



Customer Service Performance Quarter 1 2019

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 receives good-to-excellent scores from 66% of transit riders, which is similar to historical trends.** The average score is unchanged at 7.8 out of 10.
- **Scores for all the transit system attributes are stable this period, except for Value for Money, which has shown a decline compared to a year ago (53%, down 4 percentage points).** These values were last seen in 2017.
- **Similar to previous waves, the one area that continues to lag behind in its performance is Enough Shelters at Stops, earning top scores from only 36% of transit riders.**



Overall Bus Service shows consistent performance at 65% this period. The average score continues to sit at 7.9 out of 10.

- Among all the top key drivers of Overall Bus Service, Having a Courteous Bus Operator (78%) has the strongest performance.
- The other three top key drivers continue to lag behind other aspects of service: Providing On-Time, Reliable Service (59%), Frequency of Service (51%) and Not Being Overcrowded (50%).
- No bus service attributes' ratings show any significant changes.



SkyTrain is the only transit mode that has shown a drop in ratings from last quarter, with three-quarters of SkyTrain riders giving top scores to Overall SkyTrain Service (75%, down 4 percentage points). The average score is still sitting strong at 8.2 out of 10.

- The only area in which SkyTrain performance has slipped is in the ratings for Clean and Graffiti-Free SkyTrain Cars and Stations (72%, down 6 percentage points from Q1 2018).
- Although Delays are Announced and Explained is still the lowest-rated SkyTrain service attribute, its ratings (40%) have gone up from a year ago (34%).
- Consistent with previous quarters, Canada Line riders are generally more positive than BCRTC riders.



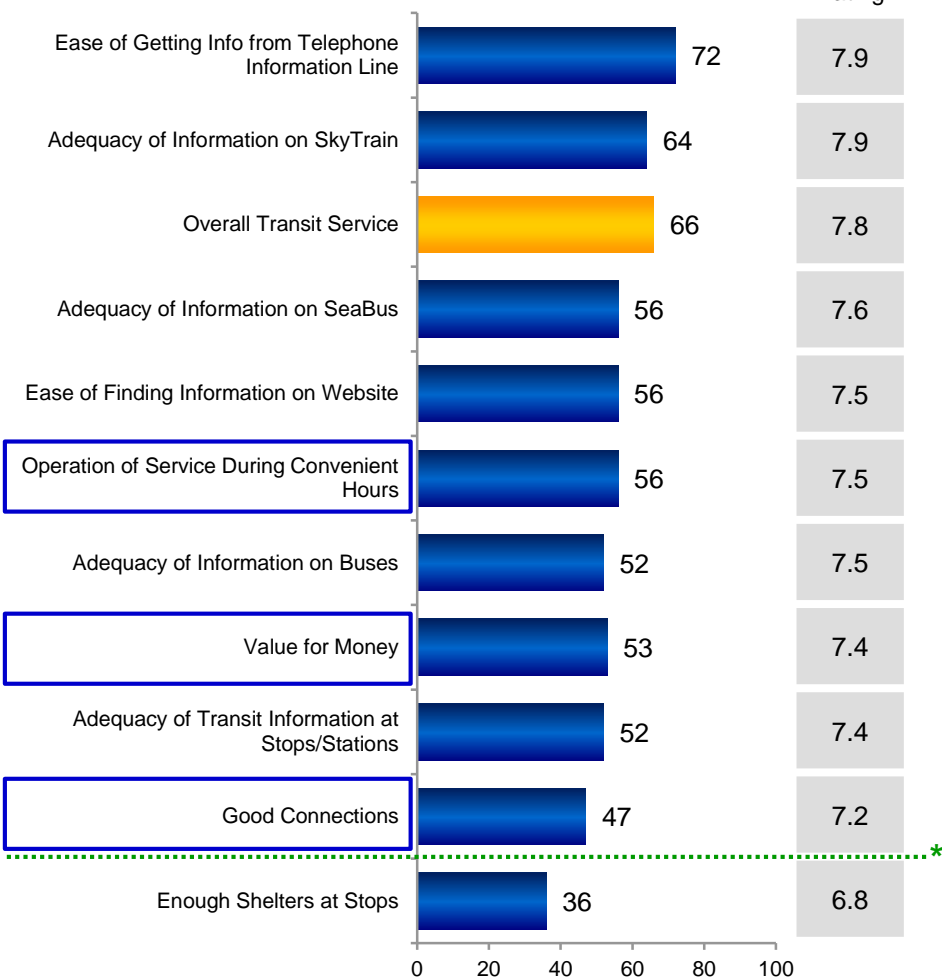
The strongest transit mode continues to be SeaBus, earning top ratings from 81% of riders and the average score is 8.5 out of 10.

- Similar to historical waves, all SeaBus service attributes perform well above the 7.0 positive-performance threshold.
- On-Time Reliable Service is the highest-rated SeaBus service attribute, with nine-in-ten SeaBus riders (89%) awarding top scores.
- Although based on a smaller number who spoke with SeaBus staff, the proportion of riders who give a high score to Courteous, Competent and Helpful Staff has dropped this period (73%, down from 100% last wave).

Performance on Transit System Attributes

% Good to Excellent (8-10)

Average Rating



 Top Key Driver

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

Transit System

- Two-thirds of transit riders (66%) award top scores to the Overall Transit Service, which is in-line with last quarter and a year ago. The average score is unchanged at 7.8 out of 10.
- Only Value for Money shows a significant change in its performance (53%, down from a year ago). No other transit service attributes show any significant changes.
- The lowest-rated transit system attribute continues to be Enough Bus Shelters at Bus Stops (36%), which earns an average score that is below the 7.0 positive-performance threshold (6.8 out of 10).

Performance on Top Key Drivers of Transit Overall Service

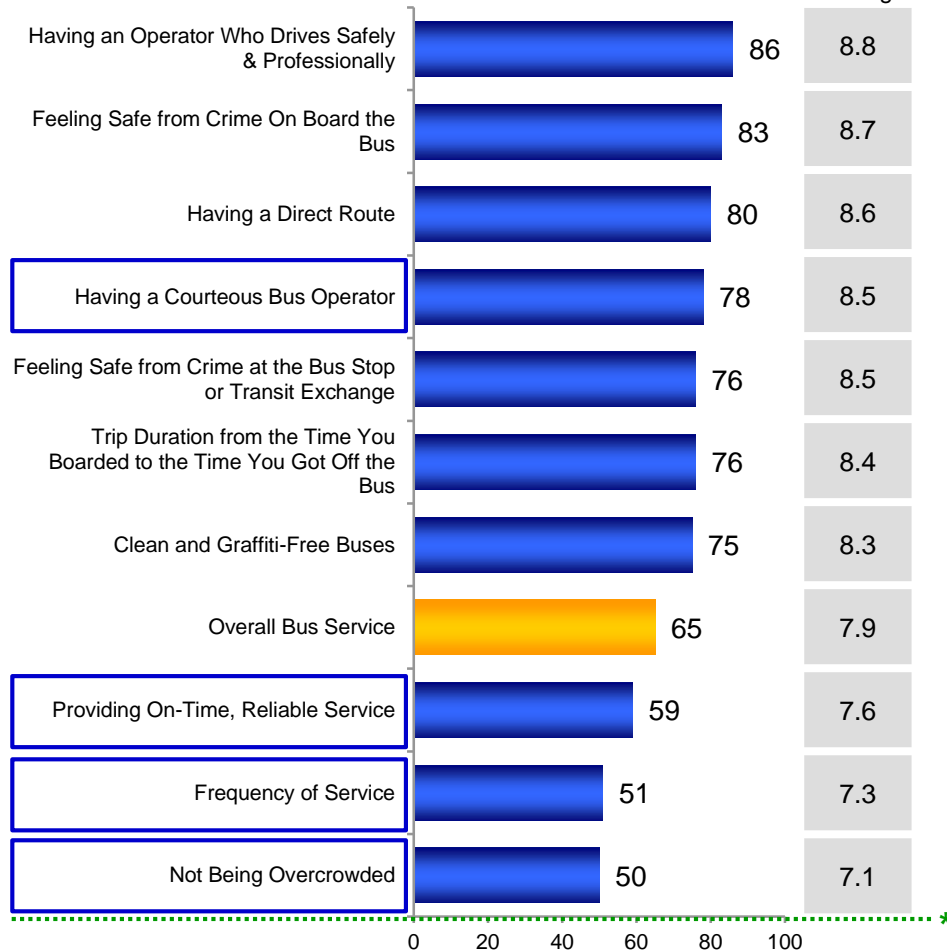
Key Drivers with Positive Performance*

- Operation of Service During Convenient Hours
 - Trending up over the last two quarters, Convenient Hours receives high scores from 56% of transit riders, making this the highest-rated top key driver of Overall Transit Service.
- Value for Money
 - This period, ratings for Value for Money have slipped from Q1 2018 (53%, down from 57%).
- Good Connections
 - Close to one-half of transit riders (47%) give top scores to Good Connections, which is directionally down from the previous quarter.

Performance on Bus System Attributes

% Good to Excellent (8-10)

Average Rating



Top Key Driver

Q1 2019 Base = 1835 (bus routes evaluated)

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

Bus System

- Similar to historical trends, Overall Bus Service is rated highly by two-thirds of bus riders (65%) and the average score is stable at 7.9 out of 10.
- There are no significant changes this period and all attributes meet the 7.0 threshold for positive performance.

Performance on Top Key Drivers of Overall Bus Service

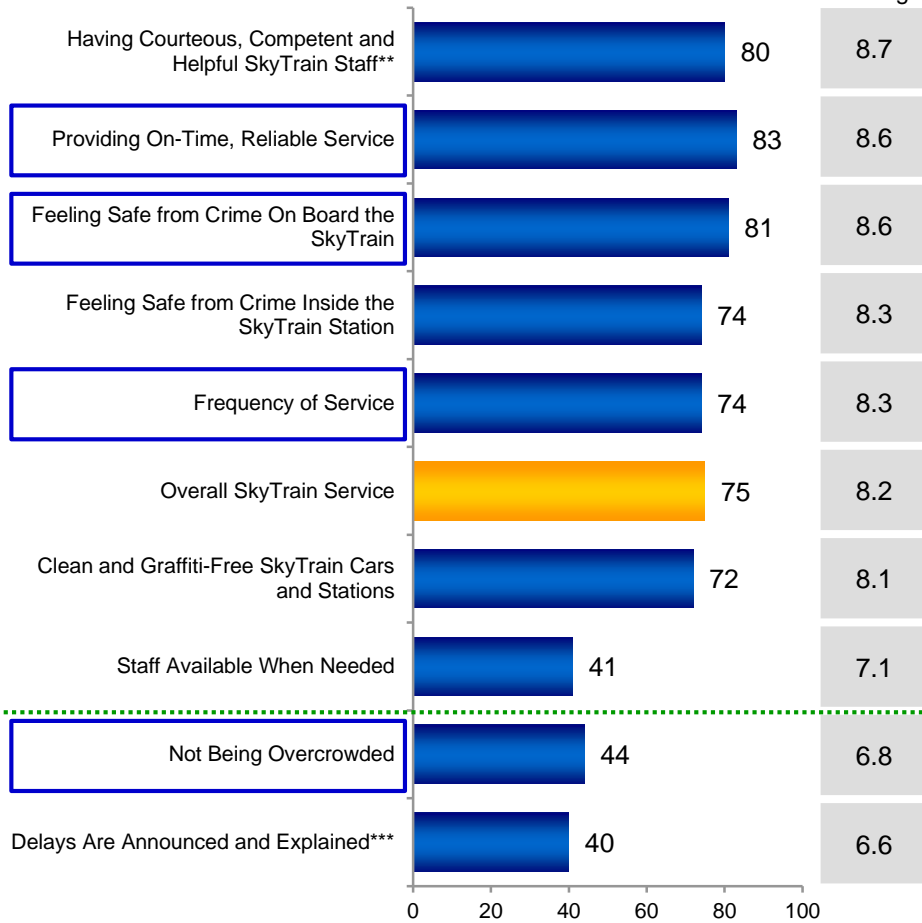
Key Drivers with Positive Performance*

- Courteous Bus Operator
 - Courteous Bus Operator continues to be the strongest-performing top key driver for Overall Bus Service (78%). Scores for WVT have improved from a year ago.
- On-Time Reliable Service
 - Six-in-ten bus riders (59%) award top scores to On-Time, Reliable Service, which is in-line with Q1 and Q4 of 2018. Ratings for PCT have improved over a year ago while scores for RTC have slipped. HTC's performance has grown stronger compared to last quarter but has gone down from a year ago.
- Frequency of Service
 - Frequency of Service earns good-to-excellent scores from 51% of bus riders which is directionally down from the same period last year. Both RTC and HTC have shown a drop in performance compared to a year ago.
- Not Being Overcrowded
 - In-line with previous quarters, one-half of bus riders (50%) give a high rating to Not Being Overcrowded.

Performance on SkyTrain Attributes

% Good to Excellent (8-10)

Average Rating



 Top Key Driver

Q1 2019 Base = 1363 (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=64)

*** Caution: Only among those who experienced delays (n=516)

SkyTrain System

- Overall SkyTrain Service has shown a drop in its performance compared to Q4 2018 (75%, down 4 percentage points). The average score is 8.2 out of 10.
- Compared to a year ago, ratings for three service attributes have changed significantly. Namely: Clean and Graffiti-Free SkyTrain Cars and Stations (72%, down 6 percentage points), Frequency of Service (74%, down 4 percentage points) and Delays are Announced and Explained (40%, up 6 percentage points).
- Not Being Overcrowded and Delays are Announced and Explained continue to perform below the 7.0 threshold at 6.8 and 6.6 out of 10 respectively.

Performance on Top Key Drivers of SkyTrain Overall Service

Key Drivers with Positive Performance*

- On-Time, Reliable Service
 - This continues to be one of the highest-performing top key drivers, earning top scores from 83% of SkyTrain riders. In particular, Canada Line's performance has gone up from the previous quarter.
- Feeling Safe from Crime On Board the SkyTrain
 - Another strong-performing top key driver is Feeling Safe from Crime On Board the SkyTrain (81%), which shows no changes in its ratings.
- Frequency of Service
 - Scores for Frequency of Service (74%) have decreased from the same period last year, especially among BCRTC riders.

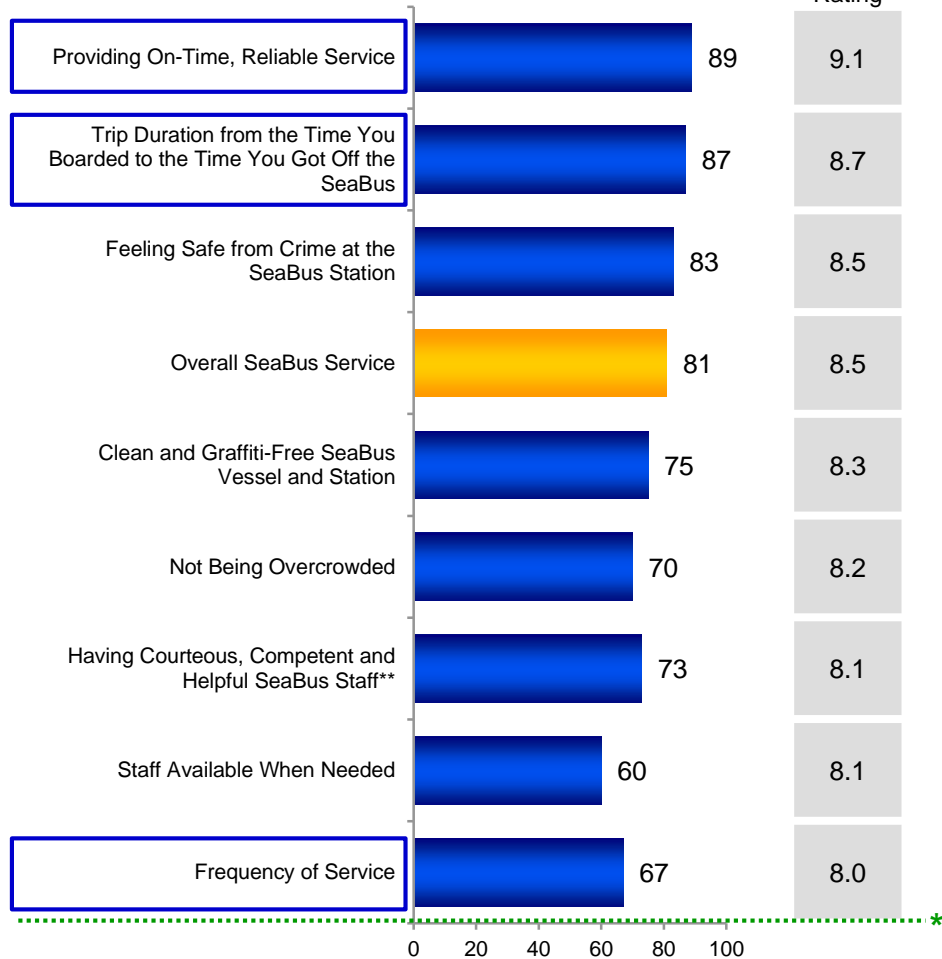
Key Drivers Needing Improvement*

- Not Being Overcrowded
 - Similar to previous quarters, Not Being Overcrowded (44%) shows relatively weaker performance compared to the other top key drivers.

