Customer Service Performance
Quarter 1 2016

Bus
SeaBus
SkyTrain

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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 (8, 9, 10 out of 10) are highlighted.

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

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

Highlights

Overview

- **Overall Transit Service is rated positively by six-in-ten riders (61%) this period, which is up from Q4 2015 and directionally increased from Q1 2015.** The average score remains stable at 7.6 out of 10.
- **Nearly all transit system attributes have an average score above the 7.0 positive-performance threshold,** except for Adequate Information on Buses (6.9 out of 10) and Enough Shelters at Stops (6.6).
- **A few service attributes have shown significant improvements this quarter,** including Adequate Information on SeaBus (59%), Convenient Hours (54%), and Good Connections (53%).
- **Close to six-in-ten transit riders (57%) report using the Compass Card this period**, with Stored Value being the most popular fare payment method.

Performance of the Overall Bus Service has significantly improved from last quarter and the same quarter a year ago, contributing to a stronger average score of 7.9 out of 10.

- All bus service attributes have an average score that is higher than the 7.0 positive-performance threshold.
- Having a Courteous Bus Operator continues to be the highest-rated top key driver for Overall Bus Service (74%).
- The #250 bus shows the strongest performance this period. On the other hand, #106 bus earns the lowest scores across most bus service attributes.

Three-quarters of SkyTrain riders (74%) give top ratings to the Overall SkyTrain service, which has directionally increased from a year ago. The average score remains stable at 8.2 out of 10.

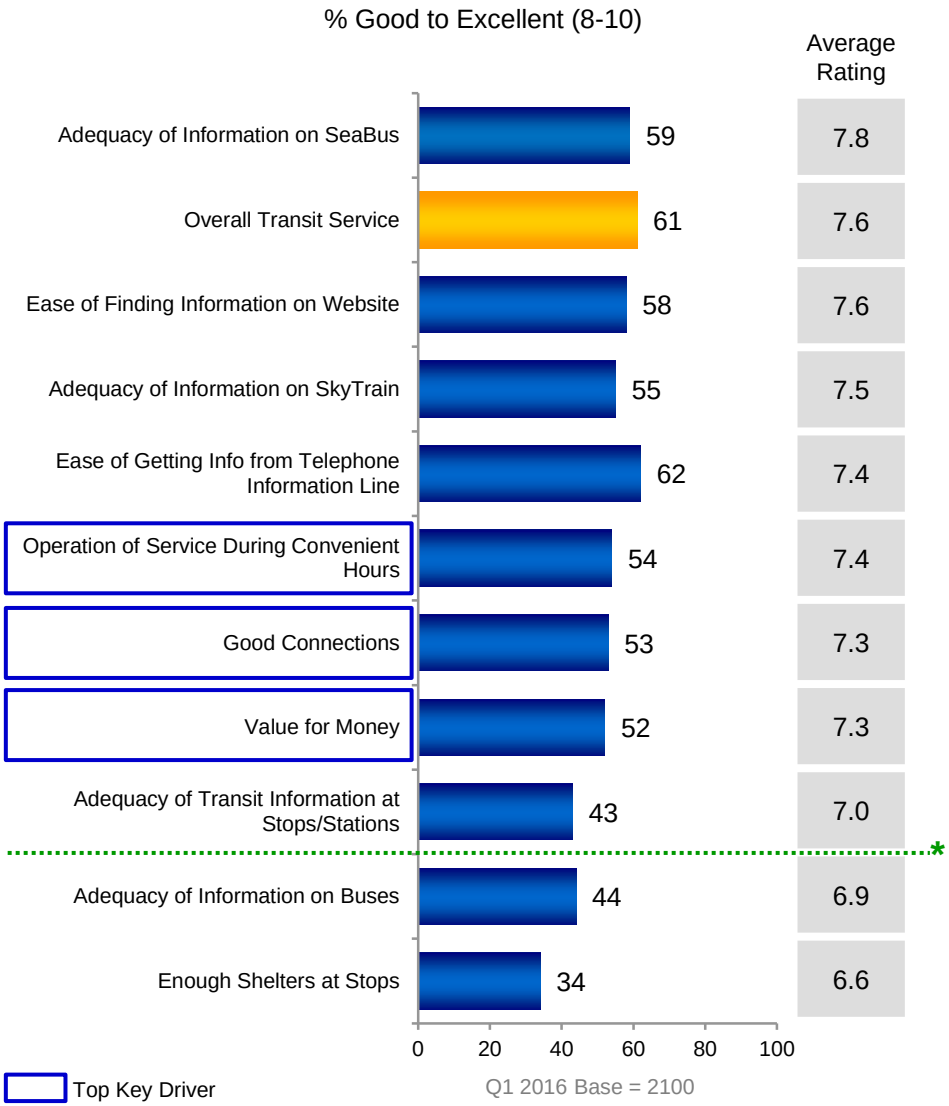
- Scores for Feeling Safe from Crime On Board the SkyTrain (79%) and Staff Availability (41%) have improved from a year ago.
- Two SkyTrain service attributes have average scores that are below the 7.0 positive-performance threshold: Not Being Overcrowded (6.8 out of 10) and Delays are Announced and Explained (5.8).
- Similar to historical trends, Canada Line continues to show stronger performance compared to BCRTC.

The large majority of SeaBus riders (85%) give positive evaluations to the Overall SeaBus Service, which is significantly higher than the previous quarter. The average score is holding strong at 8.6 out of 10.

- All SeaBus service attributes continue to earn average scores that are above the 7.0 positive-performance threshold.
- Ratings for Safety from Crime at the Station have increased from a year ago and marginally up from last quarter.

Highlights

Performance on Transit System Attributes



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

Transit System

- Overall Transit Service receives good-to-excellent ratings from six-in-ten transit riders (61%), which is significantly up from last quarter and marginally up from a year ago. The average score is stable at 7.6 out of 10.
- Almost all transit service attributes perform positively this period except for Adequate Information on Buses and Enough Shelters at Stops, both with an average score that is below the 7.0 threshold for positive performance.

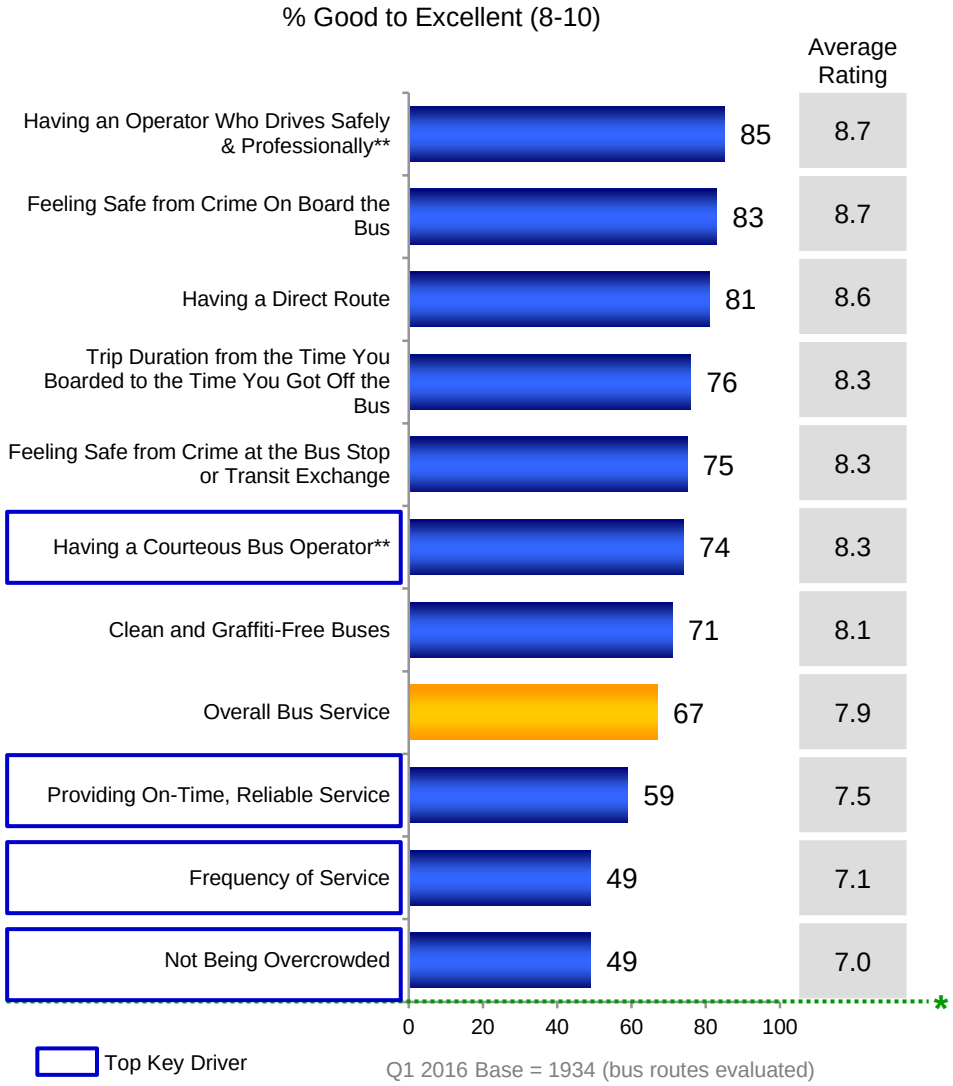
Performance on Top Key Drivers of Transit Overall Service

Key Drivers with Positive Performance*

- Operation of Service During Convenient Hours
  - Up from both last quarter and a year ago, over one-half of transit riders (54%) award top ratings to this attribute, making it the strongest-performing top key driver.
- Good Connections
  - Good Connections is rated highly by over half (53%) of riders who travelled on more than one bus or mode. This has significantly increased from both Q1 and Q4 of 2015.
- Value for Money
  - Unchanged from last quarter but up from the same quarter a year ago, Value for Money receives good-to-excellent ratings from 52% of riders.

Highlights

Performance on Bus System Attributes



Q1 2016 Base = 1934 (bus routes evaluated)

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

** Previously combined: "Having Courteous, Competent and Helpful Bus Operator".

Bus System

- Two-thirds of bus riders (67%) award top ratings to the Overall Bus Service, which is significantly up from both last quarter and the same quarter a year ago. This contributes to a stronger average score of 7.9 out of 10.
- All bus service attributes earn an average score that is higher than the 7.0 positive-performance threshold this period.

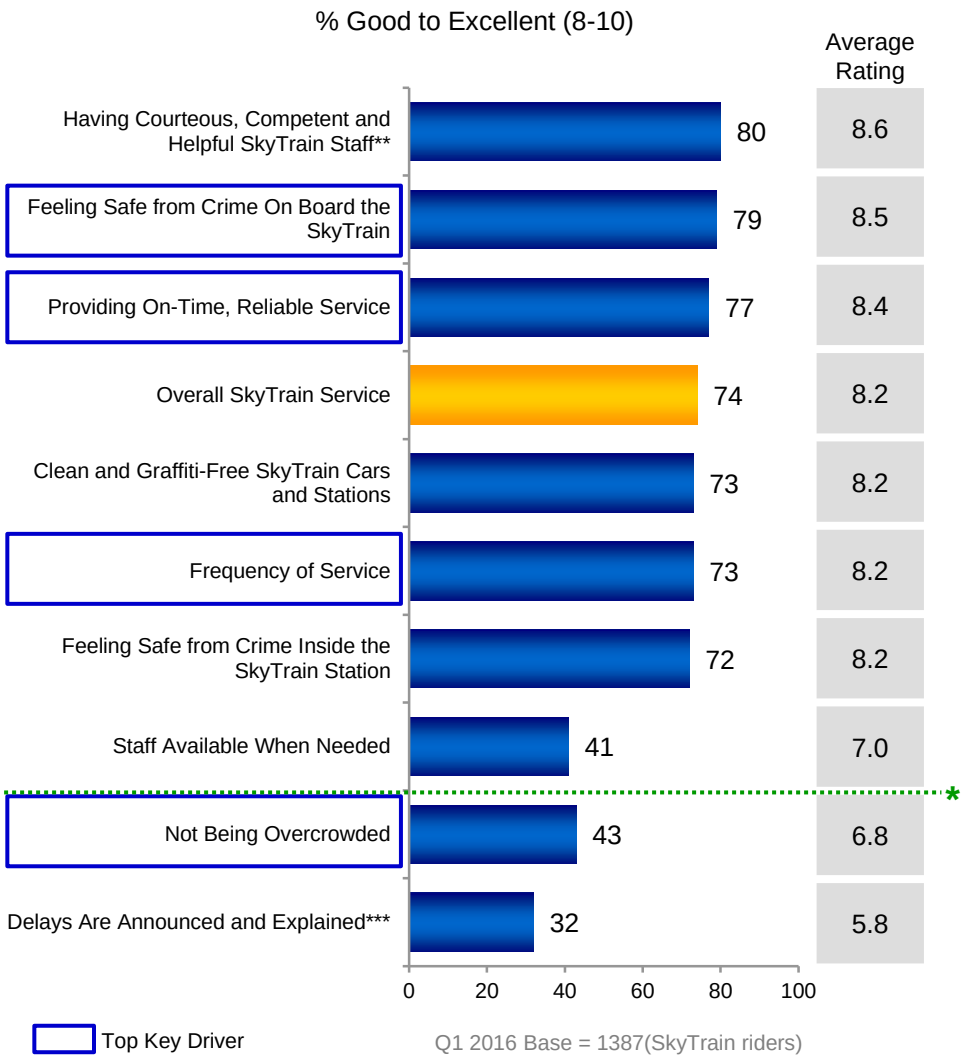
Performance on Top Key Drivers of Overall Bus Service

Key Drivers with Positive Performance*

- Courteous Bus Operator
  - Ratings for Courteous Bus Operator (74%) are unchanged from last quarter but up from a year ago. At the depot level, scores for NVT and STC have also increased from Q1 2015. On the other hand, RTC scores have dropped from a year ago and ratings for BTC have slipped from the previous quarter.
- On-Time Reliable Service
  - Up from both last quarter and the same quarter last year, On-Time Reliable Service is rated highly by six-in-ten bus riders (59%). Scores for NVT have also significantly increased from Q1 and Q4 of 2015.
- Frequency of Service
  - Consistent with previous waves, one-half of riders (49%) award good-to-excellent scores to Frequency of Service.
- Not Being Overcrowded
  - Directionally up from Q4 2015 but unchanged from a year ago, Not Being Overcrowded earns top ratings from one-half of riders (49%).

Highlights

Performance on SkyTrain Attributes



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

** Caution: Only among SkyTrain riders who spoke with staff (n=173)

*** Caution: Only among those who experienced delays (n=437)

SkyTrain System

- Performance of the Overall SkyTrain Service (74%) is unchanged from last quarter but directionally up from the same quarter a year ago. The average score remains stable at 8.2 out of 10.
- The lowest-performing attributes, Not Being Overcrowded and Delays are Announced and Explained, have earned an average score that is below the 7.0 positive-performance threshold (6.8 and 5.8 respectively).

Performance on Top Key Drivers of SkyTrain Overall Service

Key Drivers with Positive Performance*

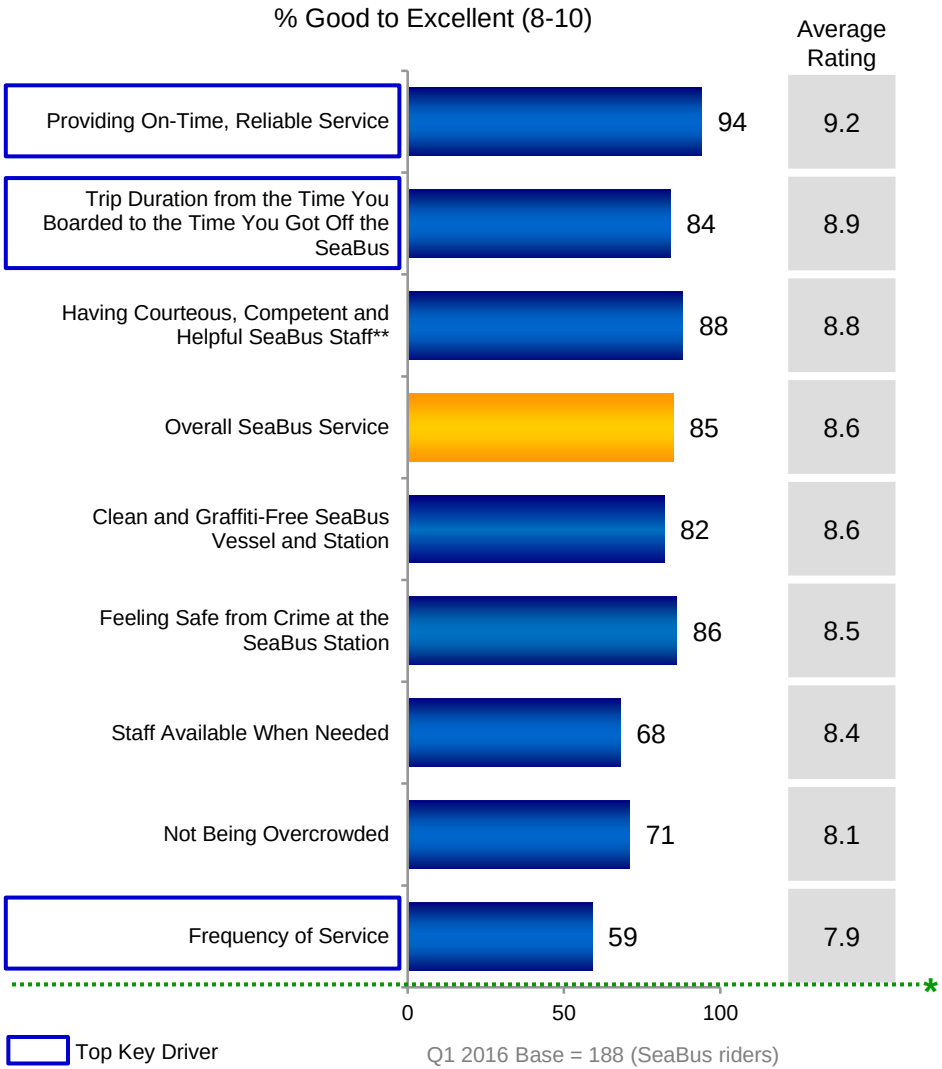
- Feeling Safe from Crime On Board the SkyTrain
  - Up from a year ago but consistent with last quarter, this attribute is rated positively by eight-in-ten riders (79%). Both Canada Line and BCRTC show stable performance in this area (87% and 74% respectively).
- On-Time, Reliable Service
  - Directionally up from Q1 2015 but unchanged from Q4 2015, three-quarters of SkyTrain riders (77%) award top ratings to On-Time, Reliable Service. Scores for BCRTC (69%) have decreased from a year ago, while scores for Canada Line (89%) remain consistent.
- Frequency of Service
  - Frequency of Service has a steady performance this quarter (73%). Scores for Canada Line (82%) have improved from the previous quarter while BCRTC scores remain unchanged (68%).

Key Drivers Needing Improvement*

- Not Being Overcrowded
  - Four-in-ten SkyTrain riders (43%) award top scores to Not Being Overcrowded, which has directionally decreased from last quarter but consistent with a year ago. Performance of BCRTC (42%) is stable this quarter. On the other hand, scores for Canada Line (45%) have dropped from Q1 2015.

Highlights

Performance on SeaBus Attributes



Q1 2016 Base = 188 (SeaBus riders)

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

** Caution: Very small base size – only among SeaBus riders who spoke with staff (n=31)

SeaBus

- The Overall SeaBus Service receives good-to-excellent scores from the majority of SeaBus riders (85%), which is significantly up from the previous quarter and marginally up from a year ago. The average score is unchanged at 8.6 out of 10.
- Similar to historical trends, all SeaBus service attributes show positive performance, earning an average score that is above the 7.0 positive-performance threshold.

Performance on Top Key Drivers of SeaBus Overall Service

- On-Time, Reliable Service
  - Unchanged from previous quarters, On-Time Reliable Service remains as the highest-rated top key driver for Overall SeaBus Service (94%).
- Trip Duration
  - Ratings for Trip Duration are consistent with historical trends (84%).
- Frequency of Service
  - Six-in-ten SeaBus riders (59%) award top scores to Frequency of Service, which is similar to previous quarters. Performance in this area is relatively lower than other SeaBus service attributes.

Highlights – Rider Profile

Transit Riders versus the General Population

- In general, transit riders have similar demographic characteristics to the broader adult population of Metro Vancouver. Notable exceptions observed this quarter include the following:
  - Transit riders tend to be younger, with a higher proportion falling between the ages of 16 and 24 years (28% versus 13% among the general population).
  - Transit riders are less likely to be employed full-time (40% versus 51%) but are more likely to be employed part-time (21% versus 15%) or unemployed (7% versus 5%).
  - Students accounts for 18% of transit users (compared to 6% of the general population). Also, transit users are more likely than the overall population to have some university education (16% versus 10%).
  - Transit riders continue to be less affluent, with 40% having a household income of $65K or more compared to 54% of the Metro Vancouver adult population.

Trip Purpose

- Commuting to/from work (42% of riders mention using transit for this purpose) continues to be the primary reason for using public transit, which is in-line with a year ago. Other top reasons include entertainment/social purposes (40%) and shopping (34%).

Choice versus Captive

- Similar to historical trends, seven-in-ten transit riders (67%) are Choice riders (those who have regular access to a vehicle). The remaining one-third (31%) are Captive riders.
- Relative to Captive riders, Choice riders tend to be more affluent, older (35+), have a university degree and working full-time.
- On the other hand, Captive riders are more likely than Choice riders to be 16 to 34 years old, working part-time or unemployed, less educated and earn a household income of under $35K.
- In terms of travel behavior, Captive riders are more likely than Choice riders to take the Bus and use the Compass Card. On the other hand, Choice riders tend to be SkyTrain users and pay with Cash fares compared to their counterparts.

Highlights – Spotlight on Fare Payment Method

This quarter, the spotlight is on riders who pay for transit by the three most commonly used fare payment methods – Compass Card, FareSaver Tickets and Cash.

Compass Card Users

With the scheduled closure of the fare gates in April 2016, Compass Card has become the predominant method of payment this period. Compass card users now account for 57% of transit riders, significantly up from 4% a year ago and 30% last quarter. This group of users is:

- Most likely to be under 25 years old (38% versus 28% overall); and
- Most likely to be working part-time (24% versus 21%).
- More likely to be High Frequency riders (39% versus 28% overall);
- More likely to be Captive riders (36% versus 31%);
- More likely to take the Bus (84% versus 78%) or SkyTrain (73% versus 70%);
- Has the shortest transit usage tenure (9.9 years versus 11.4 years); and
- More likely to be making transit trips for work (52% versus 42%) or school (30% versus 20%).

FareSaver Ticket Users

FareSaver tickets only makes up 13% of transit users this quarter (down from 30% a year ago and 23% last quarter). FareSaver users are:

- More likely to be between the ages of 35 and 44 (17% versus 13% overall);
- More likely to be retired (26% versus 16%);
- Most educated (53% with a university degree, versus 39%); and
- More likely to reside in Vancouver (51% versus 37%).
- Have been taking public transit the longest (14.9 years versus 11.4 years overall).

Cash Users

Down 3 percentage points from both a year ago and last quarter, Cash users currently account for 20% of transit users. They are:

- Most likely to be unemployed (11% versus 7% overall).
- More likely to be Choice riders (76% versus 67% overall);
- More likely to be Low Frequency riders (72% versus 44%);
- More likely to be SeaBus users (9% versus 6%); and
- More likely to be travel for entertainment/social purposes (53% versus 40%).

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.

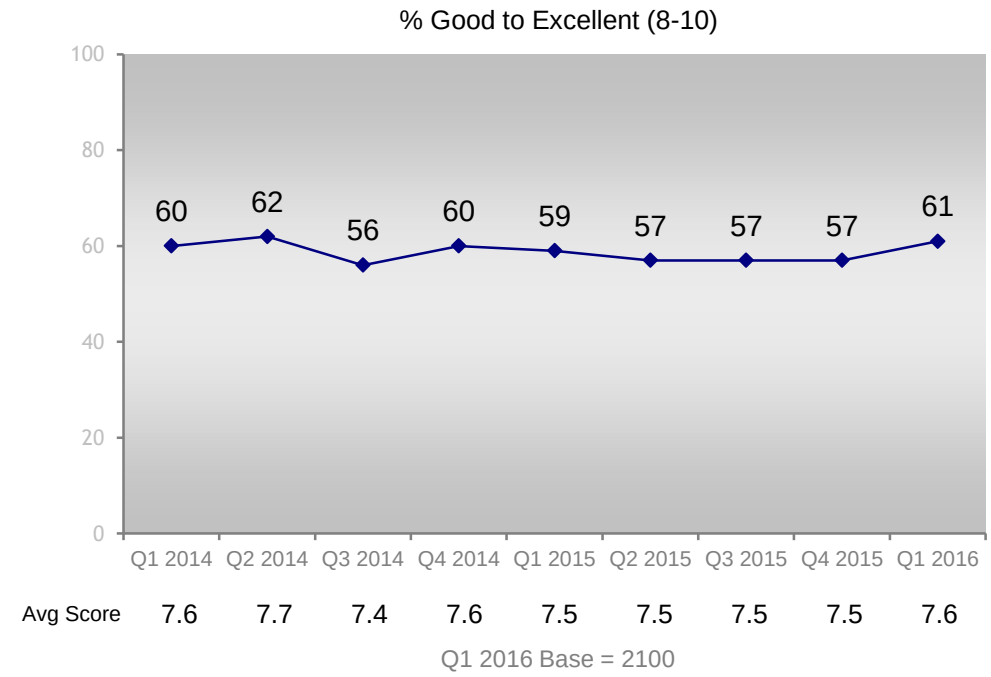
The methodology used in conducting this project is included in Appendix A.

