



# Customer Service Performance Quarter 4 2017

Bus  
SeaBus  
SkyTrain



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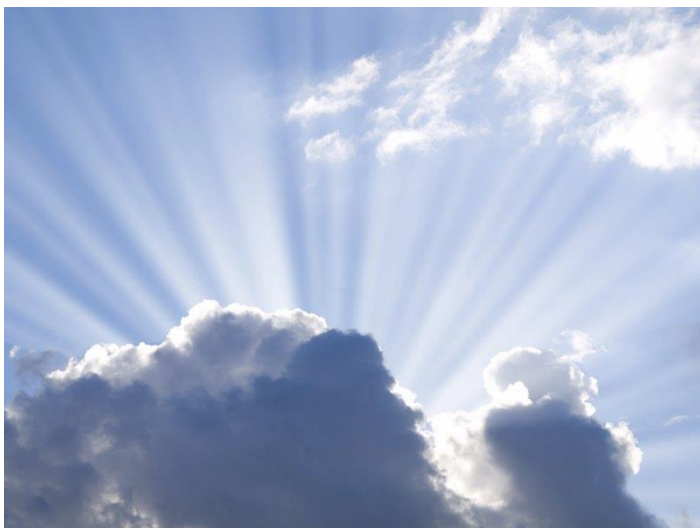
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The Customer Service Performance study tracks performance on service attributes that are most strongly related to overall transit service ratings from customers.

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

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

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



## Overview

- In Q4 2017, ratings for Overall Transit Service (65% giving good-to-excellent scores) show improvements over a year ago, but are in-line with the previous quarter. The average score, 7.8 out of 10, is also stronger than the same quarter last year.
- Most transit service attributes' ratings have significantly improved from Q4 2016, particularly for Ease of Getting Information from Telephone Line (73%, up 14 percentage points).
- Similar to historical trends, Having Enough Shelters at Stops is the only transit service attribute that does not meet the 7.0 threshold for positive performance, earning an average score of 6.8 out of 10. However, its good-to-excellent ratings (37%) have improved from a year ago.



Two-thirds of bus riders (66%) give top scores to Overall Bus Service, which is unchanged from last quarter but up from a year ago. The average score remains stable at 7.9 out of 10.

- All bus service attributes continue to meet the 7.0 positive-performance threshold this period.
- The highest-rated top key driver of Overall Bus Service continues to be Having a Courteous Bus Operator (77%).
- The other key drivers show relatively weaker performance, including Providing On-Time, Reliable Service (59%), Frequency of Service (53%, up from a year ago) and Not Being Overcrowded (49%).
- For this quarter, #240 bus earns lower ratings for overcrowding, even lower than the B-Line routes.



Up from the same period last year, Overall SkyTrain Service earns high ratings from 78% of SkyTrain riders. The average score (8.4 out of 10) continues to trend upward.

- Some areas show significant improvements from a year ago, namely Feeling Safe from Crime Inside the SkyTrain Station (77%), Frequency of Service (76%) and Staff Availability (41%).
- Delays are Announced and Explained continues to earn an average score that is below the positive-performance threshold (6.4 out of 10).
- Similar to previous quarters, SkyTrain riders who ride Canada Line tend to have a more positive perception of SkyTrain service than those who ride BCRTC.



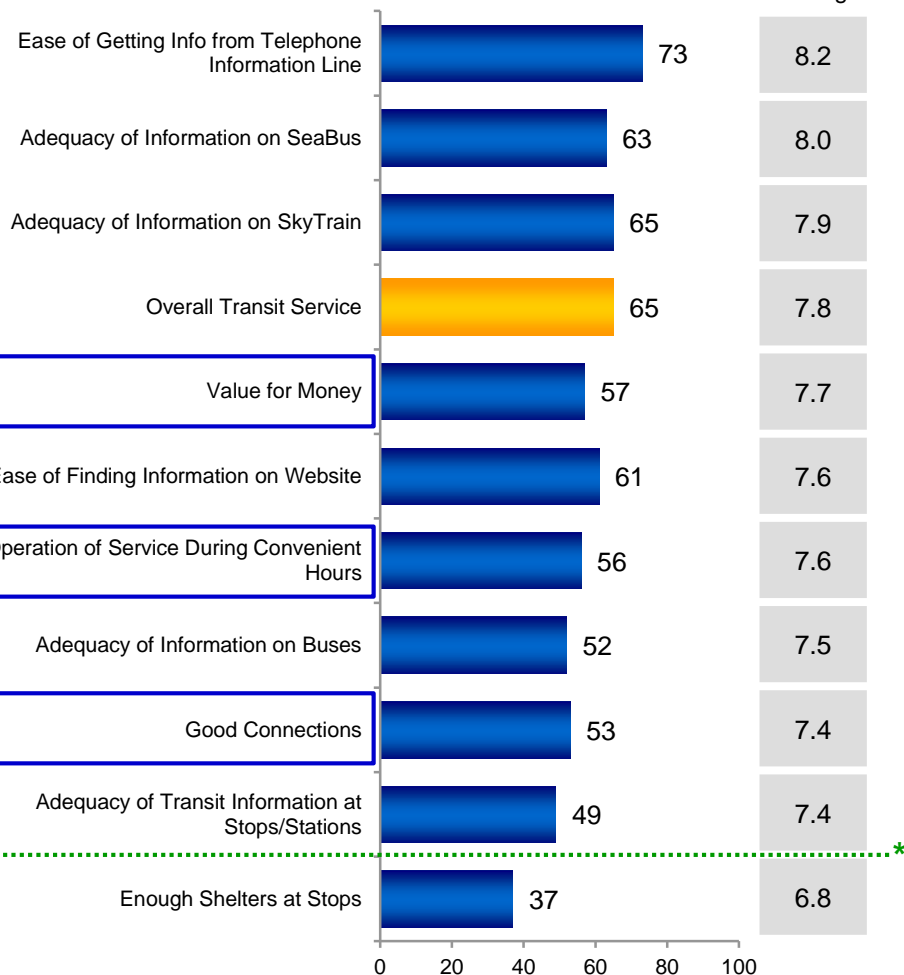
Scores for Overall SeaBus Service (88%) have been trending up over the last two quarters while the average score is stable at 8.8 out of 10. The SeaBus remains as the strongest-performing mode.

- Clean and Graffiti-Free is the only attribute that shows a significant increase (87%, up from last quarter).
- All SeaBus service attributes continue to perform well, earning a strong average score of 8.1 or higher.

## Performance on Transit System Attributes

% Good to Excellent (8-10)

Average  
Rating



Value for Money Top Key Driver

Q4 2017 Base = 2101

\* 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

- Overall Transit Service is rated highly by two-thirds of transit riders (65%), which is unchanged from last quarter, but significantly up from a year ago (57%). Its average score, 7.8 out of 10, has also improved from the same quarter last year.
- Most attributes show significant increases from a year ago, particularly for Ease of Getting Information from Telephone Line (73%, up 14 percentage points).
- Enough Bus Shelters at Bus Stops continues to perform below the positive-performance threshold (an average score of 6.8 out of 10). However, its good-to-excellent ratings (37%) have increased from Q4 2016 (33%).

## Performance on Top Key Drivers of Transit Overall Service

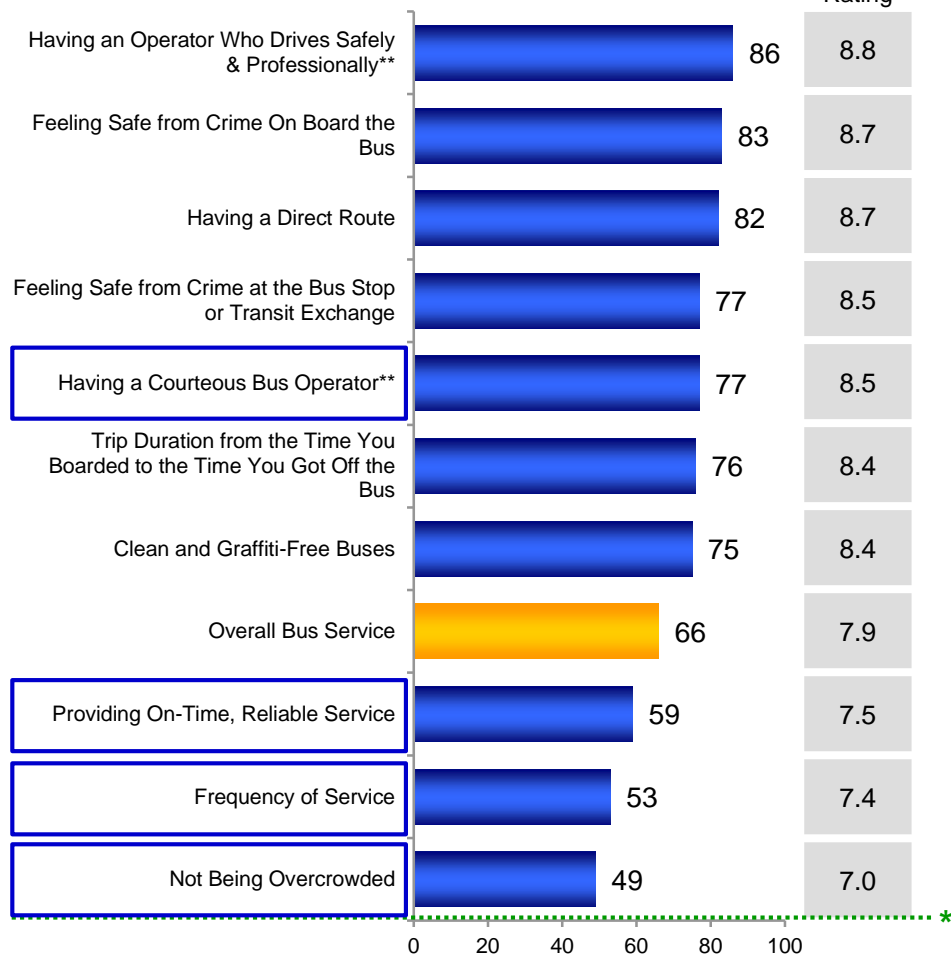
### Key Drivers with Positive Performance\*

- Value for Money
  - Value for Money is the highest-rated top key driver for Overall Transit Service this period, with 57% good-to-excellent scores, which is up from both last quarter and the same quarter last year.
- Operation of Service During Convenient Hours
  - Performance of Convenient Hours has been steadily improving from 50% in Q3 2016 to 56% this period.
- Good Connections
  - Scores for Good Connections have also been improving since a year ago, from 46% to 53% this quarter.

## Performance on Bus System Attributes

% Good to Excellent (8-10)

Average  
Rating



Top Key Driver

Q4 2017 Base = 1953 (bus routes evaluated)

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

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

## Bus System

- Up from a year ago but consistent with last quarter, Overall Bus Service earns top ratings from two-thirds of bus riders (66%). Its average score is stable at 7.9 out of 10.
- All of the significant changes observed this period are positive. In particular, Frequency of Service (53%) is up five percentage points over Q4 2016.
- Three of the four top key drivers of Overall Bus Service continue to show a performance that is relatively weaker than the other attributes. This includes Providing On-Time, Reliable Service, Frequency of Service and Not Being Overcrowded. However, all bus service attributes still perform above the 7.0 threshold.

## Performance on Top Key Drivers of Overall Bus Service

### Key Drivers with Positive Performance\*

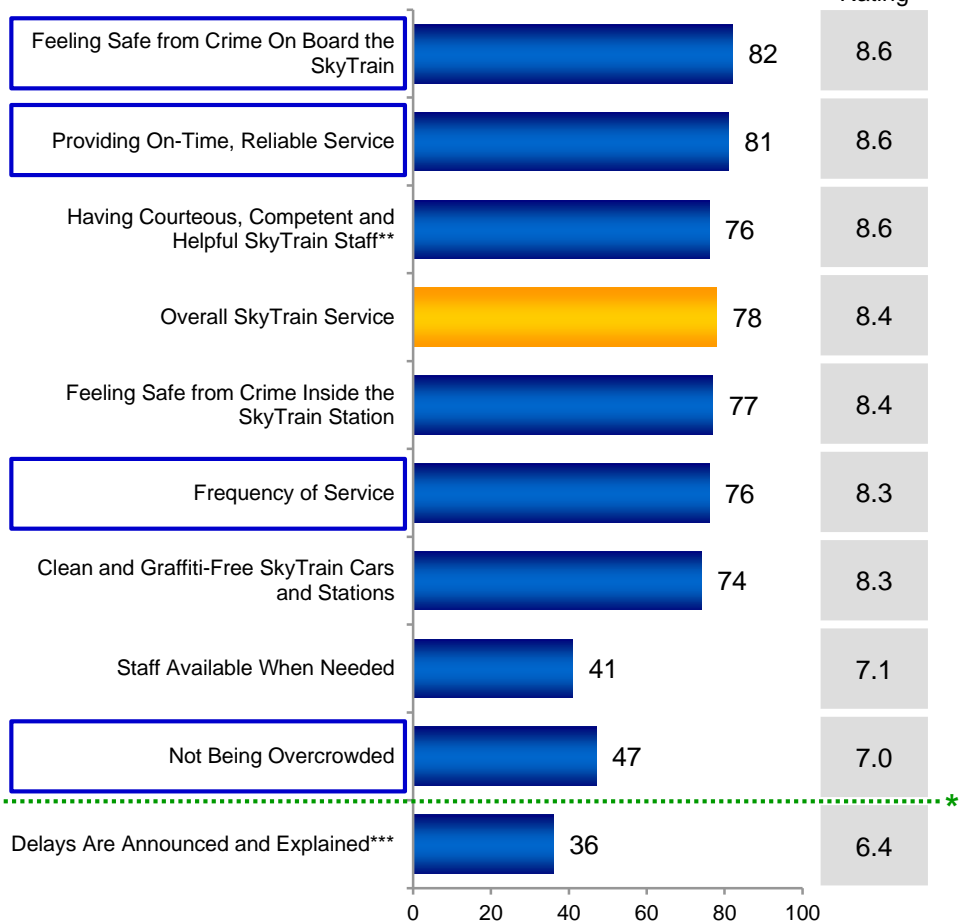
- Courteous Bus Operator
  - Similar to historical trends, Courteous Bus Operator is the strongest top key driver for Overall Bus Service (77%). Both VTC and PCT have shown improvements from Q3 2017 and Q4 2016.
- On-Time Reliable Service
  - Trending up since Q1 2017, On-Time, Reliable Service earns 59% good-to-excellent scores. Ratings for BTC and WVT have dropped from last quarter and/or a year ago, while VTC's performance has grown stronger compared to those same time periods.
- Frequency of Service
  - Up from a year ago but in-line with the previous quarter, Frequency of Service is rated highly by 53% of bus riders. Specifically, ratings for VTC and RTC have increased from Q4 2016, while scores for WVT have slipped from the same period.
- Not Being Overcrowded
  - One-half of bus riders (49%) give top ratings to Not Being Overcrowded, which is similar to Q4 2016 but marginally down from last quarter. Scores for PCT have improved from a year ago, while BTC's performance has dropped from last wave.



## Performance on SkyTrain Attributes

% Good to Excellent (8-10)

Average  
Rating



Top Key Driver

Q4 2017 Base = 1387 (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: Small base size – only among SkyTrain riders who spoke with staff (n=81)

\*\*\* Caution: Only among those who experienced delays (n=501)

## SkyTrain System

- Close to eight-in-ten SkyTrain riders (78%) award a high score to Overall SkyTrain Service, which is marginally up from last quarter and significantly increased from a year ago. The average score (8.4 out of 10) has been trending up since Q1 2017.
- Three attributes have shown improvements from a year ago, namely Feeling Safe from Crime On Board the SkyTrain (77%), Frequency of Service (76%) and Staff Availability (41%).
- With an average score of 6.4 out of 10, Delays are Announced and Explained continues to perform below the 7.0 threshold for positive performance this period.

## Performance on Top Key Drivers of SkyTrain Overall Service

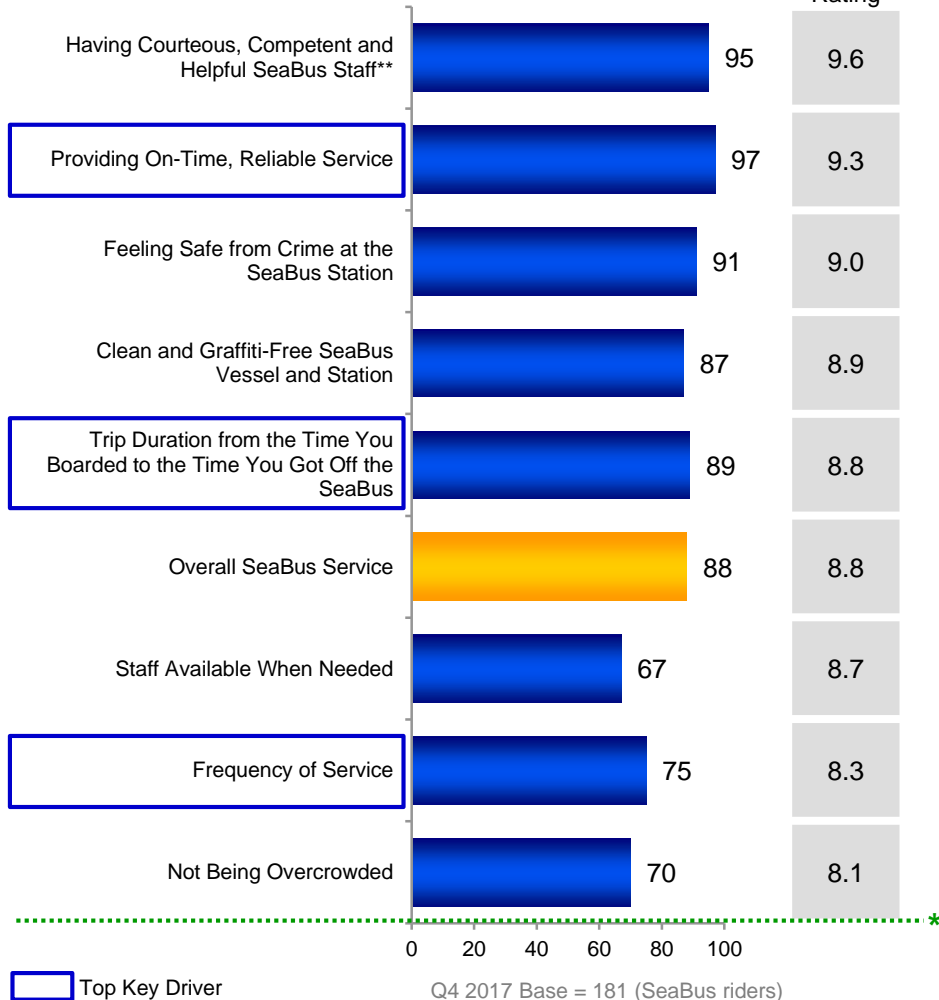
### Key Drivers with Positive Performance\*

- Feeling Safe from Crime On Board the SkyTrain
  - This attribute is one of the highest-rated top key drivers for Overall SkyTrain Service; it earns top ratings from 82% of SkyTrain riders.
- On-Time, Reliable Service
  - Another strong-performing top key driver, On-Time Reliable Service, receives high scores from 81% of riders.
- Frequency of Service
  - Three-quarters of riders (76%) award good-to-excellent scores to Frequency of Service, which has been trending up since a year ago. Specifically, BCRTC's performance has improved from the same quarter last year.
- Not Being Overcrowded
  - Ratings for Not Being Overcrowded remain stable at 47% this period.

## Performance on SeaBus Attributes

% Good to Excellent (8-10)

Average  
Rating



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

\*\* Caution: Very small base size – only among SeaBus riders who spoke with staff (n=30)

## SeaBus

- Overall SeaBus Service has been trending up over the last two quarters, from 73% to 88% this period. The average score is stable at 8.8 out of 10.
- Clean and Graffiti-Free is the only SeaBus service attribute that shows a significant change this quarter (87%, up from Q3 2017).
- 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
  - Nearly all SeaBus riders (97%) give good-to-excellent scores to On-Time Reliable Service, which makes this the highest-performing top key driver for Overall SeaBus Service.
- Trip Duration
  - Nine-in-ten SeaBus riders (89%) award top ratings to Trip Duration.
- Frequency of Service
  - Frequency of Service receives top scores from three-quarters of SeaBus riders (75%), which is marginally up from both Q3 2017 and Q4 2016.



## ***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 (24% versus 12%)
  - They are less likely to be working full-time (46% versus 57%)
  - They are more likely to be a student (17% versus 5%)

## ***Trip Purpose***



- One-half of transit riders (48%) indicate that they take public transit for work purposes.
- Other common types of trip include entertainment purposes (42%) and going to or from shopping (37%).

## ***Choice versus Captive***



- The proportion of Choice riders, or those who have regular vehicle access, is at 63%, which is unchanged from last quarter but down from a year ago. Conversely, the proportion of Captive riders (35% with no vehicle access) is up from Q4 2016.
- Compared to Captive riders, Choice riders tend to make a higher income (\$80K or more), are older (aged 35+), work full-time, hold a university degree or take the SkyTrain or SeaBus.
- On the other hand, Captive riders are more likely to make an income of under \$40K, younger (16-34 years old), have an education level of high school or less, work part-time or unemployed, take the Bus and reside 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.**



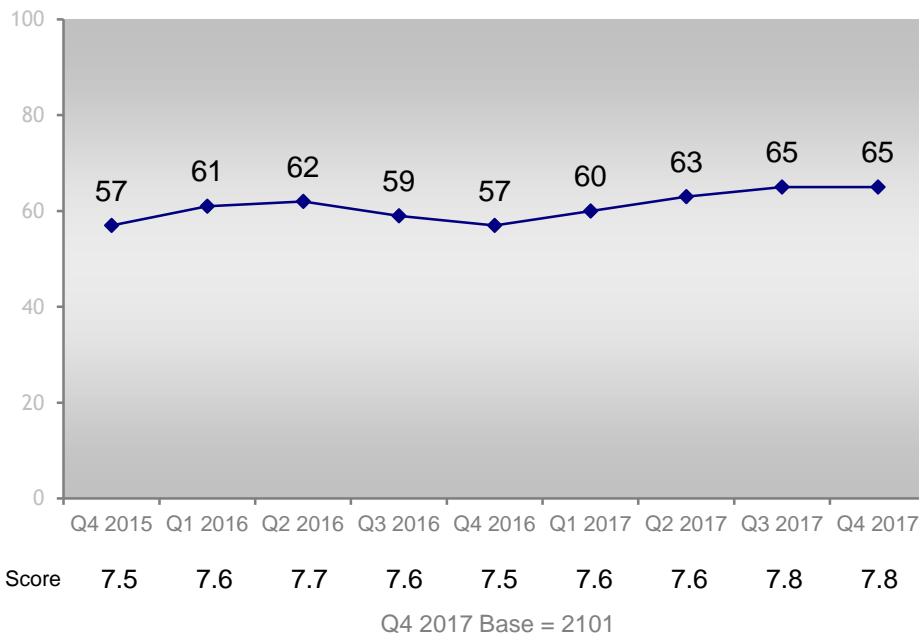
**This section presents an evaluation of the overall transit system, followed by evaluation of each of the three transit modes. For the transit system overall and for each mode, results are presented for the following:**

- 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)



### Overall Service

After beginning to trend upward in Q4 2016 (57%), Overall Service's performance is stable at 65% this period. Its average score (7.8 out of 10) is up from a year ago.

