



# Customer Service Performance Quarter 1 2017

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

- **Six-in-ten transit riders award good-to-excellent scores to the Overall Transit Service in Q1 2017**, which is marginally up from the previous quarter and consistent with a year ago. The average score is stable at 7.6 out of 10.
- **Nearly all transit system attributes have earned an average score that is 7.0 or higher (the threshold for positive performance).** The only exception is Having Enough Shelters at Stops, which has an average score of 6.7 out of 10.
- **For the most part, attributes perform similar to historical trends, except for Having Adequate Information on SkyTrain** (64%, up from Q1 and Q4 in 2016) and Good Connections (47%, down from a year ago).



**Two-thirds of bus riders (65%) give top ratings to the Overall Bus Service, which is marginally up from last quarter and in-line with a year ago. The average score is sitting at 7.8 out of 10.**

- All bus service attributes have met the 7.0 positive-performance threshold this period.
- Having a Courteous Bus Operator (77%) continues to be the highest-rated top key driver for Overall Bus Service, and it has improved from the same period in 2016.
- The other key drivers tend to lag behind, including Providing On-Time, Reliable Service (55%, down from a year ago), Not Being Overcrowded (52%, up from last quarter) and Frequency of Service (48%).
- This period, #20 bus is ranked the lowest across many measures.



**Similar to previous quarters, Overall SkyTrain Service earns high scores from 74% of SkyTrain riders, and the average score is stable at 8.2 out of 10.**

- Not Being Overcrowded, a top key driver for Overall SkyTrain Service, has shown significant improvements over a year ago (49%, up from 42%).
- Two SkyTrain attributes' ratings continue to fall below the threshold for positive performance, which includes Staff Availability and Delays are Announced and Explained, earning an average score of 6.8 and 6.2 respectively.
- Consistent with historical trends, Canada Line tends to perform relatively stronger than BCRTC. For this quarter, the areas that BCRTC have shown improvements on are On-Time Reliable Service and Not Being Overcrowded. As for Canada Line, its ratings have increased for Not Being Overcrowded and Feeling Safe from Crime on Board SkyTrain, but have dropped for Staff Availability.



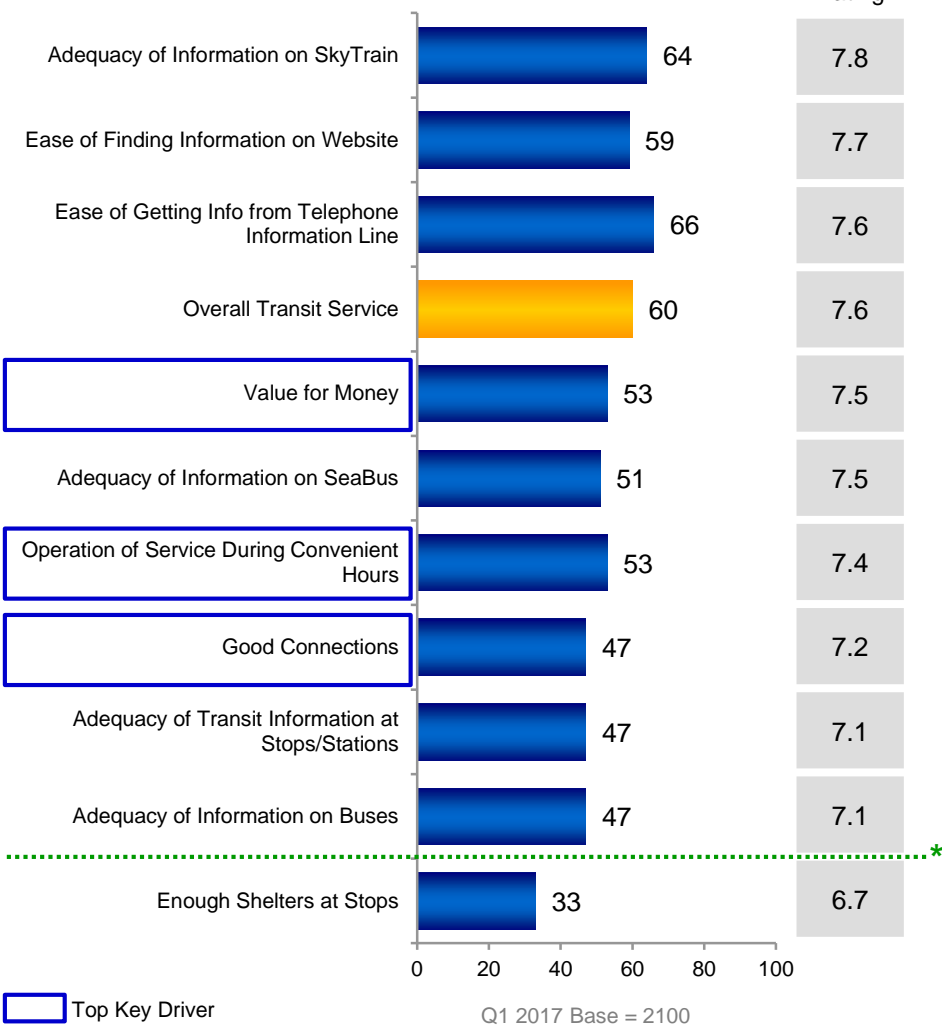
**SeaBus continues to be the strongest-performing mode, with 81% good-to-excellent ratings and an average score of 8.5 out of 10.**

- All SeaBus service attributes continue to show a positive performance this quarter, achieving an average score that is well above the minimum threshold of 7.0.
- Remaining as the highest-rated top key driver, Providing On-Time, Reliable Service earns top ratings from a large majority of SeaBus riders (95%).

## Performance on Transit System Attributes

% Good to Excellent (8-10)

Average  
Rating



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

### Transit System

- Marginally up from last quarter and consistent with a year ago, Overall Transit Service is rated highly by six-in-ten transit riders. The average score is stable at 7.6 out of 10.
- Ratings for most service attributes are in-line with Q1 and Q4 of 2016, except for Adequacy of Information on SkyTrain (64% up from both periods) and Good Connections (47%, down from a year ago).
- Having Enough Shelters at Stops continues to perform below the 7.0 threshold for positive performance this quarter, earning an average score of 6.7 out of 10.

### Performance on Top Key Drivers of Transit Overall Service

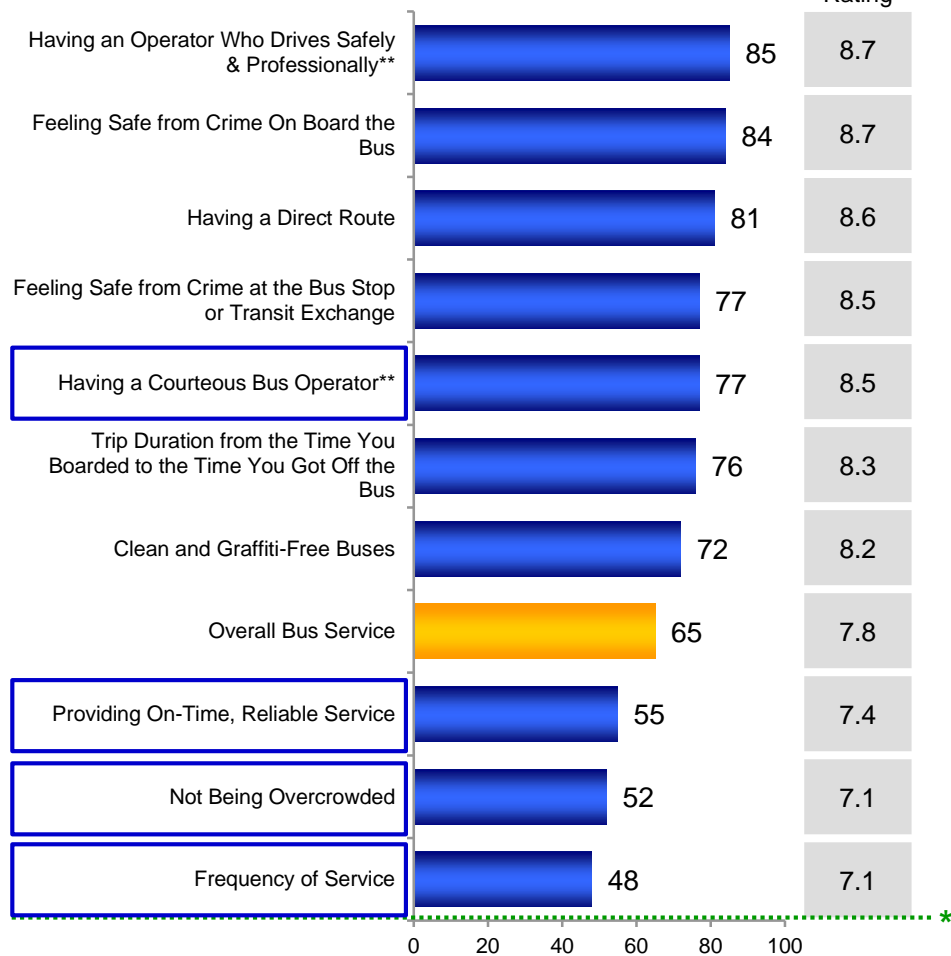
#### Key Drivers with Positive Performance\*

- Value for Money
  - Value for Money continues to be perceived positively by over one-half of riders (53%) and this remains as the highest-rated top key driver for Overall Transit Service.
- Operation of Service During Convenient Hours
  - Trending up over the last two quarters but similar to a year ago, Convenient Hours earns top ratings from 53% of riders.
- Good Connections
  - Ratings for Good Connections are in-line with last quarter but have significantly dropped from the same period in 2016. Nonetheless, its average score shows positive performance this period, after dropping below the 7.0 threshold last quarter.

## Performance on Bus System Attributes

% Good to Excellent (8-10)

Average  
Rating



Top Key Driver

Q1 2017 Base = 1915 (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

- Close to two-thirds of bus riders (65%) rate the Overall Bus Service as good-to-excellent, which is marginally up from last quarter but similar to a year ago. The average score is unchanged at 7.8 out of 10.
- Most bus service attributes have not improved this period, except for Trip Duration (76%, up from last quarter) and a few key drivers (discussed below).
- Three of the four top key drivers of Overall Bus Service continue to be the lowest ranked of all attributes. However, all attributes meet or exceed the threshold for positive performance this quarter.

## Performance on Top Key Drivers of Overall Bus Service

### Key Drivers with Positive Performance\*

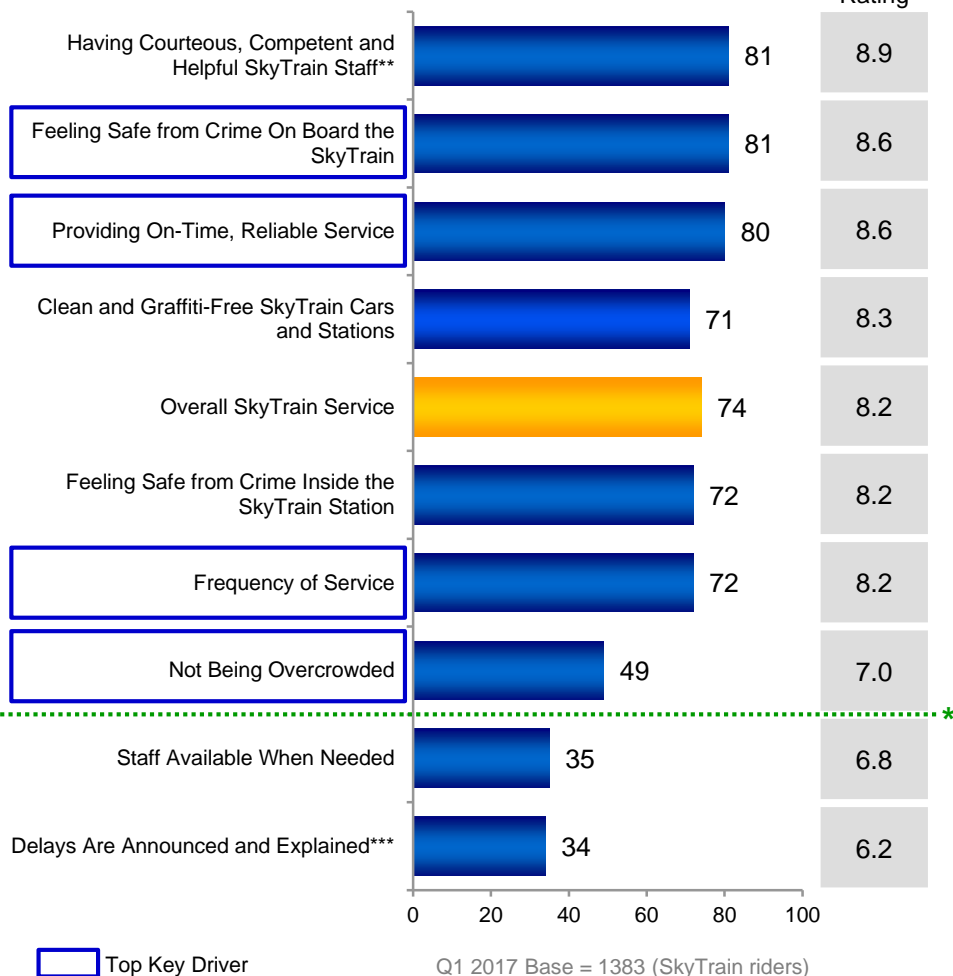
- Courteous Bus Operator
  - Ratings for Courteous Bus Operator have been slowly trending up over the last two years from 71% to 77% this period. Similar to historical trends, this is the highest-rated top key driver for Overall Bus Service. Specifically, BTC's performance has improved from Q1 2016 and the ratings for PCT have increased from last quarter.
- On-Time Reliable Service
  - Consistent with last quarter but down from a year ago, 55% award a score of 8 to 10 to this attribute. Scores for WVT, BTC, RTC and VTC have dropped from last quarter and/or a year ago, while ratings for PCT have improved from Q4 2016.
- Not Being Overcrowded
  - Not Being Overcrowded is rated highly by one-half of bus riders (52%), which has increased from the previous quarter and marginally up from a year ago. After dropping below the 7.0 positive-performance threshold, its average score is now sitting at 7.1 out of 10. In particular, performance for STC has shown improvements this quarter.
- Frequency of Service
  - Ratings for Frequency of Service are in-line with previous quarters (48%), but scores for RTC have dropped from the same period last year.



## Performance on SkyTrain Attributes

% Good to Excellent (8-10)

Average  
Rating



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

\*\* Caution: Small base size – only among SkyTrain riders who spoke with staff (n=90)

\*\*\* Caution: Only among those who experienced delays (n=473)

## SkyTrain System

- Similar to historical trends, three-quarters of SkyTrain riders (74%) give top scores to the Overall SkyTrain Service, and the average score is strong at 8.2 out of 10.
- In Q1 2017, the only two attributes that have shown significant changes from a year ago are Not Being Overcrowded (49%, up by 7 percentage points) and Staff Availability (35%, down by 6 percentage points).
- Staff Availability and Delays are Announced and Explained continue to earn an average score that is below the threshold for positive performance (6.8 and 6.2 respectively).

## Performance on Top Key Drivers of SkyTrain Overall Service

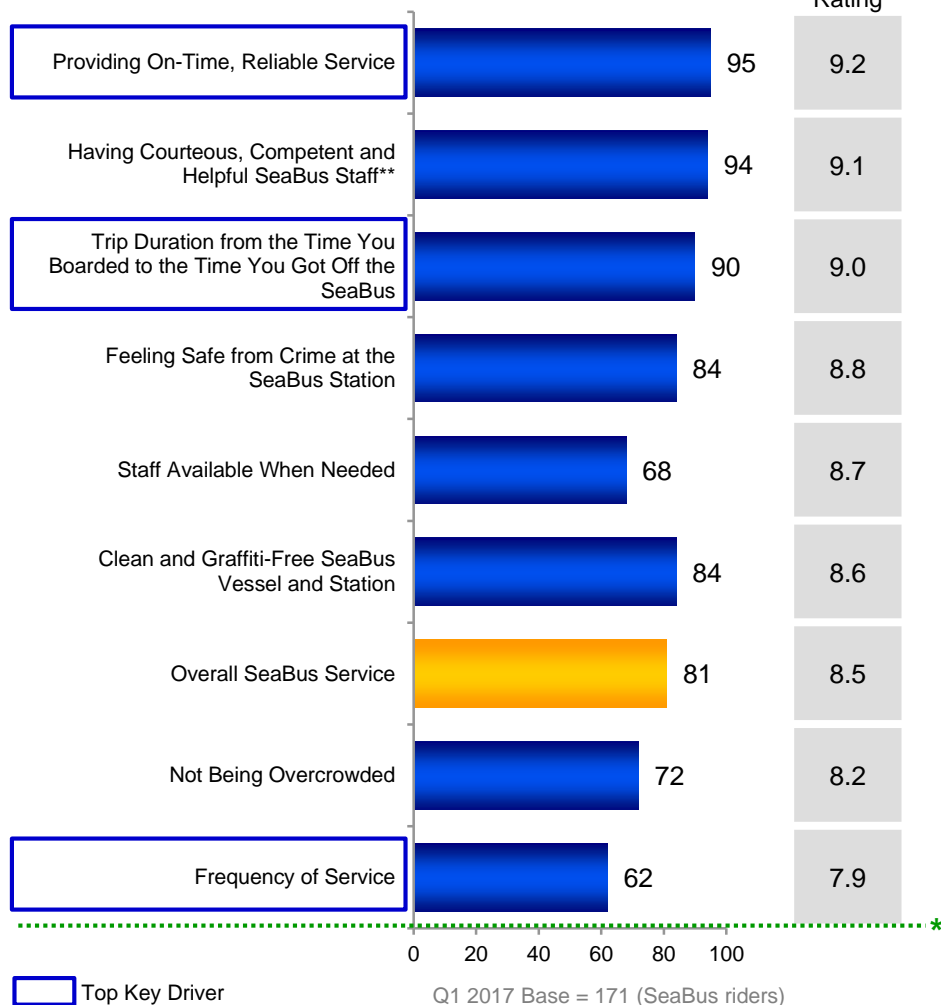
### Key Drivers with Positive Performance\*

- Feeling Safe from Crime On Board the SkyTrain
  - This attribute receives good-to-excellent scores from 81% of SkyTrain riders, which is in-line with previous waves. It is one of the highest-rated top key drivers for Overall SkyTrain Service. Specifically, ratings for Canada Line have increased from both Q1 and Q4 of 2016.
- On-Time, Reliable Service
  - Marginally up from a year ago and similar to last quarter, On-Time, Reliable Service receives 80% good-to-excellent scores and it is one of the highest-ranked top key drivers. Scores for BCRTC in this area have increased from a year ago, while Canada Line's performance remains unchanged.
- Frequency of Service
  - Ratings for Frequency of Service are relatively stable this period (72%).
- Not Being Overcrowded
  - Scores for Not Being Overcrowded have significantly improved from a year ago but remained consistent with last quarter. Although this is still the lowest-performing top key driver, its average score (7.0) has met the threshold for positive performance. In particular, both BCRTC and Canada Line perform relatively stronger in this area compared to a year ago.

## Performance on SeaBus Attributes

% Good to Excellent (8-10)

Average  
Rating



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

\*\* Caution: Very small base size – only among SeaBus riders who spoke with staff (n=22)

## SeaBus

- Overall SeaBus Service earns good-to-excellent scores from 81% of SeaBus riders, which is consistent with previous quarters. The average score is sitting strong at 8.5 out of 10.
- Trip Duration (90%) is the only attribute that shows a directional increase from last quarter and a year ago. All other service attributes perform relatively consistent with previous trends.
- 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
  - Similar to historical trends, this is the highest-rated service attribute and also, the highest-ranked top key driver for Overall SeaBus Service (95%).
- Trip Duration
  - Nine-in-ten SeaBus riders award top scores to Trip Duration, which is marginally up from Q1 and Q4 of 2016.
- Frequency of Service
  - Consistent with previous quarters, Frequency of Service continues to earn the lowest ratings (62%).



## ***Transit Riders***



- Eight-in-ten transit riders (81%) own a smartphone, of which 79% have 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 (27% versus 13%)
  - They are less likely to be working full-time (44% versus 51%)
  - They are more likely to be a student (19% versus 6%)
  - They are less likely to fall into the higher household income bracket of \$65,000 or more (39% versus 54%)

## ***Trip Purpose***



- Going to or from work is the most popular reason why transit users take public transit (44%).
- Other common reasons include entertainment/social purposes (39%) and going to or from shopping (29%, down from a year ago).

## ***Choice versus Captive***



- This period, the proportion of Choice riders (71% with access to a vehicle) has increased from a year ago. Captive riders, those who don't have regular vehicle access, have dropped to 27% this quarter.
- Choice riders are more likely than Captive riders to be working full-time, aged 35 or higher, have an university degree, make an annual income of \$35K or more and use the SkyTrain.
- Captive riders tend not to be employed, make more average transit trips in the past week, use a Compass Card and take the Bus.



**The primary objectives of this project are to:**

- Evaluate the quality of service provided by Bus, SeaBus, and SkyTrain.
- Diagnose what aspects of service have the strongest impact on perceptions of service quality.
- Provide recommendations regarding what aspects of service need to be modified to increase and maintain high levels of service quality across transit modes.
- Assess customer behaviour and motivation related to the use of public transit.

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



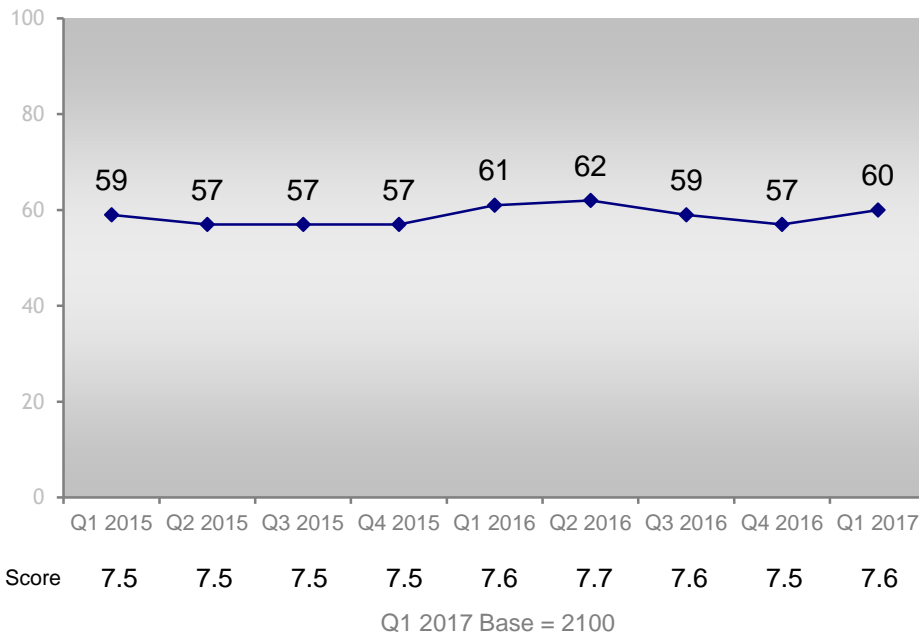
**This section presents an evaluation of the overall transit system, followed by evaluation of each of the three transit modes. For the transit system overall and for each mode, results are presented for the following:**

- Perceptions of Overall Service
- Perceptions of Specific Attributes



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

% Good to Excellent (8-10)



### Overall Service

Trending up from last quarter and consistent with a year ago, six-in-ten transit riders award a score of 8 to 10 to the overall service provided by the transit system. The average score is stable at 7.6 out of 10.

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

For riders who tend to travel in the weekends/holidays, use Stored Value or a Compass Ticket and have access to a vehicle, they are more likely to give a higher assessment to the Overall Transit Service compared to their counterparts.

