Customer Service Performance
Quarter 2 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.

Highlights

TRANS LINK

Overview

- **Overall Transit Service continues to show gradual improvements this period, earning good-to-excellent scores from 68% of transit riders, up from 57% in Q4 2016. The average score reached a new record level at 8.0 out of 10.**

- **Value for Money is an area that continues to improve over the last two years, going from 52% to 59% this quarter.**

- **Ratings for Having Adequate Information on the system have also improved relative to the last quarter and the same period a year ago.**

- **An area for improvement continues to be Having Enough Shelters at Stops, since it is the only transit service attribute that does not meet the 7.0 threshold for positive performance (an average score of 6.9 out of 10).**

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

- This period, all bus service attributes continue to meet the 7.0 positive-performance threshold.

- Among the four top key drivers of Overall Bus Service, Having a Courteous Bus Operator (78%) continues to show the strongest performance.

- The ratings for the other three top key drivers are relatively weaker than the other attributes' performances: Providing On-Time, Reliable Service (58%), Frequency of Service (51%) and Not Being Overcrowded (50%).

- This quarter, the #250 bus is the top performer for overall bus service and many of the other bus service attributes.

- Ratings for West Vancouver Transit have recovered from the unusually low levels seen a year ago.

Consistent with previous quarters, Overall SkyTrain Service is rated highly by 78% of SkyTrain riders. The average score is holding strong and stable at 8.4 out of 10.

- Two areas have been trending higher over the past year are: Providing On-Time Reliable Service (85%, up 4 percentage points from Q2 2017) and Having Courteous and Competent and Helpful SkyTrain Staff (84%, up 13 percentage points in this same period).

- Delays are Announced and Explained continues to perform below the positive-performance threshold (an average score of 6.7 out of 10).

- Historically, Canada Line riders give higher scores to the SkyTrain service than those who ride BCRTC, however the gap is narrowing.

SeaBus continues to be the strongest-performing mode, earning top scores from 82% of SeaBus riders. The average score is sitting high at 8.6 out of 10.

- In-line with historical trends, all SeaBus service attributes perform well above the positive-performance threshold.

- All three top key drivers of Overall SeaBus Service continue to receive high ratings; namely Providing On-Time Reliable Service (98%), Trip Duration (91%) and Frequency of Service (72%).

Performance on Transit System Attributes

% Good to Excellent (8-10)

Attribute	% Good to Excellent (8-10)	Average Rating
Ease of Getting Info from Telephone Information Line	68	8.0
Adequacy of Information on SkyTrain	68	8.0
Overall Transit Service	68	8.0
Ease of Finding Information on Website	61	7.7
Value for Money	59	7.7
Adequacy of Information on SeaBus	57	7.7
Adequacy of Transit Information at Stops/Stations	56	7.6
Operation of Service During Convenient Hours	54	7.6
Adequacy of Information on Buses	55	7.5
Good Connections	50	7.4
Enough Shelters at Stops	38	6.9

Q2 2018 Base = 2101

☐ 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

- Ratings for Overall Transit Service continue to trend upward quarter-over-quarter, from 57% in Q4 2016 to 68% this period, resulting in a record level, average score of 8.0 out of 10.

- This quarter, a few attributes' scores have improved compared to a year ago – mostly in the area of Adequacy of Information., but also Value for Money. Adequacy of Transit Information at Stops/Stations have seen the largest improvement (up 11 percentage points to 56%).

- Enough Bus Shelters at Bus Stops continues to be the lowest-rated transit system attribute, with an average score that sits below the 7.0 positive-performance threshold (6.9 out of 10).

Performance on Top Key Drivers of Transit Overall Service

Key Drivers with Positive Performance*

- Value for Money
  - Over the last two years, scores for Value Money have been steadily increasing, from 52% to 59% this quarter, and once again, it is the highest-rated top key driver of Overall Transit Service.

- Operation of Service During Convenient Hours
  - Convenient Hours receives top ratings from 54% of transit riders, which is in-line with previous quarters.

- Good Connections
  - Similar to last quarter and a year ago, one-half of riders (50%) award good-to-excellent scores to Good Connections.

Highlights

TRANS LINK

Performance on Bus System Attributes
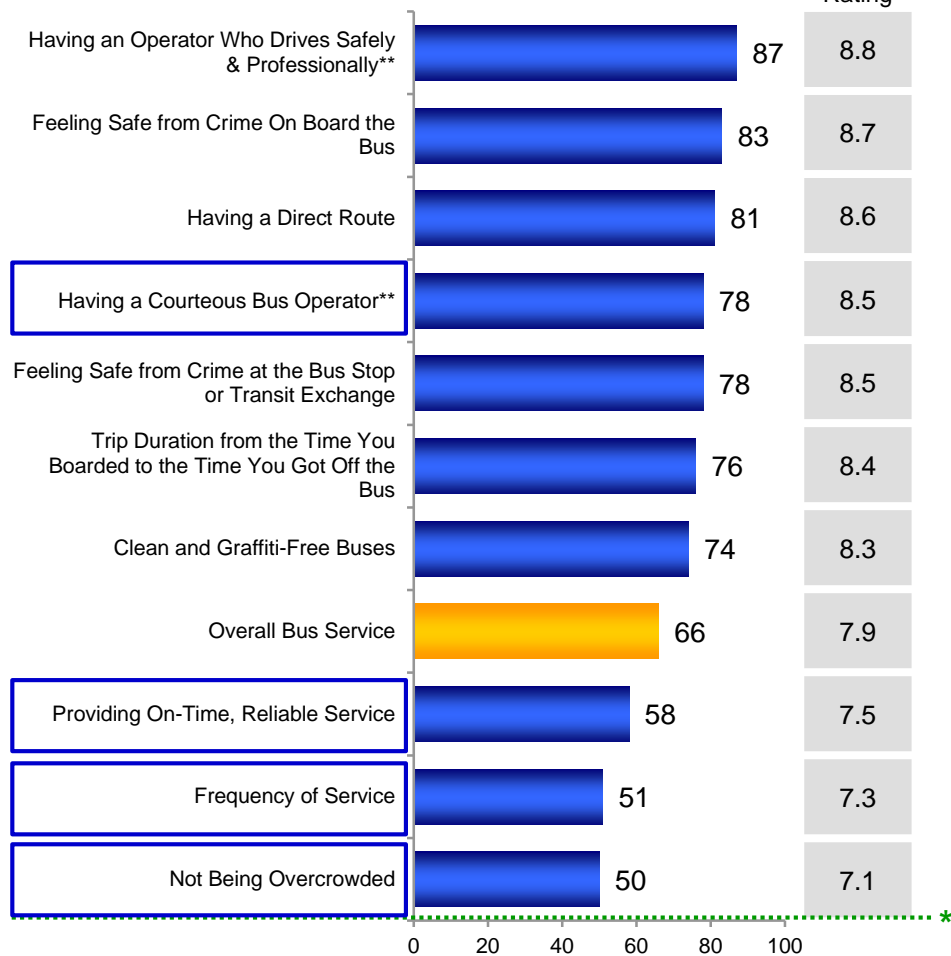
% Good to Excellent (8-10)

Attribute	%	Average Rating
Having an Operator Who Drives Safely & Professionally**	87	8.8
Feeling Safe from Crime On Board the Bus	83	8.7
Having a Direct Route	81	8.6
Having a Courteous Bus Operator**	78	8.5
Feeling Safe from Crime at the Bus Stop or Transit Exchange	78	8.5
Trip Duration from the Time You Boarded to the Time You Got Off the Bus	76	8.4
Clean and Graffiti-Free Buses	74	8.3
Overall Bus Service	66	7.9
Providing On-Time, Reliable Service	58	7.5
Frequency of Service	51	7.3
Not Being Overcrowded	50	7.1

Top Key Driver

Q2 2018 Base = 1909 (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

- Overall Bus Service is rated highly by two-thirds of bus riders (66%), which is consistent with last quarter but marginally up from a year ago. The average score remains stable at 7.9 out of 10.
- Most attributes continue to show steady performances, with the exception of Having an Operator Who Drives Safely and Professionally (87%) and Clean and Graffiti-Free Buses (74%), which have both improved from a year ago. All attributes meet the 7.0 threshold for positive performance this wave.
- Three of the four top key drivers of Overall Bus Service received lower ratings than the other attributes of bus service; including Providing On-Time, Reliable Service (58%), Frequency of Service (51%) and Not Being Overcrowded (50%).

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

- Courteous Bus Operator
  - Similar to previous waves, Courteous Bus Operator is the strongest-performing top key driver for Overall Bus Service (78%). Scores for WVT have increased from both Q1 2018 and Q2 2017.
- On-Time Reliable Service
  - On-Time, Reliable Service shows consistent performance this period (58%). Scores for RTC and WVT have improved from last quarter and/or a year ago. On the other hand, HTC's performance has dropped from the previous quarter.
- Frequency of Service
  - One-half of bus riders (51%) give top ratings to Frequency of Service, which is directionally down from last quarter and marginally up from a year ago. Ratings for RTC and HTC have slipped from Q1 2018, while scores for PCT and WVT have gone up from last quarter and/or a year ago.
- Not Being Overcrowded
  - Not Being Overcrowded scores are relatively weak compared to other key drivers, which is in-line with historical trends. PCT's performance has grown stronger compared to both Q1 2018 and Q2 2017, while scores for BTC have dropped from a year ago.

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TRANS/LINK

Performance on SkyTrain Attributes

% Good to Excellent (8-10)

Attribute	% Good to Excellent	Average Rating
Providing On-Time, Reliable Service	85	8.7
Having Courteous, Competent and Helpful SkyTrain Staff**	84	8.7
Feeling Safe from Crime On Board the SkyTrain	80	8.6
Overall SkyTrain Service	78	8.4
Frequency of Service	75	8.4
Feeling Safe from Crime Inside the SkyTrain Station	75	8.4
Clean and Graffiti-Free SkyTrain Cars and Stations	74	8.3
Not Being Overcrowded	47	7.0
Staff Available When Needed	37	7.1
Delays Are Announced and Explained***	38	6.7

Scale: 0 20 40 60 80 100

☐ Top Key Driver

Q2 2018 Base = 1421 (SkyTrain riders)

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

** Caution: Small base size – only among SkyTrain riders who spoke with staff (n=78)
*** Caution: Only among those who experienced delays (n=423)

SkyTrain System

- Consistent with last quarter and a year ago, Overall SkyTrain Service receives top ratings from close to eight-in-ten SkyTrain riders (78%). The average score remains strong at 8.4 out of 10.

- Two attributes have improved from the same period last year, including Providing On-Time, Reliable Service (85%, up 4 percentage points) and Having Courteous, Competent and Helpful SkyTrain Staff (84%, up 13 percentage points).

- Delays are Announced and Explained continues to sit below the 7.0 threshold for positive performance, earning an average score of 6.7 out of 10.

Performance on Top Key Drivers of SkyTrain Overall Service

Key Drivers with Positive Performance*

- On-Time, Reliable Service
  - This top-performing key driver has been showing an upward trend for the most part since Q4 2016, from 79% to 85% this quarter. Scores for BCRTC have improved from a year ago.

- Feeling Safe from Crime On Board the SkyTrain
  - Eight-in-ten SkyTrain riders (80%) continue to award top ratings to Feeling Safe from Crime On Board the SkyTrain.

- Frequency of Service
  - Directionally down from last quarter but in-line with a year ago, Frequency of Service receives top scores from three-quarters of SkyTrain riders (75%). Ratings for BCRTC have improved from a year ago.

- Not Being Overcrowded
  - Not Being Overcrowded shows relatively weaker performance compared to other top key drivers, earning 47% good-to-excellent scores this period.

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Performance on SeaBus Attributes

% Good to Excellent (8-10)

Attribute	% Good to Excellent (8-10)	Average Rating
Providing On-Time, Reliable Service	98	9.3
Having Courteous, Competent and Helpful SeaBus Staff**	87	9.2
Trip Duration from the Time You Boarded to the Time You Got Off the SeaBus	91	9.0
Feeling Safe from Crime at the SeaBus Station	89	9.0
Clean and Graffiti-Free SeaBus Vessel and Station	85	8.7
Overall SeaBus Service	82	8.6
Staff Available When Needed	67	8.5
Frequency of Service	72	8.1
Not Being Overcrowded	71	8.1

0 20 40 60 80 100

☐ Top Key Driver

Q2 2018 Base = 195 (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=35)

SeaBus

- Eight-in-ten SeaBus riders (82%) give good-to-excellent scores to the Overall SeaBus Service, which is consistent with last quarter and up from a year ago. The average score continues to be strong at 8.6 out of 10.

- Similar to historical trends, all attributes have earned 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
  - On-Time Reliable Service continues to be the highest-performing SeaBus attribute (98%).

- Trip Duration
  - Trip Duration receives top scores from 91% SeaBus riders.

- Frequency of Service
  - Frequency of Service earns high scores from 72% of SeaBus riders.

Highlights – Rider Profile

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 18 to 24 years old (19% versus 12%)
  - They are less likely to be working full-time (52% versus 57%)
  - They are more likely to be a student (14% versus 5%)
  - They are more likely to hold a university degree (49% versus 45%)

Trip Purpose

- The proportion of transit riders who indicate that they travel for work purposes continues to trend upward, from 44% a year ago to 52% this quarter.

- Mentions of other types of trips such as entertainment purposes, shopping and personal business have all increased from a year ago.

Choice versus Captive

- Directionally down from a year ago, two-thirds of riders (65%) are considered as Choice riders, which means they have regular vehicle access. Another 34% are Captive riders or those who have no vehicle access.

- Compared to Captive riders, Choice riders tend to have higher annual incomes ($80K 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 (18-34 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

TRANS LINK

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

% Good to Excellent (8-10)

	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
%	62	59	57	60	63	65	65	66	68
Avg Score	7.7	7.6	7.5	7.6	7.6	7.8	7.8	7.8	8.0

Q2 2018 Base = 2101
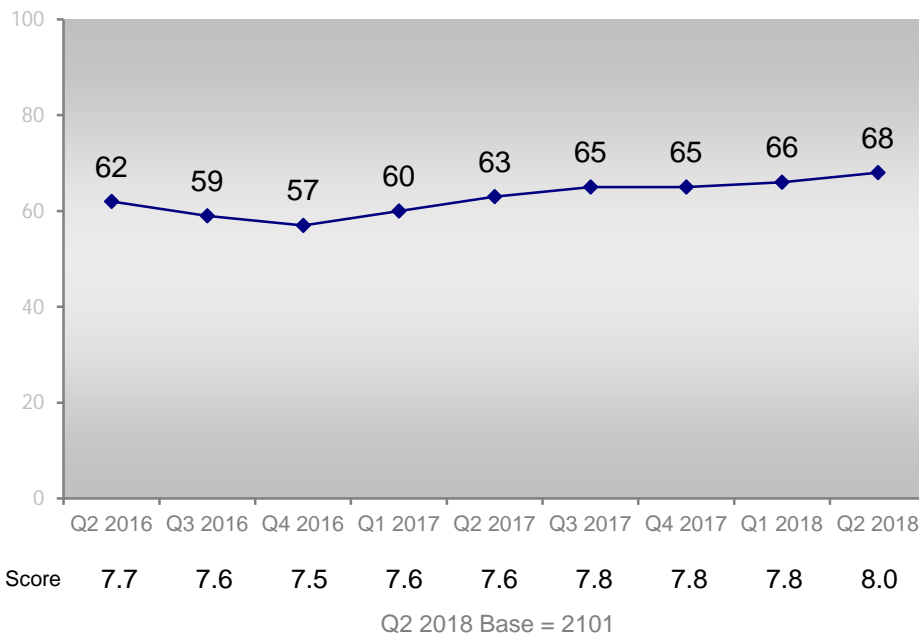
Overall Service

Since Q4 2016, Overall Service's performance has been steadily improving, from 57% to 68% this period. The average score is now sitting at the highest level observed in the last two years (8.0 out of 10).

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	+ 2%	**+ 5%**

Seniors (65+) and Low/Medium Frequency users are more likely than their counterparts to give top scores to the Overall Service.

Q2 2018 Regional Differences:

No significant regional differences	No significant regional differences

Most Positive	Least Positive

= *Significant upward/downward shift*

TRANS/LINK

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)

	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
	52	53	53	53	54	54	57	57	59
Avg Score	7.3	7.4	7.4	7.5	7.5	7.5	7.7	7.6	7.7

Q2 2018 Base = 2101

Q2 2018 Regional Differences:

76% among West Vancouver riders

51% among Burnaby/New Westminster riders

	Top Key Driver		Most Positive		Least Positive
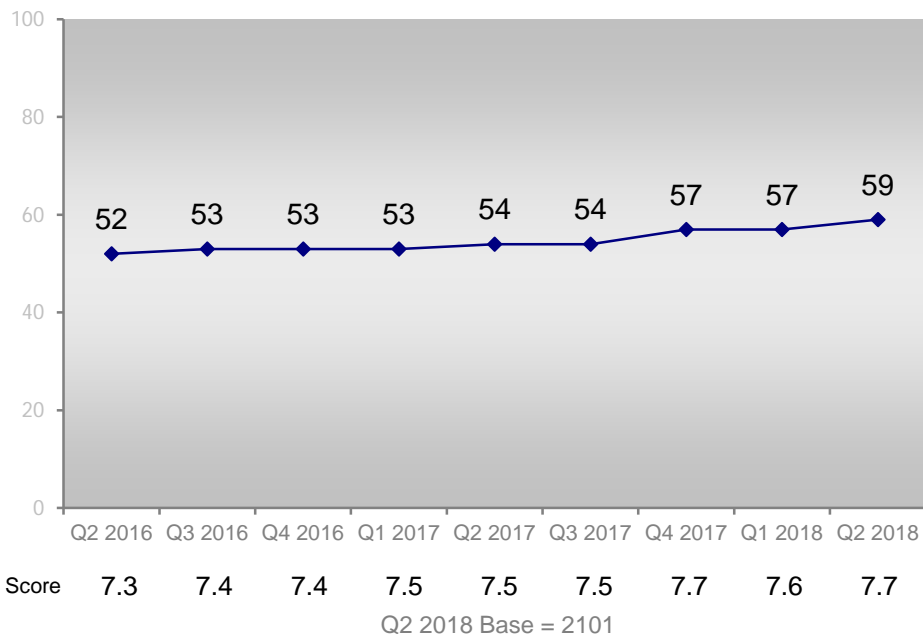
Value for Money

Scores for Value for Money have also been trending upward, from 52% in Q2 2016 to 59% this wave. The average score is at 7.7 out of 10, which makes this attribute the highest-rated top key driver for Overall Service once again.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	+ 2%	**+ 5%**

In particular, senior riders (aged 65 or older) and Low/Medium Frequency users tend to give higher ratings compared to their counterparts.

= *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)

54, 50, 51, 53, 55, 55, 56, 55, 54

Q2 2016, Q3 2016, Q4 2016, Q1 2017, Q2 2017, Q3 2017, Q4 2017, Q1 2018, Q2 2018
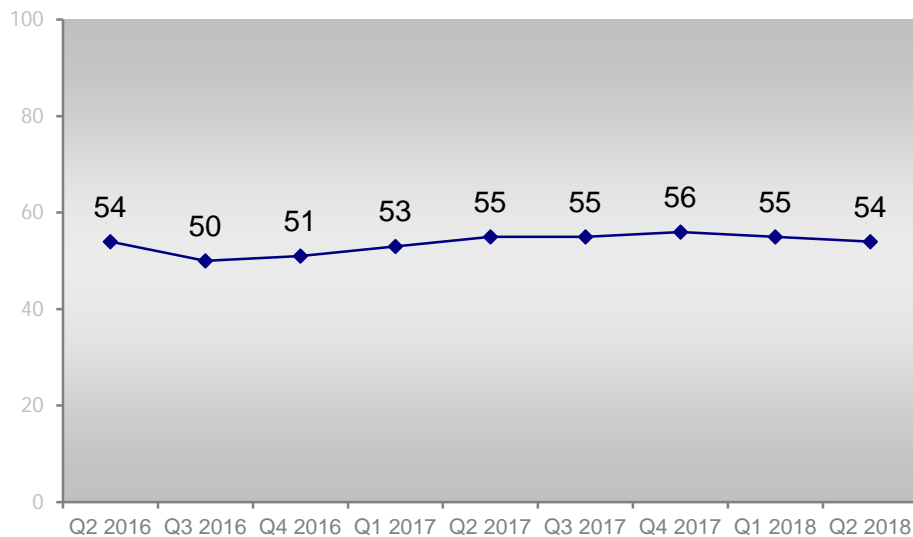
Avg Score: 7.5, 7.3, 7.4, 7.4, 7.5, 7.6, 7.6, 7.5, 7.6

Q2 2018 Base = 2101

Convenient Hours

Consistent with last quarter and the same quarter a year ago, Convenient Hours (a top key driver) is rated highly by over one-half of transit riders (54%). The average score is stable at 7.6 out of 10.

