



Customer Service Performance Quarter 3 2018

Bus
SeaBus
SkyTrain



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

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

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

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



Overview

- **Overall Transit Service has levelled off after last quarter's peak, earning good-to-excellent scores from 66% of transit riders.** The average score also returned to historic levels (7.8 out of 10) after setting a new record last quarter (8.0).
- **Similarly, ratings for Value for Money (54%) and Adequate Information at Stops/Stations (52%) have returned to levels recorded a year ago.**
- **An area for improvement continues to be Having Enough Shelters at Stops, as it is the only transit service system attribute that does not meet the 7.0 threshold for positive performance (an average score of 6.8 out of 10).**
- **Overcrowding remains an issue for both Bus and SkyTrain this period, earning an average score that is below the threshold for positive performance (6.9 and 6.8 respectively).** For SeaBus, even though its performance in this area has exceeded the threshold, its good-to-excellent ratings have dropped from a year ago (65%, down from 79%).



In-line with both last quarter and a year ago, 64% of bus riders give top ratings to Overall Bus Service. The average score is stable at 7.8 out of 10.

- Not Being Overcrowded (6.9) is currently the only bus service attribute to not meet the 7.0 positive-performance threshold.
- Among the four top key drivers of Overall Bus Service, Having a Courteous Bus Operator (78%) continues perform the strongest.
- The other three top key drivers receive the lowest ratings of the bus service attributes: Providing On-Time, Reliable Service (57%), Frequency of Service (51%) and Not Being Overcrowded (49%).
- This period, the #19 bus ranks the lowest for overall bus service and many of the other bus service attributes.



Overall SkyTrain Service is rated highly by 76% of SkyTrain riders, which is similar to previous waves. The average score remains strong at 8.3 out of 10.

- Feeling Safe from Crime on Board SkyTrain is the only area that shows improvements in its scores (84%, up from last quarter).
- Not Being Overcrowded remains the lowest-rated top driver (44%), with an average score of 6.8 out of 10.
- Delays are Announced and Explained also remains below the positive-performance threshold with an average score of 6.7 out of 10.
- Canada Line riders continue to give higher scores to the SkyTrain service than those who ride BCRTC, however the gap is narrowing for some attributes.



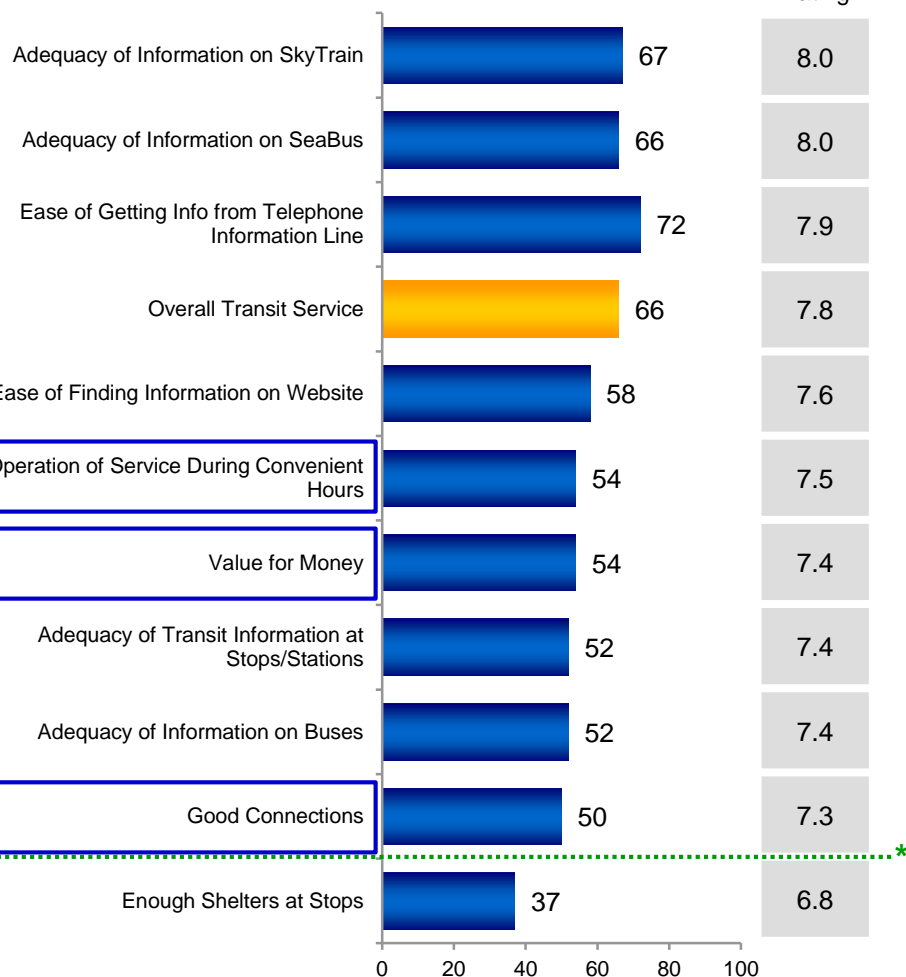
SeaBus, with top ratings from 82% of riders, continues to be the strongest-performing transit mode. The average score remains strong at 8.6 out of 10.

- As is the case historically, all SeaBus service attributes perform well above the positive-performance threshold.
- However, On-Time Reliable Service (90%) and Trip Duration (82%), two of the three top key drivers of Overall SeaBus Service have recorded declines this quarter.

Performance on Transit System Attributes

% Good to Excellent (8-10)

Average
Rating



Top Key Driver

Q3 2018 Base = 2100

* 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

- After a steady upward trend since Q4 2016, ratings for Overall Transit Service have stabilized this quarter (66%). The average score has also settled to 7.8 out of 10, after peaking last quarter at 8.0.
- A similar pattern of a steady upward trend followed by a drop off this quarter has emerged among some of the attributes. The declines are most pronounced for Value of Money and Adequacy of Transit Information at Stops/Stations.
- 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 at 6.8 out of 10.

Performance on Top Key Drivers of Transit Overall Service

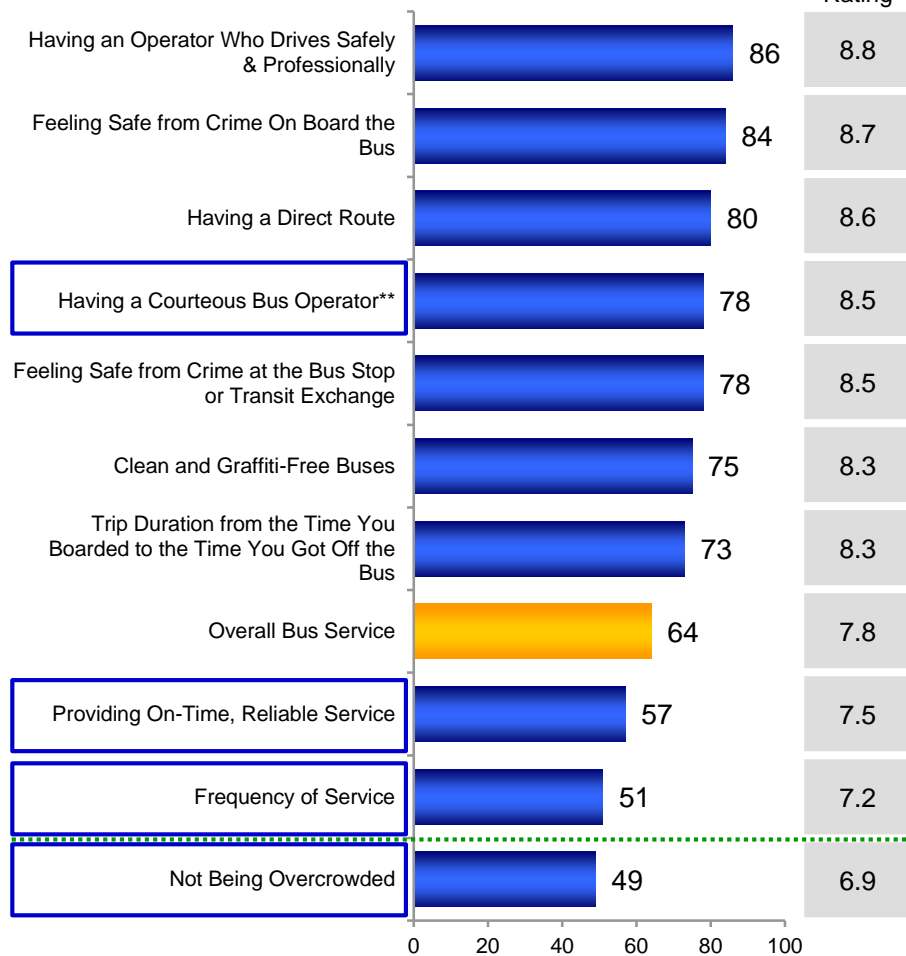
Key Drivers with Positive Performance*

- Operation of Service During Convenient Hours
 - The highest-rated top key driver of Overall Transit Service, Convenient Hours, has held steady this quarter, receiving top ratings from 54% of transit riders.
- Value for Money
 - This quarter, Value for Money's performance has declined from the previous wave (54%, down from 59%).
- Good Connections
 - Good Connections has held steady this quarter, with one-half of riders (50%) awarding good-to-excellent scores.

Performance on Bus System Attributes

% Good to Excellent (8-10)

Average
Rating



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

Bus System

- Overall Bus Service is consistent with last quarter and a year ago, currently rated highly by 64% of bus riders. The average score remains stable at 7.8 out of 10.
- Most attributes' performance has held steady except for Having an Operator Who Drives Safely and Professionally (86%, up from 83% a year ago)
- Most attributes also meet the 7.0 threshold for positive performance this period, with the exception of Not Being Overcrowded (6.9 out of 10).

Performance on Top Key Drivers of Overall Bus Service

Key Drivers with Positive Performance*

- Courteous Bus Operator
 - As seen in previous waves, Courteous Bus Operator is the strongest-performing top key driver for Overall Bus Service (78%). Scores for WVT are down compared to both last quarter and a year ago, while BTC ratings have increased from Q3 2017.
- On-Time Reliable Service
 - On-Time, Reliable Service shows consistent performance this period (57%). Scores for WVT have improved compared to a year ago, while VTC's performance has dropped from the previous quarter.
- Frequency of Service
 - One-half of bus riders (51%) continue to give top ratings to Frequency of Service, which is unchanged from last quarter but directionally down from last year. Ratings for PCT are down compared to last year, while scores for WVT are down compared to last quarter.

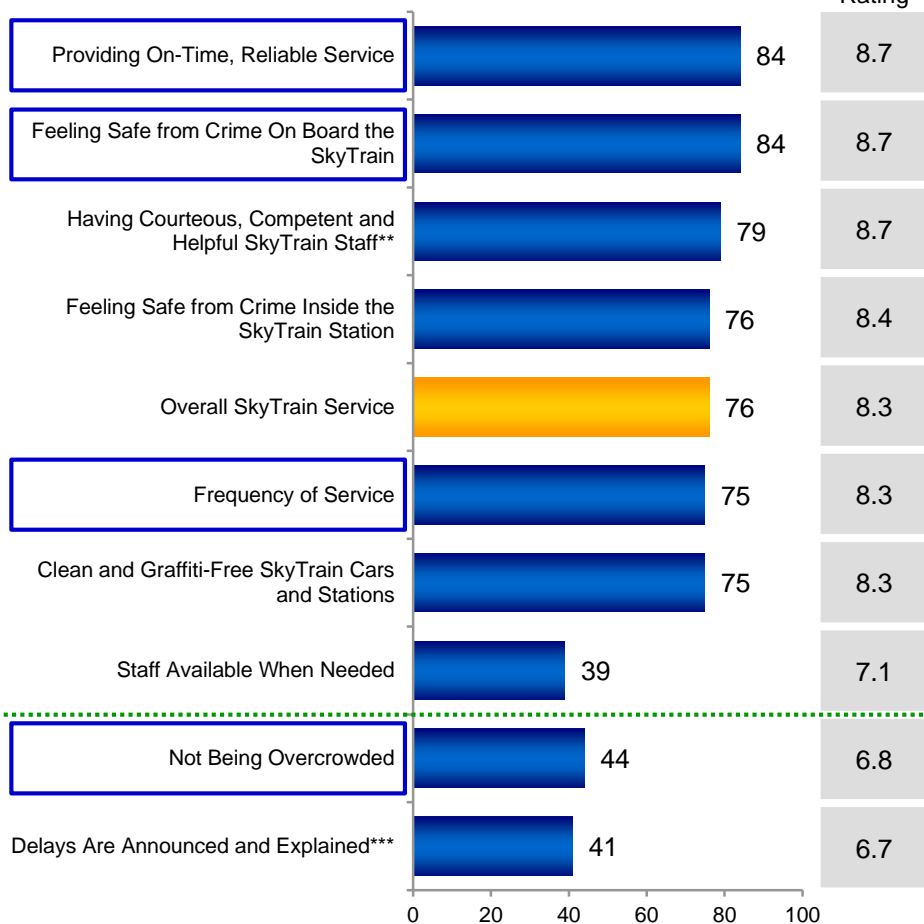
Key Drivers Needing Improvement*

- Not Being Overcrowded
 - Not Being Overcrowded scores remain relatively weak compared to other key drivers, unchanged since last quarter but down directionally compared to a year ago. VTC's performance has dropped compared to last quarter.

Performance on SkyTrain Attributes

% Good to Excellent (8-10)

Average
Rating



Top Key Driver

Q3 2018 Base = 1443 (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=91)

*** Caution: Only among those who experienced delays (n=302)

SkyTrain System

- Overall SkyTrain Service's performance is in-line with last quarter and a year ago, receiving top ratings from three-quarters of SkyTrain riders (76%). The average score remains steady at 8.3 out of 10.
- Feeling Safe from Crime On Board the SkyTrain is the only attribute that has seen performance increases this quarter (84%, up from Q2 2018).
- This period, Not Being Overcrowded and Delays are Announced and Explained sit below the 7.0 threshold for positive performance (6.8 out of 10 and 6.7 out of 10 respectively).

Performance on Top Key Drivers of SkyTrain Overall Service

Key Drivers with Positive Performance*

- On-Time, Reliable Service
 - Consistent with last quarter and a year ago, this top-performing key driver receives top scores from 84% of SkyTrain riders. Specifically, scores for BCRTC have improved from the same period last year.
- Feeling Safe from Crime On Board the SkyTrain
 - An increasing proportion of SkyTrain riders (84%) award top ratings to Feeling Safe from Crime On Board the SkyTrain, which is now tied with On-Time, Reliable Service as the top-performing key driver. BCRTC ratings have also increased compared to both last quarter and a year ago.
- Frequency of Service
 - Frequency of Service continues to receive top scores from three-quarters of SkyTrain riders (75%). Ratings have remain relatively unchanged.

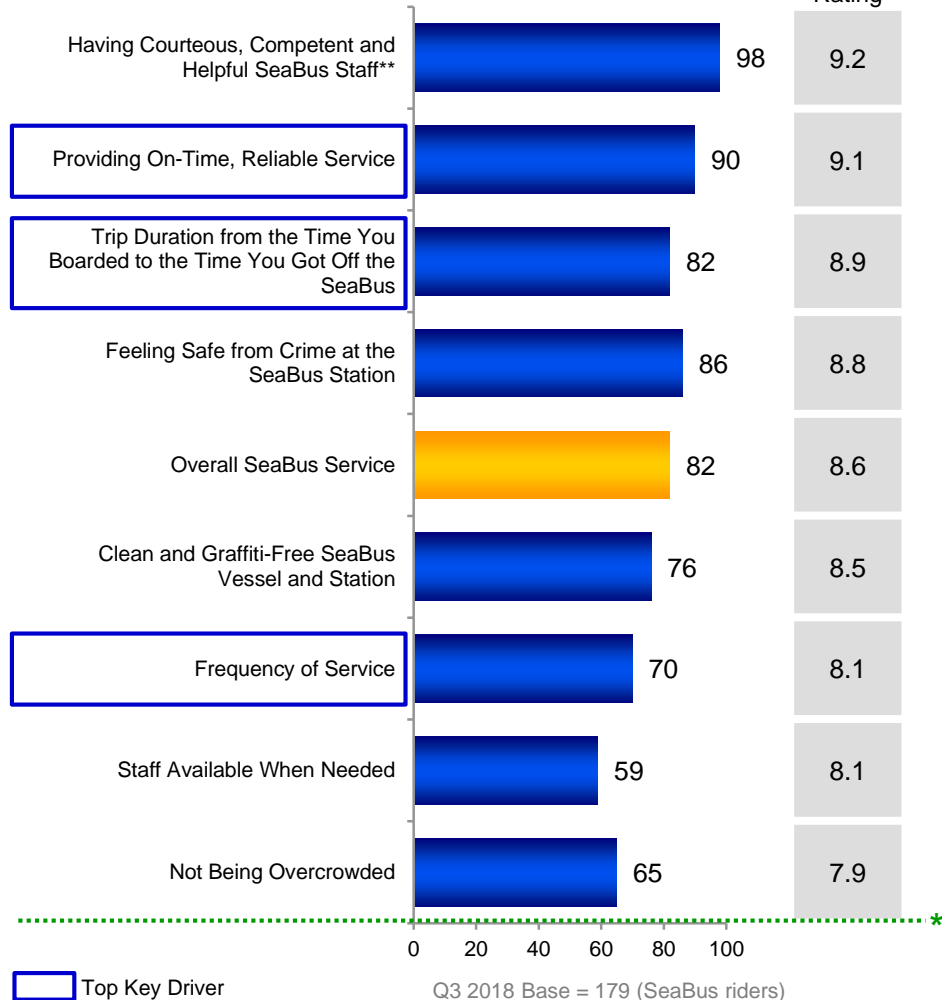
Key Drivers Needing Improvement*

- Not Being Overcrowded
 - Not Being Overcrowded shows relatively weaker performance compared to other top key drivers, and its ratings have directionally decreased from Q3 2017 and Q2 2018.

Performance on SeaBus Attributes

% Good to Excellent (8-10)

Average
Rating



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

** Caution: Very small base size – only among SeaBus riders who spoke with staff (n=27)

SeaBus

- Consistent with last quarter, eight-in-ten SeaBus riders (82%) provide good-to-excellent scores to the Overall SeaBus Service. The average score continues to be strong at 8.6 out of 10, maintaining the SeaBus's status as the strongest-performing transit mode.
- All SeaBus attributes have earned average scores that are well above the 7.0 positive-performance threshold.
- However, some attributes have shown a drop in their performance this period, including Clean and Graffiti-Free (76%, down from last quarter), Not Being Overcrowded (65%, down from a year ago) and some of the top key drivers mentioned below.

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 (90%), despite showing a drop from last quarter (98%).
- Trip Duration
 - Down from both last quarter and a year ago, Trip Duration receives top scores from 82% of SeaBus riders.
- Frequency of Service
 - Consistent with last quarter, Frequency of Service earns high scores from 70% of SeaBus riders.

Transit Riders



- 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 (20% versus 12%)
 - They are less likely to be employed full-time (51% versus 57%)
 - They are more likely to be a student (13% versus 5%)
 - They are more likely to hold a university degree (51% versus 45%)

Trip Purpose



- One-half of all transit riders (51%) indicate that they travel for work purposes, which is up from the same period last year.
- Mentions of other types of trips such as entertainment purposes, shopping and personal business have all held steady this quarter. The proportion of transit riders who travel for school purposes consistently drops in the 3rd quarter due to the summer months.

Choice versus Captive



- Choice riders are transit users who have regular access to a vehicle. Unchanged from last quarter, 65% of riders fall into this category. Another 34% are Captive riders, or riders who do not have vehicle access.
- Compared to Captive riders, Choice riders tend to be older (35+), have higher household incomes (\$80K+), work full-time, hold a university degree, take the SkyTrain or SeaBus, and have been a regular transit rider for a longer period of time.
- Captive riders are more likely to be younger (18-34), have lower household incomes (under \$40K), work part-time or not employed, high school educated, take the Bus, and have taken more transit trips in the past week.



The primary objectives of this project are to:

- Evaluate the quality of service provided by Bus, SeaBus, and SkyTrain.
- Diagnose what aspects of service have the strongest impact on perceptions of service quality.
- Provide recommendations regarding what aspects of service need to be modified to increase and maintain high levels of service quality across transit modes.
- Assess customer behaviour and motivation related to the use of public transit.
- Starting in July 2017, this study uses a dual-frame of cell-phone and landline sample in order to make the sample more representative of the target population.

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



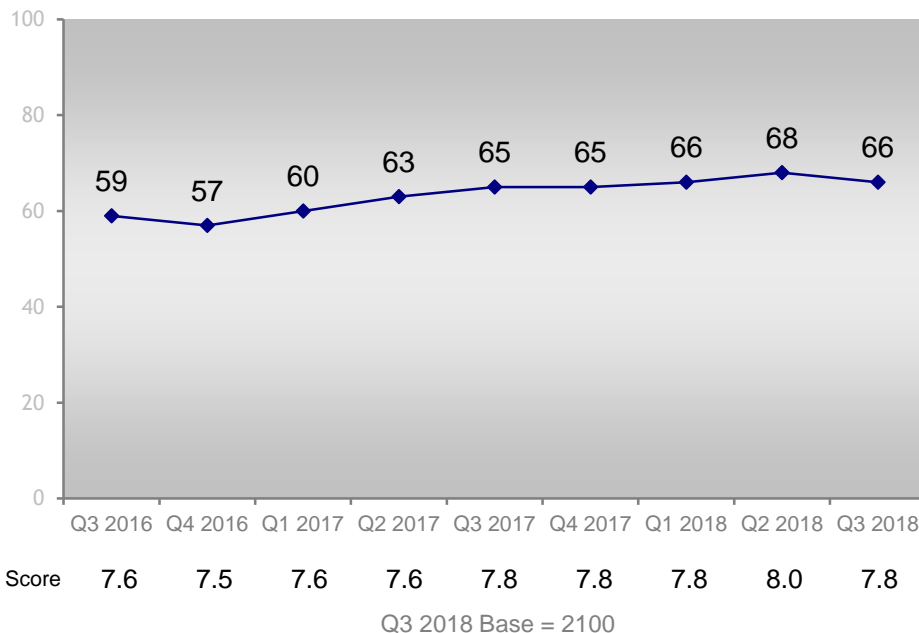
This section presents an evaluation of the overall transit system, followed by evaluation of each of the three transit modes. For the transit system overall and for each mode, results are presented for the following:

- Perceptions of Overall Service
- Perceptions of Specific Attributes



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

% Good to Excellent (8-10)



Overall Service

After a steady upward trend since Q4 2016, Overall Service's performance has tapered off this period (66%). The average score (7.8 out of 10) has also returned to the level observed prior to last quarter's peak.