On the other hand, those who are between the ages of 25 to 64 years old are less likely than their counterparts to rate the Overall Service as good-to-excellent.

### Q1 2017 Regional Differences:

No significant regional differences

No significant regional differences



Most Positive



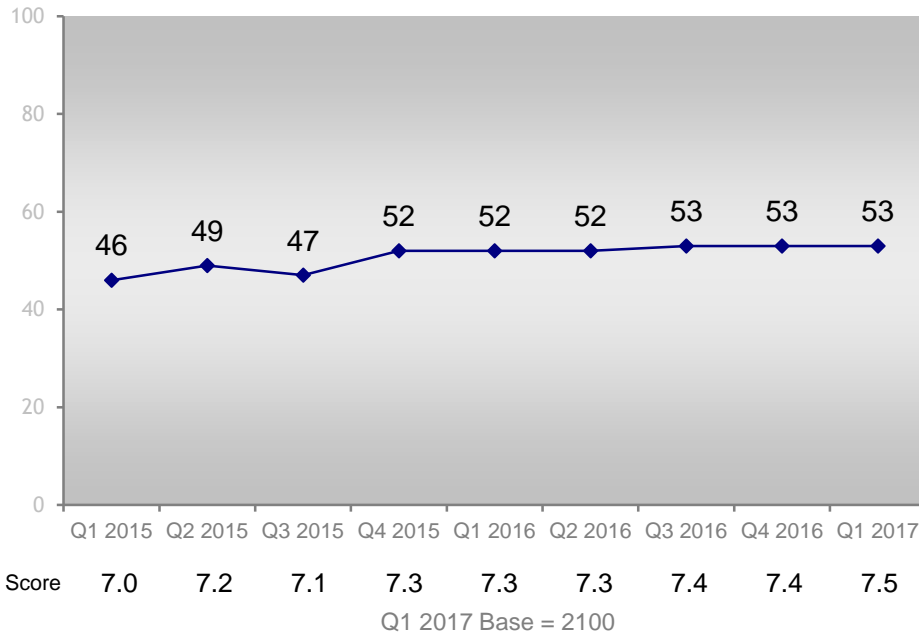
Least Positive



= Significant upward/downward shift

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

% Good to Excellent (8-10)



### Value for Money

Unchanged from the previous quarters, over one-half of riders (53%) give good-to-excellent scores to Value for Money, and the average score has been slowly trending up from 7.0 in Q1 2015 to 7.5 this period. This continues to be the highest-rated top key driver for Overall Transit Service.

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	0%	+ 1%

SkyTrain riders who only travel on Canada Line are more likely than other transit riders to award high scores to Value for Money.

On the other hand, riders who are 25 to 44 years old tend to rate Value for Money less positively.

### Q1 2017 Regional Differences:

80% among West Vancouver riders

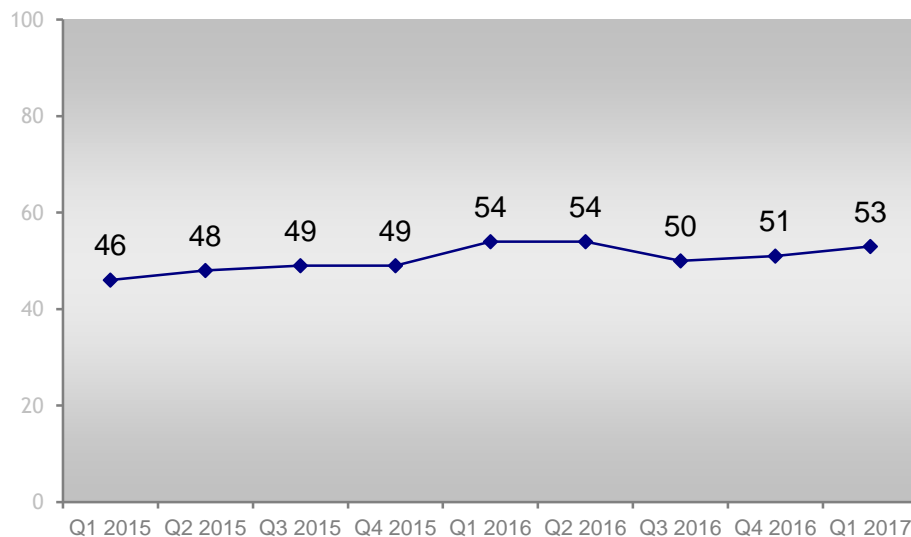
48% among Burnaby/New Westminister riders

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)



### Convenient Hours

Trending up over the last two quarters but consistent with a year ago, Convenient Hours is rated highly by 53% of transit riders. The average score remains stable at 7.4 out of 10.

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	+ 2%	- 1%

In particular, Bus/SkyTrain riders have a higher tendency to give top scores to this attribute compared to SeaBus users.

Avg Score 7.2 7.2 7.3 7.3 7.4 7.5 7.3 7.4 7.4

Q1 2017 Base = 2100

### Q1 2017 Regional Differences:

58% among Northeast riders

43% among North Vancouver riders



Top Key Driver



Most Positive



Least Positive



= Significant upward/downward shift



### Good Connections

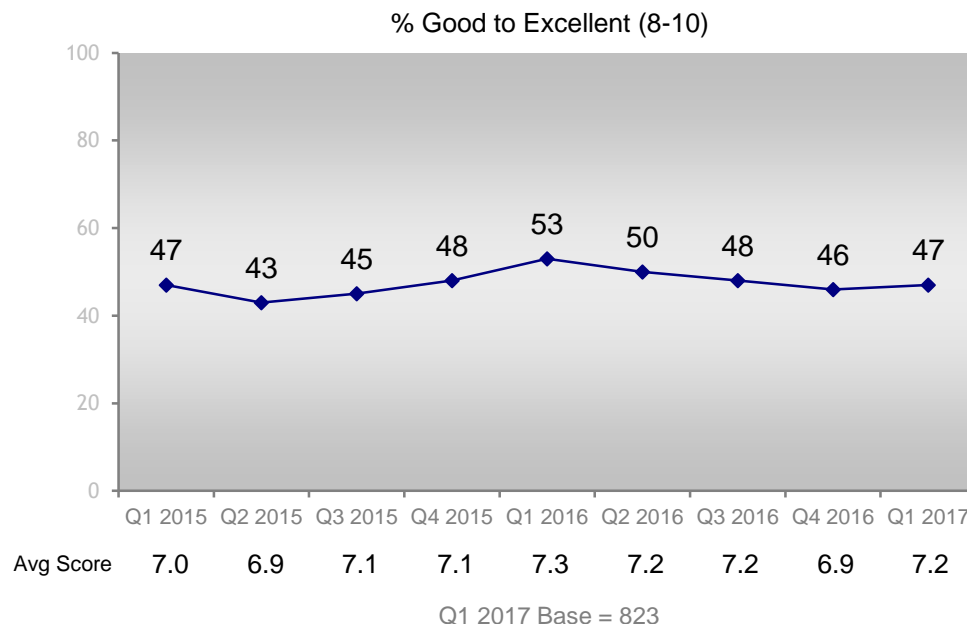
Q23AA. Again, thinking of the trip you take most often on transit, do you take more than one bus or transit mode?

In-line with historical trends, four-in-ten riders (40%) have taken more than one bus or transit mode in Q1 2017, specifically among 16-24 year olds, High/Medium Frequency riders, U-Pass users, Captive riders and those who travel within 2 to 3 zones.

For those who have used more than one bus or transit mode, one-half of them (47%) award top ratings to Good Connections, which is consistent with last quarter but down from a year ago. This period, the average score for this attribute (7.2 out of 10) has met the positive-performance threshold.

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

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



### Q1 2017 Regional Differences:

80% among West Vancouver riders

40% among Richmond/South Delta riders

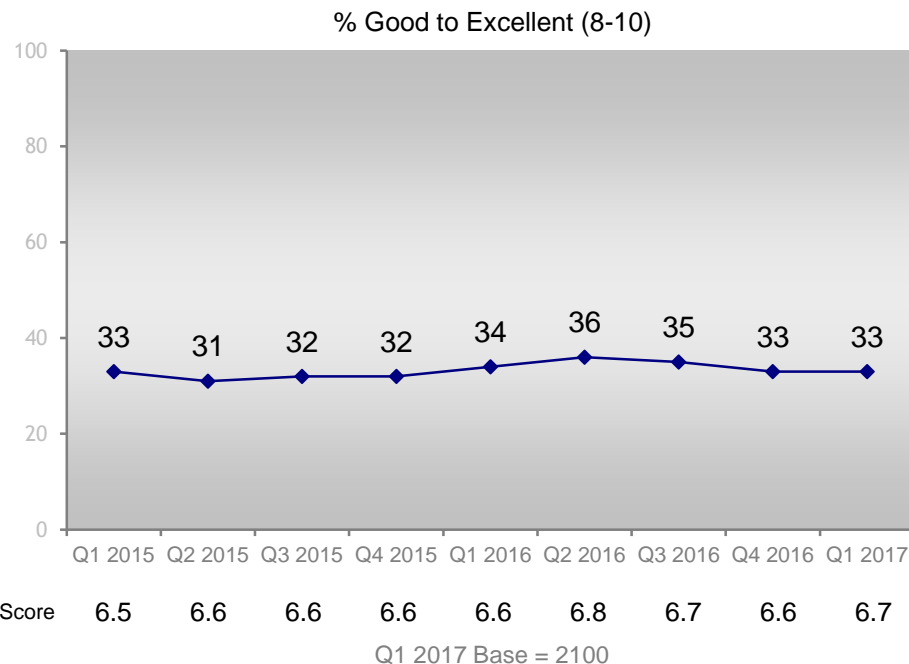
● ● = Significant upward/downward shift

□ Top Key Driver ● Most Positive ● Least Positive

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

### Enough Bus Shelters at Bus Stops

One-third of riders award good-to-excellent scores to Having Enough Bus Shelters at Bus Stops, which is in-line with last quarter and a year ago. This area continues to perform below the threshold for positive performance, earning the lowest average score among all attributes (6.7 out of 10).



<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	0%	- 1%

#### Q1 2017 Regional Differences:

52% among West Vancouver riders

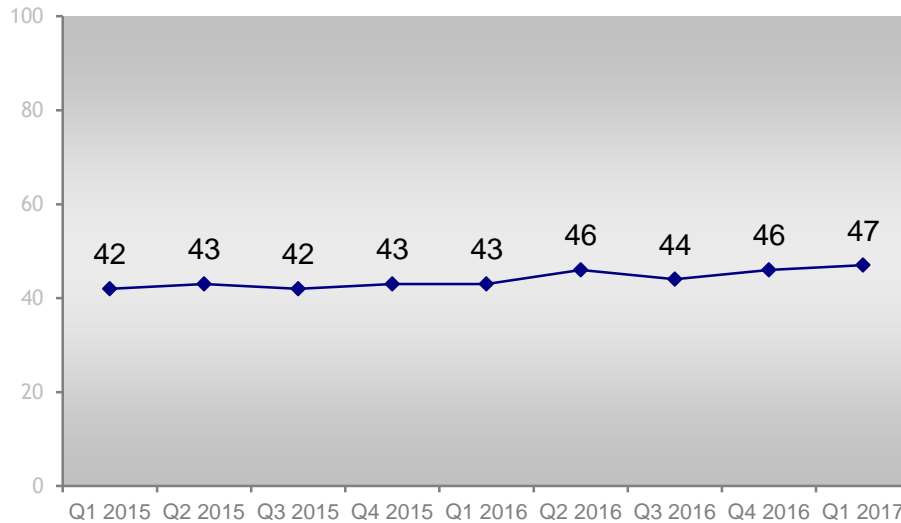
26% among North Vancouver riders

Top Key Driver Most Positive Least Positive

Significant upward/downward shift

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

% Good to Excellent (8-10)



Avg Score 7.0 7.0 7.0 7.0 7.0 7.1 7.1 7.2 7.1

Q1 2017 Base = 2100

### Q1 2017 Regional Differences:

No significant regional differences

No significant regional differences



Most Positive



Least Positive



= Significant upward/downward shift

## Adequacy of Transit Information at Stops and Stations

Trending up over the last two quarters and marginally up from a year ago, 47% of riders give top ratings to Adequacy of Transit Information at Stops and Stations. The average score is sitting at 7.1 out of 10.

**Good-to-Excellent ratings compared to:**

Last Quarter

+ 1%

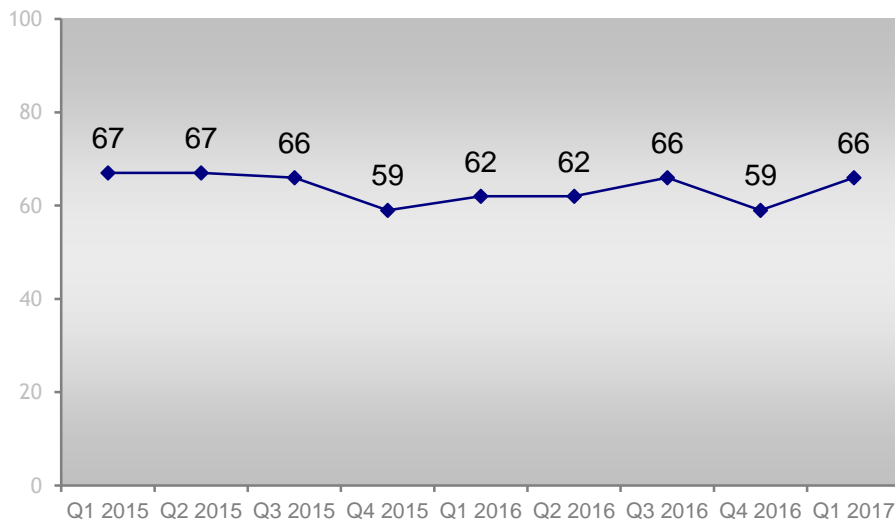
Same Quarter Last Year

+ 4%

Younger riders (16-24 years old) are particularly likely to award good-to-excellent scores to this attribute compared to their older counterparts.

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

% Good to Excellent (8-10)



Avg Score 8.0 7.9 7.8 7.2 7.4 7.5 7.6 7.3 7.6

Q1 2017 Base = 302 (used phone)

Spoke To Clerk	Call Was Automated	Clerk & Automated
Base = 167	Base = 47**	Base = 82*
% Good to Excellent (8-10)		
73%	69%	55%

\* Caution: Small base size

\*\* Caution: Very small base size

### Ease of Getting Information from the Telephone Information Line

Similar to previous quarters, one-in-ten riders (12%) report having used the Telephone Line in the last three months. In particular, Captive riders, Monthly Pass users and those who are 25 years old or older have a higher likelihood of using the phone line.

Directionally up from both Q1 and Q4 of 2016, two-thirds of riders who have used the phone line in the past give good-to-excellent scores to Ease of Getting Information, and the average score is sitting at 7.6 out of 10.

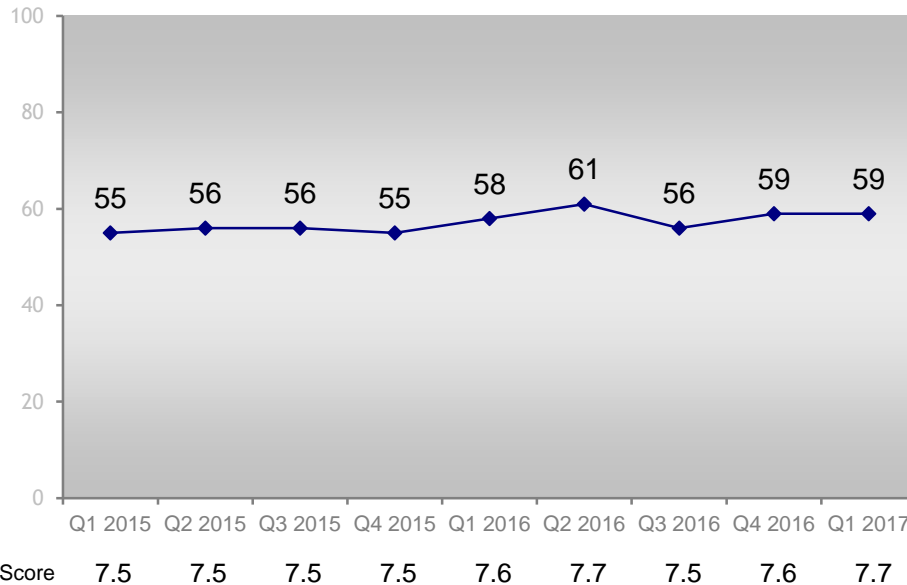
<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	+ 7%	+ 4%

This period, riders who have directly talked to a clerk on the phone continue to find it easier to get 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)



Q1 2017 Base = 1154 (used website)

### Q1 2017 Regional Differences:

No significant regional differences

No significant regional differences

Most Positive

Least Positive

### Ease of Finding Info on Website

Use of TransLink's website continues to be moderate, with 59% having used it in the past three months. Usage is more prevalent among younger riders (under 65 years old), those with household incomes of \$35K or more, Medium to High Frequency users and those who use a Compass Card.

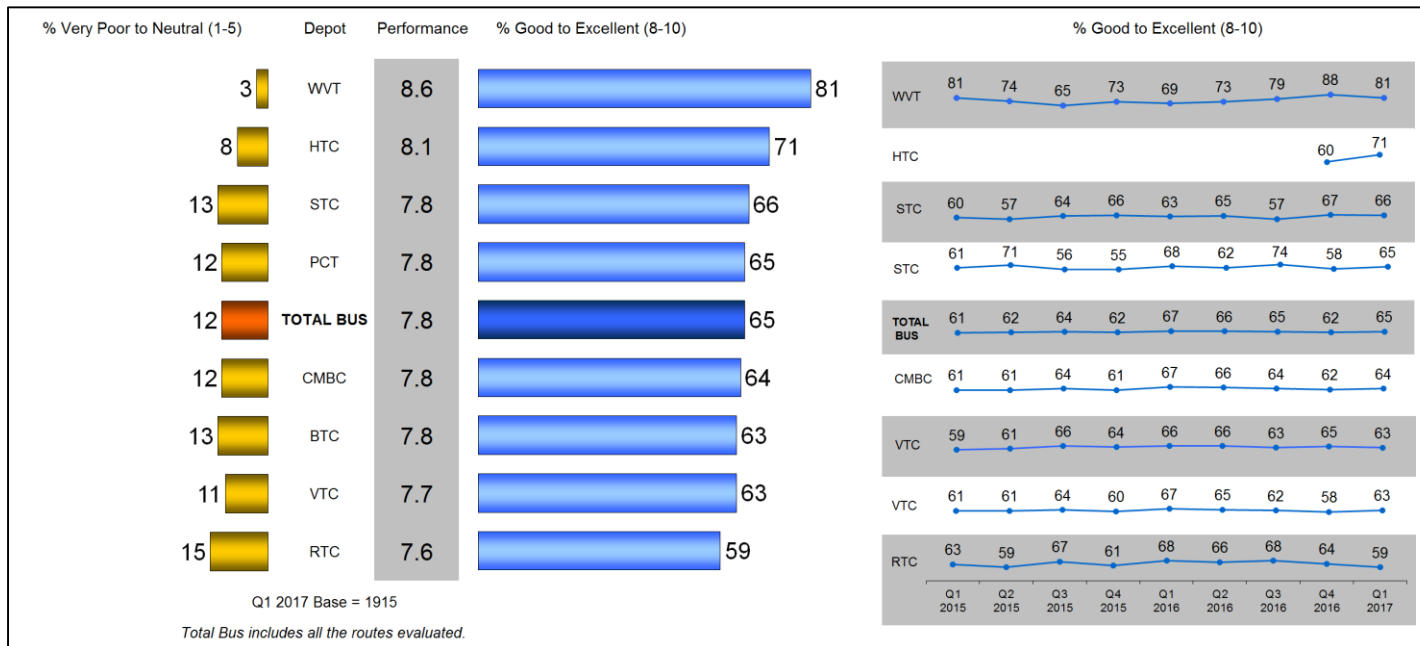
Consistent with last quarter and a year ago, six-in-ten (59%) riders give top ratings to Ease of Finding Information, and the average score (7.7 out of 10) has trended up over the last two periods.

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	0%	+ 1%

Specifically, younger riders (16-24 years old) are more likely to award high scores to this area.

= Significant upward/downward shift

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



**Top Scoring Route**  
#9  
8.6

**Lowest Scoring Routes**  
#601 #20  
6.9 6.7

**Time Period Receiving Higher Ratings**  
• No particular time period is singled out.

### Bus Service Overall

Consistent with a year ago and directionally up from last quarter, two-thirds of bus riders (65%) award good-to-excellent scores to the Overall Bus Service. The average is unchanged at 7.8 out of 10.

#### Good-to-Excellent ratings compared to:

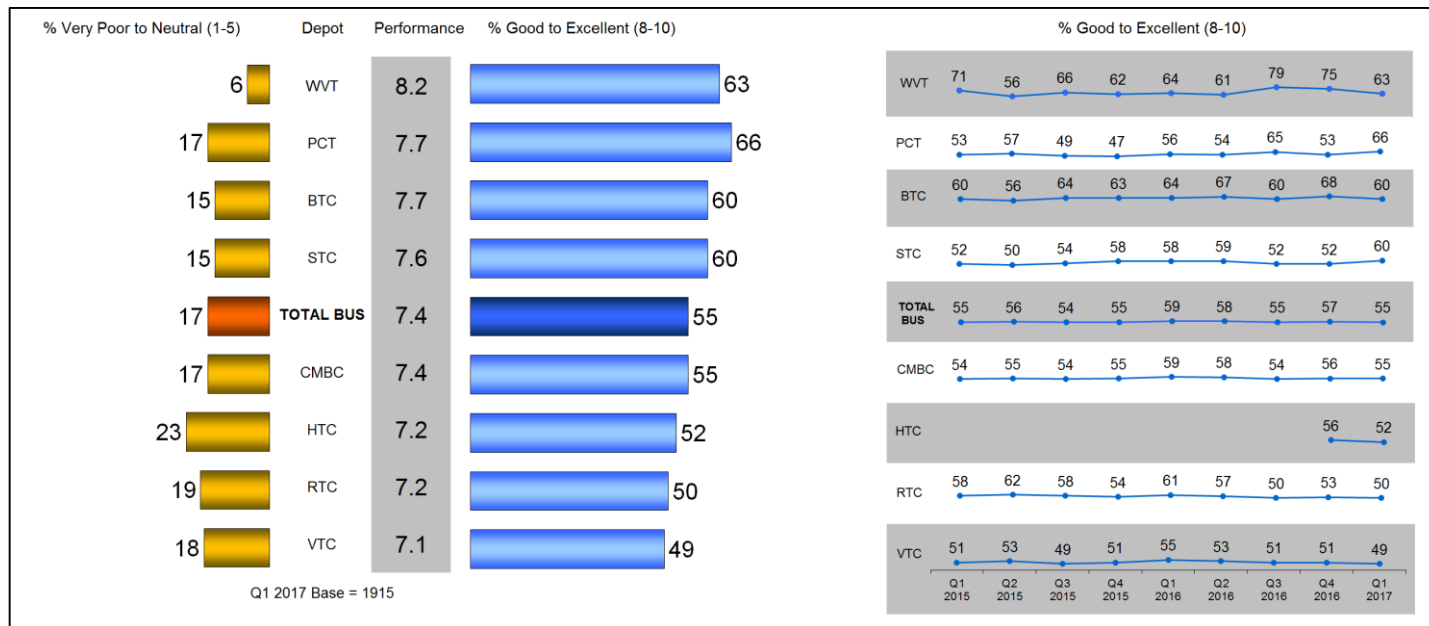
	Last Quarter	Same Quarter Last Year
Total Bus	+ 3%	- 2%
WVT	- 7%	+ 12%
HTC	+ 11%	n/a

= Significant upward/downward shift

**Notes:** 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?



**Top Scoring Routes**

#9	#250	#10	#99
8.2	8.2	8.2	8.2

**Lowest Scoring Route**

#20

5.6

**Time Period Receiving Lower Ratings**

- Weekday after 6:30PM

### On-Time Reliable Service

On-Time Reliable Service, which is a top key driver for Overall Bus Service, has slipped from a year ago but remains in-line with the previous quarter. The average score is stable at 7.4 out of 10.