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

Q2 2018 Regional Differences:

61% among West Vancouver riders

38% among North Vancouver riders

Top Key Driver | Most Positive | Least Positive

= *Significant upward/downward shift*

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Good Connections

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

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

Trending down since a year ago, four-in-ten transit riders (39%) report taking more than one bus or transit mode on the trip that they take most often, particularly among Captive riders, Bus or SeaBus riders, High or Medium Frequency users, weekday travelers and those who have an annual household income of $40K or less.

One-half (50%) of those who have made connections continue to award top ratings to Good Connections, which is another top key driver. The average score is at 7.4 out of 10.

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

Compared to their counterparts, riders who are between the ages of 25 to 64 years old are less likely to give a good-to-excellent score to this area.

% Good to Excellent (8-10)

	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
	50	48	46	47	49	52	53	48	50
Avg Score	7.2	7.2	6.9	7.2	7.2	7.4	7.4	7.3	7.4

Q2 2018 Base = 817
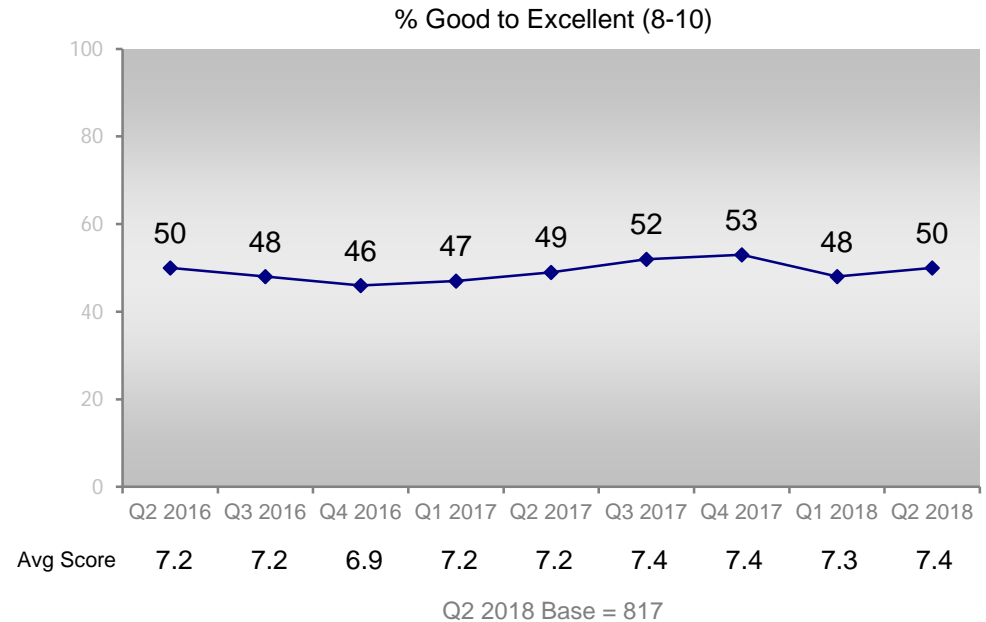
Q2 2018 Regional Differences:

No significant regional differences	No significant regional differences

= Significant upward/downward shift

Top Key Driver   Most Positive   Least Positive

TRANS/LINK

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

% Good to Excellent (8-10)

	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
	36	35	33	33	36	39	37	36	38
Avg Score	6.8	6.7	6.6	6.7	6.8	6.9	6.8	6.8	6.9

Q2 2018 Base = 2101

Q2 2018 Regional Differences:

66% among West Vancouver riders

31% among Burnaby/New Westminster riders

	Top Key Driver		Most Positive		Least Positive

Enough Bus Shelters at Bus Stops

Directionally up from both last quarter and a year ago, close to four-in-ten transit riders (38%) give top scores to Enough Bus Shelters at Bus Stops. The average score (6.9 out of 10) continues to sit below the 7.0 positive-performance threshold, making this the weakest attribute.

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

Captive riders and those who make an annual household income of less than $80K are more likely than their counterparts to award a high score to this attribute.

= *Significant upward/downward shift*

TRANS/LINK

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

Adequacy of Transit Information at Stops and Stations

% Good to Excellent (8-10)
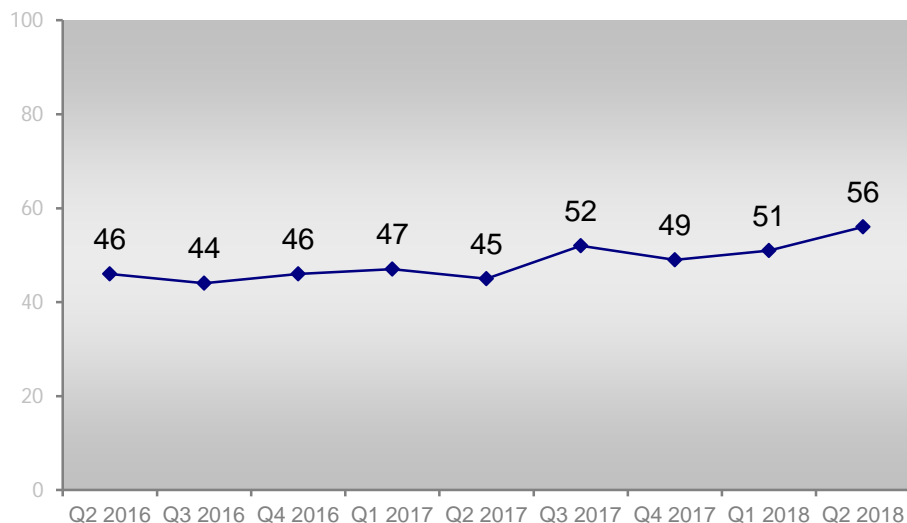
| Avg Score | 7.1 | 7.1 | 7.2 | 7.1 | 7.2 | 7.5 | 7.4 | 7.4 | 7.6 |

Q2 2018 Base = 2101

Since Q2 2017, Adequacy of Transit Information at Stops and Stations has been mostly showing an upward trend, from 45% to 56% this quarter. This attribute also earns a stronger average score (7.6 out of 10) compared to last quarter and a year ago.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	+ 5%	**+ 11%**

Specifically, Captive riders, High or Medium Frequency users, younger riders (18-24) and those who make a household income of less than $80K are more inclined to give a good-to-excellent score to this area.

Q2 2018 Regional Differences:

64% among Surrey/North Delta/White Rock/Langley riders

49% among North Vancouver riders

Most Positive   Least Positive

= *Significant upward/downward shift*

16

TRANS LINK

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?

Ease of Getting Information from the Telephone Information Line

% Good to Excellent (8-10)

Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
62	66	59	66	68	73	73	71	68
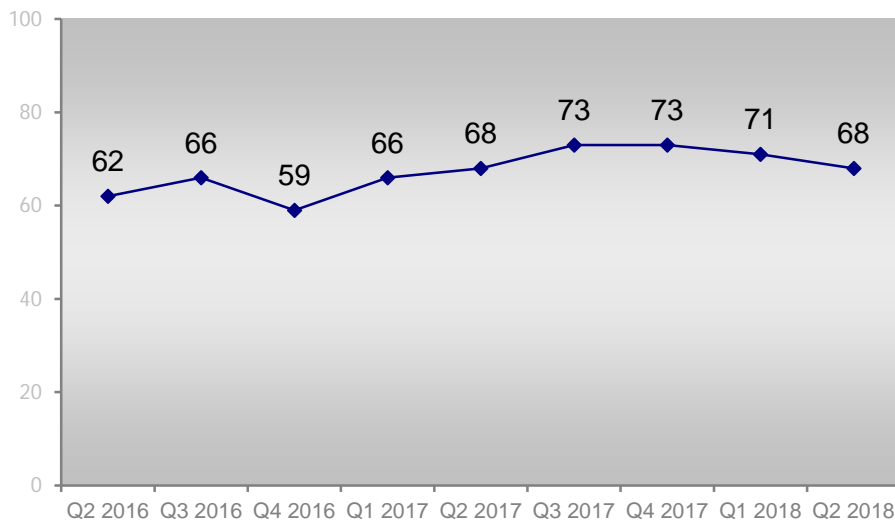
Avg Score

7.5	7.6	7.3	7.6	7.6	8.1	8.2	8.1	8.0

Q2 2018 Base = 242 (used phone)

Similar to previous waves, one-in-ten transit riders (11%) report having used the Telephone Line in the last three months. In particular, High or Medium Frequency users, Captive riders and those who make less than $80K a year are more likely to have used it.

Trending down over the last two quarters, 68% of riders who have used the phone line award top scores to Ease of Getting Information. The average score is strong at 8.0 out of 10.

Good-to-Excellent ratings compared to:	_Last Quarter_	_Same Quarter Last Year_
	- 3%	0%

Riders who had spoken to a clerk or partially talked to one are more likely to give higher scores to this area compared to those who did not speak to a staff at all.

Spoke To Clerk	Call Was Automated	Clerk & Automated
Base = 120	Base = 50*	Base = 65*
% Good to Excellent (8-10)		
74%	43%	74%

= _Significant upward/downward shift_

* Caution: Small base size

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

% Good to Excellent (8-10)

	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
%	61	56	59	59	57	58	61	59	61
Avg Score	7.7	7.5	7.6	7.7	7.6	7.6	7.6	7.6	7.7

Q2 2018 Base = 1093 (used website)

Q2 2018 Regional Differences:

70% among Surrey/North Delta/White Rock/Langley riders

56% among North Vancouver riders

Most Positive   Least Positive

Ease of Finding Info on Website

Over one-half of transit riders (53%) say they have used the TransLink's website over the past three months, which is consistent with previous quarters.

Directionally up from a year ago but in-line with last quarter, six-in-ten riders who have used the website in the past three months (61%) give top scores to Ease of Finding Information. The average score is at 7.7 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	+ 2%	+ 4%

= *Significant upward/downward shift*

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

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
3	WVT	8.6	75
8	VTC	8.0	68
11	PCT	8.0	66
9	BTC	8.0	65
11	RTC	7.9	68
10	TOTAL BUS	7.9	66
10	CMBC	7.9	66
11	STC	7.9	66
14	HTC	7.5	59

Q2 2018 Base = 1909

Total Bus includes all the routes evaluated.

% Good to Excellent (8-10)

	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
WVT	73	79	88	81	55	65	67	63	75
VTC	65	62	58	63	62	62	66	66	68
PCT	62	74	58	65	54	78	71	65	66
BTC	66	63	65	63	69	72	69	68	65
RTC	66	68	64	59	68	62	66	75	68
TOTAL BUS	66	65	62	65	63	66	66	67	66
CMBC	66	64	62	64	63	66	66	67	66
STC	65	57	67	66	60	61	62	65	66
HTC			60	71	62	67	63	62	59

Top Scoring Route

#250

8.7

Lowest Scoring Route*

#601

7.1

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Bus Service Overall

Consistent with last quarter but marginally up from a year ago, two-thirds of bus riders (66%) award a high score to the Overall Bus Service. The average score is stable at 7.9 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	- 1%	+ 3%
VTC	+ 2%	+ 6%
PCT	+ 1%	+ 12%
WVT	+ 12%	+ 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.

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

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
5	WVT	8.3	67
15	PCT	7.7	66
13	BTC	7.7	61
11	RTC	7.6	63
18	VTC	7.6	59
16	TOTAL BUS	7.5	58
17	CMBC	7.5	58
21	STC	7.2	54
22	HTC	7.0	47

Q2 2018 Base = 1909

% Good to Excellent (8-10)

Depot	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
WVT	61	79	75	63	40	52	47	49	67
PCT	54	65	53	66	63	66	63	57	66
BTC	67	60	68	60	63	69	61	62	61
RTC	57	50	53	50	52	57	60	68	63
VTC	53	51	51	49	54	50	59	54	59
TOTAL BUS	58	55	57	55	56	58	59	60	58
CMBC	58	54	56	55	57	58	59	60	58
STC	59	52	52	60	61	58	59	61	54
HTC			56	52	50	58	50	64	47

Top Scoring Routes

#14	#99
8.2	8.2

Lowest Scoring Routes

#25	#20	#410	#601
6.6	6.7	6.7	6.9

Time Period Receiving Higher Ratings

- Weekdays 9:30AM – 3PM

On-Time Reliable Service

Six-in-ten bus riders (58%) continue to give good-to-excellent scores to On-Time Reliable Service, which is a top key driver for Overall Bus Service. The average score is consistent at 7.5 out of 10.

Top Key Driver

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	- 2%	+ 2%
RTC	- 5%	+ 11%
HTC	- 17%	- 3%
WVT	+ 18%	+ 27%

= Significant upward/downward shift

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

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

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
11	WVT	8.0	61
15	BTC	7.6	58
16	PCT	7.4	52
19	VTC	7.3	52
20	TOTAL BUS	7.3	51
20	CMBC	7.2	50
24	RTC	7.1	49
23	STC	7.1	48
25	HTC	6.8	42

Q2 2018 Base = 1909

% Good to Excellent (8-10)

Depot	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
WVT	51	58	59	57	29	38	36	37	61
BTC	61	56	61	57	59	64	59	63	58
PCT	44	49	49	49	38	62	59	50	52
VTC	47	48	43	44	48	50	54	48	52
TOTAL BUS	50	47	48	48	48	54	53	54	51
CMBC	50	47	48	48	49	54	54	54	50
RTC	48	45	43	39	43	48	54	60	49
STC	49	35	46	48	44	55	54	52	48
HTC			44	52	47	53	45	54	42

Top Scoring Route

#99

8.5

Lowest Scoring Route

#601

5.8

Time Period Receiving Lower Ratings

• No particular time period is singled out.

Frequency of Service

Directionally down from last quarter but marginally up from a year ago, Frequency of Service (another top key driver) receives a high score from one-half of bus riders (51%). The average score is stable at 7.3 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	- 3%	+ 3%
PCT	+ 2%	**+ 14%**
RTC	**- 11%**	+ 6%
HTC	**- 12%**	- 5%
WVT	**+ 24%**	**+ 32%**

Top Key Driver

= *Significant upward/downward shift*

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

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

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
0	WVT	9.1	91
4	PCT	8.7	81
5	VTC	8.6	79
3	BTC	8.6	78
5	TOTAL BUS	8.5	78
5	CMBC	8.5	78
7	HTC	8.4	76
7	RTC	8.3	78
7	STC	8.3	73

Q2 2018 Base = 1909

% Good to Excellent (8-10)

	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
WVT	83	78	88	86	77	89	81	76	91
PCT	74	74	74	83	74	78	87	81	81
VTC	73	77	76	76	76	76	81	83	79
BTC	69	75	73	73	74	75	72	77	78
TOTAL BUS	74	75	75	77	76	77	77	80	78
CMBC	73	75	75	76	75	76	77	80	78
HTC			77	75	74	80	76	78	76
RTC	75	74	73	77	82	73	76	84	78
STC	74	67	74	75	73	76	68	74	73

Top Scoring Route

#250

9.1

Lowest Scoring Route*

#41

8.0

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Courteous Bus Operator

Courteous Bus Operator remains as the highest-rated top key driver for Overall Bus Service, earning top ratings from 78% of bus riders and an average score of 8.5 out of 10, unchanged from past waves.

☐ Top Key Driver

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	- 2%	+ 2%
WVT	**+ 15%**	**+ 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.*

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

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
3	WVT	8.9	92
4	PCT	8.5	76
5	BTC	8.4	76
6	TOTAL BUS	8.4	76
8	RTC	8.3	77
5	VTC	8.3	76
6	CMBC	8.3	76
7	STC	8.3	75
7	HTC	8.3	74

Q2 2018 Base = 1909

% Good to Excellent (8-10)

Depot	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
WVT	78	84	88	81	63	74	82	82	92
PCT	70	74	75	78	79	79	80	78	76
BTC	79	80	76	74	75	79	75	80	76
TOTAL BUS	73	73	73	76	74	74	76	77	76
RTC	73	71	75	74	77	78	73	79	77
VTC	72	74	67	77	72	69	77	75	76
CMBC	73	73	73	76	75	74	76	76	76
STC	69	61	75	75	72	73	76	73	75
HTC			78	80	77	73	76	78	74

Top Scoring Route

#250

9.0

Lowest Scoring Routes*

#319   **#410**

7.9   **7.9**

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Trip Duration

In-line with last quarter and a year ago, Trip Duration earns high scores from three-quarters of bus riders (76%) and the average score remains to be strong at 8.4 out of 10.
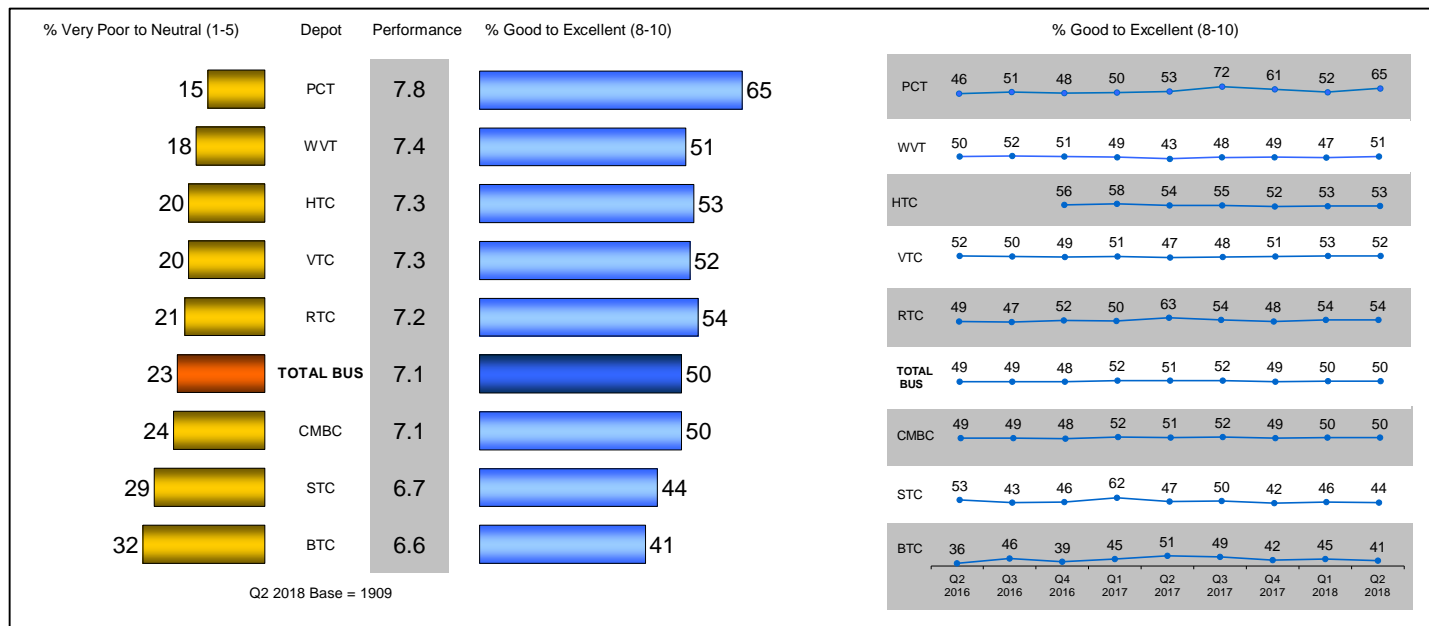
Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	- 1%	+ 2%
WVT	**+ 10%**	**+ 29%**