Detailed Findings

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

- Perceptions of Overall Service
- Perceptions of Specific Attributes

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



Q1 2016 Regional Differences:

69% among West Vancouver riders

57% among Northeast riders

Most Positive | Least Positive

= *Significant upward/downward shift*

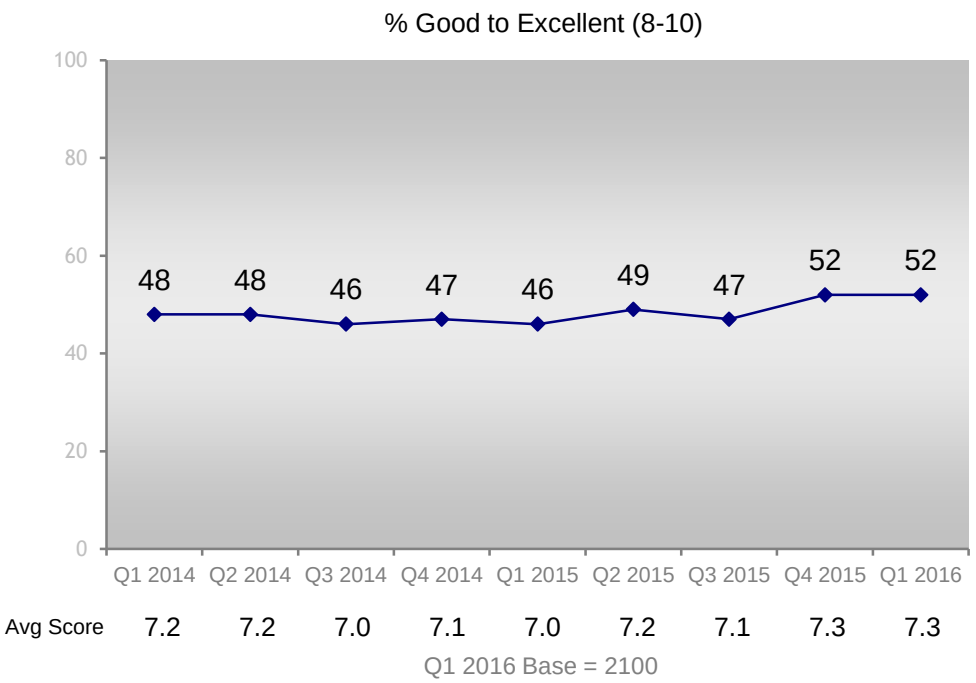
Overall Service

Overall Transit Service is rated highly by six-in-ten riders (61%) this period, which is up from last quarter and marginally up from a year ago. The average score remains strong at 7.6 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	+ 4%	+ 2%

Specifically, riders who travel through one to two zones, seniors (65+), Low to Medium Frequency users and Choice riders are more likely to award top ratings to Overall Service compared to their counterparts.

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?



Value for Money

Unchanged from last quarter but up from a year ago, Value for Money, which is a top key driver for Overall Transit Service Performance, earns top ratings from one-half of riders (52%). The average score is up from 7.0 out of 10 in Q1 2015 to 7.3 this period.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	0%	**+ 6%**

In particular, Canada Line riders, seniors (65+) and those who only travel through one zone are more likely than their counterparts to give positive evaluations for this attribute.

Q1 2016 Regional Differences:

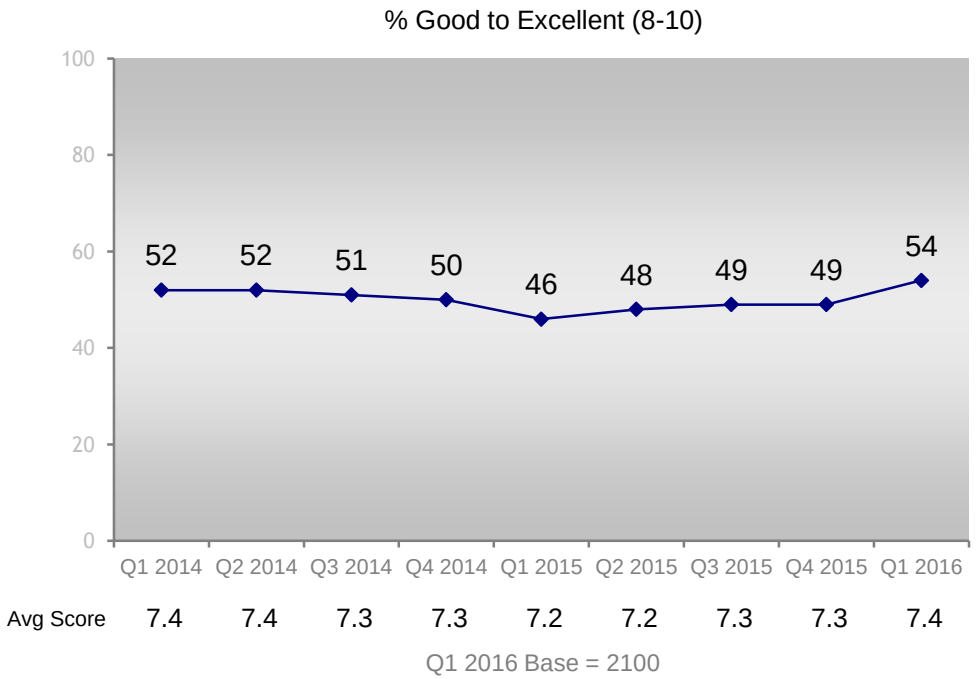
78% among West Vancouver riders

45% among Northeast riders
44% among Burnaby/New Westminster riders

Top Key Driver | Most Positive | Least Positive

= *Significant upward/downward shift*

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



Q1 2016 Regional Differences:

58% among Richmond/South Delta riders

56% among Surrey/North Delta/ White Rock/Langley riders

55% among Vancouver riders

46% among Northeast riders

Top Key Driver | Most Positive | Least Positive

Convenient Hours

Trending up since Q1 2015, over one-half of riders (54%) give good-to-excellent scores to Convenient Hours, making this the highest-rated top key driver. The average score is at 7.4 out of 10 this quarter, up from 7.2 a year ago.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	+ 5%	**+ 8%**

This attribute is more likely to be rated positively by one-zone travelers and riders who are between the ages of 16 and 24 and those who are older than 65 years old.

= *Significant upward/downward shift*

Good Connections

Q23AA. Again, thinking of the trip you take most often on transit, do you take more than one bus or transit mode?

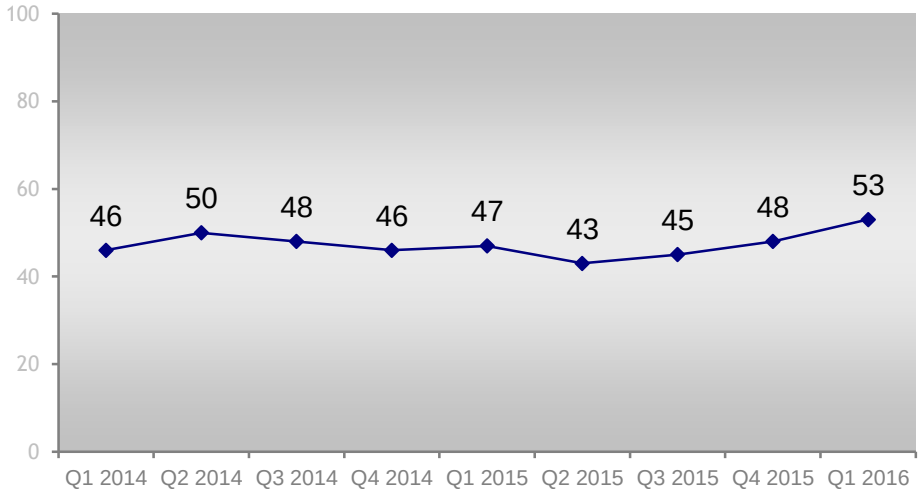
Q23AB. How would you rate the transit system in terms of having good connections between buses or transit modes with a reasonable wait time?

Four-in-ten transit riders (41%) report having made a connection in Q1 2016, which is down from last quarter (44%) but unchanged from a year ago. In particular, riders who are between the ages of 16 and 44 years old, High Frequency users, Captive riders, three zone travelers and those who reside in Surrey/North Delta/White Rock/Langley or North Vancouver are more likely than their counterparts to say that they have made a connection.

Over one-half (53%) of those who report making a connection rate the transit system positively for Having Good Connections (a top key driver). This has been trending up over the last three quarters from 43% in Q2 2015, and the average score has improved to 7.3 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	+ 5%	**+ 6%**

% Good to Excellent (8-10)



Avg Score	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016
	7.2	7.2	7.2	7.2	7.0	6.9	7.1	7.1	7.3

Q1 2016 Base = 832

Q1 2016 Regional Differences:

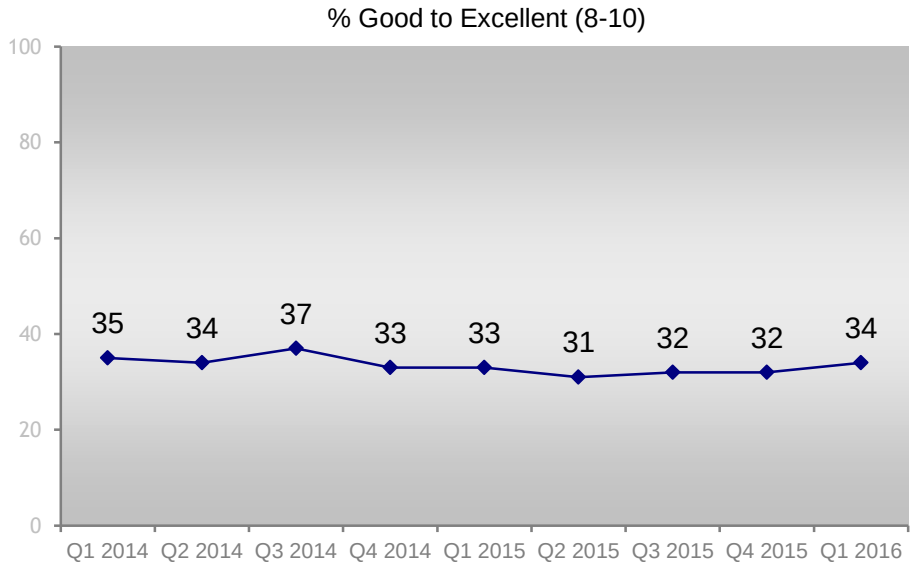
56% among Surrey/North Delta/ White Rock/Langley riders

43% among Northeast riders

= *Significant upward/downward shift*

Top Key Driver | Most Positive | Least Positive

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



Avg Score	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016
	6.7	6.7	6.7	6.6	6.5	6.6	6.6	6.6	6.6

Q1 2016 Base = 2100

Q1 2016 Regional Differences:

47% among West Vancouver riders

28% among Burnaby/New Westminster riders

25% among Northeast riders

Top Key Driver | Most Positive | Least Positive

= *Significant upward/downward shift*

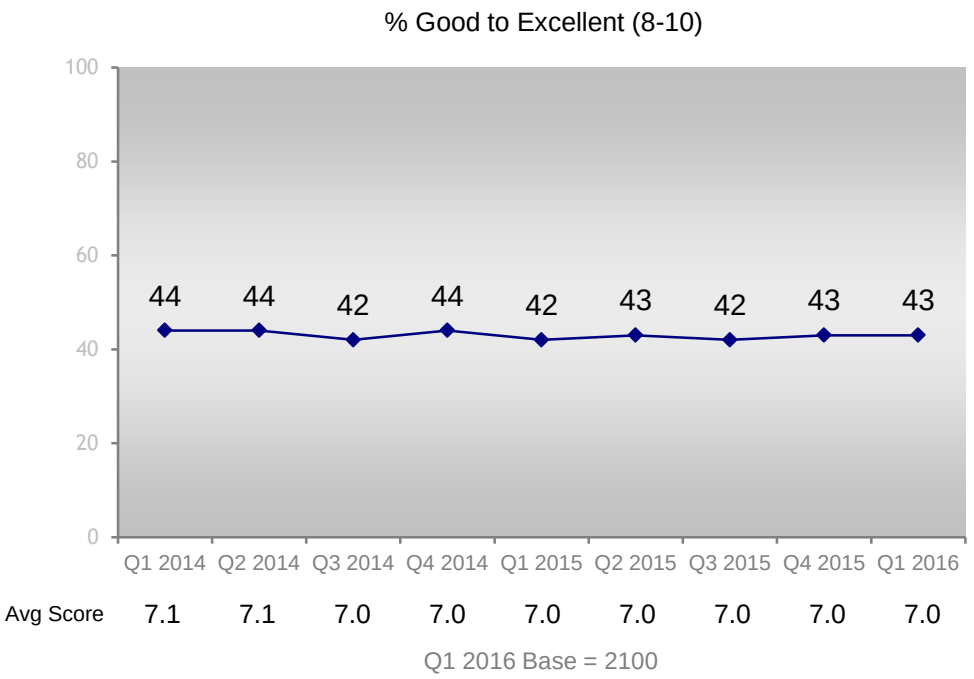
Enough Bus Shelters at Bus Stops

Directionally up from last quarter but consistent with Q1 2015, one-third of riders (34%) give a high score of 8 to 10 to Having Enough Bus Shelters at Bus Stops. The average score is stable at 6.6 out of 10. This continues to be the lowest-rated bus service attribute.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	+ 2%	+ 1%

Compared to their counterparts, younger riders (16-24 years old) and seniors (65+) are more likely to award top ratings to this attribute.

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



Q1 2016 Base = 2100

Q1 2016 Regional Differences:

48% among Richmond/South Delta and Surrey/North Delta/ White Rock/Langley riders

45% among Vancouver riders

39% among North Vancouver riders

37% among Northeast riders

36% among Burnaby/New Westminster riders

Most Positive — Least Positive

= *Significant upward/downward shift*

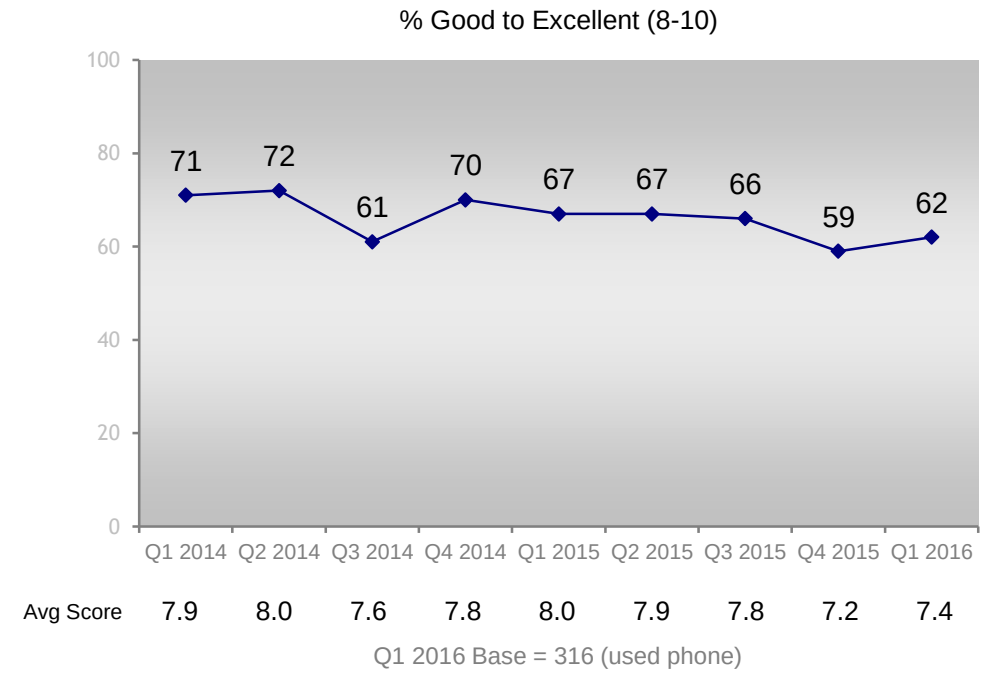
Adequacy of Transit Information at Stops and Stations

Consistent with historical trends, four-in-ten transit riders (43%) award positive scores to Having Adequate Transit Information at Stops and Stations and the average score is stable at 7.0 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	0%	+ 1%

Riders who are between the ages of 25 and 64 years old and SeaBus users are less likely to give a good-to-excellent score to this attribute compared to their counterparts.

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?



Q1 2016 Base = 316 (used phone)

Spoke To Clerk	Call Was Automated	Clerk & Automated
Base = 145	Base = 66	Base = 93
% Good to Excellent		
71%	55%	57%

Ease of Getting Information from the Telephone Information Line

Consistent with historical trends, 14% of transit riders have used the Telephone Line in the past three months. In particular, High Frequency users, Captive riders and those who use the Monthly Pass on a Compass Card are more likely than their counterparts to have called the Information Line.

Unchanged from the previous quarter but directionally down from a year ago, 62% of riders who have used the phone line award top ratings to the Ease of Getting Information. The average score has dropped compared to the same quarter last year (7.4 versus 8.0).

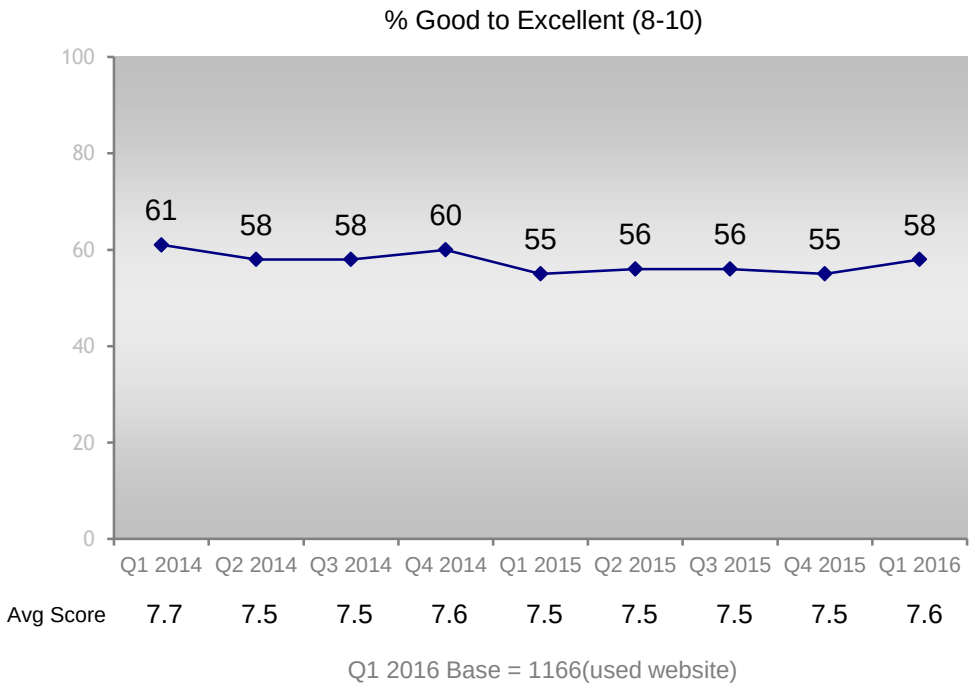
Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	+ 3%	- 5%

Specifically, one-zone travelers give higher assessments for this attribute.

Moreover, riders who have directly talked to a clerk tend to find this area of service more positive than those who have made a fully or partially automated call.

= *Significant upward/downward shift*

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?



Q1 2016 Base = 1166(used website)

Q1 2016 Regional Differences:

65% among Surrey/North Delta/White Rock/Langley riders

53% among Northeast riders

52% among Burnaby/New Westminster riders

Most Positive Least Positive

= *Significant upward/downward shift*

Ease of Finding Info on Website

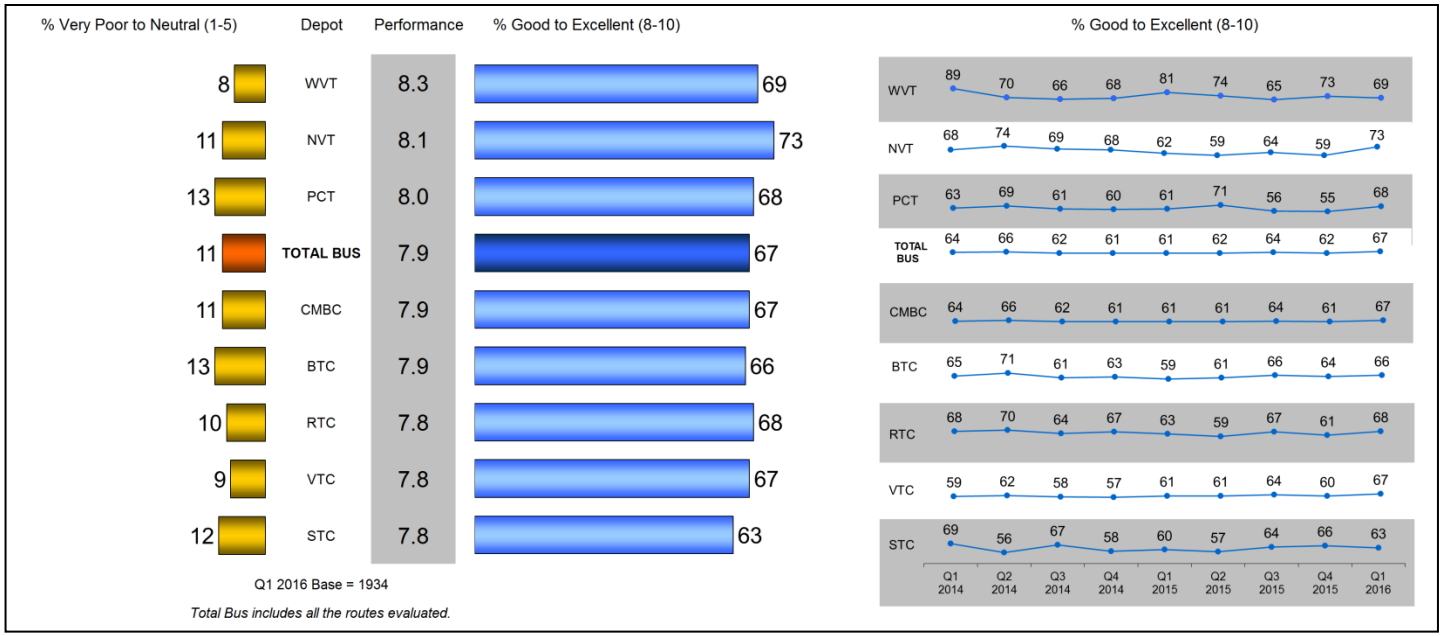
Up from the same quarter last year but unchanged from last quarter, six-in-ten riders (59%) indicate they have used the TransLink's website in the past three months. Specifically, Choice riders, High Frequency users, those who travel through two to three zones and riders who are between the ages of 25 and 44 years old are more likely to have used the website than their counterparts.

Among those who have used the TransLink's website, 58% of riders award good-to-excellent ratings for Ease of Finding Information on the Website, which has marginally increased from both last quarter and a year ago. The average score is stable at 7.6 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	+ 3%	+ 3%

Younger riders (16 to 24 years old) and High Frequency users are more likely to award a good-to-excellent score to this attribute.

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



Top Scoring Routes

#250

8.8

Lowest Scoring Route

#49 **#106**

6.5 **6.5**

Time Periods Receiving Low Ratings

- No particular time period is singled out.

Bus Service Overall

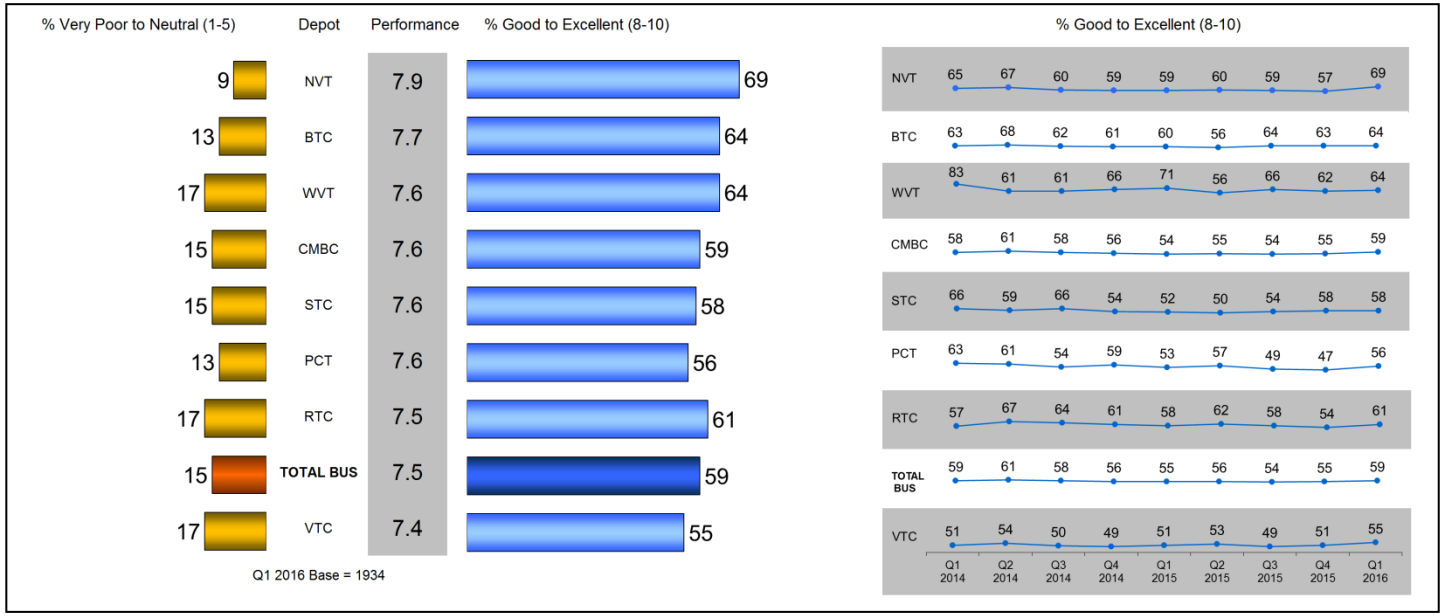
Close to seven-in-ten bus riders (67%) give high scores of 8 or higher to the Overall Bus Service, which has significantly increased from Q1 and Q4 of 2015. As a result, the average score has also improved to 7.9 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	**+ 5%**	**+ 6%**
WVT	**- 4%**	**- 12%**
NVT	**+ 14%**	**+ 11%**
PCT	**+ 13%**	+ 7%
VTC	**+ 7%**	**+ 6%**

= *Significant upward/downward shift*

Note: *Depots are shown if there are any significant changes from last quarter or last year.*

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?**



Top Scoring Routes

#351	#250
8.5	8.4

Lowest Scoring Routes

#49	#20	#106
6.4	6.4	6.3

Time Periods Receiving Low Ratings

- No particular time period is singled out.

