



Customer Service Performance Quarter 1 2018

Bus
SeaBus
SkyTrain



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

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

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

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



Overview

- Since Q4 2016, the Overall Transit Service performance rating has been gradually improving (from 57% good-to-excellent scores to 66% this period). The average score, 7.8 out of 10, has also improved from a year ago.
- Riders view Value for Money and Information at Stops and Stations more positively than they did a year ago.
- Having Enough Shelters at Stops continues to be an area for improvement, as it is the only transit service attribute that does not meet the 7.0 threshold for positive performance (an average score of 6.8 out of 10).



Similar to historical trends, two-thirds of bus riders (67%) award high ratings to Overall Bus Service. The average score (8.0 out of 10) is up from a year ago.

- All bus service attributes continue to meet the 7.0 positive-performance threshold this quarter.
- Having a Courteous Bus Operator (80%) shows the strongest performance among the four top key drivers of Overall Bus Service.
- The remaining top 4 key drivers are relatively weaker performers when compared to other attributes, namely Providing On-Time, Reliable Service (60%, up from a year ago), Frequency of Service (54%, up from a year ago) and Not Being Overcrowded (50%).
- Compared to other bus routes, #20 bus earns relatively lower ratings this period, for reliability, frequency and crowding.



Overall SkyTrain Service receives top scores from 77% of SkyTrain riders, which is marginally up from a year ago, driven primarily by increasing trend in BCRTC ratings. It also has a stronger average score (8.4 out of 10) compared to Q1 2017.

- Several areas have shown improvements from a year ago. These include Providing On-Time Reliable Service (84%), Frequency of Service (78%), Clean and Graffiti-Free SkyTrain Cars and Stations (78%) and Feeling Safe from Crime Inside the SkyTrain Station (76%).
- Delays are Announced and Explained continues to perform below the positive-performance threshold (6.2 out of 10).
- SkyTrain riders who take the Canada Line generally give higher scores to the SkyTrain service than those who ride BCRTC.



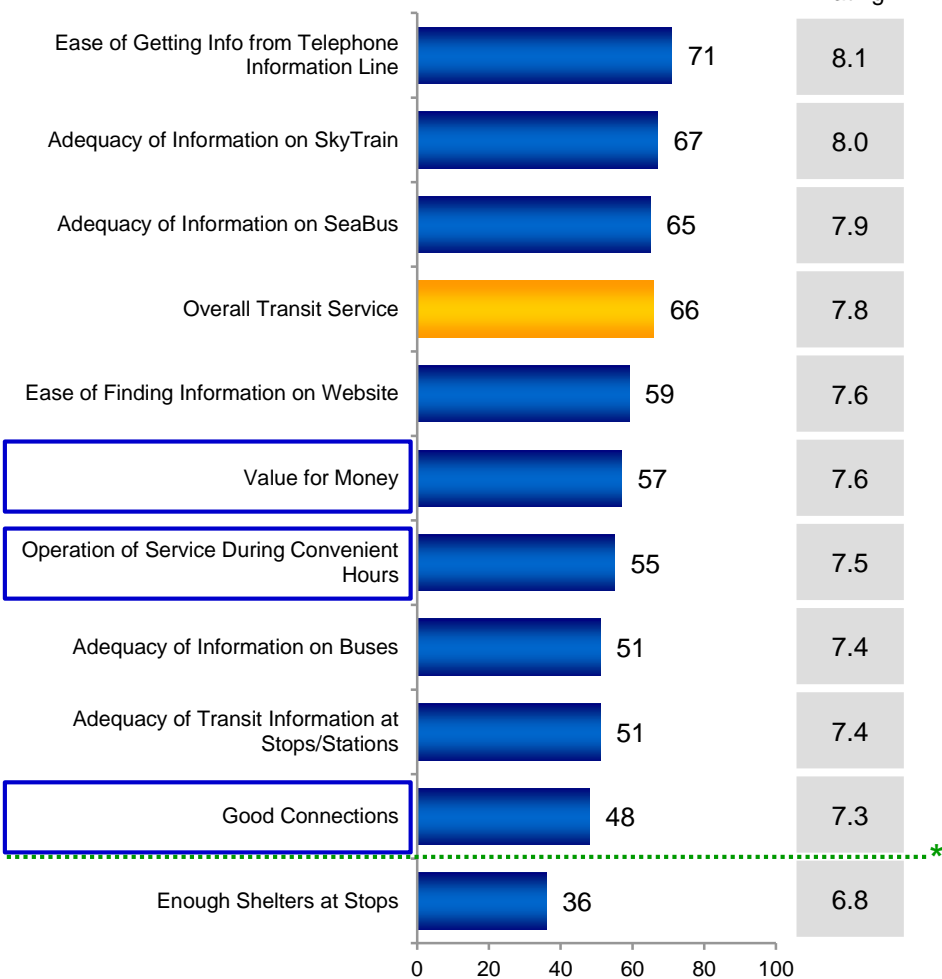
Being the strongest-performing mode, SeaBus earns 85% of good-to-excellent ratings and an average score of 8.7 out of 10 this period. This is in-line with previous quarters.

- All SeaBus service attributes continue to perform well above the positive-performance threshold.

Performance on Transit System Attributes

% Good to Excellent (8-10)

Average
Rating



Top Key Driver

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

Transit System

- Overall Transit Service's performance has been trending upward since Q4 2016, from 57% to 66% this period. Its average score is sitting at 7.8 out of 10, which is up from a year ago.
- A few attributes have improved relative to the same quarter a year ago, including Adequacy of Information on SeaBus (65%, up 14 percentage points), Value for Money (57%, up 4 percentage points) and Adequacy of Transit Information at Stops/Stations (51%, up 4 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).

Performance on Top Key Drivers of Transit Overall Service

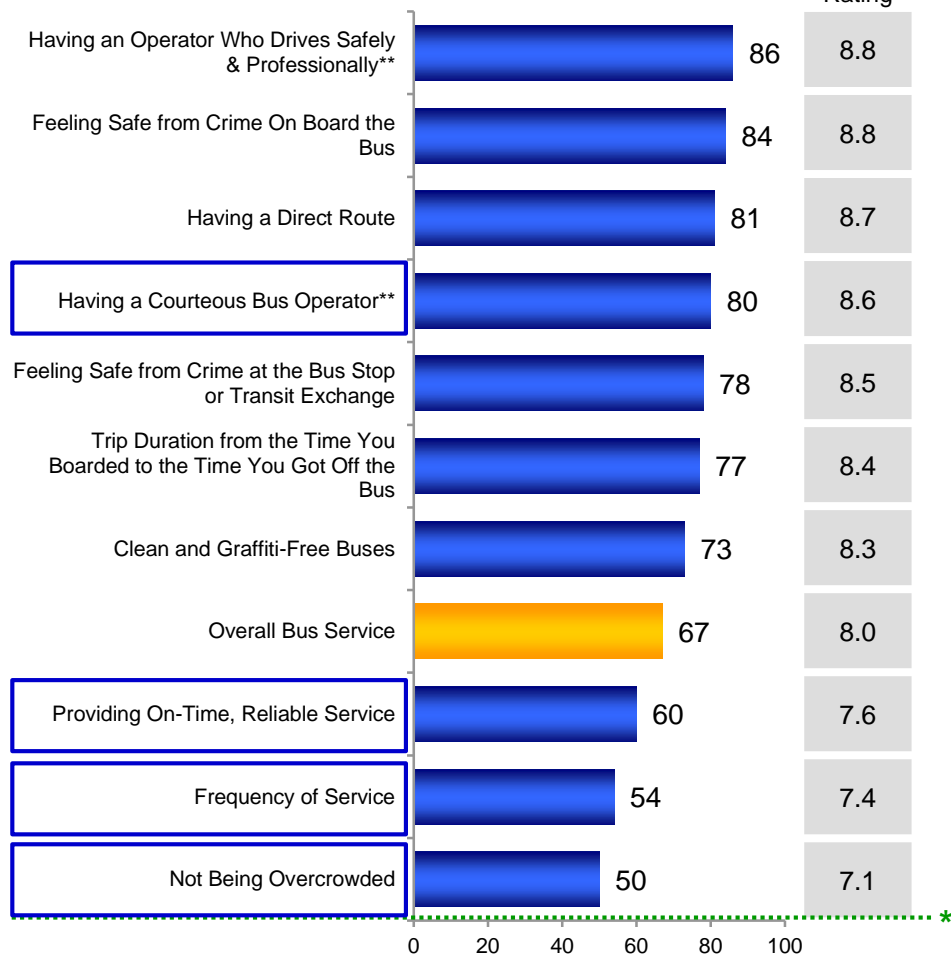
Key Drivers with Positive Performance*

- Value for Money
 - Scores for Value for Money (57%) reached a new record level last quarter, and they are maintaining that rating in Q1 2018. This is the highest-rated top key driver of Overall Transit Service.
- Operation of Service During Convenient Hours
 - Marginally up from Q1 2017 but consistent with the previous quarter, Convenient Hours earns top ratings from 55% of transit riders.
- Good Connections
 - Ratings for Good Connections (48%) have directionally gone down from last quarter but still in-line with a year ago.

Performance on Bus System Attributes

% Good to Excellent (8-10)

Average
Rating



Top Key Driver

Q1 2018 Base = 1892 (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

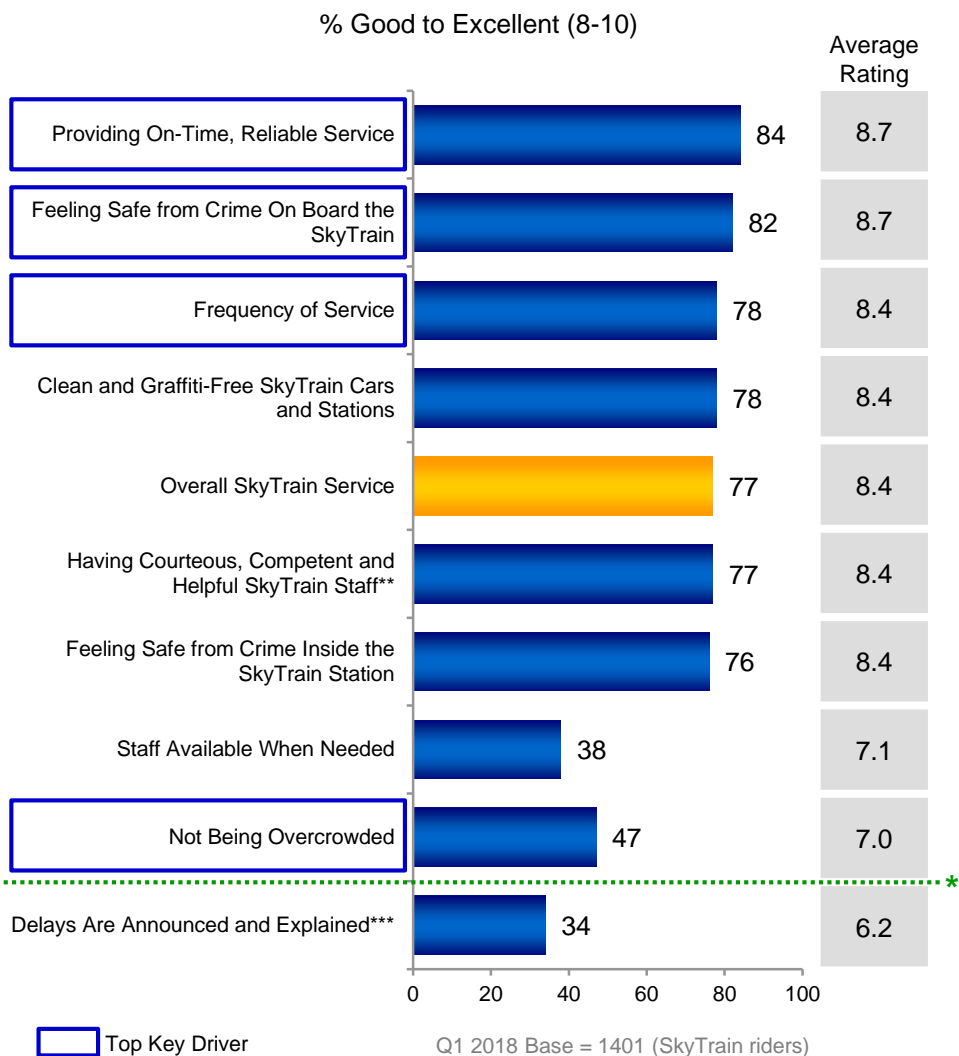
- Two-thirds of bus riders (67%) award good-to-excellent scores to Overall Bus Service, which is consistent with previous waves. Its average score (8.0 out of 10) is up from a year ago.
- Most attribute ratings are stable this period and they all meet the 7.0 threshold for positive performance.
- Three of the four top key drivers of Overall Bus Service continue to be weaker performers than the other attributes. This includes Providing On-Time, Reliable Service, Frequency of Service and Not Being Overcrowded.

Performance on Top Key Drivers of Overall Bus Service

Key Drivers with Positive Performance*

- Courteous Bus Operator
 - Courteous Bus Operator continues to be the strongest-performing top key driver for Overall Bus Service (80%). Scores for RTC have increased from the previous quarter and ratings for VTC have improved from a year ago.
- On-Time Reliable Service
 - Trending up over the last four quarters, On-Time, Reliable Service receives top ratings from six-in-ten bus riders (60%). RTC and HTC have both shown improvements in their performances compared to last quarter and/or a year ago. WVT's scores, that dropped in Q2 2017, have recovered somewhat but remain lower than the same period last year.
- Frequency of Service
 - Over one-half of bus riders (54%) award good-to-excellent ratings to Frequency of Service, which is up from the same period last year. RTC's performance has grown stronger compared to a year ago, while scores for VTC and WVT have slipped from Q1 2017 and/or Q4 2017; the latter still recovering from its drop in ratings of Q2 2017.
- Not Being Overcrowded
 - Not Being Overcrowded's performance is in-line with historical trends (50%). However, ratings for STC were higher a year ago.

Performance on SkyTrain Attributes



* 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=82)

*** Caution: Only among those who experienced delays (n=460)

SkyTrain System

- Marginally up from a year ago but in-line with last quarter, Overall SkyTrain Service is rated highly by over three-quarters of SkyTrain riders (77%). The average score (8.4 out of 10) has improved from a year ago.
- A few attributes have improved since a year ago, including Providing On-Time, Reliable Service (84%, up 4 percentage points), Frequency of Service (78%, up 6 percentage points), Clean and Graffiti-Free SkyTrain Cars and Stations (78%, up 7 percentage points) and Feeling Safe from Crime Inside the SkyTrain Station (76%, up 4 percentage points).
- Delays are Announced and Explained remains the only SkyTrain service attribute that performs below the 7.0 threshold for positive performance (6.2 out of 10).

Performance on Top Key Drivers of SkyTrain Overall Service

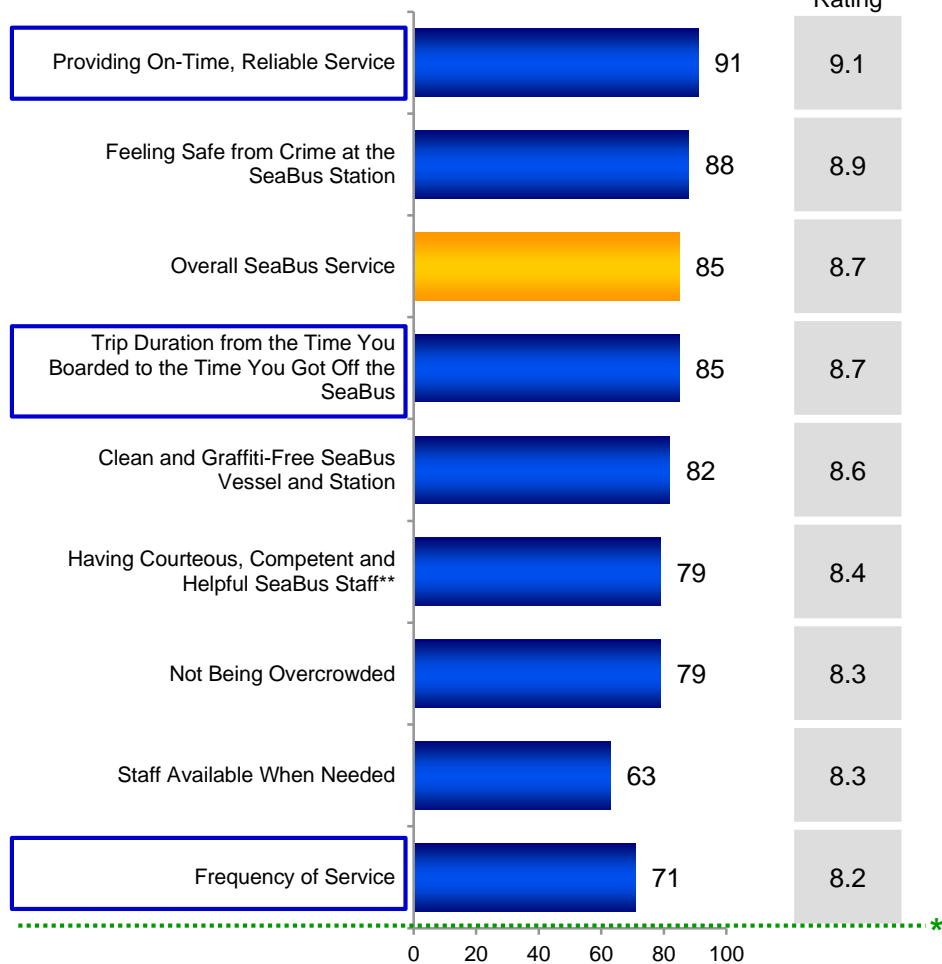
Key Drivers with Positive Performance*

- On-Time, Reliable Service
 - One of the strongest-performing top key drivers for Overall SkyTrain Service, On-Time Reliable Service earns top ratings from 84% of SkyTrain riders, which is up from a year ago. Specifically, scores for BCRTC have improved from both Q1 and Q4 of 2017.
- Feeling Safe from Crime On Board the SkyTrain
 - This area also performs strongly this period, receiving good-to-excellent scores from 82% of SkyTrain riders.
- Frequency of Service
 - Ratings for Frequency of Service have been trending up since Q4 2016, from 71% to 78% this wave. In particular, BCRTC's scores have increased from a year ago.
- Not Being Overcrowded
 - Not Being Overcrowded continues to show a relatively weaker performance compared to other top key drivers (47% good-to-excellent scores).

Performance on SeaBus Attributes

% Good to Excellent (8-10)

Average
Rating



Top Key Driver

Q1 2018 Base = 193 (SeaBus riders)

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

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

SeaBus

- Close to nine-in-ten SeaBus riders (85%) award top scores to Overall SeaBus Service, which is consistent with previous quarters. The average score remains to be strong at 8.7 out of 10.
- All attributes continue to earn an average score that is well above the 7.0 positive-performance threshold.

Performance on Top Key Drivers of SeaBus Overall Service

- On-Time, Reliable Service
 - Providing On-Time Reliable Service is the only attribute that shows a drop in performance this period (91%, down from 97% last quarter). However, it is still the highest-performing SeaBus attribute.
- Trip Duration
 - 85% of SeaBus riders give good-to-excellent scores to Trip Duration this quarter.
- Frequency of Service
 - Marginally increased from a year ago, Frequency of Service earns top ratings from seven-in-ten SeaBus riders (71%).

Transit Riders



- Generally, transit riders have similar demographic characteristics to the broader adult population of Metro Vancouver. Notable exceptions observed this quarter include the following:
 - Transit riders tend to be younger, aged 16 to 24 years old (22% versus 12%)
 - They are less likely to be working full-time (47% versus 57%)
 - They are more likely to be a student (17% versus 5%)
 - They are more likely to hold a university degree (50% versus 45%)

Trip Purpose



- The proportion of transit riders who say that they travel for work purposes has been trending up quarter-over-quarter, from 44% a year ago to 51% this period.
- Similar to previous quarters, other common types of trips include entertainment purposes (42%) and going to or from shopping (37%).

Choice versus Captive



- Down from a year ago, close to two-thirds of riders (64%) are considered as Choice riders, which means they have regular vehicle access. On the other hand, the proportion of Captive riders (35% with no vehicle access) has increased from the same period last year.
- Compared to Captive riders, Choice riders tend to have higher annual incomes (\$40K or more), are older (aged 35+), work full-time, hold a university degree, take the SkyTrain and have been a regular transit rider for a longer period of time.
- Captive riders are more likely to make an income of under \$40K, younger (16-34 years old), work part-time or unemployed, take the Bus, reside in Vancouver and have taken more transit trips in the past week.



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.



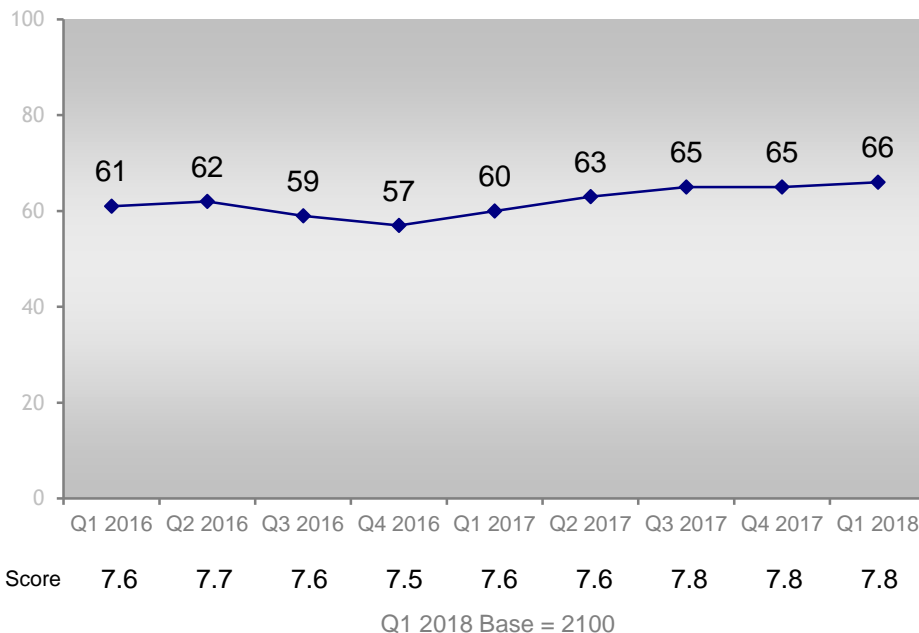
This section presents an evaluation of the overall transit system, followed by evaluation of each of the three transit modes. For the transit system overall and for each mode, results are presented for the following:

- 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

Since Q4 2016, ratings for overall Service have been trending upward, from 57% to 66% this quarter. The average score (7.8 out of 10) is unchanged from last quarter but up from a year ago.

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

Among those who travel for work purposes, they are less likely than their counterparts to give a high score to the Overall Service.

