



# Customer Service Performance Quarter 2 2020

Bus  
SeaBus  
SkyTrain



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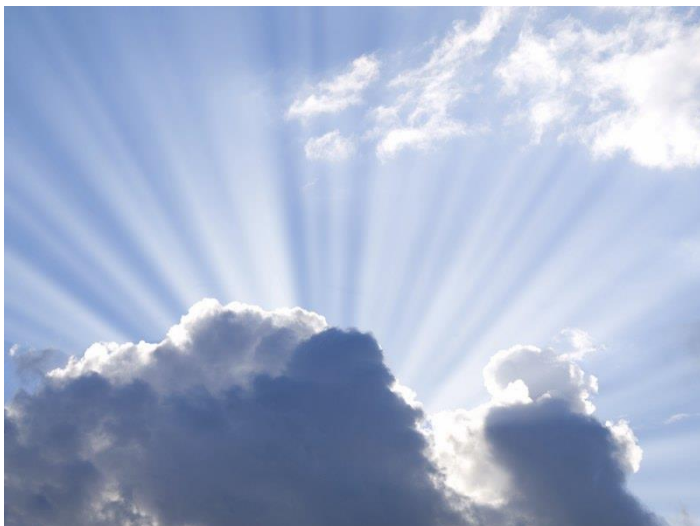
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The Customer Service Performance study tracks performance on service attributes that are most strongly related to overall transit service ratings from customers.

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

- Many of the significant shifts in top ratings across the transit system, including Bus, SkyTrain and SeaBus, may be attributable to riders' changing perceptions and expectations as a result of the ongoing COVID-19 virus. As of March 11<sup>th</sup>, the World Health Organization declared COVID-19 a global pandemic, and by March 16<sup>th</sup> the BC provincial government recommended stay-at-home directives and physical distancing precautions, which has greatly impacted the daily lives of transit riders. As a result, the incidence of qualifying for this study dropped, and the proportion of Captive riders interviewed increased significantly (from 35% last quarter to 51% currently), which may have an impact on the results throughout this report.
- Overall Transit Service earns top ratings from three-quarters (76%) of transit riders, up significantly from last quarter (68%). Several top key drivers of Overall Service also increased this quarter. The average score increased to 8.3 out of 10, up from 7.9 in the previous period.
- Six-in-ten (62%) transit riders award good-to-excellent scores for Value for Money, a significant increase from 57% last quarter for this top key driver of Overall Service. This is likely due to suspension of fare collection on the bus system from March 20 to May 31. Top ratings for Good Connections, another top key driver, is also at an all-time high of 54%, up from 52% last quarter and 50% in Q4, 2019.
- Notably, half (50%) of riders report using transit less regularly than six months ago, a significant jump from 13% last period. However, six-in-ten (59%) riders indicate they will definitely continue to take transit just as often in the foreseeable future as they do now. This contrast is likely due to the uncertainty surrounding the COVID-19 pandemic, which continues to evolve.



**Ratings for Overall Bus Service have increased significantly, with seven-in-ten (72%) bus riders providing top scores. The average score has increased to 8.3 out of 10.**

- Scores for Not Being Overcrowded have jumped significantly since last quarter, up to 69% vs. 52% last period. The average score has also increased to 8.1 out of 10, from 7.3 last quarter.
- Several other service attributes saw significant improvements compared to last quarter, such as On-Time Reliable Service, up 5 ppt (percentage points), Frequency of Service (up 4 ppt), Trip Duration (up 7 ppt) and Having a Direct Route (up 4 ppt). This may be due to the Bus system exceeding riders' lowered expectations amid the COVID-19 pandemic.



**SkyTrain earns top ratings from over eight-in-ten (85%) SkyTrain riders, making it the highest performing mode. The average score has increased to 8.6 out of 10.**

- Similar to Bus service, top scores for several SkyTrain attributes have increased significantly since last period and are at record highs, including On-Time Reliable Service (the highest-rated top key driver of Overall Service, up 4 ppt), Not Being Overcrowded (up 23 ppt) and Clean and Graffiti-Free SkyTrain Cars and Stations (up 5 ppt), influenced by lower ridership levels and increased sanitation procedures.
- Delays are Announced and Explained continues to perform below the positive performance threshold of 7.0, with an average score of 6.6 out of 10.



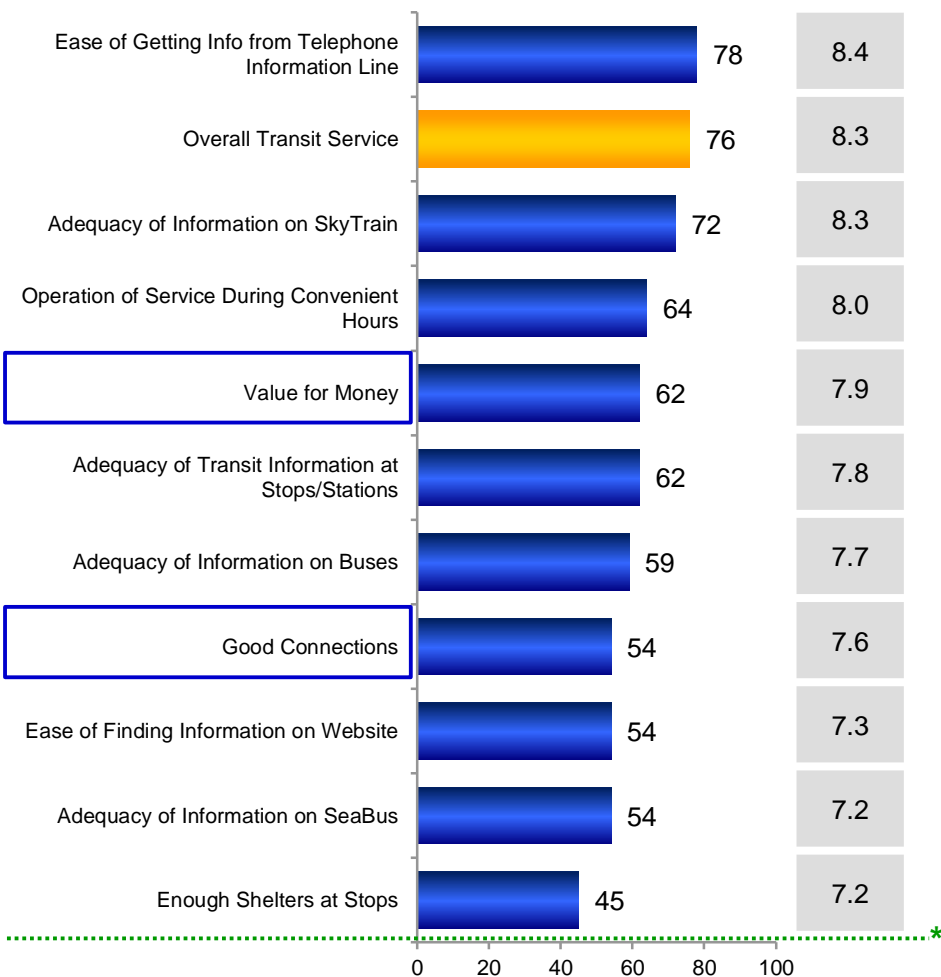
**Good-to-excellent scores for Overall SeaBus Service continue to trend down to 76%, with an average score of 8.3 out of 10.**

- Top ratings have decreased for several SeaBus attributes since last quarter, such as On-Time Reliable Service (86%, down significantly by 10 ppt) and Frequency of Service (60%, down directionally by 12 ppt), both key top drivers of Overall SeaBus Service. Other attributes have also declined, including Trip Duration (79%, down significantly by 13 ppt).
- All SeaBus service attributes remain above the 7.0 positive-performance threshold, consistent with previous periods.

## Performance on Transit System Attributes

% Good to Excellent (8-10)

Average  
Rating



Value for Money Top Key Driver

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

## Transit System

- Over three-quarters (76%) of transit riders award good-to-excellent ratings for Overall Transit Service, a significant increase compared to 68% last quarter. This is at a record high compared to scores in the last two years. The average rating has also jumped to 8.3 out of 10, up from 7.9 last quarter.
- All service attributes on the transit system surpass the positive performance threshold of 7.0 out of 10 this period.
- Top scores have also increased significantly for several top key drivers of Overall Service, including Not Being Overcrowded, On-Time Reliable Service and Frequency of Service. These all contribute to the jump in Overall Service ratings.

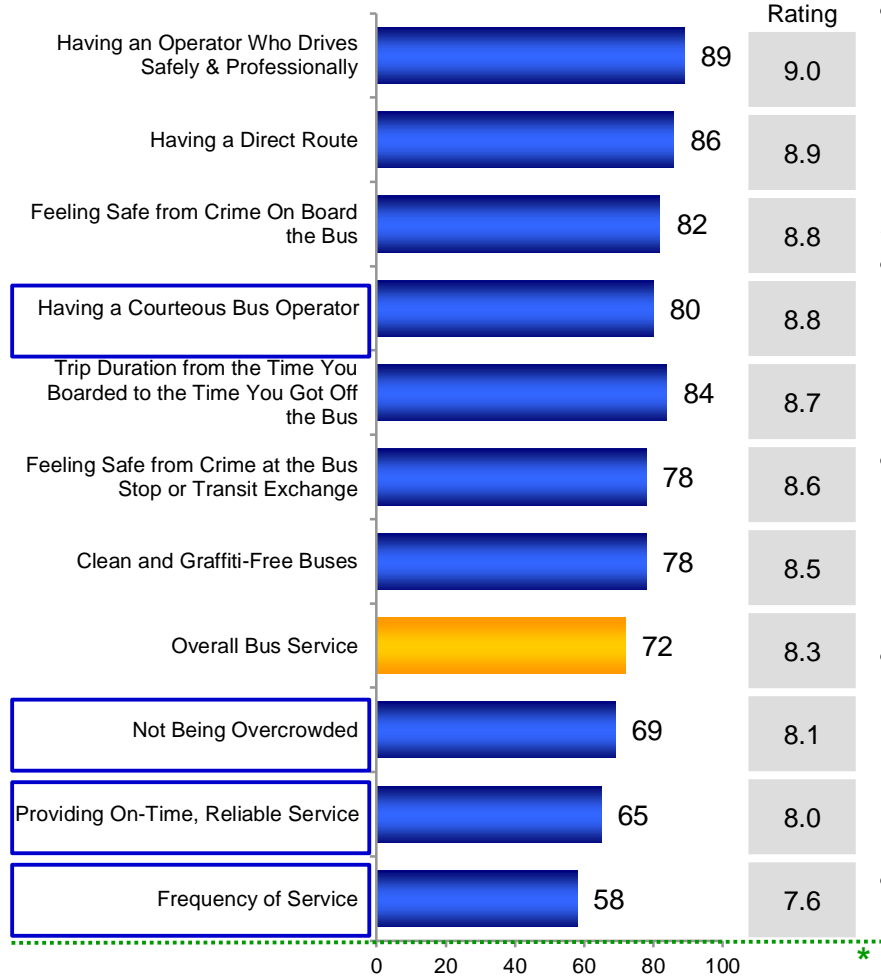
## Performance on Top Key Drivers of Transit Overall Service\*

- Value for Money
  - Value for Money has also jumped significantly, earning top scores from six-in-ten (62%) transit riders. This is likely as a result of TransLink suspending fare collection on buses from March 20<sup>th</sup> until May 31<sup>st</sup>.
- Good Connections
  - Over half (54%) of transit riders provide top ratings for Good Connections. This has trended up since Q4, 2019 (50%) and is at the highest observed level in the last two years.

## Performance on Bus System Attributes

% Good to Excellent (8-10)

Average  
Rating



Top Key Driver

Q2 2020 Base = 1158 (bus routes evaluated)

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

## Bus System

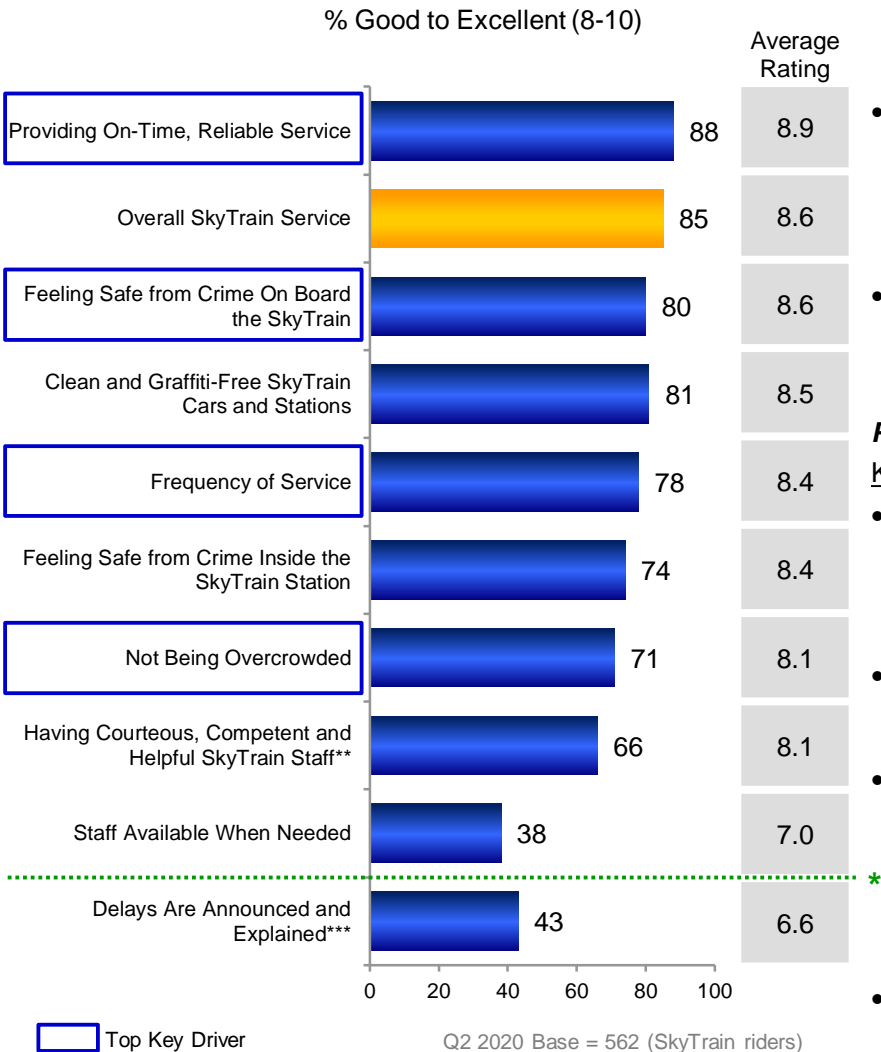
- Overall Bus Service earns top ratings from over seven-in-ten (72%) bus riders, which is significantly up from 67% last quarter. The average score is at 8.3 out of 10, also up from 8.0 last quarter and 7.8 in Q4, 2019.
- Good-to-excellent scores have jumped significantly for several service attributes this wave compared to both last quarter and a year ago, including On-Time Reliable Service (up 5 ppt since last quarter), Frequency of Service (up 4 ppt), Trip Duration (up 7 ppt), Not Being Overcrowded (up 17 ppt) and Having a Direct Route (up 4 ppt). This may be due to changing expectations of TransLink's bus service as a result of the COVID-19 pandemic, with riders viewing the transit system more positively amid uncertain and difficult times.

## Performance on Top Key Drivers of Overall Bus Service\*

- Courteous Bus Operator
  - Similar to previous periods, Courteous Bus Operator continues to be the highest-rated top key driver of Overall Bus Service, as eight-in-ten (80%) bus riders award good-to-excellent scores for this service attribute. This is similar to last quarter (79%). Top ratings are highest for WVT (85%) and BTC (85%, up 11 ppt since last quarter).
- On-Time Reliable Service
  - Two-in-three (65%) bus riders provide good-to-excellent ratings for On-Time Reliable Service, a significant jump from 60% last period. Reduced delays caused by decreased bus ridership and reduced road congestion may have contributed to improvements for this service attribute. BTC (74%) earns the highest rating this wave, while PCT has the lowest score (50%).
- Frequency of Service
  - Although Frequency of Service is now the lowest-rated service attribute on the bus system (possibly due to the suspension of 18 bus routes starting April 24<sup>th</sup>), top ratings have increased significantly to 58%, up by 4 ppt since last period and 7 ppt since a year ago. The average score has also jumped to 7.6 out of 10, compared to 7.4 last wave. HTC (69%) and BTC (68%) are rated highest this quarter.
- Not Being Overcrowded
  - Not Being Overcrowded has improved significantly, with nearly seven-in-ten (69%) bus riders providing good-to-excellent ratings, up from 52% last period and 48% the same period a year ago. Nearly all routes experienced a significant increase in ratings. These improvements are likely due to reduced bus ridership, as well as seating limits placed on buses to promote social distancing starting the week of March 30<sup>th</sup>.



## Performance on SkyTrain Attributes



\* 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=21)

\*\*\* Caution: Only among those who experienced delays (n=208)

## SkyTrain System

- Over eight-in-ten (85%) SkyTrain riders award good-to-excellent ratings for Overall SkyTrain Service, making it the highest-rated mode. This is significantly up from 77% last period, and the average score has also increased to 8.6 out of 10, from 8.4 last quarter.
- Several service attributes have improved significantly since last quarter and the same quarter a year ago, such as On-Time Reliable Service (88%, up from 84% last quarter), Not Being Overcrowded (71% vs. 48% last period) and Clean and Graffiti-Free SkyTrain Cars and Stations (81%, up from 76% last quarter). Similar to the Bus system, SkyTrain may have exceeded riders' lowered expectations as a result of the COVID-19 pandemic.
- Delays are Announced and Explained is the only SkyTrain service attribute that remains below the positive performance threshold of 7.0, with an average score of 6.6 out of 10.

## Performance on Top Key Drivers of SkyTrain Overall Service

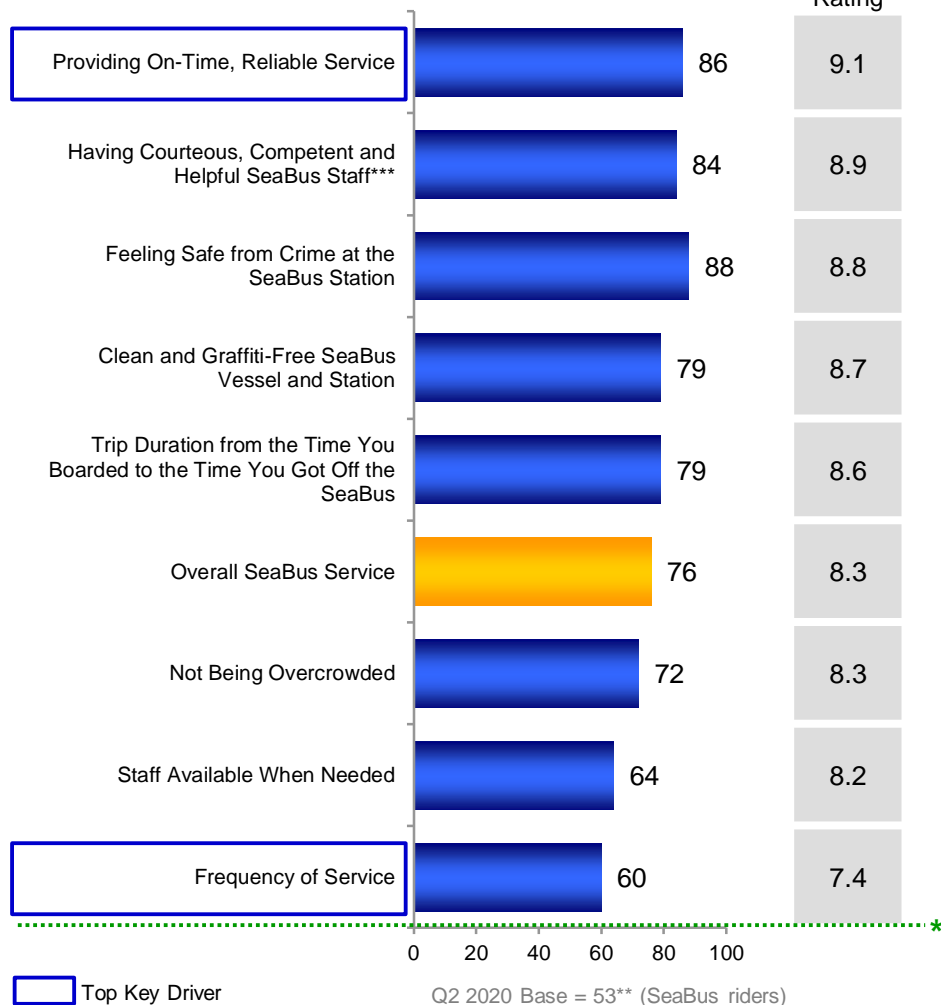
### Key Drivers with Positive Performance\*

- On-Time, Reliable Service
  - Similar to previous periods, On-Time Reliable Service is the highest-rated top key driver, as nearly nine-in-ten (88%) provide good-to-excellent ratings, significantly up from 84% last period. The average score is solid at 8.9 out of 10, up from 8.7 last quarter.
- Feeling Safe from Crime On Board the SkyTrain
  - Eight-in-ten (80%) SkyTrain riders award top scores for Feeling Safe Onboard, unchanged from previous waves. The average score is stable at 8.6 out of 10.
- Frequency of Service
  - Top ratings for Frequency of Service held steady this period, with nearly eight-in-ten (78%) SkyTrain riders who give top scores for this attribute. This is similar to last quarter (77%) and the average score remains consistent at 8.4 out of 10. Notably, scores have remained strong despite large reductions in SkyTrain capacity (decreased between 15% to 40%) starting April 22<sup>nd</sup>, in addition to already reduced schedules.
- Not Being Overcrowded
  - Not Being Overcrowded has improved significantly, earning top ratings from seven-in-ten (71%) SkyTrain riders, up from 48% last period. This is likely due to lower weekday ridership along with limits on SkyTrain car capacity and the number of open fare gates.

## Performance on SeaBus Attributes

% Good to Excellent (8-10)

Average  
Rating



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

\*\* Caution: Small base size

\*\*\* Caution: Very small base size – only among SeaBus riders who spoke with staff (n=9)

## SeaBus

- Three-quarters (76%) of SeaBus riders award good-to-excellent ratings for Overall SeaBus Service, a downward shift from 85% last quarter and 82% in Q2, 2019. The average score has also declined to 8.3 out of 10, from 8.7 last period.
- Top scores for several SeaBus service attributes have declined compared to last quarter, such as Frequency of Service (60%, directionally down 12 ppt), On-Time Reliable Service (86%, significantly down 10 ppt), Courteous, Competent and Helpful Staff (84%, directionally down 8 ppt) and Trip Duration (79%, significantly down 13 ppt). This may be attributable to frequent changes to the SeaBus schedule in March and April. Nonetheless, all SeaBus attributes remain above the positive performance threshold of 7.0 out of 10.

## Performance on Top Key Drivers of SeaBus Overall Service

- On-Time, Reliable Service
  - Nearly nine-in-ten (86%) SeaBus riders award top ratings for the top key driver of On-Time Reliable Service, significantly lower than last quarter (96%). While this has reversed the upward trend seen since Q3, 2019, the average score remains strong at 9.1 out of 10.
- Frequency of Service
  - Frequency of Service continues to be the lowest-rated attribute and top key driver of Overall Service, with six-in-ten (60%) providing good-to-excellent scores. This has decreased significantly from 72% last quarter. The average score has also declined to 7.4 out of 10, down from 8.3 in Q1, 2020. Reduced sailings beginning in March, and further decreasing in April, are likely the reason for the low ratings this quarter.



## ***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 (22% versus 12%)
  - They are less likely to be employed full-time (45% versus 57%), more likely to be employed part-time (19% versus 13%) and less likely to be retired (14% versus 18%)
  - They are more likely to be a student (14% versus 5%)
  - They are more likely to have some university education or above (55% versus 52%)

## ***Trip Purpose***



- Similar to previous periods, going to/from work (50%) is the primary reason for taking transit. The proportion of those who take transit for shopping purposes has increased to 43%, up from 38% in Q1, 2019. However, mentions of other reasons have dropped significantly from a year ago, such as for entertainment/social reasons (down 23 ppt), personal business (down 5 ppt) or school (down 9 ppt). This is likely due to stay-at-home guidelines from the provincial government in response to the COVID-19 pandemic.

