



Customer Service Performance Quarter 1 2020

**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 slightly up at 68% this quarter (from 65% last period), with an average score of 7.9 out of 10.
- Value for Money has been trending up, with 57% of transit users awarding top scores (from 52% in Q3, 2019 and 56% last quarter). The other key driver of Overall Service at the system level, Good Connections, increased up to 52% (significantly up from 47% a year ago).
- Similar to previous quarters, Having Enough Shelters at Bus Stops continues to be the only metric with an average score below the 7.0 positive-performance threshold, with a score of 6.9 out of 10.



Performance of Overall Bus Service is relatively consistent, with two-thirds (67%) of bus riders awarding top scores. The average score has increased slightly to 8.0 out of 10.

- Courteous Bus Operator remains the strongest-performing top key driver of Overall Bus Service, with 79% top ratings and an average score of 8.6 out of 10.
- Ratings for Not Being Overcrowded have improved from last quarter, and the average rating of 7.3 out of 10 is no longer below the 7.0 threshold for positive performance.
- Frequency of Service, Trip Duration, and, Not Being Overcrowded all increased by 4 percentage points (ppt), while Having a Direct Route increased by 3 ppt; all significant improvements over last quarter.



SkyTrain receives top ratings from over three-quarters (77%) of SkyTrain riders. The average score remains unchanged at 8.4 out of 10.

- On-Time Reliable Service remains the highest rated SkyTrain attribute, with 84% good-to-excellent ratings and an average score of 8.7 out of 10.
- Frequency of Service improved from 73% last quarter to 77% currently, reversing last quarter's decline and returning back to Q3, 2019 levels. Top ratings for Not Being Overcrowded also improved significantly since last quarter, with the highest levels seen in the last two years (48%). With an average score of 7.0 out of 10, this attribute is no longer below the 7.0 positive performance threshold.
- Similar to previous waves, Delays are Announced and Explained performs below the positive performance threshold of 7.0, with an average score of 6.6 out of 10.



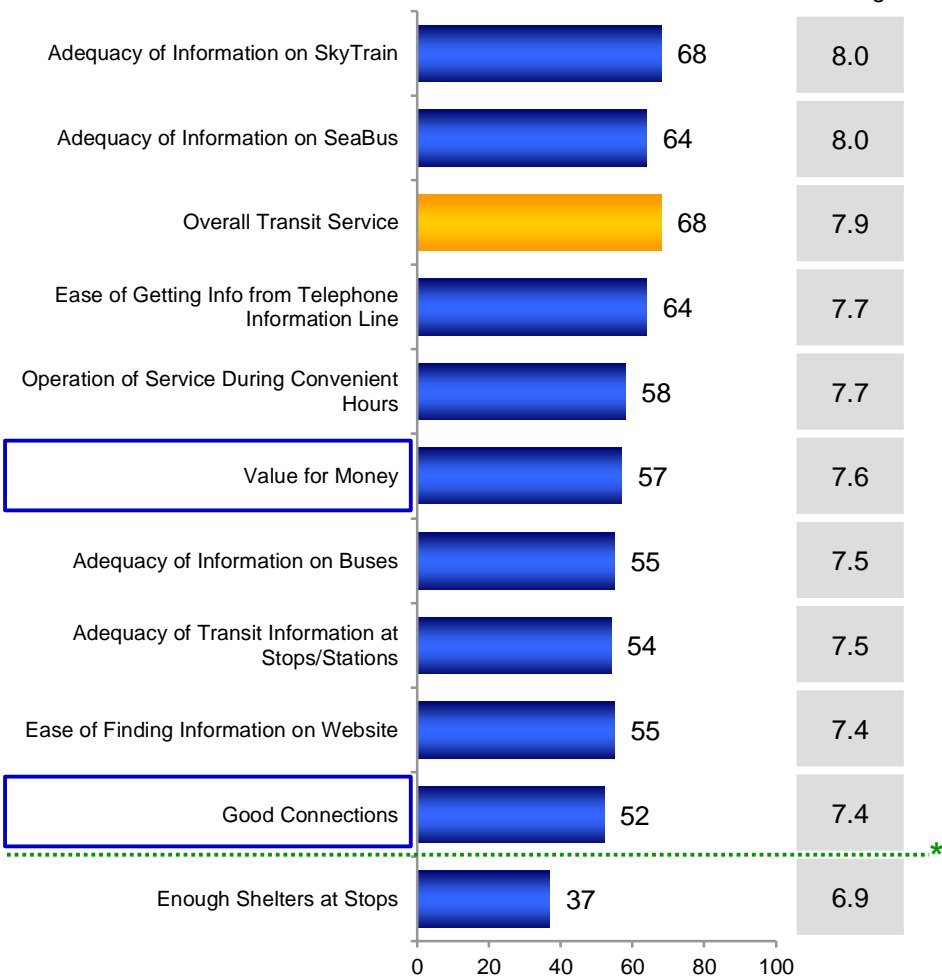
While top ratings for Overall SeaBus Service decreased marginally this quarter, it continues to be the highest-rated transit mode (85%), with an average score of 8.7 out of 10.

- Good-to-excellent scores for some attributes have been trending up over the last three quarters, such as Trip Duration (92%, up from 80% in Q2, 2019) and Not Being Overcrowded (81%, up from 68% in Q3, 2019). Both of these are at the highest levels seen in the past two years.
- Frequency of Service remains the lowest rated service attribute, with an average score of 8.3 out of 10.
- Similar to previous periods, all SeaBus service attributes continue to perform above the 7.0 positive-performance threshold.

Performance on Transit System Attributes

% Good to Excellent (8-10)

Average
Rating



Top Key Driver

Q1 2020 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 earns top ratings from over two-thirds (68%) of transit riders, up by 3 ppt since last quarter. The average score is at 7.9 out of 10.
- Having Enough Shelters at Bus Stops continues to be the only metric with an average score below the 7.0 positive-performance threshold, with a score of 6.9 out of 10.

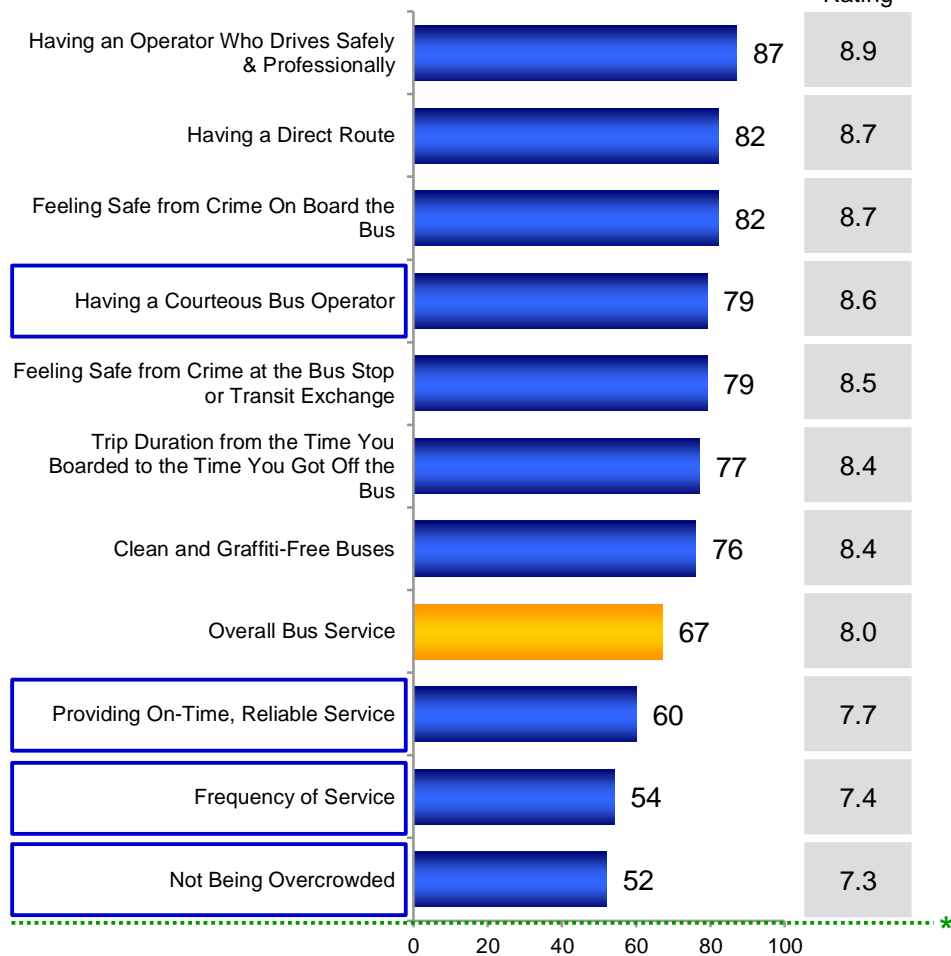
Performance on Top Key Drivers of Transit Overall Service*

- Value for Money
 - Value for Money has been trending up over the last two quarters, with 57% of transit users awarding top scores (from 52% in Q3, 2019 and 56% last period).
- Good Connections
 - Ratings for Good Connections have inched up to 52%, up by 2 ppt since last quarter and significantly up from 47% a year ago.

Performance on Bus System Attributes

% Good to Excellent (8-10)

Average
Rating



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

Bus System

- Over two-thirds (67%) of bus riders award top scores for Overall Bus Service, relatively consistent over the past two years. The average score has inched up to 8.0 out of 10, from 7.8 last quarter.
- Top scores for several service attributes have remained consistent since last quarter, and some have improved significantly. Frequency of Service, Trip Duration, Not Being Overcrowded, On-Time Reliable Service all increased by 4 ppt while Having a Direct Route increased by 3 ppt, improving significantly compared to last quarter.
- Notably, none of the bus system attributes fell below the 7.0 threshold for positive performance this period.

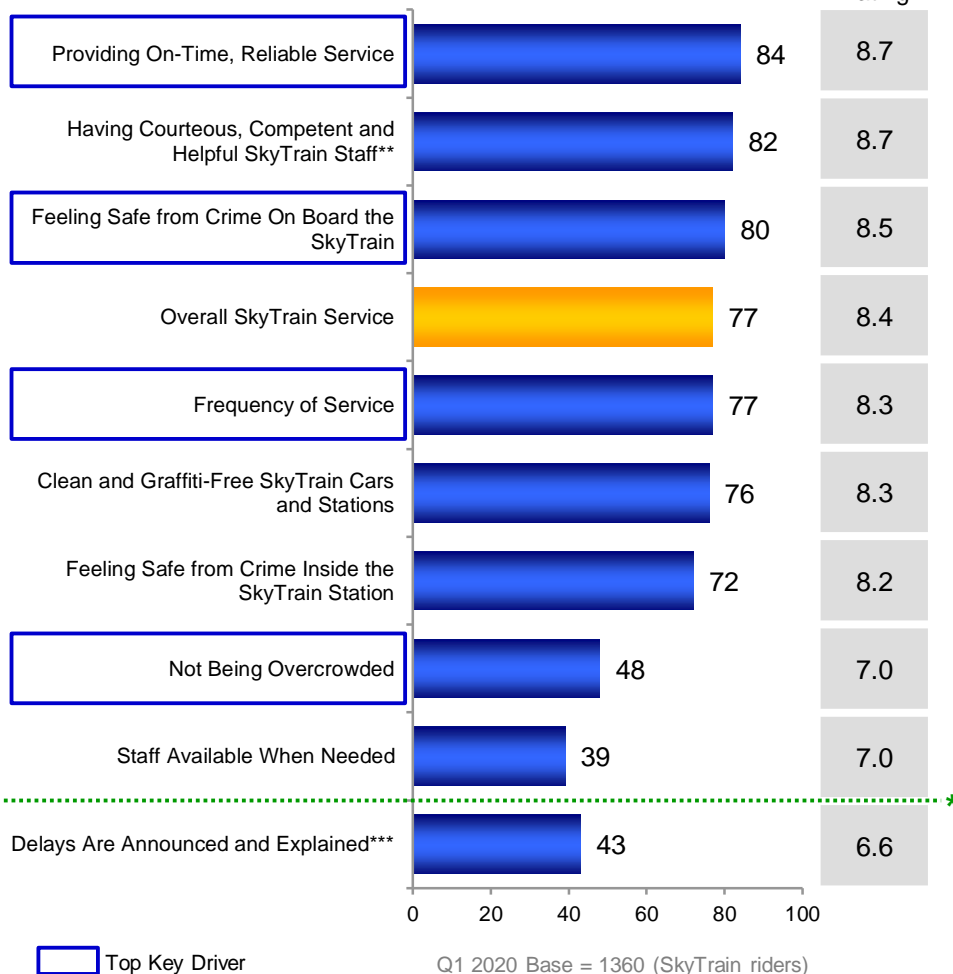
Performance on Top Key Drivers of Overall Bus Service*

- Courteous Bus Operator
 - Consistent with previous waves, Courteous Bus Operator is the strongest-performing top key driver of Overall Bus Service (79% awarding top ratings). Good-to-excellent ratings are highest for WVT (84%) and VTC (82%) this quarter.
- On-Time Reliable Service
 - Ratings have been trending back up for this attribute, with 60% awarding top scores compared to 54% in Q3, 2019 and significantly up from 56% last quarter. WVT (67%) and BTC (64%) earn the top ratings this wave, while HTC (53%) is rated lowest.
- Frequency of Service
 - Frequency of Service has improved significantly compared to last quarter, with over half (54%) of bus riders awarding top ratings, up from 50% last period. The average score also increased from 7.2 out of 10 to 7.4 currently. BTC continues to garner the highest scores this wave (58%).
- Not Being Overcrowded
 - Top ratings for this attribute also increased significantly compared to last quarter, at 52% good-to-excellent ratings versus 48% last wave. While the average score of 7.3 out of 10 is no longer below the positive performance threshold, this attribute continues to be the lowest-rated service attribute.

Performance on SkyTrain 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: Small base size – only among SkyTrain riders who spoke with staff (n=68)

*** Caution: Only among those who experienced delays (n=542)

SkyTrain System

- SkyTrain receives top ratings from over three-quarters (77%) of SkyTrain riders, relatively consistent compared to last quarter. The average score remains unchanged at 8.4 out of 10.
- On-Time, Reliable Service remains the top-rated service attribute on SkyTrain, with 84% awarding top scores. Frequency of Service improved by 4 ppt compared to last quarter, a significant increase back to Q3, 2019 levels (77%). Top ratings for Not Being Overcrowded also increased significantly since last quarter, with the highest levels seen in the last two years (48%).
- Delays are Announced and Explained continues to perform below the 7.0 positive-performance threshold (6.6 out of 10). However, the significant improvements for Not Being Overcrowded resulted in this attribute no longer being below the positive-performance threshold (7.0 out of 10).

Performance on Top Key Drivers of SkyTrain Overall Service

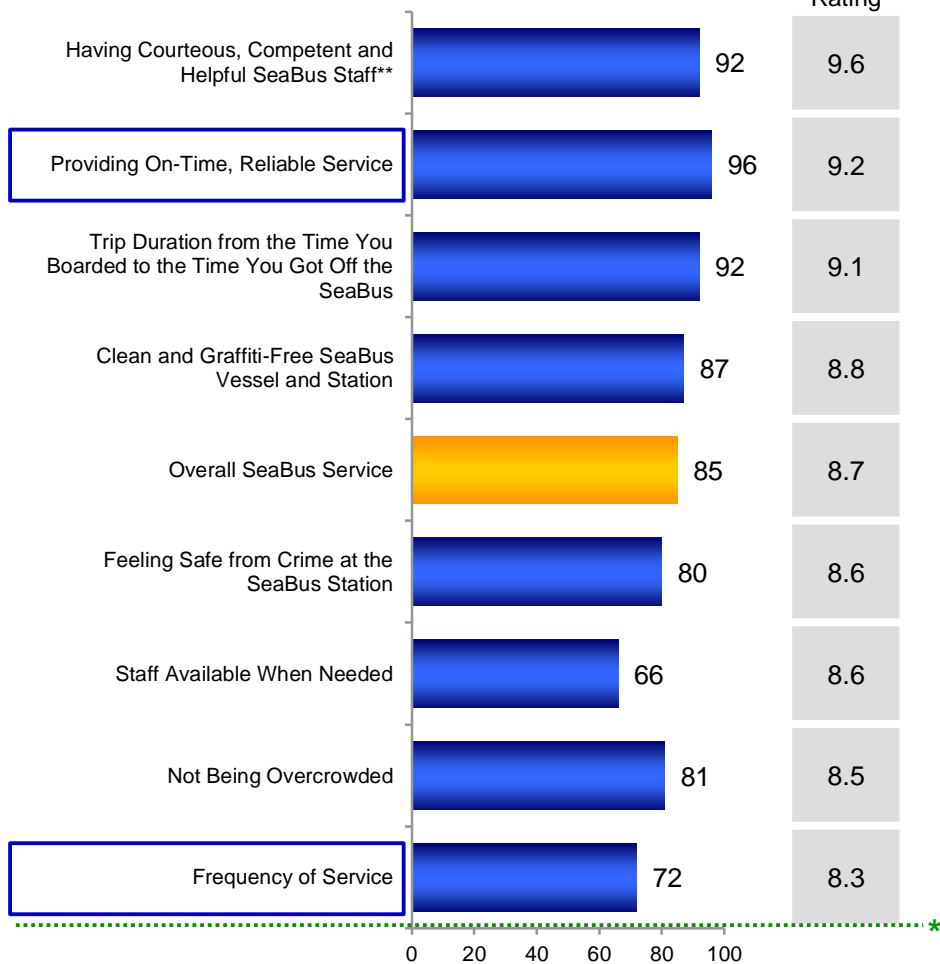
Key Drivers with Positive Performance*

- On-Time, Reliable Service
 - Consistent with previous waves, this service attribute is the highest-rated top key driver, earning good-to-excellent ratings from over eight-in-ten (84%) SkyTrain riders. The average score remains strong at 8.7 out of 10.
- Feeling Safe from Crime On Board the SkyTrain
 - Unchanged from last quarter, eight-in-ten (80%) SkyTrain riders provide top scores for Feeling Safe Onboard. The average score remains steady at 8.5 out of 10.
- Frequency of Service
 - Top ratings for Frequency of Service increased significantly to 77%, reversing the decline seen last quarter (73%). The average score holds strong at 8.3 out of 10.
- Not Being Overcrowded
 - This attribute's top ratings increased significantly compared to last quarter, from 43% up to 48% currently. This has pushed Not Being Overcrowded to the positive-performance threshold, with an average score of 7.0 out of 10.

Performance on SeaBus Attributes

% Good to Excellent (8-10)

Average
Rating



 Top Key Driver

Q1 2020 Base = 178 (SeaBus riders)

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

** Caution: Very small base size – only among SeaBus riders who spoke with staff (n=31)

SeaBus

- Top ratings for Overall SeaBus Service decreased marginally to 85%, from 88% last quarter. Nonetheless, it is still the highest rated transit system. The average score remains strong at 8.7 out of 10.
- Good-to-excellent scores for some attributes have been trending up over the last three quarters, such as Trip Duration (92%, up from 80% in Q2, 2019) and Not Being Overcrowded (81%, up from 68% in Q3, 2019). Both of these are at the highest levels seen in the past two years.
- Similar to previous periods, all SeaBus service attributes continue to perform above the 7.0 positive-performance threshold.

Performance on Top Key Drivers of SeaBus Overall Service

- On-Time, Reliable Service
 - The vast majority of SeaBus riders (96%) award top ratings for On-Time Reliable Service, which has been trending up since Q3, 2019 (91%). The average score remains consistently strong at 9.2 out of 10.
- Frequency of Service
 - Frequency of Service earns top scores from over seven-in-ten (72%) SeaBus riders, which has increased from 65% last quarter. The average score also increased to 8.3 out of 10, from 7.9 last period.

Transit Riders



- Transit riders generally have similar demographic characteristics compared to the broader adult population of Metro Vancouver with the following exceptions observed this quarter:
 - Transit riders tend to be younger, aged 18 to 24 years old (19% versus 12%)
 - They are less likely to be employed full-time (48% versus 57%), more likely to be employed part-time (17% versus 13%) and less likely to be retired (15% versus 18%)
 - They are more likely to be a student (15% versus 5%)
 - They are more likely to have some university education or above (62% versus 52%)

Trip Purpose



- Going to/from work (51%) and for entertainment/social reasons (41%) remain the primary reasons for taking transit. The number of mentions for work purposes increased by 3 ppt this quarter compared to a year ago, while mentions for entertainment/social reasons dropped significantly 3 ppt compared to a year ago. Mentions for shopping trips also decreased significantly by 3 ppt compared to a year ago, from 37% in Q1, 2019 to 34% currently.

Choice versus Captive



- The proportion of Choice riders (those with regular access to a vehicle) remains stable at 64% this quarter. The remaining one-third (35%) are Captive riders (those without regular vehicle access).
- Relative to Captive riders, Choice riders are more likely to be male, older (45+), employed full-time and have a higher household income (\$80K or more).
- Conversely, Captive riders tend to be female, younger (<35), working part-time or unemployed, less affluent (household income of <\$40K) and bus riders compared 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.



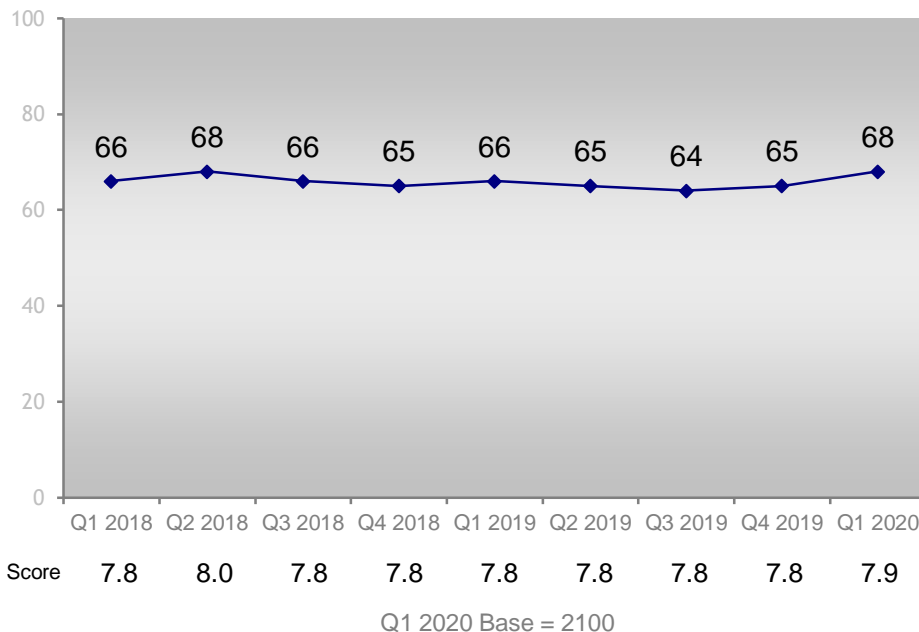
This section presents an evaluation of the overall transit system, followed by evaluation of each of the three transit modes. For the transit system overall and for each mode, results are presented for the following:

- 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

Over two-thirds (68%) of all TransLink riders give good-to-excellent ratings for the Overall Transit Service, up by 3 ppt compared to last quarter and higher than the last several periods. The average score of 7.9 out of 10 has remained relatively consistent over time.

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

Seniors (65+) are more likely to give higher ratings to Overall Service compared to younger riders.

