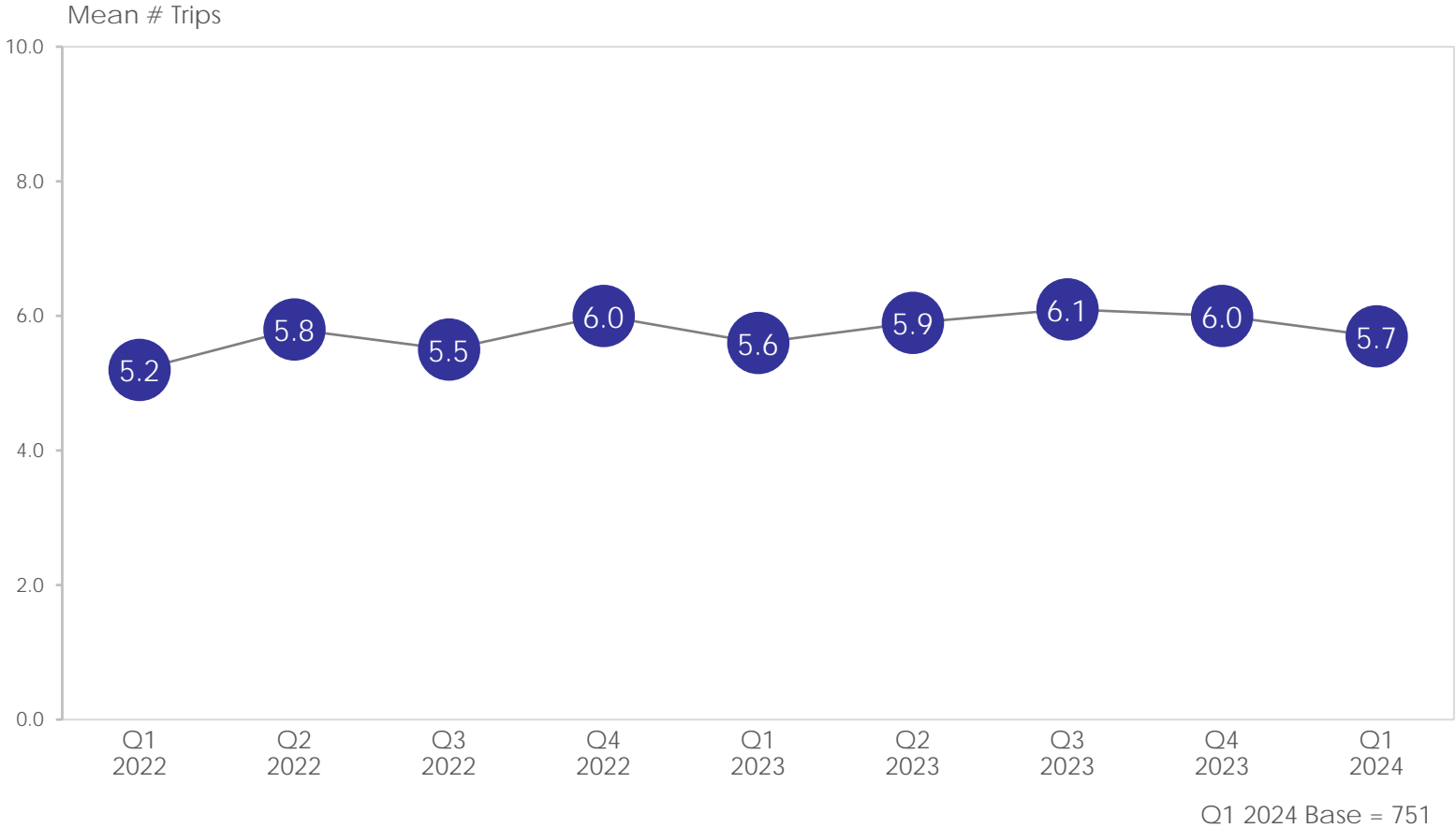
*Caution: Small base size.

Note: Major mentions of 2% or more in either current wave or past wave are shown in the charts above.

Trends in Transit Usage | AVERAGE NUMBER OF ONE-WAY TRIPS

AVERAGE NUMBER OF TRIPS – OVERALL TRANSIT SYSTEM

Q2.1/2.2 How many one-way transit trips did you make in the last seven/thirty days for [TRIP PURPOSE SUMMED] ...?



- The average number of one-way transit trips made is 5.7 this wave, which is down from last wave (6.0 in Q4 2023), and up slightly from the same quarter last year (5.6 in Q1 2023).
- The average weekly transit usage has decreased for Bus and SkyTrain but increased for SeaBus since last wave. The results for this quarter are as follows:
 - Bus users: 6.7 one-way transit trips (down from 7.0 last quarter)
 - SkyTrain users: 5.8 one-way transit trips (down from 6.4 last quarter)
 - SeaBus users: 7.2 one-way transit trips (up from 5.0 last quarter)

Customer Profiles

This section presents profiles of key customer segments including:

- Choice vs. Captive riders
- Bus, SkyTrain and SeaBus users
- Low, Medium and High Frequency riders
- Demographic profile of past 30-day transit users relative to the demographic profile of Metro Vancouver residents who are 16 or older



Customer Profiles | CHOICE AND CAPTIVE RIDERS

- Almost two-thirds (65%) of riders are Choice riders, meaning they have regular access to a vehicle for their transit trip(s) they make, which is down by only 1 ppt from last quarter (66% in Q4 2023) and up by only 1 ppt from the same quarter last year (64% in Q1 2023).
- Meanwhile, just over one-third (34%) of riders are considered Captive, meaning they do not have regular access to a vehicle for their transit trip(s), which is up by 2 ppt from last wave (32%) and down only 1 ppt from the same quarter last year (35% in Q1 2023).
- Significantly different characteristics of each rider group are highlighted on the table to the left and on the following pages.

	TOTAL	CHOICE	CAPTIVE
Base	751	531	213
AVERAGE PAST-WEEK TRANSIT TRIPS	5.7	4.0	8.8
YEARS BEEN A TRANSIT RIDER	14.0	15.2	12.0
TRANSIT SYSTEM – OVERALL SERVICE RATING	7.7	7.9	7.3
MODE	%	%	%
Bus	75	69	88
SkyTrain	71	73	69
SeaBus	7	7	8
AGE	%	%	%
18-34 years	38	28	56
35-54 years	32	37	23
55+ years	29	33	19
GENDER	%	%	%
Female	48	47	48
Male	47	47	47
Non-binary/gender fluid	1	1	2
Prefer not to say/refused	2	3	1
EMPLOYMENT STATUS	%	%	%
Full-time	53	56	48
Part-time	16	13	21
Not employed	35	34	37
EDUCATION	%	%	%
High school or less	16	14	19
Vocational/college/technical	19	19	19
Some university	11	10	13
Graduated university	52	55	48
HOUSEHOLD INCOME	%	%	%
Under \$40K	16	10	25
\$40K to <\$80K	24	21	30
\$80K or more	42	48	31

Customer Profiles | CHOICE AND CAPTIVE RIDERS

	TOTAL	CHOICE	CAPTIVE
Base	751	531	213
TRAVEL PURPOSE	%	%	%
Work	52	45	66
Entertainment	42	41	44
Shopping	40	35	50
Personal business	26	23	31
School	11	10	13
Other purpose	14	13	14
PAYMENT METHOD	%	%	%
Compass card	84	81	88
Cash fare	4	4	5
Compass ticket	1	2	<1
Other	1	1	1
REGION	%	%	%
Vancouver	38	36	42
Surrey/North Delta/White Rock/Langley	18	17	21
Burnaby/New Westminster	15	14	17
Richmond/South Delta	10	11	9
Northeast region	9	11	6
North Vancouver	8	9	5
West Vancouver	2	3	1

Customer Profiles | CHOICE AND CAPTIVE RIDERS

	TOTAL	CHOICE	CAPTIVE
Base	751	531	213
IDENTIFY AS FIRST NATIONS, INTUIT, MÉTIS	%	%	%
Yes	4	2	8
No	92	94	89
Prefer not to answer	1	1	1
Don't know	<1	-	<1
Refused	2	3	1
ETHNICITY	%	%	%
Caucasian	51	57	40
Chinese	14	14	15
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	12	8	19
Filipino	5	5	5
Latin American	5	4	7
Black	2	1	2
Arab	1	-	4
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	1	2	<1
West Asian (e.g., Iranian, Afghan, etc.)	1	1	3
Korean	1	1	1
Japanese	1	1	-
First Nation	1	<1	3
Canadian	<1	<1	<1
Middle Eastern	<1	<1	-
European	<1	<1	-
Asian (unspecified)	<1	-	<1
Other	1	1	1
Nothing	<1	<1	-
Prefer not to answer	3	4	1
Don't know	<1	-	<1
Refused	3	3	2

Customer Profiles | LOW, MEDIUM, HIGH FREQUENCY RIDERS

- Close to half (48%) of transit riders are Low Frequency riders, meaning they make 3 or fewer one-way transit trips in a week, up 2 ppt from last quarter (46% in Q4 2023) and on par with Q1 2023.
- Close to three-in-ten (28%) riders are Medium Frequency riders, meaning they take 4 to 9 one-way transit trips a week. This is unchanged from last wave and down by 2 ppt from the same period last year (30%).
- Nearly one-quarter (24%) of transit users are High Frequency riders, which are those who take 10 or more one-way transit trips per week. This is down by 2 ppt from last wave (26% in Q4 2023), and up by 2 ppt from the same quarter last year (22%).
- Significantly different characteristics of each rider group are highlighted on the table to the left and on the following pages.

	TOTAL	LOW	MEDIUM	HIGH
Base	751	429	191	131
YEARS BEEN A TRANSIT RIDER	14.0	17.1	12.7	10.4
TRANSIT SYSTEM – OVERALL SERVICE RATING	7.7	8.0	7.4	7.3
AVERAGE AGE	43.8	49.0	41.7	35.8
MODE	%	%	%	%
Bus	75	61	86	93
SkyTrain	71	68	72	78
SeaBus	7	7	6	9
AGE	%	%	%	%
18-34 years	38	25	40	60
35-54 years	32	35	36	22
55+ years	29	39	21	15
GENDER	%	%	%	%
Female	48	49	50	42
Male	47	47	44	50
Non-binary/gender fluid	1	-	2	3
Prefer not to say/refused	2	2	2	2
EMPLOYMENT STATUS	%	%	%	%
Full-time	53	48	54	61
Part-time	16	13	14	23
Not employed	35	42	30	26
HOUSEHOLD INCOME	%	%	%	%
Under \$40K	16	11	16	24
\$40K to <\$80K	24	21	20	34
\$80K or more	42	46	46	30

Customer Profiles | LOW, MEDIUM, HIGH FREQUENCY RIDERS

	TOTAL	LOW	MEDIUM	HIGH
Base	751	429	191	131
TRAVEL PURPOSE	%	%	%	%
Work	52	29	61	88
Entertainment	42	41	36	52
Shopping	40	28	47	57
Personal business	26	19	31	34
School	11	5	12	20
Other purpose	14	12	14	16
PAYMENT METHOD	%	%	%	%
Compass card	84	77	88	93
Cash fare	4	6	3	2
Compass ticket	1	1	1	1
Other	1	1	1	1
REGION	%	%	%	%
Vancouver	38	33	45	40
Surrey/North Delta/White Rock/Langley	18	17	19	20
Burnaby/New Westminster	15	13	13	22
Richmond/South Delta	10	14	7	8
Northeast region	9	12	8	5
North Vancouver	8	9	7	5
West Vancouver	2	3	2	<1


