CUSTOMER SERVICE PERFORMANCE

QUARTER 2 2024

BUS – SEABUS – SKYTRAIN

Report

2024-08-28

TRANSLINK

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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 (i.e., 8, 9, or 10 out of 10) are highlighted.

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

Where performance is particularly positive or negative, 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 charts for each section.

Highlights
OVERVIEW

- While not universal across all attributes, many attributes measured during Q2 2024 saw a recovery in scores after a sharp drop was experienced in the previous quarter.

- Nearly two-thirds (64%) of riders award Good-to-Excellent ratings for Overall Transit Service, with a mean score of 7.9 which is unchanged from one year ago

- Many significant shifts in the top key drivers' ratings have occurred during this wave:

  - For Bus: On-Time, Reliable Service and Courteous Bus Operator both improved significantly from a low in Q1 2024, but are still below the historical trends seen over the past year. Frequency of Service and Not Being Overcrowded also saw significant increases from last quarter and are now no longer below the positive performance threshold of 7.0.

  - For SkyTrain: On-Time, Reliable Service saw a significant increase from last quarter to be more consistent with scores from this time last year. Meanwhile, Not Being Overcrowded remains below the positive performance threshold after failing to recover from a significant drop in the previous wave.

- Fifteen percent of riders say they take transit more regularly than six months ago, continuing a slow declining trend since the end of 2022. About the same proportion of riders (17%) say they take transit less regularly, while two-thirds (67%) take transit at about the same frequency this year as they did six months ago.

- Two-thirds (67%) of riders are Choice riders, which is up by 2 ppt from last wave (65%) and up directionally by 5 ppt from the same period last year (62%). On the other hand, nearly one-third (32%) of riders are Captive riders, down 2 ppt from last wave (34%) and down directionally by 6 ppt from Q2 2023 (38%).

Highlights

BUS SERVICE

Two-thirds (67%) of bus riders award top ratings for Overall Bus Service, which is a significant 10 ppt increase from last wave, and only a 1 ppt drop from the same period last year (68% in Q2 2023).

- Key drivers On-Time, Reliable Service and Courteous Bus Operator both rebounded from low scores in Q1 2024, but are still below the overall trend noted over the past year. Key drivers Frequency of Service and Not Being Overcrowded also saw a significant increases from last wave. Although not key drivers, the following attributes all saw significant increases from last wave: Trip Duration, Clean and Graffiti-Free Buses, Having a Direct Route, and Feeling Safe from Crime at Bus Stop or Transit Exchange Where Boarded.

- All service attributes met the positive performance threshold of 7.0 out of 10.

SKYTRAIN SERVICE

Top ratings for Overall SkyTrain Service are provided by almost three-quarters (74%) of riders, which is on par with last wave, but a 3 ppt drop from the same quarter last year (77% in Q2 2023).

- Ratings for key driver On-Time, Reliable Service saw a significant increase from last quarter (up 6 ppt), while key driver Not Being Overcrowded saw a significant decrease from the same period last year (down 7 ppt from Q2 2023). Although not a key driver, Staff Available When Needed saw a significant increase from the same period last year (up 7 ppt from Q2 2023).

- Key driver Not Being Overcrowded, as well as non-key drivers Staff Available When Needed and Delays are Announced and Explained all sit below the performance threshold of 7.0 out of 10.

SEABUS SERVICE

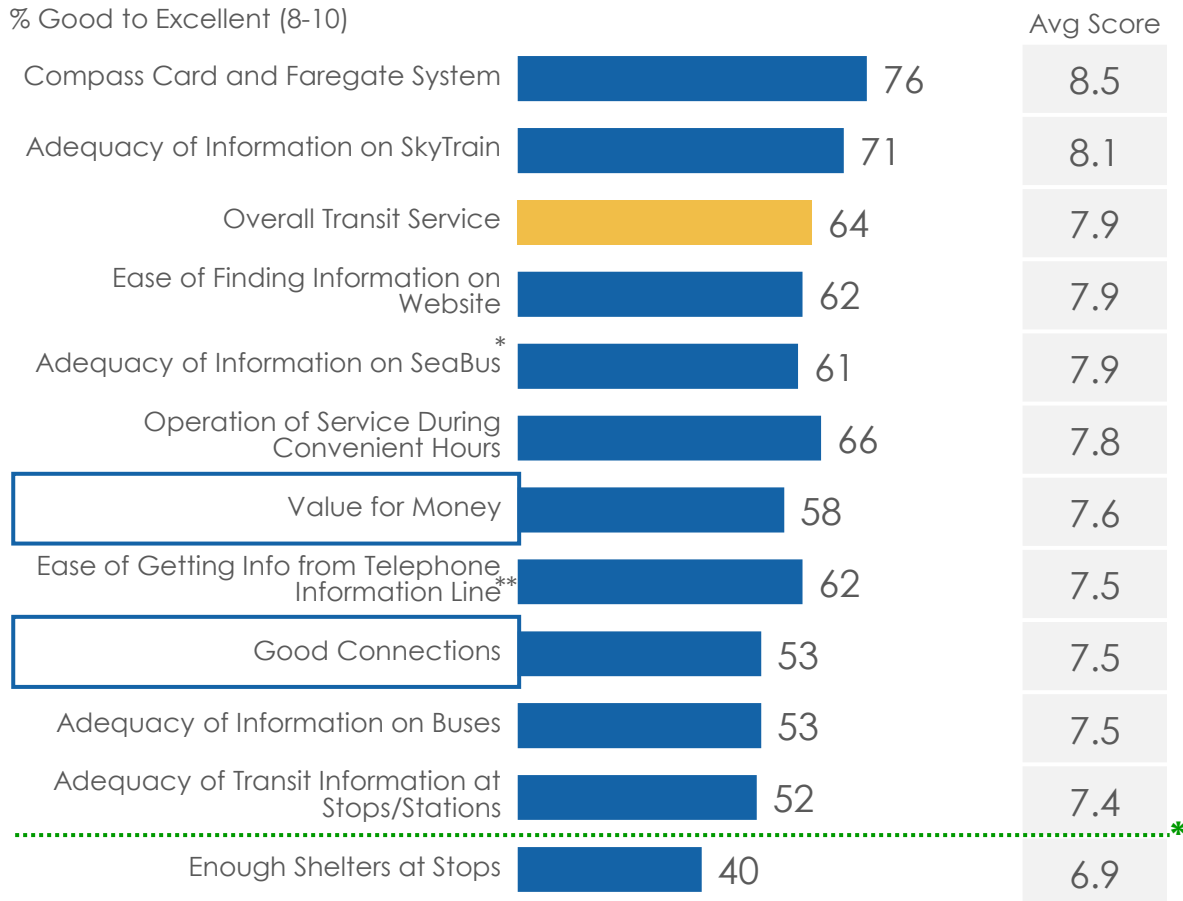Close to nine in ten SeaBus riders (88%) award Good-to-Excellent scores for Overall SeaBus Service, down 4 ppt from last wave and down only 1 ppt from Q2 2023.

- Although not key drivers, Not Being Overcrowded is significantly down 18 ppt from last quarter, and Staff Available When Needed is notably down 15 ppt from last quarter.

- All service attributes continue to outperform the 7.0 out of 10 positive performance threshold.

Highlights – Transit System

PERFORMANCE ON TRANSIT SYSTEM ATTRIBUTES

% Good to Excellent (8-10)

Attribute	% Good to Excellent	Avg Score
Compass Card and Faregate System	76	8.5
Adequacy of Information on SkyTrain	71	8.1
Overall Transit Service	64	7.9
Ease of Finding Information on Website	62	7.9
Adequacy of Information on SeaBus*	61	7.9
Operation of Service During Convenient Hours	66	7.8
Value for Money	58	7.6
Ease of Getting Info from Telephone Information Line**	62	7.5
Good Connections	53	7.5
Adequacy of Information on Buses	53	7.5
Adequacy of Transit Information at Stops/Stations	52	7.4
Enough Shelters at Stops	40	6.9

Q2 2024 Base = 750

☐ TOP KEY DRIVER

- Close to two-thirds (64%) of riders provide Good-to-Excellent ratings for Overall Transit Service, which is up slightly from last wave (60%) but down from the same period last year (69%). The average score is 7.9 out of 10, which is down from 7.7 last quarter but consistent with Q2 2023 (7.9).

- Although not key drivers, the following attributes showed significant changes this wave: Convenient Hours experienced a significant increase from both last wave and the same period last year. Enough Bus Shelters at Bus Stops experienced a significant increase from last wave. Adequate Information on Board Transit Vehicles for both Bus and SkyTrain saw significant increases from last wave.

- Like the last wave, all service attributes except Having Enough Shelters at Stops (which scored 6.9 out of 10) met the positive performance threshold of 7.0 out of 10.
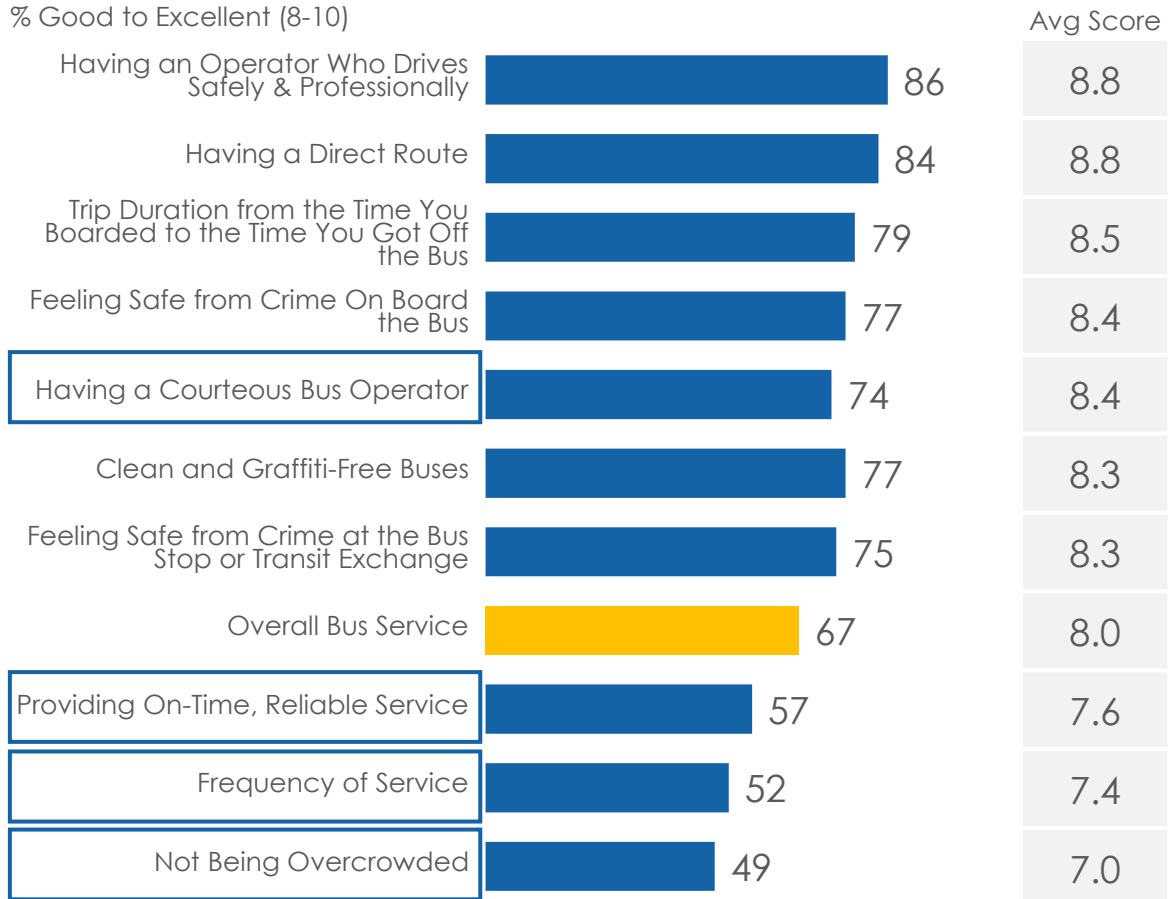
PERFORMANCE ON TOP KEY DRIVERS OF TRANSIT OVERALL SERVICE*

- **Value for Money**
  - Top scores are awarded for this attribute by almost six in ten riders (58%), which is up slightly from last quarter (55%) and down slightly from the same quarter last year (61%). The average score of 7.6 is on par with last period and down from the same quarter last year (7.7).

- **Good Connections**
  - Of the nearly four in ten transit riders (37%) who took more than one transit mode, more than one-half (53%) award top ratings for Having Good Connections, which is up 6 ppt from last quarter (47%), and down marginally from the same quarter last year (55%). The average score of 7.5 out of 10 is up from 7.1 last wave, and is above the same quarter last year (7.4).

- *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.*
- *Note: some questions were only asked of specific groups of users (e.g., Bus, SkyTrain, or SeaBus riders) so base sizes for those questions will differ from the total base size of 750.*
- ** Caution: small base size – only among those providing ratings on SeaBus (n=84).*
- *** Caution: small base size – only among those who had ease of getting info from telephone information line (n=88).*

Highlights – Bus System

PERFORMANCE ON BUS SYSTEM ATTRIBUTES

% Good to Excellent (8-10)

Attribute	%	Avg Score
Having an Operator Who Drives Safely & Professionally	86	8.8
Having a Direct Route	84	8.8
Trip Duration from the Time You Boarded to the Time You Got Off the Bus	79	8.5
Feeling Safe from Crime On Board the Bus	77	8.4
Having a Courteous Bus Operator	74	8.4
Clean and Graffiti-Free Buses	77	8.3
Feeling Safe from Crime at the Bus Stop or Transit Exchange	75	8.3
Overall Bus Service	67	8.0
Providing On-Time, Reliable Service	57	7.6
Frequency of Service	52	7.4
Not Being Overcrowded	49	7.0

Q2 2024 Base = 656 (bus routes evaluated)
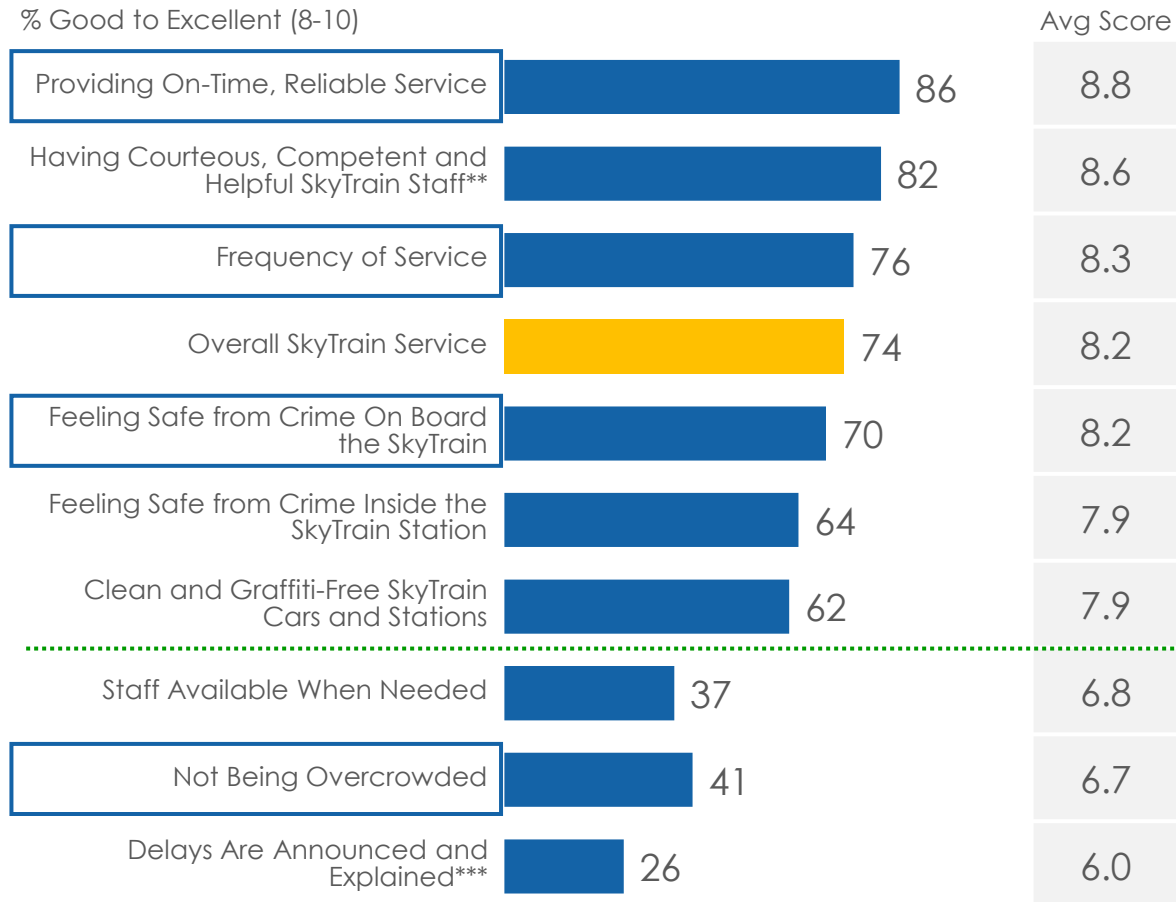
☐ TOP KEY DRIVER

- Overall Bus Service is awarded top ratings by two-thirds (67%) of bus riders, which is a significant increase from last quarter (57%), but is similar to Q2 from a year ago (68%). The average score is 8.0 out of 10 is significantly higher than last wave (7.5), but slightly down from 8.1 in Q2 2023.

- Most attributes showed significant shifts this wave; key drivers are discussed in detail below. Although not key drivers, the following attributes all saw significant increases from last wave: Trip Duration, Clean and Graffiti-Free Buses, Having a Direct Route, and Feeling Safe from Crime at Bus Stop or Transit Exchange Where Boarded.

- For this wave, all service attributes met the positive performance threshold of 7.0 out of 10.

PERFORMANCE ON TOP KEY DRIVERS OF OVERALL BUS SERVICE*

- **Courteous Bus Operator**
  - Nearly three-quarters (74%) of bus riders award positive ratings for Courteous Bus Operator, which is up significantly from last wave (68%) and down significantly from the same quarter last year (79%). The BTC depot saw a significant increase in comparison to last wave (up 13 ppt). VTC depot saw a significant decrease in comparison to the same quarter last year (down 13 ppt).

- **On-time, Reliable Service**
  - Close to six in ten bus riders (57%) provide Good-to-Excellent ratings for On-Time, Reliable Service, which is up significantly from last quarter (51%) but down significantly from the same quarter last year (63%). The RTC depot and PCT depot experienced significant increases from last quarter (up 19 ppt and 28 ppt respectively). The BTC depot saw significant decreases from the same quarter last year (down 22 ppt respectively).

- **Frequency of Service**
  - More than one-half (52%) of bus riders provide top scores for Frequency of Service, up significantly from last wave (45%), but down 2 ppt from the same quarter last year (54%). The following depots all experienced significant increases from last quarter: the STC depot (up 19 ppt) and the PCT depot (up 20 ppt). The WVT depot experienced a significant increase in comparison to the same quarter last year (up 29 ppt).

- **Not Being Overcrowded**
  - Not Being Overcrowded is given top ratings by almost one-half (49%) of bus riders, up significantly from last wave (41%), but down 3 ppt from the same quarter last year (52%). The STC depot saw significant increases from last quarter (up 23 ppt). The WVT depot saw significant decreases from both last quarter (down 21 ppt) and from the same quarter last year (down 22 ppt).

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 – SkyTrain System

PERFORMANCE ON SKYTRAIN ATTRIBUTES

% Good to Excellent (8-10)

Attribute	% Good to Excellent	Avg Score
Providing On-Time, Reliable Service	86	8.8
Having Courteous, Competent and Helpful SkyTrain Staff**	82	8.6
Frequency of Service	76	8.3
Overall SkyTrain Service	74	8.2
Feeling Safe from Crime On Board the SkyTrain	70	8.2
Feeling Safe from Crime Inside the SkyTrain Station	64	7.9
Clean and Graffiti-Free SkyTrain Cars and Stations	62	7.9
Staff Available When Needed	37	6.8
Not Being Overcrowded	41	6.7
Delays Are Announced and Explained***	26	6.0

Q2 2024 Base = 465 (SkyTrain riders)

☐ TOP KEY DRIVER

- Nearly three-quarters (74%) of SkyTrain users awarded top scores for Overall SkyTrain Service, on par with last wave and a drop of 3 ppt from the same quarter last year. The average score is 8.2 out of 10, up from 8.1 last quarter and down from Q2 2023 (8.3 out of 10).

- A few attributes showed significant changes this wave: key driver On-Time, Reliable Service saw a significant increase from last quarter, while key driver Not Being Overcrowded saw a significant decrease from the same period last year. Although not a key driver, Staff Available When Needed saw a significant increase from the same period last year.

- Three attributes are below the positive performance threshold of 7.0 out of 10: Staff Available When Needed (6.8 out of 10), key driver Not Being Overcrowded (6.7 out of 10), and Delays Announced and Explained 6.0 out of 10.

