



REVISED PUBLIC MEETING AGENDA

Version: January 28, 2025

Thursday, January 30, 2025, 9:00AM to 9:25AM [Adjournment time adjusted]

Metro Vancouver Boardroom, 28th Floor, Metrotower III, 4515 Central Boulevard, Burnaby, BC and via Videoconference¹ (live streamed to the [Mayors' Council YouTube Channel](#))

Chair: Mayor Brad West Vice-Chair: Mayor Malcolm Brodie

Note that times for each agenda item are estimates only. This meeting will be livestreamed and available afterwards at the [Mayors' Council YouTube Channel](#).

9:00AM	1. PRELIMINARY MATTERS	
	1.1. Adoption of agenda.....	Page 1
	1.2. Approval of Public Meeting Minutes (November 28, 2024)	2
9:05AM	2. <u>PUBLIC DELEGATES</u>	7
	[Item removed]	
9:15AM	3. REPORT OF THE CHAIR	ORAL
	[Item removed]	
9:20AM	4. REPORT OF TRANSLINK MANAGEMENT	ON TABLE
9:10AM	5. CONSENT AGENDA ²	
	5.1. Report of the Joint Planning Committee	
	5.1.1. Surrey Langley Skytrain Supportive Policies Agreement – 2024 Report .	8
	5.1.2. Broadway Subway Supportive Policies Agreement – 2024 Report	30
	5.1.3. Customer Experience Measurement Program	50
9:15AM	6. REPORT OF THE JOINT FINANCE COMMITTEE	
	6.1. Update on Canada Public Transit Fund	155
9:20AM	7. OTHER BUSINESS	
	7.1. Next Public Meeting – February 27, 2025 at 9AM (Metro Vancouver Boardroom, 28th Floor, Metrotower III and via videoconference)	
9:25AM	8. ADJOURN to closed session	

Note 1: Members may participate in-person or via Zoom videoconferencing (connection details sent separately via e-mail). Members of the public are welcome to observe via the live stream on the [Mayors' Council YouTube Channel](#) or in-person. Public Delegates will be required to appear in person to present at this meeting.

Note 2: Members may adopt in one motion all recommendations appearing on the Consent Agenda or, prior to the vote, any member may request an item be removed from the Consent Agenda for debate or discussion, voting in opposition to a recommendation, or declaring a conflict of interest with an item.

MEETING OF THE MAYORS' COUNCIL ON REGIONAL TRANSPORTATION

DRAFT PUBLIC MEETING MINUTES

Minutes of the Public Meeting of the Mayors' Council on Regional Transportation (Mayors' Council) held November 28, 2024 in the Metro Vancouver Boardroom, 28th Floor, Metrotower III, 4515 Central Boulevard, Burnaby, BC, and via videoconference.

PRESENT:

Mayor Brad West, Port Coquitlam, Chair
Mayor Malcolm Brodie, Richmond, Vice-Chair
Councillor Brent Asmundson, Coquitlam
(alternate)
Mayor Ken Berry, Lions Bay
Mayor Linda Buchanan, North Vancouver City
Mayor George Harvie, Delta
Mayor Mike Hurley, Burnaby
Councillor Sarah Kirby-Yung, Vancouver
(alternate)
Mayor Megan Knight, White Rock
Mayor Mike Little, North Vancouver District

Mayor Brenda Locke, Surrey
Mayor Nicole MacDonald, Pitt Meadows
Director Jen McCutcheon, Electoral Area A
Mayor John McEwen, Anmore
Mayor Nathan Pachal, Langley City
Mayor Jamie Ross, Belcarra
Mayor Dan Ruimy, Maple Ridge
Mayor Mark Sager, West Vancouver
Councillor Bryce Williams, Tsawwassen First
Nation (alternate)
Mayor Eric Woodward, Langley Township

REGRETS:

Mayor Patrick Johnstone, New Westminster
Mayor Andrew Leonard, Bowen Island

Mayor Meghan Lahti, Port Moody

ALSO PRESENT:

Michael Buda, Executive Director, Mayors' Council on Regional Transportation Secretariat
Andrew McCurran, Director, Strategic Planning and Policy, TransLink
Sarah Ross, Vice-President, Transportation Planning and Policy, TransLink
Kevin Quinn, Chief Executive Officer, TransLink

PREPARATION OF MINUTES:

Carol Lee, Mosaic Writing Group

CALL TO ORDER

Chair Brad West declared that a quorum was present and called the meeting to order at 9:01 a.m. and provided a land acknowledgement.

1. PRELIMINARY MATTERS

1.1. Adoption of the Agenda

Draft agenda for the November 28, 2024 Public Meeting, of the Mayors' Council on Regional Transportation, version dated November 26, 2024, was provided with the agenda material.

It was MOVED and SECONDED

That the agenda of the November 28, 2024 Public Meeting of the Mayors' Council on Regional Transportation be adopted, as presented.

CARRIED

1.2. Approval of Public Meeting Minutes (October 31, 2024)

Draft minutes of the October 31, 2024 Public Meeting of the Mayors' Council on Regional Transportation was provided with the agenda material.

It was MOVED and SECONDED

That the minutes of the October 31, 2024 Public Meeting of the Mayors' Council on Regional Transportation be adopted, as presented.

CARRIED

2. ELECTION OF 2025 CHAIR AND VICE-CHAIR

It was MOVED and SECONDED

That the Mayors' Council on Regional Transportation appoints Carol Lee, Recording Secretary, as Chair to conduct the election of the Mayors' Council Chair and Vice-Chair elections.

CARRIED

Change in Chair

Mayor West relinquished the chair and Carol Lee assumed the chair.

2.1. Election for Office of Chair

Carol Lee, Recording Secretary, called for nominations for the office of Chair of the Mayors' Council.

Mayor Brad West was nominated for the office of Chair of the Mayors' Council. Mayor West consented to the nomination.

Ms. Lee called a second and third time for nominations for the office of Chair of the Mayors' Council.

There being no further nominations, Ms. Lee requested a motion to close nominations.

It was MOVED and SECONDED

That nominations for the office of Chair of the Mayors' Council on Regional Transportation be now closed.

CARRIED

There being no further nominations, Ms. Lee declared Mayor West elected to the office of Chair of the Mayors' Council by acclamation, effective immediately until December 31, 2025

2.2. Election for Office of Vice-Chair

Ms. Lee called for nominations for the office of Vice-Chair.

Mayor Malcolm Brodie was nominated for the office of Vice-Chair of the Mayors' Council. Mayor Brodie consented to the nomination.

Ms. Lee called a second and third time for nominations for the office of Vice-Chair of the Mayors' Council.

There being no further nominations, Ms. Lee requested a motion to close nominations.

It was MOVED and SECONDED

That nominations for the office of Vice-Chair of the Mayors' Council on Regional Transportation be now closed.

CARRIED

There being no further nominations, Ms. Lee declared Mayor Brodie elected to the office of Vice-Chair of the Mayors' Council by acclamation, effective immediately until December 31, 2025.

3. PUBLIC DELEGATIONS

3.1. Nathan Davidowicz

Mr. Davidowicz suggested that TransLink amend the Access for Everyone Plan (*AfE*) to align with the Province's priorities before meeting with the Honourable Mike Farnworth, Minister of Transportation and Transit.

4. REPORT OF THE CHAIR

The Chair commented on the continued efforts of the Mayors' Council to work with the provincial government to develop a sustainable funding model for transportation infrastructure and service to support Metro Vancouver's population growth.

It was MOVED and SECONDED

That the Mayors' Council on Regional Transportation receive this report.

CARRIED

5. REPORT OF TRANSLINK MANAGEMENT

Kevin Quinn, Chief Executive Officer (CEO), TransLink, reviewed the presentation titled "TransLink Management Report" and highlighted:

- Five months are remaining to achieve an approved 2025 Investment Plan
- Improvements made to the transit system and Major Bikeway Network (MBN) in 2024.

It was MOVED and SECONDED

That the Mayors' Council on Regional Transportation receive this report.

CARRIED

6. CONSENT AGENDA

6.1. Report of the Joint Finance Committee

6.1.1. 2025 Investment Plan: Zero Emissions Update

Report titled "ITEM 6.1.1 – 2025 Investment Plan – Zero-Emissions Update", dated October 30, 2024, was provided with the agenda material.

Discussion ensued on:

- Suggestion to defer the target of zero GHG emissions to 2050
- The need to coordinate the launch of zero emission vehicles (ZEVs) with municipal partners
- Suggestion to review the decision to procure battery electric buses to determine if it is the best technology to be implemented.

It was MOVED and SECONDED

That the Consent Agenda of the November 28, 2024 in-Camera Meeting of the Mayors' Council on Regional Transportation (Mayors' Council) be accepted, as presented.

CARRIED

7. REPORT OF THE JOINT FINANCE COMMITTEE

Report titled: "LATE ITEM 7.1 – 2025 Investment Plan: Proposed Scope of Access for Everyone Phase 1", dated November 25, 2024, was provided with the agenda material.

Sarah Ross, Vice-President, Transportation Planning and Policy, TransLink, reviewed the presentation titled "2025-2034 Investment Plan Proposed Scope" and highlighted the objectives of the 2025 Investment Plan:

- Address the structural deficit
- Advance the first phase of the AfE.

Discussion ensued on:

- Suggestion that the critical high priority projects be separated from those that can be deferred in the 2025 Investment Plan
- The services that can be delivered through the 2025 Investment Plan will be contingent upon the funding agreements secured from senior governments and the region
- Concern that the municipal program funding beyond 2026 has not been included in TransLink's structural deficit.

It was MOVED and SECONDED

That the Mayors' Council on Regional Transportation:

1. Request staff to continue advancing the development of the 2025 Investment Plan based on the proposed scope outlined in this report; and
2. Receive this report.

CARRIED

8. OTHER BUSINESS

8.1. Next Meeting

The next Public Meeting of the Mayors' Council will be held on January 30, 2025 in the Metro Vancouver Boardroom, 28th Floor, Metrotower III, 4515 Central Boulevard, Burnaby, BC, and via videoconference.

9. ADJOURNMENT

There being no further business, the November 28, 2024 Public Meeting of the Mayors' Council on Regional Transportation was adjourned to a Closed Session at 9:57 a.m.

Certified Correct:

Mayor Brad West, Chair

Carol Lee, Recording Secretary
Mosaic Writing Group

TO: Mayors' Council on Regional Transportation
FROM: Gemma Lawrence, Coordinator, Mayors' Council Secretariat
DATE: January 23, 2025
SUBJECT: **ITEM 3 – Public Delegate Presentations**

RECOMMENDATION:

That the Mayors' Council on Regional Transportation receive this report.

PURPOSE:

To introduce the objectives and process for hearing from public delegates.

BACKGROUND:

Public participation at meetings is valued by the Mayors' Council, and 30 minutes is set aside at each open meeting to receive public delegations. The Mayors' Council will only receive public delegations who intend to speak on matters that are within the authority of the Mayors' Council.

Individuals can apply to be a delegate by completing the online [Application Form](#) up until 8:00AM, two business days prior to the meeting. In situations where there isn't enough time to hear from everyone wishing to speak, the Mayors' Council encourages written submissions be sent to mayorscouncil@translink.ca.

The webpage for public delegates includes a Protocol for Public Delegates that notes:

- the Mayors' Council Chair will exercise discretion in maintaining a reasonable level of order and decorum;
- delegates and all meeting participants are reminded that different points of view are respected, and discussions are kept above the level of personal confrontation, disruptive behaviour and profanity.

DISCUSSION:

The deadline to apply to speak to the Mayors' Council is 8:00am two days prior to the meeting. At the time of this report, not all prospective speakers will have had a chance to complete applications. Accordingly, the **list of approved speakers, as well as any written submissions or presentations, will be provided on table**. Any presentations provided by delegates will also be provided to Mayors' Council members only, on table (up to 10-pages maximum). Each delegation will be given a maximum of three minutes to address the Mayors' Council. As a general rule, there are no questions or discussion between Council and delegates. The policy governing Public Delegates can be [found online](#).

TO: Mayors' Council on Regional Transportation

FROM: Sarah Ross, Vice President, Transportation Planning and Policy
Charis Loong, Senior Planner, Transit-Oriented Communities Planning

DATE: January 8, 2025

SUBJECT: **ITEM 5.1.1 - Surrey Langley SkyTrain Supportive Policies Agreements – 2024 Report**

RECOMMENDATION:

That the Mayors' Council on Regional Transportation receive this report for information.

EXECUTIVE SUMMARY

Annual reporting on the implementation progress of signed Supportive Policies Agreements (SPAs) provides a significant opportunity to hold signatories accountable for commitments to actions intended to support major rapid transit investments. There has been overall positive progress with commitments tracking in the direction intended when the agreements were signed by City of Surrey, Township of Langley, City of Langley, TransLink and the Province of BC. This year the three Surrey Langley SkyTrain (SLS) municipalities, TransLink, Metro Vancouver, and the Province established a Monitoring Committee which reviewed the current status of the commitments set out in the SLS SPAs and endorsed adjustments to reflect 1) prioritization and completion of a Transit-Oriented Development Study for 196 Street Station (Willowbrook Station) and 2) the introduction of significant new housing legislation.

PURPOSE

The purpose of this report is to:

1. Provide an overview of the collaborative work completed by the SLS SPAs Monitoring Committee and Subcommittee in 2024; and
2. Provide an overview of the progress on the SLS Supportive Policies Agreements and Overarching Supportive Policies Agreement commitments (Appendix A) for information.

BACKGROUND

Three supportive policies agreements (SPAs) were signed by TransLink and each of the City of Surrey, Township of Langley, and City of Langley in 2020 and 2022. An Overarching SPA (OSPA) was signed by the Province, the three municipalities and TransLink in 2022. SPAs are one of the Partnership Agreements for major projects that include commitments for land use and transportation policies, collaboration on key initiatives, and formal monitoring and reporting by

local government partner agencies. The 2014 Mayors’ 10-Year Vision first called for Partnership Agreements as a condition of a major project’s funding and inclusion in an approved investment plan. This direction was reiterated in the 2022 Transport 2050: 10-Year Priorities (Access for Everyone plan).

The Surrey Langley SkyTrain (SLS) SPA commitments are outside the direct scope of the SLS Project but have a significant influence on the success of the Project.

The process of monitoring and reporting to decision-makers on the progress of SPAs and OSPA commitments and changes in key performance measures allows for regional accountability and advancement of shared goals. This report, including progress on commitments, represents the annual reporting to decision-makers in lieu of a stand-alone document. A Performance Report will be published every 5 years to document the progress on land use and transportation outcomes as well as commitments and responsibilities of each signatory.

DISCUSSION

Annual Updates

1. Progress on SLS SPAs and OSPA Commitments – Positive Progress on Actions

The SPAs and OSPA Commitments Tracking Tables in Appendix A show the current progress on ‘Core Deliverables’ by each lead agency (see Table 1 below). Since the signing of the agreements, the three SLS municipalities have continued to advance key commitments, including SLS-related land use plans, affordable housing policies, and related updates to their respective Official Community Plans (OCPs). TransLink has taken the lead in terms of work to oversee the launch of the SLS SPAs Monitoring Committee and Subcommittee, and continues to partner with the SLS municipalities in providing cost-share opportunities for pedestrian and cycling improvements, which is a ‘Strategies and Support’ commitment type across the three SPAs.

From the fall of 2022 through spring of 2023, all SLS SPAs partner agencies collaborated on a Joint TOD Study regarding the future transit-oriented redevelopment around the 196 Street Station (now officially “Willowbrook Station”). The completion of this study was a commitment in two of the SLS SPAs as well as a commitment in the OSPA. The work done through this collaborative exercise provides a collective understanding of the lands within 800 m of the future station, describing existing conditions, highlighting gaps and challenges, and identifying opportunities to support TOD at and adjacent to the station. The completed study serves as an important technical input to future municipal planning and land use decisions, including OCP and zoning bylaw updates.

Most recently, the introduction of new Provincial housing legislation has expedited progress on certain SPAs commitments, including zoning bylaw updates to off-street parking

requirements and the implementation of more efficient and effective development approvals processes.

Overall, there has been positive progress with SPAs and OSPA commitments tracking in the intended direction; commitment adjustments have been merited due largely to the following events:

- The **COVID-19 pandemic** impacted the commitment timelines and resources of partner agencies, in particular for the SPA signed in February, 2020 between TransLink and the City of Surrey;
- In later 2020 there were changes to the **scope and timing of the SLS Project** when the Province committed to deliver the full SkyTrain extension to Langley City Centre;
- In 2022-2023, the SPAs partner agencies prioritized their collaboration efforts toward the completion of the **Joint TOD Study for 196 Street station** (now Willowbrook Station), a key commitment in two SLS SPAs and in the OSPA;
- In 2023-2024, the Province introduced significant **new housing legislation** with implications for many of the SPAs commitments; and
- In 2024, the Province announced an **update to the anticipated in-service date** for the Surrey Langley SkyTrain, with implications for the timing of the SPAs monitoring and reporting cycles.

The upcoming year will see continued coordinated efforts to advance SPAs and OSPA commitments. Per legislation, municipalities are required to complete an interim Housing Needs Report by January 1, 2025 to inform the 5- and 20-year housing needs in their communities. In response to the interim Housing Needs Report, municipalities are then required to update their Official Community Plan and Zoning Bylaw by the end of 2025. An updated Regional Context Statement to align with Metro 2050 is also required in 2025. Further work to align municipal policies and plans with provincial legislation introduced in 2023 and 2024 will continue in the upcoming year. In preparation for the first Performance Report, there is also work planned to identify appropriate metrics to monitor changes in population and employment growth, net new Affordable Housing supply, transit performance, mode split, cycling performance and pedestrian performance.

2. Launch of SLS SPAs Monitoring Committee and Subcommittee

This year saw the launch of both the Monitoring Committee and Subcommittee. The Subcommittee supports the Monitoring Committee in advancing collaboration on the multi-agency initiatives committed in the SPAs and tracking their progress. The Monitoring Committee holds decision-making authority on monitoring and reporting parameters and endorses reports going to senior decision makers. The Monitoring Committee and Subcommittee are comprised of staff representatives from all SLS SPAs partner agencies (the three SLS municipalities, TransLink, the Province and Metro Vancouver), with more senior staff representatives on the Monitoring Committee. Both groups have established their own Terms of Reference, outlining their respective purpose, composition, roles and responsibilities, and meeting schedule.

3. Development of Commitments Tracker

Given the large number of commitments made in each of the three SPAs and OSPA as well as the varying nature of these commitments, the Subcommittee has for the purposes of monitoring and reporting categorized each commitment in each of the SPAs and OSPA. The intent of this categorization system is to streamline reporting priorities and create a tracking system that is more concise, focused, and comprehensible:

Table 1. Categorization of SLS SPAs and OSPA Commitments

TYPE (CATEGORY)	DESCRIPTION	REPORT SECTION
Core Deliverable	Major commitments with concrete deliverables and typically defined deadlines (e.g. plan updates)	Annual Updates: SPAs and OSPA Commitments Tracker
Sub-Deliverable	Details or component of a core deliverable	Annual Updates: Summary of annual highlights, milestones, next steps
Strategies and Support	Initiatives and commitments, typically related to a policy framework that will support the success of the SLS Project	
Monitoring Committee	Responsibilities of the Monitoring Committee	
Background / Context	Background information or work that has already been completed at the time of signing of the SPA / OSPA.	Background
Legal Administration	Components of the SPA / OSAP related to the legality and execution of the agreement	N/A

With this approach, the SPAs tracking tables to be included in the yearly monitoring reports will list/focus on the “Core Deliverable” commitments. All other categories of commitments (except for “Legal Administration”) will be addressed at a higher and more qualitative level in the text of the report.

CONCLUSION

This past year saw the establishment of both SLS SPAs Monitoring Committee and Subcommittee. Having reviewed the current status of the commitments set out in the SLS SPAs and OSPA, the Monitoring Committee is reporting overall positive progress with SPAs and OSPA commitments to date. These advancements were shaped by a collaborative and cooperative approach among SPAs partners. Heading into 2025, this same approach will continue with forthcoming SPAs work items and next year’s Annual Report, which will be brought forward at by the end of 2025 to the Mayors’ Council and Board.

