



Customer Service Performance Quarter 4 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 stable at 65% this quarter, with the average score remaining at 7.8 out of 10.
- Value for Money improved with 56% of transit users giving top ratings (from 52% last quarter). The other key driver of Overall Service at the system level, Good Connections, remained stable at 50%.
- Having Enough Shelters at Bus Stops remains as the only metric with an average score below the 7.0 positive-performance threshold.



Performance of Overall Bus Service is unchanged as two-thirds (65%) of bus riders award top scores. The average score remains strong and steady at 7.8 out of 10.

- Courteous Bus Operator continues to be the strongest-performing top key driver of Overall Bus Service (78%).
- Not Being Overcrowded lost further ground this quarter and with an average score of 6.8 out of 10, is just below the 7.0 threshold for positive performance.
- Following minor dips in performance for most attributes last quarter, metrics are stable this quarter. Compared to last quarter, Feeling Safe From Crime at Stops or Exchange and Providing On-Time Reliable Service are both up 2 ppt compared to last quarter, with all other attributes up 1 ppt.



SkyTrain receives top ratings from just over three-quarters (78%) of SkyTrain riders and the average score improved to sit at 8.4 out of 10.

- Performance for Feeling Safe Onboard continues to be strong (80% and an average score of 8.6 out of 10), which is similar to recent waves.
- In-line with past trends, Not Being Overcrowded receives positive ratings from 43% of SkyTrain riders. The average score nudged up to 6.8 out of 10 but remains below the positive performance threshold.
- Following shifts in performance last quarter for two top key drivers of Overall SkyTrain Service, Frequency of Service (73%, down 4 ppt from last quarter) shifted back to Q2 2019 levels.



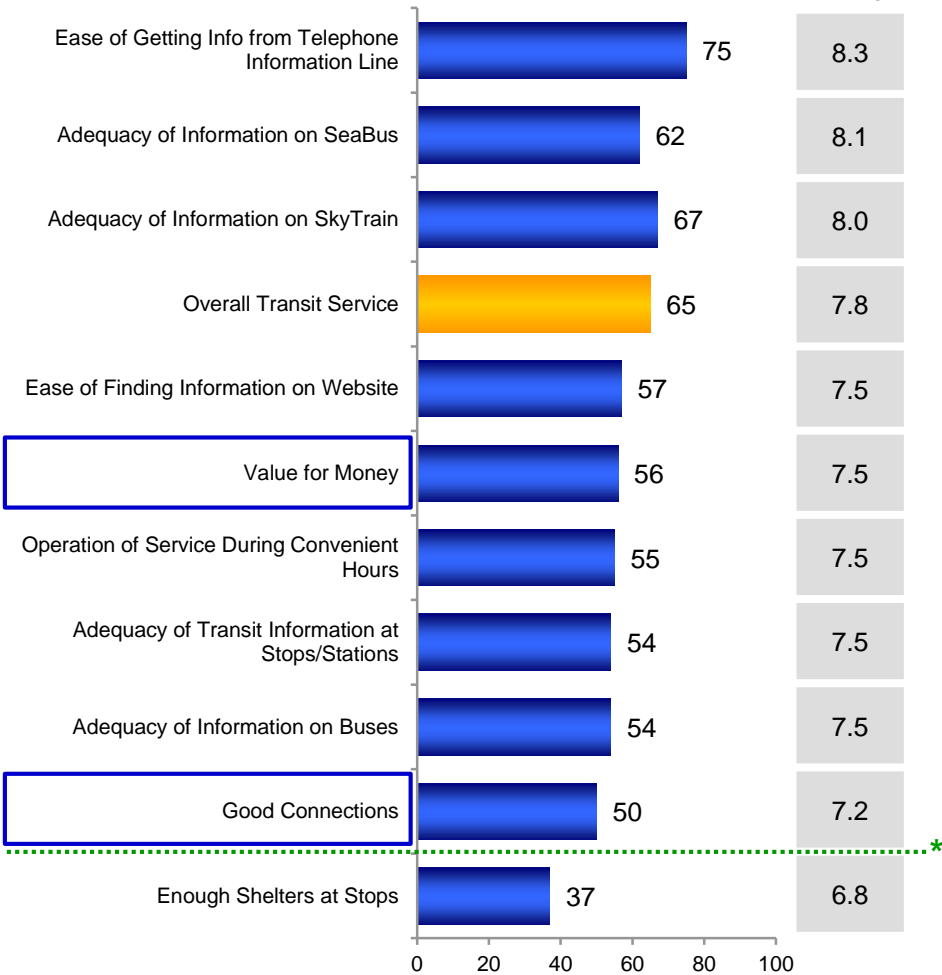
Overall SeaBus Service saw a 6 ppt increase this quarter and continues to be the highest-rated transit mode (88%), attaining an average score of 8.8.

- Scores for Staff Available When Needed experienced an additional increase this quarter (73%, up 4 ppt), following a 5 ppt increase in Q3 2019.
- Having Courteous, Competent and Helpful Staff has not maintained its perfect score this quarter, but remains strong, as 93% of SeaBus riders who spoke to staff gave it a top rating. All service attributes continue to perform well above the 7.0 positive-performance threshold.
- While still performing above the positive performance threshold, scores for Frequency of Service are the lowest of the SeaBus service attributes (65%, with an average score of 7.9 out of 10).

Performance on Transit System Attributes

% Good to Excellent (8-10)

Average Rating



 Top Key Driver

Q4 2019 Base = 2100

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

Transit System

- Overall Transit Service continues to garner top ratings from roughly two-thirds (65%) of transit riders. The average score continues to sit at 7.8 out of 10.
- Having Enough Shelters at Bus Stops remains as the only metric with an average score below the 7.0 positive-performance threshold.

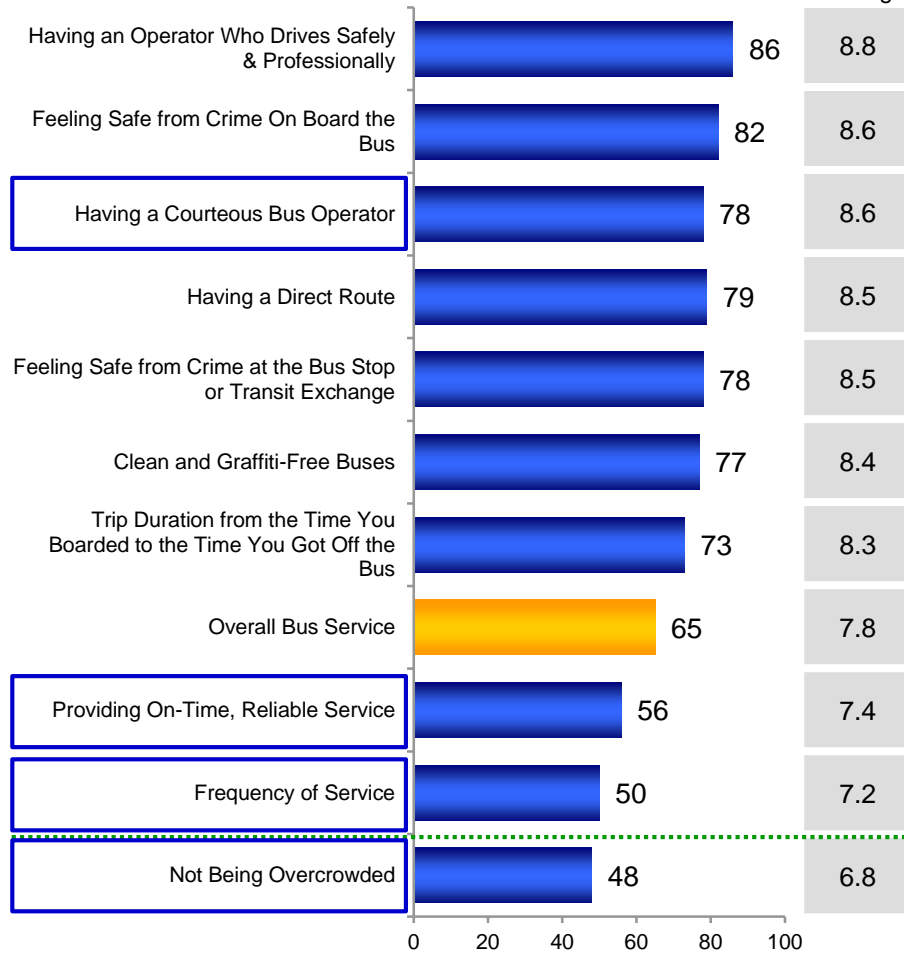
Performance on Top Key Drivers of Transit Overall Service*

- Value for Money
 - Value for Money improved slightly this quarter, but is still below the high of 59% in Q2 2018 (56% currently).
- Good Connections
 - Scores for Good Connections is holding steady at 50%, 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



Top Key Driver

Q4 2019 Base = 1872 (bus routes evaluated)

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

Bus System

- The stable trend continues for Overall Bus Service, as two-thirds (65%) of bus riders award top scores. The average score remains strong and steady at 7.8 out of 10.
- Following minor dips in performance for most attributes last quarter, metrics are stable this quarter. Compared to last quarter, Feeling Safe From Crime at Stops or Exchange and Providing On-Time Reliable Service are both up 2 ppt compared to last quarter, with all other attributes up 1 ppt.
- Average scores for Not Being Overcrowded continue to sit at 6.8 out of 10 which is below the 7.0 threshold for positive performance.

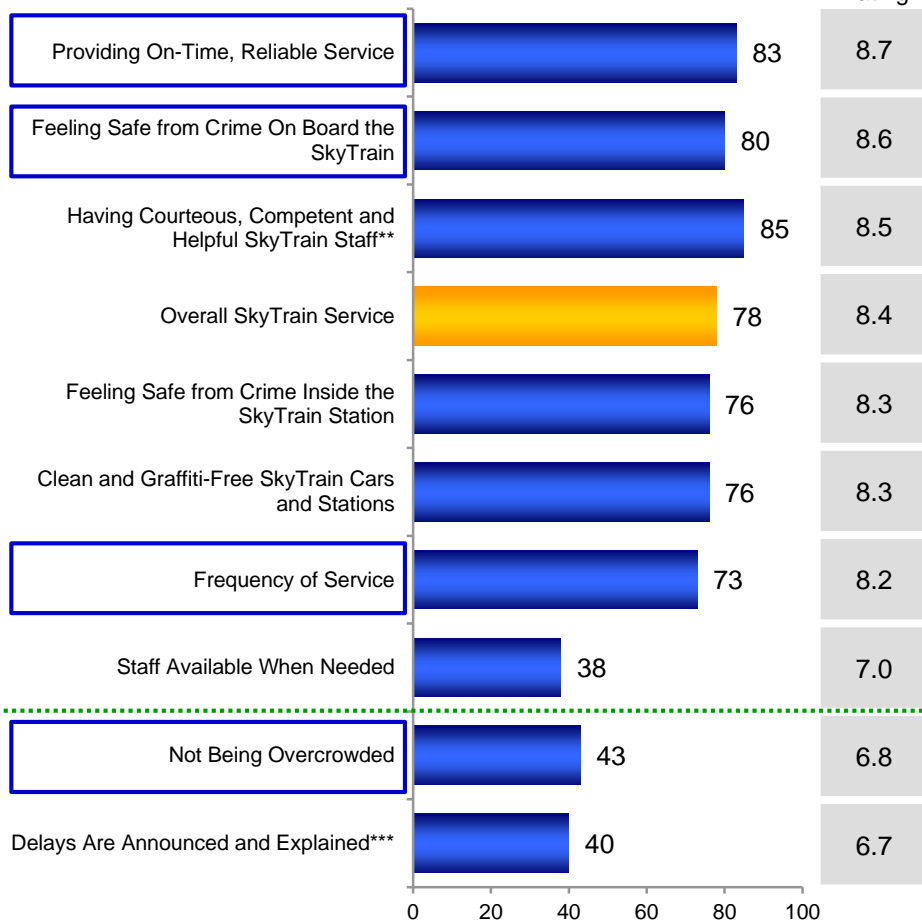
Performance on Top Key Drivers of Overall Bus Service*

- Courteous Bus Operator
 - Courteous Bus Operator continues to be the strongest-performing top key driver of Overall Bus Service (78%). Top scores go to HTC (84%) and PCT (83%) this quarter.
- On-Time Reliable Service
 - Scores for this service attribute have recovered slightly from last quarter (56% vs. 54% in Q3 2019). Ratings for BTC remain at the top this wave, while STC sits at the bottom.
- Frequency of Service
 - Frequency of Service remains stable, with one-half (50%) of bus riders awarding top ratings and an average score of 7.2 out of 10. This wave BTC earned the highest scores.
- Not Being Overcrowded
 - This remains the lowest-rated service attribute (48% and an average score of 6.8 out of 10).

Performance on SkyTrain Attributes

% Good to Excellent (8-10)

Average Rating



 Top Key Driver

Q4 2019 Base = 1380 (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=59)

*** Caution: Only among those who experienced delays (n=451)

SkyTrain System

- Up slightly from Q3 2019, SkyTrain receives top ratings from just over three-quarters (78%) of SkyTrain riders and the average score experienced a small bump as well to sit at 8.4 out of 10.
- Following shifts in performance last quarter for two key top drivers of Overall SkyTrain Service, Frequency of Service (73%, down 4 ppt from last quarter) shifted back to Q2 2019 levels.
- Two service attributes continue to perform just below the 7.0 positive-performance threshold – Not Being Overcrowded (6.8 out of 10) and Delays are Announced and Explained (6.7 out of 10).

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 (83%) SkyTrain riders. The average score is holding steady at 8.7 out of 10.
- Feeling Safe from Crime On Board the SkyTrain
 - Performance for Feeling Safe Onboard continues to be strong (80% and an average score of 8.6 out of 10), which is similar to recent waves.
- Frequency of Service
 - Increased scores for Frequency of Service from last quarter could not be maintained as scores dipped just below three-quarters (73%), comparable to Q2 2019. The average score remains strong at 8.2 out of 10.

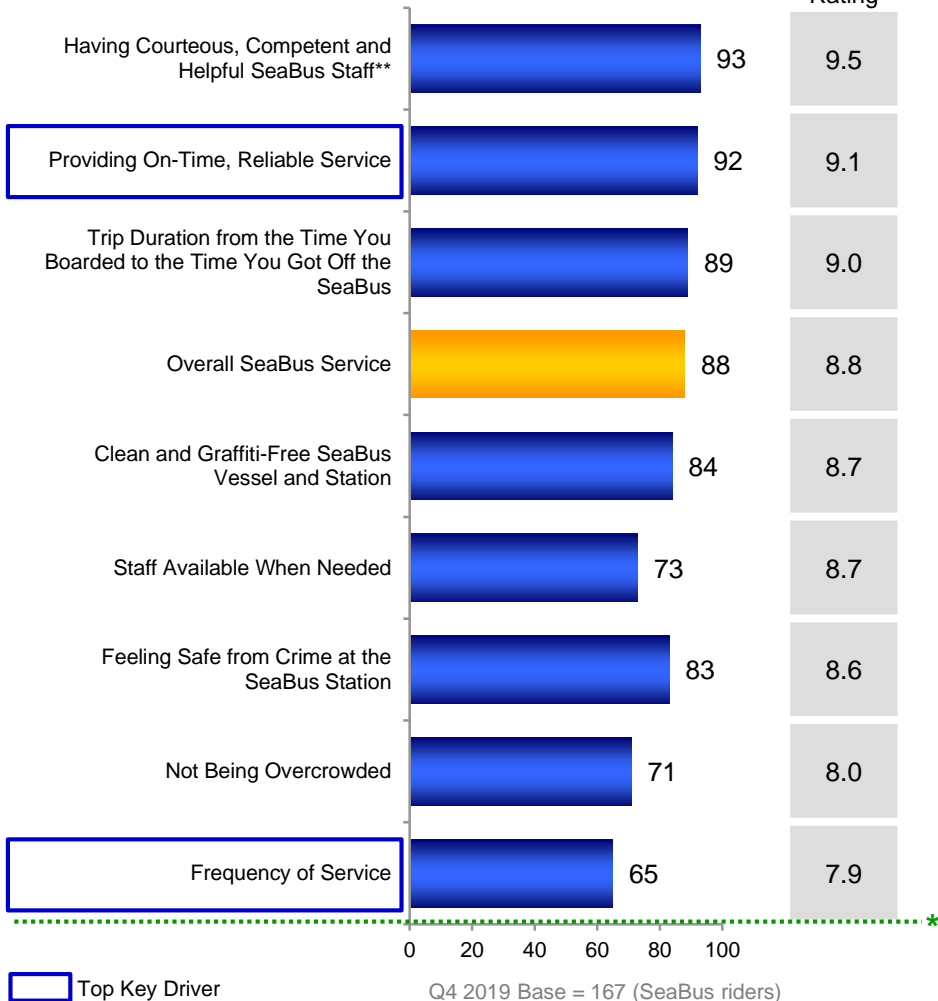
Key Drivers Needing Improvement*

- Not Being Overcrowded
 - In-line with past trends, Not Being Overcrowded receives positive ratings from 43% of SkyTrain riders. The average score nudged up to 6.8 out of 10 but remains below the positive performance threshold.

Performance on SeaBus Attributes

% Good to Excellent (8-10)

Average Rating



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

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

SeaBus

- Overall SeaBus Service saw a directional increase this quarter and continues to be the highest-rated transit mode, earning top ratings from nearly nine-in-ten (88%) SeaBus riders and attaining an average score of 8.8 out of 10.
- Scores for Staff Available When Needed experienced an additional increase this quarter (73%, up 4 ppt), following a 5 ppt increase in Q3 2019.
- Having Courteous, Competent and Helpful Staff has not maintained its perfect score status this quarter, but remains strong as 93% of SeaBus riders who spoke to staff gave it a top rating. All service attributes continue to perform well above the 7.0 positive-performance threshold.

Performance on Top Key Drivers of SeaBus Overall Service

- On-Time, Reliable Service
 - Nine-in-ten (92%) SeaBus riders continue to award positive ratings for On-Time Reliable Service. The average score is strong at 9.1 out of 10. This is consistent with past trends.
- Frequency of Service
 - While still performing well above the positive performance threshold, scores for Frequency of Service are lower relative to other attributes (65%, with an average score of 7.9 out of 10).

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 (20% versus 12%)
 - They are less likely to be employed full-time (47% versus 57%) and more likely to be employed part-time (17% versus 13%)
 - They are more likely to be a student (16% 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 (47% and 43% respectively) continue to be the primary reasons for taking transit. The number of mentions for work purposes are comparable to last quarter while mentions for entertainment/social reasons dropped 5 ppt this quarter.

Choice versus Captive



- The proportion of Choice riders (those with regular access to a vehicle) is holding steady at 65% this quarter, the remaining one-third (35%) are Captive riders (those without regular vehicle access).
- Compared to Captive riders, Choice riders are more likely to be older (35+), employed full-time, hold a university degree, 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.



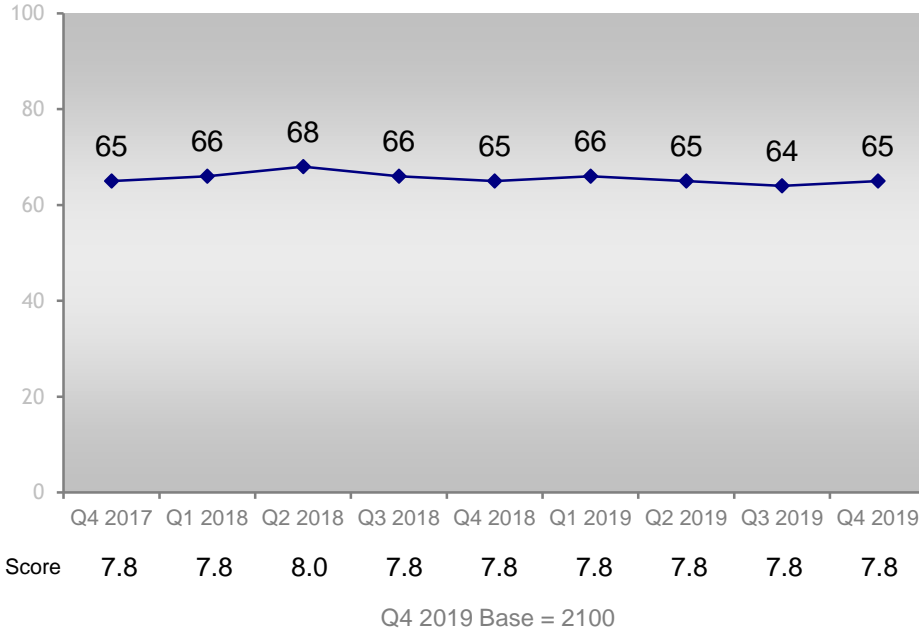
This section presents an evaluation of the overall transit system, followed by evaluation of each of the three transit modes. For the transit system overall and for each mode, results are presented for the following:

- 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

Two-thirds (65%) of transit riders give good-to-excellent ratings for the Overall Transit Service, consistent with the same period last year. The average score held stable at 7.8 out of 10.

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

Similar to previous quarters, Seniors (65+) and Choice riders are more likely to give higher ratings to Overall Service compared to their counterparts.

