Customer Service Performance
Quarter 2 2016

Bus
SeaBus
SkyTrain

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.

Overview

- **The rating for Overall Transit Service (62% good-to-excellent) has significantly improved in Q2 2016 versus a year ago, but has remained stable compared to last quarter.** The average score is sitting at 7.7 out of 10, which is higher than the same period last year.

- **All transit system attributes earn an average score that is above the 7.0 positive-performance threshold,** with the exception of Having Enough Shelters at Stops (6.8 out of 10).

- **Ratings for many service attributes have shown improvements compared to a year ago,** including Ease of Finding Information on Website (61%), Operation of Service During convenient Hours (54%), Good Connections (50%) and Having Enough Shelters at Stops (36%).

- **Three-quarters of transit users (74%) use the Compass Card as their primary method of payment,** and Stored Value is the most commonly used Compass Card product.

Overall, ratings for Bus Service (66%) have remained consistent with last quarter but increased from a year ago. This results in a stronger average score of 7.9 out of 10 compared to Q2 2015.

- All bus service attributes have an average score that is higher than the 7.0 positive-performance threshold.

- Similar to historical trends, Having a Courteous Bus Operator is the highest-performing top key driver (74%). The other three drivers, Providing On-Time, Reliable Service (58%), Frequency of Service (50%) and Not Being Overcrowded (49%) have a relatively weaker performance.

- This period, #250 bus receives the highest scores across many bus service attributes.

Perception of the Overall SkyTrain Service (78%) has significantly improved from Q1 2016 and Q2 2015, which leads to a higher average score for this period (8.4 out of 10).

- Providing On-Time, Reliable Service, which is a top key driver for Overall SkyTrain Service, is the highest-rated SkyTrain service attribute (82%). It has a stronger performance compared to last quarter and a year ago.

- Two attributes continue to perform below the 7.0 positive-performance threshold, which includes Not Being Overcrowded (6.9 out of 10) and Delays are Announced and Explained (6.1).

- Consistent with historical trends, Canada Line scores are generally more positive than BCRTC's. However, ratings for Canada Line on Not Being Overcrowded have been trending down since Q2 2015.

Of the three modes, SeaBus continues to earn the highest overall ratings (82%, in-line with previous quarters). The average score is unchanged at 8.6 out of 10.

- Similar to historical trends, all SeaBus service attributes perform above the 7.0 positive-performance threshold.

- Trip Duration shows the most improvement this period, with 91% of SeaBus riders giving a good-to-excellent score. This is up from both last quarter and a year ago.

Performance on Transit System Attributes
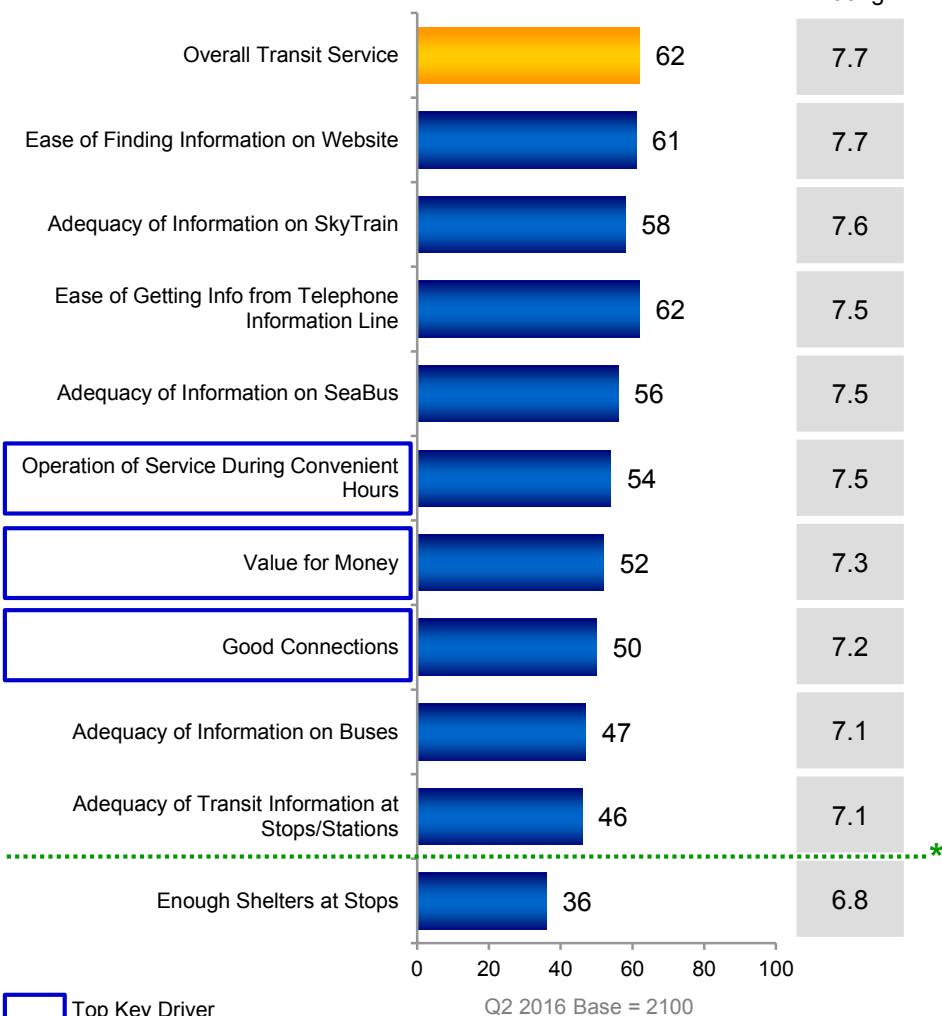
% Good to Excellent (8-10)

Attribute	% Good to Excellent	Average Rating
Overall Transit Service	62	7.7
Ease of Finding Information on Website	61	7.7
Adequacy of Information on SkyTrain	58	7.6
Ease of Getting Info from Telephone Information Line	62	7.5
Adequacy of Information on SeaBus	56	7.5
Operation of Service During Convenient Hours	54	7.5
Value for Money	52	7.3
Good Connections	50	7.2
Adequacy of Information on Buses	47	7.1
Adequacy of Transit Information at Stops/Stations	46	7.1
Enough Shelters at Stops	36	6.8

Q2 2016 Base = 2100

▢ Top Key Driver

* 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

- Six-in-ten transit riders (62%) award top ratings to the Overall Transit Service, which is in-line with last quarter but significantly up from a year ago. The average score has also increased from 7.5 in Q2 2015 to 7.7 this period.

- Many transit system service attributes have improved from the same quarter last year. The only attribute that doesn't meet the 7.0 threshold for positive performance is Having Enough Shelters at Stops (average score of 6.8 out of 10).

Performance on Top Key Drivers of Transit Overall Service

Key Drivers with Positive Performance*

- Operation of Service During Convenient Hours
  - Unchanged from last quarter but up from a year ago, 54% of transit riders give a good-to-excellent score to this attribute. This continues to be the highest-rated top key driver.

- Value for Money
  - Consistent with last quarter and marginally up from the same quarter last year, Value for Money receives high ratings from 52% of riders.

- Good Connections
  - Good Connections earns top ratings from one-half of riders (50%), which is directionally down from Q1 2016 but up from Q2 2015.

Performance on Bus System Attributes

% Good to Excellent (8-10)

Attribute	% Good to Excellent	Average Rating
Having an Operator Who Drives Safely & Professionally**	83	8.6
Feeling Safe from Crime On Board the Bus	82	8.6
Having a Direct Route	80	8.6
Feeling Safe from Crime at the Bus Stop or Transit Exchange	78	8.5
Having a Courteous Bus Operator**	74	8.3
Clean and Graffiti-Free Buses	74	8.3
Trip Duration from the Time You Boarded to the Time You Got Off the Bus	73	8.3
Overall Bus Service	66	7.9
Providing On-Time, Reliable Service	58	7.6
Frequency of Service	50	7.3
Not Being Overcrowded	49	7.0

Q2 2016 Base = 1897 (bus routes evaluated)

☐ Top Key Driver

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

- Similar to last quarter but increased from a year ago, Overall Bus Service is rated highly by two-thirds of bus riders (66%). The average score is sitting at 7.9 out of 10, which is stronger than the same quarter last year.

- All bus service attributes continue to earn an average score that is higher than the 7.0 positive-performance threshold for this period. However, three of the four top key drivers show a relatively weaker performance compared to other bus service attributes.

Performance on Top Key Drivers of Overall Bus Service
Key Drivers with Positive Performance*

- Courteous Bus Operator
  - Three-quarters of bus riders (74%) give a high score to Having a Courteous Bus Operator, which is unchanged from the previous quarter but marginally up from a year ago.

- On-Time Reliable Service
  - Consistent with Q1 2016 but directionally up from Q2 2015, 58% of bus riders award good-to-excellent scores to this attribute. Ratings for BTC have also increased from a year ago.

- Frequency of Service
  - One-half of bus riders (50%) award top scores to Frequency of Service, which is in-line with last quarter but marginally up from the same quarter last year.

- Not Being Overcrowded
  - Unchanged from Q1 2016 but directionally increased from a year ago, Not Being Overcrowded earns high scores from one-half of bus riders (49%). Also, STC shows significant improvement compared to Q2 2015.

Performance on SkyTrain Attributes

% Good to Excellent (8-10)

Attribute	% Good to Excellent	Average Rating
Providing On-Time, Reliable Service	82	8.6
Having Courteous, Competent and Helpful SkyTrain Staff**	76	8.6
Feeling Safe from Crime On Board the SkyTrain	80	8.4
Overall SkyTrain Service	78	8.4
Clean and Graffiti-Free SkyTrain Cars and Stations	75	8.3
Frequency of Service	75	8.3
Feeling Safe from Crime Inside the SkyTrain Station	74	8.2
Staff Available When Needed	41	7.0
Not Being Overcrowded	47	6.9
Delays Are Announced and Explained***	30	6.1

Q2 2016 Base = 1373 (SkyTrain riders)

☐ Top Key Driver

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=133)
*** Caution: Only among those who experienced delays (n=349)

SkyTrain System

- Compared to last quarter and a year ago, performance of the Overall SkyTrain Service has significantly improved this period (78%), resulting in a stronger average score of 8.4 out of 10.

- The attributes that perform below the 7.0 positive-performance threshold continue to be Not Being Overcrowded (6.9) and Delays are Announced and Explained (6.1).

Performance on Top Key Drivers of SkyTrain Overall Service

Key Drivers with Positive Performance*

- On-Time, Reliable Service
  - Up from both Q1 2016 and Q2 2015, Providing On-time, Reliable Service earns top ratings from 82% of SkyTrain riders, which makes it the highest-performing top key driver. Scores for BCRTC (78%) have increased from those same quarters, while ratings for Canada Line remain unchanged (89%).

- Feeling Safe from Crime On Board the SkyTrain
  - This attribute (80%) performs consistently with last quarter but stronger compared to a year ago. BCRTC's performance (75%) has improved from Q2 2015. On the other hand, scores for Canada Line are stable (88%).

- Frequency of Service
  - Three-quarters of SkyTrain riders (75%) award top scores to Frequency of Service, which is marginally up from both last quarter and the same quarter last year.
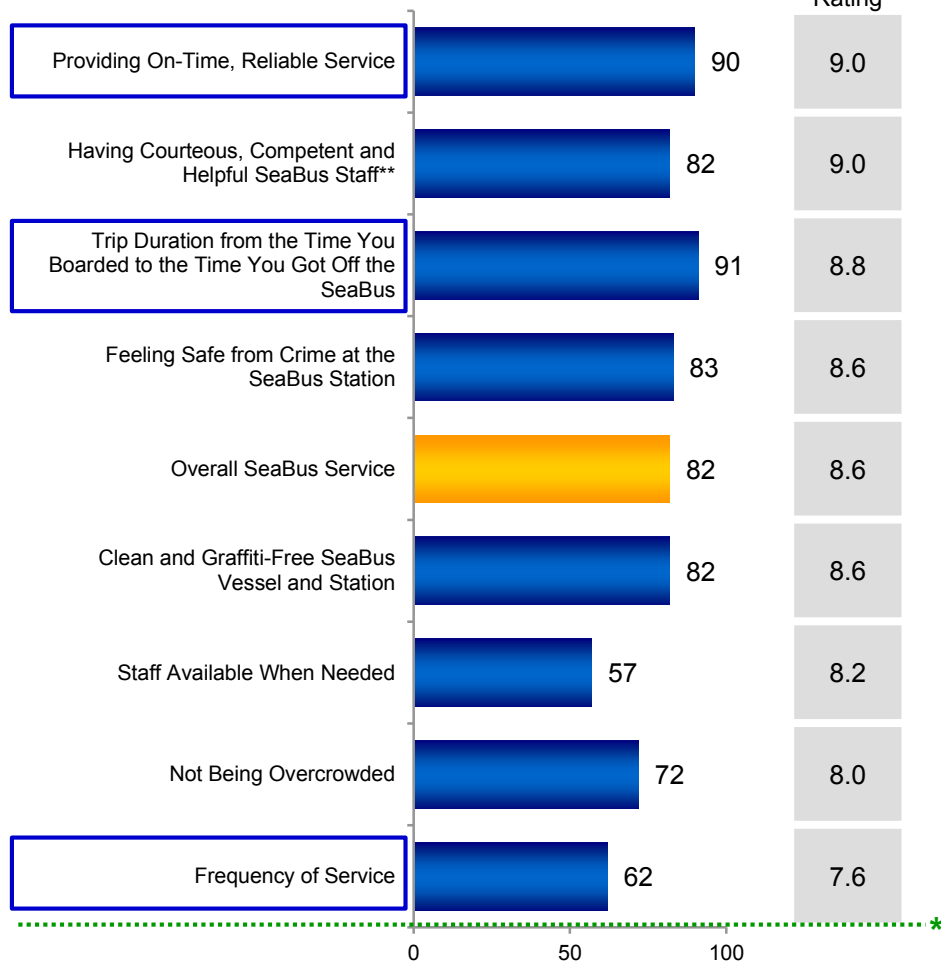 - Scores for BCRTC (72%) have improved from a year ago while Canada Line scores remain steady (80%).

Key Drivers Needing Improvement*

- Not Being Overcrowded
  - Close to one-half of riders (47%) give good-to-excellent scores to this attribute, which is up from the previous quarter and unchanged from a year ago. While BCRTC's performance in this area is stable (46%), scores for Canada Line (45%) have dropped from the same quarter last year.

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Performance on SeaBus Attributes

% Good to Excellent (8-10)

Attribute	% Good to Excellent	Average Rating
Providing On-Time, Reliable Service	90	9.0
Having Courteous, Competent and Helpful SeaBus Staff**	82	9.0
Trip Duration from the Time You Boarded to the Time You Got Off the SeaBus	91	8.8
Feeling Safe from Crime at the SeaBus Station	83	8.6
Overall SeaBus Service	82	8.6
Clean and Graffiti-Free SeaBus Vessel and Station	82	8.6
Staff Available When Needed	57	8.2
Not Being Overcrowded	72	8.0
Frequency of Service	62	7.6

0 50 100

Q1 2016 Base = 180 (SeaBus riders)

☐ Top Key Driver

* 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=25)

SeaBus

- Overall SeaBus Service earns top ratings from a large majority of SeaBus riders (82%), which is directionally down from last quarter but in-line with a year ago. The average score remains stable at 8.6 out of 10.

- All SeaBus attributes continue to perform above the 7.0 positive-performance threshold.

Performance on Top Key Drivers of SeaBus Overall Service

- On-Time, Reliable Service
  - This attribute shows steady performance compared to previous quarters and it is the highest-rated top key driver (90%) of Overall SeaBus Service.

- Trip Duration
  - Trip Duration receives high ratings from nine-in-ten SeaBus riders (91%).

- Frequency of Service
  - Six-in-ten SeaBus riders (62%) give high scores to Frequency of Service, which is consistent with previous quarters.

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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 are more likely to be between the ages of 16 and 24 years old (28% versus 13%).
    - They tend to be employed part-time (19% versus 15%)
    - They are more likely to be going to school (18% versus 6%), and they are more likely to have some university education (17% versus 10%).
    - They are less likely to make an annual household income of $65,000 or more (42% versus 54%).

Trip Purpose

- In-line with historical trends, the most common reason for taking public transit is for commuting to/from work, with 45% of transit riders mentioning this purpose.

- Another top reason is for entertainment or social purposes (38%).

Choice versus Captive

- Nearly seven-in-ten transit riders (69%) are classified as Choice riders (having regular access to a vehicle) while 30% are considered as Captive riders (no regular vehicle access).

- Compared to Choice riders, Captive riders tend to be unemployed or working part-time, have lower household income (under $35K), reside in Vancouver, take the Bus and use the Compass Card.

- On the flip-side, Choice riders are more likely than Captive riders to be between the ages of 35 and 54 years old, working full-time, graduated from university, have an annual household income of $75K or higher, living in Richmond/South Delta, using the SkyTrain/SeaBus and paying with a Compass Ticket.

This quarter, the spotlight is on riders who pay for transit by the two most commonly used fare payment methods – Monthly Pass and Stored Value.

Stored Value Users

Stored Value users now account for 36% of transit riders, which makes this the most commonly used payment method. This group of users is:

- More likely to be Choice users (76% versus 69% overall); and
- More likely to have graduated from university (52% versus 42% overall)

Monthly Pass Users

One-in-five transit users (18%) report using a Monthly Pass the most. Monthly Pass users are:

- More likely to be between the ages of 25-34 years old (15% versus 10% overall);
- More likely to be working full-time (63% versus 44% overall) and travelling for work purposes (79% versus 45% overall);
- More likely to be High Frequency users (72% versus 28% overall); and
- More likely to be Captive users (43% versus 30% overall).

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.

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?

% Good to Excellent (8-10)

Avg Score	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016
	62	56	60	59	57	57	57	61	62
	7.7	7.4	7.6	7.5	7.5	7.5	7.5	7.6	7.7

Q2 2016 Base = 2100
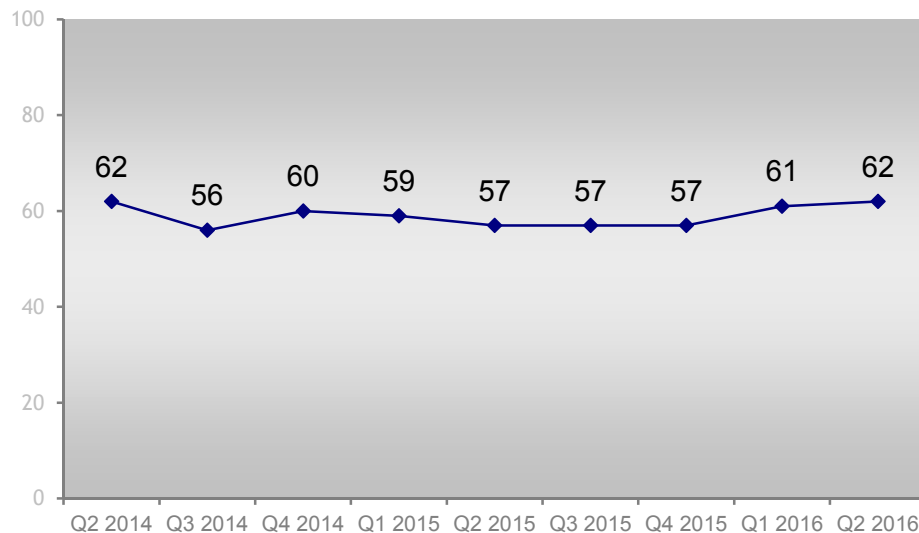
Overall Service

Consistent with last quarter but up from a year ago, Overall Transit Service is rated highly by six-in-ten riders (62%). This results in a stronger average score (7.7 out of 10) compared to the same quarter in 2015.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
	+ 1%	**+ 5%**

In particular, Low to Medium Frequency users, Canada Line riders and seniors (65+) are more likely to give a good-to-excellent score to the Overall Service compared to their counterparts.

Q2 2016 Regional Differences:

66% among North Vancouver riders
65% among Richmond/South Delta <u>and</u> Vancouver riders

57% among Burnaby/New Westminster riders
55% among Northeast riders

Most Positive   Least Positive

= *Significant upward/downward shift*

TRANS/LINK

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

% Good to Excellent (8-10)
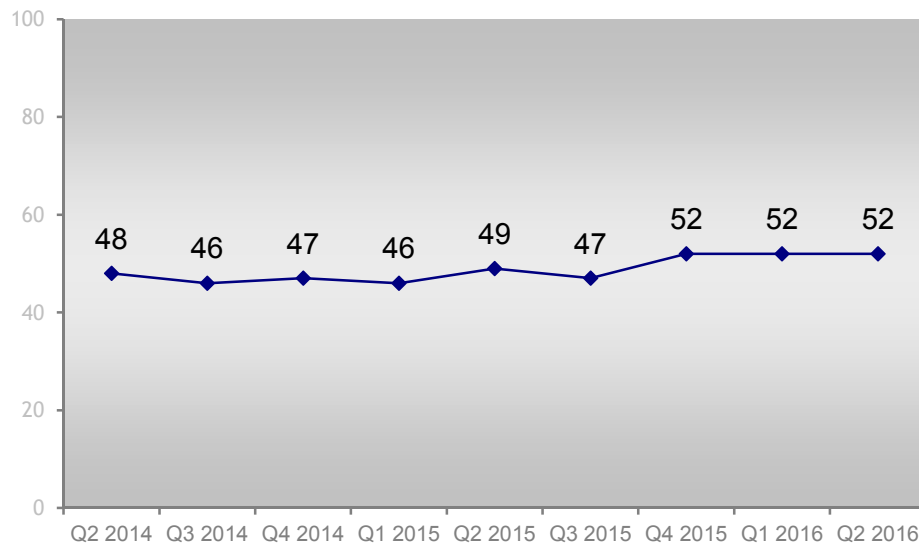
	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016
Chart %	48	46	47	46	49	47	52	52	52
Avg Score	7.2	7.0	7.1	7.0	7.2	7.1	7.3	7.3	7.3

Q2 2016 Base = 2100

Value for Money

Value for Money, which is a top key driver for Overall Transit Service, earns top ratings from 52% of riders. This is unchanged from Q1 2016 but marginally up from Q2 2015.The average score is stable at 7.3 out of 10.