## ***Choice versus Captive***



- Just under half (48%) of transit riders are Choice riders (those with regular access to a vehicle), which is significantly lower compared to previous periods (64% in Q1, 2020). This may be due to Choice riders opting to work from home or use their vehicle to travel rather than taking transit, amid concerns surrounding social distancing and the COVID-19 pandemic. The proportion of Captive riders (those without regular vehicle access) has increased significantly, from 35% last quarter to 51% currently.
- Similar to previous periods, Choice riders are more likely to be older (35+) and have a higher household income (\$80K or more).
- In contrast, Captive riders tend to be younger (<35), make <\$40K in household income 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.**



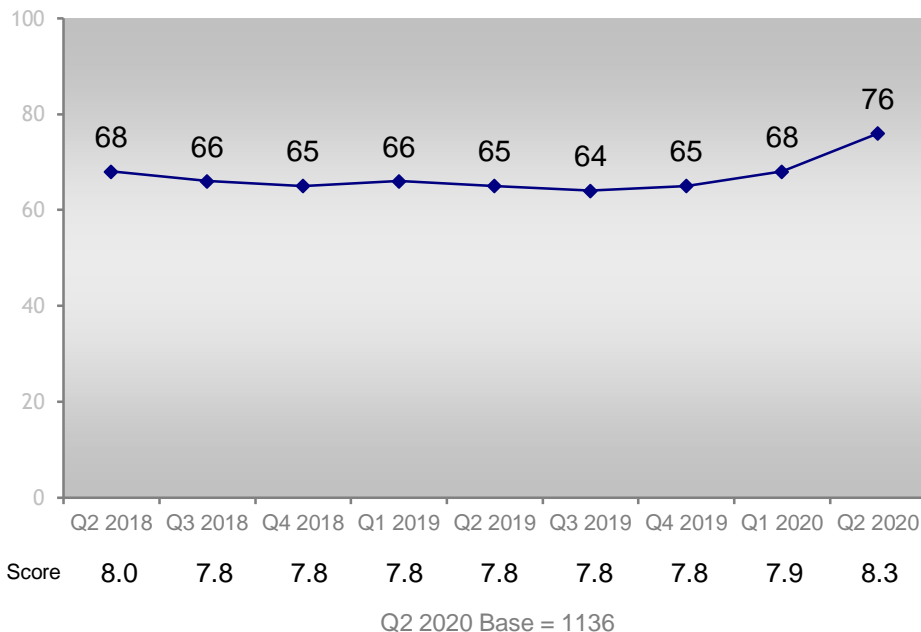
**This section presents an evaluation of the overall transit system, followed by evaluation of each of the three transit modes. For the transit system overall and for each mode, results are presented for the following:**

- 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)



**Q2 2020 Regional Differences:**

95% among West Vancouver riders

65% among Northeast riders



Most Positive



Least Positive

### Overall Service

Three-quarters (76%) of transit riders award good-to-excellent ratings for Overall Transit Service, a significant increase compared to last quarter (up 8 ppt) and a year ago (up 11 ppt). The average score is 8.3 out of 10, which is a historical high over the last two years.

Good-to-excellent scores have also increased significantly for several top key drivers of Overall Service, including Not Being Overcrowded, On-Time Reliable Service and Frequency of Service, contributing to the jump in Overall Service ratings.

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	+ 8%	+ 11%

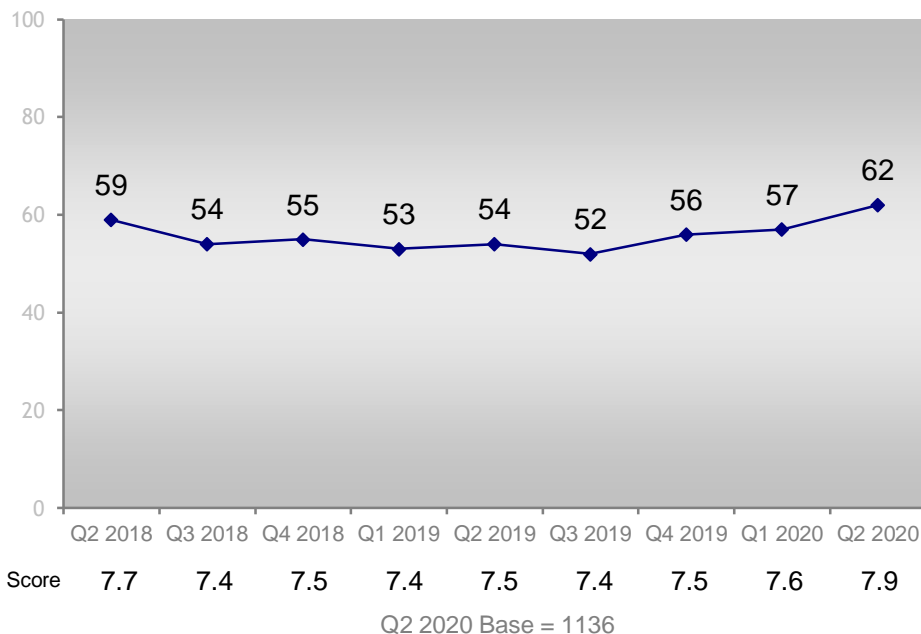
Younger riders aged 18-24 as well as Seniors (65+) are more likely to give higher ratings to Overall Service compared to those aged 45-64. There are no significant differences in top ratings between Choice and Captive riders.



= 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

Six-in-ten (62%) riders provide top scores in terms of Value for Money. Similar to Overall Service, this is a significant jump compared to last quarter and a year ago, likely due to TransLink suspending fare collection on the bus system from March 20<sup>th</sup> until May 31<sup>st</sup>. The average score is now at 7.9 out of 10, a record high in recent waves.

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	+ 5%	+ 8%

Consistent with previous periods, Seniors aged 65+ are more likely to provide positive ratings than their younger counterparts. No significant differences in ratings are observed between Choice and Captive riders.

### Q2 2020 Regional Differences:

84% among West Vancouver riders

51% among North Vancouver riders



Top Key Driver



Most Positive



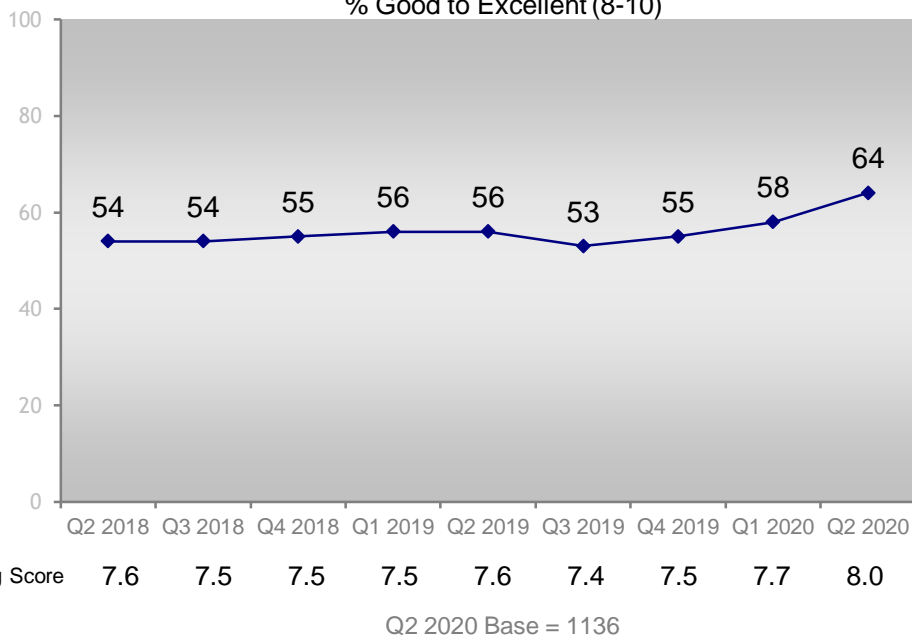
Least Positive



= 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

The upward trend continues for Convenient Hours, with over six-in-ten (64%) riders who award top ratings for this aspect of transit. This is a significant increase compared to last quarter (58%) and the same quarter last year (56%), possibly driven by transit riders readjusting their expectations of operating hours due to announcements of reduced service on Bus, SkyTrain and SeaBus. The average score has also peaked at 8.0 out of 10.

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	+ 6%	+ 8%

Riders under the age of 45 years old and Seniors (65+) are more likely to provide good-to-excellent scores for Convenient Hours relative to those aged 45-64. Similar to last wave, there are no significant differences in top ratings between Captive riders and Choice riders.

### Q2 2020 Regional Differences:

69% among Burnaby/New Westminister riders

54% among Richmond/South Delta riders

Top Key Driver Most Positive Least Positive

Significant upward/downward shift



### Good Connections

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

Over four-in-ten (43%) transit riders take more than one bus/transit mode on a typical transit trip, up significantly from last wave (38%). No significant differences can be observed between Choice and Captive riders

Over half (54%) of riders provide good-to-excellent ratings for Good Connections, the highest score observed in the last two years for this top key driver of Overall Service. Despite reduced transit service beginning the week of March 23<sup>rd</sup>, these increased scores may be due to the 83% decrease in weekday ridership reported by TransLink in early April, leading to shorter connection wait times.

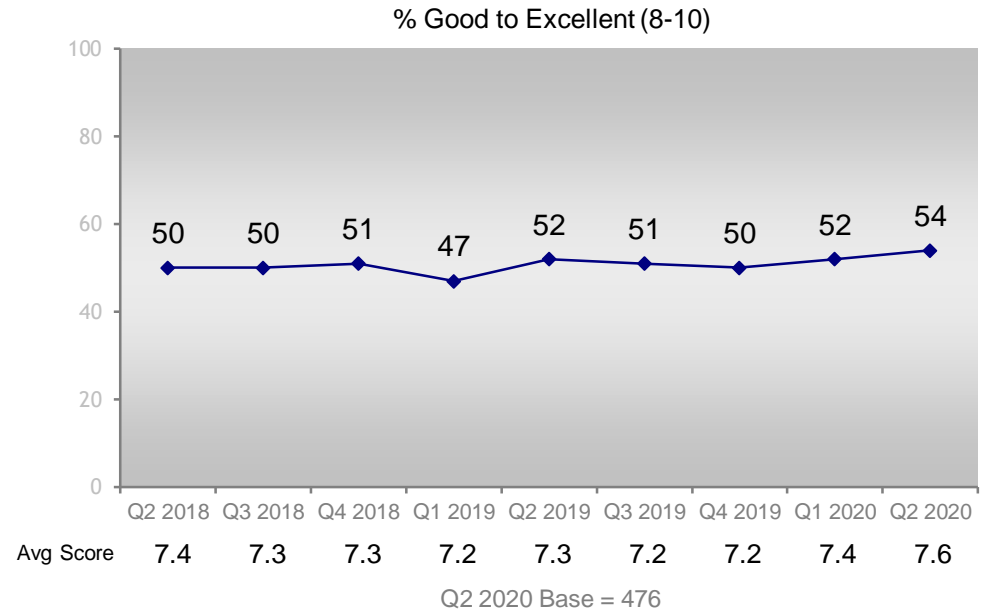
The average score has also increased and is at a record high, from 7.2 out of 10 in Q4, 2019 to 7.6 currently.

While not a significant difference, Captive riders (56%) are marginally more likely to award good-to-excellent ratings for this service attribute compared to Choice riders (52%). This may be due to Captive riders not having any other options for transportation, and therefore awarding higher scores than Choice riders. Notably, significantly more Captive riders took transit this period compared to last quarter (51% vs. 35%, respectively).

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

= Significant upward/downward shift

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



#### Q2 2020 Regional Differences:

60% among Vancouver riders

35% among Richmond/South Delta riders

Top Key Driver  Most Positive  Least Positive

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

### Enough Bus Shelters at Bus Stops

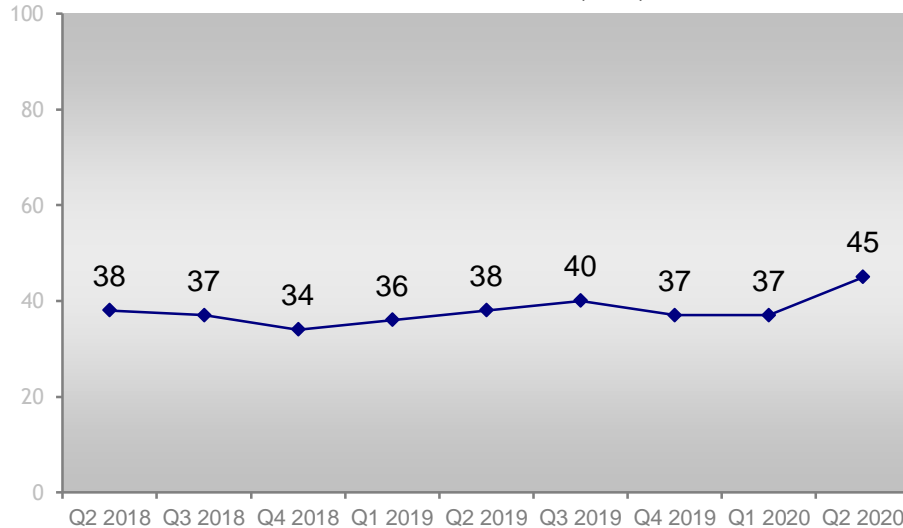
Having Enough Bus Shelters at Bus Stops earns top ratings from over four-in-ten (45%) riders, which has jumped up significantly compared to last quarter. While it is still the lowest-rated service attribute across the transit system, its average score of 7.2 out of 10 has jumped up compared to 6.9 last quarter, and has surpassed the minimum positive performance threshold of 7.0.

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	+ 8%	+ 7%

Transit riders aged 18-44 and Seniors aged 65+ are more likely than those aged 45-64 to award top ratings for this attribute.

While not a significant difference, Captive riders (48%) are directionally more likely than Choice riders (42%) to provide top scores for having Enough Bus Shelters at Bus Stops.

% Good to Excellent (8-10)



Avg Score 6.9 6.8 6.7 6.8 6.9 6.9 6.8 6.9 7.2

Q2 2020 Base = 1136

#### Q2 2020 Regional Differences:

No significant regional differences

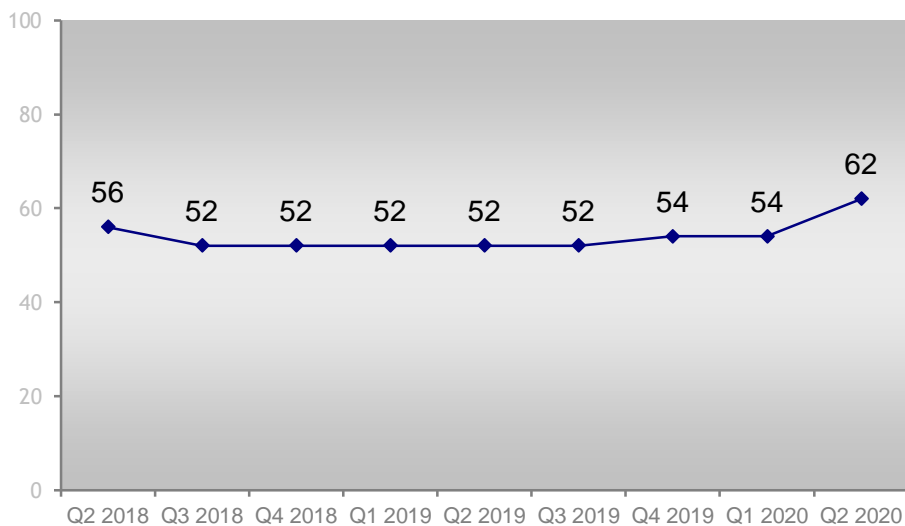
No significant regional differences

Top Key Driver Most Positive Least Positive

= Significant upward/downward shift

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

% Good to Excellent (8-10)



Avg Score 7.6 7.4 7.4 7.4 7.4 7.4 7.5 7.5 7.8

Q2 2020 Base = 1136

### Q2 2020 Regional Differences:

69% among Surrey/North Delta/White Rock/Langley riders

59% among Vancouver riders



Most Positive



Least Positive



= Significant upward/downward shift

## Adequacy of Transit Information at Stops and Stations

Six-in-ten (62%) transit riders provide good-to-excellent scores for Adequacy of Transit Information at Stops and Stations, significantly up compared to 54% last quarter and 52% a year ago. The average score has also increased to 7.8 out of 10. Similar to other service attributes, ratings for this attribute are at a historical high in the last two years, which may be due to TransLink's frequent updates regarding the changing transit schedules in response to the COVID-19 pandemic.

**Good-to-Excellent ratings compared to:**

Last Quarter

+ 8%

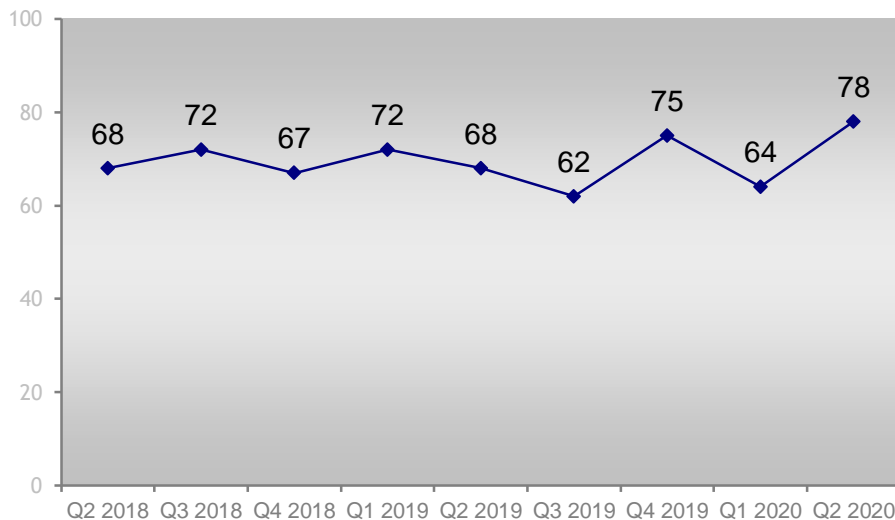
Same Quarter Last Year

+ 10%

Younger riders under the age of 45 are more likely than their older counterparts to provide top ratings for this attribute. There are no significant differences in ratings between Choice and Captive riders.

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 8.0 7.9 8.0 7.9 7.7 7.6 8.3 7.7 8.4

Q2 2020 Base = 169 (used phone)

Spoke To Clerk	Call Was Automated	Clerk & Automated
Base = 96*	Base = 34**	Base = 38**
% Good to Excellent (8-10)		
87%	58%	73%

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

### Ease of Getting Information from the Telephone Information Line

Just over one-in-ten (13%) transit riders indicate they called TransLink's Telephone Information Line in the past three months, marginally up from 10% last quarter.

Among riders who called the Telephone Information Line, over three-quarters (78%) provide good-to-excellent ratings, a significant jump of 14 ppt compared to last period and 10 ppt compared to a year ago, and reversing the decline seen last quarter. The average score of 8.4 out of 10 has increased compared to 7.7 last wave, and is at the highest observed levels in the last two years.

**Good-to-Excellent ratings compared to:**

<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
+14%	+10%

Similar to previous periods, transit riders who indicate they spoke to a clerk are more likely to award top ratings to this attribute compared the small proportion of riders who had an automated call.

= Significant upward/downward shift

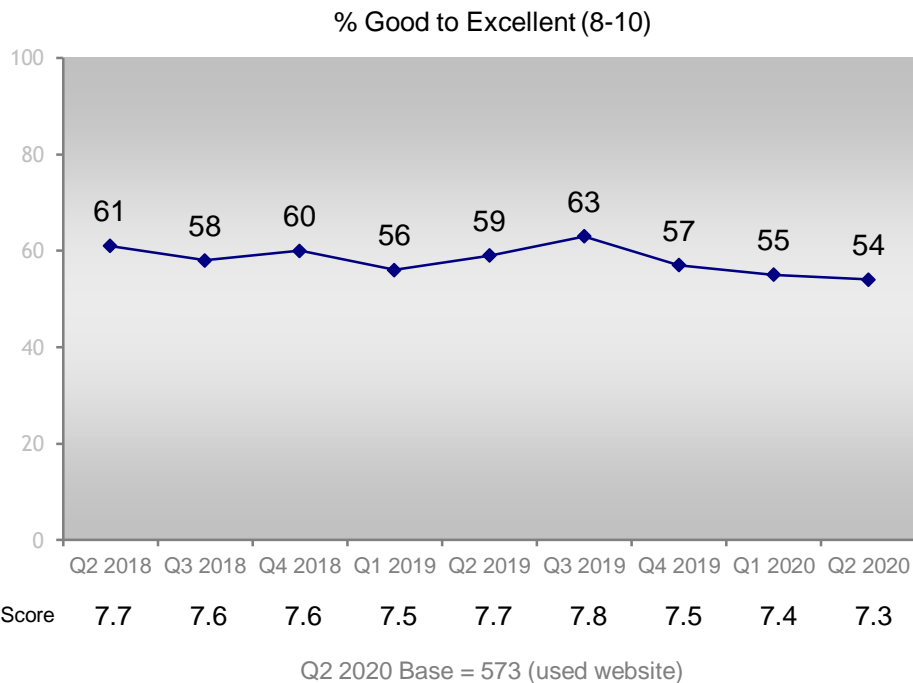
Q23F.1 On a scale from one to ten, how would you rate TransLink's website for being easy to find the information you wanted?

### Ease of Finding Info on Website

Half (49%) of transit riders have used TransLink's website in the past three months, which has decreased by 6 ppt and returned back down to Q4, 2019 levels (49%).

Among those who used TransLink's website, over half (54%) award good-to-excellent scores for Ease of Finding Information on TransLink's Website, which has been trending down since Q3, 2019 (63%).

The average score is also trending down, from 7.8 out of 10 in Q3, 2019 to 7.3 currently.



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

### Q2 2020 Regional Differences:

63% among Burnaby/New Westminister and Richmond/South Delta riders

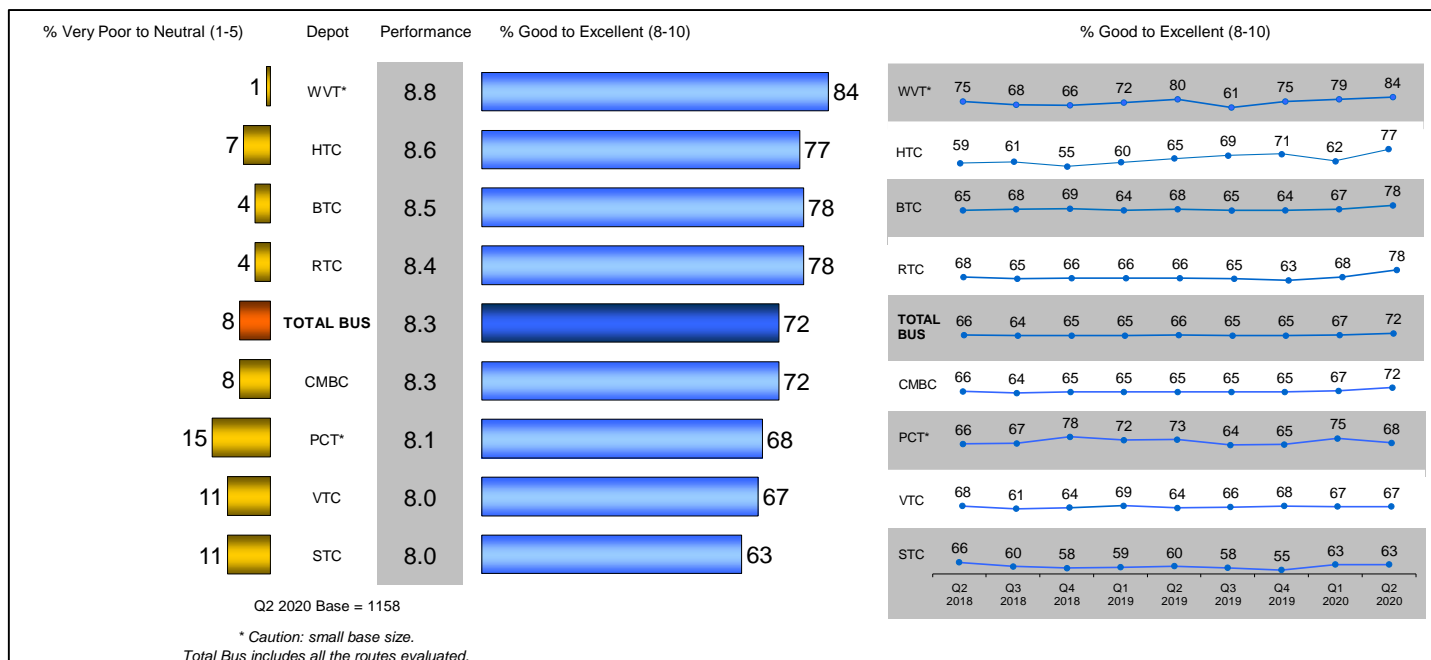
30% among Northeast riders

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?



