Customer Service Performance
Quarter 3 2017

Bus
SeaBus
SkyTrain

The Customer Service Performance study tracks performance on service attributes that are most strongly related to overall transit service ratings from customers.

Trends in the percentage of good-to-excellent scores (8, 9, 10 out of 10) are highlighted.

The analysis in the text focuses on the top key drivers for each area of service.

Where performance is excellent or poor, but the attribute is not one of the top key drivers, the text does not comment on it; however, customer ratings on the attribute will be shown in the graphs for each section.

Overview

- **Since Q4 2016, the proportion of transit riders who award good-to-excellent scores to Overall Transit Service has been increasing, from 57% to 65% this period.** The average score has also improved to 7.8 out of 10.

- **Enough Shelters at Stops continues to be the only transit system attribute that does not meet the 7.0 threshold for positive performance (6.9 out of 10).** However, its average score has been steadily improving over the last three quarters and its good-to excellent ratings (39%) have increased from last quarter and a year ago.

- **Four other transit system attributes have shown significant improvements over the last quarter and/or a year ago, with three of them being related to having adequate information for transit riders:** Adequate Information on SkyTrain (64%), Convenient Hours (55%), Adequate Information on Buses (54%) and Adequate of Transit Information at stops/stations (52%).

Overall Bus Service earns top ratings from two-thirds of bus riders (66%), which is marginally up from last quarter but in-line with a year ago. The average score is stable at 7.9 out of 10.

- All bus service attributes continue to meet the 7.0 positive-performance threshold.

- Over three-quarters of bus riders (77%) give good-to-excellent scores to Having a Courteous Bus Operator, and this remains as the highest-rated top key driver for Overall Bus Service.

- The other three key drivers have a relatively weaker performance, including Providing On-Time, Reliable Service (58%), Frequency of Service (54%, up from both last quarter and a year ago) and Not Being Overcrowded (52%).

- For this period, #601 bus generally earns lower ratings compared to other bus routes.

Similar to the previous quarter and a year ago, Overall SkyTrain Service receives high scores from three-quarters of SkyTrain riders (75%). The average score is unchanged at 8.3 out of 10.

- Compared to Q2 2017 and/or Q3 2016, a few areas have shown improvements in their performances, including Feeling Safe from Crime On Board the SkyTrain (81%), Clean and Graffiti-Free (76%), Feeling Safe from Crime Inside the SkyTrain Station (75%), Staff Availability (39%) and Delays are Announced and Explained (39%).

- This period, two attributes earn an average score that is below the positive-performance threshold, which are Not Being Overcrowded (6.9 out of 10) and Delays are Announced and Explained (6.5).

- Generally, SkyTrain riders have a more positive perception of Canada Line than BCRTC.

After a drop in performance last quarter, ratings for SeaBus's Overall Service (85%) have returned to more typical levels, making SeaBus the strongest-performing mode for this quarter.

- Scores for three specific areas have increased from last quarter and/or a year ago, which includes Having Courteous and Helpful Staff (98%), Trip Duration (91%), and Not Being Overcrowded (79%).

- On the other hand, Clean and Graffiti-Free's performance (78%) has slipped this quarter.

- All SeaBus service attributes earn a strong average score of at least 8.0 out of 10.

Performance on Transit System Attributes

% Good to Excellent (8-10)

Attribute	% Good to Excellent (8-10)	Average Rating
Ease of Getting Info from Telephone Information Line	73	8.1
Adequacy of Information on SkyTrain	64	7.9
Overall Transit Service	65	7.8
Adequacy of Information on SeaBus	51	7.8
Ease of Finding Information on Website	58	7.6
Operation of Service During Convenient Hours	55	7.6
Value for Money	54	7.5
Adequacy of Information on Buses	54	7.5
Adequacy of Transit Information at Stops/Stations	52	7.5
Good Connections	52	7.4
Enough Shelters at Stops	39	6.9
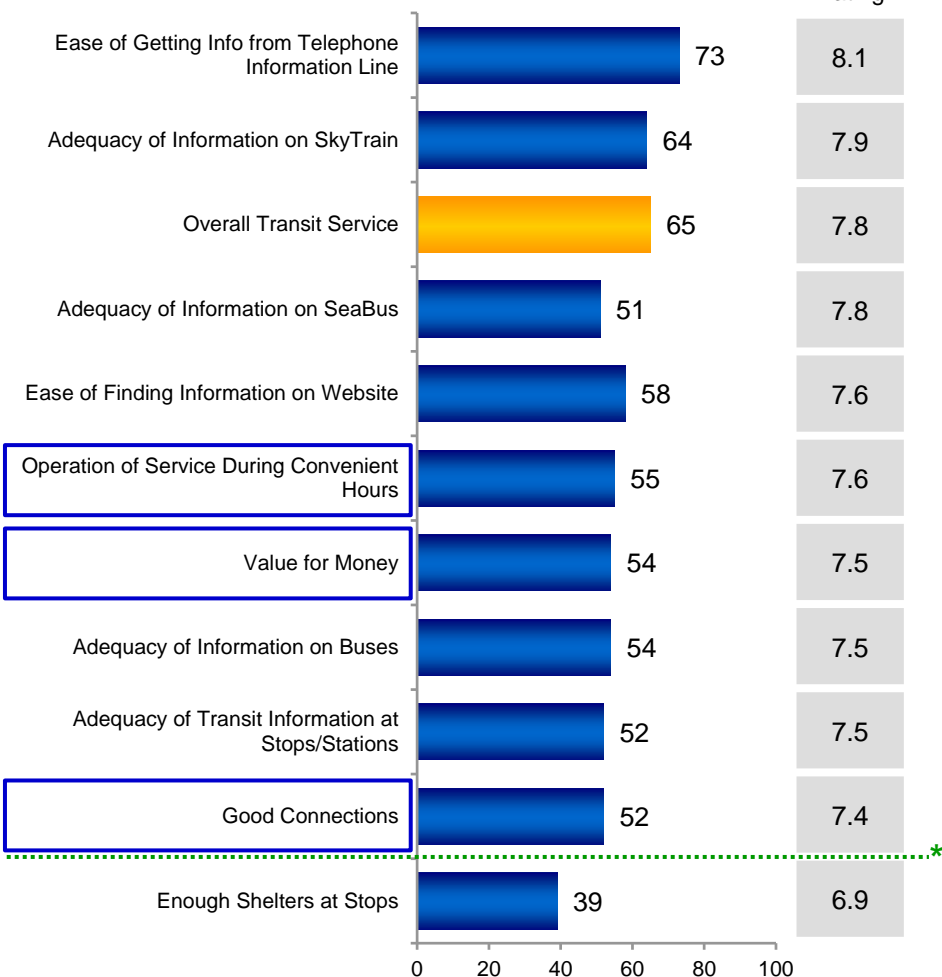
Q3 2017 Base = 2100

☐ Top Key Driver

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

Transit System

- Two-thirds of transit riders (65%) award top scores to Overall Transit Service, which has been trending up since Q4 of last year (57%). The average score has also improved to 7.8 out of 10.

- Most of the significant changes observed this quarter are positive. These attributes include Having Adequate Information on SkyTrain (64%), Convenient Hours (55%), Adequate Information on Buses (54%), Adequate Information at Stops/Stations (52%) and Enough Shelters at Stops (39%).

- Although Enough Bus Shelters at Bus Stops still performs below the positive-performance threshold (an average score of 6.9 out of 10), its performance has grown stronger since Q4 2016.

Performance on Top Key Drivers of Transit Overall Service

Key Drivers with Positive Performance*

- Operation of Service During Convenient Hours
  - Ratings for this attribute (55%) are up from a year ago but unchanged from last quarter. This is currently the highest-rated top key driver for Overall Transit Service.

- Value for Money
  - Value for Money shows stable performance this period, earning top scores from 54% of riders.

- Good Connections
  - Scores for Good Connections continue to trend upward, from 46% in Q4 2016 to 52% this quarter.

TRANS/LINK

Performance on Bus System Attributes

% Good to Excellent (8-10)

Attribute	% Good to Excellent	Average Rating
Having an Operator Who Drives Safely & Professionally**	83	8.7
Feeling Safe from Crime On Board the Bus	82	8.7
Having a Direct Route	78	8.6
Feeling Safe from Crime at the Bus Stop or Transit Exchange	78	8.5
Having a Courteous Bus Operator**	77	8.5
Trip Duration from the Time You Boarded to the Time You Got Off the Bus	74	8.3
Clean and Graffiti-Free Buses	73	8.3
Overall Bus Service	66	7.9
Providing On-Time, Reliable Service	58	7.5
Frequency of Service	54	7.3
Not Being Overcrowded	52	7.1

Q3 2017 Base = 1910 (bus routes evaluated)

☐ Top Key Driver

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

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

Bus System

- Overall Bus Service is rated highly by two-thirds of bus riders (66%), which is marginally up from the previous quarter but consistent with a year ago. The average score remains stable at 7.9 out of 10.

- This period, Frequency of Service is the only attribute that shows a significant change (54%, up from Q2 2017 and Q3 2016).

- Similar to previous waves, three of the four top key drivers of Overall Bus Service continue to show a relatively weaker performance, namely Providing On-Time, Reliable Service, Frequency of Service and Not Being Overcrowded. However, all bus service attributes continue to perform above the 7.0 threshold.

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

- Courteous Bus Operator
  - Courteous Bus Operator receives top ratings from over three-quarters of riders (77%), which is consistent with last quarter and a year ago. This continues to be the strongest top key driver for Overall Bus Service. WVT and STC have shown significant improvements over the last quarter and/or a year ago, while ratings for RTC have slipped from Q2 2017.

- On-Time Reliable Service
  - In-line with last quarter but marginally up from a year ago, ratings for On-Time Reliable Service are 58%. Scores for BTC have improved from Q3 2016 while ratings for WVT have slipped from the same period.

- Frequency of Service
  - Frequency of Service shows a stronger performance this period, earning top sores from 54% of bus riders. Specifically, ratings for BTC, PCT and STC have increased from last quarter and/or a year ago, while WVT's performance has dropped from Q3 2016.

- Not Being Overcrowded
  - Scores for Not Being Overcrowded are consistent with last quarter but marginally up from Q3 2016. In particular, PCT's performance has increased from the previous period and a year ago; possibly due to SkyTrain's Evergreen Extension and associated bus route changes.

Performance on SkyTrain Attributes

% Good to Excellent (8-10)

Attribute	% Good to Excellent	Average Rating
Providing On-Time, Reliable Service	82	8.6
Feeling Safe from Crime On Board the SkyTrain	81	8.6
Having Courteous, Competent and Helpful SkyTrain Staff**	77	8.5
Clean and Graffiti-Free SkyTrain Cars and Stations	76	8.4
Feeling Safe from Crime Inside the SkyTrain Station	75	8.4
Overall SkyTrain Service	75	8.3
Frequency of Service	73	8.3
Staff Available When Needed	39	7.2
Not Being Overcrowded	47	6.9
Delays Are Announced and Explained***	39	6.5

☐ Top Key Driver

Q3 2017 Base = 1450 (SkyTrain riders)

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

** Caution: Only among SkyTrain riders who spoke with staff (n=100)
*** Caution: Only among those who experienced delays (n=473)

SkyTrain System

- Overall SkyTrain Service continues to earn a high score from three-quarters of SkyTrain riders (75%) this period. The average score is also stable at 8.3 out of 10.
- Some attributes have shown improvements over last quarter and/or a year ago, including Feeling Safe from Crime On Board the SkyTrain (81%), Clean and Graffiti-Free (76%), Safety from Crime in the Station (75%), Staff Availability (39%) and Delays are Announced and Explained (39%).
- Not Being Overcrowded and Delays are Announced and Explained are the only two attributes that perform below the 7.0 threshold for positive performance this period, earning an average score of 6.9 and 6.5 respectively.

Performance on Top Key Drivers of SkyTrain Overall Service

Key Drivers with Positive Performance*

- On-Time, Reliable Service
  - One of the highest-rated top key drivers, On-Time Reliable Service, earns top scores from 82% of SkyTrain riders.
- Feeling Safe from Crime On Board the SkyTrain
  - Another top-performing key driver, Feeling Safe from Crime On Board the SkyTrain, receives good-to-excellent scores from 81% of riders, which is up from a year ago. Both BCRTC and Canada Line have shown an increase in their performances compared to the same period last year.
- Frequency of Service
  - Frequency of Service shows stable performance this period (73%).
- Not Being Overcrowded
  - Marginally up from a year ago but down from last quarter, Not Being Overcrowded is the lowest-performing top key driver (47%) this quarter.

Performance on SeaBus Attributes

% Good to Excellent (8-10)

Attribute	% Good to Excellent	Average Rating
Providing On-Time, Reliable Service	92	9.2
Having Courteous, Competent and Helpful SeaBus Staff**	98	9.1
Trip Duration from the Time You Boarded to the Time You Got Off the SeaBus	91	8.9
Feeling Safe from Crime at the SeaBus Station	85	8.9
Overall SeaBus Service	85	8.7
Clean and Graffiti-Free SeaBus Vessel and Station	78	8.7
Staff Available When Needed	68	8.6
Not Being Overcrowded	79	8.5
Frequency of Service	66	8.0

0 20 40 60 80 100

[ ] Top Key Driver

Q3 2017 Base = 226 (SeaBus riders)

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

** Caution: Very small base size – only among SeaBus riders who spoke with staff (n=44)

SeaBus

- After showing a downward trend in the past year, ratings for Overall SeaBus Service (85%) have returned to the same level that was observed a year ago.

- Compared to last quarter and/or a year ago, three attributes have shown a stronger performance this period, including Courteous, Competent and Helpful Staff (98%), Trip Duration (91%) and Not Being Overcrowded (79%).

- On the other hand, ratings for Clean and Graffiti-Free (78%) have dropped from the previous quarter and the same period last year.

- 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
  - This attribute remains as the strongest-performing top key driver for Overall SeaBus Service (92%).

- Trip Duration
  - Up from last quarter but in-line with a year ago, Trip Duration earns top ratings from nine-in-ten SeaBus riders (91%).

- Frequency of Service
  - Two-thirds of SeaBus riders (66%) give a high score to Frequency of Service, which is relatively lower than other SeaBus attributes.

TRANS LINK

Transit Riders

- 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 (22% versus 13%)
  - They are less likely to be working full-time (45% versus 51%)
  - They are more likely to be a student (14% versus 6%)
  - They are more likely to be a university graduate (45% versus 41%)

Trip Purpose

- Broadly four-in-ten transit riders report riding public transit for work purposes (46%), entertainment reasons (44%) and going to or from shopping (37%).

Choice versus Captive

- The proportion of Choice riders, or those who have regular vehicle access, continues to drop from 71% in Q1 2017 to 63% this period. In turn, the proportion of Captive riders (no vehicle access) has grown to 35%.

- Compared to Captive riders, Choice riders tend to make a higher income ($40K or more), older (aged 35+), work full-time, hold a university degree, take the SeaBus and travel for entertainment reasons.

- On the contrary, Captive riders are more likely to make an income of under $40K, younger (16-34 years old), work part-time or unemployed, use a Compass Card, take the Bus, travel for work, school or shopping reasons 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.

- Starting in July 2017, this study uses a dual-frame of cell-phone and landline sample in order to make the sample more representative of the target population.

More details about the methodology used for this project are included in Appendix A.

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

- Perceptions of Overall Service

- Perceptions of Specific Attributes

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

% Good to Excellent (8-10)
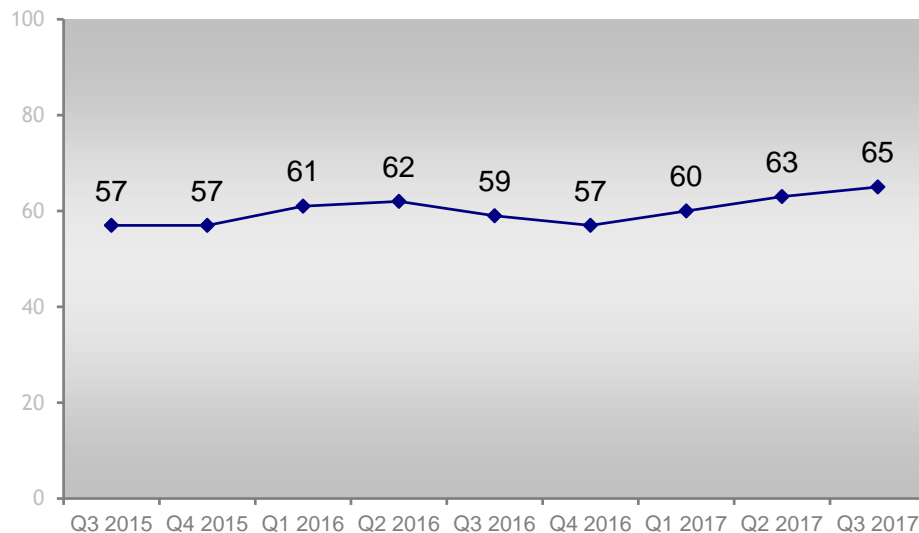
| Avg Score | 7.5 | 7.5 | 7.6 | 7.7 | 7.6 | 7.5 | 7.6 | 7.6 | 7.8 |

Q3 2017 Base = 2100

Overall Service

Overall Service's performance continues to trend upward, from 57% in Q4 2016 to 65% this period, which is the highest level observed in the last two years. The average score has also increased to 7.8 out of 10 this quarter.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	+ 2%	+ 6%

In particular, High Frequency users and those who travel for work purposes tend to award lower ratings to Overall Service than their counterparts. Also, Monthly Pass users are more likely to give a low score compared to those who use other Compass Card options.

Q3 2017 Regional Differences:

68% among Richmond/South Delta riders

47% among West Vancouver riders

Most Positive   Least Positive

= *Significant upward/downward shift*

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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)

	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
%	47	52	52	52	53	53	53	54	54
Avg Score	7.1	7.3	7.3	7.3	7.4	7.4	7.5	7.5	7.5

Q3 2017 Base = 2100

Q3 2017 Regional Differences:

60% among North Vancouver riders

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

Top Key Driver Most Positive Least Positive
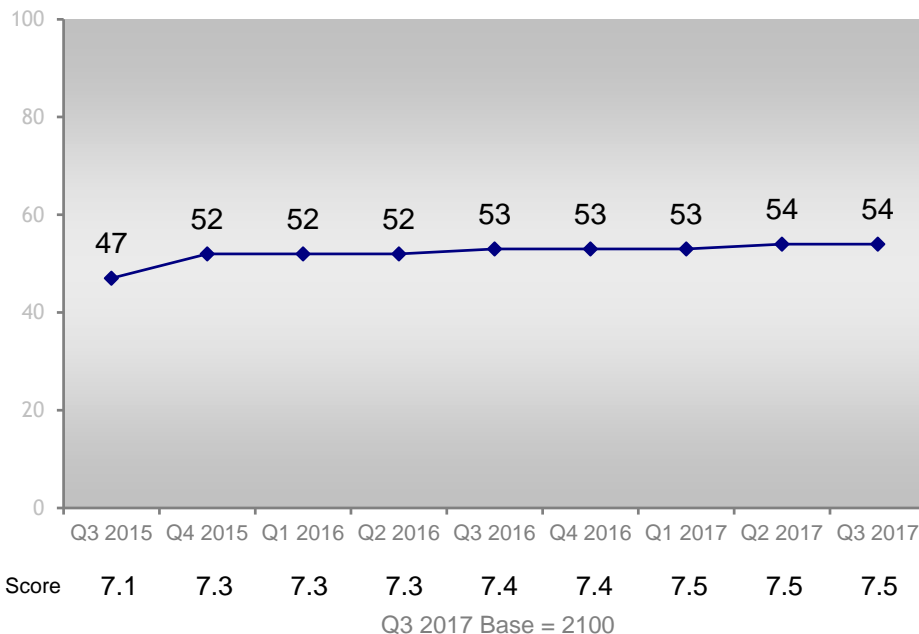
Value for Money

Value for Money is rated highly by over one-half of transit riders (54%), which is consistent with last quarter and a year ago. This top key driver for Overall Transit Service continues to earn a stable average score of 7.5 out of 10.

Good-to-Excellent ratings compared to:	_Last Quarter_	_Same Quarter Last Year_
	0%	+ 1%

Senior riders (65+) are more likely to award high scores to this attribute compared to their younger counterparts.