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

Specifically, seniors (65+) tend to give higher ratings to this attribute compared to their younger counterparts.

Q2 2016 Regional Differences:

63% among West Vancouver riders	44% among Northeast 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?

% Good to Excellent (8-10)

| Avg Score | 7.4 | 7.3 | 7.3 | 7.2 | 7.2 | 7.3 | 7.3 | 7.4 | 7.5 |

Q2 2016 Base = 2100
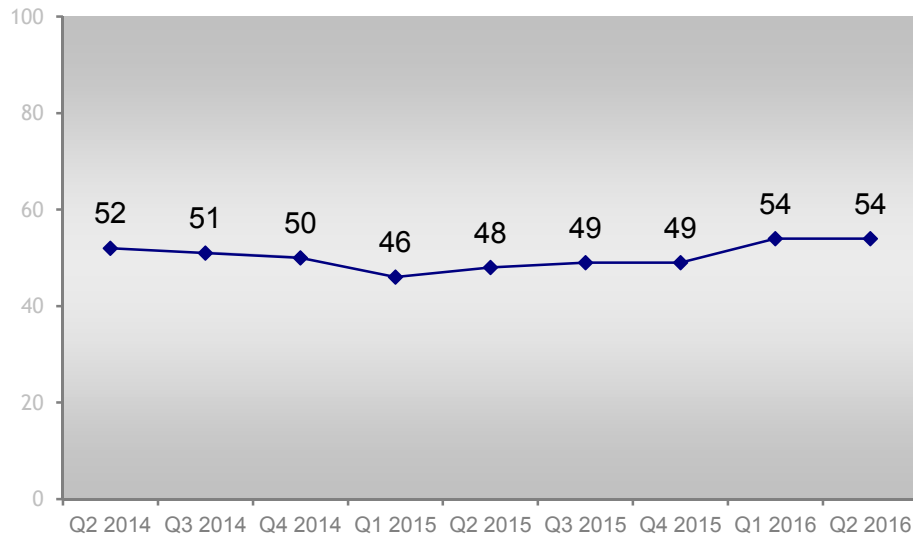
Convenient Hours

Convenient Hours, which is the highest-rated top key driver for Overall Transit Service earns good-to-excellent ratings from over one-half of riders (54%). This is unchanged from last quarter but up from a year ago. The average score has been trending up since Q2 2015 (from 7.2 out of 10 to 7.5 this period).

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

This attribute tends to receive higher ratings among Bus or SkyTrain riders, one to two zone travellers and those who are between the ages of 16-24 or 65+.

Q2 2016 Regional Differences:

61% among Richmond/South Delta riders

49% among Burnaby/New Westminster riders
48% among North Vancouver and West Vancouver riders

| Top Key Driver | Most Positive | Least Positive |

= *Significant upward/downward shift*

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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 (40%) continue to indicate that they have made a connection this period. Specifically, Medium to High Frequency users, Bus or SeaBus riders, Captive users, BCRTC riders, and those who travel through two to three zones have a higher likelihood to have made a connection compared to their counterparts.

Directionally down from last quarter but up from a year ago, one-half (50%) of those who report having made a connection award good-to-excellent scores to Good Connections (another top key driver). The average score (7.2 out of 10) has improved from the same quarter in 2015.

% Good to Excellent (8-10)

	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016
%	50	48	46	47	43	45	48	53	50
Avg Score	7.2	7.2	7.2	7.0	6.9	7.1	7.1	7.3	7.2

Q2 2016 Base = 805

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
	- 3%	+ 7%
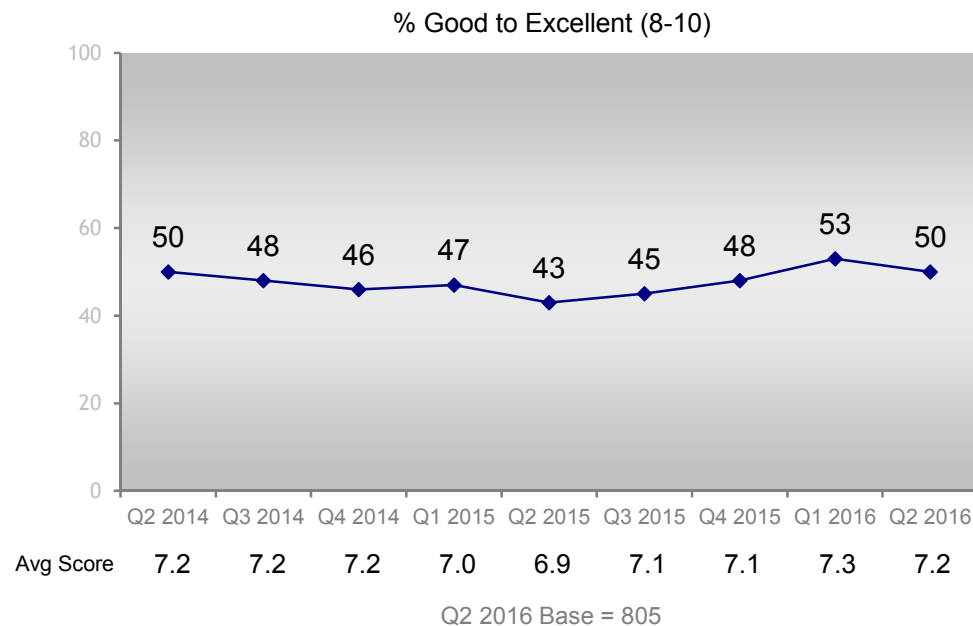
Q2 2016 Regional Differences:

55% among Vancouver riders	40% among Northeast riders

= *Significant upward/downward shift*

Top Key Driver	Most Positive	Least Positive

TRANS LINK

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

Enough Bus Shelters at Bus Stops

% Good to Excellent (8-10)

Trending up since Q2 2015, close to four-in-ten riders (36%) give good-to-excellent ratings to Having Enough Bus Shelters at Bus Stops. The average score has also improved to 6.8 out of 10 this period.
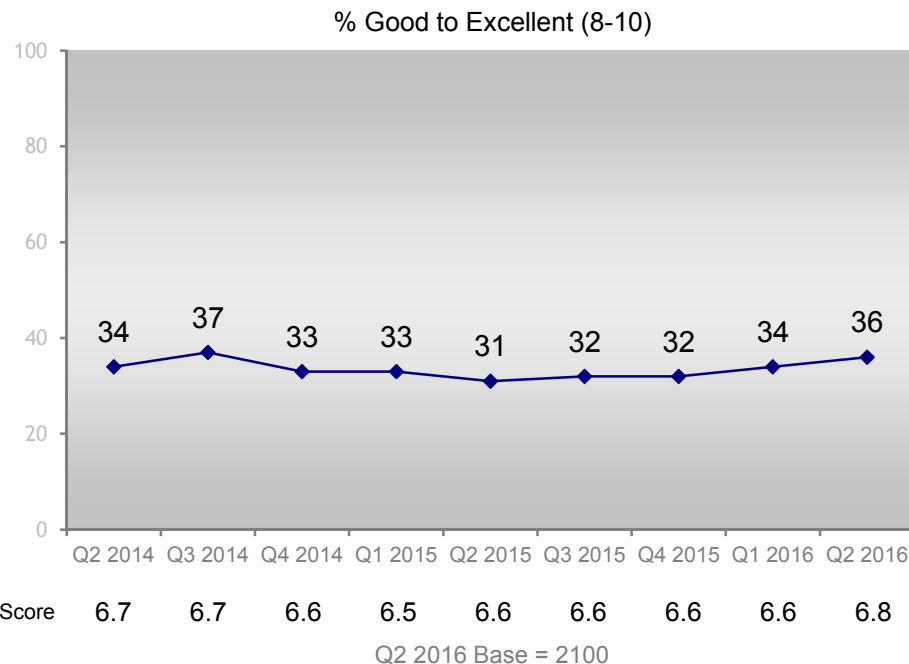
Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	+ 2%	**+ 5%**

	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016
% Good to Excellent	34	37	33	33	31	32	32	34	36
Avg Score	6.7	6.7	6.6	6.5	6.6	6.6	6.6	6.6	6.8

Q2 2016 Base = 2100

Q2 2016 Regional Differences:

45% among West Vancouver riders
42% among Vancouver riders

26% among Burnaby/New Westminster riders

☐ Top Key Driver   ▊ Most Positive   ▊ Least Positive

⬭ ⬭ = *Significant upward/downward shift*

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

% Good to Excellent (8-10)
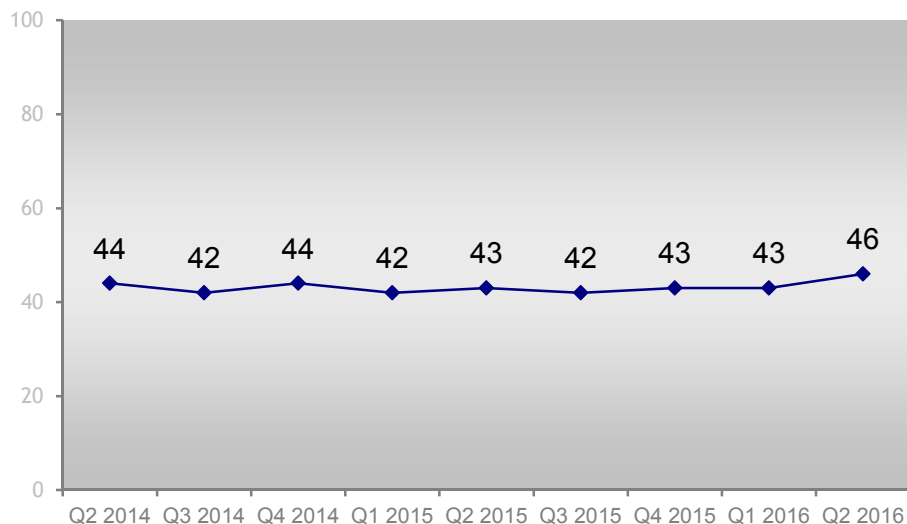
	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016
	44	42	44	42	43	42	43	43	46
Avg Score	7.1	7.0	7.0	7.0	7.0	7.0	7.0	7.0	7.1

Q2 2016 Base = 2100

Q2 2016 Regional Differences:

51% among Richmond/South Delta riders

50% among Surrey/North Delta/White Rock/Langley riders

42% among Northeast and North Vancouver riders

34% among West Vancouver riders

Most Positive   Least Positive

Adequacy of Transit Information at Stops and Stations

Directionally up from both last quarter and a year ago, close to one-half of riders (46%) rate the transit system highly for Having Adequate Transit Information at Stops and Stations. The average score is stable at 7.1 out of 10.

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

Specifically, younger riders (16-24 years old) tend to award a higher score to this attribute compared to their older counterparts.

= *Significant upward/downward shift*

TRANS LINK

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?

Ease of Getting Information from the Telephone Information Line

% Good to Excellent (8-10)
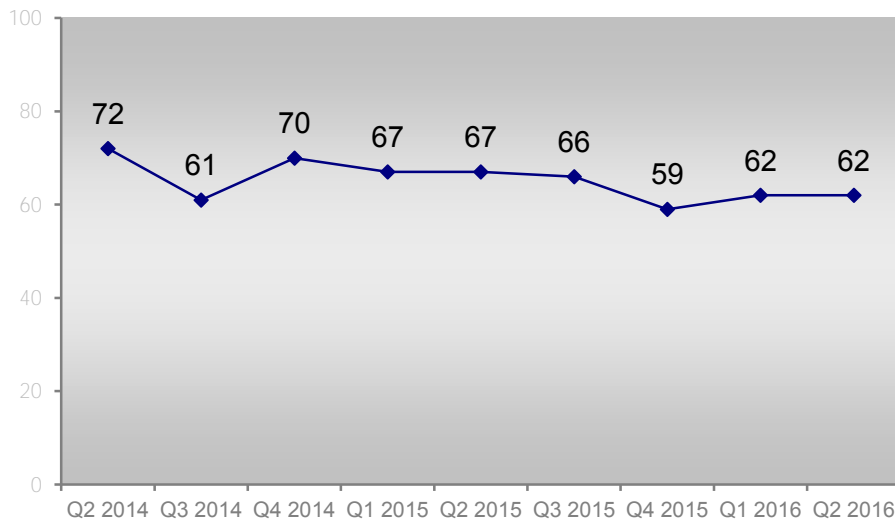
| Avg Score | 8.0 | 7.6 | 7.8 | 8.0 | 7.9 | 7.8 | 7.2 | 7.4 | 7.5 |

Q2 2016 Base = 341 (used phone)

Spoke To Clerk	Call Was Automated	Clerk & Automated
Base = 172	Base = 58	Base = 103
% Good to Excellent		
70%	45%	62%

Consistent with last quarter but up from a year ago, 15% of riders say they have used the Telephone Line in the past three months. In particular, High Frequency users, Captive riders, Monthly Pass users and those who are 25 years old or older have a higher likelihood to have made a phone call compared to their counterparts.

62% of riders who have used the phone line give good-to-excellent ratings to the Ease of Getting Information, which is unchanged from last quarter but directionally down from a year ago. The average score is consistent at 7.5 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	0%	- 5%

Moreover, riders who have directly talked to a clerk are more likely to rate this area of service more positively 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?

Ease of Finding Info on Website

% Good to Excellent (8-10)

Avg Score	7.5	7.5	7.6	7.5	7.5	7.5	7.5	7.6	7.7
	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016
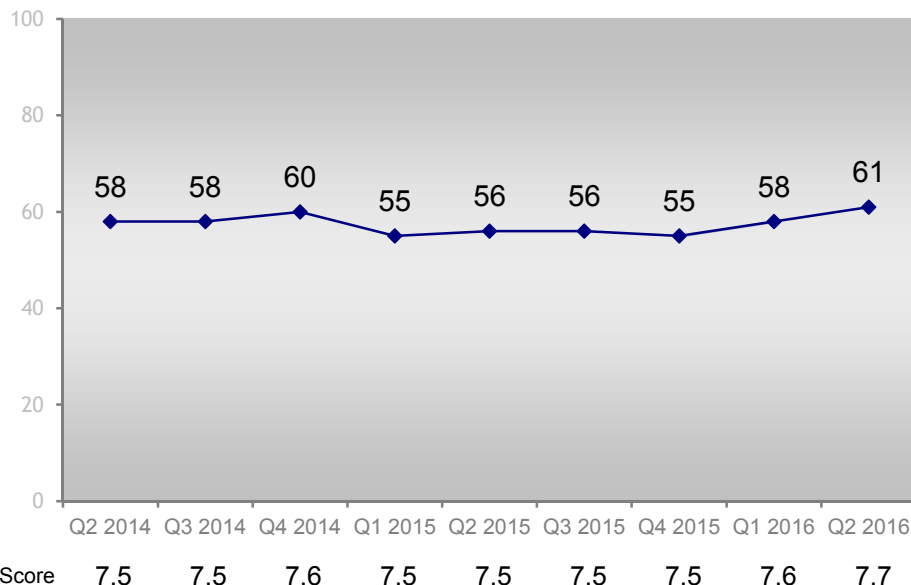
Q2 2016 Base = 1189 (used website)

Six-in-ten riders (60%) report having used the TransLink's website in the past three months, which is in-line with last quarter but up from a year ago (55%). Compared to their counterparts, High Frequency users, Choice riders and Compass Card users are more likely to have used the website.

Directionally up from both last quarter and a year ago, six-in-ten riders (61%) give top ratings to Ease of Finding Information on the Website. The average score (7.7 out of 10) has been trending up since the same quarter in 2015.

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

In particular, younger riders tend to have a more positive perception on this area compared to those who are older.

Q2 2016 Regional Differences:

68% among Richmond/South Delta riders
65% among North Vancouver riders

40% among West Vancouver riders

Most Positive   Least Positive

= *Significant upward/downward shift*

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

% Very Poor to Neutral (1-5) | Depot | Performance | % Good to Excellent (8-10)

	Depot	Performance	% Good to Excellent (8-10)
5	NVT	8.3	77
8	WVT	8.2	73
5	PCT	8.0	62
8	TOTAL BUS	7.9	66
8	BTC	7.9	66
9	CMBC	7.9	66
8	VTC	7.9	65
11	STC	7.9	65
11	RTC	7.8	66

Q2 2016 Base = 1897

Total Bus includes all the routes evaluated.

% Good to Excellent (8-10)

Depot	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016
NVT	74	69	68	62	59	64	59	73	77
WVT	70	66	68	81	74	65	73	69	73
PCT	69	61	60	61	71	56	55	68	62
TOTAL BUS	66	62	61	61	62	64	62	67	66
BTC	71	61	63	59	61	66	64	66	66
CMBC	66	62	61	61	61	64	61	67	66
VTC	62	58	57	61	61	64	60	67	65
STC	56	67	58	60	57	64	66	63	65
RTC	70	64	67	63	59	67	61	68	66

Top Scoring Route

#250

8.5

Lowest Scoring Routes*

#7   #41   #410

7.6   7.6   7.6

Time Periods Receiving Lower Ratings

- No particular time period is singled out.

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

Bus Service Overall

This period, 66% of bus riders award good-to-excellent scores to the Overall Bus Service, which is consistent with last quarter but up from a year ago. This also results in a stronger average score (7.9 out of 10) compared to the same quarter in 2015. In particular, scores for NVT (77%) has increased from a year ago, most likely due to a more positive perception on Trip Duration.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	- 1%	**+ 4%**
NVT	+ 4%	**+ 18%**

= *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 Route

#250

8.4

Lowest Scoring Route

#410

6.4

Time Period Receiving Higher Ratings

- **Weekday 9:30AM – 3PM**
- **Weekend and Holiday**

On-Time Reliable Service

Consistent with Q1 2016 but marginally up from Q2 2015, On-Time Reliable Service (a top key driver for Overall Bus Service) earns top ratings from 58% of bus riders. The average score (7.6 out of 10) has been trending up since a year ago.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	- 1%	+ 2%
BTC	+ 3%	**+ 11%**

Top Key Driver

= *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?

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
12	BTC	7.7	61
18	NVT	7.4	53
20	WVT	7.3	51
18	CMBC	7.3	50
18	TOTAL BUS	7.3	50
19	STC	7.2	49
19	RTC	7.2	48
17	VTC	7.2	47
24	PCT	7.0	44

Q2 2016 Base = 1897

% Good to Excellent (8-10)

	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016
BTC	64	57	51	59	54	54	62	60	61
NVT	57	60	50	45	43	45	47	54	53
WVT	45	43	57	47	47	46	37	48	51
CMBC	51	50	47	47	47	47	49	49	50
TOTAL BUS	51	50	47	47	47	47	49	49	50
STC	45	54	45	44	51	47	43	51	49
RTC	57	42	50	44	45	44	47	49	48
VTC	44	47	46	43	43	47	46	45	47
PCT	50	54	43	52	49	45	47	44	44

Top Scoring Route

#99

8.1

Lowest Scoring Routes

#246   #601

6.7   6.4

Time Period Receiving Higher Ratings

- **Weekday 9:30AM – 3PM**
- **Weekend and Holiday**

☐ Top Key Driver

Frequency of Service

Another top key driver, Frequency of Service, receives good-to-excellent ratings from one-half of bus riders (50%), which is consistent with last quarter but marginally up from a year ago. This results in a stronger average score of 7.3 out of 10.

