

Customer Service Performance Quarter 3 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

- Top ratings for Overall Transit Service are holding stable at 64%, with an average score of 7.8 out of 10.
- This wave, the two key drivers of Overall Service, Value for Money (52%) and Good Connections (51%), are largely holding stable.
- Having Enough Shelters at Bus Stops improved slightly since last year (40%, +3 ppt). However, it remains the lowest-rated service attribute, with Northeast riders being most critical.



Consistent with previous trends, performance of Overall Bus Service is unchanged at 65% this wave. The average score continues to be strong at 7.8 out of 10.

- Having a Courteous Bus Operator (77%) remains the strongest performing top key driver of Overall Bus Service.
- Top ratings for the other key drivers continue to be relatively lower compared to other service attributes. Specifically, scores for On-Time Reliable Service is down from last quarter (54%, down 4 ppt) while Frequency of Service (49%) and Not Being Overcrowded (47%) are holding steady.
- Not Being Overcrowded is the only service attribute sitting below the 7.0 positive-performance threshold (6.9 out of 10).
- Three service attributes show deterioration this wave, Trip duration (72%, down 3 ppt from last quarter), Direct Route (78%, down 3 ppt from last quarter) and Feeling Safe From Crime On Board (81%, down 3 ppt from last year).



Three-quarters (76%, stable) of SkyTrain riders award top ratings to Overall SkyTrain Service. The average score is strong at 8.2 out of 10.

- Providing On-Time Reliable Service continues to be the highest-rated top key driver of Overall SkyTrain Service (84%, unchanged).
- Scores for two top key drivers have shifted – Frequency of Service (77%, up 4 ppt from last quarter) and Feeling Safe from Crime Onboard (79%, down 5 ppt from last year).
- This wave, two attributes are sitting below the 7.0 positive-performance threshold – Not Being Overcrowded (a key driver, 6.7) and Delays are Announced and Explained (6.5).
- As seen in the past, Canada Line riders are generally more positive than BCRTC riders, particularly when it comes to Feeling Safe From Crime at the Station.



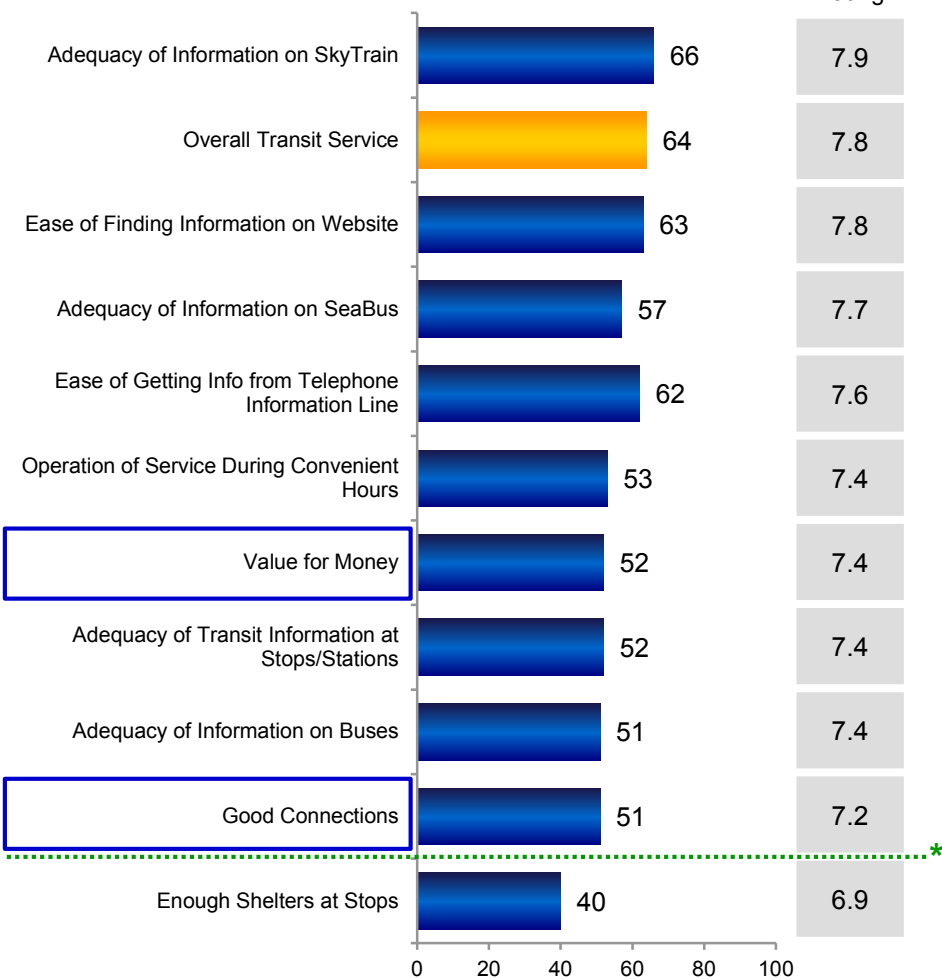
Eight-in-ten (82%) of SeaBus riders award top scores to Overall SeaBus Service, making it the strongest performing transit mode. The average score is staying strong at 8.6 out of 10.

- All SeaBus service attributes continue to be performing above the 7.0 positive-performance threshold.
- This wave, all SeaBus riders award top ratings to Courteous, Competent and Helpful Staff. While still performing above the threshold, Frequency of Service (63%, a key driver) continues to be relatively weaker compared to the other service attributes.
- Scores for Staff Availability improved over the last quarter (69%, up 10 ppt).

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

- In-line with past trends, just over six-in-ten (64%) transit riders award top ratings to Overall Transit Service. The average score continues to sit at 7.8 out of 10.
- Although top scores for Having Enough Shelters have improved over the last year (40%, up 3 ppt), its average score remains below the 7.0 positive-performance threshold.

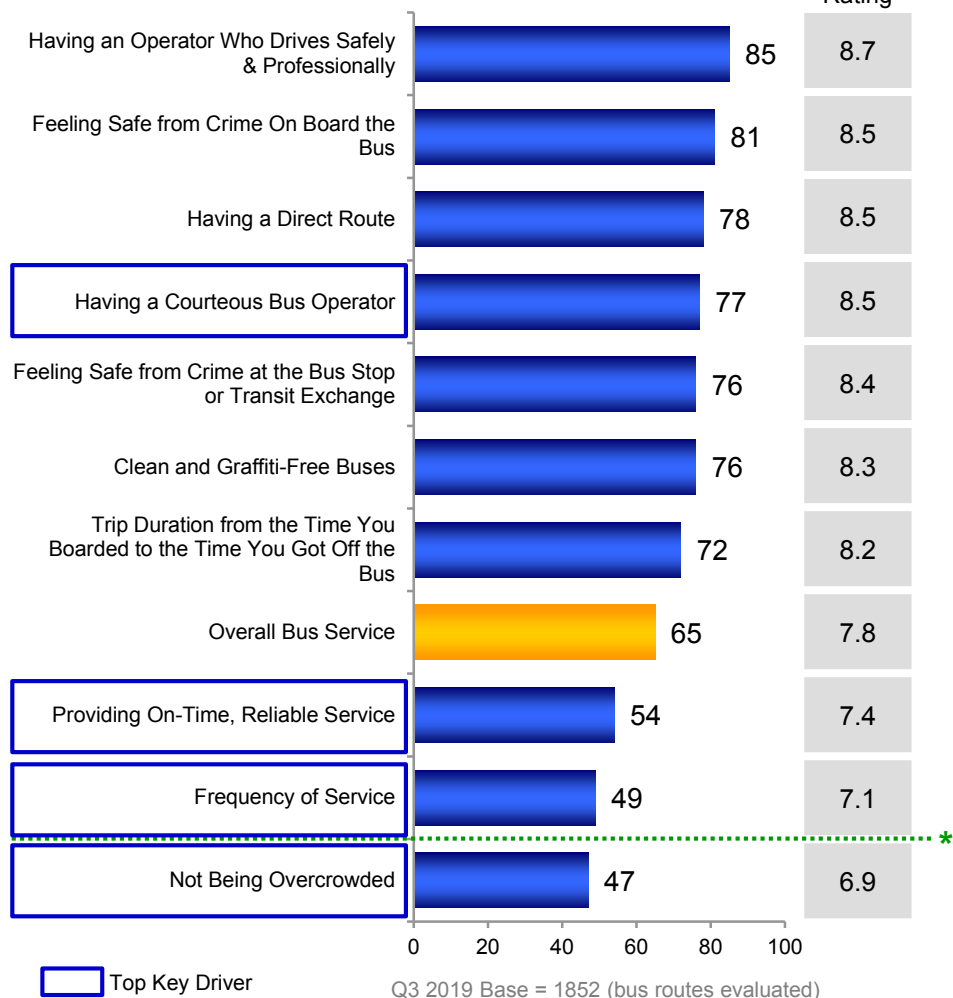
Performance on Top Key Drivers of Transit Overall Service*

- Value for Money
 - Value for Money remains relatively stable since dropping from the high of 59% in Q2 2018 (52% currently).
- Good Connections
 - Scores for Good Connections is holding steady at 51%, recovering from the slight dip observed earlier this year (47% in Q1 2019).

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 continues to earn top scores from two-thirds (65%) of bus riders. The average score remains strong and steady at 7.8 out of 10.
- However, performance for some service attributes are down. Compared to last quarter, performance for three attributes slipped – Direct Route (78%, down 3 ppt), Trip Duration (72%, down 3 ppt), and On-Time Reliable Service (54%, down 4 ppt). Performance for Feeling Safe From Crime On Board the Bus also deteriorated compared to a year ago (81%, down 3 ppt).
- Not Being Overcrowded is sitting just below the 7.0 threshold for positive performance (6.9).

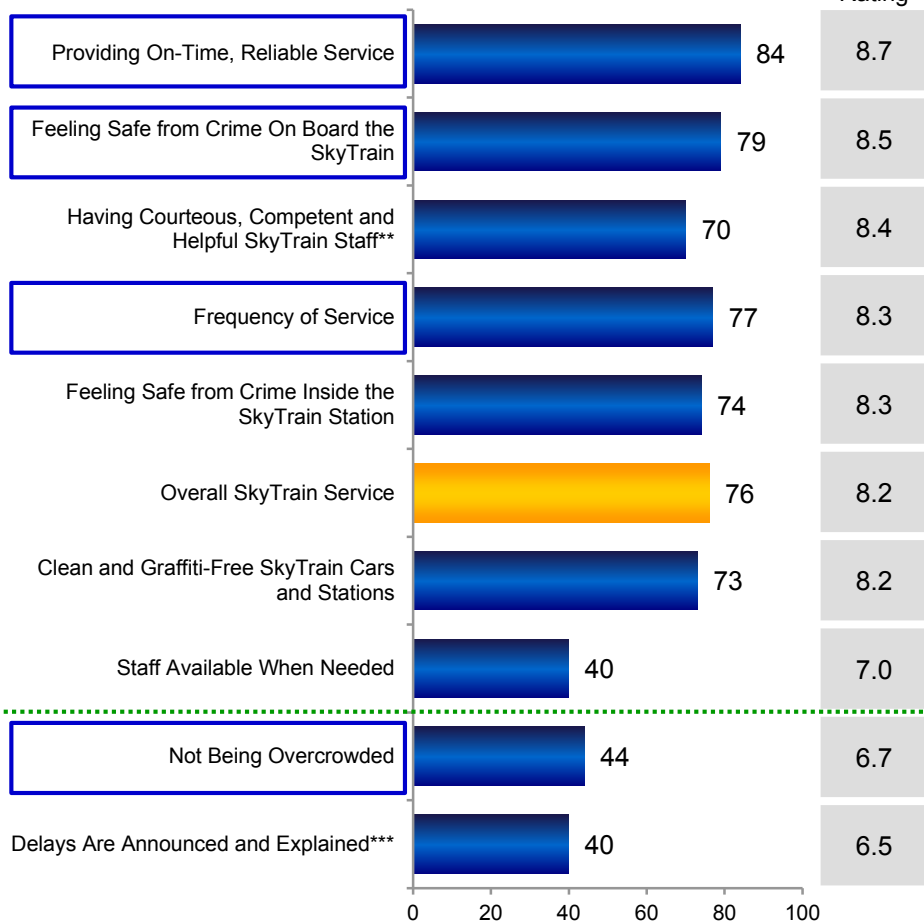
Performance on Top Key Drivers of Overall Bus Service*

- Courteous Bus Operator
 - Courteous Bus Operator continues to be the strongest-performing top key driver of Overall Bus Service (77%). Top scores for BTC are down from a year ago.
- On-Time Reliable Service
 - Scores for this service attribute have gone down since last quarter (54% vs. 58% in Q2 2019). Ratings for BTC and WVT have dropped from both last quarter and a year ago. Scores for PCT have also gone down compared to last year.
- Frequency of Service
 - Frequency of Service remains stable, with one-half (49%) of bus riders awarding top ratings and an average score of 7.1. Scores for WVT have trended down over the last quarter.
- Not Being Overcrowded
 - This remains as the lowest-rated service attribute (47% and an average score of 6.9).

Performance on SkyTrain Attributes

% Good to Excellent (8-10)

Average
Rating



 Top Key Driver

Q3 2019 Base = 1392 (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=71)

*** Caution: Only among those who experienced delays (n=410)

SkyTrain System

- Unchanged from historical trends, SkyTrain receives top ratings from three-quarters (76%) of SkyTrain riders and the average score is maintaining strong at 8.2 out of 10.
- Performance for two key top drivers of Overall SkyTrain Service have shifted. While improvements were made for Frequency of Service (77%, up 4 ppt from last quarter), Feeling Safe On Board the SkyTrain is down compared to a year ago (79%, down 5 ppt).
- Two service attributes are currently performing below the 7.0 positive-performance threshold – Not Being Overcrowded (6.7) and Delays are Announced and Explained (6.5).

Performance on Top Key Drivers of SkyTrain Overall Service

Key Drivers with Positive Performance*

- On-Time, Reliable Service
 - This service attribute continues to be the highest-rated top key driver, receiving top ratings from over eight-in-ten (84%) SkyTrain riders. The average score is holding high at 8.7.
- Feeling Safe from Crime On Board the SkyTrain
 - Performance for Feeling Safe Onboard continues to be strong (79% and an average score of 8.5). However, the percentage of riders giving top ratings has slipped from a year ago.
- Frequency of Service
 - Scores for Frequency of Service have rebounded from the dip observed earlier this year, with close to eight-in-ten (77%) awarding top ratings currently. The average score is strong at 8.3.

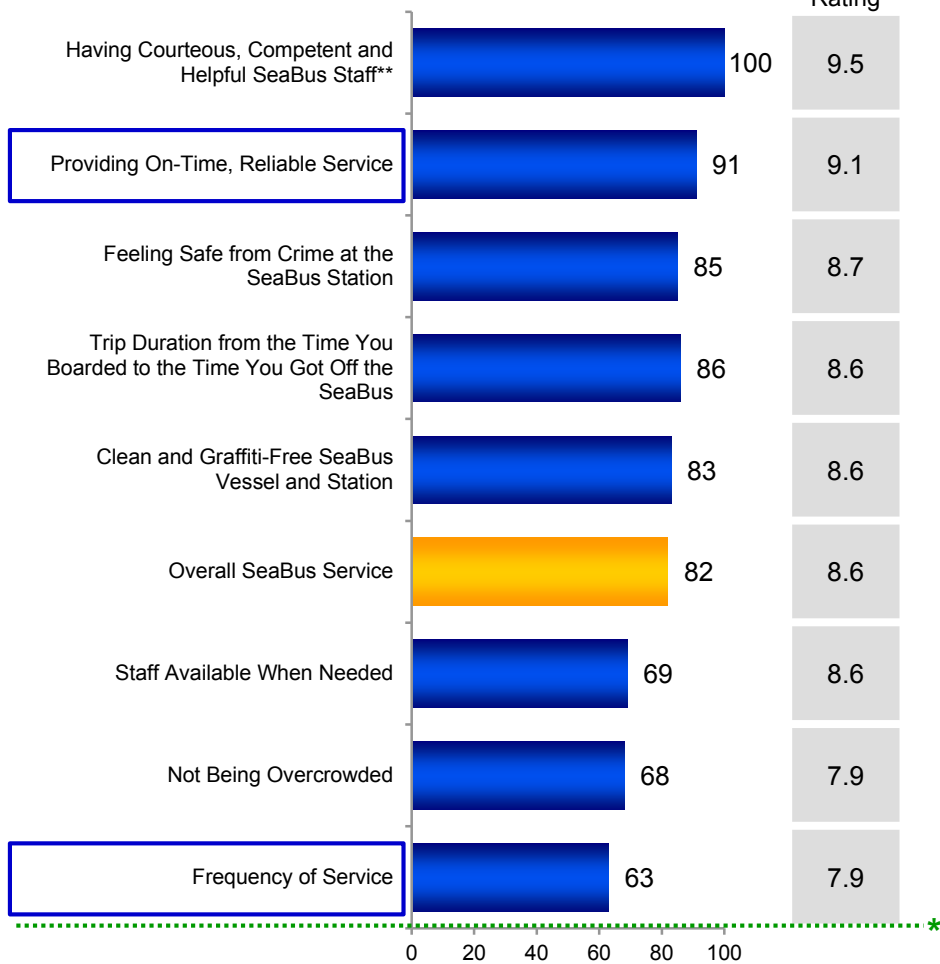
Key Drivers Needing Improvement*

- Not Being Overcrowded
 - In-line with past trends, Not Being Overcrowded receives positive ratings from 44% of SkyTrain riders. The average score of 6.7 is below the positive performance threshold.

Performance on SeaBus Attributes

% Good to Excellent (8-10)

Average
Rating



Top Key Driver

Q3 2019 Base = 197 (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=24)

SeaBus

- SeaBus continues to be the highest-rated transit mode, earning top ratings from over eight-in-ten (82%) SeaBus riders and attaining an average score of 8.6.
- Scores for all service attributes remain unchanged, except for Staff Available When Needed (69%, up 10 ppt from last quarter).
- Having Courteous, Competent and Helpful Staff achieve perfect scores this quarter and all service attributes continue to perform above the 7.0 positive-performance threshold.

Performance on Top Key Drivers of SeaBus Overall Service

- On-Time, Reliable Service
 - Nine-in-ten (91%) SeaBus riders award positive ratings for On-Time Reliable Service. The average score is strong at 9.1. This is consistent with past trends.
- Frequency of Service
 - While still performing above the positive performance threshold, scores for Frequency of Service are relatively lower (63%, with an average score of 7.9).

Transit Riders



- Transit riders generally have similar demographic characteristics compared to the broader adult population of Metro Vancouver with the following exceptions observed this quarter:
 - Transit riders tend to be younger, aged 18 to 24 years old (19% versus 12%)
 - They are less likely to be employed full-time (48% versus 57%) but more likely to be employed part-time (17% versus 13%)
 - They are more likely to be a student (14% versus 5%)
 - They are more likely to have some university education or above (63% versus 52%)

Trip Purpose



- Going to/from work and for entertainment/social reasons continue (both 48%) continue to be the primary reasons for taking transit. Mentions for work purposes have slightly trended down while mentions for entertainment/social reasons have marginally edged up compared to a year ago.

Choice versus Captive



- Consistent with the past, close to two-thirds (65%) of transit riders are Choice riders (those with regular vehicle access) and the remaining one-third (34%) are Captive riders (those without regular vehicle access).
- Compared to Captive riders, Choice riders are more likely to be older (35+), employed full-time and have a higher household income (\$80K or more).
- Conversely, Captive riders tend to be younger (<35), working part-time or unemployed, less affluent (household income of <\$40K) and bus riders relative to Choice riders.



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.



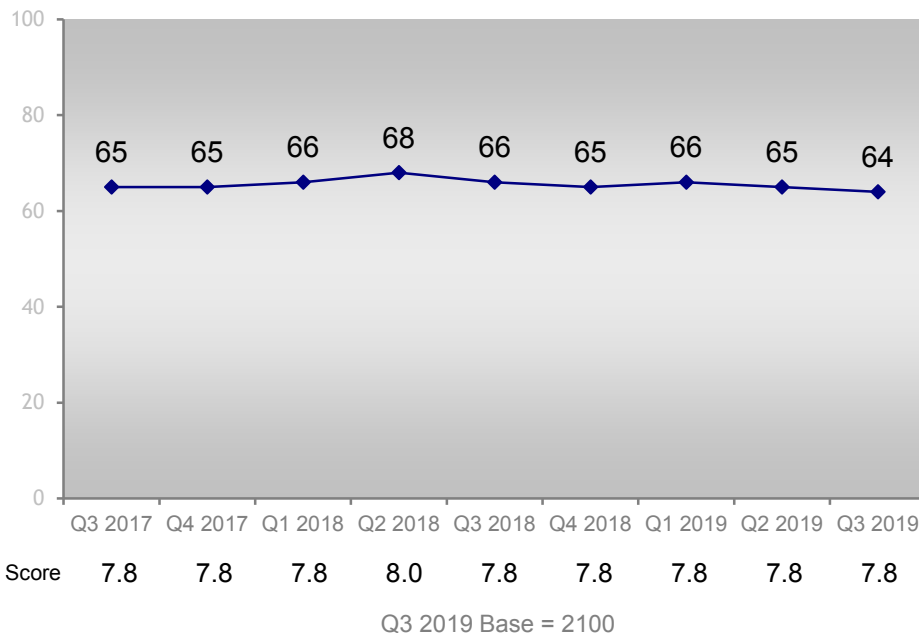
This section presents an evaluation of the overall transit system, followed by evaluation of each of the three transit modes. For the transit system overall and for each mode, results are presented for the following:

- 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

Similar to past observations, over six-in-ten (64%) of transit riders rate the Overall Transit Service positively. The average score is holding stable at 7.8 out of 10.