= *Significant upward/downward shift*

TRANS/LINK

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)
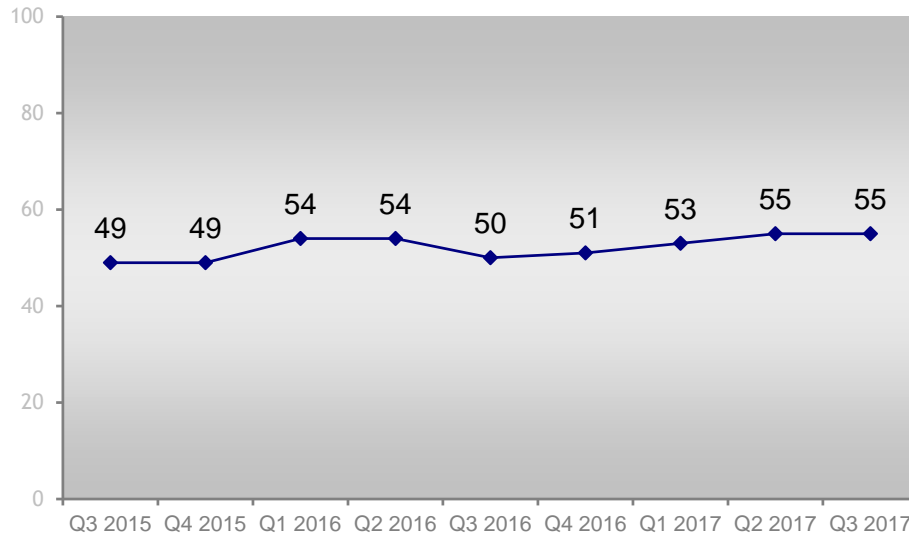
	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
	49	49	54	54	50	51	53	55	55
Avg Score	7.3	7.3	7.4	7.5	7.3	7.4	7.4	7.5	7.6

Q3 2017 Base = 2100

Convenient Hours

Unchanged from last quarter but up from the same period last year, Convenient Hours earns top ratings from 55% of riders. The average score (7.6 out of 10) has been trending upward over the past year, which makes this attribute the highest-rated top key driver for Overall Transit Service this period.

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

Compared to their counterparts, Choice riders and those who are between the ages of 25 and 64 years old are less likely to give top ratings to Convenient Hours.

Q3 2017 Regional Differences:

No significant regional differences	No significant regional differences

Top Key Driver	Most Positive	Least Positive

= *Significant upward/downward shift*

Good Connections

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

Down from last quarter but consistent with a year ago, four-in-ten transit riders (41%) say they have taken more than one bus or transit mode this period. This is particularly prevalent among Captive riders and High Frequency users.

Trending up since Q4 2016, one-half of riders (52%) who have made connections give good-to-excellent scores to the top key driver, Good Connections. The average score is 7.4 out of 10, which is up from a year ago. In particular, riders who have a lower annual household income (<$40K) tend to award top ratings to Good Connections than those who make a higher income.

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

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

% Good to Excellent (8-10)

	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
%	45	48	53	50	48	46	47	49	52
Avg Score	7.1	7.1	7.3	7.2	7.2	6.9	7.2	7.2	7.4

Q3 2017 Base = 844
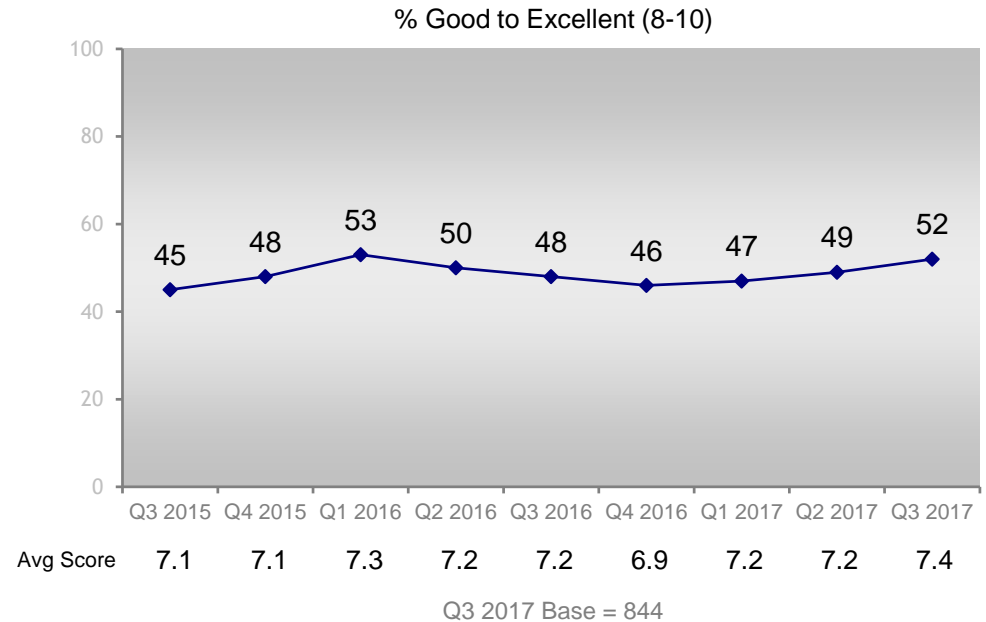
Q3 2017 Regional Differences:

59% among Surrey/North Delta/White Rock/Langley riders	41% among Richmond/South Delta riders

= *Significant upward/downward shift*

Top Key Driver	Most Positive	Least Positive

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

Enough Bus Shelters at Bus Stops

% Good to Excellent (8-10)

Quarter	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
%	32	32	34	36	35	33	33	36	39
Avg Score	6.6	6.6	6.6	6.8	6.7	6.6	6.7	6.8	6.9

Q3 2017 Base = 2100
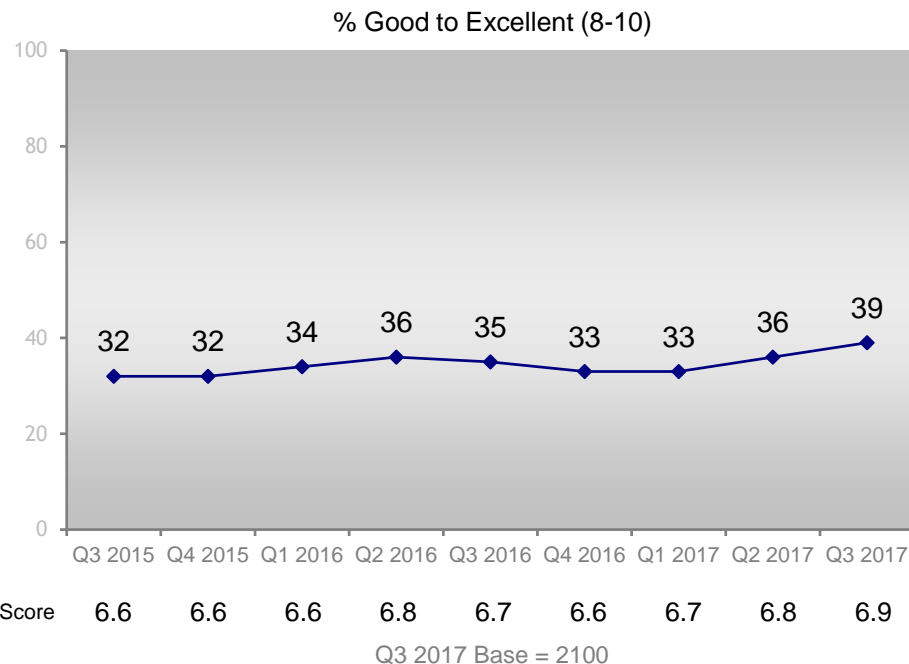
Four-in-ten riders (39%) award top ratings to Having Enough Bus Shelters at Bus Stops, which is up from both last quarter and a year ago. Although this continues to be the lowest-rated attribute (6.9 out of 10), its performance has been steadily improving since Q4 2016.

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

Specifically, Bus riders, Captive users, younger riders (16-24 years old) and those who use a U-Pass are more inclined to give a high score compared to their counterparts.

Q3 2017 Regional Differences:

41% among Surrey/North Delta/White Rock/Langley riders
40% among Vancouver riders

32% among Northeast 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)
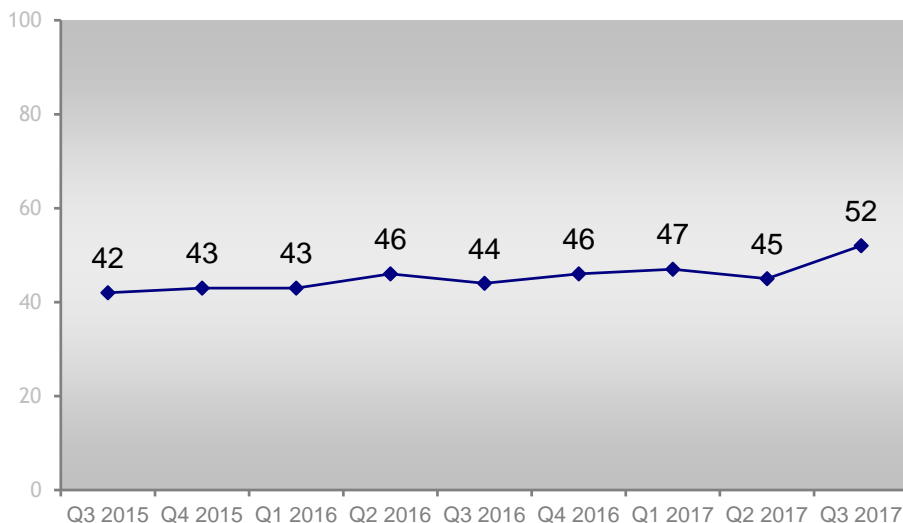
	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
	42	43	43	46	44	46	47	45	52
Avg Score	7.0	7.0	7.0	7.1	7.1	7.2	7.1	7.2	7.5

Q3 2017 Base = 2100

Q3 2017 Regional Differences:

No significant regional differences

No significant regional differences

| Most Positive | Least Positive |

Adequacy of Transit Information at Stops and Stations

This quarter, Adequacy of Transit Information at Stops and Stations shows a jump in performance, earning top scores from 52% of riders. The average score has also improved to 7.5 out of 10, which is the strongest in the last two years.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	+ 7%	**+ 8%**

Compared to their counterparts, Captive riders, 16 to 24 years old riders and those who make an income of less than $40k are more likely to give good-to-excellent scores.

= *Significant upward/downward shift*

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

% Good to Excellent (8-10)
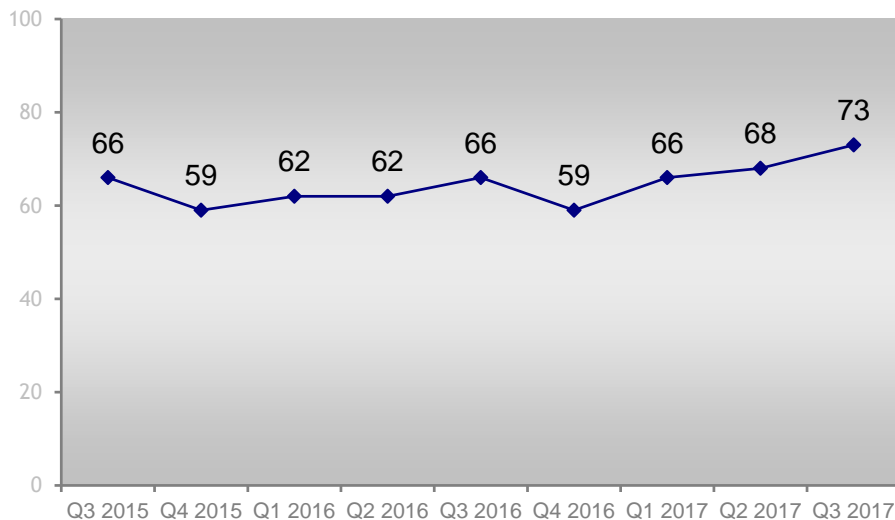
| Avg Score | 7.8 | 7.2 | 7.4 | 7.5 | 7.6 | 7.3 | 7.6 | 7.6 | 8.1 |

Q3 2017 Base = 259 (used phone)

	Spoke To Clerk	Call Was Automated	Clerk & Automated
	Base = 141	Base = 41**	Base = 66*
% Good to Excellent (8-10)			
	77%	64%	75%

Ease of Getting Information from the Telephone Information Line

In-line with last quarter but down from a year ago, 12% of transit riders say they have used the Telephone Line in the last three months, specifically among High Frequency users, Captive riders and those who make a household income of less than $80k.

Trending up since Q4 2016, close to three-quarters of those who have used the phone line (73%) give top scores to Ease of Getting Information. The average score has marginally increased to 8.1 out of 10

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	+ 5%	+ 7%

* Caution: Small base size
** Caution: Very small base size

= *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)

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

Q3 2017 Base = 1117 (used website)

Q3 2017 Regional Differences:
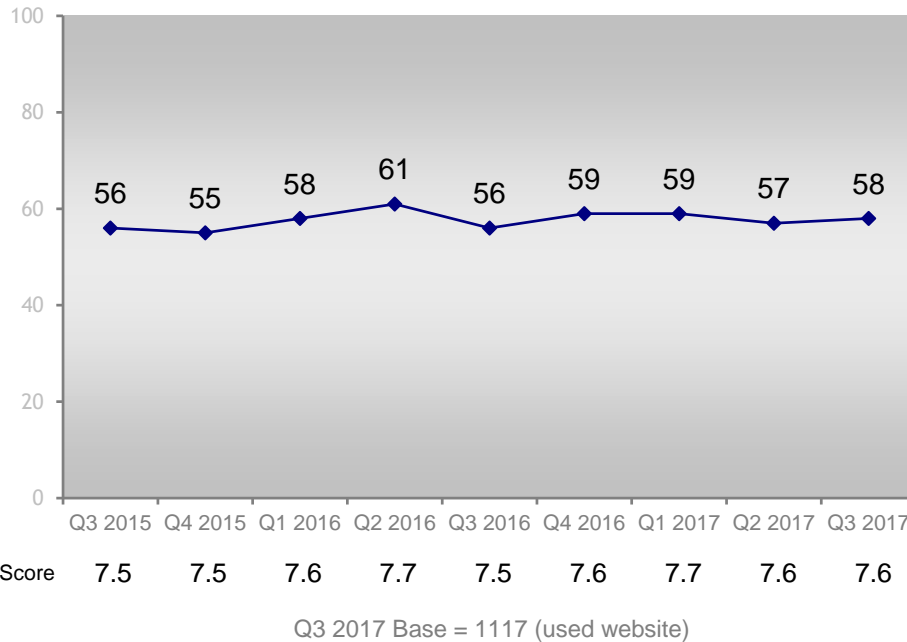
Most Positive	Least Positive
67% among Surrey/North Delta/White Rock/Langley riders	46% among Northeast riders

Ease of Finding Info on Website

TransLink's website usage (54%) is consistent with last quarter but down from a year ago. It is particularly higher among Choice riders, those with a household income of $80K or more and riders who are between the ages of 25 and 64 years old.

In-line with last quarter and a year ago, close to six-in-ten riders who have used the website in the past three months (58%) award high scores to Ease of Finding Information. The average score is consistent at 7.6 out of 10.

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

In particular, Captive riders, High or Medium Frequency users and those who make an annual household income of $40K or less are more likely to give top scores to this attribute.

= *Significant upward/downward shift*

18

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

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
4	PCT	8.3	78
7	BTC	8.2	72
10	HTC	7.9	67
10	TOTAL BUS	7.9	66
10	CMBC	7.9	66
12	WVT	7.9	65
12	RTC	7.8	62
12	VTC	7.8	62
12	STC	7.8	61

Q3 2017 Base = 1910

Total Bus includes all the routes evaluated.

% Good to Excellent (8-10)

	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
PCT	56	55	68	62	74	58	65	54	78
BTC	66	64	66	66	63	65	63	69	72
HTC						60	71	62	67
TOTAL	64	62	67	66	65	62	65	63	66
CMBC	64	61	67	66	64	62	64	63	66
WVT	65	73	69	73	79	88	81	55	65
RTC	67	61	68	66	68	64	59	68	62
VTC	64	60	67	65	62	58	63	62	62
STC	64	66	63	65	57	67	66	60	61

Top Scoring Route

#41

8.4

Lowest Scoring Route

#601

6.8

Time Period Receiving Higher Ratings

- Weekends and holidays

Bus Service Overall

Overall Bus Service earns top scores from two-thirds of bus riders (66%), which is marginally up from last quarter but consistent with a year ago. The average score remains stable at 7.9 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	+ 3%	+ 1%
PCT	**+ 24%**	+ 4%
BTC	+ 3%	**+ 9%**
WVT	+ 10%	**- 14%**

= *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?**

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
9	BTC	8.1	69
7	PCT	8.0	66
11	WVT	7.6	52
16	CMBC	7.5	58
16	**TOTAL BUS**	7.5	58
17	STC	7.5	58
18	HTC	7.5	58
16	RTC	7.5	57
21	VTC	7.2	50

Q3 2017 Base = 1910

% Good to Excellent (8-10)

Depot	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
BTC	64	63	64	67	60	68	60	63	69
PCT	49	47	56	54	65	53	66	63	66
WVT	66	62	64	61	79	75	63	40	52
CMBC	54	55	59	58	54	56	55	57	58
TOTAL BUS	54	55	59	58	55	57	55	56	58
STC	54	58	58	59	52	52	60	61	58
HTC						56	52	50	58
RTC	58	54	61	57	50	53	50	52	57
VTC	49	51	55	53	51	51	49	54	50

Top Scoring Route
#99
8.3

Lowest Scoring Route
#2
6.2

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

On-Time Reliable Service

☐ Top Key Driver

Marginally up from Q3 2016 but consistent with last quarter, close to six-in-ten bus riders (58%) give good-to-excellent scores to On-Time Reliable Service, which is top key driver for Overall Bus Service. The average score is consistent at 7.5 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	+ 2%	+ 3%
BTC	+ 6%	**+ 9%**
WVT	+ 12%	**- 27%**

⬤ ⬤ = 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?

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
10	BTC	7.9	64
16	PCT	7.5	62
18	CMBC	7.4	54
20	STC	7.3	55
18	TOTAL BUS	7.3	54
18	HTC	7.2	53
21	VTC	7.2	50
21	RTC	7.1	48
22	WVT	6.8	38

Q3 2017 Base = 1910

% Good to Excellent (8-10)

	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
BTC	54	62	60	61	56	61	57	59	64
PCT	45	47	44	44	49	49	49	38	62
CMBC	47	49	49	50	47	48	48	49	54
STC	47	43	51	49	35	46	48	44	55
TOTAL BUS	47	49	49	50	47	48	48	48	54
HTC						44	52	47	53
VTC	47	46	45	47	48	43	44	48	50
RTC	44	47	49	48	45	43	39	43	48
WVT	46	37	48	51	58	59	57	29	38

Top Scoring Route

#99

8.4

Lowest Scoring Route

#601

5.2

Time Period Receiving Higher Ratings

- No particular time period is singled out.

Frequency of Service

Up from both last quarter and the same quarter last year, over one-half of bus riders (54%) award top scores to another top key driver, Frequency of Service. The average score has also increased to 7.3 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	+ 6%	+ 7%
BTC	+ 5%	+ 8%
PCT	+ 24%	+ 13%
STC	+ 11%	+ 20%
WVT	+ 9%	- 20%

Top Key Driver

= 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.

21

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

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
1	WVT	8.9	89
4	BTC	8.6	75
4	HTC	8.5	80
4	PCT	8.5	78
5	TOTAL BUS	8.5	77
5	CMBC	8.5	76
6	VTC	8.5	76
7	STC	8.4	76
7	RTC	8.3	73

Q3 2017 Base = 1910

% Good to Excellent (8-10)

	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
WVT	84	83	83	83	78	88	86	77	89
BTC	69	76	63	69	75	73	73	74	75
HTC							77	75	74	80
PCT	69	74	75	74	74	74	83	74	78
TOTAL BUS	74	74	74	74	75	75	77	76	77
CMBC	73	74	73	73	75	75	76	75	76
VTC	72	73	77	73	77	76	76	76	76
STC	74	74	74	74	67	74	75	73	76
RTC	77	69	69	75	74	73	77	82	73

Top Scoring Route

#41	#2
8.9	8.8

Lowest Scoring Route*

#601

7.8

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

The highest-rated top key driver for Overall Bus Service continues to be Courteous Bus Operator, which earns high scores from three-quarters of bus riders (77%) and its average score remains strong at 8.5 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	+ 1%	+ 2%
WVT	**+ 12%**	**+ 11%**
STC	+ 3%	**+ 9%**
RTC	**- 9%**	- 1%

Top Key Driver

= *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.

TRANS LINK

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

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

Q3 2017 Base = 1910

% Good to Excellent (8-10)

Depot	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
PCT	69	69	77	70	74	75	78	79	79
BTC	75	79	78	79	80	76	74	75	79
RTC	74	69	78	73	71	75	74	77	78
TOTAL BUS	74	75	76	73	73	73	76	74	74
CMBC	73	75	76	73	73	73	76	75	74
HTC						78	80	77	73
STC	71	74	79	69	61	75	75	72	73
WVT	82	83	72	78	84	88	81	63	74
VTC	73	76	75	72	74	67	77	72	69

Top Scoring Routes
#9	#10	#240
8.5	8.5	8.5

Lowest Scoring Route*
#601
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.

Trip Duration

Trip Duration is rated highly by three-quarters of bus riders (74%), which is similar to last quarter and the same quarter a year ago. The average score remains stable at 8.3 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	0%	+ 1%
STC	+ 1%	+ 12%

= 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.