PERFORMANCE ON TOP KEY DRIVERS OF SKYTRAIN OVERALL SERVICE*

- **On-time, Reliable Service**
  - Nearly nine in ten SkyTrain riders (86%) award top ratings for On-Time, Reliable Service, a significant increase from last quarter (80%) and a marginal 1 ppt increase from the same quarter last year (85%). This attribute continues to be the highest performing top key driver.

- **Frequency of Service**
  - Frequency of Service is awarded top ratings by over three-quarters (76%) of riders, a 5 ppt lift from last quarter (71%) and on par with the same period last year.

- **Feeling Safe from Crime On Board the SkyTrain**
  - Seven in ten SkyTrain riders (70%) provide Good-to-Excellent ratings for Feeling Safe from Crime On Board, up a marginal 1 ppt from last wave and consistent with Q2 last year.

- **Not Being Overcrowded**
  - Just over four in ten riders (41%) provide positive scores for Not Being Overcrowded, a 1 ppt lift from last quarter but a significant decrease from the same quarter last year (down 7 ppt). This attribute is again the lowest rated top key driver of SkyTrain's overall service.

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: very small base size – only among SkyTrain riders who spoke with staff (n=24).*
*** Caution: small base size – only among those who experienced delays (n=53).*

Highlights – SeaBus

PERFORMANCE ON SEABUS ATTRIBUTES

% Good to Excellent (8-10)   Avg Score

Attribute	%	Avg Score
Trip Duration from the Time You Boarded to the Time You Got Off the SeaBus	90	9.0
Providing On-Time, Reliable Service	87	8.9
Clean and Graffiti-Free SeaBus Vessel and Station	84	8.8
Overall SeaBus Service	88	8.7
Frequency of Service	85	8.3
Feeling Safe from Crime at the SeaBus Station	78	8.3
Having Courteous, Competent and Helpful SeaBus Staff***	83	8.1
Not Being Overcrowded	63	7.8
Staff Available When Needed	61	7.7

Q2 2024 Base = 84** (SeaBus riders)

☐ TOP KEY DRIVER

- Close to nine in ten SeaBus riders (88%) provide top scores for Overall SeaBus Service, with a mean score of 8.7 out of 10. These scores are statistically in line with last wave as well as the same quarter last year.

- Although not key drivers, Not Being Overcrowded is significantly down 18 ppt from last quarter, and Staff Available When Needed is down 15 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**
    - Close to nine in ten SeaBus riders (87%) provide top ratings for On-Time, Reliable Service. This is a 3 ppt drop from last wave (90%) and a 4 ppt drop from the same period last year (91%). The average score is 8.9 out of 10, which is down from both last quarter as well as the same quarter last year (both 9.2).

- **Frequency of Service**
    - Frequency of Service is awarded top ratings by 85% of SeaBus riders, up by 11 ppt from last wave (74%), and up by 4 ppt from the same period last year (81%). The average score is 8.3 out of 10, down from 8.5 last quarter and down from the same quarter last year (8.6).
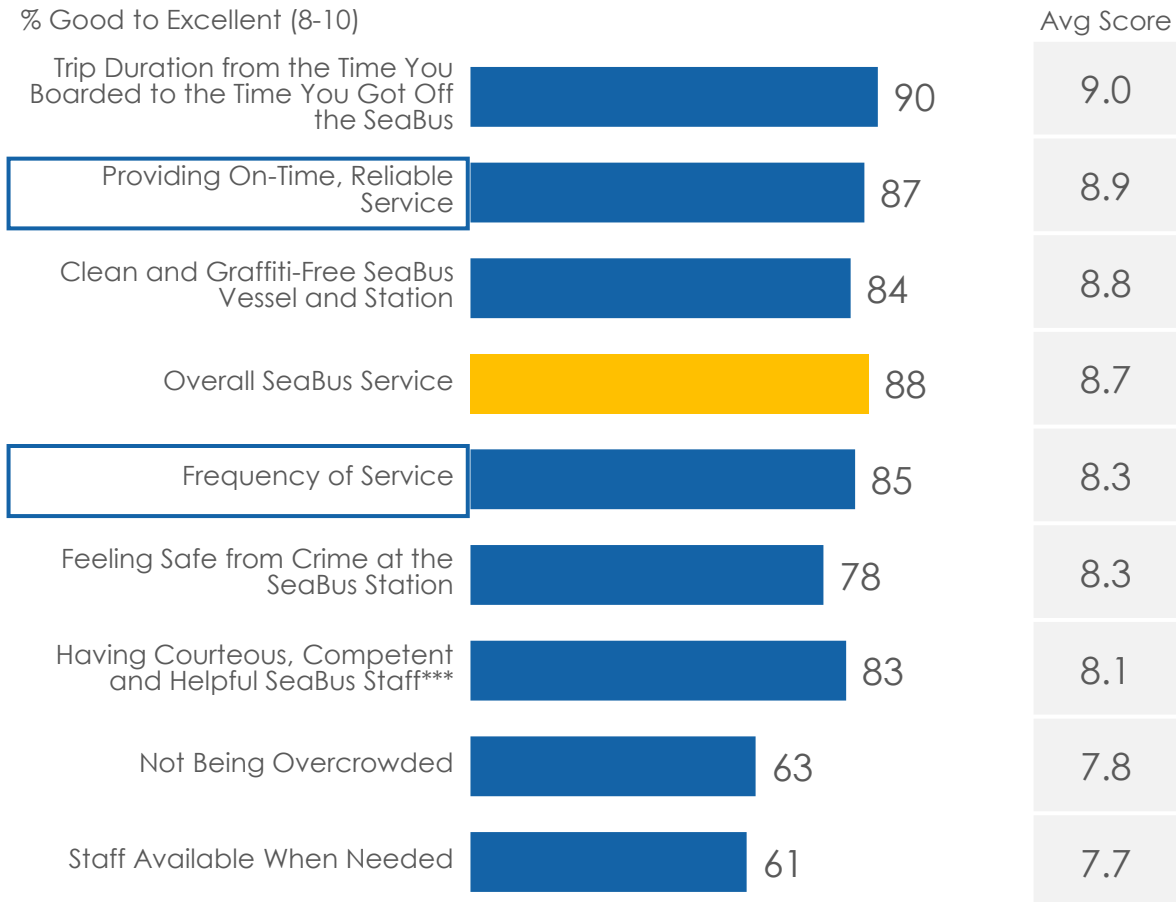
An average rating of 7.0 or higher means an attribute's performance is positive, whereas a rating of less than 7.0 means improvements should be considered.
*** Caution: small base size.*
*** Caution: very small base size – only among SeaBus riders who spoke with staff (n=10).*

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Highlights – Rider Profile

TRANSIT RIDERS

- Transit riders generally have similar demographic characteristics to the broader adult population of Metro Vancouver with the following exceptions (i.e., significant differences) observed this quarter:
  - A higher proportion of transit riders are 25 to 34 years old (24% versus 18%), and a lower proportion are 55 to 64 years old (8% versus 16%).
  - Transit riders are less likely than the overall population to be employed full time (48% versus 57%) and more likely to be employed part time (20% versus 13%), students (11% versus 5%), or not employed (5% versus 3%).
  - Transit riders are less likely than the overall population to have an education of high school or less (14% versus 21%), or vocational/college/technical training (19% versus 26%) and more likely to have graduated university (57% versus 45%).

TRIP PURPOSE

- Almost one-half (48%) of riders used transit to go to and from work, down 4 ppt from last wave but 2 ppt higher than Q2 2023.
- The same proportion of riders (48%) use transit for entertainment or social reasons, 6 ppt higher than last quarter and 3 ppt higher than the same period last year.
- Meanwhile, just over one in ten riders (12%) use transit for school.

CHOICE VS. CAPTIVE

- Almost one-third (32%) of transit users are Captive riders (i.e., those who do not have regular access to a vehicle). Meanwhile, Choice riders, those who have regular access to a vehicle, represent two-thirds (67%) of transit users.
- Choice riders are more likely to be Low Frequency riders, men, aged 55+, have a household income of $80K or more, be employed full time, or have graduated university.
- Captive riders are more likely to be Bus users, High Frequency riders, women, aged 18-34, have a household income of less than $40K, be employed part-time, have lower education levels (college/technical, or high school or less), or take transit for work, school, 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 covered in this report.

The scores are typically compared with last quarter as well as same quarter last year. In this report, terms such as 'positive' or 'top scores' denote the proportion of respondents who provided 'Good-to-Excellent' ratings, unless otherwise specified.

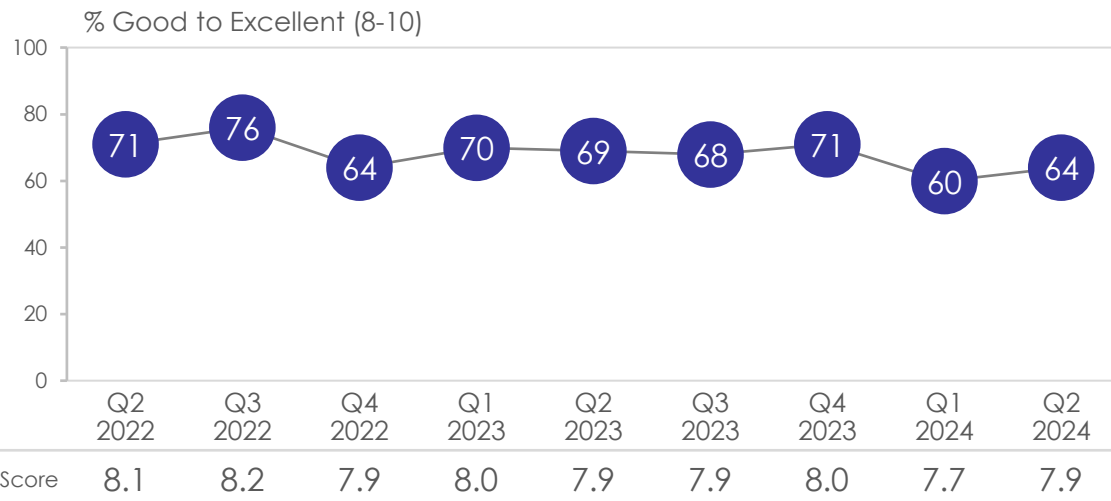 For the transit system overall and for each mode, results are presented for the following:

- 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 (8-10)

	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024
% Good to Excellent	71	76	64	70	69	68	71	60	64
Avg Score	8.1	8.2	7.9	8.0	7.9	7.9	8.0	7.7	7.9

Good-to-Excellent ratings compared to:

LAST QUARTER	SAME QUARTER LAST YEAR
+4	-5

Q2 2024 Base = 750

Q2 2024 Regional Differences:

MOST POSITIVE

75% among Richmond/South Delta riders

LEAST POSITIVE

47% among Burnaby/New Westminster riders

- Close to two-thirds (64%) of transit riders award Good-to-Excellent scores for Overall Transit Service, up 4 ppt from Q1 2024 (60%) but down 5 ppt from Q2 2023 (69%). The average score of 7.9 out of 10 is also up from 7.7 last quarter, but is consistent with Q2 2023 (7.9).

- Low Frequency riders (those taking three or fewer one-way trips per week), those aged 65+, those who travel on weekends and holidays, or those who take transit for entertainment purposes, are more likely to provide top scores for Overall Service compared to High Frequency riders (those taking ten or more one-way trips per week) or Medium Frequency riders (those taking four to nine one-way trips per week), those aged 18-44, those who travel on weekdays during morning peak (5:00 AM – 9:30 AM) or afternoon peak hours (3:00 PM – 6:30 PM), or those who take transit for work, school, or other purposes not listed.

↑ / ↓ = *Significant upward / downward shift*
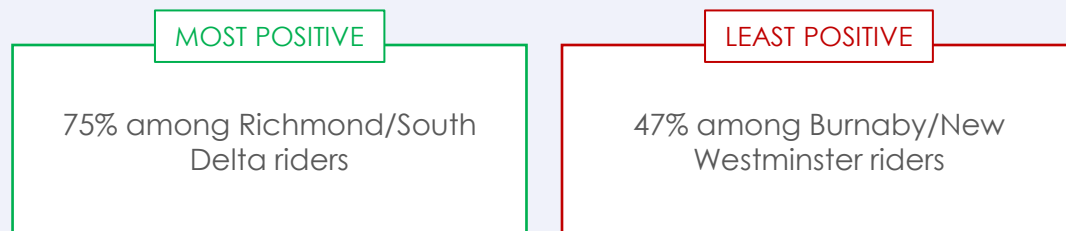
Overall System Performance | VALUE FOR MONEY

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 (8-10)

	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024
	59	60	57	60	61	62	61	55	58
Avg Score	7.7	7.8	7.6	7.8	7.7	7.7	7.8	7.6	7.6
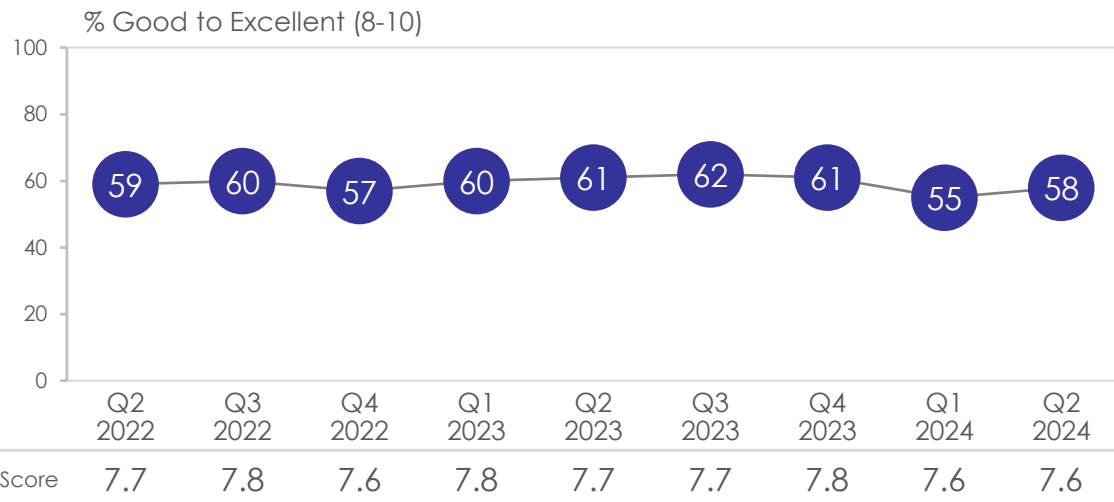
Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
+3	-3

Q2 2024 Base = 750

Q2 2024 Regional Differences:

MOST POSITIVE	LEAST POSITIVE
78% among West Vancouver riders	49% among Burnaby/New Westminster riders

- Nearly six in ten riders (58%) provide positive scores when rating Value for Money, which is the top key driver among Transit System Attributes. The proportion of riders giving a Good-to-Excellent rating is up slightly from last wave (55%) and down slightly from Q2 2023 (61%). The average score this quarter is 7.6 out of 10, which is consistent with last wave and down from 7.7 during the same quarter last year.

- Those aged 65+ are more likely to provide top scores for Value for Money compared to those under 65 years old.

© Ipsos   ☐ TOP KEY DRIVER

↑ / ↓ = *Significant upward / downward shift*
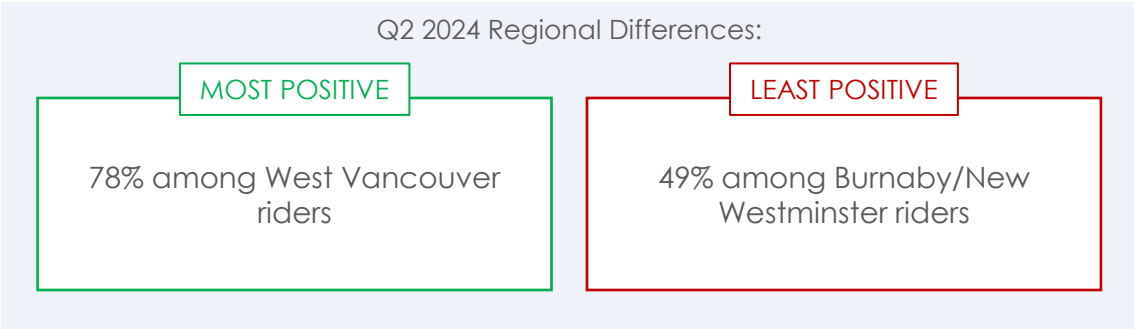
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CONVENIENT HOURS

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 (8-10)

	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024
% Good to Excellent	64	65	61	59	58	61	58	52	66
Avg Score	7.9	8.0	7.7	7.8	7.8	7.8	7.7	7.5	7.8
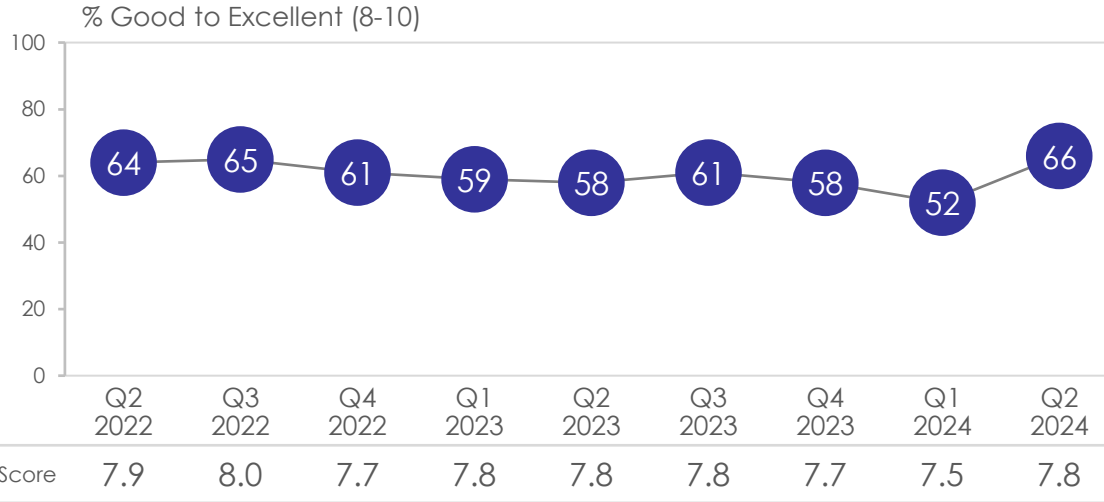
Good-to-Excellent ratings compared to:

LAST QUARTER	SAME QUARTER LAST YEAR
+14 ↑	+8 ↑

Q2 2024 Base = 750

Q2 2024 Regional Differences:

MOST POSITIVE	LEAST POSITIVE
No significant difference	No significant difference

- Two-thirds (66%) of riders provide top ratings for Convenient Hours, up significantly from 52% last quarter and also up significantly from the same quarter last year (58%). The average score of 7.8 out of 10 is up from 7.5 last quarter and is consistent with the 7.8 score in the same quarter last year.

- In Q2 2024, men are more likely to feel that the service runs during Convenient Hours compared to women.

↑ / ↓ = *Significant upward / downward shift*
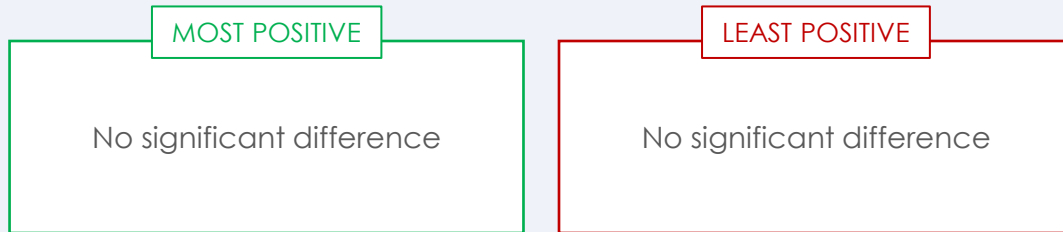
GOOD CONNECTIONS

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?

% Good to Excellent (8-10)
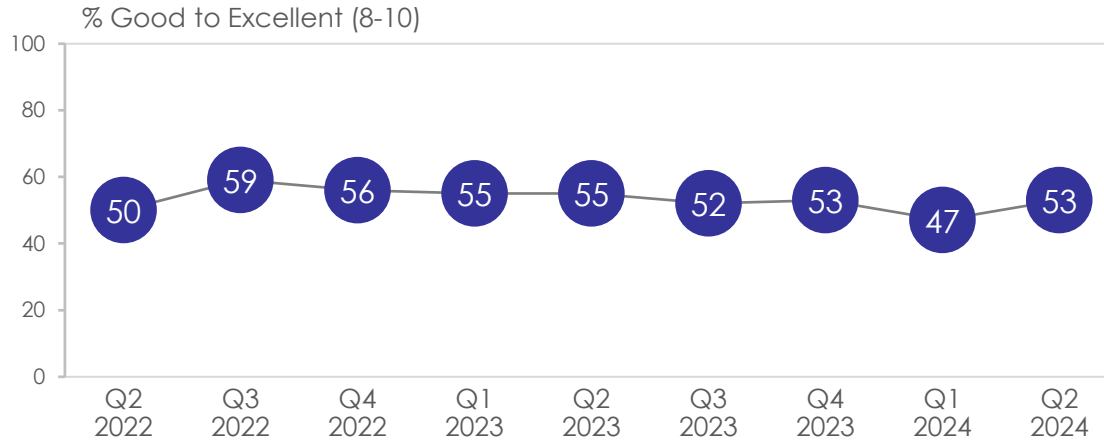
	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024
	50	59	56	55	55	52	53	47	53
Avg Score	7.3	7.7	7.3	7.5	7.4	7.4	7.2	7.1	7.5

Good-to-Excellent ratings compared to:

LAST QUARTER	SAME QUARTER LAST YEAR
+6	-2

Q2 2024 Base = 284 (more than one bus/transit mode)

Q2 2024 Regional Differences:

MOST POSITIVE	LEAST POSITIVE
No significant difference	No significant difference

Proportion of transit users who took more than one bus/transit mode:

Q2'23	Q1'24	Q2'24
41%	42%	37%

Q2 2024 Base = 750

- Nearly four in ten transit users (37%) took more than one bus/transit mode on a typical transit trip, which is 5 ppt lower than last wave (42%) and 4 ppt below the same quarter last year (41%).