Q4 2019 Regional Differences:

68% among Vancouver riders

59% among North Vancouver riders



Most Positive



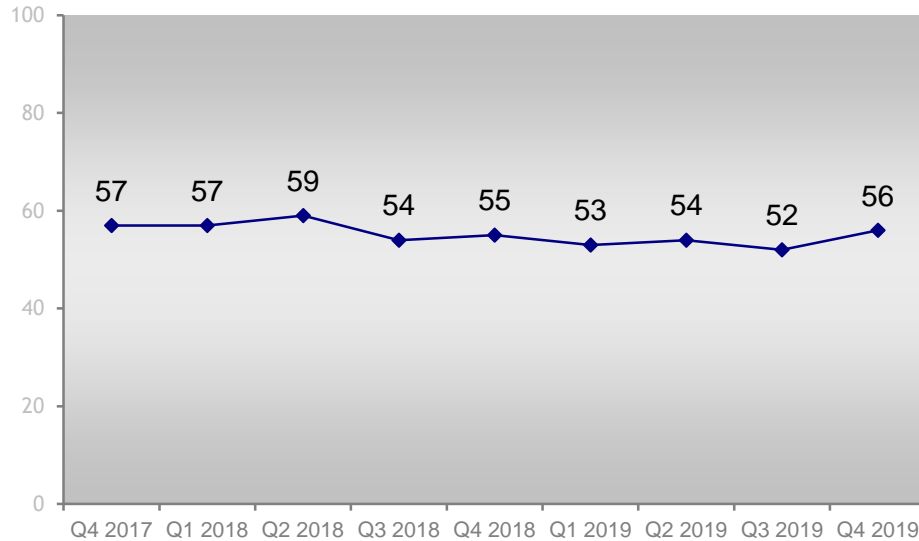
Least Positive



= 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 7.7 7.6 7.7 7.4 7.5 7.4 7.5 7.4 7.5

Q4 2019 Base = 2100

Q4 2019 Regional Differences:

No significant regional differences

No significant regional differences



Top Key Driver



Most Positive



Least Positive



= Significant upward/downward shift

Value for Money

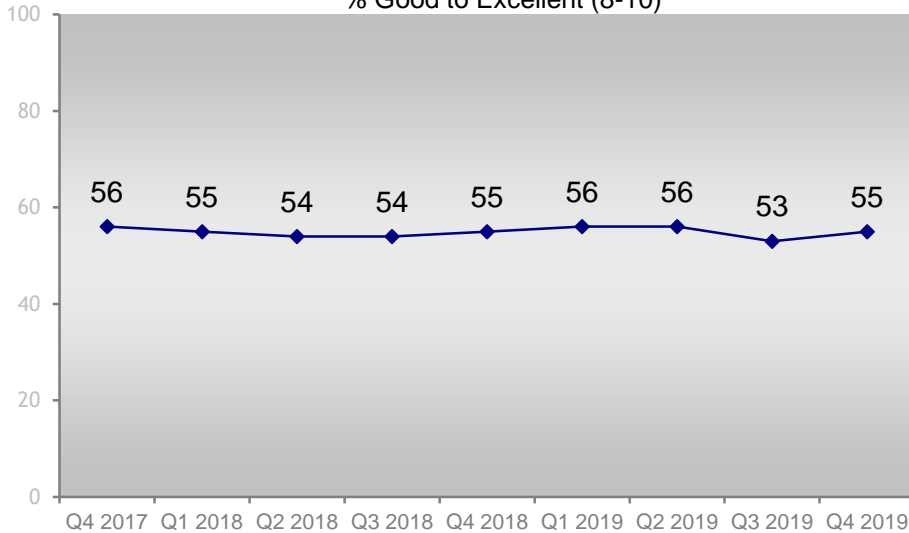
Just over half (56%) of all TransLink riders gave a good-to-excellent rating for Value for Money. Top ratings for Value for Money increased by 4 percentage points (4 ppt) this quarter, this score hasn't been seen since late 2017/early 2018. The average score increased this quarter to 7.5 (previously 7.4), similar to the average score a year ago.

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

The trend continues with Seniors (65+) and Choice riders providing more positive ratings for Value for Money.

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

% Good to Excellent (8-10)



Avg Score 7.6 7.5 7.6 7.5 7.5 7.5 7.6 7.4 7.5

Q4 2019 Base = 2100

Convenient Hours

After a decline in top ratings for Convenient Hours last quarter, there was an increase to 55% this quarter (from 53% in Q3, 2019). This is in line with what has been seen in the past 2 years. The average score is also improved this quarter, from 7.4 to 7.5 out of 10.

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

There continues to be a trend where both Seniors (65+) and Captive Riders are more likely to give top scores to this service attribute relative to their counterparts.

Q4 2019 Regional Differences:

63% among Burnaby/New Westminister riders

45% among Northeast 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?

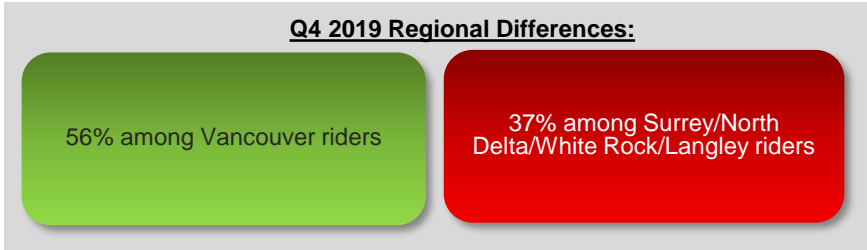
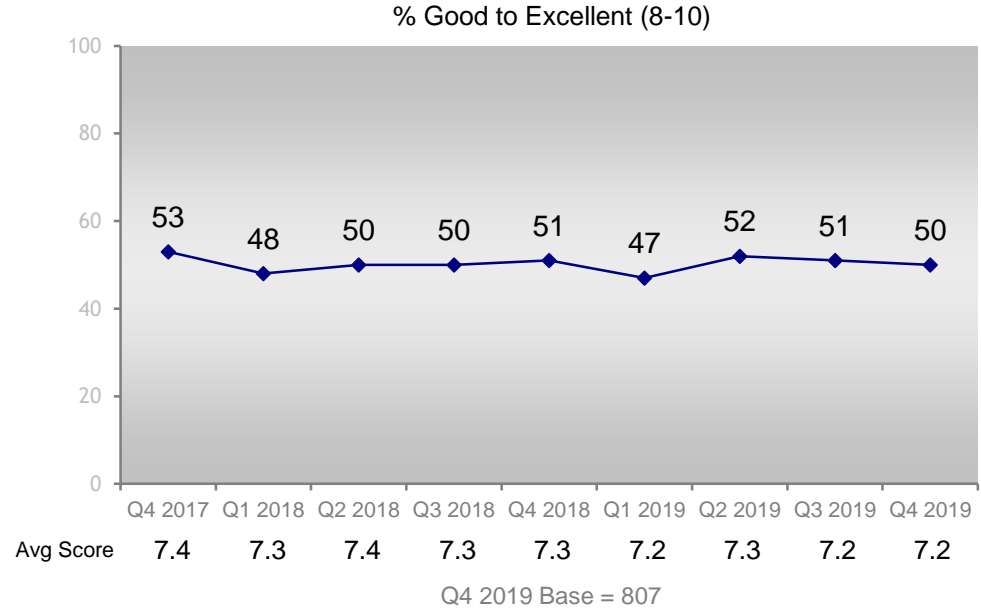
Almost four-in-ten (39%) transit riders report using more than one transit mode/bus on their most frequent transit trip.

Half (50%) of the group mentioned above gave top ratings this quarter for Good Connections. Top ratings for Good Connections appear to hold steady across the last three quarters of the year, with dips in the first quarter for the past two years.

The average score is holding stable with last quarter at 7.2 out of 10. However, year over year trending shows a downward decline in average scores (7.4 in Q4, 2017; 7.3 in Q4, 2018; 7.2 in Q4, 2019).

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?



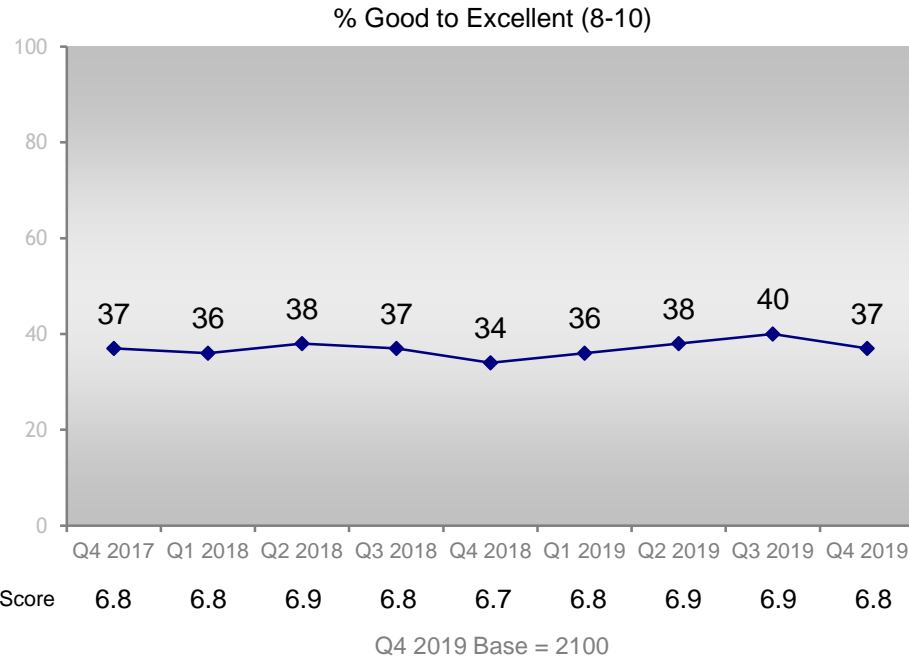
● ● = Significant upward/downward shift

 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

Compared to last quarter, there was a 3ppt decline in top ratings for Having Enough Bus Shelters at Bus Stops. However, when looking at the same quarter last year, this has improved 3ppt. This continues to be the lowest-rated service attribute and the average score (6.8) continues to sit just below the 7.0 positive-performance threshold.



Good-to-Excellent ratings compared to:

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

Captive riders and younger transit riders give higher ratings in this area.

Q4 2019 Regional Differences:

43% among Vancouver riders

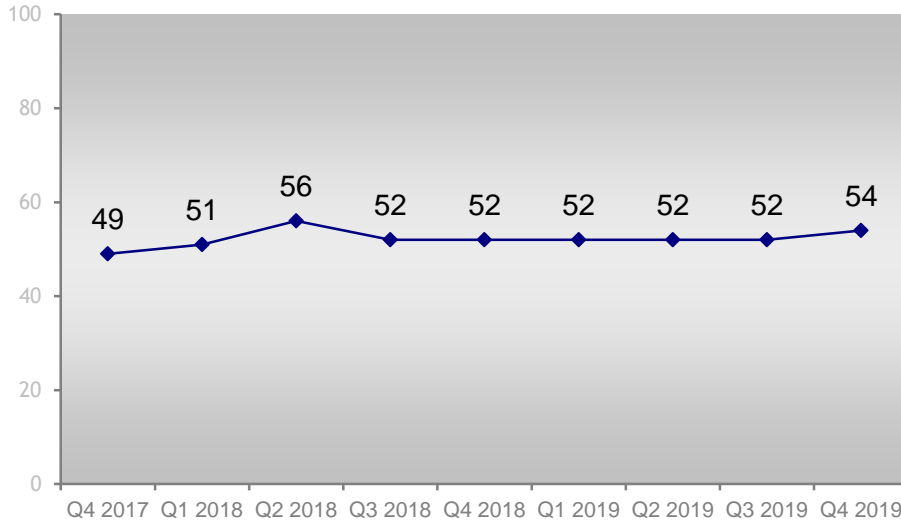
29% among Northeast riders

 Top Key Driver
 Most Positive
 Least Positive

 = Significant upward/downward shift

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

% Good to Excellent (8-10)



Avg Score 7.4 7.4 7.6 7.4 7.4 7.4 7.4 7.4 7.5
Q4 2019 Base = 2100

Adequacy of Transit Information at Stops and Stations

After five quarters of consistent ratings, there was an increase in both the top ratings and the average score for Adequacy of Transit Information at Stops and Stations.

Just over half of transit riders (54%) gave a high score. The average also improved to 7.5 out of 10.

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

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

Q4 2019 Regional Differences:

No significant regional differences

No significant regional differences



Most Positive



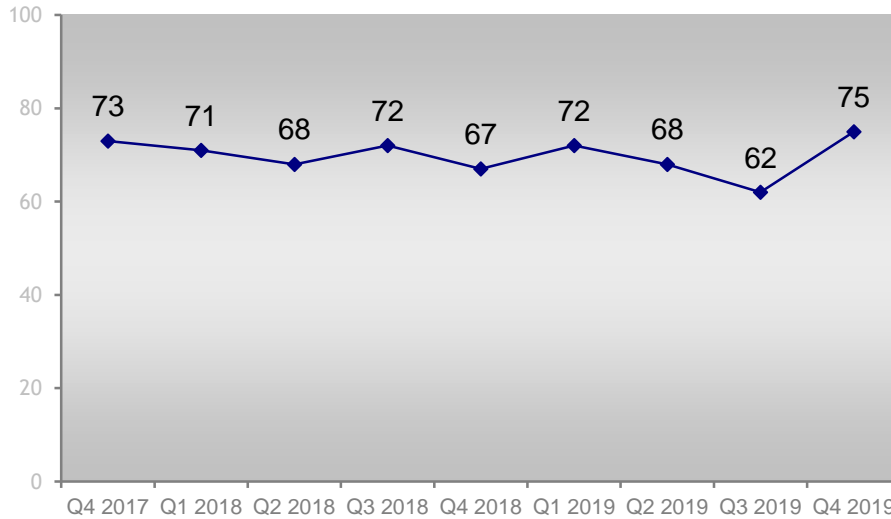
Least Positive



= Significant upward/downward shift

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

% Good to Excellent (8-10)



Avg Score	8.2	8.1	8.0	7.9	8.0	7.9	7.7	7.6	8.3
	Q4 2019 Base = 251 (used phone)								

Ease of Getting Information from the Telephone Information Line

One-in-ten (11%) transit riders indicated that they have used the Telephone Information Line in the past three months, this is consistent with the previous quarter.

There is a significant increase in top ratings for Ease of Getting Information (75% compared to 62% in Q3, 2019). This is the highest score seen in the past two years. The average score is also improved to the highest score in the past two years, sitting at 8.3 out of 10.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	+ 13%	+ 8%

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.

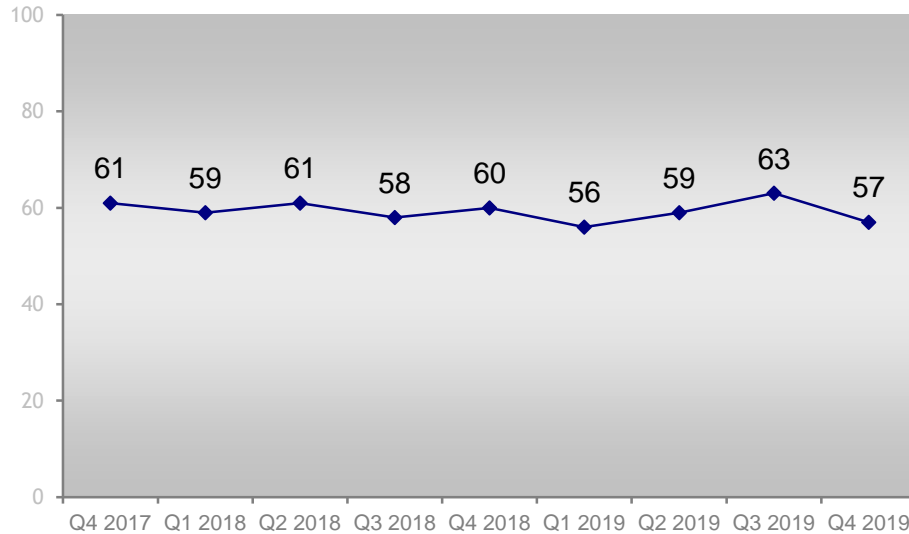
Spoke To Clerk	Call Was Automated	Clerk & Automated
Base = 144	Base = 38**	Base = 67*
% Good to Excellent (8-10)		
80%	72%	67%

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

= 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)



Avg Score 7.6 7.6 7.7 7.6 7.6 7.5 7.7 7.8 7.5

Q4 2019 Base = 1067 (used website)

Ease of Finding Info on Website

49% of transit riders have used TransLink's website in the past three months, this is unchanged from last quarter. Choice riders, Females and those between 45 to 64 are more likely to have used it.

There was a sharp decline in top ratings for Ease of Finding Information this quarter, currently sitting at 57% from 63% last quarter (a 6ppt drop). This is also down from the same quarter last year (was 60% in Q4, 2018). This matches the low of Q1 this year.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	- 6%	- 3%

Q4 2019 Regional Differences:

74% among Burnaby/New Westminister riders

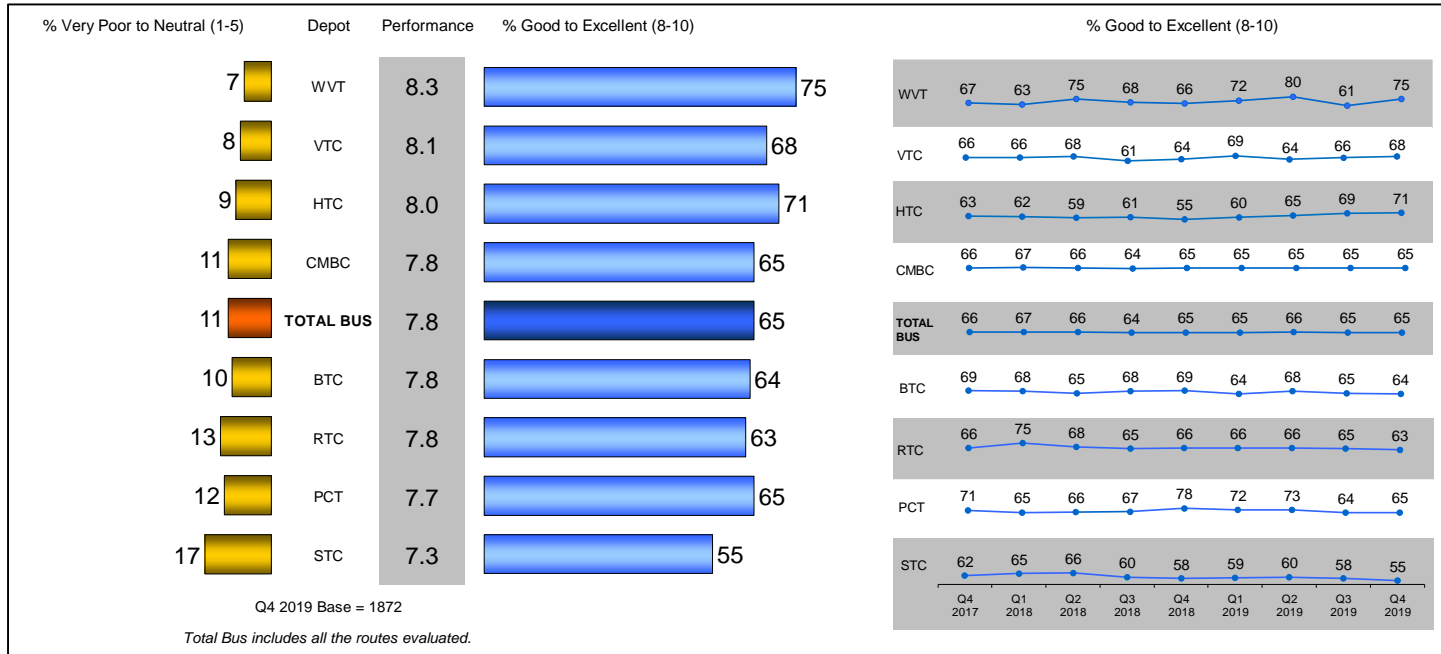
46% among North Vancouver riders

 Most Positive

 Least Positive

 = Significant upward/downward shift

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



Top Scoring Route

#41

8.6

Lowest Scoring Routes*

#16 #20

7.3 7.3

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Bus Service Overall

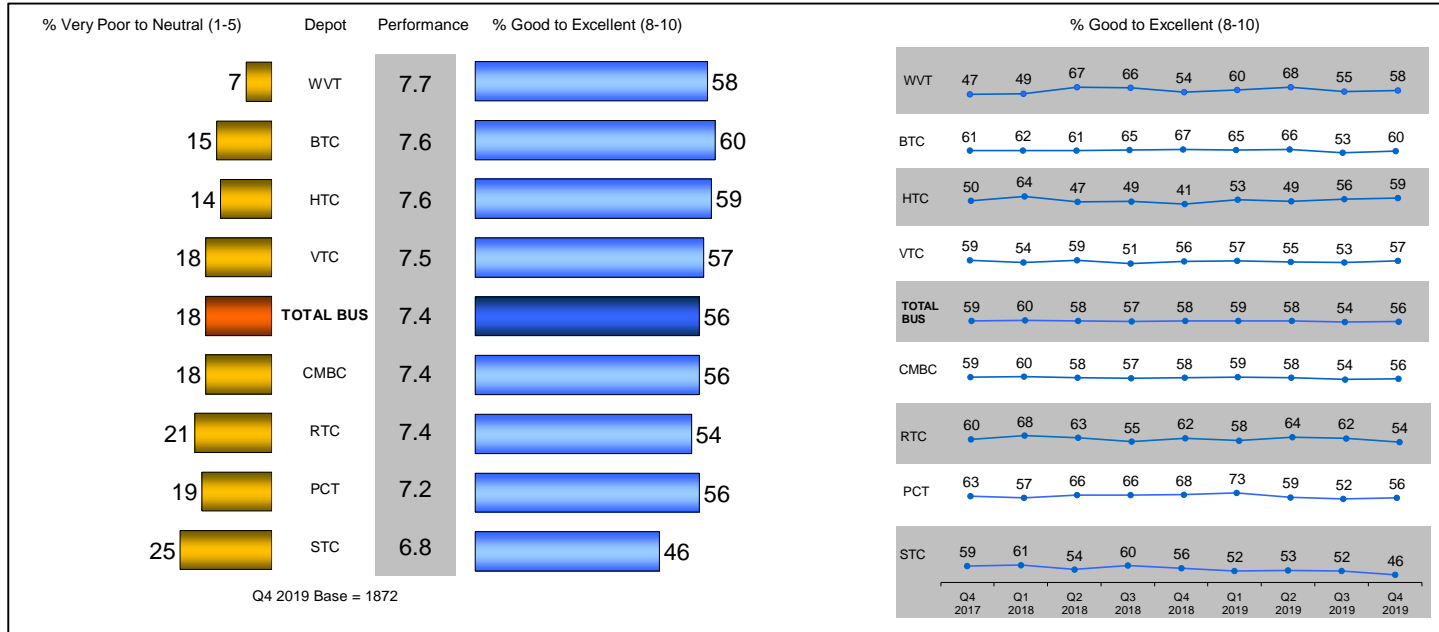
There continues to be no change in the proportion of bus riders who give top ratings for the overall bus service. Two-thirds (65%) of bus riders continue to give good-to-excellent ratings. The average score is also consistent with last quarter at 7.8 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	0%	0%
HTC	+ 2%	+ 16%
PCT	+ 1%	- 13%