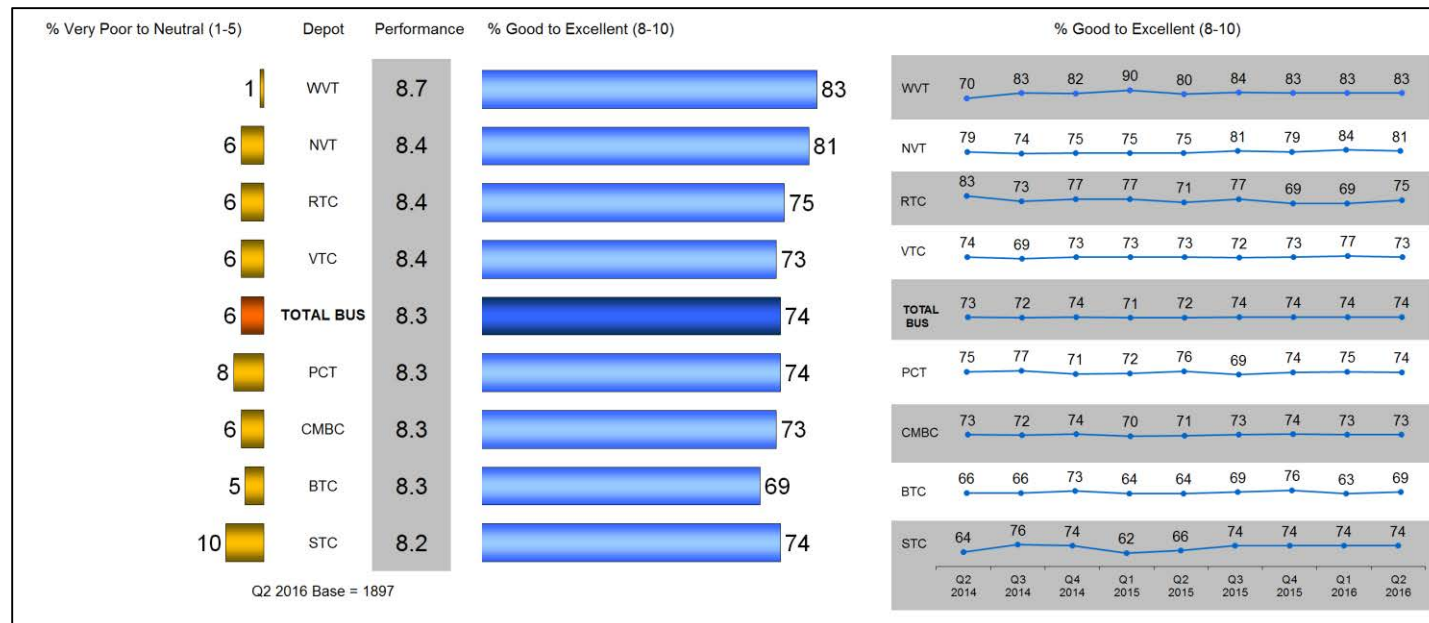| Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	+ 1%	+ 3%

◯ ◯ = *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?**

	% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
	1	WVT	8.7	83
	6	NVT	8.4	81
	6	RTC	8.4	75
	6	VTC	8.4	73
	6	TOTAL BUS	8.3	74
	8	PCT	8.3	74
	6	CMBC	8.3	73
	5	BTC	8.3	69
	10	STC	8.2	74

Q2 2016 Base = 1897

% Good to Excellent (8-10)

Depot	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016
WVT	70	83	82	90	80	84	83	83	83
NVT	79	74	75	75	75	81	79	84	81
RTC	83	73	77	77	71	77	69	69	75
VTC	74	69	73	73	73	72	73	77	73
TOTAL BUS	73	72	74	71	72	74	74	74	74
PCT	75	77	71	72	76	69	74	75	74
CMBC	73	72	74	70	71	73	74	73	73
BTC	66	66	73	64	64	69	76	63	69
STC	64	76	74	62	66	74	74	74	74

Top Scoring Route

#250

9.0

Lowest Scoring Route*

#22

8.0

Time Periods Receiving Lower Ratings

• No particular time period is singled out.

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

Courteous Bus Operator

Three-quarters of bus riders (74%) award top ratings to Having a Courteous Bus Operator, which is unchanged from last quarter but marginally up from the same quarter a year ago. This continues to be the highest-rated top key driver for Overall Bus Service, and the average score is stable at 8.3 out of 10.

Top Key Driver

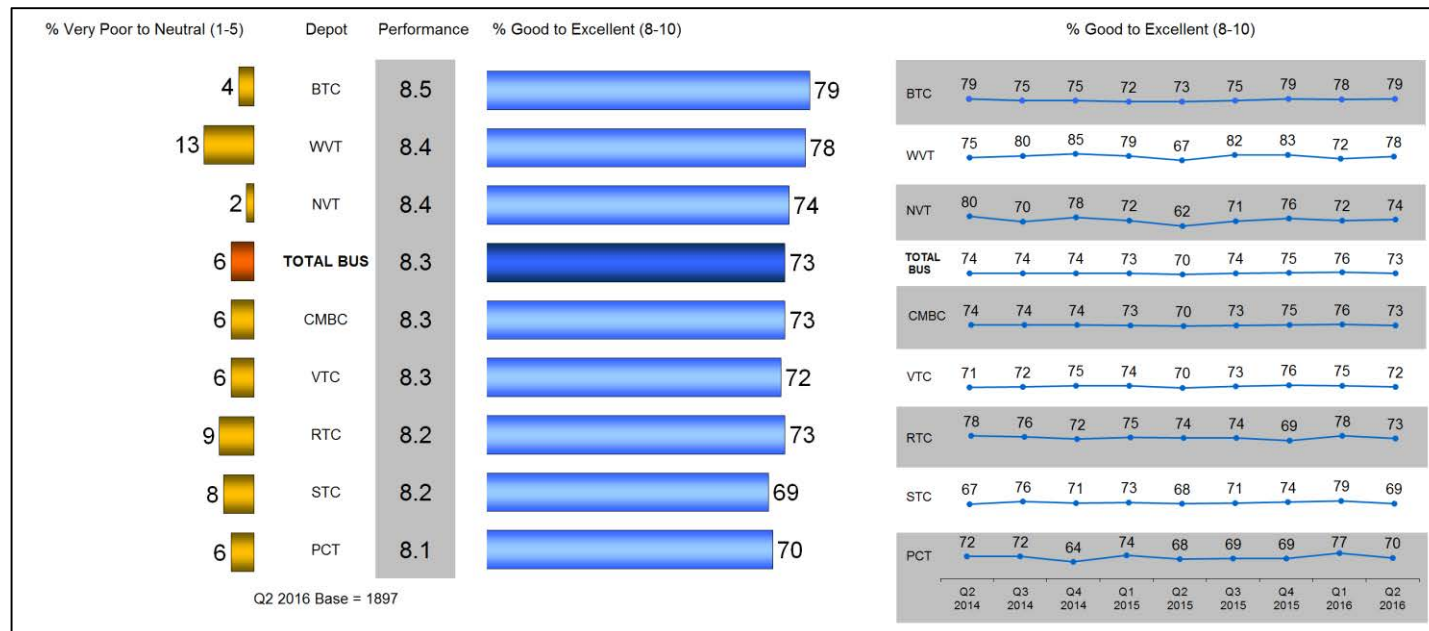| *Good-to-Excellent ratings compared to:*	*Last Quarter*	*Same Quarter Last Year*
Total Bus	0%	+ 2%

= *Significant upward/downward shift*

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

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

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
4	BTC	8.5	79
13	WVT	8.4	78
2	NVT	8.4	74
6	TOTAL BUS	8.3	73
6	CMBC	8.3	73
6	VTC	8.3	72
9	RTC	8.2	73
8	STC	8.2	69
6	PCT	8.1	70

Q2 2016 Base = 1897

% Good to Excellent (8-10)

	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016
BTC	79	75	75	72	73	75	79	78	79
WVT	75	80	85	79	67	82	83	72	78
NVT	80	70	78	72	62	71	76	72	74
TOTAL BUS	74	74	74	73	70	74	75	76	73
CMBC	74	74	74	73	70	73	75	76	73
VTC	71	72	75	74	70	73	76	75	72
RTC	78	76	72	75	74	74	69	78	73
STC	67	76	71	73	68	71	74	79	69
PCT	72	72	64	74	68	69	69	77	70

Top Scoring Route

#246

8.9

Lowest Scoring Route*

#410

7.7

Time Periods Receiving Lower Ratings

- No particular time period is singled out.

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

Trip Duration

Down from last quarter but improved from a year ago, Trip Duration earns top ratings from close to three-quarters of bus riders (73%). The average score (8.3 out of 10) has also increased from the same quarter in 2015. Also, after a sudden drop in Q2 2015, scores for NVT have recovered this quarter.
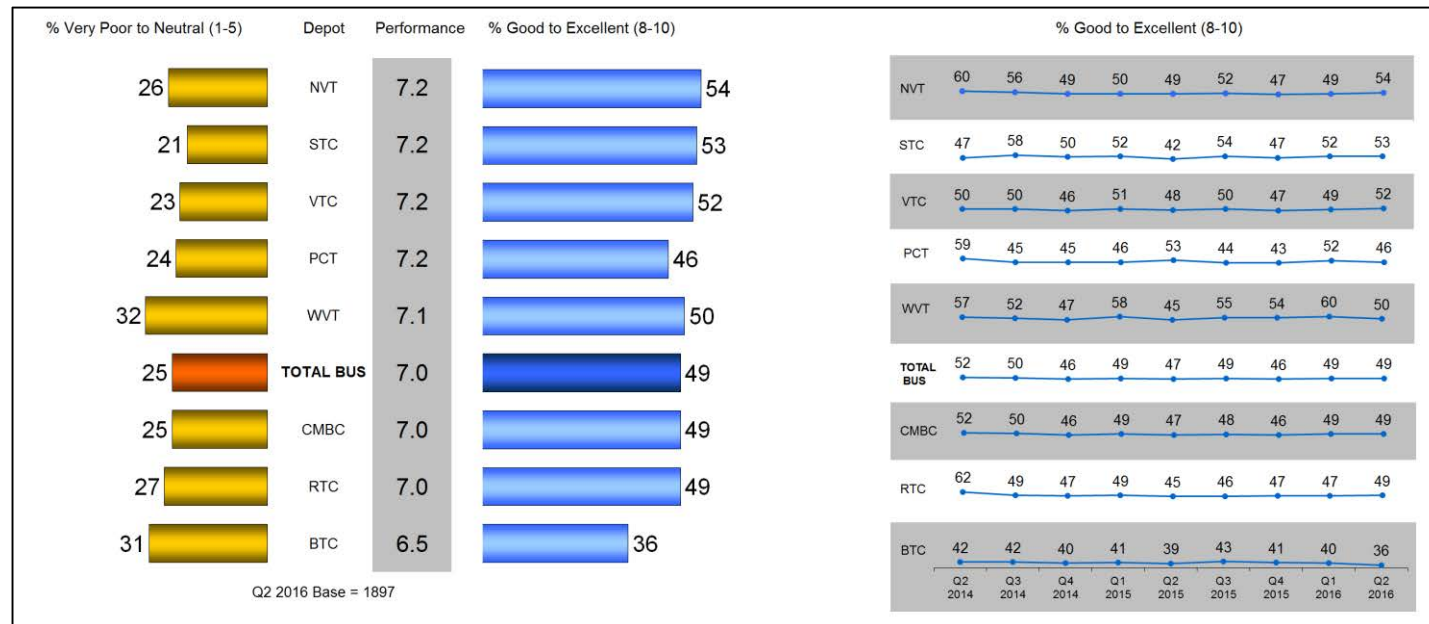
Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	- 3%	+ 3%
NVT	+ 2%	+ 12%
STC	- 10%	+ 1%

= Significant upward/downward shift

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

TRANS LINK

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

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
26	NVT	7.2	54
21	STC	7.2	53
23	VTC	7.2	52
24	PCT	7.2	46
32	WVT	7.1	50
25	TOTAL BUS	7.0	49
25	CMBC	7.0	49
27	RTC	7.0	49
31	BTC	6.5	36

Q2 2016 Base = 1897

% Good to Excellent (8-10)

	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016
NVT	60	56	49	50	49	52	47	49	54
STC	47	58	50	52	42	54	47	52	53
VTC	50	50	46	51	48	50	47	49	52
PCT	59	45	45	46	53	44	43	52	46
WVT	57	52	47	58	45	55	54	60	50
TOTAL BUS	52	50	46	49	47	49	46	49	49
CMBC	52	50	46	49	47	48	46	49	49
RTC	62	49	47	49	45	46	47	47	49
BTC	42	42	40	41	39	43	41	40	36

Top Scoring Routes

#246 #7

8.3 8.2

Lowest Scoring Routes

#41 #99

5.6 5.3

Time Periods Receiving Lower Ratings

- Weekday 5 AM to 9:30 AM
- Weekday 3 PM to 6:30 PM
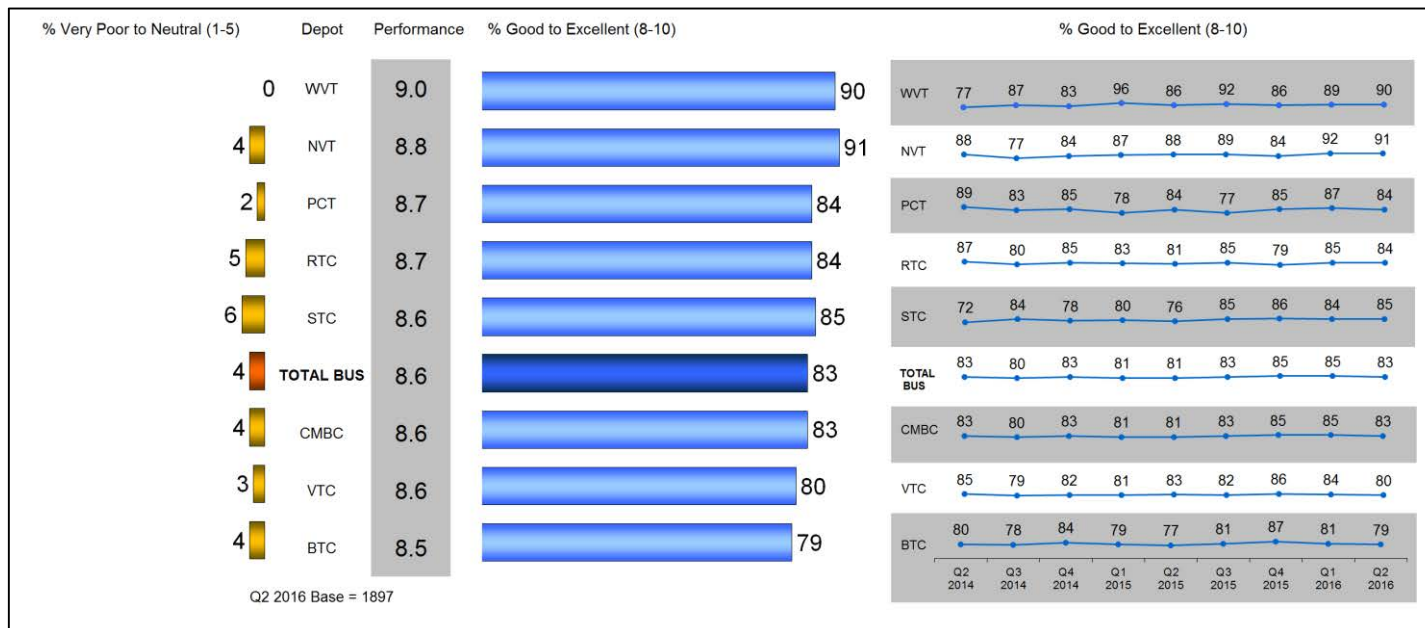
☐ Top Key Driver

Not Being Overcrowded

The scores for the top key driver, Not Being Overcrowded (49%) is consistent with the previous quarter but marginally increased from a year ago. The average score remains unchanged at 7.0 out of 10. In particular, scores for STC have recovered this period after a directional decrease in Q2 2015.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	0%	+ 2%
STC	+ 1%	**+ 11%**

= *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?

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
0	WVT	9.0	90
4	NVT	8.8	91
2	PCT	8.7	84
5	RTC	8.7	84
6	STC	8.6	85
4	TOTAL BUS	8.6	83
4	CMBC	8.6	83
3	VTC	8.6	80
4	BTC	8.5	79

Q2 2016 Base = 1897

% Good to Excellent (8-10)

	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016
WVT	77	87	83	96	86	92	86	89	90
NVT	88	77	84	87	88	89	84	92	91
PCT	89	83	85	78	84	77	85	87	84
RTC	87	80	85	83	81	85	79	85	84
STC	72	84	78	80	76	85	86	84	85
TOTAL BUS	83	80	83	81	81	83	85	85	83
CMBC	83	80	83	81	81	83	85	85	83
VTC	85	79	82	81	83	82	86	84	80
BTC	80	78	84	79	77	81	87	81	79

Top Scoring Routes

#246	#250
9.3	9.1

Lowest Scoring Route*

#22

8.2

Time Periods Receiving Lower Ratings

- No particular time period is singled out.

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

Safe and Professional Bus Operator

Directionally down from last quarter but marginally up from a year ago, 83% of bus riders give high ratings to Safe and Professional Bus Operator, which continues to be the highest-rated bus attribute. The average score (8.6 out of 10) is down from last quarter.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	- 2%	+ 2%
STC	+ 1%	+ 9%

= 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?**
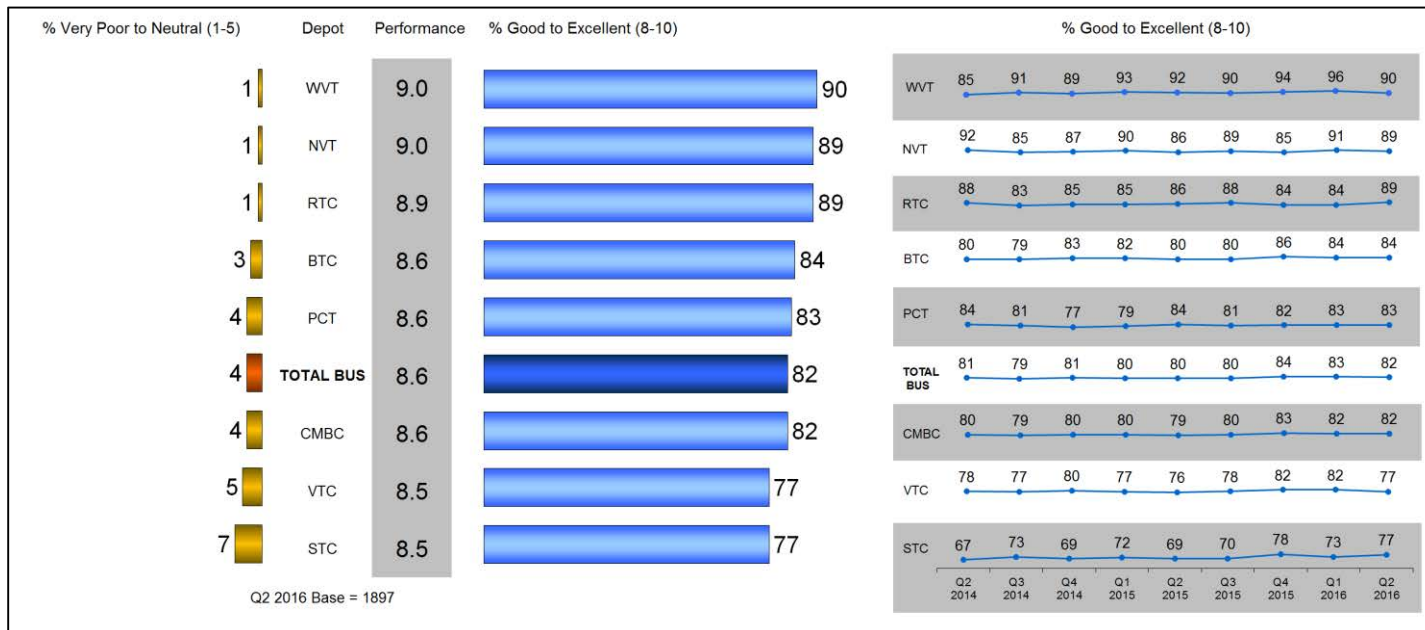
Top Scoring Routes

#246	#250
9.4	9.3

Lowest Scoring Route*

#41

7.6

Time Periods Receiving Lower Ratings

- No particular time period is singled out.

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

Feeling Safe from Crime On Board the Bus

Feeling Safe from Crime On Board the Bus earns good-to-excellent ratings from 82% of bus riders, which is in-line with last quarter but marginally up from a year ago. The average score (8.6 out of 10) is down from Q1 2016 but up from Q2 2015.

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

= *Significant upward/downward shift*

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

TRANS LINK

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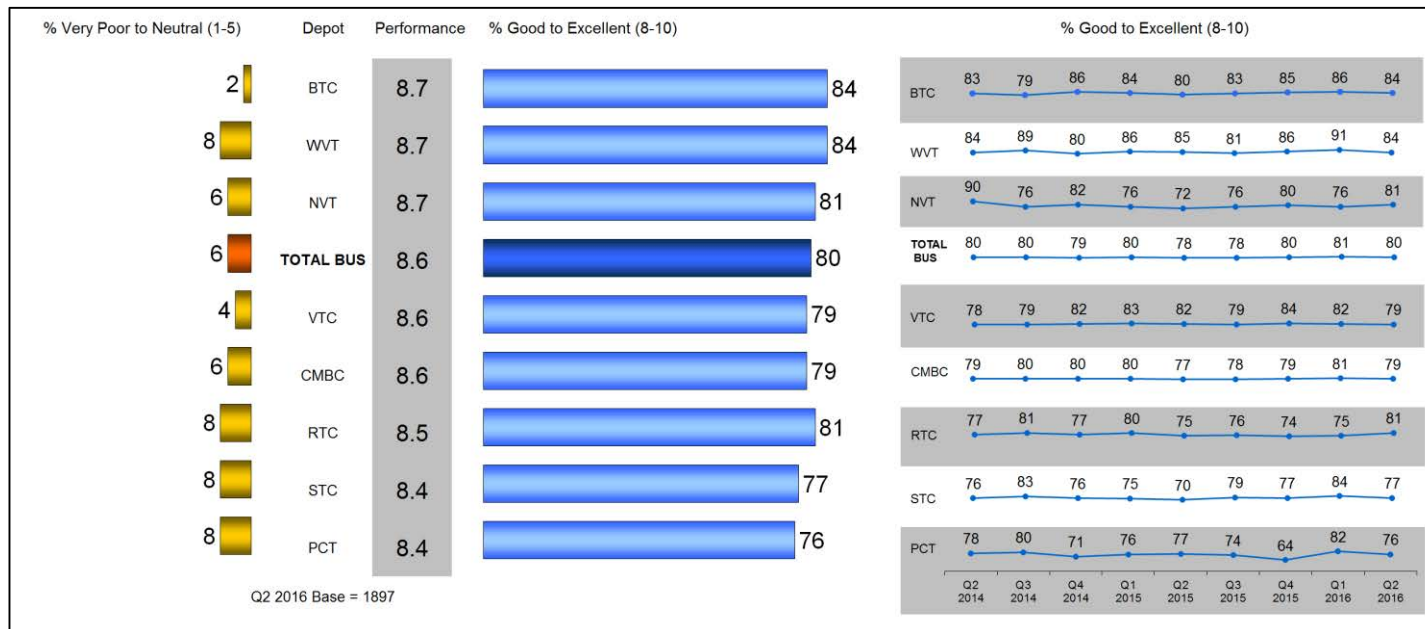
Top Scoring Routes

#10	#250
9.1	9.1

Lowest Scoring Route*

#601

7.7

Time Periods Receiving Lower Ratings

- No particular time period is singled out.