APPENDIX

A – SPAs and OSPA Commitments Tracking Tables and Endorsed Adjustments **FOR INFORMATION**

APPENDIX A – SPAs AND OSPA COMMITMENTS TRACKING TABLES AND ENDORSED ADJUSTMENTS FOR INFORMATION

COMMITMENT STATUS:

Complete In Progress

Table 2. *Monitoring Committee Commitments and Adjustments*

ITEM	MONITORING COMMITTEE COMMITMENT	SPA SECTION	TIMING PER SPA	ADJUSTMENT(S) AND RATIONALE	STATUS
1	Establish a multi-stakeholder committee .	10.1	COS: 2020	Timing Adjustment: 2024 A multi-stakeholder SLS SPAs Monitoring Committee comprised of representatives from the City of Surrey, Township of Langley, City of Langley, TransLink, Metro Vancouver, Ministry of Housing and Municipal Affairs, and Ministry of Transportation and Transit was established in 2024. The launch of the Monitoring Committee was delayed due to the scope change to the SLS Project and prioritization of the 196 Street Station TOD Study.	Complete (2024) Adjustment endorsed
			TOL: 2023		
			COL: 2023		
2	Establish its Terms of Reference .	10.3 (a)	TBD at 1 st Monitoring Committee Meeting	N/A	Complete (2024)
3	Measure the effectiveness of the SPA by monitoring changes across the SLS Transit Corridor .	COS: 10.3 (b)	Ongoing	Geographic Scope Adjustment from ‘SLS Transit Corridor’ to ‘geographic area within 800 metres of the SkyTrain Stations’ to be consistent with the definition of “SLS Corridor” in the TOL and COL SPAs. Currently, the COS SPA defines the SLS Transit Corridor as “the corridor along which the SLS SkyTrain Service will be operated.”	Not started Adjustment endorsed
	Measuring the effectiveness of the SPA by monitoring changes within the SLS Corridor .	TOL: 10.3 (b)			
		COL: 10.3 (b)			

Table 2. (cont'd)

ITEM	MONITORING COMMITTEE COMMITMENT	SPA SECTION	TIMING PER SPA	ADJUSTMENT(S) AND RATIONALE	STATUS
5	Provide City Council, the Mayors' Council and the TransLink Board of Directors with the Annual Dashboard .	COS: 10.3 (e)	Annually	Renaming of 'Annual Dashboard' to 'Annual Report' to have consistent terminology across the three SPAs.	In progress Adjustment endorsed
	Provide [municipal] Council, the Mayors' Council and the TransLink Board of Directors with the Annual Report .	TOL: 10.3 (e)			N/A
		COL: 10.3 (e)			
6	Provide [municipal] Council, the Mayors' Council and the TransLink Board of Directors with the 5-Year Performance Report .	10.3 (f)	Every 5 years	N/A	Planned
7	Establish a staff subcommittee to report to the Monitoring Committee and support the Monitoring Committee's duties and responsibilities.	10.3 (g)	TBD at 1 st Monitoring Committee Meeting	N/A	Complete (2024)
8	Hold its initial meeting .	10.4 (e)	COS: 2020	Timing Adjustment: 2024 The Monitoring Committee held its inaugural meeting on March 14, 2024. The launch of the Monitoring Committee was delayed due to the scope change to the SLS Project and prioritization of the 196 Street Station TOD Study.	Complete (2024) Adjustment endorsed
			TOL: 2023		
			COL: 2023		
9	The default geographic scope for Performance Measures data collection will be boundaries as defined by the Land Use Plans .	COS: 11.5 (a)	Ongoing	Geographic Scope Adjustment from 'boundaries as defined by the Land Use Plans' to 'geographic area within 800 metres of the SkyTrain Stations' to be consistent with the default geographic scope in the TOL and COL SPAs. The revised geographic scope will also align with TOA boundaries.	Not started Adjustment endorsed

	The default geographic scope for Performance Measures data collection will be the boundary defined by the SLS Corridor .	TOL: 11.5 (a) COL: 11.5 (a)		N/A	Not started
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Table 3. *Jointly-Led Commitments and Adjustments*

ITEM	JOINT COMMITMENT	SPA SECTION	TIMING	ADJUSTMENT(S) AND RATIONALE	STATUS
1	Undertake a joint Transit Oriented Development (TOD) Study .	OSPA: 7 (a)(i) TOL: 5.2 (b)(i) COL: 5.1 (d)(iii), 5.2 (b)(i)	2023	N/A	Complete (2023)

Table 4. *Province-Led Commitments and Adjustments*

ITEM	PROVINCE COMMITMENT	OSPA SECTION	TIMING	ADJUSTMENT(S) AND RATIONALE	STATUS
1	Complete a market assessment and review of opportunities for land assembly, and/or redevelopment for Affordable Housing of any BCTFA-owned sites in the SLS Corridor.	3.1 (b)(i)	2023	Timing Adjustment: 2025 The Province has initiated a market assessment with a potential completion date in 2025.	In progress Adjustment endorsed

Table 5. *TransLink-Led Commitments and Adjustments*

ITEM	TRANSLINK COMMITMENT	SPA SECTION	TIMING	ADJUSTMENT(S) AND RATIONALE	STATUS
1	Complete a market assessment and review of opportunities for land assembly, sale or redevelopment for affordable housing of TransLink-owned sites in the SLS Transit Corridor.	COS: 6.3 (b)(ii)	2020	Remove: TransLink staff have reviewed the SLS Corridor and confirmed that there are <u>NO TransLink-owned parcels</u> within the SLS corridor and 800 metres of the SLS stations.	Not Applicable Adjustment endorsed
		TOL: 6.3 (b)(ii)	2023		
		COL: 6.2 (b)(i)			
2	Prepare a Bus Network Integration Plan that identifies modifications to bus connections to new SLS SkyTrain Stations.	COS: 7.1 (a)	Prepare by end of 2023, Implement by Opening Day	Timing Adjustment: Prepare by “Year prior to Opening Day” The committed timeline for the preparation of a Bus Network Integration Plan in the TOL and COL SPAs is for the “Year prior to Opening Day”. This adjustment allows the timing to be consistent across the three SPAs.	Not started Adjustment endorsed
		TOL: 7.3 (a)	Year prior to Opening Day		
		COL: 7.3 (a)	Prepare by year prior to Opening Day, Implement by Opening Day	N/A	Not started
3	Complete an Area Transport Plan .	COL: 7.2 (a)	2026 or 2 years prior to Opening Day	N/A	Not started
		TOL: 7.2 (a)			

Table 6. *City of Surrey-Led Commitments and Adjustments*

ITEM	CITY OF SURREY COMMITMENT	SPA SECTION	TIMING	ADJUSTMENT(S) AND RATIONALE	STATUS
1	Identify and designate appropriate segments of the SLS Transit Corridor as Frequent Transit Development Areas for incorporation into the City's Regional Context Statement.	4.1 (a)	By Opening Day	N/A	In progress
2	Prepare and adopt Surrey City Centre Plan update.	5.1 (a)(i)	2021	Timing Adjustment: 2025 Surrey staff are working on updating the Surrey City Centre Plan, targeting a completion date in 2025.	In progress Adjustment endorsed
3	Prepare and adopt Fleetwood Plan .	5.1(a)(ii)	2022	Timing Adjustment: 2025 Surrey staff are working on the Fleetwood Plan, targeting a completion date in 2025	In progress Adjustment endorsed
4	Prepare and adopt West Clayton Plan update.	5.1 (a)(iii)	2022	Scope Adjustment: Consolidation into Clayton Plan Timing Adjustment: 2026 Surrey staff are working on the Clayton Plan, with a Stage 1 Plan expected for the end of 2024.	In progress Adjustment endorsed
5	Prepare and adopt East Clayton Plan update.	5.1 (a)(iv)	2022		In progress Adjustment endorsed
6	Prepare and adopt East Cloverdale Plan .	5.1 (a)(v)	2023	Timing Adjustment: 2027 Surrey staff expect to initiate work on the East Cloverdale Plan in late 2024.	Not started Adjustment endorsed
7	Consider a review of the Land Use Plans to identify opportunities for transit-oriented development, reflect current market conditions and respond to the most recent housing needs report.	5.2 (a)	Every 5 years from completion of plan	N/A	Not started
8	Implement amendments to the Official Community Plan (OCP) which reflect	5.3	Within 6 months of Council	N/A	Not started

	and enshrine all approved Land Use Plans for the SLS Transit Corridor		approval of plan		
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Table 6. (cont'd)

ITEM	CITY OF SURREY COMMITMENT	SPA SECTION	TIMING	ADJUSTMENT(S) AND RATIONALE	STATUS
9	Develop Affordable Housing Policies , in concurrence with the City's Housing Needs Report.	6.1 (f)	2021	Timing Adjustment: 2024 Surrey staff are working on updating the Housing Needs Reports, to be completed by the end of 2024, in line with Bill 44 and 47 requirements.	In progress Adjustment endorsed
10	Ensure the Subcommittee reports on the feasibility of land assembly, for the purpose of Affordable Housing development , of existing large sites in the SLS Transit Corridor, and government-or Crown corporation-owned property.	6.3 (a)	2021	Timing Adjustment: 2026 Surrey staff will investigate the feasibility of land assembly of existing Surrey-owned lands as part of the OCP update process.	Not started Adjustment endorsed
11	Amend the existing City parking bylaw to implement off-street parking requirements for new developments along the SLS Transit Corridor.	9.1 (b)(i)	Within 18 months of establishing new parking requirements	N/A	Complete (2024)
12	Complete an examination, with BC Housing Management Commission, Metro Vancouver, TransLink and building owners, of existing parking utilization rates at existing rental housing sites	9.1 (b)(ii)	2022	2024	Complete (2024)

Table 6. (cont'd)

ITEM	CITY OF SURREY COMMITMENT	SPA SECTION	TIMING	ADJUSTMENT(S) AND RATIONALE	STATUS
13	Explore and consider implementation of more efficient and effective development approvals processes for Affordable Housing developments and Transit Oriented Developments (or projects that otherwise contribute to housing diversity and support equity outcomes) in the SLS Corridor.	9.1 (b)(ii)	2023	<p>Timing Adjustment: 2025 The City of Surrey endorsed Corporate Report R146 on July 22, 2024 to inform Council of new powers granted by the Province under Bill 16 to secure affordable housing units within new developments, and to advise Council and the public that staff are studying the potential of requiring rental and affordable housing units within Transit-Oriented Areas along the Surrey Langley SkyTrain corridor.</p>	In progress Adjustment endorsed

Table 7. *Township of Langley-Led Commitments and Adjustments*

ITEM	TOWNSHIP OF LANGLEY COMMITMENT	SPA SECTION	TIMING	ADJUSTMENT(S) AND RATIONALE	STATUS
1	Update the OCP to ensure integration of the Willowbrook Community Plan update and designate transit-supportive density and uses in the Willowbrook Regional Centre.	5.1 (a)	2024	Timing Adjustment: 2025 Township of Langley staff will update the OCP as part of Bill 44 and 47 requirements.	Not started Adjustment endorsed
2	Update the Willowbrook Community Plan .	5.1 (d)	2024	Timing Adjustment: 2027 Township of Langley staff have initiated work on the Willowbrook Community Plan with an expected completion date in 2027.	In progress Adjustment endorsed
3	Complete a review of the Willowbrook Community Plan .	5.3 (a)	Every 5 years from completion of plan	N/A	Not started
4	Develop Affordable Housing Policies for the SLS Corridor	6.1 (a)	2024	Timing Adjustment: 2025 Township of Langley staff will develop the Affordable Housing Policies as part of the Willowbrook Community Plan update	In progress Adjustment endorsed
5	Explore and consider implementation of more efficient and effective development approvals processes for transit-oriented developments, Affordable Housing developments in the SLS corridor.	6.1 (h)	2023	N/A	Complete (2023)
		OSPA: 4.2			
6	Ensure the Subcommittee reports on the feasibility of land assembly, for the purpose of Affordable Housing development , of existing large sites in the SLS Transit Corridor, and government-or Crown corporation-owned property.	6.3 (a)	2023	Remove: Township of Langley staff have reviewed the SLS Corridor and confirmed that there are no Township-owned parcels within the SLS corridor and 800 metres of the SLS stations that are appropriate for development.	Not Applicable Adjustment endorsed

Table 7. (cont'd)

ITEM	TOWNSHIP OF LANGLEY COMMITMENT	SPA SECTION	TIMING	ADJUSTMENT(S) AND RATIONALE	STATUS
6	Develop a Transportation and Mobility Strategy .	7.1 (a)	2024	Timing Adjustment: 2025 Township of Langley staff are working on a Transportation and Mobility Strategy, targeting a completion date in 2025.	In progress Adjustment endorsed
7	Amend the existing Township Zoning Bylaw to implement off-street parking requirements for new developments along the SLS Corridor.	9.1 (b)(i)	Within 18 months of establishing new parking requirements	N/A	In progress
8	Complete an examination, with BC Housing Management Commission, Metro Vancouver, TransLink and building owners, of existing parking utilization rates at existing rental housing sites.	9.1 (b)(ii)	2024	Timing Adjustment: 2025 Township of Langley staff will increase the scope of their Parking Study to include an investigation of existing parking utilization rates at existing rental housing sites.	Not started Adjustment endorsed

Table 8. *City of Langley-Led Commitments and Adjustments*

ITEM	CITY OF LANGLEY COMMITMENT	SPA SECTION	TIMING	ADJUSTMENT(S) AND RATIONALE	STATUS
1	Complete the Glover Road Innovation Boulevard Plan and incorporate it into the Official Community Plan.	5.1 (d)(ii)	2023	Timing Adjustment: 2025 Renaming of ‘Glover Road Innovation Boulevard Plan’ to ‘Glover Road Innovation District Plan’ City of Langley staff completed the first phase of the Glover Road Innovation District Plan, which involved a market analysis by Colliers and Kwantlen Polytechnic University. Subject to budget, staff will move forward with the plan in 2025. The change in name is to avoid confusion with City of Surrey’s Innovation Boulevard initiative.	In progress Adjustment endorsed
2	Complete a Langley Bypass TOD Study .	5.1 (d)(iv)	2024	Timing Adjustment: 2026 City of Langley staff expect to initiate work in 2025.	Not started Adjustment endorsed
3	Complete an OCP update .	5.1 (d)(v)	2024	Timing Adjustment: 2025 City of Langley staff are working on updating the Regional Context Statement, targeting completion of an OCP update in 2025.	In progress Adjustment endorsed
4	Complete an OCP update following completion of the Housing Needs Report and Affordable Housing Strategy.	5.1 (d)(vi)	2026	N/A	Not started
5	Update the OCP with the intent to create new opportunities for transit-oriented development, reflect new and emerging market conditions and respond to the City’s most recent Housing Needs Report.	5.3 (a)	Every 5 years (following 2026)	N/A	Not started
6	Update the Affordable Housing Strategy to further refine and expand upon the Affordable Housing Policies in	6.1 (g)	2026	N/A	Not started

	the OCP, in conjunction with the updating of the City’s Housing Needs Report.				
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Table 8. (cont'd)

ITEM	CITY OF LANGLEY COMMITMENT	SPA SECTION	TIMING	ADJUSTMENT(S) AND RATIONALE	STATUS
7	Explore and implement more efficient and effective development approvals processes for Affordable Housing developments (or projects that otherwise contribute to housing diversity and support equity outcomes) in the Corridor.	6.1 (h)	2023	Timing Adjustment: 2024 The City of Langley adopted Application Procedures Bylaw No. 3270, reflecting new housing legislation; further amendments are in progress.	In progress Adjustment endorsed
		OSPAs: 4.2			
8	Update city-wide Master Transportation Plan .	7.1 (a)	2022	Timing Adjustment: 2024 The MTP is currently in draft form, with adoption expected later this year.	In progress Adjustment endorsed
9	Complete a public realm plan for the Project corridor (guideway), station areas, and connecting street and path networks, that integrates Project infrastructure into the City's public realm in an attractive and user-friendly manner and supports a great and safe resident, visitor, and transit user experience.	8.1 (a)	2022	Timing Adjustment: 2024 City of Langley staff completed the 203 Street Station Area Public Realm Plan in 2023; the MTP is in progress.	In progress Adjustment endorsed
10	Complete an update to the Zoning Bylaw with the intent of reducing off-street parking requirements for new developments within the SLS Corridor.	9.1 (a)	2022	Timing Adjustment: 2024 The City of Langley updated its Zoning Bylaw to revise residential off-street parking requirements within designated TOAs to comply with Bill 47 in 2024.	Complete (2024) Adjustment endorsed
11	Continue to review its off-street parking requirements for new developments within the SLS Corridor and undertake Zoning Bylaw updates ,	9.1 (b)	Every 3 to 5 years	N/A	Not started

	in conjunction with future OCP updates.				
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Table 8. (cont'd)

ITEM	CITY OF LANGLEY COMMITMENT	SPA SECTION	TIMING	PROPOSED ADJUSTMENT(S) AND RATIONALE	STATUS
12	Complete an on-street parking management strategy , with the intent of complementing off-street parking reductions with the broader use of time-limited parking restrictions on City streets within the SLS Corridor.	9.1 (c)	2023	Timing Adjustment: 2025 The City of Langley has retained a consultant and launched a city-wide parking strategy in August 2024. The project is scheduled for completion in 2025.	In progress Adjustment endorsed
13	Complete an examination, with BC Housing, Metro Vancouver, TransLink and building owners, of existing parking utilization rates at existing rental housing sites.	9.1 (d)	2024	Timing Adjustment: 2025 City of Langley staff have initiated a Parking Strategy study and anticipates that it will be completed in 2025.	In progress Adjustment endorsed

TO: Mayors' Council on Regional Transportation
FROM: Sarah Ross, Vice President, Transportation Planning and Policy
DATE: January 8, 2025
SUBJECT: **ITEM 5.1.2 - Broadway Subway Supportive Policies Agreement – 2024 Annual Report**

PROPOSED RESOLUTION:

That the Joint Planning Committee receive this report for information.

EXECUTIVE SUMMARY

Annual reporting on Supportive Policies Agreements (SPAs) provides a significant opportunity to hold signatories accountable for commitments and actions intended to support major rapid transit investments. This year's Annual Report provides an update on the collaborative work completed on the Broadway Subway SPA and tracks commitments by TransLink and the City of Vancouver to align with evolving legislation and project timelines.

This year's notable achievements include progress on the City's Urban Design Guidelines, Public Realm Plan, Streetscape Plan, and TransLink's Burrard Peninsula Area Transport Plan, despite some changes impacting timelines such as the Province's new housing and Transit-Oriented Areas (TOA) legislation and the revised Broadway Subway opening date, now expected in late 2027. The upcoming year anticipates further collaboration to provide a comprehensive baseline assessment of key performance indicators in the 2025 Performance Report.

PURPOSE

The purpose of this report is to:

1. Provide an overview of the collaborative work completed by the Broadway SPA Monitoring Committee and the Working Group in 2024; and
2. Provide the Broadway Subway SPA 2024 Annual Report (Attachment 1) for information, as required by the monitoring and reporting framework established in the SPA.

BACKGROUND

In 2018 the Mayors' Council and Board endorsed the SPA signed by TransLink and the City of Vancouver for the Broadway Subway Project. SPAs are one of the Partnership Agreements for major projects that include commitments for land use and transportation policies, collaboration on key initiatives, and formal monitoring and reporting by local government partner agencies. The 2014 Mayors' Vision first called for Partnership Agreements as a condition of a major project's funding and inclusion in an approved investment plan. This direction was reiterated in the 2022 Transport 2050: 10-Year Priorities (Access for Everyone plan).

The SPA commitments are outside the direct scope of the Broadway Subway Project but have a significant influence on the success of the Project as it includes commitments required to ensure the objectives and forecast outcomes of the projects are realised. The process of monitoring and reporting to decision-makers on the progress of SPAs commitments and changes in key performance measures provide confidence to the regional funders and advancement of shared goals. A Performance Report will be published every 5 years to document the progress on land use and transportation outcomes as well as commitments and responsibilities of each signatory. The first performance report is planned for 2025.

DISCUSSION

The 2024 Annual Report highlights annual progress, confirms that SPA commitments remain on track and showcases collaboration between SPA partners in supporting the implementation of various commitments. The Broadway Subway SPA Monitoring Committee is chaired by TransLink, with senior staff representatives from the City of Vancouver, the Province, and Metro Vancouver. The Monitoring Committee is tasked with tracking commitments and adjusting actions as required to ensure progress. The Monitoring Committee endorsed the 2024 Annual Report following the October 8 Meeting.

Advancing SPA commitments through collaboration between Partner agencies

Collaborating between SPA partners is crucial to the success of the SPA. In 2024, the SPA partners have continued to collaborate effectively to implement, review and monitor compliance with SPA commitments through staff-level Working Group meetings throughout the year, with the Working Group supporting the senior staff Monitoring Committee.

Highlights of the progress made in 2024 on the SPA commitments include the City of Vancouver's Urban Design Guidelines, Public Realm Plan, and Streetscape Plan for the corridor as a part of the update to the Broadway Plan. TransLink has made significant strides in the Burrard Peninsula Area Transport Plan, which will help guide bus integration planning for the Broadway Subway. Additionally, significant collaborative steps were taken toward improving Transportation Demand Management initiatives.

Key Developments and Legislative Changes

In 2024, two major changes affected the SPA commitments, the announcement of the provincial Housing and TOA Legislation and the revised Broadway Subway Opening Date. In 2023-2024, the Province introduced new housing and TOA legislation and policy guidance, which affected land use and housing in the corridor, prompting the City of Vancouver to revise its Broadway Plan. The updated Broadway Plan is approved by Council in December 2024. Further to the legislative changes, it was announced in May 2024 that the Broadway Subway's opening date had been moved from early 2026 to late 2027. This revised opening date and the availability of corridor's Census forecast data for population, dwelling units, and employment aligned with reporting on the 5-Year Performance Report by 2025.

Conclusion

In 2024, the SPA partners continued to collaborate to make significant progress toward achieving commitments in the Broadway Subway SPA. Despite the impact of new provincial legislation and the revised subway opening timeline, the partners remain focused on delivering key initiatives such as the Broadway Plan updates and the Burrard Peninsula Area Transport Plan.

The 2025 Performance Report will provide a comprehensive baseline assessment of key performance indicators, ensuring that progress remains closely aligned with long-term project goals. The SPA continues

to serve as a model of cross-governmental collaboration, with lessons learned that will support future rapid transit projects in Metro Vancouver.

ATTACHMENTS

Attachment 1: Broadway Subway Supportive Policies Agreement 2024 Annual Report



BROADWAY SUBWAY SUPPORTIVE POLICIES AGREEMENT 2024 ANNUAL REPORT

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Publication Date: December 16, 2024



EXECUTIVE SUMMARY

The 2024 Annual Report for the Broadway Subway Supportive Policies Agreement (SPA) provides an overview and update on the progress toward commitments made by the City of Vancouver and TransLink in the 2018 Broadway SPA. The SPA is an agreement to support the long-term success of the Broadway Subway Project through ongoing coordinated efforts to advance land use, housing, and transportation initiatives beyond the Project’s direct scope. This report remains a key method for monitoring the progress on these commitments and presenting updates to the senior staff SPA Monitoring Committee, as well as to municipal and regional decision-makers, and senior provincial officials. The SPA demonstrates the power of cross-governmental collaboration to support rapid transit investments and includes specific committed actions related to land use, housing, transit, transportation demand management, cycling and walking.



In 2024, several events shaped the progress of the SPA commitments, including the introduction of the Province’s new housing and Transit-Oriented Areas (TOA) legislation, as well as a revised opening date for the Broadway Subway, now slated for late 2027. These changes led to the decision to shift the previously planned 5-Year Performance Report from 2024 to 2025, ensuring that the first baseline Performance Report to be completed remains close to Subway opening and that any legislation-related changes to the Broadway Plan are considered. Despite these changes, notable commitments anticipated to be completed this year include the City’s Urban Design Guidelines, Public Realm Plan, and Streetscape Plan for the corridor, all integral implementation components of the Broadway Plan. Work also progressed on TransLink’s Burrard Peninsula Area Transport Plan, and significant collaborative steps were taken toward improving Transportation Demand Management initiatives within the corridor.

The focus of the 2024 Annual Report is on tracking the progress of SPA commitments, with the pre-Project baseline Performance Report to be published in 2025 with SPA-related data collection. This reporting structure will continue to align with long-term monitoring efforts in the SPA corridor.

ANNUAL REPORT - 2024 UPDATES

2024 CONTEXT & TIMELINE CHANGES

In 2023-2024, the Province introduced new housing and Transit-Oriented Areas (TOA) legislation and policy guidance, which affected a number of commitments in the Broadway Subway SPA and triggered the need for the City to revise the previously approved Broadway Plan to align with the new legislation. The City of Vancouver approved these Broadway Plan changes in December 2024. Further to the legislative changes, it was then announced in May 2024 that the Broadway Subway's opening date had been moved from early 2026 to late 2027.

Per the SPA agreement, a Performance Report containing data and trend analysis for the corridor is required approximately every five years, with the first report having previously been planned for 2024. However, due to the need to align the Broadway Plan with the new housing and TOA legislation, as well as the interest to report performance measures data closer to the revised Project opening, the Performance Report is now planned for 2025. That timing will also permit the inclusion in the Performance Report of the corridor's population, job, and housing unit forecasts, which rely on key Census data not

available until the end of 2024.