= 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
#41
8.2

Lowest Scoring Route
#20
6.8

Time Period Receiving Lower Ratings
• Weekday 9:30 AM – 3:00 PM

On-Time Reliable Service

 Top Key Driver

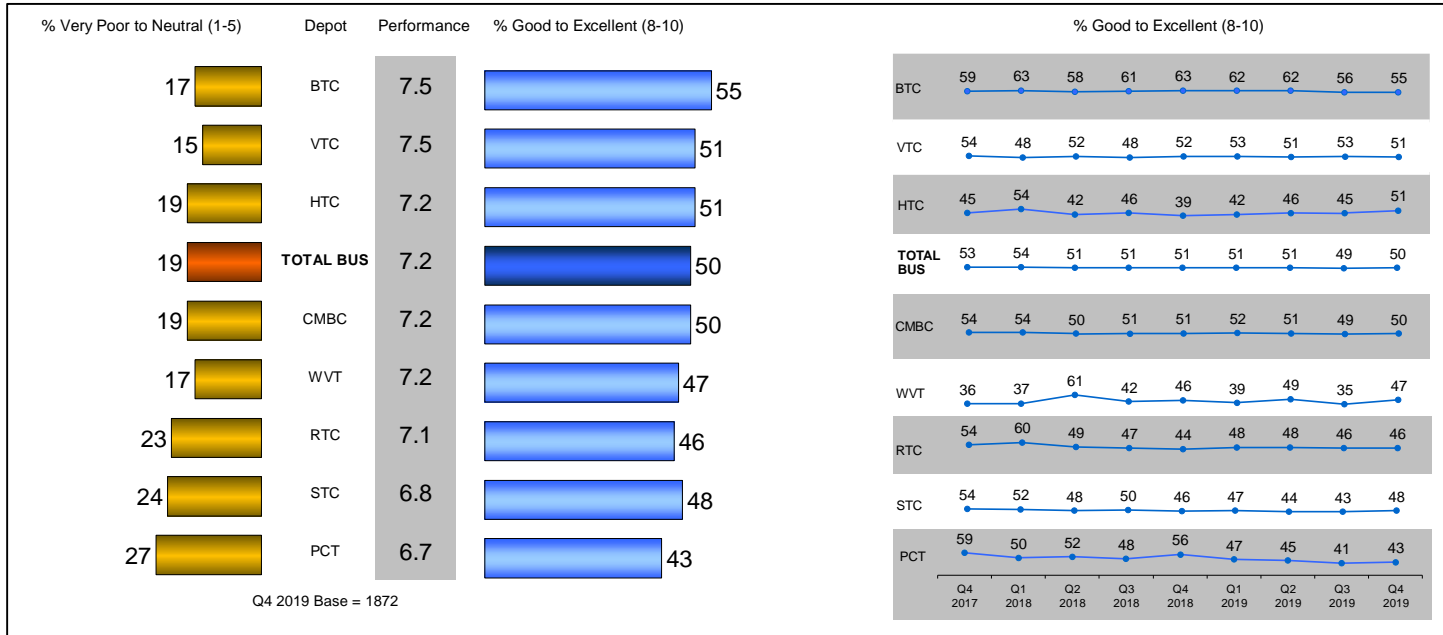
After a drop in top ratings last quarter, the proportion of riders providing top ratings for On-Time Reliable Service has rebounded to 56% this quarter (was 58% in Q2 and 54% in Q3). The average score is static at 7.4 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	+ 2%	- 2%
BTC	+ 7%	- 7%
HTC	+ 3%	+ 18%
PCT	+ 4%	- 12%
STC	- 6%	- 10%

= 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
#10
8.3

Lowest Scoring Route
#601
6.4

Time Period Receiving Higher Ratings

- No particular time period is singled out.

Frequency of Service

The proportion of top ratings for Frequency of Service ratings have increased one percentage point over last quarter (50% vs 49% last quarter), however when comparing to the same time last year, top ratings are down one percentage point (was 51% in Q4, 2018). The average score increased from last quarter, sitting at 7.2 out of 10 compared to 7.1 out of 10 last quarter.

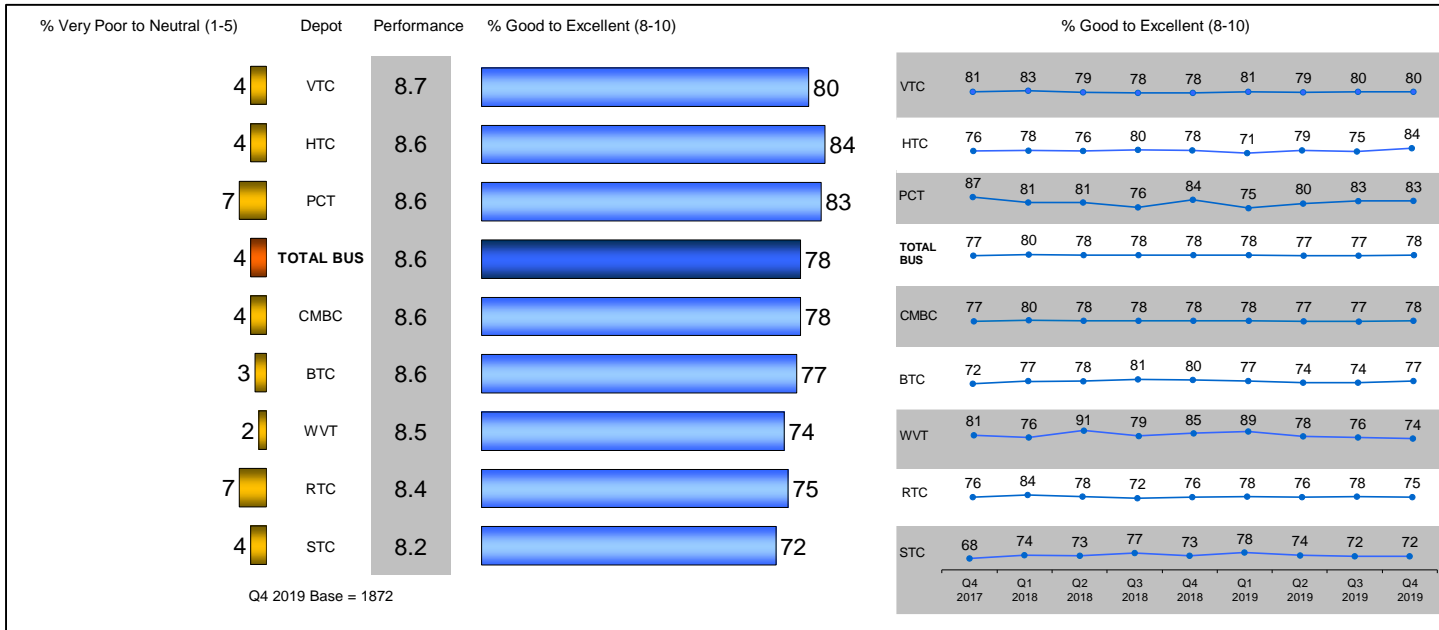
Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	- 1%
BTC	- 1%	- 8%
HTC	+ 6%	+ 12%
PCT	+ 2%	- 13%

= Significant upward/downward shift

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

Top Key Driver

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
#240
9.1

Lowest Scoring Routes*
#16 #10
8.3 8.3

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Courteous Bus Operator

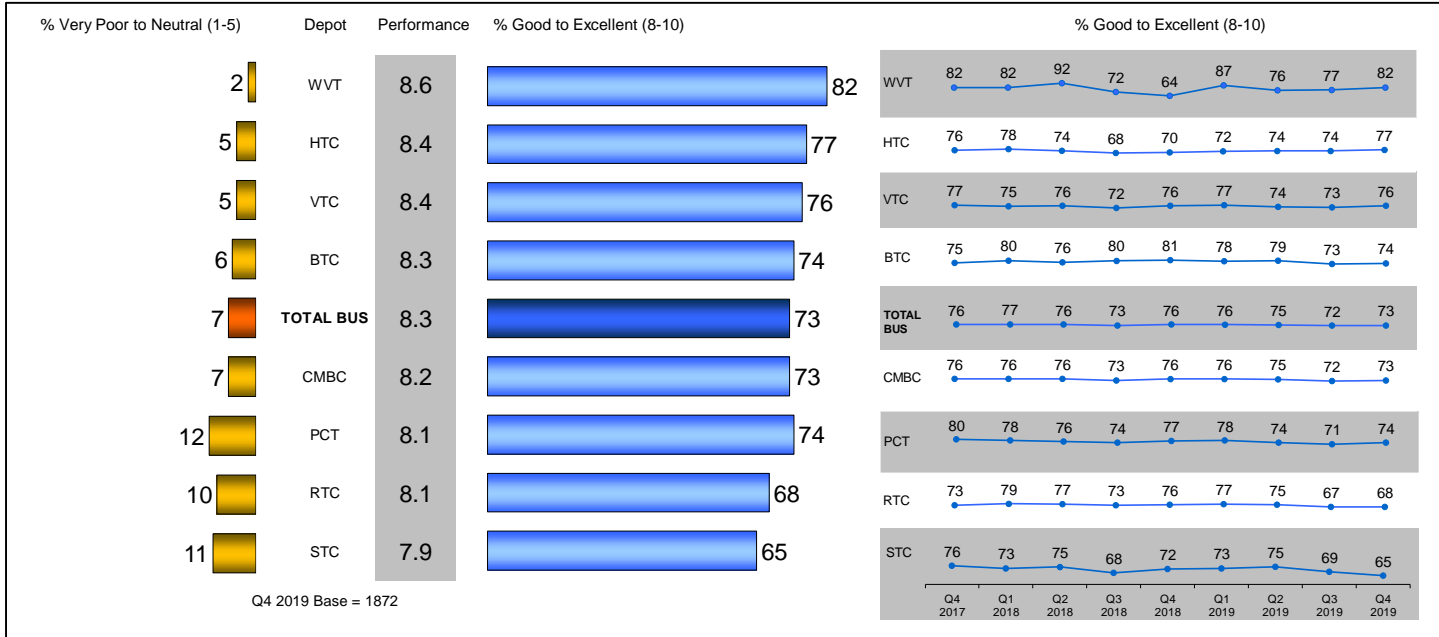
Courteous Bus Operator continues to be the highest-rated top key driver of Overall Bus Service. Over three-quarters (78%) of bus riders give good-to-excellent ratings. Though this score is an improvement over last quarter (was 77%), it is flat with the same quarter last year. The average score continues to be strong at 8.6 (up from 8.5 last quarter).

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	0%
HTC	+ 9%	+ 6%
WVT	- 2%	- 11%

= 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 Routes

#250 #95 B-Line

8.6 8.6

Lowest Scoring Route*

#601

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.

Trip Duration

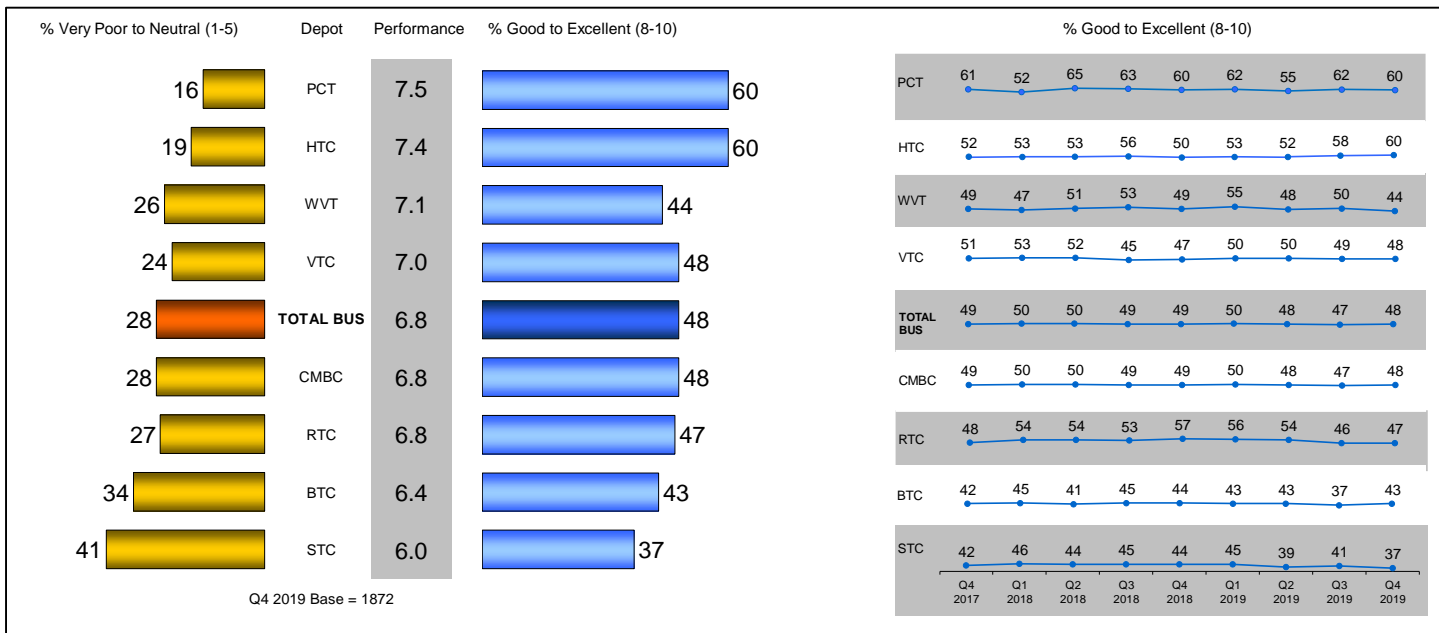
Just over seven-in-ten (73%) bus riders award top scores for Trip Duration (up 1ppt from last quarter). Although scores for Trip Duration improved since last quarter, top ratings are down three percentage points from the same quarter last year. The average score increased to 8.3 out of 10 (was 8.2 out of 10 last quarter).

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total Bus	+ 1%	- 3%
WVT	+ 5%	+ 18%
BTC	+ 1%	- 7%
RTC	+ 1%	- 8%

= 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
#10
7.7

Lowest Scoring Route
#99 B-Line
5.2

Time Period Receiving Higher Ratings

- No particular time period is singled out.

Not Being Overcrowded

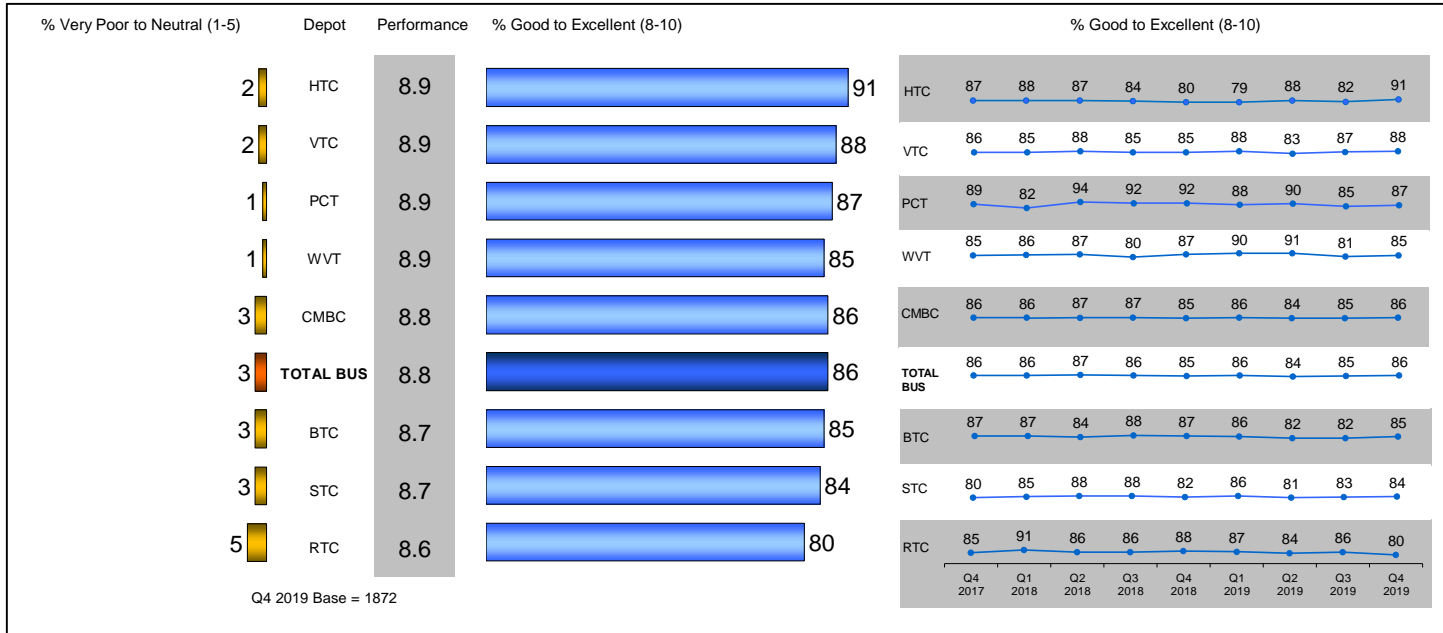
Not being Overcrowded continues to have some of the lowest scores, with just 48% of bus riders giving good-to-excellent scores (up slightly from 47% last quarter). The average score declined from 6.9 to 6.8 out of 10 this quarter.

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

= 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
#351 #41
9.1 9.1

Lowest Scoring Routes*
#49 #95 B-Line
8.6 8.6

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Safe and Professional Bus Operator

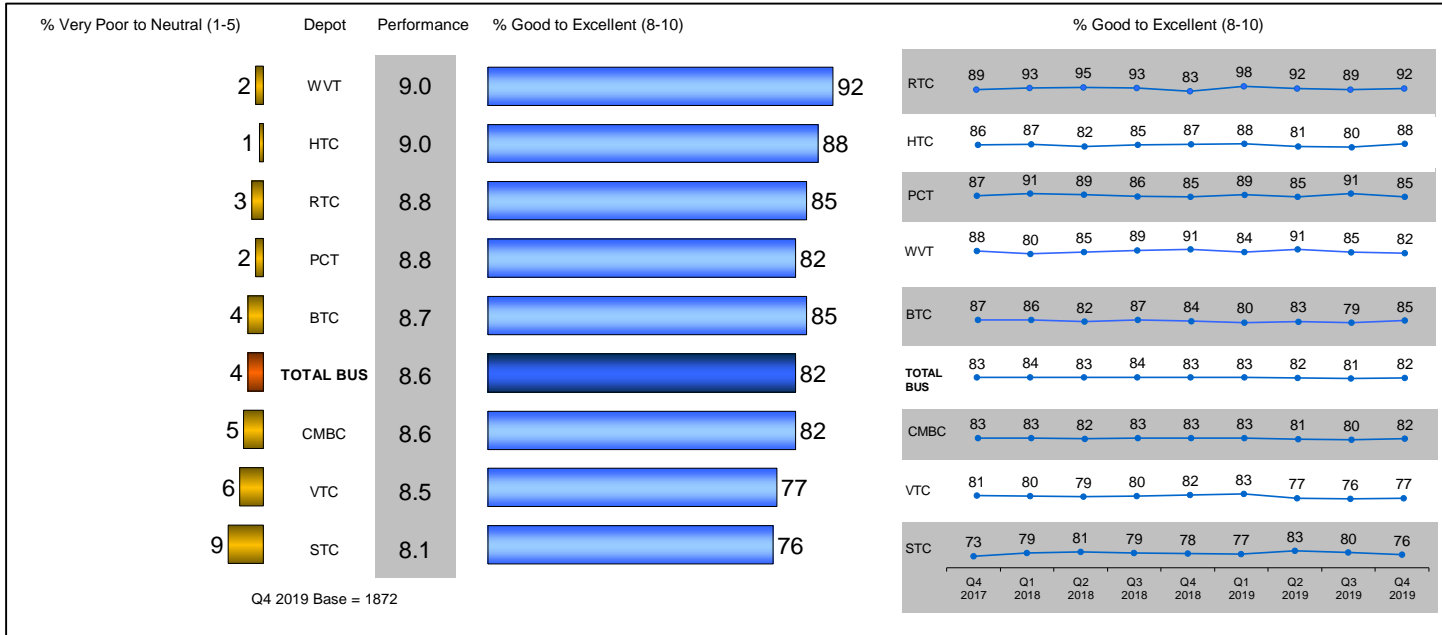
Consistent with past quarters, 86% of bus riders gave top scores for Safe and Professional Bus Operator. This is up one percentage point compared to the same quarter last year. The average score sits at 8.8 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	+ 1%
HTC	+ 9%	+ 11%
RTC	- 6%	- 8%

= 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
#240
9.1

Lowest Scoring Route*
#20
7.7

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Feeling Safe from Crime On Board the Bus

Though Feeling Safe from Crime on Board the Bus is consistent with last quarter (up 1 ppt to 82%). The current average score is 8.6 out of 10.