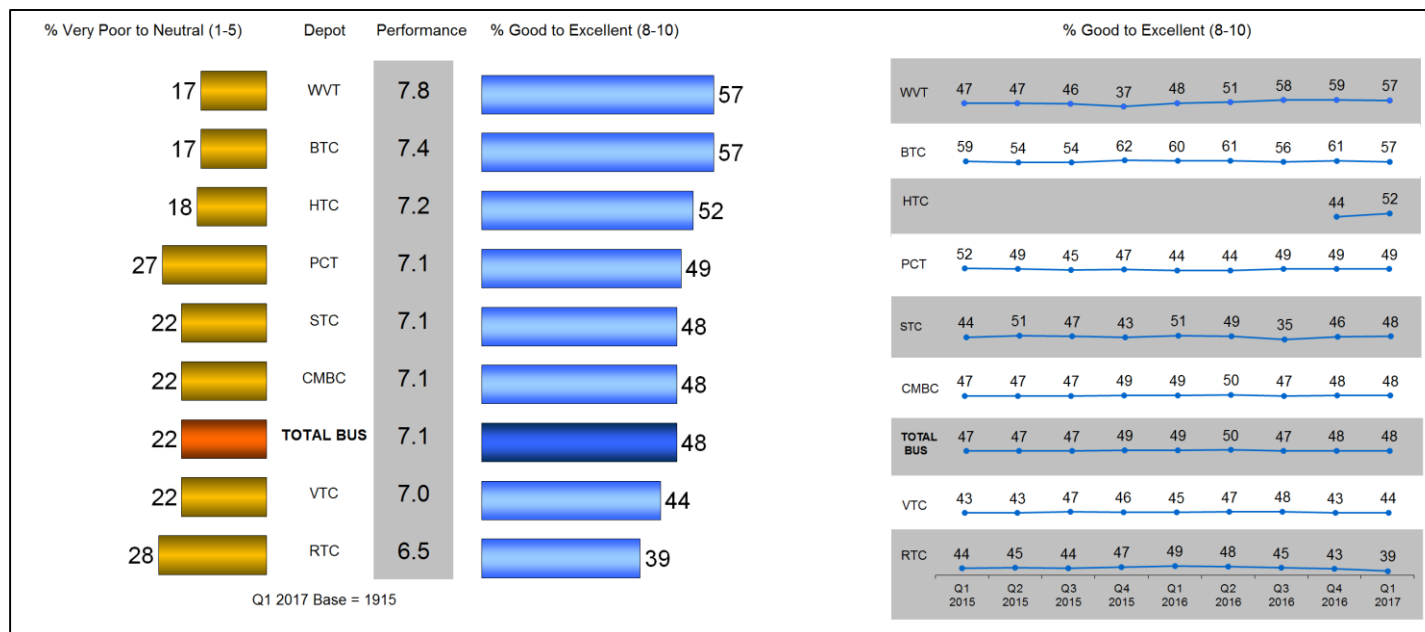
	Good-to-Excellent ratings compared to:	
	Last Quarter	Same Quarter Last Year
Total Bus	- 2%	- 4%
WVT	- 12%	- 1%
PCT	+ 13%	+ 10%
BTC	- 8%	- 4%
RTC	- 3%	- 11%
VTC	- 6%	- 2%

= Significant upward/downward shift

**Notes:** Depots are shown if there are any significant changes from last quarter or last year. HTC is a new depot added in September 2016.

  Top Key Driver

### 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

8.4

#### Lowest Scoring Routes

#20 #601

5.3 5.2

#### Time Period Receiving Higher Ratings

- No particular time period is singled out.

### Frequency of Service

Top Key Driver

Another top key driver, Frequency of Service, is rated highly by one-half of bus riders (48%). This is consistent with previous quarters and the average score remains stable at 7.1 out of 10.

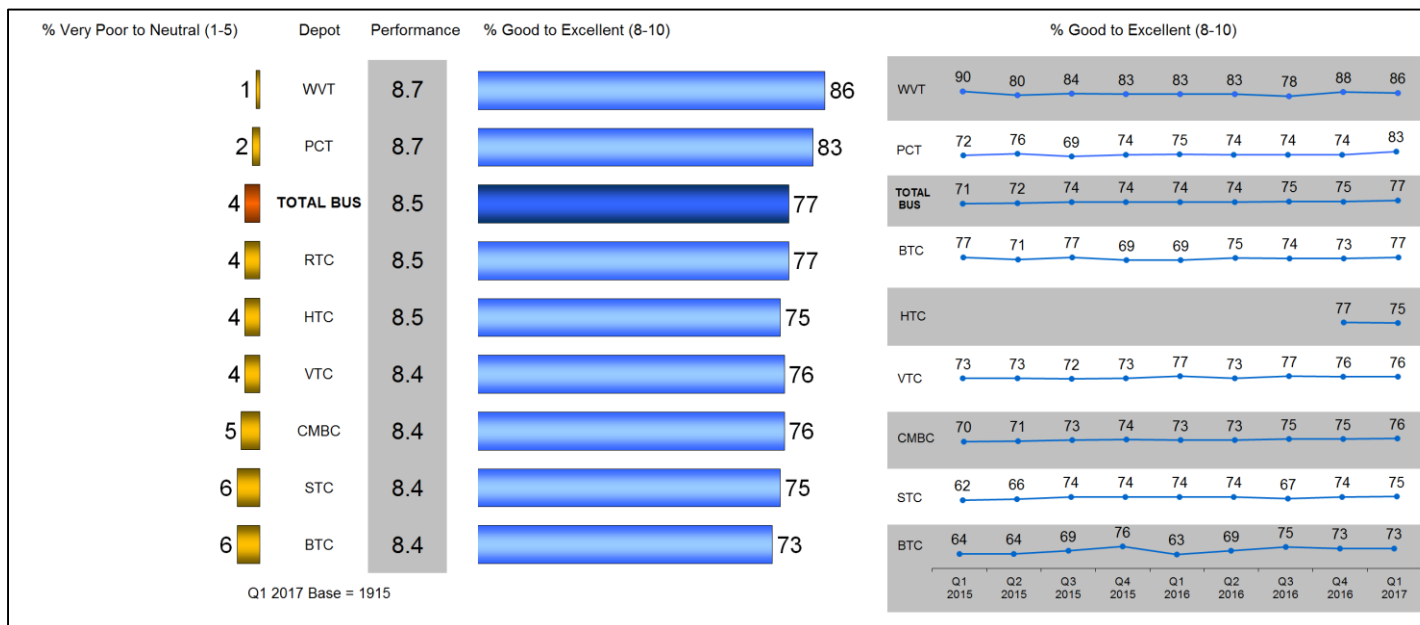
#### Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	0%	- 1%
RTC	- 4%	- 10%

Significant upward/downward shift

**Notes:** 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

#9  
9.0

#### Lowest Scoring Route\*

#20  
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.

### Courteous Bus Operator

Slowly trending up from 71% in Q1 2015, over three-quarters of bus riders (77%) award top ratings to Courteous Bus Operator this period. The average score (8.5 out of 10) has increased from a year ago and this continues to be the highest-rated top key driver for Overall Bus Service.

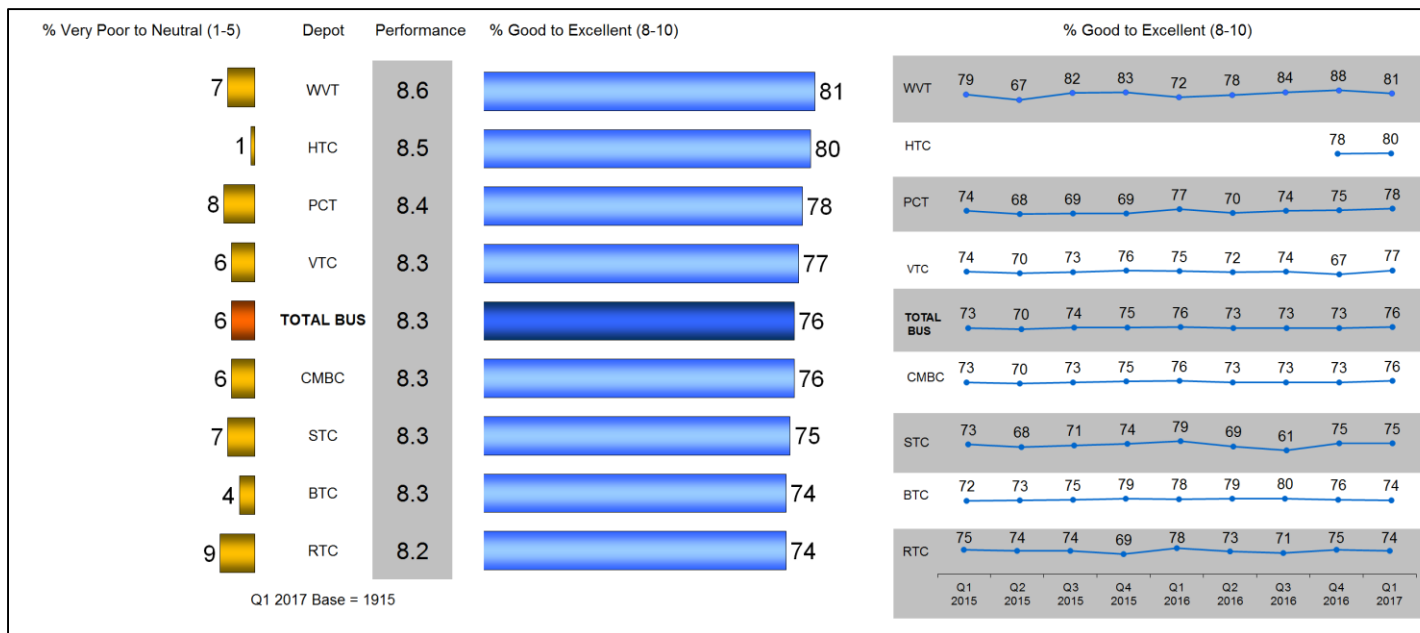
#### Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 2%	+ 3%
PCT	+ 9%	+ 8%
BTC	0%	+ 10%

= Significant upward/downward shift

**Notes:** 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?



**Top Scoring Routes**

#10	#9
8.9	8.8

**Lowest Scoring Routes\***

#601	#20
7.8	7.5

**Time Period Receiving Higher Ratings**

- No particular time period is singled out.

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

### Trip Duration

Unchanged from a year ago but up from the previous quarter, Trip Duration is rated highly by three-quarters of bus riders (76%). The average score is consistent at 8.3 out of 10.

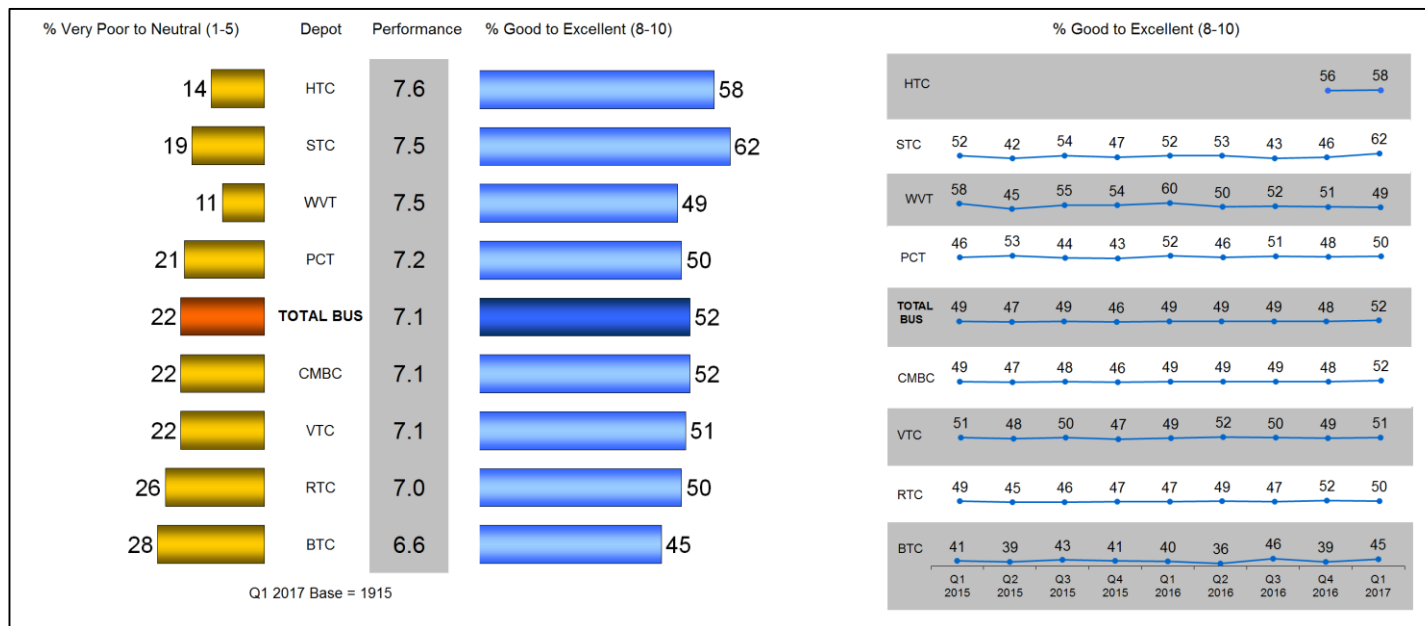
**Good-to-Excellent ratings compared to:**

	Last Quarter	Same Quarter Last Year
Total Bus	+ 3%	0%
VTC	+ 10%	+ 2%

= Significant upward/downward shift

**Notes:** 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?



**Top Scoring Route**  
#10  
8.6

**Lowest Scoring Route**  
#99  
6.1

**Time Periods Receiving Lower Ratings**  
• Weekday 5am – 9:30am

### Not Being Overcrowded

Over one-half of bus riders (52%) give a score of 8 to 10 to the top key driver, Not Being Overcrowded, which is significantly up from last quarter and marginally up from a year ago. The average score has exceeded the positive-performance threshold this quarter and is now sitting at 7.1 out of 10.

Top Key Driver

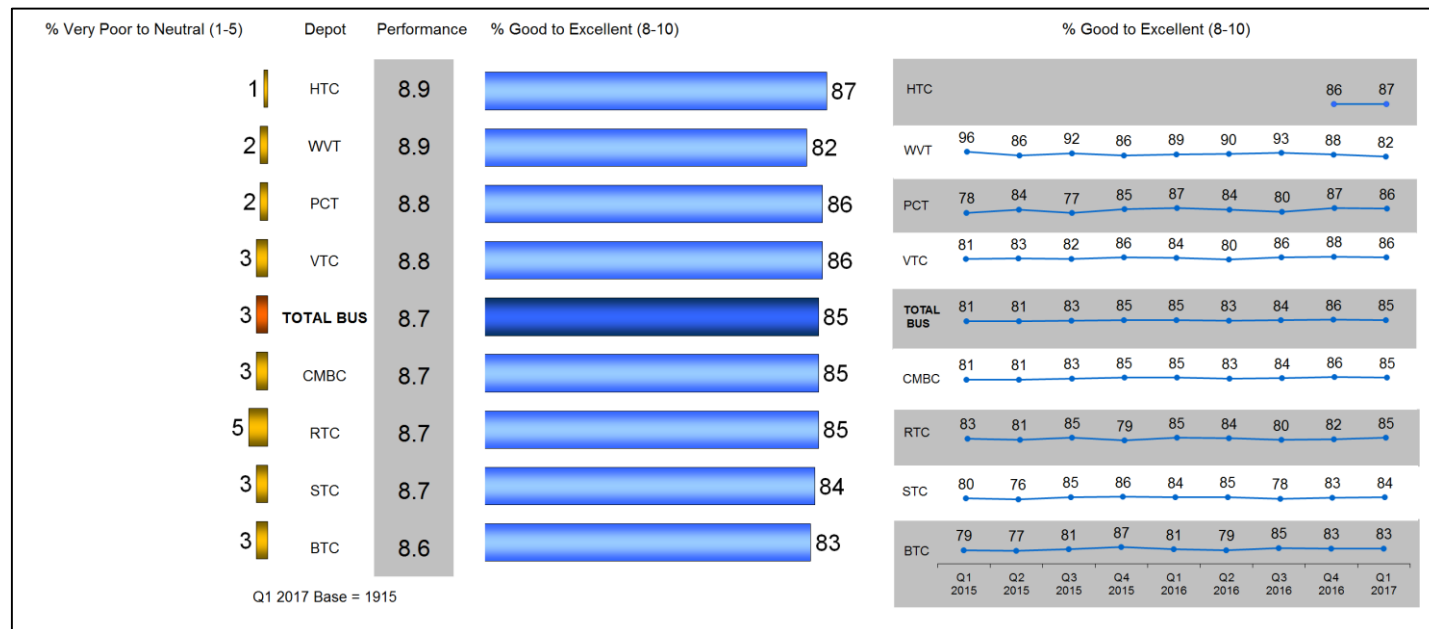
#### Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 4%	+ 3%
STC	+ 16%	+ 10%

= Significant upward/downward shift

**Notes:** 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 Routes

#10 #9  
9.1 9.1

#### Lowest Scoring Route\*

#20  
8.2

#### 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

Consistent with Q1 and Q4 of 2016, a large majority of bus riders (85%) award top scores to Having a Safe and Professional Bus Operator. As one of the highest-rated bus service attributes, its average score is sitting strong at 8.7 out of 10.

**Good-to-Excellent ratings compared to:**

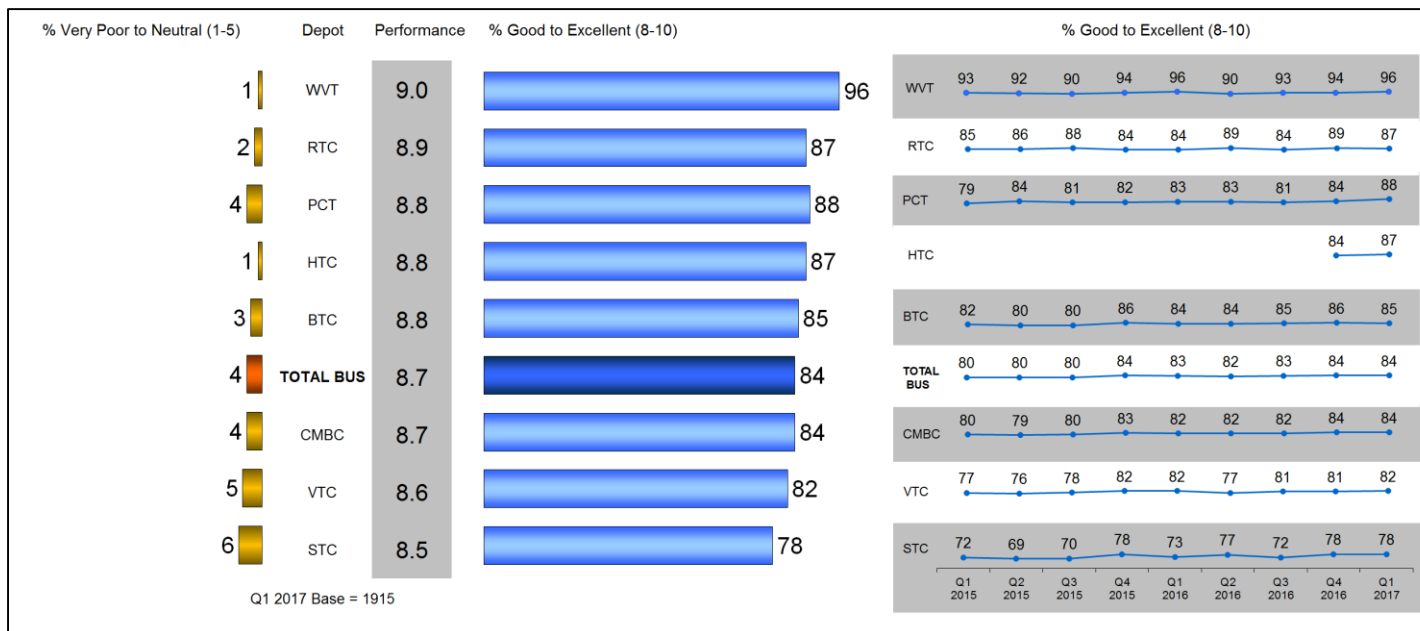
	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
<b>Total Bus</b>	- 1%	0%

= Significant upward/downward shift

**Notes:** 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?



#### Top Scoring Route

#2

9.5

#### Lowest Scoring Route\*

#20

7.5

#### Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

### Feeling Safe from Crime On Board the Bus

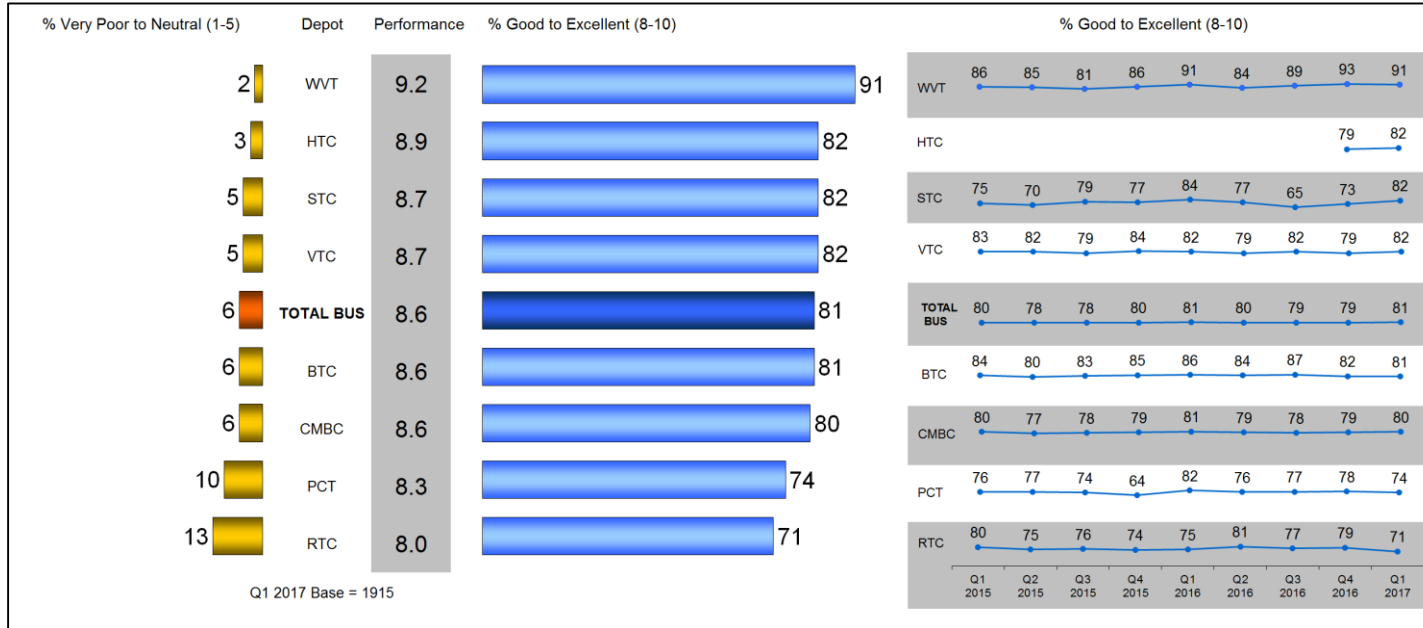
Feeling Safe from Crime On Board the Bus is also rated highly by a large majority of bus riders (84%), which is in-line with historical trends. The average score remains strong at 8.7 out of 10, which places this attribute in first ranking (tied with Safe and Professional Bus Operator).