= 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?**

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
15	PCT	7.8	65
18	WVT	7.4	51
20	HTC	7.3	53
20	VTC	7.3	52
21	RTC	7.2	54
23	**TOTAL BUS**	7.1	50
24	CMBC	7.1	50
29	STC	6.7	44
32	BTC	6.6	41

Q2 2018 Base = 1909

% Good to Excellent (8-10)

	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
PCT	46	51	48	50	53	72	61	52	65
WVT	50	52	51	49	43	48	49	47	51
HTC			56	58	54	55	52	53	53
VTC	52	50	49	51	47	48	51	53	52
RTC	49	47	52	50	63	54	48	54	54
TOTAL BUS	49	49	48	52	51	52	49	50	50
CMBC	49	49	48	52	51	52	49	50	50
STC	53	43	46	62	47	50	42	46	44
BTC	36	46	39	45	51	49	42	45	41

Top Scoring Route

#49

7.7

Lowest Scoring Routes

#319   **#240**

5.5   **5.7**

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) has an average score of 7.1 out of 10, which meets the 7.0 threshold for positive performance. It is also rated highly by one-half of bus riders (50%).
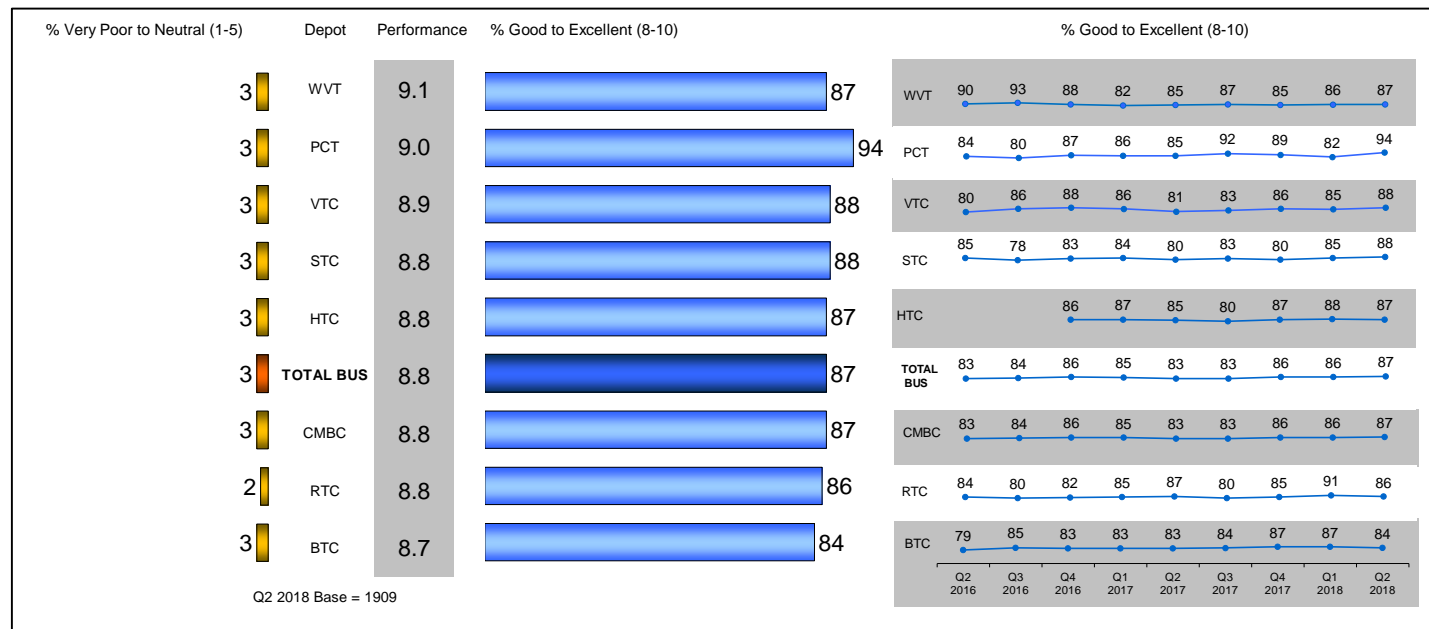
☐ Top Key Driver

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	0%	- 1%
BTC	- 4%	**- 10%**
PCT	**+ 13%**	**+ 12%**

⬤ ⬤ = *Significant upward/downward shift*

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

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

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
3	WVT	9.1	87
3	PCT	9.0	94
3	VTC	8.9	88
3	STC	8.8	88
3	HTC	8.8	87
3	TOTAL BUS	8.8	87
3	CMBC	8.8	87
2	RTC	8.8	86
3	BTC	8.7	84

Q2 2018 Base = 1909

% Good to Excellent (8-10)

	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
WVT	90	93	88	82	85	87	85	86	87
PCT	84	80	87	86	85	92	89	82	94
VTC	80	86	88	86	81	83	86	85	88
STC	85	78	83	84	80	83	80	85	88
HTC			86	87	85	80	87	88	87
TOTAL BUS	83	84	86	85	83	83	86	86	87
CMBC	83	84	86	85	83	83	86	86	87
RTC	84	80	82	85	87	80	85	91	86
BTC	79	85	83	83	83	84	87	87	84

Top Scoring Routes

#250	#16
9.1	9.0

Lowest Scoring Routes*

#41	#20
8.5	8.5

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Safe and Professional Bus Operator

Up from a year ago but in-line with last quarter, 87% of bus riders give top scores to Safe and Professional Bus Operator. The average score (8.8 out of 10) is also up from the same quarter last year, making this the highest-performing bus system attribute once again.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	+ 4%
VTC	+ 3%	+ 7%
PCT	+ 12%	+ 9%
STC	+ 3%	+ 8%

= Significant upward/downward shift

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

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

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
0	WVT	9.4	95
2	RTC	9.0	89
3	PCT	9.0	85
4	TOTAL BUS	8.7	83
4	BTC	8.7	82
4	CMBC	8.7	82
5	HTC	8.6	82
4	STC	8.6	81
4	VTC	8.6	79

Q2 2018 Base = 1909

% Good to Excellent (8-10)

Depot	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
WVT	90	93	94	96	88	94	89	93	95
RTC	89	84	89	87	86	86	87	91	89
PCT	83	81	84	88	80	89	88	80	85
TOTAL BUS	82	83	84	84	82	82	83	84	83
BTC	84	85	86	85	85	81	87	86	82
CMBC	82	82	84	84	81	81	83	83	82
HTC			84	87	81	86	86	87	82
STC	77	72	78	78	74	78	73	79	81
VTC	77	81	81	82	80	79	81	80	79

Top Scoring Routes

#250	#351	#601
9.5	9.1	9.1

Lowest Scoring Route*

#20

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.

Feeling Safe from Crime On Board the Bus

Feeling Safe from Crime On Board the Bus shows strong performance, earning good-to-excellent ratings from 83% of bus riders and an average score is at 8.7 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	- 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.

TRANS LINK

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

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
2	WVT	9.0	85
3	BTC	8.9	83
3	VTC	8.7	83
5	TOTAL BUS	8.6	81
5	CMBC	8.6	81
6	STC	8.6	81
5	PCT	8.6	77
8	RTC	8.5	80
11	HTC	8.2	73

Q2 2018 Base = 1909

% Good to Excellent (8-10)

	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
WVT	84	89	93	91	75	79	78	79	85
BTC	84	87	82	81	83	85	85	84	83
VTC	79	82	79	82	78	74	85	80	83
TOTAL BUS	80	79	79	81	79	78	82	81	81
CMBC	79	78	79	80	79	78	83	81	81
STC	77	65	73	82	78	78	76	78	81
PCT	76	77	78	74	73	78	82	77	77
RTC	81	77	79	71	86	79	82	86	80
HTC			79	82	80	79	80	78	73

Top Scoring Routes

#95	#99	#240	#319
9.2	9.2	9.0	9.0

Lowest Scoring Route*

#601

7.7

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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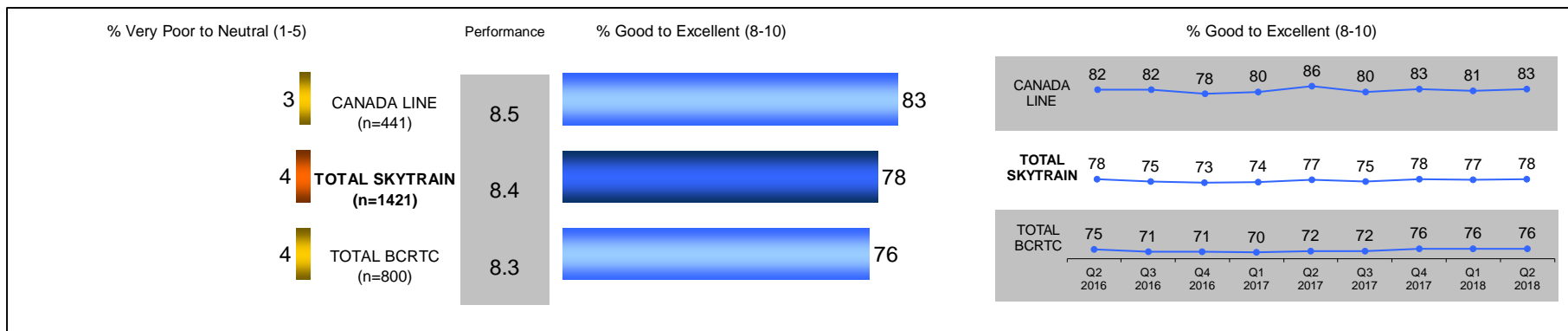
Having a Direct Route

Consistent with historical trends, eight-in-ten bus riders (81%) give top scores to Having a Direct Route, and the average score is strong at 8.6 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	0%	+ 2%
VTC	+ 3%	+ 5%

⬤ ⬤ = *Significant upward/downward shift*

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

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

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
2	WVT	9.4	92
3	RTC	8.8	87
4	PCT	8.6	81
6	TOTAL BUS	8.5	78
6	VTC	8.5	78
7	CMBC	8.4	77
6	BTC	8.4	76
8	HTC	8.3	75
11	STC	8.2	69

Q2 2018 Base = 1909

% Good to Excellent (8-10)

Depot	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
WVT	86	96	85	88	80	92	89	83	92
RTC	82	81	84	78	90	81	79	83	87
PCT	77	70	80	84	72	81	71	81	81
TOTAL BUS	78	79	79	77	79	78	77	78	78
VTC	79	81	80	77	79	77	79	78	78
CMBC	78	78	79	77	79	78	77	78	77
BTC	78	83	82	77	81	80	80	82	76
HTC			77	77	84	84	79	78	75
STC	67	60	64	67	65	69	64	68	69
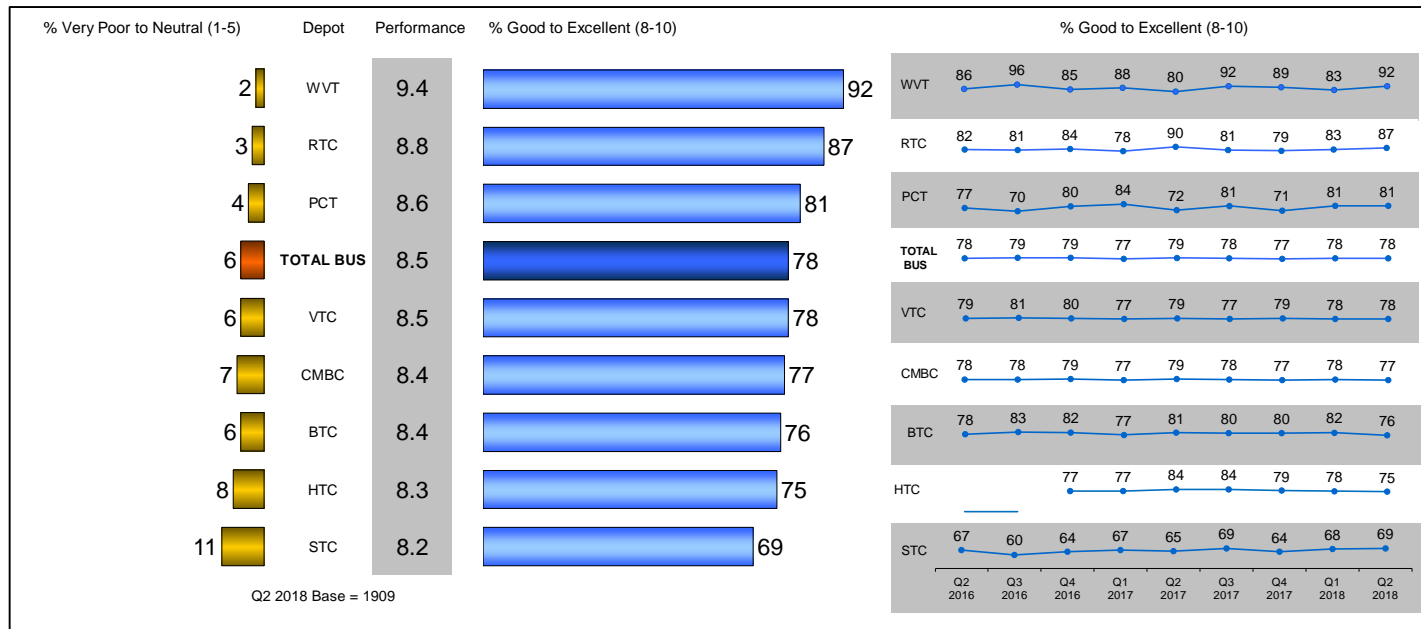
Top Scoring Route

#250

9.6

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

Consistent with previous quarters, close to eight-in-ten bus riders (78%) award top ratings to Feeling Safe from Crime at Stops or Exchanges and the average score is stable at 8.5 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	0%	- 1%
BTC	- 6%	- 5%
HTC	- 3%	- 9%
WVT	+ 9%	+ 12%

= *Significant upward/downward shift*

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

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

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
0	WVT	9.4	97
5	PCT	8.7	83
6	RTC	8.5	80
4	BTC	8.4	75
6	TOTAL BUS	8.3	74
6	CMBC	8.3	73
7	HTC	8.3	72
6	VTC	8.2	71
9	STC	8.0	67

Q2 2018 Base = 1909

% Good to Excellent (8-10)

	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
WVT	80	92	92	84	81	84	86	83	97
PCT	67	70	75	77	79	79	83	78	83
RTC	75	66	79	78	82	80	73	79	80
BTC	76	74	74	70	69	78	77	78	75
TOTAL BUS	74	73	73	72	71	73	75	73	74
CMBC	74	72	72	71	71	73	74	73	73
HTC			71	75	71	81	76	78	72
VTC	71	73	69	69	68	67	74	68	71
STC	72	61	63	64	68	66	63	65	67

Top Scoring Route

#250

9.4

Lowest Scoring Route*

#20	#410	#9
7.6	7.9	7.9

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Clean and Graffiti-Free Buses

Clean and Graffiti-Free Buses receives good-to-excellent scores from 74% of bus riders, which is up from a year ago. The average score (8.3 out of 10) has also improved from the same quarter last year.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	+ 1%	**+ 3%**
WVT	**+ 14%**	**+ 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.*

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

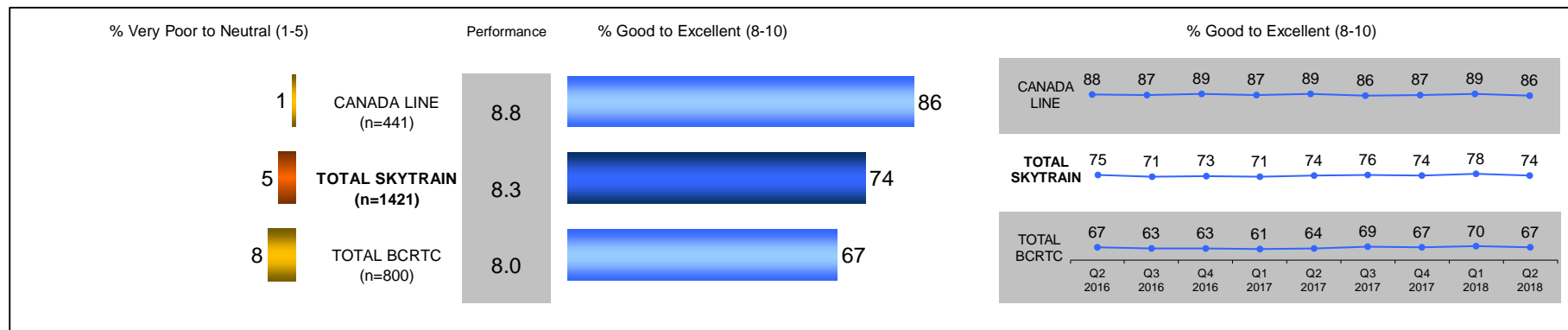| % Very Poor to Neutral (1-5)		Performance	% Good to Excellent (8-10)	% Good to Excellent (8-10)
3	CANADA LINE (n=441)	8.5	83	
4	**TOTAL SKYTRAIN (n=1421)**	8.4	78	
4	TOTAL BCRTC (n=800)	8.3	76	

% Good to Excellent (8-10)

	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
CANADA LINE	82	82	78	80	86	80	83	81	83
TOTAL SKYTRAIN	78	75	73	74	77	75	78	77	78
TOTAL BCRTC	75	71	71	70	72	72	76	76	76

SkyTrain Overall Service

Overall SkyTrain Service's performance remains relatively stable, earning top scores from 78% of SkyTrain riders and an average score of 8.4 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	+ 1%	+ 1%
Total BCRTC:	0%	+ 4%
Canada Line:	+ 2%	- 3%

Notes: *Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode.*
Total BCRTC riders are those who only rode the Millennium Line (including the Evergreen Extension) and/or the Expo Line on the trip they evaluated.
Canada Line riders are those who only rode the Canada Line on the trip they evaluated.

= *Significant upward/downward shift*

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

% Very Poor to Neutral (1-5)	Performance	% Good to Excellent (8-10)
7 CANADA LINE (n=441)	8.4	77
5 **TOTAL SKYTRAIN (n=1421)**	8.4	75
4 TOTAL BCRTC (n=800)	8.3	75

% Good to Excellent (8-10)

	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
CANADA LINE	80	79	81	79	81	79	80	81	77
TOTAL SKYTRAIN	75	73	71	72	73	73	76	78	75
TOTAL BCRTC	72	69	65	68	69	70	73	76	75
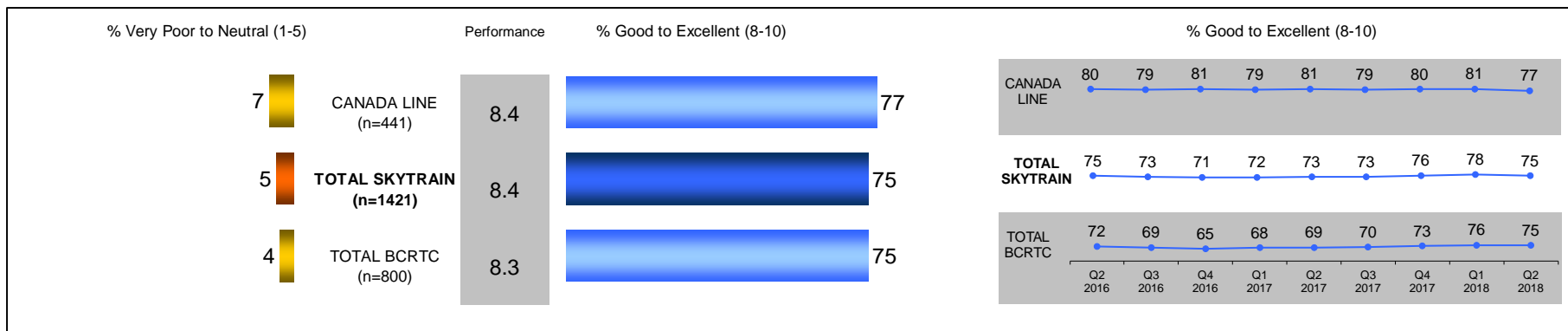
Top Key Driver

Frequency of Service

Frequency of Service is a top key driver for Overall SkyTrain Service and it is rated highly by three-quarters of SkyTrain riders (75%), which is directionally down from last quarter. The average score has been steadily increasing from 8.1 out of 10 in Q4 2016 to 8.4 this wave.