Performance on SeaBus Attributes

% Good to Excellent (8-10)

Average Rating



 Top Key Driver
 Q1 2019 Base = 177 (SeaBus riders)

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

** Caution: Very small base size – only among SeaBus riders who spoke with staff (n=26)

SeaBus

- Eight-in-ten SeaBus riders (81%) continue to give good-to-excellent scores to the Overall SeaBus Service. The average score is the highest among all three transit modes (8.5 out of 10).
- All SeaBus attributes have earned an average score that is well above the 7.0 positive-performance threshold.
- Courteous, Competent and Helpful Staff is the only SeaBus service attribute that shows a drop in ratings this period (73%, down from 100% last quarter).

Performance on Top Key Drivers of SeaBus Overall Service

- On-Time, Reliable Service
 - On-Time Reliable Service continues to show the strongest performance at 89%.
- Trip Duration
 - Trip Duration also performs well, with 87% of SeaBus riders giving a high score, which is unchanged from Q1 and Q4 of 2018.
- Frequency of Service
 - Ratings for Frequency of Service (67%) are relatively lower compared to the other two top key drivers.

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 (49% versus 57%)
 - They are more likely to be a student (16% versus 5%)
 - They are more likely to hold a university degree (52% versus 45%)

Trip Purpose



- The two most common type of transit trips made by transit riders are “going to or from work” (48%) and “for entertainment or social reasons” (44%). However, mentions of work trips have dropped from a year ago.

Choice versus Captive



- The proportion of Choice riders (those with regular access to a vehicle) is at 64% while the proportion of Captive riders (those who do not have vehicle access) is at 35%.
- Compared to Captive riders, Choice riders continue to be older (35+), have higher household incomes (\$80K+), work full-time, hold a university degree, and have been a regular transit rider for a longer period of time.
- On the other hand, Captive riders are more likely to be younger (18-34), have lower household incomes (under \$40K), unemployed, take the Bus, reside in Vancouver, and have taken more transit trips in the past week.



The primary objectives of this project are to:

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

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



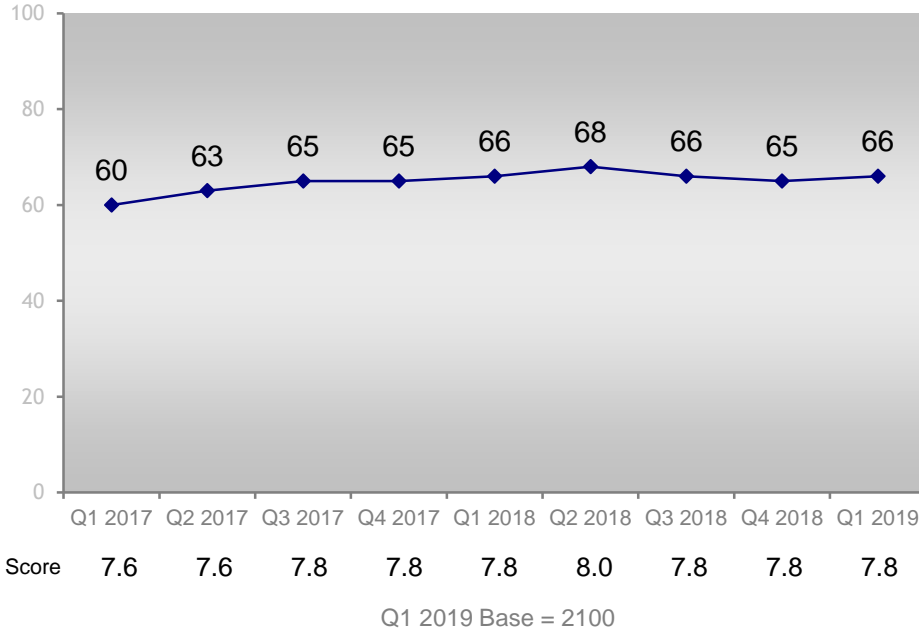
This section presents an evaluation of the overall transit system, followed by evaluation of each of the three transit modes. For the transit system overall and for each mode, results are presented for the following:

- Perceptions of Overall Service
- Perceptions of Specific Attributes



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

% Good to Excellent (8-10)



Overall Service

Overall Transit Service's performance is holding stable this quarter, with two-thirds of riders (66%) giving top ratings. The average score is unchanged at 7.8 out of 10.

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

Compared to their counterparts, Low/Medium Frequency riders are more likely to give top ratings to the Overall Transit Service.

Q1 2019 Regional Differences:

70% among Vancouver riders

53% among West Vancouver riders



Most Positive



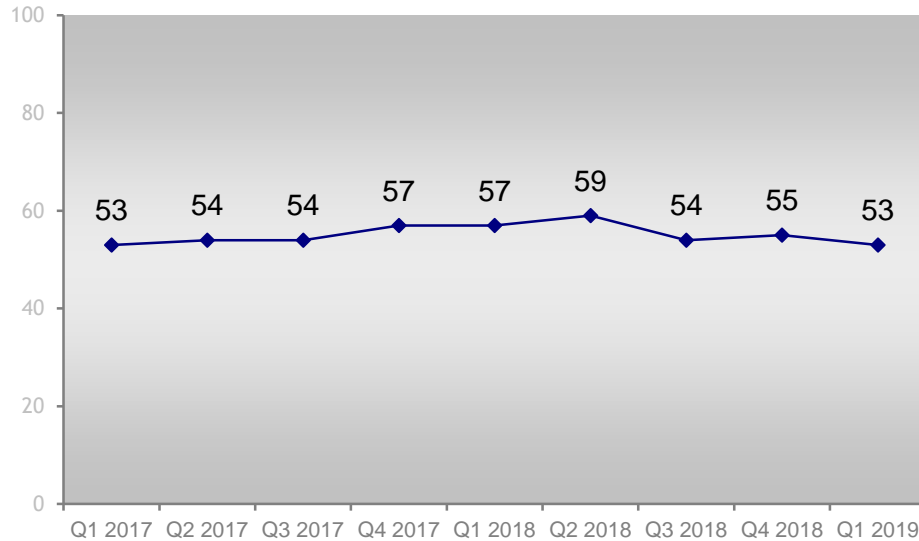
Least Positive



= Significant upward/downward shift

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

% Good to Excellent (8-10)



Avg Score 7.5 7.5 7.5 7.7 7.6 7.7 7.4 7.5 7.4

Q1 2019 Base = 2100

Value for Money

Over one-half of riders (53%) award good-to-excellent scores to Value for Money, which is down from a year ago. The average score is 7.4 out of 10.

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

Seniors (65+) tend to give a higher rating to this area compared to their younger counterparts.

Q1 2019 Regional Differences:

No significant regional differences

No significant regional differences



Top Key Driver



Most Positive



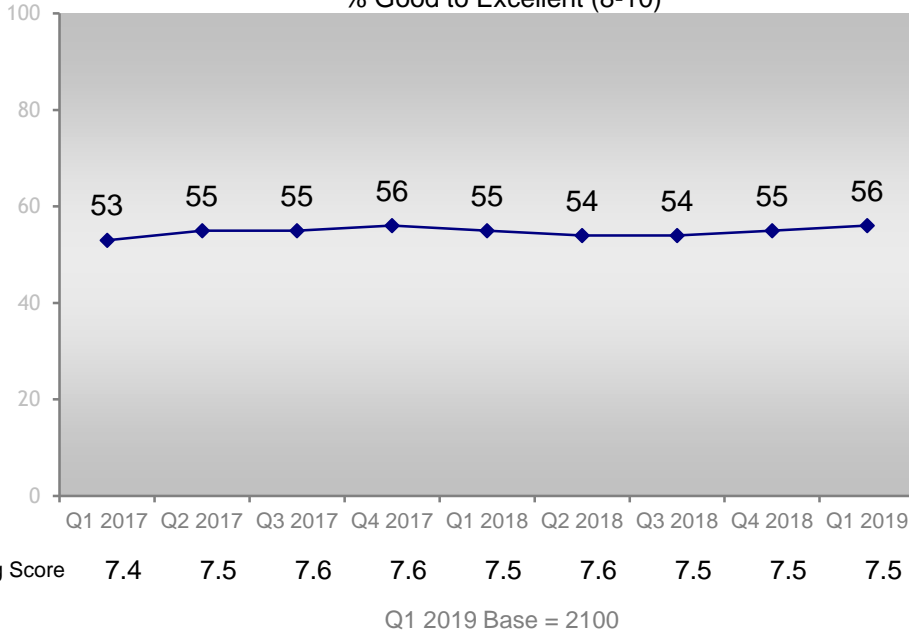
Least Positive



= Significant upward/downward shift

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

% Good to Excellent (8-10)



Convenient Hours

Scores for Convenient Hours have been steadily increasing over the last two quarters, from 54% in Q3 2018 to 56% to this period. This is a top-rated key driver, with an average score of 7.5 out of 10.

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

High/Medium Frequency users and seniors (65+) are more likely to give a score of 8 to 10 to this attribute.

Q1 2019 Regional Differences:

No significant regional differences

No significant regional differences

 Top Key Driver Most Positive Least Positive

 = Significant upward/downward shift

Good Connections

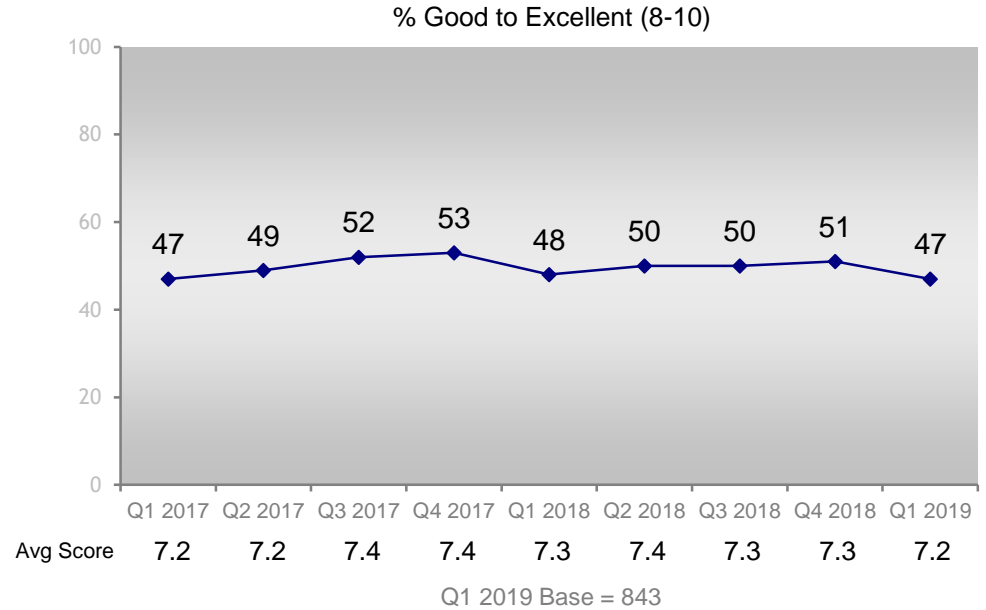
Q23AA. Again, thinking of the trip you take most often on transit, do you take more than one bus or transit mode?

Similar to historical trends, four-in-ten riders (41%) report taking more than one bus or transit mode on the trip that they take most often, especially among Captive riders, High/Medium Frequency users, Bus/SeaBus riders, 2-3 zone travelers, younger riders (18-24), school commuters, Compass Card users and those with a household income of less than \$40K.

Directionally down from last quarter, Good Connections is rated highly by 47% of those who have made connections. The average score is 7.2 out of 10. Those who are between the ages of 25 to 64 years old are more likely to give a lower score to this area.

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

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



Q1 2019 Regional Differences:

70% among West Vancouver riders

33% among North 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?

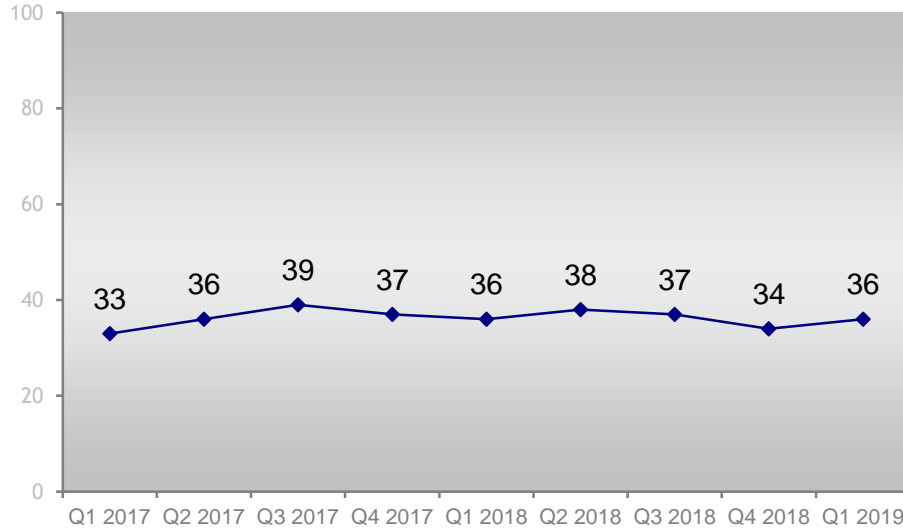
Enough Bus Shelters at Bus Stops

Marginally up from the previous quarter but unchanged from a year ago, Enough Bus Shelters at Bus Stops earns top scores from 36% of transit riders. This continues to be the weakest transit system attribute which earns an average score of 6.8 out of 10.

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

Bus riders and High/Medium Frequency users tend to award higher scores to this attribute.

% Good to Excellent (8-10)



Avg Score 6.7 6.8 6.9 6.8 6.8 6.9 6.8 6.7 6.8

Q1 2019 Base = 2100

Q1 2019 Regional Differences:

49% among West Vancouver riders

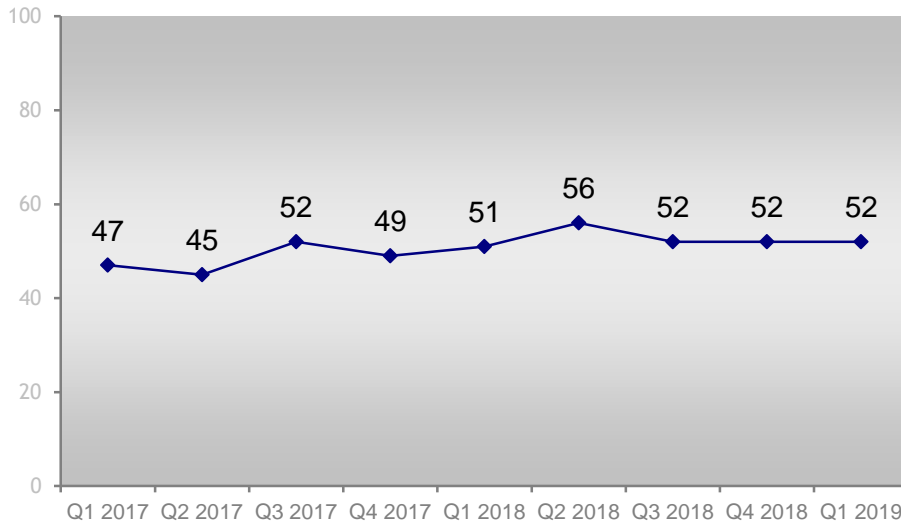
30% among Burnaby/New Westminster riders

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 7.5 7.4 7.4 7.6 7.4 7.4 7.4
Q1 2019 Base = 2100

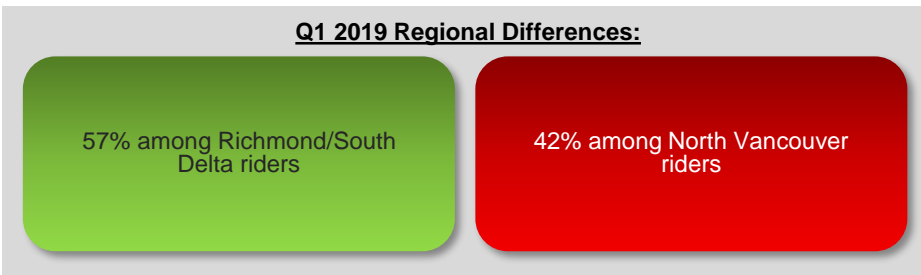
Adequacy of Transit Information at Stops and Stations

Performance of Adequacy of Transit Information at Stops and Stations is holding stable at 52% and the average score is 7.4 out of 10.

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

Younger riders and those who make an annual household income of less than \$40K are more likely to give a higher score to this area.