#### Time Period Receiving Higher Ratings

- Weekdays 3:00 PM – 6:30 PM

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

### Bus Service Overall

Over seven-in-ten (72%) bus riders provide good-to-excellent ratings for Overall Bus Service, up significantly from 67% last quarter and 66% a year ago. The average score has also increased to 8.3 out of 10, up from 8.0 last quarter. Similar to Overall Transit Service, ratings for several top key drivers of Overall Bus Service also jumped significantly, such as On-Time Reliable Service, Frequency of Service and Not Being Overcrowded. This is likely due to changing perceptions and expectations of the bus system caused by the COVID-19 pandemic.

#### Good-to-Excellent ratings compared to:

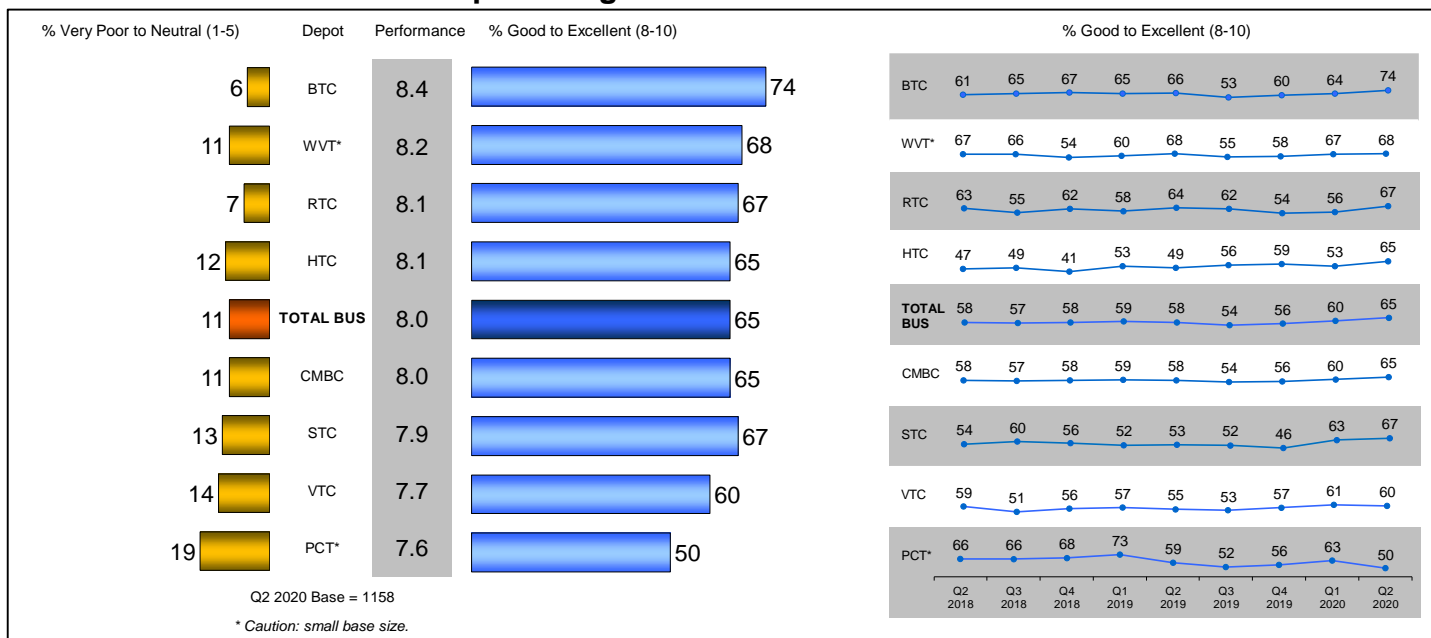
	Last Quarter	Same Quarter Last Year
Total Bus	+ 5%	+ 6%
HTC	+ 15%	+ 12%
BTC	+ 11%	+ 10%
RTC	+ 10%	+ 12%

= 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?



#### Time Period Receiving Lower Ratings

- Weekdays 5:00 AM – 9:30 AM

\* Although these are the “lowest scoring routes”, they still receive good ratings.

### On-Time Reliable Service

Just under two-thirds (65%) of bus riders award top scores for On-Time Reliable Service, significantly higher than last quarter (60%) and a year ago (58%). The average score has also continued to rise, from 7.4 out of 10 in Q4, 2019, to 7.7 last quarter, to 8.0 currently. With drastically reduced ridership, and reduced road congestion throughout the quarter, delays may have been reduced, improving the perception of On-Time Reliable Service.

Top Key Driver

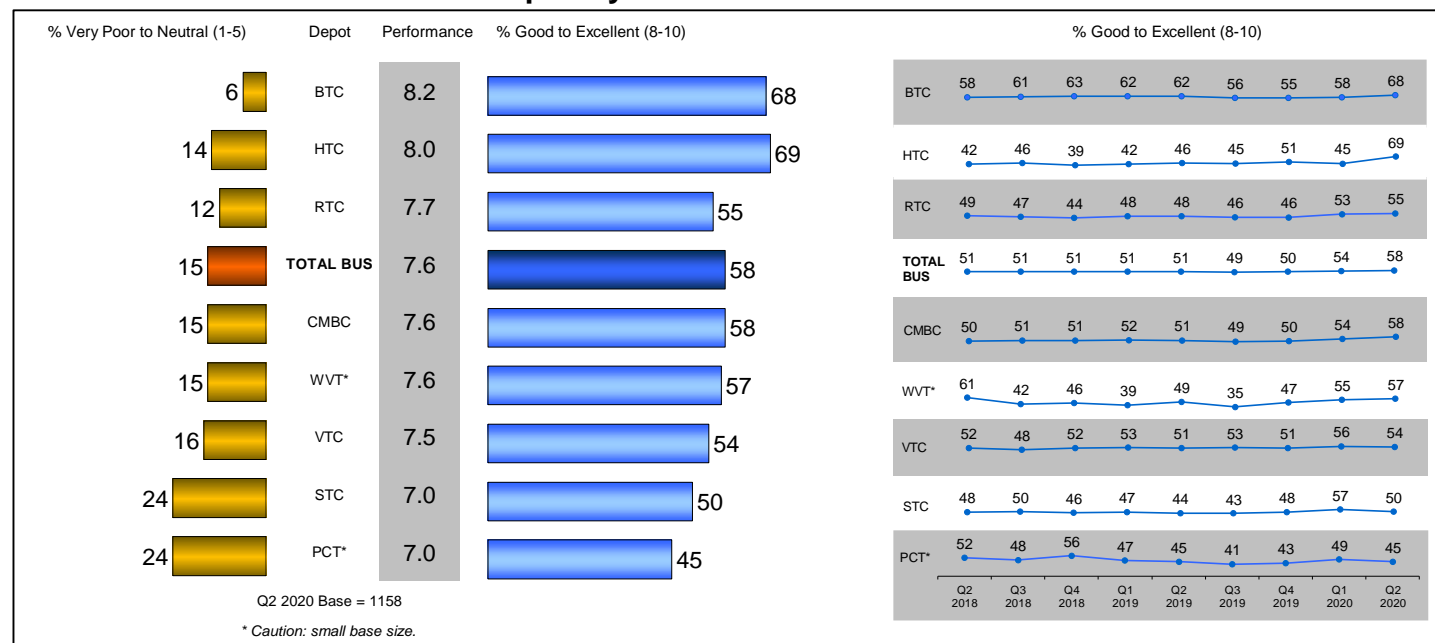
#### Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 5%	+ 7%
BTC	+ 10%	+ 8%
RTC	+ 11%	+ 3%
HTC	+ 12%	+ 16%
STC	+ 4%	+ 14%

Significant upward/downward shift

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

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



#### Time Period Receiving Higher Ratings

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

### Frequency of Service

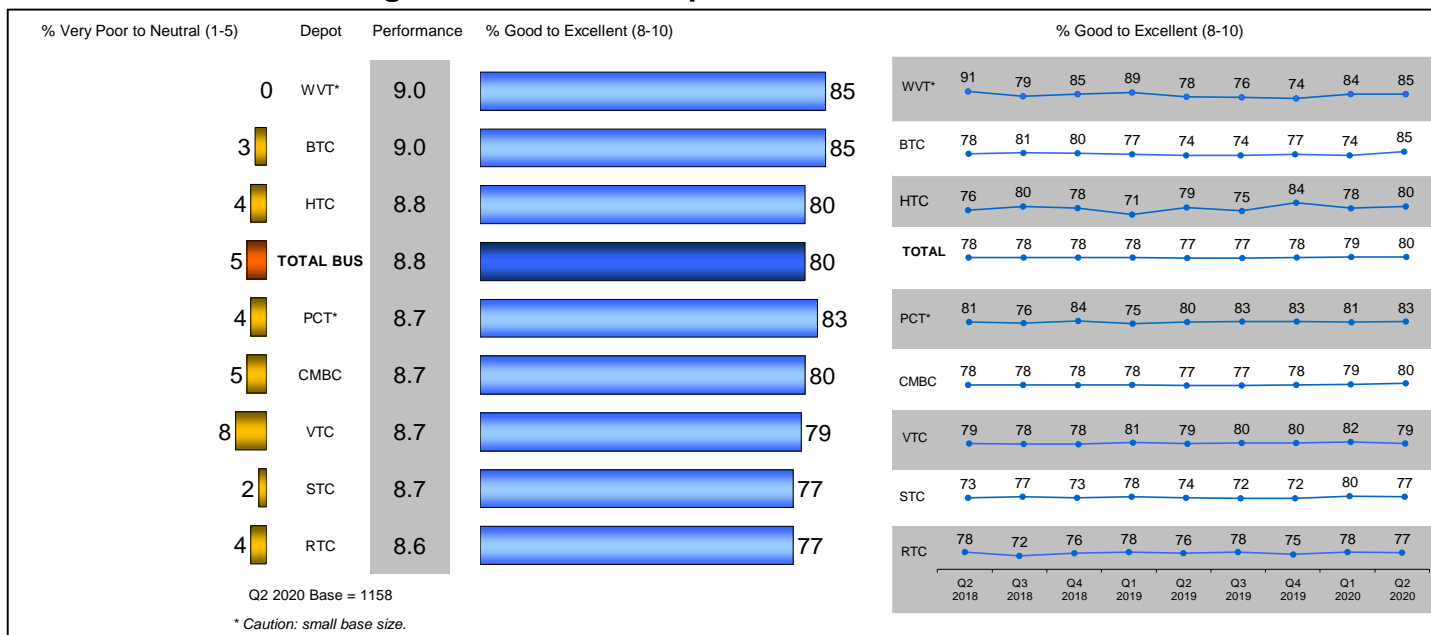
Nearly six-in-ten (58%) bus riders provide top ratings for Frequency of Service, a significant increase compared to 54% last quarter and 51% a year ago. However, this aspect is now the lowest-rated of all service attributes. This relatively flat score compared to other service attributes may be due to reduced bus service, in particular the suspension of 18 bus routes starting April 24<sup>th</sup>. Nonetheless, the average score is still above the positive performance threshold of 7.0 and has continued to increase, from 7.2 in Q4, 2019 to 7.6 currently.

	Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus		+ 4%	+ 7%
BTC		+ 10%	+ 6%
HTC		+ 24%	+ 23%

= 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?



#### Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

### Courteous Bus Operator

Similar to last quarter, Courteous Bus Operator earns good-to-excellent scores from eight-in-ten (80%) bus riders, which has inched up since last period (78%) and a year ago (77%). This service attribute continues to be the highest-rated top key driver of Overall Bus Service. The average score of 8.8 out of 10 has also increased, from 8.6 last quarter.

Top Key Driver

#### Good-to-Excellent ratings compared to:

**Total Bus**  
**BTC**

Last Quarter

Same Quarter Last Year

+ 1%

+ 3%

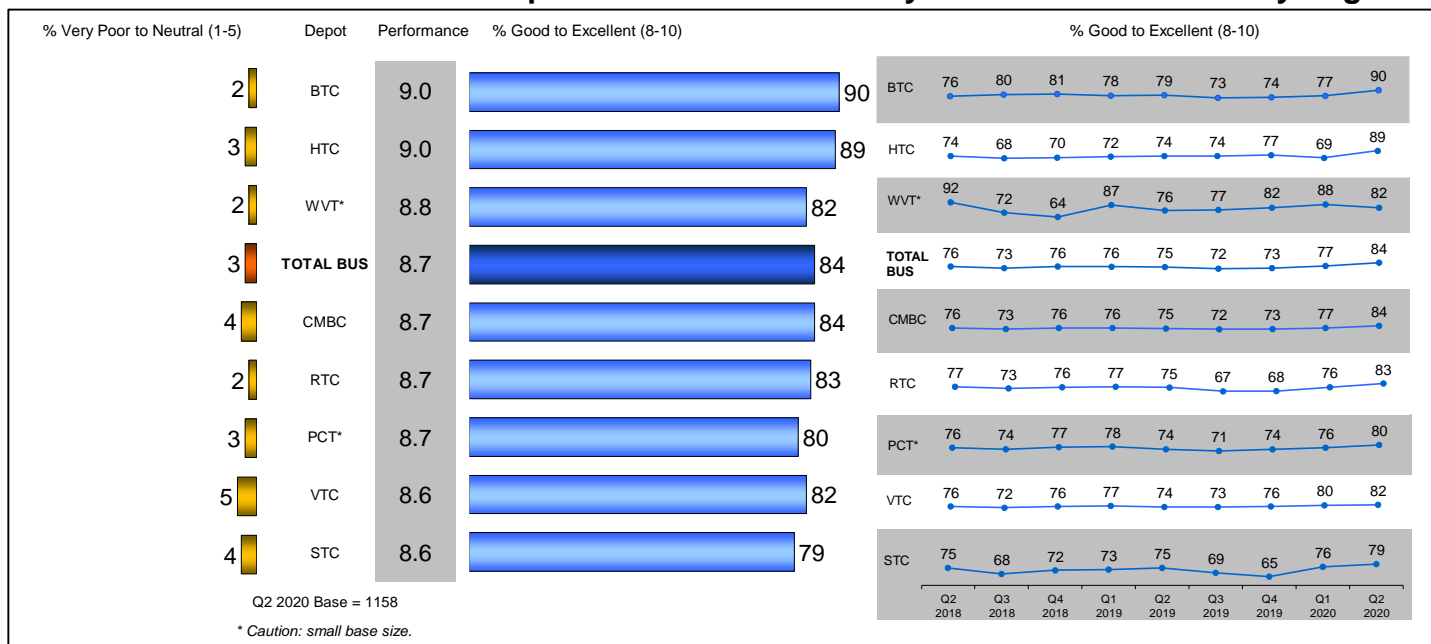
**+ 11%**

**+ 11%**

Significant upward/downward shift

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

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



#### Time Period Receiving Higher Ratings

- Weekdays 3:00 PM – 6:30 PM

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

### Trip Duration

Over eight-in-ten (84%) bus riders provided top ratings for Trip Duration, which has increased significantly compared to last quarter and a year ago. Lower ridership levels may have decreased the number of stops required, and therefore improving trip duration. The average score of 8.7 out of 10 has continued to trend up from 8.2 in Q3, 2019.

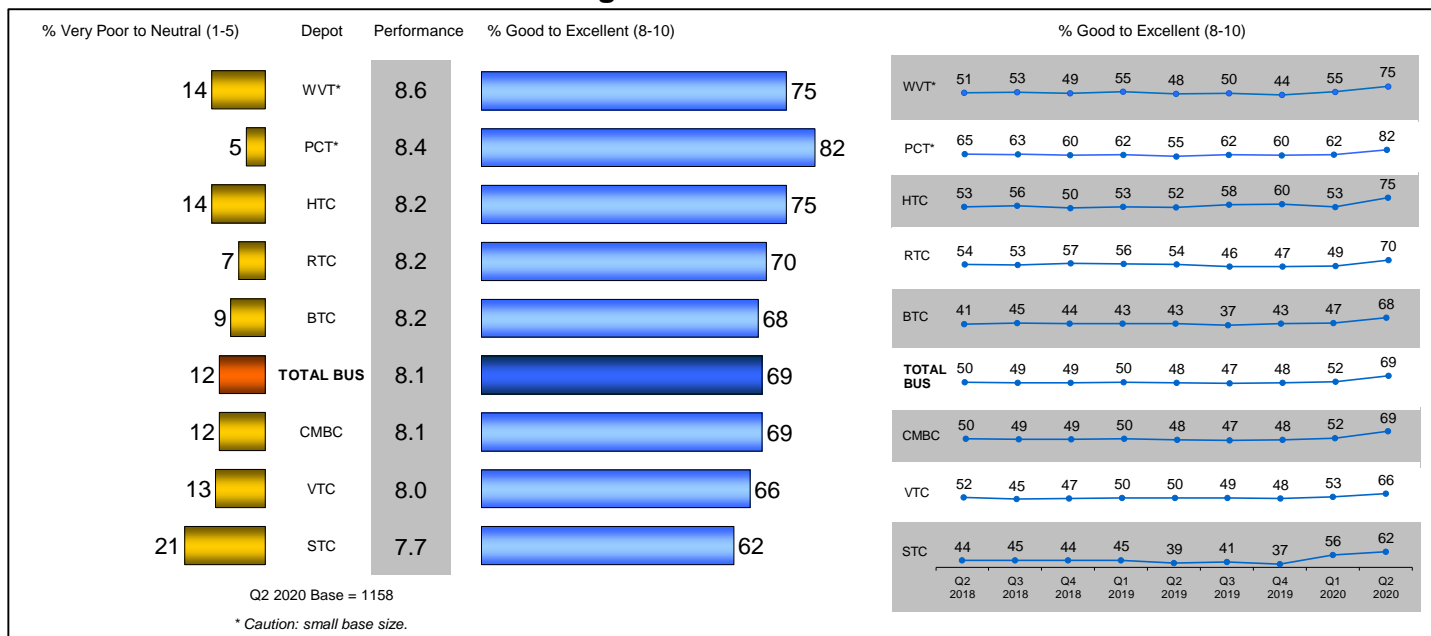
#### Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 7%	+ 9%
BTC	+ 13%	+ 11%
HTC	+ 20%	+ 15%
VTC	+ 2%	+ 8%

= Significant upward/downward shift

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

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



#### Not Being Overcrowded

The proportion of bus riders who award good-to-excellent ratings for Not Being Overcrowded (a top key driver of Overall Experience) has jumped significantly, with seven-in-ten (69%) providing top scores compared to 52% last quarter and 48% a year ago. Nearly all routes experienced a significant increase in ratings, likely due to reduced ridership and seating limits placed on buses to promote physical distancing, starting the week of March 30<sup>th</sup>. The average score of 8.1 out of 10 has also increased, from 7.3 last quarter and 6.9 in Q4, 2019.

#### Good-to-Excellent ratings compared to:

##### Total Bus

##### WVT

##### PCT

##### HTC

##### RTC

##### BTC

##### VTC

##### STC

#### Last Quarter

+ 17%

+ 20%

+ 20%

+ 22%

+ 21%

+ 21%

+ 13%

+ 6%

#### Same Quarter Last Year

+ 21%

+ 27%

+ 27%

+ 23%

+ 16%

+ 25%

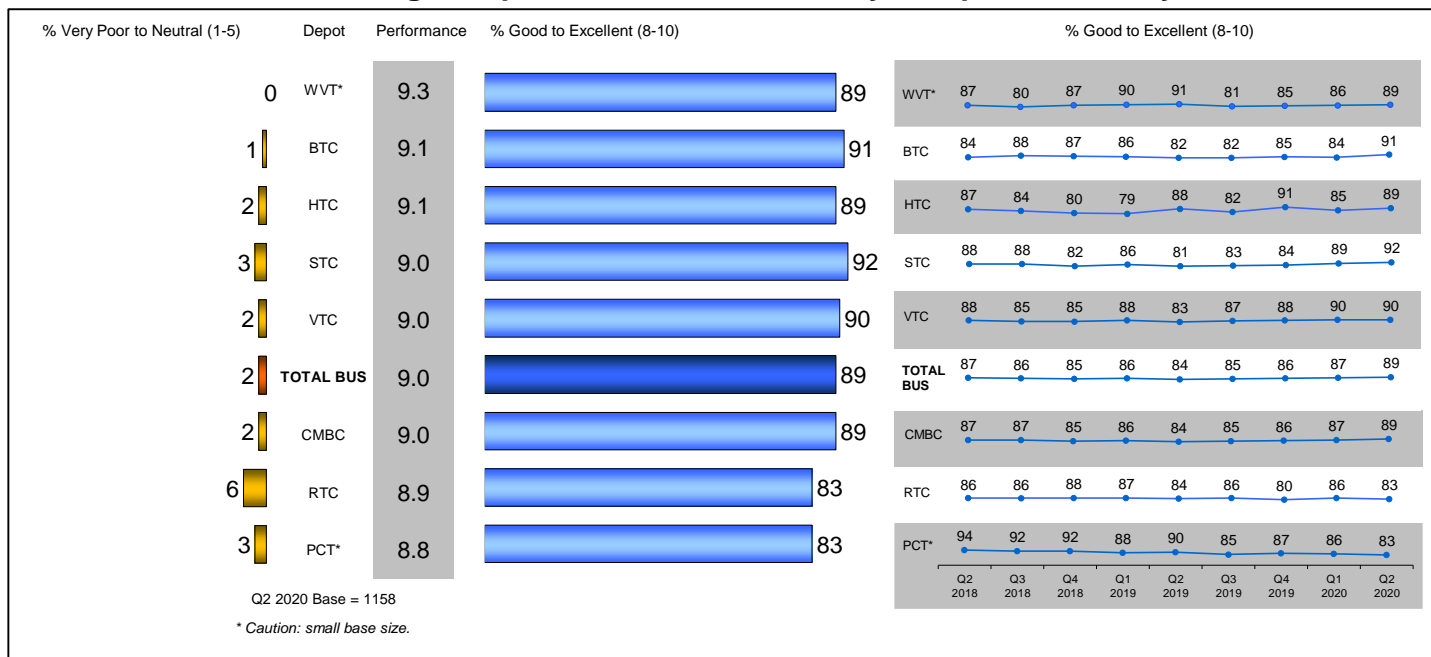
+ 16%

+ 23%

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?



#### Time Period Receiving Higher Ratings

- Weekdays 9:30 AM – 3:00 PM

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

### Safe and Professional Bus Operator

Nine-in-ten (89%) bus riders provided good-to-excellent ratings for Safe and Professional Bus Operator, which is marginally up by 2 ppt since last quarter and is the highest score seen over the last two years. The average score is solid at 9.0 out of 10, slightly up from 8.9 last quarter.

