



Customer Service Performance Quarter 3 2016

Bus
SeaBus
SkyTrain



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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

- **This period, the proportion of transit riders (59%) who award good-to-excellent scores to the Overall Transit Service has slipped from last quarter (62%) but remains in range with results seen a year ago.** The average score is stable at 7.6 out of 10.
- **All transit system attributes continue to perform above the 7.0 positive-performance threshold**, with the exception of Having Enough Shelters at Stops (an average score of 6.7 out of 10).
- **Ratings for Value for Money show the biggest improvement this quarter**, from 47% a year ago to 53% this period.



Overall Bus Service is rated highly by two-thirds of bus riders (65%), which is in-line with previous trends. The average score is also stable at 7.8 out of 10.

- All bus service attributes continue to earn a strong average score that is higher than the 7.0 positive-performance threshold.
- The highest-rated top key driver for this period is still Having a Courteous Bus Operator (75%). The other three drivers, Providing On-Time, Reliable Service (55%), Not Being Overcrowded (49%) and Frequency of Service (47%) have a relatively weaker performance compared to other bus service attributes.
- This quarter, #250 bus remains as the highest-rated bus route. On the other hand, #22 tends to receive lower scores across many bus service attributes.



Directionally down from last quarter but up from a year ago, three-quarters of SkyTrain riders (75%) award top scores to the Overall SkyTrain Service.

- The top two performing key drivers for Overall SkyTrain Service are Providing On-Time Reliable Service (81%) and Feeling Safe from Crime On Board the SkyTrain (76%).
- This period, three attributes are performing below the 7.0 positive-performance threshold, including Not Being Overcrowded (6.8 out of 10), Staff Availability (6.8) and Delays are Announced and Explained (6.1).
- Similar to previous quarters, Canada Line's ratings are generally more positive than BCRTC's. They are also broadly in-line with last quarter and a year ago, whereas BCRTC ratings have shown more changes this period.



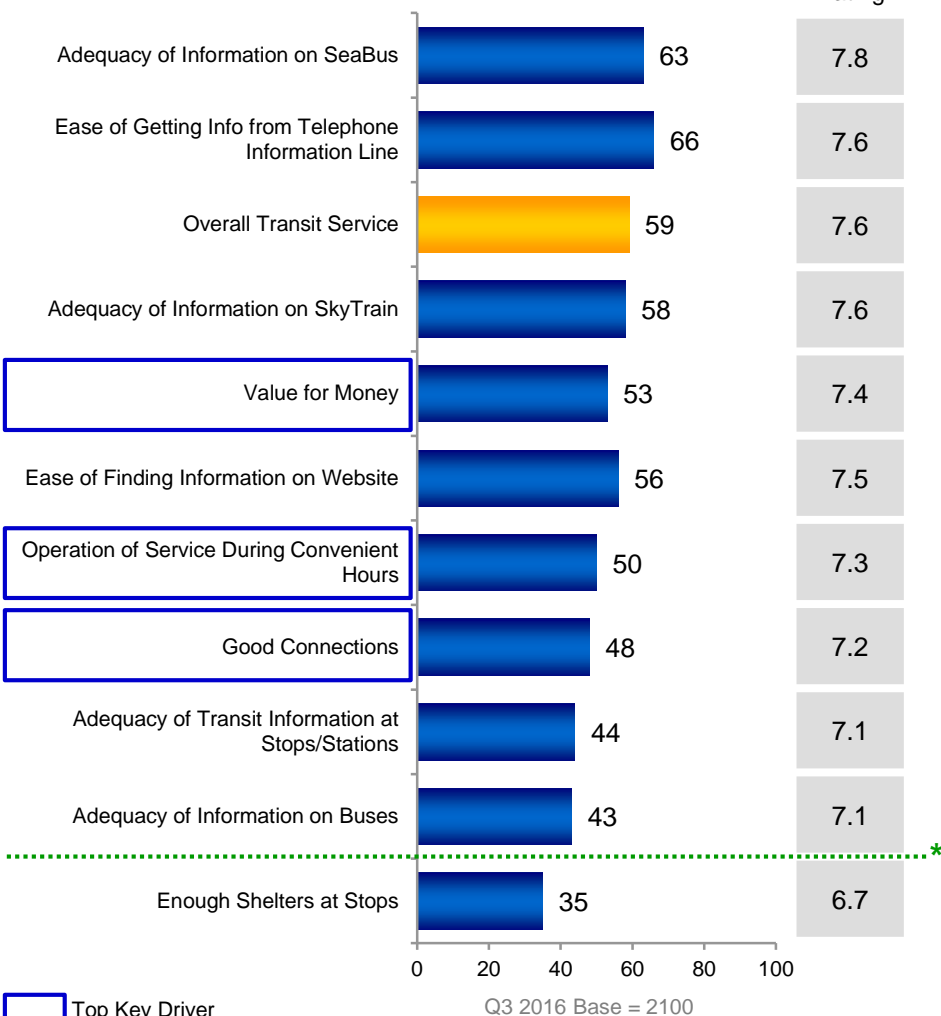
SeaBus continues to be the highest-rated transit mode this quarter, earning high ratings from 86% of SeaBus riders. This has improved from a year ago and the average score is unchanged at 8.5 out of 10.

- Consistent with previous waves, all SeaBus service attributes have an average score of 7.0 or higher.
- Three attributes have shown improvements compared to the same quarter last year, including Providing On-time Reliable Service (94%), Trip Duration (90%) and Not Being Overcrowded (77%).

Performance on Transit System Attributes

% Good to Excellent (8-10)

Average
Rating



* 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 (59%) have a positive perception of the Overall Transit Service, which is down from last quarter but consistent with a year ago. The average score is stable at 7.6 out of 10.
- Ratings of several attributes have declined relative to Q2 2016, including Ease of Finding Information on Website (56%), Convenient Hours (50%) and Adequacy of Information on Buses (43%).
- Scores for Value for Money (53%) and Enough Shelters at Stops (35%) however, have improved from the same quarter last year.
- The only attribute that continues to perform below the 7.0 threshold for positive performance is Having Enough Shelters at Stops (average score of 6.7 out of 10).

Performance on Top Key Drivers of Transit Overall Service

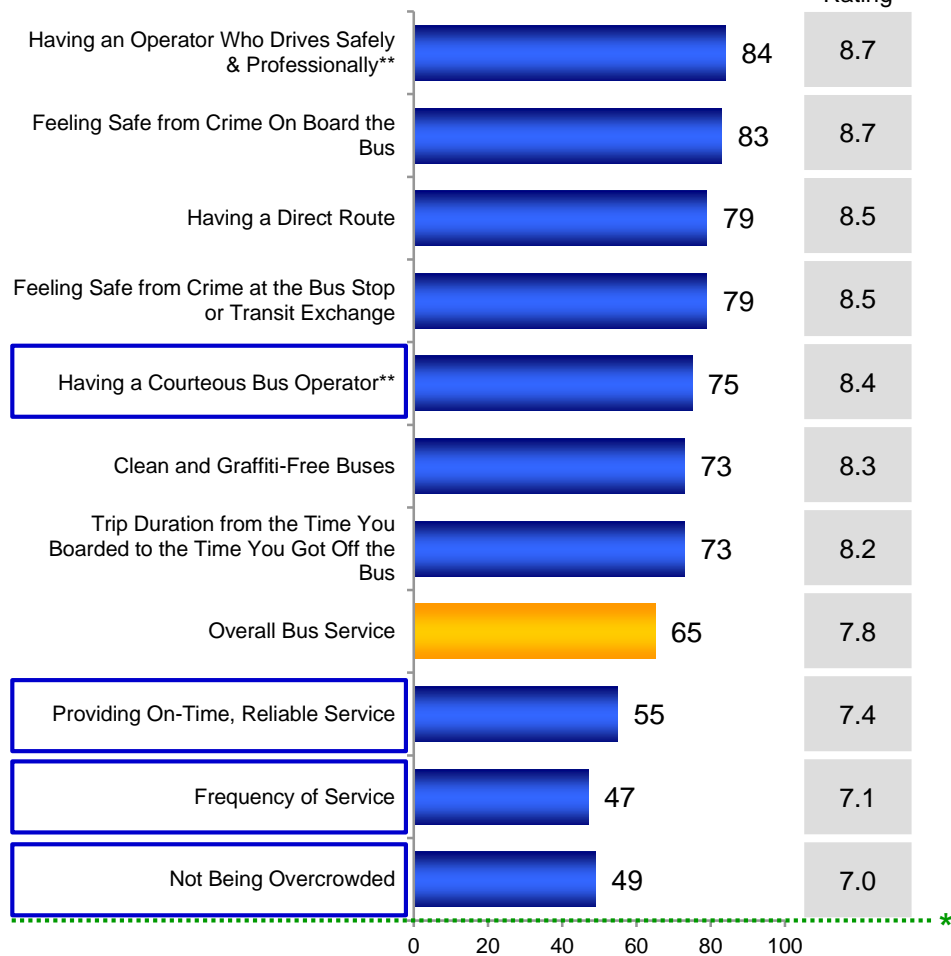
Key Drivers with Positive Performance*

- Value for Money
 - 53% of transit riders award top ratings to this attribute, which has been trending up from a year ago. This is the highest-rated top key driver for this period.
- Operation of Service During Convenient Hours
 - Ratings for this attribute (50%) have slipped from last quarter, but are still consistent with a year ago.
- Good Connections
 - Directionally down from Q2 2016 but marginally up from Q3 2015, Good Connections earns high scores from close to one-half of transit riders (48%).

Performance on Bus System Attributes

% Good to Excellent (8-10)

Average
Rating



Top Key Driver

Q3 2016 Base = 1929 (bus routes evaluated)

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

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

Bus System

- Overall Bus Service shows consistent performance with last quarter and a year ago, earning top ratings from 65% of bus riders. The average score is also stable at 7.8 out of 10.
- Most bus service attributes receive similar scores as previous quarters, with the exception of Feeling Safe from Crime On Board the Bus (83%, up from 80% a year ago).
- Consistent with historical trends, all bus service attributes earn an average score that is higher than the 7.0 positive-performance threshold. However, three of the four top key drivers continue to show a relatively weaker performance compared to the other service attributes.

Performance on Top Key Drivers of Overall Bus Service

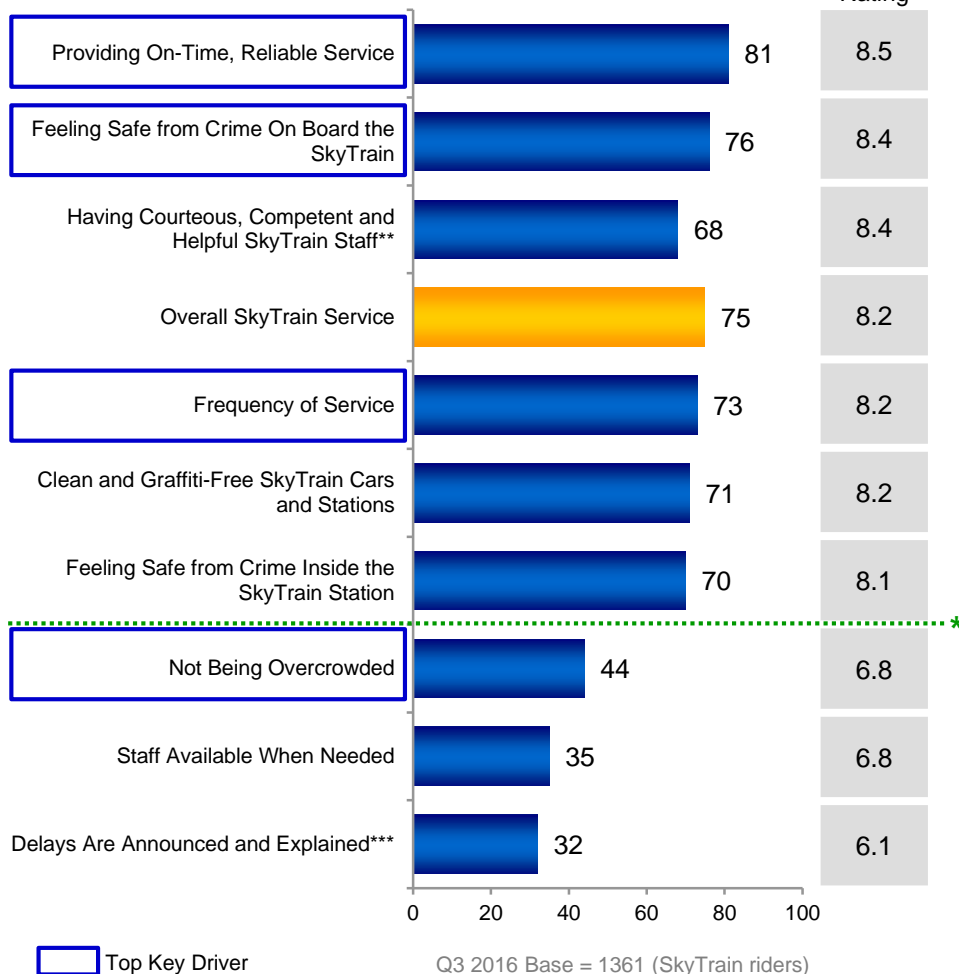
Key Drivers with Positive Performance*

- Courteous Bus Operator
 - In-line with last quarter and a year ago, three-quarters of bus riders (75%) give high assessments to this attribute. In particular, VTC's performance has improved from the same quarter last year.
- On-Time Reliable Service
 - Over one-half of bus riders (55%) award good-to-excellent scores to On-Time Reliable Service, which is directionally down from last quarter but consistent with Q3 2015. Both PCT and WVT show improvements over the previous quarter and a year ago.
- Frequency of Service
 - Ratings for Frequency of Service are unchanged from a year ago but show a directional decrease from the previous quarter. Scores for STC have slipped from both Q2 2016 and Q3 2015.
- Not Being Overcrowded
 - Not Being Overcrowded's performance remains unchanged this period. However, ratings for STC have dropped from a year ago while scores for BTC have increased from last quarter.

Performance on SkyTrain Attributes

% Good to Excellent (8-10)

Average
Rating



* 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=108)

*** Caution: Only among those who experienced delays (n=364)

SkyTrain System

- Three-quarters of SkyTrain riders (75%) report good-to-excellent ratings for the Overall SkyTrain Service, which is directionally down from last quarter but significantly up from a year ago. The average score is at 8.2 out of 10.
- A few areas have shown a drop in performance when compared to the previous quarter, including Feeling Safe from Crime On Board the SkyTrain (76%), Clean and Graffiti-Free SkyTrain Cars and Stations (71%), Feeling Safe from Crime Inside the SkyTrain Station (70%) and Staff Availability (35%).
- The attributes that perform below the 7.0 positive-performance threshold for this period include Not Being Overcrowded (6.8), Staff Availability (6.8) 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
 - This attribute continues to be the highest-rated top key driver, earning top scores from 81% of SkyTrain riders, which is in-line with the previous quarter but marginally up from Q3 2015.
- Feeling Safe from Crime On Board the SkyTrain
 - Down from last quarter but unchanged from a year ago, three-quarters of riders (76%) give a score of 8 to 10 to this area. In particular, scores for Canada Line have decreased from the previous quarter while BCRTC's performance remains stable.
- Frequency of Service
 - Three-quarters of SkyTrain riders (73%) continue to award top ratings to Frequency of Service.

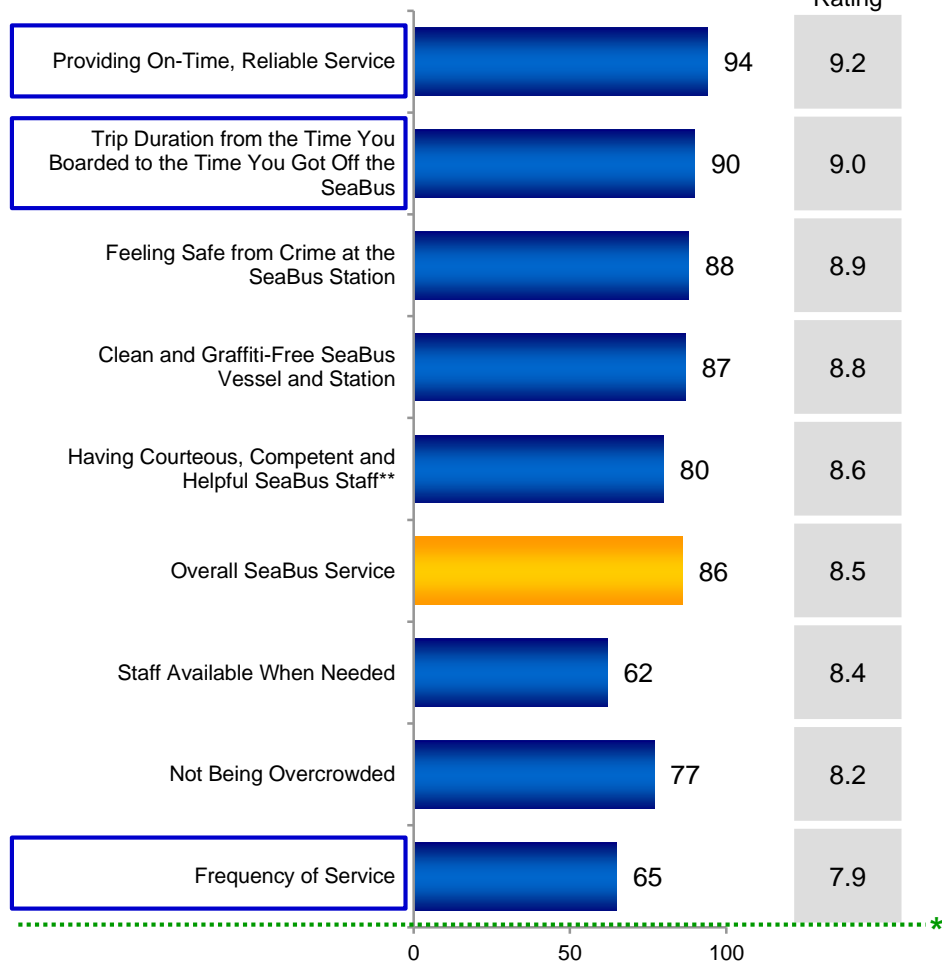
Key Drivers Needing Improvement*

- Not Being Overcrowded
 - Directionally down from Q2 2016 but unchanged from a year ago, Not Being Overcrowded earns good-to-excellent scores from 44% of SkyTrain riders.

Performance on SeaBus Attributes

% Good to Excellent (8-10)

Average
Rating



 Top Key Driver

Q3 2016 Base = 206 (SeaBus riders)

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

** Caution: Very small base size – only among SeaBus riders who spoke with staff (n=33)

SeaBus

- This period, Overall SeaBus Service (86%) is in-line with last quarter but significantly improved from a year ago. The average score continues to be strong at 8.5 out of 10.
- Similar to historical trends, all SeaBus attributes earn an average rating that is above the 7.0 positive-performance threshold.

Performance on Top Key Drivers of SeaBus Overall Service

- On-Time, Reliable Service
 - With 94% good-to-excellent ratings, this attribute continues to be the highest-rated top key driver. Its performance has increased from the same quarter last year.
- Trip Duration
 - Up from a year ago but consistent with last quarter, Trip Duration receives top ratings from nine-in-ten SeaBus riders (90%).
- Frequency of Service
 - The performance of Frequency of Service is relatively weaker compared to other SeaBus service attributes, with two-thirds of SeaBus riders (65%) awarding top scores.

Transit Riders



- Three-quarters of transit riders (77%) report owning a smartphone, with a large majority of them (80%) having a data plan.
- 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 (29% versus 13%).
 - They are less likely to be employed full-time (44% versus 51%)
 - They are more likely to be a student (17% versus 6%)
 - They are less likely to have an annual household income of \$65,000 or more (38% versus 54%).

Trip Purpose



- Consistent with historical trends, the most common reason for taking public transit is for commuting to/from work, with 46% of transit riders citing this purpose.
- Using transit for entertainment or social purposes ranks a close second (cited by 42%).

Choice versus Captive



- Nearly seven-in-ten transit riders (68%) are categorized as Choice riders (having regular access to a vehicle) while 31% are classified as Captive riders (no regular vehicle access).
- Choice riders are more likely than Captive riders to be at least 35 years old, employed full-time, hold a university degree, have an annual household income of \$75K or higher, live in Richmond/South Delta or on the North Shore, and pay using a Compass Ticket or cash fare.
- On the other hand, Captive riders tend to be unemployed, making an annual household income of under \$35K, and living within the city of Vancouver. They are also more likely to take the Bus and use some form of Compass Card payment.



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.



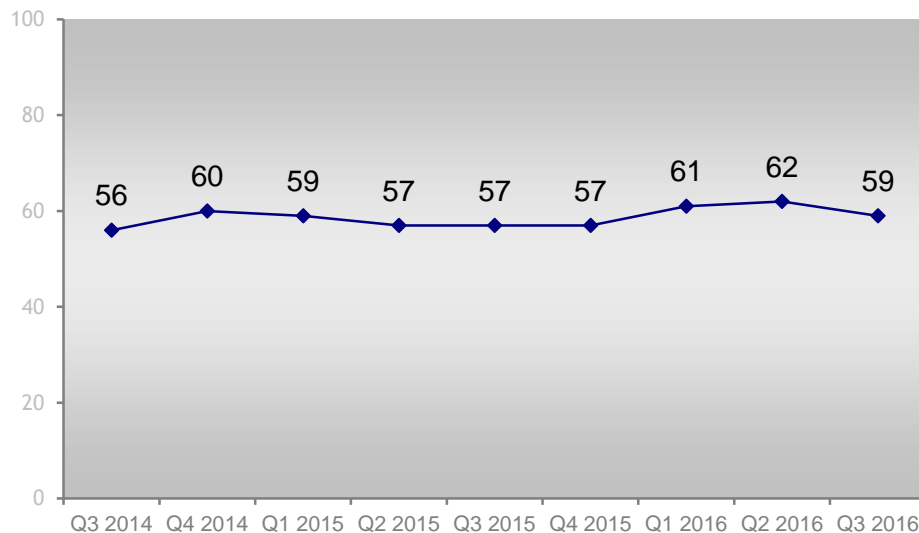
This section presents an evaluation of the overall transit system, followed by evaluation of each of the three transit modes. For the transit system overall and for each mode, results are presented for the following:

- 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)



Overall Service

Down from last quarter but directionally up from a year ago, six-in-ten riders (59%) rate the Overall Transit Service as good-to-excellent. The average score is stable at 7.6 out of 10.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	- 3%	+ 2%

Specifically, Canada Line riders, Low Frequency users, Choice riders, one to two zone travellers and seniors (65+) are more likely to award top scores compared to their counterparts.

