



# Customer Service Performance Quarter 2 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

- **The proportion of transit riders who give a score of 8, 9 or 10 out of 10 to the Overall Transit Service has been trending up from 57% in Q4 2016 to 63% this period, returning to the high levels observed in early 2016.** The average score remains stable at 7.6 out of 10. In particular, riders who reside in the Northeast region give the highest top ratings compared to those from other regions, and their scores have improved significantly from Q4 2016 (66% versus 52%). These positive changes could be due to the service improvements associated with the opening of the Millennium Line Evergreen Extension in Fall 2016.
- **Similar to historical trends, the only transit system attribute that is not meeting the 7.0 threshold for positive performance is Having Enough Shelters at Stops (6.8 out of 10).** However, its good-to excellent ratings have improved over last quarter (36%, up from 33%).
- **The only other attribute that has shown significant changes this quarter is Having Adequate Information on SkyTrain (63%, up from 58% a year ago).**



**Overall Bus Service is rated highly by 63% of bus riders, which is similar to last quarter but directionally down from a year ago. The average score is stable at 7.8 out of 10.**

- All bus service attributes continue to meet the 7.0 positive-performance threshold.
- Having a Courteous Bus Operator (76%) remains as the highest-rated top key driver for Overall Bus Service.
- Similar to previous quarters, the other three key drivers earn relatively lower ratings, including Providing On-Time, Reliable Service (56%), Not Being Overcrowded (51%) and Frequency of Service (48%).
- For this period, #240 bus tends to rank the highest across different measures, while #410 bus generally shows relatively weaker performance.
- WVT depot has shown some significant decreases this quarter, and it is particularly noticeable for Overall Bus Service, On-Time Reliable Service and Frequency of Service.



**Over three-quarters of SkyTrain riders (77%) award top scores to the Overall SkyTrain Service, which is marginally up from last quarter and in-line with a year ago. The average score is at 8.3 out of 10, making this the strongest-performing mode for this period.**

- Service improvements related to the opening of the Evergreen Extension appear to have increased the ratings for Not Being Overcrowded (51%, up from 47% a year ago).
- The one attribute that continues to perform below the positive-performance threshold is Delays are Announced and Explained (6.4 out of 10).
- Generally, Canada Line's performance is stronger than BCRTC's. The only exception is Staff Availability, where the scores for Canada Line have been trending down over the past year from 43% to 30% this period.



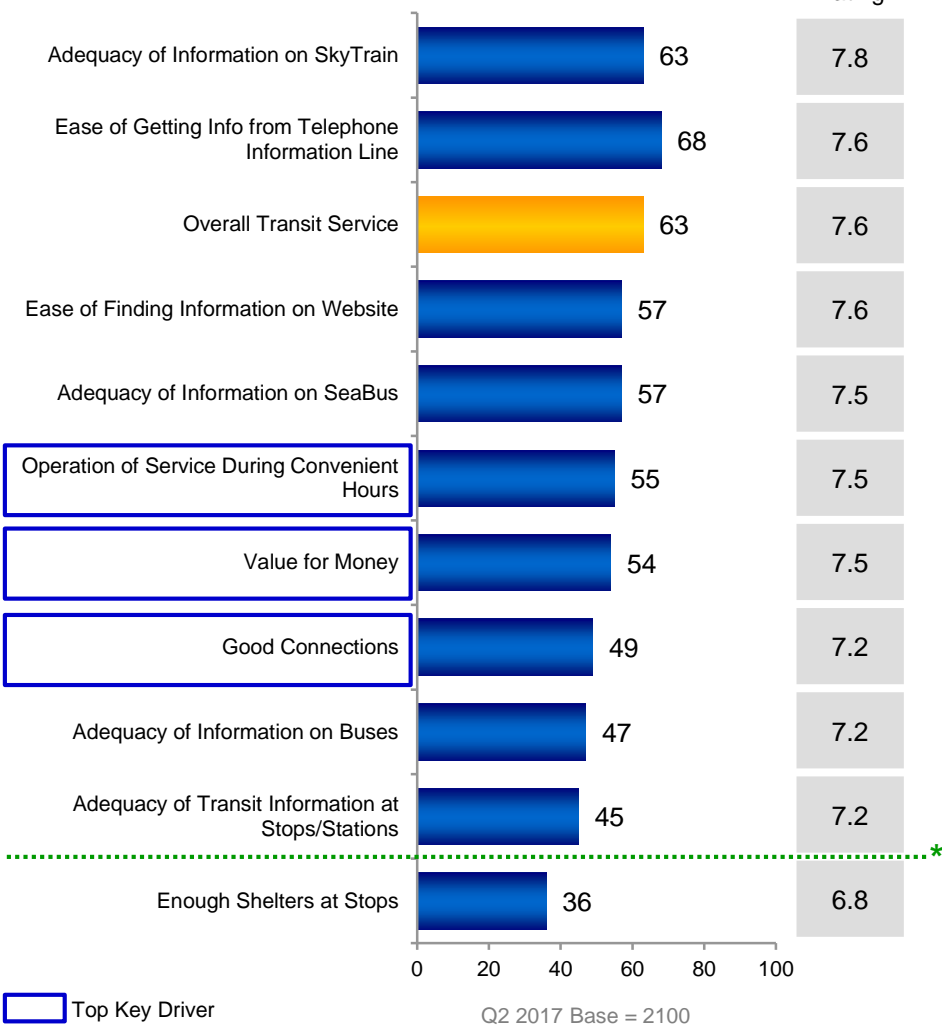
**SeaBus's Overall Service has dropped from a year ago (73%, down from 82%), but its average score is holding stable at 8.2 out of 10.**

- This period, ratings for Providing On-Time Reliable Service (89%) and Trip Duration (78%) have decreased significantly from last quarter and/or the same quarter last year. Both of these attributes are top key drivers for Overall SeaBus Service.
- Nonetheless, all SeaBus service attributes continue to perform above the positive-performance threshold of 7.0.

## 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

- Performance of Overall Transit Service (63%) has trended up over the last two quarters but remains in-line with a year ago. The average score is consistent at 7.6 out of 10.
- All the service attributes show stable performances this period, except for Having Enough Shelters at Stops (36%, up from 33% last quarter) and Adequate Information on SkyTrain (63%, up from a year ago).
- However, even with the improvements observed, Having Enough Shelters at Stops remains as the only attribute that is sitting below the positive-performance threshold, earning an average score of 6.8 out of 10.

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

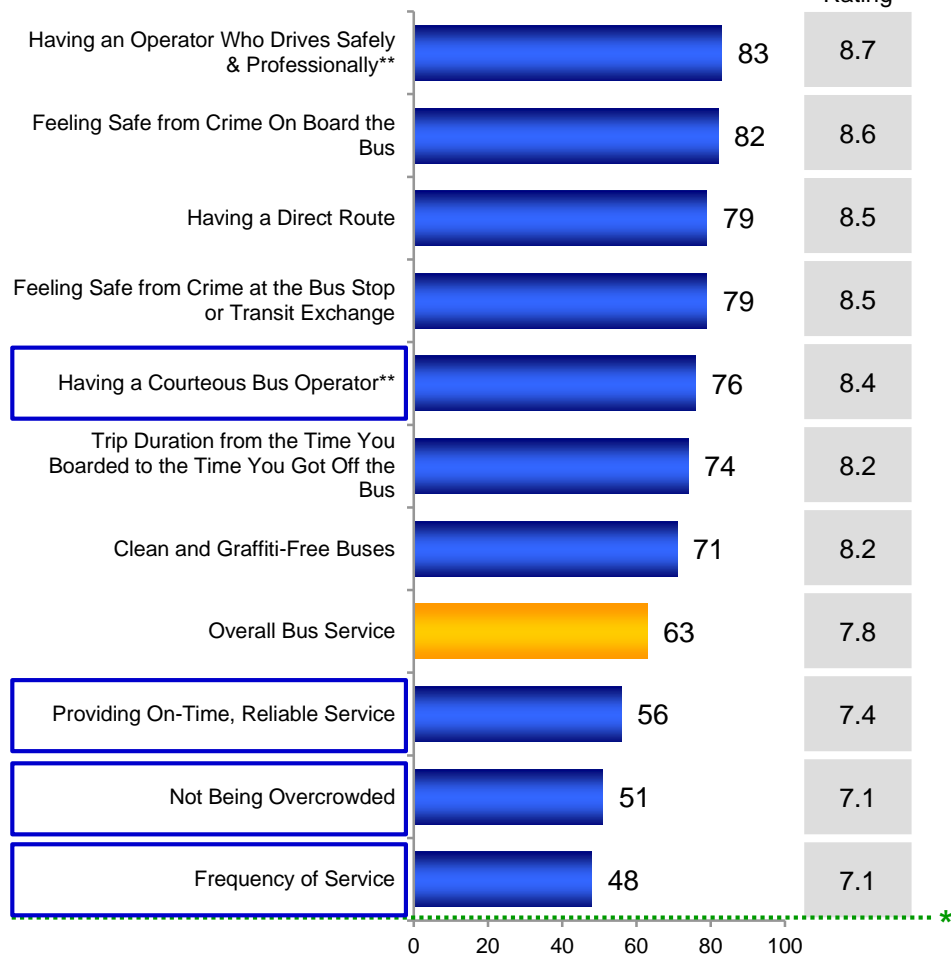
#### Key Drivers with Positive Performance\*

- Operation of Service During Convenient Hours
  - Trending up over the last three quarters but consistent with a year ago, Convenient Hours receives top scores from over one-half of riders (55%).
- Value for Money
  - 54% of riders award high scores to Value for Money, which has been slowly trending up since Q4 2015.
- Good Connections
  - Scores for Good Connections (49%) have also trended up over the last two quarters. The performance of this attribute is slightly behind the other two top key drivers, but its average score continues to meet the 7.0 positive-performance threshold.

## Performance on Bus System Attributes

% Good to Excellent (8-10)

Average  
Rating



Top Key Driver

Q2 2017 Base = 1885 (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

- Six-in-ten bus riders (63%) award good-to-excellent scores to the Overall Bus Service, which is directionally down from a year ago but consistent with last quarter. The average score is holding stable at 7.8 out of 10. However, WVT's performance has slipped during this period.
- The only attribute that has shown significant changes is Clean and Graffiti-Free Buses (71%), which is down from a year ago.
- Compared to other attributes, three of the four top key drivers of Overall Bus Service continue to show a relatively weaker performance, namely Providing On-Time, Reliable Service, Not Being Overcrowded and Frequency of Service. However, all bus service attributes perform above the 7.0 threshold this period.

## Performance on Top Key Drivers of Overall Bus Service

### Key Drivers with Positive Performance\*

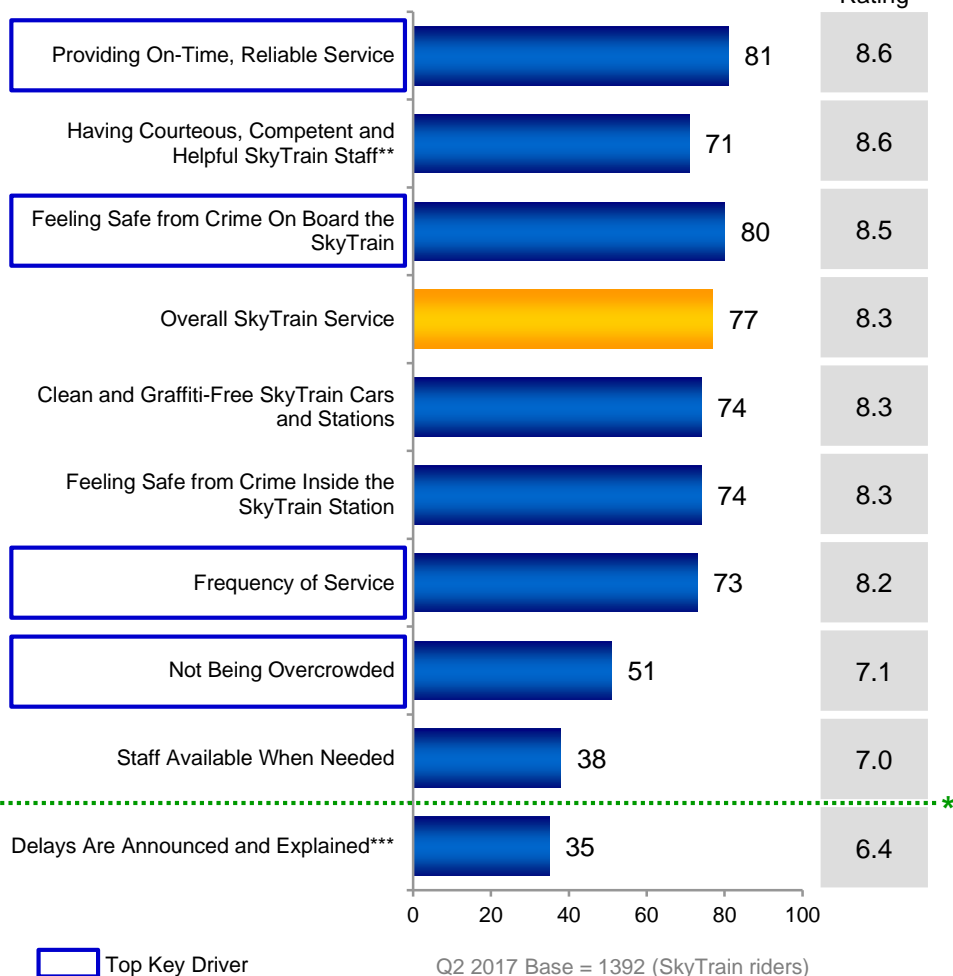
- Courteous Bus Operator
  - Courteous Bus Operator continues to be the highest-rated top key driver for Overall Bus Service, earning top ratings from three-quarters of riders (76%).
- On-Time Reliable Service
  - Ratings for On-Time Reliable Service (56%) are in-line with previous quarters. However, scores for WVT have significantly dropped from last quarter and the same period last year.
- Not Being Overcrowded
  - Similar to historical trends, one-half of bus riders (51%) award high scores to Not Being Overcrowded. Specifically, RTC and BTC have shown significant improvements over the last quarter and/or a year ago, while ratings for STC have slipped from the previous quarter.
- Frequency of Service
  - 48% of bus riders give a score of 8 to 10 to Frequency of Service, which is consistent with last quarter and a year ago. Again, scores for WVT have dropped significantly in Q2 2017.



## 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=84)

\*\*\* Caution: Only among those who experienced delays (n=439)

## SkyTrain System

- Over three-quarters of SkyTrain riders (77%) award high ratings to the Overall SkyTrain Service, which is marginally up from last quarter and in-line with a year ago. The average score remains stable at 8.3 out of 10.
- All the attributes perform fairly stable this quarter, with Not Being Overcrowded (51%) being the only exception, where it shows significant improvements from a year ago.
- Delays are Announced and Explained continues to receive an average score that is below the threshold for positive performance (6.4).

## Performance on Top Key Drivers of SkyTrain Overall Service

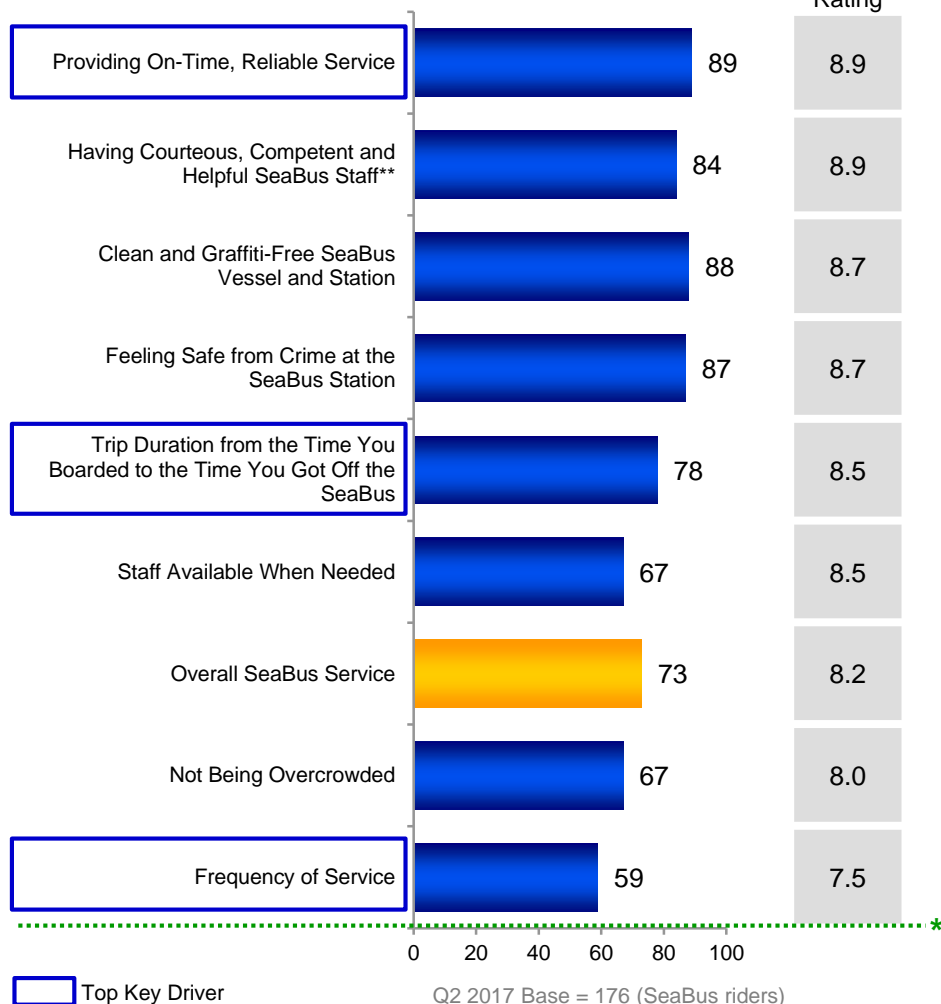
### Key Drivers with Positive Performance\*

- On-Time, Reliable Service
  - This is the highest-rated top key driver for Overall SkyTrain Service, earning top scores from 81% of SkyTrain riders.
- Feeling Safe from Crime On Board the SkyTrain
  - Unchanged from historical trends, eight-in-ten SkyTrain riders (80%) give high ratings to Feeling Safe from Crime On Board the SkyTrain.
- Frequency of Service
  - This quarter, ratings for Frequency of Service continue to be stable at 73%.
- Not Being Overcrowded
  - Trending up over the last three quarters and up from a year ago, Not Being Overcrowded is rated highly by 51% of SkyTrain riders this period, which could be due to the operational changes that were made in 2016 when the Millennium Line Evergreen Extension was opened.
  - Specifically, scores for BCRTC have improved from the same quarter last year, while Canada Line's performance remains consistent.

## 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=25)

## SeaBus

- This quarter, ratings for Overall SeaBus Service (73%) are directionally down from last quarter and have dropped from a year ago. Still, the average score is holding stable at 8.2 out of 10.
- The two attributes that have shown a significant drop in their performances are Providing On-Time, Reliable Service (89%, down from last quarter) and Trip Duration (78%, down from both last quarter and a year ago).
- All attributes continue to earn an average score that is above the 7.0 positive-performance threshold.

## Performance on Top Key Drivers of SeaBus Overall Service

- On-Time, Reliable Service
  - Although this is still the highest-rated SeaBus service attribute, as mentioned earlier, a lower proportion of SeaBus riders (89%) awards top scores to this area compared to the previous quarter.
- Trip Duration
  - Scores for Trip Duration have significantly decreased by over 10 percentage points when compared to Q1 2017 and Q2 2016.
- Frequency of Service
  - Frequency of Service is still the lowest-rated SeaBus service attribute, but its performance remains consistent at 59%.



## ***Transit Riders***



- Similar to previous quarters, eight-in-ten transit riders (80%) report owning a smartphone, of which 79% have a data plan.
- Generally, 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 (28% versus 13%)
  - They are less likely to be working full-time (42% versus 51%)
  - They are more likely to be a student (18% versus 6%)
  - They are less likely to fall into the higher household income bracket of \$65,000 or more (41% versus 54%)

## ***Trip Purpose***



- Going to or from work continues to be the most popular reason why transit users take public transit (44%).
- Other commonly mentioned reasons include entertainment/social purposes (40%) and going to or from shopping (32%, up from a year ago).

## ***Choice versus Captive***



- The proportion of Choice riders, or those who have regular vehicle access, has dropped from last quarter to 68%, while the proportion of Captive riders (no vehicle access), has increased to 31%.
- Compared to Captive riders, Choice riders tend to make a higher income (\$75K or more), older (aged 35+), work full-time and hold a university degree.
- On the contrary, Captive riders are more likely to make an income of under \$35K, younger (16-34 years old), work part-time, use a Compass Card, take the Bus and live in Vancouver.



**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.**



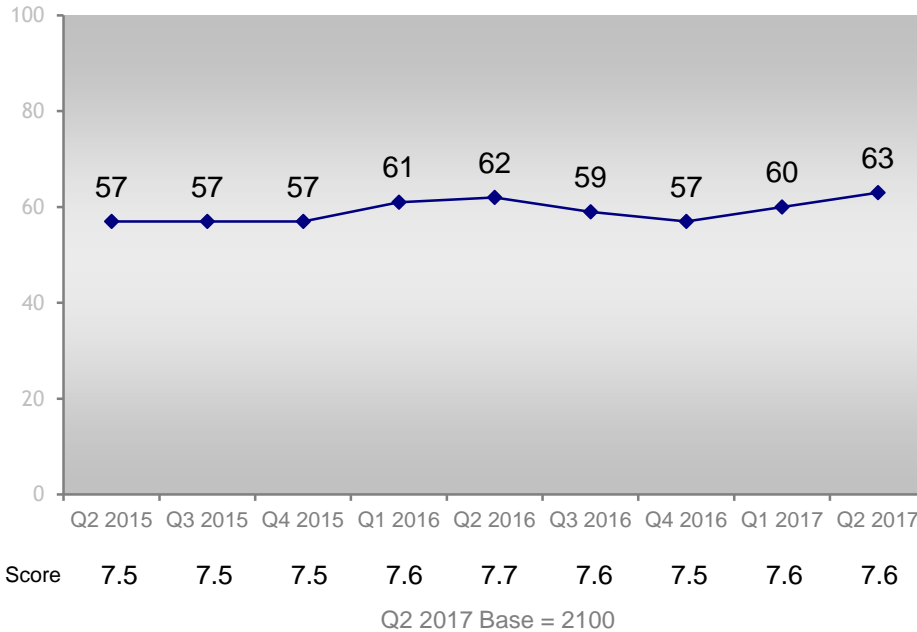
**This section presents an evaluation of the overall transit system, followed by evaluation of each of the three transit modes. For the transit system overall and for each mode, results are presented for the following:**

- 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 over the last two quarters but consistent with a year ago, 63% of transit riders rate the Overall Service of the transit system to be good-to-excellent. 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%

This period, Overall Service is rated most positively by Northeast riders (66%) compared to those from other regions, and the ratings among this group have increased from Q4 2016 (52%). This could be due to the service improvements associated with the opening of the Millennium Line Evergreen Extension.