#### Good-to-Excellent ratings compared to:

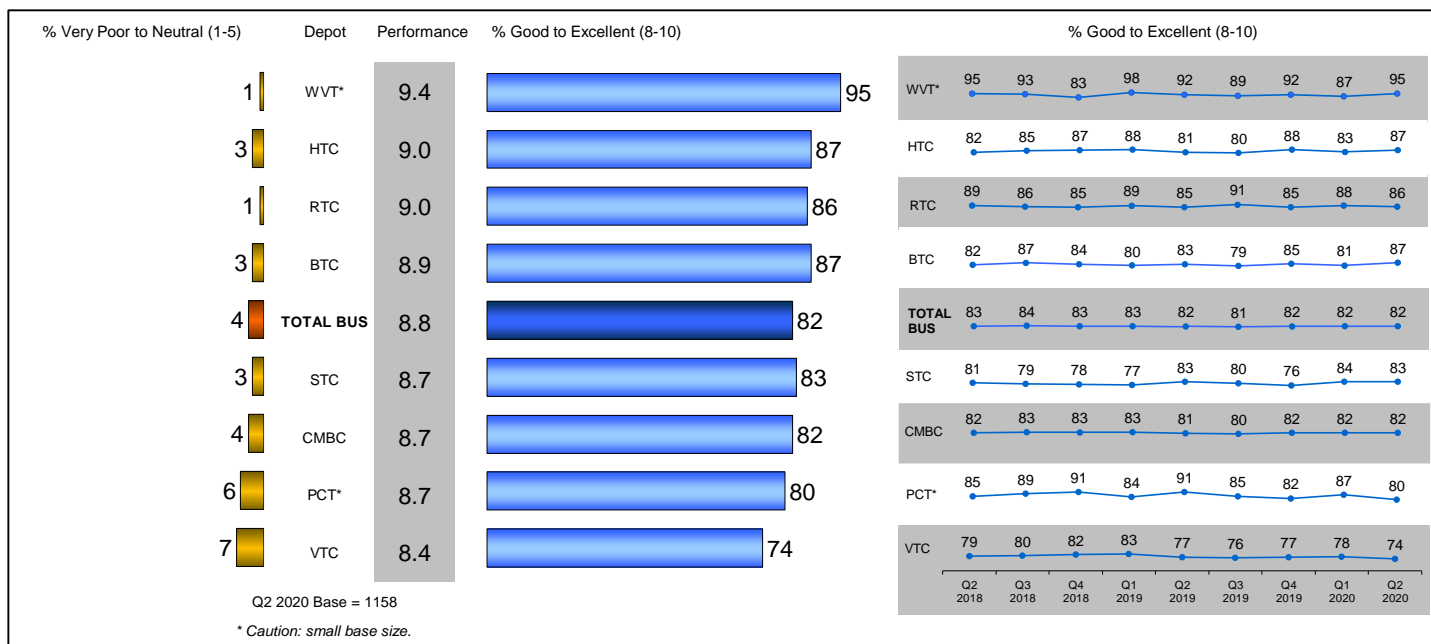
	Last Quarter	Same Quarter Last Year
Total Bus	+ 2%	+ 5%
BTC	+ 7%	+ 9%
STC	+ 3%	+ 11%
VTC	0%	+ 7%

= 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?



#### 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

Similar to previous periods, eight-in-ten (82%) bus riders award top scores for Feeling Safe from Crime On Board the Bus. The average score has been trending up marginally, from 8.6 out of 10 in Q4, 2019 to 8.8 currently.

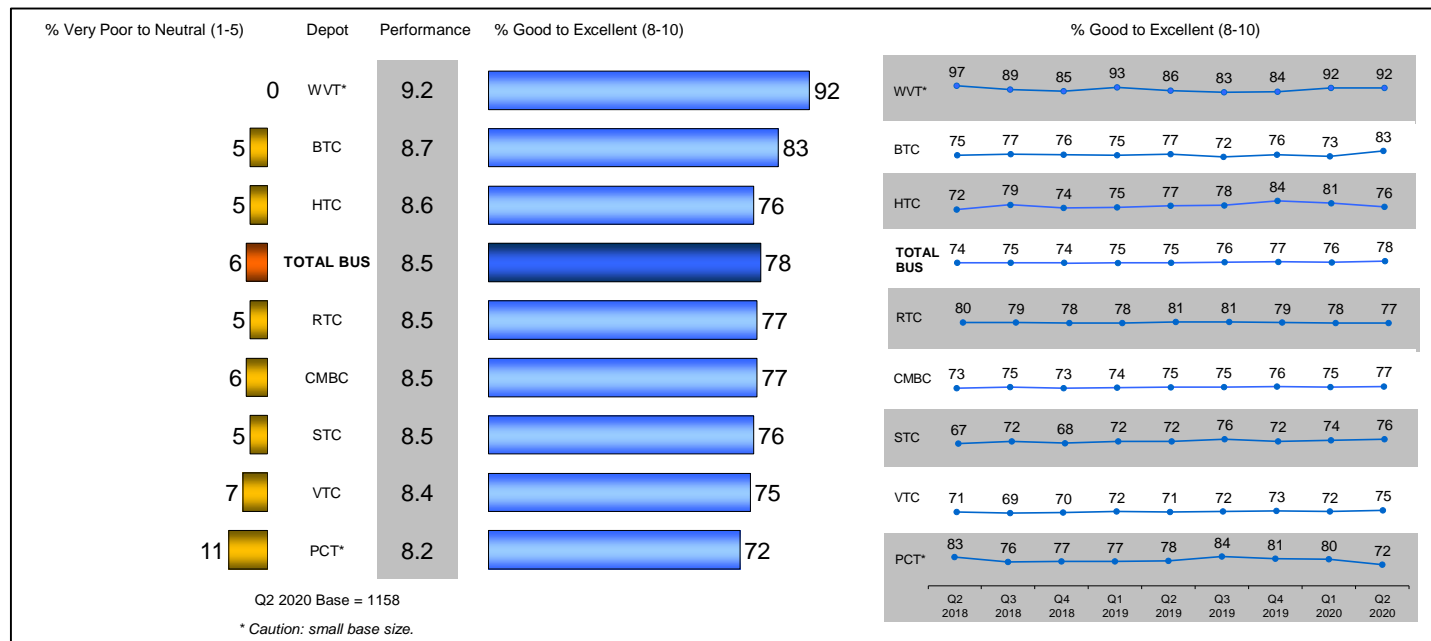
#### Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	0%	0%
BTC	+ 6%	+ 4%

= 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?



#### 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

Nearly eight-in-ten (78%) bus riders provide good-to-excellent scores for Clean and Graffiti-Free Buses. This service attribute is up marginally by 2 ppt compared to last quarter and 3 ppt compared to last year, likely attributable to increased sanitation procedures due to the COVID-19 pandemic. The average score has inched up to 8.5 out of 10 compared to 8.4 last quarter.

#### Good-to-Excellent ratings compared to:

Total Bus

Last Quarter

+ 2%

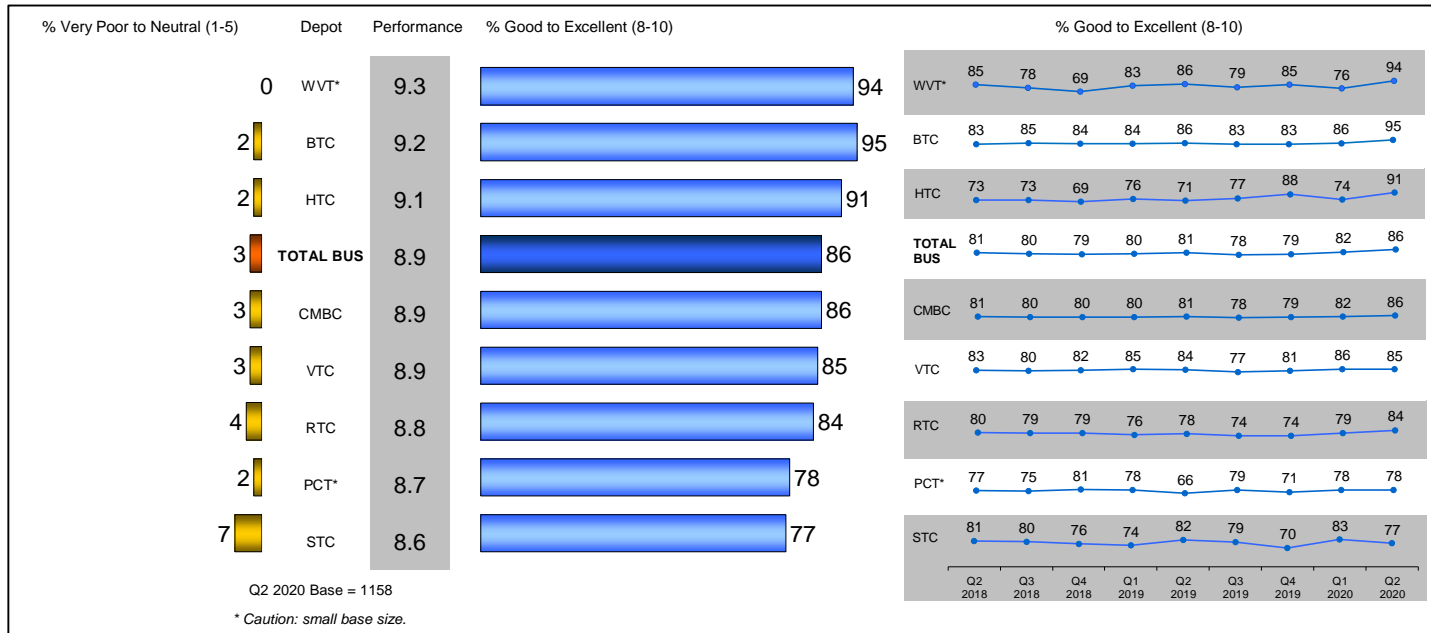
Same Quarter Last Year

+ 3%

= 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?



#### Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

### Having a Direct Route

Having a Direct Route earns top scores from nearly nine-in-ten (86%) bus riders, up from 78% in Q3, 2019. The average score of 8.9 out of 10 has also been trending up, from 8.7 last quarter and 8.5 in Q4, 2019. Improvements in this service attribute may be related to increased ratings for Frequency of Service, On-Time Reliable Service, Not Being Overcrowded and Trip Duration, due to reduced ridership on buses.

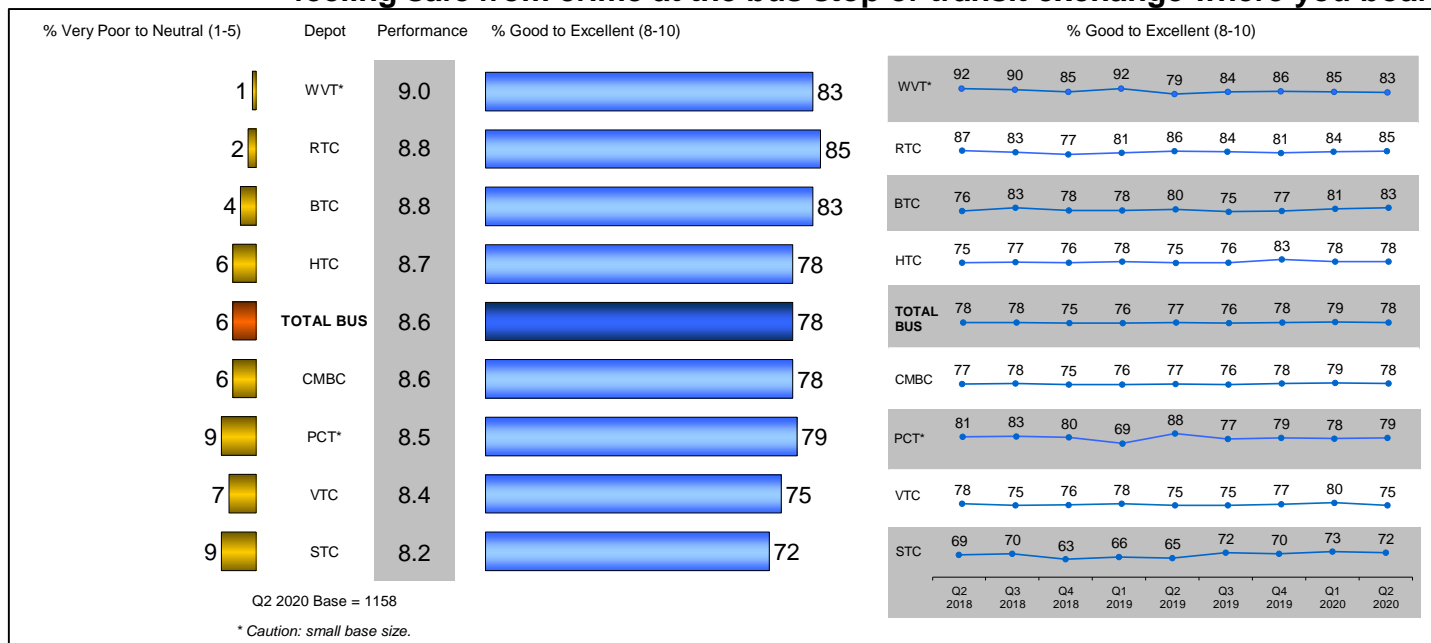
#### Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 4%	+ 5%
WVT	+ 18%	+ 8%
BTC	+ 9%	+ 9%
HTC	+ 17%	+ 20%

= 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?



#### Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

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

Similar to previous waves, eight-in-ten (78%) bus riders give good-to-excellent ratings for Feeling Safe from Crime at Stops or Exchange. The average score is up marginally at 8.6 out of 10, compared to 8.5 last quarter.

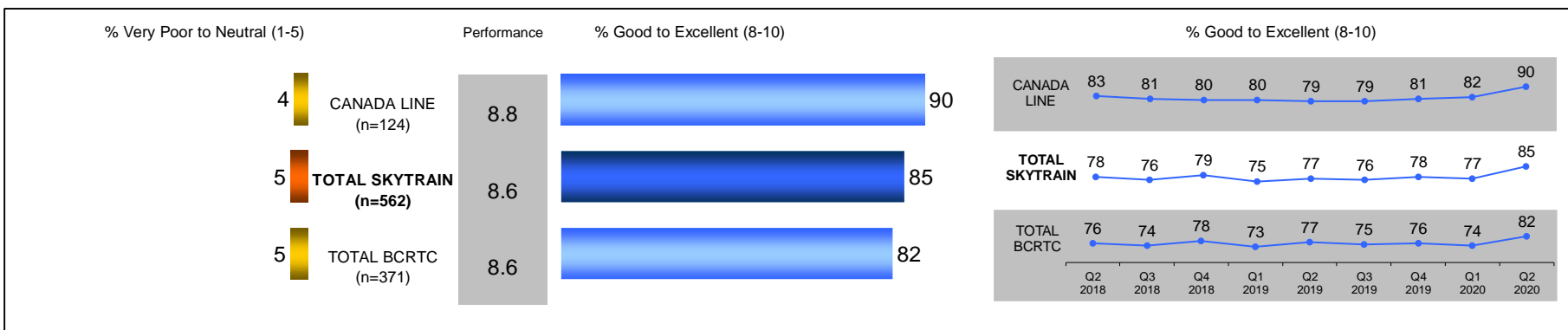
**Good-to-Excellent ratings compared to:**

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

= Significant upward/downward shift

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

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



### SkyTrain Overall Service

Over eight-in-ten (85%) SkyTrain riders provide good-to-excellent ratings for Overall SkyTrain Service, which has increased significantly by 8 ppt compared to last quarter and the same quarter last year. Top scores for other SkyTrain service attributes such as On-Time Reliable Service, Not Being Overcrowded and Clean and Graffiti-Free SkyTrain Cars and Stations increased significantly over the last quarter, contributing to the jump in ratings for Overall SkyTrain Service. Notably, all SkyTrain lines saw a significant increase in Overall SkyTrain Service ratings this quarter. The average score of 8.6 out of 10 has also increased from 8.4 last period.

#### Good-to-Excellent ratings compared to:

	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	+ 8%	+ 8%
Total BCRTC:	+ 8%	+ 5%
Canada Line:	+ 8%	+ 11%

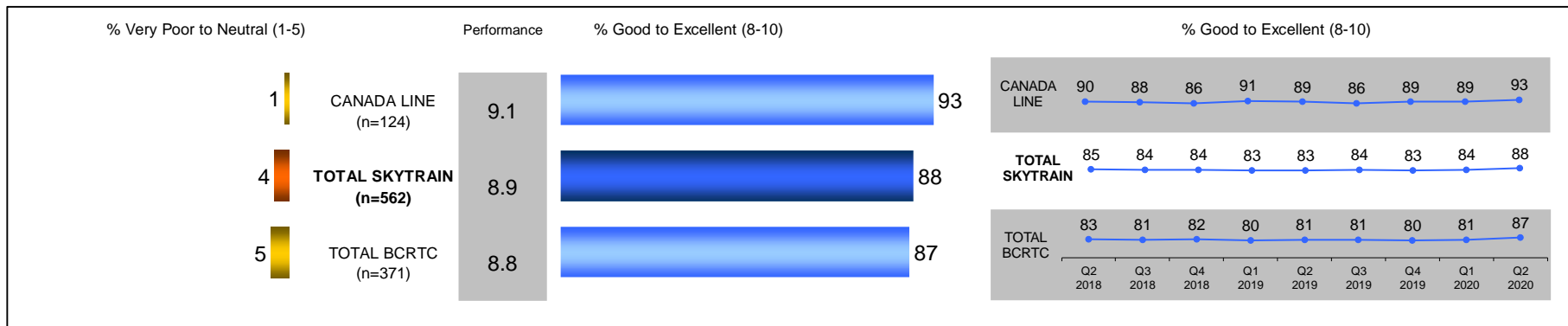
**Notes:** Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode.

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 top scores from nearly nine-in-ten (88%) SkyTrain riders. This is a significant increase compared to last period (84%) and last year (83%), and the highest level observed in the last two years. This service attribute on SkyTrain continues to be the highest rated top key driver of Overall Service, and the average score of 8.9 out of 10 has increased from 8.7 last quarter.

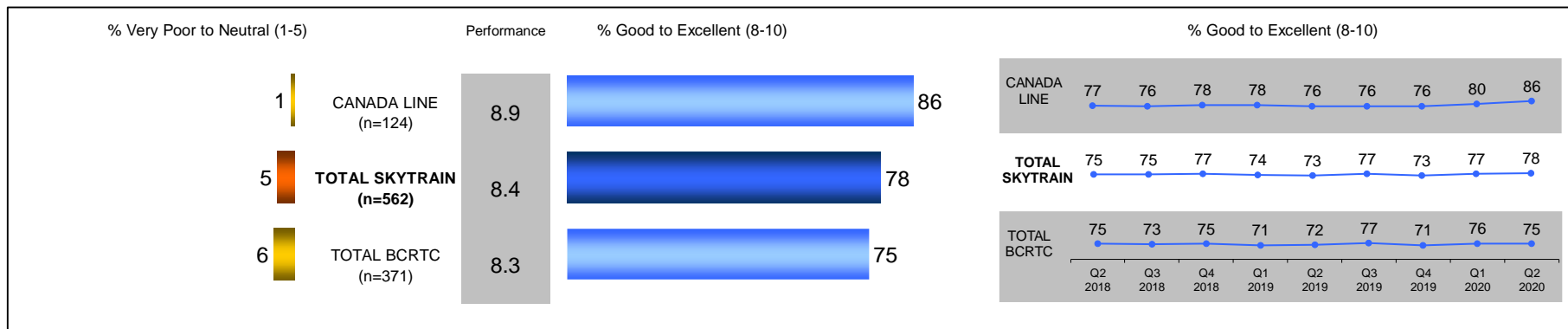
#### Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total SkyTrain:	+ 4%	+ 5%
Total BCRTC:	+ 6%	+ 6%
Canada Line:	+ 4%	+ 4%

= 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

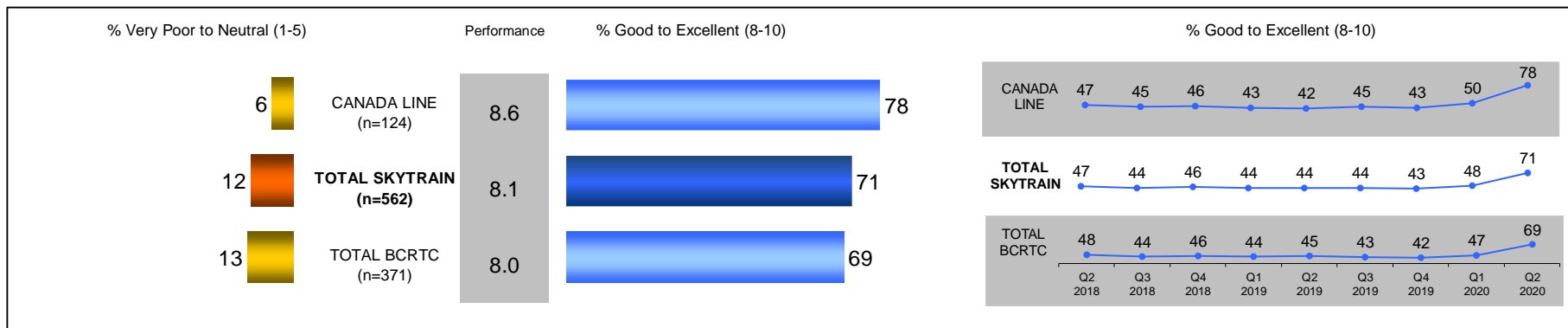
Similar to last wave, over three-quarters (78%) of SkyTrain riders provide good-to-excellent ratings for Frequency of Service. Scores for Canada Line in particular increased significantly compared to the same quarter last year (up 10 ppt). The average score continues to inch up, from 8.2 out of 10 in Q4, 2019 to 8.4 currently. Notably, scores have remained healthy despite the extreme reductions in SkyTrain capacity (decreased between 15% to 40%) starting April 22<sup>nd</sup>, on top of already reduced schedules.

#### Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total SkyTrain:	+ 1%	+ 5%
Total BCRTC:	- 1%	+ 3%
Canada Line:	+ 6%	+ 10%

    = Significant upward/downward shift

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



Top Key Driver

#### Not Being Overcrowded

Seven-in-ten (71%) SkyTrain riders award good-to-excellent ratings for Not Being Overcrowded. Similar to the Bus system, this attribute for SkyTrain jumped significantly compared to last quarter (48%), increasing by over 20 ppt for both the BCRTC and Canada Line. The average rating has also jumped to 8.1 out of 10, from 7.0 last period.

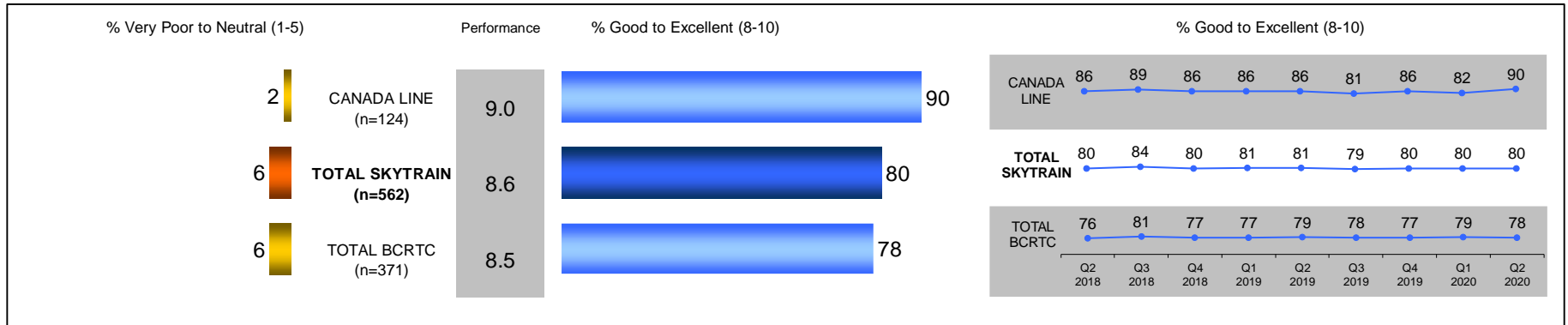
The improvements in top ratings for Not Being Overcrowded on SkyTrain are likely due to reduced SkyTrain capacity starting April 22<sup>nd</sup>, as well as considerably lower weekday ridership, which decreased by more than 80% (reported on April 29<sup>th</sup>). In addition, fare gate access at busy stations became limited as part of TransLink's Safe Operating Action Plan in mid-end of May, to help manage the number of riders on SkyTrain. These are all a result of directives from the provincial government to stay home and reduce non-essential outings, in response to the COVID-19 pandemic.

#### Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total SkyTrain:	+ 23%	+ 27%
Total BCRTC:	+ 22%	+ 24%
Canada Line:	+ 28%	+ 36%

= Significant upward/downward shift

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



   Top Key Driver

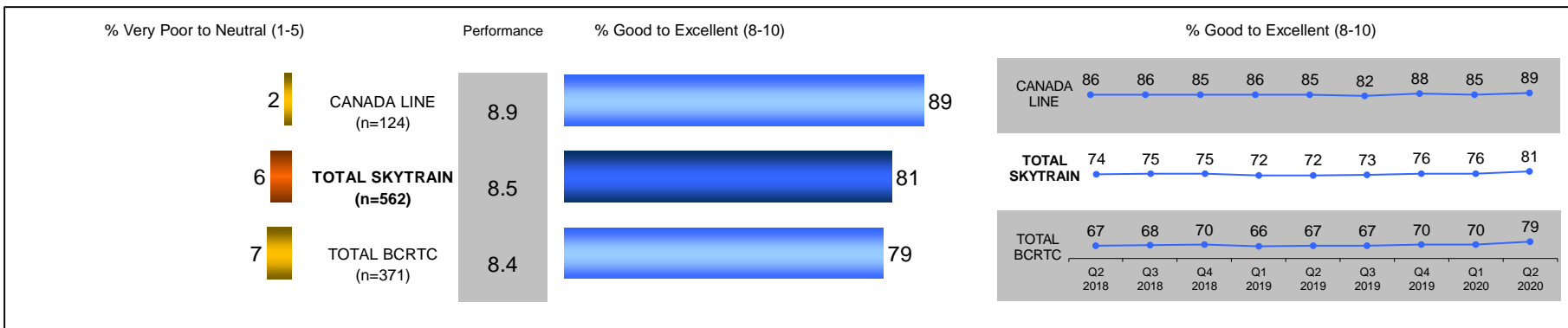
#### Feeling Safe from Crime On Board SkyTrain

Unchanged over the last two waves, eight-in-ten (80%) SkyTrain riders give top scores for Feeling Safe from Crime On Board SkyTrain, which is also a top key driver of Overall SkyTrain Service. Notably, Canada Line saw an 8 ppt increase in good-to-excellent ratings since last quarter. The average score is at 8.6 out of 10, slightly up from 8.5 last quarter and back to Q4, 2019 levels.

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



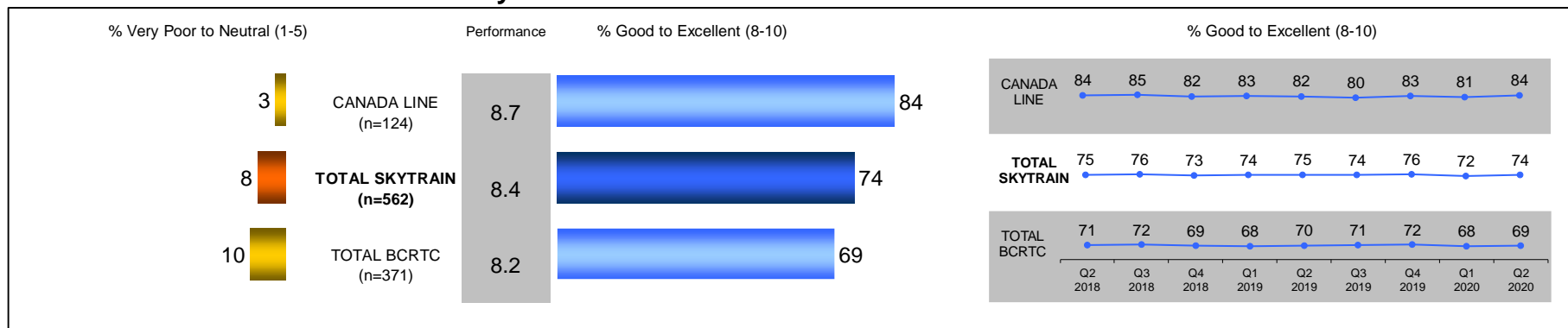
### Clean and Graffiti-Free SkyTrain Cars and Stations

Eight-in-ten (81%) SkyTrain riders provide top scores for Clean and Graffiti-Free SkyTrain Cars and Stations, up significantly compared to last quarter (76%) and a year ago (72%). This is driven by increases in BCRTC ratings. The average score of 8.5 out of 10 has also increased compared to 8.3 last period. This improvement is attributable to increased cleaning and sanitization on SkyTrain, with “pit crews” disinfecting SkyTrain cars at high traffic stations as part of TransLink’s Safe Operating Action Plan, which came into effect starting mid-end of May.

	<i>Good-to-Excellent ratings compared to:</i>	
	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	+ 5%	+ 9%
Total BCRTC:	+ 9%	+ 12%
Canada Line:	+ 4%	+ 4%

Green oval = Significant upward shift, Red oval = Significant downward shift

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



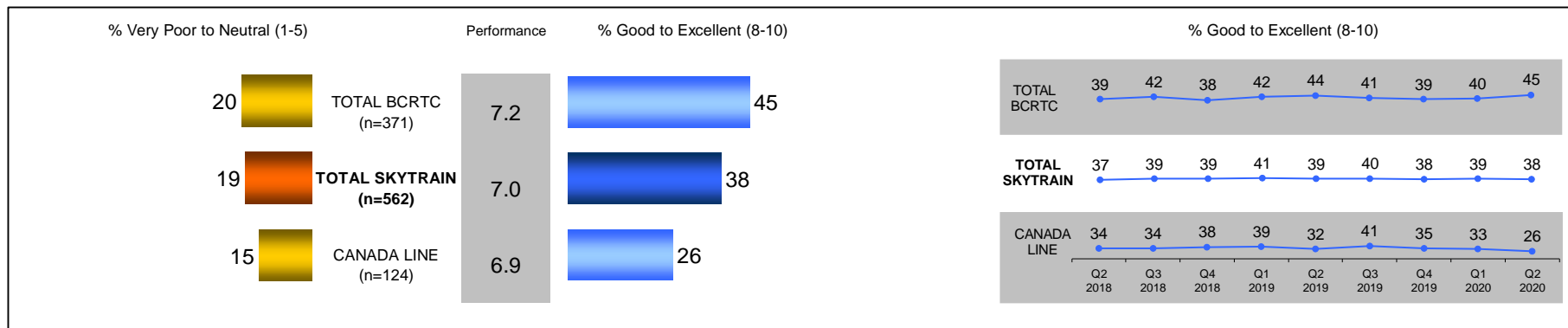
#### Feeling Safe from Crime Inside the SkyTrain Station

Three-quarters (74%) of SkyTrain riders award good-to-excellent scores for Feeling Safe from Crime Inside the SkyTrain Station, reversing the decline observed last quarter. The average score has rebounded up to 8.4 out of 10, up from 8.2 last wave.

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



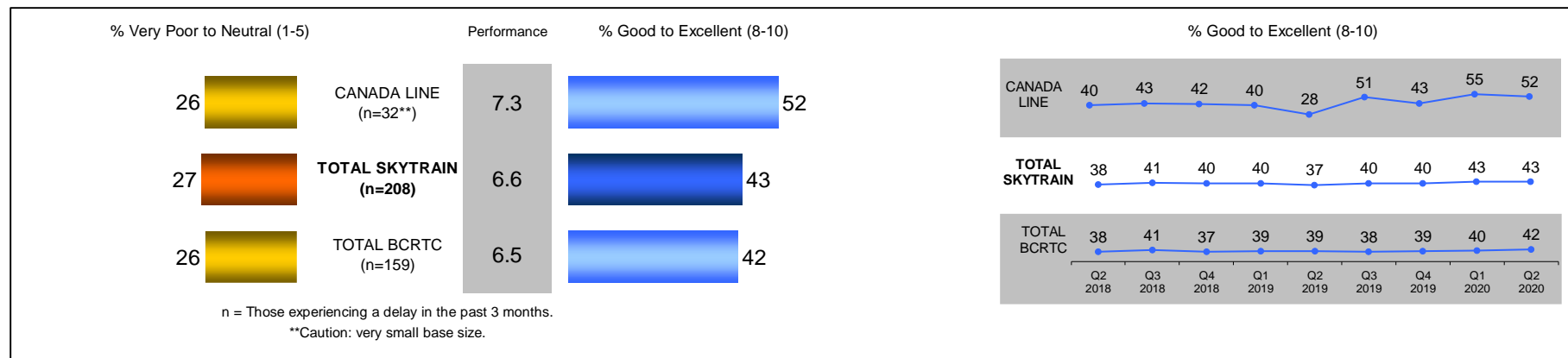
#### Staff Available When Needed

Similar to last period, just under four-in-ten (38%) SkyTrain riders provide top ratings for Staff Available When Needed. The average score is unchanged at 7.0 out of 10, which is consistent with past waves. Just under one-fifth (18%) of riders were unable to answer this question, a similar trend to previous periods.

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
<b>Total SkyTrain:</b>	- 1%	- 1%
<b>Total BCRTC:</b>	+ 5%	+ 1%
<b>Canada Line:</b>	- 7%	- 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

Four-in-ten (41%) riders report experiencing a delay on SkyTrain, directionally down by 5 ppt compared to last quarter. Similar to previous periods, BCRTC riders are more likely than Canada Line riders to have experienced a delay (46% vs. 32%, respectively).

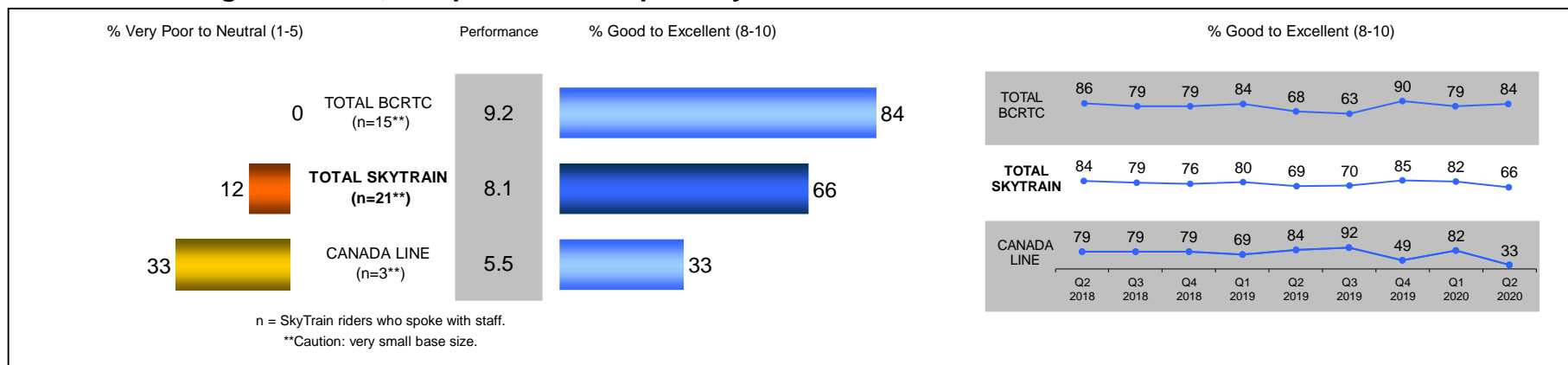
Unchanged since last period, just over four-in-ten (43%) SkyTrain riders provide good-to-excellent ratings for Delays Announced and Explained. This is up by 6 ppt from the same quarter last year, driven by Canada Line ratings (up 24 ppt versus Q2, 2019). Delays Announced and Explained continues to be the lowest-rated service attribute on SkyTrain, and its average score of 6.6 out of 10 is below the positive performance threshold of 7.0.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
<b>Total SkyTrain:</b>	0%	+ 6%
<b>Total BCRTC:</b>	+ 2%	+ 3%
<b>Canada Line:</b>	- 3%	<b>+ 24%</b>

= 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

A small proportion (4%) of SkyTrain riders interactive with SkyTrain staff on their last trip, similar to previous waves.

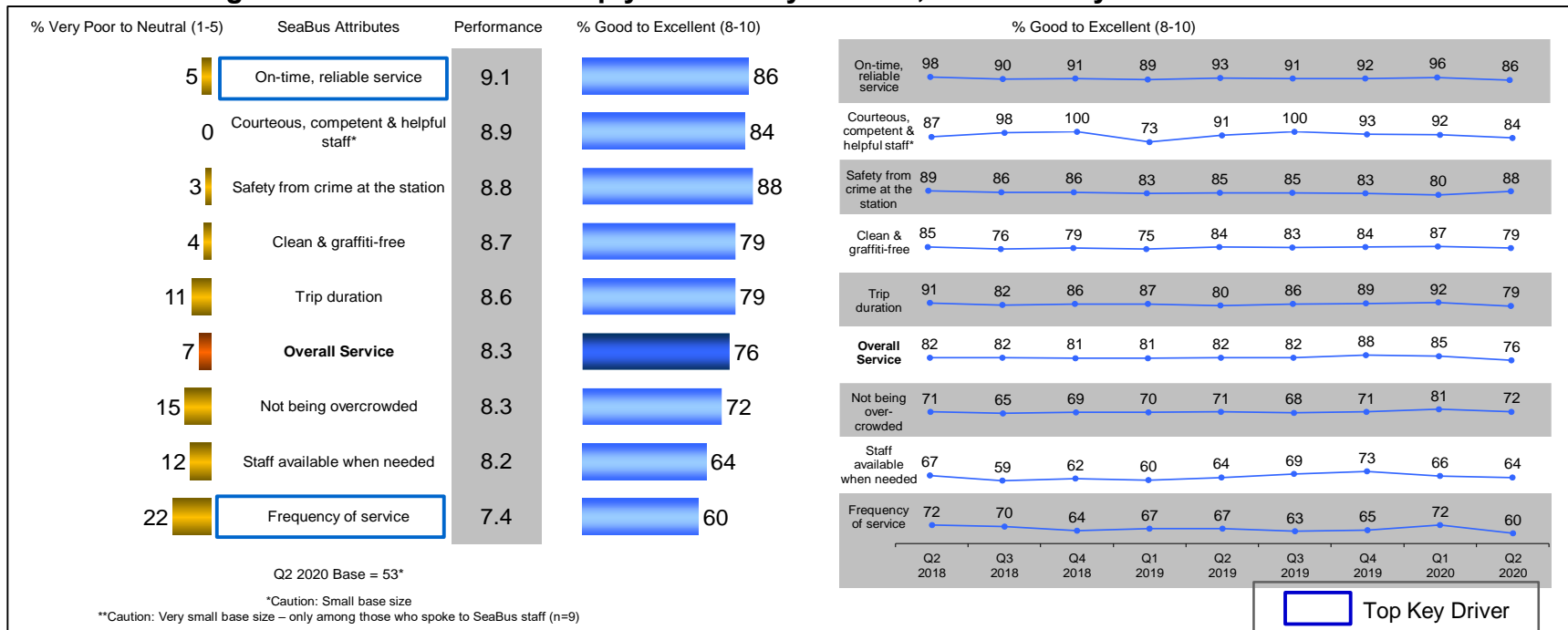
Among the 21 riders who interactive with SkyTrain staff, the proportion who awarded top scores for Courteous, Competent and Helpful SkyTrain Staff fell considerably, from 82% last quarter to 66% currently (caution: small base size). Despite historically being in the top three rated service attributes in previous waves, Courteous, Competent and Helpful SkyTrain Staff is now among the lowest rated attributes. Nonetheless, the average score of 8.1 out of 10 is still above the positive performance threshold of 7.0.

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
<b>Total SkyTrain:</b>	- 16%	- 3%
<b>Total BCRTC:</b>	+ 5%	+ 16%
<b>Canada Line:</b>	- 49%	- 51%

Note: Base sizes too small (<30) for significance testing.

= 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

Three-quarters (76%) of SeaBus riders award good-to-excellent ratings for Overall Service on SeaBus. This is a downward shift from 85% last period and 82% in the same period last year, despite ratings on Bus and SkyTrain increasing significantly this period. The average score has also decreased to 8.3 out of 10, from 8.7 last quarter.

Although all SeaBus service attributes exceed the 7.0 positive performance threshold, top scores for several individual attributes have dropped since last quarter, including Frequency of Service (down 12 ppt), On-Time, Reliable Service (down 10 ppt), Courteous, Competent and Helpful Staff (down 8 ppt) and Trip Duration (down 13 ppt), to name a few. The exception is Safety From Crime at the Station, which is up by 8 ppt. These decreases may be due to the frequent changes to the SeaBus schedule throughout the quarter, with sailings reduced to every 15 minutes during peak hours starting March 23<sup>rd</sup> (from 10 minutes normally), to every 30 minutes in early April, to ending service past 8pm starting April 22<sup>nd</sup>. It was announced on July 9<sup>th</sup> that service would return to sailings every 15 minutes to meet growing demand; however, capacity would be limited to 50% and a new boarding procedure would be implemented to promote physical distancing during busy periods.

#### Good-to-Excellent ratings compared to:

**Overall SeaBus Service**

Last Quarter

- 9%

Same Quarter Last Year

- 6%

**On-time, reliable service**

- 10%

- 7%

**Trip duration**

- 13%

- 1%

= Significant upward/downward shift

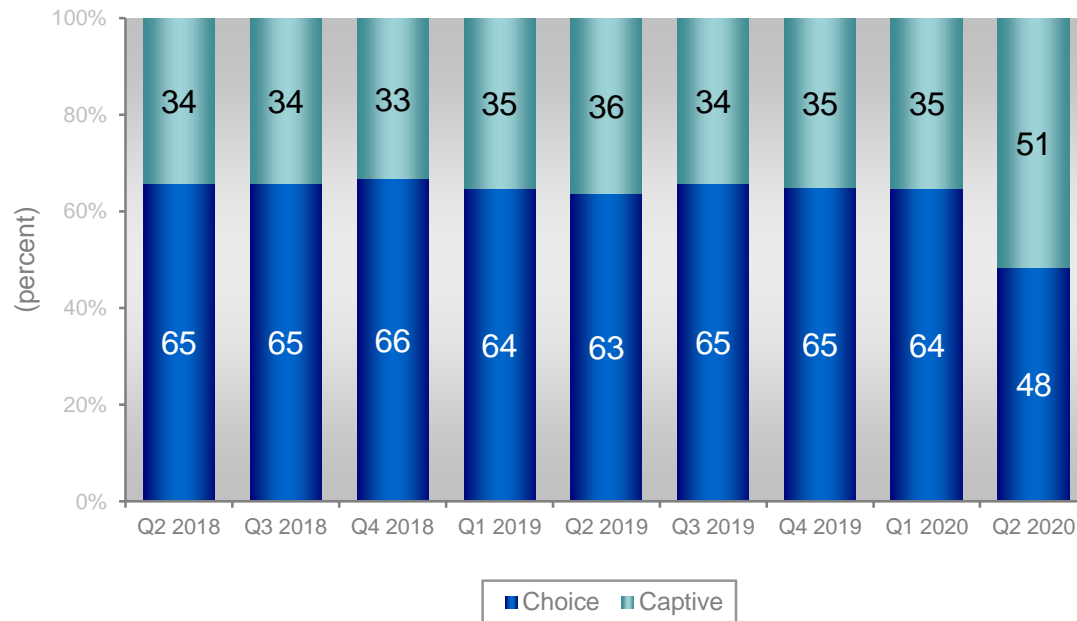
**Note:** SeaBus ratings are based on a small sample size and typically require a difference of 10 percentage points to be considered statistically significant.



**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?



Q2 2020 Base = 1136

### Choice Versus Captive

The proportion of Captive riders (those who do not have regular access to a vehicle for the transit trips they make) has jumped significantly from 35% last period to 51% currently. Conversely, the proportion of Choice riders, who do have access to a vehicle, has decreased significantly from 64% last period to 48% in the current wave. This may be due to Choice riders opting to work from home or use their vehicle to travel rather than taking transit, amid concerns surrounding social distancing and the COVID-19 pandemic.

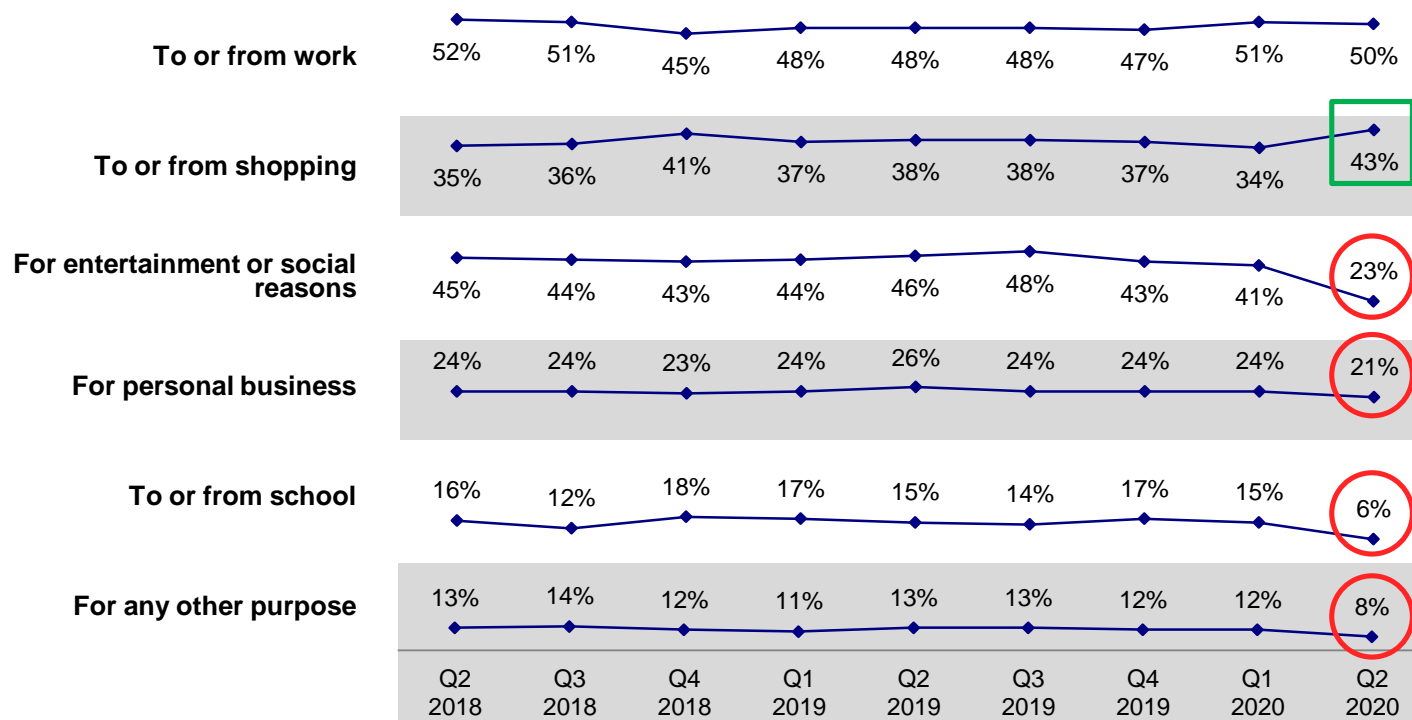
Consistent with past waves, Captive riders are more likely than Choice riders to be younger (under age 35) and less affluent (household income of \$40K or less). They have also taken more transit trips in the past week and are more likely to be bus riders. However, there is no significant difference between the two in terms of gender or employment status, compared to past waves where Captive riders were more likely to be female, as well as unemployed or students.