Avg Score 7.4 7.6 7.5 7.5 7.5 7.5 7.6 7.7 7.6

Q3 2016 Base = 2100

Q3 2016 Regional Differences:

80% among West Vancouver riders

47% among Surrey/North Delta/White Rock/Langley riders



Most Positive



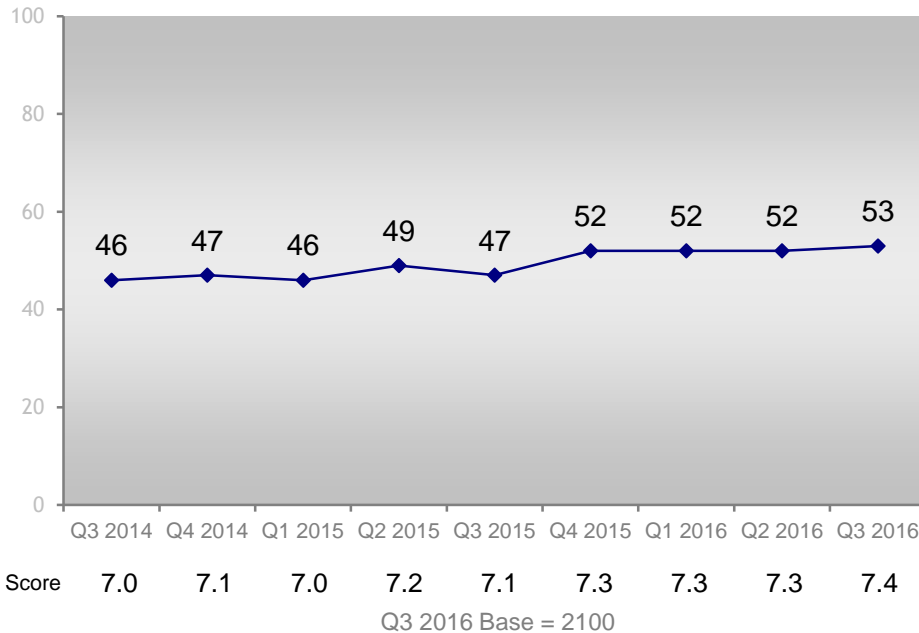
Least Positive



= Significant upward/downward shift

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)



Value for Money

Over one-half of transit riders find Value for Money to be good-to-excellent, which continues the higher ratings that were seen for the first time in the third quarter of 2015. The average score has also improved (7.4 out of 10), making this attribute the highest-rated top key driver for Overall Transit Service.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	+ 1%	+ 6%

In particular, this attribute tends to receive higher ratings among one to two zone travellers, Canada Line riders, Low Frequency users and seniors (65+).

Q3 2016 Regional Differences:

79% among West Vancouver riders

43% among Surrey/North Delta/White Rock/Langley riders



Top Key Driver



Most Positive



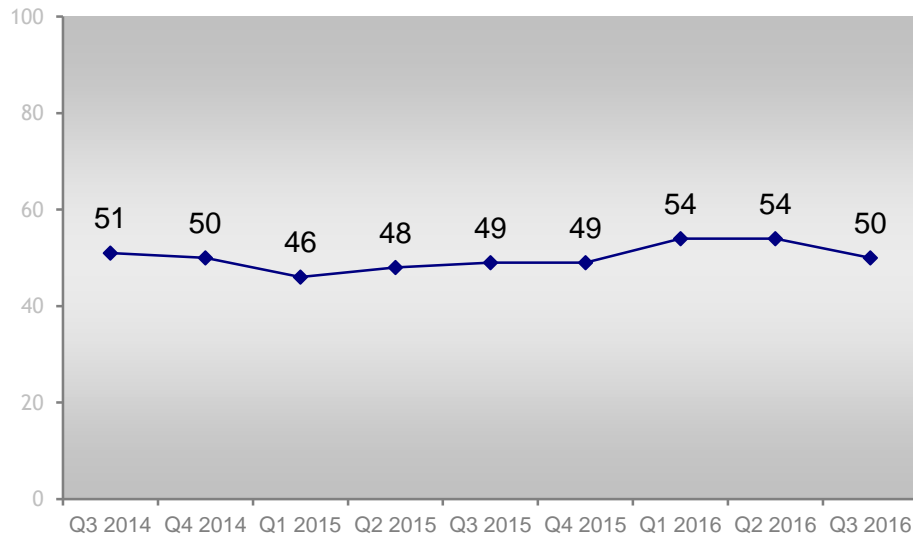
Least Positive



= 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 7.3 7.3 7.2 7.2 7.3 7.3 7.4 7.5 7.3

Q3 2016 Base = 2100

Convenient Hours

After trending up since Q1 2015, scores for Convenient Hours have slipped to 50% this quarter. The average score has also dropped from last period to 7.3 out of 10.

This is also a top key driver for transit service.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	- 4%	+ 1%

Captive riders, one to two zone travellers and those who are between the ages of 16-24 or 65+ are more likely give a score of 8 to 10 to Convenient Hours.

Q3 2016 Regional Differences:

54% among Vancouver riders
53% among Burnaby/New Westminster riders
52% among Richmond/South Delta riders

41% among Surrey/North Delta/White Rock/Langley riders



Top Key Driver



Most Positive



Least Positive



= Significant upward/downward shift

Good Connections

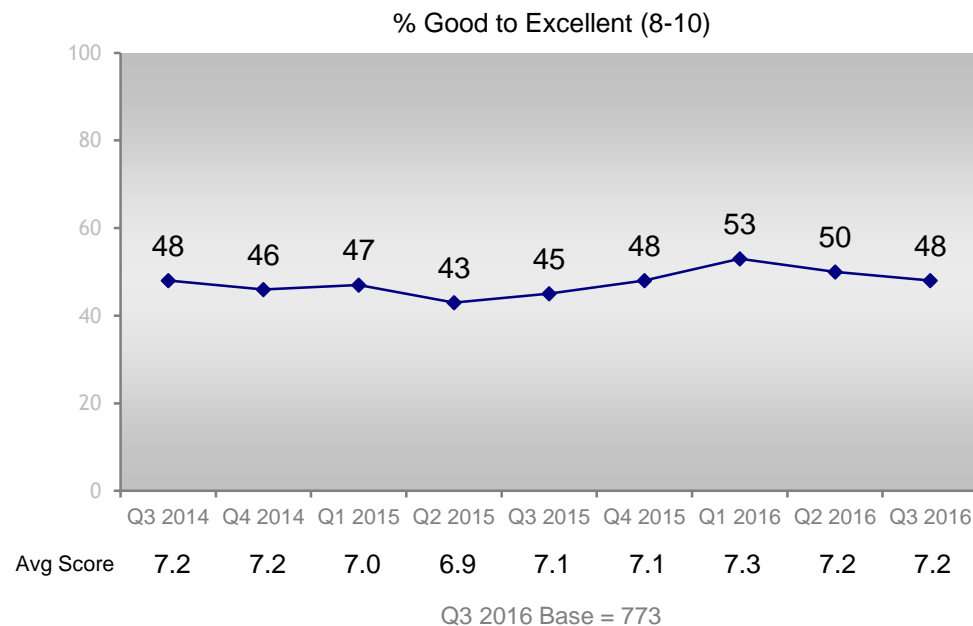
Q23AA. Again, thinking of the trip you take most often on transit, do you take more than one bus or transit mode?

Down from a year ago but consistent with last quarter, close to four-in-ten transit riders (38%) say they use more than one bus or transit mode when they take transit. In particular, Medium to High Frequency users, three zone travellers, Captive users, Bus or SeaBus riders, U-Pass users and those who reside in Port Coquitlam to Maple Ridge have a higher likelihood to have taken more than one bus or transit mode.

Trending down since Q1 of this year, 48% of those who indicate they make one or more connections as part of their transit trips award a score of 8 to 10 to Good Connections. The average score is unchanged at 7.2 out of 10.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	- 2%	+ 3%

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



Q3 2016 Regional Differences:

71% among West Vancouver riders

36% among Northeast riders
35% among Richmond/South Delta riders

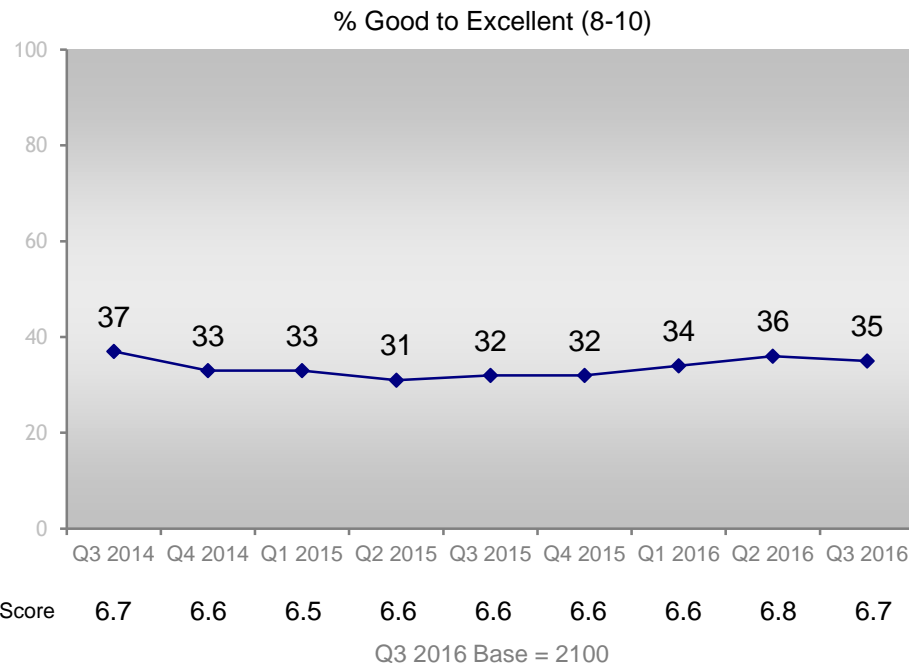
● ● = Significant upward/downward shift

□ Top Key Driver ● Most Positive ● Least Positive

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

Enough Bus Shelters at Bus Stops

Consistent with last quarter but up from the same quarter in 2015, one-third of transit riders (35%) award top ratings to Having Enough Bus Shelters at Bus Stops. The average score is stable at 6.7 out of 10. This continues to be the lowest-rated service attribute.



<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
	- 1%	+ 3%

Q3 2016 Regional Differences:

41% among West Vancouver riders
40% among Vancouver riders

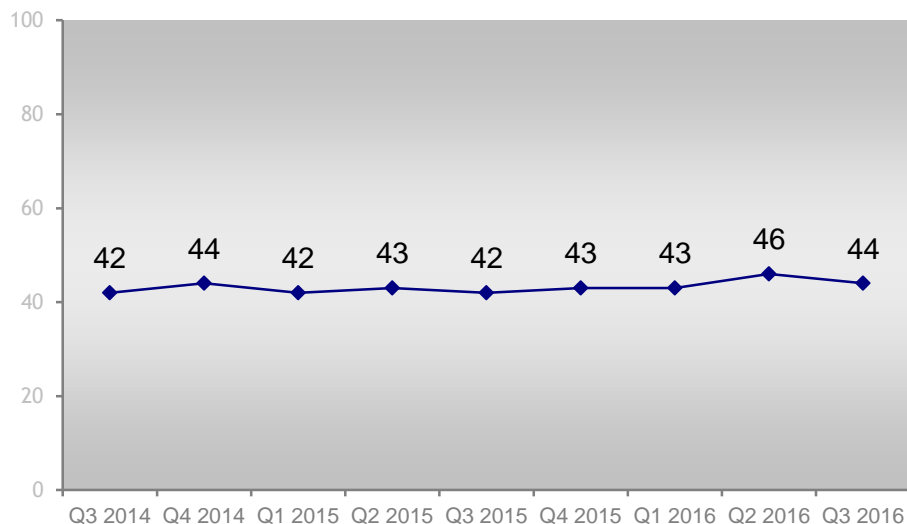
30% among North Vancouver riders
27% among Richmond/South Delta riders

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)



Avg Score 7.0 7.0 7.0 7.0 7.0 7.0 7.0 7.1 7.1

Q3 2016 Base = 2100

Q3 2016 Regional Differences:

49% among Richmond/South Delta and Northeast riders
47% among Vancouver riders

35% among West Vancouver riders



Most Positive



Least Positive



= Significant upward/downward shift

Adequacy of Transit Information at Stops and Stations

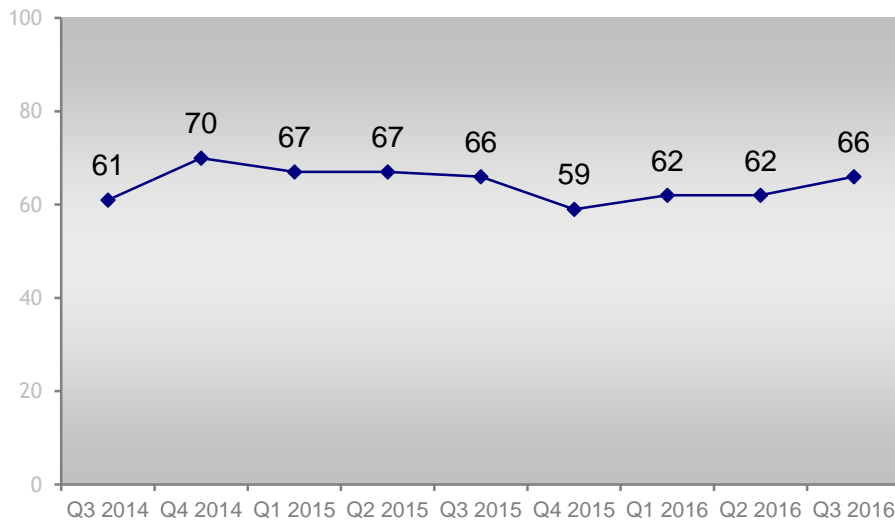
The ratings have been relatively unchanged over the past two years, 44% of riders give good-to-excellent ratings to Having Adequate Transit Information at Stops and Stations. The average score continues to sit at 7.1 out of 10.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	- 2%	+ 2%

In particular, Captive riders are more likely than Choice riders to give a score of 8 to 10 to this area of service.

Q23E.1 On a scale from one to ten, how would you rate it for ease of getting the information you wanted when you called the telephone information line?

% Good to Excellent (8-10)



Avg Score 7.6 7.8 8.0 7.9 7.8 7.2 7.4 7.5 7.6

Q3 2016 Base = 323 (used phone)

Spoke To Clerk	Call Was Automated	Clerk & Automated
Base = 166	Base = 55	Base = 97
% Good to Excellent		
69%	58%	66%

Ease of Getting Information from the Telephone Information Line

Unchanged from previous quarters, 15% of riders indicate they have used the Telephone Line in the past three months. Specifically, Medium to High Frequency users, Captive riders and those who are 25 years old or older have a higher likelihood to have made a phone call compared to their counterparts.

Since Q4 2015, those who have used the phone line have been giving consistently higher assessments to the Ease of Getting Information. This has been trending up from 59% to 66% this quarter. The average score now sits at 7.6 out of 10.

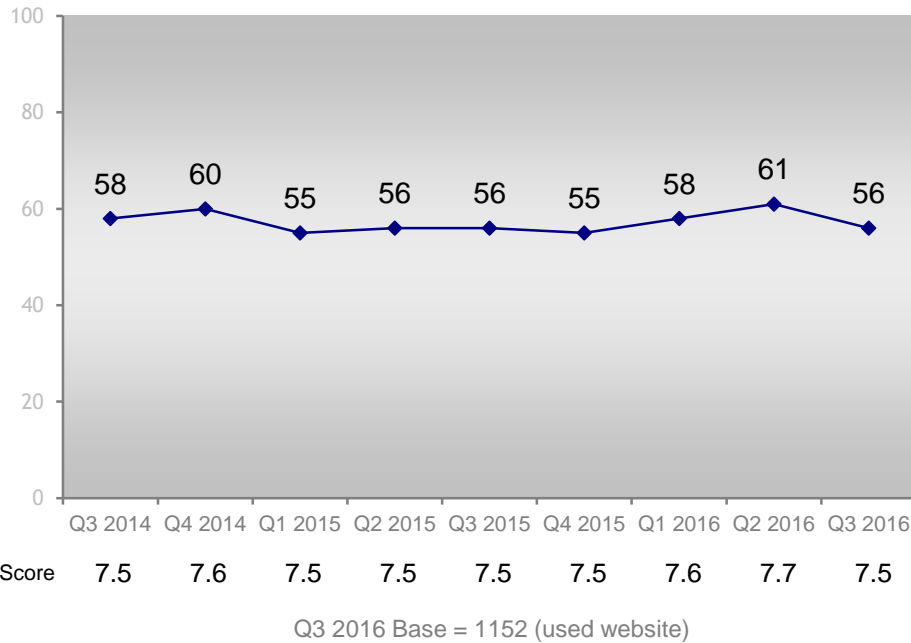
Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	+ 4%	0%

This attribute is rated more positively by riders who have directly talked to a clerk, or those who have made a 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?

% Good to Excellent (8-10)



Ease of Finding Info on Website

Similar to last quarter and a year ago, 59% of riders report having used the TransLink's website in the past three months. Compared to their counterparts, non-cash users, High Frequency riders and those who are younger than 65 years old are more likely to have used the website.

Among those who have used the website, over one-half (56%) indicate that the Ease of Finding Information was good-to-excellent. This is unchanged from a year ago but has dropped from the last quarter. The average score has also slipped to 7.5 out of 10.

	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Good-to-Excellent ratings compared to:	- 5%	0%

Specifically, Medium Frequency users and younger riders (16-24 years old) are more likely to award top scores to this area of service.

Q3 2016 Regional Differences:

No significant regional differences

No significant regional differences



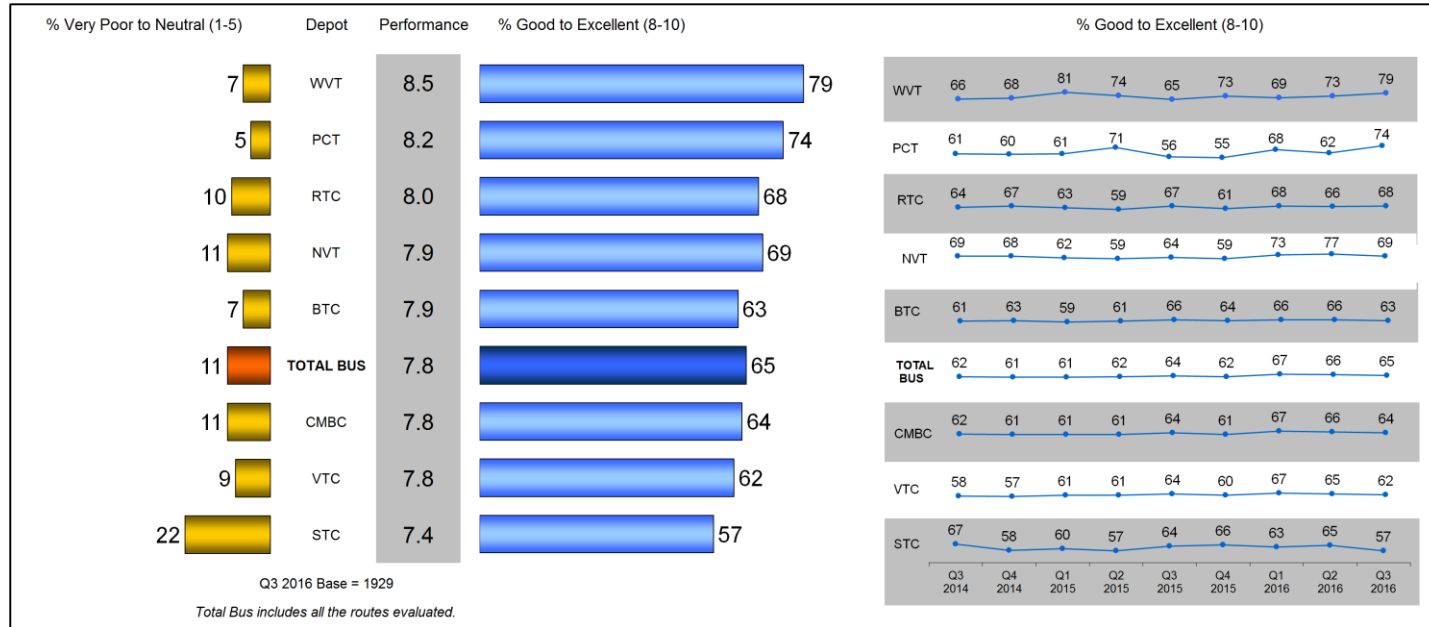
Most Positive



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?



Top Scoring Route

#250

8.5

Lowest Scoring Route*

#22

7.0

Time Period Receiving Higher Ratings

- Weekday 9:30AM – 3PM**

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

Bus Service Overall

The Overall Bus Service's performance (65%) is consistent with the previous quarter and a year ago, and the average score is stable at 7.8 out of 10.

Good-to-Excellent ratings compared to:

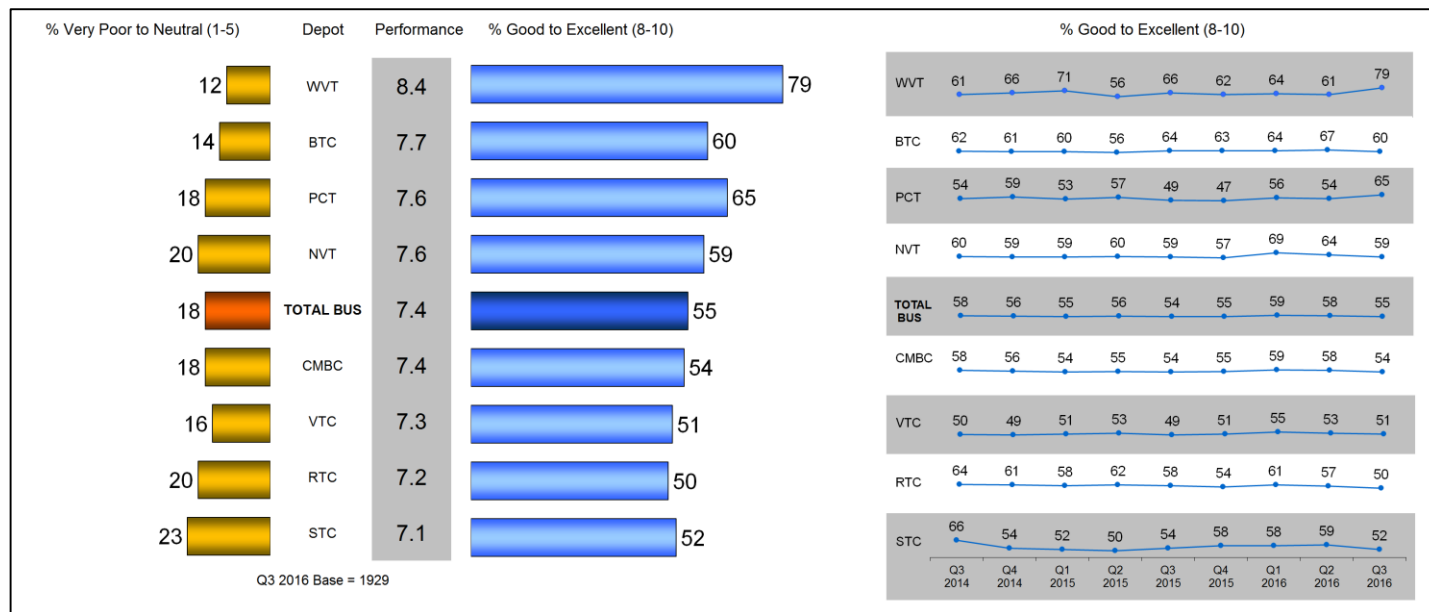
	Last Quarter	Same Quarter Last Year
Total Bus	- 1%	+ 1%
PCT	+ 12%	+ 18%
WVT	+ 6%	+ 14%

= 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
8.6

Lowest Scoring Routes
#16 #22
6.6 6.6

Time Periods Receiving Lower Ratings
• No particular time period is singled out.

On-Time Reliable Service

On-Time Reliable Service, a top key driver for Overall Bus Service, is rated highly by 55% of riders, which is directionally down from last quarter but consistent with a year ago. The average score (7.4 out of 10) has also dropped from Q2 2016.