Good-to-Excellent ratings compared to:	_Last Quarter_	_Same Quarter Last Year_
Total SkyTrain:	- 3%	+ 2%
Total BCRTC:	- 1%	**+ 6%**
Canada Line:	- 4%	- 4%

= _Significant upward/downward shift_

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

% Very Poor to Neutral (1-5)		Performance	% Good to Excellent (8-10)
2	CANADA LINE (n=441)	8.9	90
3	**TOTAL SKYTRAIN (n=1421)**	8.7	85
3	TOTAL BCRTC (n=800)	8.7	83

% Good to Excellent (8-10)

	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
CANADA LINE	89	92	88	89	87	89	91	90	90
TOTAL SKYTRAIN	82	81	79	80	81	82	81	84	85
TOTAL BCRTC	78	74	74	75	78	77	76	81	83
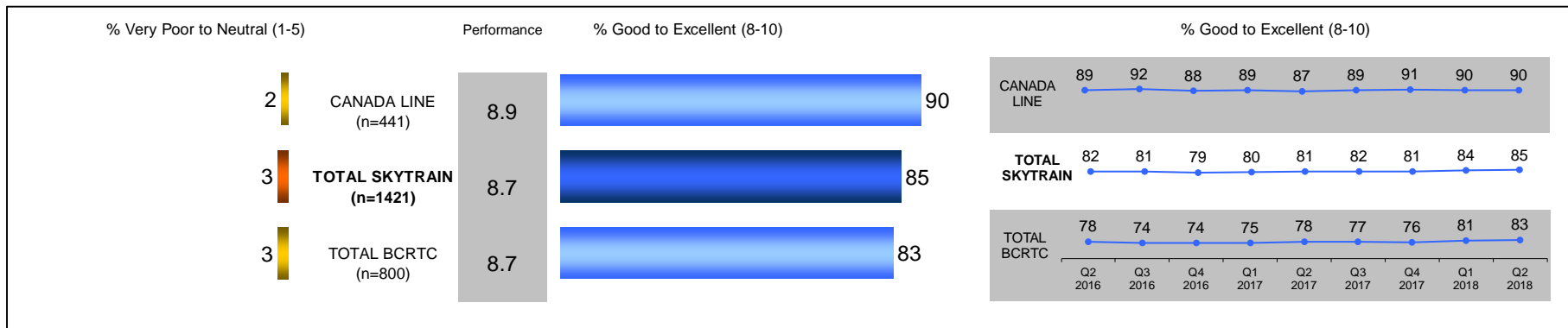
Top Key Driver

On-Time, Reliable Service

Ratings for On-Time, Reliable Service have mostly been trending up since Q4 2016, from 79% to 85% this period. The average score (8.7 out of 10) is up from a year ago.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	+ 1%	**+ 4%**
Total BCRTC:	+ 2%	**+ 5%**
Canada Line:	0%	+ 3%

= *Significant upward/downward shift*

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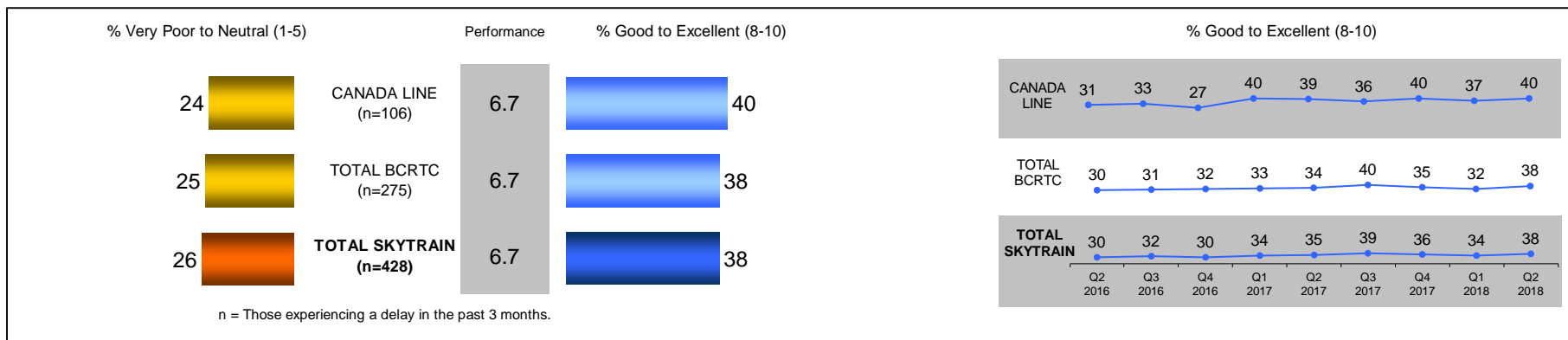

	% Very Poor to Neutral (1-5)	Performance	% Good to Excellent (8-10)
TOTAL BCRTC (n=800)	23	7.1	48
TOTAL SKYTRAIN (n=1421)	25	7.0	47
CANADA LINE (n=441)	26	6.9	47

% Good to Excellent (8-10)

	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
TOTAL BCRTC	46	43	47	48	51	47	47	47	48
TOTAL SKYTRAIN	45	47	50	52	50	48	46	46	47
CANADA LINE	47	44	48	49	51	47	47	47	47
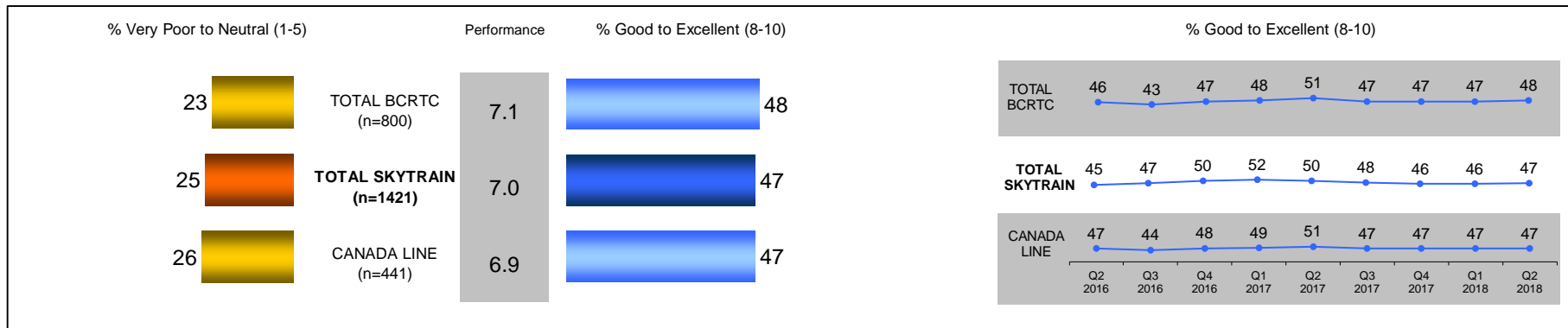
Top Key Driver

Not Being Overcrowded

Not Being Overcrowded is the lowest-rated top key driver. However, its average score (7.0 out of 10) continues to meet the threshold for positive performance. Close to one-half of SkyTrain riders (47%) award top scores to this attribute; which is directionally down from a year ago.

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

= Significant upward/downward shift

33

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?**
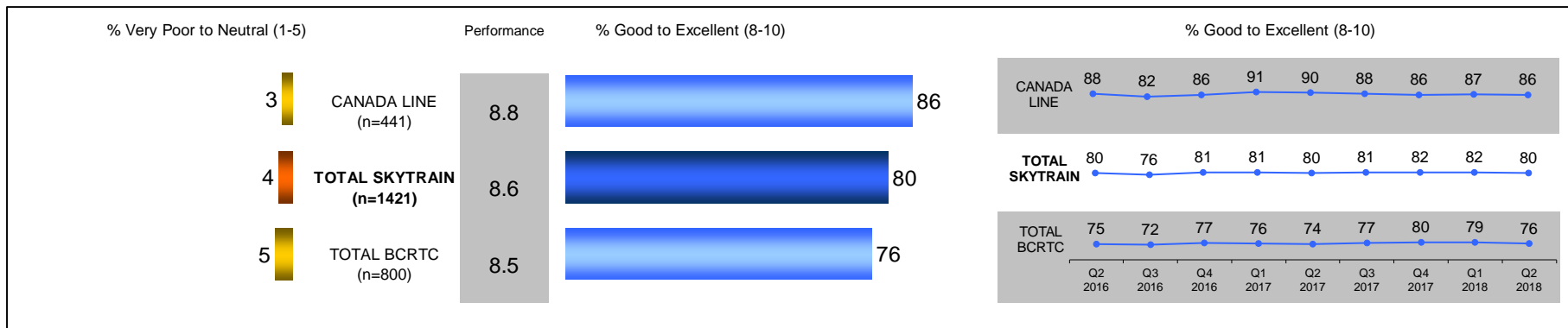
Top Key Driver

Feeling Safe from Crime On Board SkyTrain

Another top key driver is Feeling Safe from Crime On Board SkyTrain, which earns 80% top ratings and an average score of 8.6 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	- 2%	0%
Total BCRTC:	- 3%	+ 2%
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?**

% Very Poor to Neutral (1-5)		Performance	% Good to Excellent (8-10)
1	CANADA LINE (n=441)	8.8	86
5	**TOTAL SKYTRAIN (n=1421)**	8.3	74
8	TOTAL BCRTC (n=800)	8.0	67

% Good to Excellent (8-10)

	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
CANADA LINE	88	87	89	87	89	86	87	89	86
TOTAL SKYTRAIN	75	71	73	71	74	76	74	78	74
TOTAL BCRTC	67	63	63	61	64	69	67	70	67

Clean and Graffiti-Free SkyTrain Cars and Stations

Down from last quarter but unchanged from a year ago, three-quarters of SkyTrain riders (74%) give top scores to Clean and Graffiti-Free SkyTrain Cars and Stations. Its average score is stable at 8.3 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	- 4%	0%
Total BCRTC:	- 3%	+ 3%
Canada Line:	- 3%	- 3%

= *Significant upward/downward shift*

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

% Very Poor to Neutral (1-5)		Performance	% Good to Excellent (8-10)	% Good to Excellent (8-10)
3	CANADA LINE (n=441)	8.8	84	
6	**TOTAL SKYTRAIN (n=1421)**	8.4	75	
8	TOTAL BCRTC (n=800)	8.2	71	

% Good to Excellent (8-10)

	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
CANADA LINE	82	83	83	86	87	85	85	85	84
TOTAL SKYTRAIN	74	70	72	72	74	75	77	76	75
TOTAL BCRTC	64	63	65	63	66	69	72	71	71
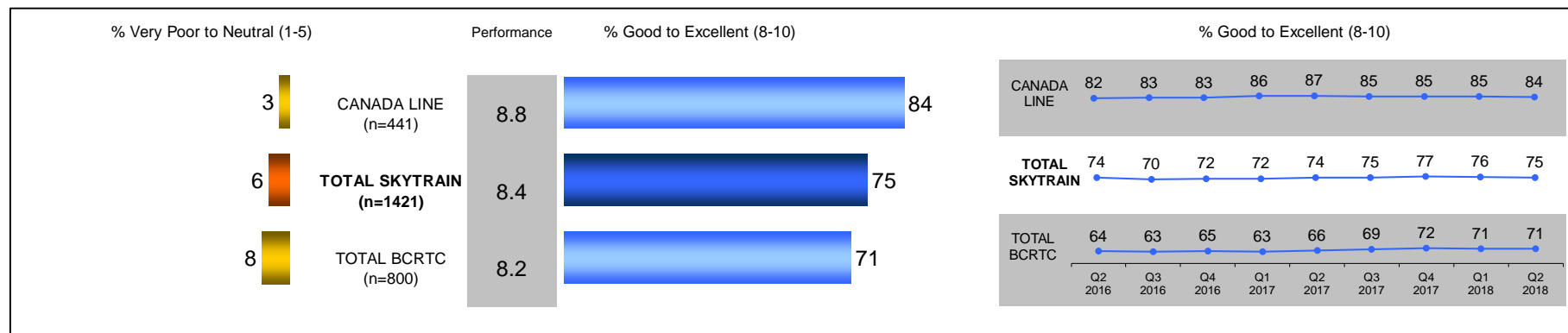
Feeling Safe from Crime Inside the SkyTrain Station

Consistent with last quarter and a year ago, Feeling Safe From Crime Inside the SkyTrain Station receives top ratings from 75% of SkyTrain riders. The average score remains to be strong at 8.4 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	- 1%	+ 1%
Total BCRTC:	0%	**+ 5%**
Canada Line:	- 1%	- 3%

= *Significant upward/downward shift*

TRANS/LINK

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

% Very Poor to Neutral (1-5)		Performance	% Good to Excellent (8-10)	
16	TOTAL BCRTC (n=800)	7.2		39
17	**TOTAL SKYTRAIN (n=1421)**	7.1		37
19	CANADA LINE (n=441)	6.9		34

% Good to Excellent (8-10)

	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 20108	Q2 20108
TOTAL BCRTC	40	34	35	36	42	40	44	39	39
TOTAL SKYTRAIN	41	35	36	35	38	39	41	38	37
CANADA LINE	43	38	36	34	30	36	37	36	34
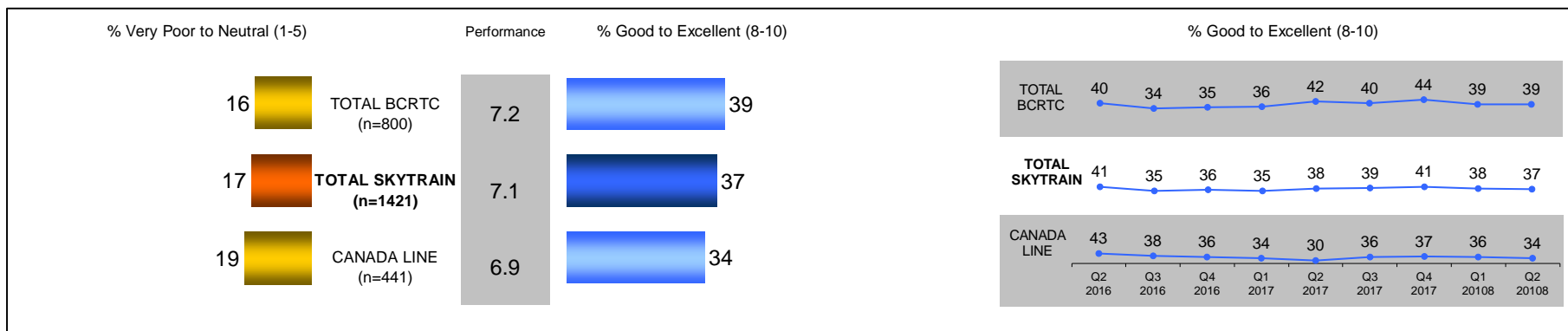
Staff Available When Needed

Close to four-in-ten SkyTrain riders (37%) continue to award top scores to Staff Availability and the average score is at 7.1 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	- 1%	- 1%
Total BCRTC:	0%	- 3%
Canada Line:	- 2%	+ 4%

= *Significant upward/downward shift*

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

% Very Poor to Neutral (1-5)		Performance	% Good to Excellent (8-10)	
24	CANADA LINE (n=106)	6.7		40
25	TOTAL BCRTC (n=275)	6.7		38
26	**TOTAL SKYTRAIN (n=428)**	6.7		38

n = Those experiencing a delay in the past 3 months.

% Good to Excellent (8-10)

	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
CANADA LINE	31	33	27	40	39	36	40	37	40
TOTAL BCRTC	30	31	32	33	34	40	35	32	38
TOTAL SKYTRAIN	30	32	30	34	35	39	36	34	38

Delays are Announced and Explained

The proportion of SkyTrain riders who report experiencing a delay on the SkyTrain in the past three months has largely been trending down since Q1 2017 (from 42% to 34% this quarter). Similar to the past, BCRTC riders are generally more likely to experience delays than Canada Line riders (39% versus 27%).

Close to four-in-ten who have experienced a delay (38%) award top scores to Delays are Announced and Explained. Although its average score (6.7 out of 10) continues to sit below the below the 7.0 threshold for positive performance, it is up from both last quarter and a year ago.

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

= *Significant upward/downward shift*

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

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

	Performance	% Good to Excellent (8-10)	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
TOTAL BCRTC (n=53*) — 4	8.9	86	76	64	83	84	66	75	80	77	86
TOTAL SKYTRAIN (n=78*) — 5	8.7	84	76	68	78	81	71	77	76	77	84
CANADA LINE (n=16**) — 11	8.5	79	76	78	77	76	76	77	62	84	79

n = SkyTrain riders who spoke with staff.
*Caution: small base size.   **Caution: very small base size.
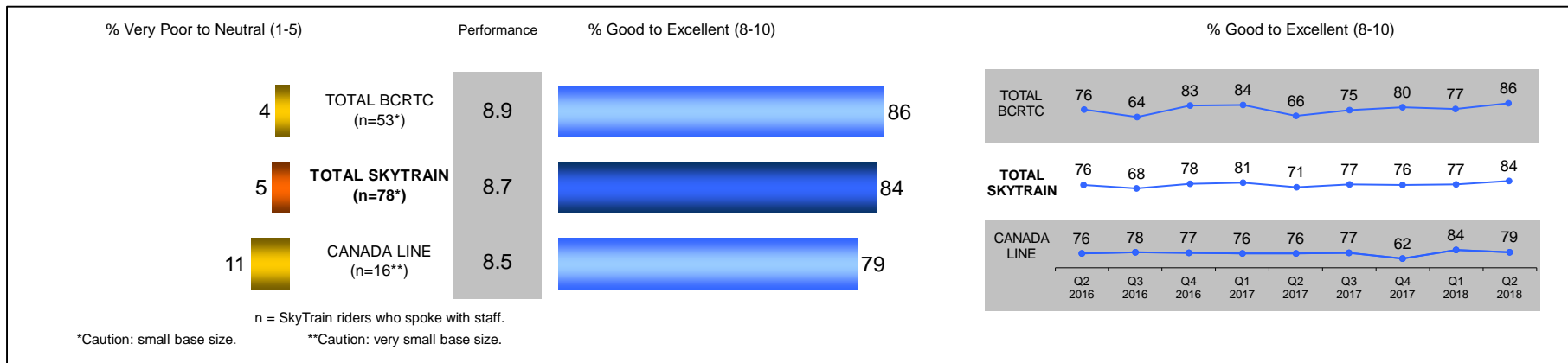
Courteous, Competent and Helpful SkyTrain Staff

In-line with previous waves, only a very small proportion of SkyTrain riders (4%) have spoken with a SkyTrain staff this period.