While performance measures data will be discussed in detail in the 2025 Performance Report, it is promising to note that the Broadway Plan has resulted in a significant increase in housing applications in the SPA corridor in 2024. In June 2024, 149 applications for 21,297 housing units were at various stages of the development process. Importantly, over 90% of these proposed housing units are secured rental (market, below-market and social housing), surpassing the 2/3 secured rental expected from the plan. The City anticipates this interest to continue, and possibly increase due to this fall's Broadway Plan update and the Province's Transit Oriented Areas policies.

Challenges persisted this year in the cycling data collection for the corridor. The area's four automated cycling counters are beyond their suggested lifespan and maintaining them has been difficult. The City is proposing to replace automated cycling counters with manual multimodal counting methods, currently used for pedestrian data collection, starting in 2025. This multimodal approach will serve as an interim measure while the City develops new automated counting systems. These multimodal counts include pedestrians, cyclists and micromobility to provide a more holistic representation of sustainable mode share in the area. Locations will rotate annually, covering approximately five new locations per year, with a total of 25 locations. Using this methodology for cycling counts will result in more reliable data, although direct location comparisons will only be available on a 5-year cycle.



2024 SPA COMMITMENT MILESTONES

In 2024, SPA partners continued to advance important commitments, including TransLink’s Burrard Peninsula Area Transport Plan, which will inform Broadway Subway bus integration planning. Continuous efforts are also being made in the corridor through Transportation Demand Management (TDM) programs to encourage alternative modes of transport. TransLink launched the “Broadway is Still Buzzing” campaign in partnership with Mobi in Spring 2024, working with local businesses, BIAs, employers, and developers to promote the Transit-Friendly Employer Program and Compass for Development Program. On the funding front, TransLink’s Bus Speed & Reliability (BSR) Municipal Funding Program supported a project along Broadway and will continue to offer funding to new applications, contingent on availability.

The City of Vancouver achieved a significant milestone this year by completing the Broadway corridor’s Urban Design Guidelines, Public

Realm Plan, and Streetscape Plan and all SPA commitments that were approved by Council in December 2024. The City-led street network design, including TransLink analysis of the design implications for the region’s Major Road Network, remains ongoing, with 2025 now targeted for completion.

[Broadway Subway SPA Commitments Tracker](#)

The SPA Commitments Tracker shown in Attachment 1 provides a summary of the past year’s progress towards achieving commitments, as well as any adjustments endorsed by the senior staff Monitoring Committee (both current year and from past years), and any completed commitments. As noted in the Tracker, the timing to complete SPA commitments may vary depending on external circumstances, and the SPA partners continue to demonstrate dedication in advancing these commitments.



CONCLUSION AND NEXT STEPS

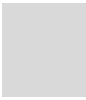



2024 marked another year of significant progress toward achieving the commitments outlined in the Broadway Subway SPA. The introduction of the Province’s housing and Transit-Oriented Areas (TOA) legislation and the revised timing for the Subway opening brought changes to the SPA reporting timeline. Key achievements by the end of the year on SPA commitments include the completion of the Urban Design Guidelines, Public Realm Plan, and Streetscape Plan, as well as advancements in the Burrard Peninsula Area Transport Plan and TDM initiatives. These efforts, coupled with rising interest in new development opportunities and sustainable transit solutions, continue to lay the groundwork for the future success of the Broadway Subway Project.

Looking ahead, the plan is to publish the baseline 5-Year Performance Report in 2025, using custom Census data to establish a pre-Project snapshot of performance measures data. The SPA partners will maintain their focus on delivering timely and relevant updates through future annual reports and performance tracking.

As the SPA enters its seventh year, it remains a model of cross-governmental collaboration and strategic planning. Its resilience in the face of evolving legislation and changing project timelines highlights the strength of shared objectives and partnerships. The SPA continues to set a precedent for how municipalities, regions, and the Province can work together to support rapid transit investments and coordinated growth, with long-term benefits for the entire Metro Vancouver region.



BROADWAY SUBWAY SPA COMMITMENTS TRACKER

 Completed SPA Commitment	 On track per SPA or per previous year Monitoring Committee adjustment	 Commitment adjustment endorsed in 2024 by the Monitoring Committee	 Commitment not on track and adjustment not endorsed by Monitoring Committee
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City-Led Initiatives	SPA Section	Timing (end of)	Adjustment(s) from SPA	Monitoring Committee	Progress
Prepare and adopt Vancouver Plan	5.1(a)(i)	2022	City committed to prepared City Core Plan in SPA, which has since been replaced by the Vancouver Plan	ENDORSED – July 14, 2020	Completed in 2022 – Vancouver Plan approved by Council on July 22, 2022.
Prepare and adopt Broadway Plan	5.1(a)(ii)	2022	SPA referred to this initiative as “Broadway Planning”	ENDORSED – Dec 12, 2018	Completed in 2022 – Broadway Plan approved by Council on June 2, 2022.
			To be completed by end of 2022, as opposed to by end of 2021	ENDORSED – Sep 20, 2021	
Complete Vancouver Employment Lands and Economy Review (ELER)	5.1(a)(iii)	2020	SPA referred to this as the “Vancouver Employment Lands Study”, which was to be completed by the end of 2019	ENDORSED – July 14, 2020	Completed in 2020 – ELER Phase 2 Report approved by Council in October 2020.
Collaboration between City, TransLink and Province on the development of Land Use Plans	5.1(c)	Per Plan timing			Completed in 2022 – Vancouver Plan, Broadway Plan and ELER Phase 2 Report all approved by Council.
City will monitor the progress of the land use plans through the Regional Context Statement process	5.2	Per Plan timing			As part of Bill 18, the City is working towards the adoption of a city-wide Official Development Plan (ODP) by June 30, 2026. That ODP will include an update of the City’s current (2013) ODP Regional Context Statement.

City-Led Initiatives	SPA Section	Timing (end of)	Adjustment(s) from SPA	Monitoring Committee	Progress
Complete Analysis of public land holdings (all levels of government and Crown corporations) for land use opportunities, and the estimated compensation required to each level of government for use of such opportunities	5.3	2022	Analysis to be completed as part of Broadway Plan, as opposed to by end of 2018	ENDORSED - Dec 12, 2018	City provided analysis results to SPA partners on June 7, 2023. Fall 2023 SPA Monitoring Committee included review of the public land holdings analysis results, as opportunity for collaborative discussion of land use opportunities.
			Analysis to be completed by end of 2022, per change to timing for the Broadway Plan	ENDORSED – Sep 20, 2021	
			Change to remove estimated compensation required to each level of government and to revise completion timing to end of 2023	ENDORSED – May 3, 2023 <i>(via email)</i>	
Parking By-law review and update	9.1	Timing not specified			Parking By-law update effective January 1, 2019.
Broadway Plan <i>Initiatives to be addressed in the Plan</i>					
Develop forecasts for population, dwelling units and employment for years 2025, 2030, 2035, 2040, and 2045.	5.1(b)	2024	To be completed by end of 2022, per change to timing for Broadway Plan	ENDORSED – Sep 20, 2021	In progress. Custom Census data received by Metro Vancouver mid-March 2024. City currently undertaking analysis for completion by end of 2024.
			Change date of completion to end of 2023 to align with availability of Census data	ENDORSED - Sep 29, 2022	
			Change date of completion to 2024 to align with completion (and analysis) of custom census data order	ENDORSED – Oct 6, 2023	

City-Led Initiatives	SPA Section	Timing (end of)	Adjustment(s) from SPA	Monitoring Committee	Progress
City will collaborate with TransLink and the Province on the development of the Affordable Housing Strategy (as part of Affordable Housing Strategy: purpose-built rental housing program/ policy development, non-market housing needs analysis)	6.1(b)	2022	To be completed by end of 2022, per change to timing for Broadway Plan	ENDORSED – Sep 20, 2021	Completed in 2022. Broadway Plan approved by Council on June 22, 2022. Collaboration through SPA Intergovernmental Housing Workshops.
Existing Affordable Housing Stock Analysis (Rental Housing Stock ODP review, approaches to preservation/ replacement of existing stock, mitigation of tenant displacement)	6.2	2022	To be completed by end of 2022, per change to timing for Broadway Plan	ENDORSED – Sep 20, 2021	Completed in 2022. Broadway Plan approved by Council on June 22, 2022. Collaboration through Broadway Subway SPA Working Group and Intergovernmental Housing Workshops.
Provide opportunities for retail and entertainment uses at appropriate locations	6.5	2022	To be completed by end of 2022, per change to timing for Broadway Plan	ENDORSED – Sep 20, 2021	Completed in 2022. Broadway Plan approved by Council on June 22, 2022. Collaboration through Broadway Subway SPA Working Group.
Identify opportunities for office, institutional and industrial uses	6.6	2022	To be completed by end of 2022, per change to timing for Broadway Plan	ENDORSED – Sep 20, 2021	Completed in 2022. Broadway Plan approved by Council on June 22, 2022. Collaboration through Broadway Subway SPA Working Group.
Identify opportunities for community services and amenities	6.7	2022	To be completed by end of 2022, per change to timing for Broadway Plan	ENDORSED – Sep 20, 2021	Completed in 2022. Broadway Plan approved by Council on June 22, 2022. Collaboration through Broadway Subway SPA Working Group.

City-Led Initiatives	SPA Section	Timing (end of)	Adjustment(s) from SPA	Monitoring Committee	Progress
Prepare a review and analysis of Street Connectivity and Major Road Network (MRN) and provide recommendations to allow for the safe and efficient movement of people and delivery of goods and services	7.2	2024	To be completed by end of 2022, per change to timing for Broadway Plan	ENDORSED – Sep 20, 2021	Collaboration on street network completed prior to Broadway Plan adoption (2022) via Broadway Plan Transportation Workshops and direct City/TransLink discussions. In March 2023, Vancouver Council approved “Great Street” design for Broadway with option for future active transportation lanes. TransLink expects to share with the City an update on the modelling by the end of Oct 2024 and complete the TransLink-led MRN review by the end of 2024. Based on the results of that review, the City plans to complete an MRN analysis for the corridor and broader area by the end of 2025. This analysis would consider the expansion of MRN in the area to provide additional transit and goods movement capacity and to recognize higher frequencies of heavier transit vehicles requiring greater maintenance of these roads.
			Change date of completion to by end of 2023 based on City Council’s direction for review of options for an active transportation lane on Broadway	ENDORSED – Sep 29, 2022	
			Change date of completion to end of 2024 to coordinate analysis with City public realm and streetscape planning for Broadway	ENDORSED – Oct 6, 2023	
			Change date of completion to 2025 to incorporate TransLink’s MRN review results for the Broadway Subway corridor	ENDORSED – Oct 8, 2024	
Develop a Cycling Strategy	7.3	2022	To be completed by end of 2022, per change to timing for Broadway Plan	ENDORSED – Sep 20, 2021	Completed in 2022. Broadway Plan approved by Council on June 22, 2022. Collaboration through Broadway Plan Transportation Workshops.
Develop a Pedestrian Strategy	7.4	2022	To be completed by end of 2022, per change to timing for Broadway Plan	ENDORSED – Sep 20, 2021	Completed in 2022. Broadway Plan approved by Council on June 22, 2022. Collaboration through Broadway Plan Transportation Workshops.

City-Led Initiatives	SPA Section	Timing (end of)	Adjustment(s) from SPA	Monitoring Committee	Progress
Develop Urban Design Guidelines	8.1	2024	To be completed by end of 2022, per change to timing for Broadway Plan	ENDORSED – Sep 20, 2021	City currently working on updates to C-3A design guidelines. Report to Council seeking approval for November 2024.
			Change completion date to end of 2023 to reflect Broadway Plan as approved	ENDORSED – Sep 29, 2022	
			Change completion date to end of 2024 to reflect expanded scope	ENDORSED – Oct 6, 2023	
Develop a Public Realm and Streetscape Plan (including Project station areas)	8.2	2022	To be completed by end of 2022, per change to timing for Broadway Plan	ENDORSED – Sep 20, 2021	City currently working on Public Realm Plan and Streetscape Plan Second round of public engagement concluded in July 2024. Report to Council seeking approval for November 2024.
			Change completion date to end of 2023 to reflect Broadway Plan as approved	ENDORSED – Sep 29, 2022	
			Change completion date to Q4 2024 to reflect ongoing technical work and public engagement timelines	ENDORSED – Oct 6, 2023 Monitoring Committee	

TransLink-led Initiatives	SPA Section	Timing (end of)	Adjustment from SPA	Monitoring Committee	Progress
Identify opportunities for washroom access, including at stations, as part of system-wide review of customer washroom facilities	6.7(b)(ii)	2018			Completed in 2018 – Customer Washrooms on Transit Policy adopted. Completed in 2019 – Accommodations for customer accessible washrooms to be provided at Broadway-City Hall and Arbutus stations.
Identify opportunities to maintain or enhance bus travel times and reliability	7.1(a)	2019	SPA referred to this as a consolidated “Bus Priority and Integration Plan”		Completed in 2019 – Bus Speed and Reliability Report completed, which provides technical findings and resources for bus priority.
Prepare a Bus Network Integration Plan	7.1(a)	By Opening Day	SPA referred to this as a consolidated “Bus Priority and Integration Plan”	ENDORSED – July 14, 2020	Public consultation on the Burrard Peninsula Area Transport Plan in early 2025 will inform specific changes to support Broadway Subway Plan opening day integration.
Provide cost-sharing opportunities for transit priority measures based on approved regional transportation plans and funding	7.1(d)	Timing not specified			Bus Speed & Reliability (BSR) Municipal Funding Program supported a project along Broadway during 2023 and 2024. BSR Municipal Funding Program is confirmed for new applications for fall 2024 and will continue to offer contingent on funding availability.

TransLink-led Initiatives	SPA Section	Timing (end of)	Adjustment from SPA	Monitoring Committee	Progress
Use TravelSmart to encourage alternate modes during and immediately after Project construction	7.1(e)	During construction and at opening	Adjust the timing and approach currently referenced in SPA TransLink will highlight Broadway Subway in pandemic-related regional ridership recovery campaigns (marketing, events, etc.), and will seek to implement more corridor specific TDM initiatives in 2023/2024, and at the opening of the Broadway Subway	ENDORSED – Sep 29, 2022	TransLink launched Broadway is Still Buzzing campaign in partnership with Mobi in Spring 2024 (continuing until August 2024). Continued efforts on the Transit Friendly Employer Program and Compass for Development Program.
Update the Burrard Peninsula Area Transport Plan	7.1(f)	2025	Project renamed to 'Central Area Transport Plan', adjust completion date to end of 2024 to reflect expanded project scope.	ENDORSED – Sep 29, 2022	A comprehensive assessment of issues and opportunities is being prepared to develop and evaluate draft strategies and actions.
			Project renamed to "Burrard Peninsula Area Transport Plan", adjust completion date to early 2025 to reflect new timelines for engagement phase 2, which begins Fall 2024.	ENDORSED – Oct 6, 2023	
			Project completion timing shifted from early 2025 to the end of 2025.	ENDORSED – Oct 8, 2024	
The City and TransLink will establish a multi-stakeholder committee (the "Monitoring Committee")	10.1	2018			Completed in 2018 – Inaugural meeting in December 2018.

TransLink-led Initiatives	SPA Section	Timing (end of)	Adjustment from SPA	Monitoring Committee	Progress
The Monitoring Committee will provide City Council, the Mayors' Council, TransLink Board and officials from the Province with an annual report outlining the progress of the Performance Measures and the commitments of each Party as set out in this SPA	10.3(e)	Timing not specified	Rename 'Annual Dashboard' to 'Annual Report'	ENDORSED – July 14, 2020	Ongoing – Annual Reports released each fall (in years when there is not a Performance Report).
			Annual reports to track SPA commitments; 5-year Performance Reports to track both commitments and performance measures, leveraging updated Census data*	ENDORSED – Sep 20, 2021	
The City and TransLink will work jointly and cooperatively to prepare a comprehensive report every three to five years**	11.1(a)	Timing not specified			The first baseline (pre-Project) 5-Year Performance Report to be released in fall 2025.
Data collection for 800m SPA geography	5.1(b) and 11.3	n/a	Remove Central Broadway and replace traffic zones with block-level data	ENDORSED – Dec 12, 2018	Ongoing
			Streamline data collection from original geographies (400m, 800m Central Broadway and traffic zones) to 800m, snapped to city blocks	ENDORSED – July 14, 2020	

*The Broadway Subway SPA Annual Report published in 2021 omitted inclusion of this Committee-endorsed adjustment.

** Previous Broadway Subway SPA Annual Reports documented a Monitoring Committee-endorsed adjustment to rename the 'Comprehensive Report' to "5-Year Performance Report"; this adjustment is no longer referenced here, given that the term 'Performance Report' is used in the SPA.

ANNUAL REPORT - BACKGROUNDER

The **Broadway Subway Project** is an under construction rapid transit extension of the Millennium Line from VCC-Clark station to a new western terminus at Arbutus Street, spanning approximately 5.7 kilometres. The Broadway Subway Project is a major rapid transit investment along the Broadway Corridor which will connect a number of vibrant neighbourhoods with a high number of residents, jobs and destinations to the regional rapid transit network. Rapid transit along the Broadway Corridor was first identified in 1993 and included in the 10-Year Vision for Metro Vancouver Transit and Transportation in 2014.

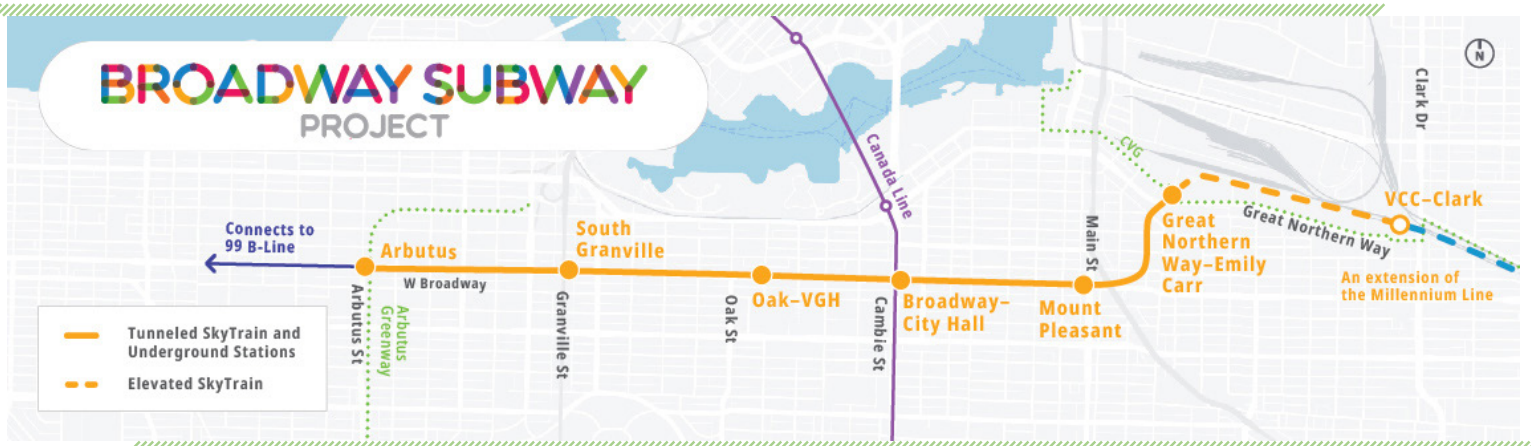


Figure 1: Broadway Subway Project.

The 10-Year Vision also outlined the need for Project Partnership Agreements to codify coordination, collaboration, and mutually supportive actions by project partners to advance the shared objectives of major transit investments. This was the direction which resulted in TransLink and the City of Vancouver executing a SPA for the Broadway Subway Project (the **“Broadway Subway SPA”**) in June 2018. The SPA is a ground-breaking approach to supporting transit in the region and recognizes that the linkages between transportation and land use are deep and complementary. This direction for Project Partnership Agreements is reiterated more recently in the Access for Everyone plan (Transport 2050: 10-Year Priorities).

In December 2018, TransLink and the City, working with the Province and Metro Vancouver, established a multi-stakeholder senior staff monitoring committee (the **“Monitoring Committee”**) tasked with reviewing land use and transportation outcomes and progress on the commitments and responsibilities in the SPA. Additionally, a staff-level working group (the **“Working Group”**) was also established, reporting to the Monitoring Committee and supporting its duties and responsibilities.

Progress on the initiatives and outcomes of the SPA is monitored and reported to decision-makers through two primary means: the **“Annual Report”** and the **“5-Year Performance Report”**. The nature of these reports is described in Table 1.

Table 1 also reflects the updated focus of the Annual Reports on the progress of the SPA commitments. The 5-Year Performance Reports will include the performance measures (indicators data) and will be timed to align with the availability of updated custom Census data for the SPA geography. This approach (1) ensures that year-over-year progress on SPA commitments continues to be closely tracked and reported to decision-makers, and (2) continues to use the performance measures to track the longer-term trends of SPA-related outcomes in more substantive 5-Year report cycles. If any concerning trends arise in years between the 5-Year Performance Reports, those would be identified to decision-makers at that time.

Table 1: SPA Reporting Deliverables

	ANNUAL REPORT	5-YEAR PERFORMANCE REPORT
Timing	Every year, except in 5-Year Performance report years; first Annual Report published in 2020	Every five years, with the first 5-year Performance Report planned for 2024 (pre-Subway opening) - timed to align with availability of updated Census data
Scope	Reports progress and provides oversight and accountability on all SPA commitments	Reports progress and provides (1) oversight and accountability on all SPA commitments and (2) SPA performance measures (outcomes) data based on updated custom Census data
Level of Analysis	Intended as an annual progress 'snapshot' on SPA commitments	Provides a comprehensive analysis of the long-term trends/outcomes monitored and may recommend actions if outcomes are not tracking as expected

Monitoring SPA Commitments

The SPA includes commitments to a broad range of specific City-led and TransLink-led initiatives. Each initiative advances the project and broad policy objectives within the Broadway Subway SPA. Some commitments require the cooperation of the City and TransLink, and in some cases collaboration with the Province as well. Included too are commitments to ongoing monitoring and reporting, both through the annual reports and the 5-year performance reports. These commitments:

- Are identified for completion between 2018 and 'Opening Day' of the Broadway Subway.
- Will be monitored and reported on until 2045 or 20 years after the Broadway Subway opens, whichever is later.
- Will be reviewed and assessed periodically through the monitoring process.

GLOSSARY

5-Year Performance Report – One of the two primary SPA reporting deliverables that is published on a five-year basis to provide a comprehensive analysis of progress on SPA commitments and outcomes, and may recommend actions if outcomes are not tracking as expected.

10-Year Priorities – A updated blueprint identifying the region’s top transportation priorities, rapid transit projects, and service increases for the first ten years of Transport 2050, adopted by TransLink in 2022.