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

Seniors (65+) and Choice riders are more likely to award top ratings to Overall Service compared to their counterparts.

Q3 2019 Regional Differences:

69% among Vancouver riders

59% among North Vancouver riders



Most Positive



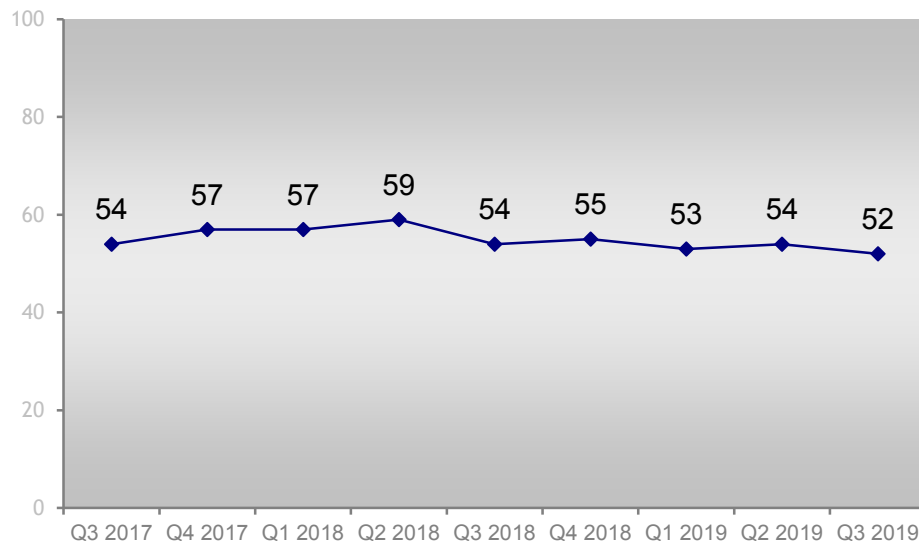
Least Positive



= Significant upward/downward shift

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

% Good to Excellent (8-10)



Avg Score 7.5 7.7 7.6 7.7 7.4 7.5 7.4 7.5 7.4

Q3 2019 Base = 2100

Q3 2019 Regional Differences:

64% among West Vancouver riders

45% among Burnaby/New Westminister riders



Top Key Driver



Most Positive



Least Positive



= Significant upward/downward shift

Value for Money

Top ratings for Value for Money have remained largely consistent since the high of 59% in Q2 2018, with one-half (52%) of transit riders awarding good-to-excellent ratings. The average score is also unchanged at 7.4 currently.

Good-to-Excellent ratings compared to:

Last Quarter

- 2%

Same Quarter Last Year

- 2%

Again, Seniors (65+) and Choice riders are more positive in this regard.

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

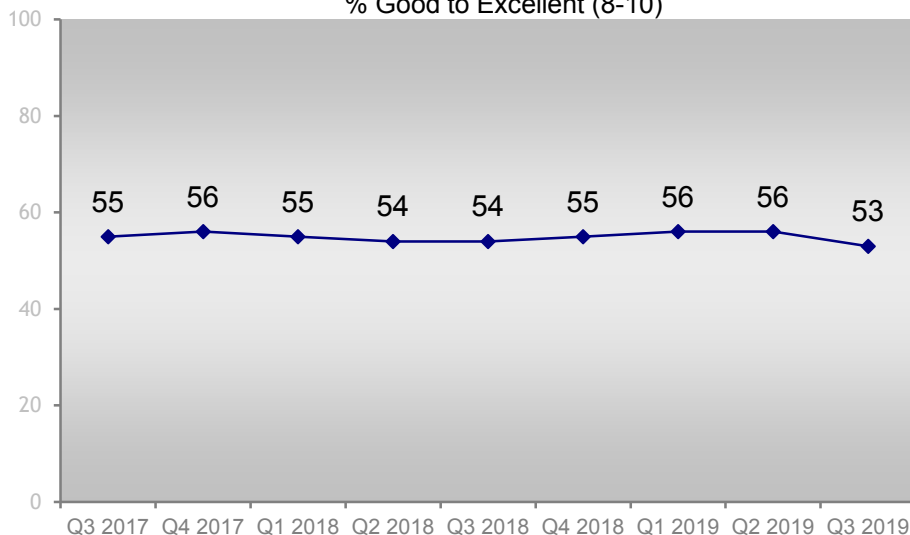
Convenient Hours

Scores for Convenient Hours (53%), a key driver of Overall Transit Service, have dipped slightly from last quarter but remained unchanged from a year ago. The average score is also dropping slightly to 7.4 out of 10.

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

Seniors (65+) and Captive Riders are more likely to give top scores to this service attribute relative to their counterparts.

% Good to Excellent (8-10)



Avg Score 7.6 7.6 7.5 7.6 7.5 7.5 7.5 7.6 7.4

Q3 2019 Base = 2100

Q3 2019 Regional Differences:

59% among Vancouver riders

39% among North Vancouver riders



Top Key Driver



Most Positive



Least Positive



= Significant upward/downward shift

Good Connections

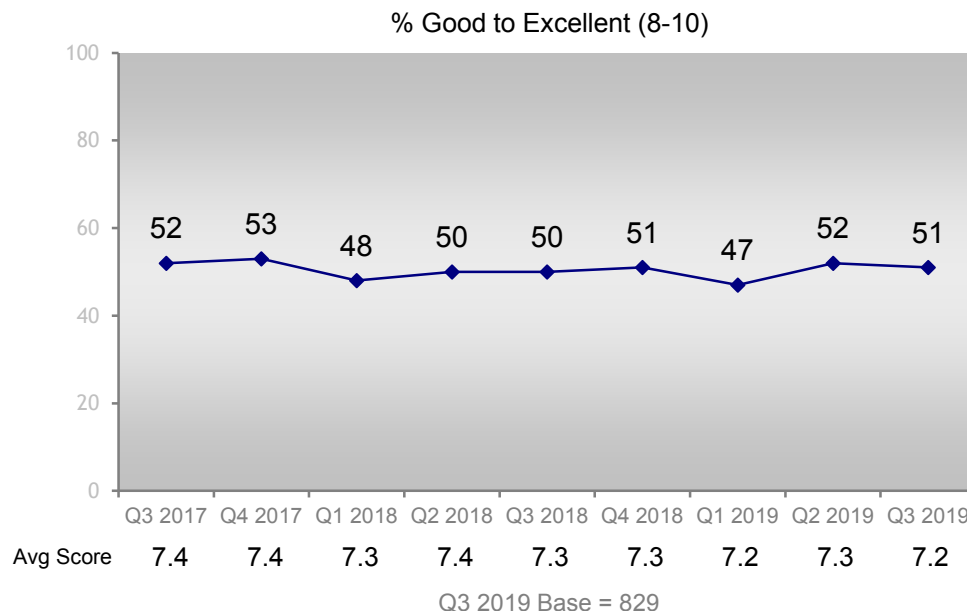
Q23AA. Again, thinking of the trip you take most often on transit, do you take more than one bus or transit mode?

Consistent with past trends, four-in-ten (40%) transit riders report using more than one transit mode/bus on their most frequent transit trip. Those residing in North Vancouver are particularly likely to be doing so.

Top ratings for Good Connections (a top key driver) remain relatively stable at 51% since the slight dip in Q1 2019. The average score is also holding steady at 7.2 out of 10.

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



Q3 2019 Regional Differences:

58% among Vancouver riders

41% among Richmond/South Delta riders

● ● = Significant upward/downward shift

□ Top Key Driver ■ Most Positive ■ Least Positive

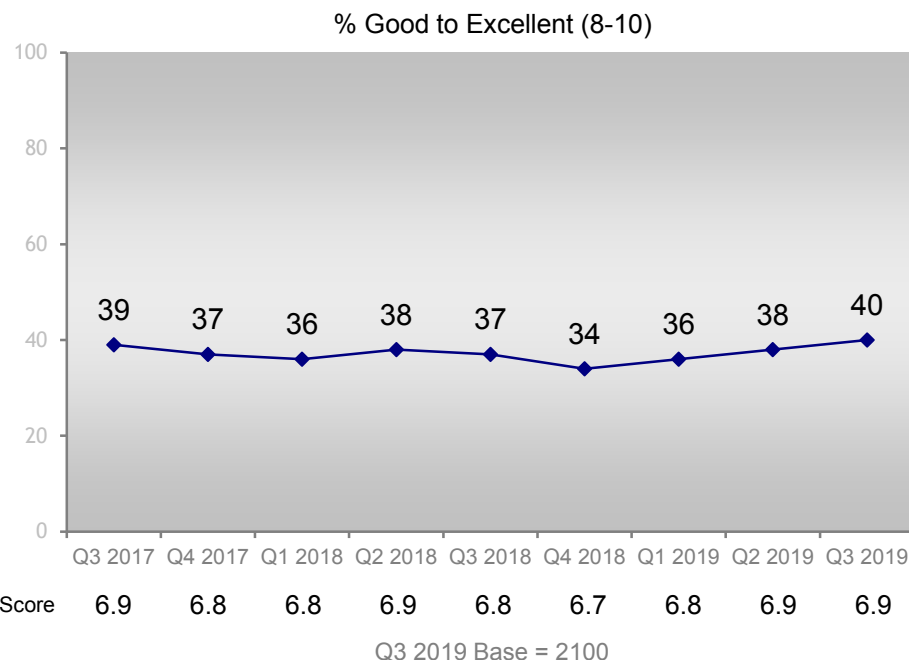
Q23D. How would you rate the transit system for having enough bus shelters at bus stops throughout the region?

Enough Bus Shelters at Bus Stops

Up from a year ago, Having Enough Bus Shelters at Bus Stops continues to improve, reaching a high of 40% this quarter. However, this is still the lowest-rated service attribute and the average score (6.9) is sitting just below the 7.0 positive-performance threshold.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	+ 2%	+ 3%

Transit riders who reside in West Vancouver are more likely to give a higher assessment to this service attribute compared to those from other regions.



Q3 2019 Regional Differences:

50% among West Vancouver riders

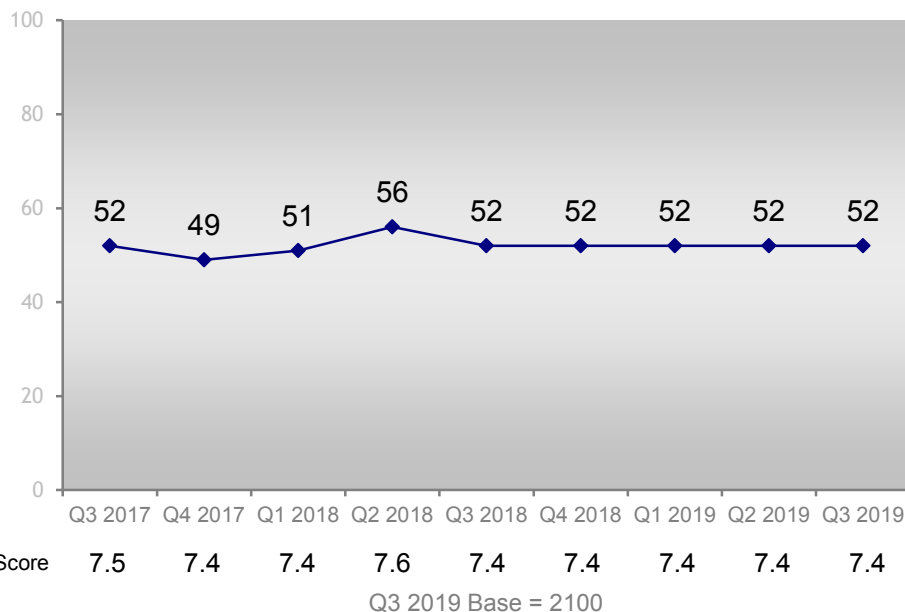
30% among Northeast riders

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)



Adequacy of Transit Information at Stops and Stations

Adequacy of Transit Information at Stops and Stations receives top ratings from one-half (52%) of transit riders. This remains unchanged since Q3 2018. The average score is also holding consistent at 7.4 out of 10.

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

Captive riders are more content than Choice riders in this regard.

Q3 2019 Regional Differences:

61% among Burnaby/New Westminster riders

40% among North Vancouver riders



Most Positive



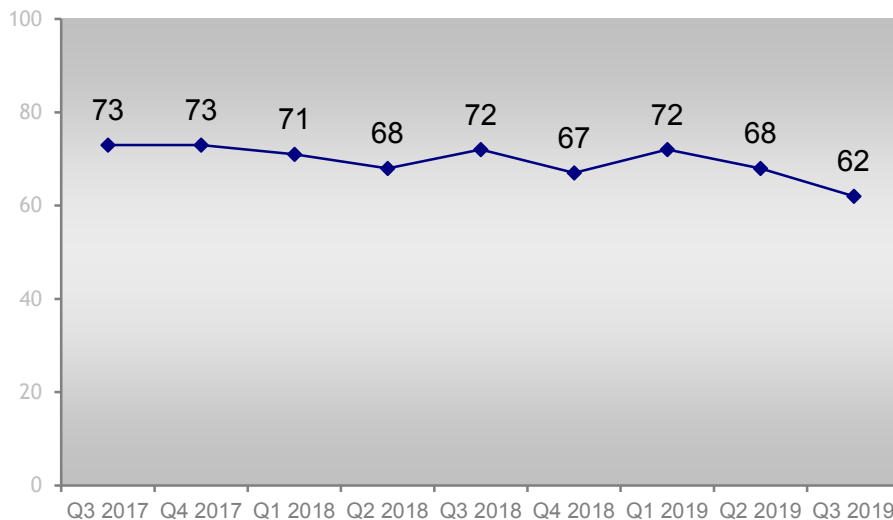
Least Positive



= 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)



Avg Score 8.1 8.2 8.1 8.0 7.9 8.0 7.9 7.7 7.6

Q3 2019 Base = 233 (used phone)

Spoke To Clerk	Call Was Automated	Clerk & Automated
Base = 112	Base = 44**	Base = 71*
% Good to Excellent (8-10)		
77%	52%	52%

* Caution: Small base size

** Caution: Very small base size

Ease of Getting Information from the Telephone Information Line

One-in-ten (11%) transit riders continue to say they have used the Telephone Information Line in the past three months. Usage is generally higher among Captive riders and seniors aged 65+.

Scores for Ease of Getting Information continue to be trending down, from 72% a year ago to 62% this quarter. The average score is also slightly lower compared to a year ago, sitting at 7.6 out of 10 currently.

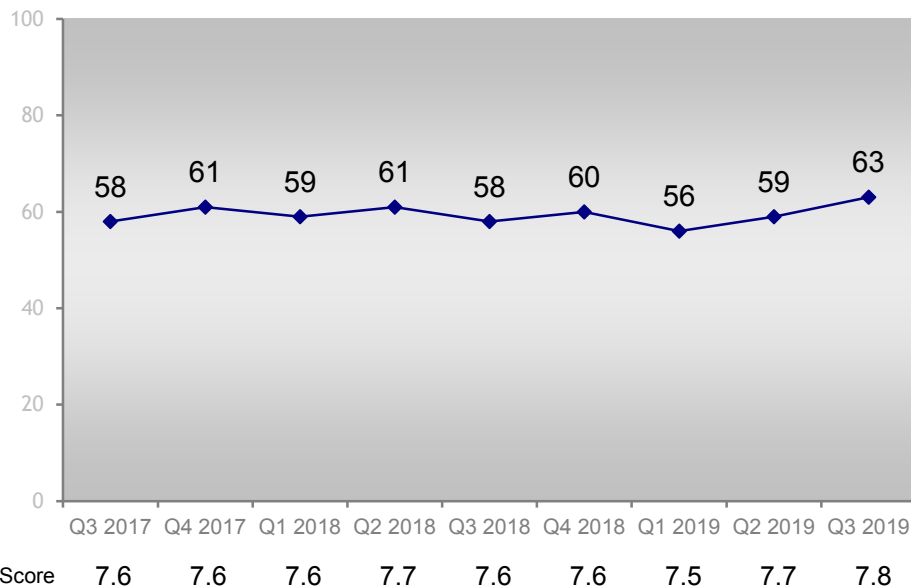
Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	- 6%	- 10%

Similar to the past, those who have spoken to a clerk are more likely to award top ratings compared to those who had an automated call.

= 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)



Q3 2019 Base = 1055 (used website)

Q3 2019 Regional Differences:

No significant regional differences

No significant regional differences



Most Positive



Least Positive

Ease of Finding Info on Website

Consistent with previous waves, one-half (49%) of transit riders say they have used the TransLink's website in the past three months. Choice riders and those between 45 to 64 are more likely to have used it.

Scores for Ease of Finding Information continue to improve, receiving top ratings from 63% of riders who have used the website in the past three months. The average score is also strong at 7.8 out of 10. These are the highest levels reported since Q3 2017.

Good-to-Excellent ratings compared to:

Last Quarter

+ 4%

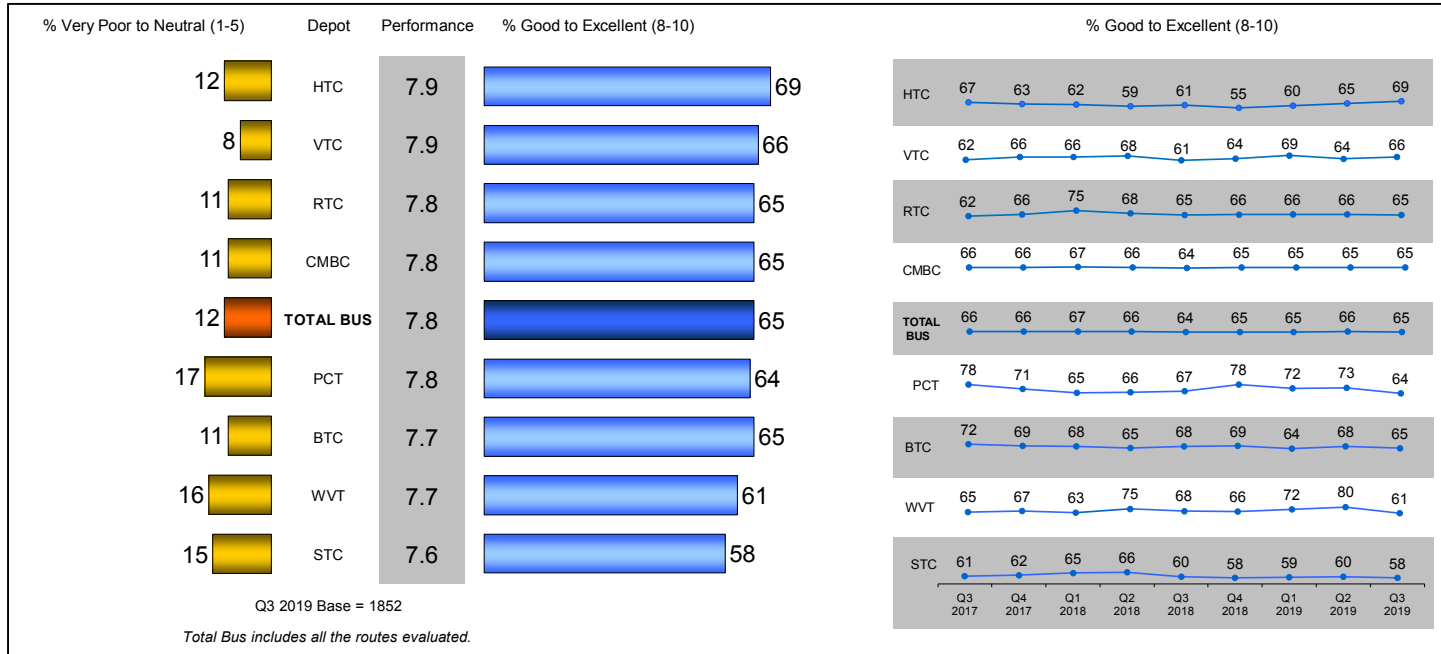
Same Quarter Last Year

+ 5%



= 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

#16

8.3

Lowest Scoring Route*

#49

7.5

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Bus Service Overall

Unchanged from past waves, two-thirds (65%) of bus riders give good-to-excellent ratings to Overall Bus Service and the average score remains consistent at 7.8 out of 10.