Q1 2020 Regional Differences:

79% among West Vancouver riders

61% among Northeast riders



Most Positive



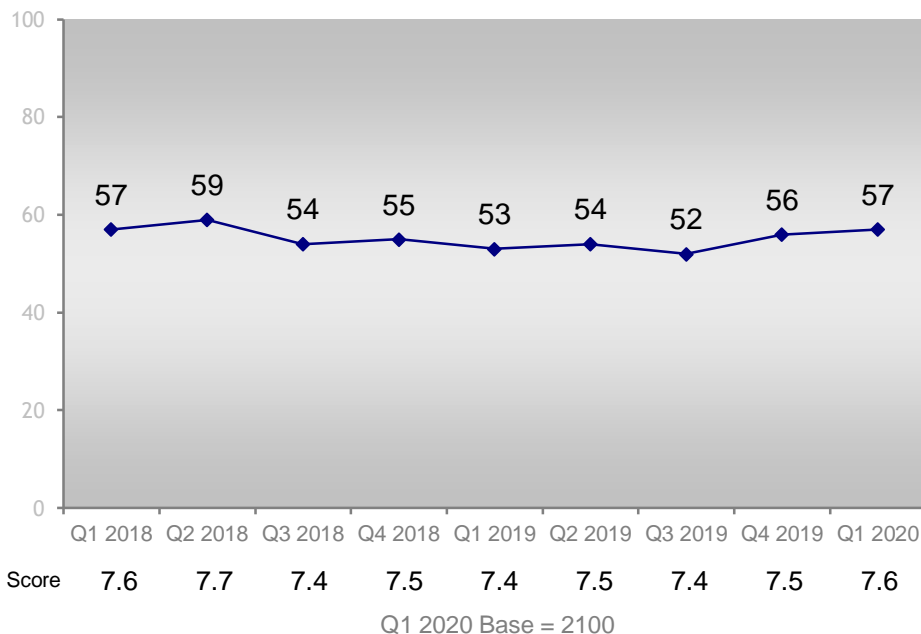
Least Positive



= 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)



Value for Money

Nearly six-in-ten (57%) transit riders provided a good-to-excellent rating for Value for Money. This has been trending up over the last two waves and is similar to the levels seen in early 2018. The average score has also been trending up incrementally, up to 7.6 out of 10 this wave compared to 7.4 two periods ago.

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

Seniors (65+) continue to provide more positive ratings for Value for Money compared to their younger counterparts. There are no significant differences in ratings between Choice and Captive riders.

Q1 2020 Regional Differences:

60% among Vancouver riders

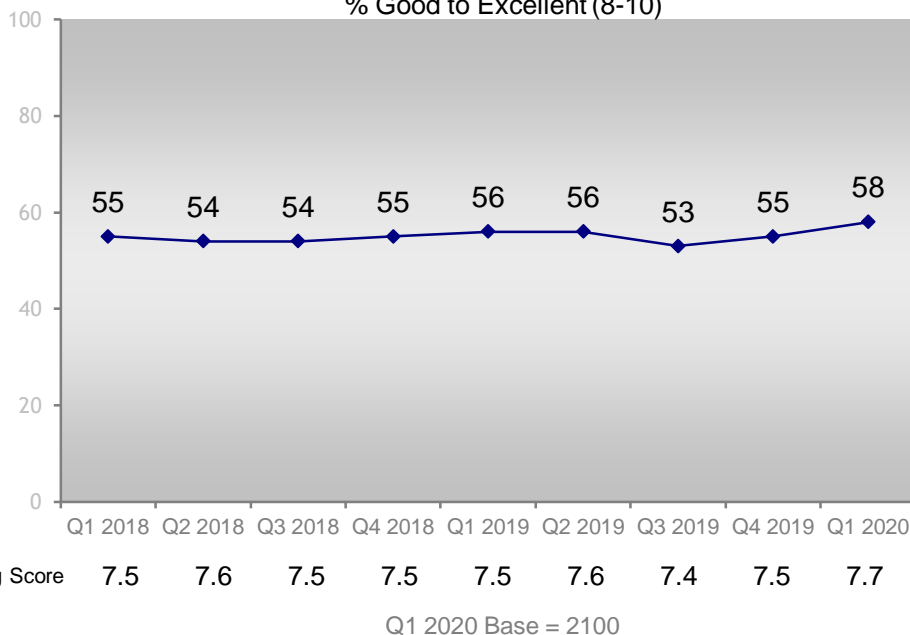
52% among Burnaby/New Westminister riders

Top Key Driver Most Positive Least Positive

= Significant upward/downward shift

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

% Good to Excellent (8-10)



Convenient Hours

Top ratings for Convenient Hours have trended up over the last two quarters, from 53% providing good-to-excellent ratings in Q3, 2019 up to 58% in the current wave. This has reversed the previous decline. The average score of 7.7 out of 10 is at an all-time high in the last two years.

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

Younger riders aged 18-24 and Seniors (65+) are more likely to award top scores for Convenient Hours relative to their counterparts. There are no significant differences in top ratings between Captive riders and Choice riders.

Q1 2020 Regional Differences:

66% among West Vancouver riders

43% among North Vancouver riders

Top Key Driver Most Positive Least Positive

Significant upward/downward shift

Good Connections

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

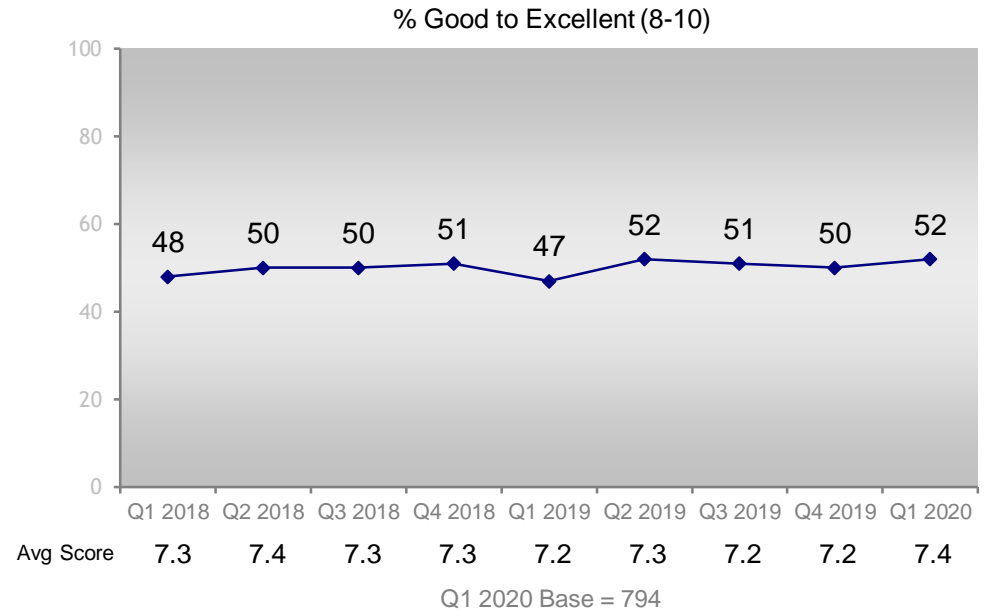
Similar to last wave, 38% of all transit riders reported using more than one transit mode/bus on their most frequent transit trip.

Just over half (52%) of riders awarded top scores for Good Connections, holding fairly consistently over the last three quarters. Nonetheless, this is significantly higher than a year ago (up by 5 ppt).

The average score has ticked up to 7.4 out of 10, rebounding from the downward trend from Q2, 2018 to Q4, 2019.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	+ 2%	+ 5%

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



Q1 2020 Regional Differences:

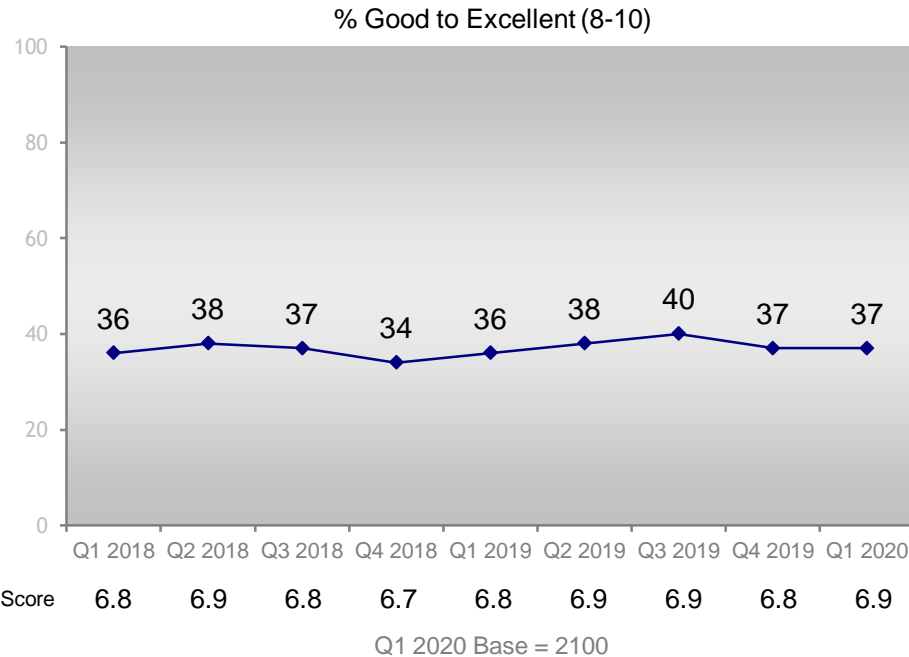
No significant regional differences

No significant regional differences

= 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?



Q1 2020 Regional Differences:

45% among Surrey/North Delta/White Rock/Langley riders

28% among Burnaby/New Westminster riders

Top Key Driver Most Positive Least Positive

Enough Bus Shelters at Bus Stops

Just under four-in-ten (37%) transit riders provided good-to-excellent ratings for Having Enough Bus Shelters at Bus Stops, which is consistent with last quarter and a year ago. Similar to previous waves, this is the lowest-rated service attribute. The average score of 6.9 out of 10 remains just below the 7.0 positive-performance threshold.

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

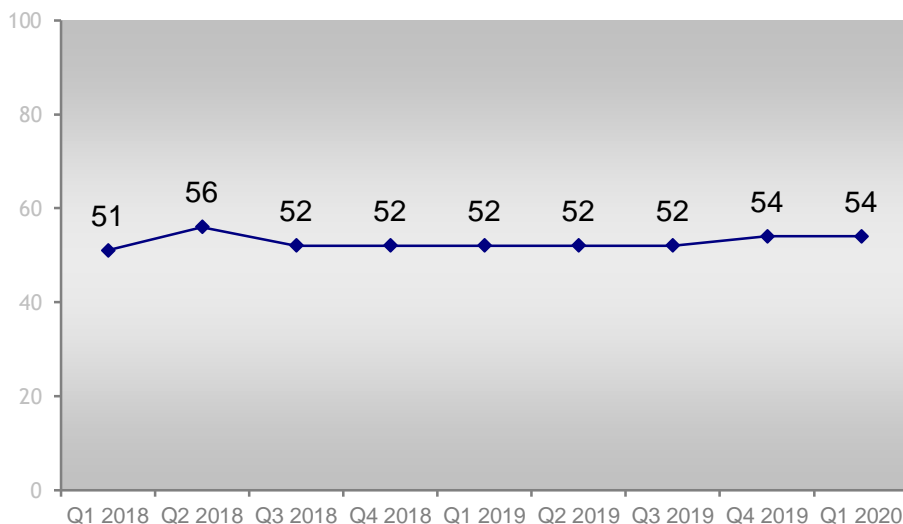
Younger transit riders aged 18-24 are more likely to award higher ratings for this attribute compared to their older counterparts.

Captive riders are more likely than Choice riders to award top scores for this attribute.

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 7.6 7.4 7.4 7.4 7.4 7.4 7.5 7.5

Q1 2020 Base = 2100

Adequacy of Transit Information at Stops and Stations

Consistent with last quarter, over half (54%) of transit riders gave top scores for Adequacy of Transit Information at Stops and Stations. The average score remains unchanged at 7.5 out of 10.

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

While there are no significant differences in ratings between Captive and Choice riders, younger riders aged 18-24 are more likely than their counterparts to award higher ratings on this attribute.

Q1 2020 Regional Differences:

No significant regional differences

No significant regional differences



Most Positive



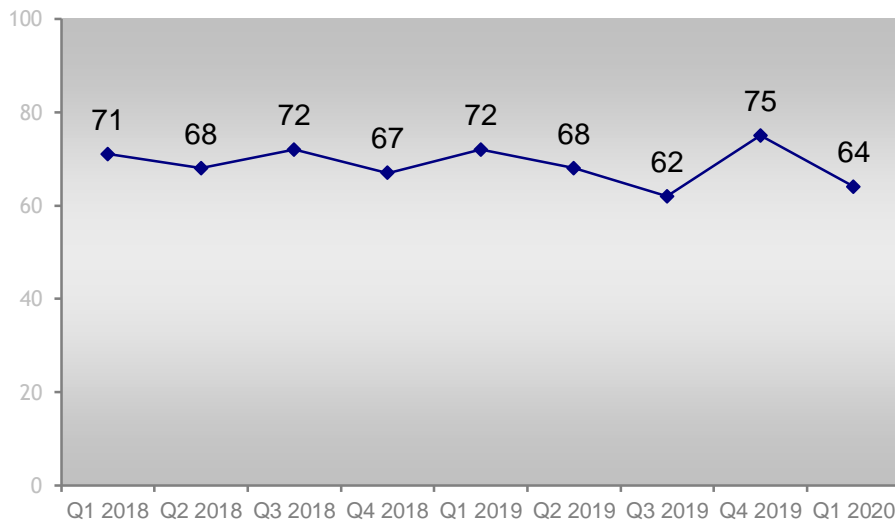
Least Positive



= 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 8.1 8.0 7.9 8.0 7.9 7.7 7.6 8.3 7.7
Q1 2020 Base = 227 (used phone)

Spoke To Clerk	Call Was Automated	Clerk & Automated
Base = 121	Base = 40**	Base = 62*
% Good to Excellent (8-10)		
67%	59%	67%

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

Ease of Getting Information from the Telephone Information Line

Similar to last quarter, one-in-ten (10%) transit riders report using the Telephone Information Line in the past three months.

Just under two-thirds (64%) award top ratings for Ease of Getting Information, which has decreased significantly from 75% last quarter back down to levels seen two quarters ago (62% in Q3, 2019). The average score has also reverted back to 7.7 out of 10, down from 8.3 last quarter.

Good-to-Excellent ratings compared to: Last Quarter - 11% Same Quarter Last Year - 8%

Consistent with the last two quarters, riders who report speaking to a clerk are more likely to provide top scores compared to those who had an automated call.

= Significant upward/downward shift

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

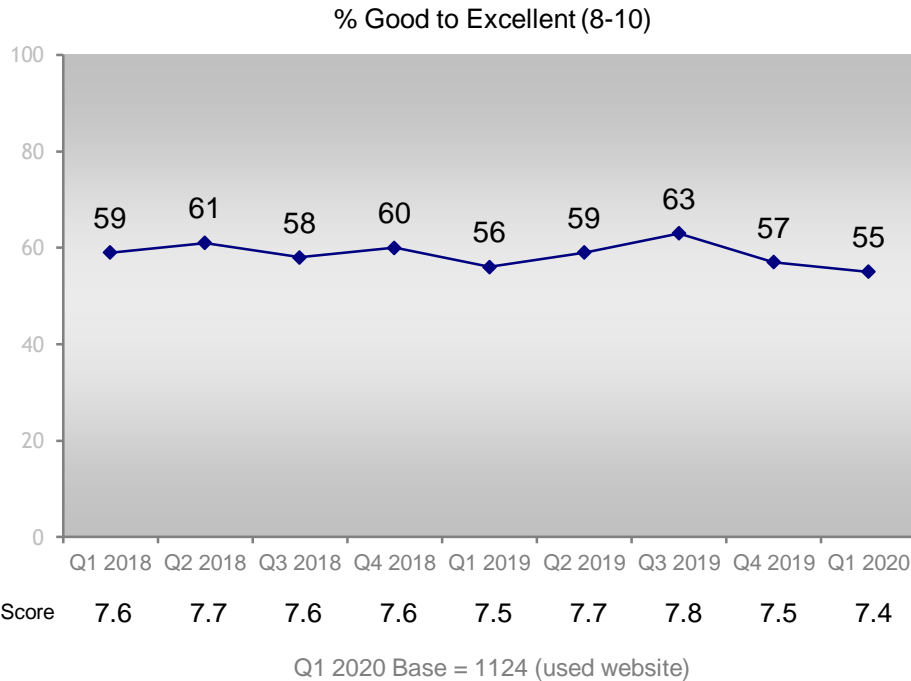
Ease of Finding Info on Website

Over half (55%) of transit riders have used TransLink's website in the past three months, which is up 6 ppt compared to 49% last quarter. Similar to last period, Females and riders aged 45 to 64 are more likely to have used TransLink's website.

Good-to-excellent scores have been trending down over the last two periods, from 63% in Q3, 2019 to 55% currently. This rating is similar to a year ago (56% in Q1, 2019).

The average score has also dropped from 7.8 out of 10 in Q3, 2019 down to 7.4 this quarter.

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



Q1 2020 Regional Differences:

65% among Surrey/Delta/White Rock/Langley riders

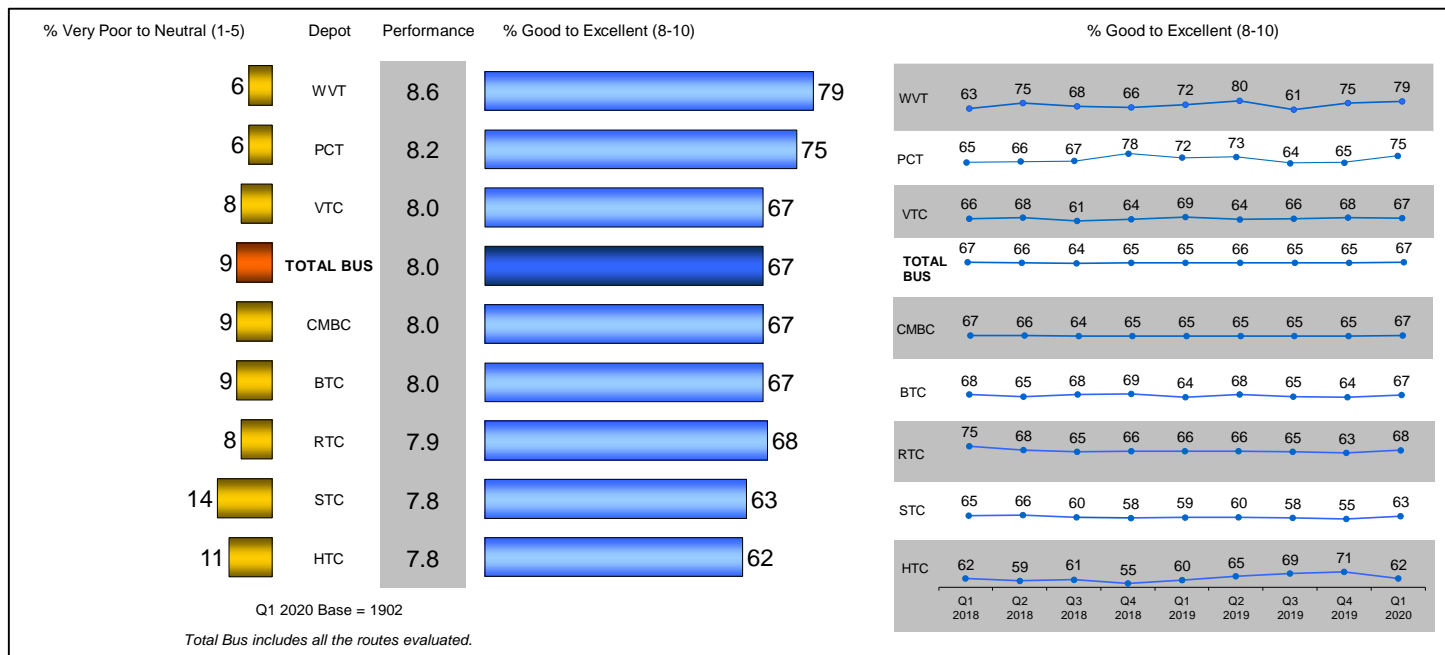
34% among North Vancouver riders

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
#250
8.7

Lowest Scoring Routes*
#10 #19
7.5 7.5

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Bus Service Overall

Two-thirds (67%) of bus riders awarded top ratings for overall bus service, up marginally by 2 ppt compared to last quarter and the same quarter last year. The average score has also increased to 8.0 out of 10, up from 7.8 last period.

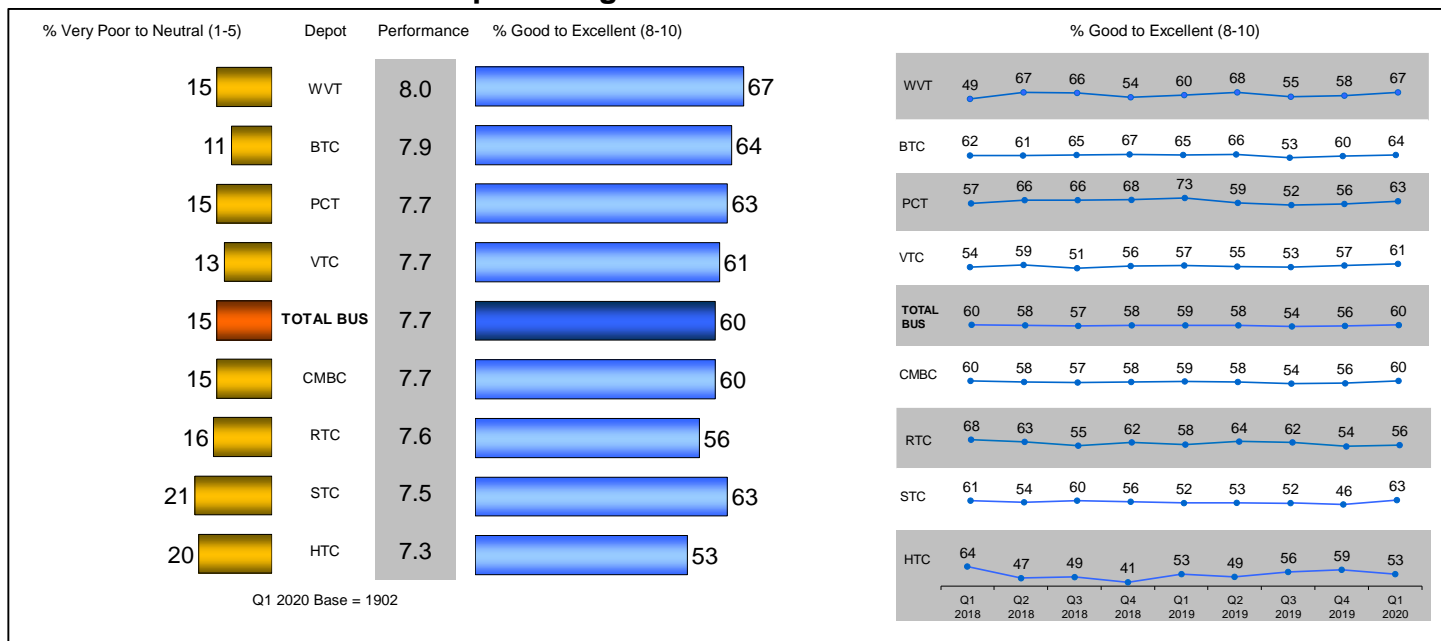
Good-to-Excellent ratings compared to:

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

= 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
#99 B-Line
8.5

Lowest Scoring Route
#240
7.2

Time Period Receiving Lower Ratings

- Weekdays 5:00 AM – 9:30 AM
- Weekends & Holidays

On-Time Reliable Service

Six-in-ten (60%) bus riders provided top ratings for On-Time Reliable Service, which has trended back up since the drop in Q3, 2019 (54%). Top ratings are back to the levels seen a year ago (59%). The average score has increased to 7.7 out of 10, up from 7.4 last period.