Q1 2019 Regional Differences:

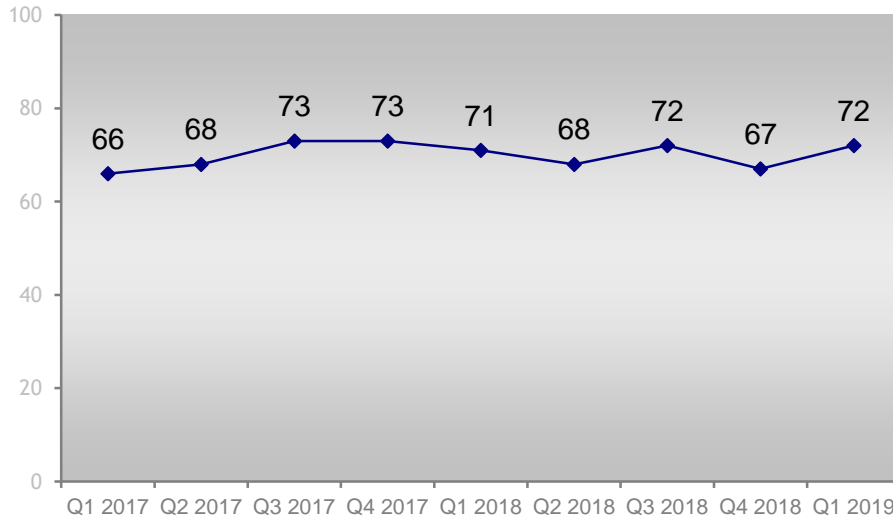


Most Positive Least Positive

= Significant upward/downward shift

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

% Good to Excellent (8-10)



Ease of Getting Information from the Telephone Information Line

One-in-ten transit riders (12%) continue to indicate that they have used the Telephone Information Line in the past three months, particularly among High Frequency users, Captive riders, Monthly Pass users and lower income earners (less than \$80K).

72% of those who have used the Telephone Line award top scores to Ease of Getting Information and the average score is 7.9 out of 10.

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

Riders who had spoken to a telephone information clerk are more likely to give a higher score to this area compared to those who heard full or partial automated information.

Avg Score 7.6 7.6 8.1 8.2 8.1 8.0 7.9 8.0 7.9
 Q2 2019 Base = 249 (used phone)

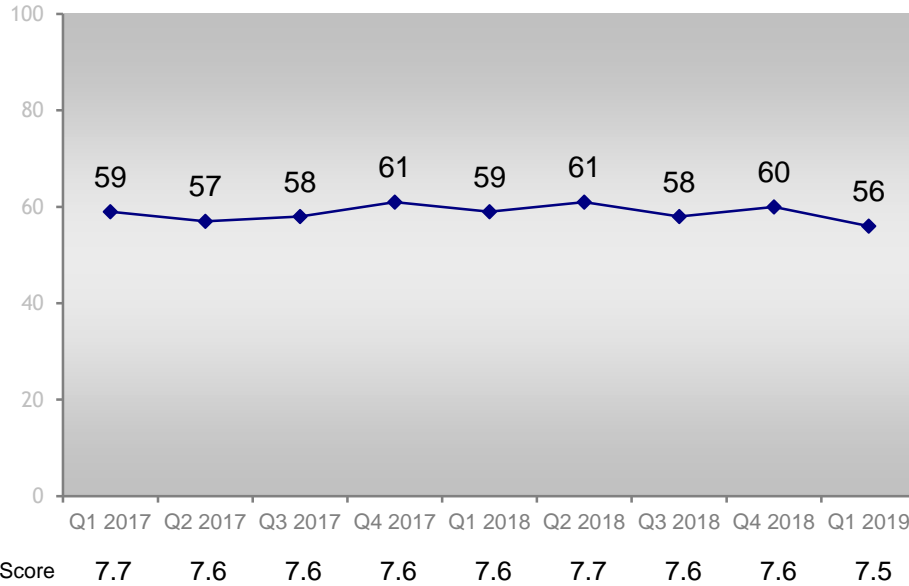
Spoke To Clerk	Call Was Automated	Clerk & Automated
Base = 129	Base = 43**	Base = 73*
% Good to Excellent (8-10)		
77%	69%	68%

● ● = Significant upward/downward shift

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

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

% Good to Excellent (8-10)



Q1 2019 Base = 1088 (used website)

Q1 2019 Regional Differences:

No significant regional differences

No significant regional differences

 Most Positive

 Least Positive

Ease of Finding Info on Website

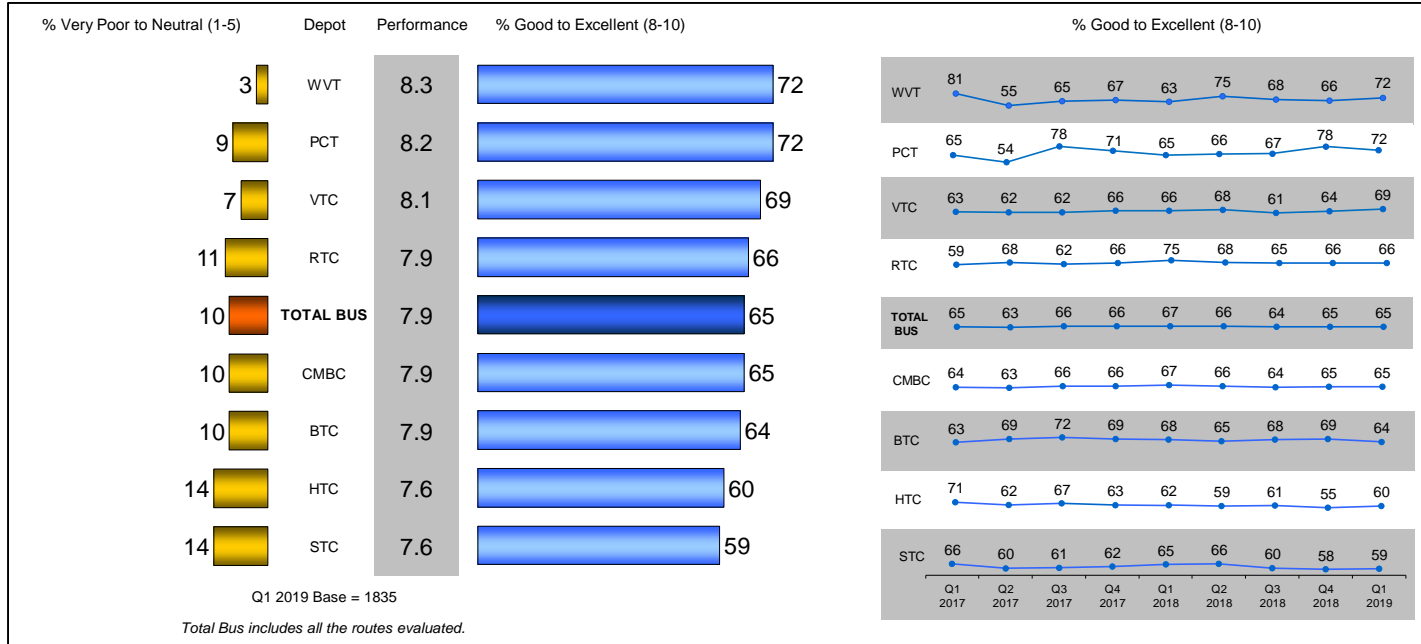
Over one-half of transit riders (52%) say that they have used TransLink's website over the past three months, especially among university graduates, work commuters, riders who are between 45 and 64 years of age and those who make an annual household income of \$40K or more.

Directionally down from both Q1 and Q4 of 2018, 56% of those who have used the website give good-to-excellent scores to Ease of Finding Information. The average score is 7.5 out of 10. Those who are between the ages of 45 and 64 years old and make more than \$40K are less likely to award top scores to this attribute.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	- 4%	- 3%

 = Significant upward/downward shift

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



Top Scoring Route
#9
8.5

Lowest Scoring Routes*
#240 #246
7.4 7.4

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

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

Bus Service Overall

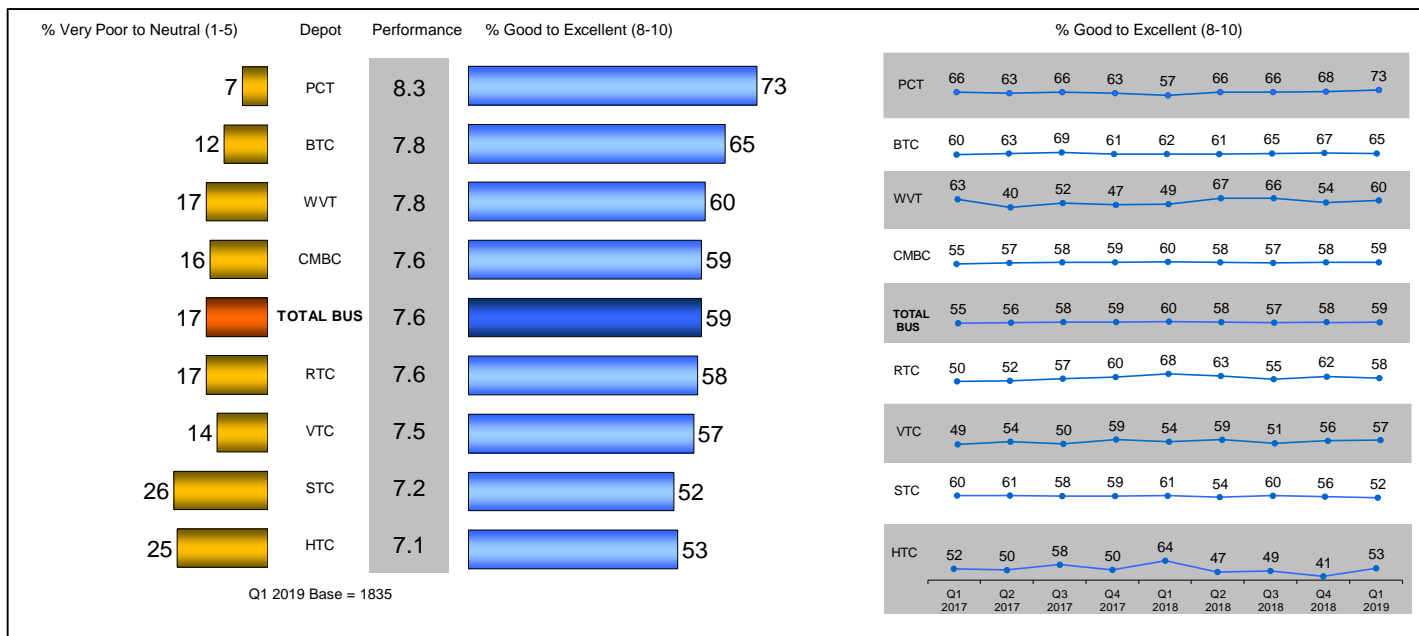
Two-thirds of bus riders (65%) continue to give top ratings to the Overall Bus Service and the average score is 7.9 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	0%	- 2%
RTC	0%	- 9%

= Significant upward/downward shift

Notes: Depots are shown if there are any significant changes from last quarter or last year.

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



Top Scoring Route
#351
8.5

Lowest Scoring Routes*
#16
6.6

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

 Top Key Driver

On-Time Reliable Service

On-Time Reliable Service is rated highly by six-in-ten bus riders (59%), which is a top key driver for Overall Bus Service. The average score is 7.6 out of 10.

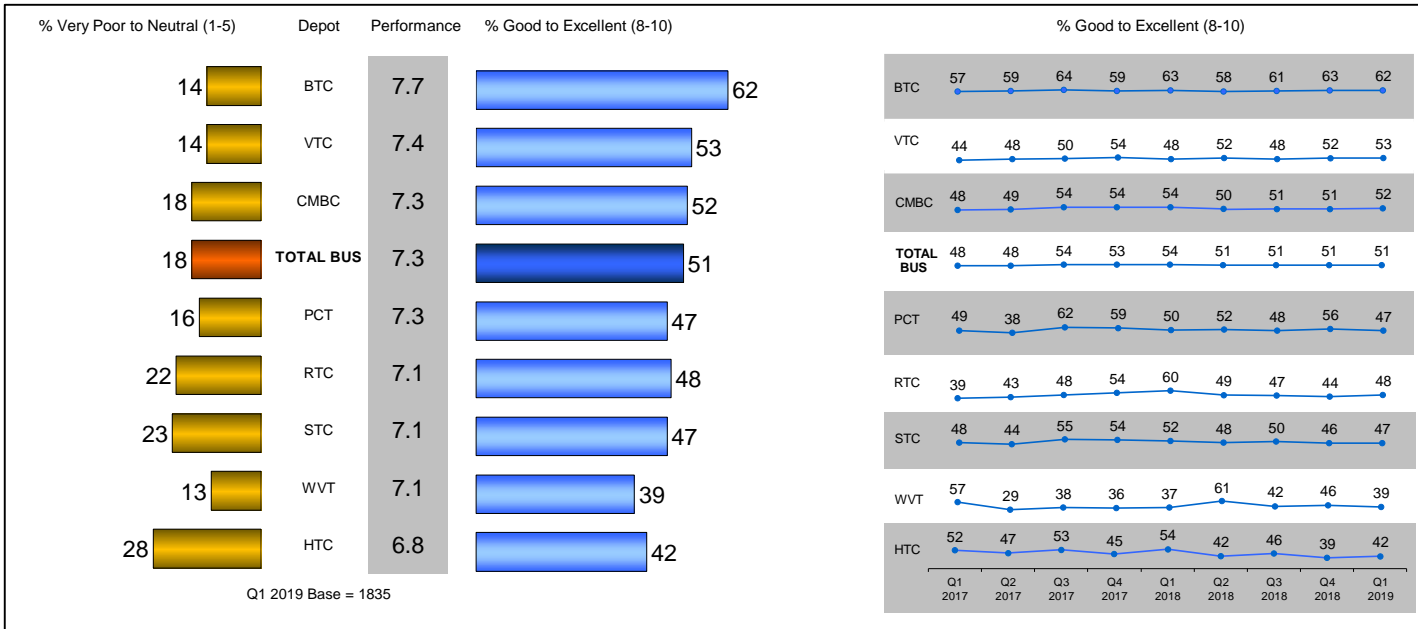
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	- 1%
PCT	+ 5%	+ 16%
RTC	- 4%	- 10%
HTC	+ 12%	- 11%

= Significant upward/downward shift

Notes: Depots are shown if there are any significant changes from last quarter or last year.

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
8.6

Lowest Scoring Route
#601 #16 #246
6.4 6.4 6.0

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

Frequency of Service

In-line with last quarter but directionally down from a year ago, Frequency of Service (another top key driver) earns good-to-excellent scores from one-half of bus riders (51%). The average score remains stable at 7.3 out of 10.

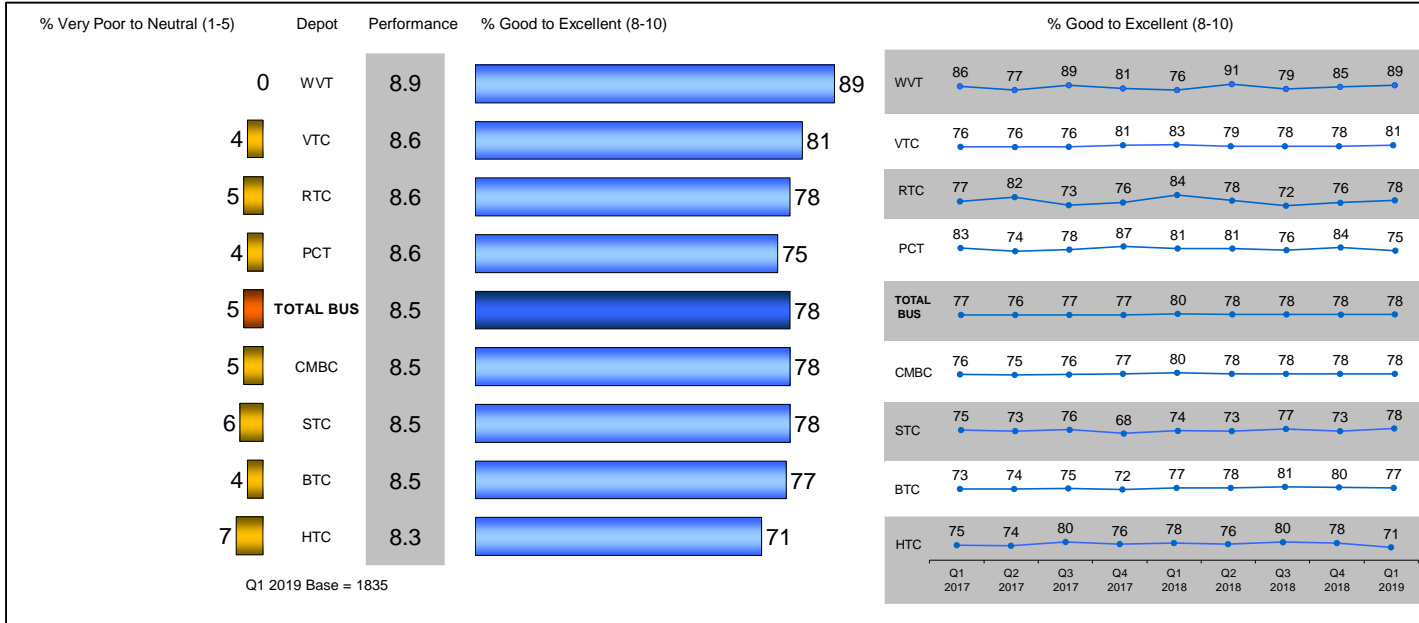
Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total Bus	0%	- 3%
RTC	+ 4%	- 12%
HTC	+ 3%	- 12%

Top Key Driver

= Significant upward/downward shift

Notes: Depots are shown if there are any significant changes from last quarter or last year.