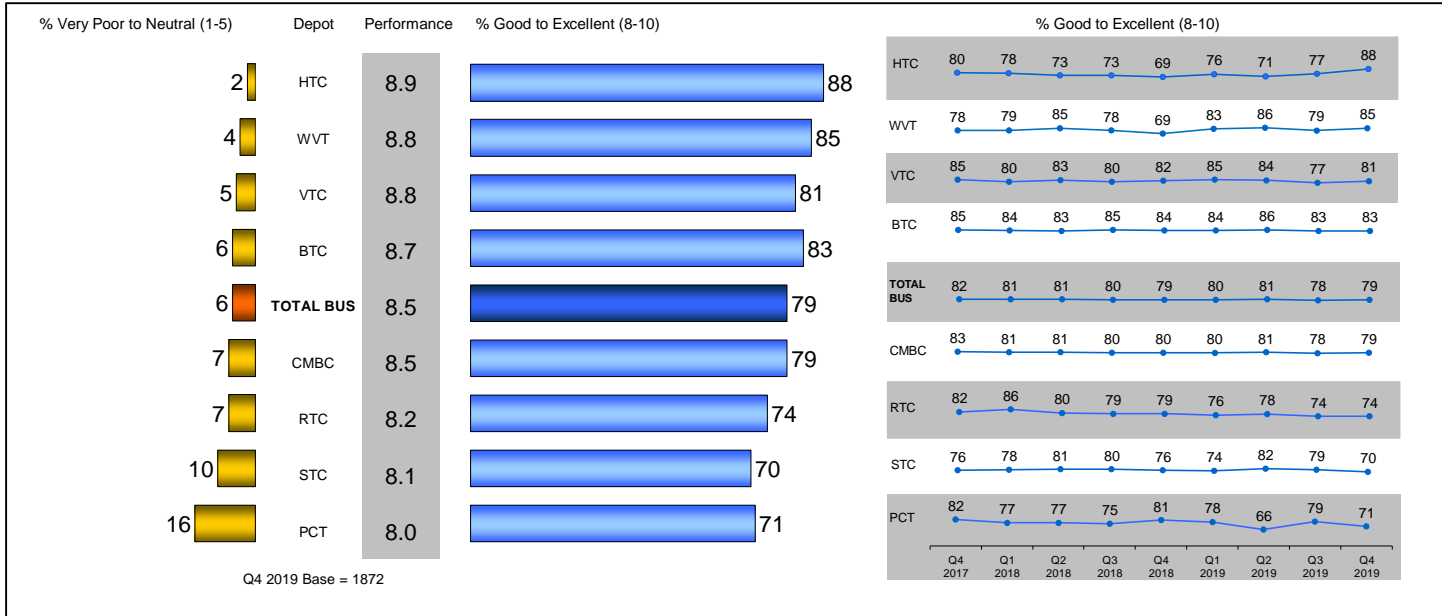
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	- 1%
WVT	+ 3%	+ 9%
HTC	+ 8%	+ 1%
RTC	- 6%	0%
PCT	- 3%	- 9%
BTC	+ 6%	+ 1%
VTC	+ 1%	- 5%

= 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
#250
9.1

Lowest Scoring Route*
#601
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.

Having a Direct Route

Almost eight-in-ten (79%) bus riders providing top ratings for Direct Route is consistent with scores seen a year ago. The average score remains static at 8.5 out of 10.

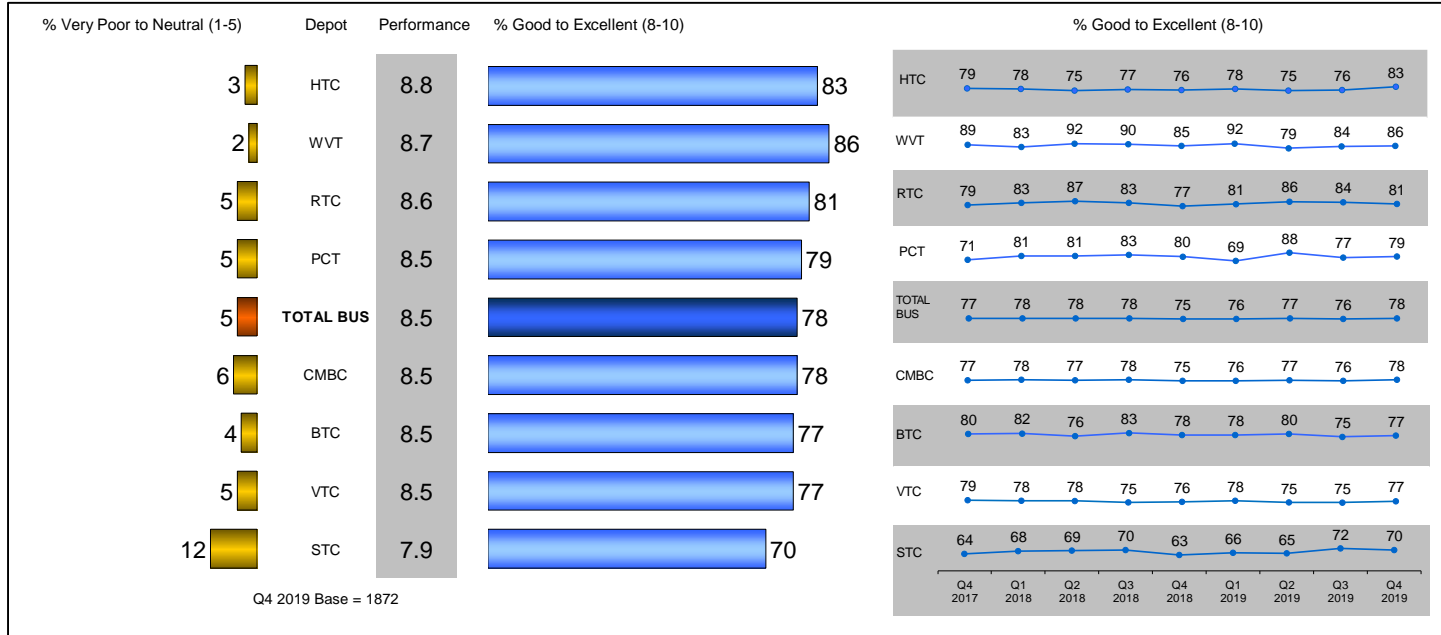
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	0%
HTC	+ 11%	+ 19%
WVT	+ 6%	+ 16%
STC	- 9%	- 6%
PCT	- 8%	- 10%

= Significant upward/downward shift

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

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



Top Scoring Route
#10
9.0

Lowest Scoring Route*
#20
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.

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

There was an improvement in performance for Feeling Safe from Crime at Stops or Exchange, both compared to last quarter and a year ago. Seventy eight percent of bus riders give good-to-excellent scores this quarters (compared to 76% last quarter and 75% in Q4, 2018. The average score sits at 8.5 out of 10.

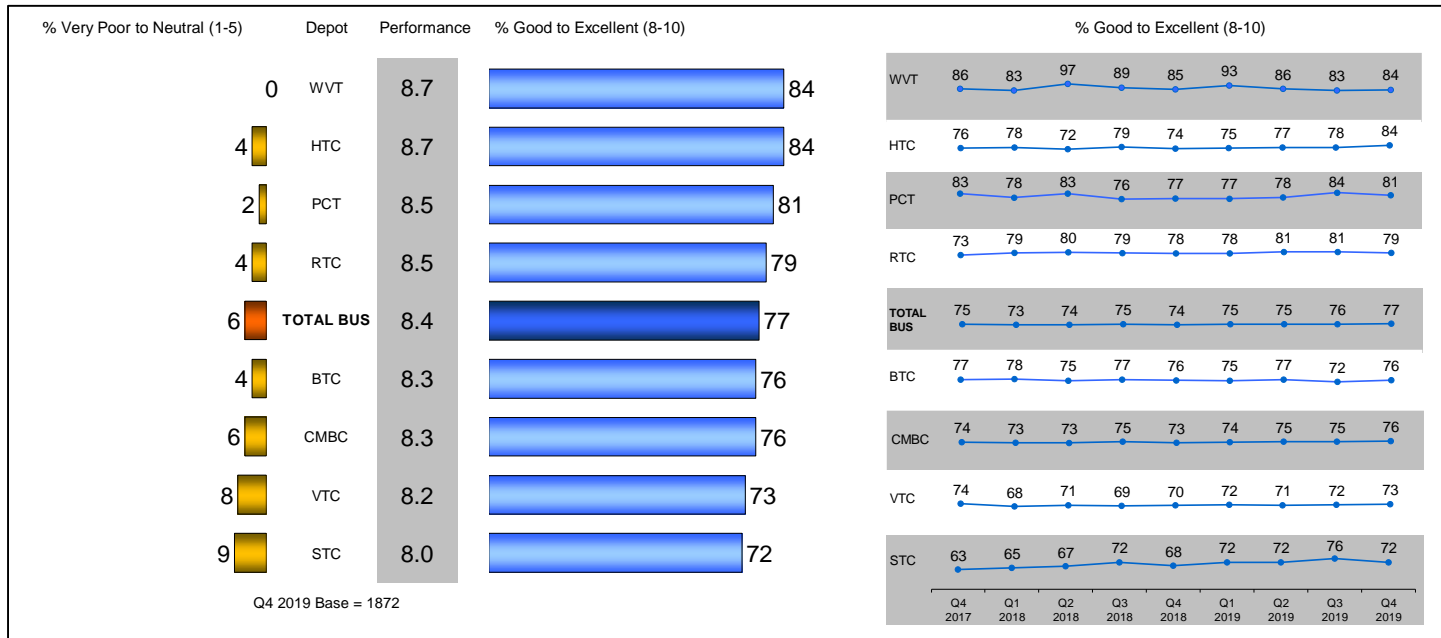
Good-to-Excellent ratings compared to:

<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total Bus + 2%	+ 3%

= 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
#10
9.1

Lowest Scoring Route*
#20
7.7

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Clean and Graffiti-Free Buses

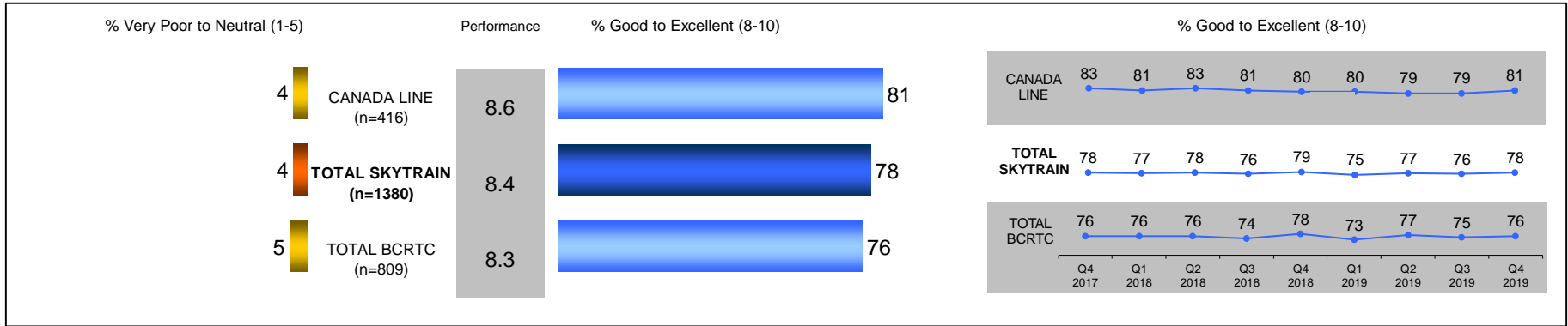
Good-to-excellent performance for Clean and Graffiti-Free Buses is trending upward from a year ago, with 77% of bus riders giving top ratings this quarter (compared to 74% in Q4, 2018). The average score stands at 8.4 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	+ 3%
HTC	+ 6%	+ 10%

= Significant upward/downward shift

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

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



SkyTrain Overall Service

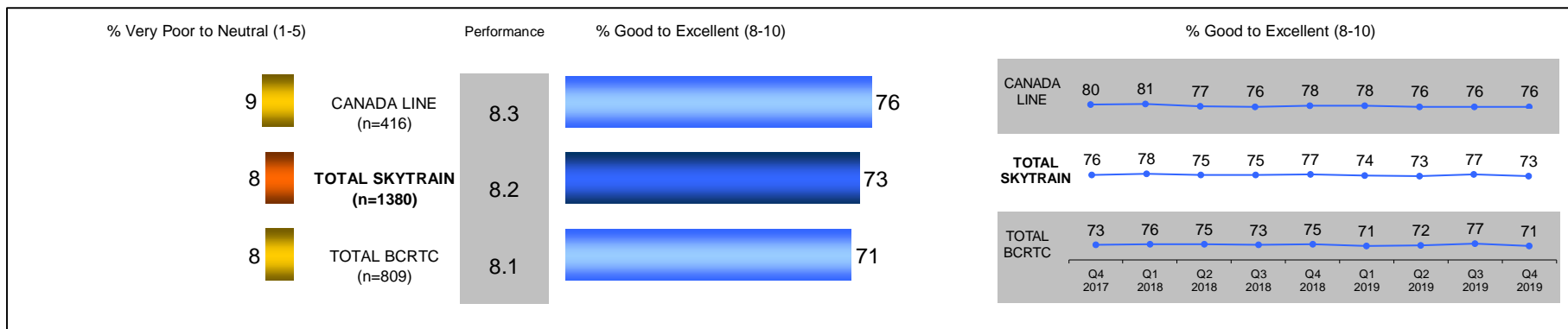
Similar to the bump in Q4 2018, Overall SkyTrain Service continues to earn top ratings from just over three-quarters (78%) of SkyTrain riders. The average score remains consistent with the same quarter last year to sit at 8.4 out of 10.

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

Notes: Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode.
 Total BCRTC riders are those who only rode the Millennium Line 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?



Frequency of Service

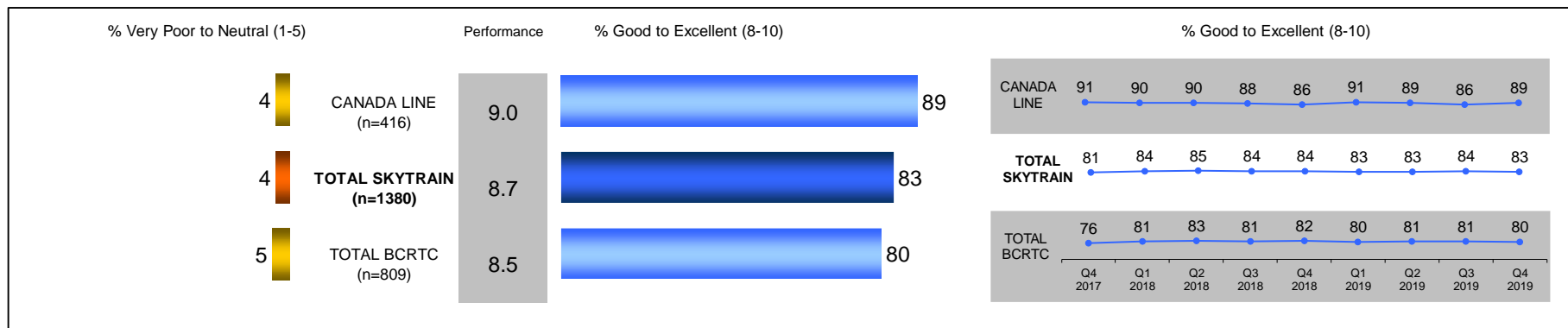
Top Key Driver

In-line with Q2 2019, and down 4 ppt from last quarter, 73% of Skytrain riders gave top ratings to Frequency of Service (a key driver of Overall SkyTrain Service) this quarter. The average score remains strong at 8.2 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total SkyTrain:	- 4%	- 4%
Total BCRTC:	- 6%	- 4%
Canada Line:	0%	- 2%

○ ○ = Significant upward/downward shift

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



Top Key Driver

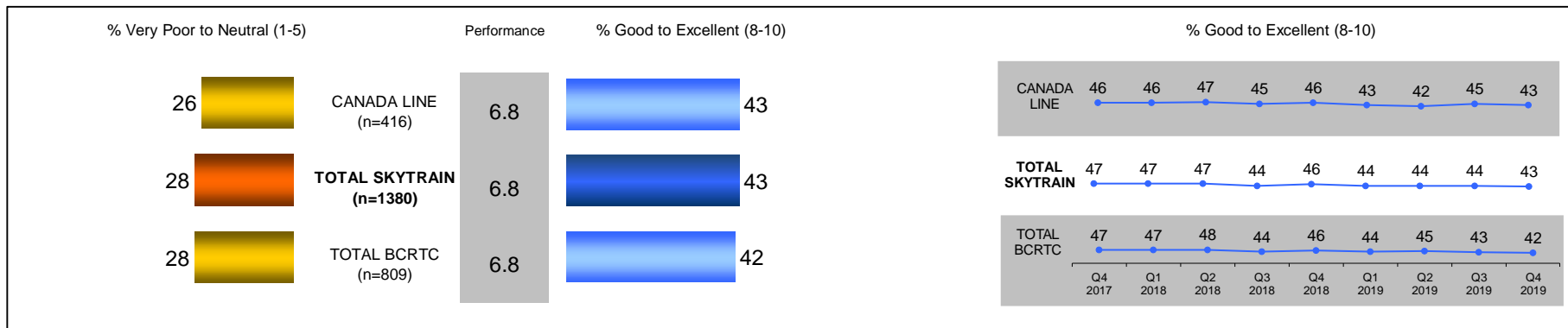
On-Time, Reliable Service

On-Time, Reliable Service (top key driver) continues to be the highest-rated SkyTrain attribute as eight-in-ten (83%) SkyTrain riders provided good-to-excellent ratings. The average score remains stable at 8.7 out of 10.

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

= Significant upward/downward shift

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



Top Key Driver

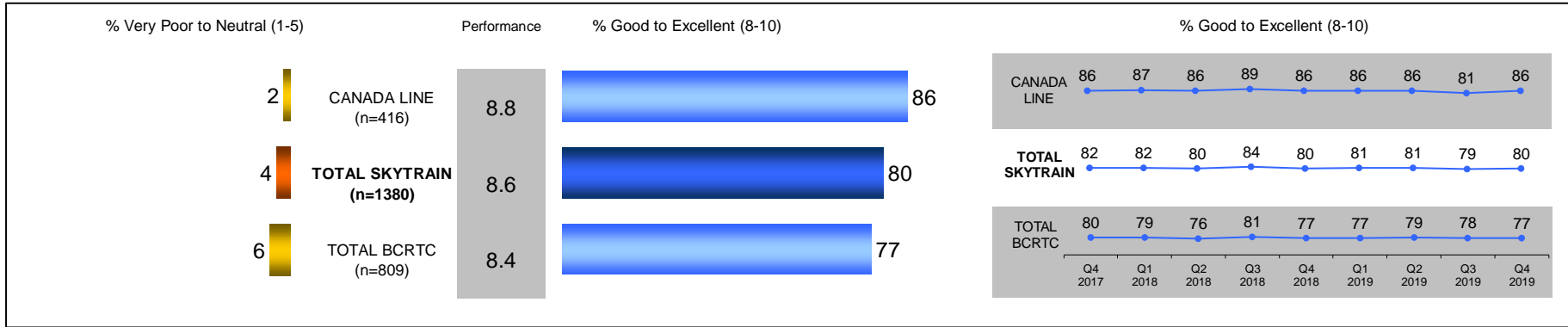
Not Being Overcrowded

Trending downward over the past two years, Not Being Overcrowded continues to be the lowest-rated top key driver of Overall SkyTrain Service. It earns top ratings from just over four-in-ten (43%) SkyTrain riders and the average score of 6.8 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:	- 1%	- 3%
Total BCRTC:	- 1%	- 4%
Canada Line:	- 2%	- 3%

= Significant upward/downward shift

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



 Top Key Driver

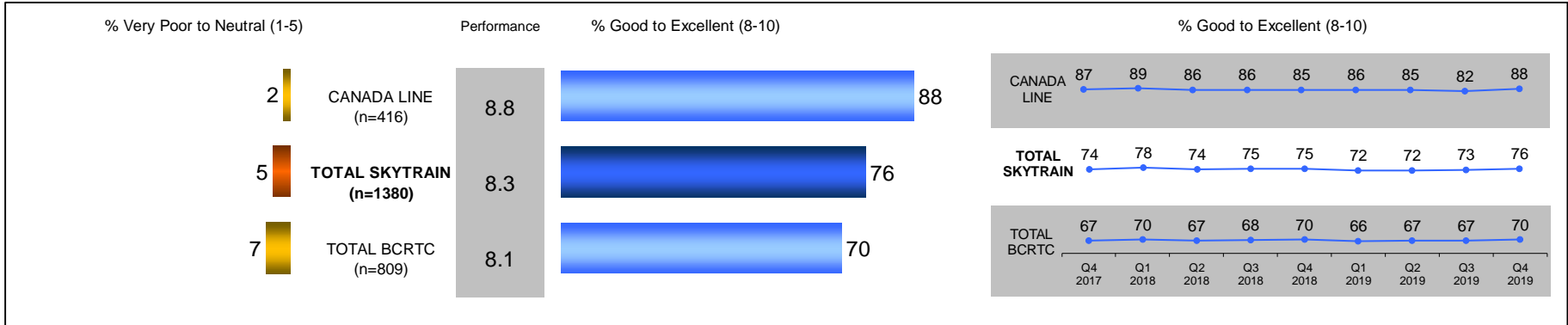
Feeling Safe from Crime On Board SkyTrain

Feeling Safe from Crime On Board SkyTrain (another top key driver) is still the second highest rated attribute according to SkyTrain riders (80% provide good-to-excellent ratings; with an average score of 8.6 out of 10). The proportion of top scores remain in-line with the recent historical trend.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	+ 1%	0%
Total BCRTC:	- 1%	0%
Canada Line:	+ 5%	0%

● ● = 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?