Top Key Driver

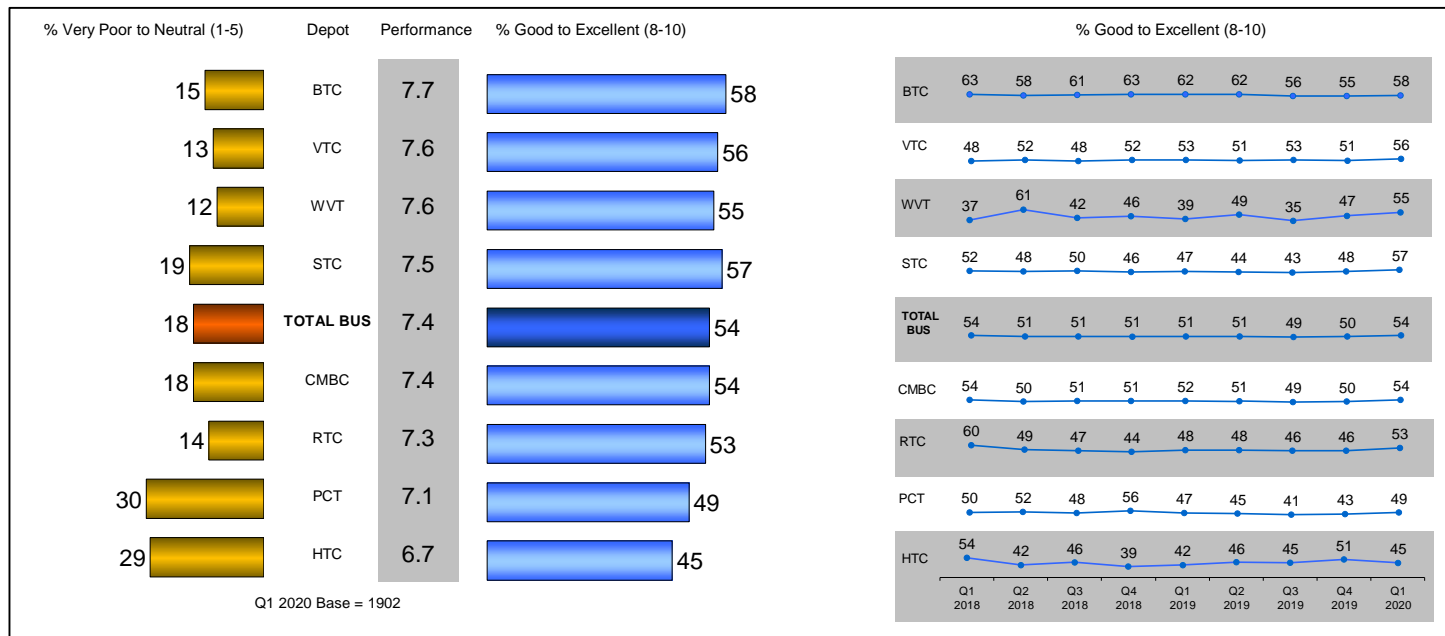
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 4%	+ 1%
STC	+ 17%	+ 11%

= Significant upward/downward shift

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

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



Top Scoring Route
#99 B-Line
8.6

Lowest Scoring Route
#240
7.2

Time Period Receiving Higher Ratings
• Weekdays 9:30 AM – 3:00 PM

Frequency of Service

Over half (54%) of riders award good-to-excellent scores for Frequency of Service, which is significantly higher than last quarter (50%) and has trended up since Q3, 2019 (49%). The average score has continued to increase, from 7.2 out of 10 last quarter to 7.4 currently.

Top Key Driver

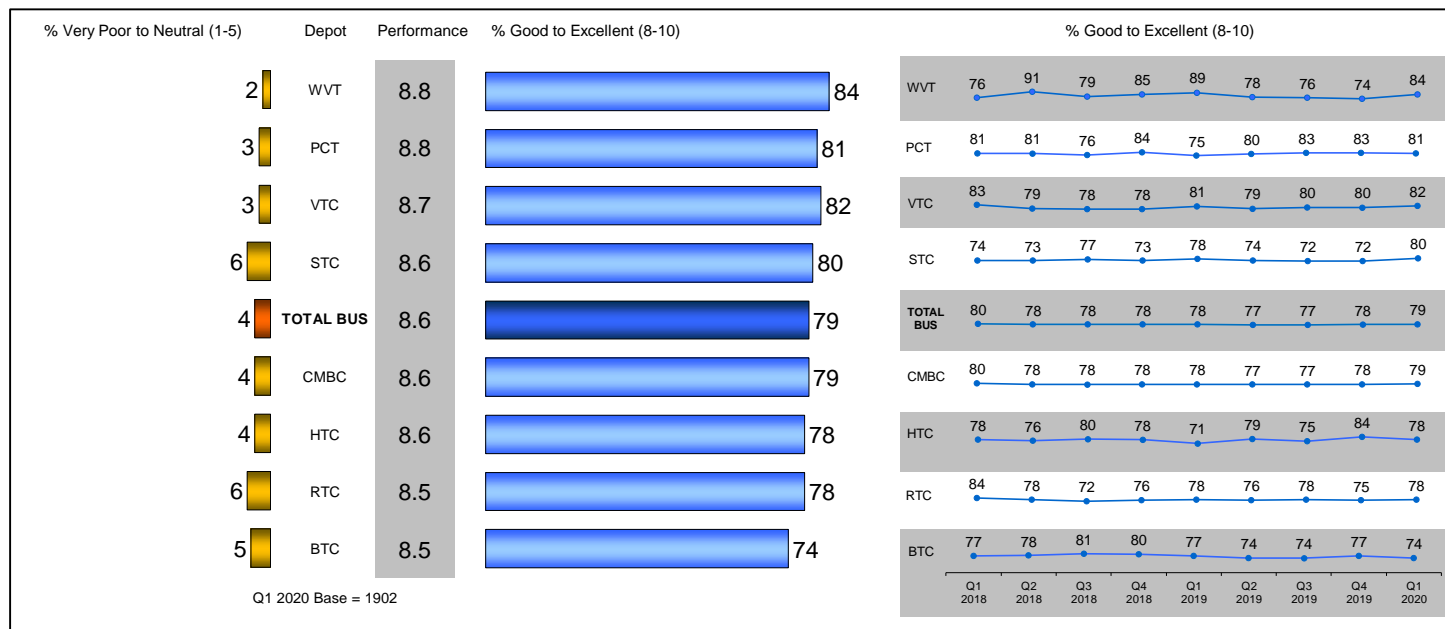
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 4%	+ 3%
WTV	+ 8%	+ 16%

= Significant upward/downward shift

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

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



Courteous Bus Operator

Similar to previous periods, Courteous Bus Operator remains the highest-rated top key driver of Overall Bus Service. Nearly eight-in-ten (79%) bus riders provide top scores for this attribute, slightly up by 1 ppt and trending up marginally since Q3, 2019 (77%). The average score is consistently strong at 8.6 out of 10 this period, unchanged from last quarter.

Good-to-Excellent ratings compared to:

Total Bus

Last Quarter

+ 1%

Same Quarter Last Year

+ 1%

Top Scoring Route

#20

9.1

Lowest Scoring Routes*

#240 #10

8.1 8.1

Time Period Receiving Higher Ratings

- Weekdays after 6:30 PM

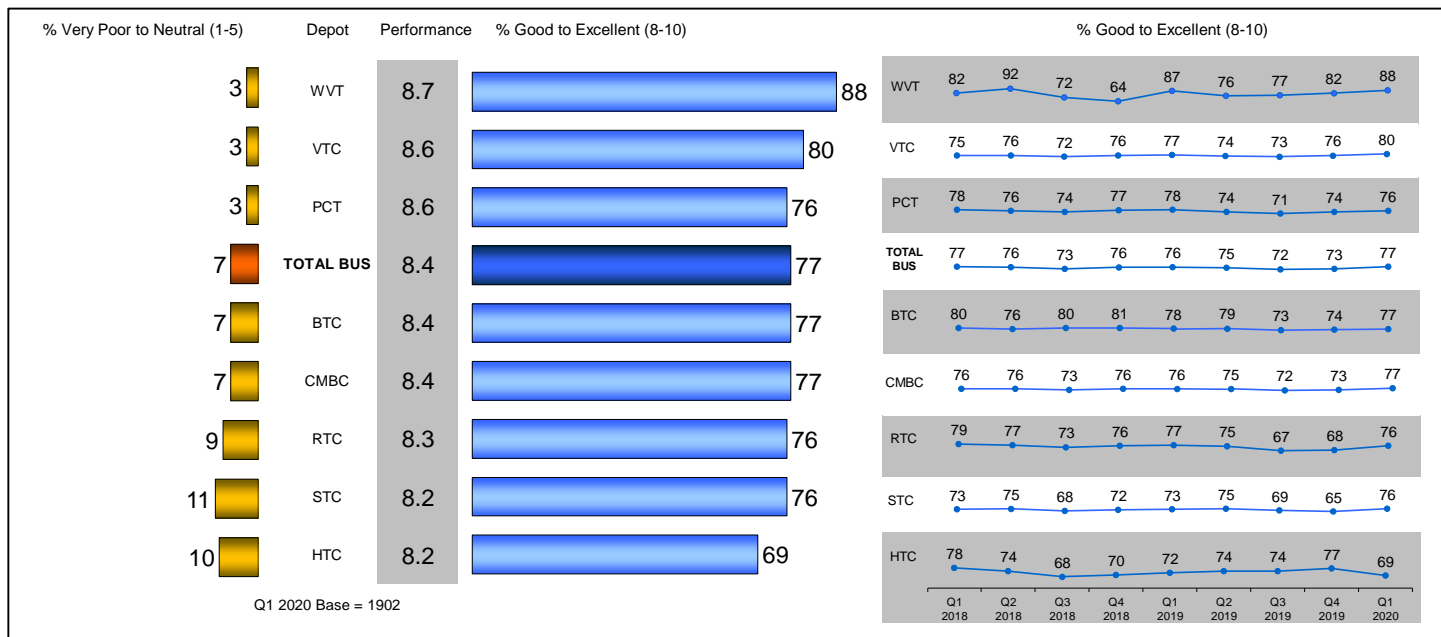
* Although these are the "lowest scoring routes", they still receive good ratings.

Top Key Driver

= Significant upward/downward shift

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

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



Top Scoring Route

#99 B-Line

8.9

Lowest Scoring Route*

#240

8.0

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Trip Duration

The proportion of bus riders who provided good-to-excellent ratings for Trip Duration is up significantly compared to last quarter (77%, vs. 73% in Q4, 2019) and is up by 1 ppt in comparison to a year ago. The average score has continued to increase, up to 8.4 out of 10 currently, from 8.3 last quarter and 8.2 in Q3, 2019.

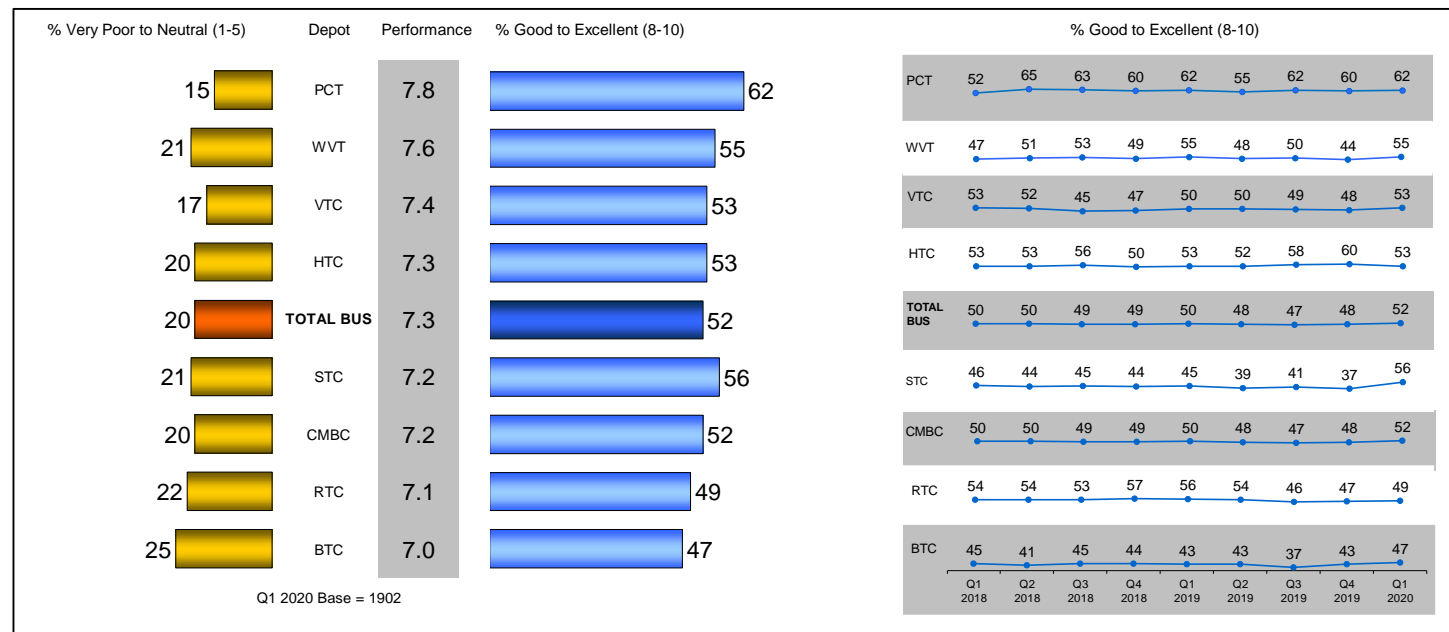
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 4%	+ 1%
STC	+ 11%	+ 3%
RTC	+ 8%	- 1%

= 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

#16

7.8

Lowest Scoring Route

#240

5.9

Time Period Receiving Higher Ratings

- Weekdays 9:30 AM – 3:00 PM
- Weekdays after 6:30 PM

Not Being Overcrowded

Over half (52%) of bus riders provide top ratings for Not Being Overcrowded, a significant improvement from last quarter (up by 4 ppt). Nonetheless, this remains the lowest rated key driver of overall service. The average score also jumped to 7.3 out of 10, from 6.9 last quarter.

Good-to-Excellent ratings compared to:

Total Bus

Last Quarter

+ 4%

Same Quarter Last Year

+ 2%

STC

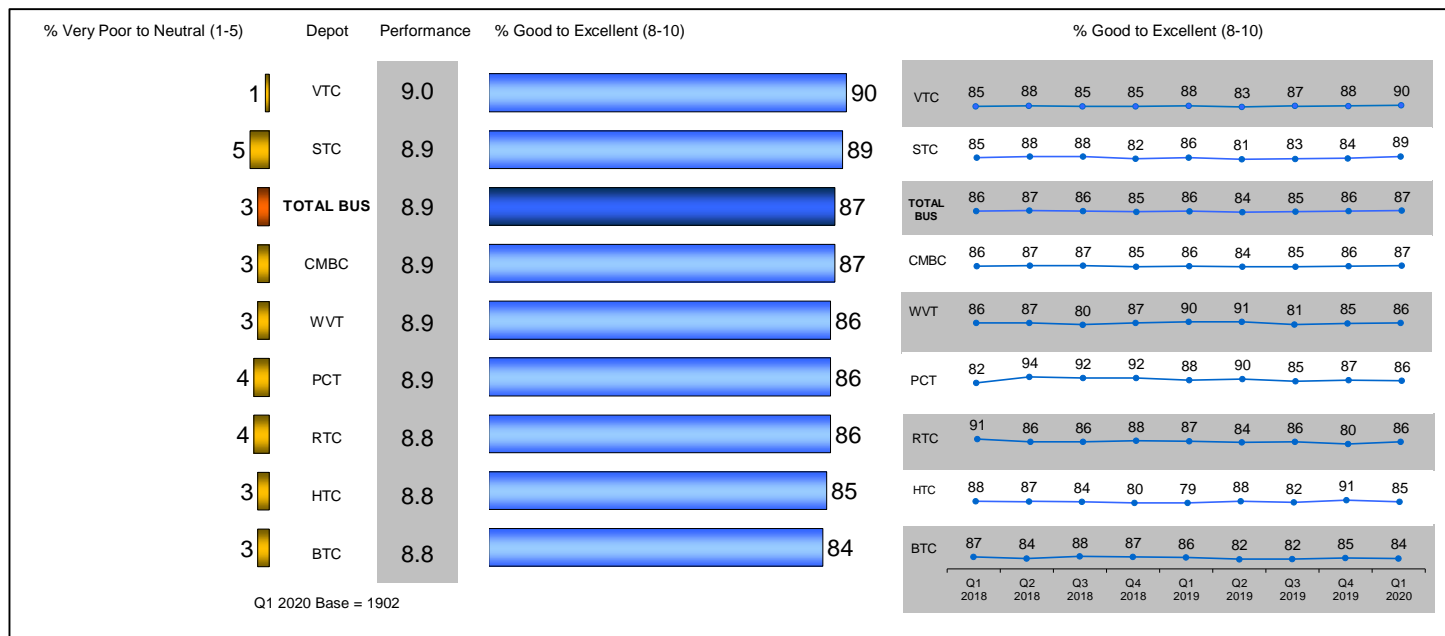
+ 19%

+ 11%

= 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

#20

9.4

Lowest Scoring Route*

#240

8.2

Time Period Receiving Higher Ratings

- Weekdays after 6:30 PM

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

Safe and Professional Bus Operator

Nearly nine-in-ten (87%) bus riders awarded top ratings for Safe and Professional Bus Operator. This has trended up slightly from 84% in Q2, 2019 and remains the top rated service attribute on the bus system. The average score has increased to 8.9 out of 10, up from 8.8 last quarter.

Good-to-Excellent ratings compared to:

Total Bus

Last Quarter

+ 1%

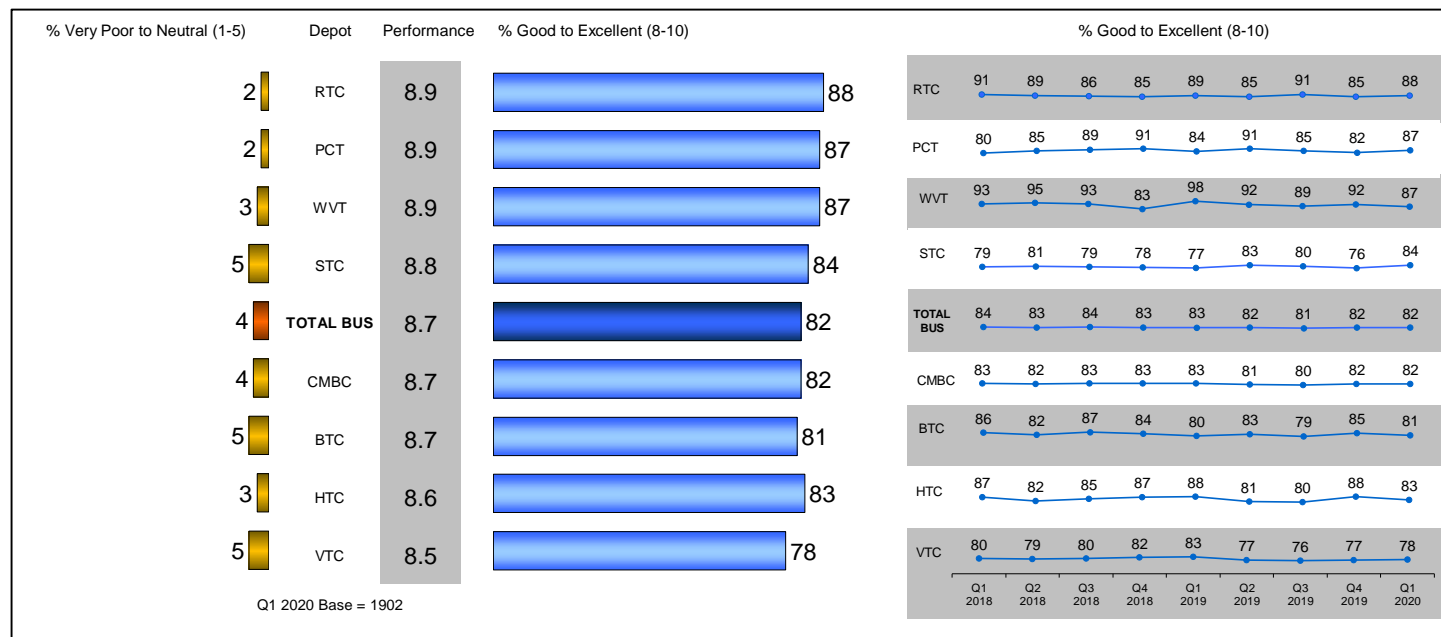
Same Quarter Last Year

+ 1%

● ● = Significant upward/downward shift

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

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



Top Scoring Routes

#351 #2
9.0 9.0

Lowest Scoring Routes*

#10 #19
8.0 8.0

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Feeling Safe from Crime On Board the Bus

Unchanged from last period, just over eight-in-ten (82%) bus riders give good-to-excellent ratings for Feeling Safe from Crime on Board the Bus. The average score has inched up from 8.6 out of 10 last quarter to 8.7 currently.

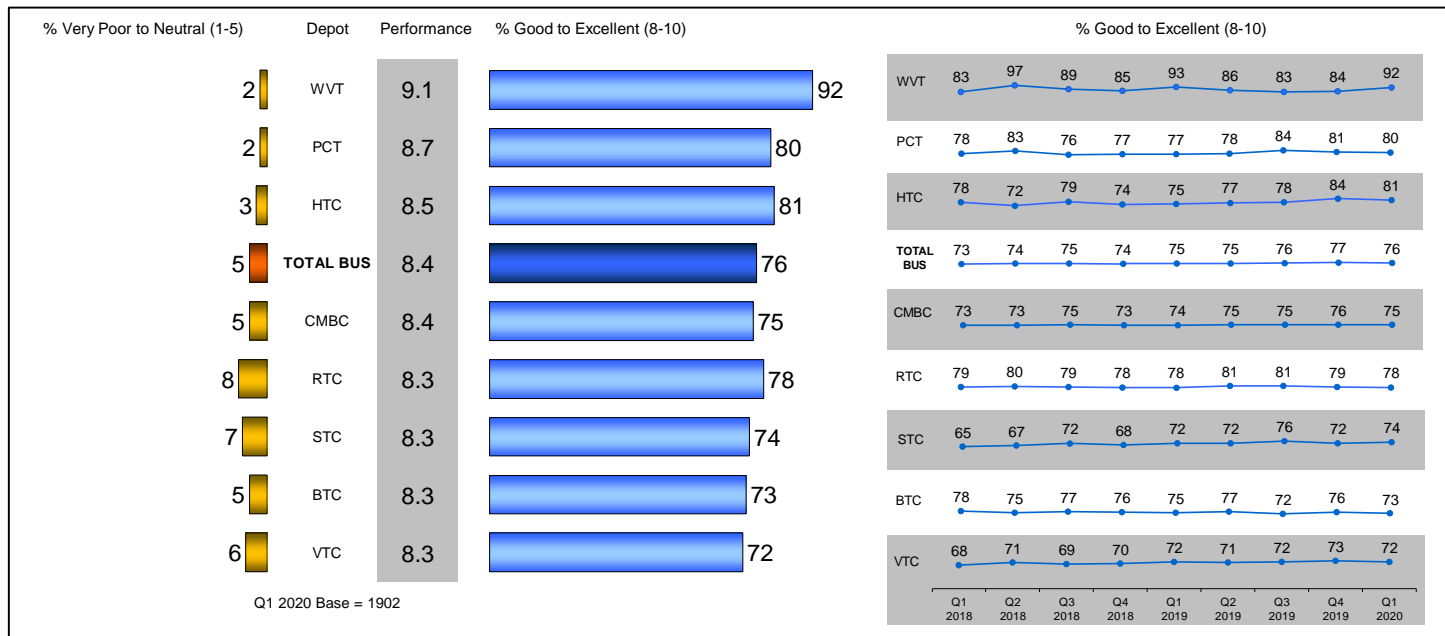
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	- 1%
WVT	- 5%	- 11%
STC	+ 8%	+ 7%
VTC	+ 1%	- 5%

○ ○ = Significant upward/downward shift

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

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



Top Scoring Route
#250
9.0

Lowest Scoring Route*
#20
7.2

Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Clean and Graffiti-Free Buses

Over three-quarters (76%) of bus riders award top ratings for Clean and Graffiti-Free Buses, down by 1 ppt from last quarter and up by 1 ppt compared to the same quarter last year. The average score remains unchanged at 8.4 out of 10.