Q1 2018 Regional Differences:

70% among Burnaby/New Westminister riders and Richmond/South Delta riders and Northeast riders

59% among North Vancouver riders



Most Positive



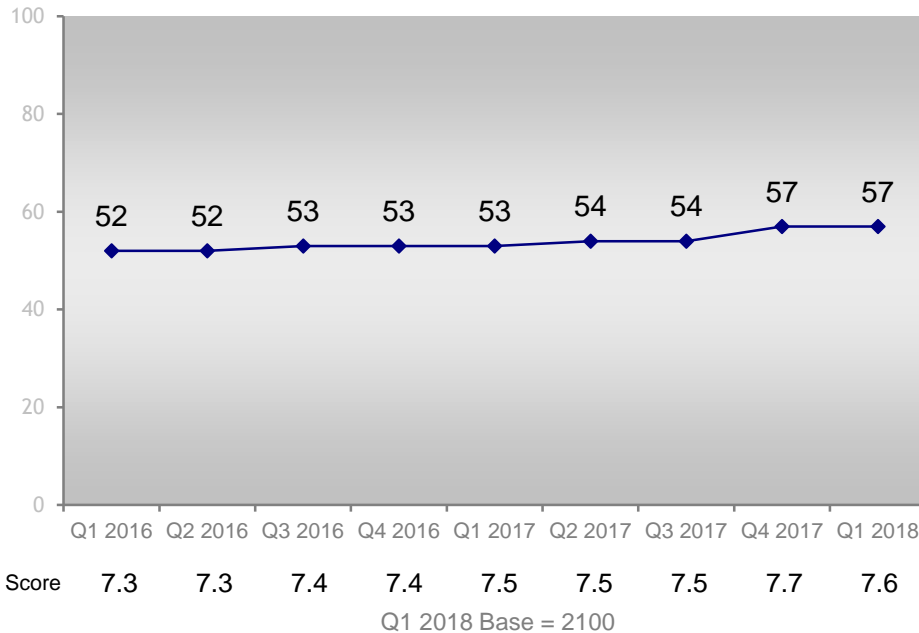
Least Positive



= Significant upward/downward shift

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

% Good to Excellent (8-10)



Value for Money

Consistent with Q4 2017 but up from the same period last year, Value for Money is rated highly by close to six-in-ten transit riders (57%). The average score is stable at 7.6 out of 10 and it is the highest-rated top key driver for Overall Transit Service.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	0%	+ 4%

In particular, senior riders (aged 65 or older) are more likely to award top scores to Value for Money compared to their younger counterparts.

Q1 2018 Regional Differences:

62% among North Vancouver riders

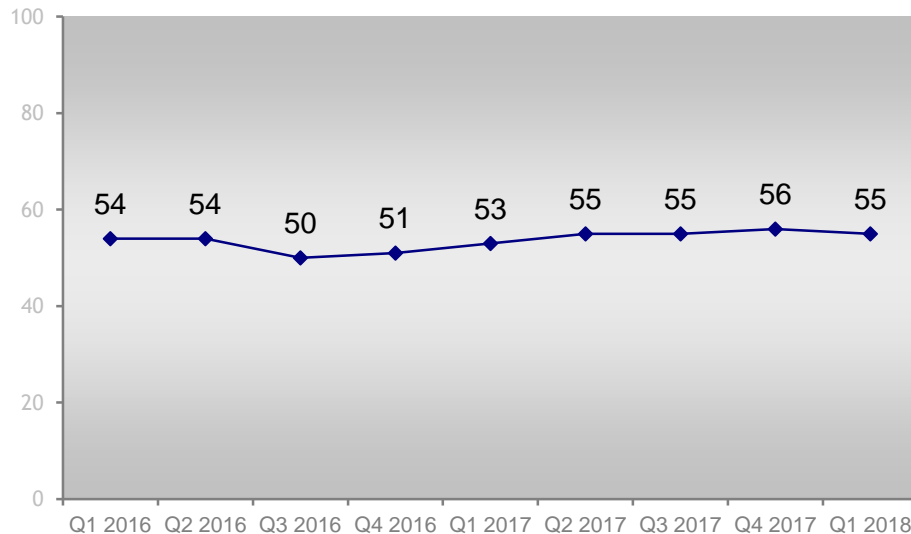
49% among Northeast riders

Top Key Driver Most Positive Least Positive

Significant upward/downward shift

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

% Good to Excellent (8-10)



Convenient Hours

Another top key driver, Convenient Hours, earns high ratings from 55% of transit riders, which is similar to last quarter and marginally up from a year ago. The average score is stable at 7.5 out of 10.

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

In particular, Choice riders, higher income earners (\$40K+) and those who are between the ages of 25 and 64 years old are less likely to award a good-to-excellent score to Convenient Hours.

Q1 2018 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?

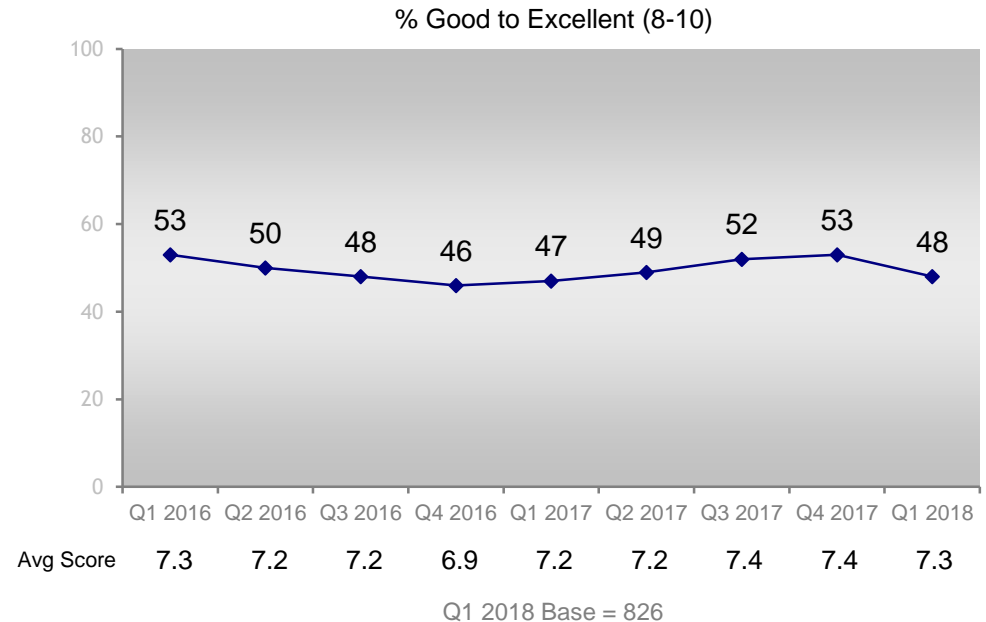
Unchanged from past trends, four-in-ten transit riders (39%) indicate that they usually take more than one bus or transit mode, particularly among Captive riders, Bus or SeaBus riders, High or Medium Frequency users, weekday travelers, those who travel more than one zone and residents of North Vancouver or Surrey/North Delta/White Rock/Langley.

Close to one-half (48%) of those who have made connections give a high score to Good Connections (another top key driver), which is directionally down from the previous quarter but consistent with Q1 2017. The average score is at 7.3 out of 10.

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

Compared to their counterparts, riders who are between the ages of 25 to 64 years old are less inclined to give high ratings to this attribute.

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



Q1 2018 Regional Differences:

55% among Burnaby/New Westminster riders

18% among West Vancouver riders

= Significant upward/downward shift

Top Key Driver Most Positive Least Positive

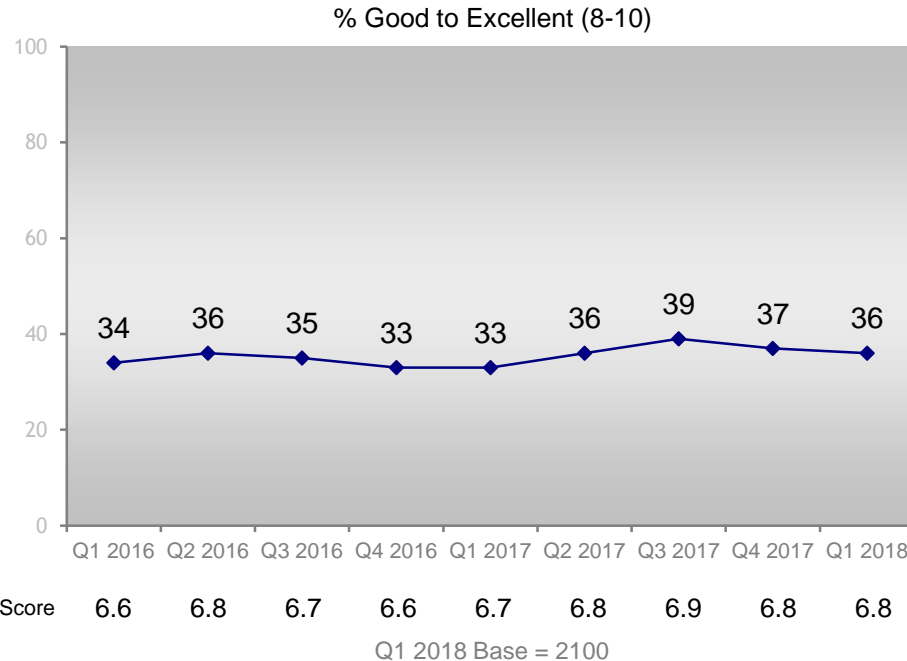
Q23D. How would you rate the transit system for having enough bus shelters at bus stops throughout the region?

Enough Bus Shelters at Bus Stops

Just over one-third of transit riders (36%) award top scores to Enough Bus Shelters at Bus Stops, which is similar to Q4 2017 and marginally up from a year ago. The average score continues to sit below the 7.0 positive-performance threshold, at 6.8 out of 10.

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

Captive riders, High or Medium Frequency users, Bus riders, young riders (18-24) and those who make an annual household income of less than \$40K are more likely than their counterparts to give a good-to-excellent score to this attribute.



Q1 2018 Regional Differences:

49% among West Vancouver riders

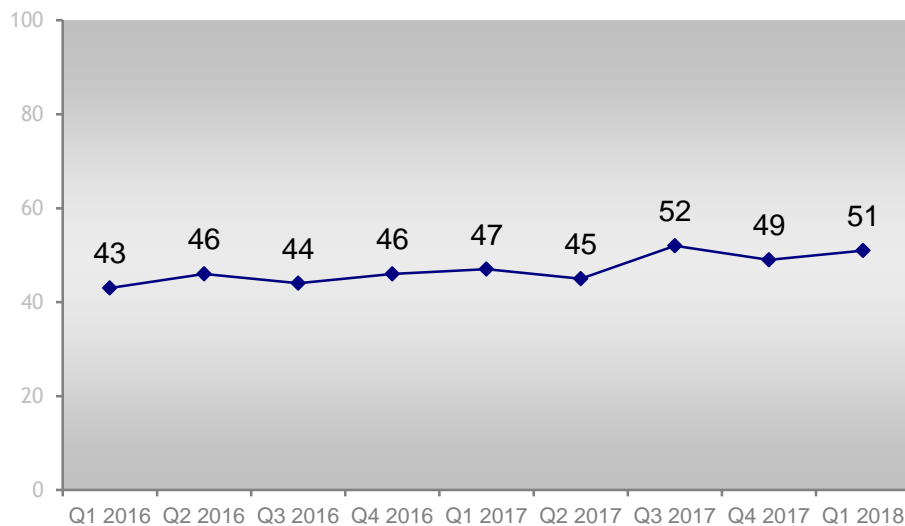
27% among North Vancouver and Northeast riders

 Top Key Driver Most Positive Least Positive

 = Significant upward/downward shift

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

% Good to Excellent (8-10)



Avg Score 7.0 7.1 7.1 7.2 7.1 7.2 7.5 7.4 7.4

Q1 2018 Base = 2100

Q1 2018 Regional Differences:

60% among Richmond/South Delta riders

40% among North Vancouver riders



Most Positive



Least Positive



= Significant upward/downward shift

Adequacy of Transit Information at Stops and Stations

Ratings for Adequacy of Transit Information at Stops and Stations (51%) have marginally increased from last quarter and improved from a year ago. The average score (7.4 out of 10) has also grown stronger compared to a year ago.

Good-to-Excellent ratings compared to:

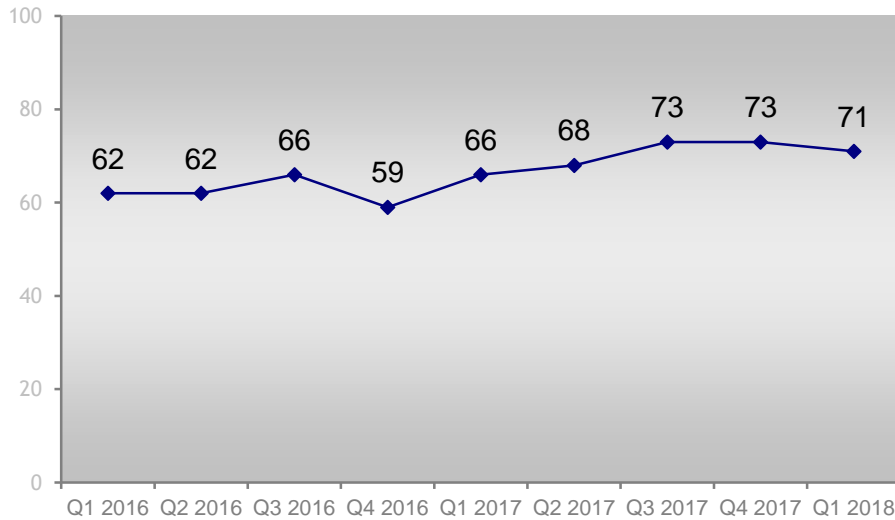
Last Quarter
+ 2%

Same Quarter Last Year
+ 4%

Specifically, Captive riders, High or Medium Frequency users, two to three zone travelers and those who make a household income of less than \$40K are more likely to give a high score in 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 7.4 7.5 7.6 7.3 7.6 7.6 8.1 8.2 8.1

Q1 2018 Base = 255 (used phone)

Spoke To Clerk	Call Was Automated	Clerk & Automated
Base = 129	Base = 45*	Base = 72*
% Good to Excellent (8-10)		
83%	66%	54%

* Caution: Small base size

Ease of Getting Information from the Telephone Information Line

Over one-in-ten transit riders (12%) report having used the Telephone Line in the last three months, which is down from last quarter but in-line with a year ago. Specifically, High or Medium Frequency users, Captive riders, Monthly Pass users and those who make less than \$80K a year are more likely to have used it.

Marginally up from Q1 2017 but consistent with the previous wave, 71% of riders who have used the phone line give a good-to-excellent score to Ease of Getting Information. The average score is strong at 8.1 out of 10.

Good-to-Excellent ratings compared to:

<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
- 2%	+ 5%

Riders who had spoken to a clerk are more likely to award top ratings to this area compared to those who did not speak to a staff or had only partially talked to one.

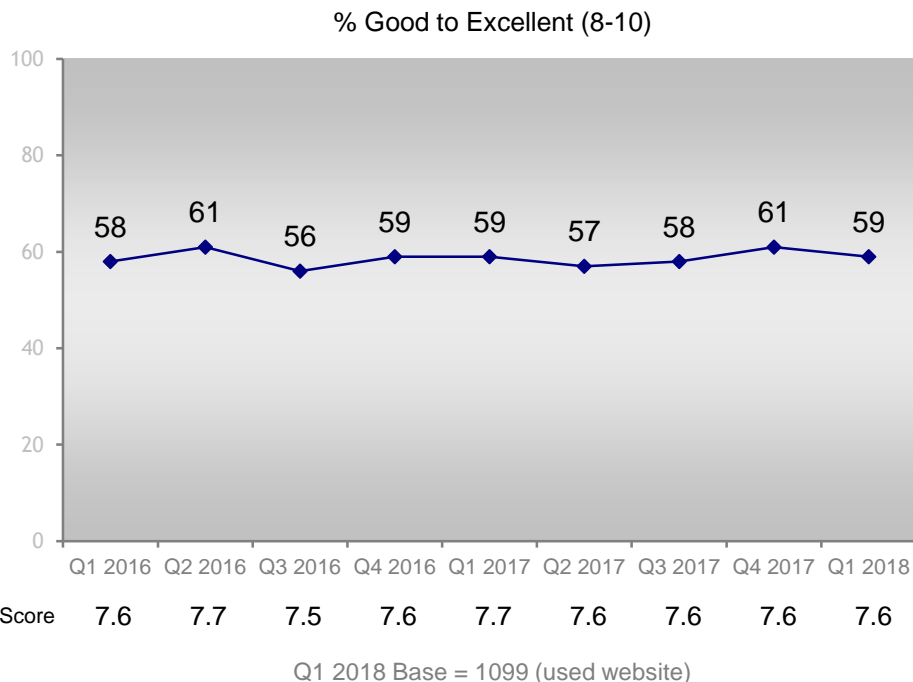
= Significant upward/downward shift

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?

Ease of Finding Info on Website

This period, over one-half of transit riders (53%) say they have used the TransLink's website over the past three months, which is down from a year ago but consistent with last quarter.

In-line with previous quarters, six-in-ten riders who have used the website in the past three months (59%) give a high score to Ease of Finding Information. The average score remains unchanged at 7.6 out of 10.



	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Good-to-Excellent ratings compared to:	- 2%	0%

Q1 2018 Regional Differences:

67% among Richmond/South Delta riders

50% among North Vancouver riders



Most Positive

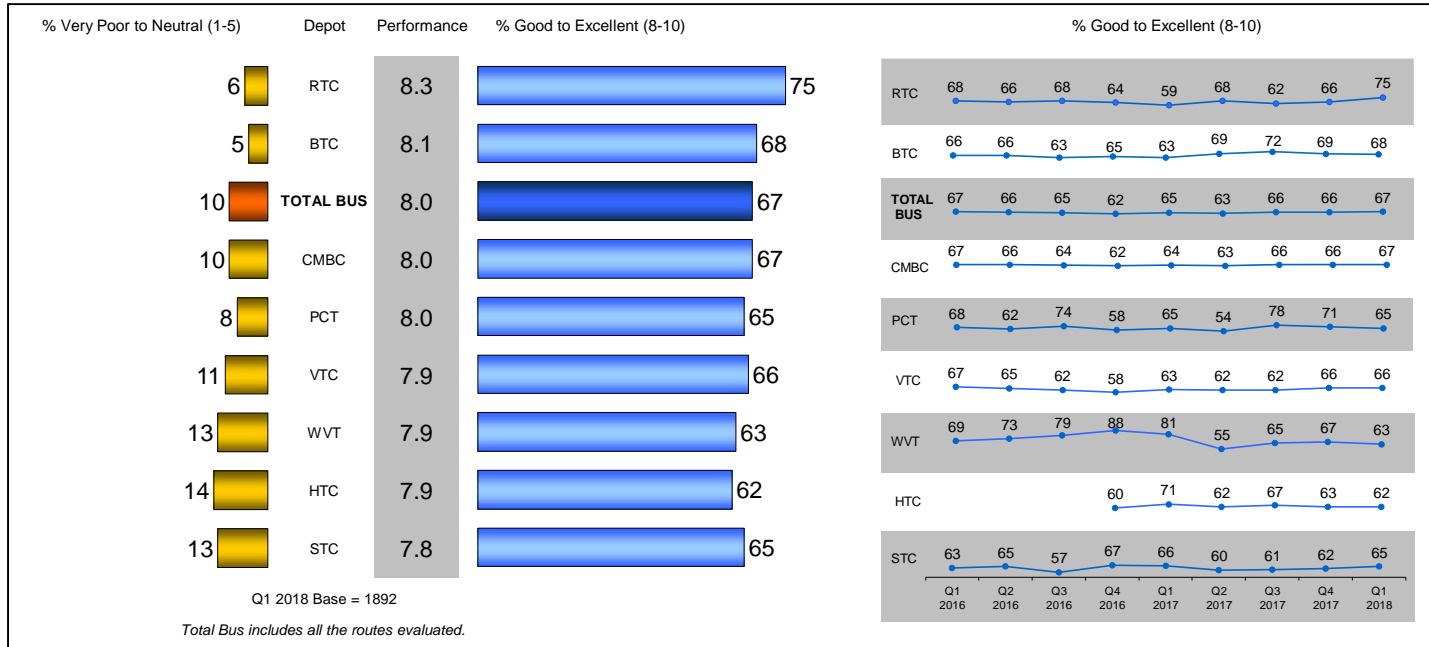


Least Positive



= 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

8.8

Lowest Scoring Route*

#20

7.1

Time Period Receiving Higher Ratings

- Weekdays 9:30AM – 3PM

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

Bus Service Overall

Similar to previous waves, two-thirds of bus riders (67%) award a high score to the Overall Bus Service. The average score is sitting at 8.0 out of 10, which is up from a year ago.

Good-to-Excellent ratings compared to:

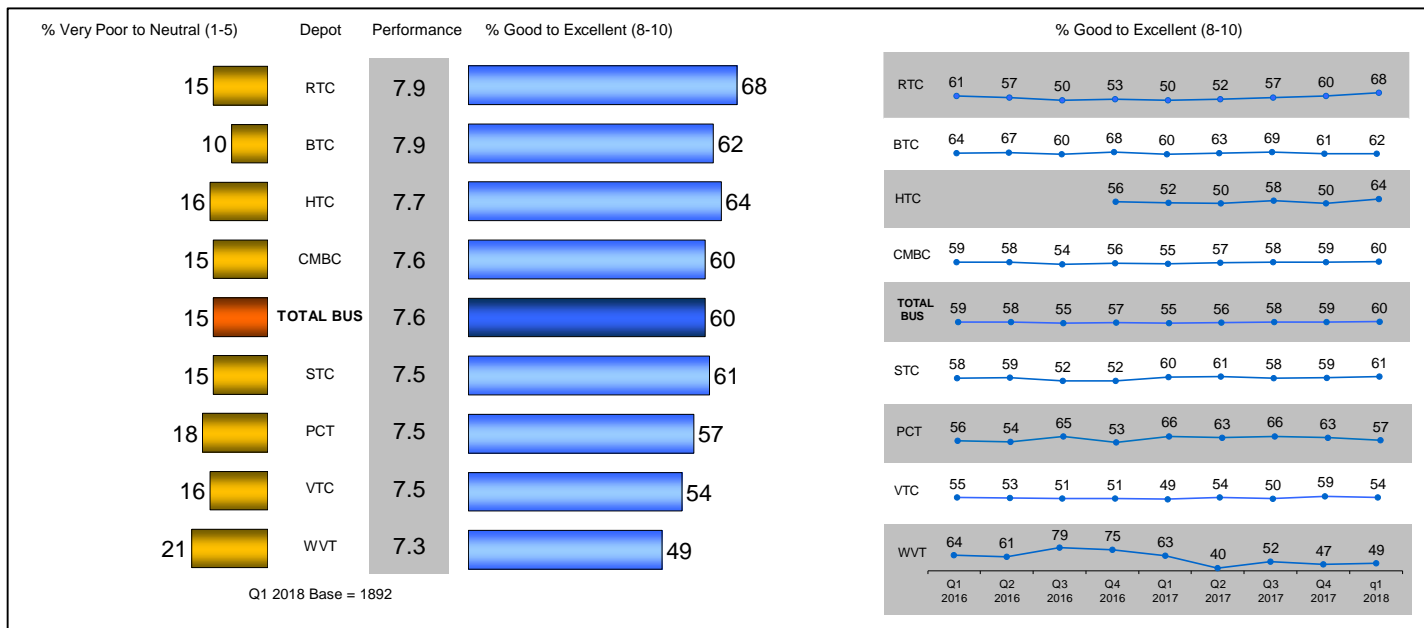
	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	+ 2%
RTC	+ 9%	+ 16%
WVT	- 4%	- 18%

= Significant upward/downward shift

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

Q18.9/20.9/22.9

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



Top Scoring Route

#351

8.3

Lowest Scoring Routes

#16 #20

6.9 6.2

Time Period Receiving Higher Ratings

- Weekdays 9:30AM – 3PM

On-Time Reliable Service

Trending up quarter-over-quarter since a year ago, On-Time Reliable Service earns 60% good-to-excellent ratings this period. This is a top key driver for Overall Bus Service and its average score (7.6 out of 10) has grown stronger compared to Q1 2017.