Furthermore, riders who are between the ages of 25 and 64 years old and those who use a monthly pass tend to give lower ratings compared to their counterparts.

### Q2 2017 Regional Differences:

66% among Northeast riders

39% among West Vancouver riders



Most Positive



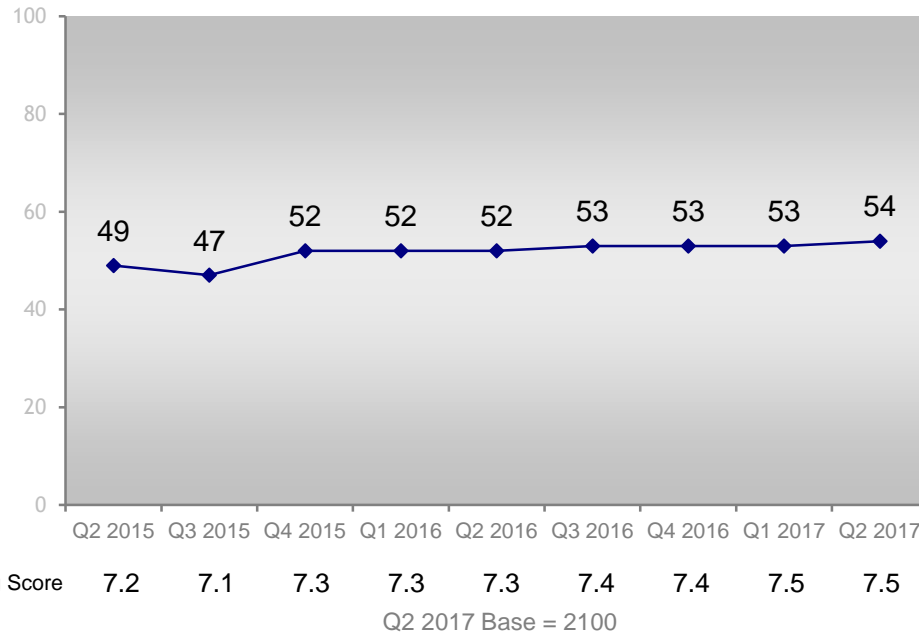
Least Positive



= Significant upward/downward shift

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

% Good to Excellent (8-10)



### Value for Money

Slowly trending up since Q4 2015, Value for Money earns top ratings from over one-half of riders (54%) this period. The average score (7.5 out of 10) is up from the same quarter last year. This continues to be one of the highest-rated top key drivers for Overall Transit Service.

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

Senior riders are more likely than their younger counterparts to give a score of 8 to 10 to this attribute.

### Q2 2017 Regional Differences:

71% among West Vancouver riders

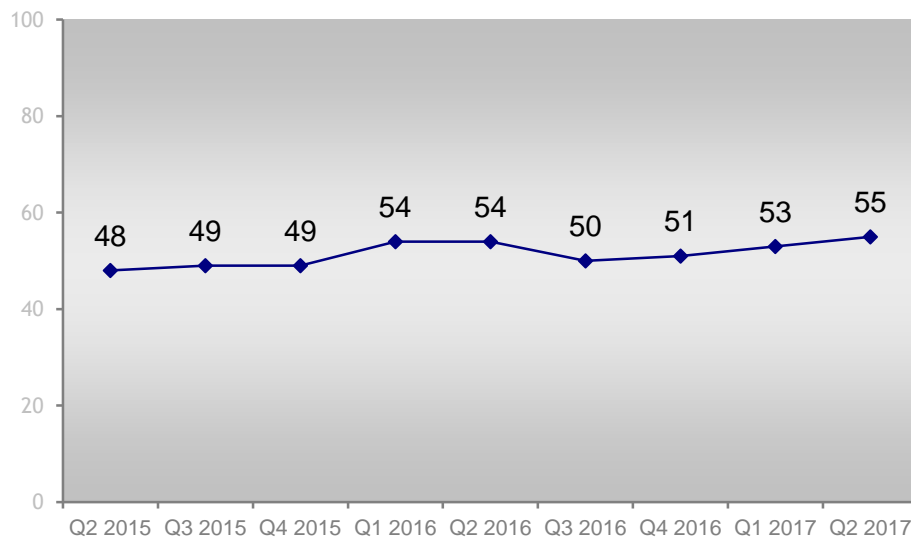
49% among Burnaby/New Westminster riders

  Top Key Driver   Most Positive   Least Positive

    = Significant upward/downward shift

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

% Good to Excellent (8-10)



### Convenient Hours

Ratings for Convenient Hours continue to trend upward this quarter (55%). Among all of the top key drivers, this attribute has one of the highest average score (7.5 out of 10).

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

Specifically, Bus/SkyTrain riders, Canada Line users and those who only travel through 1 zone are more likely to give top scores.

Avg Score 7.2 7.3 7.3 7.4 7.5 7.3 7.4 7.4 7.5

Q2 2017 Base = 2100

#### Q2 2017 Regional Differences:

61% among Richmond/South Delta riders

48% among Surrey/North Delta/White Rock/Langley riders



Top Key Driver



Most Positive



Least Positive



= Significant upward/downward shift



### Good Connections

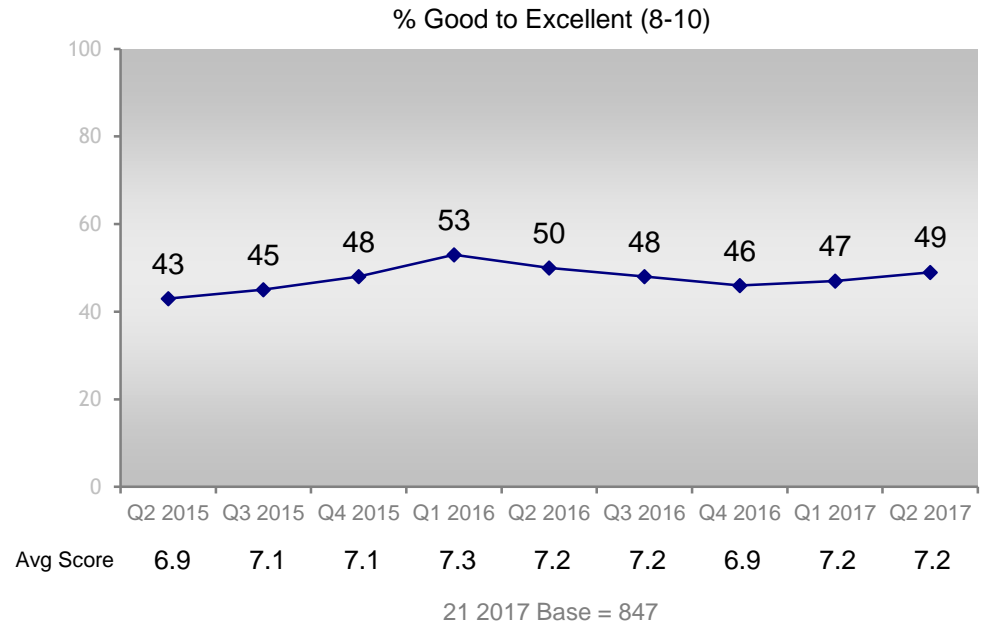
Q23AA. Again, thinking of the trip you take most often on transit, do you take more than one bus or transit mode?

Up from last quarter and the same quarter in 2016, 45% of riders say they have taken more than one bus or transit mode this period. This is particularly prevalent among Compass Card users, Captive riders, Medium/High Frequency users and those who travel within 2 to 3 zones.

Among those who report using more than one bus or mode, one-half of them (49%) give good-to-excellent ratings to the top key driver, Good Connections, which shows an upward trend over the last two quarters. The average score remains unchanged at 7.2 out of 10.

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

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



### Q2 2017 Regional Differences:

No significant regional differences

No significant regional differences

● ● = Significant upward/downward shift

□ Top Key Driver ■ Most Positive ■ Least Positive

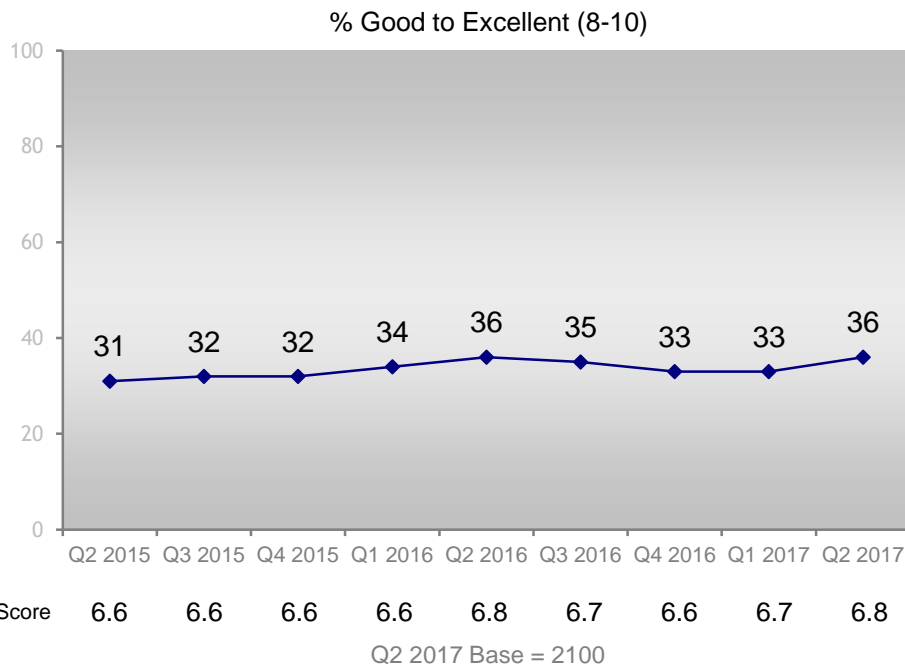
Q23D. How would you rate the transit system for having enough bus shelters at bus stops throughout the region?

### Enough Bus Shelters at Bus Stops

Up from last quarter but in-line with a year ago, Enough Bus Shelters at Bus Stops receives top ratings from 36% of transit riders. This is the lowest-rated attribute, earning an average score of 6.8 out of 10.

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	+ 3%	0%

Riders who are between the ages of 25 and 64 years old tend to give the least positive ratings.



#### Q2 2017 Regional Differences:

60% among West Vancouver riders

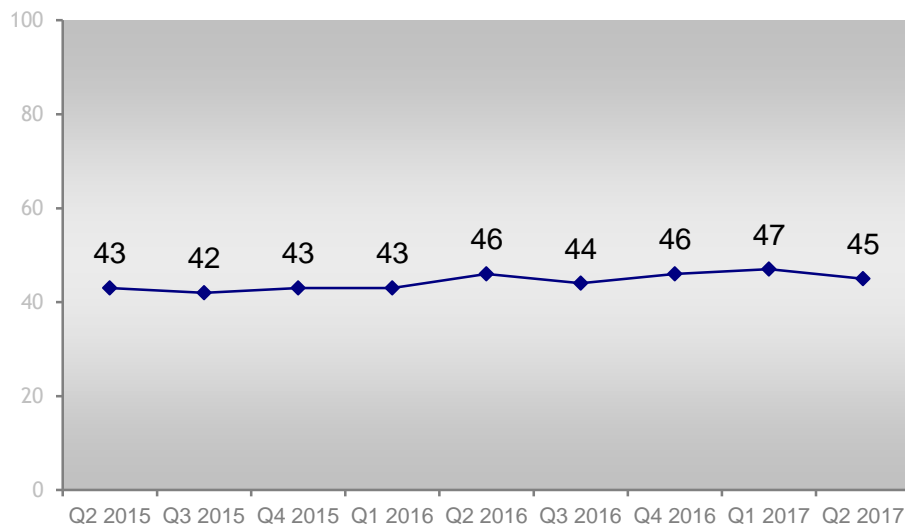
32% among Burnaby/New Westminister and Richmond/South Delta riders

Top Key Driver Most Positive Least Positive

Significant upward/downward shift

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

% Good to Excellent (8-10)



Avg Score 7.0 7.0 7.0 7.0 7.1 7.1 7.2 7.1 7.2

Q2 2017 Base = 2100

### Q2 2017 Regional Differences:

53% among Surrey/North Delta/  
White Rock/Langley riders

42% among Vancouver riders



Most Positive



Least Positive



= Significant upward/downward shift

## Adequacy of Transit Information at Stops and Stations

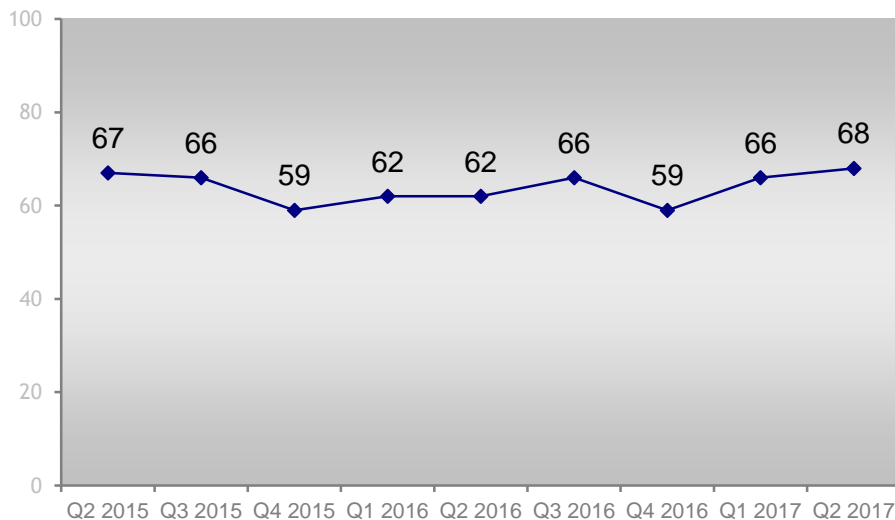
This quarter, 45% of transit riders give top scores to Adequacy of Transit Information at Stops and Stations, which is directionally down from the previous quarter but consistent with a year ago. The average score is stable at 7.2 out of 10.

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

Compared to their counterparts, bus riders and those who are between the ages of 45 and 64 years old tend to give lower ratings.

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

% Good to Excellent (8-10)



Avg Score 7.9 7.8 7.2 7.4 7.5 7.6 7.3 7.6 7.6

Q2 2017 Base = 284 (used phone)

Spoke To Clerk	Call Was Automated	Clerk & Automated
Base = 160	Base = 45**	Base = 76*
% Good to Excellent (8-10)		
84%	46%	57%

\* Caution: Small base size

\*\* Caution: Very small base size

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

Consistent with historical trends, 13% of transit riders indicate they have used the Telephone Line in the last three months, specifically among High Frequency users, Captive riders and those who have a household income below \$75k.

Trending up from the same quarter last year but in-line with Q1 2017, close to seven-in-ten riders (68%) who have used the phone line in the past award top scores to Ease of Getting Information. The average score is sitting at 7.6 out of 10.

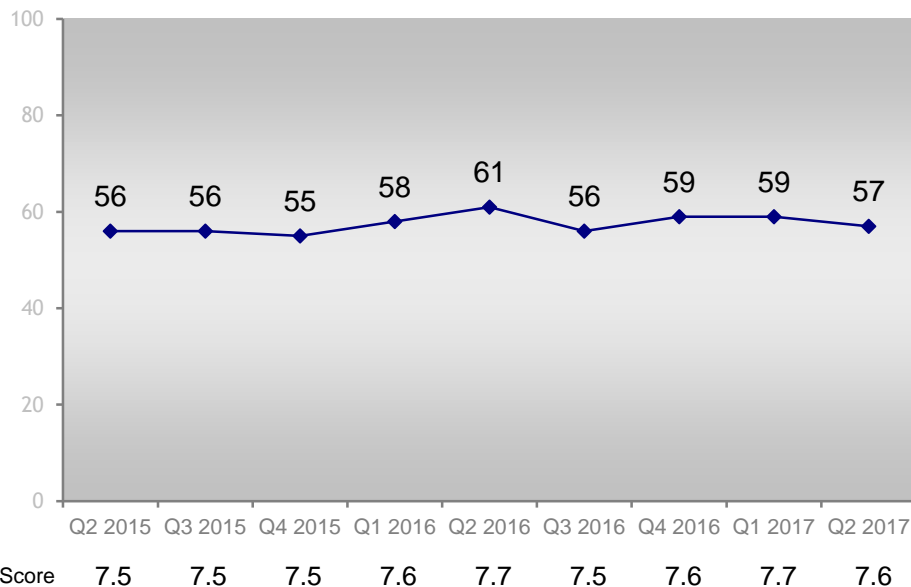
<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	+ 2%	+ 6%

Similar to previous quarters, riders who have directly spoken to a clerk on the phone tend to find it easier to get information compared to those who have made a fully or partially automated call.

= Significant upward/downward shift

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

% Good to Excellent (8-10)



21 2017 Base = 1110 (used website)

### Q2 2017 Regional Differences:

No significant regional differences

No significant regional differences



Most Positive



Least Positive

### Ease of Finding Info on Website

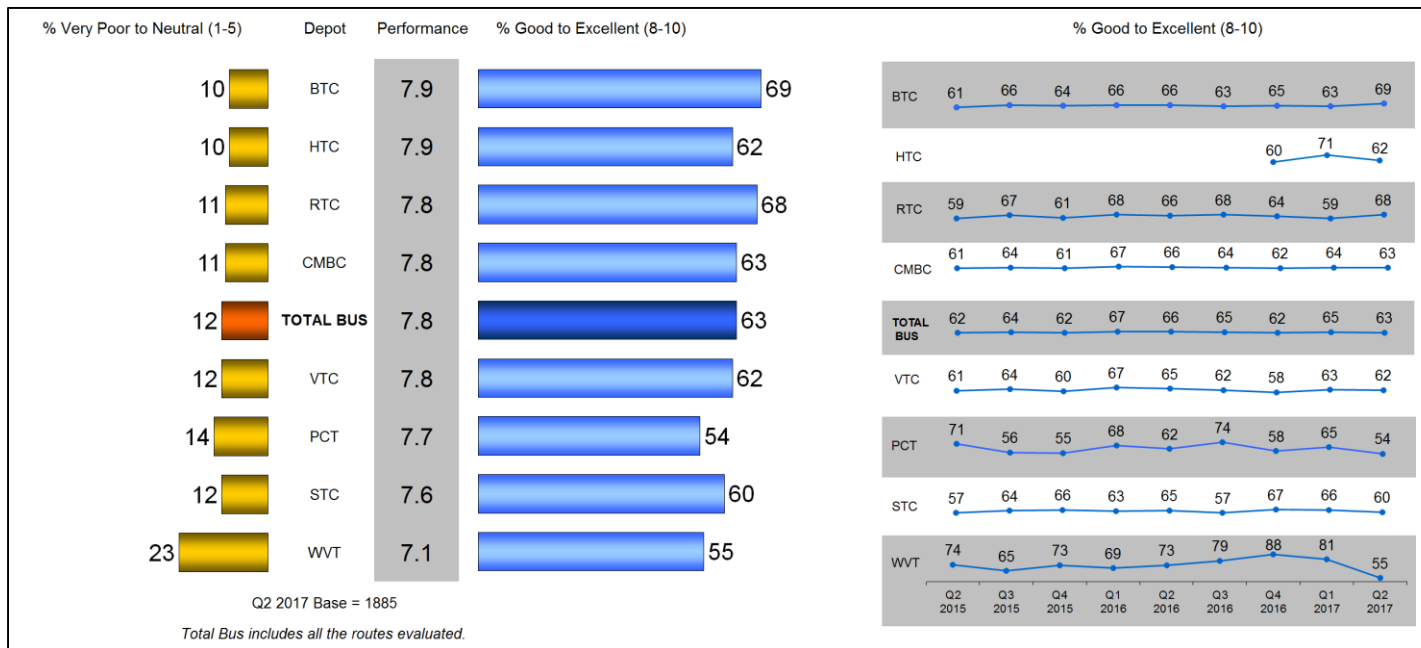
TransLink's website usage (56%) remains in-line with historical trends, and it is particularly higher among Compass Card users, those with a household income of \$35K or more and riders who are between the ages of 16 and 64 years old.