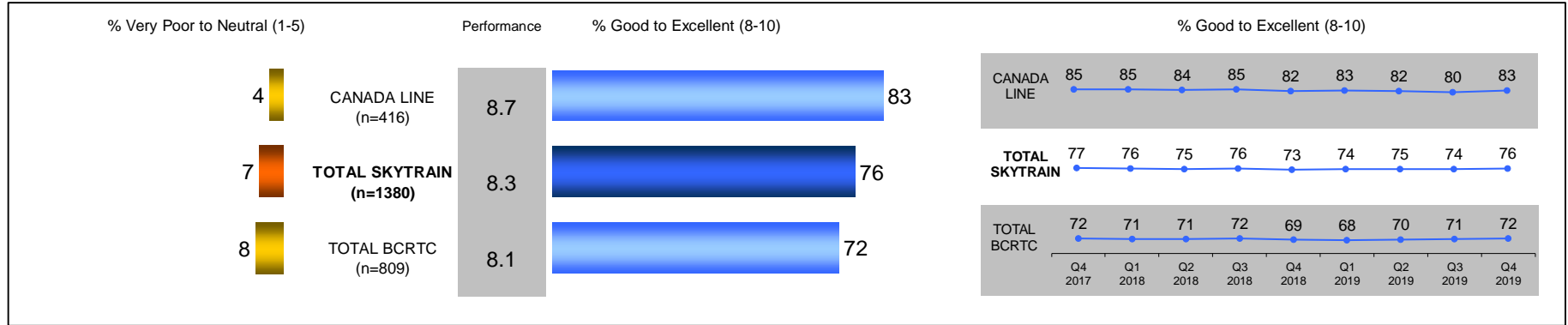
Clean and Graffiti-Free SkyTrain Cars and Stations

Three-quarters (76%) of SkyTrain riders give top ratings to Clean and Graffiti-Free SkyTrain Cars and Stations, which is up 3 ppt from Q3 2019. The increase is a result of a significant upward shift with Canada Line ratings this quarter. The overall average score increased slightly to 8.3 out of 10 (was 8.2 in Q3, 2019).

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

= Significant upward/downward shift

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



Feeling Safe from Crime Inside the SkyTrain Station

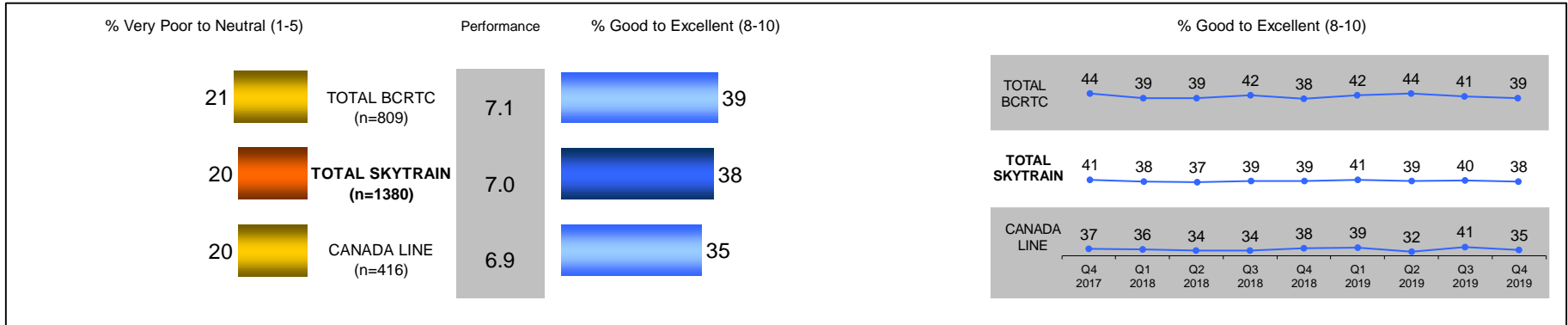
Top ratings for Feeling Safe from Crime Inside the SkyTrain Station are up directionally this quarter to sit at 76%, scores are also up 3 ppt from Q4 2018. The average score remains at 8.3 out of 10.

Good-to-Excellent ratings compared to:

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

= Significant upward/downward shift

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



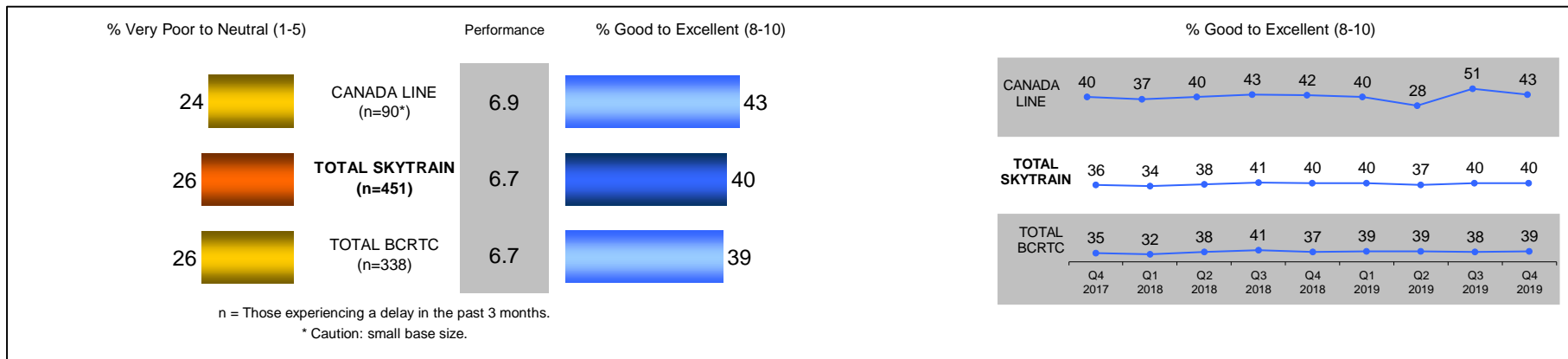
Staff Available When Needed

Staff availability received good-to-excellent ratings from four-in-ten (38%) SkyTrain riders, down 2 ppt from last quarter. This drop was due to a 6 ppt drop in ratings with Canada Line riders. The average score is sitting at 7.0 out of 10, which is consistent with past observations. It is important to note that 22% of SkyTrain riders were unable to answer this question.

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

= Significant upward/downward shift

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



Delays are Announced and Explained

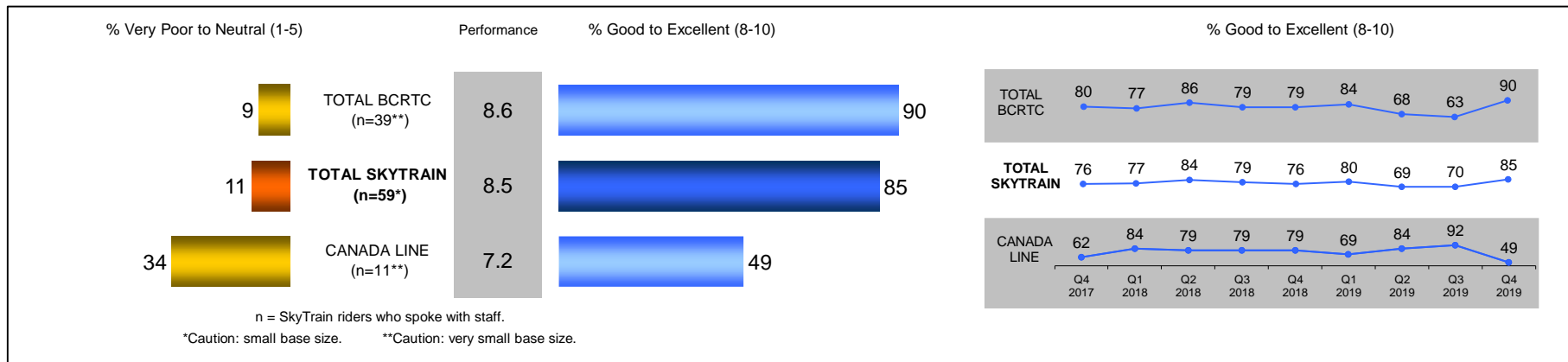
More SkyTrain riders report experiencing a delay on the SkyTrain in the past three months compared to last wave (37%, up 3 ppt). Similar to the past, BCRTC riders are more likely to have experienced a delay than Canada Line riders (46% vs. 26%), but the gap has widened.

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 (6.7). Canada Line was unable to maintain all of the gain last quarter and fell 8 ppt to 43% which is in-line with recent historical trend.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	0%	0%
Total BCRTC:	+ 1%	+ 2%
Canada Line:	- 8%	+ 1%

= Significant upward/downward shift

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



Courteous, Competent and Helpful SkyTrain Staff

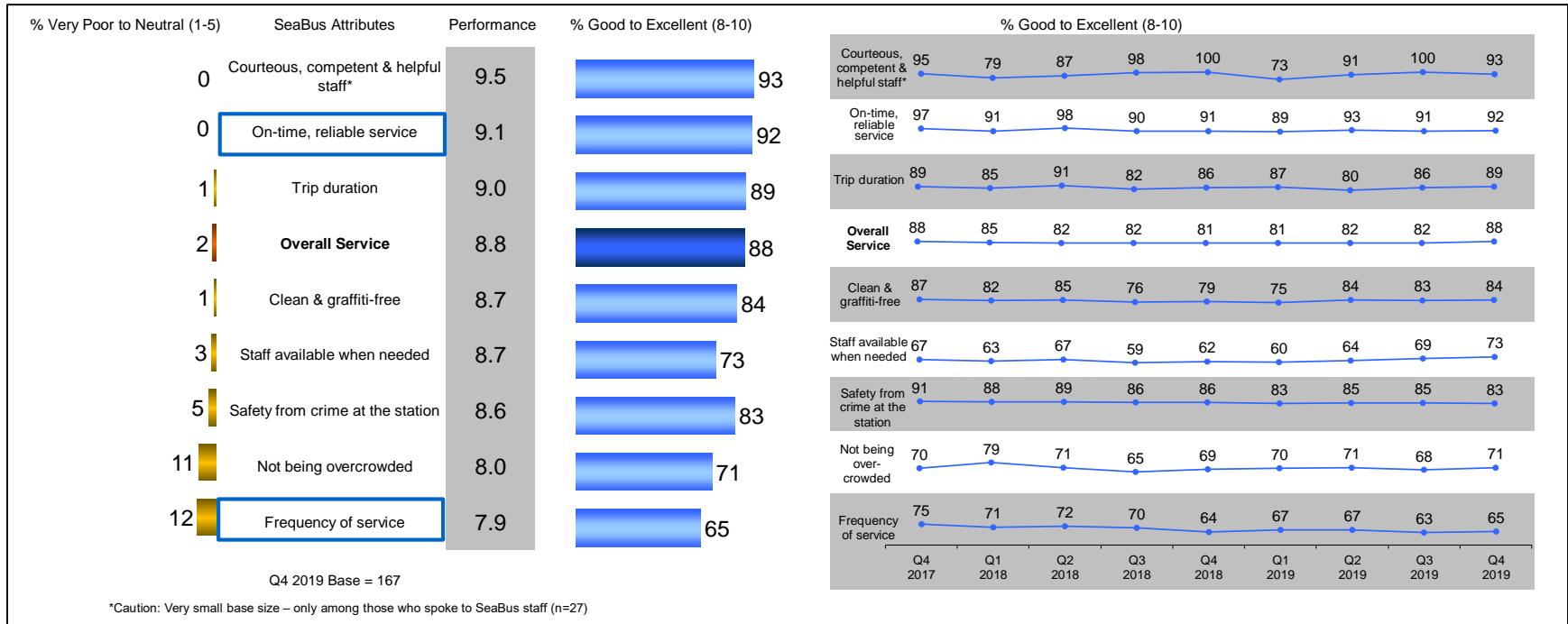
Only 4% of SkyTrain riders interacted with a SkyTrain staff on their last trip.

Inconsistent with past trends, more than eight-in-ten (85%) SkyTrain riders who spoke with staff award top ratings for Courteous, Competent and Helpful SkyTrain Staff, which is a significant upward shift from last quarter. BCRTC rider ratings increased significantly as well (up 27 ppt) to a historical trend high of 90%, while Canada Line rider ratings fell 43 ppt from last quarter to a historical trend low of 49%.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	+ 15%	+ 9%
Total BCRTC:	+ 27%	+ 11%
Canada Line:	- 43%	- 30%

= 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

Nine-in-ten (88%) SeaBus riders give top ratings to Overall SeaBus Service, which is up directionally from last quarter and Q4 2018. The average score is also staying strong at 8.8 out of 10. All SeaBus service attributes continue to exceed the 7.0 positive performance threshold. In particular, Staff Available When Needed ratings had a significant upward shift (11 ppt) over the same quarter last year.

Good-to-Excellent ratings compared to:

Overall SeaBus Service
Staff available when needed

Last Quarter

+ 6%
 + 4%

Same Quarter Last Year

+ 7%
+ 11%

= Significant upward/downward shift

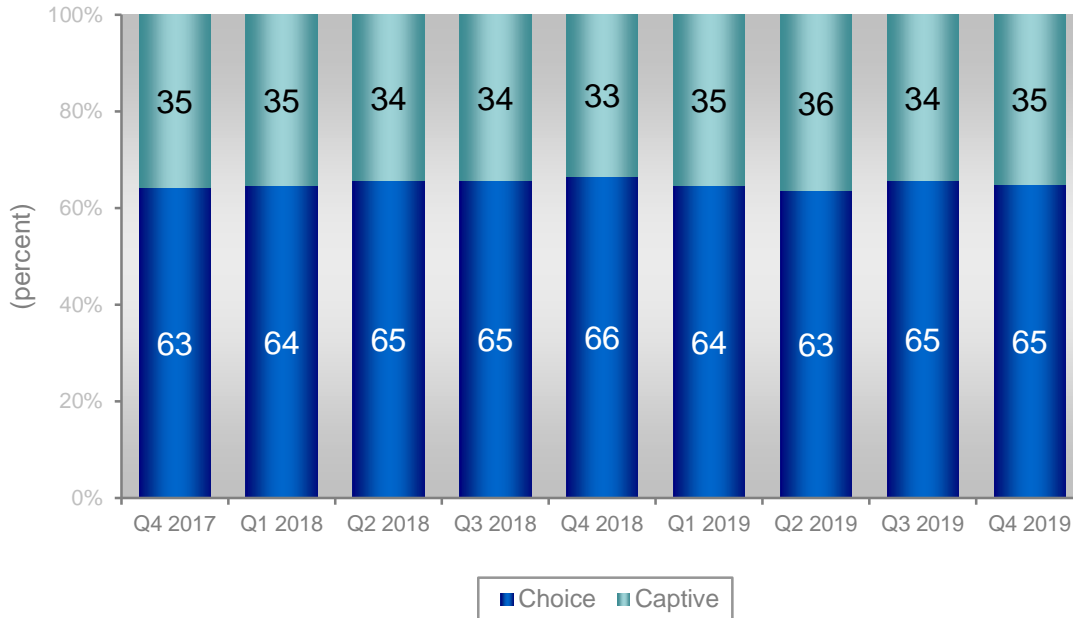
Note: SeaBus ratings are based on a small sample size and typically require a difference of 10 percentage points to be considered statistically significant.



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

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

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



Q4 2019 Base = 2100

Choice Versus Captive

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

The remaining proportion of 35% is categorized as Captive riders with no regular access to a vehicle.

Compared to Choice riders, Captive Riders tend to be younger (<35), working part-time or unemployed and less affluent (household income of \$40K or less). They are also more likely to be Bus riders and have taken more transit trips in the past week.

On the other hand, Choice riders are more likely to be older (35+), working full-time, have higher income (\$80K+) and more likely to be male.

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



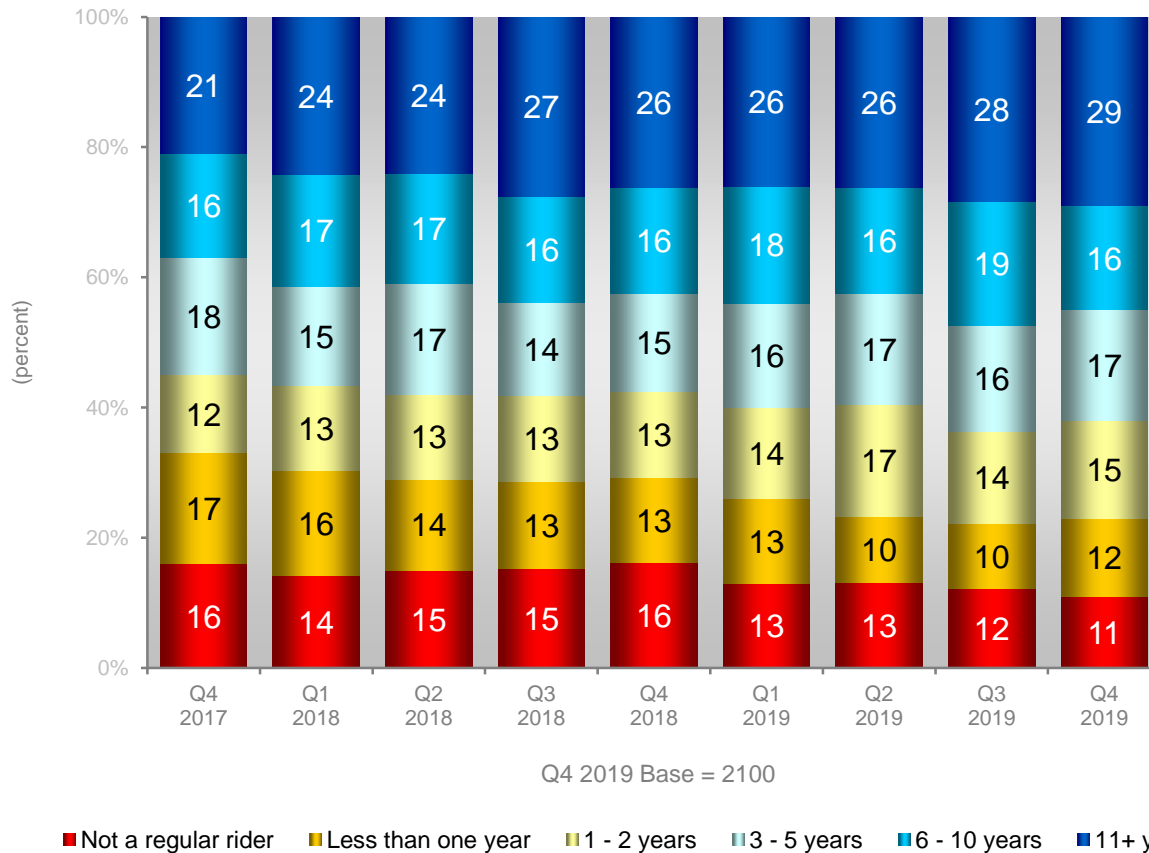
Q4 2019 Base = 2100

Trip Purpose

Just under one-half (47%) of transit riders continue taking transit for work purposes, up directionally from a year ago when there was a dip in the trendline for this purpose. On the other hand, entertainment or social reasons decreased 5 ppt this quarter (43%), while trips for shopping is significantly lower from the same quarter last year.