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	0%	+ 8%

Specifically, Low Frequency riders, seniors (65+) and Canada Line only users are more likely to award a high score to the Overall Service compared to their counterparts.

### Q4 2017 Regional Differences:

76% among West Vancouver riders

57% among Surrey/North Delta/White Rock/Langley riders



Most Positive



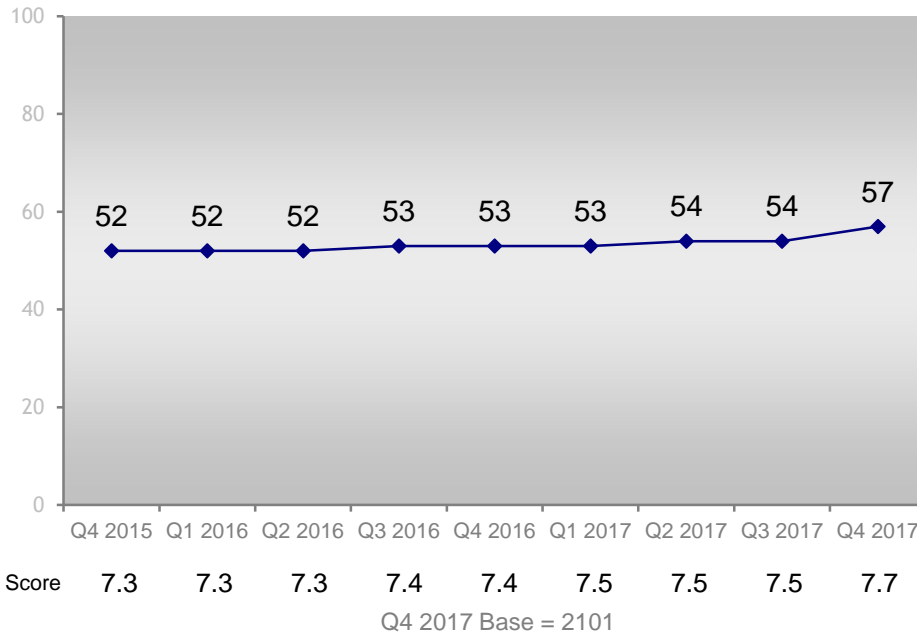
Least Positive



= Significant upward/downward shift

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

% Good to Excellent (8-10)



Q4 2017 Regional Differences:

75% among West Vancouver riders

52% among Burnaby/New Westminister riders



Top Key Driver



Most Positive



Least Positive



= Significant upward/downward shift

### Value for Money

Up from both last quarter and a year ago, Value for Money is rated highly by 57% of transit riders and its average score has improved to 7.7 out of 10 this quarter. As a result, this is the highest-rated top key driver for Overall Transit Service.

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

Last Quarter

+ 3%

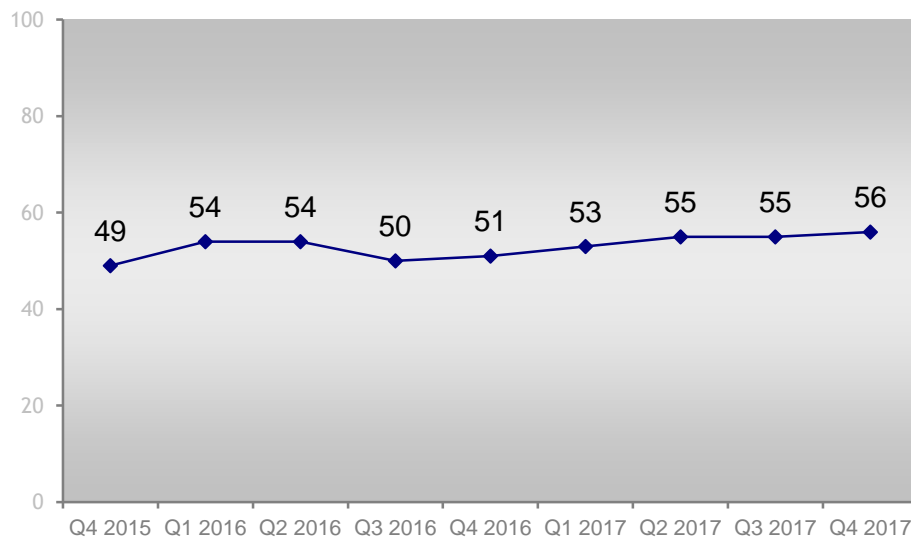
Same Quarter Last Year

+ 4%

Senior riders (65+), Bus/SeaBus riders and those who only take the Canada Line tend to give higher ratings to Value for Money than their counterparts.

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

% Good to Excellent (8-10)



### Convenient Hours

Scores for Convenient Hours (another top key driver) continue to trend upward, from 50% in Q3 2016 to 56% this quarter. The average score is sitting at 7.6 out of 10.

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	+ 1%	+ 5%

In particular, Choice riders and those who are between the ages of 45 and 64 years old are less likely to award a good-to-excellent score to Convenient Hours.

Q4 2017 Base = 2101

### Q4 2017 Regional Differences:

No significant regional differences

No significant regional differences



Top Key Driver



Most Positive



Least Positive



= Significant upward/downward shift



### Good Connections

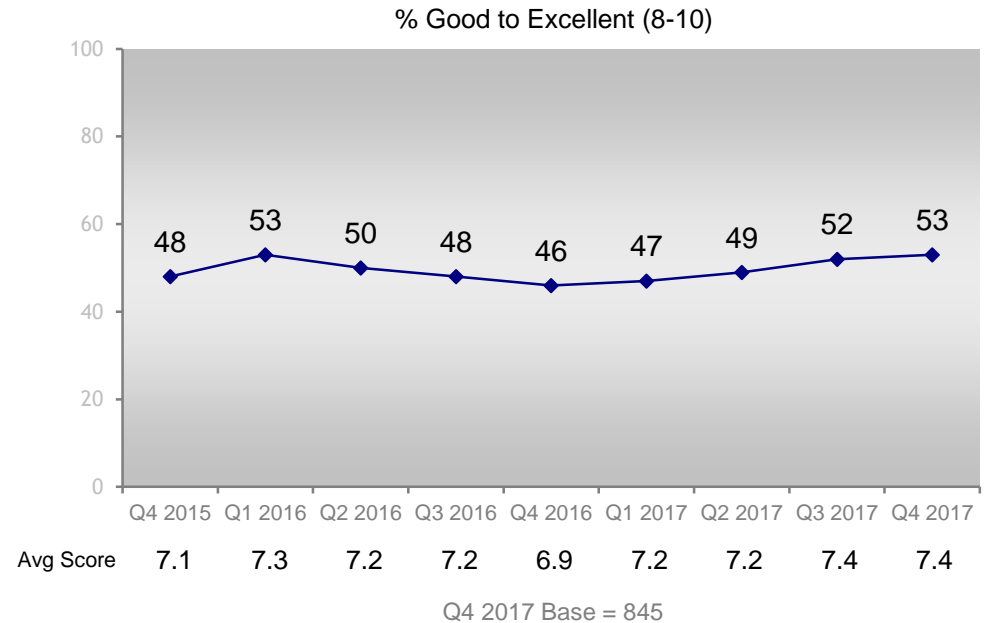
Q23AA. Again, thinking of the trip you take most often on transit, do you take more than one bus or transit mode?

Four-in-ten transit riders (41%) report taking more than one bus or transit mode this quarter, which is consistent with last quarter and a year ago. This is especially the case among SeaBus riders, High Frequency users, Captive riders, and those who travel more than one zone.

Over one-half (53%) of those who have made connections award good-to-excellent scores to the top key driver, Good Connections; this has been trending up over the past year. The average score is at 7.4 out of 10, which is up from a year ago. In particular, senior riders are more likely than their younger counterparts to give top ratings to this attribute.

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	+ 1%	+ 7%

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



#### Q4 2017 Regional Differences:

No significant regional differences

No significant regional differences

= Significant upward/downward shift

Top Key Driver  Most Positive  Least Positive

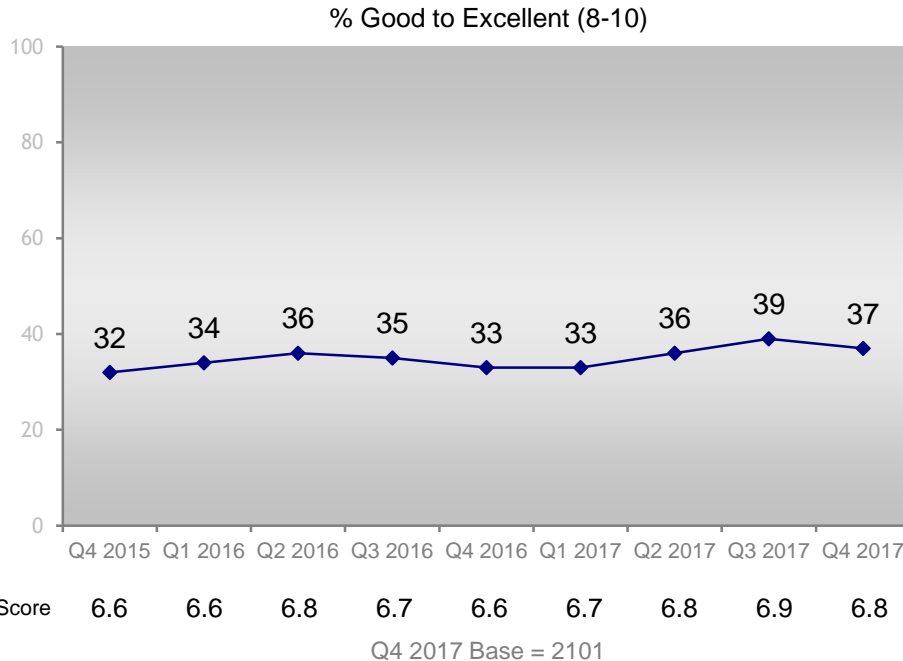
Q23D. How would you rate the transit system for having enough bus shelters at bus stops throughout the region?

### Enough Bus Shelters at Bus Stops

Directionally down from last quarter but up from a year ago, close to four-in-ten riders (37%) give top ratings to Having Enough Bus Shelters at Bus Stops. The average score (6.8 out of 10) remains below the 7.0 positive-performance threshold, but it has improved from Q4 2016.

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	- 2%	+ 4%

Compared to their counterparts, Bus riders, Captive users, one-zone travelers and those who are between the ages of 16 and 24 years old are more likely to award top ratings to this attribute.



#### Q4 2017 Regional Differences:

54% among West Vancouver riders

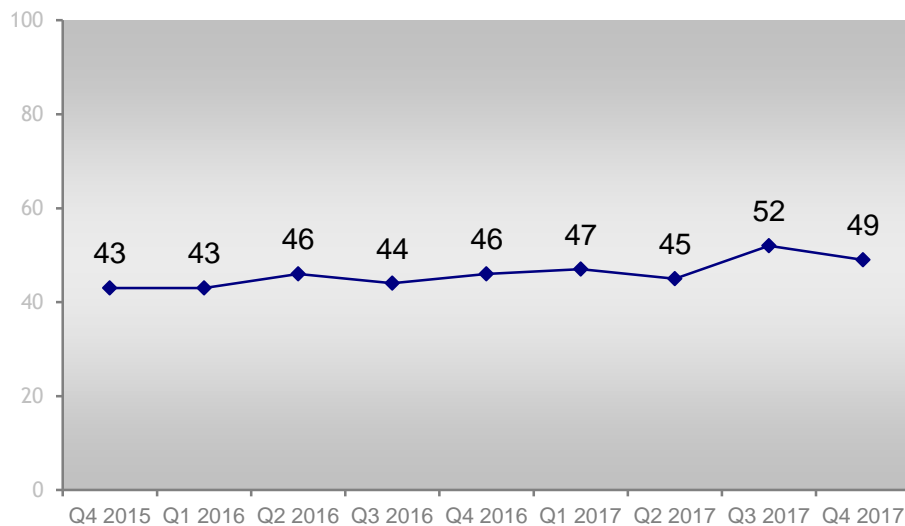
29% among North Vancouver riders

Top Key Driver Most Positive Least Positive

Significant upward/downward shift

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

% Good to Excellent (8-10)



Avg Score 7.0 7.0 7.1 7.1 7.2 7.1 7.2 7.5 7.4

Q4 2017 Base = 2101

### Q4 2017 Regional Differences:

56% among Burnaby/New Westminster riders

41% among North Vancouver riders



Most Positive



Least Positive



= Significant upward/downward shift

## Adequacy of Transit Information at Stops and Stations

Adequacy of Transit Information at Stops and Stations earns good-to-excellent scores from one-half of riders (49%), and ratings over the last two quarters appear to have risen above a long-standing trend. Its average score (7.4 out of 10) has improved over a year ago.

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

Last Quarter

- 3%

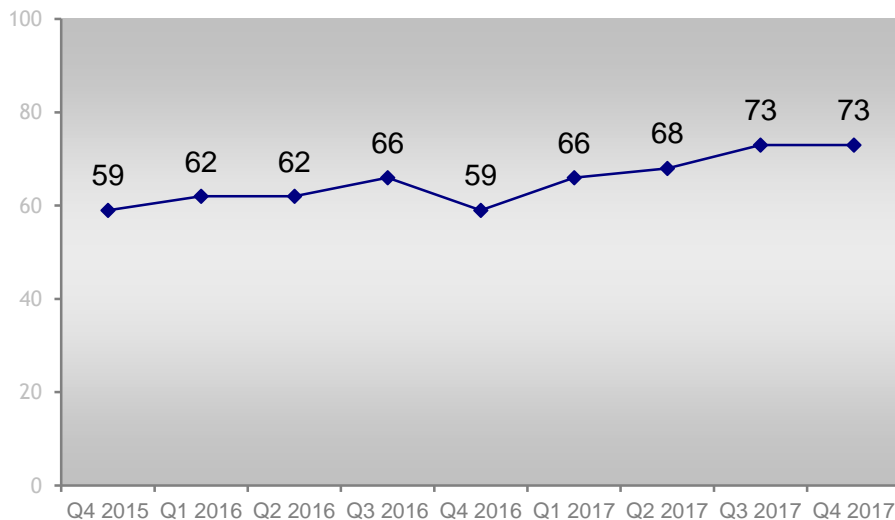
Same Quarter Last Year

+ 3%

In particular, Captive riders and High Frequency users are more likely to award high ratings to this area.

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

7.2 7.4 7.5 7.6 7.3 7.6 7.6 8.1 8.2

Q4 2017 Base = 287 (used phone)

Spoke To Clerk	Call Was Automated	Clerk & Automated
Base = 127	Base = 66*	Base = 83*
% Good to Excellent (8-10)		
75%	69%	76%

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

14% of transit riders say they have used the Telephone Line in the last three months, which is up from Q3 2017 but in-line with Q4 2016. Specifically, High Frequency users, Captive riders, Monthly Pass users and those aged 25 years old or older are more likely to have used it.

Close to three-quarters of those who have used the phone line (73%) award top ratings to Ease of Getting Information, which is up from a year ago but unchanged from last quarter. The average score (8.2 out of 10) has been steadily increasing since Q4 2016.

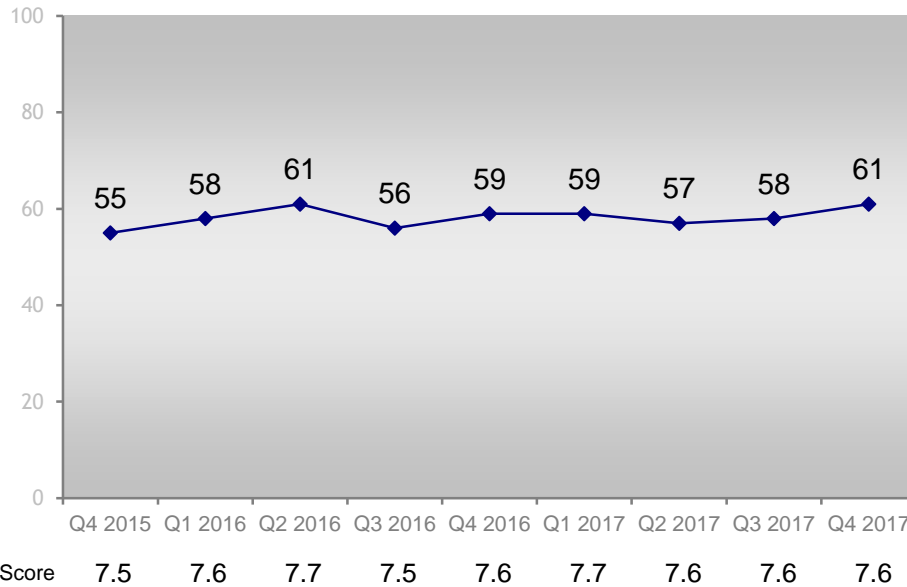
<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
	0%	+ 14%

\* Caution: 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)



Q4 2017 Base = 1081 (used website)

### Q4 2017 Regional Differences:

71% among Burnaby/New Westminister riders

55% among North Vancouver riders

Most Positive

Least Positive

### Ease of Finding Info on Website

Trending down since a year ago, the proportion of transit riders who have used TransLink's website over the past three months is currently at 52% this period. Usage is particularly higher among Choice riders and those who travel through three zones.

Six-in-ten riders who have used the website in the past three months (61%) give a high score to Ease of Finding Information, which has been trending up over the last two quarters. The average score remains unchanged at 7.6 out of 10.

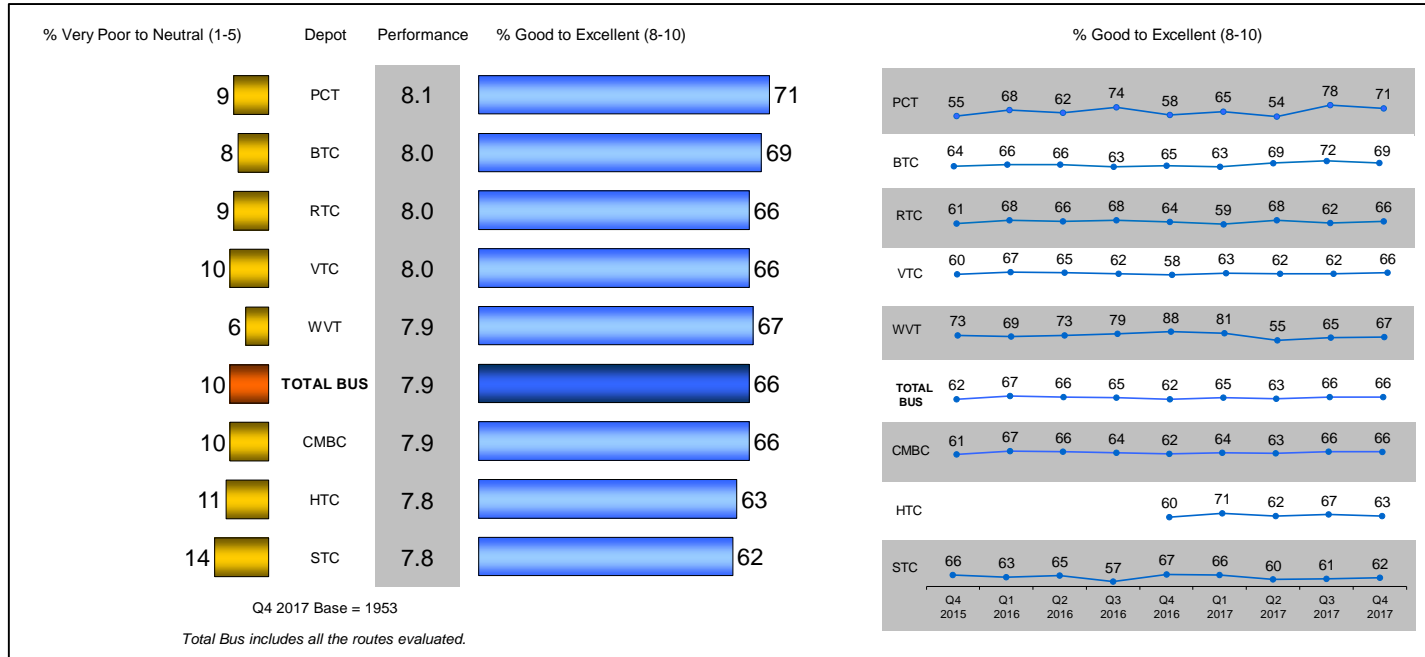
**Good-to-Excellent ratings compared to:**

Last Quarter  
+ 3%

Same Quarter Last Year  
+ 2%

= Significant upward/downward shift

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



**Top Scoring Route**  
#351  
8.4

**Lowest Scoring Routes\***  
#240 #3  
7.3 7.3

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

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

### Bus Service Overall

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

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

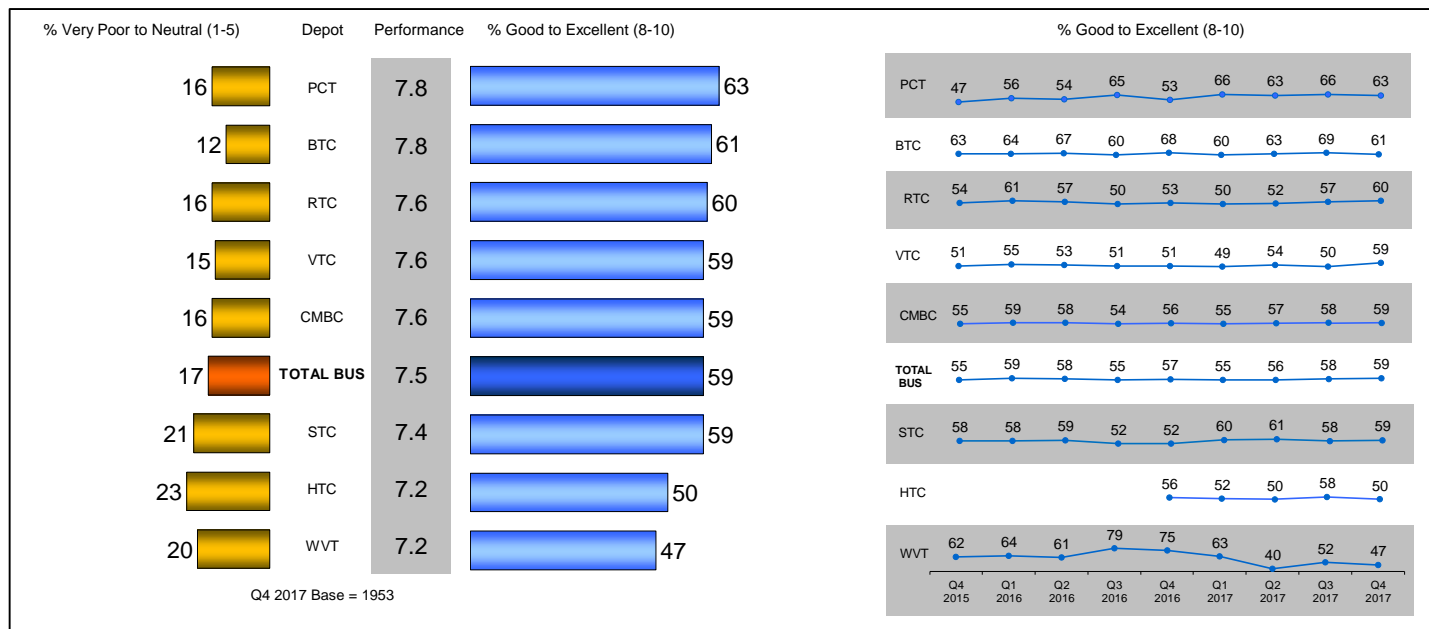
	Last Quarter	Same Quarter Last Year
Total Bus	0%	+ 4%
PCT	- 7%	+ 13%
VTC	+ 4%	+ 8%
WVT	+ 2%	- 21%

● ● = 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.