Directionally lower than last quarter and the same quarter in 2016; close to six-in-ten riders (57%) who have used the website in the past three months give good-to-excellent scores to Ease of Finding Information. 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>
	- 2%	- 4%

= 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**  
#351 #106  
8.4 8.2

**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.

### Bus Service Overall

Overall Bus Service is rated highly by 63% of bus riders, which is directionally down from a year ago but consistent with last quarter. The average score remains stable at 7.8 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	- 2%	- 3%
WVT	- 26%	- 18%

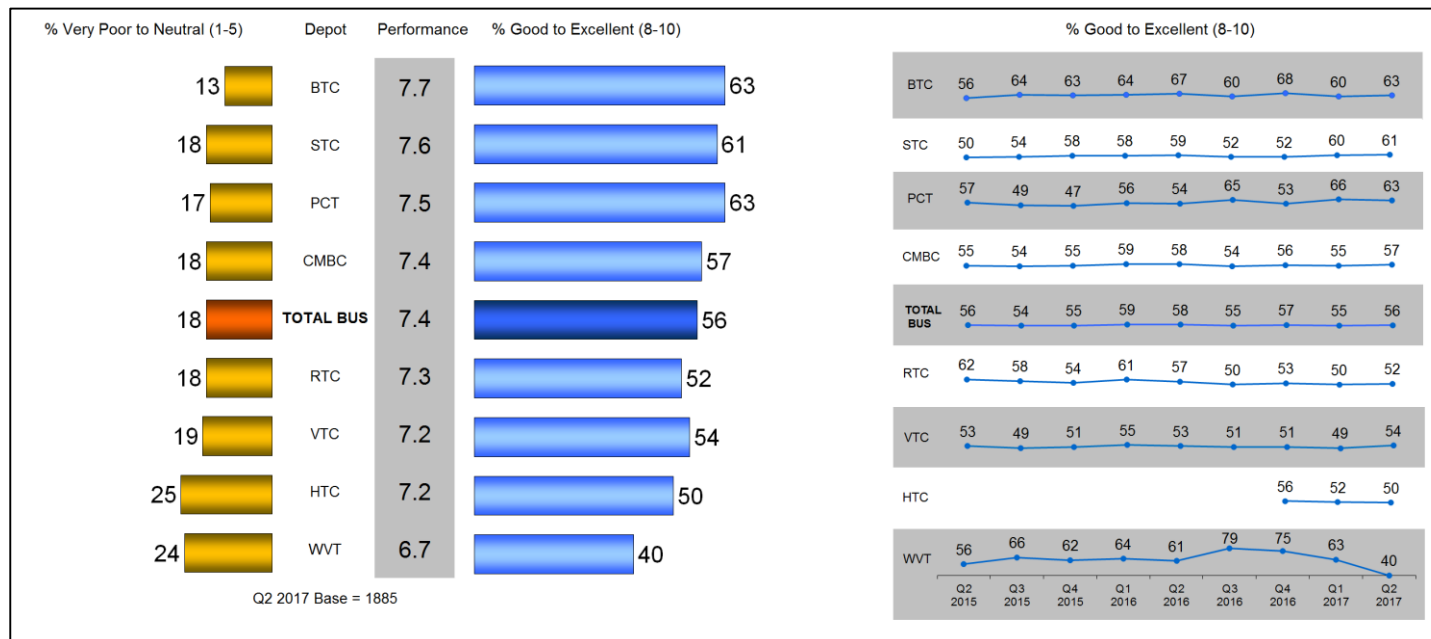
● ● = Significant upward/downward shift

**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 Route**  
#240  
8.3

**Lowest Scoring Route**  
#410  
5.9

**Time Period Receiving Higher Ratings**  
• Weekday 9:30am – 3pm

### On-Time Reliable Service

A top key driver for Overall Bus Service is On-Time Reliable Service, which earns top ratings from 56% of bus riders. This is consistent with both Q1 2017 and Q2 2016. The average score is stable at 7.4 out of 10.

Top Key Driver

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

**Total Bus**

Last Quarter

+ 1%

Same Quarter Last Year

- 2%

**WVT**

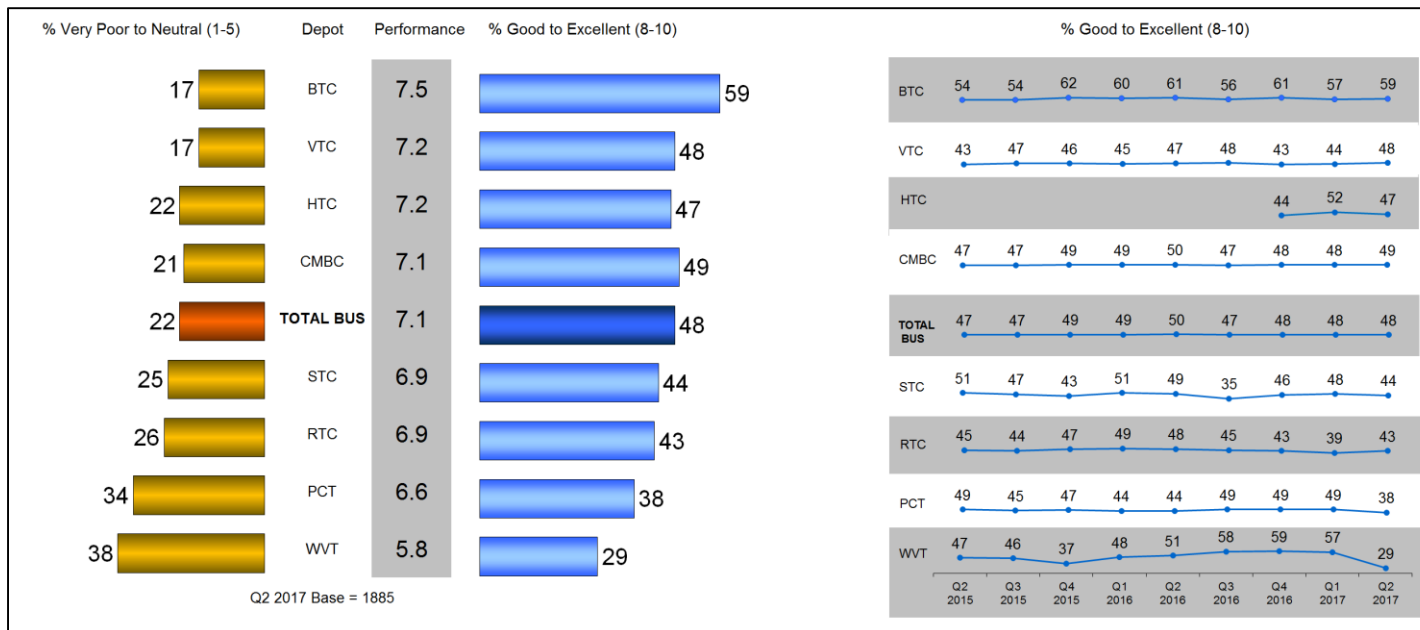
- 23%

- 21%

= 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.

### Q18.15/20.15/22.15 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  
8.2

**Lowest Scoring Route**  
#601  
5.8

**Time Period Receiving Higher Ratings**  
• Weekday 9:30am – 3pm

### Frequency of Service

Frequency of Service continues to receive a score of 8 to 10 from 48% of bus riders. This is one of the lowest-rated bus service attributes, earning an average score of 7.1 out of 10

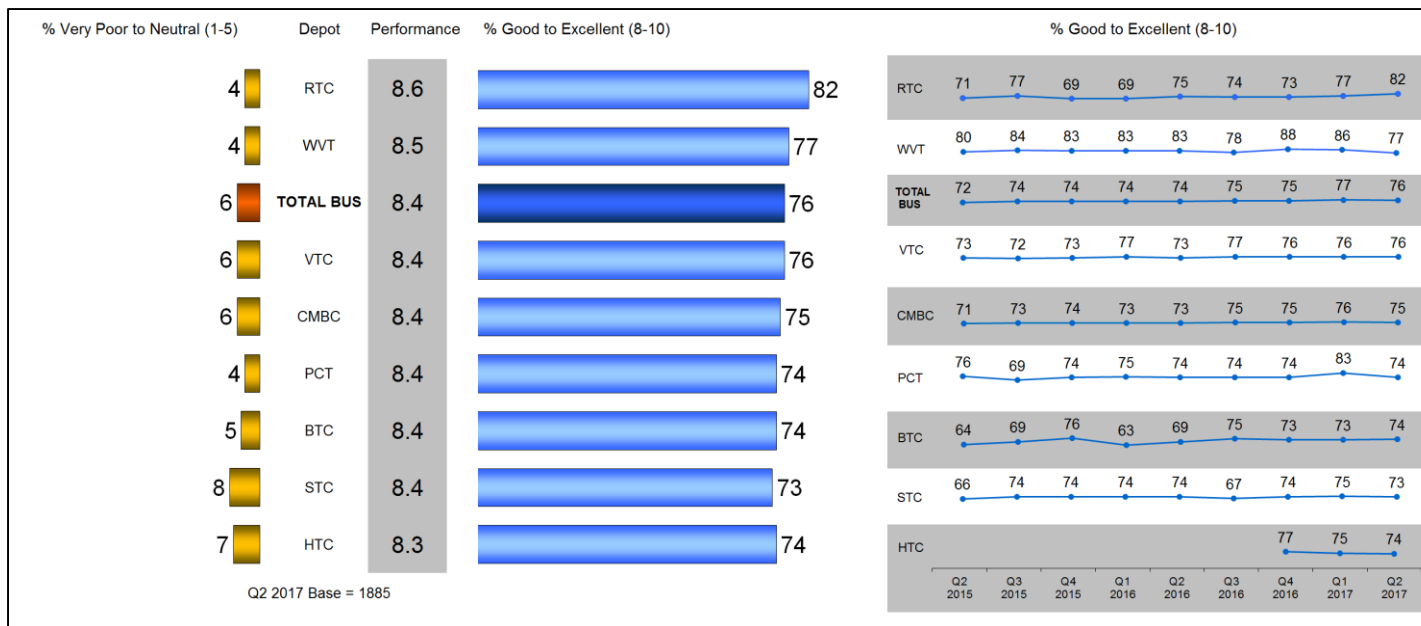
**Good-to-Excellent ratings compared to:**

	Last Quarter	Same Quarter Last Year
Total Bus	0%	- 2%
WVT	- 28%	- 22%

= 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**  
#240  
9.1

**Lowest Scoring Route\***  
#410  
7.4

**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

Consistent with last quarter and the same quarter last year, Courteous Bus Operator earns good-to-excellent ratings from three-quarters of bus riders (76%). The average score remains strong at 8.4 out of 10 and this continues to be the highest-rated top key driver for Overall Bus Service.

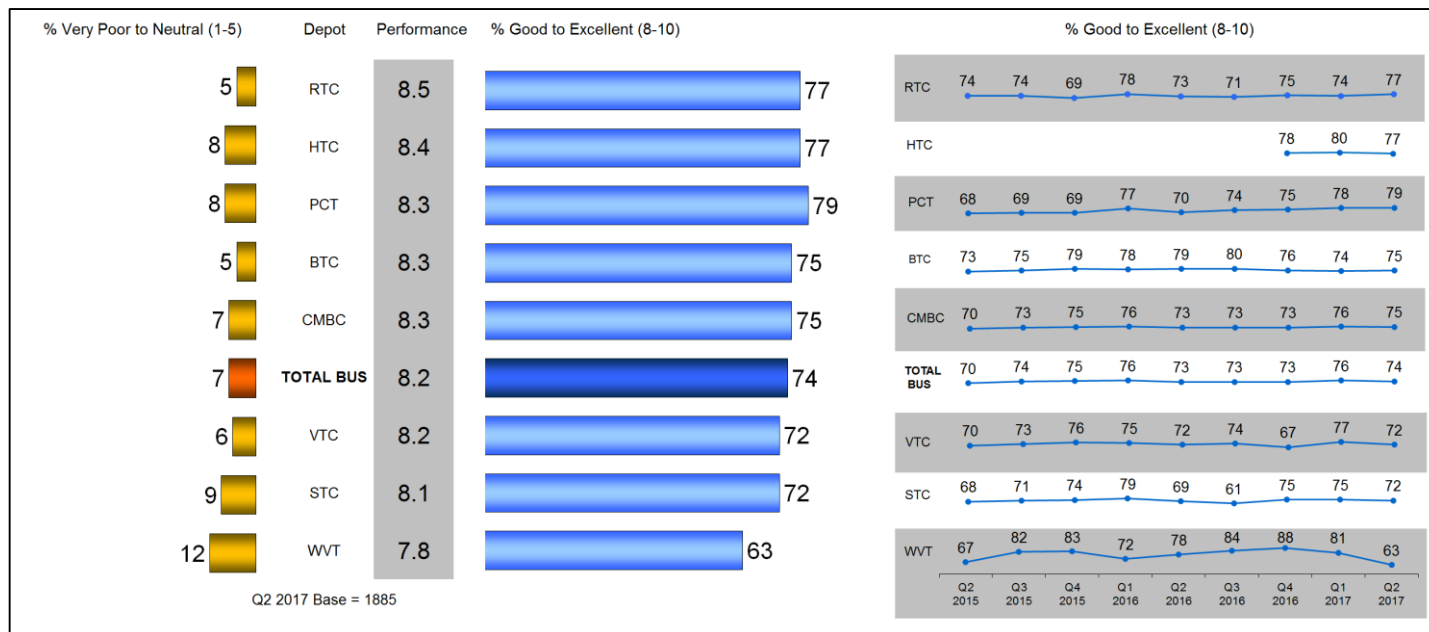
**Good-to-Excellent ratings compared to:**

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

### Q18.14/20.14/22.14 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

#240 #9 #401  
8.7 8.7 8.7

#### Lowest Scoring Route\*

#410  
7.4

#### Time Period Receiving Higher Ratings

- Weekday 9:30am – 3pm

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

### Trip Duration

Trip Duration earns top scores from 74% of bus riders, which is in-line with Q1 2017 and Q2 2016. The average score is stable at 8.2 out of 10.

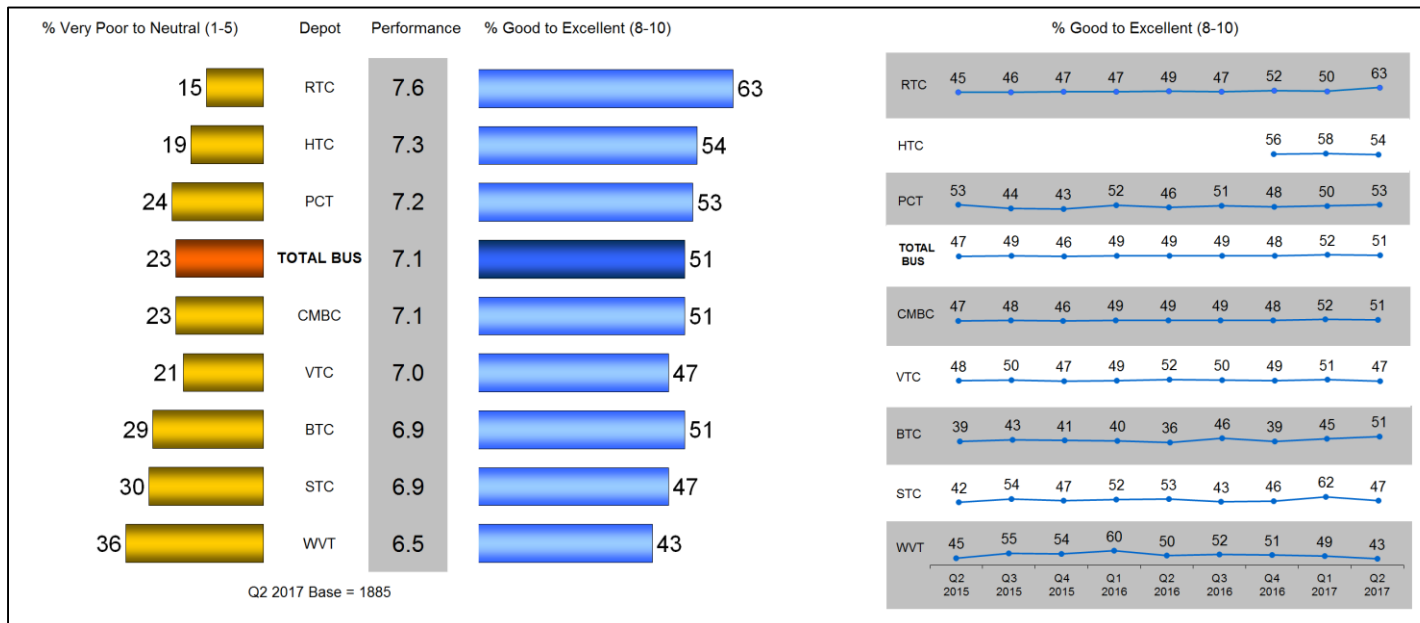
#### Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 2%	+ 1%
VTC	- 5%	0%
WVT	- 18%	- 15%

● ● = 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 Routes**  
**#351 #601**  
**7.7 7.6**

**Lowest Scoring Route**  
**#6**  
**6.0**

**Time Period Receiving Higher Ratings**  
 • Weekday 9:30am – 3pm

### Not Being Overcrowded

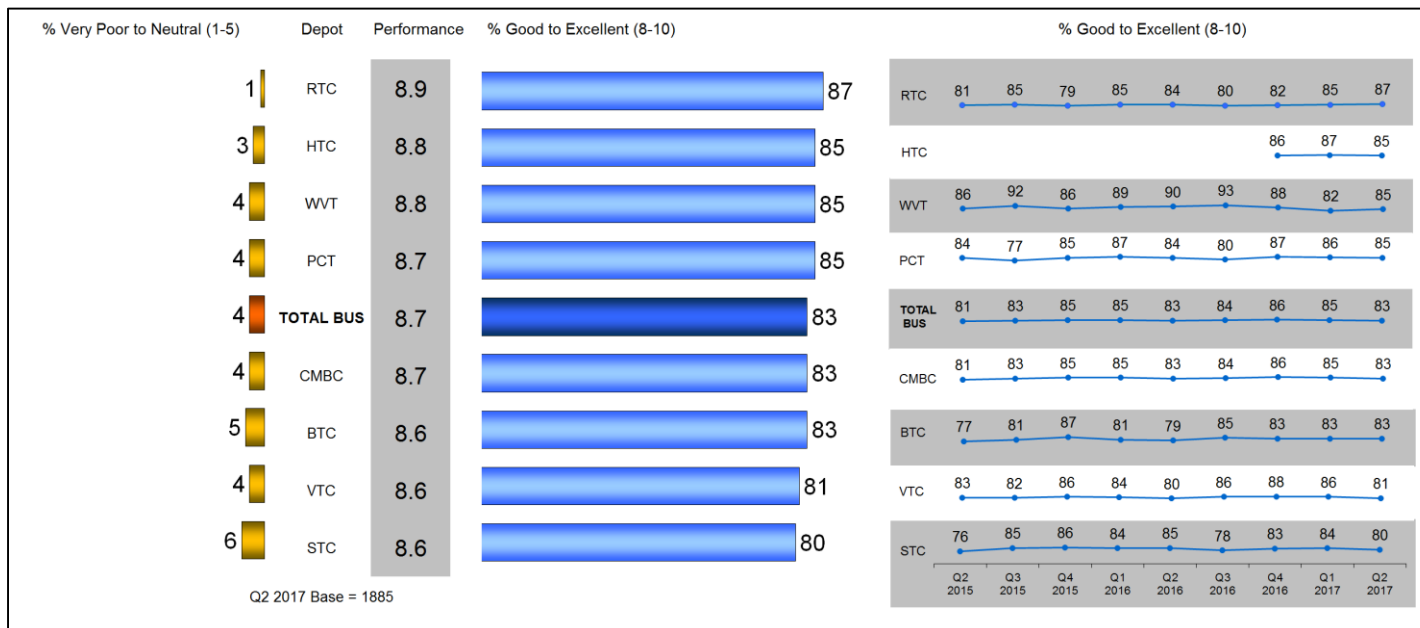
Not Being Overcrowded is rated highly by one-half of bus riders (51%), which is in-line with last quarter and a year ago. Its average score is at 7.1 out of 10, which is relatively lower compared to other top key drivers. Although WVT's ratings have not shown any significant changes, its performance has been trending down since Q3 2016, and it is currently in the lowest ranking among all bus depots (6.5 out of 10).

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
<b>Total Bus</b>	- 1%	+ 2%
<b>RTC</b>	+ 13%	+ 14%
<b>BTC</b>	+ 6%	+ 15%
<b>STC</b>	- 15%	- 6%

= 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**

#351	#7	#240
9.0	9.0	9.0

**Lowest Scoring Route\***

#25	#410
7.9	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.

### Safe and Professional Bus Operator

Majority of bus riders (83%) give good-to-excellent scores to Having a Safe and Professional Bus Operator, which is consistent with a year ago and last quarter. This continues to be the strongest-performing bus service attribute, earning an average of 8.7 out of 10.

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

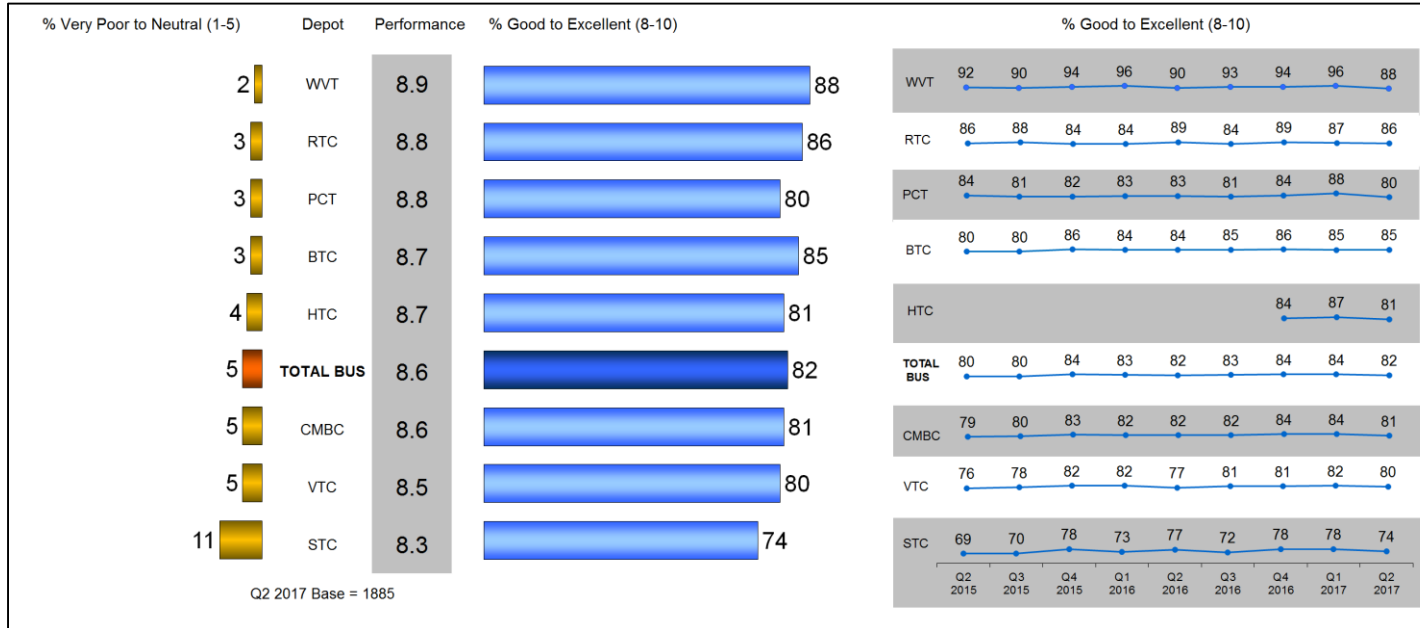
	Last Quarter	Same Quarter Last Year
Total Bus	- 2%	0%
VTC	- 5%	+ 1%

= 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.