23

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

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
8	PCT	8.2	72
16	HTC	7.6	55
21	RTC	7.2	54
23	CMBC	7.2	52
24	TOTAL BUS	7.1	52
27	STC	7.0	50
25	VTC	7.0	48
28	BTC	6.9	49
31	WVT	6.7	48

Q3 2017 Base = 1910

% Good to Excellent (8-10)

Depot	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
PCT	44	43	52	46	51	48	50	53	72
HTC						56	58	54	55
RTC	46	47	47	49	47	52	50	63	54
CMBC	48	46	49	49	49	48	52	51	52
TOTAL BUS	49	46	49	49	49	48	52	51	52
STC	54	47	52	53	43	46	62	47	50
VTC	50	47	49	52	50	49	51	47	48
BTC	43	41	40	36	46	39	45	51	49
WVT	55	54	60	50	52	51	49	43	48

Top Scoring Routes

#3

7.6

Lowest Scoring Route

#240

5.4

Time Period Receiving Higher Ratings

- Weekday 9:30am-3pm and after 6:30pm

Not Being Overcrowded

Top Key Driver

Not Being Overcrowded continues to perform relatively weaker compared to other bus system attributes, earning top scores from 52% of bus riders. However, its performance has marginally increased from a year ago, and its average score is stable at 7.1 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	+ 3%
PCT	**+ 19%**	**+ 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.

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

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
0	WVT	9.1	87
2	PCT	8.9	92
2	BTC	8.8	84
4	STC	8.8	83
3	CMBC	8.7	83
3	TOTAL BUS	8.7	83
3	VTC	8.7	83
5	RTC	8.5	80
5	HTC	8.5	80

Q3 2017 Base = 1910

% Good to Excellent (8-10)

	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
WVT	92	86	89	90	93	88	82	85	87
PCT	77	85	87	84	80	87	86	85	92
BTC	81	87	81	79	85	83	83	83	84
STC	85	86	84	85	78	83	84	80	83
CMBC	83	85	85	83	84	86	85	83	83
TOTAL BUS	83	85	85	83	84	86	85	83	83
VTC	82	86	84	80	86	88	86	81	83
RTC	85	79	85	84	80	82	85	87	80
HTC						86	87	85	80

Top Scoring Routes

#41

9.1

Lowest Scoring Route*

#601

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

Safe and Professional Bus Operator continues to be one of the highest-rated bus system attributes, which shows steady performance this period (83% good-to-excellent ratings and an average score of 8.7 out of 10),
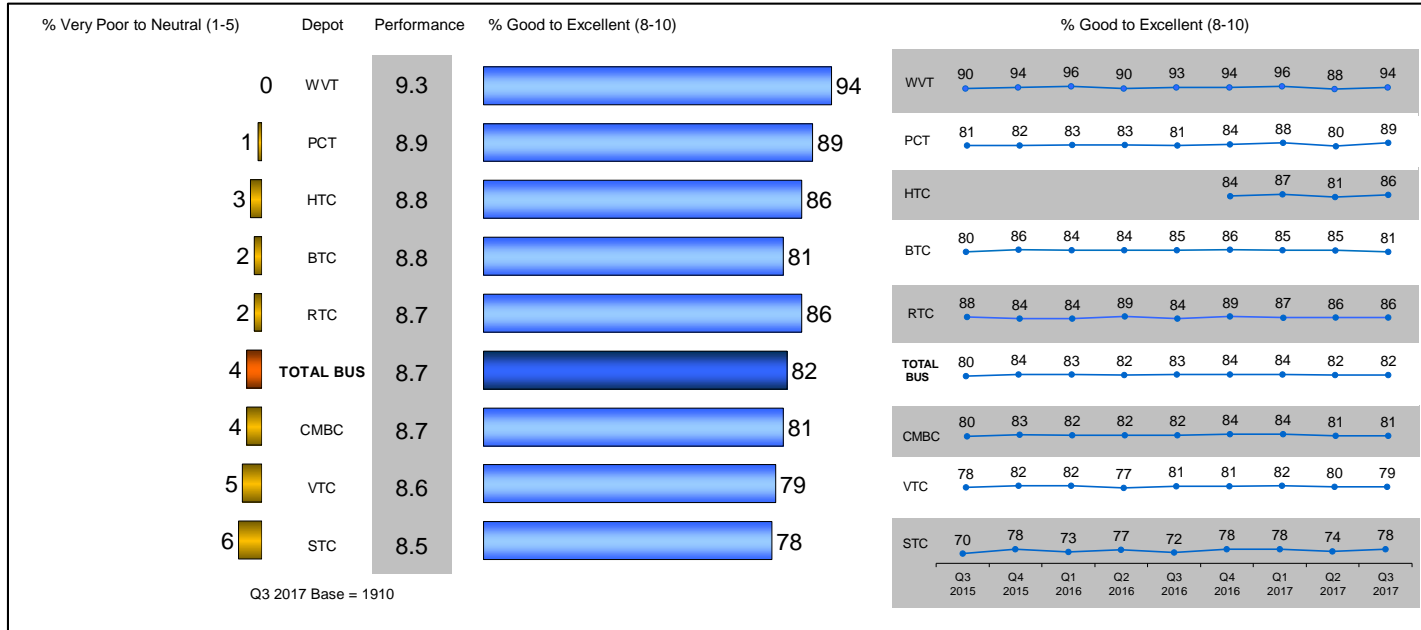
Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	0%	- 1%
PCT	+ 7%	**+ 12%**

= *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?**

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
0	WVT	9.3	94
1	PCT	8.9	89
3	HTC	8.8	86
2	BTC	8.8	81
2	RTC	8.7	86
4	**TOTAL BUS**	8.7	82
4	CMBC	8.7	81
5	VTC	8.6	79
6	STC	8.5	78

Q3 2017 Base = 1910

% Good to Excellent (8-10)

Depot	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
WVT	90	94	96	90	93	94	96	88	94
PCT	81	82	83	83	81	84	88	80	89
HTC						84	87	81	86
BTC	80	86	84	84	85	86	85	85	81
RTC	88	84	84	89	84	89	87	86	86
TOTAL BUS	80	84	83	82	83	84	84	82	82
CMBC	80	83	82	82	82	84	84	81	81
VTC	78	82	82	77	81	81	82	80	79
STC	70	78	73	77	72	78	78	74	78

Top Scoring Route

#250   #41

9.2   9.1

Lowest Scoring Route*

#106

8.1

Time Period Receiving Higher Ratings

- No particular time period is singled out.

* Although this is the "lowest scoring route", it still receives good ratings.
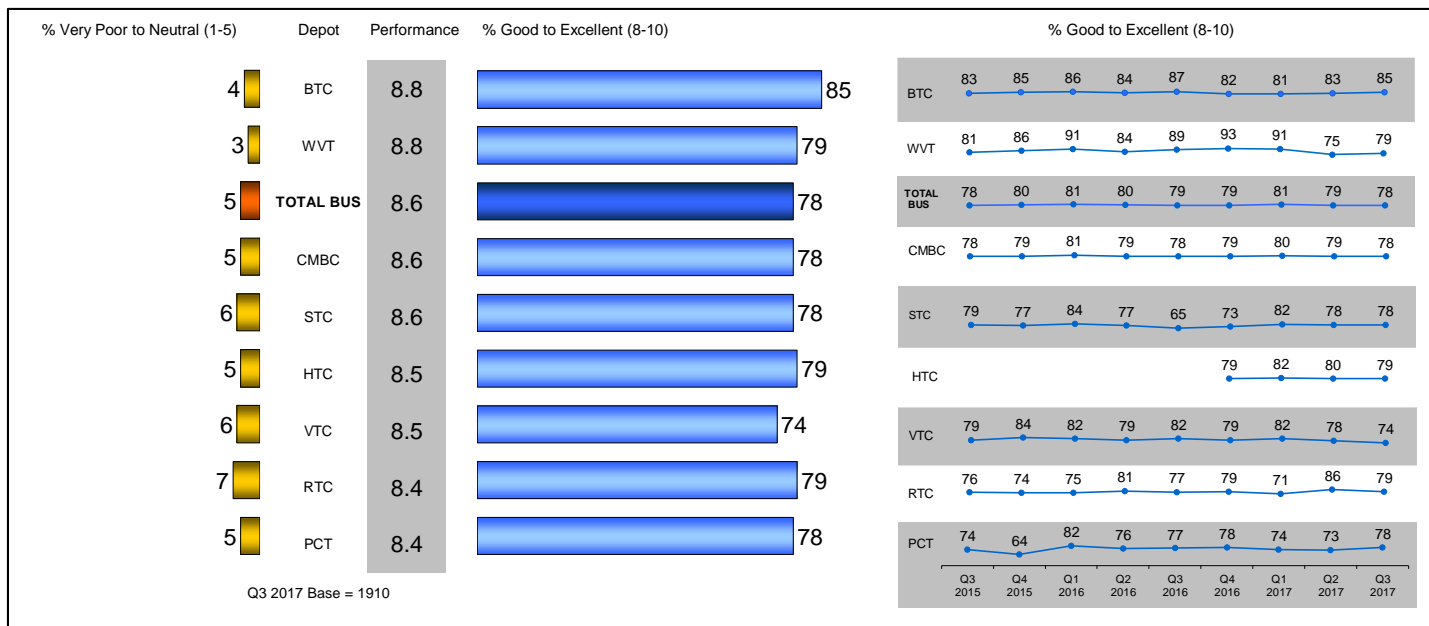
Feeling Safe from Crime On Board the Bus

Another attribute showing strong performance is Feeling Safe from Crime On Board the Bus, which receives top ratings from 82% of bus riders. Its average score is sitting strong at 8.7 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	0%	- 1%
PCT	**+ 9%**	**+ 8%**

= *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?

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
4	BTC	8.8	85
3	WVT	8.8	79
5	**TOTAL BUS**	8.6	78
5	CMBC	8.6	78
6	STC	8.6	78
5	HTC	8.5	79
6	VTC	8.5	74
7	RTC	8.4	79
5	PCT	8.4	78

Q3 2017 Base = 1910

% Good to Excellent (8-10)

	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
BTC	83	85	86	84	87	82	81	83	85
WVT	81	86	91	84	89	93	91	75	79
TOTAL BUS	78	80	81	80	79	79	81	79	78
CMBC	78	79	81	79	78	79	80	79	78
STC	79	77	84	77	65	73	82	78	78
HTC							79	82	80	79
VTC	79	84	82	79	82	79	82	78	74
RTC	76	74	75	81	77	79	71	86	79
PCT	74	64	82	76	77	78	74	73	78

Top Scoring Routes

#9

9.1

Lowest Scoring Routes*

#106	#601
7.8	7.2

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Having a Direct Route

Consistent with historical trends, close to eight-in-ten bus riders (78%) award high scores to Having a Direct Route and the average score continues to be high at 8.6 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	- 1%	- 1%
WVT	+ 4%	**- 10%**
STC	0%	**+ 13%**
VTC	- 4%	**- 8%**

= 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.

TRANS LINK

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

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
1	WVT	9.0	92
3	BTC	8.7	80
6	HTC	8.6	84
1	PCT	8.6	81
3	RTC	8.6	81
5	TOTAL BUS	8.5	78
5	CMBC	8.5	78
5	VTC	8.5	77
11	STC	8.1	69

Q3 2017 Base = 1910

% Good to Excellent (8-10) trend:

Depot	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
WVT	84	88	93	86	96	85	88	80	92
BTC	78	79	77	78	83	82	77	81	80
HTC						77	77	84	84
PCT	76	73	73	77	70	80	84	72	81
RTC	82	78	79	82	81	84	78	90	81
TOTAL BUS	77	78	75	78	79	79	77	79	78
CMBC	77	77	75	78	78	79	77	79	78
VTC	78	82	77	79	81	80	77	79	77
STC	63	61	60	67	60	64	67	65	69
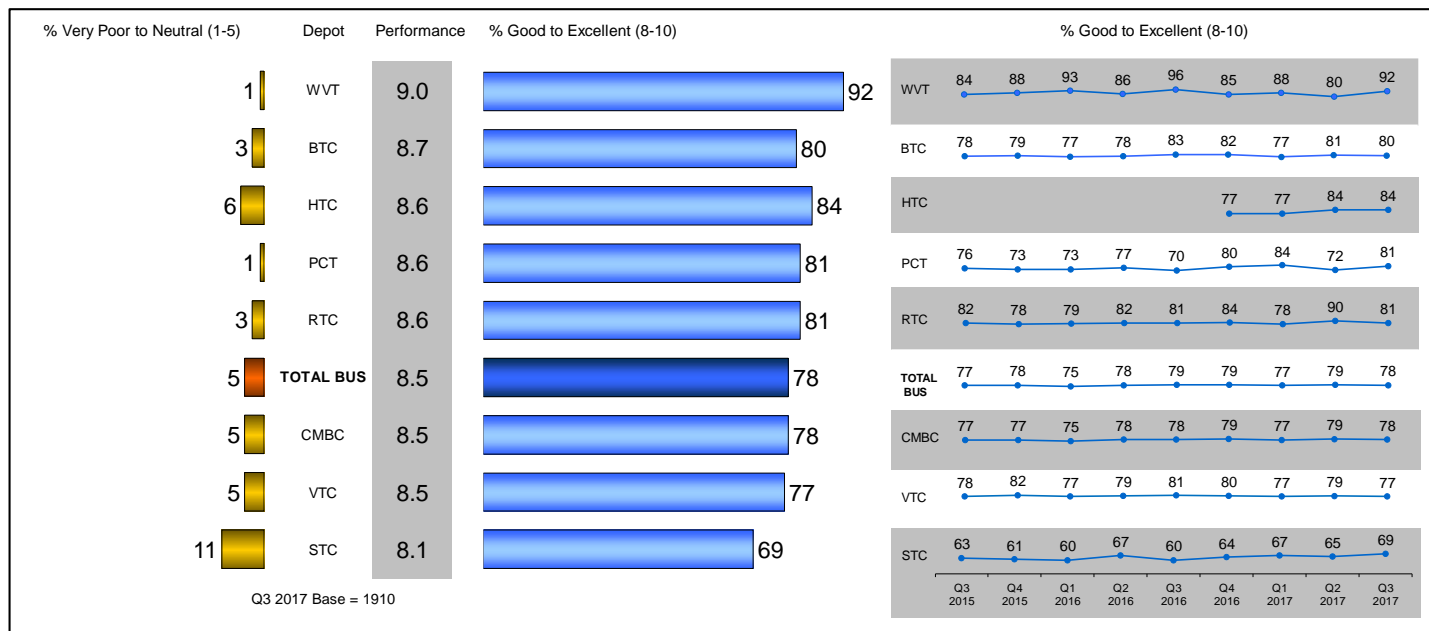
Top Scoring Route
#2
9.1

Lowest Scoring Route*
#19
7.9

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

Similar to previous quarters, 78% of bus riders give good-to-excellent ratings to Feeling Safe from Crime at Stops or Exchanges and the average score is unchanged at 8.5 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	- 1%	- 1%
WVT	**+ 12%**	- 4%
PCT	**+ 9%**	**+ 11%**
RTC	**- 9%**	0%

= Significant upward/downward shift

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

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

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
0	WVT	8.9	84
2	PCT	8.6	79
5	HTC	8.5	81
2	RTC	8.5	80
5	BTC	8.5	78
6	TOTAL BUS	8.3	73
7	CMBC	8.3	73
9	VTC	8.1	67
9	STC	8.1	66

Q3 2017 Base = 1910

% Good to Excellent (8-10)

Depot	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q2 2017	Q2 2017	Q3 2017
WVT	89	91	93	80	92	92	84	81	84
PCT	73	74	73	67	70	75	77	79	79
HTC						71	75	71	81
RTC	76	70	73	75	66	79	78	82	80
BTC	73	77	71	76	74	74	70	69	78
TOTAL BUS	73	74	71	74	73	73	72	71	73
CMBC	72	73	70	74	72	72	71	71	73
VTC	68	71	68	71	73	69	69	68	67
STC	66	67	61	72	61	63	64	68	66

Top Scoring Route

#2	#250
8.8	8.7

Lowest Scoring Routes*

#3	#10	#106
7.9	7.9	7.9

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Clean and Graffiti-Free Buses

Clean and Graffiti-Free Buses continues to show steady performance this period, earning top scores from 73% of bus riders and an average score of 8.3 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	+ 2%	0%
HTC	**+ 10%**	n/a
RTC	- 2%	**+ 14%**
BTC	**+ 9%**	+ 4%
VTC	- 1%	**- 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.*

TRANS/LINK

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

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

5 CANADA LINE (n=508)	8.5	80
6 TOTAL SKYTRAIN (n=1450)	8.3	75
6 TOTAL BCRTC (n=843)	8.2	72

% Good to Excellent (8-10)

	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
CANADA LINE	81	81	80	82	82	78	80	86	80
TOTAL SKYTRAIN	70	75	74	78	75	73	74	77	75
TOTAL BCRTC	63	72	70	75	71	71	70	72	72
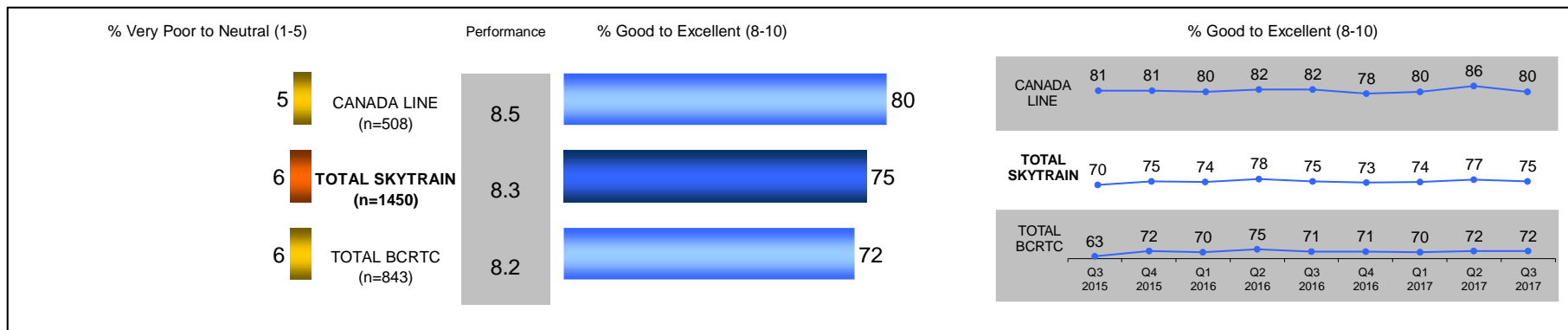
SkyTrain Overall Service

Overall SkyTrain Service is perceived highly by three-quarters of SkyTrain riders (75%), which is consistent with last quarter and a year ago. The average score remains strong at 8.3 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	- 2%	0%
Total BCRTC:	0%	+ 1%
Canada Line:	**- 6%**	- 2%

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?

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

		Performance	% Good to Excellent (8-10)
5	CANADA LINE (n=508)	8.5	79
6	**TOTAL SKYTRAIN (n=1450)**	8.3	73
7	TOTAL BCRTC (n=843)	8.2	70

% Good to Excellent (8-10)

CANADA LINE: 80 76 82 80 79 81 79 81 79

TOTAL SKYTRAIN: 71 71 73 75 73 71 72 73 73

TOTAL BCRTC: 65 68 68 72 69 65 68 69 70

Q3 2015 | Q4 2015 | Q1 2016 | Q2 2016 | Q3 2016 | Q4 2016 | Q1 2017 | Q2 2017 | Q3 2017
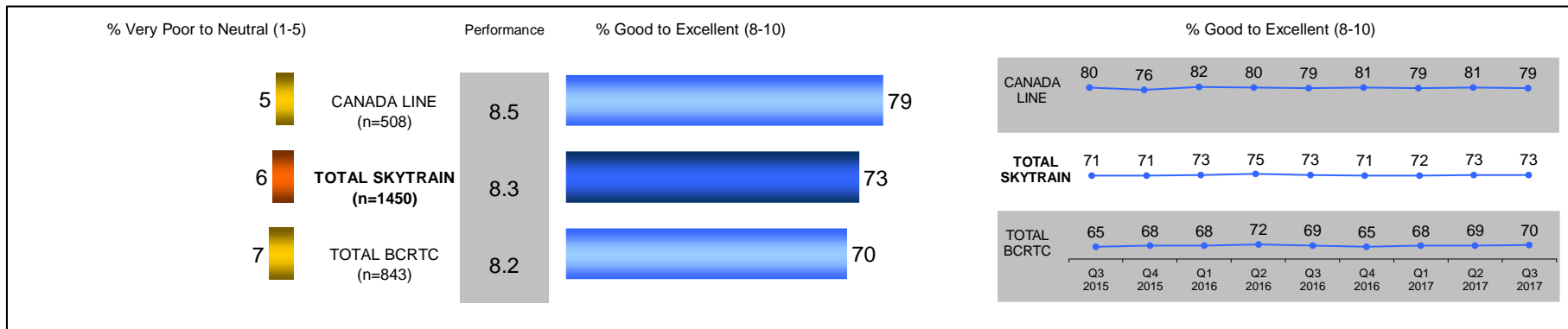
☐ Top Key Driver

Frequency of Service

Similar to historical trends, Frequency of Service (a top key driver for Overall SkyTrain Service), earns top scores from 73% of SkyTrain riders and the average score is stable at 8.3 out of 10.