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



**Top Scoring Route**  
#239  
8.4

**Lowest Scoring Route\***  
#240  
7.0

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

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

### On-Time Reliable Service

Trending up over the last three quarters, the top key driver for Overall Bus Service, On-Time Reliable Service is rated highly by six-in-ten bus riders (59%). The average score is consistent at 7.5 out of 10.

Top Key Driver

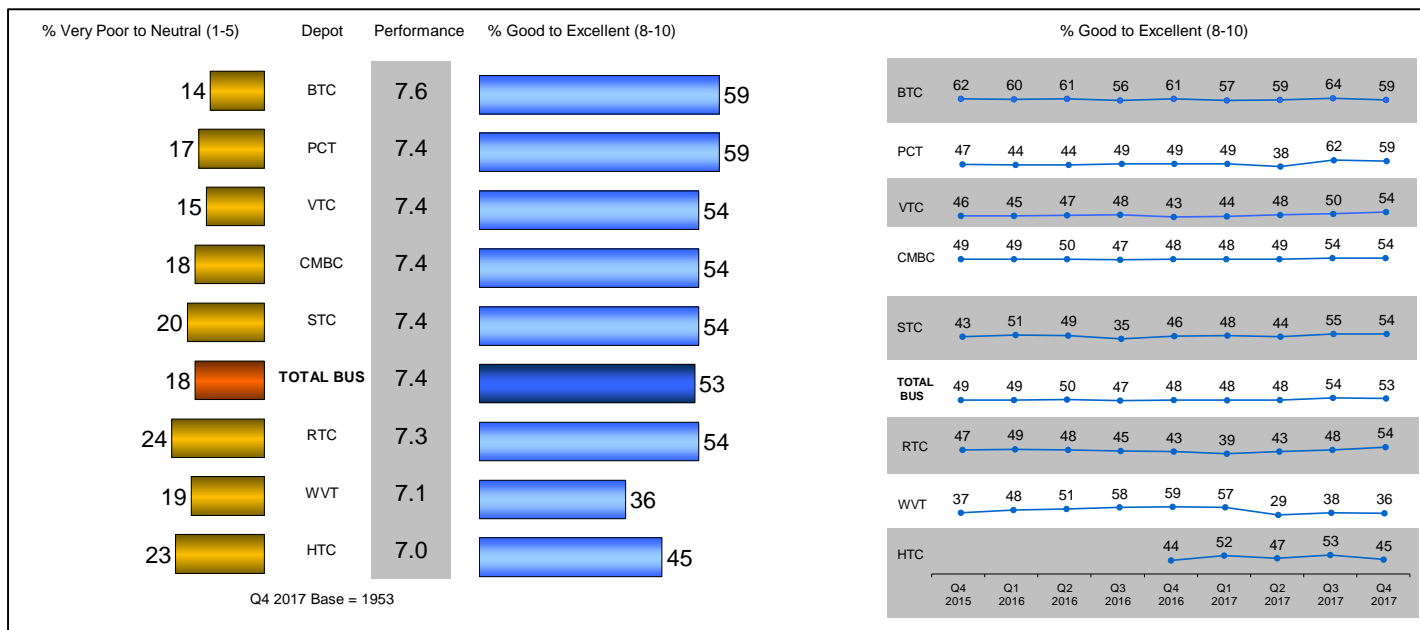
#### Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	+ 2%
BTC	- 8%	- 7%
WVT	- 5%	- 28%
VTC	+ 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.

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



**Top Scoring Route**  
#239  
8.3

**Lowest Scoring Route**  
#2  
6.8

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

### Frequency of Service

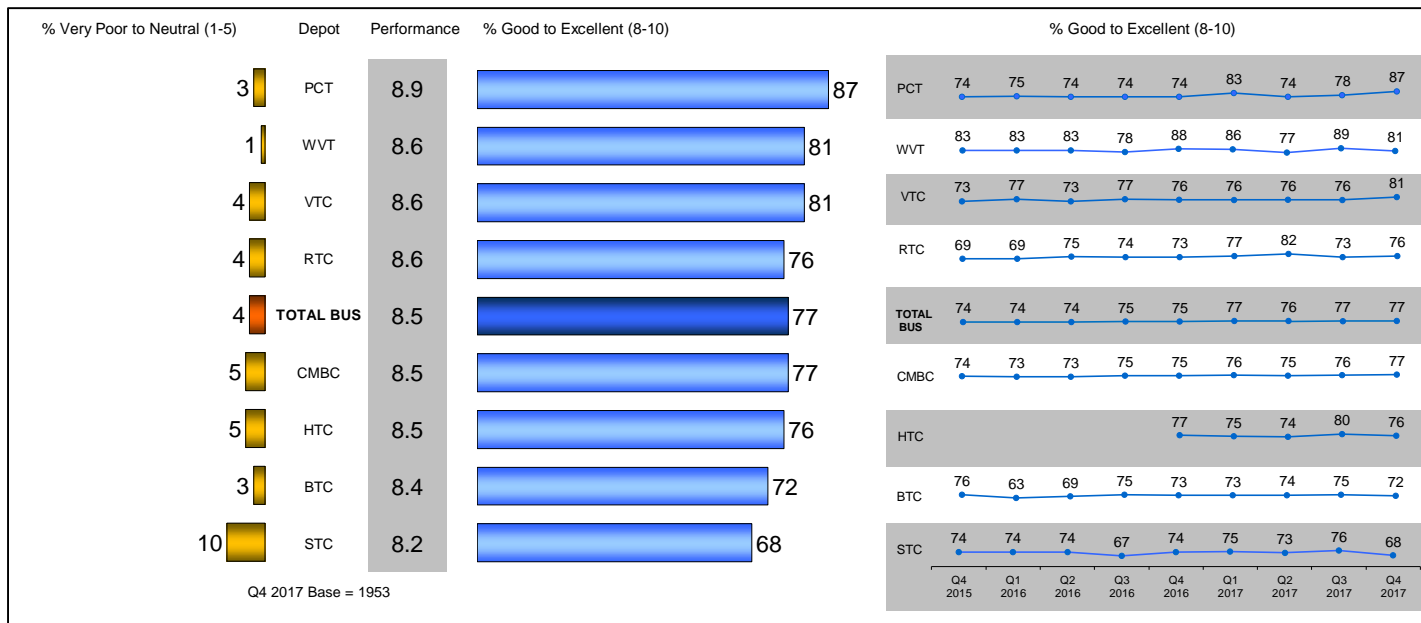
Over one-half of bus riders (53%) give top scores to Frequency of Service (another top key driver), which is similar to last quarter but up from the same quarter in 2016. The average score (7.4 out of 10) is also up from a year ago.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	- 1%	+ 5%
VTC	+ 4%	+ 11%
RTC	+ 6%	+ 11%
WVT	- 2%	- 23%

= Significant upward/downward shift

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

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



**Top Scoring Route**

#239      #19

8.9      8.8

**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.

### Courteous Bus Operator

Courteous Bus Operator continues to be the highest-rated top key driver for Overall Bus Service, which receives high scores from 77% of bus riders. The average score remains strong at 8.5 out of 10.

Top Key Driver

Good-to-Excellent ratings compared to:

Total Bus

0%

+ 2%

VTC

+ 5%

+ 5%

PCT

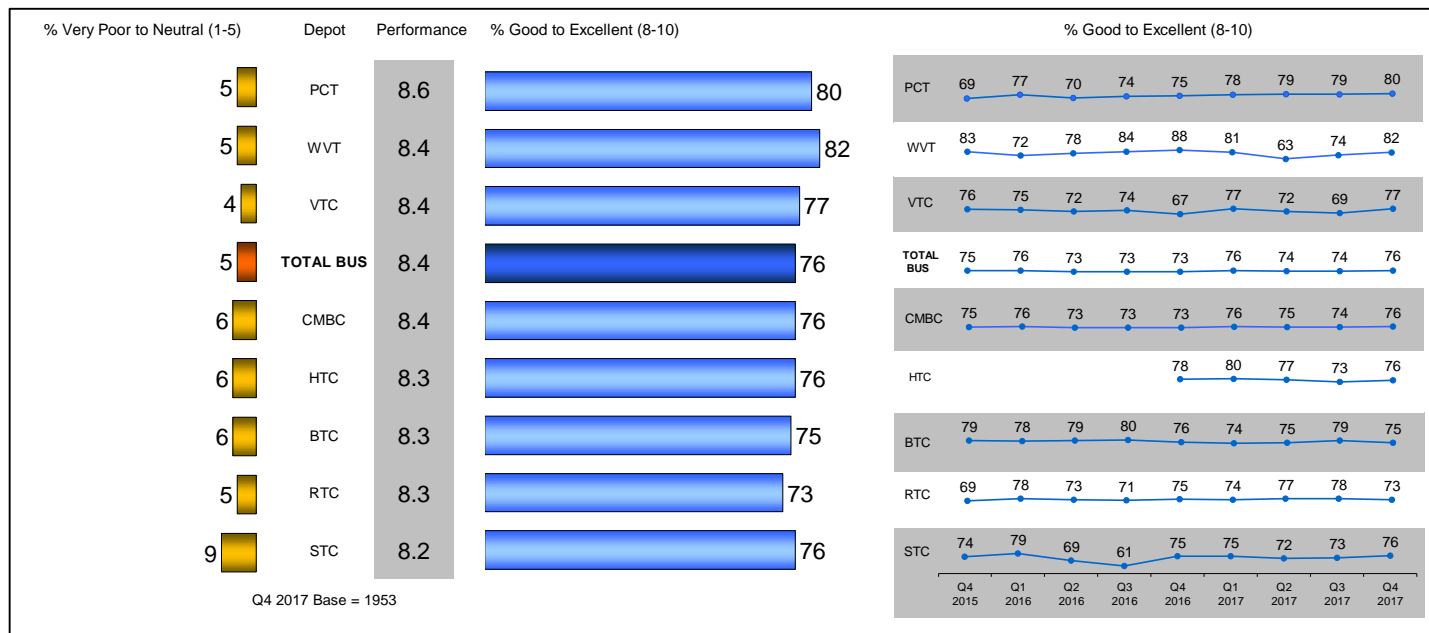
+ 9%

+ 13%

Significant upward/downward shift

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

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



**Top Scoring Routes**  
#351  
8.9

**Lowest Scoring Route\***  
#3  
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.

### Trip Duration

In-line with last quarter but increased from a year ago, Trip Duration is rated highly by three-quarters of bus riders (76%) this period. The average score is sitting strong at 8.4 out of 10.

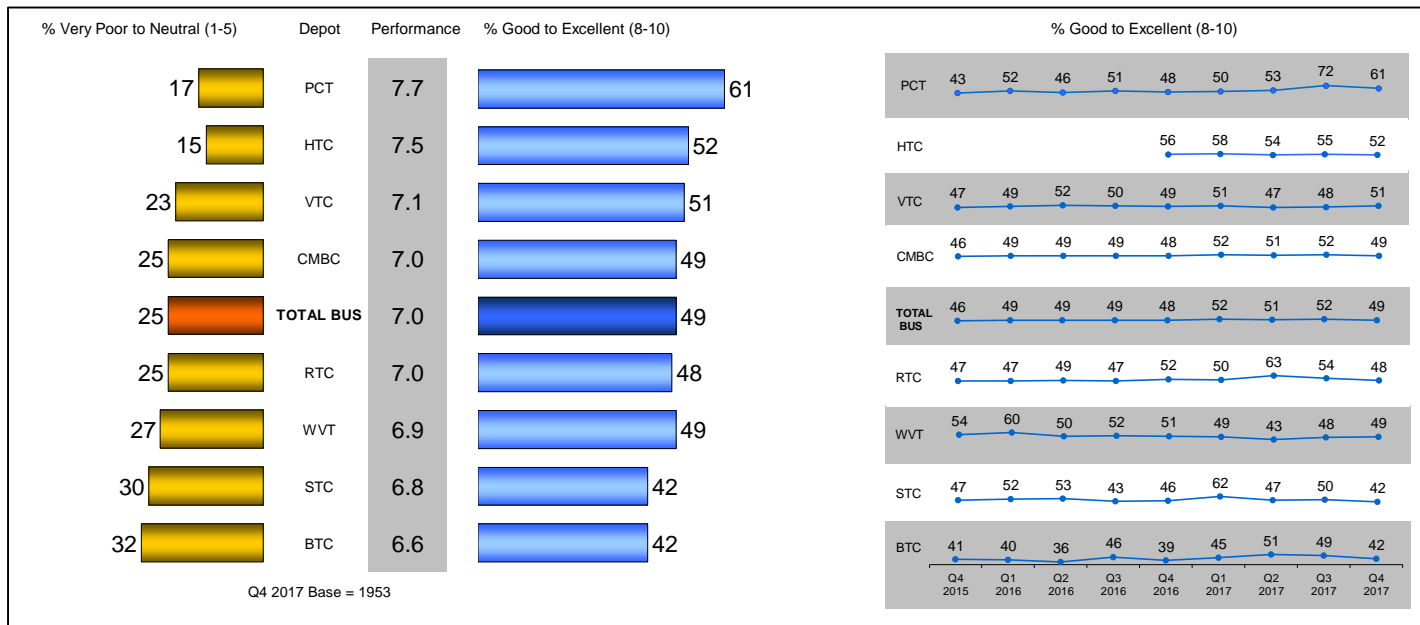
**Good-to-Excellent ratings compared to:**

	Last Quarter	Same Quarter Last Year
Total Bus	+ 2%	+ 3%
VTC	+ 8%	+ 10%

= Significant upward/downward shift

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

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



#### Top Scoring Routes

#2

7.9

#### Lowest Scoring Route

#240

5.4

#### Time Period Receiving Higher Ratings

- No particular time period is singled out.

### Not Being Overcrowded

One-half of bus riders (49%) give good-to-excellent scores to the top key driver, Not Being Overcrowded and its average score is consistent at 7.0 out of 10. This continues to be the lowest-rated bus attribute.

Top Key Driver

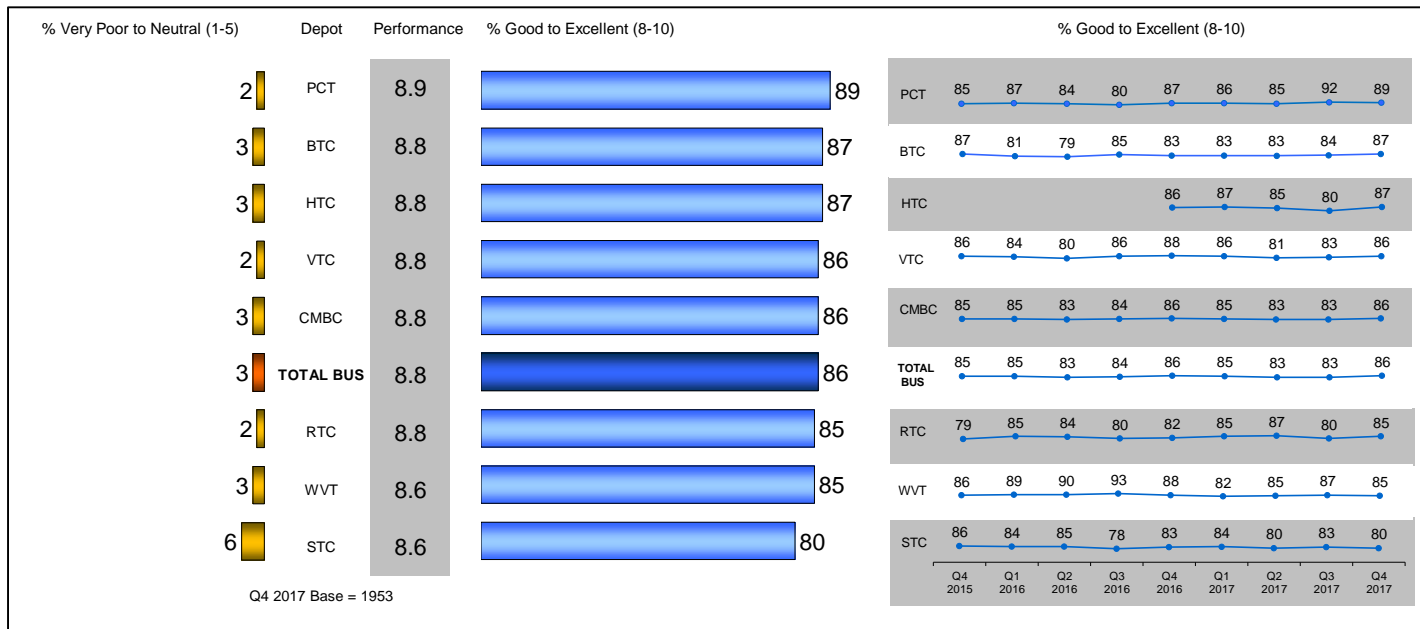
#### Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 3%	+ 1%
PCT	- 11%	+ 13%
BTC	- 7%	+ 3%

= Significant upward/downward shift

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

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



#### Top Scoring Routes

#19

9.1

#### Lowest Scoring Routes\*

#25 #250 #240

8.5 8.5 8.5

#### Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

### Safe and Professional Bus Operator

Up from last quarter but in-line with a year ago, Safe and Professional Bus Operator earns top scores from 86% of bus riders. The average score is high at 8.8 out of 10, making this the strongest-performing bus system attribute.

Good-to-Excellent ratings compared to:

Total Bus

Last Quarter

+ 3%

Same Quarter Last Year

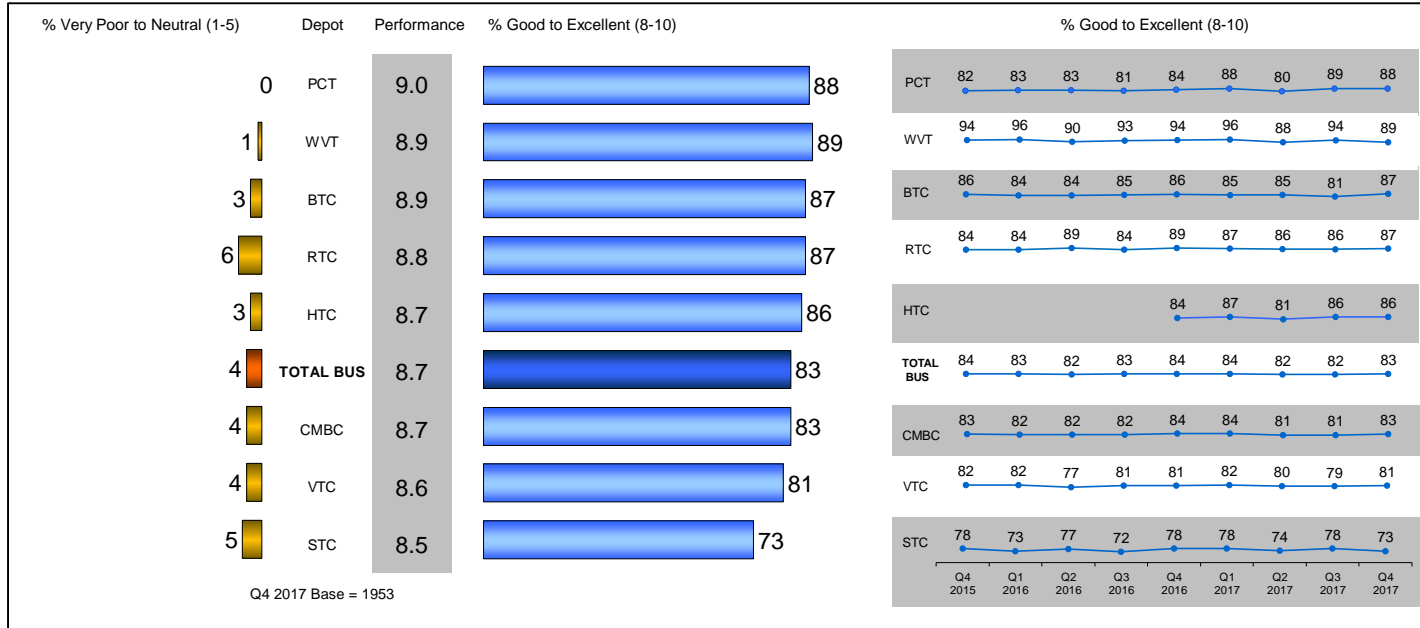
0%

Significant upward/downward shift

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



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



#### Top Scoring Route

#240

9.1

#### Lowest Scoring Route\*

#3

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.