### Q18.2/20.2/22.2 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**

**#240**

**9.2**

**Lowest Scoring Route\***

**#410**

**7.9**

**Time Period Receiving Higher Ratings**

- No particular time period is singled out.

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

### Feeling Safe from Crime On Board the Bus

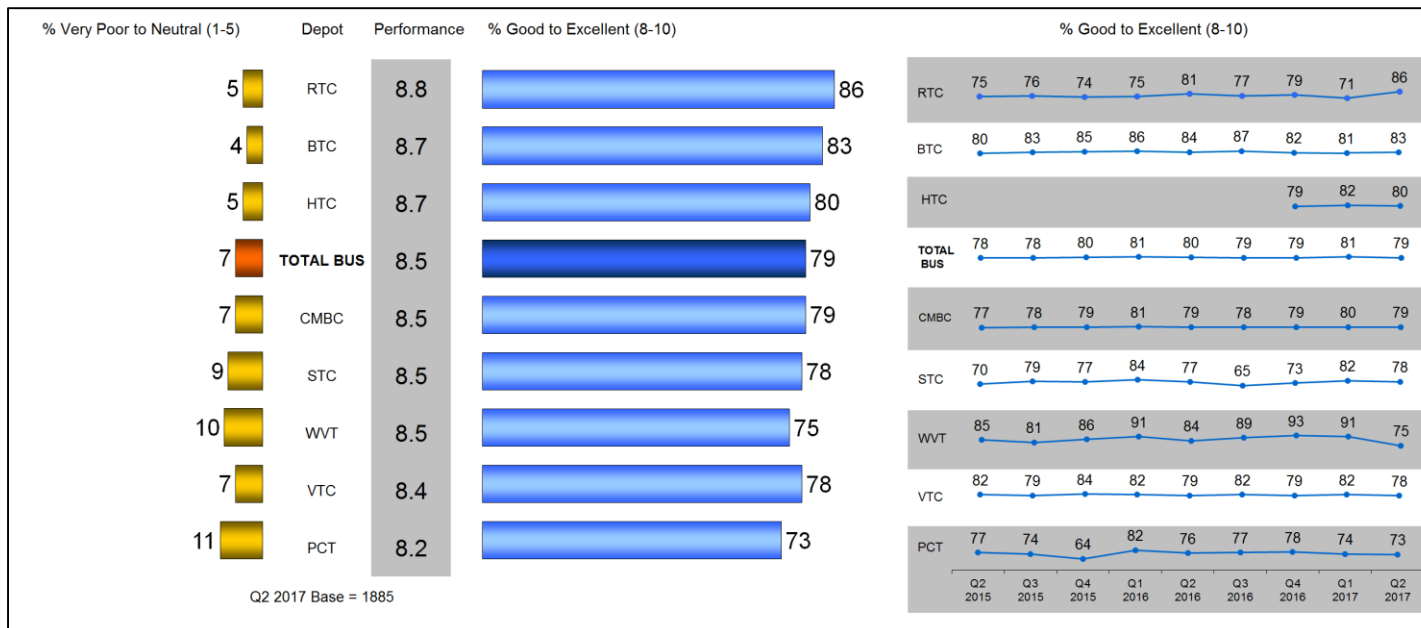
Feeling Safe from Crime On Board the Bus receives top ratings consistently from eight-in-ten bus riders (82%). The average score continues to perform well at 8.6 out of 10.

<i>Good-to-Excellent ratings compared to:</i>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
<b>Total Bus</b>	- 2%	0%
<b>WVT</b>	<b>- 8%</b>	- 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.

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



#### Top Scoring Routes

#240 #106  
9.3 9.2

#### Lowest Scoring Route\*

#6  
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.

### Having a Direct Route

Having a Direct Route is rated highly by 79% of bus riders, which is similar to last quarter and a year ago. The average score is holding stable at 8.5 out of 10.

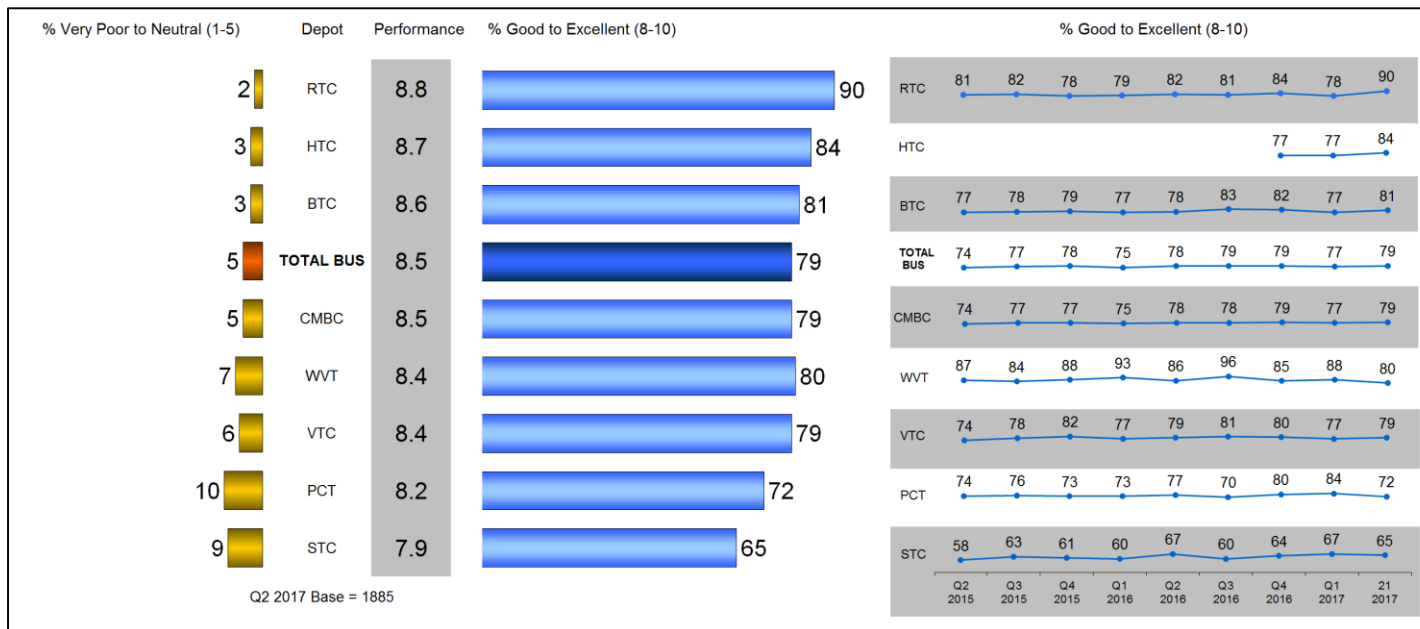
#### Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 2%	- 1%
RTC	+ 15%	+ 5%
WVT	- 16%	- 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.

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



#### Top Scoring Route

#240

9.2

#### Lowest Scoring Route\*

#9

8.0

#### Time Period Receiving Higher Ratings

- No particular time period is singled out.

\* 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 historical trends, 79% of bus riders give a score of 8 to 10 to Feeling Safe from Crime at Stops or Exchanges this period. The average score remains at the same level as previous quarters (8.5 out of 10).

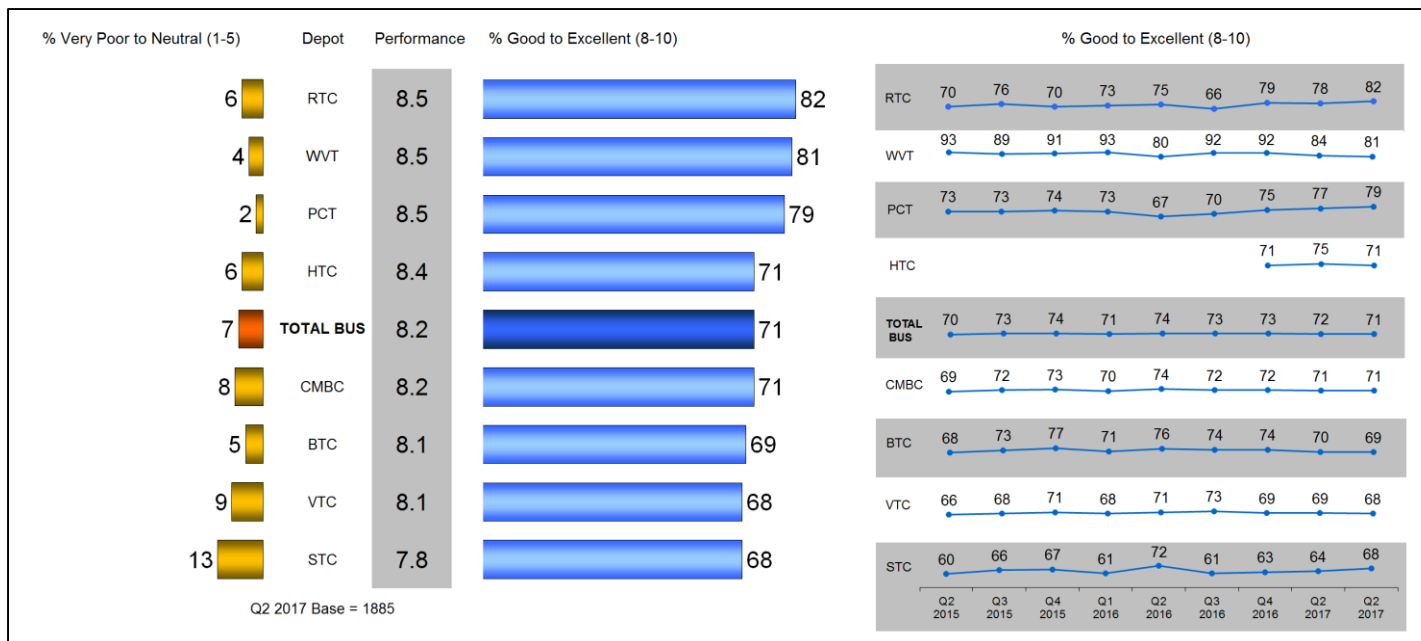
#### Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 2%	+ 1%
RTC	+ 12%	+ 8%
PCT	- 12%	- 5%

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**  
#401  
8.8

**Lowest Scoring Route\***  
#99  
7.6

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

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

### Clean and Graffiti-Free Buses

Down from a year ago but in-line with last quarter, seven-in-ten bus riders (71%) award top ratings to Clean and Graffiti-Free Buses. The average score is unchanged at 8.2 out of 10.

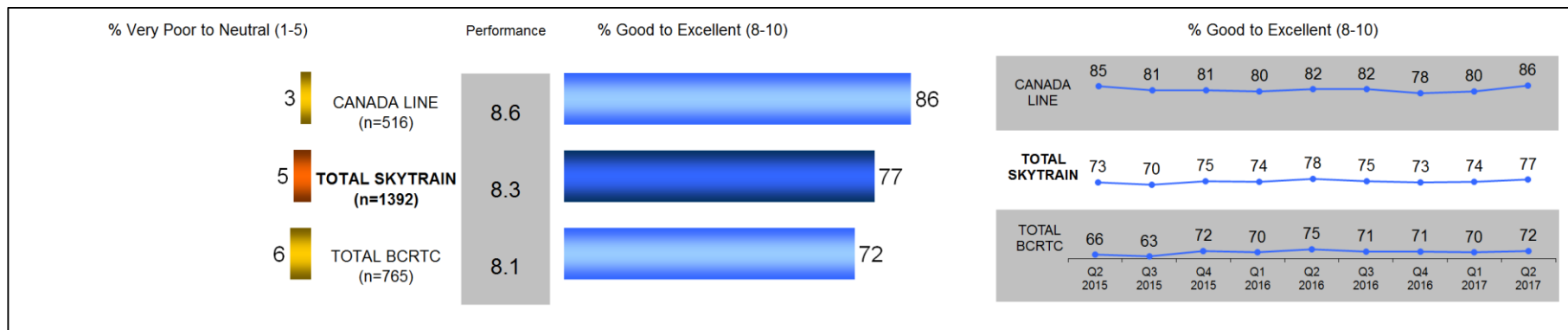
#### Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 1%	- 3%
PCT	+ 2%	+ 12%
BTC	- 1%	- 7%

○ ○ = 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

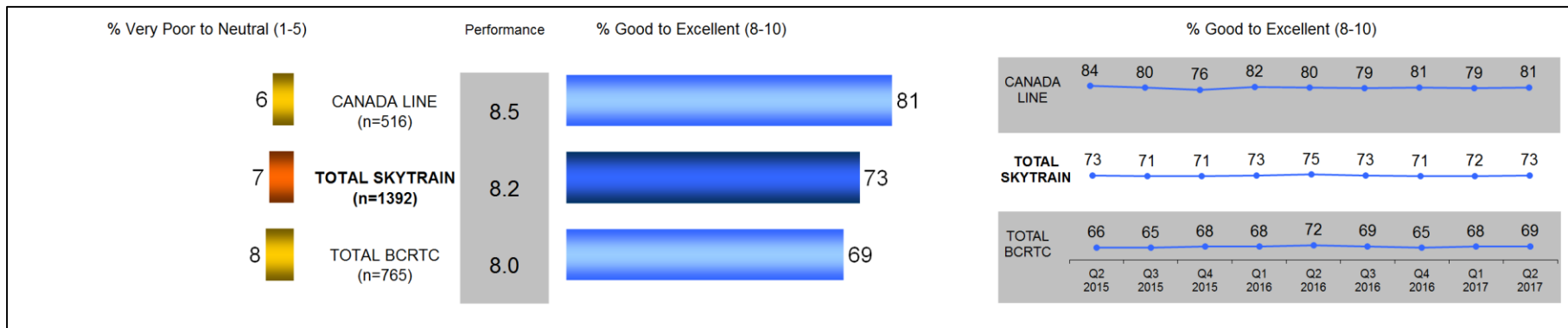
Three-quarters of SkyTrain riders (77%) award good-to-excellent scores to the Overall SkyTrain Service, which is marginally up from last quarter but in-line with a year ago. The average score continues to perform strongly at 8.3 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total SkyTrain:	+ 3%	- 1%
Total BCRTC:	+ 2%	- 3%
Canada Line:	+ 6%	+ 4%

**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

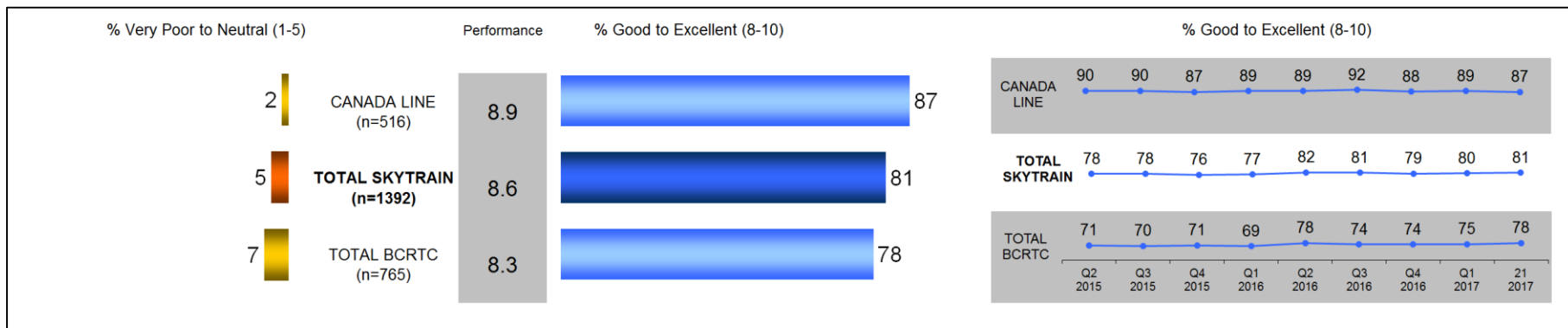
Frequency of Service, a top key driver for Overall SkyTrain Service shows consistent performance this period, earning an average score of 8.2 out of 10 and 73% good-to-excellent ratings.

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

= Significant upward/downward shift



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



Top Key Driver

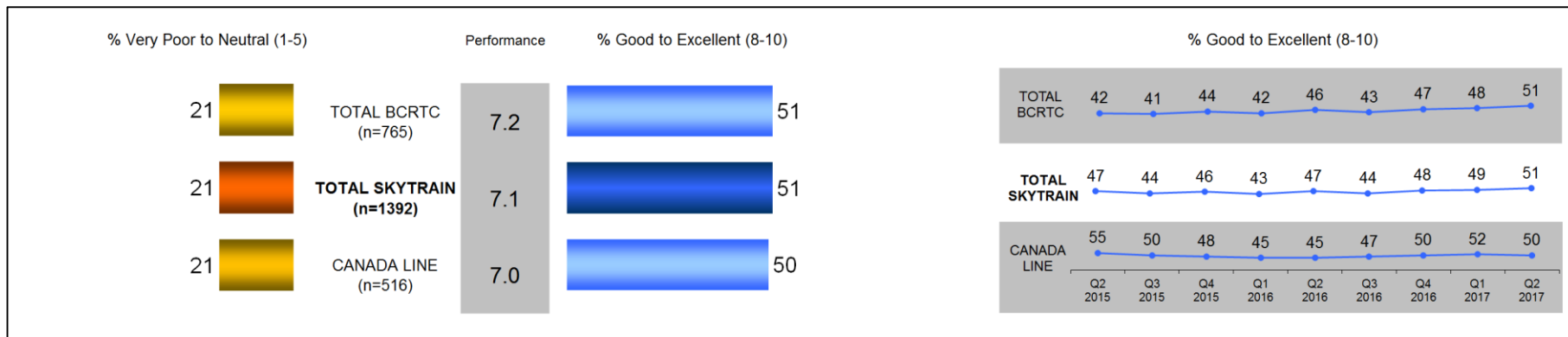
#### On-Time, Reliable Service

Eight-in-ten SkyTrain riders (81%) give high ratings to On-Time Reliable Service, which is unchanged from last quarter and the same quarter a year ago. The average score continues to be strong at 8.6 out of 10, which makes this the highest-rated top key driver.

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

Significant upward/downward shift

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



Top Key Driver

#### Not Being Overcrowded

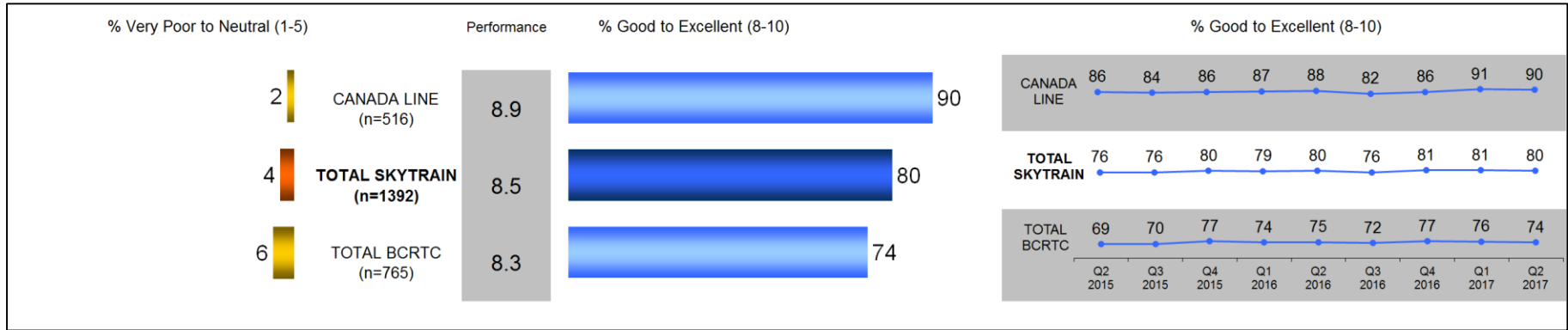
Trending up over the last three quarters and up from a year ago, one-half of SkyTrain riders (51%) award top scores to Not Being Overcrowded. Although this attribute has a relatively lower average score compared to the other top key drivers, it has been trending up to 7.1 out of 10 since Q3 2016.

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

	Last Quarter	Same Quarter Last Year
Total SkyTrain:	+ 2%	+ 4%
Total BCRTC:	+ 3%	+ 5%
Canada Line:	- 2%	+ 5%

= 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?



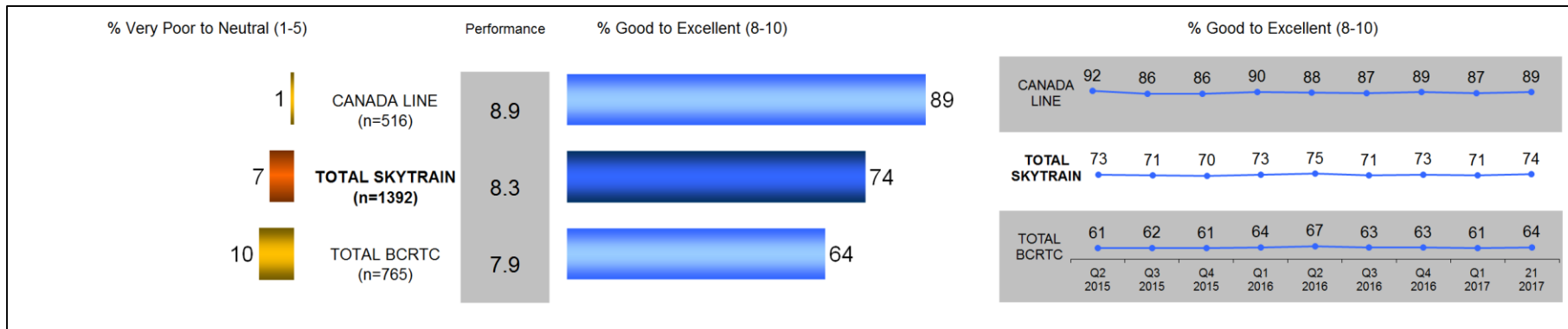
#### Feeling Safe from Crime On Board SkyTrain

Another top key driver, Feeling Safe from Crime On Board SkyTrain earns high scores from 80% of SkyTrain riders and the average score is strong at 8.5 out of 10. Its performance is in-line with Q1 2017 and Q2 2016.