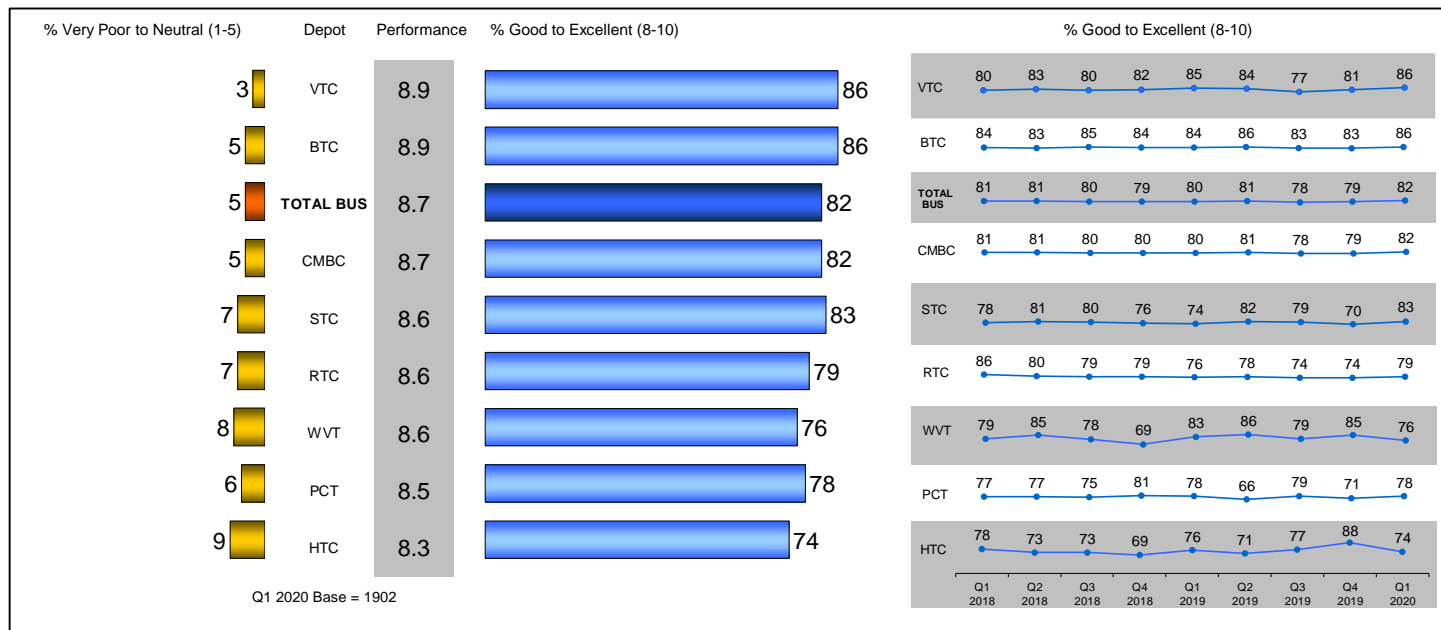
Good-to-Excellent ratings compared to:

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

= Significant upward/downward shift

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

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



Top Scoring Route
#99 B-Line
9.4

Lowest Scoring Route*
#240
8.0

Time Period Receiving Higher Ratings

- Weekdays 3:00 PM – 6:30 PM

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

Having a Direct Route

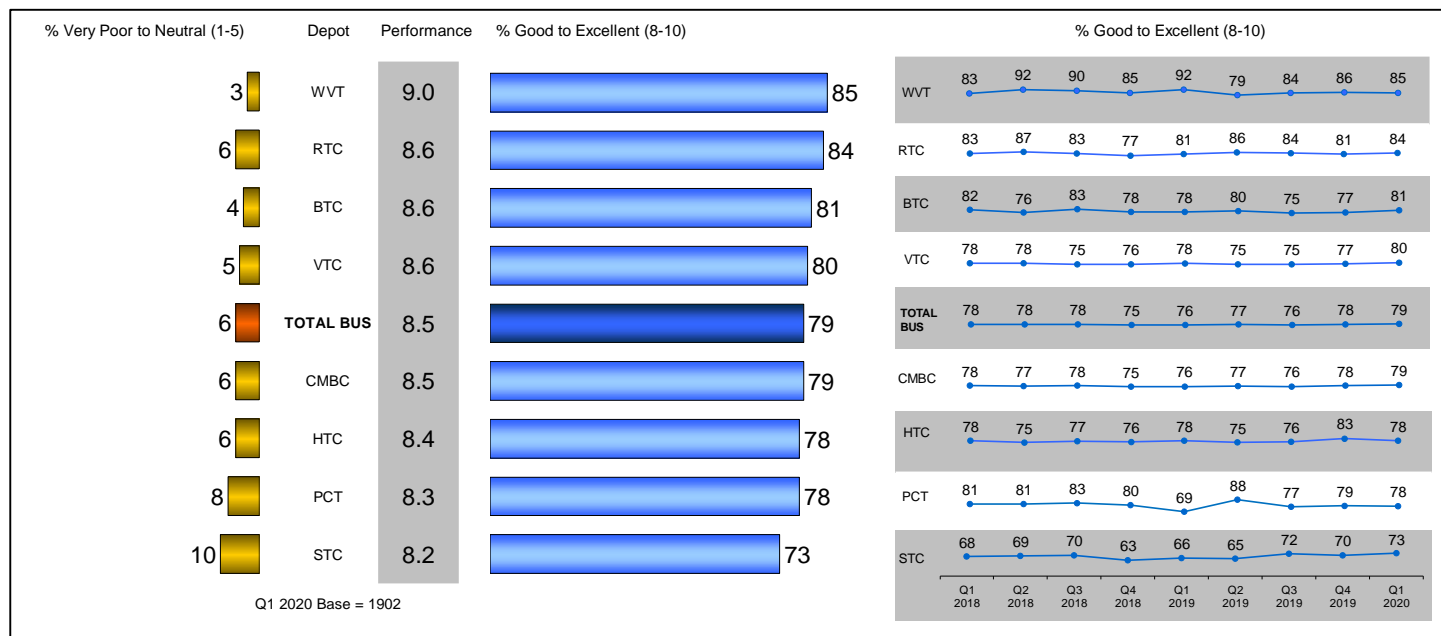
The proportion of bus riders providing top ratings for Direct Route has increased significantly compared to last quarter, from 79% to 82% currently. This is also up by 2 ppt from a year ago. The average score has also increased to 8.7 out of 10, from 8.5 last quarter.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	+ 3%	+ 2%
VTC	+ 5%	+ 1%
STC	+ 13%	+ 9%
HTC	- 14%	- 2%

= 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

#2
9.2

Lowest Scoring Route*

#10
7.8

Time Period Receiving Higher Ratings

- Weekdays 9:30 AM – 3:00 PM

* 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

Nearly eight-in-ten (79%) bus riders awarded good-to-excellent scores for Feeling Safe from Crime at Stops or Exchange, the highest level seen in the past two years. This is a significant increase from the same quarter last year (76%) and up 1 ppt from last quarter. The average score remains unchanged at 8.5 out of 10.

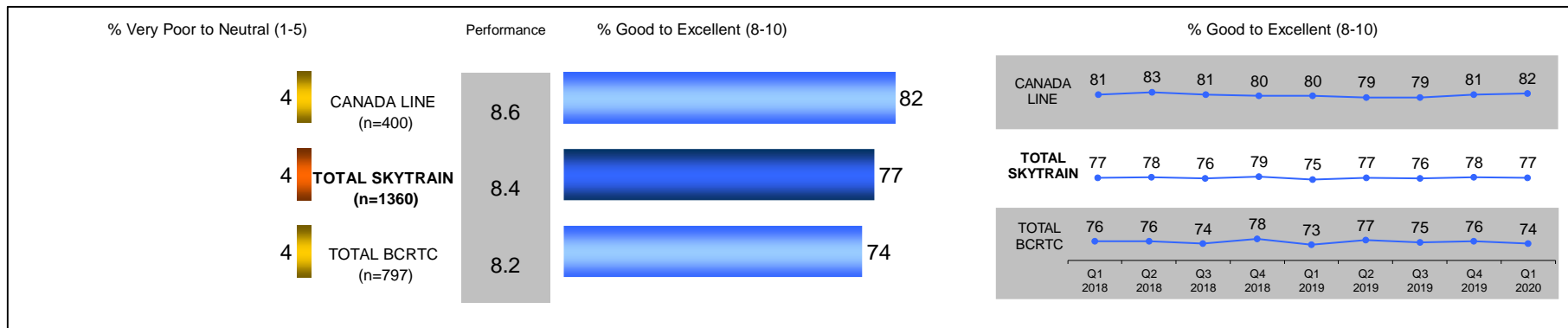
Good-to-Excellent ratings compared to:

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

= Significant upward/downward shift

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

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

Over three-quarters (77%) of SkyTrain riders award good-to-excellent ratings for Overall SkyTrain Service, similar to last quarter (78%) and up 2 ppt from the same quarter last year. The average score is consistent at 8.4 out of 10.

Good-to-Excellent ratings compared to:

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

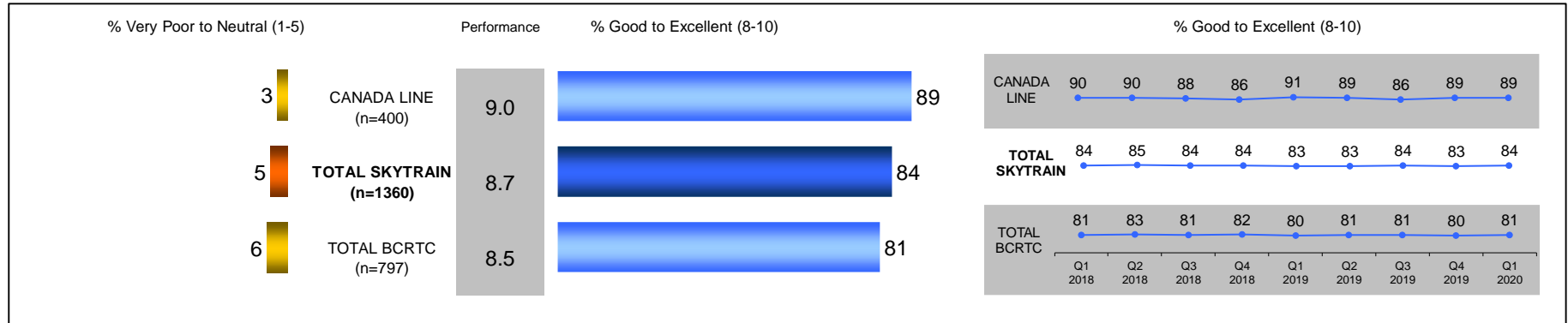
Notes: Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode.

Total BCRTC riders are those who only rode the Millennium Line 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

Q13.8 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

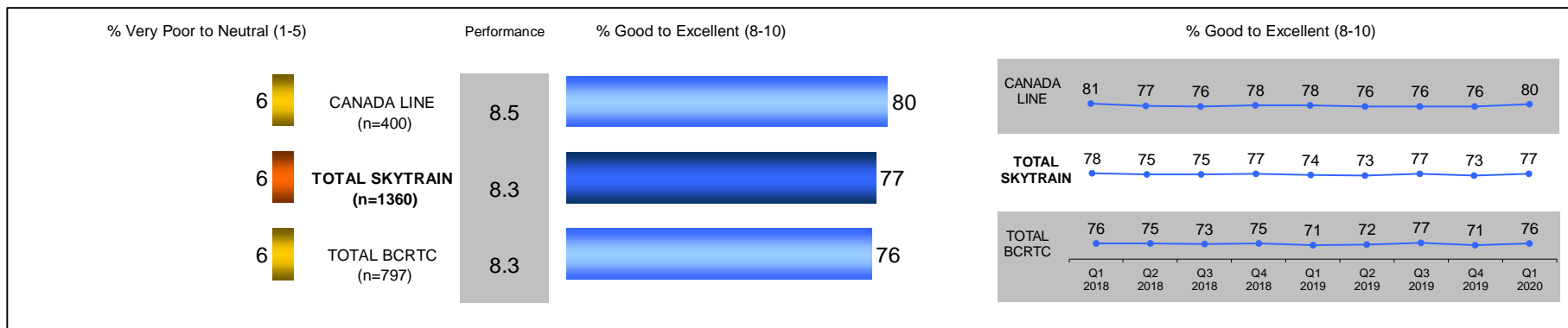
On-Time, Reliable Service

On-Time, Reliable Service earns good-to-excellent ratings from 84% of SkyTrain riders. This has remained relatively consistent over the past several periods and is the top rated key driver of Overall Service. The average score continues to stay strong at 8.7 out of 10.

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

= Significant upward/downward shift

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



 Top Key Driver

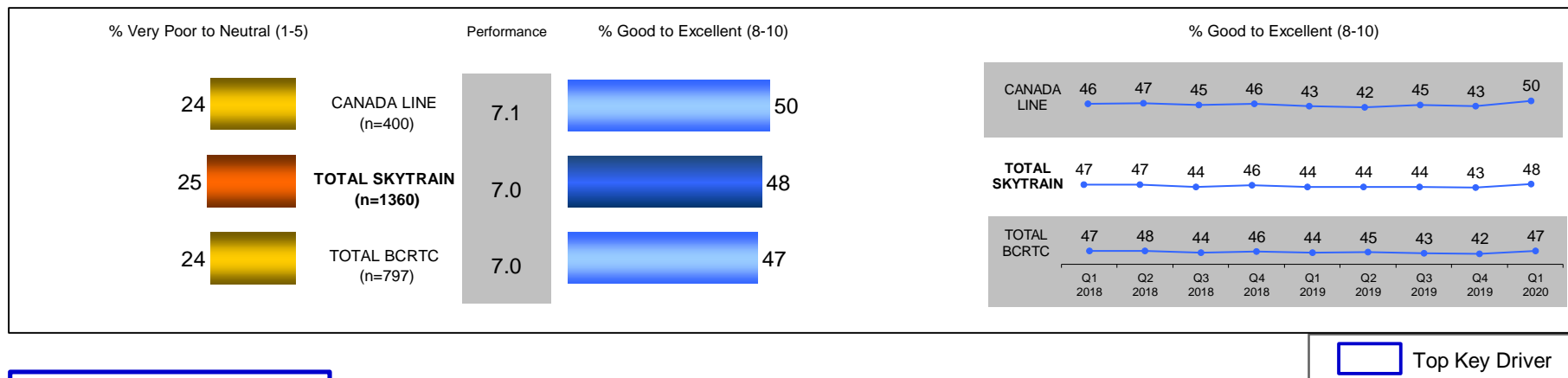
Frequency of Service

Over three-quarters (77%) of SkyTrain riders provide top ratings for Frequency of Service (a key driver of Overall SkyTrain Service), which has rebounded significantly from 73% last quarter and is back to the levels seen in Q3, 2019. Ratings for BCRTC in particular have increased compared to last quarter and a year ago. The average score is at 8.3 out of 10, up from 8.2 last quarter.

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

= Significant upward/downward shift

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



Not Being Overcrowded

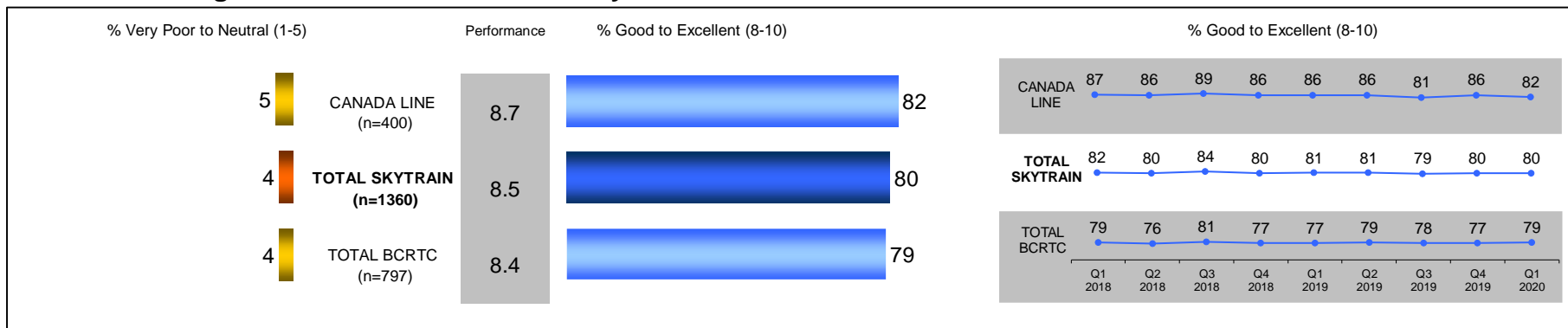
Top ratings for Not Being Overcrowded have jumped significantly compared to last quarter, from 43% to 48% currently. This is the highest proportion of good-to-excellent scores in the last two years, driven by increases in ratings for both Canada Line and BCRTC. The average score of 7.0 out of 10 has reached the positive performance threshold of 7.0 and is no longer lowest-rated top key driver of Overall Service.

This jump in top ratings for Not Being Overcrowded could be partly due to directives from the provincial government to stay home and reduce non-essential outings beginning the week of March 16th, in response to the COVID-19 pandemic. Lower ridership in the weeks following the government announcement could be a factor in improved perceptions of overcrowding on transit.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total SkyTrain:	+ 5%	+ 4%
Total BCRTC:	+ 5%	+ 3%
Canada Line:	+ 7%	+ 7%

= 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?



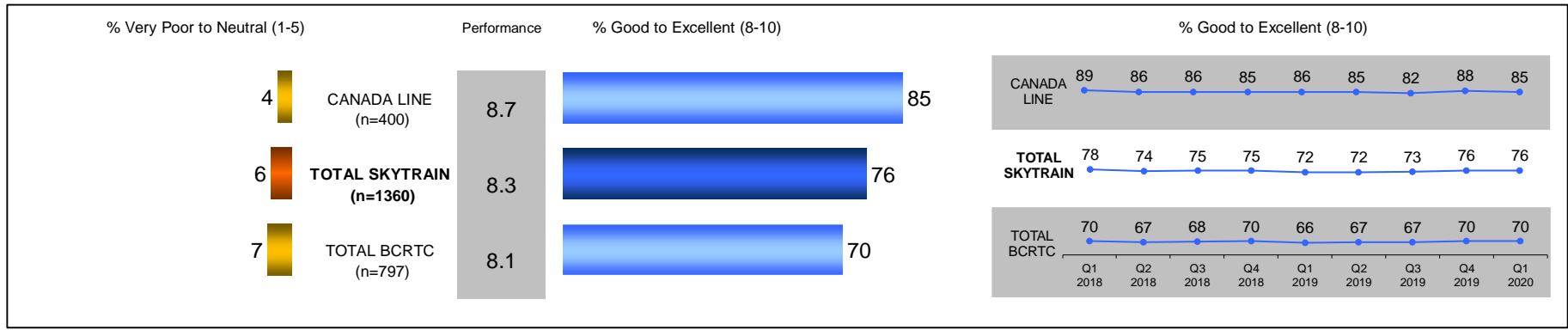
Feeling Safe from Crime On Board SkyTrain

Eight-in-ten (80%) SkyTrain riders provide top scores for Feeling Safe from Crime On Board SkyTrain (another top key driver), unchanged compared to last quarter. The average score is at 8.5 out of 10, marginally down from 8.6 last quarter.

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

= Significant upward/downward shift

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



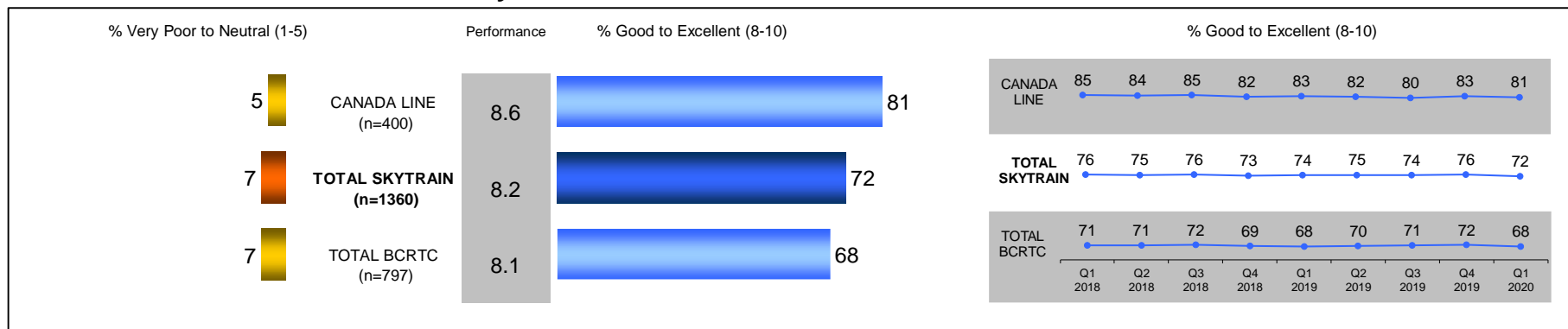
Clean and Graffiti-Free SkyTrain Cars and Stations

Unchanged since last wave, three-quarters (76%) of SkyTrain riders award top ratings to Clean and Graffiti-Free SkyTrain Cars and Stations. Compared to the same quarter last year, these ratings have increased significantly (72% in Q1, 2019). The average score is consistent at 8.3 out of 10.

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

= 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?



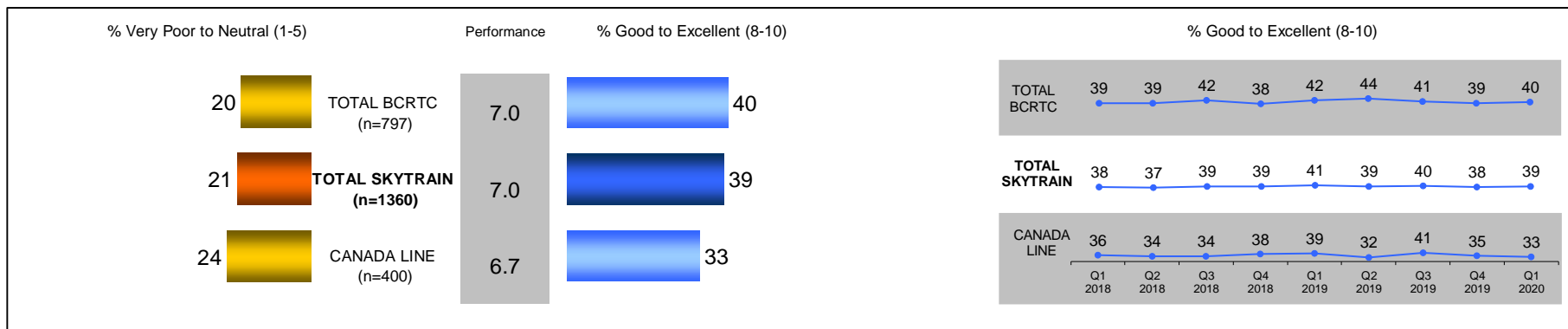
Feeling Safe from Crime Inside the SkyTrain Station

Top ratings for Feeling Safe from Crime Inside the SkyTrain Station have declined significantly compared to last quarter (72% currently vs. 76% in Q4, 2019) and are at the lowest point in the last two years. The average score has slipped slightly down to 8.2 out of 10, from 8.3 last quarter.