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



Top Scoring Routes

#9	#250	#246
9.0	9.0	9.0

Lowest Scoring Route*

#2	#25	#240	#16
8.3	8.3	8.3	8.3

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

 Top Key Driver

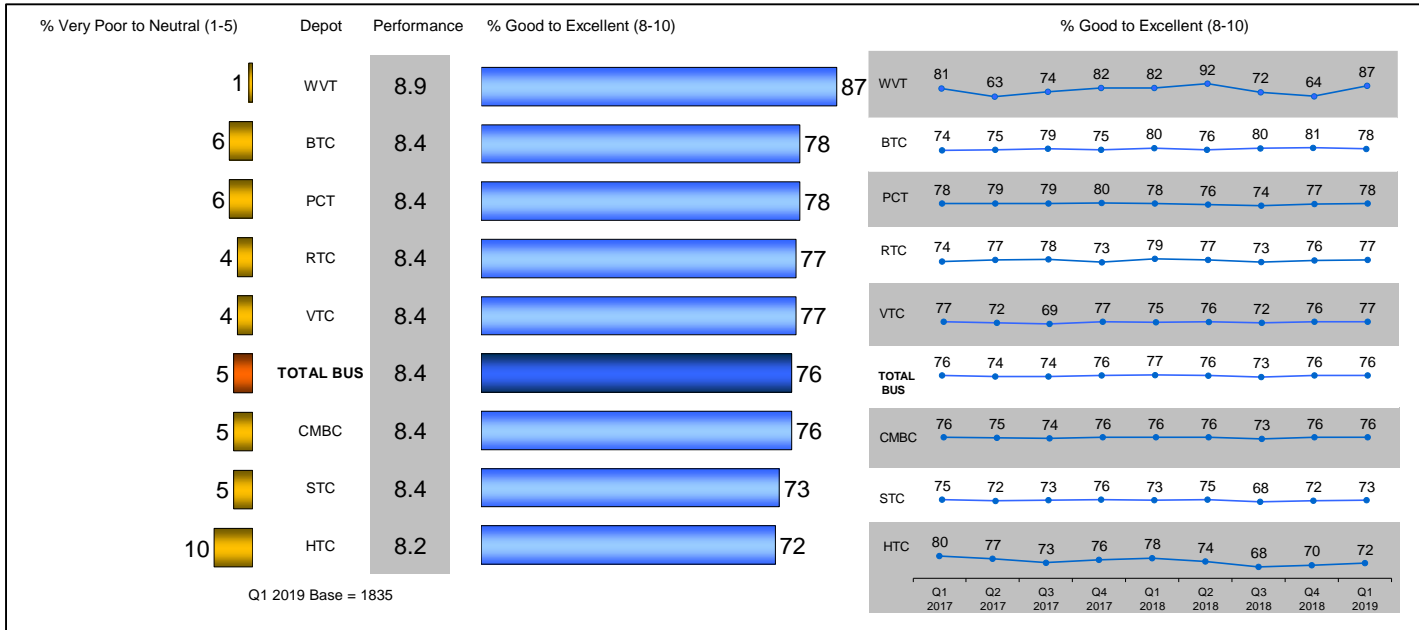
Being the highest-rated top key driver of Overall Bus Service, Courteous Bus Operator earns top scores from close to eight-in-ten bus riders (78%). The average score remains strong at 8.5 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	0%	- 2%
WVT	+ 4%	+ 13%

= Significant upward/downward shift

Notes: Depots are shown if there are any significant changes from last quarter or last year.

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 Route
#250
9.0

Lowest Scoring Route*
#246 #601
7.9 7.9

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

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

Trip Duration

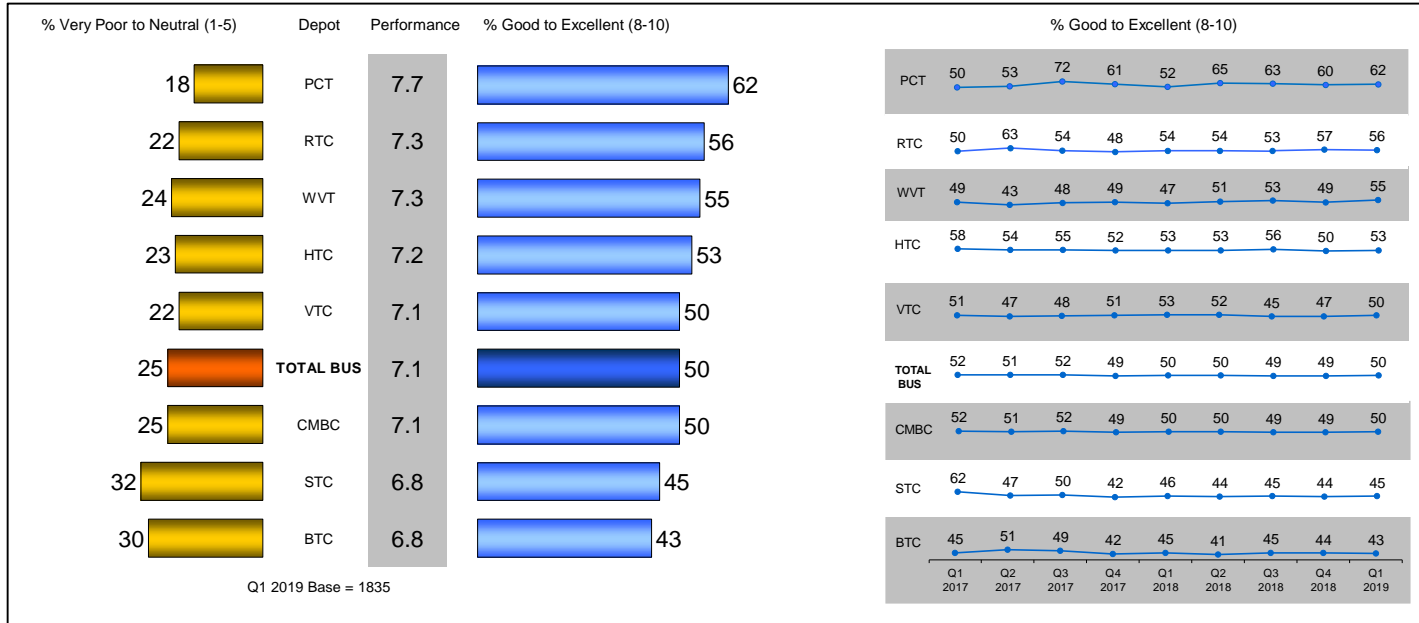
Consistent with Q1 and Q4 of 2018, three-quarters of bus riders (76%) give a score of 8 to 10 to Trip Duration. The average score is strong at 8.4 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	0%	- 1%
WVT	+ 23%	+ 5%

= Significant upward/downward shift

Notes: Depots are shown if there are any significant changes from last quarter or last year.

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
8.0

Lowest Scoring Route
#240
5.6

Time Period Receiving Higher Ratings

- No particular time period is singled out.

Not Being Overcrowded

One-half of bus riders (50%) continue to give good-to-excellent scores to another top key driver, Not Being Overcrowded and the average score is 7.1 out of 10.

Top Key Driver

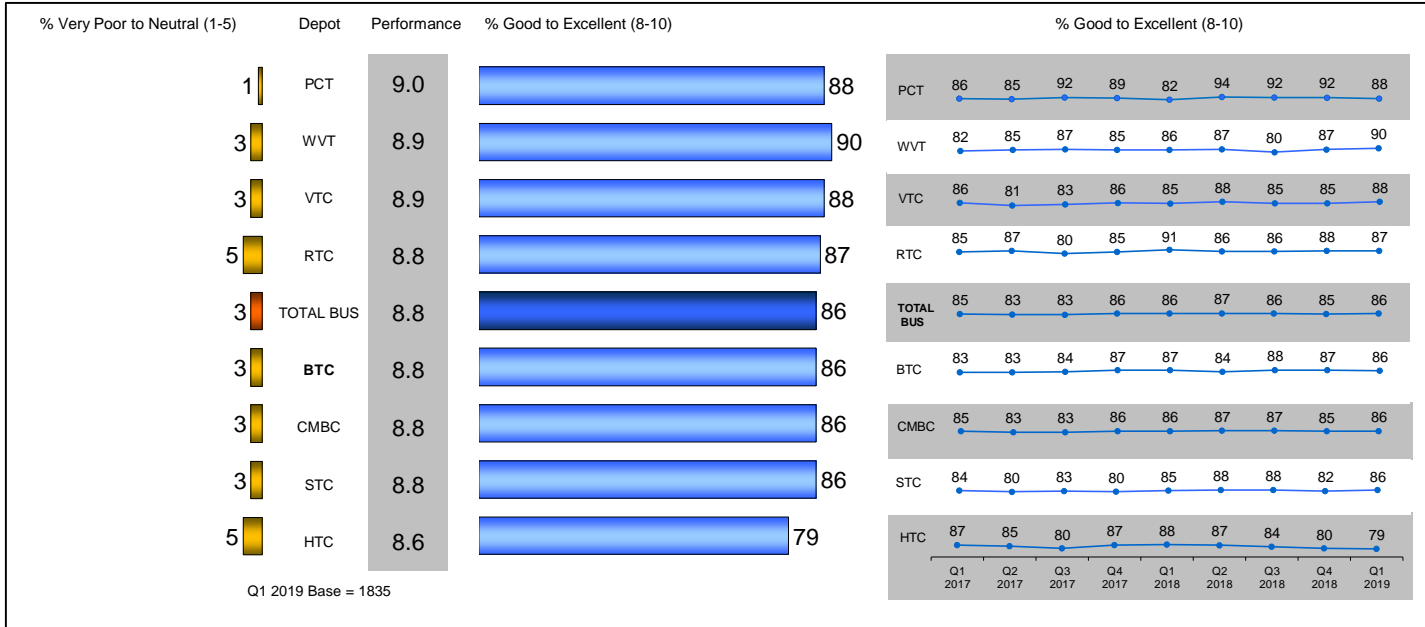
Good-to-Excellent ratings compared to:

	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total Bus	+ 1%	0%

= Significant upward/downward shift

Notes: Depots are shown if there are any significant changes from last quarter or last year.

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	#9	#49
9.0	9.0	9.0

Lowest Scoring Route*

#351	#2	#240
8.7	8.7	8.7

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Safe and Professional Bus Operator

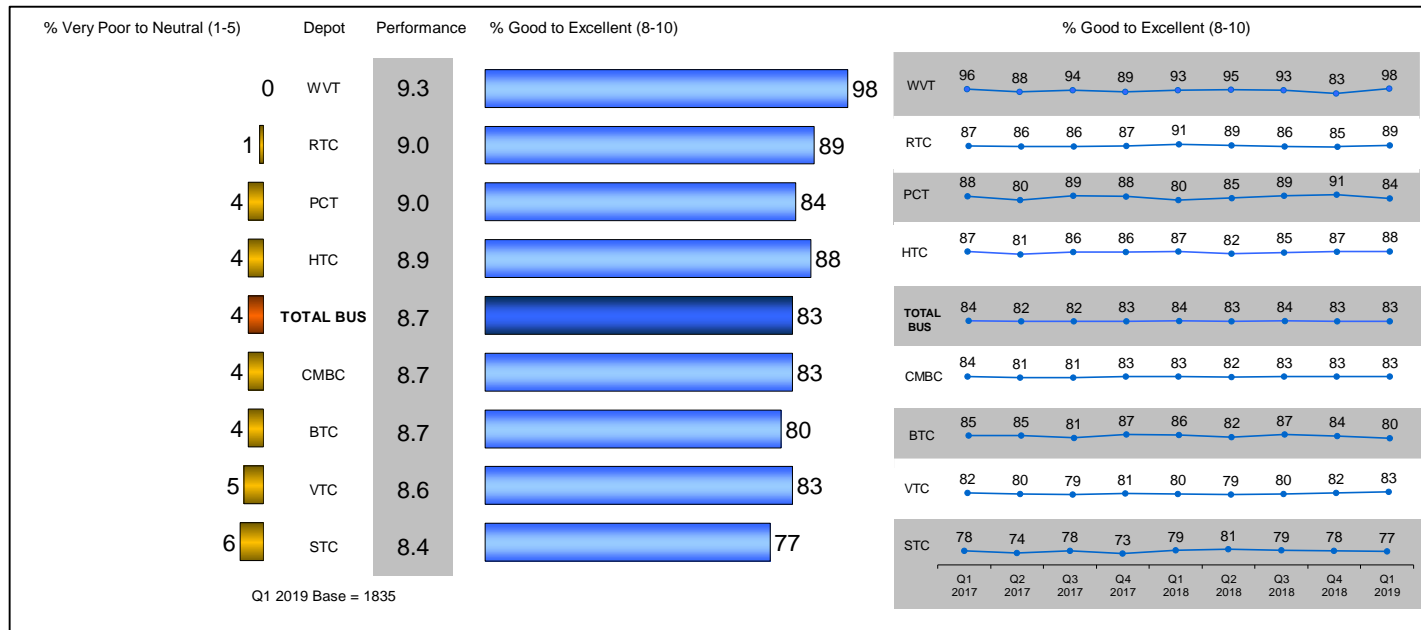
A large majority of bus riders (86%) award top scores to Safe and Professional Bus Operator and the average score remains high at 8.8 out of 10.

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

= Significant upward/downward shift

Notes: Depots are shown if there are any significant changes from last quarter or last year.

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 Routes
#250
9.4

Lowest Scoring Route*
#20
8.1

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Feeling Safe from Crime On Board the Bus

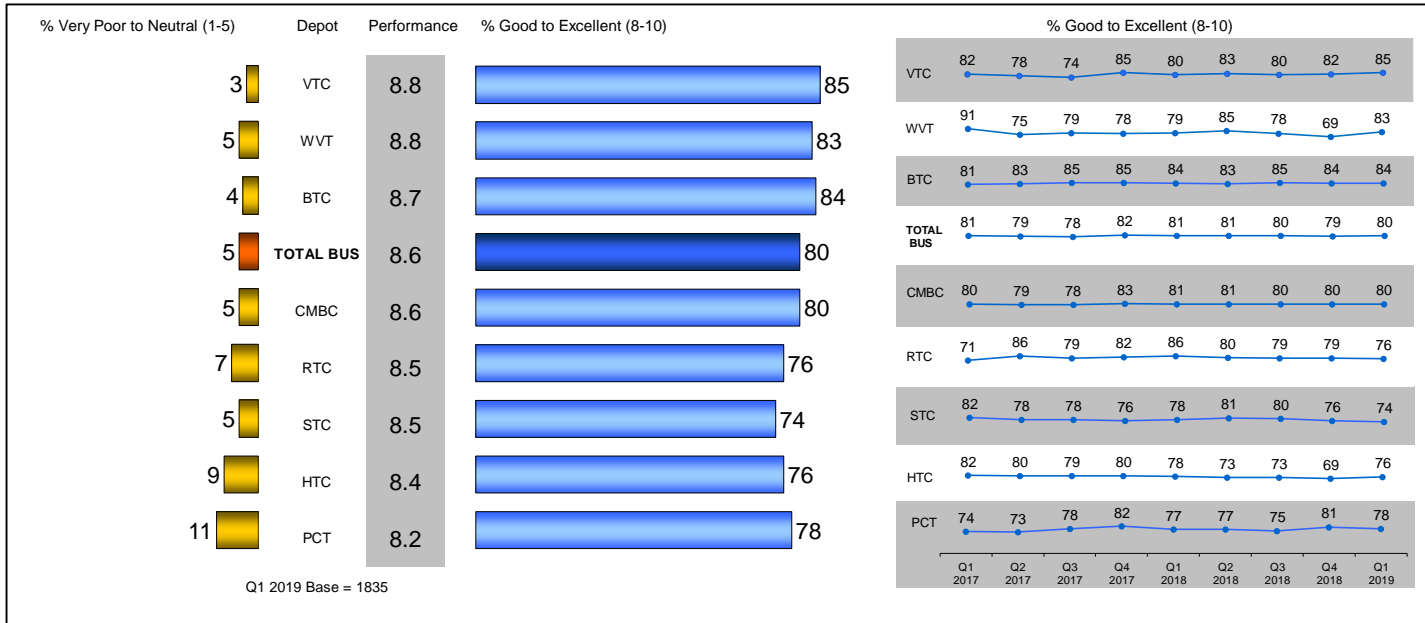
Feeling Safe from Crime On Board the Bus earns a score of 8 to 10 from 83% of bus riders, and the average score is strong at 8.7 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	0%	- 1%
WVT	+ 15%	+ 5%
BTC	- 4%	- 6%

○ ○ = Significant upward/downward shift

Notes: Depots are shown if there are any significant changes from last quarter or last year.

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



Top Scoring Route

#9 #2

9.1 9.1

Lowest Scoring Route*

#601

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.