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

= Significant upward/downward shift

### Q13.9 Thinking about the last/2nd last trip you made by SkyTrain, how would you rate it in terms of clean and graffiti-free SkyTrain cars and stations?



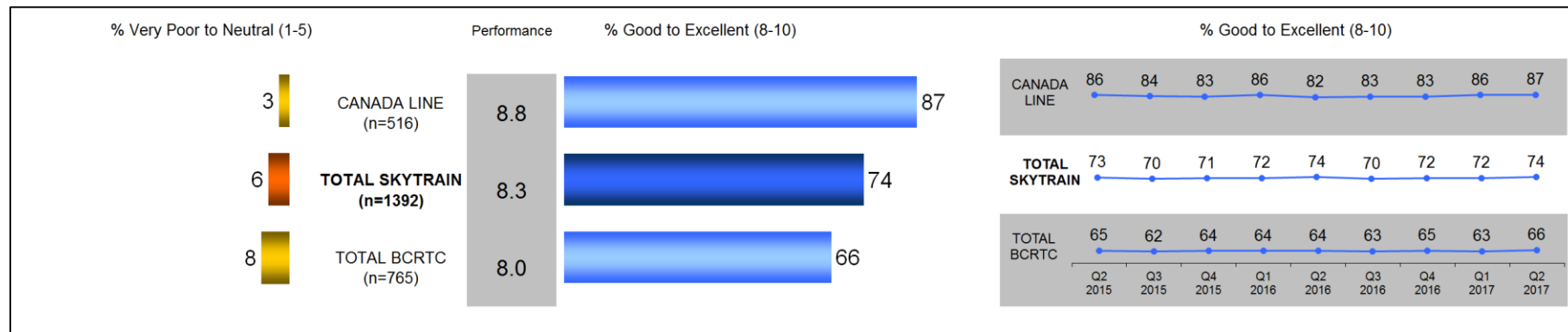
#### Clean and Graffiti-Free SkyTrain Cars and Stations

Marginally up from last quarter but consistent with a year ago, Clean and Graffiti-Free SkyTrain Cars and Stations receives a score of 8 to 10 from 74% of SkyTrain riders. The average scores is stable at 8.3 out of 10.

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

Green oval = Significant upward shift, Red oval = Significant 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?



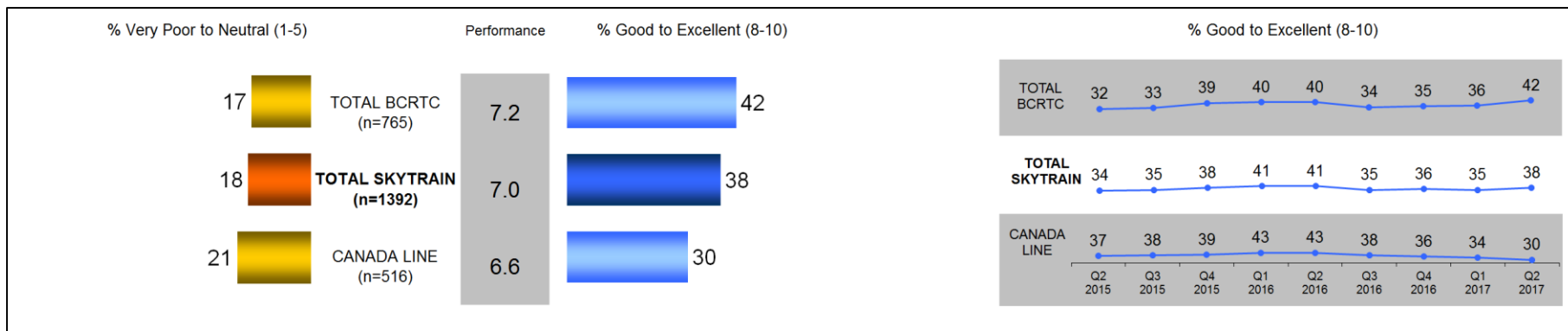
#### Feeling Safe from Crime Inside the SkyTrain Station

Similar to last quarter and the same quarter last year, 74% of SkyTrain riders give high ratings to Feeling Safe from Crime Inside the SkyTrain Station, and the average score is sitting at 8.3 out of 10.

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	+ 2%	0%
Total BCRTC:	+ 3%	+ 2%
Canada Line:	+ 1%	<b>+ 5%</b>

= 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?



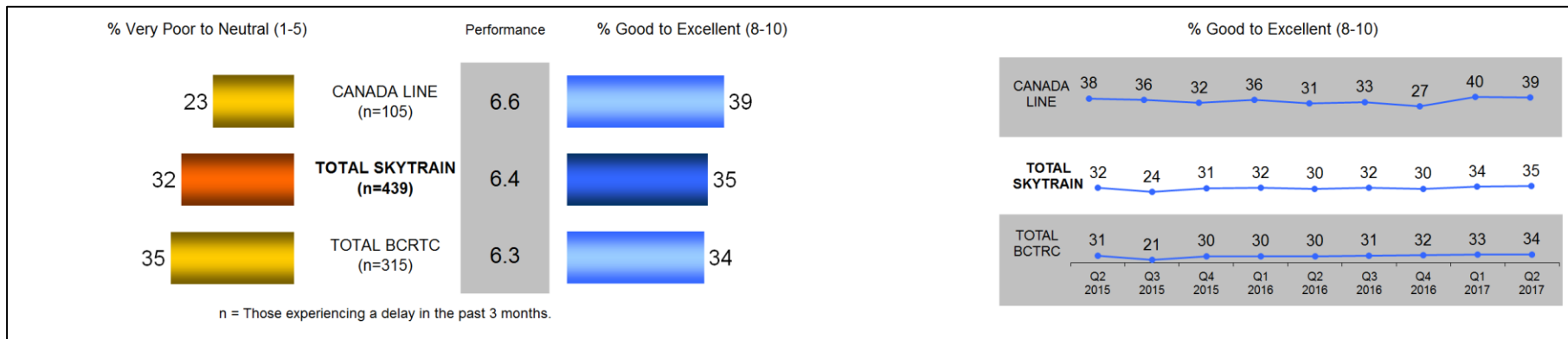
#### Staff Available When Needed

Ratings for Staff Availability (38%) are directionally down from a year ago, but marginally up from last quarter. After dropping below the positive-performance threshold since Q3 2016, its average score is back to 7.0 this period.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
Total SkyTrain:	+ 3%	- 3%
Total BCRTC:	<b>+ 6%</b>	+ 2%
Canada Line:	- 4%	<b>- 13%</b>

= 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?

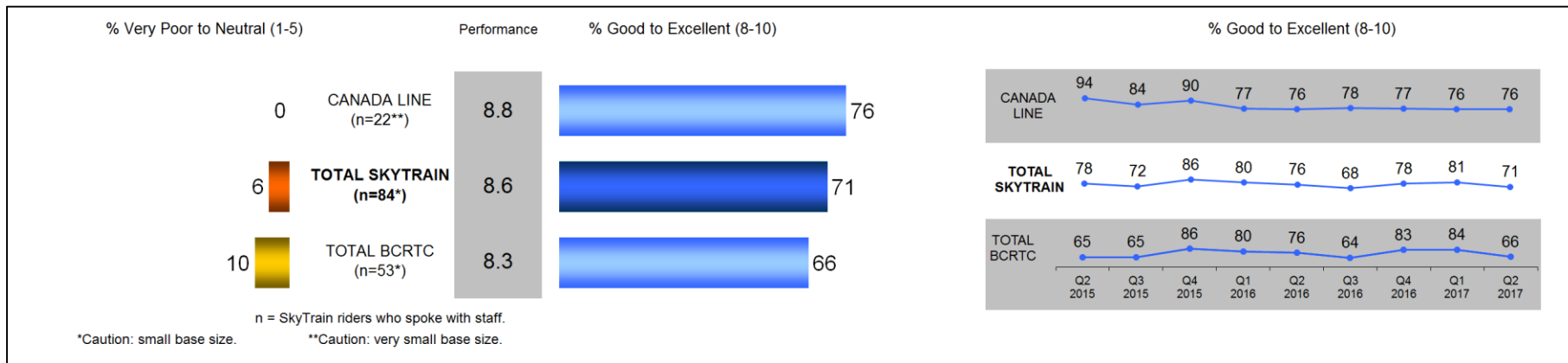


#### Delays are Announced and Explained

Up from a year ago but similar to last quarter, four-in-ten riders (40%) report experiencing a delay on the SkyTrain in the last three months.

Over one-third of SkyTrain riders (35%) who have experienced a delay give good-to-excellent scores to Delays are Announced and Explained, which is in-line with previous waves. Although its average score (6.4 out of 10) is still sitting below the positive-performance threshold, it has been trending upward since Q1 2016.

### 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

In-line with previous quarters, only 6% of SkyTrain riders have spoken with a SkyTrain staff this period.

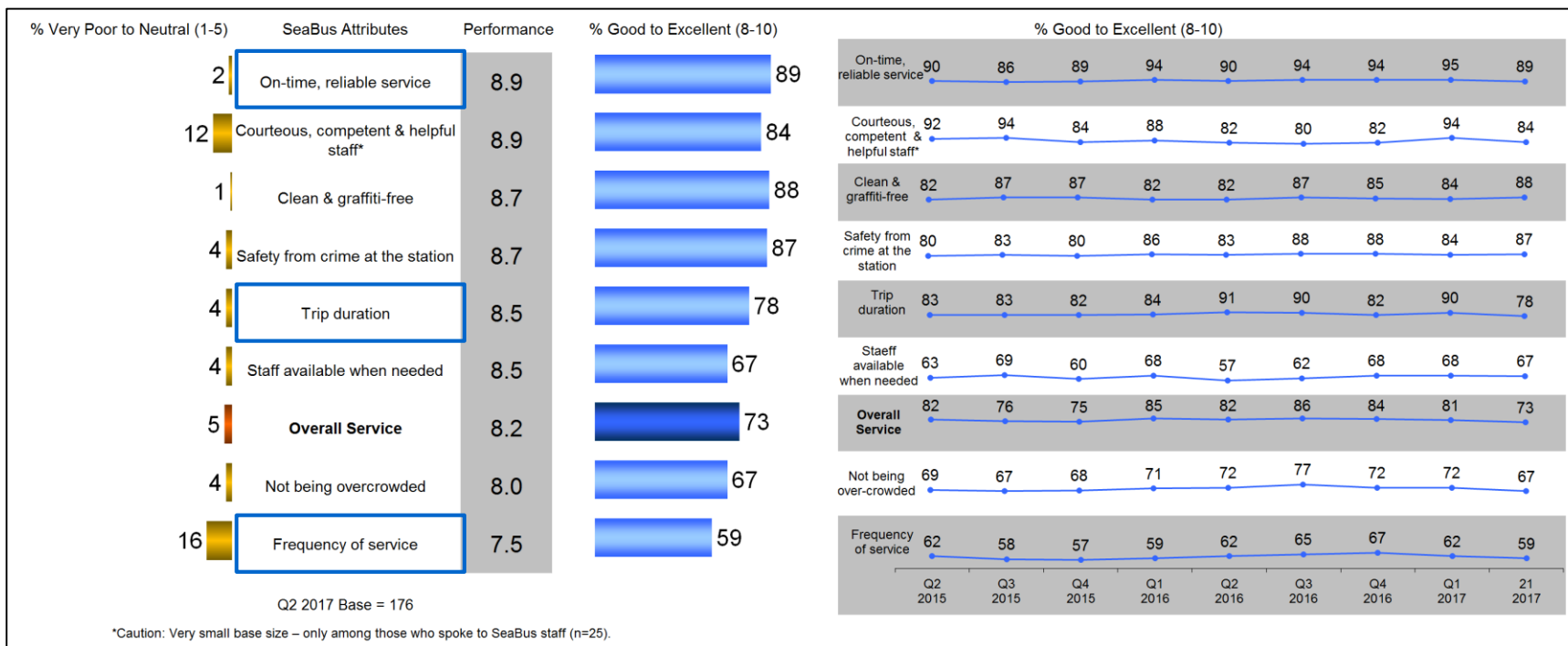
Marginally down from last quarter but consistent with Q2 2016, 71% of SkyTrain riders who have spoken with a SkyTrain staff award top ratings to Courteous, Competent and Helpful Staff. The average score performs strongly at 8.6 out of 10.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
Total SkyTrain:	- 10%	- 5%
Total BCRTC:	- 18%	- 10%
Canada Line:	0%	0%

= Significant upward/downward shift



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



### SeaBus

  Top Key Driver

Directionally down from last quarter and significantly dropped from a year ago, Overall SeaBus Service receives high ratings from 73% SeaBus riders and its average score is at 8.2 out of 10. Still, all SeaBus service attributes continue to perform above the 7.0 positive-performance threshold.

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

Overall SeaBus Service

Last Quarter

- 8%

Same Quarter Last Year

- 9%

On-time, reliable service

- 6%

- 1%

Trip duration

- 12%

- 13%

    = Significant upward/downward shift

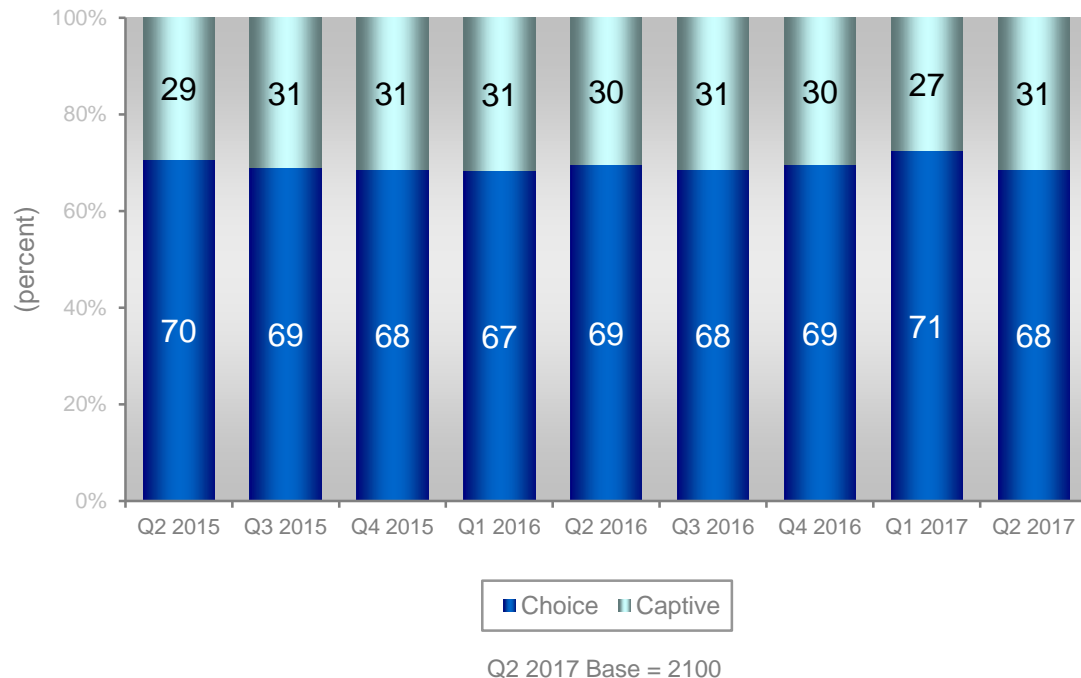
**Note:** SeaBus ratings are based on a small sample size and typically require a difference of 10 percentage points to be considered statistically significant.



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

- Choice vs. Captive customers
- Purpose of trip
- Length of time taking transit
- Likely future transit usage
- Method of fare payment
- Reasons for taking transit as opposed to another mode of transportation
- Changes in level of ridership in the last six months
- Reasons for riding transit more or less regularly in the past six months
- Average number of trips made in the past 7 days

Q25B. Do you regularly have access to a car, van or truck as a driver or passenger for the trips you make using public transit?



### Choice Versus Captive

Close to seven-in-ten riders (68%) are Choice riders, meaning they have access to a vehicle on a regular basis. On the other hand, 31% are classified as Captive riders, which means they have no regular vehicle access. Compared to last quarter, the proportion of Captive riders has increased while the proportion of Choice riders has gone down.

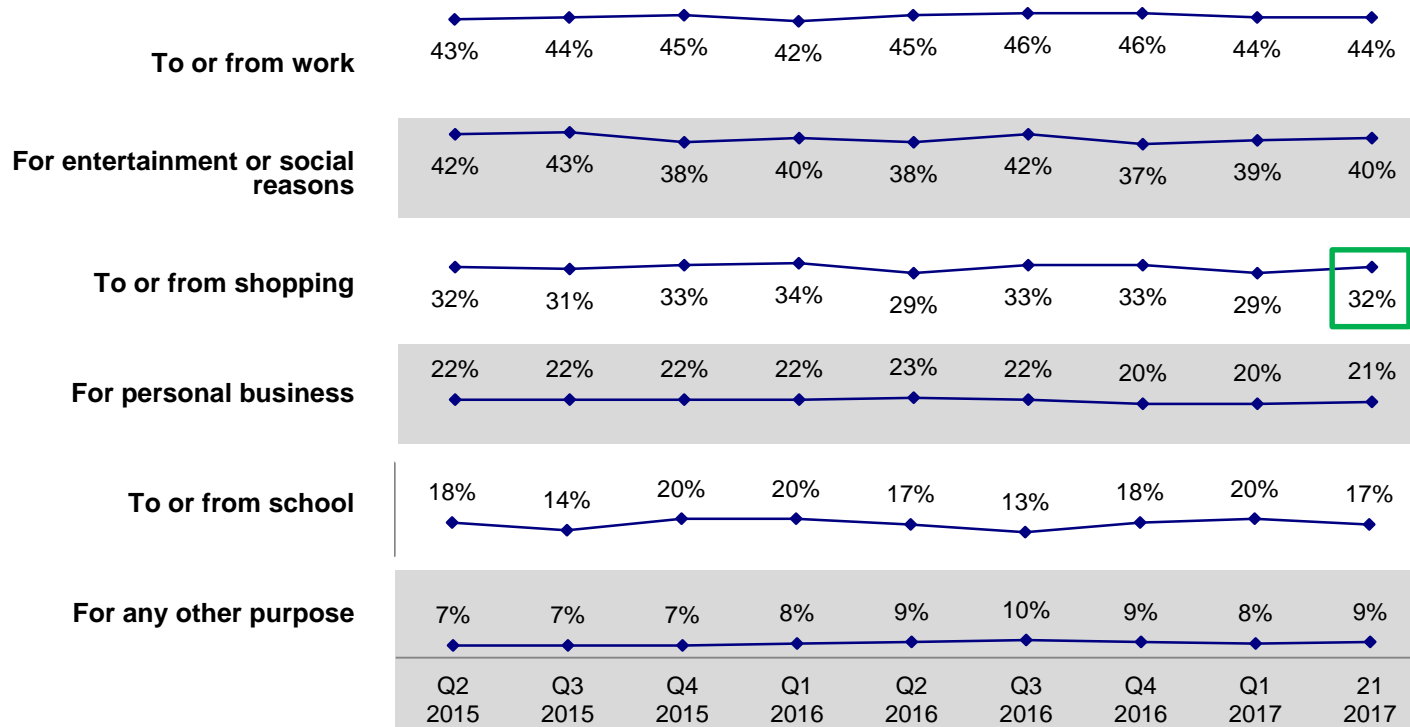
Compared to Captive riders, Choice riders are usually 35 years old or older, working full-time, earning an income of \$75K or more and hold a university degree.

In contrast, Captive riders tend to be younger (16-34 years old), work part-time, make a lower income (\$35K or less), use a Compass Card, take the bus and reside in Vancouver.

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

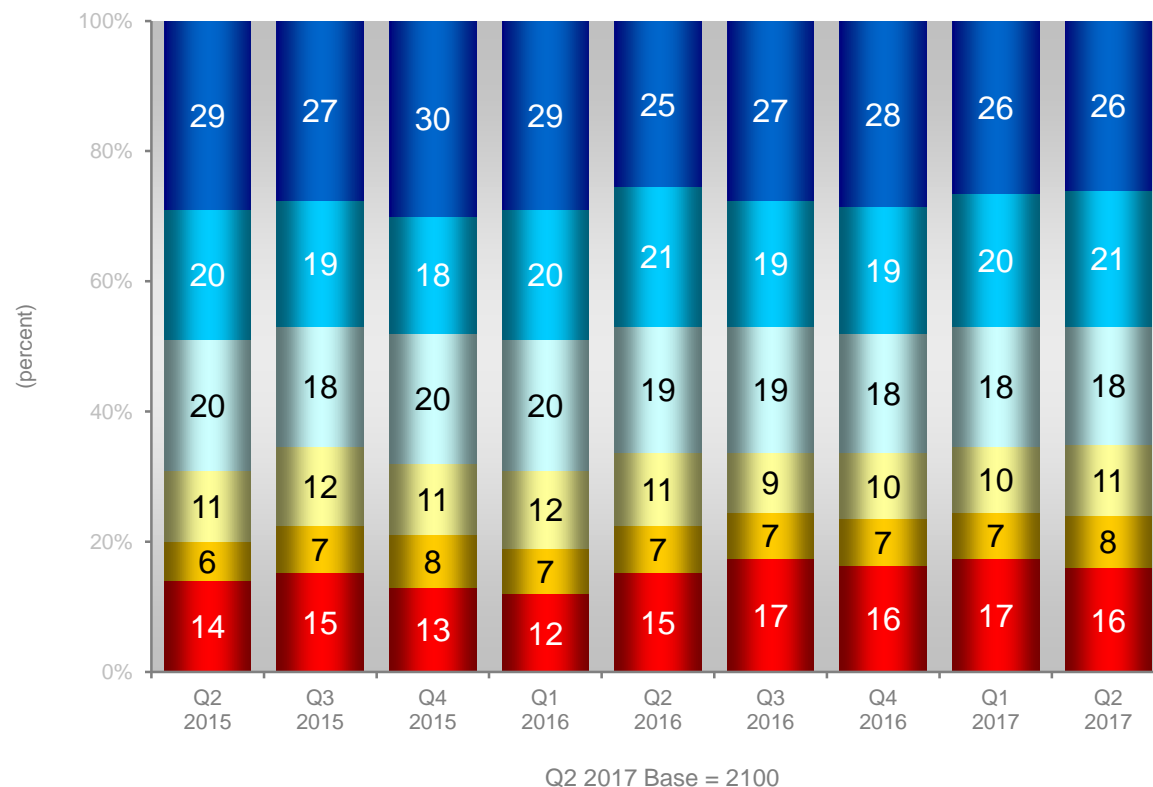
Q2 2017 Base = 2100

### Trip Purpose

The two most common reasons why transit users make transit trips are because they need to travel to or from work (44%) and for entertainment purposes (40%). Shopping is also a popular reason (32%), which is up from a year ago.