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

= Significant upward/downward shift

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



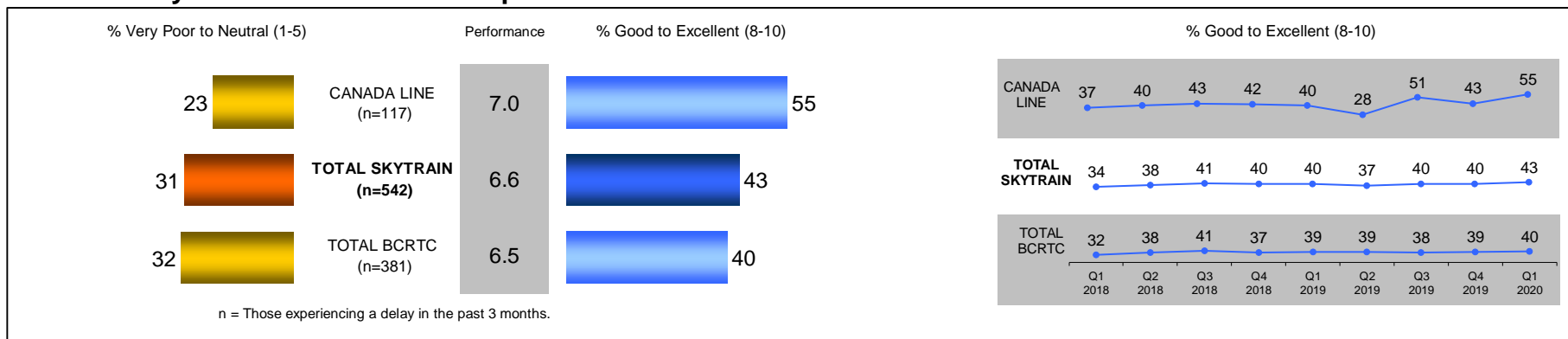
Staff Available When Needed

Four-in-ten (39%) SkyTrain riders provide top scores for Staff Available When Needed. While this is similar to last quarter, it is down by 2 ppts compared to a year ago. The average score remains at 7.0 out of 10, consistent with past periods. Notably, one-fifth (20%) of 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:	+ 1%	- 2%
Total BCRTC:	+ 1%	- 2%
Canada Line:	- 2%	- 6%

= 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

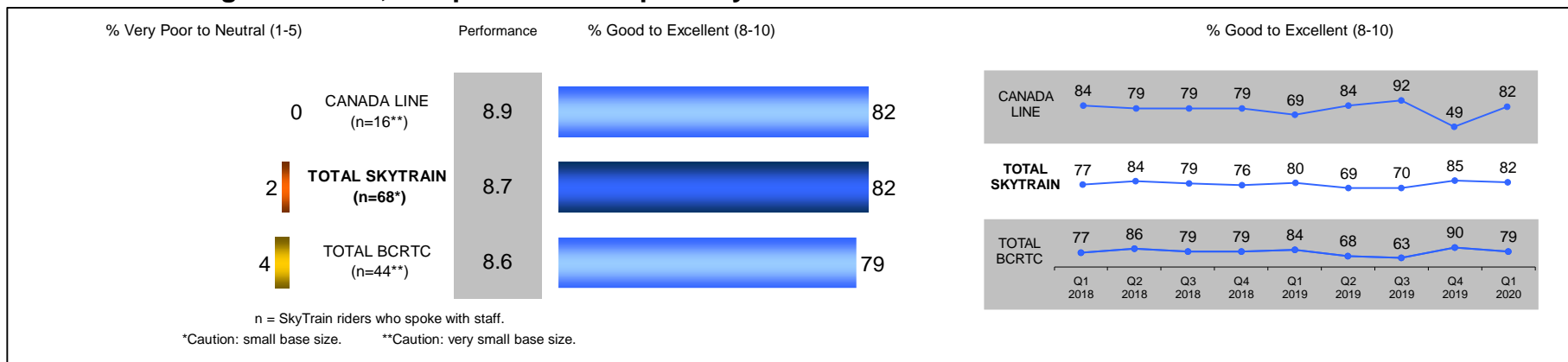
Over four-in-ten (46%) riders reported experiencing a delay on the SkyTrain, a significant jump from last quarter (37%) and the highest level seen in the past two years. Similar to the last several waves, BCRTC riders are more likely to have experienced a delay than Canada Line riders (54% vs. 35% respectively).

The proportion of riders who report experiencing a delay on the SkyTrain continues to trend up to 43% this wave, compared to 37% in Q2, 2019. This is also up by 3 pts versus a year ago. The average score is at 6.6 out of 10, marginally down from 6.7 last quarter. This is the lowest-rated service attribute on SkyTrain, and continues to be below the positive performance threshold of 7.0. Nonetheless, good-to-excellent ratings for Canada Line have rebounded significantly this quarter compared to a year ago.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	+ 3%	+ 3%
Total BCRTC:	+ 1%	+ 1%
Canada Line:	+ 12%	+ 15%

= 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

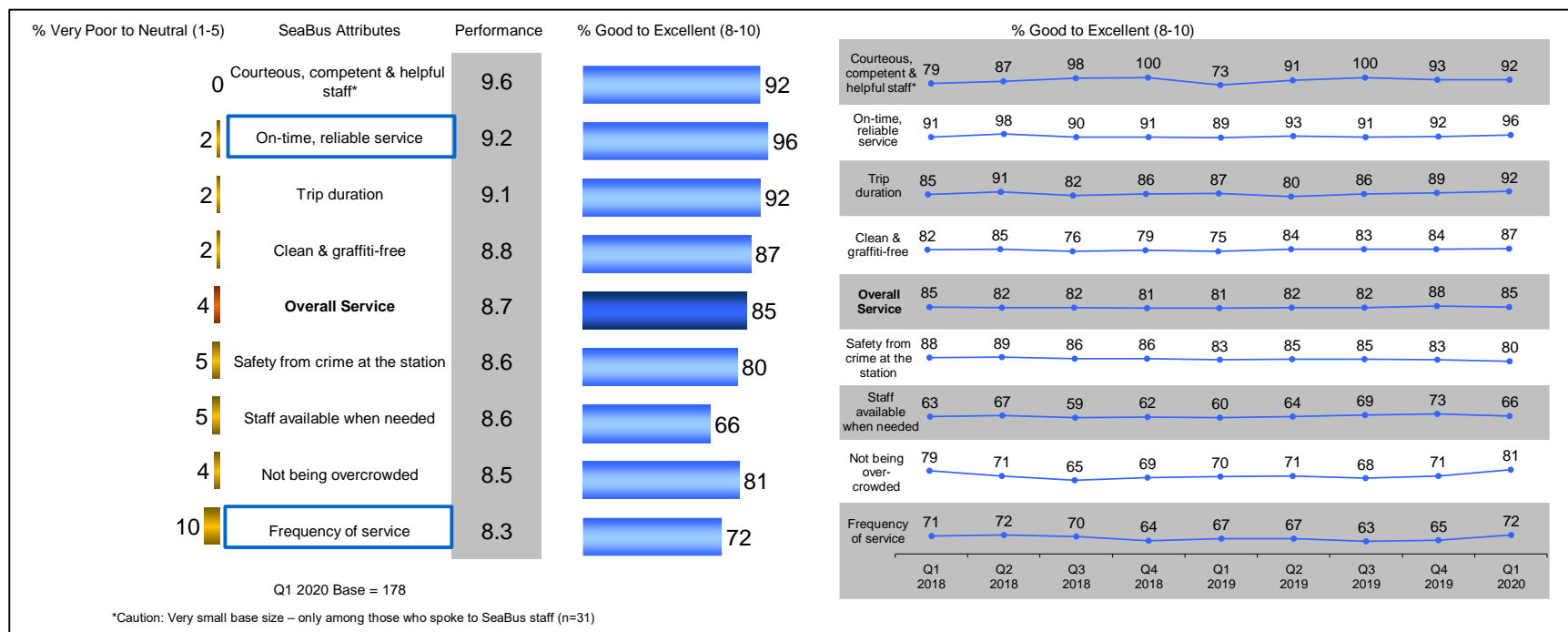
Similar to previous waves, a small proportion (6%) of SkyTrain riders interacted with a SkyTrain staff on their last trip.

Maintaining the increase seen last wave, just over eight-in-ten (82%) SkyTrain riders who spoke with staff provided top scores for Courteous, Competent and Helpful SkyTrain Staff. Top ratings among BCRTC riders fell 11 ppt to 79%, down from the all-time high of 90% last period. Good-to-excellent ratings among the small proportion of Canada Line riders who spoke to staff reversed from last quarter's sharp decline, back up to 82% from 49%.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
Total SkyTrain:	- 3%	+ 2%
Total BCRTC:	- 11%	- 5%
Canada Line:	+ 33%	+ 13%

= Significant upward/downward shift

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



SeaBus

 Top Key Driver

Top ratings from SeaBus riders for Overall Service remain strong (85%), slightly down from last quarter (88%) but up by 4 ppt compared to a year ago. The average score is consistent at 8.7 out of 10. Similar to previous periods, all SeaBus service attributes exceed the 7.0 positive performance threshold. Top ratings have increased significantly compared to the same quarter last year for On-time, Reliable Service (up 7 ppt), Clean & Graffiti-Free (up 12 ppt) and Not Being Overcrowded (up 11 ppt), all of which have seen the highest levels in the past two years.

Good-to-Excellent ratings compared to:

Overall SeaBus Service

Last Quarter

- 3%

Same Quarter Last Year

+ 4%

On-time, reliable service

+ 4%

+ 7%

Clean & graffiti-free

+ 3%

+ 12%

Not being overcrowded

+ 10%

+ 11%

 = Significant upward/downward shift

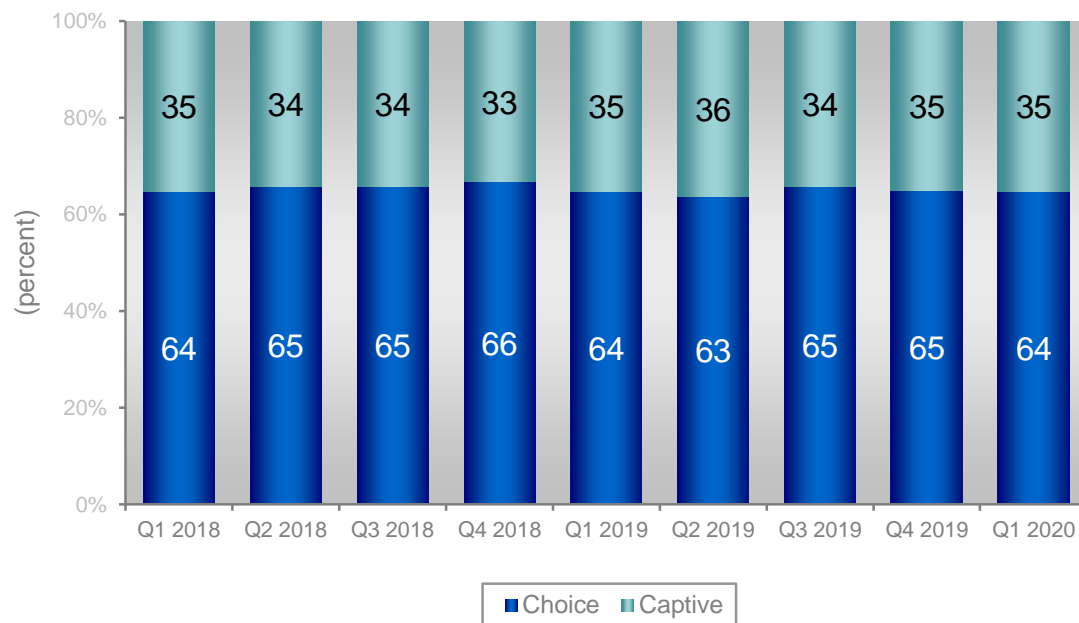
Note: SeaBus ratings are based on a small sample size and typically require a difference of 10 percentage points to be considered statistically significant.



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?



Q1 2020 Base = 2100

Choice Versus Captive

Consistent with last quarter and a year ago, just under two-thirds (64%) 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.

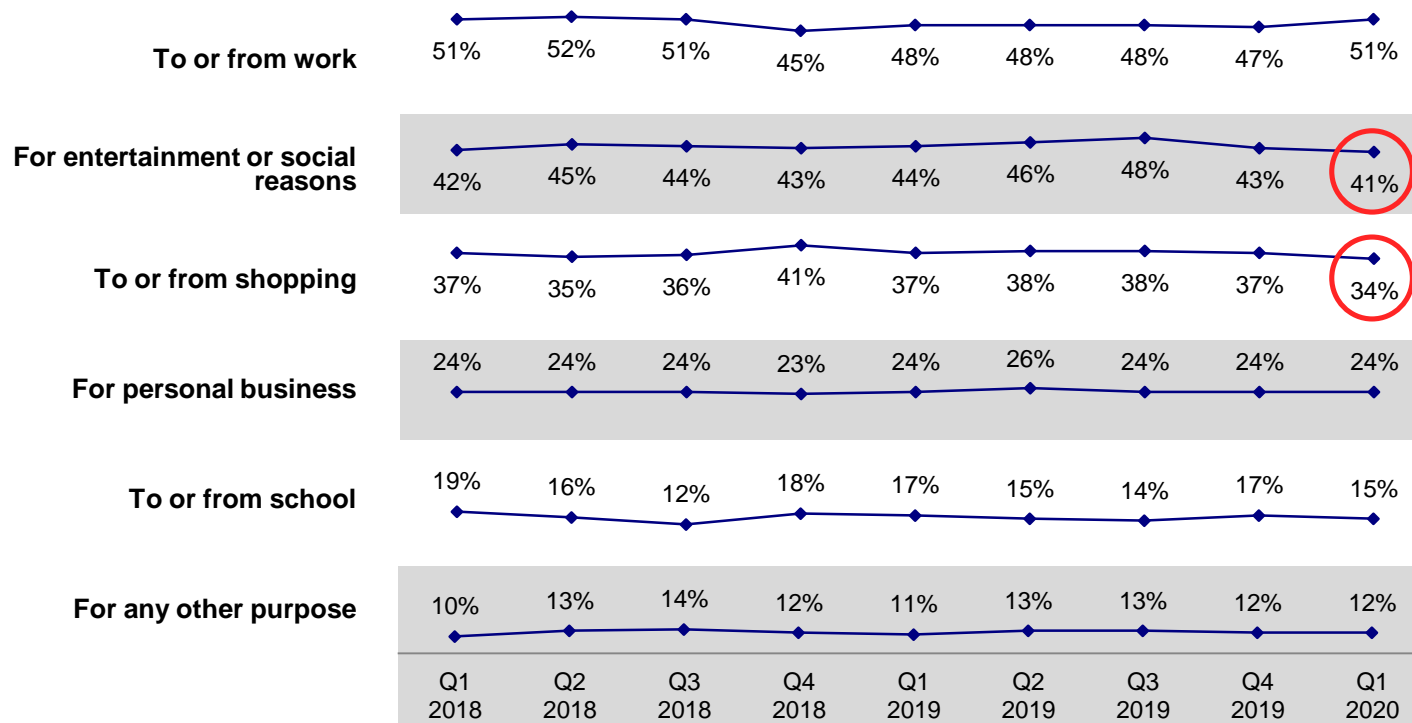
Similar to previous periods, Captive Riders in comparison to Choice riders tend to be female, younger (<35), working part-time or unemployed and less affluent (household income of \$40K or less). They are also more likely to be bus riders and have taken more transit trips in the past week.

In contrast, Choice riders are more likely to be male, older (45+), working full-time and have higher income (\$80K+).

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

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

Percentage Of Riders By Trip Purpose



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

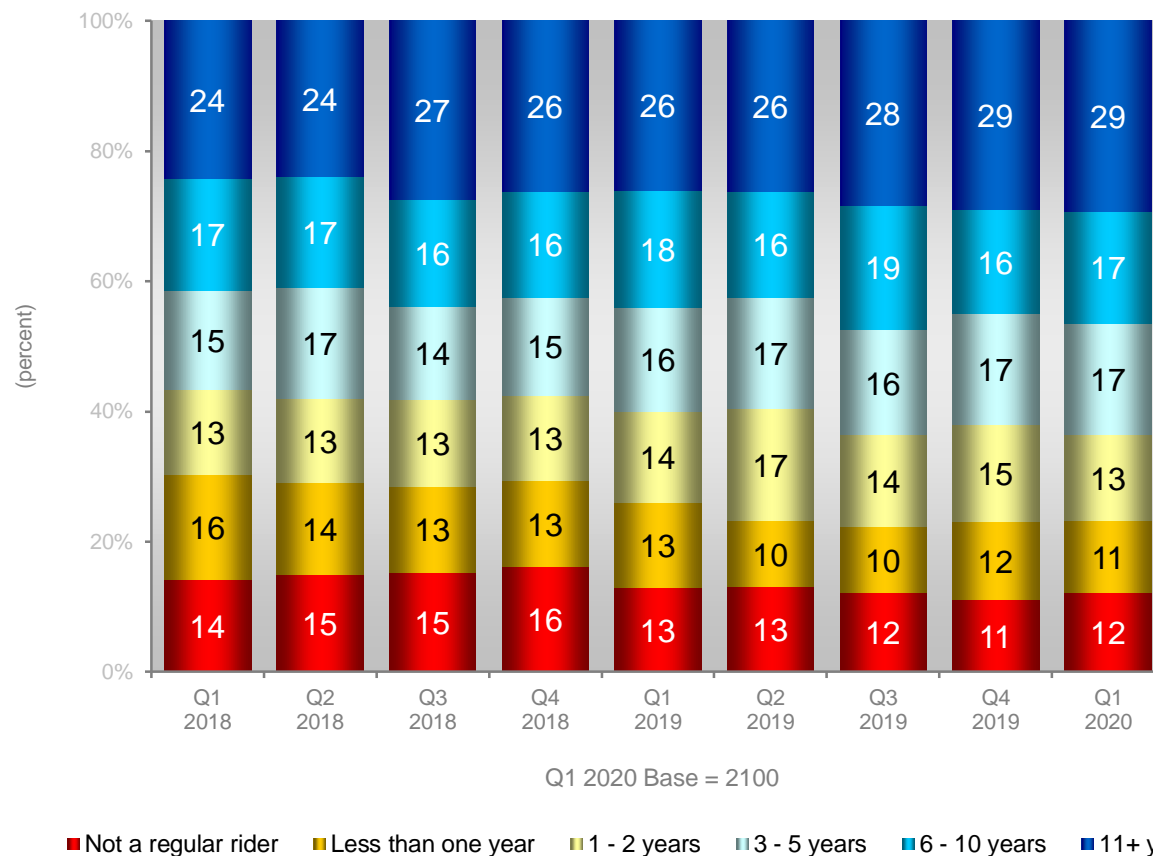
Q1 2020 Base = 2100

Trip Purpose

Half (51%) of transit riders take transit for work purposes, up from 47% last quarter and up 3 ppt from a year ago. However, the proportion who took transit for entertainment / social reasons as well as for shopping trips declined significantly compared to the same quarter of last year (down 3 ppt from Q1, 2019 for both), and have been trending down over the past two periods.

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

Avg. # of Years	9.7	10.0	11.0	10.5	10.5	10.5	10.7	10.7	11.4
-----------------	-----	------	------	------	------	------	------	------	------



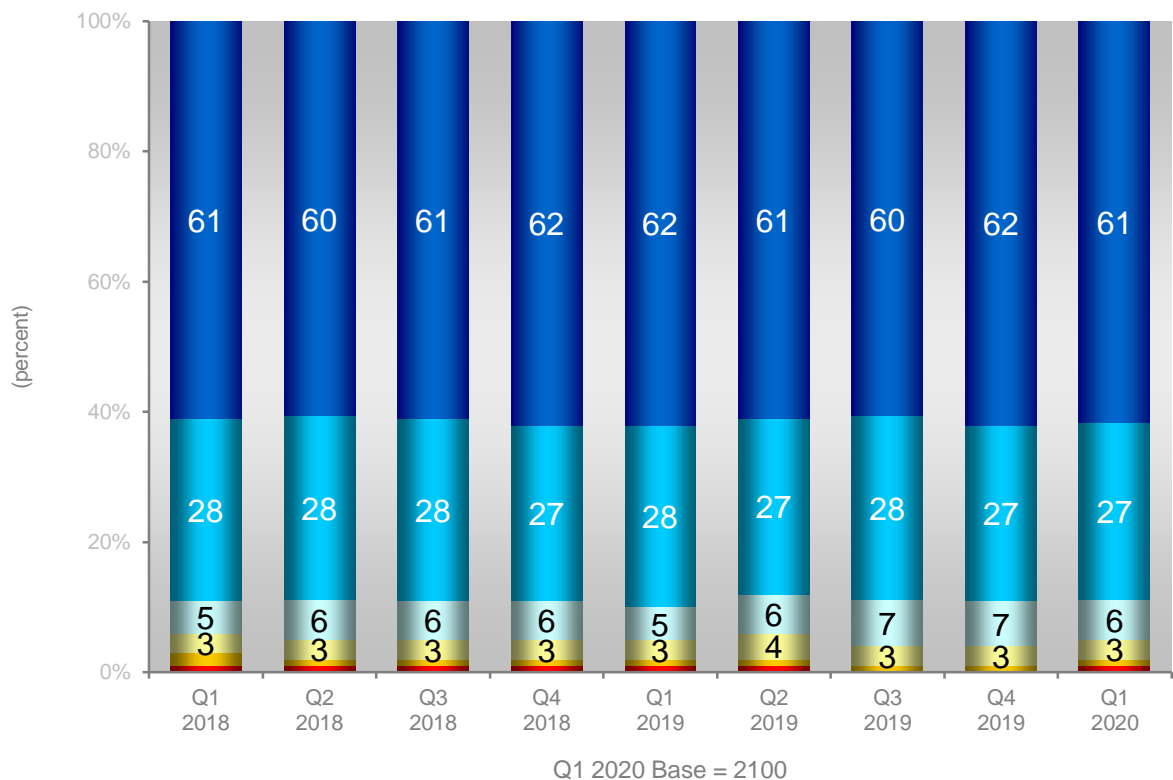
Length of Time Taking Transit on a Regular Basis

Transit riders have been taking transit for an average of 11.4 years, up from 10.7 the last two quarters and trending up since Q4 2018.

Residents of Vancouver and 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

Similar to last quarter and a year ago, six-in-ten (61%) riders indicate they will definitely take transit as often in the future as they do now. This is particularly true for older (45+) riders and residents of Vancouver.

Just over one quarter (27%) indicate their usage will probably remain the same. 6% are uncertain, and a smaller proportion (3%) indicate their usage will probably be lower.

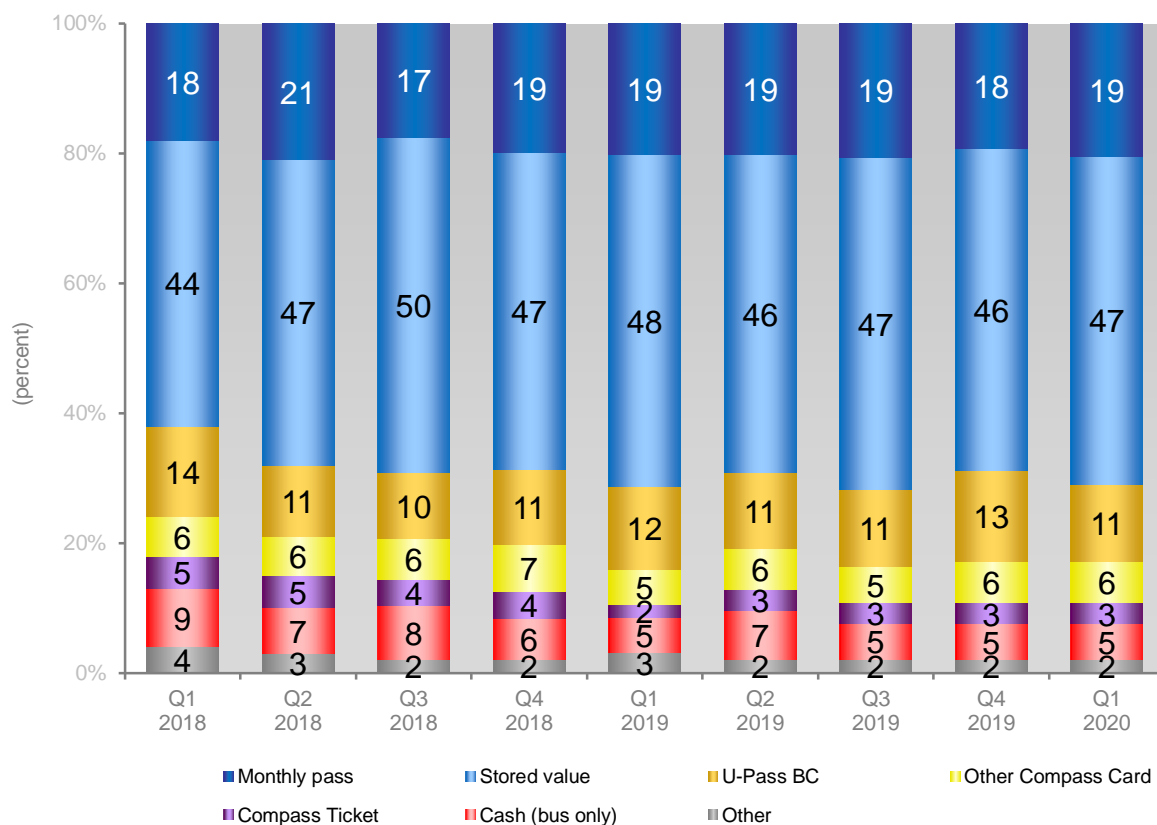
Although transit ridership has started to decrease in the month of March following stay-at-home directives from the provincial government due to the COVID-19 pandemic, the impact is not currently seen in the quarterly results.