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

= Significant upward/downward shift

**Notes:** 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

#9 #250  
9.5 9.4

#### Lowest Scoring Route\*

#601  
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.

### Having a Direct Route

Similar to previous quarters, eight-in-ten bus riders (81%) award good-to-excellent scores to Having a Direct Route and the average score is holding stable at 8.6 out of 10.

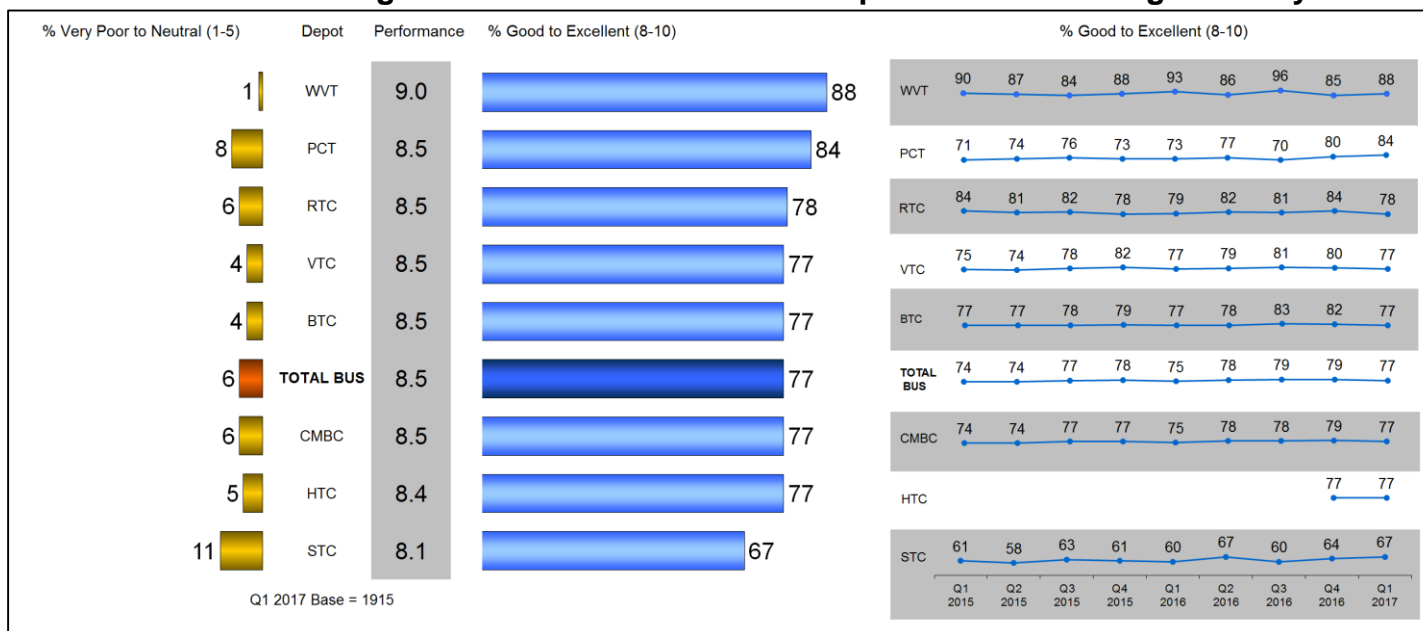
#### Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 2%	0%
STC	+ 9%	- 2%

● ● = Significant upward/downward shift

**Notes:** 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 Routes**

#2 #10

9.6 9.2

**Lowest Scoring Route\***

#20

7.4

**Time Periods Receiving Lower Ratings**

- Weekday After 6:30pm

\* Although this is the "lowest scoring routes", it still receives good ratings.

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

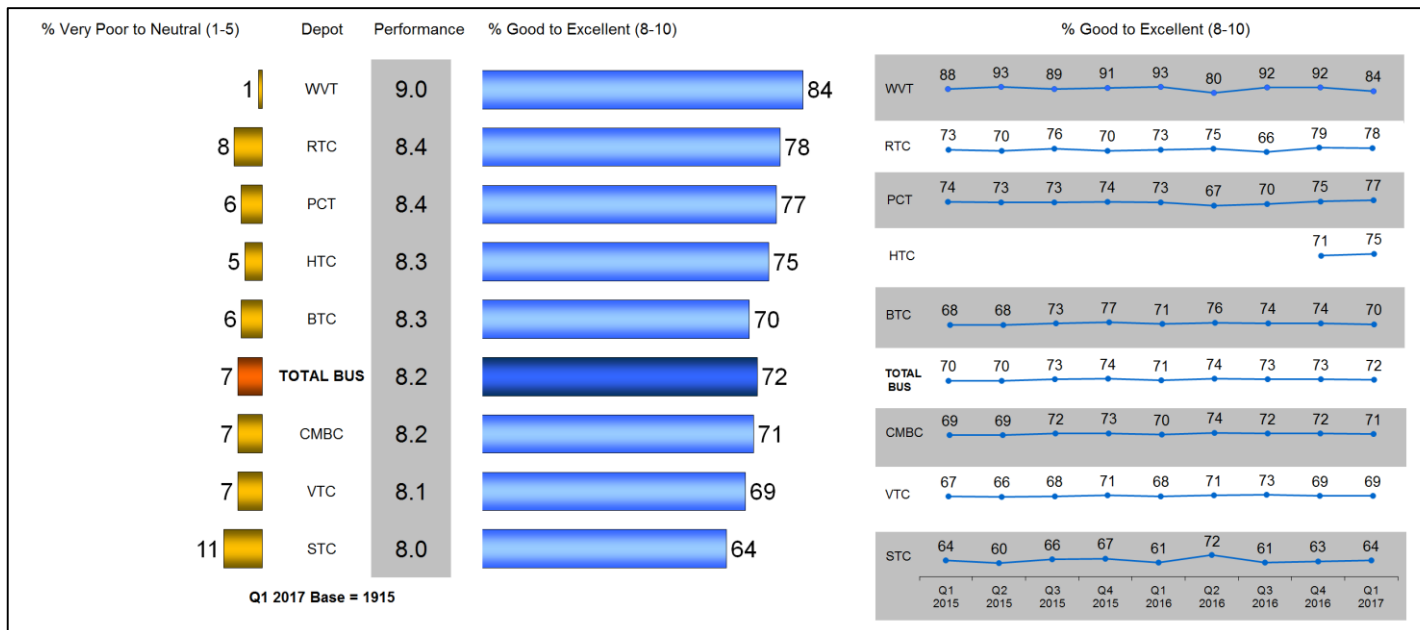
Consistent with last quarter and a year ago, Feeling Safe from Crime at Stops or Exchanges earns high scores from 77% of bus riders, and the average score is unchanged at 8.5 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	- 2%	+ 2%
PCT	+ 4%	+ 11%

= Significant upward/downward shift

**Notes:** 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  
9.0

**Lowest Scoring Route\***  
#41 #16 #20  
7.8 7.7 7.7

**Time Period Receiving Higher Ratings**  
• No particular time period is singled out.

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

### Clean and Graffiti-Free Buses

In-line with historical trends, seven-in-ten bus riders (72%) give good-to-excellent scores to Clean and Graffiti-Free Buses and the average score is stable at 8.2 out of 10.

**Good-to-Excellent ratings compared to:**

**Total Bus**  
**WVT**

Last Quarter

- 1%

- 8%

Same Quarter Last Year

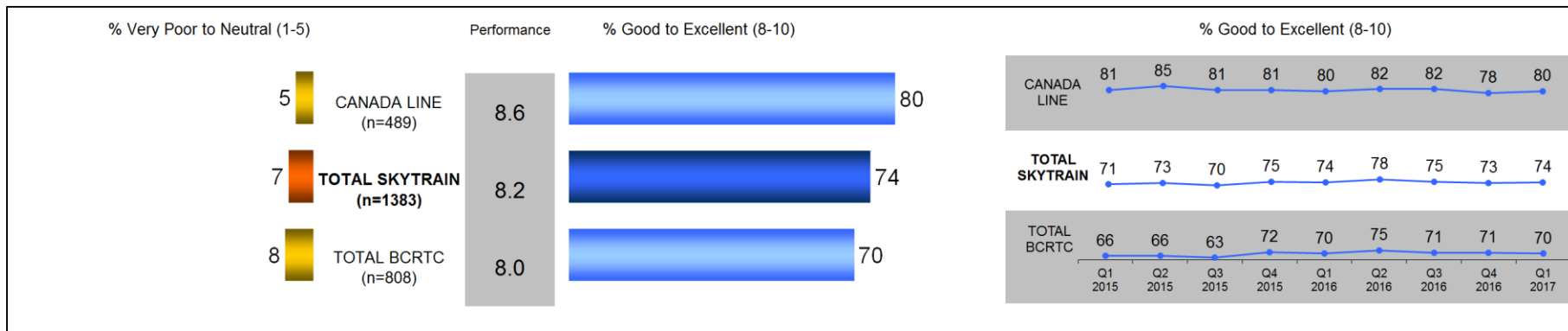
+ 1%

- 9%

● ● = Significant upward/downward shift

**Notes:** 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?



### SkyTrain Overall Service

This period, three-quarters of SkyTrain riders (74%) give top scores to the Overall SkyTrain Service, which is unchanged from previous quarters. The average score is stable at 8.2 out of 10.

#### Good-to-Excellent ratings compared to:

	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	+ 1%	0%
Total BCRTC:	- 1%	0%
Canada Line:	+ 2%	0%

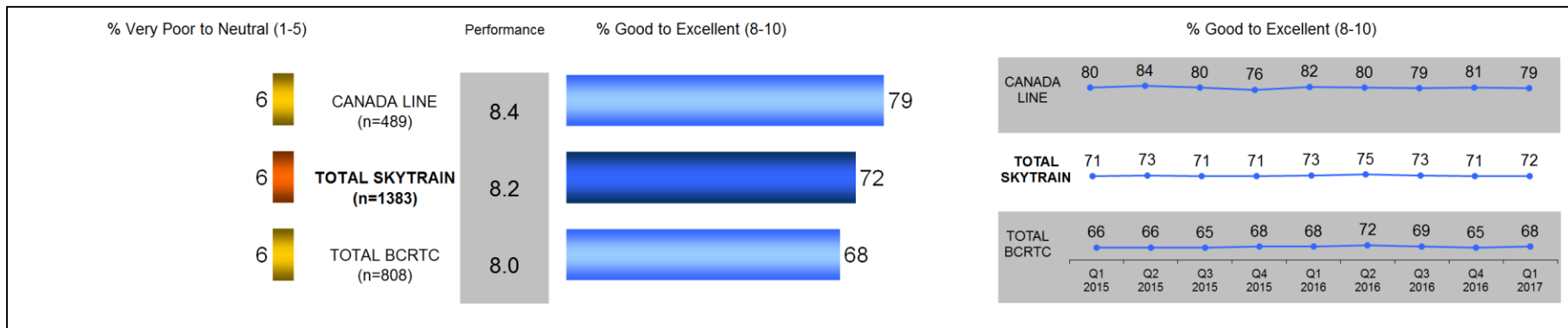
**Notes:** Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode.

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?



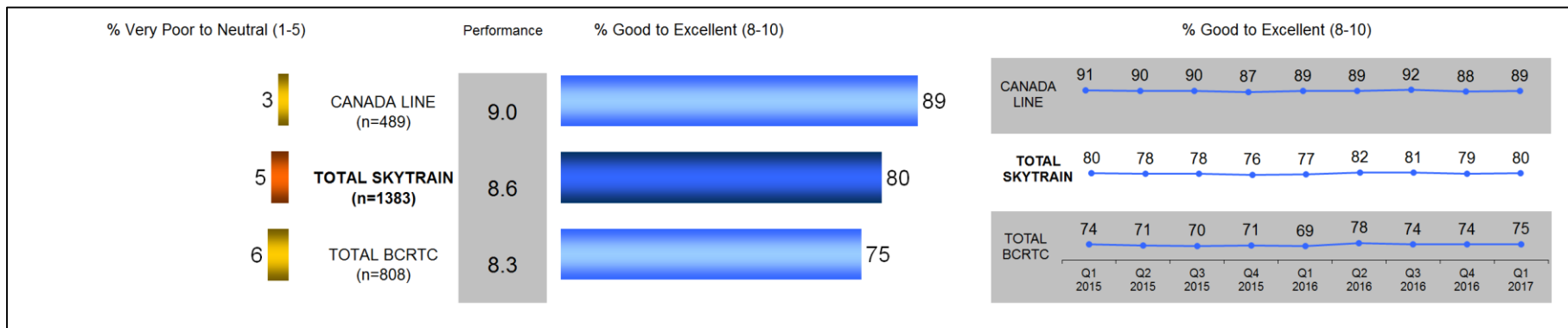
#### Frequency of Service

One of the top key drivers for Overall SkyTrain Service, Frequency of Service, shows consistent performance this quarter, with 72% of SkyTrain riders awarding top scores. The average score is sitting at 8.2 out of 10.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
<b>Total SkyTrain:</b>	+ 1%	- 1%
<b>Total BCRTC:</b>	+ 3%	0%
<b>Canada Line:</b>	- 2%	- 3%

= 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?



Top Key Driver

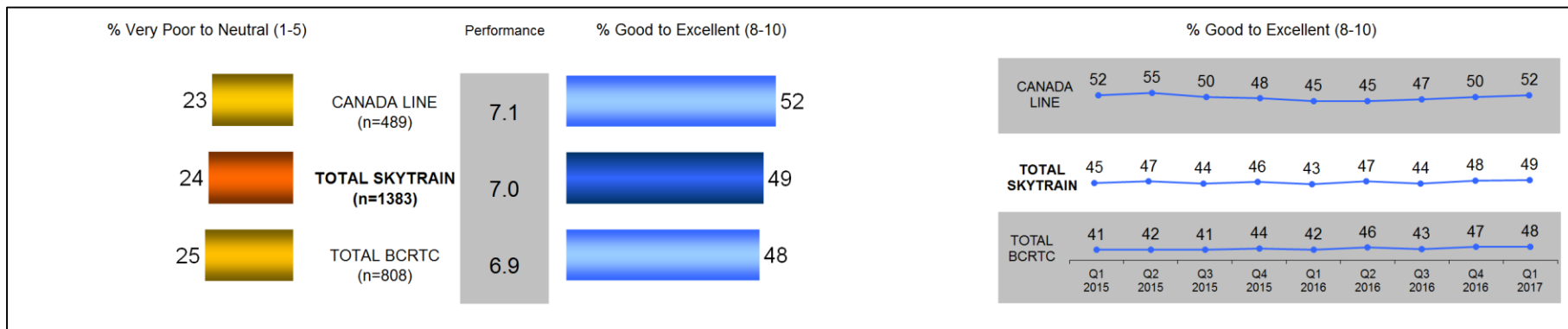
#### On-Time, Reliable Service

Eight-in-ten SkyTrain riders award high scores to On-Time, Reliable Service, which is consistent with last quarter but marginally up from a year ago. The average score is strong at 8.6 out of 10 and it is one of the highest-rated top key drivers.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
Total SkyTrain:	+ 1%	+ 3%
Total BCRTC:	+ 1%	+ 6%
Canada Line:	+ 1%	0%

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?



Top Key Driver

#### Not Being Overcrowded

Another top key driver, Not Being Overcrowded earns top ratings from one-half of SkyTrain riders (49%), which is similar to Q4 2016 and significantly up from the same period a year ago. The average score is unchanged at 7.0 out of 10.

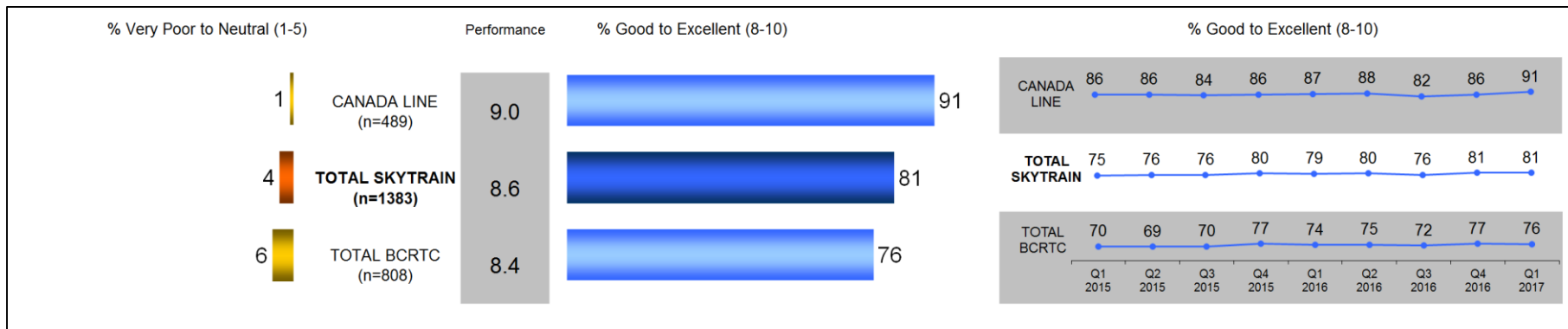
#### Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total SkyTrain:	+ 1%	+ 6%
Total BCRTC:	+ 1%	+ 6%
Canada Line:	+ 2%	+ 7%

= Significant upward/downward shift



### Q13.2 Thinking about the last/2nd last trip you made by SkyTrain, how would you rate the SkyTrain in terms of feeling safe from crime on board SkyTrain?



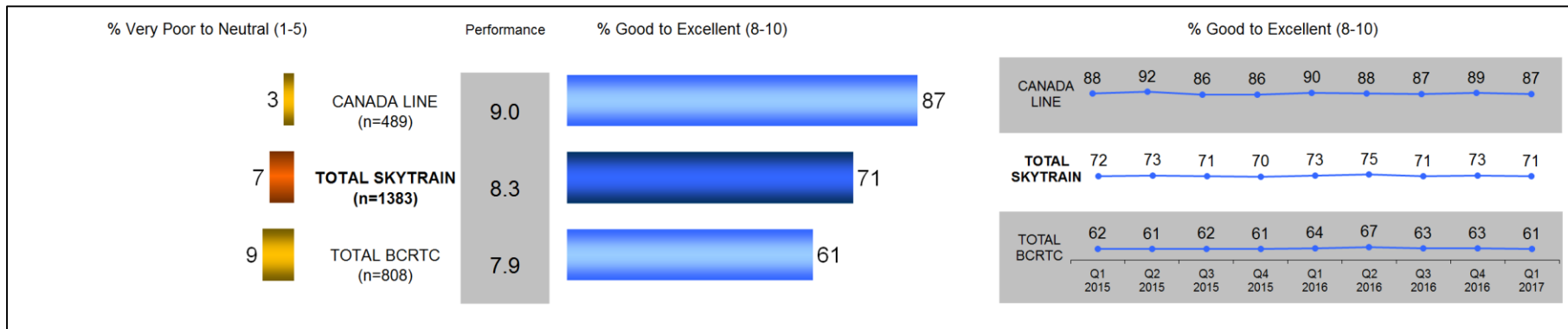
#### Feeling Safe from Crime On Board SkyTrain

Consistent with Q1 and Q4 2016, 81% of SkyTrain riders award a score of 8 to 10 to Feeling Safe from Crime On Board SkyTrain. The average score performs strongly at 8.6 out of 10 this quarter, and it is again, one of the highest-rated top key drivers.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
Total SkyTrain:	0%	+ 2%
Total BCRTC:	- 1%	+ 2%
Canada Line:	+ 5%	+ 4%

= 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

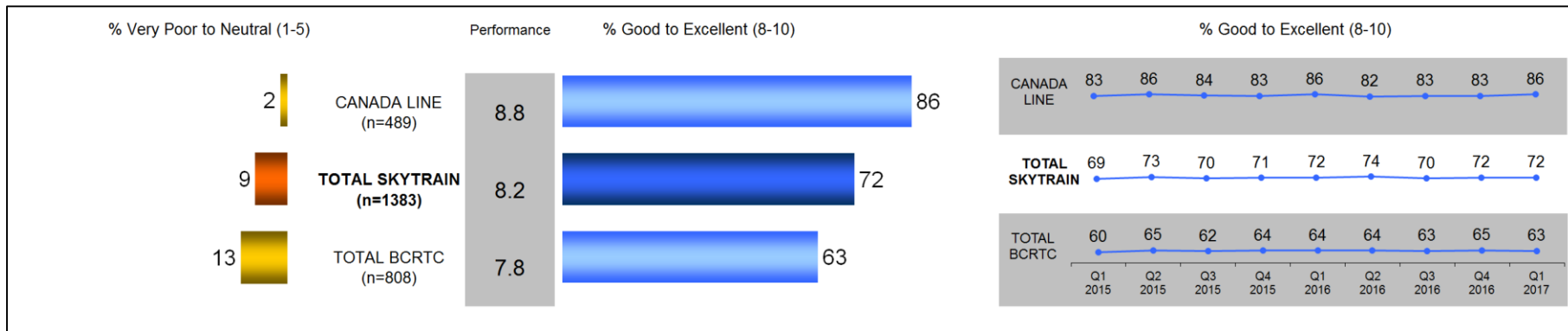
This SkyTrain attribute receives top scores from 71% of SkyTrain riders, which is similar to historical trends. The average score is sitting at 8.3 out of 10.

#### Good-to-Excellent ratings compared to:

	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	- 2%	- 2%
Total BCRTC:	- 2%	- 3%
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?



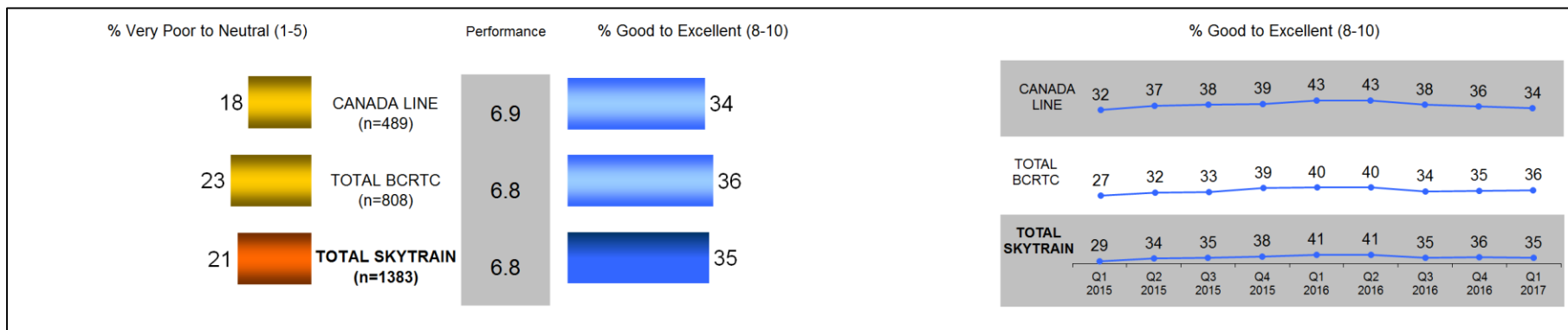
#### Feeling Safe from Crime Inside the SkyTrain Station

Unchanged from the previous quarter and the same period a year ago, 72% of SkyTrain riders give good-to-excellent scores to Feeling Safe from Crime Inside the SkyTrain Station. The average score remains stable at 8.2 out of 10.