### Feeling Safe from Crime On Board the Bus

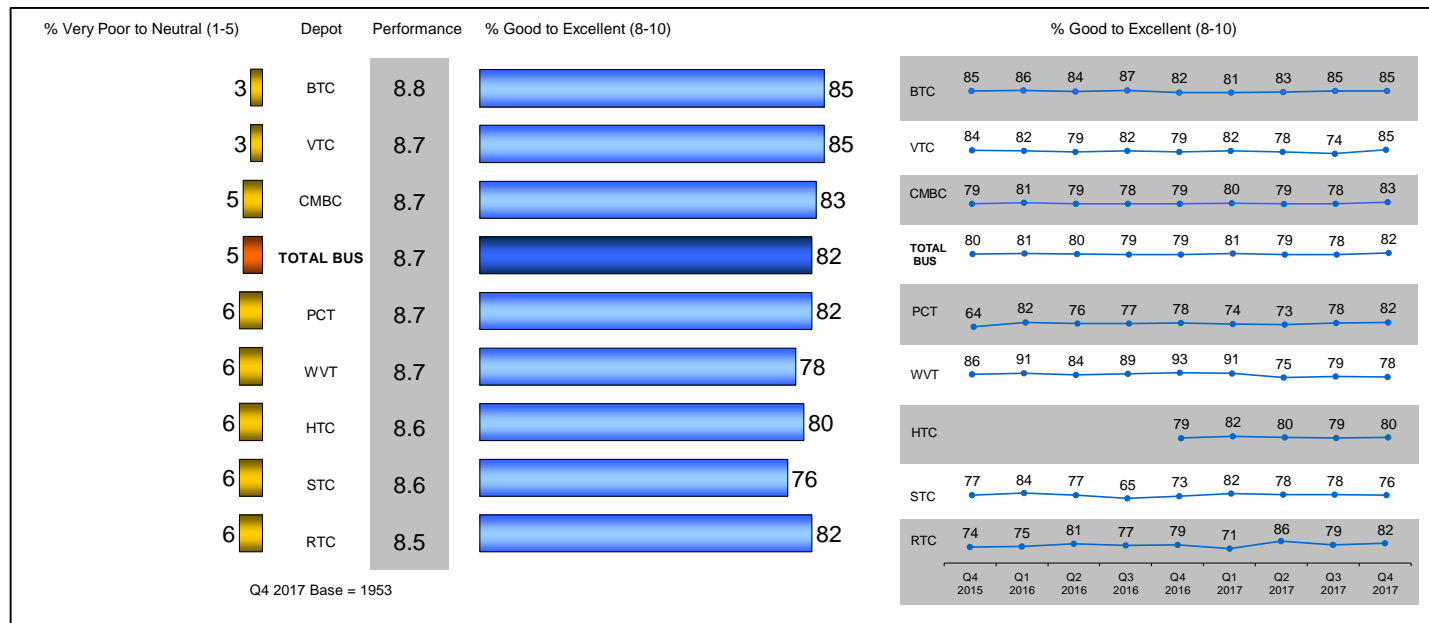
Consistent with previous quarters, eight-in-ten bus riders (83%) award high scores to Feeling Safe from Crime On Board the Bus, and the average score is strong at 8.7 out of 10.

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

○ ○ = Significant upward/downward shift

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

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



#### Top Scoring Routes

#41 #9 #10  
9.2 9.2 9.2

#### Lowest Scoring Route\*

#601  
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.

### Having a Direct Route

Up from both last quarter and the same quarter last year, Having a Direct Route receives top ratings from 82% of bus riders. The average score is high at 8.7 out of 10, which is up from last quarter.

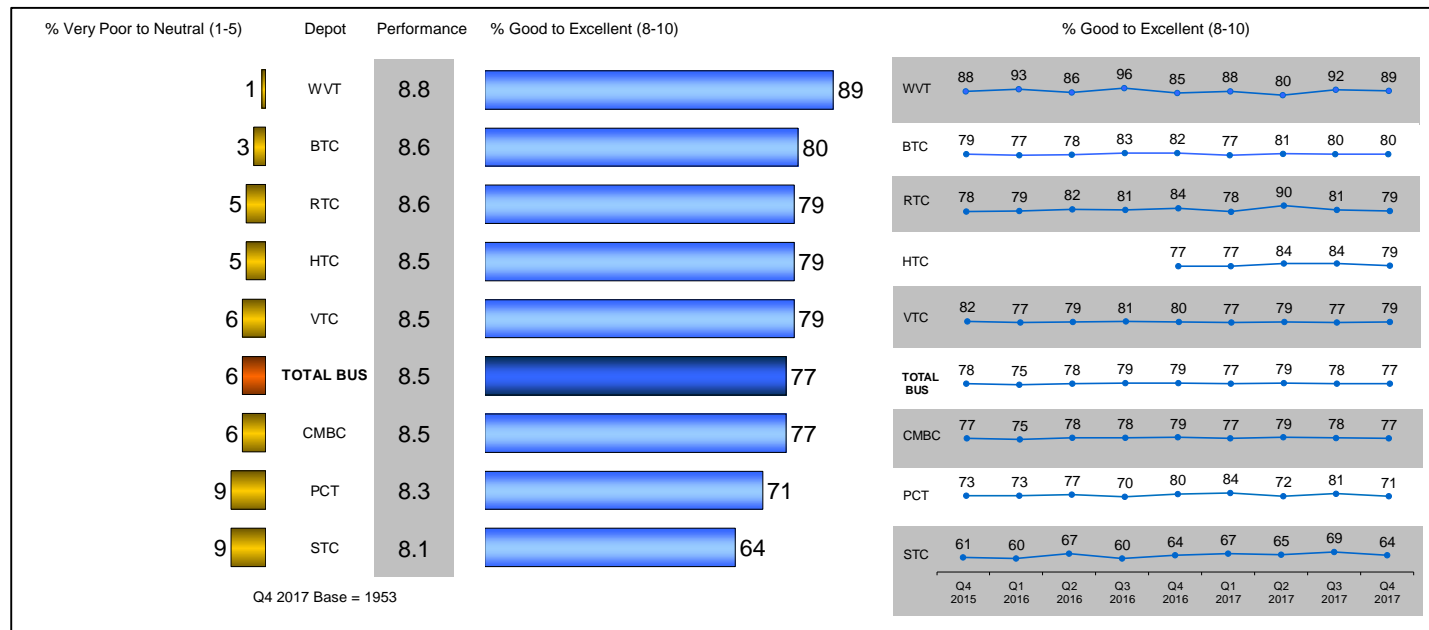
#### Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 4%	+ 3%
VTC	+ 11%	+ 6%
WVT	- 1%	- 15%

○ ○ = Significant upward/downward shift

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

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



**Top Scoring Route**

Rank	Route	Score
#41	#250	8.9
#25	#2	8.9

**Lowest Scoring Routes\***

Rank	Route	Score
#3	#701	7.9
		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.

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

Consistent with historical trends, over three-quarters of bus riders (77%) award high scores to Feeling Safe from Crime at Stops of Exchanges. Its average score is stable at 8.5 out of 10.

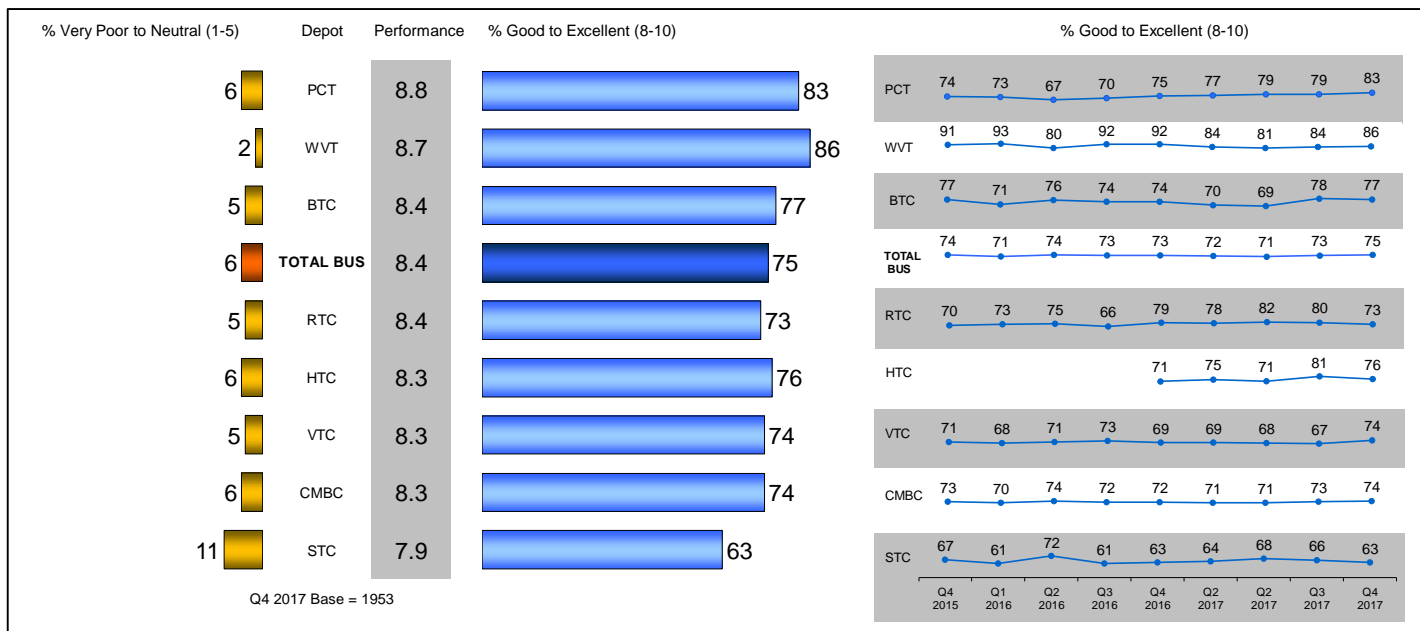
**Good-to-Excellent ratings compared to:**

	Last Quarter	Same Quarter Last Year
Total Bus	- 1%	- 2%
PCT	- 10%	- 9%

● ● = Significant upward/downward shift

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

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



**Top Scoring Route**

#250 #95

8.9 8.8

**Lowest Scoring Route\***

#3

7.7

**Time Period Receiving Higher Ratings**

- No particular time period is singled out.

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

### Clean and Graffiti-Free Buses

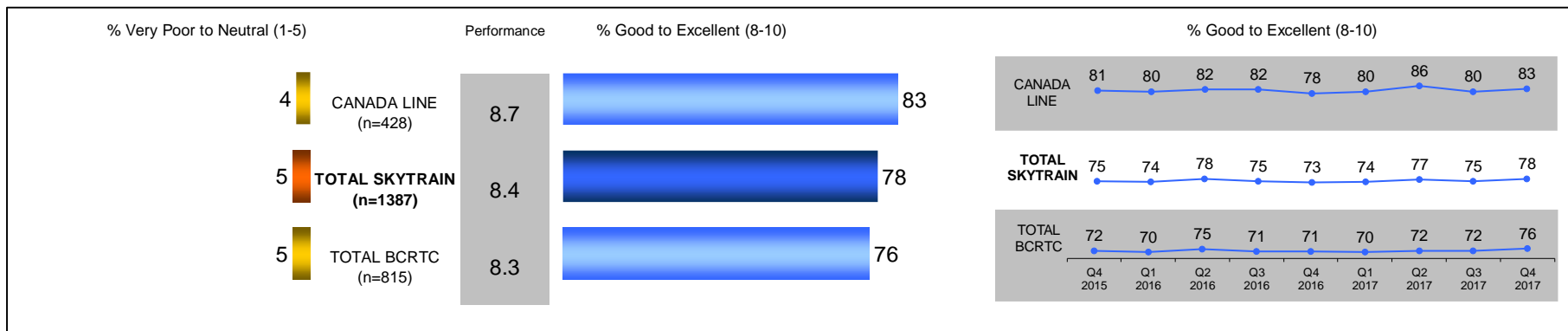
Clean and Graffiti-Free Buses' performance shows an upward trend over the last two quarters, from 71% to 75% this period. Its average score is consistent at 8.4 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	+ 2%	+ 2%
VTC	+ 7%	+ 5%

= Significant upward/downward shift

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

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



### SkyTrain Overall Service

Overall SkyTrain Service is perceived highly by close to eight-in-ten SkyTrain riders (78%), which is marginally up from the previous quarter and significantly increased from a year ago. The average score (8.4 out of 10) has been trending up since Q1 2017.

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

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

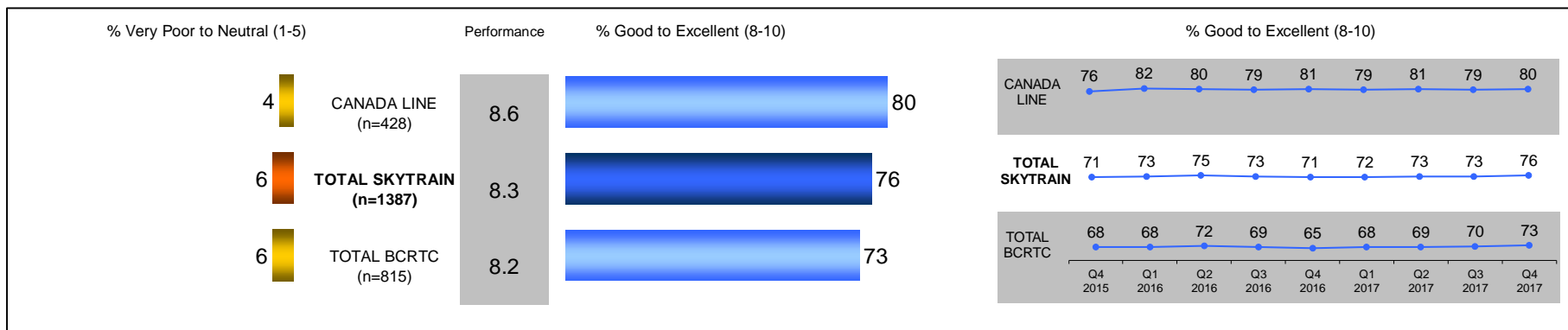
**Notes:** Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode.

Total BCRTC riders are those who only rode the Millennium Line (including the Evergreen Extension) and/or the Expo Line on the trip they evaluated.

Canada Line riders are those who only rode the Canada Line on the trip they evaluated.

= Significant upward/downward shift

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



### Frequency of Service

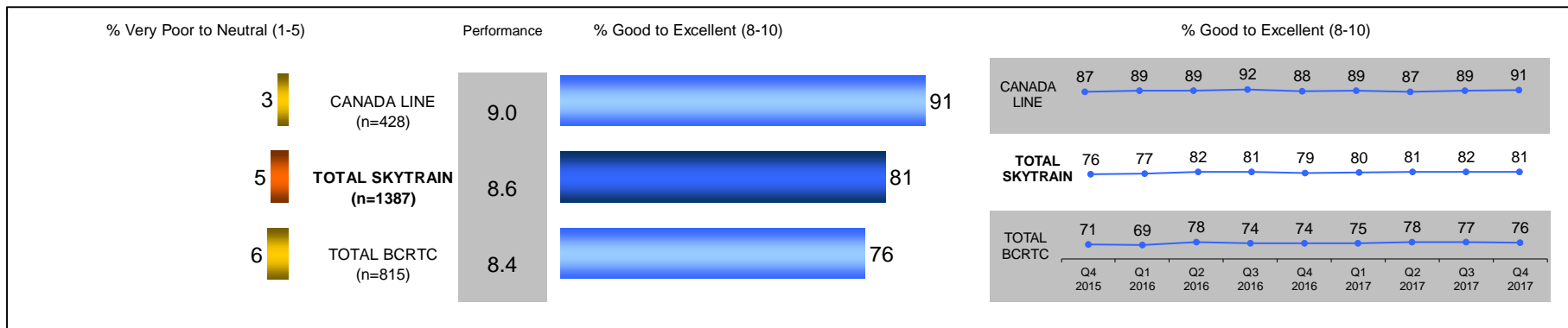
Trending up over a year ago, Frequency of Service, a top key driver for Overall SkyTrain Service, receives top ratings from three-quarters of SkyTrain riders (76%). Its average score (8.3 out of 10) has improved from the same quarter last year.

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

= Significant upward/downward shift



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



Top Key Driver

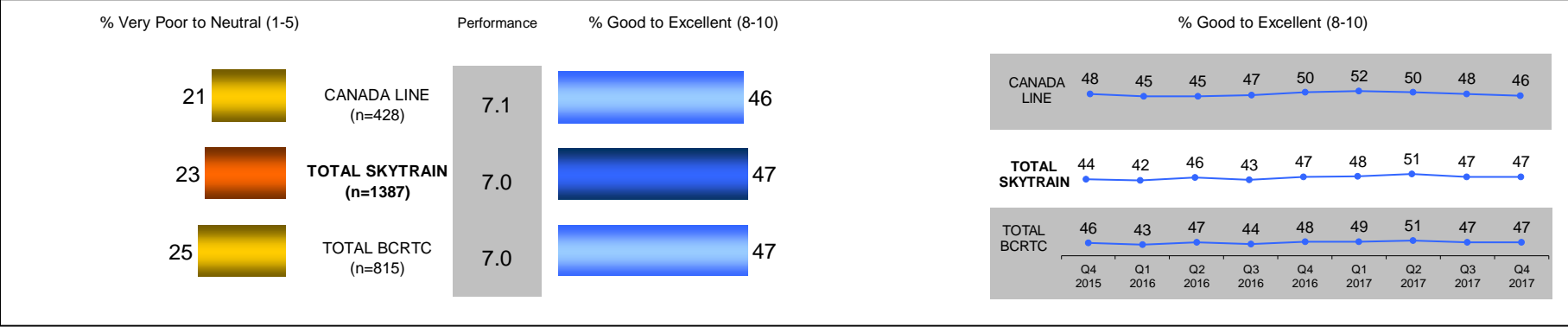
#### On-Time, Reliable Service

One of the highest-rated top key drivers for Overall SkyTrain Service is On-Time Reliable Service, which earns 81% good-to-excellent ratings and a strong average score of 8.6 out of 10.

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



Top Key Driver

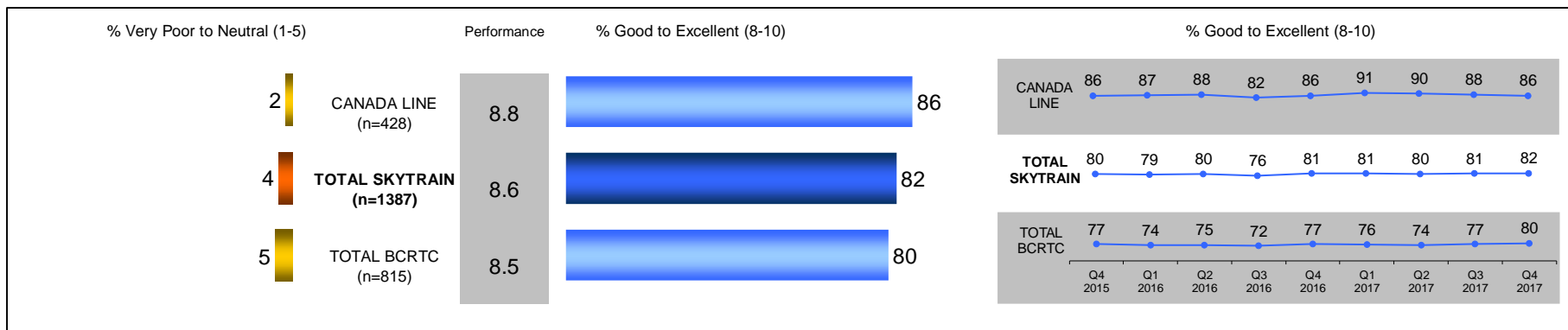
Not Being Overcrowded

Unchanged from last quarter and a year ago, 47% of SkyTrain riders give good-to-excellent scores to Not Being Overcrowded. Although its performance is relatively weaker than the other top key drivers, its average score (7.0 out of 10) continues to meet the threshold for positive performance.

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

Legend: Green oval = Significant upward shift, Red oval = Significant downward shift

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



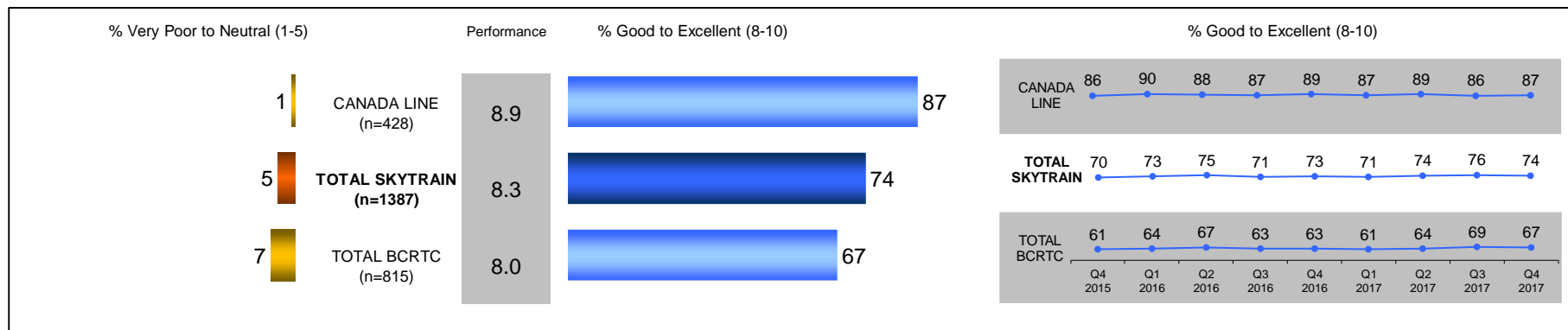
#### Feeling Safe from Crime On Board SkyTrain

Feeling Safe from Crime On Board SkyTrain (82%) is one of the highest-performing top key drivers, and its average score continues to be strong at 8.6 out of 10.

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

= Significant upward/downward shift

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



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

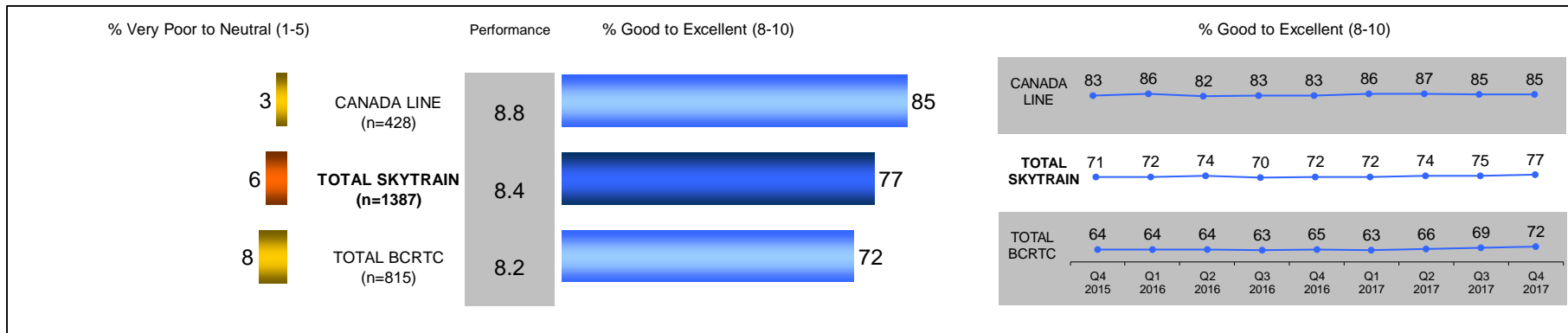
Clean and Graffiti-Free SkyTrain Cars and Stations receives high scores from three-quarters of SkyTrain riders (74%), which is in-line with Q3 2017 and Q4 2016. The average score is unchanged at 8.3 out of 10.

