

Report
November 7, 2024

PCI – TransLink Compass for Developments Yarrow East Village



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1. Introduction

Purpose

The purpose of this report is to provide a summary of the Compass for Developments (CfD) Program at PCI's Yarrow East Village development, located at 444 Kootenay Street in Vancouver, BC. Specifically, this report summarizes the CfD Program implementation process and initial performance measurement at Yarrow East Village, comprising of Compass Card and behavioural survey data analysis and findings, and key takeaways. The findings and recommendations included in this report will build upon the previous CfD Program ([TransLink-PCI King George Hub CfD Pilot](#)) and further inform the evolution of the CfD Program.

The **Compass for Developments Program** aims to support developers in meeting their sustainable transportation goals and satisfying municipal transportation demand management requirements (where applicable) by allowing them to make a one-time bulk payment to TransLink to help facilitate the provision of transit benefits (i.e., subsidized transit cards) to residents, commercial tenants, and/or employees.

Report Structure

This report is organized as follows:

- **Section 1 – Introduction:** provides an overview of the project and outlines the purpose of the report.
- **Section 2 – Compass for Developments:** provides an overview of the CfD Program, including its purpose, goals, and objectives.
- **Section 3 – Yarrow East Village:** provides a description of the development and its transportation context.
- **Section 4 – Process:** describes the coordination process between the program partners and overall timeline.
- **Section 4 – Data Analysis:** summarizes the approach to the data analysis and the data limitations.
- **Section 5 – Summary of Findings:** summarizes the key findings from the Compass Card and behavioural survey analysis.
- **Section 6 – Comparative Summary – King George Hub and Yarrow East Village:** presents a high-level comparative summary of PCI's two developments that are part of the CfD program.
- **Section 7 – Key Takeaways:** summarizes key takeaways from the CfD implementation process and the observed trends from the data analysis.

2. Compass for Development Program




Background

Considering regional challenges associated with traffic congestion and reducing greenhouse gas (GHG) emissions, home builders and developers have an opportunity to address the transportation needs of their communities and residents by encouraging the use of sustainable transportation options. Compass for Developments (CfD) is one of TransLink's transportation demand management (TDM) programs, aimed at supporting developers in meeting their sustainable transportation goals and satisfying municipal TDM requirements (where applicable).

The CfD Program allows developers to make a one-time bulk payment to TransLink to help facilitate the distribution of transit benefits – such as subsidized transit passes – to residents, commercial tenants, and employees. This enables stratas and/or property managers to manage the day-to-day operations of distributing the benefits to occupants (e.g., collecting and updating lists of transit benefit recipients). TransLink then manages the backend system which includes the dedicated transit benefit fund and the monthly auto-load of products to the specified occupants' Compass Cards.






TDM can help advance key objectives set out in the Regional Transportation Strategy, Transport 2050. Table 1 summarizes some of the linkages.

Table 1. Relationship between TDM efforts and Transport 2050 Goals and Objectives

Goal	Transport 2050		Link to TDM Efforts
	Strategy	Actions/Objective	
 Convenient	1.2 Make transit the most convenient choice for longer trips.	Provide a transit system that is accessible and barrier-free for everyone across the region.	The CfD Program makes transit more convenient during an important lifestyle change: when residents are moving into a new home.
 Affordable	3.1 Make living close to frequent transit more affordable.	Advance parking management solutions to increase housing affordability and reduce demand for driving.	Findings from the CfD Program can inform and support the elimination of parking minimums and reduced parking construction.
 Carbon-free	5.1 Reduce the energy requirements of the transport system.	Shift trips to the most energy-efficient modes by increasing the attractiveness and competitiveness of alternatives to the automobile.	The CfD Program can demonstrate the reliability of new travel behaviour.

Goals and Objectives

The goal of providing subsidized transit passes to residents is to build ridership, reduce single-occupancy vehicle (SOV) trips, and evaluate the effectiveness of subsidized transit passes as a TDM strategy in a transit-oriented development (TOD) setting. The Program goals and objectives are summarized as follows:

Goals	Objectives
Impact 	<ul style="list-style-type: none"> • Influence mode choice and change travel behaviour. Collect behavioural survey and Compass Card data to better understand user sentiment, interest, and participation in this type of incentive, and to evaluate program effectiveness in encouraging behaviour change.
Engagement 	<ul style="list-style-type: none"> • Improve the implementation of TDM practices in the development process. Foster relationships with developers and municipalities to enhance the application of TDM practices within new developments. First, by strengthening developers' understanding of the benefits of the CfD program and synchronizing the program with the development application process. Additionally, by informing municipalities in the development of consistent, coherent, and constructive TDM policies for new developments across Metro Vancouver.
Insight 	<ul style="list-style-type: none"> • Obtain the most insightful data to monitor program performance. Gather data and refine analysis to ensure effective performance measurement. Triangulating Compass Card usage data with intake and exit behavioural survey data aims to provide a better understanding of potential behaviour change.
Data 	<ul style="list-style-type: none"> • Collaborate with municipalities. Share aggregated and anonymized CfD Program reporting data and other tools, dashboards, or resources with municipal staff. This level of information sharing enables municipalities to provide input on program delivery, increasing their support for and familiarity with the CfD program, and likely increasing the effectiveness of the program.
Delivery 	<ul style="list-style-type: none"> • Expand the Compass for Developments program. Continue to evolve the CfD Program and test approaches in various development types and scales. The diverse application of the program will support TransLink in presenting novel, data-driven opportunities to municipal partners and other stakeholders, while refining the program for application across the region.

Yarrow East Village

Description and Location

Yarrow East Village (Figure 1) is located within PCI's East Village Development at 444 Kootenay Street in Vancouver's Hastings-Sunrise neighbourhood. The development is a purpose-built secured rental housing development consisting of 94 units (studios, 1, 2, and 3-bedrooms) and approximately 3,000 square feet of retail space at the ground level.

Figure 1. PCI East Village Development (Yarrow on the right)



Source: PCI Developments

For additional context, the population of the surrounding neighbourhood and mode share statistics of residents (based on the local Dissemination Area: 59150310) are:¹

- Total Population: 748
- Main Modes of Commuting:
 - Car: 45%
 - Public Transit: 38%
 - Walking: 5%
 - Biking: 5%
 - Other: 7%

¹ Statistics Canada (2021). *2021 Census of Population*. Retrieved from <https://www12.statcan.gc.ca/census-recensement/2021/dp-pd/prof/details/page.cfm?Lang=E&SearchText=V5K2B1&DGUIDlist=2021S051259150310&GENDERlist=1,2,3&STATISTIClist=1,4&HEADERlist=0>

The development is within a block of the Kootenay Bus Loop (Figure 2) and along the R5 Hastings RapidBus route (the 8th busiest bus route in the TransLink network)². According to the 2023 Transit Service Performance Review, Average Daily Boardings for the R5 RapidBus were:

- Monday-Friday: 14,630
- Saturday: 9,740
- Sunday/Holiday: 7,800

Figure 2. Location of Yarrow East Village (source: PCI Developments)



² TransLink. (2023). *Transit Service Performance Review (TSPR) Catalog*. Rank based on Annual Boardings. Retrieved from <https://public.tableau.com/app/profile/translink/viz/2023TSPR-BusSeaBusSummaries/TheWorkbook>

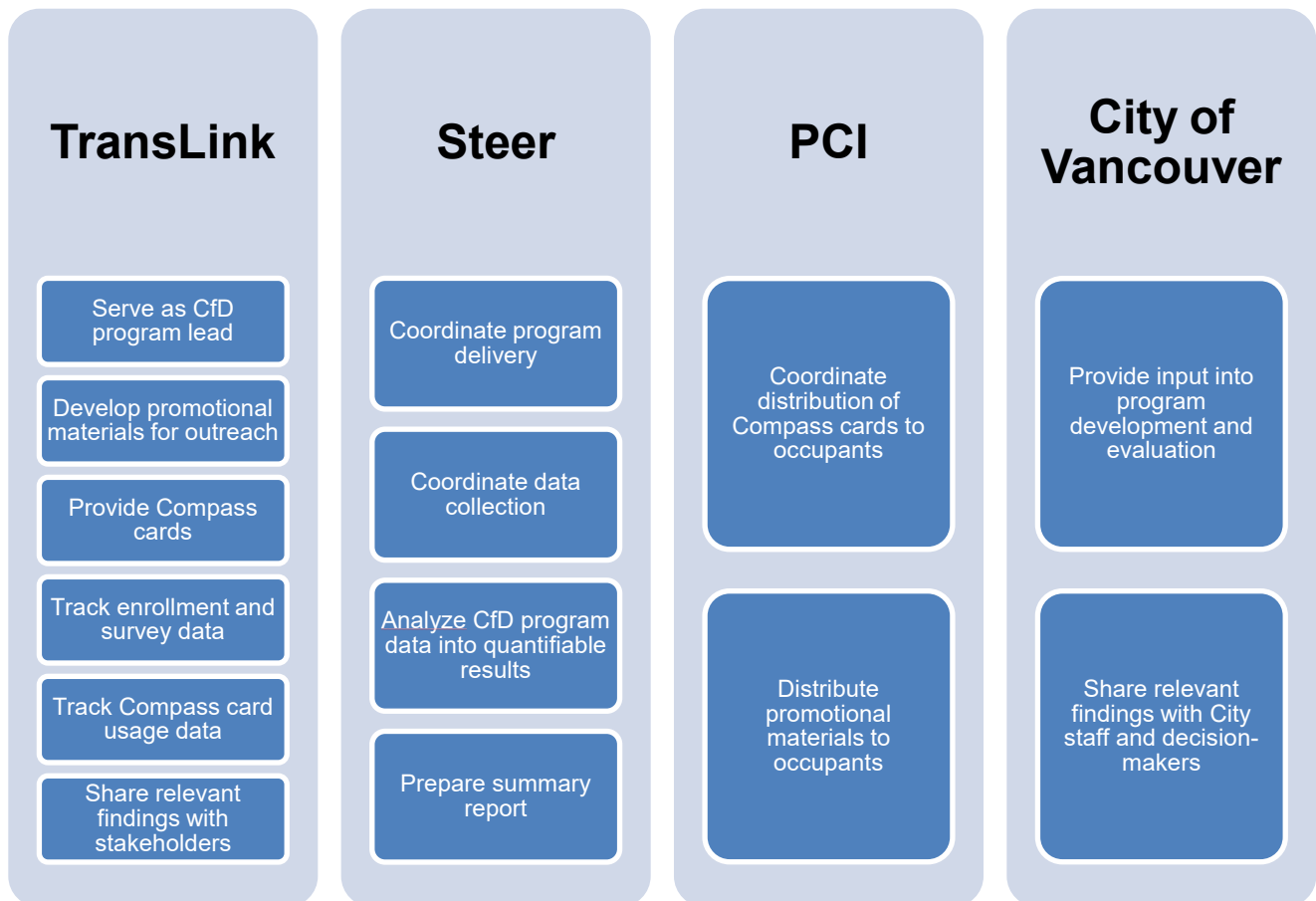
Compass for Developments Implementation Process

This section describes the key partners involved in the program and provides a summary of the timeline and key phases of the process.