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

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



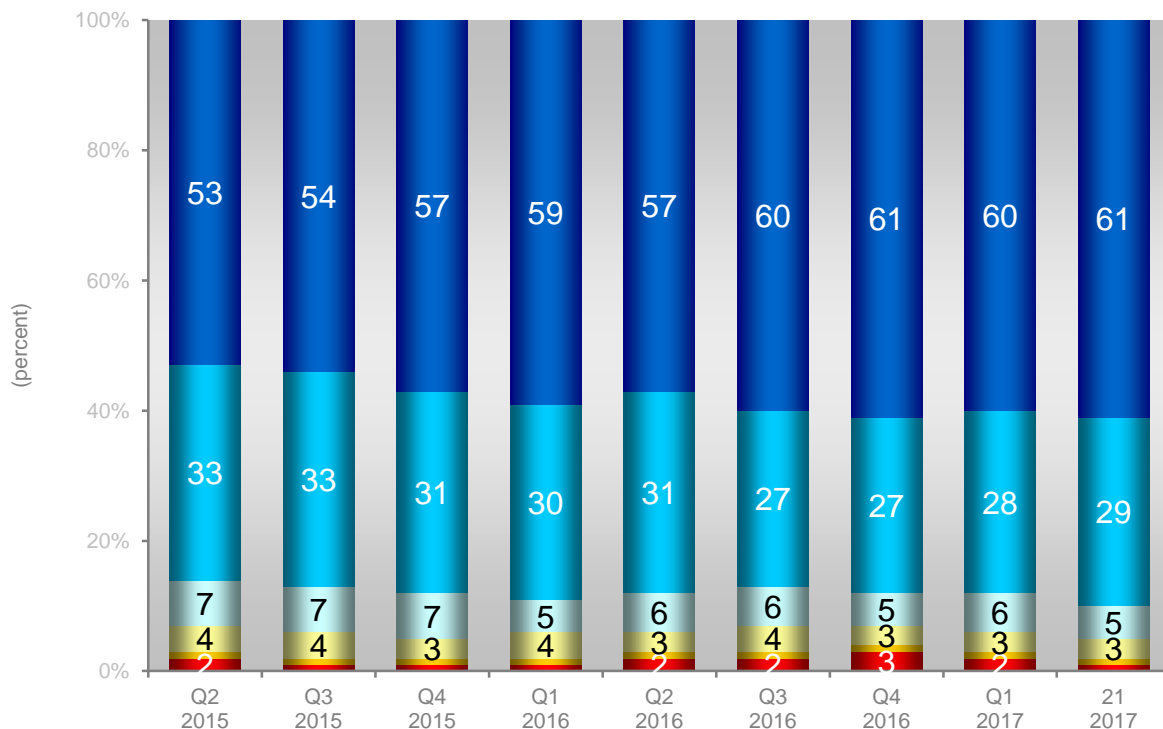
■ Not a regular rider 
 ■ Less than one year 
 ■ 1 - 2 years 
 ■ 3 - 5 years 
 ■ 6 - 10 years 
 ■ 11+ years

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

Similar to historical trends, transit users have been taking transit regularly for an average of 11 years. Similar to Q1 2017 and Q2 2016, one-quarter of riders (26%) have taken transit for over 10 years.

Low Frequency users and seniors (65+) are more likely than their counterparts to have a longer tenure of transit use.

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



Q2 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***

Up from a year ago but in-line with last quarter, six-in-ten transit users (61%) indicate they would definitely be likely to take transit as often as they do now in the foreseeable future. This is particularly prevalent among Compass Card users, older riders (45+) and High Frequency users.

Another three-in-ten riders (29%) say that their usage level will probably remain the same in the future, which is similar to the previous quarter and the same period last year.

Only a very small proportion of riders (5%) say they are uncertain about their future usage, and another 4% report that they will definitely not or probably not take transit as often as they do now.

# Detailed Findings

## Trends in Transit Usage – Fare Payment Method

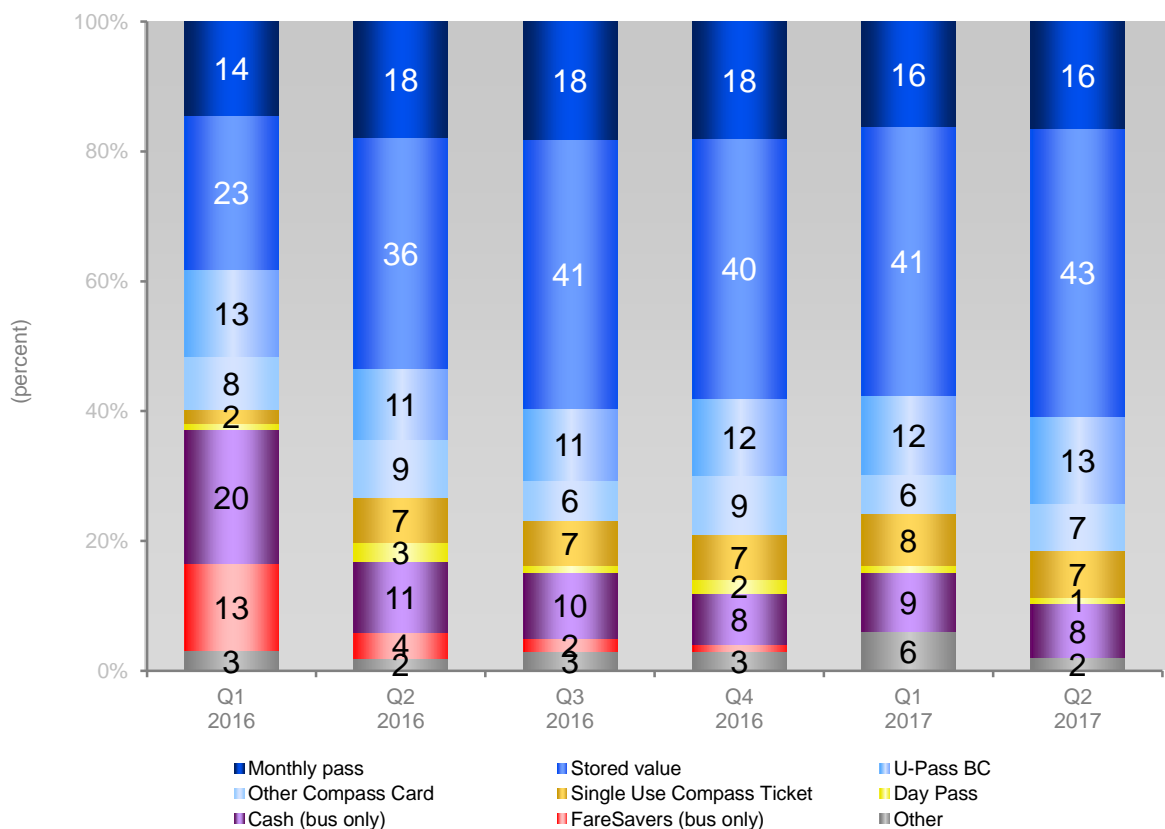
Q23H. Which method of payment did you use most often in the last seven/thirty days when you took transit?

### Fare Payment Method Used

Compass Card usage continues to trend upward, with 81% of transit riders report using it this period. Specifically, Captive riders, High/Medium Frequency users and those who are between the ages of 16 and 44 years old are more likely to use a Compass Card compared to their counterparts.

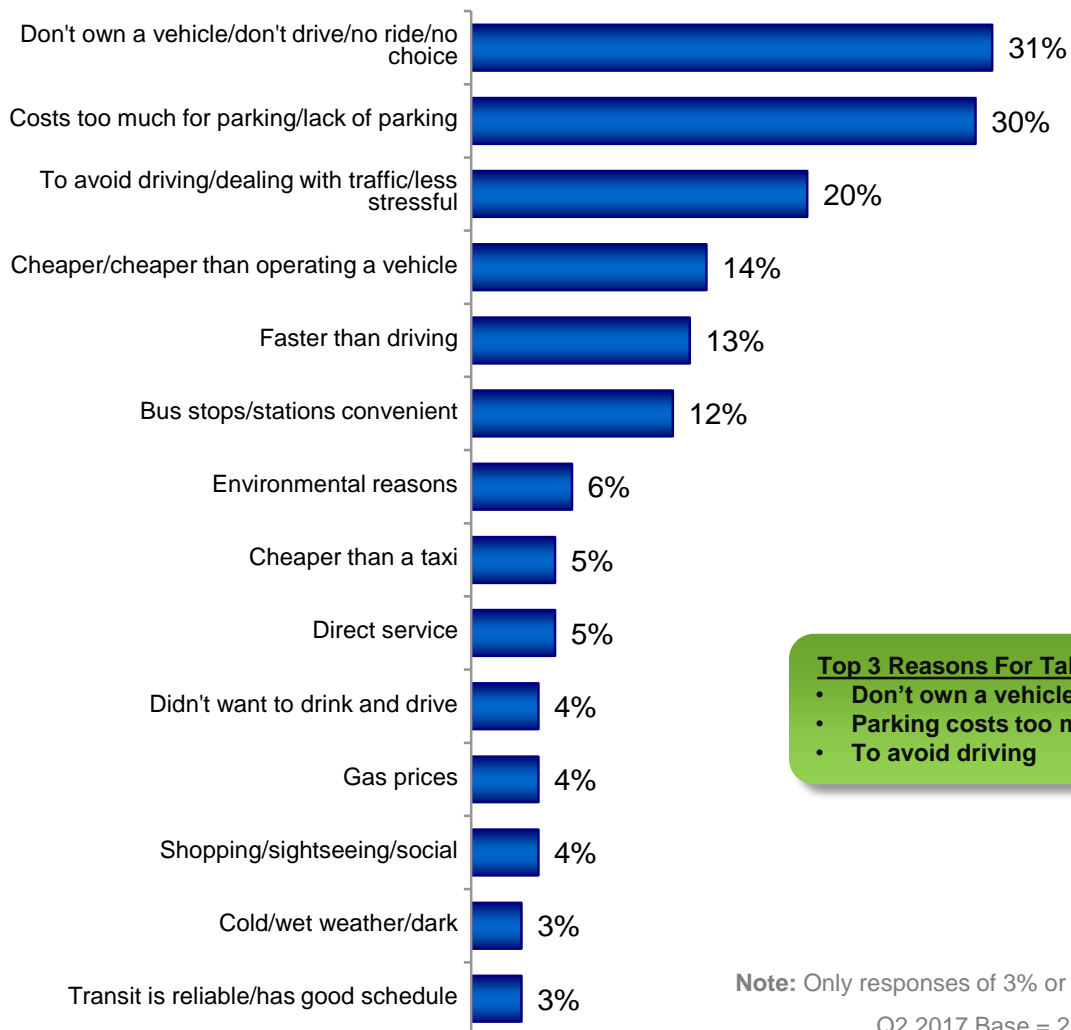
The most common Compass Card product used by riders continues to be Stored Value (43%), which is up from a year ago.

The proportion of riders who tend to use a Compass Ticket is stable at 8%. Another 8% report using Cash most often, which is down from the same quarter last year.



Q2 2017 Base = 2100

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



### Top 3 Reasons For Taking Transit:

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

### ***Reasons for Taking Transit***

In-line with previous quarters, the top two reasons why riders most recently decided to take transit are because of no vehicle access (31%) and parking issues (30%).

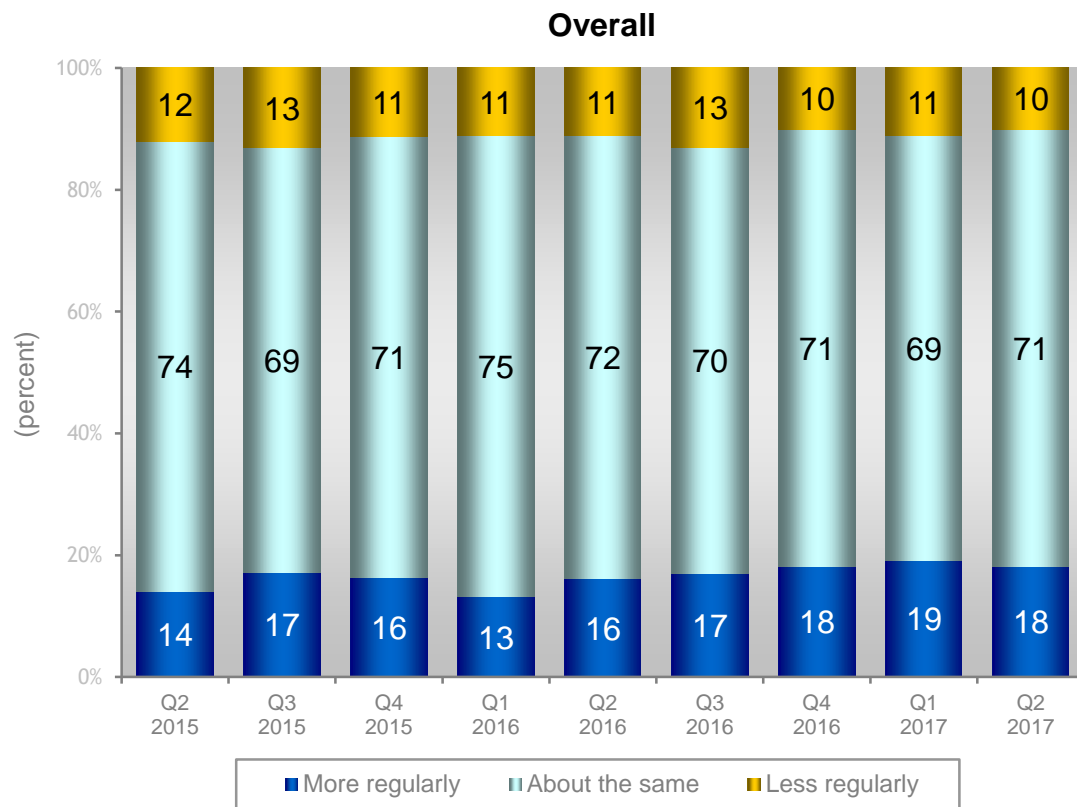
Another commonly mentioned reason is to avoid driving (20%).

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

Q2 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

Consistent with last quarter and a year ago, seven-in-ten users (71%) say that they have been riding transit about the same compared to six months ago.

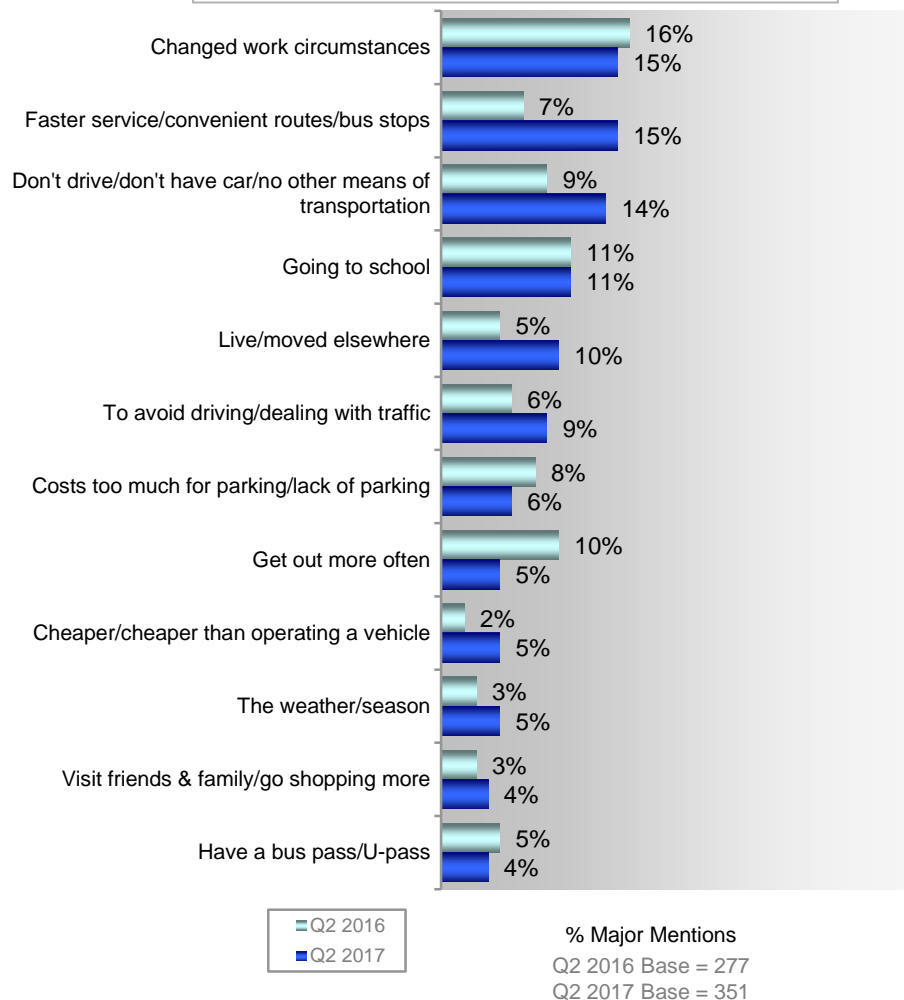
Another 18% report taking transit more regularly, which is in-line with Q1 2017 and Q2 2016. In particular, High/Medium Frequency users are more likely to say so compared to their counterparts.

Lastly, one-in-ten riders (10%) continue to report having a decreased usage, specifically among Low Frequency users.

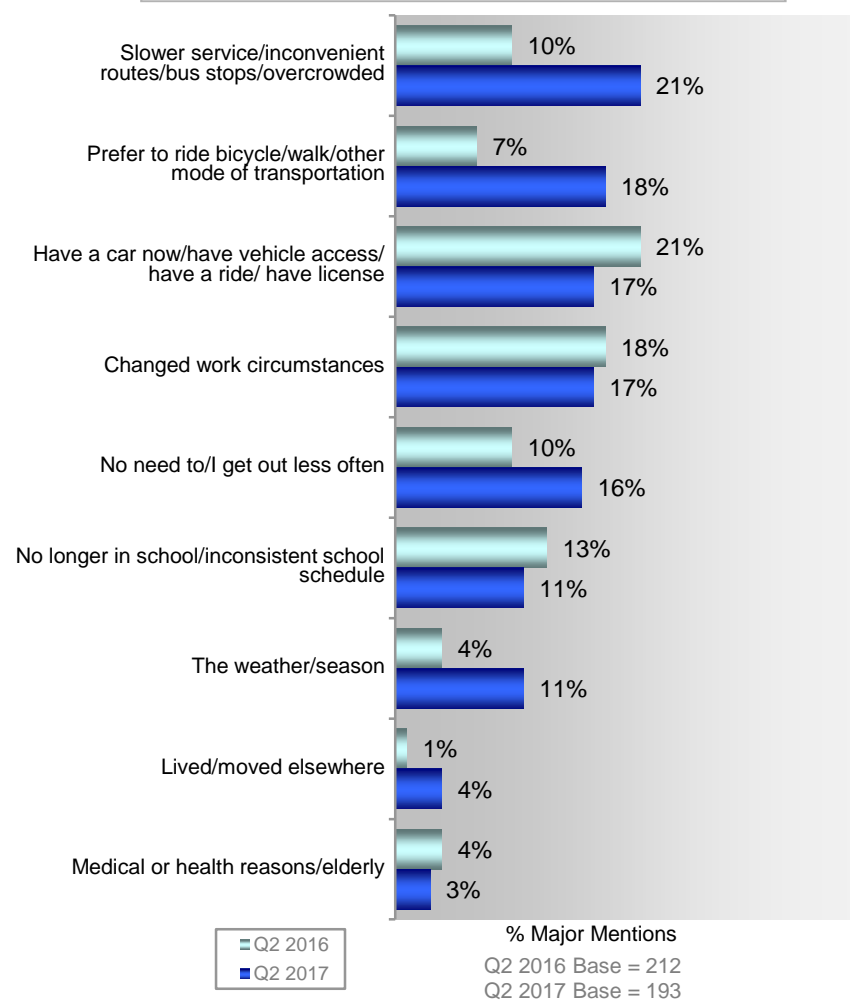
# Detailed Findings

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

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



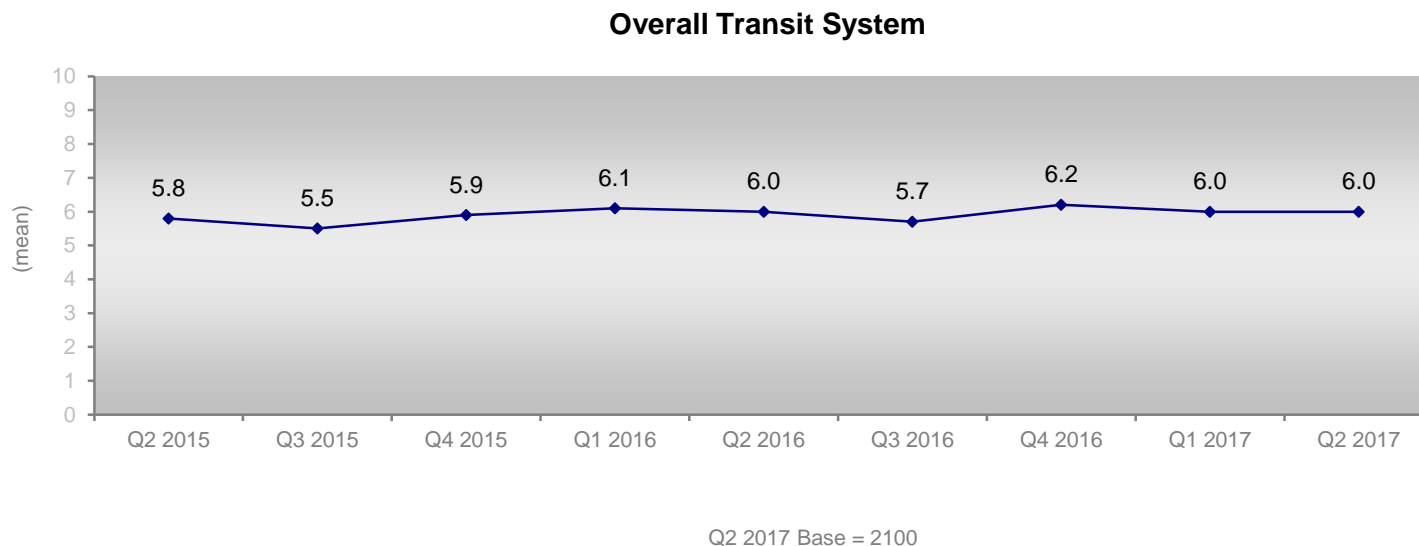
Q27. What would you say is your main reason for riding transit less regularly?