Annual Report – One of the two primary SPA reporting deliverables that is published on an annual basis to provide a high-level snapshot of progress on SPA commitments.

Broadway Subway Project – An approximately 5.7-kilometre extension of the Millennium Line from its current terminus at VCC-Clark to a new western terminus at Arbutus Street.

Broadway Subway Supportive Policies Agreement (SPA) – The Supportive Policies Agreement for the Broadway Subway Project, executed by the City of Vancouver and TransLink in June 2018.

Broadway Subway SPA Geography – A defined geography that will be used for data collection and outcomes monitoring; delineated by city blocks and constitutes an approximate 800 metre walk, using existing walking networks, from the Broadway Subway Project stations.

Monitoring Committee – A multi-stakeholder committee formed by TransLink and the City in December 2018 to review the performance of land use and transportation outcomes for the Broadway Subway Corridor and monitor compliance by each party with the commitments and responsibilities set out in the Broadway Subway SPA, with senior staff representatives from TransLink, City of Vancouver, the Province of British Columbia, and Metro Vancouver.

Transport 2050 – A long-range vision that will guide transportation decisions in Metro Vancouver for the next three decades, including significant expansion of rapid transit, completion of a traffic-separated bikeway network, and promotion of electric and shared vehicles, adopted by TransLink in 2022.

Working Group – A multi-stakeholder staff working group from the agencies represented on the Monitoring Committee that reports to the Monitoring Committee and supports its duties and responsibilities, with representatives from TransLink, City of Vancouver, the Province of British Columbia, and Metro Vancouver.

TO: Mayors' Council on Regional Transportation

FROM: Sarah Ross, Vice President Transportation Planning and Policy
Steve Vanagas, Vice President Customer Communications and Public Affairs
Ilan Elgar, Director Research and Analytics

DATE: November 6, 2024

SUBJECT: **ITEM 5.1.3 - Customer Experience Measurement Program**

PROPOSED RESOLUTION:

That the Joint Planning Committee:

1. Recommend that the Board of Directors and the Mayors' Council approve the recommended changes to the Customer Experience measurement program; and
2. Receive this report.

EXECUTIVE SUMMARY

Pursuant to Section 224 of the *South Coast British Columbia Transportation Authority Act* (the SCBCTA Act), TransLink is required to undertake an annual customer satisfaction survey. Amendments to the survey process must be approved by the Mayors' Council. TransLink's current customer experience measurement (CXM) program is over 20 years old. Due to steep decline in response rates and a significant increase in material and labour costs the current phone-based survey methodology faces substantial challenges. The contract for collecting the data for the program runs out at the end of 2025, providing opportunity for change. Accordingly, a "best practices" review and a pilot survey were completed by staff in 2024.

Recommended changes are:

1. Transition from a phone-based survey to an online survey; and
2. Replace address-based phone lists with a combination of market research panels and Compass Card registrants as the sample source.

PURPOSE

Pursuant to Section 224 of the SCBCTA Act, TransLink must submit any proposed amendments to the process of the customer satisfaction surveys for approval of the Mayors' Council. In addition, survey results are incorporated annually into the statutory annual report, approved in March annually by the Board. This memo provides an update of the status of TransLink's Customer Experience Measurement (CXM) Program review, including a review of the main alternatives that were considered and the recommended changes to the current program for approval by the Board and the Mayors' Council.

BACKGROUND

Pursuant to Section 224 of the *South Coast British Columbia Transportation Authority Act* (the SCBCTA Act), TransLink is required to undertake an annual customer satisfaction survey. Amendments to the survey process must be approved by the Mayors' Council, and results must be incorporated in TransLink's statutory annual report which is approved by the Board of Directors. Under the Act, the process includes:

- (a) The manner in which and the times at which the survey is to be conducted by the authority in each calendar year;
- (b) The questions to be included in the survey; and
- (c) The manner in which and the frequency with which the authority will report on the results of the survey.

TransLink's current customer experience measurement program monitors customer satisfaction and is comprised of three components:

- *Bus, SeaBus, and SkyTrain* customer service performance survey (core component): A continuous tracking (daily), phone-based survey of past 30-day, adult riders from Metro Vancouver. A total of 3,000 interviews are conducted per year.
- *West Coast Express* customer service performance survey: An onboard survey with WCE customers, that is conducted twice a year. A total of 600 interviews are completed per year.
- *HandyDART* customer service performance survey: A phone-based survey with 500 adult, past month users of the HandyDART service (traditional and taxi-delivered services) that is conducted once per year in the fall.

Ipsos is the current research vendor, and their contract expires at the end of 2025. After over 20 years, a review of the current measurement program was needed to ensure that it continues to measure what customers view as important, follows industry best practices, and is collecting customer feedback in a cost-effective and robust method.

With these goals in mind, TransLink undertook a best practice review that included a series of interviews with staff at key external agencies in North America, Europe, and Australia as well as in-depth interviews with internal TransLink enterprise staff at various levels. One of the main findings of the review was that most agencies moved away from phone surveys to online panels.

DISCUSSION

Analysis of Alternatives

Survey participation rates have declined steeply, over the last decade or so, all throughout North America. In addition, precipitous rise in labour and material prices during and after COVID resulted in a significant increase in the costs associated with the current CXM methodology. The combined impact of these factors is a substantial reduction in the annual survey sample size.

The best practices review formed the basis of a broader discussion with internal stakeholders in which the three alternatives shown in the table below were identified. The focus is on the core component of the existing service (i.e., the Bus, SeaBus, SkyTrain survey) because it represents the largest segment of TransLink's transit customer

base and, therefore, can benefit the most from methodological changes that will result in a reduction in the cost of data collection and increase in sample size.

Bus, SeaBus, SkyTrain Survey Method Alternatives	Method and Mode of Data Collection	Annual Cost and Sample Size
Alternative 1: Status Quo	<ul style="list-style-type: none"> Random sample Phone interviews (cell and landline) 	<ul style="list-style-type: none"> \$400K-\$500K 3,000 interviews
Alternative 2: Vendor’s Panel	<ul style="list-style-type: none"> Vendor’s panel Online questionnaire 	<ul style="list-style-type: none"> \$100K - \$150K 3,000 interviews
Alternative 3: Compass Card Registrants	<ul style="list-style-type: none"> Compass Card registrants Online questionnaire 	<ul style="list-style-type: none"> \$75K - \$125K 3,000 to 6,000 interviews (assumes 100-200K invitations)

Due to lower costs and larger potential sample, Alternative 3, an online survey of Compass Card opt-in registrants initially seemed to be the best option. In order to further investigate this approach, TransLink staff conducted a pilot survey of Compass Card opt-in registrants in September and October 2024. After three waves of surveying that included trimming-down the questionnaire length and offering incentives, the response rate was lower than expected (below 3%) which raises concerns about the representativeness of data if Alternative 3 alone is used. As a result, the recommended approach is to combine samples of Compass Card registrants and Vendor Panels. The proportion of sample from each source may change over time as new information becomes available through the RFP process and TransLink gains experience with the new methodology.

Financial Impact

TransLink’s expectation is that a transition from a phone to an online survey would result in significant savings of up to 75% in the annual costs of the plan.

Customer Impact/Communications

The transition from phone to online surveys is expected to have the following implications:

- **Increased sample** – The proposed methodology should allow TransLink to reach larger survey samples. The larger samples could provide better information for planning and decision making.
- **Improved sample representativeness** – Having socio-demographic composition of survey participants similar to that of the population of the region is important to the quality of the survey. The pilot that TransLink conducted indicated better representativeness of the elderly and low-income populations of the region compared to the current methodology.
- **Lower ratings** - Self-administered (such as online) surveys tend to produce lower perception scores compared to interviewer-administered (such as phone) surveys. The difference in ratings between the pilot online survey and the current phone survey was about 1.0 on average across all service attributes (e.g., 6.9 vs 7.9). Decision-makers will need to be prepared for the likelihood of lower scores, with the change in the data collection method.

ATTACHMENTS

Attachment 1: CX Measurement Program Recommended Changes

Attachment 2: Results of the CXM survey for Q2 2024

Customer Experience Measurement Program

Recommended Changes

Sarah Ross, Vice President Transportation Planning & policy

Steve Vanagas, Vice President Customer Communications, Marketing & Public Affairs

Ilan Elgar, Director Research & Analytics

Joint Planning Committee

November 21, 2024

56,169



Purpose

Under the SCBCTA Act, TransLink must submit any proposed amendments to the process of the customer satisfaction surveys for approval of the Mayors' Council. The survey results are also incorporated into TransLink's statutory annual reports approved annually by the Board in March.

The purpose of the report is to seek the Joint Planning Committee's recommendation to take to the Board and Mayors' Council the following recommended changes to the program:

1. Transition from a phone to an online survey; and
2. Replace address-based phone lists with a combination of market research panels and Compass Card registrants as the sample source.

Background

- Current transit CXM program consists of three components:
 - Bus, SeaBus, SkyTrain: daily phone interviews with past 30-day riders (3,000 per year)
 - West Coast Express: onboard survey, twice per year
 - HandyDART: phone survey in the fall
- Steep decline in response rates and significant increase in material and labour costs lead to substantial challenges for CXM program
- Current contract expires in 2025, provides an opportunity for change

Best practices review

- External interviews:
 - Most agencies have a core tracking survey supplemented by a mix of other research initiatives
 - Moving away from phone to online surveys
- Internal interviews:
 - Stakeholders value current program, recognize need to modernize it
 - Desire for shorter, quick-turnaround surveys, more frequent reporting, more granular information

Analysis of Alternatives

Bus, SeaBus, SkyTrain Survey Method Options	Method and Mode of Data Collection	Cost and Sample Size
Option 1: Status Quo	<ul style="list-style-type: none"> • Random sample • Phone interviews (cell and landline) 	<ul style="list-style-type: none"> • \$400K-\$500K • 3,000 interviews per year
Option 2: Vendor's Panel	<ul style="list-style-type: none"> • Vendor's panel • Online questionnaire 	<ul style="list-style-type: none"> • \$100K - \$150K • 3,000 interviews per year
Option 3: Compass Card Registrants	<ul style="list-style-type: none"> • Compass Card registrants • Online questionnaire 	<ul style="list-style-type: none"> • \$75K - \$125K • 3,000 to 6,000 interviews per year (assumes 100-200K invitations)

- A pilot of Alternative 3 had lower than expected participation rates
- A combination of Alternatives 2 & 3 could reduce risk and provide more reliable data.

Potential Implications

Financial Impact

- Transition to an online survey is expected to result in significant savings.

Potential Customer and Communication Impacts

- Increased sample
- Improved sample representativeness
- Lower ratings

CUSTOMER SERVICE PERFORMANCE

QUARTER 2 2024

BUS – SEABUS – SKYTRAIN

Report

2024-08-28

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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

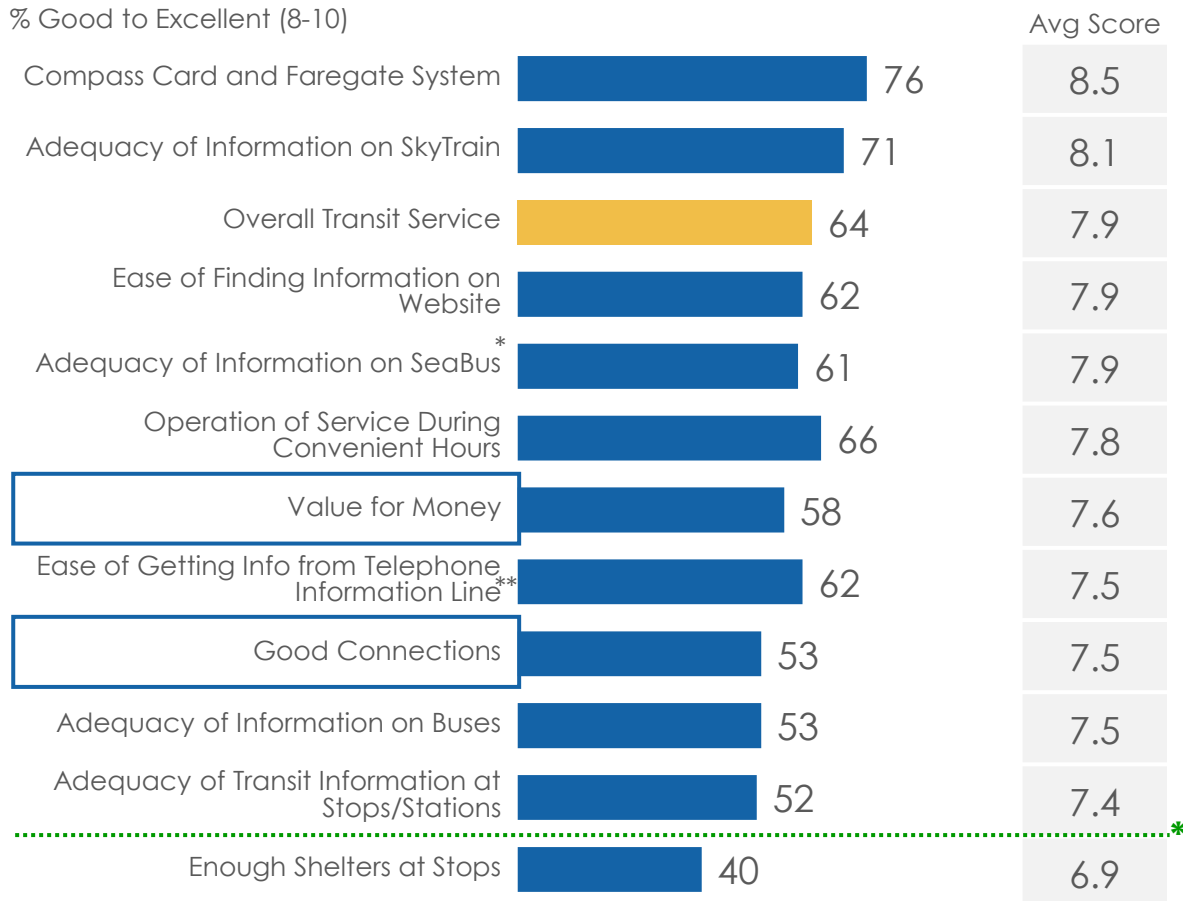


Close to nine in ten SeaBus riders (88%) award Good-to-Excellent scores for Overall SeaBus Service, down 4 ppt from last wave and down only 1 ppt from Q2 2023.

- 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



Q2 2024 Base = 750

 TOP KEY DRIVER

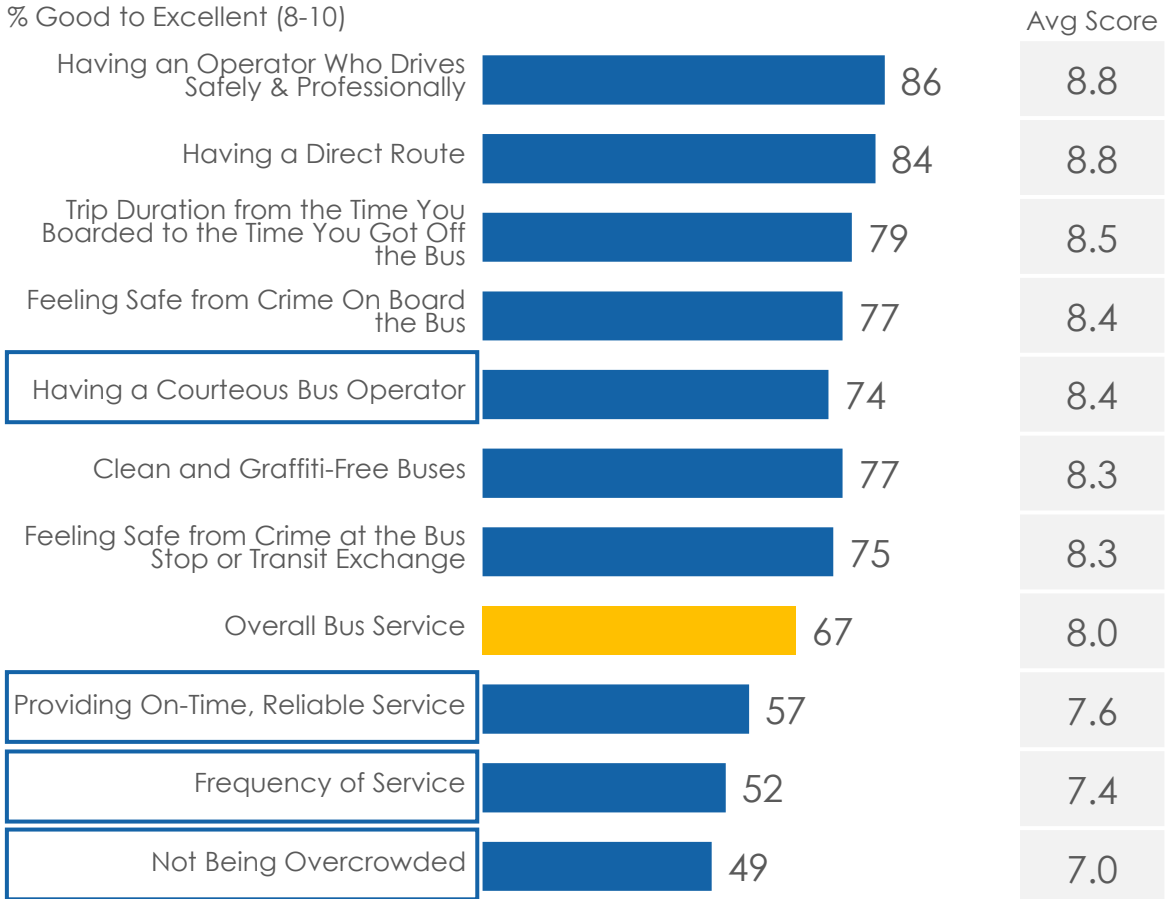
- Close to two-thirds (64%) of riders provide Good-to-Excellent ratings for Overall Transit Service, which is up slightly from last wave (60%) but down from the same period last year (69%). The average score is 7.9 out of 10, which is down from 7.7 last quarter but consistent with Q2 2023 (7.9).
- Although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

Highlights – Bus System

PERFORMANCE ON BUS SYSTEM ATTRIBUTES



Q2 2024 Base = 656 (bus routes evaluated)

TOP KEY DRIVER

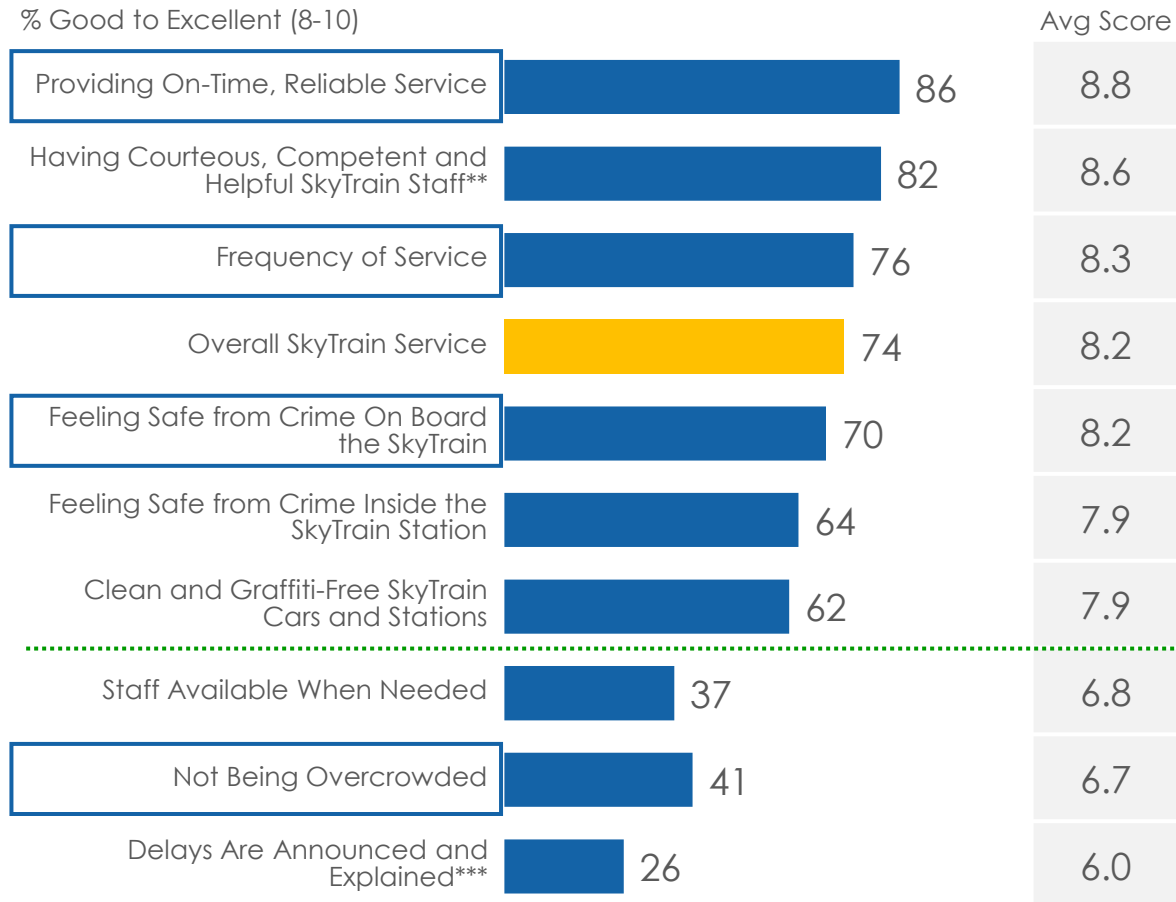
- Overall Bus Service is awarded top ratings by two-thirds (67%) of bus riders, which is a significant increase from last quarter (57%), but is similar to Q2 from a year ago (68%). The average score is 8.0 out of 10 is significantly higher than last wave (7.5), but slightly down from 8.1 in Q2 2023.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

Highlights – SkyTrain System

PERFORMANCE ON SKYTRAIN ATTRIBUTES



Q2 2024 Base = 465 (SkyTrain riders)

TOP KEY DRIVER

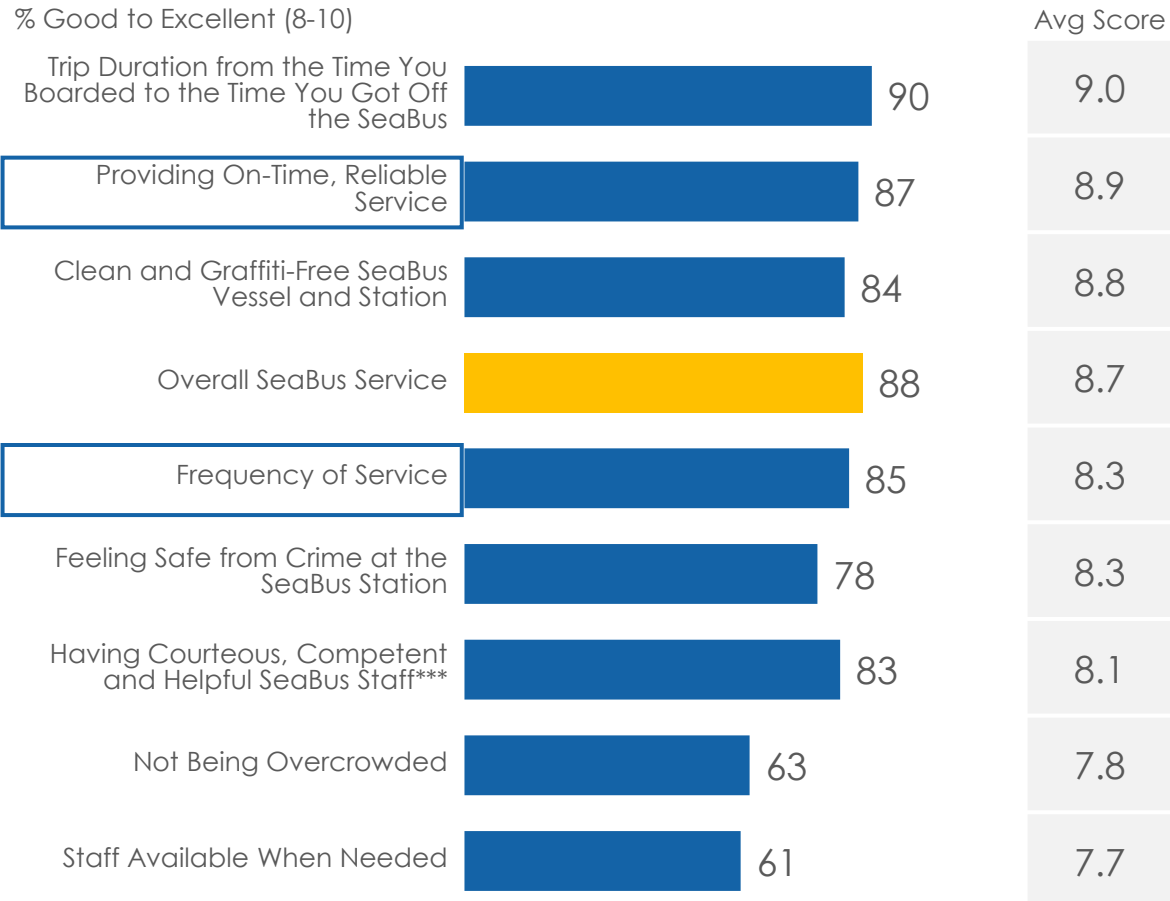
- Nearly three-quarters (74%) of SkyTrain users awarded top scores for Overall SkyTrain Service, on par with last wave and a drop of 3 ppt from the same quarter last year. The average score is 8.2 out of 10, up from 8.1 last quarter and down from Q2 2023 (8.3 out of 10).
- A few attributes showed significant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

Highlights – SeaBus

PERFORMANCE ON SEABUS ATTRIBUTES



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).