Choice riders are more likely to be aged 45 or older 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

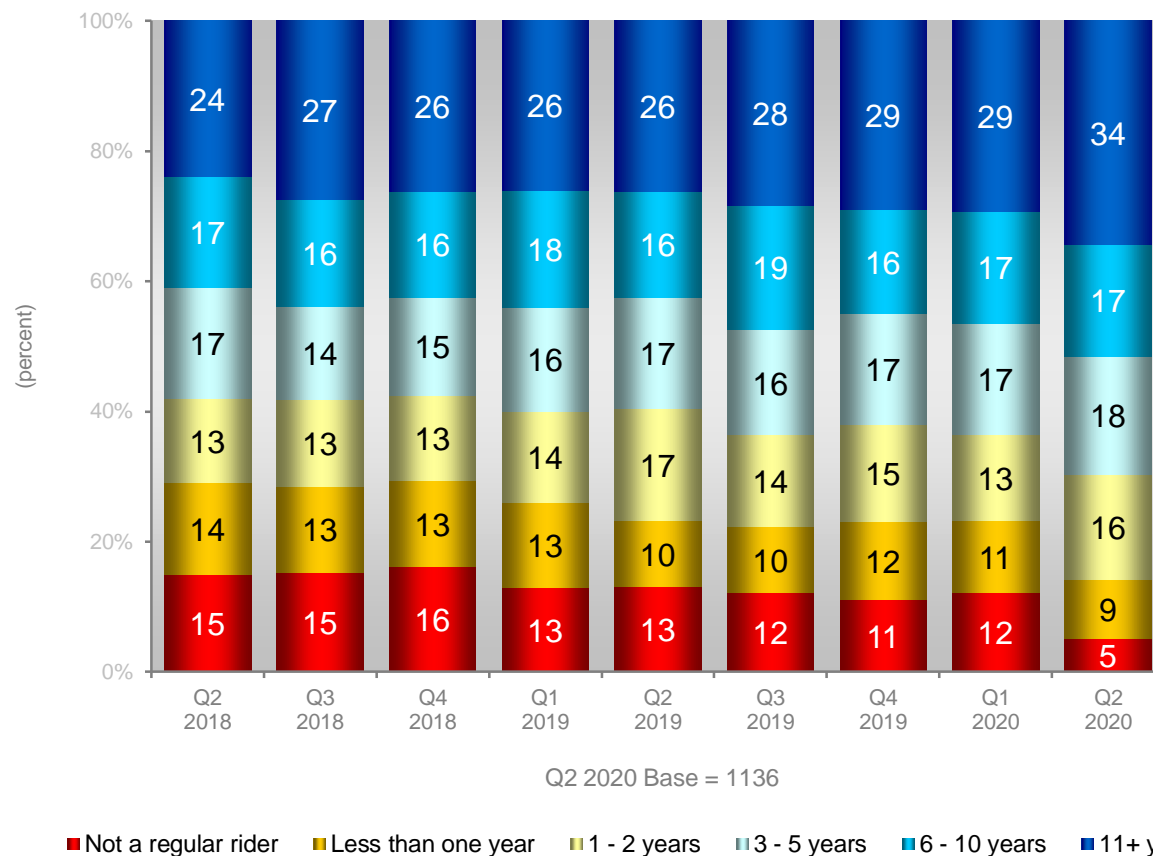
Q2 2020 Base = 1136

### Trip Purpose

Unchanged since last quarter, half (50%) of transit riders take transit to or from work. While the proportion of those who indicate they take transit for shopping purposes has increased significantly since a year ago (43%, up from 38% in Q2, 2019), the proportion of those who take transit for other reasons such as entertainment/social occasions, personal business and school has dropped significantly compared to the same quarter last year. This is likely due to stay-at-home guidelines from the provincial government in response to the COVID-19 pandemic.

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

Avg. # of Years	10.0	11.0	10.5	10.5	10.5	10.7	10.7	11.4	11.6
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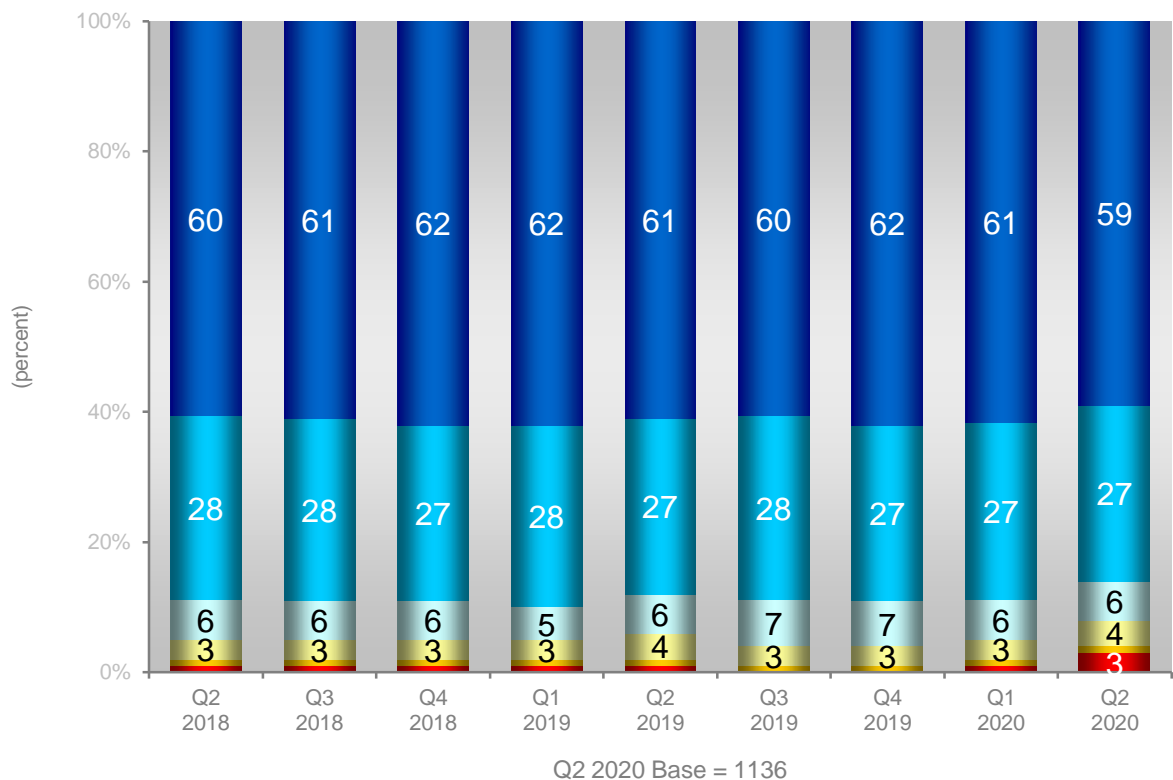
### Length of Time Taking Transit on a Regular Basis

One-third (34%) of transit riders have been taking transit on a regular basis for 11+ years, up from 29% last quarter. Transit riders report taking transit for an average of 11.6 years. This is slightly up from 11.4 last quarter and continues to trend up since Q4, 2018 (10.5).

Residents of North Vancouver and West Vancouver have a longer average 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?



### Likelihood of Continuing to Take Transit as Often in Future

Despite the fall in transit ridership over the last three months due to stay-at-home directives caused by the COVID-19 pandemic, the proportion of transit riders who indicate they will definitely take transit as often in the future as they do now has remained relatively consistent with the last several quarters (59%, compared to 61% last quarter and a year ago). Captive riders are directionally more likely than Choice riders to mention they will definitely take transit just as much as they do now (62% vs. 57%, respectively).

Just over one-quarter (27%) indicate their transit usage will probably remain the same; this is similar to previous waves.

While a low proportion (3%) provided other reasons or mentioned 'It depends' for their future transit riding intent, this has increased significantly since previous waves (3%, up from 1% last quarter and 0% in previous waves such as Q3 and Q4, 2019).

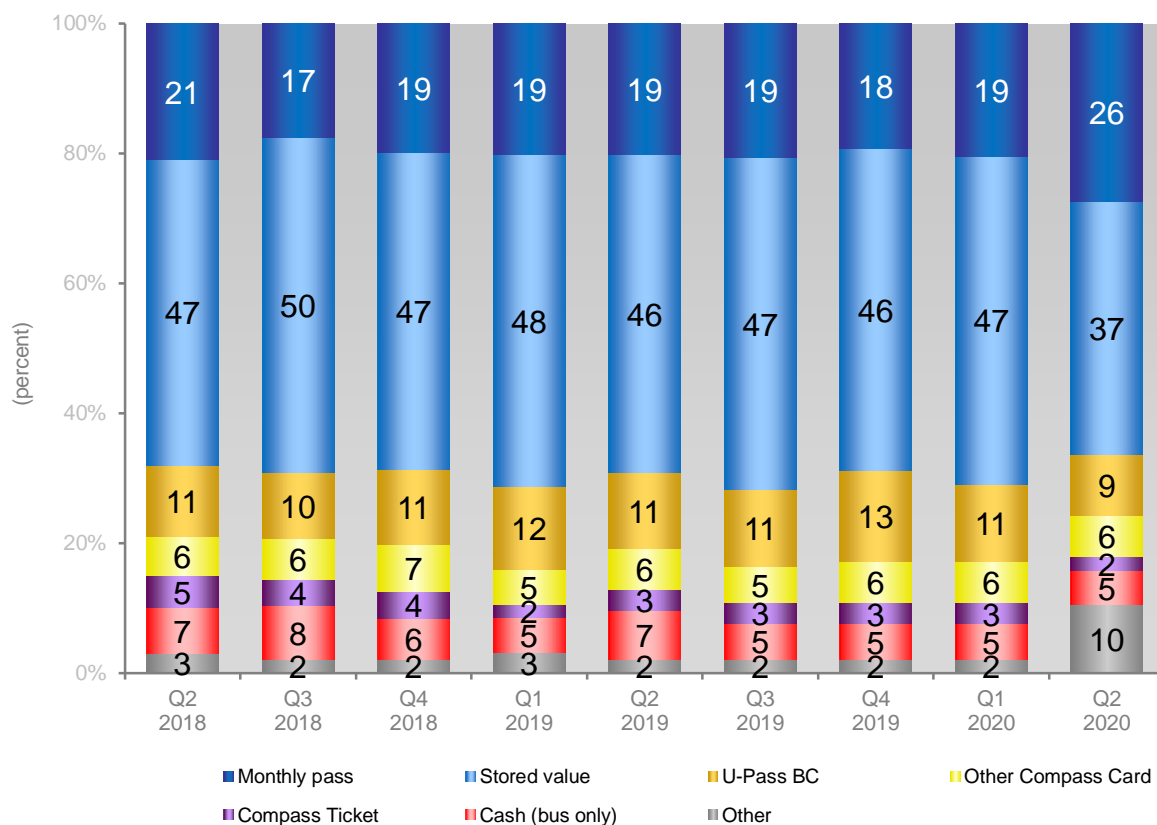


# Detailed Findings

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



Q2 2020 Base = 1136

### Fare Payment Method Used

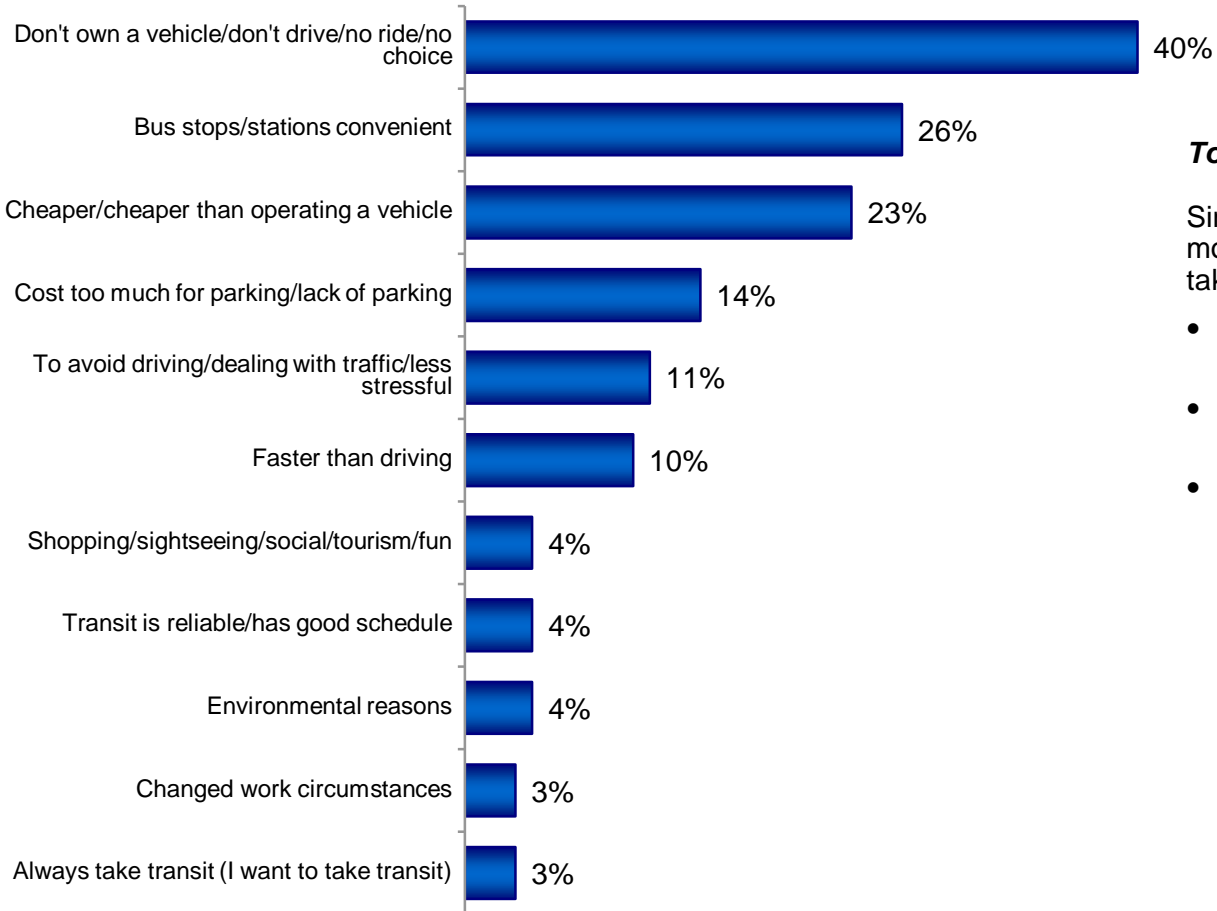
Eight-in-ten (79%) transit riders indicate they use Compass Card most often as their method of payment, down 4 ppt from last quarter.

While Stored Value (37%) is still the most popular Compass Card Product, the proportion of those using a Monthly Pass (26%) has increased significantly by 7 ppt compared to last period, the highest level observed in the last two years. Captive riders are more likely to use a Monthly Pass, as well as those under 45 years old and high frequency riders. Choice riders, older riders aged 45+ and those with incomes of \$40K+ are more likely to use Stored Value.

The proportion of those who indicated 'Other' for payment method has increased significantly by 8 ppt up to 10% of riders this quarter, likely due to TransLink's free bus service which began mid-March until the end of May to encourage social distancing measures.

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

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



### Top 3 Reasons for Taking Transit

Similar to previous periods, the three most commonly selected reasons for taking transit are:

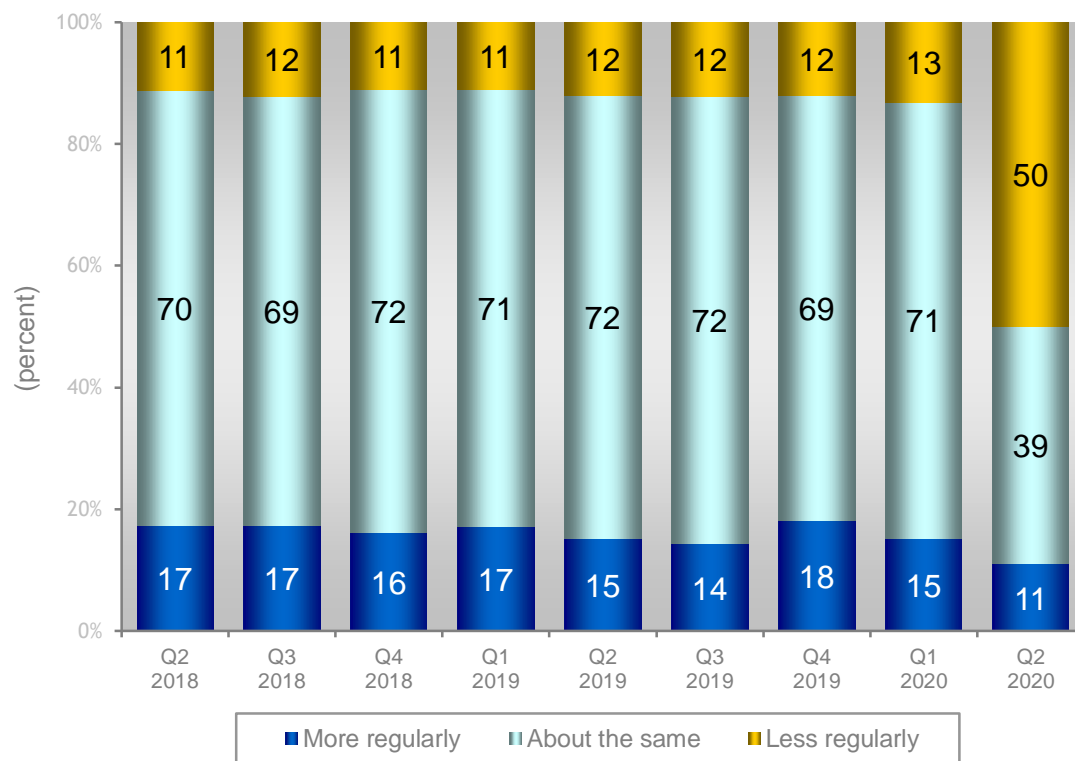
- Don't have vehicle access (40%, up by 11 ppt compared to last quarter);
- Convenient bus stops/stations (26%); and
- Cheaper (23%).

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

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

Q2 2020 Base = 1136

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



Q2 2020 Base = 1136

### Changes in Transit Usage Last Six Months

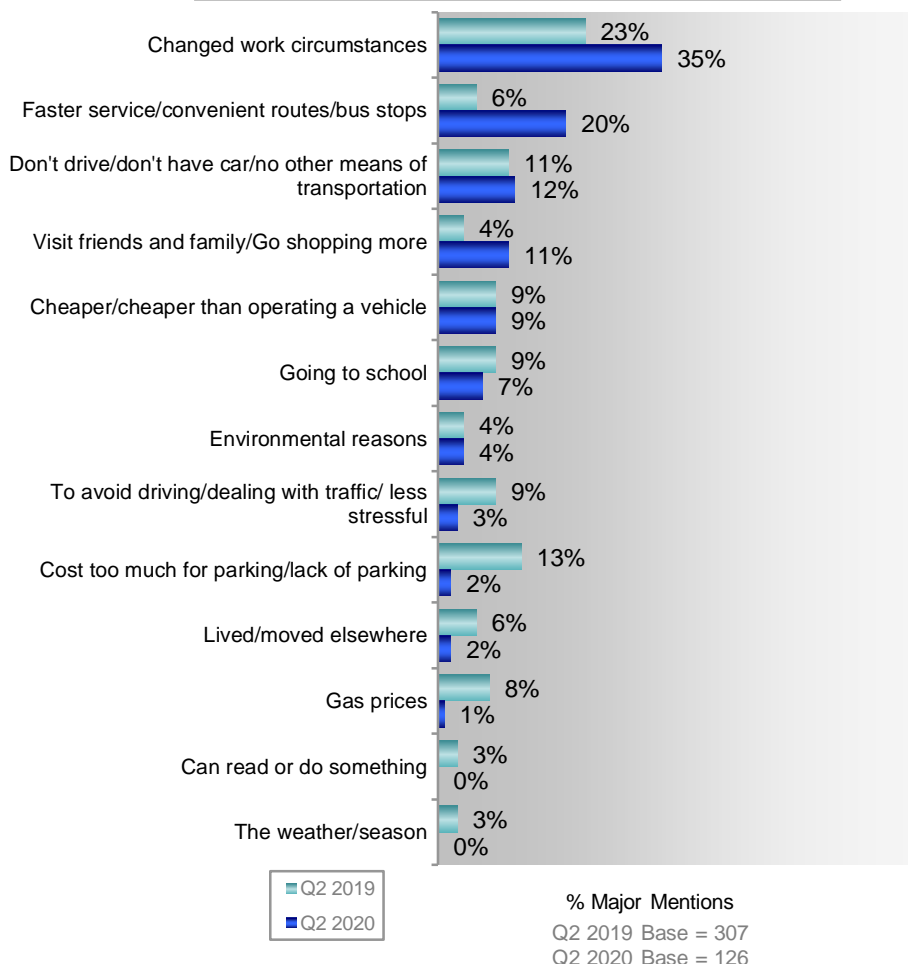
Half (50%) of transit riders indicate they use transit less regularly than six months ago, a significant jump compared to 13% last quarter. This is likely due to stay-at-home directives from the provincial government in response to the COVID-19 pandemic. Younger riders under the age of 25 and females are more likely to indicate they use transit less regularly.

Four-in-ten (39%) ride transit about the same amount, a significant drop from 71% last quarter. Riders aged 45+, males and those with household incomes less than \$80K are more likely to say they ride transit about the same as six months ago.

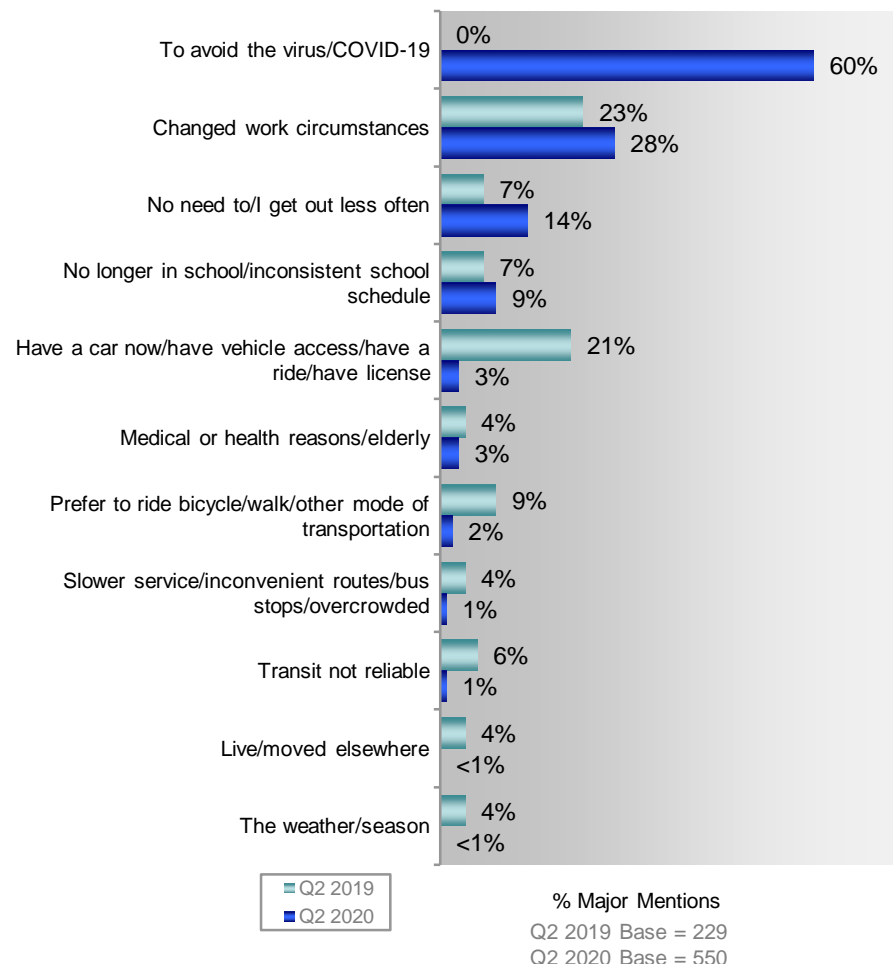
One-in-ten (11%) ride transit more regularly, down 4 ppt from last quarter and the lowest level observed in the last two years.