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

The primary reasons why transit users are riding transit more regularly this period are because of changes in work circumstances (15%) and faster service/convenient routes or bus stops (15%). Among those who say they have been riding transit less frequently, their main reason of this decision is because of slower service/ inconvenient routes or bus stops and being overcrowded (21%).

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



### ***Average Number of Trips***

Transit riders continue to report making an average of 6.0 one-way transit trips in the last seven days.


Specifically, average weekly transit usage among Bus, SkyTrain and SeaBus riders are as follow:

- Bus users: 6.8 one-way transit trips (no change)
- SkyTrain users: 6.4 one-way transit trips (no change)
- SeaBus users: 4.8 one-way transit trips (down from Q2 2016)



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>1525</b>	<b>544</b>
<b>Average past-week transit trips</b>	<b>6.0</b>	<b>5.0</b>	<b>8.2</b>
<b>Years been a transit rider</b>	<b>11.0</b>	<b>10.7</b>	<b>11.5</b>
<b>Transit system – Overall Service Rating</b>	<b>7.6</b>	<b>7.7</b>	<b>7.4</b>
<b>Mode</b>	%	%	%
Bus	78	72	93
SkyTrain	70	71	66
SeaBus	6	7	4
<b>Age</b>	%	%	%
16-34 years	38	32	52
35-54 years	34	37	26
55 + years	26	28	20
<b>Gender</b>	%	%	%
Male	48	50	45
Female	52	50	55
<b>Employment status*</b>	%	%	%
Full-time	42	46	35
Part-time	19	17	24
Not employed	40	38	44
<b>Education</b>	%	%	%
High school or less	25	21	33
Vocational/college/technical	16	16	17
Some university	13	12	15
Graduated university	43	48	33
<b>Household Income</b>	%	%	%
Under \$35K	12	8	21
\$35K to < \$75K	21	19	25
\$75K or more	35	42	20

 Significantly higher than the other rider group

### Choice and Captive

Down from last quarter, Choice riders, those who have regular access to a vehicle, accounts for 68% of transit users.

The other 31% is classified as Captive riders, meaning they do not have regular access to a vehicle. This is up from the previous quarter.


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

\* Question switched to multiple response March 2014.

# Detailed Findings

## Customer Profiles – Choice and Captive Riders

	TOTAL	CHOICE	CAPTIVE
<b>Base</b>	<b>2100</b>	<b>1525</b>	<b>544</b>
<b>Travel Purpose</b>	%	%	%
Work	44	41	50
Entertainment	40	40	41
Shopping	32	28	40
Personal Business	21	18	28
School	17	15	23
<b>Payment Method</b>	%	%	%
Cash fare	8	9	8
FareSaver	<1	1	<1
Compass Card	81	79	86
Compass Ticket	8	10	3
Other	2	2	2
<b>Region</b>	%	%	%
Vancouver	38	35	45
Surrey / North Delta / White Rock / Langley	18	19	14
Burnaby / New West	16	15	17
Richmond / South Delta	10	11	9
Northeast Region	9	10	7
North Vancouver	8	8	6
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>1130</b>	<b>537</b>	<b>433</b>
<b>Years been a transit rider</b>	<b>11.0</b>	<b>13.4</b>	<b>9.8</b>	<b>9.4</b>
<b>Transit system – Overall Service Rating</b>	<b>7.6</b>	<b>7.8</b>	<b>7.6</b>	<b>7.4</b>
<b>Average age*</b>	<b>42.0</b>	<b>47.9</b>	<b>38.7</b>	<b>36.3</b>
<b>Age</b>	%	%	%	%
16-34 years	38	23	47	51
35-54 years	34	38	28	34
55 + years	26	36	23	14
<b>Gender</b>	%	%	%	%
Male	48	49	49	47
Female	52	51	51	53
<b>Employment status**</b>	%	%	%	%
Full-time	42	42	33	52
Part-time	19	16	23	22
Not employed	40	39	48	32
<b>Household Income</b>	%	%	%	%
Under \$35K	12	9	14	14
\$35K to < \$75K	21	18	22	25
\$75K or more	35	39	30	33
<b>Mode</b>	%	%	%	%
Bus	78	65	86	92
SkyTrain	70	67	68	77
SeaBus	6	8	5	4

### Low, Medium and High Frequency Riders

Over four-in-ten transit users (44%) 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 or those who take between 4 to 9 transit trips continues to sit at 28%.

As for High Frequency users (taking 10+ transit trips), its proportion also 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>1130</b>	<b>537</b>	<b>433</b>
<b>Travel Purpose</b>	%	%	%	%
Work	44	25	44	75
Entertainment	40	38	43	40
Shopping	32	23	39	38
Personal Business	21	17	18	29
School	17	7	25	27
<b>Payment Method</b>	%	%	%	%
Cash fare	8	14	6	2
FareSaver	<1	1	<1	<1
Compass Card	81	68	90	93
Compass Ticket	8	15	3	2
Other	2	2	1	3
<b>Region</b>	%	%	%	%
Vancouver	38	35	45	35
Surrey / North Delta / White Rock / Langley	18	18	13	21
Burnaby / New West	16	13	13	23
Richmond / South Delta	10	11	11	8
Northeast Region	9	10	9	9
North Vancouver	8	9	8	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>1571</b>	<b>1392</b>	<b>176</b>
<b>Average past-week transit trips</b>	<b>6.0</b>	<b>6.8</b>	<b>6.4</b>	<b>4.8</b>
<b>Years been a transit rider</b>	<b>11.0</b>	<b>10.8</b>	<b>10.5</b>	<b>12.6</b>
<b>Transit System – Overall Service Rating</b>	<b>7.6</b>	<b>7.6</b>	<b>7.7</b>	<b>7.5</b>
<b>Average age*</b>	<b>42.0</b>	<b>40.5</b>	<b>41.7</b>	<b>48.9</b>
<b>Age</b>	%	%	%	%
16-34 years	38	44	37	16
35-54 years	34	30	36	49
55+ years	26	25	24	34
<b>Gender</b>	%	%	%	%
Male	48	48	49	61
Female	52	52	51	39
<b>Employment status**</b>	%	%	%	%
Full-time	42	39	45	52
Part-time	19	21	19	18
Not employed	40	42	37	33
<b>Education</b>	%	%	%	%
High school or less	25	28	22	13
Vocational/college/technical	16	16	18	16
Some university	13	14	13	12
Graduated university	43	39	44	58
<b>Household Income</b>	%	%	%	%
Under \$35K	12	14	11	7
\$35K to < \$75K	21	23	21	17
\$75K or more	35	31	37	54

 Significantly higher than the other rider group(s)

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

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

### Mode Usage


The most popular transit mode continues to be the Bus (78%).

Similar to last quarter and a year ago, seven-in-ten riders (70%) say they have taken the SkyTrain this quarter.

Only a small proportion of transit users report using the SeaBus (6%), which is in-line with 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>1571</b>	<b>1392</b>	<b>176</b>
<b>Travel Purpose</b>	%	%	%	%
Work	44	48	46	39
Entertainment	40	39	43	51
Shopping	32	35	33	34
Personal Business	21	23	22	16
School	17	21	17	9
<b>Payment Method</b>	%	%	%	%
Cash fare	8	9	4	5
FareSaver	<1	1	<1	<1
Compass Card	81	85	83	77
Compass Ticket	8	4	11	15
Other	2	2	2	3
<b>Choice/Captive Riders</b>	%	%	%	%
Choice	68	62	70	79
Captive	31	36	29	21
<b>Region</b>	%	%	%	%
Vancouver	38	42	34	17
Surrey / North Delta / White Rock/ Langley	18	17	21	4
Burnaby / New West	16	14	19	5
Richmond / South Delta	10	10	12	5
Northeast Region	9	8	10	4
North Vancouver	8	8	4	62
West Vancouver	2	2	1	3

 Significantly higher than the other rider group(s)

# Detailed Findings

## Customer Profiles – Demographic Profile of Transit Customers

	Metro Vancouver Population 16 Years or older*	(Q2-2015)	(Q3-2015)	(Q4-2015)	(Q1-2016)	(Q2-2016)	(Q3-2016)	(Q4-2016)	(Q1-2017)	(Q2-2017)
BASE	2004	2100	2100	2100	2100	2100	2100	2100	2100	2100
Average Years Riding Transit	n/a	11.3	11.0	11.6	11.4	11.0	11.7	11.7	11.4	11.0
<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	27	27	26	28	28	29	26	27	28
Aged 25 to 34 years	17	11	11	11	10	10	9	12	11	10
Aged 35 to 44 years	18	12	13	14	13	13	13	13	12	12
Aged 45 to 54 years	20	23	21	21	22	22	22	22	22	21
Aged 55 to 64 years	16	11	11	10	10	10	10	10	10	10
Aged 65 years and over	17	15	15	16	16	15	16	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	46	47	47	46	48	48
Female	52	53	53	53	54	53	53	54	52	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	44	44	41	40	44	44	44	44	42
Employed part-time	15	19	20	20	21	19	18	20	18	19
Student	6	17	16	19	18	18	17	17	19	18
Not employed	5	5	6	6	7	6	5	5	5	4
Homemaker	4	3	2	2	2	1	2	2	1	2
Retired	18	16	16	16	16	16	16	16	16	17
Refused	1	2	1	2	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	24	25	23	25	23	26	22	23	25
Voc./college/tech.	25	16	18	17	18	16	15	17	19	16
Some university	10	15	15	17	16	17	15	16	15	13
Graduated university	41	43	40	41	39	42	41	42	40	43
Refused	1	2	2	3	2	2	2	3	2	3
<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	7	9	7	8	6	8	8	9	9
\$25,000 - \$44,999	11	6	6	7	6	7	7	7	6	7
\$45,000 - \$64,999	10	10	10	10	9	10	9	9	10	10
\$65,000 or more	54	43	38	39	40	42	38	39	39	41
Refused/Don't know	18	34	37	37	37	35	38	37	34	31

Transit tenure is at 11.0 years

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

- Significantly higher than Metro Vancouver general public
- Significantly lower than Metro Vancouver general public

\* 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]

[PROGRAMMER: REFER TO ROUTE LIST FOR ACCEPTABLE CODES]



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

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

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

[1-10]

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

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

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

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

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

[1-10]

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

[1-10]

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

[1-10]



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

YES  
NO

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

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

[1-10]

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

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

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

YES  
NO

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

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

[1-10]

## TRANSIT DEMOGRAPHICS

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

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



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

[NEW – ADDED JULY 2015]

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

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

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

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

Yes  
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?

ONE  
TWO  
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?

MORE REGULARLY THAN 6 MONTHS AGO

LESS REGULARLY THAN 6 MONTHS AGO

ABOUT THE SAME

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

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

[RECORD VERBATIM]

[NEW QUESTIONS – ADDED FOR JULY 2016]

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

[1-10]

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

[OPEN END – NO CODING REQUIRED]

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

[OPEN END – NO CODING REQUIRED]

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

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

[PROGRAMMER BOTH YEARS AND MONTHS CAN BE CHOSEN TOGETHER]

RECORD YEARS [range 0-50]

RECODES MONTHS [range 0 – 11]

NOT A REGULAR RIDER

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

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

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

3. Might or might not continue (as often)

2. Probably not continue (as often, OR)

1. Definitely not continue (as often)

(DO NOT READ) Other/depends

## DEMOGRAPHICS

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

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

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

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

Changed from single to multi-response – March 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 NECCESARY: currently attending a school, college, or university)

- Yes
- No



Q36a2. Do you own a smartphone? (IF NECESSARY: A smartphone is a mobile phone that can be used to access the Internet, read e-mails and run software applications)

Yes

No

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

[NEW QUESTION: ADDED IN AUGUST 2016]

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

Yes

No

37a. Which of the following best describes your total household income for 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	47	26.0%
SeaBus	7	2.0%
Route 2	1	2.0%
Route 3	2	1.0%
Route 4	1	0.0%
Route 6	1	1.0%
Route 7	4	1.0%
Route 8	1	0.0%
Route 9	2	2.0%
Route 10	2	1.0%
Route 15	1	0.0%
Route 16	2	1.0%
Route 17	1	0.0%
Route 19	3	1.0%
Route 20	4	2.0%
Route 22	1	0.0%
Route 25	3	2.0%
Route 26	1	2.0%
Route 29	1	1.0%
Route 33	1	0.0%
Route 41	1	0.0%
Route 43	2	3.0%
Route 44	1	0.0%
Route 49	1	0.0%
Route 95 B-Line	2	1.0%
Route 99 B-Line	1	1.0%
Route 100	2	1.0%
Route 106	1	0.0%
Route 116	2	2.0%
Route 123	1	0.0%
Route 129	2	7.0%
Route 130	1	1.0%
Route 143	1	0.0%
Route 144	1	0.0%
Route 145	2	2.0%
Route 151	1	0.0%
Route 156	1	1.0%
Route 159	5	9.0%
Route 160	3	1.0%
Route 171	2	1.0%
Route 184	1	0.0%
Route 211	2	0.0%
Route 214	1	0.0%

Routes/ Modes	Total	Percent
Route 228	2	2.0%
Route 229	3	1.0%
Route 230	1	0.0%
Route 236	1	0.0%
Route 239	2	2.0%
Route 240	1	0.0%
Route 246	4	2.0%
Route 250	3	0.0%
Route 251	1	1.0%
Route 253	1	0.0%
Route 254	2	1.0%
Route 255	2	1.0%
Route 301	2	3.0%
Route 314	1	1.0%
Route 320	2	2.0%
Route 341	1	0.0%
Route 351	7	3.0%
Route 375	1	1.0%
Route 395	2	1.0%
Route 401	2	1.0%
Route 402	1	3.0%
Route 403	2	2.0%
Route 404	1	0.0%
Route 405	1	1.0%
Route 407	1	0.0%
Route 410	5	3.0%
Route 430	2	1.0%
Route 501	1	0.0%
Route 502	2	2.0%
Route 503	1	0.0%
Route 555	1	3.0%
Route 601	9	6.0%
Route 602	1	0.0%
Route 640	2	1.0%
Route 701	3	2.0%
Route 791	1	0.0%
Route C15	1	0.0%
Route C73	1	0.0%
<b>Grand Total</b>	<b>200</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>1885</b>	<b>7.8</b>	<b>8.4</b>	<b>8.6</b>	<b>8.5</b>	<b>7.1</b>	<b>7.4</b>	<b>8.2</b>	<b>8.5</b>	<b>8.2</b>	<b>7.1</b>	<b>8.7</b>
2	29	7.7	8.1	9.2	9.0	6.2	6.5	8.1	7.8	8.2	7.0	8.1
3	29	7.9	7.9	7.9	7.8	7.2	7.4	7.3	8.2	8.3	7.5	8.0
4	18	7.9	8.5	8.1	7.9	7.8	8.1	8.7	8.8	8.4	6.6	9.3
5	23	8.7	9.3	9.4	9.4	7.0	8.6	9.3	7.8	9.1	8.6	9.3
6	40	7.2	8.1	8.3	8.6	6.0	7.3	8.2	7.5	7.9	7.2	8.8
7	30	7.3	8.8	8.6	8.5	7.1	6.5	8.6	7.9	7.8	6.2	9.0
8	24	7.7	8.7	8.4	8.2	7.5	7.4	7.8	8.5	8.5	7.8	8.8
9	60	7.9	8.7	8.5	8.0	7.4	7.6	8.2	8.7	8.7	7.1	8.9
10	37	7.6	8.7	8.5	8.2	7.0	6.9	8.0	9.0	8.2	6.7	8.8
14	23	8.4	8.8	8.6	8.6	7.7	8.3	8.2	8.6	8.4	8.3	9.3
15	10	9.1	9.6	9.2	9.1	8.4	9.0	9.6	9.8	9.7	8.9	9.6
16	42	7.6	8.2	8.4	8.3	7.2	7.0	7.8	8.6	8.1	6.7	8.8
17	17	6.2	8.6	8.6	8.4	7.0	5.3	7.8	7.8	8.2	5.3	8.8
19	16	7.0	8.5	8.3	8.3	6.6	6.9	7.8	8.2	8.1	6.5	8.6
20	25	7.4	8.2	7.9	8.2	6.6	5.3	6.7	8.1	7.5	5.9	8.5
22	21	7.5	9.0	9.3	8.4	7.2	7.2	8.6	8.4	8.0	7.6	9.2
23	5	8.0	9.4	9.1	8.0	5.6	6.9	8.2	8.3	8.7	8.3	9.4
25	42	7.8	7.8	8.2	8.5	6.4	7.4	7.8	8.4	7.8	7.4	7.9
26	11	7.7	7.3	9.2	8.9	8.4	7.2	8.6	8.0	7.9	5.9	7.9
27	3	8.0	9.7	9.9	9.1	9.3	8.1	8.6	9.7	9.9	7.7	9.7
28	7	8.4	8.8	9.4	8.6	8.3	7.4	8.8	7.8	7.6	6.8	9.3
29	10	7.8	8.1	8.6	7.9	9.0	7.9	8.0	9.5	9.4	7.3	8.5
32	1	9.0	9.0	0.0	8.0	10.0	0.0	9.0	8.0	0.0	0.0	0.0
33	14	8.6	9.0	9.1	9.1	8.3	8.4	9.3	9.0	8.9	7.2	9.3
41	29	7.5	8.0	8.1	8.0	7.1	7.1	7.5	8.5	8.1	7.2	8.6
43	8	7.6	8.0	8.8	8.9	4.4	6.7	8.1	9.0	8.3	5.7	8.6
44	5	8.8	9.2	9.7	9.8	6.9	9.7	8.7	9.5	9.6	7.2	9.4
49	29	8.2	8.4	8.8	9.0	7.1	7.5	8.4	8.5	8.0	7.7	8.3
50	15	7.9	8.7	9.2	8.9	8.7	7.3	8.8	8.6	8.9	6.3	9.0
84	15	8.6	9.2	9.4	9.5	7.5	8.2	8.8	9.3	8.2	8.4	9.5
95 B-Line	28	8.4	8.3	8.3	8.1	7.8	8.6	8.1	9.0	8.5	8.5	8.4
96 B-Line	5	8.7	8.8	9.1	8.7	8.5	8.6	8.6	9.3	9.6	9.1	9.5
99 B-Line	93	8.0	8.3	8.5	8.4	6.1	7.8	7.6	8.7	8.4	8.2	8.5
100	19	8.0	8.7	9.1	9.1	7.0	6.6	8.5	8.7	8.1	7.2	9.2
101	7	6.8	7.0	8.4	8.2	7.3	7.1	7.2	7.5	7.4	5.2	8.4
104	4	8.3	8.3	8.4	8.0	6.6	8.3	8.4	8.8	8.3	7.6	8.4
106	38	8.2	8.6	8.6	8.6	6.9	7.3	8.6	9.2	8.3	7.9	8.4
110	5	7.1	7.7	8.4	10.0	6.8	6.1	6.8	9.1	8.4	6.4	7.8
112	4	9.9	9.9	9.8	9.8	8.9	9.9	9.9	10.0	8.5	10.0	10.0

## 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
116	4	7.4	7.5	8.5	8.5	6.2	7.7	8.0	7.5	7.7	4.8	8.1
123	15	7.9	9.1	9.1	8.5	7.9	8.2	8.2	9.3	8.8	8.3	9.2
125	1	9.0	9.0	9.0	10.0	8.0	9.0	9.0	10.0	8.0	8.0	9.0
128	7	9.2	8.1	9.5	8.8	9.6	9.6	9.8	10.0	10.0	6.9	9.5
129	12	7.7	8.8	8.6	8.7	9.3	7.6	9.2	9.3	9.2	7.1	9.6
130	20	7.9	8.6	9.0	8.5	6.7	7.8	8.1	8.7	8.3	8.3	9.0
134	5	7.3	7.1	8.9	9.0	8.7	7.6	8.9	8.0	8.0	6.0	8.3
136	3	9.3	9.6	9.6	8.8	8.1	9.6	10.0	9.6	9.1	6.3	9.6
143	3	8.0	7.3	8.9	8.5	7.4	7.1	8.5	8.9	8.4	8.5	8.1
144	11	9.0	8.2	9.4	9.4	7.8	8.1	9.4	9.2	9.4	8.2	9.1
145	9	8.2	7.7	9.1	8.2	4.3	8.4	8.2	9.1	8.7	8.2	8.5
151	7	7.6	9.1	8.6	8.1	7.6	7.4	8.7	7.3	8.0	6.1	9.1
152	8	7.7	8.2	8.3	8.5	6.9	6.4	7.1	6.9	7.4	5.7	8.3
153	10	8.1	9.0	9.1	8.1	6.6	8.4	8.7	8.9	9.0	7.9	9.0
155	12	8.7	9.0	9.5	9.0	8.3	8.5	9.2	9.5	9.5	8.1	9.0
156	8	6.5	7.9	7.8	7.5	8.0	6.2	7.9	6.1	6.2	5.9	7.5
157	2	7.5	6.9	8.0	7.6	8.5	6.0	8.5	7.5	8.5	6.1	8.5
159	8	6.2	7.3	8.3	7.7	8.3	5.8	8.0	6.9	7.4	5.5	7.9
160	17	7.7	8.6	8.1	7.0	8.3	8.3	8.7	8.5	8.6	5.9	8.8
169	1	7.0	9.0	8.0	8.0	8.0	5.0	8.0	8.0	8.0	7.0	9.0
170	2	10.0	9.6	9.2	10.0	9.6	8.6	10.0	9.4	9.0	8.2	10.0
173	5	7.8	8.8	9.0	9.1	8.4	8.0	8.5	7.9	7.6	7.1	8.5
180	8	8.2	8.9	9.5	9.0	5.8	8.3	8.6	8.5	8.7	7.7	9.2
181	1	7.0	7.0	8.0	8.0	9.0	8.0	8.0	7.0	8.0	4.0	7.0
182	2	8.0	10.0	10.0	9.2	10.0	8.4	10.0	7.7	6.9	6.8	10.0
183	5	8.3	8.8	9.2	9.3	7.9	8.6	8.6	8.8	9.4	6.0	9.4
184	2	9.5	10.0	9.5	9.0	10.0	8.5	10.0	5.5	8.5	7.0	9.5
185	2	9.3	9.7	9.3	9.0	8.0	9.7	9.3	9.7	10.0	8.7	9.0
186	2	8.6	7.6	7.4	8.0	6.6	8.0	8.0	7.3	8.0	7.4	7.4
188	5	7.5	7.4	9.1	8.9	7.5	6.5	8.3	8.7	7.9	7.0	8.2
191	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	9.0	8.0	9.0	10.0
209	2	7.0	8.6	8.0	8.0	7.1	7.7	8.6	8.6	7.4	6.9	8.0
210	15	7.7	8.1	8.6	8.0	7.0	6.4	7.9	8.5	7.3	5.9	8.6
211	13	8.9	9.2	9.4	9.4	6.7	8.0	8.9	8.9	8.3	7.9	8.9
212	3	9.8	10.0	10.0	8.4	10.0	9.8	9.6	10.0	10.0	8.1	10.0
214	1	6.0	9.0	9.0	9.0	9.0	7.0	9.0	9.0	9.0	1.0	9.0
227	2	8.8	9.2	10.0	10.0	8.4	8.4	10.0	9.6	9.2	9.2	8.4
228	10	6.6	8.6	8.4	8.5	6.9	5.4	8.2	8.7	7.9	6.6	8.8
229	10	8.0	8.6	8.9	9.0	6.8	8.8	8.7	9.4	8.5	8.5	8.6
230	17	7.5	8.5	9.0	9.0	7.1	8.2	8.5	8.8	8.9	7.3	8.6