Key Partners

Key partners involved in providing subsidized transit passes to residents included TransLink, Steer, PCI, and the City of Vancouver. Figure 3 provides an overview of the partner roles and responsibilities.

Figure 3. Summary of Partner Roles and Responsibilities



Phasing and Timeline

Coordination among partners to deliver the subsidized transit passes was structured within a four-phase process, ranging from planning activities to the final reporting of findings. This process lasted approximately 10 months.

Phase 1: Partner Coordination

The first phase began in October 2023, whereby all key partners coordinated delivery logistics and confirmed relevant performance indicators. This stage included initial coordination meetings between TransLink, Steer, PCI, and the City of Vancouver. Following the initial coordination meeting, Steer supported TransLink in the development of collateral to promote the CfD program at Yarrow East Village. The intent was to spread awareness of the program among residents and incentivize participation.

Phase 2: Implementation

The second phase consisted primarily of facilitating the distribution of the program's pre-loaded Compass Cards in mid-April 2024. Originally, PCI had hoped this phase would begin in January, but the development reached full occupancy later than expected. Implementation included TransLink providing PCI with CfD Program Compass Cards (each pre-loaded with \$150 in fare value) and a digital intake survey for PCI to distribute to residents. Survey data collection was done in accordance with ss. 26(c) and 26(e) of the Freedom of Information and Protection of Privacy Act (British Columbia).

Phase 3: Monitoring Period

The third phase began immediately after the Compass Cards were distributed to residents of Yarrow East Village. This phase involved the collection of anonymized Compass Card usage data from participants during a three-month monitoring period, which ran from mid-April 17 to July 19, 2024.

Phase 4: Data Analysis & Reporting

After the completion of the three-month monitoring period, TransLink distributed a digital exit survey to participants who had provided their email addresses on the intake survey (89 total contacts). The exit survey was left open for approximately four weeks (August 8 to September 3, 2024) during which two reminders were sent to participants. In addition, PCI sent out a building-wide communication via their smartphone app and posted a QR code for the survey on the TV in the development's main lobby. This phase took approximately two months.

3. Data Analysis and Metrics

Approach

This section summarizes the data points collected from tracking participants' Compass Card use during the monitoring period, as well as the behavioural surveys (intake and exit surveys). Data limitations for each data type are also described in this section.

Compass Card Data

The list of data points that were gathered as part of monitoring anonymized Compass Card activity for Yarrow East Village are summarized in Table 2.

Table 2. Compass Card Data Dictionary

Data Point	Description
Total Cards (#)	The total number of CfD cards distributed.
Total Journeys (#)	The total number of journeys taken with CfD cards during the initial three-month monitoring period.
Percent of Total Distributed Cards Active (%)	The number of distributed cards that were used at least once divided by the total number of distributed Compass Cards (cards that were not used as of July 19, 2024 are included).
Active Cards per Day by Reload Status (%)	This indicates whether the card was reloaded with stored value or a pass). Card activity by day is based on if a card was reloaded in a given month, or if it was not reloaded at any point during the monitoring period.
Average Daily Journeys per Distributed Card (#)	The total number of journeys recorded divided by the total number of distributed cards (unused cards are counted). Average Daily Journeys are recorded by Period (AM Peak, PM Peak, and Off-Peak) and Day Type (Weekday, Saturday, and Sunday/Holiday).
Percent of Daily Boardings by Submode (%)	This provides the distribution of Average Daily Boardings by Day Type (Weekday, Saturday, Sunday/Holiday) for each transit mode (Bus, Canada Line, Expo/Millennium Line, SeaBus, West Coast Express).
Monthly Pass Purchase by Card Reload (#)	If the CfD card was reloaded (i.e. the customer used the initial \$150 and added stored value or a pass) then the month it was reloaded was recorded. Additionally, if the user purchased a monthly pass at the time of reloading, the month the pass was purchased was recorded.
Overall Card Travel by Usage Type (%)	The percentage of distributed CfD cards that were likely given away (not used near Yarrow East Village or in the City of Vancouver); used in the City of Vancouver but not at Yarrow East Village; or, used at Yarrow East Village (Kootenay Loop bus stops and/or some bus stops along E. Hastings St and Boundary Rd).
Unused Cards (#)	The total number of CfD cards (of those distributed as a part of the Program) that had not been used as of July 19, 2024.
Percent of Average Daily Journeys per Distributed Card by Journey Type (%)	The percentage of average daily journeys that start at Yarrow East Village; from within the City of Vancouver; or, from elsewhere in the region (outside the City of Vancouver). As bus journeys do not require customers to tap out, this category does not include journeys that end at bus stops near the development.

Behavioural Surveys

The list of data points that were gathered through the intake and exit surveys are summarized in Table 3. The full intake and exit surveys can be found in the Appendix.

Table 3. Survey Data Dictionary

Data Category	Description
Demographics (e.g., age, gender identity, income, etc.)	Questions used to establish baseline socio-demographic indicators that describe participants.
Travel patterns	Questions used to understand participant travel patterns, including how often they commute each week, travel for shopping/family/social activities, and where they typically commute or travel to and from Yarrow East Village.
Travel habits	Questions about one-way commute distances, commute mode split, typical travel distances for shopping/family/social trips, and mode split for shopping/family/social trips.
Access to private vehicles, bicycles, and parking	Questions about the number of registered motor vehicles per household, ownership/access to a bicycle in working condition, and access to a designated parking space at the development.
Perceptions and experiences	Statements gauging participants' level of agreement on issues such as whether developments like Yarrow East Village increase their regular use of transit, whether such developments make it less likely for them to rely on using a private vehicle, and whether being located close to public transit is a key benefit. The exit survey included additional questions gauging participants' level of satisfaction with the program and their anticipated transit use once their transit subsidy was depleted.

Data Limitations

Compass Card Data

Key limitations of the Compass Card data include:

- Destination information is not reliable for bus data due to the fact that riders do not need to tap their Compass Card when alighting.
 - To address the lack of destination information, it is assumed that there is a reasonable amount of daily symmetry in the data. If applying this logic, it would be reasonable to estimate that the number of journeys that end near Yarrow is similar to the number that start there.
- Partial data available for the months of April, June, and July.
 - Given the start and end times for the monitoring period mid-month, partial data is available for April and July. There was also missing data for June 14-16, inclusive, due to a data load and transformation error in the database.

Behavioural Surveys

Key limitations with the intake and exit survey data include:

- While participation in the intake survey was easier to encourage (as this was done during the distribution of the pre-loaded Compass Cards), participation in the exit survey was more difficult to guarantee.
 - Given privacy laws, TransLink and PCI could not *require* participants to provide their email addresses, which impacted the participation potential for the exit survey.
- The data collected from the surveys are primarily self-reported and, as such, are susceptible to bias.
- Some questions in the surveys had lower response rates, specifically the following questions, because lead-in questions excluded some respondents:
 - Where do you park your household vehicle(s)?
 - Where do you and/or members of your household park/store your bicycles and e-mobility devices when at home?

It is important to note that not all respondents in the intake survey completed the exit survey. For this program, 93 residents completed the intake survey and 36 completed the exit survey, which represents a completion rate of 39%. This means that when we refer to percentages at intake and exit, the underlying number of respondents differs significantly, which impacts the interpretation of results. A total of 26 respondents (28%) used the same email address³ when completing both the intake and exit surveys, allowing for them to be linked, which provides the opportunity to validate the exit survey results.

4. Summary of Findings

This section describes the key findings from the Compass Card data and intake and exit survey data analyses.

Compass Card Data

Of the 90 Compass Cards that were distributed, 71 (79%) were used at least once, while 19 (21%) went unused (i.e., cards that were distributed to Yarrow residents, but had not been used as of July 19, 2024). Of the 71 cards that were used, 85% were used near the development⁴, with 12% used in Vancouver but not near the Yarrow development and the remaining 3% likely being given away. A total of over 2,740 journeys were observed during the monitoring period, with an average of roughly 30 journeys occurring per day.

³ Email addresses were represented via an “Email ID”, anonymizing the respondent’s contact information.

⁴ Cards that were used at least once near Yarrow East Village are defined by those being used at bus stops near the development. These include all Kootenay Loop stops and some stops along East Hastings Street and Boundary Road.

Figure 4. Compass Card Activity



85% of cards used near Yarrow

12% used in Vancouver but not near Yarrow

3% likely given away

During the monitoring period, approximately 21% of the active Compass Cards were re-loaded, with the greatest percentage of re-loads occurring in June (Table 4).

Table 4. Compass Card Reload Activity (May – July 2024)

Month	Product	Number of Cards Re-loaded	Percentage of Active Cards Re-loaded
May	Monthly pass	0	-
	Stored value	2	2.8%
	Total reloads	2	2.8%
June	Monthly pass	1	1.4%
	Stored value	8	11.3%
	Total reloads	9	12.7%
July	Monthly pass	0	-
	Stored value	4	5.6%
	Total reloads	4	5.6%
3-month Period	Monthly pass	1	1.4%
	Stored value	14	19.7%
	Total reloads	15	21.1%
No Reload	-	56	78.9%

Travel Patterns

The journey count by month is shown in Figure 5, reflecting the usage of the active cards during the monitoring period from April 17 to July 19, 2024. In April, there were 322 trips recorded, which is relatively low due to the data collection starting mid-month, covering only 14 days, and potentially some participants not starting to use their cards right away. May saw the highest usage with 1,171 trips, possibly reflecting the participants' adjustment to the cards and a full month of monitoring. The number of trips decreased to 793 in June and 454 in July, which may be attributed to several factors. July's data spans 19 days, which partially explains the lower count. Additionally, some participants might have used up the pre-loaded subsidy and chosen not to reload their cards, leading to fewer trips in the latter months. This correlates with the decline in active Compass Cards towards the end of the period, as shown in more detail in Figure 8.