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

Riders who only take the Canada Line are more likely to assign top scores to the Overall Service than riders of other transit modes.

Q3 2018 Regional Differences:

No significant regional differences

No significant regional differences



Most Positive



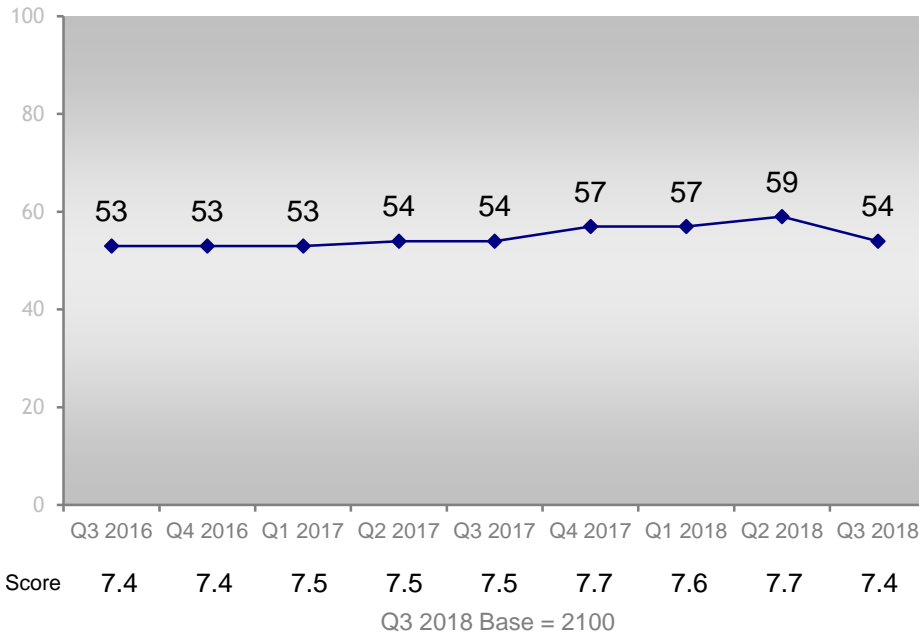
Least Positive



= Significant upward/downward shift

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

% Good to Excellent (8-10)



Value for Money

Scores for Value for Money have dropped from last wave, likely in response to the July 1st fare increases. It has returned to the level last seen one year ago (54%). The average score (7.4 out of 10) is also down from last quarter.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	- 5%	0%

Seniors (65+), Bus/SeaBus riders and Low/Medium Frequency users tend to give higher ratings compared to their counterparts.

Q3 2018 Regional Differences:

82% among West Vancouver riders

49% among Northeast riders



Top Key Driver



Most Positive

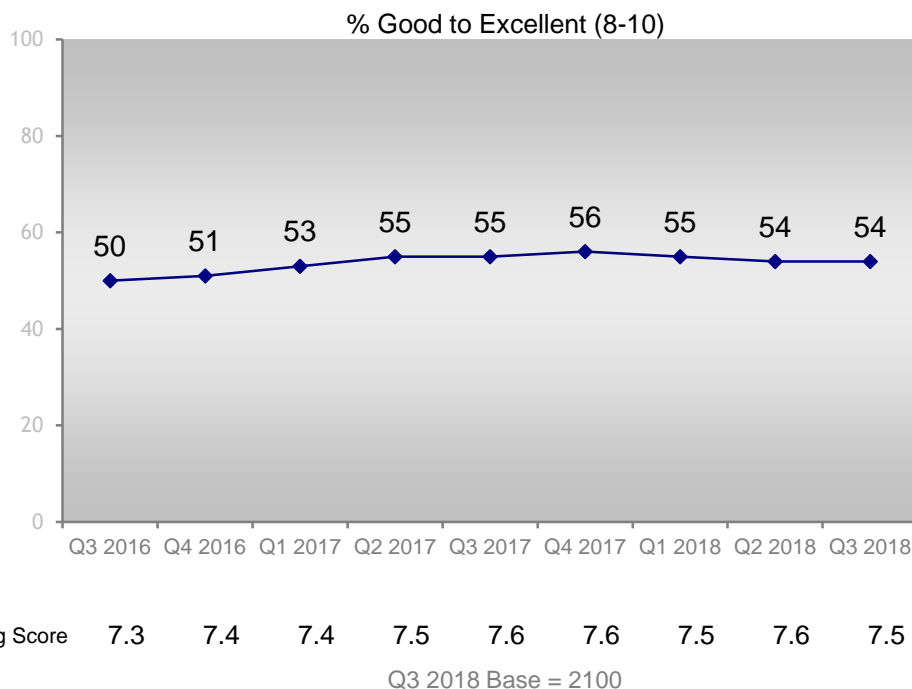


Least Positive



= Significant upward/downward shift

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



Convenient Hours

Convenient Hours (a top key driver) has held steady this quarter (54%). The average score has also remained stable at 7.5 out of 10.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	0%	- 1%

In particular, Captive riders, High/Medium Frequency users and those who make a lower income (less than \$40K) tend to award higher scores to this attribute.

Q3 2018 Regional Differences:

59% among Burnaby/New Westminister riders

48% among Richmond/South Delta riders



Top Key Driver



Most Positive



Least Positive



= Significant upward/downward shift

Good Connections

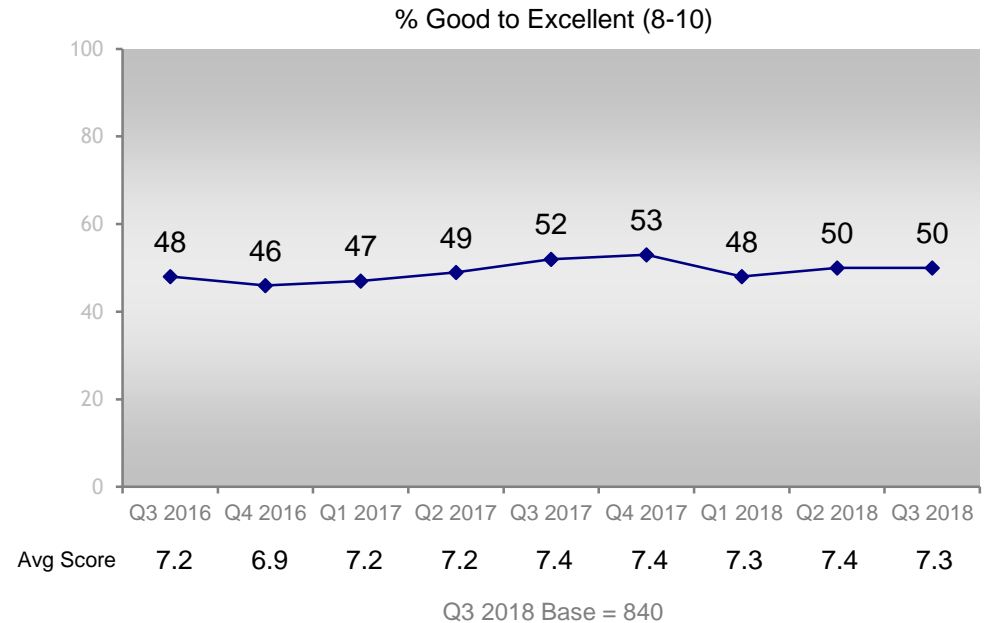
Q23AA. Again, thinking of the trip you take most often on transit, do you take more than one bus or transit mode?

Consistent with a year ago but marginally up from last quarter, four-in-ten transit riders (41%) report taking more than one bus or transit mode on the trip that they take most often. Taking multiple transit modes are more common among Captive riders, High Frequency users, 2-3 zone travelers, U-Pass users, younger riders between 18 and 24 years of age, and those with lower household incomes of less than \$40K.

Among those who have made connections, one-half (50%) continue to award top ratings to Good Connections, which is another top key driver. The average score is 7.3 out of 10.

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

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



Q3 2018 Regional Differences:

60% among Surrey/North Delta/White Rock/Langley riders

16% among West Vancouver riders

● ● = Significant upward/downward shift

 Top Key Driver Most Positive Least Positive

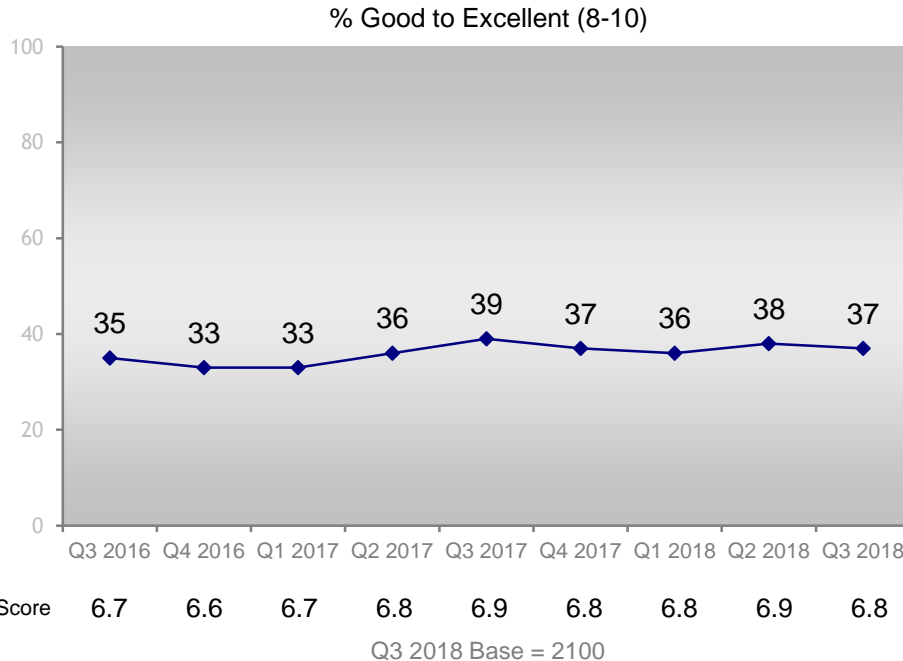
Q23D. How would you rate the transit system for having enough bus shelters at bus stops throughout the region?

Enough Bus Shelters at Bus Stops

Directionally down from a year ago but in-line with last quarter, 37% of transit riders give top scores to Enough Bus Shelters at Bus Stops. The average score (6.8 out of 10) remains below the 7.0 positive-performance threshold and continues to be the weakest attribute.

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

Younger riders (18-24), High/Medium Frequency users, lower income earners (less than \$40K), and Captive riders are more likely than their counterparts to award a high score to this attribute.



Q3 2018 Regional Differences:

40% among Vancouver riders

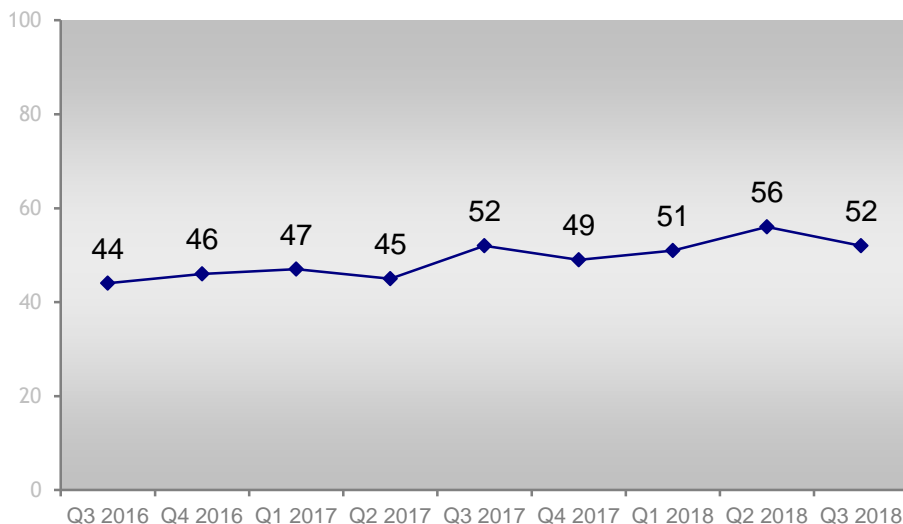
27% among Northeast riders

Top Key Driver Most Positive Least Positive

Significant upward/downward shift

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

% Good to Excellent (8-10)



Avg Score 7.1 7.2 7.1 7.2 7.5 7.4 7.4 7.6 7.4

Q3 2018 Base = 2100

Q3 2018 Regional Differences:

60% among Surrey/North Delta/White Rock/Langley riders

41% among North Vancouver riders



Most Positive



Least Positive



= Significant upward/downward shift

Adequacy of Transit Information at Stops and Stations

Adequacy of Transit Information at Stops and Stations (52%) has dropped from last quarter, returning to the same level seen a year ago. This attribute's average score (7.4 out of 10) has also declined from Q2 2018.

Good-to-Excellent ratings compared to:

Last Quarter

Same Quarter Last Year

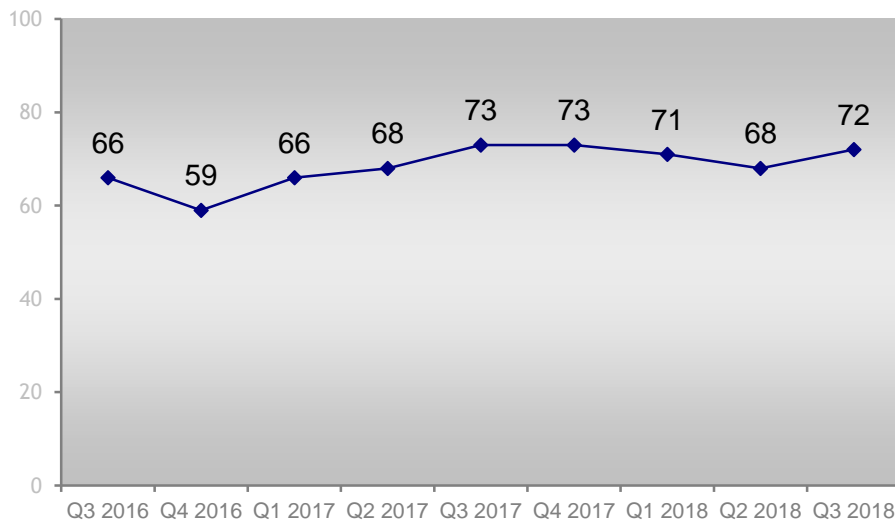
- 4%

0%

Captive riders, lower income earners (less than \$40K), younger riders (18-24), and U-Pass users are among the most likely to give a good-to-excellent score to this area.

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

% Good to Excellent (8-10)



Avg Score 7.6 7.3 7.6 7.6 8.1 8.2 8.1 8.0 7.9

Q3 2018 Base = 289 (used phone)

Spoke To Clerk	Call Was Automated	Clerk & Automated
Base = 156	Base = 55*	Base = 74*
% Good to Excellent (8-10)		
84%	45%	75%

* Caution: Small base size

Ease of Getting Information from the Telephone Information Line

Over one-in-ten transit riders (13%) continue to report having used the Telephone Information Line in the past three months. In particular, Bus riders, High Frequency users, Captive riders, and lower income earners (less than \$80K) are more likely to have used it.

72% of riders who have used the Telephone Line continue to award top scores to Ease of Getting Information. The average score (7.9 out of 10) has been trending down over the last three quarters.

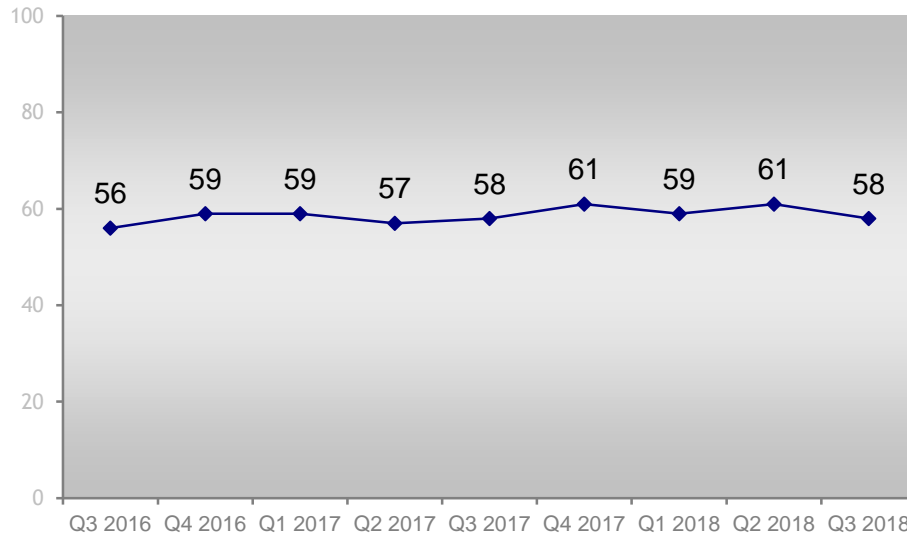
Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	+ 4%	- 1%

Riders who had spoken to a telephone information clerk, either in addition to hearing automated information or not, are more likely to give higher scores to this area compared to those who did not speak to a clerk at all.

= Significant upward/downward shift

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

% Good to Excellent (8-10)



Ease of Finding Info on Website

One-half of transit riders (50%) say they have used TransLink's website over the past three months, which has been trending downwards over the course of two years.

Directionally down from last quarter, but in-line with a year ago, 58% of riders who have used the website in the past three months give top scores to Ease of Finding Information. The average score is stable at 7.6 out of 10.

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

Captive riders are more likely than Choice riders to give a higher score to this attribute.

Q3 2018 Regional Differences:

63% among Northeast riders

23% among West Vancouver riders



Most Positive

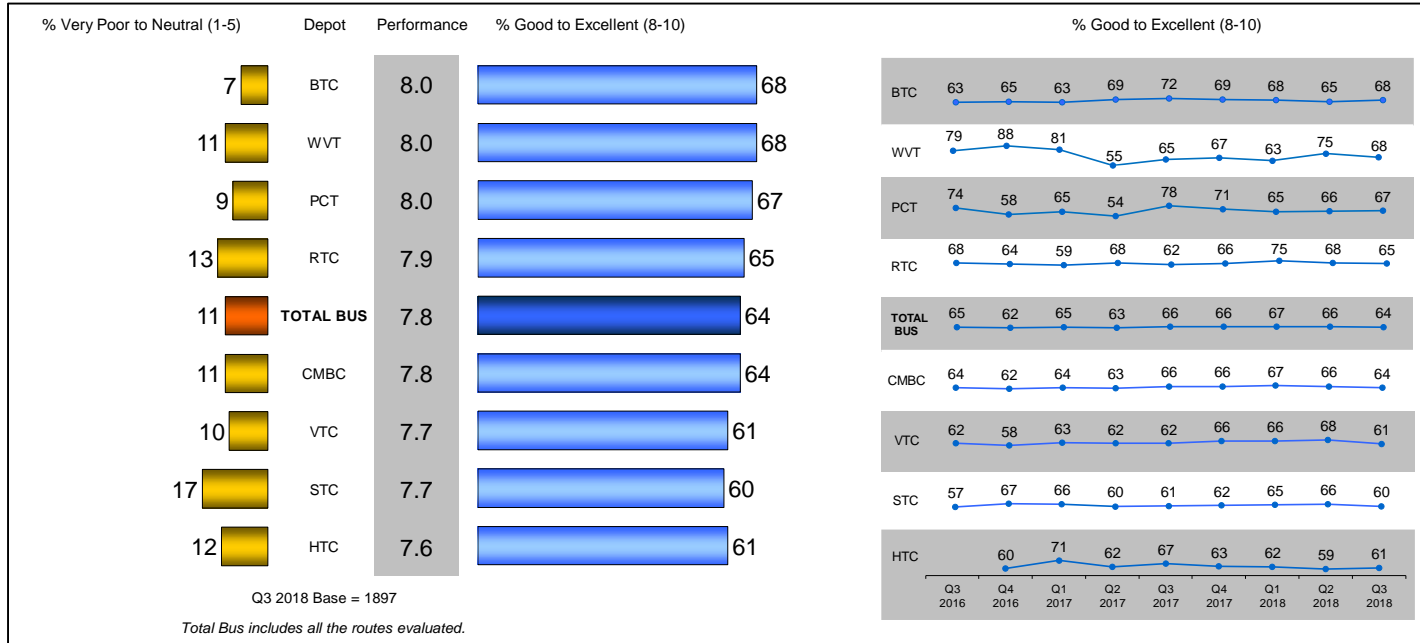


Least Positive



= Significant upward/downward shift

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



Top Scoring Routes

#351 #9

8.2 8.1

Lowest Scoring Route

#19

6.7

Time Period Receiving Higher Ratings

- No particular time period is singled out.