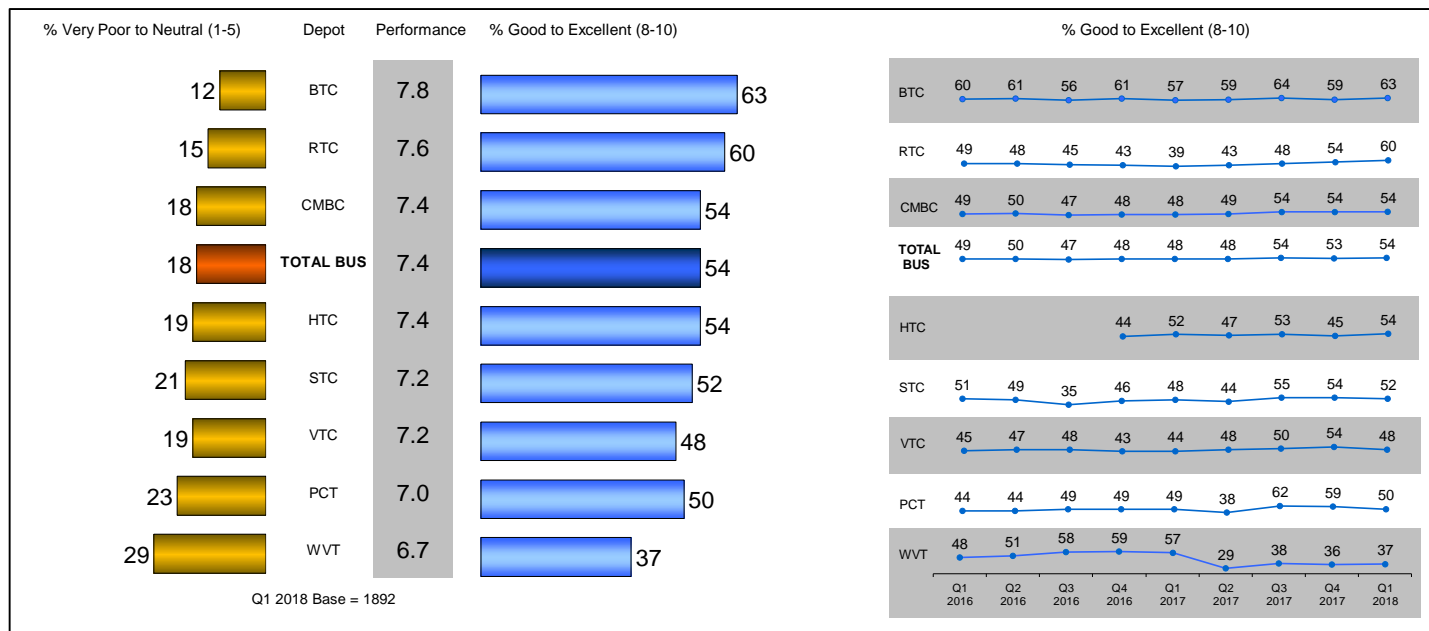
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	+ 5%
RTC	+ 8%	+ 18%
HTC	+ 14%	+ 12%
WVT	+ 2%	- 14%

Significant upward/downward shift

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

Q18.15/20.15/22.15 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
#95
8.3

Lowest Scoring Routes
#16 #601 #20
6.7 6.5 6.4

Time Period Receiving Lower Ratings
• Weekdays after 6:30pm

Frequency of Service

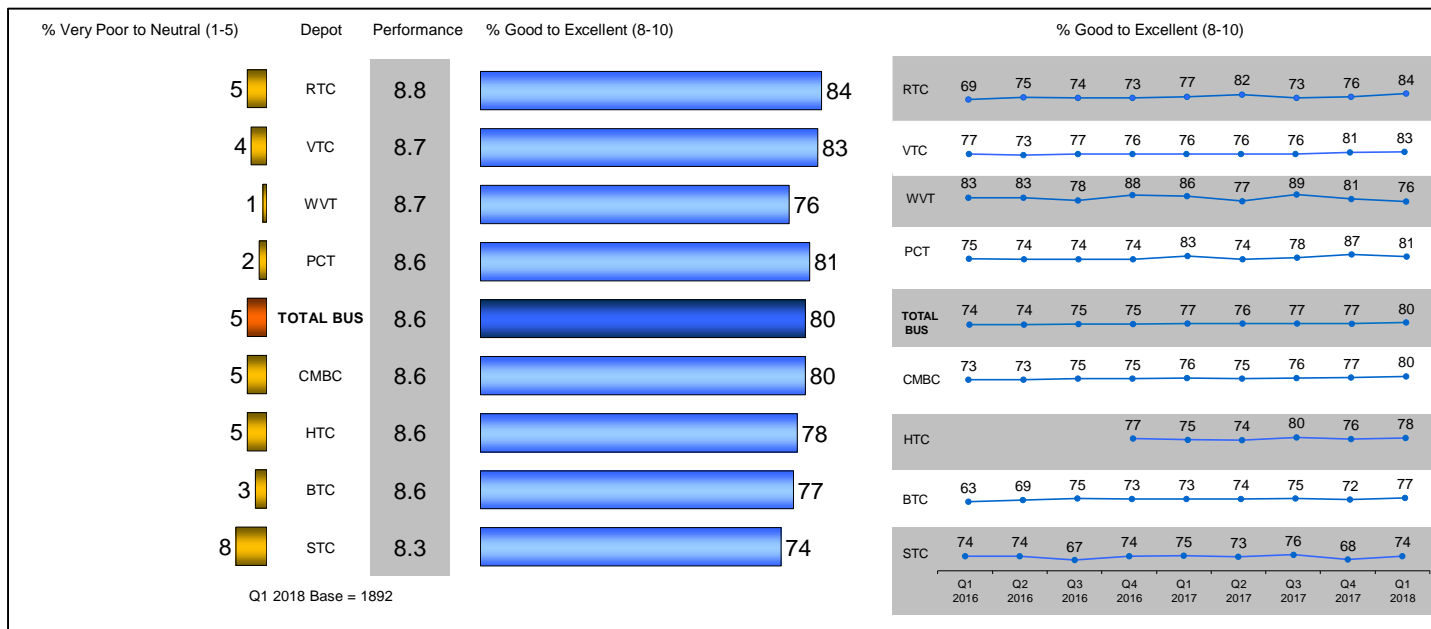
Frequency of Service (another top key driver) receives top ratings from 54% of Bus riders, which is consistent with last quarter but up from a year ago. The average score (7.4 out of 10) has also increased from the same period last year.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	+ 6%
RTC	+ 6%	+21%
VTC	- 6%	+ 4%
WVT	+ 1%	- 20%

= 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 Routes

#351 #95

9.1 9.0

Lowest Scoring Route*

#41

8.2

Time Period Receiving Higher Ratings

- Weekdays 9:30AM – 3PM

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

Courteous Bus Operator

Directionally up from both Q1 2017 and Q4 2017, Courteous Bus Operator continues to be the highest-rated top key driver for Overall Bus Service, with 80% good-to-excellent ratings and an average score of 8.6 out of 10.

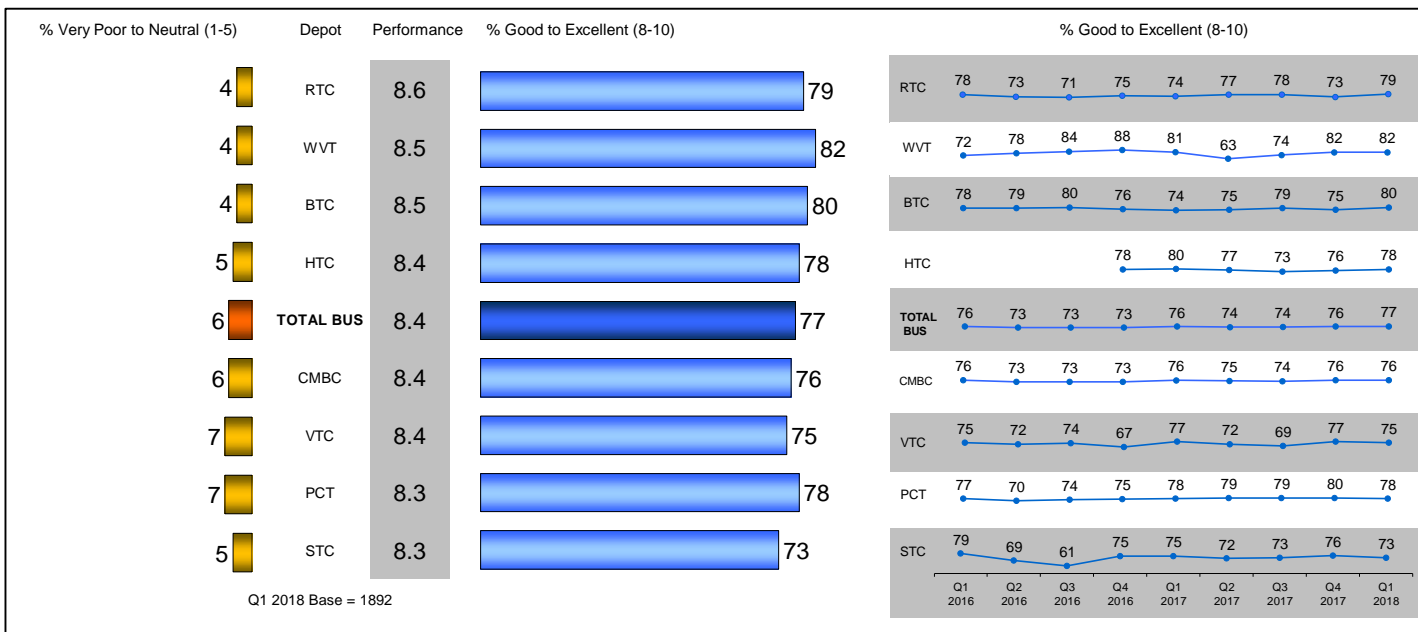
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 3%	+ 3%
RTC	+ 8%	+ 7%
VTC	+ 2%	+ 7%

Significant upward/downward shift

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

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	#9	#410	#250
8.8	8.8	8.8	8.8

Lowest Scoring Route*

#601

7.8

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Trip Duration

In-line with last quarter and a year ago, Trip Duration earns high scores from over three-quarters of Bus riders (77%) and the average score is stable at 8.4 out of 10.

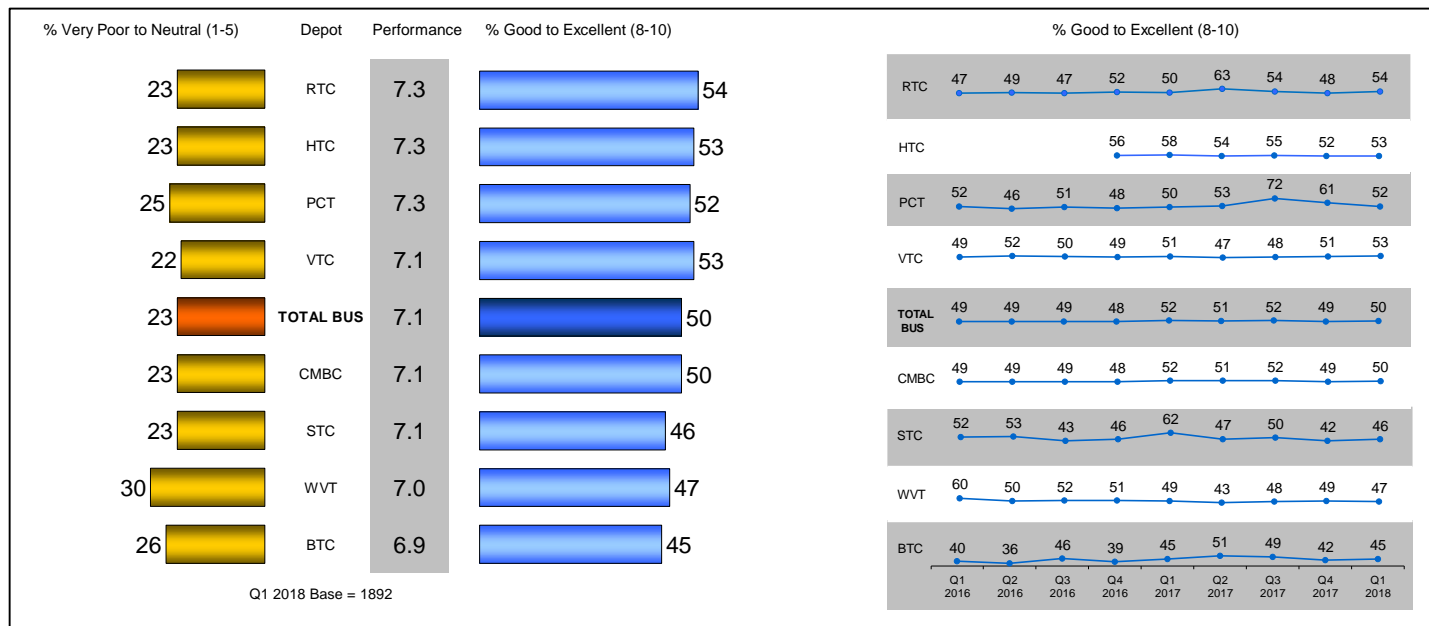
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	+ 1%
BTC	+ 5%	+ 6%

= Significant upward/downward shift

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

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



Top Scoring Route

#9

7.8

Lowest Scoring Route

#20

6.1

Time Period Receiving Lower Ratings

- Weekdays 5am – 9:30am

Not Being Overcrowded

Although this continues to be the lowest-rated bus attribute, Not Being Overcrowded (a top key driver) earns an average score of 7.1 out of 10 this quarter, which meets the 7.0 threshold for positive performance. Also, similar to historical trends, one-half of Bus riders (50%) give top ratings to this attribute.

Top Key Driver

Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	- 2%
STC	+ 4%	- 16%

= Significant upward/downward shift

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

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



Top Scoring Routes

#351 #95 #49

9.1 9.1 9.1

Lowest Scoring Route*

#41

8.6

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Safe and Professional Bus Operator

Unchanged from last quarter and a year ago, 86% of Bus riders give a high score to Safe and Professional Bus Operator. The average score is strong at 8.8 out of 10, making this one of the highest-performing bus system attributes.

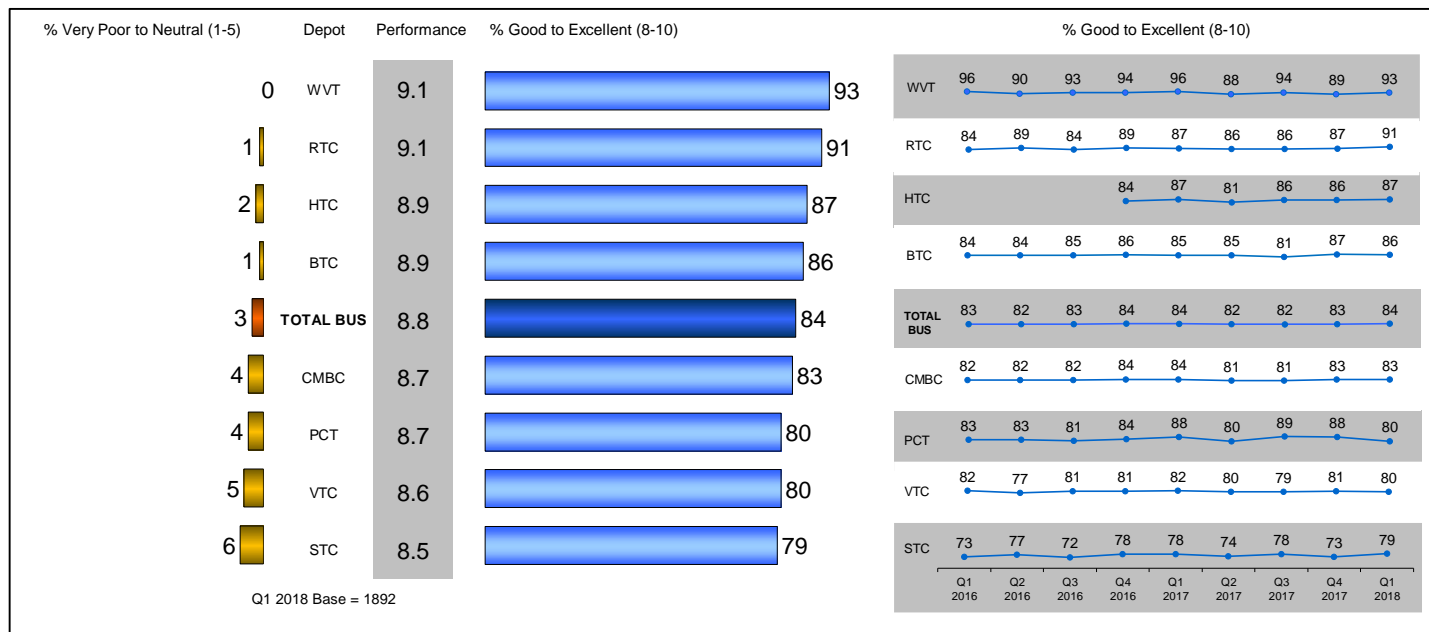
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	0%	+ 1%

= Significant upward/downward shift

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

Q18.2/20.2/22.2 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

#250

9.2

Lowest Scoring Route*

#20

7.6

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Feeling Safe from Crime On Board the Bus

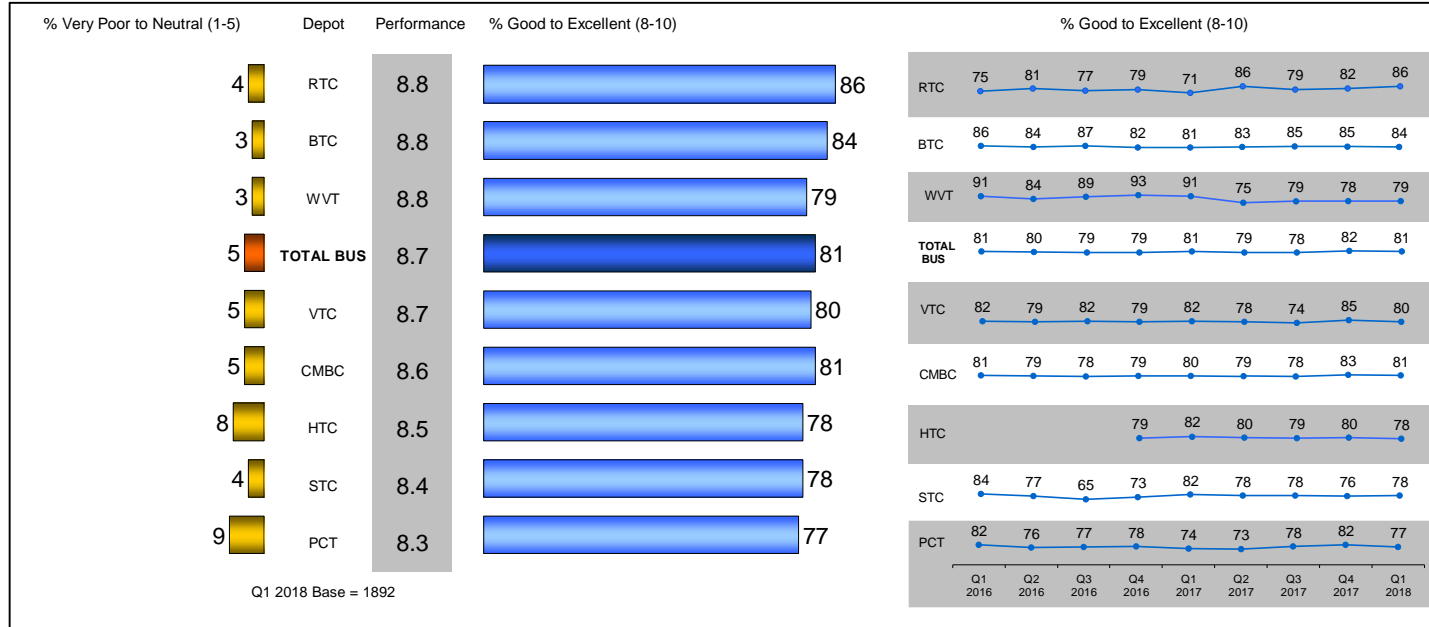
Another strong bus service attribute is Feeling Safe from Crime On Board the Bus, earning top scores from 84% of bus riders and its average score is at 8.8 out of 10.

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

= Significant upward/downward shift

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

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



Top Scoring Routes

#95 **#99**
9.0 **9.0**

Lowest Scoring Route*

#601
7.2

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Having a Direct Route

Having a Direct Route shows consistent performance this quarter, earning high scores from 81% of bus riders and an average score of 8.7 out of 10.