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	0%	0%
Total BCRTC:	- 2%	- 1%
Canada Line:	+ 3%	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?



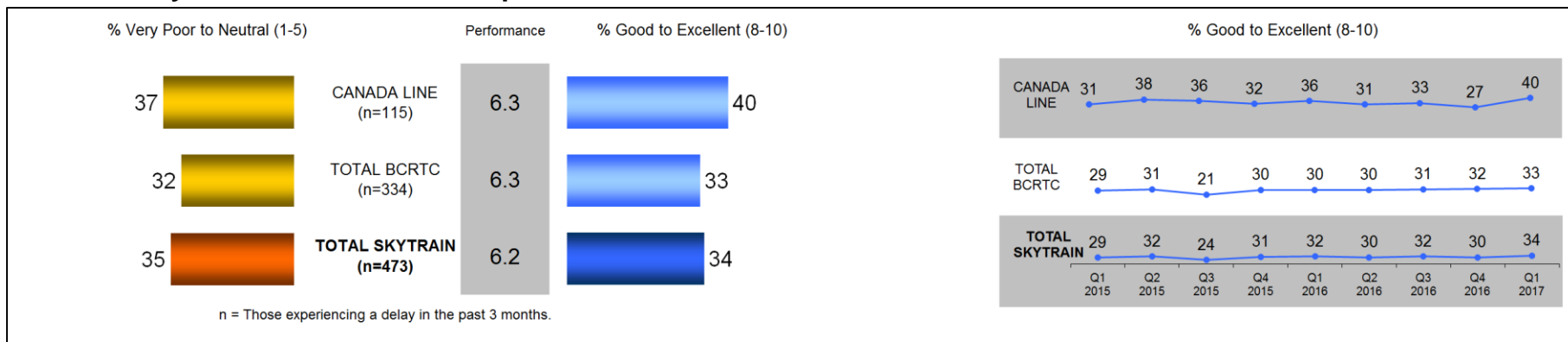
### Staff Available When Needed

Down from a year ago but consistent with last quarter, Staff Availability earns top ratings from one-third of SkyTrain riders (35%) and the average score (6.8 out of 10) continues to perform below the positive-performance threshold.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
Total SkyTrain:	- 1%	- 6%
Total BCRTC:	+ 1%	- 4%
Canada Line:	- 2%	- 9%

= Significant upward/downward shift

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



### Delays are Announced and Explained

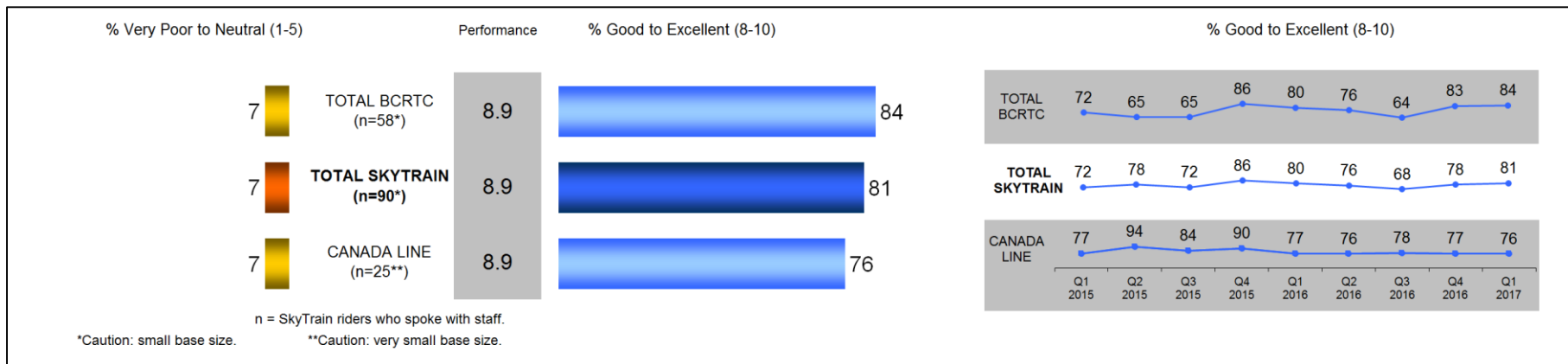
Similar to a year ago but up from last quarter, four-in-ten riders (42%) report experiencing a delay on the SkyTrain in the past three months.

One-third of SkyTrain riders (34%) who have experienced a delay award high scores to Delays are Announced and Explained, which is in-line with previous quarters. The average score (6.2 out of 10) has increased from a year ago, but it is still the lowest-rated SkyTrain service attribute.

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
<b>Total SkyTrain:</b>	+ 4%	+ 2%
<b>Total BCRTC:</b>	+ 1%	+ 3%
<b>Canada Line:</b>	+ 13%	+ 4%

= 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

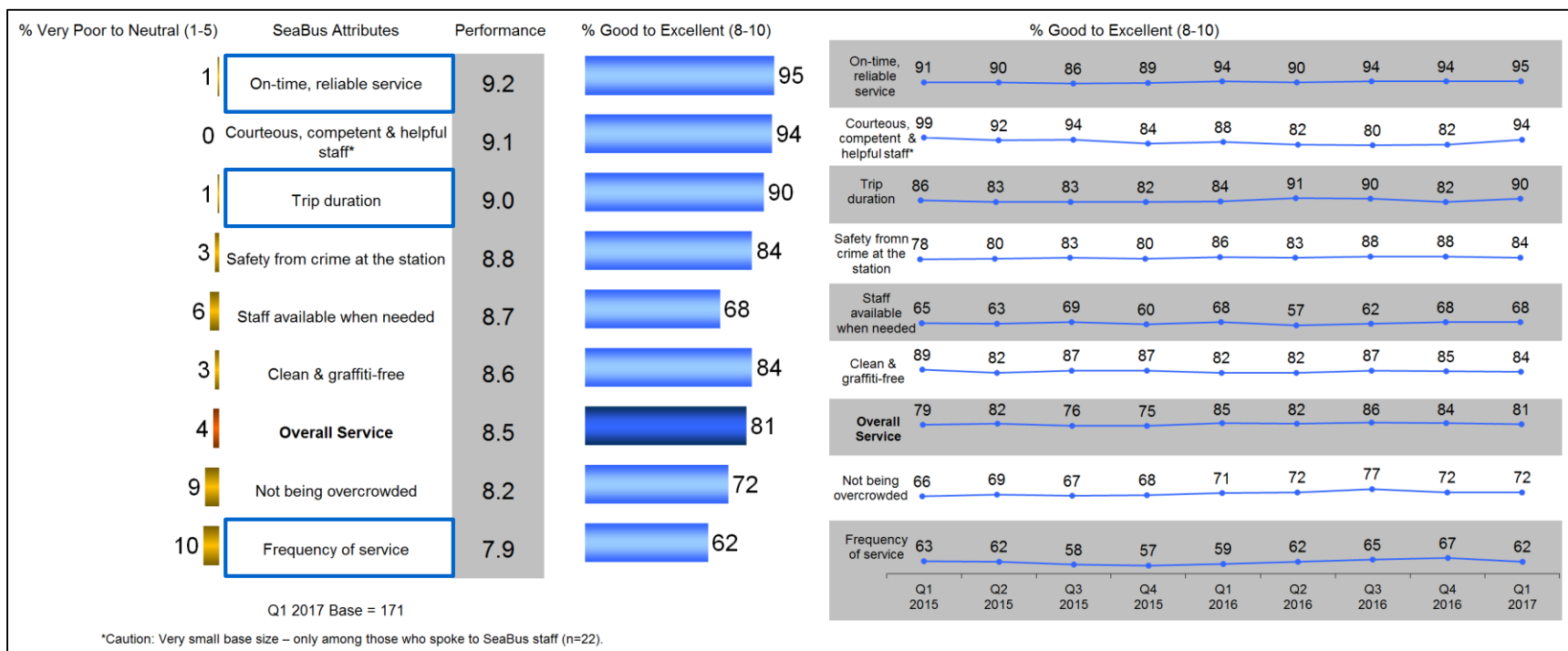
Down from both last quarter and a year ago, only a very small proportion of SkyTrain riders (5%) have spoken with SkyTrain staff in Q1 2017.

In-line with last quarter and a year ago, eight-in-ten SkyTrain riders (81%) who have spoken with a SkyTrain staff give good-to-excellent ratings to Courteous, Competent and Helpful Staff. This is the strongest performing area for Skytrain, earning an average score of 8.9 out of 10 (however, please be cautious of its small base size).

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

= Significant upward/downward shift

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



### SeaBus

  Top Key Driver

Ratings for Overall SeaBus Service (81%) are relatively consistent for this period, and the average score is at 8.5 out of 10. All SeaBus service attributes continue to earn an average score that is above the 7.0 positive-performance threshold, and there are no significant changes in their performances for this period.

**Good-to-Excellent ratings compared to:**  
**Overall SeaBus Service**

Last Quarter  
- 3%

Same Quarter Last Year  
- 4%

= 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.

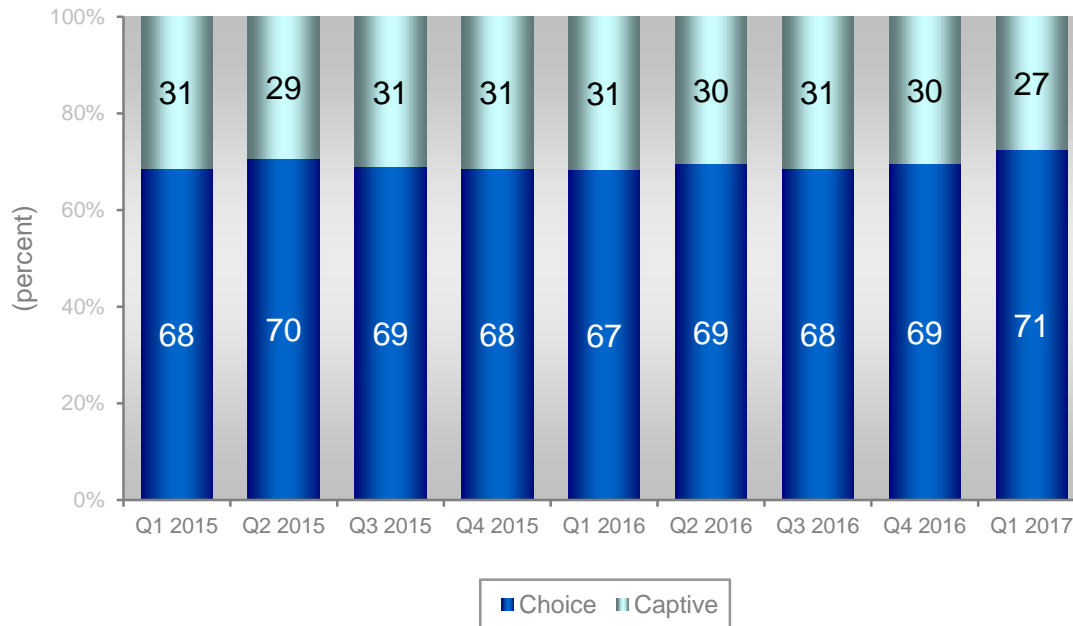


**This section presents trends in transit use. It illustrates trends in the following areas:**

- 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?



Q1 2017 Base = 2100

### Choice Versus Captive

This quarter, seven-in-ten riders (71%) report having regular access to a vehicle, which is up from a year ago. This group of riders is known as Choice riders. On the contrary, the proportion of Captive riders (no vehicle access) has dropped from the same period in 2016.

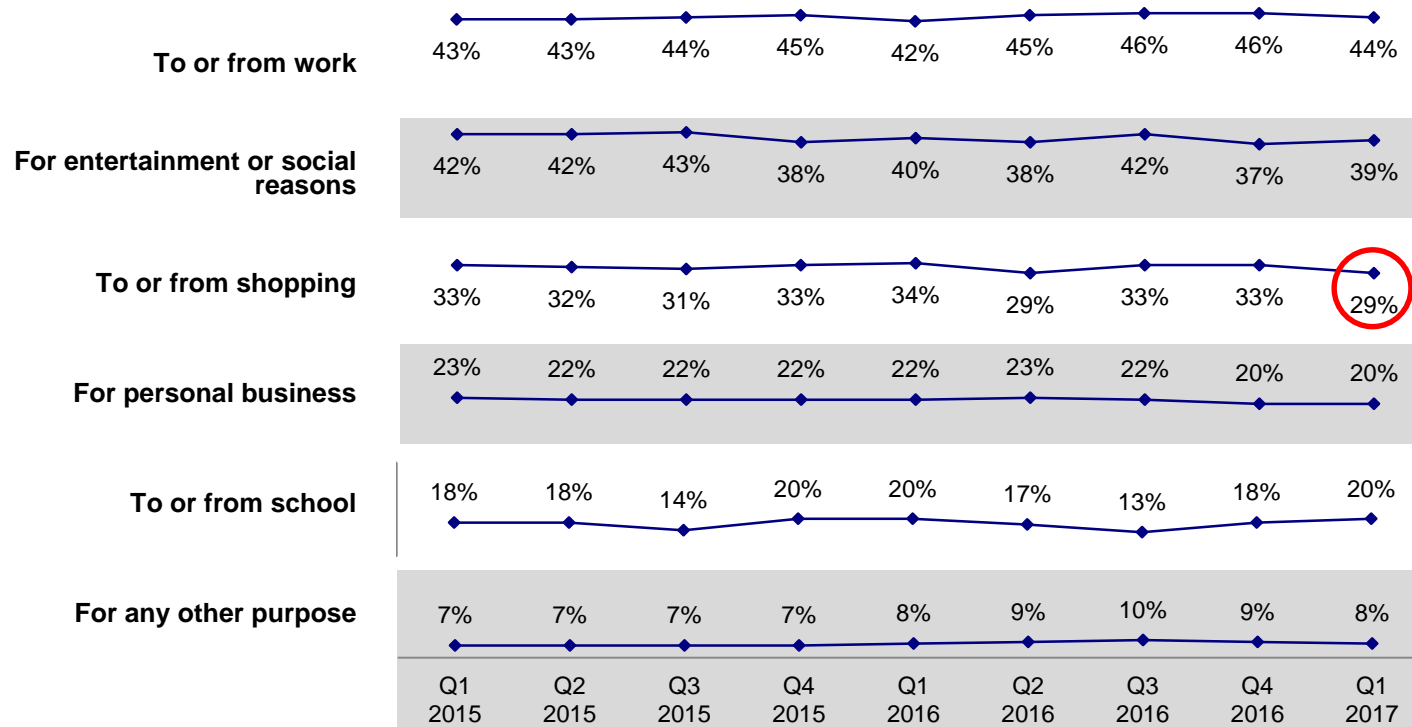
Choice riders tend to be older (35+), employed full-time, have graduated from university, earning an income of \$75K or more and take the SkyTrain compared to Captive riders.

On the other hand, Captive riders are less likely to be employed, but more likely to use a Compass Card, take the Bus and have a higher average number of past-week transit trips.

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

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

Percentage Of Riders By Trip Purpose



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

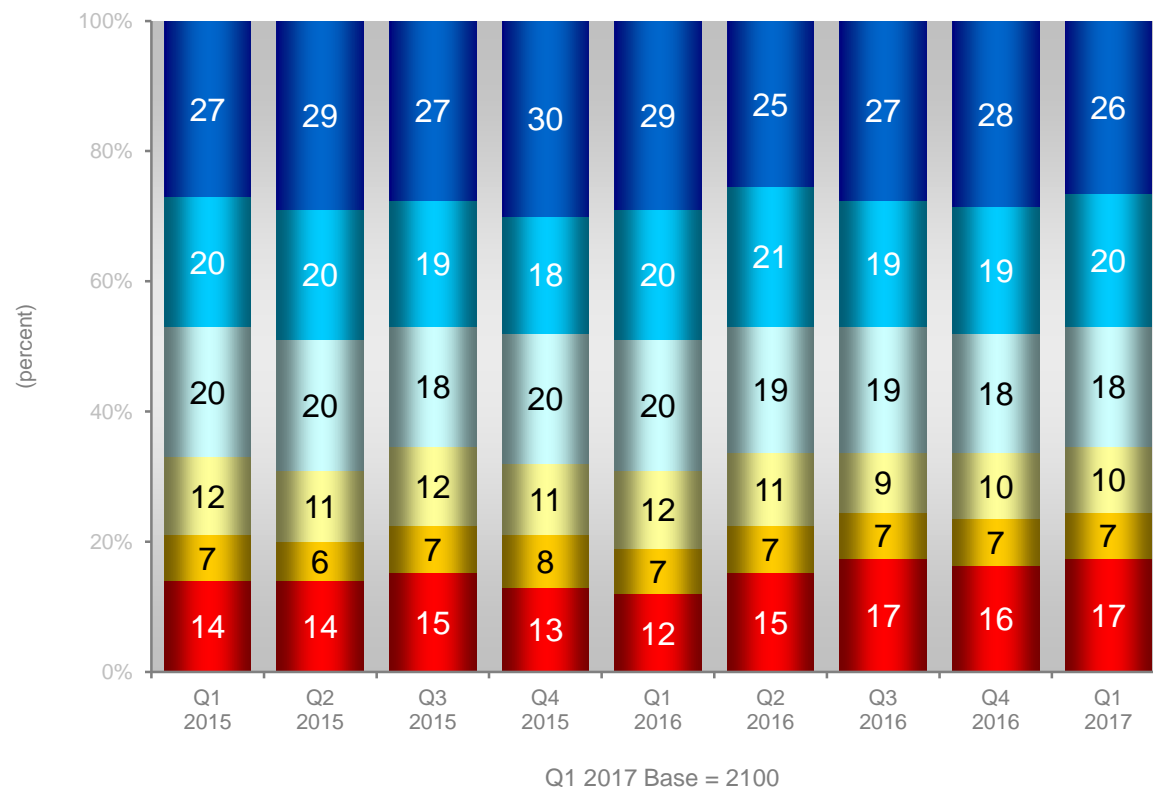
Q1 2017 Base = 2100

### Trip Purpose

The most common reasons why transit users make transit trips are because they need to travel to or from work (44%) and for entertainment purposes (39%). Another top reason is for shopping (29%), which has dropped from a year ago (34%).

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

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



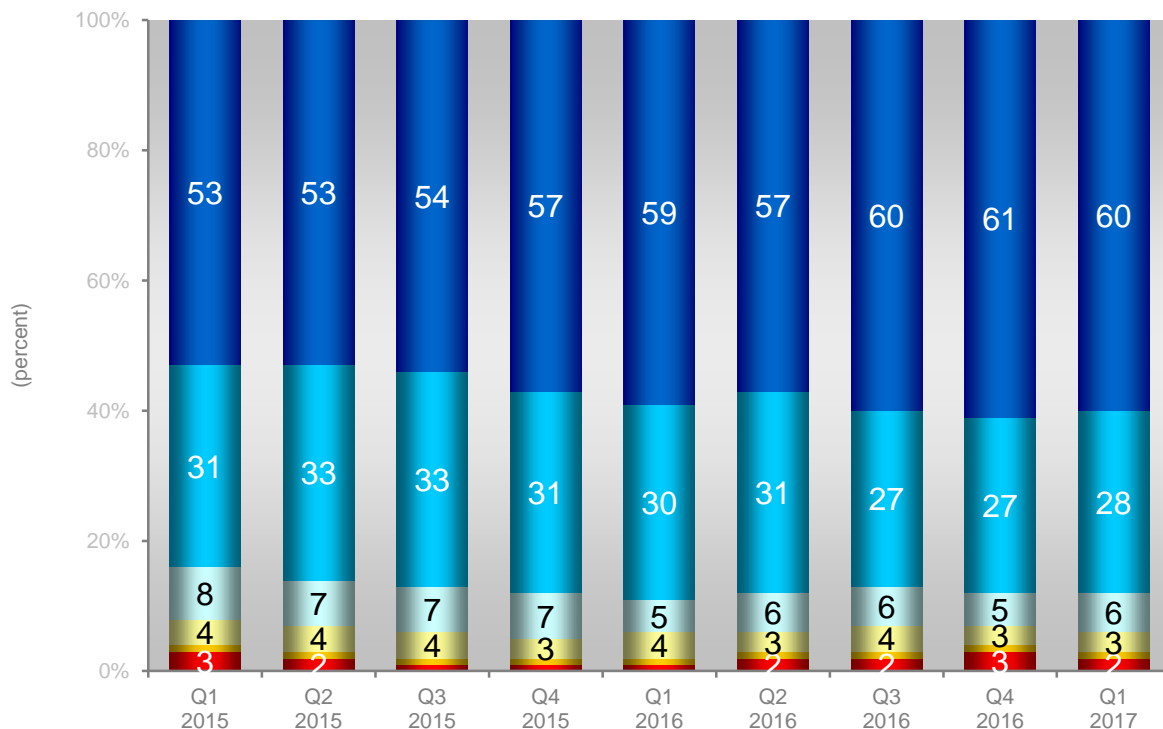
■ Not a regular rider 
 ■ Less than one year 
 ■ 1 - 2 years 
 ■ 3 - 5 years 
 ■ 6 - 10 years 
 ■ 11+ years

### ***Length of Time Taking Transit on a Regular Basis***

On average, transit users have been riding transit on a regular basis for 11.4 years, which is consistent with historical trends. However, the proportion of those who have taken transit for more than 10 years has decreased from 29% in Q1 2016 to 26% this period. On the contrary, there is a higher proportion of non-regular users in this quarter compared to a year ago (17% versus 12%).

University graduates, seniors (65+) and non-U-Pass users tend to have a longer tenure of transit use compared to their counterparts.

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



Q1 2017 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***

Similar to previous waves, six-in-ten riders say they would definitely be likely to take transit as often as they do now in the future.

Another one-quarter of riders (28%) say that their usage of transit will probably remain unchanged in the future, which is consistent with the previous periods.

In-line with past quarters, only 6% of riders report being uncertain about their future transit usage, and another 4% say they will definitely not or probably not continue to take transit as often as they do now.

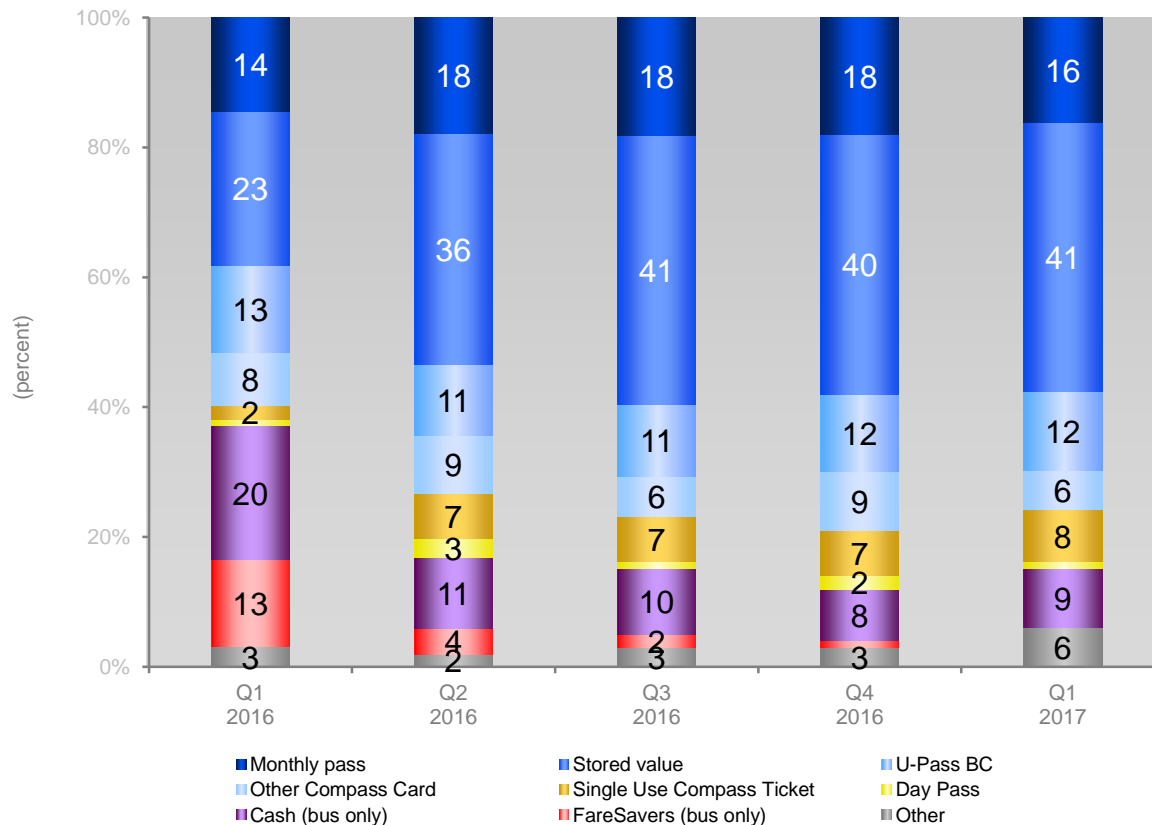
Compared to their counterparts, Compass Card users, university graduates, those who are 25 years old or older and make an annual household income of \$35K or more are more likely to express definite usage in the future.