- More than one-half (53%) of transit riders who made a connection provide top scores for Good Connections. These ratings are up from last quarter (47%) and down only 2 ppt from the same quarter last year (55%). The average score of 7.5 out of 10 is up from 7.1 last wave and is slightly higher than 7.4 from the same quarter last year.

- This quarter, no particular rider group provides significantly higher ratings for this attribute.

TOP KEY DRIVER

↑ / ↓ = *Significant upward / downward shift*

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 (8-10)

	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024
	35	40	38	38	38	42	34	30	40
Avg Score	6.7	6.9	6.8	6.8	6.7	6.9	6.7	6.3	6.9
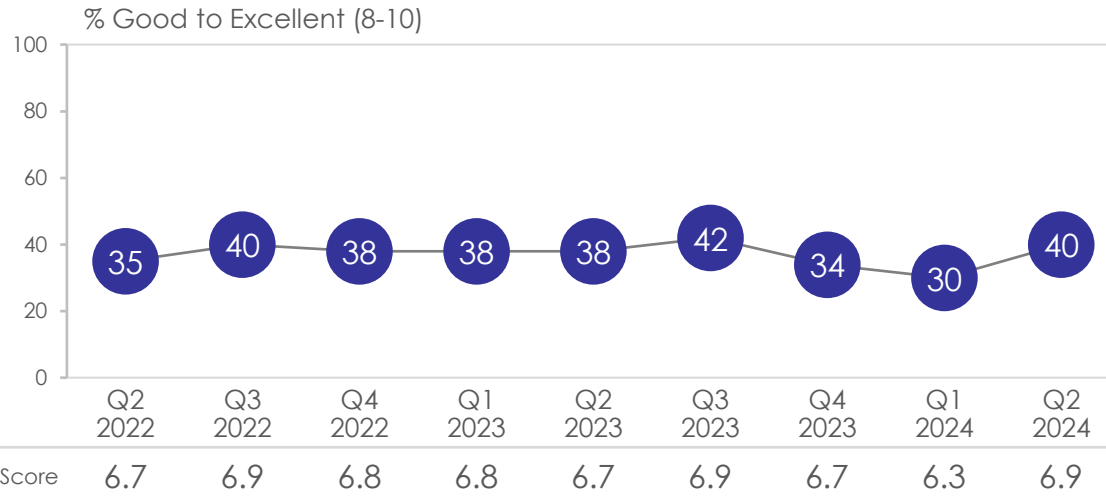
Good-to-Excellent ratings compared to:

LAST QUARTER	SAME QUARTER LAST YEAR
+10 ↑	+2

Q2 2024 Base = 750

Q2 2024 Regional Differences:

MOST POSITIVE	LEAST POSITIVE
46% among Surrey/North Delta/ White Rock/Langley riders	25% among North Vancouver riders

- Four in ten transit riders (40%) provide top scores when rating Having Enough Bus Shelters. This is a significant increase from last quarter (30%) and is a slight increase over the same quarter last year (38%). The average score is 6.9 out of 10, which is up significantly from 6.3 last quarter and up from the same quarter last year (6.7 out of 10).

- This quarter, Bus or SkyTrain riders, men, or those with household incomes of <$40K are more likely to provide top scores for Having Enough Bus Shelters than SeaBus riders, women, or those with household incomes of $80K or more.

↑ / ↓ = Significant upward / downward shift

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 (8-10)

	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024
% Good to Excellent	54	55	53	57	56	54	53	46	52
Avg Score	7.6	7.6	7.5	7.6	7.5	7.6	7.4	7.1	7.4
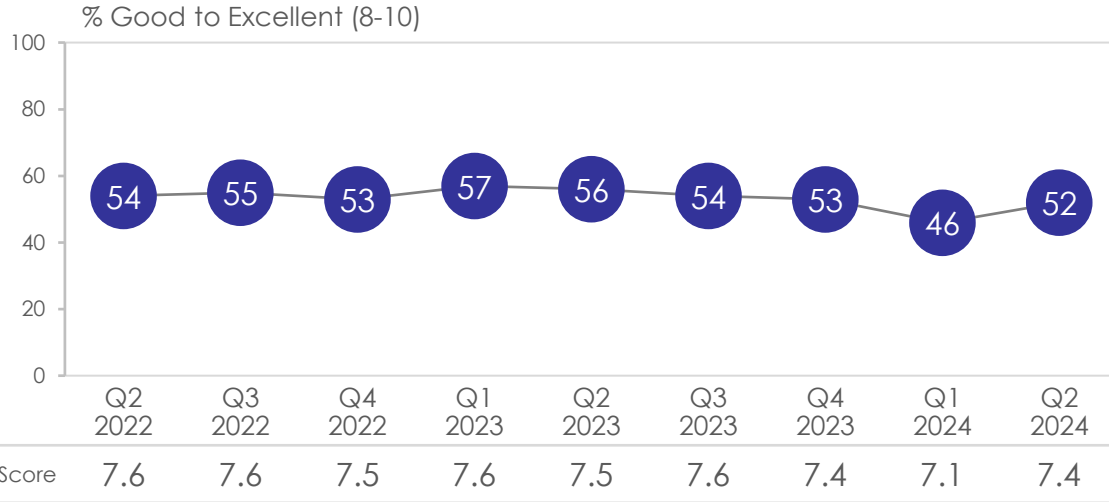
Good-to-Excellent ratings compared to:

LAST QUARTER	SAME QUARTER LAST YEAR
+6	-4

Q2 2024 Base = 750

- More than one-half (52%) of transit users award Good-to-Excellent scores for Adequacy of Transit Information at Stops and Stations, up from last wave (46%) but down from the same quarter last year (56%). The average score of 7.4 out of 10 is up significantly from 7.1 last quarter and is just below the same quarter last year (7.5 out of 10).

- In Q2 2024, those aged 65+ are more likely to provide top scores for Adequacy of Transit Information at Stops and Stations compared to those aged 18-24.

Q2 2024 Regional Differences:

MOST POSITIVE

70% among Surrey/North Delta/White Rock/Langley riders

LEAST POSITIVE

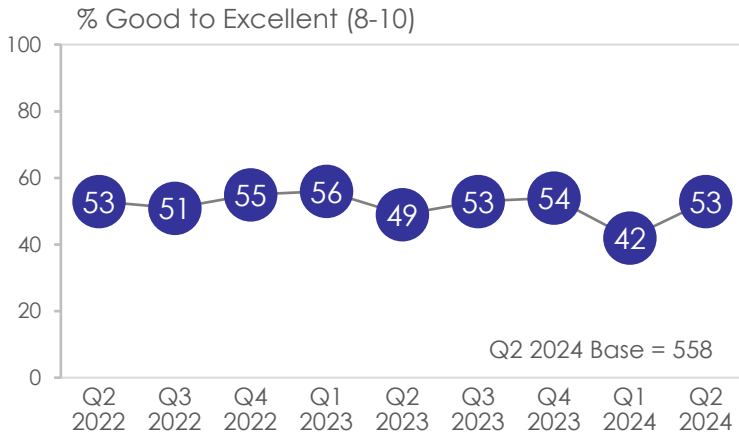42% among Burnaby/New Westminster and West Vancouver riders

↑ / ↓ = *Significant upward / downward shift*

BUS

SKYTRAIN

SEABUS

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

BUS — % Good to Excellent (8-10)

	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024
% Good to Excellent	53	51	55	56	49	53	54	42	53
Avg Score	7.5	7.4	7.5	7.6	7.3	7.5	7.5	7.1	7.5

Q2 2024 Base = 558

SKYTRAIN

	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024
% Good to Excellent	69	69	70	69	68	70	68	63	71
Avg Score	8.1	8.1	8.1	8.1	8.1	8.1	8.0	7.9	8.1

Q2 2024 Base = 465

SEABUS
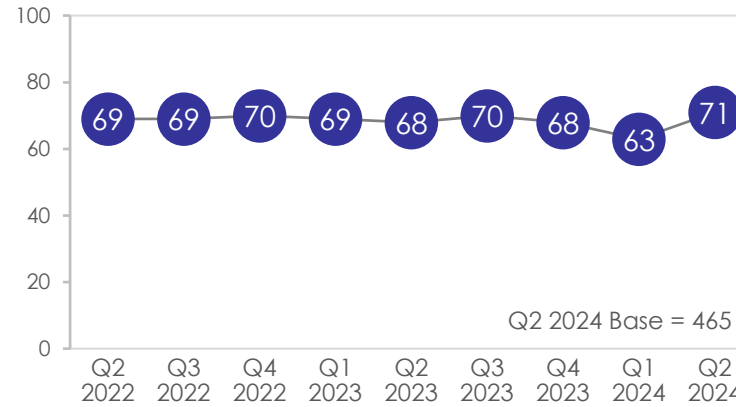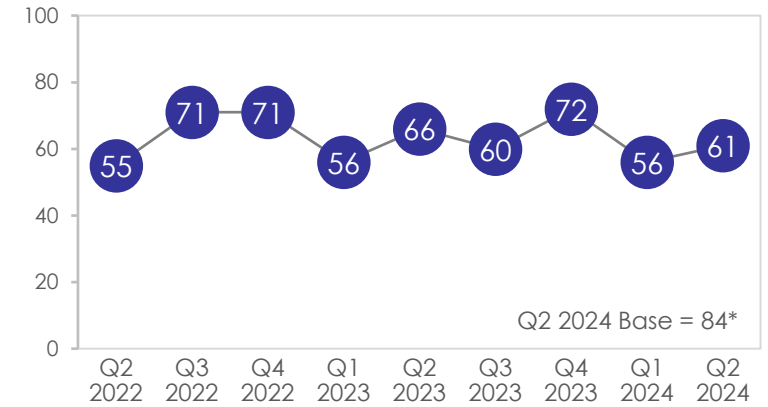
	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024
% Good to Excellent	55	71	71	56	66	60	72	56	61
Avg Score	7.7	8.0	8.3	7.8	8.0	8.1	8.3	7.7	7.9

Q2 2024 Base = 84*

- Good-to-Excellent scores for having Adequate Information on Board Transit Vehicles are highest for SkyTrain (71%), followed by SeaBus (61%) and then Bus (53%).
- This quarter, Bus and SkyTrain are up significantly from last quarter, while SeaBus has also improved (but not significantly). Bus ratings increased significantly by 11 ppt from last wave (42%) and increased slightly by 4 ppt from the same quarter last year (49%). SkyTrain ratings are up significantly by 8 ppt from last wave (63%) and up 3 ppt from the same quarter last year (68%). SeaBus ratings are up 5 ppt from last wave (56%), but down 5 ppt from the same quarter last year (66%).
- Bus: Those with household incomes of <$40K are more likely to provide Good-to-Excellent ratings for Bus lines than those with household incomes of $80K or more.
- SkyTrain: Men, as well as riders aged 65+ are more likely to provide Good-to-Excellent ratings for SkyTrain lines than women, and riders aged 25-44.

	Good-to-Excellent ratings compared to:	
	LAST QUARTER	*SAME QUARTER LAST YEAR*
Bus	**+11 ↑**	+4
SkyTrain	**+8 ↑**	+3
SeaBus	+5	-5

Caution: small base size.

↑ / ↓ = *Significant upward / downward shift*

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EASE OF GETTING INFORMATION FROM TELEPHONE INFORMATION LINE

Q23E. Have you called TransLink's telephone information line in the past 3 months?
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?
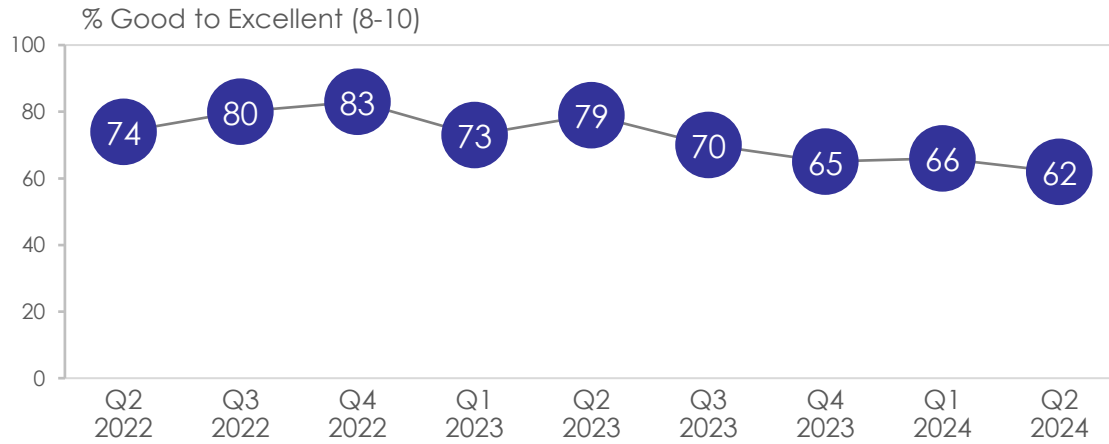
% Good to Excellent (8-10)

	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024
% Good to Excellent	74	80	83	73	79	70	65	66	62
Avg Score	8.2	8.7	8.5	8.3	8.3	7.6	7.8	7.6	7.5

Good-to-Excellent ratings compared to:

LAST QUARTER	SAME QUARTER LAST YEAR
-4	-17

Q2 2024 Base = 88*

(called Telephone Information Line)

% Good to Excellent (8-10)

SPOKE TO CLERK	CALL WAS AUTOMATED	CLERK & AUTOMATED
Base = 48*	Base = 18**	Base = 20**
58	70	64

Proportion of riders who called TransLink's Telephone Information Line:

Q2'23	Q1'24	Q2'24
11%	9%	8%

Q2 2024 Base = 750

- This quarter, close to one in ten riders (8%) indicated that they called TransLink's Telephone Information Line. This is down only 1 ppt from last quarter (9%) and down 3 ppt from the same quarter last year (11%).

- Of those who called the Telephone Information Line, more than six in ten (62%) award Good-to-Excellent ratings, which is a 4 ppt drop from last quarter (66%), and a 17 ppt drop from the same quarter last year (79%).

- The average score is 7.5 out of 10, down from 7.6 last quarter, and down from 8.3 in the same period last year.

- Those with household incomes of $40-<$80K 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 more, although base sizes are <30 so interpretation is qualitative in nature.

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

↑ / ↓ = *Significant upward / downward shift*

EASE OF FINDING INFORMATION ON WEBSITE

Q23F. Have you used TransLink's website in the past 3 months?
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?
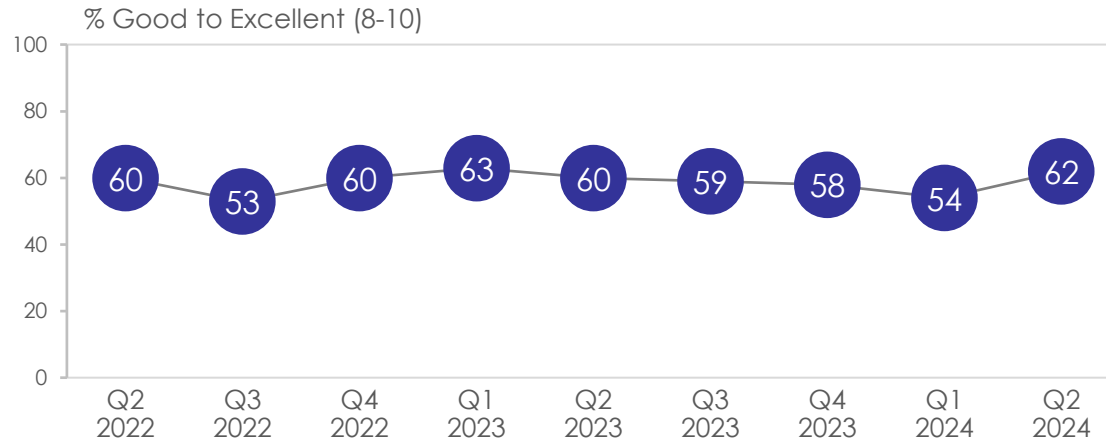
% Good to Excellent (8-10)

	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024
%	60	53	60	63	60	59	58	54	62
Avg Score	7.6	7.6	7.6	7.8	7.7	7.6	7.6	7.4	7.9

Good-to-Excellent ratings compared to:

LAST QUARTER	SAME QUARTER LAST YEAR
+8	+2

Q2 2024 Base = 338

(used TransLink website)

Q2 2024 Regional Differences:

MOST POSITIVE	LEAST POSITIVE
79% among Surrey/North Delta/ White Rock/Langley riders	37% among North Vancouver riders

Proportion of riders who used TransLink's website:

Q2'23	Q1'24	Q2'24
46%	51%	45%

Q2 2024 Base = 750

- Forty-five percent of riders indicate that they used the TransLink website in the past 3 months. This is a 6 ppt directional decrease from last wave (51%) but is similar to Q2 2023 (46%).

- Among website users, more than six in ten riders (62%) awarded Good-to-Excellent scores for Ease of Finding Info on Website, which is up 8 ppt from last quarter (54%) and up 2 ppt from the same quarter last year (60%). The average score is 7.9 out of 10, which is up from 7.4 last quarter and also up from 7.7 the same quarter last year.

- Bus or SkyTrain 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 entertainment purposes.

↑ / ↓ = *Significant upward / downward shift*

COMPASS CARD AND FAREGATE SYSTEM

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

% Good to Excellent (8-10)

Quarter	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024
% Good to Excellent	78	81	79	81	79	80	81	78	76
Avg Score	8.5	8.8	8.5	8.7	8.6	8.6	8.6	8.5	8.5
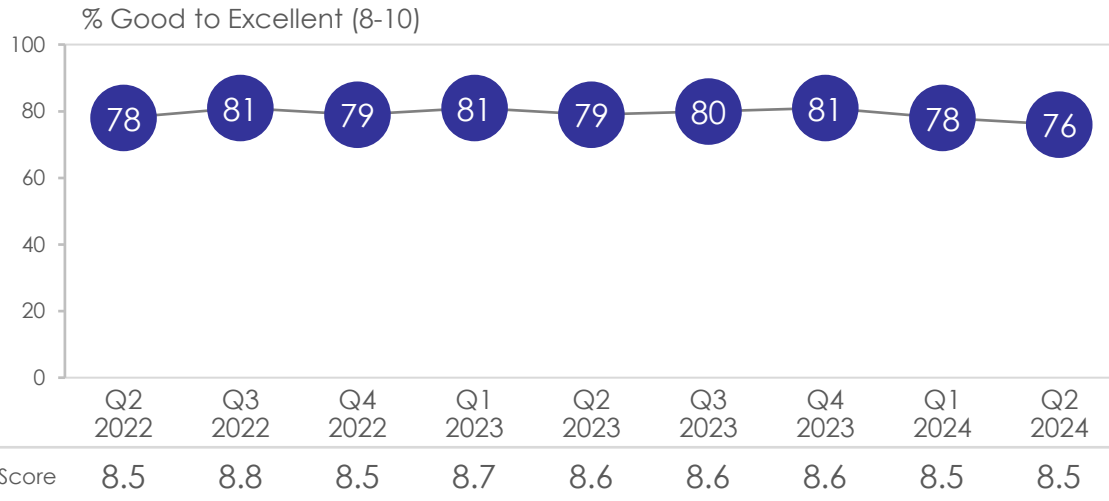
Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
-2	-3

Q2 2024 Base = 750

Q2 2024 Regional Differences:

MOST POSITIVE	LEAST POSITIVE
92% among Northeast region riders	72% among Richmond/South Delta and North Vancouver riders

- More than three-quarters (76%) of riders provide Good-to-Excellent scores for Overall Experience with the Compass Card and Faregate System. This is a 2 ppt drop from last quarter (78%) and a 3 ppt drop from the same quarter last year (79%). The average score is 8.5 out of 10, which is consistent with last quarter and slightly lower than the same quarter last year (8.6 out of 10).

- In Q2 2024, men are more likely to provide top scores for Compass Card and Faregate System compared to women.