Among those who have interacted with staff, 84% of them award top scores to Courteous, Competent and Helpful SkyTrain Staff, which is up from a year ago. The average score is strong at 8.7 out of 10.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	+ 7%	**+ 13%**
Total BCRTC:	+ 9%	**+ 20%**
Canada Line:	- 5%	+ 3%

= *Significant upward/downward shift*

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

% Very Poor to Neutral (1-5)	SeaBus Attributes	Performance	% Good to Excellent (8-10)
1	On-time, reliable service	9.3	98
6	Courteous, competent & helpful staff*	9.2	87
1	Trip duration	9.0	91
1	Safety from crime at the station	9.0	89
2	Clean & graffiti-free	8.7	85
5	**Overall Service**	8.6	82
7	Staff available when needed	8.5	67
12	Frequency of service	8.1	72
9	Not being overcrowded	8.1	71

Q2 2018 Base = 195

*Caution: Very small base size – only among those who spoke to SeaBus staff (n=35)

% Good to Excellent (8-10)

	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
On-time, reliable service	90	94	94	95	89	92	97	91	98
Courteous, competent & helpful staff*	82	80	82	94	84	98	95	79	87
Trip duration	91	90	82	90	78	91	89	85	91
Safety from crime at the station	83	88	88	84	87	85	91	88	89
Clean & graffiti-free	82	87	85	84	88	78	87	82	85
Overall Service	82	86	84	81	73	85	88	85	82
Staff available when needed	57	62	68	68	67	68	67	63	67
Frequency of service	62	65	67	62	59	66	75	71	72
Not being over-crowded	72	77	72	72	67	79	70	79	71

SeaBus

Top Key Driver

Overall SeaBus Service earns a high score from 82% of SeaBus riders, which is in-line with last quarter but up from the unusually low score received a year ago. The average score is stable at 8.6 out of 10. Similar to historical trends, all SeaBus service attributes have an average score that is over 8.0 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Overall SeaBus Service	- 3%	**+ 9%**
On-time, reliable service	**+ 7%**	**+ 9%**
Trip duration	+ 6%	**+ 13%**
Frequency of service	+ 1%	**+ 13%**

= Significant upward/downward shift

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

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

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

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

Q2 2018 Base = 2101
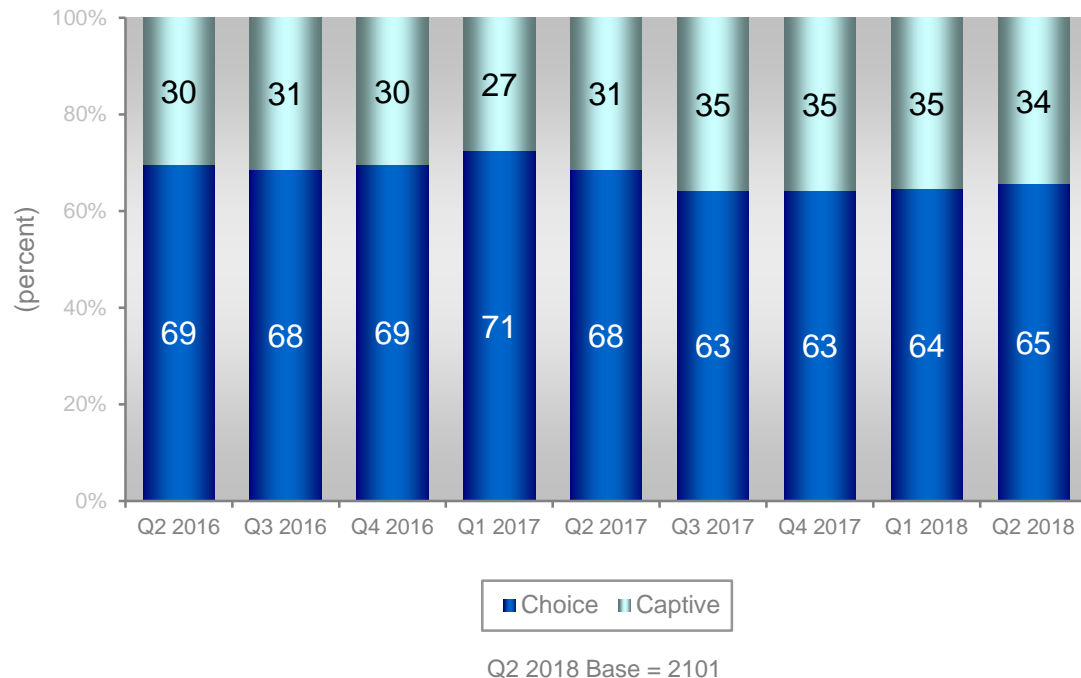
Choice Versus Captive

Two-thirds of riders (65%) are considered as Choice riders, which means they have access to a vehicle on a regular basis. This is in-line with last quarter, but directionally down from a year ago. The remaining one-third are Captive riders (34%), or those who do not have regular access to a vehicle.

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 $80K or more, ride the SkyTrain/SeaBus 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

	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
To or from work	45%	46%	46%	44%	44%	46%	48%	51%	52%
For entertainment or social reasons	38%	42%	37%	39%	40%	44%	42%	42%	45%
To or from shopping	29%	33%	33%	29%	32%	37%	37%	37%	35%
For personal business	23%	22%	20%	20%	21%	23%	21%	24%	24%
To or from school	17%	13%	18%	20%	17%	14%	18%	19%	16%
For any other purpose	9%	10%	9%	8%	9%	8%	9%	10%	13%
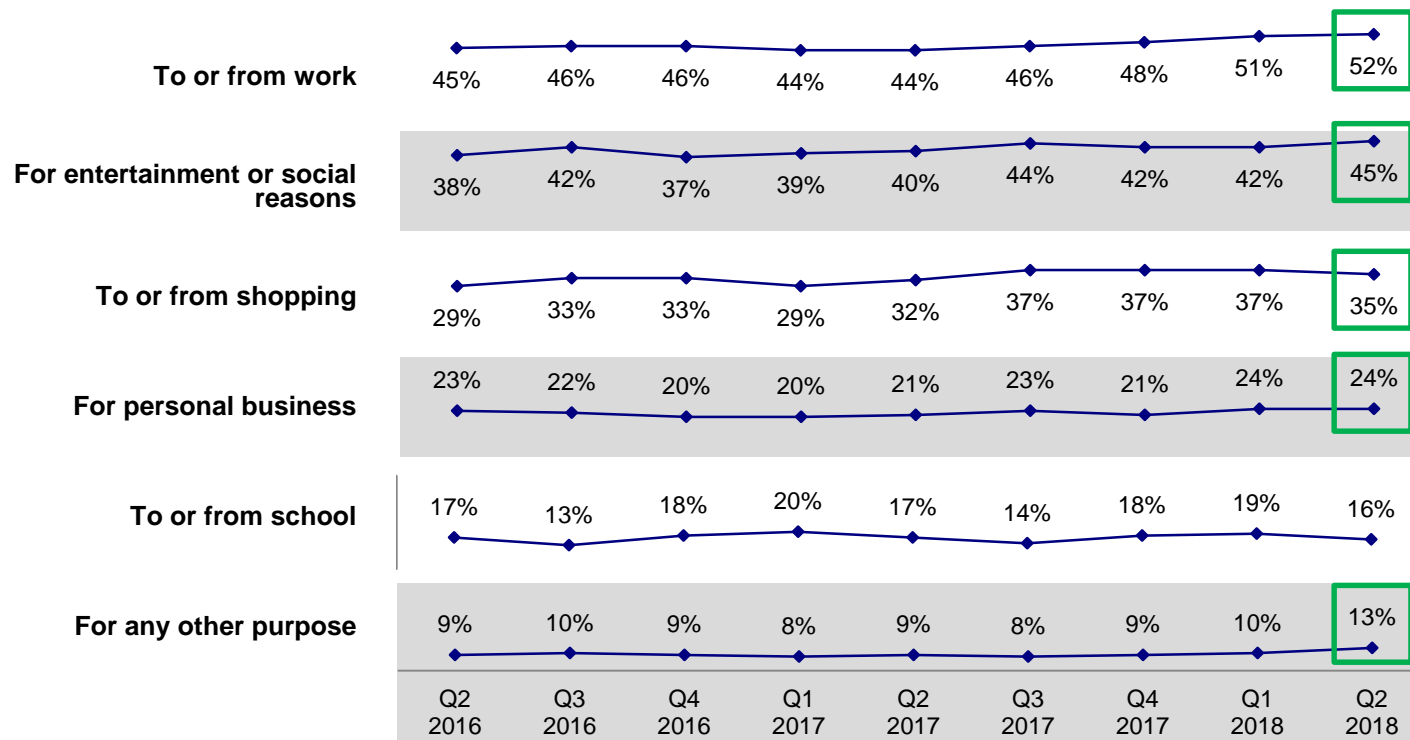
☐ Significantly higher than the same quarter of the previous year

◯ Significantly lower than the same quarter of the previous year

Q2 2018 Base = 2101

Trip Purpose

Travelling for work purposes continues to trend upward, from 44% a year ago to 52% this quarter. Other trip purposes such as entertainment/social reasons, shopping and personal business have all increased from Q2 2017.

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

Avg. # of Years	11.0	11.7	11.7	11.4	11.0	9.6	9.1	9.7	10.0

Q2 2018 Base = 2101
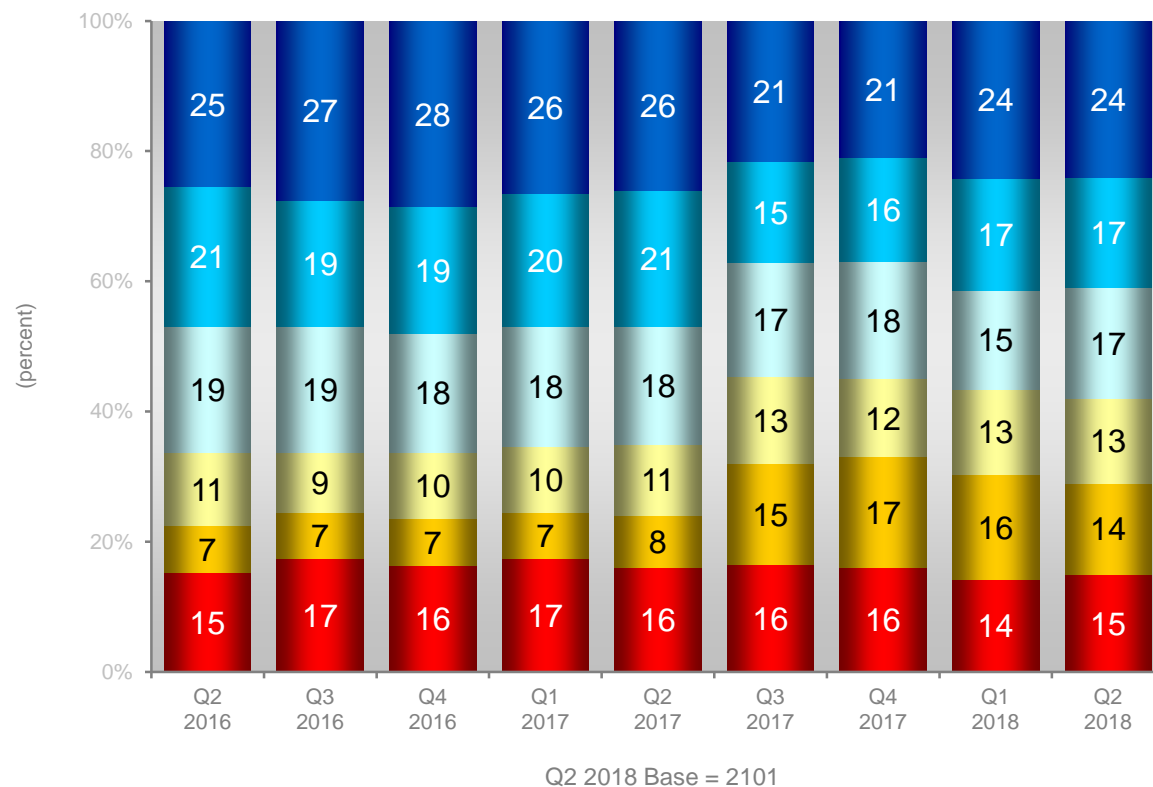
■ Not a regular rider ■ Less than one year ■ 1 - 2 years ■ 3 - 5 years ■ 6 - 10 years ■ 11+ years

Length of Time Taking Transit on a Regular Basis

The average length of time that transit riders have been taking transit is 10 years, which is directionally down from a year ago but in-line with last quarter.

There continues to be a larger proportion of newer riders who have taken transit regularly for 2 years or less (27%, up from a year ago).

Compared to their counterparts, Choice riders, Low Frequency riders, North Vancouver residents, SeaBus riders and those who are 65 years old or older 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?

Q2 2018 Base = 2101
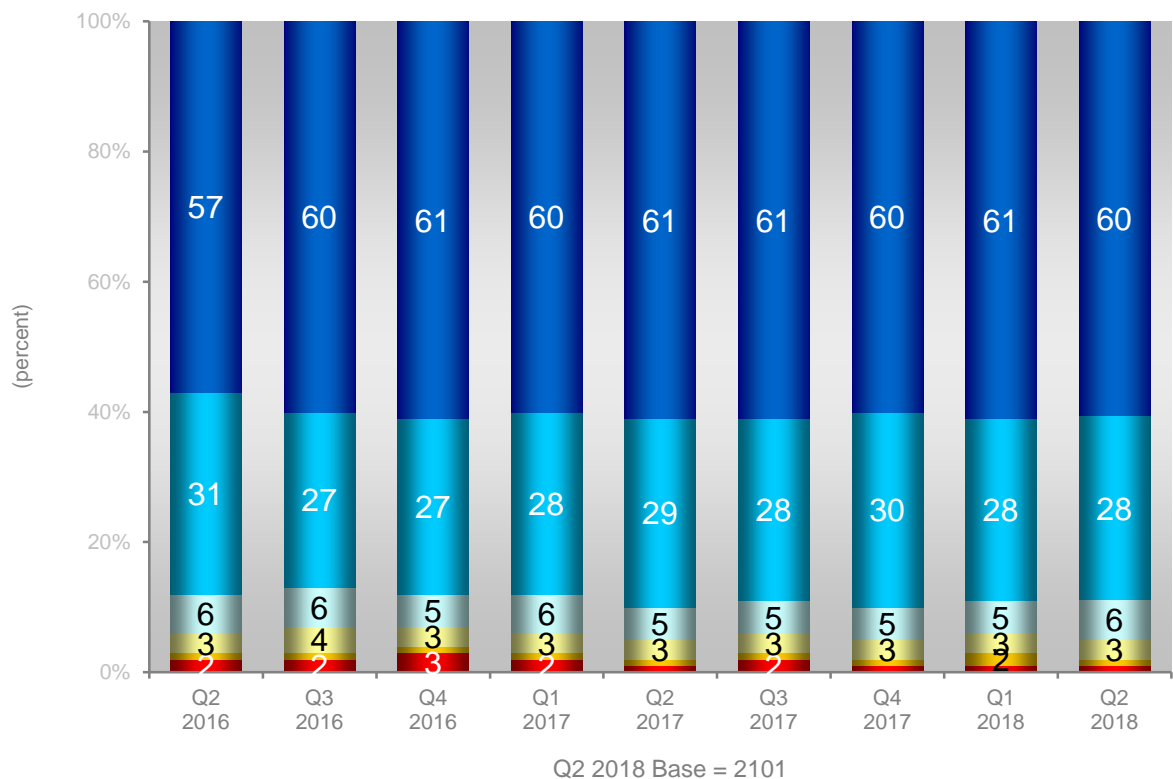
■ Other/don't know/refused   ■ Definitely not   ■ Probably not   ■ Might or might not   ■ Probably   ■ Definitely

Likelihood of Continuing to Take Transit as Often in Future

Unchanged from historical trends, six-in-ten riders (60%) say they would definitely be likely to take transit as often as they do now in the future. Specifically, university graduates and those who are aged 25 or older are more likely than their counterparts to report this.

Another three-in-ten-riders (28%) continue to report that their future transit usage will probably remain the same, particularly among younger riders (18-24) and U-Pass users.

Only 6% of riders indicate they are uncertain about their future usage, and another 4% say they will definitely not or probably not take the transit as often as they do now.

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

	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
Compass Card (net)	73%	77%	79%	78%	81%	79%	83%	83%	84%
Compass Ticket (net)	10%	8%	9%	9%	8%	6%	5%	5%	5%

Q2 2018 Base = 2101

Fare Payment Method Used

A large majority of transit riders (84%) often use the Compass Card, which is up from a year ago.

Trending up since Q3 2017, Stored Value continues to be the most frequently used Compass Card product (47%). Compared to their counterparts, Choice riders, high income earners ($80k+), Low Frequency riders, Canada Line users, university graduates and those who are aged 45 or older are more likely to use Stored Value.

Monthly Pass is used by two-in-ten riders (21%), which is up from both Q2 2017 and Q1 2018. This method of payment is relatively more common among Captive riders, High Frequency users, Bus/SkyTrain riders, weekday morning travelers, Burnaby/New West residents, riders who are under 65 years old and those who make an annual income of less than $80K.
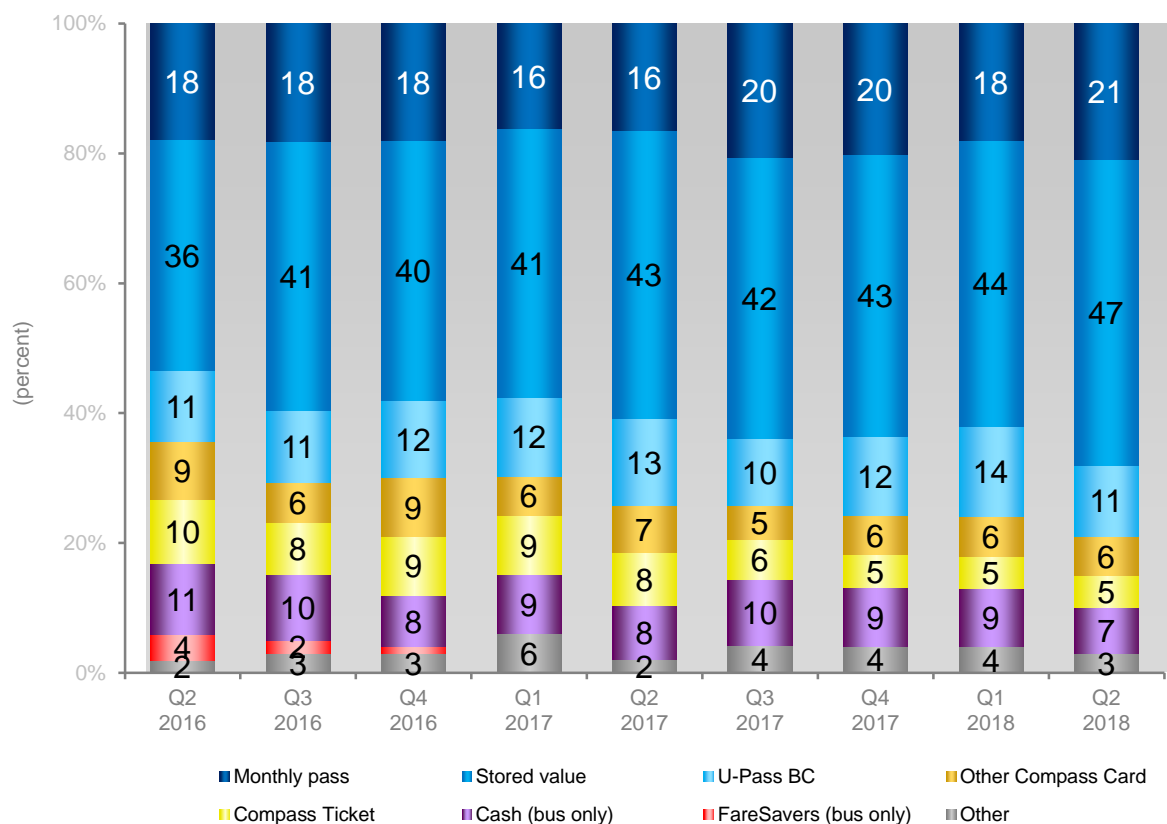
Note: Starting in Q3 2017, Single Use Compass Ticket, Day Pass and FareSavers (Bus only) options have been removed from the questionnaire.