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

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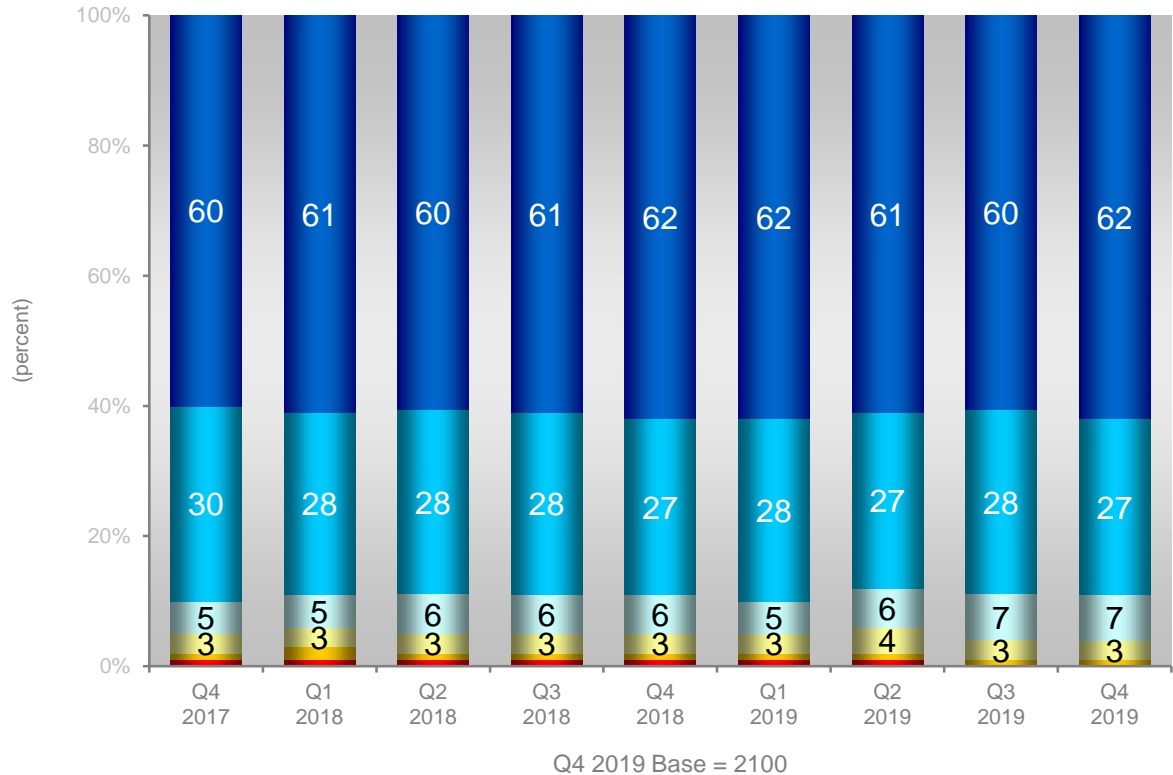
Length of Time Taking Transit on a Regular Basis

The average number of years of being a regular transit rider has been slowly trending up since Q4 2017, reaching 10.7 years for the past two quarters.

Those residing in North Vancouver, Choice 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

Up slightly from last wave but consistent with a year ago, six-in-ten (62%) transit riders say they definitely will take transit as of often as they do now in the future. This is particularly true for older (45+) riders and those who reside in Vancouver or in the Northeast.

Another quarter (27%) 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)	83%	83%	84%	82%	84%	85%	84%	83%	84%
Compass Ticket (net)	5%	5%	5%	4%	4%	2%	3%	3%	3%

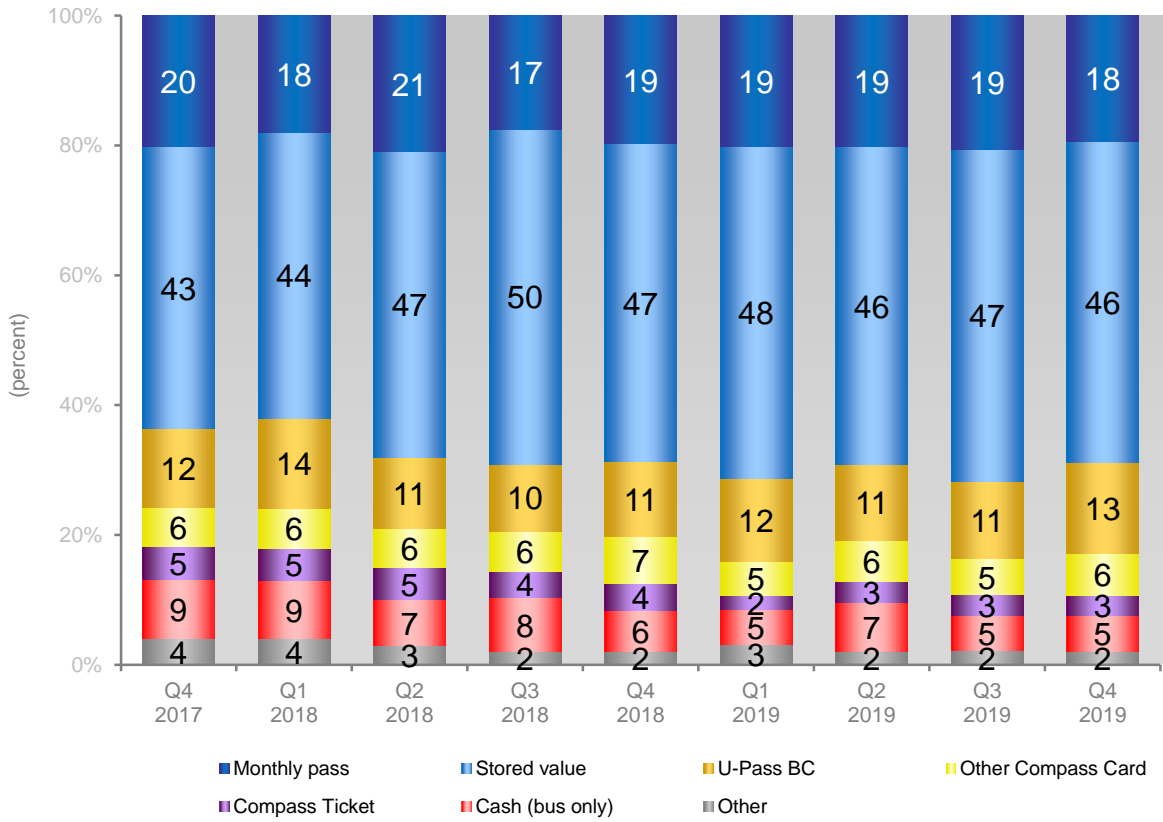
Fare Payment Method Used

Consistent with historical trends, the majority of transit riders continue to say Compass Card is their primary method of payment (84%).

Stored Value (46%) also continues to be the most popular Compass Card Product. Those 45+, \$80K+ incomes, SeaBus riders and Choice riders are more likely to have paid using Stored Value.

Monthly Pass is the next most used payment method (18%). This is more common among Captive riders and High-Frequency riders.

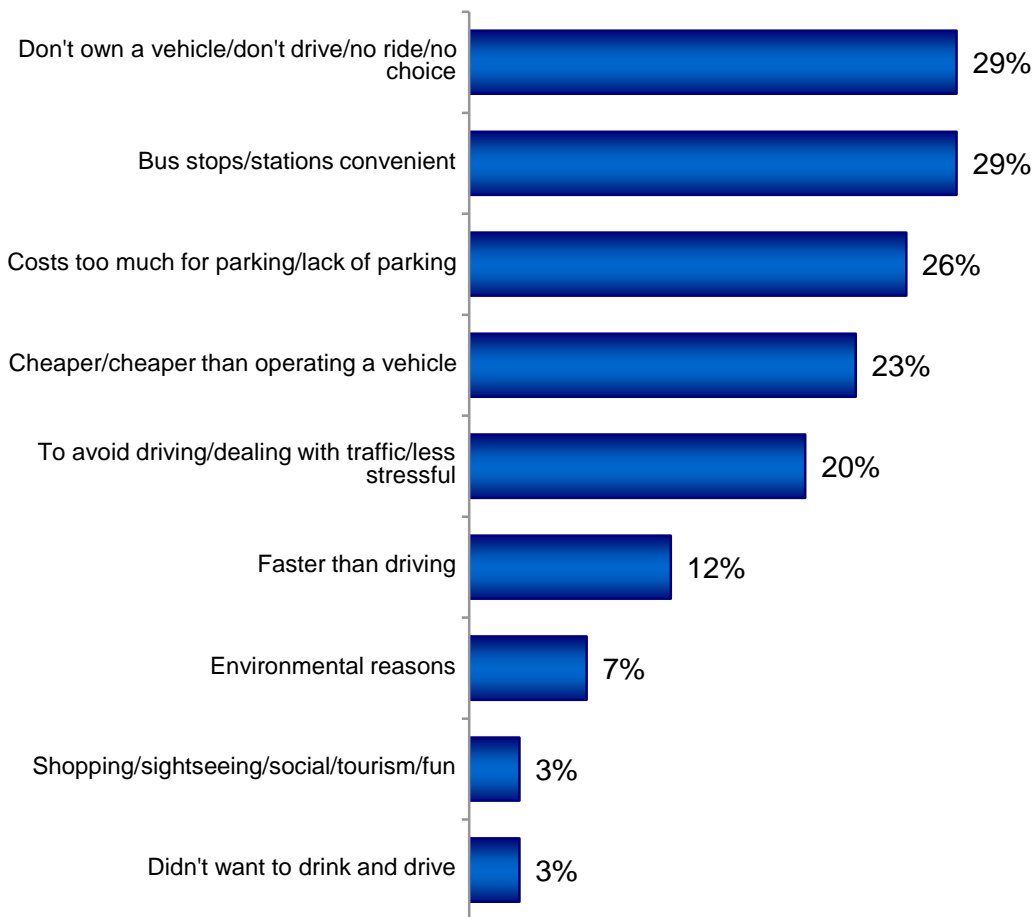
The rest of the payment methods are relatively less popular.



Q4 2019 Base = 2100

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

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



Top 3 Reasons for Taking Transit

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

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

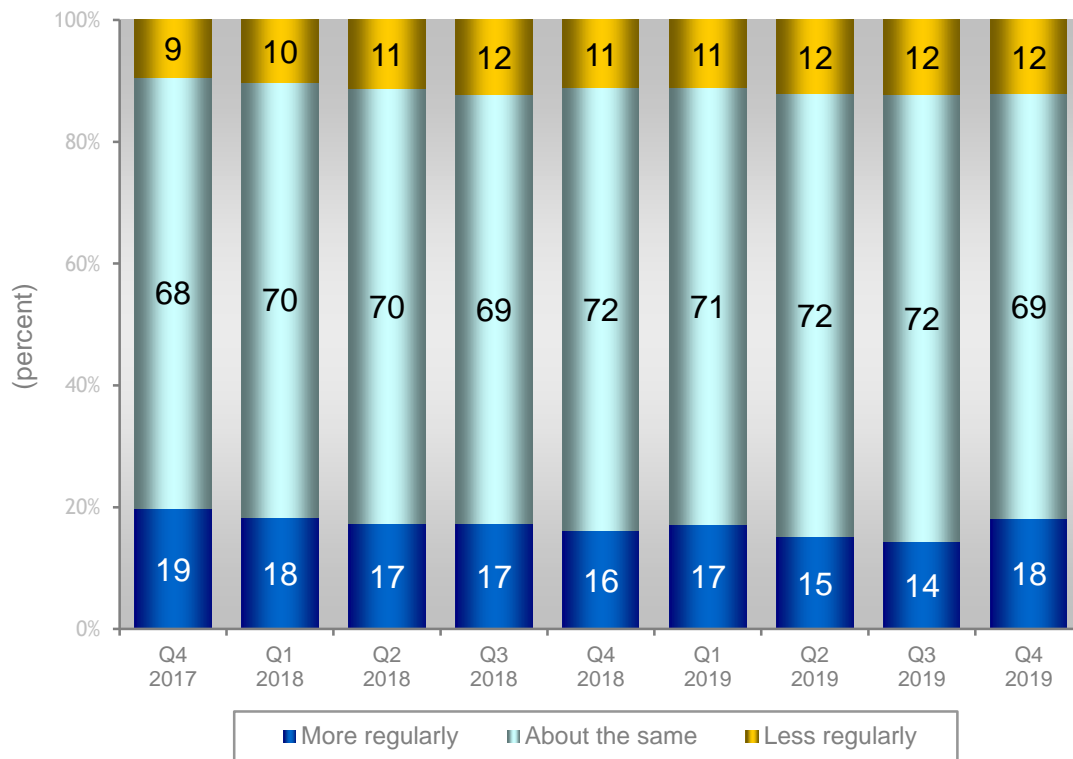
More are taking transit for environmental reasons compared to both last quarter (6% in Q3, 2019) and a year ago (4% in Q4, 2018).

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

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

Q4 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?



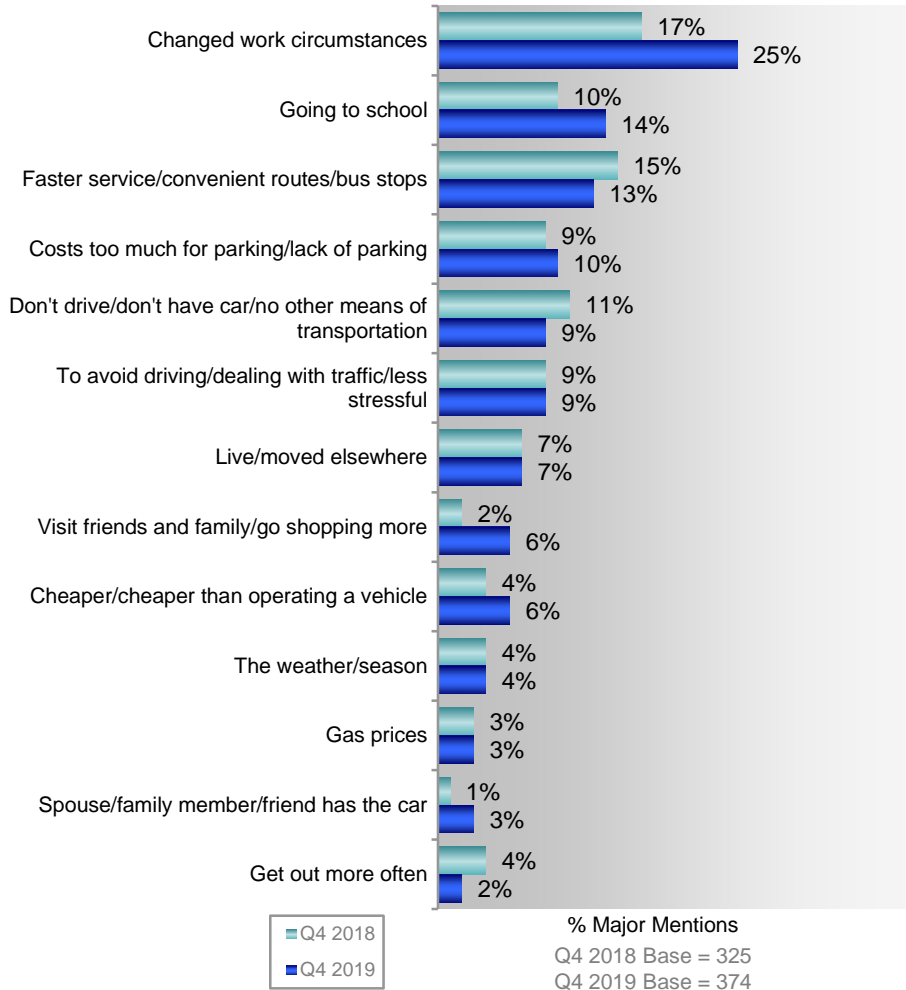
Q4 2019 Base = 2100

Changes in Transit Usage Last Six Months

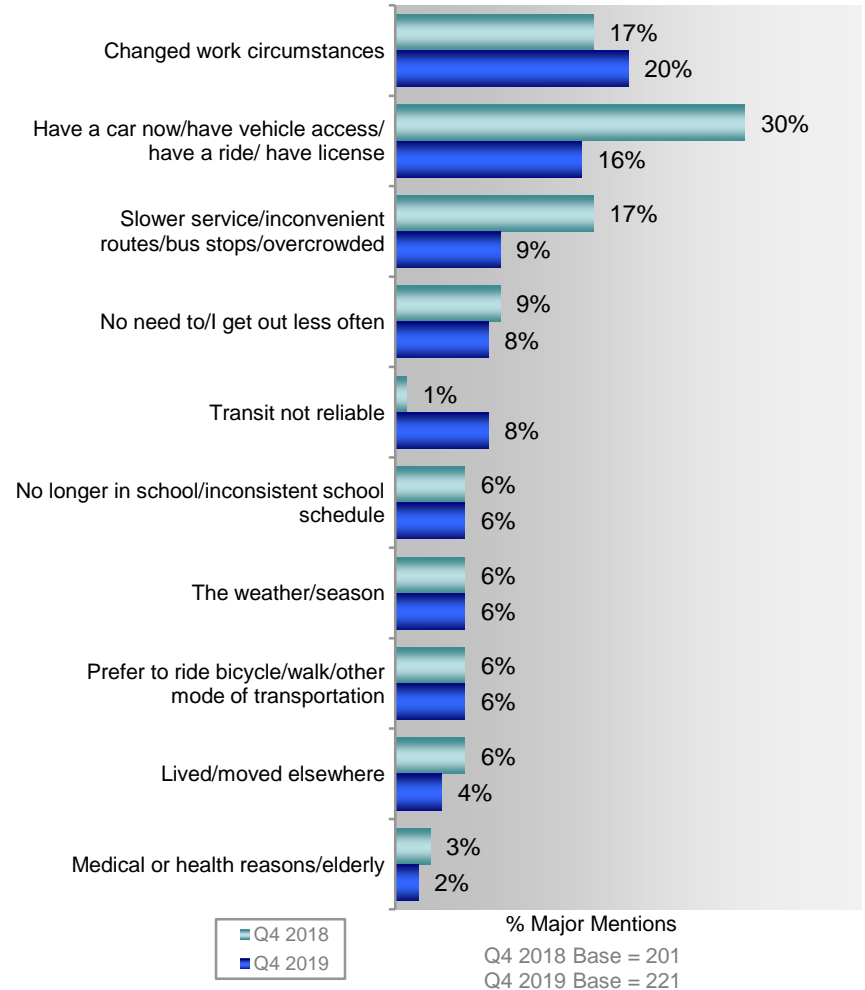
Marginally fewer transit riders say their transit usage has not changed in the past six months compared to a year ago (69% vs. 72% in Q4, 2018). This is especially the case for those 45+.

About one-in-five (18%) say they are taking transit more regularly, which is a 4 ppt increase from the previous wave. The remaining 12% of transit riders are using transit less regularly.

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



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

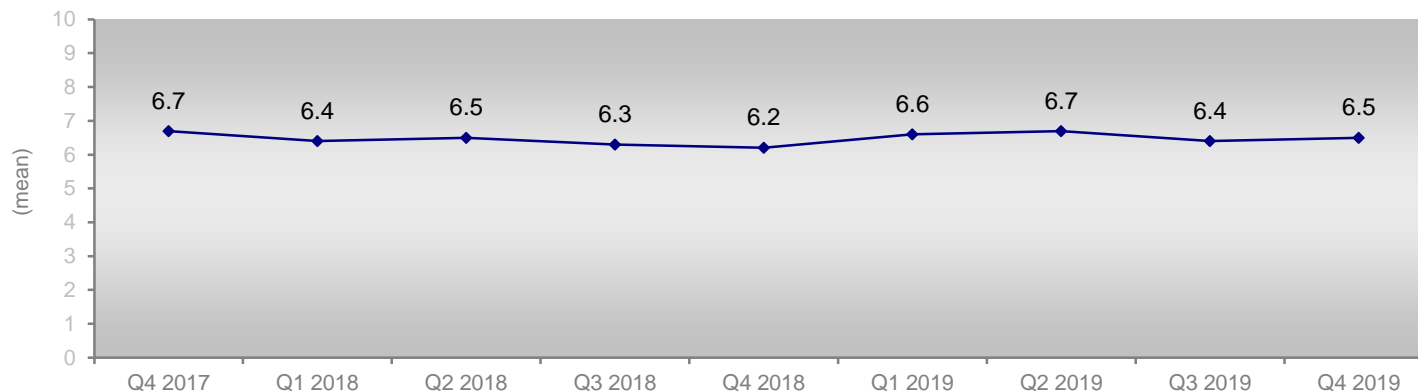


Note: Major mentions of 3% or more in either current wave or past wave are shown in the charts above.

The main reason for taking transit *more* regularly is due to changes in their work situations (25%, up 8 ppt from a year ago). Similarly, transit riders are taking transit *less* primarily because of changes in their work circumstances (20%). Less than one-in-five (16%) are taking transit less because they have access to a vehicle, which is down 14 ppt from Q4 2018.

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



Q4 2019 Base = 2100

Average Number of Trips

Transit riders report making 6.5 one-way transit trips in the past seven days, which is consistent with last quarter and up slightly from the same time one year ago.

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

- Bus users: 7.5 one-way transit trips (consistent)
- SkyTrain users: 6.9 one-way transit trips (up slightly)
- SeaBus users: 6.3 one-way transit trips (down slightly)




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 18 or older.