Having a Direct Route

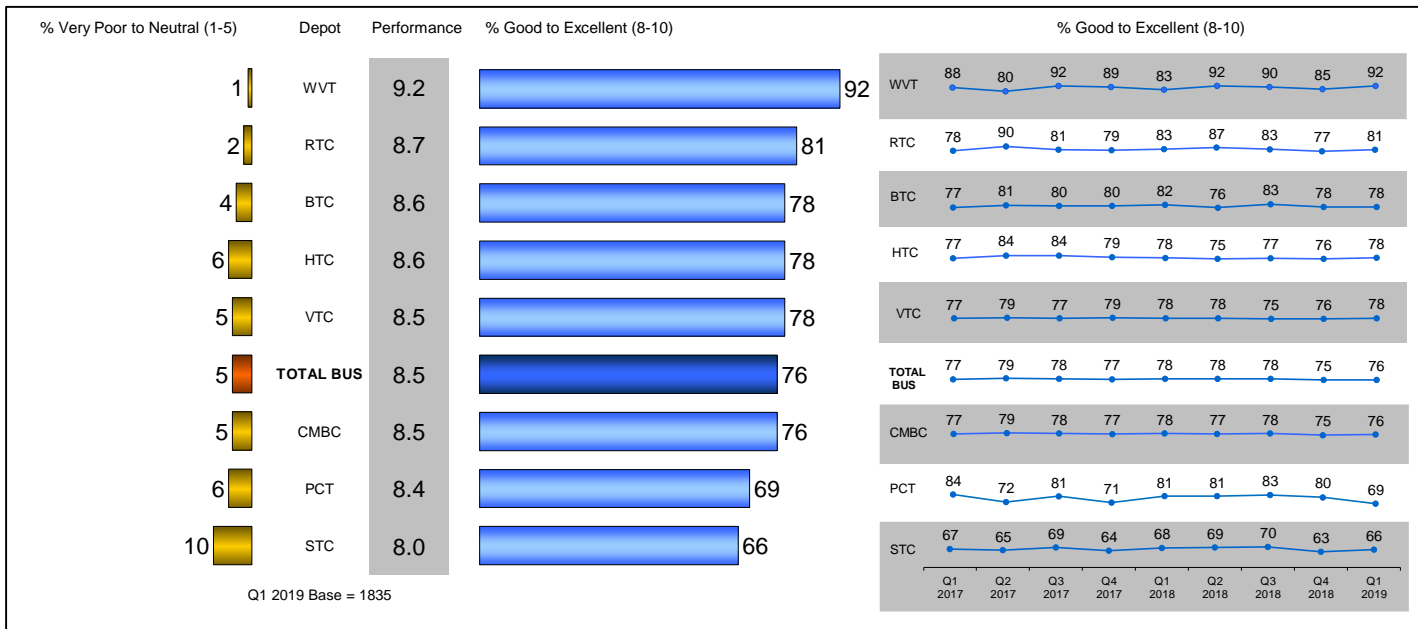
Eight-in-ten bus riders (80%) award top scores to Having a Direct Route, which is consistent with historical waves. The average score is high at 8.6 out of 10.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total Bus	+ 1%	- 1%
VTC	+ 3%	+ 5%
WVT	+ 14%	+ 4%
RTC	- 3%	- 10%

= Significant upward/downward shift

Notes: Depots are shown if there are any significant changes from last quarter or last year.

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
#250
9.1

Lowest Scoring Route*
#20
8.2

Time Period Receiving Lower Ratings
• Weekends and Holidays

* 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

Three-quarters of bus riders (76%) continue to give top ratings to Feeling Safe from Crime at Stops or Exchanges. The average score remains to be strong at 8.5 out of 10.

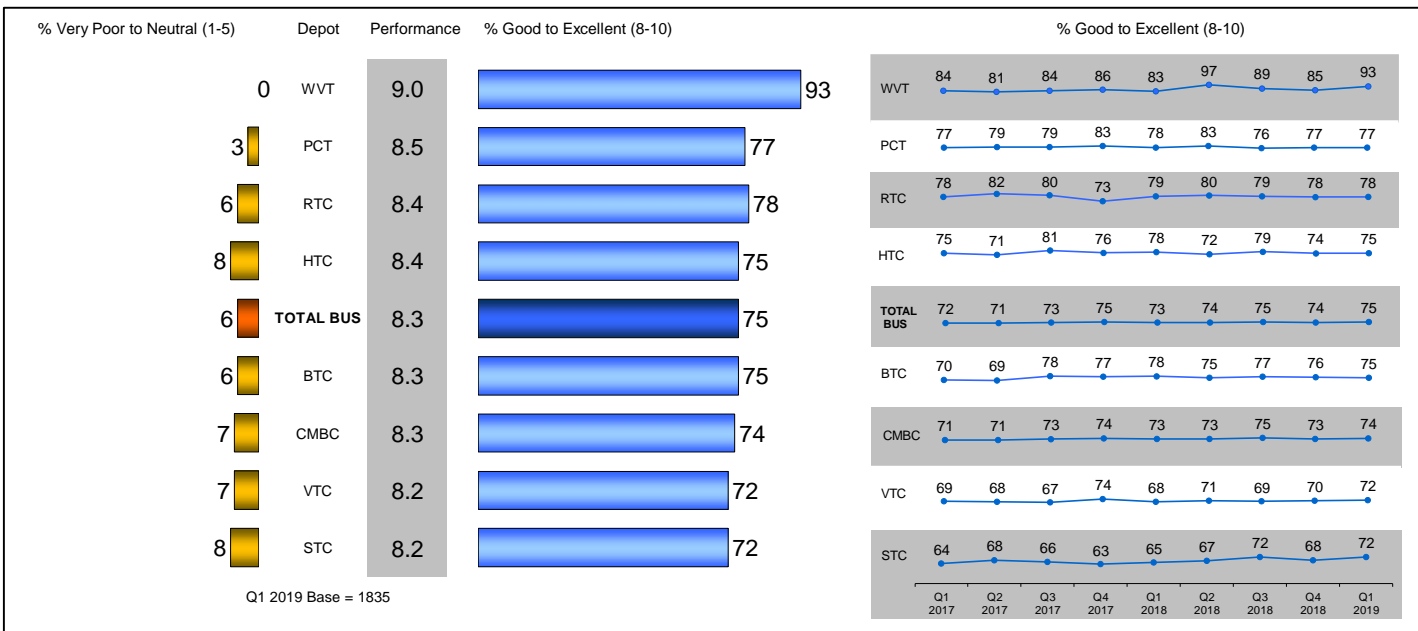
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	- 2%
WVT	+ 7%	+ 9%
PCT	- 11%	- 12%

= Significant upward/downward shift

Notes: Depots are shown if there are any significant changes from last quarter or last year.

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
#601
9.1

Lowest Scoring Route*
#16 #20
7.6 7.6

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

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

Clean and Graffiti-Free Buses

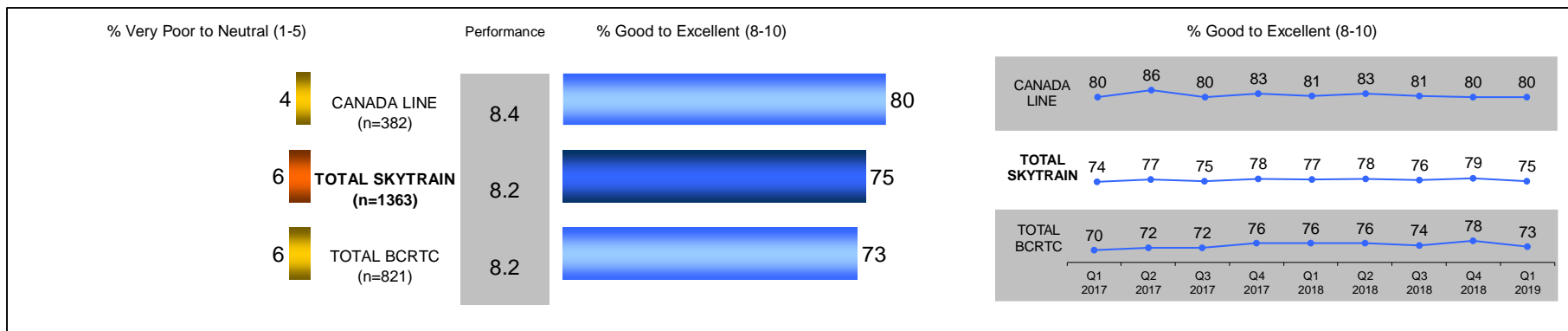
Consistent with last quarter and the same quarter a year ago, Clean and Graffiti-Free Buses earns high scores from three-quarters of bus riders (75%). The average score is unchanged at 8.3 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	+ 2%
WVT	+ 8%	+ 10%

= Significant upward/downward shift

Notes: Depots are shown if there are any significant changes from last quarter or last year.

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

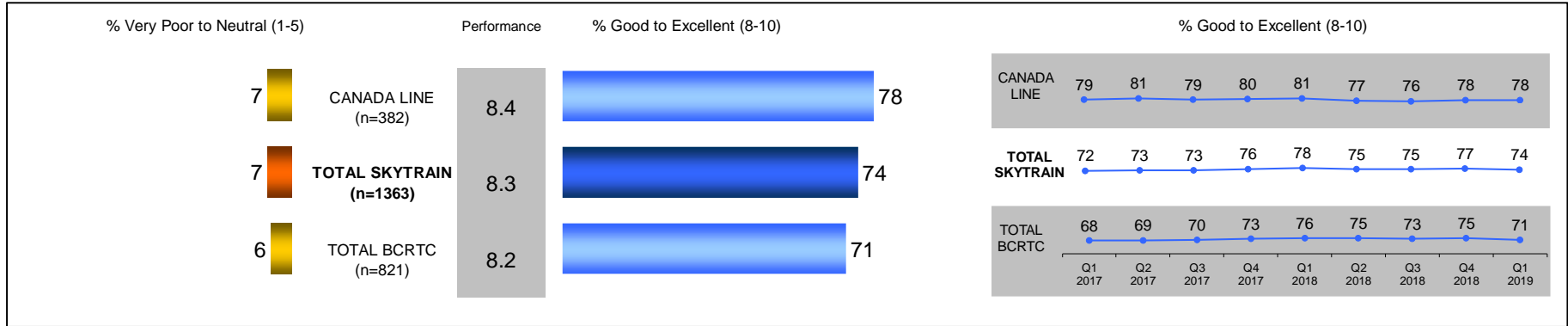
Down from last quarter but in-line with a year ago, Overall SkyTrain Service is rated highly by 75% of SkyTrain riders. The average score has dropped slightly to 8.2 out of 10 this period.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	- 4%	- 2%
Total BCRTC:	- 5%	- 3%
Canada Line:	0%	- 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

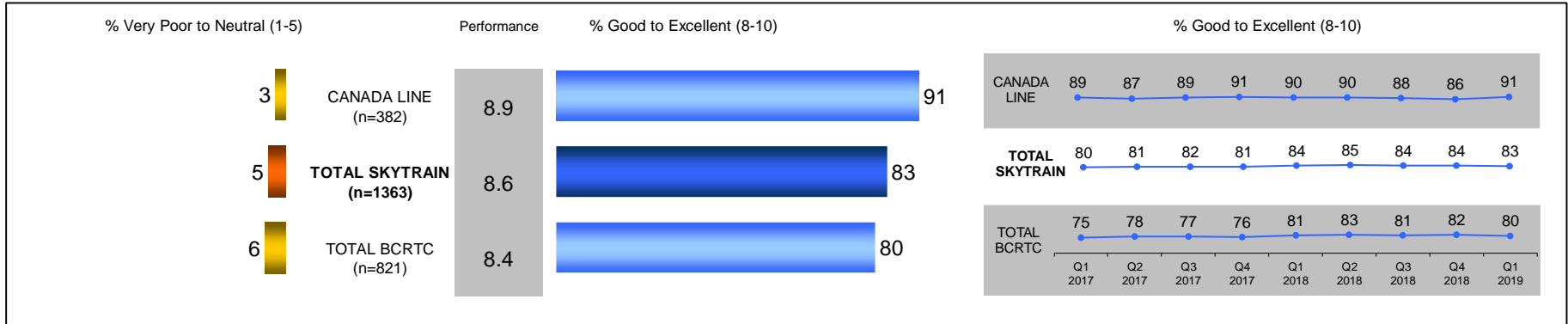
Frequency of Service

Frequency of Service, a top key driver of Overall SkyTrain Service, earns top scores from three-quarters of SkyTrain riders (74%), which is down from a year ago. The average score remains stable 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:	- 3%	- 4%
Total BCRTC:	- 4%	- 5%
Canada Line:	0%	- 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

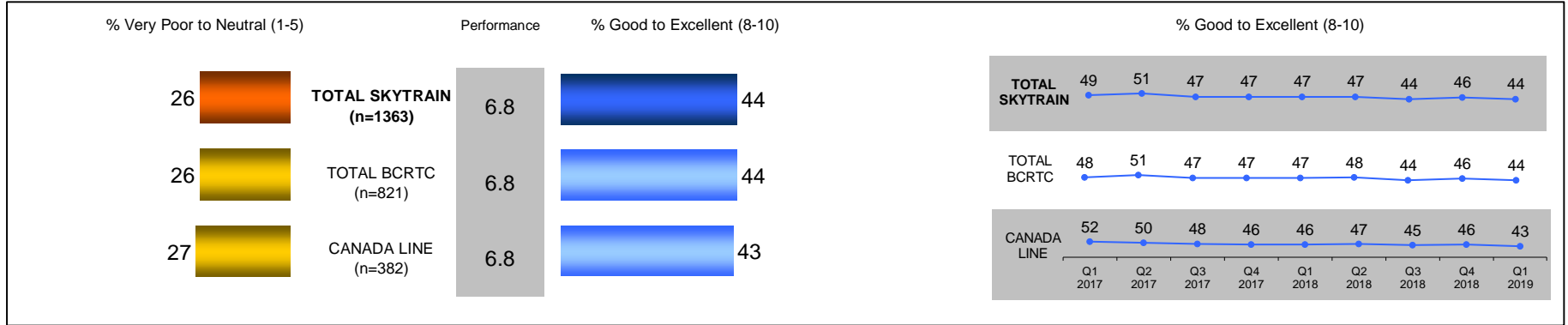
On-Time, Reliable Service

Another top key driver, On-Time, Reliable Service continues to receive high scores from 83% of SkyTrain riders. The average score is 8.6 out of 10, which makes it one of the highest-rated SkyTrain attributes.

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

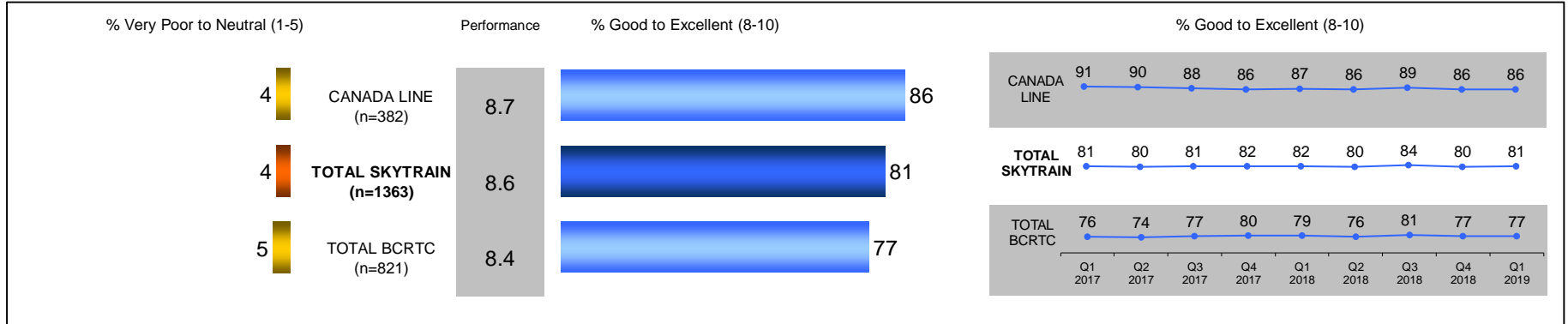
Not Being Overcrowded

Scores for another top key drive, Not Being Overcrowded (44%) have directionally gone down from a year ago and its average score continues to be performing under the positive performance threshold 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:	- 2%	- 3%
Total BCRTC:	- 2%	- 3%
Canada Line:	- 3%	- 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

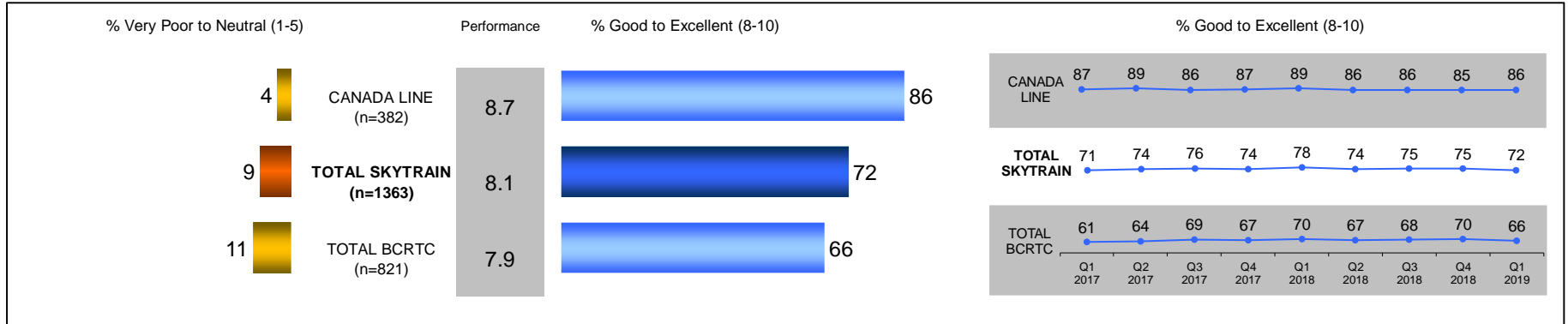
Feeling Safe from Crime On Board SkyTrain

In-line with previous quarters, Feeling Safe from Crime On Board SkyTrain (a top key driver) earns good-to-excellent scores from 81% of SkyTrain riders this period. Its average score is stable at 8.6 out of 10.

