Customer Service Performance
Quarter 4 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

- **Trending down over the last two quarters but consistent with a year ago, Overall Transit Service is rated highly by 57% of transit riders in Q4 2016.** The average score remains stable at 7.5 out of 10.

- **Most transit system attributes show a positive performance this period,** with the exception of Good Connections (an average score of 6.9 out of 10) and Enough Shelters at Stops (6.6).

Six-in-ten bus riders (62%) award top ratings to the Overall Bus Service, which is similar to a year ago, but has been trending down over the last three quarters. The average score is stable at 7.8 out of 10.

- Most bus service attributes have met the threshold for positive performance this period, with the exception of Not Being Overcrowded, earning an average score of 6.9 out of 10.

- Having a Courteous Bus Operator (75%) continues to be the highest-rated top key driver for Overall Bus Service. The other three drivers, Providing On-Time, Reliable Service (57%), Frequency of Service (48%), and Not Being Overcrowded (48%) have a relatively weaker performance compared to other bus service attributes.

- This quarter, WVT's performance has shown significant improvements on a few measures. In particular, #250 bus continues to rank first across many bus service attributes.

Consistent with Q4 2015 and trending down over the last two periods, Overall SkyTrain Service is rated highly by three-quarters of SkyTrain riders (73%) and the average score is sitting at 8.2 out of 10.
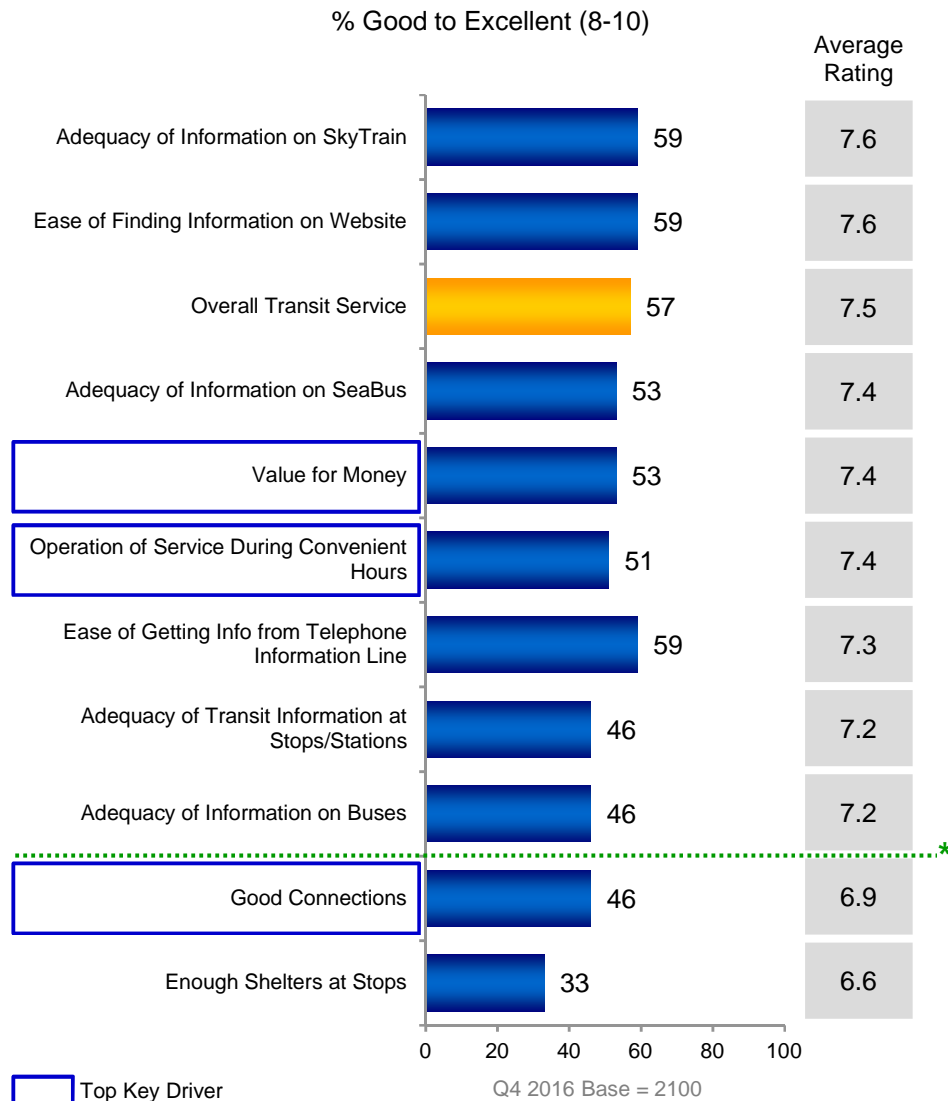
- Two of the four top key drivers for Overall SkyTrain Service have shown improvements over the last quarter, which includes Feeling Safe from Crime On Board the SkyTrain (81%) and Not Being Overcrowded (48%).

- Similar to historical trends, the performances of Staff Availability, and Delays are Announced and Explained, are currently below the positive-performance threshold, earning an average score of 6.8 and 6.1 respectively.

- In general, Canada Line tends to receive higher assessments compared to BCRTC. Scores for Canada Line and BCRTC have changed in some areas compared to last quarter but are generally in-line with a year ago.

Among all three transit modes, SeaBus continues to show the strongest performance (84%, consistent with last quarter and up from a year ago). The average score of 8.7 out of 10, has also increased from Q4 2015.

- All SeaBus service attributes continue to earn an average score that is above the positive-performance threshold.

- Similar to previous waves, Providing On-Time, Reliable Service (94%) is not only the highest-rated top key driver, but is also the strongest performer across all SeaBus service attributes.

Performance on Transit System Attributes

% Good to Excellent (8-10)

Attribute	% Good to Excellent (8-10)	Average Rating
Adequacy of Information on SkyTrain	59	7.6
Ease of Finding Information on Website	59	7.6
Overall Transit Service	57	7.5
Adequacy of Information on SeaBus	53	7.4
Value for Money	53	7.4
Operation of Service During Convenient Hours	51	7.4
Ease of Getting Info from Telephone Information Line	59	7.3
Adequacy of Transit Information at Stops/Stations	46	7.2
Adequacy of Information on Buses	46	7.2
Good Connections	46	6.9
Enough Shelters at Stops	33	6.6

Q4 2016 Base = 2100

☐ Top Key Driver

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

Transit System

- Trending down over the last two quarters, but in-line with a year ago, close to six-in-ten transit riders (57%) award top scores to Overall Transit Service. The average score remains at 7.5 out of 10.
- Most attributes perform relatively similar to last quarter and the same period in 2015. The only exception is the ratings for Adequacy of Information on SeaBus (53%), which have significantly dropped from the previous quarter.
- The two attributes that are performing below the threshold of positive performance for this period include Good Connections (an average score of 6.9 out of 10) and Enough Shelters at Stops (6.6).

Performance on Top Key Drivers of Transit Overall Service

Key Drivers with Positive Performance*

- Value for Money
  - The highest-rated top key driver continues to be Value for Money, receiving a good-to-excellent score from 53% of transit riders. This is consistent with previous quarters.
- Operation of Service During Convenient Hours
  - Convenient Hours earns top ratings from one-half of transit riders (51%), which is similar to Q3 2016 but directionally up from a year ago.

Key Drivers Needing Improvement*

- Good Connections
  - Ratings for Good Connections have been trending down since the first period of 2016, from 53% to 46% this quarter, resulting in an average score that is below the 7.0 positive-performance threshold.

Performance on Bus System Attributes

% Good to Excellent (8-10)

Attribute	% Good to Excellent	Average Rating
Having an Operator Who Drives Safely & Professionally**	86	8.8
Feeling Safe from Crime On Board the Bus	84	8.7
Having a Direct Route	79	8.6
Feeling Safe from Crime at the Bus Stop or Transit Exchange	79	8.5
Having a Courteous Bus Operator**	75	8.5
Clean and Graffiti-Free Buses	73	8.3
Trip Duration from the Time You Boarded to the Time You Got Off the Bus	73	8.3
Overall Bus Service	62	7.8
Providing On-Time, Reliable Service	57	7.4
Frequency of Service	48	7.1
Not Being Overcrowded	48	6.9

☐ Top Key Driver

Q4 2016 Base = 1891 (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 is rated highly by 62% of bus riders, which is unchanged from Q4 2015, but has been trending down since Q1 2016. The average score is stable at 7.8 out of 10.
- None of the bus service attributes have shown any significant changes in their performances this quarter.
- Similar to historical trends, the three lowest ranked service attributes are top key drivers of Overall Bus Service.
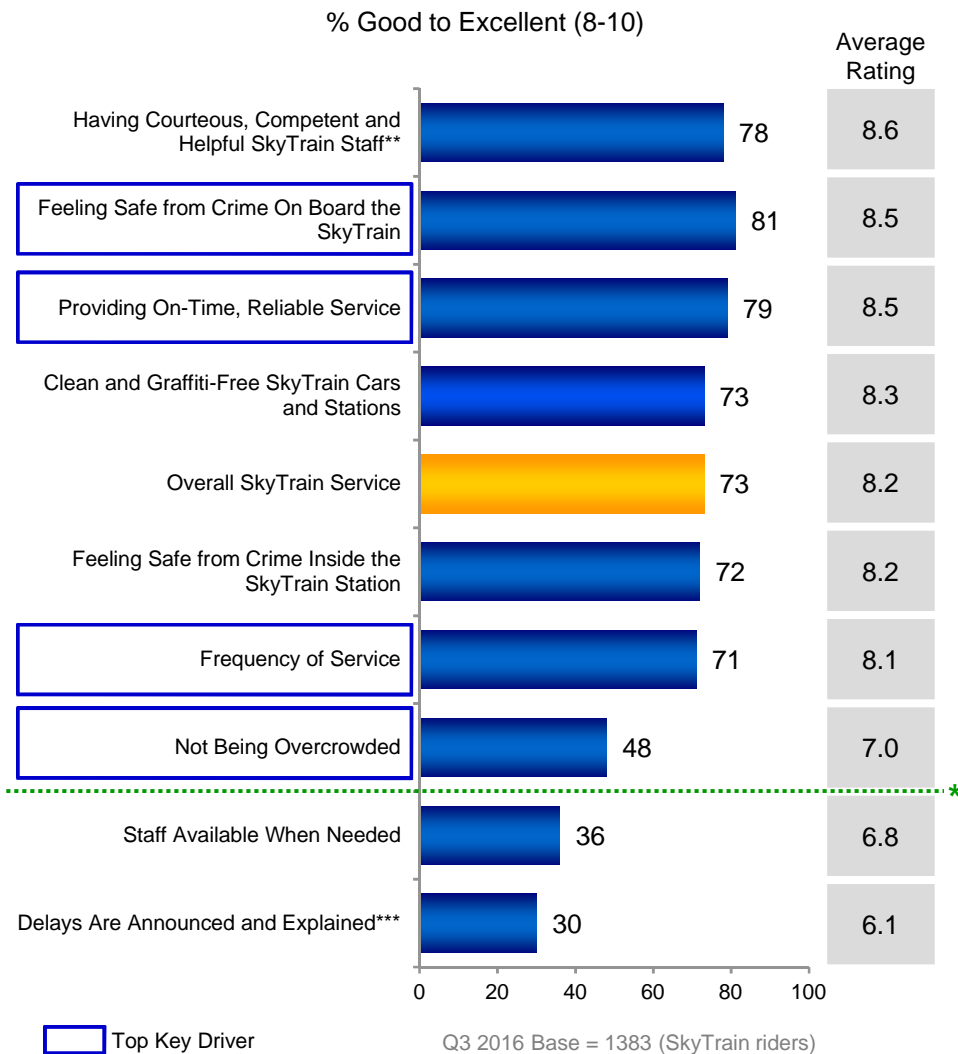
Performance on Top Key Drivers of Overall Bus Service
Key Drivers with Positive Performance*

- Courteous Bus Operator
  - In-line with previous waves, three-quarters of bus riders give top scores to this attribute, making this the highest-rated top key driver. In particular, WVT's performance has significantly increased from last quarter.

- On-Time Reliable Service
  - Marginally up from last quarter and a year ago, close to six-in-ten bus riders (57%) award a score of 8 to 10 to On-Time Reliable Service. Ratings for WVT have improved from the same period last year and scores for BTC have also gone up from the previous quarter, while PCT's performance has slipped from last wave.

- Frequency of Service
  - Approximately one-half of bus riders (48%) find Frequency of Service to be good-to-excellent, which is unchanged from historical results. Scores for WVT have increased from a year ago while STC's performance has improved from the last period.

Key Drivers Needing Improvement*

- Not Being Overcrowded
  - Although the ratings for Not Being Overcrowded are consistent with last period and have marginally increased from Q4 2015, the average score (6.9 out of 10) is just below the 7.0 positive-performance threshold this quarter, which makes this the lowest-rated top key driver for Overall Bus Service.

Performance on SkyTrain Attributes

% Good to Excellent (8-10)

Attribute	% Good to Excellent	Average Rating
Having Courteous, Competent and Helpful SkyTrain Staff**	78	8.6
Feeling Safe from Crime On Board the SkyTrain	81	8.5
Providing On-Time, Reliable Service	79	8.5
Clean and Graffiti-Free SkyTrain Cars and Stations	73	8.3
Overall SkyTrain Service	73	8.2
Feeling Safe from Crime Inside the SkyTrain Station	72	8.2
Frequency of Service	71	8.1
Not Being Overcrowded	48	7.0
Staff Available When Needed	36	6.8
Delays Are Announced and Explained***	30	6.1

Q3 2016 Base = 1383 (SkyTrain riders)

☐ Top Key Driver

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

** Caution: Only among SkyTrain riders who spoke with staff (n=114)
*** Caution: Only among those who experienced delays (n=364)
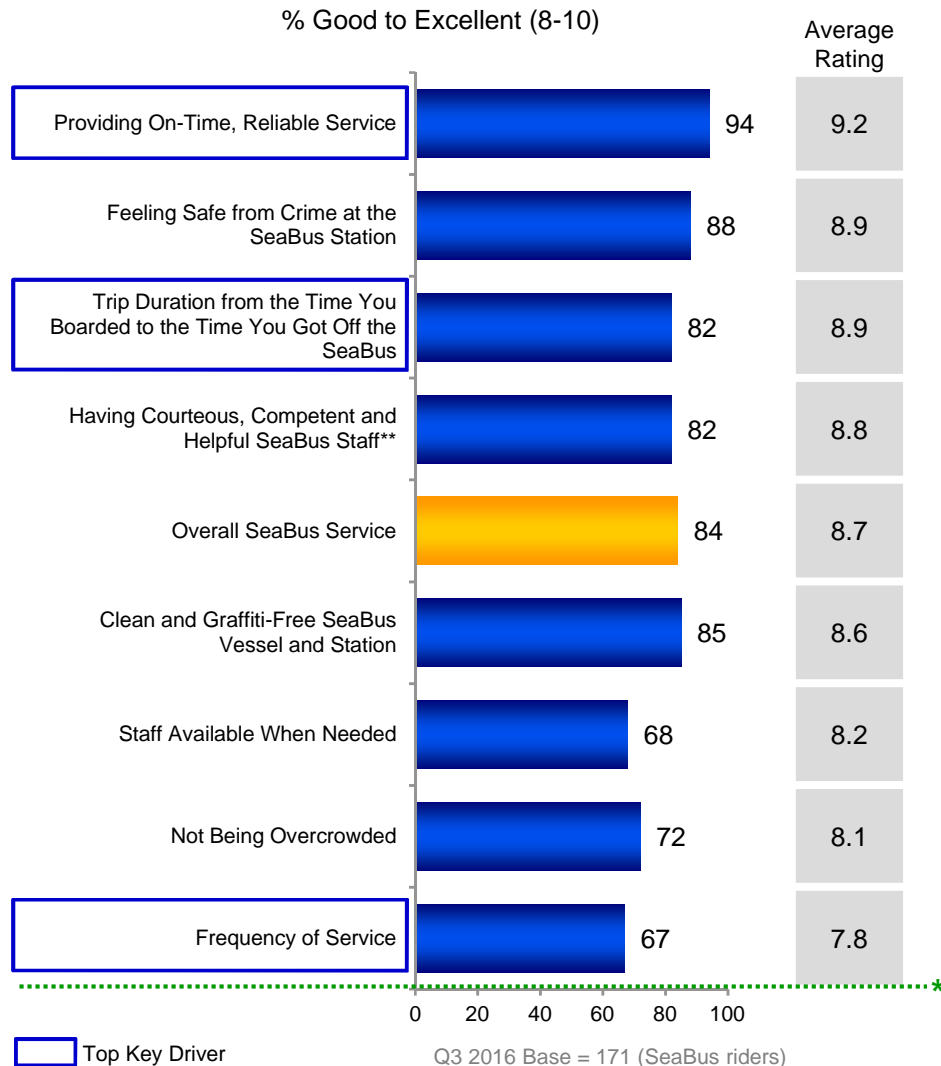
SkyTrain System

- Trending down over the last two quarters but in-line with a year ago, SkyTrain's Overall Service is rated highly by three-quarters of SkyTrain riders (73%). The average score is holding stable at 8.2 out of 10.

- Ratings for most SkyTrain service attributes have not changed significantly, except for Feeling Safe from Crime On Board the SkyTrain (81%) and Not Being Overcrowded (48%), which have both improved from last quarter.

- Similar to previous waves, Staff Availability and Delays are Announced and Explained continue to perform below the threshold for positive performance this period, earning an average score of 6.8 and 6.1 respectively.

Performance on Top Key Drivers of SkyTrain Overall Service

Key Drivers with Positive Performance*

- Feeling Safe from Crime On Board the SkyTrain
  - Up from last quarter and consistent with a year ago, this attribute (81%) has become one of the highest-rated top key drivers for SkyTrain's Overall Service.

- On-Time, Reliable Service
  - Similar to last quarter but marginally up from Q4 2015, On-Time Reliable Service earns top ratings from 79% of SkyTrain riders. Specifically, scores for Canada Line in this area have slipped from the previous quarter while BCRTC's performance remains stable.

- Frequency of Service
  - Frequency of Service receives good-to-excellent ratings from seven-in-ten SkyTrain riders (71%), which is unchanged from Q4 2015 but has been trending down since Q2 2016.

- Not Being Overcrowded
  - Performance of Not Being Overcrowded (48%) has improved over Q3 2016, which results in a higher average score of 7.0 out of 10. Although this remains as the lowest-rated top key driver, its performance meets the threshold for positive performance this period.

Performance on SeaBus Attributes

% Good to Excellent (8-10)

Attribute	% Good to Excellent (8-10)	Average Rating
Providing On-Time, Reliable Service	94	9.2
Feeling Safe from Crime at the SeaBus Station	88	8.9
Trip Duration from the Time You Boarded to the Time You Got Off the SeaBus	82	8.9
Having Courteous, Competent and Helpful SeaBus Staff**	82	8.8
Overall SeaBus Service	84	8.7
Clean and Graffiti-Free SeaBus Vessel and Station	85	8.6
Staff Available When Needed	68	8.2
Not Being Overcrowded	72	8.1
Frequency of Service	67	7.8

☐ Top Key Driver

Q3 2016 Base = 171 (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=34)

SeaBus

- Ratings for SeaBus's Overall Service (84%) have significantly improved from a year ago and remain consistent with last quarter. This also results in a stronger average score this quarter (8.7 out of 10) than Q4 2015 (8.4).

- Most SeaBus service attributes show stable performance, with the exception of Feeling Safe from Crime at the SeaBus Station (88%, up from 80% a year ago) and Trip Duration (82%, down from 90% last quarter).

- All attributes continue to earn an average score that is well above the 7.0 positive-performance threshold.

### *Performance on Top Key Drivers of SeaBus Overall Service*

- On-Time, Reliable Service

  – A large majority of SeaBus riders (94%) continue to give top ratings to this attribute, which makes this the highest-rated top key driver for SeaBus's Overall Service.

- Trip Duration

  – Scores for Trip Duration (82%) are significantly down from the previous quarter but consistent with a year ago.

- Frequency of Service

  – Frequency of Service continues to lag behind the other two top key drivers, earning good-to-excellent scores from 67% of SeaBus riders. This is in-line with last wave but marginally up from the same period last year.

Transit Riders

- Over three-quarters of transit riders (78%) own a smartphone, with eight-in-ten of them (81%) 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 tend to be younger, aged 16 to 24 years old (26% versus 13%)
  - They are less likely to be working full-time (44% versus 51%)
  - They are more likely to be a student (17% versus 6%)
  - They are less likely to fall into the higher household income bracket of $65,000 or more (39% versus 54%)

Trip Purpose
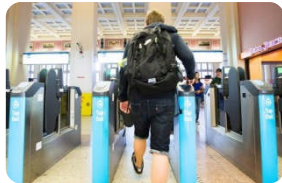
- The most common reason why transit users take public transit continues to be for work purposes, with close to one-half of transit riders (46%) giving this as a reason.

- Other secondary reasons include entertainment/social purposes (37%) and going to/from shopping (33%).

Choice versus Captive

- Unchanged from historical waves, seven-in-ten transit users (69%) are classified as Choice riders because they have regular access to a vehicle, while 30% are grouped as Captive riders, meaning they don't have regular vehicle access.

- Compared to Captive riders, Choice riders tend to be at least 35 years old, employed full-time, have a university degree, make an annual household income of $75K or higher, and frequently use a Compass Ticket or cash fare as their method of payment.

- In contrast, Captive riders are more likely to be working part-time or unemployed, making a lower income ($35K or less) and living within the city of Vancouver. Also, they tend to take the Bus and use the Compass Card.

The primary objectives of this project are to:

- Evaluate the quality of service provided by Bus, SeaBus, and SkyTrain.

- Diagnose what aspects of service have the strongest impact on perceptions of service quality.

- Provide recommendations regarding what aspects of service need to be modified to increase and maintain high levels of service quality across transit modes.

- Assess customer behaviour and motivation related to the use of public transit.

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

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

- Perceptions of Overall Service

- Perceptions of Specific Attributes

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

% Good to Excellent (8-10)

| Avg Score | 7.6 | 7.5 | 7.5 | 7.5 | 7.5 | 7.6 | 7.7 | 7.6 | 7.5 |

Q4 2016 Base = 2100
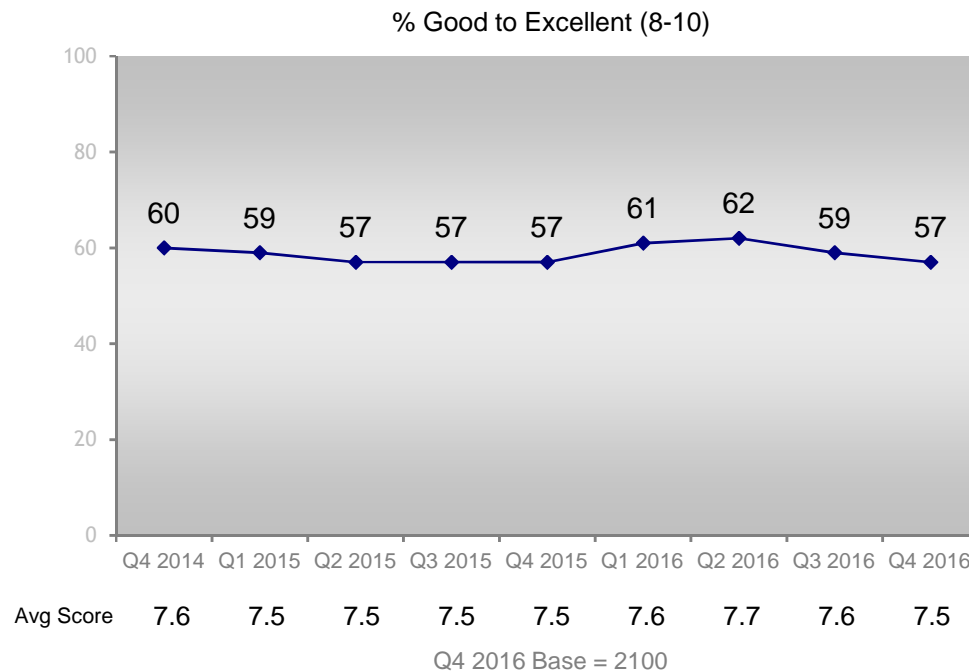
Overall Service

Trending down over the last two quarters but consistent with a year ago, close to six-in-ten riders (57%) give good-to-excellent ratings to Overall Transit Service. The average score is stable at 7.5 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
	- 2%	0%

SeaBus riders, Low Frequency users, Choice riders, seniors (65+) and those who frequently use Stored Value on their Compass Card have a higher likelihood of giving a high score to Overall Service compared to their counterparts.