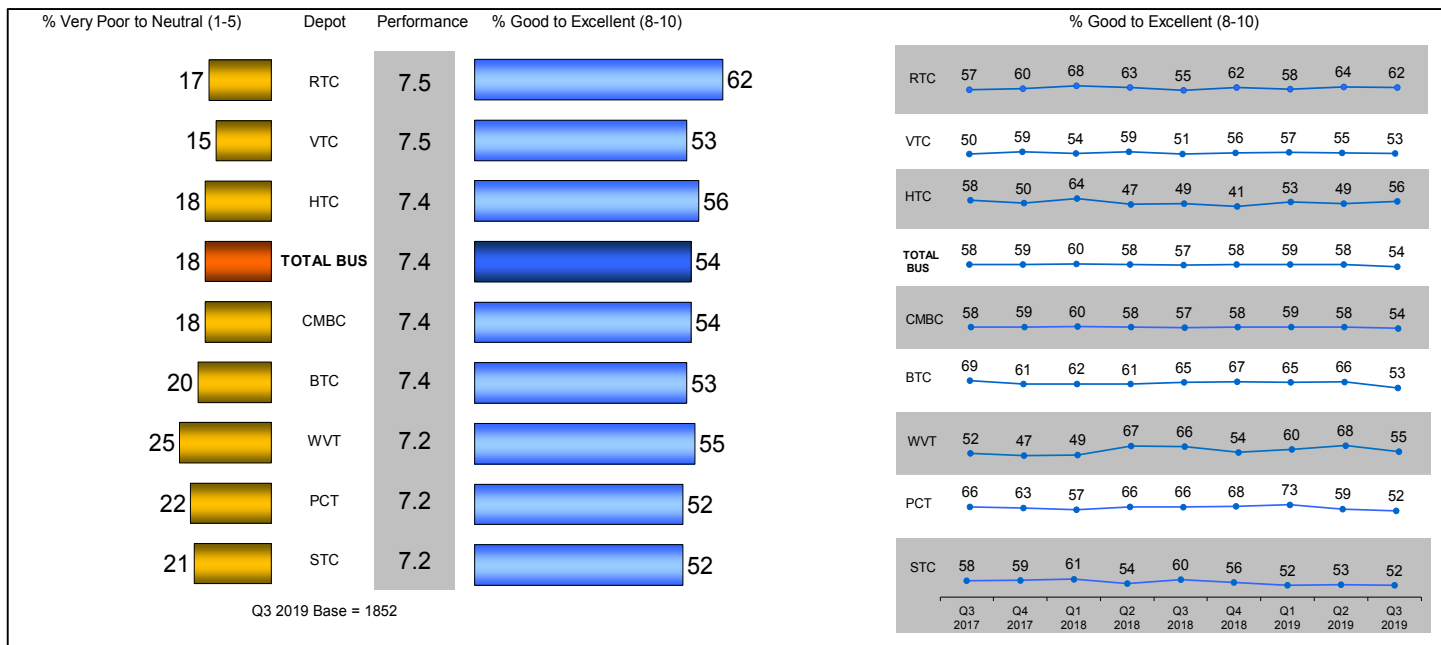
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 1%	+ 1%
WVT	- 19%	- 7%

= 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

#9

8.5

Lowest Scoring Routes

#410

6.8

Time Period Receiving Lower Ratings

- Weekday 9:30 AM – 3:00 PM

On-Time Reliable Service

Top Key Driver

Scores for On-Time Reliable Service (a key driver for Overall Bus Service) have dropped since last quarter, from 58% to 54% currently. The average score is unchanged at 7.4 out of 10.

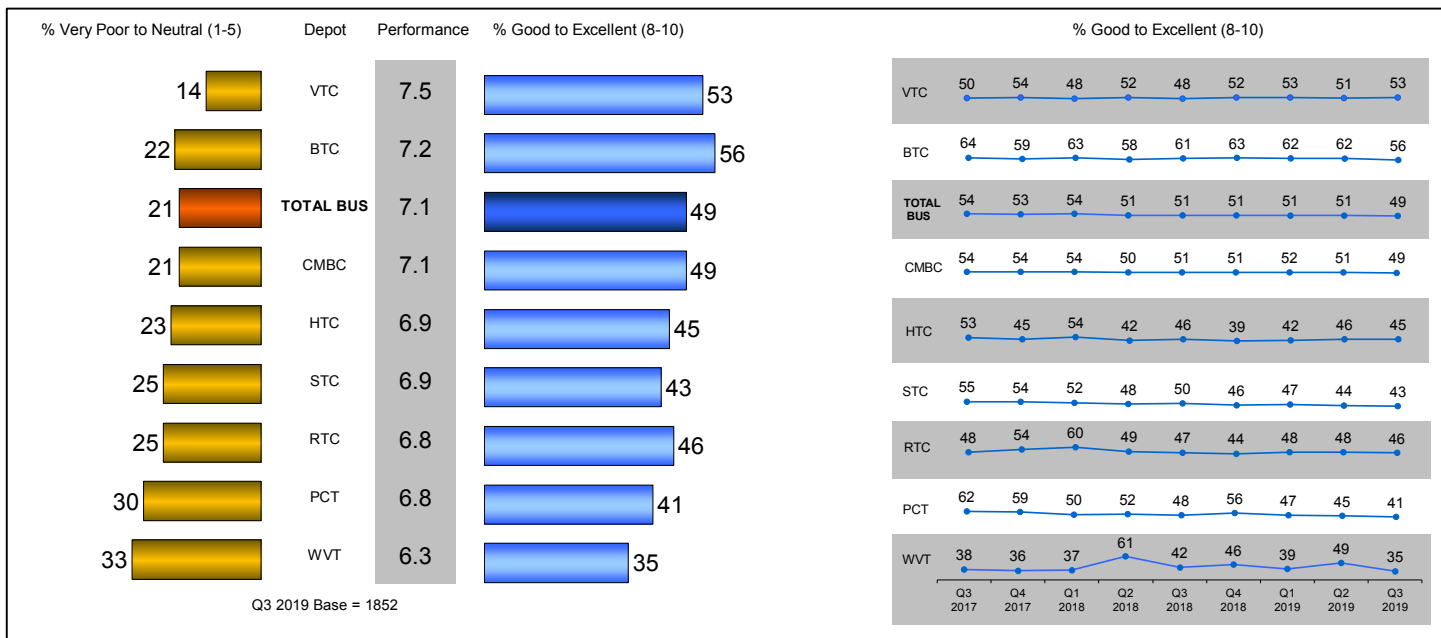
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 4%	- 3%
BTC	- 13%	- 12%
WVT	- 13%	- 11%
PCT	-7%	- 14%

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 Routes

#9
8.2

Lowest Scoring Route

#250 #7
6.8 6.8

Time Period Receiving Higher Ratings

- No particular time period is singled out.

Frequency of Service

Top ratings for Frequency of Service (another top key driver) have softened compared to a year ago and last quarter (49% currently). The average score has deteriorated from both last quarter and a year ago (7.1 vs. 7.3 in Q3 2018 and Q2 2019).

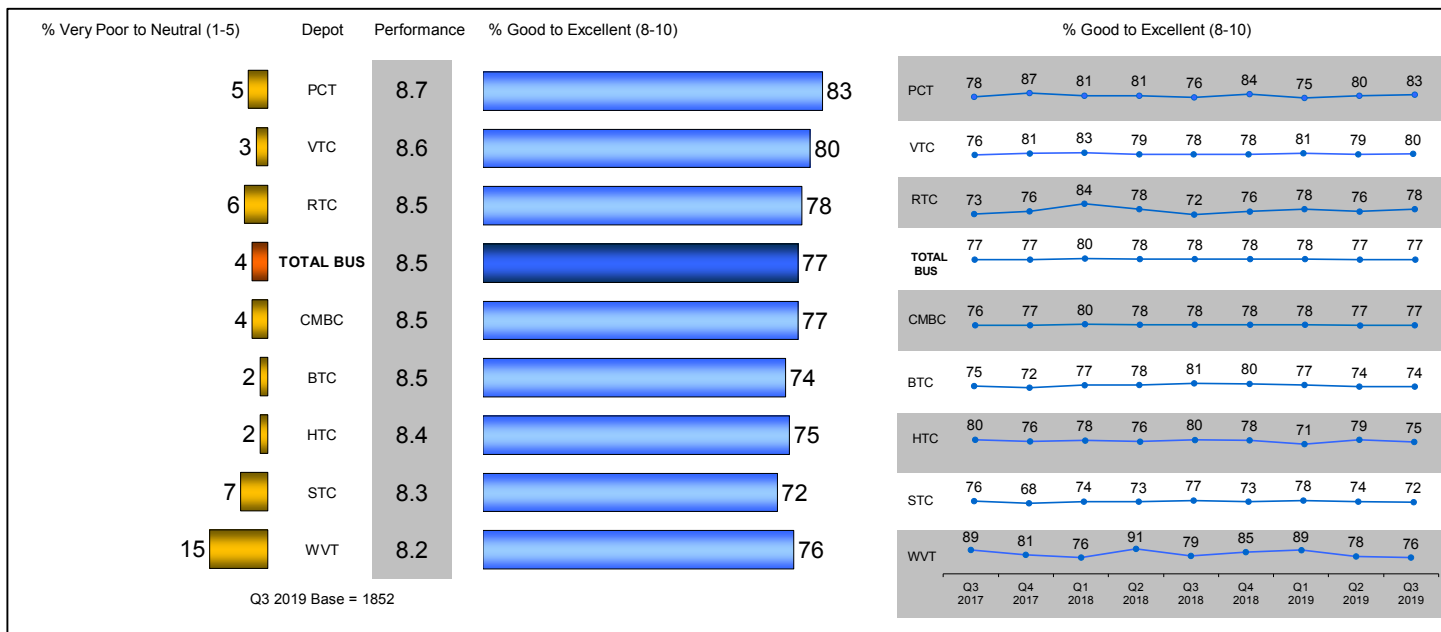
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 2%	- 2%
WVT	- 14%	- 7%

= 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 Route
#25
9.0

Lowest Scoring Route*
#99B
8.1

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

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

Courteous Bus Operator

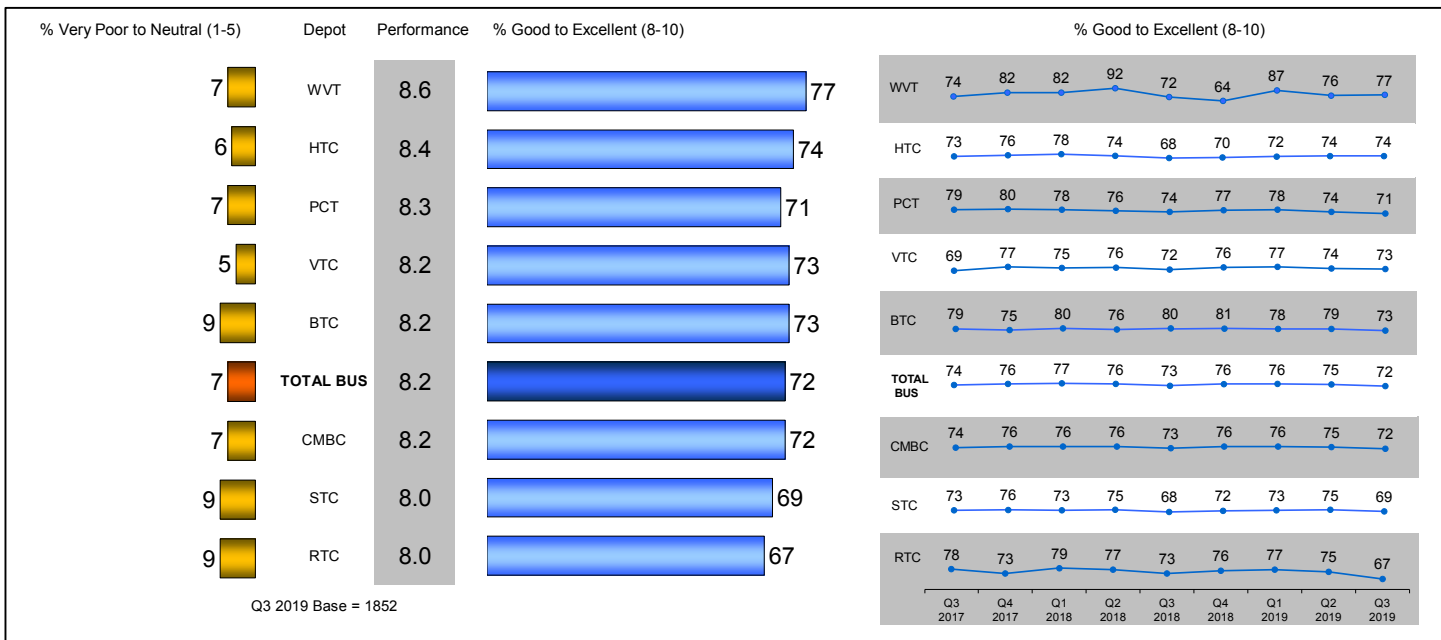
Courteous Bus Operator is the highest-rated top key driver of Overall Bus Service, receiving top ratings from over three-quarters (77%) of bus riders. The average score is staying strong at 8.5 out of 10. This is consistent with past trends.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	0%	- 1%
BTC	0%	- 7%

= 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

#25

8.6

Lowest Scoring Route*

#49 #410

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

Down from last quarter, seven-in-ten (72%, down 3 ppt) award top scores to Trip Duration. The average score is also dropping, from 8.3 last quarter to 8.2 currently.

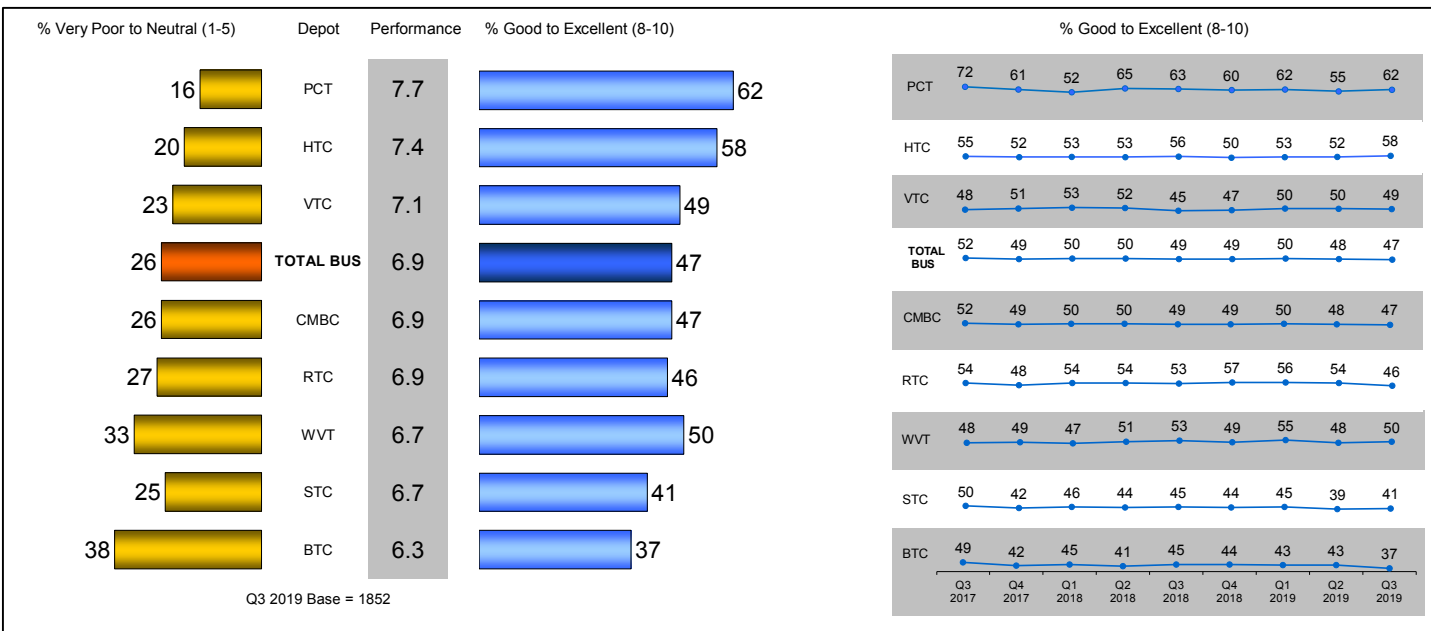
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 3%	- 1%
BTC	- 6%	- 7%

= 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

#9

7.7

Lowest Scoring Route

#240

5.0

Time Period Receiving Higher Ratings

- No particular time period is singled out.

Not Being Overcrowded

Just under one-half (47%) of bus riders give top ratings to Not Being Overcrowded and the average score (6.9) is sitting below the positive performance threshold of 7.0. This service attribute continues to be the lowest-rated top key driver of Overall Bus Service.

Top Key Driver

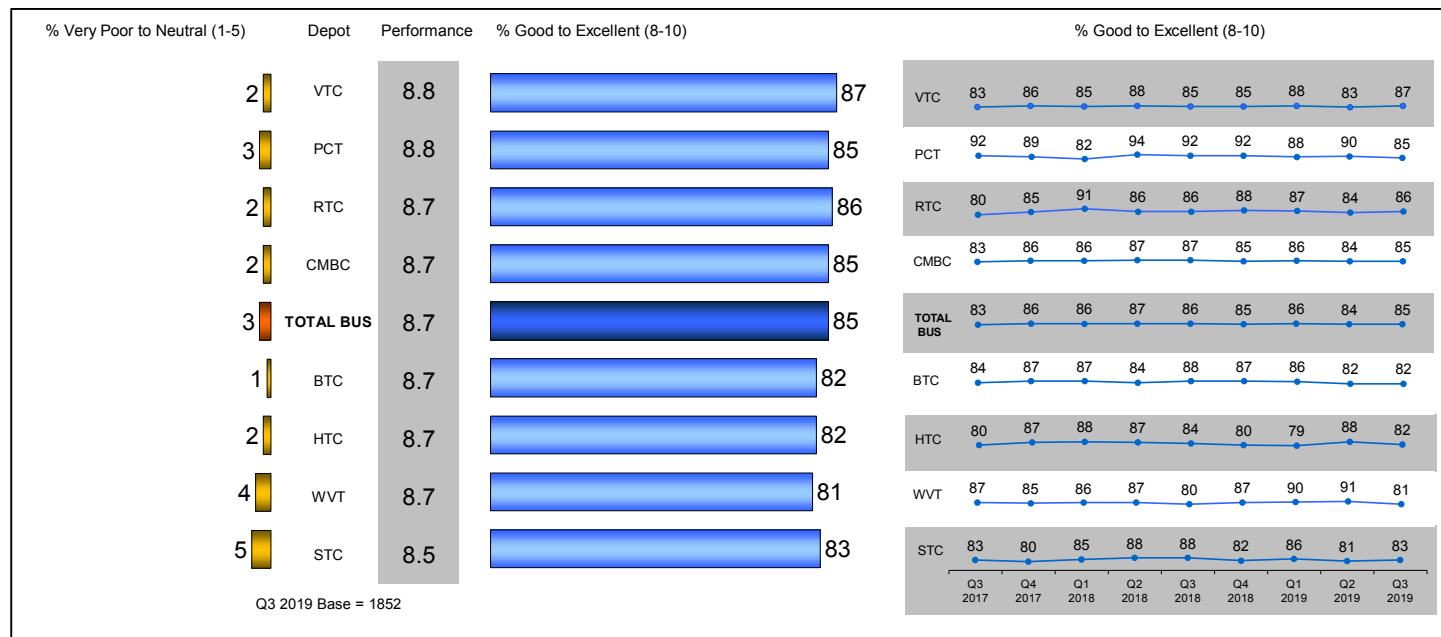
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 1%	- 2%
BTC	- 6%	- 8%

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 Route

#25

9.1

Lowest Scoring Routes*

#99B

8.5

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Safe and Professional Bus Operator

Consistent with past trends, 85% of bus riders give top scores to Safe and Professional Bus Operator. The average score remains strong at 8.7, but is down from a year ago. This continues to be the strongest performing bus service attribute.

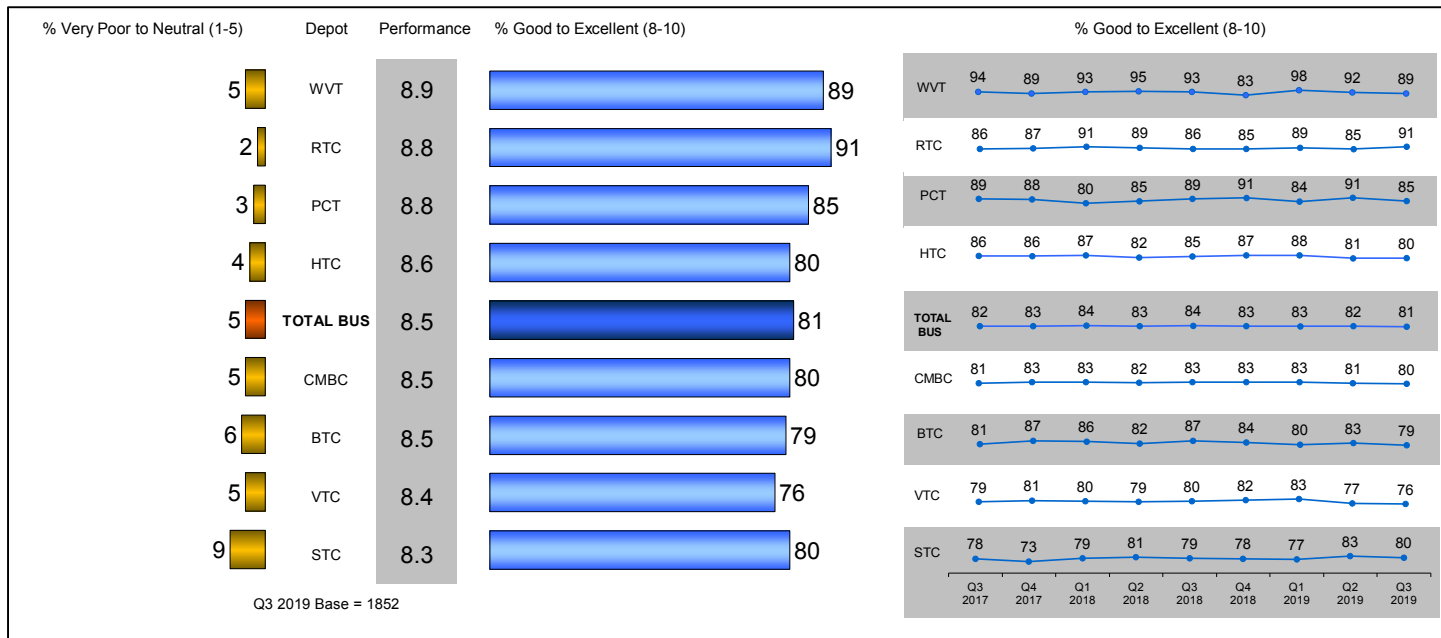
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	- 1%
BTC	0%	- 6%
WVT	- 10%	+ 1%

= 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 Route

#250

9.3

Lowest Scoring Routes*

#7 #410

7.9 7.9

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Feeling Safe from Crime On Board the Bus

Trending down from a year ago, Feeling Safe From Crime On Board the Bus receives top ratings from 81% of bus riders. The current average score is 8.5 out of 10, which is the lowest level reported since Q2 2015.