☐ Top Key Driver

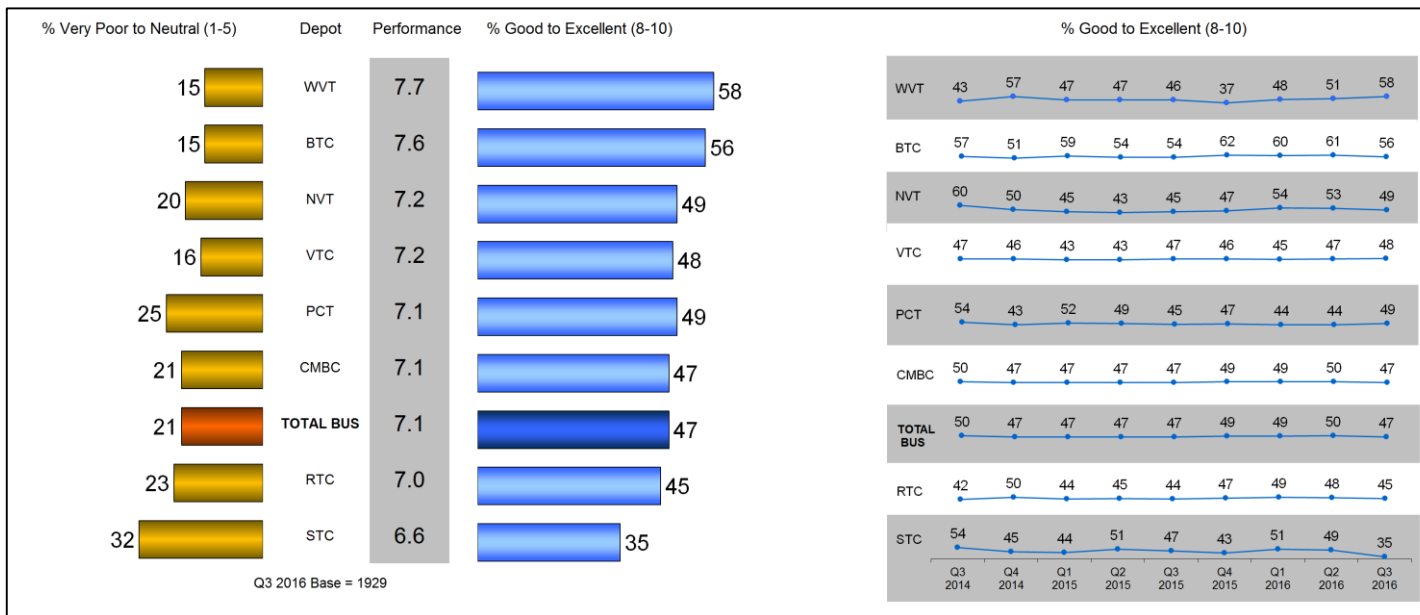
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 3%	+ 1%
PCT	+ 11%	+ 16%
WVT	+ 18%	+ 13%

= Significant upward/downward shift

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

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



Top Scoring Routes

#99 #239

8.4 8.2

Lowest Scoring Routes

#601 #22

6.9 6.2

Time Period Receiving Higher Ratings

- Weekday 9:30AM – 3PM

Frequency of Service

Close to one-half of bus riders (47%) award high scores to the top key driver, Frequency of Service, which is unchanged from Q3 2015 but directionally down from last quarter. The average score has slipped to 7.1 out of 10 compared to the previous quarter.

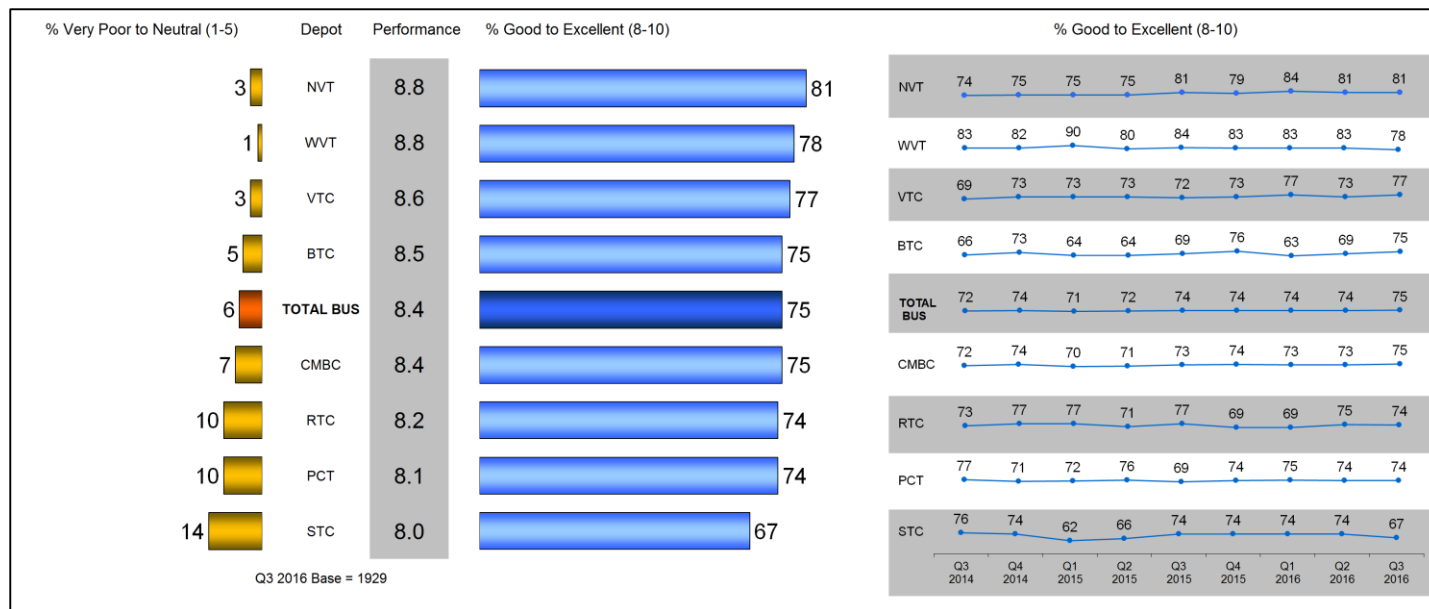
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 3%	0%
STC	- 14%	- 12%

○ ○ = Significant upward/downward shift

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

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



Top Scoring Route
#250
9.1

Lowest Scoring Routes*
#22 #410
7.9 7.4

Time Period Receiving Higher Ratings
• Weekday 9:30AM – 3PM

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

Courteous Bus Operator

Courteous Bus Operator, which is the highest-rated top key driver for overall bus service, shows stable performance (75%). The average score continues to be strong at 8.4 out of 10.

Top Key Driver

Good-to-Excellent ratings compared to:

Total Bus
VTC

Last Quarter

+ 1%
+ 4%

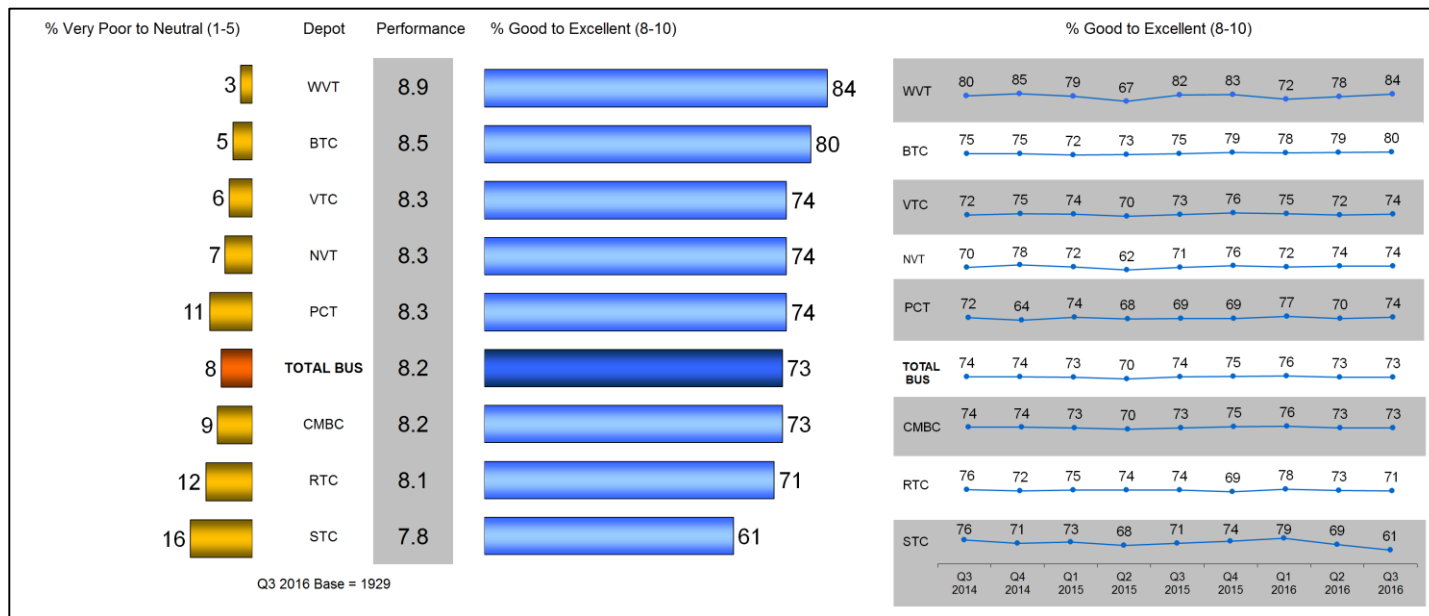
Same Quarter Last Year

+ 1%
+ 5%

= Significant upward/downward shift

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

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



Top Scoring Route
#99
8.8

Lowest Scoring Routes*
#601 #22
7.8 7.8

Time Period Receiving Higher Ratings
• Weekday 9:30AM – 3PM

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

Trip Duration

Close to three-quarters of bus riders (73%) give top ratings to Trip Duration, which is unchanged from last quarter and a year ago, and the average score is consistent at 8.2 out of 10.

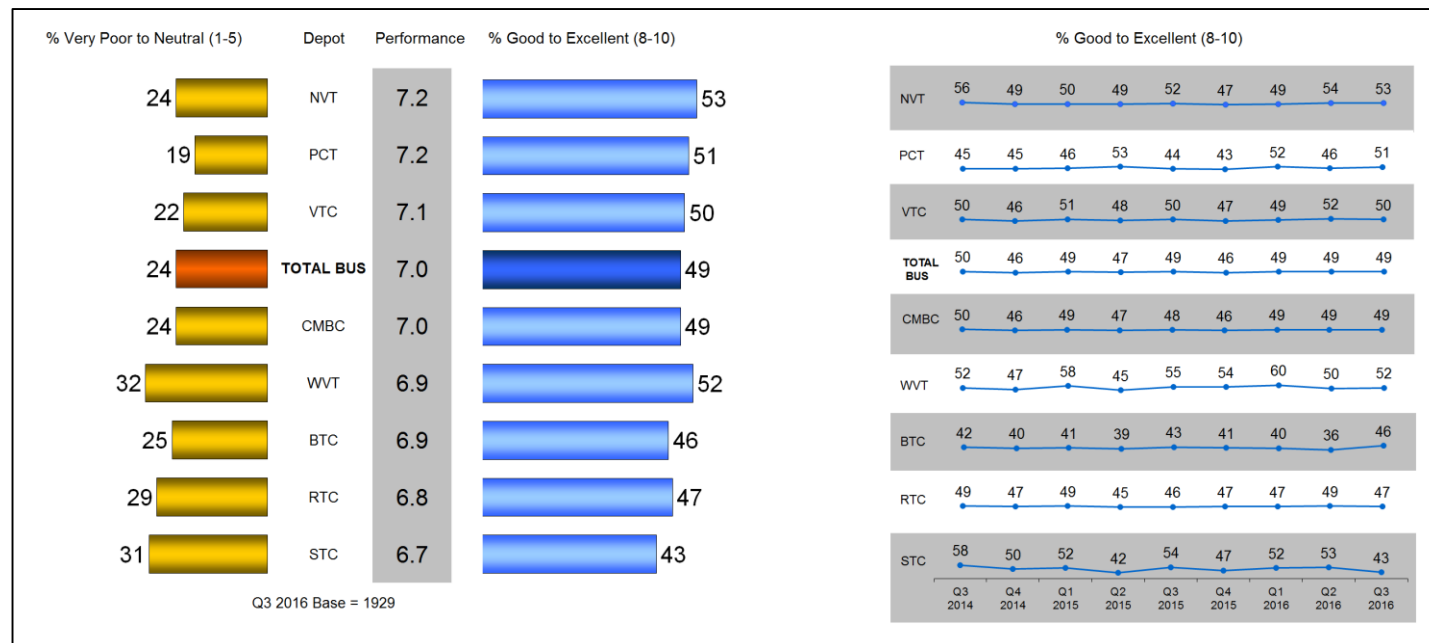
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	0%	- 1%
STC	- 8%	- 10%

= Significant upward/downward shift

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

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



Top Scoring Route
#239
7.8

Lowest Scoring Route
#135
5.9

Time Periods Receiving Lower Ratings
 • Weekday 5 AM to 9:30 AM

Not Being Overcrowded

Top Key Driver

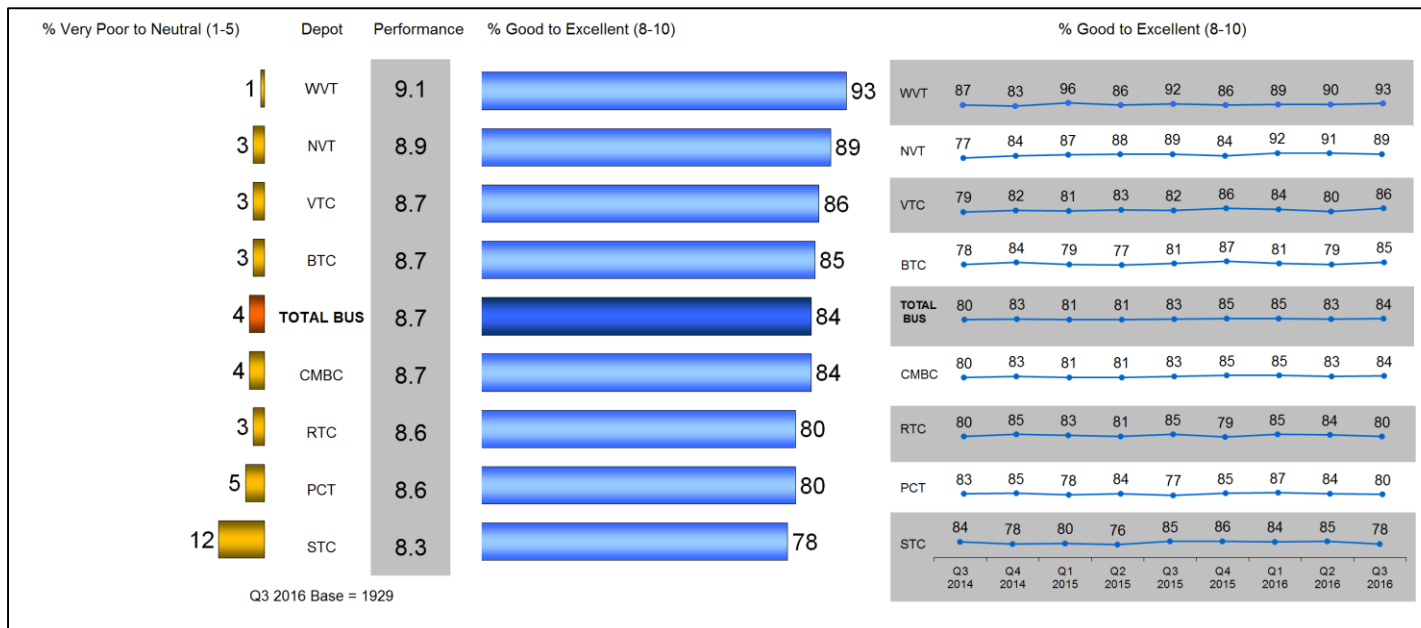
Another top key driver, Not Being Overcrowded is holding stable, with one-half of bus riders (49%) awarding top scores. The average score is at 7.0 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	0%	0%
STC	- 10%	- 11%
BTC	+ 10%	+ 3%

Significant upward/downward shift

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

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



Top Scoring Route
#250
9.2

Lowest Scoring Route*
#410
8.0

Time Period Receiving Higher Ratings
• Weekday 9:30AM – 3PM

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

Safe and Professional Bus Operator

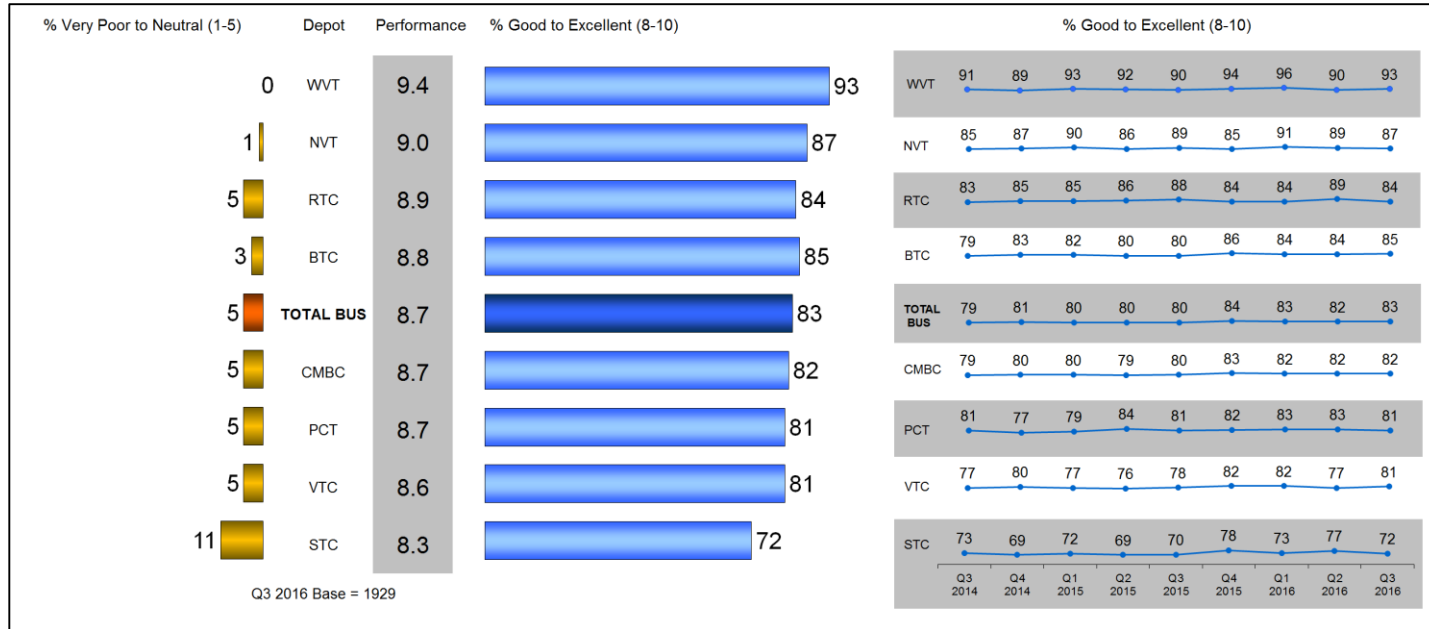
Consistent with Q2 2016 and Q3 2015, a large majority of bus riders (84%) find the bus operators to be safe and professional, making this as one of the strongest-performing bus service areas. The average score is at 8.7 out of 10, which is up from the previous quarter.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	+ 1%
VTC	+ 6%	+ 4%

= Significant upward/downward shift

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

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



Top Scoring Routes

#250 #601

9.4 9.4

Lowest Scoring Routes*

#22 #410

8.4 8.4

Time Period Receiving Higher Ratings

- Weekday 9:30AM – 3PM

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

Feeling Safe from Crime On Board the Bus

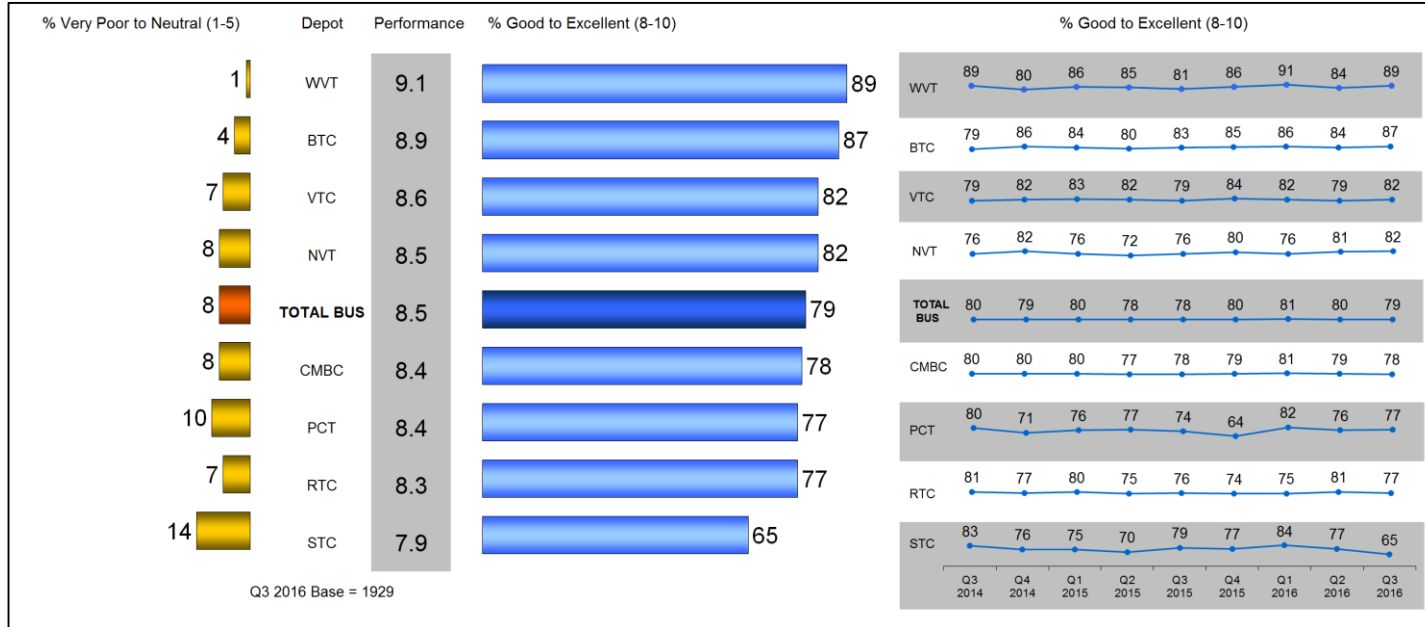
Up from a year ago but similar to last quarter, Feeling Safe from Crime On Board the Bus earns high scores from 83% of bus riders. With a strong average score of 8.7 out of 10, this is one of the highest-performing bus service attributes.

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.