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



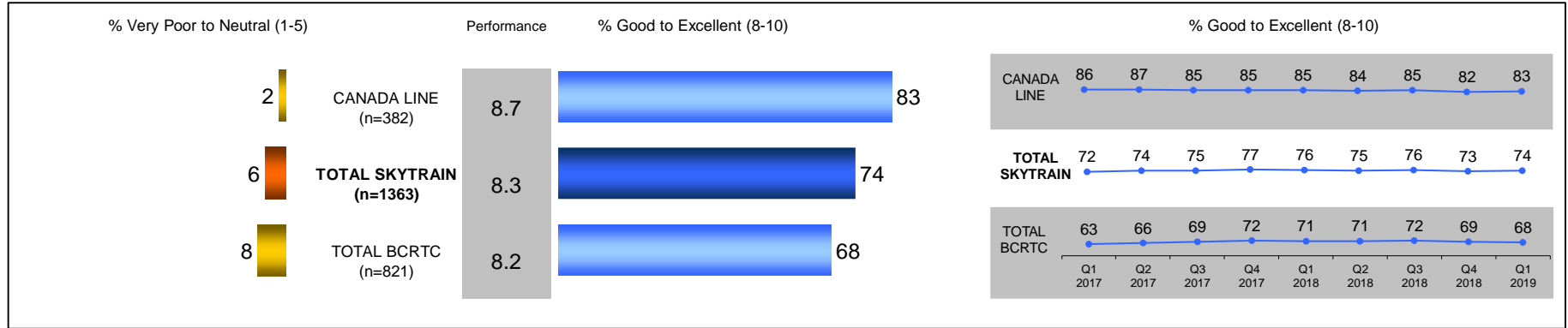
Clean and Graffiti-Free SkyTrain Cars and Stations

Seven-in-ten SkyTrain riders (72%) award top scores to Clean and Graffiti-Free SkyTrain Cars and Stations, which is down from the same period a year ago. The average score has also dropped from 8.3 out of 10 in Q1 2018 to 8.1 out of 10 this quarter.

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

= Significant upward/downward shift

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



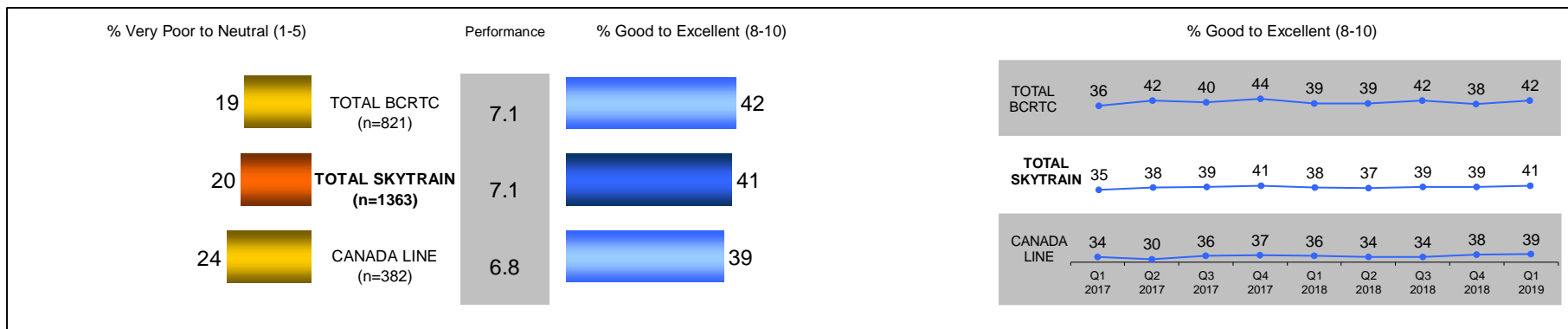
Feeling Safe from Crime Inside the SkyTrain Station

Three-quarters of SkyTrain riders (74%) give top ratings to Feeling Safe from Crime Inside the SkyTrain Station, which is similar to historical trends. 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%	- 2%
Total BCRTC:	- 1%	- 3%
Canada Line:	+ 1%	- 2%

= Significant upward/downward shift

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



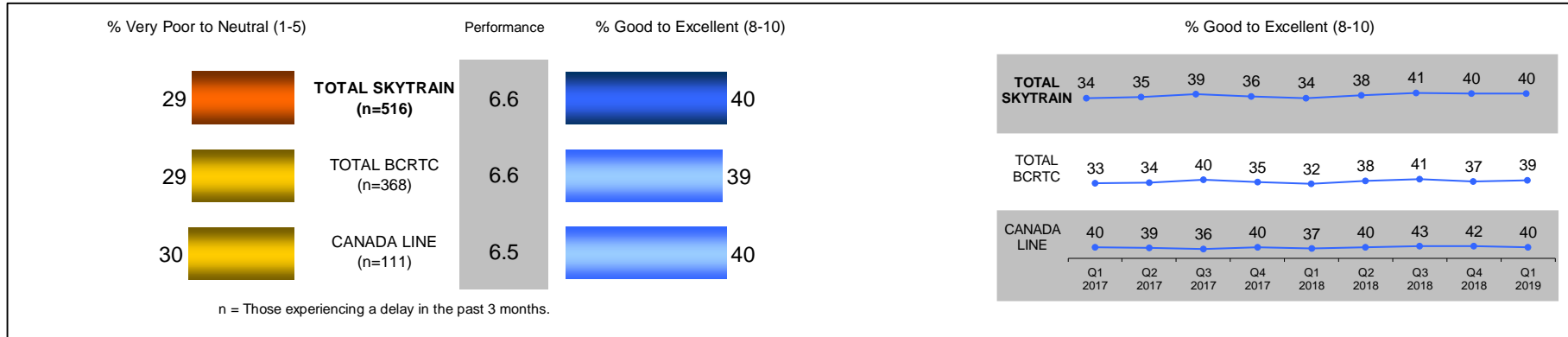
Staff Available When Needed

Staff Availability is rated highly by 41% of SkyTrain riders, which has been trending up over the last three quarters. The average score is unchanged at 7.1 out of 10. However, 18% of SkyTrain riders were unable to answer to this question.

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

= 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

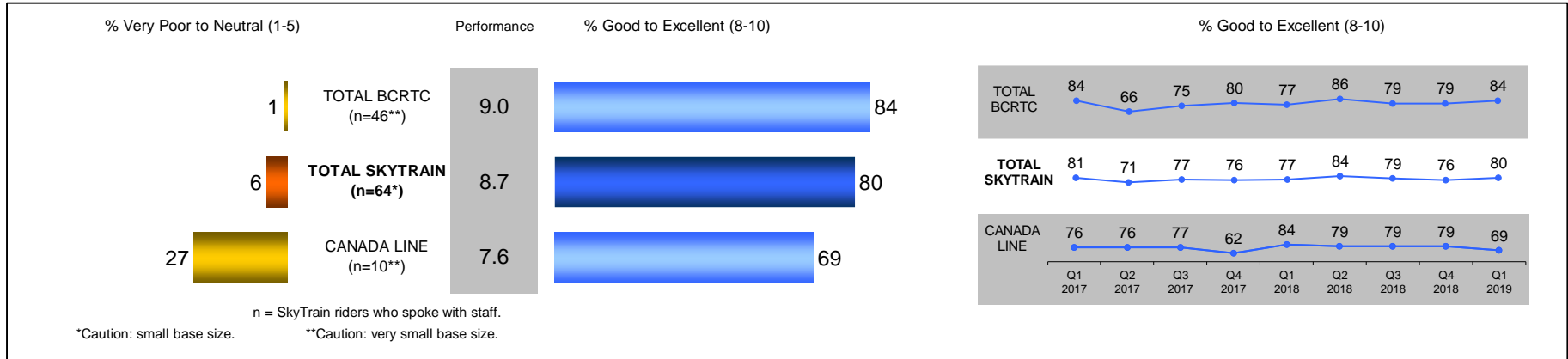
Up from a year ago, four-in-ten SkyTrain riders (42%) report experiencing a delay on the SkyTrain in the past three months. BCRTC riders continue to be more likely than Canada Line riders to experience delays (49% versus 32%).

Also increased from Q1 2018, 40% of those who have experienced a delay give top scores to Delays are Announced and Explained. The average score is below the positive performance threshold at 6.6 out of 10. This continues to be the lowest-rated SkyTrain service attribute.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	0%	+ 6%
Total BCRTC:	+ 2%	+ 7%
Canada Line:	- 2%	+ 3%

= Significant upward/downward shift

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



Courteous, Competent and Helpful SkyTrain Staff

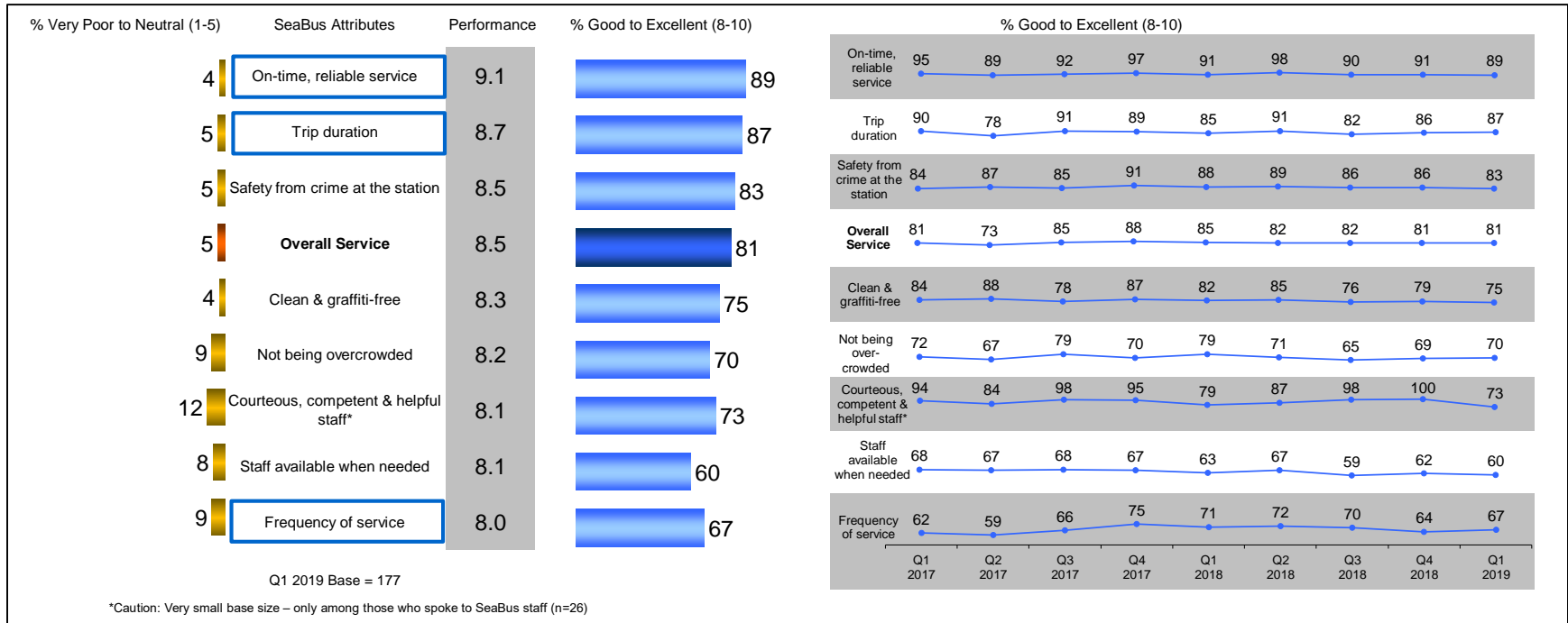
Unchanged from previous waves, only a very small proportion of SkyTrain riders (4%) say they have spoken with a SkyTrain staff this period.

Among those who have interacted with staff, eight-in-ten (80%) continue to give a high score to Courteous, Competent and Helpful SkyTrain Staff. The average score is holding stable at 8.7 out of 10.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	+ 4%	+ 3%
Total BCRTC:	+ 5%	+ 7%
Canada Line:	- 10%	- 15%

● ● = Significant upward/downward shift

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



SeaBus

Eight-in-ten SeaBus riders (81%) award top ratings to the Overall SeaBus Service, which is consistent with last quarter and a year ago. The average score has been trending downward from 8.8 in Q4 2017 to 8.5 this period. All SeaBus attributes meet the 7.0 threshold for positive performance.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Overall SeaBus Service	0%	- 4%
Courteous, Competent & Helpful Staff	- 27%	- 6%

= Significant upward/downward shift

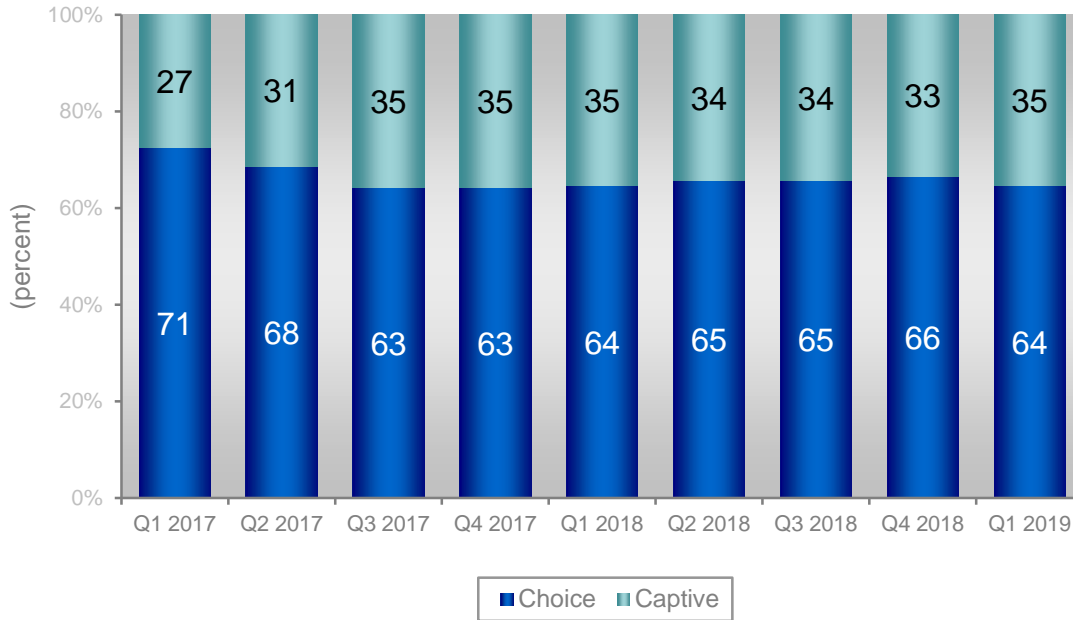
Note: SeaBus ratings are based on a small sample size and typically require a difference of 10 percentage points to be considered statistically significant.



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

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

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



Q1 2019 Base = 2100

Choice Versus Captive

Two-thirds of transit users (64%) continue to fall into the category of Choice riders, meaning they have access to a vehicle on a regular basis.

The remaining one-third of riders (35%) are known as Captive riders; they are the ones who do not have regular access to a vehicle.

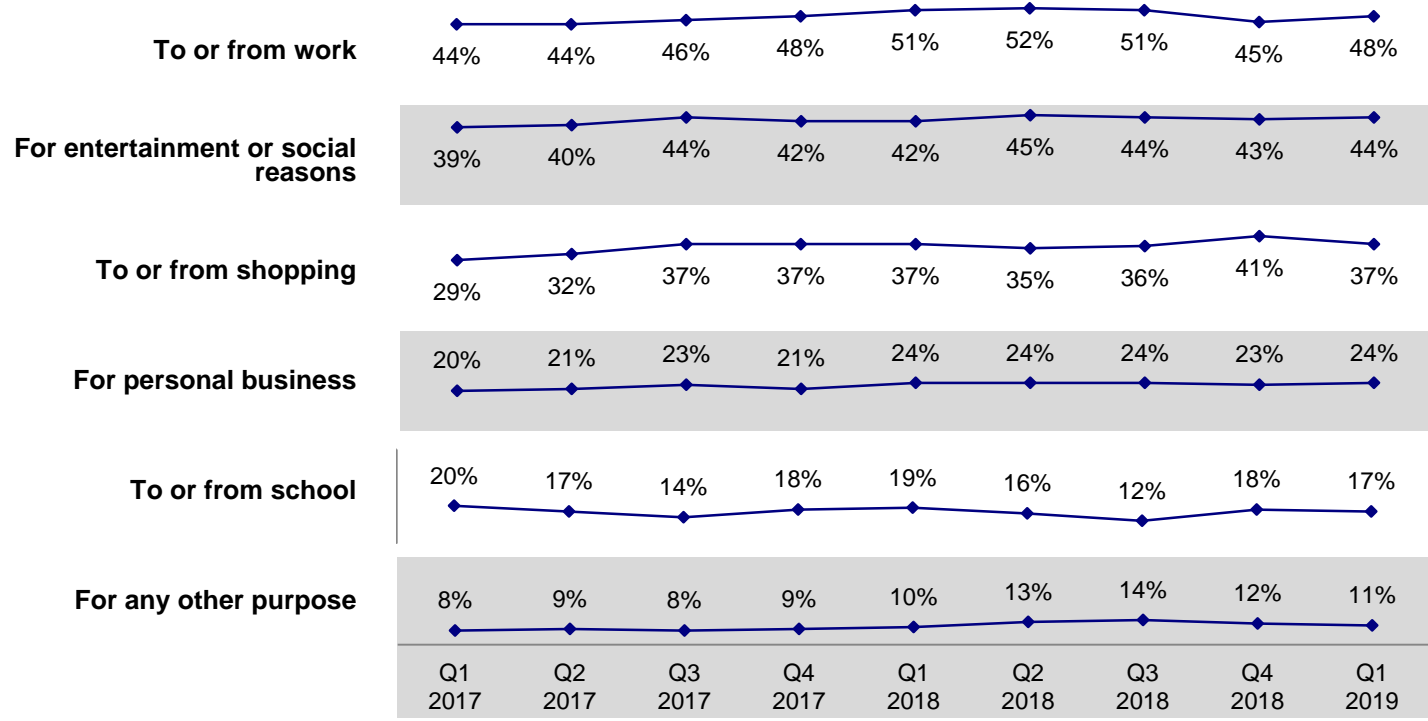
When compared to Captive riders, Choice riders are more likely to be 35 years of age or older, work full-time, university graduates, higher income earners (\$80K+), and have taken transit for a longer period of time.