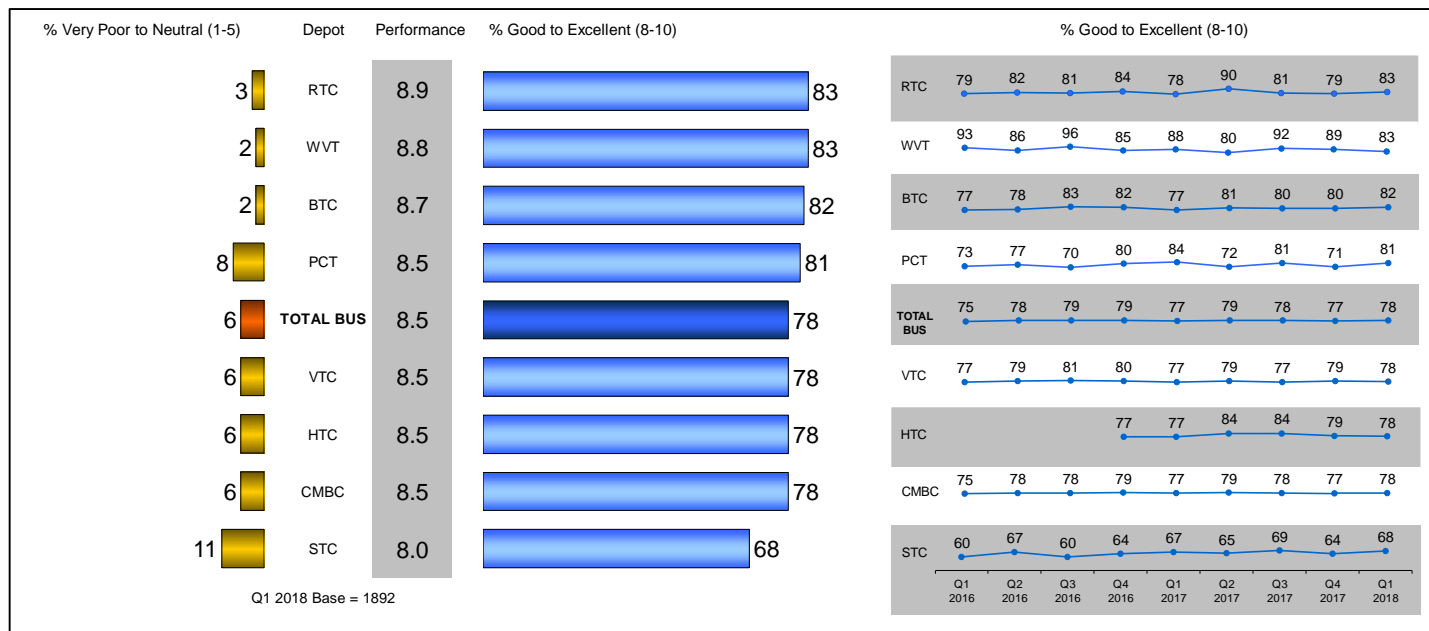
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 1%	0%
RTC	+ 4%	+ 15%
WVT	+ 1%	- 12%
VTC	- 5%	- 2%

= Significant upward/downward shift

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

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



Top Scoring Route

#49 #240 #25

8.8 8.8 8.8

Lowest Scoring Route*

#20

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 at the Bus Stop or Transit Exchange Where You Boarded

In-line with previous quarters, close to eight-in-ten bus riders (78%) give good-to-excellent ratings to Feeling Safe from Crime at Stops or Exchanges and the average score is at 8.5 out of 10.

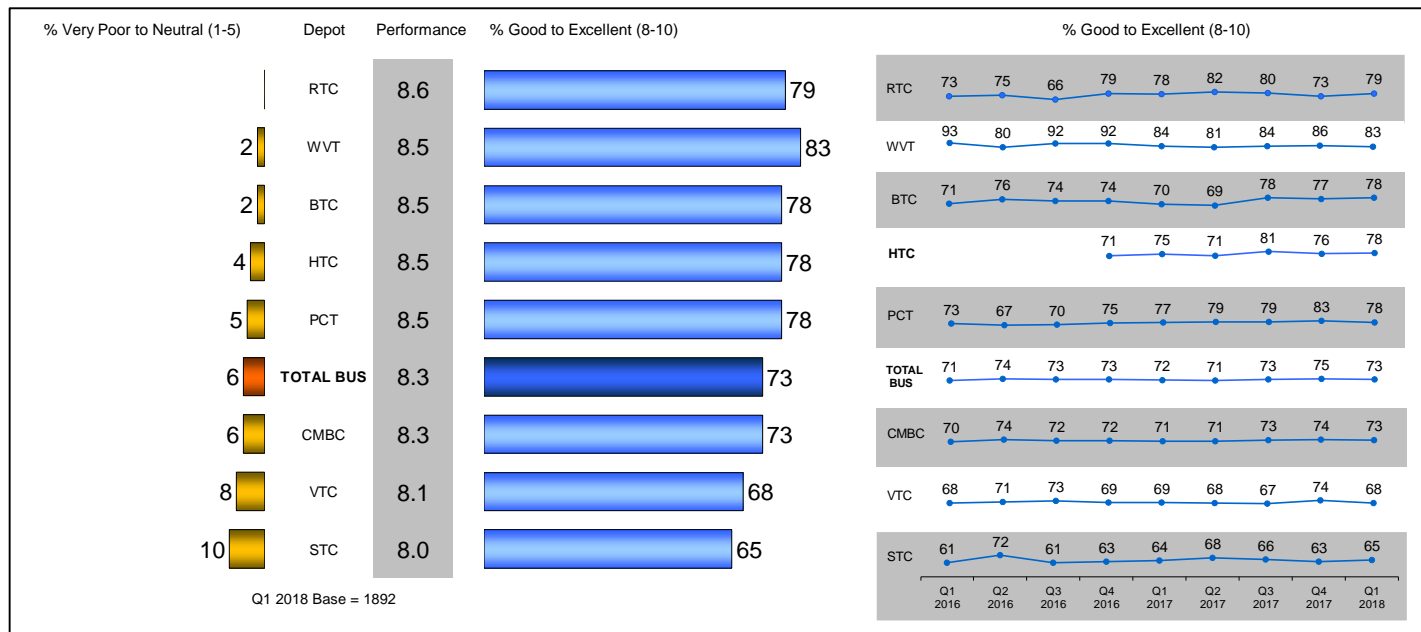
Good-to-Excellent ratings compared to:

<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
+ 1%	+ 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.

Q18.10/20.10/22.10 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
#95
8.8

Lowest Scoring Route*
#20
7.0

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

Broadly three-quarters of bus riders (73%) rate Clean and Graffiti-Free Buses as good-to-excellent, which is similar to historical trends. The average score remains stable at 8.3 out of 10.

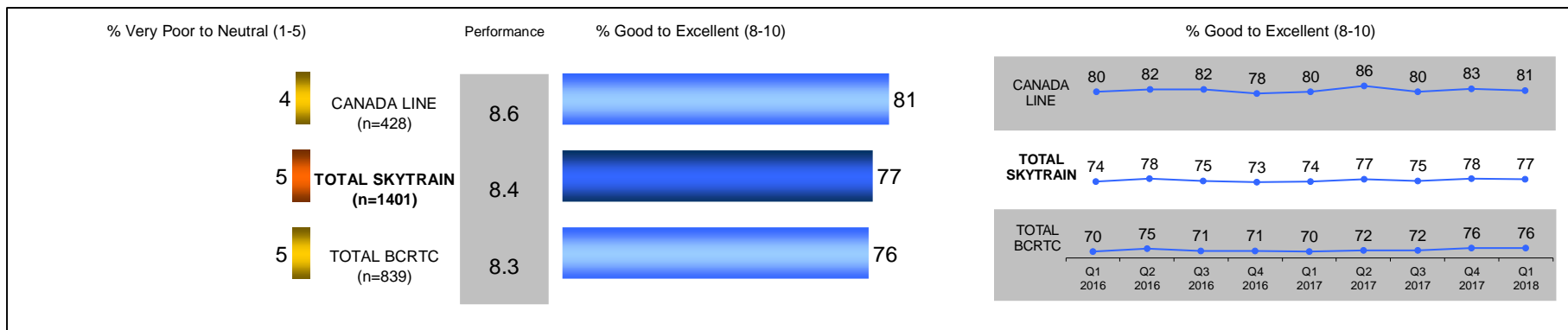
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 2%	+ 1%
BTC	+ 1%	+ 8%
VTC	- 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.

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 (77%) is consistent with last quarter but marginally up from a year ago. The average score (8.4 out of 10) has improved over the same period last year.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	- 1%	+ 3%
Total BCRTC:	0%	+ 6%
Canada Line:	- 2%	+ 1%

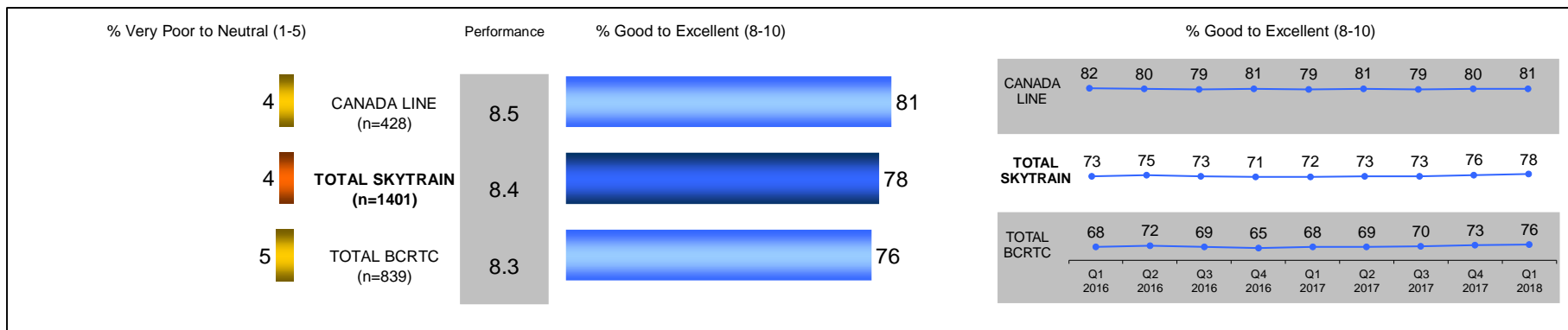
Notes: Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode.

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?



Top Key Driver

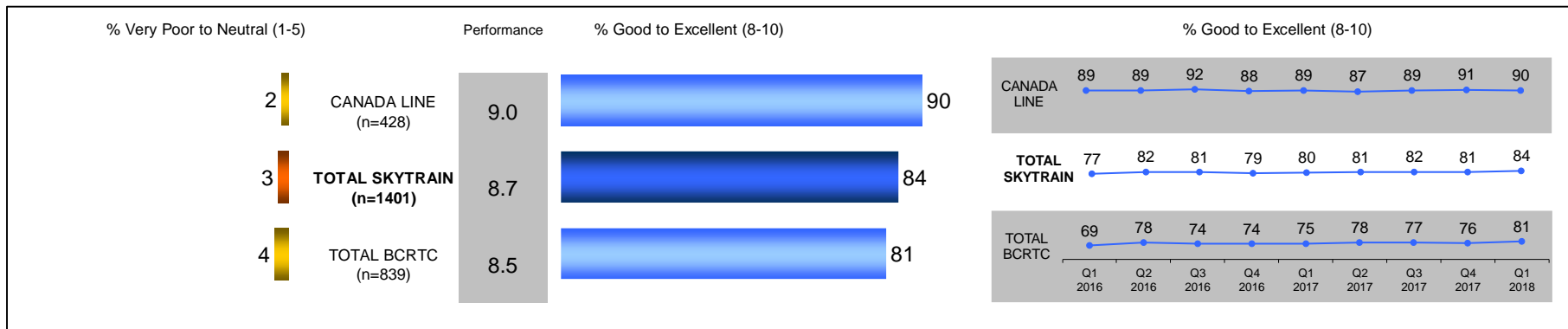
Frequency of Service

One of the top key drivers for Overall SkyTrain Service is Frequency of Service, which shows an upward trend in performance since Q4 2016 (78% good-to-excellent ratings and an average score of 8.4 out of 10).

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total SkyTrain:	+ 2%	+ 6%
Total BCRTC:	+ 3%	+ 8%
Canada Line:	+ 1%	+ 2%

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

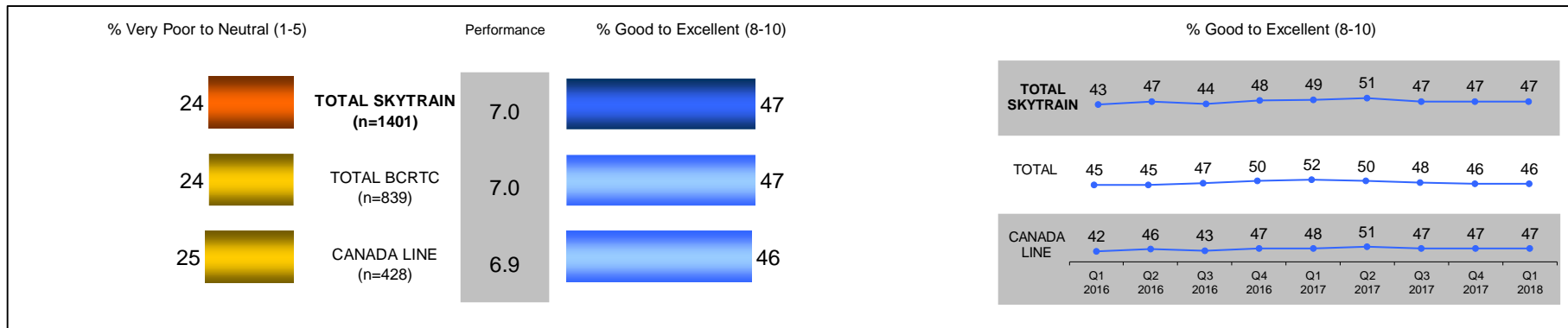
On-Time, Reliable Service continues to be one of the strongest-rated top key drivers, earning top ratings from 84% of SkyTrain riders, which is the highest level observed in the past two years. Its average score (8.7 out of 10) has also increased from a year ago.

Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total SkyTrain:	+ 3%	+ 4%
Total BCRTC:	+ 5%	+ 6%
Canada Line:	-1%	+ 1%

= Significant upward/downward shift

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



Top Key Driver

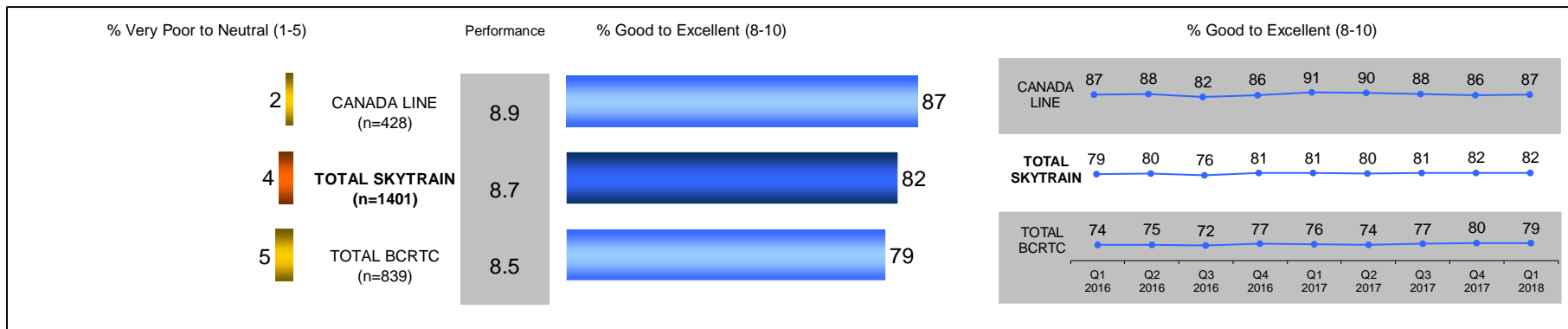
Not Being Overcrowded

Not Being Overcrowded remains as the lowest-rated top key driver this period, however, its average score (7.0 out of 10) continues to meet the threshold for positive performance and close to one half of SkyTrain riders (47%) award top scores.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
Total SkyTrain:	0%	- 2%
Total BCRTC:	0%	- 1%
Canada Line:	0%	- 6%

= Significant upward/downward shift

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



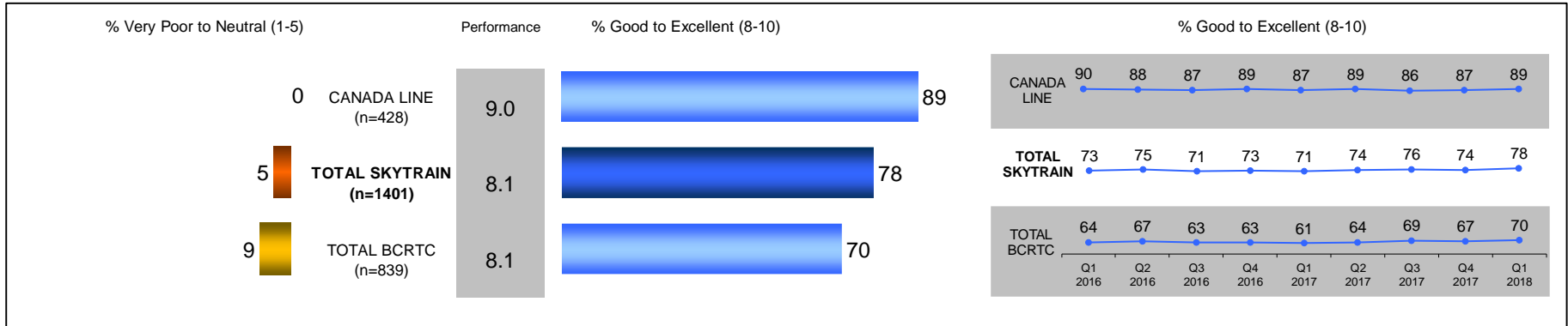
Feeling Safe from Crime On Board SkyTrain

Another strong-performing top key driver is Feeling Safe from Crime On Board SkyTrain, which earns 82% good-to-excellent ratings and an average score of 8.7 out of 10.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
Total SkyTrain:	0%	+ 1%
Total BCRTC:	- 1%	+ 3%
Canada Line:	+ 1%	- 4%

= Significant upward/downward shift

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



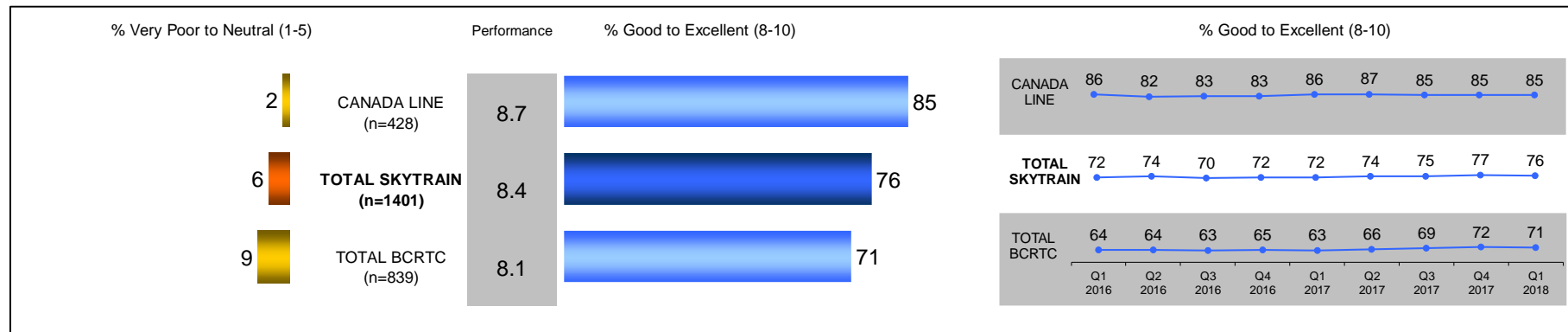
Clean and Graffiti-Free SkyTrain Cars and Stations

Up from a year ago and marginally up from last quarter, Clean and Graffiti-Free SkyTrain Cars and Stations earns top ratings from eight-in-ten SkyTrain riders (78%). Its average score is stable at 8.4 out of 10.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
Total SkyTrain:	+ 4%	+ 7%
Total BCRTC:	+ 3%	+ 9%
Canada Line:	+ 2%	+ 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

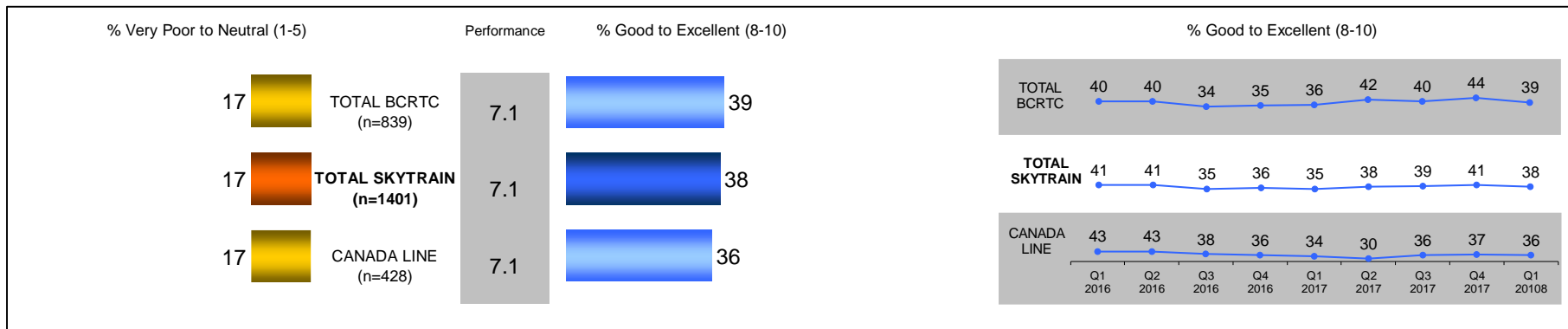
Three-quarters of SkyTrain riders (76%) give a high score to Feeling Safe from Crime Inside the SkyTrain Station, which is in-line with the previous quarter but improved from Q1 2017. The average score is strong at 8.4 out of 10.

Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total SkyTrain:	- 1%	+ 4%
Total BCRTC:	- 1%	+ 8%
Canada Line:	0%	- 1%

= 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?



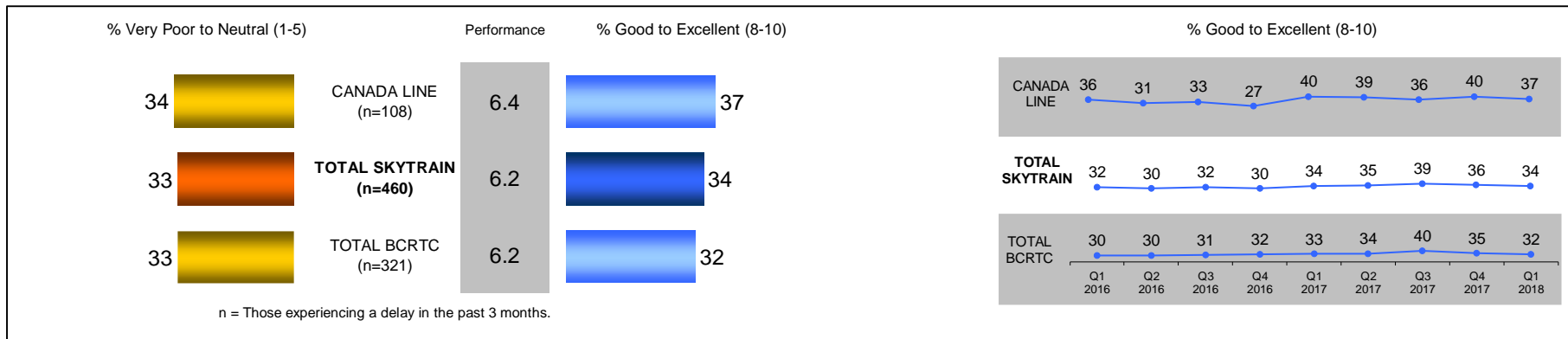
Staff Available When Needed

Four-in-ten SkyTrain riders (38%) give good-to-excellent scores to Staff Availability and the average score (7.1 out of 10) has grown stronger compared to a year ago.