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



Top Scoring Routes

#250 #240

9.3 9.3

Lowest Scoring Route*

#601

7.2

Time Period Receiving Higher Ratings

- Weekday 9:30AM – 3PM

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

Having a Direct Route

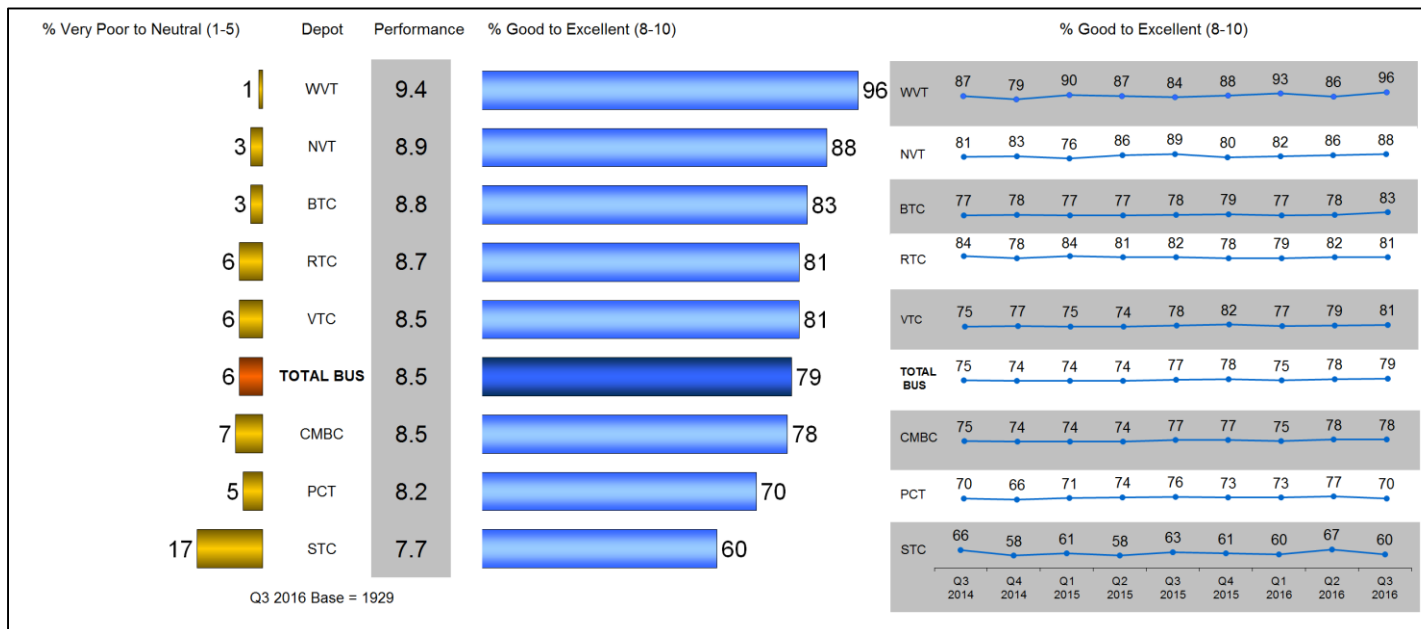
Similar to historical trends, Having a Direct Route receives good-to-excellent scores from eight-in-ten bus riders (79%) and the average score is sitting at 8.5 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	- 1%	+ 1%
STC	- 12%	- 14%

○ ○ = Significant upward/downward shift

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

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



Top Scoring Route

#250

9.3

Lowest Scoring Routes*

#410 #351

8.1 8.1

Time Periods Receiving Lower Ratings

- No particular time period is singled out.

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

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

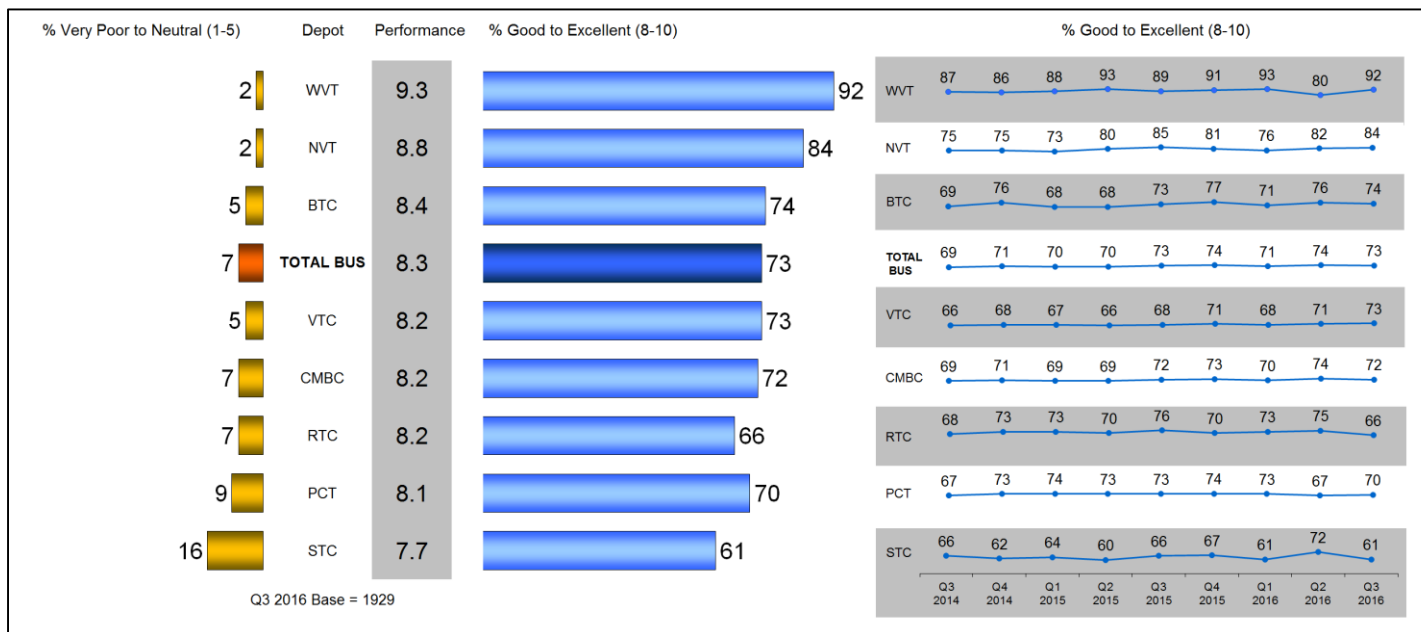
Feeling Safe from Crime at Stops or Exchanges shows consistent performance with the previous quarter and a year ago (79% good-to-excellent ratings). The average score is unchanged at 8.5 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	+ 2%
WVT	+ 10%	+ 12%

= Significant upward/downward shift

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

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



Top Scoring Route
#250
9.3

Lowest Scoring Routes*
#601 #410
8.0 8.0

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

Clean and Graffiti-Free Buses earns top ratings from close to three-quarters of bus riders (73%), which is similar to last quarter and a year ago. The average score remains unchanged at 8.3 out of 10.

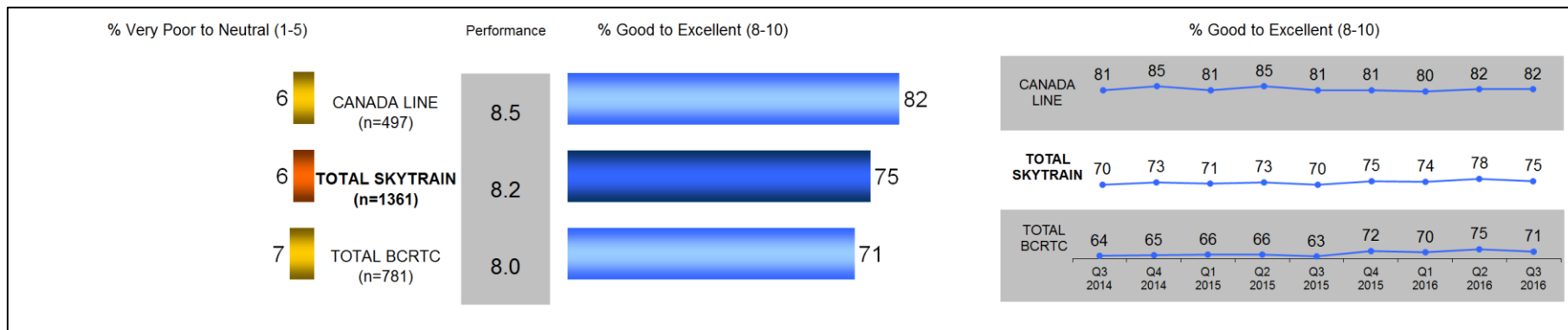
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 1%	0%
STC	- 11%	- 5%
RTC	- 9%	- 10%
WVT	+ 12%	+ 3%

○ ○ = 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

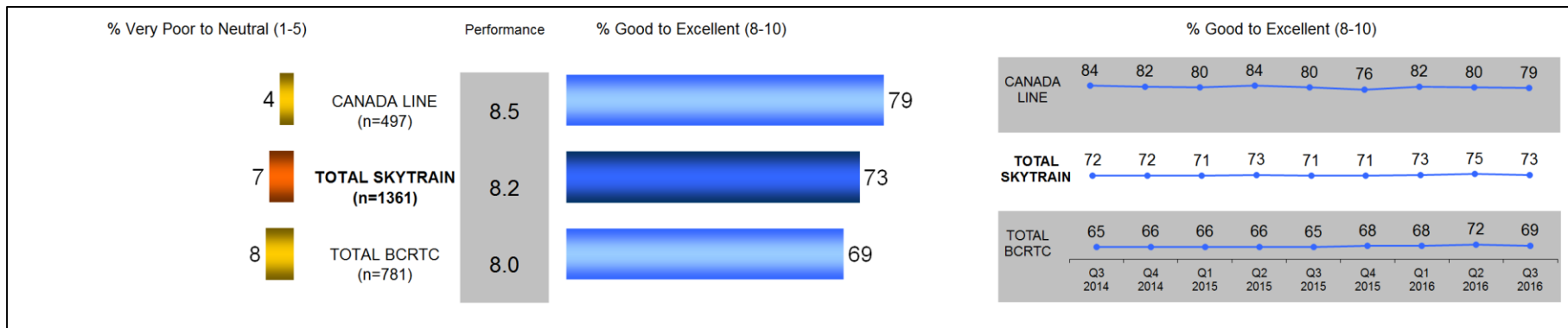
Directionally down from last quarter but up from a year ago, three-quarters of SkyTrain riders (75%) report feeling good-to-excellent about SkyTrain's Overall Service. The average score has dropped, from 8.4 in Q2 2016, to 8.2 this quarter.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	- 3%	+ 5%
Total BCRTC:	- 4%	+ 8%
Canada Line:	0%	- 1%

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

= Significant upward/downward shift

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



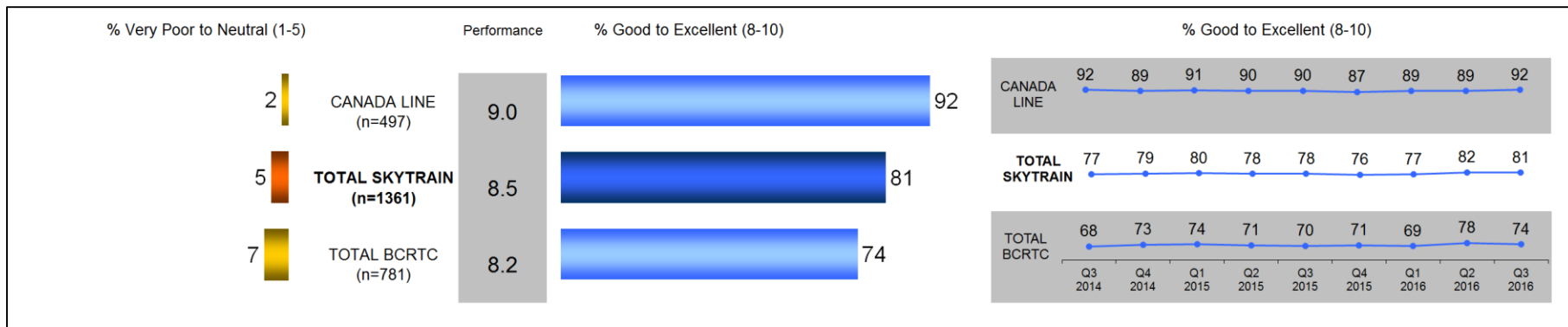
Frequency of Service

One of the top key drivers for Overall SkyTrain service, Frequency of Service, is rated highly by 73% of SkyTrain riders, which is in-line with last quarter and a year ago. The average score is stable at 8.2 out of 10.

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

= Significant upward/downward shift

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



On-Time, Reliable Service

On-Time, Reliable Service Top Key Driver

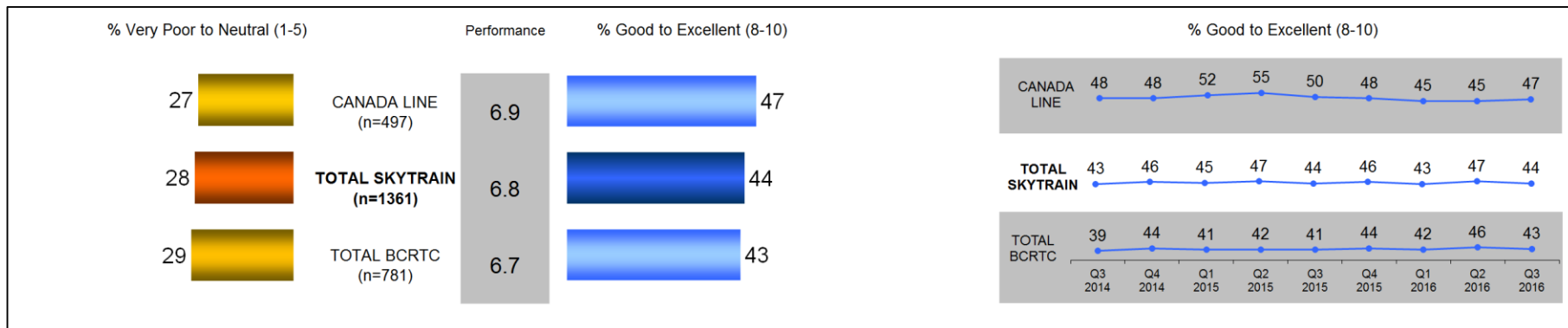
Ratings for On-Time Reliable Service (81%) is consistent with Q2 2016 and marginally up from Q3 2015. This continues to be the highest-rated top key driver for Overall SkyTrain service, earning a strong average score of 8.5 out of 10.

Good-to-Excellent ratings compared to:

	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	- 1%	+ 3%
Total BCRTC:	- 4%	+ 4%
Canada Line:	+ 3%	+ 2%

= Significant upward/downward shift

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



Not Being Overcrowded

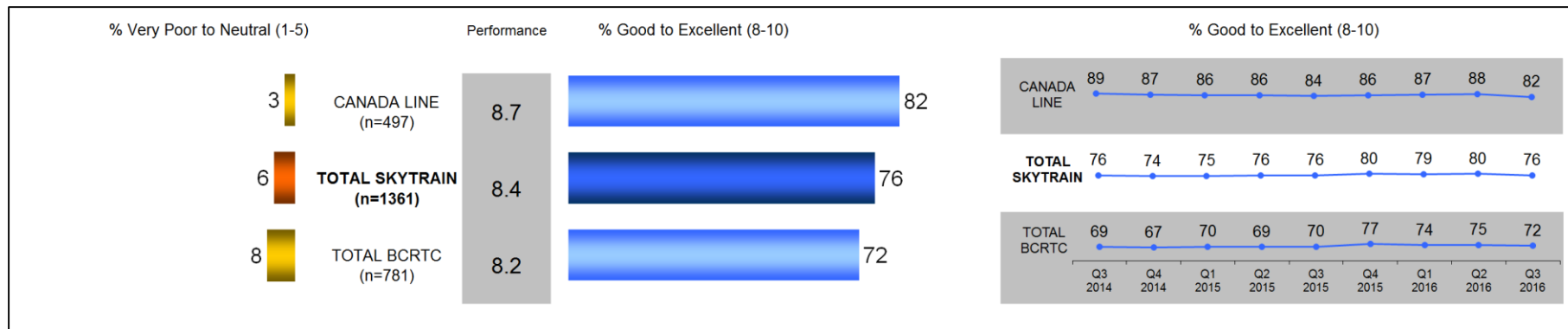
Top Key Driver

Another top key driver, Not Being Overcrowded, continues to perform below the 7.0 positive-performance threshold, earning an average score of 6.8 out of 10. The proportion of SkyTrain riders (44%) who give a score of 8 to 10 to this attribute has stayed the same as a year ago but directionally gone down from the previous quarter.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
Total SkyTrain:	- 3%	0%
Total BCRTC:	- 3%	+ 2%
Canada Line:	+ 2%	- 3%

○ ○ = 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

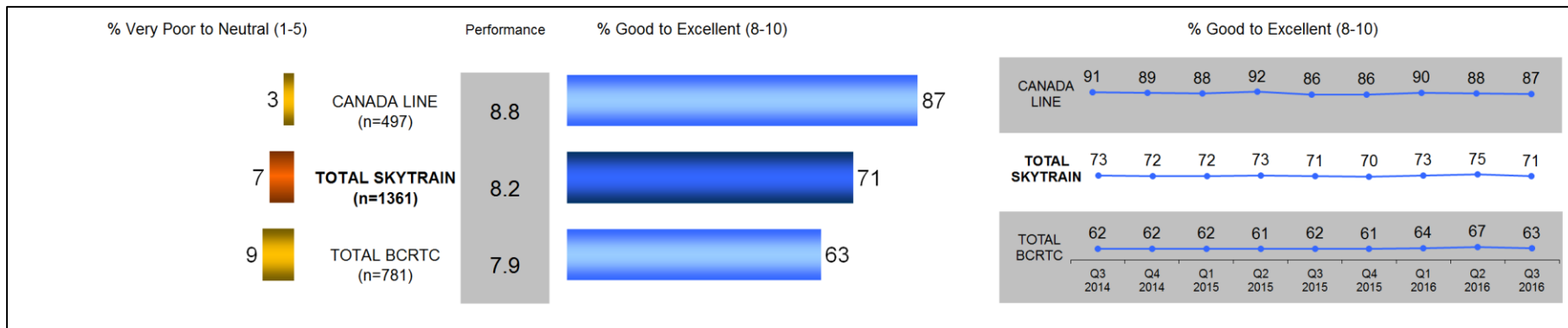
Unchanged from the same quarter in 2015 but slipped from last quarter, three-quarters of SkyTrain riders (76%) give top ratings to Feeling Safe from Crime On Board SkyTrain. This is a top key driver for Overall SkyTrain Service and the average score is stable at 8.4 out of 10.

Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total SkyTrain:	- 4%	0%
Total BCRTC:	- 3%	+ 2%
Canada Line:	- 6%	- 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?



Clean and Graffiti-Free SkyTrain Cars and Stations

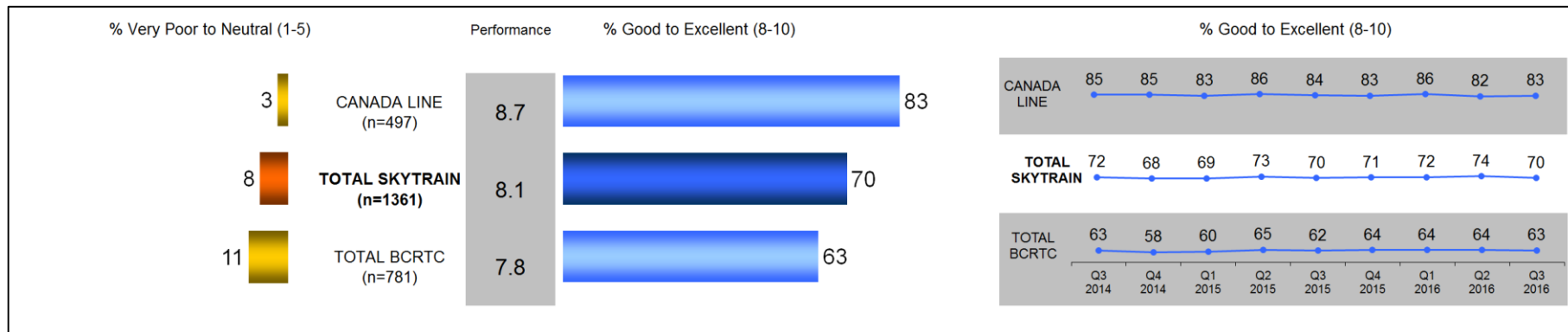
In terms of Having Clean and Graffiti-Free SkyTrain Cars and Stations, seven-in-ten SkyTrain riders (71%) find them to be good-to-excellent. This is consistent with a year ago, but down from the previous quarter. The average score remains stable at 8.2 out of 10.

Good-to-Excellent ratings compared to:

	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	- 4%	0%
Total BCRTC:	- 4%	+ 1%
Canada Line:	- 1%	+ 1%

= Significant upward/downward shift

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



Feeling Safe from Crime Inside the SkyTrain Station

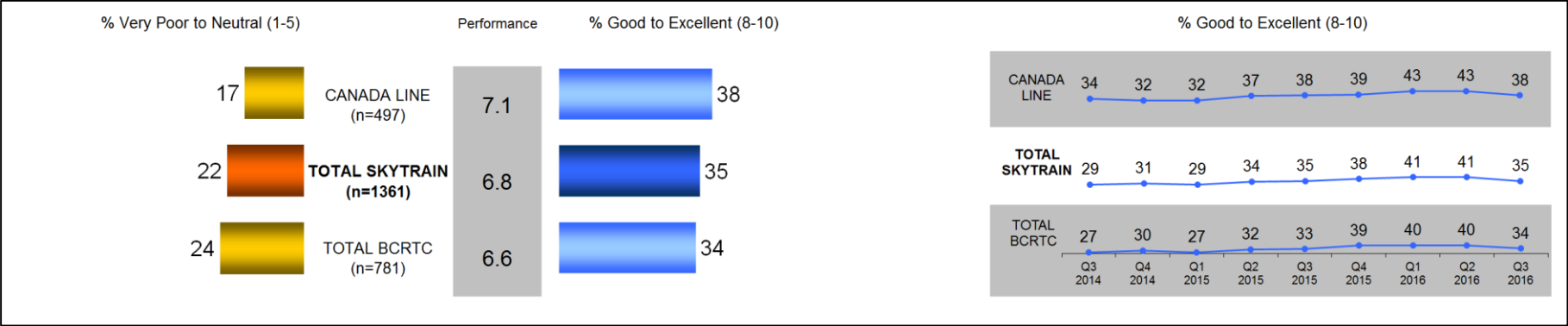
Ratings for Feeling Safe from Crime Inside the SkyTrain Station (70%) have slipped from Q2 of this year but unchanged from a year ago. The average score is consistent at 8.1 out of 10.

Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total SkyTrain:	- 4%	0%
Total BCRTC:	- 1%	+ 1%
Canada Line:	+ 1%	- 1%

= 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?



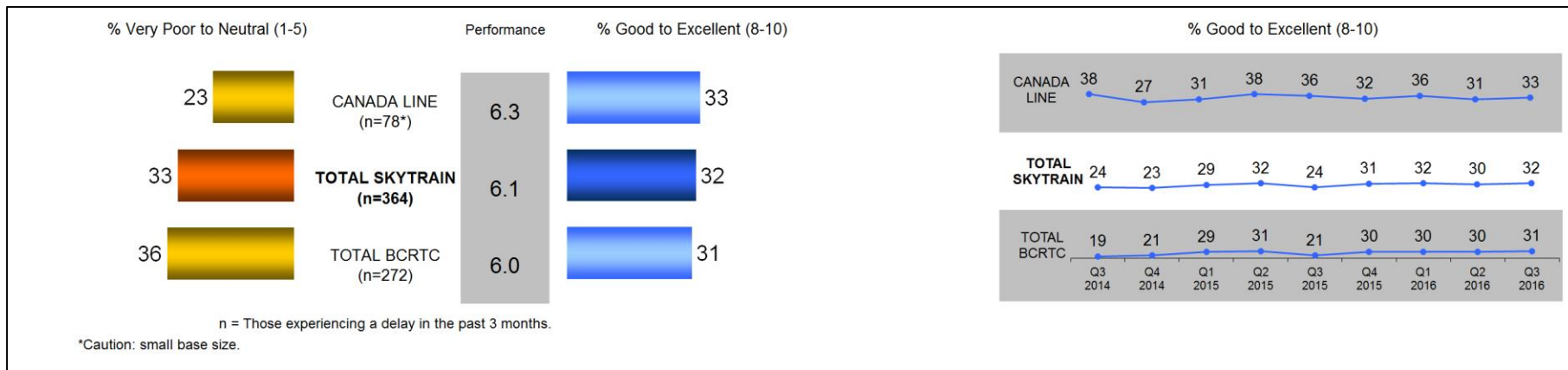
Staff Available When Needed

Dropped from last quarter but consistent with the same quarter in 2015, one-third of SkyTrain riders (35%) rate Staff Availability as good-to-excellent this period. Although the average score has fallen below the 7.0 positive-performance threshold (6.8 out of 10), it has improved from a year ago.