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

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

= Significant upward/downward shift

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



### Feeling Safe from Crime Inside the SkyTrain Station

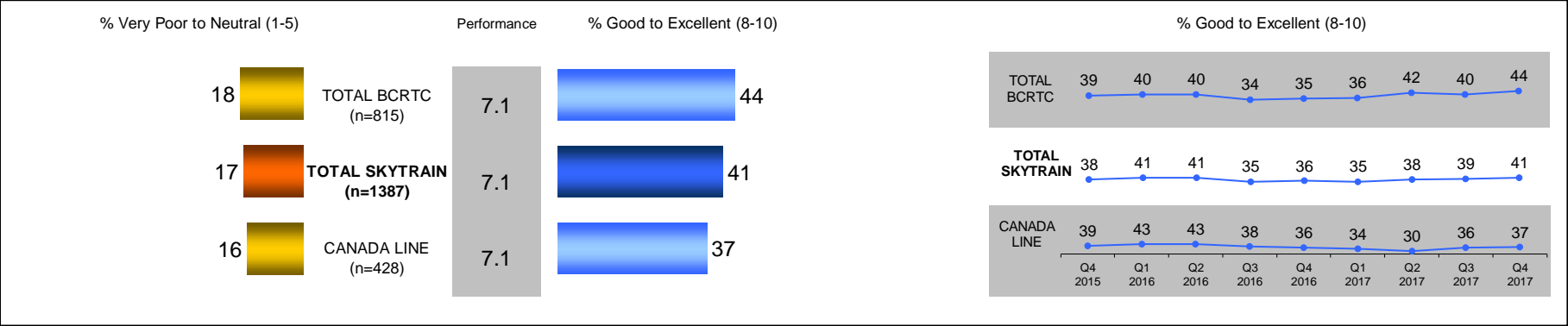
Scores for Feeling Safe from Crime Inside the SkyTrain Station have been steadily increasing from 70% in Q3 2016 to 77% this period. The average score, 8.4 out of 10, is up from a year ago.

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

	Last Quarter	Same Quarter Last Year
Total SkyTrain:	+ 2%	+ 5%
Total BCRTC:	+ 3%	+ 7%
Canada Line:	0%	+ 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?



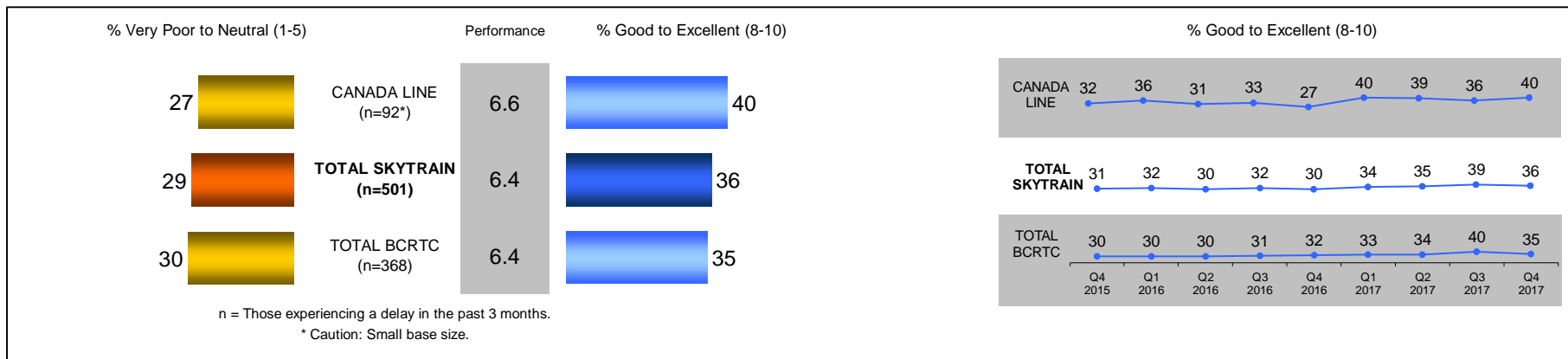
Staff Available When Needed

Trending up over the last three quarters, Staff Availability is rated highly by four-in-ten SkyTrain riders (41%) this period. The average score is at 7.1 out of 10, which has improved from the same quarter last year.

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

Legend: Green oval = Significant upward shift, Pink oval = Significant downward shift

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



### Delays are Announced and Explained

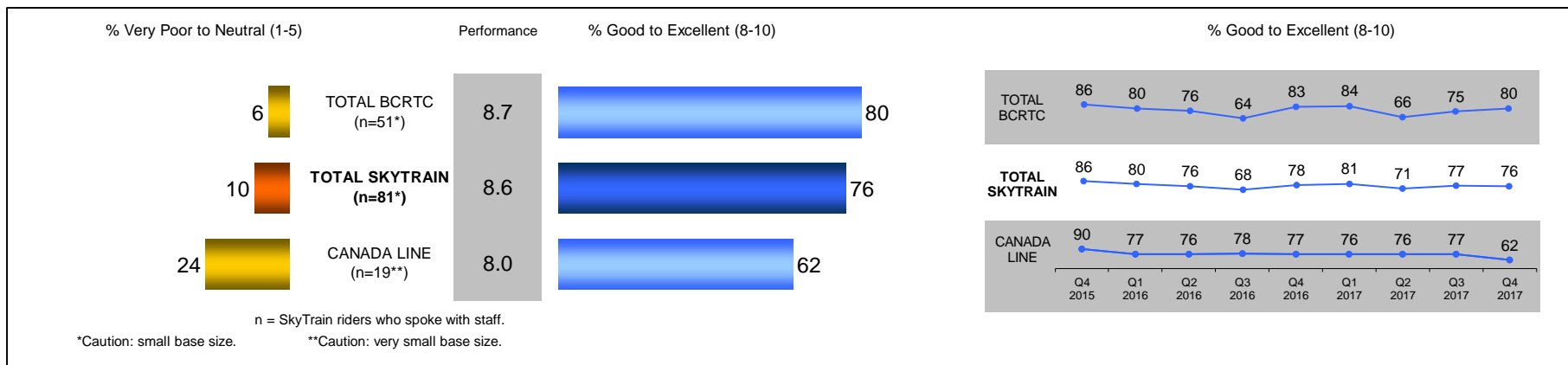
Four-in-ten SkyTrain riders (39%: Canada Line 23%; BCRTC 48%) report experiencing a delay on the SkyTrain in the last three months, which is up from a year ago.

Among those who have experienced a delay, 36% award a high score to Delays are Announced and Explained. This is the only SkyTrain attribute that continues to perform below the 7.0 threshold for positive performance (6.4 out of 10).

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
<b>Total SkyTrain:</b>	- 3%	+ 6%
<b>Total BCRTC:</b>	- 5%	+ 3%
<b>Canada Line:</b>	+ 4%	+ 13%

● ● = Significant upward/downward shift

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



### Courteous, Competent and Helpful SkyTrain Staff

Similar to historical trends, only 6% of SkyTrain riders have spoken with a SkyTrain staff in Q4 2017.

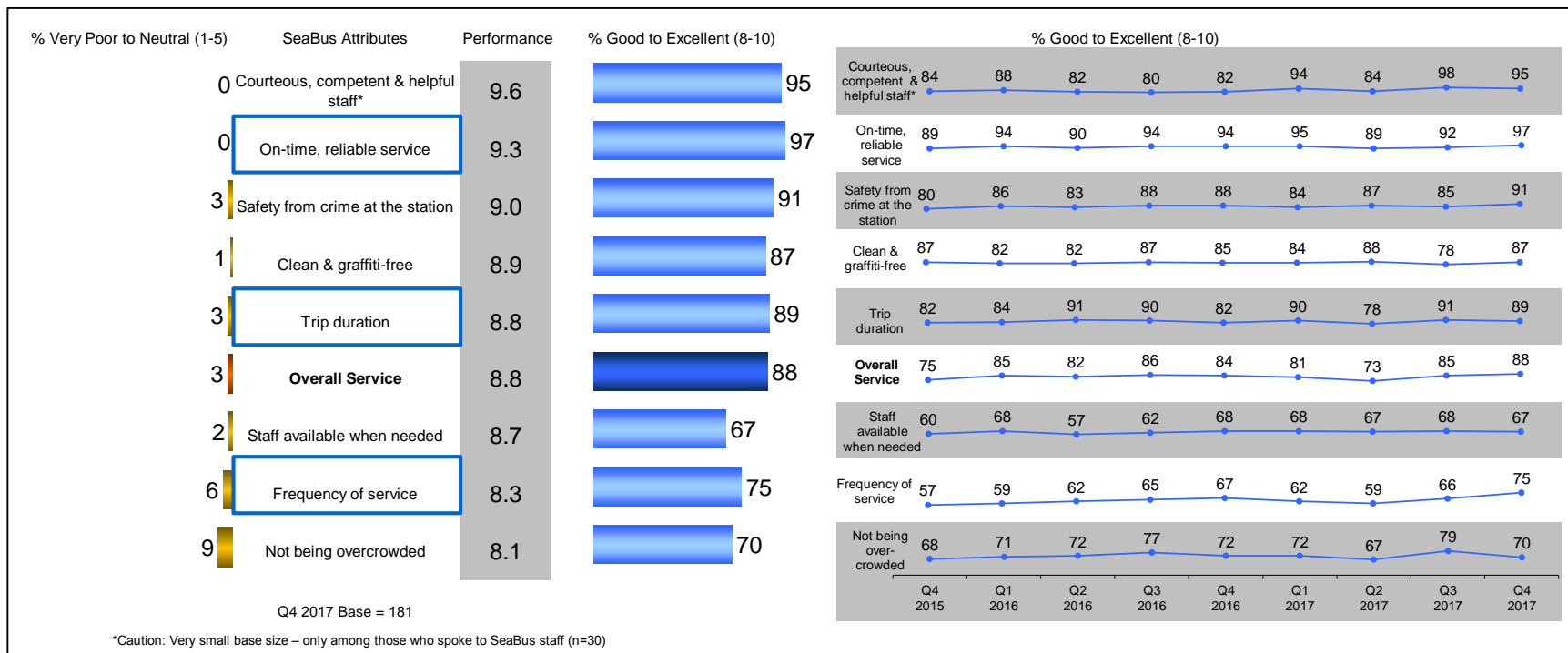
Among those who have interacted with staff, three-quarters of SkyTrain riders (76%) give them a good-to-excellent rating for being Courteous, Competent and Helpful, and the average score is sitting strong at 8.6 out of 10.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
<b>Total SkyTrain:</b>	- 1%	- 2%
<b>Total BCRTC:</b>	+ 5%	- 3%
<b>Canada Line:</b>	- 15%	- 15%

= Significant upward/downward shift



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



### SeaBus

Trending up over the last two quarters, Overall SeaBus Service earns top ratings from close to nine-in-ten SeaBus riders (88%). Its average score continues to be strong at 8.8 out of 10. Similar to previous waves, all SeaBus service attributes receive an average score of 8.0 or higher.

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

**Overall SeaBus Service**

Last Quarter

+ 3%

Same Quarter Last Year

+ 4%

**Clean & graffiti-free**

**+ 9%**

+ 2%

= Significant upward/downward shift

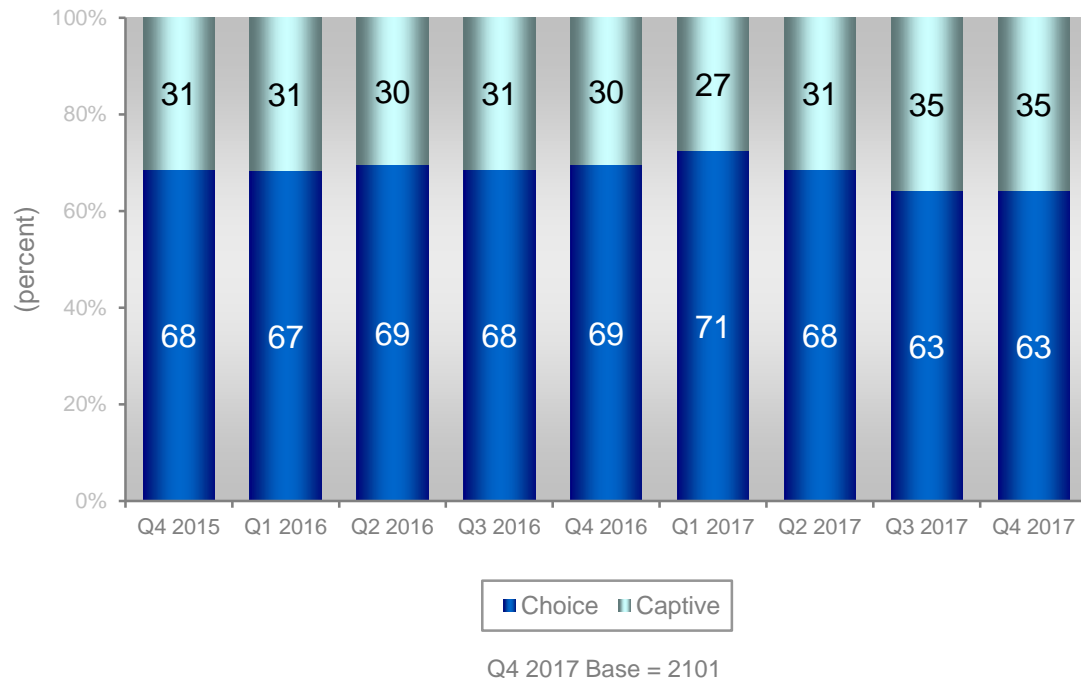
**Note:** SeaBus ratings are based on a small sample size and typically require a difference of 10 percentage points to be considered statistically significant.



**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?



### Choice Versus Captive

Down from a year ago but consistent with last quarter, six-in-ten transit riders (63%) are considered as Choice riders, which means they have access to a vehicle on a regular basis. On the contrary, Captive riders (35%), or those who have no regular vehicle access, is up from Q4 2016.

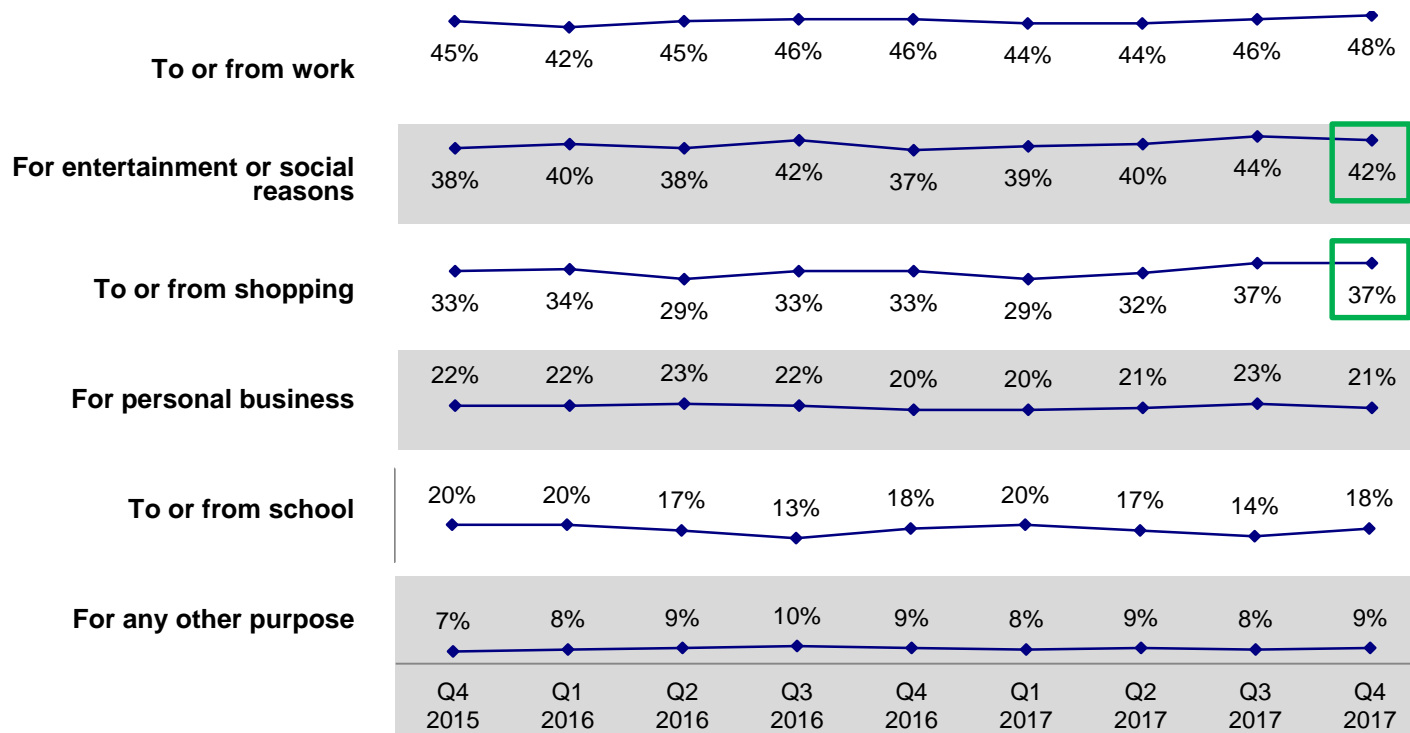
Compared to Captive riders, Choice riders are more likely to be older (35+), employed full-time, university graduates, and making \$80K or more. They also have a higher likelihood of being a transit rider for a longer period of time and taking the SkyTrain or SeaBus than their counterparts.

On the other hand, Captive riders tend to be younger (16-34 years old), work part-time or unemployed, have an education level of high school or less, make under \$40K, reside in Vancouver and take the Bus. They are also more likely to make more transit trips on an average week compared to Choice riders.

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

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

Percentage Of Riders By Trip Purpose



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

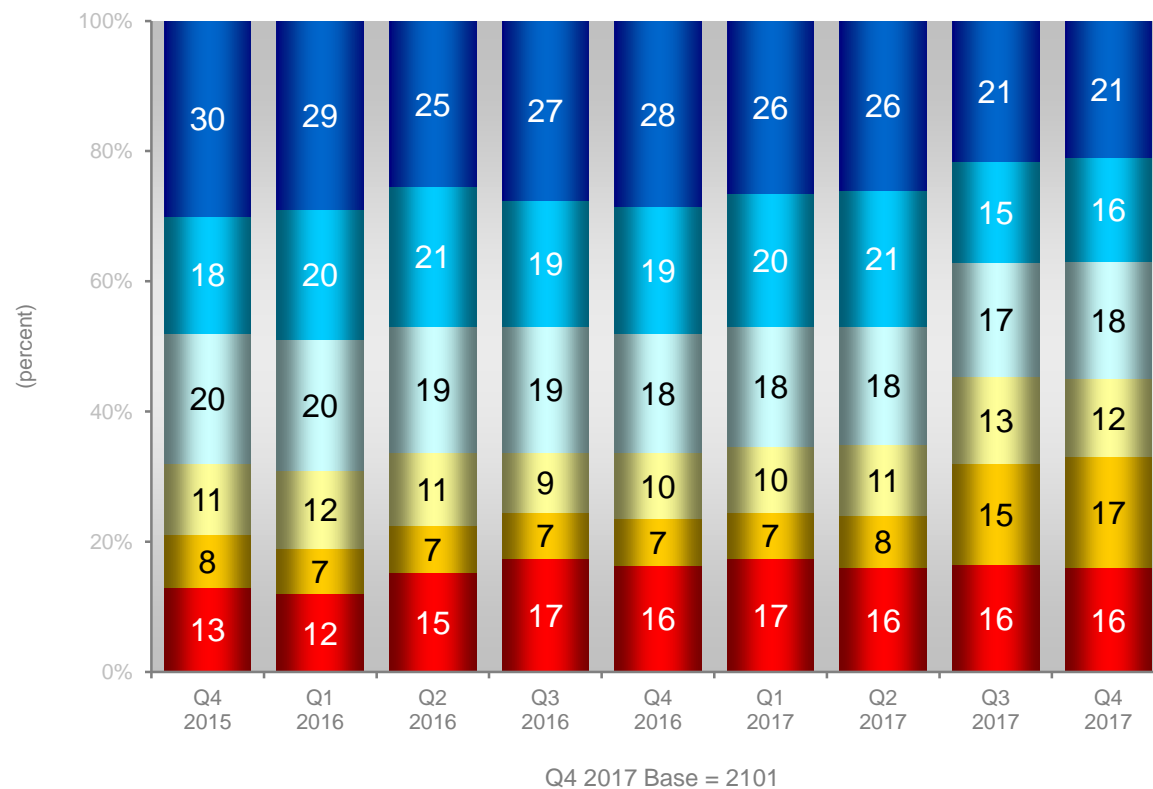
Q4 2017 Base = 2101

### Trip Purpose

The top two transit trip types continue to be for work purposes (48%, no change) and for entertainment (42%, up from a year ago). Another common trip type is shopping (37%, up from Q4 2016).

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

Avg. # of Years	11.6	11.4	11.0	11.7	11.7	11.4	11.0	9.6	9.1
-----------------	------	------	------	------	------	------	------	-----	-----



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

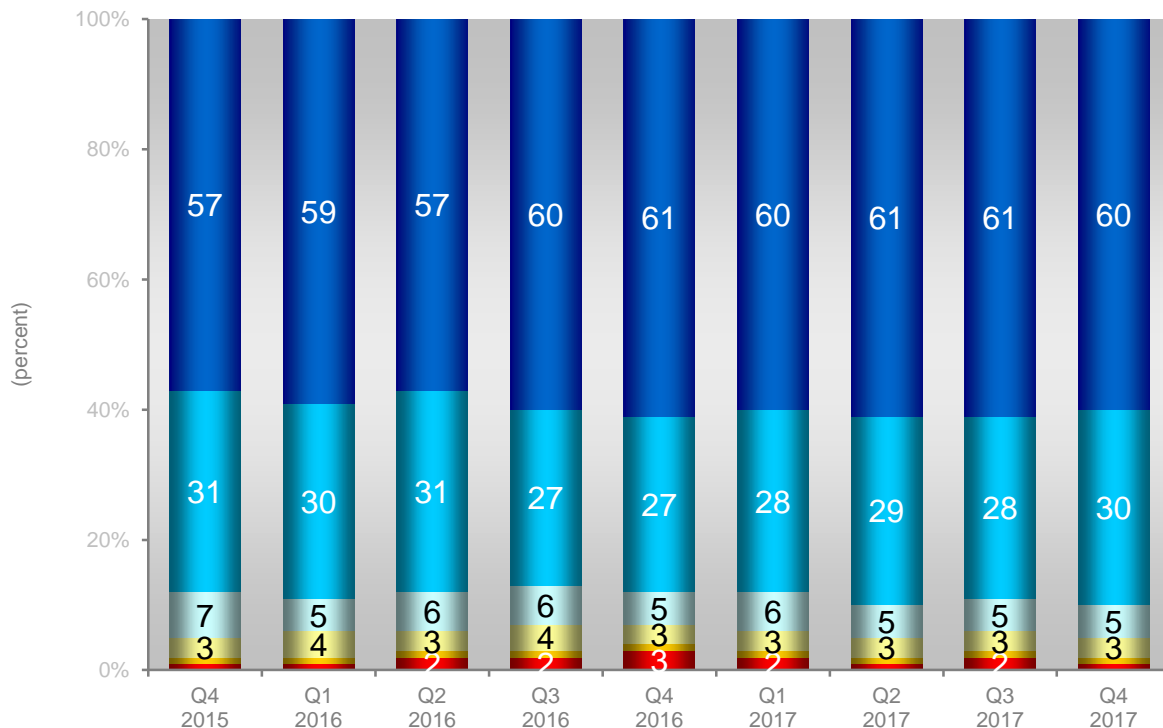
### ***Length of Time Taking Transit on a Regular Basis***

The average length of time that transit riders have been taking transit on a regular basis has been trending down since a year ago, from 11.7 years to 9.1 years this period. Specifically, those who say they have been riding transit for 1-2 years have increased from the same quarter last year.