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

Bus stops/stations convenient — 30%

Don't own a vehicle/don't drive/no ride/no choice — 28%

Costs too much for parking/lack of parking — 27%

Cheaper/cheaper than operating a vehicle — 25%

To avoid driving/dealing with traffic/less stressful — 21%

Faster than driving — 16%

Environmental reasons — 4%

Didn't want to drink and drive — 3%

Cold/wet weather/dark — 2%

Transit is reliable/has good schedule — 2%
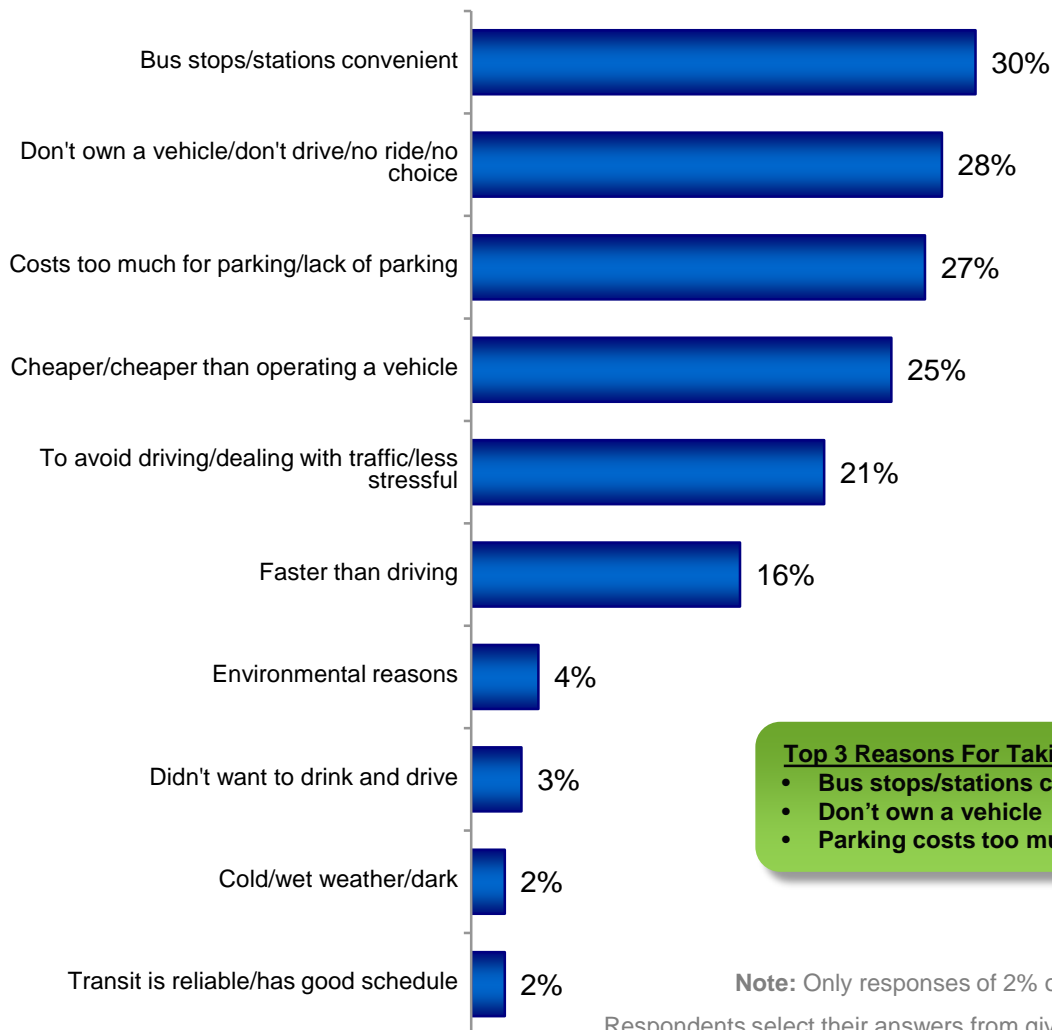
Reasons for Taking Transit

The top three reasons for taking transit continue to be convenient bus stops/stations (30%, up from a year ago), no vehicle access (28%, trending down since Q3 2017) and parking issues (27%, no change).

Top 3 Reasons For Taking Transit:
- **Bus stops/stations convenient**
- **Don't own a vehicle**
- **Parking costs too much**

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

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

Q2 2018 Base = 2101

Q26. Compared to six months ago, would you say you are now riding transit more regularly, less regularly or about the same?
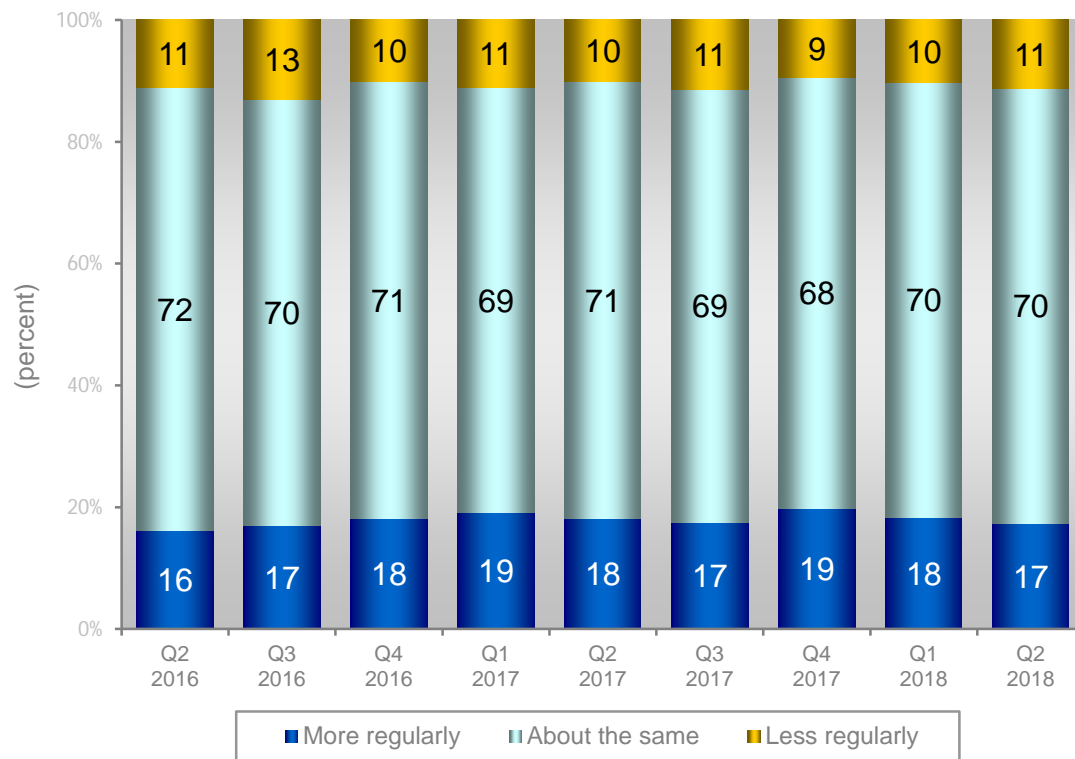
Q2 2018 Base = 2101

Changes in Transit Usage Last Six Months

Consistent with last quarter and a year ago, seven-in-ten transit users (70%) indicate that they haven't changed their frequency of transit usage in the past six months. In particular, riders who are 45 or older riders are more likely to say their usage has been about the same compared to their younger counterparts.

In-line with last quarter and the same quarter last year, 17% report taking transit more regularly, specifically among High/Medium Frequency users and young riders (18-24).

Another 11% continue to say that they have been using transit less regularly compared to six months ago.

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

Reason	Q2 2017	Q2 2018
Faster service/convenient routes/bus stops	15%	14%
Don't drive/don't have car/no other means of transportation	14%	11%
To avoid driving/dealing with traffic	9%	11%
Changed work circumstances	15%	10%
Get out more often	5%	10%
Cheaper/cheaper than operating a vehicle	5%	9%
Costs too much for parking/lack of parking	6%	8%
Gas prices	1%	8%
Going to school	11%	7%
Live/moved elsewhere	10%	7%
Visit friends & family/go shopping more	4%	3%
Have a bus pass/U-Pass	4%	1%
The weather/season	5%	0%

% Major Mentions
Q2 2017 Base = 351
Q2 2018 Base = 360

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

Reason	Q2 2017	Q2 2018
Have a car now/have vehicle access/have a ride/have license	17%	20%
Changed work circumstances	17%	15%
Slower service/inconvenient routes/bus stops/overcrowded	21%	13%
Prefer to ride bicycle/walk/other mode of transportation	18%	9%
No longer in school/inconsistent school schedule	11%	9%
No need to/I get out less often	16%	7%
Lived/moved elsewhere	4%	7%
Medical or health reasons/elderly	3%	3%
Fare expensive/cheaper to use car	1%	3%
Transit not reliable	0%	3%
The weather/season	11%	2%

% Major Mentions
Q2 2017 Base = 193
Q2 2018 Base = 204

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

The most common reason why transit users have been riding transit more regularly this period is because of faster service/convenient routes or bus stops (14%). On the other hand, the top reason for taking transit less regularly is because riders now have vehicle access (20%).

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
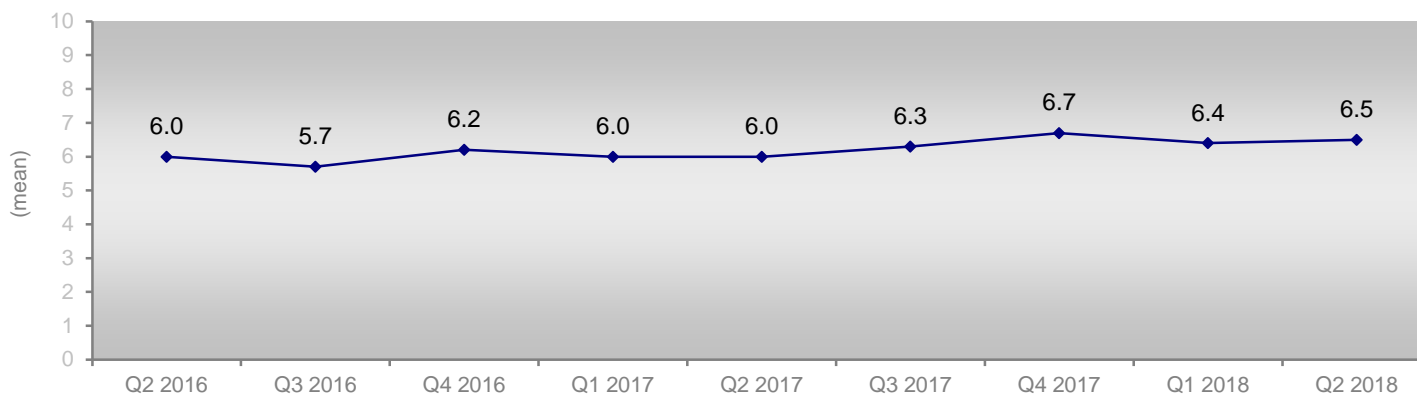
Q2 2018 Base = 2101

Average Number of Trips

Marginally up from a year ago but in-line with last quarter, the average number of one-way transit trips made by transit riders in the past seven days is 6.5.

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 Q2 2017)

- SkyTrain users: 6.9 one-way transit trips (no change)

- SeaBus users: 6.1 one-way transit trips (no change)
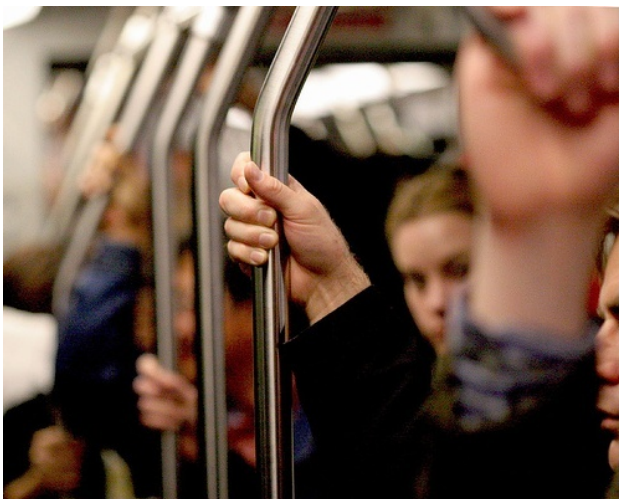
This section presents profiles of key customer segments including: Choice versus Captive riders, Bus, SkyTrain, and SeaBus users, and Low, Medium, and High Frequency riders. The demographic profile of past 30-day transit users is also presented, relative to the demographic profile of Metro Vancouver residents who are age 16 or older.

Detailed Findings
Customer Profiles – Choice and Captive Riders

	TOTAL	CHOICE	CAPTIVE
Base	2101	1436	655
Average past-week transit trips	6.5	4.9	9.4
Years been a transit rider	10.0	11.2	8.0
Transit system – Overall Service Rating	8.0	8.0	7.9
Mode	%	%	%
Bus	74	67	88
SkyTrain	72	74	66
SeaBus	7	9	4
Age	%	%	%
18-34 years	39	30	55
35-54 years	34	38	26
55 + years	26	31	18
Gender	%	%	%
Male	49	51	45
Female	51	49	55
Employment status*	%	%	%
Full-time	52	57	42
Part-time	16	13	20
Not employed	35	31	43
Education	%	%	%
High school or less	18	14	24
Vocational/college/technical	20	21	19
Some university	12	11	13
Graduated university	49	52	42
Household Income	%	%	%
Under $40K	20	12	35
$40K to < $80K	23	23	22
$80K or more	36	44	20

Significantly higher than the other rider group

Question switched to multiple response March 2014.

Choice and Captive

Choice riders, or those who have regular access to a vehicle, accounts for 65% of transit users. Another 34% is considered as Captive riders, meaning they do not have regular access to a vehicle,

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

52

	TOTAL	CHOICE	CAPTIVE
Base	**2101**	**1436**	**655**
Travel Purpose	%	%	%
Work	52	47	60
Entertainment	45	46	43
Shopping	35	28	47
Personal Business	24	21	30
School	16	11	25
Payment Method	%	%	%
Cash fare	7	9	5
Compass Card	84	81	91
Compass Ticket	5	6	2
Other	3	3	1
Region	%	%	%
Vancouver	38	36	42
Surrey / North Delta / White Rock / Langley	18	17	20
Burnaby / New West	16	15	16
Richmond / South Delta	10	12	8
Northeast Region	9	10	7
North Vancouver	8	9	5
West Vancouver	2	2	1

Significantly higher than the other rider group

	TOTAL	LOW	MEDIUM	HIGH
Base	**2101**	**1032**	**531**	**538**
Years been a transit rider	**10.0**	**12.7**	**9.4**	**7.7**
Transit system – Overall Service Rating	**8.0**	**8.1**	**8.0**	**7.7**
Average age*	**42.5**	**47.7**	**41.5**	**35.8**
Age	%	%	%	%
18-34 years	39	26	41	55
35-54 years	34	36	35	31
55 + years	26	37	24	13
Gender	%	%	%	%
Male	49	49	47	50
Female	51	51	53	50
Employment status**	%	%	%	%
Full-time	52	50	48	57
Part-time	16	12	19	18
Not employed	35	37	38	30
Household Income	%	%	%	%
Under $40K	20	13	27	24
$40K to < $80K	23	20	22	28
$80K or more	36	45	29	26
Mode	%	%	%	%
Bus	74	61	84	85
SkyTrain	72	67	70	79
SeaBus	7	8	6	7

Low, Medium and High Frequency Riders

In-line with historical trends, 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 (25%) are classified as Medium Frequency users or those who take between 4 to 9 transit trips.

Additionally, three in-ten riders (30%) are considered as High Frequency users (taking 10+ transit trips).

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

■ Significantly higher than the other rider group(s)

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

** Question switched to multiple response March 2014.

	TOTAL	LOW	MEDIUM	HIGH
Base	2101	1032	531	538
Travel Purpose	%	%	%	%
Work	52	29	60	79
Entertainment	45	45	41	47
Shopping	35	25	41	44
Personal Business	24	19	28	29
School	16	6	20	27
Payment Method	%	%	%	%
Cash fare	7	12	3	4
Compass Card	84	74	91	94
Compass Ticket	5	9	2	1
Other	3	4	2	1
Region	%	%	%	%
Vancouver	38	34	39	43
Surrey / North Delta / White Rock / Langley	18	19	19	16
Burnaby / New West	16	13	15	19
Richmond / South Delta	10	11	12	8
Northeast Region	9	11	7	9
North Vancouver	8	10	8	4
West Vancouver	2	3	1	1

Significantly higher than the other rider group(s)

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	2101	1551	1421	195
Average past-week transit trips	6.5	7.4	6.9	6.1
Years been a transit rider	10.0	9.8	9.4	12.4
Transit System – Overall Service Rating	8.0	7.9	8.0	7.8
Average age*	42.5	41.5	41.7	45.6
Age	%	%	%	%
18-34 years	39	42	40	28
35-54 years	34	32	36	41
55+ years	26	25	23	31
Gender	%	%	%	%
Male	49	48	49	55
Female	51	52	51	45
Employment status**	%	%	%	%
Full-time	52	48	55	58
Part-time	16	17	16	15
Not employed	35	38	32	26
Education	%	%	%	%
High school or less	18	20	15	8
Vocational/college/technical	20	19	20	26
Some university	12	13	13	14
Graduated university	49	47	51	51
Household Income	%	%	%	%
Under $40K	20	23	18	11
$40K to < $80K	23	22	23	18
$80K or more	36	31	37	52

Mode Usage

Bus is one of the most popular transit modes (74%, down from a year ago).

The usage of SkyTrain has been growing over the last two quarters, from 68% to 72% this period.

SeaBus is only used by 7% of transit riders, consistent with previous quarters.

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

■ Significantly higher than the other rider group(s)

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

** Question switched to multiple response March 2014.

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	2101	1551	1421	195
Travel Purpose	%	%	%	%
Work	52	56	54	50
Entertainment	45	44	49	61
Shopping	35	38	36	30
Personal Business	24	27	24	27
School	16	19	15	8
Payment Method	%	%	%	%
Cash fare	7	8	5	7
Compass Card	84	88	85	81
Compass Ticket	5	3	5	6
Other	3	1	3	3
Choice/Captive Riders	%	%	%	%
Choice	65	59	68	80
Captive	34	40	32	20
Region	%	%	%	%
Vancouver	38	41	35	25
Surrey / North Delta / White Rock/ Langley	18	19	19	6
Burnaby / New West	16	13	19	6
Richmond / South Delta	10	9	12	3
Northeast Region	9	7	11	3
North Vancouver	8	8	4	56
West Vancouver	2	2	1	<1

Significantly higher than the other rider group(s)

	Metro Vancouver Population 16 Years or older*	(Q2-2016)	(Q3-2016)	(Q4-2016)	(Q1-2017)	(Q2-2017)	(Q3-2017)	(Q4-2017)	(Q1-2018)	(Q2-2018)
BASE	2000	2100	2100	2100	2100	2100	2100	2101	2100	2101
Average Years Riding Transit	n/a	11.0	11.7	11.7	11.4	11.0	9.6	9.1	9.7	10.0
Age:	%	%	%	%	%	%	%	%	%	%
Aged 16 to 24 years	12	28	29	26	27	28	22	24	22	19
Aged 25 to 34 years	18	10	9	12	11	10	15	14	17	19
Aged 35 to 44 years	18	13	13	13	12	12	14	16	14	15
Aged 45 to 54 years	20	22	22	22	22	21	19	18	20	19
Aged 55 to 64 years	16	10	10	10	10	10	9	10	11	11
Aged 65 years and over	17	15	16	16	16	16	16	16	16	15
Gender:	%	%	%	%	%	%	%	%	%	%
Male	48	47	47	46	48	48	49	49	49	49
Female	52	53	53	54	52	52	51	51	51	51
Employment	%	%	%	%	%	%	%	%	%	%
Employed full-time	57	44	44	44	44	42	45	46	47	52
Employed part-time	13	19	18	20	18	19	18	18	18	16
Student	5	18	17	17	19	18	14	17	17	14
Not employed	3	6	5	5	5	4	5	4	5	4
Homemaker	2	1	2	2	1	2	2	2	2	2
Retired	18	16	16	16	16	17	16	15	16	15
Refused	1	2	2	2	2	2	4	2	1	1
Education:	%	%	%	%	%	%	%	%	%	%
High school or less	21	23	26	22	23	25	21	24	18	18
Voc./college/tech.	26	16	15	17	19	16	18	16	18	20
Some university	7	17	15	16	15	13	11	13	12	12
Graduated university	45	42	41	42	40	43	45	45	50	49
Refused	0	2	2	3	2	3	4	3	1	1

Transit tenure is at 10.0 years

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

Significantly higher than Metro Vancouver general public

Significantly lower than Metro Vancouver general public

Source: Mustel - 2,000 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 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 virtual call centre (VCC) with Metro Vancouver interviewers. Surveys are conducted during weekdays between 4:00pm and 9:00pm, on Saturdays between 10:00am and 5:00pm, and on Sundays between noon and 5:00pm.