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:

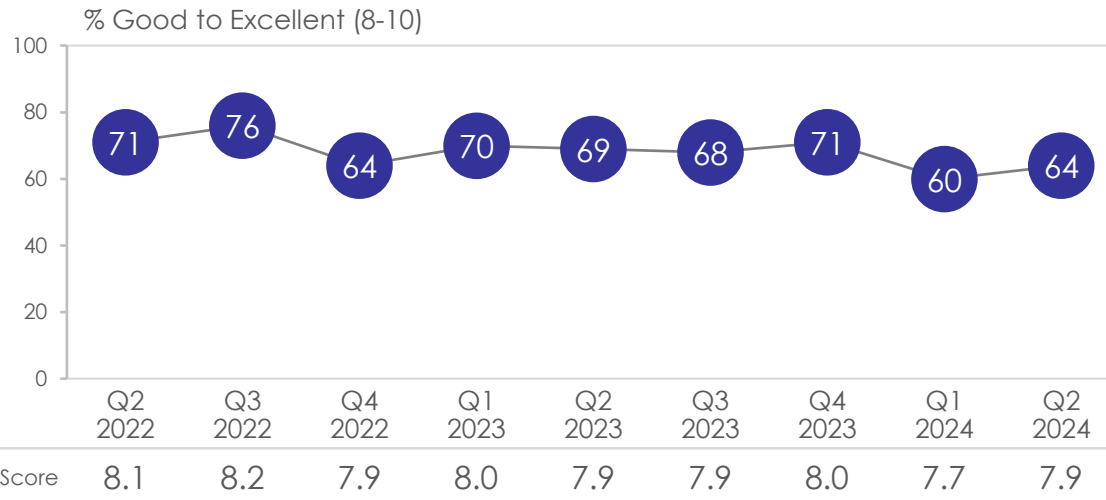
- Perceptions of Overall Service
- Perceptions of Specific Attributes



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?

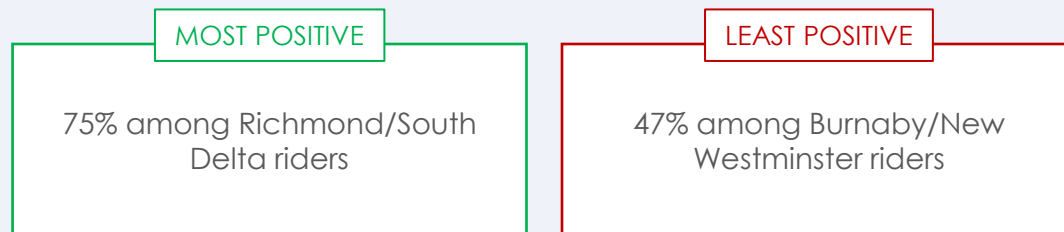


Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
+4	-5

Q2 2024 Base = 750

- 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.

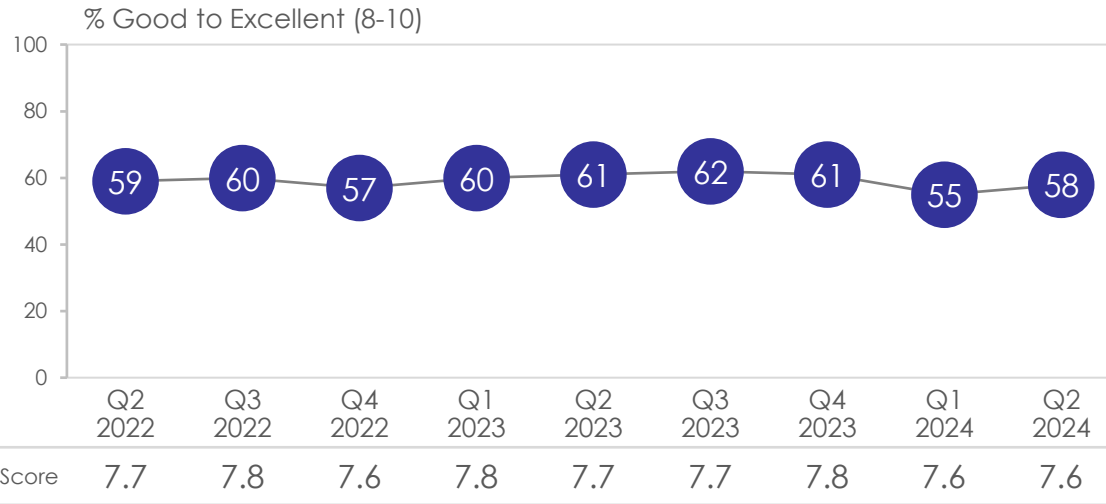
Q2 2024 Regional Differences:



Overall System Performance | VALUE FOR MONEY

VALUE FOR MONEY

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

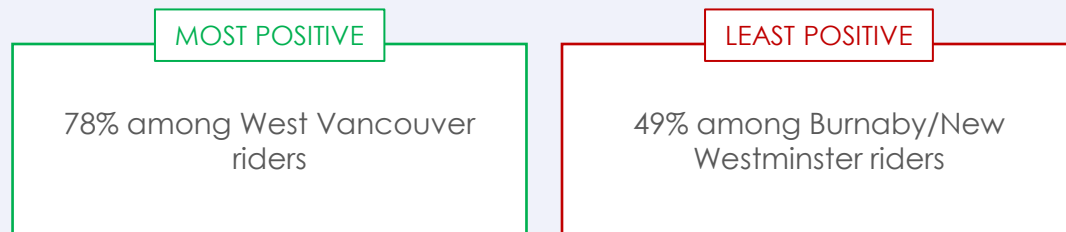


Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
+3	-3

Q2 2024 Base = 750

- 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.

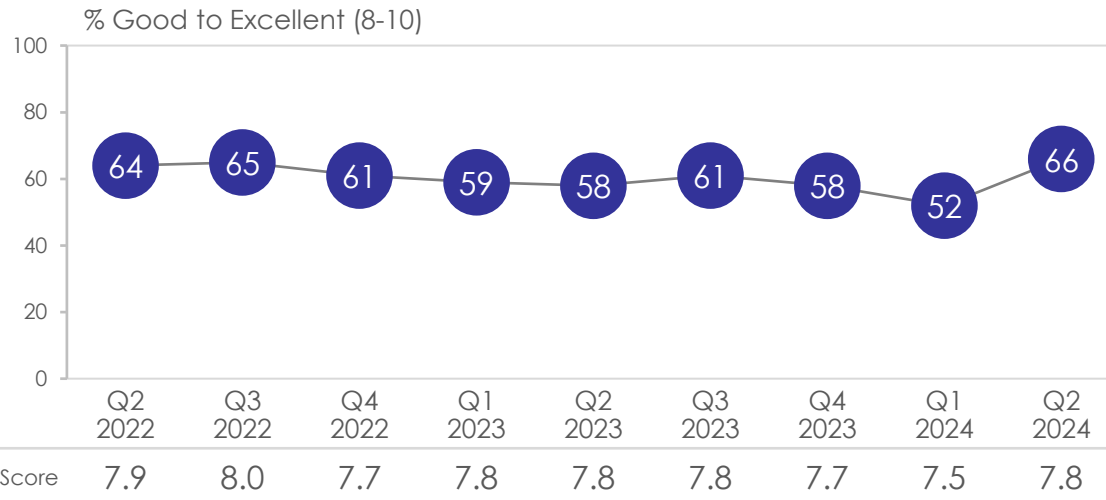
Q2 2024 Regional Differences:



Overall System Performance | CONVENIENT HOURS

CONVENIENT HOURS

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

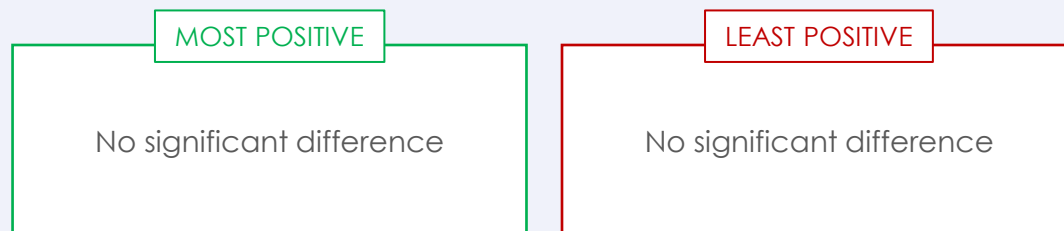


Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
+14 ↑	+8 ↑

Q2 2024 Base = 750

- 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.

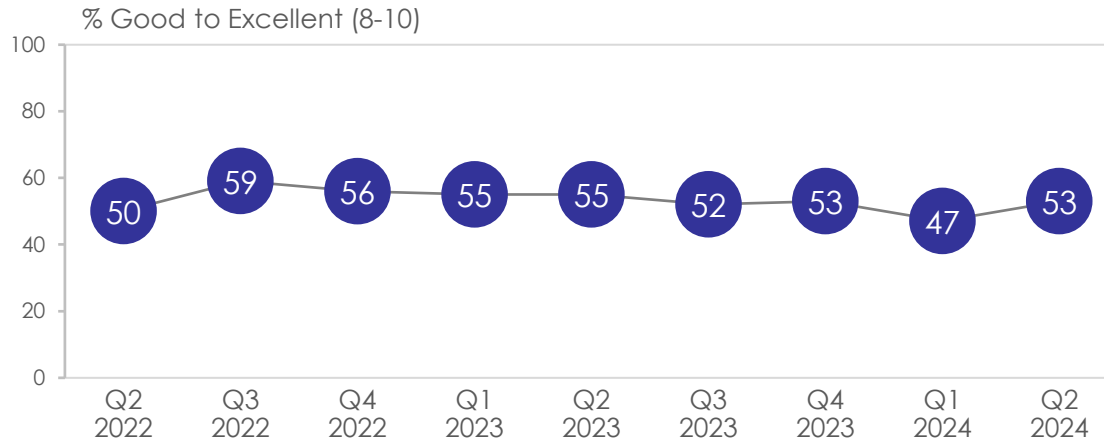
Q2 2024 Regional Differences:



Overall System Performance | GOOD CONNECTIONS

GOOD CONNECTIONS

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



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

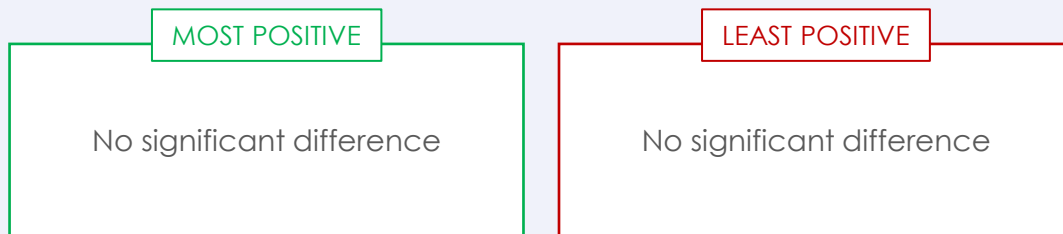
Good-to-Excellent ratings compared to:

LAST QUARTER	SAME QUARTER LAST YEAR
+6	-2

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

- 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.

Q2 2024 Regional Differences:



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

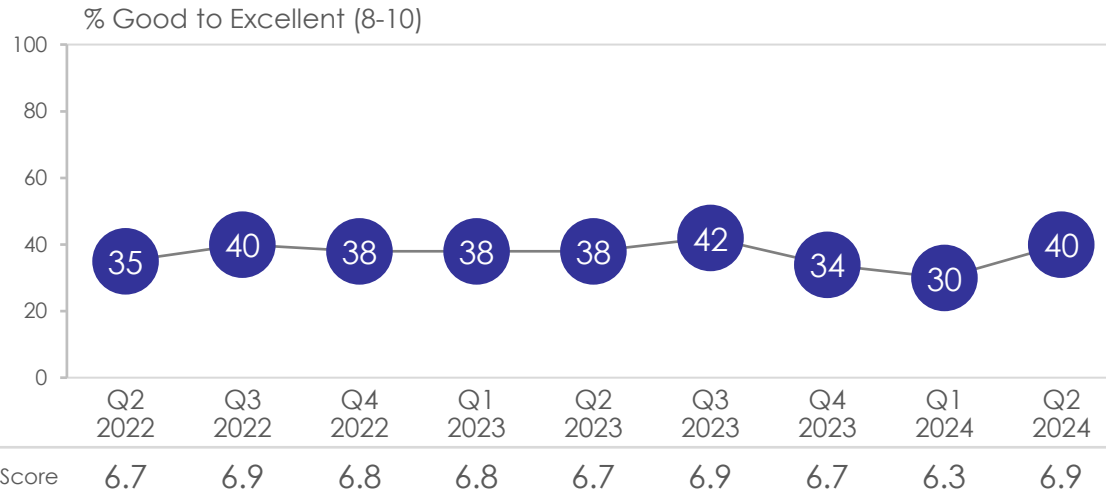
Q2'23	Q1'24	Q2'24
41%	42%	37%

Q2 2024 Base = 750

Overall System Performance | ENOUGH BUS SHELTERS AT BUS STOPS

ENOUGH BUS SHELTERS AT BUS STOPS

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

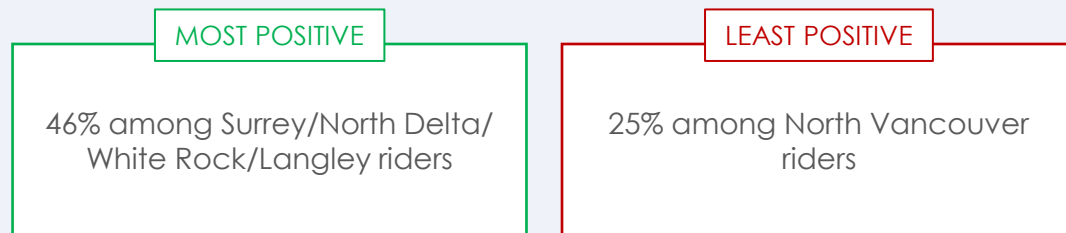


Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
+10 ↑	+2

Q2 2024 Base = 750

- 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.

Q2 2024 Regional Differences:

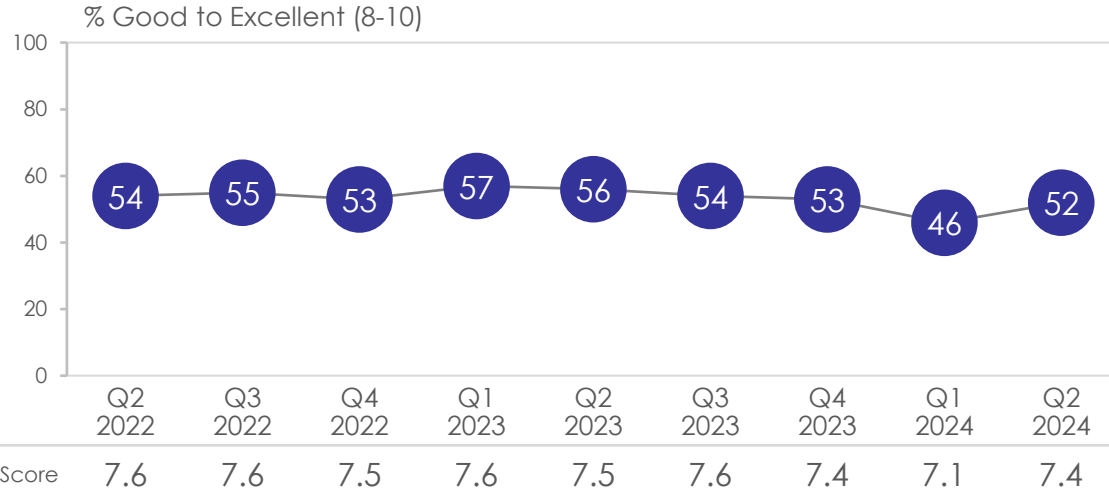


Overall System Performance

ADEQUACY OF TRANSIT INFORMATION AT STOPS AND STATIONS

ADEQUACY OF TRANSIT INFORMATION AT STOPS AND STATIONS

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



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

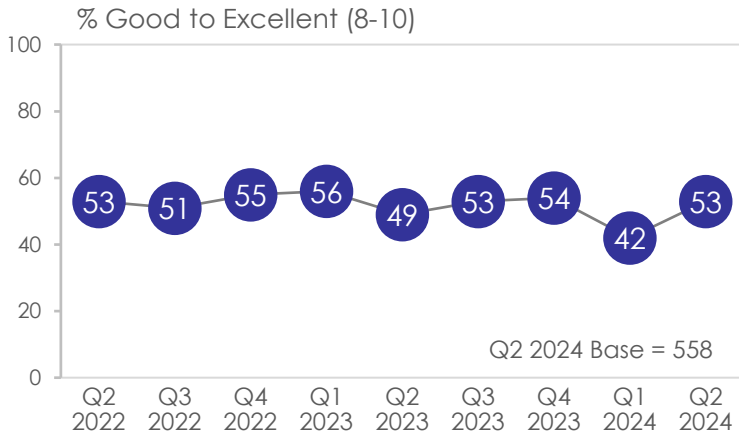
42% among Burnaby/New Westminster and West Vancouver riders

Overall System Performance

ADEQUACY OF TRANSIT INFORMATION ON BOARD TRANSIT VEHICLES

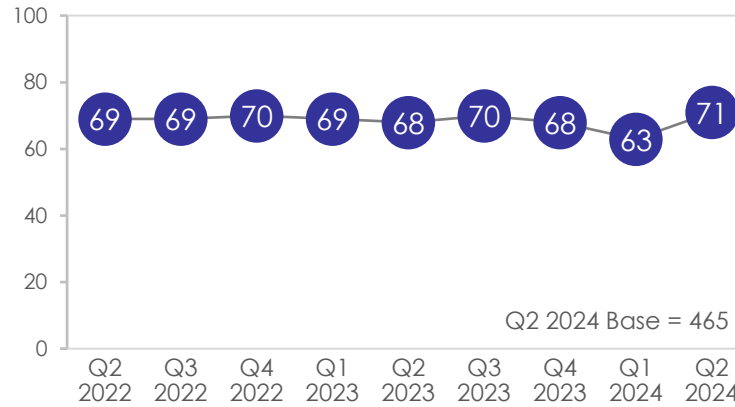
BUS

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



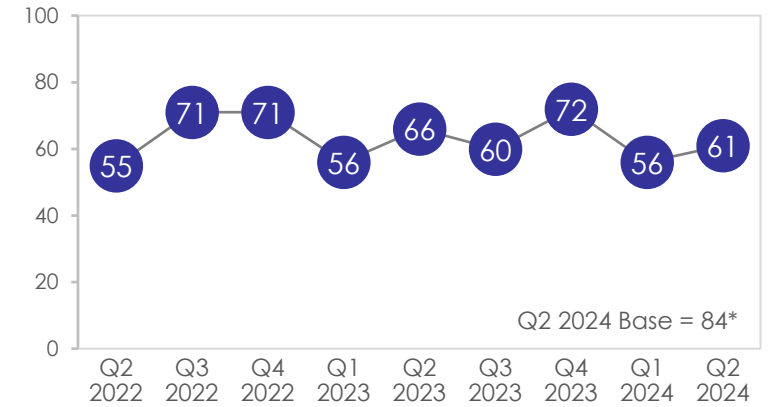
Avg Score 7.5 7.4 7.5 7.6 7.3 7.5 7.5 7.1 7.5

SKYTRAIN



8.1 8.1 8.1 8.1 8.1 8.1 8.0 7.9 8.1

SEABUS



7.7 8.0 8.3 7.8 8.0 8.1 8.3 7.7 7.9

- 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

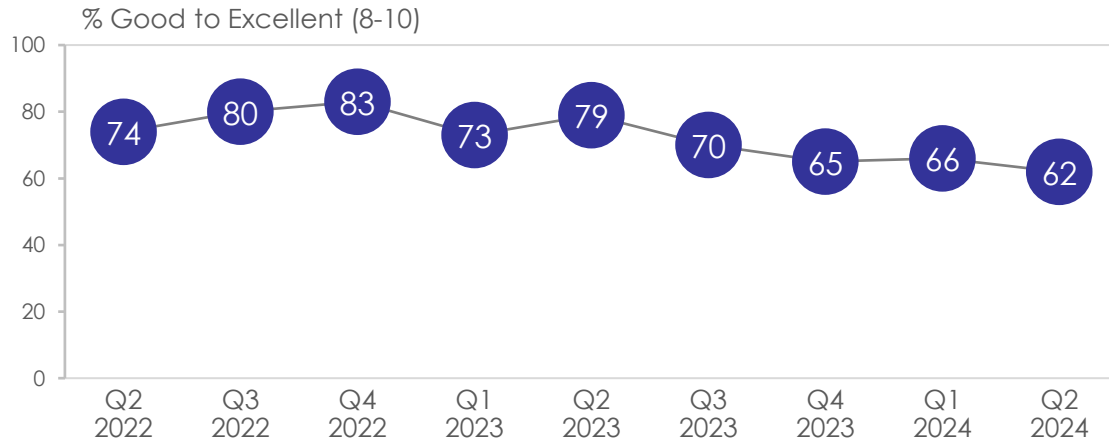
Overall System Performance

EASE OF GETTING INFORMATION FROM TELEPHONE INFORMATION LINE

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?