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

Having a Direct Route

Having a Direct Route receives top scores from eight-in-ten bus riders (80%), which is consistent with the previous quarter but marginally increased from a year ago. The average score is holding stable at 8.6 out of 10.

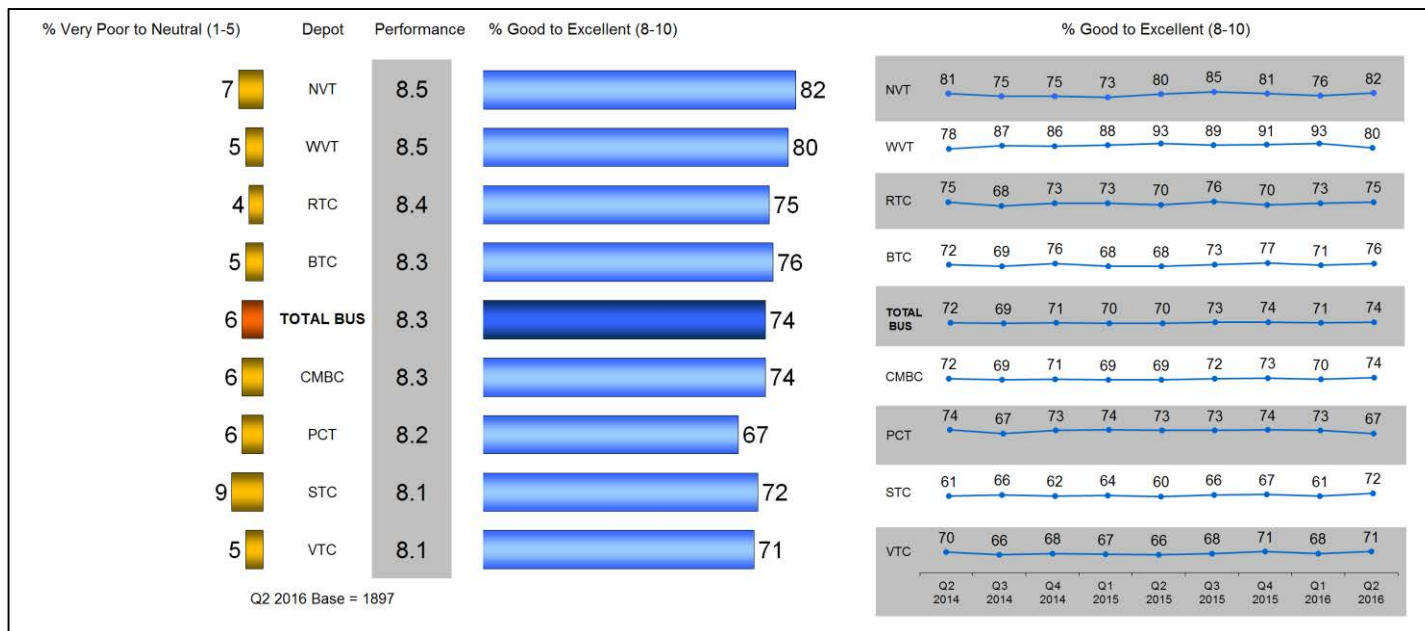| Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	- 1%	+ 2%

⬭ ⬭ = *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?**

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
1	WVT	9.1	86
1	NVT	8.8	86
5	RTC	8.7	82
4	VTC	8.5	79
5	TOTAL BUS	8.5	78
5	BTC	8.4	78
5	CMBC	8.4	78
5	PCT	8.4	77
11	STC	8.1	67

Q2 2016 Base = 1897

% Good to Excellent (8-10)

Depot	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016
WVT	86	87	79	90	87	84	88	93	86
NVT	86	81	83	76	86	89	80	82	86
RTC	83	84	78	84	81	82	78	79	82
VTC	77	75	77	75	74	78	82	77	79
TOTAL BUS	75	75	74	74	74	77	78	75	78
BTC	77	77	78	77	77	78	79	77	78
CMBC	75	75	74	74	74	77	77	75	78
PCT	73	70	66	71	74	76	73	73	77
STC	57	66	58	61	58	63	61	60	67

Top Scoring Routes

#246   **#250**

9.4   **9.3**

Lowest Scoring Route*

#351

7.9

Time Periods Receiving Lower Ratings

- No particular time period is singled out.

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

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

Close to eight-in-ten bus riders (78%) give good-to-excellent ratings to Feeling Safe from Crime at Stops or Exchanges, which has significantly increased from Q1 2016 and Q2 2015. The average score has also improved to 8.5 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	**+ 3%**	**+ 4%**
VTC	+ 2%	**+ 5%**

= 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?**

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
7	NVT	8.5	82
5	WVT	8.5	80
4	RTC	8.4	75
5	BTC	8.3	76
6	TOTAL BUS	8.3	74
6	CMBC	8.3	74
6	PCT	8.2	67
9	STC	8.1	72
5	VTC	8.1	71

Q2 2016 Base = 1897

% Good to Excellent (8-10)

Depot	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016
NVT	81	75	75	73	80	85	81	76	82
WVT	78	87	86	88	93	89	91	93	80
RTC	75	68	73	73	70	76	70	73	75
BTC	72	69	76	68	68	73	77	71	76
TOTAL BUS	72	69	71	70	70	73	74	71	74
CMBC	72	69	71	69	69	72	73	70	74
PCT	74	67	73	74	73	73	74	73	67
STC	61	66	62	64	60	66	67	61	72
VTC	70	66	68	67	66	68	71	68	71

Top Scoring Route

#246

9.1

Lowest Scoring Routes*

#410	#14
7.9	7.6

Time Periods Receiving Lower Ratings

- No particular time period is singled out.

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

Clean and Graffiti-Free Buses

Up from both last quarter and a year ago, three-quarter of bus riders (74%) give high ratings to Clean and Graffiti-Free Buses. The average score has also gone up to 8.3 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	+ 3%	+ 4%
WVT	- 13%	- 13%
BTC	+ 5%	+ 8%
STC	+ 11%	+ 12%

= 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?**
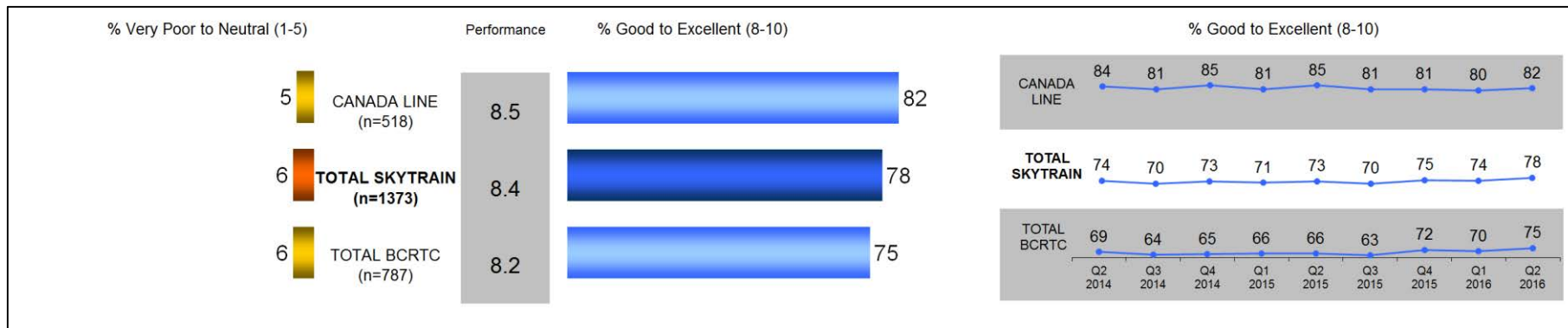
SkyTrain Overall Service

Compared to last quarter and the same quarter last year, the perception of the Overall SkyTrain Service has improved (78%), resulting in a stronger average score of 8.4 out of 10. In particular, BCRTC's performance (75%) has became stronger, specifically in the area of On-Time Reliable Service.
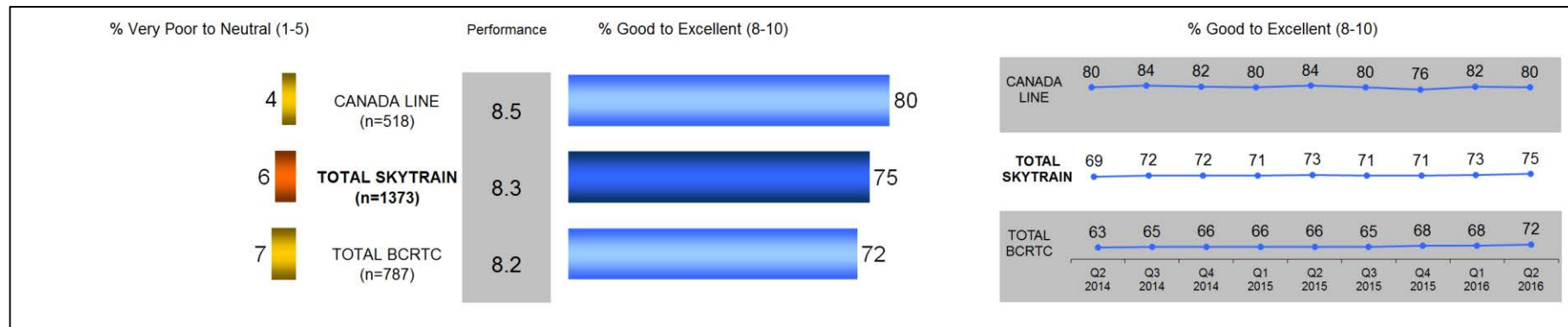
Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total SkyTrain:	+ 4%	+ 5%
Total BCRTC:	+ 5%	+ 9%
Canada Line:	+ 2%	- 3%

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?

	% Very Poor to Neutral (1-5)	Performance	% Good to Excellent (8-10)
CANADA LINE (n=518)	4	8.5	80
TOTAL SKYTRAIN (n=1373)	6	8.3	75
TOTAL BCRTC (n=787)	7	8.2	72

% Good to Excellent (8-10)

	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016
CANADA LINE	80	84	82	80	84	80	76	82	80
TOTAL SKYTRAIN	69	72	72	71	73	71	71	73	75
TOTAL BCRTC	63	65	66	66	66	65	68	68	72

☐ Top Key Driver

Frequency of Service

Three-quarters of SkyTrain riders (75%) award good-to-excellent scores to Frequency of Service, which is directionally up from both Q1 2016 and Q2 2015. The average score (8.3 out of 10) is up from a year ago.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total SkyTrain:	+ 2%	+ 2%
Total BCRTC:	+ 4%	**+ 6%**
Canada Line:	- 2%	- 4%

= *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?**

% Very Poor to Neutral (1-5)		Performance	% Good to Excellent (8-10)	
1	CANADA LINE (n=518)	9.1		89
4	**TOTAL SKYTRAIN** (n=1373)	8.6		82
6	TOTAL BCRTC (n=787)	8.3		78

% Good to Excellent (8-10)

	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016
CANADA LINE	91	92	89	91	90	90	87	89	89
TOTAL SKYTRAIN	77	77	79	80	78	78	76	77	82
TOTAL BCRTC	70	68	73	74	71	70	71	69	78
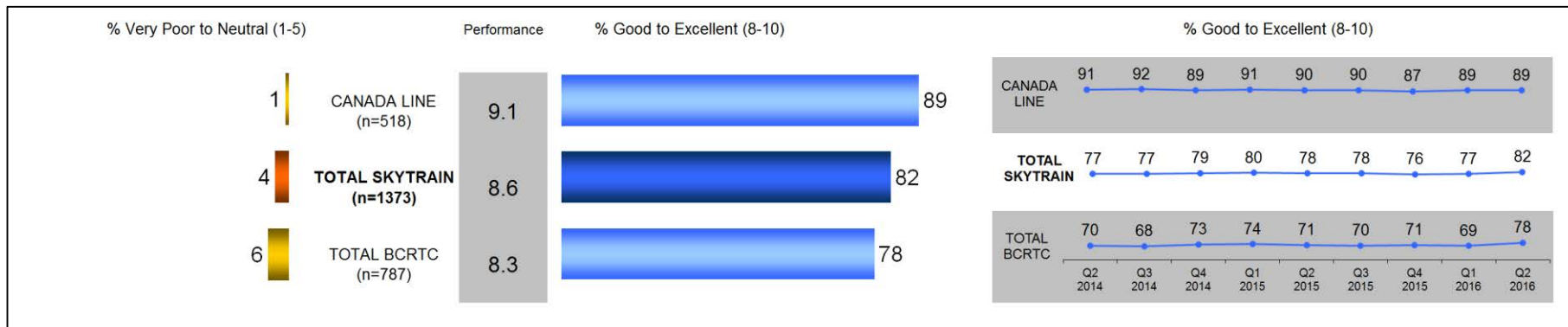
On-Time, Reliable Service

Top Key Driver

On-Time Reliable Service performs significantly stronger (82%) compared to last quarter and a year ago. The average score has also increased to 8.6 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	**+ 5%**	**+ 4%**
Total BCRTC:	**+ 9%**	**+ 7%**
Canada Line:	0%	- 1%

= *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?**

	% Very Poor to Neutral (1-5)	Performance	% Good to Excellent (8-10)
CANADA LINE (n=518)	24	6.9	45
TOTAL SKYTRAIN (n=1373)	24	6.9	47
TOTAL BCRTC (n=787)	25	6.8	46

% Good to Excellent (8-10)

	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016
CANADA LINE	51	48	48	52	55	50	48	45	45
TOTAL SKYTRAIN	47	43	46	45	47	44	46	43	47
TOTAL BCRTC	44	39	44	41	42	41	44	42	46
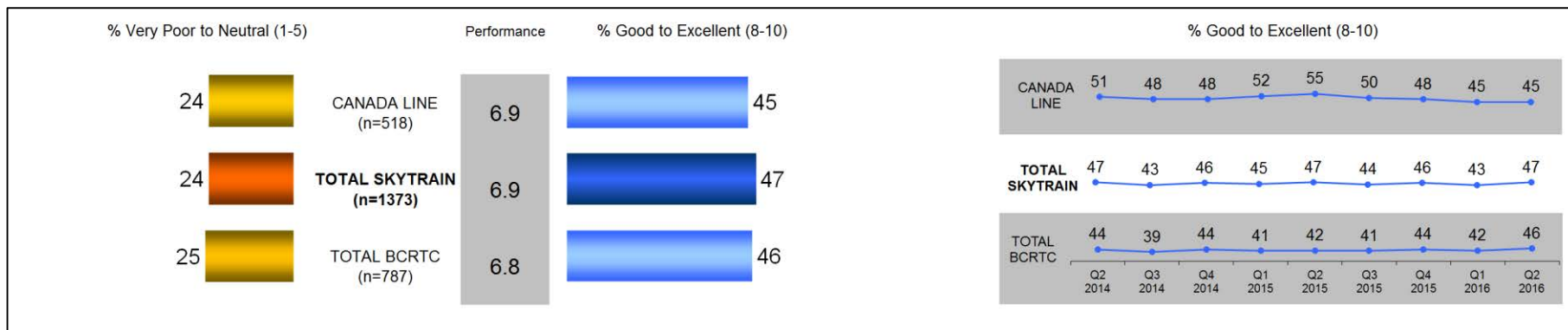
Not Being Overcrowded

Top Key Driver

Not Being Overcrowded, a top key driver for Overall SkyTrain Service, continues to perform below the 7.0 positive-performance threshold, earning an average score of 6.9 out of 10. However, the proportion of SkyTrain riders (47%) who give top ratings to this area has increased compared to last quarter.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	**+ 4%**	0%
Total BCRTC:	+ 4%	+ 4%
Canada Line:	0%	- 10%

= *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?
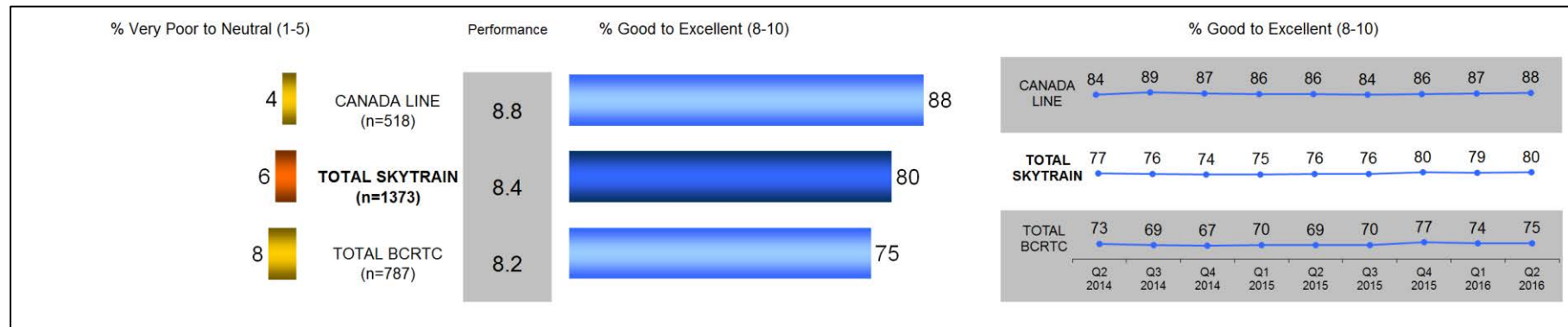
Feeling Safe from Crime On Board SkyTrain

Top Key Driver

Consistent with last quarter but up from a year ago, eight-in-ten SkyTrain riders (80%) award good-to-excellent scores to Feeling Safe from Crime On Board SkyTrain, which is a top key driver for Overall SkyTrain Service. The average score is stable at 8.4 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total SkyTrain:	+ 1%	+ 4%
Total BCRTC:	+ 1%	+ 6%
Canada Line:	+ 1%	+ 2%

= 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?**

% Very Poor to Neutral (1-5)	Performance	% Good to Excellent (8-10)
1 — CANADA LINE (n=518)	8.9	88
6 — TOTAL SKYTRAIN (n=1373)	8.3	75
9 — TOTAL BCRTC (n=787)	7.9	67

% Good to Excellent (8-10)

	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016
CANADA LINE	89	91	89	88	92	86	86	90	88
TOTAL SKYTRAIN	71	73	72	72	73	71	70	73	75
TOTAL BCRTC	61	62	62	62	61	62	61	64	67
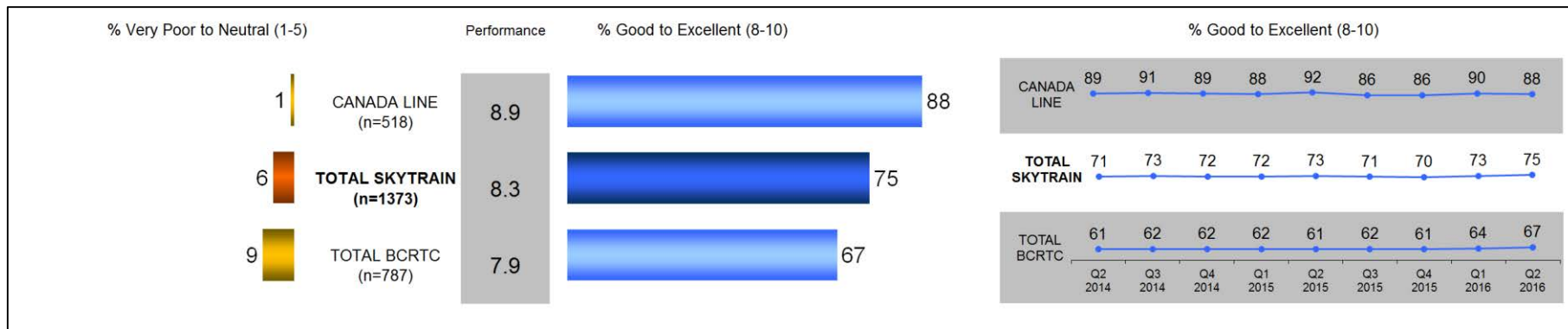
Clean and Graffiti-Free SkyTrain Cars and Stations