Q4 2016 Regional Differences:
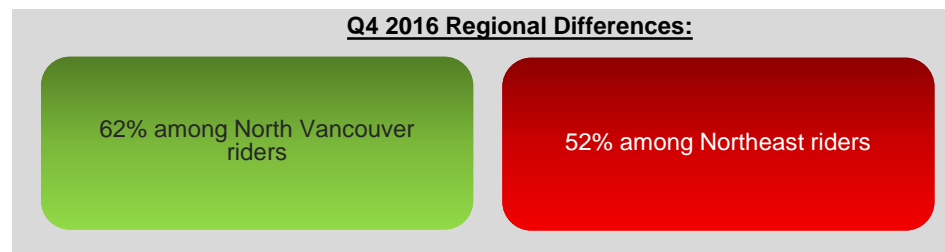
62% among North Vancouver riders

52% among Northeast 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)

| Avg Score | 7.1 | 7.0 | 7.2 | 7.1 | 7.3 | 7.3 | 7.3 | 7.4 | 7.4 |

Q4 2016 Base = 2100
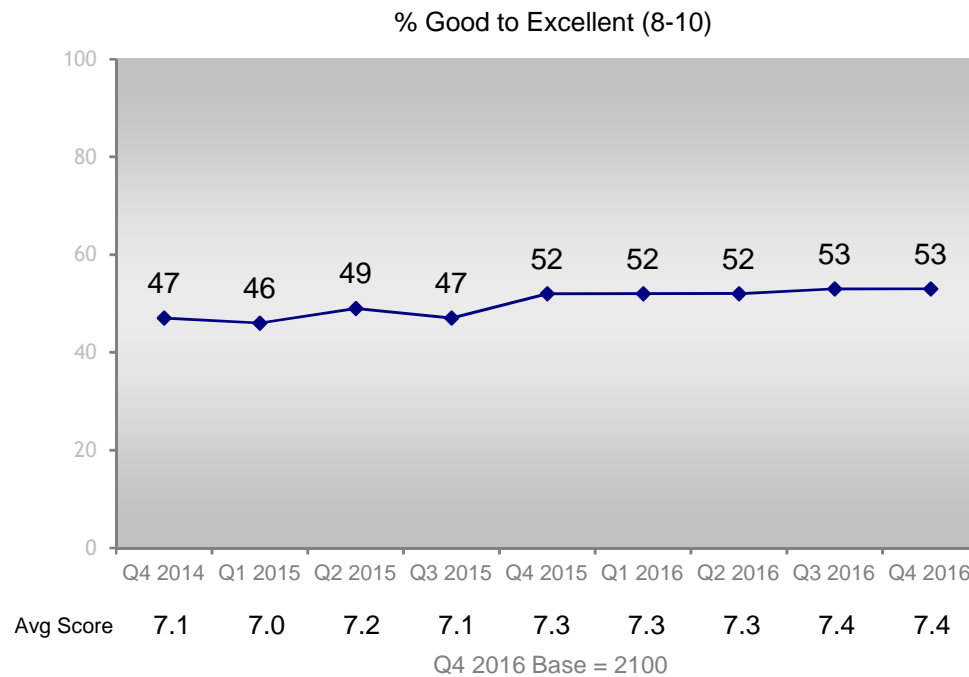
Value for Money

Consistent with previous quarters, over one-half of transit riders (53%) award top scores to Value for Money, with the average score stable at 7.4 out of 10. This continues to be one of the highest-rated top key drivers for Overall Transit Service.

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

This attribute is rated highly by seniors (65+).

Q4 2016 Regional Differences:

60% among North Vancouver riders

45% among Richmond/South Delta 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 | 7.2 | 7.2 | 7.3 | 7.3 | 7.4 | 7.5 | 7.3 | 7.4 |

Q4 2016 Base = 2100
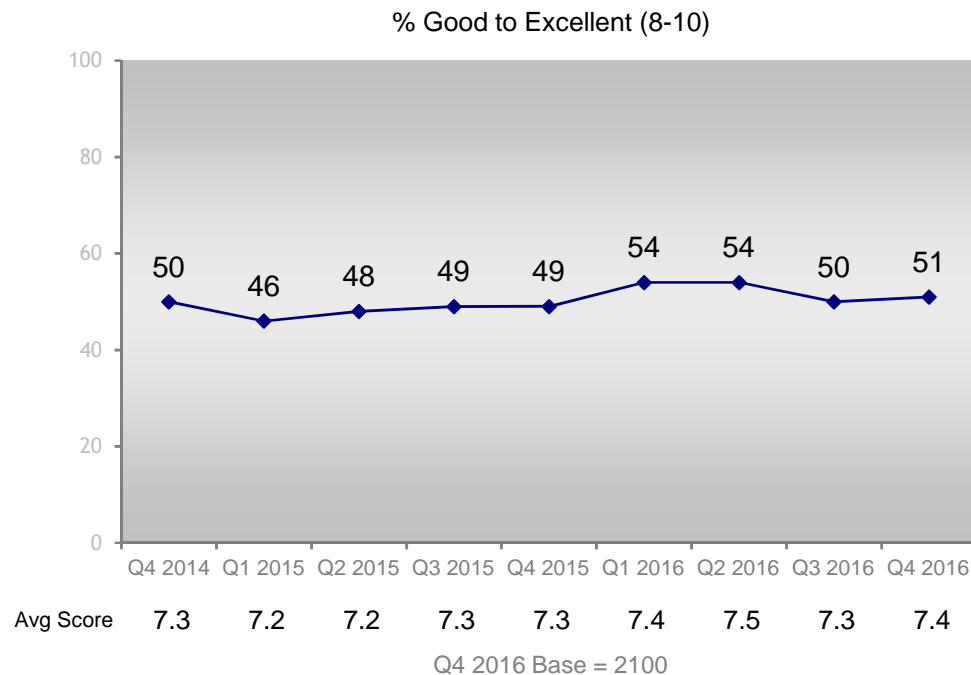
Convenient Hours

Directionally up a from a year ago but consistent with last quarter, Convenient Hours (a top key driver) earns top ratings from 51% of riders. The average score remains stable at 7.4 out of 10.

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

Specifically, Canada Line users, and those with lower household incomes (less than $35K) are more likely to award top scores to Convenient Hours. While those between the ages of 25 and 64 are less likely to give high scores.

Q4 2016 Regional Differences:

55% among Vancouver riders

45% among North Vancouver riders

44% 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?

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

Four-in-ten riders (41%) have taken more than one bus or transit mode this quarter, which is up from the previous quarter but down from a year ago. This is particularly prevalent among Bus or SeaBus riders, High Frequency users, Captive riders, lower household income earners (<$35K) and those who use a Monthly Pass.

Good Connections continues to show a downward trend from 53% in Q1 2016 to 46% this period. The performance of this top key driver has fallen below the positive-performance threshold, earning an average score of 6.9 out of 10 in Q4 2016.

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

Compared to their counterparts, Canada Line users are more inclined to give a good-to-excellent score to this attribute.

% Good to Excellent (8-10)

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

Q4 2016 Base = 803

Q4 2016 Regional Differences:

54% among Burnaby/New Westminster riders	41% among Surrey/North Delta/White Rock/Langley 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?

% Good to Excellent (8-10)

	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016
	33	33	31	32	32	34	36	35	33
Avg Score	6.6	6.5	6.6	6.6	6.6	6.6	6.8	6.7	6.6

Q4 2016 Base = 2100

Q4 2016 Regional Differences:

41% among West Vancouver riders

30% among Surrey/North Delta/White Rock/Langley riders
27% among Northeast riders

☐ Top Key Driver	🟩 Most Positive	🟥 Least Positive

Enough Bus Shelters at Bus Stops

Trending down over the last two quarters but consistent with a year ago, one-third of transit riders give a score of 8 to 10 to Having Enough Bus Shelters at Bus Stops, and the average score is sitting at 6.6 out of 10. This remains as the lowest-rated service attribute.

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

🟢 🔴 = *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?

**Adequacy of 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 | 7.1 | 7.1 | 7.2 |

Q4 2016 Base = 2100

Marginally up from both last quarter and a year ago, close to
one-half of riders (46%) award good-to-excellent ratings to
Having Adequate Transit Information at Stops and Stations.
The average score has been steadily increasing from 7.0 in
Q4 2015 to 7.2 this period.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
	+ 2%	+ 3%

Riders who have a lower household income (<$35K) tend to
award a higher score to this area of service compared to
their counterparts. On the other hand, those who are
between the ages of 45 to 64 years old are less likely than
other age groups to give a high assessment to this attribute.
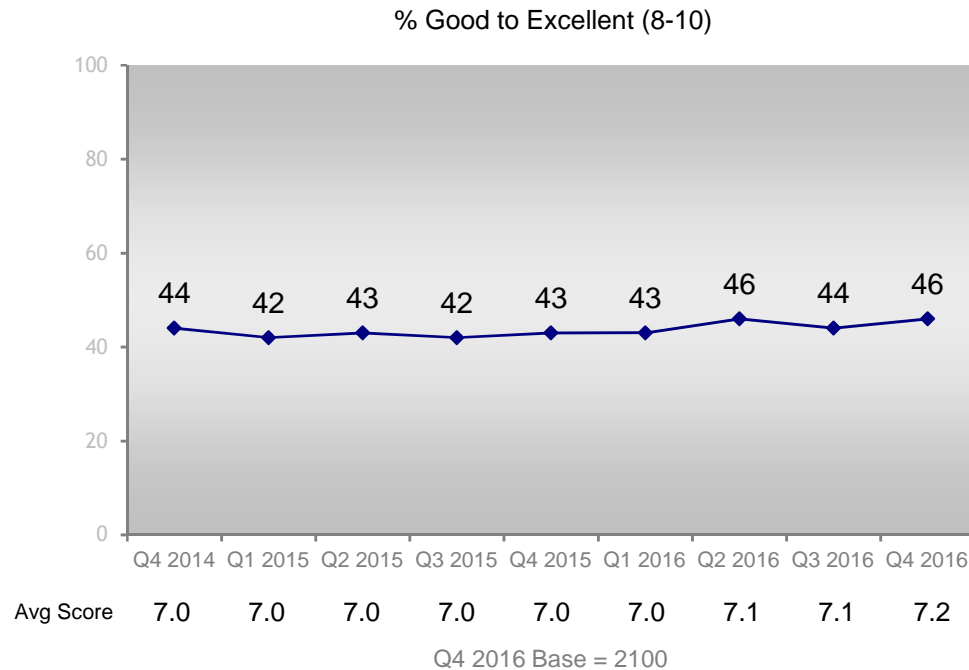
Q4 2016 Regional Differences:
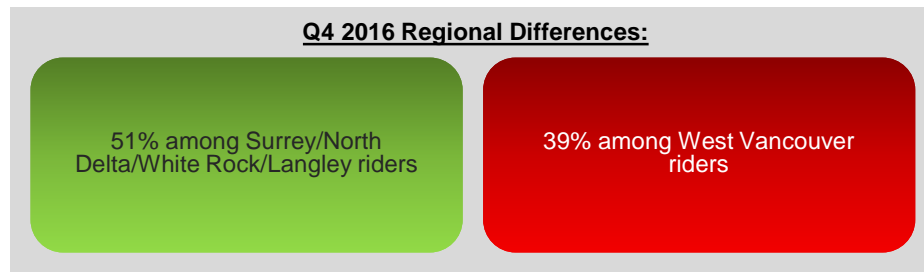
51% among Surrey/North
Delta/White Rock/Langley riders

39% among West Vancouver
riders

Most Positive   Least Positive

= *Significant upward/downward shift*

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

Ease of Getting Information from the Telephone Information Line

% Good to Excellent (8-10)
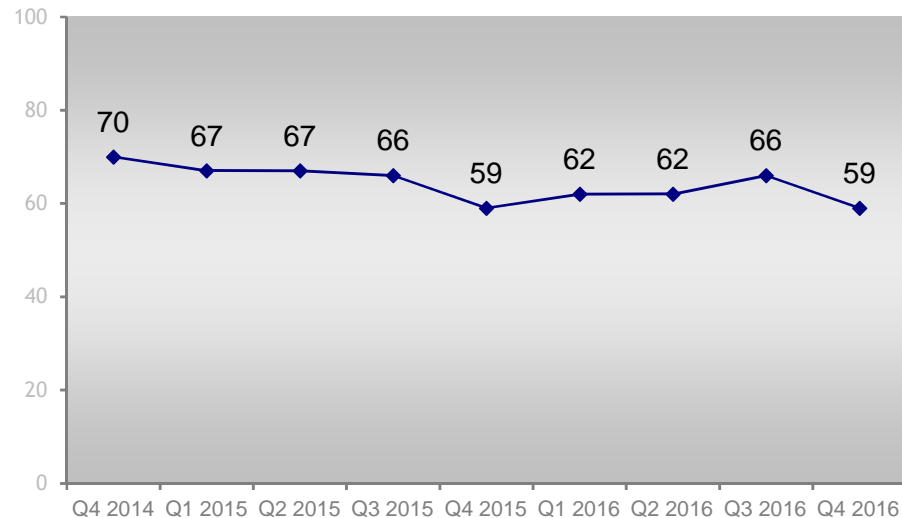
	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016
Avg Score	7.8	8.0	7.9	7.8	7.2	7.4	7.5	7.6	7.3

Q4 2016 Base = 323 (used phone)

Spoke To Clerk	Call Was Automated	Clerk & Automated
Base = 191	Base = 52	Base = 75
% Good to Excellent		
74%	43%	47%

In-line with previous quarters, 14% of riders report using the Telephone Line in the last three months. In particular, usage is higher among Captive riders, High/Medium Frequency users, lower household income earners (<$35K), cash or Monthly Pass users and those who are 25 years old or older.

Directionally down from last quarter but unchanged from Q4 2015, six-in-ten transit riders who have previously used the phone line give top scores to the Ease of Getting Information with the average score at 7.3 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	- 7%	0%

Similar to historical trends, riders who have directly talked to a clerk are more inclined to give good-to-excellent ratings to Ease of Getting Information than those who have only made a fully or partially automated call.

= *Significant upward/downward shift*

Q23F.1   On a scale from one to ten, how would you rate TransLink's website for being easy to find the information you wanted?

% Good to Excellent (8-10)

	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016
%	60	55	56	56	55	58	61	56	59
Avg Score	7.6	7.5	7.5	7.5	7.5	7.6	7.7	7.5	7.6

Q4 2016 Base = 1167 (used website)

Q4 2016 Regional Differences:

63% among Vancouver riders
61% among Burnaby/New Westminster riders

49% among Northeast riders

Most Positive   Least Positive
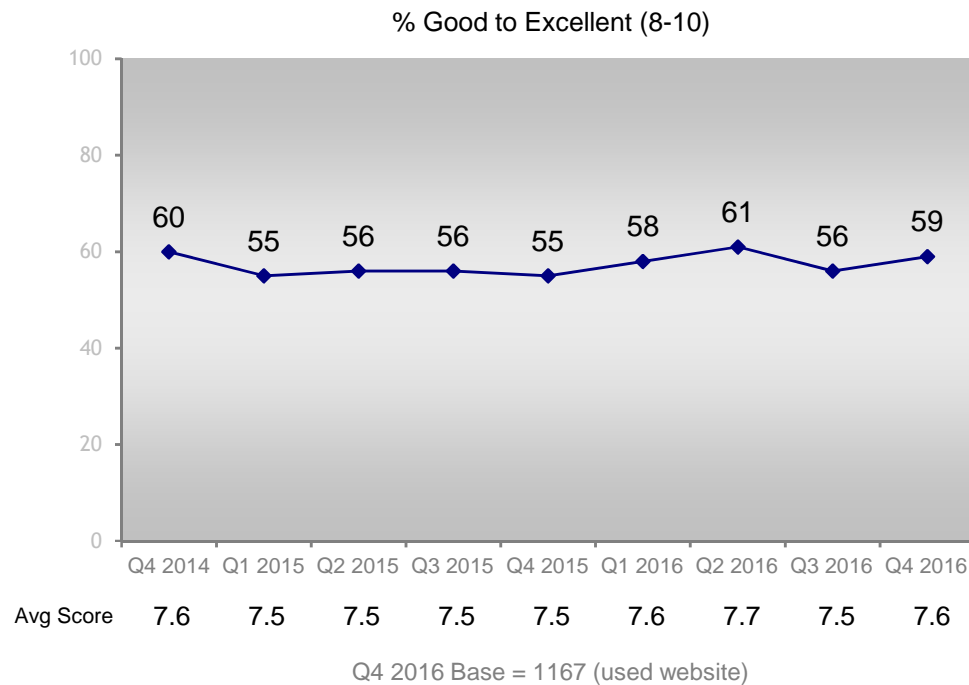
Ease of Finding Info on Website

Six-in-ten riders have used TransLink's website in the last three months, which is in-line with previous quarters. Reported usage is particularly higher among High/Medium Frequency users, Choice riders, Compass Card users, Northeast region residents and those who are younger than 65 years old.

Among those who have used the website, six-in-ten (59%) award a score of 8 to 10 to Ease of Finding Information, which is marginally up from Q3 2016 and Q4 2015. The average score remains consistent at 7.6 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	+ 3%	+ 4%

In particular, SeaBus riders tend to give a higher score to this attribute compared to their counterparts.
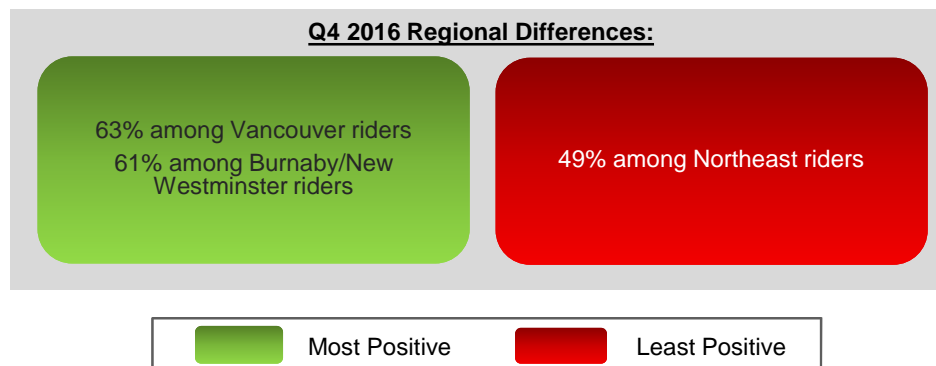
= *Significant upward/downward shift*

Q17/19/21. **Thinking about the trip you made on the bus, how would you rate it for service overall?**
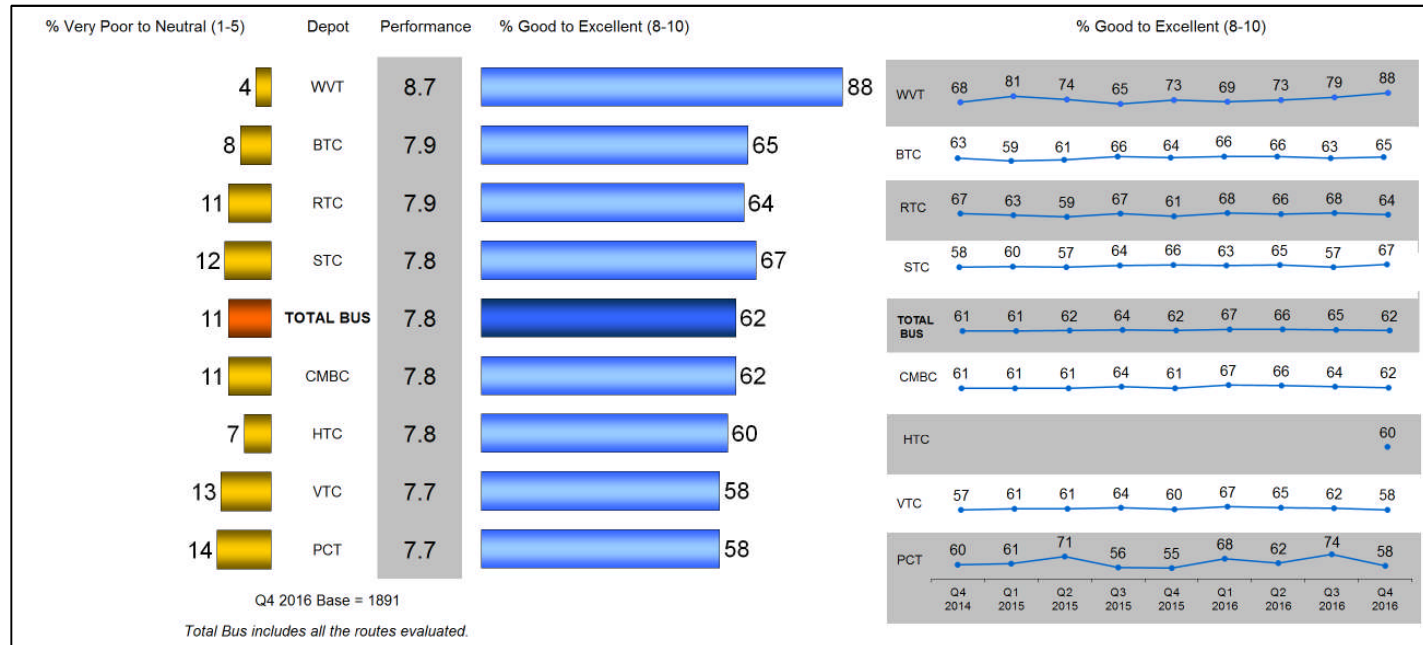
Top Scoring Routes	
#250	**#351**
8.8	**8.5**

Lowest Scoring Routes*	
#2	**#49**
7.2	**7.1**

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Bus Service Overall

Overall, 62% of bus riders rate the bus service to be good-to-excellent, which is consistent with a year ago, but has been trending down since Q1 2016. 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	- 3%	0%
WVT	+9%	**+ 15%**
PCT	**- 16%**	+ 3%

⬤ ⬤ = *Significant upward/downward shift*

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

HTC is a new depot added in September 2016.