[READ ALL QUESTIONS VERBATIM – NO EXCEPTIONS]

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

[POPULATION TO BE SURVEYED: 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? (INTERVIEWER: RECORD NUMBER OF PEOPLE IN HOUSEHOLD AGE 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 Q.A1, 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 ~~in the morning~~
      2. Monday to Friday between 9:30am and 3pm
      3. Monday to Friday between 3pm and 6:30pm
      4. Monday to Friday after 6:30pm
      5. Saturday, Sunday or Holiday

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

      [1-10]

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]

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

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

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

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

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

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

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

1. WATERFRONT (also a Canada Line station)
2. BURRARD
3. GRANVILLE
4. STADIUM
5. MAIN STREET/SCIENCE WORLD
6. BROADWAY
7. NANAIMO
8. 29TH AVENUE
9. JOYCE - COLLINGWOOD
10. PATTERSON
11. METROTOWN
12. ROYAL OAK
13. EDMONDS
14. 22ND STREET
15. NEW WESTMINSTER
16. COLUMBIA
17. SCOTT ROAD
18. GATEWAY
19. SURREY CENTRAL
20. KING GEORGE
21. COMMERCIAL DRIVE
22. RENFREW
23. RUPERT
24. GILMORE
25. BRENTWOOD TOWN CENTRE

26. HOLDOM
27. SPERLING-BURNABY LAKE
28. PRODUCTION WAY-UNIVERSITY
29. LOUGHEED TOWN CENTRE
30. BRAID
31. SAPPERTON
34. LAKE CITY WAY
35. VCC-CLARK
36. VANCOUVER CITY CENTRE
37. YALETOWN ROUNDHOUSE
38. OLYMPIC VILLAGE
39. BROADWAY CITY HALL
40. KING EDWARD
41. OAKRIDGE 41ST AVENUE
42. LANGARA 49TH AVENUE
43. MARINE DRIVE
44. BRIDGEPORT
45. TEMPLETON
46. SEA ISLAND CENTRE
47. YVR AIRPORT
48. ABERDEEN
49. LANSDOWNE
50. RICHMOND BRIGHOUSE
51. BURQUITLAM
52. MOODY CENTRE
53. INLET CENTRE
54. COQUITLAM CENTRAL
55. LINCOLN
56. LAFARGE LAKE - DOUGLAS
OTHER **(SPECIFY EXACT LOCATION) [SPECIFY]**

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

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

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

      [1-10]

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

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

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

        Yes
        No

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

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

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

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

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

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

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

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

        [1-10]

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

        YES
        NO

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

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

        [1-10]

ASSESS SATISFACTION WITH BUS ROUTES; IDENTIFY WAYS TO IMPROVE SERVICE

[Q.14-Q.22 FOR BUS RIDERS ONLY (Q.3_1 – Bus Only, Q3_ 4 – Bus & SkyTrain, Q3_ 5 Bus & SeaBus OR Q3_ 7 – Bus, SeaBus and SkyTrain > 0]

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

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

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

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

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

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

        [RANGE = 1-9]

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

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

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

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

[PROGRAMMER: REFER TO ROUTE LIST FOR ACCEPTABLE CODES]
[PROGRAMMER: SAME ROUTE CANNOT BE CHOSEN MORE THAN ONCE AT Q16]
[ASK Q17 – Q18 FOR UP TO 3 DIFFERENT ROUTE NUMBERS BASED ON THE FOLLOWING LOGIC]
[IF BOTH SEABUS AND SKYTRAIN SECTION ALREADY ASKED, ASK BUS SECTION FOR ONLY ONE BUS ROUTE RANDOMLY CHOSEN BASED ON ANSWERS AT Q16.]
[IF ONLY ONE OR OTHER OF SKYTRAIN OR SEABUS ASKED, ASK ABOUT TWO BUS ROUTES ONLY RANDOMLY CHOSED BASED ON ANSWERS AT Q16. IF NEITHER SKYTRAIN NOR SEABUS RATED, ASK ABOUT UP TO 3 BUS ROUTES CHOSEN BASED ON ANSWERS AT Q16]

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

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

      [1-10]

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

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

1- Having a courteous bus operator?

2- Having an operator who drives safely and professionally?

3- Feeling safe from crime onboard the bus?

4- How would you rate it for feeling safe from crime at the bus stop or transit exchange where you boarded?

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

6- How would you rate it in terms of providing On-time reliable service?

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

8- The **[INSERT ROUTE NUMBER]** bus for having a direct route? (**CLARIFY IF NECESSARY: By direct route, we mean having a route that follows the shortest possible path between where you got on and where you got off the bus.)**

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

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

[1-10]

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

YES
NO

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

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

[1-10]

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

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

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

[PROGRAMMER: REFER TO ROUTE LIST FOR ACCEPTABLE CODES]

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

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

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

[1-10]

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

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

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

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

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

[1-10]

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

[1-10]

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

[1-10]

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

YES
NO

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

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

[1-10]

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

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

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

        YES
        NO

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

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

        [1-10]

TRANSIT DEMOGRAPHICS

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

        1. Pay cash on the bus
        5. Compass Ticket **(IF NEEDED TO CLARIFY: SINGLE USE OR A DAY PASS ON A COMPASS TICKET)**
        9. Compass Card (all types including U-Pass)
        11. Tap to Pay **(IF NEEDED TO CLARIFY: TAPPING WITH CONTACTLESS CREDIT CARDS OR MOBILE DEVICE)**
        7. Other **[PROGRAMMER: NOT AN OTHER SPECIFY]**

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

[NEW – ADDED JULY 2015]

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

        1. BC Government Pass **(DO NOT READ FURTHER IF THIS IS SELECTED)**
        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

23H1c. Is the Compass Card or Ticket that you are using a Concession Compass Card/Ticket? **(CLARIFY IF NECESSARY: This is for riders who qualify for discounted fares such as 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

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

[RECORD VERBATIM]

[NEW QUESTIONS – ADDED FOR JULY 2016]

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

        [1-10]

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

        [OPEN END – NO CODING REQUIRED]

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

        [OPEN END – NO CODING REQUIRED]

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

28.   Approximately how long have you been ~~riding~~ 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, "ie, 25-34 years at q33 & 45 years at q28 "DISPLAY THE FOLLOWING ERROR: "INTERVIEWER: YOUR ANSWER AT Q33 DOESN'T LINE UP WITH Q28, PLEASE REVISE"]

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

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

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

35. What is the highest level of education you have completed? **(READ AND STOP WHEN APPROPRIATE)**

    1. Some high school or less
    2. Graduated high school
    3. Vocational/college/technical
    4. Some university
    5. Graduated university

[NEW: ADDED MAR 2014]
[PROG: ASK Q36A IF STUDENT (CODE 3) <u>NOT</u> SELECTED AT Q34. ELSE, SKIP TO Q36a4]

Q36a. Are you currently a student? **(IF NECCESARY: currently attending a school, college, or university)**

    Yes
    No

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

    [0-99]

37a. Which of the following best describes your total household income for 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	Routes/Modes	Total	Percent
Grand Total	170	100.0%	Route 232	3	3.0%
SkyTrain	42	23.0%	Route 239	3	2.0%
SeaBus	8	4.0%	Route 240	3	1.0%
Route 2	1	0.0%	Route 241	1	1.0%
Route 3	2	2.0%	Route 246	1	1.0%
Route 7	1	1.0%	Route 250	3	0.0%
Route 8	1	1.0%	Route 251	1	0.0%
Route 9	1	1.0%	Route 253	1	0.0%
Route 10	2	1.0%	Route 255	1	0.0%
Route 19	2	1.0%	Route 257	2	0.0%
Route 20	1	1.0%	Route 301	4	6.0%
Route 25	2	1.0%	Route 316	1	1.0%
Route 26	2	2.0%	Route 319	1	1.0%
Route 29	1	0.0%	Route 321	2	2.0%
Route 41	3	4.0%	Route 323	2	2.0%
Route 44	1	1.0%	Route 335	1	1.0%
Route 95 B-Line	1	0.0%	Route 351	5	4.0%
Route 96 B-Line	1	1.0%	Route 360	1	1.0%
Route 99 B-Line	1	1.0%	Route 364	1	2.0%
Route 100	1	1.0%	Route 401	1	1.0%
Route 104	1	1.0%	Route 402	1	1.0%
Route 106	1	2.0%	Route 407	1	1.0%
Route 110	1	1.0%	Route 501	2	2.0%
Route 128	1	1.0%	Route 502	2	2.0%
Route 129	1	1.0%	Route 503	1	1.0%
Route 134	1	0.0%	Route 555	3	3.0%
Route 136	1	1.0%	Route 595	1	1.0%
Route 144	2	2.0%	Route 601	7	5.0%
Route 152	1	0.0%	Route 602	2	2.0%
Route 157	1	1.0%	Route 603	2	1.0%
Route 159	1	1.0%	Route 640	2	2.0%
Route 169	1	1.0%	Route 701	2	1.0%
Route 174	1	1.0%	Route C15	1	0.0%
Route 180	1	0.0%	Route C62	1	1.0%
Route 182	1	1.0%	Route C75	1	1.0%
Route 187	1	1.0%	Route C86	1	1.0%
Route 188	1	1.0%	Route C88	1	1.0%
Route 210	2	1.0%	**Grand Total**	**170**	**100.0%**
Route 212	1	0.0%			
Route 214	2	1.0%			
Route 229	2	1.0%			
Route 230	2	1.0%			

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	1909	7.9	8.5	8.7	8.5	7.1	7.5	8.3	8.6	8.4	7.3	8.8
2	29	7.9	8.7	9.0	8.4	7.3	7.8	8.3	8.7	8.4	7.6	8.7
3	23	7.8	8.1	8.0	7.9	8.0	7.4	7.2	8.6	8.2	7.3	8.6
4	12	7.4	8.4	8.4	8.2	7.0	8.3	8.5	8.5	8.5	7.7	8.9
5	17	7.5	8.7	8.7	8.4	5.4	6.8	7.8	8.3	8.2	7.0	8.9
6	20	7.7	8.2	8.1	7.8	6.8	6.8	7.3	7.7	7.3	7.1	8.8
7	28	8.5	9.2	8.4	8.9	8.5	7.7	8.7	9.2	8.9	7.5	9.4
8	13	7.9	8.4	8.2	7.7	6.5	6.9	7.7	8.1	7.8	6.9	8.6
9	38	7.8	8.6	8.5	8.6	7.1	8.1	7.9	8.9	8.4	7.7	8.6
10	26	8.4	9.2	9.0	8.8	7.3	8.1	8.6	9.5	8.5	7.8	9.4
14	30	8.0	8.6	8.5	8.6	6.8	8.2	8.5	8.8	8.0	7.6	8.8
15	13	8.6	8.7	9.1	9.0	8.6	8.2	8.4	9.2	9.2	7.9	9.4
16	35	8.2	8.5	8.1	8.6	7.1	8.1	8.4	8.8	8.2	7.0	9.0
17	21	8.0	8.8	9.3	9.1	7.8	7.6	8.7	9.0	8.3	6.0	8.8
19	25	7.7	8.3	8.2	7.9	7.6	7.2	7.8	8.7	8.2	7.1	8.6
20	30	7.5	8.5	7.2	7.8	6.8	6.7	7.6	8.7	8.0	6.8	8.5
22	23	8.1	8.8	9.3	9.2	7.7	7.6	8.9	8.9	9.0	8.1	9.2
23	1	9.0	10.0	9.0	9.0	8.0	9.0	9.0	9.0	9.0	9.0	9.0
25	40	7.6	8.3	8.8	8.5	7.0	6.6	8.2	8.5	8.3	6.8	8.6
26	10	7.3	9.2	8.4	8.7	8.8	7.2	8.8	8.2	8.5	6.9	8.7
27	4	7.4	8.1	7.6	7.7	8.4	6.8	7.1	8.5	8.7	5.9	7.7
28	11	6.6	8.2	7.9	8.0	5.6	6.6	8.0	8.3	8.0	6.8	8.3
29	4	9.1	8.8	9.6	9.3	7.1	8.3	9.0	9.3	8.8	8.0	8.1
32	3	7.7	6.9	9.0	8.1	6.1	7.3	8.9	8.3	8.7	7.3	8.4
33	14	8.4	8.8	8.9	8.9	8.3	7.5	8.5	9.1	8.1	7.2	8.9
41	35	7.6	8.0	8.7	8.6	7.1	7.2	8.0	8.7	8.1	7.3	8.5
43	7	8.7	8.2	8.2	8.4	8.0	9.1	8.4	8.8	9.1	8.2	8.7
44	16	8.4	8.2	9.2	8.8	6.7	7.6	8.7	9.2	9.1	7.3	8.5
49	38	8.2	8.2	8.9	8.9	7.7	8.1	8.3	8.7	8.3	8.2	8.9
50	14	8.5	9.1	9.1	8.8	8.0	8.4	8.6	9.0	8.0	7.2	9.3
70	1	9.0	9.0	9.0	9.0	10.0	8.0	10.0	10.0	10.0	6.0	9.0
84	20	8.8	9.2	9.3	9.3	7.6	8.6	8.9	9.0	9.1	8.0	9.1
95 B-Line	32	8.1	8.6	8.7	8.2	6.6	7.6	8.7	9.2	8.7	7.8	8.8
96 B-Line	15	9.1	9.0	8.6	8.0	7.8	8.3	7.8	9.1	8.7	8.6	9.0
99 B-Line	116	8.1	8.8	8.5	8.3	6.0	8.2	8.2	9.2	8.7	8.5	8.6
100	9	6.0	7.7	8.2	8.4	5.7	6.4	7.8	8.4	7.7	6.1	8.4
101	9	8.1	8.8	9.0	8.9	7.6	7.0	8.0	8.8	8.8	6.7	9.3
104	4	8.0	9.0	9.4	9.3	8.2	7.2	8.8	8.4	7.6	6.8	9.3
106	20	6.8	8.3	8.0	7.4	6.1	6.7	8.0	7.8	8.0	7.2	8.7
110	12	8.4	8.5	8.9	8.5	8.0	7.4	8.9	8.0	8.2	7.4	8.6

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
112	7	8.0	9.0	8.9	8.9	8.2	8.1	9.1	8.7	9.2	7.9	8.8
116	4	6.4	8.2	7.8	7.9	5.4	7.3	8.2	5.9	8.3	6.9	8.9
119	9	8.5	8.5	8.9	8.4	7.9	7.8	8.3	8.0	8.9	7.2	9.0
123	17	8.0	8.5	8.5	8.0	6.9	7.1	8.0	8.3	8.4	6.5	8.8
128	5	7.6	7.7	7.4	7.2	7.4	7.3	7.4	7.7	7.4	6.3	8.2
129	11	7.3	7.7	9.0	8.1	8.6	6.5	8.9	7.9	8.5	5.9	8.2
130	18	7.8	8.5	8.8	8.7	7.1	8.0	8.3	8.7	8.1	7.9	8.6
133	2	4.0	8.8	3.0	3.2	9.0	3.3	9.0	9.0	7.8	8.1	8.3
134	4	8.3	9.6	9.7	9.7	9.9	8.1	9.9	9.9	10.0	6.7	9.6
136	2	7.9	9.0	9.0	7.8	7.4	8.0	7.9	6.6	9.2	6.8	8.6
143	5	8.1	9.2	8.9	8.5	6.3	7.9	8.8	9.4	8.7	7.7	9.2
144	11	7.7	8.3	8.8	8.6	7.7	7.1	7.7	7.9	8.0	6.7	8.8
145	7	8.5	8.8	8.4	8.0	6.1	8.0	8.2	8.1	8.4	8.4	8.6
151	3	8.0	7.4	8.7	8.0	8.4	6.7	7.2	8.0	7.8	7.5	8.3
152	11	7.2	9.0	8.8	8.9	7.7	6.8	8.7	9.1	7.9	7.5	9.0
153	9	7.3	8.7	8.8	8.7	7.1	7.1	8.6	8.9	8.8	7.4	8.8
155	4	9.0	8.5	9.6	9.8	7.8	8.8	9.2	8.8	8.6	6.9	8.3
156	7	9.4	9.7	9.5	8.9	7.7	9.2	7.8	8.4	9.0	8.4	9.7
157	5	5.4	7.3	9.3	7.7	8.8	3.7	8.7	6.1	7.7	4.5	7.1
159	8	8.8	9.0	9.3	9.1	9.4	8.6	9.3	8.7	8.7	8.5	9.4
160	8	8.9	9.6	9.7	9.3	9.3	9.4	9.4	9.4	9.0	9.0	9.7
169	3	7.2	8.2	9.7	7.1	8.7	7.8	6.6	6.8	7.8	3.5	8.3
173	2	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	7.9	10.0
180	5	7.0	8.6	7.9	8.3	8.4	7.3	8.5	7.9	7.5	7.3	9.0
181	1	7.0	10.0	10.0	10.0	8.0	6.0	10.0	10.0	10.0	6.0	10.0
182	1	5.0	10.0	9.0	10.0	10.0	3.0	6.0	8.0	10.0	6.0	5.0
183	5	9.2	8.4	8.5	8.8	9.2	8.3	9.1	9.1	7.9	7.3	9.0
186	4	7.9	9.0	9.5	8.4	6.6	8.5	9.1	9.7	9.2	4.1	9.3
187	2	6.3	4.0	9.0	6.5	3.0	2.7	6.3	5.8	7.2	2.5	8.2
188	8	8.1	9.1	9.5	9.3	8.1	8.0	9.0	8.2	8.3	7.8	9.0
191	3	8.6	8.3	8.6	8.9	8.6	7.2	9.4	9.3	9.3	6.8	8.9
209	2	9.5	10.0	9.0	8.0	6.5	8.0	8.5	10.0	9.5	8.5	9.0
210	12	5.9	6.3	8.6	8.2	5.5	4.8	7.2	6.2	5.8	4.2	7.5
211	12	8.0	8.5	9.5	8.7	8.2	7.9	8.4	8.5	8.0	7.4	8.9
212	3	8.8	8.0	9.7	8.7	7.9	9.4	9.7	10.0	9.7	8.4	8.0
214	5	7.2	8.4	9.0	9.1	8.9	8.0	8.7	8.6	8.5	7.0	9.0
215	2	9.0	9.6	10.0	10.0	9.2	9.6	10.0	10.0	9.6	7.2	9.2
228	7	7.5	9.1	9.0	7.9	5.0	6.5	8.0	8.9	7.8	6.4	8.3
229	17	8.1	8.4	8.4	8.3	7.0	7.7	8.5	8.7	8.3	7.3	8.7
230	18	7.7	8.9	9.1	8.6	6.7	7.8	8.8	9.2	8.6	7.3	9.1