	TOTAL	CHOICE	CAPTIVE
Base	2100	1425	653
Average past-week transit trips	6.5	5.1	9.0
Years been a transit rider	10.7	11.3	9.5
Transit system – Overall Service Rating	7.8	7.9	7.7
Mode	%	%	%
Bus	74	67	89
SkyTrain	68	70	65
SeaBus	5	6	4
Age	%	%	%
18-34 years	39	29	57
35-54 years	34	40	23
55+ years	26	30	20
Gender	%	%	%
Male	49	53	41
Female	51	47	59
Employment status*	%	%	%
Full-time	47	54	36
Part-time	17	15	20
Not employed	38	33	49
Education	%	%	%
High school or less	17	13	25
Vocational/college/technical	18	18	18
Some university	13	11	16
Graduated university	50	55	39
Household Income	%	%	%
Under \$40K	20	11	37
\$40K to <\$80K	22	23	20
\$80K or more	35	44	19

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 35% 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.

	TOTAL	CHOICE	CAPTIVE
Base	2100	1425	653
Travel Purpose	%	%	%
Work	47	43	54
Entertainment	43	45	41
Shopping	37	31	50
Personal Business	24	21	29
School	17	11	28
Payment Method	%	%	%
Cash fare	5	6	5
Compass Ticket	3	4	2
Compass Card	84	81	90
Other	2	2	1
Region	%	%	%
Vancouver	38	34	44
Surrey / North Delta / White Rock / Langley	18	18	18
Burnaby / New Westminster	16	15	16
Richmond / South Delta	10	12	8
Northeast Region	9	10	7
North Vancouver	8	9	6
West Vancouver	2	2	1

 Significantly higher than the other rider group

	TOTAL	LOW	MEDIUM	HIGH
Base	2100	1005	570	525
Years been a transit rider	10.7	13.1	10.2	8.4
Transit system – Overall Service Rating	7.8	8.0	7.7	7.7
Average age*	42.6	48.2	41.2	36.0
Age	%	%	%	%
18-34 years	39	23	44	56
35-54 years	34	39	29	32
55+ years	26	37	27	11
Gender	%	%	%	%
Male	49	54	42	48
Female	51	46	58	52
Employment status**	%	%	%	%
Full-time	47	46	38	58
Part-time	17	15	20	17
Not employed	38	39	46	31
Household Income	%	%	%	%
Under \$40K	20	14	27	23
\$40K to <\$80K	22	20	21	26
\$80K or more	35	43	28	31
Mode	%	%	%	%
Bus	74	61	83	86
SkyTrain	68	66	63	74
SeaBus	5	6	5	5


Low, Medium and High Frequency Riders

Nearly half (43%) of transit users are categorized as Low Frequency users, which means they make 3 one-way transit trips or less in a week.

Another quarter (27%) of riders are classified as Medium Frequency users, or those who take between 4 to 9 one-way transit trips per week.

The remaining quarter (31%) are considered 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	1005	570	525
Travel Purpose	%	%	%	%
Work	47	25	47	77
Entertainment	43	45	39	44
Shopping	37	29	39	48
Personal Business	24	18	25	31
School	17	5	23	29
Payment Method	%	%	%	%
Cash fare	5	8	4	3
Compass Ticket	3	5	2	2
Compass Card	84	75	89	92
Other	2	2	1	2
Region	%	%	%	%
Vancouver	38	33	43	39
Surrey / North Delta / White Rock / Langley	18	18	17	19
Burnaby / New Westminister	16	14	15	19
Richmond / South Delta	10	12	9	10
Northeast Region	9	11	9	7
North Vancouver	8	11	6	5
West Vancouver	2	2	2	2

 Significantly higher than the other rider group(s)

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	2100	1540	1380	167
Average past-week transit trips	6.5	7.5	6.9	6.3
Years been a transit rider	10.7	10.5	10.6	11.4
Transit System – Overall Service Rating	7.8	7.7	7.8	8.0
Average age*	42.6	41.4	42.3	48.7
Age	%	%	%	%
18-34 years	39	43	38	24
35-54 years	34	31	36	38
55+ years	26	25	25	37
Gender	%	%	%	%
Male	49	48	50	52
Female	51	52	50	48
Employment status**	%	%	%	%
Full-time	47	43	52	47
Part-time	17	19	16	21
Not employed	38	42	35	35
Education	%	%	%	%
High school or less	17	19	16	14
Vocational/college/technical	18	18	19	15
Some university	13	15	13	9
Graduated university	50	46	52	60
Household Income	%	%	%	%
Under \$40K	20	24	17	11
\$40K to <\$80K	22	22	24	23
\$80K or more	35	32	38	46

 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 (74%) among transit users, followed by SkyTrain (68%).


SeaBus usage remains low at 5%.

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

Detailed Findings

Customer Profiles – Mode User Profiles

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	2100	1540	1380	167
Travel Purpose	%	%	%	%
Work	47	50	49	45
Entertainment	43	42	47	60
Shopping	37	41	38	30
Personal Business	24	26	24	26
School	17	22	17	14
Payment Method	%	%	%	%
Cash fare	5	6	3	6
Compass Ticket	3	2	4	5
Compass Card	84	89	84	81
Other	2	1	2	0
Choice/Captive Riders	%	%	%	%
Choice	65	58	66	75
Captive	35	41	33	23
Region	%	%	%	%
Vancouver	38	41	33	15
Surrey / North Delta / White Rock/ Langley	18	19	19	4
Burnaby / New Westminster	16	14	19	7
Richmond / South Delta	10	9	13	8
Northeast Region	9	7	11	2
North Vancouver	8	8	4	61
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*	(Q4-2017)	(Q1-2018)	(Q2-2018)	(Q3-2018)	(Q4-2018)	(Q1-2019)	(Q2-2019)	(Q3-2019)	(Q4-2019)
BASE	2000	2101	2100	2101	2100	2100	2100	2100	2100	2100
Average Years Riding Transit	n/a	9.1	9.7	10.0	11.0	10.5	10.5	10.5	10.7	10.7
Age:	%	%	%	%	%	%	%	%	%	%
Aged 18 to 24 years	12	24	22	19	20	22	20	20	19	20
Aged 25 to 34 years	18	14	17	19	19	16	18	18	19	18
Aged 35 to 44 years	18	16	14	15	15	16	14	15	14	15
Aged 45 to 54 years	20	18	20	19	20	18	20	20	20	20
Aged 55 to 64 years	16	10	11	11	11	10	10	9	9	10
Aged 65 years and over	17	16	16	15	16	16	16	17	17	16
Gender:	%	%	%	%	%	%	%	%	%	%
Male	48	49	49	49	49	49	48	48	49	49
Female	52	51	51	51	51	51	52	52	51	51
Employment	%	%	%	%	%	%	%	%	%	%
Employed full-time	57	46	47	52	51	45	49	46	48	47
Employed part-time	13	18	18	16	17	18	17	17	17	17
Student	5	17	17	14	13	17	16	16	14	16
Not employed	3	4	5	4	4	4	4	6	4	5
Homemaker	2	2	2	2	3	4	3	3	3	3
Retired	18	15	16	15	17	17	16	17	17	16
Refused	1	2	1	1	1	1	1	1	2	1
Education:	%	%	%	%	%	%	%	%	%	%
High school or less	21	24	18	18	18	18	17	17	19	17
Voc./college/tech.	26	16	18	20	19	19	17	18	17	18
Some university	7	13	12	12	11	12	14	12	12	13
Graduated university	45	45	50	49	51	50	52	50	51	50
Refused	0	3	1	1	1	2	1	2	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

Changes Dec 2019

[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. BURNARD
3. GRANVILLE
4. STADIUM
5. MAIN STREET/SCIENCE WORLD
6. BROADWAY
7. NANAIMO



8. 29TH AVENUE
 9. JOYCE - COLLINGWOOD
 10. PATTERSON
 11. METROTOWN
 12. ROYAL OAK
 13. EDMONDS
 14. 22ND STREET
 15. NEW WESTMINSTER
 16. COLUMBIA
 17. SCOTT ROAD
 18. GATEWAY
 19. SURREY CENTRAL
 20. KING GEORGE
 21. COMMERCIAL DRIVE
 22. RENFREW
 23. RUPERT
 24. GILMORE
 25. BRENTWOOD TOWN CENTRE
 26. HOLDOM
 27. SPERLING-BURNABY LAKE
 28. PRODUCTION WAY-UNIVERSITY
 29. LOUGHEED TOWN CENTRE
 30. BRAID
 31. SAPPERTON
 34. LAKE CITY WAY
 35. VCC-CLARK
 36. VANCOUVER CITY CENTRE
 37. YALETOWN ROUNDHOUSE
 38. OLYMPIC VILLAGE
 39. BROADWAY CITY HALL
 40. KING EDWARD
 41. OAKRIDGE 41ST AVENUE
 42. LANGARA 49TH AVENUE
 43. MARINE DRIVE
 44. BRIDGEPORT
 45. TEMPLETON
 46. SEA ISLAND CENTRE
 47. YVR AIRPORT
 48. ABERDEEN
 49. 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]

[NEW – ADDED DEC 2019]

13X2a. Still thinking of the last time you experienced a delay, how long was the delay you experienced on SkyTrain?

(DO NOT READ CATEGORIES, EXCEPT TO CLARIFY)

- Under 3 minutes
- 3 to 4 minutes
- 5 minutes
- 6 to 9 minutes
- 10 minutes
- 11 to 19 minutes
- 20 to 29 minutes
- 30 minutes or longer
- Don't Know

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]

[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 to18 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 NO READ THE CODE LIST. INTERVIEWER TO SELECT APPLICABLE CODES)**

1. Costs too much for parking/lack of parking
2. Don't own a vehicle/don't drive/no ride/no choice
3. To avoid driving/dealing with traffic/less stressful
4. Bus stops/stations convenient **[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=CODE2 INSERT: less]** regularly? **(PROBE FOR SPECIFIC REASON. RECORD FOR UP TO THREE RESPONSES, RECORD VERBATIM)**

[RECORD VERBATIM]

[NEW QUESTIONS – ADDED FOR JULY 2016]

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

[1-10]

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

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

**[PROGRAMMER BOTH YEARS AND MONTHS CAN BE CHOSEN TOGETHER]
RECORD YEARS [range 0-50]
RECODES MONTHS [range 0 – 11]
NOT A REGULAR RIDER**



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

5. Definitely continue (as often as you do now)
 4. Probably continue (as often as you do now)
 3. Might or might not continue (as often)
 2. Probably not continue (as often, OR)
 1. Definitely not continue (as often)
- (DO NOT READ)** Other/depends

DEMOGRAPHICS

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

- 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 NECESSARY: 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	49	24.0%
SeaBus	6	1.0%
Route 2	1	0.0%
Route 4	1	1.0%
Route 5	1	0.0%
Route 6	1	1.0%
Route 7	1	1.0%
Route 9	1	0.0%
Route 10	4	3.0%
Route 14	1	0.0%
Route 17	2	1.0%
Route 19	2	1.0%
Route 20	1	1.0%
Route 22	3	2.0%
Route 25	3	2.0%
Route 26	1	1.0%
Route 28	1	1.0%
Route 29	1	1.0%
Route 33	1	1.0%
Route 41	4	2.0%
Route 43	2	3.0%
Route 49	4	4.0%
Route 95 B-Line	1	0.0%
Route 96 B-Line	1	1.0%
Route 99 B-Line	3	2.0%
Route 106	2	2.0%
Route 110	1	1.0%
Route 116	3	2.0%
Route 119	2	2.0%
Route 123	2	1.0%
Route 128	1	1.0%
Route 130	4	3.0%
Route 133	1	1.0%
Route 143	1	0.0%
Route 145	1	1.0%
Route 152	1	0.0%
Route 153	3	1.0%
Route 157	1	0.0%
Route 160	1	0.0%
Route 170	1	1.0%
Route 171	1	1.0%
Route 182	1	1.0%

Routes/ Modes	Total	Percent
Route 183	2	1.0%
Route 184	1	1.0%
Route 188	1	1.0%
Route 210	1	0.0%
Route 211	2	1.0%
Route 214	1	0.0%
Route 228	2	0.0%
Route 232	3	2.0%
Route 236	2	2.0%
Route 239	1	0.0%
Route 240	1	1.0%
Route 246	4	4.0%
Route 250	1	0.0%
Route 251	1	0.0%
Route 255	2	1.0%
Route 257	2	1.0%
Route 301	1	1.0%
Route 310	2	1.0%
Route 311	1	1.0%
Route 312	1	1.0%
Route 319	1	1.0%
Route 320	1	1.0%
Route 321	3	2.0%
Route 324	1	1.0%
Route 325	1	1.0%
Route 335	2	1.0%
Route 340	2	2.0%
Route 342	1	1.0%
Route 345	1	1.0%
Route 351	3	2.0%
Route 375	2	2.0%
Route 393	1	1.0%
Route 401	3	1.0%
Route 402	1	0.0%
Route 403	3	1.0%
Route 405	1	1.0%
Route 406	3	2.0%
Route 407	4	3.0%
Route 408	1	1.0%
Route 410	3	2.0%
Route 501	1	1.0%
Route 503	2	1.0%

Routes/ Modes	Total	Percent
Route 531	1	1.0%
Route 601	2	1.0%
Route 602	1	0.0%
Route 620	1	1.0%
Route 640	1	1.0%
Route 744	1	0.0%
Route 749	1	0.0%
Grand Total	204	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	1872	7.8	8.6	8.6	8.5	6.8	7.4	8.4	8.5	8.3	7.2	8.8
2	29	8.5	8.7	8.6	8.5	6.5	7.4	8.5	8.7	8.3	7.5	8.7
3	20	7.5	8.7	7.3	7.7	6.0	6.8	7.4	8.6	8.1	7.2	8.4
4	18	7.3	8.9	8.1	8.8	6.9	6.9	8.1	9.2	8.8	7.3	9.2
5	21	8.1	8.9	8.4	8.5	6.5	7.6	7.4	8.6	8.6	7.8	9.0
6	17	7.8	8.7	8.7	8.5	6.9	6.9	8.2	8.9	8.1	6.9	8.8
7	17	8.6	9.4	8.8	8.7	8.1	8.3	8.6	8.9	9.0	7.7	9.3
8	14	8.8	8.9	8.6	7.7	8.3	8.0	8.3	7.9	8.4	7.6	9.0
9	28	8.6	8.9	9.3	9.1	6.3	7.8	8.5	9.4	8.7	8.3	9.1
10	30	8.1	8.3	8.8	9.0	7.7	8.1	9.1	9.0	8.3	8.3	8.8
14	27	8.7	8.9	8.5	8.8	7.2	8.2	8.2	8.6	8.6	6.9	9.1
15	9	7.7	8.4	8.9	9.0	8.0	7.7	8.2	9.1	8.5	6.9	8.1
16	35	7.3	8.3	7.9	8.4	6.6	7.2	7.9	8.4	8.1	6.9	8.9
17	24	8.7	8.8	8.4	8.6	8.0	6.9	8.6	9.5	9.1	7.5	9.1
19	20	7.4	8.9	8.0	8.2	6.4	6.4	7.6	8.8	8.1	7.4	8.9
20	30	7.3	8.6	7.7	7.5	6.1	6.8	7.7	8.4	8.2	7.1	8.7
22	22	8.5	8.7	8.9	8.5	7.6	7.7	8.6	9.1	8.7	7.2	8.9
23	4	5.3	6.1	9.1	9.5	5.2	7.9	9.1	8.1	8.2	7.0	6.1
25	43	8.2	8.4	8.8	8.7	6.9	7.2	8.5	8.8	8.4	7.2	8.7
26	12	8.5	9.5	9.2	9.0	8.8	8.0	8.7	8.8	9.1	7.9	9.4
27	5	7.1	7.4	7.7	7.9	8.2	5.9	7.4	8.2	8.2	6.4	8.7
28	11	8.1	8.3	9.2	9.5	7.8	7.3	8.3	9.0	8.1	7.7	8.9
29	2	8.2	8.1	9.1	9.1	3.2	8.7	7.2	9.1	8.2	8.7	8.6
32	1	9.0	7.0	7.0	8.0	8.0	9.0	7.0	8.0	8.0	7.0	8.0
33	15	7.9	8.7	8.5	8.6	8.1	7.6	8.3	8.3	8.5	8.0	8.4
41	43	8.6	8.9	8.7	8.9	6.8	8.2	8.4	8.9	8.5	7.8	9.1
43	18	8.4	8.5	8.7	8.7	5.9	7.3	8.6	9.2	8.6	7.4	8.8
44	8	8.2	8.7	8.8	8.4	7.1	7.2	8.6	9.0	7.9	6.9	8.4
49	46	8.0	8.5	8.6	8.4	6.3	7.5	8.6	8.2	8.0	7.7	8.6
50	11	8.5	8.9	8.2	8.0	8.0	7.5	8.2	8.8	8.6	8.0	8.5
68	3	8.7	9.3	9.3	9.0	8.0	8.5	9.3	10.0	9.5	6.5	9.0
70	1	8.0	7.0	10.0	8.0	8.0	9.0	9.0	7.0	8.0	8.0	8.0
84	21	7.6	9.0	9.0	8.7	6.4	8.0	8.7	8.9	8.3	7.3	9.3
95 B-Line	35	8.1	8.4	8.2	8.7	6.4	7.7	8.5	8.9	8.6	8.2	8.6
96 B-Line	26	8.2	8.2	8.0	7.4	6.4	8.2	8.3	8.9	8.5	8.3	8.8
99 B-Line	99	7.6	8.6	8.4	8.4	5.2	8.0	8.2	9.0	8.5	8.2	8.8
100	19	8.2	9.3	8.8	8.5	8.2	8.2	9.1	9.4	8.9	8.0	9.2
101	5	8.5	8.0	8.6	8.6	7.3	8.5	8.2	8.4	8.5	7.6	8.6
103	4	7.2	5.7	9.0	8.9	9.3	5.5	8.6	8.8	8.6	7.7	8.5
104	6	6.9	8.3	8.1	8.2	6.3	7.2	8.2	8.1	8.3	6.6	8.5



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
105	2	10.0	10.0	10.0	10.0	8.6	10.0	10.0	7.9	6.4	5.7	10.0
106	16	7.1	8.4	8.2	7.9	7.3	7.3	8.3	8.8	8.0	7.1	8.7
109	3	9.8	8.9	8.9	8.1	8.7	6.7	9.7	9.3	8.2	6.5	8.9
110	5	7.1	8.6	8.6	6.9	9.0	5.9	9.2	7.6	8.6	6.1	9.0
112	7	9.0	8.6	9.1	9.3	7.9	7.9	8.4	9.2	9.0	7.5	8.9
116	4	5.3	6.1	9.3	9.3	4.6	4.6	9.5	8.5	6.6	4.6	6.1
119	7	9.1	9.4	9.6	9.3	8.9	8.7	8.4	9.2	9.2	8.8	9.8
123	15	7.4	8.7	9.0	8.7	5.9	7.4	8.7	9.1	7.6	7.3	9.2
125	2	10.0	10.0	10.0	10.0	5.0	10.0	10.0	10.0	8.0	8.0	10.0
128	7	8.6	9.2	9.8	9.3	8.8	8.3	9.1	9.5	8.9	7.5	9.0
129	4	8.8	9.0	9.9	9.6	9.0	9.5	9.9	9.7	8.4	5.9	8.9
130	14	7.5	8.5	8.5	7.8	6.0	6.8	8.2	8.8	8.1	7.3	7.6
131	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	3.0	10.0
132	1	9.0	9.0	9.0	5.0	7.0	8.0	10.0	9.0	9.0	9.0	9.0
133	4	9.0	8.5	10.0	9.8	7.1	6.8	8.9	9.1	9.9	4.2	9.7
134	3	9.5	9.5	9.5	9.3	9.1	7.1	9.1	8.9	9.5	9.5	9.5
136	5	9.3	9.9	9.9	9.4	9.6	8.8	9.8	9.4	9.6	6.7	9.7
143	14	7.1	8.0	9.3	9.2	4.8	5.9	8.9	8.9	7.5	6.4	8.1
144	9	8.3	8.4	8.9	8.2	7.9	6.8	7.8	8.2	8.3	7.1	8.6
145	13	8.2	8.8	9.0	8.7	6.2	7.3	8.1	8.8	8.6	7.4	8.3
146	1	9.0	8.0	7.0	8.0	7.0	6.0	8.0	8.0	9.0	8.0	8.0
147	2	7.7	7.7	9.2	10.0	8.0	10.0	10.0	10.0	10.0	4.7	10.0
151	4	7.7	7.9	7.9	7.5	9.7	7.6	8.1	9.4	8.7	7.2	7.7
152	14	6.8	8.5	8.5	7.7	6.6	6.9	8.7	6.5	7.1	5.5	8.4
153	3	4.2	8.1	9.4	9.5	4.5	3.8	4.2	8.5	8.1	3.4	8.8
155	10	8.2	9.3	9.5	9.3	8.7	8.9	8.3	9.0	9.0	7.5	9.0
156	4	5.3	7.6	9.1	9.1	7.9	4.7	8.6	6.5	7.3	3.4	8.2
157	6	8.8	8.5	9.3	9.0	8.7	8.3	9.4	7.4	7.8	6.2	9.7
159	4	6.1	8.1	8.6	8.2	8.6	8.0	8.9	5.1	6.9	5.0	9.1
160	12	8.3	8.5	9.0	9.0	9.2	8.7	8.2	9.3	9.5	7.7	9.3
169	3	9.9	9.8	9.6	9.9	8.0	8.4	9.9	9.5	10.0	9.6	9.5
170	3	9.1	9.2	8.9	8.3	8.1	9.5	9.5	9.2	8.1	8.9	9.5
171	4	7.5	8.9	8.7	8.2	8.1	7.9	8.7	5.0	8.1	5.6	9.4
172	4	8.3	8.4	8.6	8.6	8.1	7.1	7.8	7.6	8.3	8.4	8.6
173	2	9.5	9.8	10.0	10.0	10.0	7.7	10.0	7.7	8.5	6.2	9.8
180	2	8.7	9.3	9.3	9.3	10.0	8.0	10.0	7.7	7.7	8.3	9.3
181	1	8.0	10.0	10.0	8.0	6.0	7.0	10.0	8.0	8.0	5.0	9.0
182	2	4.3	8.7	8.7	5.3	9.3	8.7	8.7	3.3	3.3	3.6	8.7
183	5	7.9	8.5	8.1	8.4	6.6	7.1	7.9	7.9	7.1	6.7	8.5
184	2	8.3	9.0	9.0	8.3	9.3	8.3	8.7	8.0	9.0	8.3	8.3