Customer Profiles | LOW, MEDIUM, HIGH FREQUENCY RIDERS

	TOTAL	LOW	MEDIUM	HIGH
Base	751	429	191	131
IDENTIFY AS FIRST NATIONS, INTUIT, MÉTIS	%	%	%	%
Yes	4	2	3	9
No	92	95	92	87
Prefer not to answer	1	1	3	1
Don't know	<1	-	-	1
Refused	2	2	3	3
ETHNICITY	%	%	%	%
Caucasian	51	62	45	35
Chinese	14	14	14	16
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	12	6	14	20
Filipino	5	4	6	6
Latin American	5	3	5	9
Black	2	1	2	2
Arab	1	1	<1	4
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	1	1	1	2
West Asian (e.g., Iranian, Afghan, etc.)	1	1	3	1
Korean	1	<1	1	2
Japanese	1	2	-	-
First Nation	1	-	2	3
Canadian	<1	<1	<1	-
Middle Eastern	<1	<1	-	-
European	<1	1	-	-
Asian (unspecified)	<1	-	-	1
Other	1	1	1	<1
Nothing	<1	-	1	-
Prefer not to answer	3	5	2	<1
Don't know	<1	<1	<1	-
Refused	3	3	3	3

Customer Profiles | MODE USER PROFILES

- Three-quarters (75%) of transit users rode the bus, a 2 ppt increase from last wave (73% in Q4 2023) but down 3 ppt from the same period last year (78% in Q1 2023).
- Meanwhile, just over seven-in-ten (71%) of riders are SkyTrain riders, up 4 ppt from last wave (67%) and up 2 ppt from Q1 2023 (69%).
- Less than one-in-ten (7%) transit users are SeaBus riders, which is unchanged from last quarter and only a 1 ppt lift from the same quarter last year (6%).
- Significantly different characteristics of each mode rider group are highlighted on the table to the left and on the following pages.


	TOTAL	BUS	SKYTRAIN	SEABUS
Base	751	550	483	66*
AVERAGE PAST WEEK TRANSIT TRIPS	5.7	6.7	5.8	7.2
YEARS BEEN A TRANSIT RIDER	14.0	13.5	13.0	16.4
TRANSIT SYSTEM – OVERALL SERVICE RATING	7.7	7.6	7.6	8.1
AVERAGE AGE	43.8	42.6	42.3	48.6
AGE	%	%	%	%
18-34 years	38	43	39	27
35-54 years	32	28	35	30
55+ years	29	27	25	43
GENDER	%	%	%	%
Female	48	50	46	46
Male	47	44	49	51
Non-binary/gender fluid	1	2	1	-
Prefer not to say/refused	<1	<1	<1	<1
EMPLOYMENT STATUS	%	%	%	%
Full-time	53	53	55	50
Part-time	16	16	18	26
Not employed	35	36	31	26
EDUCATION	%	%	%	%
High school or less	16	17	13	18
Vocational/college/technical	19	18	20	16
Some university	11	12	10	9
Graduated university	52	50	54	56
HOUSEHOLD INCOME	%	%	%	%
Under \$40K	16	18	14	8
\$40K to <\$80K	24	27	22	14
\$80K or more	42	38	46	62

 Significantly higher than the other rider group(s).

* Caution: small base size.

Customer Profiles | MODE USER PROFILES

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	751	550	483	66*
TRAVEL PURPOSE	%	%	%	%
Work	52	59	54	58
Entertainment	42	41	45	66
Shopping	40	44	40	46
Personal business	26	29	27	25
School	11	12	13	5
Other purpose	14	14	15	28
PAYMENT METHOD	%	%	%	%
Compass card	84	87	86	87
Cash fare	4	5	2	3
Compass ticket	1	1	1	-
Other	1	1	1	-
CHOICE/CAPTIVE RIDERS	%	%	%	%
Choice	65	59	66	63
Captive	34	40	33	36
REGION	%	%	%	%
Vancouver	38	41	34	38
Surrey/North Delta/White Rock/Langley	18	19	21	4
Burnaby/New Westminster	15	15	17	5
Richmond/South Delta	10	9	13	3
Northeast region	9	5	11	-
North Vancouver	8	7	4	49
West Vancouver	2	3	1	2

 Significantly higher than the other rider group(s).

* Caution: small base size.

Customer Profiles | MODE USER PROFILES

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	751	550	483	66*
IDENTIFY AS FIRST NATIONS, INTUIT, MÉTIS	%	%	%	%
Yes	4	4	4	-
No	92	93	93	98
Prefer not to answer	1	1	1	-
Don't know	<1	<1	<1	-
Refused	2	2	2	2
ETHNICITY	%	%	%	%
Caucasian	51	48	48	61
Chinese	14	15	15	5
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	12	13	11	2
Filipino	5	5	6	-
Latin American	5	5	6	10
Black	2	1	2	5
Arab	1	2	2	16
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	1	2	2	3
West Asian (e.g., Iranian, Afghan, etc.)	1	1	1	<1
Korean	1	1	1	-
Japanese	1	1	1	-
First Nation	1	1	2	-
Canadian	<1	<1	<1	-
Middle Eastern	<1	<1	-	-
European	<1	-	<1	-
Asian (unspecified)	<1	<1	<1	-
Other	1	1	1	-
Nothing	<1	-	<1	-
Prefer not to answer	3	2	4	-
Don't know	<1	<1	<1	-
Refused	3	3	2	2

Customer Profiles | MODE USER PROFILES

	METRO VANCOUVER POPULATION 16 YEARS OR OLDER*	Q1- 2022	Q2- 2022	Q3- 2022	Q4- 2022	Q1- 2023	Q2- 2023	Q3- 2023	Q4- 2023	Q1- 2024
Base	2000	1284	1318	750	750	750	750	750	750	751
AVERAGE YEARS RIDING TRANSIT	n/a	11.9	11.3	11.8	11.9	12.4	9.8	11.8	11.7	14.0
AGE	%	%	%	%	%	%	%	%	%	%
18-24 years	12	18	20	16	17	18	18	16	14	16
25-34 years	18	19	19	21	21	19	20	22	22	22
35-44 years	18	15	16	16	17	16	17	14	16	15
45-54 years	20	18	18	17	16	17	16	18	17	17
55-64 years	16	9	9	8	10	8	7	7	7	8
65 years or older	17	18	17	20	18	20	19	20	21	21
GENDER	%	%	%	%	%	%	%	%	%	%
Male	48	48	49	50	48	49	48	48	52	50
Female	52	52	51	50	52	51	52	52	48	50
EMPLOYMENT	%	%	%	%	%	%	%	%	%	%
Employed full time	57	48	49	52	51	49	46	48	52	53
Employed part time	13	18	17	13	17	16	17	16	14	16
Student	5	12	14	14	11	11	14	13	11	11
Not employed	3	5	4	5	5	5	6	6	5	4
Homemaker	2	2	2	3	2	4	4	2	2	2
Retired	18	17	17	19	16	18	18	18	19	19
Refused	1	1	2	2	2	3	2	3	3	2
EDUCATION	%	%	%	%	%	%	%	%	%	%
High school or less	21	21	16	18	16	18	19	19	16	16
Vocational/college/technical	26	17	17	16	19	17	16	18	15	19
Some university	7	11	10	11	8	9	9	7	9	11
Graduated university	45	48	54	52	55	51	53	53	56	52
Refused	<1	3	3	2	2	4	2	3	3	3

← Transit tenure is at 14.0 years

- This table illustrates the demographics of transit riders compared with the demographics of the entire Metro Vancouver population (16 years and older).

Significantly higher than Metro Vancouver general public.

Significantly lower than Metro Vancouver general public.



APPENDIX A – Methodology

Methodology

The TransLink Customer Satisfaction Tracking Survey began in October 2002. Prior to October 2002, the survey (referred to as the TransLink Rider Satisfaction Study) was conducted by Synovate (formerly "MarkTrend Research") and ran from 1989 through to September 2002. While CGT conducted the study from October 2002 to December 2003, Ipsos (formerly Synovate) took over the data collection component starting in July 2003 and assumed total project management in January 2004.

In this section, we present the methodology Ipsos currently uses to collect and weight the data, as well as the sampling errors associated with the survey results. We also note any changes in methodology that have occurred since the study's redesign in October 2002, as well as in July 2017.

Sampling

Sample Source

The landline sample for this study is drawn from Canada Survey Sampler (CSS), which is the most advanced and up-to-date sampling method available. Canada Survey Sampler is a computer list of all Canadian phone numbers and has replaced other methods such as Random Digit Dialing (RDD) and buying lists from companies such as Dominion Directories. Not only are the telephone lists from Canada Survey Sampler the most up-to-date, but they are divided into listed and unlisted telephone numbers. This ensures that we contact the correct proportion of unlisted phone numbers in our sampling.

Also, starting in July 2017, we have included cellphone sample, which accounts for 40% of the total quarterly surveys. The cellphone sample is purchased from SSI International, and it is pulled based on a list of cellphone numbers from wireless service providers linking phone numbers with billing towers. In order to target specific regions, we order cellphone sample based on billing tower and the numbers are randomly generated for the area codes/exchange combinations within each billing tower.

Sampling Population and Target Respondent

The sampling population for this survey is all individuals who are 18 years of age or older* who live in a household within the MVRD, have used the Bus, SkyTrain, or SeaBus within the past 30 days, and are not employed by TransLink, one of its subsidiaries or a marketing research firm. Those individuals who have participated in any surveys related to public transit within the last 6 months are excluded from the study. To ensure that a random selection of transit customers is made within households that contain more than one transit customer, the target respondent is the transit customer in the household who will celebrate the next birthday.

Survey Quotas and Sample Sizes

The survey quotas shown in the following table are designed to achieve two goals: 1) to obtain statistically reliable data within each region; 2) to minimize the need to apply substantial weights to ensure the sample represents the MVRD population of past 30-day transit customers accurately. Some regions are oversampled relative to their share of past 30-day transit users (e.g., West Vancouver) and some regions are undersampled (e.g., Vancouver), but the difference between the proportion of transit riders in each region and the proportion of surveys conducted in each region is kept to a minimum and is not substantial.

* Prior to January 2018, age restriction was 16 years old or above.

The table below shows the estimated proportion of past 30-day transit riders (i.e., rider share) within each region, the number of surveys conducted quarterly and annually within each region by Ipsos, and the proportion of surveys conducted within each region. Note that quotas per region changed in 2022 for Vancouver (currently 260 per quarter, down from 680) and West Vancouver (currently 60, down from 100)

Regional Quotas

REGION	PROPORTION OF PAST 30-DAY USERS (RIDER SHARE)	SURVEYS PER QUARTER	SURVEYS PER YEAR	% OF TOTAL SAMPLE
Burnaby/New Westminster	14%	105	420	14%
Richmond/South Delta	9%	72	288	10%
Surrey/North Delta/White Rock/Langley	18%	102	408	14%
Vancouver	41%	260	1,040	35%
Northeast Sector (Coquitlam/Port Coquitlam/Port Moody/Pitt Meadows/ Maple Ridge/Anmore & Belcarra)	8%	77	308	10%
North Vancouver	7%	74	296	10%
West Vancouver	3%	60	240	8%
Total		750	3,000	

To further ensure that the data represent the experiences and behaviours of all past 30-day transit riders in the MVRD, surveys quotas are also set for each region on a monthly and weekly basis.