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



Q1 2020 Base = 2100

Fare Payment Method Used

Unchanged over the last four quarters, most transit riders (84%) say Compass Card is their primary method of payment.

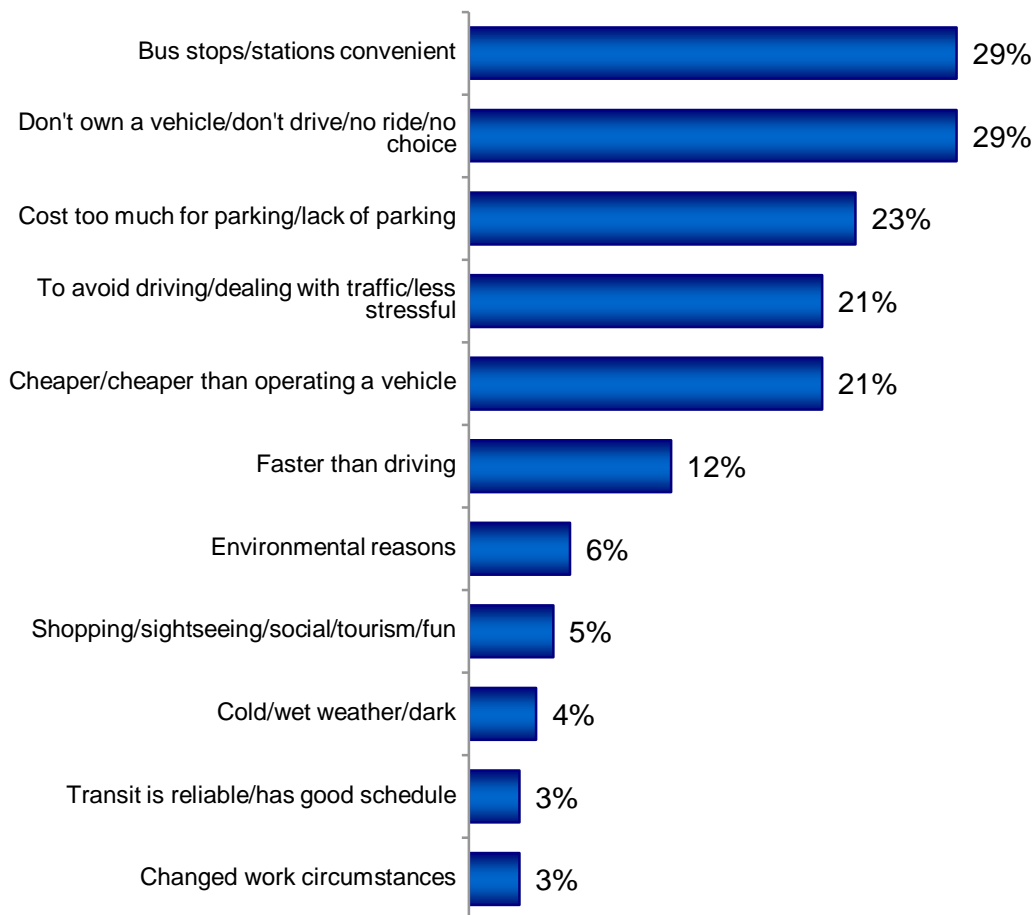
Stored Value (47%) continues to be the most popular Compass Card Product, similar to the last several periods. Those aged 45+, those with incomes of \$80+, Choice riders and SeaBus riders are more likely to have paid using Stored Value.

Monthly Pass is the next most used payment method (19%). This is more common among Captive riders, Bus riders and High-Frequency riders.

The rest of the payment methods are relatively less popular.

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

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



Top 3 Reasons for Taking Transit

Consistent with past observations, the three most commonly selected reasons for taking transit are:

- Convenient bus stops/stations (29%);
- Don't have vehicle access (29%); and
- Parking issues (23%).

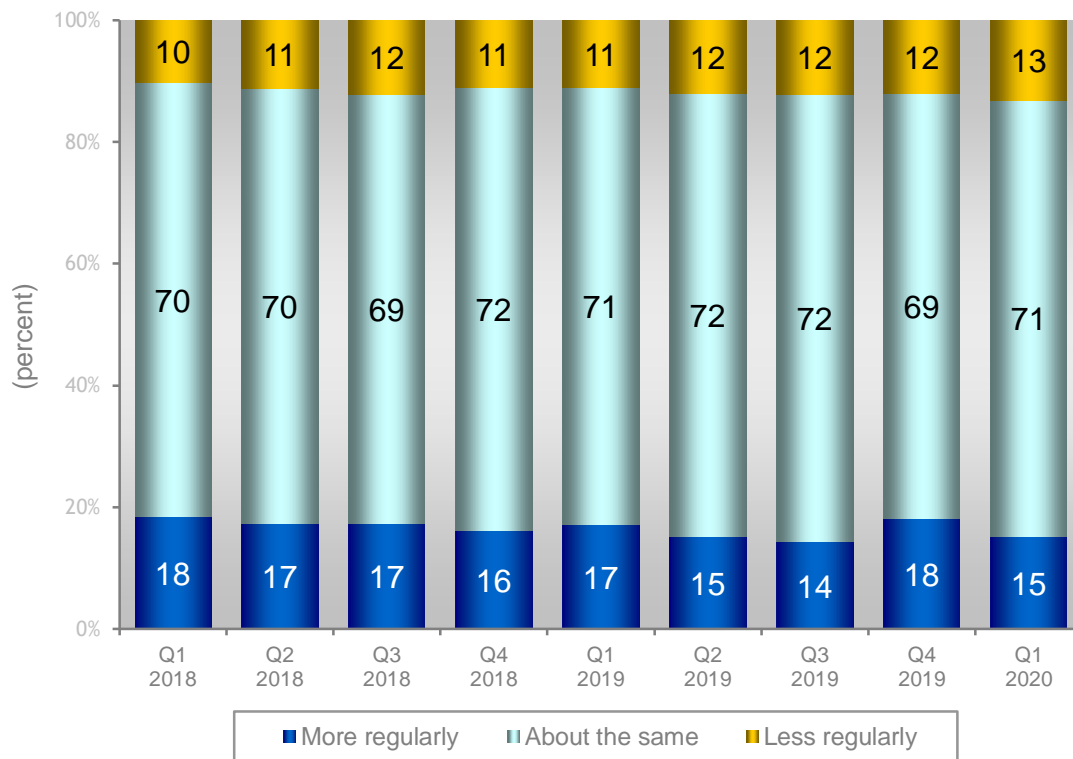
There are no notable changes in reasons for taking transit compared to last quarter.

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

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

Q1 2020 Base = 2100

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



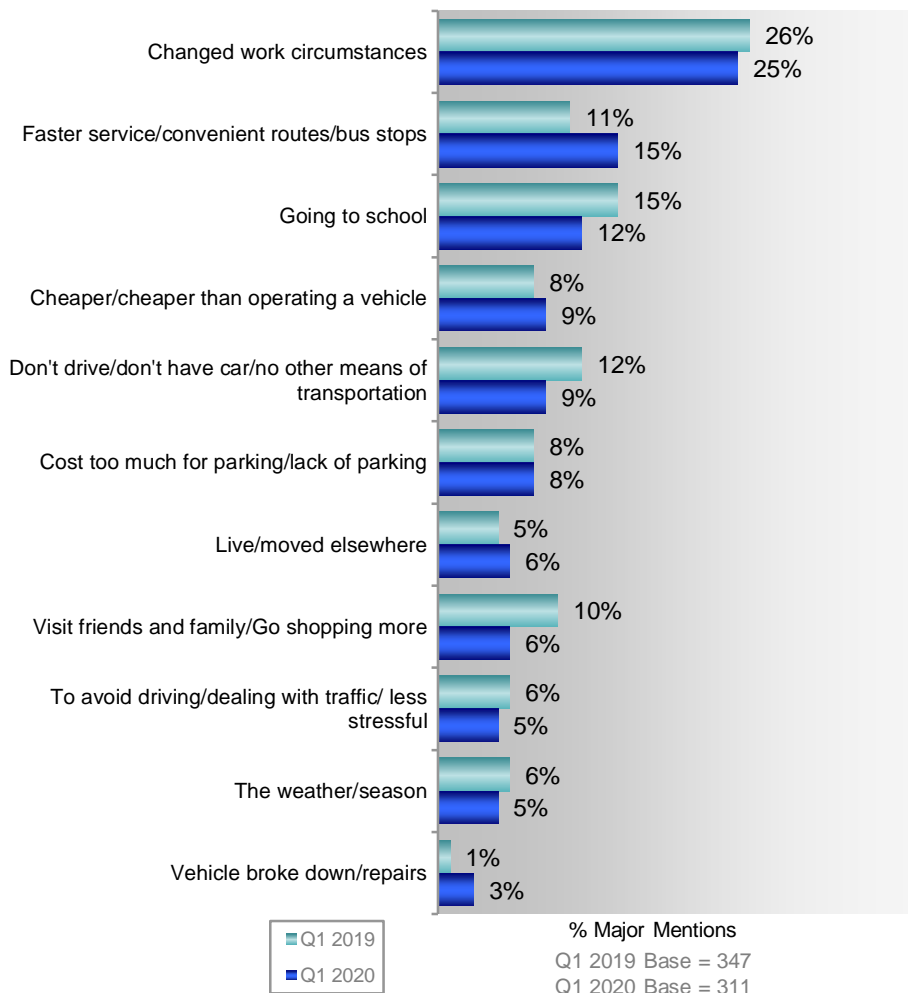
Q1 2020 Base = 2100

Changes in Transit Usage Last Six Months

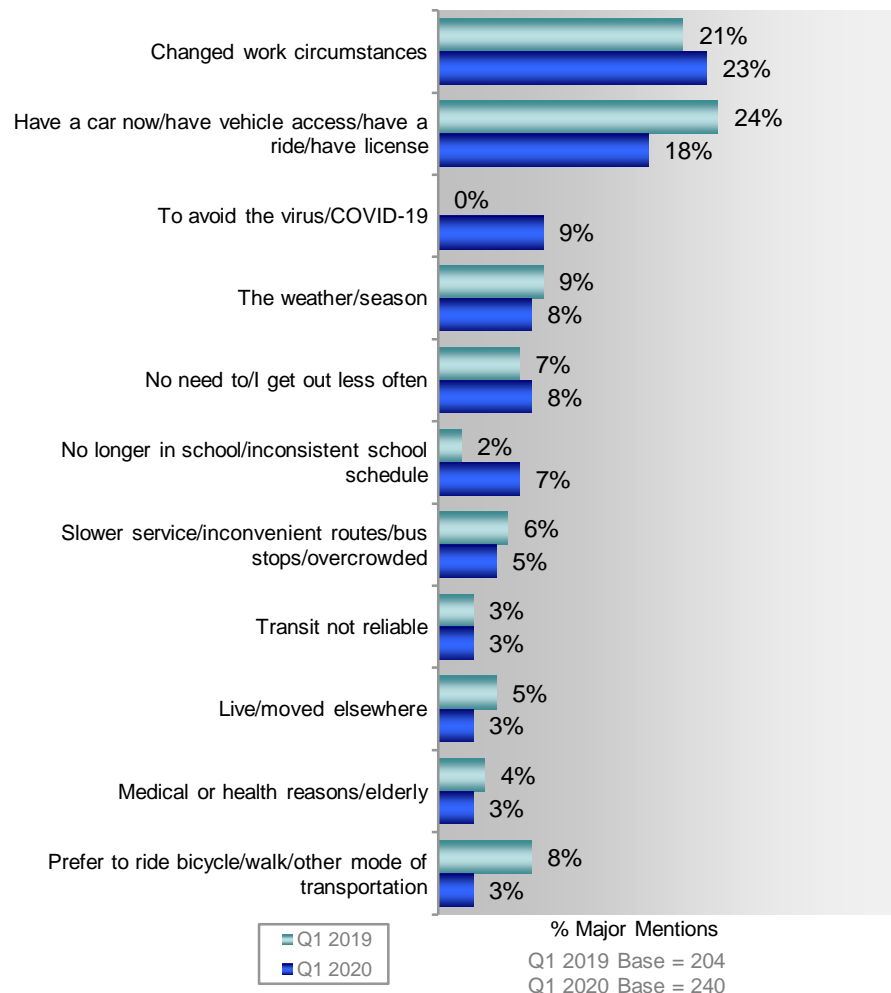
Seven-in-ten (71%) transit riders indicate their transit usage has not changed in the past six months, up 2 ppt from last quarter and the same as a year ago. This is especially the case for Seniors (65+).

Over one-in-ten (15%) say they are taking transit more regularly. The remaining 13% of transit riders are using transit less regularly.

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



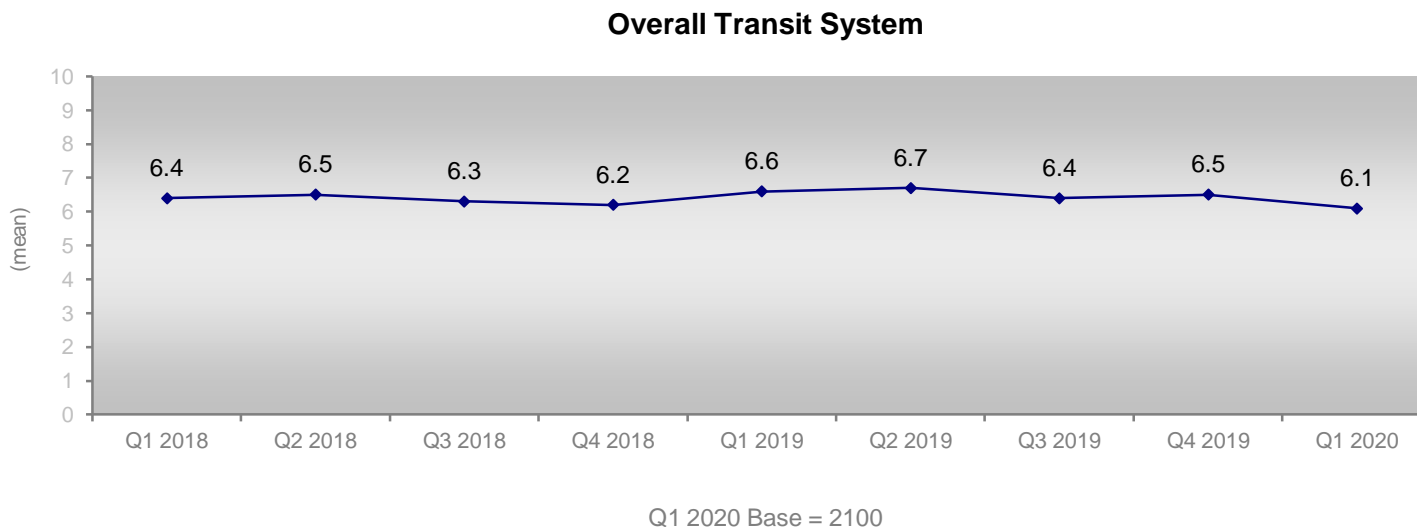
Q27. What would you say is your main reason for riding transit less regularly?



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

Consistent with previous periods, the main reason for taking transit *more* regularly is due to changes in work situations (25%, unchanged since a year ago). Transit riders who are taking transit *less* also do so primarily because of changes in their work circumstances (23%). A new mention this quarter, one-in-ten (9%) riders are taking transit less regularly due to the COVID-19 pandemic.

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



Average Number of Trips

Transit riders report making 6.1 one-way transit trips in the past seven days, which is down considerably from both last quarter and a year ago. This is the lowest level observed in the past two years.

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

- Bus users: 6.9 one-way transit trips (down from last quarter)
- SkyTrain users: 6.4 one-way transit trips (down from last quarter)
- SeaBus users: 5.4 one-way transit trips (down from last quarter)




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	1430	652
Average past-week transit trips	6.1	4.6	8.7
Years been a transit rider	11.4	12.1	10.3
Transit system – Overall Service Rating	7.9	7.9	8.0
Mode	%	%	%
Bus	75	68	88
SkyTrain	68	70	65
SeaBus	7	8	4
Age	%	%	%
18-34 years	38	30	55
35-54 years	34	39	25
55+ years	26	30	19
Gender	%	%	%
Male	49	51	45
Female	51	49	55
Employment status*	%	%	%
Full-time	48	52	40
Part-time	17	15	22
Not employed	37	34	41
Education	%	%	%
High school or less	18	15	24
Vocational/college/technical	18	18	18
Some university	12	10	15
Graduated university	50	55	41
Household Income	%	%	%
Under \$40K	21	14	34
\$40K to <\$80K	21	20	22
\$80K or more	36	46	19

Choice and Captive

Choice riders, those who have regular access to a vehicle for the transit trip(s) they make, account for 64% 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.

Detailed Findings

Customer Profiles – Choice and Captive Riders

	TOTAL	CHOICE	CAPTIVE
Base	2100	1430	652
Travel Purpose	%	%	%
Work	51	48	56
Entertainment	41	43	38
Shopping	34	27	47
Personal Business	24	22	28
School	15	11	23
Payment Method	%	%	%
Cash fare	5	6	5
Compass Ticket	3	4	1
Compass Card	84	81	90
Other	2	2	2
Region	%	%	%
Vancouver	38	34	45
Surrey / North Delta / White Rock / Langley	18	18	18
Burnaby / New Westminster	16	14	18
Richmond / South Delta	10	13	6
Northeast Region	9	10	7
North Vancouver	8	9	5
West Vancouver	2	2	2

 Significantly higher than the other rider group

Detailed Findings

Customer Profiles – Low, Medium and High Frequency Riders

	TOTAL	LOW	MEDIUM	HIGH
Base	2100	1063	580	457
Years been a transit rider	11.4	13.5	10.9	9.1
Transit system – Overall Service Rating	7.9	8.0	8.0	7.7
Average age*	42.7	47.2	41.7	36.1
Age	%	%	%	%
18-34 years	38	26	41	56
35-54 years	34	38	33	30
55+ years	26	35	25	13
Gender	%	%	%	%
Male	49	51	47	46
Female	51	49	53	54
Employment status**	%	%	%	%
Full-time	48	45	47	54
Part-time	17	15	18	22
Not employed	37	40	37	30
Household Income	%	%	%	%
Under \$40K	21	15	27	27
\$40K to <\$80K	21	19	21	25
\$80K or more	36	44	31	29
Mode	%	%	%	%
Bus	75	63	83	86
SkyTrain	68	65	68	75
SeaBus	7	8	6	6

Low, Medium and High Frequency Riders

Just under half (45%) of transit users are categorized as Low Frequency users, which means they make 3 one-way transit trips or less in a week.

Just under three-in-ten (29%) riders are classified as Medium Frequency users, or those who take between 4 to 9 one-way transit trips per week.

The remaining one-quarter (26%) 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	1063	580	457
Travel Purpose	%	%	%	%
Work	51	30	58	78
Entertainment	41	40	37	47
Shopping	34	27	37	45
Personal Business	24	19	29	29
School	15	7	17	29
Payment Method	%	%	%	%
Cash fare	5	8	3	4
Compass Ticket	3	5	1	<1
Compass Card	84	75	89	94
Other	2	2	1	<1
Region	%	%	%	%
Vancouver	38	33	42	41
Surrey / North Delta / White Rock / Langley	18	18	17	17
Burnaby / New Westminster	16	14	15	19
Richmond / South Delta	10	12	9	9
Northeast Region	9	11	8	6
North Vancouver	8	10	7	5
West Vancouver	2	2	1	1

 Significantly higher than the other rider group(s)

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	2100	1569	1360	178
Average past-week transit trips	6.1	6.9	6.4	5.4
Years been a transit rider	11.4	11.6	10.8	15.5
Transit System – Overall Service Rating	7.9	7.9	7.9	8.1
Average age*	42.7	42.1	41.5	46.2
Age	%	%	%	%
18-34 years	38	41	41	24
35-54 years	34	32	34	44
55+ years	26	26	23	29
Gender	%	%	%	%
Male	49	47	51	55
Female	51	53	49	45
Employment status**	%	%	%	%
Full-time	48	45	52	59
Part-time	17	19	17	16
Not employed	37	39	33	28
Education	%	%	%	%
High school or less	18	20	17	18
Vocational/college/technical	18	17	18	10
Some university	12	12	12	9
Graduated university	50	48	52	61
Household Income	%	%	%	%
Under \$40K	21	24	20	11
\$40K to <\$80K	21	23	21	19
\$80K or more	36	32	40	50

 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 (75%) among transit users, followed by SkyTrain (68%).

SeaBus usage remains relatively low at 7%.

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

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	2100	1569	1360	178
Travel Purpose	%	%	%	%
Work	51	53	53	53
Entertainment	41	41	45	56
Shopping	34	39	33	25
Personal Business	24	28	24	25
School	15	18	16	10
Payment Method	%	%	%	%
Cash fare	5	5	4	6
Compass Ticket	3	1	3	4
Compass Card	84	88	84	78
Other	2	1	2	2
Choice/Captive Riders	%	%	%	%
Choice	64	58	66	78
Captive	35	41	33	20
Region	%	%	%	%
Vancouver	38	42	34	18
Surrey / North Delta / White Rock/ Langley	18	18	19	9
Burnaby / New Westminster	16	14	19	5
Richmond / South Delta	10	9	12	3
Northeast Region	9	7	11	1
North Vancouver	8	8	4	62
West Vancouver	2	2	1	2

 Significantly higher than the other rider group(s)

Detailed Findings

Customer Profiles – Demographic Profile of Transit Customers

	Metro Vancouver Population 16 Years or older*	(Q1-2018)	(Q2-2018)	(Q3-2018)	(Q4-2018)	(Q1-2019)	(Q2-2019)	(Q3-2019)	(Q4-2019)	(Q1-2020)
BASE	2000	2100	2101	2100	2100	2100	2100	2100	2100	2100
Average Years Riding Transit	n/a	9.7	10.0	11.0	10.5	10.5	10.5	10.7	10.7	11.4
Age:	%	%	%	%	%	%	%	%	%	%
Aged 18 to 24 years	12	22	19	20	22	20	20	19	20	19
Aged 25 to 34 years	18	17	19	19	16	18	18	19	18	19
Aged 35 to 44 years	18	14	15	15	16	14	15	14	15	14
Aged 45 to 54 years	20	20	19	20	18	20	20	20	20	20
Aged 55 to 64 years	16	11	11	11	10	10	9	9	10	11
Aged 65 years and over	17	16	15	16	16	16	17	17	16	16
Gender:	%	%	%	%	%	%	%	%	%	%
Male	48	49	49	49	49	48	48	49	49	49
Female	52	51	51	51	51	52	52	51	51	51
Employment	%	%	%	%	%	%	%	%	%	%
Employed full-time	57	47	52	51	45	49	46	48	47	48
Employed part-time	13	18	16	17	18	17	17	17	17	17
Student	5	17	14	13	17	16	16	14	16	15
Not employed	3	5	4	4	4	4	6	4	5	5
Homemaker	2	2	2	3	4	3	3	3	3	3
Retired	18	16	15	17	17	16	17	17	16	15
Refused	1	1	1	1	1	1	1	2	1	1
Education:	%	%	%	%	%	%	%	%	%	%
High school or less	21	18	18	18	18	17	17	19	17	18
Voc./college/tech.	26	18	20	19	19	17	18	17	18	18
Some university	7	12	12	11	12	14	12	12	13	12
Graduated university	45	50	49	51	50	52	50	51	50	50
Refused	0	1	1	1	2	1	2	2	2	2

Transit tenure is at 11.4 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) – Mar 2020 Questionnaire

[READ ALL QUESTIONS VERBATIM - NO EXCEPTIONS]

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

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

[TARGET AVERAGE SURVEY LENGTH: 15 MINUTES]

[HIDDEN VARIABLE]

S1. Sample Source

1. Landline Sample
2. Cellphone Sample

[INTRODUCTION]

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

- A1. How many people in your household are aged 18 or over and have taken public transit that is the bus, SeaBus or SkyTrain in the last thirty days? (INTERVIEWER: RECORD NUMBER OF PEOPLE IN HOUSEHOLD AGE 18 OR OVER AND HAVE TAKEN PUBLIC TRANSIT, THAT IS THE BUS, SEABUS OR SKYTRAIN IN THE LAST THIRTY DAYS.)