Good-to-Excellent ratings compared to:	_Last Quarter_	_Same Quarter Last Year_
Total SkyTrain:	0%	0%
Total BCRTC:	+ 1%	+ 1%
Canada Line:	- 2%	0%

⬤ ⬤ = _Significant upward/downward shift_

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

% Very Poor to Neutral (1-5)		Performance	% Good to Excellent (8-10)
3	CANADA LINE (n=508)	9.0	89
4	**TOTAL SKYTRAIN (n=1450)**	8.6	82
5	TOTAL BCRTC (n=843)	8.5	77

% Good to Excellent (8-10)

	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
CANADA LINE	90	87	89	89	92	88	89	87	89
TOTAL SKYTRAIN	78	76	77	82	81	79	80	81	82
TOTAL BCRTC	70	71	69	78	74	74	75	78	77
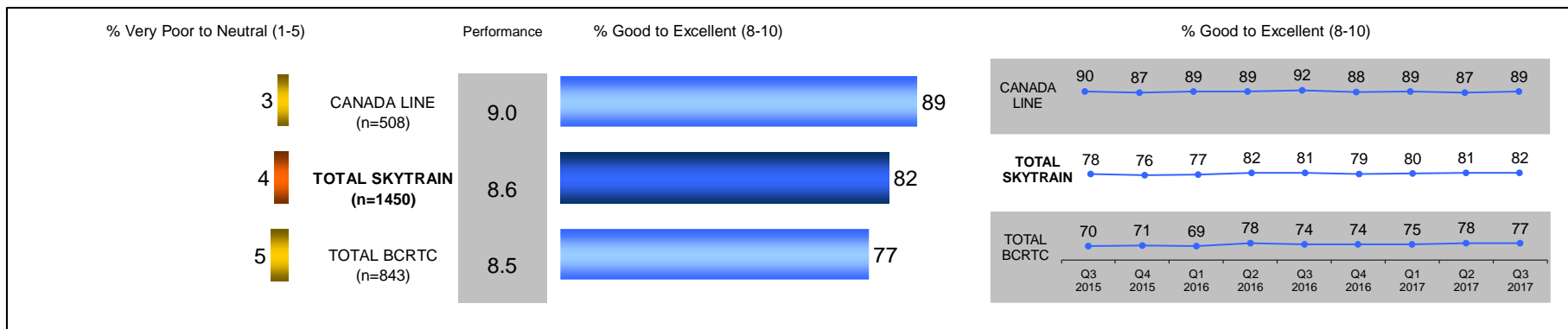
Top Key Driver

On-Time, Reliable Service

On-Time Reliable Service is one of the highest-rated top key drivers for Overall SkyTrain Service, which receives 82% good-to-excellent ratings and an average score of 8.6 out of 10.

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

= *Significant upward/downward shift*

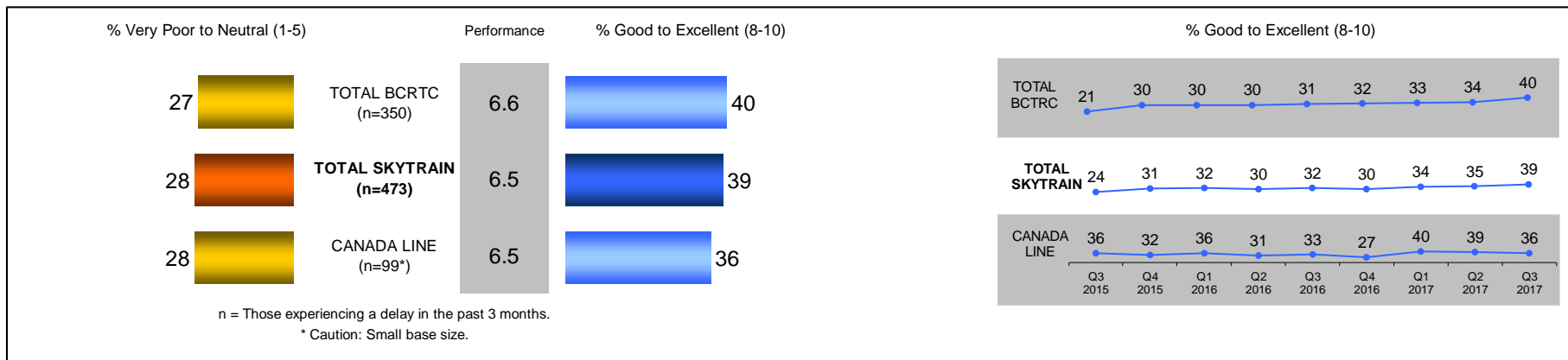**Q13.4** **Thinking about the last/2nd last trip you made by SkyTrain, how would you rate it in terms of not being overcrowded?**

% Very Poor to Neutral (1-5)		Performance	% Good to Excellent (8-10)	
24	TOTAL BCRTC (n=843)	7.0		47
27	CANADA LINE (n=508)	6.9		48
25	**TOTAL SKYTRAIN (n=1450)**	6.9		47

% Good to Excellent (8-10)

	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
TOTAL BCRTC	41	44	42	46	43	47	48	51	47
CANADA LINE	50	48	45	45	47	50	52	50	48
TOTAL SKYTRAIN	44	46	43	47	44	48	49	51	47
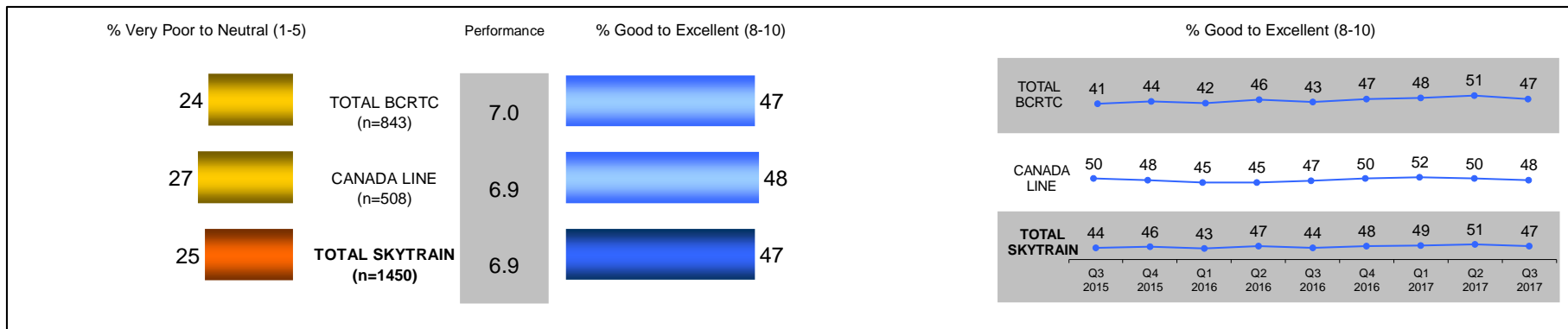
Top Key Driver

Not Being Overcrowded

Down from last quarter but marginally up from a year ago, close to one-half of SkyTrain riders (47%) give top scores to Not Being Overcrowded. This is the only top key driver that performs below the 7.0 positive-performance threshold (6.9 out of 10).

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

= *Significant upward/downward shift*

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

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

3	CANADA LINE (n=508)	8.8	88	CANADA LINE: 84 86 87 88 82 86 91 90 88
4	**TOTAL SKYTRAIN (n=1450)**	8.6	81	**TOTAL SKYTRAIN**: 76 80 79 80 76 81 81 80 81
5	TOTAL BCRTC (n=843)	8.5	77	TOTAL BCRTC: 70 77 74 75 72 77 76 74 77

Timeline: Q3 2015, Q4 2015, Q1 2016, Q2 2016, Q3 2016, Q4 2016, Q1 2017, Q2 2017, Q3 2017

☐ Top Key Driver
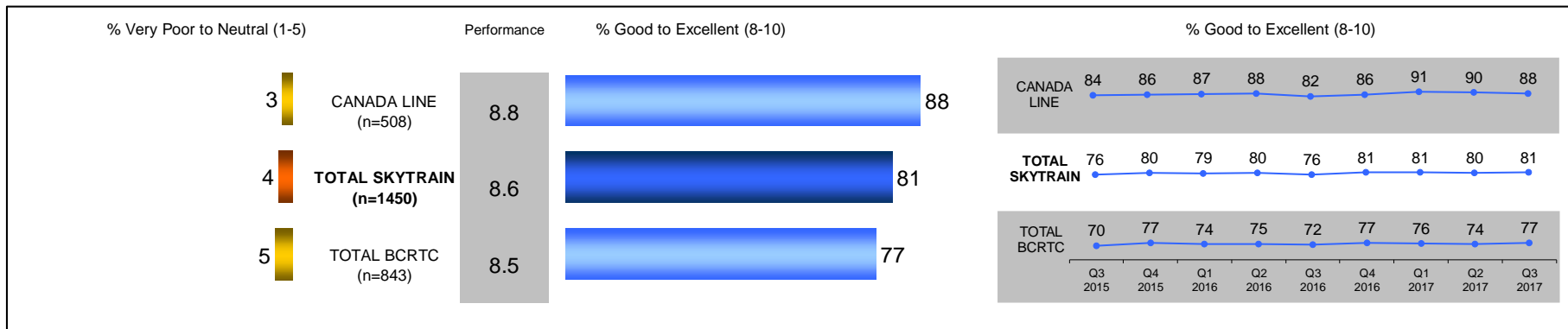
Feeling Safe from Crime On Board SkyTrain

Performance of Feeling Safe from Crime On Board SkyTrain (81%) has improved over a year ago but remains in-line with last quarter. The average score is strong at 8.6 out of 10, making this one of the highest-performing top key drivers.

Good-to-Excellent ratings compared to:	_Last Quarter_	_Same Quarter Last Year_
Total SkyTrain:	+ 1%	**+ 5%**
Total BCRTC:	+ 3%	**+ 5%**
Canada Line:	- 2%	**+ 6%**

⬭ ⬭ = _Significant upward/downward shift_

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

% Very Poor to Neutral (1-5)	Performance	% Good to Excellent (8-10)
2 — CANADA LINE (n=508)	8.8	86
5 — **TOTAL SKYTRAIN (n=1450)**	8.4	76
7 — TOTAL BCRTC (n=843)	8.1	69

% Good to Excellent (8-10)

	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
CANADA LINE	86	86	90	88	87	89	87	89	86
TOTAL SKYTRAIN	71	70	73	75	71	73	71	74	76
TOTAL BCRTC	62	61	64	67	63	63	61	64	69
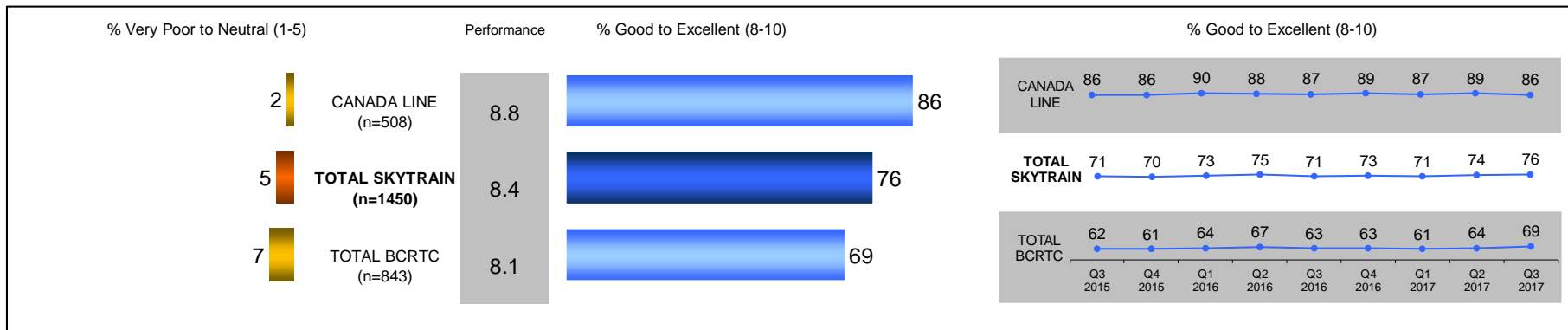
Clean and Graffiti-Free SkyTrain Cars and Stations

Trending up over the last two quarters, three-quarters of SkyTrain riders (76%) give good-to-excellent scores to Clean and Graffiti-Free SkyTrain Cars and Stations. The average score is up from a year ago (8.4 out of 10).

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	+ 2%	**+ 5%**
Total BCRTC:	**+ 5%**	**+ 6%**
Canada Line:	- 3%	- 1%

= *Significant upward/downward shift*

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

	% Very Poor to Neutral (1-5)	Performance	% Good to Excellent (8-10)
CANADA LINE (n=508)	3	8.7	85
TOTAL SKYTRAIN (n=1450)	6	8.4	75
TOTAL BCRTC (n=843)	8	8.2	69

% Good to Excellent (8-10)

	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
CANADA LINE	84	83	86	82	83	83	86	87	85
TOTAL SKYTRAIN	70	71	72	74	70	72	72	74	75
TOTAL BCRTC	62	64	64	64	63	65	63	66	69
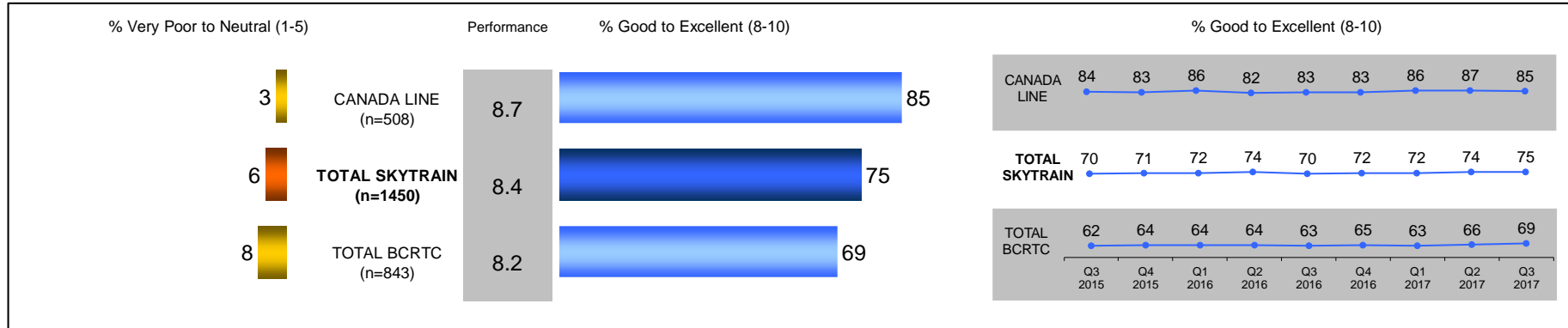
Feeling Safe from Crime Inside the SkyTrain Station

Performance of Feeling Safe from Crime Inside the SkyTrain Station has been showing an upward trend since a year ago from 70% to 75% this period, and the average score has also increased to 8.4 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	+ 1%	**+ 5%**
Total BCRTC:	+ 3%	**+ 6%**
Canada Line:	- 2%	+ 2%

= *Significant upward/downward shift*

Q13.10 Thinking about the last/2nd last trip you made by SkyTrain, how would you rate it for staff available when needed?

% Very Poor to Neutral (1-5)		Performance	% Good to Excellent (8-10)	
14	TOTAL BCRTC (n=843)	7.2		40
15	**TOTAL SKYTRAIN (n=1450)**	7.2		39
17	CANADA LINE (n=508)	7.1		36

% Good to Excellent (8-10)

	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
TOTAL BCRTC	33	39	40	40	34	35	36	42	40
TOTAL SKYTRAIN	35	38	41	41	35	36	35	38	39
CANADA LINE	38	39	43	43	38	36	34	30	36
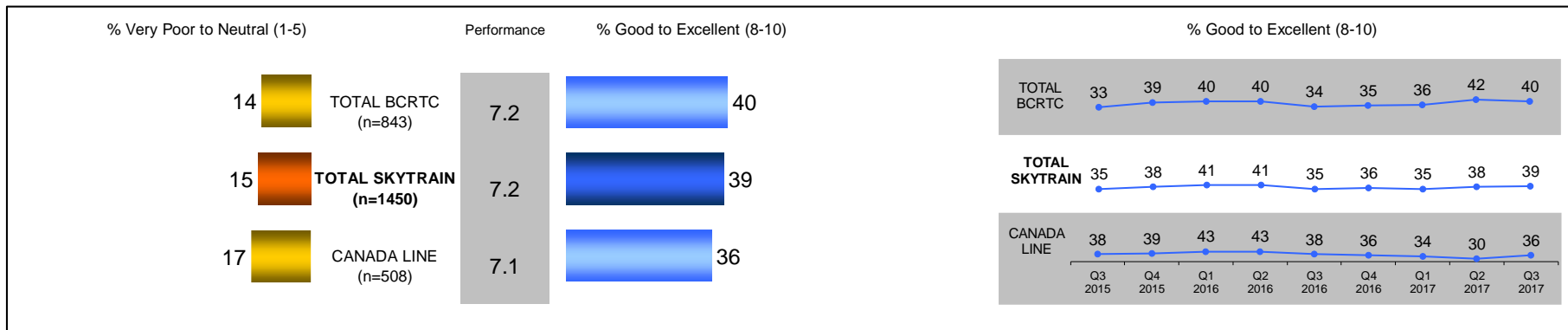
Staff Available When Needed

Up from a year ago but in-line with last quarter, Staff Availability earns top ratings from four-in-ten SkyTrain riders (39%). The low scores observed for this attribute are due to a large proportion of "don't know" responses (27% this quarter, up from 23% a year ago). The average score is stable at 7.2 out of 10.

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

= *Significant upward/downward shift*

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

% Very Poor to Neutral (1-5)		Performance	% Good to Excellent (8-10)	
27	TOTAL BCRTC (n=350)	6.6		40
28	**TOTAL SKYTRAIN (n=473)**	6.5		39
28	CANADA LINE (n=99*)	6.5		36

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

% Good to Excellent (8-10)

	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
TOTAL BCTRC	21	30	30	30	31	32	33	34	40
TOTAL SKYTRAIN	24	31	32	30	32	30	34	35	39
CANADA LINE	36	32	36	31	33	27	40	39	36

Delays are Announced and Explained

Over one-third of SkyTrain riders (35%: Canada Line 22%; BCRTC 44%) report experiencing a delay on the SkyTrain in the last three months, which is unchanged from previous quarters.

Among those who have experienced a delay, 39% award high scores to Delays are Announced and Explained, which has been trending up since Q4 2016. However, its average score (6.5 out of 10) is still the lowest among all SkyTrain attributes.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	+ 4%	**+ 7%**
Total BCRTC:	+ 6%	**+ 9%**
Canada Line:	- 3%	+ 3%

= *Significant upward/downward shift*

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

% Very Poor to Neutral (1-5)		Performance	% Good to Excellent (8-10)
6	TOTAL BCRTC (n=66*)	8.6	75
10	**TOTAL SKYTRAIN (n=100)**	8.5	77
23	CANADA LINE (n=24**)	8.1	77

n = SkyTrain riders who spoke with staff.
*Caution: small base size. **Caution: very small base size.

% Good to Excellent (8-10)

	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
TOTAL BCRTC	65	86	80	76	64	83	84	66	75
TOTAL SKYTRAIN	72	86	80	76	68	78	81	71	77
CANADA LINE	84	90	77	76	78	77	76	76	77
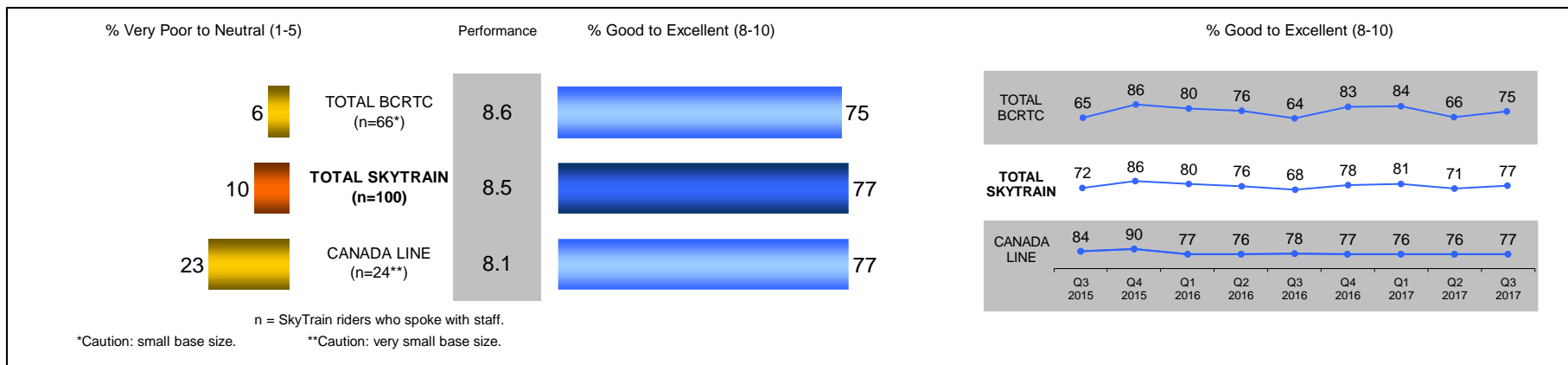
Courteous, Competent and Helpful SkyTrain Staff

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

Marginally up from a year ago but consistent with the previous quarter, three-quarters of SkyTrain riders (77%) who have spoken with a SkyTrain staff give top scores to Courteous, Competent and Helpful Staff. 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 SkyTrain:	+ 6%	+ 9%
Total BCRTC:	+ 9%	+ 11%
Canada Line:	+ 1%	- 1%

= *Significant upward/downward shift*

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

% Very Poor to Neutral (1-5)	SeaBus Attributes	Performance	% Good to Excellent (8-10)
0	On-time, reliable service	9.2	92
0	Courteous, competent & helpful staff*	9.1	98
3	Trip duration	8.9	91
1	Safety from crime at the station	8.9	85
2	**Overall Service**	8.7	85
1	Clean & graffiti-free	8.7	78
3	Staff available when needed	8.6	68
5	Not being overcrowded	8.5	79
8	Frequency of service	8.0	66

Q3 2017 Base = 226

*Caution: Very small base size – only among those who spoke to SeaBus staff (n=44).