Bus Service Overall

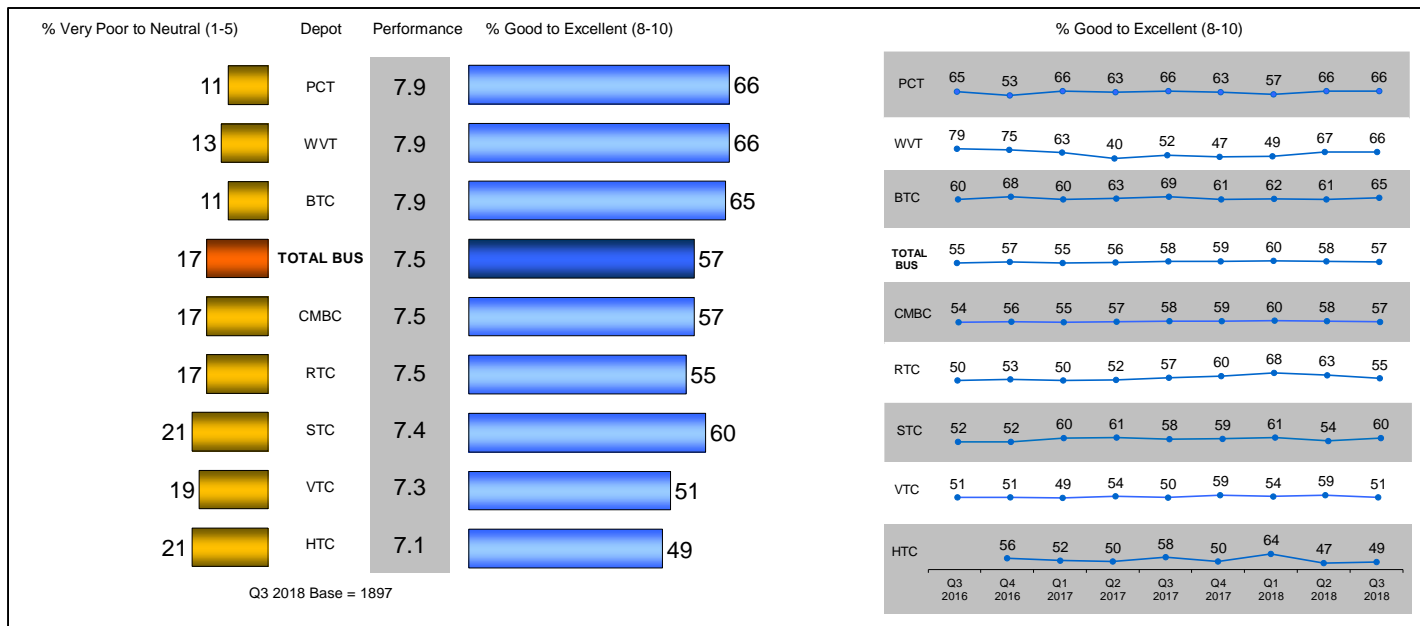
Similar to last quarter and a year ago, 64% of bus riders award a high score to the Overall Bus Service. The average score is stable at 7.8 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	- 2%	- 2%
PCT	+ 1%	- 11%
VTC	- 7%	- 1%

= Significant upward/downward shift

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

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



Top Scoring Routes

#99 #246

8.1 8.1

Lowest Scoring Routes

#410 #2 #19

6.8 6.7 6.5

Time Period Receiving Higher Ratings

- No particular time period is singled out.

On-Time Reliable Service

Consistent with both last quarter and a year ago, 57% of bus riders give good-to-excellent scores to On-Time Reliable Service, which is a top key driver for Overall Bus Service. The average score has also remained stable at 7.5 out of 10.

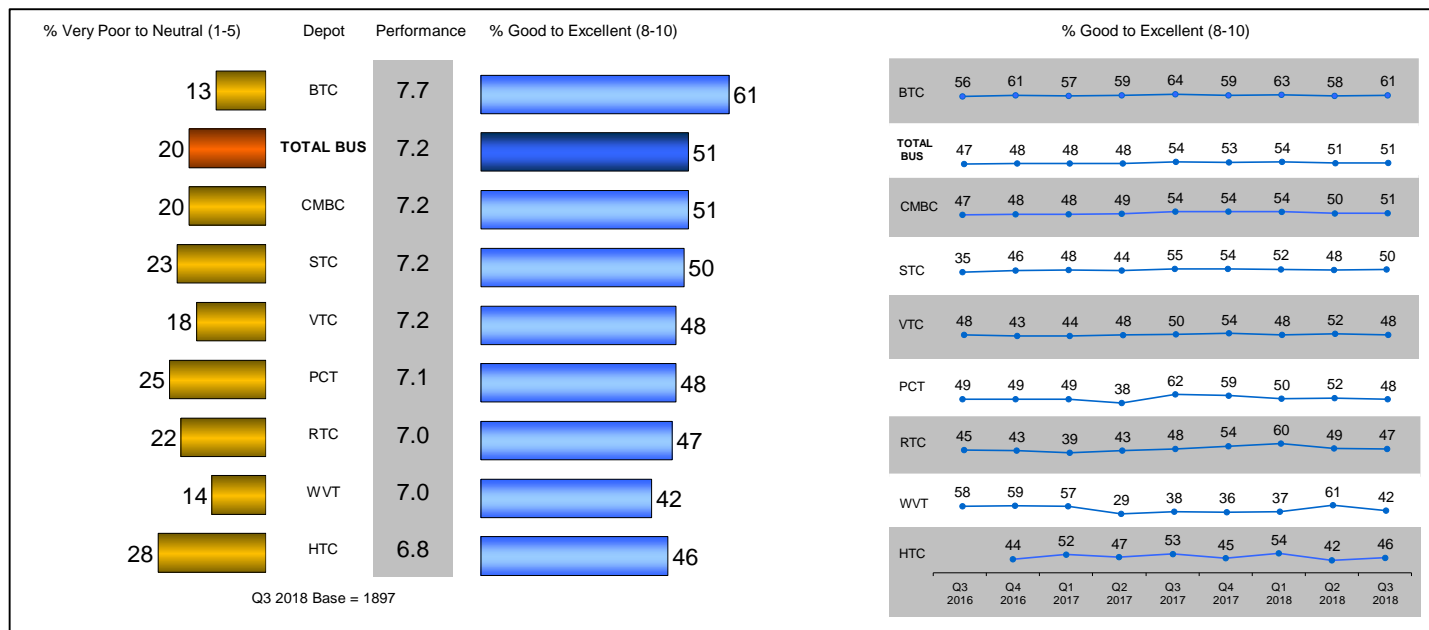
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 1%	- 1%
WVT	- 1%	+ 14%
VTC	- 8%	+ 1%

○ ○ = Significant upward/downward shift

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

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



Top Scoring Route
#99
8.3

Lowest Scoring Routes
#250 #19
6.2 6.2

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

Frequency of Service

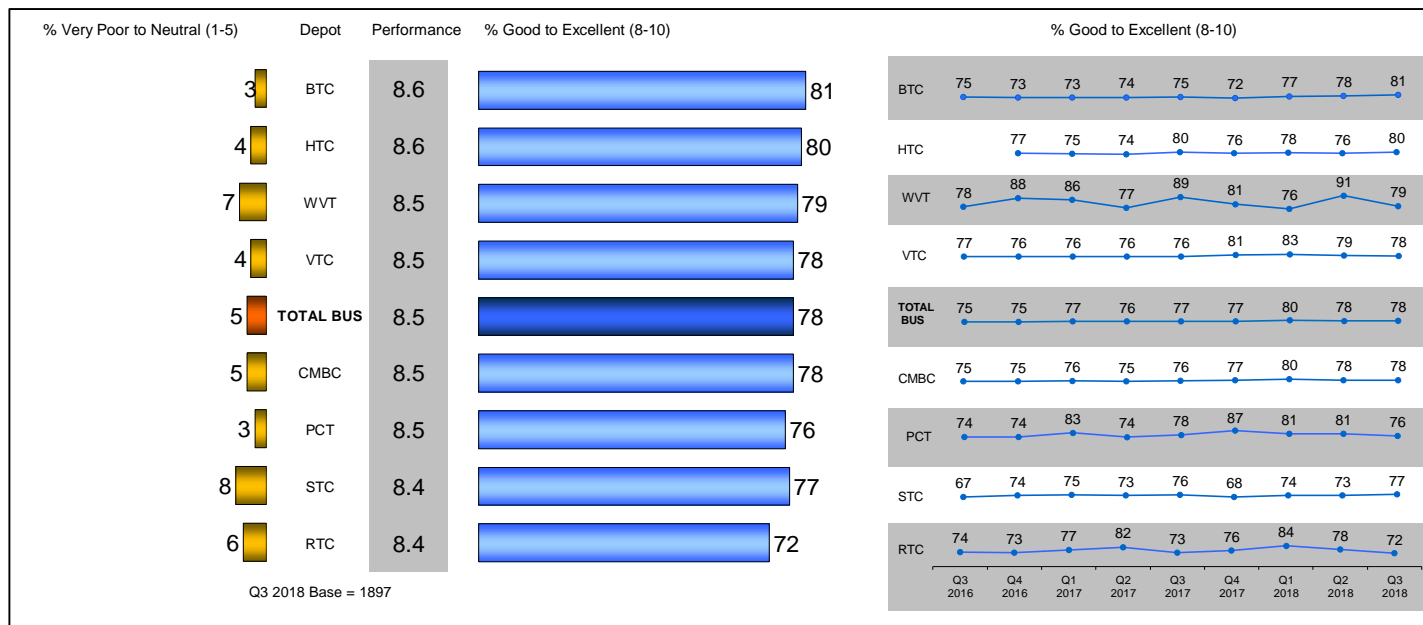
Consistent with last quarter but directionally down from a year ago, Frequency of Service (another top key driver) receives a high score from one-half of bus riders (51%). The average score has remained stable at 7.2 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	0%	- 3%
PCT	- 4%	- 14%
WVT	- 19%	+ 4%

= Significant upward/downward shift

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

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



Top Scoring Route
#2
8.9

Lowest Scoring Route*
#19
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.

Courteous Bus Operator

As the highest-rated top key driver for Overall Bus Service, Courteous Bus Operator continues to earn top ratings from 78% of bus riders, which is unchanged from past waves. The average score has also remained stable at 8.5 out of 10.

Good-to-Excellent ratings compared to:

Total Bus

Last Quarter

Same Quarter Last Year

0%

+ 1%

BTC

+ 3%

+ 6%

WVT

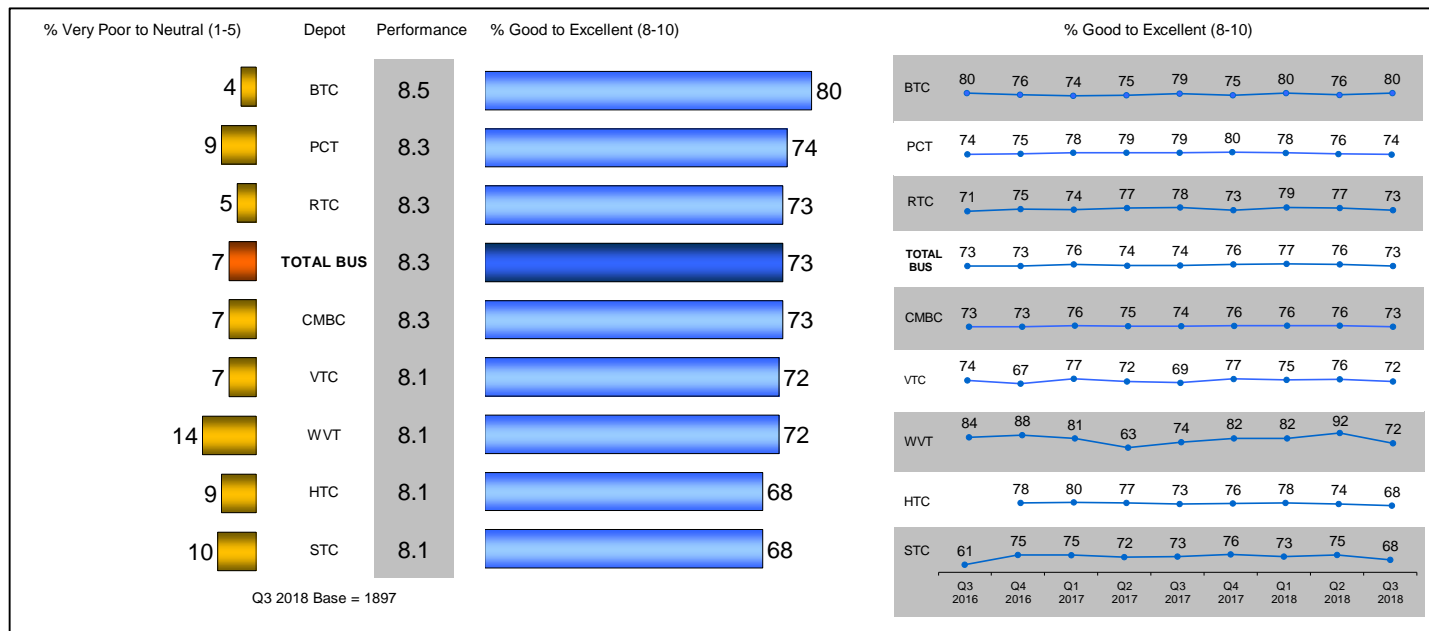
- 12%

- 10%

○ ○ = Significant upward/downward shift

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

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



Top Scoring Routes

#99 #601

8.9 8.8

Lowest Scoring Route

#19

6.7

Time Period Receiving Higher Ratings

- No particular time period is singled out.

Trip Duration

Marginally down from last quarter but consistent with a year ago, Trip Duration earns high scores from 73% of bus riders. The average score remains strong at 8.3 out of 10.

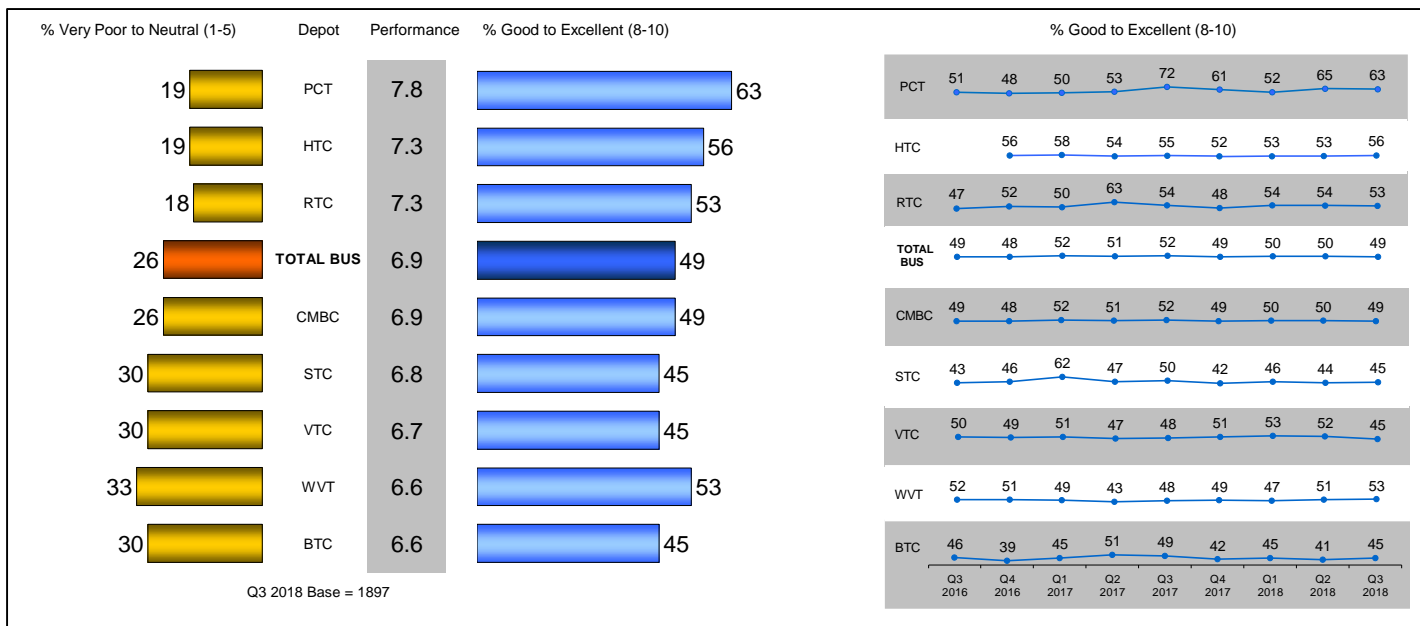
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 3%	- 1%
WVT	- 20%	- 2%

= Significant upward/downward shift

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

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



Top Scoring Route
#601
7.5

Lowest Scoring Routes
#319 #250
5.6 5.6

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

Not Being Overcrowded

Ratings for Not Being Overcrowded (a top key driver) are consistent with last quarter but are directionally lower than a year ago (49%). Also, the average score of 6.9 out of 10 now sits below the 7.0 threshold for positive performance. This continues to be the lowest-rated bus attribute of bus service.

Top Key Driver

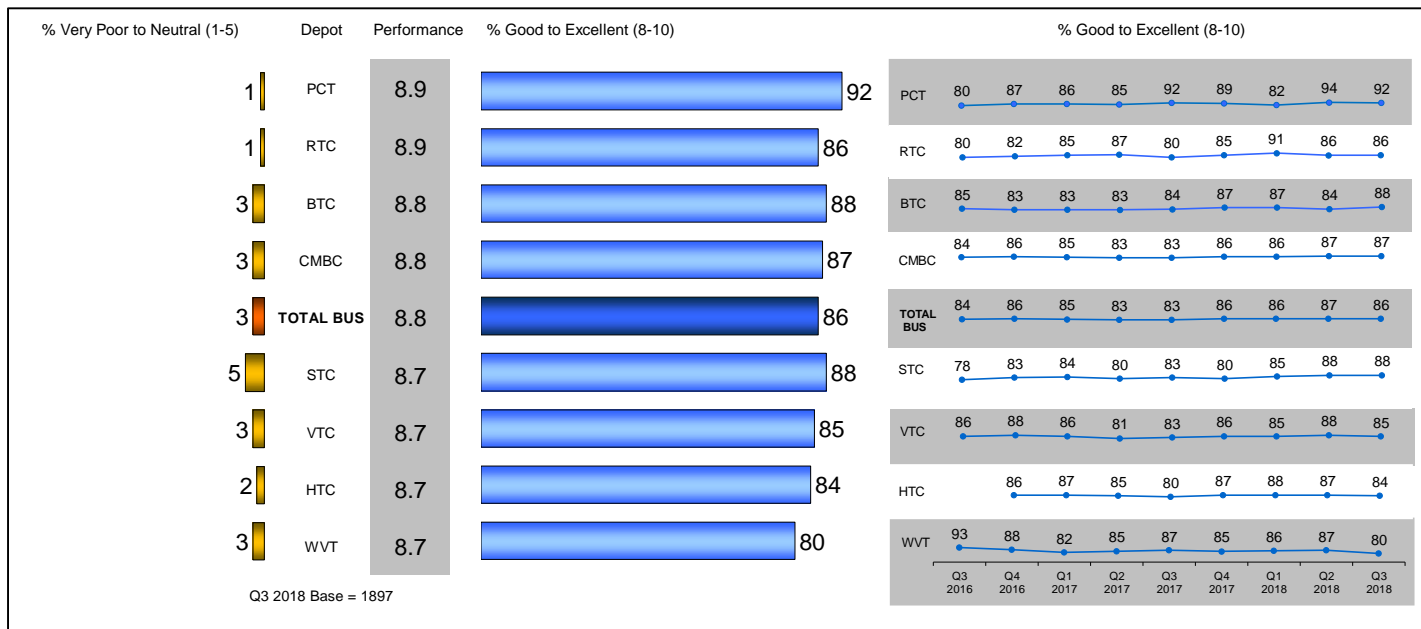
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 1%	- 3%
VTC	- 7%	- 3%

= Significant upward/downward shift

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

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



Top Scoring Routes

#601 #351

9.3 9.2

Lowest Scoring Route*

#19

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.

Safe and Professional Bus Operator

Consistent with last quarter but up from a year ago, 86% of bus riders give top scores to Safe and Professional Bus Operator, which remains the highest-performing bus system attribute. The average score has remained steady at 8.8 out of 10.

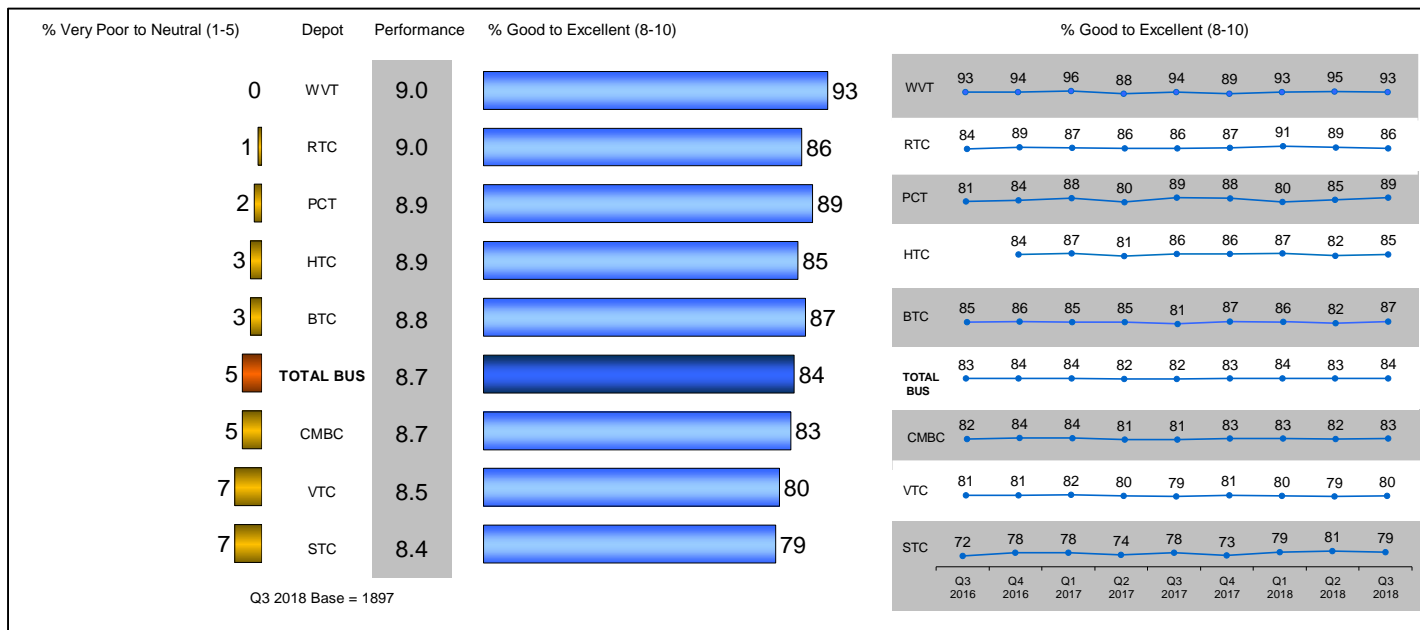
Good-to-Excellent ratings compared to:

	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total Bus	- 1%	+ 3%

● ● = Significant upward/downward shift

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

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



Top Scoring Route
#351
9.4

Lowest Scoring Routes*
#3 #19
7.3 7.2

Time Period Receiving Higher Ratings
• Weekends and holidays

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

Feeling Safe from Crime On Board the Bus

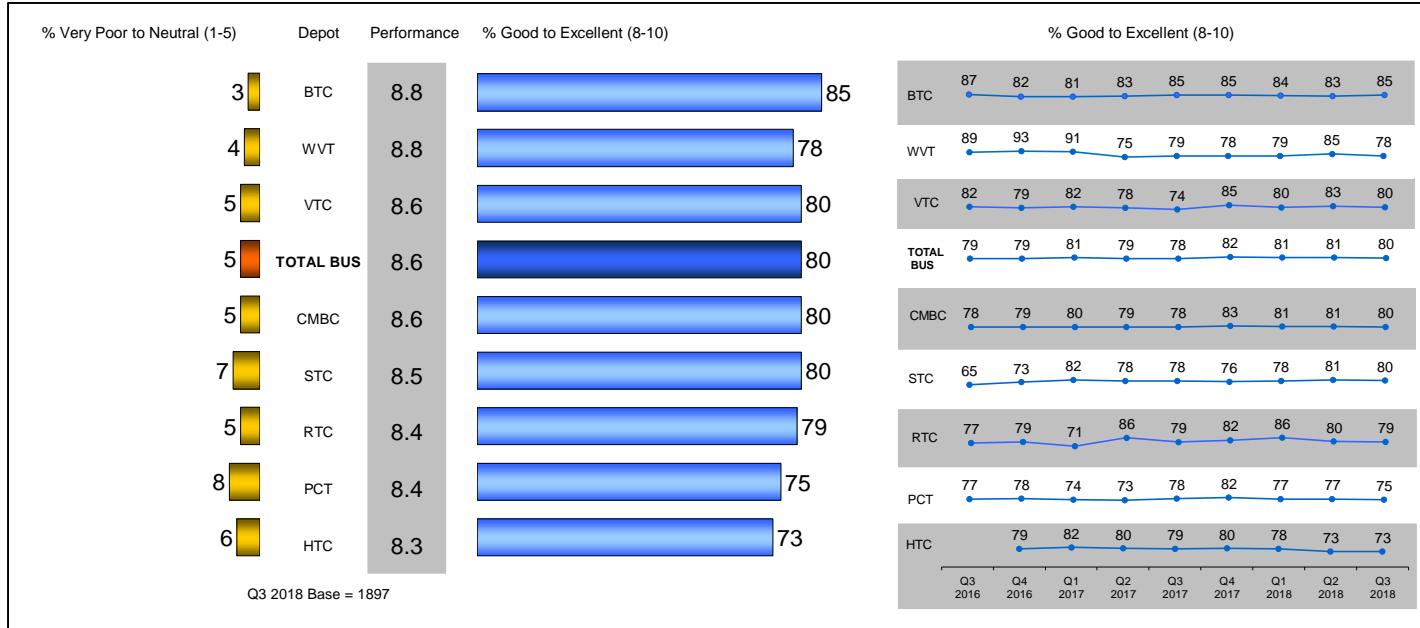
Feeling Safe from Crime On Board the Bus remains the second highest-rated bus attribute, with 84% of riders assigning good-to-excellent ratings, which is consistent with last quarter and a year ago. The average score has held steady at 8.7 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	+ 2%
BTC	+ 5%	+ 6%

Significant upward/downward shift

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

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



Top Scoring Routes

#10 #3
9.5 9.3

Lowest Scoring Route*

#19
7.6

Time Period Receiving Higher Ratings

- Weekends and holidays

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

Having a Direct Route

Having a Direct Route continues to receive high ratings from eight-in-ten bus riders (80%), which is consistent with last quarter and a year ago. The average score is at 8.6 out of 10.