On-Time Reliable Service

Top Key Driver

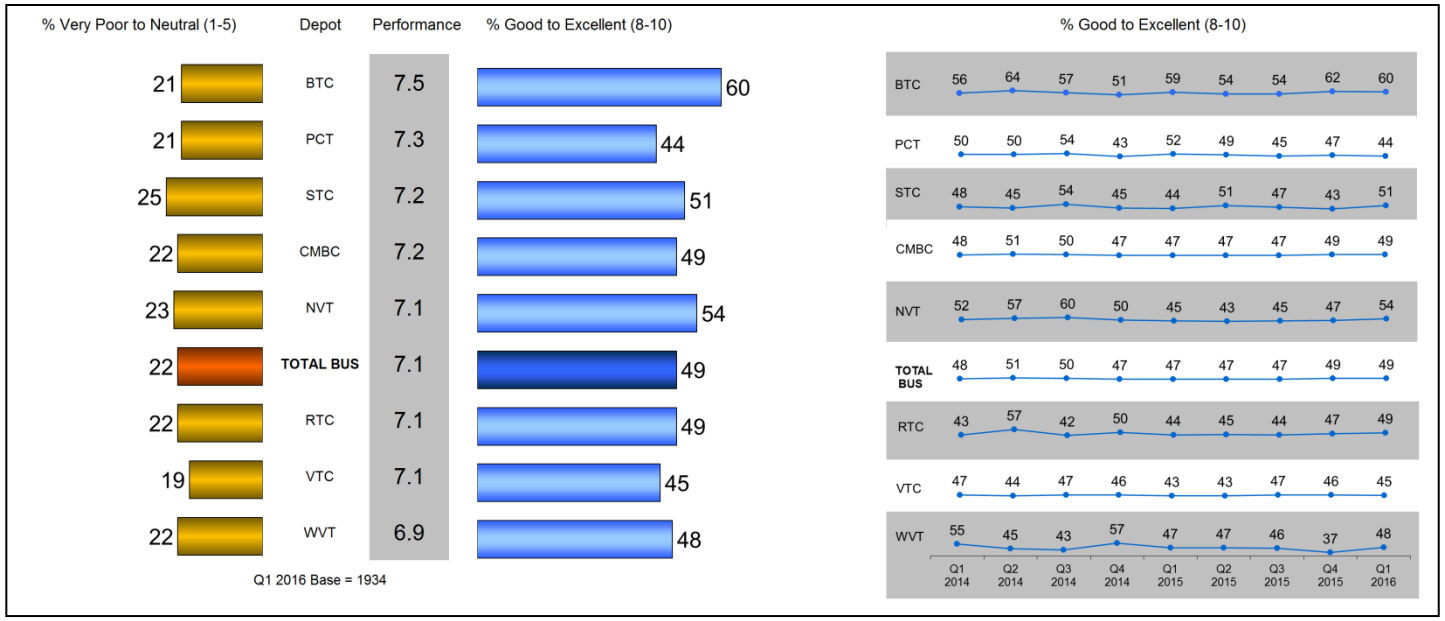
Up from last quarter and a year ago, On-Time Reliable Service (a top key driver for Overall Bus Service), is rated highly by six-in-ten bus riders (59%). The average score is consistent at 7.5 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	**+ 4%**	**+ 4%**
NVT	**+ 12%**	**+ 10%**

= *Significant upward/downward shift*

Note: *Depots are shown if there are any significant changes from last quarter or last year.*

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?



Top Scoring Routes

#99	#351	#240
8.3	8.2	8.2

Lowest Scoring Route

#20

6.2

Time Periods Receiving Low Ratings

- Monday to Friday After 6:30pm

Frequency of Service

Top Key Driver

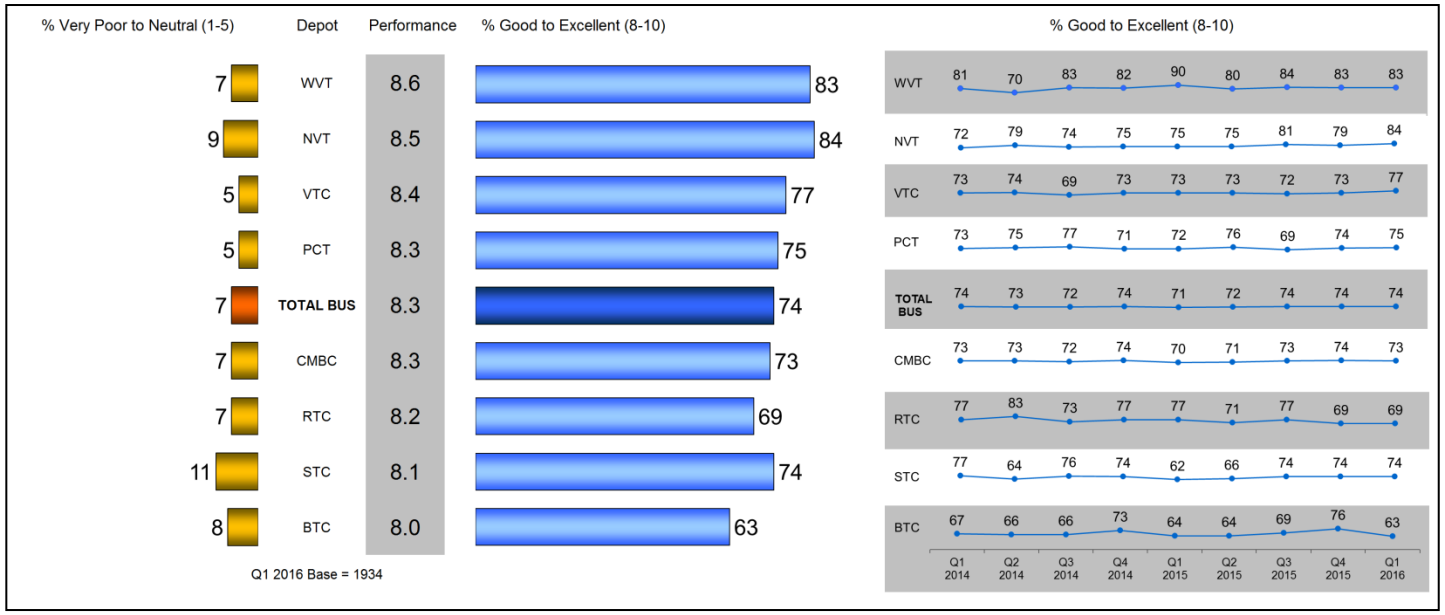
Consistent with last quarter and a year ago, one-half of riders (49%) award high scores to Frequency of Service, which is another top key driver of Overall Bus Service. The average score is unchanged at 7.1 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	0%	+ 2%

= *Significant upward/downward shift*

Note: *Depots are shown if there are any significant changes from last quarter or last year.*

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?



Top Scoring Routes

#10

8.9

Lowest Scoring Routes*

#106

7.1

Time Periods Receiving Low Ratings

- No particular time period is singled out.

**Although this is the "lowest scoring route", it still receives good ratings*

Courteous Bus Operator

The highest-rated top key driver, Having a Courteous Bus Operator earns good-to-excellent scores from three-quarters of bus riders (74%). The average score is consistent at 8.3 out of 10.

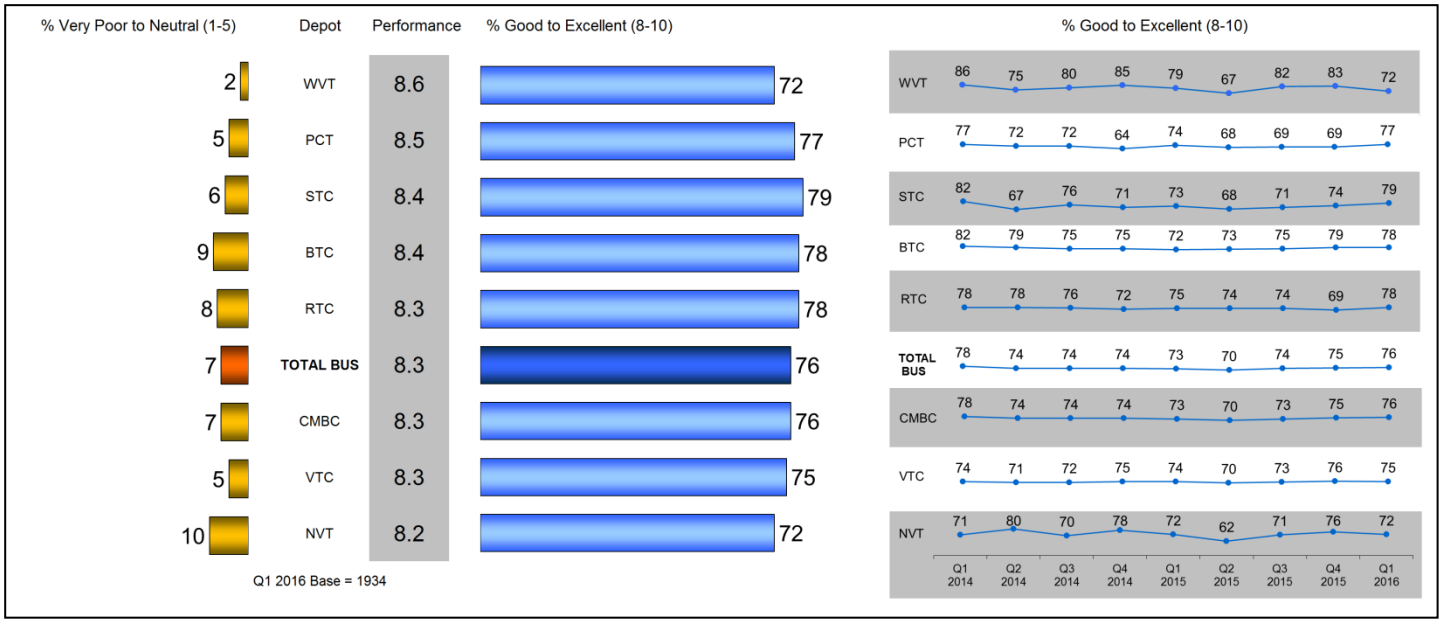
Top Key Driver

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	0%	**+ 3%**
NVT	+ 5%	**+ 9%**
RTC	0%	**- 8%**
STC	0%	**+ 12%**
BTC	**- 13%**	- 1%

= *Significant upward/downward shift*

Note: *Depots are shown if there are any significant changes from last quarter or last year.*

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?



Top Scoring Routes

#250	#351
8.8	8.8

Lowest Scoring Routes*

#239	#106
7.2	7.1

Time Periods Receiving Low Ratings

- No particular time period is singled out.

**Although these are the "lowest scoring routes", they still receive good ratings*

Trip Duration

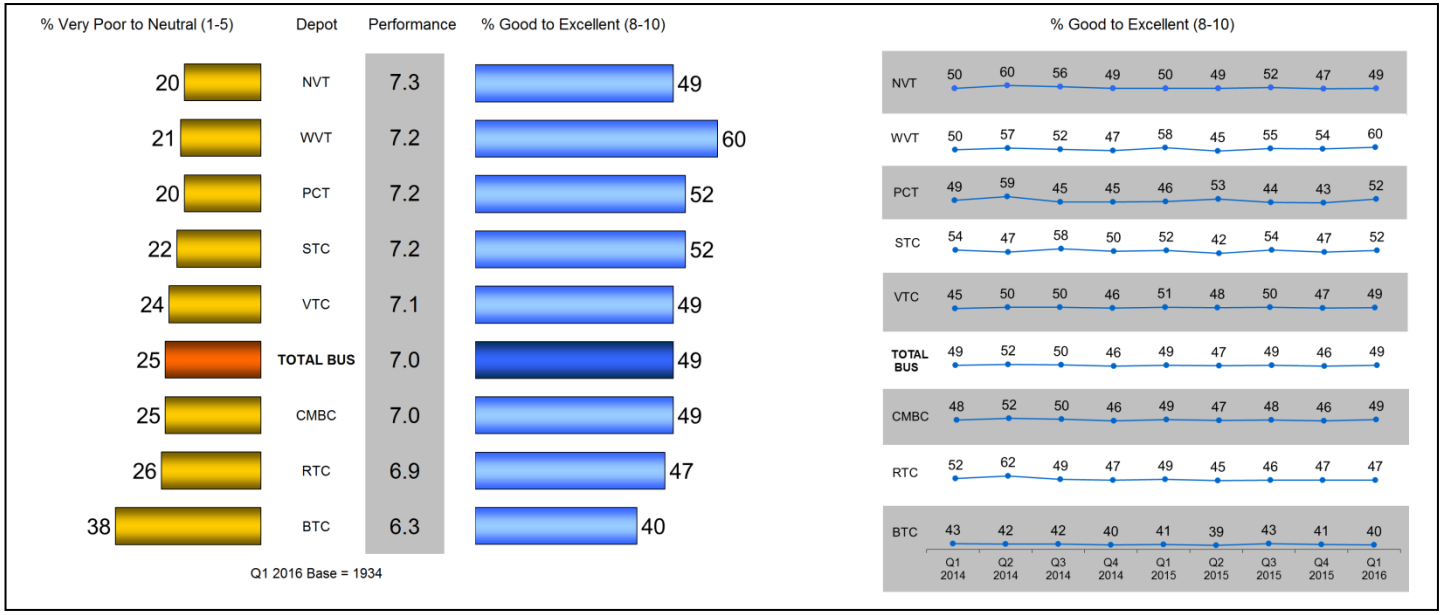
Trending up quarter-over-quarter since Q2 2015, three-quarters of riders (76%) award top ratings to Trip Duration. The average score is stable at 8.3 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	+ 1%	**+ 3%**
WVT	**- 11%**	- 7%
RTC	**+ 9%**	+ 3%

= *Significant upward/downward shift*

Note: *Depots are shown if there are any significant changes from last quarter or last year.*

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?



Top Scoring Routes

#250 **#10**

7.7 **7.7**

Lowest Scoring Route

#99

5.3

Time Periods Receiving Low Ratings

- No particular time period is singled out.

Not Being Overcrowded

Top Key Driver

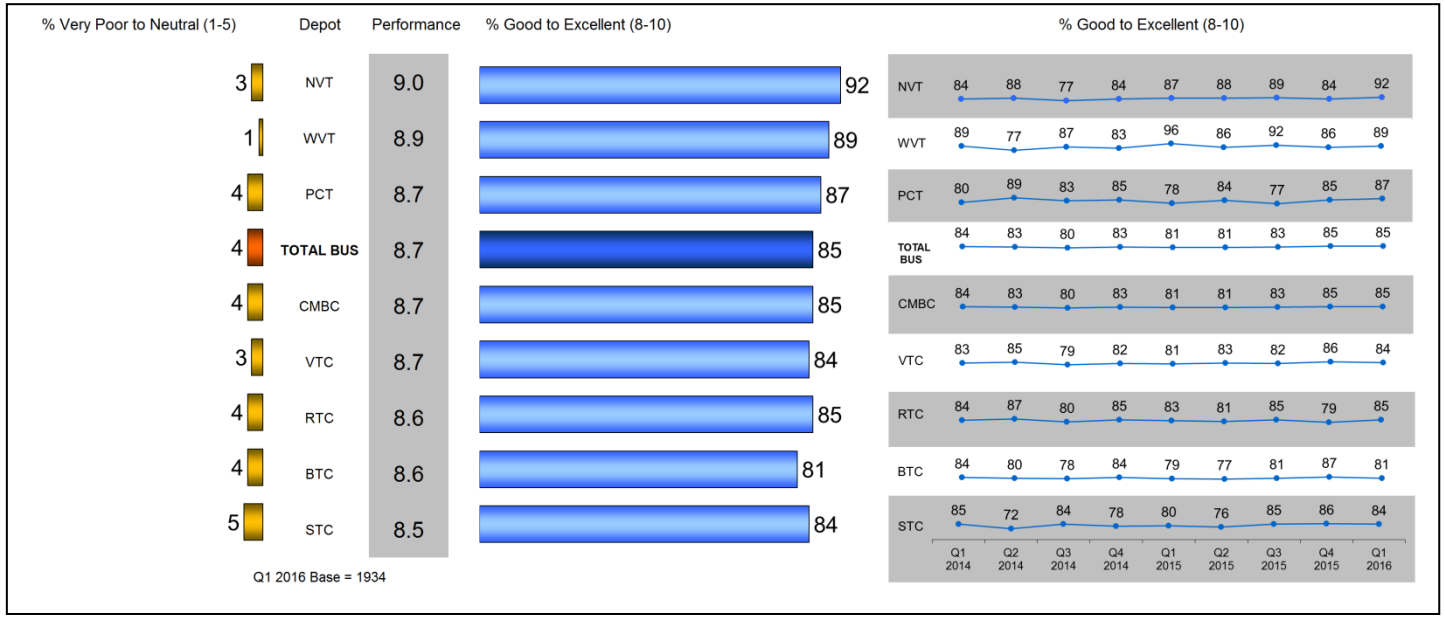
Unchanged from a year ago but directionally up from last quarter, one-half of riders (49%) rate the bus system positively for Not Being Overcrowded and the average score is at 7.0 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	+ 3%	0%

= *Significant upward/downward shift*

Note: *Depots are shown if there are any significant changes from last quarter or last year.*

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?



Top Scoring Routes

#22	#16	#239
9.0	9.0	9.0

Lowest Scoring Routes*

#97	#106
7.8	7.3

Time Periods Receiving Low Ratings

- No particular time period is singled out.

**Although these are the "lowest scoring routes", they still receive good ratings*

Safe and Professional Bus Operator

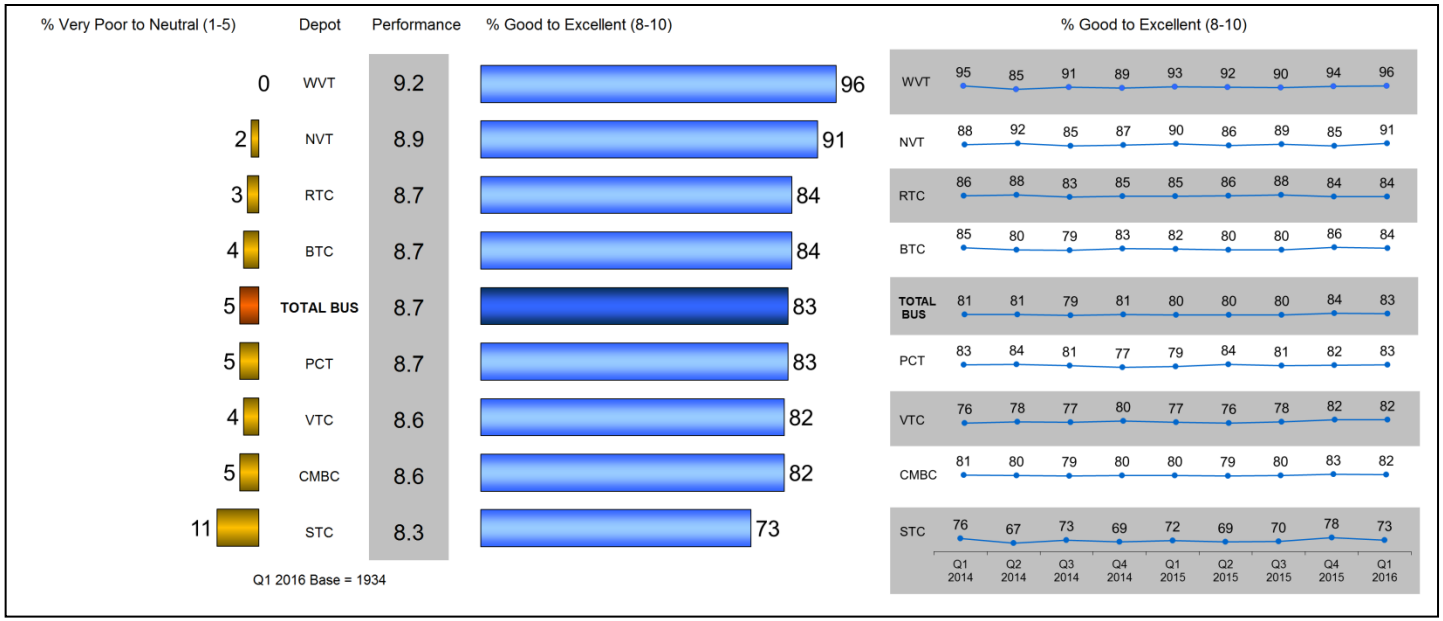
Up from the same quarter last year but unchanged from last quarter, Safe and Professional Bus Operator earns top ratings from a large majority of bus riders (85%). This is the highest-rated attribute, receiving a stronger average score (8,7 out of 10) compared to a year ago.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	0%	**+ 4%**
NVT	**+ 8%**	+ 5%
WVT	+ 3%	**- 7%**
PCT	+ 2%	**+ 9%**
BTC	**- 6%**	+ 2%

= *Significant upward/downward shift*

Note: *Depots are shown if there are any significant changes from last quarter or last year.*

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?



Top Scoring Routes

#250	#351
9.2	9.1

Lowest Scoring Route*

#49	#106
7.9	7.1

Time Periods Receiving Low Ratings

- No particular time period is singled out.

**Although these are the "lowest scoring route", they still receive good ratings*

Feeling Safe from Crime On Board the Bus

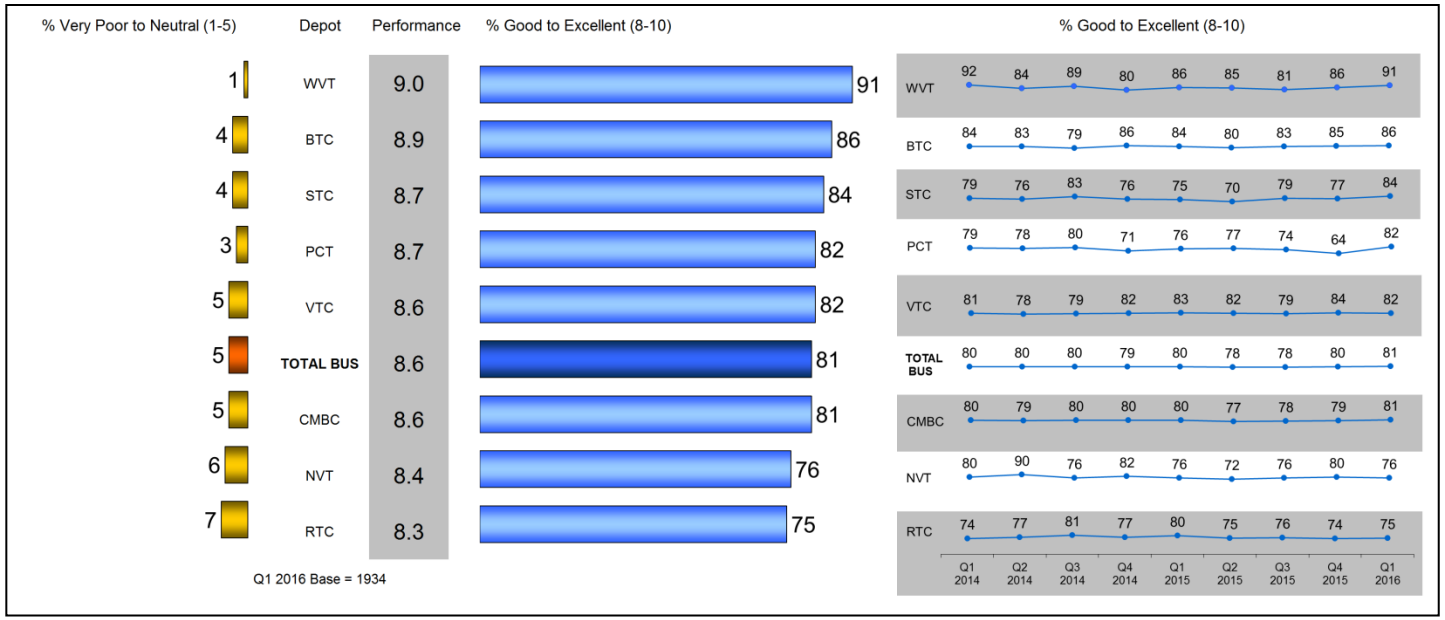
Feeling Safe from Crime On Board the Bus is the second highest-rated bus attribute, with eight-in-ten riders (83%) rating it positively. This is consistent with last quarter but increased from a year ago. The average score (8.7 out of 10) has also gone up from the same quarter last year.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	- 1%	**+ 3%**
VTC	0%	**+ 5%**

= *Significant upward/downward shift*

Note: *Depots are shown if there are any significant changes from last quarter or last year.*

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



Top Scoring Routes

#250	#10	#99
9.2	9.2	9.2

Lowest Scoring Route

#49	#601	#106
7.5	7.4	7.4

Time Periods Receiving Low Ratings

- No particular time period is singled out.