Q18.9/20.9/22.9   Thinking about the last/2nd last trip you made on [ROUTE NUMBER] how would you rate it in terms of providing on-time reliable service?

	% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
	10	WVT	8.1	75
	11	BTC	8.0	68
	17	TOTAL BUS	7.4	57
	18	CMBC	7.4	56
	21	HTC	7.4	56
	16	RTC	7.4	53
	22	PCT	7.2	53
	18	STC	7.2	52
	20	VTC	7.2	51

Q4 2016 Base = 1891

% Good to Excellent (8-10)

	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016
WVT	66	71	56	66	62	64	61	79	75
BTC	61	60	56	64	63	64	67	60	68
TOTAL BUS	56	55	56	54	55	59	58	55	57
CMBC	56	54	55	54	55	59	58	54	56
HTC									56
RTC	61	58	62	58	54	61	57	50	53
PCT	59	53	57	49	47	56	54	65	53
STC	54	52	50	54	58	58	59	52	52
VTC	49	51	53	49	51	55	53	51	51

Top Scoring Routes

#99	#250	#351
8.3	8.2	8.1

Lowest Scoring Routes

#41	#2
6.9	6.3

Time Period Receiving Higher Ratings

- Weekday 9:30AM – 3PM

Top Key Driver

On-Time Reliable Service

A top key driver for Overall Bus Service, On-Time Reliable Service, earns top ratings from close to six-in-ten bus riders (57%), which is marginally up from last quarter and a year ago. The average score remains unchanged at 7.4 out of 10.

Good-to-Excellent ratings compared to:	_Last Quarter_	_Same Quarter Last Year_
Total Bus	+ 2%	+ 2%
WVT	- 4%	**+ 13%**
BTC	**+ 8%**	+ 5%
PCT	**- 12%**	+ 6%

= _Significant upward/downward shift_

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

HTC is a new depot added in September 2016.

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?
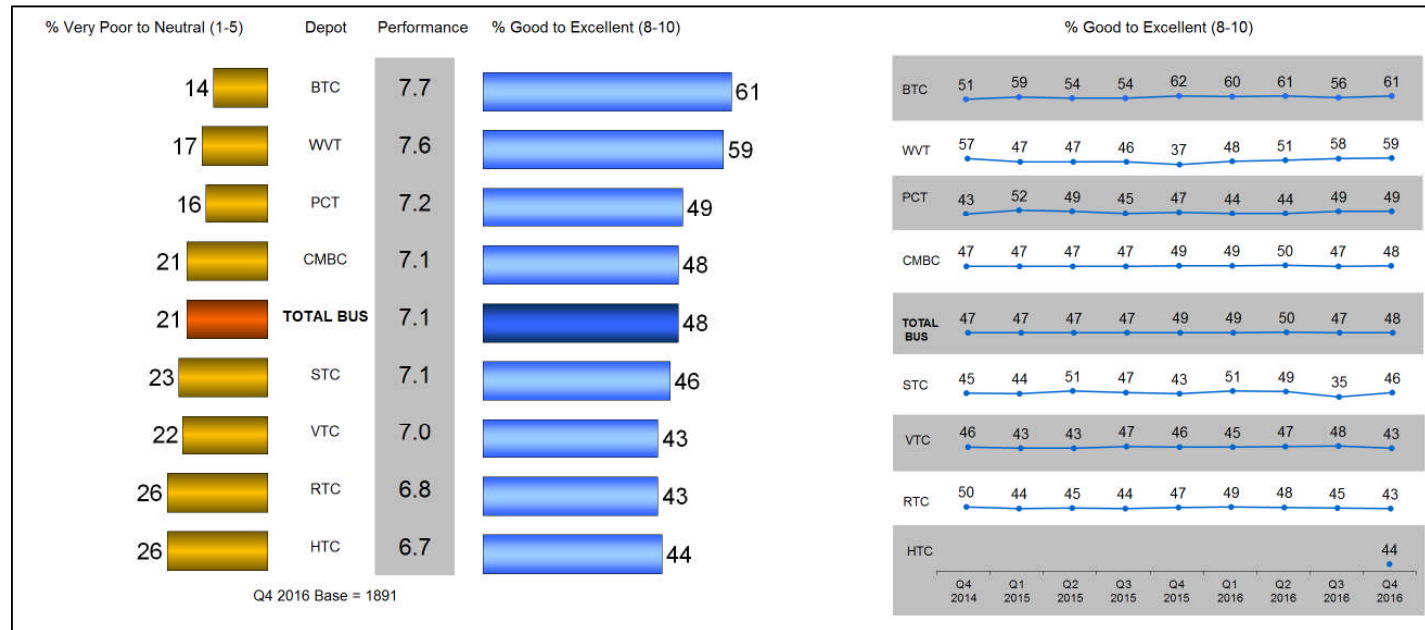
Top Scoring Route

#99

8.6

Lowest Scoring Routes

#10	#2	#601
6.9	6.3	6.2

Time Period Receiving Lower Ratings

- Weekday after 6:30PM

Frequency of Service

Frequency of Service (48%) shows consistent performance compared to the previous quarter and a year ago, with the average stable at 7.1 out of 10.

Top Key Driver

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	+ 1%	- 1%
WVT	+ 1%	**+ 22%**
STC	**+ 11%**	+ 3%

= *Significant upward/downward shift*

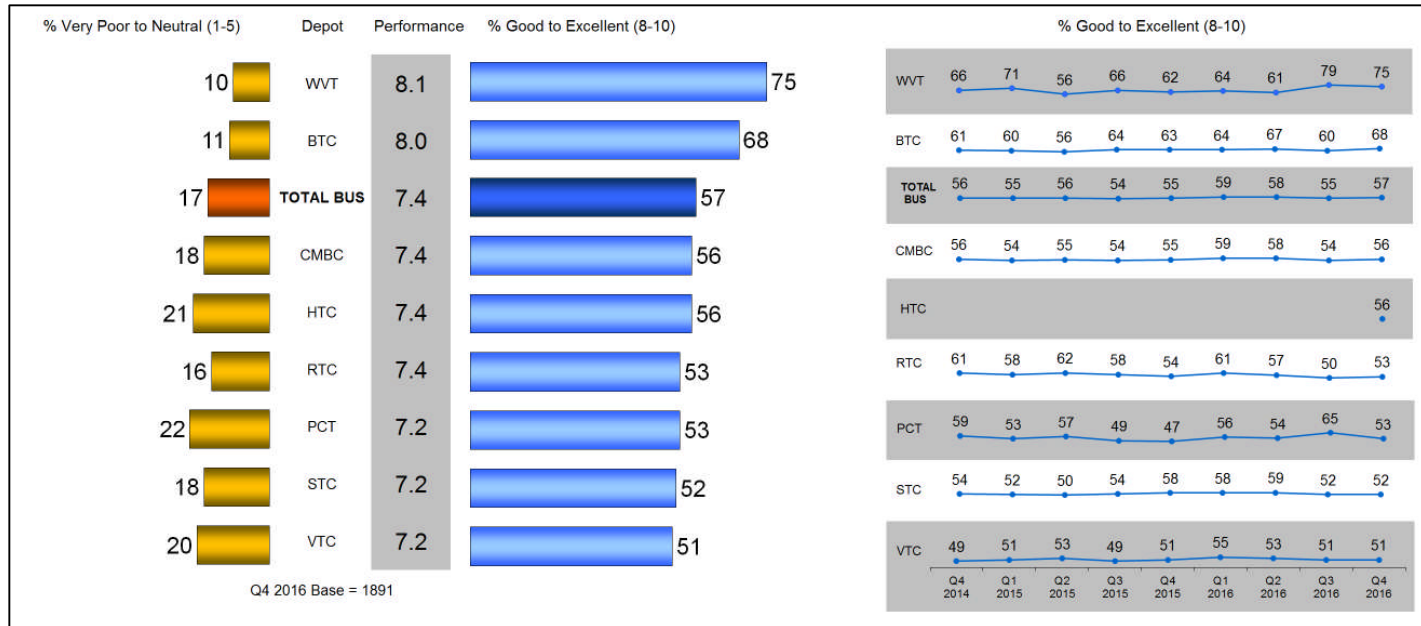*Note: Depots are shown if there are any significant changes from last quarter or last year.*

HTC is a new depot added in September 2016.

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?**
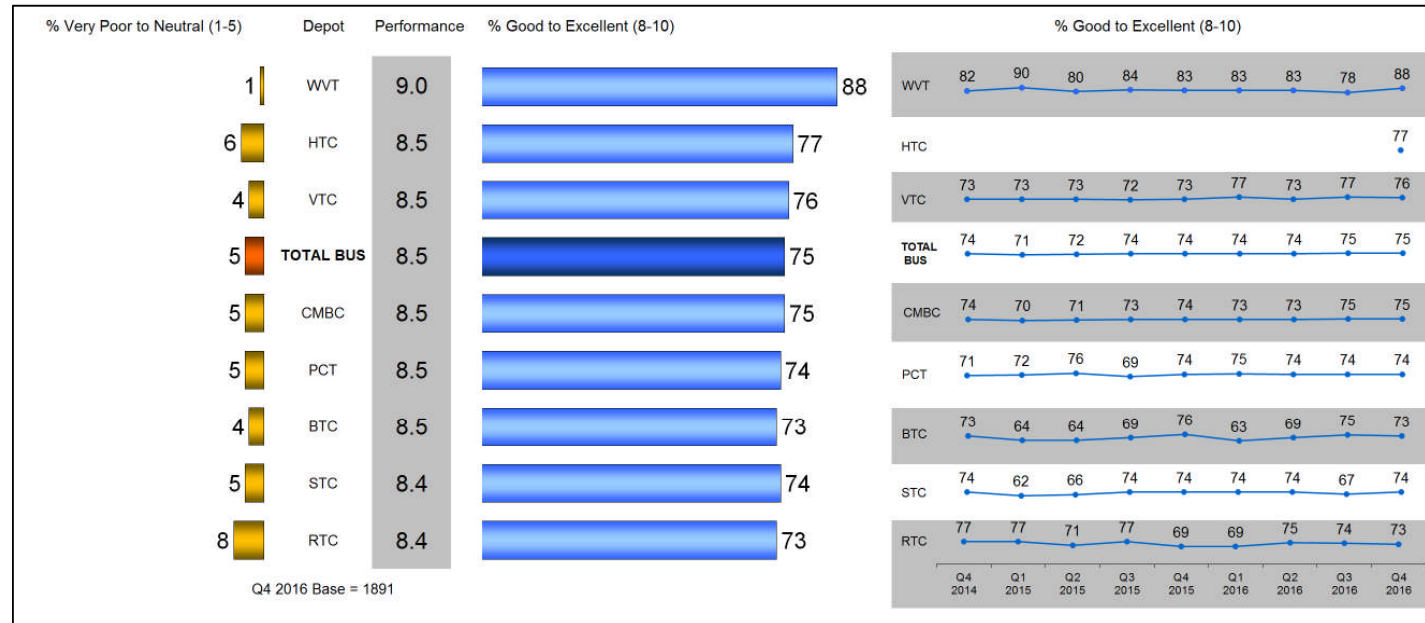
Top Scoring Route

#10

9.0

Lowest Scoring Routes*

#49   #410

8.2   8.2

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Courteous Bus Operator

Three-quarters of bus riders award top scores to bus operators for being courteous, which is unchanged from historical trends. This is the highest-rated top key driver for overall bus service and the average score is sitting strong at 8.5 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	0%	+ 1%
WVT	+ 10%	+ 5%

☐ Top Key Driver

🟢 🔴 = *Significant upward/downward shift*

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

*HTC is a new depot added in September 2016.*

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

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
2	WVT	8.8	88
7	HTC	8.5	78
6	BTC	8.4	76
6	STC	8.3	75
7	RTC	8.3	75
8	PCT	8.3	75
7	TOTAL BUS	8.3	73
7	CMBC	8.3	73
8	VTC	8.1	67

Q4 2016 Base = 1891

% Good to Excellent (8-10)

	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016
WVT	85	79	67	82	83	72	78	84	88
HTC									78
BTC	75	72	73	75	79	78	79	80	76
STC	71	73	68	71	74	79	69	61	75
RTC	72	75	74	74	69	78	73	71	75
PCT	64	74	68	69	69	77	70	74	75
TOTAL BUS	74	73	70	74	75	76	73	73	73
CMBC	74	73	70	73	75	76	73	73	73
VTC	75	74	70	73	76	75	72	74	67

Top Scoring Route

#250

8.8

Lowest Scoring Route*

#2

7.1

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Trip Duration

Unchanged from last quarter but directionally down from a year ago, close to three-quarters of bus riders (73%) give good-to-excellent scores to Trip Duration. The average score is consistent at 8.3 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	0%	- 2%
STC	+ 14%	+ 1%
VTC	- 7%	- 9%

= *Significant upward/downward shift*

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

HTC is a new depot added in September 2016.

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?**

Q4 2016 Base = 1891

	Top Scoring Route
	#16
	7.9

	Lowest Scoring Route
	#135
	5.5

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

Top Key Driver

Not Being Overcrowded

Not Being Overcrowded receives a score of 8 to 10 from 48% of bus riders. Although the average score for this attribute hasn't changed significantly in Q4 2016, it is below the positive-performance threshold, making this the lowest-rated top key driver (6.9 out of 10).

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

= Significant upward/downward shift

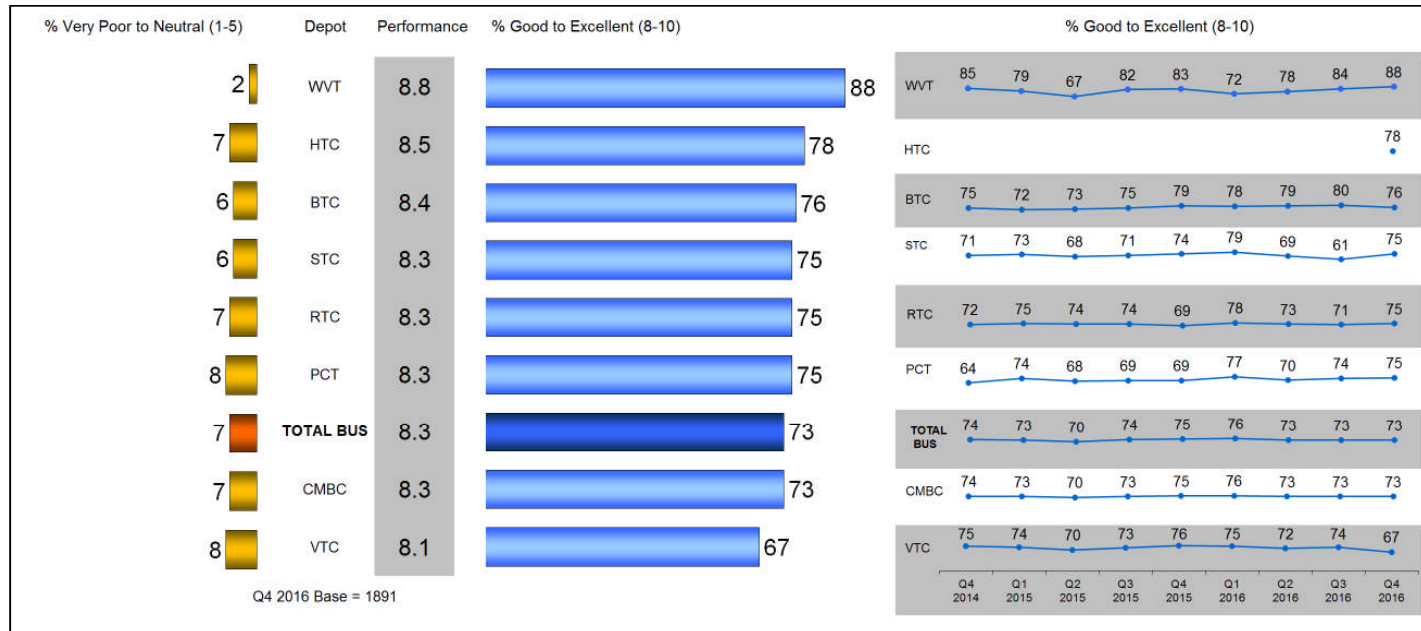*Note: Depots are shown if there are any significant changes from last quarter or last year.*

HTC is a new depot added in September 2016.

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?
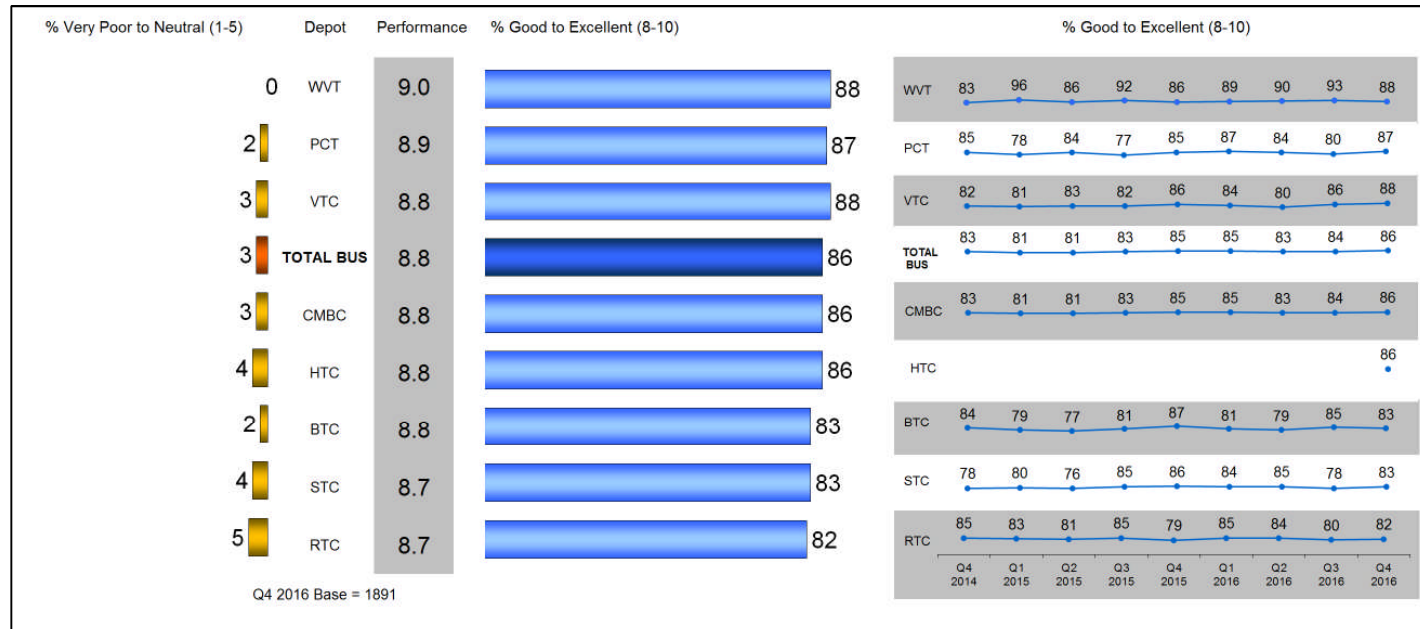
Top Scoring Route

#10

9.4

Lowest Scoring Route*

#2

8.5

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Safe and Professional Bus Operator

Marginally up from Q3 2016 but consistent with Q4 2015, Having a Safe and Professional Bus Operator earns top scores from a large majority of bus riders (86%). The average score (8.8 out of 10) has also improved from those previous periods. This continues to be the highest-rated bus service attribute.

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

= *Significant upward/downward shift*

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

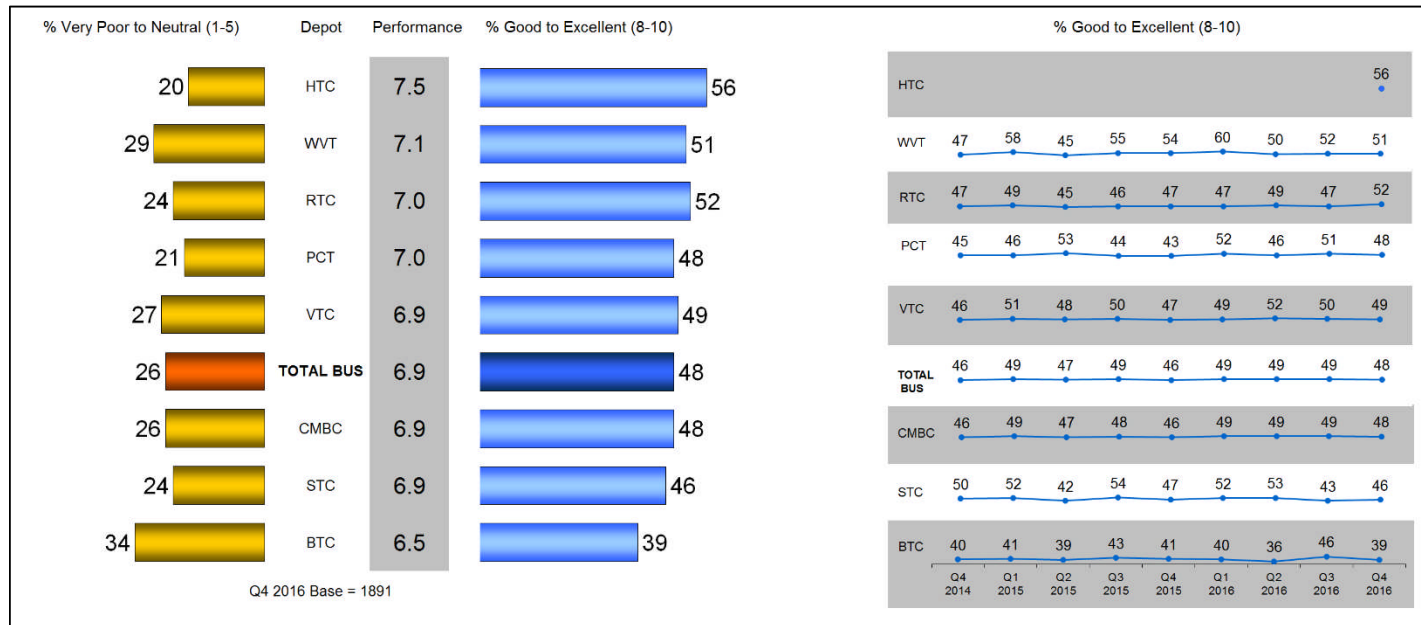*HTC is a new depot added in September 2016.*

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

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
0	WVT	9.2	94
0	RTC	9.0	89
2	BTC	8.9	86
2	PCT	8.8	84
2	HTC	8.7	84
3	TOTAL BUS	8.7	84
3	CMBC	8.7	84
4	VTC	8.6	81
7	STC	8.5	78

Q4 2016 Base = 1891

% Good to Excellent (8-10)

Depot	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016
WVT	89	93	92	90	94	96	90	93	94
RTC	85	85	86	88	84	84	89	84	89
BTC	83	82	80	80	86	84	84	85	86
PCT	77	79	84	81	82	83	83	81	84
HTC									84
TOTAL BUS	81	80	80	80	84	83	82	83	84
CMBC	80	80	79	80	83	82	82	82	84
VTC	80	77	76	78	82	82	77	81	81
STC	69	72	69	70	78	73	77	72	78

Top Scoring Route

#250

9.3

Lowest Scoring Route*

#106

7.9

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Feeling Safe from Crime On Board the Bus

Similar to last quarter and a year ago, 84% of bus riders award top scores to Feeling Safe from Crime On Board the Bus, and the average score is sitting strong at 8.7 out of 10.