Good-to-Excellent ratings compared to:

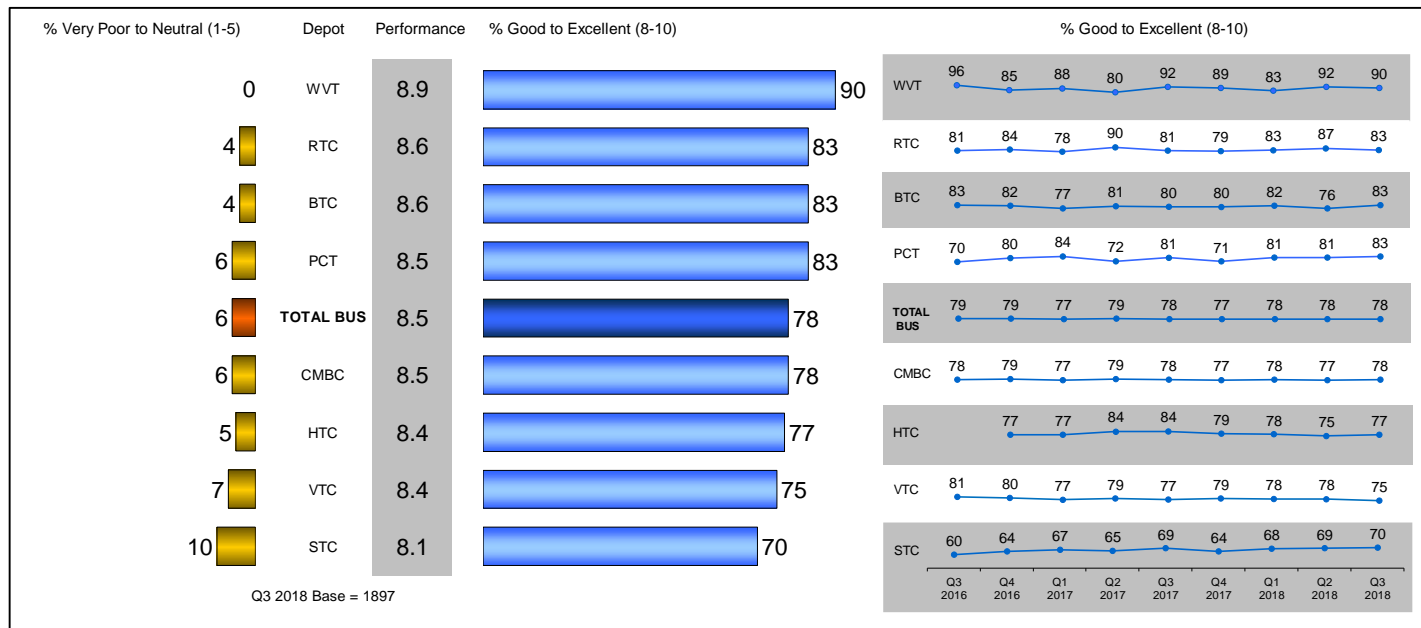
	Last Quarter	Same Quarter Last Year
Total Bus	- 1%	+ 2%
VTC	- 3%	+ 6%

Significant upward/downward shift

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

Q18.3/20.3/22.3

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



Top Scoring Route

#246

9.2

Lowest Scoring Route*

#19

7.4

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

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

78% of bus riders continue to award top ratings to Feeling Safe from Crime at Stops or Exchanges. The average score also remains stable at 8.5 out of 10.

Good-to-Excellent ratings compared to:

Total Bus
BTC

Last Quarter

0%

+ 7%

Same Quarter Last Year

0%

+ 3%

○ ○ = Significant upward/downward shift

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

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



Top Scoring Route

#351

9.0

Lowest Scoring Route

#19

6.6

Time Period Receiving Higher Ratings

- No particular time period is singled out.

Clean and Graffiti-Free Buses

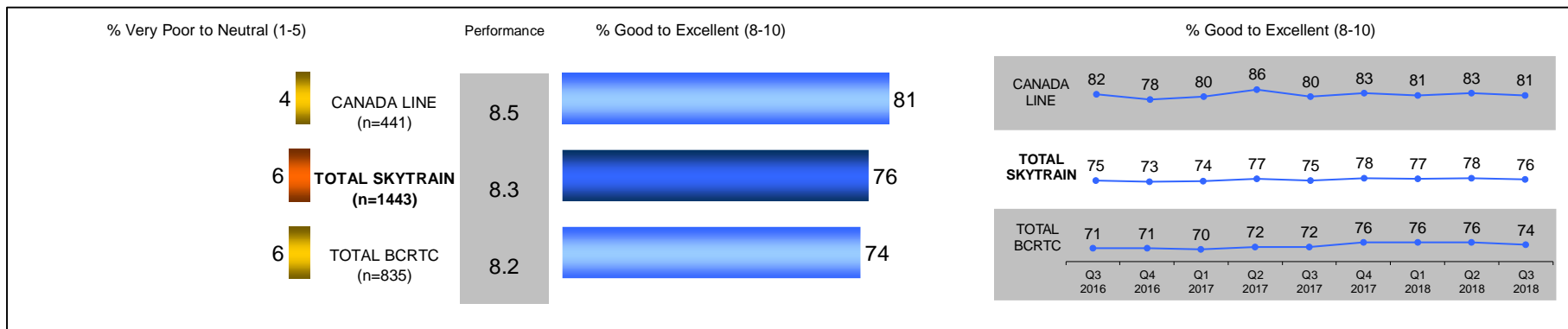
Three-quarters of bus riders (75%) provide good-to-excellent scores for Clean and Graffiti-Free Buses, which is in-line with Q3 2017 and Q2 2018. The average score has held steady at 8.3 out of 10 this quarter.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	+ 2%
WVT	- 8%	+ 5%

= Significant upward/downward shift

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

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



SkyTrain Overall Service

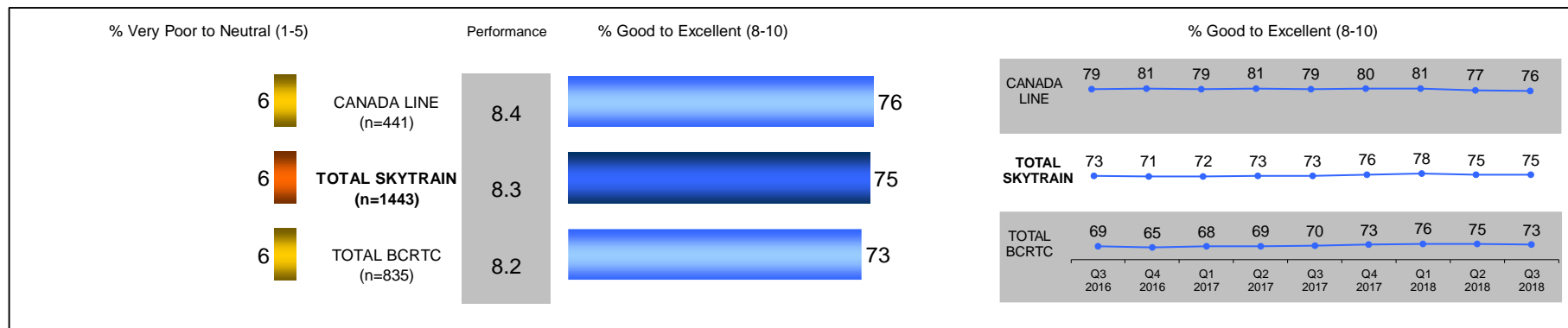
Overall SkyTrain Service's performance is consistent with a year ago and last quarter, with three-quarters of SkyTrain riders (76%) providing top scores. The average score remains steady at 8.3 out of 10.

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

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

= Significant upward/downward shift

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



Top Key Driver

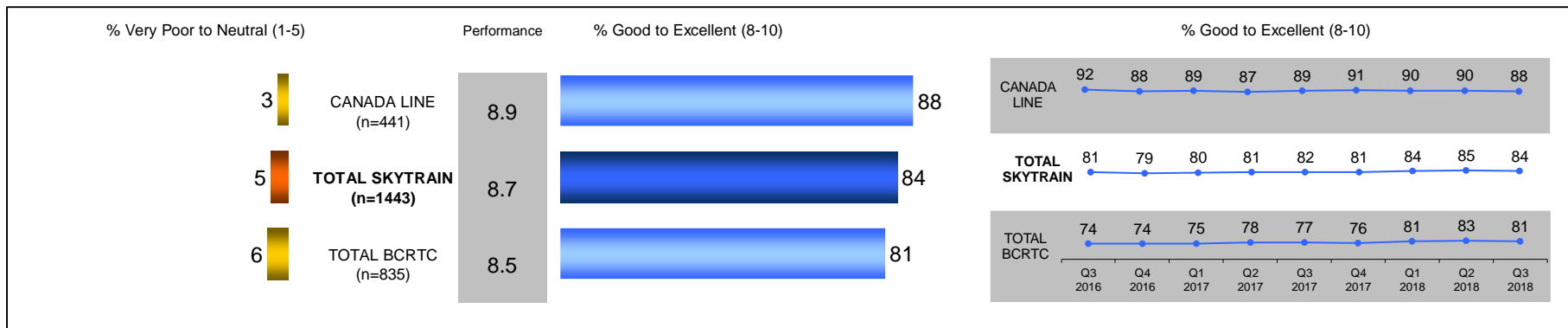
Frequency of Service

In-line with last quarter and a year ago, Frequency of Service, which is a top key driver for Overall SkyTrain Service, remains highly rated by three-quarters of SkyTrain riders (75%). The average score has also held steady at 8.3 out of 10.

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

= Significant upward/downward shift

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



Top Key Driver

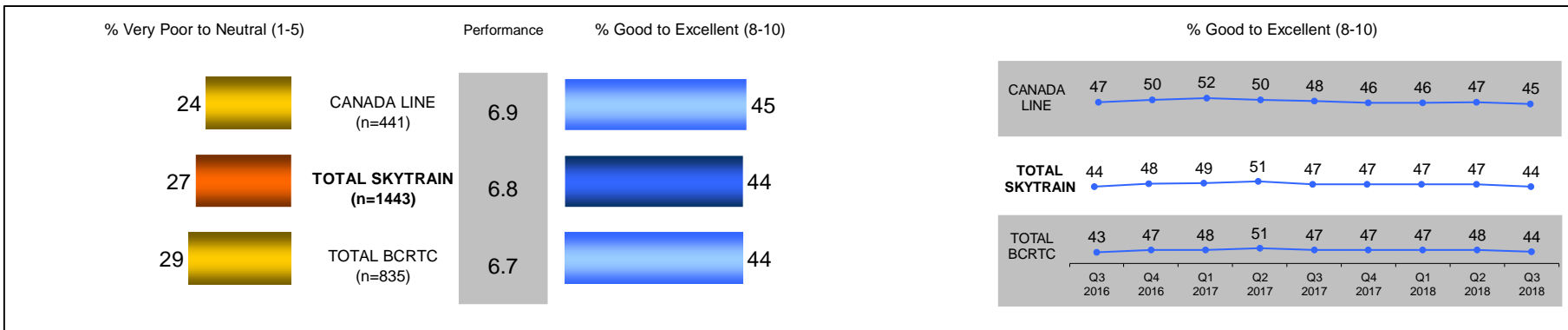
On-Time, Reliable Service

Ratings for On-Time, Reliable Service (a top key driver) are stable, with 84% of SkyTrain riders providing high ratings. The average score has remained steady at 8.7 out of 10, which makes it one of the highest rated top key drivers.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
Total SkyTrain:	- 1%	+ 2%
Total BCRTC:	- 2%	+ 4%
Canada Line:	- 2%	- 1%

= Significant upward/downward shift

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



Top Key Driver

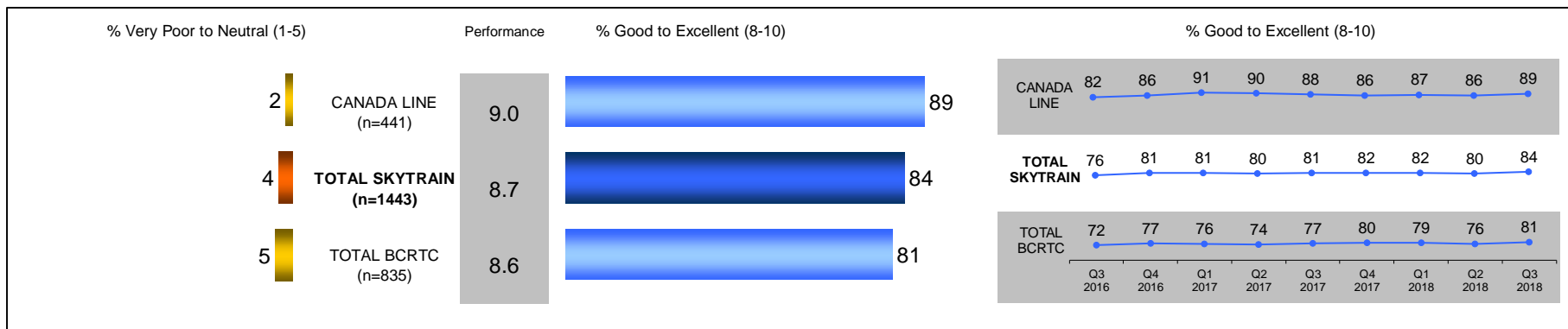
Not Being Overcrowded

Not Being Overcrowded remains the lowest-rated top key driver (44%) and its ratings have directionally gone down from both Q3 2017 and Q2 2018. The average score has also dropped below the threshold for positive performance and currently sits at 6.8 out of 10.

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

Significant upward/downward shift

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



Top Key Driver

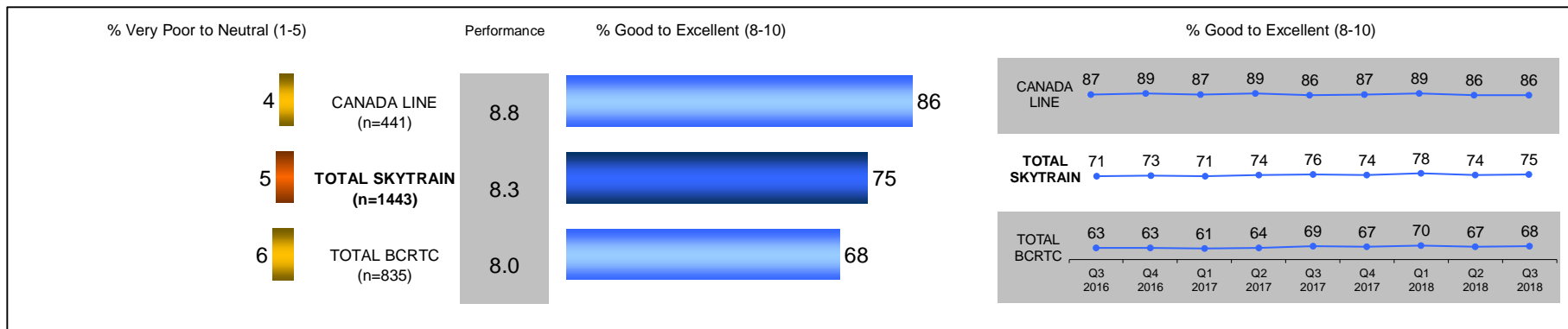
Feeling Safe from Crime On Board SkyTrain

Feeling Safe from Crime On Board SkyTrain is another one of the highest rated top key drivers (84%), with a growing proportion of SkyTrain riders providing top ratings compared to last quarter. The average score remains steady at 8.7 out of 10.

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

= Significant upward/downward shift

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



Clean and Graffiti-Free SkyTrain Cars and Stations

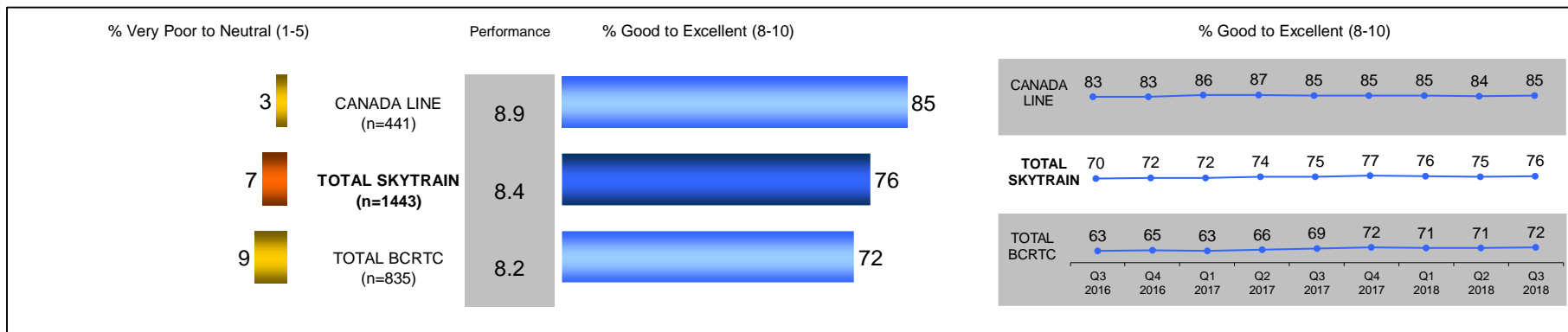
Consistent with both last quarter and a year ago, three-quarters of SkyTrain riders (75%) provide top scores to Clean and Graffiti-Free SkyTrain Cars and Stations. The average score remains stable at 8.3 out of 10.

Good-to-Excellent ratings compared to:

	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	+ 1%	- 1%
Total BCRTC:	- 2%	- 1%
Canada Line:	- 3%	0%

= Significant upward/downward shift

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



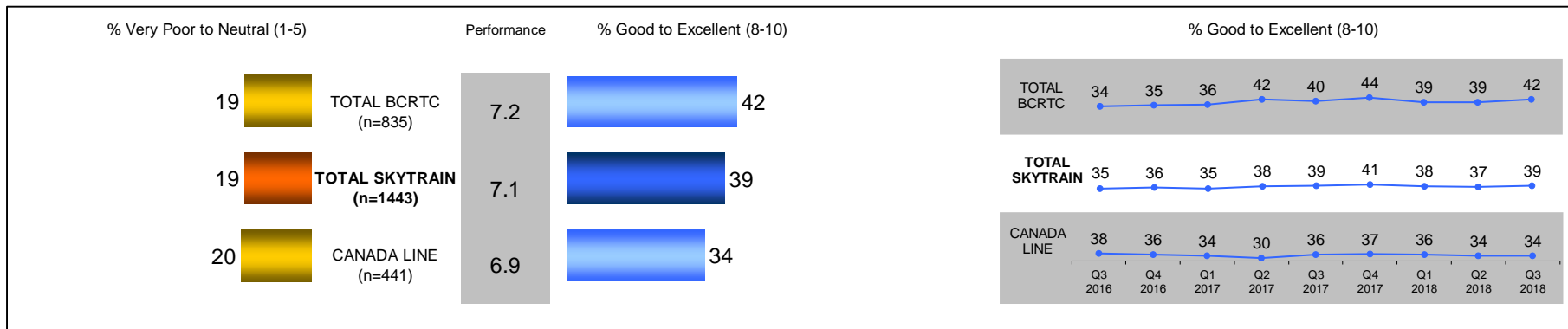
Feeling Safe from Crime Inside the SkyTrain Station

Unchanged from both last quarter and a year ago, Feeling Safe From Crime Inside the SkyTrain Station receives top ratings from three-quarters of SkyTrain riders (76%). The average score also remains consistent at 8.4 out of 10.