Every week, we try to spread out the dialing as evenly as possible across regions. Since we cannot target specific regions using the cellphone sample, we would dial more cellphone sample in the beginning of the week, and then dial more landline sample near the end of the week to make sure we are meeting the weekly regional soft quotas:

- Sunday to Tuesday: 41% cellphone/59% landline
- Wednesday to Thursday: 43% cellphone/57% landline
- Friday to Saturday: 35% cellphone/65% landline

In total, we aim for 451 landline completes and 299 cellphone completes per quarter.

Data Weighting

Given that the regions are sampled disproportionately, weight variables are applied to the data to adjust the regional distribution of past 30-day transit riders so that it matches the actual proportion of transit riders in each region. The weight variables were sourced from Mustel Omnibus surveys, which collected data from a total of 2,000 Metro Vancouver residents in February, March, June, and September of 2017. Specifically, 42 weight values are calculated (3 age groups by 2 genders by 7 regions), which are subsequently applied to the relevant cells in the TransLink Customer Service Performance data.



Projected Evaluations for Bus, SkyTrain, SeaBus

During the course of the survey, customers evaluate a combination of modes or buses up to a maximum of three. Based on the data for the quarter ending September 2022, we expect to obtain approximately 4,576 evaluations in the course of conducting 3000 surveys annually. The number of evaluations expected for each mode annually and for each mode per respondent are shown in the table below.

Number of Evaluations Expected by Ipsos

MODE	ANTICIPATED # OF EVALUATIONS PER YEAR	ANTICIPATED # OF EVALUATIONS PER RESPONDENT
Bus	2,292	0.76
SkyTrain	2,052	0.68
SeaBus	232	0.08
Total # of Evaluations	4,576	1.53
Total # of Interviews	3,000	

Margins of Error

Proportions

All samples have a margin of error associated with them, reflecting the fact that we are drawing a sample from a population. In the current context, margins of error will vary because the size of particular samples and sub samples will vary. For example, at the 95% level of confidence, the margin of error for the total quarterly sample of 750 is +/- 3.6%; the margin of error for the quarterly Vancouver sample of 250 is +/- 6.2%.

When comparing independent samples across two quarters, the margins of error increase by about 40%. For example, when comparing proportions across two quarterly samples of 750 each, the proportions must differ by at least 5.1% for the difference to be considered statistically significant. The table below illustrates the maximum margins of error when evaluating a single independent sample and the maximum margins of error when comparing the proportions for two independent samples at the 95% level of confidence for various sample sizes.

SAMPLE SIZE	MAXIMUM MARGIN OF ERROR FOR SAMPLE OF THIS SIZE	MAXIMUM MARGIN OF ERROR FOR COMPARING TWO SAMPLES OF THIS SIZE
50	+/- 13.6%	+/- 19.6%
100	+/- 9.8%	+/- 13.9%
200	+/- 6.9%	+/- 9.8%
250	+/- 6.2%	+/- 8.8%
300	+/- 5.7%	+/- 8.0%
400	+/- 4.9%	+/- 6.9%
500	+/- 4.4%	+/- 6.2%
600	+/- 4.0%	+/- 5.7%
700	+/- 3.7%	+/- 5.2%
750	+/- 3.6%	+/- 5.1%
3,000	+/- 1.8%	+/- 2.5%



Means (Average Ratings)

To determine the margins of error for means (or average ratings), the sample sizes and standard deviations for each rating need to be taken into account. The following table serves as a general guide for determining the margins of error for means.

SAMPLE SIZE	STANDARD DEVIATION	MAXIMUM MARGIN OF ERROR FOR:	
		SAMPLE OF THIS SIZE	COMPARING TWO SAMPLES OF THIS SIZE
50	1.0	0.28	0.39
250	1.0	0.12	0.18
750	1.0	0.07	0.10
50	1.5	0.42	0.59
250	1.5	0.19	0.26
750	1.5	0.11	0.15
50	2.0	0.55	0.78
250	2.0	0.25	0.35
750	2.0	0.14	0.20

Survey Instrument

The survey instrument was redesigned jointly by TransLink Marketing Research and CGT Research in 2002 and has received minor updates since. Other personnel at TransLink and TransLink subsidiaries were also consulted regarding the survey content. The survey takes an average of 17 minutes to administer. The survey instrument is in Appendix B.

Fieldwork

All surveys are conducted by Ipsos from their virtual call centre (VCC) with Metro Vancouver interviewers. Surveys are conducted during weekdays between 4:00pm and 9:00pm, on Saturdays between 10:00am and 5:00pm, and on Sundays between noon and 5:00pm.

Changes made in October 2023.

**TRANSLINK CUSTOMER SATISFACTION RESEARCH (BUS, SEABUS, SKYTRAIN)
– Questionnaire**

[READ ALL QUESTIONS VERBATIM – NO EXCEPTIONS]

[PURPOSE: Evaluate service provided by Bus, SeaBus, SkyTrain, and identify specific ways to improve service.]

[POPULATION TO BE SURVEYED: 18+ in Metro Vancouver who have used Bus, SeaBus, SkyTrain in past 30 days.]

[TARGET AVERAGE SURVEY LENGTH: 15 minutes.]

[HIDDEN VARIABLE]

S1. Sample Source

1. Landline Sample
2. Cellphone Sample

[INTRODUCTION]

Hello, this is _____ and I'm conducting a survey on behalf of TransLink. I'm calling from Ipsos, a research company in Vancouver. This call may be recorded for quality control purposes.

(INTERVIEWER NOTE: GREATER VANCOUVER IS NOW OFFICIALLY CALLED METRO VANCOUVER; THE TWO NAMES REFER TO THE SAME REGION.)

(IF REQUIRED: The survey is about the quality of public transit in Metro Vancouver.)

QA1. How many people in your household are aged 18 or over and have taken public transit that is the bus, SeaBus or SkyTrain in the last thirty days? **(INTERVIEWER: RECORD NUMBER OF PEOPLE IN HOUSEHOLD AGE 18 OR OVER AND HAVE TAKEN PUBLIC TRANSIT, THAT IS THE BUS, SEABUS OR SKYTRAIN IN THE LAST THIRTY DAYS.)**

[0 – 30 RECORD NUMBER]

(IF NECESSARY: Public transit includes the Canada Line.)

[IF S1 = LANDLINE SAMPLE:

IF NO ONE 18+ HAS USED TRANSIT THANK AND TERMINATE. IF ONLY ONE PERSON 18+ HAS USED TRANSIT, ASK TO SPEAK TO THAT PERSON, THEN GO TO SCREENER A.

IF TWO OR MORE PERSONS HAVE USED TRANSIT IN QA1, SAY: I would like to speak to the transit rider 18 or older who had the most recent birthday. (RE-INTRODUCE)

IF NOT AVAILABLE, ARRANGE CALLBACK.

IF NECESSARY: We ask for the person with the last birthday as a means of randomizing the respondents in our sample.

(RE-INTRODUCE IF NECESSARY: Hi, we are doing a short study on behalf of TransLink.))

[FOR INTERVIEWERS TO RECORD ONLY]

QA1b. Did the respondent pass the phone to another household member?

- YES
- NO

[ASK AC1 ONLY IF S1 = CELLPHONE SAMPLE. OTHERWISE, GO TO SCREENING QUESTIONS]

QA1c. Are you age 18 or older?

YES

NO

[IF NO IN A1C, THANK & TERMINATE. OTHERWISE CONTINUE]

SCREENING QUESTIONS

QA. Do you or anyone in your household work for TransLink or the public transit system? **(IF NECESSARY: Public transit includes the bus, SeaBus, West Coast Express or SkyTrain, including the Canada Line.)**

YES

NO

[IF NO AT QA CONTINUE, OTHERWISE THANK & TERMINATE]

QB. Have you taken the Bus, SeaBus or SkyTrain in the last thirty days? **(IF NECESSARY: SkyTrain includes the Canada Line.)**

YES

NO

[IF QB = YES CONTINUE, OTHERWISE THANK AND TERMINATE]

QC. Have you or anyone in your household participated in any surveys related to public transit within the last six months? **(INTERVIEWER IF TRANSLINK DIARIES IS MENTIONED LET RESPONDENTS KNOW THAT THEY CAN STILL PARTICIPATE IN THIS SURVEY AND CLARIFY IF HOUSEHOLD MEMBERS HAVE PARTICIPATED IN ANY OTHER PUBLIC TRANSIT SURVEYS IN THE LAST 6 MONTHS)**

YES

NO

[IF QC = NO CONTINUE, OTHERWISE THANK & TERMINATE]

[IDENTIFY REGION]

Q1. In which municipality do you live? **(DO NOT READ LIST BUT IF NECESSARY CLARIFY/PROBE FROM LIST. IF DELTA MENTIONED ASK: Would that be North Delta or South Delta?)**

1. BURNABY
2. COQUITLAM
3. BELCARRA/ANMORE
4. LANGLEY
5. LION'S BAY
6. MAPLE RIDGE/PITT MEADOWS
7. NEW WESTMINSTER
8. NORTH DELTA
9. NORTH VANCOUVER
10. PORT COQUITLAM
11. PORT MOODY
12. RICHMOND

- 13. SOUTH DELTA/TSAWWASSEN/LADNER
- 14. SURREY/CLOVERDALE
- 15. VANCOUVER
- 17. WEST VANCOUVER
- 18. WHITE ROCK
- 19. DEEP COVE
- 21. HORSESHOE BAY
- 22. BOWEN ISLAND
- 23. ABBOTSFORD
- 24. MISSION
- OTHER (SPECIFY)

[IF Q1 = CODE 23 ABBOTSFORD OR CODE 24 MISSION THANK & TERMINATE, ALL OTHERS CONTINUE]

[IF QS1 = CELLPHONE SAMPLE AND Q1 = DK/REFUSED/OTHER, THANK AND TERMINATE]

[IF QS1 = LANDLINE SAMPLE: PROGRAMMER SET MARKET QUOTAS BASED ON Q1, USE SAMPLE VARIABLE TO CALCULATE REGION IF Q1 DK/REFUSED OR OTHER]

ASSESS FREQUENCY OF USE, MODE, TIME, AND TRIP PURPOSE

Q2. (2.0) Have you taken the bus, SeaBus or SkyTrain- including the Canada Line, in the past 7 days?

YES

NO

[PROGRAMMER: SET TEXT INSERT FOR REMAINDER OF SURVEY CALLED "DAYS", IF YES IN Q2, THEN ASK INSERT "7"; OTHERWISE INSERT "30".]

Q2a. (2.1) How many one-way transit trips did you make in the last [DAYS] days [INSERT FROM LIST]? [PROGRAMMER DISPLAY TEXT FOR 1ST ITEM, AND THEN AS READ IF NECESSARY FOR 2ND+ ITEMS] A one-way trip is any trip to a single destination not counting any transfers along the way. For example, a trip to [INSERT DESTINATION UNDER DISCUSSION] and home again would count as two one-way trips.

How about ... [INSERT ITEM]? (INTERVIEWER PROMPT IF DON'T KNOW OR REFUSED, ASK: May I have your best guess?)