Figure 5. Daily Journey Count by Month (17 April – 19 July 2024)

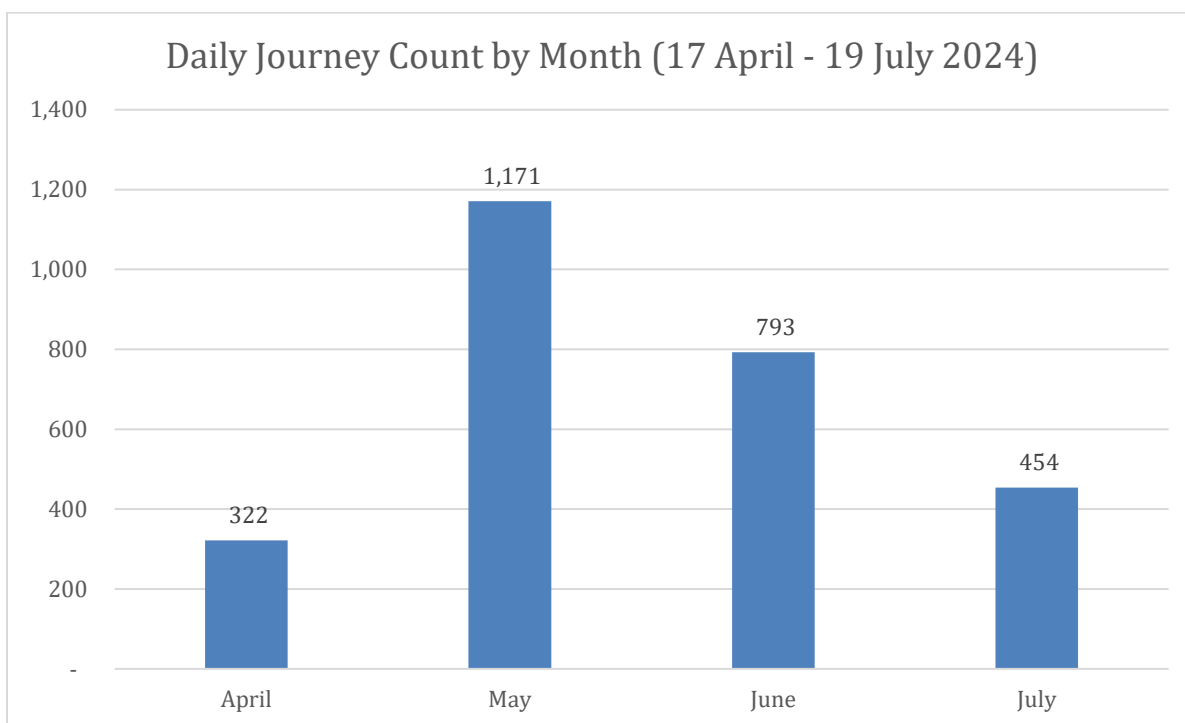
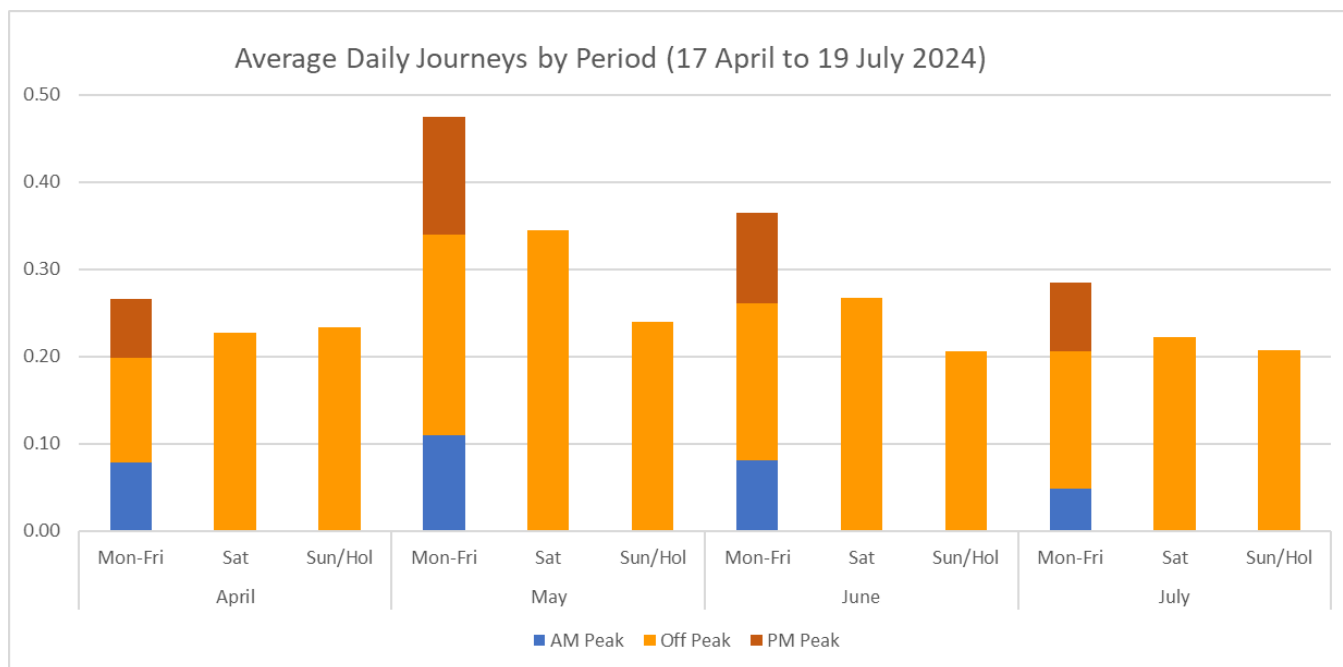


Figure 6 illustrates the average daily journeys per distributed Compass Card. Weekday off-peak usage was consistently higher than peak periods, which suggests that participants preferred traveling during mid-day or evenings on weekdays. The PM Peak followed a similar pattern to the AM Peak, suggesting a consistent set of regular commuters, although the AM Peak was slightly lower overall suggesting some AM commutes likely occurred in the off-peak period. Saturdays and Sundays/Holidays saw fewer average daily journeys than the average weekday, but consistently showed participants travelling on weekends, with Saturdays generally being higher than Sundays/Holidays.

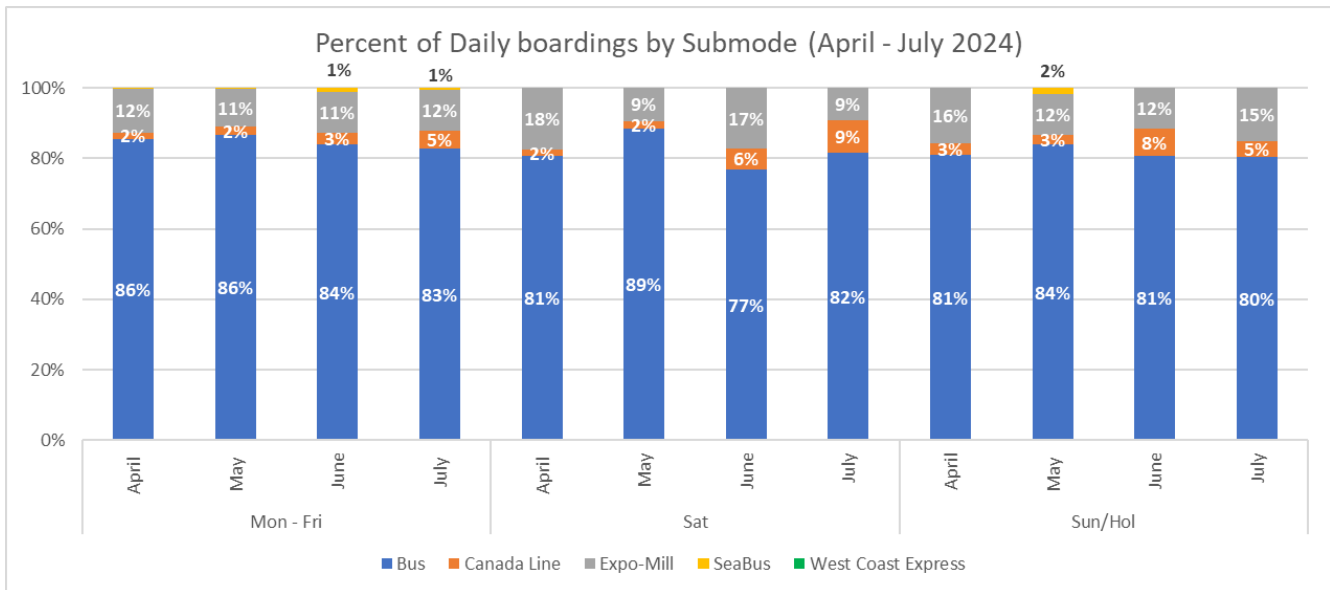
Figure 6. Average Daily Journeys by Period and Day Type (17 April – 19 July 2024)



Note: Average Daily Journeys per distributed card equals total CfD program journeys divided by the total number of distributed cards, including unused cards.