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

= Significant upward/downward shift

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



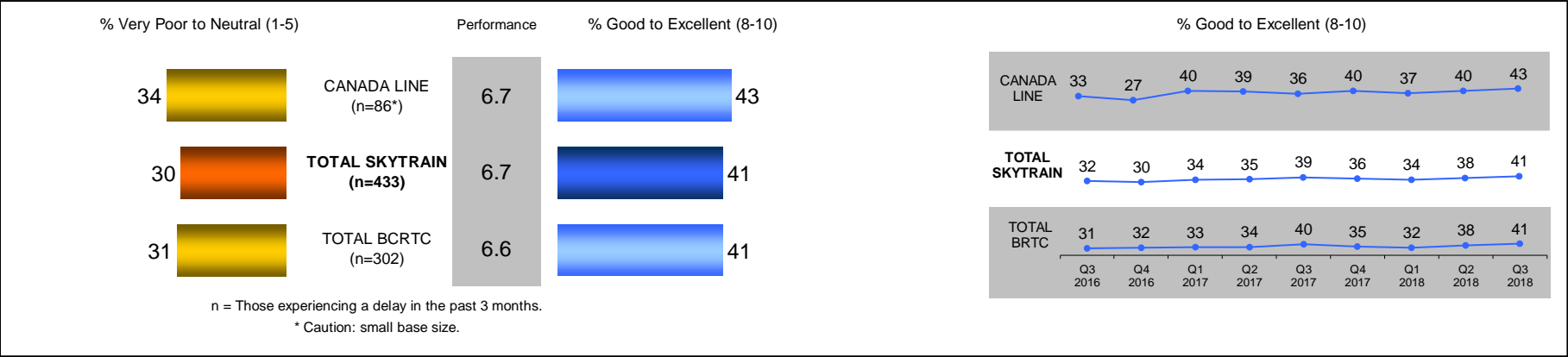
Staff Available When Needed

Four-in-ten riders (39%) continue to award high scores to Staff Availability, although almost a quarter (23%) was unable to answer this question. The average score also remains stable at 7.1 out of 10.

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

= Significant upward/downward shift

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



Delays are Announced and Explained

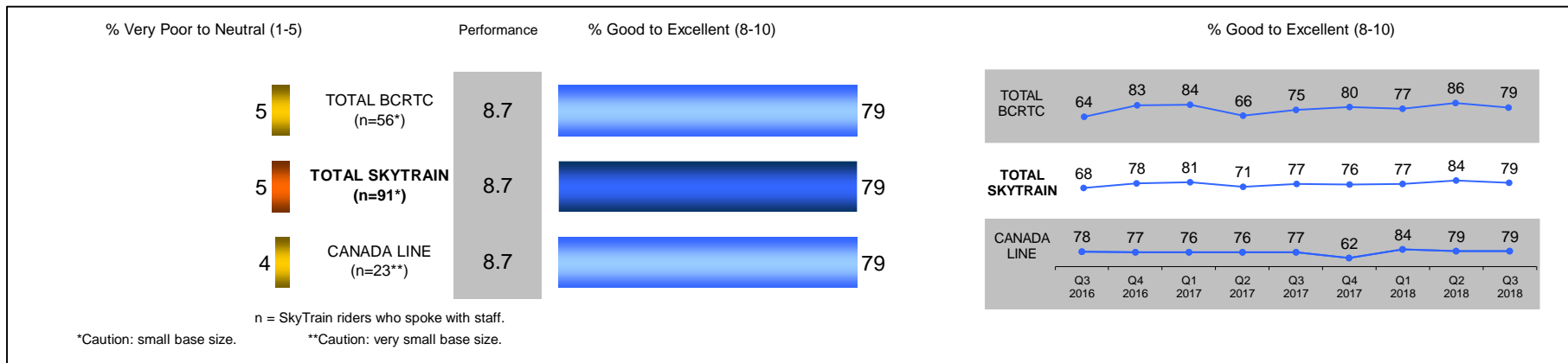
While holding steady this quarter, the proportion of SkyTrain riders who report experiencing a delay on the SkyTrain in the past three months has dropped from a year ago (from 39% to 35% this quarter). BCRTC riders remain considerably more likely to experience delays than Canada Line riders, with the gap widening this quarter (41% versus 25%).

Four-in-ten SkyTrain riders who have experienced a delay continue to provide high ratings to Delays are Announced and Explained (41%). The average score of 6.7 out of 10 is unchanged and continues to sit below the below the 7.0 threshold for positive performance.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total SkyTrain:	+ 3%	+ 2%
Total BCRTC:	+ 3%	+ 1%
Canada Line:	+ 3%	+ 7%

Significant upward/downward shift

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



Courteous, Competent and Helpful SkyTrain Staff

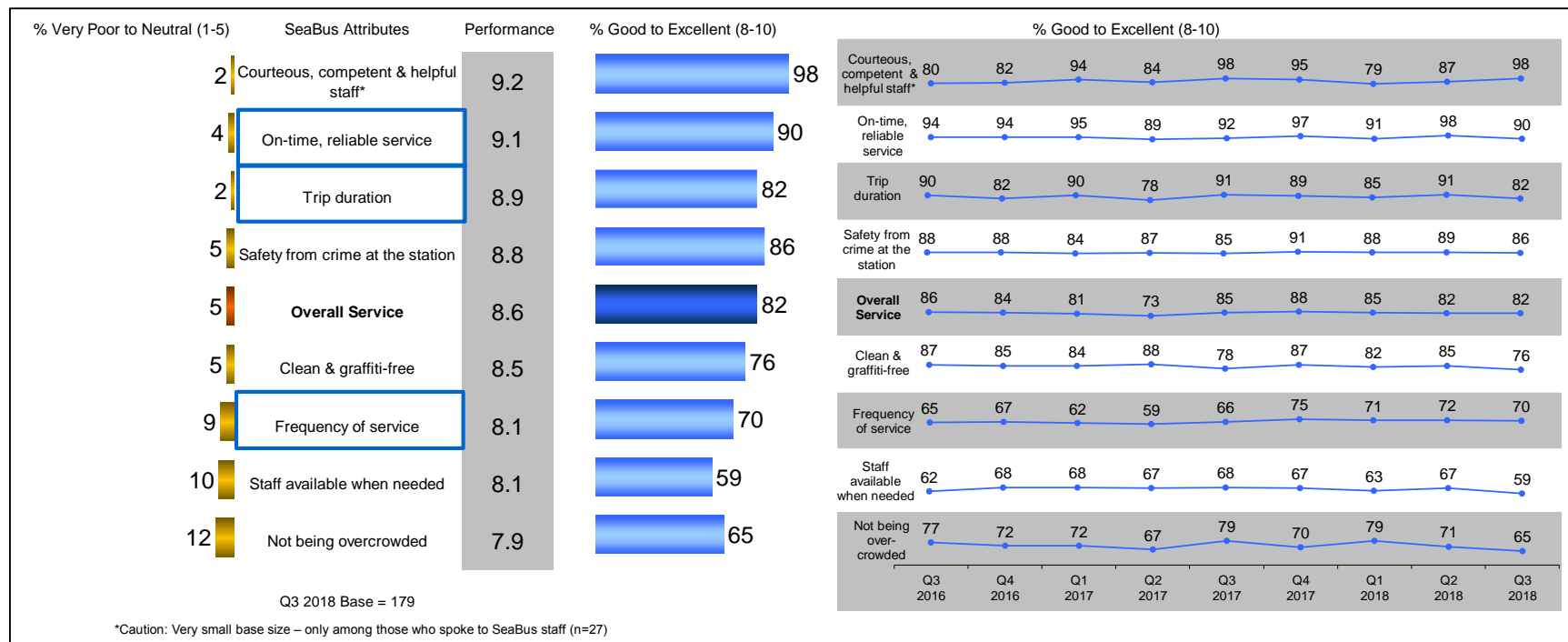
Consistent with previous waves, only a very small proportion of SkyTrain riders (6%) have spoken with a SkyTrain staff this period.

Among those who have interacted with staff, eight-in-ten (79%) award top ratings to Courteous, Competent and Helpful SkyTrain Staff. The average score remains strong at 8.7 out of 10.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
Total SkyTrain:	- 5%	+ 2%
Total BCRTC:	- 7%	+ 4%
Canada Line:	0%	+ 2%

= Significant upward/downward shift

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



SeaBus

 Top Key Driver

Consistent with last quarter, Overall SeaBus Service earns a high rating from 82% of SeaBus riders. The average score is also unchanged at 8.6 out of 10. While there have been declines noted among some of the service attributes, all SeaBus attributes, with the exception of Not Being Overcrowded (7.9), have maintained an average score above 8.0 out of 10.

Good-to-Excellent ratings compared to:

Last Quarter

Same Quarter Last Year

Overall SeaBus Service

0%

- 3%

On-time, reliable service

- 8%

- 2%

Trip duration

- 9%

- 9%

Clean & graffiti-free

- 9%

- 2%

Not being overcrowded

- 6%

- 14%

 = Significant upward/downward shift

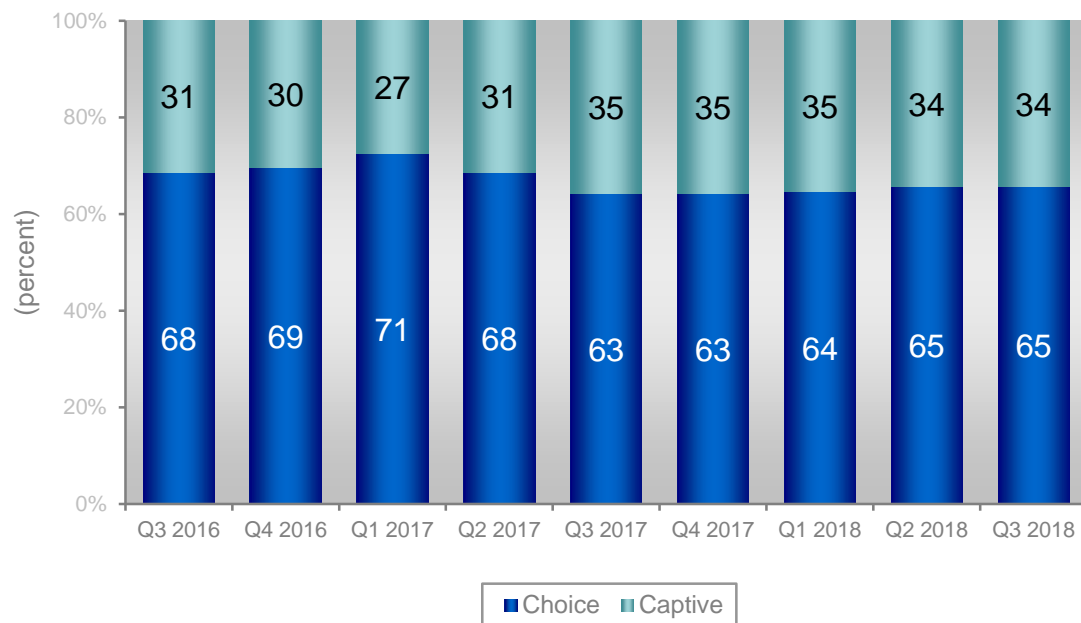
Note: SeaBus ratings are based on a small sample size and typically require a difference of 10 percentage points to be considered statistically significant.



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

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

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



Q3 2018 Base = 2100

Choice Versus Captive

Consistent with previous waves, two-thirds of riders (65%) are considered as Choice riders, meaning they have access to a vehicle on a regular basis. The remaining proportion (34%) is classified as Captive riders, or those who do not have regular access to a vehicle.

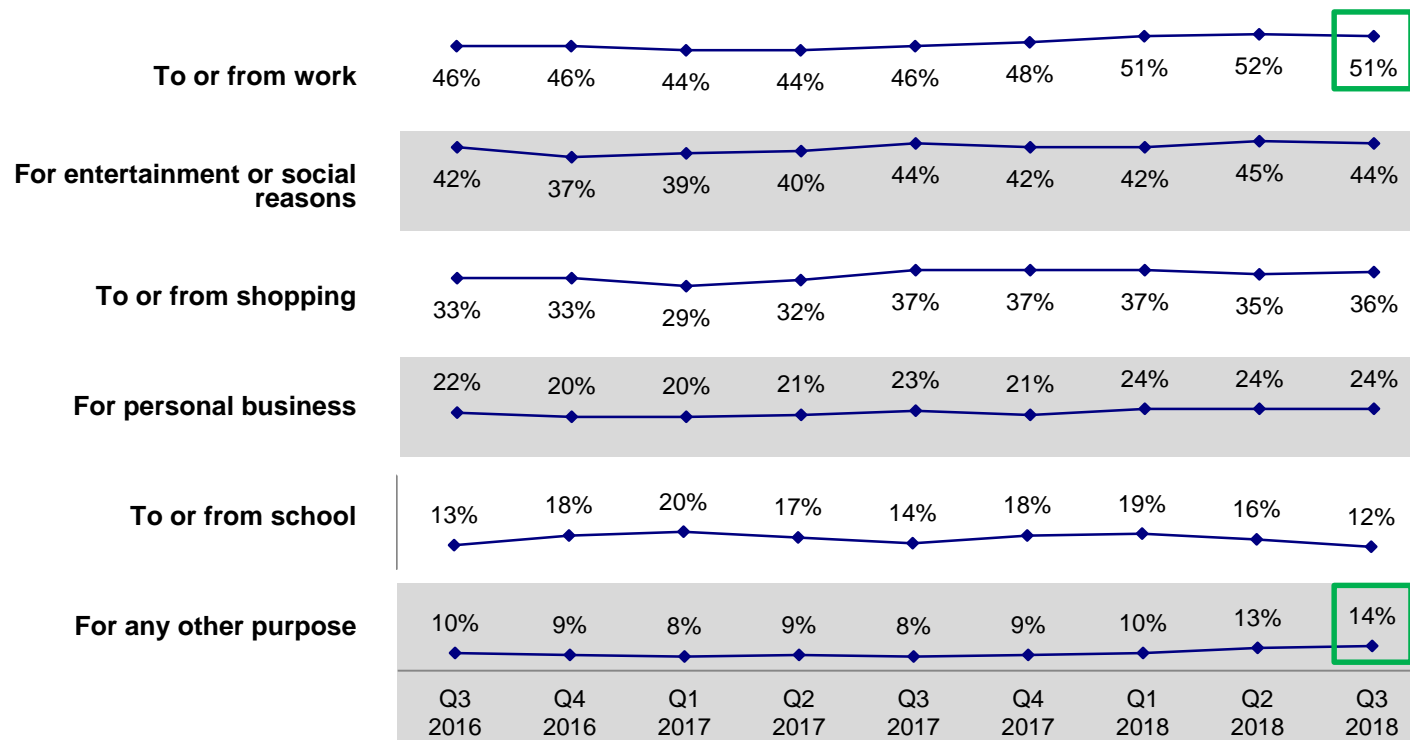
Compared to Captive riders, Choice riders tend to be 35 years of age or older, work full-time, university graduates, higher income earners (\$80K+), SkyTrain/SeaBus users, and have taken transit for a longer period of time.

By comparison, Captive riders are more likely to be younger (18-34 years old), unemployed or work part-time, high school educated, lower income earners (under \$40K), ride the Bus, and have taken more transit trips in the past week.

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

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

Percentage Of Riders By Trip Purpose



Significantly higher than the same quarter of the previous year

Significantly lower than the same quarter of the previous year

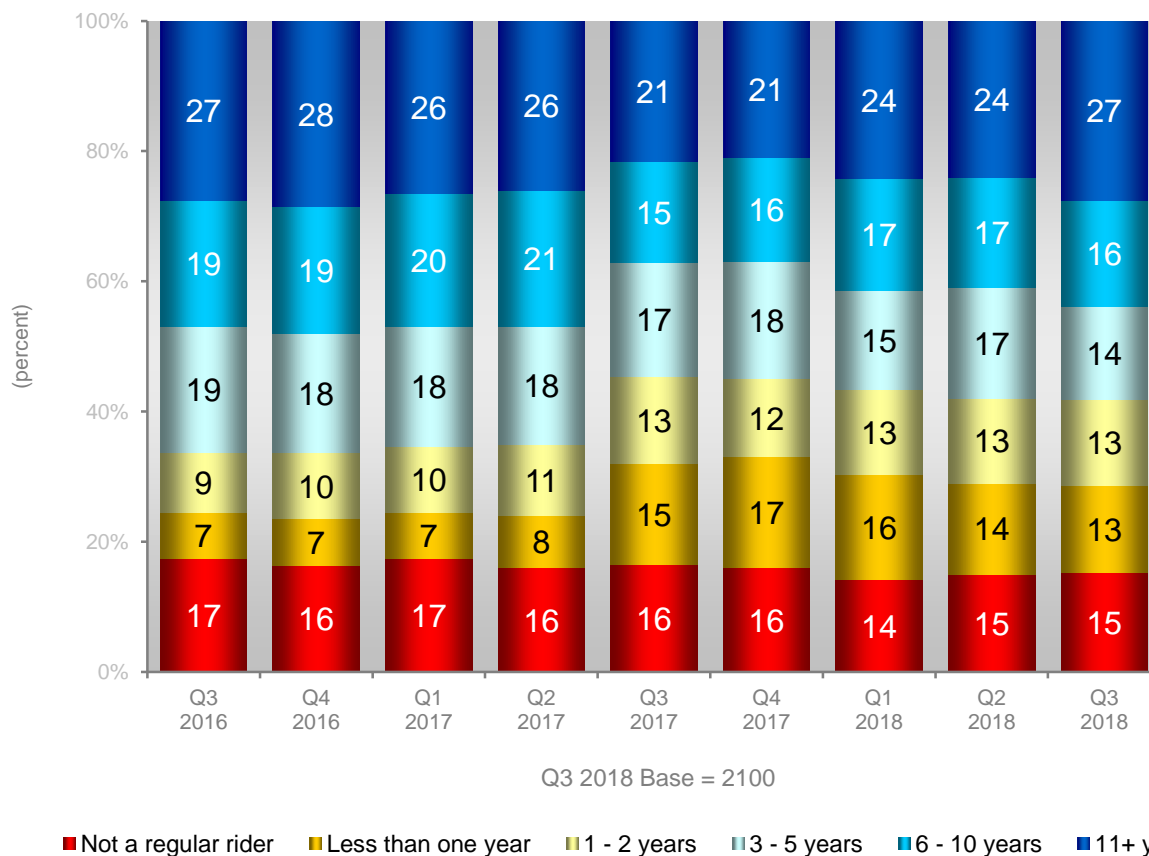
Q3 2018 Base = 2100

Trip Purpose

Consistent with last quarter but higher than a year ago, transit usage for work purposes remains most frequent (51%).

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

Avg. # of Years	11.7	11.7	11.4	11.0	9.6	9.1	9.7	10.0	11.0
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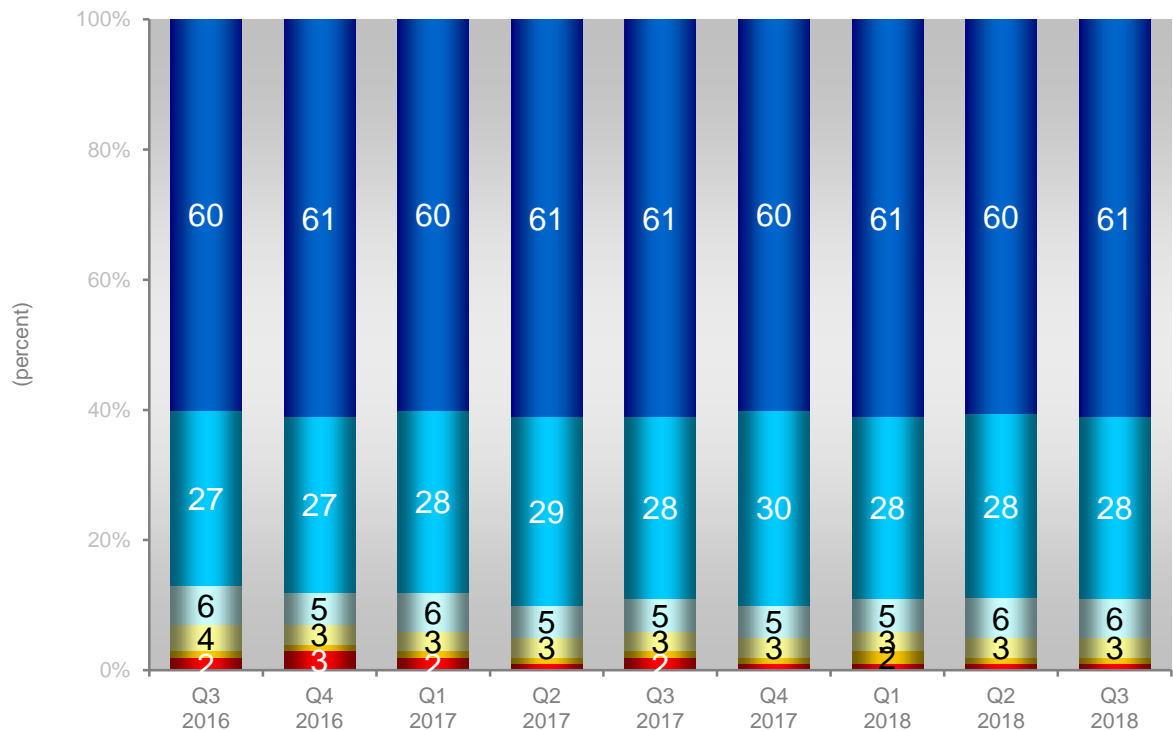
Length of Time Taking Transit on a Regular Basis

The average length of time that transit riders have been taking transit has been trending upward over the last year and it now stands at 11.0 years.

Those who tend to have taken transit for a longer period of time include Low Frequency riders, higher income earners (\$40K+), Choice riders and those who are 45 years or age or older.

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?



Q3 2018 Base = 2100

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

Likelihood of Continuing to Take Transit as Often in Future

Consistent with historical trends, six-in-ten riders (61%) are definitely likely to continue taking transit as often as they do now into the foreseeable future. Specifically, High Frequency users and riders who are over 44 years of age are more likely than their counterparts to report this.

Another 28% continue to report that their future transit usage will probably stay the same.