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

= *Significant upward/downward shift*

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

*HTC is a new depot added in September 2016.*

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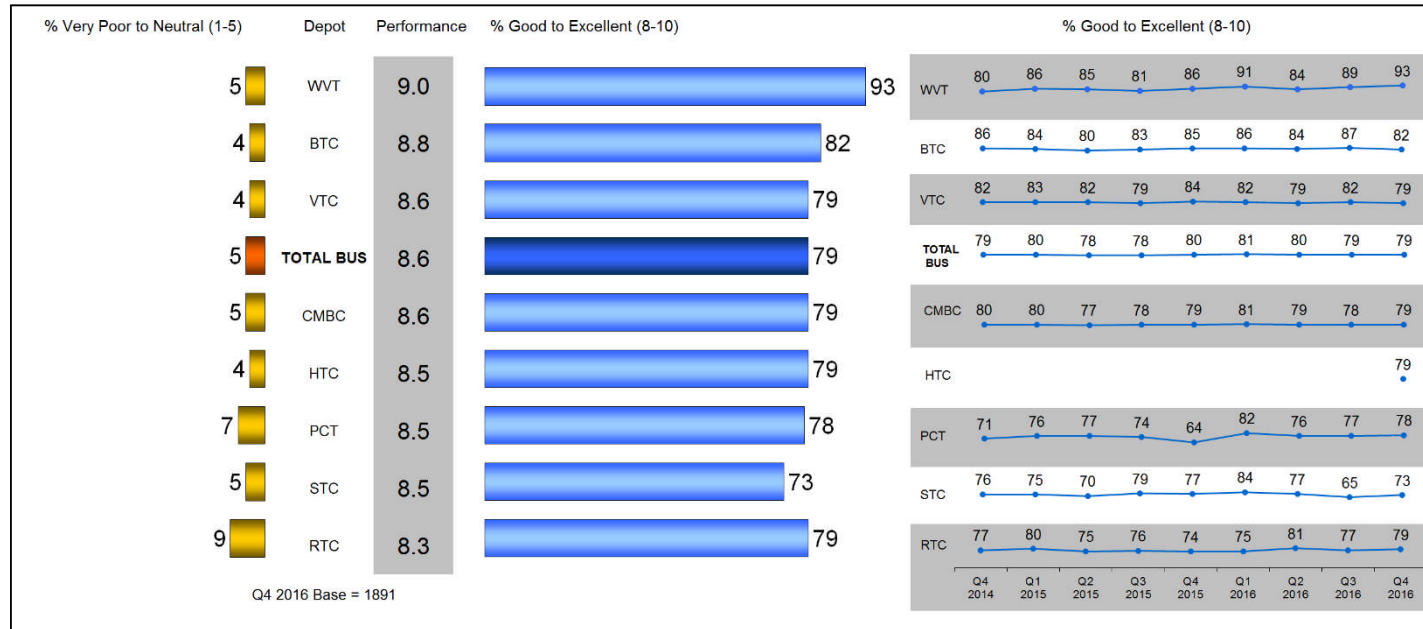
Top Scoring Routes

#250	#135	#14
9.2	9.2	9.2

Lowest Scoring Route*

#601

7.5

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

This period, eight-in-ten bus riders (79%) continue to rate the bus service highly for having a direct route. The average score performs strongly at 8.6 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	0%	- 1%
VTC	- 3%	- 5%
PCT	+ 1%	+ 14%

= Significant upward/downward shift

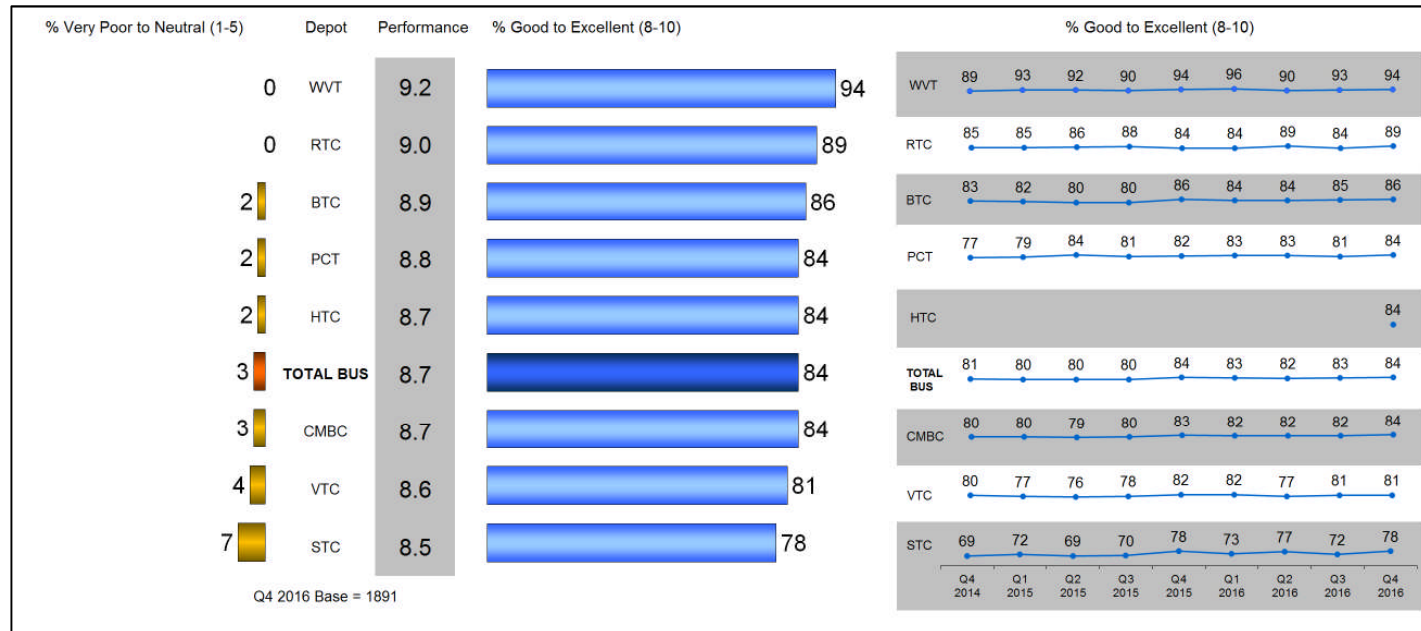**Note:** Depots are shown if there are any significant changes from last quarter or last year.

HTC is a new depot added in September 2016.

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?**
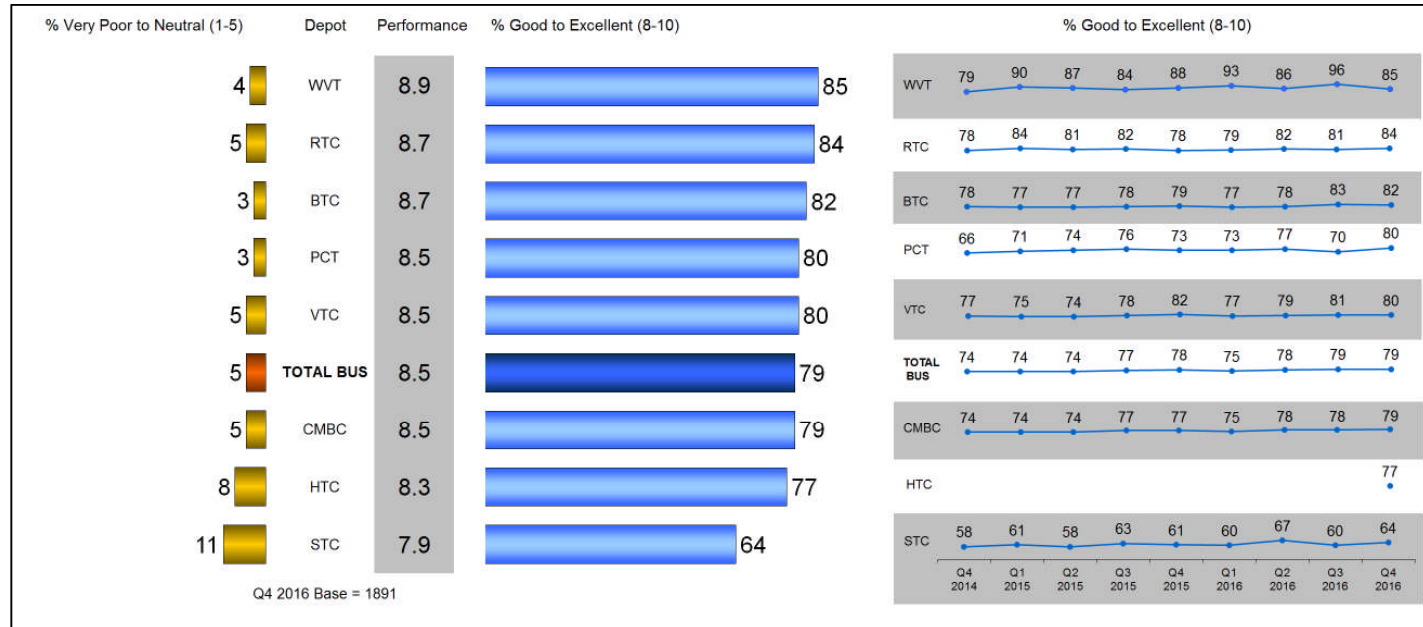
Top Scoring Route

#49

9.1

Lowest Scoring Route*

#106

7.1

Time Period Receiving Higher Ratings

• No particular time period is singled out.

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

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

Feeling Safe from Crime at Stops or Exchanges receives top ratings from eight-in-ten bus riders (79%), which is consistent with Q3 2016 and Q4 2015. 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	0%	+ 1%
WVT	- 11%	- 3%
PCT	+ 10%	+ 7%

= Significant upward/downward shift

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

*HTC is a new depot added in September 2016.*

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?**
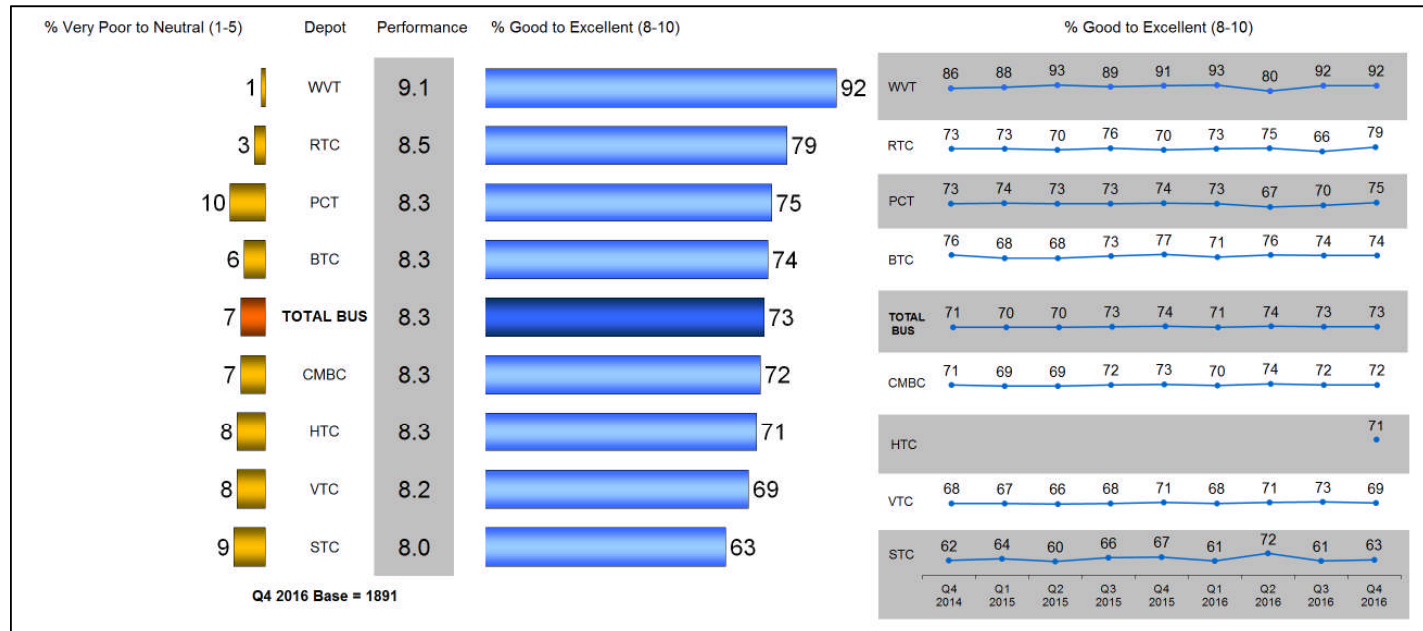
	Top Scoring Route
	#250
	9.1

	Lowest Scoring Route*
	#14
	7.8

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

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

Clean and Graffiti-Free Buses

Consistent with historical trends, close to three-quarters of bus riders (73%) give a score of 8 to 10 to Clean and Graffiti-Free Buses and the average score is at 8.3 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	0%	- 1%
RTC	**+ 13%**	**+ 9%**

= Significant upward/downward shift

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

*HTC is a new depot added in September 2016.*

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

	% Very Poor to Neutral (1-5)	Performance	% Good to Excellent (8-10)	% Good to Excellent (8-10)
CANADA LINE (n=497)	5	8.5	78	85 81 85 81 81 80 82 82 78
TOTAL SKYTRAIN (n=1383)	7	8.2	73	73 71 73 70 75 74 78 75 73
TOTAL BCRTC (n=801)	7	8.1	71	65 66 66 63 72 70 75 71 71

Quarters: Q4 2014, Q1 2015, Q2 2015, Q3 2015, Q4 2015, Q1 2016, Q2 2016, Q3 2016, Q4 2016
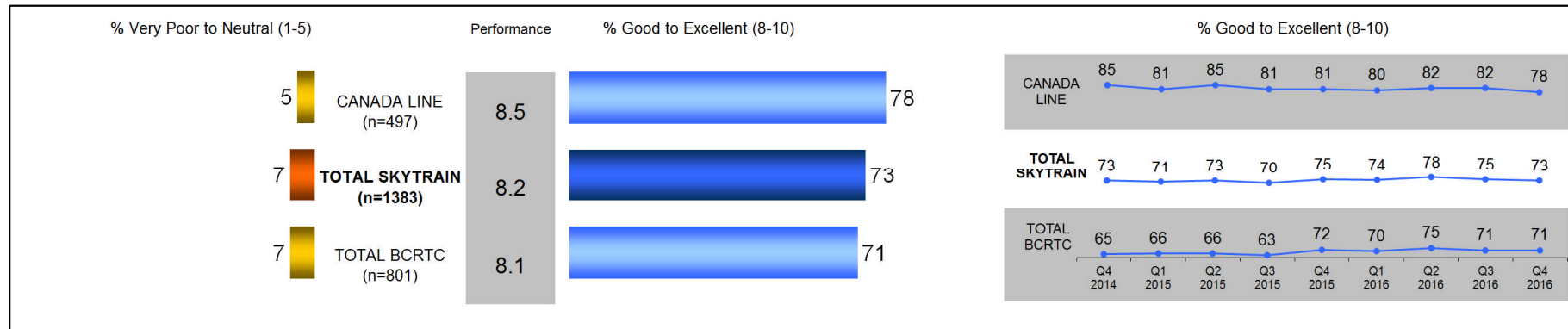
SkyTrain Overall Service

The Overall SkyTrain Service earns top scores from three-quarters of SkyTrain riders (73%), which is consistent with a year ago but has trended down over the last two quarters. The average score remains unchanged at 8.2 out of 10 this period.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	- 2%	- 2%
Total BCRTC:	0%	- 1%
Canada Line:	- 4%	- 3%

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

= *Significant upward/downward shift*

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

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

6	CANADA LINE (n=497)	8.4 — 81
8	**TOTAL SKYTRAIN** (n=1383)	8.1 — 71
9	TOTAL BCRTC (n=801)	7.9 — 65

% Good to Excellent (8-10)

	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016
CANADA LINE	82	80	84	80	76	82	80	79	81
TOTAL SKYTRAIN	72	71	73	71	71	73	75	73	71
TOTAL BCRTC	66	66	66	65	68	68	72	69	65
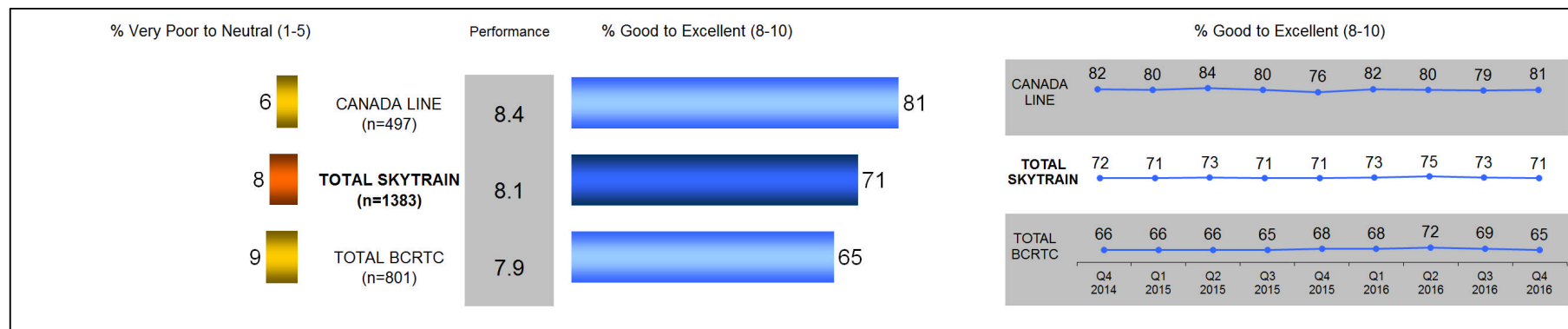
Frequency of Service

Top Key Driver

Frequency of Service is top key driver for Overall SkyTrain service, and it is rated highly by seven-in-ten SkyTrain riders (71%). This is unchanged from the same period last year but has been trending down since Q2 2016. The average score is at 8.1 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	- 2%	0%
Total BCRTC:	- 4%	- 3%
Canada Line:	+ 2%	+ 5%

= *Significant upward/downward shift*

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

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

	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016
CANADA LINE	89	91	90	90	87	89	89	92	88
TOTAL SKYTRAIN	79	80	78	78	76	77	82	81	79
TOTAL BCRTC	73	74	71	70	71	69	78	74	74

Performance bars:
- CANADA LINE (n=497): 9.0 / 88, Very Poor to Neutral: 1
- TOTAL SKYTRAIN (n=1383): 8.5 / 79, Very Poor to Neutral: 5
- TOTAL BCRTC (n=801): 8.2 / 74, Very Poor to Neutral: 7
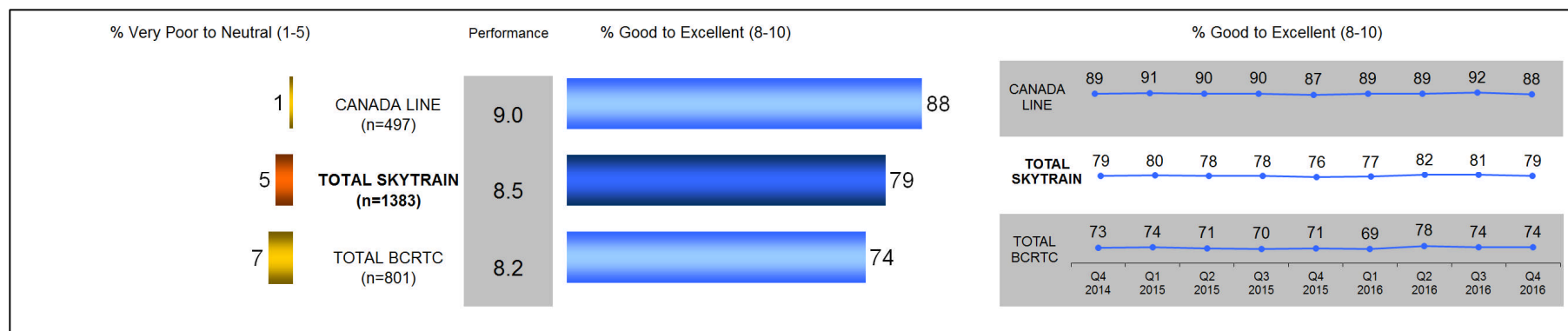
On-Time, Reliable Service

Top Key Driver

Consistent with last quarter but marginally up from a year ago, On-Time Reliable Service (a top key driver) receives a score of 8 to 10 from 79% of SkyTrain riders, and the average score performs strongly at 8.5 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	- 2%	+ 3%
Total BCRTC:	0%	+ 3%
Canada Line:	- 4%	+ 1%

= *Significant upward/downward shift*

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

% Very Poor to Neutral (1-5)		Performance	% Good to Excellent (8-10)	
23	CANADA LINE (n=497)	7.0		50
24	**TOTAL SKYTRAIN (n=1383)**	7.0		48
25	TOTAL BCRTC (n=801)	6.9		47

% Good to Excellent (8-10)

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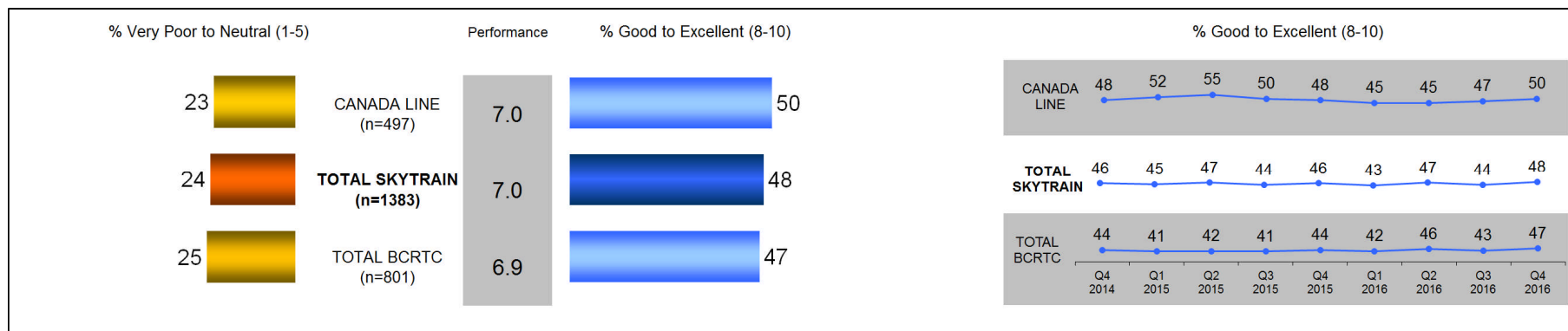
Not Being Overcrowded

☐ Top Key Driver

Ratings for Not Being Overcrowded (another top key driver) have significantly improved from the previous quarter but remain consistent with a year ago. Q4 2016 results show a stronger average score of 7.0 out of 10, which meets the threshold for positive performance.

Good-to-Excellent ratings compared to:	_Last Quarter_	_Same Quarter Last Year_
Total SkyTrain:	**+ 4%**	+ 2%
Total BCRTC:	+ 4%	+ 3%
Canada Line:	+ 3%	+ 2%

🟢 🔴 = _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?