Directionally up from Q1 2016 and Q2 2015, three-quarters of SkyTrain riders (75%) award high ratings to Clean and Graffiti-Free SkyTrain Cars and Stations and the average score is consistent at 8.3 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total SkyTrain:	+ 2%	+ 2%
Total BCRTC:	+ 3%	+ 6%
Canada Line:	- 2%	- 4%

= *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?**

	% Very Poor to Neutral (1-5)	Performance	% Good to Excellent (8-10)
CANADA LINE (n=518)	5	8.6	82
TOTAL SKYTRAIN (n=1373)	7	8.2	74
TOTAL BCRTC (n=787)	7	8.0	69

% Good to Excellent (8-10)

	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016
CANADA LINE	81	85	85	83	86	84	83	86	82
TOTAL SKYTRAIN	70	72	68	69	73	70	71	72	74
TOTAL BCRTC	63	63	58	60	65	62	64	64	69
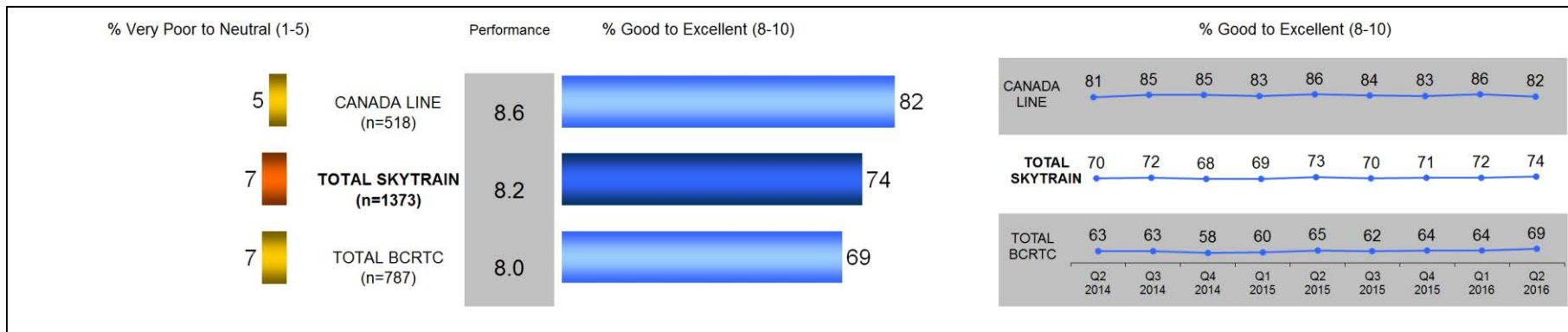
Feeling Safe from Crime Inside the SkyTrain Station

Feeling Safe from Crime Inside the SkyTrain Station is rated highly by three-quarters of SkyTrain riders (74%), which is directionally up from the previous quarter but consistent with 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:	+ 2%	+ 1%
Total BCRTC:	+ 5%	+ 4%
Canada Line:	- 4%	- 4%

= *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?
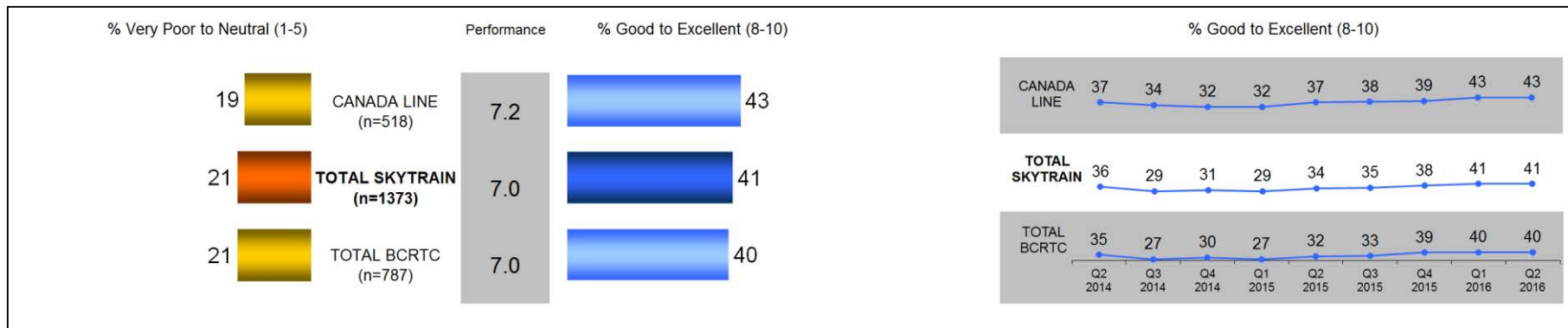
Staff Available When Needed

Consistent with last quarter but significantly up from a year ago, four-in-ten SkyTrain riders (41%) give good-to-excellent ratings to Staff Availability and the average score is at 7.0 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total SkyTrain:	0%	**+ 7%**
Total BCRTC:	0%	**+ 8%**
Canada Line:	0%	**+ 6%**

= *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

Lower than last quarter and directionally down from a year ago, one-third of SkyTrain riders (33%) say they have experienced a delay on SkyTrain within the past 3 months.

Among those who have experienced a delay, three-in-ten riders (30%) give good-to-excellent ratings to Delays are Announced and Explained, which is unchanged from last quarter and a year ago. This attribute continues to be the lowest-rated SkyTrain attribute, with an average score of 6.1 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total SkyTrain:	- 2%	- 2%
Total BCRTC:	0%	- 1%
Canada Line:	- 5%	- 7%

= 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?**
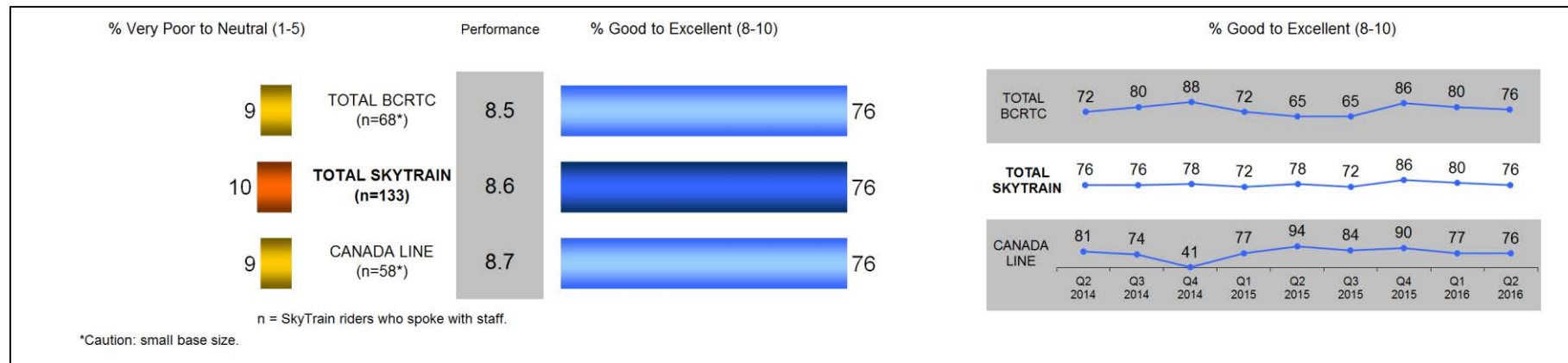
Courteous, Competent and Helpful SkyTrain Staff

Only a small proportion of SkyTrain riders have spoken with SkyTrain staff this quarter (7%), which is down from Q1 2016 but up from a year ago.

Consistent with historical trends, three-quarters of SkyTrain riders (76%) award top scores to Courteous, Competent and Helpful SkyTrain Staff. The average score is unchanged at 8.6 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	- 4%	- 2%
Total BCRTC:	- 4%	+ 11%
Canada Line:	- 1%	- 18%

= *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 …**

Caution: Very small base size – only among those who spoke to SeaBus staff (n=25).

Q2 2016 Base = 180
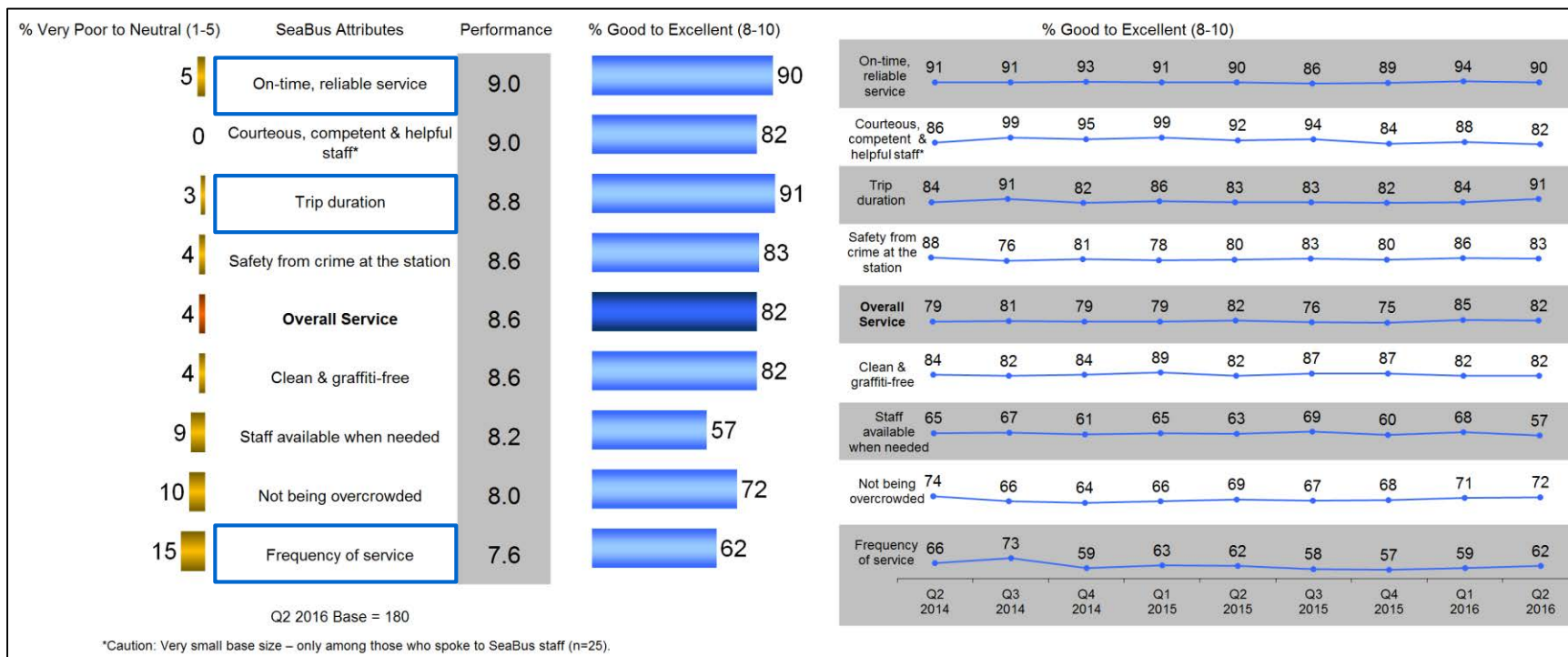
SeaBus

Top Key Driver

The overall perception of SeaBus is consistent with last quarter and a year ago, with 82% of SeaBus riders giving a good-to-excellent score. The average score remains strong at 8.6 out of 10. As well, all of the SeaBus attributes continue to perform above 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	- 3%	0%
Trip duration	+ 7%	+ 8%
Staff available when needed	- 11%	- 6%

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?

Q2 2016 Base = 2100
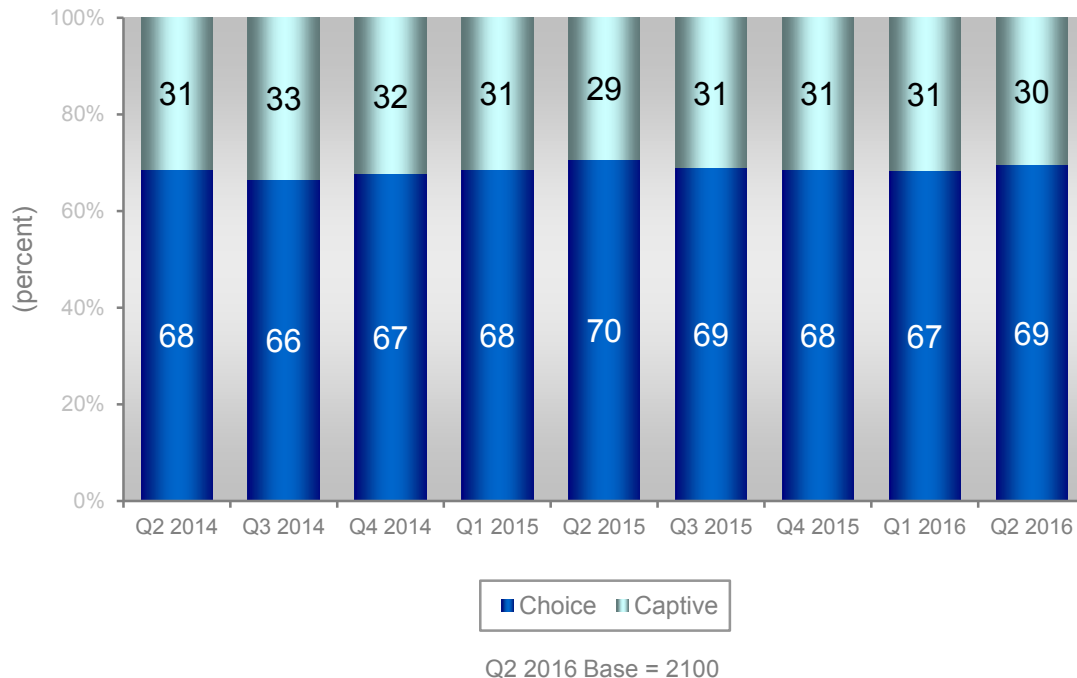
Choice Versus Captive

Marginally up from last quarter but consistent with a year ago, 69% of riders are considered as Choice riders (those who have regular access to a vehicle). The remaining 30% is classified as Captive riders, meaning they do not have regular access to a vehicle.

Choice riders are more likely than Captive riders to be older (35+), working full-time, holding a university degree, making an annual household income of $75k or more, residing in Richmond/South Delta, using SkyTrain/SeaBus and paying with a Compass Ticket. Compared to Captive riders, Choice riders have a more positive perception of the Overall Transit Service.

On the other hand, Captive riders tend to be younger (less than 35 years old), working part-time/unemployed, living in Vancouver, using the Compass Card and taking the Bus. They are also more likely to have taken more transit trips on average in the past week compared to Choice riders.

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]?

Percentage Of Riders By Trip Purpose

	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016
To or from work	46%	46%	43%	43%	43%	44%	45%	42%	45%
For entertainment or social reasons	39%	44%	38%	42%	42%	43%	38%	40%	38%
To or from shopping	33%	35%	33%	33%	32%	31%	33%	34%	29%
For personal business	23%	21%	23%	23%	22%	22%	22%	22%	23%
To or from school	15%	10%	20%	18%	18%	14%	20%	20%	17%
For any other purpose	9%	7%	7%	7%	7%	7%	7%	8%	9%
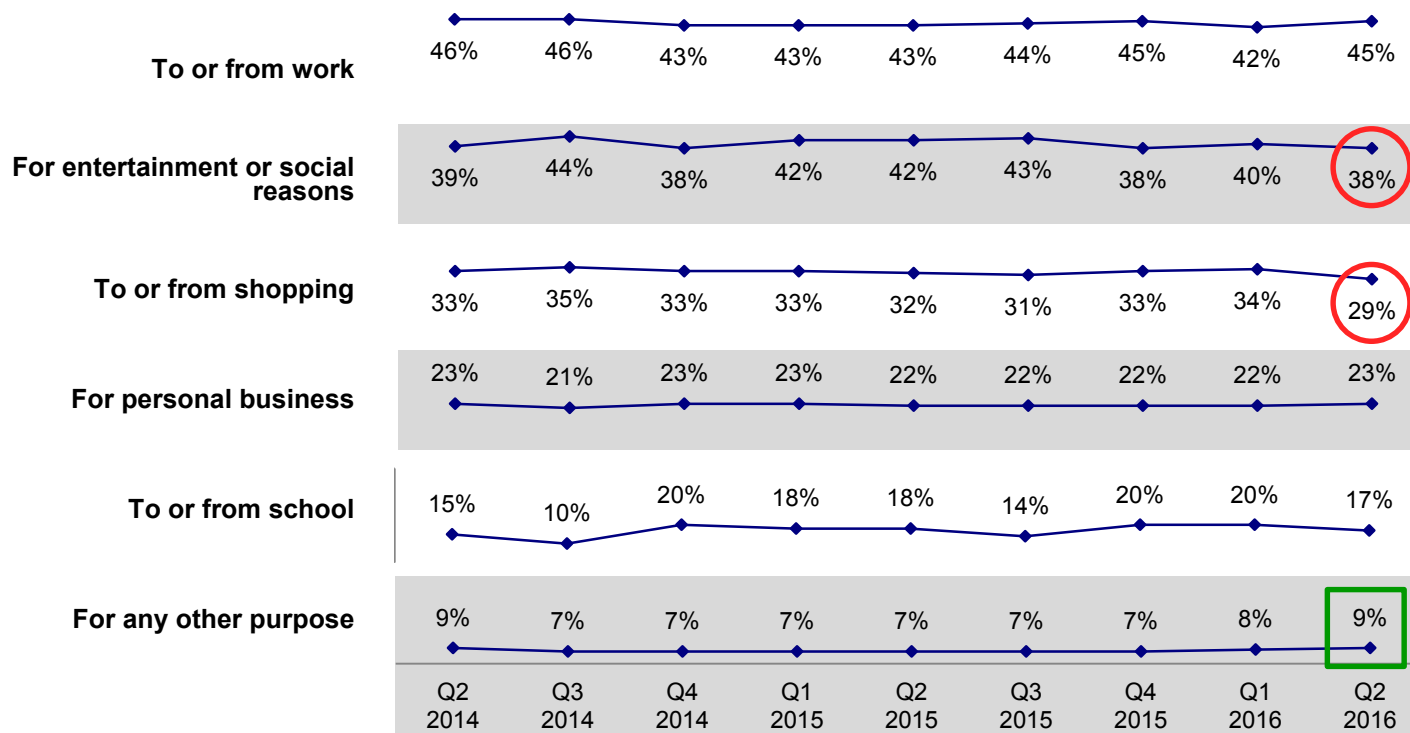
☐ Significantly higher than the same quarter of the previous year

◯ Significantly lower than the same quarter of the previous year

Q2 2016 Base = 2100

Trip Purpose

The top reason for using public transit continues to be for work purposes (45%, up from last quarter). Secondary reasons include entertainment or social purposes (38%, down from a year ago) and shopping (29%, down from last quarter and a year ago).

TRANS LINK

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

Avg. # of Years	10.8	10.9	10.6	10.7	11.3	11.0	11.6	11.4	11.0

	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016
11+ years	27	26	26	27	29	27	30	29	25
6 - 10 years	19	20	19	20	20	19	18	20	21
3 - 5 years	23	22	20	20	20	18	20	20	19
1 - 2 years	11	11	12	12	11	12	11	12	11
Less than one year	7	7	7	7	6	7	8	7	7
Not a regular rider	12	13	13	14	14	15	13	12	15

Q2 2016 Base = 2100
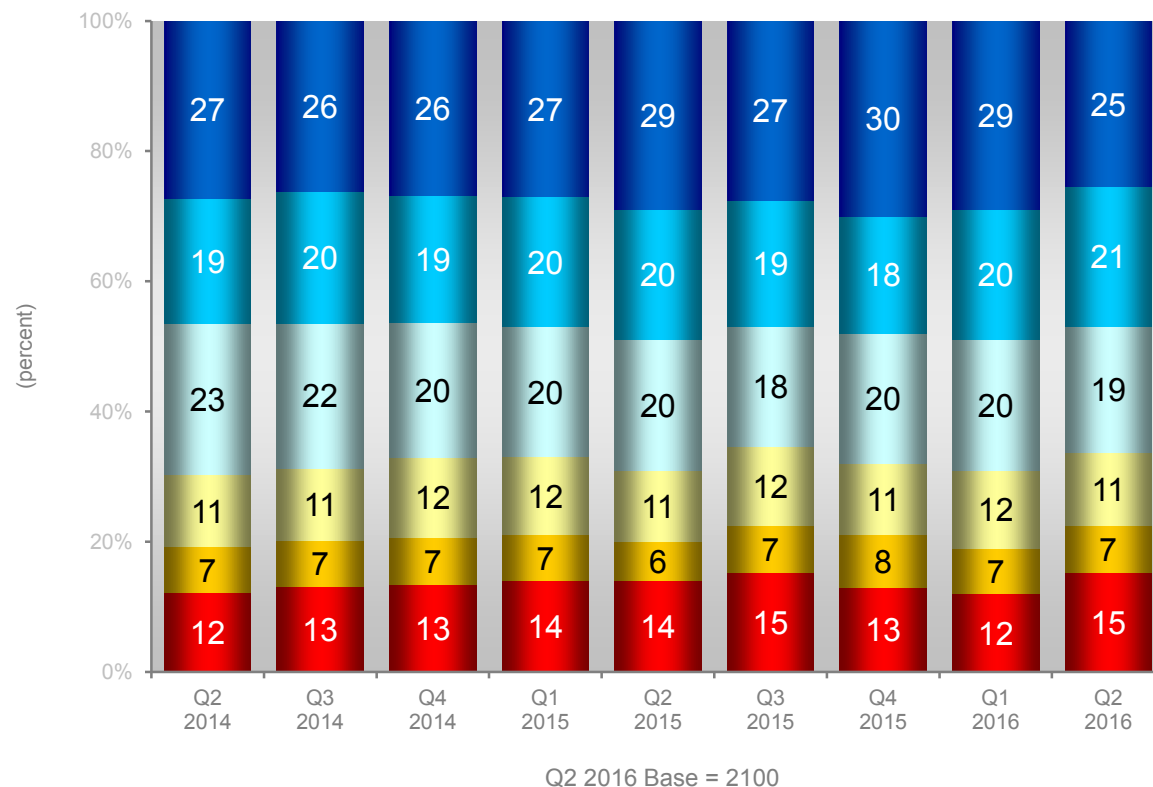
Legend: ■ Not a regular rider ■ Less than one year ▮ 1 - 2 years ▮ 3 - 5 years ■ 6 - 10 years ■ 11+ years

Length of Time Taking Transit on a Regular Basis

This period, transit riders report having taken public transit for 11.0 years on average.