Low Frequency users, Choice riders, those who are aged 45 or older, and those who were surveyed by landline tend to have taken transit for a longer period of time compared to their counterparts.

Note: Starting in Q3 2017, cellphone interviewing was added to the survey.

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



Q4 2017 Base = 2101

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***

Consistent with previous quarters, six-in-ten transit riders (60%) say they would definitely be likely to take transit as often as they do now in the future.

Three-in-ten riders (30%) report their expected usage will probably remain the same, which is in-line with historical trends. This is particularly true among younger riders (16-24 years old).

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

# Detailed Findings

## Trends in Transit Usage – Fare Payment Method

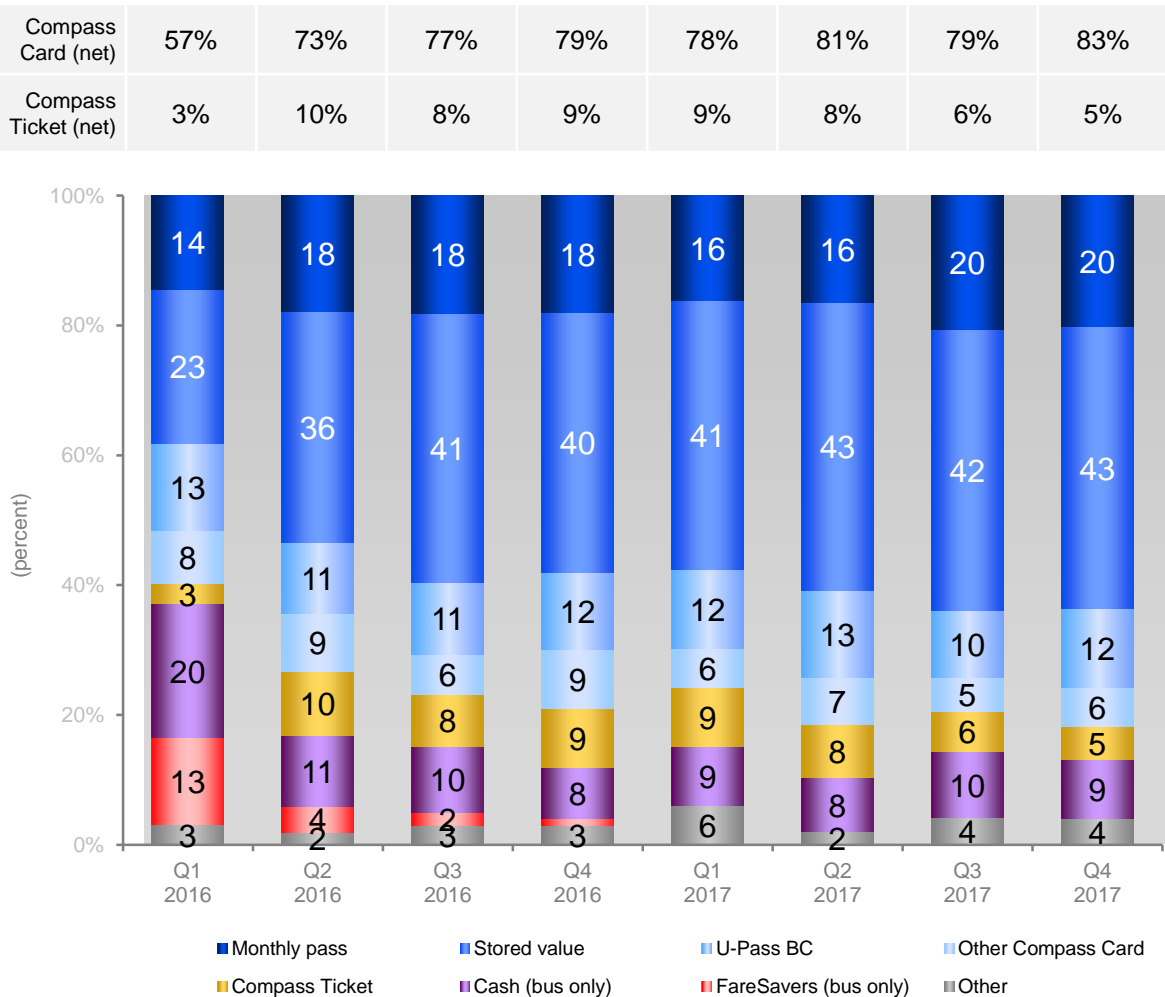
Q23H. Which method of payment did you use most often in the last seven/thirty days when you took transit?

### Fare Payment Method Used

Majority of transit riders (83%) say they commonly use a Compass Card, which is up from both Q4 2016 and Q3 2017. Specifically, High Frequency users, 16-24 year old riders and Captive riders are more likely to use a Compass Card compared to their counterparts.

Directionally up from a year ago, Stored Value continues to be the most frequently used Compass Card product (43%), particularly among Choice riders, Low or Medium Frequency users, Canada Line only users, aged 25 or older riders and those who make \$80K or higher.

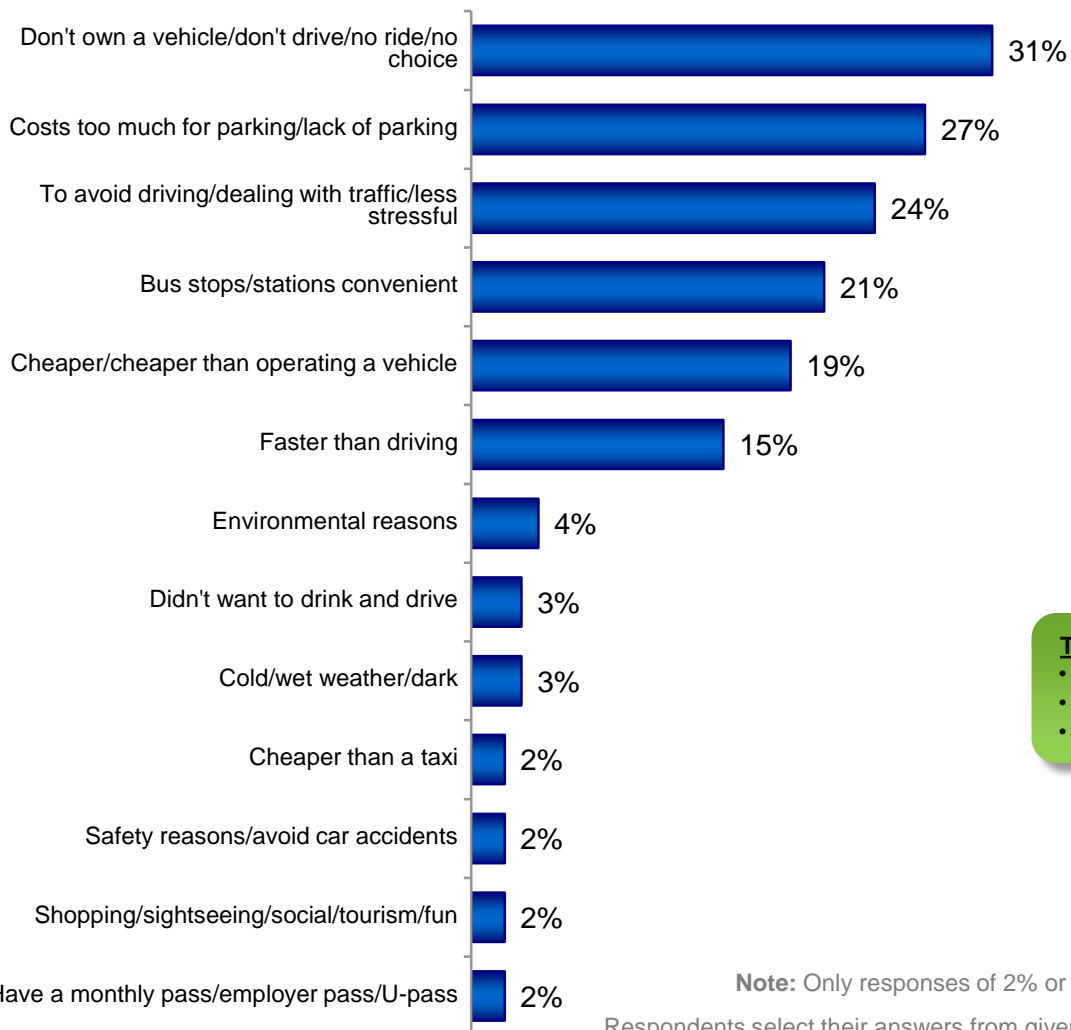
Another popular Compass Card product is the Monthly Pass, with 20% of transit riders report using it most often. Compared to their counterparts, BCRTC users, Captive riders, High Frequency users and those who are between the ages of 16 to 64 are more likely to use a Monthly Pass.



Q4 2017 Base = 2101

Note: Starting in Q3 2017, Single Use Compass Ticket, Day Pass and FareSavers (Bus only) options have been removed from the questionnaire.

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



### Reasons for Taking Transit

Similar to previous quarters, the top three reasons for taking transit are no vehicle access (31%, no change), parking issues (27%, no change) and to avoid driving (24%, up from a year ago).

#### Top 3 Reasons For Taking Transit:

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

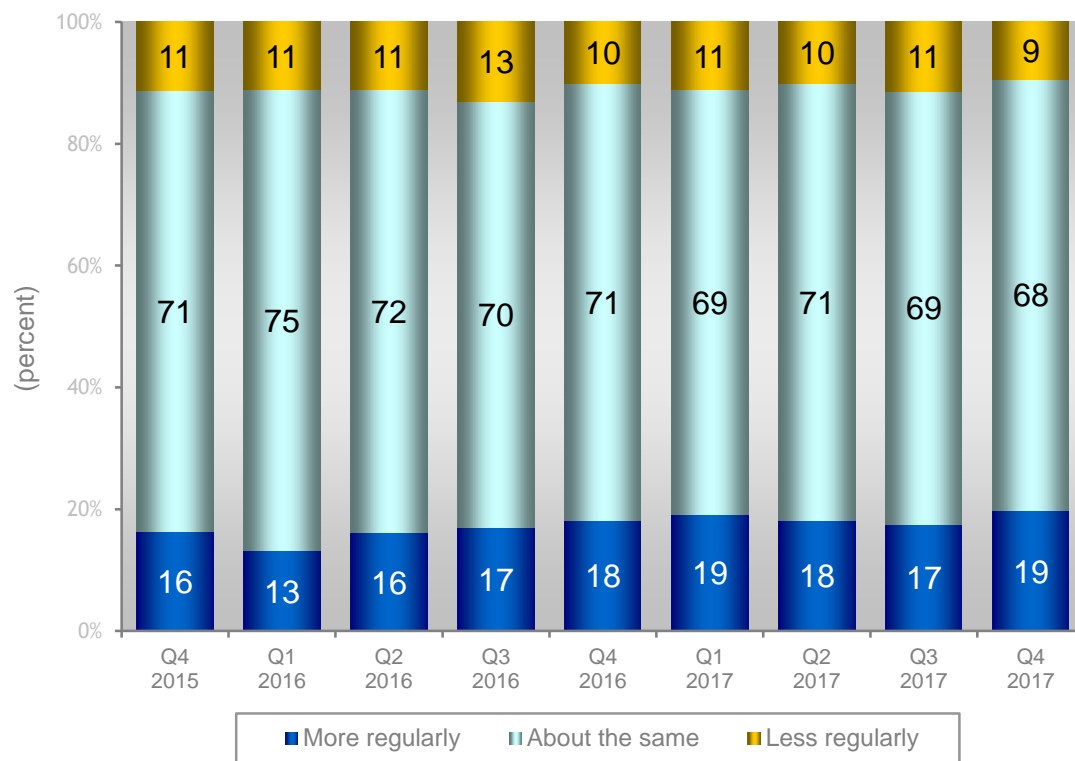
**Note:** Only responses of 2% or more are shown.

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

Q4 2017 Base = 2101



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



Q4 2017 Base = 2101

### Changes in Transit Usage Last Six Months

Close to seven-in-ten transit users (68%) indicate that they haven't changed their frequency of transit usage in the past six months, which has marginally decreased from a year ago. In particular, Choice riders, Canada Line only users, aged 25 or older riders and those who make an income of \$40K or higher are more likely to say their usage has been about the same.

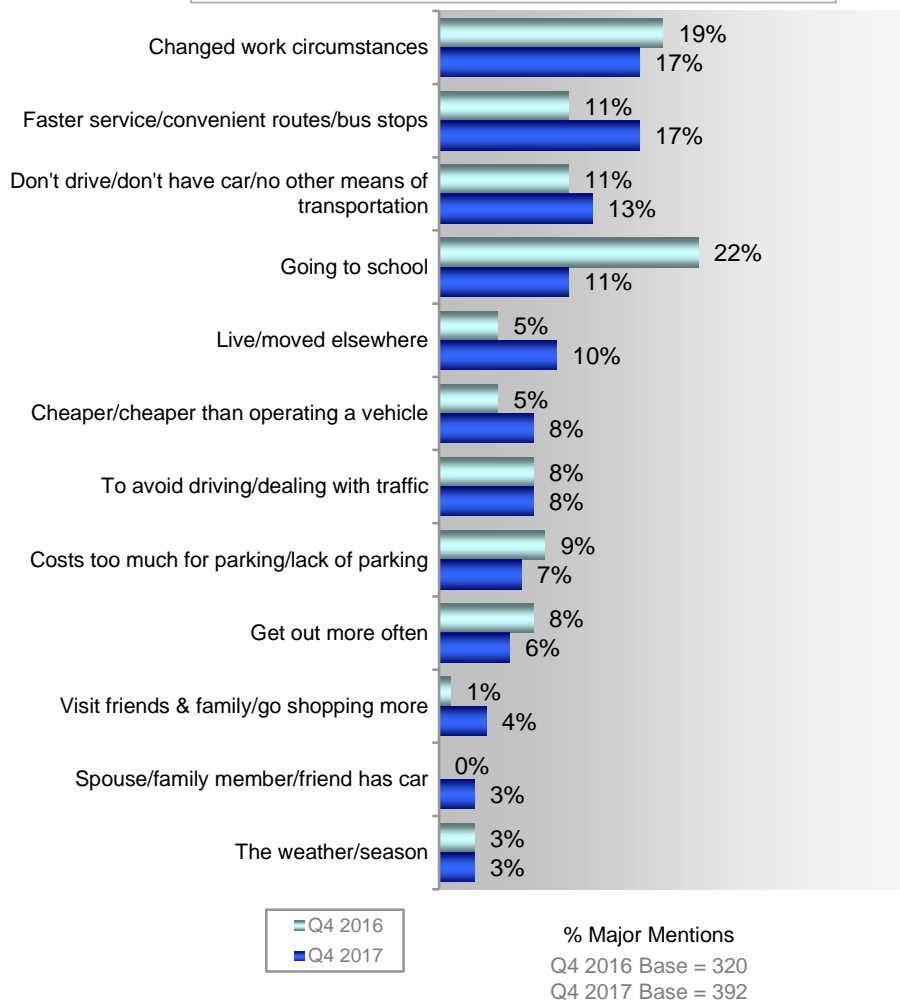
In-line with last quarter and the same quarter last year, 19% report taking transit more regularly, specifically among Captive riders, High/Medium Frequency users, young riders (16-24), BCRTC users and those who use a U-Pass.

Another 9% say they have been using transit less regularly compared to six months ago, which is consistent with previous quarters.

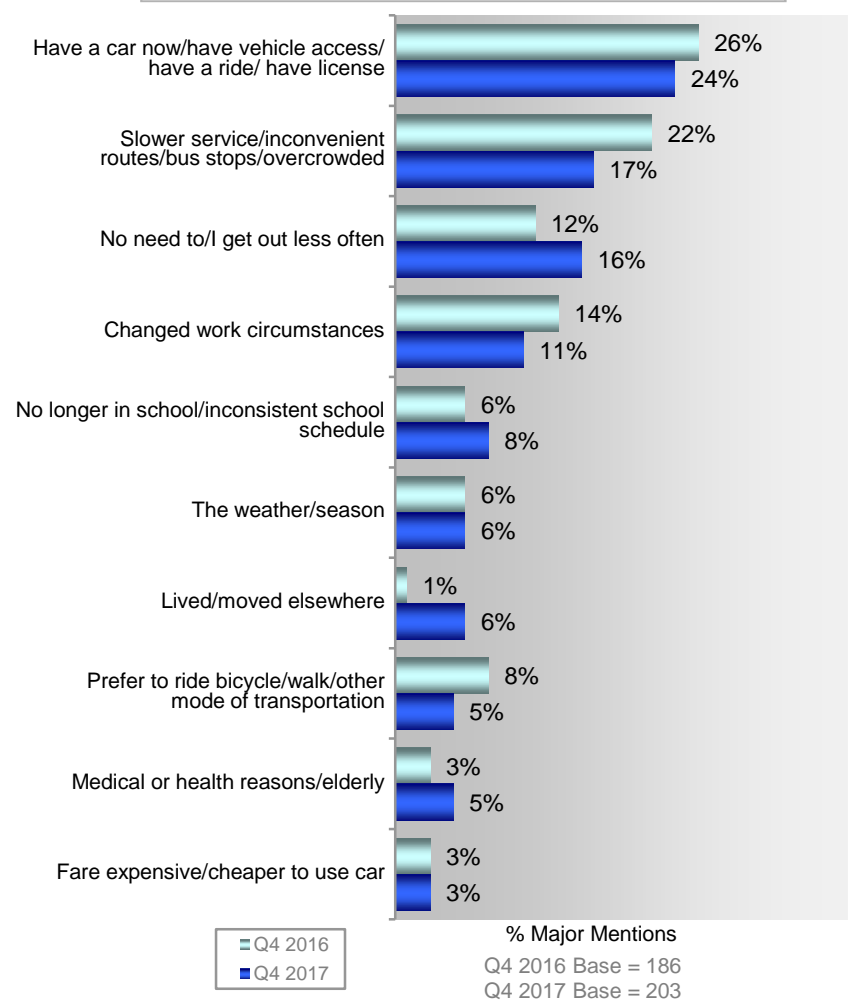
# Detailed Findings

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

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



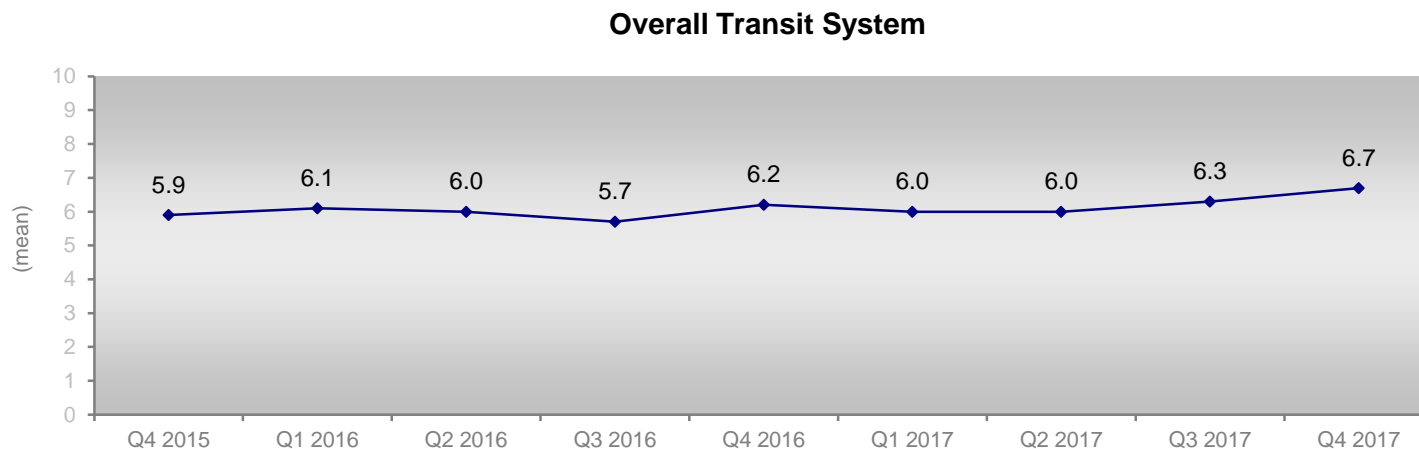
Q27. What would you say is your main reason for riding transit less regularly?



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

The main reasons why transit users have been taking transit more regularly this quarter are because of changes in work circumstances (17%) and faster service/convenient routes or bus stops (17%, up from a year ago). On the other hand, the primary reason for riding transit less regularly is because they have vehicle access now (24%).

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



Q4 2017 Base = 2101

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

The average number of one-way transit trips made by transit riders in the past seven days is 6.7, which has been trending up over the last two quarters and increased from a year ago.


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

- Bus users: 7.5 one-way transit trips (up from Q4 2016)
- SkyTrain users: 7.1 one-way transit trips (up from Q4 2016)
- SeaBus users: 6.6 one-way transit trips (up from Q3 2017)



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

	TOTAL	CHOICE	CAPTIVE
<b>Base</b>	<b>2101</b>	<b>1373</b>	<b>692</b>
<b>Average past-week transit trips</b>	<b>6.7</b>	<b>5.4</b>	<b>8.9</b>
<b>Years been a transit rider</b>	<b>9.1</b>	<b>9.7</b>	<b>8.1</b>
<b>Transit system – Overall Service Rating</b>	<b>7.8</b>	<b>7.8</b>	<b>7.8</b>
<b>Mode</b>	%	%	%
Bus	76	70	87
SkyTrain	68	71	64
SeaBus	7	9	4
<b>Age</b>	%	%	%
16-34 years	38	30	54
35-54 years	34	39	26
55 + years	26	30	18
<b>Gender</b>	%	%	%
Male	49	51	46
Female	51	49	54
<b>Employment status*</b>	%	%	%
Full-time	46	51	39
Part-time	18	16	21
Not employed	38	35	43
<b>Education</b>	%	%	%
High school or less	23	18	32
Vocational/college/technical	16	17	15
Some university	13	13	12
Graduated university	45	49	37
<b>Household Income</b>	%	%	%
Under \$40K	20	13	31
\$40K to < \$80K	22	22	22
\$80K or more	30	40	15

 Significantly higher than the other rider group

### Choice and Captive


Choice riders, or those who have regular access to a vehicle, accounts for 63% of transit users, which is down from a year ago.