Table with 3 columns: Good-to-Excellent ratings compared to:, Last Quarter, Same Quarter Last Year. Rows include Total SkyTrain, Total BCRTC, and Canada Line.

Legend: Green circle = Significant upward shift, Red circle = Significant 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

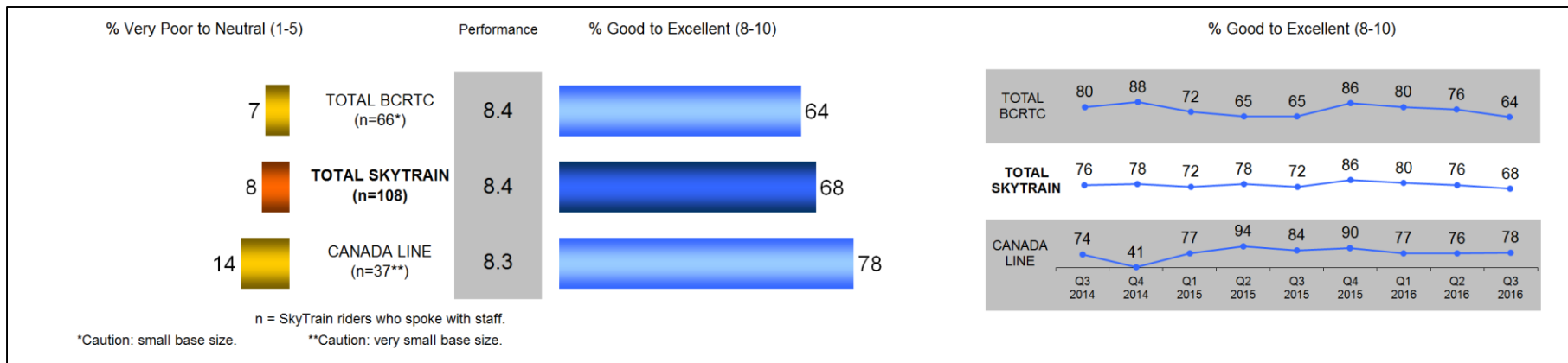
Similar to last quarter but dropped from a year ago, one-third of SkyTrain riders (33%) say they have experienced a delay on SkyTrain in the past 3 months.

In particular, 32% who have experienced a delay give a score of 8 to 10 to Delays are Announced and Explained, which is consistent with last quarter but significantly improved from a year ago. The average score (6.1 out of 10) has also increased from the same quarter last year; however, this continues to be the lowest-rated SkyTrain service attribute.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	+ 2%	+ 8%
Total BCRTC:	+ 1%	+ 10%
Canada Line:	+ 2%	- 3%

= 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

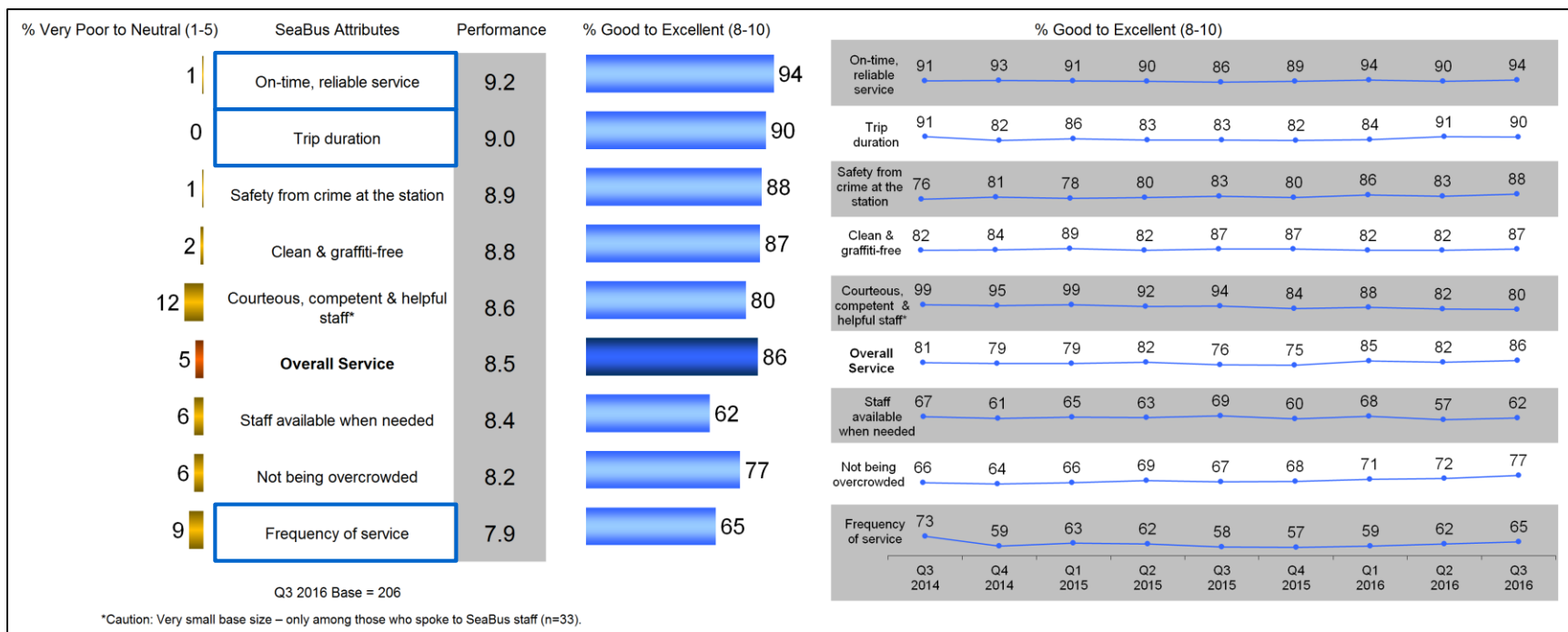
This period, only a small proportion of SkyTrain riders have spoken with SkyTrain staff (8%), which is consistent with last quarter and a year ago.

Since Q4 2015, ratings for Courteous, Competent and Helpful SkyTrain Staff have been trending down from 86% to 68% in Q3 2016. The average score is sitting at 8.4 out of 10.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
Total SkyTrain:	- 8%	- 4%
Total BCRTC:	- 12%	- 1%
Canada Line:	+ 2%	- 6%

= Significant upward/downward shift

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



SeaBus

 Top Key Driver

Overall SeaBus Service performance (86%) has improved from a year ago but remains consistent with last quarter, and the average score continues to be sitting strong at 8.5 out of 10. Similar to historical trends, all SeaBus service attributes have an average score that is above the 7.0 positive-performance threshold.

Good-to-Excellent ratings compared to:

Overall SeaBus Service

Last Quarter

+ 4%

Same Quarter Last Year

+ 10%

Trip duration

- 1%

+ 7%

On-time, reliable service

+ 4%

+ 8%

Not being overcrowded

+ 5%

+ 10%

= Significant upward/downward shift

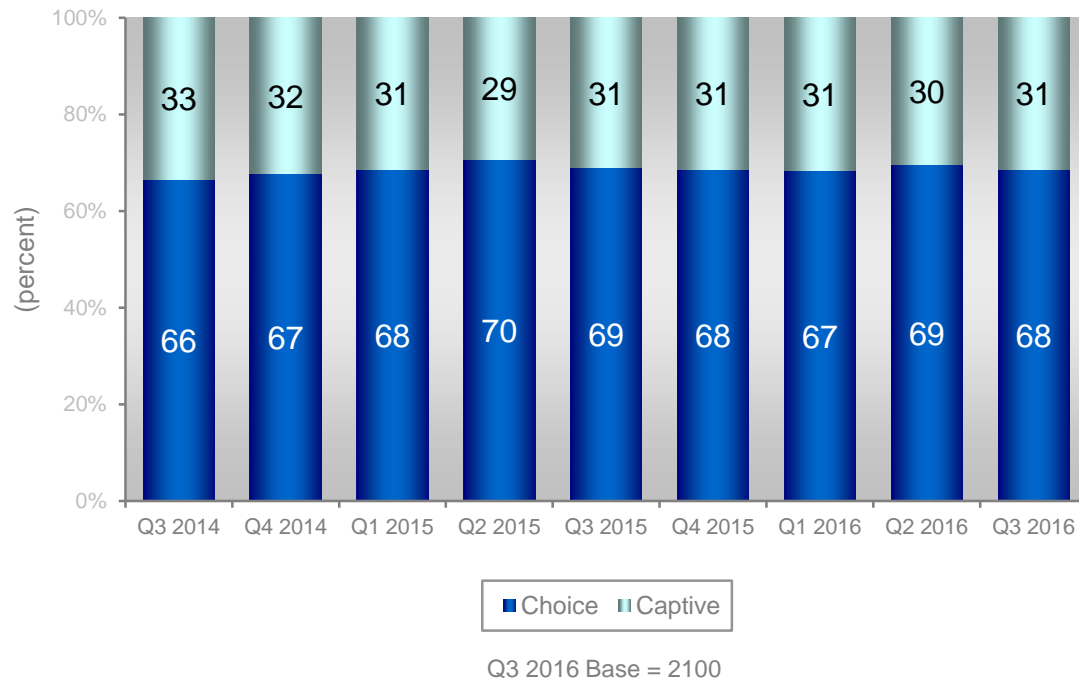
Note: SeaBus ratings are based on a small sample size and typically require a difference of 10 percentage points to be considered statistically significant.



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?



Choice Versus Captive

Consistent with the previous quarter and a year ago, 68% of users are considered as Choice riders (those who have regular access to a vehicle). The remaining 31% are Captive riders, meaning they do not have regular access to a vehicle.

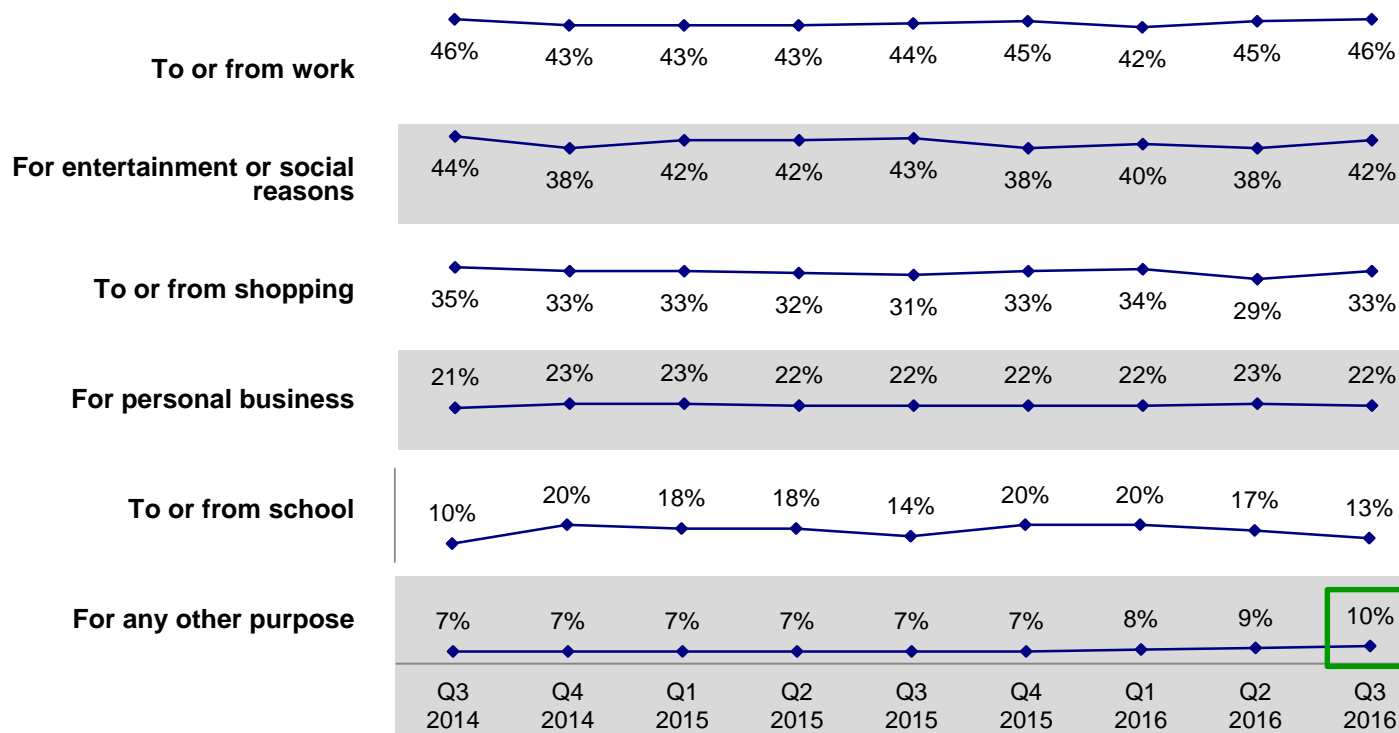
Choice riders are more likely than Captive riders to be older (35+), employed full-time, hold a university degree, have an annual household income of \$75k or more, reside in Richmond/South Delta or on the North Shore (North Vancouver/West Vancouver), and use the SkyTrain. Due to their less frequent use of the transit system, they are more likely to pay by cash, a Compass Ticket, or Stored Value on a Compass Card.

On the other hand, Captive riders are more likely to be under 35 years old, living within the city of Vancouver and either a student or unemployed. Relative to Choice riders, they are less educated and more likely to fall into the lower income bracket (under \$35K). 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



- Significantly higher than the same quarter of the previous year
- Significantly lower than the same quarter of the previous year

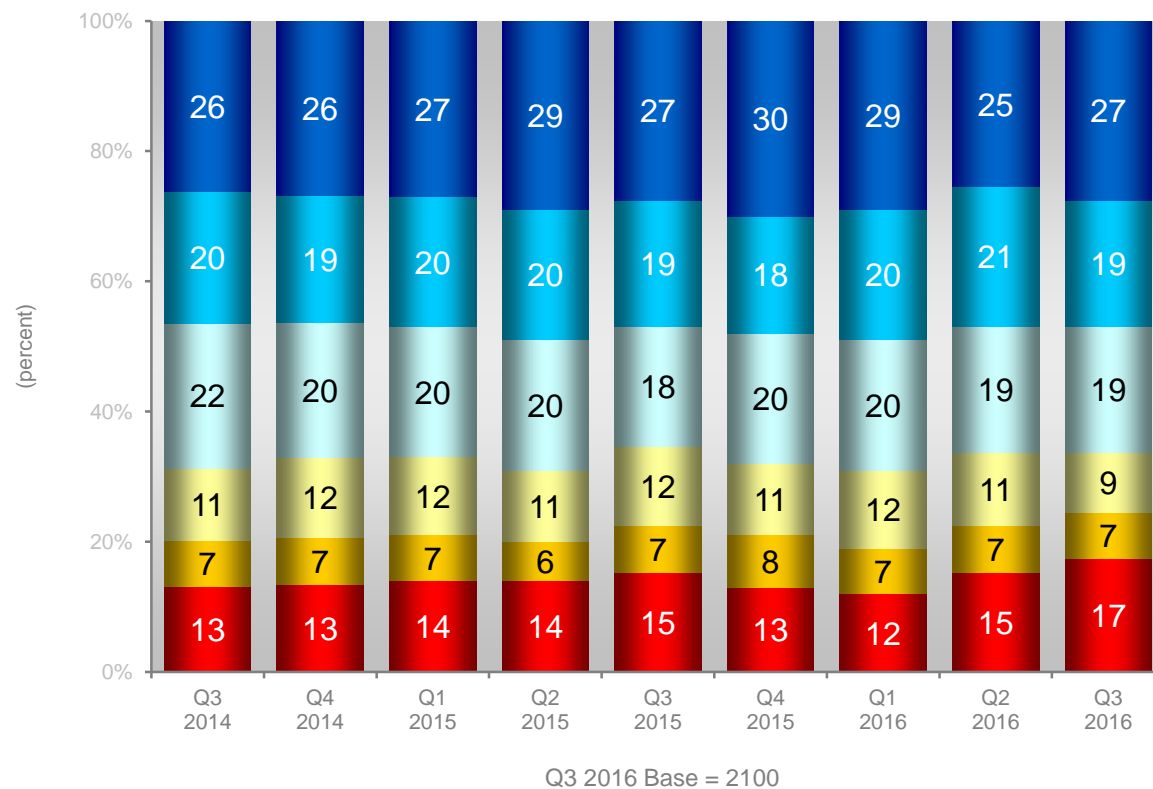
Q3 2016 Base = 2100

Trip Purpose

The top reason for using public transit remains to be getting to/from work (46%). This period, the proportion of riders taking transit for entertainment or social reasons (42%), or for shopping trips (33%) has risen from last quarter. As is typical in the third quarter of each year, using transit to get to/from school has dipped, however it is consistent with Q3 of last year.

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

Avg. # of Years	10.9	10.6	10.7	11.3	11.0	11.6	11.4	11.0	11.7
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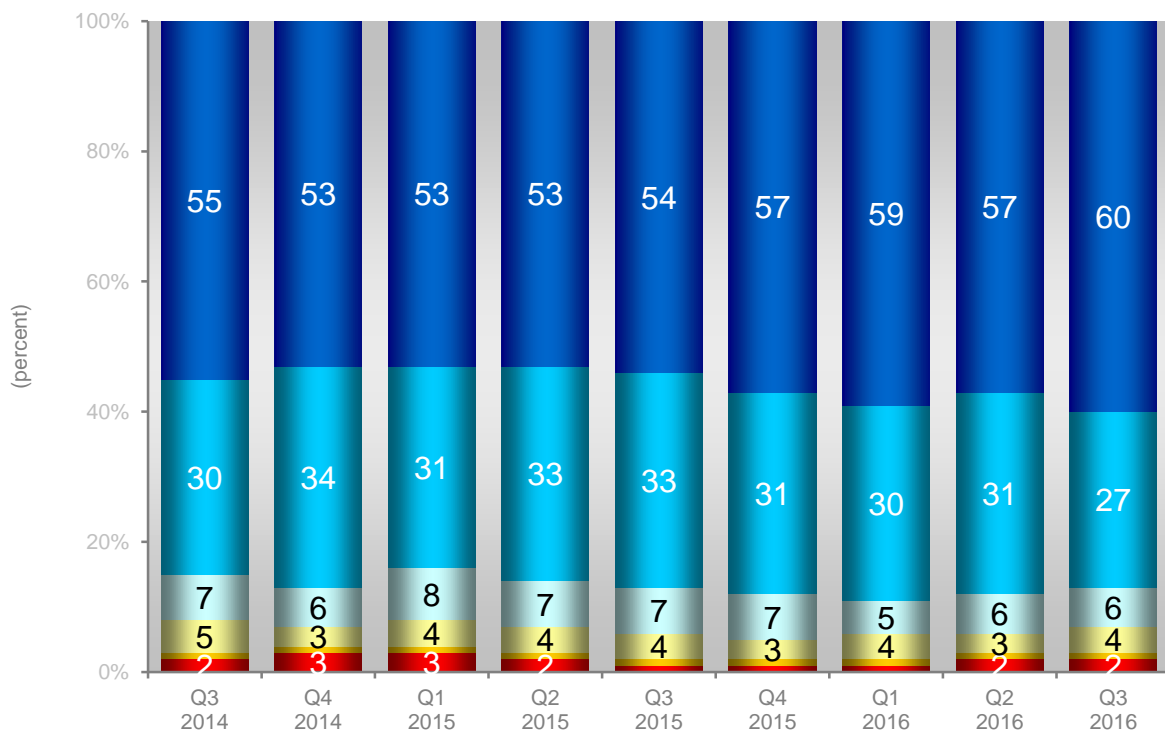
■ Not a regular rider
 ■ Less than one year
 ■ 1 - 2 years
 ■ 3 - 5 years
 ■ 6 - 10 years
 ■ 11+ years

Length of Time Taking Transit on a Regular Basis

This period, transit riders report having taken public transit for 11.7 years on average, marginally up from 11.0 years in the previous quarter and the same quarter last year.

Those with the longest tenure of transit use are more likely to be Low Frequency users, hold a university degree, seniors (65+ years) and fall into the lowest income bracket (less than \$35k),.

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



Q3 2016 Base = 2100

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

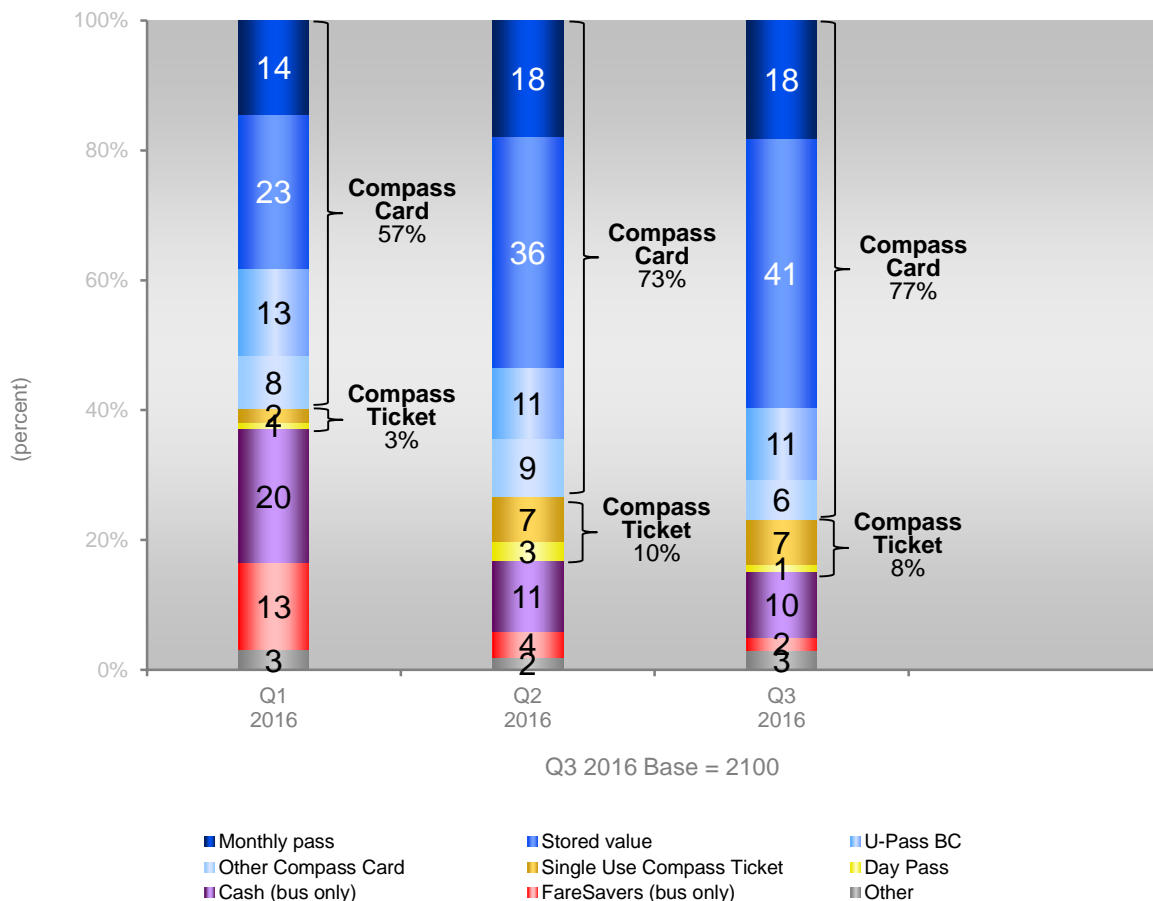
The proportion of transit riders who say they are definitely likely to take transit as often in the future rose to 60% this quarter, which is the strongest result seen in the past two years.

With a greater proportion of transit users indicating definite intention to use the system as often in future, fewer riders (27%) predict that their transit usage will probably remain steady.

Consistent with previous results, 6% report that they are uncertain about future public transit use while another 6% say they will definitely not or probably not continue as often.