# Detailed Findings

## Trends in Transit Usage – Fare Payment Method

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%	78%
Compass Ticket (net)	3%	10%	8%	9%	9%



Q1 2017 Base = 2100

### Fare Payment Method Used

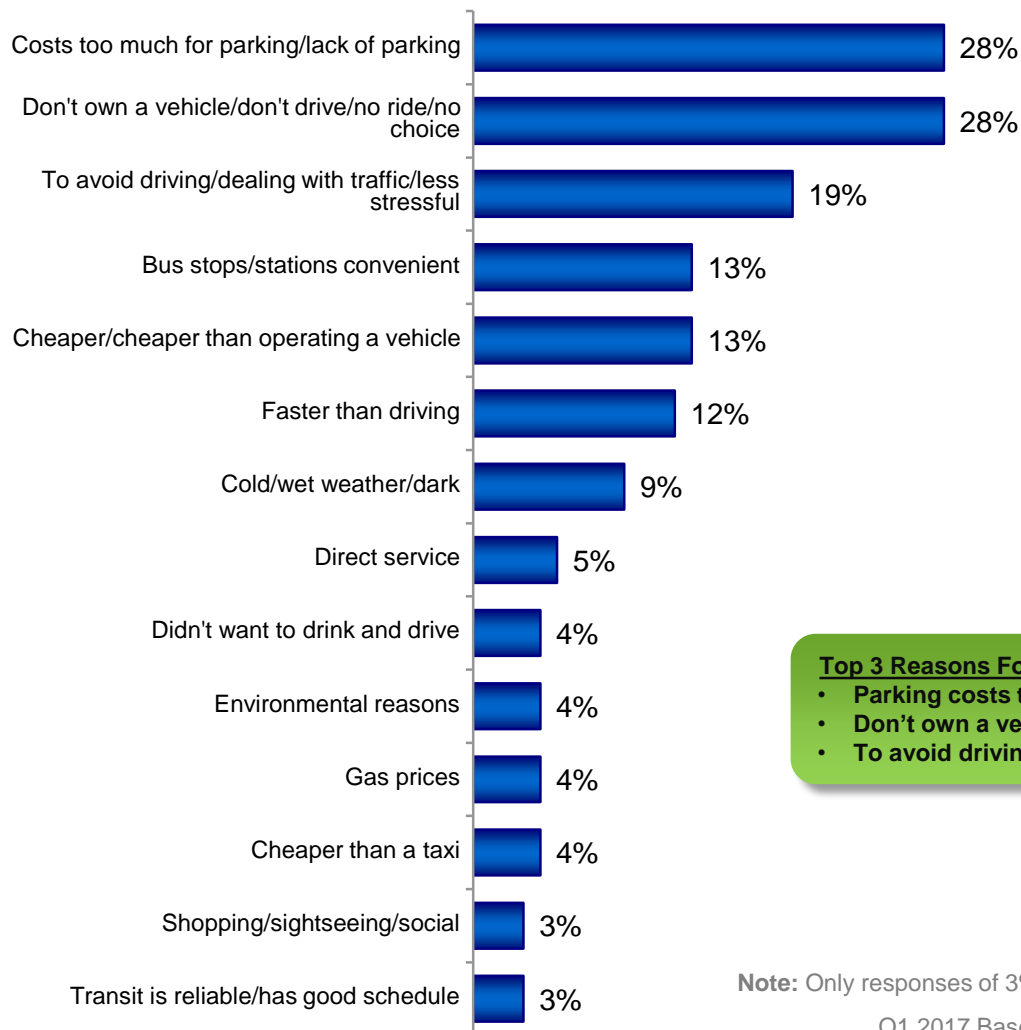
Compass Card usage (78%) is significantly higher than a year ago; this is to be expected as at that time Compass Card was in its roll-out process. However, usage has since remained stable. The most popular Compass Card product continues to be Stored Value (41%).

The proportion of riders who report using a Compass Ticket is at 9%, which is again, up from Q1 2016, but consistent with the past three quarters.

Another 9% of riders use Cash as their primary method of payment, which is down from Q1 2016 but in-line with last quarter.

Usage of the Compass Card is particularly prevalent among High Frequency riders, Bus/SkyTrain users, and those who don't have access to a vehicle.

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



**Top 3 Reasons For Taking Transit:**

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

### Reasons for Taking Transit

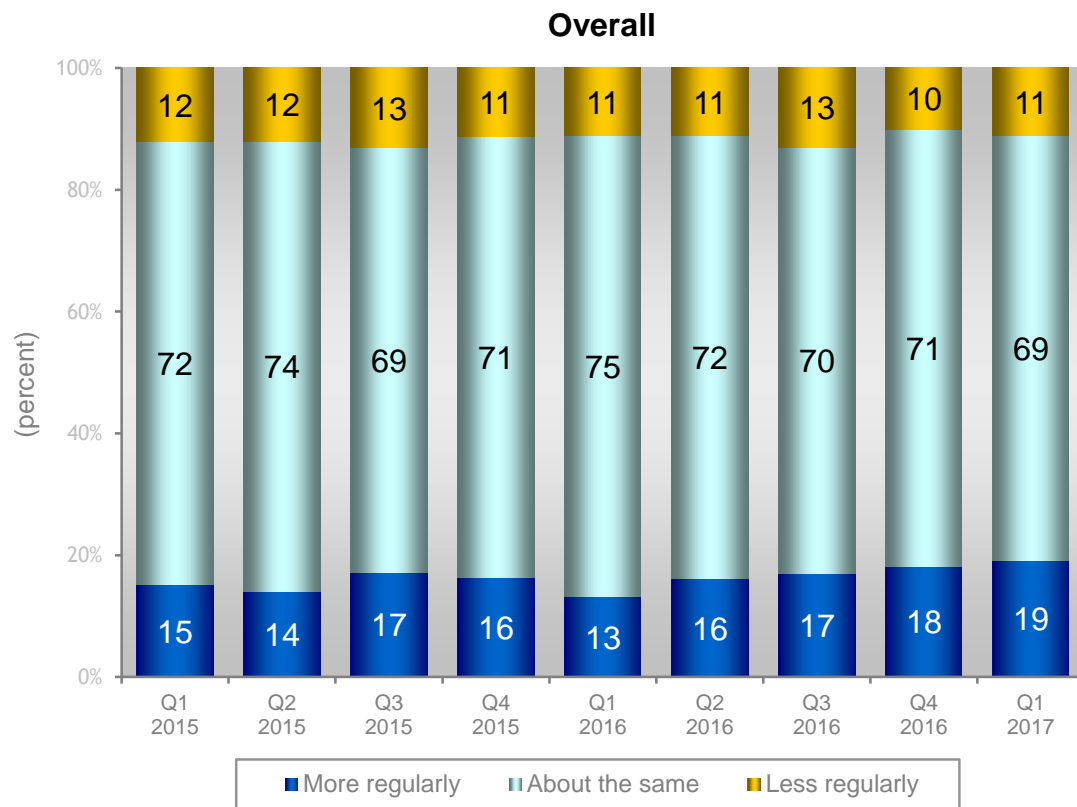
Similar to historical trends, the top reasons for taking transit are parking issues (28%) and having no vehicle access (28%).

Another common reason is to avoid driving (19%).

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

Q1 2017 Base = 2100

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



### ***Changes in Transit Usage Last Six Months***

A large proportion of users (69%) continue to say that their current transit usage is the same as six months ago. However, this has dropped from a year ago.

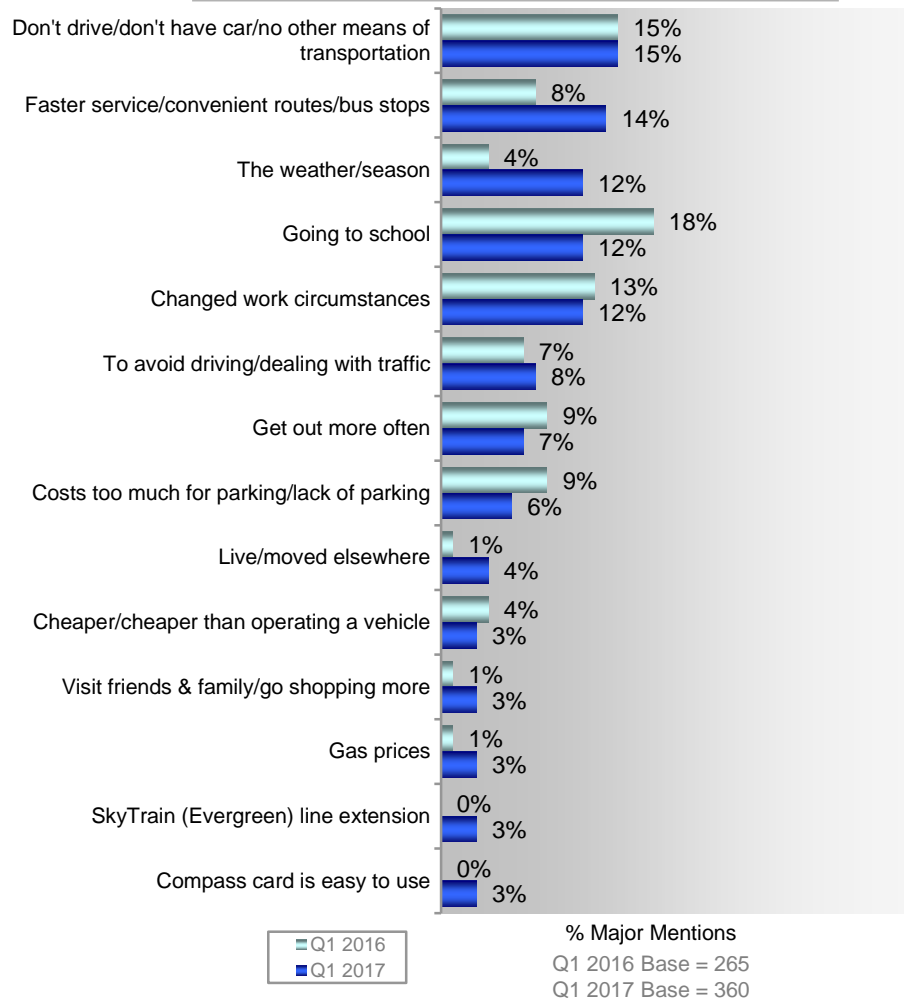
On the other hand, those who report taking transit more regularly has been trending up since Q1 2016 from 13% to 19% this period. In particular, younger riders (16-24) are more likely to say that they have been using transit more frequently compared to older riders.

Another one-in-ten riders say that they have been using transit less regularly over the past 6 months, which is unchanged from historical trends.

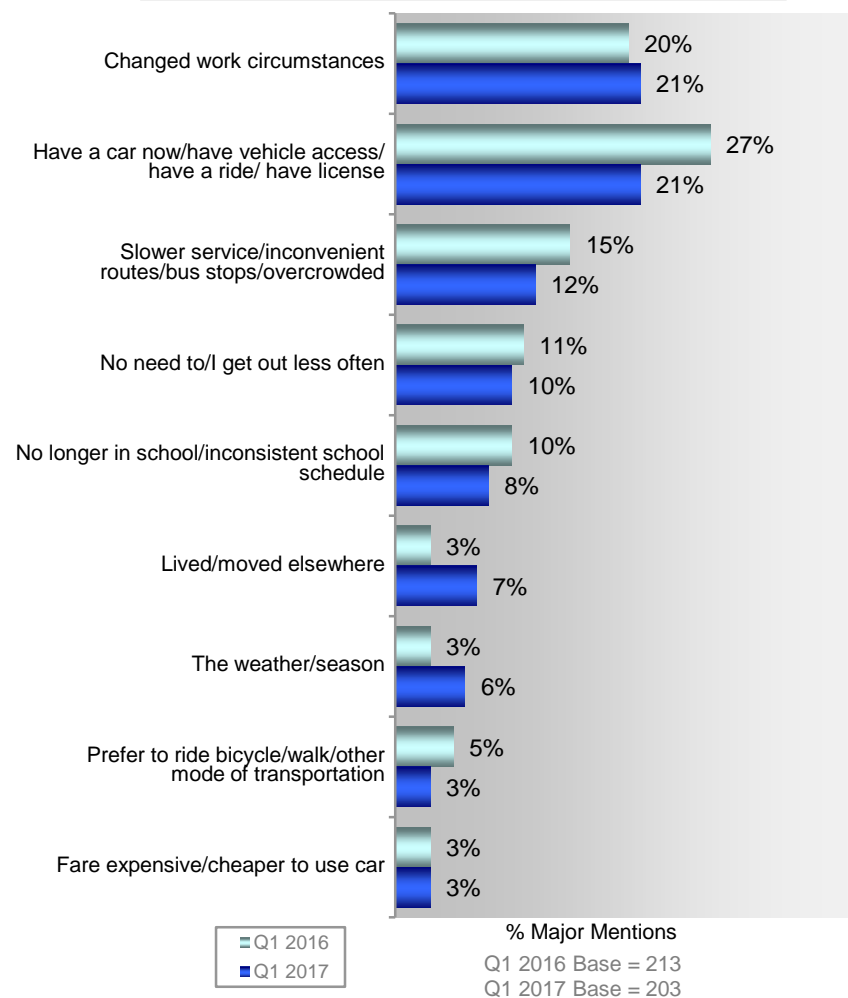
# Detailed Findings

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

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



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



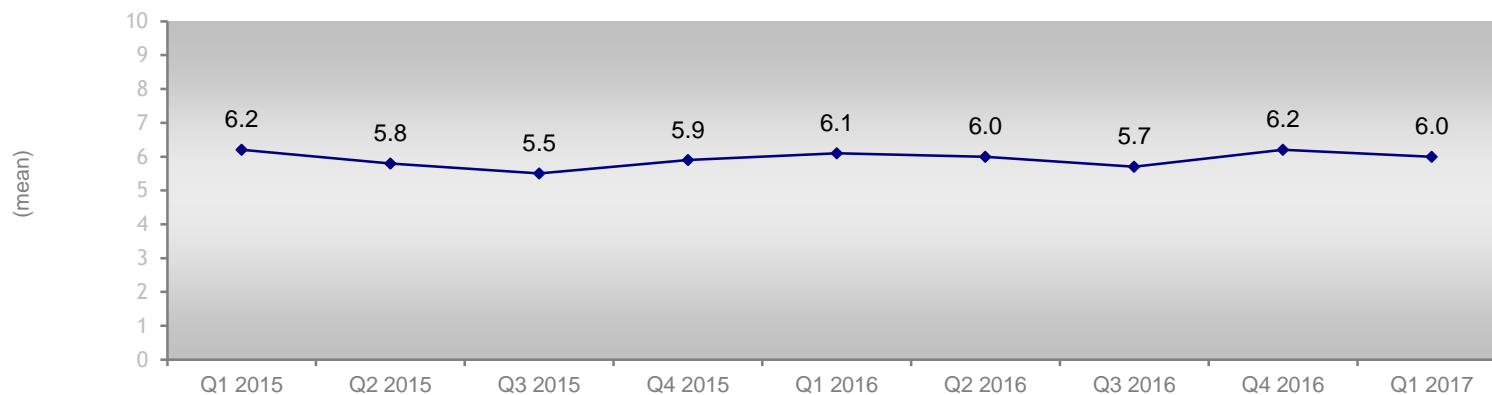
**Note:** Major mentions of 3% or more in either wave are shown in the charts above.

This quarter, the main reasons why transit users are riding transit more regularly are because they don't drive (15%) and the service is faster/ has convenient routes or bus stops (14%). For those who report taking transit less regularly, their most common reasons include work changes (21%) and having vehicle access (21%).



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

### Overall Transit System



Q1 2017 Base = 2100

### Average Number of Trips

Consistent with last quarter and a year ago, transit riders report making an average of 6.0 one-way transit trips in the past seven days.

This period, average weekly transit usage among Bus, SkyTrain and SeaBus riders are also in-line with Q1 and Q4 of 2016:

- Bus users: 6.8 one-way transit trips
- SkyTrain users: 6.6 one-way transit trips
- SeaBus users: 4.6 one-way transit 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
<b>Base</b>	<b>2100</b>	<b>1563</b>	<b>506</b>
<b>Average past-week transit trips</b>	<b>6.0</b>	<b>5.2</b>	<b>8.1</b>
<b>Years been a transit rider</b>	<b>11.4</b>	<b>11.6</b>	<b>10.9</b>
<b>Transit system – Overall Service Rating</b>	<b>7.6</b>	<b>7.7</b>	<b>7.4</b>
<b>Mode</b>	%	%	%
Bus	77	71	92
SkyTrain	69	72	63
SeaBus	5	6	3
<b>Age</b>	%	%	%
16-34 years	38	33	51
35-54 years	34	37	26
55 + years	26	28	21
<b>Gender</b>	%	%	%
Male	48	50	46
Female	52	50	54
<b>Employment status*</b>	%	%	%
Full-time	44	50	30
Part-time	18	17	19
Not employed	40	35	53
<b>Education</b>	%	%	%
High school or less	23	18	37
Vocational/college/technical	19	19	17
Some university	15	15	17
Graduated university	40	46	26
<b>Household Income</b>	%	%	%
Under \$35K	12	8	22
\$35K to < \$75K	21	19	26
\$75K or more	33	39	19



Significantly higher than the other rider group

### Choice and Captive


Choice riders, those who have regular access to a vehicle, accounts for 71% of transit users, which is up from a year ago.

The remaining 27% is classified as Captive riders, meaning they do not have regular access to a vehicle. The proportion of Captive riders has dropped from Q1 2016.

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
<b>Base</b>	<b>2100</b>	<b>1563</b>	<b>506</b>
<b>Travel Purpose</b>	%	%	%
Work	44	44	43
Entertainment	39	39	38
Shopping	29	25	41
Personal Business	20	19	23
School	20	17	30
<b>Payment Method</b>	%	%	%
Cash fare	9	10	8
FareSaver	<1	<1	1
Compass Card	78	76	85
Compass Ticket	9	11	3
Other	3	3	3
<b>Region</b>	%	%	%
Vancouver	38	37	40
Surrey / North Delta / White Rock / Langley	18	19	17
Burnaby / New West	15	14	18
Richmond / South Delta	11	11	10
Northeast Region	9	9	8
North Vancouver	7	8	9
West Vancouver	2	2	<1

 Significantly higher than the other rider group

# Detailed Findings

## Customer Profiles – Low, Medium and High Frequency Riders

	TOTAL	LOW	MEDIUM	HIGH
<b>Base</b>	<b>2100</b>	<b>1114</b>	<b>573</b>	<b>413</b>
<b>Years been a transit rider</b>	<b>11.4</b>	<b>13.0</b>	<b>11.4</b>	<b>9.7</b>
<b>Transit system – Overall Service Rating</b>	<b>7.6</b>	<b>7.7</b>	<b>7.6</b>	<b>7.4</b>
<b>Average age*</b>	<b>42.2</b>	<b>47.8</b>	<b>40.3</b>	<b>35.7</b>
<b>Age</b>	%	%	%	%
16-34 years	38	25	43	53
35-54 years	34	35	32	34
55 + years	26	37	23	12
<b>Gender</b>	%	%	%	%
Male	48	45	49	53
Female	52	55	51	47
<b>Employment status**</b>	%	%	%	%
Full-time	44	41	43	51
Part-time	18	13	20	22
Not employed	40	43	39	37
<b>Household Income</b>	%	%	%	%
Under \$35K	12	8	16	15
\$35K to < \$75K	21	20	19	23
\$75K or more	33	37	31	30
<b>Mode</b>	%	%	%	%
Bus	77	64	85	90
SkyTrain	69	63	68	81
SeaBus	5	7	5	4

### Low, Medium and High Frequency Riders

Four-in-ten transit users (43%) are considered as Low Frequency users, meaning they only make 3 one-way transit trips or less in a week.

The proportion of riders who are classified as Medium Frequency users (29%, taking between 4 to 9 transit trips) has shown an increase from last quarter.

As for High Frequency users (taking 10+ transit trips), its proportion remains stable at 28%.

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

Significantly higher than the other rider group(s)


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

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


# Detailed Findings

## Customer Profiles – Low, Medium and High Frequency Riders

	TOTAL	LOW	MEDIUM	HIGH
<b>Base</b>	<b>2100</b>	<b>1114</b>	<b>573</b>	<b>413</b>
<b>Travel Purpose</b>	%	%	%	%
Work	44	25	47	70
Entertainment	39	40	35	42
Shopping	29	23	31	37
Personal Business	20	16	22	26
School	20	8	24	37
<b>Payment Method</b>	%	%	%	%
Cash fare	9	15	8	2
FareSaver	<1	1	<1	<1
Compass Card	78	66	82	93
Compass Ticket	9	15	7	2
Other	3	3	3	2
<b>Region</b>	%	%	%	%
Vancouver	38	31	41	45
Surrey / North Delta / White Rock / Langley	18	20	18	15
Burnaby / New West	15	14	18	16
Richmond / South Delta	11	13	8	10
Northeast Region	9	10	9	7
North Vancouver	7	10	6	5
West Vancouver	2	3	1	1

 Significantly higher than the other rider group(s)

	TOTAL	BUS	SKYTRAIN	SEABUS
<b>Base</b>	<b>2100</b>	<b>1561</b>	<b>1383</b>	<b>171</b>
<b>Average past-week transit trips</b>	<b>6.0</b>	<b>6.8</b>	<b>6.6</b>	<b>4.6</b>
<b>Years been a transit rider</b>	<b>11.4</b>	<b>11.0</b>	<b>11.4</b>	<b>12.0</b>
<b>Transit System – Overall Service Rating</b>	<b>7.6</b>	<b>7.5</b>	<b>7.6</b>	<b>7.8</b>
<b>Average age*</b>	<b>42.2</b>	<b>40.7</b>	<b>41.7</b>	<b>51.2</b>
<b>Age</b>	%	%	%	%
16-34 years	38	43	38	10
35-54 years	34	30	36	51
55+ years	26	25	24	38
<b>Gender</b>	%	%	%	%
Male	48	47	49	49
Female	52	53	51	51
<b>Employment status**</b>	%	%	%	%
Full-time	44	39	49	55
Part-time	18	19	18	13
Not employed	40	44	36	32
<b>Education</b>	%	%	%	%
High school or less	23	26	20	10
Vocational/college/technical	19	17	20	17
Some university	15	16	16	9
Graduated university	40	37	42	63
<b>Household Income</b>	%	%	%	%
Under \$35K	12	15	12	9
\$35K to < \$75K	21	20	21	20
\$75K or more	33	29	36	47

 Significantly higher than the other rider group(s)

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

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

### Mode Usage


In-line with past waves, the most popular transit mode continues to be the Bus (77%).