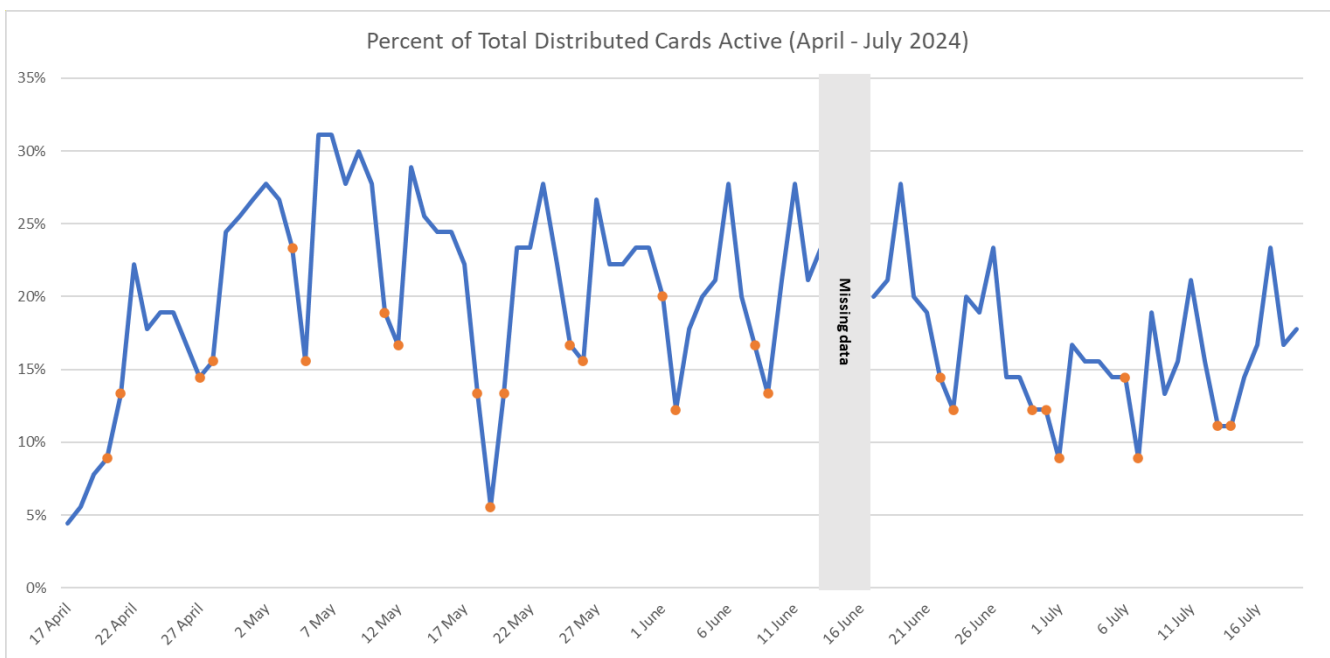
Figure 7 shows the percentage of daily boardings by submode (type of transit service) across weekdays and weekends from April to July. As expected, bus usage consistently dominated all submodes, given the development’s location on Hastings Street (a bus-only corridor with the R5 RapidBus route), making up the vast majority of boardings. The Expo and Millennium lines saw more usage than the Canada Line, which makes sense given the proximity of Yarrow East Village to the Millennium Line, and while usage on weekdays on the Expo and Millennium lines remained consistent, Canada Line usage grew slightly in June and July. On weekends, bus ridership remained strong, while the Expo and Millennium lines saw fluctuations, with a higher share of boardings in April and June. SeaBus and West Coast Express contributed minimally to the overall boardings, suggesting limited usage of these submodes, possibly because they are not as well connected as the other submodes. These patterns indicate a preference for shorter distance bus travel, while rail submodes like the Canada Line and Expo and Millennium lines were used more selectively. Figure 11 provides additional insight on geographic distribution (particularly bus travel to Downtown Vancouver) to support this conclusion.

Figure 7. Daily boardings by Submode (17 April - 19 July 2024)



Early in the program’s monitoring period, few Compass Cards were used, with 4% active on April 17. However, card activity increased steadily, peaking at 31% active in early May, as shown in Figure 8. Through the rest of May and June, card usage fluctuated, with notable declines on certain days, when fewer than 15% of cards were active. By July, the percentage of active cards declined further, often below 20%.

Figure 8. Percent of Total Distributed Cards Active (17 April – 19 July 2024)

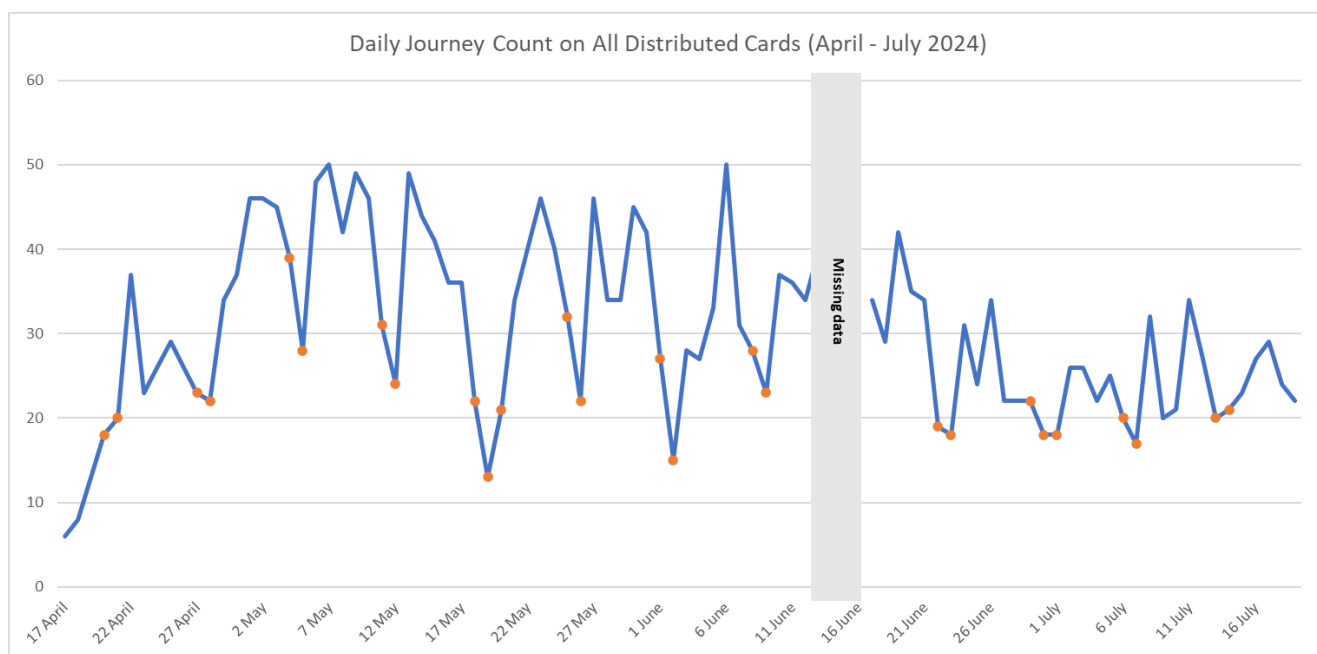


Note: Dots denote weekends/holidays; Distributed cards includes unused cards as of 19 Jul 2024.

Reflecting card activity, the number of daily journeys started low, with just six trips on April 17, but steadily rose throughout the month, reaching 37 journeys by the end of April, as shown in Figure 9. In May, daily trips fluctuated, peaking at 50 on May 7 and remaining relatively high through the middle of the month. The number of journeys began to decline in June, with notable variations from day to day. By July, the trend continued downward, with fewer journeys recorded on most days. These patterns suggest that while usage of the distributed travel cards increased initially as participants became familiar with them, there was a gradual reduction in trips towards the end of the monitoring period, potentially influenced by factors like participants exhausting their pre-loaded \$150 subsidy. This correlates with the decline in active Compass Cards towards the end of the period, as shown in Figure 8.

During the monitoring period, the distribution of trips followed a consistent weekly pattern. Trip counts were higher on weekdays, peaking around midweek, with Thursdays experiencing the most activity. Mondays and Fridays saw slightly fewer trips compared to midweek days, while weekends showed a noticeable drop.

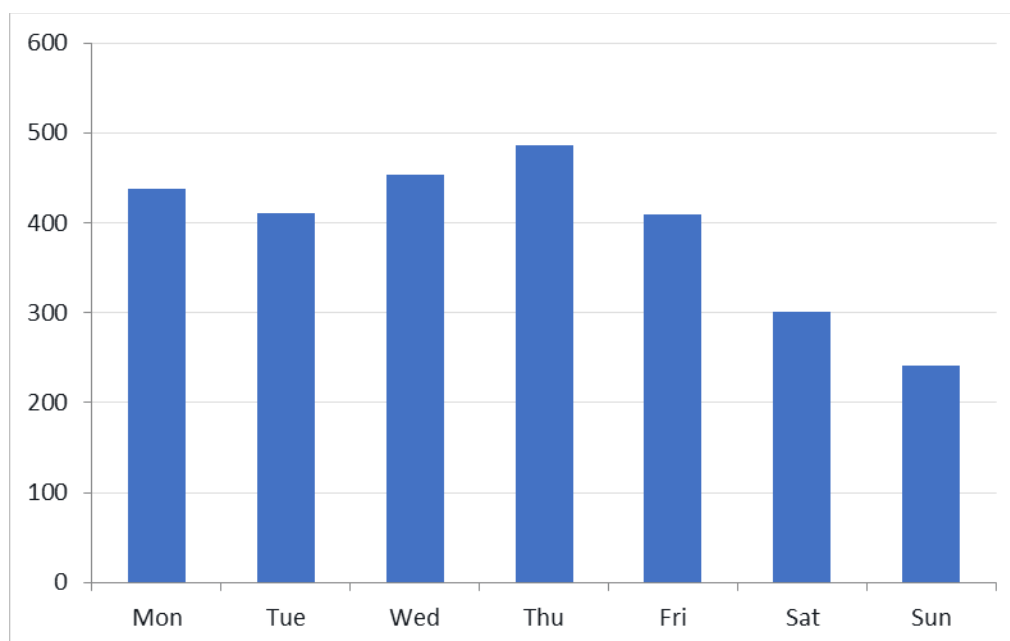
Figure 9. Daily Journey Count (17 April – 19 July 2024)



Note: Dots denote weekends/holidays; Distributed cards includes unused cards, as of 19 Jul 2024.

Looking at daily journeys in more detail, Figure 10 shows the total journeys throughout the monitoring period by day of the week. Thursdays were the most travelled days, followed by Wednesdays and Mondays, with Tuesdays and Fridays having similar journey totals for the least travelled weekdays. Saturdays had about 25% fewer total journeys than Tuesdays and Fridays while Sundays/Holidays were closer to 40% lower.