The remaining 35% is considered as Captive riders, meaning they do not have regular access to a vehicle, and they have increased 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.

\* Question switched to multiple response March 2014.

	TOTAL	CHOICE	CAPTIVE
<b>Base</b>	<b>2101</b>	<b>1373</b>	<b>692</b>
<b>Travel Purpose</b>	%	%	%
Work	48	43	57
Entertainment	42	43	39
Shopping	37	31	47
Personal Business	21	19	24
School	18	14	25
<b>Payment Method</b>	%	%	%
Cash fare	9	10	7
Compass Card	83	80	88
Compass Ticket	5	7	2
Other	4	4	3
<b>Region</b>	%	%	%
Vancouver	38	34	45
Surrey / North Delta / White Rock / Langley	18	19	17
Burnaby / New West	16	15	17
Richmond / South Delta	10	12	8
Northeast Region	9	10	7
North Vancouver	8	9	5
West Vancouver	2	2	1

 Significantly higher than the other rider group

# Detailed Findings

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

	TOTAL	LOW	MEDIUM	HIGH
<b>Base</b>	<b>2101</b>	<b>980</b>	<b>514</b>	<b>607</b>
<b>Years been a transit rider</b>	<b>9.1</b>	<b>10.6</b>	<b>8.6</b>	<b>8.0</b>
<b>Transit system – Overall Service Rating</b>	<b>7.8</b>	<b>8.1</b>	<b>7.8</b>	<b>7.6</b>
<b>Average age*</b>	<b>42.0</b>	<b>47.4</b>	<b>40.6</b>	<b>36.3</b>
<b>Age</b>	%	%	%	%
16-34 years	38	27	43	49
35-54 years	34	35	31	35
55 + years	26	37	24	14
<b>Gender</b>	%	%	%	%
Male	49	48	52	48
Female	51	52	48	52
<b>Employment status**</b>	%	%	%	%
Full-time	46	44	43	52
Part-time	18	14	19	21
Not employed	38	42	41	31
<b>Household Income</b>	%	%	%	%
Under \$40K	20	14	19	27
\$40K to < \$80K	22	22	24	21
\$80K or more	30	35	30	25
<b>Mode</b>	%	%	%	%
Bus	76	64	83	87
SkyTrain	68	64	65	76
SeaBus	7	8	7	6


### Low, Medium and High Frequency Riders

Down from a year ago, over four-in-ten transit users (42%) are categorized as Low Frequency users, meaning they only make 3 one-way transit trips or less in a week.

One-quarter of riders (25%) continue to be classified as Medium Frequency users or those who take between 4 to 9 transit trips.

Another one-third of riders (33%) are considered as High Frequency users (taking 10+ transit trips), which is consistent with last quarter and 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.

# Detailed Findings


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

	TOTAL	LOW	MEDIUM	HIGH
<b>Base</b>	<b>2101</b>	<b>980</b>	<b>514</b>	<b>607</b>
<b>Travel Purpose</b>	%	%	%	%
Work	48	24	53	75
Entertainment	42	44	38	42
Shopping	37	28	39	46
Personal Business	21	16	21	28
School	18	7	20	30
<b>Payment Method</b>	%	%	%	%
Cash fare	9	15	6	3
Compass Card	83	71	89	92
Compass Ticket	5	8	3	2
Other	4	5	2	3
<b>Region</b>	%	%	%	%
Vancouver	38	31	43	42
Surrey / North Delta / White Rock / Langley	18	18	15	20
Burnaby / New West	16	13	16	18
Richmond / South Delta	10	13	8	9
Northeast Region	9	11	9	6
North Vancouver	8	10	7	4
West Vancouver	2	3	2	0

 Significantly higher than the other rider group(s)



	TOTAL	BUS	SKYTRAIN	SEABUS
<b>Base</b>	<b>2101</b>	<b>1581</b>	<b>1387</b>	<b>181</b>
<b>Average past-week transit trips</b>	<b>6.7</b>	<b>7.5</b>	<b>7.1</b>	<b>6.6</b>
<b>Years been a transit rider</b>	<b>9.1</b>	<b>9.1</b>	<b>8.6</b>	<b>11.0</b>
<b>Transit System – Overall Service Rating</b>	<b>7.8</b>	<b>7.8</b>	<b>7.8</b>	<b>8.1</b>
<b>Average age*</b>	<b>42.0</b>	<b>41.0</b>	<b>41.8</b>	<b>47.1</b>
<b>Age</b>	%	%	%	%
16-34 years	38	41	37	19
35-54 years	34	31	37	48
55+ years	26	25	24	31
<b>Gender</b>	%	%	%	%
Male	49	49	49	55
Female	51	51	51	45
<b>Employment status**</b>	%	%	%	%
Full-time	46	42	50	53
Part-time	18	20	18	15
Not employed	38	41	34	33
<b>Education</b>	%	%	%	%
High school or less	23	26	20	15
Vocational/college/technical	16	15	17	16
Some university	13	13	13	15
Graduated university	45	43	47	51
<b>Household Income</b>	%	%	%	%
Under \$40K	20	23	19	12
\$40K to < \$80K	22	22	23	19
\$80K or more	30	27	32	42

 Significantly higher than the other rider group(s)

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

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

### Mode Usage


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

Seven-in-ten riders (68%) say they have taken the SkyTrain this quarter, which is down from last quarter.

Dropped from the previous quarter, only a small proportion of riders (7%) report using the SeaBus in Q4 2017.

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

	TOTAL	BUS	SKYTRAIN	SEABUS
<b>Base</b>	<b>2101</b>	<b>1581</b>	<b>1387</b>	<b>181</b>
<b>Travel Purpose</b>	%	%	%	%
Work	48	52	49	48
Entertainment	42	41	46	55
Shopping	37	41	37	32
Personal Business	21	24	22	14
School	18	21	18	11
<b>Payment Method</b>	%	%	%	%
Cash fare	9	10	5	5
Compass Card	83	86	84	82
Compass Ticket	5	2	6	6
Other	4	2	4	5
<b>Choice/Captive Riders</b>	%	%	%	%
Choice	63	58	66	79
Captive	35	40	33	20
<b>Region</b>	%	%	%	%
Vancouver	38	42	34	17
Surrey / North Delta / White Rock/ Langley	18	18	19	8
Burnaby / New West	16	15	19	8
Richmond / South Delta	10	9	13	2
Northeast Region	9	6	11	7
North Vancouver	8	7	4	57
West Vancouver	2	2	1	1

 Significantly higher than the other rider group(s)

# Detailed Findings

## Customer Profiles – Demographic Profile of Transit Customers

	Metro Vancouver Population 16 Years or older*	(Q4- 2015)	(Q1- 2016)	(Q2- 2016)	(Q3- 2016)	(Q4- 2016)	(Q1- 2017)	(Q2- 2017)	(Q3- 2017)	(Q4- 2017)
BASE	2000	2100	2100	2100	2100	2100	2100	2100	2100	2101
Average Years Riding Transit	n/a	11.6	11.4	11.0	11.7	11.7	11.4	11.0	9.6	9.1
<b>Age:</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Aged 16 to 24 years	12	26	28	28	29	26	27	28	22	24
Aged 25 to 34 years	18	11	10	10	9	12	11	10	15	14
Aged 35 to 44 years	18	14	13	13	13	13	12	12	14	16
Aged 45 to 54 years	20	21	22	22	22	22	22	21	19	18
Aged 55 to 64 years	16	10	10	10	10	10	10	10	9	10
Aged 65 years and over	17	16	16	15	16	16	16	16	16	16
<b>Gender:</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Male	48	47	46	47	47	46	48	48	49	49
Female	52	53	54	53	53	54	52	52	51	51
<b>Employment</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Employed full-time	57	41	40	44	44	44	44	42	45	46
Employed part-time	13	20	21	19	18	20	18	19	18	18
Student	5	19	18	18	17	17	19	18	14	17
Not employed	3	6	7	6	5	5	5	4	5	4
Homemaker	2	2	2	1	2	2	1	2	2	2
Retired	18	16	16	16	16	16	16	17	16	15
Refused	1	2	2	2	2	2	2	2	4	2
<b>Education:</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
High school or less	21	23	25	23	26	22	23	25	21	24
Voc./college/tech.	26	17	18	16	15	17	19	16	18	16
Some university	7	17	16	17	15	16	15	13	11	13
Graduated university	45	41	39	42	41	42	40	43	45	45
Refused	0	3	2	2	2	3	2	3	4	3

Transit tenure is at 9.1 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 - 2,000 surveys conducted among Metro Vancouver residents in the February, March, June, September and November 2017 Omnibus waves.

## 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 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%
<b>Total</b>		2,100	8,400	

To further ensure that the data represent the experiences and behaviours of all past 30-day transit riders in the 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.



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

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

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

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

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

**[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.)**

- 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]**

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

**(IF NECESSARY: Public transit includes the Canada Line.)**

**[IF S1 = LANDLINE SAMPLE:**

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

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

**IF NOT AVAILABLE, ARRANGE CALLBACK.**

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

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

**[FOR INTERVIEWERS TO RECORD ONLY]**

- A1b. Did the respondent pass the phone to another household member?

YES  
NO

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





AC1. Are you age 16 or older?

YES  
NO

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

#### SCREENING QUESTIONS

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

YES  
NO

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

B. 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 1<sup>ST</sup> ITEM, AND THEN AS READ IF NECESSARY FOR 2<sup>ND</sup>+ ITEMS] A one-way trip is any trip to a single destination not counting any transfers along the way. For example, a trip to [INSERT DESTINATION UNDER DISCUSSION] and home again would count as two one-way trips.

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

To or from work

To or from school

To or from shopping

For personal business such as the doctor or bank

For entertainment or social reasons

For any other purpose

[RANGE= 0-96]

[PROGRAMMER ADD TOTAL NUMBER OF TRIPS IN Q2A]

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

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

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



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

Yes

No

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

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

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

**[0-96]**

**[PROGRAMMER: ONCE TOTAL IS REACHED DO NOT ASK REMAINING ITEMS AND AUTOCODE THEM TO ZERO]**  
**[PROGRAMMER: DISPLAY ALL ITEMS AT Q3 AND PERCENTAGES GIVEN, DISPLAY VALIDATION SCREEN FOR INTERVIEWER & RESPONDENT.]**

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

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

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

1. Monday to Friday between 5am and 9:30am
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 "2<sup>nd</sup> 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 = "2<sup>nd</sup> to last" insert: "to work"]**.

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

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

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

1. Monday to Friday between 5am and 9:30am
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/2<sup>nd</sup> last]** SeaBus trip.)**

8 - (9.11) Staff available when needed? **(IF RESPONDENT SAYS 'NOT APPLICABLE RECORD AS DK)**

**[1-10]**

#### **SATISFACTION WITH SKYTRAIN; IDENTIFY WAYS TO IMPROVE SERVICE**

**[Q.10- Q.13 FOR SKYTRAIN RIDERS ONLY (Q.3\_2 – SkyTrain only, Q3\_ 4 - Bus & SkyTrain, Q3\_ 6 – SkyTrain and SeaBus OR Q3\_7 – Bus, SeaBus and SkyTrain > 0)]**

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

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

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

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

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



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

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



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

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

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

12. Thinking about the **[TRIP]** trip you made by SkyTrain, on a scale of one to ten, where "ten" means "excellent" and "one" means "very poor", how would you rate the SkyTrain 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/2<sup>nd</sup> last] SkyTrain trip.)**



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

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

[1-10]

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

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 = "2<sup>nd</sup> to last" insert: "to work"]**.

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

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

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

1. Monday to Friday between 5am and 9:30am
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/2<sup>nd</sup> last] bus trip.)**
- 8- The **[INSERT ROUTE NUMBER]** bus for having a direct route? **(CLARIFY IF NECESSARY: By direct route, we mean having a route that follows the shortest possible path between where you got on and where you got off the bus.)**
- 9- Trip duration from the time you boarded to the time you got off the bus? **(CLARIFY IF NECESSARY: We are only referring to the time spent onboard the bus.)**
- 10- How would you rate it in terms of frequency of service? **(CLARIFY IF NECESSARY: Does the bus run often enough throughout the day?)**

[1-10]

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

YES

NO

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

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

[1-10]

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

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

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

**[PROGRAMMER: REFER TO ROUTE LIST FOR ACCEPTABLE CODES]**



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

1. Monday to Friday between 5am and 9:30am
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 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 last time you used TransLink's website, and using the same 10-point scale, how would you rate it for being easy to find the information you wanted? **(IF NECESSARY: one to ten, where "ten" means "excellent" and "one" means "very poor")**

**[1-10]**

**TRANSIT DEMOGRAPHICS**

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

1. 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 THE MOST? (**READ LIST, ONE RESPONSE ONLY**)

1. BC Government Pass (**DO NOT READ FURTHER IF THIS IS SELECTED**)
2. Monthly Pass
3. 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)
4. U-Pass BC
5. 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 to 18 with a valid photo ID or seniors who are 65+**)

1. Yes
2. No

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

1. ONE
2. TWO
3. THREE

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

**(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 overall experience 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**

## DEMOGRAPHICS]

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

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

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

Changed from single to multi-response – March 13<sup>th</sup>, 2014

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

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

35. What is the highest level of education you have completed? **(READ 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) NOT 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

RECORD GENDER:

1. Male
2. Female

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
SkyTrain	39	27.0%
SeaBus	9	5.0%
Route 2	1	1.0%
Route 3	1	1.0%
Route 5	1	1.0%
Route 6	1	1.0%
Route 7	2	2.0%
Route 9	1	1.0%
Route 15	1	1.0%
Route 16	2	2.0%
Route 17	1	1.0%
Route 19	3	3.0%
Route 20	1	1.0%
Route 22	1	1.0%
Route 25	1	1.0%
Route 29	1	1.0%
Route 41	2	2.0%
Route 43	2	1.0%
Route 49	1	1.0%
Route 50	1	0.0%
Route 84	2	2.0%
Route 95 B-Line	1	1.0%
Route 96 B-Line	1	2.0%
Route 99 B-Line	1	2.0%
Route 100	1	1.0%
Route 101	1	1.0%
Route 106	1	1.0%
Route 123	1	1.0%
Route 130	2	2.0%
Route 134	2	2.0%
Route 144	2	3.0%
Route 152	2	2.0%
Route 160	3	3.0%
Route 180	1	1.0%
Route 184	1	1.0%
Route 186	1	1.0%
Route 209	1	1.0%
Route 210	3	1.0%
Route 211	1	0.0%
Route 212	1	0.0%
Route 214	2	1.0%
Route 229	2	1.0%
Route 230	1	1.0%

Routes/ Modes	Total	Percent
Route 236	1	0.0%
Route 239	2	1.0%
Route 246	3	1.0%
Route 250	2	1.0%
Route 255	2	1.0%
Route 319	1	1.0%
Route 320	1	1.0%
Route 321	2	2.0%
Route 325	1	2.0%
Route 341	1	1.0%
Route 351	2	3.0%
Route 363	1	0.0%
Route 375	1	1.0%
Route 388	1	1.0%
Route 402	1	0.0%
Route 404	1	1.0%
Route 405	1	2.0%
Route 410	2	2.0%
Route 430	1	1.0%
Route 501	2	3.0%
Route 502	1	1.0%
Route 503	2	2.0%
Route 555	1	1.0%
Route 601	4	4.0%
Route 602	3	1.0%
Route 701	1	2.0%
Route 791	2	2.0%
Route C3	2	3.0%
Route C44	1	1.0%
Route C64	1	1.0%
Route C71	1	1.0%
Route C87	1	1.0%
Route C93	1	1.0%
<b>Grand Total</b>	<b>156</b>	<b>100.0%</b>

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

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
<b>Total</b>	<b>1953</b>	<b>7.9</b>	<b>8.5</b>	<b>8.7</b>	<b>8.5</b>	<b>7.0</b>	<b>7.5</b>	<b>8.4</b>	<b>8.7</b>	<b>8.4</b>	<b>7.4</b>	<b>8.8</b>
2	33	8.3	8.6	8.8	8.9	7.9	7.9	8.4	8.3	8.4	6.8	9.0
3	33	7.3	8.4	7.8	7.9	6.9	7.4	7.7	8.5	7.9	7.4	8.6
4	20	7.4	8.4	7.8	8.0	7.0	7.7	7.4	8.3	7.5	7.0	8.5
5	17	8.0	8.6	8.2	8.7	7.5	8.1	7.4	8.3	8.7	7.7	8.9
6	22	8.7	9.2	8.2	8.6	7.2	8.4	8.6	8.4	8.5	8.6	9.3
7	26	8.1	8.9	8.5	8.6	7.1	7.5	8.5	8.6	8.5	7.3	9.0
8	24	7.9	8.5	8.6	8.3	7.1	7.7	8.2	8.7	8.4	7.9	8.6
9	40	8.3	8.6	8.8	8.5	7.3	7.6	8.2	9.2	8.2	7.3	8.8
10	42	8.3	8.6	8.7	8.3	7.3	8.1	8.4	9.2	8.5	7.8	8.8
14	48	7.8	8.5	8.7	8.2	6.8	7.2	8.3	8.5	8.0	7.4	8.7
15	8	7.4	7.6	8.7	8.2	7.4	6.4	8.0	7.5	8.4	6.2	8.1
16	27	8.0	8.7	8.6	8.2	7.1	8.0	8.7	8.9	8.5	8.2	9.0
17	23	8.0	8.8	8.8	8.7	7.7	7.1	8.0	8.9	8.5	6.8	9.1
19	32	8.1	8.8	8.5	8.3	7.6	7.8	8.7	8.8	8.8	7.0	9.1
20	24	6.6	8.4	7.0	7.6	5.6	5.4	6.9	8.6	8.1	6.7	8.2
22	19	7.7	8.5	8.6	8.2	7.4	7.4	8.2	8.2	8.3	6.9	8.8
23	3	9.2	9.7	9.3	9.3	7.2	8.7	10.0	9.5	9.5	8.8	9.7
25	50	7.8	8.7	9.0	8.9	6.8	7.6	8.6	8.5	8.2	7.5	8.5
26	13	8.4	8.8	9.4	8.9	8.7	8.3	8.8	7.7	7.6	7.0	9.4
27	2	8.5	8.0	8.0	8.0	8.5	8.0	8.5	8.5	8.0	7.5	8.5
28	9	8.0	8.7	9.6	9.1	7.3	7.8	8.4	8.9	8.5	7.2	9.5
29	1	3.0	10.0	10.0	10.0	6.0	3.0	10.0	10.0	6.0	4.0	10.0
32	1	10.0	8.0	8.0	9.0	9.0	8.0	8.0	9.0	9.0	4.0	8.0
33	13	7.8	8.0	9.3	9.1	7.5	7.0	9.1	9.3	8.6	6.5	8.8
41	48	8.2	8.7	9.0	8.9	6.7	7.4	8.7	9.2	8.8	7.7	8.7
43	10	8.5	8.5	9.3	8.9	7.6	7.3	8.8	8.6	7.8	7.2	8.6
44	11	8.3	7.9	8.4	8.2	5.7	6.5	8.3	9.2	8.7	7.0	8.1
49	50	7.9	8.5	8.9	8.3	6.8	7.7	8.5	8.9	8.3	7.8	8.8
50	13	7.3	8.3	9.1	7.4	7.4	7.7	8.2	8.7	7.8	6.8	8.8
84	16	8.8	8.8	9.3	9.3	6.9	8.1	8.9	9.7	8.7	8.0	8.9
95 B-Line	33	8.0	8.3	8.5	8.7	6.5	7.9	8.8	8.9	8.5	7.6	9.0
96 B-Line	27	8.9	8.3	8.3	7.9	7.6	9.0	8.3	9.0	8.8	9.0	8.7
99 B-Line	101	7.9	8.3	8.7	8.4	6.2	7.9	8.1	9.0	8.2	8.0	8.7
100	22	7.5	9.2	8.9	8.5	6.5	7.3	8.2	9.0	8.1	7.2	8.9
101	9	8.4	8.8	9.3	8.9	9.3	5.7	9.0	8.2	8.8	4.2	9.3
104	3	7.6	8.4	8.8	8.4	8.4	7.1	8.4	8.5	8.4	6.2	8.4
106	34	7.7	8.1	8.5	8.4	7.2	7.6	8.1	8.7	8.7	7.4	8.6
110	14	7.6	7.9	8.7	8.4	8.3	6.5	8.6	9.0	8.7	7.0	8.5
112	10	7.8	8.2	8.1	8.0	7.4	7.8	8.6	8.4	8.4	7.8	8.5

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

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
116	5	7.4	8.5	7.8	7.7	6.9	7.7	7.8	7.8	7.5	7.3	8.2
123	6	8.2	9.0	9.0	8.8	7.7	7.4	8.6	8.5	8.8	7.4	9.5
128	1	6.0	9.0	7.0	5.0	7.0	5.0	7.0	8.0	8.0	5.0	6.0
129	11	6.7	7.6	8.1	8.8	8.0	5.8	7.8	6.9	7.1	4.6	7.4
130	17	8.2	7.9	8.5	8.2	6.7	8.0	8.4	8.9	8.1	7.5	8.5
134	4	6.8	8.7	8.5	7.1	9.7	5.9	8.4	7.3	7.2	4.8	9.2
136	8	8.0	9.8	9.3	7.3	7.4	7.0	8.3	9.5	9.4	6.4	8.8
143	6	8.2	8.8	9.8	9.4	8.4	9.2	9.5	9.2	9.1	8.1	9.3
144	14	8.4	8.4	9.1	9.5	7.7	7.1	8.6	8.3	8.4	7.1	9.0
145	16	7.9	8.5	8.9	8.4	6.3	7.8	8.5	8.9	8.6	8.0	8.8
151	2	7.6	8.0	9.3	9.3	6.0	8.7	9.3	8.7	8.3	7.7	8.3
152	8	7.2	8.3	8.8	8.3	7.1	7.0	7.4	7.6	8.8	5.8	8.0
153	5	8.0	9.8	8.7	8.1	8.2	7.9	9.5	9.3	9.2	7.1	8.7
155	2	9.6	9.6	9.6	9.6	9.6	8.0	8.4	8.8	9.2	9.2	9.6
156	7	9.5	9.4	8.8	7.5	8.7	7.2	9.2	9.5	9.0	8.1	9.5
157	1	8.0	9.0	9.0	9.0	9.0	8.0	9.0	9.0	8.0	8.0	9.0
159	4	6.9	8.2	9.6	9.1	9.6	6.0	9.4	9.6	9.6	4.3	8.3
160	11	8.9	9.0	9.4	9.0	7.5	8.1	8.2	8.8	8.7	8.5	8.8
169	3	8.9	9.7	9.6	8.3	9.1	7.6	8.9	9.3	7.7	5.7	9.7
171	2	7.6	9.2	8.2	9.2	8.8	5.6	8.8	9.2	7.2	3.2	7.4
173	3	8.9	8.9	9.3	9.6	4.9	8.2	10.0	10.0	10.0	8.9	8.6
180	3	7.6	8.1	8.6	8.6	7.4	9.0	9.0	8.6	8.6	7.2	8.2
182	1	10.0	10.0	9.0	10.0	9.0	10.0	10.0	8.0	8.0	9.0	10.0
183	8	8.8	9.3	9.1	9.1	8.0	8.0	9.4	8.9	8.9	7.7	9.4
185	1	10.0	10.0	10.0	8.0	10.0	10.0	9.0	10.0	10.0	8.0	10.0
186	3	9.1	10.0	10.0	10.0	9.2	8.5	10.0	10.0	10.0	5.2	10.0
187	2	7.0	8.5	9.5	9.0	7.3	7.5	9.1	8.0	8.0	6.5	8.5
188	7	8.0	9.2	9.3	9.0	6.5	7.5	8.8	8.0	8.0	6.9	9.3
189	1	8.0	10.0	10.0	8.0	10.0	5.0	10.0	9.0	10.0	5.0	8.0
209	1	10.0	10.0	8.0	9.0	8.0	1.0	8.0	10.0	8.0	8.0	9.0
210	17	8.5	9.0	9.3	9.2	6.9	8.4	8.6	9.0	8.4	7.3	9.2
211	13	7.9	7.4	8.9	8.3	8.0	7.6	8.6	8.3	8.1	6.0	9.0
212	2	8.8	9.0	9.6	9.6	9.6	8.1	10.0	10.0	9.6	10.0	9.6
214	5	8.4	9.0	9.1	8.5	8.4	7.8	9.1	9.2	8.9	6.3	9.1
228	11	7.4	8.4	9.1	8.8	5.8	8.0	7.8	8.5	8.2	7.3	8.9
229	11	8.0	8.6	8.9	9.5	7.9	8.8	8.8	8.5	8.9	7.9	8.0
230	13	7.9	8.3	9.1	9.2	7.0	8.5	8.8	9.5	8.9	7.3	8.6
231	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	8.0	10.0
232	9	7.6	8.3	8.9	9.1	8.2	6.9	8.6	8.6	8.6	6.2	9.1
236	5	6.3	8.9	9.1	8.6	6.8	6.2	8.1	5.9	9.2	6.5	9.1