Consistent with previous quarters, 69% of riders have taken the SkyTrain this period.

Only a small proportion of transit users report using the SeaBus (5%), 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.

	TOTAL	BUS	SKYTRAIN	SEABUS
<b>Base</b>	<b>2100</b>	<b>1561</b>	<b>1383</b>	<b>171</b>
<b>Travel Purpose</b>	%	%	%	%
Work	44	46	48	44
Entertainment	39	38	42	44
Shopping	29	33	29	30
Personal Business	20	23	20	16
School	20	25	20	7
<b>Payment Method</b>	%	%	%	%
Cash fare	9	11	5	7
FareSaver	<1	1	<1	0
Compass Card	78	82	81	72
Compass Ticket	9	4	11	19
Other	3	2	2	3
<b>Choice/Captive Riders</b>	%	%	%	%
Choice	71	66	74	83
Captive	27	33	25	17
<b>Region</b>	%	%	%	%
Vancouver	38	42	33	9
Surrey / North Delta / White Rock/ Langley	18	19	19	8
Burnaby / New West	15	14	19	1
Richmond / South Delta	11	10	13	3
Northeast Region	9	7	11	<1
North Vancouver	7	7	4	77
West Vancouver	2	2	1	2

 Significantly higher than the other rider group(s)



# Detailed Findings

## Customer Profiles – Demographic Profile of Transit Customers

	Metro Vancouver Population 16 Years or older*	(Q1-2015)	(Q2-2015)	(Q3-2015)	(Q4-2015)	(Q1-2016)	(Q2-2016)	(Q3-2016)	(Q4-2016)	(Q1-2017)
BASE	2004	2100	2100	2100	2100	2100	2100	2100	2100	2100
Average Years Riding Transit	n/a	10.7	11.3	11.0	11.6	11.4	11.0	11.7	11.7	11.4
<b>Age:</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Aged 16 to 24 years	13	28	27	27	26	28	28	29	26	27
Aged 25 to 34 years	17	10	11	11	11	10	10	9	12	11
Aged 35 to 44 years	18	13	12	13	14	13	13	13	13	12
Aged 45 to 54 years	20	22	23	21	21	22	22	22	22	22
Aged 55 to 64 years	16	11	11	11	10	10	10	10	10	10
Aged 65 years and over	17	15	15	15	16	16	15	16	16	16
<b>Gender:</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Male	48	47	47	47	47	46	47	47	46	48
Female	52	53	53	53	53	54	53	53	54	52
<b>Employment</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Employed full-time	51	43	44	44	41	40	44	44	44	44
Employed part-time	15	17	19	20	20	21	19	18	20	18
Student	6	21	17	16	19	18	18	17	17	19
Not employed	5	6	5	6	6	7	6	5	5	5
Homemaker	4	2	3	2	2	2	1	2	2	1
Retired	18	16	16	16	16	16	16	16	16	16
Refused	1	1	2	1	2	2	2	2	2	2
<b>Education:</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
High school or less	23	25	24	25	23	25	23	26	22	23
Voc./college/tech.	25	16	16	18	17	18	16	15	17	19
Some university	10	16	15	15	17	16	17	15	16	15
Graduated university	41	42	43	40	41	39	42	41	42	40
Refused	1	2	2	2	3	2	2	2	3	2
<b>Household Income:</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Less than \$25,000	7	8	7	9	7	8	6	8	8	9
\$25,000 - \$44,999	11	9	6	6	7	6	7	7	7	6
\$45,000 - \$64,999	10	9	10	10	10	9	10	9	9	10
\$65,000 or more	54	40	43	38	39	40	42	38	39	39
Refused/Don't know	18	34	34	37	37	37	35	38	37	34

Transit tenure is at 11.4 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%
<b>Total</b>		2,100	8,400	

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

### Data Weighting

Given that the regions are sampled disproportionately, weight variables are applied to the data to adjust the regional distribution of past 30-day transit riders so that it matches the actual proportion of transit riders in each region. The weight variables were sourced from TransLink's 2011 Metro Vancouver Regional Trip Diary Survey, which collected one-day travel patterns (including past 30-day transit usage) from over 21,000 households (or over 52,000 residents). Age and gender data by region for those residents aged 16 and older who used transit in the past 30-days was sourced from the Trip Diary Survey database, which had already been mathematically weighted to ensure it was an accurate representation of the region from demographic and sub-regional perspectives. Specifically, 42 weight values are calculated (3 age groups by 2 genders by 7 regions), which are subsequently applied to the relevant cells in the TransLink Customer Service Performance data.

### Projected Evaluations for Bus, SkyTrain, SeaBus

During the course of the survey, customers evaluate a combination of modes or buses up to a maximum of three. Based on the data for the quarter ending March 2013, we expect to obtain approximately 14,400 evaluations in the course of conducting 8,400 surveys annually. The number of evaluations expected for each mode annually and for each mode per respondent are shown in the table below.

### Number of Evaluations Expected by Ipsos

Mode	Anticipated # of Evaluations per year	Anticipated # of Evaluations per respondent
Bus	8,052	.96
SkyTrain	5,636	.67
SeaBus	712	.08
Total # of Evaluations	14,400	1.71
Total # of Interviews	8,400	

## Margins of Error

### Proportions

All samples have a margin of error associated with them, reflecting the fact that we are drawing a sample from a population. In the current context, margins of error will vary because the size of particular samples and sub samples will vary. For example, at the 95% level of confidence, the margin of error for the total quarterly sample of 2,100 is +/- 2.1%; the margin of error for the quarterly Vancouver sample of 700 is +/- 3.7%. When comparing independent samples across two quarters, the margins of error increase by about 40%. For example, when comparing proportions across two quarterly samples of 2,100 each, the proportions must differ by at least 3.0% for the difference to be considered statistically significant. The table below illustrates the maximum margins of error when evaluating a single independent sample and the maximum margins of error when comparing the proportions for two independent samples at the 95% level of confidence for various sample sizes.

Sample Size	Maximum margin of error for sample of this size	Maximum margin of error for comparing two samples of this size
50	+/- 13.6%	+/- 19.6%
100	+/- 9.8%	+/- 13.9%
200	+/- 6.9%	+/- 9.8%
300	+/- 5.7%	+/- 8.0%
400	+/- 4.9%	+/- 6.9%
500	+/- 4.4%	+/- 6.2%
600	+/- 4.0%	+/- 5.7%
700	+/- 3.7%	+/- 5.2%
2,100	+/- 2.1%	+/- 3.0%
8,400	+/- 1.1%	+/- 1.5%

### Means (Average Ratings)

To determine the margins of error for means (or average ratings), the sample sizes and standard deviations for each rating need to be taken into account. The following table serves as a general guide for determining the margins of error for means.

Sample Size	Standard Deviation	Maximum margin of error for:	
		Sample of this size	Comparing two samples of this size
50	1.0	0.28	0.39
200	1.0	0.14	0.20
700	1.0	0.07	0.10
2100	1.0	0.04	0.06
50	1.5	0.42	0.59
200	1.5	0.21	0.29
700	1.5	0.11	0.16
2100	1.5	0.06	0.09
50	2.0	0.55	0.78
200	2.0	0.28	0.39
700	2.0	0.15	0.21
2100	2.0	0.09	0.12

### Survey Instrument

The survey instrument was redesigned jointly by TransLink Marketing Research and CGT Research in 2002 and has received minor updates since. Other personnel at TransLink and TransLink subsidiaries were also consulted regarding the survey content. The survey takes an average of 14 minutes to administer. The survey instrument is in Appendix B.

### Fieldwork

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



## TRANSLINK CUSTOMER SATISFACTION RESEARCH (BUS, SEABUS, SKYTRAIN) – 2017 Questionnaire

**[READ ALL QUESTIONS VERBATIM - NO EXCEPTIONS]**

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

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

**[TARGET AVERAGE SURVEY LENGTH: 15 MINUTES]**

### **[INTRODUCTION]**

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

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

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

[0 – 30 RECORD NUMBER]

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

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

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

[IF NOT AVAILABLE, ARRANGE CALLBACK. ]

IF NECESSARY: We ask for the person with the last birthday as a means of randomizing the respondents in our sample.

[RE-INTRODUCE IF NECESSARY: Hi, we are doing a short study on behalf of Translink.]

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

[1- 30]

## SCREENING QUESTIONS

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

YES  
NO

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

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

YES  
NO

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

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

YES  
NO

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

### [IDENTIFY REGION]

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

1. BURNABY
2. COQUITLAM
3. BELCARRA/ANMORE
4. LANGLEY
5. LION'S BAY
6. MAPLE RIDGE/PITT MEADOWS
7. NEW WESTMINSTER
8. NORTH DELTA
9. NORTH VANCOUVER
10. PORT COQUITLAM
11. PORT MOODY
12. RICHMOND
13. SOUTH DELTA/TSAWWASSEN/LADNER
14. SURREY/CLOVERDALE
15. VANCOUVER
17. WEST VANCOUVER
18. WHITE ROCK
19. DEEP COVE



- 21. HORSESHOE BAY
- 22. BOWEN ISLAND
- 23. ABBOTSFORD
- 24. MISSION
- OTHER (SPECIFY)

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

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

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

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

- Yes
- No

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

2a.(2.1) How many one-way transit trips did you make in the last [DAYS] days [INSERT FROM LIST]?  
[PROGRAMMER DISPLAY TEXT FOR 1<sup>ST</sup> ITEM, AND THEN AS READ IF NECESSARY FOR 2<sup>ND</sup>+ 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 “2<sup>nd</sup> 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 = “2<sup>nd</sup> 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/2<sup>nd</sup> 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 = “2<sup>nd</sup> to last” insert: “to work”].

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

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

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

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



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

1. WATERFRONT (also a Canada Line station)
2. BURRARD
3. GRANVILLE
4. STADIUM
5. MAIN STREET/SCIENCE WORLD
6. BROADWAY
7. NANAIMO
8. 29TH AVENUE
9. JOYCE - COLLINGWOOD
10. PATTERSON
11. METROTOWN
12. ROYAL OAK
13. EDMONDS
14. 22ND STREET
15. NEW WESTMINSTER
16. COLUMBIA
17. SCOTT ROAD
18. GATEWAY
19. SURREY CENTRAL
20. KING GEORGE
21. COMMERCIAL DRIVE
22. RENFREW
23. RUPERT
24. GILMORE
25. BRENTWOOD TOWN CENTRE
26. HOLDOM
27. SPERLING-BURNABY LAKE
28. PRODUCTION WAY-UNIVERSITY
29. LOUGHEED TOWN CENTRE
30. BRAID
31. SAPPERTON
34. LAKE CITY WAY
35. VCC-CLARK
36. VANCOUVER CITY CENTRE
37. YALETOWN ROUNDHOUSE
38. OLYMPIC VILLAGE
39. BROADWAY CITY HALL
40. KING EDWARD
41. OAKRIDGE 41ST AVENUE
42. LANGARA 49TH AVENUE
43. MARINE DRIVE
44. BRIDGEPORT
45. TEMPLETON
46. SEA ISLAND CENTRE
47. YVR AIRPORT



- 48. ABERDEEN
- 49. LANSDOWNE
- 50. RICHMOND BRIGHOUSE
- 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/2<sup>nd</sup> 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 = "2<sup>nd</sup> 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)

(ANY GENERIC MENTIONS OF NORTH VANCOUVER, PLEASE PUT THAT IN CODE 922 BBY/NEW WEST/NORTH VANCOUVER)

- 922. Bby/New West/North Vancouver
- 923. Sry/Lang/WR
- 924. Coq/Pt. Coq.
- 925. Rmd/S Del.
- 926. Vancouver
- 927. West Vancouver
- 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/2<sup>nd</sup> last] bus trip.)
- 8- The [INSERT ROUTE NUMBER] bus for having a direct route? (CLARIFY IF NECESSARY: By direct route, we mean having a route that follows the shortest possible path between where you got on and where you got off the bus.)
- 9- Trip duration from the time you boarded to the time you got off the bus? (CLARIFY IF NECESSARY: We are only referring to the time spent onboard the bus.)
- 10- How would you rate it in terms of frequency of service? (CLARIFY IF NECESSARY: Does the bus run often enough throughout the day?)

[1-10]

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

Yes  
No

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

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

[1-10]

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

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

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

[PROGRAMMER: REFER TO ROUTE LIST FOR ACCEPTABLE CODES]

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

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





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

[1-10]

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

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

[IF USED BUS IN Q3: Q3\_1 – Bus Only, Q3\_4 – Bus & SkyTrain, Q3\_5 – Bus & SeaBus, OR Q3\_7 – Bus, SeaBus and SkyTrain > 0] Bus

[IF USED SKYTRAIN IN Q3: Q3\_2 – SkyTrain only, Q3\_4 – Bus & SkyTrain, Q3\_6 – SkyTrain and SeaBus, OR Q3\_7 – Bus, SeaBus and SkyTrain > 0] SkyTrain

[IF USED SEABUS IN Q3: Q3\_3 – SeaBus Only, Q3\_5 – Bus & SeaBus, Q3\_6 – SkyTrain and SeaBus OR Q3\_7 – Bus, SeaBus and SkyTrain > 0] SeaBus

[1-10]

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

[1-10]

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

[1-10]

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

Yes  
No

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

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

[1-10]



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

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

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

Yes  
No

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

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

[1-10]

#### TRANSIT DEMOGRAPHICS

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

1. Cash Fare (INTERVIEWER: IF A RESPONDENT SAYS THEY USED CASH, CLARIFY IF THEY MEANT USING CASH TO PAY FOR A BUS TICKET OR USING CASH TO PURCHASE A COMPASS TICKET/COMPASS CARD)
4. FareSaver Ticket Books
10. A single use Compass Ticket
5. Day Pass on a Compass Ticket
9. Compass Card (all types)
7. Other [PROGRAMMER: NOT AN OTHER SPECIFY]

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

[NEW – ADDED JULY 2015]

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

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



6. Stored Value (CLARIFY IF NECESSARY: cash or credit loaded onto the Compass card to allow “pay-as-you-go” travel, replacing FareSavers and some WCE fare products)
7. Day Pass
8. U-Pass BC

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

23H1c. 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

## DEMOGRAPHICS

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

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

1. 16 - 24

2. 25 - 34

3. 35 - 44

4. 45 - 54

5. 55 - 64

6. 65 and over



[PROGRAMMER: IF ANSWER OF RIDERSHIP TIME AT Q28 IS GREATER THAN ACTUAL UPPER RANGE OF ANSWER AT Q33, "i.e., 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 13, 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 NECESSARY: 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 2016? 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 2016 ... READ LIST

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

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

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

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

[OPEN END]

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

[RECORD VERBATIM]

DECLINE/NOTHING/DON'T KNOW

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

RECORD FIRST NAME

First \_\_\_\_\_

Name: \_\_\_\_\_

No, declined

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

Language: INTERVIEWER: ENTER LANGUAGE OF INTERVIEW.

English

Punjabi

Chinese

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

Routes/ Modes	Total	Percent
SkyTrain	54	26.0%
SeaBus	2	1.0%
Route 2	1	0.0%
Route 3	1	0.0%
Route 5	4	2.0%
Route 7	1	0.0%
Route 8	1	1.0%
Route 9	4	3.0%
Route 10	1	1.0%
Route 15	1	0.0%
Route 16	4	8.0%
Route 17	2	1.0%
Route 19	2	1.0%
Route 20	1	1.0%
Route 22	1	1.0%
Route 25	4	3.0%
Route 26	1	0.0%
Route 33	3	2.0%
Route 41	2	4.0%
Route 49	7	6.0%
Route 84	1	0.0%
Route 96 B-Line	2	2.0%
Route 99 B-Line	5	4.0%
Route 100	1	0.0%
Route 106	3	3.0%
Route 110	1	0.0%
Route 123	1	1.0%
Route 129	1	0.0%
Route 130	2	1.0%
Route 143	2	2.0%
Route 144	1	0.0%
Route 151	3	3.0%
Route 155	1	1.0%
Route 157	1	0.0%
Route 160	2	1.0%
Route 169	1	0.0%
Route 174	1	1.0%
Route 185	1	0.0%
Route 210	3	2.0%
Route 211	1	1.0%
Route 228	1	1.0%
Route 230	1	0.0%
Route 232	1	0.0%

Routes/ Modes	Total	Percent
Route 236	1	0.0%
Route 239	4	2.0%
Route 240	1	1.0%
Route 246	5	2.0%
Route 250	1	0.0%
Route 255	4	2.0%
Route 301	3	4.0%
Route 319	1	0.0%
Route 320	1	1.0%
Route 321	2	2.0%
Route 323	2	2.0%
Route 337	1	0.0%
Route 342	1	1.0%
Route 401	1	1.0%
Route 403	1	0.0%
Route 407	2	2.0%
Route 410	3	4.0%
Route 501	1	1.0%
Route 531	1	1.0%
Route 555	2	3.0%
Route 595	1	0.0%
Route 601	6	6.0%
Route 602	2	1.0%
Route 620	1	0.0%
Route 701	3	2.0%
Route 791	3	1.0%
Route C3	1	1.0%
Route C45	1	1.0%
Route C46	1	1.0%
Route C50	1	1.0%
<b>Grand Total</b>	<b>192</b>	<b>100.0%</b>

## 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
<b>Total</b>	<b>1915</b>	<b>7.8</b>	<b>8.5</b>	<b>8.7</b>	<b>8.5</b>	<b>7.1</b>	<b>7.4</b>	<b>8.2</b>	<b>8.6</b>	<b>8.3</b>	<b>7.1</b>	<b>8.7</b>
2	33	7.7	8.1	9.5	9.6	7.6	7.1	8.5	9.1	8.4	6.8	8.7
3	39	8.3	8.7	8.5	8.4	7.6	7.8	8.4	9.1	8.6	7.7	8.9
4	24	8.1	8.1	8.3	8.3	6.9	8.2	8.3	9.1	8.7	8.1	8.3
5	21	8.2	8.6	8.7	8.8	6.0	7.9	7.7	8.3	8.3	8.1	8.7
6	23	8.7	9.0	8.8	8.5	7.5	8.5	8.7	8.1	8.7	8.3	9.2
7	25	7.5	8.7	8.5	8.5	7.3	7.6	8.1	8.7	7.0	6.5	8.9
8	12	7.9	8.7	8.8	8.5	8.3	7.7	8.0	7.5	8.1	7.5	8.7
9	42	8.6	9.0	8.9	8.5	7.5	8.2	8.4	9.5	8.8	8.0	9.1
10	36	8.4	8.7	9.1	9.2	8.6	8.2	8.4	9.2	8.9	7.6	9.1
14	23	8.6	9.0	8.8	9.0	6.6	8.1	8.7	8.6	8.6	7.8	9.1
15	12	7.1	8.6	8.6	7.9	9.2	5.8	7.8	8.2	8.6	5.6	8.8
16	52	7.4	8.6	8.6	8.2	7.4	6.1	7.7	8.6	8.3	6.3	8.7
17	20	8.2	8.6	8.9	9.0	7.4	7.2	8.9	9.2	9.0	6.4	9.1
19	23	7.6	8.3	8.1	8.1	6.9	7.3	7.6	8.5	7.9	7.0	8.4
20	36	6.7	7.9	7.5	7.4	6.5	5.6	7.7	8.2	7.5	5.3	8.2
22	29	8.1	8.3	9.1	8.9	7.2	8.0	8.2	8.9	8.5	7.9	9.0
23	4	7.3	8.5	8.9	9.4	6.3	7.8	9.1	6.4	9.0	6.4	7.7
25	46	7.5	8.4	8.6	8.3	6.4	6.3	8.2	8.6	8.4	6.3	8.7
26	15	7.7	8.1	7.7	8.1	6.1	6.2	7.2	6.9	7.7	5.1	8.0
27	5	9.0	8.6	7.3	7.3	7.6	6.8	9.1	9.5	9.7	8.5	9.2
28	11	8.0	8.6	8.8	8.2	8.0	7.7	8.2	8.8	8.8	7.3	9.0
29	4	8.5	8.1	9.2	9.0	9.0	8.3	9.1	8.8	8.5	7.1	8.5
33	16	7.7	8.2	8.9	8.5	7.1	7.1	8.1	8.9	8.8	5.9	8.7
41	36	7.4	8.2	8.4	8.5	6.5	7.6	7.8	8.9	8.6	7.7	8.6
43	7	6.7	7.2	9.4	8.0	5.6	7.3	7.9	8.7	6.7	7.6	7.6
44	8	8.3	8.7	9.0	8.8	7.3	6.5	8.2	8.9	9.6	7.1	8.8
49	29	6.7	7.2	8.4	8.2	5.6	5.5	7.7	7.9	7.4	5.4	8.7
50	15	8.0	9.0	9.2	8.9	7.6	6.4	7.6	8.7	9.0	5.9	9.2
84	18	7.7	8.6	9.1	9.5	6.0	7.6	8.7	8.9	8.6	7.4	8.5
95 B-Line	26	8.2	8.6	8.9	8.5	6.3	8.3	7.9	8.6	8.2	8.0	8.5
96 B-Line	12	8.7	7.9	7.8	7.6	8.3	7.4	8.5	9.4	9.0	7.9	8.7
99 B-Line	97	7.6	8.1	8.6	8.5	6.1	8.2	8.5	8.6	8.6	8.4	8.3
100	12	8.4	8.5	8.8	7.8	7.2	7.1	8.1	9.1	9.0	7.2	8.6
101	3	9.0	9.5	9.5	8.5	8.9	7.0	7.2	9.5	9.5	8.9	9.5
104	5	5.8	8.4	7.9	7.6	7.9	6.5	6.6	7.0	7.0	6.8	8.6
106	36	7.9	8.1	8.5	8.2	7.1	7.2	8.3	9.1	8.3	8.0	9.0
110	9	9.0	8.9	8.6	8.3	7.7	9.1	8.3	9.0	8.3	7.7	8.9
112	6	8.5	7.7	8.4	8.8	8.0	6.7	7.6	9.5	9.2	7.0	8.2
116	3	8.7	8.1	9.1	8.9	7.7	7.3	9.8	10.0	9.4	7.8	9.1