In comparison, Captive riders tend to be younger (18-34 years old), unemployed, lower income earners (under \$40K), ride the Bus, reside in Vancouver 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



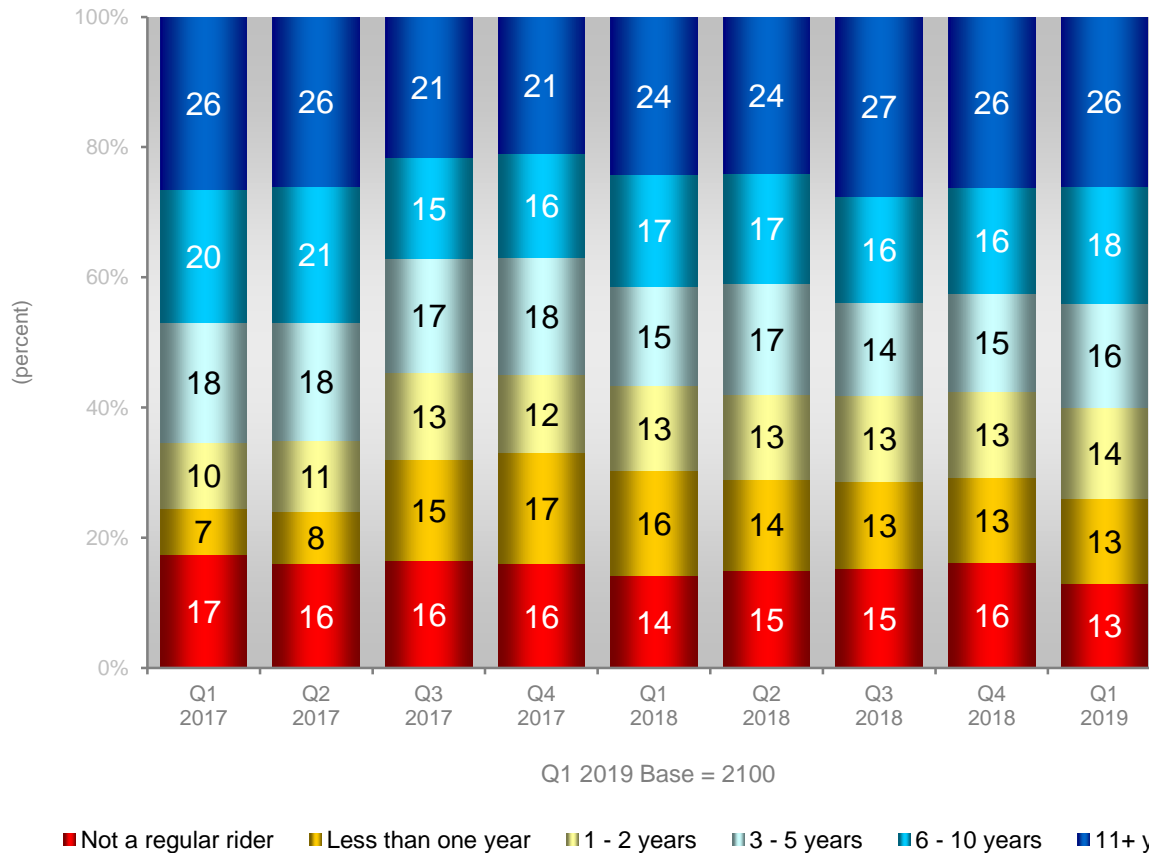
Q1 2019 Base = 2100

Trip Purpose

Work purposes (48%, down from a year ago) and entertainment purposes (44%) are the two main reasons for riders to be making transit trips.

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

Avg. # of Years	11.4	11.0	9.6	9.1	9.7	10.0	11.0	10.5	10.5
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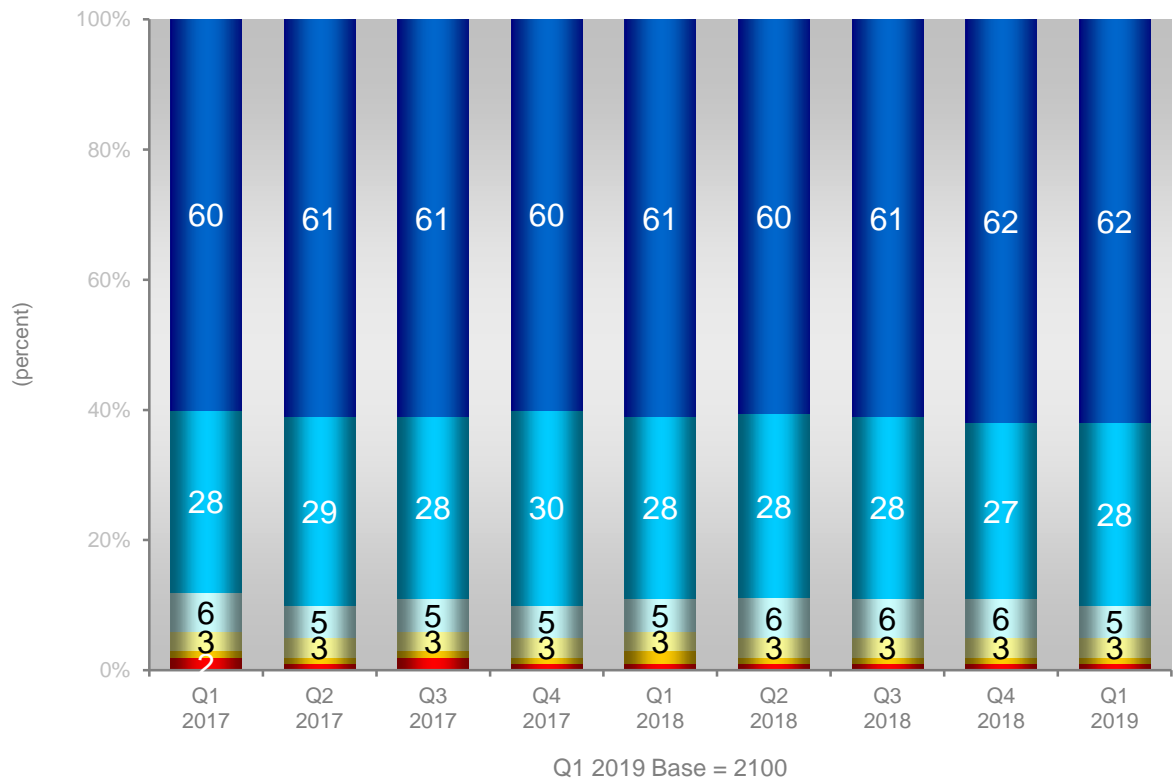
Length of Time Taking Transit on a Regular Basis

The average length of time (10.5 years) that transit riders have been taking transit remains the same as last quarter but marginally up from a year ago.

In particular, North Vancouver/West Vancouver residents, Low Frequency riders, one zone travelers, seniors (65+), higher income earners (\$40K+), Choice riders and those who only take the Canada Line are more likely to have taken transit for a longer period of time.

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

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



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

Likelihood of Continuing to Take Transit as Often in Future

Six-in-ten riders (62%) continue to indicate that they will definitely take transit as often as they do now in the future. This is more common among High/Medium Frequency riders and seniors (65+).

In-line with last quarter and a year ago, close to three-in-ten riders (28%) report that their future transit usage will probably remain the same.

The rest either report feeling uncertain about their future usage (5%) or that they will likely take transit less often compared to now (4%).

Detailed Findings

Trends in Transit Usage – Fare Payment Method

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

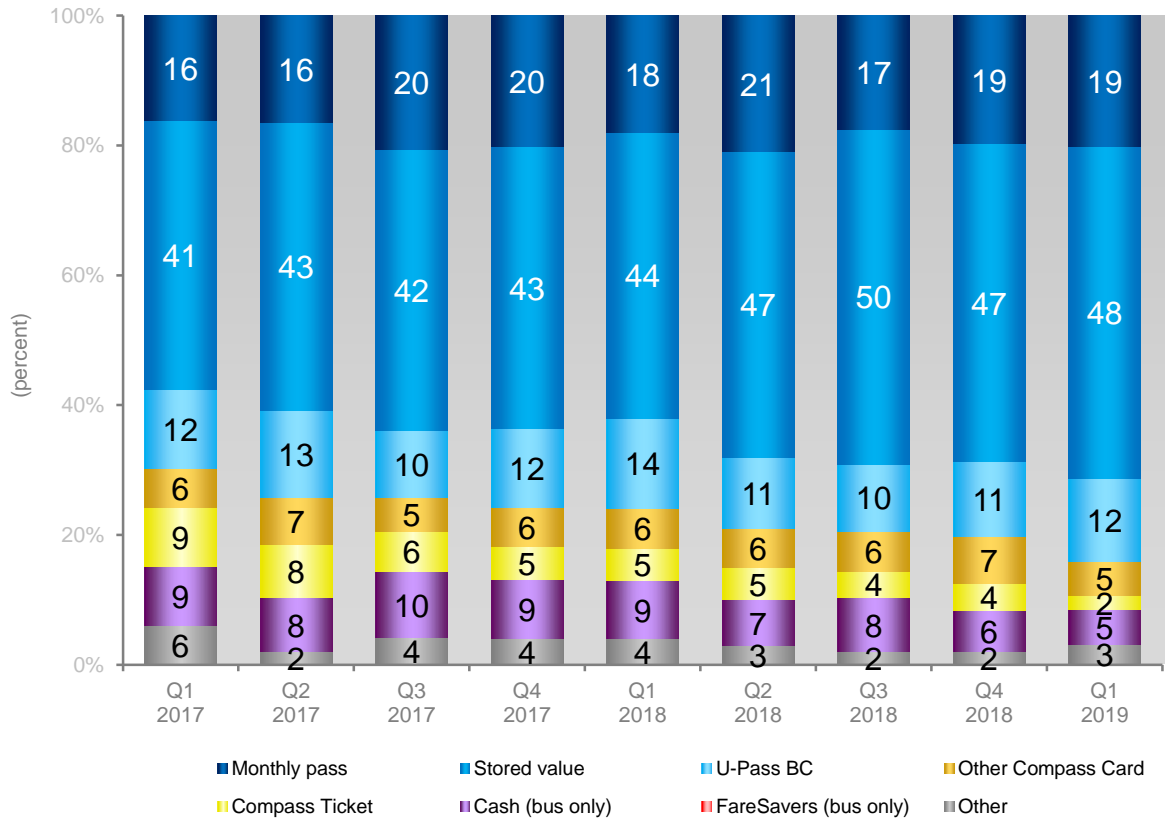
Fare Payment Method Used

A large majority of riders (85%) continue to report using the Compass Card most often.

The most frequently used Compass Card product remains to be Stored Value (48%), which is up from a year ago. Compared to their counterparts, Low/Medium Frequency users, high income earners (\$80K+), university graduates, Choice riders, North Vancouver residents and those who are 25 years old or older are more likely to use this method of payment.

One-in-five riders (19%) indicate using a Monthly Pass most often, specifically among High Frequency users, Bus/SkyTrain riders and work commuters.

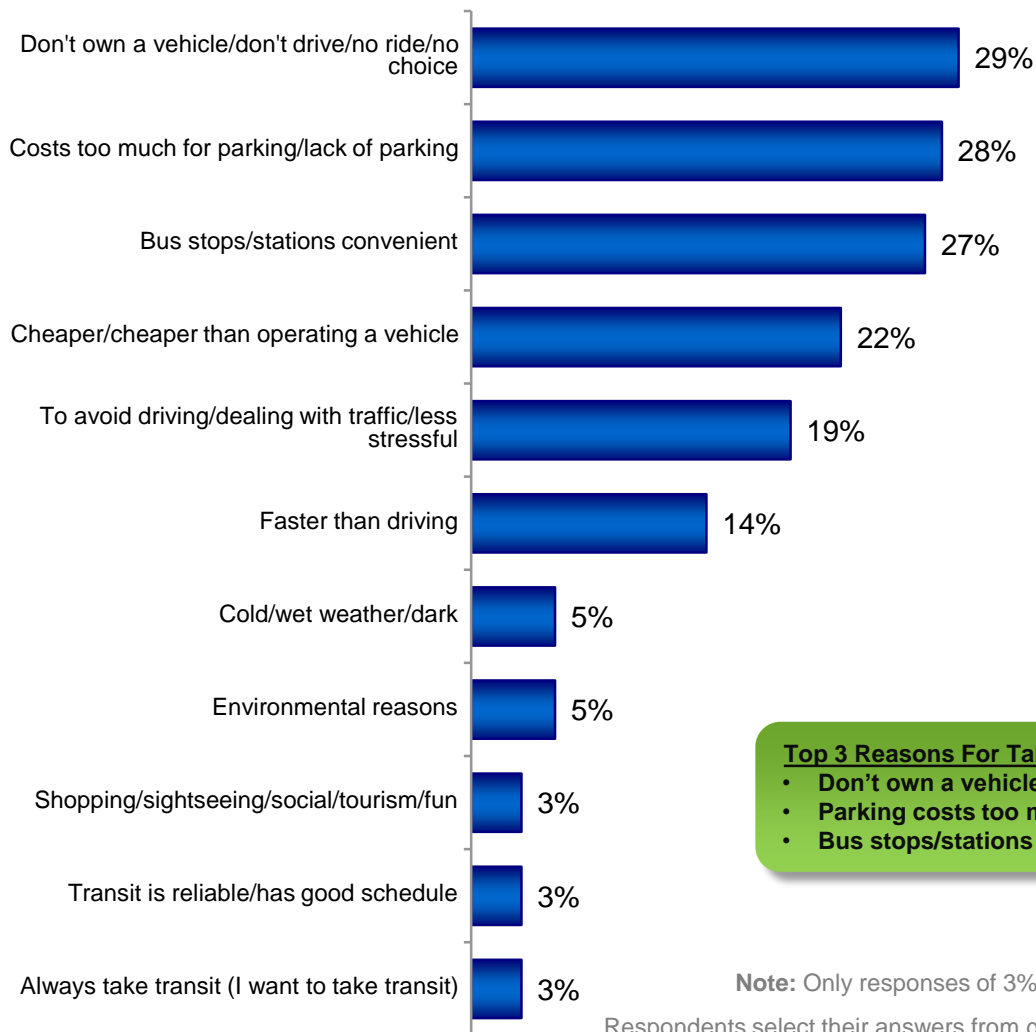
Compass Card (net)	78%	81%	79%	83%	83%	84%	82%	84%	85%
Compass Ticket (net)	9%	8%	6%	5%	5%	5%	4%	4%	2%



Q1 2019 Base = 2100

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

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



Reasons for Taking Transit

The top three reasons for taking transit continue to be related to having no vehicle access (29%, unchanged), parking issues (28%, unchanged), and convenient bus stops/stations (27%, unchanged).

Top 3 Reasons For Taking Transit:

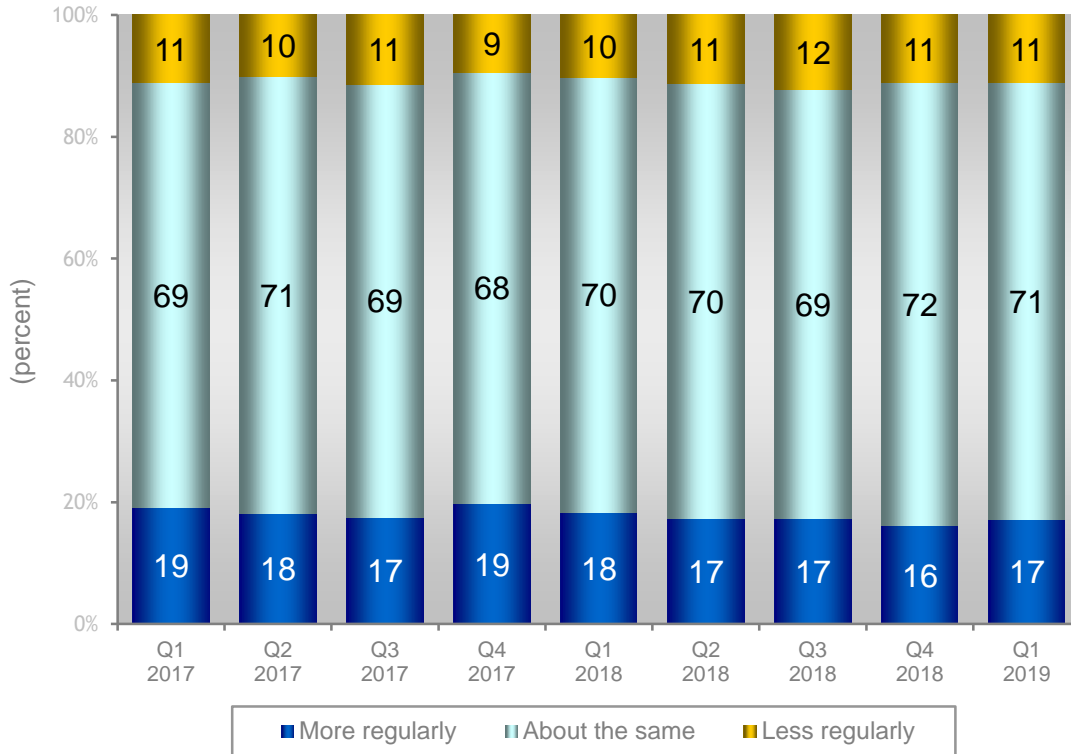
- Don't own a vehicle
- Parking costs too much
- Bus stops/stations convenient

Note: Only responses of 3% or more are shown.