Figure 10. Total Journeys by Day of the Week (17 April – 19 July 2024)

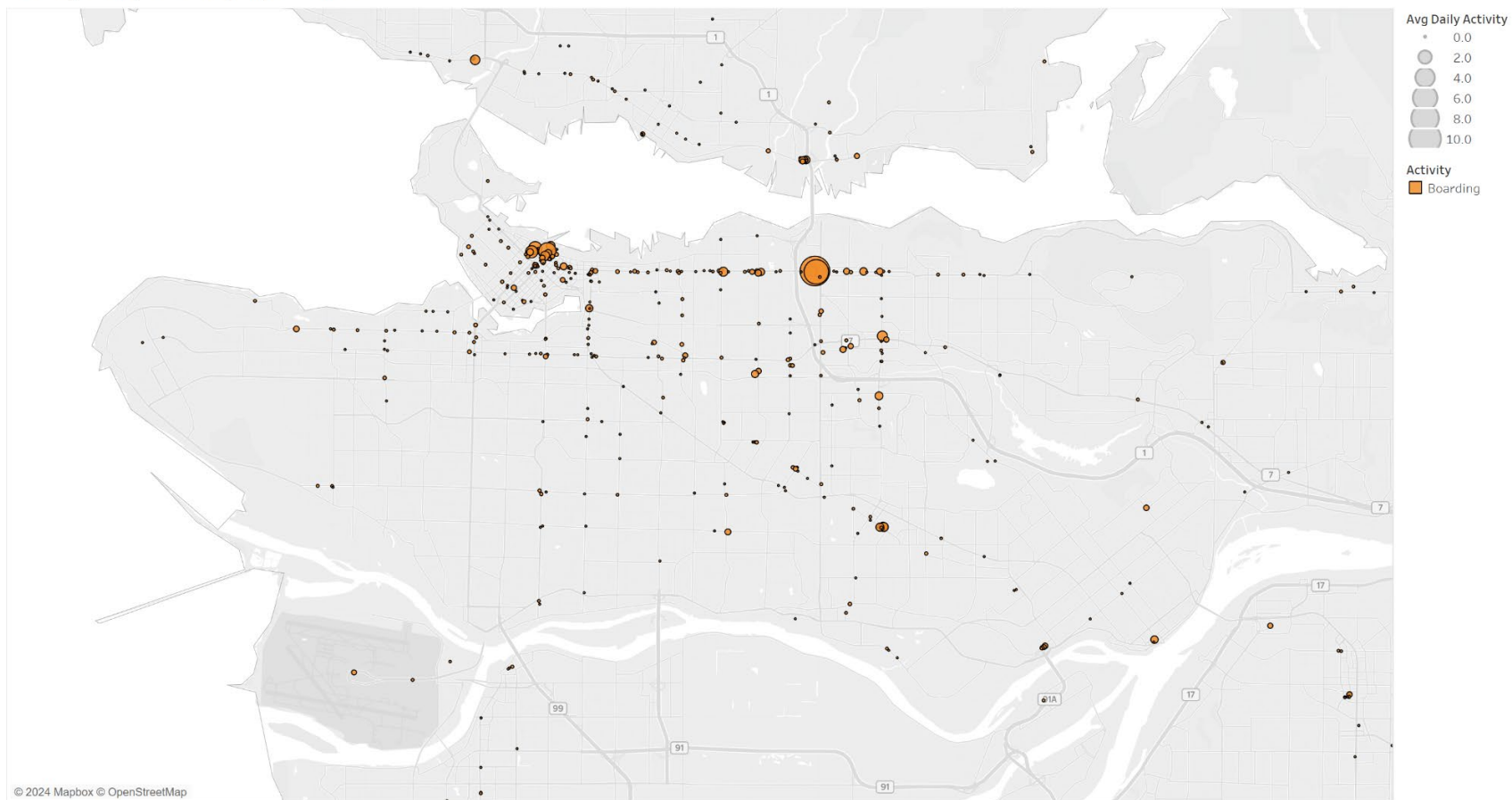


Note: Mon includes two holidays: May 20 and July 1.

In terms of where participants used their Compass Cards, because riders do not tap off on buses, alighting data is not available, but Figure 11 shows the majority of boardings were concentrated along E Hastings Street (the R5 RapidBus Route), with the majority of riders travelling to Downtown Vancouver. That said, it is worth noting the regional extent of the travel activity captured, which highlights the ability for transit subsidies to increase access to jobs and other key regional destinations. From an equity perspective, this is particularly impactful for lower-income individuals who may not have access to a vehicle. Per the intake survey responses (described in the following section), 16% of respondents indicated being students.

Figure 11. Compass Card Activity Across the Region

Average Daily Boardings by Location



Behavioural Survey Data

There was a total of 93 responses to the intake survey despite only 90 Compass Cards being distributed - a response rate of over 100%. This may be due to multiple members of a household filling out the survey and/or sharing the Compass Cards. Of those 93 residents who completed the intake survey, 36 completed the exit survey, which represents a completion rate of 39%, while 26 respondents (28%) used the same email address⁵ when completing both the intake and exit surveys, allowing for them to be linked.

Demographics

The results from the intake survey indicated that 54% of respondents were between the ages of 25 and 34 and 56% identified as female. Most respondents (71%) reported being employed full-time with 16% being students. Income levels were mostly below \$80,000 per year before taxes (53%), while most of the remaining respondents were evenly distributed between \$80,000 and \$150,000. Only 10% of respondents had an income of more than \$150,000.

Commute Patterns

In the intake survey, 40% of respondents reported 5-6 return commute trips per week, followed by 19% making more than six trips and 18% commuting 3-4 times, as shown in Figure 12. A smaller percentage indicated no return trips (14%). In the exit survey, respondents reporting 3-4 trips and 5-6 commute trips per week dropped while zero trips and 1-2 trips increased, showing a trend of fewer commute trips overall. Of the 26 respondents that completed both intake and exit surveys, this trend was validated as 19% commuted more frequently at the exit survey, but 35% commuted less frequently (46% had no change).

In terms of one-way commute distance (Figure 13), 64% of respondents indicated having commutes over five kilometres while 30% indicated having commutes over 10 kilometres.

Figure 12. Frequency of Commuting Trips

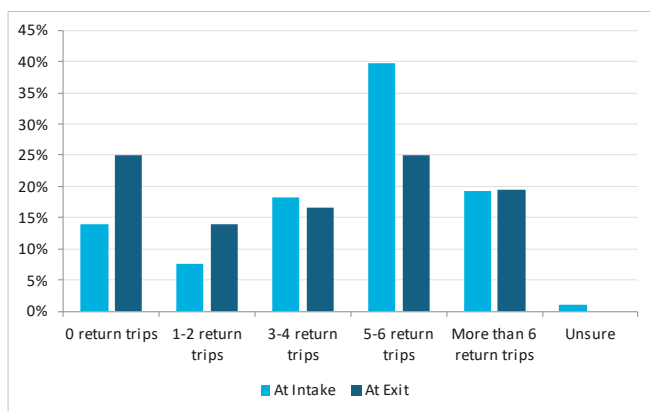
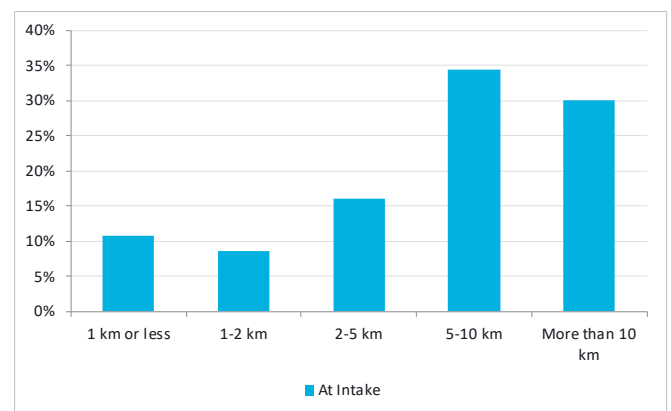


Figure 13. One-Way Commute Distance



⁵ Email addresses were represented via an "Email ID", anonymizing the respondent's contact information.

Non-Commute Travel

Figure 14 shows weekly trips made for shopping, family, or social/recreational activities. In the intake survey, 44% of respondents reported making 3-4 return trips per week, while 32% made 1-2 trips. Only 4% reported no trips. The exit survey showed similar results with a slight decrease in trips overall, especially from 3-4 trips to 1-2 trips, though 1-4 return trips still accounted for about 75% of responses in both surveys. For respondents that completed both the intake and exit surveys, 12% reported an increase in trip frequency at exit survey while 35% reported a decrease in trip frequency, validating the trend towards fewer non-commute trips overall. When asked how far respondents typically travelled for non-commute trips, the majority at both intake and exit travelled between 2-10 km, with little change in the distribution (Figure 15).

Figure 14. Frequency of Non-Commute Trips

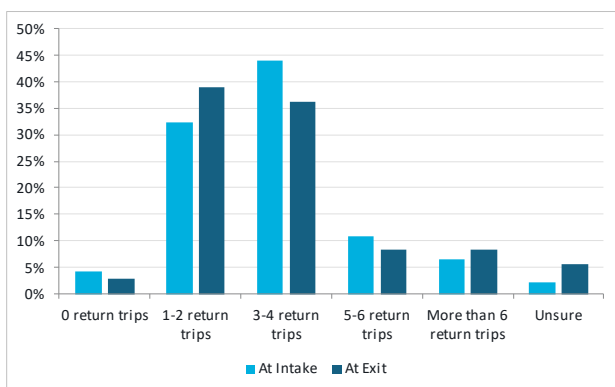
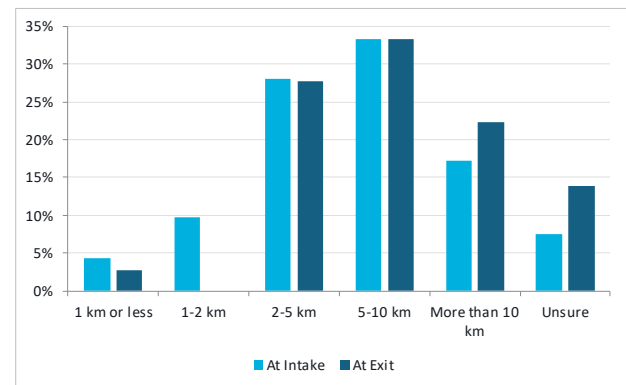


Figure 15. Travel Distance for Non-Commute Trips



Mode Split

During the intake survey, almost half (49%) of respondents reported using transit as their primary commute mode (using it for their commutes at least 60% of the time in a typical week), which decreased slightly during the exit survey to 47% (Figure 16). For non-commute trips (e.g., family, shopping, or social/recreational activities), 33% of respondents reported using transit as their primary mode in the intake survey, with this percentage remaining unchanged in the exit survey (Figure 18). Note that percentages do not add up to 100% because several respondents don't use any single mode at least 60% of the time.

To validate these results, respondents who participated in both intake and exit surveys also saw little to no change in transit as a primary travel mode use for commute and non-commute trips (Figure 17 and Figure 19). Alternatively, private vehicles as a primary mode appeared to decrease for both commute and non-commute trips, but respondents that completed both intake and exit surveys showed an increase.