Specifically, seniors (65+), Low Frequency users and SeaBus riders are more likely than their counterparts to have a longer tenure for taking public transit.

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

Q2 2016 Base = 2100
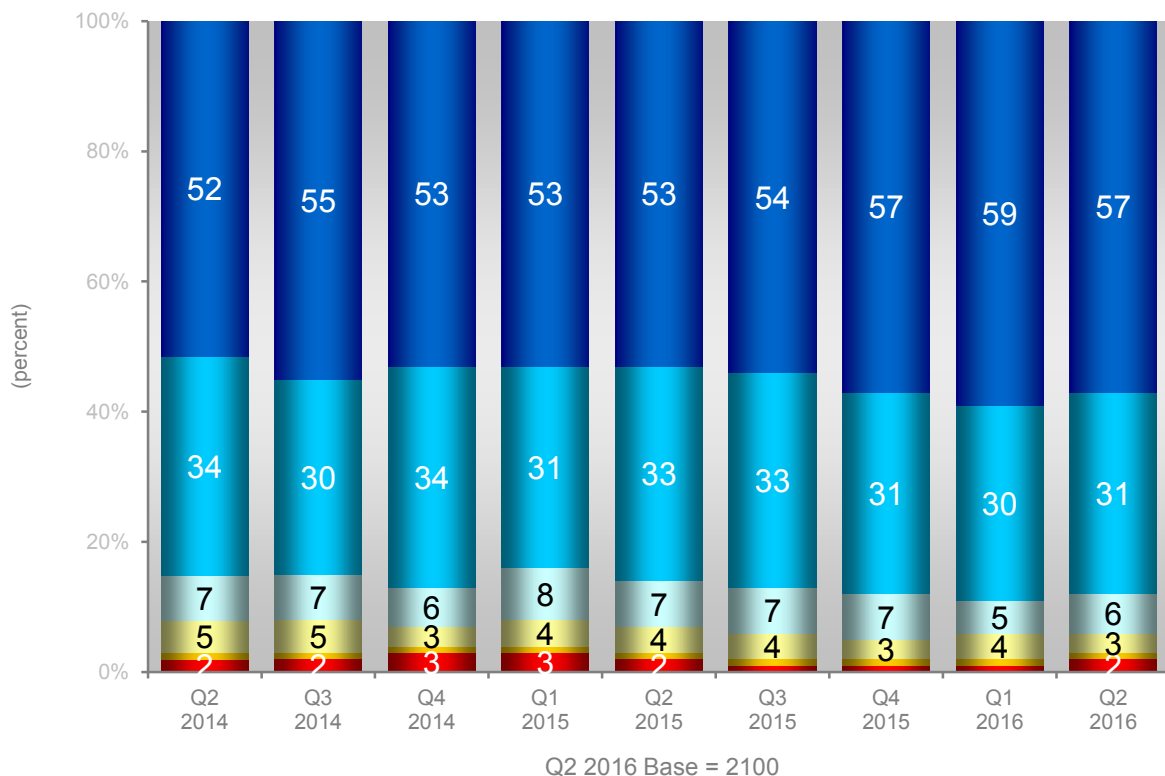
Legend: ■ Other/don't know/refused ■ Definitely not ■ Probably not ■ Might or might not ■ Probably ■ Definitely

Likelihood of Continuing to Take Transit as Often in Future

The proportion of transit riders who say they are definitely likely to take transit in the future (57%) has directionally gone down from last Q1 2016 but up from a year ago.

Consistent with the previous quarter but directionally down from the same quarter last year, one-third of riders (31%) predict that their transit usage will remain the same.

Another 6% report that they are uncertain about their public transit usage in the future and 4% say they will definitely not or probably not continue as often.

Compared to their counterparts, riders who are between the ages of 45 and 64 years old and those who have an annual income of $35K or have a higher likelihood of expressing definite intention of taking public transit with the same frequency in the future.

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

(percent)

100%
80%
60%
40%
20%
0%

18
36
11
9
7
3
11
4
2

Compass Card
73%

Compass Ticket
10%

Q2
2016

Q2 2016 Base = 2100

- Other
- Day Pass
- U-Pass BC
- FareSavers
- Single Use Compass Ticket
- Stored value
- Cash (bus only)
- Other Compass Card
- Monthly pass
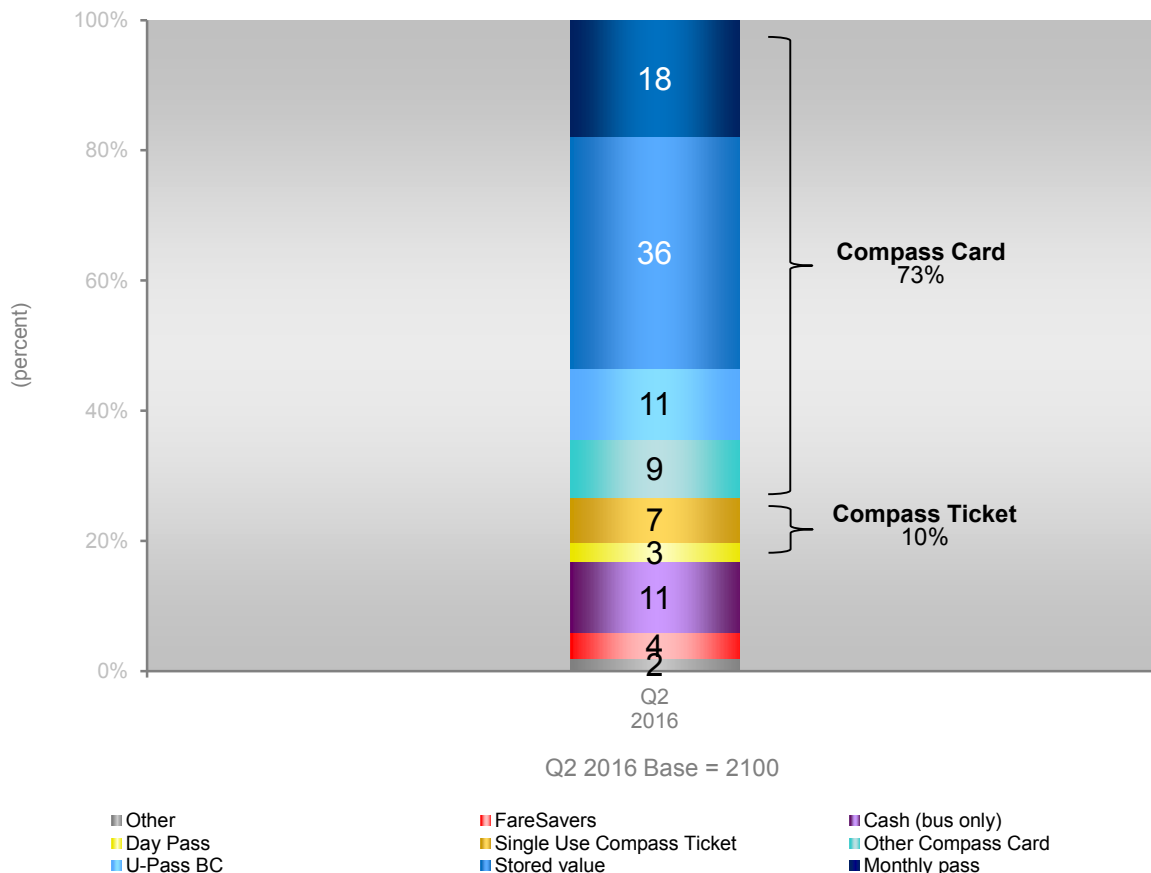
Fare Payment Method Used

In Q2 2016, close to three-quarters of riders (73%) report using a Compass Card as their primary method of payment. Specifically, Stored Value is the most used Compass Card product (36%), followed by Monthly Pass (18%).

Cash, which is only allowed on Buses now, is used commonly by 11% of transit riders.

Another one-in-ten transit users (10%) use a Compass Ticket most often, particularly single-use Compass Ticket (7%).

In particular, High Frequency users, Bus or SkyTrain riders, Captive users, one to two zone travelers, 16 to 24 years old and those who reside in Burnaby/New West, Vancouver and Northeast region are more likely to use the Compass Card compared to their counterparts.

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

Reason	%
Costs too much for parking/lack of parking	31%
Don't own a vehicle/don't drive/no ride/no choice	30%
To avoid driving/dealing with traffic/less stressful	19%
Bus stops/stations convenient	9%
Cheaper/cheaper than operating a vehicle	8%
Faster than driving	8%
Environmental reasons	6%
Cheaper than a taxi	4%
Direct service	4%
Didn't want to drink and drive	4%
Gas prices	4%
Transit is reliable/has good schedule	3%
Have a monthly pass/U-pass	3%
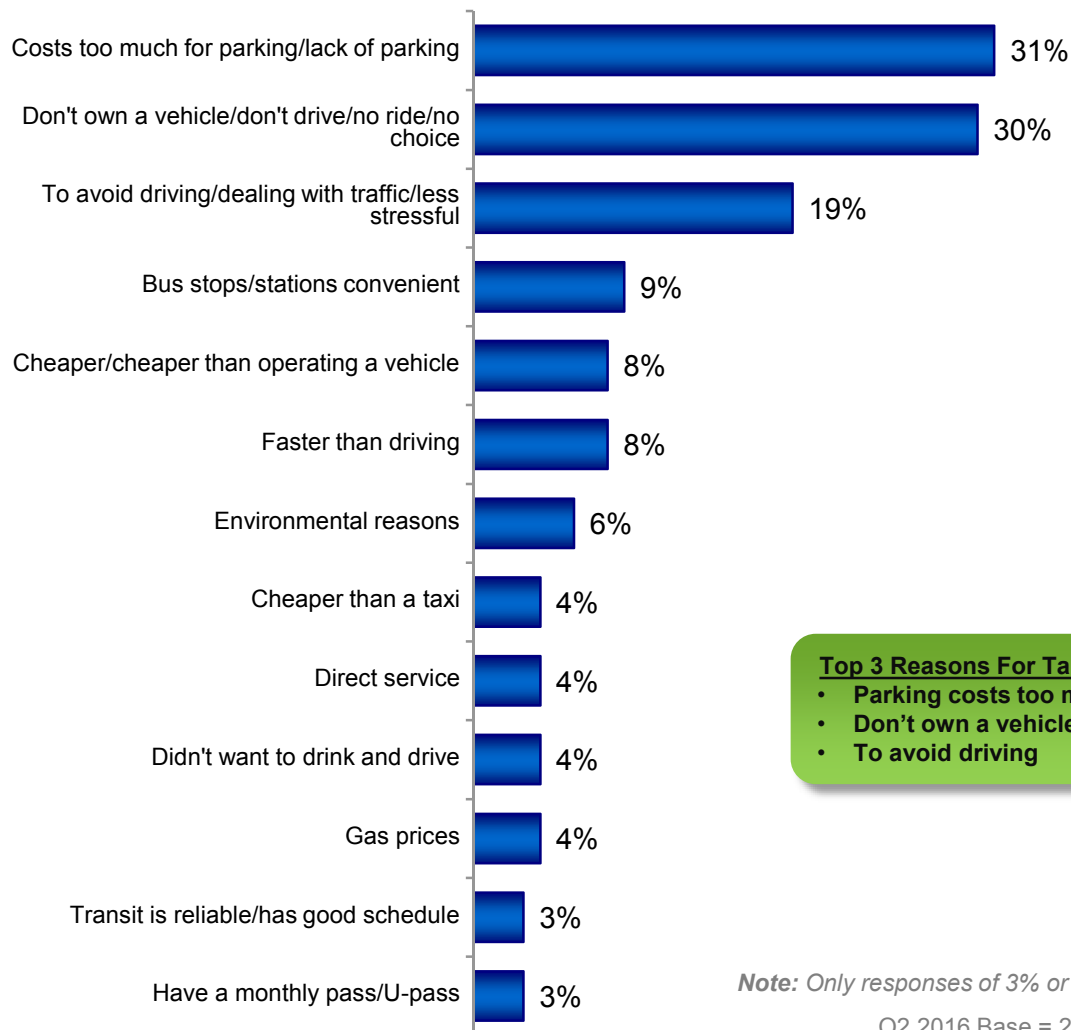
Top 3 Reasons For Taking Transit:
- **Parking costs too much**
- **Don't own a vehicle**
- **To avoid driving**

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

Q2 2016 Base = 2100

Reasons for Taking Transit

The top reasons for taking public transit continue to be related to parking issues (31%, down from 35% a year ago) and not having access to a vehicle (30%, down from 33% a year ago).

To avoid driving is a secondary reason for using public transit, with 19% of mentions.

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

Overall

(percent)

	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016
Less regularly	12	13	12	12	12	13	11	11	11
About the same	75	70	71	72	74	69	71	75	72
More regularly	13	16	16	15	14	17	16	13	16

■ More regularly ■ About the same ■ Less regularly

Q2 2016 Base = 2100

Changes in Transit Usage Last Six Months

This period, seven-in-ten transit riders (72%) report using public transit with the same regularity as half a year ago, which has dropped from last quarter and directionally gone down from a year ago.

On the flip-side, more riders say they are now using public transit more regularly (16%, up from Q1 2016 and marginally up from Q2 2015).

Consistent with historical trends, 11% indicate using transit less often compared to six months ago.

In particular, Monthly Card users, SkyTrain/SeaBus riders and those who are 45 years old or older tend to report using public transit with the same regularity as 6 months ago.

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

Reason	Q2 2015	Q2 2016
Changed work circumstances	18%	16%
Going to school	13%	11%
Get out more often	12%	10%
Don't drive/don't have car/no other means of transportation	12%	9%
Costs too much for parking/lack of parking	10%	8%
Faster service/convenient routes/bus stops	4%	7%
To avoid driving/dealing with traffic	5%	6%
Live/moved elsewhere	2%	5%
Have a bus pass/U-pass	3%	5%
Visit friends & family/go shopping more	4%	3%
The weather/season	6%	3%
To avoid asking for a ride/more independent	1%	3%
Vehicle broke down/repairs	0%	3%
Cheaper/cheaper than operating a vehicle	7%	2%
Gas prices	5%	2%
Medical or health reasons/elderly	3%	1%

% Major Mentions
Q2 2015 Base = 268
Q2 2016 Base = 277

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

Reason	Q2 2015	Q2 2016
Have a car now/have vehicle access/have a ride/ have license	24%	21%
Changed work circumstances	13%	18%
No longer in school/inconsistent school schedule	19%	13%
Slower service/inconvenient routes/bus stops/overcrowded	15%	10%
No need to/I get out less often	8%	10%
Prefer to ride bicycle/walk/other mode of transportation	9%	7%
The weather/season	5%	4%
Medical or health reasons/elderly	4%	4%
Fare expensive/cheaper to use car	4%	3%
Transit not reliable	5%	1%

% Major Mentions
Q2 2015 Base = 202
Q2 2016 Base = 212

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

The primary reason for taking public transit more regularly is because of changes in work circumstances (16%). On the other hand, the most common reasons for using transit less regularly include having access to a vehicle (21%) and work changes (18%).

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

Overall Transit System
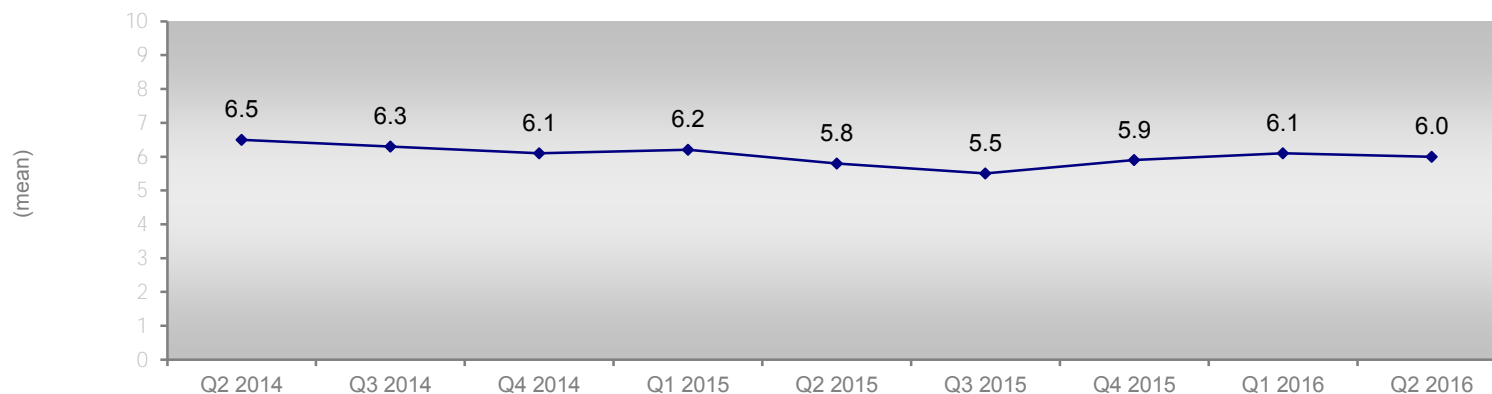
Q2 2016 Base = 2100

Average Number of Trips

Similar to last quarter and a year ago, transit users make an average of 6.0 one-way transit trips in the past week.

Weekly transit usage among Bus riders and SkyTrain riders is consistent with previous quarters (6.7 and 6.4 respectively). However, transit usage in the past week among SeaBus riders has increased from 4.7 a year ago to 6.3 this quarter.

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**	**1518**	**562**
Average past-week transit trips	**6.0**	**4.9**	**8.6**
Years been a transit rider	**11.0**	**11.3**	**10.6**
Transit system – Overall Service Rating	**7.7**	**7.8**	**7.5**
Mode	%	%	%
Bus	76	70	91
SkyTrain	69	71	63
SeaBus	6	7	4
Age	%	%	%
16-34 years	38	32	53
35-54 years	35	39	24
55 + years	26	28	22
Gender	%	%	%
Male	47	47	47
Female	53	53	53
Employment status*	%	%	%
Full-time	44	48	32
Part-time	19	18	23
Not employed	40	36	47
Education	%	%	%
High school or less	23	19	34
Vocational/college/technical	16	15	16
Some university	17	15	22
Graduated university	42	49	25
Household Income	%	%	%
Under $35K	10	6	19
$35K to < $75K	19	18	21
$75K or more	36	44	18

Choice and Captive

Marginally up from last quarter, seven-in-ten (69%) transit users are considered as Choice riders, meaning they have regular access to a vehicle.

The remaining three-in-ten (30%) 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.

■ Significantly higher than the other rider group

* Question switched to multiple response March 2014.

	TOTAL	CHOICE	CAPTIVE
Base	**2100**	**1518**	**562**
Travel Purpose	%	%	%
Work	45	42	52
Entertainment	38	37	40
Shopping	29	23	43
Personal Business	23	20	30
School	17	13	25
Payment Method	%	%	%
Cash fare	11	11	11
FareSaver	4	5	3
Compass Card	73	69	81
Compass Ticket	10	13	3
Other	2	2	1
Region	%	%	%
Vancouver	37	35	42
Surrey / North Delta / White Rock / Langley	20	20	19
Burnaby / New West	15	14	15
Richmond / South Delta	10	11	8
Northeast Region	10	10	9
North Vancouver	7	7	6
West Vancouver	2	3	1

Significantly higher than the other rider group

	TOTAL	LOW	MEDIUM	HIGH
Base	**2100**	**1079**	**561**	**460**
Years been a transit rider	**11.0**	**13.1**	**10.0**	**9.8**
Transit system – Overall Service Rating	**7.7**	**7.9**	**7.8**	**7.4**
Average age*	**42.0**	**47.5**	**38.8**	**37.0**
Age	%	%	%	%
16-34 years	38	24	48	48
35-54 years	35	39	27	37
55 + years	26	36	24	13
Gender	%	%	%	%
Male	47	46	46	49
Female	53	54	54	51
Employment status**	%	%	%	%
Full-time	44	41	32	60
Part-time	19	17	23	19
Not employed	40	43	50	25
Household Income	%	%	%	%
Under $35K	10	8	9	13
$35K to < $75K	19	17	19	22
$75K or more	36	44	28	33
Mode	%	%	%	%
Bus	76	66	82	87
SkyTrain	69	64	67	78
SeaBus	6	8	4	6

Low, Medium and High Frequency Riders

Low frequency users (those making 3 one-way transit trips or less in a week) accounts for 43% of all transit users.