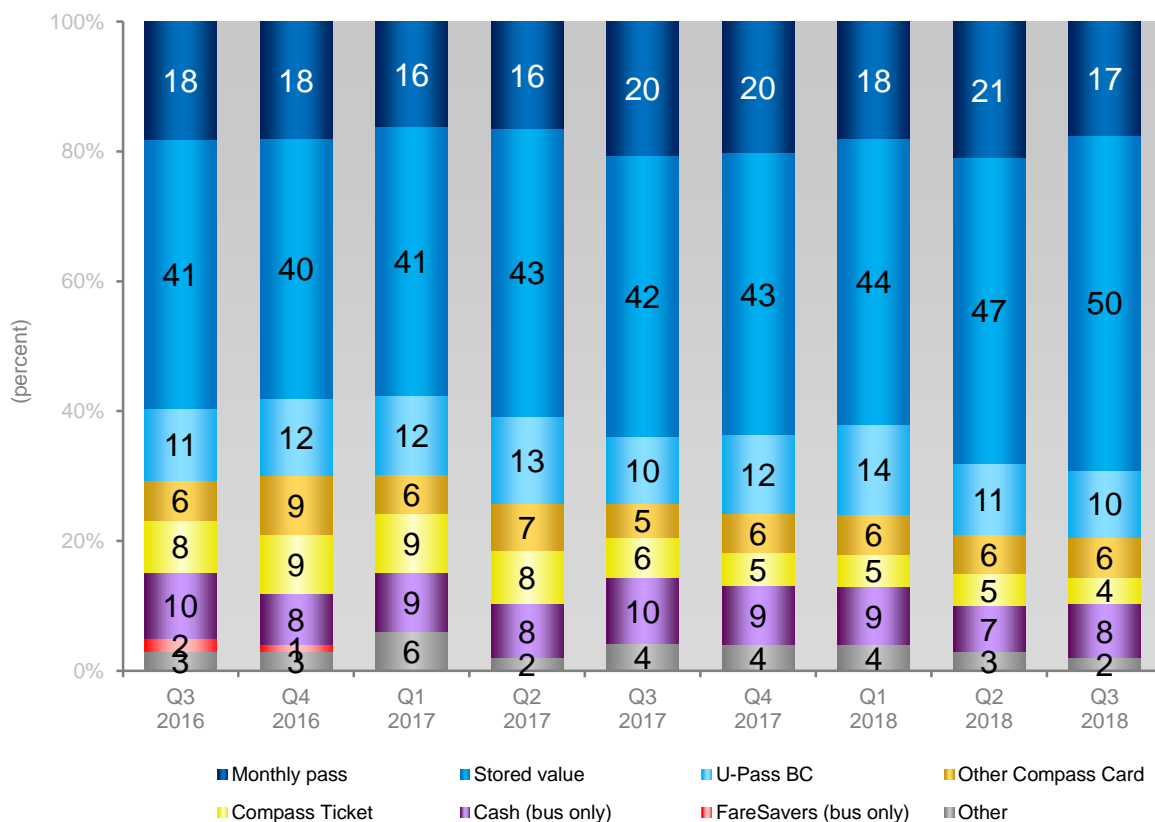
Six percent of riders remain uncertain about their future usage, while another 4% indicate they will likely take transit less often than they do now.

Detailed Findings

Trends in Transit Usage – Fare Payment Method

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

Compass Card (net)	77%	79%	78%	81%	79%	83%	83%	84%	82%
Compass Ticket (net)	8%	9%	9%	8%	6%	5%	5%	5%	4%



Q3 2018 Base = 2100

Fare Payment Method Used

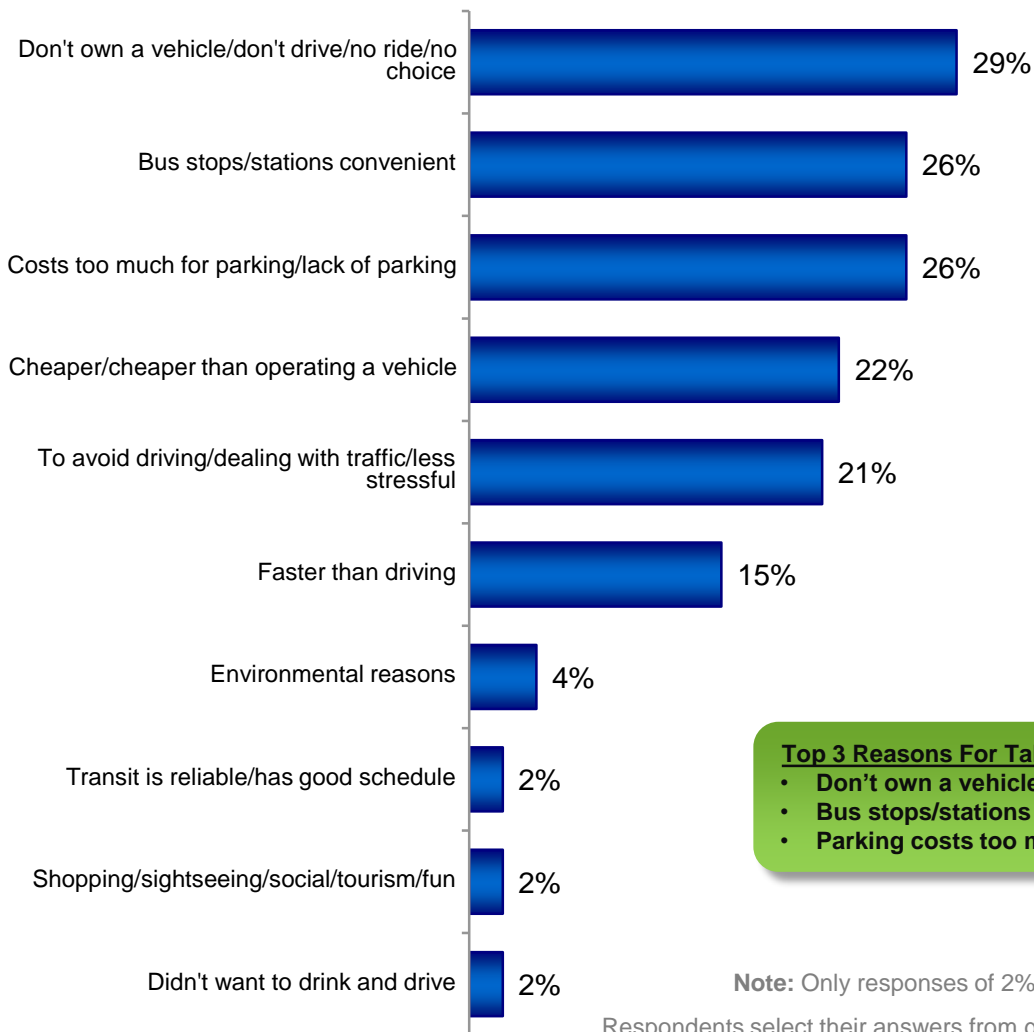
A strong majority of transit riders (82%) continue to use the Compass Card most often, which is marginally below last quarter but above levels recorded a year ago.

Stored Value, which has been trending up and has now reached the 50% mark, continues to be the most frequently used Compass Card product. Compared to their counterparts, SeaBus riders, Low/Medium Frequency users, high income earners (\$80K+), university grads, Canada Line users, North Vancouver residents, Choice riders and those who are 25 years old or older are more likely to use Stored Value.

Monthly Pass is currently used by 17% of riders, which is down from both last quarter and a year ago. This payment method tends to be more common among Captive riders, High Frequency users, work/school commuters, Burnaby/New West residents, riders who are under 45 years age, and lower income earners (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?



Reasons for Taking Transit

The top three reasons for taking transit remain the same this quarter. The most frequently cited reason is no vehicle access (29%, down from Q3 2017), followed by convenient bus stops/stations (26%, down from last quarter) and parking issues (26%, unchanged).

Top 3 Reasons For Taking Transit:

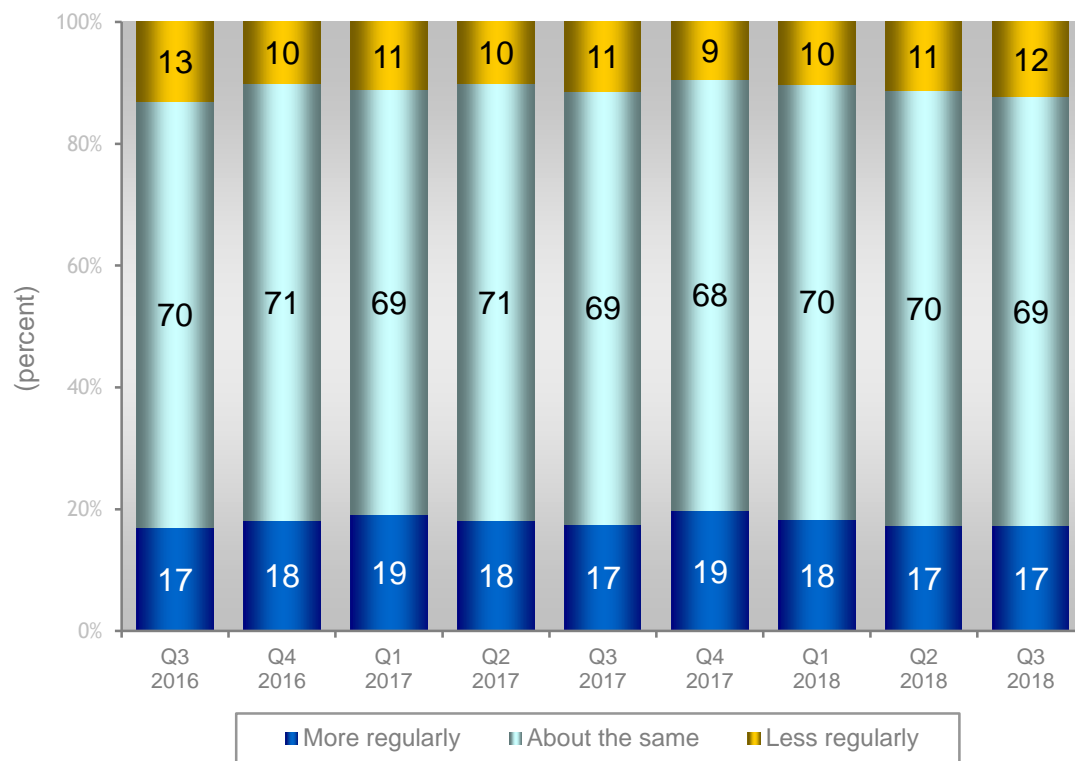
- Don't own a vehicle
- Bus stops/stations convenient
- Parking costs too much

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

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

Q3 2018 Base = 2100

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



Q3 2018 Base = 2100

Changes in Transit Usage Last Six Months

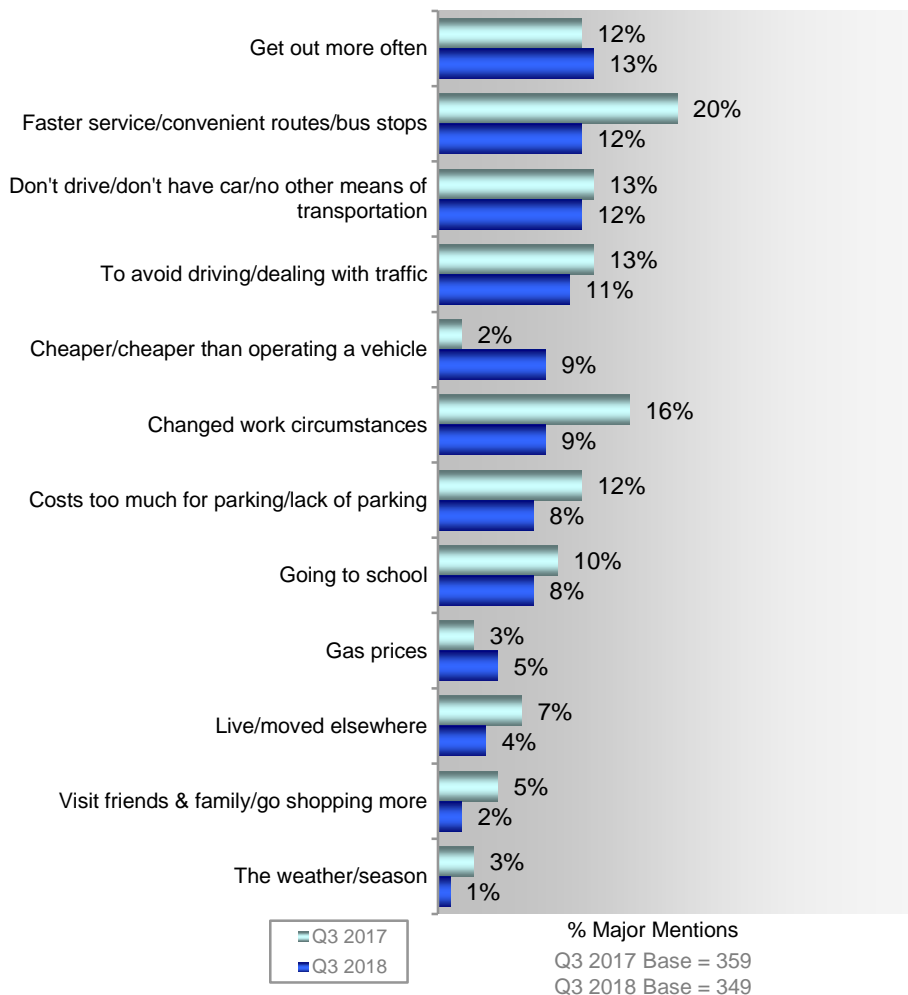
Transit usage has remained relatively unchanged this quarter.

Seven-in-ten transit users (69%) report that there has been no change to their transit frequency usage over the past six months. This is more common among riders who are over 44 years of age compared to their younger counterparts.

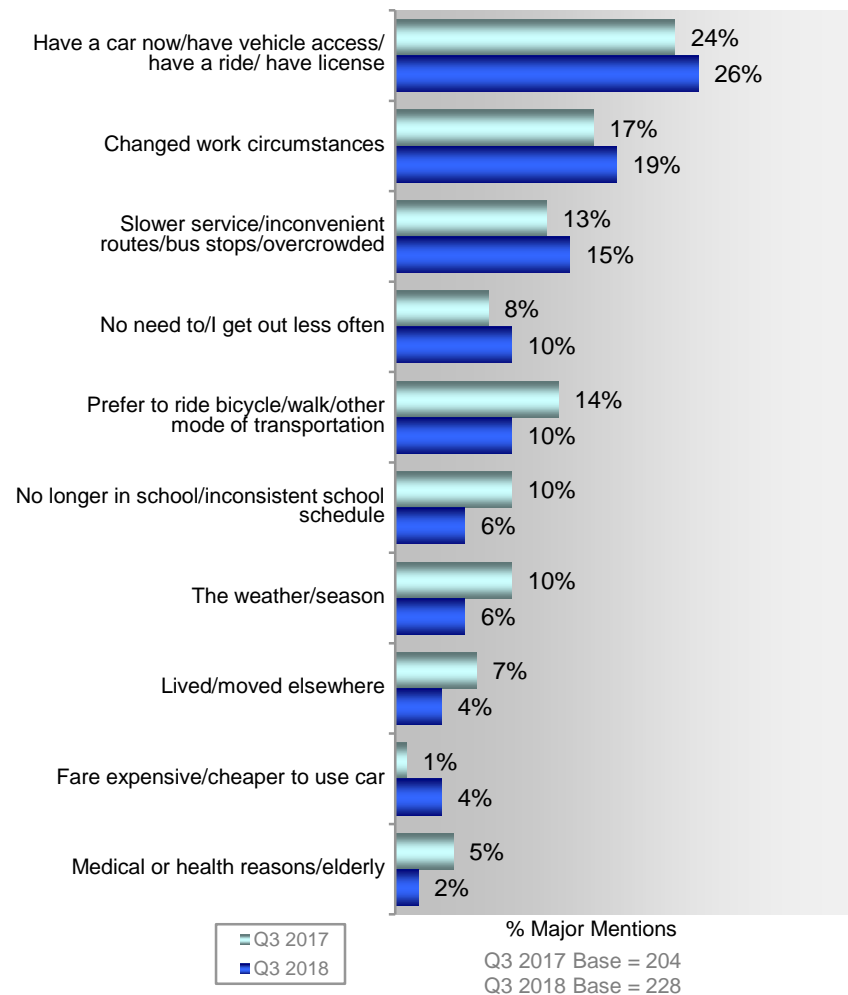
Another 17% continue to report taking transit more regularly. This tends to be High/Medium Frequency users, younger riders (18-24) and those who have an annual household income of less than \$40K.

Just over one-in-ten (12%) indicate that they have been using transit less regularly compared to six months ago, particularly among Low Frequency users, Choice riders and those who are under the age of 65 years old.

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



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

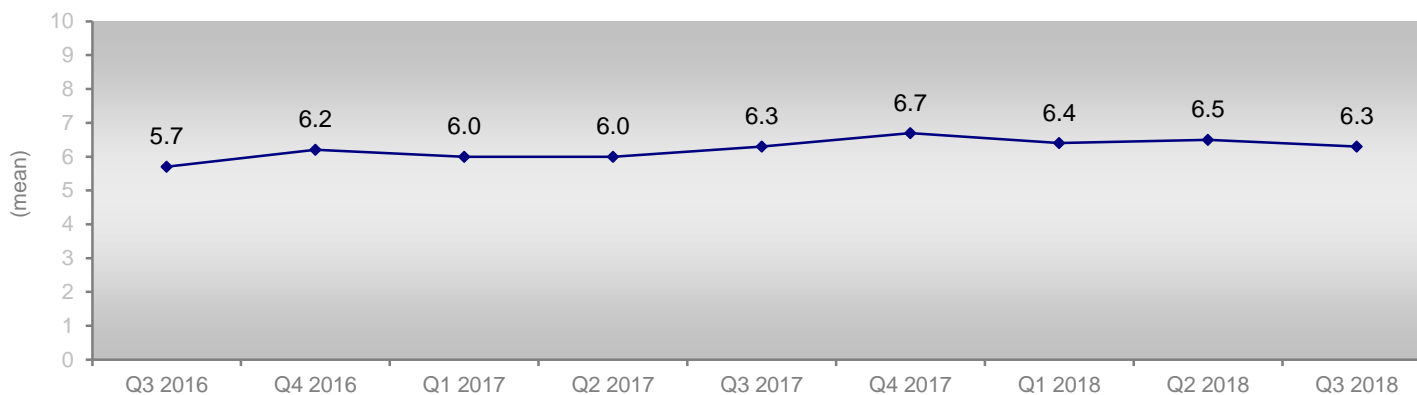


Note: Major mentions of 3% or more in either current wave or past wave are shown in the charts above.

The most commonly cited reasons for transit users to be riding transit more regularly this period are to get out more often (13%), faster service/convenient routes or bus stops (12%), and no other means of transportation (12%). Conversely, the top reason cited for taking transit less regularly is access to a vehicle that wasn't available before (26%).

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

Overall Transit System



Q3 2018 Base = 2100

Average Number of Trips

Similar to last quarter and a year ago, the average number of one-way transit trips made by transit riders in the past seven days is 6.3.

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

- Bus users: 7.3 one-way transit trips (no change)
- SkyTrain users: 6.7 one-way transit trips (no change)
- SeaBus users: 6.3 one-way transit trips (no change)



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

	TOTAL	CHOICE	CAPTIVE
Base	2100	1436	646
Average past-week transit trips	6.3	4.8	9.2
Years been a transit rider	11.0	12.1	9.1
Transit system – Overall Service Rating	7.8	7.8	7.7
Mode	%	%	%
Bus	74	67	88
SkyTrain	73	75	69
SeaBus	7	8	4
Age	%	%	%
18-34 years	39	30	56
35-54 years	34	39	24
55 + years	26	31	18
Gender	%	%	%
Male	49	50	47
Female	51	50	53
Employment status*	%	%	%
Full-time	51	57	38
Part-time	17	13	23
Not employed	35	31	43
Education	%	%	%
High school or less	18	13	26
Vocational/college/technical	19	19	19
Some university	11	10	14
Graduated university	51	57	39
Household Income	%	%	%
Under \$40K	21	12	38
\$40K to < \$80K	23	24	23
\$80K or more	36	45	17



Significantly higher than the other rider group


Choice and Captive

Choice riders are those who have regular access to a vehicle and account for 65% of transit users. Another 34% are considered Captive riders, which means 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.

* Question switched to multiple response March 2014.

	TOTAL	CHOICE	CAPTIVE
Base	2100	1436	646
Travel Purpose	%	%	%
Work	51	46	60
Entertainment	44	44	45
Shopping	36	29	50
Personal Business	24	22	30
School	12	8	21
Payment Method	%	%	%
Cash fare	8	8	6
Compass Card	82	79	88
Compass Ticket	4	5	2
Other	2	2	2
Region	%	%	%
Vancouver	38	34	46
Surrey / North Delta / White Rock / Langley	18	18	19
Burnaby / New West	15	15	15
Richmond / South Delta	10	12	8
Northeast Region	9	10	8
North Vancouver	7	10	3
West Vancouver	2	2	-

 Significantly higher than the other rider group

Detailed Findings

Customer Profiles – Low, Medium and High Frequency Riders

	TOTAL	LOW	MEDIUM	HIGH
Base	2100	1092	520	488
Years been a transit rider	11.0	13.4	10.1	8.9
Transit system – Overall Service Rating	7.8	7.9	7.9	7.5
Average age*	42.6	47.7	40.8	35.5
Age	%	%	%	%
18-34 years	39	24	45	57
35-54 years	34	39	29	30
55 + years	26	35	25	12
Gender	%	%	%	%
Male	49	50	46	50
Female	51	50	54	50
Employment status**	%	%	%	%
Full-time	51	50	44	57
Part-time	17	13	20	19
Not employed	35	37	38	28
Household Income	%	%	%	%
Under \$40K	21	14	25	29
\$40K to < \$80K	23	22	20	28
\$80K or more	36	44	33	23
Mode	%	%	%	%
Bus	74	62	79	90
SkyTrain	73	70	70	79
SeaBus	7	8	5	6

Low, Medium and High Frequency Riders

On an upward trend since Q4 2017, just under one-half of transit users (47%) are categorized as Low Frequency users. This category refers to riders who make 3 one-way transit trips or less in a week.

Another one-quarter of riders (25%) are classified as Medium Frequency users, or those who take between 4 to 9 one-way transit trips per week.

The remaining 28% are considered as High Frequency users. These riders make 10 or more one-way transit trips per week.