The contrast of the six-in-ten (59%) riders who indicate they will definitely continue using transit as often as they do now, compared to the high proportion of riders claiming they ride less regularly (50%), may be due to the uncertainty surrounding the constantly changing COVID-19 pandemic, resulting in riders' difficulty in predicting their future transit riding behaviour.

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



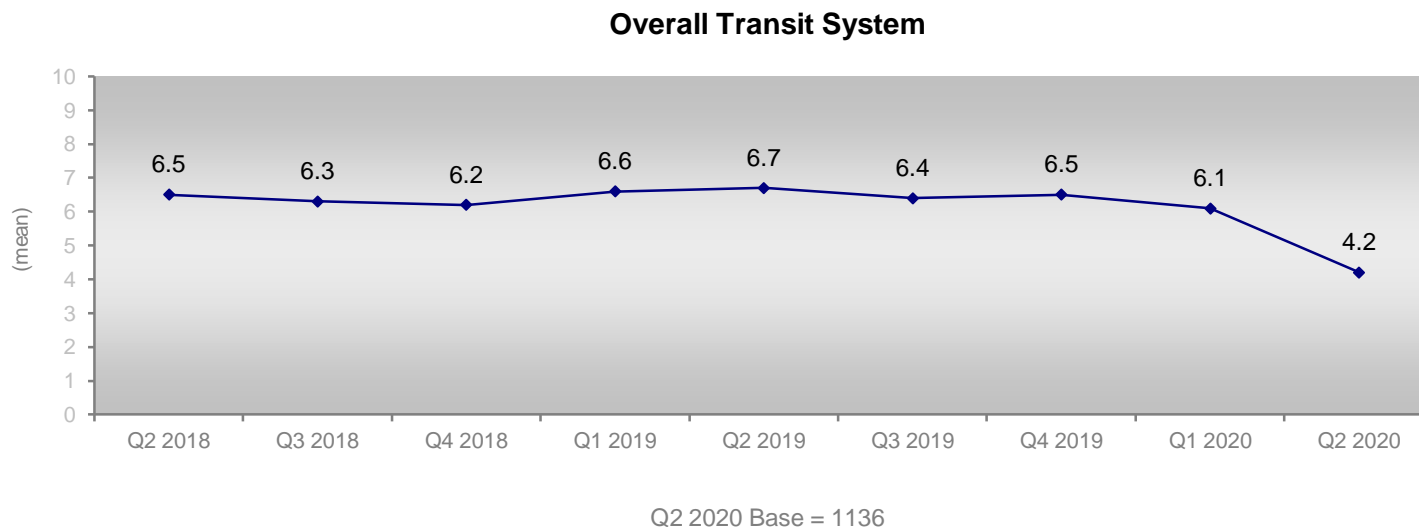
Q27. What would you say is your main reason for riding transit less regularly?



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

Among riders who indicate they ride transit *more* regularly compared to six months ago, over one-third (35%) mention changing work circumstances. This has increased by 12 ppt since the same period last year and remains the top reason for more frequent transit ridership. Overwhelmingly, six-in-ten (60%) riders who take transit *less* often do so to avoid the COVID-19 virus (a new mention starting in Q1, 2019), followed by changing work circumstances (28%, up 3 ppt compared to last quarter).

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***

The average number of reported transit trips has decreased significantly and is the lowest observed level in the last two years, at 4.2 trips currently compared to 6.1 trips last quarter and 6.7 trips a year ago.

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

- Bus users: 4.5 one-way transit trips (down from 6.9 last quarter)
- SkyTrain users: 4.5 one-way transit trips (down from 6.4 last quarter)
- SeaBus users: 6.2 one-way transit trips (up from 5.4 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
<b>Base</b>	<b>1136</b>	<b>548</b>	<b>578</b>
<b>Average past-week transit trips</b>	<b>4.2</b>	<b>3.2</b>	<b>5.2</b>
<b>Years been a transit rider</b>	<b>11.6</b>	<b>12.5</b>	<b>10.9</b>
<b>Transit system – Overall Service Rating</b>	<b>8.3</b>	<b>8.3</b>	<b>8.3</b>
<b>Mode</b>	%	%	%
Bus	83	76	88
SkyTrain	53	55	51
SeaBus	4	6	3
<b>Age</b>	%	%	%
18-34 years	38	30	47
35-54 years	34	39	29
55+ years	26	30	23
<b>Gender</b>	%	%	%
Male	48	50	46
Female	52	50	54
<b>Employment status*</b>	%	%	%
Full-time	45	47	42
Part-time	19	18	19
Not employed	39	36	42
<b>Education</b>	%	%	%
High school or less	23	22	25
Vocational/college/technical	20	19	20
Some university	11	10	12
Graduated university	44	47	41
<b>Household Income</b>	%	%	%
Under \$40K	29	19	38
\$40K to <\$80K	25	24	25
\$80K or more	26	38	15

Significantly higher than the other rider group

\* Question switched to multiple response March 2014.

### Choice and Captive

The proportion of transit riders who are Choice riders (those who have regular access to a vehicle for the transit trip(s) they make) has decreased significantly, from 64% last quarter to 48% currently. This may be due to Choice riders opting to work from home or use their vehicle to travel rather than taking transit, amid concerns surrounding social distancing and the COVID-19 pandemic.


Half (51%) of riders are Captive riders, significantly up from 35% last quarter.

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

# Detailed Findings

## Customer Profiles – Choice and Captive Riders

	TOTAL	CHOICE	CAPTIVE
<b>Base</b>	<b>1136</b>	<b>548</b>	<b>578</b>
<b>Travel Purpose</b>	%	%	%
Work	50	48	51
Shopping	43	37	49
Entertainment	23	24	22
Personal Business	21	18	23
School	6	4	8
Other Purpose	8	8	9
<b>Payment Method</b>	%	%	%
Cash fare	5	6	3
Compass Ticket	2	2	2
Compass Card	79	77	81
Other	10	8	10
<b>Region</b>	%	%	%
Vancouver	38	35	41
Surrey / North Delta / White Rock / Langley	18	16	20
Burnaby / New Westminster	16	16	16
Richmond / South Delta	11	11	10
Northeast Region	9	11	7
North Vancouver	8	10	5
West Vancouver	2	2	1


 Significantly higher than the other rider group



# Detailed Findings

## Customer Profiles – Low, Medium and High Frequency Riders

	TOTAL	LOW	MEDIUM	HIGH
<b>Base</b>	<b>1136</b>	<b>703</b>	<b>282</b>	<b>151</b>
<b>Years been a transit rider</b>	<b>11.6</b>	<b>12.1</b>	<b>11.0</b>	<b>10.7</b>
<b>Transit system – Overall Service Rating</b>	<b>8.3</b>	<b>8.5</b>	<b>8.2</b>	<b>7.7</b>
<b>Average age*</b>	<b>42.3</b>	<b>44.2</b>	<b>38.6</b>	<b>40.8</b>
<b>Age</b>	%	%	%	%
18-34 years	38	34	49	37
35-54 years	34	34	32	40
55+ years	26	31	19	21
<b>Gender</b>	%	%	%	%
Male	48	46	49	53
Female	52	54	51	47
<b>Employment status**</b>	%	%	%	%
Full-time	45	37	50	68
Part-time	19	18	22	16
Not employed	39	47	35	16
<b>Household Income</b>	%	%	%	%
Under \$40K	29	27	30	33
\$40K to <\$80K	25	22	27	31
\$80K or more	26	29	25	17
<b>Mode</b>	%	%	%	%
Bus	83	79	88	88
SkyTrain	53	49	55	62
SeaBus	4	3	6	9

 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.

### Low, Medium and High Frequency Riders

Six-in-ten (60%) transit riders are classified as Low Frequency riders, making 3 or less one-way transit trips in a week. This has jumped significantly compared to last period (45%).

One quarter (26%) of riders are categorized as Medium Frequency users, meaning they take between 4 to 9 one-way transit trips per week.


Over one-in-ten (14%) are considered High Frequency users, making 10 or more one-way transit trips per week; however, this proportion has decreased significantly compared to last period (26%).

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

# Detailed Findings

## Customer Profiles – Low, Medium and High Frequency Riders

	TOTAL	LOW	MEDIUM	HIGH
<b>Base</b>	<b>1136</b>	<b>703</b>	<b>282</b>	<b>151</b>
<b>Travel Purpose</b>	%	%	%	%
Work	50	34	66	86
Shopping	43	40	44	54
Entertainment	23	22	23	26
Personal Business	21	18	21	34
School	6	5	8	5
Other Purpose	8	8	6	12
<b>Payment Method</b>	%	%	%	%
Cash fare	5	5	3	5
Compass Ticket	2	1	3	2
Compass Card	79	80	78	76
Other	10	9	11	13
<b>Region</b>	%	%	%	%
Vancouver	38	39	32	46
Surrey / North Delta / White Rock / Langley	18	16	19	26
Burnaby / New Westminister	16	14	20	17
Richmond / South Delta	11	11	12	5
Northeast Region	9	11	7	4
North Vancouver	8	8	10	1
West Vancouver	2	2	1	1

 Significantly higher than the other rider group(s)

	TOTAL	BUS	SKYTRAIN	SEABUS
<b>Base</b>	<b>1136</b>	<b>947</b>	<b>562</b>	<b>53*</b>
<b>Average past-week transit trips</b>	<b>4.2</b>	<b>4.5</b>	<b>4.5</b>	<b>6.2</b>
<b>Years been a transit rider</b>	<b>11.6</b>	<b>11.6</b>	<b>11.1</b>	<b>15.2</b>
<b>Transit System – Overall Service Rating</b>	<b>8.3</b>	<b>8.3</b>	<b>8.3</b>	<b>7.7</b>
<b>Average age**</b>	<b>42.3</b>	<b>42.0</b>	<b>41.4</b>	<b>46.7</b>
<b>Age</b>	%	%	%	%
18-34 years	38	39	40	24
35-54 years	34	34	34	38
55+ years	26	26	25	34
<b>Gender</b>	%	%	%	%
Male	48	48	48	60
Female	52	52	52	40
<b>Employment status***</b>	%	%	%	%
Full-time	45	43	51	54
Part-time	19	21	18	23
Not employed	39	40	34	19
<b>Education</b>	%	%	%	%
High school or less	23	25	20	6
Vocational/college/technical	20	20	22	22
Some university	11	11	10	14
Graduated university	44	42	45	52
<b>Household Income</b>	%	%	%	%
Under \$40K	29	31	23	14
\$40K to <\$80K	25	25	26	28
\$80K or more	26	24	30	41

Significantly higher than the other rider group(s)

\* Caution: Small base size.

\*\* 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

Eight-in-ten transit riders use Bus (83%), up significantly by 8 ppt compared to last quarter. In contrast, over half (53%) use SkyTrain, down significantly from 68% last period.


SeaBus usage remains low, with 4% using this mode; this is down significantly since last wave (7%).

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

# Detailed Findings

## Customer Profiles – Mode User Profiles

	TOTAL	BUS	SKYTRAIN	SEABUS
<b>Base</b>	<b>1136</b>	<b>947</b>	<b>562</b>	<b>53*</b>
<b>Travel Purpose</b>	%	%	%	%
Work	50	51	56	69
Shopping	43	46	40	35
Entertainment	23	21	26	35
Personal Business	21	22	21	30
School	6	7	7	7
Other Purpose	8	8	8	5
<b>Payment Method</b>	%	%	%	%
Cash fare	5	4	4	8
Compass Ticket	2	2	2	1
Compass Card	79	78	86	78
Other	10	11	3	3
<b>Choice/Captive Riders</b>	%	%	%	%
Choice	48	45	50	64
Captive	51	54	50	36
<b>Region</b>	%	%	%	%
Vancouver	38	40	35	22
Surrey / North Delta / White Rock/ Langley	18	19	16	6
Burnaby / New Westminster	16	13	23	10
Richmond / South Delta	11	10	12	8
Northeast Region	9	8	10	4
North Vancouver	8	8	3	49
West Vancouver	2	2	1	1

 Significantly higher than the other rider group(s)

\* Caution: Small base size.

# Detailed Findings

## Customer Profiles – Demographic Profile of Transit Customers

	Metro Vancouver Population 16 Years or older*	(Q2-2018)	(Q3-2018)	(Q4-2018)	(Q1-2019)	(Q2-2019)	(Q3-2019)	(Q4-2019)	(Q1-2020)	(Q2-2020)
BASE	2000	2101	2100	2100	2100	2100	2100	2100	2100	1136
Average Years Riding Transit	n/a	10.0	11.0	10.5	10.5	10.5	10.7	10.7	11.4	11.6
<b>Age:</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Aged 18 to 24 years	12	19	20	22	20	20	19	20	19	22
Aged 25 to 34 years	18	19	19	16	18	18	19	18	19	16
Aged 35 to 44 years	18	15	15	16	14	15	14	15	14	16
Aged 45 to 54 years	20	19	20	18	20	20	20	20	20	18
Aged 55 to 64 years	16	11	11	10	10	9	9	10	11	11
Aged 65 years and over	17	15	16	16	16	17	17	16	16	16
<b>Gender:</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Male	48	49	49	49	48	48	49	49	49	48
Female	52	51	51	51	52	52	51	51	51	52
<b>Employment</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Employed full-time	57	52	51	45	49	46	48	47	48	45
Employed part-time	13	16	17	18	17	17	17	17	17	19
Student	5	14	13	17	16	16	14	16	15	14
Not employed	3	4	4	4	4	6	4	5	5	12
Homemaker	2	2	3	4	3	3	3	3	3	1
Retired	18	15	17	17	16	17	17	16	15	14
Refused	1	1	1	1	1	1	2	1	1	1
<b>Education:</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
High school or less	21	18	18	18	17	17	19	17	18	23
Voc./college/tech.	26	20	19	19	17	18	17	18	18	20
Some university	7	12	11	12	14	12	12	13	12	11
Graduated university	45	49	51	50	52	50	51	50	50	44
Refused	0	1	1	2	1	2	2	2	2	2

Transit tenure is at 11.6 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%
<b>Total</b>		<b>2,100</b>	<b>8,400</b>	

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
<b>Total # of Evaluations</b>	<b>14,344</b>	<b>1.71</b>
<b>Total # of Interviews</b>	<b>8,400</b>	

## 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

### Changes from Mar 2020

[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 1<sup>ST</sup> ITEM, AND THEN AS READ IF NECESSARY FOR 2<sup>ND</sup>+ 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 equaled [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 equaled [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 "2<sup>nd</sup> 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 = "2<sup>nd</sup> 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/2<sup>nd</sup> last]** SeaBus trip.)
- 8 - (9.11) Staff available when needed? (**IF RESPONDENT SAYS 'NOT APPLICABLE RECORD AS DK'**)

**[1-10]**

**[IF PROVIDED A RATING OF 5 OR LESS FOR Q9 (9.10) (CLEAN AND GRAFFITI FREE SEABUS), ASK 9b]**

**9b. What aspects of SeaBus cleanliness needed improving?**

**[OPEN END]**

#### **SATISFACTION WITH SKYTRAIN; IDENTIFY WAYS TO IMPROVE SERVICE**

**[Q10- Q13 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 = "2<sup>nd</sup> to last" insert: "to work"]**.

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

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

10. Did you make your **[TRIP]** one way trip on SkyTrain ... (**READ LIST**). **[ACCEPT ONE RESPONSE]**
  1. Monday to Friday between 5am and 9:30am
  2. Monday to Friday between 9:30am and 3pm
  3. Monday to Friday between 3pm and 6:30pm
  4. Monday to Friday after 6:30pm
  5. Saturday, Sunday or Holiday





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

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



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

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

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

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

**[1-10]**

Q13a. **[PROGRAMMER DISPLAY FOR FIRST ITEM ASKED IF ATTRIBUTE= 1, 2, 3, or 6 IN ROTATION]** Using the same scale, how would you rate the SkyTrain in terms of ... **[INSERT FIRST ITEM]** (CLARIFY IF NECESSARY: 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/2<sup>nd</sup> 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]

**[IF PROVIDED A RATING OF 5 OR LESS FOR Q13.9 (CLEAN AND GRAFFITI FREE SKYTRAIN), ASK Q13b]**

**13b. What aspects of SkyTrain cleanliness needed improving?**

**[OPEN END]**

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 = “2<sup>nd</sup> 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- (18.1)- Having a courteous bus operator?
- 2- (18.1a)- Having an operator who drives safely and professionally?
- 3- (18.2)- Feeling safe from crime onboard the bus?
- 4- (18.3)- How would you rate it for feeling safe from crime at the bus stop or transit exchange where you boarded?
- 5- (18.4)- How would you rate it in terms of not being overcrowded? (CLARIFY IF NECESSARY: Was there enough room onboard?)
- 6- (18.9)- How would you rate it in terms of providing On-time reliable service?
- 7- (18.10)- Clean and graffiti free bus (CLARIFY IF NECESSARY: Please think about the overall cleanliness during your [last/2<sup>nd</sup> last] bus trip.)
- 8- (18.11)- 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- (18.14)- 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- (18.15)- 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]

[IF PROVIDED A RATING OF 5 OR LESS FOR 18.10 (CLEAN AND GRAFFITI FREE BUS), ASK 18b. ASK 18b A MAXIMUM OF 3 TIMES, ONCE PER ROUTE]

18b. What aspects of bus cleanliness needed improving for the [ROUTE NUMBER]?

[OPEN END]

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

YES  
NO

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

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

[1-10]

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

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

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

[PROGRAMMER: REFER TO ROUTE LIST FOR ACCEPTABLE CODES]

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

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

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

[1-10]

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

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

**[IF USED BUS IN Q3: Q3\_1 – Bus Only, Q3\_4 – Bus & SkyTrain, Q3\_5 – Bus & SeaBus, OR Q3\_7 – Bus, SeaBus and SkyTrain > 0] Bus**

**[IF USED SKYTRAIN IN Q3: Q3\_2 – SkyTrain only, Q3\_4 - Bus & SkyTrain, Q3\_6 – SkyTrain and SeaBus, OR OR Q3\_7 – Bus, SeaBus and SkyTrain > 0] SkyTrain**

**[IF USED SEABUS IN Q3: Q3\_3 – SeaBus Only, Q3\_5 – Bus & SeaBus, Q3\_6 – SkyTrain and SeaBus OR Q3\_7 – Bus, SeaBus and SkyTrain > 0] SeaBus**

[1-10]

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

[1-10]

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

[1-10]

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

YES  
NO

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

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

[1-10]



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

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

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

YES  
NO

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

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

**[1-10]**

**[ASK IF 23F1 = PROVIDED RATING OF 5 OR LESS]**

23F2. Why do you give a low rating to the TransLink website?

**[OPEN END]**

## TRANSIT DEMOGRAPHICS

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

1. Pay cash on the bus
5. Compass Ticket **(IF NEEDED TO CLARIFY: SINGLE USE OR A DAY PASS ON A COMPASS TICKET)**
9. Compass Card (all types including U-Pass)
11. Tap to Pay **(IF NEEDED TO CLARIFY: TAPPING WITH CONTACTLESS CREDIT CARDS OR MOBILE DEVICE)**
7. Other **[PROGRAMMER: NOT AN OTHER SPECIFY]**

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





[NEW – ADDED JULY 2015]

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

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

Monthly Pass

Stored Value (CLARIFY IF NECESSARY: cash or credit loaded onto the Compass card to allow “pay-as-you-go” travel, replacing FareSavers and some WCE fare products)

U-Pass BC

Other types of passes

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

23 H1c. Is the Compass Card or Ticket that you are using a Concession Compass Card/Ticket? **(CLARIFY IF NECESSARY: This is for riders who qualify for discounted fares such as children 5-13, youth 14 to18 with a valid photo ID or seniors who are 65+)**

YES

NO

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

1. ONE

2. TWO

3. THREE

25A. What are the reasons you most recently decided to take transit rather than taking some other mode of transportation? **(PROBE FOR UP TO THREE RESPONSES) (DO NO READ THE CODE LIST. INTERVIEWER TO SELECT APPLICABLE CODES)**

Costs too much for parking/lack of parking

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

To avoid driving/dealing with traffic/less stressful

Bus stops/stations convenient **[ONLY SELECT IF RESPONDENTS ACTUALLY MENTION ABOUT BUS**

**STOP/STATIONS BEING CONVENIENT OR IF NO OTHER SPECIFICS PROVIDED. E.G. IF THEY SAY “It's convenient because they don't have to deal with traffic”, SELECT CODE 3 ONLY]**

Cheaper/cheaper than operating a vehicle

Faster than driving

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

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

YES

NO



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

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

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

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

[RECORD VERBATIM]

[NEW QUESTIONS – ADDED FOR JULY 2016]

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

[1-10]

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<sup>th</sup>, 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 ~~Q36a2~~ 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 2019**? **(READ AND STOP WHEN APPROPRIATE)**

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



[RECORD GENDER – DO NOT READ]

Male  
Female  
Unable to tell/not sure

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

[OPEN-END]

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

<b>Routes/ Modes</b>	<b>Total</b>	<b>Percent</b>
SkyTrain	14	30.0%
Route 17	1	3.0%
Route 19	2	6.0%
Route 20	1	1.0%
Route 25	1	3.0%
Route 32	1	5.0%
Route 50	1	2.0%
Route 129	1	1.0%
Route 130	1	2.0%
Route 144	1	2.0%
Route 152	1	2.0%
Route 153	1	1.0%
Route 157	1	1.0%
Route 159	1	1.0%
Route 250	1	0.0%
Route 301	1	5.0%
Route 319	1	4.0%
Route 320	1	3.0%
Route 321	1	2.0%
Route 323	1	3.0%
Route 335	1	3.0%
Route 342	1	3.0%
Route 345	1	5.0%
Route 351	1	2.0%
Route 363	1	2.0%
Route 404	2	6.0%
Route 406	2	10.0%
Route 407	1	3.0%
Route 410	2	7.0%
Route 418	1	3.0%
Route 480	1	1.0%
Route 531	1	3.0%
Route 601	2	2.0%
Route 608	1	1.0%
Route 620	1	2.0%
Route 753 R4	1	1.0%
<b>Grand Total</b>	<b>54</b>	<b>100.0%</b>