↑ / ↓ = Significant upward / downward shift
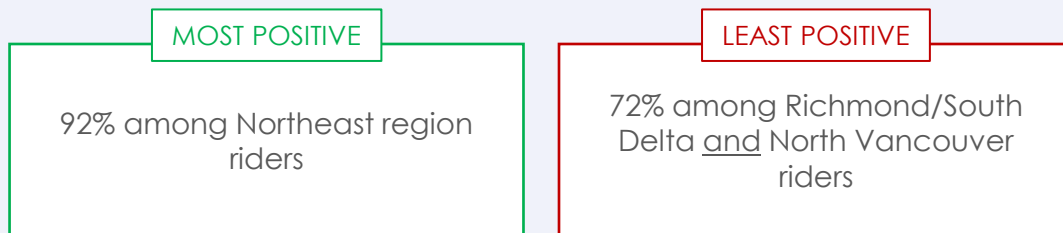
BUS SERVICE OVERALL

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)	Q2 2022 – Q2 2024 trend	Good-to-Excellent ratings compared to: LAST QUARTER	Good-to-Excellent ratings compared to: SAME QUARTER LAST YEAR
4	WVT*	8.6	80	73–70–83–77–77–81–73–76–80	+4	+3
4	PCT*	8.6	76	75–71–73–65–65–75–71–51–76	+25 ↑	+11
5	STC*	8.2	78	65–54–54–74–74–72–48–55–78	+23 ↑	+4
4	RTC*	8.2	75	69–77–64–74–74–75–69–75–75	--	+1
7	BTC	8.0	71	80–79–73–70–70–70–65–48–71	+23 ↑	+1
8	TOTAL BUS	8.0	67	70–68–63–68–68–69–62–57–67	+10 ↑	-1
8	CMBC	8.0	67	70–68–62–68–68–68–61–56–67	+11 ↑	-1
7	HTC*	7.9	67	68–57–61–64–64–52–58–58–67	+9	+3
14	VTC	7.6	54	64–65–58–62–62–66–58–53–54	+1	-8

Q2 2024 Base = 656
* Caution: small base size.
Total Bus includes all routes evaluated.

- Two-thirds (67%) of transit users award top ratings for Overall Bus Service, which is a significant increase from last quarter (57%), but is similar to the same quarter last year (68%). The average score is 8.0 out of 10, which is up significantly from last wave (7.5) but down slightly from the same quarter last year (8.1 out of 10).

- In addition to the increase seen at the overall level, several depots saw significant increases from last wave: the PCT depot (up 25 ppt), the STC depot (up 23 ppt) and the BTC depot (up 23 ppt).

TIME PERIOD WITH HIGHER RATINGS

Weekdays 9:30 AM to 3:00PM, Weekends and holidays

↑ / ↓ = Significant upward / downward shift

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Note: Q2 2024 total base = 656 (all bus routes evaluated); CMBC and each depot have smaller base sizes depending on the routes included in those categories.

Bus Service Quality Measures | ON-TIME, RELIABLE SERVICE

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)	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Good-to-Excellent ratings compared to: LAST QUARTER	SAME QUARTER LAST YEAR
6	RTC*	8.0	74	63	65	53	73	67	69	59	55	74	**+19 ↑**	+7
15	WVT*	8.0	68	64	48	72	81	67	62	73	77	68	-9	+1
19	PCT*	7.9	68	63	70	73	59	59	58	58	40	68	**+28 ↑**	+9
4	STC*	7.9	59	61	48	62	57	61	57	61	58	59	+1	-2
14	HTC*	7.8	59	64	50	45	46	62	39	50	55	59	+4	-3
15	TOTAL BUS	7.6	57	62	62	59	59	63	59	57	51	57	**+6 ↑**	**-6 ↓**
15	CMBC	7.6	57	62	62	58	59	63	58	57	49	57	**+8 ↑**	**-6 ↓**
13	BTC	7.6	49	69	73	71	70	71	68	57	47	49	+2	**-22 ↓**
23	VTC	7.2	49	53	61	53	47	55	56	56	44	49	+5	-6

Q2 2024 Base = 656
*Caution: small base size.
Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS

Weekends and holidays

- Close to six in ten transit users (57%) provide top ratings for On-Time, Reliable Service. This is up significantly from last quarter (51%), but is also down significantly from the same quarter last year (63%). The average score is 7.6 out of 10, which is up significantly from last wave (7.1 out of 10), but is unchanged from the same quarter last year (7.6 out of 10).

- In addition to the increase seen at the overall level from last wave, some depots also experienced significant increases. Compared to last wave, the RTC depot is up 19 ppt and the PCT depot is up 28 ppt. Meanwhile, in addition to the decrease seen at the overall level from the same quarter last year the BTC depot is also down significantly from Q2 2023 (22 ppt respectively).

TOP KEY DRIVER

Note: Q2 2024 total base = 656 (all bus routes evaluated); CMBC and each depot have smaller base sizes depending on the routes included in those categories.

↑ / ↓ = Significant upward / downward shift

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)	Q2 2022 – Q2 2024 trend	Good-to-Excellent ratings compared to: LAST QUARTER	SAME QUARTER LAST YEAR
8	STC*	8.0	70	50–52–55–56–66–54–36–51–70	+19 ↑	+4
5	WVT*	8.0	65	59–47–61–46–36–45–55–63–65	+2	+29 ↑
27	PCT*	7.6	59	56–47–49–44–42–36–37–39–59	+20 ↑	+17
16	TOTAL BUS	7.4	52	54–59–51–51–54–49–49–45–52	+7 ↑	-2
16	CMBC	7.4	52	54–59–50–52–55–49–48–44–52	+8 ↑	-3
16	BTC	7.3	56	60–74–60–60–61–59–58–57–56	-1	-5
15	VTC	7.3	48	49–55–45–43–50–45–49–38–48	+10	-2
15	HTC*	7.2	47	55–51–46–39–51–42–43–44–47	+3	-4
22	RTC*	7.2	39	52–63–45–60–54–51–52–37–39	+2	-15

Q2 2024 Base = 656
*Caution: small base size.
Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS

Weekdays from 9:30 AM to 3:00 PM

- More than one-half (52%) of bus riders provide Good-to-Excellent ratings for Frequency of Service, which is up significantly from last quarter (45%), but down marginally by 2 ppt from the same quarter last year (54%). This quarter, the average score is 7.4 out of 10 which is up significantly from 6.9 last wave and is consistent with the same quarter last year (7.4 out of 10). Frequency of Service is one of the lowest performing attributes among all bus system attributes.

- In addition to the increase seen at the overall level from last quarter, some depots also experienced significant increases. The STC depot is up 19 ppt and the PCT depot is up 20 ppt from last wave. The WVT depot experienced a significant increase in comparison to the same quarter last year (up 29 ppt from Q2 2023).

TOP KEY DRIVER

↑ / ↓ = *Significant upward / downward shift*

Note: Q2 2024 total base = 656 (all bus routes evaluated);
CMBC and each depot have smaller base sizes depending on the routes included in those categories.

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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)	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Good-to-Excellent ratings compared to: LAST QUARTER	Good-to-Excellent ratings compared to: SAME QUARTER LAST YEAR
0	RTC*	8.9	83	74	84	89	83	74	81	75	71	83	+12	+9
1	WVT*	8.8	86	80	85	64	90	87	72	83	93	86	-7	-1
0	PCT*	8.6	71	72	79	81	84	73	79	73	76	71	-5	-2
8	BTC	8.5	78	76	79	77	82	82	76	74	65	78	+13 ↑	-4
1	HTC*	8.5	74	73	76	75	77	81	67	74	72	74	+2	-7
4	TOTAL BUS	8.4	74	77	80	74	81	79	77	76	68	74	+6 ↑	-5 ↓
4	CMBC	8.4	73	77	80	74	81	79	78	76	67	73	+6 ↑	-6 ↓
2	STC*	8.2	72	80	80	56	71	82	71	74	61	72	+11	-10
7	VTC	8.2	67	81	82	73	82	80	85	82	64	67	+3	-13 ↓

Q2 2024 Base = 656
Caution: small base size.
Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS

No particular time period is significantly higher than any other

- Nearly three-quarters (74%) of bus riders award top ratings for Having a Courteous Bus Operator, which is up significantly from last quarter (68%), but down significantly from the same quarter last year (79%). During this wave, the average score is 8.4 out of 10, which is above 8.2 last quarter and below the same quarter last year (8.6 out of 10). Courteous Bus Operator remains the highest top key driver among Overall Bus Service attributes.

- In addition to the significant increase seen at the overall level from last wave, the BTC depot is up 13 ppt from last wave. Meanwhile, in addition to the significant decrease seen at the overall level from the same quarter last year, the VTC depot is down 13 ppt from Q2 2023.

☐ TOP KEY DRIVER

Note: Q2 2024 total base = 656 (all bus routes evaluated); CMBC and each depot have smaller base sizes depending on the routes included in those categories.

↑ / ↓ = *Significant upward / downward shift*

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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)	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Good-to-Excellent ratings compared to: LAST QUARTER	Good-to-Excellent ratings compared to: SAME QUARTER LAST YEAR
3	PCT*	8.9	84	80	89	87	75	74	87	75	66	84	**+18 ↑**	+10
0	WVT*	8.7	82	88	42	80	85	94	81	76	78	82	+4	**-12 ↓**
5	RTC*	8.6	83	78	81	64	76	73	82	80	72	83	+11	+10
3	BTC	8.6	79	84	84	77	80	87	84	82	66	79	**+13 ↑**	-8
5	TOTAL BUS	8.5	79	78	80	73	79	78	79	75	68	79	**+11 ↑**	+1
5	CMBC	8.5	79	78	81	72	79	77	79	75	67	79	**+12 ↑**	+2
7	HTC*	8.4	77	79	76	63	79	75	76	66	74	77	+3	+2
7	VTC	8.4	77	74	79	73	80	76	72	72	65	77	**+12 ↑**	+1
4	STC*	8.3	76	73	77	75	73	74	77	70	62	76	+14	+2

Q2 2024 Base = 656
* Caution: small base size.
Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS

Weekdays from 9:30 AM to 3:00 PM

- Nearly eight in ten bus users (79%) provide top scores for Trip Duration, which is up significantly from last wave (68%), but is similar to the same quarter last year (78%). The average score is 8.5 out of 10, which is significantly above 8.1 from last wave, and is slightly below the same quarter last year (8.6 out of 10).

- In addition to the increase seen overall from last wave, the following depots also experienced significant increases: PCT depot is up 18 ppt, the BTC depot is up 13 ppt, and the VTC depot is up 12 ppt. Meanwhile, the WVT depot experienced a significant decrease compared to the same quarter last year (down 12 ppt from Q2 2023).

↑ / ↓ = *Significant upward / downward shift*

Note: Q2 2024 total base = 656 (all bus routes evaluated);
CMBC and each depot have smaller base sizes depending on the routes included in those categories.

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)	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Good-to-Excellent ratings compared to: LAST QUARTER	Good-to-Excellent ratings compared to: SAME QUARTER LAST YEAR
16	PCT*	7.9	65	67	55	56	57	59	72	59	58	65	+7	+6
9	WVT*	7.3	45	57	30	56	53	67	53	68	66	45	**-21 ↓**	**-22 ↓**
20	RTC*	7.1	52	59	51	52	67	57	62	62	46	52	+6	-5
21	STC*	7.1	51	50	50	28	62	52	46	30	28	51	**+23 ↑**	-1
27	HTC*	7.1	51	52	57	42	43	49	45	44	46	51	+5	+2
23	CMBC	7.0	50	54	55	46	50	51	53	51	40	50	**+10 ↑**	-1
23	TOTAL BUS	7.0	49	54	54	46	51	52	53	52	41	49	**+8 ↑**	-3
23	VTC	7.0	48	48	56	43	40	46	52	58	39	48	+9	+2
24	BTC	6.7	43	53	57	56	53	50	53	46	37	43	+6	-7

Q2 2024 Base = 656
*Caution: small base size.
Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS

No particular time period is significantly higher than any other

- Nearly one-half (49%) of all bus riders provide top ratings for Not Being Overcrowded, which is significantly higher than last quarter (41%) but down slightly from the same period last year (52%). The average score is 7.0 out of 10, which is significantly higher than 6.6 last quarter and below the same period last year (7.3 out of 10). Not Being Overcrowded is the lowest-performing key driver among Overall Bus Service attributes.

- This quarter, several depots saw significant shifts in top ratings. The STC depot experienced significant increases from last wave (up 23 ppt). Meanwhile, the WVT depot saw declines from both last quarter (down 21 ppt) and from the same period last year (down 22 ppt).

☐ TOP KEY DRIVER

Note: Q2 2024 total base = 656 (all bus routes evaluated);
CMBC and each depot have smaller base sizes depending on the routes included in those categories.

↑ / ↓ = Significant upward / downward shift

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)	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Good-to-Excellent ratings compared to:	
													LAST QUARTER	SAME QUARTER LAST YEAR
0	RTC*	9.0	90	91	84	96	84	78	93	85	85	90	+5	**+12** ↑
1	WVT*	8.9	93	84	79	88	95	90	60	93	94	93	-1	+3
4	STC*	8.9	89	89	88	90	79	79	82	83	76	89	+13	+10
1	HTC*	8.9	88	91	86	84	82	86	76	72	83	88	+5	+2
0	PCT*	8.9	74	90	82	97	93	79	87	93	88	74	-14	-5
3	BTC	8.8	87	89	92	94	88	85	92	91	81	87	+6	+2
3	TOTAL BUS	8.8	86	90	86	91	87	84	86	86	83	86	+3	+2
3	CMBC	8.8	85	90	86	91	87	83	87	85	83	85	+2	+2
5	VTC	8.6	81	91	83	87	89	87	87	87	85	81	-4	-6

Q2 2024 Base = 656
*Caution: small base size.
Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS

No particular time period is significantly higher than any other

- Nearly nine in ten riders (86%) award top ratings for Safe and Professional Bus Operator, up 3 ppt from last wave (83%) and up 2 ppt from the same quarter last year (84% in Q2 2023). The average score is 8.8 out of 10, which is up slightly from 8.7 last wave and is unchanged from the same quarter last year (8.8 out of 10).

- This wave, the BTC depot experienced a significant increase of 12 ppt from Q2 2023.

↑ / ↓ = *Significant upward / downward shift*

Note: Q2 2024 total base = 656 (all bus routes evaluated);
CMBC and each depot have smaller base sizes depending on the routes included in those categories.

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)	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Good-to-Excellent ratings compared to: LAST QUARTER	Good-to-Excellent ratings compared to: SAME QUARTER LAST YEAR
3	PCT*	9.1	92	86	85	86	91	82	75	87	85	92	+7	+10
0	WVT*	8.7	81	90	83	94	84	86	80	82	86	81	-5	-5
2	HTC*	8.6	77	85	79	70	77	79	73	75	77	77	--	-2
4	BTC	8.5	81	78	79	83	79	78	84	80	78	81	+3	+3
3	RTC*	8.5	75	90	84	87	84	80	81	88	91	75	**-16 ↓**	-5
6	TOTAL BUS	8.4	77	80	78	76	72	75	74	78	74	77	+3	+2
6	CMBC	8.4	77	79	77	75	71	74	73	78	74	77	+3	+3
10	VTC	8.2	75	72	73	67	59	65	67	69	58	75	**+17 ↑**	**+10 ↑**
12	STC*	8.0	68	78	76	71	55	69	62	79	75	68	-7	-1

Q2 2024 Base = 656

*Caution: small base size.

Total Bus includes all routes evaluated.

TIME PERIOD WITH LOWER RATINGS

Weekdays from 3:00 PM to 6:30 PM

- More than three-quarters (77%) of bus riders provide Good-to-Excellent ratings for Feeling Safe from Crime On Board the Bus, which is up 3 ppt from last quarter (74%) and up by 2 ppt from the same period last year (75%). The average score is 8.4 out of 10, which is above 8.2 from the last wave, and is consistent with Q2 2023.

- This wave, the RTC depot experienced a significant decrease from last quarter (down 16 ppt from Q1 2024). Meanwhile, the VTC depot experienced significant increases both from last wave (up 17 ppt) and from the same quarter last year (up 10 ppt).

↑ / ↓ = **Significant upward / downward shift**

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)	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Good-to-Excellent ratings compared to: LAST QUARTER	SAME QUARTER LAST YEAR
3	PCT*	8.9	82	83	77	92	78	79	71	76	69	82	+13	+3
2	WVT*	8.6	84	83	76	68	84	81	81	87	76	84	+8	+3
3	HTC*	8.6	82	84	76	72	66	70	76	68	67	82	+15 ↑	+12
1	RTC*	8.5	87	77	76	78	81	78	84	68	67	87	+20 ↑	+9
2	BTC	8.4	84	72	66	74	74	81	81	69	64	84	+20 ↑	+3
7	TOTAL BUS	8.3	77	76	70	70	71	74	76	67	65	77	+12 ↑	+3
7	CMBC	8.3	76	76	70	70	70	73	76	66	64	76	+12 ↑	+3
8	STC*	8.1	70	79	65	52	69	74	78	61	73	70	-3	-4
15	VTC	8.0	66	71	67	71	60	65	68	62	58	66	+8	+1

Q2 2024 Base = 656

Caution: small base size.

Total Bus includes all routes evaluated.

TIME PERIOD WITH LOWER RATINGS

No particular time period is significantly lower than any other

- The attribute Clean and Graffiti-Free Buses is awarded Good-to-Excellent scores by over three-quarters (77%) of bus riders, which is up significantly from last wave (65%) and up by 3 ppt from the same period last year (74% in Q2 2023). The average score is 8.3 out of 10, which is significantly higher than 7.9 last wave, and is unchanged from 8.3 in Q2 2023.

- In addition to the increase seen at the overall level from last wave, the following depots also saw significant increases: the HTC depot is up 15 ppt, the RTC depot is up 20 ppt and the BTC is up 20 ppt from Q1 2024.

↑ / ↓ = Significant upward / downward shift

Note: Q2 2024 total base = 656 (all bus routes evaluated);
CMBC and each depot have smaller base sizes depending on the routes included in those categories.

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)	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Good-to-Excellent ratings compared to: LAST QUARTER	SAME QUARTER LAST YEAR
3	PCT*	9.2	95	82	89	85	79	72	95	82	78	95	**+17** ↑	**+23** ↑
0	WVT*	9.2	85	81	90	86	84	66	85	90	84	85	+1	**+19** ↑
4	BTC	9.1	88	83	92	87	91	84	88	90	82	88	+6	+4
1	RTC*	8.9	86	82	82	75	78	77	77	78	73	86	**+13** ↑	+9
3	VTC	8.8	84	79	83	78	85	83	83	80	79	84	+5	+1
5	TOTAL BUS	8.8	84	81	84	79	83	80	83	79	78	84	**+6** ↑	+4
5	CMBC	8.8	84	80	84	79	83	80	83	78	78	84	**+6** ↑	+4
16	STC*	8.5	78	76	72	71	71	83	84	60	74	78	+4	-5
5	HTC*	8.5	77	82	82	72	83	77	76	71	81	77	-4	--

Q2 2024 Base = 656
*Caution: small base size.
Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS

Weekdays from 9:30 AM to 3:00 PM

- More than eight in ten bus riders (84%) provide top ratings for Having a Direct Route. This is up significantly from last wave (78%) and up slightly from the same quarter last year (80%). The average score of 8.8 out of 10 is significantly above the 8.5 score from the last wave, and is slightly above the same quarter last year (8.7 out of 10).

- This wave, several depots saw significant shifts in top ratings. The PCT depot experienced significant increases from both last quarter (up 17 ppt), and from the same quarter last year (up 23 ppt). The WVT depot also experienced a significant increase of 19 ppt from Q2 2023. Meanwhile, the RTC depot also experienced significant increases from last wave (up 13 ppt).

↑ / ↓ = Significant upward / downward shift

Note: Q2 2024 total base = 656 (all bus routes evaluated);
CMBC and each depot have smaller base sizes depending on the routes included in those categories.

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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)	Trend (Q2 2022 – Q2 2024)	Good-to-Excellent ratings compared to: LAST QUARTER	SAME QUARTER LAST YEAR
3	PCT*	8.9	86	78–66–85–83–84–67–77–67–86	+19 ↑	+2
1	WVT*	8.8	84	67–84–87–91–77–82–82–85–84	-1	+7
2	BTC	8.6	75	76–81–68–76–81–80–78–61–75	+14 ↑	-6
4	HTC*	8.4	78	82–78–69–84–73–75–68–71–78	+7	+5
9	RTC*	8.4	71	84–87–80–82–72–84–87–76–71	-5	-1
6	TOTAL BUS	8.3	75	76–75–70–74–72–72–73–68–75	+7 ↑	+3
6	CMBC	8.3	75	76–75–69–74–72–72–73–67–75	+8 ↑	+3
7	VTC	8.2	73	73–68–63–64–71–66–66–64–73	+9	+2
10	STC*	7.9	75	66–70–67–60–53–58–61–68–75	+7	+22 ↑

Q2 2024 Base = 656
* Caution: small base size.
Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS

Weekends and holidays

- Three-quarters (75%) of bus riders award Good-to-Excellent scores for Feeling Safe from Crime at the Bus Stop or Exchange, which is up significantly from last quarter (68%) and up slightly from the same quarter last year (72%). The average score of 8.3 is significantly above 8.0 from last quarter and is consistent with the 8.3 average score in Q2 2023.

- Several depots experienced significant increases during this wave. The STC depot is up by 22 ppt from the same quarter last year, while the following depots are up significantly from last wave: the PCT depot is up 19 ppt and the BTC depot is up 14 ppt.

↑ / ↓ = Significant upward / downward shift

Note: Q2 2024 total base = 656 (all bus routes evaluated); CMBC and each depot have smaller base sizes depending on the routes included in those categories.