[0 – 30 RECORD NUMBER]

(IF NECESSARY: Public transit includes the Canada Line.)

[IF S1 = LANDLINE SAMPLE:

IF NO ONE 18+ HAS USED TRANSIT THANK AND TERMINATE. IF ONLY ONE PERSON 18+ HAS USED TRANSIT, ASK TO SPEAK TO THAT PERSON, THEN GO TO SCREENER A.

IF TWO OR MORE PERSONS HAVE USED TRANSIT IN Q.A1, SAY: I would like to speak to the Transit rider 18 or older who had the most recent birthday. [REINTRODUCE]

IF NOT AVAILABLE, ARRANGE CALLBACK.

IF NECESSARY: We ask for the person with the last birthday as a means of randomizing the respondents in our sample.

(RE-INTRODUCE IF NECESSARY: Hi, we are doing a short study on behalf of Translink.)]

[FOR INTERVIEWERS TO RECORD ONLY]

- A1b. Did the respondent pass the phone to another household member?

Yes
No



[ASK AC1 ONLY IF S1 = CELLPHONE SAMPLE. OTHERWISE, GO TO SCREENING QUESTIONS]

AC1. Are you age 18 or older?

Yes

No

[IF NO IN AC1, THANK & TERMINATE. OTHERWISE CONTINUE]

SCREENING QUESTIONS

A. Do you or anyone in your household work for TransLink or the public transit system? **(IF NECESSARY: Public transit includes the bus, SeaBus, West Coast Express or SkyTrain, including the Canada line.)**

Yes

No

[IF NO AT QA CONTINUE, OTHERWISE THANK & TERMINATE]

B. Have you taken the Bus, SeaBus or SkyTrain in the last thirty days? **(IF NECESSARY: SkyTrain includes the Canada Line.)**

Yes

No

[IF QB = YES CONTINUE, OTHERWISE THANK AND TERMINATE]

C. Have you or anyone in your household participated in any surveys related to public transit within the last six months?

Yes

No

[IF C = NO CONTINUE, OTHERWISE THANK & TERMINATE]

[IDENTIFY REGION]

Q1. In which municipality do you live? **(DO NOT READ LIST BUT IF NECESSARY CLARIFY/PROBE FROM LIST. IF DELTA MENTIONED ASK: Would that be North Delta or South Delta?)**

1. BURNABY
2. COQUITLAM
3. BELCARRA/ANMORE
4. LANGLEY
5. LION'S BAY
6. MAPLE RIDGE/PITT MEADOWS
7. NEW WESTMINSTER
8. NORTH DELTA
9. NORTH VANCOUVER
10. PORT COQUITLAM



- 11. PORT MOODY
- 12. RICHMOND
- 13. SOUTH DELTA/TSAWWASSEN/LADNER
- 14. SURREY/CLOVERDALE
- 15. VANCOUVER
- 17. WEST VANCOUVER
- 18. WHITE ROCK
- 19. DEEP COVE
- 21. HORSESHOE BAY
- 22. BOWEN ISLAND
- 23. ABBOTSFORD
- 24. MISSION
- OTHER (SPECIFY)

[IF Q1 = CODE 23 ABBOTSFORD OR CODE 24 MISSION THANK & TERMINATE, ALL OTHERS CONTINUE]

[IF S1 = CELLPHONE SAMPLE AND Q1 = DK/REFUSED/OTHER, THANK AND TERMINATE]

[IF S1 = LANDLINE SAMPLE: PROGRAMMER SET MARKET QUOTAS BASED ON Q1, USE SAMPLE VARIABLE TO CALCULATE REGION IF Q1 DK/REFUSED OR OTHER]

ASSESS FREQUENCY OF USE, MODE, TIME, AND TRIP PURPOSE

2. (2.0) Have you taken the bus, SeaBus or SkyTrain- including the Canada Line, in the past 7 days?

- Yes
- No

[PROGRAMMER: SET TEXT INSERT FOR REMAINDER OF SURVEY CALLED "DAYS" , IF YES IN Q2, THEN ASK inserts "7"; OTHERWISE INSERT "30"]

2a. (2.1) How many one-way transit trips did you make in the last [DAYS] days [INSERT FROM LIST]?
[PROGRAMMER DISPLAY TEXT FOR 1ST ITEM, AND THEN AS READ IF NECESSARY FOR 2ND+ ITEMS] A one-way trip is any trip to a single destination not counting any transfers along the way. For example, a trip to [INSERT DESTINATION UNDER DISCUSSION] and home again would count as two one-way trips.

How about ... [INSERT ITEM]? (INTERVIEWER PROMPT IF DON'T KNOW OR REFUSED, ASK: "May I have your best guess")

- To or from work
- To or from school
- To or from shopping
- For personal business such as the doctor or bank
- For entertainment or social reasons
- For any other purpose

[RANGE= 0-96]

[PROGRAMMER ADD TOTAL NUMBER OF TRIPS IN Q2A]

[IF DK OR REFUSE TO ANY OR ZERO TO ALL IN Q2A THANK & TERMINATE]



IF TOTAL AT Q2A IS 15-39, OR TOTAL IS 40+ AND Q2=No, ASK INT1 WITH THE BELOW "OPTIONAL REVIEW" INSERT:

Based on these descriptions, would you like to review your answers? **(IF NEEDED: Your total of number of trips equalled [INSERT TOTAL FROM Q2A])**

IF TOTAL AT Q2A IS 40+ AND Q2=Yes, ASK INT1 WITH THE BELOW "FORCED REVIEW" INSERT:

Your total of number of trips equalled [INSERT TOTAL FROM Q2A] in the past seven days. Based on these descriptions, we'll need to review your answers. **(INTERVIEWER: ENTER "Yes" BELOW AND REVIEW)**

[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. [INSERT TEXT AS ABOVE]

Yes

No

[IF YES LOOP BACK TO Q2A AND RE-ASK SERIES]

3. Of the [INSERT TOTAL FROM Q2A] one-way trips you made in the last [DAYS] days, how many did you make using the... [INSERT ITEM]? And how about ... [INSERT SECOND ITEM, ETC]? **(IF DON'T KNOW OR REFUSED, ASK: "May I have your best guess?")**

1. Bus only
2. SkyTrain only
3. SeaBus only
4. Bus and SkyTrain
5. Bus and SeaBus
6. SkyTrain and SeaBus
7. Bus, SeaBus and SkyTrain

[0-96]

[PROGRAMMER: ONCE TOTAL IS REACHED DO NOT ASK REMAINING ITEMS AND AUTOCODE THEM TO ZERO]

[PROGRAMMER: DISPLAY ALL ITEMS AT Q3 AND PERCENTAGES GIVEN, DISPLAY VALIDATION SCREEN FOR INTERVIEWER & RESPONDENT.]

[PROGRAMMER: ANSWERS FROM Q3 MUST ADD TO TOTAL GIVEN AT Q2A.]

[IF DK/REF TO ANY OR ZERO TO ALL AT Q3, THANK & TERMINATE]



4. Of the **[INSERT TOTAL FROM Q2A]** one-way trips you made in the last **[DAYS]** days, how many did you make ... **[INSERT ITEM]**? And how about ... **[INSERT SECOND ITEM, ETC.]**? **(IF DON'T KNOW OR REFUSED, ASK: "May I have your best guess?")**

1. Monday to Friday between 5am and 9:30am
2. Monday to Friday between 9:30am and 3pm
3. Monday to Friday between 3pm and 6:30pm
4. Monday to Friday after 6:30pm
5. On a Saturday or Sunday or a statutory holiday

[0-96]

[PROGRAMMER: ONCE TOTAL IS REACHED DO NOT ASK REMAINING ITEMS AND AUTOCODE THEM TO ZERO]
[PROGRAMMER: ANSWERS FROM Q4 MUST ADD TO TOTAL GIVEN AT Q2A]
[IF DK/REF TO ANY OR ZERO TO ALL AT Q4, THANK & TERMINATE]

SATISFACTION WITH SYSTEM OVERALL

6. Based on your own experience in the past **[DAYS]** days, on a scale of one to ten, where "10" means "excellent" and "one" means "very poor", how would you rate the overall service provided by the transit system in Metro Vancouver?

[1-10]

[FOR THOSE PROVIDING A RATING OF 5 OR LESS, ASK 6.1.2.]

- 6c. (6.1.2) What could have been done to improve the overall transit system service? **(INTERVIEWER: PROBE TWICE)**

[OPEN END]

- 6b. (6.1.1) Still thinking about the service provided by the transit system in Metro Vancouver, how would you rate it in terms of providing Value for Money? **(REPEAT SCALE IF NECESSARY: Use a 10-point scale where 10 means excellent and 1 means very poor")**

[1-10]

SATISFACTION WITH SEABUS SERVICE; IDENTIFY WAYS TO IMPROVE SERVICE

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

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

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

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

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

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

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

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

[1-10]

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

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

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

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

Yes
No

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

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

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



4. (9.4.) How would you rate it in terms of Not being overcrowded? (**CLARIFY IF NECESSARY:** Was there enough room onboard?)
5. (9.8) Trip duration from the time you boarded to the time you got off SeaBus? (**CLARIFY IF NECESSARY:** We are only referring to the time spent onboard the SeaBus.)
6. (9.9) How would you rate it in terms of providing on time, reliable service?
7. (9.10) Clean and graffiti free SeaBus vessel and stations? (**CLARIFY IF NECESSARY:** Please think about the overall cleanliness during your [**last/2nd last**] SeaBus trip.)
8. (9.11) Staff available when needed? (**IF RESPONDENT SAYS 'NOT APPLICABLE RECORD AS DK'**)

[1-10]

SATISFACTION WITH SKYTRAIN; IDENTIFY WAYS TO IMPROVE SERVICE

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

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

**[IF ONLY TRAVELED DURING ONE TIME PERIOD IN Q4 GO TO 11A, OTHERWISE CONTINUE]
[PROGRAMMER: ONLY INCLUDE CODES BELOW WHERE AT Q4 ITEM IS > 0]**

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

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

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

1. WATERFRONT (also a Canada Line station)
2. 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: Ten means "excellent" and one means "very poor")**

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

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

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

Yes

No

1. **[ONLY ASK IF YES AT Q13]** (13.1) Having courteous, competent and helpful SkyTrain staff?
2. (13.2) How would you rate your **[TRIP]** trip in terms of feeling safe from crime onboard SkyTrain?
3. (13.3) Thinking about your **[TRIP]** trip on SkyTrain where you **[IF STATION PROVIDED AT BOTH Q11A & Q11B RANDOMLY INSERT EITHER: boarded/got off at [INSERT STATION NAME]] [IF ONLY PROVIDED STATION NAME AT Q11A INSERT: boarded [INSERT STATION NAME]] [IF ONLY PROVIDED STATION NAME AT Q11B INSERT: got off at [INSERT STATION NAME]] [IF STATION NOT PROVIDED AT Q11A OR Q11B RANDOMLY INSERT: board/got off at]]**, how would you rate that station in terms of feeling safe from crime?
4. (13.4) How would you rate it in terms of not being overcrowded? **(CLARIFY IF NECESSARY: Was there enough room onboard?)**
5. (13.8) How would you rate it in terms of providing on-time reliable service?
6. (13.9) Clean and graffiti free SkyTrain cars and stations? **(CLARIFY IF NECESSARY: Please think about the overall cleanliness during your [last/2nd last] SkyTrain trip.)**
7. (13.10) How would you rate it for staff available when needed? **(IF RESPONDENT SAYS 'NOT APPLICABLE RECORD AS DK)**
8. (13.12) How would you rate it in terms of frequency of service? **(CLARIFY IF NECESSARY: Do the trains run often enough throughout the day?)**

[1-10]



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

Yes

No

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

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

[1-10]

[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: Ten means "excellent" and one means "very poor")**

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



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

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

[1-10]

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

Yes

No

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

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

[1-10]

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

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

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

[PROGRAMMER: REFER TO ROUTE LIST FOR ACCEPTABLE CODES]

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

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

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

[1-10]

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

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

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

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

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

[1-10]

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

[1-10]

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

[1-10]

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

Yes

No



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

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

[1-10]

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

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

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

Yes
No

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

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

[1-10]

TRANSIT DEMOGRAPHICS

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

1. Pay cash on the bus
5. Compass Ticket **(IF NEEDED TO CLARIFY: Single use or a day pass on a compass ticket)**
9. Compass Card (all types including U-Pass)
11. Tap to Pay **(IF NEEDED TO CLARIFY: Tapping with contactless credit cards or mobile device)**
7. Other **[PROGRAMMER: NOT AN OTHER SPECIFY]**

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



[NEW – ADDED JULY 2015]

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

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

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

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

Yes
No

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

1. ONE
2. TWO
3. THREE

25A. What are the reasons you most recently decided to take transit rather than taking some other mode of transportation? (**PROBE FOR UP TO THREE RESPONSES**)

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

1. Costs too much for parking/lack of parking
2. Don't own a vehicle/don't drive/no ride/no choice
3. To avoid driving/dealing with traffic/less stressful
4. Bus stops/stations convenient [**ONLY SELECT IF RESPONDENTS ACTUALLY MENTION ABOUT BUS STOP/STATIONS BEING CONVENIENT OR IF NO OTHER SPECIFICS PROVIDED. E.G. IF THEY SAY “It's convenient because they don't have to deal with traffic”, SELECT CODE 3 ONLY**]
5. Cheaper/cheaper than operating a vehicle
6. Faster than driving
7. Other, specify: [**RECORD VERBATIM**]

Q25B. Do you regularly have access to a car, van or truck as a driver or passenger for the trips you make using public transit? (**IF RESPONDENT OFFERS MOTORCYCLE, OK TO CODE YES**)

Yes
No



26. Compared to six months ago, would you say you are now riding transit more regularly, less regularly, or about the same? **(READ LIST ONLY IF NECESSARY)**

1. MORE REGULARLY THAN 6 MONTHS AGO
2. LESS REGULARLY THAN 6 MONTHS AGO
3. ABOUT THE SAME

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

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

[RECORD VERBATIM]

[NEW QUESTIONS – ADDED FOR JULY 2016]

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

[1-10]

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

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

[PROGRAMMER BOTH YEARS AND MONTHS CAN BE CHOSEN TOGETHER]

RECORD YEARS **[range 0-50]**

RECODES MONTHS **[range 0 – 11]**

NOT A REGULAR RIDER

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

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

DEMOGRAPHICS]

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

1. 18 - 24
2. 25 - 34
3. 35 - 44
4. 45 - 54
5. 55 - 64
6. 65 and over

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

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

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

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

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

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

[NEW: ADDED MAR 2014]

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

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

- Yes
- No

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

[0-99]



37a. Which of the following best describes your total household income for 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]

1. Male
2. Female
3. Unable to tell/not sure

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

[OPEN-END]

39. Do you have any comments or suggestions that you would like me to forward directly to TransLink? Your comments will remain completely confidential. **(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	44	27.0%
SeaBus	9	6.0%
Route 2	1	2.0%
Route 5	2	2.0%
Route 7	1	1.0%
Route 9	2	3.0%
Route 10	1	1.0%
Route 17	1	1.0%
Route 20	2	1.0%
Route 25	4	4.0%
Route 26	2	3.0%
Route 28	2	2.0%
Route 43	1	1.0%
Route 44	1	1.0%
Route 49	3	5.0%
95 B-Line	1	2.0%
99 B-Line	1	1.0%
Route 101	1	0.0%
Route 106	1	0.0%
Route 116	3	3.0%
Route 119	3	2.0%
Route 129	2	3.0%
Route 134	1	2.0%
Route 151	1	1.0%
Route 152	1	0.0%
Route 157	1	1.0%
Route 160	1	0.0%
Route 175	1	2.0%
Route 210	2	1.0%
Route 211	1	1.0%
Route 212	2	1.0%
Route 228	3	5.0%
Route 229	3	1.0%
Route 230	2	1.0%
Route 232	2	1.0%
Route 239	1	1.0%
Route 240	2	2.0%
Route 242	1	0.0%
Route 249	1	3.0%
Route 253	1	1.0%

Routes/ Modes	Total	Percent
Route 254	1	1.0%
Route 255	1	0.0%
Route 257	1	1.0%
Route 310	1	2.0%
Route 319	1	1.0%
Route 320	1	1.0%
Route 325	2	1.0%
Route 335	1	1.0%
Route 337	3	4.0%
Route 351	4	4.0%
Route 373	1	1.0%
Route 401	1	0.0%
Route 402	1	0.0%
Route 403	1	1.0%
Route 405	1	0.0%
Route 407	2	2.0%
Route 410	1	1.0%
Route 412	1	2.0%
Route 430	1	0.0%
Route 501	2	1.0%
Route 502	2	2.0%
Route 555	1	1.0%
Route 595	1	2.0%
Route 601	5	4.0%
Route 617	1	1.0%
Route 620	1	2.0%
Route 640	1	1.0%
Route 752 R3	1	1.0%
Route 754 R5	1	1.0%
Route 791	1	2.0%
Grand Total	158	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	1902	8.0	8.6	8.7	8.5	7.3	7.7	8.4	8.7	8.4	7.4	8.9
2	38	8.2	8.5	9.0	9.2	7.5	7.7	8.8	8.9	8.5	7.3	8.8
3	26	7.6	8.7	8.2	8.3	7.4	7.4	7.4	8.8	8.5	7.6	9.0
4	23	8.2	8.6	9.1	9.1	7.2	7.8	8.7	9.2	8.6	7.5	9.3
5	17	8.0	9.2	8.2	8.0	7.4	7.5	8.4	8.4	8.8	7.4	9.2
6	15	8.2	8.9	8.7	8.5	7.2	6.9	7.9	9.7	8.2	7.4	9.3
7	10	7.7	8.6	8.6	9.5	7.3	7.2	7.8	8.5	8.7	7.1	9.0
8	13	8.2	8.9	8.6	9.0	8.1	7.6	8.2	9.3	8.6	6.9	9.3
9	39	8.1	9.0	8.6	8.5	7.3	8.2	8.6	9.0	8.6	8.0	9.1
10	32	7.5	8.1	8.0	7.8	7.0	7.3	7.8	9.0	8.5	7.5	8.8
14	29	8.5	8.7	8.8	8.9	7.8	8.3	8.7	8.9	8.5	8.0	9.0
15	6	8.1	8.6	8.8	8.1	7.8	7.8	8.3	9.5	8.7	7.9	9.5
16	37	8.0	8.9	8.1	8.5	7.8	7.5	8.4	8.5	8.5	7.5	9.0
17	26	7.5	8.4	8.5	8.9	7.1	7.1	8.7	8.8	8.5	6.6	9.1
19	31	7.5	8.6	8.0	8.8	7.5	7.6	7.7	8.8	8.4	7.4	8.8
20	31	8.2	9.1	8.5	8.4	7.1	7.8	7.2	9.1	8.8	7.7	9.4
22	25	7.8	8.6	8.8	8.5	7.0	8.1	8.4	9.0	8.5	8.3	8.9
23	5	7.8	9.0	9.7	8.8	7.2	7.6	9.3	9.1	7.5	7.1	8.9
25	37	8.0	8.8	8.7	8.9	7.2	7.4	8.6	9.3	8.6	7.5	9.1
26	9	7.4	8.0	9.0	9.1	7.6	6.4	8.1	8.3	7.2	4.8	8.7
27	3	7.4	8.0	8.4	7.6	8.9	7.6	8.2	8.6	8.6	5.5	8.8
28	10	7.9	8.9	9.2	8.8	6.9	7.8	8.8	8.7	8.4	8.3	8.9
29	1	10.0	7.0	10.0	10.0	6.0	6.0	9.0	10.0	10.0	7.0	10.0
32	2	8.0	8.6	9.6	9.6	8.3	5.7	9.2	9.2	8.0	7.0	9.2
33	14	8.0	8.1	8.9	8.2	8.4	7.9	8.2	8.8	8.8	7.6	8.7
41	28	8.3	8.8	8.9	8.6	7.3	7.6	8.3	8.8	8.9	8.1	9.0
43	2	7.7	8.7	9.5	9.5	7.7	7.0	8.7	9.5	8.0	8.2	7.3
44	10	7.4	9.0	9.1	9.3	7.3	6.9	9.1	9.0	9.0	7.5	8.5
49	48	7.8	8.4	8.8	8.8	6.1	7.4	8.3	8.7	8.2	8.0	8.9
50	13	8.7	9.5	8.4	8.5	8.0	6.8	8.8	8.6	8.3	6.0	8.9
68	2	5.5	9.1	9.1	9.1	7.5	7.0	9.1	9.1	9.1	5.5	8.0
84	27	8.3	9.0	8.9	8.9	6.8	8.0	8.6	9.0	8.8	8.0	8.9
95 B-Line	9	8.5	9.1	9.1	8.9	8.7	9.1	9.2	9.6	8.8	8.5	9.2
96 B-Line	7	9.1	9.8	9.2	9.0	8.7	9.4	9.2	9.5	9.2	9.3	9.6
99 B-Line	103	8.2	8.8	8.6	8.7	6.1	8.5	8.4	9.4	8.9	8.6	8.9
100	16	7.4	9.0	8.4	8.9	6.5	6.7	8.3	8.4	8.5	7.1	9.1
101	6	7.5	8.8	8.2	8.0	7.6	7.9	7.7	8.1	8.4	5.5	8.9
103	3	6.6	7.1	7.5	7.7	7.4	6.5	8.0	8.5	7.5	7.2	6.2
104	2	8.1	8.5	8.5	7.0	7.5	8.0	7.5	8.1	8.5	7.1	9.0
105	3	7.7	8.5	7.7	8.2	5.0	6.2	7.5	8.5	7.2	4.5	8.2