Avg Score	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024
	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)

- 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.

% 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%

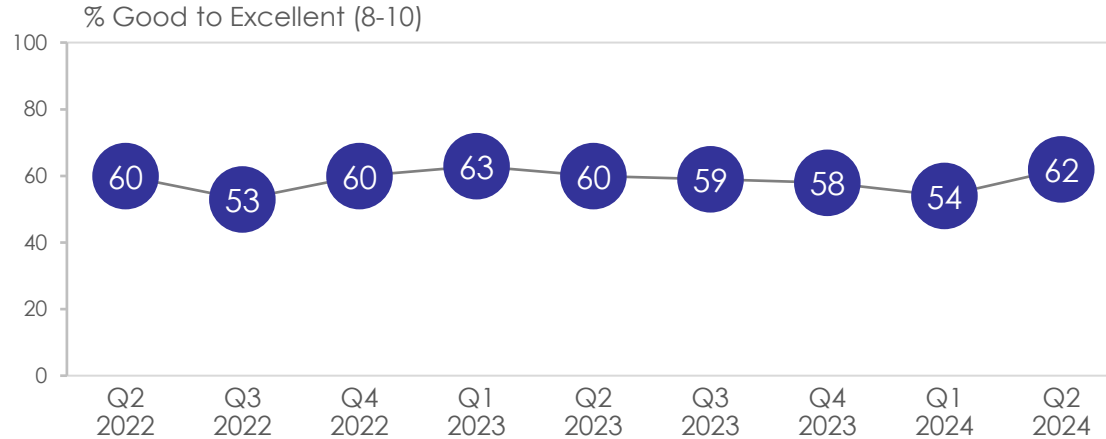
Q2 2024 Base = 750

Overall System Performance | EASE OF FINDING INFORMATION ON WEBSITE

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?



Avg Score	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024
	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)

- 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.

Q2 2024 Regional Differences:

MOST POSITIVE

79% among Surrey/North Delta/
White Rock/Langley riders

LEAST POSITIVE

37% among North Vancouver
riders

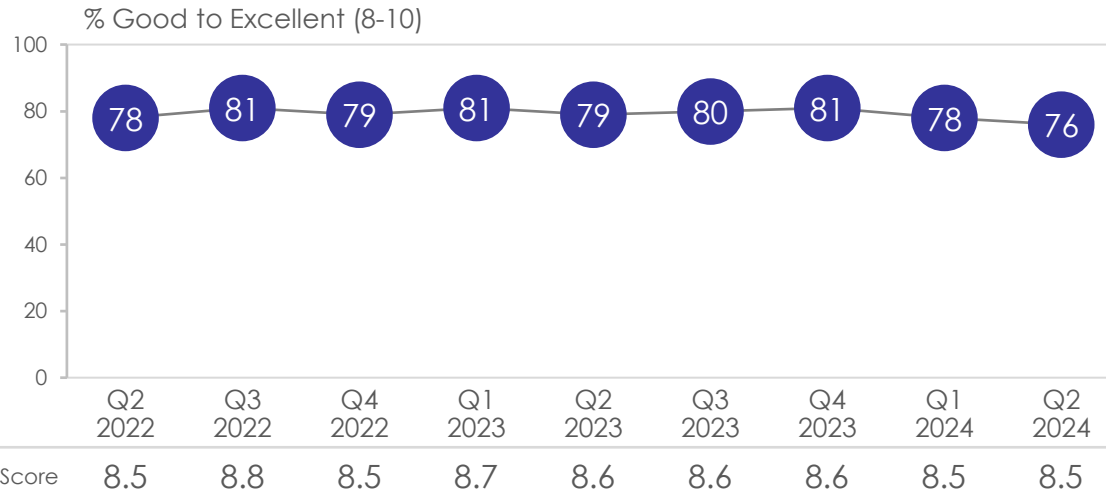
Proportion of riders who used TransLink's website:		
Q2'23	Q1'24	Q2'24
46%	51%	45%

Q2 2024 Base = 750

Overall System Performance | COMPASS CARD AND FAREGATE SYSTEM

COMPASS CARD AND FAREGATE SYSTEM

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

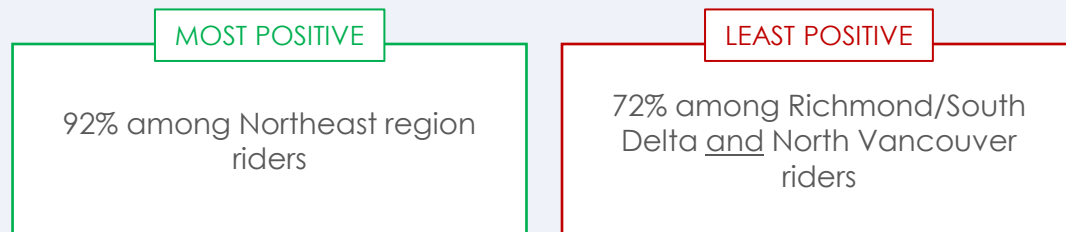


Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
-2	-3

Q2 2024 Base = 750

- 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.

Q2 2024 Regional Differences:



Bus Service Quality Measures | BUS SERVICE OVERALL

BUS SERVICE OVERALL

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

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										
				Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	LAST QUARTER	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.

TIME PERIOD WITH HIGHER RATINGS

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

- 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).

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)	Good-to-Excellent ratings compared to:										
				Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	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.



- 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).

Bus Service Quality Measures | FREQUENCY OF SERVICE

FREQUENCY OF SERVICE

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

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										
				Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	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).

Bus Service Quality Measures | COURTEOUS BUS OPERATOR

COURTEOUS BUS OPERATOR

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

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)											Good-to-Excellent ratings compared to:	
				Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	LAST QUARTER	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.

Bus Service Quality Measures | TRIP DURATION

TRIP DURATION

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

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)											Good-to-Excellent ratings compared to:	
				Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	LAST QUARTER	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).

Bus Service Quality Measures | NOT BEING OVERCROWDED

NOT BEING OVERCROWDED

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

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)											Good-to-Excellent ratings compared to:	
				Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	LAST QUARTER	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).

Bus Service Quality Measures | SAFE AND PROFESSIONAL BUS OPERATOR

SAFE AND PROFESSIONAL BUS OPERATOR

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

	% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										
					Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	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.

Bus Service Quality Measures

FEELING SAFE FROM CRIME ON BOARD THE BUS

FEELING SAFE FROM CRIME ON BOARD THE BUS

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

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										
				Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	LAST QUARTER	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).

Bus Service Quality Measures | CLEAN AND GRAFFITI-FREE BUSES

CLEAN AND GRAFFITI-FREE BUSES

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

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										
				Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	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.

Bus Service Quality Measures | HAVING A DIRECT ROUTE

HAVING A DIRECT ROUTE

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

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										
				Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	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).

Bus Service Quality Measures

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

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

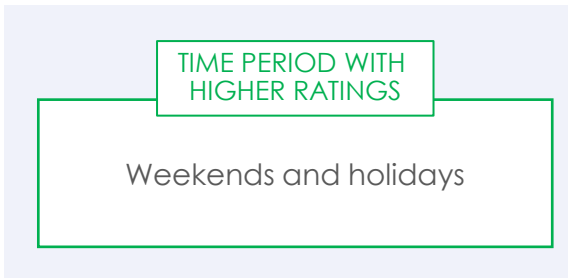
Q18.3/20.3/22.3. Thinking about the [ROUTE NUMBER] bus you took, how would you rate it in terms of feeling safe from crime at the bus stop or transit exchange where you boarded?

	% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										
					LAST QUARTER		SAME QUARTER LAST YEAR								
3		PCT*	8.9	86	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	+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.



- 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.

SkyTrain Service Quality Measures | SKYTRAIN OVERALL SERVICE

SKYTRAIN OVERALL SERVICE

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

	% Very Poor to Neutral (1-5)	CANADA LINE (n=145)	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:	
					83	92	82	80	81	84	82	75	82	LAST QUARTER	SAME QUARTER LAST YEAR	
4			8.6		83	92	82	80	81	84	82	75	82	+7	+1	
6		TOTAL SKYTRAIN (n=465)	8.2		77	83	76	81	77	75	77	74	74	--	-3	
7		TOTAL BCRTC (n=254)	8.1		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.

SkyTrain Service Quality Measures | ON-TIME, RELIABLE SERVICE

ON-TIME, RELIABLE SERVICE

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

	% Very Poor to Neutral (1-5)	Avg Score	% Good to Excellent (8-10)											Good-to-Excellent ratings compared to:	
				Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	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.

SkyTrain Service Quality Measures | FREQUENCY OF SERVICE

FREQUENCY OF SERVICE

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

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

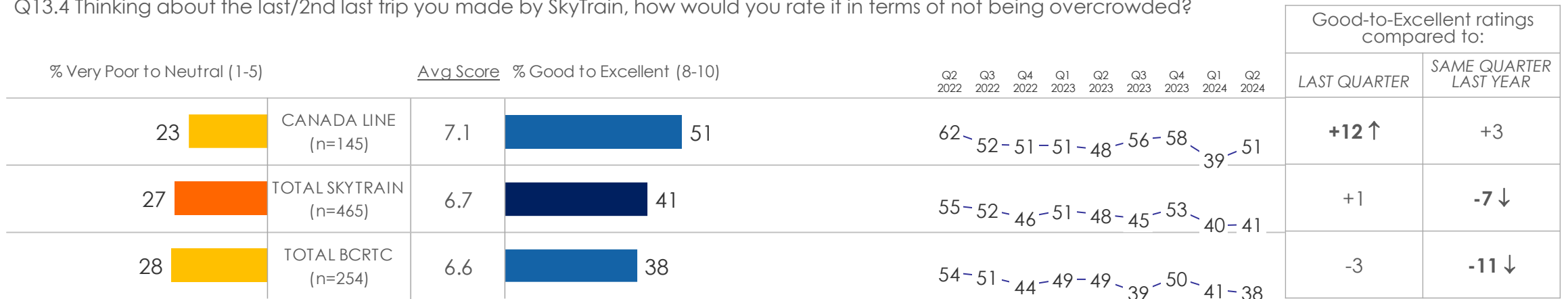
- Just over three-quarters (76%) of SkyTrain riders awarded top ratings for Frequency of Service, a 5 ppt lift from last quarter and on par with the same quarter last year (76%). The average score is 8.3 out of 10, which is up from 8.2 last wave and down from the same period last year (8.4 out of 10).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

SkyTrain Service Quality Measures | NOT BEING OVERCROWDED

NOT BEING OVERCROWDED

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



- 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.

SkyTrain Service Quality Measures

FEELING SAFE FROM CRIME ON BOARD SKYTRAIN

FEELING SAFE FROM CRIME ON BOARD SKYTRAIN

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

	% Very Poor to Neutral (1-5)	Avg Score	% Good to Excellent (8-10)											Good-to-Excellent ratings compared to:	
				Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	LAST QUARTER	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.

SkyTrain Service Quality Measures

CLEAN AND GRAFFITI-FREE SKYTRAIN CARS AND STATIONS

CLEAN AND GRAFFITI-FREE SKYTRAIN CARS AND STATIONS

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

	% Very Poor to Neutral (1-5)	CANADA LINE (n=145)	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										
					LAST QUARTER		SAME QUARTER LAST YEAR								
	2		8.4	71	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024		
	9	TOTAL SKYTRAIN (n=465)	7.9	62	79-81	66	79-78	75	86	73-71				-2	-7
	12	TOTAL BCRTC (n=254)	7.6	57	68-67	60-67	61-66	66-61	62					+1	+1
					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.

SkyTrain Service Quality Measures

FEELING SAFE FROM CRIME INSIDE THE SKYTRAIN STATION

FEELING SAFE FROM CRIME INSIDE THE SKYTRAIN STATION

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

% Very Poor to Neutral (1-5)	CANADA LINE (n=145)	Avg Score	% Good to Excellent (8-10)											Good-to-Excellent ratings compared to:	
				Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	LAST QUARTER	SAME QUARTER LAST YEAR	
10		8.4	74	73	84	76	70	73	82	83	67	74	+7	+1	
13		7.9	64	67	71	69	63	64	67	67	63	64	+1	--	
15		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.

SkyTrain Service Quality Measures | STAFF AVAILABLE WHEN NEEDED

STAFF AVAILABLE WHEN NEEDED

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

% Very Poor to Neutral (1-5)		Avg Score		% Good to Excellent (8-10)		Good-to-Excellent ratings compared to:																		
						LAST QUARTER										SAME QUARTER LAST YEAR								
						Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024										
21		TOTAL BCRTC (n=254)	7.0		41	39	37	37	42	34	42	39	42	41										
22		TOTAL SKYTRAIN (n=465)	6.8		37	36	34	37	38	30	36	37	35	37										
20		CANADA LINE (n=145)	6.8		32	30	29	38	32	26	30	37	23	32										

- 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.

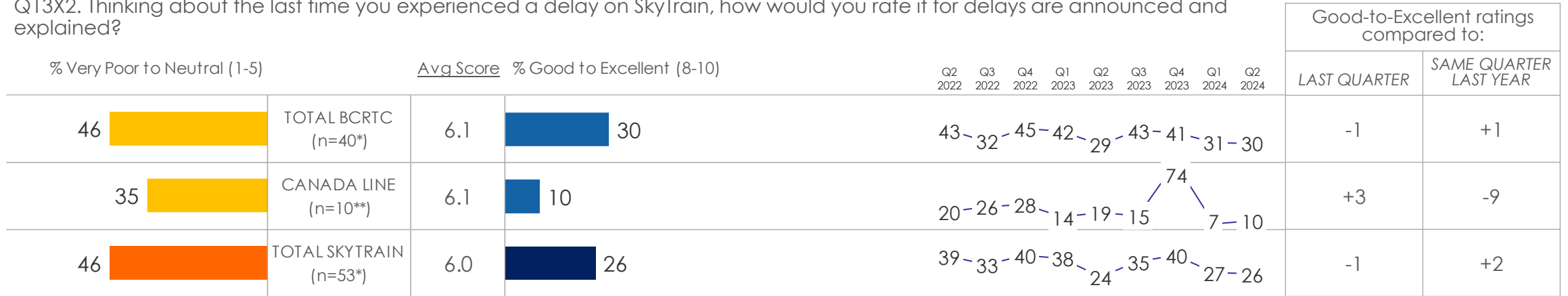
SkyTrain Service Quality Measures

DELAYS ARE ANNOUNCED AND EXPLAINED

DELAYS ARE ANNOUNCED AND EXPLAINED

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

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



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.

SkyTrain Service Quality Measures

COURTEOUS, COMPETENT AND HELPFUL SKYTRAIN STAFF

COURTEOUS, COMPETENT AND HELPFUL SKYTRAIN STAFF

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

% Very Poor to Neutral (1-5)	Avg Score	% Good to Excellent (8-10)											Good-to-Excellent ratings compared to:	
			Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	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.

SeaBus Service Quality Measures

SEABUS SERVICE QUALITY MEASURES

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

% Very Poor to Neutral (1-5)	Seabus Attributes	Avg Score	% Good to Excellent (8-10)											Good-to-Excellent ratings compared to:	
				Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Last Quarter	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 Staff 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.

Trends in Transit Usage

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

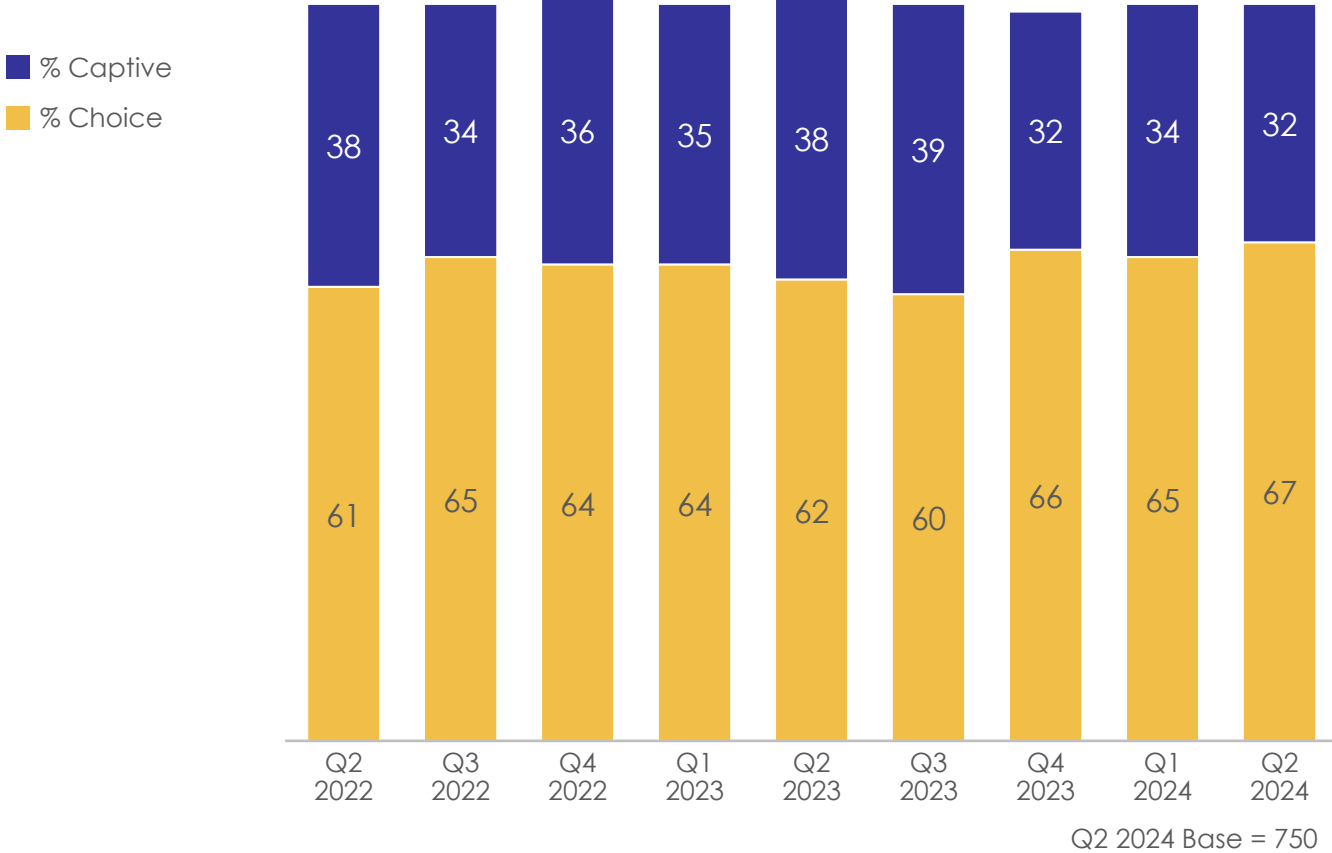
- Choice vs. Captive customers
- Purpose of trip
- Length of time taking transit
- Likely future transit usage
- Method of fare payment
- Reasons for taking transit as opposed to another mode of transportation
- Changes in level of ridership in the last six months
- Reasons for riding transit more or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



Trends in Transit Usage | CHOICE VS. CAPTIVE

CHOICE VS. CAPTIVE

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

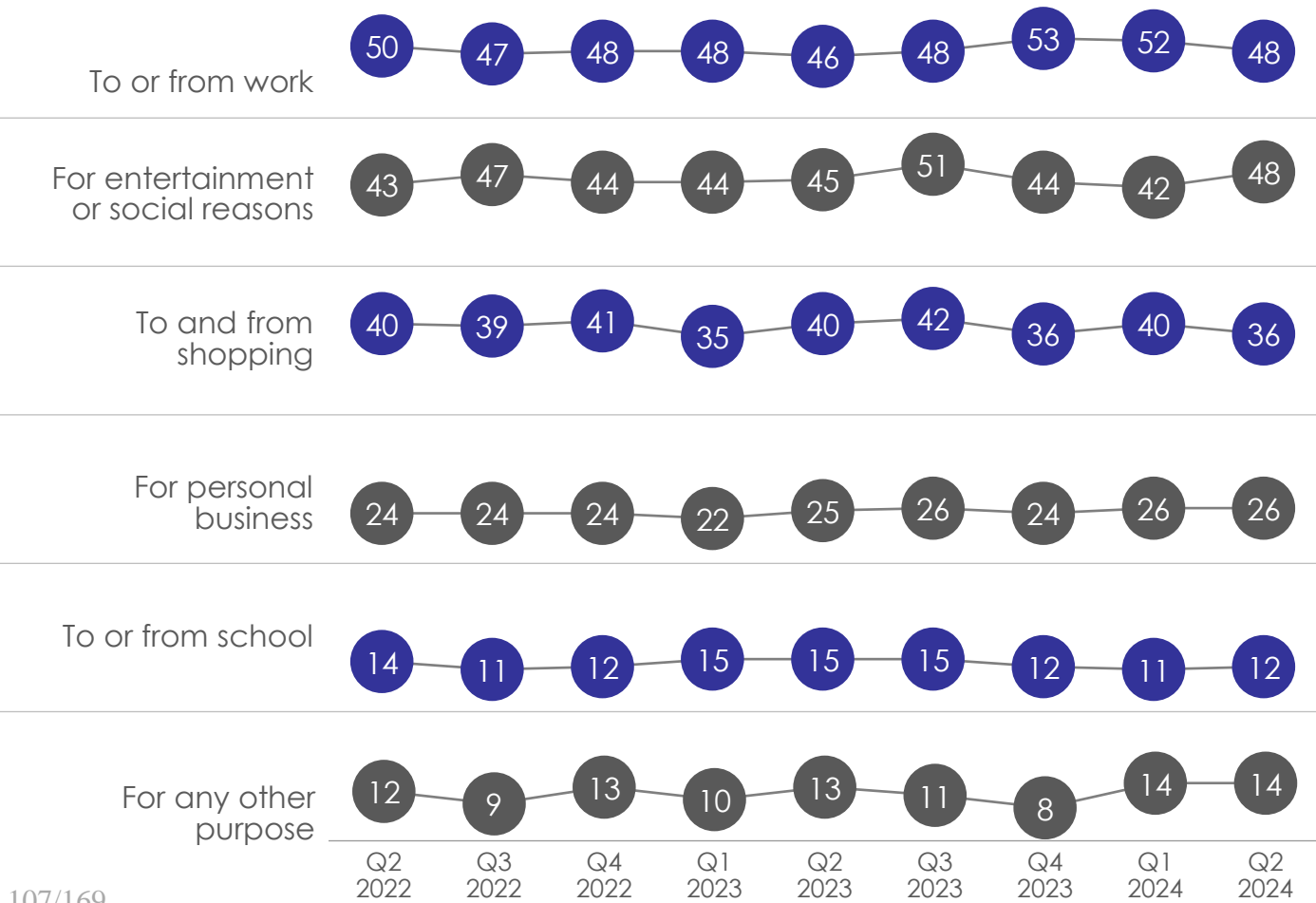


- Almost one-third (32%) of riders are Captive riders, defined as those who do not have regular access to a vehicle available for the transit trips which they make. This is only a 2 ppt drop from last quarter (34%), and a directional 6 ppt drop from the same quarter last year (38%).
- On the other hand,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