SKYTRAIN OVERALL SERVICE

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

% Very Poor to Neutral (1-5)		Avg Score	% Good to Excellent (8-10)	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Good-to-Excellent ratings compared to: LAST QUARTER	SAME QUARTER LAST YEAR
4	CANADA LINE (n=145)	8.6	82	83	92	82	80	81	84	82	75	82	+7	+1
6	TOTAL SKYTRAIN (n=465)	8.2	74	77	83	76	81	77	75	77	74	74	--	-3
7	TOTAL BCRTC (n=254)	8.1	70	75	77	69	81	77	71	76	73	70	-3	-7

- Nearly three-quarters (74%) of all SkyTrain riders provide Good-to-Excellent ratings for overall SkyTrain Service, which is consistent with last wave, but down slightly by 3 ppt from the same quarter last year (77%). The average score is 8.2 out of 10, up slightly from last quarter (8.1 out of 10), but down slightly from the same quarter last year (8.3 out of 10).
- For the Canada Line, top ratings are up by 7 ppt from Q1 2024 (75%), but up only 1 ppt from the same quarter last year (81%). Top scores for BCRTC have dropped by 3 ppt compared to the last quarter (73%), and are down by 7 ppt from same quarter last year (77%).

NOTES:
Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode, including those who rode both Canada Line and BCRTC in the same trip.
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.

↑ / ↓ = Significant upward / downward shift

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)	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Good-to-Excellent ratings compared to: LAST QUARTER	SAME QUARTER LAST YEAR
2	CANADA LINE (n=145)	9.1	93	86	97	90	88	95	89	95	87	93	+6	-2
4	TOTAL SKYTRAIN (n=465)	8.8	86	84	87	83	87	85	86	88	80	86	+6 ↑	+1
5	TOTAL BCRTC (n=254)	8.6	82	83	83	77	86	81	83	85	78	82	+4	+1

- Close to nine in ten SkyTrain riders (86%) awarded top ratings for On-Time, Reliable Service, which is up significantly from the last quarter (80%), and similar to the same quarter last year (85%). The average score is 8.8 out of 10 which is up from last wave (8.6 out of 10), and up from the same quarter last year (8.7 out of 10). On-Time, Reliable Service continues to be the highest rated of the top key drivers among SkyTrain attributes.
- Ratings for the Canada Line are up 6 ppt from last quarter (though this change is not significant) but are similar to the same period last year (down only 2 ppt). Ratings for BCRTC are up slightly from last quarter (up 4 ppt) but are similar to the same period last year (up only 1 ppt).

NOTES:
Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode, including those who rode both Canada Line and BCRTC in the same trip.
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.

35 — © Ipsos   ☐ TOP KEY DRIVER

↑ / ↓ = Significant upward / downward shift

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?

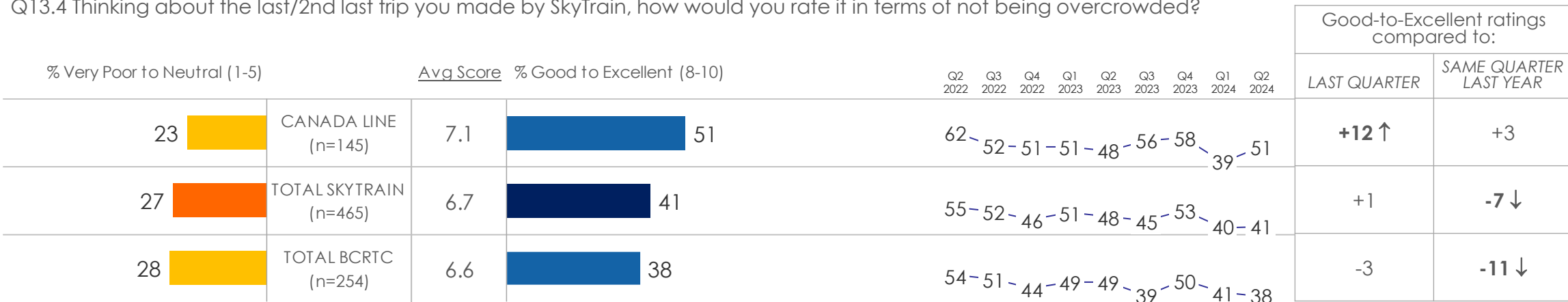| % Very Poor to Neutral (1-5)		Avg Score	% Good to Excellent (8-10)	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Good-to-Excellent ratings compared to:	
													LAST QUARTER	SAME QUARTER LAST YEAR
5	CANADA LINE (n=145)	8.5	79	73	87	84	74	86	82	80	71	79	+8	-7
8	TOTAL SKYTRAIN (n=465)	8.3	76	77	77	80	75	76	77	75	71	76	+5	--
9	TOTAL BCRTC (n=254)	8.1	73	78	73	75	76	71	74	71	74	73	-1	+2

- Just over three-quarters (76%) of SkyTrain riders awarded top ratings for Frequency of Service, a 5 ppt lift from last quarter and on par with the same quarter last year (76%). The average score is 8.3 out of 10, which is up from 8.2 last wave and down from the same period last year (8.4 out of 10).

- Top scores for the Canada Line are up from last quarter (up 8 ppt) but down 7 ppt from the same quarter last year. BCRTC top scores are down marginally by only 1 ppt from last quarter, and up by a marginal 2 ppt from Q2 2023.

NOTES:
Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode, including those who rode both Canada Line and BCRTC in the same trip.
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.

TOP KEY DRIVER

↑ / ↓ = *Significant upward / downward shift*

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?

% Very Poor to Neutral (1-5)		Avg Score	% Good to Excellent (8-10)	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Good-to-Excellent ratings compared to: LAST QUARTER	SAME QUARTER LAST YEAR
23	CANADA LINE (n=145)	7.1	51	62	52	51	51	48	56	58	39	51	**+12** ↑	+3
27	TOTAL SKYTRAIN (n=465)	6.7	41	55	52	46	51	48	45	53	40	41	+1	**-7** ↓
28	TOTAL BCRTC (n=254)	6.6	38	54	51	44	49	49	39	50	41	38	-3	**-11** ↓

- Just over four in ten SkyTrain riders (41%) award Good-to-Excellent scores for Not Being Overcrowded, a marginal 1 ppt lift from last wave (40%) but a significant 7 ppt decrease from the same quarter last year (48%). The average score is 6.7 out of 10, down from 6.8 last wave and also down from the same quarter last year (7.1). Not Being Overcrowded continues to be the lowest rated of the top key drivers of overall SkyTrain attributes, and remains below the positive performance threshold.

- Top ratings for the Canada Line are up significantly from last wave (up 12 ppt) and up slightly from the same period last year (up 3 ppt). Top ratings for BCRTC are down slightly from last quarter (down 3 ppt) and down significantly from the same quarter last year (down 11 ppt).

NOTES:
Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode, including those who rode both Canada Line and BCRTC in the same trip.
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.

☐ TOP KEY DRIVER

↑ / ↓ = *Significant upward / downward shift*

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)	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Good-to-Excellent ratings compared to: LAST QUARTER	Good-to-Excellent ratings compared to: SAME QUARTER LAST YEAR
4	CANADA LINE (n=145)	8.5	78	77	83	75	74	76	83	80	74	78	+4	+2
8	TOTAL SKYTRAIN (n=465)	8.2	70	74	78	72	72	70	74	70	69	70	+1	--
9	TOTAL BCRTC (n=254)	8.0	65	73	76	71	70	71	69	67	71	65	-6	-6

- Seven in ten SkyTrain riders (70%) award top scores for Feeling Safe from Crime On Board SkyTrain, which is similar to last wave (up by only 1 ppt), and is unchanged from the same quarter last year. The average score is 8.2 out of 10, which is up from both last wave and Q2 2023 (both 8.1).

- This quarter, top scores for the Canada Line are up 4 ppt from last quarter and up 2 ppt from Q2 2023. BCRTC ratings dropped from both last quarter (down 6 ppt) and from the same quarter last year (also down 6 ppt), though these changes are not significant.

NOTES:
Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode, including those who rode both Canada Line and BCRTC in the same trip.
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.

☐ TOP KEY DRIVER

↑ / ↓ = *Significant upward / downward shift*

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)		Avg Score	% Good to Excellent (8-10)	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Good-to-Excellent ratings compared to:	
													LAST QUARTER	SAME QUARTER LAST YEAR
2	CANADA LINE (n=145)	8.4	71	79	81	66	79	78	75	86	73	71	-2	-7
9	TOTAL SKYTRAIN (n=465)	7.9	62	68	67	60	67	61	66	66	61	62	+1	+1
12	TOTAL BCRTC (n=254)	7.6	57	61	63	53	61	54	60	59	54	57	+3	+3

- Just over six in ten SkyTrain riders (62%) assigned Good-to-Excellent ratings for Clean and Graffiti-Free SkyTrain Cars and Stations, which is up marginally from both last wave and from Q2 2023 (both 61%). The average score is 7.9 this wave, which is up from 7.7 last quarter and is unchanged from Q2 2023.

- Top ratings for the Canada Line are down marginally from last wave (down 2 ppt) and down slightly from the same period last year (down 7 ppt). Top ratings for BCRTC are up slightly from both last quarter and from Q2 2023 (both up 3 ppt).

NOTES:
Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode, including those who rode both Canada Line and BCRTC in the same trip.
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.

↑ / ↓ = *Significant upward / downward shift*

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)	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Good-to-Excellent ratings compared to: LAST QUARTER	Good-to-Excellent ratings compared to: SAME QUARTER LAST YEAR
10	CANADA LINE (n=145)	8.4	74	73	84	76	70	73	82	83	67	74	+7	+1
13	TOTAL SKYTRAIN (n=465)	7.9	64	67	71	69	63	64	67	67	63	64	+1	--
15	TOTAL BCRTC (n=254)	7.7	58	65	64	64	59	61	60	61	61	58	-3	-3

- The attribute Feeling Safe from Crime Inside the SkyTrain Station is awarded top ratings by close to two-thirds (64%) of SkyTrain users this wave, which is similar to last wave (63%), and is consistent with the same quarter last year (64%). The average score of 7.9 out of 10 is up from 7.8 last quarter and is on par with Q2 2023.
- Canada Line top ratings are up by 7 ppt from last quarter, and up a marginal 1 ppt from the same period last year (73%). BCRTC ratings are down slightly from both last wave and the same period last year (both down 3 ppt).

NOTES:
Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode, including those who rode both Canada Line and BCRTC in the same trip.
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.

↑ / ↓ = *Significant upward / downward shift*

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)	Q2 2022 – Q2 2024	Good-to-Excellent ratings compared to:	
					LAST QUARTER	SAME QUARTER LAST YEAR
21	TOTAL BCRTC (n=254)	7.0	41	39 – 37 – 37 – 42 – 34 – 42 – 39 – 42 – 41	-1	+7
22	TOTAL SKYTRAIN (n=465)	6.8	37	36 – 34 – 37 – 38 – 30 – 36 – 37 – 35 – 37	+2	**+7 ↑**
20	CANADA LINE (n=145)	6.8	32	30 – 29 – 38 – 32 – 26 – 30 – 37 – 23 – 32	+9	+6

- Close to four in ten SkyTrain riders (37%) provide top ratings for Staff Available When Needed, which is only a 2 ppt lift from last wave (35%), but is a significant 7 ppt increase from the same quarter last year (30%). The average score is 6.8 out of 10, up from the score of 6.4 from the last wave, and up from the same period last year (6.3 out of 10).

- The Canada Line top-rating score of 32% saw an increase of 9 ppt from last quarter (23%) and a 6 ppt lift from the same quarter last year (26%). BCRTC saw a marginal 1 ppt drop from last quarter but an increase of 7 ppt from Q2 2023 for this attribute.

NOTES:
Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode, including those who rode both Canada Line and BCRTC in the same trip.
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.

↑ / ↓ = Significant upward / downward shift

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)	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Good-to-Excellent ratings compared to: LAST QUARTER	SAME QUARTER LAST YEAR
46	TOTAL BCRTC (n=40*)	6.1	30	43	32	45	42	29	43	41	31	30	-1	+1
35	CANADA LINE (n=10**)	6.1	10	20	26	28	14	19	15	74	7	10	+3	-9
46	TOTAL SKYTRAIN (n=53*)	6.0	26	39	33	40	38	24	35	40	27	26	-1	+2

n = Those experiencing a delay in the past 3 months.
*Caution: small base size.   **Caution: very small base size.

- Sixteen percent of SkyTrain riders indicate that they experienced a SkyTrain delay of at least five minutes in the past 30 days, down 6 ppt from last quarter (22%) and comparable to the same period last year (16%).

- Of those who experienced a SkyTrain delay, Delays are Announced and Explained is awarded top ratings by more than one-quarter (26%) of all SkyTrain users, a marginal 1 ppt decrease from last wave (27%) and a 2 ppt lift from the same quarter last year (24%). The average score is 6.0 out of 10, down from 6.1 last wave and down from the same quarter last year (6.3).

- BCRTC top ratings are down by only 1 ppt compared to last quarter, and up by only 1 ppt from the same quarter last year. Base sizes for Canada Line ratings are extremely small (n<30) so interpretation is qualitative in nature.

- The attribute 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, including those who rode both Canada Line and BCRTC in the same trip.
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.
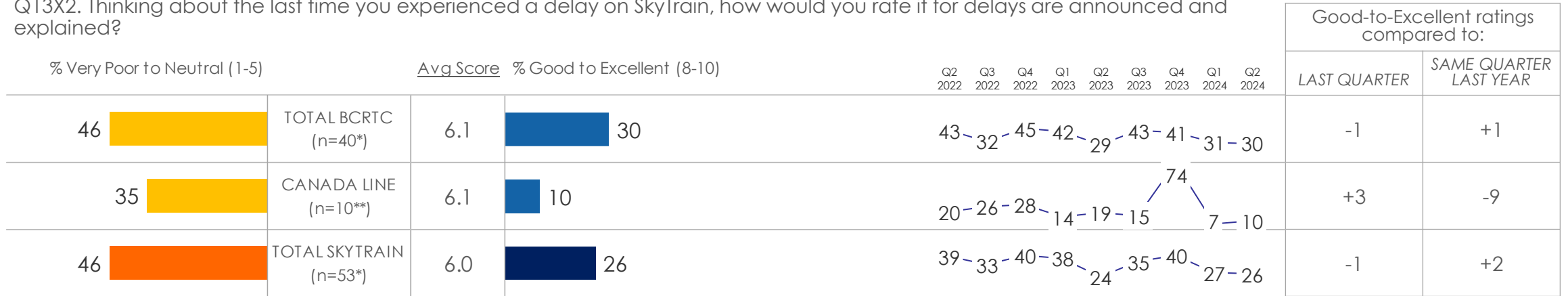*Question change made in Q3'20. Prior to this, experienced delays was asked of past 3-months instead of past 30 days.*

↑ / ↓ = *Significant upward / downward shift*

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?

% Very Poor to Neutral (1-5)		Avg Score	% Good to Excellent (8-10)	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Good-to-Excellent ratings compared to: LAST QUARTER	SAME QUARTER LAST YEAR
0	TOTAL BCRTC (n=16**)	8.7	83	78	85	82	92	85	80	89	58	83	+25	-2
6	TOTAL SKYTRAIN (n=24**)	8.6	82	81	88	90	91	90	72	90	70	82	+12	-8
25	CANADA LINE (n=5**)	7.9	75	88	100	100	84	100	54	100	61	75	+14	-25

n = SkyTrain riders who spoke with staff.
**Caution: very small base size.*

- Very few SkyTrain users stated that they interacted with staff on their last trip (4%), which is similar to last quarter (3%) and consistent with Q2 2023 (4%).
- Of these riders, more than eight in ten (82%) award Good-to-Excellent ratings for Courteous, Competent and Helpful SkyTrain Staff, up from last wave (70%), but down from the same quarter last year (90%).
- Note, all base sizes are very small (<30) this quarter, so any shifts noted are qualitative in nature.

NOTES:
Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode, including those who rode both Canada Line and BCRTC in the same trip.
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.

↑ / ↓ = *Significant upward / downward shift*

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)	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Good-to-Excellent ratings compared to: Last Quarter	Good-to-Excellent ratings compared to: Same Quarter Last Year
5	Trip duration	9.0	90	91	98	84	90	91	100	97	96	90	-6	-1
6	On-time, reliable service	8.9	87	92	100	100	93	91	92	98	90	87	-3	-4
0	Clean & graffiti-free	8.8	84	79	78	93	73	83	85	98	84	84	--	+1
8	Overall Service	8.7	88	92	93	89	81	89	89	97	92	88	-4	-1
11	Frequency of service	8.3	85	76	74	73	63	81	77	86	74	85	+11	+4
10	Safety from crime at the station	8.3	78	90	81	91	88	75	81	89	80	78	-2	+3
13	Courteous, competent & helpful staff**	8.1	83	100	88	100	100	95	100	92	100	83	-17	-12
10	Not being overcrowded	7.8	63	70	61	89	77	73	78	78	81	63	**-18 ↓**	-10
20	Staff available when needed	7.7	61	70	64	71	62	55	59	79	76	61	-15	+6

Q2 2024 Base = 84*

*Caution: small base size.

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

- Close to nine in ten SeaBus riders (88%) provided top ratings for Overall SeaBus Service, down slightly from last wave (92%) and similar to the same quarter last year (89%). This quarter, the average score is 8.7 out of 10, down from 8.9 last quarter and down from 8.8 in Q2 2023.

- This wave, a few attributes experienced notable downward shifts. Although not a key driver, Not Being Overcrowded saw a significant decrease of 18 ppt from last quarter. Staff measures also fell notably but not significantly; Courteous, Competent, and Helpful Stall as well as Staff Available When Needed both saw decreases (17 ppt and 15 ppt respectively) from last quarter.

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

☐ TOP KEY DRIVER

↑ / ↓ = Significant upward / downward shift

Trends in Transit Usage

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

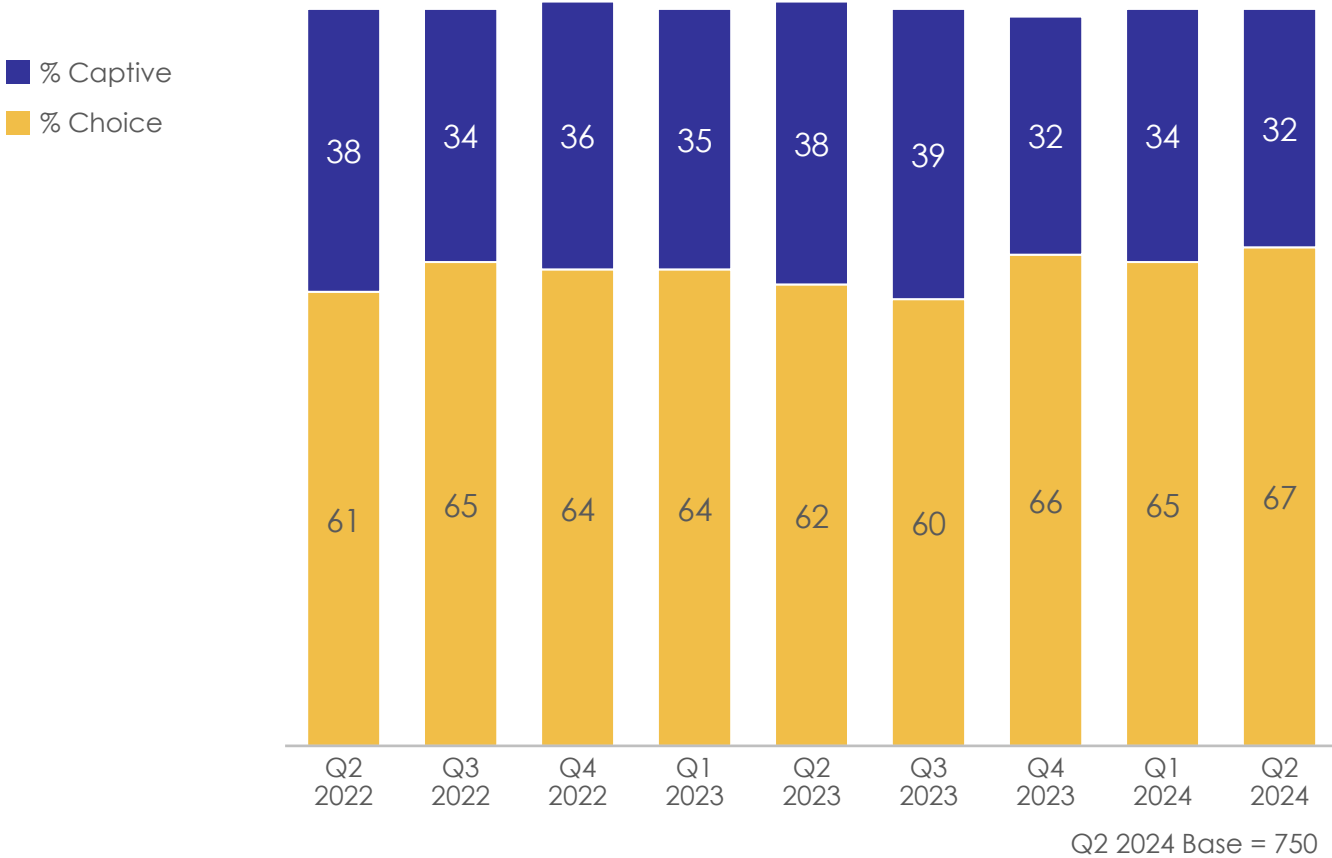- Choice vs. Captive customers

- 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

| 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?