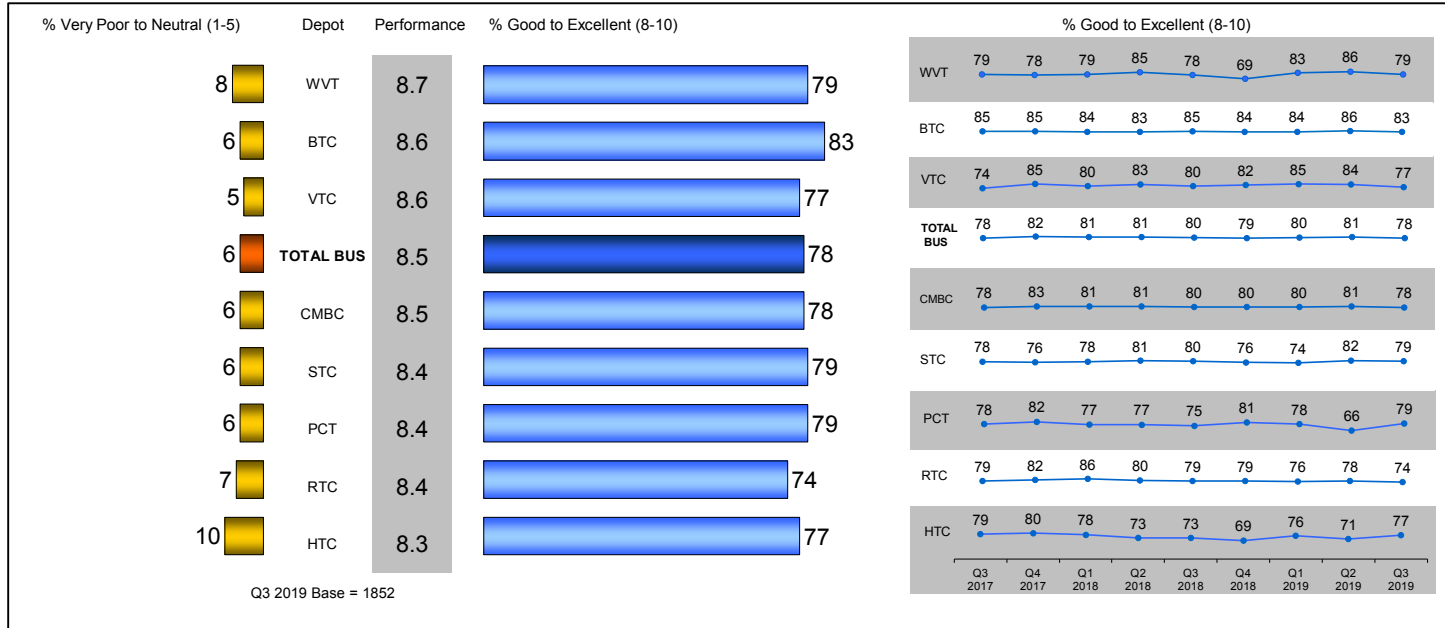
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 1%	- 3%
RTC	+ 6%	+ 5%
BTC	- 4%	- 8%

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

#99B

9.2

Lowest Scoring Route*

#410

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.

Having a Direct Route

Scores for Having a Direct Route have dropped from last quarter (78%, down 3 ppt). While the average score is still strong at 8.5, it is down from 8.6 last quarter.

Good-to-Excellent ratings compared to:

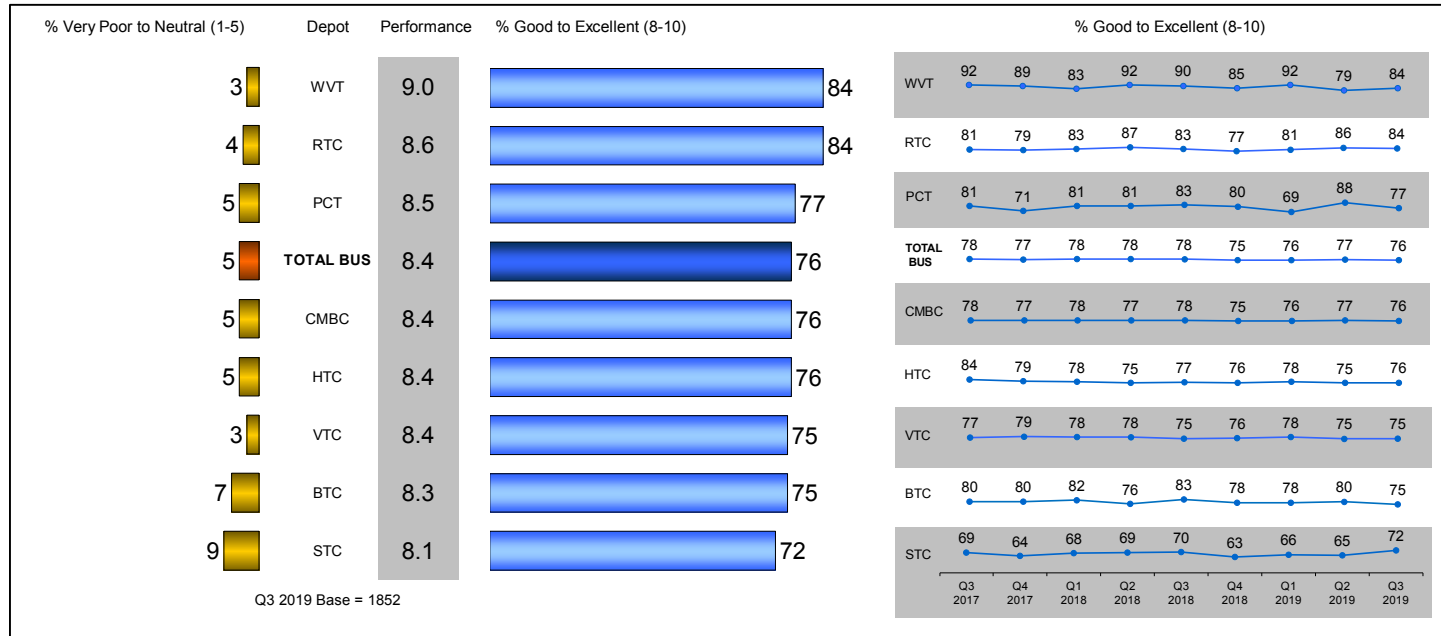
	Last Quarter	Same Quarter Last Year
Total Bus	- 3%	- 2%
VTC	- 7%	- 3%
PCT	+ 13%	+ 4%

= 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

#25

9.0

Lowest Scoring Route*

#99B

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.

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

Performance for Feeling Safe from Crime at Stops or Exchange is holding consistent, with three-quarters (76%) of bus riders giving top scores to this service attribute and a stable average score of 8.4 out of 10.

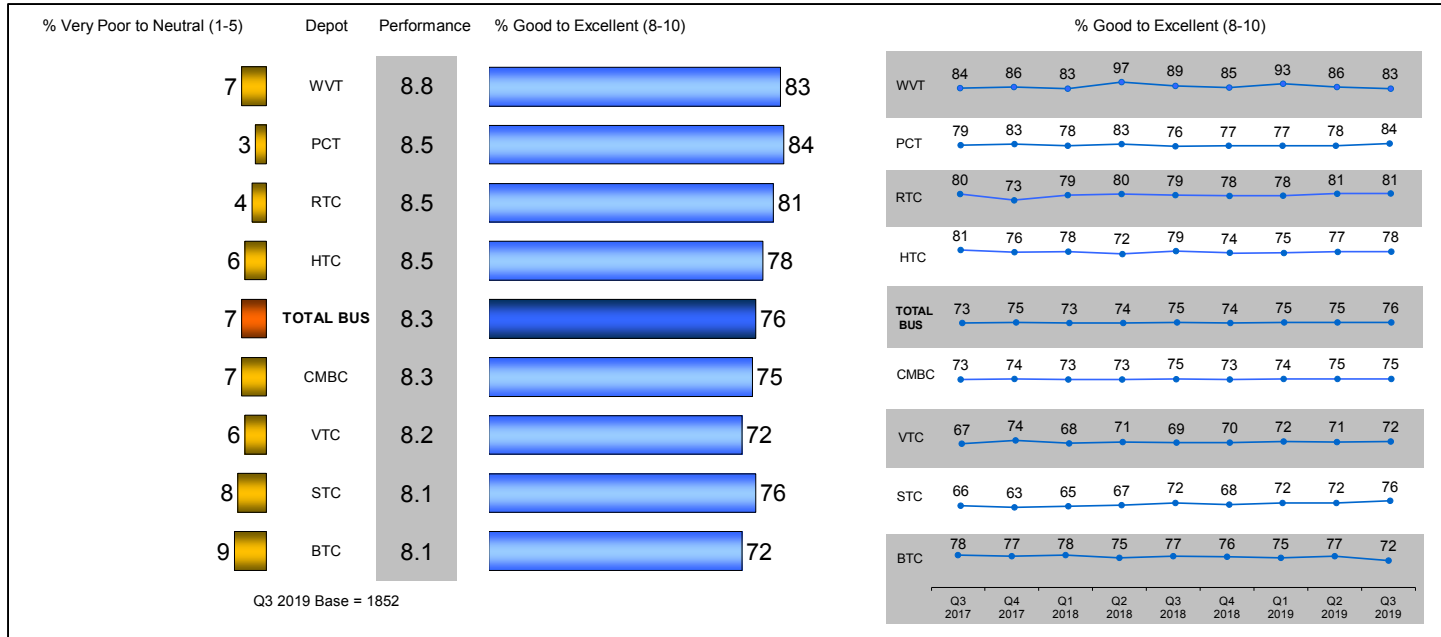
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 1%	- 2%
PCT	- 11%	- 6%
BTC	- 5%	- 8%

= 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
#250
8.9

Lowest Scoring Route*
#7 #99B
7.8 7.8

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

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

Clean and Graffiti-Free Buses

Unchanged from past trends, Clean and Graffiti-Free Buses earns top ratings from three-quarters (76%) of bus riders and the average score is holding solid at 8.3 out of 10.

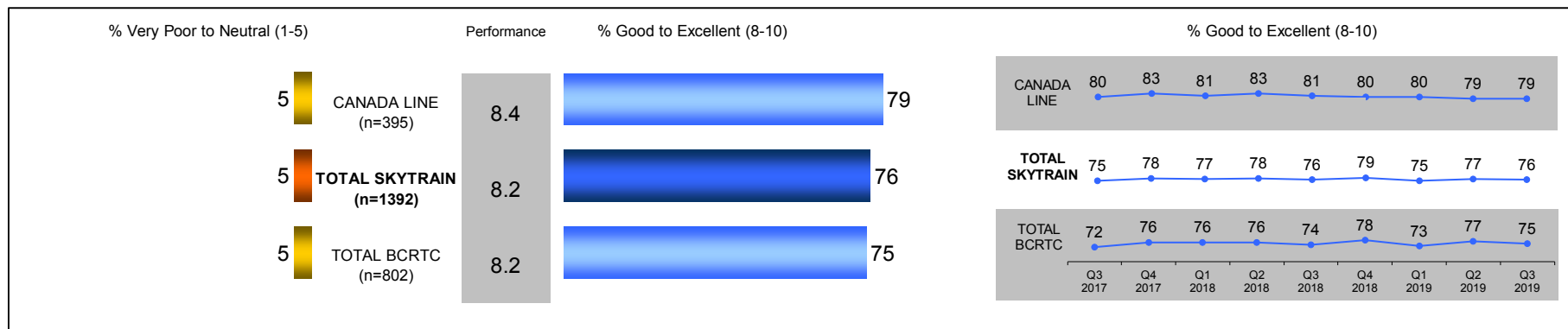
Good-to-Excellent ratings compared to:

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

= 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

Overall SkyTrain Service continues to earn top ratings from three-quarters (76%) of SkyTrain riders. The average score is also unchanged at 8.2 out of 10.

Good-to-Excellent ratings compared to:

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

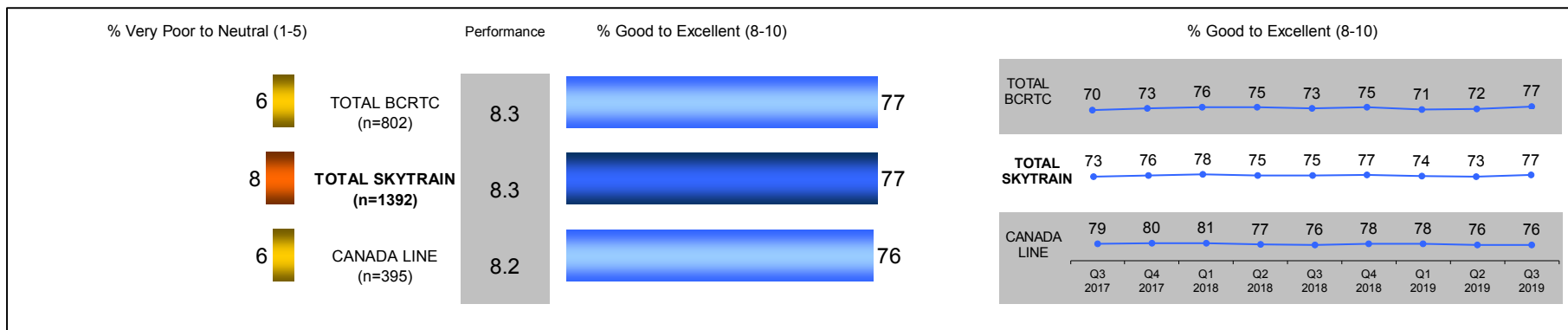
Notes: Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode.

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

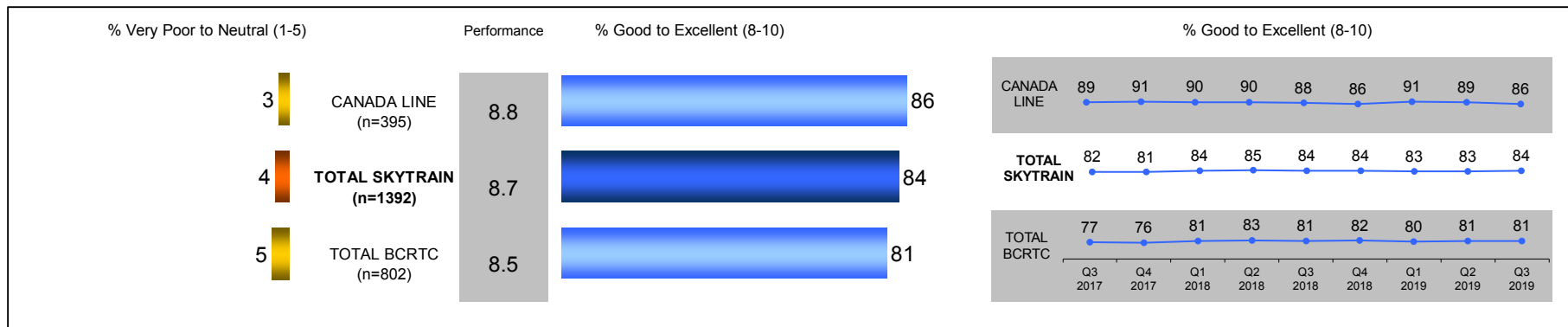
Frequency of Service

More SkyTrain riders are awarding top ratings to Frequency of Service (a key driver of Overall SkyTrain Service) this quarter compared to Q2 2019 (77%, up 4 ppt). The average score remains strong 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:	+ 4%	+ 2%
Total BCRTC:	+ 5%	+ 4%
Canada Line:	0%	0%

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

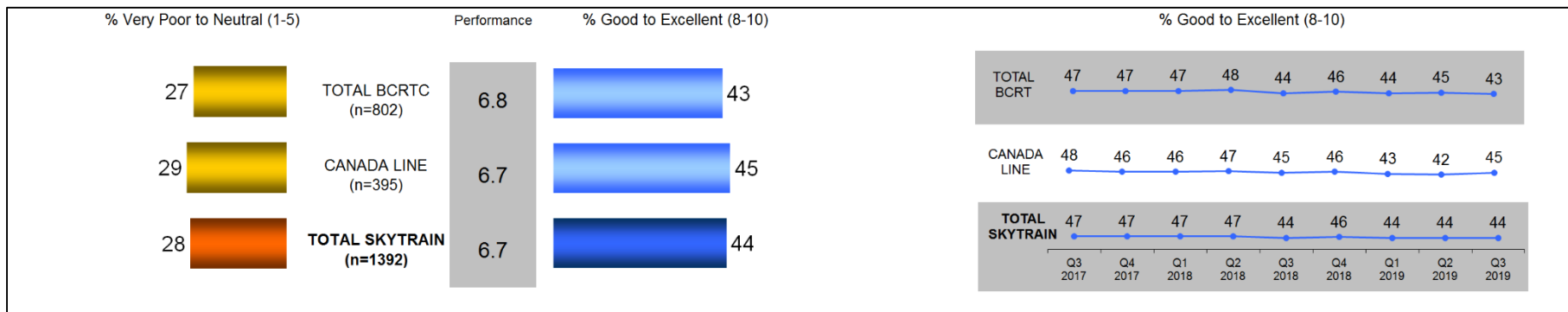
On-Time, Reliable Service

Eight-in-ten (84%) SkyTrain riders give good-to-excellent ratings to On-Time, Reliable Service (top key driver) and the average score is 8.7 out of 10, making it the highest-rated SkyTrain attribute.

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

= Significant upward/downward shift

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



Top Key Driver

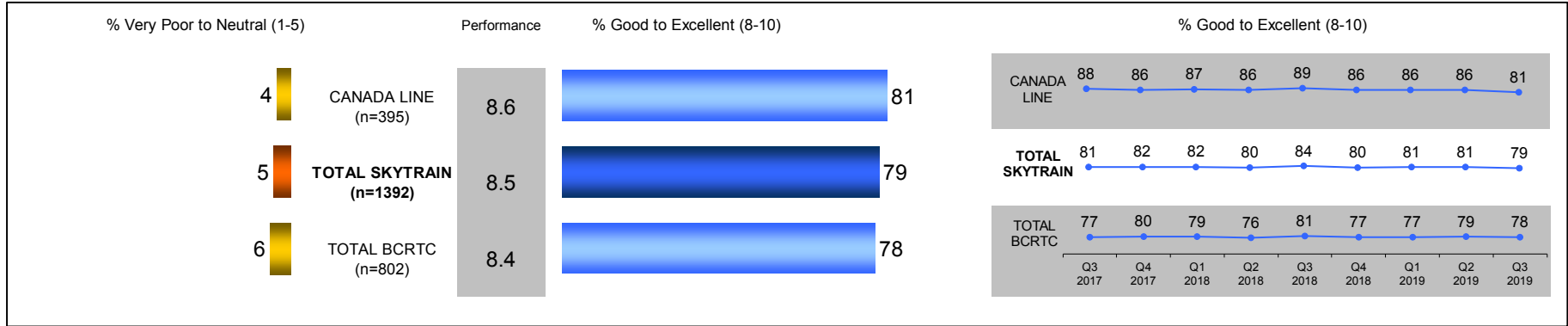
Not Being Overcrowded

Unchanged from previous waves, Not Being Overcrowded continues to be the lowest-rated key driver of Overall SkyTrain Service. It earns top ratings from 44% of SkyTrain riders and the average score of 6.7 is below the 7.0 positive performance threshold.

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

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

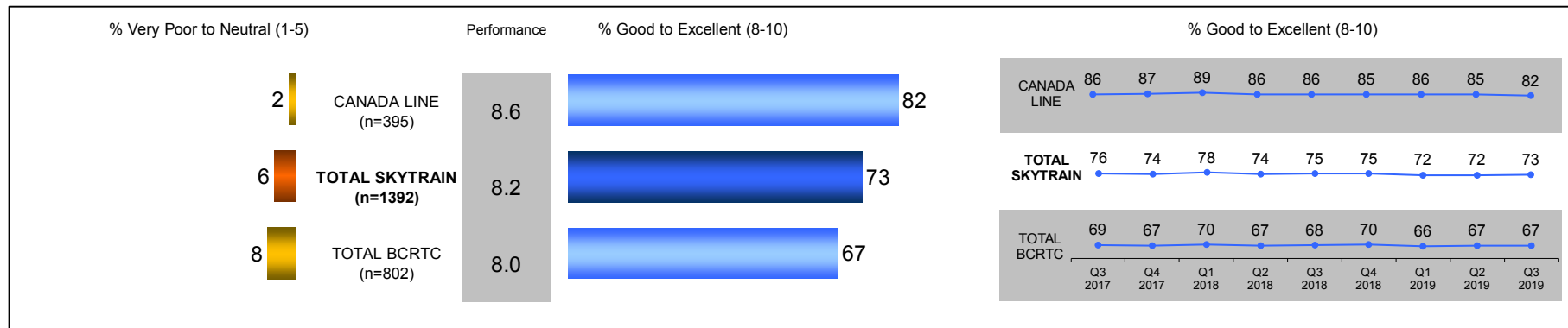
Feeling Safe from Crime On Board SkyTrain

Feeling Safe from Crime On Board SkyTrain (another top key driver) is the second highest rated service attribute. While the service is still highly rated by SkyTrain riders (79% good-to-excellent and an average score of 8.5 out of 10), it has slipped from a year ago, primarily due to a drop in Canada Line ratings.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
Total SkyTrain:	- 2%	- 5%
Total BCRTC:	- 1%	- 3%
Canada Line:	- 5%	- 8%

= 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?