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

Significantly higher than the other rider group(s)


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

** Question switched to multiple response March 2014.


Detailed Findings

Customer Profiles – Low, Medium and High Frequency Riders

	TOTAL	LOW	MEDIUM	HIGH
Base	2100	1092	520	488
Travel Purpose	%	%	%	%
Work	51	28	57	81
Entertainment	44	41	38	53
Shopping	36	29	37	48
Personal Business	24	17	29	31
School	12	4	15	24
Payment Method	%	%	%	%
Cash fare	8	12	7	1
Compass Card	82	72	87	95
Compass Ticket	4	7	2	1
Other	2	3	1	1
Region	%	%	%	%
Vancouver	38	34	45	39
Surrey / North Delta / White Rock / Langley	18	20	16	17
Burnaby / New West	15	13	13	22
Richmond / South Delta	10	12	10	8
Northeast Region	9	10	9	8
North Vancouver	7	10	6	5
West Vancouver	2	2	1	1

 Significantly higher than the other rider group(s)

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	2100	1540	1443	179
Average past-week transit trips	6.3	7.3	6.7	6.3
Years been a transit rider	11.0	10.6	10.9	12.1
Transit System – Overall Service Rating	7.8	7.8	7.8	8.0
Average age*	42.6	41.7	42.0	45.3
Age	%	%	%	%
18-34 years	39	42	39	32
35-54 years	34	31	36	33
55+ years	26	26	24	33
Gender	%	%	%	%
Male	49	48	50	56
Female	51	52	50	44
Employment status**	%	%	%	%
Full-time	51	48	54	51
Part-time	17	18	16	16
Not employed	35	36	33	35
Education	%	%	%	%
High school or less	18	19	16	21
Vocational/college/technical	19	19	20	18
Some university	11	13	11	11
Graduated university	51	48	52	46
Household Income	%	%	%	%
Under \$40K	21	24	19	11
\$40K to < \$80K	23	24	24	25
\$80K or more	36	32	37	37

 Significantly higher than the other rider group(s)

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

** Question switched to multiple response March 2014.

Mode Usage


Bus remains as one of the most popular transit modes, with 74% of users (unchanged from last quarter and directionally down from a year ago).

Equally popular, SkyTrain usage stands at 73%, which has been trending up over the last three quarters.

SeaBus usage continues to be considerably lower (7%, down from a year ago).

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

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	2100	1540	1443	179
Travel Purpose	%	%	%	%
Work	51	55	53	41
Entertainment	44	45	47	64
Shopping	36	41	36	33
Personal Business	24	28	24	26
School	12	14	13	11
Payment Method	%	%	%	%
Cash fare	8	7	5	6
Compass Card	82	86	84	88
Compass Ticket	4	3	5	2
Other	2	2	2	2
Choice/Captive Riders	%	%	%	%
Choice	65	58	67	77
Captive	34	41	32	23
Region	%	%	%	%
Vancouver	38	41	35	20
Surrey / North Delta / White Rock/ Langley	18	18	19	4
Burnaby / New West	15	15	18	8
Richmond / South Delta	10	9	13	6
Northeast Region	9	8	11	4
North Vancouver	7	7	3	57
West Vancouver	2	2	1	2

 Significantly higher than the other rider group(s)

Detailed Findings

Customer Profiles – Demographic Profile of Transit Customers

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

Transit tenure is at 11.0 years

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

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

* Source: Mustel – 2000 surveys conducted among Metro Vancouver residents in the February, March, June, September and November 2017 Omnibus waves.

APPENDIX A – Methodology

Methodology

The TransLink Customer Satisfaction Tracking Survey began in October 2002. Prior to October 2002, the survey (referred to as the TransLink Rider Satisfaction Study) was conducted by Synovate (formerly “MarkTrend Research”) and ran from 1989 through to September 2002. While CGT conducted the study from October 2002 to December 2003, Ipsos (formerly Synovate) took over the data collection component starting in July 2003 and assumed total project management in January 2004.

In this section, we present the methodology Ipsos currently uses to collect and weight the data, as well as the sampling errors associated with the survey results. We also note any changes in methodology that have occurred since the study’s redesign in October 2002, as well as in July 2017.

Sampling

Sample Source

The landline sample for this study is drawn from Canada Survey Sampler (CSS), which is the most advanced and up-to-date sampling method available. Canada Survey Sampler is a computer list of all Canadian phone numbers and has replaced other methods such as Random Digit Dialing (RDD) and buying lists from companies such as Dominion Directories. Not only are the telephone lists from Canada Survey Sampler the most up-to-date, but they are divided into listed and unlisted telephone numbers. This ensures that we contact the correct proportion of unlisted phone numbers in our sampling.

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

Sampling Population and Target Respondent

The sampling population for this survey is all individuals who are 16 years of age or older who live in a household within the MVRD, have used the Bus, SkyTrain, or SeaBus within the past 30 days, and are not employed by TransLink, one of its subsidiaries or a marketing research firm. Those individuals who have participated in any surveys related to public transit within the last 6 months are excluded from the study. To ensure that a random selection of transit customers is made within households that contain more than one transit customer, the target respondent is the transit customer in the household who will celebrate the next birthday.

Survey Quotas and Sample Sizes

The survey quotas shown in the following table are designed to achieve two goals: 1) to obtain statistically reliable data within each region; 2) to minimize the need to apply substantial weights to ensure the sample represents the MVRD population of past 30-day transit customers accurately. Some regions are oversampled relative to their share of past 30-day transit users (e.g., West Vancouver) and some regions are undersampled (e.g., Vancouver), but the difference between the proportion of transit riders in each region and the proportion of surveys conducted in each region is kept to a minimum and is not substantial.

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

Regional Quotas

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

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

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

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

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

Data Weighting

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

Projected Evaluations for Bus, SkyTrain, SeaBus

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

Number of Evaluations Expected by Ipsos

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

Margins of Error

Proportions

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

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

Means (Average Ratings)

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

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

Survey Instrument

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

Fieldwork

All surveys are conducted by Ipsos from their 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.



TRANSLINK CUSTOMER SATISFACTION RESEARCH (BUS, SEABUS, SKYTRAIN) – Aug 2018 Questionnaire

[READ ALL QUESTIONS VERBATIM - NO EXCEPTIONS]

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

[POPULATION TO BE SURVEYED: 18 + in Metro Vancouver who have used Bus, SeaBus, SkyTrain in past 30 days]

[TARGET AVERAGE SURVEY LENGTH: 15 MINUTES]

[HIDDEN VARIABLE]

S1. Sample Source

1. Landline Sample
2. Cellphone Sample

[INTRODUCTION]

Hello, this is _____ and I'm conducting a survey on behalf of TransLink. I'm calling from Ipsos, a research company in Vancouver. This call may be recorded for quality control purposes. **(INTERVIEWER NOTE: GREATER VAN IS NOW OFFICIALLY CALLED METRO VANCOUVER; THE TWO NAMES REFER TO THE SAME REGION.)**

(IF REQUIRED: The survey is about the quality of public transit in Metro Vancouver.)

- A1. How many people in your household are aged 18 or over and have taken public transit that is the bus, SeaBus or SkyTrain in the last thirty days? (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 age 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)**

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

Yes

No

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

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

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

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

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

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

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

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

[1-10]

SATISFACTION WITH SKYTRAIN; IDENTIFY WAYS TO IMPROVE SERVICE

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

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

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

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

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

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

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

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

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

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

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

[1-10]



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

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

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

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

Yes

No

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

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

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

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

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

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

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

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

[1-10]

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

Yes

No



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

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

[1-10]

ASSESS SATISFACTION WITH BUS ROUTES; IDENTIFY WAYS TO IMPROVE SERVICE

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

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

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

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

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

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

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

[RANGE = 1-9]

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

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

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

922. Bby/New West/North Vancouver
923. Sry/Lang/WR
924. Coq/Pt. Coq.



- 925. Rmd/S Del.
- 926. Vancouver
- 927. West Vancouver
- 993. Downtown/Westminster/Sry (N19)
- 994. Downtown/SFU (N35)

[PROGRAMMER: REFER TO ROUTE LIST FOR ACCEPTABLE CODES]

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

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

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

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

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

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

[1-10]

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

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

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

Having a courteous bus operator?

Having an operator who drives safely and professionally?

Feeling safe from crime onboard the bus?

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

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

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

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

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.)**

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.)**

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

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

[1-10]



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

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

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

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

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

[1-10]

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

[1-10]

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

[1-10]

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

Yes
No

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

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

[1-10]

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

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



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

Yes

No

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

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

[1-10]

TRANSIT DEMOGRAPHICS

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

1. Pay cash on the bus

5. Compass Ticket **(IF NEEDED TO CLARIFY: SINGLE USE OR A DAY PASS ON A COMPASS TICKET)**

9. Compass Card (all types including U-Pass)

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

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

Monthly Pass

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)**

U-Pass BC

Other types of passes

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

23 H1c. Is the Compass Card or Ticket that you are using a Concession Compass Card/Ticket? **(CLARIFY IF NECESSARY: This is for riders who qualify for discounted fares such as children 5-13, youth 14 to 18 with a valid photo ID or seniors who are 65+)**

Yes

No



24. Thinking about the distance travelled, and not about the fare you paid: How many zones do you most often travel through when you take public transit?
1. ONE
 2. TWO
 3. THREE
- 25A. What are the reasons you most recently decided to take transit rather than taking some other mode of transportation? **(PROBE FOR UP TO THREE RESPONSES) (DO NO READ THE CODE LIST. INTERVIEWER TO SELECT APPLICABLE CODES)**

Costs too much for parking/lack of parking

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

To avoid driving/dealing with traffic/less stressful

Bus stops/stations convenient **[ONLY SELECT IF RESPONDENTS ACTUALLY MENTION ABOUT BUS STOP/STATIONS BEING CONVENIENT OR IF NO OTHER SPECIFICS PROVIDED. E.G. IF THEY SAY "It's convenient because they don't have to deal with traffic", SELECT CODE 3 ONLY]**

Cheaper/cheaper than operating a vehicle

Faster than driving

Other, specify: **[RECORD VERBATIM]**

- Q25B. Do you regularly have access to a car, van or truck as a driver or passenger for the trips you make using public transit? **(IF RESPONDENT OFFERS MOTORCYCLE, OK TO CODE YES)**
- Yes
- No

26. Compared to six months ago, would you say you are now riding transit more regularly, less regularly, or about the same? **(READ LIST ONLY IF NECESSARY)**
1. MORE REGULARLY THAN 6 MONTHS AGO
 2. LESS REGULARLY THAN 6 MONTHS AGO
 3. ABOUT THE SAME

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

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

[RECORD VERBATIM]



[NEW QUESTIONS – ADDED FOR JULY 2016]

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

[1-10]

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

[OPEN END – NO CODING REQUIRED]

42. What, if anything, do you not like about the Compass 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 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 best describe your current employment status? **(READ LIST. RECORD ALL MENTIONS.)**

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

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

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

[NEW: ADDED MAR 2014]

[PROG: ASK Q36A IF STUDENT (CODE 3) NOT SELECTED AT Q34. ELSE, SKIP TO Q36a4]

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

Yes
No

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

[0-99]

37a. Which of the following best describes your total household income for 2017? **(READ AND STOP WHEN APPROPRIATE)**

Under 20,000
\$20,000 to less than \$40,000
\$40,000 to less than \$60,000
\$60,000 to less than \$80,000
\$80,000 to less than \$100,000
\$100,000 or more



[RECORD GENDER – DO NOT READ]

Male
Female
Unable to tell/not sure

38. What is your Postal Code? **(INTERVIEWER: POSTAL CODE FROM SAMPLE IS: [INSERT POSTAL CODE FROM SAMPLE]) (IF DON'T KNOW FULL SIX DIGITS ASK FOR FIRST THREE DIGITS)**

[OPEN END]

39. Do you have any comments or suggestions that you would like me to forward directly to TransLink? Your comments will remain completely confidential.

[RECORD VERBATIM]

DECLINE/NOTHING/DON'T KNOW

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

Language: INTERVIEWER: ENTER LANGUAGE OF INTERVIEW.

English
Punjabi
Chinese

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

Routes/ Modes	Total	Percent
SkyTrain	39	23.0%
SeaBus	4	1.0%
Route 3	1	1.0%
Route 4	1	1.0%
Route 5	2	1.0%
Route 6	1	1.0%
Route 7	2	1.0%
Route 8	3	2.0%
Route 9	1	1.0%
Route 10	1	1.0%
Route 14	1	0.0%
Route 15	2	2.0%
Route 16	2	1.0%
Route 17	1	1.0%
Route 19	2	2.0%
Route 20	2	1.0%
Route 25	1	1.0%
Route 26	1	1.0%
Route 28	2	2.0%
Route 33	3	2.0%
Route 41	1	1.0%
Route 43	1	1.0%
Route 44	1	3.0%
Route 49	2	2.0%
Route 50	1	0.0%
Route 95 B-Line	4	5.0%
Route 99 B-Line	6	5.0%
Route 100	1	1.0%
Route 101	1	1.0%
Route 106	1	0.0%
Route 119	1	0.0%
Route 123	1	1.0%
Route 136	1	0.0%
Route 145	1	1.0%
Route 151	1	0.0%
Route 152	1	0.0%
Route 153	2	0.0%
Route 157	1	0.0%
Route 160	2	2.0%
Route 169	1	0.0%
Route 188	1	0.0%
Route 211	2	1.0%

Routes/ Modes	Total	Percent
Route 212	2	0.0%
Route 228	2	1.0%
Route 230	1	0.0%
Route 232	2	0.0%
Route 239	3	1.0%
Route 240	1	3.0%
Route 246	2	1.0%
Route 250	1	2.0%
Route 251	1	1.0%
Route 252	1	2.0%
Route 253	1	1.0%
Route 255	2	1.0%
Route 312	2	2.0%
Route 314	1	1.0%
Route 320	2	2.0%
Route 321	1	1.0%
Route 335	3	3.0%
Route 340	1	1.0%
Route 351	3	2.0%
Route 391	1	1.0%
Route 401	5	3.0%
Route 402	1	1.0%
Route 403	3	2.0%
Route 407	2	2.0%
Route 408	1	1.0%
Route 410	2	1.0%
Route 430	1	1.0%
Route 480	1	0.0%
Route 501	1	1.0%
Route 502	1	0.0%
Route 555	1	1.0%
Route 595	1	1.0%
Route 601	6	4.0%
Route 603	1	0.0%
Route 620	1	1.0%
Route 640	1	1.0%
Route 701	2	2.0%
Route 719	1	0.0%
Route 722	1	0.0%
Route 743	1	1.0%
Route C84	1	0.0%
Grand Total	174	100.0%

APPENDIX D – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
Total	1897	7.8	8.5	8.7	8.5	6.9	7.5	8.3	8.6	8.3	7.2	8.8
2	38	7.4	8.9	9.3	9.0	6.1	6.7	8.4	8.3	7.8	6.8	9.0
3	30	8.0	8.3	7.3	7.7	6.9	7.9	8.1	9.3	8.2	7.8	8.8
4	17	7.8	8.9	9.0	8.7	6.5	7.2	8.6	8.0	7.9	7.3	9.2
5	17	7.5	8.6	8.6	8.8	6.1	7.2	8.0	7.9	8.0	7.2	8.6
6	23	7.6	8.7	8.8	8.8	6.6	7.4	8.5	8.6	7.9	7.3	9.0
7	22	8.0	9.0	9.0	8.9	7.6	7.9	8.3	8.6	8.7	7.0	9.4
8	11	6.4	8.7	7.9	8.5	7.2	5.9	7.8	8.4	8.8	6.0	7.6
9	38	8.1	8.7	8.6	8.5	7.0	7.7	8.1	9.0	8.6	7.7	8.7
10	36	8.0	8.8	8.6	8.7	6.9	7.4	8.2	9.5	8.6	7.8	8.9
14	32	7.7	8.6	8.0	7.7	6.4	7.4	7.5	8.8	8.2	7.4	8.9
15	10	9.3	9.6	9.4	9.1	8.6	8.8	8.9	8.4	8.3	8.6	9.6
16	23	7.9	8.8	8.3	8.2	7.1	7.0	8.1	8.3	7.9	7.2	8.7
17	22	7.1	8.7	8.9	8.6	6.4	6.2	8.1	8.6	8.1	6.5	8.7
19	35	6.7	7.2	7.2	7.4	6.2	6.5	6.6	7.6	6.7	6.2	8.0
20	25	7.8	8.2	7.9	8.4	6.6	7.4	7.4	8.3	8.0	6.4	8.6
22	28	7.0	8.1	8.4	7.8	6.1	7.2	7.7	8.1	8.0	6.8	8.4
23	8	6.9	8.8	8.7	7.9	6.1	6.5	8.6	8.2	7.4	6.4	8.6
25	44	8.0	8.4	8.9	8.8	6.8	7.4	8.1	8.6	8.4	7.5	8.8
26	8	8.5	8.2	9.0	8.5	8.8	8.0	8.6	9.0	9.0	8.0	8.9
27	4	7.9	7.9	9.7	8.1	7.7	8.4	8.3	8.7	8.9	5.1	8.4
28	10	8.0	9.1	8.8	8.3	8.4	7.7	8.1	8.8	8.6	7.3	9.4
29	2	8.0	8.7	8.0	8.7	8.0	7.4	8.7	8.7	8.0	6.7	8.7
33	13	8.6	9.0	9.1	9.4	8.2	8.1	9.3	8.7	8.8	7.4	9.4
41	37	8.0	8.3	8.3	8.7	6.7	7.7	8.1	8.6	8.2	7.3	8.7
43	7	8.5	9.1	9.0	8.6	8.0	8.8	8.9	8.9	8.5	8.4	8.7
44	9	8.6	8.9	8.9	8.9	6.9	7.3	9.0	9.4	8.8	7.6	8.4
49	33	7.7	8.0	8.5	8.6	6.0	7.3	8.1	8.2	7.8	7.5	8.6
50	9	8.5	8.8	9.2	8.7	7.8	7.6	8.9	9.1	8.8	7.5	9.2
68	1	8.0	7.0	9.0	9.0	7.0	8.0	8.0	8.0	8.0	8.0	9.0
70	2	7.0	10.0	10.0	10.0	9.3	6.7	10.0	10.0	10.0	6.7	10.0
84	17	7.4	8.4	9.0	8.8	6.0	6.6	8.0	8.8	7.9	6.5	8.2
95 B-Line	38	7.7	8.4	8.1	8.3	5.9	7.4	8.1	9.0	8.4	7.6	8.5
96 B-Line	21	8.7	8.7	8.6	7.7	7.3	8.5	8.7	9.5	9.2	8.4	8.9
99 B-Line	119	8.0	8.6	8.8	8.3	5.7	8.1	8.2	9.0	8.9	8.3	8.9
100	13	7.9	8.9	8.7	8.3	7.7	7.6	8.7	8.2	8.3	7.6	9.0
101	7	4.7	8.0	9.2	8.6	7.3	4.7	6.8	7.3	6.7	4.6	8.1
103	1	7.0	8.0	8.0	8.0	7.0	7.0	8.0	8.0	8.0	7.0	8.0
104	7	7.2	8.3	8.9	8.9	6.1	6.9	8.4	7.9	7.7	7.1	8.0
106	24	7.5	8.8	8.9	8.5	7.6	7.5	8.9	9.0	8.4	7.7	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
110	4	7.8	7.8	8.8	7.3	8.8	7.1	8.5	7.6	8.3	6.5	8.8
112	7	9.4	9.0	9.6	8.9	8.9	9.1	9.4	9.1	9.4	8.0	9.1
116	6	5.4	9.2	8.6	8.8	4.1	5.7	9.1	7.5	7.0	5.3	8.9
119	11	9.1	8.9	8.4	8.1	8.7	8.0	9.4	9.0	8.4	7.4	8.3
123	12	8.4	8.8	8.3	7.1	6.9	7.1	7.6	7.8	8.0	6.8	8.8
128	7	8.4	9.4	9.6	9.4	8.9	8.7	9.3	9.6	9.3	7.3	9.4
129	6	7.8	8.0	8.8	8.6	8.3	6.9	8.1	8.4	8.6	5.8	7.9
130	18	8.4	9.0	8.9	8.8	7.7	7.8	8.8	9.0	8.8	7.9	9.0
132	1	9.0	9.0	10.0	8.0	9.0	8.0	10.0	9.0	9.0	4.0	9.0
133	2	7.7	7.8	8.0	8.8	9.7	5.8	9.5	10.0	10.0	4.3	8.0
134	1	6.0	8.0	10.0	8.0	9.0	6.0	6.0	6.0	7.0	1.0	8.0
136	8	6.7	8.9	9.5	8.4	7.2	5.9	9.2	7.8	7.2	3.8	8.7
143	3	6.8	7.5	7.9	7.6	4.6	6.6	6.1	7.3	7.4	7.4	8.8
144	9	7.9	8.4	9.4	8.9	7.1	7.0	8.1	7.5	7.5	6.7	8.4
145	11	8.6	8.7	9.3	9.1	7.0	7.7	8.9	9.0	8.8	7.8	8.8
148	1	9.0	10.0	10.0	7.0	5.0	5.0	9.0	9.0	9.0	8.0	10.0
151	4	7.1	6.9	9.5	8.7	9.1	6.7	8.4	6.7	7.4	4.0	9.1
152	12	7.6	8.4	8.9	8.3	7.3	7.9	8.8	8.0	8.3	5.8	8.3
153	7	7.3	9.5	9.6	8.7	8.3	7.7	9.1	8.4	8.9	8.3	9.8
155	3	8.8	8.5	9.0	9.0	8.1	9.0	9.0	9.0	9.0	9.0	9.0
156	7	7.0	6.7	7.7	7.7	7.7	6.3	8.3	7.8	7.9	5.7	7.4
157	3	8.1	8.7	9.3	8.9	7.6	7.6	8.9	8.8	8.9	6.6	8.6
159	8	7.9	8.6	9.3	9.1	8.1	7.8	8.0	7.3	6.9	6.4	9.0
160	17	8.6	8.6	9.2	8.4	8.5	8.2	8.5	8.9	8.8	7.6	8.8
169	1	5.0	10.0	10.0	7.0	7.0	6.0	10.0	8.0	9.0	6.0	10.0
170	3	9.1	9.7	9.7	10.0	9.4	9.1	10.0	7.2	7.2	7.5	9.7
171	2	7.0	8.5	7.8	8.5	8.5	8.5	10.0	10.0	10.0	7.0	10.0
172	1	9.0	9.0	9.0	6.0	10.0	10.0	9.0	10.0	9.0	9.0	9.0
173	2	7.5	8.5	7.5	9.1	8.2	8.2	9.1	7.6	7.2	7.2	8.1
174	2	8.8	8.0	8.4	8.2	7.4	8.2	8.2	8.8	8.8	7.6	8.8
180	9	7.7	8.7	9.2	8.8	8.3	8.0	9.0	8.8	8.6	7.8	8.7
181	3	7.7	8.9	9.1	9.1	7.2	5.8	8.8	7.8	7.4	5.4	8.9
182	1	6.0	8.0	9.0	9.0	7.0	7.0	9.0	6.0	9.0	4.0	8.0
183	3	10.0	8.7	10.0	10.0	8.7	10.0	8.4	10.0	10.0	5.9	10.0
184	2	9.5	9.5	9.5	9.0	9.0	9.5	9.5	10.0	10.0	9.5	9.5
186	1	9.0	8.0	9.0	9.0	9.0	8.0	9.0	9.0	9.0	9.0	10.0
187	2	6.7	8.0	9.3	9.3	10.0	10.0	10.0	10.0	10.0	9.3	9.3
188	5	8.5	8.5	9.1	8.4	7.7	6.3	8.1	8.7	8.1	4.9	9.5
189	4	7.3	9.7	10.0	9.0	8.2	9.0	9.5	9.7	9.7	7.2	10.0
191	1	7.0	10.0	10.0	10.0	10.0	7.0	10.0	10.0	7.0	7.0	10.0