% Very Poor to Neutral (1-5)	Performance	% Good to Excellent (8-10)
CANADA LINE (n=497) — 2	8.9	86
TOTAL SKYTRAIN (n=1383) — 5	8.5	81
TOTAL BCRTC (n=801) — 7	8.3	77

% Good to Excellent (8-10)

	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016
CANADA LINE	87	86	86	84	86	87	88	82	86
TOTAL SKYTRAIN	74	75	76	76	80	79	80	76	81
TOTAL BCRTC	67	70	69	70	77	74	75	72	77
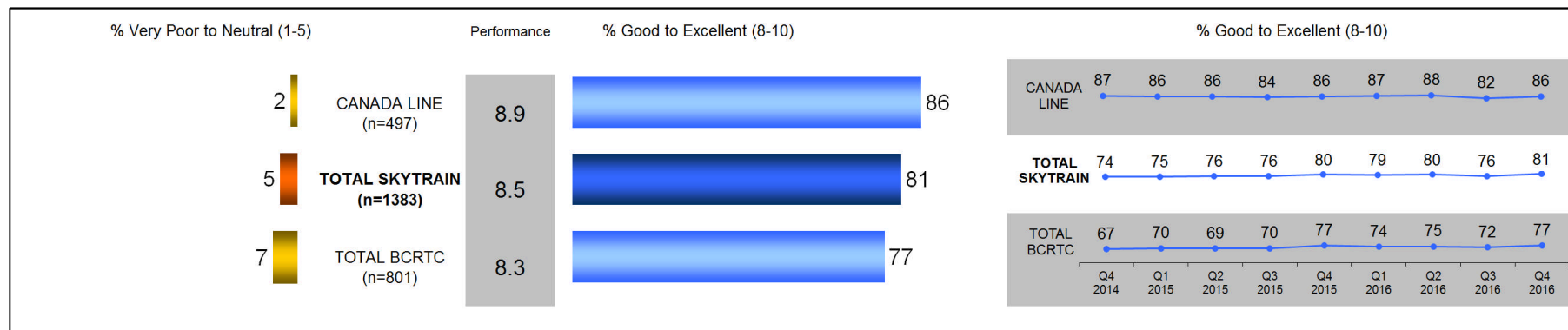
Feeling Safe from Crime On Board SkyTrain

☐ Top Key Driver

The highest-rated top key driver, Feeling Safe from Crime On Board SkyTrain earns good-to-excellent scores from 81% of SkyTrain riders, which is unchanged from a year ago but significantly improved from last quarter. The average score remains consistent at 8.5 out of 10.

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

⬤ ⬤ = 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?
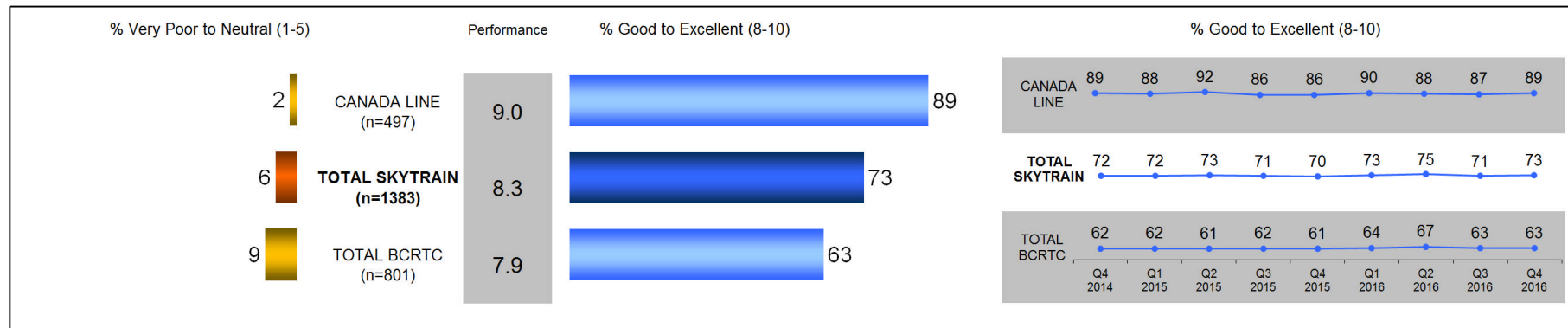
Clean and Graffiti-Free SkyTrain Cars and Stations

Scores for Clean and Graffiti-Free SkyTrain Cars and Stations (73%) are consistent with last quarter, but marginally up from Q4 2015. The average score is sitting at 8.3 out of 10.

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

= *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?
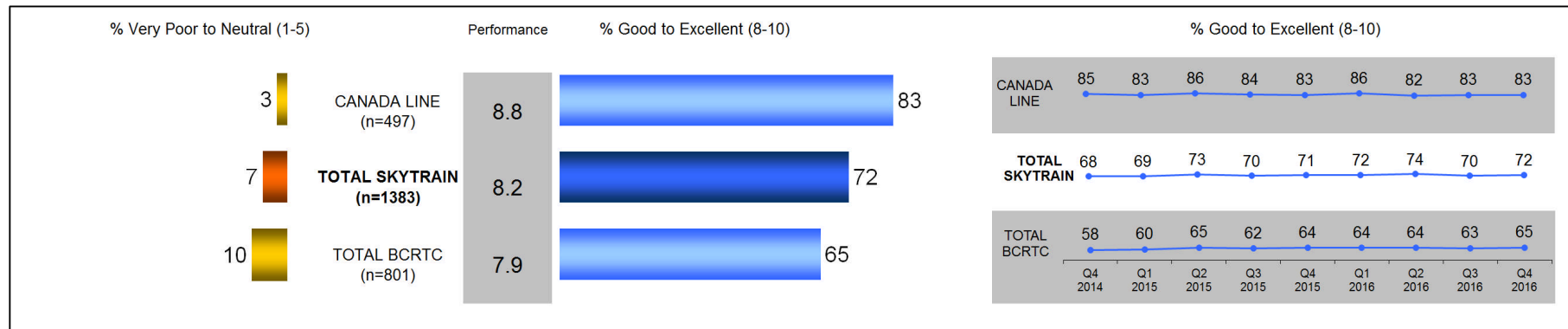

Feeling Safe from Crime Inside the SkyTrain Station

Close to three-quarters of SkyTrain riders (72%) award good-to-excellent scores for Feeling Safe from Crime Inside the SkyTrain Station, which is in-line with previous quarters. The average score is stable at 8.2 out of 10.

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

= *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?

% Very Poor to Neutral (1-5)		Performance	% Good to Excellent (8-10)	
20	CANADA LINE (n=497)	7.0		36
21	**TOTAL SKYTRAIN** (n=1383)	6.8		36
22	TOTAL BCRTC (n=801)	6.7		35

% Good to Excellent (8-10)

	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016
CANADA LINE	32	32	37	38	39	43	43	38	36
TOTAL SKYTRAIN	31	29	34	35	38	41	41	35	36
TOTAL BCRTC	30	27	32	33	39	40	40	34	35
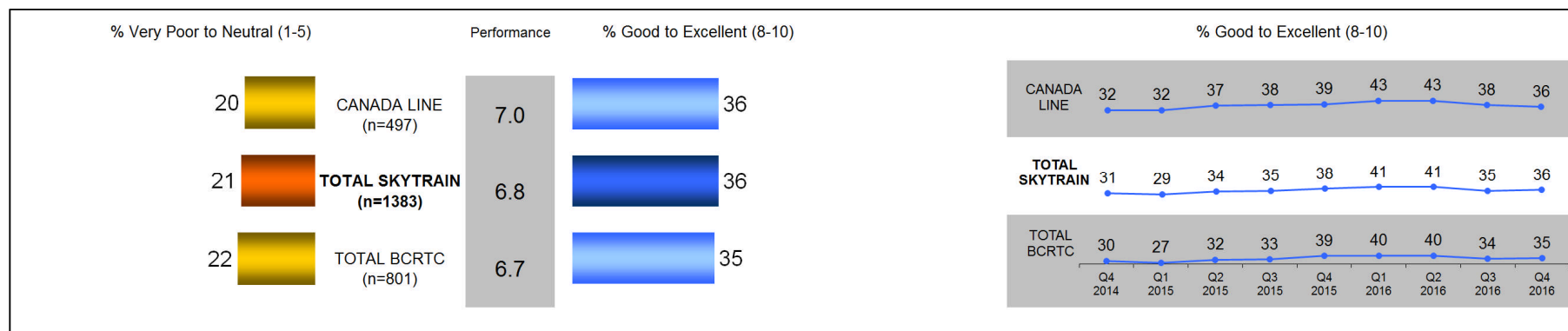
Staff Available When Needed

Staff Availability (36%) shows consistent performance with last quarter and a year ago, and the average score (6.8 out of 10) continues to perform below the positive-performance threshold.

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

= *Significant upward/downward shift*

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

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

34	TOTAL BCRTC (n=302)	6.1
37	**TOTAL SKYTRAIN (n=364)**	6.1
41	CANADA LINE (n=44**)	5.9

% Good to Excellent (8-10)

32
30
27

n = Those experiencing a delay in the past 3 months.
**Caution: very small base size.

% Good to Excellent (8-10)

	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016
TOTAL BCRTC	21	29	31	21	30	30	30	31	32
TOTAL SKYTRAIN	23	29	32	24	31	32	30	32	30
CANADA LINE	27	31	38	36	32	36	31	33	27

Delays are Announced and Explained

Down from a year ago but similar to last quarter, one-third of SkyTrain riders (34%) have experienced a delay on the SkyTrain in the last three months.

Among these riders, three-in-ten give top ratings to Delays are Announced and Explained, which is in-line with historical trends. The average score is consistent at 6.1 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	- 2%	- 1%
Total BCRTC:	+ 1%	+ 2%
Canada Line:	- 6%	- 5%

= Significant upward/downward shift

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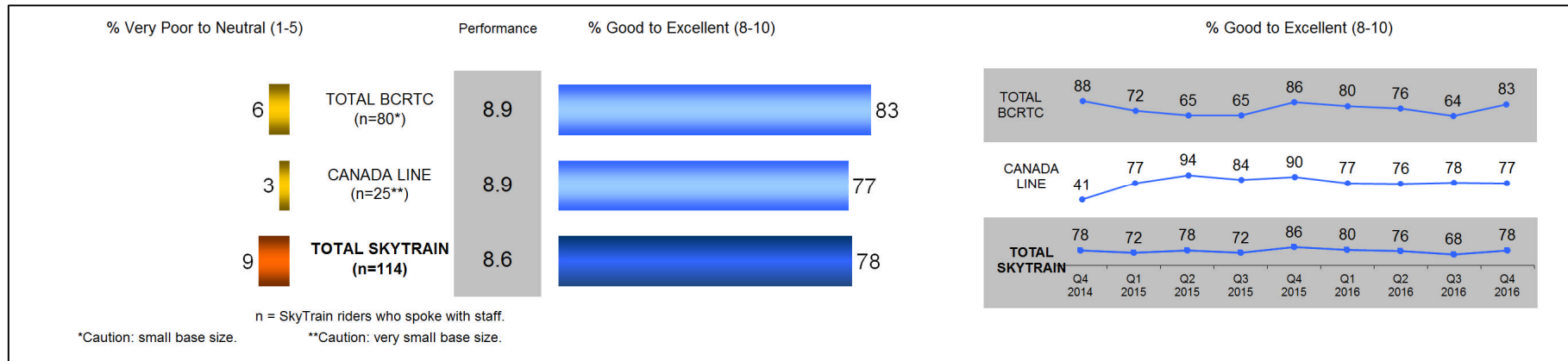
Courteous, Competent and Helpful SkyTrain Staff

Consistent with last quarter but dropped from a year ago, only a small proportion of SkyTrain riders (7%) have spoken with SkyTrain staff this quarter.

Following a similar trend over the last two years, ratings for Courteous, Competent and Helpful Staff (78%) have shown a downward trend in the first three quarters of 2016 and then bounced up again in Q4 2016. The average score is sitting strong at 8.6 out of 10, and it is the highest-rated SkyTrain service attribute.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	+ 10%	- 8%
Total BCRTC:	**+ 19%**	- 3%
Canada Line:	- 1%	- 13%

= *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 …

% Very Poor to Neutral (1-5)	SeaBus Attributes	Performance	% Good to Excellent (8-10)
1	On-time, reliable service	9.2	94
2	Safety from crime at the station	8.9	88
1	Trip duration	8.9	82
5	Courteous, competent & helpful staff*	8.8	82
2	Overall Service	8.7	84
7	Clean & graffiti-free	8.6	85
7	Staff available when needed	8.2	68
4	Not being overcrowded	8.1	72
13	Frequency of service	7.8	67

% Good to Excellent (8-10)

	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016
On-time, reliable service	93	91	90	86	89	94	90	94	94
Safety from crime at the station	81	78	80	83	80	86	83	88	88
Trip duration	82	86	83	83	82	84	91	90	82
Courteous, competent & helpful staff*	95	99	92	94	84	88	82	80	82
Overall Service	79	79	82	76	75	85	82	86	84
Clean & graffiti-free	84	89	82	87	87	82	82	87	85
Staff available when needed	61	65	63	69	60	68	57	62	68
Not being overcrowded	64	66	69	67	68	71	72	77	72
Frequency of service	59	63	62	58	57	59	62	65	67

Q4 2016 Base = 171

*Caution: Very small base size – only among those who spoke to SeaBus staff (n=34).

SeaBus

☐ Top Key Driver

Overall SeaBus Service (84%) is in-line with the previous quarter and up from a year ago, with the average score (8.7 out of 10) up from a year ago. All SeaBus service attributes continue to earn an average score that is above the 7.0 positive-performance threshold.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Overall SeaBus Service	- 2%	**+ 9%**
Safety from crime at station	0%	**+ 8%**
Trip duration	**- 8%**	0%

= *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?

Q4 2016 Base = 2100

Legend: ■ Choice ■ Captive
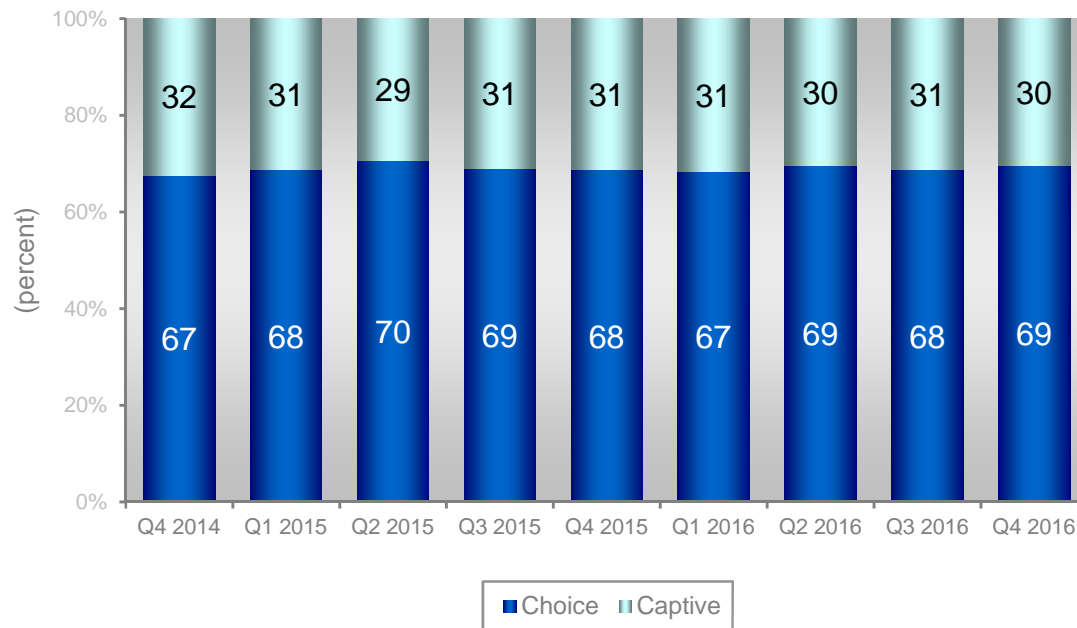
Choice Versus Captive

Similar to historical trends, seven-in-ten transit users (69%) are Choice riders, meaning they have regular access to a vehicle. On the other hand, only 30% of transit users report not having regular vehicle access and are classified as Captive riders.

Compared to Captive riders, Choice riders are more likely to be 35 years old or older, working full-time, hold a university degree and make an annual household income of $75K or more. They also tend to take the SkyTrain and use cash fare or a Compass Ticket.

On the other hand, Captive riders tend to be younger (16-34 years old), working part-time or unemployed, making a lower income (under $35K) and residing in Vancouver. They are also more likely to take the Bus and use the Compass Card.
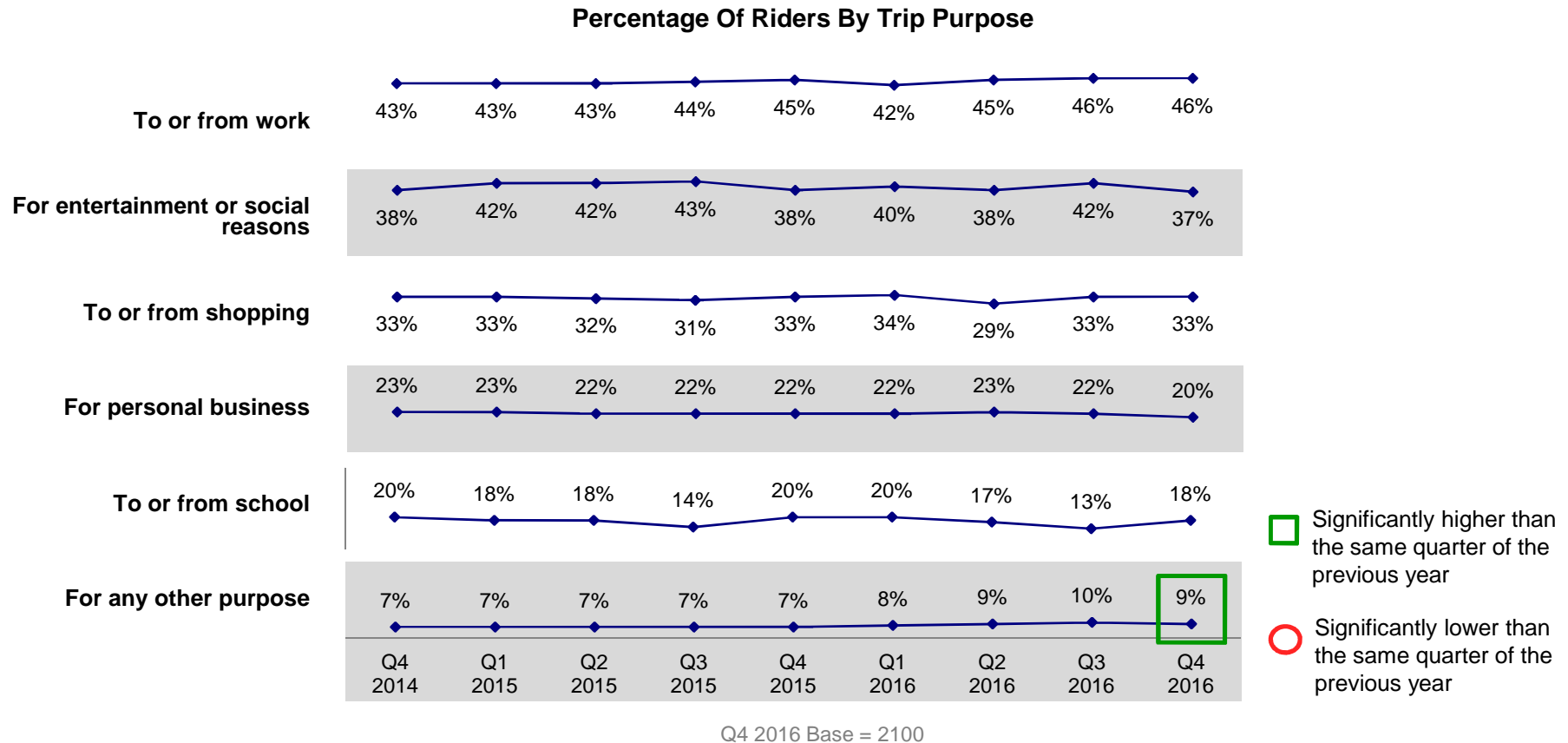
A detailed profile of these two rider groups can be found in the Customer Profiles section of the report.

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

	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016
To or from work	43%	43%	43%	44%	45%	42%	45%	46%	46%
For entertainment or social reasons	38%	42%	42%	43%	38%	40%	38%	42%	37%
To or from shopping	33%	33%	32%	31%	33%	34%	29%	33%	33%
For personal business	23%	23%	22%	22%	22%	22%	23%	22%	20%
To or from school	20%	18%	18%	14%	20%	20%	17%	13%	18%
For any other purpose	7%	7%	7%	7%	7%	8%	9%	10%	9%

□ Significantly higher than the same quarter of the previous year

○ Significantly lower than the same quarter of the previous year

Q4 2016 Base = 2100

Trip Purpose

Travelling to or from work continues to be the primary reason why transit users take public transit (46%). Similar to historical trends, taking public transit for entertainment or social reasons tend to drop in Q4 of each year (37%, down from 42% in Q3 2016). On the other hand, the proportion of riders who take public transit for school purposes tends to increase in Q4 (18%, up from 13% last period).
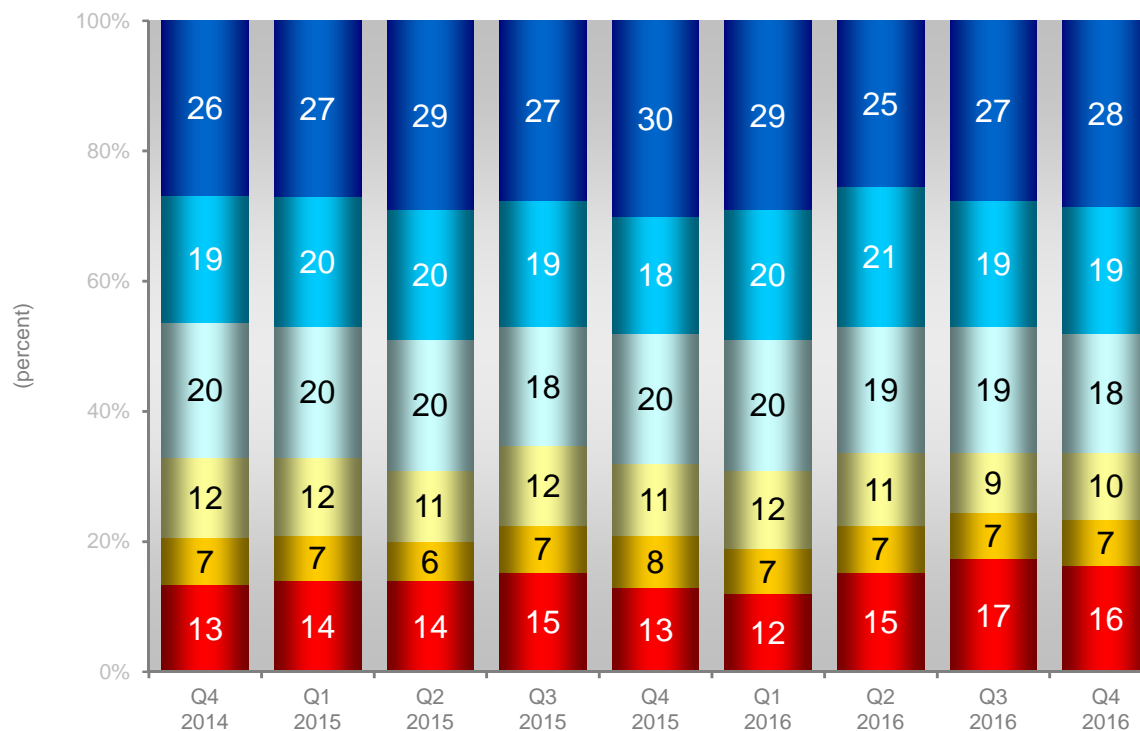
Q28. Approximately how long have you been riding transit on a regular basis?