Figure 16. Percentage of respondents using transportation modes at least 60% of the time for Commute Trips

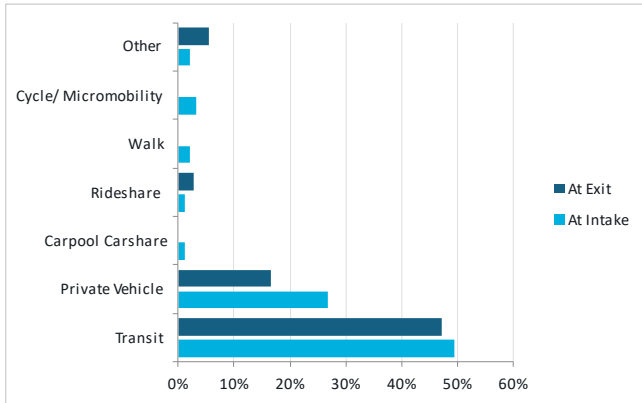


Figure 17. Percentage of respondents who participated in both the surveys using transportation modes at least 60% of the time for Commute Trips

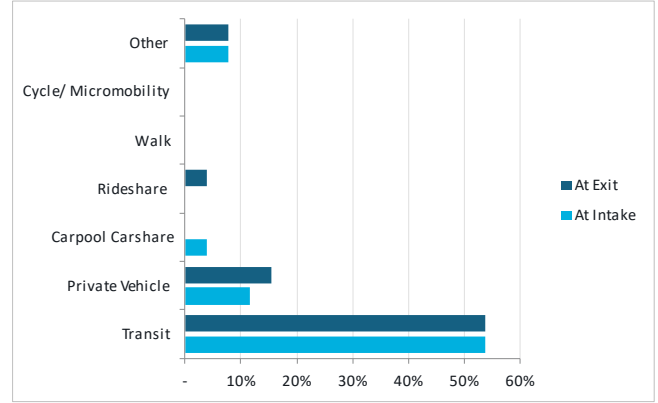


Figure 18. Percentage of respondents using transportation modes at least 60% of the time for Non-Commute Trips

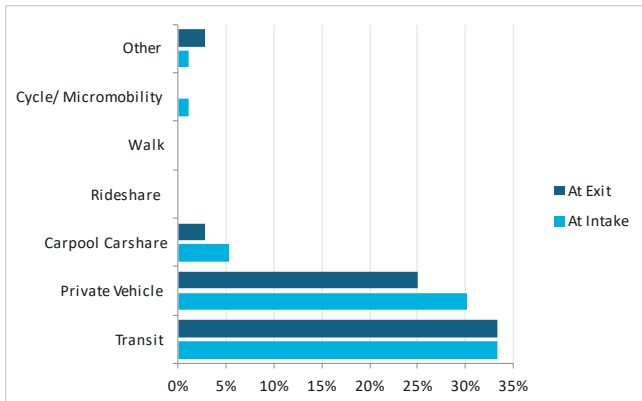
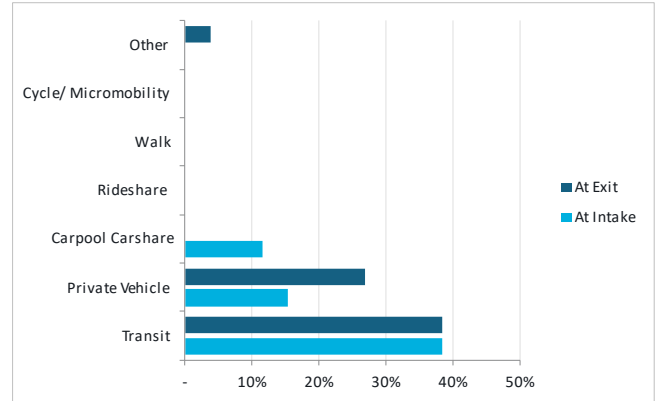


Figure 19. Percentage of respondents who participated in both the surveys using transportation modes at least 60% of the time for Non-Commute Trips



Transit Use

The vast majority of intake survey respondents were existing transit users, with just 8% taking no transit trips in a typical week prior to the CfD program monitoring period. As shown in Figure 20, there was a broad range of transit use, with more than half of respondents (60%) taking 5 or more trips per week. In the exit survey, respondents taking 5 or more trips per week increased to 64%, while only 3% of respondents made no trips.

For respondents that completed both intake and exit surveys, the percentage making 5 or more trips per week increased more modestly, from 64% to 65%. At a more nuanced level, both sets of results saw a decrease in 10+ trips but an overall increase of 5-6 trips and 7-10 trips. While small, the increase in frequency of transit trips is positioned within the context of frequency of commute and non-commute trips (Figure 12 and Figure 14) showing a decrease in overall trips.

Figure 20. Frequency of transit trips for all respondents

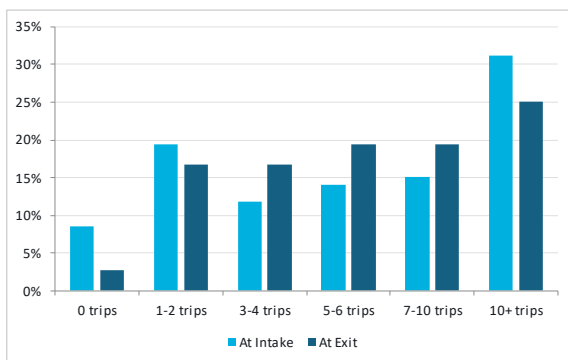
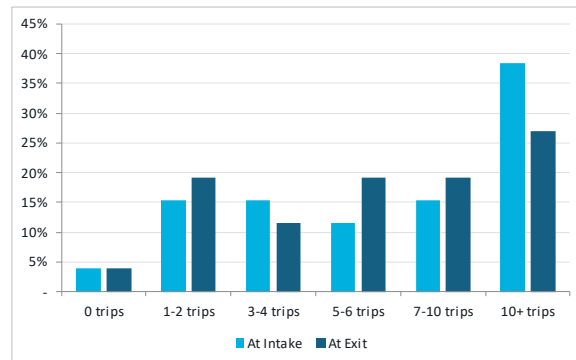


Figure 20. Frequency of transit trips for respondents who completed both surveys

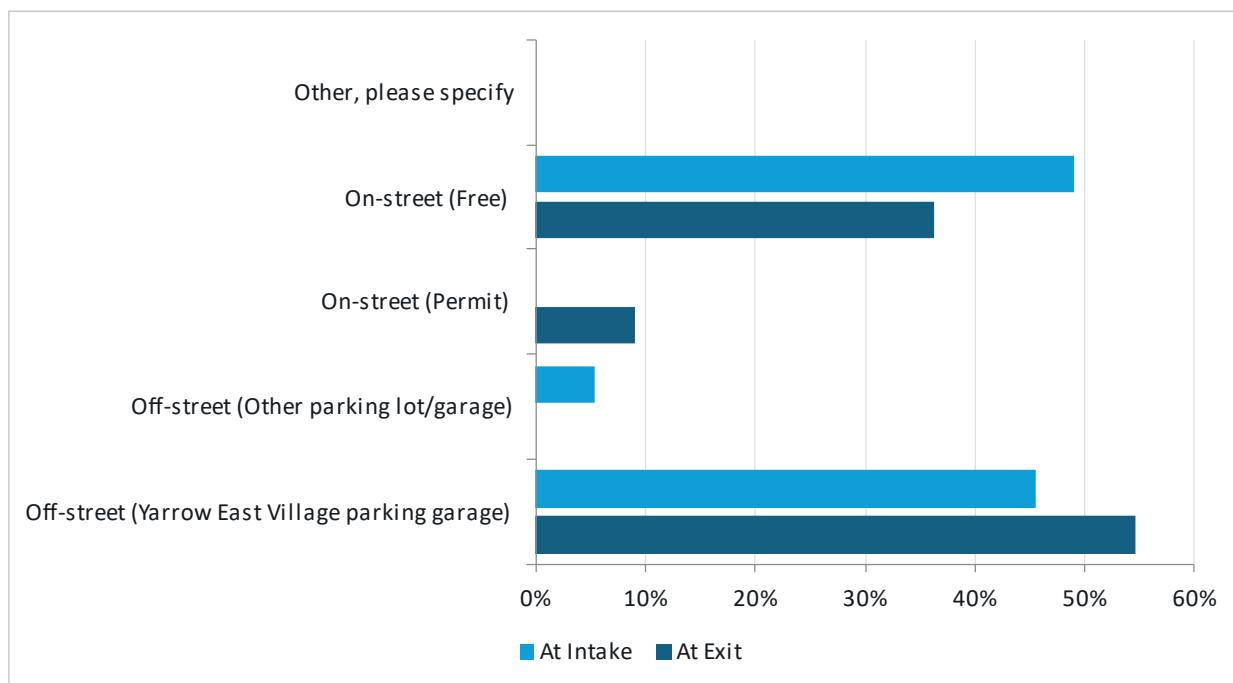


Vehicle and Parking Access

The vast majority of respondents owned one vehicle (52%) or no vehicles (44%). The ratio held within 1% at the intake and exit surveys showing minimal change in vehicle ownership within the three-month program monitoring period.

In terms of access to parking (Figure 22), at the intake survey, 45% of respondents with vehicles parked off-street in the Yarrow East Village parking garage, while 49% parked on-street for free. At the exit survey, the share of respondents parking in the Yarrow East Village garage increased to 55%, while those using free on-street parking decreased to 36%. Respondents parking on-street with a permit increased from 0% to 9%. Respondents who completed both intake and exit surveys validated the shift to parking in the Yarrow East Village parking garage (31% to 35%), but this group showed an increased in on-street free parking (12% to 19%), rather than a decrease.

Figure 21. Access to Designated Parking Spaces



Other Travel Options

In the intake survey, 38% of respondents had access to a bicycle while 13% of respondents has access to an e-mobility devices such as e-bikes, for a total of 51% of respondents having access to an active transportation option.

Less than half of the respondents who participated in both intake and exit surveys parked their bicycles and e-mobility devices in the Yarrow East Village secure bicycle room (38% at intake and 35% at exit). Bikeshare memberships remained relatively uncommon, though some respondents had access to Mobi bike share, reflecting multi-modal transportation options in the community. However, this indicates a key opportunity area from a multi-modal access and TDM programming perspective.

Participant Perceptions & Experiences

During the exit survey, 84% of respondents indicated they were satisfied with their experience in the Compass for Developments Program, with 56% strongly agreeing and 28% agreeing.

Regarding the impact of proximity to RapidBus services for developments like Yarrow East Village, during the intake survey 72% agreed or strongly agreed that such locations increased their public transit usage, while 68% felt it reduced their reliance on private vehicles. At the exit survey, the percentages of respondents increased to 75% and 81%, respectively.

As validation, of the respondents that completed both intake and exit surveys, respondents indicated that living near RapidBus services increased their use of public transit services from 77% to 81%, while the percentage of people indicating it reduced their reliance on private vehicles remained unchanged at 81%.

Over the three-month monitoring period (since receiving their pre-loaded Compass Card with \$150 in fare value), 44% of respondents noted an increase in their public transit use compared to the previous year, while 50% reported no change.