% Good to Excellent (8-10)

	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
On-time, reliable service	86	89	94	90	94	94	95	89	92
Courteous, competent & helpful staff*	94	84	88	82	80	82	94	84	98
Trip duration	83	82	84	91	90	82	90	78	91
Safety from crime at the station	83	80	86	83	88	88	84	87	85
Overall Service	76	75	85	82	86	84	81	73	85
Clean & graffiti-free	87	87	82	82	87	85	84	88	78
Staff available when needed	69	60	68	57	62	68	68	67	68
Not being over-crowded	67	68	71	72	77	72	72	67	79
Frequency of service	58	57	59	62	65	67	62	59	66

SeaBus

☐ Top Key Driver

Overall SeaBus Service earns top ratings from 85% of SeaBus riders this period, which is back to the level observed a year ago. The average score (8.7 out of 10) is also back to the level observed a year ago. All SeaBus service attributes earn an average score of 8.0 or higher this period.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Overall SeaBus Service	**+ 12%**	- 1%
Courteous, competent & helpful staff	+ 14%	**+18%**
Trip duration	**+ 13%**	+ 1%
Clean & graffiti-free	**- 10%**	**- 9%**
Not being overcrowded	**+ 12%**	+ 2%

⬤ ⬤ = *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?

Q3 2017 Base = 2100
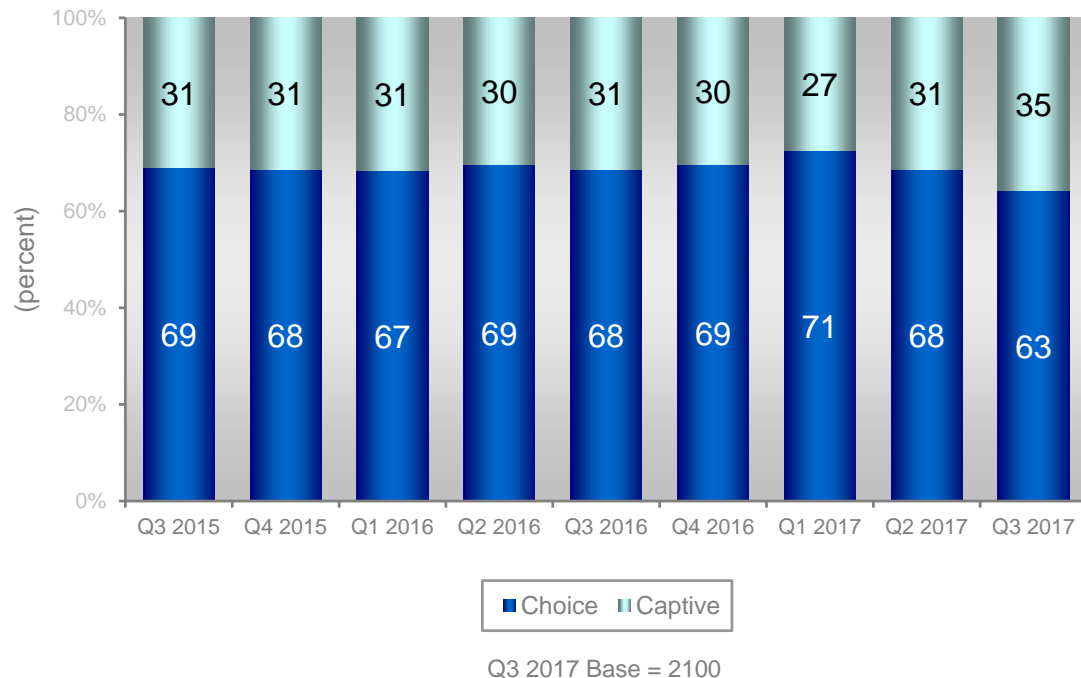
Choice Versus Captive

Trending down over the last two quarters, six-in-ten riders (63%) are classified as Choice riders, meaning they have access to a vehicle on a regular basis. On the other hand, the proportion of Captive riders has been showing an upward trend, where over one-third of riders (35%) say they have no regular vehicle access this period.

Compared to Captive riders, Choice riders are usually 35 years old or older, working full-time, earning an income of $40K or more, have a university degree, a SeaBus rider and travelling for entertainment purposes.

In contrast, Captive riders tend to be younger (16-34 years old), work part-time or unemployed, make a lower income ($40K or less), use a Compass Card, take the bus, travel for work, school or shopping purposes 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

	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
To or from work	44%	45%	42%	45%	46%	46%	44%	44%	46%
For entertainment or social reasons	43%	38%	40%	38%	42%	37%	39%	40%	44%
To or from shopping	31%	33%	34%	29%	33%	33%	29%	32%	37%
For personal business	22%	22%	22%	23%	22%	20%	20%	21%	23%
To or from school	14%	20%	20%	17%	13%	18%	20%	17%	14%
For any other purpose	7%	7%	8%	9%	10%	9%	8%	9%	8%
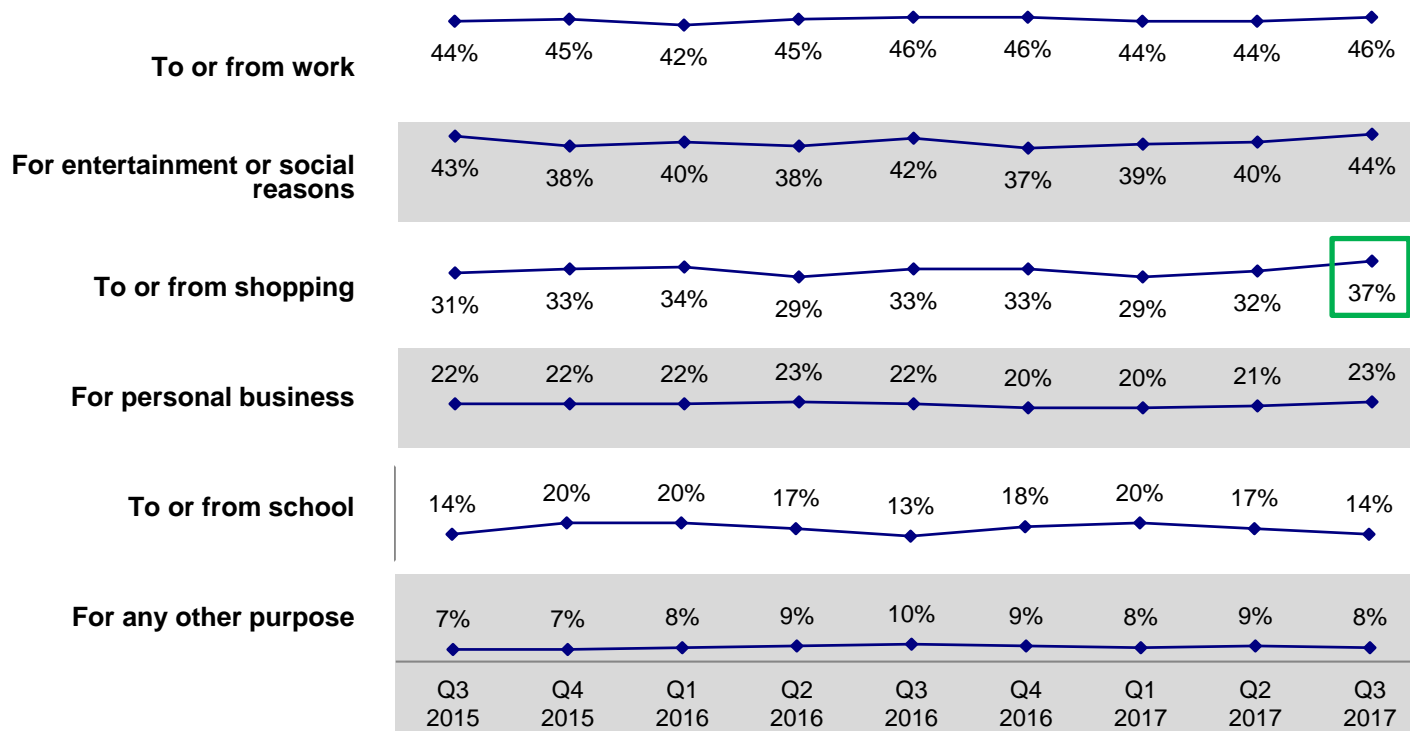
☐ Significantly higher than the same quarter of the previous year

◯ Significantly lower than the same quarter of the previous year

Q3 2017 Base = 2100

Trip Purpose

Consistent with historical trends, the top two mentioned reasons for making transit trips are for work purposes (46%) and entertainment reasons (44%). Shopping is another common reason, which has increased from 33% a year ago to 37% this period.

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

Avg. # of Years	11.0	11.6	11.4	11.0	11.7	11.7	11.4	11.0	9.6

Q3 2017 Base = 2100
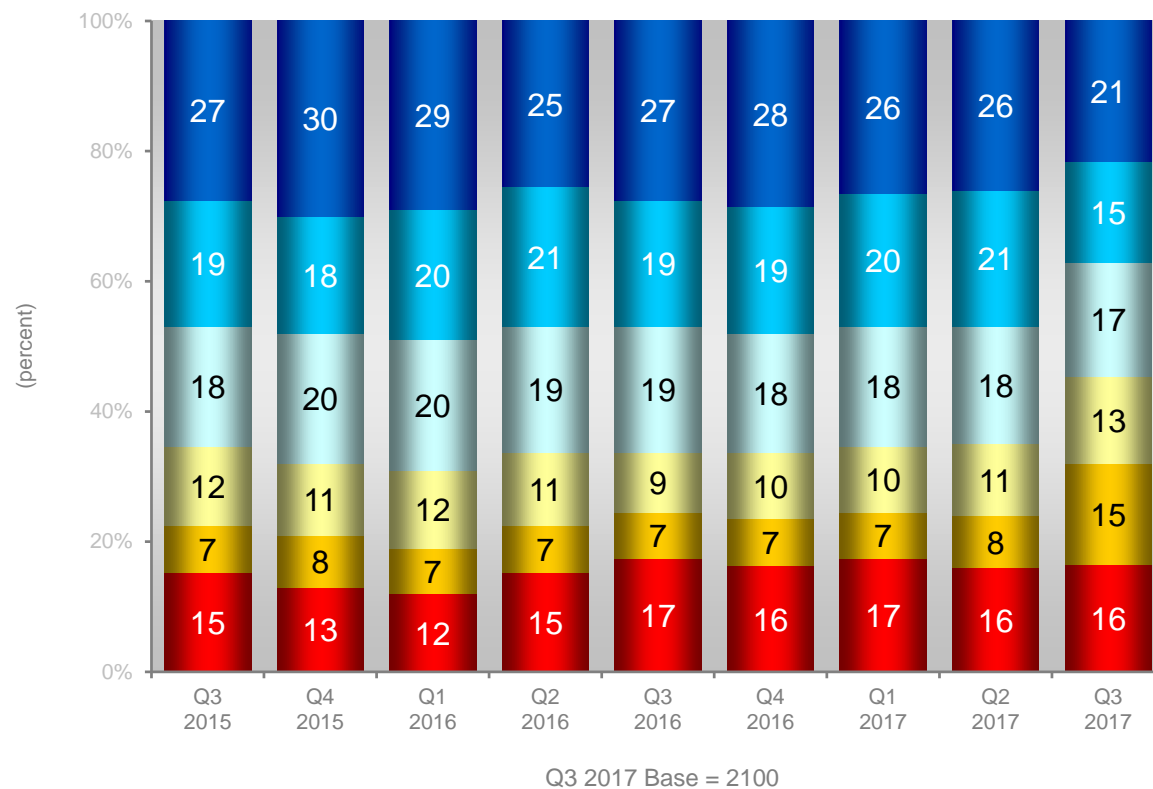
■ Not a regular rider ■ Less than one year ■ 1 - 2 years ■ 3 - 5 years ■ 6 - 10 years ■ 11+ years

Length of Time Taking Transit on a Regular Basis

The average length of time that transit riders have been taking transit on a regular basis is 9.6 years, which is down from historical trends. Choice riders, Low/Medium Frequency users and seniors (65+) tend to have a higher tenure of transit use compared to their counterparts.

In particular, the proportion of those who say they have taken transit for over 10 years (21%) has dropped from both last quarter and a year ago.

Q30a. How likely are you to take transit as often as you do now in the foreseeable future? Will you (___) continue as often?
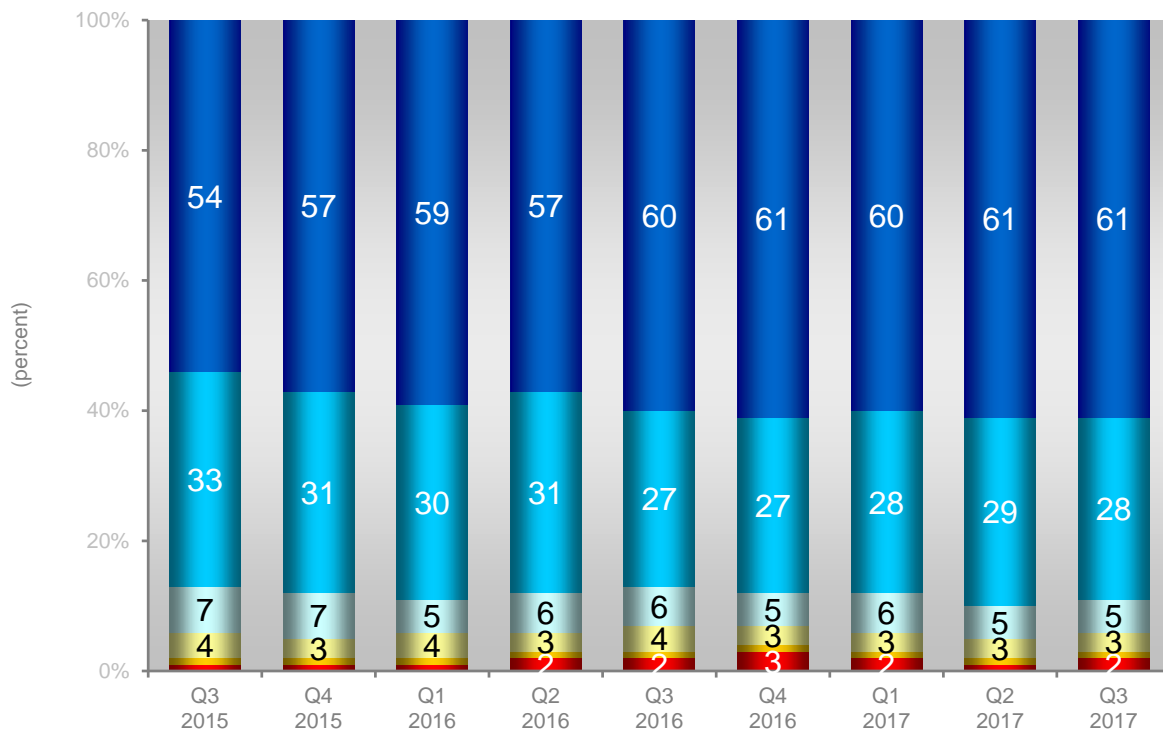
Q3 2017 Base = 2100

■ Other/don't know/refused ■ Definitely not ■ Probably not ■ Might or might not ■ Probably ■ Definitely

Likelihood of Continuing to Take Transit as Often in Future

Similar to Q2 2017 and Q3 2016, six-in-ten transit riders (61%) report that they would definitely be likely to take transit as often as they do now in the future. This is particularly prevalent among Compass Card users, High or Medium Frequency users, university graduates and those who are 45 years old or older.

Another 28% of riders, particularly among younger riders (16-24 years old) indicate that their usage will probably remain the same, which is in-line with previous waves.

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.

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

Compass Card (net)	57%	73%	77%	79%	78%	81%	79%
Compass Ticket (net)	3%	10%	8%	9%	9%	8%	6%

Legend:
- Monthly pass
- Stored value
- U-Pass BC
- Other Compass Card
- Single Use Compass Ticket
- Day Pass
- Cash (bus only)
- FareSavers (bus only)
- Other
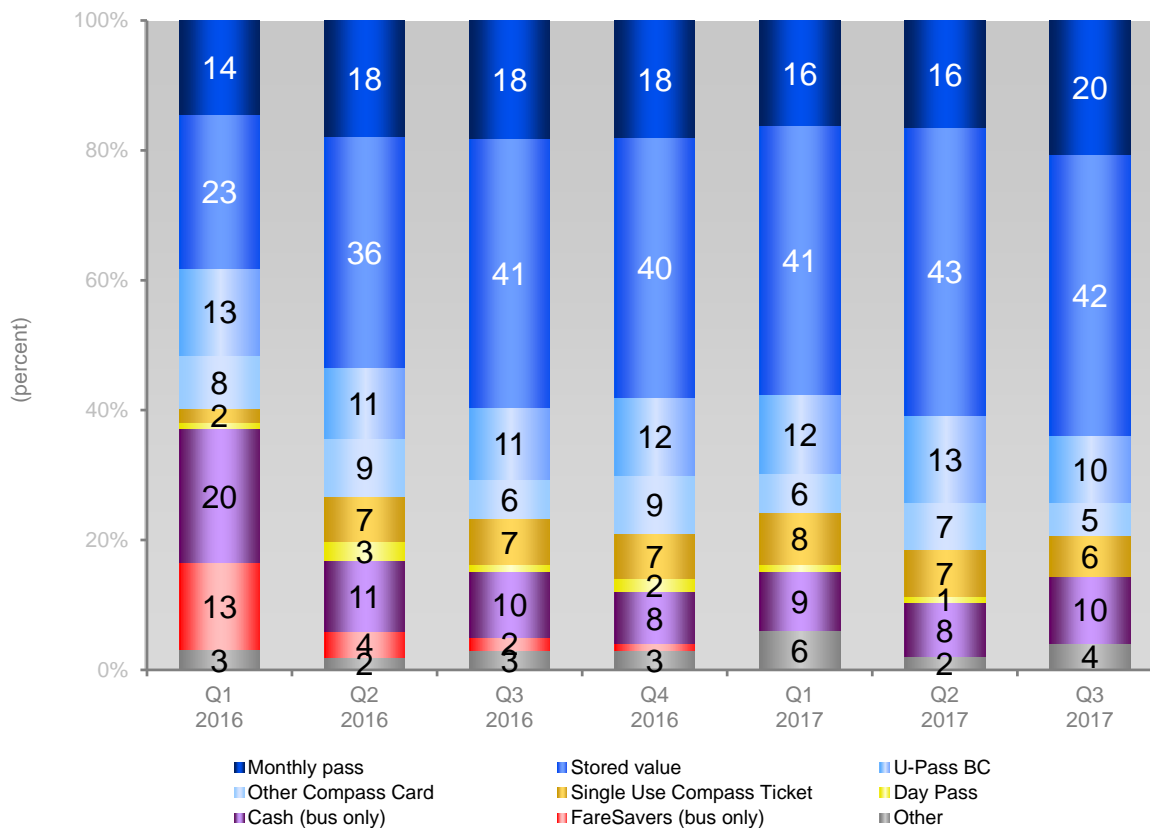
Q3 2017 Base = 2100

Fare Payment Method Used

Captive riders, High Frequency users, Bus riders, one-zone travelers 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.

Stored Value continues to be the most common Compass Card product used by riders (42%), particularly among Choice riders, Low or Medium Frequency users, university graduates, 45-64 years old and those who earn a higher income ($80K+).

The proportion of riders who tend to use a Compass Ticket (6%) is directionally down from last quarter and a year ago.

Another one-in-ten riders (10%) report using Cash most often, which is unchanged from Q3 2016 but directionally down from the last quarter.