Those who predict their transit use will definitely continue at present levels are most likely to be Captive riders and aged 45 years or older.

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



Fare Payment Method Used

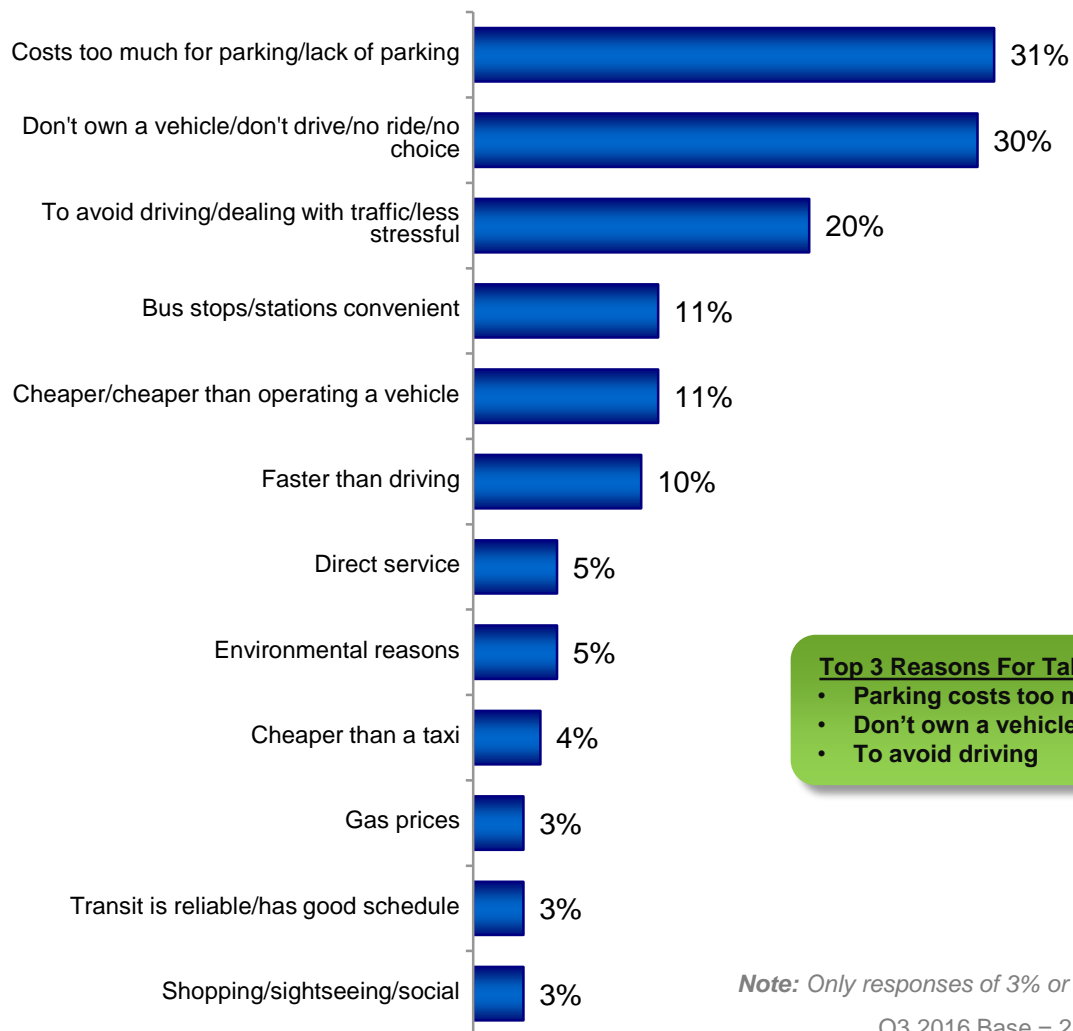
Use of the Compass Card continues to rise in Q3 2016, with over three-quarters of riders (77%) report using a Compass Card as their primary method of payment. Growth is most evident for the Stored Value product, increasing from 23% in Q1 2016 to 41% this period. The proportion of Monthly Pass users is holding steady at 18%.

Use of cash, which is now only accepted on Buses, is similar to last quarter (10%).

Slightly less than one-in-ten transit users (8%) most frequently use a Compass Ticket; typically a single-use Compass Ticket (7%).

Generally, Compass Card users are most likely to be High Frequency riders, Captive users, 16 to 24 years old and residing in Vancouver.

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



Top 3 Reasons For Taking Transit:

- Parking costs too much
- Don't own a vehicle
- To avoid driving

Reasons for Taking Transit

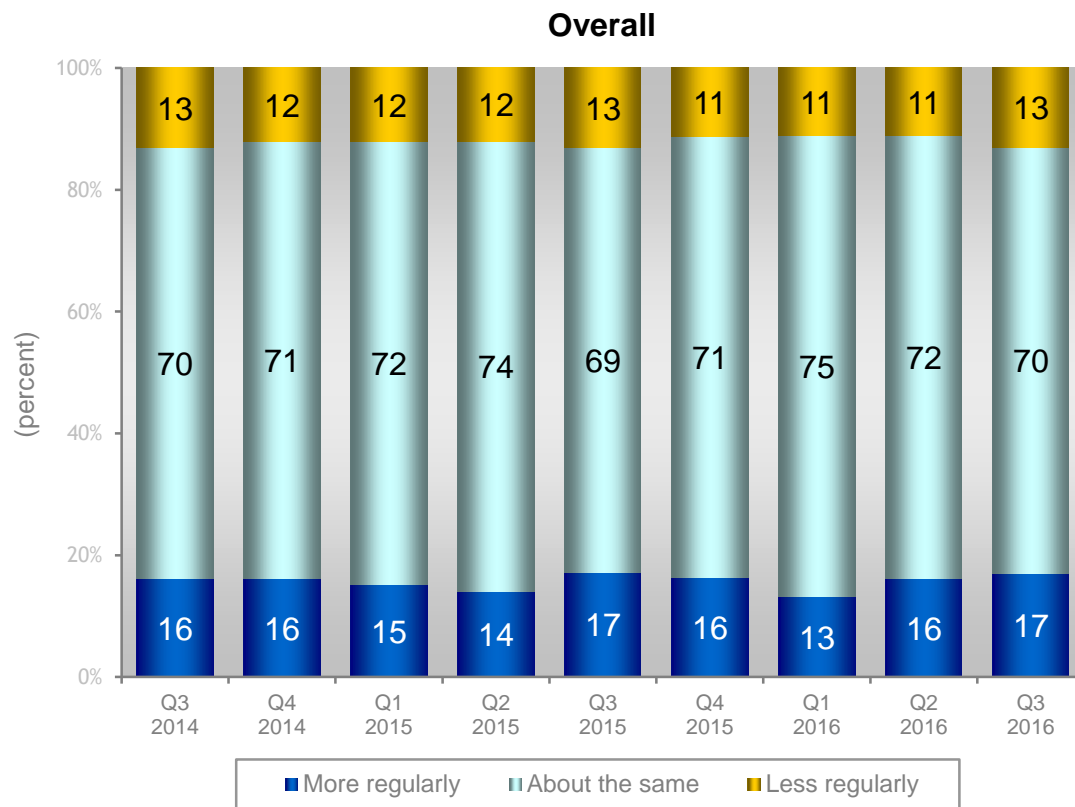
Consistent with previous results, the primary reasons for taking public transit are related to parking issues (31%) and not having access to a vehicle (30%).

To avoid driving remains as a secondary reason for using public transit (20%).

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

Q3 2016 Base = 2100

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



Changes in Transit Usage Last Six Months

This quarter, seven-in-ten transit riders (70%) report taking public transit with the same regularity as 6 months ago, which is consistent with previous quarters.

The proportion of riders who indicate transit is being used with greater regularity is stable at 17% this quarter.

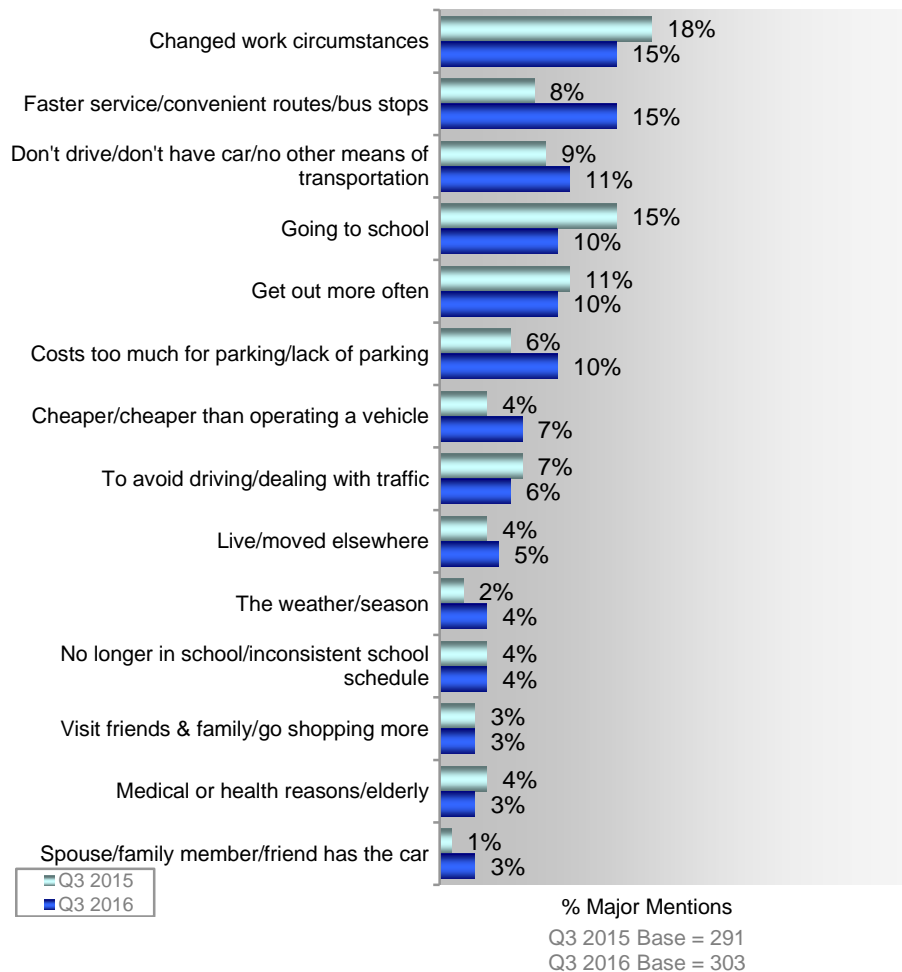
Up from last quarter but in-line with a year ago, 13% of riders report less regular usage.

Specifically, those who indicate consistent usage tend to be 45 years old or older, holding a university degree, High Frequency users and have no access to a vehicle.

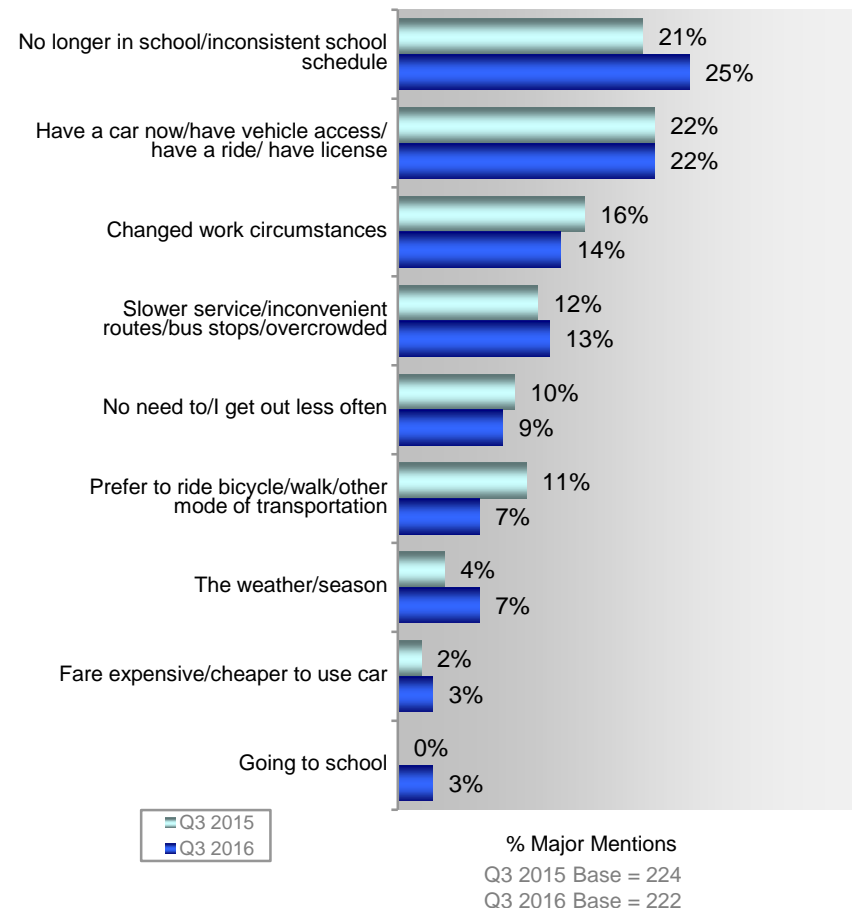
Detailed Findings

Trends in Transit Usage – Reasons for Riding More/Less Regularly

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



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

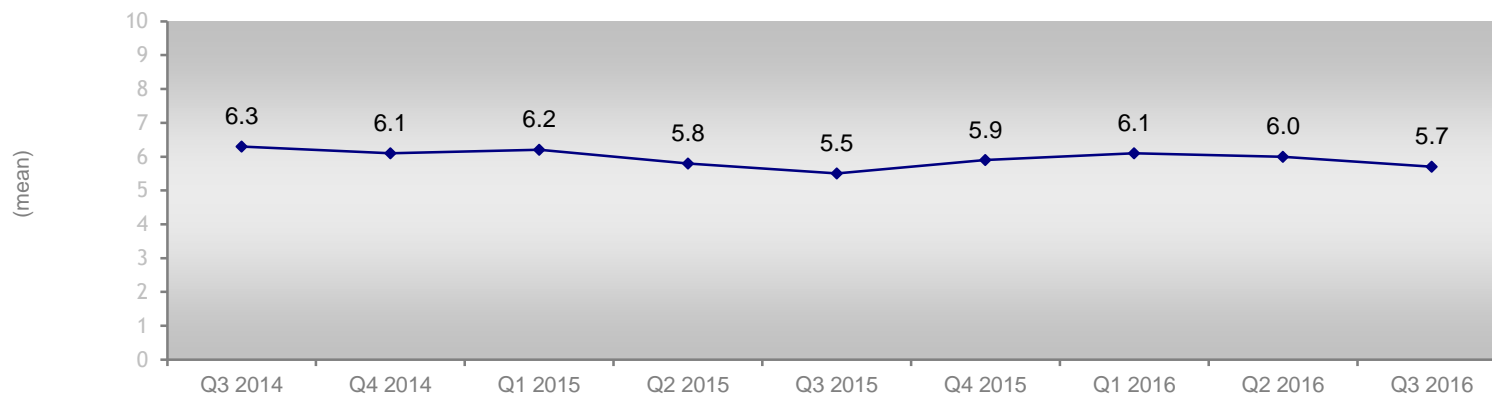


Note: Major mentions of 3% or more in either wave are shown in the charts above.

The primary reason for taking public transit more regularly this quarter is due to changes in work circumstances (15%) and faster service/convenient routes (15%). On the other hand, the most common reasons for using transit less regularly include being no longer in school (25%) and having access to a vehicle (22%).

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

Overall Transit System



Q3 2016 Base = 2100

Average Number of Trips


In Q3 2016, transit users report taking an average of 5.7 one-way transit trips in the past week, which is in-line with last quarter and the same period last year.

Weekly transit usage among Bus riders and SeaBus riders is consistent with previous waves (6.4 trips and 5.9 trips respectively). However, transit usage in the past week among SkyTrain riders is up from 5.6 trips a year ago to 6.1 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	1494	580
Average past-week transit trips	5.7	4.6	8.3
Years been a transit rider	11.7	11.7	11.6
Transit system – Overall Service Rating	7.6	7.6	7.5
Mode	%	%	%
Bus	75	68	90
SkyTrain	69	72	62
SeaBus	7	7	6
Age	%	%	%
16-34 years	38	31	53
35-54 years	35	40	24
55 + years	26	28	22
Gender	%	%	%
Male	47	47	46
Female	53	53	54
Employment status*	%	%	%
Full-time	44	50	32
Part-time	18	18	19
Not employed	39	33	50
Education	%	%	%
High school or less	26	19	42
Vocational/college/technical	15	16	15
Some university	15	16	15
Graduated university	41	48	26
Household Income	%	%	%
Under \$35K	12	8	18
\$35K to < \$75K	18	18	18
\$75K or more	33	39	19

 Significantly higher than the other rider group

Choice and Captive

Similar to historical trends, close to seven-in-ten (68%) transit users are categorized as Choice riders, meaning they have regular access to a vehicle.

The remaining three-in-ten (31%) are classified 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.

* Question switched to multiple response March 2014.

Detailed Findings

Customer Profiles – Choice and Captive Riders

	TOTAL	CHOICE	CAPTIVE
Base	2100	1494	580
Travel Purpose	%	%	%
Work	46	45	49
Entertainment	42	41	45
Shopping	33	26	46
Personal Business	22	18	31
School	13	9	20
Payment Method	%	%	%
Cash fare	10	11	8
FareSaver	2	2	1
Compass Card	77	72	86
Compass Ticket	8	11	2
Other	3	3	3
Region	%	%	%
Vancouver	37	33	45
Surrey / North Delta / White Rock / Langley	20	20	19
Burnaby / New West	15	16	13
Richmond / South Delta	10	11	8
Northeast Region	10	10	10
North Vancouver	7	8	5
West Vancouver	2	3	1

 Significantly higher than the other rider group

Detailed Findings

Customer Profiles – Low, Medium and High Frequency Riders

	TOTAL	LOW	MEDIUM	HIGH
Base	2100	1096	554	450
Years been a transit rider	11.7	13.9	10.6	10.1
Transit system – Overall Service Rating	7.6	7.8	7.6	7.2
Average age*	42.0	46.4	39.4	37.1
Age	%	%	%	%
16-34 years	38	27	45	49
35-54 years	35	39	30	34
55 + years	26	33	23	16
Gender	%	%	%	%
Male	47	46	43	51
Female	53	54	57	49
Employment status**	%	%	%	%
Full-time	44	43	36	56
Part-time	18	15	22	18
Not employed	39	41	43	30
Household Income	%	%	%	%
Under \$35K	12	9	12	15
\$35K to < \$75K	18	16	19	20
\$75K or more	33	38	29	28
Mode	%	%	%	%
Bus	75	65	82	86
SkyTrain	69	67	66	75
SeaBus	7	8	4	7

Low, Medium and High Frequency Riders

Low frequency users (those making 3 one-way transit trips or less in a week) comprise 45% of all transit users.

The proportion of riders who are classified as Medium Frequency users (taking between 4 to 9 transit trips) stands at 28%, which is slightly ahead of High Frequency users (26% who take 10+ transit trips).

This is consistent 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.


Detailed Findings

Customer Profiles – Low, Medium and High Frequency Riders

	TOTAL	LOW	MEDIUM	HIGH
Base	2100	1096	554	450
Travel Purpose	%	%	%	%
Work	46	26	52	76
Entertainment	42	45	40	40
Shopping	33	23	40	42
Personal Business	22	15	26	31
School	13	6	15	21
Payment Method	%	%	%	%
Cash fare	10	16	7	3
FareSaver	2	4	<1	<1
Compass Card	77	61	86	95
Compass Ticket	8	16	3	1
Other	3	4	2	1
Region	%	%	%	%
Vancouver	37	34	42	38
Surrey / North Delta / White Rock / Langley	20	19	19	21
Burnaby / New West	15	15	14	15
Richmond / South Delta	10	10	9	10
Northeast Region	10	10	10	10
North Vancouver	7	9	6	5
West Vancouver	2	4	1	1

 Significantly higher than the other rider group(s)

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	2100	1566	1361	206
Average past-week transit trips	5.7	6.4	6.1	5.9
Years been a transit rider	11.7	11.5	11.3	12.3
Transit System – Overall Service Rating	7.6	7.5	7.6	7.8
Average age*	42.0	41.1	41.2	46.9
Age	%	%	%	%
16-34 years	38	41	39	28
35-54 years	35	32	36	36
55+ years	26	25	24	33
Gender	%	%	%	%
Male	47	46	48	46
Female	53	54	52	54
Employment status**	%	%	%	%
Full-time	44	40	49	45
Part-time	18	19	17	16
Not employed	39	42	36	39
Education	%	%	%	%
High school or less	26	29	24	17
Vocational/college/technical	15	15	15	11
Some university	15	15	16	15
Graduated university	41	37	43	54
Household Income	%	%	%	%
Under \$35K	12	14	9	9
\$35K to < \$75K	18	18	19	19
\$75K or more	33	29	34	41

 Significantly higher than the other rider group(s)

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

** Question switched to multiple response March 2014.

Mode Usage


The most popular transit mode continues to be the Bus, with three-quarters of riders (75%) taking it this period.

69% of riders have taken the SkyTrain in Q3 2016, which is unchanged from last quarter and from a year ago.

Consistent with previous results, only a small proportion of transit users report using the SeaBus (7%).

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

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	2100	1566	1361	206
Travel Purpose	%	%	%	%
Work	46	48	49	41
Entertainment	42	42	46	57
Shopping	33	36	32	36
Personal Business	22	25	22	27
School	13	15	12	6
Payment Method	%	%	%	%
Cash fare	10	11	6	9
FareSaver	2	2	1	1
Compass Card	77	80	79	73
Compass Ticket	8	4	11	10
Other	3	2	3	5
Choice/Captive Riders	%	%	%	%
Choice	68	62	70	72
Captive	31	37	28	27
Region	%	%	%	%
Vancouver	37	41	35	21
Surrey / North Delta / White Rock/ Langley	20	19	22	12
Burnaby / New West	15	12	19	1
Richmond / South Delta	10	9	12	5
Northeast Region	10	10	9	7
North Vancouver	7	7	3	47
West Vancouver	2	2	1	8

 Significantly higher than the other rider group(s)

Detailed Findings

Customer Profiles – Demographic Profile of Transit Customers

	Metro Vancouver Population 16 Years or older*	(Q3-2014)	(Q4-2014)	(Q1-2015)	(Q2-2015)	(Q3-2015)	(Q4-2015)	(Q1-2016)	(Q2-2016)	(Q3-2016)
BASE	2004	2100	2101	2100	2100	2100	2100	2100	2100	2100
Average Years Riding Transit	n/a	10.9	10.6	10.7	11.3	11.0	11.6	11.4	11.0	11.7
Age:	%	%	%	%	%	%	%	%	%	%
Aged 16 to 24 years	13	26	27	28	27	27	26	28	28	29
Aged 25 to 34 years	17	12	11	10	11	11	11	10	10	9
Aged 35 to 44 years	18	14	13	13	12	13	14	13	13	13
Aged 45 to 54 years	20	21	21	22	23	21	21	22	22	22
Aged 55 to 64 years	16	12	12	11	11	11	10	10	10	10
Aged 65 years and over	17	14	15	15	15	15	16	16	15	16
Gender:	%	%	%	%	%	%	%	%	%	%
Male	48	47	47	47	47	47	47	46	47	47
Female	52	53	53	53	53	53	53	54	53	53
Employment	%	%	%	%	%	%	%	%	%	%
Employed full-time	51	46	45	43	44	44	41	40	44	44
Employed part-time	15	20	19	17	19	20	20	21	19	18
Student	6	15	18	21	17	16	19	18	18	17
Not employed	5	4	5	6	5	6	6	7	6	5
Homemaker	4	2	1	2	3	2	2	2	1	2
Retired	18	15	16	16	16	16	16	16	16	16
Refused	1	1	1	1	2	1	2	2	2	2
Education:	%	%	%	%	%	%	%	%	%	%
High school or less	23	25	24	25	24	25	23	25	23	26
Voc./college/tech.	25	19	19	16	16	18	17	18	16	15
Some university	10	14	16	16	15	15	17	16	17	15
Graduated university	41	40	40	42	43	40	41	39	42	41
Refused	1	2	2	2	2	2	3	2	2	2
Household Income:	%	%	%	%	%	%	%	%	%	%
Less than \$25,000	7	9	6	8	7	9	7	8	6	8
\$25,000 - \$44,999	11	8	8	9	6	6	7	6	7	7
\$45,000 - \$64,999	10	11	10	9	10	10	10	9	10	9
\$65,000 or more	54	37	40	40	43	38	39	40	42	38
Refused/Don't know	18	37	36	34	34	37	37	37	35	38
Motor Vehicles Insured In Household										
Average #	1.8	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9

Transit tenure is at 11.7 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 ABBOTSFORD OR CODE 24 MISSION THANK & TERMINATE, ALL OTHERS CONTINUE]

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

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

2. (2.0) Have you taken the bus, SeaBus or SkyTrain- including the Canada Line, in the past 7 days?