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

= Significant upward/downward shift

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



Delays are Announced and Explained

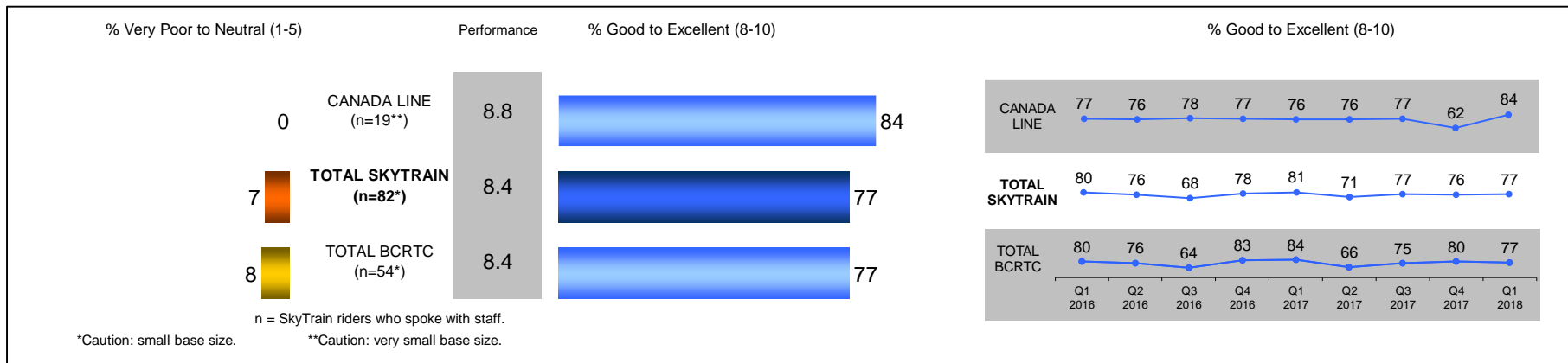
Similar to previous quarters, 36% of SkyTrain riders (Canada Line: 29%; BCRTC: 41%) report experiencing a delay on the SkyTrain in the past three months.

Trending down over the last two quarters, one-third of those who have experienced a delay (34%) award top scores to Delays are Announced and Explained. This attribute continues to perform below the below the 7.0 threshold for positive performance (6.2 out of 10).

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

= Significant upward/downward shift

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



Courteous, Competent and Helpful SkyTrain Staff

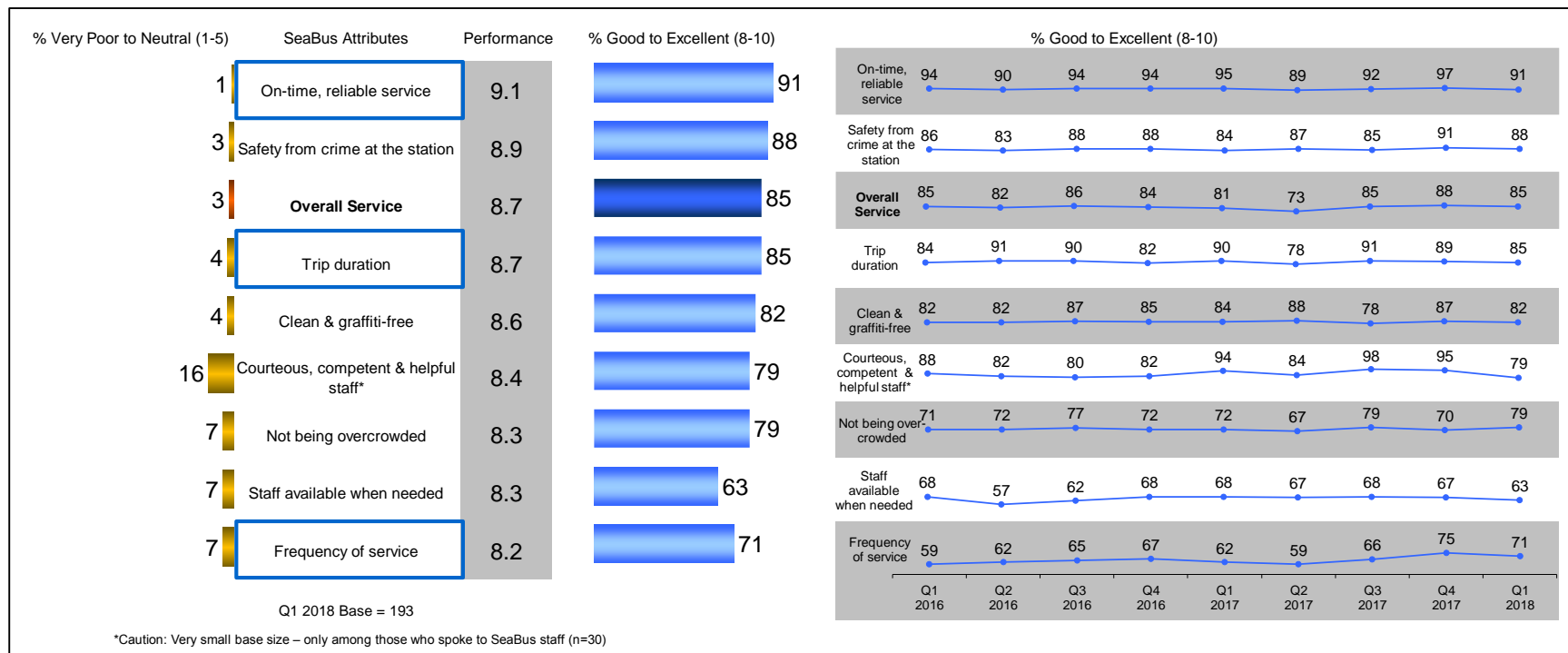
In-line with historical trends, only a small proportion of SkyTrain riders (6%) have spoken with a SkyTrain staff this period.

Among those who have interacted with staff, three-quarters of SkyTrain riders (77%) give a high score to Courteous, Competent and Helpful SkyTrain Staff. The average score is strong at 8.4 out of 10.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
Total SkyTrain:	+ 1%	- 4%
Total BCRTC:	- 3%	- 7%
Canada Line:	+ 22%	+ 8%

= 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

Overall SeaBus Service continues to show a strong performance this quarter (85% good-to-excellent ratings and an average score of 8.7 out of 10). Similar to historical trends, all SeaBus service attributes have 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%

On-time, reliable service

- 6%

- 4%

= Significant upward/downward shift

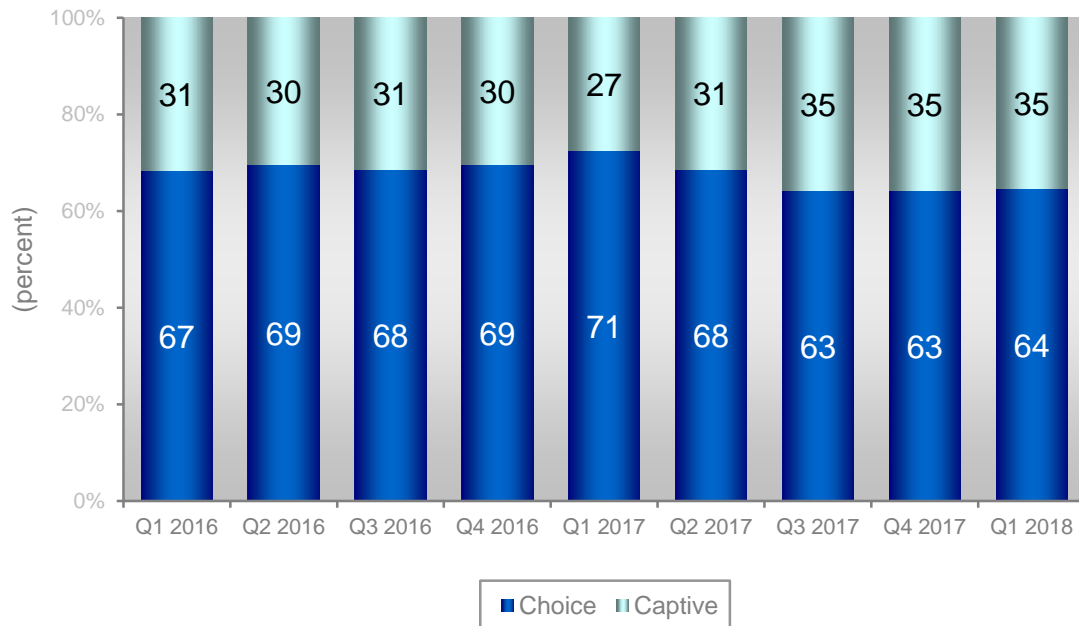
Note: SeaBus ratings are based on a small sample size and typically require a difference of 10 percentage points to be considered statistically significant.



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

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

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



Q1 2018 Base = 2100

Choice Versus Captive

This period, the proportion of Choice riders (64%), or those who have access to a vehicle on a regular basis, has dropped from a year ago (71%). On the other hand, more riders say that they do not have regular access to a vehicle this quarter (35%, up from 27% in Q1 2017).

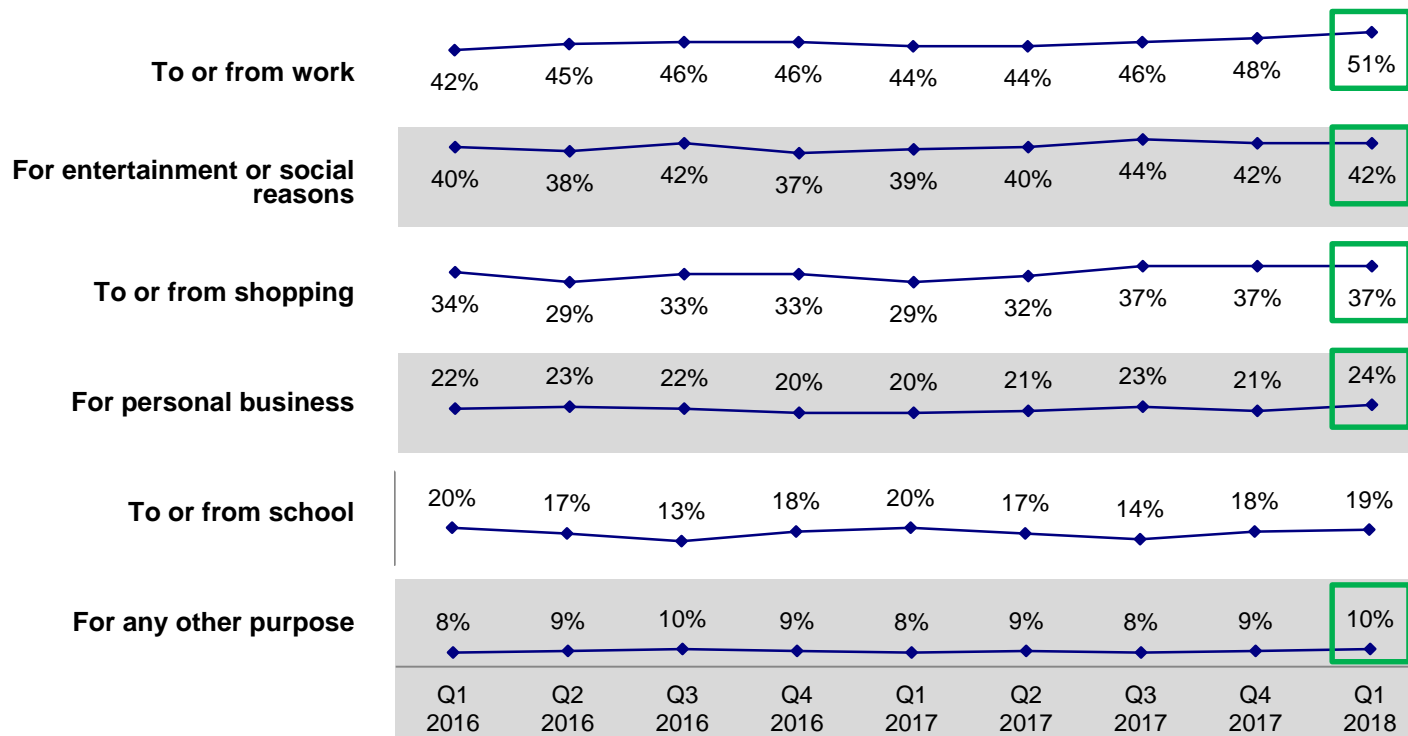
Choice riders are more likely than Captive riders to be 35 years old or older, an university graduate, work full-time, make an annual household income of \$40K or more, ride the SkyTrain and have taken the transit for a longer period of time.

Compared to Choice riders, Captive riders tend to be younger (16-34 years old), work part-time/unemployed, make less than \$40k a year, reside in Vancouver, take the Bus and have taken more transit trips in the past week.

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

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

Percentage Of Riders By Trip Purpose



□ Significantly higher than the same quarter of the previous year

○ Significantly lower than the same quarter of the previous year

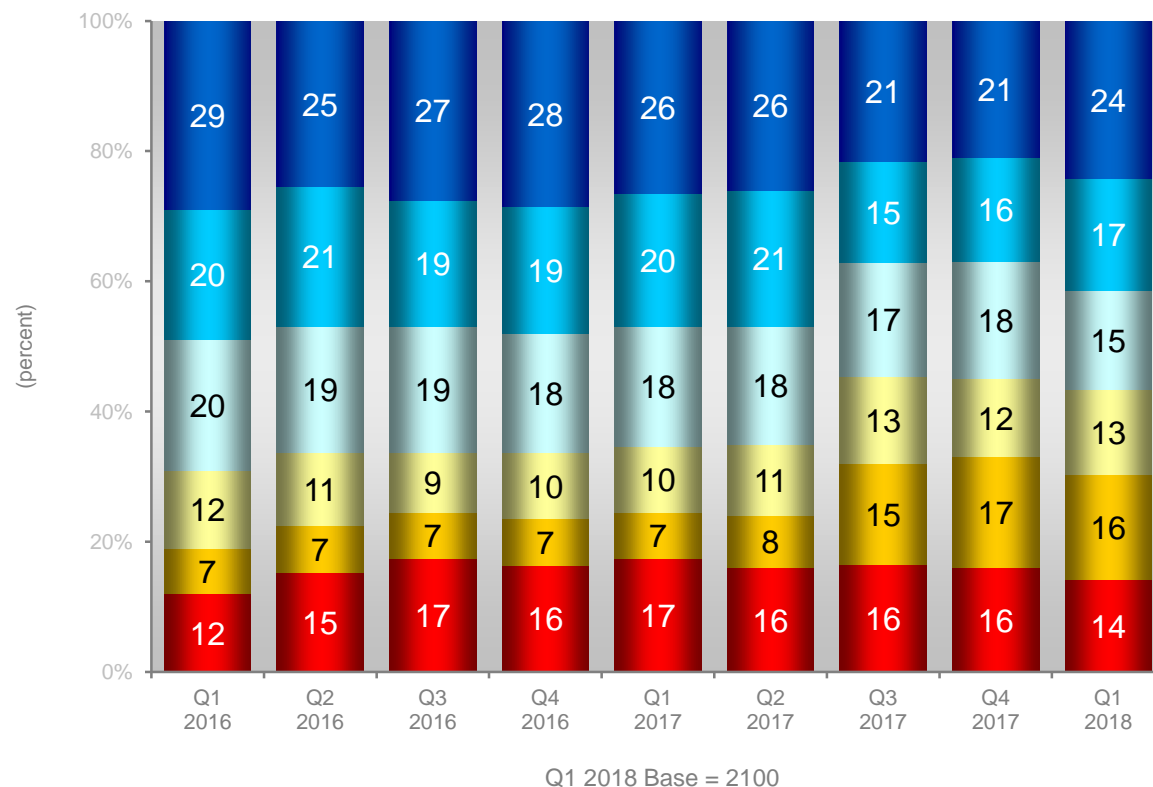
Q1 2018 Base = 2100

Trip Purpose

The most common trip purpose continues to be for going to/from work (51%); this has been trending up over the past year. Other popular trip purposes include entertainment/social reasons (42%) and going to/from shopping (37%), which are both up from Q1 2017.

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

Avg. # of Years	11.4	11.0	11.7	11.7	11.4	11.0	9.6	9.1	9.7
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■ Not a regular rider
 ■ Less than one year
 ■ 1 - 2 years
 ■ 3 - 5 years
 ■ 6 - 10 years
 ■ 11+ years

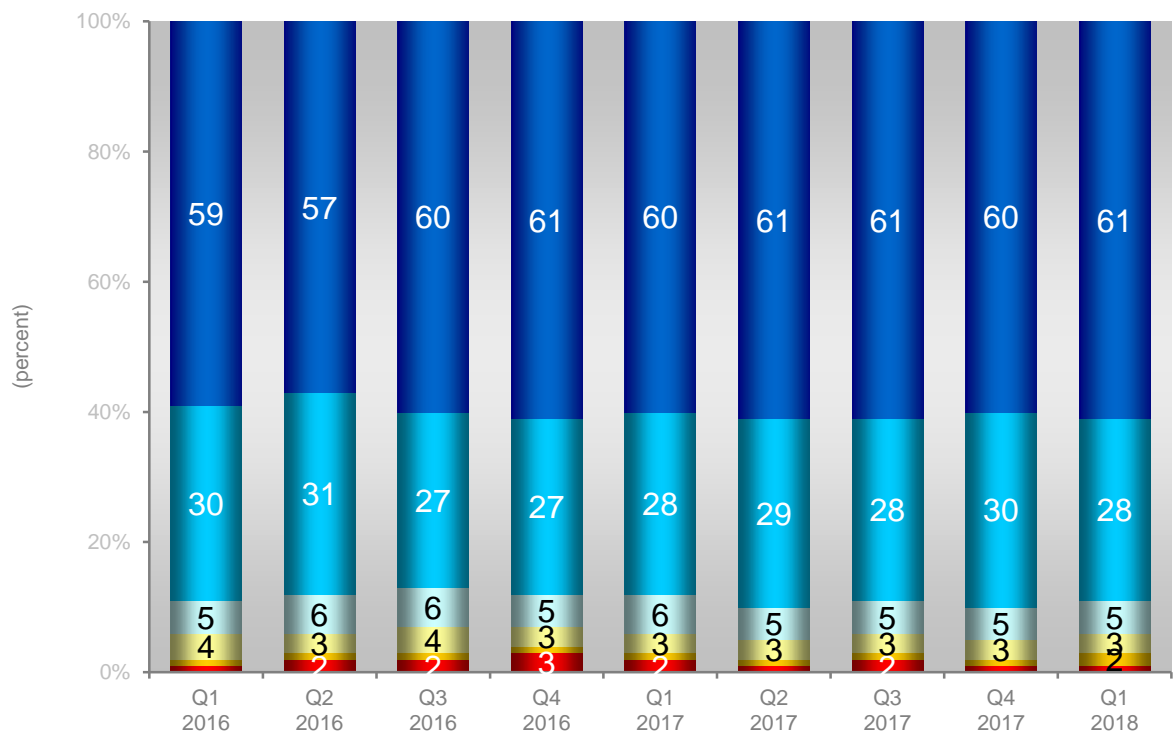
Length of Time Taking Transit on a Regular Basis

Down from a year ago, the average length of time that transit riders have been taking transit is 9.7 years. In particular, there appears to be a larger proportion of newer riders (riding transit regularly for 2 years or less) this year compared to a year ago (29% versus 17%).

Compared to their counterparts, senior riders (65+), high income earners (\$80k+), Low Frequency riders, North Vancouver residents, and SeaBus riders tend to have taken transit for a longer period of time.

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?



Q1 2018 Base = 2100

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

Likelihood of Continuing to Take Transit as Often in Future

Six-in-ten riders (61%) continue to report that they would definitely be likely to take transit as often as they do now in the future. Specifically, High/Medium Frequency users and those who are aged 25 or older are more likely than their counterparts to say this.

Approximately three-in-ten-riders (28%) indicate that their future transit usage will probably remain the same, which is similar to historical trends.

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

Detailed Findings

Trends in Transit Usage – Fare Payment Method

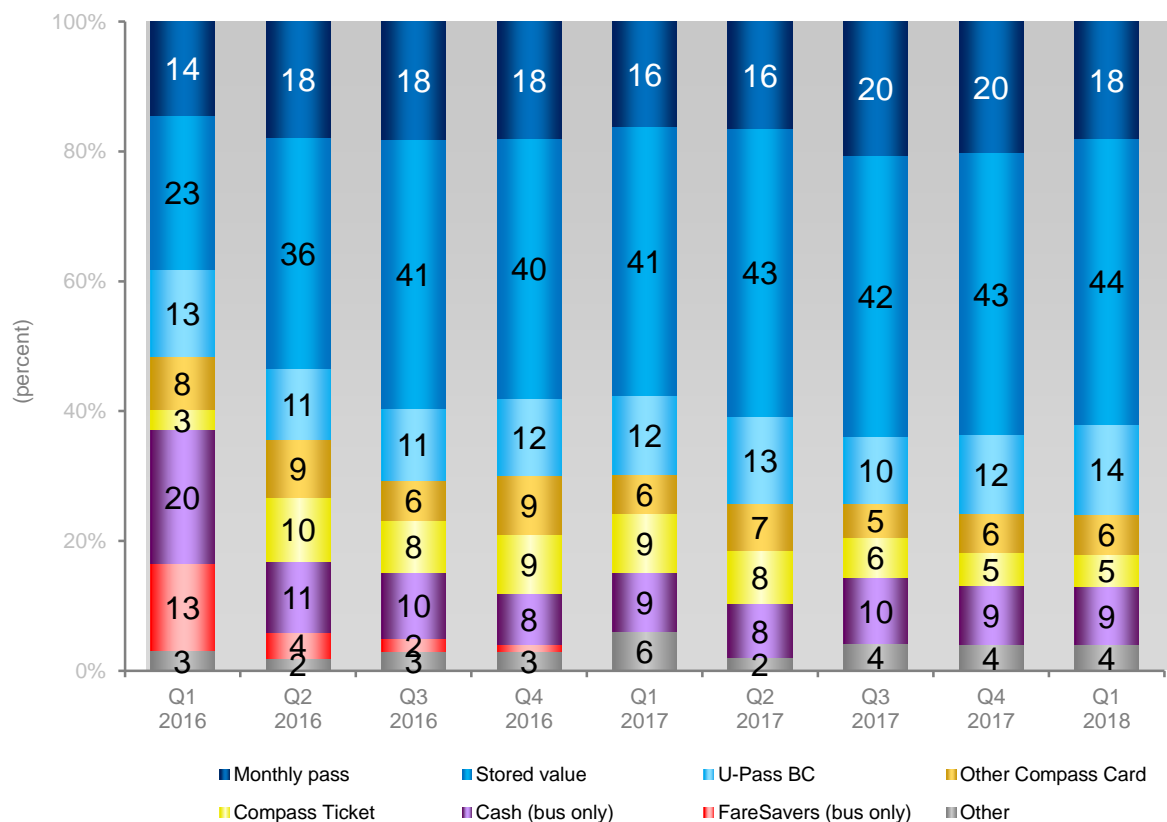
Q23H. Which method of payment did you use most often in the last seven/thirty days when you took transit?

Fare Payment Method Used

Up from a year ago but unchanged from last quarter, 83% of transit riders say they commonly use a Compass Card.

Stored Value continues to be the most frequently used Compass Card product (44%), even though its usage has dropped from the same period last year. Stored Value is more commonly used among Choice riders, high income earners (\$80k+), Low Frequency riders, North Vancouver residents, university graduates and those who are aged 45 or older.