Avg. # of Years	10.6	10.7	11.3	11.0	11.6	11.4	11.0	11.7	11.7

	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016
11+ years	26	27	29	27	30	29	25	27	28
6 - 10 years	19	20	20	19	18	20	21	19	19
3 - 5 years	20	20	20	18	20	20	19	19	18
1 - 2 years	12	12	11	12	11	12	11	9	10
Less than one year	7	7	6	7	8	7	7	7	7
Not a regular rider	13	14	14	15	13	12	15	17	16

Q4 2016 Base = 2100

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

Length of Time Taking Transit on a Regular Basis

Similar to last quarter and a year ago, the average number of years that transit riders have taken public transit for is 11.7 years.
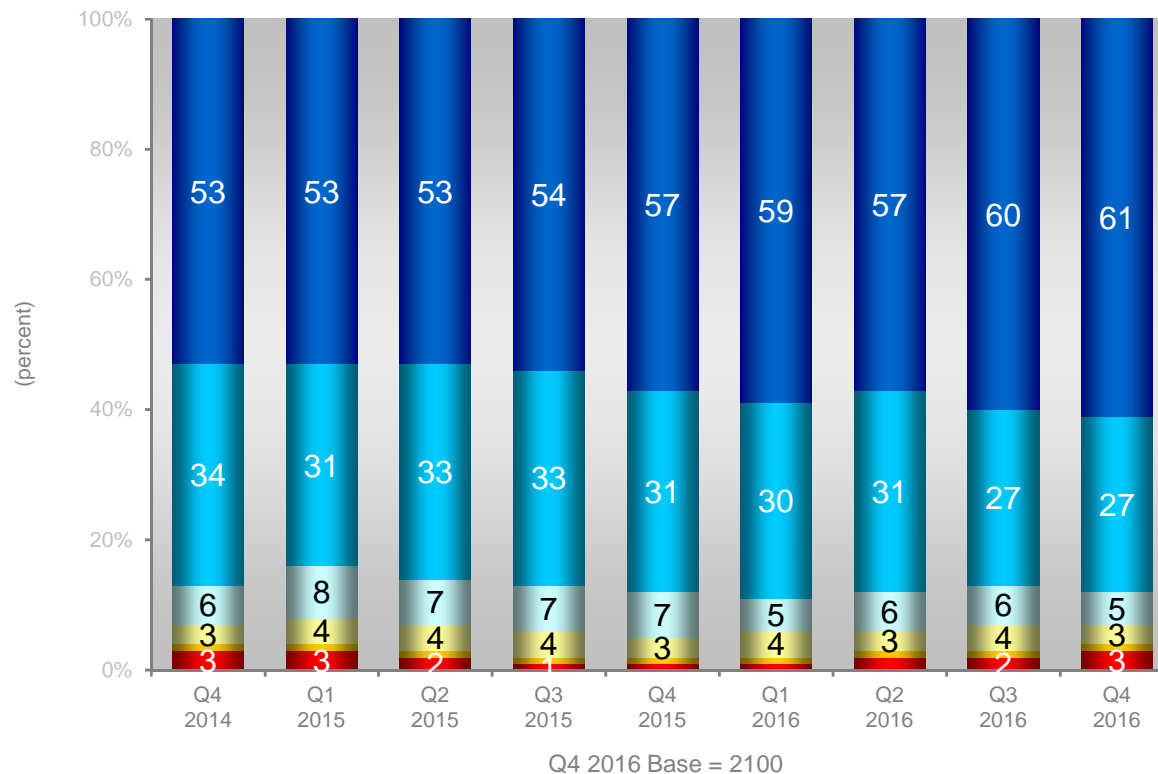
Compared to their counterparts, Low Frequency users, Captive riders, cash users, university graduates, those who travel through one zone, and riders aged 45 or older tend to have a longer tenure of transit use.

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

Q4 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

Trending up over the last two quarters and up from a year ago, the proportion of transit riders who indicate they are definitely likely to take transit as often in the future is at 61% this period.

Consistent with last quarter but down from the same period a year ago, over one-quarter of transit riders (27%) say that their transit usage will probably remain the same in the future.

Only a small proportion of users (5%, down from Q4 2015) express uncertainty with their future transit usage. Another 4% say they will definitely not or probably not continue to take transit as often as they do now.

Transit riders who don't have regular access to a vehicle, use a Monthly Pass, only take the Canada Line and make an annual household income of $75K or higher are more likely to predict their transit usage to definitely stay the same compared to their counterparts.

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

Compass Card (net)	57%	73%	77%	79%
Compass Ticket (net)	3%	10%	8%	9%
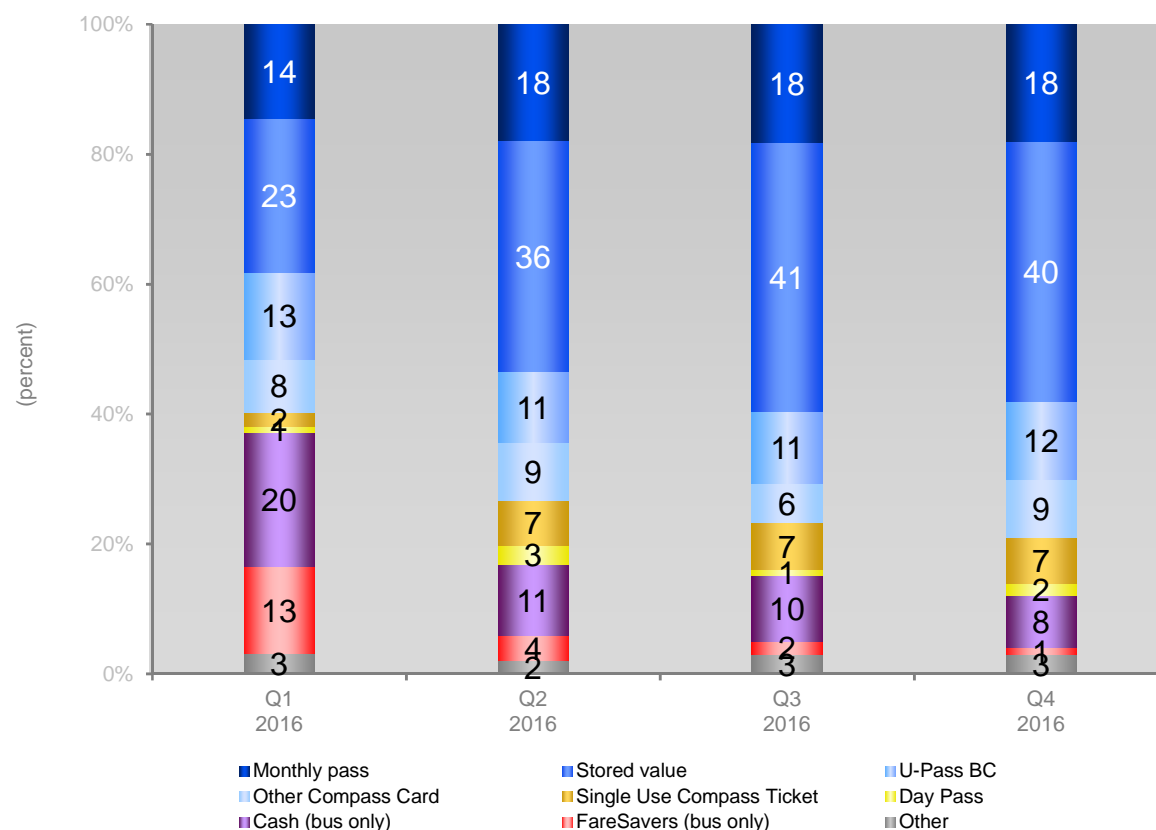
Q4 2016 Base = 2100

Fare Payment Method Used

With the growing usage of the Compass Card, eight-in-ten transit riders (79%) now report using a Compass Card as their primary method of payment this period. Stored Value continues to be the most popular Compass Card product (40%). The proportion of Monthly Pass users remains steady at 18%.

Usage of Compass Ticket is consistent with last quarter at 9%, and the most commonly-used product is a single-use Compass Ticket (7%).

It is becoming less common for transit users to use cash (8%), which has been trending down over the last three quarters.

High Frequency users, Captive riders, one-zone travellers, Bus users and those who are between the ages of 16 to 24 years old are more likely than their counterparts to use the Compass Card.

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

Reason	Percentage
Costs too much for parking/lack of parking	30%
Don't own a vehicle/don't drive/no ride/no choice	29%
To avoid driving/dealing with traffic/less stressful	20%
Bus stops/stations convenient	12%
Cheaper/cheaper than operating a vehicle	12%
Faster than driving	11%
Cold/wet weather/dark	6%
Environmental reasons	5%
Cheaper than a taxi	4%
Didn't want to drink and drive	4%
Direct service	4%
Transit is reliable/has good schedule	3%
Have a monthly pass/U-pass	3%
Gas prices	3%
Shopping/sightseeing/social	3%

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

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

Q4 2016 Base = 2100
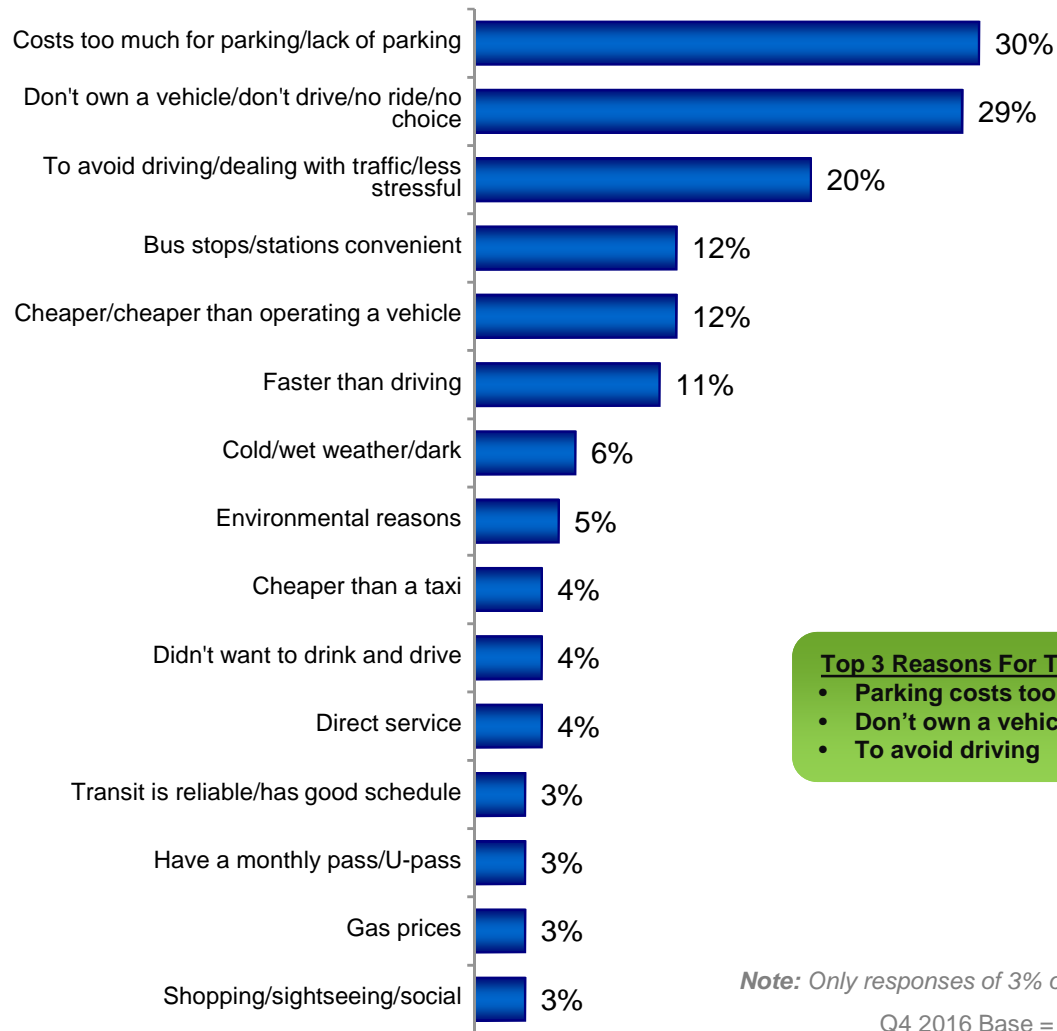
Reasons for Taking Transit

The top three reasons for taking transit continue to be having parking issues (30%), having no vehicle access (29%) and to avoid driving (20%).

Other secondary reasons include bus stops/stations being convenient (12%), cheaper or cheaper than operating a vehicle (12%) and faster than driving (11%).

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

Overall

■ More regularly ■ About the same ■ Less regularly

Q4 2016 Base = 2100
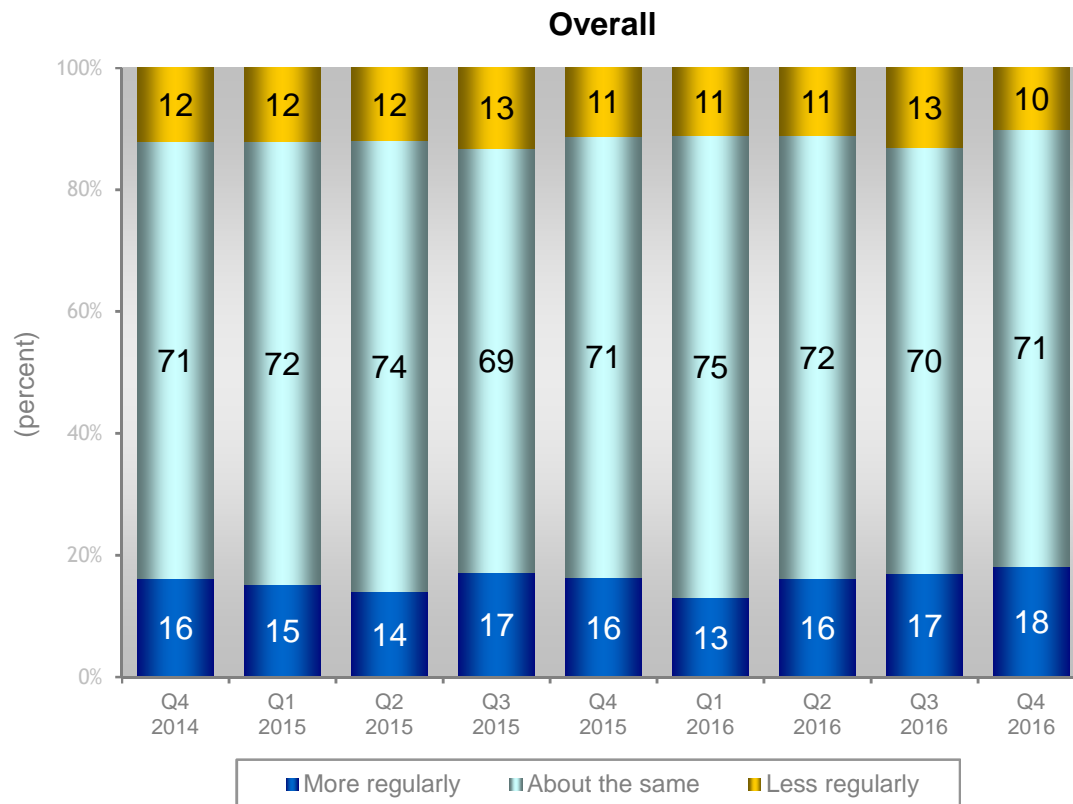
Changes in Transit Usage Last Six Months

Similar to last quarter and a year ago, seven-in-ten transit riders (71%) indicate their current transit usage to be the same as six months ago. This is particularly prevalent among Low Frequency users, riders who make $35K or higher and those aged 25 or older.

The proportion of riders who say they are taking transit more regularly compared to six months ago has been trending up since Q1 2016 (from 13% to 18% this period).

One-in-ten riders report using transit less regularly, which is in-line with a year ago but dropped from last quarter.

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

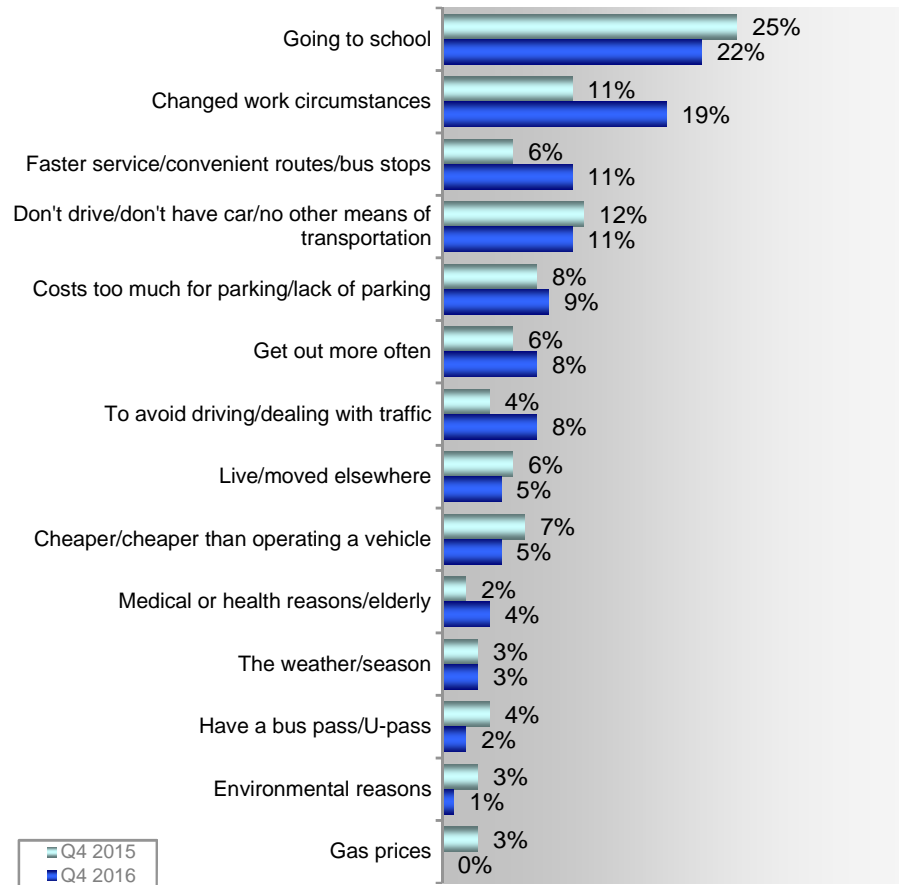| Reason	Q4 2015	Q4 2016
Going to school	25%	22%
Changed work circumstances	11%	19%
Faster service/convenient routes/bus stops	6%	11%
Don't drive/don't have car/no other means of transportation	12%	11%
Costs too much for parking/lack of parking	8%	9%
Get out more often	6%	8%
To avoid driving/dealing with traffic	4%	8%
Live/moved elsewhere	6%	5%
Cheaper/cheaper than operating a vehicle	7%	5%
Medical or health reasons/elderly	2%	4%
The weather/season	3%	3%
Have a bus pass/U-pass	4%	2%
Environmental reasons	3%	1%
Gas prices	3%	0%

% Major Mentions
Q4 2015 Base = 288
Q4 2016 Base = 320

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

Reason	Q4 2015	Q4 2016
Have a car now/have vehicle access/have a ride/ have license	27%	26%
Slower service/inconvenient routes/bus stops/overcrowded	8%	22%
Changed work circumstances	22%	14%
No need to/I get out less often	15%	12%
Prefer to ride bicycle/walk/other mode of transportation	5%	8%
No longer in school/inconsistent school schedule	10%	6%
The weather/season	2%	6%
Going to school	3%	3%
Fare expensive/cheaper to use car	2%	3%
Medical or health reasons/elderly	3%	3%
Transit not available	6%	2%
Lived/moved elsewhere	4%	1%

% Major Mentions
Q4 2015 Base = 210
Q4 2016 Base = 186

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

In Q4 2016, the primary reason for taking public transit more regularly is to go to school (22%) and changes in work circumstances (19%, up from 11% a year ago). On the contrary, the most common reasons for using transit less regularly include having vehicle access (26%) and slower service/inconvenient routes (22%, up from 8% a year ago).

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

Overall Transit System

Q4 2016 Base = 2100
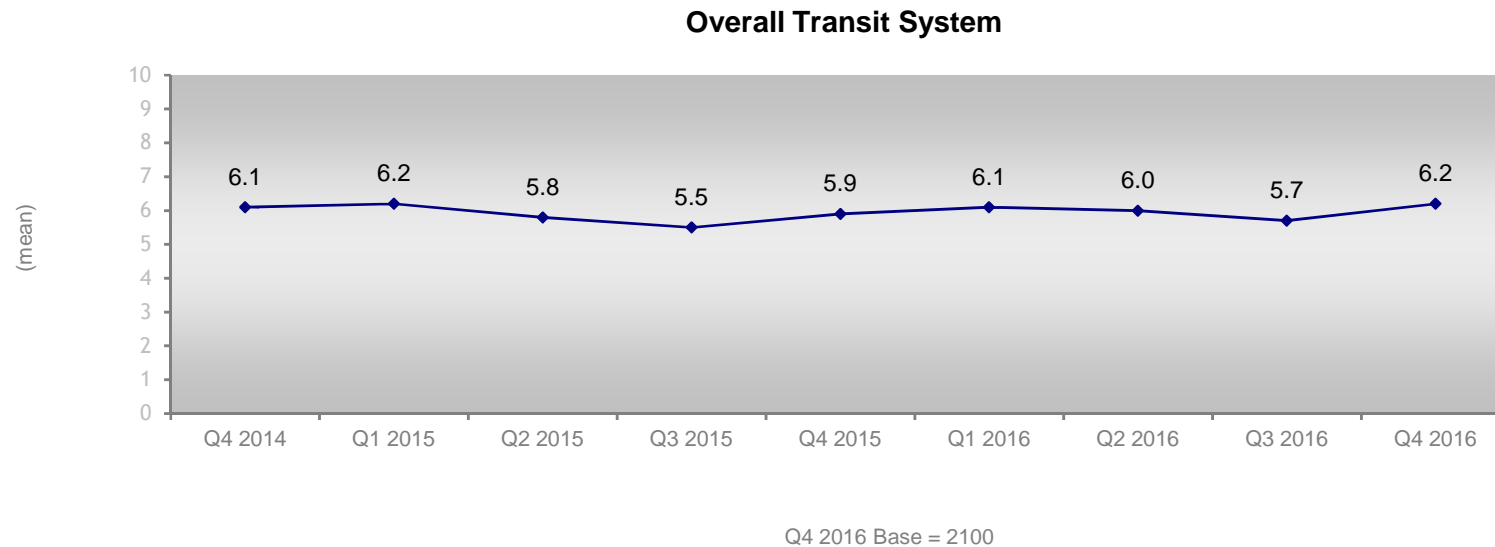
Average Number of Trips

Up from last quarter but unchanged from Q4 2015, transit riders make an average of 6.2 one-way transit trips in the last seven days.