## 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
123	12	7.7	8.8	8.7	8.1	7.3	7.0	7.9	8.7	8.5	7.1	8.6
125	1	10.0	9.0	8.0	8.0	5.0	7.0	8.0	10.0	10.0	10.0	10.0
128	4	9.2	9.0	10.0	10.0	7.4	6.5	9.3	10.0	8.6	6.6	10.0
129	14	8.2	9.1	8.8	8.9	9.4	7.4	8.7	8.9	8.5	7.1	9.4
130	15	8.7	9.4	9.1	9.3	6.8	8.2	8.5	9.1	9.0	8.2	9.3
134	1	10.0	7.0	10.0	8.0	10.0	9.0	9.0	9.0	9.0	6.0	9.0
136	5	8.2	9.2	9.3	8.9	7.5	7.4	8.5	9.1	9.1	6.9	9.5
143	6	9.1	8.8	9.4	9.7	5.3	6.5	9.1	9.7	8.4	6.9	9.6
144	9	7.3	8.7	8.6	7.7	7.4	5.7	7.8	8.6	8.9	6.6	8.8
145	9	6.6	7.5	9.6	9.2	4.0	6.6	7.4	9.2	7.7	5.8	8.6
151	4	8.8	8.5	8.7	7.4	7.5	8.1	8.5	8.3	8.1	4.7	8.7
152	8	8.3	9.0	9.2	8.7	7.4	7.3	8.9	9.2	8.6	6.9	9.1
153	4	5.1	7.8	7.6	7.9	5.7	6.7	7.7	7.8	7.8	6.4	7.5
155	7	8.2	7.7	9.1	8.5	8.7	8.6	8.6	9.2	8.8	7.4	9.4
156	5	9.2	9.1	9.3	9.3	5.6	8.4	7.2	7.2	7.1	6.0	9.3
157	9	7.7	9.3	9.2	8.9	6.8	7.3	8.4	7.4	8.2	5.7	9.4
159	6	7.4	9.2	9.1	8.9	8.4	8.3	8.6	7.9	8.4	7.4	9.3
160	14	7.8	9.1	8.5	8.7	7.9	8.9	8.7	8.0	8.5	8.0	9.4
169	4	7.4	9.0	8.5	7.2	7.8	7.6	7.8	6.7	7.5	6.9	9.2
170	1	5.0	9.0	7.0	9.0	2.0	2.0	9.0	9.0	9.0	7.0	7.0
171	1	8.0	8.0	8.0	8.0	8.0	8.0	9.0	8.0	8.0	8.0	8.0
172	5	8.6	8.5	9.6	8.8	7.4	9.1	8.9	8.2	9.3	8.1	9.1
174	5	8.8	7.5	9.6	9.7	7.6	9.3	9.3	9.5	9.4	8.4	9.6
180	3	7.0	7.2	8.0	7.3	9.0	8.0	6.8	7.8	8.0	6.3	8.5
182	2	7.8	7.6	9.4	9.4	7.4	7.6	8.8	8.8	7.4	5.4	8.2
183	6	8.8	8.0	9.7	9.6	9.6	8.0	9.0	9.7	9.0	7.9	7.8
184	1	3.0	2.0	9.0	8.0	2.0	1.0	9.0	3.0	8.0	4.0	6.0
185	2	8.6	8.0	9.1	8.5	8.5	8.1	8.1	8.5	8.5	6.1	8.5
186	3	9.3	8.9	9.3	9.3	6.9	7.4	8.4	9.3	7.7	7.6	9.3
187	3	8.7	8.7	9.6	9.6	9.2	8.7	9.6	8.3	9.2	8.5	8.7
188	5	6.9	7.9	8.6	8.6	8.0	6.1	8.6	8.3	8.8	7.1	8.3
189	1	6.0	5.0	9.0	6.0	9.0	8.0	8.0	10.0	9.0	10.0	5.0
191	2	8.3	9.3	6.3	5.0	9.7	10.0	10.0	9.7	9.3	9.2	9.3
209	1	8.0	9.0	9.0	7.0	6.0	9.0	7.0	9.0	9.0	9.0	9.0
210	14	7.4	8.8	9.1	8.6	5.8	8.2	8.3	9.3	8.1	7.2	8.7
211	18	7.6	8.3	8.9	8.7	7.5	7.1	8.6	8.1	7.9	6.9	8.7
212	2	5.0	6.3	5.8	5.3	3.3	4.7	5.8	4.3	4.7	4.3	5.8
214	2	9.4	9.4	9.4	8.8	8.6	9.4	9.0	9.4	8.4	8.4	9.0
227	2	3.4	10.0	10.0	7.6	9.7	4.1	10.0	3.4	10.0	3.7	10.0
228	19	7.9	8.7	8.6	8.7	7.0	8.0	8.2	7.9	7.9	6.9	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
229	12	7.6	8.2	8.7	8.5	7.0	7.8	7.6	7.3	7.7	7.2	8.1
230	12	8.3	9.3	9.6	9.3	7.1	8.5	9.2	9.6	9.1	6.9	9.3
232	7	7.3	8.1	9.1	8.3	8.3	6.5	9.2	9.2	9.1	6.3	9.2
236	11	8.4	8.4	9.8	8.7	9.3	8.2	9.3	9.1	9.0	6.8	9.8
239	18	8.4	8.6	9.1	8.3	7.3	7.6	8.6	8.3	7.8	8.0	8.9
240	29	7.8	8.6	8.6	8.6	6.3	8.2	8.6	9.1	8.4	8.1	9.1
241	2	7.0	6.5	8.0	8.0	6.9	7.5	7.0	8.5	8.0	5.5	7.5
246	37	7.7	8.6	8.9	8.8	7.6	7.1	8.5	8.8	8.2	6.3	8.9
247	3	6.5	8.6	8.6	8.6	7.6	8.1	8.6	9.2	9.2	3.0	8.6
250	67	8.5	8.5	8.9	8.7	7.3	8.2	9.0	9.4	8.5	8.0	8.5
251	3	7.3	9.0	9.0	8.5	8.7	7.1	9.3	8.9	9.0	5.5	9.0
252	4	9.3	9.4	9.0	9.5	6.6	9.0	10.0	10.0	9.8	8.6	9.8
253	9	8.1	9.6	8.7	9.3	9.0	7.7	9.3	9.2	7.2	6.1	9.1
254	2	8.7	8.0	9.0	8.3	8.4	8.4	8.7	7.9	7.9	8.4	8.0
255	13	8.8	9.0	9.0	9.0	6.6	7.9	8.8	9.1	8.3	7.0	9.0
256	5	9.6	9.8	10.0	10.0	9.7	9.6	9.9	9.8	9.9	9.2	10.0
257	10	9.1	8.6	9.2	9.4	7.0	8.3	9.3	8.8	9.5	8.1	9.6
301	5	7.8	9.3	9.4	9.1	6.9	6.0	6.4	9.4	8.6	3.8	9.0
311	3	8.6	7.9	9.5	9.8	7.9	9.0	9.8	6.9	8.6	7.3	7.9
312	8	7.2	7.2	8.6	8.4	8.2	6.4	7.6	8.7	7.1	6.6	8.2
316	10	8.5	8.4	9.1	7.7	8.6	7.7	8.6	9.0	8.7	6.9	9.2
319	19	7.1	7.9	8.3	7.5	6.8	7.7	7.1	8.0	7.7	8.4	8.0
320	7	7.1	8.0	7.7	7.7	7.2	6.9	8.0	7.2	8.1	6.3	8.7
321	13	7.6	8.3	7.7	8.1	6.4	8.0	7.8	8.5	7.6	8.3	8.8
323	2	6.7	7.7	8.7	7.5	8.1	4.2	6.9	8.1	6.9	8.1	5.6
324	2	7.7	8.7	8.0	8.3	8.7	8.3	8.3	8.7	8.7	7.4	8.7
325	4	7.2	8.8	8.8	6.8	7.1	7.9	8.5	8.3	7.6	7.6	9.1
326	4	7.6	9.4	9.4	9.4	8.5	9.4	8.7	9.2	8.9	5.2	9.2
329	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
335	10	7.9	8.4	8.1	7.5	6.6	7.2	7.4	7.3	7.9	6.3	8.2
337	4	9.0	8.1	9.9	7.9	9.1	6.8	7.4	9.6	8.6	4.7	7.9
340	10	6.7	8.8	8.8	7.8	6.7	5.8	7.6	9.3	8.0	5.8	9.1
341	3	8.0	8.0	8.0	6.0	7.8	7.6	7.8	8.3	7.5	5.0	8.3
342	3	8.1	8.4	9.5	8.7	8.3	6.6	8.7	8.7	9.5	6.6	8.9
345	6	8.0	8.5	8.6	8.7	6.9	6.8	8.0	8.5	9.2	5.1	8.9
351	39	8.3	8.5	9.0	8.7	6.4	7.9	8.2	8.5	8.6	7.3	8.8
352	3	7.8	9.4	9.4	9.4	9.4	7.8	9.4	9.3	10.0	7.0	9.4
354	2	8.6	9.3	8.3	7.6	8.7	8.3	8.6	9.3	8.3	7.0	9.3
364	3	8.2	8.5	8.1	8.3	7.5	8.0	8.2	8.7	9.0	7.8	8.1
375	5	9.4	9.2	9.2	9.3	9.5	9.4	8.6	9.5	9.5	9.0	9.2

## 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
388	2	7.5	8.0	8.4	9.7	8.6	6.1	9.1	8.9	7.2	7.5	9.2
394	1	4.0	7.0	9.0	9.0	6.0	8.0	6.0	4.0	5.0	7.0	8.0
395	2	7.0	7.3	7.5	7.8	7.0	7.5	8.8	8.8	7.8	6.8	6.3
401	31	7.6	8.0	8.7	8.6	7.1	6.7	8.3	8.2	8.1	6.5	8.3
402	9	6.5	8.2	8.5	8.5	8.1	5.7	8.7	7.9	8.0	4.6	8.3
403	13	7.9	8.4	8.7	8.6	7.4	7.7	7.9	8.0	8.3	7.7	8.8
405	1	10.0	10.0	9.0	7.0	10.0	10.0	8.0	9.0	9.0	10.0	9.0
407	8	6.9	7.1	8.5	8.0	7.6	7.2	8.3	6.6	6.8	7.0	8.1
410	31	7.8	8.4	8.8	8.5	7.0	7.0	8.2	8.3	8.0	7.3	8.6
430	8	7.0	8.5	9.3	8.2	6.5	7.0	8.5	8.9	8.3	6.3	8.2
480	4	8.2	9.6	9.3	9.1	5.7	7.7	8.8	8.4	8.8	7.2	9.2
501	4	9.7	9.2	9.1	7.5	8.3	9.2	7.5	9.1	9.7	8.3	9.8
502	16	7.7	8.6	8.5	8.8	6.9	7.2	8.5	9.3	8.4	8.1	8.9
503	9	7.8	7.6	8.0	7.3	7.1	7.6	8.1	8.7	7.8	7.1	8.4
509	2	8.6	9.6	8.7	9.1	9.1	8.0	9.1	9.1	9.1	8.2	9.6
531	6	7.4	9.3	9.9	9.4	9.3	10.0	9.4	9.9	8.6	5.2	9.8
555	14	7.6	9.1	9.5	8.7	6.4	8.2	8.8	9.6	9.4	6.6	9.2
595	3	9.5	9.8	9.3	9.2	10.0	9.7	8.0	9.0	8.8	7.7	9.8
601	45	6.9	8.7	9.2	8.3	6.6	6.8	8.3	7.1	7.8	5.2	9.0
602	6	8.7	9.4	9.6	9.3	8.8	8.7	9.5	8.2	9.1	6.4	9.4
603	5	6.1	8.4	8.5	7.9	9.2	5.7	9.0	7.7	8.6	5.9	8.5
604	1	8.0	9.0	10.0	9.0	6.0	7.0	10.0	6.0	7.0	3.0	9.0
620	3	5.9	9.0	8.7	8.7	2.2	8.3	8.3	8.3	8.3	7.9	9.0
640	5	7.2	8.0	8.3	8.2	8.7	7.2	7.0	7.9	7.9	7.3	8.6
701	24	7.2	8.7	7.5	7.8	6.9	7.2	8.0	7.3	7.0	6.9	8.5
791	7	7.8	9.4	8.6	7.5	6.6	7.6	7.9	8.0	7.5	6.9	9.3
C1	2	9.5	10.0	10.0	10.0	10.0	10.0	9.5	10.0	10.0	8.5	10.0
C2	2	7.0	7.5	10.0	9.0	10.0	7.0	9.0	9.0	9.0	6.5	8.0
C3	8	7.2	8.7	9.5	6.1	7.9	6.4	7.9	6.6	6.8	6.4	9.1
C4	4	9.7	8.9	9.4	9.3	8.9	9.5	9.6	9.4	10.0	8.5	9.7
C5	4	9.5	9.8	9.8	8.8	8.7	9.0	9.5	7.6	9.3	7.5	9.8
C7	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	5.0	10.0
C9	4	6.9	9.3	9.7	8.0	9.5	7.5	9.3	9.0	9.3	5.2	9.3
C12	1	8.0	7.0	10.0	10.0	10.0	10.0	10.0	5.0	10.0	5.0	10.0
C15	2	10.0	10.0	10.0	9.5	9.0	7.5	10.0	10.0	10.0	7.5	10.0
C35	1	7.0	5.0	8.0	7.0	9.0	9.0	8.0	7.0	7.0	7.0	7.0
C43	1	6.0	5.0	10.0	5.0	8.0	8.0	10.0	7.0	8.0	3.0	8.0
C44	1	9.0	10.0	9.0	9.0	10.0	6.0	8.0	5.0	9.0	6.0	10.0
C45	1	10.0	10.0	10.0	9.0	6.0	10.0	10.0	10.0	10.0	10.0	10.0
C46	1	8.0	10.0	8.0	6.0	6.0	7.0	10.0	10.0	9.0	9.0	8.0

## 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
C50	1	1.0	8.0	10.0	10.0	10.0	1.0	8.0	8.0	8.0	1.0	8.0
C51	4	8.3	9.2	9.8	9.4	9.4	8.4	9.4	8.6	8.6	6.4	9.2
C60	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
C62	2	9.0	9.3	9.8	8.2	9.8	9.8	9.3	9.0	9.8	8.2	9.8
C70	1	8.0	8.0	8.0	8.0	10.0	5.0	6.0	8.0	8.0	5.0	8.0
C71	1	8.0	9.0	9.0	6.0	7.0	7.0	8.0	8.0	8.0	5.0	9.0
C73	1	10.0	10.0	10.0	10.0	10.0	8.0	10.0	8.0	9.0	6.0	10.0
C76	2	7.4	10.0	10.0	9.4	7.8	7.4	9.4	9.4	9.4	6.3	9.4
NVT	3	7.0	10.0	7.0	7.0	5.7	7.0	7.0	6.2	6.6	5.3	7.8
BTC	18	7.6	8.5	8.6	7.2	8.2	6.8	8.0	8.0	7.9	7.0	8.8
STC	15	7.8	8.9	8.5	8.4	7.1	8.4	8.4	8.9	8.7	6.5	9.1
PCT	12	8.1	8.6	8.5	8.4	7.3	8.0	7.6	7.4	8.6	8.2	8.5
RTC	5	6.8	8.5	8.0	7.8	6.3	7.2	6.5	8.1	7.3	7.2	8.5
VTC	30	7.9	8.3	8.3	8.3	8.1	7.4	8.1	6.9	8.1	7.5	8.5
WVT	8	7.9	8.6	8.4	8.4	7.8	7.9	8.0	8.6	7.9	7.7	9.1

## 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
<b>Total</b>	<b>1915</b>	<b>7.8</b>	<b>8.5</b>	<b>8.7</b>	<b>8.5</b>	<b>7.1</b>	<b>7.4</b>	<b>8.2</b>	<b>8.6</b>	<b>8.3</b>	<b>7.1</b>	<b>8.7</b>
9	42	8.6	9.0	8.9	8.5	7.5	8.2	8.4	9.5	8.8	8.0	9.1
250	67	8.5	8.5	8.9	8.7	7.3	8.2	9.0	9.4	8.5	8.0	8.5
10	36	8.4	8.7	9.1	9.2	8.6	8.2	8.4	9.2	8.9	7.6	9.1
3	39	8.3	8.7	8.5	8.4	7.6	7.8	8.4	9.1	8.6	7.7	8.9
351	39	8.3	8.5	9.0	8.7	6.4	7.9	8.2	8.5	8.6	7.3	8.8
106	36	7.9	8.1	8.5	8.2	7.1	7.2	8.3	9.1	8.3	8.0	9.0
VTC	30	7.9	8.3	8.3	8.3	8.1	7.4	8.1	6.9	8.1	7.5	8.5
410	31	7.8	8.4	8.8	8.5	7.0	7.0	8.2	8.3	8.0	7.3	8.6
246	37	7.7	8.6	8.9	8.8	7.6	7.1	8.5	8.8	8.2	6.3	8.9
2	33	7.7	8.1	9.5	9.6	7.6	7.1	8.5	9.1	8.4	6.8	8.7
99 B-Line	97	7.6	8.1	8.6	8.5	6.1	8.2	8.5	8.6	8.6	8.4	8.3
401	31	7.6	8.0	8.7	8.6	7.1	6.7	8.3	8.2	8.1	6.5	8.3
25	46	7.5	8.4	8.6	8.3	6.4	6.3	8.2	8.6	8.4	6.3	8.7
16	52	7.4	8.6	8.6	8.2	7.4	6.1	7.7	8.6	8.3	6.3	8.7
41	36	7.4	8.2	8.4	8.5	6.5	7.6	7.8	8.9	8.6	7.7	8.6
601	45	6.9	8.7	9.2	8.3	6.6	6.8	8.3	7.1	7.8	5.2	9.0
20	36	6.7	7.9	7.5	7.4	6.5	5.6	7.7	8.2	7.5	5.3	8.2

OVERALL PERFORMANCE RATINGS  
JANUARY 2016 - MARCH 2016 VERSUS  
JANUARY 2017 - MARCH 2017  
(Routes With 35+ Trips Per Quarter)

Route Number	January - March 2016		January - March 2017		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jan'16-Mar'16 vs. Jan'17-Mar'17
# 10	36	8.1	36	8.4	0.3
# 106	32	6.5	36	7.9	1.4
# 16	36	7.5	52	7.4	-0.1
# 20	34	7.0	36	6.7	-0.3
# 22	44	8.2	29	8.1	-0.1
# 246	24	8.6	37	7.7	-0.9
# 25	43	7.4	46	7.5	0.1
# 250	68	8.8	67	8.5	-0.3
# 3	31	7.8	39	8.3	0.5
# 351	41	8.5	39	8.3	-0.2
# 41	38	8.3	36	7.4	-0.9
# 601	34	7.6	45	6.9	-0.7
# 9	52	8.0	42	8.6	0.6
# 99	105	8.0	97	7.6	-0.4

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

OVERALL PERFORMANCE RATINGS  
OCTOBER 2015 - MARCH 2016 VERSUS  
OCTOBER 2016 - MARCH 2017  
(Routes With 35+ Trips Per 6 Months)

Route Number	October 2015 - March 2016		October 2016 - March 2017		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Oct'15-Mar'16 vs. Oct'16-Mar'17
# 10	72	7.7	74	8.2	0.5
# 106	72	7.1	73	7.9	0.8
# 135	67	7.7	42	7.9	0.2
# 14	63	7.6	61	7.9	0.3
# 16	76	7.5	87	7.6	0.1
# 160	39	7.3	30	7.3	0.0
# 17	45	8.2	42	7.5	-0.7
# 19	56	7.7	47	7.6	-0.1
# 2	8	8.3	70	7.4	-0.9
# 20	71	6.9	63	6.5	-0.4
# 210	38	8.1	37	7.5	-0.6
# 22	100	7.7	54	7.7	0.0
# 228	23	7.8	38	8.0	0.2
# 239	55	8.0	43	8.4	0.4
# 240	62	7.9	49	7.7	-0.2
# 246	53	8.1	64	7.8	-0.3
# 25	84	7.2	70	7.6	0.4
# 250	138	8.6	127	8.7	0.1
# 255	39	8.2	32	8.6	0.4
# 3	59	7.6	58	7.9	0.3
# 319	35	7.8	34	7.6	-0.2
# 351	85	8.4	81	8.4	0.0
# 4	37	8.1	42	8.5	0.4
# 401	66	7.9	59	7.7	-0.2
# 41	83	8.1	77	7.7	-0.4
# 410	61	7.8	62	7.7	-0.1
# 49	64	6.9	59	6.9	0.0
# 5	38	7.7	36	7.8	0.1
# 50	35	8.2	26	7.7	-0.5
# 6	42	8.4	44	8.2	-0.2
# 601	70	7.3	93	7.5	0.2
# 7	44	7.5	54	7.6	0.1
# 701	50	7.6	44	7.2	-0.4
# 8	37	7.7	27	8.7	1.0
# 84	45	7.9	38	7.9	0.0
# 9	118	7.9	94	8.1	0.2
# 97	65	7.2	23	7.7	0.5
# 99	205	8.0	194	7.9	-0.1

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

OVERALL PERFORMANCE RATINGS  
APRIL 2015 - MARCH 2016 VERSUS  
APRIL 2016 - MARCH 2017  
(Routes With 35+ Trips Per Year)

Route Number	April 2015 - March 2016		April 2016 - March 2017		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Apr'15-Mar'16 vs. Apr'16-Mar'17
# 10	146	7.7	153	8.1	0.4
# 100	45	8.3	42	7.8	-0.5
# 101	36	7.7	26	7.5	-0.2
# 106	131	7.5	128	7.9	0.4
# 123	43	7.2	39	8.3	1.1
# 129	43	7.8	33	7.8	0.0
# 130	59	8.1	64	8.2	0.1
# 135	119	7.9	104	7.8	-0.1
# 14	113	7.8	120	8.0	0.2
# 143	39	7.6	26	7.5	-0.1
# 144	28	7.5	42	7.5	0.0
# 145	42	7.6	32	7.2	-0.4
# 15	58	8.0	46	7.0	-1.0
# 152	50	8.0	47	7.7	-0.3
# 155	30	8.3	40	8.3	0.0
# 16	149	7.8	174	7.6	-0.2
# 160	72	7.4	75	7.8	0.4
# 169	41	8.0	29	7.8	-0.2
# 17	94	7.7	93	7.3	-0.4
# 19	82	7.6	98	7.6	0.0
# 2	23	8.2	99	7.6	-0.6
# 20	123	7.1	116	6.8	-0.3
# 210	70	8.1	79	7.7	-0.4
# 211	54	7.8	65	8.0	0.2
# 22	207	7.6	131	7.5	-0.1
# 228	47	8.0	60	8.3	0.3
# 229	44	7.8	47	7.8	0.0
# 230	56	7.7	56	8.0	0.3
# 232	41	8.0	34	7.8	-0.2
# 239	107	8.0	99	8.2	0.2
# 240	133	7.7	115	8.0	0.3
# 246	100	7.7	116	7.9	0.2
# 25	172	7.5	143	7.8	0.3

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



Route Number	April 2015 - March 2016		April 2016 - March 2017		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Apr'15-Mar'16 vs. Apr'16-Mar'17
# 250	273	8.4	256	8.6	0.2
# 255	68	7.9	63	8.0	0.1
# 257	45	7.7	56	8.7	1.0
# 26	44	8.2	65	7.4	-0.8
# 28	35	8.0	44	8.1	0.1
# 3	119	7.8	107	8.0	0.2
# 319	71	7.6	75	7.8	0.2
# 320	50	7.8	30	7.6	-0.2
# 321	55	7.0	45	7.3	0.3
# 33	62	7.8	55	7.5	-0.3
# 340	38	7.9	37	6.7	-1.2
# 351	160	8.4	155	8.3	-0.1
# 4	73	8.0	79	8.3	0.3
# 401	117	7.8	110	7.7	-0.1
# 402	51	8.2	41	7.7	-0.5
# 403	44	7.3	54	7.7	0.4
# 41	151	7.7	142	7.7	0.0
# 410	129	7.7	128	7.7	0.0
# 44	41	7.4	38	8.2	0.8
# 49	126	7.4	118	7.6	0.2
# 5	66	7.4	74	7.7	0.3
# 50	65	8.2	62	8.1	-0.1
# 502	62	7.9	55	7.6	-0.3
# 555	60	8.4	55	8.5	0.1
# 6	78	8.0	93	8.3	0.3
# 601	155	7.4	163	7.6	0.2
# 7	96	7.5	120	7.7	0.2
# 701	95	7.7	91	7.4	-0.3
# 791	46	7.6	31	8.5	0.9
# 8	67	7.7	59	8.3	0.6
# 84	86	8.0	66	7.9	-0.1
# 9	211	7.9	195	8.2	0.3
# 96	47	8.8	39	8.1	-0.7
# 97	115	7.5	68	8.1	0.6
# 99	413	7.9	398	7.9	0.0
# BTC	27	7.9	40	7.3	-0.6
# NVT	43	7.4	36	7.4	0.0
# STC	29	7.0	42	7.6	0.6

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