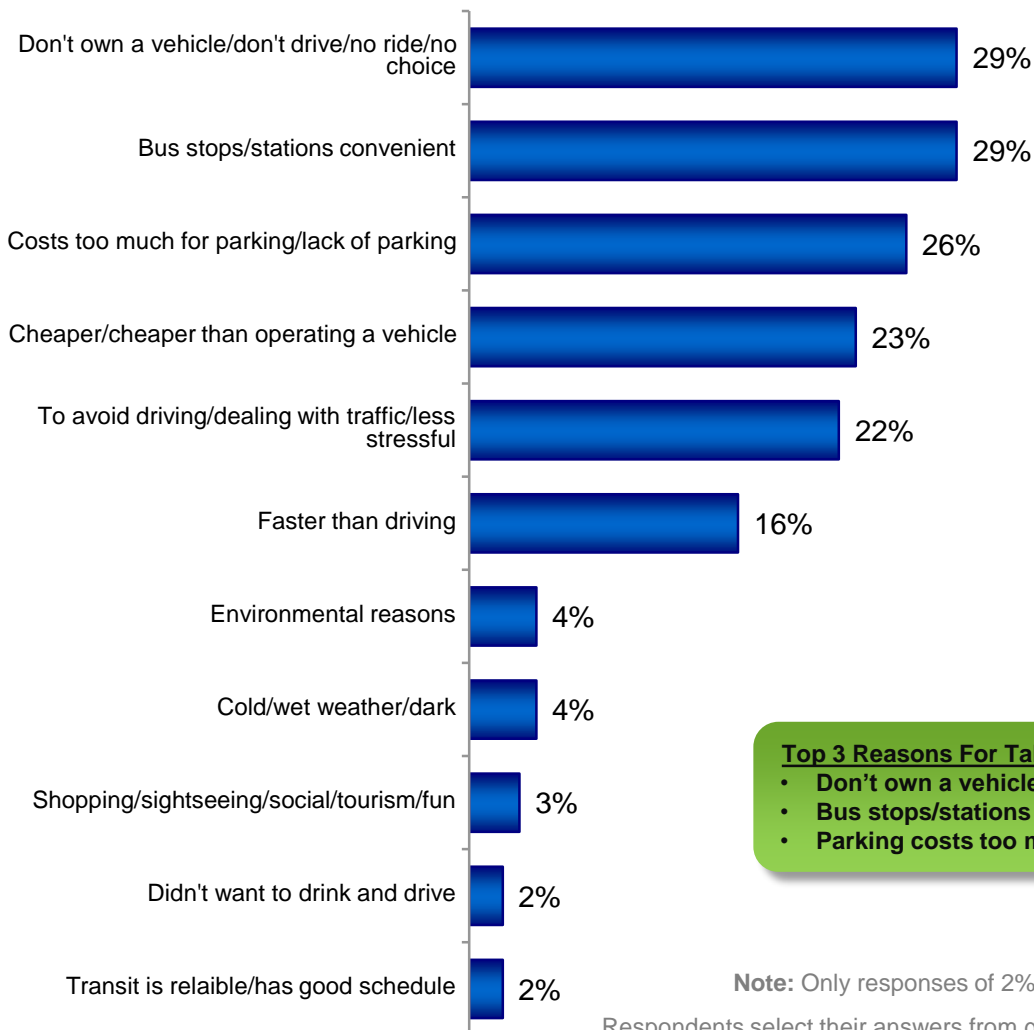
Similar to previous trends, Monthly Pass is the second most popular Compass Card product (18%). Compared to their counterparts, it is used more often among Captive riders, High Frequency users, Bus/SkyTrain riders, BCRTC users, riders who are under 65 years old and those who make an annual income of less than \$80K.



Q1 2018 Base = 2100

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

This period, the top three reasons for taking transit are no vehicle access (29%, no change), convenient bus stops/stations (29%, up from Q1 2017 and Q4 2017) and parking issues (26%, no change).

Top 3 Reasons For Taking Transit:

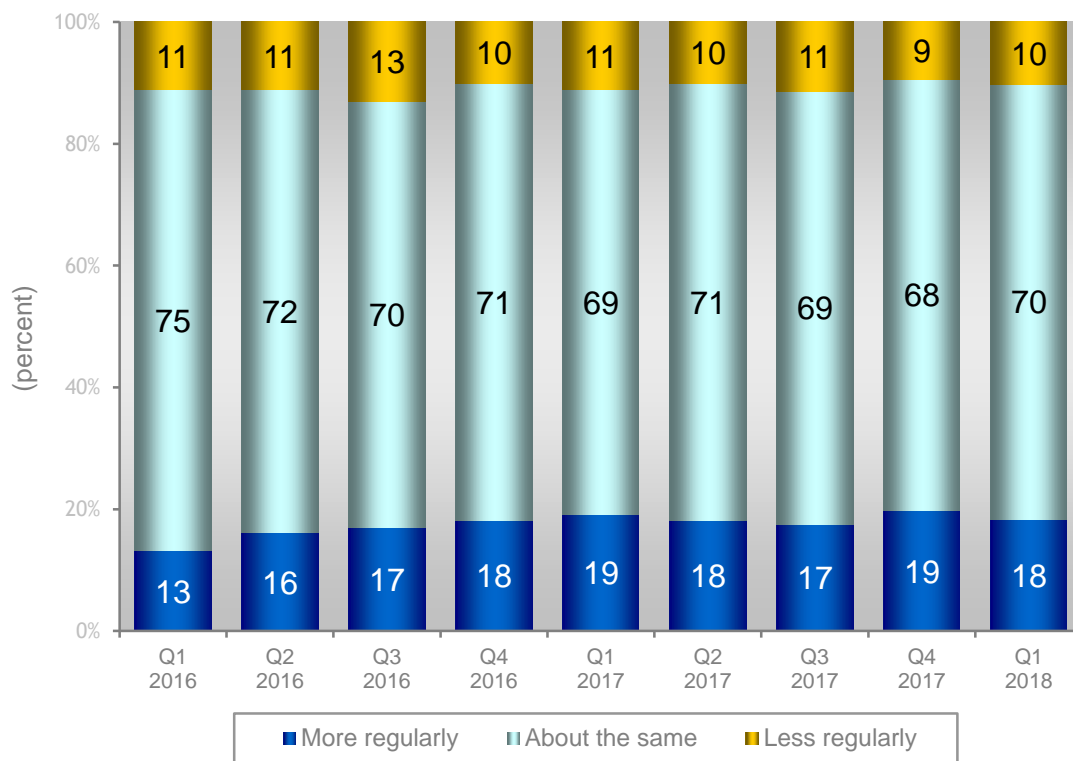
- Don't own a vehicle
- Bus stops/stations convenient
- Parking costs too much

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

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

Q1 2018 Base = 2100

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



Q1 2018 Base = 2100

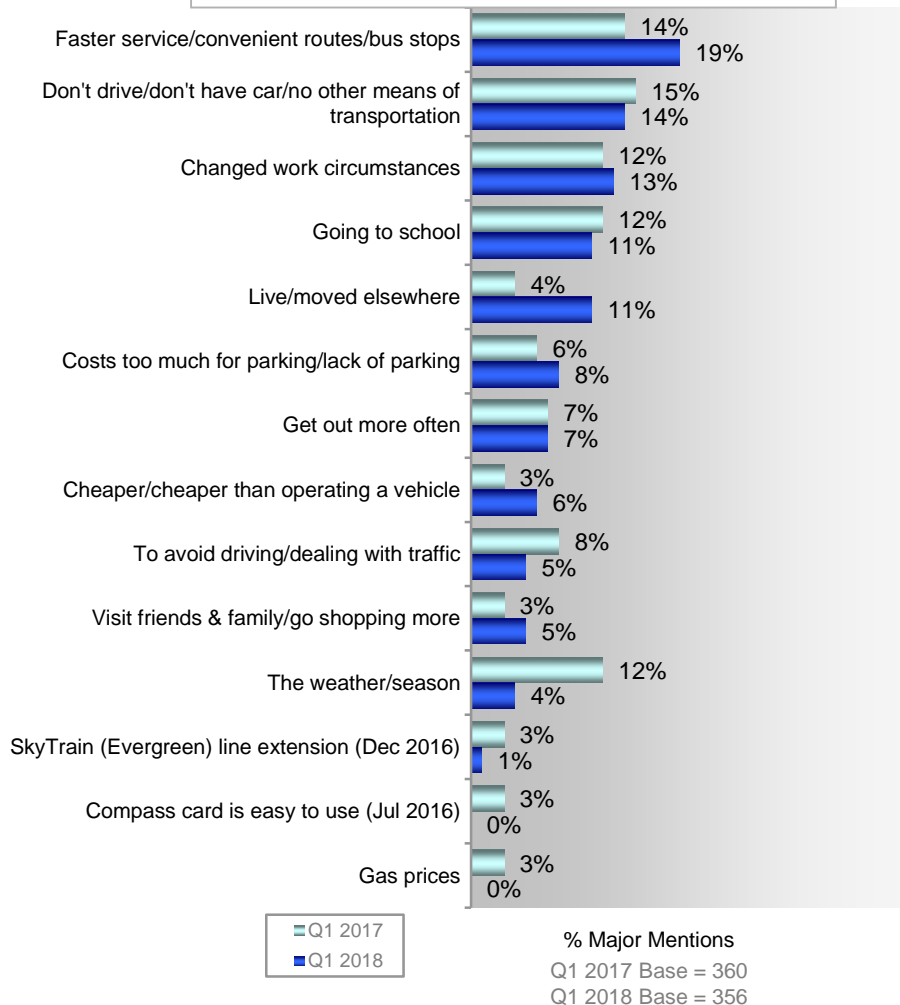
Changes in Transit Usage Last Six Months

Seven-in-ten transit users (70%) indicate that they haven't changed their frequency of transit usage in the past six months, which has marginally increased from last quarter. 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.

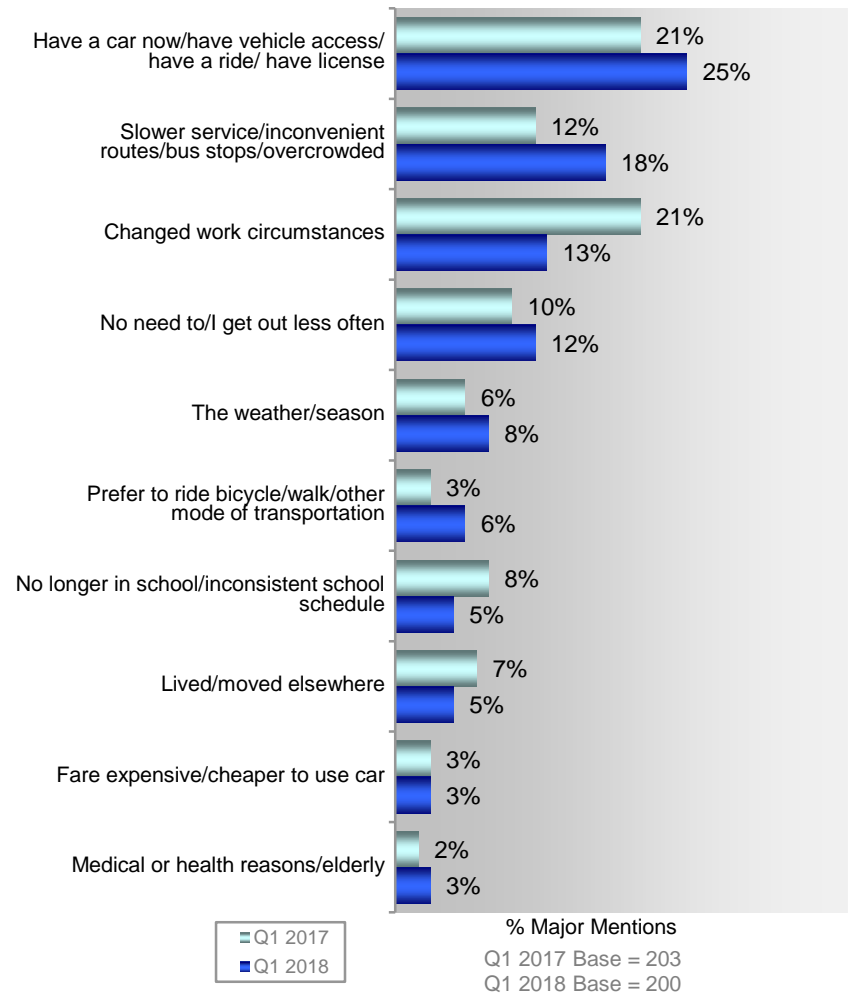
In-line with last quarter and the same quarter last year, 18% report taking transit more regularly, specifically among Captive riders, High/Medium Frequency users, young riders (16-24), BCRTC users and those who use a U-Pass.

Another 10% say they have been using transit less regularly compared to six months ago, which is consistent with previous quarters.

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?

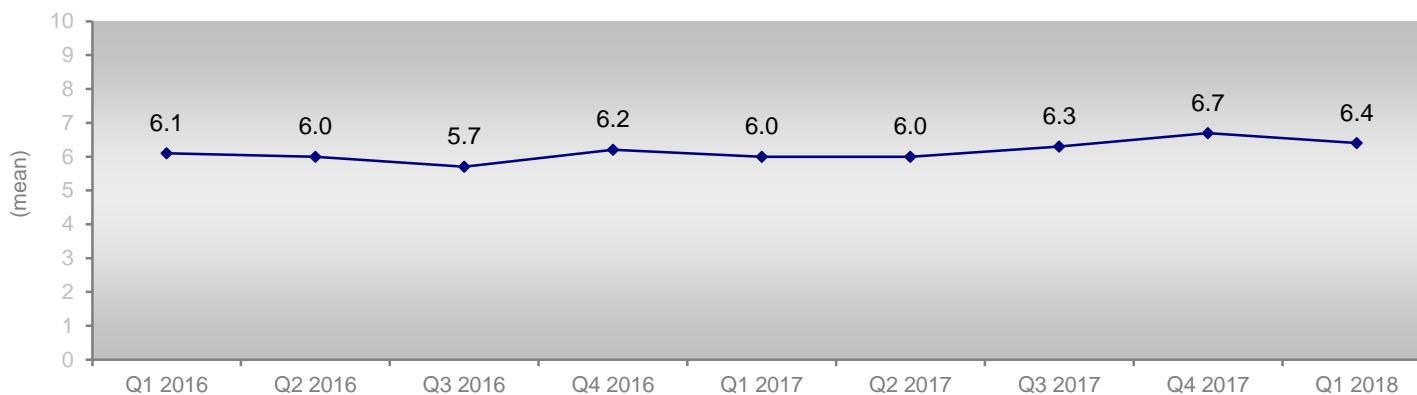


Note: Major mentions of 3% or more in either current wave or past wave are shown in the charts above.

The main reason why transit users have been riding transit more regularly in Q1 2018 is because of faster service/convenient routes or bus stops (19%). On the contrary, the primary reason for taking transit less regularly is because they have vehicle access now (25%).

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

Overall Transit System



Q1 2018 Base = 2100

Average Number of Trips

Similar to Q1 and Q4 of 2017, the average number of one-way transit trips made by transit riders in the past seven days is 6.4.


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

- Bus users: 7.4 one-way transit trips (up from Q1 2017)
- SkyTrain users: 6.7 one-way transit trips (no change)
- SeaBus users: 7.0 one-way transit trips (up from Q1 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
Base	2100	1408	672
Average past-week transit trips	6.4	5.1	8.9
Years been a transit rider	9.7	10.8	8.1
Transit system – Overall Service Rating	7.8	7.8	7.9
Mode	%	%	%
Bus	74	66	88
SkyTrain	70	73	64
SeaBus	7	8	5
Age	%	%	%
16-34 years	39	28	58
35-54 years	34	41	23
55 + years	27	31	19
Gender	%	%	%
Male	49	51	46
Female	51	49	54
Employment status*	%	%	%
Full-time	47	53	35
Part-time	18	16	23
Not employed	39	34	47
Education	%	%	%
High school or less	18	14	26
Vocational/college/technical	18	18	18
Some university	12	11	14
Graduated university	50	56	40
Household Income	%	%	%
Under \$40K	23	14	38
\$40K to < \$80K	21	23	19
\$80K or more	35	44	19

 Significantly higher than the other rider group

Choice and Captive

Choice riders, or those who have regular access to a vehicle, accounts for 64% of transit users. The proportion of Choice riders has dropped from a year ago.

Another 35% is considered as Captive riders, meaning they do not have regular access to a vehicle, and they have gone up from the same period 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.

Detailed Findings

Customer Profiles – Choice and Captive Riders

	TOTAL	CHOICE	CAPTIVE
Base	2100	1408	672
Travel Purpose	%	%	%
Work	51	48	57
Entertainment	42	44	39
Shopping	37	30	49
Personal Business	24	20	32
School	19	12	31
Payment Method	%	%	%
Cash fare	9	10	7
Compass Card	83	80	87
Compass Ticket	5	6	2
Other	4	4	4
Region	%	%	%
Vancouver	38	34	46
Surrey / North Delta / White Rock / Langley	18	17	20
Burnaby / New West	15	15	16
Richmond / South Delta	10	12	7
Northeast Region	9	11	6
North Vancouver	8	10	4
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
Base	2100	1029	545	526
Years been a transit rider	9.7	12.2	9.1	7.5
Transit system – Overall Service Rating	7.8	7.9	7.9	7.7
Average age*	42.4	48.4	39.7	35.8
Age	%	%	%	%
16-34 years	39	23	46	55
35-54 years	34	37	30	33
55 + years	27	37	23	12
Gender	%	%	%	%
Male	49	47	49	52
Female	51	53	51	48
Employment status**	%	%	%	%
Full-time	47	47	40	53
Part-time	18	14	21	22
Not employed	39	40	42	33
Household Income	%	%	%	%
Under \$40K	23	15	26	30
\$40K to < \$80K	21	21	21	22
\$80K or more	35	43	29	29
Mode	%	%	%	%
Bus	74	60	83	86
SkyTrain	70	68	67	76
SeaBus	7	8	5	7

Low, Medium and High Frequency Riders

Consistent with previous quarters, over four-in-ten transit users (44%) are categorized as Low Frequency users, meaning they only make 3 one-way transit trips or less in a week.

Another quarter of riders (27%) continue to be classified as Medium Frequency users or those who take between 4 to 9 transit trips.

Lastly, three in-ten riders (29%) are considered as High Frequency users (taking 10+ transit trips). The proportion of High Frequency users has dropped from last quarter.

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

Significantly higher than the other rider group(s)


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

** Question switched to multiple response March 2014.


Detailed Findings

Customer Profiles – Low, Medium and High Frequency Riders

	TOTAL	LOW	MEDIUM	HIGH
Base	2100	1029	545	526
Travel Purpose	%	%	%	%
Work	51	28	59	80
Entertainment	42	45	40	41
Shopping	37	28	41	47
Personal Business	24	19	22	35
School	19	5	26	31
Payment Method	%	%	%	%
Cash fare	9	15	7	2
Compass Card	83	72	87	94
Compass Ticket	5	8	3	1
Other	4	4	3	3
Region	%	%	%	%
Vancouver	38	34	37	46
Surrey / North Delta / White Rock / Langley	18	17	21	16
Burnaby / New West	15	14	16	18
Richmond / South Delta	10	12	11	7
Northeast Region	9	11	8	7
North Vancouver	8	10	7	5
West Vancouver	2	2	1	1

 Significantly higher than the other rider group(s)

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	2100	1538	1401	193
Average past-week transit trips	6.4	7.4	6.7	7.0
Years been a transit rider	9.7	9.4	9.6	12.0
Transit System – Overall Service Rating	7.8	7.8	7.8	7.7
Average age*	42.4	41.4	41.9	47.1
Age	%	%	%	%
16-34 years	39	42	38	27
35-54 years	34	31	36	38
55+ years	27	25	25	34
Gender	%	%	%	%
Male	49	48	50	55
Female	51	52	50	45
Employment status**	%	%	%	%
Full-time	47	42	49	46
Part-time	18	21	19	20
Not employed	39	42	36	37
Education	%	%	%	%
High school or less	18	22	16	10
Vocational/college/technical	18	17	20	16
Some university	12	13	12	8
Graduated university	50	47	50	64
Household Income	%	%	%	%
Under \$40K	23	26	21	17
\$40K to < \$80K	21	22	21	18
\$80K or more	35	29	38	47

 Significantly higher than the other rider group(s)

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

** Question switched to multiple response March 2014.

Mode Usage


Although down from a year ago, Bus continues to be the most popular transit mode this period (74%).

Similar to previous quarters, seven-in-ten riders (70%) say they have taken the SkyTrain.

This period, a small proportion of riders (7%) continue to say that they use the SeaBus.

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
Base	2100	1538	1401	193
Travel Purpose	%	%	%	%
Work	51	55	53	41
Entertainment	42	41	45	63
Shopping	37	42	37	33
Personal Business	24	28	23	23
School	19	23	18	12
Payment Method	%	%	%	%
Cash fare	9	8	7	10
Compass Card	83	87	83	77
Compass Ticket	5	2	6	7
Other	4	3	4	5
Choice/Captive Riders	%	%	%	%
Choice	64	57	67	75
Captive	35	41	32	23
Region	%	%	%	%
Vancouver	38	42	35	18
Surrey / North Delta / White Rock/ Langley	18	20	19	7
Burnaby / New West	15	13	18	6
Richmond / South Delta	10	9	13	5
Northeast Region	9	7	11	4
North Vancouver	8	8	4	56
West Vancouver	2	2	1	4

 Significantly higher than the other rider group(s)

Detailed Findings

Customer Profiles – Demographic Profile of Transit Customers

	Metro Vancouver Population 16 Years or older*	(Q1-2016)	(Q2-2016)	(Q3-2016)	(Q4-2016)	(Q1-2017)	(Q2-2017)	(Q3-2017)	(Q4-2017)	(Q1-2018)
BASE	2000	2100	2100	2100	2100	2100	2100	2100	2101	2100
Average Years Riding Transit	n/a	11.4	11.0	11.7	11.7	11.4	11.0	9.6	9.1	9.7
Age:	%	%	%	%	%	%	%	%	%	%
Aged 16 to 24 years	12	28	28	29	26	27	28	22	24	22
Aged 25 to 34 years	18	10	10	9	12	11	10	15	14	17
Aged 35 to 44 years	18	13	13	13	13	12	12	14	16	14
Aged 45 to 54 years	20	22	22	22	22	22	21	19	18	20
Aged 55 to 64 years	16	10	10	10	10	10	10	9	10	11
Aged 65 years and over	17	16	15	16	16	16	16	16	16	16
Gender:	%	%	%	%	%	%	%	%	%	%
Male	48	46	47	47	46	48	48	49	49	49
Female	52	54	53	53	54	52	52	51	51	51
Employment	%	%	%	%	%	%	%	%	%	%
Employed full-time	57	40	44	44	44	44	42	45	46	47
Employed part-time	13	21	19	18	20	18	19	18	18	18
Student	5	18	18	17	17	19	18	14	17	17
Not employed	3	7	6	5	5	5	4	5	4	5
Homemaker	2	2	1	2	2	1	2	2	2	2
Retired	18	16	16	16	16	16	17	16	15	16
Refused	1	2	2	2	2	2	2	4	2	1
Education:	%	%	%	%	%	%	%	%	%	%
High school or less	21	25	23	26	22	23	25	21	24	18
Voc./college/tech.	26	18	16	15	17	19	16	18	16	18
Some university	7	16	17	15	16	15	13	11	13	12
Graduated university	45	39	42	41	42	40	43	45	45	50
Refused	0	2	2	2	3	2	3	4	3	1

Transit tenure is at 9.7 years

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

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

* Source: Mustel - 2,000 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%
Total		2,100	8,400	

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

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

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

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

Data Weighting

Given that the regions are sampled disproportionately, weight variables are applied to the data to adjust the regional distribution of past 30-day transit riders so that it matches the actual proportion of transit riders in each region. The weight variables were sourced from Mustel Omnibus surveys, which collected data from a total of 2,004 Metro Vancouver residents in March, May, September and December of 2014. Specifically, 42 weight values are calculated (3 age groups by 2 genders by 7 regions), which are subsequently applied to the relevant cells in the TransLink Customer Service Performance data.