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

Reason	%
Don't own a vehicle/don't drive/no ride/no choice	32%
Costs too much for parking/lack of parking	29%
To avoid driving/dealing with traffic/less stressful	21%
Cheaper/cheaper than operating a vehicle	19%
Bus stops/stations convenient	18%
Faster than driving	16%
Environmental reasons	4%
Didn't want to drink and drive	2%
Transit is reliable/has good schedule	2%

Note: Only responses of 2% or more are shown.

Respondents select their answers from given options starting in Q3 2017.

Q3 2017 Base = 2100

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 (32%) and parking issues (29%).

Another commonly mentioned reason is to avoid driving (21%).

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

Q26. Compared to six months ago, would you say you are now riding transit more regularly, less regularly or about the same?
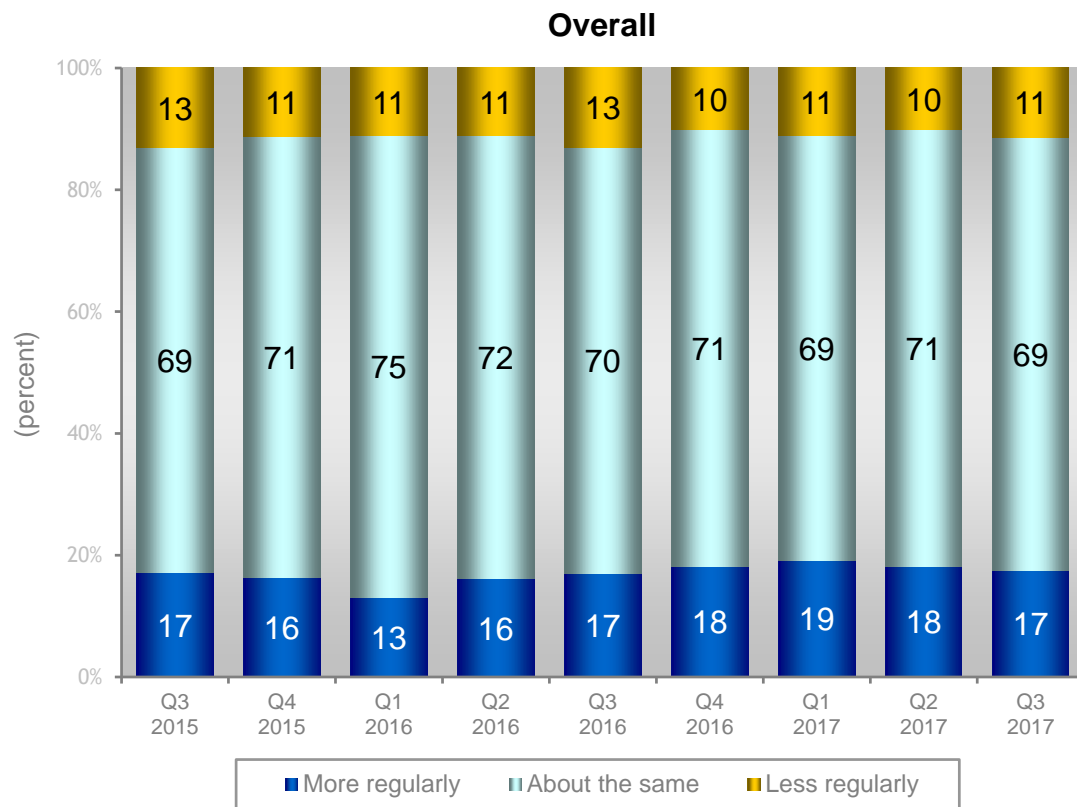
Changes in Transit Usage Last Six Months

Overall

Q3 2017 Base = 2100

Directionally down from last quarter but in-line with the same period last year, seven-in-ten transit riders (69%) report that they have been taking transit about the same as six months ago. In particular, High Frequency users, riders who are 45 years old or older, higher income earners ($80K+) and those who use only the Canada Line are more likely than their counterparts to say that their usage has not changed.

Another 17% say they have been taking transit more regularly, which is consistent with Q2 2017 and Q3 2016.

Lastly, one-in-ten riders (11%) report having a decreased usage, which is similar to last quarter but directionally down from a year ago.

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

Reason	Q3 2016	Q3 2017
Faster service/convenient routes/bus stops	15%	20%
Changed work circumstances	15%	16%
Don't drive/don't have car/no other means of transportation	11%	13%
To avoid driving/dealing with traffic	6%	13%
Costs too much for parking/lack of parking	10%	12%
Get out more often	10%	12%
Going to school	10%	10%
Live/moved elsewhere	5%	7%
Visit friends & family/go shopping more	3%	5%
The weather/season	4%	3%
Gas prices	2%	3%

% Major Mentions
Q3 2016 Base = 303
Q3 2017 Base = 359
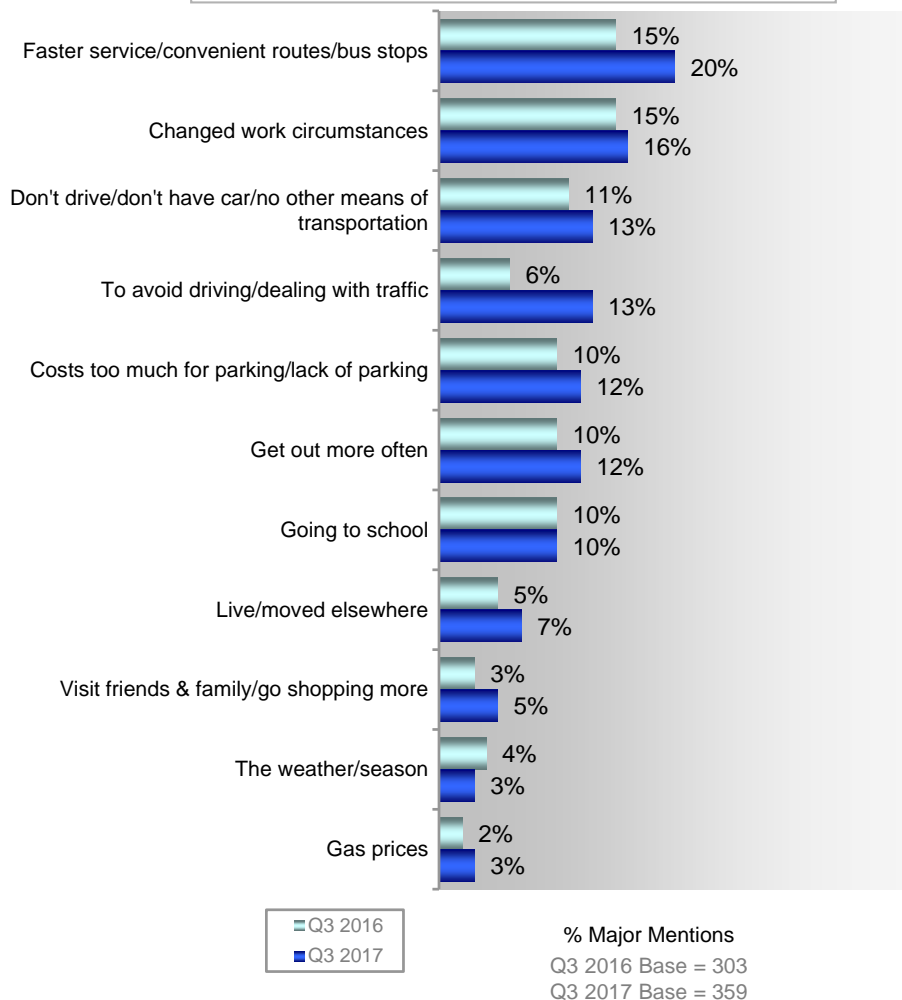
Q27. What would you say is your main reason for riding transit <u>less</u> regularly?

Reason	Q3 2016	Q3 2017
Have a car now/have vehicle access/have a ride/ have license	22%	24%
Changed work circumstances	14%	17%
Prefer to ride bicycle/walk/other mode of transportation	7%	14%
Slower service/inconvenient routes/bus stops/overcrowded	13%	13%
The weather/season	7%	10%
No longer in school/inconsistent school schedule	25%	10%
No need to/I get out less often	9%	8%
Lived/moved elsewhere	1%	7%
Medical or health reasons/elderly	2%	5%

% Major Mentions
Q3 2016 Base = 222
Q3 2017 Base = 204

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

The primary reason why transit users are riding transit more regularly this period is because of faster service/convenient routes or bus stops (20%). Among those who say they have been riding transit less frequently, their main reason for doing so is because they have access to a vehicle (24%).

Q2.1/2.2   How many one-way transit trips did you make in the last seven/thirty days for [TRIP PURPOSE SUMMED] … ?

Overall Transit System
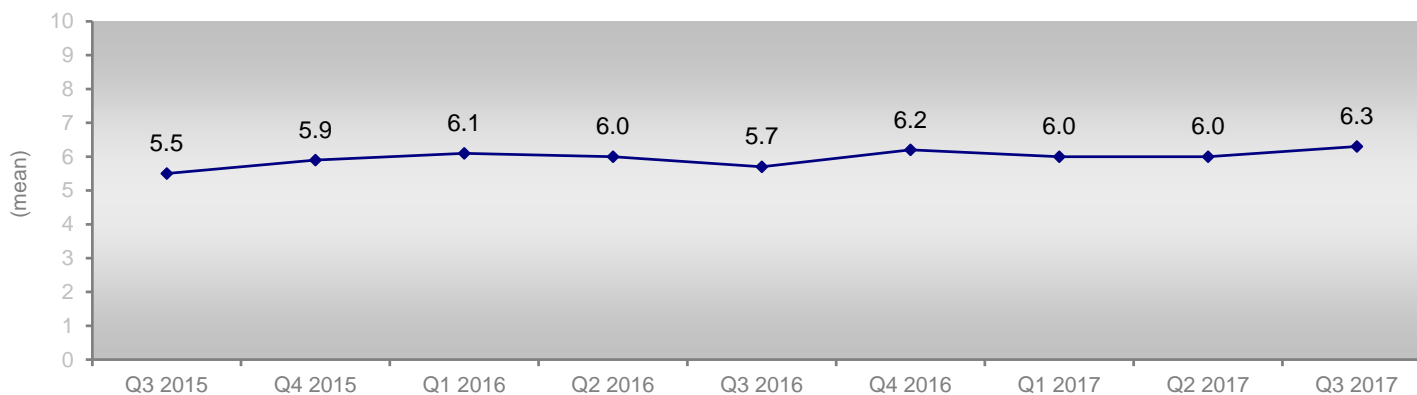
Q3 2017 Base = 2100

Average Number of Trips

Up from a year ago but in-line with last quarter, transit riders report making an average of 6.3 one-way transit trips in the past seven days.

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

- Bus users: 7.1 one-way transit trips (up from Q3 2016)

- SkyTrain users: 6.7 one-way transit trips (up from Q3 2016)

- SeaBus users: 4.9 one-way transit trips (no change)

This section presents profiles of key customer segments including: Choice versus Captive riders, Bus, SkyTrain, and SeaBus users, and Low, Medium, and High Frequency riders. The demographic profile of past 30-day transit users is also presented, relative to the demographic profile of Metro Vancouver residents who are age 16 or older.

	TOTAL	CHOICE	CAPTIVE
Base	**2100**	**1390**	**669**
Average past-week transit trips	**6.3**	**5.0**	**8.6**
Years been a transit rider	**9.6**	**10.3**	**8.6**
Transit system – Overall Service Rating	**7.8**	**7.8**	**7.8**
Mode	%	%	%
Bus	76	69	88
SkyTrain	72	73	69
SeaBus	9	12	4
Age	%	%	%
16-34 years	38	28	55
35-54 years	33	39	24
55 + years	26	30	17
Gender	%	%	%
Male	49	50	47
Female	51	50	53
Employment status*	%	%	%
Full-time	45	51	36
Part-time	18	16	21
Not employed	35	32	41
Education	%	%	%
High school or less	21	17	30
Vocational/college/technical	18	18	17
Some university	11	11	13
Graduated university	45	50	36
Household Income	%	%	%
Under $40K	18	12	30
$40K to < $80K	22	24	20
$80 or more	28	37	12

Significantly higher than the other rider group

* Question switched to multiple response March 2014.

Choice and Captive

Down from both Q2 2017 and Q3 2016, Choice riders, those who have regular access to a vehicle, accounts for 63% of transit users.

The other 35% is classified as Captive riders, meaning they do not have regular access to a vehicle. The proportion of Captive riders has increased from last quarter and a year ago.

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

	TOTAL	CHOICE	CAPTIVE
Base	**2100**	**1390**	**669**
Travel Purpose	%	%	%
Work	46	41	54
Entertainment	44	46	40
Shopping	37	32	46
Personal Business	23	21	25
School	14	9	23
Payment Method	%	%	%
Cash fare	10	11	9
Compass Card	79	75	85
Compass Ticket	6	9	3
Other	4	5	2
Region	%	%	%
Vancouver	38	33	48
Surrey / North Delta / White Rock / Langley	18	18	18
Burnaby / New West	15	16	15
Richmond / South Delta	11	11	10
Northeast Region	9	11	6
North Vancouver	8	10	3
West Vancouver	2	2	1

Significantly higher than the other rider group

	TOTAL	LOW	MEDIUM	HIGH
Base	**2100**	**1026**	**501**	**573**
Years been a transit rider	**9.6**	**11.2**	**10.2**	**7.7**
Transit system – Overall Service Rating	**7.8**	**7.9**	**7.8**	**7.6**
Average age*	**42.4**	**46.8**	**41.9**	**36.7**
Age	%	%	%	%
16-34 years	38	27	39	52
35-54 years	33	36	30	33
55 + years	26	33	27	14
Gender	%	%	%	%
Male	49	47	49	50
Female	51	53	51	50
Employment status**	%	%	%	%
Full-time	45	42	40	54
Part-time	18	15	17	21
Not employed	35	38	40	28
Household Income	%	%	%	%
Under $40K	18	14	20	24
$40K to < $80K	22	24	20	22
$80K or more	28	32	27	21
Mode	%	%	%	%
Bus	76	65	82	88
SkyTrain	72	66	72	79
SeaBus	9	12	7	5

Low, Medium and High Frequency Riders

Unchanged from historical trends, over four-in-ten transit users (45%) 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 is at 24%, which is down from both last quarter and a year ago.

As for High Frequency users (taking 10+ transit trips), its proportion (31%) is up from the same quarter last year.

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

Significantly higher than the other rider group(s)

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

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

	TOTAL	LOW	MEDIUM	HIGH
Base	2100	1026	501	573
Travel Purpose	%	%	%	%
Work	46	22	51	76
Entertainment	44	46	39	44
Shopping	37	27	42	47
Personal Business	23	17	29	26
School	14	5	17	25
Payment Method	%	%	%	%
Cash fare	10	16	8	5
Compass Card	79	66	85	91
Compass Ticket	6	11	4	1
Other	4	6	1	2
Region	%	%	%	%
Vancouver	38	31	40	47
Surrey / North Delta / White Rock / Langley	18	19	17	17
Burnaby / New West	15	13	17	18
Richmond / South Delta	11	14	9	7
Northeast Region	9	10	9	8
North Vancouver	8	12	6	3
West Vancouver	2	2	2	1

Significantly higher than the other rider group(s)

55

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	**2100**	**1583**	**1450**	**226**
Average past-week transit trips	**6.3**	**7.1**	**6.7**	**4.9**
Years been a transit rider	**9.6**	**9.6**	**9.4**	**11.1**
Transit System – Overall Service Rating	**7.8**	**7.8**	**7.8**	**7.9**
Average age*	**42.4**	**41.4**	**41.8**	**47.6**
Age	%	%	%	%
16-34 years	38	40	38	20
35-54 years	33	32	35	47
55+ years	26	24	24	29
Gender	%	%	%	%
Male	49	49	50	49
Female	51	51	50	51
Employment status**	%	%	%	%
Full-time	45	42	49	53
Part-time	18	19	17	13
Not employed	35	37	33	30
Education	%	%	%	%
High school or less	21	24	20	14
Vocational/college/technical	18	17	19	14
Some university	11	12	12	9
Graduated university	45	43	45	55
Household Income	%	%	%	%
Under $40K	18	21	18	12
$40K to < $80K	22	21	23	23
$80K or more	28	24	30	38

Mode Usage

The most popular transit mode continues to be the Bus (76%).

Seven-in-ten riders (72%) say they have taken the SkyTrain this quarter, which is in-line with previous quarters.

Also, one-in-ten transit users (9%) report using the SeaBus, which is up from both last quarter and a year ago.

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

Significantly higher than the other rider group(s)

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

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

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	2100	1583	1450	226
Travel Purpose	%	%	%	%
Work	46	50	48	33
Entertainment	44	41	47	65
Shopping	37	41	37	31
Personal Business	23	26	23	22
School	14	17	15	6
Payment Method	%	%	%	%
Cash fare	10	11	7	15
Compass Card	79	83	80	72
Compass Ticket	6	2	8	11
Other	4	2	5	3
Choice/Captive Riders	%	%	%	%
Choice	63	58	65	84
Captive	35	40	34	16
Region	%	%	%	%
Vancouver	38	42	34	20
Surrey / North Delta / White Rock/ Langley	18	18	19	5
Burnaby / New West	15	14	19	6
Richmond / South Delta	11	9	12	7
Northeast Region	9	8	10	4
North Vancouver	8	7	5	57
West Vancouver	2	2	1	2

Significantly higher than the other rider group(s)

	Metro Vancouver Population 16 Years or older*	(Q3-2015)	(Q4-2015)	(Q1-2016)	(Q2-2016)	(Q3-2016)	(Q4-2016)	(Q1-2017)	(Q2-2017)	(Q3-2017)
BASE	2004	2100	2100	2100	2100	2100	2100	2100	2100	2100
Average Years Riding Transit	n/a	11.0	11.6	11.4	11.0	11.7	11.7	11.4	11.0	9.6
Age:	%	%	%	%	%	%	%	%	%	%
Aged 16 to 24 years	13	27	26	28	28	29	26	27	28	22
Aged 25 to 34 years	17	11	11	10	10	9	12	11	10	15
Aged 35 to 44 years	18	13	14	13	13	13	13	12	12	14
Aged 45 to 54 years	20	21	21	22	22	22	22	22	21	19
Aged 55 to 64 years	16	11	10	10	10	10	10	10	10	9
Aged 65 years and over	17	15	16	16	15	16	16	16	16	16
Gender:	%	%	%	%	%	%	%	%	%	%
Male	48	47	47	46	47	47	46	48	48	49
Female	52	53	53	54	53	53	54	52	52	51
Employment	%	%	%	%	%	%	%	%	%	%
Employed full-time	51	44	41	40	44	44	44	44	42	45
Employed part-time	15	20	20	21	19	18	20	18	19	18
Student	6	16	19	18	18	17	17	19	18	14
Not employed	5	6	6	7	6	5	5	5	4	5
Homemaker	4	2	2	2	1	2	2	1	2	2
Retired	18	16	16	16	16	16	16	16	17	16
Refused	1	1	2	2	2	2	2	2	2	4
Education:	%	%	%	%	%	%	%	%	%	%
High school or less	23	25	23	25	23	26	22	23	25	21
Voc./college/tech.	25	18	17	18	16	15	17	19	16	18
Some university	10	15	17	16	17	15	16	15	13	11
Graduated university	41	40	41	39	42	41	42	40	43	45
Refused	1	2	3	2	2	2	3	2	3	4
Household Income:**	%	%	%	%	%	%	%	%	%	%
Under $40k	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	18
$40k to <$80k	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	22
$80k or more	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	28
Refused/Don't know	54	38	39	40	42	38	39	39	41	32

Transit tenure is at 9.6 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.
*** Household income options were changed starting in Q3 2017.*

APPENDIX A – Methodology

Methodology

The 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 (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 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, as well as in July 2017.

Sampling

Sample Source

The landline 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.

Also, starting in July 2017, we have included cellphone sample, which accounts for 40% of the total quarterly surveys. The cellphone sample is purchased from SSI International, and it is pulled based on a a list of cellphone numbers from wireless service providers linking phone numbers with billing towers. In order to target specific regions, we order cellphone sample based on billing tower and the numbers are randomly generated for the area codes/exchange combinations within each billing tower.

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 MVRD, 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 6 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 MVRD population of past 30-day transit customers accurately. Some regions are oversampled relative to their share of past 30-day transit users (e.g., West Vancouver) and some regions are undersampled (e.g., Vancouver), but the difference between the proportion of transit riders in each region and the proportion of surveys conducted in each region is kept to a minimum and is not substantial.

The table below shows the estimated proportion of past 30-day transit riders (i.e., rider share) within each region, the number of surveys conducted quarterly and annually within each region by Ipsos, and the proportion of surveys conducted within each region. Note that quotas per region changed in 2005 for Vancouver (currently 680 per quarter, up from 600) and West Vancouver (currently 100, down from 180).