## 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
232	8	9.1	8.9	8.9	9.5	9.5	7.3	9.4	8.5	9.0	8.5	9.1
236	7	8.4	8.9	9.8	9.4	9.1	8.2	8.3	8.2	8.1	6.9	9.9
239	23	7.3	8.3	8.6	8.6	6.5	7.4	8.2	8.2	7.7	6.7	8.5
240	37	7.8	9.1	9.2	9.2	6.1	8.3	8.5	9.3	8.7	7.3	9.0
241	4	8.6	8.5	8.1	8.1	5.9	8.2	9.0	9.3	8.7	7.9	9.0
242	1	9.0	9.0	10.0	10.0	8.0	8.0	8.0	10.0	10.0	10.0	9.0
246	44	7.7	8.4	9.0	8.9	7.3	6.9	8.4	7.9	8.2	6.2	8.8
247	2	6.5	7.6	9.6	8.0	7.1	6.1	9.0	9.6	8.3	5.9	8.9
250	65	7.5	8.5	8.9	8.6	6.7	6.9	8.7	8.6	7.7	6.3	8.5
251	7	4.7	6.9	7.9	7.8	4.9	6.4	6.2	6.4	6.4	4.6	8.5
252	2	3.2	8.7	8.9	5.1	5.2	7.8	8.8	8.7	8.6	2.7	8.7
253	9	7.3	8.3	9.1	8.2	5.7	7.7	8.3	8.0	8.1	5.3	8.8
254	3	7.1	9.0	9.5	9.0	9.5	5.2	8.6	8.6	8.6	5.2	9.5
255	17	6.8	8.8	9.0	8.7	6.4	6.0	8.8	9.2	7.9	5.8	9.1
256	2	9.7	9.7	9.7	9.7	9.7	9.7	9.7	9.7	9.7	5.5	9.7
257	7	9.2	9.5	9.8	8.6	5.5	6.3	9.4	9.7	9.4	5.7	9.6
258	1	10.0	10.0	10.0	8.0	10.0	10.0	10.0	10.0	10.0	0.0	10.0
301	3	5.6	8.9	8.1	6.9	6.6	5.6	6.7	9.9	5.8	4.8	9.4
311	4	5.8	8.3	8.9	9.2	4.2	6.3	8.0	9.1	7.2	4.5	8.3
312	9	7.8	8.3	8.8	8.3	8.1	7.0	8.4	9.5	8.2	7.0	8.3
316	4	7.4	7.6	7.6	7.3	8.1	7.8	7.6	8.2	8.5	6.4	8.6
319	14	8.0	7.7	7.5	7.5	6.5	8.5	7.6	8.8	8.1	9.0	8.4
320	10	9.1	9.7	9.4	9.3	7.7	8.1	9.2	9.1	8.9	7.9	9.8
321	8	6.2	8.4	8.3	6.9	5.3	7.7	6.9	8.7	7.7	5.2	8.6
323	1	5.0	8.0	2.0	2.0	7.0	5.0	2.0	5.0	2.0	2.0	10.0
324	4	6.9	6.9	6.9	6.4	5.8	6.8	6.5	7.1	6.0	5.7	6.9
325	3	7.2	9.5	9.2	9.8	9.8	9.6	9.8	7.8	8.8	7.3	9.8
326	1	8.0	8.0	8.0	3.0	3.0	5.0	5.0	3.0	8.0	3.0	9.0
329	1	9.0	9.0	9.0	8.0	9.0	9.0	8.0	8.0	9.0	5.0	9.0
335	5	5.5	9.5	8.1	8.0	7.0	7.1	8.8	5.6	6.1	5.6	9.2
337	3	7.7	9.2	10.0	10.0	8.6	8.0	10.0	9.2	9.6	7.2	9.1
340	9	7.9	8.2	8.8	8.2	7.2	7.4	6.9	9.1	8.6	6.9	8.2
341	2	7.7	10.0	9.2	9.2	10.0	7.2	6.6	10.0	10.0	4.9	10.0
342	2	9.0	9.0	8.5	8.5	5.0	6.5	8.0	9.5	9.5	7.0	9.0
345	4	7.8	8.8	9.9	8.9	8.4	8.4	8.9	9.5	7.7	5.5	9.7
351	51	8.4	8.9	9.0	8.8	7.7	7.7	8.3	8.8	8.5	7.2	9.0
352	2	9.0	8.5	9.0	9.0	7.5	7.5	9.0	9.5	8.5	8.5	8.0
354	2	8.8	9.3	9.5	8.0	7.0	9.0	9.8	9.5	8.2	8.0	9.0
364	1	9.0	10.0	9.0	10.0	10.0	10.0	10.0	10.0	10.0	4.0	10.0
375	6	9.4	9.2	9.5	9.2	8.8	8.5	8.1	9.6	8.5	7.2	9.9

## APPENDIX D – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
388	2	6.2	8.6	8.6	10.0	6.4	6.2	7.8	7.8	7.8	5.4	8.6
391	1	8.0	8.0	10.0	10.0	10.0	10.0	8.0	10.0	10.0	10.0	8.0
394	2	6.7	8.5	7.5	6.5	7.8	5.2	7.8	9.2	8.0	2.0	9.0
395	2	7.5	7.0	8.0	6.5	5.0	7.5	7.0	7.0	5.0	4.0	7.5
401	30	7.6	8.0	8.8	9.1	7.3	7.6	8.8	9.0	8.7	7.3	8.8
402	8	7.4	8.5	8.9	8.5	8.8	5.5	8.8	8.9	8.5	5.7	8.9
403	9	8.2	9.0	8.3	8.5	7.6	6.9	7.8	8.7	8.9	8.1	8.8
404	2	6.0	9.9	9.9	8.1	3.5	7.2	9.8	9.9	8.1	6.8	8.1
405	2	3.4	8.6	7.0	8.2	7.2	2.6	7.4	6.2	7.0	2.6	8.8
407	10	8.5	9.2	9.1	9.6	8.1	8.5	7.9	9.4	8.9	7.8	8.9
410	36	7.3	7.4	7.9	8.2	6.3	5.9	7.8	7.7	7.4	6.2	7.9
430	6	7.1	6.4	6.8	8.2	5.3	5.1	5.4	6.6	6.3	5.4	8.6
480	3	8.8	9.8	7.7	8.5	9.4	6.0	9.4	10.0	9.8	9.0	9.5
501	4	6.3	7.4	6.8	6.4	6.8	5.0	6.0	8.7	7.8	6.0	7.8
502	22	7.1	8.2	7.9	7.5	5.2	7.0	7.6	8.5	8.4	6.8	8.5
503	4	7.5	9.0	8.2	7.0	7.5	8.2	8.2	7.5	7.9	8.1	8.5
509	1	10.0	10.0	10.0	10.0	10.0	10.0	8.0	10.0	10.0	8.0	10.0
531	3	9.2	9.8	9.2	8.6	6.8	9.0	8.2	9.5	9.4	7.9	8.6
555	13	7.0	8.2	9.3	8.6	5.6	6.9	8.5	8.5	9.1	6.1	9.0
595	2	7.3	8.0	8.0	7.0	6.7	6.0	8.0	8.0	8.0	5.3	8.7
601	45	7.1	8.2	8.9	8.7	7.6	7.2	8.3	8.2	8.1	5.8	8.7
602	12	8.4	9.0	9.3	9.3	8.0	8.3	8.7	8.9	8.2	7.3	8.9
603	5	8.3	9.1	8.9	8.4	7.9	8.1	8.7	9.2	9.0	7.1	8.5
604	1	10.0	8.0	10.0	10.0	10.0	10.0	10.0	9.0	8.0	10.0	9.0
620	10	8.6	9.4	9.6	9.7	6.3	8.7	9.2	9.1	9.1	7.9	9.7
640	6	5.5	5.8	5.9	6.8	3.6	4.9	5.2	6.6	6.2	5.0	5.7
701	24	7.8	8.6	8.9	8.1	6.4	7.4	9.0	9.0	8.4	7.3	8.7
791	4	8.0	6.9	7.9	7.1	6.0	6.8	8.1	7.8	7.4	6.5	8.6
C1	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
C3	2	8.9	10.0	10.0	8.9	8.1	10.0	10.0	10.0	8.0	8.9	10.0
C4	6	5.4	8.1	8.9	8.8	5.7	5.4	7.5	8.2	5.3	5.1	8.0
C5	2	8.9	8.4	8.4	8.9	7.8	6.5	7.5	8.9	9.5	7.1	8.9
C7	2	9.6	9.8	9.8	9.6	9.6	9.7	9.7	9.5	9.6	9.6	9.8
C12	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
C15	5	8.3	9.7	9.7	8.0	9.1	8.5	9.5	8.5	9.1	6.3	9.5
C43	1	8.0	9.0	9.0	10.0	9.0	9.0	9.0	9.0	9.0	7.0	9.0
C44	2	4.2	8.3	7.5	8.3	8.3	7.5	7.5	3.0	3.0	2.7	6.7
C47	1	8.0	9.0	9.0	5.0	9.0	8.0	9.0	9.0	9.0	6.0	8.0
C49	1	1.0	8.0	5.0	8.0	10.0	10.0	10.0	10.0	9.0	6.0	8.0
C50	2	6.6	9.2	9.2	8.4	7.6	5.6	7.6	7.6	6.8	4.2	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
C51	1	7.0	10.0	10.0	10.0	5.0	5.0	4.0	8.0	8.0	9.0	10.0
C53	1	9.0	9.0	9.0	9.0	9.0	9.0	10.0	8.0	9.0	9.0	10.0
C61	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
C62	3	9.1	10.0	10.0	8.8	8.4	7.4	8.5	8.8	9.3	7.8	9.6
C64	1	10.0	10.0	10.0	9.0	10.0	10.0	10.0	7.0	7.0	4.0	10.0
C73	3	4.7	8.0	9.0	5.9	6.1	3.2	7.1	7.5	8.3	2.4	8.0
C76	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
C87	1	7.0	10.0	10.0	10.0	1.0	10.0	10.0	7.0	1.0	1.0	10.0
C88	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
C93	1	8.0	7.0	10.0	10.0	10.0	10.0	7.0	5.0	5.0	3.0	8.0
C94	2	9.6	9.6	10.0	8.9	10.0	9.6	10.0	8.9	9.6	5.7	9.6
BTC	21	7.4	8.4	7.6	7.6	6.5	7.2	8.2	7.8	7.6	7.4	8.0
STC	9	8.4	9.0	8.0	7.4	6.0	9.0	8.3	6.9	6.8	7.8	8.9
PCT	4	7.7	8.4	8.4	7.7	7.4	7.7	7.5	7.1	7.4	5.5	8.5
RTC	5	7.0	7.3	5.9	5.4	7.3	5.7	5.2	6.8	6.9	4.7	7.6
VTC	32	7.3	7.9	7.7	7.9	6.7	7.3	8.0	8.2	7.4	7.0	8.2
WVT	3	7.4	9.1	8.6	6.7	4.4	8.0	8.6	6.6	8.4	7.4	9.7

## 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>1885</b>	<b>7.8</b>	<b>8.4</b>	<b>8.6</b>	<b>8.5</b>	<b>7.1</b>	<b>7.4</b>	<b>8.2</b>	<b>8.5</b>	<b>8.2</b>	<b>7.1</b>	<b>8.7</b>
351	51	8.4	8.9	9.0	8.8	7.7	7.7	8.3	8.8	8.5	7.2	9.0
106	38	8.2	8.6	8.6	8.6	6.9	7.3	8.6	9.2	8.3	7.9	8.4
99 B-Line	93	8.0	8.3	8.5	8.4	6.1	7.8	7.6	8.7	8.4	8.2	8.5
9	60	7.9	8.7	8.5	8.0	7.4	7.6	8.2	8.7	8.7	7.1	8.9
25	42	7.8	7.8	8.2	8.5	6.4	7.4	7.8	8.4	7.8	7.4	7.9
240	37	7.8	9.1	9.2	9.2	6.1	8.3	8.5	9.3	8.7	7.3	9.0
246	44	7.7	8.4	9.0	8.9	7.3	6.9	8.4	7.9	8.2	6.2	8.8
16	42	7.6	8.2	8.4	8.3	7.2	7.0	7.8	8.6	8.1	6.7	8.8
10	37	7.6	8.7	8.5	8.2	7.0	6.9	8.0	9.0	8.2	6.7	8.8
401	30	7.6	8.0	8.8	9.1	7.3	7.6	8.8	9.0	8.7	7.3	8.8
250	65	7.5	8.5	8.9	8.6	6.7	6.9	8.7	8.6	7.7	6.3	8.5
410	36	7.3	7.4	7.9	8.2	6.3	5.9	7.8	7.7	7.4	6.2	7.9
VTC	32	7.3	7.9	7.7	7.9	6.7	7.3	8.0	8.2	7.4	7.0	8.2
7	30	7.3	8.8	8.6	8.5	7.1	6.5	8.6	7.9	7.8	6.2	9.0
6	40	7.2	8.1	8.3	8.6	6.0	7.3	8.2	7.5	7.9	7.2	8.8
601	45	7.1	8.2	8.9	8.7	7.6	7.2	8.3	8.2	8.1	5.8	8.7



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

Route Number	April - June 2016		April - June 2017		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Apr'16-Jun'16 vs. Apr'17-Jun'17
# 10	43	8.1	37	7.6	-0.5
# 106	29	7.9	38	8.2	0.3
# 16	38	8.1	42	7.6	-0.5
# 22	40	7.7	21	7.5	-0.2
# 240	25	7.9	37	7.8	-0.1
# 246	31	8.3	44	7.7	-0.6
# 25	42	8.2	42	7.8	-0.4
# 250	59	8.5	65	7.5	-1.0
# 351	41	8.1	51	8.4	0.3
# 410	35	7.6	36	7.3	-0.3
# 6	24	7.9	40	7.2	-0.7
# 601	38	7.8	45	7.1	-0.7
# 7	37	7.6	30	7.3	-0.3
# 9	55	8.3	60	7.9	-0.4
# 99	108	7.8	93	8.0	0.2

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

OVERALL PERFORMANCE RATINGS  
JANUARY 2016 - JUNE 2016 VERSUS  
JANUARY 2017 - JUNE 2017  
(Routes With 35+ Trips Per 6 Month Period)

Route Number	January - June 2016		January - June 2017		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jan'16-Jun'16 vs. Jan'17-Jun'17
# 10	79	8.1	73	8.0	-0.1
# 106	61	7.2	74	8.1	0.9
# 130	37	8.4	35	8.2	-0.2
# 14	62	7.8	46	8.5	0.7
# 16	74	7.8	94	7.5	-0.3
# 160	43	7.6	31	7.7	0.1
# 17	54	7.8	37	7.5	-0.3
# 19	53	7.6	39	7.4	-0.2
# 2	12	8.6	62	7.7	-0.9
# 20	63	7.0	61	7.0	0.0
# 22	84	8.0	50	7.9	-0.1
# 239	52	7.6	41	7.8	0.2
# 240	56	8.1	66	7.8	-0.3
# 246	55	8.4	81	7.7	-0.7
# 25	85	7.7	88	7.7	0.0
# 250	127	8.6	132	8.0	-0.6
# 255	41	7.7	30	7.4	-0.3
# 3	51	8.1	68	8.2	0.1
# 319	42	7.6	33	7.6	0.0
# 351	82	8.3	90	8.4	0.1
# 4	45	8.3	42	8.0	-0.3
# 401	55	8.0	61	7.6	-0.4
# 41	69	8.0	65	7.4	-0.6
# 410	58	7.7	67	7.5	-0.2
# 49	57	7.3	58	7.5	0.2
# 5	37	7.5	44	8.4	0.9
# 50	43	8.1	30	7.9	-0.2
# 502	35	8.2	38	7.4	-0.8
# 6	46	8.0	63	7.7	-0.3
# 601	72	7.7	90	7.0	-0.7
# 7	55	7.8	55	7.4	-0.4
# 701	48	8.0	48	7.5	-0.5
# 8	35	7.6	36	7.7	0.1
# 9	107	8.1	102	8.2	0.1
# 99	213	7.9	190	7.8	-0.1
# BTC	14	7.6	39	7.5	-0.1

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

**OVERALL PERFORMANCE RATINGS**  
**JULY 2015 - JUNE 2016 VERSUS**  
**JULY 2016 - JUNE 2017**  
**(Routes With 35+ Trips Per Year)**

Route Number	July 2015 - June 2016		July 2016 - June 2017		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jul'15-Jun'16 vs. Jul'16-Jun'17
# 10	152	7.8	147	8.0	0.2
# 100	40	8.2	52	7.9	-0.3
# 106	131	7.6	137	8.0	0.4
# 123	37	7.6	46	8.0	0.4
# 129	42	7.7	37	7.9	0.2
# 130	76	8.2	60	8.1	-0.1
# 135	125	7.8	76	8.0	0.2
# 14	117	7.7	113	8.1	0.4
# 143	38	7.4	24	7.6	0.2
# 144	36	7.4	40	8.0	0.6
# 145	36	7.6	34	7.3	-0.3
# 15	48	7.7	46	7.7	0.0
# 152	51	7.8	39	8.0	0.2
# 155	32	8.2	42	8.4	0.2
# 159	35	8.1	27	6.9	-1.2
# 16	154	7.8	178	7.6	-0.2
# 160	81	7.3	68	7.8	0.5
# 17	99	7.7	81	7.1	-0.6
# 19	93	7.8	90	7.5	-0.3
# 2	24	8.3	121	7.5	-0.8
# 20	128	7.0	112	6.9	-0.1
# 210	68	8.4	80	7.5	-0.9
# 211	56	7.9	62	8.1	0.2
# 22	200	7.7	112	7.4	-0.3
# 228	52	8.5	58	7.9	-0.6
# 229	43	7.6	42	7.9	0.3
# 230	54	7.8	58	8.0	0.2
# 232	40	8.4	35	8.0	-0.4
# 239	97	8.0	101	8.1	0.1
# 240	133	7.7	127	8.0	0.3
# 246	105	8.1	129	7.7	-0.4
# 25	175	7.4	143	7.8	0.4

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

Route Number	July 2015 - June 2016		July 2016 - June 2017		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jul'15-Jun'16 vs. Jul'16-Jun'17
# 250	266	8.5	262	8.4	-0.1
# 255	80	7.8	56	7.9	0.1
# 257	45	7.9	47	8.7	0.8
# 26	51	8.1	54	7.4	-0.7
# 28	32	8.6	43	8.0	-0.6
# 3	105	7.9	116	7.9	0.0
# 319	75	7.7	69	7.9	0.2
# 320	44	7.9	33	7.8	-0.1
# 321	49	7.5	44	7.0	-0.5
# 33	59	7.9	53	7.7	-0.2
# 340	38	7.8	37	6.7	-1.1
# 351	159	8.4	165	8.4	0.0
# 4	79	8.2	75	8.2	0.0
# 401	113	7.8	117	7.7	-0.1
# 402	46	8.4	38	7.5	-0.9
# 403	39	7.7	50	7.8	0.1
# 407	36	7.5	33	7.8	0.3
# 41	146	7.9	140	7.7	-0.2
# 410	125	7.6	129	7.5	-0.1
# 44	40	7.6	34	8.2	0.6
# 49	118	7.6	124	7.7	0.1
# 5	65	7.6	80	8.0	0.4
# 50	74	8.5	56	8.0	-0.5
# 502	65	8.1	61	7.4	-0.7
# 555	55	8.4	59	8.1	-0.3
# 6	83	8.1	109	8.0	-0.1
# 601	154	7.4	170	7.5	0.1
# 7	108	7.5	113	7.7	0.2
# 701	98	7.6	93	7.4	-0.2
# 791	41	7.8	29	8.6	0.8
# 8	63	7.7	69	8.2	0.5
# 84	84	8.0	67	8.0	0.0
# 9	216	7.9	200	8.1	0.2
# 96	42	8.7	38	8.1	-0.6
# 97	113	7.4	45	8.2	0.8
# 99	419	7.9	383	7.9	0.0
# BTC	29	7.6	52	7.4	-0.2
# C23	36	6.7	22	7.3	0.6
# NVT	42	7.6	27	7.0	-0.6
# STC	34	7.6	40	7.9	0.3

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