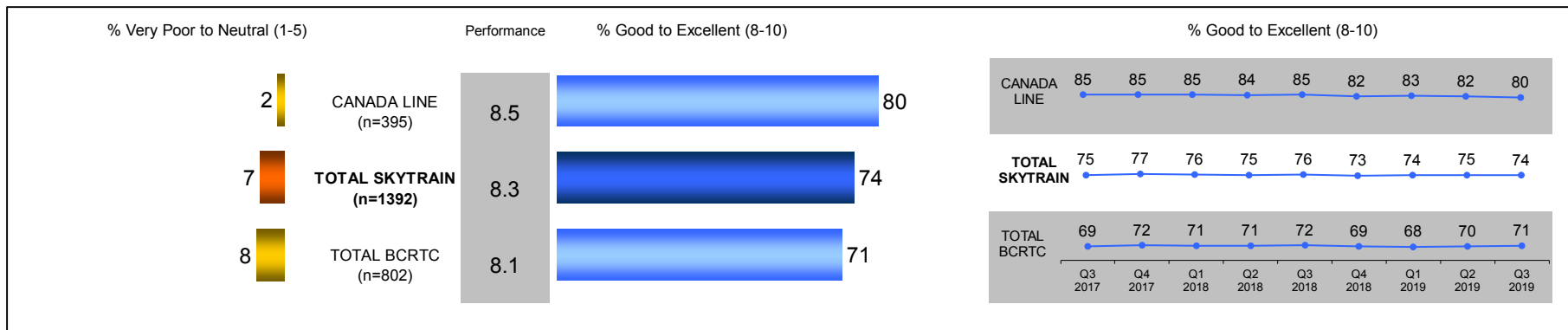
Clean and Graffiti-Free SkyTrain Cars and Stations

Seven-in-ten (73%) SkyTrain riders continue to give top ratings to Clean and Graffiti-Free SkyTrain Cars and Stations. The average score is also unchanged at 8.2. Canada Line is performing ahead of BCRTC in this regard.

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

= 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?



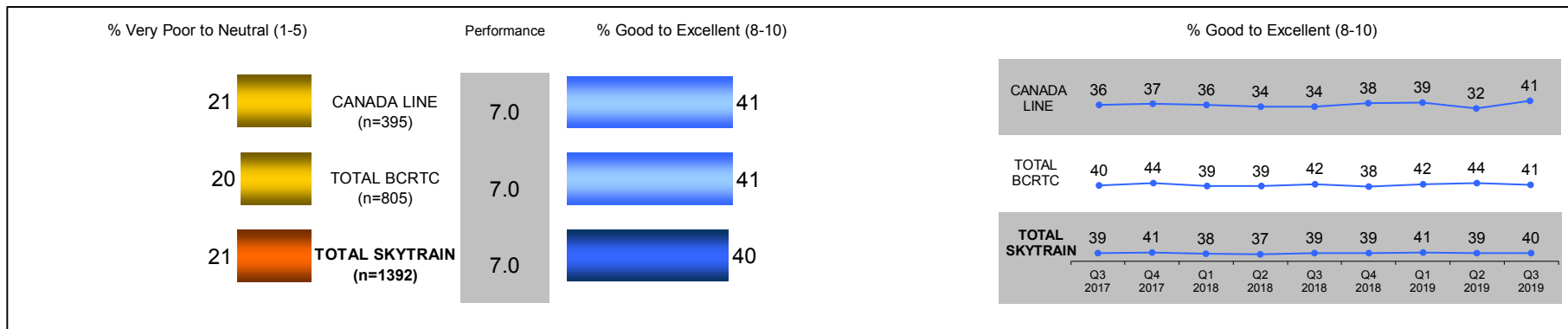
Feeling Safe from Crime Inside the SkyTrain Station

While positive ratings for Feeling Safe from Crime Inside the SkyTrain Station remains stable at 74%, the average score is down from a year ago (from 8.4 to 8.3 currently). Canada Line riders are more likely to award top ratings to this service attribute than BCRTC riders.

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

= 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?



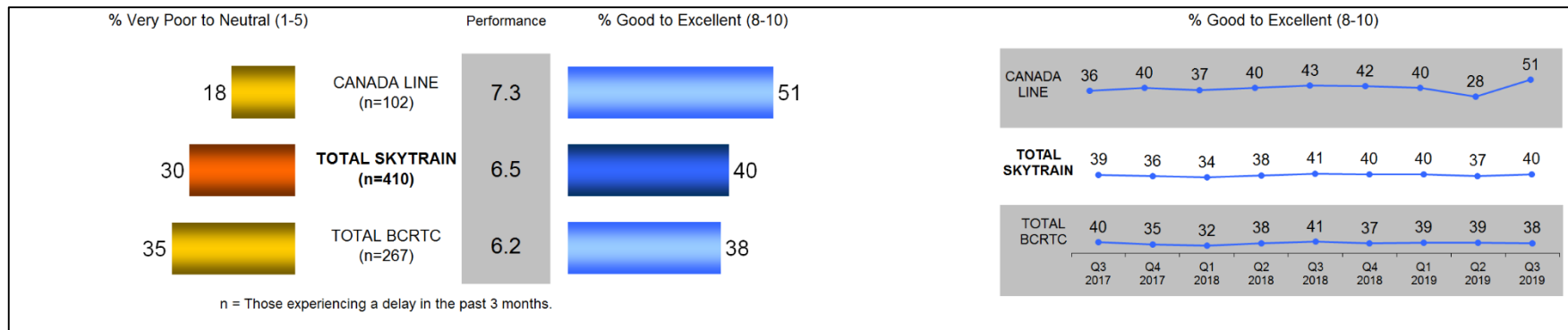
Staff Available When Needed

Staff availability receives good-to-excellent ratings from four-in-ten (40%) SkyTrain riders. The average score is sitting at 7.0 out of 10. This is consistent with past observations. It is important to note that 20% of SkyTrain riders were unable to answer this question.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
Total SkyTrain:	+ 1%	+ 1%
Total BCRTC:	- 3%	- 1%
Canada Line:	+ 9%	+ 7%

= 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

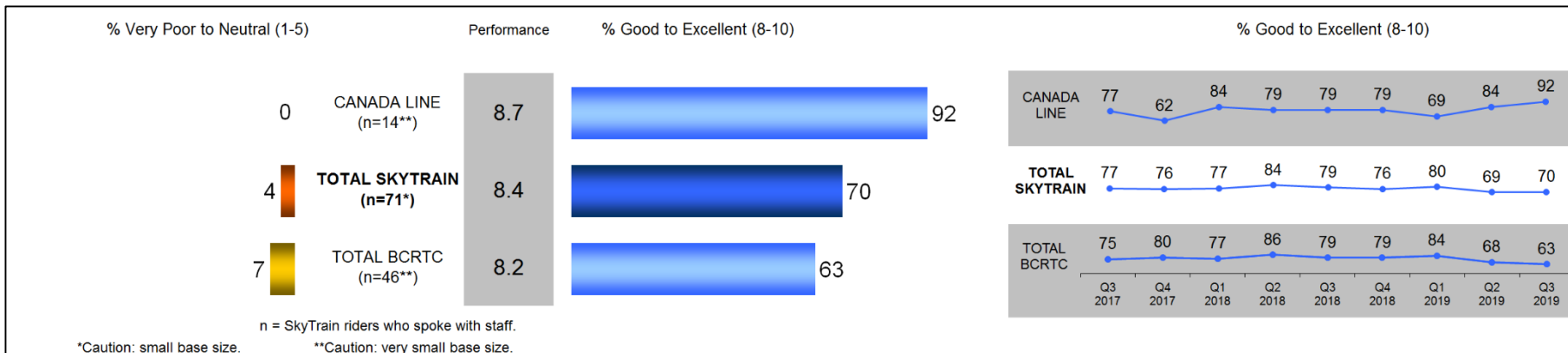
Fewer SkyTrain riders report experiencing a delay on the SkyTrain in the past three months compared to last wave (34%, down 5 ppt). Similar to the past, BCRTC riders are more likely to have experienced a delay than Canada Line riders (38% vs. 31%).

This service attribute continues to be the lowest-rated attribute with four-in-ten (40%) awarding top ratings and the average score is below the positive performance threshold (6.5). Canada Line has recovered from the drop seen last quarter and has gained 23 percentage points.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
Total SkyTrain:	+ 3%	- 1%
Total BCRTC:	- 1%	- 3%
Canada Line:	+23%	+ 8%

= 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

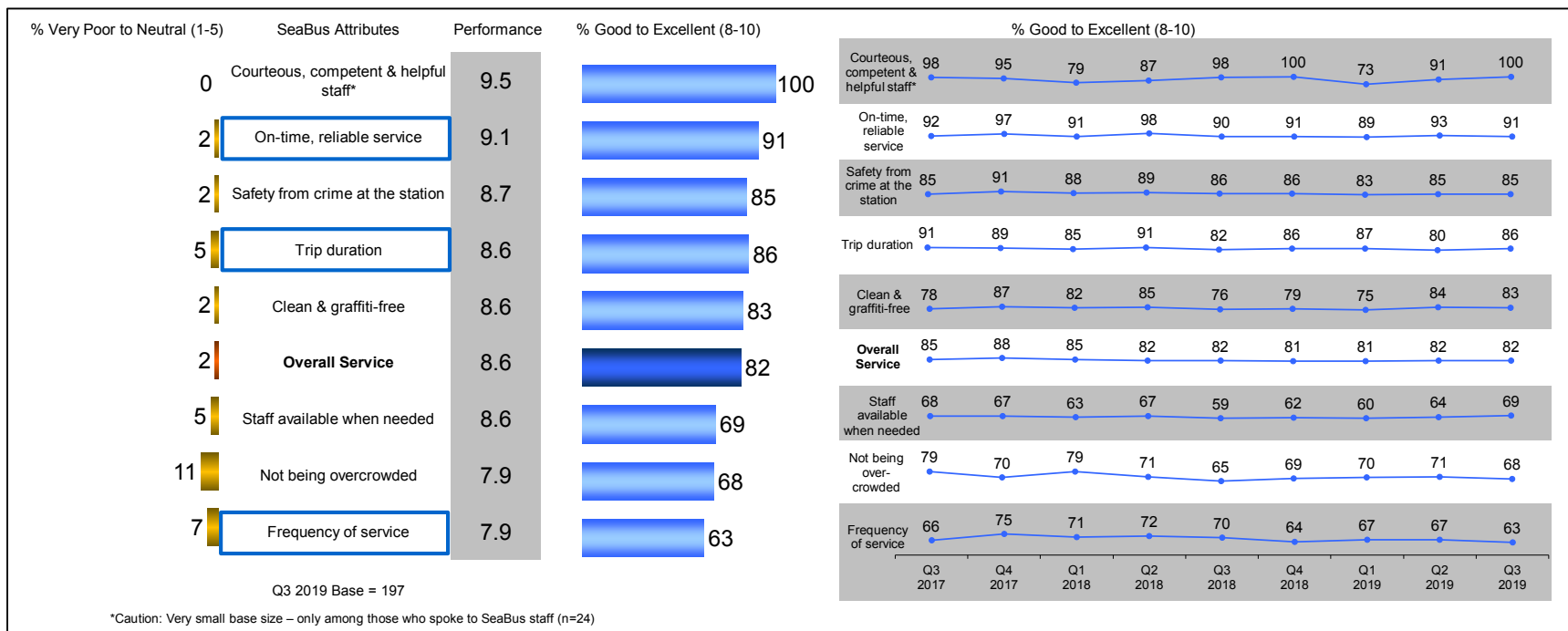
Only 4% of SkyTrain riders have interacted with a SkyTrain staff on their last trip.

Consistent with past trends, seven-in-ten (70%) award top ratings to Courteous, Competent and Helpful SkyTrain Staff. The average score remains strong at 8.4 out of 10.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
Total SkyTrain:	+ 1%	- 9%
Total BCRTC:	- 5%	- 16%
Canada Line:	+ 8%	+ 13%

= 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

Eight-in-ten (82%) SeaBus riders give top ratings to Overall SeaBus Service. The average score is also staying strong at 8.6 out of 10. All SeaBus service attributes continue to exceed the 7.0 positive performance threshold. In particular, among the small proportion (12%) who have spoken to a SeaBus staff, they all give top ratings to the staff for being Courteous, Competent and Helpful.

Good-to-Excellent ratings compared to:

Last Quarter

Same Quarter Last Year

 = Significant upward/downward shift

Overall SeaBus Service

0%

0%

Staff available when needed

+ 5%

 + 10%

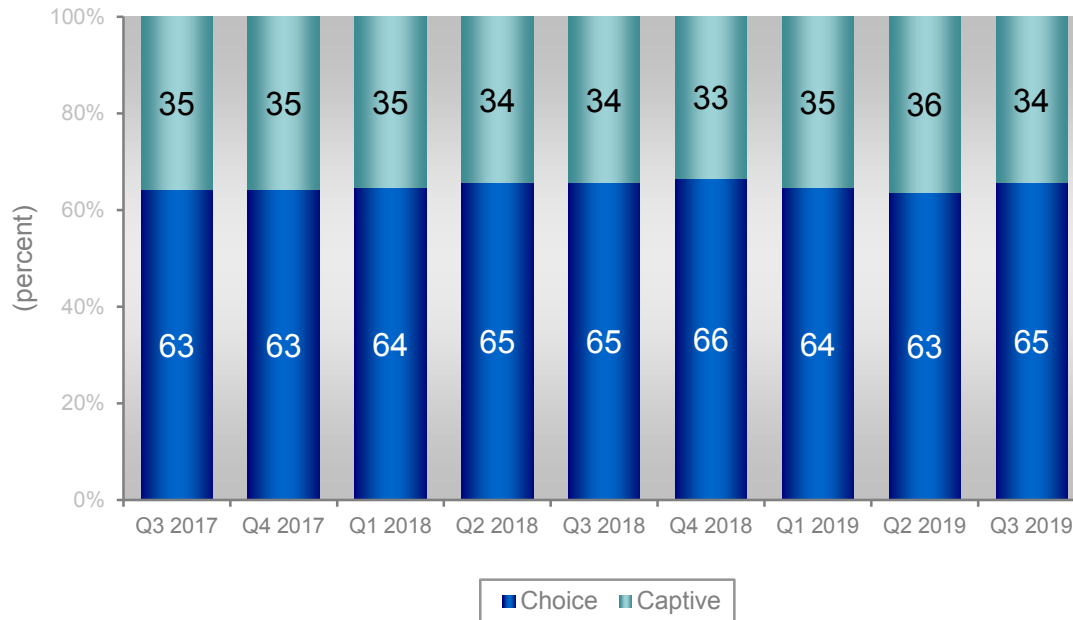
Note: SeaBus ratings are based on a small sample size and typically require a difference of 10 percentage points to be considered statistically significant.



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 2019 Base = 2100

Choice Versus Captive

Similar to a year ago, 65% of transit riders are Choice riders, meaning they have access to a vehicle for the transit trips they make.

The remaining balance of 34% is categorized as Captive riders with no vehicle access.

Compared to Captive riders, Choice Riders tend to be older (35+), working full-time and more affluent (household income of \$80K or more). They are also more likely to be SkyTrain or SeaBus riders and have taken transit for a longer period of time.

On the other hand, Captive riders are more likely to be younger (<35), working part-time or unemployed, have lower income (<\$40K) and more likely to be Bus riders.

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

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

Percentage Of Riders By Trip Purpose



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

Q3 2019 Base = 2100

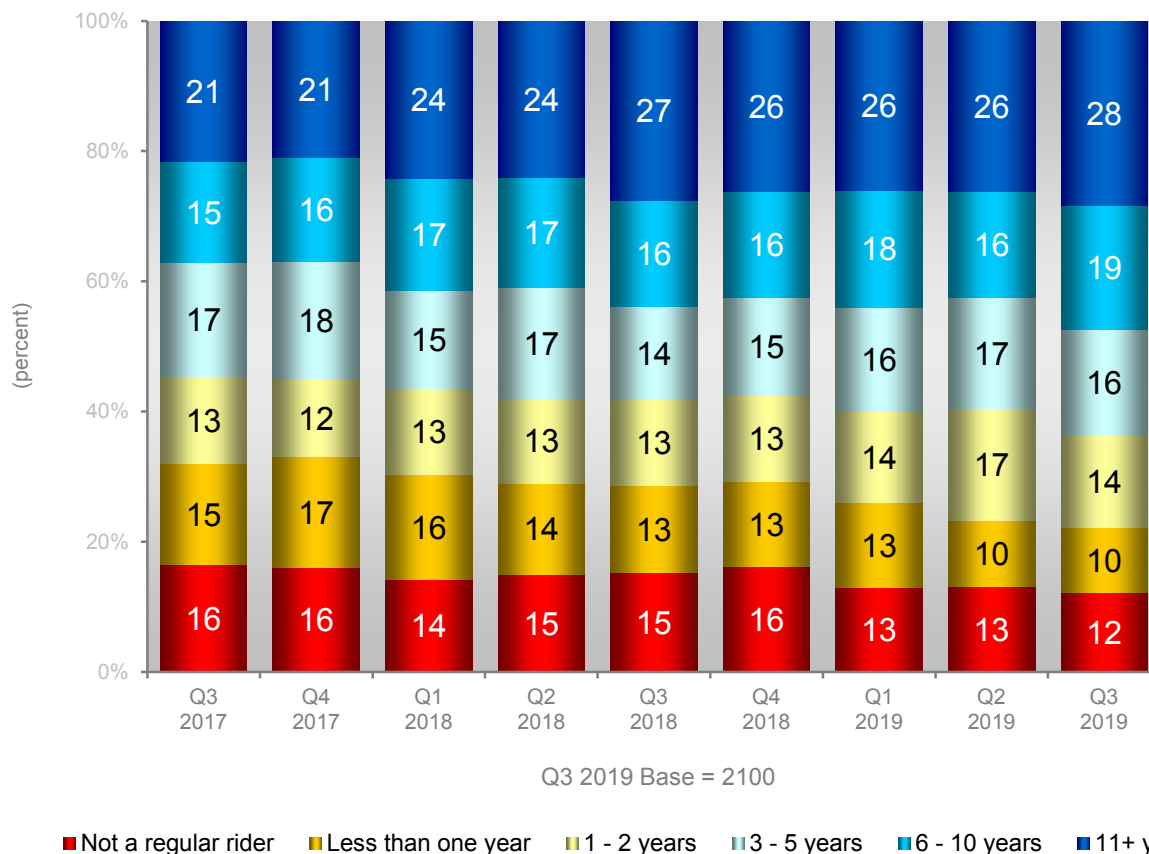
Trip Purpose

Just under one-half (48%) of transit riders are taking transit for work purposes, down slightly from a year ago. On the other hand, entertainment or social reasons continues to be trending up (48%), making it one of the primary reasons for taking transit.

Another four-in-ten (38%) are making transit trips for shopping. This is consistent with past trends.

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

Avg. # of Years	9.6	9.1	9.7	10.0	11.0	10.5	10.5	10.5	10.7
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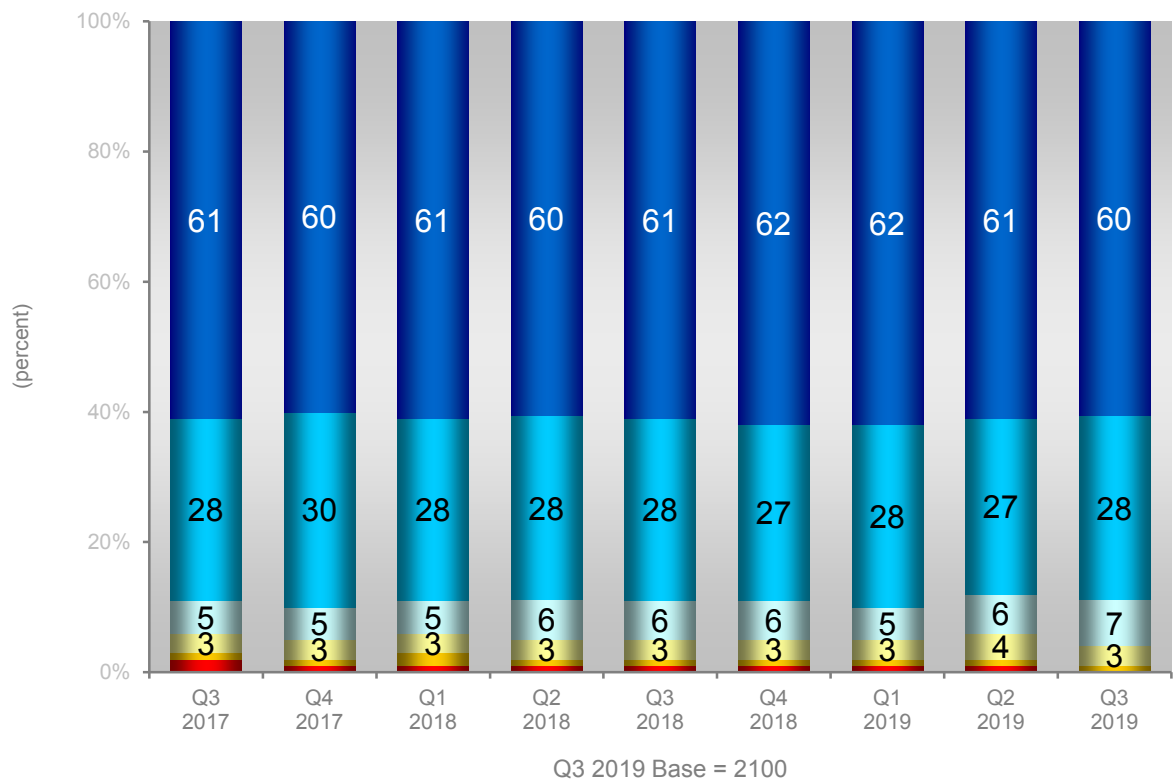
Length of Time Taking Transit on a Regular Basis

The average number of years of being a regular transit rider has been slowly trending up since Q4 2017, reaching 10.7 years currently.