Having a Direct Route

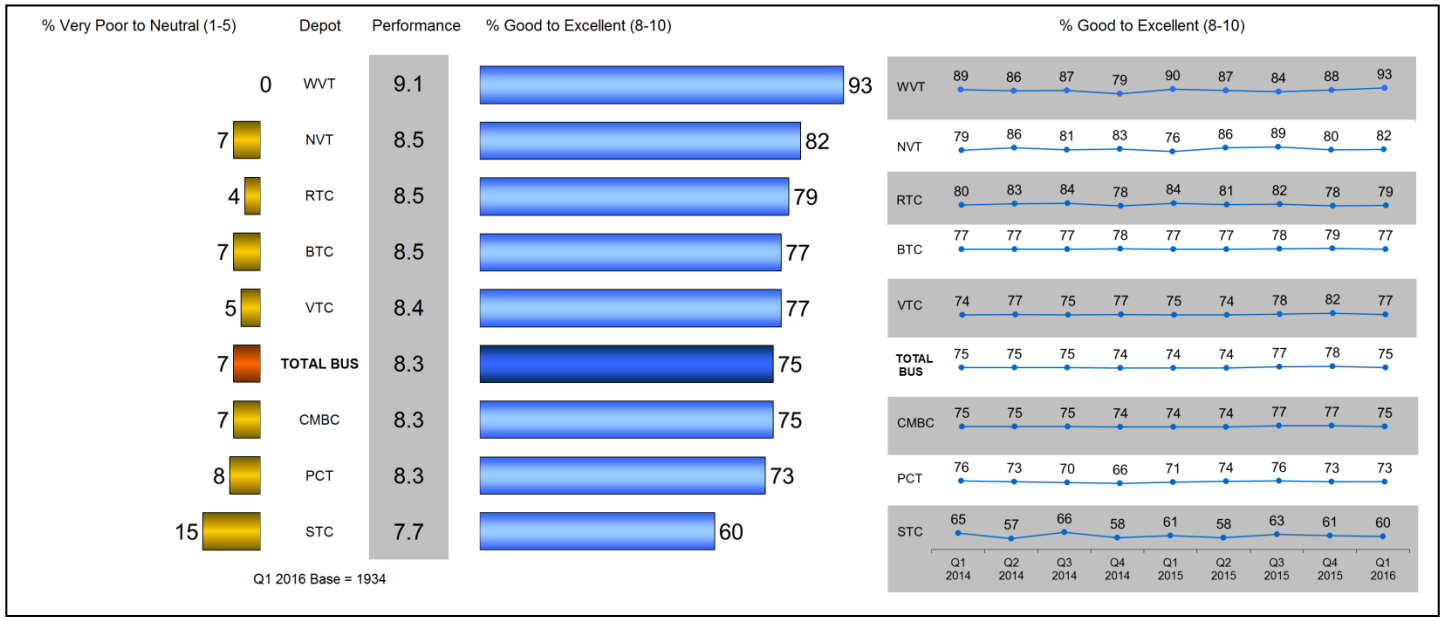
Consistent with historical trends, Having a Direct Route earns top ratings from eight-in-ten riders (81%) and the average score is holding stable at 8.6 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	+ 1%	+ 1%
STC	+ 7%	**+ 9%**
PCT	**+ 18%**	**+ 6%**

= *Significant upward/downward shift*

Note: *Depots are shown if there are any significant changes from last quarter or last year.*

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?**



Top Scoring Routes

#250

9.0

Lowest Scoring Routes

#106

6.9

Time Periods Receiving Low Ratings

- No particular time period is singled out.

Feeling Safe from Crime at the Bus Stop or Transit Exchange Where You Boarded

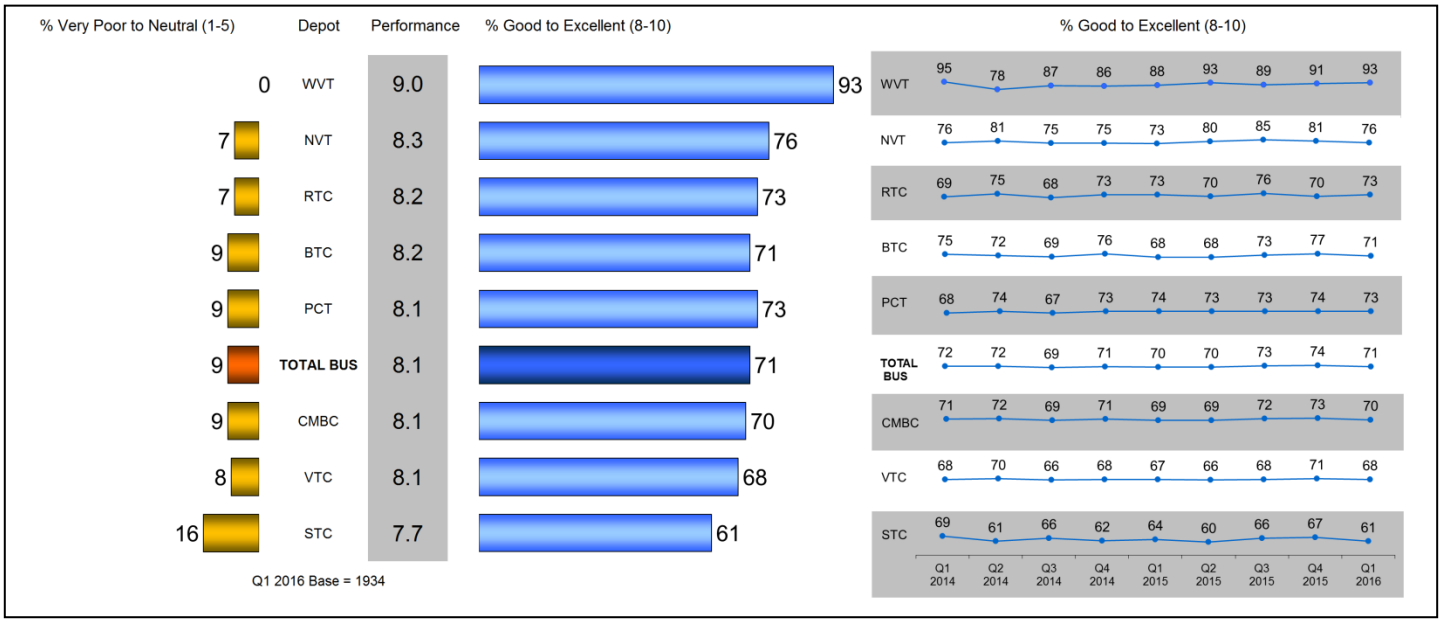
Feeling Safe from Crime at Stops or Exchanges earns good-to-excellent scores from three-quarters of bus riders (75%), which is consistent with a year ago but down from last quarter. The average scores has also dropped to 8.3 out of 10 from Q4 2015.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	**- 3%**	+ 1%
VTC	**- 5%**	+ 2%

= *Significant upward/downward shift*

Note: *Depots are shown if there are any significant changes from last quarter or last year.*

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?



Top Scoring Routes

#250 **9.1**

Lowest Scoring Routes

#106 **6.9** **#3** **6.7**

Time Periods Receiving Low Ratings

- No particular time period is singled out.

Clean and Graffiti-Free Buses

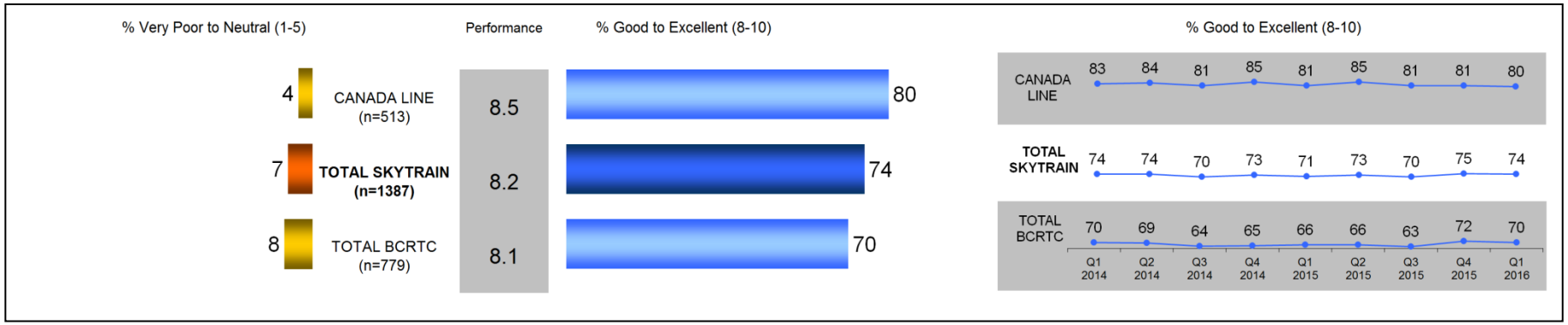
Seven-in-ten bus riders (71%) award top ratings to Clean and Graffiti-Free Buses, which is up from last quarter but unchanged from the same quarter a year ago. The average score has slipped to 8.1 out of 10 from the previous quarter.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	**- 3%**	+ 1%

= *Significant upward/downward shift*

Note: *Depots are shown if there are any significant changes from last quarter or last year.*

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



SkyTrain Overall Service

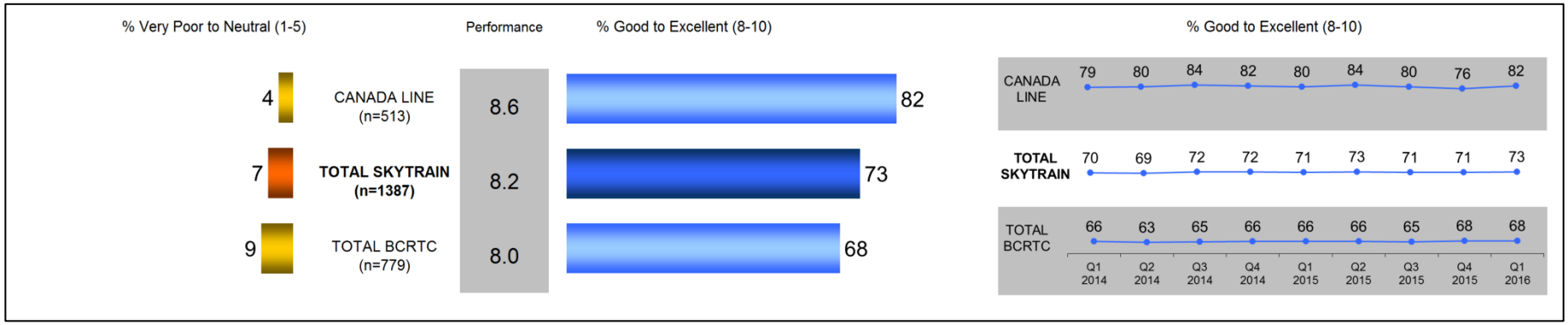
Overall SkyTrain Service is rated positively by three-quarters of SkyTrain riders (74%) which is consistent with last quarter but directionally up from a year ago. The average score is unchanged at 8.2 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	- 1%	+ 3%
Total BCRTC:	- 2%	+ 4%
Canada Line:	- 1%	- 1%

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

= Significant upward/downward shift

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



Top Key Driver

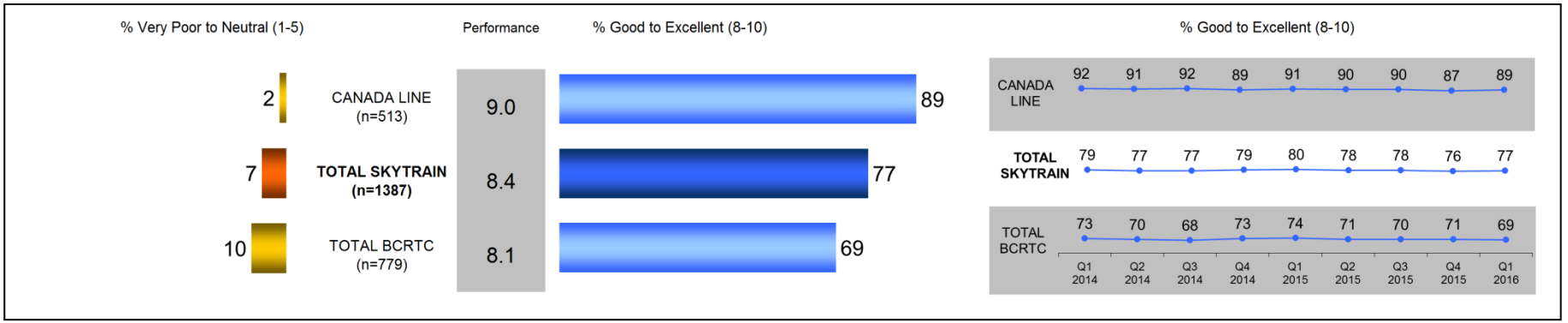
Frequency of Service

Unchanged from previous waves, close to three-quarters of SkyTrain riders (73%) rate the SkyTrain system positively for its Frequency of Service. The average score remains stable at 8.2 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	+ 2%	+ 2%
Total BCRTC:	0%	+ 2%
Canada Line:	**+ 6%**	+ 2%

= *Significant upward/downward shift*

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?



On-Time, Reliable Service

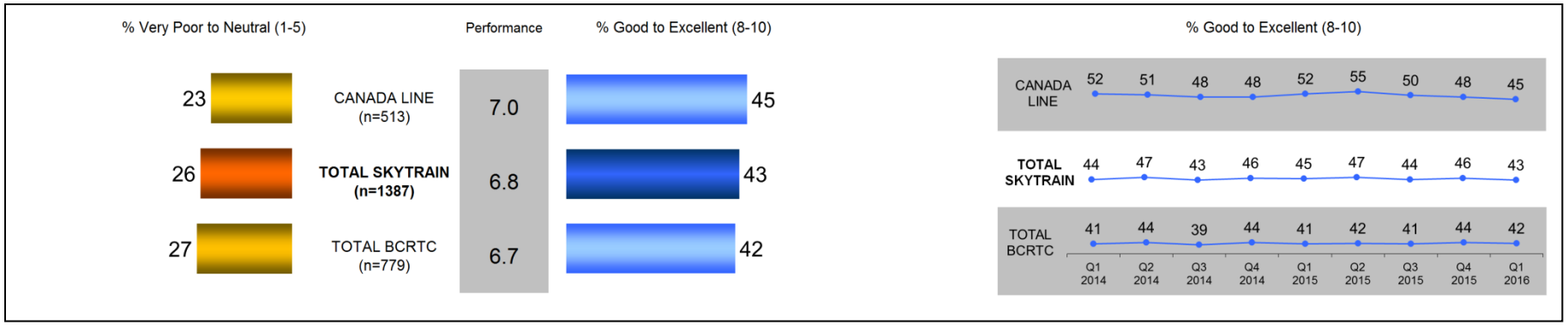
Top Key Driver

Directionally down from Q1 2015 and consistent with Q4 2015, over three-quarters of SkyTrain riders (77%) award top ratings to On-Time, Reliable Service, which is a top key driver for Overall SkyTrain Service. The average score is unchanged at 8.4 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	+ 1%	- 3%
Total BCRTC:	- 2%	**- 5%**
Canada Line:	+ 2%	- 2%

= *Significant upward/downward shift*

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



Not Being Overcrowded

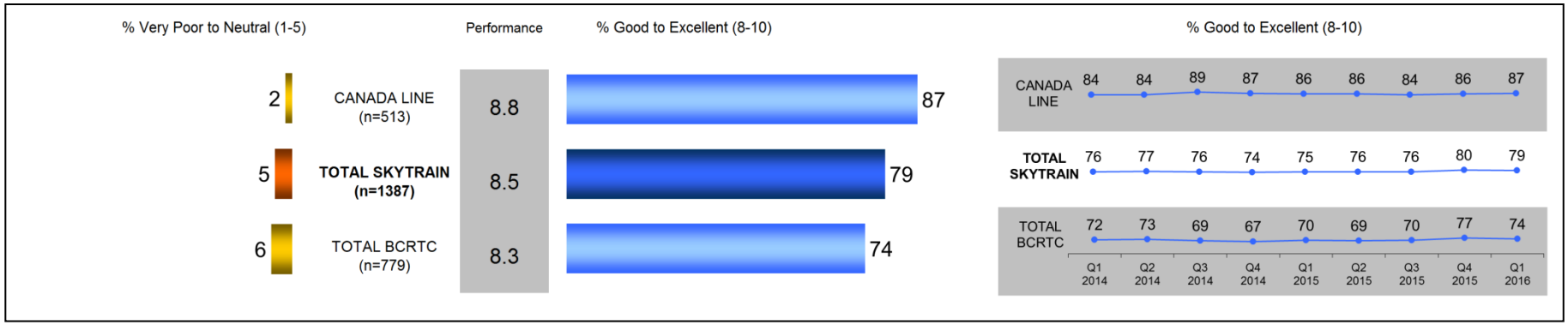
Top Key Driver

Not Being Overcrowded is the lowest-rated top key driver this quarter, with four-in-ten riders (43%) giving a good-to-excellent score. This has directionally decreased from last quarter but consistent with a year ago. The average score remains stable at 6.8 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	- 3%	- 2%
Total BCRTC:	- 2%	+ 1%
Canada Line:	- 3%	**- 7%**

= *Significant upward/downward shift*

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?



Feeling Safe from Crime On Board SkyTrain

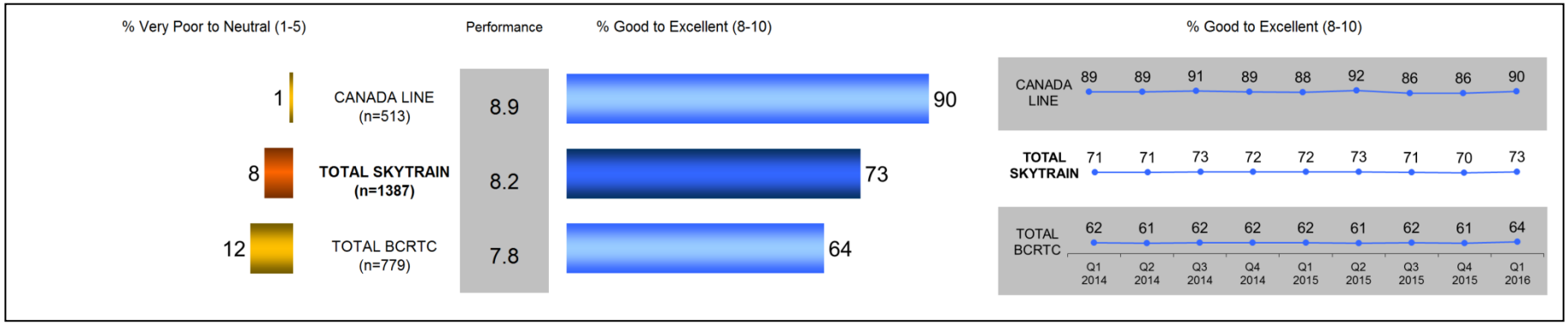
Top Key Driver

Up from a year ago but unchanged from last quarter, eight-in-ten riders (79%) award top scores to Feeling Safe from Crime On Board SkyTrain, and the average score has increased to 8.5 out of 10. This continues to be the highest-rated top key driver for Overall SkyTrain Service.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	- 1%	**+ 4%**
Total BCRTC:	- 3%	+ 4%
Canada Line:	+ 1%	+ 1%

= *Significant upward/downward shift*

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?



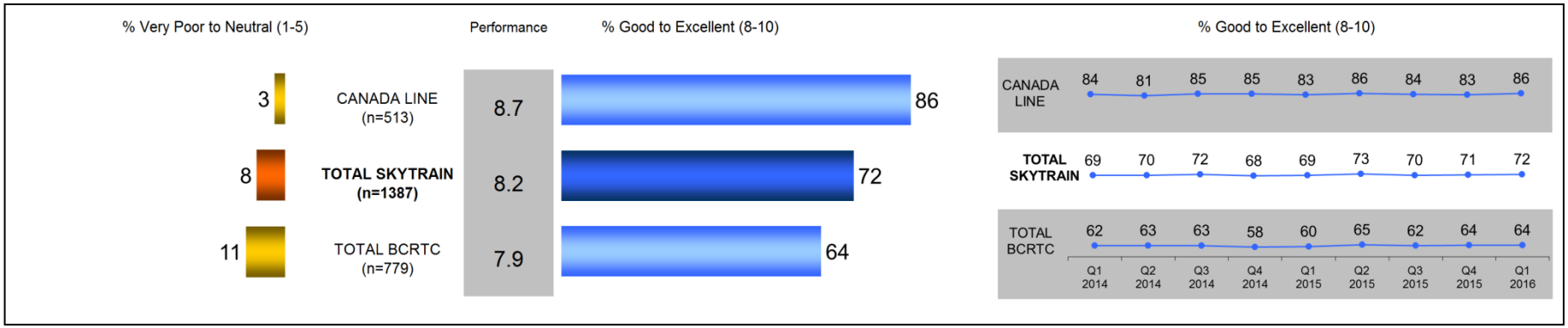
Clean and Graffiti-Free SkyTrain Cars and Stations

Clean and Graffiti-Free SkyTrain Cars and Stations earns positive scores from three-quarters of riders (73%), which is consistent with a year ago but marginally up from Q4 2015. The average score is unchanged at 8.2 out 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	+ 3%	+ 1%
Total BCRTC:	+ 3%	+ 2%
Canada Line:	**+ 4%**	+ 2%

= *Significant upward/downward shift*

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?



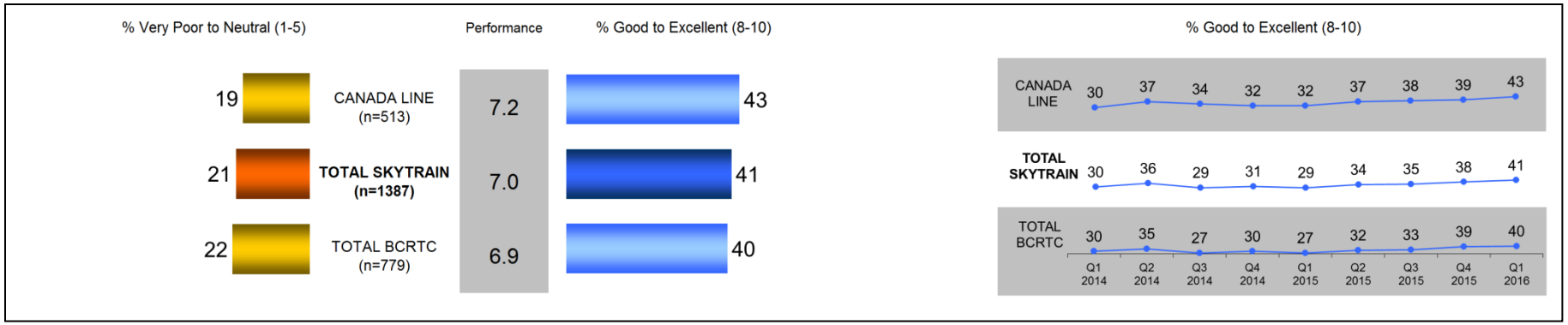
Feeling Safe from Crime Inside the SkyTrain Station

Ratings for Feeling Safe from Crime Inside the SkyTrain Station (72%) are marginally up from the same quarter last year but is consistent with the previous quarter. The average score remains stable at 8.2 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	+ 1%	+ 3%
Total BCRTC:	0%	+ 4%
Canada Line:	+ 3%	+ 3%

= *Significant upward/downward shift*

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



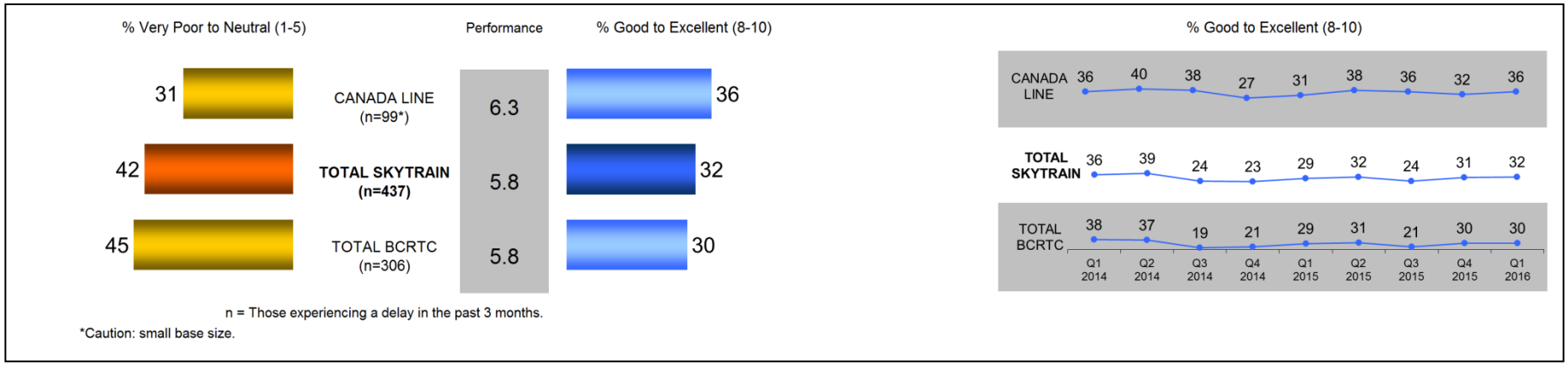
Staff Available When Needed

Staff Availability continues to trend up quarter-over-quarter, from 29% in Q1 2015 to 41% this period, and the average score has also improved to 7.0 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	+ 3%	**+ 12%**
Total BCRTC:	+ 1%	**+ 13%**
Canada Line:	+ 4%	**+ 11%**

= Significant upward/downward shift

Q13.11 Thinking about the last time you experienced a delay on SkyTrain, how would you rate it in terms of delays are announced and explained?