The proportion of riders who are classified as Medium Frequency users (29% make between 4 to 9 transit trips) is approximately 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**	**1079**	**561**	**460**
Travel Purpose	%	%	%	%
Work	45	24	45	78
Entertainment	38	38	36	39
Shopping	29	23	33	35
Personal Business	23	20	24	27
School	17	6	27	24
Payment Method	%	%	%	%
Cash fare	11	17	10	4
FareSaver	4	8	1	1
Compass Card	73	54	83	91
Compass Ticket	10	18	6	3
Other	2	3	<1	2
Region	%	%	%	%
Vancouver	37	34	39	41
Surrey / North Delta / White Rock / Langley	20	19	22	18
Burnaby / New West	15	15	15	16
Richmond / South Delta	10	10	8	11
Northeast Region	10	10	10	9
North Vancouver	7	9	5	5
West Vancouver	2	4	1	1

Significantly higher than the other rider group(s)

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	**2100**	**1569**	**1373**	**180**
Average past-week transit trips	**6.0**	**6.7**	**6.4**	**6.3**
Years been a transit rider	**11.0**	**10.9**	**11.0**	**13.4**
Transit System – Overall Service Rating	**7.7**	**7.7**	**7.7**	**7.5**
Average age*	**42.0**	**40.5**	**42.1**	**44.8**
Age	%	%	%	%
16-34 years	38	43	36	32
35-54 years	35	30	37	38
55+ years	26	25	24	29
Gender	%	%	%	%
Male	47	44	48	53
Female	53	56	52	47
Employment status**	%	%	%	%
Full-time	44	38	48	52
Part-time	19	22	18	22
Not employed	40	43	37	31
Education	%	%	%	%
High school or less	23	26	19	17
Vocational/college/technical	16	17	16	15
Some university	17	18	18	14
Graduated university	42	37	45	51
Household Income	%	%	%	%
Under $35K	10	12	9	10
$35K to < $75K	19	20	20	16
$75K or more	36	31	39	46

Significantly higher than the other rider group(s)

Mode Usage

The most popular transit mode continues to be the Bus, with three-quarters of riders (76%) report taking it this period.

69% of riders have taken the SkyTrain in Q2 2016, which is down from a year ago.

Unchanged from historical trends, only a small proportion report using the SeaBus (6%).

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

* 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	BUS	SKYTRAIN	SEABUS
Base	**2100**	**1569**	**1373**	**180**
Travel Purpose	%	%	%	%
Work	45	48	47	41
Entertainment	38	37	40	51
Shopping	29	32	29	27
Personal Business	23	26	23	32
School	17	21	16	8
Payment Method	%	%	%	%
Cash fare	11	12	8	13
FareSaver	4	5	3	1
Compass Card	73	75	75	67
Compass Ticket	10	6	12	16
Other	2	2	2	2
Choice/Captive Riders	%	%	%	%
Choice	69	64	72	80
Captive	30	35	27	19
Region	%	%	%	%
Vancouver	37	40	34	22
Surrey / North Delta / White Rock/ Langley	20	19	22	6
Burnaby / New West	15	13	18	4
Richmond / South Delta	10	9	12	2
Northeast Region	10	10	9	4
North Vancouver	7	7	4	55
West Vancouver	2	2	1	7

Significantly higher than the other rider group(s)

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

Transit tenure is at 11.0 years

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

Significantly higher than Metro Vancouver general public

Significantly lower than Metro Vancouver general public

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. This call may be recorded for quality control purposes. (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

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

> Yes
> No

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

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

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

 To or from work
 To or from school
 To or from shopping
 For personal business such as the doctor or bank
 For entertainment or social reasons
 For any other purpose

 [RANGE= 0-96]

[PROGRAMMER ADD TOTAL NUMBER OF TRIPS IN Q2A]
[IF DK OR REFUSE TO ANY OR ZERO TO ALL IN Q2A THANK & TERMINATE]

[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]

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

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

 [0-96]
[PROGRAMMER: ONCE TOTAL IS REACHED DO NOT ASK REMAINING ITEMS AND AUTOCODE THEM TO ZERO]

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

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

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

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

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

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

[1-10]

[FOR THOSE PROVIDING A RATING OF 5 OR LESS, ASK 6.1.2.]
Q6c. (6.1.2) Based on your experience, what could have been done to improve the overall service provided by the transit system? (INTERVIEWER: PROBE TWICE)
[OPEN END]
Q6b. (6.1.1) Still thinking about the service provided by the transit system in Metro Vancouver, how would you rate it in terms of providing Value for Money? (REPEAT SCALE IF NECESSARY: Use a 10-point scale where 10 means excellent and 1 means very poor")

[1-10]

[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]

Q8a. (8.1.) Did you make your [TRIP] one way trip on SeaBus… (READ LIST). ACCEPT ONE RESPONSE.

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

Q8b. (8.2) Thinking about the [TRIP] trip you made by SeaBus, on a scale of one to ten, where "ten" means "excellent" and "one" means "very poor", how would you rate the SeaBus in terms of overall service?

[1-10]

Q9. [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)

Q9a. (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 <u>onboard</u> 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]

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

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

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

1. WATERFRONT (also a Canada Line station)
2. BURRARD
3. GRANVILLE
4. STADIUM
5. MAIN STREET/SCIENCE WORLD
6. BROADWAY
7. NANAIMO
8. 29TH AVENUE
9. JOYCE - COLLINGWOOD
10. PATTERSON
11. METROTOWN
12. ROYAL OAK
13. EDMONDS
14. 22ND STREET
15. NEW WESTMINSTER
16. COLUMBIA
17. SCOTT ROAD

18. GATEWAY
19. SURREY CENTRAL
20. KING GEORGE
21.COMMERCIAL DRIVE
22. RENFREW
23. RUPERT
24. GILMORE
25. BRENTWOOD TOWN CENTRE
26. HOLDOM
27. SPERLING-BURNABY LAKE
28. PRODUCTION WAY-UNIVERSITY
29. LOUGHEED TOWN CENTRE
30. BRAID
31. SAPPERTON
34. LAKE CITY WAY
35. VCC-CLARK
36. VANCOUVER CITY CENTRE
37. YALETOWN ROUNDHOUSE
38. OLYMPIC VILLAGE
39. BROADWAY CITY HALL
40. KING EDWARD
41. OAKRIDGE 41ST AVENUE
42. LANGARA 49TH AVENUE
43. MARINE DRIVE
44. BRIDGEPORT
45. TEMPLETON
46. SEA ISLAND CENTRE
47. YVR AIRPORT
48. ABERDEEN
49. LANSDOWNE
50. RICHMOND BRIGHOUSE
OTHER (SPECIFY EXACT LOCATION) [SPECIFY]

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

[SHOW CODE-LIST FROM Q11a, EXCLUDE STATION MENTIONED AT Q11A]

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

Q13. 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]

Q13X1. 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]

Q13X2. Thinking about the last time you experienced a delay on SkyTrain, how would you rate the SkyTrain service in terms of "delays are announced and explained"? (IF NECESSARY: 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]

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

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

Q15. 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]

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

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]

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

    [1-10]

Q18. [PROGRAMMER DISPLAY FOR FIRST ITEM ASKED IF ATTRIBUTE = 1,2,3,7, 8 OR 9] Still thinking about the [route number] bus you took, 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]

Q23AD. 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]

Q23AE. What do you feel could be done to improve the connection between [BUS NUMBER/MODE & BUS NUMBER/MODE IN 23AC]?

    [OPEN END]

Q23A. And still thinking of the transit system in Metro Vancouver, how would you rate it for providing adequate transit information at stops and stations? (IF NECESSARY: one to ten, where "ten" means "excellent" and "one" means "very poor")

[1-10]

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

Q23B. And how 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]

Q23C. Again thinking of the regional transit system in Metro Vancouver, how would you rate it for having service that runs during convenient hours? (IF NECESSARY: one to ten, where "ten" means "excellent" and "one" means "very poor")

[1-10]

Q23D. 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

Q23F. Have you used TransLink's website in the past 3 months?

    Yes
    No

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

Q23F1. Thinking of the last time you used TransLink's website, and using the same 10-point scale, how would you rate it for being easy to find the information you wanted? (IF NECESSARY: one to ten, where "ten" means "excellent" and "one" means "very poor")

    [1-10]

TRANSIT DEMOGRAPHICS

Q23H. Which method of payment did you use MOST often in the last [DAYS] days when you took transit? (READ LIST, ONE RESPONSE ONLY) (INTERVIEWER: IF A RESPONDENT SAYS THEY GOT A DAY PASS, CLARIFY IF THEY MEANT BUYING A DAY PASS ON A COMPASS TICKET – OR - A DAY PASS ON A COMPASS CARD)

    1. Cash Fare (INTERVIEWER: IF A RESPONDENT SAYS THEY USED CASH, CLARIFY IF THEY MEANT USING CASH TO PAY FOR A BUS TICKET OR USING CASH TO PURCHASE A COMPASS TICKET/COMPASS CARD)
    4. FareSaver Ticket Books
    10. A single use Compass Ticket
    5. Day Pass on a Compass Ticket
    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]

Q23H1b. 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]

Q23H1c. Is the Compass Card or Ticket that you are using a Concession Compass Card/Ticket? (CLARIFY IF NECESSARY: This is for riders who qualify for discounted fares such as secondary students 14 to 19 with a valid GoCard or seniors who are 65+)

    Yes
    No

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

    1.   ONE
    2.   TWO
    3.   THREE

Q25A. What are the reasons you most recently decided to take transit rather than taking some other mode of transportation? (PROBE FOR UP TO THREE RESPONSES)

    [RECORD VERBATIM]

QQ25B. Do you regularly have access to a car, van or truck as a driver or passenger for the trips you make using public transit? (IF RESPONDENT OFFERS MOTORCYCLE, OK TO CODE YES)

    Yes
    No

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

    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]

Q27. 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.

Q28. 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

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

5.   Definitely continue (as often as you do now)
4.   Probably continue (as often as you do now)
3.   Might or might not continue (as often)
2.   Probably not continue (as often, OR)
1.   Definitely not continue (as often)
    (DO NOT READ) Other/depends

DEMOGRAPHICS]

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

Q33. 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
Q34. Which of the following best describe your current employment status? (READ LIST. RECORD ALL MENTIONS.)

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

Q35. What is the highest level of education you have completed? (READ 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 Q36a2]
Q36a. Are you currently a student? (IF NECCESARY: currently attending a school, college, or university)

    Yes
    No

Q36a2. Do you own a smartphone?
    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]

Q37a. 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]

Q37. 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

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

    [OPEN END]

Q39. Do you have any comments or suggestions that you would like me to forward directly to TransLink? Your comments will remain completely confidential.

    [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	Routes/ Modes	Total	Percent
SkyTrain	54	27.50%	Route 250	4	0.90%
SeaBus	5	1.40%	Route 254	1	0.10%
Route 3	2	1.60%	Route 255	1	0.10%
Route 5	1	0.30%	Route 256	1	0.30%
Route 6	1	1.30%	Route 312	1	0.60%
Route 7	2	0.40%	Route 314	1	0.20%
Route 8	1	0.50%	Route 319	1	1.10%
Route 9	2	2.00%	Route 321	1	1.30%
Route 10	3	0.40%	Route 325	1	1.10%
Route 15	1	0.20%	Route 326	1	0.40%
Route 19	3	1.30%	Route 351	3	3.10%
Route 22	2	2.00%	Route 394	1	1.50%
Route 25	4	2.80%	Route 410	2	0.40%
Route 26	5	1.30%	Route 430	1	0.40%
Route 28	1	0.30%	Route 480	1	0.20%
Route 29	1	0.20%	Route 502	2	1.20%
Route 41	2	0.40%	Route 531	1	0.30%
Route 49	3	0.60%	Route 555	2	1.50%
Route 84	2	0.70%	Route 601	9	4.60%
Route 96	3	3.50%	Route 620	1	0.20%
Route 97	6	3.90%	Route 640	1	1.00%
Route 101	1	0.40%	Route 701	3	1.30%
Route 106	1	0.30%	Route 791	1	0.90%
Route 110	2	0.90%	Route C4	1	0.90%
Route 112	1	0.30%	Route C15	2	2.20%
Route 130	2	1.90%	Route C23	3	1.30%
Route 134	1	0.30%	Route C38	1	0.40%
Route 135	2	0.50%	Route C44	1	1.00%
Route 136	1	0.20%	Route C53	1	1.60%
Route 144	1	0.30%	Route C60	1	0.20%
Route 152	1	1.00%	Route C62	1	0.60%
Route 155	2	0.50%	Route C73	1	0.20%
Route 159	4	1.40%	Route C76	1	0.20%
Route 169	3	1.30%	Route C88	1	0.20%
Route 188	2	1.10%	Route C92	1	0.30%
Route 210	1	0.70%	**Grand Total**	**196**	**197**
Route 227	1	0.60%			
Route 228	2	0.50%			
Route 229	2	1.90%			
Route 232	2	0.30%			
Route 236	1	0.30%			
Route 240	1	0.20%			
Route 246	2	0.40%			

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	1897	7.9	8.3	8.6	8.5	7.0	7.6	8.3	8.6	8.3	7.3	8.6
2	7	8.9	9.2	9.6	9.3	7.2	7.5	9.0	9.0	8.8	7.8	9.5
3	20	8.7	9.1	8.8	8.6	8.3	8.2	8.6	8.4	7.8	7.8	8.9
4	22	8.5	8.8	8.5	9.0	7.4	8.3	8.7	9.1	9.1	7.5	9.2
5	17	7.5	8.5	8.1	8.0	6.5	7.8	8.2	8.0	9.0	7.8	9.2
6	24	7.9	8.6	8.5	8.1	7.8	8.2	8.2	7.9	8.2	7.9	8.6
7	37	7.6	8.6	8.4	9.0	8.2	7.9	8.5	8.9	8.8	7.0	8.9
8	14	7.5	8.8	9.3	8.9	8.9	7.5	8.9	9.1	9.0	7.3	9.3
9	55	8.3	8.8	9.0	8.8	7.5	7.7	8.0	8.9	8.6	7.3	8.9
10	43	8.1	8.2	8.2	8.5	7.3	7.9	8.1	9.1	8.0	7.6	8.5
14	30	7.8	8.6	7.9	8.2	7.2	7.9	7.6	8.8	8.4	7.8	8.6
15	10	6.6	8.6	7.6	7.9	7.0	5.5	7.7	7.5	7.6	5.3	8.6
16	38	8.1	8.4	8.2	8.2	7.7	7.1	8.2	8.8	8.1	7.1	8.4
17	29	7.5	8.5	8.8	8.6	7.1	6.4	8.5	8.0	8.7	6.4	8.7
19	24	7.7	7.9	8.3	8.8	6.4	6.4	8.1	8.5	8.0	6.7	8.2
20	29	7.0	7.9	8.2	8.1	6.6	7.0	7.1	9.0	8.0	6.9	8.6
22	40	7.7	8.0	8.6	8.4	6.4	7.0	8.2	8.2	8.1	7.0	8.2
25	42	8.2	8.3	9.0	8.4	7.5	7.2	8.3	8.5	8.5	7.4	8.8
26	22	7.7	7.5	8.5	7.8	7.3	7.6	7.6	7.7	7.8	6.7	7.5
27	7	7.8	8.2	8.2	8.7	6.8	6.7	8.5	8.7	8.7	6.6	8.0
28	8	9.1	9.3	9.4	8.9	8.7	8.8	8.6	9.0	9.6	7.7	9.4
29	4	8.3	9.4	8.3	9.0	8.8	8.6	9.1	9.3	9.3	7.5	8.8
32	3	6.6	4.6	8.3	8.6	6.5	5.7	7.5	7.2	7.9	6.1	6.9
33	16	7.9	7.9	8.5	8.2	7.8	7.1	7.8	8.4	7.7	7.0	7.8
41	31	7.6	8.3	7.6	8.1	5.6	7.3	8.2	8.9	8.0	7.4	8.3
43	4	8.4	8.6	9.0	9.0	7.7	8.0	8.4	8.9	8.3	8.3	9.0
44	9	8.2	8.6	8.8	8.5	7.5	8.2	8.8	9.3	8.2	7.1	8.8
49	23	8.2	8.2	9.3	8.8	6.6	8.0	8.5	8.7	8.8	7.5	9.0
50	21	8.2	9.1	9.2	9.0	7.7	7.4	8.1	8.1	8.4	6.8	8.7
84	14	8.1	8.0	8.9	8.9	7.2	7.7	7.7	8.8	8.7	7.6	8.5
96	6	8.6	7.9	7.7	6.8	7.5	7.9	8.3	9.1	8.8	9.3	8.0
97	23	7.9	7.9	8.4	8.7	6.3	7.9	7.9	7.7	8.1	7.6	8.6
99	108	7.8	8.3	8.4	8.4	5.3	8.0	8.1	9.0	8.5	8.1	8.5
100	9	7.7	8.2	8.6	8.9	5.8	5.5	7.9	8.7	6.4	6.6	8.3
101	2	7.0	9.7	9.7	7.3	4.4	6.4	7.7	7.0	7.0	3.7	9.7
104	4	6.3	5.7	8.7	9.1	7.5	6.4	9.1	8.0	7.6	6.9	8.5
106	29	7.9	8.4	8.3	7.6	6.2	8.0	8.3	8.4	8.7	8.4	8.5
110	9	8.1	8.2	9.0	8.3	9.4	7.5	8.5	8.6	8.8	6.5	8.3
112	9	9.0	8.6	9.3	9.0	7.9	8.3	8.8	9.1	9.3	8.6	9.6
116	2	8.9	9.4	9.4	8.1	6.4	8.3	9.0	9.4	9.4	8.9	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
123	8	9.0	8.4	9.1	9.2	7.8	9.0	8.1	9.0	9.3	9.1	9.1
128	11	8.1	9.1	8.4	6.7	8.2	7.3	8.4	9.0	9.0	6.2	8.9
129	8	6.8	7.9	8.2	8.0	8.9	6.4	8.3	8.2	8.4	5.5	8.7
130	24	8.3	8.7	9.1	8.8	6.5	8.1	9.3	9.0	8.7	8.3	8.6
134	4	8.6	9.7	9.9	9.9	8.0	8.0	8.6	9.7	9.7	6.0	9.8
135	28	7.4	8.1	8.2	8.3	5.9	7.0	7.7	8.2	7.8	7.1	8.3
136	3	9.2	9.2	9.6	9.6	8.2	8.1	8.5	9.1	9.2	7.7	9.2
143	5	7.3	8.6	9.3	9.0	4.8	5.5	7.8	8.4	8.7	6.9	8.6
144	13	7.3	7.6	8.2	7.8	7.6	6.9	7.5	8.3	8.2	7.4	8.3
145	7	7.7	8.1	9.5	8.9	6.0	7.6	9.0	9.3	8.2	7.8	8.6
151	6	8.2	8.4	8.4	8.1	6.2	6.7	9.5	8.8	8.3	6.0	8.2
152	16	7.3	7.9	8.3	7.9	6.9	6.7	7.4	7.8	7.9	6.0	8.2
153	1	10.0	10.0	10.0	5.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
155	10	8.1	6.9	8.7	8.9	7.9	7.9	7.7	8.8	8.2	7.7	8.7
156	11	8.1	9.3	8.8	8.6	8.6	7.7	8.8	8.3	8.3	6.6	9.1
157	3	8.3	9.5	9.5	9.5	9.7	9.5	9.5	9.7	9.2	8.6	9.5
159	11	8.1	8.0	7.9	8.2	8.5	7.1	7.8	7.1	6.3	6.9	8.3
160	24	7.6	8.6	8.9	8.8	6.7	7.4	8.6	9.3	8.4	6.6	8.8
169	7	8.2	9.1	8.0	8.3	6.9	7.3	7.3	8.4	8.0	8.5	8.9
178	2	7.3	8.5	10.0	9.5	5.6	5.6	10.0	10.0	9.5	4.8	8.5
188	4	8.3	9.5	9.5	9.4	8.2	8.5	8.4	8.4	8.4	6.3	9.8
190	1	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0
209	1	8.0	9.0	10.0	8.0	10.0	6.0	8.0	10.0	8.0	9.0	10.0
210	14	8.8	9.0	9.3	9.0	6.4	8.7	9.0	9.3	8.2	8.4	8.9
211	16	8.3	7.7	9.5	8.8	8.1	8.0	8.3	8.7	8.6	6.4	9.1
212	4	7.9	8.6	9.7	9.7	8.8	7.8	8.9	8.7	7.8	6.6	9.2
214	1	9.0	7.0	10.0	7.0	10.0	10.0	10.0	8.0	10.0	6.0	8.0
227	2	6.0	8.7	10.0	9.7	6.0	5.3	9.3	6.7	7.3	4.3	8.7
228	12	9.7	9.6	9.5	9.5	6.6	9.4	9.3	9.1	8.1	7.9	9.6
229	15	7.7	7.7	8.7	9.0	7.0	7.5	8.4	9.0	8.1	6.8	8.5
230	15	7.6	7.9	8.6	8.7	6.9	7.4	9.0	8.7	7.9	6.6	8.9
232	7	8.9	8.2	9.5	9.0	8.6	8.5	9.3	8.8	9.5	7.3	9.2
236	5	9.5	8.3	9.7	9.7	8.0	9.2	8.2	8.4	9.0	8.2	9.1
239	21	7.5	7.7	8.7	8.5	6.4	7.2	8.0	8.9	8.2	8.1	8.2
240	25	7.9	8.0	8.1	8.1	6.1	7.0	7.7	7.7	7.7	7.6	8.1
241	2	9.6	8.8	10.0	10.0	4.1	10.0	8.8	10.0	8.4	7.7	9.6
246	31	8.3	8.9	9.4	9.4	8.3	7.8	9.1	8.7	8.9	6.7	9.3
250	59	8.5	9.0	9.3	9.3	7.2	8.4	8.9	9.1	8.8	7.8	9.1
251	4	8.1	9.1	9.5	9.7	7.4	8.2	9.4	5.4	7.7	6.9	9.0
252	3	8.4	7.2	8.8	7.5	7.7	7.5	7.8	8.7	7.5	7.0	9.1