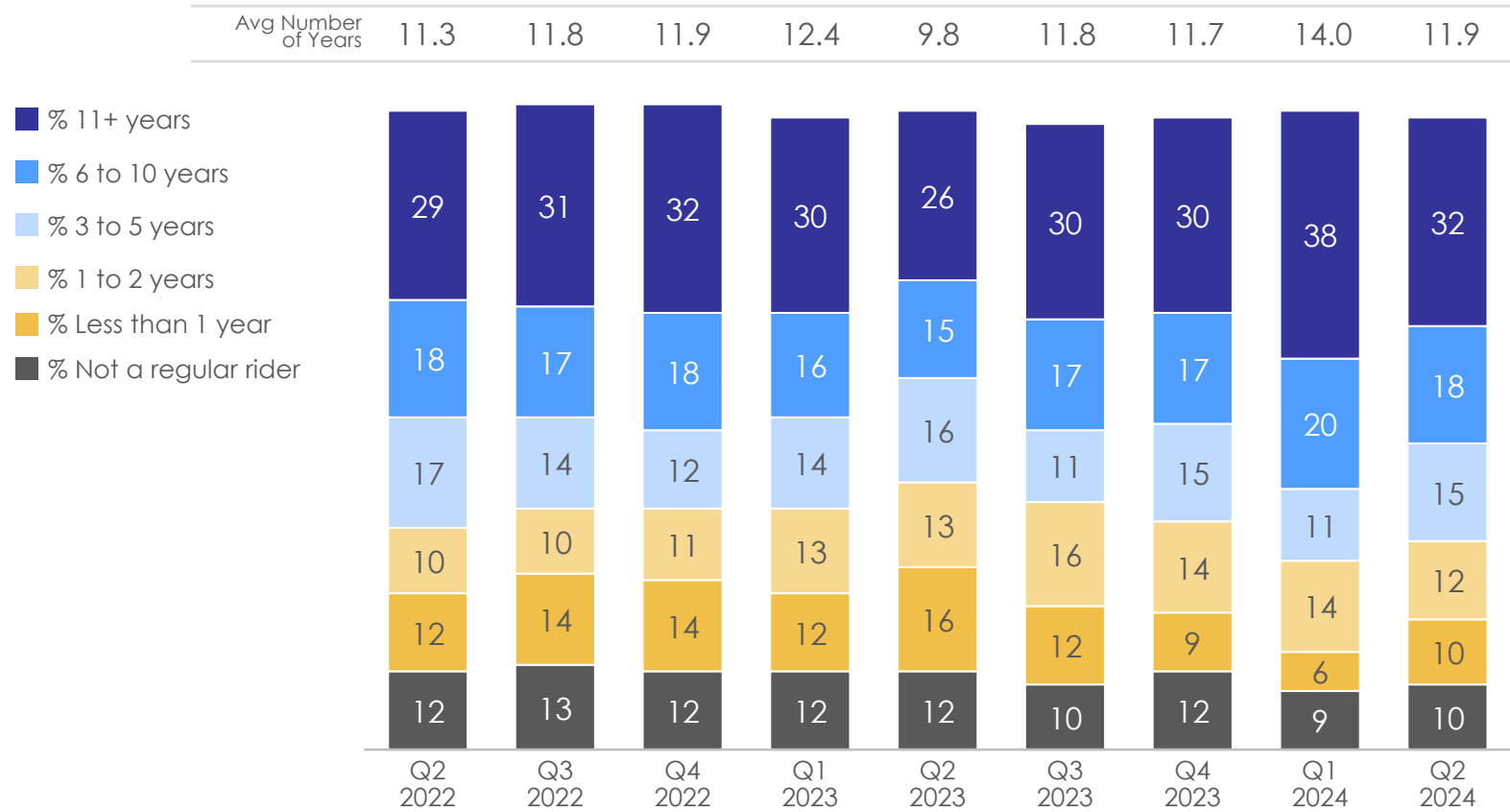
Q2 2024 Base = 750

- 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%).

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?



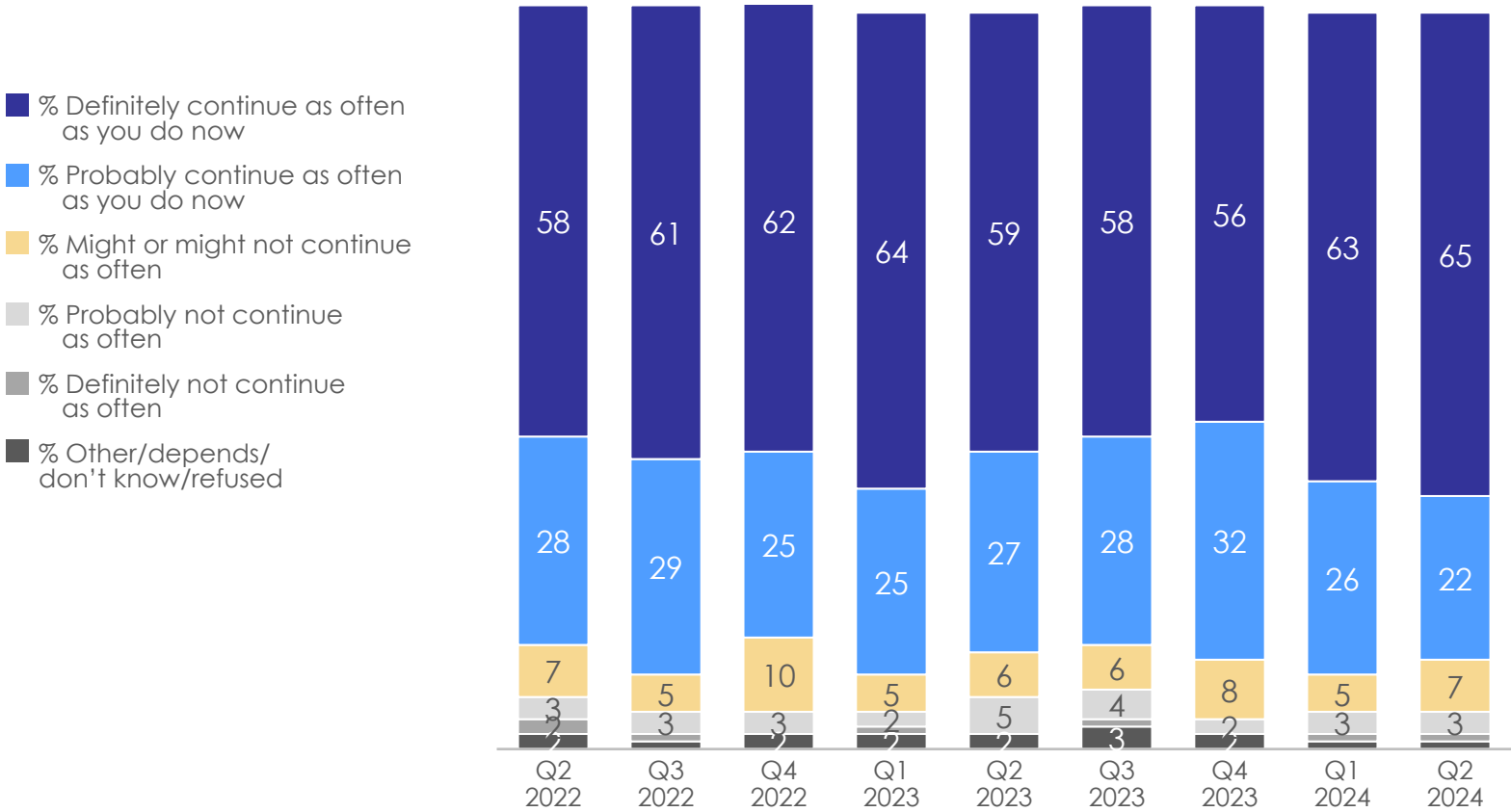
Q2 2024 Base = 750

- 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?



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 pts 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%).

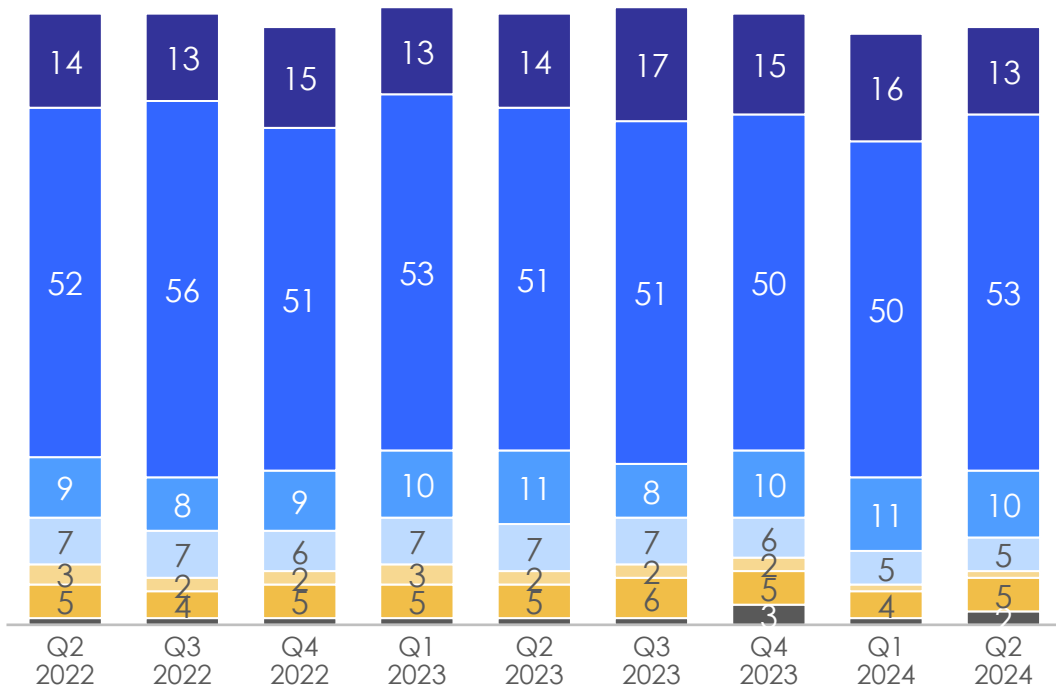
Trends in Transit Usage | FARE PAYMENT METHOD

FARE PAYMENT METHOD USED

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

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%

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



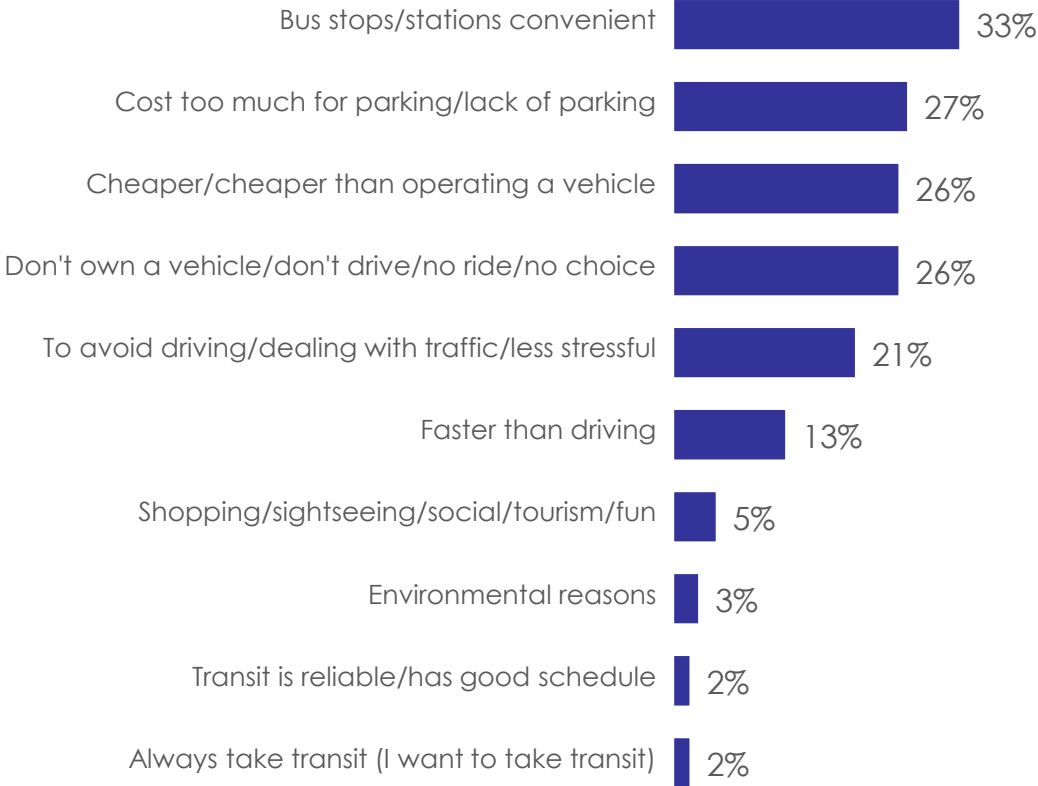
Q2 2024 Base = 750

- 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 VS. ANOTHER MODE

REASONS FOR TAKING TRANSIT

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



Only responses of 2% or more are shown.

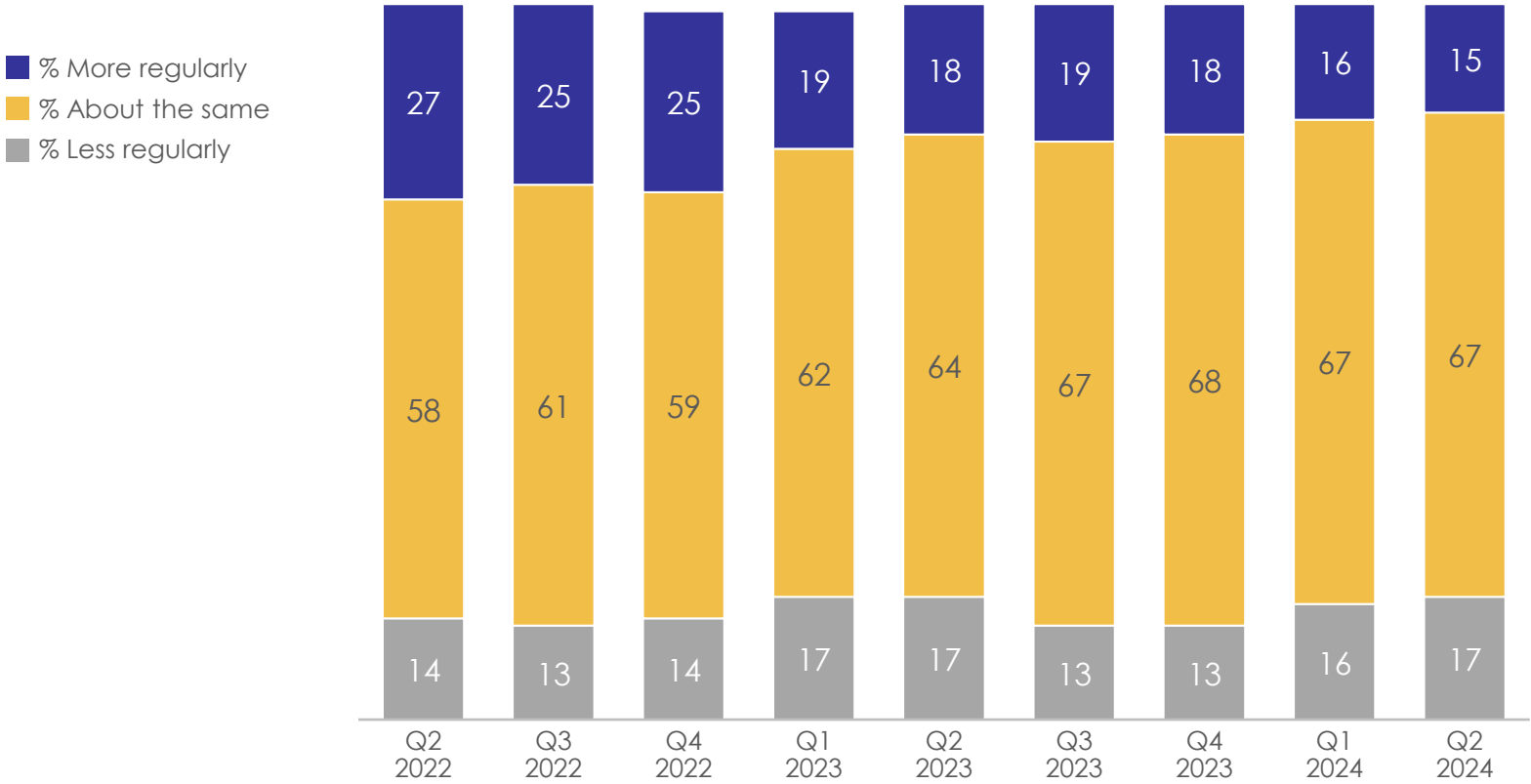
Q2 2024 Base = 750

- 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?



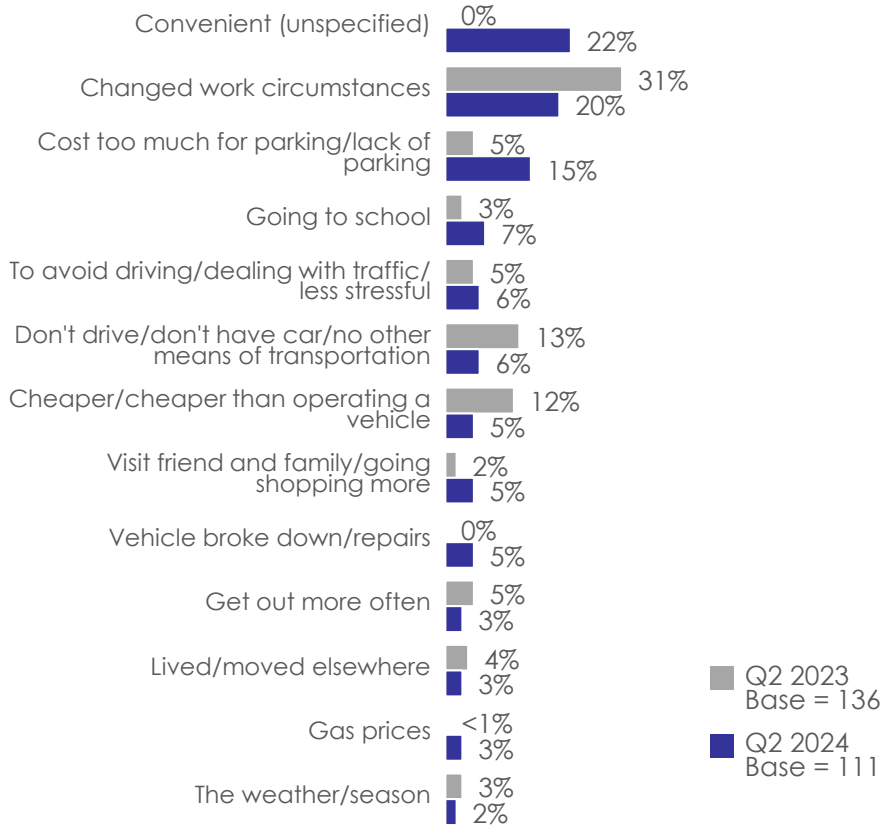
Q2 2024 Base = 750

- 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.