Delays are Announced and Explained

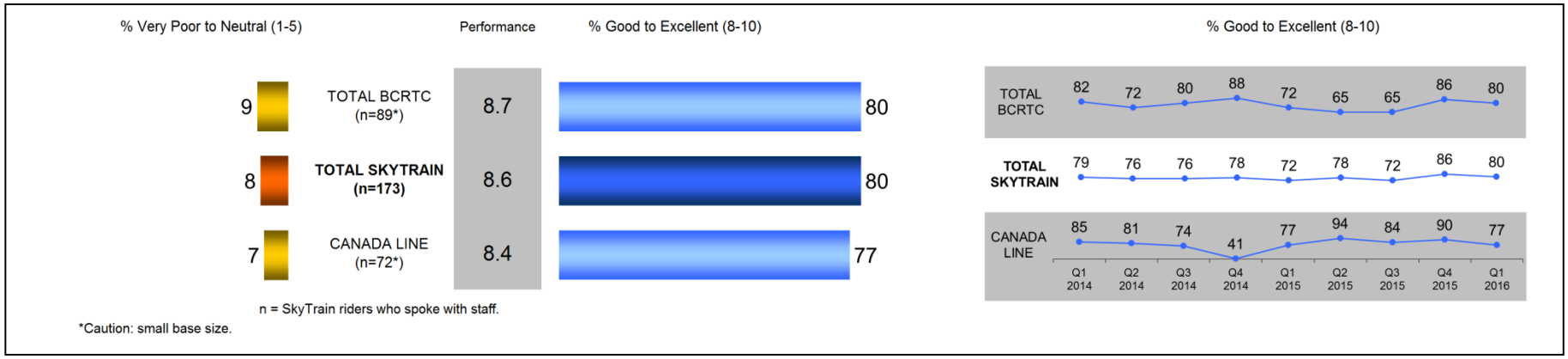
Four-in-ten SkyTrain riders (39%) report having experienced a delay in Q1 2016, which is unchanged from previous quarters.

Among those who have experienced a delay, one-third of them (32%) award top ratings to Delays are Announced and Explained, which is consistent with historical trends. The average score is stable at 5.8 out of 10 and this is the lowest-performing SkyTrain service attribute.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	+1%	+ 3%
Total BCRTC:	0%	+ 1%
Canada Line:	+ 4%	+ 5%

= *Significant upward/downward shift*

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?



Courteous, Competent and Helpful SkyTrain Staff

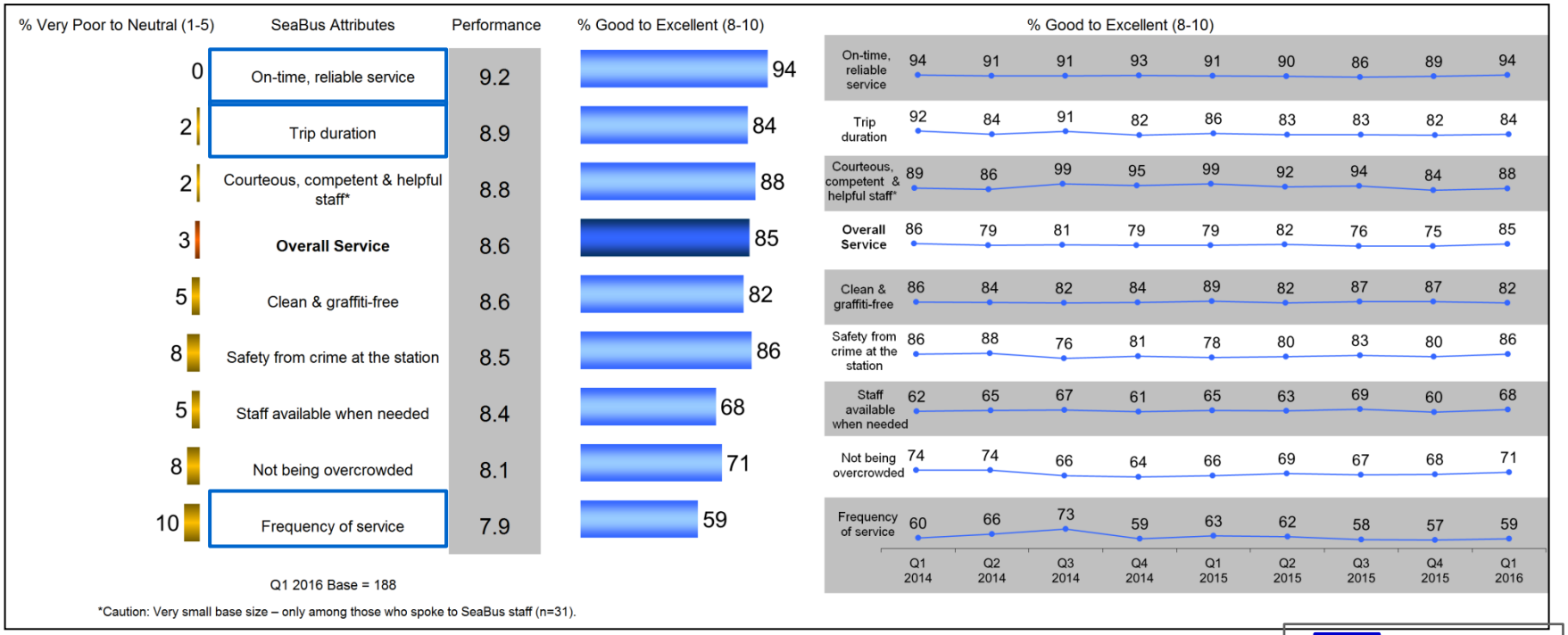
Trending up quarter-over-quarter, 11% of SkyTrain riders say they have spoken with SkyTrain staff this period.

Eight-in-ten SkyTrain riders (80%) who have interacted with SkyTrain staff award good-to-excellent scores to Courteous, Competent and Helpful SkyTrain staff, which is consistent with previous waves. The average score continues to be strong at 8.6 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	- 6%	+ 8%
Total BCRTC:	- 6%	+ 8%
Canada Line:	**- 13%**	0%

= Significant upward/downward shift

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



SeaBus

The overall performance of SeaBus (85%) has significantly increased from last quarter and directionally up from a year ago, and the average score remains strong at 8.6 out of 10. All SeaBus service attributes continue to earn an average score that is higher than the 7.0 positive-performance threshold.

= *Significant upward/downward shift*

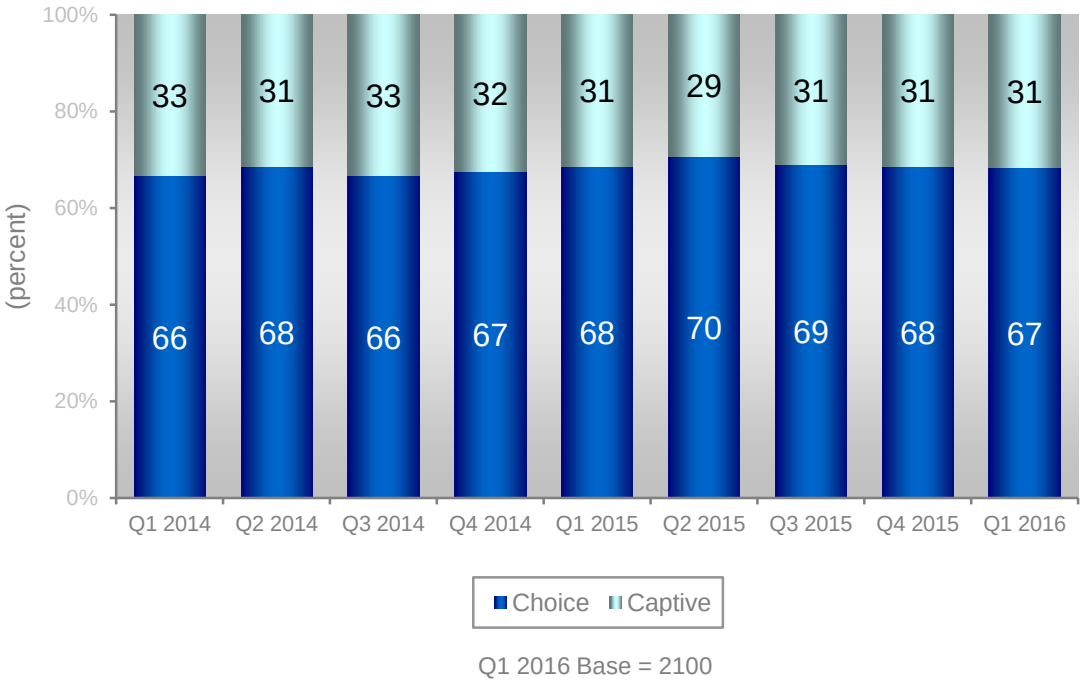
Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Overall SeaBus Service	**+ 10%**	+ 6%
Safety from crime at the station	+ 6%	**+ 8%**

Note: *SeaBus ratings are based on a small sample size and typically require a difference of 10 percentage points to be considered statistically significant.*

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

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?



Q1 2016 Base = 2100

Choice Versus Captive

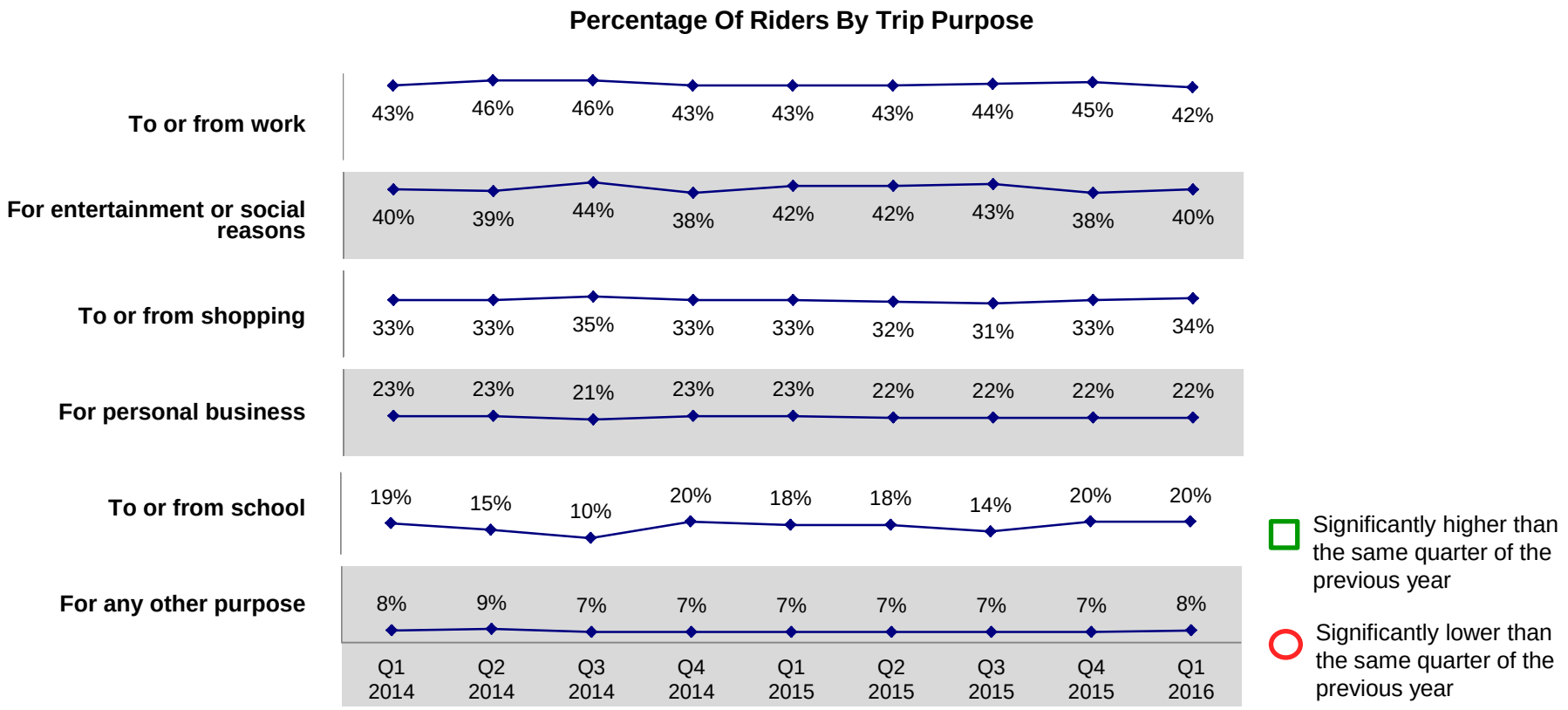
Consistent with historical trends, Choice riders (those who have regular access to a vehicle) accounts for 67% of transit riders. And the remaining one-third (31%) of transit riders are Captive riders (those who do not have regular access to a vehicle).

As observed in the past, Captive riders are more likely to be younger (mostly between the ages of 16 to 24), working part-time or unemployed, make a lower household income (under $35K) and have a lower educational level compared to their counterparts.

In terms of travel behavior, Captive riders are more likely to have taken public transit in the past seven days, particularly by Bus. On the other hand, Choice riders are more likely to be SkyTrain users.

A detailed profile of these two rider groups can be found in the Customer Profiles section of the report.

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



Q1 2016 Base = 2100

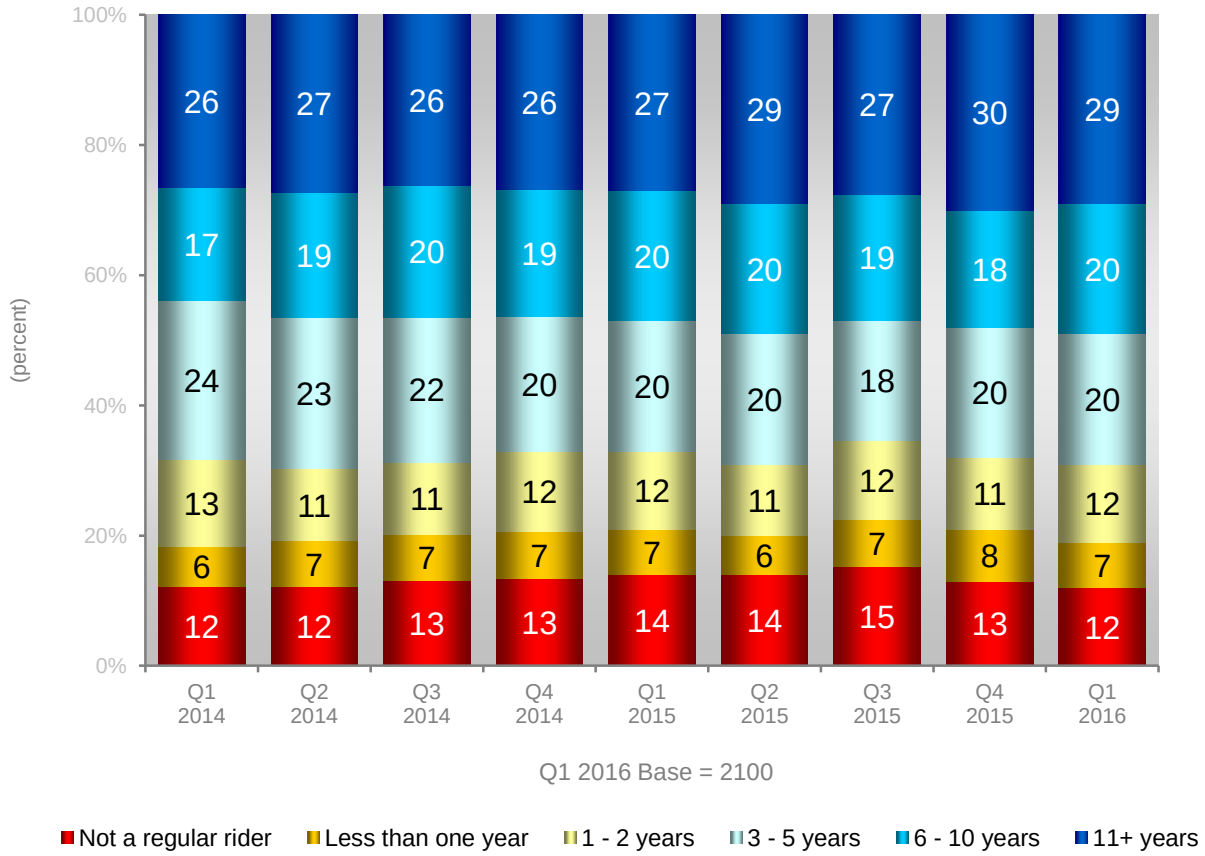
Trip Purpose

Commute to/from work continues to be the primary reason for taking pubic transit (42%), which is stable compared to a year ago. Taking public transit for entertainment or social purposes are also another predominant reason for doing so (40%).

Secondary reasons for taking public transit include shopping (34%), personal business (22%) and to go to/from school (20%).

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

	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016
Avg. # of Years	10.4	10.8	10.9	10.6	10.7	11.3	11.0	11.6	11.4
11+ years	26	27	26	26	27	29	27	30	29
6 - 10 years	17	19	20	19	20	20	19	18	20
3 - 5 years	24	23	22	20	20	20	18	20	20
1 - 2 years	13	11	11	12	12	11	12	11	12
Less than one year	6	7	7	7	7	6	7	8	7
Not a regular rider	12	12	13	13	14	14	15	13	12

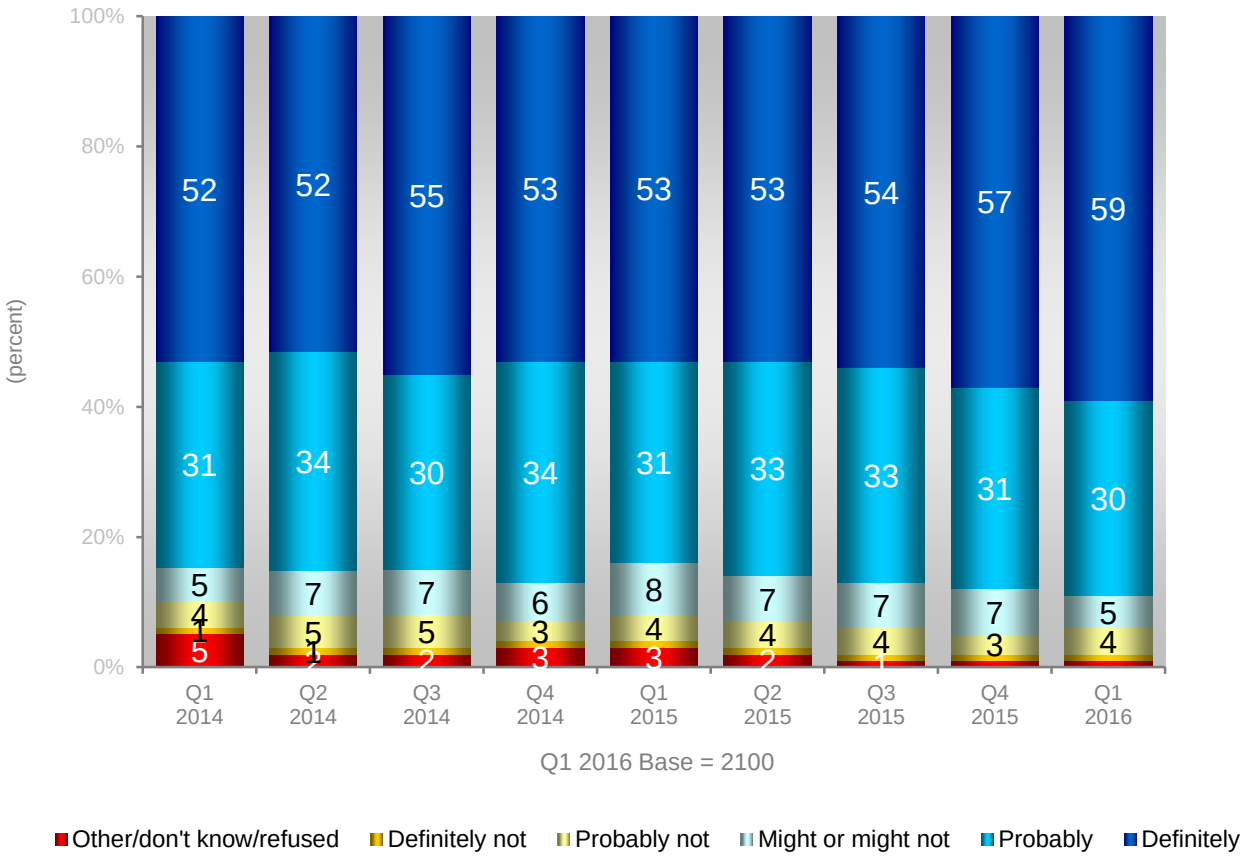


Length of Time Taking Transit on a Regular Basis

Consistent with last quarter but up from a year ago, average tenure for taking public transit is 11.4 years in Q1 2016.

SeaBus riders, Low Frequency users, low income earners ($35K or less), senior riders (65+) and those residing in West Vancouver, Vancouver, North Vancouver and Burnaby/New Westminster are more likely to have taken transit for a longer period of time compared to their counterparts.

Q30a. How likely are you to take transit as often as you do now in the foreseeable future? Will you (___) continue as often?



Likelihood of Continuing to Take Transit as Often in Future

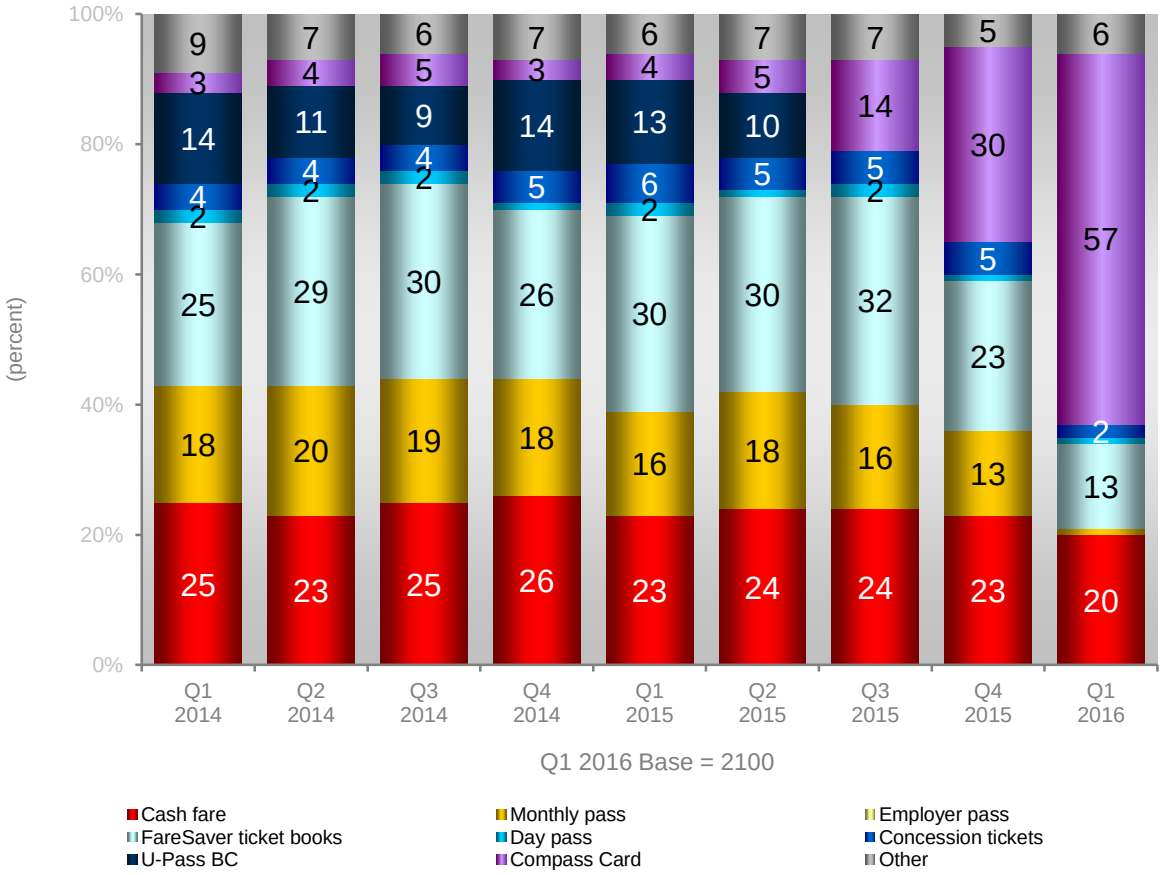
Definite intention of taking public transit with the same frequency in the future has increased over the past year, reaching to an all time high of 59% this quarter (up 6 percentage points from a year ago). Another one-third of riders (30%) say their transit usage will probably remain the same.

Only a small proportion (5%) predict their transit usage will definitely not or probably not continue as often.

The remaining 5% are uncertain about their future transit usage. This is down from a year ago (8%).

Bus and SkyTrain users, riders who are 45 years old or older, and those who reside in Vancouver are more likely to express definite intention of taking public transit with the same frequency in the future compared to their counterparts.