To or from work

To or from school

To or from shopping

For personal business such as the doctor or bank

For entertainment or social reasons

For any other purpose

[RANGE= 0-96]

[PROGRAMMER ADD TOTAL NUMBER OF TRIPS IN Q2A]

[IF DK OR REFUSE TO ANY OR ZERO TO ALL IN Q2A THANK & TERMINATE]

IF TOTAL AT Q2A IS 15-39, OR TOTAL IS 40+ AND Q2=NO, ASK INT1 WITH THE BELOW "OPTIONAL REVIEW" INSERT: Based on these descriptions, would you like to review your answers? (IF NEEDED: Your total of number of trips equaled [INSERT TOTAL FROM Q2A].)

IF TOTAL AT Q2A IS 40+ AND Q2=YES, ASK INT1 WITH THE BELOW "FORCED REVIEW" INSERT: Your total of number of trips equaled [INSERT TOTAL FROM Q2A] in the past seven days. Based on these descriptions, we'll need to review your answers. (INTERVIEWER: ENTER "YES" BELOW AND REVIEW)

[ONLY ASK INT1 ONCE MAXIMUM. IF AFTER SECOND PASS OF Q2A, ANSWERS STILL TOTAL 15+, SKIP INT1 AND PROCEED TO Q3]

INT1. Just to remind you, a trip to a single destination, like work or school, counts as one one-way trip. A trip back home from the destination would count as another one-way trip. For example, a trip to work and back home with one stop to shop along the way would be 3 one-way trips (3 destinations). A trip to and from work using 3 modes (e.g. Bus, SeaBus and SkyTrain) would be 2 one-way trips. **[INSERT TEXT AS ABOVE]**

YES

NO

[IF YES LOOP BACK TO Q2A AND RE-ASK SERIES]

Q3. Of the **[INSERT TOTAL FROM Q2A]** one-way trips you made in the last **[DAYS]** days, how many did you make using the ... **[INSERT ITEM]**? And how about ... **[INSERT SECOND ITEM, ETC.]**? **(IF DON'T KNOW OR REFUSED, ASK: May I have your best guess?)**

1. Bus only
2. SkyTrain only
3. SeaBus only
4. Bus and SkyTrain
5. Bus and SeaBus
6. SkyTrain and SeaBus
7. Bus, SeaBus and SkyTrain

[0-96]

[PROGRAMMER: ONCE TOTAL IS REACHED DO NOT ASK REMAINING ITEMS AND AUTOCODE THEM TO ZERO]

[PROGRAMMER: DISPLAY ALL ITEMS AT Q3 AND PERCENTAGES GIVEN, DISPLAY VALIDATION SCREEN FOR INTERVIEWER & RESPONDENT]

[PROGRAMMER: ANSWERS FROM Q3 MUST ADD TO TOTAL GIVEN AT Q2A]

[IF DK/REF TO ANY OR ZERO TO ALL AT Q3, THANK & TERMINATE]

Q4. Of the **[INSERT TOTAL FROM Q2A]** one-way trips you made in the last **[DAYS]** days, how many did you make ... **[INSERT ITEM]**? And how about ... **[INSERT SECOND ITEM, ETC.]**? **(IF DON'T KNOW OR REFUSED, ASK: May I have your best guess?)**

1. Monday to Friday between 5am and 9:30am
2. Monday to Friday between 9:30am and 3pm
3. Monday to Friday between 3pm and 6:30pm
4. Monday to Friday after 6:30pm
5. On a Saturday or Sunday or a statutory holiday

[0-96]

[PROGRAMMER: ONCE TOTAL IS REACHED DO NOT ASK REMAINING ITEMS AND AUTOCODE THEM TO ZERO]

[PROGRAMMER: ANSWERS FROM Q4 MUST ADD TO TOTAL GIVEN AT Q2A]

[IF DK/REF TO ANY OR ZERO TO ALL AT Q4, THANK & TERMINATE]

SATISFACTION WITH SYSTEM OVERALL

Q6. Based on your own experience in the past **[DAYS]** days, on a scale of one to ten, where "10" means "excellent" and "one" means "very poor", how would you rate the overall service provided by the transit system in Metro Vancouver?

[1-10]

[FOR THOSE PROVIDING A RATING OF 5 OR LESS, ASK 6.1.2.]

Q6c. (6.1.2) What could have been done to improve the overall transit system service? **(INTERVIEWER: PROBE TWICE)**

[OPEN END]

Q6b. (6.1.1) Still thinking about the service provided by the transit system in Metro Vancouver, how would you rate it in terms of providing Value for Money? **(REPEAT SCALE IF NECESSARY: Use a 10-point scale where 10 means excellent and 1 means very poor.)**

[1-10]

SATISFACTION WITH SEABUS SERVICE; IDENTIFY WAYS TO IMPROVE SERVICE

[Q8-Q9 FOR SEABUS RIDERS ONLY (Q3_3 SEABUS ONLY; Q3_5 BUS & SEABUS; Q3_6 – SKYTRAIN & SEABUS; Q3_7 – BUS, SEABUS AND SKYTRAIN > 0)]

[PROGRAMMER: SET TEXT INSERT FOR REMAINDER OF SURVEY CALLED "Trip" IF ONLY ONE TRAVEL TIME IN Q4, INSERT: "last" OTHERWISE, ROTATE EITHER "Last" or "2nd to last"]

I'm now going to ask you about your **[TRIP]** one-way trip(s) on SeaBus. Just to clarify, if you used SeaBus to travel to work and back home again, your **[TRIP]** one-way trip would be your trip **[IF Trip = "Last" insert: back home / IF TRIP = "2nd to last" insert: to work.]**

[IF ONLY TRAVELLED DURING ONE TIME PERIOD IN Q4, GO TO Q8B]

[PROGRAMMER: ONLY INCLUDE CODES BELOW WHERE AT Q4 ITEM IS > 0]

- Q8a. (8.1) Did you make your **[TRIP]** one way trip on SeaBus ... **(READ LIST). [ACCEPT ONE RESPONSE]**
1. Monday to Friday between 5am and 9:30am
 2. Monday to Friday between 9:30am and 3pm
 3. Monday to Friday between 3pm and 6:30pm
 4. Monday to Friday after 6:30pm
 5. Saturday, Sunday or Holiday
- Q8b. (8.2) Thinking about the **[TRIP]** trip you made by SeaBus, on a scale of one to ten, where "ten" means "excellent" and "one" means "very poor", how would you rate the SeaBus service overall?
- [1-10]**
- Q9. **[PROGRAMMER DISPLAY FOR FIRST ITEM ASKED IF ATTRIBUTE = 1, 2, 5, 7 OR 8 IN ROTATION]** Using the same scale, how would you rate the SeaBus in terms of ... **[INSERT FIRST ITEM]?**
- (CLARIFY IF NECESSARY: Ten means "excellent" and one means "very poor".)**
- [PROGRAMMER DISPLAY FOR REMAINING ITERATIONS IF ATTRIBUTE = 1, 2, 5, 7 OR 8]** And how about ... **[INSERT SECOND ITEM, ETC.]? (REPEAT SCALE AS NEEDED)**
- [PROGRAMMER DISPLAY FOR ATTRIBUTES: 3, 4, AND 6]** Still thinking about the **[TRIP]** trip you made on SeaBus, **[INSERT ITEM]?** **(REPEAT SCALE AS NEEDED)**
- Q9a. (9) Did you speak to SeaBus staff on your **[TRIP]** trip on SeaBus?
- YES
- NO
- Q9.1 **[ONLY ASK IF YES TO Q9A]** (1) Having courteous, competent and helpful SeaBus staff?
- Q9.2 (2) Feeling safe from crime at the SeaBus station?
- Q9.3 (3) How would you rate it in terms of frequency of service? **(CLARIFY IF NECESSARY: Does the SeaBus run often enough throughout the day?)**
- Q9.4. (4) How would you rate it in terms of not being overcrowded? **(CLARIFY IF NECESSARY: Was there enough room onboard?)**
- Q9.8 (5) Trip duration from the time you boarded to the time you got off SeaBus? **(CLARIFY IF NECESSARY: We are only referring to the time spent onboard the SeaBus.)**
- Q9.9 (6) How would you rate it in terms of providing on time, reliable service?
- Q9.10 (7) Clean and graffiti free SeaBus vessel and stations? **(CLARIFY IF NECESSARY: Please think about the overall cleanliness during your [last/2nd last] SeaBus trip.)**
- Q9.11 (8) Staff available when needed? **(IF RESPONDENT SAYS 'NOT APPLICABLE RECORD AS DON'T KNOW)**
- [1-10]**

SATISFACTION WITH SKYTRAIN; IDENTIFY WAYS TO IMPROVE SERVICE

[Q10-Q13 FOR SKYTRAIN RIDERS ONLY (Q3_2 SkyTrain only; Q3_4 Bus & SkyTrain; Q3_6 SkyTrain and SeaBus OR Q3_7 Bus, SeaBus and SkyTrain > 0)]

I'm now going to ask you about your **[TRIP]** one-way trip on SkyTrain, which includes the Canada Line. Just to clarify, if you used SkyTrain to travel to work and back home again, your **[TRIP]** one-way trip would be your trip **[IF Trip = Last insert: back home/IF TRIP = 2nd to last insert: to work]**.

[IF ONLY TRAVELLED DURING ONE TIME PERIOD IN Q4 GO TO Q11A, OTHERWISE CONTINUE.]

[PROGRAMMER: ONLY INCLUDE CODES BELOW WHERE AT Q4 ITEM IS > 0]

Q10. Did you make your **[TRIP]** one way trip on SkyTrain ... **(READ LIST) [ACCEPT ONE RESPONSE]**

1. Monday to Friday between 5am and 9:30am
2. Monday to Friday between 9:30am and 3pm
3. Monday to Friday between 3pm and 6:30pm
4. Monday to Friday after 6:30pm
5. Saturday, Sunday or Holiday

Q11a. (11.1) At which SkyTrain station did you first board the SkyTrain during your **[TRIP]** trip?
(RECORD ONE FROM LIST BELOW)

1. WATERFRONT (also a Canada Line station)
2. BURRARD
3. GRANVILLE
4. STADIUM
5. MAIN STREET/SCIENCE WORLD
6. BROADWAY
7. NANAIMO
8. 29TH AVENUE
9. JOYCE-COLLINGWOOD
10. PATTERSON
11. METROTOWN
12. ROYAL OAK
13. EDMONDS
14. 22ND STREET
15. NEW WESTMINSTER
16. COLUMBIA
17. SCOTT ROAD
18. GATEWAY
19. SURREY CENTRAL
20. KING GEORGE
21. COMMERCIAL DRIVE
22. RENFREW
23. RUPERT
24. GILMORE
25. BRENTWOOD TOWN CENTRE

26. HOLDOM
27. SPERLING-BURNABY LAKE
28. PRODUCTION WAY-UNIVERSITY
29. LOUGHEED TOWN CENTRE
30. BRAID
31. SAPPERTON
34. LAKE CITY WAY
35. VCC-CLARK
36. VANCOUVER CITY CENTRE
37. YALETOWN ROUNDHOUSE
38. OLYMPIC VILLAGE
39. BROADWAY CITY HALL
40. KING EDWARD
41. OAKRIDGE 41ST AVENUE
42. LANGARA 49TH AVENUE
43. MARINE DRIVE
44. BRIDGEPORT
45. TEMPLETON
46. SEA ISLAND CENTRE
47. YVR AIRPORT
48. ABERDEEN
49. LANSDOWNE
50. RICHMOND BRIGHOUSE
51. BURQUITLAM
52. MOODY CENTRE
53. INLET CENTRE
54. COQUITLAM CENTRAL
55. LINCOLN
56. LAFARGE LAKE-DOUGLAS

OTHER (**SPECIFY EXACT LOCATION**) [**SPECIFY**]

Q11b. (11.2) Which SkyTrain station was your final stop during your **[TRIP]** trip? (**RECORD ONE FROM LIST BELOW**)

[SHOW CODE LIST FROM Q11A, EXCLUDE STATION MENTIONED AT Q11A]

Q12. Thinking about the **[TRIP]** trip you made by SkyTrain, on a scale of one to ten, where “ten” means “excellent” and “one” means “very poor”, how would you rate the SkyTrain service overall?