- Yes
- No

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

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

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

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

[RANGE= 0-96]

[PROGRAMMER ADD TOTAL NUMBER OF TRIPS IN Q2A]

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

[PROGRAMMER: IF TOTAL AT Q2A IS 15+ ASK INT1, OTHERWISE SKIP TO Q3]

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

INT1. Just to remind you, a trip to a single destination, like work or school, counts as one one-way trip. A trip back home from the destination would count as another one-way trip. For example, a trip to work and back home with one stop to shop along the way would be 3 one-way trips (3 destinations). A trip to and from work using 3 modes (e.g. Bus, SeaBus and SkyTrain) would be 2 one-way trips. Based on these descriptions, would you like to review your answers? (IF NEEDED: Your total of number of trips equaled [INSERT TOTAL FROM Q2A])

Yes

No

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

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

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

[0-96]

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

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

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

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

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

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

[0-96]

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

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

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

SATISFACTION WITH SYSTEM OVERALL

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

[1-10]

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

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

[OPEN END]

- 6b. (6.1.1) Still thinking about the service provided by the transit system in Metro Vancouver, how would you rate it in terms of providing Value for Money? (REPEAT SCALE IF NECESSARY: Use a 10-point scale where 10 means excellent and 1 means very poor")

[1-10]

SATISFACTION WITH SEABUS SERVICE; IDENTIFY WAYS TO IMPROVE SERVICE

[Q.8- Q.9 FOR SEABUS RIDERS ONLY (Q.3_3 - SeaBus only, Q3_5 – Bus & Seabus, Q3_6 – SkyTrain & seabus, OR Q3_7 – Bus, SeaBus and SkyTrain > 0)]

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

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

[IF ONLY TRAVELED DURING ONE TIME PERIOD IN Q4, GO TO 8B]

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

- 8a. (8.1.) Did you make your [TRIP] one way trip on SeaBus... (READ LIST). ACCEPT ONE RESPONSE.

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

- 8b. (8.2) Thinking about the [TRIP] trip you made by SeaBus, on a scale of one to ten, where "ten" means "excellent" and "one" means "very poor", how would you rate the SeaBus in terms of overall service?

[1-10]

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

[PROGRAMMER DISPLAY FOR REMAINING ITERATIONS IF ATTRIBUTE = 1,2,5,7 OR 8] And how about...[INSERT SECOND ITEM, ETC]? (REPEAT SCALE AS NEEDED)

[PROGRAMMER DISPLAY FOR ATTRIBUTES: 3,4, & 6] Still thinking about the [TRIP] trip you made on SeaBus,[INSERT ITEM] ? (REPEAT SCALE AS NEEDED)

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

Yes
No

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

[1-10]

SATISFACTION WITH SKYTRAIN; IDENTIFY WAYS TO IMPROVE SERVICE

[Q.10- Q.13 FOR SKYTRAIN RIDERS ONLY (Q.3_2 – SkyTrain only, Q3_4 - Bus & SkyTrain, Q3_6 – SkyTrain and SeaBus OR Q3_7 – Bus, SeaBus and SkyTrain > 0)]

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

[IF ONLY TRAVELED DURING ONE TIME PERIOD IN Q4 GO TO 11A, OTHERWISE CONTINUE]

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

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

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

11a. (11.1) At which SkyTrain station did you first board the SkyTrain during your [TRIP] trip? (RECORD ONE FROM LIST BELOW.)

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

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

11b. (11.2) Which SkyTrain station was your final stop during your [TRIP] trip? (RECORD ONE FROM LIST BELOW)

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

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

[1-10]

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

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

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



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

Yes

No

1 - [ONLY ASK IF YES AT Q13] (13.1) Having courteous, competent and helpful SkyTrain staff?

2 - (13.2) How would you rate your [TRIP] trip in terms of Feeling safe from crime onboard SkyTrain?

3 - (13.3) Thinking about your [TRIP] trip on SkyTrain where you [IF STATION PROVIDED AT BOTH Q11A & Q11B RANDOMLY INSERT EITHER: boarded/got off at [INSERT STATION NAME]] [IF ONLY PROVIDED STATION NAME AT Q11A INSERT: boarded [INSERT STATION NAME]] [IF ONLY PROVIDED STATION NAME AT Q11B INSERT: got off at [INSERT STATION NAME]] [IF STATION NOT PROVIDED AT Q11A OR Q11B RANDOMLY INSERT: board/got off at]] How would you rate that station in terms of feeling safe from crime?

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

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

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

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

8 - (13.12) How would you rate it in terms of frequency of service? (CLARIFY IF NECESSARY: Do the trains run often enough throughout the day?)

[1-10]

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

YES

NO

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

13X2. Thinking about the last time you experienced a delay on SkyTrain, how would you rate the SkyTrain service in terms of "delays are announced and explained"? (IF NECESSARY: one to ten, where "ten" means "excellent" and "one" means "very poor")

[1-10]

ASSESS SATISFACTION WITH BUS ROUTES; IDENTIFY WAYS TO IMPROVE SERVICE

[Q.14-Q.22 FOR BUS RIDERS ONLY (Q.3_1 – Bus Only, Q3_4 – Bus & SkyTrain, Q3_5 Bus & SeaBus OR Q3_7 – Bus, SeaBus and SkyTrain > 0]

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

[IF ONLY TRAVELED DURING ONE TIME PERIOD IN Q4, GO TO 15]

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

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

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

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

[RANGE = 1-9]

[SERENA CONFIRM RANGE ABOVE]

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

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

- 921. North Vancouver
- 922. Bby/New West
- 923. Sry/Lang/WR
- 924. Coq/Pt. Coq.
- 925. Rmd/S Del.
- 926. Vancouver
- 927. West Vancouver
- 991. Downtown/West End (N6)
- 992. Downtown/UBC (N17)
- 993. Downtown/Westminster/Sry (N19)
- 994. Downtown/SFU (N35)

[PROGRAMMER: REFER TO ROUTE LIST FOR ACCEPTABLE CODES]

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

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

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

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

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

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

[1-10]

18. [PROGRAMMER DISPLAY FOR FIRST ITEM ASKED IF ATTRIBUTE = 1,2,3,7, 8 OR 9] Still thinking about the [route number] bus you took, on a scale of one to ten, where "ten" means "excellent" and "one" means "very poor", how would you rate it in terms of...[INSERT FIRST ITEM]?
[PROGRAMMER DISPLAY FOR REMAINING ITERATIONS IF ATTRIBUTE = 1, 2, 3, 7, 8 OR 9] How about...[INSERT SECOND ITEM, ETC]? (INTERVIEWER: REPEAT SCALE AS NEEDED)
[PROGRAMMER DISPLAY FOR ATTRIBUTES: 4, 5, 6, OR 10] Still thinking about the [TRIP] trip you made on the [INSERT ROUTE NUMBER],]

- 1- Having a courteous bus operator?
- 2- Having an operator who drives safely and professionally?
- 3- Feeling safe from crime onboard the bus?
- 4- How would you rate it for Feeling safe from crime at the bus stop or transit exchange where you boarded?
- 5- How would you rate it in terms of Not being overcrowded? (CLARIFY IF NECESSARY: Was there enough room onboard?)
- 6- How would you rate it in terms of providing On-time reliable service?
- 7- Clean and graffiti free bus (CLARIFY IF NECESSARY: Please think about the overall cleanliness during your [last/2nd last] bus trip.)
- 8- The [INSERT ROUTE NUMBER] bus for having a direct route? (CLARIFY IF NECESSARY: By direct route, we mean having a route that follows the shortest possible path between where you got on and where you got off the bus.)
- 9- Trip duration from the time you boarded to the time you got off the bus? (CLARIFY IF NECESSARY: We are only referring to the time spent onboard the bus.)
- 10- How would you rate it in terms of frequency of service? (CLARIFY IF NECESSARY: Does the bus run often enough throughout the day?)

[1-10]



23AA. Again, thinking of the trip you take most often on transit, do you take more than one bus or transit mode?

YES
NO

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

Q23AB. Using the 10-point scale, how would you rate the transit system in terms of having good connections between buses or transit modes with a reasonable wait time? (IF NECESSARY: one to ten, where "ten" means "excellent" and "one" means "very poor")

[1-10]

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

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

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

[PROGRAMMER: REFER TO ROUTE LIST FOR ACCEPTABLE CODES]

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

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

23A. And still thinking of the transit system in Metro Vancouver, how would you rate it for providing adequate transit information at stops and stations? (IF NECESSARY: one to ten, where "ten" means "excellent" and "one" means "very poor")

[1-10]

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

- 23B. And how would you rate the transit system for providing adequate information onboard transit vehicles, starting with... [INSERT ITEM]? (IF NECESSARY: one to ten, where "ten" means "excellent" and "one" means "very poor")

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

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

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

[1-10]

- 23C. Again thinking of the regional transit system in Metro Vancouver, how would you rate it for having service that runs during convenient hours? (IF NECESSARY: one to ten, where "ten" means "excellent" and "one" means "very poor")

[1-10]

- 23D. And how would you rate the transit system for having enough bus shelters at bus stops throughout the region? (IF NECESSARY: On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor".) (CLARIFY IF NECESSARY: Thinking about what you have seen or heard and the route(s) you travelled on, how would you rate the transit system for having enough bus shelters at bus stops?)

[1-10]

- Q23E. Have you called TransLink's telephone information line in the past 3 months?

YES
NO

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

- Q23E1. Thinking of the last time you called the telephone information line, on a scale from one to ten where 'ten' means 'excellent' and 'one' means 'very poor', how would you rate it for ease of getting the information you wanted when you called the telephone information line?

[1-10]

- Q23E2. Did you speak to a telephone information clerk, or was the call totally automated, or did you speak to a clerk as well as hearing automated information?

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



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

YES
NO

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

23F1. Thinking of the last time you used TransLink's website, and using the same 10-point scale, how would you rate it for being easy to find the information you wanted? (IF NECESSARY: one to ten, where "ten" means "excellent" and "one" means "very poor")

[1-10]

TRANSIT DEMOGRAPHICS

23H. Which method of payment did you use MOST often in the last [DAYS] days when you took transit? (READ LIST, ONE RESPONSE ONLY) (INTERVIEWER: IF A RESPONDENT SAYS THEY GOT A DAY PASS, CLARIFY IF THEY MEANT BUYING A DAY PASS ON A COMPASS TICKET – OR - A DAY PASS ON A COMPASS 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]

[NEW – ADDED JULY 2015]

23H1b. Which one of the following products that can be loaded on your Compass Card are you using THE MOST? (READ LIST, ONE RESPONSE ONLY)

1. BC Government Pass (DO NOT READ FURTHER IF THIS IS SELECTED)
2. CNIB Pass (DO NOT READ FURTHER IF THIS IS SELECTED)
3. War Veteran's Pass (DO NOT READ FURTHER IF THIS IS SELECTED)
4. West Coast Express Monthly Pass
5. Monthly Pass
6. Stored Value (CLARIFY IF NECESSARY: cash or credit loaded onto the Compass card to allow "pay-as-you-go" travel, replacing FareSavers and some WCE fare products)
7. Day Pass
8. U-Pass BC

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



23 H1c. Is the Compass Card or Ticket that you are using a Concession Compass Card/Ticket? (CLARIFY IF NECESSARY: This is for riders who qualify for discounted fares such as secondary students 14 to 19 with a valid GoCard or seniors who are 65+)

1. Yes
2. No

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

1. ONE
2. TWO
3. THREE

25A. What are the reasons you most recently decided to take transit rather than taking some other mode of transportation? (PROBE FOR UP TO THREE RESPONSES)

[RECORD VERBATIM]

Q25B. Do you regularly have access to a car, van or truck as a driver or passenger for the trips you make using public transit? (IF RESPONDENT OFFERS MOTORCYCLE, OK TO CODE YES)

- YES
NO

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

1. MORE REGULARLY THAN 6 MONTHS AGO
2. LESS REGULARLY THAN 6 MONTHS AGO
3. ABOUT THE SAME

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

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

[RECORD VERBATIM]

[NEW QUESTIONS – ADDED FOR JULY 2016]

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

[1-10]



41. What, if anything, do you like about the new system? (INTERVIEWER: PROBE TWICE)

[OPEN END – NO CODING REQUIRED]

42. What, if anything, do you not like about the new system? (INTERVIEWER: PROBE TWICE)

[OPEN END – NO CODING REQUIRED]

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

28. Approximately how long have you been riding transit on a regular basis? (PROBE WITH MONTHS AND YEARS)

[PROGRAMMER BOTH YEARS AND MONTHS CAN BE CHOSEN TOGETHER]

RECORD YEARS [range 0-50]

RECODES MONTHS [range 0 – 11]

NOT A REGULAR RIDER

30a. How likely are you to take transit as often as you do now in the foreseeable future? Will you ... (READ LIST, ACCEPT ONE RESPONSE)

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

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

3. Might or might not continue (as often)

2. Probably not continue (as often, OR)

1. Definitely not continue (as often)

(DO NOT READ) Other/depends

DEMOGRAPHICS

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

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

1. 16 - 24

2. 25 - 34

3. 35 - 44

4. 45 - 54

5. 55 - 64

6. 65 and over

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

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



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

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

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

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

[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? (IF NECESSARY: A smartphone is a mobile phone that can be used to access the Internet, read e-mails and run software applications)

Yes
No

[IF YES TO Q36A2, ASK Q36A3. OTHERWISE, SKIP TO 37A]

[NEW QUESTION: ADDED IN AUGUST 2016]

Q36A3. Do you have a data plan on your smartphone? (IF NECESSARY: A data plan is an add-on service that **you pay for** which allows you to access the Internet from your smartphone)

Yes
No

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

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

[IF Q37A = DK/REF SKIP TO Q38]



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

[IF Q37A=1 SHOW CATEGORIES 1 TO 5 ONLY]

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

1. Under \$15,000
2. \$15,000 to under \$25,000
3. \$25,000 to under \$35,000
4. \$35,000 to under \$45,000
5. \$45,000 to under \$55,000
6. \$55,000 to under \$65,000
7. \$65,000 to under \$75,000
8. \$75,000 to under \$85,000
9. \$85,000 to under \$95,000
10. \$95,000 or over

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

[OPEN END]

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

[RECORD VERBATIM]

DECLINE/NOTHING/DON'T KNOW

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

RECORD FIRST NAME

First Name: _____

No, declined

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

Language: INTERVIEWER: ENTER LANGUAGE OF INTERVIEW.

English

Punjabi

Chinese

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

Routes/ Modes	Total	Percent
SkyTrain	45	22.90%
SeaBus	4	1.10%
Route 2	3	1.70%
Route 3	2	1.00%
Route 7	1	0.70%
Route 8	1	0.50%
Route 9	1	0.30%
Route 10	4	1.50%
Route 14	3	1.30%
Route 17	1	0.10%
Route 19	2	0.80%
Route 20	4	1.60%
Route 22	4	1.60%
Route 25	2	0.90%
Route 28	1	0.20%
Route 33	2	0.80%
Route 41	4	1.30%
Route 43	2	0.80%
Route 49	2	2.10%
Route 50	2	0.40%
Route 84	1	0.60%
Route 96	2	2.80%
Route 97	2	1.50%
Route 99	4	1.20%
Route 101	1	0.30%
Route 106	4	2.80%
Route 110	1	0.70%
Route 128	2	0.70%
Route 130	1	1.20%
Route 152	1	1.50%
Route 153	1	0.30%
Route 155	1	1.70%
Route 156	2	0.50%
Route 159	1	1.50%
Route 160	4	1.60%
Route 169	3	1.40%
Route 188	1	0.40%
Route 210	3	1.60%
Route 211	1	0.50%
Route 214	2	0.80%
Route 227	2	1.00%
Route 229	1	0.90%
Route 232	2	1.00%

Routes/ Modes	Total	Percent
Route 236	1	0.50%
Route 239	3	1.30%
Route 240	1	0.60%
Route 246	3	0.80%
Route 250	2	0.10%
Route 256	1	0.10%
Route 257	1	0.10%
Route 316	1	0.50%
Route 320	2	1.00%
Route 335	1	1.50%
Route 337	1	0.40%
Route 340	3	2.10%
Route 341	3	1.40%
Route 351	1	0.30%
Route 401	3	1.20%
Route 402	1	0.30%
Route 404	1	2.00%
Route 407	2	0.60%
Route 410	3	1.20%
Route 503	2	0.70%
Route 555	1	0.40%
Route 595	2	1.90%
Route 601	4	1.60%
Route 602	1	0.30%
Route 603	1	0.40%
Route 640	1	0.40%
Route 701	6	3.30%
Route 791	2	1.10%
Route C3	1	0.30%
Route C15	1	1.20%
Route C28	1	0.20%
Route C29	2	2.10%
Route C44	1	0.50%
Route C52	1	1.30%
Grand Total	194	190

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	1929	7.8	8.4	8.7	8.5	7.0	7.4	8.3	8.5	8.2	7.1	8.7
2	22	7.7	8.8	9.3	9.2	8.2	7.9	8.4	9.0	7.7	6.7	8.7
3	29	7.7	8.8	8.5	8.6	7.5	7.5	8.3	8.5	8.5	6.9	8.7
4	15	7.6	8.4	8.6	7.4	6.5	7.6	8.8	8.7	7.1	7.9	9.0
5	21	7.5	8.3	7.8	8.3	6.2	7.4	8.2	7.4	8.0	7.4	8.8
6	25	8.8	9.2	8.6	9.1	7.2	8.3	8.3	9.2	9.2	8.6	9.3
7	29	7.9	8.8	8.6	8.8	7.4	7.4	8.4	9.1	8.9	6.7	8.5
8	18	8.2	9.1	8.4	7.5	7.9	8.5	7.0	8.6	9.2	8.2	9.2
9	46	8.1	8.4	8.5	8.6	7.3	7.8	8.3	9.0	8.4	7.5	8.7
10	36	8.0	8.8	8.7	8.5	7.2	7.7	8.7	8.9	8.2	7.6	8.9
14	29	8.3	9.1	8.9	8.5	7.3	7.7	8.2	9.0	7.8	7.5	8.9
15	8	8.0	8.9	9.3	9.0	8.5	8.4	8.7	8.2	8.6	7.7	9.2
16	49	7.4	8.6	8.8	8.6	7.4	6.6	8.3	8.5	8.3	7.2	8.7
17	22	6.6	8.4	8.0	8.1	6.2	5.8	8.2	7.4	8.0	5.4	8.6
19	27	7.7	8.3	8.5	8.0	6.5	6.9	7.9	8.7	8.4	6.7	8.6
20	24	7.2	8.9	8.2	7.8	6.5	6.4	7.8	8.5	7.6	6.7	8.8
22	37	7.0	7.9	8.4	8.3	6.8	6.6	8.1	7.5	7.8	6.2	8.2
25	31	8.0	8.8	9.1	9.1	7.5	7.7	8.3	8.9	8.6	7.7	8.5
26	12	6.5	7.1	8.2	8.4	6.9	5.8	7.7	6.5	7.4	5.5	7.2
27	6	7.9	8.2	7.5	8.3	8.6	7.4	8.9	8.6	9.4	6.6	8.9
28	10	7.3	8.8	8.8	8.5	8.1	7.0	8.1	9.2	9.0	7.0	8.7
29	4	7.7	8.3	8.5	8.6	7.9	8.2	8.5	9.0	8.8	8.0	8.3
33	10	6.7	7.9	8.5	8.5	6.2	7.1	8.2	8.7	8.0	6.3	8.1
41	34	7.9	8.4	8.7	8.7	7.1	7.4	8.5	8.5	8.4	7.8	8.6
43	3	7.5	6.8	8.5	8.3	5.9	4.9	7.7	8.5	7.1	7.0	8.2
44	10	7.4	8.7	9.1	9.0	7.1	6.3	8.4	9.3	8.0	6.2	8.7
49	36	8.4	8.7	8.9	8.9	6.5	7.2	8.5	9.1	8.2	7.7	8.9
50	15	8.7	8.5	8.8	9.0	7.5	7.9	8.7	8.8	9.1	6.8	8.9
84	14	8.0	9.0	8.3	9.1	6.1	7.3	7.8	9.0	8.4	6.9	9.0
96	11	7.2	7.6	8.5	6.8	7.0	6.6	8.6	8.6	7.9	7.2	8.2
97	22	8.7	8.8	9.3	8.8	7.1	7.8	8.8	8.9	9.3	8.5	8.9
99	96	8.1	8.8	8.8	8.9	6.2	8.4	8.3	9.2	8.8	8.4	8.7
100	9	7.4	7.7	8.3	8.4	6.9	7.2	7.9	8.3	8.0	6.7	8.2
101	14	7.6	7.9	8.2	8.2	8.4	7.2	7.3	7.7	7.8	6.2	8.5
104	3	5.0	8.0	8.9	9.2	4.5	5.8	9.3	7.2	7.9	4.5	8.9
106	26	8.0	8.7	8.8	8.6	7.2	7.5	8.6	8.3	8.0	7.6	8.9
110	7	7.5	8.8	8.0	7.1	7.2	7.0	7.4	8.5	7.8	6.2	8.2
112	8	8.6	9.2	9.7	9.5	8.4	7.3	9.3	9.8	9.8	7.7	9.9
116	3	6.7	8.2	7.4	7.6	7.1	8.7	8.7	7.3	7.6	7.4	8.2
123	10	8.5	8.1	8.9	8.8	8.1	9.0	9.0	9.3	8.4	8.0	8.3