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



Fare Payment Method Used

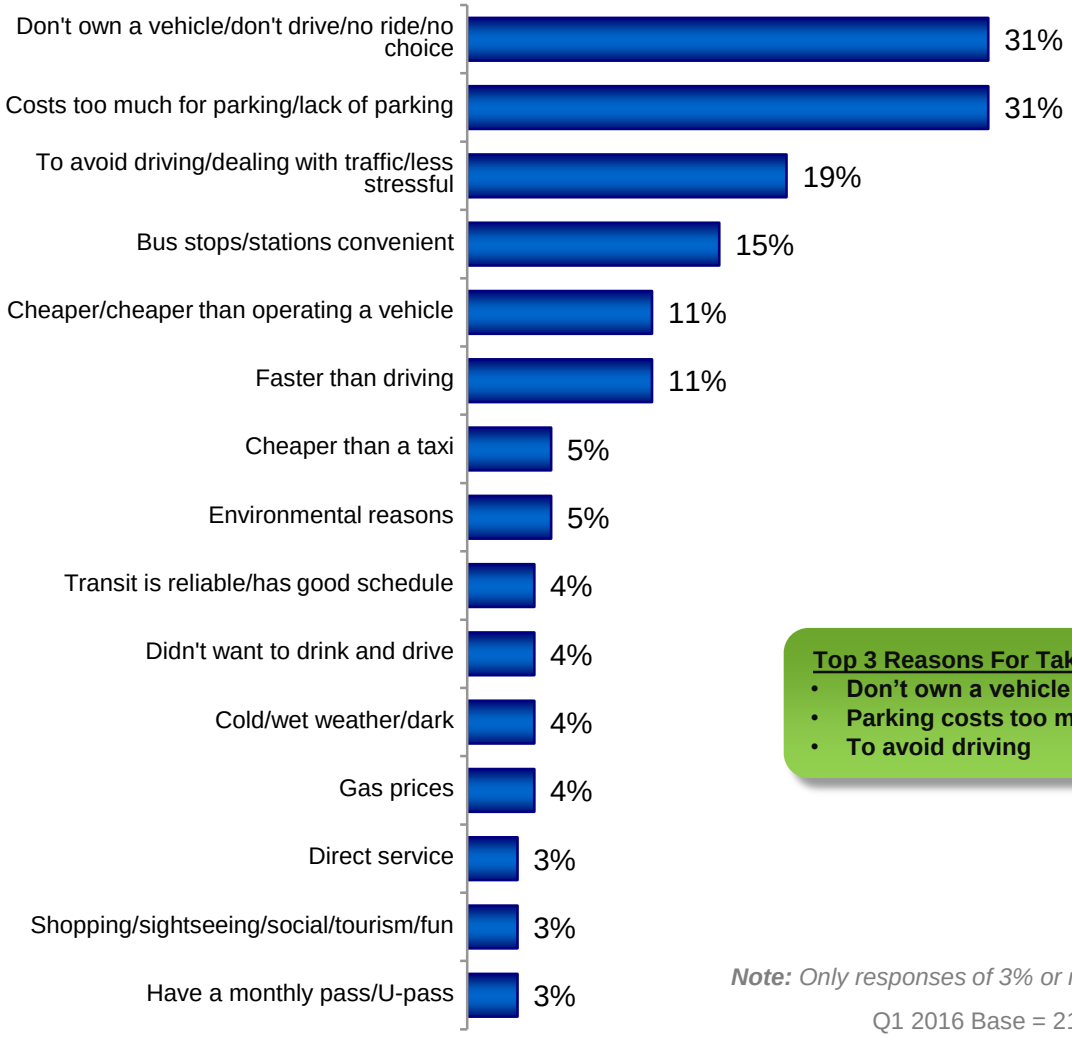
As expected, with the scheduled closure of the fare gates in April 2016, Compass Card has become the primary method of payment for the majority of transit users (57%, up from 4% a year ago and 30% last quarter). Specifically, Stored Value is the most popular Compass Card product (23%, up from 6% last quarter), followed by Monthly Pass (14%, up from 3% last quarter) and U-Pass BC (13%).

Another one-in-five (20%) are paying with cash (down 3 percentage points from both last year and last quarter), and only one-in-ten (13%) report using FareSaver tickets, which is down from 30% a year ago and 23% last quarter.

A small proportion of riders (2%) are using Concession Tickets this period, which has dropped from 6% a year ago and 5% the previous quarter.

Compared to their counterparts, Captive riders, Bus and SkyTrain users, young riders (16-24 years old) and High Frequency users are more likely to pay with the Compass Card.

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



Top 3 Reasons For Taking Transit:
- **Don't own a vehicle**
- **Parking costs too much**
- **To avoid driving**

Note: *Only responses of 3% or more are shown.*

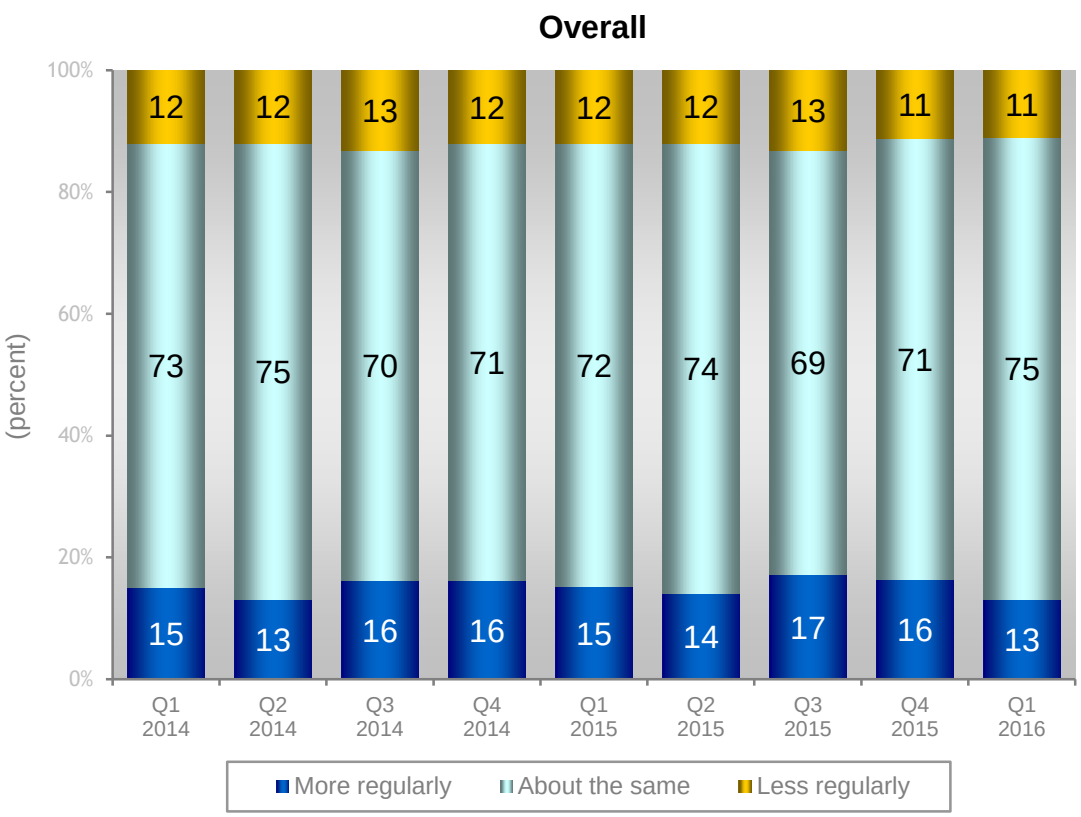
Q1 2016 Base = 2100

Reasons for Taking Transit

Similar to historical trends, not having access to a vehicle and parking issues continue to be the prevailing reasons for taking public transit (both with 31% mentions).

Other secondary reasons for using public transit include not having to drive (19%, up from 16% in Q1 2015), convenience of the bus stop/stations (15%), cheaper than operating a vehicle (11%, down from 14% last quarter) and faster than driving (11%).

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



Q1 2016 Base = 2100

Changes in Transit Usage Last Six Months

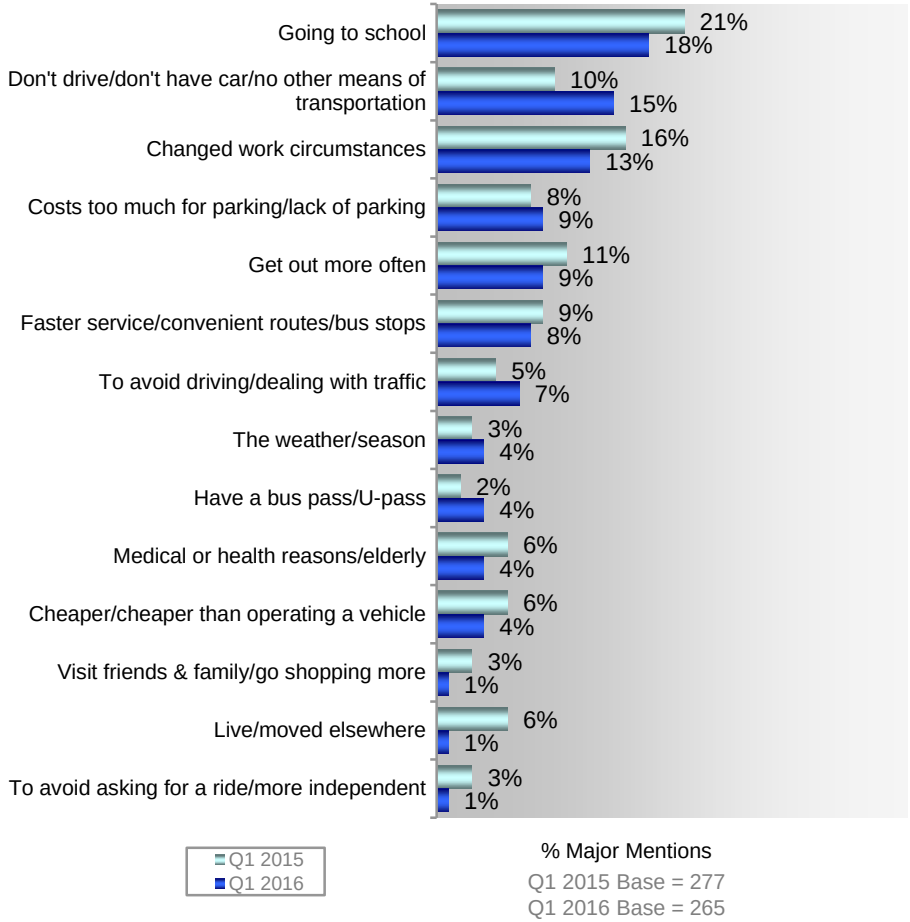
More transit users report using public transit with the same regularity as 6 months ago this quarter (75%, up from a year ago and last quarter).

On the other hand, fewer users indicate using public transit more regularly (13%) compared to Q4 2015.

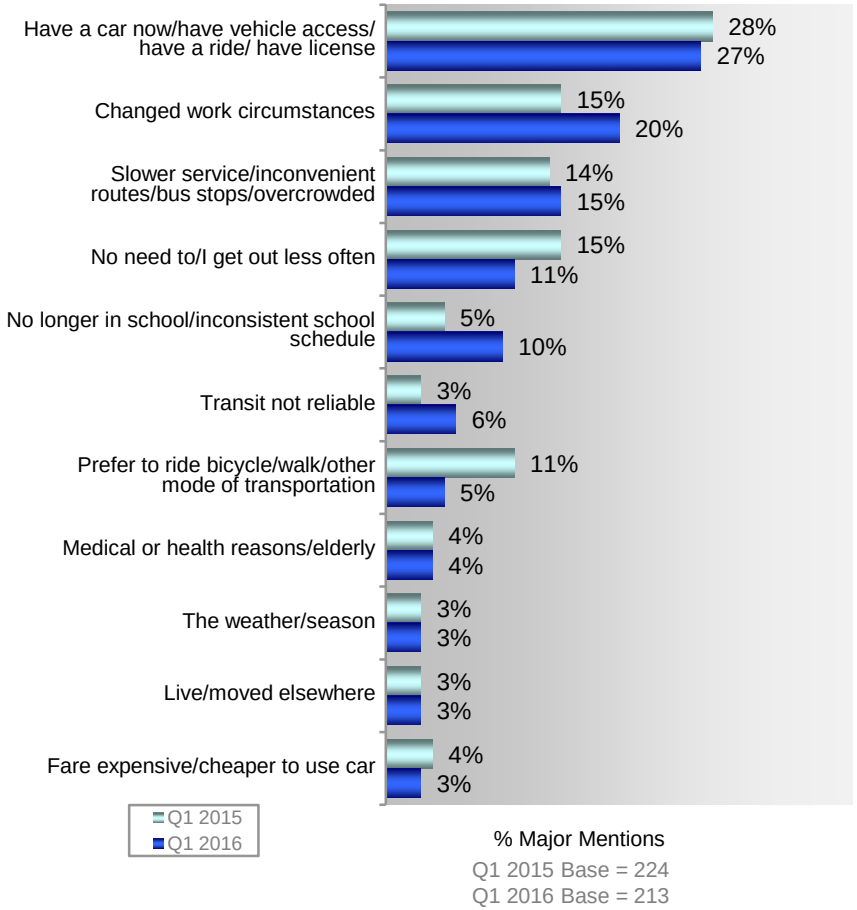
The remaining 11% say they are using it less often and is consistent with past trends.

Young riders (under 25) are more likely to say that they are taking transit more often while riders between the ages of 25 and 44 years old tend to use it less regularly. For those aged 45+, they are more likely to report a stable transit usage.

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



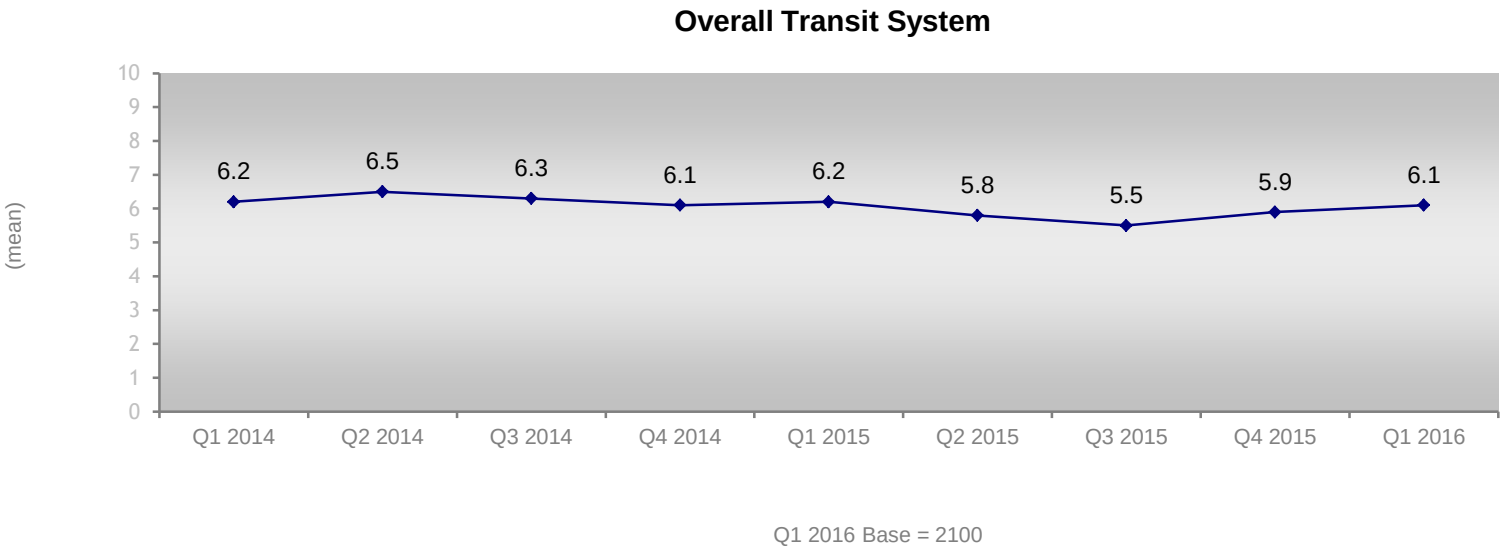
Q27. What would you say is your main reason for riding transit less regularly?



Note: *Major mentions of 3% or more in either wave are shown in the charts above.*

Commuting to/from school remains as the primary reason for taking public transit more regularly (18%), which is stable compared to Q1 2015. On the other hand, have access to a vehicle and changes in work circumstances are the key reasons for taking public transit less regularly.

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



Q1 2016 Base = 2100

Average Number of Trips

Consistent with historical trends, transit users report making an average of 6.1 one-way transit trips in the past week.

Specifically, past week transit usage remains unchanged for Bus riders (6.8) and SkyTrain riders (6.4). SeaBus riders report their weekly transit usage has increased from 4.3 trips last quarter to 5.6 this period.

This section presents profiles of key customer segments including: Choice versus Captive riders, Bus, SkyTrain, and SeaBus users, and Low, Medium, and High Frequency riders. The demographic profile of past 30-day transit users is also presented, relative to the demographic profile of Metro Vancouver residents who are age 16 or older.

	TOTAL	CHOICE	CAPTIVE
Base	**2100**	**1461**	**607**
Average past-week transit trips	**6.1**	**4.9**	**8.6**
Years been a transit rider	**11.4**	**11.6**	**10.9**
Transit system – Overall Service Rating	**7.6**	**7.7**	**7.5**
Mode	%	%	%
Bus	78	70	94
SkyTrain	70	72	65
SeaBus	6	6	5
Age	%	%	%
16-34 years	38	31	52
35-54 years	35	40	25
55 + years	26	28	22
Gender	%	%	%
Male	46	49	42
Female	54	51	58
Employment status*	%	%	%
Full-time	40	47	26
Part-time	21	17	30
Not employed	41	38	48
Education	%	%	%
High school or less	25	18	38
Vocational/college/technical	18	19	16
Some university	16	15	19
Graduated university	39	47	24
Household Income	%	%	%
Under $35K	11	8	18
$35K to < $75K	17	18	16
$75K or more	34	42	19

Significantly higher than the other rider group

* *Question switched to multiple response March 2014.*

Choice and Captive

Consistent with past trends, seven-in-ten (67%) transit users are Choice riders (those who have regular access to a vehicle).

The remaining three-in-ten (31%) are categorized as Captive riders (those who do not have regular access to a vehicle).

Significantly different characteristics of each rider group are highlighted on the table to the left and on the following page.

	TOTAL	CHOICE	CAPTIVE
Base	**2100**	**1461**	**607**
Travel Purpose	%	%	%
Work	42	41	44
Entertainment	40	40	40
Shopping	34	28	47
Personal Business	22	18	33
School	20	16	29
Payment Method	%	%	%
Cash fare	20	22	14
FareSaver	13	13	10
Monthly pass	1	1	2
Compass Card	57	53	66
Region	%	%	%
Vancouver	37	36	38
Surrey / North Delta / White Rock / Langley	20	19	20
Burnaby / New West	15	13	18
Richmond / South Delta	10	12	6
Northeast Region	10	9	11
North Vancouver	7	7	6
West Vancouver	2	3	1

Significantly higher than the other rider group

	TOTAL	LOW	Medium	HIGH
Base	**2100**	**1082**	**552**	**466**
Years been a transit rider	**11.4**	**13.6**	**10.7**	**9.4**
Transit system – Overall Service Rating	**7.6**	**7.8**	**7.7**	**7.3**
Average age*	**42.0**	**47.8**	**40.1**	**35.0**
Age	%	%	%	%
16-34 years	38	23	43	56
35-54 years	35	40	33	29
55 + years	26	36	23	14
Gender	%	%	%	%
Male	46	46	48	46
Female	54	54	52	54
Employment status**	%	%	%	%
Full-time	40	41	36	43
Part-time	21	16	22	29
Not employed	41	41	46	36
Household Income	%	%	%	%
Under $35K	11	11	13	10
$35K to < $75K	17	17	18	18
$75K or more	34	38	33	29
Mode	%	%	%	%
Bus	78	66	83	91
SkyTrain	70	67	70	75
SeaBus	6	6	6	5

Low, Medium and High Frequency Riders

Low frequency users (those making 3 one-way transit trips or less in a week) accounts for 44% of all transit users.

The proportion of riders who are classified as Medium Frequency users (28% make between 4 to 9 transit trips) is the same as those who are considered as High Frequency users (28% take 10+ transit trips).

This is in-line with historical trends.

Significantly different characteristics of each rider group are highlighted on the table to the left and on the following page.

Significantly higher than the other rider group(s)

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

*** Question switched to multiple response March 2014.*

	TOTAL	LOW	MEDIUM	HIGH
Base	**2100**	**1082**	**552**	**466**
Travel Purpose	%	%	%	%
Work	42	22	46	70
Entertainment	40	41	36	42
Shopping	34	30	35	41
Personal Business	22	17	23	30
School	20	7	24	36
Payment Method	%	%	%	%
Cash fare	20	33	12	8
FareSaver	13	19	9	6
Monthly pass	1	<1	2	3
Compass Card	57	35	71	79
Region	%	%	%	%
Vancouver	37	34	39	40
Surrey / North Delta / White Rock / Langley	20	21	19	19
Burnaby / New West	15	14	13	18
Richmond / South Delta	10	11	10	7
Northeast Region	10	9	9	11
North Vancouver	7	8	7	5
West Vancouver	2	3	1	1

Significantly higher than the other rider group(s)

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	**2100**	**1575**	**1387**	**188**
Average past-week transit trips	**6.1**	**6.8**	**6.4**	**5.6**
Years been a transit rider	**11.4**	**11.2**	**10.8**	**13.5**
Transit System – Overall Service Rating	**7.6**	**7.6**	**7.6**	**7.7**
Average age*	**42.0**	**40.4**	**41.3**	**48.0**
Age	%	%	%	%
16-34 years	38	43	39	20
35-54 years	35	31	37	44
55+ years	26	24	23	35
Gender	%	%	%	%
Male	46	47	47	39
Female	54	53	53	61
Employment status**	%	%	%	%
Full-time	40	36	43	51
Part-time	21	24	21	14
Not employed	41	43	40	36
Education	%	%	%	%
High school or less	25	28	22	18
Vocational/college/technical	18	17	19	19
Some university	16	18	16	13
Graduated university	39	36	41	48
Household Income	%	%	%	%
Under $35K	11	12	10	11
$35K to < $75K	17	18	17	20
$75K or more	34	31	36	41

Significantly higher than the other rider group(s)

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

*** Question switched to multiple response March 2014.*

Mode Usage

Unchanged from last quarter and a year ago, Bus continues to be the most popular transit mode, with three-quarters of riders (78%) report taking it.

Following closely behind is SkyTrain, with a reported usage of 70%.

Only 6% report using the SeaBus.

Significantly different characteristics of each mode rider group are highlighted on the table to the left and on the following page.

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	**2100**	**1575**	**1387**	**188**
Travel Purpose	%	%	%	%
Work	42	45	44	37
Entertainment	40	40	44	57
Shopping	34	37	34	38
Personal Business	22	25	22	21
School	20	24	20	7
Payment Method	%	%	%	%
Cash fare	20	18	19	31
FareSaver	13	13	11	11
Monthly pass	1	2	2	1
Compass Card	57	61	59	43
Choice/Captive Riders	%	%	%	%
Choice	67	61	70	73
Captive	31	38	29	26
Region	%	%	%	%
Vancouver	37	39	34	15
Surrey / North Delta / White Rock/ Langley	20	21	21	10
Burnaby / New West	15	13	18	5
Richmond / South Delta	10	8	13	4
Northeast Region	10	10	9	2
North Vancouver	7	7	4	59
West Vancouver	2	2	1	4

Significantly higher than the other rider group(s)

	Metro Vancouver Population 16 Years or older*	(Q1-2014)	(Q2-2014)	(Q3-2014)	(Q4-2014)	(Q1-2015)	(Q2-2015)	(Q3-2015)	(Q4-2015)	(Q1-2016)
BASE	2004	2100	2100	2100	2101	2100	2100	2100	2100	2100
Average Years Riding Transit	n/a	10.4	10.8	10.9	10.6	10.7	11.3	11.0	11.6	11.4
Age:	%	%	%	%	%	%	%	%	%	%
Aged 16 to 24 years	13	27	27	26	27	28	27	27	26	28
Aged 25 to 34 years	17	11	12	12	11	10	11	11	11	10
Aged 35 to 44 years	18	13	13	14	13	13	12	13	14	13
Aged 45 to 54 years	20	21	21	21	21	22	23	21	21	22
Aged 55 to 64 years	16	11	11	12	12	11	11	11	10	10
Aged 65 years and over	17	15	15	14	15	15	15	15	16	16
Gender:	%	%	%	%	%	%	%	%	%	%
Male	48	47	47	47	47	47	47	47	47	46
Female	52	53	53	53	53	53	53	53	53	54
Employment	%	%	%	%	%	%	%	%	%	%
Employed full-time	51	41	44	46	45	43	44	44	41	40
Employed part-time	15	18	18	20	19	17	19	20	20	21
Student	6	15	17	15	18	21	17	16	19	18
Not employed	5	8	5	4	5	6	5	6	6	7
Homemaker	4	2	2	2	1	2	3	2	2	2
Retired	18	16	16	15	16	16	16	16	16	16
Refused	1	2	1	1	1	1	2	1	2	2
Education:	%	%	%	%	%	%	%	%	%	%
High school or less	23	27	23	25	24	25	24	25	23	25
Voc./college/tech.	25	18	18	19	19	16	16	18	17	18
Some university	10	15	16	14	16	16	15	15	17	16
Graduated university	41	38	40	40	40	42	43	40	41	39
Refused	1	2	2	2	2	2	2	2	3	2
Household Income:	%	%	%	%	%	%	%	%	%	%
Less than $25,000	7	10	7	9	6	8	7	9	7	8
$25,000 - $44,999	11	8	9	8	8	9	6	6	7	6
$45,000 - $64,999	10	12	10	11	10	9	10	10	10	9
$65,000 or more	54	37	38	37	40	40	43	38	39	40
Refused/Don't know	18	23	23	23	23	22	22	25	25	25
Motor Vehicles Insured In Household										
Average #	1.8	1.8	1.8	1.9	1.9	1.9	1.9	1.9	1.9	1.9

Transit tenure is at 11.4 years (up from 10.7 years a year ago)

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

The average transit user has 2 vehicles insured in their household

Source: Mustel - 2,004 surveys conducted among Metro Vancouver residents in the March, May, September and December 2014 Omnibus waves.

APPENDIX A – Methodology

Methodology

The new 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 Reid (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 Reid (formerly Synovate) 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.