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
231	1	10.0	10.0	10.0	10.0	2.0	2.0	10.0	10.0	10.0	2.0	10.0
232	10	7.8	9.4	9.2	9.4	8.2	8.0	9.4	9.5	9.1	5.6	9.5
236	2	8.0	9.1	9.4	7.7	7.5	8.6	7.1	9.3	8.6	10.0	10.0
239	21	8.5	8.8	8.4	7.6	7.4	7.8	8.1	8.6	7.3	8.1	8.9
240	35	7.9	8.9	8.8	8.6	5.7	7.0	8.2	9.0	8.2	7.0	8.8
241	4	8.5	9.8	8.3	9.0	7.5	8.6	8.9	9.7	8.5	8.1	10.0
246	24	7.9	8.7	9.3	9.1	7.2	7.6	8.9	8.6	8.1	6.6	9.3
247	3	9.9	9.9	10.0	10.0	9.0	7.3	9.8	9.9	9.9	8.8	10.0
250	73	8.7	9.1	9.5	9.6	7.2	8.1	9.4	8.8	9.0	8.1	9.1
251	5	8.7	9.3	9.8	7.2	9.2	9.2	9.6	8.8	9.1	9.0	8.9
252	2	9.4	9.0	10.0	9.4	6.2	9.4	9.4	10.0	10.0	9.4	9.4
253	3	7.3	8.9	9.9	9.9	8.7	6.9	9.0	9.9	7.9	6.8	5.7
254	2	9.3	10.0	9.9	9.9	5.6	8.4	9.9	8.9	7.1	7.5	10.0
255	14	8.8	9.0	9.0	9.0	8.1	8.1	9.7	8.7	8.5	8.0	9.4
256	2	10.0	9.0	9.0	9.0	10.0	9.0	10.0	10.0	10.0	6.5	9.0
257	9	8.0	8.7	9.7	9.1	6.0	8.5	9.2	9.5	9.2	8.6	8.7
258	2	7.4	10.0	10.0	10.0	8.0	6.6	9.1	8.3	9.1	6.6	10.0
301	12	7.8	8.2	9.1	9.0	6.4	6.6	8.0	8.5	8.4	5.2	9.2
312	4	6.3	8.1	9.0	9.0	9.3	4.4	8.2	9.2	9.8	4.6	8.7
319	34	7.9	8.2	8.8	8.4	5.5	7.6	8.2	9.0	7.9	7.8	8.8
320	11	7.4	8.3	7.7	7.7	6.6	6.3	7.9	8.9	8.5	6.4	8.4
321	20	7.6	8.3	7.7	7.6	5.9	7.0	8.2	8.7	8.3	7.7	8.6
323	12	6.8	7.8	8.6	8.1	6.2	6.3	7.7	7.6	6.8	5.9	8.9
324	5	8.3	8.6	8.4	7.8	7.1	8.2	8.4	9.1	8.8	7.7	8.9
325	3	8.7	8.3	8.3	8.0	6.0	9.0	8.7	9.7	9.3	8.7	9.0
326	1	8.0	10.0	8.0	9.0	8.0	9.0	8.0	9.0	9.0	9.0	8.0
329	1	8.0	6.0	8.0	7.0	8.0	8.0	8.0	7.0	7.0	4.0	7.0
335	9	7.9	8.4	7.8	8.3	6.3	6.3	7.7	9.0	8.7	6.4	8.6
337	2	6.9	6.4	8.1	8.1	8.6	6.3	7.1	8.9	7.4	7.6	7.9
340	10	7.6	8.2	9.5	8.7	7.7	6.5	8.7	8.4	8.6	6.6	9.1
341	5	8.2	9.3	8.7	7.6	6.7	8.1	7.2	8.1	8.8	8.9	9.3
342	2	5.5	4.8	9.0	6.8	2.8	4.5	4.8	8.5	9.1	5.0	8.5
345	2	6.9	6.0	7.4	8.9	7.3	3.7	8.0	6.3	5.9	4.9	6.3
351	37	7.7	8.4	9.1	8.8	6.7	7.5	8.7	8.3	8.2	7.2	8.8
352	4	8.2	8.8	8.9	8.9	5.2	8.9	8.3	9.1	9.1	6.0	9.1
354	2	8.0	6.5	8.0	6.4	4.6	6.0	7.0	8.0	8.5	7.0	7.5
360	1	7.0	8.0	8.0	5.0	8.0	8.0	2.0	8.0	7.0	1.0	7.0
361	3	8.6	10.0	10.0	9.3	9.3	9.0	9.4	9.3	9.3	8.3	10.0
362	1	8.0	8.0	10.0	8.0	10.0	8.0	10.0	8.0	8.0	6.0	10.0
364	8	8.6	8.1	8.9	9.1	6.8	6.7	8.3	8.7	9.0	6.6	9.2

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
371	2	5.5	9.5	9.0	7.5	8.0	4.5	9.5	9.0	8.5	5.5	9.5
373	2	8.8	8.8	8.0	6.9	8.0	8.8	8.8	8.8	8.8	6.9	8.8
375	4	6.6	7.7	9.1	8.3	6.6	6.3	7.5	9.7	8.2	6.3	9.1
388	2	9.1	9.5	10.0	10.0	9.1	10.0	9.1	10.0	9.5	8.6	10.0
391	1	8.0	10.0	10.0	10.0	6.0	10.0	10.0	10.0	9.0	7.0	9.0
394	1	9.0	8.0	10.0	8.0	7.0	10.0	8.0	8.0	9.0	7.0	7.0
401	26	8.1	8.3	9.0	8.6	7.4	7.4	8.2	8.5	8.2	7.7	8.4
402	5	7.9	7.3	9.2	9.2	8.3	7.1	9.2	7.6	8.0	7.0	8.7
403	9	8.2	8.0	8.5	8.5	7.4	7.5	8.3	9.5	8.8	7.0	8.3
404	2	9.5	9.8	9.5	9.5	9.8	9.8	9.8	9.8	9.5	7.5	9.8
405	5	8.4	9.2	8.5	8.4	8.6	7.4	8.0	8.6	8.0	5.1	9.0
407	14	9.1	9.1	9.0	9.2	7.5	8.6	8.8	8.2	7.8	7.8	9.4
410	38	7.3	8.4	8.4	8.4	6.6	6.7	7.9	8.1	7.9	6.7	8.7
430	12	7.5	8.7	9.2	8.8	8.1	7.2	9.1	8.9	8.9	7.2	9.5
480	6	5.7	9.1	9.1	9.1	4.6	7.3	8.2	9.1	9.1	5.8	8.9
501	7	9.4	9.7	9.7	8.5	7.7	9.4	9.5	9.5	8.7	8.8	9.5
502	10	8.8	9.2	9.1	8.3	7.6	8.5	8.7	9.4	8.5	8.7	9.0
503	4	7.9	7.6	7.7	6.9	7.1	6.3	7.1	7.3	7.8	6.3	8.8
509	1	7.0	8.0	8.0	5.0	8.0	6.0	7.0	8.0	7.0	5.0	8.0
531	4	6.9	8.0	8.0	6.1	5.6	5.1	7.0	8.2	7.9	4.3	8.0
555	12	9.0	8.8	8.8	8.6	8.0	8.8	9.6	9.8	9.3	8.1	8.9
595	2	3.4	5.5	7.7	9.2	6.0	6.9	6.0	5.4	9.2	8.5	8.0
601	36	7.1	8.5	9.1	8.9	7.4	6.9	8.3	7.7	8.0	5.8	8.6
602	4	8.8	8.8	9.1	9.7	9.4	7.2	8.7	9.7	8.4	6.4	8.4
603	7	8.4	7.7	9.7	9.0	8.0	7.4	9.3	9.7	8.9	6.2	8.9
604	4	8.7	8.6	9.4	8.7	7.2	8.5	9.0	9.5	9.4	5.6	9.3
620	8	7.3	8.0	9.5	8.6	5.8	7.5	8.4	8.5	8.1	5.4	8.2
640	7	8.4	9.0	9.6	9.6	7.0	7.6	8.2	8.8	8.8	7.7	9.2
701	27	7.5	8.3	8.3	7.8	6.1	7.1	7.9	8.6	8.5	7.8	8.8
733	1	6.0	10.0	10.0	10.0	9.0	4.0	10.0	8.0	8.0	7.0	10.0
741	1	10.0	8.0	10.0	10.0	6.0	8.0	10.0	10.0	10.0	10.0	10.0
791	6	7.5	9.1	9.1	8.8	8.2	8.7	8.0	5.9	5.8	6.5	9.3
C3	1	5.0	10.0	8.0	9.0	1.0	2.0	7.0	10.0	6.0	1.0	7.0
C4	2	6.8	7.6	8.4	7.6	6.8	6.8	8.4	8.4	8.4	6.0	6.8
C5	1	9.0	10.0	10.0	10.0	10.0	9.0	10.0	8.0	9.0	8.0	10.0
C7	1	8.0	7.0	10.0	9.0	10.0	9.0	10.0	10.0	10.0	10.0	9.0
C9	2	8.9	8.9	6.6	7.7	6.7	8.3	10.0	8.9	8.9	7.9	6.0
C15	2	6.4	7.4	9.0	8.3	5.4	6.8	7.2	5.5	7.8	5.6	8.2
C41	1	7.0	10.0	9.0	8.0	8.0	8.0	10.0	4.0	9.0	4.0	9.0
C43	4	7.8	9.0	8.5	9.0	9.8	8.6	9.0	9.3	7.5	6.6	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
C45	1	5.0	10.0	10.0	10.0	10.0	7.0	8.0	8.0	6.0	3.0	10.0
C46	2	6.4	8.9	8.6	7.6	6.7	5.3	8.9	6.7	7.3	4.6	7.9
C48	1	4.0	10.0	10.0	8.0	8.0	5.0	10.0	2.0	2.0	1.0	10.0
C49	1	10.0	10.0	10.0	10.0	10.0	10.0	9.0	10.0	10.0	10.0	10.0
C62	2	6.0	9.6	9.6	9.6	8.4	6.2	8.8	5.2	5.4	4.6	9.6
C63	1	10.0	10.0	10.0	10.0	9.0	10.0	10.0	9.0	9.0	10.0	10.0
C64	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	4.0	10.0
C70	2	8.5	9.0	8.0	9.0	9.0	8.0	8.5	7.5	8.5	7.0	9.0
C71	1	9.0	8.0	8.0	7.0	7.0	9.0	8.0	7.0	8.0	8.0	9.0
C75	2	8.6	8.0	8.6	8.2	7.6	6.6	8.2	8.0	7.4	8.0	8.4
C76	3	8.0	10.0	10.0	9.1	5.6	7.9	10.0	9.7	9.0	5.7	10.0
C89	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	6.0	10.0
C92	1	10.0	10.0	8.0	8.0	1.0	10.0	9.0	9.0	10.0	9.0	10.0
C93	2	6.8	6.8	7.3	6.9	7.3	7.3	7.3	7.3	7.3	5.5	7.9
C94	1	10.0	10.0	10.0	9.0	8.0	9.0	10.0	7.0	8.0	3.0	8.0
C98	2	9.0	9.0	10.0	9.0	7.0	8.0	8.5	8.0	7.5	7.0	9.5
BTC	37	7.4	8.0	8.2	7.6	6.7	7.6	8.2	8.3	8.1	7.2	8.6
STC	18	8.7	8.5	8.4	6.9	6.8	7.7	7.7	7.7	8.2	7.0	8.8
PCT	8	8.0	8.1	8.9	8.2	7.4	8.2	9.0	8.6	8.8	7.5	9.1
RTC	4	6.3	7.6	8.0	7.1	5.4	5.8	9.2	6.7	6.3	4.2	8.0
VTC	40	8.3	8.7	8.7	8.3	7.0	8.1	8.5	8.5	8.7	7.7	9.1
WVT	6	9.4	9.4	8.9	8.9	6.2	9.3	9.4	9.9	9.4	8.2	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	**1909**	**7.9**	**8.5**	**8.7**	**8.5**	**7.1**	**7.5**	**8.3**	**8.6**	**8.4**	**7.3**	**8.8**
250	73	8.7	9.1	9.5	9.6	7.2	8.1	9.4	8.8	9.0	8.1	9.1
VTC	40	8.3	8.7	8.7	8.3	7.0	8.1	8.5	8.5	8.7	7.7	9.1
49	38	8.2	8.2	8.9	8.9	7.7	8.1	8.3	8.7	8.3	8.2	8.9
16	35	8.2	8.5	8.1	8.6	7.1	8.1	8.4	8.8	8.2	7.0	9.0
99 B-Line	116	8.1	8.8	8.5	8.3	6.0	8.2	8.2	9.2	8.7	8.5	8.6
95 B-Line	32	8.1	8.6	8.7	8.2	6.6	7.6	8.7	9.2	8.7	7.8	8.8
14	30	8.0	8.6	8.5	8.6	6.8	8.2	8.5	8.8	8.0	7.6	8.8
240	35	7.9	8.9	8.8	8.6	5.7	7.0	8.2	9.0	8.2	7.0	8.8
319	34	7.9	8.2	8.8	8.4	5.5	7.6	8.2	9.0	7.9	7.8	8.8
9	38	7.8	8.6	8.5	8.6	7.1	8.1	7.9	8.9	8.4	7.7	8.6
351	37	7.7	8.4	9.1	8.8	6.7	7.5	8.7	8.3	8.2	7.2	8.8
41	35	7.6	8.0	8.7	8.6	7.1	7.2	8.0	8.7	8.1	7.3	8.5
25	40	7.6	8.3	8.8	8.5	7.0	6.6	8.2	8.5	8.3	6.8	8.6
20	30	7.5	8.5	7.2	7.8	6.8	6.7	7.6	8.7	8.0	6.8	8.5
BTC	37	7.4	8.0	8.2	7.6	6.7	7.6	8.2	8.3	8.1	7.2	8.6
410	38	7.3	8.4	8.4	8.4	6.6	6.7	7.9	8.1	7.9	6.7	8.7
601	36	7.1	8.5	9.1	8.9	7.4	6.9	8.3	7.7	8.0	5.8	8.6

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

Route Number	April - June 2017		April - June 2018	
	# of Trips	Overall Performance	# of Trips	Overall Performance
# 10	37	7.6	26	8.4
# 106	38	8.2	20	6.8
# 16	42	7.6	35	8.2
# 240	37	7.8	35	7.9
# 246	44	7.7	24	7.9
# 25	42	7.8	40	7.6
# 250	65	7.5	73	8.7
# 351	51	8.4	37	7.7
# 41	29	7.5	35	7.6
# 410	36	7.3	38	7.3
# 49	29	8.2	38	8.2
# 6	40	7.2	20	7.7
# 601	45	7.1	36	7.1
# 9	60	7.9	38	7.8
# 99	93	8.0	116	8.1
# BTC	21	7.4	37	7.4
# VTC	32	7.3	40	8.3

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

OVERALL PERFORMANCE RATINGS
JANUARY 2017 - JUNE 2017 VERSUS
JANUARY 2018 - JUNE 2018
(Routes With 35+ Trips Per 6 Month Period)

Route Number	January - June 2017		January - June 2018		Net Difference Jan'17-Jun'17 vs. Jan'18-Jun'18
	# of Trips	Overall Performance	# of Trips	Overall Performance	
# 10	73	8.0	60	8.1	0.1
# 106	74	8.1	47	7.6	-0.5
# 130	35	8.2	34	8.0	-0.2
# 14	46	8.5	55	8.1	-0.4
# 16	94	7.5	67	7.9	0.4
# 17	37	7.5	38	7.8	0.3
# 19	39	7.4	47	7.9	0.5
# 2	62	7.7	58	8.0	0.3
# 20	61	7.0	63	7.3	0.3
# 22	50	7.9	42	8.1	0.2
# 239	41	7.8	47	8.3	0.5
# 240	66	7.8	66	7.9	0.1
# 246	81	7.7	50	7.9	0.2
# 25	88	7.7	71	7.7	0.0
# 250	132	8.0	129	8.5	0.5
# 3	68	8.2	51	8.1	-0.1
# 319	33	7.6	63	8.0	0.4
# 321	21	7.1	41	7.4	0.3
# 351	90	8.4	72	8.3	-0.1
# 4	42	8.0	36	8.0	0.0
# 401	61	7.6	53	8.1	0.5
# 41	65	7.4	73	7.6	0.2
# 410	67	7.5	68	7.5	0.0
# 49	58	7.5	84	8.1	0.6
# 5	44	8.4	28	7.6	-0.8
# 502	38	7.4	19	8.4	1.0
# 6	63	7.7	39	7.3	-0.4
# 601	90	7.0	74	7.5	0.5
# 7	55	7.4	53	8.2	0.8
# 701	48	7.5	49	7.4	-0.1
# 8	36	7.7	29	8.1	0.4
# 84	33	8.0	50	8.4	0.4
# 9	102	8.2	76	8.0	-0.2
# 95	54	8.3	68	8.1	-0.2
# 96	17	8.7	37	8.6	-0.1
# 99	190	7.8	228	8.1	0.3
# BTC	39	7.5	77	7.8	0.3
# VTC	62	7.6	93	8.1	0.5

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

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

	Route Number	July 2016 - June 2017		July 2017 - June 2018		Net Difference
		# of Trips	Overall Performance	# of Trips	Overall Performance	Jul'16-Jun'17 vs. Jul'17-Jun'18
#	10	147	8.0	138	8.1	0.1
#	100	52	7.9	68	7.3	-0.6
#	106	137	8.0	115	7.7	-0.3
#	123	46	8.0	48	8.3	0.3
#	129	37	7.9	40	7.5	-0.4
#	130	60	8.1	65	8.2	0.1
#	14	113	8.1	140	8.0	-0.1
#	144	40	8.0	60	8.0	0.0
#	145	34	7.3	56	8.2	0.9
#	15	46	7.7	38	8.3	0.6
#	152	39	8.0	39	7.7	-0.3
#	155	42	8.4	23	8.6	0.2
#	16	178	7.6	121	7.9	0.3
#	160	68	7.8	47	8.6	0.8
#	17	81	7.1	84	7.7	0.6
#	19	90	7.5	109	7.9	0.4
#	2	121	7.5	121	7.8	0.3
#	20	112	6.9	114	6.9	0.0
#	210	80	7.5	60	8.1	0.6
#	211	62	8.1	55	7.9	-0.2
#	22	112	7.4	82	8.0	0.6
#	228	58	7.9	56	7.9	0.0
#	229	42	7.9	44	7.8	-0.1
#	230	58	8.0	56	8.2	0.2
#	232	35	8.0	30	7.7	-0.3
#	239	101	8.1	105	8.3	0.2
#	240	127	8.0	153	7.7	-0.3
#	246	129	7.7	89	7.9	0.2
#	25	143	7.8	159	7.8	0.0
#	250	262	8.4	266	8.2	-0.2
#	255	56	7.9	55	8.6	0.7
#	257	47	8.7	41	7.6	-1.1

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

	Route Number	July 2016 - June 2017		July 2017 - June 2018		Net Difference
		# of Trips	Overall Performance	# of Trips	Overall Performance	Jul'16-Jun'17 vs. Jul'17-Jun'18
#	26	54	7.4	37	8.0	0.6
#	28	43	8.0	34	7.4	-0.6
#	3	116	7.9	118	7.7	-0.2
#	319	69	7.9	116	8.0	0.1
#	320	33	7.8	55	8.0	0.2
#	321	44	7.0	70	7.4	0.4
#	323	12	7.7	37	7.3	-0.4
#	33	53	7.7	51	8.2	0.5
#	335	30	7.7	50	7.4	-0.3
#	340	37	6.7	31	7.5	0.8
#	351	165	8.4	130	8.3	-0.1
#	4	75	8.2	73	7.9	-0.3
#	401	117	7.7	101	8.0	0.3
#	402	38	7.5	34	8.0	0.5
#	403	50	7.8	45	7.6	-0.2
#	407	33	7.8	44	8.3	0.5
#	41	140	7.7	170	8.0	0.3
#	410	129	7.5	144	7.7	0.2
#	44	34	8.2	43	8.2	0.0
#	49	124	7.7	191	7.9	0.2
#	5	80	8.0	69	7.3	-0.7
#	50	56	8.0	55	8.1	0.1
#	502	61	7.4	50	8.1	0.7
#	555	59	8.1	46	8.5	0.4
#	6	109	8.0	81	7.9	-0.1
#	601	170	7.5	143	7.5	0.0
#	7	113	7.7	103	8.1	0.4
#	701	93	7.4	106	7.7	0.3
#	8	69	8.2	61	8.0	-0.2
#	84	67	8.0	82	8.3	0.3
#	9	200	8.1	161	8.1	0.0
#	95	57	8.3	127	8.1	-0.2
#	96	38	8.1	92	8.7	0.6
#	99	383	7.9	435	8.1	0.2
#	BTC	52	7.4	114	7.9	0.5
#	STC	40	7.9	47	8.2	0.3
#	VTC	132	7.9	161	8.2	0.3

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