Those residing in North Vancouver, SeaBus riders and Low Frequency riders have a longer tenure than their counterparts.

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

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



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

Likelihood of Continuing to Take Transit as Often in Future

Unchanged from previous waves, six-in-ten (60%) transit riders say they definitely will take transit as often as they do now in the future. This is particularly true for seniors (65+) and those who reside in Vancouver.

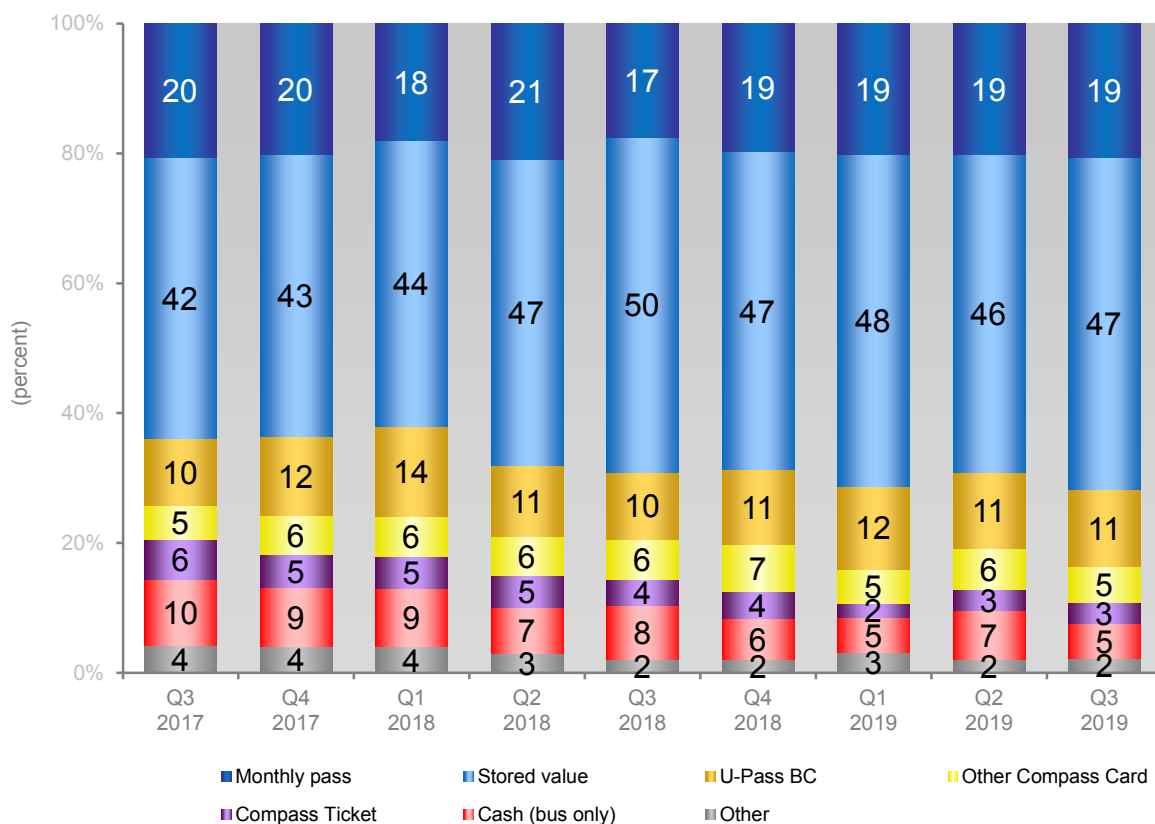
Another three-in-ten (28%) say their usage will probably remain the same. One-in-ten (7%) are uncertain and a small proportion (3%) say their usage will probably be lower.

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)	79%	83%	83%	84%	82%	84%	85%	84%	83%
Compass Ticket (net)	6%	5%	5%	5%	4%	4%	2%	3%	3%



Q3 2019 Base = 2100

Fare Payment Method Used

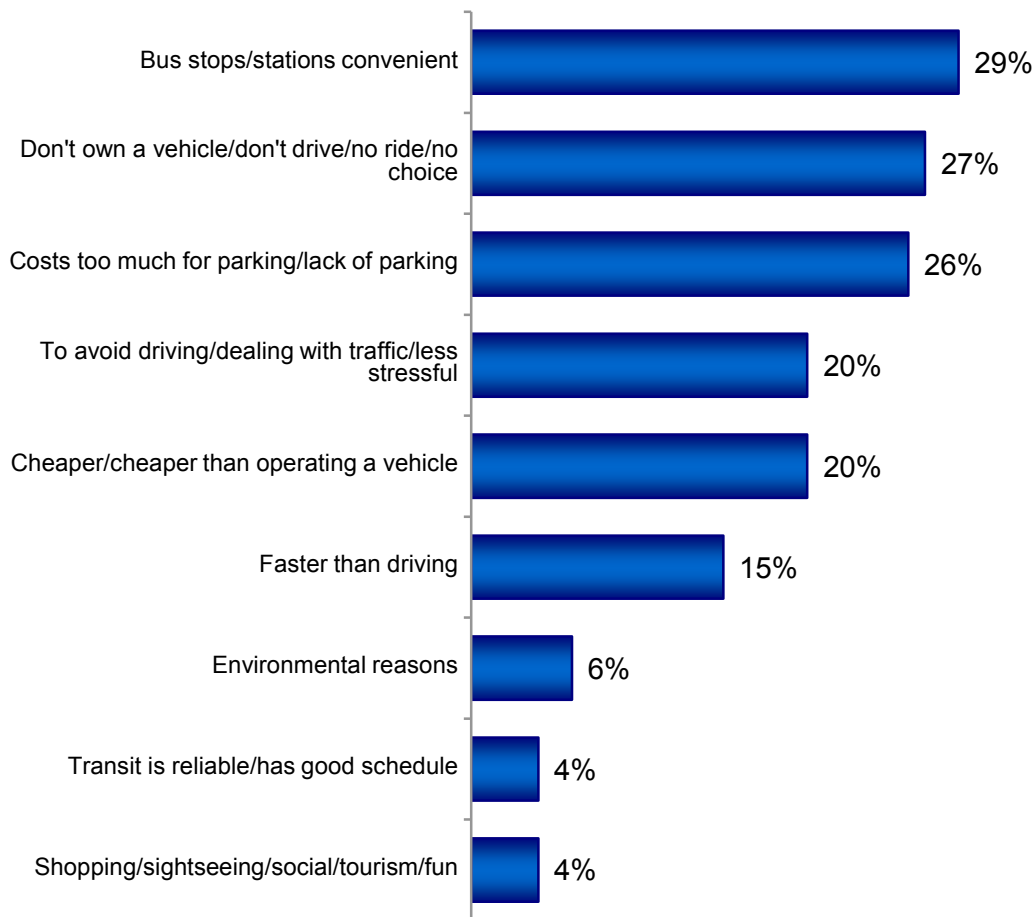
The majority of transit riders continue to say Compass Card is their primary method of payment (83%), with Stored Value (47%) being the most popular Compass Card Product. Those 45+, SeaBus riders and Choice riders are more likely to have paid using Stored Value.

Monthly Pass is the next most used Compass Card Product (19%). This is more common among Captive riders and those between the age of 25 to 44.

The rest of the payment methods are relatively less popular.

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?



Top 3 Reasons for Taking Transit

Similar to historical trends, the three commonly selected reasons for taking transit are:

- Convenient bus stops/stations (29%);
- Don't have vehicle access (27%); and
- Parking issues (26%).

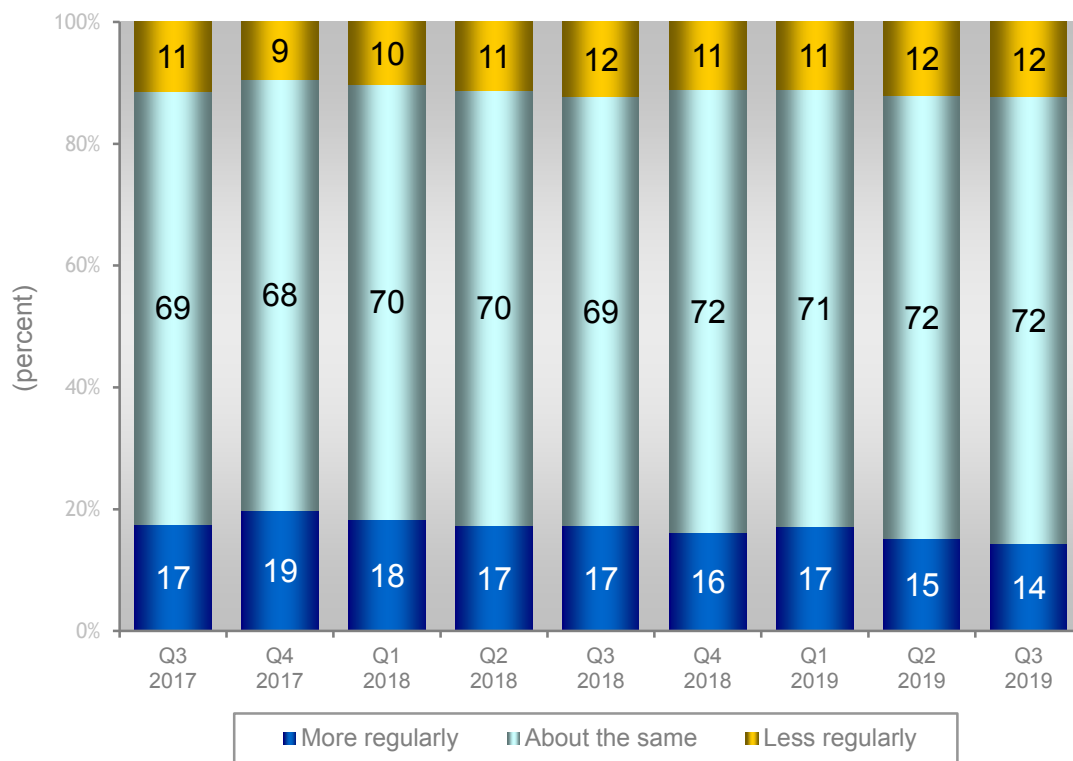
More are taking transit for environmental reasons compared to both last quarter and a year ago.

Note: Only responses of 4% or more are shown.

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

Q3 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?



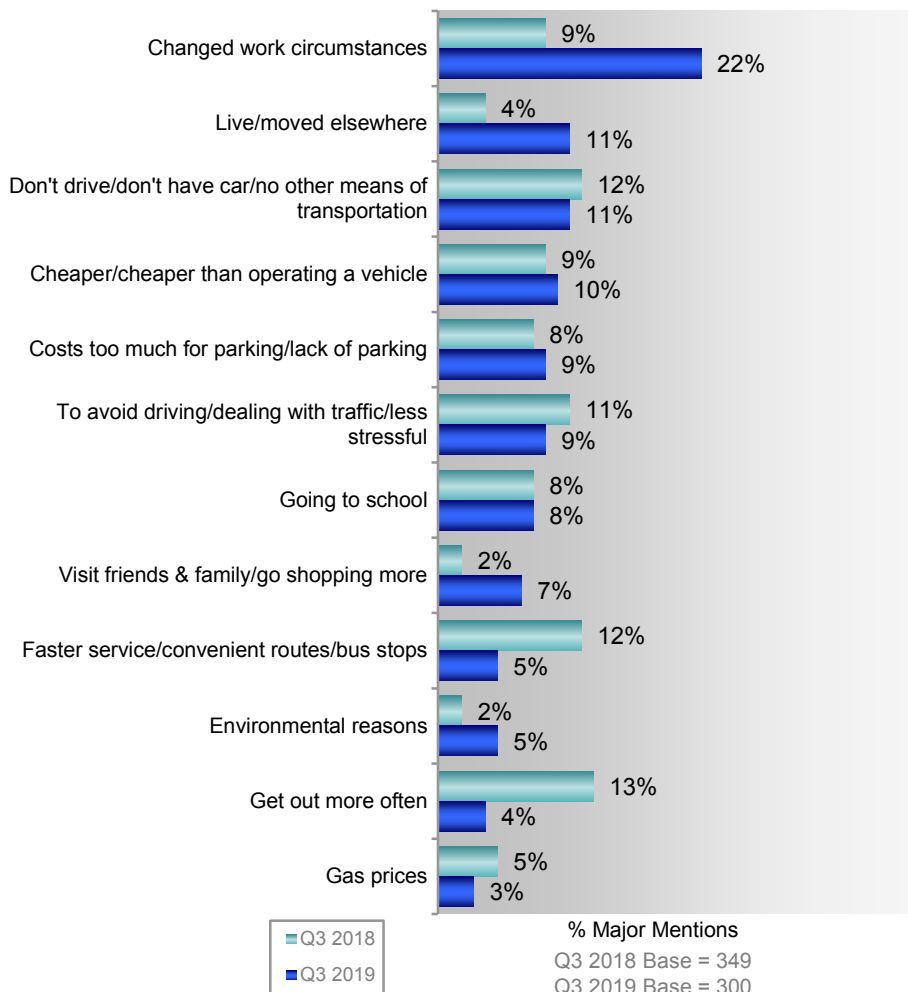
Q3 2019 Base = 2100

Changes in Transit Usage Last Six Months

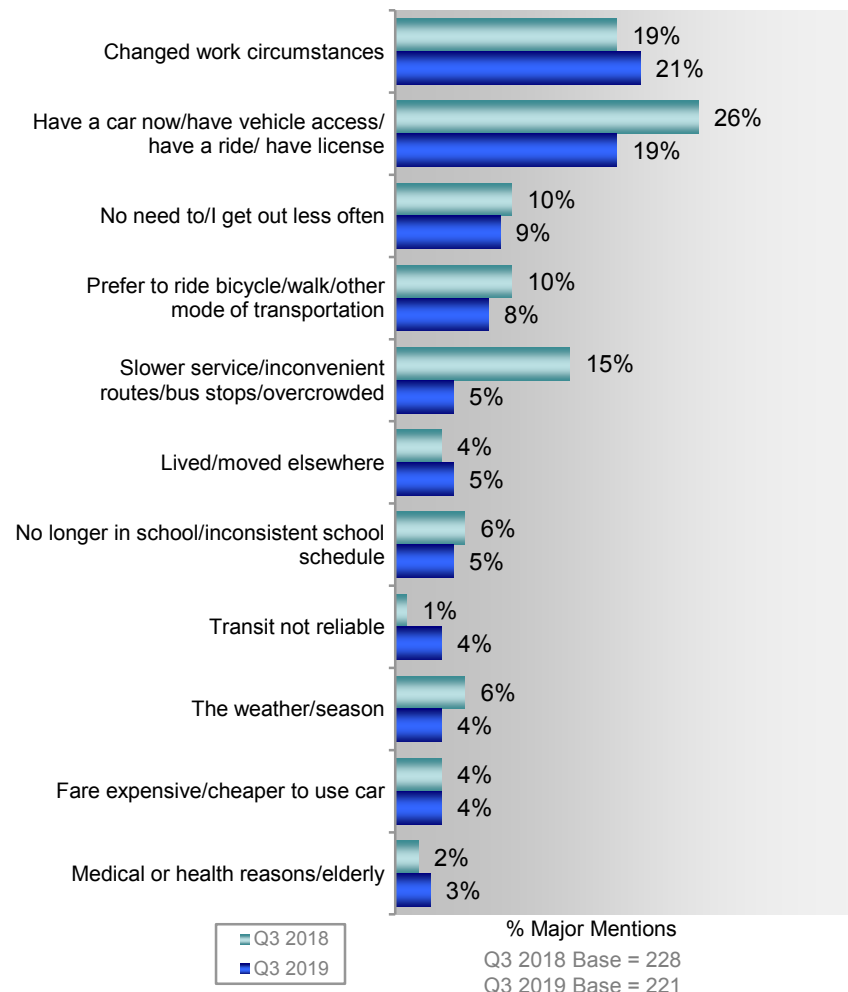
Marginally more transit riders say their transit usage has not changed in the past six months compared to a year ago (72%). This is especially the case for seniors (65+).

About one-in-ten (14%) say they are taking transit more regularly and the remaining 12% are using it less regularly. Choice riders are more likely to report a decrease in usage compared to Captive riders.

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?

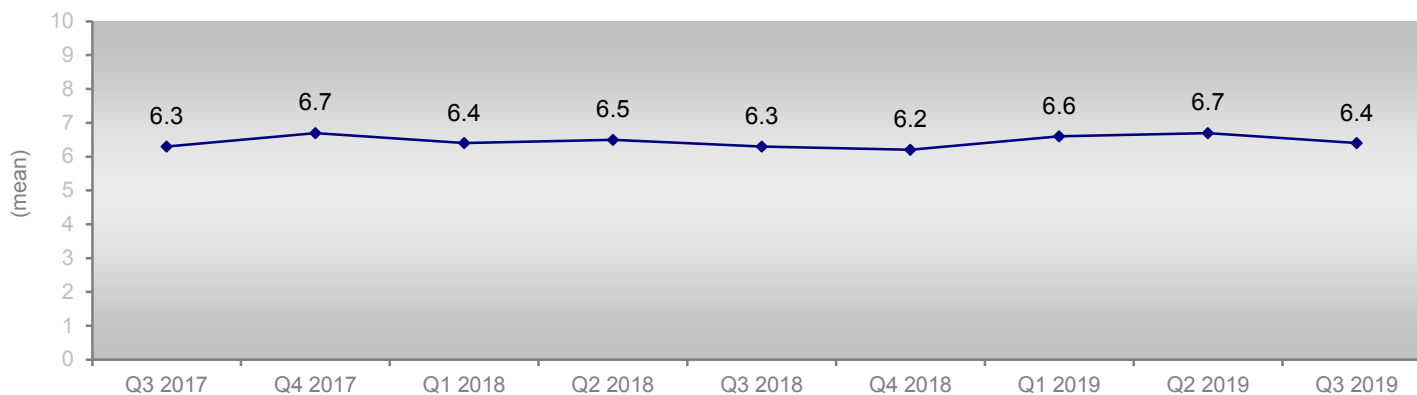


Note: Major mentions of 3% or more in either current wave or past wave are shown in the charts above.

Transit riders are taking transit *more* regularly because of changes in their work situations (22%, up from 9% a year ago). Similarly, transit riders are taking transit *less* primarily because of changes in their work circumstances (21%). Another one-in-five (19%) are taking it less because they have access to a vehicle (19%).

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



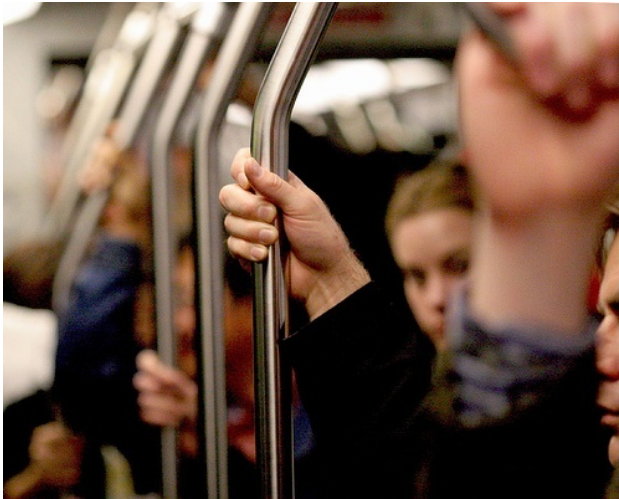
Q3 2019 Base = 2100

Average Number of Trips

Directionally down from last quarter, transit riders report making 6.4 one-way transit trips in the past seven days.