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

Q1 2019 Base = 2100

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



Q1 2019 Base = 2100

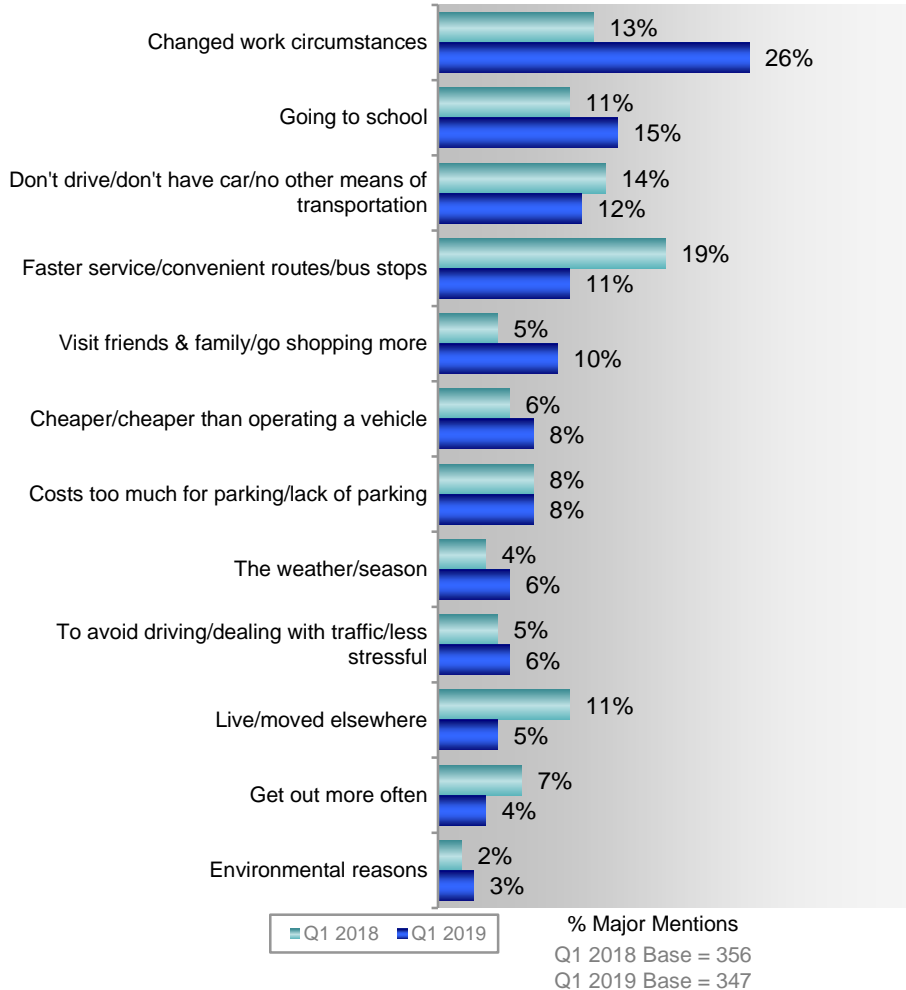
Changes in Transit Usage Last Six Months

In-line with historical trends, seven-in-ten transit users (71%) indicate that they are now riding transit as often as six months ago, particularly among university graduates, transit riders who are 25 years old or older and those who make \$40K or more.

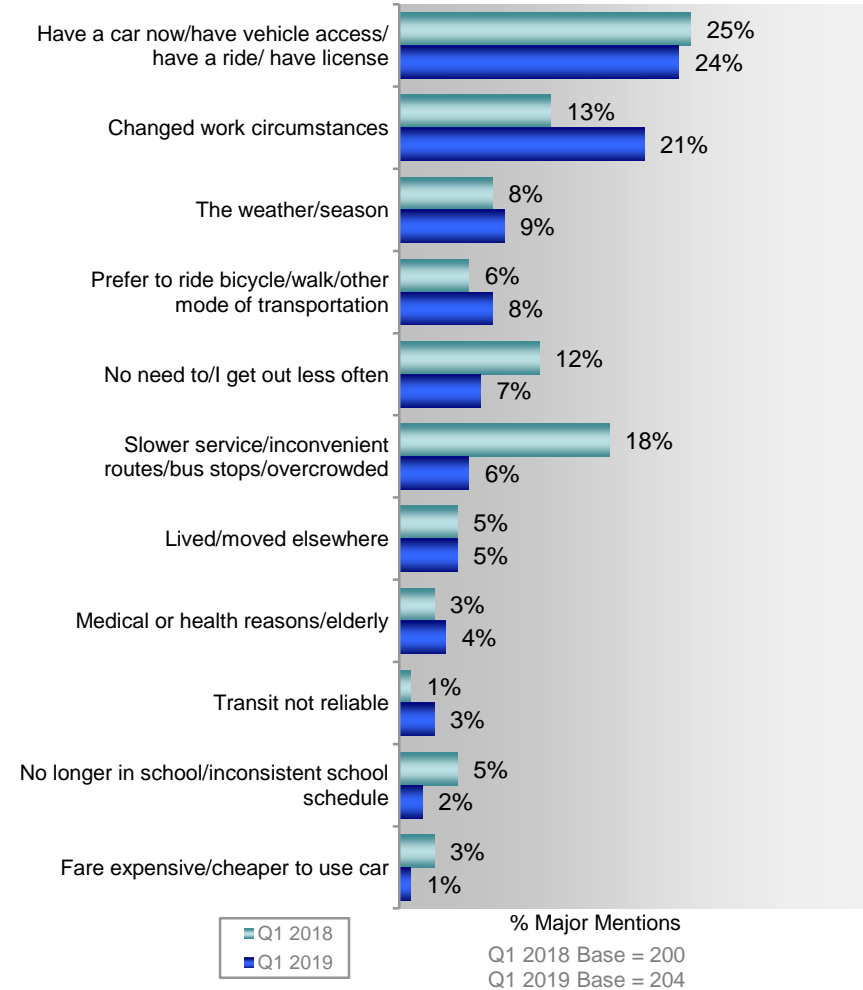
The proportion of riders who report taking transit more regularly remains stable at 17%. This is more common among younger riders (18-24), High/Medium Frequency riders, lower income earners (<\$40K) and school commuters.

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

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?

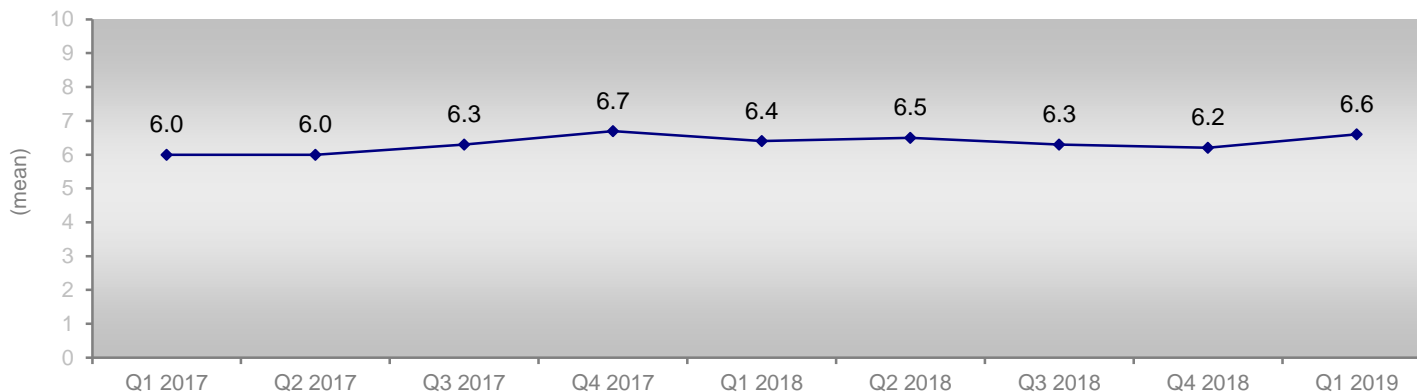


Note: Major mentions of 3% or more in either current wave or past wave are shown in the charts above.

The top reason for riding transit more regularly is due to changes in work circumstances (26%, up from a year ago). On the other hand, the most cited reasons for taking transit less regularly are because there is now access to a vehicle (24%) and changes in work circumstances (21%, up from a year ago).

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

Overall Transit System



Q1 2019 Base = 2100

Average Number of Trips

The average number of one-way transit trips made by transit riders in the past seven days is 6.6, which is marginally up from last quarter.

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

- Bus users: 7.6 one-way transit trips (no change)
- SkyTrain users: 7.1 one-way transit trips (up from Q4 2018)
- SeaBus users: 6.8 one-way transit trips (up from Q4 2018)




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	1445	638
Average past-week transit trips	6.6	5.1	9.4
Years been a transit rider	10.5	11.8	8.4
Transit system – Overall Service Rating	7.8	7.8	7.7
Mode	%	%	%
Bus	75	68	88
SkyTrain	69	71	66
SeaBus	7	7	5
Age	%	%	%
18-34 years	38	27	58
35-54 years	35	40	25
55 + years	26	32	16
Gender	%	%	%
Male	48	49	48
Female	52	51	52
Employment status*	%	%	%
Full-time	49	53	42
Part-time	17	16	19
Not employed	37	34	43
Education	%	%	%
High school or less	17	12	26
Vocational/college/technical	17	18	15
Some university	14	13	16
Graduated university	52	57	42
Household Income	%	%	%
Under \$40K	23	15	37
\$40K to < \$80K	23	22	24
\$80K or more	36	44	21

Choice and Captive

Choice riders are those who have regular access to a vehicle and they account for 64% of transit users. Another 35% are considered as 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.


 Significantly higher than the other rider group

* Question switched to multiple response March 2014.

Detailed Findings

Customer Profiles – Choice and Captive Riders

	TOTAL	CHOICE	CAPTIVE
Base	2100	1445	638
Travel Purpose	%	%	%
Work	48	43	56
Entertainment	44	45	44
Shopping	37	32	48
Personal Business	24	22	26
School	17	12	27
Payment Method	%	%	%
Cash fare	5	7	3
Compass Ticket	2	3	2
Compass Card	85	82	92
Other	3	3	2
Region	%	%	%
Vancouver	38	34	44
Surrey / North Delta / White Rock / Langley	18	18	19
Burnaby / New West	15	15	17
Richmond / South Delta	11	12	8
Northeast Region	9	10	6
North Vancouver	8	9	5
West Vancouver	2	2	1

 Significantly higher than the other rider group

	TOTAL	LOW	MEDIUM	HIGH
Base	2100	1058	525	517
Years been a transit rider	10.5	13.2	10.3	7.8
Transit system – Overall Service Rating	7.8	7.9	7.9	7.6
Average age*	42.7	48.5	42.1	34.8
Age	%	%	%	%
18-34 years	38	23	40	59
35-54 years	35	39	33	29
55 + years	26	37	26	11
Gender	%	%	%	%
Male	48	46	48	52
Female	52	54	52	48
Employment status**	%	%	%	%
Full-time	49	49	43	55
Part-time	17	14	21	18
Not employed	37	38	38	34
Household Income	%	%	%	%
Under \$40K	23	14	25	33
\$40K to < \$80K	23	23	24	21
\$80K or more	36	42	33	29
Mode	%	%	%	%
Bus	75	62	78	90
SkyTrain	69	64	71	74
SeaBus	7	7	7	6


Low, Medium and High Frequency Riders

44% of transit users are categorized as Low Frequency users, which is up from a year ago. 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 31% are considered as High Frequency users, which 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	1058	525	517
Travel Purpose	%	%	%	%
Work	48	26	53	75
Entertainment	44	43	42	48
Shopping	37	28	42	48
Personal Business	24	17	29	28
School	17	5	18	34
Payment Method	%	%	%	%
Cash fare	5	8	4	2
Compass Ticket	2	4	2	1
Compass Card	85	76	90	94
Other	3	4	2	1
Region	%	%	%	%
Vancouver	38	33	40	43
Surrey / North Delta / White Rock / Langley	18	18	20	18
Burnaby / New West	15	14	16	18
Richmond / South Delta	11	13	9	8
Northeast Region	9	11	8	7
North Vancouver	8	10	6	6
West Vancouver	2	3	1	1

 Significantly higher than the other rider group(s)

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	2100	1552	1363	177
Average past-week transit trips	6.6	7.6	7.1	6.8
Years been a transit rider	10.5	10.4	9.9	12.7
Transit System – Overall Service Rating	7.8	7.8	7.8	8.0
Average age*	42.7	42.0	41.4	45.9
Age	%	%	%	%
18-34 years	38	42	41	27
35-54 years	35	31	35	41
55+ years	26	26	23	31
Gender	%	%	%	%
Male	48	47	50	56
Female	52	53	50	44
Employment status**	%	%	%	%
Full-time	49	46	53	50
Part-time	17	18	17	15
Not employed	37	41	33	37
Education	%	%	%	%
High school or less	17	18	15	9
Vocational/college/technical	17	17	17	17
Some university	14	15	13	11
Graduated university	52	48	53	62
Household Income	%	%	%	%
Under \$40K	23	26	21	24
\$40K to < \$80K	23	23	24	17
\$80K or more	36	32	39	43

 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 the most popular transit mode (75%) among transit users. Following next is SkyTrain (69%).

SeaBus usage continues to be low at 7%.

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	1552	1363	177
Travel Purpose	%	%	%	%
Work	48	51	51	45
Entertainment	44	44	49	59
Shopping	37	41	37	34
Personal Business	24	26	23	30
School	17	21	18	11
Payment Method	%	%	%	%
Cash fare	5	5	3	3
Compass Ticket	2	1	3	3
Compass Card	85	89	86	82
Other	3	2	4	3
Choice/Captive Riders	%	%	%	%
Choice	64	58	66	72
Captive	35	41	33	28
Region	%	%	%	%
Vancouver	38	42	34	27
Surrey / North Delta / White Rock/ Langley	18	19	20	3
Burnaby / New West	15	13	19	10
Richmond / South Delta	11	9	12	2
Northeast Region	9	7	11	1
North Vancouver	8	8	4	56
West Vancouver	2	2	1	1

 Significantly higher than the other rider group(s)

Detailed Findings

Customer Profiles – Demographic Profile of Transit Customers

	Metro Vancouver Population 16 Years or older*	(Q1-2017)	(Q2-2017)	(Q3-2017)	(Q4-2017)	(Q1-2018)	(Q2-2018)	(Q3-2018)	(Q4-2018)	(Q1-2019)
BASE	2000	2100	2100	2100	2101	2100	2101	2100	2100	2100
Average Years Riding Transit	n/a	11.4	11.0	9.6	9.1	9.7	10.0	11.0	10.5	10.5
Age:	%	%	%	%	%	%	%	%	%	%
Aged 16 to 24 years	12	27	28	22	24	22	19	20	22	20
Aged 25 to 34 years	18	11	10	15	14	17	19	19	16	18
Aged 35 to 44 years	18	12	12	14	16	14	15	15	16	14
Aged 45 to 54 years	20	22	21	19	18	20	19	20	18	20
Aged 55 to 64 years	16	10	10	9	10	11	11	11	10	10
Aged 65 years and over	17	16	16	16	16	16	15	16	16	16
Gender:	%	%	%	%	%	%	%	%	%	%
Male	48	48	48	49	49	49	49	49	49	48
Female	52	52	52	51	51	51	51	51	51	52
Employment	%	%	%	%	%	%	%	%	%	%
Employed full-time	57	44	42	45	46	47	52	51	45	49
Employed part-time	13	18	19	18	18	18	16	17	18	17
Student	5	19	18	14	17	17	14	13	17	16
Not employed	3	5	4	5	4	5	4	4	4	4
Homemaker	2	1	2	2	2	2	2	3	4	3
Retired	18	16	17	16	15	16	15	17	17	16
Refused	1	2	2	4	2	1	1	1	1	1
Education:	%	%	%	%	%	%	%	%	%	%
High school or less	21	23	25	21	24	18	18	18	18	17
Voc./college/tech.	26	19	16	18	16	18	20	19	19	17
Some university	7	15	13	11	13	12	12	11	12	14
Graduated university	45	40	43	45	45	50	49	51	50	52
Refused	0	2	3	4	3	1	1	1	2	1

Transit tenure is at 10.5 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.