Residents were also given the opportunity to provide open-ended feedback during the exit survey, with the following comments being provided:

- *We would like to participate in more programs like this one, it was a really good experience.*
- *I would get rid of my car if I could take my dog on transit.*
- *Please consider allowing the option to divide the provided Compass Card between the number of household members – i.e. \$75 each card for the total of \$150 or whatever it was given in the one card.*
- *I use an EV car for groceries and on weekends, then public transit. I would love to use more my e-bike and my non-EV bicycle to commute to groceries/leisure and even to my appointments, but unfortunately there aren't any cycle paths nearby (other than Adanac, which is shared with cars so not as safe and reliable) and there isn't any dedicated bike lanes/routes (Connected AAA network) in my neighbourhood or near my address. Also, we're outside any Mobi station zones.*
- *I lost this Compass Card after only using it twice and was not able to transfer remaining funds to another card therefore my use did not increase.*

Comparative Summary - King George Hub and Yarrow East Village

The following section presents a comparative summary of the CfD Program at King George Hub in 2023, and Yarrow East Village, for key data points. The key data points are summarized in Table 5.

Table 5. Comparative Summary – King George Hub and Yarrow East Village

Site Information	King George Hub	Yarrow East Village
Type of Development	Mixed-use	Multi-unit residential
Development Size	760,000 sf office and 2,000 market and rental residential units	3,000 sf retail and 94 purpose-built rental units
Development Location	Surrey, BC	Vancouver, BC
Adjacent Transit Service	King George Station (Expo Line)	R5 Hastings (RapidBus)
Compass Card Data		
Total number of Compass Cards distributed	300	90
Proportion of Compass Cards unused	6%	21%
Percentage of Compass Cards reloaded	32%	21%
Average number of journeys per recipient	40	30
Average daily journeys (distributed cards) by day type	0.50 (M-F) 0.39 (Sat) 0.27 (Sun)	0.36 (M-F) 0.26 (Sat) 0.21 (Sun)
Behavioural Survey Data		
Percentage of respondents who reported taking transit at least 60% of the time for their commutes in a typical week (at intake)	60%	49%
Percentage of respondents using a vehicle parking space at development (at intake)	42%	45%
Percentage of respondents with at least one vehicle (at intake)	55%	56%
Percentage of respondents with access to a functioning bicycle (at intake)	21%	38%
Percentage of respondents who agreed ⁶ that developments adjacent to fast and frequent transit increase their utilization of transit (at intake)	80%	72%
Satisfaction with CfD Program (at exit)	94%	84%

⁶ For the KGH survey, these were respondents who indicated 'completely agree' or 'mostly agree'. For the Yarrow survey, these were respondents who indicated 'strongly agree' or 'agree.'

As is evident from the summary, the King George Hub program implementation was notably larger, with 300 Compass Cards being distributed as opposed to the 90 at Yarrow East Village. Another key difference between the two developments is the adjacent transit service, with King George Hub being located on the SkyTrain network and Yarrow East Village on the RapidBus network.

In terms of the Compass Card data, it is interesting to note that more of the program Compass Cards went unused at the Yarrow East Village Development than at King George Hub. This is likely a result of King George Hub having a limited card distribution, whereas Yarrow East Village provided cards to every unit in the development, some of which might not have been as motivated to use transit. This is reflected by King George Hub having more respondents that commute via transit at least 60% of the time - 60% compared to 49% for Yarrow East Village. The percentage of Compass Cards that were re-loaded during the three-month monitoring period was also higher for King George Hub, as well as the average number of journeys per recipient. In terms of vehicular parking, just under half of the respondents at both developments reported using a vehicle parking space at the development. About half of the respondents at both developments reported having access to at least one vehicle.

Key Takeaways

Successes

Process

- **High degree of satisfaction with the CfD Program.** Based on exit survey data, 84% of respondents were satisfied⁷ with the CfD program and over 61% 'completely agreed' that proximity to transit was a key benefit of their tenancy at Yarrow East Village.

Compass Card Data

- **Proof of concept for tracking anonymized transit travel data.** The CfD Program provides successful proof of concept to tracking anonymized transit travel data. Aggregated trends for the residents were analyzed and provide a three-month snapshot of user behaviour. While a relatively short time-period, this still offered valuable insights, whilst being mindful of any potential privacy concerns. Given the success of preserving user anonymity, consideration may be given to extending the monitoring period for new developments that enrol in the CfD program. A longer monitoring period will provide more longitudinal insights into the program's behaviour change potential.

⁷ 56% of respondents 'strongly agreed' and 28% 'agreed' to the statement 'I am satisfied with my experience in the Compass for Developments Program.'

Behavioural Surveys

- **Open-ended questions provided interesting feedback for potential consideration.** The inclusion of an open-ended question in the exit survey offered a few valuable insights for TransLink to review when considering potential program refinements.
- **Ability to link intake and exit survey responses.** Refinements to the behavioural survey instruments allowed for intake and exit survey responses to be anonymously linked. This added rigor to the analysis, allowing for validation against low overall exit survey response rates, particularly when considering the program's impacts on mode shift and transit use, and especially given ongoing challenges with exit survey response rates.

Challenges

Process

- **Notable number of unused Compass Cards.** 21% of the program's Compass Cards remained unused. Identifying the reasons behind the lack of more robust uptake would be worthwhile, as this limits the program's ability to influence mode shift and results in inefficient use of resources. To increase participation, additional effort around marketing, education, and information provision during the CfD Program may help to encourage remaining participants to engage.
- **Additional efforts would need to be made to focus on providing transit passes to drivers or very infrequent transit users.** Like the CfD Program at King George Hub, intake survey responses from Yarrow East Village suggested a high proportion of respondents were existing transit users. To see more significant mode shift from driving to transit, TransLink could try to identify potential program sites that are in locations with ample transit services, but are more car-centric in design and culture to target higher levels of mode shift and single-occupancy vehicle trip reduction.

Compass Card Data

- **Inability to track post-monitoring period travel activity.** The Compass Card data only included the three-month monitoring period, which concluded in mid-July 2024. This limits the ability to monitor any longer-term trends.

Behavioural Surveys

Intake survey responses exceeded number of program Compass Cards distributed. A total of 93 responses were received in the intake survey, despite only 90 Compass Cards being distributed. This suggests that multiple household members completed the survey in some instances. This could result in potential skewing of the data, but also shows that one card per unit may not be sufficient to maximize the potential mode shift of residents.

APPENDICES

- A Compass for Developments Intake Survey
- B Compass for Developments Exit Survey

APPENDIX A:

Compass for Developments Intake Survey



Compass for Developments: Yarrow Pilot Intake Survey

Overview

PCI Developments is partnering with TransLink to offer residents at Yarrow (444 Kootenay Street) an opportunity to participate in the Compass for Developments Program (the “Program”). The objective of the Program is to promote sustainable transportation choices such as walking, cycling, and taking transit which results in lower levels of vehicle use, reduced greenhouse gas emissions, improved air quality, and healthier lifestyles for our communities. To learn more about the Program, please visit translink.ca.

The Program offers interested participants a pre-loaded Compass Card (transit pass) with \$150 of cash value for their personal use. Each card will be assigned a code to anonymously analyse transit use to understand the program’s benefits and identify potential improvements. Use of the preloaded Compass card is subject to TransLink’s [Compass Card Terms & Conditions of Use](#) and the [Compass Privacy Policy](#). If you use the preloaded funds, you can continue to load cash value or monthly passes on your Compass Card at compasscard.ca.

In addition, all participants are asked to complete 3 surveys: one when receiving the card, and the next two surveys 3 and 6 months after receiving the card. These are used to evaluate and improve the program as a stipulation of your acceptance of the preloaded Compass Card and participation in the Program. Survey responses will be held in the strictest confidence and always reported in aggregate. This data collection is done in accordance with ss. 26(c) and 26(e) of the [Freedom of Information and Protection of Privacy Act \(British Columbia\)](#). Your participation in this survey is voluntary and will not influence your residency, status, or employment at Yarrow.

For more information, or to unenroll from the Program, please contact TDMdevelopment@translink.ca

Contact Information

As noted above, as part of the program, surveys will be distributed upon receipt of the Compass Card, and three months thereafter to ask about your transit use and satisfaction with the Program, as well as anonymously analyze Compass Card usage. Data will be held in the strictest confidence and only used to understand Program effectiveness for future improvements.

Please do not enter personal identifying information in your responses.

*** To help us develop and improve the Program, and to hear about the results, please provide your email address.**

Work/School Travel Habits

* Thinking of a typical 7-day week, how many transit trips do you take?

- 0 trips
- 1-2 trips
- 3-4 trips
- 5-6 trips
- 7-10 trips
- 10+ trips

* What is your employment status?

- Employed full-time (30+ hours per week)
- Employed part-time (less than 30 hours per week)
- Self-employed
- Student
- Retired
- Not presently employed or seeking opportunities
- Full-time caregiver/stay-at-home parent
- Prefer not to say

* In a typical 7-day week, how often do you commute to work and/or school?

- 0 return trips
- 1-2 return trips
- 3-4 return trips
- 5-6 return trips
- More than 6 return trips
- Unsure

Work/School Travel Habits

*** What is the postal code of your primary place of employment/school?**

If you travel for both work and school, please input the postal code for whichever you travel to the most.
(format: X1X)

*** How far is your typical one-way commute to school or work (kilometers)?**

Average travel time by mode for 1km is approximately as follows:

Walking – 12 to 15 minutes

Cycling – 4 to 8 minutes

Skytrain – 4 minutes

Bus in mixed-traffic – 10 minutes

Driving - 5 minutes

- 1 km or less
- 1-2 km
- 2-5 km
- 5-10 km
- More than 10 km

*** In a typical 7-day week, what proportion of work/school trips do you make using the following options?**

Amount must total 100%

Please do not enter personal identifying information in your responses.

- Private Vehicle – %
Single Occupant
- Carpool Carshare %
(e.g. Evo, Modo)
- Ride Sharing/ Ride %
Hailing (e.g. taxi,
Lyft, Uber)
- Public Transit (e.g. %
bus, SkyTrain)
- Walked all the way %
- Cycle or %
micromobility (e.g.
scooter)
- Other %

If you've selected other, please specify the mode used

Shopping/Family/Social Travel Habits

This section explores your travel for shopping/family/social trips. We ask that you consider your most frequent trip(s) for reasons such as purchasing groceries, running errands, attending medical appointments, and taking part in children's activities.