[1-10]

Q13a. **[PROGRAMMER DISPLAY FOR FIRST ITEM ASKED IF ATTRIBUTE= 1, 2, 3 OR 6 IN ROTATION]**
Using the same scale, how would you rate the SkyTrain in terms of ... **[INSERT FIRST ITEM]?**
(CLARIFY IF NECESSARY: Ten means "excellent" and one means "very poor".)

[PROGRAMMER DISPLAY FOR REMAINING ITERATIONS IF ATTRIBUTE = 1, 2, 3 OR 6] And how about ... **[INSERT SECOND ITEM, ETC]?** **(REPEAT SCALE AS NEEDED)**

[PROGRAMMER DISPLAY FOR ATTRIBUTES: 4, 5, 7 OR 8] Still thinking about the **[TRIP]** trip you made by SkyTrain, **[INSERT ITEM]?**

[1-10]

Q13. Did you speak to SkyTrain staff on your **[TRIP]** trip on SkyTrain?

YES

NO

Q13.1 (1) **[ONLY ASK IF YES AT Q13]** Having courteous, competent and helpful SkyTrain staff?

Q13.2 (2) How would you rate your **[TRIP]** trip in terms of feeling safe from crime onboard SkyTrain?

Q13.3 (3) Thinking about your **[TRIP]** trip on SkyTrain where you **[IF STATION PROVIDED AT BOTH Q11A AND Q11B RANDOMLY INSERT EITHER: boarded/got off at [INSERT STATION NAME]] [IF ONLY PROVIDED STATION NAME AT Q11A INSERT: boarded [INSERT STATION NAME]] [IF ONLY PROVIDED STATION NAME AT Q11B INSERT: got off at [INSERT STATION NAME]] [IF STATION NOT PROVIDED AT Q11A OR Q11B RANDOMLY INSERT: board/got off at]],** how would you rate that station in terms of feeling safe from crime?

Q13.4 (4) How would you rate it in terms of not being overcrowded? **(CLARIFY IF NECESSARY: Was there enough room onboard?)**

Q13.8 (5) How would you rate it in terms of providing on-time reliable service?

Q13.9 (6) Clean and graffiti-free SkyTrain cars and stations? **(CLARIFY IF NECESSARY: Please think about the overall cleanliness during your [last/2nd last] SkyTrain trip.)**

Q13.10 (7) How would you rate it for staff available when needed? **(IF RESPONDENT SAYS 'NOT APPLICABLE' RECORD AS DON'T KNOW)**

Q13.12 (8) How would you rate it in terms of frequency of service? **(CLARIFY IF NECESSARY: Do the trains run often enough throughout the day?)**

[1-10]

Q13X1. Within the past 30 days, did you experience any SkyTrain delays where the train either arrived or left the station at least five minutes later than expected?

YES

NO

[IF Q13X1 = NO/DK/REF SKIP TO INSTRUCTION BEFORE Q14, OTHERWISE CONTINUE]

Q13X2. Thinking about the last time you experienced a delay on SkyTrain, how would you rate the SkyTrain service in terms of "delays are announced and explained"? **(IF NECESSARY: On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor".)**

[1-10]

ASSESS SATISFACTION WITH BUS ROUTES; IDENTIFY WAYS TO IMPROVE SERVICE

[Q14-Q22 FOR BUS RIDERS ONLY (Q3_1 Bus Only; Q3_4 Bus & SkyTrain; Q3_5 Bus & SeaBus OR Q3_7 Bus, SeaBus and SkyTrain > 0)]

Now thinking about your [TRIP] one-way trip on the Bus. Just to clarify, if you used the Bus to travel to work and back home again, your [TRIP] one-way trip would be your trip [IF TRIP= Last INSERT: back home/ IF TRIP = 2nd to last INSERT: to work.]

[IF ONLY TRAVELLED DURING ONE TIME PERIOD IN Q4, GO TO Q15]

[PROGRAMMER: ONLY INCLUDE CODES BELOW WHERE AT Q4 ITEM IS > 0]

Q14. Did you make your [TRIP] one way trip on the Bus ... **(READ LIST, ACCEPT ONE RESPONSE)**

1. Monday to Friday between 5am and 9:30am
2. Monday to Friday between 9:30am and 3pm
3. Monday to Friday between 3pm and 6:30pm
4. Monday to Friday after 6:30pm
5. Saturday, Sunday or Holiday

Q15. How many different buses did you take on this trip? **(RECORD NUMBER OF BUSES)**

[RANGE = 1-9]

[PROGRAMMER: IF Q15 = 1 USE SINGULAR WORDING BELOW, ALL OTHERS USE PLURAL]

Q16. What was/were the route number(s) of the bus(es) you took on this trip? **(RECORD ROUTE NUMBERS. ACCEPT UP TO 3 ROUTE NUMBERS.) (IF RESPONDENT UNABLE TO GIVE ROUTE NUMBER, PROBE FOR ROUTE NAME. IN INSTANCES WHERE THE SAME ROUTE NAME IS ASSOCIATED WITH DIFFERENT ROUTE NUMBERS, THE INTERVIEWER SHOULD GIVE THESE ROUTE NUMBERS TO THE RESPONDENT TO DETERMINE IN THE RESPONDENT CAN IDENTIFY THE ROUTE NUMBER. IF THE RESPONDENT CANNOT, THE INTERVIEWER WILL USE ONE OF THE CODES BELOW THAT REPRESENT THE DEPARTURE POINT FOR THE BUS THAT THEY DID TAKE.)**

(ANY GENERIC MENTIONS OF NORTH VANCOUVER, PLEASE PUT THAT IN CODE 922 BBY/ NEW WEST/NORTH VANCOUVER.)

- 922. Bby/New West/North Vancouver
- 923. Sry/Lang/WR
- 924. Coq/Pt. Coq.
- 925. Rmd/S Del.
- 926. Vancouver
- 927. West Vancouver
- 993. Downtown/Westminster/Sry (N19)
- 994. Downtown/SFU (N35)

[PROGRAMMER: REFER TO ROUTE LIST FOR ACCEPTABLE CODES]

[PROGRAMMER: SAME ROUTE CANNOT BE CHOSEN MORE THAN ONCE AT Q16]

[ASK Q17-Q18 FOR UP TO 3 DIFFERENT ROUTE NUMBERS BASED ON THE FOLLOWING LOGIC]

[IF BOTH SEABUS AND SKYTRAIN SECTION ALREADY ASKED, ASK BUS SECTION FOR ONLY ONE BUS ROUTE RANDOMLY CHOSEN BASED ON ANSWERS AT Q16]

[IF ONLY ONE OR OTHER OF SKYTRAIN OR SEABUS ASKED, ASK ABOUT TWO BUS ROUTES ONLY RANDOMLY CHOSED BASED ON ANSWERS AT Q16. IF NEITHER SKYTRAIN NOR SEABUS RATED, ASK ABOUT UP TO 3 BUS ROUTES CHOSEN BASED ON ANSWERS AT Q16]

[PROGRAMMER: INSERT “#” ON ALL OF THE INSERTS FOR ROUTE NUMBERS]

Q17. Thinking about the trip you made on the **[ROUTE NUMBER]** bus, on a scale of one to ten, where “ten” means “excellent” and “one” means “very poor”, how would you rate it for service overall?

[1-10]

Q18. **[PROGRAMMER DISPLAY FOR FIRST ITEM ASKED IF ATTRIBUTE = 1, 2, 3, 7, 8 OR 9]** Still thinking about the **[ROUTE NUMBER]** bus you took and using the same 10-point scale, how would you rate it in terms of ... **[INSERT FIRST ITEM]**?

(CLARIFY IF NECESSARY: Ten means “excellent” and one means “very poor”.)

[PROGRAMMER DISPLAY FOR REMAINING ITERATIONS IF ATTRIBUTE = 1, 2, 3, 7, 8 OR 9] How about ... **[INSERT SECOND ITEM, ETC.]?** **(INTERVIEWER: REPEAT SCALE AS NEEDED)**

[PROGRAMMER DISPLAY FOR ATTRIBUTES: 4, 5, 6 OR 10] Still thinking about the **[TRIP]** trip you made on the **[ROUTE NUMBER]** ...

Q18.1 (1) Having a courteous bus operator?

Q18.1a (2) Having an operator who drives safely and professionally?

Q18.2 (3) Feeling safe from crime onboard the bus?

Q18.3 (4) How would you rate it for feeling safe from crime at the bus stop or transit exchange where you boarded?

Q18.4 (5) How would you rate it in terms of not being overcrowded? **(CLARIFY IF NECESSARY: Was there enough room onboard?)**

Q18.9 (6) How would you rate it in terms of providing on-time reliable service?

Q18.10 (7) Clean and graffiti-free bus **(CLARIFY IF NECESSARY: Please think about the overall cleanliness during your [last/2nd last] bus trip.)**

Q18.11 (8) The **[ROUTE NUMBER]** bus for having a direct route? **(CLARIFY IF NECESSARY: By direct route, we mean having a route that follows the shortest possible path between where you got on and where you got off the bus.)**

Q18.14 (9) Trip duration from the time you boarded to the time you got off the bus? **(CLARIFY IF NECESSARY: We are only referring to the time spent onboard the bus.)**

Q18.15 (10) How would you rate it in terms of frequency of service? **(CLARIFY IF NECESSARY: Does the bus run often enough throughout the day?)**

[1-10]

Q23aa. Again, thinking of the trip you take most often on transit, do you take more than one bus or transit mode?

YES

NO

[ASK Q23AB IF Q23AA = YES, OTHERWISE SKIP TO Q23A]

Q23ab. Using the 10-point scale, how would you rate the transit system in terms of having good connections between buses or transit modes with a reasonable wait time? **(IF NECESSARY: On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor".)**

[1-10]

Q23a. And still thinking of the transit system in Metro Vancouver, how would you rate it for providing adequate transit information at stops and stations? **(IF NECESSARY: On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor".)**

[1-10]

[ASK Q23B & Q23B2 BEFORE MOVING ON TO NEXT TRANSIT MODE]

Q23b. And how about for providing adequate information onboard transit vehicles, starting with ... **[INSERT ITEM]**? **(IF NECESSARY: On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor".)**

[IF USED BUS IN Q3: Q3_1 Bus Only; Q3_4 Bus & SkyTrain; Q3_5 Bus & SeaBus; OR Q3_7 Bus, SeaBus and SkyTrain > 0] Bus

[IF USED SKYTRAIN IN Q3: Q3_2 SkyTrain only; Q3_4 Bus & SkyTrain; Q3_6 SkyTrain and SeaBus; OR Q3_7 Bus, SeaBus and SkyTrain > 0] SkyTrain

[IF USED SEABUS IN Q3: Q3_3 SeaBus Only; Q3_5 Bus & SeaBus; Q3_6 – SkyTrain and SeaBus; OR Q3_7 Bus, SeaBus and SkyTrain > 0] SeaBus

[1-10]

Q23c. Again thinking of the regional transit system in Metro Vancouver, how would you rate it for having service that runs during convenient hours? **(IF NECESSARY: On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor".)**

[1-10]

Q23d. And how about for having enough bus shelters throughout the region? **(IF NECESSARY: On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor".)** **(CLARIFY IF NECESSARY: Thinking about what you have seen or heard and the route(s) you travelled on, how would you rate the transit system for having enough bus shelters at bus stops?)**

[1-10]

Q23e. Have you called TransLink's telephone information line in the past 3 months?