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
185	1	9.0	10.0	10.0	10.0	10.0	8.0	10.0	10.0	10.0	7.0	10.0
186	3	8.6	9.4	9.6	9.4	7.7	7.6	9.4	9.6	9.0	7.5	9.6
187	2	3.4	5.3	7.3	6.7	2.7	4.0	6.0	5.0	8.0	2.7	6.7
188	8	8.8	9.0	9.5	9.1	8.4	8.1	8.8	7.8	7.4	7.5	9.4
189	1	8.0	10.0	10.0	9.0	10.0	9.0	9.0	10.0	10.0	10.0	10.0
209	3	6.9	7.1	7.7	6.5	4.2	6.1	7.5	4.8	6.3	4.4	7.4
210	8	7.7	9.5	9.1	8.7	7.5	7.8	9.1	8.6	7.6	7.3	9.5
211	7	7.7	8.6	9.0	8.8	6.8	7.2	8.8	9.3	8.0	6.4	8.7
212	4	7.8	9.0	9.1	9.0	9.0	9.4	9.4	8.7	9.1	6.6	9.4
214	2	9.3	9.3	7.9	10.0	9.3	9.7	9.0	9.7	9.7	7.7	9.3
215	1	9.0	9.0	8.0	8.0	8.0	7.0	9.0	9.0	9.0	6.0	7.0
228	11	9.4	9.6	9.8	9.3	8.5	7.9	8.5	8.7	9.0	7.4	9.6
229	17	7.9	8.1	8.5	8.2	7.1	7.8	8.2	9.2	8.1	7.2	8.7
230	17	8.8	8.9	9.4	8.8	7.2	8.8	9.2	9.3	8.6	7.9	9.1
232	10	7.0	8.5	8.1	8.2	7.1	7.6	7.3	8.7	8.0	6.0	8.8
236	5	6.2	8.5	9.7	9.5	8.9	5.2	8.5	4.0	9.6	7.2	8.7
239	23	8.2	8.5	8.9	8.2	7.2	7.5	8.4	8.6	8.2	7.4	8.9
240	31	8.0	9.1	9.1	8.5	5.8	7.7	8.5	8.8	8.1	6.6	9.0
241	1	8.0	7.0	9.0	7.0	6.0	6.0	7.0	9.0	8.0	7.0	6.0
242	1	8.0	7.0	8.0	7.0	6.0	7.0	7.0	8.0	8.0	8.0	7.0
246	20	7.2	8.3	9.4	9.1	5.9	7.1	8.8	7.3	8.0	6.6	8.9
247	3	7.8	9.2	9.2	9.0	6.6	7.5	7.9	8.4	8.2	6.6	8.9
249	2	8.6	9.1	9.1	9.1	8.6	8.6	9.1	9.1	9.1	8.2	9.1
250	74	8.3	8.6	9.0	8.6	6.8	7.7	8.7	9.1	8.6	7.3	9.0
251	3	7.0	7.2	7.3	8.2	6.9	7.0	8.1	8.1	8.0	6.0	7.2
252	1	7.0	6.0	10.0	8.0	6.0	9.0	10.0	10.0	8.0	9.0	4.0
253	9	9.3	8.8	9.2	8.7	9.3	8.1	8.8	6.6	8.9	7.8	8.8
254	2	3.8	3.1	10.0	10.0	9.2	3.4	9.2	7.7	8.5	2.6	5.4
255	12	8.1	8.7	9.2	9.0	6.7	7.4	8.0	8.7	8.3	7.5	9.1
256	1	9.0	10.0	10.0	10.0	10.0	9.0	10.0	9.0	10.0	8.0	10.0
257	17	7.7	7.6	8.3	8.3	7.2	6.7	7.8	8.8	7.9	6.2	8.6
301	6	7.4	8.2	9.6	9.2	5.4	5.7	8.4	8.7	8.1	7.2	9.1
310	4	7.6	7.7	9.2	9.2	9.0	8.8	8.9	7.6	8.2	6.1	9.5
311	4	8.2	8.4	9.4	9.4	6.0	7.4	8.2	9.0	8.5	7.2	9.6
312	6	8.4	8.0	8.8	8.0	7.9	7.5	8.3	8.8	8.5	6.6	8.9
314	5	6.1	7.1	8.8	7.9	4.8	4.8	7.3	7.7	7.8	4.6	8.3
316	3	7.0	9.7	9.3	8.7	7.7	7.3	9.3	8.0	8.0	4.3	9.0
319	21	6.8	8.0	7.8	8.1	4.2	6.4	7.5	8.0	7.4	6.8	8.6
320	14	7.7	8.4	8.7	8.8	6.4	6.9	8.7	7.8	8.1	7.3	8.5
321	10	7.4	7.9	6.9	6.4	4.4	7.1	6.1	8.0	7.6	7.1	8.7



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
322	1	8.0	8.0	10.0	10.0	9.0	7.0	8.0	9.0	7.0	6.0	10.0
323	12	6.9	8.2	9.0	9.0	5.5	6.4	8.4	8.4	8.6	7.2	8.9
324	5	7.6	9.0	7.2	7.7	6.6	7.1	8.5	9.0	9.0	7.4	9.3
325	2	8.4	7.0	8.0	9.0	7.2	8.0	7.2	7.6	7.6	7.4	8.0
326	5	7.0	8.0	8.2	7.9	6.3	6.5	6.7	7.6	7.0	7.4	8.3
335	15	7.2	8.4	7.4	7.7	6.5	6.3	8.1	7.6	7.2	6.5	8.7
337	6	7.3	8.6	9.4	8.7	7.1	6.1	8.1	8.0	7.9	7.2	9.1
340	4	6.2	8.3	9.3	8.6	3.9	5.0	8.3	8.2	5.9	7.1	9.3
341	2	7.4	9.4	8.0	9.0	9.0	9.6	9.0	10.0	9.4	7.2	9.6
342	6	6.2	8.4	8.6	8.5	4.2	5.6	9.0	8.0	8.1	5.1	8.6
345	8	6.7	7.8	8.4	8.1	5.3	7.0	7.7	8.4	7.6	6.6	8.5
351	36	8.1	8.8	9.0	8.6	7.1	8.0	8.3	8.9	8.4	7.9	9.1
352	1	1.0	7.0	10.0	9.0	9.0	1.0	10.0	6.0	9.0	5.0	9.0
354	1	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	8.0
360	1	8.0	9.0	8.0	8.0	8.0	8.0	8.0	7.0	8.0	1.0	8.0
361	2	8.0	8.5	9.2	8.5	8.5	8.5	9.2	8.0	8.0	7.8	9.2
362	1	10.0	8.0	7.0	10.0	6.0	9.0	10.0	9.0	9.0	9.0	8.0
363	3	7.6	10.0	9.3	8.6	8.5	7.2	9.6	7.0	7.2	6.8	10.0
364	6	6.9	8.5	8.4	8.1	5.5	6.7	7.0	7.7	8.0	5.4	9.4
373	2	3.5	8.0	9.0	9.0	8.0	3.5	9.0	8.0	7.0	3.5	8.5
375	3	7.6	8.0	8.6	8.2	7.0	7.5	8.5	8.6	6.8	4.5	8.1
393	1	6.0	9.0	8.0	8.0	1.0	6.0	8.0	8.0	5.0	1.0	7.0
395	2	6.1	9.0	9.0	8.0	7.7	5.5	9.0	7.7	7.7	5.8	9.0
401	23	8.3	8.4	8.7	8.9	7.6	7.6	8.6	8.8	8.7	7.5	8.5
402	4	8.4	8.2	9.6	8.4	8.9	6.7	8.1	8.9	9.4	6.9	9.6
403	11	7.5	8.3	8.1	8.2	5.2	6.6	8.0	7.2	7.4	6.4	7.8
404	3	8.8	9.4	8.8	8.1	8.8	9.4	9.4	9.1	9.4	6.4	9.4
405	4	7.0	7.0	8.1	7.5	7.8	6.9	8.3	6.4	7.6	4.3	8.0
406	17	7.7	8.6	9.1	8.8	7.3	7.4	8.4	8.3	7.8	7.3	8.9
407	11	6.6	7.4	8.2	7.2	6.5	5.8	8.2	7.1	6.9	4.6	8.0
408	10	7.6	8.3	9.2	9.0	7.9	8.2	8.7	8.5	8.5	8.4	8.7
410	20	8.2	9.1	9.0	9.0	7.0	7.5	8.2	8.7	7.9	7.7	9.1
418	1	7.0	8.0	10.0	10.0	7.0	8.0	9.0	10.0	8.0	8.0	10.0
430	4	6.0	5.9	7.5	7.5	4.1	5.0	7.8	6.4	7.2	4.4	5.9
480	13	8.3	8.8	8.8	8.9	6.4	7.8	8.3	9.0	8.2	7.3	8.2
501	5	8.2	7.8	6.9	6.6	8.7	7.5	7.5	8.5	7.7	7.2	8.8
502	6	6.9	8.4	8.1	6.5	3.3	5.4	7.8	6.0	6.5	6.5	8.9
503	10	7.4	8.5	8.2	7.6	8.0	6.8	8.4	9.1	8.4	6.5	9.1
509	1	7.0	10.0	10.0	10.0	8.0	7.0	8.0	10.0	8.0	6.0	10.0
531	4	7.8	8.0	8.9	8.0	6.3	7.0	8.6	8.6	7.0	5.9	8.6



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
555	4	9.2	9.2	9.2	8.9	8.0	8.1	8.7	9.2	9.5	8.2	9.1
560	1	7.0	10.0	8.0	8.0	10.0	5.0	10.0	7.0	7.0	6.0	10.0
561	1	8.0	9.0	9.0	9.0	9.0	8.0	9.0	9.0	9.0	8.0	9.0
562	5	7.0	8.9	9.3	8.5	7.1	4.9	9.3	9.1	9.1	5.1	7.6
595	2	7.6	8.4	8.6	8.6	8.6	4.4	7.6	9.3	8.7	8.4	8.6
601	39	7.9	8.8	9.0	8.8	6.6	7.6	9.0	7.5	7.5	6.4	8.8
602	3	9.2	8.3	9.2	8.9	9.2	8.6	9.5	10.0	10.0	7.0	9.5
604	4	8.2	9.6	9.6	8.7	8.7	8.1	9.5	9.6	9.2	7.2	9.2
620	5	7.4	7.6	8.7	9.0	4.0	8.1	8.0	9.0	8.6	7.8	6.0
640	4	6.1	8.3	8.6	8.9	2.4	7.7	8.3	7.8	8.6	5.9	7.4
701	17	8.1	8.9	8.2	8.0	6.9	7.5	8.2	8.2	7.4	7.1	9.3
741	1	8.0	10.0	10.0	8.0	8.0	10.0	10.0	10.0	10.0	8.0	10.0
743	1	10.0	10.0	10.0	8.0	10.0	9.0	10.0	1.0	7.0	1.0	10.0
746	1	10.0	10.0	10.0	8.0	10.0	7.0	7.0	9.0	9.0	8.0	10.0
791	4	7.1	9.4	8.9	8.9	8.5	7.5	8.7	9.8	9.2	7.1	9.3
BTC	40	7.9	8.5	8.4	7.9	6.7	7.8	8.1	8.3	7.7	7.1	8.6
STC	13	6.9	7.8	7.6	7.5	6.0	5.9	7.7	7.0	8.0	7.5	8.4
PCT	11	7.8	8.2	8.2	7.9	8.7	6.0	8.9	8.7	9.2	7.3	8.8
RTC	4	5.6	7.9	8.2	8.6	8.0	5.9	7.5	2.9	6.7	3.2	8.1
VTC	35	7.8	8.5	8.4	8.2	6.7	7.0	7.9	8.2	8.1	7.5	8.8
WVT	7	9.2	9.2	9.4	9.7	6.6	8.7	9.5	9.4	9.2	6.8	9.6
N17	1	8.0	10.0	10.0	10.0	6.0	8.0	10.0	10.0	10.0	8.0	8.0
N35	1	9.0	8.0	9.0	6.0	10.0	8.0	9.0	10.0	9.0	8.0	7.0



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	1872	7.8	8.6	8.6	8.5	6.8	7.4	8.4	8.5	8.3	7.2	8.8
41	43	8.6	8.9	8.7	8.9	6.8	8.2	8.4	8.9	8.5	7.8	9.1
250	74	8.3	8.6	9.0	8.6	6.8	7.7	8.7	9.1	8.6	7.3	9.0
25	43	8.2	8.4	8.8	8.7	6.9	7.2	8.5	8.8	8.4	7.2	8.7
351	36	8.1	8.8	9.0	8.6	7.1	8.0	8.3	8.9	8.4	7.9	9.1
95 B-Line	35	8.1	8.4	8.2	8.7	6.4	7.7	8.5	8.9	8.6	8.2	8.6
10	30	8.1	8.3	8.8	9.0	7.7	8.1	9.1	9.0	8.3	8.3	8.8
49	46	8.0	8.5	8.6	8.4	6.3	7.5	8.6	8.2	8.0	7.7	8.6
240	31	8.0	9.1	9.1	8.5	5.8	7.7	8.5	8.8	8.1	6.6	9.0
BTC	40	7.9	8.5	8.4	7.9	6.7	7.8	8.1	8.3	7.7	7.1	8.6
601	39	7.9	8.8	9.0	8.8	6.6	7.6	9.0	7.5	7.5	6.4	8.8
VTC	35	7.8	8.5	8.4	8.2	6.7	7.0	7.9	8.2	8.1	7.5	8.8
99 B-Line	99	7.6	8.6	8.4	8.4	5.2	8.0	8.2	9.0	8.5	8.2	8.8
16	35	7.3	8.3	7.9	8.4	6.6	7.2	7.9	8.4	8.1	6.9	8.9
20	30	7.3	8.6	7.7	7.5	6.1	6.8	7.7	8.4	8.2	7.1	8.7

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

Route Number	October 2018 - December 2018		October 2019- December 2019		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Oct'18-Dec'18 vs. Oct'19-Dec'19
# 16	35	7.9	35	7.3	-0.6
# 25	32	8.0	43	8.2	0.2
# 250	72	8.3	74	8.3	0.0
# 351	33	8.6	36	8.1	-0.5
# 41	29	7.6	43	8.6	1.0
# 49	38	7.6	46	8.0	0.4
# 601	39	7.7	39	7.9	0.2
# 9	37	8.3	28	8.6	0.3
# BTC	37	7.8	40	7.9	0.1
# VTC	52	7.9	35	7.8	-0.1

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

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

Route Number	July 2018 - December 2018		July 2019- December 2019		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jul'18-Dec'18 vs. Jul'19-Dec'19
# 10	63	8.4	67	8.0	-0.4
# 100	22	8.1	35	7.8	-0.3
# 106	41	7.6	28	7.0	-0.6
# 130	30	8.3	37	7.3	-1.0
# 14	64	7.9	45	8.6	0.7
# 16	58	7.9	67	7.7	-0.2
# 17	45	7.3	45	8.3	1.0
# 19	57	7.2	54	7.5	0.3
# 2	69	7.7	55	8.4	0.7
# 20	51	7.7	56	7.2	-0.5
# 22	48	7.7	40	8.2	0.5
# 239	50	8.5	49	7.8	-0.7
# 240	57	7.7	80	8.0	0.3
# 246	57	7.7	45	7.3	-0.4
# 25	76	8.0	80	8.2	0.2
# 250	138	7.9	142	8.1	0.2
# 3	59	7.6	46	7.4	-0.2
# 319	48	7.5	49	7.5	0.0
# 351	68	8.4	64	8.1	-0.3
# 4	39	8.1	34	7.7	-0.4
# 401	42	8.1	37	8.2	0.1
# 41	66	7.8	75	8.3	0.5
# 410	54	7.5	53	7.8	0.3
# 49	71	7.7	77	7.8	0.1
# 5	36	8.1	48	8.2	0.1
# 6	39	7.6	35	7.8	0.2
# 601	78	7.7	65	7.8	0.1
# 7	49	7.4	48	8.0	0.6
# 701	44	7.8	41	7.4	-0.4
# 84	34	7.3	36	7.9	0.6
# 9	75	8.2	61	8.4	0.2
# BTC	69	8.0	80	7.8	-0.2
# VTC	89	7.8	82	7.7	-0.1

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

**OVERALL PERFORMANCE RATINGS
 JANUARY 2018 - DECEMBER 2018 VERSUS
 JANUARY 2019 - DECEMBER 2019
 (Routes With 35+ Trips Per Year)**

Route Number	January 2018 - December 2018		January 2019 - December 2019		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jan'18-Dec'18 vs. Jan'19-Dec'19
# 10	123	8.2	120	7.8	-0.4
# 100	54	7.4	69	7.7	0.3
# 106	88	7.6	62	7.5	-0.1
# 119	45	8.5	36	8.7	0.2
# 123	54	8.2	54	8.0	-0.2
# 130	64	8.1	65	7.5	-0.6
# 14	119	8.0	97	8.5	0.5
# 144	51	7.5	50	7.7	0.2
# 145	40	8.2	41	8.3	0.1
# 15	39	8.5	38	7.5	-1.0
# 152	33	7.7	42	7.8	0.1
# 16	125	7.9	129	7.7	-0.2
# 160	46	8.5	43	8.5	0.0
# 17	83	7.5	75	8.2	0.7
# 19	104	7.5	105	7.3	-0.2
# 2	127	7.8	121	8.3	0.5
# 20	114	7.5	113	7.4	-0.1
# 210	65	7.9	57	7.7	-0.2
# 211	53	7.8	33	7.7	-0.1
# 22	90	7.9	86	8.2	0.3
# 228	48	8.0	41	8.6	0.6
# 229	44	8.0	66	7.9	-0.1
# 230	58	8.1	55	7.9	-0.2
# 239	97	8.4	88	7.7	-0.7
# 240	123	7.8	156	7.8	0.0
# 246	107	7.8	105	7.3	-0.5
# 25	147	7.8	158	8.3	0.5
# 250	267	8.2	287	8.3	0.1
# 255	60	8.0	58	8.0	0.0
# 257	37	7.7	47	8.3	0.6
# 26	29	7.8	41	8.2	0.4
# 28	40	7.6	29	7.4	-0.2

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

Route Number	January 2018 - December 2018		January 2019 - December 2019		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jan'18-Dec'18 vs. Jan'19-Dec'19
# 3	110	7.9	98	7.7	-0.2
# 319	111	7.8	95	7.2	-0.6
# 320	47	8.0	37	7.6	-0.4
# 321	72	7.5	41	7.6	0.1
# 323	41	7.4	46	6.6	-0.8
# 33	47	8.2	51	8.0	-0.2
# 335	41	7.3	61	7.2	-0.1
# 351	140	8.3	145	8.1	-0.2
# 4	75	8.1	70	7.9	-0.2
# 401	95	8.1	70	8.0	-0.1
# 402	33	7.6	36	7.4	-0.2
# 403	40	8.0	57	7.7	-0.3
# 406	19	7.8	58	8.3	0.5
# 407	39	8.3	34	6.9	-1.4
# 408	15	8.6	44	8.0	-0.6
# 41	139	7.7	142	8.1	0.4
# 410	122	7.5	97	7.8	0.3
# 43	29	8.5	49	8.5	0.0
# 430	41	7.5	26	7.6	0.1
# 44	47	8.3	37	8.2	-0.1
# 49	155	7.9	165	7.9	0.0
# 5	64	7.8	77	8.2	0.4
# 50	39	8.6	55	8.4	-0.2
# 502	49	7.8	48	7.8	0.0
# 555	46	8.8	36	8.4	-0.4
# 6	78	7.5	65	7.9	0.4
# 601	152	7.6	129	7.9	0.3
# 7	102	7.8	93	7.7	-0.1
# 701	93	7.6	79	7.5	-0.1
# 8	58	7.7	66	7.8	0.1
# 84	84	7.9	67	8.1	0.2
# 9	151	8.1	140	8.3	0.2
# BTC	146	7.9	151	7.9	0.0
# RTC	25	7.8	38	7.5	-0.3
# STC	46	7.9	51	7.5	-0.4
# VTC	182	8.0	171	7.9	-0.1

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