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: 6.6 one-way transit trips (no change)
- SeaBus users: 6.7 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	1453	623
Average past-week transit trips	6.4	4.9	9.4
Years been a transit rider	10.7	11.8	9.0
Transit system – Overall Service Rating	7.8	7.8	7.6
Mode	%	%	%
Bus	73	65	89
SkyTrain	70	74	65
SeaBus	7	8	4
Age	%	%	%
18-34 years	38	30	54
35-54 years	34	39	26
55 + years	26	30	18
Gender	%	%	%
Male	49	50	46
Female	51	50	54
Employment status*	%	%	%
Full-time	48	52	40
Part-time	17	15	21
Not employed	37	34	43
Education	%	%	%
High school or less	18	15	26
Vocational/college/technical	17	17	16
Some university	12	11	14
Graduated university	51	55	42
Household Income	%	%	%
Under \$40K	21	12	39
\$40K to < \$80K	22	23	22
\$80K or more	36	44	20

Choice and Captive

Choice riders, those who have regular access to a vehicle for the transit trip(s) they make, account for 65% of transit riders. The remaining 34% are Captive riders, meaning they have no regular vehicle access.

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	1453	623
Travel Purpose	%	%	%
Work	48	43	55
Entertainment	48	49	47
Shopping	38	33	50
Personal Business	24	21	30
School	14	9	24
Payment Method	%	%	%
Cash fare	5	6	4
Compass Ticket	3	4	1
Compass Card	83	80	90
Other	2	3	1
Region	%	%	%
Vancouver	38	36	43
Surrey / North Delta / White Rock / Langley	18	17	19
Burnaby / New West	15	15	16
Richmond / South Delta	11	12	9
Northeast Region	9	10	7
North Vancouver	8	9	5
West Vancouver	2	2	1

 Significantly higher than the other rider group

Detailed Findings

Customer Profiles – Low, Medium and High Frequency Riders

	TOTAL	LOW	MEDIUM	HIGH
Base	2100	1026	554	520
Years been a transit rider	10.7	13.1	10.5	8.2
Transit system – Overall Service Rating	7.8	7.9	7.7	7.5
Average age*	42.8	47.4	42.6	36.1
Age	%	%	%	%
18-34 years	38	26	41	55
35-54 years	34	39	30	31
55 + years	26	34	27	14
Gender	%	%	%	%
Male	49	50	45	50
Female	51	50	55	50
Employment status**	%	%	%	%
Full-time	48	48	40	57
Part-time	17	13	19	21
Not employed	37	39	42	29
Household Income	%	%	%	%
Under \$40K	21	14	29	26
\$40K to < \$80K	22	22	18	26
\$80K or more	36	41	32	32
Mode	%	%	%	%
Bus	73	57	82	90
SkyTrain	70	70	67	74
SeaBus	7	8	5	6

Low, Medium and High Frequency Riders

Just over four-in-ten (44%) of transit users are categorized as Low Frequency users, which means they make 3 one-way transit trips or less in a week.

Another one-quarter (26%) of riders are classified as Medium Frequency users, or those who take between 4 to 9 one-way transit trips per week.

The remaining 30% 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	1026	554	520
Travel Purpose	%	%	%	%
Work	48	24	49	81
Entertainment	48	51	45	46
Shopping	38	28	42	50
Personal Business	24	16	29	31
School	14	5	15	25
Payment Method	%	%	%	%
Cash fare	5	8	4	2
Compass Ticket	3	6	2	1
Compass Card	83	73	89	93
Other	2	3	2	2
Region	%	%	%	%
Vancouver	38	33	41	42
Surrey / North Delta / White Rock / Langley	18	18	16	19
Burnaby / New West	15	14	15	17
Richmond / South Delta	11	12	9	9
Northeast Region	9	10	11	7
North Vancouver	8	10	7	4
West Vancouver	2	2	1	1

 Significantly higher than the other rider group(s)

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	2100	1540	1392	197
Average past-week transit trips	6.4	7.6	6.6	6.7
Years been a transit rider	10.7	10.5	10.3	14.6
Transit System – Overall Service Rating	7.8	7.7	7.8	7.9
Average age*	42.8	472.0	42.0	48.7
Age	%	%	%	%
18-34 years	38	41	39	21
35-54 years	34	31	37	40
55+ years	26	26	23	35
Gender	%	%	%	%
Male	49	48	51	49
Female	51	52	49	51
Employment status**	%	%	%	%
Full-time	48	44	53	52
Part-time	17	18	17	14
Not employed	37	40	32	31
Education	%	%	%	%
High school or less	19	20	17	7
Vocational/college/technical	17	16	17	16
Some university	12	12	12	10
Graduated university	51	49	52	64
Household Income	%	%	%	%
Under \$40K	21	25	19	12
\$40K to < \$80K	22	22	23	22
\$80K or more	36	32	39	49

 Significantly higher than the other rider group(s)

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

** Question switched to multiple response March 2014.


Mode Usage

Bus continues to be the most popular transit mode (73%) among transit users, followed by SkyTrain (70%).

SeaBus usage remains 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	1540	1392	197
Travel Purpose	%	%	%	%
Work	48	52	50	43
Entertainment	48	47	51	61
Shopping	38	42	38	32
Personal Business	24	28	23	23
School	14	18	14	6
Payment Method	%	%	%	%
Cash fare	5	6	3	4
Compass Ticket	3	1	4	4
Compass Card	83	87	84	81
Other	2	1	3	1
Choice/Captive Riders	%	%	%	%
Choice	65	58	68	79
Captive	34	41	31	20
Region	%	%	%	%
Vancouver	38	41	35	20
Surrey / North Delta / White Rock/ Langley	18	19	20	10
Burnaby / New West	15	14	17	5
Richmond / South Delta	11	9	12	2
Northeast Region	9	8	11	2
North Vancouver	8	8	4	59
West Vancouver	2	2	1	3

 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- 2017)	(Q4- 2017)	(Q1- 2018)	(Q2- 2018)	(Q3- 2018)	(Q4- 2018)	(Q1- 2019)	(Q2- 2019)	(Q3- 2019)
BASE	2000	2100	2101	2100	2101	2100	2100	2100	2100	2100
Average Years Riding Transit	n/a	9.6	9.1	9.7	10.0	11.0	10.5	10.5	10.5	10.7
Age:	%	%	%	%	%	%	%	%	%	%
Aged 16 to 24 years	12	22	24	22	19	20	22	20	20	19
Aged 25 to 34 years	18	15	14	17	19	19	16	18	18	19
Aged 35 to 44 years	18	14	16	14	15	15	16	14	15	14
Aged 45 to 54 years	20	19	18	20	19	20	18	20	20	20
Aged 55 to 64 years	16	9	10	11	11	11	10	10	9	9
Aged 65 years and over	17	16	16	16	15	16	16	16	17	17
Gender:	%	%	%	%	%	%	%	%	%	%
Male	48	49	49	49	49	49	49	48	48	49
Female	52	51	51	51	51	51	51	52	52	51
Employment	%	%	%	%	%	%	%	%	%	%
Employed full-time	57	45	46	47	52	51	45	49	46	48
Employed part-time	13	18	18	18	16	17	18	17	17	17
Student	5	14	17	17	14	13	17	16	16	14
Not employed	3	5	4	5	4	4	4	4	6	4
Homemaker	2	2	2	2	2	3	4	3	3	3
Retired	18	16	15	16	15	17	17	16	17	17
Refused	1	4	2	1	1	1	1	1	1	2
Education:	%	%	%	%	%	%	%	%	%	%
High school or less	21	21	24	18	18	18	18	17	17	19
Voc./college/tech.	26	18	16	18	20	19	19	17	18	17
Some university	7	11	13	12	12	11	12	14	12	12
Graduated university	45	45	45	50	49	51	50	52	50	51
Refused	0	4	3	1	1	1	2	1	2	2

Transit tenure is at 10.7 years

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

Significantly higher than Metro Vancouver general public

Significantly lower than Metro Vancouver general public

* Source: Mustel – 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 18 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.

**Prior to January 2018, age restriction was 16 years old or above*

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 Westminster	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 1,260 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 2,000 Metro Vancouver residents in February, March, June, and September of 2017. 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) – May 2019 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:** On a scale of one to ten, where “ten” means “excellent” and “one” means “very poor”.)

[1-10]

SATISFACTION WITH SEABUS SERVICE; IDENTIFY WAYS TO IMPROVE SERVICE

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

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

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

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

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

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

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



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

[1-10]

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

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

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

[1-10]

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

YES
NO

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

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

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

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

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

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

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

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

[1-10]

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

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

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

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

[1-10]



Q13a. **[PROGRAMMER DISPLAY FOR FIRST ITEM ASKED IF ATTRIBUTE= 1, 2, 3 or 6 IN ROTATION]** Using the same scale, how would you rate the SkyTrain in terms of ... **[INSERT FIRST ITEM]** **(CLARIFY IF NECESSARY: On a scale of one to ten, where “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: On a scale of 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: On a scale of one to ten, where “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]**,

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



[1-10]

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

YES

NO

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

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

[1-10]

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

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

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

[PROGRAMMER: REFER TO ROUTE LIST FOR ACCEPTABLE CODES]

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

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

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

[1-10]

3



[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:** On a scale of 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:** On a scale of 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: On a scale of 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)**

1. BC Government Pass **(DO NOT READ FURTHER IF THIS IS SELECTED)**
2. Monthly Pass
3. Stored Value **(CLARIFY IF NECESSARY: cash or credit loaded onto the Compass card to allow "pay-as-you-go" travel, replacing FareSavers and some WCE fare products)**
4. U-Pass BC
5. Other types of passes

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



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

YES

NO

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

ONE

TWO

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 NOT READ THE CODE LIST. INTERVIEWER TO SELECT APPLICABLE CODES)**

1. Costs too much for parking/lack of parking

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

3. To avoid driving/dealing with traffic/less stressful

4. Bus stops/stations convenient **[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]**

5. Cheaper/cheaper than operating a vehicle

6. Faster than driving

7. Other (specify) **[RECORD VERBATIM]**

25B. 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)**

MORE REGULARLY THAN 6 MONTHS AGO

LESS REGULARLY THAN 6 MONTHS AGO

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=CODE 2 INSERT: less]** regularly? **(PROBE FOR SPECIFIC REASON. RECORD FOR UP TO THREE RESPONSES, RECORD VERBATIM)**

[RECORD VERBATIM]



[NEW QUESTIONS – ADDED FOR JULY 2016]

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

[1-10]

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

28. Approximately how long have you been taking transit on a regular basis? **(PROBE WITH MONTHS AND YEARS)**

[PROGRAMMER BOTH YEARS AND MONTHS CAN BE CHOSEN TOGETHER]

RECORD YEARS [range 0-50]

RECODES MONTHS [range 0 – 11]

NOT A REGULAR RIDER

- 30a. How likely are you to take transit as often as you do now in the foreseeable future? Will you ... **(READ LIST, ACCEPT ONE RESPONSE)**

5. Definitely continue (as often as you do now)

4. Probably continue (as often as you do now)

3. Might or might not continue (as often)

2. Probably not continue (as often, OR)

1. Definitely not continue (as often)

(DO NOT READ) Other/depends

DEMOGRAPHICS

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

18 to 24

25 to 34

35 to 44

45 to 54

55 to 64

65 and over

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



[CHANGED FROM SINGLE TO MULTI-RESPONSE – MARCH 13, 2014]

34. Which of the following best describe your current employment status? **(READ LIST AND 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 MARCH 2014]

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

36a. Are you currently a student? **(IF NECCESARY: currently attending a school, college, or university)**

YES
NO

36A4. 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 2018? **(READ AND STOP WHEN APPROPRIATE)**

1. Under 20,000
2. \$20,000 to less than \$40,000
3. \$40,000 to less than \$60,000
4. \$60,000 to less than \$80,000
5. \$80,000 to less than \$100,000
6. \$100,000 or more

[RECORD GENDER – DO NOT READ]

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. **(PROBE ONCE ONLY)**

[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	52	28.0%
SeaBus	8	3.0%
Route 3	2	1.0%
Route 7	2	2.0%
Route 8	1	2.0%
Route 9	1	1.0%
Route 15	1	1.0%
Route 19	1	0.0%
Route 20	2	1.0%
Route 22	1	0.0%
Route 25	2	2.0%
Route 26	2	1.0%
Route 28	1	0.0%
Route 29	1	1.0%
Route 33	1	0.0%
Route 41	2	2.0%
Route 43	1	0.0%
Route 44	1	1.0%
Route 49	2	1.0%
Route 96 B-Line	1	1.0%
Route 99 B-Line	2	1.0%
Route 100	1	1.0%
Route 101	1	1.0%
Route 103	1	1.0%
Route 106	2	1.0%
Route 119	1	0.0%
Route 123	2	1.0%
Route 128	1	0.0%
Route 130	1	4.0%
Route 136	1	1.0%
Route 143	1	1.0%
Route 144	3	4.0%
Route 152	1	0.0%
Route 156	2	2.0%
Route 157	1	0.0%
Route 180	2	1.0%
Route 182	1	0.0%
Route 183	1	1.0%
Route 188	1	1.0%
Route 210	2	1.0%
Route 211	1	4.0%
Route 215	1	1.0%
Route 228	4	1.0%

Routes/Modes	Total	Percent
Route 229	2	1.0%
Route 230	2	2.0%
Route 232	2	1.0%
Route 236	2	1.0%
Route 239	2	1.0%
Route 240	2	1.0%
Route 242	1	1.0%
Route 247	1	1.0%
Route 250	3	1.0%
Route 251	1	0.0%
Route 253	1	0.0%
Route 257	2	0.0%
Route 301	1	1.0%
Route 319	1	1.0%
Route 320	2	1.0%
Route 321	2	3.0%
Route 335	1	1.0%
Route 340	2	2.0%
Route 341	1	1.0%
Route 342	2	2.0%
Route 351	4	3.0%
Route 388	1	1.0%
Route 401	1	1.0%
Route 402	1	0.0%
Route 403	2	1.0%
Route 404	1	1.0%
Route 405	2	2.0%
Route 406	1	1.0%
Route 407	2	2.0%
Route 408	3	2.0%
Route 410	5	3.0%
Route 501	2	2.0%
Route 502	1	1.0%
Route 503	1	1.0%
Route 531	1	1.0%
Route 562	1	1.0%
Route 595	1	1.0%
Route 601	7	5.0%
Route 701	2	1.0%
Route 744	1	1.0%
Route 791	2	2.0%
Grand Total	194	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	1852	7.8	8.5	8.5	8.4	6.9	7.4	8.3	8.5	8.2	7.1	8.7
2	26	8.4	8.6	8.7	8.4	6.9	7.7	8.5	8.3	8.5	7.2	8.5
3	26	7.4	8.4	8.1	8.2	7.0	7.6	7.8	8.5	8.2	7.6	8.6
4	16	8.2	8.6	8.3	8.0	6.4	7.8	8.5	8.8	8.1	8.0	8.7
5	27	8.4	8.9	9.1	8.9	6.9	8.0	8.3	8.6	8.5	7.8	9.0
6	18	7.9	9.2	8.5	8.6	7.0	7.6	7.7	9.0	8.2	7.4	9.3
7	31	7.7	8.9	7.9	8.2	7.0	7.0	7.8	8.5	8.1	6.8	8.9
8	20	7.3	7.9	7.3	7.6	6.4	6.4	6.8	7.8	7.5	7.3	8.3
9	33	8.2	8.9	8.7	8.5	7.7	8.5	8.2	8.7	8.2	8.2	8.9
10	37	7.9	8.6	8.4	8.2	6.9	7.4	8.4	8.7	8.2	7.4	8.7
14	18	8.4	8.9	8.9	9.3	7.2	7.5	8.3	8.9	8.2	8.1	8.9
15	11	7.9	8.4	8.3	8.0	8.2	6.8	8.2	8.1	8.2	6.8	8.7
16	32	8.3	8.9	8.6	8.6	7.4	7.2	8.3	8.6	8.3	7.4	8.9
17	21	7.8	8.0	8.7	8.3	7.6	7.7	8.7	8.5	7.7	7.0	8.8
19	34	7.6	8.4	8.1	8.5	7.2	7.2	8.0	8.6	8.4	7.4	8.7
20	26	7.1	8.3	7.9	7.6	6.1	7.8	8.0	8.3	7.9	7.2	8.5
22	18	7.8	8.3	8.0	7.8	7.2	7.7	8.3	8.0	8.1	7.2	8.4
23	7	7.7	8.7	9.0	8.7	5.8	7.5	9.1	7.1	7.0	7.6	7.9
25	37	8.2	9.0	9.0	9.0	7.2	7.7	8.7	8.7	8.6	7.8	9.1
26	5	8.4	9.1	7.2	7.6	6.9	7.3	5.3	8.2	9.4	5.5	9.2
27	3	7.5	8.9	9.3	8.2	9.3	6.7	8.5	9.8	8.4	5.8	8.9
28	8	6.7	8.4	8.0	8.0	6.3	5.5	7.5	8.7	6.7	6.4	8.4
29	3	9.1	8.2	9.1	9.1	8.4	7.6	8.8	8.5	8.8	6.8	8.5
33	11	8.4	9.5	8.7	8.6	8.4	8.3	9.3	9.1	8.8	8.0	8.6
41	32	7.9	8.8	8.4	8.1	7.4	7.6	8.3	8.9	8.2	7.8	8.7
43	10	8.6	8.8	8.2	8.5	6.2	7.9	8.8	9.0	8.5	7.9	9.0
44	11	8.4	8.5	9.0	9.3	7.4	7.2	8.3	8.5	8.7	7.4	9.1
49	31	7.5	8.4	8.8	8.9	5.9	7.7	8.3	8.7	7.9	7.4	8.6
50	15	8.2	9.0	9.2	9.4	7.7	7.3	8.8	9.4	8.9	7.6	8.8
68	2	9.6	9.2	9.6	9.6	9.6	8.6	9.6	7.4	9.2	4.8	9.2
70	1	10.0	0.0	10.0	10.0	8.0	10.0	10.0	10.0	10.0	8.0	10.0
84	15	8.2	8.5	9.2	9.2	7.4	7.5	8.6	9.1	8.7	6.7	8.9
95 B-Line	37	7.7	8.7	8.5	8.5	6.4	7.8	8.3	9.2	8.5	8.0	8.6
96 B-Line	16	9.0	9.3	8.3	7.5	7.5	8.9	9.1	9.2	9.2	9.1	8.2
99 B-Line	85	7.8	8.1	8.0	8.0	5.9	7.8	7.8	8.8	8.5	8.1	8.5
100	16	7.3	8.3	8.8	8.4	6.0	7.6	8.4	8.1	8.2	7.0	8.6
101	9	8.6	8.2	9.0	8.8	9.0	7.4	8.6	8.5	8.7	6.2	8.8
103	11	8.5	8.4	8.7	8.6	8.9	7.8	8.5	9.0	8.5	8.2	8.6
104	2	8.8	9.0	8.6	8.6	6.6	8.4	8.4	8.8	8.8	7.8	8.8
105	3	8.0	9.3	10.0	8.7	7.7	9.7	9.7	9.0	8.7	8.7	9.3

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
106	12	6.8	7.9	7.7	7.3	6.3	7.4	8.2	8.5	7.5	6.4	7.7
109	4	9.6	9.6	9.6	7.8	9.6	9.5	9.8	9.3	9.3	7.2	9.6
110	3	8.4	10.0	10.0	10.0	10.0	7.8	10.0	10.0	9.5	8.4	10.0
112	3	9.4	9.3	9.9	9.0	9.4	9.0	9.9	9.9	9.9	7.3	9.7
116	2	6.0	8.3	10.0	10.0	3.9	6.6	8.3	10.0	9.0	5.7	9.0
119	14	8.8	8.2	8.3	7.8	7.2	8.1	8.1	8.7	8.6	7.9	8.5
123	10	8.6	8.2	8.2	8.0	7.3	7.9	8.9	8.0	9.1	7.5	8.1
128	8	8.5	9.0	8.8	8.9	7.7	8.5	9.6	9.6	9.4	5.6	9.1
129	7	7.6	8.5	8.7	8.9	8.2	6.7	8.1	8.0	9.2	5.9	8.7
130	23	7.2	8.7	8.8	8.6	6.5	6.5	8.0	7.3	7.4	7.5	8.9
133	4	8.3	7.8	8.4	8.1	8.6	7.6	7.4	8.8	8.4	7.2	8.1
134	4	7.6	9.8	9.5	9.7	9.6	6.2	9.4	8.5	8.9	6.0	9.7
136	7	7.6	7.3	7.9	8.2	7.3	6.4	7.9	7.2	7.9	5.4	7.9
143	5	8.5	8.8	10.0	9.3	6.7	9.1	9.4	9.6	9.2	7.8	10.0
144	10	8.3	9.1	8.9	8.2	7.4	7.5	9.1	8.3	7.9	7.5	8.9
145	7	8.2	8.5	9.3	8.6	5.4	7.5	9.0	9.0	8.1	6.0	8.7
147	2	9.7	9.4	10.0	10.0	9.1	9.7	9.3	8.6	8.6	7.0	9.4
151	5	8.2	9.1	9.8	9.8	9.9	8.6	9.8	9.6	9.0	8.5	9.8
152	6	8.7	9.1	9.1	8.8	7.8	7.1	8.2	8.1	8.5	6.8	9.5
153	6	9.3	9.4	9.4	9.5	9.1	9.4	9.2	9.3	9.4	9.4	9.7
155	8	8.1	8.3	8.5	8.1	8.9	7.2	8.6	9.0	8.5	7.2	8.9
156	10	7.5	9.3	8.6	8.4	8.2	6.7	8.8	8.4	8.6	5.7	8.7
157	7	7.9	9.3	9.3	9.0	8.9	8.3	9.0	8.9	9.3	6.3	9.0
159	3	8.4	9.3	9.0	8.2	7.3	5.9	8.4	7.2	7.6	6.6	9.3
160	13	7.9	8.6	8.7	7.9	8.8	7.1	8.5	8.2	8.1	7.4	8.8
169	2	9.4	9.4	9.4	9.4	8.7	9.0	9.4	9.4	9.4	7.4	9.4
170	3	8.6	9.9	9.8	9.8	6.5	6.3	8.4	6.4	9.3	7.4	8.1
171	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
172	1	8.0	10.0	10.0	9.0	10.0	10.0	8.0	10.0	5.0	9.0	10.0
173	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
174	2	10.0	10.0	8.0	8.0	10.0	8.7	10.0	10.0	10.0	10.0	9.3
180	7	7.0	7.9	8.4	8.3	7.3	5.9	8.2	6.9	6.7	6.4	7.8
181	1	7.0	10.0	10.0	10.0	5.0	8.0	10.0	8.0	8.0	3.0	10.0
182	1	9.0	9.0	9.0	10.0	10.0	6.0	10.0	10.0	10.0	5.0	9.0
183	4	7.7	8.4	9.8	9.8	9.3	9.3	9.8	9.8	9.5	5.7	9.6
187	3	7.7	8.9	9.0	9.0	6.9	6.6	8.9	7.4	6.6	7.2	8.0
188	8	6.7	8.2	8.7	8.6	7.5	6.0	8.2	8.5	8.2	5.4	8.3
189	1	7.0	5.0	6.0	6.0	8.0	8.0	7.0	8.0	7.0	7.0	8.0
209	1	8.0	10.0	8.0	8.0	7.0	8.0	9.0	10.0	9.0	7.0	10.0
210	19	7.9	8.5	8.6	8.3	7.1	7.6	8.3	8.5	7.9	6.6	8.4