■ % Captive
■ % Choice

	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024
% Captive	38	34	36	35	38	39	32	34	32
% Choice	61	65	64	64	62	60	66	65	67

Q2 2024 Base = 750

- Almost one-third (32%) of riders are Captive riders, defined as those who do not have regular access to a vehicle available for the transit trips which they make. This is only a 2 ppt drop from last quarter (34%), and a directional 6 ppt drop from the same quarter last year (38%).

- On the other hand, two-thirds (67%) of riders are Choice riders, meaning they have regular access to a vehicle. This proportion is up by a marginal 2 ppt from last wave (65%), and is up directionally by 5 ppt from the same quarter last year (62%).

- Captive riders are more likely than Choice riders to be bus riders, women, aged 18-34 years old, have household incomes that are less than $40K, be employed part-time, have an education of college or high school or less, or take transit for work, shopping, or school purposes. Furthermore, they are more likely to be High Frequency riders.

- Alternatively, Choice riders are more likely than Captive riders to be men, aged 55+, have a household income of $80K or more, be employed full time, or have graduated university. 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]?

	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024
To or from work	50	47	48	48	46	48	53	52	48
For entertainment or social reasons	43	47	44	44	45	51	44	42	48
To and from shopping	40	39	41	35	40	42	36	40	36
For personal business	24	24	24	22	25	26	24	26	26
To or from school	14	11	12	15	15	15	12	11	12
For any other purpose	12	9	13	10	13	11	8	14	14

- Almost one-half (48%) of riders took transit to get to work, which is a 4 ppt drop from last quarter (52%) but is 2 ppt higher than Q2 2023 (46%).
- Almost one-half (48%) of riders used transit for entertainment or social reasons, which is up directionally from last quarter (42%) and up 3 ppt from the same period last year (45%).
- More than one-third (36%) of riders used transit to get to and from shopping, which is down directionally from last quarter (40%) and similarly down from the same period last year (40%).
- Just over one in ten riders (12%) take transit to go to school, which is similar to last quarter (11%) but down slightly from the same quarter last year (15%).
- This quarter, more than one in ten riders (14%) take transit for other purposes, which is unchanged from last quarter and down only 1 ppt from the same quarter last year (13%).

Q2 2024 Base = 750

☐ *Significantly higher than the same quarter of the previous year*

◯ *Significantly lower than the same quarter of the previous year*

Note: These are not shown if no significance seen

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?

Avg Number of Years	11.3	11.8	11.9	12.4	9.8	11.8	11.7	14.0	11.9

Legend:
- ■ % 11+ years
- ■ % 6 to 10 years
- ■ % 3 to 5 years
- ■ % 1 to 2 years
- ■ % Less than 1 year
- ■ % Not a regular rider

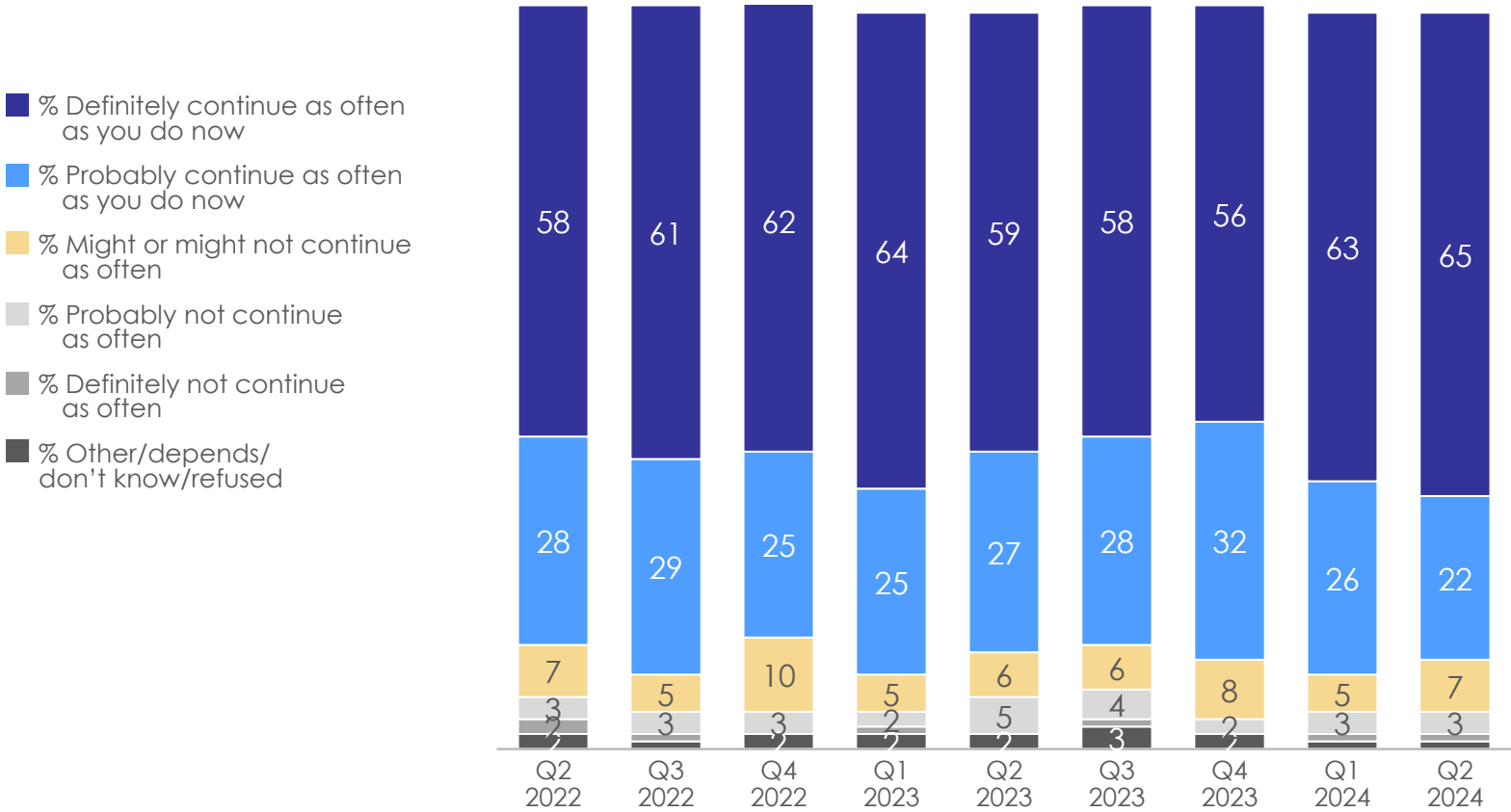|	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024
% 11+ years	29	31	32	30	26	30	30	38	32
% 6 to 10 years	18	17	18	16	15	17	17	20	18
% 3 to 5 years	17	14	12	14	16	11	15	11	15
% 1 to 2 years	10	10	11	13	13	16	14	14	12
% Less than 1 year	12	14	14	12	16	12	9	6	10
% Not a regular rider	12	13	12	12	12	10	12	9	10

Q2 2024 Base = 750

- Nearly one-third (32%) of riders have been taking transit for more than 10 years, down significantly from last wave (38%) but up from the same period last year (26%).

- The average number of years in which riders have been taking transit is 11.9 during this wave, which is significantly lower than 14.0 years from last wave, but also significantly above the same period from last year (9.8).

- One in ten riders (10%) have been taking transit for less than a year, which is significantly higher than last wave (6%), but significantly lower than Q2 2023 (16%).

- Residents from North Vancouver have been taking transit for a longer period on average than residents of any other region.

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?

Legend:
- ■ % Definitely continue as often as you do now
- ■ % Probably continue as often as you do now
- ■ % Might or might not continue as often
- ■ % Probably not continue as often
- ■ % Definitely not continue as often
- ■ % Other/depends/ don't know/refused

	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024
Definitely	58	61	62	64	59	58	56	63	65
Probably	28	29	25	25	27	28	32	26	22
Might or might not	7	5	10	5	6	6	8	5	7
Probably not	3	3	3	2	5	4	2	3	3
Definitely not / Other	2			2	2	3			

Q2 2024 Base = 750

- Nearly two-thirds (65%) of riders foresee themselves *definitely* taking transit as often as they do now. This is a marginal 2 ppt increase from last wave (63%), but a notable increase of 6 ppts from the same period last year (59%).

- The proportion of riders who will *probably* take transit as often (22%) is down 4 ppt from last wave (26%) and down a directional 5 ppt from the same quarter last year (27%).

- Those who indicate that they might or might not take transit as often during this wave (7%) is up 2 ppt from last wave (5%) and is similar to the same period last year (6%).
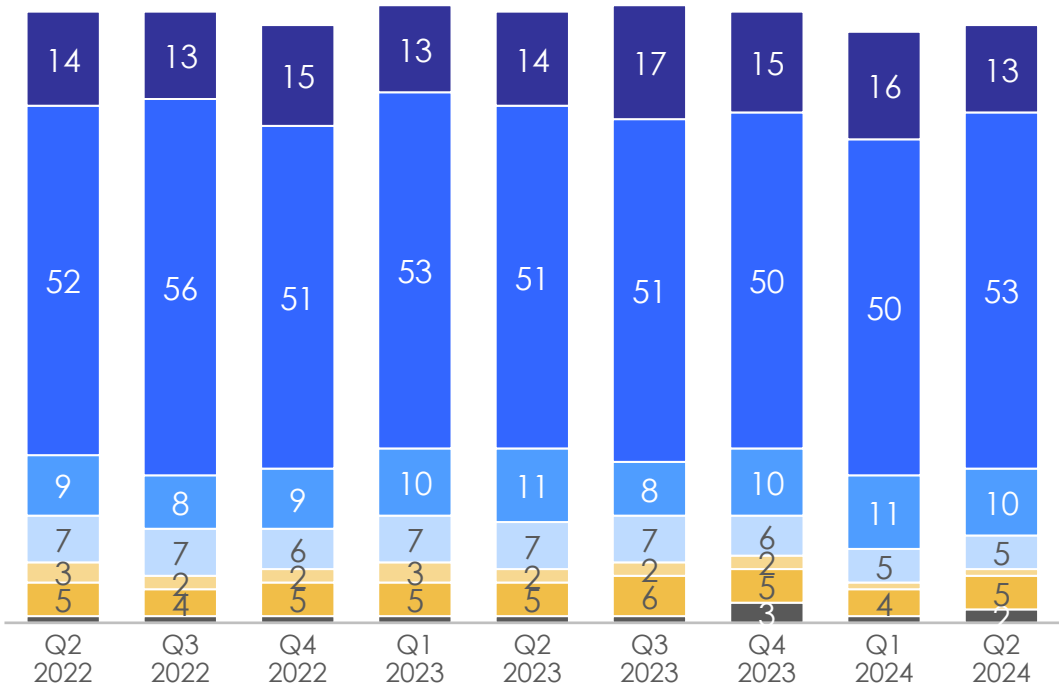
Trends in Transit Usage | FARE PAYMENT METHOD

FARE PAYMENT METHOD USED

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

	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024
Compass Card (net)	85%	85%	81%	84%	84%	84%	82%	84%	82%
All Compass Products (net)	87%	88%	83%	86%	87%	86%	84%	85%	83%

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

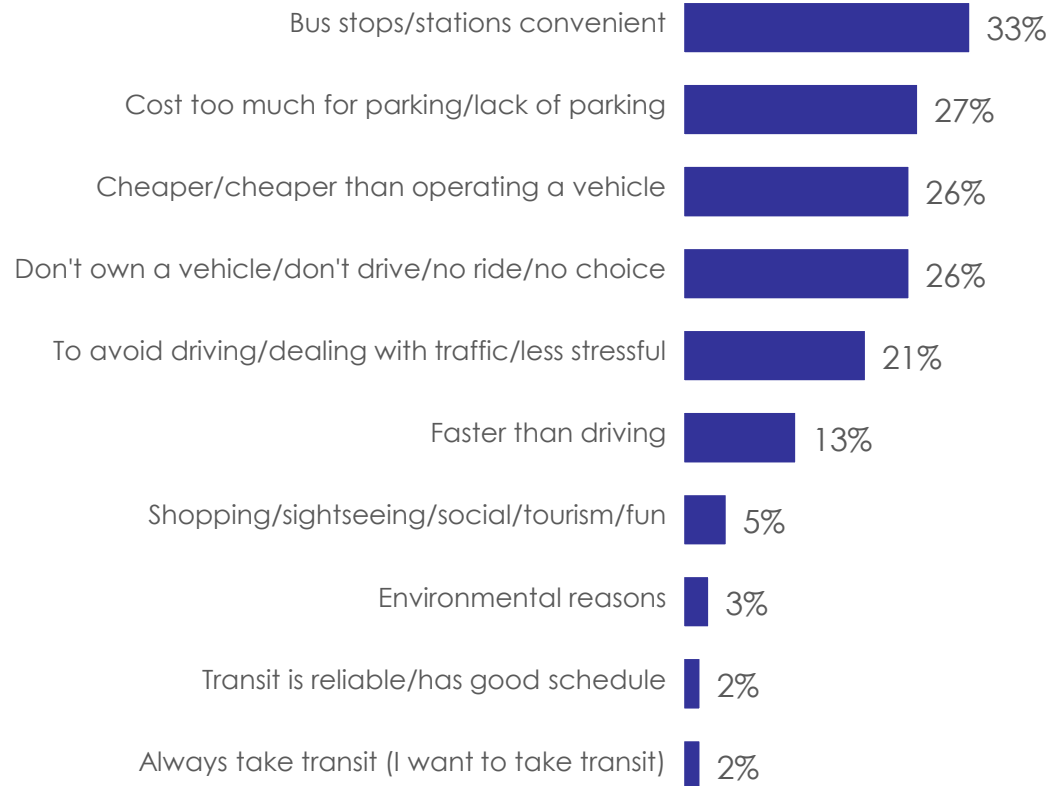|	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024
Monthly pass	14	13	15	13	14	17	15	16	13
Stored value	52	56	51	53	51	51	50	50	53
U-Pass BC	9	8	9	10	11	8	10	11	10
Other Compass Card	7	7	6	7	7	7	6	5	5
Compass Ticket	3	2	2	3	2	2	2		
Cash (bus only)	5	4	5	5	5	6	5	4	5
Other							3		

Q2 2024 Base = 750

- More than eight in ten riders (82%) use a Compass Card as their primary method of payment, which is down 2 ppt from both last wave as well as from Q2 2023 (both 84%).

- More than one-half (53%) of riders used Stored Value, which has consistently been the method of payment used by the most riders every wave. This proportion of Riders using Stored Value is up 3 ppt from last wave (50%) and up 2 ppt from Q2 2023 (51%).

- More than one in ten riders (13%) use a Monthly Pass, down 3 ppt from last wave (16%) and down a marginal 1 ppt from the same quarter last year (14%).

- Monthly Pass users are more likely to be Captive, High Frequency riders, have household incomes of <$40K, or be under 45 years old. Meanwhile, Stored Value users are more likely to be Choice riders, Low or Medium Frequency riders, have household incomes of $40K or more, be aged 25 years or older, or have graduated university.

Trends in Transit Usage |

REASONS FOR TAKING TRANSIT

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

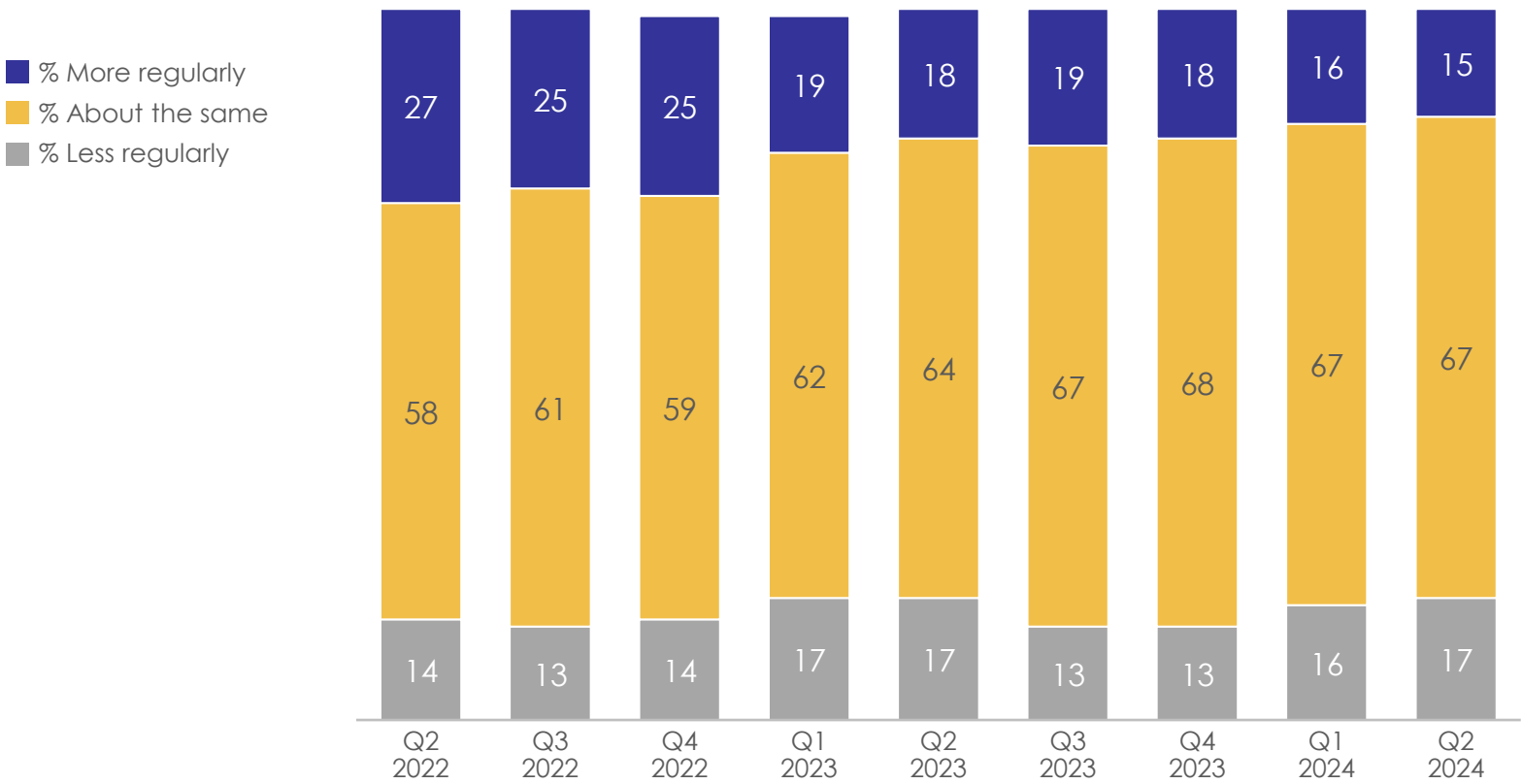| Reason	%
Bus stops/stations convenient	33%
Cost too much for parking/lack of parking	27%
Cheaper/cheaper than operating a vehicle	26%
Don't own a vehicle/don't drive/no ride/no choice	26%
To avoid driving/dealing with traffic/less stressful	21%
Faster than driving	13%
Shopping/sightseeing/social/tourism/fun	5%
Environmental reasons	3%
Transit is reliable/has good schedule	2%
Always take transit (I want to take transit)	2%

Only responses of 2% or more are shown.

Q2 2024 Base = 750

- The top four reasons for choosing to use transit this quarter are the following:
  - Bus stops and stations are convenient (33%);
  - Parking too expensive or too limited at destination (27%);
  - Cheaper than operating a vehicle (26%);
  - Not owning a vehicle (26%).

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?

- ■ % More regularly
- ■ % About the same
- ■ % Less regularly

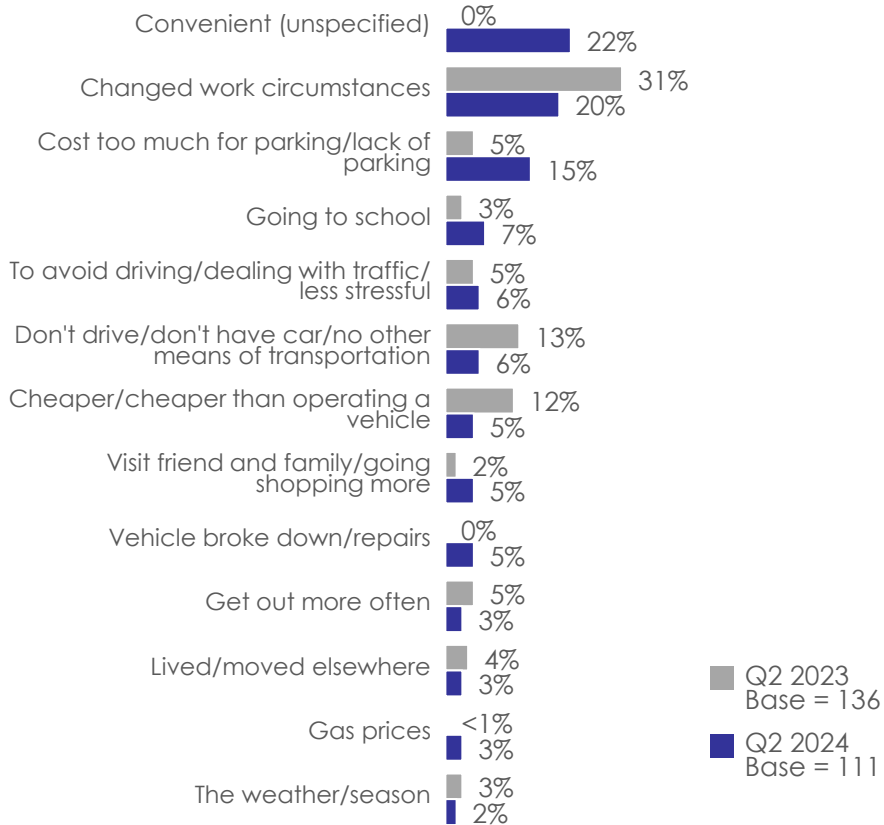|	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024
% More regularly	27	25	25	19	18	19	18	16	15
% About the same	58	61	59	62	64	67	68	67	67
% Less regularly	14	13	14	17	17	13	13	16	17

Q2 2024 Base = 750

- Seventeen percent of riders say they are taking transit less regularly than they did six months ago, which is up only 1 ppt from last quarter (16%) and on par with Q2 2023.