Projected Evaluations for Bus, SkyTrain, SeaBus

During the course of the survey, customers evaluate a combination of modes or buses up to a maximum of three. Based on the data for the quarter ending September 2017, we expect to obtain approximately 14,344 evaluations in the course of conducting 8,400 surveys annually. The number of evaluations expected for each mode annually and for each mode per respondent are shown in the table below.

Number of Evaluations Expected by Ipsos

Mode	Anticipated # of Evaluations per year	Anticipated # of Evaluations per respondent
Bus	7,640	0.91
SkyTrain	5,800	0.69
SeaBus	904	0.11
Total # of Evaluations	14,344	1.71
Total # of Interviews	8,400	

Margins of Error

Proportions

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

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

Means (Average Ratings)

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

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

Survey Instrument

The survey instrument was redesigned jointly by TransLink Marketing Research and CGT Research in 2002 and has received minor updates since. Other personnel at TransLink and TransLink subsidiaries were also consulted regarding the survey content. The survey takes an average of 17 minutes to administer. The survey instrument is in Appendix B.

Fieldwork

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



TRANSLINK CUSTOMER SATISFACTION RESEARCH (BUS, SEABUS, SKYTRAIN) – Jan 2018 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: 18 + 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 18 or over and have taken public transit that is the bus, SeaBus or SkyTrain in the last thirty days?

[0 – 30 RECORD NUMBER]

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

[IF S1 = LANDLINE SAMPLE:

IF NO ONE 18+ HAS USED TRANSIT THANK AND TERMINATE. IF ONLY ONE PERSON 18+ HAS USED TRANSIT, ASK TO SPEAK TO THAT PERSON, THEN GO TO SCREENER A.

IF TWO OR MORE PERSONS HAVE USED TRANSIT IN QA1, SAY: I would like to speak to the Transit rider 18 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 aged 18 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 1ST ITEM, AND THEN AS READ IF NECESSARY FOR 2ND+ ITEMS] A one-way trip is any trip to a single destination not counting any transfers along the way. For example, a trip to [INSERT DESTINATION UNDER DISCUSSION] and home again would count as two one-way trips.

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

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

[RANGE= 0-96]

[PROGRAMMER ADD TOTAL NUMBER OF TRIPS IN Q2A]



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

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

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

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

Yes

No

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

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

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

[0-96]

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

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

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

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

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

1. Monday to Friday between 5am and 9:30am
2. Monday to Friday between 9:30am and 3pm
3. Monday to Friday between 3pm and 6:30pm
4. Monday to Friday after 6:30pm



5. On a Saturday or Sunday or a statutory holiday

[0-96]

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

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

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

SATISFACTION WITH SYSTEM OVERALL

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

[1-10]

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

6c. (6.1.2) What could have been done to improve the overall transit system service? (INTERVIEWER: PROBE TWICE)

[OPEN END]

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

[1-10]

SATISFACTION WITH SEABUS SERVICE; IDENTIFY WAYS TO IMPROVE SERVICE

[Q.8- Q.9 FOR SEABUS RIDERS ONLY (Q.3_3 -SeaBus only, Q3_5 – Bus & SeaBus, Q3_6 – SkyTrain & SeaBus, OR Q3_7 – Bus, SeaBus and SkyTrain > 0)]

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

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

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

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



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

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

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

[1-10]

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

[PROGRAMMER DISPLAY FOR REMAINING ITERATIONS IF ATTRIBUTE = 1,2,5,7 OR 8] And how about ... **[INSERT SECOND ITEM, ETC]? (REPEAT SCALE AS NEEDED)**

[PROGRAMMER DISPLAY FOR ATTRIBUTES: 3, 4, & 6] Still thinking about the **[TRIP]** trip you made on SeaBus, **[INSERT ITEM]? (REPEAT SCALE AS NEEDED)**

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

Yes
No

1 - **[ONLY ASK IF YES TO Q9A]** (9.1.) Having courteous, competent and helpful SeaBus staff?

2- (9b9.2) Feeling safe from crime at the SeaBus station?

3- (9.3) How would you rate it in terms of frequency of service? **(CLARIFY IF NECESSARY: Does the SeaBus run often enough throughout the day?)**

4- (9.4.) How would you rate it in terms of Not being overcrowded? **(CLARIFY IF NECESSARY: Was there enough room onboard?)**

5- (9.8) Trip duration from the time you boarded to the time you got off SeaBus? **(CLARIFY IF NECESSARY: We are only referring to the time spent onboard the SeaBus.)**

6- (9.9) How would you rate it in terms of providing on time, reliable service?

7- (9.10) Clean and graffiti free SeaBus vessel and stations? **(CLARIFY IF NECESSARY: Please think about the overall cleanliness during your **[last/2nd last]** SeaBus trip.)**

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

[1-10]

SATISFACTION WITH SKYTRAIN; IDENTIFY WAYS TO IMPROVE SERVICE

[Q.10- Q.13 FOR SKYTRAIN RIDERS ONLY (Q.3_2 – SkyTrain only, Q3_4 - Bus & SkyTrain, Q3_6 – SkyTrain and SeaBus OR Q3_7 – Bus, SeaBus and SkyTrain > 0)]

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

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

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

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

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

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

1. WATERFRONT (also a Canada Line station)
2. BURNARD
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. LANSLOWNE
50. RICHMOND BRIGHOUSE
51. BURQUITLAM
52. MOODY CENTRE
53. INLET CENTRE
54. COQUITLAM CENTRAL
55. LINCOLN
56. LAFARGE LAKE - DOUGLAS
- OTHER (SPECIFY EXACT LOCATION) [SPECIFY]

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

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

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

[1-10]

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

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



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

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

Yes

No

1- [ONLY ASK IF YES AT Q13] (13.1) Having courteous, competent and helpful SkyTrain staff?

2- (13.2) How would you rate your **[TRIP]** trip in terms of feeling safe from crime onboard SkyTrain?

3- (13.3) Thinking about your **[TRIP]** trip on SkyTrain where you **[IF STATION PROVIDED AT BOTH Q11A & Q11B RANDOMLY INSERT EITHER: boarded/got off at [INSERT STATION NAME]] [IF ONLY PROVIDED STATION NAME AT Q11A INSERT: boarded [INSERT STATION NAME]] [IF ONLY PROVIDED STATION NAME AT Q11B INSERT: got off at [INSERT STATION NAME]] [IF STATION NOT PROVIDED AT Q11A OR Q11B RANDOMLY INSERT: board/got off at]]**, how would you rate that station in terms of feeling safe from crime?

4- (13.4) How would you rate it in terms of not being overcrowded? **(CLARIFY IF NECESSARY: Was there enough room onboard?)**

5- (13.8) How would you rate it in terms of providing on-time reliable service?

6- (13.9) Clean and graffiti free SkyTrain cars and stations? **(CLARIFY IF NECESSARY: Please think about the overall cleanliness during your [last/2nd last] SkyTrain trip.)**

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

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

[1-10]

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

YES

NO

[IF Q13X1 = NO/DK/REF SKIP TO INSTRUCTION BEFORE Q14, OTHERWISE CONTINUE]

13X2. Thinking about the last time you experienced a delay on SkyTrain, how would you rate the SkyTrain service in terms of "delays are announced and explained"? **(IF NECESSARY: one to ten, where "ten" means "excellent" and "one" means "very poor")**

[1-10]

ASSESS SATISFACTION WITH BUS ROUTES; IDENTIFY WAYS TO IMPROVE SERVICE

[Q.14-Q.22 FOR BUS RIDERS ONLY (Q.3_1 – Bus Only, Q3_4 – Bus & SkyTrain, Q3_5 Bus & SeaBus OR Q3_7 – Bus, SeaBus and SkyTrain > 0)

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

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

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

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

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

15. How many different buses did you take on this trip? **(RECORD NUMBER OF BUSES)**

[RANGE = 1-9]

[PROGRAMMER: IF Q15 = 1 USE SINGULAR WORDING BELOW, ALL OTHERS USE PLURAL]

16. What was/were the route number(s) of the bus(es) you took on this trip? **(RECORD ROUTE NUMBERS. ACCEPT UP TO 3 ROUTE NUMBERS.) (IF RESPONDENT UNABLE TO GIVE ROUTE NUMBER, PROBE FOR ROUTE NAME. IN INSTANCES WHERE THE SAME ROUTE NAME IS ASSOCIATED WITH DIFFERENT ROUTE NUMBERS, THE INTERVIEWER SHOULD GIVE THESE ROUTE NUMBERS TO THE RESPONDENT TO DETERMINE IN THE RESPONDENT CAN IDENTIFY THE ROUTE NUMBER. IF THE RESPONDENT CANNOT, THE INTERVIEWER WILL USE ONE OF THE CODES BELOW THAT REPRESENT THE DEPARTURE POINT FOR THE BUS THAT THEY DID TAKE)**

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

922. Bby/New West/North Vancouver
923. Sry/Lang/WR
924. Coq/Pt. Coq.
925. Rmd/S Del.
926. Vancouver
927. West Vancouver
993. Downtown/Westminster/Sry (N19)
994. Downtown/SFU (N35)

[PROGRAMMER: REFER TO ROUTE LIST FOR ACCEPTABLE CODES]

[PROGRAMMER: SAME ROUTE CANNOT BE CHOSEN MORE THAN ONCE AT Q16]

[ASK Q17 – Q18 FOR UP TO 3 DIFFERENT ROUTE NUMBERS BASED ON THE FOLLOWING LOGIC]



[IF BOTH SEABUS AND SKYTRAIN SECTION ALREADY ASKED, ASK BUS SECTION FOR ONLY ONE BUS ROUTE RANDOMLY CHOSEN BASED ON ANSWERS AT Q16.]

[IF ONLY ONE OR OTHER OF SKYTRAIN OR SEABUS ASKED, ASK ABOUT TWO BUS ROUTES ONLY RANDOMLY CHOSED BASED ON ANSWERS AT Q16. IF NEITHER SKYTRAIN NOR SEABUS RATED, ASK ABOUT UP TO 3 BUS ROUTES CHOSEN BASED ON ANSWERS AT Q16]

[PROGRAMMER: INSERT “#” on all of the inserts for route numbers]

17. Thinking about the trip you made on the [route number] bus, on a scale of one to ten, where "ten" means "excellent" and "one" means "very poor", how would you rate it for service overall?

[1-10]

18. [PROGRAMMER DISPLAY FOR FIRST ITEM ASKED IF ATTRIBUTE = 1,2,3,7, 8 OR 9] Still thinking about the [route number] bus you took and using the same 10-point scale, how would you rate it in terms of ... [INSERT FIRST ITEM]? (CLARIFY IF NECESSARY: Ten means "excellent" and one means "very poor".)

[PROGRAMMER DISPLAY FOR REMAINING ITERATIONS IF ATTRIBUTE = 1, 2, 3, 7, 8 OR 9] How about ... [INSERT SECOND ITEM, ETC]? (INTERVIEWER: REPEAT SCALE AS NEEDED)

[PROGRAMMER DISPLAY FOR ATTRIBUTES: 4, 5, 6, OR 10] Still thinking about the [TRIP] trip you made on the [INSERT ROUTE NUMBER]

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

[1-10]

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

YES

NO



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

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

[1-10]

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

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

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

[PROGRAMMER: REFER TO ROUTE LIST FOR ACCEPTABLE CODES]

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

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

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

[1-10]

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

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

[IF USED BUS IN Q3: Q3_1 – Bus Only, Q3_4 – Bus & SkyTrain, Q3_5 – Bus & SeaBus, OR Q3_7 – Bus, SeaBus and SkyTrain > 0] Bus

[IF USED SKYTRAIN IN Q3: Q3_2 – SkyTrain only, Q3_4 - Bus & SkyTrain, Q3_6 – SkyTrain and SeaBus, OR Q3_7 – Bus, SeaBus and SkyTrain > 0] SkyTrain



[IF USED SEABUS IN Q3: Q3_3 – SeaBus Only, Q3_5 – Bus & SeaBus, Q3_6 – SkyTrain and SeaBus OR Q3_7 – Bus, SeaBus and SkyTrain > 0] SeaBus

[1-10]

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

[1-10]

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

[1-10]

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

YES

NO

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

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

[1-10]

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

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

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

YES

NO

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



23F1. Thinking of the 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+)**

Yes
No

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

1. ONE
2. TWO
3. THREE



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

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

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

- Q25B. Do you regularly have access to a car, van or truck as a driver or passenger for the trips you make using public transit? **(IF RESPONDENT OFFERS MOTORCYCLE, OK TO CODE YES)**

YES
NO

26. Compared to six months ago, would you say you are now riding transit more regularly, less regularly, or about the same? **(READ LIST ONLY IF NECESSARY)**

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

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

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

[RECORD VERBATIM]

[NEW QUESTIONS – ADDED FOR JULY 2016]

40. On a scale of 1 to 10, where 10 means excellent and 1 means very poor, how would you rate your 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. 18 - 24
- 2. 25 - 34
- 3. 35 - 44
- 4. 45 - 54
- 5. 55 - 64
- 6. 65 and over

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

Changed from single to multi-response – March 13th, 2014

34. Which of the following 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 NECESSARY: 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 2017? **(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 – DO NOT READ]

1. Male
2. Female
3. Unable to tell/not sure

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	47	27.0%
SeaBus	5	1.0%
Route 2	1	1.0%
Route 3	1	1.0%
Route 4	3	3.0%
Route 5	2	1.0%
Route 6	3	3.0%
Route 7	2	2.0%
Route 8	1	2.0%
Route 9	2	2.0%
Route 10	3	3.0%
Route 15	1	1.0%
Route 16	2	3.0%
Route 17	1	1.0%
Route 19	2	3.0%
Route 20	1	1.0%
Route 22	3	2.0%
Route 23	2	2.0%
Route 25	3	2.0%
Route 27	1	1.0%
Route 33	1	1.0%
Route 41	2	2.0%
Route 43	1	1.0%
Route 50	1	0.0%
Route 95 B-Line	1	1.0%
Route 96 B-Line	1	2.0%
Route 99 B-Line	3	3.0%
Route 100	1	1.0%
Route 101	1	1.0%
Route 106	2	2.0%
Route 112	1	0.0%
Route 123	1	1.0%
Route 130	1	1.0%
Route 136	1	1.0%
Route 144	2	2.0%
Route 145	1	1.0%
Route 156	2	2.0%
Route 159	1	0.0%
Route 172	1	1.0%
Route 174	1	0.0%
Route 187	1	1.0%
Route 188	1	0.0%

Routes/ Modes	Total	Percent
Route 210	5	2.0%
Route 211	1	0.0%
Route 214	2	1.0%
Route 228	2	1.0%
Route 230	2	1.0%
Route 232	2	1.0%
Route 236	1	0.0%
Route 239	2	1.0%
Route 240	1	0.0%
Route 246	2	1.0%
Route 250	2	1.0%
Route 252	1	0.0%
Route 253	1	0.0%
Route 255	1	1.0%
Route 257	1	1.0%
Route 258	1	0.0%
Route 301	1	1.0%
Route 312	3	3.0%
Route 316	1	1.0%
Route 321	1	1.0%
Route 325	1	1.0%
Route 326	1	2.0%
Route 335	1	2.0%
Route 340	2	2.0%
Route 342	2	2.0%
Route 351	2	3.0%
Route 401	1	0.0%
Route 402	1	0.0%
Route 403	1	1.0%
Route 410	2	2.0%
Route 430	2	2.0%
Route 480	2	1.0%
Route 509	1	0.0%
Route 531	1	1.0%
Route 595	1	0.0%
Route 601	6	3.0%
Route 640	1	1.0%
Route 701	1	1.0%
Route C12	1	1.0%
Route C71	1	1.0%
Grand Total	178	100.0%

APPENDIX D – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
Total	1892	8.0	8.6	8.8	8.5	7.1	7.6	8.3	8.7	8.4	7.4	8.8
2	29	8.1	8.5	8.6	8.4	7.5	7.5	8.3	7.9	8.4	7.0	8.6
3	28	8.5	8.9	8.4	8.2	7.5	8.4	8.1	9.2	8.5	8.0	9.3
4	24	8.4	8.7	9.0	8.7	6.9	7.5	8.0	9.2	9.0	7.3	8.9
5	11	7.9	9.0	8.5	9.2	7.4	7.7	8.4	8.2	8.2	7.0	9.2
6	19	7.0	8.3	8.3	8.4	5.9	5.8	7.9	8.5	8.0	6.6	8.2
7	25	7.9	8.9	8.7	8.5	7.7	7.4	8.4	8.9	8.2	6.4	8.9
8	16	8.3	9.0	8.1	7.9	7.8	7.4	8.1	8.9	8.6	7.6	9.0
9	38	8.1	8.8	8.7	8.7	7.8	8.0	8.2	8.9	8.8	7.7	8.9
10	34	7.8	8.9	8.3	8.7	7.4	7.6	7.7	8.8	8.1	7.4	8.8
14	25	8.1	8.8	8.8	8.6	6.9	7.4	8.0	8.7	8.2	7.6	9.1
15	7	8.5	8.9	9.2	9.4	9.0	8.4	8.7	9.6	8.8	7.1	9.3
16	32	7.7	8.9	8.4	8.4	6.8	6.9	8.0	8.5	8.4	6.7	8.8
17	17	7.6	8.6	8.8	8.2	8.0	7.6	8.5	8.8	8.7	6.4	9.0
19	22	8.0	8.6	8.6	8.1	7.4	7.9	7.9	8.8	8.3	7.2	9.0
20	33	7.1	8.3	7.6	7.8	6.1	6.2	7.0	8.6	8.6	6.4	8.8
22	19	8.1	8.5	8.6	8.8	7.3	8.3	8.0	8.6	8.2	7.6	8.2
23	9	8.6	8.8	9.0	8.9	7.1	8.0	9.0	8.8	8.9	7.0	8.9
25	31	7.7	8.6	8.9	8.8	6.6	7.1	8.6	8.8	8.1	7.4	9.0
26	7	7.4	8.4	9.3	8.4	9.3	7.9	8.1	7.3	6.5	6.3	8.6
27	8	7.8	8.1	8.0	8.7	9.0	7.3	8.3	7.6	8.1	7.2	8.2
28	9	7.9	9.1	9.5	8.8	7.9	7.3	8.8	8.0	8.4	7.4	9.0
29	2	8.6	8.0	10.0	10.0	9.0	8.4	9.0	8.4	7.8	7.4	7.3
32	1	8.0	9.0	10.0	10.0	4.0	9.0	10.0	10.0	10.0	9.0	9.0
33	10	7.9	8.2	9.5	9.0	8.3	8.5	7.7	8.6	8.5	7.2	8.9
41	38	7.6	8.2	8.5	8.6	6.5	7.1	7.7	8.8	8.3	7.5	8.6
43	7	7.7	6.8	9.2	9.3	5.5	7.4	8.4	9.7	8.6	7.7	8.3
44	9	8.0	8.6	8.9	8.9	5.9	7.8	8.1	9.4	8.9	7.7	8.7
49	46	8.0	8.6	9.0	8.8	6.8	7.4	8.5	8.9	8.4	7.6	9.1
50	8	8.4	9.2	8.6	9.0	9.5	8.4	8.5	9.5	8.7	7.1	9.3
84	30	8.1	8.8	8.9	8.5	6.2	7.7	8.6	8.9	8.5	7.6	8.8
95 B-Line	36	8.2	9.0	8.8	8.6	7.3	7.8	8.8	9.0	8.6	8.3	9.1
96 B-Line	22	8.2	8.5	8.2	6.7	6.8	7.7	8.1	8.9	8.8	7.4	8.3
99 B-Line	112	8.2	8.7	8.7	8.7	6.2	8.1	8.3	9.0	8.6	8.2	8.8
100	23	7.1	8.0	7.9	7.7	5.7	7.0	8.1	8.1	7.7	6.7	8.0
101	2	5.4	7.4	6.4	6.4	5.1	4.1	7.0	6.4	6.7	2.8	7.4
104	8	7.3	9.2	9.1	8.8	6.9	6.7	8.1	8.8	8.4	8.0	8.6
106	27	8.3	8.7	9.2	8.8	7.7	8.3	8.7	9.1	8.6	8.1	9.1
110	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	9.0	7.0	7.0	10.0
112	4	8.4	8.7	9.0	8.2	8.1	8.1	8.1	8.3	9.1	7.5	8.4