APPENDIX D – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
209	1	1.0	10.0	9.0	9.0	1.0	5.0	7.0	10.0	9.0	10.0	1.0
210	13	7.5	7.8	8.2	8.4	5.2	7.9	8.8	7.9	7.2	7.2	8.3
211	16	7.7	9.0	9.5	9.2	7.0	7.8	9.1	8.0	7.7	6.5	9.0
212	6	8.2	9.0	9.8	9.0	9.0	8.2	8.6	8.6	9.3	6.1	9.7
214	4	9.2	9.2	9.5	9.5	9.4	8.4	8.8	8.1	7.7	7.9	9.2
215	3	9.2	9.2	9.2	10.0	8.8	9.2	8.8	9.2	9.2	8.1	9.2
227	1	3.0	9.0	9.0	9.0	10.0	3.0	9.0	9.0	7.0	7.0	9.0
228	13	7.7	8.1	9.1	8.6	6.6	6.5	8.0	8.2	8.3	7.3	8.5
229	10	8.3	9.3	9.3	9.1	6.7	7.7	8.4	9.3	8.5	7.2	9.2
230	17	8.4	9.2	9.0	8.9	7.4	8.1	8.9	9.2	9.2	7.8	8.8
232	5	7.6	8.6	9.2	8.2	8.4	8.1	8.9	8.8	8.9	6.2	8.7
236	2	9.0	8.6	9.6	9.6	9.0	9.0	9.6	8.4	9.0	7.8	9.0
239	22	8.7	9.1	9.0	9.4	8.5	8.5	8.7	8.9	8.3	9.0	9.2
240	25	7.8	8.6	8.8	8.9	6.2	7.9	8.6	9.1	7.7	7.8	8.9
241	2	6.7	6.3	8.0	8.7	4.6	7.3	8.0	9.0	7.3	7.3	7.3
242	1	10.0	10.0	10.0	10.0	10.0	10.0	9.0	10.0	10.0	10.0	10.0
246	32	8.0	7.9	9.3	9.2	7.0	8.1	8.7	8.0	8.1	6.8	8.8
250	66	7.6	7.9	8.8	8.5	5.6	7.4	8.6	8.3	7.6	6.2	8.4
251	3	8.2	8.6	8.8	8.8	6.2	8.6	8.8	9.2	8.8	8.2	8.8
252	1	9.0	8.0	10.0	8.0	8.0	10.0	6.0	9.0	10.0	10.0	8.0
253	4	5.2	8.2	7.4	8.2	7.1	7.0	7.9	5.7	5.6	3.2	8.2
254	4	8.6	9.8	9.8	9.8	9.5	9.7	9.7	9.8	9.8	9.4	9.8
255	19	8.1	8.4	8.9	8.9	8.7	7.9	8.6	9.3	8.8	7.4	7.9
256	1	8.0	8.0	9.0	9.0	9.0	8.0	8.0	9.0	9.0	7.0	9.0
257	18	8.1	9.2	9.5	9.4	5.3	7.8	8.8	9.8	8.8	7.8	9.4
258	1	10.0	10.0	10.0	10.0	9.0	10.0	10.0	10.0	10.0	9.0	10.0
301	2	6.0	5.4	10.0	10.0	5.9	3.9	9.0	9.0	9.0	6.4	6.9
310	2	7.4	6.6	8.9	8.9	8.6	7.7	7.7	10.0	8.3	6.0	8.3
311	3	8.1	7.6	8.1	8.2	6.9	7.4	7.9	8.9	7.9	5.1	8.4
312	5	8.3	9.4	9.1	8.5	7.4	7.1	9.1	9.4	8.6	6.5	9.5
314	3	8.0	8.6	8.6	7.6	6.3	8.3	9.3	8.1	7.7	7.7	9.4
316	4	7.4	9.3	7.5	6.4	7.6	5.2	7.2	7.1	6.4	3.5	9.2
319	33	7.6	8.3	8.4	8.4	5.6	7.2	8.1	8.7	7.7	7.7	8.7
320	11	8.0	9.2	8.6	8.3	6.6	7.3	7.2	8.4	8.1	7.0	8.8
321	11	7.3	8.8	8.5	8.0	6.4	7.5	7.7	7.7	7.6	8.1	9.6
322	3	7.1	9.2	9.2	9.6	6.9	7.6	9.2	8.9	8.9	7.0	9.6
323	8	8.0	9.2	8.8	8.5	6.5	8.1	9.0	8.8	8.8	7.3	9.3
324	5	5.2	7.0	8.8	7.8	7.4	5.2	7.7	8.0	7.1	4.9	8.1
325	4	8.9	9.3	7.8	5.9	8.3	8.6	8.7	9.0	9.3	7.7	9.2
326	1	6.0	8.0	7.0	6.0	3.0	8.0	8.0	8.0	8.0	7.0	8.0

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
335	12	7.9	8.3	8.2	7.7	7.5	5.8	8.0	7.5	8.2	6.1	8.7
337	5	8.6	8.4	9.2	9.1	7.9	8.8	8.9	9.4	9.4	8.4	9.2
340	4	7.1	7.6	8.5	8.6	6.1	5.7	8.5	9.3	8.2	6.5	8.2
341	4	7.4	8.2	8.5	7.4	7.6	8.9	7.3	8.4	8.8	7.3	8.9
342	3	6.7	8.1	8.7	6.3	7.4	6.2	8.4	6.8	7.0	5.5	8.3
345	3	9.2	9.0	9.4	8.7	8.1	9.2	8.4	9.0	8.2	6.7	8.5
351	35	8.2	8.7	9.4	9.0	7.2	7.9	9.0	8.8	8.5	7.9	9.2
352	2	8.5	9.0	7.0	8.5	6.0	7.5	8.5	9.0	9.0	8.0	9.5
354	2	7.8	8.5	9.2	9.0	6.7	8.8	8.8	8.8	8.8	8.8	8.8
361	1	8.0	9.0	10.0	10.0	10.0	8.0	10.0	10.0	10.0	10.0	10.0
363	2	8.2	9.4	10.0	10.0	9.7	7.6	8.6	8.5	8.4	8.5	8.2
364	3	8.9	9.0	8.9	9.3	8.3	8.3	9.6	9.0	8.3	7.0	9.0
370	1	8.0	8.0	8.0	8.0	8.0	7.0	8.0	7.0	8.0	5.0	8.0
373	2	8.7	8.7	9.4	8.7	8.7	6.7	8.7	8.1	8.7	7.0	8.7
375	3	8.5	7.4	9.2	9.2	9.2	9.7	9.3	10.0	9.5	8.5	8.8
401	24	8.2	7.8	8.8	8.2	8.1	7.0	8.8	8.5	8.2	7.1	8.6
402	10	7.7	8.4	9.2	9.0	8.1	8.8	9.0	7.3	8.1	7.1	8.7
403	13	7.8	8.3	9.0	8.8	7.8	7.5	8.6	8.4	8.6	6.8	8.4
404	3	7.7	9.1	8.6	6.8	9.5	6.4	8.2	8.6	8.6	4.6	8.6
405	1	8.0	8.0	8.0	7.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0
406	6	8.1	9.2	7.8	8.2	7.7	7.8	8.6	9.3	9.5	7.3	9.7
407	11	8.0	8.3	9.5	8.4	8.2	7.2	8.9	7.8	7.9	6.2	9.3
408	6	8.3	8.4	9.0	8.8	7.0	8.3	8.1	8.8	8.7	7.2	9.1
410	36	7.7	8.3	8.5	8.3	7.0	6.8	8.2	8.0	7.7	7.1	8.4
430	10	7.5	9.1	9.4	9.2	5.7	7.0	8.3	8.9	9.0	6.9	9.6
480	5	7.8	8.1	9.0	8.6	6.4	6.4	8.1	8.5	7.5	6.5	8.2
501	10	7.1	8.5	8.6	8.4	6.7	7.5	7.6	7.9	7.5	6.4	8.8
502	14	7.2	7.9	7.3	7.5	6.1	7.4	7.9	8.5	8.0	7.9	8.2
503	2	8.6	8.6	7.6	8.3	5.6	5.9	9.3	10.0	7.3	6.9	9.3
531	5	8.0	8.4	9.4	9.4	8.2	8.2	9.0	8.9	9.5	7.8	9.0
555	11	8.5	9.0	9.6	9.1	7.7	8.4	8.9	9.8	9.5	8.6	9.6
563	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
564	2	7.1	8.9	8.9	8.9	8.9	6.7	8.9	8.4	6.7	6.7	8.9
595	5	7.5	8.3	8.6	8.6	7.9	6.6	8.2	8.2	8.2	6.4	8.9
601	39	7.8	8.8	9.2	8.7	7.5	7.7	8.5	8.5	8.8	6.6	9.3
602	1	9.0	10.0	9.0	10.0	8.0	9.0	9.0	10.0	10.0	6.0	10.0
603	3	8.6	9.4	9.6	9.6	8.0	9.1	9.4	9.5	9.4	6.3	9.4
604	2	8.0	8.6	9.0	7.2	7.6	8.1	7.2	8.6	8.6	4.9	8.6
620	2	8.5	9.5	10.0	9.5	6.6	6.6	9.5	10.0	9.5	6.6	9.5
640	5	5.3	8.2	6.9	7.2	4.5	7.2	6.0	8.2	6.9	5.7	7.4

APPENDIX D – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
701	22	7.8	8.1	8.1	7.6	6.8	7.6	7.5	7.6	7.1	7.0	8.5
719	2	9.0	9.0	9.5	9.5	9.5	7.5	9.5	8.5	8.5	7.5	9.5
733	1	10.0	0.0	10.0	10.0	10.0	10.0	0.0	10.0	10.0	10.0	10.0
743	1	8.0	8.0	8.0	8.0	5.0	8.0	5.0	8.0	8.0	8.0	8.0
746	1	6.0	6.0	7.0	6.0	6.0	5.0	5.0	5.0	5.0	4.0	7.0
791	6	9.1	8.5	9.1	8.7	7.3	9.4	8.6	8.2	8.9	7.3	8.7
C3	4	9.0	9.0	6.3	6.3	9.9	5.9	8.7	6.0	8.7	5.4	9.6
C4	2	4.3	9.6	9.6	9.6	8.8	5.5	8.8	7.8	4.9	4.3	9.6
C5	1	10.0	10.0	10.0	9.0	10.0	10.0	10.0	10.0	10.0	9.0	10.0
C6	1	8.0	8.0	8.0	7.0	5.0	8.0	7.0	8.0	7.0	7.0	8.0
C7	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	5.0	10.0
C9	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
C44	1	8.0	8.0	9.0	7.0	8.0	5.0	9.0	8.0	8.0	7.0	8.0
C47	1	7.0	9.0	9.0	9.0	7.0	8.0	9.0	7.0	8.0	4.0	9.0
C76	1	5.0	8.0	10.0	10.0	9.0	8.0	9.0	8.0	8.0	5.0	7.0
C86	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
C87	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	6.0	10.0
C89	1	8.0	0.0	9.0	8.0	7.0	9.0	9.0	8.0	9.0	8.0	9.0
C92	1	10.0	8.0	10.0	10.0	9.0	9.0	10.0	8.0	10.0	8.0	9.0
C93	1	8.0	0.0	9.0	10.0	10.0	5.0	8.0	9.0	9.0	5.0	4.0
C96	2	9.5	8.5	10.0	10.0	10.0	9.5	9.5	9.0	9.0	9.0	9.0
C98	1	6.0	10.0	8.0	8.0	7.0	10.0	8.0	8.0	9.0	8.0	10.0
BTC	32	8.1	8.4	8.6	8.3	7.4	8.0	8.2	8.3	8.2	7.1	8.6
STC	9	7.0	6.7	7.7	7.9	7.1	8.5	7.5	7.5	7.2	6.4	7.3
PCT	5	7.2	8.6	7.8	8.0	8.5	8.5	8.0	7.6	7.3	7.0	8.4
RTC	6	6.8	8.2	8.1	7.6	8.1	7.3	6.3	7.2	7.3	5.7	8.6
VTC	37	7.8	8.6	8.4	8.2	7.0	7.8	8.1	8.5	8.3	7.4	9.0
WVT	9	9.1	9.6	9.3	9.4	8.4	9.8	9.3	8.5	7.5	8.5	9.8

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	1897	7.8	8.5	8.7	8.5	6.9	7.5	8.3	8.6	8.3	7.2	8.8
351	35	8.2	8.7	9.4	9.0	7.2	7.9	9.0	8.8	8.5	7.9	9.2
9	38	8.1	8.7	8.6	8.5	7.0	7.7	8.1	9.0	8.6	7.7	8.7
BTC	32	8.1	8.4	8.6	8.3	7.4	8.0	8.2	8.3	8.2	7.1	8.6
99 B-Line	119	8.0	8.6	8.8	8.3	5.7	8.1	8.2	9.0	8.9	8.3	8.9
25	44	8.0	8.4	8.9	8.8	6.8	7.4	8.1	8.6	8.4	7.5	8.8
41	37	8.0	8.3	8.3	8.7	6.7	7.7	8.1	8.6	8.2	7.3	8.7
10	36	8.0	8.8	8.6	8.7	6.9	7.4	8.2	9.5	8.6	7.8	8.9
246	32	8.0	7.9	9.3	9.2	7.0	8.1	8.7	8.0	8.1	6.8	8.8
3	30	8.0	8.3	7.3	7.7	6.9	7.9	8.1	9.3	8.2	7.8	8.8
601	39	7.8	8.8	9.2	8.7	7.5	7.7	8.5	8.5	8.8	6.6	9.3
VTC	37	7.8	8.6	8.4	8.2	7.0	7.8	8.1	8.5	8.3	7.4	9.0
95 B-Line	38	7.7	8.4	8.1	8.3	5.9	7.4	8.1	9.0	8.4	7.6	8.5
410	36	7.7	8.3	8.5	8.3	7.0	6.8	8.2	8.0	7.7	7.1	8.4
49	33	7.7	8.0	8.5	8.6	6.0	7.3	8.1	8.2	7.8	7.5	8.6
14	32	7.7	8.6	8.0	7.7	6.4	7.4	7.5	8.8	8.2	7.4	8.9
250	66	7.6	7.9	8.8	8.5	5.6	7.4	8.6	8.3	7.6	6.2	8.4
319	33	7.6	8.3	8.4	8.4	5.6	7.2	8.1	8.7	7.7	7.7	8.7
2	38	7.4	8.9	9.3	9.0	6.1	6.7	8.4	8.3	7.8	6.8	9.0
19	35	6.7	7.2	7.2	7.4	6.2	6.5	6.6	7.6	6.7	6.2	8.0

**OVERALL PERFORMANCE RATINGS
JULY 2017 - SEPTEMBER 2017 VERSUS
JULY 2018 - SEPTEMBER 2018
(Routes With 35+ Trips Per Quarter)**

Route Number	July - September 2017		July - September 2018		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jul'17-Sep'17 vs. Jul'18-Sep'18
# 10	36	7.9	36	8.0	0.1
# 14	37	8.0	32	7.7	-0.3
# 19	30	7.6	35	6.7	-0.9
# 2	30	7.0	38	7.4	0.4
# 240	42	7.7	25	7.8	0.1
# 25	38	7.9	44	8.0	0.1
# 250	66	7.9	66	7.6	-0.3
# 351	27	8.4	35	8.2	-0.2
# 41	49	8.4	37	8.0	-0.4
# 410	40	7.8	36	7.7	-0.1
# 49	57	7.6	33	7.7	0.1
# 601	31	6.8	39	7.8	1.0
# 9	45	8.1	38	8.1	0.0
# 95	26	8.3	38	7.7	-0.6
# 99	106	8.1	119	8.0	-0.1
# VTC	45	8.5	37	7.8	-0.7

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

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

Route Number	April - September 2017		April - September 2018		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Apr'17-Sep'17 vs. Apr'18-Sep'18
# 10	73	7.8	62	8.2	0.4
# 106	72	8.1	44	7.2	-0.9
# 130	34	8.1	36	8.1	0.0
# 14	60	8.1	62	7.9	-0.2
# 16	69	7.7	58	8.1	0.4
# 160	35	8.0	25	8.7	0.7
# 17	40	6.9	43	7.5	0.6
# 19	46	7.4	60	7.1	-0.3
# 2	59	7.4	67	7.6	0.2
# 20	52	6.9	55	7.6	0.7
# 22	42	7.7	51	7.5	-0.2
# 230	32	8.2	35	8.0	-0.2
# 239	49	7.7	43	8.6	0.9
# 240	79	7.8	60	7.9	0.1
# 246	60	7.7	56	7.9	0.2
# 25	80	7.9	84	7.8	-0.1
# 250	131	7.7	139	8.1	0.4
# 3	63	7.7	53	7.9	0.2
# 319	43	8.1	67	7.8	-0.3
# 351	78	8.4	72	8.0	-0.4
# 4	35	8.0	29	7.6	-0.4
# 401	51	7.7	50	8.1	0.4
# 41	78	8.0	72	7.8	-0.2
# 410	76	7.5	74	7.5	0.0
# 49	86	7.9	71	8.0	0.1
# 5	47	7.4	34	7.5	0.1
# 50	35	8.1	23	8.5	0.4
# 502	38	7.4	24	7.8	0.4
# 6	60	7.5	43	7.6	0.1
# 601	76	7.0	75	7.5	0.5
# 7	54	7.6	50	8.3	0.7
# 701	49	8.0	49	7.6	-0.4
# 84	31	8.0	37	8.1	0.1
# 9	105	8.0	76	8.0	0.0
# 95	54	8.4	70	7.9	-0.5
# 96	33	8.7	36	8.9	0.2
# 99	199	8.0	235	8.1	0.1
# BTC	44	7.7	69	7.7	0.0
# VTC	77	8.1	77	8.0	-0.1

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

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

Route Number	October 2016 - September 2017		October 2017 - September 2018		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Oct'16-Sep'17 vs. Oct'17-Sep'18
# 10	147	8.0	138	8.1	0.1
# 100	57	8.0	67	7.3	-0.7
# 106	145	8.0	105	7.6	-0.4
# 123	50	8.1	46	8.2	0.1
# 129	43	7.9	35	7.5	-0.4
# 130	65	8.1	69	8.1	0.0
# 14	121	8.0	135	7.9	-0.1
# 144	48	8.1	52	8.0	-0.1
# 145	42	7.4	49	8.2	0.8
# 15	48	7.7	38	8.4	0.7
# 152	39	7.8	39	7.5	-0.3
# 155	36	8.4	19	8.9	0.5
# 16	156	7.7	117	8.0	0.3
# 160	65	7.8	46	8.6	0.8
# 17	82	7.3	83	7.7	0.4
# 19	93	7.5	114	7.5	0.0
# 2	129	7.4	129	7.9	0.5
# 20	115	6.7	112	7.3	0.6
# 210	62	7.7	63	7.9	0.2
# 211	57	8.2	58	7.9	-0.3
# 22	96	7.7	89	7.7	0.0
# 228	66	7.8	51	7.8	0.0
# 229	39	7.6	46	8.0	0.4
# 230	58	8.1	58	8.1	0.0
# 239	92	8.1	101	8.4	0.3
# 240	128	7.7	136	7.7	0.0
# 246	124	7.7	105	8.0	0.3
# 25	150	7.8	165	7.8	0.0
# 250	258	8.2	266	8.1	-0.1
# 255	65	8.3	58	8.2	-0.1
# 257	40	8.4	46	7.9	-0.5
# 26	49	7.9	38	8.0	0.1
# 28	38	8.2	39	7.6	-0.6

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

Route Number	October 2016 - September 2017		October 2017 - September 2018		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Oct'16-Sep'17 vs. Oct'17-Sep'18
# 3	121	7.8	114	7.8	0.0
# 319	77	7.9	120	7.9	0.0
# 320	42	8.2	47	8.0	-0.2
# 321	39	7.3	69	7.4	0.1
# 323	13	7.9	40	7.4	-0.5
# 33	57	8.1	50	8.2	0.1
# 335	33	7.6	53	7.5	-0.1
# 351	159	8.4	138	8.3	-0.1
# 4	77	8.2	73	7.8	-0.4
# 401	110	7.7	104	8.1	0.4
# 402	39	7.4	33	8.1	0.7
# 403	53	7.9	39	7.5	-0.4
# 407	42	7.9	42	8.3	0.4
# 41	155	7.8	158	7.9	0.1
# 410	138	7.6	140	7.7	0.1
# 430	25	7.5	37	7.6	0.1
# 44	31	8.4	45	8.3	-0.1
# 49	145	7.5	167	8.0	0.5
# 5	83	7.5	62	7.7	0.2
# 50	61	7.9	44	8.2	0.3
# 502	62	7.5	48	8.0	0.5
# 555	54	7.8	44	8.5	0.7
# 6	104	7.8	84	7.8	0.0
# 601	169	7.3	151	7.7	0.4
# 7	108	7.6	101	8.1	0.5
# 701	93	7.6	103	7.7	0.1
# 8	59	8.2	64	7.8	-0.4
# 84	69	7.9	83	8.3	0.4
# 9	199	8.1	154	8.1	0.0
# 95	83	8.3	139	8.0	-0.3
# 96	55	8.6	85	8.7	0.1
# 99	393	8.0	448	8.1	0.1
# BTC	69	7.6	123	7.9	0.3
# STC	38	7.8	46	8.1	0.3
# VTC	153	8.0	153	8.0	0.0

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