- Conversely, two-thirds (67%) of riders indicate that their transit usage is about the same as six months ago, which is stable from last wave but is slightly higher than the same quarter last year (64%).

- Meanwhile, 15% say they use transit more regularly than six months ago, which is down only 1 ppt from last wave (16%) and down 3 ppt from the same quarter last year (18% in Q2 2023). The percentage of riders who say that they are riding transit more regularly has declined steadily over the past two years.
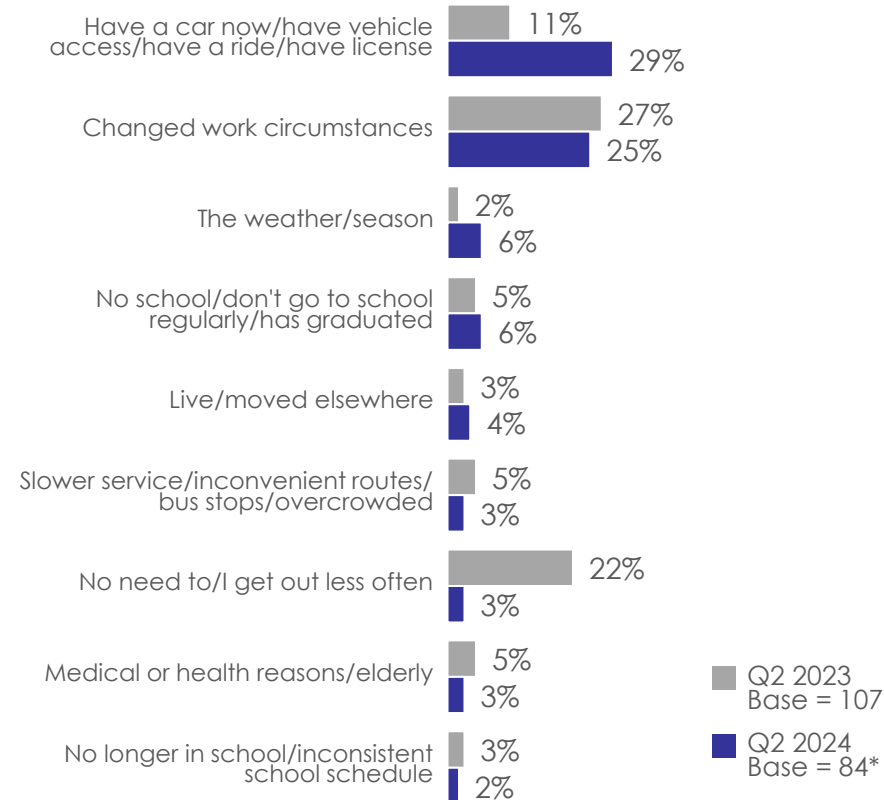
REASONS FOR RIDING MORE

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

Reason	Q2 2023	Q2 2024
Convenient (unspecified)	0%	22%
Changed work circumstances	31%	20%
Cost too much for parking/lack of parking	5%	15%
Going to school	3%	7%
To avoid driving/dealing with traffic/less stressful	5%	6%
Don't drive/don't have car/no other means of transportation	13%	6%
Cheaper/cheaper than operating a vehicle	12%	5%
Visit friend and family/going shopping more	2%	5%
Vehicle broke down/repairs	0%	5%
Get out more often	5%	3%
Lived/moved elsewhere	4%	3%
Gas prices	<1%	3%
The weather/season	3%	2%

Q2 2023 Base = 136
Q2 2024 Base = 111

REASONS FOR RIDING LESS

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

Reason	Q2 2023	Q2 2024
Have a car now/have vehicle access/have a ride/have license	11%	29%
Changed work circumstances	27%	25%
The weather/season	2%	6%
No school/don't go to school regularly/has graduated	5%	6%
Live/moved elsewhere	3%	4%
Slower service/inconvenient routes/bus stops/overcrowded	5%	3%
No need to/I get out less often	22%	3%
Medical or health reasons/elderly	5%	3%
No longer in school/inconsistent school schedule	3%	2%

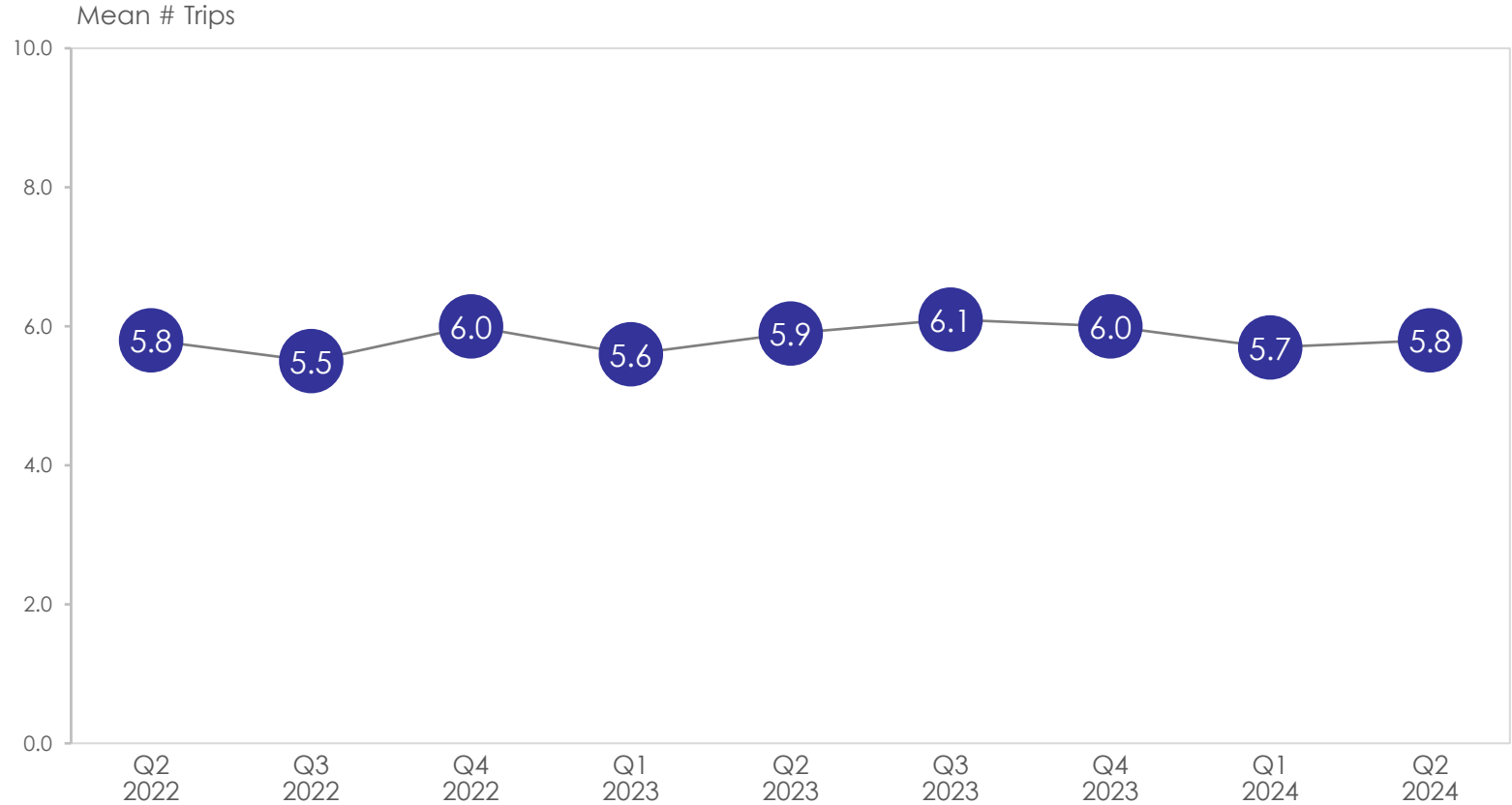Q2 2023 Base = 107
Q2 2024 Base = 84*

- The top reason for riding transit more regularly compared to six months ago is convenience (22%) which wasn't mentioned a year ago. This is followed by changing work circumstances (20%) which is down 11 ppt from the same quarter last year (31%), and parking issues (15%) which is up significantly by 10 ppt from the same quarter last year (5%).

- The top mention for riding transit less regularly is having access to a vehicle/ride (29%), which is up significantly by 18 ppt from the same quarter last year (11%). This is followed by changing work circumstances (25%), which is similar to the same quarter last year (27%).

- Of note, riders who say that they do not need to get out often (3%) are down significantly from the same period last year (22%).

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] …?

Mean # Trips

5.8	5.5	6.0	5.6	5.9	6.1	6.0	5.7	5.8
Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024

Note: Past 30 days ridership numbers have been recalculated to be combined with past 7 days ridership numbers.

Q2 2024 Base = 750

- The average number of one-way transit trips made is 5.8 this wave, which is up slightly from last wave (5.7), and down slightly from the same quarter last year (5.9).

- Average weekly transit usage has increased for Bus and SkyTrain, but has decreased for SeaBus since during the last wave. The results for this quarter are as follows:

  – Bus users: 6.8 one-way transit trips (up slightly from 6.7 last quarter)

  – SkyTrain users: 6.5 one-way transit trips (up notably from 5.8 last quarter)

  – SeaBus users: 5.0 one-way transit trips (down notably from 7.2 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

- Two-thirds (67%) of riders are Choice riders, meaning they have regular access to a vehicle for their transit trip(s) they make, which is up by 2 ppt from last quarter (65%) and up directionally by 5 ppt from the same quarter last year (62%).

- Meanwhile, nearly one-third (32%) of riders are considered Captive, meaning they do not have regular access to a vehicle for their transit trip(s), which is down by 2 ppt from last wave (34%) and down a directional 6 ppt from the same quarter last year (38%).

- Significantly different characteristics of each rider group are highlighted in green on the table to the right and on the following pages.

	TOTAL	CHOICE	CAPTIVE
Base	**750**	**539**	**199**
AVERAGE PAST-WEEK TRANSIT TRIPS	5.8	4.3	8.9
YEARS BEEN A TRANSIT RIDER	11.9	13.3	9.6
TRANSIT SYSTEM – OVERALL SERVICE RATING	7.9	8.0	7.8
MODE	%	%	%
Bus	74	68	86
SkyTrain	72	70	75
SeaBus	10	12	8
AGE	%	%	%
18-34 years	38	30	53
35-54 years	34	37	28
55+ years	26	30	18
GENDER	%	%	%
Female	48	42	61
Male	46	50	36
Non-binary/gender fluid	1	1	1
Prefer not to say/refused	6	8	3
EMPLOYMENT STATUS	%	%	%
Full-time	48	53	37
Part-time	20	15	31
Not employed (also includes students, homemakers, & retirees)	35	33	40
EDUCATION	%	%	%
High school or less	14	11	20
Vocational/college/technical	19	16	25
Some university	8	7	10
Graduated university	57	63	44
HOUSEHOLD INCOME	%	%	%
Under $40K	21	12	39
$40K to <$80K	19	16	24
$80K or more	43	54	21

Significantly higher than the other rider group.

Customer Profiles | CHOICE AND CAPTIVE RIDERS

	TOTAL	CHOICE	CAPTIVE
Base	750	539	199
TRAVEL PURPOSE	%	%	%
Work	48	42	61
Entertainment	48	47	52
Shopping	36	31	49
Personal business	26	23	31
School	12	7	22
Other purpose	14	12	18
PAYMENT METHOD	%	%	%
Compass Card (includes Stored Value, Monthly Pass, U-Pass BC, etc.)	82	79	87
Cash fare	5	5	6
Compass ticket	1	2	1
Other	2	2	2
REGION	%	%	%
Vancouver	38	36	41
Surrey/North Delta/White Rock/Langley	18	13	27
Burnaby/New Westminster	15	16	16
Richmond/South Delta	11	11	9
Northeast region	9	12	3
North Vancouver	8	10	3
West Vancouver	2	2	1

Significantly higher than the other rider group.

Ipsos

Customer Profiles | CHOICE AND CAPTIVE RIDERS

	TOTAL	CHOICE	CAPTIVE
Base	750	539	199
IDENTIFY AS FIRST NATIONS, INUIT, MÉTIS	%	%	%
Yes	2	2	3
No	89	91	86
Prefer not to answer	3	2	4
Don't know	3	2	5
Refused	2	2	2
ETHNICITY	%	%	%
Caucasian	46	51	34
Chinese	17	17	16
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	14	8	23
Latin American	5	5	5
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	5	3	10
Black	3	2	4
West Asian (e.g., Iranian, Afghan, etc.)	2	2	1
Filipino	1	1	2
Arab	1	1	1
Korean	1	2	1
First Nation	1	1	1
Middle Eastern	1	1	-
Metis	1	1	-
European	1	1	1
Japanese	<1	1	-
Canadian	<1	<1	<1
Mixed ethnicity	<1	<1	-
Other	<1	<1	-
Prefer not to answer	4	4	6
Refused	3	3	1

Significantly higher than the other rider group.

Customer Profiles | LOW, MEDIUM, HIGH FREQUENCY RIDERS

- Close to one-half (48%) of transit riders are Low Frequency riders, meaning they make 3 or fewer one-way transit trips in a week, on par with last quarter and up 4 ppt from the same period last year (44%).

- Close to three in ten riders (28%) 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 unchanged from last wave and down by 2 ppt from the same quarter last year (26%).

- Significantly different characteristics of each rider group are highlighted in green on the table to the right and on the following pages.

	TOTAL	LOW	MEDIUM	HIGH
Base	750	432	196	122
YEARS BEEN A TRANSIT RIDER	11.9	13.6	13.3	7.7
TRANSIT SYSTEM – OVERALL SERVICE RATING	7.9	8.2	7.7	7.4
AVERAGE AGE	43.4	47.9	43.0	35.0
MODE	%	%	%	%
Bus	74	62	82	87
SkyTrain	72	67	69	84
SeaBus	10	12	9	8
AGE	%	%	%	%
18-34 years	38	25	40	61
35-54 years	34	38	33	28
55+ years	26	34	26	10
GENDER	%	%	%	%
Female	48	49	42	51
Male	46	45	52	40
Non-binary/gender fluid	1	1	-	-
Prefer not to say/refused	6	6	6	9
EMPLOYMENT STATUS	%	%	%	%
Full-time	48	44	54	48
Part-time	20	16	17	33
Not employed (also includes students, homemakers, & retirees)	35	40	34	26
EDUCATION	%	%	%	%
High school or less	14	8	24	14
Vocational/college/technical	19	20	16	19
Some university	8	8	6	11
Graduated university	57	60	52	54
HOUSEHOLD INCOME	%	%	%	%
Under $40K	21	16	21	34
$40K to <$80K	19	16	22	23
$80K or more	43	49	42	30

Significantly higher than the other rider group(s).

Note: Average age was estimated using the midpoints of each age category. For the 65-and-older category, 69.5 years was used

Customer Profiles | LOW, MEDIUM, HIGH FREQUENCY RIDERS

	TOTAL	LOW	MEDIUM	HIGH
Base	750	432	196	122
TRAVEL PURPOSE	%	%	%	%
Work	48	26	58	82
Entertainment	48	51	37	56
Shopping	36	26	41	53
Personal business	26	18	30	37
School	12	4	9	30
Other purpose	14	10	16	20
PAYMENT METHOD	%	%	%	%
Compass Card (includes Stored Value, Monthly Pass, U-Pass BC, etc.)	82	75	83	93
Cash fare	5	5	8	2
Compass ticket	1	3	<1	<1
Other	2	3	2	1
REGION	%	%	%	%
Vancouver	38	33	43	43
Surrey/North Delta/White Rock/Langley	18	18	20	15
Burnaby/New Westminster	15	13	16	20
Richmond/South Delta	11	12	8	11
Northeast region	9	12	7	6
North Vancouver	8	10	6	5
West Vancouver	2	3	1	<1

Significantly higher than the other rider group(s).

Customer Profiles | LOW, MEDIUM, HIGH FREQUENCY RIDERS

	TOTAL	LOW	MEDIUM	HIGH
Base	750	432	196	122
IDENTIFY AS FIRST NATIONS, INUIT, MÉTIS	%	%	%	%
Yes	2	2	2	4
No	89	92	90	82
Prefer not to answer	3	2	4	3
Don't know	3	1	2	9
Refused	2	3	1	3
ETHNICITY	%	%	%	%
Caucasian	46	56	41	30
Chinese	17	14	27	10
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	14	7	17	22
Latin American	5	4	2	9
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	5	5	3	7
Black	3	3	1	4
West Asian (e.g., Iranian, Afghan, etc.)	2	2	<1	4
Filipino	1	<1	2	3
Arab	1	1	-	1
Korean	1	2	1	<1
First Nation	1	<1	2	2
Middle Eastern	1	1	1	1
Metis	1	<1	-	2
European	1	1	1	-
Japanese	<1	1	<1	<1
Canadian	<1	<1	<1	-
Mixed ethnicity	<1	-	1	-
Other	<1	<1	<1	-
Prefer not to answer	4	3	3	9
Refused	3	3	1	4

Significantly higher than the other rider group(s).

Customer Profiles | MODE USER PROFILES

- Almost three-quarters (74%) of transit users rode the bus, only a 1 ppt drop from last wave (75% in Q1 2024) but down a significant 7 ppt from the same period last year (81%).

- Meanwhile, more than seven in ten riders (72%) are SkyTrain riders, up only 1 ppt from last wave (71%) and up 5 ppt from Q2 2023 (67%).

- One in ten transit users (10%) are SeaBus riders, which is up 3 ppt from both last quarter and from the same quarter last year (both 7%).

- Significantly different characteristics of each mode rider group are highlighted in green on the table to the right and on the following pages.

|	TOTAL	BUS	SKYTRAIN	SEABUS
Base	750	558	465	84*
AVERAGE PAST WEEK TRANSIT TRIPS	5.8	6.8	6.5	5.0
YEARS BEEN A TRANSIT RIDER	11.9	11.4	11.4	14.4
TRANSIT SYSTEM – OVERALL SERVICE RATING	7.9	7.8	7.9	7.7
AVERAGE AGE	43.4	42.6	42.1	43.9
AGE	%	%	%	%
18-34 years	38	39	41	36
35-54 years	34	33	34	40
55+ years	26	26	24	21
GENDER	%	%	%	%
Female	48	49	46	36
Male	46	45	47	54
Non-binary/gender fluid	1	1	1	-
Prefer not to say/refused	6	6	6	10
EMPLOYMENT STATUS	%	%	%	%
Full-time	48	43	49	59
Part-time	20	24	23	16
Not employed (also includes students, homemakers, & retirees)	35	37	32	20
EDUCATION	%	%	%	%
High school or less	14	16	15	8
Vocational/college/technical	19	19	20	17
Some university	8	8	7	13
Graduated university	57	54	55	59
HOUSEHOLD INCOME	%	%	%	%
Under $40K	21	26	22	6
$40K to <$80K	19	19	22	17
$80K or more	43	38	40	55

Significantly higher than the other rider group(s).

* Caution: small base size.
Note: Average age was estimated using the midpoints of each age category. For the 65-and-older category, 69.5 years was used

Ipsos

Customer Profiles | MODE USER PROFILES

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	750	558	465	84*
TRAVEL PURPOSE	%	%	%	%
Work	48	53	51	41
Entertainment	48	46	52	71
Shopping	36	42	37	27
Personal business	26	29	25	18
School	12	15	15	8
Other purpose	14	15	16	14
PAYMENT METHOD	%	%	%	%
Compass Card (includes Stored Value, Monthly Pass, U-Pass BC, etc.)	82	86	83	68
Cash fare	5	5	2	9
Compass ticket	1	1	2	6
Other	2	2	2	1
CHOICE/CAPTIVE RIDERS	%	%	%	%
Choice	67	61	65	75
Captive	32	38	34	25
REGION	%	%	%	%
Vancouver	38	40	37	39
Surrey/North Delta/White Rock/Langley	18	19	20	7
Burnaby/New Westminster	15	15	17	3
Richmond/South Delta	11	9	12	2
Northeast region	9	7	9	4
North Vancouver	8	7	4	44
West Vancouver	2	2	1	1

Significantly higher than the other rider group(s).