APPENDIX D – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
211	10	6.8	7.6	8.2	7.6	5.8	5.3	6.6	7.9	7.4	4.9	7.8
212	2	7.3	8.7	8.7	7.4	6.7	7.0	8.7	8.7	9.0	6.4	8.0
214	2	9.3	8.6	9.6	9.6	5.8	8.9	9.6	9.6	9.6	6.6	8.4
215	3	9.3	9.0	9.0	8.3	8.1	8.4	9.4	9.0	9.0	5.7	8.7
228	12	7.6	8.4	8.8	8.1	6.4	7.4	7.7	8.4	7.3	6.5	8.3
229	9	8.2	8.5	8.8	8.6	7.4	5.9	8.6	8.7	8.6	6.0	8.8
230	13	7.4	8.3	8.6	8.7	5.7	6.4	7.8	8.7	8.3	4.6	8.2
232	6	8.2	9.1	9.1	9.3	5.8	8.3	8.7	7.9	7.7	7.6	8.8
236	3	7.8	9.6	9.0	7.7	8.9	5.5	7.8	7.5	7.4	2.7	9.3
239	26	7.3	8.7	8.8	8.2	5.8	6.4	8.7	8.2	7.6	7.0	9.1
240	49	8.0	8.7	8.7	8.5	5.0	7.4	8.2	8.9	8.3	7.7	8.9
241	2	8.8	8.0	9.8	9.9	5.7	9.8	7.2	10.0	8.0	8.0	8.8
242	2	9.2	8.3	7.5	7.5	8.3	6.6	7.5	9.2	7.5	9.2	7.5
246	25	7.4	8.5	8.5	8.6	6.5	7.2	8.7	8.5	8.6	5.1	8.6
247	4	5.1	8.8	8.3	7.9	7.4	7.9	8.3	6.4	6.4	4.3	8.8
250	68	7.8	8.4	9.3	8.7	6.6	7.4	8.9	8.4	8.3	6.8	8.8
251	4	6.2	9.0	8.9	8.1	8.4	6.0	9.6	9.0	8.9	7.7	9.0
252	3	8.8	8.2	10.0	10.0	8.8	7.6	10.0	9.4	9.4	7.8	7.6
253	6	3.1	3.8	4.6	9.5	1.5	3.2	5.6	8.6	7.8	2.8	5.9
254	2	7.9	10.0	10.0	10.0	8.4	5.9	9.5	8.4	7.8	4.3	10.0
255	11	8.7	9.1	9.4	9.6	8.8	8.9	9.8	9.9	9.1	6.4	9.3
256	3	9.1	9.5	9.5	9.1	8.0	8.6	9.1	9.5	9.5	6.9	9.5
257	15	9.2	9.1	9.7	9.5	5.1	8.7	9.2	9.6	9.4	7.6	9.3
258	2	10.0	10.0	10.0	9.1	10.0	10.0	10.0	10.0	10.0	5.4	10.0
301	12	7.4	8.7	9.4	9.2	7.1	6.9	8.7	9.3	7.8	6.5	9.1
310	1	3.0	2.0	8.0	7.0	9.0	5.0	7.0	7.0	7.0	4.0	2.0
312	5	7.9	7.8	8.5	8.1	7.7	6.5	8.7	8.6	8.6	6.0	8.2
314	2	8.4	8.4	9.0	8.4	6.3	9.5	8.4	10.0	10.0	5.8	9.0
316	5	6.0	7.2	6.9	7.8	6.4	6.7	7.1	6.7	7.8	7.1	8.1
319	28	8.1	8.1	8.1	8.1	5.7	7.5	7.9	8.7	7.9	7.9	8.5
320	11	6.6	8.4	7.7	8.7	6.4	6.7	8.3	7.8	8.0	5.7	8.7
321	15	7.3	7.9	8.0	8.2	6.6	6.9	7.7	8.9	7.9	6.4	8.5
322	5	7.7	7.2	8.8	8.8	7.8	7.7	8.7	7.8	8.5	7.5	8.8
323	13	6.4	7.6	8.6	8.3	4.8	6.3	8.4	8.5	7.8	6.3	8.4
324	3	7.7	7.5	9.1	8.1	6.7	8.7	8.4	8.8	8.8	6.7	8.7
325	5	8.4	8.8	9.2	8.0	8.9	7.4	9.0	9.0	6.7	6.9	9.2
329	1	10.0	0.0	9.0	9.0	10.0	10.0	8.0	10.0	10.0	5.0	10.0
335	19	7.4	8.4	7.7	7.9	7.0	7.1	7.6	8.2	7.9	6.7	8.9
337	6	7.4	6.5	8.1	8.0	7.7	6.6	8.0	8.5	7.6	5.7	7.1
340	6	7.9	8.7	8.9	8.9	6.0	9.1	8.8	9.1	9.6	6.1	9.3

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
341	2	7.3	8.9	4.7	6.6	1.5	6.3	6.1	8.4	8.4	7.3	8.9
342	7	5.7	7.3	7.6	7.4	5.6	5.1	6.7	5.9	6.3	6.1	7.3
345	2	4.2	8.0	7.4	7.9	2.8	2.8	8.5	8.0	6.9	4.2	7.4
351	28	8.0	8.2	8.7	8.4	6.6	8.1	8.2	8.7	8.4	7.5	8.5
362	1	9.0	10.0	10.0	10.0	10.0	10.0	0.0	9.0	10.0	8.0	10.0
364	3	9.1	10.0	9.2	8.3	8.0	6.1	8.6	9.2	7.7	7.2	10.0
371	1	6.0	10.0	10.0	10.0	10.0	8.0	10.0	8.0	8.0	8.0	10.0
373	5	5.1	9.4	8.6	9.0	6.3	5.3	8.3	7.7	8.3	5.7	9.2
375	2	8.3	8.9	9.0	7.8	6.0	7.4	8.9	7.8	8.3	8.3	7.6
388	1	10.0	8.0	9.0	9.0	10.0	10.0	9.0	10.0	10.0	4.0	9.0
394	1	7.0	10.0	10.0	10.0	10.0	9.0	10.0	10.0	10.0	5.0	10.0
401	14	8.0	8.7	8.5	8.1	7.5	8.0	8.1	8.5	8.3	7.3	8.5
402	5	6.7	9.7	8.5	7.8	7.7	6.6	9.5	8.0	7.9	5.1	9.6
403	17	7.8	8.3	8.8	8.6	6.9	7.0	8.2	8.2	8.1	6.4	8.7
404	5	6.9	8.9	9.2	9.1	7.2	6.5	8.4	6.9	7.5	6.9	8.4
405	3	5.3	8.7	8.7	8.2	8.3	5.3	6.1	7.9	5.7	3.5	7.6
406	12	9.2	9.3	9.2	8.9	8.7	8.5	9.5	9.6	9.2	7.8	9.0
407	10	6.8	7.5	7.6	7.6	8.6	5.6	8.2	7.9	7.3	4.8	8.4
408	15	7.8	8.2	8.3	8.6	6.6	6.7	8.4	8.3	8.1	6.8	8.8
410	33	7.6	8.3	7.9	8.1	5.9	6.8	8.1	7.9	7.9	7.1	8.8
418	1	7.0	6.0	8.0	8.0	9.0	8.0	5.0	8.0	7.0	6.0	8.0
430	8	8.0	9.1	9.7	9.5	7.1	7.2	8.8	8.3	8.7	5.1	9.2
480	7	8.2	8.8	8.9	9.0	6.8	7.3	8.8	8.6	7.3	7.0	9.2
501	10	7.7	7.9	7.8	8.6	6.5	6.7	7.9	7.8	7.1	6.4	8.1
502	8	7.4	9.0	8.7	7.4	5.7	7.4	8.5	9.0	8.5	7.3	8.9
503	1	8.0	8.0	9.0	8.0	10.0	6.0	10.0	9.0	8.0	7.0	8.0
509	1	10.0	10.0	10.0	7.0	8.0	10.0	8.0	9.0	10.0	4.0	10.0
531	4	6.3	8.0	8.2	7.8	8.3	5.8	8.3	8.0	6.8	6.4	8.0
555	9	7.8	8.3	9.3	8.5	5.8	8.6	8.8	9.4	8.1	7.9	9.2
562	2	7.1	10.0	10.0	5.8	3.9	9.2	9.2	9.2	9.2	3.9	8.8
564	1	5.0	10.0	10.0	9.0	10.0	9.0	10.0	6.0	6.0	5.0	10.0
595	3	6.7	7.4	7.6	3.7	7.6	6.4	7.8	5.5	7.9	2.9	7.6
601	26	7.7	8.3	9.3	9.0	6.5	7.6	9.2	7.3	7.3	6.4	8.8
602	4	8.0	9.9	9.5	9.5	8.9	9.0	8.5	9.6	9.5	6.7	9.4
604	2	7.5	9.0	9.5	9.0	7.0	9.5	9.5	8.5	9.5	8.0	8.5
618	1	9.0	9.0	9.0	9.0	10.0	9.0	9.0	9.0	9.0	3.0	9.0
620	5	8.0	8.1	9.0	8.0	4.8	7.3	8.7	9.0	8.6	6.4	9.2
640	2	9.6	10.0	10.0	9.6	9.6	7.8	9.6	9.1	8.6	6.4	10.0
701	24	6.8	7.4	7.6	7.3	5.9	6.0	7.3	7.5	7.5	6.2	7.7
733	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	7.0	9.0	6.0	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
741	1	5.0	8.0	9.0	7.0	9.0	7.0	8.0	8.0	8.0	5.0	9.0
743	1	9.0	10.0	10.0	10.0	8.0	8.0	10.0	7.0	7.0	6.0	8.0
744	1	9.0	10.0	10.0	10.0	8.0	7.0	9.0	9.0	9.0	9.0	10.0
746	1	7.0	10.0	7.0	7.0	7.0	3.0	6.0	10.0	7.0	3.0	10.0
749	1	6.0	9.0	8.0	8.0	8.0	8.0	8.0	7.0	8.0	4.0	9.0
791	2	5.9	9.1	9.1	7.6	7.1	5.4	8.1	8.1	8.0	4.9	8.6
BTC	40	7.8	8.9	8.3	8.0	7.0	8.0	8.8	8.0	8.0	7.2	8.9
STC	16	7.9	8.9	8.6	8.1	7.4	8.1	7.8	8.1	8.1	7.1	9.0
PCT	9	8.1	9.0	8.6	8.3	9.2	7.4	8.5	8.7	8.5	5.8	9.7
RTC	17	7.6	8.7	8.8	8.5	7.2	7.8	8.8	8.2	7.8	7.3	8.9
VTC	47	7.6	8.5	8.3	8.3	6.5	7.4	8.3	8.1	8.0	7.2	8.8
WVT	7	8.3	8.8	8.7	9.4	7.7	8.7	8.2	8.5	8.7	8.0	9.1
N10	1	5.0	7.0	5.0	5.0	6.0	7.0	7.0	7.0	6.0	7.0	4.0

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

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
Total	1852	7.8	8.5	8.5	8.4	6.9	7.4	8.3	8.5	8.2	7.1	8.7
16	32	8.3	8.9	8.6	8.6	7.4	7.2	8.3	8.6	8.3	7.4	8.9
25	37	8.2	9.0	9.0	9.0	7.2	7.7	8.7	8.7	8.6	7.8	9.1
9	33	8.2	8.9	8.7	8.5	7.7	8.5	8.2	8.7	8.2	8.2	8.9
240	49	8.0	8.7	8.7	8.5	5.0	7.4	8.2	8.9	8.3	7.7	8.9
10	37	7.9	8.6	8.4	8.2	6.9	7.4	8.4	8.7	8.2	7.4	8.7
41	32	7.9	8.8	8.4	8.1	7.4	7.6	8.3	8.9	8.2	7.8	8.7
99 B-Line	85	7.8	8.1	8.0	8.0	5.9	7.8	7.8	8.8	8.5	8.1	8.5
250	68	7.8	8.4	9.3	8.7	6.6	7.4	8.9	8.4	8.3	6.8	8.8
BTC	40	7.8	8.9	8.3	8.0	7.0	8.0	8.8	8.0	8.0	7.2	8.9
95 B-Line	37	7.7	8.7	8.5	8.5	6.4	7.8	8.3	9.2	8.5	8.0	8.6
7	31	7.7	8.9	7.9	8.2	7.0	7.0	7.8	8.5	8.1	6.8	8.9
VTC	47	7.6	8.5	8.3	8.3	6.5	7.4	8.3	8.1	8.0	7.2	8.8
19	34	7.6	8.4	8.1	8.5	7.2	7.2	8.0	8.6	8.4	7.4	8.7
410	33	7.6	8.3	7.9	8.1	5.9	6.8	8.1	7.9	7.9	7.1	8.8
49	31	7.5	8.4	8.8	8.9	5.9	7.7	8.3	8.7	7.9	7.4	8.6

**OVERALL PERFORMANCE RATINGS
JULY 2018 - SEPTEMBER 2018 VERSUS
JULY 2019 - SEPTEMBER 2019
(Routes With 35+ Trips Per Quarter)**

Route Number	July - September 2018		July - September 2019		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jul'18-Sep'18 vs. Jul'19-Sep'19
# 10	36	8.0	37	7.9	-0.1
# 19	35	6.7	34	7.6	0.9
# 2	38	7.4	26	8.4	1.0
# 240	25	7.8	49	8.0	0.2
# 25	44	8.0	37	8.2	0.2
# 250	66	7.6	68	7.8	0.2
# 351	35	8.2	28	8.0	-0.2
# 41	37	8.0	32	7.9	-0.1
# 410	36	7.7	33	7.6	-0.1
# 601	39	7.8	26	7.7	-0.1
# 9	38	8.1	33	8.2	0.1
# BTC	32	8.1	40	7.8	-0.3
# VTC	37	7.8	47	7.6	-0.2

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

**OVERALL PERFORMANCE RATINGS
APRIL 2018 - SEPTEMBER 2018 VERSUS
APRIL 2019 - SEPTEMBER 2019
(Routes With 35+ Trips Per 6 Month Period)**

Route Number	April - September 2018		April - September 2019		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Apr'18-Sep'18 vs. Apr'19-Sep'19
# 10	62	8.2	63	7.7	-0.5
# 106	44	7.2	29	7.8	0.6
# 130	36	8.1	39	7.5	-0.6
# 14	62	7.9	41	8.5	0.6
# 16	58	8.1	60	8.0	-0.1
# 17	43	7.5	34	7.8	0.3
# 19	60	7.1	66	7.5	0.4
# 2	67	7.6	59	8.3	0.7
# 20	55	7.6	51	7.3	-0.3
# 210	25	6.7	40	7.7	1.0
# 22	51	7.5	38	7.9	0.4
# 230	35	8.0	24	7.4	-0.6
# 239	43	8.6	47	7.7	-0.9
# 240	60	7.9	86	7.9	0.0
# 246	56	7.9	52	7.4	-0.5
# 25	84	7.8	73	8.3	0.5
# 250	139	8.1	143	8.2	0.1
# 3	53	7.9	55	7.4	-0.5
# 319	67	7.8	53	7.6	-0.2
# 351	72	8.0	70	8.3	0.3
# 401	50	8.1	26	7.8	-0.3
# 403	22	8.0	37	7.8	-0.2
# 41	72	7.8	71	7.9	0.1
# 410	74	7.5	58	7.6	0.1
# 49	71	8.0	75	7.8	-0.2
# 5	34	7.5	44	8.1	0.6
# 6	43	7.6	36	7.8	0.2
# 601	75	7.5	55	7.7	0.2
# 7	50	8.3	56	7.5	-0.8
# 701	49	7.6	40	6.9	-0.7
# 8	24	7.3	36	7.5	0.2
# 84	37	8.1	27	8.2	0.1
# 9	76	8.0	66	7.9	-0.1
# BTC	69	7.7	82	7.6	-0.1
# VTC	77	8.0	94	7.8	-0.2

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

**OVERALL PERFORMANCE RATINGS
OCTOBER 2017 - SEPTEMBER 2018 VERSUS
OCTOBER 2018 - SEPTEMBER 2019
(Routes With 35+ Trips Per Year)**

Route Number	October 2017 - September 2018		October 2018 - September 2019		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Oct'17-Sep'18 vs. Oct'18-Sep'19
# 10	138	8.1	117	8.0	-0.1
# 100	67	7.3	59	7.7	0.4
# 106	105	7.6	63	7.7	0.1
# 119	35	8.7	39	8.4	-0.3
# 123	46	8.2	53	8.2	0.0
# 129	35	7.5	22	7.7	0.2
# 130	69	8.1	63	7.7	-0.4
# 14	135	7.9	102	8.4	0.5
# 144	52	8.0	54	7.4	-0.6
# 145	49	8.2	35	8.2	0.0
# 15	38	8.4	38	7.5	-0.9
# 152	39	7.5	30	8.3	0.8
# 16	117	8.0	129	7.9	-0.1
# 160	46	8.6	42	8.5	-0.1
# 17	83	7.7	74	7.8	0.1
# 19	114	7.5	107	7.5	0.0
# 2	129	7.9	123	8.2	0.3
# 20	112	7.3	109	7.5	0.2
# 210	63	7.9	68	7.9	0.0
# 211	58	7.9	34	7.7	-0.2
# 22	89	7.7	84	8.2	0.5
# 228	51	7.8	38	8.3	0.5
# 229	46	8.0	58	7.9	-0.1
# 23	21	8.1	41	7.5	-0.6
# 230	58	8.1	51	7.6	-0.5
# 239	101	8.4	93	7.8	-0.6
# 240	136	7.7	157	7.7	0.0
# 246	105	8.0	110	7.4	-0.6
# 25	165	7.8	147	8.2	0.4
# 250	266	8.1	285	8.3	0.2
# 255	58	8.2	58	7.8	-0.4
# 257	46	7.9	31	8.3	0.4
# 26	38	8.0	33	8.0	0.0

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

Route Number	October 2017 - September 2018		October 2018 - September 2019		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Oct'17-Sep'18 vs. Oct'18-Sep'19
# 28	39	7.6	28	7.4	-0.2
# 3	114	7.8	107	7.6	-0.2
# 319	120	7.9	89	7.4	-0.5
# 320	47	8.0	40	8.0	0.0
# 321	69	7.4	51	7.7	0.3
# 323	40	7.4	42	6.5	-0.9
# 33	50	8.2	46	8.0	-0.2
# 335	53	7.5	57	7.1	-0.4
# 351	138	8.3	142	8.3	0.0
# 4	73	7.8	74	8.2	0.4
# 401	104	8.1	65	7.9	-0.2
# 402	33	8.1	41	7.1	-1.0
# 403	39	7.5	60	7.8	0.3
# 406	6	8.1	54	8.3	0.2
# 407	42	8.3	31	7.1	-1.2
# 408	6	8.3	43	8.3	0.0
# 41	158	7.9	128	7.8	-0.1
# 410	140	7.7	95	7.6	-0.1
# 43	31	8.3	39	8.6	0.3
# 430	37	7.6	34	7.7	0.1
# 44	45	8.3	42	8.2	-0.1
# 49	167	8.0	157	7.8	-0.2
# 5	62	7.7	75	8.3	0.6
# 50	44	8.2	52	8.4	0.2
# 502	48	8.0	58	7.9	-0.1
# 555	44	8.5	43	8.4	-0.1
# 6	84	7.8	64	7.9	0.1
# 601	151	7.7	129	7.8	0.1
# 7	101	8.1	103	7.3	-0.8
# 701	103	7.7	84	7.4	-0.3
# 8	64	7.8	70	7.6	-0.2
# 84	83	8.3	63	8.0	-0.3
# 9	154	8.1	149	8.2	0.1
# BTC	123	7.9	148	7.9	0.0
# RTC	20	7.4	42	7.9	0.5
# STC	46	8.1	47	7.7	-0.4
# VTC	153	8.0	188	7.9	-0.1

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