Regional Quotas

Region	Proportion of past 30-day users (Rider Share)	Surveys per quarter	Surveys per year	% of total sample
Burnaby/ New West	14%	300	1,200	14%
Richmond/South Delta	9%	240	960	12%
Surrey/ North Delta/White Rock/Langley	18%	300	1,200	14%
Vancouver	41%	680	2,720	32%
Northeast Sector (Coquitlam/ Port Coquitlam/Port Moody/ Pitt Meadows/ Maple Ridge/Anmore & Belcarra)	8%	240	960	11%
North Vancouver	7%	240	960	11%
West Vancouver	3%	100	400	5%
Total		2,100	8,400	

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

Every week, we try to spread out the dialing as evenly as possible across regions. Since we cannot target specific regions using the cellphone sample, we would dial more cellphone sample in the beginning of the week, and then dial more landline sample near the end of the week to make sure we are meeting the weekly regional soft quotas:

Sunday to Tuesday: 70% cellphone/30% landline
Wednesday to Thursday: 50% cellphone/50% landline
Friday to Saturday: 30% cellphone/70% landline

In total, we aim for 1260 landline completes and 840 cellphone completes per quarter.

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 Mustel Omnibus surveys, which collected data from a total of 2,004 Metro Vancouver residents in March, May, September and December of 2014. 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 September 2017, we expect to obtain approximately 14,344 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	7,640	0.91
SkyTrain	5,800	0.69
SeaBus	904	0.11
Total # of Evaluations	14,344	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 17 minutes to administer. The survey instrument is in Appendix B.

Fieldwork

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

[READ ALL QUESTIONS VERBATIM - NO EXCEPTIONS]

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

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

[TARGET AVERAGE SURVEY LENGTH: 15 MINUTES]

[HIDDEN VARIABLE]
S1.   Sample Source

   1. Landline Sample
   2. Cellphone Sample

[INTRODUCTION]

Hello, this is _____ and I'm conducting a survey on behalf of TransLink. I'm calling from Ipsos, 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.)
[ASK A1 ONLY IF S1 = LANDLINE SAMPLE. OTHERWISE, GO TO AC1]

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 QA1, 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.)
[ASK AC1 ONLY IF S1 = CELLPHONE SAMPLE. OTHERWISE, GO TO SCREENING QUESTIONS]

AC1.   Are you aged 16 or older?

        YES
        NO

[IF NO IN AC1, THANK & TERMINATE. OTHERWISE CONTINUE]

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.   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 or anyone in your household participated in any surveys related to public transit within the last six months?

        YES
        NO

[IF C = 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]
[IF S1 = CELLPHONE SAMPLE AND Q1 = DK/REFUSED/OTHER, THANK AND TERMINATE]
[IF S1 = LANDLINE SAMPLE: PROGRAMMER SET MARKET QUOTAS BASED ON Q1, USE SAMPLE VARIABLE TO CALCULATE REGION IF Q1 DK/REFUSED OR OTHER]

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

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

YES
NO

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

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

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

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

[RANGE= 0-96]

[PROGRAMMER ADD TOTAL NUMBER OF TRIPS IN Q2A]
[IF DK OR REFUSE TO ANY OR ZERO TO ALL IN Q2A THANK & TERMINATE]
[PROGRAMMER: IF TOTAL AT Q2A IS 15+ ASK INT1, OTHERWISE SKIP TO Q3]
[ONLY ASK INT1 ONCE MAXIMUM, IF AFTER SECOND PASS OF Q2A ANSWERS STILL TOTAL 15+ SKIP INT1 AND PROCEED TO Q3]

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

YES
NO

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

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

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

[0-96]

[PROGRAMMER: ONCE TOTAL IS REACHED DO NOT ASK REMAINING ITEMS AND AUTOCODE THEM TO ZERO]
[PROGRAMMER: DISPLAY ALL ITEMS AT Q3 AND PERCENTAGES GIVEN, DISPLAY VALIDATION SCREEN FOR INTERVIEWER & RESPONDENT.]
[PROGRAMMER: ANSWERS FROM Q3 MUST ADD TO TOTAL GIVEN AT Q2A.]
[IF DK/REF TO ANY OR ZERO TO ALL AT Q3, THANK & TERMINATE]

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

1. Monday to Friday between 5am and 9:30am
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)   What could have been done to improve the overall transit system service? **(INTERVIEWER: PROBE TWICE)**

[OPEN END]

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

[1-10]

SATISFACTION WITH SEABUS SERVICE; IDENTIFY WAYS TO IMPROVE SERVICE

[Q.8- Q.9 FOR SEABUS RIDERS ONLY (Q.3_3 - SeaBus only, Q3_ 5 – Bus & SeaBus, Q3_ 6 – SkyTrain & SeaBus, OR Q3_7 – Bus, SeaBus and SkyTrain > 0)]
[PROGRAMMER: SET TEXT INSERT FOR REMAINDER OF SURVEY CALLED "Trip" IF ONLY ONE TRAVEL TIME IN Q.4, INSERT: "last" OTHERWISE, ROTATE EITHER "Last" or "2ⁿᵈ to last"]

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

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

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

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

[1-10]

9. **[PROGRAMMER DISPLAY FOR FIRST ITEM ASKED IF ATTRIBUTE = 1, 2, 5, 7 OR 8 IN ROTATION]** Using the same scale, how would you rate the SeaBus in terms of … **[INSERT FIRST ITEM]**?
(CLARIFY IF NECESSARY: Ten means "excellent" and one means "very poor")

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

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

YES
NO

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

[1-10]

SATISFACTION WITH SKYTRAIN; IDENTIFY WAYS TO IMPROVE SERVICE

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

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

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

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

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

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

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

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

48. ABERDEEN
49. LANSDOWNE
50. RICHMOND BRIGHOUSE
51. BURQUITLAM
52. MOODY CENTRE
53. INLET CENTRE
54. COQUITLAM CENTRAL
55. LINCOLN
56. LAFARGE LAKE - DOUGLAS
OTHER **(SPECIFY EXACT LOCATION) [SPECIFY]**

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

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

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

[1-10]

Q13a.   **[PROGRAMMER DISPLAY FOR FIRST ITEM ASKED IF ATTRIBUTE= 1, 2, 3 or 6 IN ROTATION]** Using the same scale, how would you rate the SkyTrain in terms of … **[INSERT FIRST ITEM]**
(CLARIFY IF NECESSARY: Ten means "excellent" and one means "very poor")

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

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

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

YES
NO

1 - [ONLY ASK IF YES AT Q13] (13.1)   Having courteous, competent and helpful SkyTrain staff?
2 - (13.2)   How would you rate your [TRIP] trip in terms of feeling safe from crime onboard SkyTrain?
3 - (13.3)   Thinking about your **[TRIP]** trip on SkyTrain where you **[IF STATION PROVIDED AT BOTH Q11A & Q11B RANDOMLY INSERT EITHER:** boarded/got off at **[INSERT STATION NAME]] [IF ONLY PROVIDED STATION NAME AT Q11A INSERT:** boarded **[INSERT STATION NAME]] IF ONLY PROVIDED STATION NAME AT Q11B INSERT:** got off at **[INSERT STATION NAME]] [IF STATION NOT PROVIDED AT Q11A OR Q11B RANDOMLY INSERT:** board/got off at**]]**,how would you rate that station in terms of feeling safe from crime?
4 - (13.4)   How would you rate it in terms of not being overcrowded? **(CLARIFY IF NECESSARY:** Was there enough room onboard?**)**
5 - (13.8)   How would you rate it in terms of providing on-time reliable service?
6 - (13.9)   Clean and graffiti free SkyTrain cars and stations? **(CLARIFY IF NECESSARY:** Please think about the overall cleanliness during your **[last/2ⁿᵈ last]** SkyTrain trip.**)**

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

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

[1-10]

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

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]

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

[IF ONLY TRAVELED DURING ONE TIME PERIOD IN Q4, GO TO 15]
[PROGRAMMER: ONLY INCLUDE CODES BELOW WHERE AT Q4 ITEM IS > 0]

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

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

[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 UP 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 and using the same 10-point scale, how would you rate it in terms of … **[INSERT FIRST ITEM]**? **(CLARIFY IF NECESSARY: Ten means "excellent" and one means "very poor")**

    [PROGRAMMER DISPLAY FOR REMAINING ITERATIONS IF ATTRIBUTE = 1, 2, 3, 7, 8 OR 9] How about … **[INSERT SECOND ITEM, ETC.]**? **(INTERVIEWER: REPEAT SCALE AS NEEDED)**
    [PROGRAMMER DISPLAY FOR ATTRIBUTES: 4, 5, 6, OR 10] Still thinking about the **[TRIP]** trip you made on the **[INSERT ROUTE NUMBER]**,

    1- Having a courteous bus operator?
    2- Having an operator who drives safely and professionally?
    3- Feeling safe from crime onboard the bus?

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

[1-10]

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

YES
NO

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

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

[1-10]

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

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

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

[PROGRAMMER: REFER TO ROUTE LIST FOR ACCEPTABLE CODES]

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

   1. Monday to Friday between 5am and 9:30am
   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 about 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 about for having enough bus shelters 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 of 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?

[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 <u>last time</u> 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 <u>MOST</u> 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. Pay cash on the bus
5. Compass Ticket (IF NEEDED TO CLARIFY: SINGLE USE OR A DAY PASS ON A COMPASS TICKET)
9. Compass Card (all types including U-Pass)
7. Other **[PROGRAMMER: NOT AN OTHER SPECIFY]**

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

[NEW – ADDED JULY 2015]

23H1b. Which one of the following Compass Card products are you using <u>THE MOST</u>? **(READ LIST, ONE RESPONSE ONLY)**

    1 - BC Government Pass **(DO NOT READ FURTHER IF THIS IS SELECTED)**
    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)
    8 - U-Pass BC
    9 - Other types of passes

[IF OPTION 1, 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 children 5-13, youth 14 to18 with a valid photo ID 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?

    1. ONE
    2. TWO
    3. THREE

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

    (DO NO READ THE CODE LIST. INTERVIEWER TO SELECT APPLICABLE CODES)

    1. Costs too much for parking/lack of parking
    2. Don't own a vehicle/don't drive/no ride/no choice
    3. To avoid driving/dealing with traffic/less stressful
    4. Bus stops/stations convenient
    5. Cheaper/cheaper than operating a vehicle
    6. Faster than driving
    7. Other, specify: **[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? **(READ LIST ONLY IF NECESSARY)**

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

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

27. What 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 <u>overall experience</u> with the Compass Card and Faregate System?

    [1-10]

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

28. Approximately how long have you been taking 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

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

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

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

Changed from single to multi-response – March 13th, 2014
34.   Which of the following <u>best</u> 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 AND STOP WHEN APPROPRIATE)**

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) <u>NOT</u> SELECTED AT Q34. ELSE, SKIP TO Q36a4]
Q36a.   Are you currently a student? **(IF NECCESARY: currently attending a school, college, or university)**

YES
NO

Q36A4. How many cellphones does your household own? **[FOR CELLPHONE RESPONDENTS, ANSWER HAS TO BE 1 OR MORE]**

[0-99]

37a. Which of the following best describes your total household income for 2016? **(READ AND STOP WHEN APPROPRIATE)**

1. Under 20,000
2. $20,000 to less than $40,000
3. $40,000 to less than $60,000
4. $60,000 to less than $80,000
5. $80,000 to less than $100,000
6. $100,000 or more

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

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

Language: INTERVIEWER: ENTER LANGUAGE OF INTERVIEW.
    English
    Punjabi
    Chinese

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

Routes/ Modes	Total	Percent	Routes/ Modes	Total	Percent
SkyTrain	38	26.0%	Route 239	1	1.0%
SeaBus	3	1.0%	Route 240	1	1.0%
Route 3	1	1.0%	Route 250	1	1.0%
Route 5	1	1.0%	Route 254	1	1.0%
Route 6	2	2.0%	Route 255	1	1.0%
Route 7	1	1.0%	Route 312	1	1.0%
Route 8	1	1.0%	Route 319	1	1.0%
Route 10	2	2.0%	Route 320	1	1.0%
Route 14	2	2.0%	Route 323	1	1.0%
Route 16	1	1.0%	Route 325	1	1.0%
Route 20	2	2.0%	Route 335	1	1.0%
Route 22	1	1.0%	Route 340	3	3.0%
Route 23	1	1.0%	Route 342	1	1.0%
Route 25	1	1.0%	Route 345	2	2.0%
Route 26	3	3.0%	Route 351	2	2.0%
Route 28	1	1.0%	Route 403	2	1.0%
Route 41	1	1.0%	Route 407	2	1.0%
Route 44	2	2.0%	Route 410	2	2.0%
Route 49	2	2.0%	Route 430	2	3.0%
Route 95 B-Line	4	5.0%	Route 480	1	2.0%
Route 96 B-Line	2	2.0%	Route 501	2	2.0%
Route 99 B-Line	2	2.0%	Route 555	2	2.0%
Route 100	2	2.0%	Route 601	4	4.0%
Route 101	1	0.0%	Route 604	3	3.0%
Route 106	2	1.0%	Route 620	1	1.0%
Route 123	1	1.0%	Route 640	1	1.0%
Route 129	2	2.0%	Route 701	2	1.0%
Route 130	1	2.0%	Route C3	1	1.0%
Route 134	1	2.0%	Route C43	1	0.0%
Route 143	1	1.0%	Route C76	1	1.0%
Route 153	2	1.0%	**Grand Total**	**150**	**100.0%**
Route 156	1	0.0%			
Route 157	1	0.0%			
Route 160	2	2.0%			
Route 169	1	1.0%			
Route 180	1	0.0%			
Route 209	1	0.0%			
Route 210	2	2.0%			
Route 211	2	1.0%			
Route 212	1	0.0%			
Route 230	3	2.0%			
Route 232	1	0.0%			
Route 236	1	0.0%			

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
Total	1910	7.9	8.5	8.7	8.5	7.1	7.5	8.3	8.6	8.3	7.3	8.7
2	30	7.0	8.8	8.9	9.1	7.1	6.2	8.8	8.5	8.3	6.3	8.7
3	34	7.5	8.3	8.2	8.7	7.6	7.0	7.9	8.8	8.3	7.4	8.5
4	17	8.0	8.6	8.5	8.4	7.2	7.8	7.7	8.9	8.5	7.2	8.9
5	24	6.5	7.6	7.8	7.4	4.8	6.5	7.2	7.0	7.2	6.2	8.6
6	20	8.1	9.0	8.6	8.8	6.3	7.1	7.8	8.4	8.1	7.0	9.0
7	24	7.9	8.3	8.5	7.8	7.2	7.0	7.8	8.6	8.2	6.7	8.6
8	8	7.8	8.4	8.4	7.8	6.5	5.6	7.3	8.4	8.2	7.0	8.6
9	45	8.1	8.6	8.7	8.7	7.4	7.9	8.3	9.1	8.5	7.5	8.9
10	36	7.9	8.6	8.5	8.7	7.0	7.5	7.9	8.8	8.5	7.4	8.5
14	37	8.0	8.7	8.7	8.5	7.3	7.7	8.3	8.2	7.7	7.6	8.5
15	10	8.2	9.3	9.4	9.4	7.5	7.3	8.1	7.9	9.1	7.3	9.4
16	27	7.9	8.3	8.5	8.7	7.2	7.2	7.8	8.6	8.1	7.4	8.4
17	23	7.3	8.1	8.9	8.5	7.6	6.3	8.3	7.9	8.2	6.6	8.8
19	30	7.6	8.2	8.2	7.9	7.0	7.2	8.0	8.4	7.8	7.2	8.5
20	27	6.4	7.7	7.1	7.0	6.1	5.5	6.6	8.0	7.7	5.9	7.9
22	21	7.9	8.4	8.4	7.8	7.3	7.0	7.6	7.9	7.5	7.2	8.6
23	6	7.3	9.2	9.8	9.8	6.9	6.9	9.5	9.5	8.8	6.9	8.5
25	38	7.9	8.4	8.8	8.8	6.9	7.5	8.3	8.4	8.2	7.3	8.6
26	7	8.8	7.4	8.8	9.3	8.2	8.3	8.8	8.0	7.4	5.7	8.7
27	9	8.3	8.5	8.2	8.7	8.0	8.2	8.2	8.1	8.5	7.2	8.9
28	5	7.2	9.0	8.5	7.9	7.5	6.6	8.3	6.7	7.4	6.4	9.0
29	4	7.4	7.5	8.5	8.5	8.5	7.4	7.6	8.1	8.2	5.9	8.7
33	14	8.7	8.8	9.4	9.2	8.1	7.8	9.0	9.3	8.7	8.3	9.2
41	49	8.4	8.9	9.1	8.9	6.8	7.7	8.3	8.8	8.2	7.7	9.1
43	3	8.8	8.2	8.6	8.6	7.8	8.4	9.1	9.3	9.1	8.4	7.9
44	7	8.0	9.2	9.6	8.7	7.1	7.5	8.7	9.1	8.7	7.7	9.7
49	57	7.6	8.1	8.8	8.8	6.6	7.1	8.4	8.5	8.2	7.3	8.6
50	20	8.2	9.4	9.4	9.2	7.2	7.9	8.5	9.4	8.4	7.6	9.4
84	16	7.5	8.2	8.4	8.7	5.6	6.8	8.5	8.6	7.3	6.6	8.0
95 B-Line	26	8.3	8.2	8.8	8.9	7.6	7.9	8.4	8.8	8.4	8.1	8.5
96 B-Line	28	8.7	8.7	8.5	8.1	7.4	8.4	8.3	9.3	8.5	8.6	9.0
99 B-Line	106	8.1	8.5	8.6	8.4	6.2	8.3	8.1	8.9	8.4	8.4	8.6
100	14	8.0	8.4	8.6	8.5	7.5	7.9	8.4	8.4	8.3	7.7	8.6
101	3	9.4	9.4	8.8	9.3	9.4	7.1	9.8	10.0	9.4	8.1	8.7
104	10	6.9	7.5	8.0	7.7	7.4	6.5	8.1	8.1	7.1	6.6	7.4
106	34	7.9	8.4	8.1	8.1	6.9	7.5	7.9	7.8	8.1	7.3	8.3
110	5	7.9	8.5	9.2	9.1	8.6	7.8	8.7	8.9	8.9	7.9	8.4
112	5	8.7	8.9	9.1	8.8	7.3	9.1	9.0	9.4	9.1	8.3	8.7
116	4	9.3	9.8	9.8	9.5	8.1	9.0	7.9	8.7	7.3	7.0	9.5

APPENDIX D – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
123	14	8.8	9.3	9.5	9.4	8.2	8.1	9.3	9.4	9.1	7.5	9.6
128	5	8.8	8.9	9.3	9.0	9.4	7.4	8.9	9.4	9.3	7.5	8.9
129	11	7.8	8.4	9.2	9.0	8.7	6.8	8.9	8.3	8.2	6.8	7.9
130	14	8.7	9.0	9.3	8.9	7.6	8.9	9.1	9.1	8.7	8.4	9.0
134	3	4.2	9.3	8.3	7.7	7.2	5.8	8.2	7.4	8.3	2.6	8.9
136	2	8.8	9.0	9.0	9.0	9.0	8.2	9.0	9.2	9.0	8.8	9.0
143	6	8.5	8.0	8.4	8.1	7.8	8.4	8.7	8.0	8.9	7.5	8.2
144	17	8.0	8.0	8.6	8.4	8.0	7.6	8.5	8.0	8.1	7.2	8.3
145	18	8.4	8.1	9.0	9.1	6.6	8.1	9.2	9.2	8.5	7.8	9.0
150	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
151	6	9.5	9.3	9.4	8.9	9.5	9.3	9.8	8.5	9.3	8.1	9.4
152	12	8.2	8.4	8.3	8.5	8.5	8.1	8.8	8.1	8.2	6.6	8.4
153	5	7.7	9.0	8.0	7.7	7.8	7.8	8.6	7.8	8.2	6.3	8.1
155	7	8.2	9.4	9.9	9.9	9.5	8.0	10.0	9.6	9.6	6.7	9.3
156	2	9.3	9.0	10.0	9.3	9.3	9.0	9.0	10.0	9.7	8.0	8.3
157	5	9.1	9.5	9.3	9.5	9.5	8.5	9.7	7.7	8.0	8.5	9.3
159	5	8.4	9.2	9.7	9.7	9.4	8.0	9.3	5.8	7.3	5.4	9.0
160	18	8.5	8.6	8.7	8.5	8.1	8.4	8.6	8.2	8.6	7.9	8.6
169	1	3.0	8.0	8.0	8.0	8.0	2.0	8.0	3.0	3.0	2.0	8.0
170	2	8.5	10.0	9.3	8.7	8.5	8.5	9.3	9.3	9.3	8.0	10.0
172	3	9.7	9.5	9.5	9.5	9.7	8.3	9.7	8.7	9.5	8.1	9.7
173	1	10.0	10.0	10.0	10.0	10.0	8.0	10.0	10.0	9.0	10.0	9.0
180	8	8.4	8.4	9.2	9.0	8.5	7.2	8.6	8.4	8.4	6.5	9.0
181	2	7.2	8.8	9.4	8.2	8.4	8.2	8.2	6.9	8.2	4.9	8.8
182	2	6.6	9.8	9.8	9.0	7.4	4.2	8.8	8.2	9.0	5.6	9.8
183	6	8.1	8.3	8.8	8.8	8.9	7.8	8.6	8.8	8.4	7.9	8.8
185	1	8.0	9.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	9.0
186	1	9.0	10.0	9.0	10.0	7.0	6.0	10.0	9.0	10.0	8.0	10.0
187	3	7.0	5.4	8.2	7.7	7.2	4.8	9.0	8.2	8.0	6.3	8.7
188	7	8.0	9.1	9.7	9.4	8.0	7.3	9.3	9.1	7.9	7.7	9.5
209	1	8.0	9.0	9.0	9.0	8.0	0.0	8.0	8.0	8.0	9.0	9.0
210	10	8.6	8.6	9.5	9.6	7.5	8.5	9.1	8.9	8.9	8.6	8.4
211	13	8.1	9.2	9.4	9.2	7.8	8.2	8.9	9.1	8.9	7.6	9.3
212	5	8.8	9.6	8.4	7.2	9.4	9.5	9.3	9.2	8.8	7.8	9.3
214	2	4.4	8.6	10.0	10.0	10.0	7.4	10.0	10.0	7.4	7.4	8.6
227	1	6.0	8.0	10.0	10.0	2.0	3.0	10.0	10.0	8.0	2.0	8.0
228	18	7.9	8.4	8.9	8.5	8.2	7.7	8.5	9.0	8.6	7.8	9.0
229	8	7.2	8.7	7.8	7.7	5.9	6.7	8.0	9.3	8.8	7.1	8.9
230	15	8.5	9.2	9.4	9.2	7.0	8.3	9.4	9.1	8.9	7.8	9.4
231	1	8.0	8.0	10.0	9.0	8.0	9.0	9.0	9.0	8.0	7.0	8.0