YES

NO

[ASK IF Q23E = YES, OTHERWISE SKIP TO Q23F]

Q23e1. Thinking of the last time you called the telephone information line, on a scale of one to ten where 'ten' means 'excellent' and 'one' means 'very poor', how would you rate it for ease of getting the information you wanted?

[1-10]

Q23e2. Did you speak to a telephone information clerk, or was the call totally automated, or did you speak to a clerk as well as hearing automated information?

1. Spoke to clerk only
2. Call was totally automated
3. Spoke to clerk and heard automated information

Q23f. Have you used TransLink's website in the past 3 months?

- YES
NO

[ASK IF Q23F = YES, OTHERWISE SKIP TO Q23H]

Q23f1. Thinking of the last time you used TransLink's website, and using the same 10-point scale, how would you rate it for being easy to find the information you wanted? **(IF NECESSARY: On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor".)**

[1-10]

TRANSIT DEMOGRAPHICS

Q23h. Which method of payment did you use MOST often in the last **[DAYS]** days when you took transit? **(READ LIST, ONE RESPONSE ONLY) (INTERVIEWER: IF A RESPONDENT SAYS THEY GOT A DAY PASS, CLARIFY IF THEY MEANT BUYING A DAY PASS ON A COMPASS TICKET – OR - A DAY PASS ON A COMPASS CARD)**

1. Pay cash on the bus
5. Compass Ticket **(IF NEEDED TO CLARIFY: single use or a day pass on a Compass Ticket)**
9. Compass Card (all types including U-Pass)
11. Tap to Pay **(IF NEEDED TO CLARIFY: tapping with contactless credit cards or mobile device)**
7. Other **[PROGRAMMER: NOT AN OTHER SPECIFY]**

[PROGRAMMER: ASK Q23H1B IF SELECTED CODE 9 "COMPASS CARD" IN Q23H. ASK Q23H1C IF SELECTED CODE 5 "COMPASS TICKET" OTHERWISE, SKIP TO Q24]

Q23H1b. Which one of the following Compass Card products are you using THE MOST? **(READ LIST, ONE RESPONSE ONLY)**

1. BC Government Pass **(DO NOT READ FURTHER IF THIS IS SELECTED)**
2. Monthly Pass
3. Stored Value **(CLARIFY IF NECESSARY: cash or credit loaded onto the Compass card to allow "pay-as-you-go" travel, replacing FareSavers and some WCE fare products)**
4. U-Pass BC
5. Other types of passes

[IF OPTION 1 or 8 IS SELECTED in Q23H1B, SKIP TO Q24. OTHERWISE CONTINUE]

Q23H1c. Is the Compass Card or Ticket that you are using a Concession Compass Card/Ticket? **(CLARIFY IF NECESSARY: This is for riders who qualify for discounted fares such as children 5-13, youth 14 to 18 with a valid photo ID or seniors who are 65+.)**

YES

NO

Q24. Thinking about the distance travelled, and not about the fare you paid, how many zones do you most often travel through when you take public transit?

1. ONE
2. TWO
3. THREE

Q25a. What are the reasons you most recently decided to take transit rather than taking some other mode of transportation? **(PROBE FOR UP TO THREE RESPONSES) (DO NO READ THE CODE LIST. INTERVIEWER TO SELECT APPLICABLE CODES)**

1. Costs too much for parking/lack of parking
2. Don't own a vehicle/don't drive/no ride/no choice
3. To avoid driving/dealing with traffic/less stressful
4. Bus stops/stations convenient **[ONLY SELECT IF RESPONDENTS ACTUALLY MENTION ABOUT BUS STOP/STATIONS BEING CONVENIENT OR IF NO OTHER SPECIFICS PROVIDED. E.G. IF THEY SAY "It's convenient because they don't have to deal with traffic", SELECT CODE 3 ONLY]**
5. Cheaper/cheaper than operating a vehicle
6. Faster than driving
7. Other, specify: **[RECORD VERBATIM]**

Q25b. Do you regularly have access to a car, van or truck as a driver or passenger for the trips you make using public transit? **(IF RESPONDENT OFFERS MOTORCYCLE, OK TO CODE YES)**

YES

NO

Q26. Compared to six months ago, would you say you are now riding transit more regularly, less regularly, or about the same? **(READ LIST ONLY IF NECESSARY)**

1. MORE REGULARLY THAN 6 MONTHS AGO
2. LESS REGULARLY THAN 6 MONTHS AGO
3. ABOUT THE SAME

[IF Q26 = CODE 1 OR 2 ASK Q27, OTHERWISE SKIP Q40]

Q27. What is your main reason for riding transit **[IF Q26 = CODE 1 INSERT: more; IF Q26 = CODE 2 INSERT: less)** regularly? **(PROBE FOR SPECIFIC REASON. RECORD FOR UP TO THREE RESPONSES, RECORD VERBATIM.)**

[RECORD VERBATIM]

Q40. On a scale of 1 to 10, where 10 means excellent and 1 means very poor, how would you rate your overall experience with the Compass Card and Faregate System?

[1-10]

Next, I would like to ask you a few questions for classification purposes only.

Q28. Approximately how long have you been taking transit on a regular basis? **(PROBE WITH MONTHS AND YEARS) [PROGRAMMER BOTH YEARS AND MONTHS CAN BE CHOSEN TOGETHER]**

RECORD YEARS **[RANGE 0-50]**

RECODES MONTHS **[RANGE 0-11]**

NOT A REGULAR RIDER

Q30a. How likely are you to take transit as often as you do now in the foreseeable future? Will you ... **(READ LIST, ACCEPT ONE RESPONSE)**

5. Definitely continue (as often as you do now)

4. Probably continue (as often as you do now)

3. Might or might not continue (as often)

2. Probably not continue (as often, OR)

1. Definitely not continue (as often)

(DO NOT READ) Other/depends

Q32. On a scale of zero to ten, where "0" means "Not at all likely" and "10" means "Extremely likely", how likely are you to recommend the services provided by TransLink to family, friends or colleagues? **[READ SCALE IF NECESSARY. READ NOTE IF NECESSARY: This is different from the other scale questions you have answered, as the scale starts at 0 rather than 1.]**

0 – Not at all likely

1

2

3

4

5

6

7

8

9

10 – Extremely likely

DEMOGRAPHICS

Q33. Into which of the following age categories do you fall? **(READ LIST, STOP WHEN APPROPRIATE AGE REACHED.)**

1. 18 to 24
2. 25 to 34
3. 35 to 44
4. 45 to 54
5. 55 to 64
6. 65 and over

[PROGRAMMER: IF ANSWER OF RIDERSHIP TIME AT Q28 IS GREATER THAN ACTUAL UPPER RANGE OF ANSWER AT Q33, (i.e., 25-34 years at Q33 & 45 years at Q28) DISPLAY THE FOLLOWING ERROR: YOUR ANSWER AT Q33 DOESN'T LINE UP WITH Q28, PLEASE REVISE.]

Q34. Which of the following best describe your current employment status? **(READ LIST. RECORD ALL MENTIONS.)**

1. Employed full time – 30 or more hours per week
2. Employed part time – less than 30 hours per week
3. Student
4. Not employed **[PN: MUTUALLY EXCLUSIVE WITH CODE 1, 2 AND 6]**
5. Homemaker
6. Retired **[PN: MUTUALLY EXCLUSIVE WITH CODE 1, 2 AND 4]**

Q35. What is the highest level of education you have completed? **(READ AND STOP WHEN APPROPRIATE)**

1. Some high school or less
2. Graduated high school
3. Vocational/college/technical
4. Some university
5. Graduated university

[PROG: ASK Q36A IF STUDENT (CODE 3) NOT SELECTED AT Q34. ELSE, SKIP TO Q36a4]

Q36a. Are you currently a student? **(IF NECESSARY: currently attending a school, college, or university.)**

- YES
NO

Q36a4. How many cellphones does your household own? **[FOR CELLPHONE RESPONDENTS, ANSWER HAS TO BE 1 OR MORE]**

[0-99]

Q37a. Which of the following best describes your total household income for 2020? **(READ AND STOP WHEN APPROPRIATE)**

1. Under 20,000
2. \$20,000 to less than \$40,000
3. \$40,000 to less than \$60,000
4. \$60,000 to less than \$80,000
5. \$80,000 to less than \$100,000
6. \$100,000 or more

Q37b. Do you identify as either First Nations, Inuit, or Métis?

1. YES
2. NO
3. PREFER NOT TO ANSWER

Q37c. Which of the following categories best represents your ethnic or cultural identity? Please stop me when I reach the group or groups that best represent you. Would you say ...? **(INTERVIEWER: READ LIST UNTIL STOPPED. ACCEPT MULTIPLE RESPONSES.)**

1. Caucasian
2. South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)
3. Chinese
4. Black
5. Filipino
6. Latin American
7. Arab
8. Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)
9. West Asian (e.g., Iranian, Afghan, etc.)
10. Korean
11. Japanese
12. Or another ethnic or cultural identity (specify)
13. **(DO NOT READ)** PREFER NOT TO ANSWER

Q37d. I know we have been speaking for a while, however I do not want to assume your gender, so would you please share with me your gender? **[READ]** The options are female, male, nonbinary/gender fluid, or would you prefer not to say.

1. Female
2. Male
3. Non-binary/Gender fluid
4. Other **[DO NOT READ]**
5. Prefer not to say

Q38. What is your Postal Code? **(INTERVIEWER: POSTAL CODE FROM SAMPLE IS: [INSERT POSTAL CODE FROM SAMPLE]) (IF DON'T KNOW FULL SIX DIGITS ASK FOR FIRST THREE DIGITS)**

[OPEN END]

Q39. Do you have any comments or suggestions that you would like me to forward directly to TransLink? Your comments will remain completely confidential. **(PROBE ONCE ONLY)**

[RECORD VERBATIM]

DECLINE/NOTHING/DON'T KNOW

Thank you very much for your time and co-operation.

INTERVIEWER: ENTER LANGUAGE OF INTERVIEW.