APPENDIX D – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
106	23	8.1	8.1	8.2	8.4	6.6	7.3	8.0	7.9	7.9	7.6	8.5
109	1	8.0	8.0	8.0	8.0	5.0	7.0	7.0	8.0	8.0	6.0	6.0
110	4	7.7	9.5	9.4	8.8	9.6	8.9	9.2	7.2	7.2	5.3	9.8
112	5	7.7	7.8	8.2	6.9	7.3	7.7	8.6	7.6	8.7	5.3	7.2
116	10	7.5	8.4	8.7	7.8	6.7	5.9	8.5	7.2	8.1	6.2	8.7
119	11	8.6	8.7	8.5	8.6	8.3	8.2	8.7	8.6	8.9	8.3	8.8
123	12	7.7	8.0	8.7	8.5	7.8	7.5	8.6	8.0	7.3	7.3	8.5
125	1	7.0	8.0	8.0	7.0	7.0	5.0	6.0	8.0	0.0	0.0	7.0
128	6	9.1	8.4	10.0	10.0	7.9	8.6	9.6	9.5	9.6	7.1	8.7
129	6	6.3	8.2	8.3	8.2	8.1	5.6	7.9	8.3	8.1	5.0	7.6
130	22	7.0	7.9	9.0	8.9	7.2	8.2	8.4	8.8	8.4	8.4	8.8
131	2	6.3	8.0	7.7	8.0	8.0	7.7	8.0	7.3	7.7	3.4	9.7
133	1	10.0	10.0	10.0	10.0	10.0	9.0	10.0	10.0	10.0	10.0	9.0
136	3	6.9	8.9	9.4	9.4	9.8	6.9	8.4	8.1	9.4	4.0	8.9
143	7	8.0	8.9	8.6	7.9	6.5	7.5	8.6	9.1	8.3	7.4	9.1
144	13	7.5	8.5	8.8	7.8	7.6	6.9	8.3	7.9	7.6	6.8	9.0
145	17	8.4	7.6	9.2	8.5	6.3	8.0	8.6	9.4	8.5	7.3	8.8
147	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	8.0	8.0	10.0
148	1	9.0	10.0	9.0	3.0	8.0	8.0	9.0	10.0	10.0	10.0	9.0
151	5	8.9	9.7	9.5	8.9	8.2	8.0	9.5	8.6	9.2	8.0	9.7
152	12	7.6	7.7	8.0	8.2	7.0	6.5	7.4	7.8	7.7	5.6	7.3
153	6	9.1	9.1	9.3	9.1	9.3	9.3	9.1	9.4	9.3	7.9	9.3
155	10	8.7	8.6	9.2	8.9	8.2	8.0	9.1	9.0	8.8	7.2	9.3
156	5	8.5	8.3	8.7	8.0	7.9	7.7	8.2	8.1	8.2	7.9	8.7
157	11	7.9	8.6	8.7	8.1	8.5	7.9	8.7	8.0	8.3	7.5	8.2
159	6	6.3	7.6	8.8	8.7	7.1	5.2	8.2	7.7	7.8	3.3	8.6
160	16	8.4	9.0	9.0	7.8	8.7	8.2	8.7	9.1	9.1	8.4	9.1
170	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
171	3	9.1	9.6	9.3	9.3	9.1	8.9	9.1	9.3	9.1	8.7	9.6
172	3	9.4	10.0	10.0	10.0	8.7	10.0	10.0	10.0	10.0	8.0	10.0
173	2	9.4	8.4	9.4	8.8	9.0	8.4	8.8	7.0	7.4	6.4	9.4
174	2	9.0	10.0	9.3	8.6	6.5	7.2	9.3	10.0	10.0	9.3	9.3
180	8	7.8	8.1	8.8	8.4	6.6	5.9	7.9	8.8	8.6	7.3	8.3
181	2	8.6	9.1	10.0	9.1	7.3	9.1	9.1	8.0	6.9	5.0	9.1
183	3	7.6	9.3	9.3	8.8	9.0	8.4	8.8	8.7	8.4	6.4	9.3
184	2	8.0	9.0	8.0	9.0	7.0	8.0	8.0	9.0	8.5	8.0	6.1
187	3	7.7	8.6	8.6	8.6	7.3	6.3	7.6	7.5	8.7	6.4	8.7
188	4	7.8	8.5	9.3	8.9	8.0	8.2	8.9	9.6	8.7	8.1	9.1
191	1	6.0	7.0	9.0	9.0	8.0	4.0	9.0	9.0	8.0	8.0	9.0
209	4	8.2	9.2	9.5	9.6	7.5	8.0	10.0	9.3	9.5	7.8	10.0

APPENDIX D – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
210	16	7.6	8.9	8.8	8.9	7.1	7.5	8.8	7.7	7.4	6.6	9.2
211	10	8.0	9.0	9.3	9.5	8.1	8.2	8.5	8.5	8.1	7.2	9.1
212	6	8.9	9.2	9.7	8.9	9.2	9.3	9.4	8.9	8.4	9.0	9.7
214	2	7.6	8.0	6.3	6.6	9.1	5.3	9.1	6.9	8.3	7.0	8.1
215	2	4.5	9.2	8.3	9.7	8.9	6.8	9.7	5.1	8.3	5.8	8.9
228	13	7.2	8.0	8.2	7.8	7.0	6.8	8.4	8.3	8.2	6.2	8.4
229	15	8.2	8.5	7.7	9.0	7.0	7.1	8.5	9.6	8.0	7.2	8.8
230	21	6.7	7.6	9.0	8.0	6.8	6.7	7.5	8.6	7.1	5.6	8.0
232	5	7.7	8.4	9.0	7.9	6.1	8.1	7.9	9.1	9.3	7.8	8.9
236	7	9.5	8.2	10.0	8.8	9.7	7.9	8.5	9.0	9.6	7.2	8.3
239	29	8.2	8.6	8.9	8.5	8.1	8.1	7.9	9.0	8.8	8.5	9.1
240	49	7.6	8.1	8.3	8.3	5.9	7.2	7.7	8.0	8.0	7.2	8.2
241	5	8.8	9.1	8.9	8.2	8.0	7.1	8.2	8.6	8.4	6.3	9.1
242	2	9.5	9.5	8.5	8.5	7.0	7.0	7.5	8.0	9.0	7.5	9.0
246	18	7.9	9.1	9.0	9.1	8.3	7.5	8.6	8.4	8.7	6.5	9.3
247	1	6.0	5.0	9.0	9.0	9.0	8.0	8.0	3.0	3.0	6.0	7.0
249	3	8.8	9.9	9.2	8.1	9.8	8.8	8.2	8.2	8.2	7.8	9.2
250	70	8.7	8.8	8.8	9.1	7.1	8.4	9.0	9.2	8.8	8.1	8.8
251	3	6.9	7.8	10.0	10.0	8.6	5.0	9.4	5.6	7.0	2.3	7.8
252	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
253	7	7.7	8.3	8.2	6.9	6.4	5.8	8.2	7.7	9.0	5.8	8.4
254	3	9.0	9.1	9.1	9.1	8.9	9.0	9.1	8.9	8.9	6.0	9.1
255	15	9.0	8.6	9.4	9.1	8.1	8.0	9.1	8.0	8.5	7.4	9.4
256	1	10.0	9.0	10.0	10.0	9.0	9.0	10.0	8.0	9.0	6.0	9.0
257	10	8.3	8.4	8.3	7.9	7.3	6.9	8.8	8.7	8.4	7.4	8.5
258	1	7.0	7.0	8.0	8.0	6.0	8.0	5.0	8.0	7.0	4.0	7.0
301	8	9.0	8.6	9.5	8.9	8.4	9.3	9.3	9.7	9.4	8.0	9.5
310	5	8.3	9.7	9.2	7.2	6.0	7.5	9.7	8.4	6.1	4.5	9.1
311	2	5.6	7.0	8.7	8.7	3.6	4.3	7.4	8.0	8.0	3.7	7.7
312	7	7.6	8.4	9.0	8.5	8.0	6.3	8.7	9.1	8.7	6.7	8.9
314	3	9.5	10.0	9.5	9.5	8.7	9.8	9.5	7.4	8.4	9.3	10.0
316	3	7.5	10.0	9.7	7.7	8.7	6.5	8.2	7.6	8.3	6.5	9.3
319	21	7.1	7.8	8.6	8.5	5.9	7.8	7.2	9.1	7.4	7.8	8.6
320	11	8.1	8.6	8.6	8.1	7.3	6.7	7.8	8.3	8.5	7.3	8.8
321	10	7.7	8.7	8.4	8.1	7.2	6.9	7.8	8.1	8.6	7.0	8.8
323	8	6.6	8.2	8.2	6.9	4.2	7.2	8.2	8.6	8.6	7.0	8.4
324	4	8.0	8.9	9.0	8.7	7.3	8.6	8.3	9.7	9.0	7.1	8.6
325	4	6.0	7.0	9.0	8.5	5.7	5.5	8.7	8.5	8.3	5.5	8.5
326	2	6.7	10.0	8.4	7.5	10.0	8.0	7.2	7.5	9.2	10.0	10.0
329	1	10.0	10.0	10.0	10.0	9.0	10.0	10.0	10.0	10.0	10.0	10.0

APPENDIX D – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
335	13	7.0	8.2	8.7	7.2	6.8	6.9	7.9	6.7	6.8	6.2	8.8
337	7	7.2	9.0	9.2	8.6	7.3	6.3	9.1	7.9	8.2	7.0	9.1
340	9	8.5	8.9	9.2	9.4	7.7	8.2	9.2	9.3	9.3	7.2	9.1
341	4	8.4	9.2	9.6	9.8	9.4	9.4	9.6	9.2	9.0	8.6	9.2
342	4	9.0	9.4	7.4	7.0	5.3	5.4	6.6	8.3	7.2	4.5	9.4
345	4	7.2	7.0	9.2	8.8	6.2	6.9	8.5	8.8	8.5	7.1	8.8
351	41	8.2	8.4	9.0	8.6	7.1	8.1	8.5	8.8	8.7	7.6	9.1
352	1	7.0	9.0	10.0	9.0	5.0	6.0	8.0	9.0	9.0	7.0	10.0
354	3	8.3	8.7	9.0	9.3	6.3	7.7	8.7	8.7	8.3	7.3	8.7
360	1	7.0	7.0	10.0	9.0	7.0	7.0	9.0	7.0	7.0	5.0	9.0
363	2	8.5	9.0	9.0	9.0	8.5	7.5	9.0	7.5	7.5	5.0	9.0
364	6	7.4	9.3	8.9	8.5	8.6	7.1	8.8	8.9	9.2	7.7	9.5
371	1	8.0	10.0	8.0	10.0	8.0	10.0	10.0	8.0	10.0	8.0	10.0
372	3	8.7	8.6	9.6	7.3	8.2	9.1	9.6	7.7	8.1	6.7	8.9
373	3	3.6	8.4	5.3	6.4	3.0	2.9	7.1	6.0	5.5	3.3	8.4
375	5	9.7	8.9	9.7	9.2	9.3	8.3	9.8	9.5	9.5	8.8	9.2
388	2	3.4	7.9	7.9	7.4	8.4	6.3	7.0	7.4	5.4	3.4	8.9
394	1	8.0	9.0	9.0	9.0	8.0	8.0	9.0	9.0	9.0	7.0	9.0
401	11	5.9	8.7	9.0	9.2	7.8	5.1	7.8	9.2	6.3	5.0	9.0
402	15	7.4	8.1	9.0	8.7	7.3	7.3	7.8	8.2	8.5	7.6	8.1
403	13	8.0	8.1	8.6	8.4	8.1	8.3	8.0	8.1	8.4	7.5	8.3
404	3	8.0	7.1	9.6	8.5	9.6	8.7	8.7	8.7	8.5	7.6	8.4
405	5	9.1	7.9	9.9	6.4	8.3	6.7	9.1	9.3	9.3	8.5	9.6
406	15	8.0	8.4	8.7	7.7	7.7	7.0	8.1	8.1	8.0	7.2	8.4
407	14	8.0	9.3	8.8	8.2	8.5	8.2	8.6	8.1	8.6	7.0	9.2
408	13	8.4	8.7	9.0	8.9	6.8	7.1	7.8	9.3	8.6	7.2	8.6
410	23	7.7	8.0	8.1	8.3	6.9	7.1	8.3	8.2	8.3	7.6	8.6
413	2	6.8	7.3	9.0	9.0	9.4	5.1	6.8	9.4	6.1	2.6	8.7
430	8	7.5	8.3	8.8	8.5	6.8	6.9	8.0	9.0	7.9	6.5	8.7
480	2	7.8	7.8	8.4	8.4	5.6	7.8	7.8	6.8	6.2	6.4	8.8
501	8	8.5	8.7	8.5	7.1	8.2	7.1	6.5	8.3	7.7	7.8	8.4
502	8	8.1	9.0	8.4	8.1	7.2	8.3	9.0	8.9	9.0	7.7	9.3
503	8	8.4	9.4	9.2	8.6	7.7	8.1	9.5	9.4	8.3	8.9	9.4
531	4	9.5	9.7	9.6	9.0	8.8	9.5	9.6	9.6	8.8	8.8	9.4
555	8	9.0	8.2	8.9	8.3	7.8	8.3	9.0	9.3	9.4	7.7	8.6
560	1	3.0	9.0	8.0	9.0	10.0	5.0	1.0	8.0	10.0	5.0	9.0
562	3	8.7	9.4	9.7	9.7	9.2	9.2	9.7	9.7	7.7	6.0	9.2
595	1	7.0	6.0	8.0	8.0	8.0	6.0	8.0	8.0	8.0	6.0	8.0
601	27	8.0	8.7	8.7	8.5	7.9	7.9	8.5	7.4	7.5	6.7	8.8
602	6	9.0	9.0	9.3	9.4	7.6	8.4	9.0	9.0	8.8	8.2	9.3

APPENDIX D – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
603	2	9.7	9.3	9.7	9.7	8.3	8.3	9.7	10.0	10.0	7.0	10.0
604	2	6.9	9.3	8.6	7.3	8.0	8.0	7.9	7.6	8.3	6.0	9.3
617	1	1.0	10.0	5.0	5.0	3.0	1.0	4.0	4.0	5.0	1.0	10.0
620	3	9.4	10.0	9.7	9.4	8.4	9.3	9.7	8.4	9.4	7.8	9.4
640	4	7.1	8.5	8.5	8.7	7.8	7.7	8.7	8.5	8.0	8.0	8.7
701	14	8.3	9.1	8.7	9.0	7.3	8.1	8.1	7.5	7.6	8.3	9.2
741	1	10.0	10.0	10.0	3.0	10.0	5.0	10.0	10.0	10.0	3.0	10.0
743	1	9.0	10.0	10.0	9.0	10.0	9.0	10.0	10.0	10.0	8.0	10.0
745	1	8.0	8.0	8.0	8.0	6.0	8.0	10.0	8.0	9.0	5.0	8.0
746	2	8.5	10.0	9.5	9.5	8.0	9.5	9.5	9.5	9.5	8.5	9.5
748	1	9.0	8.0	8.0	8.0	7.0	5.0	9.0	6.0	7.0	2.0	7.0
750 R1	11	8.8	8.4	8.9	8.0	7.7	8.5	8.6	9.4	8.9	9.3	8.7
752 R3	5	9.8	9.6	9.2	6.6	7.5	9.8	9.8	9.9	9.8	9.6	9.9
753 R4	12	9.2	8.5	8.9	8.4	7.1	8.8	8.7	9.3	8.7	9.1	9.0
754 R5	20	8.3	8.6	7.6	9.0	7.5	8.5	8.2	9.5	8.5	8.7	8.6
791	2	7.6	7.9	9.0	6.5	8.0	7.4	9.5	6.1	8.5	5.9	9.0
BTC	21	8.1	8.5	7.8	7.6	6.4	7.9	8.1	8.4	8.4	7.2	8.7
STC	11	8.3	9.2	8.7	7.7	6.3	8.3	9.0	8.9	7.9	7.8	9.3
PCT	7	9.7	9.9	9.3	8.3	9.2	9.3	9.8	9.9	9.6	7.8	10.0
RTC	5	6.5	7.2	7.6	7.7	7.3	7.9	7.7	6.2	6.8	5.9	7.6
VTC	42	8.2	8.8	8.3	8.5	7.3	8.6	8.2	8.9	8.3	8.2	8.7
WVT	6	8.4	9.1	9.5	9.4	7.9	7.4	8.5	8.1	7.9	8.2	9.2
N10	1	9.0	10.0	8.0	10.0	10.0	10.0	9.0	10.0	8.0	0.0	10.0
N17	2	8.0	7.0	10.0	10.0	8.5	8.5	7.5	9.0	6.0	7.5	8.5

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	1902	8.0	8.6	8.7	8.5	7.3	7.7	8.4	8.7	8.4	7.4	8.9
250	70	8.7	8.8	8.8	9.1	7.1	8.4	9.0	9.2	8.8	8.1	8.8
99 B-Line	103	8.2	8.8	8.6	8.7	6.1	8.5	8.4	9.4	8.9	8.6	8.9
VTC	42	8.2	8.8	8.3	8.5	7.3	8.6	8.2	8.9	8.3	8.2	8.7
351	41	8.2	8.4	9.0	8.6	7.1	8.1	8.5	8.8	8.7	7.6	9.1
2	38	8.2	8.5	9.0	9.2	7.5	7.7	8.8	8.9	8.5	7.3	8.8
20	31	8.2	9.1	8.5	8.4	7.1	7.8	7.2	9.1	8.8	7.7	9.4
9	39	8.1	9.0	8.6	8.5	7.3	8.2	8.6	9.0	8.6	8.0	9.1
16	37	8.0	8.9	8.1	8.5	7.8	7.5	8.4	8.5	8.5	7.5	9.0
25	37	8.0	8.8	8.7	8.9	7.2	7.4	8.6	9.3	8.6	7.5	9.1
49	48	7.8	8.4	8.8	8.8	6.1	7.4	8.3	8.7	8.2	8.0	8.9
240	49	7.6	8.1	8.3	8.3	5.9	7.2	7.7	8.0	8.0	7.2	8.2
10	32	7.5	8.1	8.0	7.8	7.0	7.3	7.8	9.0	8.5	7.5	8.8
19	31	7.5	8.6	8.0	8.8	7.5	7.6	7.7	8.8	8.4	7.4	8.8

**OVERALL PERFORMANCE RATINGS
JANUARY 2019 - MARCH 2019 VERSUS
JANUARY 2020 - MARCH 2020
(Routes With 35+ Trips Per Quarter)**

Route Number	January - March 2019		January - March 2020		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jan'19-Mar'19 vs. Jan'20-Mar'20
# 16	34	7.7	37	8.0	0.3
# 2	33	8.3	38	8.2	-0.1
# 240	39	7.4	49	7.6	0.2
# 25	42	8.2	37	8.0	-0.2
# 250	70	8.4	70	8.7	0.3
# 351	39	7.9	41	8.2	0.3
# 49	44	8.1	48	7.8	-0.3
# 601	35	8.0	27	8.0	0.0
# 9	46	8.5	39	8.1	-0.4
# VTC	42	8.3	42	8.2	-0.1

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

**OVERALL PERFORMANCE RATINGS
OCTOBER 2018 - MARCH 2019 VERSUS
OCTOBER 2019 - MARCH 2020
(Routes With 35+ Trips Per 6 Months)**

Route Number	October 2018 - March 2019		October 2019 - March 2020		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Oct'18-Mar'19 vs. Oct'19-Mar'20
# 10	54	8.3	62	7.8	-0.5
# 100	27	7.9	35	7.8	-0.1
# 106	34	7.7	39	7.7	0.0
# 130	24	7.9	36	7.2	-0.7
# 14	61	8.2	56	8.6	0.4
# 144	35	6.8	22	7.8	1.0
# 16	69	7.8	72	7.6	-0.2
# 17	40	7.9	50	8.1	0.2
# 19	41	7.5	51	7.5	0.0
# 2	64	8.1	67	8.3	0.2
# 20	58	7.7	61	7.7	0.0
# 22	46	8.4	47	8.2	-0.2
# 230	27	7.9	38	7.4	-0.5
# 239	46	7.8	52	8.2	0.4
# 240	71	7.5	80	7.7	0.2
# 246	58	7.4	38	7.4	0.0
# 25	74	8.1	80	8.1	0.0
# 250	142	8.3	144	8.5	0.2
# 3	52	7.8	46	7.5	-0.3
# 319	36	7.0	42	6.9	-0.1
# 351	72	8.3	77	8.1	-0.2
# 4	42	8.3	41	7.8	-0.5
# 401	39	8.0	34	7.5	-0.5
# 41	57	7.7	71	8.5	0.8
# 410	37	7.6	43	7.9	0.3
# 49	82	7.9	94	7.9	0.0
# 5	31	8.5	38	8.0	-0.5
# 601	74	7.8	66	8.0	0.2
# 7	47	7.1	27	8.3	1.2
# 701	44	7.9	31	8.2	0.3
# 84	36	7.9	48	8.0	0.1
# 9	83	8.4	67	8.3	-0.1
# BTC	66	8.2	61	8.0	-0.2
# VTC	94	8.1	77	8.0	-0.1

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

**OVERALL PERFORMANCE RATINGS
APRIL 2018 - MARCH 2019 VERSUS
APRIL 2019 - MARCH 2020
(Routes With 35+ Trips Per Year)**

Route Number	April 2018 - March 2019		April 2019 - March 2020		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Apr'18-Mar'19 vs. Apr'19-Mar'20
# 10	116	8.2	125	7.7	-0.5
# 100	49	7.6	67	7.6	0.0
# 106	78	7.4	68	7.7	0.3
# 119	34	8.5	43	8.7	0.2
# 123	63	8.1	46	7.9	-0.2
# 130	60	8.0	75	7.4	-0.6
# 14	123	8.1	97	8.6	0.5
# 144	55	7.1	41	8.1	1.0
# 145	40	8.4	43	8.3	-0.1
# 15	40	8.3	36	7.6	-0.7
# 152	37	7.9	42	7.6	-0.3
# 155	18	8.8	35	8.3	-0.5
# 16	127	7.9	132	7.8	-0.1
# 160	45	8.7	50	8.3	-0.4
# 17	83	7.7	84	8.0	0.3
# 19	101	7.3	117	7.5	0.2
# 2	131	7.9	126	8.3	0.4
# 20	113	7.7	112	7.5	-0.2
# 210	53	7.6	64	7.7	0.1
# 211	43	7.9	36	7.7	-0.2
# 22	97	8.0	85	8.0	0.0
# 228	36	8.0	46	8.1	0.1
# 229	59	7.9	58	8.2	0.3
# 230	62	7.9	62	7.4	-0.5
# 239	89	8.2	99	8.0	-0.2
# 240	131	7.7	166	7.8	0.1
# 246	114	7.7	90	7.4	-0.3
# 25	158	8.0	153	8.2	0.2
# 250	281	8.2	287	8.4	0.2
# 255	62	8.1	56	8.2	0.1
# 257	37	8.0	48	8.2	0.2
# 26	35	8.0	37	7.9	-0.1
# 28	39	7.5	31	7.5	0.0

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

Route Number	April 2018 - March 2019		April 2019 - March 2020		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Apr'18-Mar'19 vs. Apr'19-Mar'20
# 3	105	7.8	101	7.5	-0.3
# 319	103	7.5	95	7.3	-0.2
# 320	46	8.2	41	7.5	-0.7
# 321	58	7.6	44	7.6	0.0
# 323	39	6.9	43	6.6	-0.3
# 33	47	8.3	55	8.0	-0.3
# 335	50	7.1	56	7.3	0.2
# 351	144	8.1	147	8.2	0.1
# 4	71	8.0	73	7.9	-0.1
# 401	89	8.1	60	7.6	-0.5
# 402	39	7.2	36	7.6	0.4
# 403	45	8.0	61	7.7	-0.3
# 406	35	8.0	57	8.3	0.3
# 407	37	8.0	44	7.4	-0.6
# 408	24	8.5	48	8.1	-0.4
# 41	129	7.8	142	8.2	0.4
# 410	111	7.5	101	7.7	0.2
# 43	29	8.6	44	8.5	-0.1
# 430	45	7.6	23	7.4	-0.2
# 44	47	8.3	38	8.1	-0.2
# 49	153	7.9	169	7.8	-0.1
# 5	65	7.9	82	8.1	0.2
# 50	43	8.6	56	8.4	-0.2
# 502	57	7.8	39	7.8	0.0
# 555	47	8.6	31	8.5	-0.1
# 6	71	7.8	68	7.9	0.1
# 601	149	7.6	121	7.9	0.3
# 7	97	7.7	83	7.8	0.1
# 701	93	7.8	71	7.5	-0.3
# 8	58	7.5	63	7.9	0.4
# 84	73	8.0	75	8.1	0.1
# 9	159	8.2	133	8.1	-0.1
# BTC	135	8.0	143	7.8	-0.2
# STC	44	7.8	54	7.7	-0.1
# VTC	171	8.1	171	7.9	-0.2

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