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
232	4	8.3	9.0	9.8	9.8	6.8	4.8	9.6	8.3	6.6	6.7	9.0
236	2	8.4	10.0	10.0	8.9	10.0	8.9	8.9	10.0	8.9	8.4	9.5
239	26	8.5	8.8	8.7	8.6	7.2	8.0	8.9	9.2	8.9	8.6	9.0
240	42	7.7	8.7	8.6	8.4	5.4	7.1	8.0	8.9	8.5	7.0	8.8
241	4	9.0	8.7	9.2	9.6	6.7	7.1	9.6	9.8	9.4	9.6	9.4
246	16	7.8	8.6	9.1	9.0	8.0	8.2	9.3	8.9	8.8	7.0	9.0
247	2	7.5	9.0	9.0	9.5	9.0	8.5	8.5	9.5	9.5	8.5	9.0
250	66	7.9	8.7	9.2	8.9	6.0	7.1	8.7	8.8	8.0	6.4	8.9
251	5	3.7	9.0	7.4	6.7	3.2	3.6	7.5	7.4	5.5	2.7	9.1
252	3	9.7	9.7	9.7	9.7	8.6	9.7	9.7	9.7	9.7	8.2	9.7
253	3	4.9	9.6	10.0	10.0	10.0	7.5	10.0	8.3	8.4	4.2	10.0
254	2	9.6	9.9	9.9	9.9	9.5	9.7	9.9	1.8	1.8	9.8	9.9
255	16	9.1	9.4	9.2	9.3	8.7	8.5	9.2	9.4	9.1	7.5	9.4
257	13	7.6	8.8	9.4	9.0	5.9	7.9	8.6	9.1	8.7	7.2	8.9
301	8	7.3	7.9	8.0	7.8	6.6	7.3	7.8	7.3	7.3	7.3	8.4
311	3	7.5	9.3	8.6	9.3	7.8	7.9	7.9	9.6	8.6	7.2	8.3
312	6	8.4	9.1	9.1	7.8	8.6	7.7	8.8	8.8	9.1	7.6	9.2
314	3	6.1	10.0	10.0	10.0	9.0	7.7	10.0	10.0	10.0	8.7	10.0
316	3	10.0	10.0	10.0	10.0	9.7	9.6	10.0	9.3	9.0	10.0	10.0
319	29	8.1	8.4	8.5	8.5	6.4	7.9	8.0	8.8	8.3	8.3	8.5
320	19	8.1	8.5	8.3	8.3	6.3	7.4	8.1	8.8	8.6	7.4	8.3
321	12	7.4	8.4	8.7	7.6	7.3	7.9	7.1	8.5	8.4	7.7	9.0
323	5	7.7	8.5	9.3	8.6	7.2	8.4	8.3	8.5	7.8	8.9	9.4
324	5	9.7	9.0	9.3	9.0	7.4	8.0	9.0	9.6	9.0	7.1	9.4
325	4	7.1	8.3	8.0	8.2	6.8	7.6	8.0	8.1	8.5	7.1	8.3
326	4	8.4	7.9	7.5	7.5	6.5	8.4	8.2	8.2	8.2	5.7	7.9
329	1	10.0	9.0	9.0	9.0	9.0	10.0	9.0	10.0	10.0	8.0	9.0
335	9	7.5	9.2	8.5	7.7	6.5	6.9	7.3	8.8	8.8	6.7	9.2
337	3	8.1	8.1	8.3	8.3	8.1	7.7	8.3	7.9	8.3	6.8	8.9
340	7	6.2	8.1	8.4	8.4	6.5	6.3	6.8	7.8	7.7	4.8	8.5
341	7	7.8	8.7	8.3	8.0	8.3	8.1	9.0	9.2	8.5	7.7	8.2
342	3	8.4	9.1	8.9	8.9	6.0	7.0	7.6	8.1	7.1	5.9	9.2
345	4	7.6	8.5	8.3	7.9	6.1	7.5	7.1	8.0	8.0	5.0	8.5
351	27	8.4	8.8	8.8	8.5	7.3	8.1	8.7	8.6	8.7	8.0	8.8
352	2	9.0	9.0	9.5	8.5	8.0	9.0	9.0	9.5	9.0	8.4	9.0
354	1	8.0	7.0	8.0	8.0	7.0	6.0	8.0	9.0	9.0	8.0	6.0
361	1	7.0	7.0	8.0	9.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
364	5	6.1	7.5	9.1	8.2	7.2	7.0	9.2	9.0	7.6	5.6	8.4
375	2	8.4	8.9	8.9	8.4	7.1	7.6	8.9	8.9	8.0	7.4	8.9
388	2	2.3	3.3	5.9	5.3	9.0	2.3	9.3	5.3	9.3	2.0	8.0

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
391	1	5.0	6.0	5.0	5.0	7.0	5.0	5.0	5.0	5.0	5.0	7.0
395	1	8.0	10.0	10.0	10.0	2.0	8.0	9.0	10.0	8.0	5.0	10.0
401	21	7.9	8.7	9.1	8.9	8.0	7.1	8.8	8.9	8.5	7.7	8.8
402	11	7.3	8.6	8.7	8.7	8.4	8.0	9.0	7.9	8.1	7.8	9.0
403	19	8.0	8.1	8.7	8.4	7.0	8.0	8.1	8.7	8.3	7.7	8.5
404	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
405	2	7.0	7.0	6.7	7.7	5.3	6.3	8.0	3.0	8.0	5.3	7.0
407	13	7.9	8.1	8.5	8.7	7.5	6.9	8.4	8.1	8.3	6.1	8.4
410	40	7.8	8.3	8.6	8.5	6.8	7.2	8.2	8.6	8.2	7.8	8.3
430	6	8.0	9.1	9.4	9.2	8.1	8.0	9.1	8.2	7.9	7.5	8.9
480	5	7.3	6.8	7.9	8.5	7.4	6.6	7.5	8.4	8.0	5.6	8.4
501	7	6.0	6.7	7.0	6.8	6.4	6.1	6.5	6.8	7.1	5.4	7.4
502	16	7.8	8.2	8.8	7.7	5.6	6.8	8.0	8.9	8.4	7.6	8.9
503	8	7.3	8.6	8.5	7.8	7.9	6.3	8.4	8.2	8.5	5.8	9.0
531	1	9.0	9.0	10.0	10.0	8.0	8.0	9.0	9.0	9.0	7.0	10.0
555	13	8.5	8.2	9.4	8.6	7.4	8.4	8.8	9.4	9.3	8.2	9.0
595	3	8.1	10.0	10.0	8.3	9.0	8.1	8.7	9.4	9.4	7.2	10.0
601	31	6.8	7.8	8.2	8.1	7.2	7.0	8.1	7.2	7.5	5.2	7.9
602	6	6.7	8.0	8.8	7.4	7.8	7.7	9.1	9.1	8.7	6.3	7.5
604	4	7.8	9.3	9.2	9.0	6.2	8.2	9.0	6.8	8.7	5.3	7.5
608	1	8.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	7.0	9.0
620	7	7.0	8.1	9.0	9.2	5.0	7.8	8.8	9.2	9.4	6.0	8.7
640	5	7.8	7.1	8.5	7.7	7.5	7.0	7.7	7.6	7.0	7.6	7.6
701	25	8.1	8.6	8.6	8.6	7.6	7.7	7.8	8.6	8.3	8.0	8.9
791	3	7.8	7.4	8.0	8.0	8.0	9.1	8.7	6.5	7.2	5.1	8.4
C3	2	8.0	7.7	9.2	8.0	6.2	4.2	8.5	9.2	8.5	5.5	7.7
C4	2	7.4	8.4	9.2	8.4	9.2	8.2	9.0	4.8	6.6	5.4	8.4
C5	2	9.3	8.6	9.3	9.3	9.3	7.8	10.0	8.6	9.3	7.8	8.6
C7	3	8.7	9.3	8.9	8.8	5.6	8.0	9.4	7.9	8.9	8.4	9.3
C9	2	6.8	9.6	10.0	7.6	9.0	6.9	8.6	8.6	7.6	3.8	9.6
C15	3	9.0	9.7	9.8	9.7	8.8	9.2	9.7	7.3	10.0	6.3	10.0
C20	1	10.0	8.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	8.0
C41	1	9.0	10.0	9.0	10.0	10.0	9.0	9.0	10.0	10.0	10.0	10.0
C44	2	8.4	10.0	10.0	8.7	10.0	9.7	10.0	10.0	10.0	7.0	10.0
C45	1	2.0	9.0	8.0	0.0	1.0	1.0	5.0	5.0	8.0	2.0	8.0
C46	1	10.0	9.0	10.0	10.0	8.0	6.0	7.0	7.0	6.0	5.0	10.0
C48	1	10.0	10.0	10.0	8.0	9.0	9.0	10.0	8.0	10.0	5.0	10.0
C53	2	8.6	10.0	10.0	10.0	10.0	9.3	10.0	9.3	10.0	6.6	10.0
C62	1	6.0	10.0	9.0	8.0	8.0	6.0	8.0	5.0	5.0	5.0	9.0
C64	1	4.0	8.0	8.0	8.0	8.0	7.0	8.0	3.0	8.0	3.0	8.0

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
C75	1	9.0	9.0	8.0	8.0	9.0	8.0	10.0	9.0	9.0	8.0	9.0
C76	3	9.7	9.6	9.7	9.8	9.7	9.6	9.8	9.7	9.7	9.8	9.6
C87	1	8.0	8.0	7.0	8.0	8.0	6.0	7.0	7.0	6.0	8.0	8.0
C92	1	7.0	10.0	9.0	7.0	9.0	8.0	9.0	9.0	8.0	3.0	7.0
C93	1	8.0	7.0	10.0	10.0	8.0	7.0	7.0	9.0	9.0	5.0	10.0
C94	1	10.0	10.0	10.0	8.0	10.0	10.0	9.0	9.0	9.0	10.0	10.0
C96	1	7.0	7.0	9.0	6.0	7.0	9.0	9.0	7.0	8.0	3.0	7.0
C98	1	9.0	9.0	10.0	10.0	10.0	8.0	9.0	10.0	10.0	7.0	9.0
BTC	23	7.9	8.1	8.9	9.0	8.0	8.3	8.9	8.2	8.9	7.9	8.9
STC	10	7.4	8.1	8.6	7.7	7.8	7.6	8.5	8.0	7.1	6.7	8.9
PCT	9	7.7	7.3	7.7	7.2	7.9	7.7	7.7	8.5	8.1	6.7	9.0
RTC	10	8.6	8.7	8.6	8.5	8.1	8.6	8.8	8.4	9.0	6.7	9.2
VTC	45	8.5	9.0	8.6	8.5	6.9	8.0	8.5	8.6	8.6	8.1	9.0
WVT	4	9.3	10.0	10.0	10.0	9.7	10.0	9.8	9.6	9.4	10.0	10.0

APPENDIX D – Performance Ratings for Routes, With 30 Ratings or More, Ranked by Overall

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
Total	**1910**	**7.9**	**8.5**	**8.7**	**8.5**	**7.1**	**7.5**	**8.3**	**8.6**	**8.3**	**7.3**	**8.7**
VTC	45	8.5	9.0	8.6	8.5	6.9	8.0	8.5	8.6	8.6	8.1	9.0
41	49	8.4	8.9	9.1	8.9	6.8	7.7	8.3	8.8	8.2	7.7	9.1
99 B-Line	106	8.1	8.5	8.6	8.4	6.2	8.3	8.1	8.9	8.4	8.4	8.6
9	45	8.1	8.6	8.7	8.7	7.4	7.9	8.3	9.1	8.5	7.5	8.9
14	37	8.0	8.7	8.7	8.5	7.3	7.7	8.3	8.2	7.7	7.6	8.5
250	66	7.9	8.7	9.2	8.9	6.0	7.1	8.7	8.8	8.0	6.4	8.9
25	38	7.9	8.4	8.8	8.8	6.9	7.5	8.3	8.4	8.2	7.3	8.6
10	36	7.9	8.6	8.5	8.7	7.0	7.5	7.9	8.8	8.5	7.4	8.5
106	34	7.9	8.4	8.1	8.1	6.9	7.5	7.9	7.8	8.1	7.3	8.3
410	40	7.8	8.3	8.6	8.5	6.8	7.2	8.2	8.6	8.2	7.8	8.3
240	42	7.7	8.7	8.6	8.4	5.4	7.1	8.0	8.9	8.5	7.0	8.8
49	57	7.6	8.1	8.8	8.8	6.6	7.1	8.4	8.5	8.2	7.3	8.6
19	30	7.6	8.2	8.2	7.9	7.0	7.2	8.0	8.4	7.8	7.2	8.5
3	34	7.5	8.3	8.2	8.7	7.6	7.0	7.9	8.8	8.3	7.4	8.5
2	30	7.0	8.8	8.9	9.1	7.1	6.2	8.8	8.5	8.3	6.3	8.7
601	31	6.8	7.8	8.2	8.1	7.2	7.0	8.1	7.2	7.5	5.2	7.9

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

Route Number	July - September 2016		July - September 2017		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jul'16-Sep'16 vs. Jul'17-Sep'17
# 10	36	8.0	36	7.9	-0.1
# 14	29	8.3	37	8.0	-0.3
# 16	49	7.4	27	7.9	0.5
# 22	37	7.0	21	7.9	0.9
# 239	35	8.3	26	8.5	0.2
# 240	41	8.4	42	7.7	-0.7
# 25	31	8.0	38	7.9	-0.1
# 250	70	8.5	66	7.9	-0.6
# 41	34	7.9	49	8.4	0.5
# 410	31	7.5	40	7.8	0.3
# 49	36	8.4	57	7.6	-0.8
# 9	46	8.1	45	8.1	0.0
# 99	96	8.1	106	8.1	0.0

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

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

	Route Number	April - September 2016		April - September 2017		Net Difference
		# of Trips	Overall Performance	# of Trips	Overall Performance	Apr'16-Sep'16 vs. Apr'17-Sep'17
#	10	79	8.0	73	7.8	-0.2
#	106	55	7.9	72	8.1	0.2
#	14	59	8.0	60	8.1	0.1
#	16	87	7.7	69	7.7	0.0
#	160	45	8.0	35	8.0	0.0
#	17	51	7.1	40	6.9	-0.2
#	19	51	7.7	46	7.4	-0.3
#	2	29	8.1	59	7.4	-0.7
#	20	53	7.1	52	6.9	-0.2
#	210	42	7.9	25	8.0	0.1
#	22	77	7.4	42	7.7	0.3
#	239	56	7.9	49	7.7	-0.2
#	240	66	8.2	79	7.8	-0.4
#	246	52	8.1	60	7.7	-0.4
#	25	73	8.1	80	7.9	-0.2
#	250	129	8.5	131	7.7	-0.8
#	257	36	8.7	20	7.9	-0.8
#	3	49	8.1	63	7.7	-0.4
#	319	41	7.9	43	8.1	0.2
#	351	74	8.2	78	8.4	0.2
#	4	37	8.1	35	8.0	-0.1
#	401	51	7.6	51	7.7	0.1
#	41	65	7.8	78	8.0	0.2
#	410	66	7.6	76	7.5	-0.1
#	49	59	8.3	86	7.9	-0.4
#	5	38	7.5	47	7.4	-0.1
#	50	36	8.4	35	8.1	-0.3
#	502	31	7.4	38	7.4	0.0
#	6	49	8.3	60	7.5	-0.8
#	601	70	7.8	76	7.0	-0.8
#	7	66	7.7	54	7.6	-0.1
#	701	47	7.6	49	8.0	0.4
#	9	101	8.2	105	8.0	-0.2
#	99	204	7.9	199	8.0	0.1
#	BTC	15	7.1	44	7.7	0.6

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

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

	Route Number	October 2015 - September 2016		October 2016 - September 2017		Net Difference
		# of Trips	Overall Performance	# of Trips	Overall Performance	Oct'15-Sep'16 vs. Oct'16-Sep'17
#	10	151	7.9	147	8.0	0.1
#	100	40	7.8	57	8.0	0.2
#	106	127	7.5	145	8.0	0.5
#	123	33	7.4	50	8.1	0.7
#	129	38	7.8	43	7.9	0.1
#	130	66	8.4	65	8.1	-0.3
#	135	129	7.7	42	7.9	0.2
#	14	122	7.8	121	8.0	0.2
#	144	38	7.5	48	8.1	0.6
#	145	38	8.0	42	7.4	-0.6
#	15	40	7.8	48	7.7	-0.1
#	152	47	8.0	39	7.8	-0.2
#	155	38	8.3	36	8.4	0.1
#	16	163	7.6	156	7.7	0.1
#	160	84	7.7	65	7.8	0.1
#	169	39	8.1	12	6.4	-1.7
#	17	96	7.6	82	7.3	-0.3
#	19	107	7.7	93	7.5	-0.2
#	2	37	8.1	129	7.4	-0.7
#	20	124	7.0	115	6.7	-0.3
#	210	80	8.0	62	7.7	-0.3
#	211	61	7.9	57	8.2	0.3
#	22	177	7.5	96	7.7	0.2
#	228	45	8.4	66	7.8	-0.6
#	229	45	7.8	39	7.6	-0.2
#	230	52	7.8	58	8.1	0.3
#	232	41	8.1	27	8.4	0.3
#	239	111	8.0	92	8.1	0.1
#	240	128	8.1	128	7.7	-0.4
#	246	105	8.1	124	7.7	-0.4
#	25	157	7.6	150	7.8	0.2
#	250	267	8.6	258	8.2	-0.4
#	255	70	7.9	65	8.3	0.4

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

	Route Number	October 2015 - September 2016		October 2016 - September 2017		Net Difference
		# of Trips	Overall Performance	# of Trips	Overall Performance	Oct'15-Sep'16 vs. Oct'16-Sep'17
#	257	54	8.5	40	8.4	-0.1
#	26	55	7.6	49	7.9	0.3
#	28	35	8.0	38	8.2	0.2
#	3	108	7.8	121	7.8	0.0
#	319	76	7.9	77	7.9	0.0
#	320	42	7.9	42	8.2	0.3
#	321	55	7.1	39	7.3	0.2
#	33	55	7.7	57	8.1	0.4
#	340	39	7.3	33	6.7	-0.6
#	351	159	8.3	159	8.4	0.1
#	4	74	8.1	77	8.2	0.1
#	401	117	7.7	110	7.7	0.0
#	402	42	8.1	39	7.4	-0.7
#	403	51	7.7	53	7.9	0.2
#	407	29	7.7	42	7.9	0.2
#	41	148	7.9	155	7.8	-0.1
#	410	127	7.7	138	7.6	-0.1
#	44	39	7.3	31	8.4	1.1
#	49	123	7.7	145	7.5	-0.2
#	5	76	7.6	83	7.5	-0.1
#	50	71	8.3	61	7.9	-0.4
#	502	64	7.9	62	7.5	-0.4
#	555	57	9.1	54	7.8	-1.3
#	6	91	8.4	104	7.8	-0.6
#	601	140	7.6	169	7.3	-0.3
#	7	110	7.6	108	7.6	0.0
#	701	97	7.6	93	7.6	0.0
#	791	39	8.2	25	8.4	0.2
#	8	69	7.8	59	8.2	0.4
#	84	73	8.0	69	7.9	-0.1
#	9	219	8.0	199	8.1	0.1
#	96	39	8.3	55	8.6	0.3
#	97	110	7.6	23	7.7	0.1
#	99	409	7.9	393	8.0	0.1
#	BTC	28	7.8	69	7.6	-0.2
#	C23	44	7.1	6	6.8	-0.3
#	NVT	42	7.6	16	7.4	-0.2
#	STC	35	7.6	38	7.8	0.2

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