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

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
239	32	8.3	8.9	8.9	8.6	6.8	8.4	8.6	8.9	8.1	8.3	8.8
240	45	7.3	8.4	9.1	8.8	5.4	7.0	8.3	9.0	8.3	7.3	8.5
241	3	6.5	9.6	9.7	9.3	2.9	3.6	9.8	9.6	7.7	5.5	9.6
246	23	8.2	8.8	9.3	9.3	7.3	8.2	8.6	8.8	8.9	7.8	8.9
247	1	8.0	10.0	10.0	10.0	7.0	8.0	8.0	10.0	10.0	8.0	10.0
250	71	8.0	8.5	8.9	8.9	6.5	7.3	8.9	8.9	8.3	7.3	8.5
251	4	8.2	9.3	9.5	9.5	7.0	3.9	9.4	6.1	9.0	6.9	9.3
252	2	8.0	8.0	9.8	9.7	5.7	5.0	8.0	9.8	9.8	4.0	8.0
253	3	9.6	9.6	9.8	9.8	8.9	10.0	8.0	10.0	7.3	9.3	9.6
254	7	6.3	7.4	7.9	8.5	7.0	6.3	8.4	6.7	7.4	7.0	8.4
255	10	8.8	8.9	9.2	9.5	7.5	7.5	8.4	9.0	9.1	6.8	8.9
256	1	8.0	10.0	10.0	8.0	8.0	8.0	10.0	10.0	9.0	7.0	8.0
257	10	7.8	8.5	8.3	8.4	5.0	6.7	8.6	8.7	8.9	6.4	8.9
259	2	9.0	9.0	9.0	9.0	10.0	8.0	9.0	9.0	9.0	9.0	9.0
301	2	4.6	6.1	10.0	10.0	3.1	3.1	7.5	8.1	6.2	4.1	8.9
311	1	7.0	9.0	8.0	7.0	6.0	8.0	7.0	7.0	7.0	5.0	9.0
312	2	7.0	4.5	7.5	7.5	6.0	7.5	7.5	7.5	7.5	5.5	6.0
314	2	8.8	8.5	8.5	8.5	7.0	9.8	8.0	9.7	9.5	7.5	6.8
316	5	7.5	9.4	9.3	9.4	8.2	8.3	9.4	9.6	8.9	6.3	9.4
319	24	7.8	8.1	8.0	7.5	5.4	7.6	8.1	8.7	7.7	7.8	8.2
320	17	8.3	8.8	8.8	8.3	6.6	6.7	8.2	8.0	8.2	7.7	9.2
321	17	7.4	8.2	8.4	7.7	6.8	6.7	6.7	8.0	7.7	6.9	8.2
323	7	6.3	7.0	7.0	6.4	6.0	5.9	6.4	7.7	7.5	6.4	7.5
324	2	7.3	8.0	9.3	8.0	6.7	6.0	8.0	8.0	8.0	6.0	10.0
325	8	7.4	7.8	8.2	8.5	7.2	7.1	7.9	8.0	8.0	6.5	8.3
326	3	6.6	5.3	7.3	7.0	7.0	6.3	6.3	8.3	7.7	5.3	6.9
335	23	7.4	8.5	8.5	8.4	6.0	7.2	7.7	8.7	8.5	7.0	8.8
337	4	8.0	8.9	8.7	8.7	7.1	8.4	7.0	8.0	8.1	8.3	9.1
340	7	8.7	8.1	9.2	8.8	7.7	7.8	8.1	8.3	7.7	7.3	8.8
341	4	5.8	5.6	4.8	5.3	6.5	6.3	9.3	7.6	5.5	6.5	7.5
342	3	8.0	8.5	10.0	8.1	8.6	8.6	7.0	7.6	9.0	8.3	9.3
345	1	7.0	7.0	8.0	8.0	7.0	7.0	8.0	8.0	8.0	4.0	8.0
351	31	8.4	8.7	9.0	8.8	6.8	7.6	8.5	8.7	8.9	7.9	8.8
352	1	9.0	10.0	1.0	9.0	1.0	10.0	5.0	10.0	10.0	6.0	10.0
360	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	9.0	10.0
361	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
363	1	6.0	10.0	10.0	8.0	9.0	3.0	10.0	10.0	10.0	6.0	10.0
364	5	9.6	9.8	10.0	9.5	8.6	9.1	10.0	9.6	9.6	9.5	10.0
372	2	7.8	7.9	8.3	8.3	8.3	7.2	8.9	8.3	8.3	7.8	8.3
375	2	9.0	8.5	9.5	7.6	8.0	7.5	7.5	9.5	9.5	9.0	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
388	1	1.0	10.0	10.0	10.0	1.0	10.0	10.0	10.0	8.0	5.0	10.0
393	2	5.5	9.0	9.6	9.6	5.0	4.3	7.8	8.0	8.4	7.2	8.4
394	1	8.0	10.0	9.0	8.0	5.0	8.0	5.0	7.0	7.0	5.0	10.0
401	27	7.9	8.5	8.9	8.6	7.6	7.0	8.3	8.2	8.1	7.2	8.8
402	9	8.7	9.6	9.9	9.6	7.2	8.9	9.3	9.4	9.3	8.4	9.8
403	13	6.8	7.7	8.5	8.6	6.4	7.2	7.7	8.2	7.5	5.8	8.2
404	3	6.4	8.0	9.0	9.0	7.1	4.7	9.7	7.7	8.0	3.4	8.3
405	8	8.3	8.4	7.5	7.7	7.5	6.7	7.5	7.5	7.5	7.3	9.3
407	11	7.9	8.9	9.1	8.6	7.6	6.5	8.8	8.5	7.8	6.2	8.7
410	36	8.1	8.3	8.9	8.7	7.2	7.5	8.2	8.6	8.1	7.8	9.0
430	8	7.9	8.6	8.2	8.4	6.4	7.3	7.8	8.4	7.4	6.6	8.5
480	2	8.4	8.4	9.0	9.0	7.6	8.6	6.4	9.4	8.9	7.8	8.0
501	7	7.5	8.0	8.5	7.5	7.6	5.6	7.4	8.0	8.4	6.6	7.8
502	15	8.1	7.9	8.3	8.4	6.1	7.4	7.5	9.3	8.2	8.0	8.2
503	5	6.9	9.3	9.2	9.0	9.1	8.0	9.1	9.8	8.7	7.1	9.3
509	1	9.0	10.0	9.0	9.0	8.0	9.0	9.0	8.0	8.0	9.0	10.0
531	5	7.3	7.8	8.0	7.4	6.2	7.0	7.3	7.3	8.2	4.9	7.6
555	9	7.5	8.3	8.4	7.9	7.0	7.9	7.8	8.6	7.9	7.8	8.8
595	2	7.0	7.0	10.0	6.9	8.0	9.0	9.0	8.0	9.5	9.5	10.0
601	38	7.9	8.4	9.0	8.7	7.5	8.3	8.7	8.1	8.1	7.0	8.8
602	7	7.6	9.1	9.4	8.5	7.3	8.2	8.2	8.9	9.0	6.3	9.4
603	3	8.4	9.0	9.0	9.0	8.7	7.3	8.6	8.8	8.4	7.2	8.6
604	3	9.0	9.0	9.7	9.7	8.7	9.5	10.0	9.7	9.7	7.5	9.5
620	6	8.1	8.8	8.8	8.8	5.3	9.3	8.4	9.2	9.2	8.3	8.5
640	4	6.0	8.4	9.1	8.7	5.5	5.1	8.1	8.0	8.1	3.9	8.4
701	32	7.9	8.6	8.8	7.2	6.8	7.6	8.4	8.3	8.1	8.0	9.0
733	3	7.1	9.4	9.4	9.4	9.4	9.1	9.4	8.8	8.8	6.7	9.4
791	8	6.9	8.9	8.2	7.3	9.0	7.1	9.0	9.3	8.3	7.2	8.7
C1	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
C3	5	6.4	8.0	8.6	8.3	6.3	6.0	7.2	8.7	8.3	4.7	8.3
C4	3	7.8	9.2	9.4	9.6	6.5	8.2	8.4	8.4	9.2	6.2	8.8
C5	2	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
C7	4	8.7	8.6	6.7	6.2	7.8	7.7	7.4	10.0	8.5	7.6	9.6
C9	2	8.6	8.4	9.0	9.2	6.2	8.0	10.0	8.6	8.6	8.0	9.4
C12	2	5.0	9.5	9.5	9.5	8.5	9.0	9.0	8.0	8.0	3.5	8.5
C15	5	8.0	7.9	9.6	9.0	8.6	7.5	9.7	9.2	9.2	7.3	9.4
C18	1	8.0	9.0	1.0	7.0	6.0	7.0	7.0	7.0	8.0	8.0	9.0
C19	1	9.0	7.0	10.0	10.0	5.0	10.0	10.0	10.0	10.0	10.0	10.0
C20	1	7.0	10.0	10.0	7.0	3.0	6.0	10.0	8.0	8.0	9.0	10.0
C43	2	9.1	9.7	9.7	9.4	9.7	9.4	10.0	9.4	9.4	7.1	9.7

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

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
C44	1	8.0	9.0	8.0	0.0	0.0	0.0	9.0	9.0	0.0	0.0	8.0
C45	3	7.5	9.2	9.5	8.3	4.3	7.8	9.3	8.1	8.3	5.6	8.4
C61	1	10.0	10.0	10.0	10.0	5.0	7.0	10.0	10.0	10.0	10.0	10.0
C62	3	6.4	9.4	10.0	5.6	6.9	4.4	9.0	9.4	8.7	5.9	8.9
C63	1	8.0	9.0	9.0	8.0	9.0	8.0	9.0	8.0	9.0	2.0	10.0
C64	1	7.0	9.0	9.0	9.0	10.0	5.0	8.0	9.0	9.0	4.0	7.0
C70	1	9.0	9.0	10.0	9.0	9.0	6.0	9.0	10.0	9.0	9.0	9.0
C71	3	8.0	10.0	10.0	9.1	9.0	9.0	9.7	10.0	9.7	6.0	9.7
C73	3	6.8	8.6	8.5	7.5	9.2	5.8	9.4	8.6	8.3	7.7	9.1
C75	2	7.0	7.5	7.5	5.5	5.5	6.0	7.0	7.5	8.0	6.5	7.5
C87	1	7.0	9.0	9.0	9.0	9.0	4.0	9.0	9.0	9.0	4.0	9.0
C92	1	10.0	7.0	10.0	8.0	8.0	8.0	10.0	5.0	10.0	7.0	10.0
C93	1	6.0	10.0	10.0	10.0	2.0	1.0	10.0	4.0	8.0	1.0	10.0
C94	1	10.0	10.0	10.0	10.0	10.0	10.0	9.0	9.0	9.0	8.0	10.0
C98	1	8.0	10.0	0.0	10.0	10.0	8.0	0.0	9.0	10.0	10.0	10.0
BTC	14	7.9	8.5	9.0	8.6	7.6	8.8	8.6	7.9	7.8	7.1	9.1
STC	9	8.2	8.6	7.9	7.8	7.3	8.3	8.6	9.4	8.9	8.4	8.6
PCT	3	7.9	9.1	9.1	7.2	10.0	9.3	9.8	8.8	9.3	5.4	8.2
RTC	3	6.0	7.1	8.3	7.9	5.3	5.0	7.8	6.6	8.2	5.6	9.1
VTC	23	7.9	8.6	8.9	8.5	7.3	8.1	8.5	8.9	8.5	7.8	8.9
WVT	7	7.4	9.0	8.9	8.3	7.5	7.1	8.1	8.7	8.3	6.8	8.3
N19	1	10.0	10.0	9.0	10.0	9.0	10.0	10.0	10.0	10.0	7.0	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
<b>Total</b>	<b>1953</b>	<b>7.9</b>	<b>8.5</b>	<b>8.7</b>	<b>8.5</b>	<b>7.0</b>	<b>7.5</b>	<b>8.4</b>	<b>8.7</b>	<b>8.4</b>	<b>7.4</b>	<b>8.8</b>
351	31	8.4	8.7	9.0	8.8	6.8	7.6	8.5	8.7	8.9	7.9	8.8
2	33	8.3	8.6	8.8	8.9	7.9	7.9	8.4	8.3	8.4	6.8	9.0
10	42	8.3	8.6	8.7	8.3	7.3	8.1	8.4	9.2	8.5	7.8	8.8
9	40	8.3	8.6	8.8	8.5	7.3	7.6	8.2	9.2	8.2	7.3	8.8
239	32	8.3	8.9	8.9	8.6	6.8	8.4	8.6	8.9	8.1	8.3	8.8
41	48	8.2	8.7	9.0	8.9	6.7	7.4	8.7	9.2	8.8	7.7	8.7
410	36	8.1	8.3	8.9	8.7	7.2	7.5	8.2	8.6	8.1	7.8	9.0
19	32	8.1	8.8	8.5	8.3	7.6	7.8	8.7	8.8	8.8	7.0	9.1
250	71	8.0	8.5	8.9	8.9	6.5	7.3	8.9	8.9	8.3	7.3	8.5
95 B-Line	33	8.0	8.3	8.5	8.7	6.5	7.9	8.8	8.9	8.5	7.6	9.0
99 B-Line	101	7.9	8.3	8.7	8.4	6.2	7.9	8.1	9.0	8.2	8.0	8.7
49	50	7.9	8.5	8.9	8.3	6.8	7.7	8.5	8.9	8.3	7.8	8.8
601	38	7.9	8.4	9.0	8.7	7.5	8.3	8.7	8.1	8.1	7.0	8.8
701	32	7.9	8.6	8.8	7.2	6.8	7.6	8.4	8.3	8.1	8.0	9.0
25	50	7.8	8.7	9.0	8.9	6.8	7.6	8.6	8.5	8.2	7.5	8.5
14	48	7.8	8.5	8.7	8.2	6.8	7.2	8.3	8.5	8.0	7.4	8.7
106	34	7.7	8.1	8.5	8.4	7.2	7.6	8.1	8.7	8.7	7.4	8.6
240	45	7.3	8.4	9.1	8.8	5.4	7.0	8.3	9.0	8.3	7.3	8.5
3	33	7.3	8.4	7.8	7.9	6.9	7.4	7.7	8.5	7.9	7.4	8.6

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

Route Number	October 2016 - December 2016		October 2017- December 2017		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Oct'16-Dec'16 vs. Oct'17-Dec'17
# 10	38	8.0	42	8.3	0.3
# 106	37	8.0	34	7.7	-0.3
# 14	38	7.5	48	7.8	0.3
# 16	35	8.1	27	8.0	-0.1
# 2	37	7.2	33	8.3	1.1
# 240	20	7.6	45	7.3	-0.3
# 25	24	8.0	50	7.8	-0.2
# 250	60	8.8	71	8.0	-0.8
# 351	42	8.5	31	8.4	-0.1
# 41	41	8.1	48	8.2	0.1
# 410	31	7.7	36	8.1	0.4
# 49	30	7.1	50	7.9	0.8
# 601	48	8.0	38	7.9	-0.1
# 9	52	7.7	40	8.3	0.6
# 99	97	8.1	101	7.9	-0.2

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



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

Route Number	July 2016 - December 2016		July 2017- December 2017		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jul'16-Dec'16 vs. Jul'17-Dec'17
# 10	74	8.0	78	8.1	0.1
# 100	21	7.6	36	7.7	0.1
# 106	63	8.0	68	7.8	-0.2
# 14	67	7.8	85	7.9	0.1
# 16	84	7.7	54	7.9	0.2
# 160	37	7.8	29	8.6	0.8
# 17	44	6.7	46	7.7	1.0
# 19	51	7.6	62	7.8	0.2
# 2	59	7.4	63	7.7	0.3
# 20	51	6.7	51	6.5	-0.2
# 210	51	7.4	27	8.5	1.1
# 22	62	7.1	40	7.8	0.7
# 239	60	8.4	58	8.4	0.0
# 240	61	8.2	87	7.5	-0.7
# 246	48	7.8	39	8.0	0.2
# 25	55	8.0	88	7.9	-0.1
# 250	130	8.7	137	7.9	-0.8
# 3	48	7.4	67	7.4	0.0
# 319	36	8.1	53	8.0	-0.1
# 320	16	7.5	36	8.2	0.7
# 351	75	8.4	58	8.4	0.0
# 4	33	8.3	37	7.7	-0.6
# 401	56	7.7	48	7.9	0.2
# 41	75	8.0	97	8.3	0.3
# 410	62	7.6	76	8.0	0.4
# 49	66	7.8	107	7.8	0.0
# 5	36	7.4	41	7.1	-0.3
# 6	46	8.4	42	8.4	0.0
# 601	80	7.9	69	7.4	-0.5
# 7	58	7.8	50	8.0	0.2
# 701	45	7.3	57	8.0	0.7
# 9	98	7.9	85	8.2	0.3
# 95	3	9.0	59	8.1	-0.9
# 96	21	7.6	55	8.8	1.2
# 99	193	8.1	207	8.0	-0.1
# BTC	13	7.4	37	7.9	0.5

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

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

Route Number	January 2016 - December 2016		January 2017 - December 2017		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jan'16-Dec'16 vs. Jan'17-Dec'17
# 10	153	8.1	151	8.1	0.0
# 100	43	7.8	67	7.9	0.1
# 106	124	7.6	142	7.9	0.3
# 123	35	7.8	47	8.1	0.3
# 129	27	7.6	48	7.7	0.1
# 130	62	8.2	66	8.3	0.1
# 14	129	7.8	131	8.1	0.3
# 144	41	7.8	51	8.2	0.4
# 145	33	7.6	52	7.8	0.2
# 15	45	7.3	40	7.9	0.6
# 152	51	7.8	36	7.9	0.1
# 155	39	8.5	28	8.5	0.0
# 16	158	7.7	148	7.6	-0.1
# 160	80	7.7	60	8.1	0.4
# 17	98	7.3	83	7.6	0.3
# 19	104	7.6	101	7.7	0.1
# 2	71	7.6	125	7.7	0.1
# 20	114	6.9	112	6.8	-0.1
# 210	83	7.9	56	8.0	0.1
# 211	65	8.1	57	8.1	0.0
# 22	146	7.6	90	7.8	0.2
# 228	55	8.4	58	7.6	-0.8
# 229	44	7.7	41	7.7	0.0
# 230	52	8.0	57	8.2	0.2
# 232	39	8.1	28	8.1	0.0
# 239	112	8.0	99	8.1	0.1
# 240	117	8.1	153	7.6	-0.5
# 246	103	8.1	120	7.8	-0.3
# 25	140	7.8	176	7.8	0.0
# 250	257	8.6	269	8.0	-0.6
# 255	67	7.9	56	8.2	0.3
# 257	55	8.5	40	8.3	-0.2

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

Route Number	January 2016 - December 2016		January 2017 - December 2017		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jan'16-Dec'16 vs. Jan'17-Dec'17
# 26	58	7.5	46	8.0	0.5
# 28	43	8.2	32	8.0	-0.2
# 3	99	7.8	135	7.8	0.0
# 319	78	7.9	86	7.8	-0.1
# 320	33	8.0	53	8.2	0.2
# 321	46	7.2	50	7.3	0.1
# 33	51	7.6	57	8.2	0.6
# 335	27	7.9	47	7.3	-0.6
# 340	37	7.1	33	7.4	0.3
# 351	157	8.4	148	8.4	0.0
# 4	78	8.3	79	7.8	-0.5
# 401	111	7.8	109	7.7	-0.1
# 402	43	8.1	37	7.4	-0.7
# 403	48	7.9	54	7.7	-0.2
# 407	28	7.5	42	7.9	0.4
# 41	144	8.0	162	7.9	-0.1
# 410	120	7.7	143	7.7	0.0
# 44	42	8.0	31	8.3	0.3
# 49	123	7.6	165	7.7	0.1
# 5	73	7.5	85	7.7	0.2
# 50	69	8.1	63	7.9	-0.2
# 502	58	7.9	69	7.6	-0.3
# 555	62	8.9	49	7.6	-1.3
# 6	92	8.2	105	8.0	-0.2
# 601	152	7.8	159	7.2	-0.6
# 7	113	7.8	105	7.7	-0.1
# 701	93	7.6	105	7.8	0.2
# 791	37	8.5	22	7.6	-0.9
# 8	68	8.2	68	7.8	-0.4
# 84	68	8.0	65	8.1	0.1
# 9	205	8.0	187	8.2	0.2
# 95	3	9.0	113	8.2	-0.8
# 96	38	8.2	72	8.8	0.6
# 99	406	8.0	397	7.9	-0.1
# BTC	27	7.5	76	7.7	0.2
# NVT	44	7.5	3	7.0	-0.5
# STC	30	7.4	43	7.9	0.5

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