Weekly transit usage (6.5 trips) among SkyTrain riders is in-line with last quarter and a year ago. Among Bus riders, transit usage has increased from 6.4 trips in the previous quarter to 7.0 this period. SeaBus riders report making an average of 5.6 trips on transit in a week, which is up from a year ago (4.3 trips).
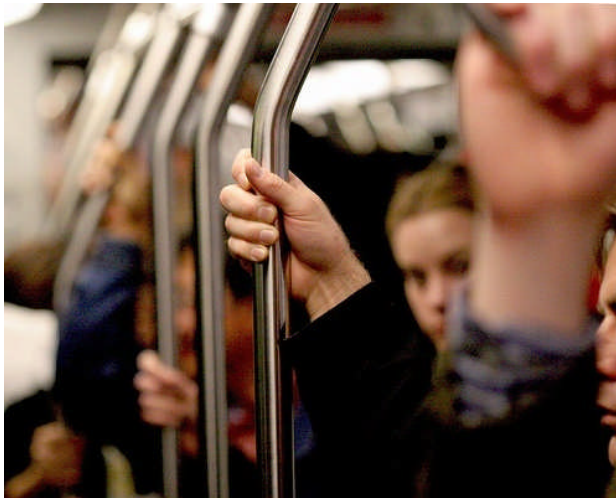
This section presents profiles of key customer segments including: Choice versus Captive riders, Bus, SkyTrain, and SeaBus users, and Low, Medium, and High Frequency riders. The demographic profile of past 30-day transit users is also presented, relative to the demographic profile of Metro Vancouver residents who are age 16 or older.

	TOTAL	CHOICE	CAPTIVE
Base	**2100**	**1531**	**540**
Average past-week transit trips	**6.2**	**5.1**	**8.9**
Years been a transit rider	**11.7**	**11.2**	**12.9**
Transit system – Overall Service Rating	**7.5**	**7.5**	**7.5**
Mode	%	%	%
Bus	76	68	93
SkyTrain	69	74	58
SeaBus	7	7	5
Age	%	%	%
16-34 years	37	32	50
35-54 years	35	38	26
55 + years	26	28	21
Gender	%	%	%
Male	46	47	45
Female	54	53	55
Employment status*	%	%	%
Full-time	44	49	33
Part-time	20	18	24
Not employed	39	35	46
Education	%	%	%
High school or less	22	16	36
Vocational/college/technical	17	17	16
Some university	16	15	18
Graduated university	42	50	26
Household Income	%	%	%
Under $35K	12	9	20
$35K to < $75K	17	18	17
$75K or more	34	40	20

Significantly higher than the other rider group

Choice and Captive

Consistent with past results, close to seven-in-ten (69%) transit users are categorized as Choice riders, meaning they have regular access to a vehicle.

Another one-third of users (30%) 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.

	TOTAL	CHOICE	CAPTIVE
Base	**2100**	**1531**	**540**
Travel Purpose	%	%	%
Work	46	44	52
Entertainment	37	38	36
Shopping	33	27	44
Personal Business	20	17	28
School	18	15	24
Payment Method	%	%	%
Cash fare	8	9	6
FareSaver	1	1	1
Compass Card	79	76	86
Compass Ticket	9	12	3
Other	3	3	3
Region	%	%	%
Vancouver	37	33	47
Surrey / North Delta / White Rock / Langley	19	20	18
Burnaby / New West	15	15	14
Richmond / South Delta	10	11	7
Northeast Region	10	11	7
North Vancouver	7	7	6
West Vancouver	2	2	2

Significantly higher than the other rider group

	TOTAL	LOW	MEDIUM	HIGH
Base	**2100**	**1142**	**493**	**465**
Years been a transit rider	**11.7**	**12.9**	**11.5**	**10.8**
Transit system – Overall Service Rating	**7.5**	**7.8**	**7.5**	**7.2**
Average age*	**42.3**	**47.4**	**41.0**	**35.8**
Age	%	%	%	%
16-34 years	37	24	41	55
35-54 years	35	39	31	31
55 + years	26	34	27	12
Gender	%	%	%	%
Male	46	48	44	46
Female	54	52	56	54
Employment status**	%	%	%	%
Full-time	44	43	37	51
Part-time	20	15	28	21
Not employed	39	41	41	33
Household Income	%	%	%	%
Under $35K	12	11	13	14
$35K to < $75K	17	15	16	22
$75K or more	34	37	35	27
Mode	%	%	%	%
Bus	76	63	83	89
SkyTrain	69	65	67	76
SeaBus	7	7	7	6

Low, Medium and High Frequency Riders

Low frequency users (those making 3 one-way transit trips or less in a week) comprise 46% of all transit users, which is up from a year ago.

The proportion of riders who are classified as Medium Frequency users (taking between 4 to 9 transit trips) has dropped from last quarter and the same period in 2015 to 23%.

As for High Frequency users (taking 10+ transit trips), its proportion (31%) has increased from the previous quarter.

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

    Significantly higher than the other rider group(s)

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

** Question switched to multiple response March 2014.

	TOTAL	LOW	MEDIUM	HIGH
Base	2100	1142	493	465
Travel Purpose	%	%	%	%
Work	46	27	52	72
Entertainment	37	38	33	39
Shopping	33	25	36	41
Personal Business	20	16	21	26
School	18	6	21	33
Payment Method	%	%	%	%
Cash fare	8	12	9	2
FareSaver	1	1	1	<1
Compass Card	79	67	83	93
Compass Ticket	9	17	5	1
Other	3	3	2	3
Region	%	%	%	%
Vancouver	37	33	39	42
Surrey / North Delta / White Rock / Langley	19	21	18	18
Burnaby / New West	15	12	16	18
Richmond / South Delta	10	13	9	7
Northeast Region	10	10	10	10
North Vancouver	7	9	6	4
West Vancouver	2	3	2	1

Significantly higher than the other rider group(s)

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	2100	1550	1383	171
Average past-week transit trips	6.2	7.0	6.5	5.6
Years been a transit rider	11.7	11.5	11.5	11.9
Transit System – Overall Service Rating	7.5	7.5	7.5	7.9
Average age*	42.3	41.1	42.2	44.6
Age	%	%	%	%
16-34 years	37	41	37	27
35-54 years	35	32	37	45
55+ years	26	25	24	25
Gender	%	%	%	%
Male	46	45	47	46
Female	54	55	53	54
Employment status**	%	%	%	%
Full-time	44	39	49	50
Part-time	20	22	20	15
Not employed	39	42	34	36
Education	%	%	%	%
High school or less	22	26	20	8
Vocational/college/technical	17	16	18	16
Some university	16	17	16	16
Graduated university	42	39	44	58
Household Income	%	%	%	%
Under $35K	12	15	11	8
$35K to < $75K	17	17	19	14
$75K or more	34	30	35	44

■ Significantly higher than the other rider group(s)

Mode Usage

The most popular transit mode continues to be the Bus (76%); however the proportion of riders who have taken the Bus this period has dropped from a year ago.

Consistent with previous quarters, 69% of riders have taken the SkyTrain in Q4 2016.

Only a small proportion of transit users report using the SeaBus (7%), which is unchanged from historical trends.

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

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

** Question switched to multiple response March 2014.

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	2100	1550	1383	171
Travel Purpose	%	%	%	%
Work	46	49	49	45
Entertainment	37	37	40	44
Shopping	33	35	34	35
Personal Business	20	24	20	22
School	18	23	16	14
Payment Method	%	%	%	%
Cash fare	8	8	5	9
FareSaver	1	1	<1	0
Compass Card	79	83	79	72
Compass Ticket	9	5	12	13
Other	3	3	4	6
Choice/Captive Riders	%	%	%	%
Choice	69	63	74	78
Captive	30	37	25	22
Region	%	%	%	%
Vancouver	37	39	34	17
Surrey / North Delta / White Rock/ Langley	19	19	22	13
Burnaby / New West	15	13	17	6
Richmond / South Delta	10	9	12	1
Northeast Region	10	10	11	2
North Vancouver	7	7	4	56
West Vancouver	2	3	1	6

Significantly higher than the other rider group(s)

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

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

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.

[READ ALL QUESTIONS VERBATIM - NO EXCEPTIONS]

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

[POPULATION TO BE SURVEYED: 16 + in Metro Vancouver who have used Bus, SeaBus, SkyTrain in past 30 days]

[TARGET AVERAGE SURVEY LENGTH: 15 MINUTES]

[INTRODUCTION]

Hello, this is _____ and I'm conducting a survey on behalf of TransLink. I'm calling from Ipsos Reid, a research company in Vancouver. This call may be recorded for quality control purposes. (INTERVIEWER NOTE: GREATER VAN IS NOW OFFICIALLY CALLED METRO VANCOUVER; THE TWO NAMES REFER TO THE SAME REGION.)

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

A1.   How many people in your household are aged 16 or over and have taken public transit that is the bus, SeaBus or SkyTrain in the last thirty days?

[0 – 30 RECORD NUMBER]

[IF NECESSARY: Public transit includes the Canada Line.]

[IF NO ONE 16+ HAS USED TRANSIT THANK AND TERMINATE. IF ONLY ONE PERSON 16+ HAS USED TRANSIT, ASK TO SPEAK TO THAT PERSON, THEN GO TO SCREENER A.]

[IF TWO OR MORE PERSONS HAVE USED TRANSIT IN Q.A1, SAY: I would like to speak to the Transit rider 16 or older who had the most recent birthday. [REINTRODUCE]
[IF NOT AVAILABLE, ARRANGE CALLBACK.]
IF NECESSARY: We ask for the person with the last birthday as a means of randomizing the respondents in our sample.
[RE-INTRODUCE IF NECESSARY: Hi, we are doing a short study on behalf of TransLink.]

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

[1- 30]

SCREENING QUESTIONS

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

        YES
        NO

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

B.   And, have you taken the Bus, SeaBus or SkyTrain in the last thirty days? (IF NECESSARY: SkyTrain includes the Canada Line)

        YES
        NO

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

C.   Have you participated in any surveys related to public transit within the last six months?

        YES
        NO

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

[IDENTIFY REGION]

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

    1. BURNABY
    2. COQUITLAM
    3. BELCARRA/ANMORE
    4. LANGLEY
    5. LION'S BAY
    6. MAPLE RIDGE/PITT MEADOWS
    7. NEW WESTMINSTER
    8. NORTH DELTA
    9. NORTH VANCOUVER
    10. PORT COQUITLAM
    11. PORT MOODY
    12. RICHMOND
    13. SOUTH DELTA/TSAWWASSEN/LADNER
    14. SURREY/CLOVERDALE
    15. VANCOUVER
    17. WEST VANCOUVER
    18. WHITE ROCK
    19. DEEP COVE
    21. HORSESHOE BAY
    22. BOWEN ISLAND
    23. ABBOTSFORD
    24. MISSION
    OTHER (SPECIFY)

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

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

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

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

    YES
    NO

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

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

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

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

[RANGE= 0-96]

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

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

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

YES
NO

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

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

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

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

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

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

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

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

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

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

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

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

SATISFACTION WITH SYSTEM OVERALL

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

[1-10]

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

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

                [OPEN END]

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

                [1-10]

SATISFACTION WITH SEABUS SERVICE; IDENTIFY WAYS TO IMPROVE SERVICE

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

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

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

[IF ONLY TRAVELED DURING ONE TIME PERIOD IN Q4, GO TO 8B]
[PROGRAMMER: ONLY INCLUDE CODES BELOW WHERE AT Q4 ITEM IS > 0]

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

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

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

                [1-10]

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

[PROGRAMMER DISPLAY FOR REMAINING ITERATIONS IF ATTRIBUTE = 1,2,5,7 OR 8] And how about…[INSERT SECOND ITEM, ETC]? (REPEAT SCALE AS NEEDED)
[PROGRAMMER DISPLAY FOR ATTRIBUTES: 3,4, & 6] Still thinking about the [TRIP] trip you made on SeaBus,[INSERT ITEM] ? (REPEAT SCALE AS NEEDED)

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

Yes
No

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

[1-10]

SATISFACTION WITH SKYTRAIN; IDENTIFY WAYS TO IMPROVE SERVICE

[Q.10- Q.13 FOR SKYTRAIN RIDERS ONLY (Q.3_2 – SkyTrain only, Q3_ 4 - Bus & SkyTrain, Q3_ 6 – SkyTrain and SeaBus OR Q3_7 – Bus, SeaBus and SkyTrain > 0]

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

[IF ONLY TRAVELED DURING ONE TIME PERIOD IN Q4 GO TO 11A, OTHERWISE CONTINUE]
[PROGRAMMER: ONLY INCLUDE CODES BELOW WHERE AT Q4 ITEM IS > 0]

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

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

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

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

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

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	Routes/ Modes	Total	Percent	Routes/ Modes	Total	Percent
SkyTrain	58	25.7%	Route 188	2	1.0%	Route C15	1	0.1%
SeaBus	10	2.2%	Route 210	4	2.4%	Route C23	1	0.2%
Route 2	1	0.2%	Route 212	1	0.1%	Route C28	1	0.7%
Route 3	2	0.7%	Route 214	1	0.1%	Route C29	2	0.8%
Route 6	1	0.2%	Route 230	2	0.6%	Route C52	1	0.2%
Route 7	3	1.1%	Route 232	1	0.1%	Route C61	1	0.2%
Route 9	3	1.1%	Route 236	1	0.1%	Route C62	4	1.9%
Route 10	3	0.6%	Route 239	3	1.0%	Route C76	1	1.5%
Route 14	1	0.3%	Route 240	4	0.7%	**Grand Total**	**236**	**249**
Route 16	3	1.7%	Route 246	3	0.8%			
Route 17	5	1.2%	Route 250	6	2.3%			
Route 20	3	1.6%	Route 251	2	0.4%			
Route 22	2	0.5%	Route 253	1	0.3%			
Route 25	1	0.6%	Route 254	1	1.3%			
Route 26	4	1.2%	Route 255	2	0.8%			
Route 27	1	0.5%	Route 257	1	0.5%			
Route 28	3	1.9%	Route 301	1	1.2%			
Route 29	1	0.2%	Route 311	2	1.4%			
Route 33	1	0.2%	Route 319	1	0.2%			
Route 41	1	0.3%	Route 321	1	0.2%			
Route 44	1	0.1%	Route 326	1	0.6%			
Route 49	3	1.2%	Route 335	1	0.3%			
Route 50	2	0.5%	Route 337	1	1.3%			
Route 97	3	1.1%	Route 340	3	1.9%			
Route 99	7	2.8%	Route 345	2	0.8%			
Route 100	1	2.7%	Route 351	2	0.4%			
Route 104	1	1.0%	Route 352	1	0.9%			
Route 116	1	0.2%	Route 364	3	2.0%			
Route 125	1	0.3%	Route 395	1	0.7%			
Route 128	1	0.1%	Route 401	1	0.3%			
Route 130	1	0.3%	Route 402	1	0.2%			
Route 134	1	1.2%	Route 403	1	0.2%			
Route 135	1	0.4%	Route 430	1	0.2%			
Route 136	1	0.3%	Route 501	2	0.4%			
Route 145	2	1.9%	Route 502	1	0.3%			
Route 152	1	0.4%	Route 503	1	0.2%			
Route 156	1	0.4%	Route 555	2	1.6%			
Route 157	1	0.7%	Route 595	1	0.4%			
Route 159	1	0.2%	Route 601	6	3.0%			
Route 160	2	0.3%	Route 602	1	0.2%			
Route 170	1	0.3%	Route 701	5	1.2%			
Route 172	2	0.7%	Route 791	1	0.1%			
Route 174	1	0.4%	Route C5	1	2.7%			

APPENDIX D – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
Total	1891	7.8	8.5	8.7	8.5	6.9	7.4	8.3	8.6	8.3	7.1	8.8
2	37	7.2	8.3	8.2	8.4	6.0	6.3	8.3	8.0	7.1	6.3	8.5
3	19	6.9	7.9	7.3	7.4	6.3	6.2	7.1	8.1	7.8	5.9	7.8
4	18	8.9	9.0	9.3	8.7	8.3	8.2	8.3	8.5	8.5	8.7	9.3
5	15	7.3	8.7	8.4	8.7	6.0	7.5	8.3	6.9	8.4	7.1	8.6
6	21	7.8	9.4	9.5	9.4	7.0	7.9	8.8	9.2	8.6	7.6	9.4
7	29	7.8	8.8	8.3	8.3	7.6	6.5	8.1	8.5	7.8	6.4	9.0
8	15	8.9	8.6	8.9	8.5	9.1	8.1	8.5	9.9	8.7	8.1	8.9
9	52	7.7	8.3	8.3	8.1	6.8	7.6	8.1	8.8	8.0	7.1	8.8
10	38	8.0	9.0	8.9	8.8	6.9	7.1	8.1	9.0	8.4	6.9	9.4
14	38	7.5	8.7	8.6	8.1	6.3	7.7	7.8	9.2	8.5	7.2	9.0
15	16	6.8	8.3	8.7	8.6	8.2	6.1	8.3	7.9	7.3	6.4	8.4
16	35	8.1	8.7	8.7	8.6	7.9	7.4	8.1	8.6	8.2	7.0	9.2
17	22	6.9	8.0	8.7	8.6	7.3	6.8	8.6	7.9	7.8	6.2	8.4
19	24	7.6	9.2	8.5	8.8	6.9	8.2	8.3	8.6	8.4	7.0	9.3
20	27	6.3	6.9	7.1	7.7	6.0	5.6	7.6	8.5	6.9	5.9	7.5
22	25	7.2	8.3	9.2	9.1	7.6	6.9	8.6	7.9	8.2	7.2	8.8
23	1	10.0	10.0	10.0	10.0	8.0	8.0	10.0	10.0	10.0	10.0	10.0
25	24	8.0	8.2	9.0	8.2	4.7	7.1	8.1	9.2	8.7	7.1	9.3
26	16	7.9	8.0	9.1	9.1	7.8	7.2	9.0	8.5	8.4	6.2	8.7
27	6	8.0	8.1	9.1	8.4	8.4	7.4	8.3	7.4	7.9	7.1	8.5
28	15	8.6	8.9	8.5	8.3	7.5	8.3	8.3	8.7	8.6	7.4	8.8
29	6	7.9	9.0	9.6	9.5	9.5	8.9	9.9	10.0	9.8	7.8	9.1
32	1	10.0	6.0	10.0	5.0	10.0	8.0	10.0	10.0	10.0	8.0	10.0
33	13	7.4	8.6	8.9	8.2	6.3	7.8	8.6	8.8	8.5	6.1	8.2
41	41	8.1	8.3	8.7	8.6	7.2	6.9	8.2	8.8	7.7	7.2	8.8
43	7	8.1	8.3	9.1	9.3	6.6	8.5	6.5	9.1	8.6	8.3	9.3
44	11	8.7	8.9	9.0	8.8	7.0	8.7	8.6	9.2	9.0	7.2	9.0
49	30	7.1	8.2	8.9	9.1	5.9	7.0	8.5	8.5	7.6	7.5	8.6
50	11	7.4	8.3	8.6	8.5	8.3	5.9	7.9	8.0	8.3	4.9	8.5
84	20	8.0	8.4	8.6	8.5	6.7	7.5	7.8	8.9	8.6	7.4	8.7
95	3	9.0	7.6	7.4	8.0	7.7	9.1	9.0	9.4	9.4	9.1	8.0
96	10	8.3	8.2	8.4	6.8	6.6	8.2	8.1	9.2	8.7	9.5	8.9
97	23	7.7	8.4	8.3	8.1	5.9	7.5	8.1	8.1	7.6	7.7	8.4
99	97	8.1	8.7	8.9	8.8	5.8	8.3	8.5	9.1	8.5	8.6	8.8
100	12	7.7	8.2	8.4	8.3	7.1	8.0	7.9	8.8	8.9	6.1	8.4
101	7	6.8	9.0	8.3	8.0	9.1	8.2	8.0	8.0	8.4	6.8	9.2
104	2	6.4	9.0	8.2	8.0	6.3	8.0	8.2	7.2	9.0	3.3	9.0
106	37	8.0	8.3	7.9	7.1	7.2	7.4	8.3	8.3	8.2	7.1	8.6
110	4	7.8	9.5	9.0	9.5	5.3	6.7	9.5	9.0	7.8	7.1	8.9

APPENDIX D – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
112	2	8.6	8.8	9.0	9.0	8.6	7.0	8.8	9.0	8.8	7.0	8.8
123	9	8.6	7.5	9.0	8.9	8.5	7.2	8.5	8.9	8.4	7.4	8.7
128	9	7.1	8.1	8.4	7.9	7.0	6.3	7.8	7.7	7.4	5.6	8.8
129	6	8.6	9.2	9.5	9.1	9.3	9.0	8.6	9.0	8.6	7.7	9.4
130	16	7.2	8.5	8.9	8.6	6.3	8.0	8.5	9.0	8.9	7.8	9.0
134	5	7.9	8.8	9.1	8.8	7.6	6.5	6.0	7.9	9.3	7.1	8.3
135	42	7.9	8.3	8.7	8.7	5.5	7.9	8.5	9.2	8.2	7.8	8.9
136	4	7.0	9.0	9.7	7.9	8.4	5.4	9.6	9.3	9.0	5.9	8.1
143	12	6.9	8.7	9.3	9.3	7.2	7.3	8.1	8.9	8.4	6.6	8.5
144	11	7.9	8.7	9.3	9.2	6.8	7.5	8.5	8.6	8.9	6.7	9.2
145	6	5.6	6.5	8.0	7.5	2.9	6.1	6.6	7.8	7.3	7.0	6.9
151	4	7.3	7.8	8.9	9.3	6.8	5.8	8.4	9.6	9.3	5.6	8.9
152	11	7.3	9.2	8.9	8.5	8.7	7.8	8.6	8.9	8.1	7.4	8.9
153	4	8.3	8.0	8.8	7.5	8.1	7.0	8.4	7.3	7.7	4.0	8.7
155	10	8.6	9.2	9.4	8.2	8.3	8.7	9.3	9.1	9.2	6.6	9.5
156	9	8.2	8.7	9.2	8.2	7.0	5.6	9.0	8.6	8.7	7.9	9.0
157	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	6.0	10.0
159	6	5.7	7.1	7.5	7.6	6.4	5.5	8.0	5.0	5.4	6.1	7.3
160	16	7.1	8.9	8.6	8.1	7.1	5.9	7.6	9.0	8.9	6.9	9.2
169	6	6.4	8.3	8.6	7.5	6.3	6.9	8.4	8.7	8.6	7.5	8.5
170	5	8.7	7.5	8.7	8.7	7.8	7.8	8.1	8.2	8.2	7.4	8.3
172	1	5.0	9.0	9.0	9.0	9.0	5.0	9.0	3.0	7.0	3.0	9.0
173	1	7.0	8.0	8.0	8.0	6.0	6.0	8.0	8.0	8.0	6.0	8.0
174	1	7.0	9.0	9.0	9.0	10.0	5.0	8.0	8.0	7.0	5.0	9.0
180	1	9.0	9.0	9.0	8.0	8.0	7.0	8.0	8.0	8.0	-	9.0
187	1	6.0	6.0	9.0	8.0	9.0	7.0	8.0	8.0	9.0	6.0	9.0
188	6	8.7	8.8	8.9	8.4	6.3	8.4	9.2	8.0	8.0	7.6	9.1
209	2	8.8	9.0	9.8	7.3	4.6	8.8	9.8	9.8	8.2	7.0	9.8
210	23	7.6	8.2	8.9	8.4	6.7	6.9	7.2	8.2	7.7	7.2	8.6
211	13	8.3	8.8	8.5	8.5	7.7	7.3	8.5	8.9	8.3	7.6	9.0
212	5	8.7	8.1	8.8	7.8	8.3	7.4	8.2	8.2	8.8	7.8	9.0
227	2	8.6	9.2	9.6	8.0	9.4	8.6	8.0	7.4	9.0	8.2	8.8
228	19	8.1	8.2	8.7	8.5	7.8	7.8	7.9	8.5	8.5	7.4	8.7
229	9	7.5	7.4	8.9	8.7	6.4	7.3	6.1	7.4	7.5	6.1	8.4
230	14	7.7	9.2	8.9	8.9	7.3	7.7	9.0	9.3	8.8	7.8	9.3
231	2	9.2	8.4	9.2	9.2	10.0	10.0	9.2	9.2	8.4	6.1	9.2
232	8	8.8	9.1	8.9	9.2	8.4	8.2	8.8	8.0	8.7	7.8	8.7
236	7	8.6	7.8	9.1	8.5	8.3	8.2	9.4	8.8	9.0	6.1	9.0
239	25	8.5	8.5	8.9	8.6	8.2	8.8	8.5	9.0	8.5	8.3	8.7
240	20	7.6	8.4	8.8	8.8	6.6	7.2	8.0	9.0	8.0	7.5	8.5