ENGLISH

PUNJABI

CHINESE



APPENDIX C – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
Total	669	7.5	8.2	8.2	8.0	6.6	7.1	7.9	8.5	8.1	6.9	8.7
2	11	7.6	8.5	8.6	8.6	7.8	7.6	8.8	8.4	8.7	7.0	9.1
3	5	6.9	8.2	7.1	5.5	4.2	6.0	5.3	9.2	7.5	5.5	8.4
4	2	7.6	8.8	8.8	9.4	7.4	8.6	9.2	9.2	8.8	5.0	9.2
5	7	7.6	8.9	7.6	7.7	7.3	5.7	7.3	8.2	7.6	6.4	8.7
6	8	6.8	7.9	6.3	6.5	6.1	6.2	6.7	7.2	6.7	5.7	8.0
7	11	5.9	8.8	7.6	7.9	4.5	6.0	7.2	7.7	7.1	6.6	8.8
8	9	8.4	8.5	8.8	9.1	7.4	8.1	8.6	9.6	8.5	7.3	9.1
9	12	6.5	6.6	8.4	8.6	5.8	6.5	8.7	9.5	8.6	7.3	9.4
10	10	7.3	9.5	8.1	7.0	6.9	6.3	7.4	9.5	8.3	7.1	8.8
14	5	6.8	7.9	7.0	7.6	6.2	5.9	6.4	5.9	7.2	6.2	8.4
15	4	8.0	9.8	9.5	9.5	8.5	7.6	9.6	9.8	9.9	7.4	9.6
16	11	7.9	7.6	7.3	8.3	8.5	7.5	7.9	8.8	8.3	6.8	8.3
17	3	8.8	9.0	9.3	9.0	8.7	5.8	9.0	8.8	9.5	4.7	9.3
19	5	7.5	7.0	5.3	5.3	4.2	6.8	4.8	7.8	7.9	6.5	7.4
20	5	6.9	8.0	6.6	7.5	5.4	5.5	5.9	7.4	7.2	6.1	8.1
22	5	8.6	7.8	8.1	8.1	7.9	8.7	8.8	9.6	9.2	8.7	8.9
23	6	7.7	9.0	9.3	8.2	6.4	5.9	7.8	9.2	8.9	5.7	9.3
25	10	6.0	7.5	6.6	6.6	4.2	4.7	7.9	8.9	8.5	5.0	9.2
26	2	5.2	5.0	9.2	7.7	5.4	4.0	5.7	7.0	7.7	6.5	7.0
28	3	8.2	7.4	8.9	7.1	6.6	8.7	7.4	8.4	8.4	7.9	8.4
29	1	10.0	9.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	8.0	10.0
31	2	2.9	2.4	3.5	2.4	2.7	2.9	2.7	2.7	2.9	1.8	2.9
33	6	8.7	8.8	9.5	9.5	7.9	7.4	9.3	8.5	8.6	7.0	9.0
41	4	6.7	5.9	7.7	8.6	8.7	6.0	8.5	6.8	6.8	6.1	6.7
44	4	7.8	7.7	8.4	7.4	5.9	6.5	7.7	8.2	6.7	7.2	8.4
49	9	8.7	9.1	8.6	8.4	7.1	7.4	8.2	8.3	7.7	7.1	9.3
50	3	8.7	8.7	7.6	8.0	8.4	7.3	9.0	9.0	9.7	8.3	9.3
68	1	9.0	10.0	10.0	10.0	10.0	4.0	8.0	10.0	10.0	4.0	10.0
84	5	8.8	8.1	7.8	9.0	7.6	8.4	8.0	9.1	8.2	7.5	8.6
99 B-Line	30	7.7	8.2	8.4	8.3	5.7	7.6	7.9	8.9	8.3	8.4	9.0
100	4	7.7	6.8	9.5	8.8	6.1	6.6	7.3	9.1	9.1	6.2	8.5
102	4	8.0	7.9	8.8	7.2	5.8	6.9	8.7	7.5	8.0	6.1	7.7
103	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
105	1	6.0	6.0	9.0	4.0	2.0	4.0	8.0	7.0	7.0	5.0	9.0



APPENDIX C – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
106	7	6.1	6.3	7.9	7.5	6.7	7.7	7.7	9.1	6.5	6.7	6.3
109	1	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0
110	3	9.5	9.5	9.2	9.2	8.5	8.5	9.4	8.9	9.2	5.1	9.5
112	1	9.0	9.0	9.0	9.0	9.0	8.0	8.0	8.0	8.0	6.0	9.0
119	5	7.5	7.8	7.5	8.2	7.4	6.6	7.9	8.6	8.6	6.2	7.8
123	5	8.4	9.7	8.3	8.5	8.1	8.0	8.8	9.1	9.0	7.5	9.7
128	3	5.4	10.0	9.5	9.5	8.3	5.4	9.5	8.5	4.8	6.1	9.5
130	6	6.6	7.2	7.8	7.1	5.0	5.0	8.0	7.7	6.1	6.8	7.5
132	1	8.0	10.0	10.0	10.0	7.0	7.0	8.0	10.0	8.0	7.0	10.0
133	1	9.0	9.0	9.0	9.0	9.0	6.0	10.0	10.0	9.0	9.0	9.0
136	1	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	9.0	7.0	8.0
145	2	8.0	8.0	9.0	7.6	5.9	6.9	9.7	9.4	7.6	6.6	8.3
147	1	8.0	8.0	8.0	8.0	8.0	7.0	8.0	8.0	8.0	8.0	8.0
148	1	10.0	0.0	9.0	9.0	3.0	8.0	7.0	8.0	9.0	10.0	10.0
152	6	8.7	9.1	9.4	8.7	8.3	9.1	8.9	8.6	9.2	8.1	9.5
153	1	8.0	9.0	9.0	8.0	7.0	8.0	9.0	8.0	9.0	5.0	8.0
155	2	7.7	8.3	8.3	9.4	8.8	6.3	8.8	9.4	8.8	7.1	9.4
156	1	7.0	8.0	7.0	9.0	9.0	8.0	8.0	8.0	8.0	9.0	7.0
159	2	5.3	7.3	8.7	8.7	7.3	2.7	8.7	8.0	6.0	3.3	8.7
160	4	8.6	8.6	9.6	9.5	9.1	9.5	9.6	8.0	9.6	8.5	9.8
169	1	7.0	10.0	10.0	10.0	9.0	6.0	8.0	10.0	10.0	4.0	10.0
170	2	8.0	8.6	8.6	7.3	7.3	5.9	6.6	8.6	6.6	8.6	9.3
175	1	10.0	10.0	9.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	9.0
180	2	5.3	6.1	8.2	8.2	6.1	4.3	6.1	7.7	8.4	5.3	5.3
182	1	6.0	9.0	9.0	8.0	8.0	7.0	8.0	6.0	9.0	4.0	9.0
183	2	6.3	9.6	9.7	8.0	3.7	5.3	7.6	6.6	10.0	7.1	9.6
184	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
186	1	9.0	7.0	10.0	9.0	6.0	10.0	9.0	9.0	9.0	7.0	10.0
187	4	8.9	9.8	9.7	9.0	8.1	8.7	8.9	9.7	9.8	8.0	9.8
188	2	10.0	10.0	9.5	9.0	10.0	9.0	9.0	9.0	9.0	7.5	10.0
191	1	9.0	9.0	10.0	9.0	9.0	10.0	10.0	10.0	8.0	6.0	10.0
209	1	6.0	8.0	10.0	6.0	10.0	4.0	10.0	7.0	8.0	5.0	10.0
210	3	9.8	10.0	10.0	6.5	10.0	8.8	9.8	9.8	7.1	8.3	10.0
211	4	4.1	8.3	9.8	8.3	7.8	7.3	7.5	9.8	8.1	9.3	8.3
212	1	8.0	10.0	9.0	6.0	10.0	7.0	10.0	10.0	10.0	5.0	9.0



APPENDIX C – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
214	2	8.6	9.4	9.4	8.8	9.4	6.8	8.2	10.0	9.4	6.2	10.0
222	3	5.3	7.2	8.0	7.2	2.1	6.2	9.0	10.0	8.2	7.9	9.9
228	4	8.4	8.8	8.4	7.6	8.4	8.6	8.2	9.1	9.1	7.5	8.8
229	8	8.0	8.9	9.4	8.8	6.5	8.3	8.5	9.5	9.2	7.3	8.8
230	9	8.3	9.0	9.4	9.1	6.5	8.1	9.3	9.2	8.9	7.1	9.4
232	4	7.8	8.4	8.7	8.0	8.7	7.9	7.9	8.9	7.9	5.1	8.7
236	2	6.3	9.5	9.7	8.8	8.8	8.0	8.8	8.0	7.2	6.8	8.4
239	1	9.0	9.0	10.0	9.0	9.0	9.0	9.0	10.0	9.0	9.0	10.0
240	12	6.9	7.9	7.7	7.7	5.5	7.0	7.7	8.6	6.1	6.5	8.3
245	1	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0
246	3	8.9	9.6	9.3	9.3	9.3	8.9	9.6	10.0	9.3	6.4	9.6
247	1	9.0	9.0	10.0	10.0	10.0	10.0	7.0	10.0	10.0	10.0	9.0
249	1	10.0	10.0	10.0	9.0	10.0	9.0	9.0	7.0	9.0	9.0	10.0
250	47	8.5	9.3	8.6	8.5	7.9	8.6	8.4	8.9	8.7	7.9	9.1
251	5	4.1	9.1	9.4	9.4	8.2	8.1	9.4	8.1	8.1	2.8	9.4
252	1	10.0	1.0	10.0	10.0	4.0	9.0	9.0	10.0	10.0	8.0	7.0
253	4	8.3	8.9	8.3	8.1	7.9	7.0	7.2	8.3	8.4	4.9	8.8
254	1	9.0	9.0	10.0	10.0	10.0	10.0	10.0	10.0	9.0	9.0	7.0
255	5	8.9	8.8	8.9	8.8	7.0	8.8	8.3	8.9	8.9	8.7	8.8
256	2	10.0	10.0	10.0	10.0	9.0	10.0	10.0	10.0	10.0	6.0	10.0
257	10	9.8	9.9	9.0	9.5	9.4	9.7	9.7	9.8	9.8	9.9	9.7
301	3	5.9	8.8	9.1	8.3	3.8	3.9	9.1	7.8	7.8	5.3	8.3
311	1	10.0	9.0	10.0	10.0	9.0	10.0	10.0	10.0	9.0	9.0	10.0
312	3	8.0	9.3	9.4	9.0	3.5	9.1	7.9	8.2	6.2	5.7	9.4
314	2	8.0	8.0	6.5	6.5	5.5	7.0	8.0	7.5	7.5	5.5	8.5
319	1	8.0	9.0	8.0	6.0	8.0	8.0	9.0	9.0	10.0	9.0	7.0
320	2	6.0	9.0	9.0	9.5	6.5	6.0	8.5	8.5	7.5	5.0	9.5
321	8	7.3	7.4	5.3	5.3	4.3	5.3	8.0	9.2	7.8	5.1	8.4
322	2	9.6	10.0	10.0	9.1	9.4	9.1	9.6	10.0	9.4	8.6	10.0
323	3	6.0	7.3	8.0	7.0	4.3	6.3	7.7	7.7	7.3	6.0	6.0
329	1	5.0	7.0	7.0	7.0	3.0	6.0	7.0	6.0	7.0	4.0	7.0
335	5	6.8	7.2	8.4	8.6	5.4	6.8	8.1	8.1	9.0	7.5	7.0
340	1	8.0	9.0	9.0	8.0	3.0	9.0	9.0	9.0	9.0	9.0	9.0
341	1	9.0	8.0	10.0	10.0	10.0	3.0	9.0	9.0	8.0	8.0	10.0
342	6	7.0	9.1	8.0	8.3	6.3	7.0	7.9	9.0	9.0	7.3	9.1