* Caution: small base size.

Customer Profiles | MODE USER PROFILES

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	750	558	465	84*
IDENTIFY AS FIRST NATIONS, INUIT, MÉTIS	%	%	%	%
Yes	2	2	3	1
No	89	88	89	93
Prefer not to answer	3	4	2	1
Don't know	3	4	4	2
Refused	2	3	1	3
ETHNICITY	%	%	%	%
Caucasian	46	43	43	60
Chinese	17	16	18	5
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	14	16	14	12
Latin American	5	5	5	4
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	5	5	6	2
Black	3	3	3	-
West Asian (e.g., Iranian, Afghan, etc.)	2	2	2	1
Filipino	1	2	2	<1
Arab	1	<1	1	-
Korean	1	<1	2	2
First Nation	1	1	1	-
Middle Eastern	1	1	<1	-
Metis	1	-	1	-
European	1	<1	1	4
Japanese	<1	<1	<1	-
Canadian	<1	<1	<1	-
Mixed ethnicity	<1	<1	-	-
Other	<1	<1	<1	<1
Prefer not to answer	4	4	5	8
Refused	3	3	2	1

Significantly higher than the other rider group(s).

* Caution: small base size.

Customer Profiles | MODE USER PROFILES

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

Transit tenure is at 11.9 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.

© Ipsos   * Source: Mustel – 2000 surveys conducted among Metro Vancouver residents in the February, March, June, September, and November 2017 omnibus waves.

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 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.

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[*] *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.

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]

[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 <u>first</u> 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]

[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 <u>MOST</u> 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 <u>THE MOST</u>? **(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 to18 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

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) <u>NOT</u> SELECTED AT Q34. ELSE, SKIP TO Q36a4]

Q36a. Are you currently a student? **(IF NECCESARY:** 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

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
Total	**656**	**8.0**	**8.4**	**8.4**	**8.3**	**7.0**	**7.6**	**8.3**	**8.8**	**8.5**	**7.4**	**8.8**
2	8	7.4	7.6	8.7	8.4	6.8	6.5	8.3	9.2	8.4	7.6	8.0
3	8	5.7	4.7	6.2	7.3	5.7	6.5	6.1	9.0	7.5	6.2	5.2
4	2	7.0	8.1	7.0	8.9	7.0	7.3	7.9	7.3	8.9	8.9	8.1
5	3	6.6	9.0	7.8	9.0	4.4	5.2	8.2	8.0	8.4	6.4	9.0
6	3	6.0	9.4	9.2	8.6	8.3	6.8	8.6	9.2	9.0	6.6	9.4
7	13	7.5	8.3	8.5	8.5	8.1	7.3	8.3	8.6	8.7	7.6	8.8
8	2	7.8	7.8	8.5	7.0	8.5	8.5	7.8	8.5	7.8	7.8	8.5
9	11	6.8	7.7	7.8	7.4	6.4	7.3	7.3	8.6	8.5	6.8	9.4
10	16	8.5	8.8	9.4	9.2	8.2	8.4	8.6	9.5	9.1	7.8	9.4
14	6	8.1	8.2	8.8	7.9	8.2	7.3	8.2	8.2	8.9	7.5	9.2
15	6	7.5	8.5	7.8	7.8	8.5	6.3	7.5	8.5	9.0	6.5	8.4
16	9	6.6	7.0	7.4	7.2	4.3	5.0	7.3	9.1	7.7	7.1	9.2
17	8	7.6	8.6	8.4	8.5	6.7	6.4	8.1	8.0	8.3	5.7	8.8
19	8	7.5	8.1	6.2	6.4	6.8	7.4	6.4	9.2	8.3	7.6	7.9
20	9	7.8	8.8	8.0	8.8	7.1	7.5	8.4	8.8	8.5	7.2	9.0
22	2	8.1	9.9	10.0	9.7	7.3	9.0	10.0	9.7	9.9	8.9	8.3
23	3	6.2	7.0	8.2	7.2	4.6	5.8	7.9	7.9	7.3	6.2	7.9
25	19	8.2	8.5	8.8	8.6	7.3	7.4	8.7	8.3	8.6	7.4	8.6
26	1	9.0	5.0	10.0	10.0	4.0	10.0	10.0	4.0	8.0	8.0	10.0
27	3	7.0	8.2	8.6	8.1	7.1	6.6	7.5	8.5	8.5	5.1	8.6
28	2	7.0	9.0	10.0	9.5	6.0	7.5	8.0	8.0	9.0	10.0	9.5
29	1	8.0	8.0	8.0	8.0	8.0	7.0	7.0	7.0	8.0	8.0	8.0
31	1	7.0	8.0	9.0	8.0	5.0	7.0	7.0	7.0	8.0	6.0	8.0
33	8	7.5	8.6	9.1	9.7	7.5	7.3	8.8	9.1	8.5	7.5	9.0
41	2	7.3	7.7	8.6	8.3	4.8	7.6	6.7	9.4	6.8	5.5	8.6
44	8	7.1	8.9	8.1	8.1	5.7	6.3	8.4	8.3	8.1	6.5	8.5
49	7	8.5	8.8	9.0	9.1	7.6	8.7	8.9	9.4	8.8	7.8	9.3
50	6	8.2	9.2	8.6	9.6	6.5	7.3	8.3	8.7	8.6	7.2	9.4
68	1	10.0	10.0	10.0	10.0	10.0	10.0	1.0	10.0	10.0	10.0	10.0
84	6	7.9	9.4	9.4	9.1	7.5	7.3	9.2	9.2	8.4	7.2	9.4
99 B-Line	32	8.6	8.4	9.0	8.5	6.8	8.2	8.5	9.6	8.8	8.4	9.3
100	7	7.9	9.0	8.8	8.5	6.1	6.5	8.9	9.1	8.7	6.9	9.0
101	1	8.0	9.0	8.0	8.0	7.0	6.0	0.0	8.0	6.0	7.0	8.0
103	1	10.0	10.0	10.0	9.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
106	4	8.1	7.9	7.5	8.2	5.0	8.1	7.1	7.8	7.8	6.0	8.2
110	4	8.3	10.0	8.8	7.6	7.7	8.6	9.3	9.3	9.4	8.4	10.0
112	1	8.0	8.0	8.0	8.0	8.0	9.0	7.0	8.0	8.0	8.0	8.0
116	1	6.0	10.0	10.0	10.0	9.0	8.0	9.0	5.0	2.0	7.0	10.0
119	3	8.3	8.2	8.6	8.6	7.8	8.2	8.6	8.6	7.8	7.1	7.8
123	4	8.3	8.8	8.7	8.2	7.9	8.8	8.7	9.2	8.8	8.8	8.3
128	1	7.0	9.0	8.0	7.0	7.0	8.0	7.0	7.0	7.0	4.0	8.0
129	3	8.0	8.8	9.1	8.3	8.8	6.2	8.8	9.0	9.1	5.8	8.6
130	2	6.6	6.7	7.7	8.7	1.3	5.0	8.7	8.0	6.7	2.3	9.0
131	1	6.0	9.0	10.0	9.0	6.0	9.0	9.0	10.0	9.0	6.0	9.0
134	4	7.3	7.6	9.6	9.4	8.3	8.2	9.5	7.3	6.8	6.5	9.2
136	2	8.6	8.0	9.6	9.6	9.0	8.4	9.4	8.2	9.4	6.8	8.4
143	1	10.0	9.0	10.0	9.0	6.0	10.0	10.0	10.0	10.0	10.0	10.0
144	5	8.7	10.0	8.7	7.1	7.3	9.3	9.3	7.3	6.8	6.4	9.8
145	2	9.1	9.0	9.5	9.5	7.5	7.9	9.5	10.0	10.0	8.5	9.5
146	2	7.1	6.0	8.8	8.1	8.8	3.8	8.3	8.1	7.3	4.0	10.0
148	2	8.1	8.1	8.1	7.7	7.7	8.1	8.1	7.7	7.7	8.1	8.1
150	1	10.0	10.0	9.0	10.0	9.0	10.0	6.0	10.0	10.0	9.0	9.0
151	1	8.0	8.0	8.0	7.0	8.0	5.0	8.0	8.0	7.0	7.0	8.0
152	1	8.0	10.0	3.0	3.0	5.0	5.0	3.0	6.0	8.0	5.0	8.0
155	5	7.1	8.6	8.8	9.4	8.8	8.1	9.7	7.9	9.4	6.4	9.7
156	3	6.6	6.7	7.0	6.7	6.6	7.6	7.2	8.5	8.0	5.5	6.3
157	1	8.0	8.0	7.0	6.0	7.0	8.0	8.0	8.0	8.0	7.0	7.0
159	2	8.5	9.1	9.1	9.1	7.7	9.1	9.1	3.8	3.8	4.7	8.8
160	7	8.1	9.4	9.7	9.6	7.6	7.6	9.6	9.9	9.5	7.5	9.9
170	1	8.0	10.0	10.0	10.0	10.0	7.0	8.0	8.0	8.0	8.0	10.0
172	1	10.0	10.0	10.0	10.0	10.0	10.0	8.0	9.0	9.0	9.0	10.0
173	3	9.7	9.3	9.8	9.8	9.5	9.3	9.4	9.7	9.7	9.7	8.7
174	1	8.0	8.0	8.0	9.0	8.0	9.0	8.0	9.0	9.0	9.0	9.0
180	2	7.3	6.6	9.0	8.3	4.9	4.6	7.3	8.0	7.3	5.3	7.0
186	1	9.0	10.0	9.0	10.0	10.0	10.0	9.0	9.0	10.0	10.0	10.0
188	2	8.3	6.6	9.0	9.0	9.0	9.0	9.0	9.0	9.0	7.4	7.4
189	1	9.0	9.0	9.0	10.0	9.0	8.0	8.0	8.0	8.0	7.0	9.0
209	1	9.0	10.0	8.0	7.0	10.0	10.0	8.0	10.0	10.0	8.0	10.0
210	3	8.3	8.7	8.9	9.0	9.1	8.8	9.1	9.5	8.7	6.0	9.1

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
211	7	8.0	7.8	8.5	8.5	7.7	7.5	8.0	9.6	8.7	7.9	8.5
212	1	10.0	9.0	10.0	10.0	9.0	10.0	10.0	10.0	10.0	9.0	10.0
228	6	7.9	9.4	9.0	9.2	9.2	8.0	9.1	8.6	9.3	6.6	9.1
229	2	9.0	9.0	9.5	8.5	7.9	9.0	9.0	9.0	9.0	9.0	9.5
230	2	8.5	10.0	10.0	10.0	10.0	7.0	9.2	7.7	7.7	8.5	10.0
232	3	8.5	9.9	9.0	8.5	9.5	9.5	9.0	9.5	9.0	7.1	9.0
236	2	10.0	8.6	10.0	10.0	5.9	7.9	10.0	10.0	10.0	10.0	8.6
240	20	7.8	8.2	8.2	9.0	5.7	7.4	7.8	9.0	8.1	7.7	8.3
241	1	7.0	8.0	8.0	8.0	4.0	7.0	7.0	6.0	7.0	3.0	8.0
245	1	5.0	5.0	8.0	8.0	2.0	4.0	8.0	8.0	10.0	6.0	4.0
246	8	7.0	9.1	8.3	9.5	9.1	6.3	8.3	8.3	9.6	2.8	7.0
247	3	9.0	9.9	9.1	9.1	9.0	7.3	9.0	9.8	9.9	7.2	9.1
249	1	9.0	10.0	10.0	10.0	10.0	8.0	10.0	8.0	8.0	7.0	8.0
250	48	8.6	8.5	8.7	8.8	7.7	8.0	8.7	9.1	9.0	7.9	8.8
251	1	8.0	9.0	10.0	10.0	9.0	5.0	8.0	8.0	10.0	6.0	8.0
252	3	8.6	9.8	9.6	9.4	6.7	7.6	9.0	9.1	9.6	6.4	9.2
253	4	9.9	8.5	9.4	9.4	8.2	9.0	9.9	9.9	9.9	7.7	9.5
254	3	6.1	8.2	8.4	9.9	2.8	7.6	8.2	9.9	8.3	7.8	6.7
255	12	8.5	9.2	8.5	8.5	7.1	7.8	8.1	8.9	7.9	8.2	9.2
256	2	4.4	8.4	9.6	4.8	5.4	5.6	6.6	7.7	7.7	5.7	9.6
257	7	7.7	7.5	8.6	7.9	6.7	7.1	7.9	8.9	8.0	6.3	8.8
301	4	8.1	8.9	8.1	8.6	8.1	8.0	8.8	9.3	9.1	5.7	9.1
312	3	7.1	7.3	7.5	7.0	8.1	6.5	8.5	8.6	8.2	7.1	7.8
314	1	5.0	6.0	7.0	7.0	5.0	6.0	8.0	5.0	6.0	8.0	8.0
319	2	7.1	7.7	7.0	5.7	7.4	7.7	7.7	7.4	7.1	7.4	8.4
321	3	7.3	8.6	7.1	8.7	6.2	8.0	8.2	7.7	8.5	6.9	8.0
323	4	8.4	7.7	8.4	8.9	6.7	8.1	8.9	9.1	8.2	8.3	8.5
325	2	8.4	8.1	7.4	8.7	9.6	8.7	8.1	10.0	10.0	8.0	9.6
329	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
335	3	8.4	8.0	5.4	4.2	3.7	7.8	4.2	5.4	8.0	9.3	9.3
337	2	8.0	7.5	9.0	9.5	7.5	8.0	9.0	9.0	8.0	8.5	7.5
340	1	9.0	10.0	7.0	10.0	8.0	6.0	8.0	9.0	9.0	6.0	10.0
342	2	8.0	8.6	9.0	7.6	7.4	9.4	9.4	8.4	7.8	7.6	8.4
345	1	10.0	10.0	10.0	10.0	8.0	9.0	10.0	10.0	9.0	9.0	9.0
351	4	8.4	8.5	8.4	7.3	7.8	8.5	8.4	8.8	8.4	6.4	9.0

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
362	1	8.0	6.0	10.0	10.0	5.0	9.0	9.0	10.0	10.0	8.0	8.0
364	2	7.6	10.0	9.4	9.0	7.0	7.6	9.0	9.6	7.6	7.0	9.6
401	4	7.4	7.5	7.4	7.4	7.7	8.0	8.3	8.3	8.3	8.3	8.1
402	5	5.8	8.4	8.2	7.7	5.4	6.0	7.5	7.5	7.0	5.6	7.9
403	7	7.2	8.5	8.3	8.8	5.4	6.4	7.6	8.6	6.9	6.4	8.7
404	2	3.4	7.7	7.5	5.9	5.1	2.8	6.9	7.2	7.7	2.7	8.5
405	3	9.2	8.5	7.7	7.7	7.3	8.3	8.4	7.8	8.0	9.2	9.2
406	8	8.9	9.8	9.4	9.2	8.0	9.0	8.7	8.9	9.6	9.3	8.9
407	2	9.5	8.5	9.0	9.5	9.0	9.0	9.5	9.5	9.0	6.5	9.5
408	2	8.3	10.0	9.7	9.7	8.6	7.6	10.0	10.0	9.7	9.7	10.0
410	11	8.4	7.8	7.7	8.6	6.2	7.3	7.7	8.2	8.4	8.0	8.8
413	2	9.2	10.0	10.0	9.8	10.0	10.0	10.0	9.7	9.8	6.2	10.0
414	1	8.0	8.0	7.0	9.0	8.0	9.0	9.0	8.0	8.0	8.0	8.0
430	7	7.7	10.0	8.2	8.2	5.2	6.9	8.0	8.8	8.3	7.6	9.1
501	2	8.7	8.7	9.0	7.7	7.7	7.3	8.7	9.0	7.3	7.7	9.7
502	1	7.0	7.0	8.0	9.0	7.0	7.0	7.0	7.0	5.0	5.0	8.0
503	5	8.3	8.5	8.9	8.5	6.9	7.7	8.9	9.1	8.9	8.3	9.2
531	2	8.3	7.5	9.3	10.0	10.0	10.0	7.5	9.3	8.5	8.5	9.7
555	4	8.4	8.7	8.7	8.4	6.5	9.1	8.7	9.8	8.9	7.5	9.1
601	9	8.6	9.3	9.0	9.2	8.1	8.7	8.8	9.1	9.0	6.8	9.1
604	1	10.0	10.0	10.0	9.0	9.0	10.0	10.0	10.0	10.0	8.0	10.0
620	2	7.8	9.0	9.0	7.6	5.0	4.9	9.0	7.8	9.0	7.8	9.0
701	4	8.6	9.3	7.2	6.9	8.8	9.3	9.2	9.7	8.5	8.8	9.3
741	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
749	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	1	10.0	7.0	6.0	7.0	6.0	10.0	10.0	10.0	10.0	10.0	10.0
751 R2	6	8.8	8.9	8.2	8.7	7.3	7.6	8.6	9.9	9.5	8.7	9.2
752 R3	6	8.8	8.8	9.2	8.8	8.8	9.0	8.5	9.7	9.4	8.5	9.0
753 R4	16	8.0	8.8	8.8	9.1	6.4	7.7	8.7	9.2	9.3	7.7	9.2
754 R5	13	7.8	8.7	7.4	8.4	5.2	8.0	8.8	9.6	8.3	8.0	9.2
755 R6	3	9.5	8.7	8.6	9.0	9.2	9.6	9.6	9.5	9.6	9.6	9.2
791	3	7.8	9.1	10.0	10.0	7.8	6.9	10.0	9.7	9.7	8.3	10.0
BTC	10	7.7	8.1	8.3	8.6	7.6	7.3	8.1	8.6	8.1	7.9	8.7
STC	2	8.7	8.4	8.1	8.0	6.4	7.4	7.7	8.0	7.4	5.9	9.0
PCT	4	9.9	9.9	8.8	9.4	10.0	8.7	9.9	9.9	9.9	7.0	9.9

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
RTC	3	8.9	9.6	10.0	8.1	7.1	9.0	8.9	9.3	9.2	7.4	9.6
VTC	18	8.6	9.3	8.4	8.2	7.0	7.8	8.4	8.3	7.4	7.4	9.4
WVT	9	9.2	9.3	9.3	9.2	7.6	8.8	9.2	9.1	8.8	8.6	9.0
N10	1	9.0	10.0	8.0	7.0	8.0	9.0	9.0	10.0	10.0	5.0	9.0

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
Total	**656**	**8.0**	**8.4**	**8.4**	**8.3**	**7.0**	**7.6**	**8.3**	**8.8**	**8.5**	**7.4**	**8.8**
250	48	8.6	8.5	8.7	8.8	7.7	8.0	8.7	9.1	9.0	7.9	8.8
99 B-Line	32	8.6	8.4	9.0	8.5	6.8	8.2	8.5	9.6	8.8	8.4	9.3

ROUTES WITH 35+ TRIPS PER QUARTER					
	APR – JUN 2023		APR – JUN 2024		NET DIFFERENCE
ROUTE	#TRIPS	OVERALL PERFORMANCE	# TRIPS	OVERALL PERFORMANCE	APR – JUN 2023 VS. APR – JUN 2024
250	61	8.8	48	8.6	-0.2

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
Jan – Jun 2023 vs. Jan – Jun 2024

ROUTES WITH 35+ TRIPS PER 6 MONTH PERIOD					
	JAN – JUN 2023		JAN – JUN 2024		NET DIFFERENCE
ROUTE	#TRIPS	OVERALL PERFORMANCE	# TRIPS	OVERALL PERFORMANCE	JAN – JUN 2023 VS. JAN – JUN 2024
250	88	8.7	95	8.5	-0.2
753 R4	37	7.6	33	8.0	0.4
99 B-Line	55	8.0	62	8.1	0.1
VTC	40	7.9	42	8.2	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.

ROUTES WITH 35+ TRIPS PER YEAR					
	JUL 2022 – JUN 2023		JUL 2023 – JUN 2024		NET DIFFERENCE
ROUTE	#TRIPS	OVERALL PERFORMANCE	# TRIPS	OVERALL PERFORMANCE	JUL 2022 – JUN 2023 VS. JUL 2023 – JUN 2024
10	33	8.0	47	8.0	0.0
16	37	8.1	48	7.7	-0.4
19	38	7.5	28	7.8	0.3
2	43	8.0	43	7.8	-0.2
20	43	7.2	34	7.7	0.5
240	64	8.1	51	7.5	-0.6
25	47	7.9	50	7.6	-0.3
250	178	8.6	146	8.6	0.0
255	51	8.1	33	8.4	0.3
257	40	8.9	37	8.3	-0.6
3	30	7.9	36	6.6	-1.3
351	38	8.3	32	8.8	0.5
410	28	7.1	36	7.6	0.5
49	57	8.2	50	8.0	-0.2
601	40	7.6	33	8.1	0.5
7	37	7.6	36	7.3	-0.3
753 R4	62	7.7	58	7.7	0.0
754 R5	37	8.7	38	7.8	-0.9
9	42	8.3	37	7.1	-1.2
99 B-Line	137	8.2	127	8.0	-0.2
BTC	61	8.2	57	8.1	-0.1
VTC	82	7.7	91	8.0	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.