*** In a typical 7-day week, how often do you travel for shopping/family/social activities?**

- 0 return trips
- 1-2 return trips
- 3-4 return trips
- 5-6 return trips
- More than 6 return trips
- Unsure

*** How far do you typically travel for regular shopping/family/social trips?**

- 1 km or less
- 1-2 km
- 2-5 km
- 5-10 km
- More than 10 km
- Unsure

*** What proportion of shopping/family/social trips do you make using the following options?**

Amount must total 100%

Please do not enter personal identifying information in your responses.

- Private Vehicle – Single Occupant %
- Carpool %
- Carshare (e.g. Evo, Modo) %
- Ride Sharing/ Ride Hailing (e.g. taxi, Lyft, Uber) %
- Public Transit (e.g. bus, SkyTrain) %
- Walked all the way %
- Cycle or micromobility (e.g. scooter) %

Other %

If you've selected other, please specify the mode used:

Motor Vehicle and Bicycle/Micromobility Access

*** How many motor vehicles are currently insured for use by members of your household?**

(e.g. cars, trucks, vans and motorcycles) Please include personal and business vehicles.

- No vehicles
- 1 vehicle
- 2 vehicles
- 3 vehicles
- 4 or more vehicles

*** Where do you park your household vehicle(s)?**

Select all that apply.

Please do not enter personal identifying information in your responses.

- Off-street (Yarrow East Village parking garage)
- Off-street (Other parking lot/garage)
- On-street (Permit)
- On-street (Free)
- Other, please specify

What is the year, make, and model of your primary household vehicle?

(e.g. 2015 Toyota Corolla)

Please do not enter personal identifying information in your responses.

Year	<input type="text"/>
Make	<input type="text"/>
Model	<input type="text"/>

*** Do you and/or members of your household have access to a Carshare membership?**

Select all that apply.

Please do not enter personal identifying information in your responses.

- None (n/a)
- Modo
- Evo
- Other, please specify

Motor Vehicle and Bicycle/Micromobility Access

* How many bicycles (non-electric, in working condition) – excluding bike share - are available for use by members of your household?

- No bicycles
- 1 bicycle
- 2 bicycles
- 3 bicycles
- 4 or more

* How many electric bicycles (e-bike with pedal or throttle assist), electric scooters or other electric mobility devices (e.g. e-skateboard, mono-wheel) are available for use by members of your household?

- No e-mobility devices
- 1 e-mobility devices
- 2 e-mobility devices
- 3 e-mobility devices
- 4 or more e-mobility devices

* Where do you and/or members of your household park/store your bicycles and e-mobility devices when at home?

Select all that apply.

Please do not enter personal identifying information in your responses.

- Inside the home
- Yarrow East Village secure bicycle room
- Yarrow East Village personal bicycle locker
- Other, please specify

* Do you and/or members of your household have access to a Bike Share membership?

Please do not enter personal identifying information in your responses.

- No
- Yes, Mobi bike share
- Other (please specify)

Demographic Information

How do you describe yourself?

Please do not enter personal identifying information in your responses.

- Male
- Female
- Non-Binary or Gender Fluid
- Prefer to self-describe:
- Prefer not to answer

* What is your age?

* How many children (under 18 years of age) are there in your household at least 50% of the time?

- No children
- 1
- 2-3
- 4 or more
- Prefer not to say

Demographic Information

* Do you consider yourself to have a visible or invisible disability that makes walking, driving, or taking transit difficult?

- Yes
- No
- Prefer not to say

* Which of the following options best describes your annual household income before tax?

- Less than \$20,000
- \$20,000 to less than \$50,000
- \$50,000 to less than \$80,000
- \$80,000 to less than \$100,000
- \$100,000 to less than \$150,000
- \$150,000 to less than \$200,000
- \$200,000 or more
- Prefer not to say

* Prior to participating in the Compass for Developments Pilot, was someone in your household using a Compass Card?

- Yes
- No
- Unsure

Level of Agreement

Please indicate your level of agreement with the following statements.

- * Developments like Yarrow East Village, that are adjacent to fast and frequent bus services like RapidBus, reduce my reliance on using a private vehicle.

N/A	Unsure	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- * Developments like Yarrow East Village that are adjacent to fast and frequent bus services like RapidBus, increase my utilization of public transit.

N/A	Unsure	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- * Being located close to public transit is a key benefit of my employment/residency at Yarrow East Village.

N/A	Unsure	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

APPENDIX B:

Compass for Developments Exit Survey



Compass for Developments: Yarrow Exit Survey

Overview

Thank you for participating in the [Yarrow Compass for Developments Program](#) (the "Program") offered by PCI Developments and TransLink. The Program offered you a pre-loaded Compass Card (transit pass) with \$150 of cash value for your personal use. When you received the card, you were asked to complete a survey and agree to completing a follow-up survey 3 months later.

By completing this follow-up survey, we will be able to evaluate and improve the Program, so we greatly appreciate your participation and hope you gained value from PCI's investment in providing renter benefits like this. We encourage you to continue using and reloading your Compass card for your personal use.

As always, survey responses will be held in the strictest confidence and always reported anonymously in aggregate. This survey will be completed in accordance with ss. 26(c) and 26(e) of the Freedom of Information and Protection of Privacy Act (British Columbia). Your participation is voluntary and will not influence your residency, status, or employment at Yarrow.

The survey should take approximately 10 minutes to complete.

For more information, please contact tdmdevelopment@translink.ca.

Contact Information

* To help us develop and improve the Program, and to hear about the results, please provide the email address you used when filling out the intake survey.

Getting Around

* In the past 3-months, how many transit trips did you take in a typical 7-day week?

- 0 trips
- 1-2 trips
- 3-4 trips
- 5-6 trips
- 7-10 trips
- 10+ trips

* In the past 3 months, how often did you commute to work and/or school in a typical 7-day week?

- 0 return trips
- 1-2 return trips
- 3-4 return trips
- 5-6 return trips
- More than 6 return trips
- Unsure

* In the past 3 months, what proportion of work/school trips do you make using the following options in a typical 7-day week?

Amount must total 100%

Private Vehicle – Single Occupant

Carpool

Carshare (e.g. Evo, Modo)

Ride Sharing/Ride Hailing (e.g. taxi, Lyft, Uber)

Public Transit (e.g. Bus, SkyTrain)

Walked all the way

Cycle or micromobility (e.g. scooter)

Other

Getting Around

* In the past 3 months, how often do you travel for shopping/family/social activities in a typical 7-day week?

- 0 return trips
- 1-2 return trips
- 3-4 return trips
- 5-6 return trips
- More than 6 return trips
- Unsure

* In the past 3 months, how far did you typically travel for regular shopping/family/social trips?

- 1 km or less
- 1-2 km
- 2-5 km
- 5-10 km
- More than 10 km
- Unsure

* In the past 3 months, what proportion of shopping/family/social trips do you make using the following options in a typical 7-day week?

Amount must total 100%

Private Vehicle – Single Occupant

Carpool

Carshare (e.g. Evo, Modo)

Ride Sharing/ Ride Hailing (e.g. taxi, Lyft, Uber)

Public Transit (e.g. Bus, SkyTrain)

Walked all the way

Cycle or micromobility (e.g. scooter)

Other

Motor Vehicle and Bicycle / Micromobility Access

- * How many motor vehicles are currently insured for use by members of your household? (E.g. cars, trucks, vans and motorcycles)

Please include personal and business vehicles.

- No vehicles
- 1 vehicle
- 2 vehicles
- 3 vehicles
- 4 or more vehicles

- * Where do you park your household vehicle(s)?

Select all that apply.

- Off-street (Yarrow parking garage)
- Off-street (Other parking lot/garage)
- On-street (Permit)
- On-street (Free)
- Other, please specify:

Please leave out any personal information.

- * Do you and/or members of your household have access to a Carshare membership? Select all that apply.

Select all that apply.

- None
- Modo
- Evo
- Other, please specify:

Please leave out any personal information.

Motor Vehicle and Bicycle / Micromobility Access

* How many bicycles (non-electric, in working condition) – excluding bike share - are available for use by members of your household?

- No bicycles
- 1 bicycle
- 2 bicycles
- 3 bicycles
- 4 or more

* How many electric bicycles (e-bike with pedal or throttle assist), electric scooters or other electric mobility devices (e.g. e-skateboard, mono-wheel) are available for use by members of your household?

- No e-mobility devices
- 1 e-mobility devices
- 2 e-mobility devices
- 3 e-mobility devices
- 4 or more e-mobility devices

* Where do you and/or members of your household park/store your bicycles and e-mobility devices when at home?

Select all that apply.

- Inside the home
- Yarrow secure bicycle room
- Yarrow personal bicycle locker
- Other, please specify:

Please leave out any personal information.

* Do you and/or members of your household have access to a Bike Share membership?

Select all that apply.

- No
- Yes, Mobi bike share
- Other, please specify:

Please leave out any personal information.

Compass for Developments Participation

* In the past 3 months, has someone in your household used the Compass Card you received as part of the Compass for Developments Program?

- Yes
- No
- Unsure

* In comparison to the last year, over the past 3 months, the frequency you used public transit:

- Increased
- Remained the same
- Decreased
- N/A (I haven't used public transit in the past year)

* In comparison to the last year, over the past 3 months, the frequency you used a private vehicle:

- Increased
- Remained the same
- Decreased
- N/A (I haven't used a private vehicle in the past year)

Compass for Developments Participation

How much do you agree or disagree with the following statements:

* Developments like Yarrow, that are adjacent to fast and frequent bus services like RapidBus, reduce my reliance on using a private vehicle.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know/Not applicable

* Developments like Yarrow, that are adjacent to fast and frequent bus services like RapidBus, increase my use of public transit.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know/Not applicable

* Being located close to public transit is a key benefit of my residency/employment at Yarrow.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know/Not applicable

* As a result of my participation in the Compass for Developments Program, I am re-evaluating the need for one or more of my personal automobiles.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree

- Strongly disagree
- Don't know/Not applicable (do not currently own/lease an automobile)

* I am satisfied with my experience in the Compass for Developments Program.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know/Not applicable

* It was easy to get enrolled in the Program to start using the provided Compass Card.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know/Not applicable

* What made the enrollment process for the Compass for Development Program a challenge for you?

Select all that apply.

- There wasn't enough information about the Program
- There wasn't enough information about how/where to sign-up for the Program
- The time periods for picking up the Compass Card were inconvenient
- The survey took too long to complete
- I don't know how to use the Compass Card
- I don't know where to use the transit system
- I lost my Compass Card

Other, please specify:

Please leave out any personal information.

Are there any other additional comments or recommendations you would like to share?

Please leave out any personal information.