APPENDIX C – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
345	2	8.1	7.3	10.0	9.0	6.9	8.5	9.9	7.1	7.0	8.8	9.0
351	8	8.4	7.4	7.3	7.2	6.6	7.3	7.4	7.9	8.7	7.5	8.6
354	1	9.0	9.0	10.0	9.0	9.0	9.0	9.0	10.0	10.0	9.0	10.0
364	4	7.8	8.8	8.4	8.3	4.9	9.2	8.2	8.6	7.4	8.8	9.6
373	2	8.5	10.0	6.5	9.0	7.5	7.5	9.0	8.0	8.5	5.0	10.0
375	2	9.4	10.0	10.0	10.0	9.4	10.0	9.4	10.0	10.0	9.6	10.0
388	2	7.0	9.0	9.0	9.5	7.0	4.0	8.5	8.5	8.5	5.0	8.5
391	1	8.0	7.0	10.0	9.0	4.0	8.0	7.0	8.0	5.0	7.0	9.0
395	1	7.0	10.0	10.0	9.0	8.0	10.0	8.0	10.0	10.0	8.0	8.0
401	7	8.4	9.2	9.1	9.3	6.6	8.2	8.6	8.6	8.5	7.8	9.2
402	5	8.3	9.0	8.5	7.5	8.0	6.8	6.6	9.6	9.8	7.5	9.5
403	8	7.9	6.9	7.9	7.8	6.7	7.2	7.8	7.5	7.8	5.8	8.4
404	3	6.5	7.6	8.3	8.6	7.7	6.7	8.9	9.7	7.7	3.4	8.9
405	3	8.6	8.2	8.6	8.0	7.6	6.6	7.6	8.6	8.0	5.0	9.0
406	1	9.0	7.0	9.0	8.0	8.0	8.0	9.0	7.0	7.0	6.0	9.0
407	4	9.4	9.8	10.0	8.2	7.3	7.6	7.8	9.2	9.2	6.7	10.0
408	5	6.8	8.2	8.6	8.3	7.0	6.2	7.2	8.6	8.9	6.3	8.0
410	7	7.1	8.2	8.8	7.9	7.3	6.7	7.7	7.9	8.2	7.0	8.5
412	1	9.0	10.0	10.0	10.0	10.0	8.0	10.0	10.0	10.0	5.0	10.0
414	1	8.0	10.0	10.0	10.0	10.0	10.0	10.0	6.0	6.0	6.0	10.0
430	2	5.5	4.7	5.5	5.1	3.7	4.9	4.9	3.9	3.7	3.5	5.9
501	1	6.0	10.0	10.0	10.0	5.0	3.0	9.0	6.0	3.0	3.0	10.0
502	4	7.0	8.4	9.6	9.4	8.2	8.0	8.8	9.6	9.4	7.6	7.4
503	4	7.5	8.8	7.1	5.7	3.5	8.6	7.6	8.2	8.3	6.1	9.1
531	5	8.2	8.3	9.7	8.6	8.1	8.2	8.4	7.4	8.3	6.7	8.9
555	5	9.3	9.8	9.8	8.9	8.2	8.7	9.3	9.5	9.8	8.4	9.6
562	1	5.0	10.0	10.0	10.0	7.0	7.0	10.0	5.0	10.0	5.0	10.0
595	1	8.0	7.0	9.0	8.0	8.0	6.0	8.0	7.0	8.0	7.0	9.0
601	6	7.5	7.7	8.2	7.9	7.2	8.0	4.0	6.1	7.3	4.0	6.4
602	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
604	2	10.0	10.0	10.0	6.9	6.9	8.5	8.5	9.2	10.0	3.8	8.5
608	1	5.0	9.0	10.0	10.0	10.0	6.0	9.0	7.0	8.0	2.0	8.0
619	1	5.0	8.0	7.0	7.0	8.0	9.0	8.0	9.0	8.0	5.0	3.0
620	4	7.0	7.8	8.4	9.2	3.7	7.2	9.2	8.1	8.1	6.0	7.9
640	1	9.0	8.0	10.0	10.0	10.0	9.0	8.0	10.0	10.0	6.0	8.0



APPENDIX C – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
701	6	5.0	8.0	5.7	5.5	6.8	6.0	5.2	7.0	6.6	5.6	7.9
733	1	7.0	8.0	5.0	4.0	6.0	7.0	8.0	4.0	7.0	4.0	7.0
744	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
750 R1	8	8.6	7.5	8.1	7.2	6.5	8.3	8.8	9.4	9.2	8.4	8.1
751 R2	9	8.5	9.5	9.6	9.3	9.0	9.2	9.6	8.0	9.7	9.5	9.5
752 R3	3	8.5	6.8	8.2	6.7	8.2	5.1	5.7	9.8	6.5	7.2	7.6
753 R4	17	8.1	8.4	8.1	8.6	6.2	8.0	7.8	8.9	8.5	8.5	8.8
754 R5	8	7.1	8.0	7.3	7.4	5.8	6.1	6.5	7.7	8.0	5.3	8.1
755 R6	2	10.0	10.0	9.6	8.4	8.9	9.6	9.0	10.0	10.0	10.0	9.1
791	2	7.0	9.4	8.6	8.6	6.5	7.0	8.0	8.8	8.0	6.2	9.4
BTC	10	7.8	8.4	8.1	8.3	7.6	6.8	7.6	8.0	7.3	7.1	9.2
STC	4	7.0	8.7	7.2	7.4	5.4	6.2	8.4	7.2	7.5	5.3	9.0
PCT	2	6.8	7.6	8.4	7.6	8.4	6.8	7.6	6.0	6.8	5.2	8.4
RTC	4	8.3	8.6	9.2	8.9	8.3	8.4	9.5	7.9	8.2	7.4	9.0
VTC	24	7.9	8.4	7.5	7.9	6.2	7.9	7.5	8.2	8.0	7.5	9.1
WVT	4	10.0	10.0	9.9	9.9	9.5	10.0	10.0	10.0	10.0	9.8	10.0
N20	1	8.0	10.0	10.0	10.0	9.0	9.0	9.0	10.0	8.0	7.0	10.0
N17	1	8.0	9.0	9.0	9.0	8.0	8.0	9.0	9.0	9.0	7.0	7.0



APPENDIX C – Performance Ratings for Routes with 30 Ratings or More, Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
Total	669	7.5	8.2	8.2	8.0	6.6	7.1	7.9	8.5	8.1	6.9	8.7
250	47	8.5	9.3	8.6	8.5	7.9	8.6	8.4	8.9	8.7	7.9	9.1
99 B-Line	30	7.7	8.2	8.4	8.3	5.7	7.6	7.9	8.9	8.3	8.4	9.0



APPENDIX D – Overall Performance Ratings Jan – Mar 2023 vs. Jan – Mar 2024

ROUTES WITH 35+ TRIPS PER QUARTER					
ROUTE	JAN – MAR 2023		JAN – MAR 2024		NET DIFFERENCE
	#TRIPS	OVERALL PERFORMANCE	# TRIPS	OVERALL PERFORMANCE	JAN – MAR 2023 VS. JAN – MAR 2024
25	36	7.6	10	6.0	-1.6
250	20	8.3	47	8.5	0.2
99 B-Line	72	8.5	30	7.7	-0.8

Note: Highlighted 'net differences' are those which are statistically significant at the 95% level of confidence based on a standard deviation of 2.

APPENDIX D – Overall Performance Ratings Oct 2022 – Mar 2023 vs. Oct 2023 – Mar 2024

ROUTES WITH 35+ TRIPS PER 6 MONTH PERIOD					
ROUTE	OCT 2022 – MAR 2023		OCT 2023 – MAR 2024		NET DIFFERENCE
	#TRIPS	OVERALL PERFORMANCE	# TRIPS	OVERALL PERFORMANCE	OCT 2022 – MAR 2023 VS. OCT 2023 – MAR 2024
10	39	7.9	23	7.9	0.0
16	52	7.9	21	7.9	0.0
19	39	8.1	13	7.8	-0.3
2	54	7.9	25	7.7	-0.2
240	40	8.4	24	7.1	-1.3
25	50	7.5	19	6.5	-1.0
250	54	8.2	62	8.6	0.4
319	36	7.9	4	8.1	0.2
49	52	8.4	29	7.7	-0.7
7	36	7.8	17	6.8	-1.0
753 R4	50	8.1	28	7.8	-0.3
9	66	8.0	18	7.1	-0.9
99 B-Line	141	8.4	59	7.8	-0.6
BTC	43	8.1	28	8.5	0.4
VTC	61	8.1	44	8.0	-0.1

Note: Highlighted 'net differences' are those which are statistically significant at the 95% level of confidence based on a standard deviation of 2.

APPENDIX D – Overall Performance Ratings APR 2022 – MAR 2023 vs. APR 2023 – MAR 2024

ROUTES WITH 35+ TRIPS PER YEAR					
ROUTE	APR 2022 – MAR 2023		APR 2023 – MAR 2024		NET DIFFERENCE
	#TRIPS	OVERALL PERFORMANCE	# TRIPS	OVERALL PERFORMANCE	APR 2022 – MAR 2023 VS. APR 2023 – MAR 2024
10	70	7.9	43	7.9	0.0
100	48	8.1	22	7.1	-1.0
106	61	8.3	20	7.2	-1.1
123	36	7.8	24	7.3	-0.5
130	44	8.2	27	7.6	-0.6
14	60	8.0	29	7.3	-0.7
16	103	8.1	45	8.1	0.0
17	48	8.1	24	7.7	-0.4
19	74	8.1	29	7.9	-0.2
2	98	8.1	47	7.9	-0.2
20	68	7.6	33	7.5	-0.1
22	52	8.2	24	7.9	-0.3
229	36	8.4	29	8.1	-0.3
230	35	7.5	22	8.0	0.5
240	86	8.3	50	7.7	-0.6
25	102	8.0	40	7.6	-0.4
250	114	8.2	159	8.6	0.4
255	49	7.8	35	8.5	0.7
257	34	9.0	36	8.3	-0.7
3	58	7.7	39	7.4	-0.3
319	76	8.2	16	8.5	0.3
321	35	8.2	20	8.0	-0.2
335	36	8.1	13	7.9	-0.2
351	52	9.0	37	8.6	-0.4
4	50	8.4	25	8.3	-0.1
41	52	8.2	21	8.5	0.3

Note: Highlighted 'net differences' are those which are statistically significant at the 95% level of confidence based on a standard deviation of 2.

APPENDIX D – Overall Performance Ratings APR 2022 – MAR 2023 vs. APR 2023 – MAR 2024

ROUTES WITH 35+ TRIPS PER YEAR					
ROUTE	APR 2022 – MAR 2023		APR 2023 – MAR 2024		NET DIFFERENCE
	#TRIPS	OVERALL PERFORMANCE	# TRIPS	OVERALL PERFORMANCE	APR 2022 – MAR 2023 VS. APR 2023 – MAR 2024
49	116	8.6	59	8.2	-0.4
5	58	8.5	22	7.3	-1.2
555	36	8.5	16	9.1	0.6
6	59	8.3	20	6.8	-1.5
601	46	7.9	31	8.0	0.1
7	71	7.8	33	6.9	-0.9
750 R1	54	8.6	27	8.1	-0.5
751 R2	42	8.2	29	8.7	0.5
753 R4	95	8.4	62	7.6	-0.8
754 R5	64	8.4	32	8.0	-0.4
8	40	8.0	20	8.4	0.4
84	50	8.5	19	8.2	-0.3
9	106	8.0	39	7.4	-0.6
99 B-Line	249	8.4	119	7.8	-0.6
BTC	94	8.1	63	8.1	0.0
STC	50	8.3	27	7.5	-0.8
VTC	116	8.2	94	7.9	-0.3

Note: Highlighted 'net differences' are those which are statistically significant at the 95% level of confidence based on a standard deviation of 2.