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	7.1	7.8	8.6	8.8	6.4	7.4	9.4	8.1	7.3	7.3	9.2
119	15	8.5	8.4	9.0	8.8	7.2	8.4	9.0	8.4	8.9	8.4	8.6
123	11	8.4	8.7	9.2	8.7	7.9	8.6	8.7	9.2	8.5	8.2	9.2
128	4	8.2	8.5	9.4	9.1	8.2	8.8	8.2	9.7	9.4	7.7	9.3
129	7	8.6	8.7	8.8	8.4	7.7	8.1	8.0	9.0	8.8	7.7	8.9
130	16	8.1	8.9	8.8	8.7	6.7	8.4	8.6	9.1	9.2	8.7	8.9
134	2	4.8	10.0	9.4	9.4	6.8	6.4	9.4	5.2	8.7	7.0	10.0
136	4	9.2	9.5	9.8	9.4	9.1	8.5	9.8	9.8	9.4	7.4	9.8
143	7	8.0	8.9	9.3	9.0	6.5	6.8	8.9	9.3	9.0	6.0	8.9
144	18	8.0	8.5	9.3	8.3	7.4	7.0	8.3	8.5	8.1	6.4	8.9
145	15	8.1	8.2	9.3	9.1	6.7	8.6	8.8	9.6	8.8	8.3	8.8
151	3	9.3	6.8	9.3	7.3	9.3	8.3	8.2	8.0	8.4	6.5	9.1
152	8	8.1	8.0	8.7	9.3	6.9	7.6	8.2	8.5	7.8	7.6	8.8
153	2	9.4	9.4	8.2	8.8	9.4	9.4	9.4	7.6	9.4	9.4	9.4
155	10	8.6	9.5	9.4	9.3	8.7	8.9	9.5	9.3	8.8	7.5	9.7
156	6	7.4	7.3	9.0	9.0	6.9	6.3	7.9	9.0	7.7	6.0	8.9
157	3	8.8	8.2	8.8	7.8	7.8	8.8	8.0	7.7	8.2	5.5	8.2
159	8	7.6	8.0	9.5	9.5	9.1	7.5	8.5	6.8	8.1	6.2	8.8
160	10	8.2	9.2	8.6	8.3	8.0	7.8	8.6	8.3	8.2	7.6	8.8
169	1	9.0	7.0	7.0	9.0	7.0	8.0	9.0	10.0	10.0	10.0	7.0
172	3	8.2	9.2	8.9	9.2	5.1	8.9	9.4	9.4	9.5	6.8	9.2
173	2	9.5	10.0	10.0	10.0	5.5	10.0	10.0	10.0	8.5	9.5	10.0
174	3	7.6	10.0	10.0	8.7	7.6	9.6	9.5	10.0	10.0	8.1	10.0
180	3	8.8	9.6	7.2	8.5	8.4	5.1	8.5	7.1	8.4	5.6	8.6
181	2	9.2	10.0	10.0	10.0	6.9	8.1	10.0	10.0	10.0	6.7	10.0
182	1	9.0	9.0	10.0	10.0	10.0	8.0	9.0	10.0	10.0	9.0	8.0
183	6	7.7	9.1	9.4	9.1	8.7	7.8	9.1	7.8	9.3	7.8	9.6
184	3	7.9	9.0	8.7	10.0	8.7	7.7	10.0	7.4	8.3	5.5	7.4
185	1	7.0	8.0	8.0	8.0	8.0	8.0	8.0	10.0	0.0	8.0	8.0
186	1	8.0	9.0	8.0	7.0	8.0	6.0	9.0	8.0	8.0	7.0	9.0
187	3	5.0	7.3	8.2	5.2	4.0	5.5	7.7	7.2	8.0	4.0	8.3
188	4	6.5	9.0	10.0	9.7	7.6	5.9	8.2	9.7	9.0	7.5	9.0
189	2	6.9	8.0	9.5	6.6	6.6	5.0	8.4	7.0	7.0	4.5	7.5
209	2	9.5	9.0	9.5	9.0	7.1	8.0	9.0	9.0	8.5	6.0	9.0
210	21	8.7	9.2	9.2	8.8	7.2	8.3	9.0	9.4	8.0	7.5	9.3
211	17	7.8	8.8	8.9	8.2	7.0	7.5	8.6	8.6	8.3	6.5	8.8
212	3	8.1	9.9	9.7	9.3	7.8	7.8	8.7	9.6	9.0	5.8	9.7
214	6	7.4	9.0	9.3	9.3	7.6	7.0	8.3	8.6	8.4	5.5	8.8
228	20	8.3	8.7	8.8	8.4	7.7	8.2	8.5	8.6	8.4	7.9	9.2
229	8	7.6	9.0	8.7	9.1	6.7	8.1	8.4	8.3	8.5	7.8	9.0

APPENDIX D – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
230	10	8.8	8.7	9.2	8.5	8.7	7.4	8.1	8.8	8.8	7.6	8.4
232	7	7.2	9.1	9.5	8.9	8.7	6.9	8.7	9.0	9.2	5.0	8.8
236	9	8.6	8.4	9.0	8.7	8.4	8.0	9.0	8.9	8.1	7.8	9.0
239	26	8.1	8.5	9.0	8.8	6.8	8.2	7.9	8.5	8.1	8.5	8.9
240	31	7.9	8.6	8.6	8.8	6.2	7.4	8.1	8.9	8.4	8.1	8.9
241	6	8.5	9.6	9.3	9.7	6.7	8.4	8.8	9.6	8.6	7.4	10.0
246	26	7.8	8.9	9.3	9.0	7.9	7.7	9.2	8.6	8.2	6.5	9.2
247	1	5.0	9.0	5.0	4.0	2.0	4.0	5.0	10.0	10.0	5.0	7.0
250	56	8.1	8.4	9.2	8.6	6.8	7.8	8.6	8.8	8.8	7.4	8.9
251	3	8.1	10.0	10.0	10.0	10.0	10.0	10.0	9.3	10.0	7.0	10.0
252	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
253	4	9.5	9.8	9.8	9.6	9.5	6.1	9.8	9.8	9.6	5.5	9.7
254	5	6.7	9.6	9.4	9.1	8.3	6.8	8.6	9.1	7.9	5.9	9.6
255	15	7.9	8.2	8.4	8.7	6.0	6.9	8.1	8.7	8.3	6.8	8.1
256	3	9.8	8.8	9.8	9.8	9.8	9.8	9.0	9.5	9.5	7.1	8.8
257	9	7.0	8.9	9.9	8.7	4.0	6.2	8.0	8.4	7.8	5.5	9.2
258	2	5.0	7.6	7.6	8.4	8.2	6.8	6.0	5.2	4.5	5.0	7.6
301	8	6.1	7.8	8.5	8.2	5.7	5.2	7.2	7.9	7.3	4.9	8.2
311	3	9.0	9.6	10.0	9.7	7.4	8.7	9.7	9.7	9.0	7.7	10.0
312	5	6.7	8.4	8.6	8.6	7.7	6.6	8.2	7.4	7.6	4.3	8.2
314	5	7.9	8.4	8.9	7.8	8.3	7.6	8.1	8.7	8.5	7.7	8.7
316	5	7.3	8.0	8.5	6.9	9.1	8.6	7.6	6.7	6.0	7.2	8.1
319	29	8.1	8.9	8.9	8.3	6.5	7.9	8.2	8.9	8.9	8.0	9.0
320	8	8.0	8.4	8.5	8.4	7.0	7.5	8.2	8.8	8.3	7.5	9.0
321	21	7.2	8.1	7.7	7.2	7.2	8.0	7.0	7.1	7.6	7.5	8.2
323	13	8.1	8.8	8.7	8.5	6.6	7.3	8.9	9.2	8.9	7.7	8.8
324	7	8.5	9.0	8.8	7.9	8.3	8.4	8.4	8.7	8.8	7.8	9.0
325	8	7.6	8.1	8.6	8.5	7.3	6.6	9.1	8.8	9.0	7.5	8.8
326	2	6.2	4.3	7.3	5.4	7.6	5.6	6.4	6.4	6.9	4.0	6.3
329	1	10.0	10.0	10.0	10.0	5.0	10.0	10.0	10.0	10.0	5.0	10.0
335	9	7.0	6.9	7.3	7.5	6.0	6.3	7.3	7.4	7.2	6.4	7.5
337	5	8.0	8.2	8.4	8.0	8.2	7.9	8.6	8.8	8.4	7.7	8.8
340	7	7.2	7.9	8.9	8.7	6.3	5.8	7.6	8.4	7.7	5.5	9.3
341	7	7.7	7.4	8.0	8.2	6.7	7.2	7.6	8.9	8.0	7.3	7.6
342	8	8.0	8.7	8.6	7.8	7.2	8.0	7.7	8.4	8.7	7.1	8.8
345	6	8.4	9.1	9.7	9.3	8.2	7.6	8.9	7.9	8.0	6.6	9.1
351	35	8.8	9.1	9.0	8.7	7.6	8.3	8.5	8.9	8.8	8.1	9.1
352	2	8.4	7.9	9.5	8.5	5.4	8.4	8.0	9.0	7.5	6.4	8.5
360	2	10.0	10.0	10.0	10.0	10.0	8.5	10.0	10.0	10.0	8.5	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

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
364	5	7.9	7.3	8.5	7.6	7.0	8.0	7.6	8.1	7.3	7.6	8.6
372	1	9.0	8.0	8.0	8.0	10.0	9.0	9.0	8.0	8.0	9.0	9.0
375	2	9.3	9.3	10.0	10.0	8.0	8.6	10.0	9.3	9.3	9.3	9.3
388	1	9.0	10.0	10.0	10.0	9.0	10.0	10.0	9.0	8.0	7.0	10.0
393	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	6.0	10.0	4.0	10.0
394	1	8.0	9.0	6.0	8.0	7.0	7.0	5.0	9.0	9.0	4.0	9.0
395	1	8.0	9.0	7.0	7.0	9.0	7.0	7.0	9.0	9.0	7.0	9.0
401	27	8.2	8.5	9.2	9.3	7.2	8.2	8.7	9.0	8.6	8.1	9.0
402	9	8.2	9.4	9.3	9.2	8.1	6.7	8.7	9.0	9.2	7.5	9.9
403	4	8.3	5.6	8.9	9.0	8.0	5.6	9.4	9.0	9.1	6.9	8.8
405	4	8.9	9.3	9.5	8.9	9.0	8.0	8.6	9.5	9.5	7.1	9.0
407	6	7.8	9.9	8.7	8.7	6.8	7.7	8.2	9.0	9.2	7.3	8.6
410	30	7.7	8.4	8.6	8.1	6.8	7.2	8.0	8.3	8.8	7.8	8.7
430	7	7.4	7.8	9.0	7.6	8.5	8.1	8.8	7.6	8.2	6.3	8.6
480	7	8.2	7.2	8.9	8.9	5.9	6.6	9.0	8.8	8.0	6.3	8.9
501	8	8.7	8.9	8.6	8.5	8.4	8.9	8.4	8.8	8.9	8.4	9.2
502	9	8.1	8.4	8.8	7.7	6.0	7.9	7.8	9.4	8.2	7.6	8.6
503	3	7.2	8.0	8.3	6.6	5.5	6.3	6.0	9.0	8.7	6.2	8.4
509	1	9.0	9.0	9.0	8.0	9.0	9.0	8.0	10.0	9.0	6.0	9.0
531	6	6.9	7.6	9.3	9.9	6.9	6.2	8.0	9.1	8.2	6.0	8.8
555	12	8.9	8.8	9.0	8.3	7.2	8.4	8.9	9.4	9.1	8.5	8.9
601	38	8.1	8.9	8.9	8.3	7.5	8.2	8.4	7.2	7.8	6.5	8.8
602	5	8.8	9.9	9.8	9.8	9.1	9.1	9.9	10.0	10.0	7.9	9.9
603	4	9.1	9.6	9.7	8.5	8.8	9.2	9.2	9.1	9.1	6.9	8.5
620	4	7.4	7.2	9.5	10.0	6.3	8.4	8.0	9.5	9.7	6.5	9.2
640	6	7.8	8.2	9.0	9.1	8.7	8.7	8.7	8.2	8.5	7.8	8.9
701	22	7.4	8.1	7.6	7.7	6.5	7.1	7.6	7.9	7.5	6.8	8.2
791	4	7.4	8.1	6.0	5.8	5.8	6.1	5.8	4.8	5.7	4.3	8.3
C2	2	5.5	7.4	8.7	8.7	4.8	4.8	6.8	8.1	6.4	4.8	8.1
C5	1	9.0	9.0	9.0	9.0	10.0	8.0	9.0	0.0	9.0	6.0	9.0
C7	1	8.0	10.0	10.0	10.0	6.0	10.0	6.0	10.0	7.0	8.0	10.0
C9	1	7.0	9.0	9.0	9.0	7.0	9.0	10.0	8.0	7.0	7.0	9.0
C12	2	6.1	9.1	9.1	9.1	9.1	5.5	8.2	8.2	8.1	3.9	9.1
C15	2	8.1	8.5	8.2	6.2	7.4	7.0	8.2	7.6	8.1	7.4	8.9
C18	1	10.0	10.0	10.0	10.0	8.0	10.0	10.0	10.0	10.0	8.0	10.0
C20	2	9.5	7.9	9.0	9.0	7.5	9.0	9.0	9.5	9.0	6.0	9.5
C43	2	8.4	8.4	8.4	7.9	7.9	8.0	9.0	7.3	7.9	7.4	8.4
C45	1	10.0	10.0	10.0	10.0	8.0	10.0	10.0	5.0	10.0	8.0	10.0
C46	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	8.0	10.0	6.0	10.0
C49	1	7.0	9.0	9.0	9.0	8.0	7.0	8.0	8.0	7.0	7.0	9.0

APPENDIX D – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
C62	1	10.0	9.0	10.0	7.0	10.0	9.0	10.0	10.0	10.0	6.0	10.0
C63	3	7.9	7.6	9.7	7.9	9.5	9.5	9.5	9.0	8.7	6.4	9.5
C70	1	10.0	10.0	10.0	10.0	8.0	8.0	8.0	10.0	10.0	6.0	10.0
C73	2	3.3	5.1	7.8	7.8	5.1	5.1	6.2	6.9	7.5	3.3	6.2
C75	2	4.0	7.5	10.0	10.0	4.0	3.5	10.0	8.5	5.0	2.5	8.5
C76	2	8.5	10.0	10.0	10.0	9.5	6.5	10.0	10.0	5.5	6.5	10.0
C92	1	10.0	10.0	9.0	8.0	8.0	8.0	10.0	10.0	10.0	8.0	10.0
C94	1	4.0	9.0	9.0	9.0	8.0	4.0	10.0	8.0	4.0	6.0	9.0
BTC	40	8.2	7.9	8.7	8.3	7.0	7.1	8.2	7.8	7.9	7.0	8.2
STC	10	8.1	8.3	8.2	8.2	7.4	7.8	8.3	8.6	8.6	8.5	9.3
PCT	8	8.5	9.2	9.3	9.1	8.3	8.8	9.1	7.9	7.8	8.2	8.9
RTC	7	8.7	9.4	9.6	9.0	8.1	8.7	8.7	8.8	9.3	8.8	9.0
VTC	53	7.9	8.6	8.7	8.7	6.8	7.4	8.2	7.8	8.1	7.3	8.8
WVT	7	8.3	8.4	8.7	8.5	7.7	8.0	8.5	8.9	8.6	7.5	9.0
N8	1	10.0	10.0	10.0	9.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
N17	2	7.6	8.4	9.4	7.5	6.9	8.4	8.4	9.0	8.4	8.0	9.4

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

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
Total	1892	8.0	8.6	8.8	8.5	7.1	7.6	8.3	8.7	8.4	7.4	8.8
351	35	8.8	9.1	9.0	8.7	7.6	8.3	8.5	8.9	8.8	8.1	9.1
95 B-Line	36	8.2	9.0	8.8	8.6	7.3	7.8	8.8	9.0	8.6	8.3	9.1
99 B-Line	112	8.2	8.7	8.7	8.7	6.2	8.1	8.3	9.0	8.6	8.2	8.8
BTC	40	8.2	7.9	8.7	8.3	7.0	7.1	8.2	7.8	7.9	7.0	8.2
250	56	8.1	8.4	9.2	8.6	6.8	7.8	8.6	8.8	8.8	7.4	8.9
84	30	8.1	8.8	8.9	8.5	6.2	7.7	8.6	8.9	8.5	7.6	8.8
601	38	8.1	8.9	8.9	8.3	7.5	8.2	8.4	7.2	7.8	6.5	8.8
9	38	8.1	8.8	8.7	8.7	7.8	8.0	8.2	8.9	8.8	7.7	8.9
49	46	8.0	8.6	9.0	8.8	6.8	7.4	8.5	8.9	8.4	7.6	9.1
VTC	53	7.9	8.6	8.7	8.7	6.8	7.4	8.2	7.8	8.1	7.3	8.8
240	31	7.9	8.6	8.6	8.8	6.2	7.4	8.1	8.9	8.4	8.1	8.9
10	34	7.8	8.9	8.3	8.7	7.4	7.6	7.7	8.8	8.1	7.4	8.8
25	31	7.7	8.6	8.9	8.8	6.6	7.1	8.6	8.8	8.1	7.4	9.0
16	32	7.7	8.9	8.4	8.4	6.8	6.9	8.0	8.5	8.4	6.7	8.8
410	30	7.7	8.4	8.6	8.1	6.8	7.2	8.0	8.3	8.8	7.8	8.7
41	38	7.6	8.2	8.5	8.6	6.5	7.1	7.7	8.8	8.3	7.5	8.6
20	33	7.1	8.3	7.6	7.8	6.1	6.2	7.0	8.6	8.6	6.4	8.8

OVERALL PERFORMANCE RATINGS
JANUARY 2017 - MARCH 2017 VERSUS
JANUARY 2018 - MARCH 2018
(Routes With 35+ Trips Per Quarter)

Route Number	January - March 2017		January - March 2018		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jan'17-Mar'17 vs. Jan'18-Mar'18
# 10	36	8.4	34	7.8	-0.6
# 106	36	7.9	27	8.3	0.4
# 16	52	7.4	32	7.7	0.3
# 20	36	6.7	33	7.1	0.4
# 246	37	7.7	26	7.8	0.1
# 25	46	7.5	31	7.7	0.2
# 250	67	8.5	56	8.1	-0.4
# 3	39	8.3	28	8.5	0.2
# 351	39	8.3	35	8.8	0.5
# 41	36	7.4	38	7.6	0.2
# 49	29	6.7	46	8.0	1.3
# 601	45	6.9	38	8.1	1.2
# 9	42	8.6	38	8.1	-0.5
# 95	26	8.2	36	8.2	0.0
# 99	97	7.6	112	8.2	0.6
# BTC	18	7.6	40	8.2	0.6
# VTC	30	7.9	53	7.9	0.0

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

**OVERALL PERFORMANCE RATINGS
OCTOBER 2016 - MARCH 2017 VERSUS
OCTOBER 2017 - MARCH 2018
(Routes With 35+ Trips Per 6 Months)**

Route Number	October 2016 - March 2017		October 2017 - March 2018		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Oct'16-Mar'17 vs. Oct'17-Mar'18
# 10	74	8.2	76	8.1	-0.1
# 100	24	8.0	45	7.3	-0.7
# 106	73	7.9	61	7.9	0.0
# 14	61	7.9	73	7.9	0.0
# 16	87	7.6	59	7.8	0.2
# 17	42	7.5	40	7.9	0.4
# 19	47	7.6	54	8.0	0.4
# 2	70	7.4	62	8.2	0.8
# 20	63	6.5	57	6.9	0.4
# 210	37	7.5	38	8.6	1.1
# 22	54	7.7	38	7.9	0.2
# 228	38	8.0	31	8.0	0.0
# 239	43	8.4	58	8.2	-0.2
# 240	49	7.7	76	7.5	-0.2
# 246	64	7.8	49	8.0	0.2
# 25	70	7.6	81	7.8	0.2
# 250	127	8.7	127	8.1	-0.6
# 3	58	7.9	61	7.8	-0.1
# 319	34	7.6	53	8.0	0.4
# 321	19	7.7	38	7.3	-0.4
# 351	81	8.4	66	8.6	0.2
# 4	42	8.5	44	7.9	-0.6
# 401	59	7.7	54	8.0	0.3
# 41	77	7.7	86	7.9	0.2
# 410	62	7.7	66	8.0	0.3
# 49	59	6.9	96	8.0	1.1
# 5	36	7.8	28	7.9	0.1
# 6	44	8.2	41	8.0	-0.2
# 601	93	7.5	76	8.0	0.5
# 7	54	7.6	51	8.0	0.4
# 701	44	7.2	54	7.7	0.5
# 8	27	8.7	40	8.0	-0.7
# 84	38	7.9	46	8.4	0.5
# 9	94	8.1	78	8.2	0.1
# 95	29	8.2	69	8.1	-0.1
# 96	22	8.5	49	8.6	0.1
# 99	194	7.9	213	8.1	0.2
# BTC	25	7.3	54	8.1	0.8
# VTC	76	8.0	76	7.9	-0.1

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

OVERALL PERFORMANCE RATINGS
APRIL 2016 - MARCH 2017 VERSUS
APRIL 2017 - MARCH 2018
(Routes With 35+ Trips Per Year)

Route Number	April 2016 - March 2017		April 2017 - March 2018		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Apr'16-Mar'17 vs. Apr'17-Mar'18
# 10	153	8.1	149	7.9	-0.2
# 100	42	7.8	78	7.6	-0.2
# 106	128	7.9	133	8.0	0.1
# 123	39	8.3	46	8.2	-0.1
# 129	33	7.8	41	7.7	-0.1
# 130	64	8.2	67	8.1	-0.1
# 14	120	8.0	133	8.0	0.0
# 144	42	7.5	60	8.3	0.8
# 145	32	7.2	58	8.2	1.0
# 15	46	7.0	35	8.3	1.3
# 152	47	7.7	36	7.8	0.1
# 155	40	8.3	31	8.6	0.3
# 16	174	7.6	128	7.8	0.2
# 160	75	7.8	56	8.2	0.4
# 17	93	7.3	80	7.4	0.1
# 19	98	7.6	100	7.8	0.2
# 2	99	7.6	121	7.8	0.2
# 20	116	6.8	109	6.9	0.1
# 210	79	7.7	63	8.3	0.6
# 211	65	8.0	56	8.2	0.2
# 22	131	7.5	80	7.8	0.3
# 228	60	8.3	59	7.8	-0.5
# 229	47	7.8	37	7.8	0.0
# 230	56	8.0	55	8.2	0.2
# 239	99	8.2	107	8.0	-0.2
# 240	115	8.0	155	7.6	-0.4
# 246	116	7.9	109	7.8	-0.1
# 25	143	7.8	161	7.8	0.0
# 250	256	8.6	258	7.9	-0.7
# 255	63	8.0	58	8.0	0.0
# 257	56	8.7	39	7.7	-1.0
# 26	65	7.4	38	8.0	0.6
# 28	44	8.1	30	7.9	-0.2

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

Route Number	April 2016 - March 2017		April 2017 - March 2018		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Apr'16-Mar'17 vs. Apr'17-Mar'18
# 3	107	8.0	124	7.8	-0.2
# 319	75	7.8	96	8.0	0.2
# 320	30	7.6	54	8.3	0.7
# 321	45	7.3	58	7.2	-0.1
# 33	55	7.5	51	8.3	0.8
# 335	31	8.1	46	7.0	-1.1
# 340	37	6.7	30	7.6	0.9
# 351	155	8.3	144	8.5	0.2
# 4	79	8.3	79	7.9	-0.4
# 401	110	7.7	105	7.9	0.2
# 402	41	7.7	37	7.8	0.1
# 403	54	7.7	45	7.7	0.0
# 407	30	7.2	40	8.0	0.8
# 41	142	7.7	164	8.0	0.3
# 410	128	7.7	142	7.7	0.0
# 44	38	8.2	32	8.2	0.0
# 49	118	7.6	182	7.9	0.3
# 5	74	7.7	75	7.6	-0.1
# 50	62	8.1	56	8.0	-0.1
# 502	55	7.6	62	7.6	0.0
# 555	55	8.5	47	7.9	-0.6
# 6	93	8.3	101	7.7	-0.6
# 601	163	7.6	152	7.5	-0.1
# 7	120	7.7	105	7.8	0.1
# 701	91	7.4	103	7.8	0.4
# 8	59	8.3	72	7.9	-0.4
# 84	66	7.9	77	8.3	0.4
# 9	195	8.2	183	8.1	-0.1
# 95	29	8.2	123	8.2	0.0
# 96	39	8.1	82	8.6	0.5
# 99	398	7.9	412	8.0	0.1
# BTC	40	7.3	98	7.9	0.6
# STC	42	7.6	38	8.0	0.4
# VTC	124	8.0	153	8.0	0.0

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