Sampling

Sample Source

The 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.

Sampling Population and Target Respondent

The sampling population for this survey is all individuals who are 16 years of age or older who live in a household within the GVRD, 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 12 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 GVRD 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.

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 2005 for Vancouver (currently 680 per quarter, up from 600) and West Vancouver (currently 100, down from 180.)

Regional Quotas

Region	Proportion of past 30-day users (Rider Share)	Surveys per quarter	Surveys per year	% of total sample
Burnaby/ New West	14%	300	1,200	14%
Richmond/South Delta	9%	240	960	12%
Surrey/ North Delta/White Rock/Langley	18%	300	1,200	14%
Vancouver	41%	680	2,720	32%
Northeast Sector (Coquitlam/ Port Coquitlam/Port Moody/ Pitt Meadows/ Maple Ridge/Anmore & Belcarra)	8%	240	960	11%
North Vancouver	7%	240	960	11%
West Vancouver	3%	100	400	5%
Total		2,100	8,400	

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

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 TransLink's 2011 Metro Vancouver Regional Trip Diary Survey, which collected one-day travel patterns (including past 30-day transit usage) from over 21,000 households (or over 52,000 residents). Age and gender data by region for those residents aged 16 and older who used transit in the past 30-days was sourced from the Trip Diary Survey database, which had already been mathematically weighted to ensure it was an accurate representation of the region from demographic and sub-regional perspectives. 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 March 2013, we expect to obtain approximately 14,400 evaluations in the course of conducting 8,400 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	8,052	.96
SkyTrain	5.636	.67
SeaBus	712	.08
Total # of Evaluations	14,400	1.71
Total # of Interviews	8,400	

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 2,100 is +/- 2.1%; the margin of error for the quarterly Vancouver sample of 700 is +/- 3.7%.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 2,100 each, the proportions must differ by at least 3.0% 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%
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%
2,100	+/- 2.1%	+/- 3.0%
8,400	+/- 1.1%	+/- 1.5%

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
200	1.0	0.14	0.20
700	1.0	0.07	0.10
2100	1.0	0.04	0.06
50	1.5	0.42	0.59
200	1.5	0.21	0.29
700	1.5	0.11	0.16
2100	1.5	0.06	0.09
50	2.0	0.55	0.78
200	2.0	0.28	0.39
700	2.0	0.15	0.21
2100	2.0	0.09	0.12

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 14 minutes to administer. The survey instrument is in Appendix B.

Fieldwork

All surveys are conducted by Ipsos from their telephone facility in Vancouver. Surveys are conducted during weekdays between 4:00pm and 9:00pm, on Saturdays between 10:00am and 5:00pm, and on Sundays between noon and 5:00pm.

TRANSLINK CUSTOMER SATISFACTION RESEARCH (BUS, SEABUS, SKYTRAIN) – 2016 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: 16 + in Metro Vancouver who have used Bus, SeaBus, SkyTrain in past 30 days]

[TARGET AVERAGE SURVEY LENGTH: 15 MINUTES]

[INTRODUCTION]

Hello, this is _____ and I'm conducting a survey on behalf of TransLink. I'm calling from Ipsos Reid, a research company in Vancouver. (INTERVIEWER NOTE: GREATER VAN 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.)

A1. How many people in your household are aged 16 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 NO ONE 16+ HAS USED TRANSIT THANK AND TERMINATE. IF ONLY ONE PERSON 16+ HAS USED TRANSIT, ASK TO SPEAK TO THAT PERSON, THEN GO TO SCREENER A.]

[IF TWO OR MORE PERSONS HAVE USED TRANSIT IN Q.A1, SAY: I would like to speak to the Transit rider 16 or older who had the most recent birthday. [REINTRODUCE]
[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.]

A1. (INTERVIEWER: RECORD NUMBER OF PEOPLE IN HOUSEHOLD AGE 16 OR OVER AND HAVE TAKEN PUBLIC TRANSIT, THAT IS THE BUS, SEABUS OR SKYTRAIN IN THE LAST THIRTY DAYS.)

[1- 30]

SCREENING QUESTIONS

A. 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]

B. And, 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]

C. Have you participated in any surveys related to public transit within the last six 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 ABBOTSFOR OR CODE 24 MISSION THANK & TERMINATE, ALL OTHERS CONTINUE]

[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

2. (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 inserts “7”; OTHERWISE INSERT “30”.]

2a. (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]

[PROGRAMMER: IF TOTAL AT Q2A IS 15+ ASK INT1, OTHERWISE SKIP TO Q3]
[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. Based on these descriptions, would you like to review your answers? (IF NEEDED: Your total of number of trips equaled [INSERT TOTAL FROM Q2A])

Yes
No

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

3. 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]

4. 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 in the morning
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

6. 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.]

6c. (6.1.2) Based on your experience, what could have been done to improve the overall service provided by the transit system? (INTERVIEWER: PROBE TWICE)
[OPEN END]

6b. (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

[Q.8- Q.9 FOR SEABUS RIDERS ONLY (Q.3_3 -Seabus only, Q3_ 5 – Bus & Seabus, Q3_ 6 – SkyTrain & seabus, OR Q3_7 – Bus, Seabus and SkyTrain > 0)]

[PROGRAMMER: SET TEXT INSERT FOR REMAINDER OF SURVEY CALLED "Trip" IF ONLY ONE TRAVEL TIME IN Q.4, INSERT : "last" OTHERWISE, ROTATE EITHER "Last" or "2nd to last"]

I'm now going to ask you about your [TRIP] one-way trip 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 TRAVELED DURING ONE TIME PERIOD IN Q4, GO TO 8B]
[PROGRAMMER: ONLY INCLUDE CODES BELOW WHERE AT Q4 ITEM IS > 0]

8a. (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 in the morning
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.

8b . (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 in terms of overall service?

[1-10]

9. [PROGRAMMER DISPLAY FOR FIRST ITEM ASKED IF ATTRIBUTE = 1, 2, 5, 7 OR 8 IN ROTATION] On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor", how would you rate the SeaBus in terms of….[INSERT FIRST ITEM]?

[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, & 6] Still thinking about the [TRIP] trip you made on SeaBus,[INSERT ITEM] ? (REPEAT SCALE AS NEEDED)

9a. (9) Did you speak to SeaBus staff on your [TRIP]trip on SeaBus?

Yes
No

1 - [ONLY ASK IF YES TO Q9A] (9.1.) Having courteous, competent and helpful SeaBus staff?
2- (9b9.2) Feeling safe from crime at the SeaBus station?
3- (9.3) How would you rate it in terms of frequency of service? (CLARIFY IF NECESSARY: Does the SeaBus run often enough throughout the day?)
4- (9.4.) How would you rate it in terms of Not being overcrowded? (CLARIFY IF NECESSARY: Was there enough room onboard?)
5- (9.8) 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.)
6- (9.9) How would you rate it in terms of providing on time, reliable service?
7- (9.10) Clean and graffiti free SeaBus vessel and stations? (CLARIFY IF NECESSARY: Please think about the overall cleanliness during your [last/2nd last] SeaBus trip.)
8 - (9.11) Staff available when needed? [IF RESPONDENT SAYS 'NOT APPLICABLE RECORD AS DK] [1-10]

SATISFACTION WITH SKYTRAIN; IDENTIFY WAYS TO IMPROVE SERVICE

[Q.10- Q.13 FOR SKYTRAIN RIDERS ONLY (Q.3_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 TRAVELED DURING ONE TIME PERIOD IN Q4 GO TO 11A, OTHERWISE CONTINUE]

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

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

1. Monday to Friday between 5am and 9:30am in the morning
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.

11a. (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
OTHER (SPECIFY EXACT LOCATION) [SPECIFY]

11b. (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]

12. 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 in terms of service overall?

[1-10]

Q13a.[PROGRAMMER DISPLAY FOR FIRST ITEM ASKED IF ATTRIBUTE= 1, 2, 3,or 6 IN ROTATION] On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor", how would you rate the SkyTrain in terms of ….[INSERT FIRST ITEM]

[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]

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

Yes
No

1- [ONLY ASK IF YES AT Q13] (13.1) Having courteous, competent and helpful SkyTrain staff?
2- (13.2) How would you rate your [TRIP] trip in terms of Feeling safe from crime onboard SkyTrain?

3- (13.3) Thinking about your [TRIP] trip on SkyTrain where you [IF STATION PROVIDED AT BOTH Q11A & 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?

4- (13.4) How would you rate it in terms of Not being overcrowded? (CLARIFY IF NECESSARY: Was there enough room onboard?)

5- (13.8) How would you rate it in terms of providing on-time reliable service?

6- (13.9) Clean and graffiti free SkyTrain cars and stations? (CLARIFY IF NECESSARY: Please think about the overall cleanliness during your [last/2nd last] SkyTrain trip.)

7- (13.10) How would you rate it for Staff available when needed?
[IF RESPONDENT SAYS 'NOT APPLICABLE RECORD AS DK]

8- (13.12) 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]

13X1. Within the past 3 months, have you experienced any SkyTrain delays while using SkyTrain?

YES
NO

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

13X2. 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: one to ten, where "ten" means "excellent" and "one" means "very poor")

[1-10]

ASSESS SATISFACTION WITH BUS ROUTES; IDENTIFY WAYS TO IMPROVE SERVICE

[Q.14-Q.22 FOR BUS RIDERS ONLY (Q.3_1 – Bus Only, Q3_ 4 – Bus & SkyTrain, Q3_ 5 Bus & SeaBus OR Q3_ 7 – Bus, SeaBus and SkyTrain > 0]

I'm now going to ask you 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 TRAVELED DURING ONE TIME PERIOD IN Q4, GO TO 15]

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

14. 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 in the morning
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.

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

[RANGE = 1-9]
[SERENA CONFIRM RANGE ABOVE]

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

16. 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)

921. North Vancouver
922. Bby/New West
923. Sry/Lang/WR
924. Coq/Pt. Coq.
925. Rmd/S Del.
926. Vancouver
927. West Vancouver
991. Downtown/West End (N6)
992. Downtown/UBC (N17)
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 UPT TO 3 BUS ROUTES CHOSEN BASED ON ANSWERS AT Q16]

[PROGRAMMER: INSERT "#" on all of the inserts for route numbers]

17. 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]

18. [PROGRAMMER DISPLAY FOR FIRST ITEM ASKED IF ATTRIBUTE = 1,2,3,7, 8 OR 9] Still thinking about the [route number] bus you took, on a scale of one to ten, where "ten" means "excellent" and "one" means "very poor", how would you rate it in terms of….[INSERT FIRST ITEM]?
[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 [INSERT ROUTE NUMBER],]

1- Having a courteous bus operator?
2- Having an operator who drives safely and professionally?
3- Feeling safe from crime onboard the bus?
4- How would you rate it for Feeling safe from crime at the bus stop or transit exchange where you boarded?

5- How would you rate it in terms of Not being overcrowded? (CLARIFY IF NECESSARY: Was there enough room onboard?)
6- How would you rate it in terms of providing On-time reliable service?
7- Clean and graffiti free bus (CLARIFY IF NECESSARY: Please think about the overall cleanliness during your [last/2nd last] bus trip.)
8- The [INSERT 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.)
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.)
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]

23AA. 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: one to ten, where "ten" means "excellent" and "one" means "very poor")

[1-10]

[ASK Q23AC IF RATING IN 23AB IS 5 OR LESS, OTHERWISE SKIP TO Q23A]

Q23AC. Between which transit modes or buses would you like a better connection? (SINGLE MENTION)

1. Between [ENTER BUS NUMBER] and [ENTER BUS NUMBER]
2. Between [ENTER BUS NUMBER] and Skytrain
3. Between [ENTER BUS NUMBER] and SeaBus
4. Between Skytrain And SeaBus
None
Other (Specify) [SPECIFY]

[PROGRAMMER: REFER TO ROUTE LIST FOR ACCEPTABLE CODES]

23AD. And at what time of day would you like the connection to be improved? (MULTIPLE RESPONSE QUESTION, ACCEPT UP TO 5 RESPONSES. DO NOT READ LIST. IF NECESSARY INTERVIEWER CAN CLARIFY/PROBE FROM LIST) [PROGRAMMER: CAPTURE ORDER OF MENTIONS]

1. Monday to Friday between 5am and 9:30am in the morning
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.

[ASK 23AE IF 23AC = 1 to 4]
23AE. What do you feel could be done to improve the connection between [BUS NUMBER/MODE & BUS NUMBER/MODE IN 23AC]?
[OPEN END]

23A. 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: one to ten, where "ten" means "excellent" and "one" means "very poor")

[1-10]

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

23B. And how would you rate the transit system for providing adequate information onboard transit vehicles, starting with… [INSERT ITEM]? (IF NECESSARY: 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 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]

23C. 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: one to ten, where "ten" means "excellent" and "one" means "very poor")

[1-10]

23D. And how would you rate the transit system for having enough bus shelters at bus stops 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 from 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 when you called the telephone information line?

[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

23F. Have you used TransLink's website in the past 3 months?

YES
NO

[ASK IF Q23F = YES, OTHERWISE SKIP TO 23H]

23F1. 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: one to ten, where "ten" means "excellent" and "one" means "very poor")

[1-10]

TRANSIT DEMOGRAPHICS

23H. 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)

1. Cash Fare
4. FareSaver Ticket Books
10. A single use Compass Ticket
5. Day Pass on a Compass Ticket
8. ~~U-Pass BC~~
9. Compass Card (all types)
7. Other [PROGRAMMER: NOT AN OTHER SPECIFY]

[PROG: ASK 23H1B IF SELECTED CODE 9 "COMPASS CARD" IN 23H. ASK 23H1C IF SELECTED CODE 5 or 10 "COMPASS TICKET"OTHERWISE, SKIP TO 24]

[NEW – ADDED JULY 2015]

23H1b. Which one of the following products that can be loaded on your Compass Card are you using THE MOST?

(READ LIST, ONE RESPONSE ONLY)

1. BC Government Pass (DO NOT READ FURTHER IF THIS IS SELECTED)
2. CNIB Pass (DO NOT READ FURTHER IF THIS IS SELECTED)
3. War Veteran's Pass (DO NOT READ FURTHER IF THIS IS SELECTED)
4. West Coast Express Monthly Pass
5. Monthly Pass
6. 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)
7. Day Pass
8. U-Pass BC

[IF OPTION 1, 2 3 or 8 IS SELECTED in 23H1B, SKIP TO 24. OTHERWISE CONTINUE]

23 H1c. 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 secondary students 14 to 19 with a valid GoCard or seniors who are 65+)

1. Yes
2. No

24. 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

25A. 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)

[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

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

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 TO LEAD IN BEFORE Q28]

27. What would you say is your main reason for riding transit [IF Q26=CODE 1 INSERT: more; IF Q26=CODE2 INSERT: less) regularly? (PROBE FOR SPECIFIC REASON. RECORD FOR UP TO THREE RESPONSES, RECORD VERBATIM)

[RECORD VERBATIM]

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

28. Approximately how long have you been riding 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

30a. 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

DEMOGRAPHICS]

Finally just a few questions to make sure we have represented all different groups of people in our study.

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

1. 16 - 24
2. 25 - 34
3. 35 - 44
4. 45 - 54
5. 55 - 64
6. 65 and over

[PROGRAMMER: IF ANSWER OF RIDERSHIP TIME AT Q28 IS GREATER THAN ACTUAL UPPER RANGE OF ANSWER AT Q33, "ie, 25-34 years at q33 & 45 years at q28 "DISPLAY THE FOLLOWING ERROR: "INTERVIEWER: YOUR ANSWER AT Q33 DOESN'T LINE UP WITH Q28, PLEASE REVISE"]

Changed from single to multi-response – March 13th, 2014

34. 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]

35. What is the highest level of education you have completed? (READ LIST).

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

[ASK Q36 OF Q34 = CODE 1 OR 2]

Q36. What is your occupation? (PROBE WITH LIST AS REQUIRED)

10. Professional
11. Business Executive/owner/manager
12. Skilled/ technical/ white collar
13. Salesperson
14. Service occupation
15. Clerical worker
16. Skilled Blue Collar/ trades
17. Unskilled worker
18. Student
19. Retired
OTHER (SPECIFY) _____

[NEW: ADDED MAR 2014]
[PROG: ASK Q36A IF STUDENT (CODE 3) NOT SELECTED AT Q34. ELSE, SKIP TO Q36C]
Q36a. Are you currently a student? (IF NECCESARY: currently attending a school, college, or university)

Yes
No

Q36C. How many motor vehicles including cars, trucks, vans and motorcycles are currently insured for use by members of your household? Please include personal and business vehicles

[SPECIFY NUMBER OF VEHICLES:]
[RANGE 0 - 10]

37a. Which of the following best describes your total household income for 2015? READ

1. Under $55,000
2. $55,000 or more

[IF Q37A = DK/REF SKIP TO Q38]

37.And is your total household income before taxes for 2015… READ LIST

[IF Q37A=1 SHOW CATEGORIES 1 TO 5 ONLY]
[IF Q37A=2 SHOW CATEGORIES 6-10 ONLY]

1. Under $15,000
2. $15,000 to under $25,000
3. $25,000 to under $35,000
4. $35,000 to under $45,000
5. $45,000 to under $55,000
6. $55,000 to under $65,000
7. $65,000 to under $75,000

8. $75,000 to under $85,000
9. $85,000 to under $95,000
10. $95,000 or over

38. 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]

39. Do you have any comments or suggestions that you would like me to forward directly to TransLink? Your comments will remain completely confidential.

[RECORD VERBATIM]
DECLINE/NOTHING/DON'T KNOW

And could you tell me your first name in the event that we need to call you back for research purposes in the future? (IF ASKS WHAT KIND OF RESEARCH PURPOSES, SAY: Sometimes we need to re-ask a question or we invite respondents to come out to a group discussion for which they are paid for their time.)

RECORD FIRST NAME
First Name: _____
No, declined

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

Language: INTERVIEWER: ENTER LANGUAGE OF INTERVIEW.
English
Punjabi
Chinese

APPENDIX C – Routes/Modes Where Connections Rated 5 or Lower

Routes/ Modes	Total	Percent
SkyTrain	49	32.70%
SeaBus	2	0.30%
Route 3	3	1.80%
Route 8	3	1.60%
Route 9	3	1.40%
Route 10	3	2.20%
Route 14	1	0.30%
Route 15	2	1.40%
Route 17	3	0.90%
Route 20	5	2.40%
Route 22	3	1.30%
Route 25	4	2.10%
Route 28	1	0.30%
Route 41	4	1.70%
Route 43	1	0.30%
Route 49	2	1.60%
Route 97	2	0.40%
Route 99	3	2.30%
Route 104	1	0.60%
Route 106	2	1.00%
Route 116	1	0.20%
Route 123	4	4.20%
Route 130	2	2.50%
Route 135	2	1.20%
Route 136	1	2.30%
Route 143	1	0.90%
Route 152	2	1.20%
Route 155	1	0.60%
Route 156	2	0.50%
Route 157	1	0.70%
Route 159	1	0.20%
Route 160	4	2.80%
Route 169	1	0.70%
Route 210	1	0.20%
Route 211	2	0.60%
Route 214	2	0.40%
Route 222	1	0.20%
Route 230	2	0.40%
Route 232	1	0.60%
Route 239	3	0.80%
Route 240	3	0.70%
Route 246	2	0.40%
Route 250	2	0.50%

Routes/ Modes	Total	Percent
Route 255	1	0.30%
Route 257	2	0.70%
Route 312	1	0.40%
Route 320	2	1.70%
Route 324	1	0.30%
Route 325	1	1.40%
Route 335	1	0.40%
Route 337	1	1.40%
Route 352	2	1.20%
Route 354	2	2.80%
Route 401	1	0.30%
Route 402	1	0.30%
Route 407	1	0.50%
Route 410	2	0.90%
Route 430	1	0.30%
Route 501	1	0.30%
Route 502	1	0.60%
Route 503	1	0.30%
Route 555	2	0.70%
Route 601	3	0.90%
Route 602	1	0.20%
Route 604	1	0.50%
Route 701	1	0.70%
Route C3	1	0.40%
Route C15	2	0.70%
Route C27	2	0.40%
Route C28	1	0.70%
Route C30	1	0.60%
Route C62	1	0.60%
Route C71	1	0.30%
Route C86	1	0.20%
Grand Total	**180**	**183**

APPENDIX D – Performance Ratings for Routes Ranked by Route

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
Total	**1934**	**7.9**	**8.3**	**8.7**	**8.3**	**7.0**	**7.5**	**8.1**	**8.6**	**8.3**	**7.1**	**8.7**
2	5	8.1	8.2	8.0	8.5	8.3	7.8	7.5	8.4	9.4	7.2	8.8
3	31	7.8	8.2	8.3	8.3	6.9	7.5	6.7	8.2	8.1	6.9	8.2
4	23	8.1	8.5	8.7	9.0	8.5	8.7	8.5	9.0	8.5	8.0	9.0
5	20	7.5	8.7	9.1	8.8	5.7	6.8	8.9	8.1	8.1	6.5	8.6
6	22	8.1	8.4	8.5	8.5	6.7	7.8	8.2	8.5	8.7	7.7	8.6
7	18	8.2	8.9	8.8	8.7	7.6	8.6	8.0	9.2	8.4	8.1	9.1
8	21	7.7	8.5	7.9	7.1	7.6	7.3	8.0	8.2	8.1	7.2	8.7
9	52	8.0	8.5	8.6	8.3	6.9	8.0	8.2	8.7	8.4	7.9	8.7
10	36	8.1	8.9	9.0	8.7	7.7	7.4	8.0	9.2	8.7	7.4	8.9
14	32	7.8	7.7	8.5	8.1	7.0	7.7	8.2	8.8	8.2	7.5	8.8
15	11	7.8	9.1	9.0	8.9	8.7	6.4	7.6	8.1	8.7	6.6	9.1
16	36	7.5	8.8	8.9	8.7	7.5	7.2	8.2	8.8	8.4	6.8	9.0
17	25	8.1	8.7	8.8	8.6	7.7	7.5	8.6	8.3	8.7	7.2	8.6
19	29	7.5	8.2	8.5	7.9	7.2	7.8	7.4	8.7	7.9	7.0	8.6
20	34	7.0	8.3	8.0	7.4	6.6	6.4	8.0	8.4	8.0	6.2	8.6
22	44	8.2	8.8	8.7	8.9	7.6	8.0	8.7	8.9	8.7	7.4	9.0
25	43	7.4	7.8	8.4	8.6	6.3	7.0	7.5	8.5	8.0	7.1	8.4
26	8	8.5	8.9	9.1	8.9	9.2	7.8	8.5	8.7	9.0	8.2	9.0
27	2	8.0	8.5	9.5	9.0	9.0	8.0	9.5	8.0	6.5	8.0	9.0
28	10	8.2	8.6	9.2	9.2	8.4	7.6	9.4	9.0	8.1	7.7	9.2
29	8	8.9	9.0	8.9	7.9	9.4	8.5	9.3	9.0	8.8	7.5	9.2
32	2	8.5	6.5	9.0	9.0	10.0	9.0	9.0	9.5	8.5	6.0	7.0
33	12	8.0	8.6	8.9	8.4	8.0	7.4	8.6	9.0	8.6	5.6	9.0
41	38	8.3	8.5	8.9	8.5	6.4	7.0	8.2	8.4	8.0	7.0	8.8
43	5	9.7	9.1	9.3	9.6	9.4	9.6	8.6	9.8	9.1	8.0	9.7
44	12	7.7	8.5	9.2	8.9	7.0	7.5	7.5	8.8	7.9	7.4	9.0
49	34	6.5	7.4	7.9	7.7	5.9	6.4	7.7	7.5	7.4	6.6	8.0
50	22	8.1	8.9	9.1	8.3	8.3	6.5	8.4	9.2	8.1	7.0	9.4
84	20	7.9	8.2	9.0	8.4	6.8	7.6	8.3	8.6	8.6	7.2	8.3
96	11	9.0	8.3	8.4	8.4	8.1	8.5	9.1	9.1	8.8	9.0	8.2
97	38	6.8	7.4	8.3	8.2	5.9	7.6	7.8	8.4	7.9	7.7	7.8
99	105	8.0	8.1	8.5	8.4	5.3	8.2	8.0	9.2	8.5	8.3	8.6
100	13	8.4	8.7	8.8	8.6	6.6	7.2	8.4	8.8	8.7	7.0	8.9
101	9	7.1	7.4	8.8	8.8	9.0	6.6	8.9	9.4	9.7	6.3	9.4
104	1	7.0	8.0	10.0	7.0	8.0	7.0	7.0	8.0	10.0	8.0	8.0
106	32	6.5	7.1	7.1	6.9	5.9	6.3	6.9	7.4	7.1	6.8	7.3
110	7	7.1	7.4	9.5	8.7	9.4	7.3	8.8	8.7	8.6	5.5	8.2
112	4	8.3	7.8	7.9	7.2	6.6	7.3	7.5	8.3	8.1	7.6	8.1
116	3	6.1	7.5	9.9	8.8	3.6	8.5	9.0	8.8	8.7	3.4	7.5