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
125	1	8.0	8.0	7.0	8.0	2.0	5.0	7.0	8.0	8.0	6.0	9.0
128	7	8.1	8.4	7.9	7.7	8.6	8.1	7.7	8.1	8.1	6.8	9.0
129	5	7.8	8.7	8.9	8.0	7.9	6.9	8.0	8.7	8.6	6.5	8.7
130	9	8.6	8.0	8.8	8.6	7.9	8.5	8.5	9.0	8.7	8.0	9.1
134	1	8.0	10.0	9.0	8.0	8.0	8.0	8.0	7.0	6.0	5.0	10.0
135	34	8.1	8.2	8.6	9.1	5.9	7.4	8.4	9.2	8.6	7.8	9.1
136	7	8.2	8.7	9.3	9.0	7.7	7.3	8.3	8.9	9.2	4.5	8.9
143	3	8.3	6.7	9.9	8.4	9.1	8.3	9.0	7.9	7.5	7.0	8.3
144	9	7.6	9.3	9.2	9.2	7.9	8.0	8.4	8.5	7.7	7.3	9.2
145	10	8.5	7.9	9.2	9.5	6.7	8.3	8.5	9.2	8.8	8.3	9.0
150	1	8.0	7.0	4.0	6.0	6.0	9.0	8.0	7.0	8.0	6.0	7.0
151	11	7.5	7.9	9.0	8.3	7.0	7.4	8.3	8.6	8.4	7.3	8.2
152	12	8.7	8.9	9.0	8.5	8.3	8.3	8.7	9.0	9.1	8.0	9.2
153	3	7.6	8.6	9.0	8.2	8.4	8.0	8.4	8.4	8.6	8.0	9.0
155	13	8.2	8.7	9.2	8.3	7.4	7.3	8.6	9.0	8.6	4.3	9.2
156	6	8.7	8.8	9.0	8.2	7.3	8.2	8.5	7.8	8.3	5.8	8.7
157	2	7.0	9.7	9.7	8.7	9.8	5.7	9.7	9.3	9.7	8.0	9.7
159	7	8.8	8.5	8.1	7.2	9.2	9.3	7.4	8.3	8.5	6.3	7.9
160	21	8.4	8.2	8.2	8.7	5.8	8.0	8.3	8.6	7.9	7.4	8.7
169	12	8.1	8.2	9.0	8.5	7.0	8.3	7.2	8.6	8.6	8.3	8.5
188	6	7.6	8.5	8.5	8.3	6.5	6.6	7.4	8.6	8.6	6.4	8.6
190	2	8.2	9.2	8.8	8.8	7.4	8.2	8.8	8.6	8.6	5.8	8.8
209	2	9.5	9.0	8.9	8.4	6.6	8.9	8.9	9.5	9.5	8.4	9.5
210	28	7.3	8.9	9.2	8.5	6.8	7.3	8.8	8.2	8.0	7.2	9.1
211	18	7.6	8.5	8.3	8.5	6.5	7.2	8.4	7.9	7.9	5.9	8.2
212	6	9.3	9.4	8.8	8.4	8.8	9.1	9.2	9.3	8.8	8.2	9.2
214	10	8.1	9.3	9.2	7.9	8.5	7.8	9.2	7.3	7.7	6.0	9.0
227	3	3.2	2.5	9.1	8.2	5.0	5.9	8.6	8.3	7.7	6.6	6.4
228	10	8.3	8.6	9.0	9.1	7.8	8.2	8.5	8.6	8.2	7.7	8.9
229	11	8.6	9.4	9.5	9.3	7.0	8.5	8.6	9.3	8.8	7.8	9.3
230	15	8.3	9.1	9.6	9.4	8.8	8.1	9.6	9.4	8.9	7.1	9.6
232	12	6.7	8.5	8.8	9.5	6.2	7.1	8.9	7.2	7.6	5.8	9.2
236	4	8.1	8.9	9.4	9.1	8.5	6.4	9.5	8.4	8.4	8.0	9.2
239	35	8.3	8.5	8.8	8.8	7.8	8.2	8.6	8.6	8.4	8.2	8.7
240	41	8.4	8.7	9.1	9.1	6.8	7.9	8.6	9.3	8.7	7.5	8.9
241	3	5.9	6.8	9.3	9.6	5.8	4.5	9.3	10.0	8.6	5.9	6.5
242	1	9.0	10.0	10.0	10.0	10.0	8.0	10.0	6.0	10.0	6.0	10.0
246	21	7.7	8.9	8.9	9.2	7.5	6.4	8.9	8.1	8.0	6.9	8.5
247	1	10.0	10.0	10.0	10.0	5.0	10.0	8.0	10.0	10.0	6.0	10.0
250	70	8.5	9.1	9.4	9.3	7.2	8.6	9.3	9.3	8.7	7.7	9.2

APPENDIX D – Performance Ratings for Routes Ranked by Route

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
251	5	9.7	9.9	9.9	9.9	10.0	8.8	9.8	7.9	9.8	4.5	9.9
252	2	9.0	10.0	10.0	9.2	9.8	8.4	9.2	3.2	5.8	7.2	10.0
253	1	3.0	8.0	8.0	10.0	10.0	5.0	9.0	-	7.0	3.0	8.0
254	3	7.4	9.2	9.2	9.2	9.2	7.4	8.9	8.1	8.1	7.7	9.2
255	7	7.1	8.2	9.9	9.6	9.1	6.6	8.5	9.8	9.3	7.2	8.7
256	3	9.2	9.8	9.8	9.8	9.8	9.8	9.8	9.6	9.8	8.9	9.8
257	20	8.6	8.1	9.3	9.6	5.5	8.7	9.3	9.1	9.3	8.4	9.0
301	8	8.4	9.1	9.4	8.7	6.4	6.9	9.8	9.2	8.1	7.8	9.2
311	2	10.0	8.3	10.0	10.0	10.0	9.2	10.0	10.0	9.2	6.7	10.0
312	4	8.4	9.5	9.4	6.4	7.0	8.6	7.8	7.6	7.2	6.1	9.6
314	1	10.0	10.0	10.0	8.0	10.0	10.0	10.0	8.0	10.0	10.0	10.0
316	6	9.2	9.3	9.2	9.2	9.0	9.0	9.6	9.6	9.5	8.5	9.3
319	21	8.1	8.4	8.3	7.7	6.5	7.9	8.0	8.6	8.3	7.3	8.7
320	10	7.1	8.9	8.2	6.6	5.0	5.5	5.7	7.4	7.5	5.9	8.9
321	17	6.7	6.9	7.6	7.6	7.3	7.1	7.8	7.4	7.3	6.2	7.7
323	4	7.3	5.9	8.8	8.8	4.8	8.0	6.6	8.6	8.1	6.9	7.9
324	4	7.2	8.2	8.2	8.6	6.7	5.4	6.5	8.0	7.8	5.8	8.6
325	2	6.8	9.4	6.8	8.7	6.2	9.4	6.2	8.1	8.1	6.8	9.4
326	2	5.0	8.9	9.3	8.9	8.3	7.5	8.3	7.0	6.4	4.4	8.9
329	1	8.0	8.0	8.0	8.0	10.0	8.0	5.0	7.0	7.0	4.0	8.0
335	6	8.0	9.8	9.7	9.3	7.1	7.4	9.5	7.3	8.6	6.0	8.8
337	5	7.5	7.7	9.1	8.4	6.1	7.8	7.9	8.2	9.1	7.7	8.1
340	11	6.7	7.5	7.6	7.1	6.5	6.2	7.4	7.8	8.3	5.9	8.2
341	4	7.0	7.4	8.8	8.4	8.1	7.0	8.6	6.8	7.0	6.7	8.8
342	1	9.0	9.0	7.0	7.0	4.0	10.0	9.0	7.0	8.0	10.0	10.0
345	3	6.7	7.5	7.2	6.9	4.3	6.1	7.6	7.7	5.8	6.1	6.9
351	33	8.4	8.1	8.7	8.1	6.8	7.4	8.2	7.9	8.2	7.4	9.0
352	4	9.4	8.9	9.9	9.9	7.7	9.6	9.8	9.4	9.4	8.0	9.8
354	3	6.5	7.6	8.4	8.6	4.7	5.5	6.6	8.3	6.7	5.2	7.1
364	1	8.0	6.0	10.0	10.0	2.0	9.0	7.0	9.0	10.0	1.0	10.0
375	5	6.0	6.4	7.4	8.4	7.3	6.6	6.3	7.0	6.1	6.3	6.9
391	1	9.0	10.0	9.0	10.0	9.0	9.0	9.0	10.0	10.0	9.0	10.0
395	3	8.6	7.8	8.6	7.4	9.1	7.8	8.5	9.0	7.4	6.4	8.2
401	28	7.5	8.0	9.0	8.9	7.1	6.3	7.9	8.3	8.2	6.8	8.4
402	10	8.2	8.5	8.5	8.0	7.9	7.7	8.1	8.2	8.1	6.2	8.2
403	16	7.7	8.4	8.7	8.7	7.3	7.3	7.7	9.0	8.6	7.2	8.9
404	4	7.2	7.3	7.3	7.7	8.1	6.7	7.2	6.9	7.8	3.9	7.4
407	4	7.1	5.8	7.1	6.8	8.5	5.8	7.1	5.3	7.0	4.0	5.9
410	31	7.5	7.4	8.4	8.1	6.0	7.1	8.0	8.3	8.2	7.6	8.0
430	9	7.7	8.1	8.1	7.7	6.6	7.2	7.4	7.9	7.4	6.5	8.1

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
480	6	8.0	7.0	9.5	9.0	7.1	6.8	8.7	8.4	7.5	7.2	8.3
501	2	9.6	9.8	7.4	7.4	5.6	9.2	9.0	7.0	9.4	9.4	9.0
502	15	6.9	9.1	8.7	8.3	5.5	6.3	7.8	8.5	6.5	6.3	8.9
503	2	8.0	8.9	8.0	8.0	8.0	8.0	7.1	7.1	8.0	7.1	8.0
509	1	8.0	9.0	8.0	8.0	10.0	8.0	10.0	2.0	9.0	8.0	8.0
531	6	6.1	6.5	6.5	6.2	4.8	5.9	6.7	6.7	6.4	6.4	6.2
555	18	9.2	9.1	9.4	8.2	6.8	8.8	9.3	9.7	9.5	8.3	9.2
590	1	9.0	8.0	9.0	9.0	7.0	8.0	7.0	9.0	9.0	8.0	8.0
595	3	6.2	6.2	6.4	4.4	3.5	4.7	4.9	6.1	6.3	5.6	6.2
601	32	7.9	8.2	9.4	9.1	7.1	7.6	8.0	7.2	7.8	6.9	9.1
602	4	9.5	9.5	10.0	10.0	9.1	9.3	7.8	8.9	8.9	7.5	9.7
603	3	8.6	8.6	10.0	9.5	9.1	10.0	10.0	6.4	7.7	6.9	10.0
604	4	8.8	9.3	10.0	10.0	9.3	8.8	9.3	9.2	7.7	7.4	9.5
606	1	9.0	9.0	10.0	9.0	8.0	9.0	10.0	10.0	9.0	8.0	9.0
608	1	7.0	9.0	9.0	9.0	9.0	9.0	9.0	3.0	9.0	7.0	9.0
620	12	8.3	8.8	9.5	9.5	7.3	9.1	9.5	9.5	9.1	7.1	9.2
640	3	5.2	5.1	6.2	4.2	7.8	4.8	4.2	5.3	6.1	3.3	5.1
701	25	7.3	7.5	7.9	7.3	7.1	6.8	7.1	7.9	7.7	7.3	7.7
791	7	8.8	3.7	8.2	8.6	6.4	4.3	7.0	5.6	4.0	2.9	8.2
C1	2	8.4	10.0	10.0	9.2	9.2	9.2	10.0	8.0	9.2	6.8	10.0
C3	6	8.0	8.8	8.5	8.2	8.2	7.9	8.4	7.4	8.3	8.2	8.5
C4	2	6.8	10.0	10.0	8.9	9.5	8.9	10.0	10.0	10.0	5.5	10.0
C5	1	10.0	10.0	10.0	10.0	8.0	10.0	10.0	10.0	10.0	7.0	10.0
C7	1	5.0	9.0	8.0	8.0	1.0	2.0	8.0	5.0	5.0	7.0	8.0
C9	3	6.5	8.4	8.0	7.1	8.3	5.3	6.7	7.8	8.0	6.2	8.3
C15	4	7.9	10.0	9.4	7.9	8.0	8.5	8.1	7.2	7.8	6.3	9.1
C20	1	2.0	2.0	8.0	7.0	8.0	8.0	8.0	8.0	8.0	5.0	5.0
C21	7	8.3	9.7	9.6	9.4	6.7	7.6	8.6	8.9	8.4	7.4	9.6
C23	16	7.4	8.0	9.0	8.7	6.0	6.3	8.8	7.4	7.5	6.4	8.8
C24	2	8.4	8.4	8.4	8.4	8.4	8.4	8.4	8.0	8.4	7.6	8.4
C25	2	8.3	9.3	10.0	10.0	10.0	7.5	9.5	10.0	7.8	5.3	9.3
C26	2	9.5	8.6	10.0	10.0	10.0	10.0	9.5	6.7	9.5	7.1	8.9
C27	8	7.6	9.5	9.8	9.3	9.4	5.7	9.6	7.4	7.5	7.5	9.3
C28	4	8.1	9.5	9.8	9.8	8.7	6.7	8.0	9.4	9.0	7.8	9.5
C29	4	7.5	9.2	9.8	9.4	8.7	6.1	9.6	6.5	8.2	5.9	9.6
C30	1	10.0	10.0	9.0	9.0	9.0	9.0	10.0	9.0	9.0	8.0	10.0
C36	2	9.1	8.0	9.1	9.1	9.1	8.5	8.5	9.1	9.1	8.5	9.1
C37	3	6.5	8.3	7.7	6.3	6.0	6.0	7.1	6.3	6.3	5.7	7.7
C38	3	6.5	7.1	7.8	7.1	8.6	7.3	7.8	8.0	8.0	5.9	7.4
C44	2	5.3	8.5	8.4	5.7	7.5	10.0	7.4	10.0	9.5	4.6	8.5

APPENDIX D – Performance Ratings for Routes Ranked by Route

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
C45	1	9.0	10.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	10.0
C46	3	7.0	8.3	9.0	8.7	8.3	5.3	8.6	3.7	6.7	4.0	7.9
C47	1	9.0	10.0	8.0	8.0	9.0	9.0	8.0	10.0	9.0	9.0	8.0
C51	1	8.0	8.0	8.0	8.0	5.0	8.0	9.0	9.0	8.0	5.0	9.0
C52	1	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0
C60	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	9.0
C61	1	9.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	7.0	10.0
C62	5	7.3	9.6	9.5	8.0	9.4	6.7	8.9	7.7	8.6	4.5	9.2
C63	2	8.6	8.2	8.2	7.8	9.2	8.0	8.0	8.2	9.0	7.0	8.2
C64	2	9.5	9.1	9.5	9.5	7.3	10.0	9.5	9.1	10.0	9.1	10.0
C70	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
C73	2	8.3	8.3	8.3	8.3	7.6	6.9	8.3	9.7	8.0	6.0	9.0
C75	3	6.8	8.5	8.5	6.8	6.8	8.7	9.5	7.5	9.0	5.6	9.7
C87	1	9.0	10.0	10.0	10.0	8.0	7.0	8.0	9.0	8.0	7.0	10.0
C88	1	10.0	6.0	10.0	9.0	10.0	-	10.0	10.0	10.0	5.0	7.0
C92	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
C93	2	9.2	10.0	10.0	9.2	10.0	8.2	9.2	10.0	10.0	8.8	10.0
C96	1	10.0	10.0	10.0	10.0	10.0	7.0	10.0	10.0	10.0	5.0	10.0
NVT	11	6.3	8.7	8.6	8.8	4.2	7.7	7.7	8.4	7.4	5.9	9.2
BTC	6	8.0	8.2	9.0	7.8	7.4	7.5	7.7	9.3	8.4	8.2	9.0
STC	12	7.8	7.9	7.9	7.7	7.4	7.2	7.9	7.9	8.1	6.4	8.0
PCT	3	7.8	8.7	8.7	9.0	9.0	8.7	8.7	7.0	7.7	6.5	8.2
RTC	2	6.2	6.2	6.9	6.9	6.9	6.9	6.6	5.9	6.2	5.5	6.9
OTC	24	8.1	9.2	8.7	8.4	7.5	7.4	7.9	8.7	8.5	7.4	9.1
WVT	10	8.6	8.9	9.5	8.9	4.9	7.3	9.5	9.5	9.2	7.7	8.9

APPENDIX D – Performance Ratings for Routes, With 30 Ratings or More, 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	1929	7.8	8.4	8.7	8.5	7.0	7.4	8.3	8.5	8.2	7.1	8.7
99	96	8.1	8.8	8.8	8.9	6.2	8.4	8.3	9.2	8.8	8.4	8.7
250	70	8.5	9.1	9.4	9.3	7.2	8.6	9.3	9.3	8.7	7.7	9.2
16	49	7.4	8.6	8.8	8.6	7.4	6.6	8.3	8.5	8.3	7.2	8.7
9	46	8.1	8.4	8.5	8.6	7.3	7.8	8.3	9.0	8.4	7.5	8.7
240	41	8.4	8.7	9.1	9.1	6.8	7.9	8.6	9.3	8.7	7.5	8.9
22	37	7.0	7.9	8.4	8.3	6.8	6.6	8.1	7.5	7.8	6.2	8.2
10	36	8.0	8.8	8.7	8.5	7.2	7.7	8.7	8.9	8.2	7.6	8.9
49	36	8.4	8.7	8.9	8.9	6.5	7.2	8.5	9.1	8.2	7.7	8.9
239	35	8.3	8.5	8.8	8.8	7.8	8.2	8.6	8.6	8.4	8.2	8.7
41	34	7.9	8.4	8.7	8.7	7.1	7.4	8.5	8.5	8.4	7.8	8.6
135	34	8.1	8.2	8.6	9.1	5.9	7.4	8.4	9.2	8.6	7.8	9.1
351	33	8.4	8.1	8.7	8.1	6.8	7.4	8.2	7.9	8.2	7.4	9.0
601	32	7.9	8.2	9.4	9.1	7.1	7.6	8.0	7.2	7.8	6.9	9.1
25	31	8.0	8.8	9.1	9.1	7.5	7.7	8.3	8.9	8.6	7.7	8.5
410	31	7.5	7.4	8.4	8.1	6.0	7.1	8.0	8.3	8.2	7.6	8.0

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

Route Number	July - September 2015		July - September 2016		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jul'15-Sep'15 vs. Jul'16-Sep'16
# 10	37	7.8	36	8.0	0.2
# 16	40	8.2	49	7.4	-0.8
# 22	60	7.6	37	7.0	-0.6
# 239	21	8.4	35	8.3	-0.1
# 240	46	7.4	41	8.4	1.0
# 25	49	7.2	31	8.0	0.8
# 250	69	8.2	70	8.5	0.3
# 49	31	8.4	36	8.4	0.0
# 601	46	7.0	32	7.9	0.9
# 9	43	7.5	46	8.1	0.6
# 99	106	8.1	96	8.1	0.0

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

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

Route Number	April - September 2015		April - September 2016		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Apr'15-Sep'15 vs. Apr'16-Sep'16
# 10	74	7.6	79	8.0	0.4
# 106	59	7.9	55	7.9	0.0
# 135	52	8.2	62	7.8	-0.4
# 14	50	8.2	59	8.0	-0.2
# 15	36	7.9	18	7.1	-0.8
# 16	73	8.2	87	7.7	-0.5
# 160	33	7.5	45	8.0	0.5
# 17	49	7.3	51	7.1	-0.2
# 19	26	7.2	51	7.7	0.5
# 20	52	7.4	53	7.1	-0.3
# 210	32	8.1	42	7.9	-0.2
# 22	107	7.6	77	7.4	-0.2
# 239	52	8.0	56	7.9	-0.1
# 240	71	7.6	66	8.2	0.6
# 246	47	7.4	52	8.1	0.7
# 25	88	7.8	73	8.1	0.3
# 250	135	8.1	129	8.5	0.4
# 257	27	7.6	36	8.7	1.1
# 3	60	8.0	49	8.1	0.1
# 319	36	7.3	41	7.9	0.6
# 351	75	8.5	74	8.2	-0.3
# 4	36	7.8	37	8.1	0.3
# 401	51	7.6	51	7.6	0.0
# 41	68	7.3	65	7.8	0.5
# 410	68	7.6	66	7.6	0.0
# 49	62	7.9	59	8.3	0.4
# 5	28	7.1	38	7.5	0.4
# 50	30	8.2	36	8.4	0.2
# 6	36	7.6	49	8.3	0.7
# 601	85	7.4	70	7.8	0.4
# 7	52	7.5	66	7.7	0.2
# 701	45	7.7	47	7.6	-0.1
# 84	41	8.1	28	8.1	0.0
# 9	93	7.9	101	8.2	0.3
# 97	50	8.0	45	8.3	0.3
# 99	208	7.8	204	7.9	0.1
# OTC	63	7.3	48	7.9	0.6

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

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

Route Number	October 2014 - September 2015		October 2015 - September 2016		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Oct'14-Sep'15 vs. Oct'15-Sep'16
# 10	150	7.7	151	7.9	0.2
# 100	52	8.3	40	7.8	-0.5
# 106	123	7.8	127	7.5	-0.3
# 123	50	7.9	33	7.4	-0.5
# 129	39	7.2	38	7.8	0.6
# 130	56	7.8	66	8.4	0.6
# 135	102	7.9	129	7.7	-0.2
# 14	93	8.2	122	7.8	-0.4
# 144	26	7.4	38	7.5	0.1
# 145	53	7.6	38	8.0	0.4
# 15	57	7.8	40	7.8	0.0
# 152	58	7.6	47	8.0	0.4
# 155	31	8.6	38	8.3	-0.3
# 159	37	7.7	34	8.1	0.4
# 16	153	8.0	163	7.6	-0.4
# 160	56	7.2	84	7.7	0.5
# 169	44	7.7	39	8.1	0.4
# 17	87	7.6	96	7.6	0.0
# 19	56	7.4	107	7.7	0.3
# 2	24	7.8	37	8.1	0.3
# 20	119	7.2	124	7.0	-0.2
# 210	69	7.8	80	8.0	0.2
# 211	46	7.8	61	7.9	0.1
# 22	226	7.6	177	7.5	-0.1
# 228	59	8.0	45	8.4	0.4
# 229	53	7.8	45	7.8	0.0
# 230	62	7.8	52	7.8	0.0
# 232	35	7.6	41	8.1	0.5
# 239	105	8.1	111	8.0	-0.1
# 240	148	7.8	128	8.1	0.3
# 246	106	7.4	105	8.1	0.7
# 25	168	7.6	157	7.6	0.0
# 250	279	8.2	267	8.6	0.4

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

Route Number	October 2014 - September 2015		October 2015 - September 2016		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Oct'14-Sep'15 vs. Oct'15-Sep'16
# 255	60	7.4	70	7.9	0.5
# 257	47	7.8	54	8.5	0.7
# 26	41	8.3	55	7.6	-0.7
# 28	41	8.3	35	8.0	-0.3
# 3	116	8.0	108	7.8	-0.2
# 319	67	7.8	76	7.9	0.1
# 320	49	7.6	42	7.9	0.3
# 321	47	7.2	55	7.1	-0.1
# 33	61	7.6	55	7.7	0.1
# 335	36	8.1	21	7.6	-0.5
# 340	42	8.0	39	7.3	-0.7
# 351	161	8.4	159	8.3	-0.1
# 4	63	8.1	74	8.1	0.0
# 401	113	7.6	117	7.7	0.1
# 402	52	8.2	42	8.1	-0.1
# 403	45	7.1	51	7.7	0.6
# 41	150	7.4	148	7.9	0.5
# 410	150	7.7	127	7.7	0.0
# 44	43	7.9	39	7.3	-0.6
# 49	119	7.7	123	7.7	0.0
# 5	61	7.4	76	7.6	0.2
# 50	60	8.0	71	8.3	0.3
# 502	66	7.3	64	7.9	0.6
# 555	56	8.2	57	9.1	0.9
# 6	73	8.1	91	8.4	0.3
# 601	161	7.8	140	7.6	-0.2
# 7	107	7.5	110	7.6	0.1
# 701	105	7.4	97	7.6	0.2
# 791	41	7.7	39	8.2	0.5
# 8	69	7.5	69	7.8	0.3
# 84	76	8.3	73	8.0	-0.3
# 9	216	7.7	219	8.0	0.3
# 96	55	8.4	39	8.3	-0.1
# 97	117	7.9	110	7.6	-0.3
# 99	417	7.7	409	7.9	0.2
# C23	36	7.6	44	7.1	-0.5
# NVT	44	6.8	42	7.6	0.8
# OTC	114	7.5	102	7.8	0.3
# STC	44	7.3	35	7.6	0.3

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