APPENDIX D – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
241	3	9.3	8.4	8.6	8.9	6.4	8.9	9.3	9.6	8.7	8.2	7.7
242	2	9.2	10.0	10.0	10.0	8.0	10.0	10.0	10.0	8.8	8.0	10.0
246	27	7.9	9.3	9.3	9.2	7.6	8.2	8.8	8.3	8.1	6.5	9.3
247	2	5.8	9.2	9.2	5.8	8.6	10.0	10.0	7.5	7.2	3.2	9.2
250	60	8.8	8.9	9.3	8.8	7.4	8.2	9.1	9.2	8.8	7.5	9.1
251	2	8.0	9.4	9.4	7.7	7.3	7.6	8.4	6.5	8.8	5.7	9.4
252	4	8.2	8.5	9.0	7.9	4.9	8.8	8.8	6.9	8.5	5.3	8.9
253	3	7.7	10.0	10.0	10.0	8.1	7.7	9.8	7.2	6.6	6.1	9.5
254	3	8.7	8.1	9.3	10.0	9.2	8.6	8.7	9.2	9.7	9.1	9.2
255	19	8.6	9.3	8.8	9.2	6.8	8.1	9.2	9.4	9.1	8.4	8.6
256	1	7.0	8.0	9.0	9.0	8.0	6.0	9.0	8.0	9.0	6.0	8.0
257	10	8.4	8.6	8.8	8.6	5.1	7.9	8.3	8.9	8.6	7.1	8.9
258	2	9.4	8.7	10.0	10.0	7.7	9.0	10.0	10.0	9.0	9.4	8.7
259	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	7.0	10.0	-	10.0
301	6	7.6	9.1	8.7	7.2	6.7	4.2	6.6	8.2	7.7	5.0	8.7
311	4	2.9	7.0	7.8	7.3	1.8	3.0	5.2	5.4	5.7	4.4	5.9
312	5	8.5	9.4	9.1	9.0	8.7	8.2	9.4	9.4	9.1	8.3	9.4
314	1	6.0	5.0	3.0	3.0	6.0	1.0	5.0	5.0	6.0	4.0	5.0
316	4	7.3	9.5	10.0	9.3	8.8	8.7	9.5	7.9	9.5	7.0	9.7
319	15	8.2	8.9	8.9	8.7	5.6	7.5	7.9	9.1	8.6	7.9	9.2
320	6	8.1	8.1	8.3	7.7	8.1	7.5	8.4	9.3	8.0	7.2	9.1
321	6	8.0	8.6	7.9	8.1	7.1	7.1	7.4	7.4	7.7	7.2	8.3
323	5	8.4	8.3	9.1	8.1	7.7	8.0	8.4	8.9	9.1	8.4	8.9
324	5	8.1	8.2	7.9	7.1	8.4	6.4	8.5	8.7	8.5	5.5	8.6
325	5	7.3	7.1	7.7	6.6	2.9	7.2	5.8	8.1	8.3	7.5	8.0
326	1	7.0	7.0	7.0	7.0	5.0	5.0	7.0	7.0	7.0	7.0	6.0
335	9	8.6	8.4	8.0	7.6	8.0	8.5	8.7	9.0	9.0	6.7	9.4
337	5	6.9	8.5	9.1	8.4	4.0	5.3	7.7	8.0	8.9	6.7	9.0
340	7	5.6	6.6	7.5	6.3	6.0	5.8	6.5	7.8	6.8	5.6	7.5
341	3	7.6	8.6	9.0	8.6	7.2	7.2	8.4	7.6	8.4	5.6	8.6
345	5	7.0	8.2	8.5	8.6	5.0	6.0	7.9	6.9	6.4	6.3	7.6
351	42	8.5	8.7	9.1	8.7	7.5	8.1	8.5	9.0	8.6	7.6	9.0
352	4	6.9	7.4	7.8	6.9	5.2	6.9	7.9	7.8	7.8	5.7	8.0
354	5	7.6	8.0	9.0	8.9	4.4	6.3	8.8	6.9	8.5	5.9	8.5
364	9	6.9	8.1	8.1	8.0	7.9	7.2	7.0	8.3	7.9	5.3	8.5
375	3	8.5	8.5	8.7	8.7	7.8	7.9	9.1	8.3	8.3	8.6	9.5
388	4	8.2	9.5	9.7	9.1	7.2	7.8	8.1	10.0	9.8	7.0	8.8
391	1	9.0	9.0	7.0	9.0	9.0	9.0	9.0	9.0	9.0	7.0	9.0
393	1	9.0	9.0	9.0	9.0	6.0	9.0	7.0	9.0	10.0	8.0	9.0
394	1	8.0	9.0	8.0	8.0	8.0	6.0	9.0	7.0	7.0	6.0	8.0

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
395	1	7.0	10.0	7.0	3.0	7.0	-	10.0	10.0	10.0	-	10.0
401	28	7.9	8.5	9.2	9.3	7.7	7.3	9.0	9.2	8.7	7.4	8.9
402	11	8.4	9.1	9.4	9.2	9.1	8.4	9.3	9.4	9.0	6.8	9.0
403	12	7.2	7.6	8.9	9.0	6.0	7.0	7.9	8.5	8.0	5.7	8.6
404	3	8.0	7.6	9.2	9.6	8.8	7.6	8.8	8.5	8.0	6.4	8.4
405	1	8.0	7.0	8.0	8.0	9.0	7.0	9.0	8.0	9.0	8.0	7.0
407	11	7.9	8.5	8.5	8.4	8.0	6.7	8.0	7.4	7.3	5.7	8.4
410	31	7.7	8.2	8.9	8.9	7.7	7.1	8.4	8.4	8.3	7.3	8.9
430	5	8.0	9.6	8.6	8.3	7.8	8.8	8.1	9.5	9.4	6.3	9.7
480	10	8.2	8.6	9.1	9.2	5.2	8.0	8.5	9.0	8.3	8.1	8.6
501	4	7.8	8.7	9.5	9.4	8.6	7.7	8.7	9.0	8.5	6.5	9.5
502	8	8.0	8.3	7.8	7.6	6.1	7.7	8.2	8.3	7.4	6.9	8.7
503	6	8.3	8.5	9.2	6.8	6.8	5.8	7.6	9.7	8.4	8.2	7.6
531	9	8.7	8.8	7.1	8.0	6.9	8.0	8.9	7.9	8.8	8.5	8.9
555	14	8.2	8.9	9.2	8.5	6.2	8.2	8.5	9.3	9.0	7.6	9.1
595	3	6.1	8.5	9.0	6.8	9.3	7.0	8.5	6.5	6.4	6.5	8.3
601	48	8.0	8.5	9.2	8.6	7.4	7.6	8.8	7.5	7.9	6.2	8.8
602	3	7.5	9.2	9.2	9.2	7.9	6.5	8.8	9.0	9.2	7.1	9.2
603	2	8.5	8.5	8.0	7.5	8.5	8.0	8.5	9.0	8.5	7.5	9.0
604	5	9.4	8.9	9.4	9.5	9.0	8.3	9.1	7.2	9.5	7.5	9.4
620	1	7.0	10.0	9.0	9.0	1.0	10.0	8.0	9.0	10.0	6.0	8.0
640	1	8.0	7.0	8.0	9.0	2.0	7.0	6.0	7.0	5.0	5.0	8.0
701	20	7.2	8.4	8.7	8.4	6.8	6.2	7.8	8.4	8.3	6.9	9.0
791	11	8.9	8.0	8.4	9.2	7.6	8.3	8.5	9.0	8.6	7.8	9.3
C1	1	9.0	10.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	10.0
C3	3	9.3	9.7	9.8	9.2	7.4	8.3	10.0	9.0	9.3	8.5	9.2
C4	2	7.8	8.9	10.0	7.2	10.0	8.4	8.4	8.9	10.0	8.9	10.0
C5	1	8.0	9.0	9.0	-	8.0	8.0	8.0	8.0	8.0	9.0	9.0
C6	2	9.4	9.4	9.7	8.3	9.0	9.7	9.7	9.7	10.0	9.0	9.4
C12	2	9.3	10.0	10.0	10.0	10.0	9.7	9.3	9.3	10.0	7.0	10.0
C15	3	9.0	8.7	10.0	10.0	9.4	8.3	9.4	9.4	8.8	7.1	9.2
C20	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
C21	2	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
C23	6	6.8	8.4	9.0	8.8	6.0	6.7	8.5	8.5	8.3	7.0	8.1
C24	1	10.0	10.0	10.0	10.0	10.0	9.0	10.0	10.0	10.0	9.0	10.0
C26	2	9.8	10.0	9.8	9.8	2.6	6.8	9.8	6.4	8.3	7.1	9.8
C27	1	5.0	8.0	9.0	10.0	6.0	8.0	8.0	1.0	1.0	3.0	8.0
C28	1	8.0	10.0	10.0	10.0	1.0	8.0	10.0	10.0	10.0	8.0	10.0
C29	3	5.7	8.3	9.6	8.9	6.5	6.5	8.9	8.5	9.1	4.8	8.5
C30	2	5.0	8.6	10.0	10.0	6.7	5.7	8.3	3.9	3.9	4.3	8.9

APPENDIX D – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
C36	2	8.5	9.5	9.0	8.5	10.0	9.5	9.5	9.5	9.5	9.0	9.5
C37	3	8.5	8.3	8.9	8.9	8.9	5.9	8.9	8.5	8.5	6.8	8.9
C40	1	7.0	9.0	8.0	7.0	9.0	9.0	8.0	9.0	9.0	4.0	9.0
C41	2	7.0	9.5	10.0	9.8	9.8	5.7	9.8	7.8	9.5	5.5	9.0
C43	1	9.0	10.0	10.0	9.0	10.0	8.0	9.0	7.0	9.0	9.0	9.0
C44	1	6.0	10.0	8.0	6.0	8.0	10.0	10.0	8.0	7.0	8.0	10.0
C45	1	9.0	7.0	8.0	7.0	6.0	6.0	8.0	9.0	9.0	6.0	8.0
C46	1	7.0	10.0	10.0	10.0	10.0	10.0	10.0	6.0	4.0	3.0	10.0
C47	1	9.0	10.0	10.0	8.0	9.0	10.0	10.0	10.0	10.0	6.0	10.0
C49	1	7.0	10.0	10.0	7.0	9.0	7.0	9.0	9.0	7.0	10.0	9.0
C51	3	7.4	9.2	9.2	9.8	9.0	6.6	9.6	9.8	9.6	6.4	9.8
C53	3	9.4	10.0	9.4	9.7	10.0	9.2	10.0	9.7	10.0	6.6	10.0
C60	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	6.0	10.0
C61	1	8.0	7.0	10.0	8.0	10.0	8.0	10.0	8.0	8.0	8.0	7.0
C62	4	8.4	9.2	9.1	8.4	9.3	8.6	8.8	6.8	7.8	6.6	9.1
C64	1	7.0	7.0	8.0	8.0	8.0	8.0	9.0	5.0	8.0	2.0	8.0
C70	1	6.0	4.0	-	4.0	6.0	5.0	8.0	7.0	8.0	6.0	8.0
C75	1	3.0	-	9.0	9.0	7.0	2.0	8.0	7.0	-	4.0	9.0
C76	1	7.0	9.0	8.0	10.0	7.0	8.0	7.0	10.0	6.0	8.0	10.0
C86	1	7.0	7.0	7.0	7.0	7.0	7.0	7.0	7.0	7.0	7.0	7.0
C87	1	9.0	10.0	5.0	6.0	9.0	9.0	9.0	9.0	8.0	10.0	10.0
C92	1	9.0	9.0	10.0	10.0	9.0	8.0	7.0	9.0	9.0	9.0	9.0
C93	4	8.9	9.3	9.6	9.1	9.6	7.9	9.1	8.4	8.8	8.0	9.3
NVT	13	7.5	8.4	8.1	8.1	6.1	7.6	8.7	8.4	7.4	6.3	8.3
BTC	7	6.7	7.9	8.2	7.8	6.6	6.0	6.6	7.6	6.7	6.3	8.0
STC	4	7.7	9.6	9.7	9.3	9.3	8.5	9.2	8.4	9.0	8.0	9.8
PCT	8	9.1	9.5	9.3	9.4	8.5	9.1	9.5	8.4	8.8	8.7	9.7
RTC	6	8.4	8.4	9.0	7.7	7.8	7.7	8.4	7.6	8.3	6.7	8.9
OTC	46	8.1	9.1	8.8	8.5	7.4	7.9	8.1	8.8	8.7	7.4	9.0
WVT	6	9.1	8.6	9.3	9.0	6.5	7.8	8.9	9.3	8.9	7.8	8.8

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	**1891**	**7.8**	**8.5**	**8.7**	**8.5**	**6.9**	**7.4**	**8.3**	**8.6**	**8.3**	**7.1**	**8.8**
250	60	8.8	8.9	9.3	8.8	7.4	8.2	9.1	9.2	8.8	7.5	9.1
601	48	8.0	8.5	9.2	8.6	7.4	7.6	8.8	7.5	7.9	6.2	8.8
49	30	7.1	8.2	8.9	9.1	5.9	7.0	8.5	8.5	7.6	7.5	8.6
99	97	8.1	8.7	8.9	8.8	5.8	8.3	8.5	9.1	8.5	8.6	8.8
135	42	7.9	8.3	8.7	8.7	5.5	7.9	8.5	9.2	8.2	7.8	8.9
351	42	8.5	8.7	9.1	8.7	7.5	8.1	8.5	9.0	8.6	7.6	9.0
410	31	7.7	8.2	8.9	8.9	7.7	7.1	8.4	8.4	8.3	7.3	8.9
2	37	7.2	8.3	8.2	8.4	6.0	6.3	8.3	8.0	7.1	6.3	8.5
106	37	8.0	8.3	7.9	7.1	7.2	7.4	8.3	8.3	8.2	7.1	8.6
41	41	8.1	8.3	8.7	8.6	7.2	6.9	8.2	8.8	7.7	7.2	8.8
10	38	8.0	9.0	8.9	8.8	6.9	7.1	8.1	9.0	8.4	6.9	9.4
16	35	8.1	8.7	8.7	8.6	7.9	7.4	8.1	8.6	8.2	7.0	9.2
OTC	46	8.1	9.1	8.8	8.5	7.4	7.9	8.1	8.8	8.7	7.4	9.0
9	52	7.7	8.3	8.3	8.1	6.8	7.6	8.1	8.8	8.0	7.1	8.8
14	38	7.5	8.7	8.6	8.1	6.3	7.7	7.8	9.2	8.5	7.2	9.0

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

| Route Number | October 2015 - December 2015 | | October 2016 - December 2016 | | Net Difference |
	# of Trips	Overall Performance	# of Trips	Overall Performance	Oct'15-Dec'15 vs. Oct'16-Dec'16
# 10	36	7.4	38	8.0	0.6
# 106	40	7.5	37	8.0	0.5
# 135	38	7.9	42	7.9	0.0
# 14	31	7.3	38	7.5	0.2
# 16	40	7.6	35	8.1	0.5
# 2	3	8.5	37	7.2	-1.3
# 20	37	6.7	27	6.3	-0.4
# 22	56	7.3	25	7.2	-0.1
# 25	41	7.1	24	8.0	0.9
# 250	70	8.5	60	8.8	0.3
# 351	44	8.4	42	8.5	0.1
# 41	45	7.9	41	8.1	0.2
# 410	38	7.8	31	7.7	-0.1
# 601	36	7.1	48	8.0	0.9
# 9	66	7.8	52	7.7	-0.1
# 99	100	7.9	97	8.1	0.2
# OTC	25	7.9	46	8.1	0.2

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

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

	Route Number	July 2015 - December 2015		July 2016 - December 2016		Net Difference Jul'15-Dec'15 vs. Jul'16-Dec'16
		# of Trips	Overall Performance	# of Trips	Overall Performance	
#	10	73	7.6	74	8.0	0.4
#	106	70	7.9	63	8.0	0.1
#	130	39	8.0	25	7.8	-0.2
#	135	68	8.1	76	8.0	-0.1
#	14	55	7.6	67	7.8	0.2
#	16	80	7.9	84	7.7	-0.2
#	160	38	7.1	37	7.8	0.7
#	17	45	7.6	44	6.7	-0.9
#	19	40	8.0	51	7.6	-0.4
#	2	12	8.0	59	7.4	-0.6
#	20	65	7.1	51	6.7	-0.4
#	210	36	8.1	51	7.4	-0.7
#	22	116	7.5	62	7.1	-0.4
#	239	45	8.5	60	8.4	-0.1
#	240	77	7.3	61	8.2	0.9
#	246	50	7.6	48	7.8	0.2
#	25	90	7.2	55	8.0	0.8
#	250	139	8.4	130	8.7	0.3
#	255	39	7.9	26	8.3	0.4
#	3	54	7.8	48	7.4	-0.4
#	319	33	7.9	36	8.1	0.2
#	351	77	8.5	75	8.4	-0.1
#	401	58	7.5	56	7.7	0.2
#	41	77	7.8	75	8.0	0.2
#	410	67	7.5	62	7.6	0.1
#	49	61	7.9	66	7.8	-0.1
#	5	28	7.7	36	7.4	-0.3
#	6	37	8.3	46	8.4	0.1
#	601	82	7.1	80	7.9	0.8
#	7	53	7.3	58	7.8	0.5
#	701	50	7.3	45	7.3	0.0
#	84	50	8.1	34	8.0	-0.1
#	9	109	7.6	98	7.9	0.3
#	97	52	7.8	45	8.2	0.4
#	99	206	8.0	193	8.1	0.1
#	OTC	59	7.5	70	8.1	0.6

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

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

	Route Number	January 2015 - December 2015		January 2016 - December 2016		Net Difference
		# of Trips	Overall Performance	# of Trips	Overall Performance	Jan'15-Dec'15 vs. Jan'16-Dec'16
#	10	148	7.6	153	8.1	0.5
#	100	43	8.4	43	7.8	-0.6
#	106	137	7.9	124	7.6	-0.3
#	123	46	7.8	35	7.8	0.0
#	129	46	7.2	27	7.6	0.4
#	130	62	7.9	62	8.2	0.3
#	135	121	7.9	133	7.7	-0.2
#	14	105	7.8	129	7.8	0.0
#	143	35	7.5	30	7.5	0.0
#	144	29	6.9	41	7.8	0.9
#	145	45	7.7	33	7.6	-0.1
#	15	59	8.0	45	7.3	-0.7
#	152	54	7.9	51	7.8	-0.1
#	155	34	8.2	39	8.5	0.3
#	16	152	8.0	158	7.7	-0.3
#	160	63	7.3	80	7.7	0.4
#	169	45	7.8	34	8.0	0.2
#	17	84	7.7	98	7.3	-0.4
#	19	69	7.6	104	7.6	0.0
#	2	22	7.9	71	7.6	-0.3
#	20	120	7.1	114	6.9	-0.2
#	210	72	8.0	83	7.9	-0.1
#	211	48	7.7	65	8.1	0.4
#	22	219	7.6	146	7.6	0.0
#	228	53	8.1	55	8.4	0.3
#	229	46	8.0	44	7.7	-0.3
#	230	66	7.4	52	8.0	0.6
#	232	41	7.9	39	8.1	0.2
#	239	96	8.1	112	8.0	-0.1
#	240	138	7.6	117	8.1	0.5
#	246	102	7.4	103	8.1	0.7
#	25	167	7.5	140	7.8	0.3

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

	Route Number	January 2015 - December 2015		January 2016 - December 2016		Net Difference
		# of Trips	Overall Performance	# of Trips	Overall Performance	Jan'15-Dec'15 vs. Jan'16-Dec'16
#	250	273	8.3	257	8.6	0.3
#	255	64	7.9	67	7.9	0.0
#	257	42	7.8	55	8.5	0.7
#	26	43	8.3	58	7.5	-0.8
#	28	38	8.1	43	8.2	0.1
#	3	116	7.9	99	7.8	-0.1
#	319	64	7.8	78	7.9	0.1
#	320	52	7.6	33	8.0	0.4
#	321	49	7.2	46	7.2	0.0
#	33	66	7.6	51	7.6	0.0
#	340	42	7.6	37	7.1	-0.5
#	351	165	8.4	157	8.4	0.0
#	4	63	8.0	78	8.3	0.3
#	401	120	7.6	111	7.8	0.2
#	402	50	8.2	43	8.1	-0.1
#	403	45	6.9	48	7.9	1.0
#	41	158	7.6	144	8.0	0.4
#	410	145	7.7	120	7.7	0.0
#	44	40	7.3	42	8.0	0.7
#	49	121	7.7	123	7.6	-0.1
#	5	63	7.4	73	7.5	0.1
#	50	62	8.3	69	8.1	-0.2
#	502	60	7.5	58	7.9	0.4
#	555	52	8.1	62	8.9	0.8
#	6	73	8.0	92	8.2	0.2
#	601	158	7.5	152	7.8	0.3
#	7	99	7.5	113	7.8	0.3
#	701	99	7.4	93	7.6	0.2
#	791	45	7.7	37	8.5	0.8
#	8	64	7.8	68	8.2	0.4
#	84	87	8.2	68	8.0	-0.2
#	9	233	7.7	205	8.0	0.3
#	96	50	8.7	38	8.2	-0.5
#	97	114	7.8	106	7.6	-0.2
#	99	416	7.7	406	8.0	0.3
#	C23	34	7.2	43	7.1	-0.1
#	NVT	45	7.2	44	7.5	0.3
#	OTC	113	7.4	123	7.9	0.5
#	STC	42	7.3	30	7.4	0.1

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