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
253	2	8.9	9.4	10.0	10.0	8.9	9.0	8.9	9.4	10.0	9.0	8.9
254	9	6.7	7.0	9.0	8.7	6.1	5.5	7.0	7.3	8.1	4.3	8.1
255	24	7.5	8.7	8.3	8.8	6.6	6.9	8.0	8.5	7.4	7.2	8.9
257	16	8.8	8.8	8.9	9.1	7.7	8.6	8.5	8.9	8.7	8.4	9.3
258	1	10.0	10.0	8.0	8.0	8.0	10.0	10.0	10.0	10.0	5.0	8.0
301	1	10.0	10.0	7.0	7.0	10.0	10.0	10.0	10.0	10.0	6.0	10.0
311	1	4.0	6.0	8.0	8.0	4.0	4.0	7.0	9.0	9.0	4.0	5.0
312	7	8.1	8.6	9.7	9.2	8.4	8.4	8.3	8.0	8.2	8.0	9.1
314	2	9.1	8.0	8.3	9.1	9.1	7.1	7.4	8.3	9.1	6.9	9.1
316	4	8.4	8.6	9.3	7.9	8.7	7.5	9.3	8.7	7.9	8.0	8.6
319	20	7.8	7.9	8.6	8.1	6.4	7.9	8.1	8.8	8.3	8.3	8.9
320	7	8.4	8.4	8.2	8.6	6.6	7.5	8.2	8.4	7.7	6.8	8.5
321	9	8.0	7.8	8.3	8.4	7.2	7.9	7.8	8.2	8.5	8.0	8.9
323	6	8.7	7.9	8.7	8.5	7.8	9.6	8.3	9.4	9.1	9.4	8.8
324	4	7.9	8.5	9.0	8.8	8.6	8.2	8.4	9.2	8.8	8.2	8.4
325	2	8.5	9.0	9.5	9.5	9.0	9.0	8.0	9.5	9.0	8.0	9.5
326	2	4.2	9.7	8.1	8.7	6.6	4.2	9.7	8.0	8.3	3.3	9.7
335	6	7.9	8.6	8.7	8.0	6.0	5.8	6.9	8.0	8.7	5.8	8.7
337	4	6.6	8.4	9.4	9.0	6.3	7.2	8.3	9.5	7.8	5.2	7.8
340	9	7.5	8.5	8.8	8.4	7.2	7.0	8.2	8.5	8.1	5.9	8.8
341	10	7.8	8.3	8.4	7.7	7.8	7.7	8.2	7.7	8.5	7.4	9.1
345	4	7.9	8.0	8.9	7.4	7.5	7.6	8.1	6.6	7.6	7.2	8.5
351	41	8.1	8.4	8.8	7.9	7.5	8.1	8.3	8.4	8.4	7.8	8.6
352	4	7.4	8.4	8.3	8.0	4.8	5.8	6.9	9.4	6.7	6.6	8.3
354	5	9.0	8.2	9.0	8.9	7.3	8.0	8.4	6.6	6.2	8.4	8.7
375	3	8.9	9.8	7.8	8.3	8.7	8.0	8.3	8.4	9.0	8.4	9.8
388	2	8.3	7.4	8.4	8.4	7.3	7.3	8.0	8.4	8.4	7.3	7.9
394	1	4.0	5.0	6.0	6.0	3.0	2.0	5.0	2.0	5.0	1.0	5.0
401	23	7.7	8.5	9.2	9.3	7.1	7.8	8.5	9.0	8.3	7.9	8.7
402	11	8.1	7.9	9.5	9.4	8.9	7.8	8.3	9.3	8.8	7.1	8.8
403	13	8.1	8.8	9.0	8.9	7.5	7.6	8.8	9.2	9.0	6.5	8.4
404	2	8.0	7.2	8.8	8.8	9.6	9.0	7.2	8.6	7.8	7.0	8.8
405	3	7.9	7.7	8.4	8.1	8.0	5.9	7.3	8.9	7.9	5.7	8.2
407	7	6.1	7.4	9.4	9.1	7.4	6.5	8.9	7.8	7.3	5.8	8.1
410	35	7.6	8.4	8.1	8.4	6.2	6.4	7.9	8.4	7.7	7.2	8.8
430	6	6.1	9.2	8.9	9.2	4.8	5.6	8.7	8.3	8.0	5.7	9.1
480	6	7.4	7.9	8.5	8.5	5.6	6.5	8.0	8.4	7.3	7.1	7.7
501	7	9.0	9.2	9.2	9.2	7.7	9.3	9.5	9.7	9.8	8.6	9.2
502	16	7.7	8.0	7.6	7.0	6.1	7.2	8.0	9.1	7.5	7.4	7.9
503	10	8.5	8.4	9.0	8.2	8.0	7.7	7.4	8.4	8.2	7.2	8.8

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
509	1	8.0	9.0	8.0	8.0	9.0	8.0	8.0	8.0	7.0	5.0	8.0
531	5	7.1	7.9	7.9	8.5	8.2	7.9	8.0	8.5	8.5	5.5	8.4
555	9	9.2	8.6	9.0	9.0	7.7	8.9	9.0	9.6	9.2	8.4	8.7
595	2	7.1	8.1	8.9	6.0	5.4	5.0	8.7	8.9	9.7	5.4	8.1
601	38	7.8	8.5	8.7	8.7	7.2	7.5	8.7	7.7	8.0	6.4	8.3
602	1	7.0	8.0	8.0	8.0	5.0	4.0	8.0	9.0	8.0	7.0	8.0
603	3	9.5	9.8	9.8	9.1	9.4	9.8	9.8	9.5	9.4	7.1	9.8
604	1	10.0	10.0	10.0	10.0	10.0	8.0	10.0	10.0	8.0	10.0	10.0
608	1	8.0	8.0	8.0	8.0	10.0	8.0	7.0	8.0	8.0	8.0	8.0
620	11	9.1	9.6	9.5	9.4	7.9	9.4	9.6	9.4	9.4	8.4	9.8
640	7	7.7	7.9	9.2	9.0	7.7	7.6	9.3	8.9	8.1	6.8	9.0
701	22	8.0	8.9	8.9	8.8	7.3	7.4	7.9	8.5	8.1	7.5	9.1
791	6	7.3	7.0	8.0	8.0	7.8	9.1	7.8	8.0	7.7	7.2	9.4
N9	1	8.0	7.0	4.0	3.0	10.0	9.0	7.0	4.0	5.0	6.0	8.0
C2	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
C3	2	7.8	10.0	9.8	10.0	9.2	4.5	9.2	7.5	8.3	7.5	10.0
C4	4	8.3	9.1	7.8	9.2	7.9	7.9	9.9	8.8	9.2	6.3	9.6
C5	2	8.5	8.5	9.0	8.1	8.5	8.5	9.0	9.0	8.5	7.5	9.0
C6	2	7.9	10.0	8.6	8.1	8.5	8.5	10.0	7.9	8.5	8.0	9.5
C7	3	7.3	7.8	9.1	8.6	6.4	7.7	9.5	9.1	9.1	6.4	6.0
C9	1	8.0	10.0	10.0	10.0	10.0	10.0	9.0	10.0	10.0	6.0	10.0
C12	1	9.0	9.0	9.0	10.0	10.0	8.0	9.0	10.0	10.0	4.0	9.0
C15	5	9.6	8.8	10.0	9.8	9.6	9.6	10.0	8.2	9.8	7.8	8.7
C21	2	9.6	10.0	9.4	10.0	8.8	8.0	10.0	9.6	10.0	8.0	10.0
C23	10	6.1	6.1	7.7	7.0	3.9	5.4	7.6	7.1	6.8	5.7	7.0
C24	5	8.0	8.3	9.5	9.2	9.0	7.6	9.5	9.3	8.4	7.7	8.5
C25	2	7.5	7.5	10.0	9.8	6.2	9.0	7.5	8.0	8.5	5.5	8.5
C27	4	7.2	7.5	9.6	8.2	7.7	6.7	8.5	7.8	7.7	7.7	8.2
C28	2	9.5	9.5	9.5	9.0	5.5	8.5	9.0	9.5	9.0	8.0	9.5
C29	3	9.4	9.4	9.4	9.4	9.1	9.1	9.4	8.5	8.8	8.1	9.4
C30	1	9.0	7.0	10.0	10.0	8.0	10.0	8.0	10.0	10.0	10.0	10.0
C36	2	8.5	10.0	10.0	8.5	5.5	10.0	10.0	8.5	10.0	8.5	8.5
C37	2	9.0	8.8	9.2	8.8	6.4	6.2	6.6	8.0	7.8	5.8	9.2
C38	4	7.0	8.6	8.8	8.4	7.3	6.7	7.8	6.0	7.0	6.4	8.6
C44	3	6.4	4.9	6.3	6.3	6.8	7.8	7.0	6.4	7.4	3.1	8.3
C45	2	6.4	8.7	9.5	8.7	8.5	8.7	9.5	8.4	8.7	7.9	9.5
C46	3	4.5	9.1	8.0	7.6	6.7	6.8	9.6	4.6	6.1	2.3	8.7
C47	1	6.0	9.0	9.0	7.0	9.0	9.0	9.0	9.0	7.0	3.0	9.0
C50	3	8.8	10.0	9.7	9.7	9.7	9.4	9.4	9.2	9.7	4.2	9.7
C51	1	8.0	8.0	7.0	7.0	5.0	8.0	8.0	8.0	8.0	8.0	-

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
C53	1	8.0	7.0	9.0	6.0	10.0	7.0	-	3.0	4.0	2.0	8.0
C61	1	10.0	10.0	10.0	10.0	10.0	10.0	8.0	10.0	10.0	5.0	10.0
C62	3	8.7	9.0	9.0	9.0	7.3	7.3	9.5	9.5	8.5	6.8	8.5
C63	1	7.0	10.0	10.0	10.0	10.0	10.0	10.0	9.0	9.0	5.0	10.0
C73	1	1.0	3.0	5.0	4.0	5.0	1.0	4.0	3.0	3.0	1.0	5.0
C75	1	10.0	10.0	9.0	8.0	7.0	10.0	10.0	9.0	10.0	10.0	10.0
C76	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	8.0	10.0	8.0	10.0
C86	2	8.2	8.1	10.0	10.0	10.0	7.5	10.0	6.9	8.5	5.1	9.2
C88	1	9.0	10.0	10.0	9.0	10.0	7.0	10.0	10.0	9.0	5.0	9.0
C89	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
C92	1	9.0	10.0	10.0	10.0	8.0	7.0	10.0	10.0	10.0	7.0	10.0
C93	1	9.0	8.0	9.0	9.0	2.0	5.0	7.0	9.0	10.0	3.0	9.0
NVT	9	8.7	9.1	9.0	8.6	7.8	8.2	8.8	8.9	9.0	7.4	9.1
BTC	9	6.2	6.8	7.0	6.7	5.7	6.8	7.1	6.4	6.3	6.1	7.9
STC	11	7.2	7.4	7.0	6.9	6.6	6.6	7.1	7.6	6.5	6.1	7.4
PCT	4	7.3	6.8	9.9	8.9	5.4	6.6	8.6	7.0	6.3	6.1	8.2
RTC	8	8.0	8.6	8.8	8.2	7.8	8.3	8.5	8.8	8.2	6.7	8.8
OTC	24	7.8	8.0	7.6	7.7	6.3	7.8	8.0	8.5	8.2	7.5	8.0
WVT	5	8.3	8.7	9.5	9.2	6.5	7.9	9.0	9.1	8.6	7.6	9.5

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	1897	7.9	8.3	8.6	8.5	7.0	7.6	8.3	8.6	8.3	7.3	8.6
99	108	7.8	8.3	8.4	8.4	5.3	8.0	8.1	9.0	8.5	8.1	8.5
250	59	8.5	9.0	9.3	9.3	7.2	8.4	8.9	9.1	8.8	7.8	9.1
9	55	8.3	8.8	9.0	8.8	7.5	7.7	8.0	8.9	8.6	7.3	8.9
10	43	8.1	8.2	8.2	8.5	7.3	7.9	8.1	9.1	8.0	7.6	8.5
25	42	8.2	8.3	9.0	8.4	7.5	7.2	8.3	8.5	8.5	7.4	8.8
351	41	8.1	8.4	8.8	7.9	7.5	8.1	8.3	8.4	8.4	7.8	8.6
22	40	7.7	8.0	8.6	8.4	6.4	7.0	8.2	8.2	8.1	7.0	8.2
16	38	8.1	8.4	8.2	8.2	7.7	7.1	8.2	8.8	8.1	7.1	8.4
601	38	7.8	8.5	8.7	8.7	7.2	7.5	8.7	7.7	8.0	6.4	8.3
7	37	7.6	8.6	8.4	9.0	8.2	7.9	8.5	8.9	8.8	7.0	8.9
410	35	7.6	8.4	8.1	8.4	6.2	6.4	7.9	8.4	7.7	7.2	8.8
41	31	7.6	8.3	7.6	8.1	5.6	7.3	8.2	8.9	8.0	7.4	8.3
246	31	8.3	8.9	9.4	9.4	8.3	7.8	9.1	8.7	8.9	6.7	9.3
14	30	7.8	8.6	7.9	8.2	7.2	7.9	7.6	8.8	8.4	7.8	8.6

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

	Route Number	April - June 2015		April - June 2016		Net Difference
		# of Trips	Overall Performance	# of Trips	Overall Performance	Apr'15-Jun'15 vs. Apr'16-Jun'16
#	10	37	7.5	43	8.1	0.6
#	16	33	8.2	38	8.1	-0.1
#	22	47	7.6	40	7.7	0.1
#	25	39	8.3	42	8.2	-0.1
#	250	66	8.1	59	8.5	0.4
#	351	42	8.3	41	8.1	-0.2
#	41	36	7.0	31	7.6	0.6
#	410	39	7.8	35	7.6	-0.2
#	601	39	7.8	38	7.8	0.0
#	7	25	7.6	37	7.6	0.0
#	9	50	8.3	55	8.3	0.0
#	99	102	7.5	108	7.8	0.3

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

OVERALL PERFORMANCE RATINGS
JANUARY 2015 - JUNE 2015 VERSUS
JANUARY 2016 - JUNE 2016
(Routes With 35+ Trips Per 6 Month Period)

	Route Number	January - June 2015		January - June 2016		Net Difference
		# of Trips	Overall Performance	# of Trips	Overall Performance	Jan'15-Jun'15 vs. Jan'16-Jun'16
#	10	75	7.6	79	8.1	0.5
#	106	67	7.8	61	7.2	-0.6
#	130	23	7.5	37	8.4	0.9
#	135	53	7.5	57	7.4	-0.1
#	14	50	8.0	62	7.8	-0.2
#	16	72	8.2	74	7.8	-0.4
#	160	25	7.8	43	7.6	-0.2
#	17	39	7.7	54	7.8	0.1
#	19	29	6.9	53	7.6	0.7
#	20	55	7.1	63	7.0	-0.1
#	210	36	7.9	32	8.6	0.7
#	22	103	7.9	84	8.0	0.1
#	230	35	7.1	23	7.9	0.8
#	239	51	7.9	52	7.6	-0.3
#	240	61	7.9	56	8.1	0.2
#	246	52	7.2	55	8.4	1.2
#	25	77	7.9	85	7.7	-0.2
#	250	134	8.2	127	8.6	0.4
#	255	25	7.8	41	7.7	-0.1
#	3	62	8.0	51	8.1	0.1
#	319	31	7.7	42	7.6	-0.1
#	33	35	7.4	28	7.9	0.5
#	351	88	8.3	82	8.3	0.0
#	4	29	7.7	45	8.3	0.6
#	401	62	7.6	55	8.0	0.4
#	41	81	7.4	69	8.0	0.6
#	410	78	7.8	58	7.7	-0.1
#	49	60	7.5	57	7.3	-0.2
#	5	35	7.2	37	7.5	0.3
#	50	31	7.4	43	8.1	0.7
#	502	30	7.0	35	8.2	1.2
#	6	36	7.8	46	8.0	0.2
#	601	76	7.9	72	7.7	-0.2
#	7	46	7.8	55	7.8	0.0
#	701	49	7.6	48	8.0	0.4
#	8	36	7.9	35	7.6	-0.3
#	84	37	8.3	34	8.0	-0.3
#	9	124	7.8	107	8.1	0.3
#	97	62	7.9	61	7.2	-0.7
#	99	210	7.5	213	7.9	0.4
#	OTC	54	7.4	53	7.7	0.3

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

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

	Route Number	July 2014 - June 2015		July 2015 - June 2016		Net Difference
		# of Trips	Overall Performance	# of Trips	Overall Performance	Jul'14-Jun'15 vs. Jul'15-Jun'16
#	10	144	7.6	152	7.8	0.2
#	100	56	8.1	40	8.2	0.1
#	106	127	7.5	131	7.6	0.1
#	123	46	7.9	37	7.6	-0.3
#	129	43	7.0	42	7.7	0.7
#	130	50	7.8	76	8.2	0.4
#	135	116	7.4	125	7.8	0.4
#	14	93	8.1	117	7.7	-0.4
#	143	23	7.9	38	7.4	-0.5
#	144	26	7.4	36	7.4	0.0
#	145	51	7.8	36	7.6	-0.2
#	15	47	8.0	48	7.7	-0.3
#	152	52	7.3	51	7.8	0.5
#	159	38	7.3	35	8.1	0.8
#	16	151	7.9	154	7.8	-0.1
#	160	59	7.5	81	7.3	-0.2
#	169	49	7.8	33	8.0	0.2
#	17	85	7.4	99	7.7	0.3
#	19	67	7.0	93	7.8	0.8
#	20	134	7.0	128	7.0	0.0
#	210	74	7.8	68	8.4	0.6
#	211	52	8.0	56	7.9	-0.1
#	22	230	7.7	200	7.7	0.0
#	228	53	8.1	52	8.5	0.4
#	229	55	7.9	43	7.6	-0.3
#	230	60	7.8	54	7.8	0.0
#	232	33	7.5	40	8.4	0.9
#	239	113	8.0	97	8.0	0.0
#	240	133	8.0	133	7.7	-0.3
#	246	111	7.4	105	8.1	0.7
#	25	158	7.8	175	7.4	-0.4
#	250	277	8.2	266	8.5	0.3

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

	Route Number	July 2014 - June 2015		July 2015 - June 2016		Net Difference
		# of Trips	Overall Performance	# of Trips	Overall Performance	Jul'14-Jun'15 vs. Jul'15-Jun'16
#	255	59	7.7	80	7.8	0.1
#	257	49	8.0	45	7.9	-0.1
#	26	43	8.1	51	8.1	0.0
#	28	53	8.0	32	8.6	0.6
#	3	107	7.7	105	7.9	0.2
#	319	78	8.0	75	7.7	-0.3
#	320	49	7.7	44	7.9	0.2
#	321	50	7.3	49	7.5	0.2
#	33	58	7.4	59	7.9	0.5
#	335	37	7.7	23	7.9	0.2
#	340	46	7.6	38	7.8	0.2
#	341	36	7.1	29	7.4	0.3
#	351	170	8.2	159	8.4	0.2
#	4	57	7.9	79	8.2	0.3
#	401	115	7.7	113	7.8	0.1
#	402	57	7.4	46	8.4	1.0
#	403	54	7.3	39	7.7	0.4
#	407	29	6.5	36	7.5	1.0
#	41	169	7.6	146	7.9	0.3
#	410	158	7.8	125	7.6	-0.2
#	44	48	7.9	40	7.6	-0.3
#	49	120	7.4	118	7.6	0.2
#	5	64	7.6	65	7.6	0.0
#	50	60	7.4	74	8.5	1.1
#	502	67	7.1	65	8.1	1.0
#	555	52	8.6	55	8.4	-0.2
#	6	83	8.3	83	8.1	-0.2
#	601	156	8.0	154	7.4	-0.6
#	7	108	7.5	108	7.5	0.0
#	701	110	7.7	98	7.6	-0.1
#	791	45	7.5	41	7.8	0.3
#	8	69	7.4	63	7.7	0.3
#	84	61	8.5	84	8.0	-0.5
#	9	226	7.8	216	7.9	0.1
#	96	50	8.3	42	8.7	0.4
#	97	128	7.9	113	7.4	-0.5
#	99	426	7.7	419	7.9	0.2
#	C23	37	8.0	36	6.7	-1.3
#	NVT	40	7.0	42	7.6	0.6
#	OTC	109	7.7	112	7.6	-0.1
#	STC	44	7.3	34	7.6	0.3
#	WVT	37	8.0	23	8.4	0.4

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