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

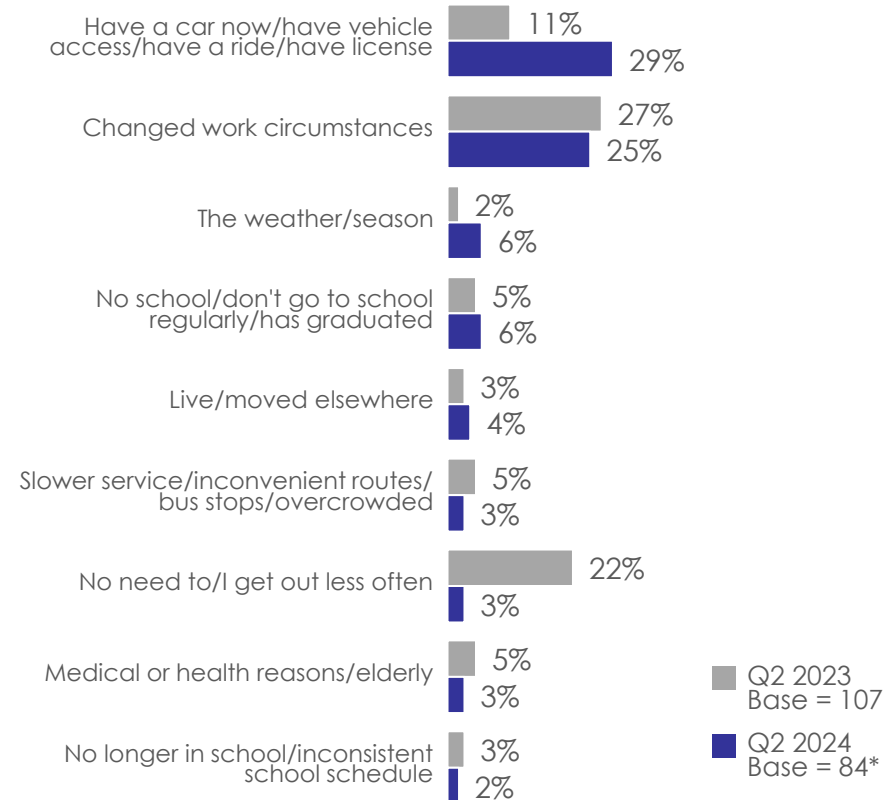
REASONS FOR RIDING MORE

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



REASONS FOR RIDING LESS

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



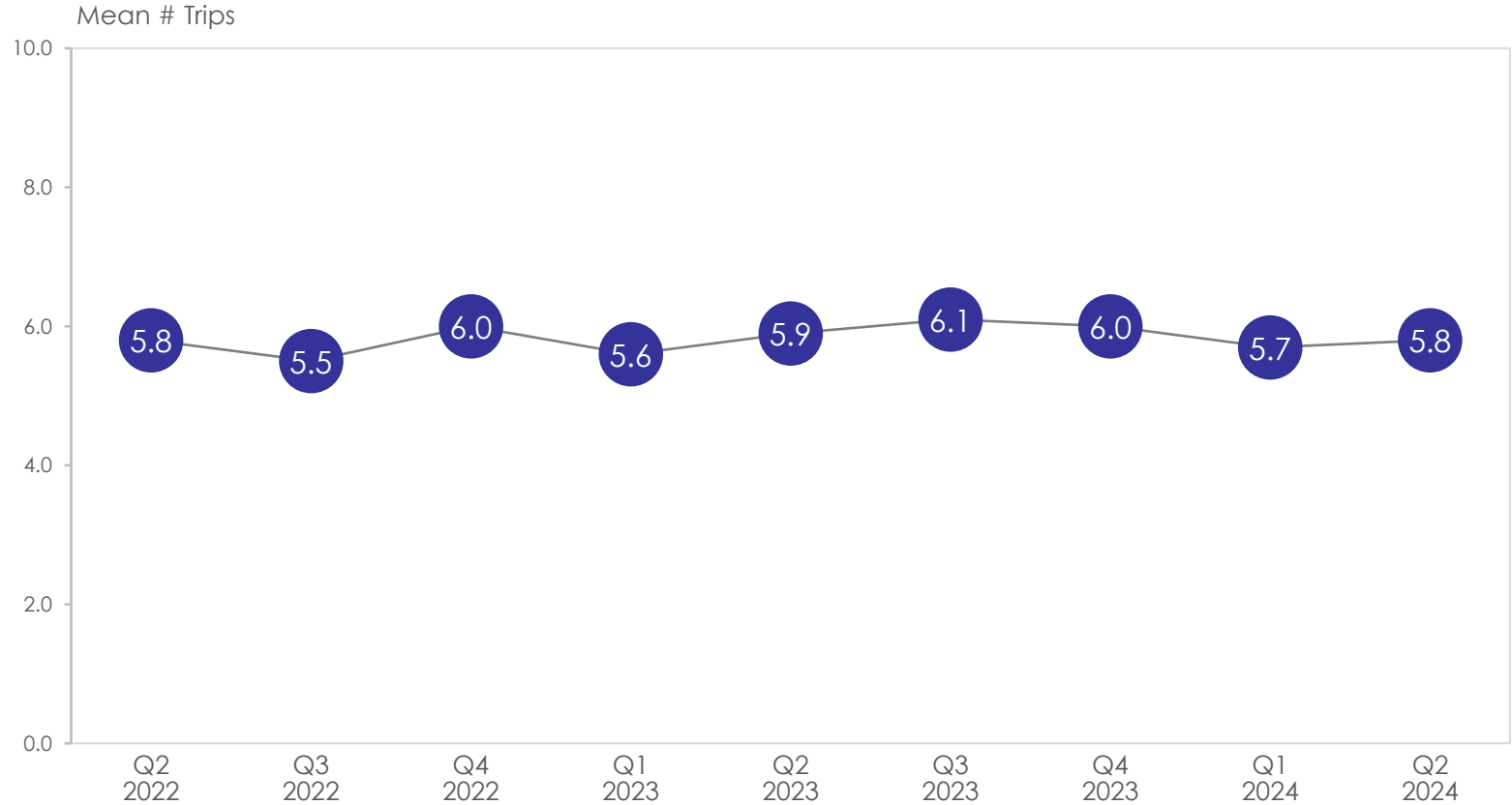
- The top reason for riding transit more regularly compared to six months ago is convenience (22%) which wasn't mentioned a year ago. This is followed by changing work circumstances (20%) which is down 11 ppt from the same quarter last year (31%), and parking issues (15%) which is up significantly by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



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

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

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

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

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

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

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

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

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

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.



APPENDIX A – Methodology

Methodology

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

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

Sampling

Sample Source

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

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

Sampling Population and Target Respondent

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

Survey Quotas and Sample Sizes

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

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

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

Regional Quotas

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

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

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

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

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

Data Weighting

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



Projected Evaluations for Bus, SkyTrain, SeaBus

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

Number of Evaluations Expected by Ipsos

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

Margins of Error

Proportions

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

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

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



Means (Average Ratings)

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

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

Survey Instrument

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

Fieldwork

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

Changes made in October 2023.

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

[READ ALL QUESTIONS VERBATIM – NO EXCEPTIONS]

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

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

[TARGET AVERAGE SURVEY LENGTH: 15 minutes.]

[HIDDEN VARIABLE]

S1. Sample Source

1. Landline Sample
2. Cellphone Sample

[INTRODUCTION]

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

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

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

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

[0 – 30 RECORD NUMBER]

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

[IF S1 = LANDLINE SAMPLE:

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

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

IF NOT AVAILABLE, ARRANGE CALLBACK.

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

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

[FOR INTERVIEWERS TO RECORD ONLY]

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

- YES
NO

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

QA1c. Are you age 18 or older?

YES

NO

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

SCREENING QUESTIONS

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

YES

NO

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

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

YES

NO

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

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

YES

NO

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

[IDENTIFY REGION]

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

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

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

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

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

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

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

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

YES

NO

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

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

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

To or from work

To or from school

To or from shopping

For personal business such as the doctor or bank

For entertainment or social reasons

For any other purpose

[RANGE= 0-96]

[PROGRAMMER ADD TOTAL NUMBER OF TRIPS IN Q2A]

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

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

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

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

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

YES

NO

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

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

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

[0-96]

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

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

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

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

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

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

[0-96]

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

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

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

SATISFACTION WITH SYSTEM OVERALL

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

[1-10]

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

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

[OPEN END]

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

[1-10]

SATISFACTION WITH SEABUS SERVICE; IDENTIFY WAYS TO IMPROVE SERVICE

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

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

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

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

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

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

SATISFACTION WITH SKYTRAIN; IDENTIFY WAYS TO IMPROVE SERVICE

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

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

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

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

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

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

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

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

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

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

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

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

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

[1-10]

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

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

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

[1-10]

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

YES

NO

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

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

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

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

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

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

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

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

[1-10]

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

YES

NO

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

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

[1-10]

ASSESS SATISFACTION WITH BUS ROUTES; IDENTIFY WAYS TO IMPROVE SERVICE

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

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

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

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

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

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

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

[RANGE = 1-9]

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

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

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

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

[PROGRAMMER: REFER TO ROUTE LIST FOR ACCEPTABLE CODES]

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

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

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

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

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

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

[1-10]

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

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

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

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

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

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

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

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

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

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

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

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

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

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

[1-10]

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

YES

NO

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

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

[1-10]

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

[1-10]

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

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

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

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

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

[1-10]

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

[1-10]

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

[1-10]

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

YES

NO

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

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

[1-10]

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

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

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

- YES
NO

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

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

[1-10]

TRANSIT DEMOGRAPHICS

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

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

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

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

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

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

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

YES

NO

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

1. ONE

2. TWO

3. THREE

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

1. Costs too much for parking/lack of parking

2. Don't own a vehicle/don't drive/no ride/no choice

3. To avoid driving/dealing with traffic/less stressful

4. Bus stops/stations convenient **[ONLY SELECT IF RESPONDENTS ACTUALLY MENTION ABOUT BUS STOP/STATIONS BEING CONVENIENT OR IF NO OTHER SPECIFICS PROVIDED. E.G. IF THEY SAY "It's convenient because they don't have to deal with traffic", SELECT CODE 3 ONLY]**

5. Cheaper/cheaper than operating a vehicle

6. Faster than driving

7. Other, specify: **[RECORD VERBATIM]**

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

YES

NO

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

1. MORE REGULARLY THAN 6 MONTHS AGO

2. LESS REGULARLY THAN 6 MONTHS AGO

3. ABOUT THE SAME

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

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

[RECORD VERBATIM]

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

[1-10]

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

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

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

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

NOT A REGULAR RIDER

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

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

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

3. Might or might not continue (as often)

2. Probably not continue (as often, OR)

1. Definitely not continue (as often)

(DO NOT READ) Other/depends

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

0 – Not at all likely

1

2

3

4

5

6

7

8

9

10 – Extremely likely

DEMOGRAPHICS

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

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

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

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

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

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

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

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

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

- YES
NO

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

[0-99]

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

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

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

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

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

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

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

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

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

[OPEN END]

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

[RECORD VERBATIM]

DECLINE/NOTHING/DON'T KNOW

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

INTERVIEWER: ENTER LANGUAGE OF INTERVIEW.

ENGLISH

PUNJABI

CHINESE



APPENDIX C – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
Total	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



APPENDIX C – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
106	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

APPENDIX C – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
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

APPENDIX C – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
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



APPENDIX C – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
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



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

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
Total	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



APPENDIX D – Overall Performance Ratings Apr – Jun 2023 vs. Apr – Jun 2024

ROUTES WITH 35+ TRIPS PER QUARTER					
ROUTE	APR – JUN 2023		APR – JUN 2024		NET DIFFERENCE
	#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					
ROUTE	JAN – JUN 2023		JAN – JUN 2024		NET DIFFERENCE
	#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.

APPENDIX D – Overall Performance Ratings JUL 2022 – JUN 2023 vs. JUL 2023 – JUN 2024

ROUTES WITH 35+ TRIPS PER YEAR					
ROUTE	JUL 2022 – JUN 2023		JUL 2023 – JUN 2024		NET DIFFERENCE
	#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.

TO: Mayors' Council on Regional Transportation

FROM: Sarah Ross, VP, Transportation Planning & Policy
Andrew McCurran, Director, Strategic Planning and Policy

DATE: January 6, 2025

SUBJECT: **ITEM 6.1 - Canada Public Transit Fund: Update on Process and Tasks**

PROPOSED RESOLUTION:

That the Joint Finance Committee recommends that the Mayors' Council and TransLink Board of Directors receive this report.

EXECUTIVE SUMMARY

TransLink is in the process of applying to multiple streams of the Canada Public Transit Fund to secure contributions for future capital investments. In September 2024, TransLink submitted an Expression of Interest for the Baseline Stream for funding state of good repair investments and has been informed by the Government of Canada that TransLink's allocation is \$66.4 million annually.

On December 20, 2024, TransLink submitted an Integrated Regional Plan, which is a prerequisite to funding under the competitive Metro-Region Agreements stream of the Canada Public Transit Fund. The scope of the Integrated Regional Plan is the *Access for Everyone* plan and the Operations and Maintenance Centre 5 (OMC5). OMC5 and the investments outlined in the proposed 2025 Investment Plan maximum scope are listed as the "highest priority" and "high priority" projects for the region. We are now waiting for a response from Housing, Infrastructure Communities Canada on how much funding TransLink will receive. Following that, a Metro Region Agreement between TransLink, Province of B.C., and Government of Canada will be developed, which will outline the specific projects to be funded.

PURPOSE

The purpose of this report is to provide an update on TransLink's applications to the Baseline Funding stream and Metro-Region Agreements funding stream of the Canada Public Transit Fund, delivered by Housing, Infrastructure and Communities Canada (HICC), and to outline next steps in the process for securing federal funding through each stream.

BACKGROUND

The Canada Public Transit Fund was announced by the Federal government in February 2021 and the program was formally launched on July 17, 2024. The program will provide \$3 billion per year in capital funding beginning in 2026.

There are three funding streams under this program: Baseline Funding, Metro-Region Agreements (MRA), and Targeted Funding. The Baseline Funding is formula-based and is largely intended for state of good

repair projects. The Metro-Region Agreement stream is competitive between regions across Canada and is designed to tie funding to transportation, housing, climate, and equity objectives. Targeted Funding is a continuation of the existing Rural Transit Solutions Fund, Active Transportation Fund, and Zero-Emissions Transit Fund programs.

In the 2024 Investment Plan, TransLink has assumed that certain amounts of CPTF funding will be available. In the absence of specifics on the program, the funding allocation was modelled based on ICIP funding model and assumed matching funds from the Province. The assumed amounts of funding ranged from \$35 million to \$94 million per year for Federal portion, with assumed Provincial matching. Total amount assumed in 2026-2033 is \$442 million for Federal portion and \$495 for the Provincial portion.

Baseline Stream

The Baseline Funding stream has a three-step process, including submitting an expression of interest, submitting a capital plan that aligns with the allocation of funding, and annual funding applications. TransLink submitted the Expression of Interest for the Baseline Funding stream in August 2024. In September 2024, TransLink received confirmation of eligibility and was invited to submit a Capital Plan.

Metro Region Agreement Stream

There is a three-step process to access the funds, including submitting an expression of interest, followed by submitting a 10-year Integrated Regional Plan that outlines proposed capital investments for federal funding and how those investments support the achievement of federal objectives, then negotiating a Metro Region Agreement between the federal government, provincial government, and the region, which will specify projects and funding commitments from all parties.

The Province of B.C. submitted the Expression of Interest for the MRA stream in September 2024 and the region was invited to develop an Integrated Regional Plan.

DISCUSSION

Baseline Stream Update

On November 30, TransLink received a letter from the Minister of Housing, Infrastructure and Communities stating that TransLink's annual Baseline Funding allocation is \$66,367,015, translating to \$663,670,150 over ten years. TransLink staff are now working with HICC officials on the mechanisms to obtain the funding. There is no requirement for provincial matching in the Baseline Funding stream.

Preparation of the Integrated Regional Plan

TransLink submitted the Integrated Regional Plan on December 20, 2024. TransLink prepared the draft Integrated Regional Plan through September-December 2024 based on existing plans: *Transport 2050*, *Metro 2050*, and *Access for Everyone*. TransLink is the lead applicant. Per the submission guidelines, the Integrated Regional Plan includes an overview of regional governance, a list of capital investments for funding and their estimated costs, and how those investments impact federal objectives on housing, transit ridership, GHG reductions, and others. Transportation, Housing, Climate, and Equity targets were based on existing *Transport 2050*, *Access for Everyone*, and *Metro 2050* targets.

The Integrated Regional Plan includes all of the investments outlined in the *Access for Everyone* plan, as the guidance for the development of the Integrated Regional Plan indicated that ambition and contribution towards the achievement of Federal objectives will influence funding allocation decisions. The Integrated Regional Plan guidance also requests that level of priority is indicated for each project. An overview of the submitted Integrated Regional Plan scope is provided below.

Scope of the Integrated Regional Plan

The proposed capital investments in the Integrated Regional Plan are from the *Access for Everyone* Plan, approved by the Mayors' Council in 2022, and the Operations and Maintenance Centre 5 (OMC5).

Capital investments from the *Access for Everyone* Plan were divided into two categories: first, investments proposed to be delivered in the 2025 Investment Plan, including cost estimates; and second, future investments from the *Access for Everyone* plan, without cost estimates. Proposed maximum scope of capital investments for the 2025 Investment Plan were endorsed by the Mayors' Council at the November 28, 2024 meeting and the TransLink Board of Directors at the December 4, 2024 meeting. It includes three BRT corridors, the Burnaby Mountain Gondola, a bus depot expansion program, new fleet, expansion of walking, cycling, safety and road investments, and customer experience improvements to existing stations. *Access for Everyone* investments intended to be funded in the 2025 Investment Plan were listed as "highest priority" or "high priority" in the Integrated Regional Plan.

The remaining capital investments outlined in the Integrated Regional Plan are the investments from the *Access for Everyone* Plan intended to be delivered in later years and subsequent Investment Plans. This includes the Millennium Line Extension to the UBC, the next six Bus Rapid Transit corridors, RapidBus and Express Bus, future funding towards walking, cycling and road safety, and future customer facility upgrades. These investments were identified as "medium priority" in the Integrated Regional Plan.

First Nations Consultation

HICC requires that regions initiate consultation with First Nations on the Integrated Regional Plan to fulfill Canada's Duty to Consult on their behalf, based on an assessment of potential impacts to Aboriginal Rights and Title. Applications are required to submit a log of consultation activities, and may be required to complete further consultation based on evaluation by HICC.

The Integrated Regional Plan outlines First Nations' consultation activities already completed by TransLink as part of the development of *Transport 2050* and *Access for Everyone*, in addition to how further consultation will be conducted on specific projects as planning work progresses.

CONCLUSION

The submission of the Integrated Regional Plan is a major milestone in accessing capital funding through the Canada Public Transit Fund. The next steps are receiving confirmation of the funding allocation from HICC to support the development of the 2025 Investment Plan and then negotiating the scope and funding contributions of the Metro-Region Agreement.

ATTACHMENTS

Attachment 1 – Canada Public Transit Fund Update - Presentation

Canada Public Transit Fund: Process Update

Sarah Ross, VP Transportation Planning and Policy | TransLink

January 16, 2025



Purpose

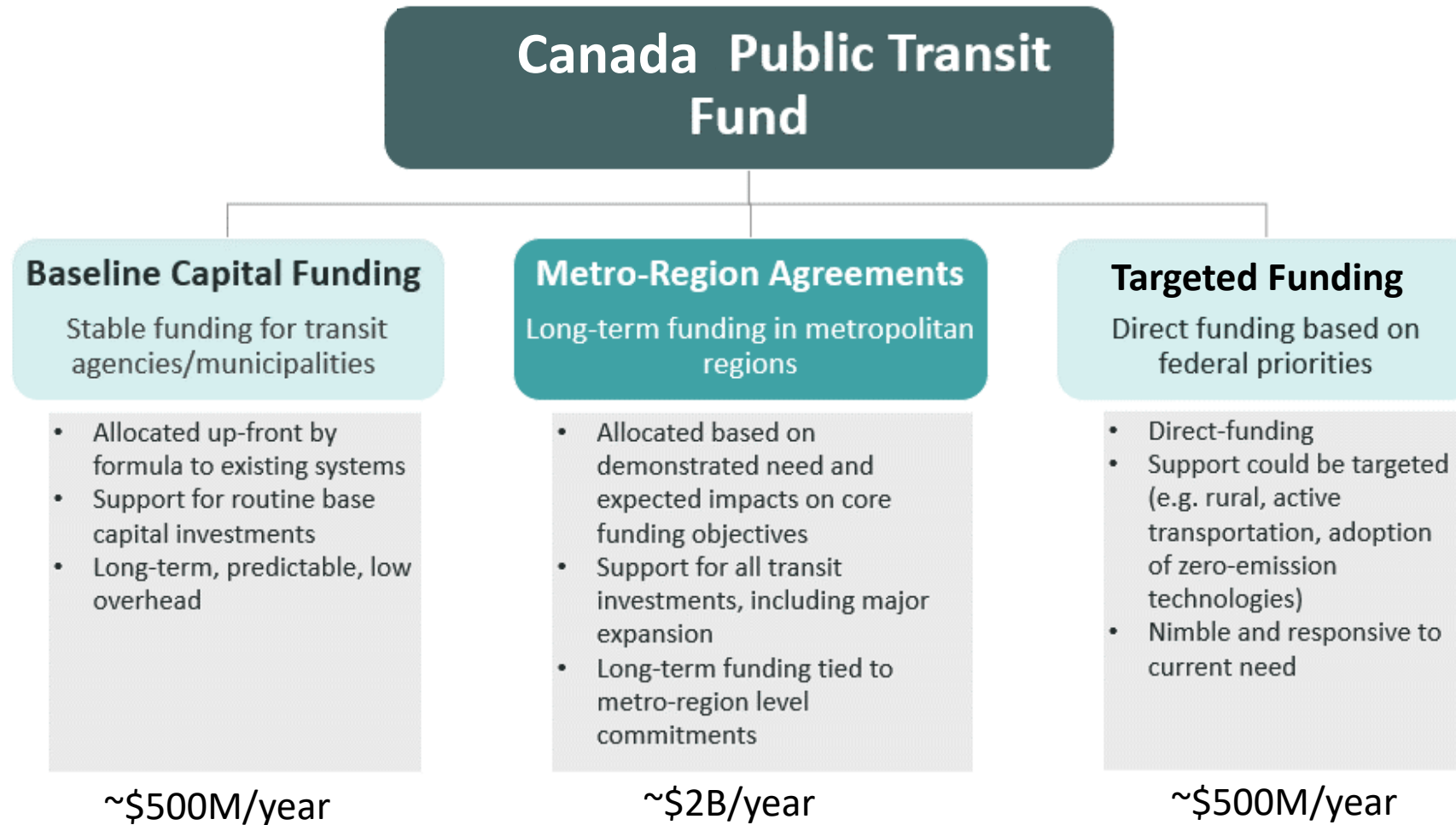
Provide an update on the Canada Public Transit Fund process and tasks.

Proposed Resolution

That the Joint Finance Committee recommends that the Mayors' Council receive this report.



CPTF has three funding streams, with most funding in a new competitive Metro-Region Agreements stream



Baseline Stream Status Update

- Will provide stable, predictable annual funding for routine capital and state of good repair projects
- Funds will flow directly to transit agencies. Allocation is based on population and ridership

Steps:

- Submit an Expression of Interest (completed in August 2024)
- Receive confirmation of eligibility (received in September 2024)
- Receive allocation of funding from Housing, Infrastructure and Communities Canada and invited to submit a full capital plan application (received in November 2024)
 - **Will receive \$66.3 million/year for ten years**
- Submit a full capital plan application (under development)
- Receive funding (2026)



Metro-Region Agreements Stream Status Update

- The MRA stream is competitive, and is designed to tie funding to transportation, housing, climate, and equity objectives.
- To access the funds, TransLink and the Government of B.C. will:
 - **Submit Expression of Interest – (Completed September 2024)**
 - **Invitation to submit an Integrated Regional Plan – (Received September 2024)**
 - **Submit 10-year Integrated Regional Plan – (Completed December 20, 2024)**
 - *Access for Everyone* plan is the basis of the IRP, with the max scope of the 2025 Investment Plan identified as the top regional priorities, as well as OMC 5
 - **Receive response from Housing, Infrastructure and Communities Canada – (anticipated Q1-Q2 2025)**
 - **Negotiate Metro Region Agreement (MRA) – (anticipated Q2-Q3 2025)**
 - Federal election timing could affect this portion of the process



Next Steps

From Planning to Funding Approval