## 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
<b>Total</b>	<b>1158</b>	<b>8.3</b>	<b>8.8</b>	<b>8.8</b>	<b>8.6</b>	<b>8.1</b>	<b>8.0</b>	<b>8.5</b>	<b>8.9</b>	<b>8.7</b>	<b>7.6</b>	<b>9.0</b>
2	17	8.5	9.2	8.9	9.1	8.3	8.4	9.2	9.2	9.4	8.5	9.3
3	19	6.9	8.1	8.5	7.5	7.4	7.3	7.5	8.7	7.9	7.1	8.8
4	13	8.0	7.4	7.5	8.0	7.3	7.2	7.0	7.9	8.2	6.9	8.0
5	16	7.7	8.7	7.3	8.3	7.5	8.0	7.9	8.5	8.5	8.1	8.8
6	14	8.3	8.3	8.5	8.6	7.9	8.2	8.3	9.3	8.9	7.8	9.2
7	16	7.7	8.4	9.3	9.3	8.9	7.7	8.8	9.1	9.1	7.3	8.9
8	9	7.8	9.1	9.3	9.3	8.9	7.4	8.9	9.3	8.8	7.8	9.3
9	33	8.1	8.6	8.4	8.6	8.0	8.3	8.3	8.8	8.7	7.6	9.1
10	14	8.3	9.1	6.4	6.8	8.8	8.1	8.5	9.5	7.3	7.0	9.4
14	14	8.1	8.6	9.0	9.2	8.4	7.4	8.5	9.0	8.7	6.5	9.3
15	8	9.3	9.4	8.7	9.0	8.4	7.3	9.3	9.0	8.9	7.1	9.7
16	20	8.3	9.2	8.4	7.7	7.4	7.9	8.7	8.7	8.7	8.2	9.3
17	12	6.9	8.0	9.3	9.3	8.6	7.0	8.3	8.3	8.3	6.5	8.6
19	21	7.7	8.5	7.7	8.3	7.7	7.1	7.8	8.2	7.9	6.7	8.8
20	29	7.7	8.8	7.4	7.5	7.7	7.7	7.6	9.0	8.5	7.9	9.3
22	13	8.3	7.6	8.5	8.1	8.0	7.9	9.0	8.9	8.5	7.6	8.7
23	4	10.0	9.3	10.0	9.4	9.6	10.0	10.0	8.2	8.8	8.5	10.0
25	19	8.7	9.1	8.4	8.4	7.4	7.5	8.2	9.2	8.4	8.3	9.3
26	7	9.3	9.8	9.7	9.7	9.3	9.6	9.7	10.0	9.7	8.7	9.5
27	2	7.6	8.6	8.6	7.9	7.9	7.3	8.6	8.6	8.6	7.3	9.3
28	6	9.3	9.9	8.9	8.5	8.8	8.5	9.5	9.6	9.6	8.8	9.7
29	5	9.5	8.6	9.3	9.3	9.5	9.2	9.2	9.5	9.6	8.6	9.2
31	3	9.6	10.0	9.2	9.6	6.9	9.2	9.6	10.0	10.0	6.8	9.2
33	8	8.5	9.4	9.6	9.4	9.6	7.9	9.2	9.3	9.2	6.7	9.5
41	20	8.0	8.5	8.9	9.3	7.9	8.5	8.6	9.2	8.9	7.7	8.9
44	1	8.0	8.0	8.0	9.0	7.0	8.0	8.0	8.0	8.0	8.0	8.0
49	31	8.5	9.0	8.8	8.8	7.9	8.4	8.5	9.1	8.7	8.2	9.0
50	7	9.6	9.7	9.9	9.4	9.4	9.8	8.8	9.6	9.3	9.3	9.2
68	3	10.0	10.0	10.0	10.0	8.7	9.3	10.0	9.7	10.0	9.0	9.3
84	12	8.0	9.5	9.5	8.8	9.0	7.1	9.4	9.9	9.5	6.8	9.3
99 B-Line	66	8.2	8.7	8.6	8.3	8.0	8.4	8.4	9.2	8.9	8.6	8.9
100	11	8.8	8.8	9.4	8.6	7.8	8.6	8.3	8.8	8.5	7.7	9.0
101	4	6.2	7.8	7.2	5.7	5.6	3.3	6.0	7.4	6.4	4.8	8.4
103	6	9.7	10.0	10.0	8.5	9.5	10.0	9.8	10.0	9.8	9.4	10.0
104	4	4.9	8.9	9.2	8.3	6.6	5.4	8.9	9.2	8.9	5.4	9.4
105	3	9.4	7.3	8.2	8.4	8.8	6.8	7.7	8.5	8.2	6.6	7.3
106	28	9.4	9.5	8.9	9.0	8.8	8.3	9.1	9.3	9.4	8.8	9.3
109	1	8.0	9.0	9.0	9.0	5.0	8.0	9.0	9.0	9.0	1.0	9.0
110	4	8.3	8.8	8.6	7.6	9.1	8.0	8.0	7.7	8.7	7.0	9.0

## APPENDIX D – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
112	2	10.0	10.0	10.0	9.5	10.0	9.5	8.6	10.0	9.5	9.5	10.0
116	6	7.5	8.8	9.2	8.3	7.7	7.4	8.5	8.6	9.2	7.7	8.8
119	6	9.0	9.9	9.5	9.8	7.7	7.8	8.5	9.8	9.5	8.1	9.5
123	8	6.9	8.6	8.8	8.3	7.2	6.9	8.6	9.3	8.9	6.7	8.6
128	1	9.0	5.0	10.0	10.0	10.0	10.0	5.0	10.0	10.0	5.0	10.0
129	7	9.4	9.1	9.6	9.1	9.6	8.3	9.6	9.2	8.9	8.0	9.1
130	14	8.8	9.4	9.2	8.8	7.1	8.0	8.8	9.6	9.6	8.5	9.7
133	1	1.0	9.0	9.0	8.0	10.0	6.0	8.0	8.0	5.0	1.0	9.0
136	1	10.0	8.0	9.0	9.0	9.0	6.0	10.0	8.0	9.0	9.0	8.0
143	1	8.0	10.0	10.0	10.0	10.0	9.0	10.0	10.0	9.0	9.0	10.0
144	6	8.2	8.2	8.2	8.8	8.2	8.7	8.9	9.4	9.4	7.9	8.2
145	8	9.2	9.6	9.8	9.8	9.1	8.6	9.2	9.8	9.8	8.7	9.6
147	1	5.0	8.0	8.0	8.0	9.0	5.0	8.0	5.0	5.0	6.0	8.0
148	1	5.0	10.0	10.0	10.0	10.0	7.0	10.0	10.0	7.0	9.0	10.0
152	5	8.1	8.7	9.0	8.5	8.4	6.9	8.4	8.2	8.4	6.1	8.6
153	1	5.0	10.0	10.0	8.0	10.0	10.0	10.0	7.0	10.0	10.0	10.0
155	4	8.6	8.6	9.5	7.9	8.6	8.4	7.6	9.5	8.5	7.7	9.2
156	3	6.4	5.9	9.1	9.1	9.1	5.5	6.3	9.1	6.4	4.4	6.8
157	2	8.0	9.0	10.0	10.0	9.0	6.4	9.2	7.2	7.8	7.2	9.2
159	3	6.4	9.6	9.6	9.6	8.0	5.3	7.8	9.1	9.1	5.1	9.6
160	2	8.3	7.3	7.3	7.3	8.0	7.3	7.3	7.3	8.0	8.0	7.3
169	1	10.0	8.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
170	1	10.0	8.0	10.0	10.0	8.0	8.0	10.0	10.0	10.0	8.0	10.0
171	2	8.5	7.8	10.0	9.3	7.5	9.3	9.3	9.3	9.3	10.0	8.5
172	2	8.9	8.9	9.2	8.6	8.6	7.9	8.4	7.5	8.2	7.9	8.9
173	3	5.8	8.5	8.6	7.5	6.1	6.4	7.6	7.9	7.3	5.5	8.8
180	3	7.9	7.6	6.4	9.0	9.4	8.1	6.9	9.0	8.3	6.5	8.4
183	1	8.0	10.0	10.0	10.0	10.0	7.0	10.0	10.0	10.0	9.0	9.0
184	2	6.1	9.4	9.4	9.4	9.4	6.2	9.4	9.4	8.4	4.8	9.4
186	2	7.5	7.9	7.5	7.5	6.0	5.9	6.9	6.5	6.9	6.5	7.5
187	2	9.3	9.3	10.0	10.0	7.9	8.9	9.3	10.0	10.0	7.9	10.0
188	1	10.0	10.0	10.0	10.0	8.0	8.0	8.0	10.0	10.0	5.0	10.0
189	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
191	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
209	1	8.0	8.0	8.0	9.0	9.0	9.0	9.0	8.0	8.0	8.0	8.0
210	6	8.6	9.4	9.8	9.8	7.4	6.6	8.0	7.8	6.6	6.6	9.8
211	4	7.6	9.3	7.9	7.7	8.3	7.4	9.5	9.0	9.3	5.8	8.5
215	2	10.0	10.0	10.0	10.0	10.0	10.0	10.0	9.3	9.3	10.0	10.0
222	3	8.1	9.6	8.7	9.1	9.6	6.5	8.1	10.0	8.7	8.0	10.0
228	1	8.0	9.0	4.0	7.0	9.0	9.0	10.0	8.0	8.0	7.0	10.0

## APPENDIX D – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
229	5	8.8	10.0	8.8	9.2	9.7	9.8	9.8	10.0	10.0	8.0	10.0
230	6	7.1	8.5	9.0	8.5	9.4	7.0	9.1	9.0	8.7	5.8	9.1
232	11	9.3	9.4	9.4	9.5	9.4	9.6	9.7	9.8	9.5	7.9	9.6
239	9	9.0	9.1	9.4	9.4	8.0	8.8	9.0	9.2	8.2	9.1	9.4
240	27	8.4	8.7	9.0	8.7	7.5	8.2	8.6	9.2	8.7	8.6	9.0
241	3	9.0	9.0	9.3	9.3	7.0	8.0	7.7	9.3	8.7	7.7	8.7
245	2	8.0	8.7	9.3	10.0	7.3	8.0	8.0	9.3	8.7	6.7	9.3
246	8	8.6	9.0	8.7	8.5	7.2	7.1	8.4	8.8	8.6	7.2	9.2
247	1	8.0	9.0	10.0	10.0	6.0	7.0	10.0	9.0	9.0	7.0	8.0
249	3	8.8	9.8	9.7	9.7	9.2	9.1	9.6	9.7	9.7	9.1	9.9
250	48	9.1	9.2	9.6	9.3	8.8	8.8	9.1	9.6	9.0	8.0	9.4
251	3	10.0	10.0	10.0	10.0	10.0	10.0	9.9	10.0	10.0	10.0	10.0
252	2	10.0	9.2	10.0	10.0	10.0	10.0	8.8	9.6	9.4	6.0	9.2
253	1	10.0	10.0	10.0	10.0	10.0	9.0	10.0	10.0	10.0	8.0	10.0
254	4	8.2	10.0	10.0	10.0	7.0	10.0	8.8	10.0	9.4	4.3	9.7
255	13	8.2	8.5	8.9	8.1	8.3	6.5	9.1	8.6	8.0	7.2	8.9
256	1	10.0	10.0	1.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
257	9	9.6	8.9	9.5	9.5	8.1	9.0	9.5	9.5	9.1	8.3	8.9
280	1	9.0	10.0	8.0	6.0	9.0	9.0	9.0	9.0	9.0	8.0	9.0
301	2	6.5	7.0	7.5	7.5	8.0	8.5	6.5	9.0	9.0	7.0	9.5
310	1	9.0	9.0	9.0	9.0	9.0	8.0	9.0	8.0	8.0	9.0	8.0
311	3	6.4	9.3	9.4	9.4	5.5	7.4	9.3	9.4	8.9	6.0	9.3
312	4	4.5	8.9	9.7	9.1	8.6	6.0	9.5	8.7	9.4	4.2	9.5
314	1	9.0	8.0	8.0	9.0	10.0	8.0	9.0	9.0	9.0	8.0	9.0
316	5	7.5	8.4	9.0	9.2	6.1	8.2	8.8	8.2	9.0	4.5	9.0
319	18	8.3	9.2	8.9	8.3	7.3	8.4	8.5	9.0	8.6	8.4	9.3
320	3	8.2	9.0	8.4	7.2	7.9	7.6	8.7	7.3	7.6	4.3	9.6
321	8	6.2	8.2	7.9	7.5	5.9	5.9	8.1	7.5	7.7	5.5	8.6
323	11	8.0	8.8	9.0	8.4	6.8	8.2	8.9	8.5	8.8	7.1	8.9
324	1	10.0	8.0	8.0	8.0	8.0	7.0	9.0	9.0	10.0	7.0	9.0
325	1	7.0	8.0	8.0	7.0	8.0	7.0	7.0	8.0	6.0	7.0	8.0
329	1	7.0	7.0	7.0	7.0	7.0	7.0	7.0	7.0	7.0	7.0	7.0
335	10	8.2	8.3	8.7	9.0	8.2	7.7	8.4	8.3	9.1	6.0	9.0
337	2	8.4	8.8	9.2	9.2	9.2	8.6	9.2	9.6	9.2	7.8	10.0
340	4	9.1	9.6	9.6	7.9	7.5	7.6	9.5	9.7	9.0	7.9	9.4
341	4	8.0	8.6	8.9	8.4	6.5	9.4	9.4	8.5	7.9	7.1	9.0
342	1	7.0	9.0	6.0	8.0	9.0	7.0	9.0	10.0	10.0	7.0	9.0
345	1	8.0	10.0	8.0	10.0	8.0	9.0	8.0	8.0	7.0	8.0	10.0
351	12	8.9	9.1	9.5	9.2	9.1	8.9	8.8	9.5	9.0	8.8	9.1
354	1	10.0	0.0	10.0	10.0	10.0	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
360	1	9.0	9.0	9.0	9.0	9.0	9.0	9.0	8.0	9.0	8.0	9.0
361	1	9.0	10.0	8.0	8.0	8.0	7.0	9.0	8.0	8.0	8.0	10.0
362	2	8.5	8.5	8.0	8.5	8.5	8.5	9.0	9.0	9.0	8.0	8.5
363	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
364	4	8.0	7.9	8.9	8.3	6.6	8.8	9.1	9.1	9.3	5.6	8.1
371	2	8.9	7.7	9.3	8.9	6.5	8.9	7.4	9.3	9.3	5.7	9.3
373	2	7.2	10.0	8.8	8.2	8.0	5.2	8.4	8.8	10.0	4.0	7.6
375	5	8.4	9.0	9.4	9.0	8.8	6.8	8.2	7.8	8.6	6.2	9.8
388	3	9.5	9.5	9.5	8.1	9.2	9.2	8.7	9.2	8.6	6.5	9.5
391	1	10.0	10.0	10.0	9.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
401	6	7.8	8.5	9.4	9.6	8.2	8.1	8.7	9.7	9.7	8.0	9.2
402	2	8.6	8.6	8.3	7.0	8.6	7.9	7.9	7.9	8.6	7.4	8.3
403	9	7.9	8.9	8.9	8.2	8.2	8.5	8.0	8.7	8.6	8.3	8.7
404	3	7.4	7.4	7.4	9.0	5.2	7.0	8.0	7.8	7.8	6.4	8.4
405	4	8.8	8.9	9.3	8.2	8.3	8.7	9.4	7.9	7.5	6.0	9.3
406	13	8.5	7.9	9.0	8.7	8.9	7.0	8.2	8.5	8.6	7.7	8.8
407	5	8.9	9.4	9.4	8.9	9.3	9.3	9.1	8.5	8.3	8.8	9.6
408	9	8.6	8.0	8.8	8.5	8.6	7.4	8.1	7.6	8.2	7.4	7.9
410	21	8.4	8.2	8.4	8.7	7.7	8.3	8.4	9.2	8.9	8.5	8.9
416	1	10.0	10.0	10.0	10.0	10.0	9.0	10.0	10.0	8.0	9.0	8.0
418	2	9.1	9.6	8.7	7.8	9.1	9.1	9.6	9.1	6.7	8.0	9.1
430	6	8.4	6.8	8.6	8.9	7.3	6.9	8.6	8.4	8.4	7.0	7.9
480	2	7.6	7.5	8.3	8.5	6.9	7.6	9.1	8.7	7.3	3.5	8.3
501	6	6.8	7.8	6.8	5.9	7.7	6.7	7.8	8.4	7.7	5.3	6.8
502	7	8.4	8.8	8.7	8.1	8.2	8.5	9.2	8.8	8.9	8.7	9.0
503	10	8.9	8.8	9.2	7.7	8.4	8.0	7.6	9.4	9.0	7.8	9.2
531	6	8.3	8.5	8.5	8.7	7.9	8.5	8.1	8.3	8.6	8.0	8.6
555	4	8.6	9.2	8.9	8.3	8.1	8.3	8.3	8.4	8.9	7.4	9.7
595	1	10.0	10.0	10.0	8.0	10.0	10.0	10.0	10.0	10.0	8.0	10.0
601	9	9.1	9.4	9.7	9.5	8.6	8.9	9.1	9.4	9.5	7.4	9.8
602	1	10.0	9.0	10.0	9.0	10.0	8.0	8.0	8.0	10.0	5.0	9.0
619	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
620	6	8.5	9.4	8.9	9.0	9.2	9.1	9.0	8.8	9.3	7.1	9.3
640	9	7.8	8.3	8.5	8.0	7.2	7.3	7.6	8.2	8.3	6.9	8.9
701	4	8.7	9.0	8.4	8.4	9.2	9.0	7.4	9.0	9.5	8.2	9.3
743	1	7.0	8.0	10.0	8.0	9.0	10.0	10.0	4.0	4.0	6.0	10.0
745	1	7.0	8.0	7.0	7.0	9.0	10.0	8.0	10.0	10.0	2.0	9.0
750 R1	8	9.0	9.2	9.2	9.0	8.6	9.2	9.0	8.8	9.2	9.4	9.4
751 R2	3	8.7	8.5	9.7	9.7	9.3	9.1	8.9	10.0	9.4	9.3	9.7
752 R3	2	8.3	10.0	8.3	7.5	10.0	7.5	10.0	10.0	10.0	7.5	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
753 R4	16	8.3	8.3	9.0	8.4	8.4	8.0	7.9	9.3	9.2	8.6	9.0
754 R5	9	8.9	9.3	8.8	8.9	9.4	9.2	8.6	9.7	9.7	8.9	8.9
791	1	10.0	10.0	3.0	3.0	8.0	0.0	4.0	7.0	10.0	0.0	7.0
BTC	18	8.2	8.3	8.6	8.7	8.2	7.9	8.3	8.2	8.3	7.1	8.6
STC	7	7.7	8.7	9.2	8.6	8.9	7.6	8.3	8.3	8.1	7.4	9.3
PCT	4	9.7	9.3	9.8	9.1	7.5	8.3	9.6	8.9	8.8	8.3	9.5
RTC	2	7.0	8.5	8.5	6.8	6.0	6.3	7.8	8.5	8.0	6.0	8.5
VTC	17	8.1	8.0	8.4	8.2	7.6	7.7	8.5	9.1	9.0	7.9	8.4
WVT	4	6.2	7.2	7.0	6.7	6.0	6.7	8.5	8.7	7.9	6.0	8.0

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

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
<b>Total</b>	<b>1158</b>	<b>8.3</b>	<b>8.8</b>	<b>8.8</b>	<b>8.6</b>	<b>8.1</b>	<b>8.0</b>	<b>8.5</b>	<b>8.9</b>	<b>8.7</b>	<b>7.6</b>	<b>9.0</b>
250	48	9.1	9.2	9.6	9.3	8.8	8.8	9.1	9.6	9.0	8.0	9.4
49	31	8.5	9.0	8.8	8.8	7.9	8.4	8.5	9.1	8.7	8.2	9.0
99 B-Line	66	8.2	8.7	8.6	8.3	8.0	8.4	8.4	9.2	8.9	8.6	8.9
9	33	8.1	8.6	8.4	8.6	8.0	8.3	8.3	8.8	8.7	7.6	9.1

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

Route Number	April - June 2019		April - June 2020		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Apr'19-Jun'19 vs. Apr'20-Jun'20
# 240	37	7.8	27	8.4	0.6
# 25	36	8.5	19	8.7	0.2
# 250	75	8.6	48	9.1	0.5
# 351	42	8.4	12	8.9	0.5
# 41	39	7.9	20	8.0	0.1
# 49	44	7.9	31	8.5	0.6
# BTC	42	7.5	18	8.2	0.7
# VTC	47	8.0	17	8.1	0.1

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

**OVERALL PERFORMANCE RATINGS**  
**JANUARY 2019 - JUNE 2019 VERSUS**  
**JANUARY 2020 - JUNE 2020**  
**(Routes With 35+ Trips Per 6 Month Period)**

Route Number	January - June 2019		January - June 2020		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jan'19-Jun'19 vs. Jan'20-Jun'20
# 10	53	7.6	46	7.8	0.2
# 106	34	7.9	51	8.7	0.8
# 130	28	7.9	36	7.6	-0.3
# 14	52	8.5	43	8.4	-0.1
# 16	62	7.7	57	8.1	0.4
# 17	30	8.2	38	7.3	-0.9
# 19	51	7.1	52	7.6	0.5
# 2	66	8.2	55	8.2	0.0
# 20	57	7.7	60	8.0	0.3
# 22	46	8.2	38	8.0	-0.2
# 229	40	7.8	20	8.3	0.5
# 239	39	7.7	38	8.4	0.7
# 240	76	7.6	76	7.9	0.3
# 246	60	7.3	26	8.2	0.9
# 25	78	8.3	56	8.2	-0.1
# 250	145	8.5	118	8.9	0.4
# 255	35	7.8	28	8.6	0.8
# 3	52	7.8	45	7.3	-0.5
# 319	46	6.9	39	7.6	0.7
# 351	81	8.2	53	8.4	0.2
# 4	36	8.1	36	8.1	0.0
# 41	67	7.9	48	8.2	0.3
# 410	44	7.8	44	8.1	0.3
# 49	88	8.0	79	8.0	0.0
# 601	64	7.9	36	8.4	0.5
# 7	45	7.3	26	7.7	0.4
# 701	38	7.6	18	8.4	0.8
# 84	31	8.4	39	8.2	-0.2
# 9	79	8.1	72	8.1	0.0
# BTC	71	7.9	39	8.1	0.2
# VTC	89	8.2	59	8.2	0.0

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

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

Route Number	July 2018 - June 2019		July 2019 - June 2020		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jul'18-Jun'19 vs. Jul'19-Jun'20
# 10	116	8.0	113	7.9	-0.1
# 100	56	7.8	62	7.9	0.1
# 106	75	7.8	79	8.1	0.3
# 119	36	8.4	38	8.9	0.5
# 123	55	8.2	45	7.6	-0.6
# 130	58	8.1	73	7.4	-0.7
# 14	116	8.2	88	8.5	0.3
# 144	53	7.3	38	8.0	0.7
# 145	39	8.3	45	8.5	0.2
# 15	37	7.6	34	8.2	0.6
# 152	36	8.0	37	7.7	-0.3
# 16	120	7.8	124	7.9	0.1
# 160	46	8.7	43	8.2	-0.5
# 17	75	7.6	83	7.9	0.3
# 19	108	7.2	106	7.6	0.4
# 2	135	7.9	110	8.3	0.4
# 20	108	7.7	116	7.6	-0.1
# 210	62	7.9	49	7.9	0.0
# 211	40	8.1	31	7.4	-0.7
# 22	94	7.9	78	8.1	0.2
# 228	39	8.3	37	7.9	-0.4
# 229	59	7.9	46	8.2	0.3
# 23	42	7.4	20	7.5	0.1
# 230	55	7.9	57	7.4	-0.5
# 239	89	8.1	87	8.1	0.0
# 240	133	7.7	156	8.0	0.3
# 246	117	7.5	71	7.6	0.1
# 25	154	8.2	136	8.2	0.0
# 250	283	8.2	260	8.4	0.2
# 255	66	7.8	51	8.5	0.7
# 257	34	8.0	51	8.4	0.4
# 26	36	8.1	33	8.3	0.2

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

Route Number	July 2018 - June 2019		July 2019 - June 2020		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jul'18-Jun'19 vs. Jul'19-Jun'20
# 28	30	7.8	35	7.9	0.1
# 3	111	7.7	91	7.4	-0.3
# 319	94	7.2	88	7.5	0.3
# 320	40	8.3	39	7.6	-0.7
# 321	47	7.7	43	7.2	-0.5
# 323	37	6.8	44	6.9	0.1
# 33	48	8.1	48	8.1	0.0
# 335	50	7.1	57	7.4	0.3
# 351	149	8.3	117	8.2	-0.1
# 4	75	8.1	70	7.9	-0.2
# 401	75	8.0	54	7.6	-0.4
# 402	46	7.3	26	7.5	0.2
# 403	56	7.8	50	7.8	0.0
# 406	48	8.1	57	8.3	0.2
# 407	32	7.5	40	7.5	0.0
# 408	34	8.5	47	8.2	-0.3
# 41	133	7.9	123	8.3	0.4
# 410	98	7.6	97	7.9	0.3
# 43	36	8.6	30	8.4	-0.2
# 430	36	7.6	26	7.7	0.1
# 44	40	8.3	30	8.0	-0.3
# 49	159	7.9	156	7.9	0.0
# 5	65	8.0	81	8.1	0.1
# 50	46	8.6	46	8.6	0.0
# 502	64	7.8	29	7.7	-0.1
# 555	45	8.5	25	8.5	0.0
# 6	69	7.8	64	8.0	0.2
# 601	142	7.8	101	8.0	0.2
# 7	94	7.4	74	7.9	0.5
# 701	82	7.7	59	7.7	0.0
# 8	61	7.5	56	7.9	0.4
# 84	65	7.8	75	8.0	0.2
# 9	154	8.2	133	8.3	0.1
# BTC	140	7.9	119	7.9	0.0
# STC	40	7.5	47	7.6	0.1
# VTC	178	8.0	141	7.9	-0.1
# WVT	35	7.8	24	8.4	0.6

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