APPENDIX D – Performance Ratings for Routes Ranked by Route

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
123	8	5.9	7.1	8.1	7.7	6.1	4.7	7.5	7.2	7.0	4.9	9.1
128	5	9.6	9.8	9.8	9.0	9.7	7.8	8.1	9.7	9.7	7.0	9.9
129	8	8.1	8.9	9.0	8.7	8.5	8.1	9.0	8.4	8.7	7.6	9.2
130	13	8.6	8.5	9.5	8.8	7.4	8.1	8.2	9.0	8.4	7.8	8.9
134	3	9.4	6.9	9.4	9.3	9.4	9.4	9.6	9.6	9.9	8.1	9.4
135	29	7.4	8.3	8.3	8.2	6.0	6.9	7.8	8.7	8.2	7.2	8.7
136	6	8.0	8.2	9.2	9.1	6.8	9.6	8.5	9.9	9.8	5.6	8.8
143	10	8.1	8.7	9.7	9.4	7.0	7.8	8.5	9.8	9.0	6.9	8.8
144	8	8.8	6.8	9.3	8.3	7.5	8.3	8.5	9.0	8.8	8.5	8.1
145	10	7.8	8.3	9.5	9.7	4.7	6.9	9.2	9.8	9.8	6.2	9.0
151	6	8.2	8.7	9.2	8.7	6.5	7.3	7.5	8.7	8.8	8.4	8.4
152	12	8.5	8.5	8.7	7.9	7.5	7.4	7.9	8.5	8.8	6.3	8.7
153	3	7.1	5.8	8.4	8.0	6.1	5.8	8.8	8.8	7.8	6.5	8.6
155	6	9.4	8.4	8.9	9.3	9.2	8.0	9.5	9.8	8.2	7.9	9.4
156	6	8.7	9.7	9.3	8.6	7.7	7.3	9.0	8.6	7.7	6.6	9.7
157	1	10.0	10.0	10.0	10.0	9.0	9.0	8.0	8.0	8.0	8.0	10.0
159	10	7.9	8.8	9.0	8.4	7.8	7.8	8.6	7.4	7.9	6.8	9.1
160	19	7.5	7.9	7.8	7.7	6.4	6.5	7.5	8.4	8.1	6.2	8.2
169	9	8.4	8.0	7.8	7.4	6.5	8.1	7.9	9.0	7.8	8.6	8.8
178	3	9.0	8.6	9.5	9.0	10.0	9.0	9.0	9.5	9.5	9.0	9.0
188	4	6.1	8.9	8.2	8.4	6.3	4.8	8.1	8.6	8.6	6.6	8.9
190	1	6.0	8.0	8.0	7.0	3.0	6.0	7.0	8.0	8.0	8.0	8.0
209	2	8.6	8.6	8.0	7.4	7.1	8.0	8.0	8.9	9.4	8.0	9.4
210	18	8.5	8.9	9.3	8.9	7.6	8.2	8.0	8.4	8.1	7.4	9.2
211	18	8.0	8.9	9.3	9.4	7.5	8.6	8.8	8.8	8.7	6.9	9.3
212	1	5.0	8.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	5.0	10.0
214	6	7.1	8.2	8.6	8.2	7.4	6.7	8.4	7.9	7.6	5.6	7.9
222	1	10.0	9.0	8.0	8.0	7.0	-	8.0	7.0	7.0	10.0	9.0
227	4	8.1	8.3	8.6	8.4	8.1	7.9	8.8	7.5	8.4	5.9	8.3
228	14	7.9	8.5	8.7	8.4	7.2	7.9	8.0	8.6	8.4	6.5	8.7
229	9	7.2	7.1	8.6	8.8	4.9	7.0	7.3	8.1	7.9	6.9	7.5
230	8	8.5	8.9	9.2	9.0	7.4	8.0	8.5	8.9	8.7	7.6	9.3
232	12	8.2	8.3	9.3	8.3	8.3	7.3	8.5	8.6	8.9	7.1	9.2
236	4	7.4	7.1	7.5	7.2	7.4	7.7	6.9	5.8	6.7	6.9	7.5
239	31	7.6	7.9	8.7	7.3	7.4	7.7	8.2	8.1	7.2	6.6	9.0
240	31	8.4	8.5	8.8	8.7	6.3	8.0	8.6	8.8	8.5	8.2	8.9
241	8	7.0	8.1	8.9	8.8	6.5	7.1	8.8	8.9	8.1	7.8	8.8
246	24	8.6	9.2	9.5	9.2	7.7	8.0	8.4	8.8	8.6	7.1	9.4
247	3	8.3	10.0	8.6	10.0	6.8	9.4	7.8	8.6	8.6	6.6	10.0
250	68	8.8	8.8	9.2	9.0	7.7	8.4	9.1	9.2	8.8	7.5	8.9

APPENDIX D – Performance Ratings for Routes Ranked by Route

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
251	1	8.0	10.0	10.0	10.0	1.0	10.0	10.0	10.0	10.0	5.0	10.0
252	3	9.6	9.3	10.0	9.6	8.1	6.0	10.0	7.7	6.3	6.6	10.0
253	9	8.3	8.4	9.0	8.8	7.3	7.6	9.0	9.1	7.7	6.3	9.0
254	2	6.0	5.2	10.0	10.0	10.0	2.7	10.0	8.4	8.4	2.2	10.0
255	17	7.9	8.8	9.2	9.1	7.3	7.4	8.6	9.0	8.6	6.4	9.1
256	1	7.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	4.0	9.0
257	9	7.8	8.7	8.8	8.7	4.9	6.6	8.5	8.7	9.0	7.0	8.3
301	3	7.0	8.0	7.4	6.4	5.7	6.2	7.5	7.4	8.0	5.5	8.5
311	1	6.0	9.0	9.0	10.0	5.0	5.0	8.0	10.0	10.0	6.0	9.0
312	6	7.5	8.6	8.0	7.6	8.4	8.1	8.5	8.7	8.0	6.0	8.6
314	2	5.1	8.7	7.8	7.8	6.4	3.8	4.9	10.0	6.2	5.4	9.4
316	5	8.1	8.8	9.0	7.7	9.8	9.0	6.6	8.2	8.8	6.8	9.3
319	22	7.5	8.0	8.3	7.7	6.4	7.8	8.0	9.4	8.4	8.1	8.4
320	10	8.5	9.2	8.6	7.3	7.9	6.6	7.6	7.9	8.1	7.3	8.6
321	14	7.2	7.8	7.5	7.3	6.5	7.2	6.2	7.5	7.6	7.6	7.8
323	3	8.9	8.0	8.7	7.8	6.3	8.0	9.0	10.0	9.1	9.0	8.8
324	3	8.0	8.2	7.6	6.3	6.1	8.2	7.4	8.4	8.5	5.6	8.7
325	4	7.4	7.0	6.8	4.7	5.6	7.0	6.2	8.2	7.6	6.1	7.8
326	2	7.3	8.0	9.7	8.0	6.0	5.4	7.7	7.0	7.7	6.0	8.7
335	6	6.3	8.0	7.2	6.4	3.7	8.1	7.5	8.7	8.5	6.5	7.8
337	7	7.6	8.4	8.2	8.0	6.8	7.0	7.4	8.4	8.1	7.1	8.9
340	10	8.1	8.9	9.3	8.8	8.4	7.3	8.8	9.6	9.1	7.5	9.1
341	7	7.2	6.6	7.7	8.1	7.5	7.1	7.3	7.9	7.8	5.4	8.1
345	3	8.2	7.4	8.2	8.5	8.3	8.4	8.2	8.4	7.6	7.2	9.2
351	41	8.5	8.7	9.1	8.9	6.9	8.5	8.7	9.0	8.8	8.2	8.8
352	3	6.0	5.8	7.3	6.8	3.0	5.2	6.7	8.9	8.0	5.2	6.9
354	6	9.0	7.8	9.3	9.1	5.1	8.3	9.4	8.4	8.3	5.8	8.9
364	6	7.8	9.0	8.3	8.6	8.1	8.0	9.3	9.6	8.9	6.3	9.0
375	5	9.8	9.3	10.0	9.3	9.5	8.8	9.1	9.8	9.8	8.9	9.3
394	1	10.0	10.0	10.0	9.0	10.0	10.0	9.0	10.0	10.0	9.0	10.0
395	1	10.0	9.0	9.0	8.0	4.0	9.0	9.0	7.0	7.0	4.0	9.0
401	32	8.2	8.2	9.0	8.9	7.0	7.4	8.5	8.6	8.4	7.1	8.8
402	11	7.9	9.3	9.2	9.4	7.6	7.3	8.3	7.9	6.9	5.8	9.6
403	7	8.5	8.7	8.9	8.3	7.5	8.3	8.3	8.9	9.0	7.9	9.2
404	4	9.5	9.0	9.2	9.0	9.5	9.0	8.9	9.2	9.1	8.1	9.7
405	1	9.0	10.0	10.0	10.0	10.0	10.0	10.0	8.0	9.0	8.0	10.0
407	6	8.1	8.6	8.6	8.2	8.4	7.6	8.3	8.3	8.5	6.0	8.7
410	23	7.9	8.2	8.9	8.9	7.0	6.4	7.6	7.9	8.2	7.1	8.6
430	8	8.0	7.7	8.6	8.4	7.4	9.1	8.1	8.4	8.6	7.0	8.7
480	7	8.8	8.3	8.7	8.6	7.3	7.5	8.6	9.5	8.4	7.4	8.6

APPENDIX D – Performance Ratings for Routes Ranked by Route

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
501	7	7.4	7.8	7.5	7.6	8.4	7.8	8.7	9.1	9.5	5.2	8.9
502	19	8.4	7.7	8.1	8.1	6.5	8.0	7.1	8.8	9.0	8.3	8.3
503	11	7.6	7.8	8.2	7.3	6.7	7.3	7.9	8.7	7.3	6.5	8.4
509	1	8.0	7.0	8.0	7.0	8.0	8.0	7.0	9.0	9.0	8.0	8.0
531	2	8.7	10.0	10.0	9.4	10.0	8.7	8.6	10.0	10.0	9.4	9.4
555	21	9.3	9.2	9.3	8.2	7.1	8.9	8.4	9.6	9.8	8.4	9.3
590	1	10.0	10.0	10.0	7.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
595	3	5.8	6.9	9.6	9.2	8.9	8.8	7.1	7.4	9.8	5.9	6.6
601	34	7.6	8.1	8.5	7.9	6.9	8.2	8.2	7.4	8.1	6.7	8.7
602	5	6.5	6.1	7.1	7.1	7.3	6.5	5.8	8.7	7.9	6.1	7.2
603	5	8.2	9.5	9.8	9.5	9.5	8.1	9.0	9.8	9.7	5.8	9.5
604	2	4.0	7.3	7.0	7.0	6.6	7.3	7.0	6.6	7.3	3.3	7.6
620	2	9.5	9.0	9.5	9.5	6.9	8.5	8.0	8.0	9.0	7.4	9.0
640	2	6.2	7.7	7.7	6.8	9.2	7.7	6.9	8.5	7.7	5.2	8.5
701	26	8.0	8.1	8.0	7.3	7.6	7.4	7.7	8.4	8.0	7.2	9.0
791	13	8.5	8.4	8.6	8.4	8.1	8.0	8.3	8.0	8.4	6.1	8.0
C2	2	7.2	9.9	9.9	9.9	9.9	9.0	9.9	8.1	9.0	5.9	8.1
C3	3	6.0	9.2	7.8	5.9	6.6	5.9	7.2	8.2	6.2	6.1	7.4
C4	3	8.6	9.4	7.7	6.7	7.2	5.1	8.3	8.3	9.2	6.5	9.4
C5	1	8.0	8.0	10.0	9.0	10.0	6.0	9.0	10.0	10.0	6.0	10.0
C7	2	9.3	8.2	9.3	8.2	9.3	8.2	8.2	8.2	9.3	5.0	9.3
C8	2	10.0	10.0	10.0	10.0	10.0	10.0	9.4	10.0	10.0	8.8	9.4
C9	2	10.0	10.0	10.0	9.4	10.0	10.0	10.0	10.0	10.0	3.4	10.0
C12	2	7.7	5.3	10.0	10.0	6.9	8.6	8.6	8.0	8.6	8.6	7.1
C15	5	7.0	8.0	9.0	7.1	7.6	7.3	8.5	4.7	7.7	5.5	9.2
C21	4	8.9	10.0	10.0	9.8	9.1	8.2	10.0	7.8	9.6	8.0	9.6
C23	11	7.8	9.3	9.5	9.2	7.9	6.9	9.5	8.3	8.9	6.7	9.3
C24	4	8.5	9.2	9.5	9.0	6.3	8.4	9.5	7.6	7.1	6.1	9.5
C25	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	7.0	10.0
C26	3	8.7	9.5	9.7	9.2	7.2	4.8	8.6	8.2	8.5	5.2	9.5
C27	4	8.3	7.0	9.6	7.6	7.2	6.4	7.9	7.6	8.1	6.3	9.1
C28	4	5.2	7.4	8.2	8.4	7.8	5.5	6.8	7.1	5.8	4.7	7.4
C29	1	6.0	10.0	9.0	8.0	7.0	7.0	7.0	10.0	10.0	5.0	10.0
C30	2	6.4	7.4	7.4	8.0	5.9	5.7	8.0	8.0	5.7	5.7	7.4
C36	2	9.0	10.0	8.5	7.5	10.0	8.5	10.0	7.5	8.5	7.0	9.5
C37	2	9.6	9.6	9.2	9.6	7.1	8.0	7.1	7.1	7.1	7.1	9.2
C38	1	9.0	9.0	9.0	8.0	7.0	8.0	9.0	9.0	8.0	9.0	9.0
C41	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	7.0	10.0
C43	3	6.6	9.1	7.9	7.4	9.5	6.2	8.1	6.7	6.9	5.7	9.1
C45	2	9.4	9.3	10.0	10.0	10.0	9.1	9.7	9.4	10.0	6.1	10.0

APPENDIX D – Performance Ratings for Routes Ranked by Route

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
C46	2	8.6	8.6	8.6	6.9	7.6	7.6	8.3	7.6	8.6	2.8	8.6
C50	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	8.0	8.0	8.0	10.0
C53	1	9.0	10.0	10.0	9.0	10.0	8.0	8.0	8.0	10.0	5.0	10.0
C60	2	7.8	10.0	8.0	8.0	7.3	5.9	7.3	8.0	7.3	1.6	7.4
C61	1	3.0	3.0	9.0	1.0	10.0	1.0	9.0	1.0	1.0	1.0	3.0
C62	3	5.9	8.0	8.7	8.4	5.0	4.8	8.7	5.6	6.3	2.3	7.3
C63	1	10.0	10.0	10.0	6.0	10.0	10.0	9.0	10.0	10.0	10.0	9.0
C71	2	8.0	9.0	7.5	6.5	7.0	7.0	7.5	8.0	8.0	6.0	9.0
C73	1	5.0	8.0	8.0	8.0	6.0	8.0	7.0	5.0	5.0	4.0	8.0
C75	2	8.1	10.0	10.0	9.4	9.4	7.8	9.4	10.0	9.4	8.8	9.4
C86	1	2.0	1.0	6.0	10.0	6.0	10.0	10.0	4.0	5.0	10.0	1.0
C92	1	8.0	8.0	8.0	9.0	10.0	7.0	8.0	-	-	-	-
C93	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	9.0	10.0
C96	1	8.0	10.0	10.0	10.0	10.0	10.0	10.0	9.0	9.0	3.0	10.0
C98	1	3.0	5.0	4.0	9.0	1.0	3.0	8.0	10.0	9.0	4.0	9.0
NVT	11	7.9	8.0	8.3	7.2	6.4	7.5	8.0	6.9	6.9	7.7	8.5
BTC	5	9.0	8.5	8.9	7.9	7.9	9.2	8.9	8.9	8.7	7.6	8.7
STC	3	6.3	7.0	8.0	6.3	6.6	7.2	7.7	8.2	8.2	5.5	9.0
PCT	4	7.5	10.0	10.0	10.0	5.1	9.9	7.6	7.5	7.5	9.4	10.0
RTC	3	8.4	9.9	9.9	9.9	9.2	5.4	9.9	9.9	9.6	8.6	8.4
OTC	29	7.7	7.6	8.1	8.5	6.3	7.3	8.3	8.3	8.0	6.7	8.4
WVT	5	8.1	8.0	9.6	9.7	6.3	8.7	8.9	9.2	8.7	6.3	8.6

APPENDIX D – Performance Ratings for Routes Ranked by Overall

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
Total	**1934**	**7.9**	**8.3**	**8.7**	**8.3**	**7.0**	**7.5**	**8.1**	**8.6**	**8.3**	**7.1**	**8.7**
99	105	8.0	8.1	8.5	8.4	5.3	8.2	8.0	9.2	8.5	8.3	8.6
250	68	8.8	8.8	9.2	9.0	7.7	8.4	9.1	9.2	8.8	7.5	8.9
9	52	8.0	8.5	8.6	8.3	6.9	8.0	8.2	8.7	8.4	7.9	8.7
22	44	8.2	8.8	8.7	8.9	7.6	8.0	8.7	8.9	8.7	7.4	9.0
25	43	7.4	7.8	8.4	8.6	6.3	7.0	7.5	8.5	8.0	7.1	8.4
351	41	8.5	8.7	9.1	8.9	6.9	8.5	8.7	9.0	8.8	8.2	8.8
41	38	8.3	8.5	8.9	8.5	6.4	7.0	8.2	8.4	8.0	7.0	8.8
97	38	6.8	7.4	8.3	8.2	5.9	7.6	7.8	8.4	7.9	7.7	7.8
10	36	8.1	8.9	9.0	8.7	7.7	7.4	8.0	9.2	8.7	7.4	8.9
16	36	7.5	8.8	8.9	8.7	7.5	7.2	8.2	8.8	8.4	6.8	9.0
20	34	7.0	8.3	8.0	7.4	6.6	6.4	8.0	8.4	8.0	6.2	8.6
49	34	6.5	7.4	7.9	7.7	5.9	6.4	7.7	7.5	7.4	6.6	8.0
601	34	7.6	8.1	8.5	7.9	6.9	8.2	8.2	7.4	8.1	6.7	8.7
14	32	7.8	7.7	8.5	8.1	7.0	7.7	8.2	8.8	8.2	7.5	8.8
106	32	6.5	7.1	7.1	6.9	5.9	6.3	6.9	7.4	7.1	6.8	7.3
401	32	8.2	8.2	9.0	8.9	7.0	7.4	8.5	8.6	8.4	7.1	8.8
3	31	7.8	8.2	8.3	8.3	6.9	7.5	6.7	8.2	8.1	6.9	8.2
239	31	7.6	7.9	8.7	7.3	7.4	7.7	8.2	8.1	7.2	6.6	9.0
240	31	8.4	8.5	8.8	8.7	6.3	8.0	8.6	8.8	8.5	8.2	8.9

OVERALL PERFORMANCE RATINGS
JANUARY 2015 - MARCH 2015 VERSUS
JANUARY 2016 - MARCH 2016
(Routes With 35+ Trips Per Quarter)

Route Number	January - March 2015		January - March 2016		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jan'15-Mar'15 vs. Jan'16-Mar'16
# 10	38	7.8	36	8.1	0.3
# 106	38	8.2	32	6.5	-1.7
# 16	39	8.2	36	7.5	-0.7
# 22	56	8.0	44	8.2	0.2
# 240	36	7.8	31	8.4	0.6
# 25	38	7.4	43	7.4	0.0
# 250	68	8.3	68	8.8	0.5
# 351	46	8.3	41	8.5	0.2
# 401	35	7.5	32	8.2	0.7
# 41	45	7.8	38	8.3	0.5
# 410	39	7.8	23	7.9	0.1
# 601	37	8.0	34	7.6	-0.4
# 9	74	7.6	52	8.0	0.4
# 97	37	7.7	38	6.8	-0.9
# 99	108	7.5	105	8.0	0.5

Note: Highlighted 'net differences' are those which are statistically significant at the 95% level of confidence

OVERALL PERFORMANCE RATINGS
OCTOBER 2014 - MARCH 2015 VERSUS
OCTOBER 2015 - MARCH 2016
(Routes With 35+ Trips Per 6 Months)

Route Number		October 2014 - March 2015		October2015 - March 2016		Net Difference
		# of Trips	Overall Performance	# of Trips	Overall Performance	Oct'14-Mar'15 vs. Oct'15-Mar'16
#	10	76	7.8	72	7.7	-0.1
#	106	64	7.6	72	7.1	-0.5
#	135	50	7.6	67	7.7	0.1
#	14	43	8.1	63	7.6	-0.5
#	16	80	7.8	76	7.5	-0.3
#	160	23	6.8	39	7.3	0.5
#	17	38	8.0	45	8.2	0.2
#	19	30	7.7	56	7.7	0.0
#	20	67	7.1	71	6.9	-0.2
#	210	37	7.6	38	8.1	0.5
#	22	119	7.6	100	7.7	0.1
#	228	35	7.8	23	7.8	0.0
#	239	53	8.1	55	8.0	-0.1
#	240	77	8.0	62	7.9	-0.1
#	246	59	7.5	53	8.1	0.6
#	25	80	7.5	84	7.2	-0.3
#	250	144	8.3	138	8.6	0.3
#	255	31	7.5	39	8.2	0.7
#	3	56	7.9	59	7.6	-0.3
#	319	31	8.3	35	7.8	-0.5
#	351	86	8.3	85	8.4	0.1
#	4	27	8.5	37	8.1	-0.4
#	401	62	7.7	66	7.9	0.2
#	41	82	7.6	83	8.1	0.5
#	410	82	7.8	61	7.8	0.0
#	49	57	7.6	64	6.9	-0.7
#	5	33	7.7	38	7.7	0.0
#	50	30	7.6	35	8.2	0.6
#	502	37	7.0	33	8.3	1.3
#	6	37	8.7	42	8.4	-0.3
#	601	76	8.2	70	7.3	-0.9
#	7	55	7.6	44	7.5	-0.1
#	701	60	7.2	50	7.6	0.4
#	8	39	7.3	37	7.7	0.4
#	84	35	8.4	45	7.9	-0.5
#	9	123	7.6	118	7.9	0.3
#	97	67	7.8	65	7.2	-0.6
#	99	209	7.6	205	8.0	0.4
#	OTC	51	7.9	54	7.8	-0.1

Note: Highlighted 'net differences' are those which are statistically significant at the 95% level of confidence

OVERALL PERFORMANCE RATINGS
APRIL 2014 - MARCH 2015 VERSUS
APRIL 2015 - MARCH 2016
(Routes With 35+ Trips Per Year)

Route Number	April 2014 - March 2015		April 2015 - March 2016		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Apr'14-Mar'15 vs. Apr'15-Mar'16
# 10	149	7.5	146	7.7	0.2
# 100	59	7.9	45	8.3	0.4
# 101	18	7.1	36	7.7	0.6
# 106	132	7.5	131	7.5	0.0
# 123	47	8.2	43	7.2	-1.0
# 129	45	7.4	43	7.8	0.4
# 130	66	7.9	59	8.1	0.2
# 135	125	7.4	119	7.9	0.5
# 14	97	8.1	113	7.8	-0.3
# 143	26	7.5	39	7.6	0.1
# 145	51	7.9	42	7.6	-0.3
# 15	40	7.8	58	8.0	0.2
# 152	48	7.3	50	8.0	0.7
# 159	46	7.0	31	7.9	0.9
# 16	155	7.6	149	7.8	0.2
# 160	62	7.6	72	7.4	-0.2
# 169	44	7.6	41	8.0	0.4
# 17	79	7.5	94	7.7	0.2
# 19	77	7.3	82	7.6	0.3
# 20	140	6.8	123	7.1	0.3
# 210	74	8.1	70	8.1	0.0
# 211	49	8.1	54	7.8	-0.3
# 22	243	7.7	207	7.6	-0.1
# 228	56	8.2	47	8.0	-0.2
# 229	47	7.7	44	7.8	0.1
# 230	66	8.2	56	7.7	-0.5
# 232	35	7.4	41	8.0	0.6
# 239	109	8.2	107	8.0	-0.2
# 240	137	8.0	133	7.7	-0.3
# 246	116	7.9	100	7.7	-0.2
# 25	157	7.6	172	7.5	-0.1
# 250	273	8.3	273	8.4	0.1
# 255	60	7.6	68	7.9	0.3

Note: Highlighted 'net differences' are those which are statistically significant at the 95% level of confidence

Route Number	April 2014 - March 2015		April 2015 - March 2016		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Apr'14-Mar'15 vs. Apr'15-Mar'16
# 257	41	8.1	45	7.7	-0.4
# 26	37	8.1	44	8.2	0.1
# 28	55	8.4	35	8.0	-0.4
# 3	102	7.6	119	7.8	0.2
# 319	83	7.9	71	7.6	-0.3
# 320	46	7.6	50	7.8	0.2
# 321	50	7.5	55	7.0	-0.5
# 33	46	7.6	62	7.8	0.2
# 340	48	7.6	38	7.9	0.3
# 341	36	7.1	26	7.0	-0.1
# 351	173	8.3	160	8.4	0.1
# 4	62	8.3	73	8.0	-0.3
# 401	115	7.8	117	7.8	0.0
# 402	50	7.4	51	8.2	0.8
# 403	46	7.7	44	7.3	-0.4
# 41	170	7.8	151	7.7	-0.1
# 410	152	7.9	129	7.7	-0.2
# 44	50	8.0	41	7.4	-0.6
# 49	123	7.7	126	7.4	-0.3
# 5	69	7.6	66	7.4	-0.2
# 50	61	7.6	65	8.2	0.6
# 502	79	7.3	62	7.9	0.6
# 555	49	8.4	60	8.4	0.0
# 6	81	8.4	78	8.0	-0.4
# 601	159	8.0	155	7.4	-0.6
# 7	110	7.6	96	7.5	-0.1
# 701	116	7.7	95	7.7	0.0
# 791	40	7.8	46	7.6	-0.2
# 8	64	7.4	67	7.7	0.3
# 84	66	8.5	86	8.0	-0.5
# 9	236	7.8	211	7.9	0.1
# 96	47	8.2	47	8.8	0.6
# 97	135	7.9	115	7.5	-0.4
# 99	416	7.8	413	7.9	0.1
# C23	44	7.7	33	7.3	-0.4
# NVT	44	6.8	43	7.4	0.6
# OTC	108	8.1	117	7.5	-0.6
# STC	49	7.8	29	7.0	-0.8

Note: Highlighted 'net differences' are those which are statistically significant at the 95% level of confidence