



Customer Service Performance Quarter 3 2020

Bus
SeaBus
SkyTrain



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

Trends in the percentage of good-to-excellent scores (8, 9, 10 out of 10) are highlighted.

The analysis in the text focuses on the top key drivers for each area of service.

Where performance is excellent or poor, but the attribute is not one of the top key drivers, the text does not comment on it; however, customer ratings on the attribute will be shown in the graphs for each section.



Overview

- As a result of the ongoing COVID-19 virus, significant shifts in top ratings across Bus, SkyTrain and SeaBus may continue to be influenced by riders' changing perceptions and expectations of the transit system. As of March 11th, the World Health Organization declared COVID-19 a global pandemic, and by March 16th the BC provincial government recommended stay-at-home directives and physical distancing precautions. While restrictions have eased as the provincial government has moved BC into Phase 3 of its Restart Plan (which allows for safe travel and re-opening of businesses such as restaurants/bars), the daily lives of transit riders continues to be impacted. Despite gradual improvements, ridership is still well below pre-pandemic levels and the incidence of qualifying for this study continues to be low. The results throughout this report may also be impacted by the increased proportion of Captive riders interviewed, which is significantly higher than pre-pandemic levels (from 35% in Q1, 2020 to 46% currently).
- Good-to-excellent ratings for Overall Transit Service remains high at 78%, maintaining the increase from last quarter (76% compared to 68% in Q1, 2020). The average score is still strong at 8.3 out of 10. Most attributes have remained stable compared to last quarter and are significantly up from a year ago, including the top key drivers of Value for Money (62%, unchanged from last period and up significantly from 52% a year ago) and Good Connections (directionally up by 5 percentage points to 59% this period and increased significantly from 51% a year ago).
- Nearly half (48%) of riders indicate they use transit *less* regularly than six months ago, consistent with the previous quarter (50%) and up significantly from 13% in Q1, 2020. While over half (56%) of riders indicate they will *definitely* continue to take transit just as often as they do now, this proportion has been trending down marginally since Q1, 2020 (61%). These impacts are likely due to the continuous uncertainty surrounding the COVID-19 pandemic.



Ratings for Overall Bus Service have increased slightly, with three-quarters (75%) of bus riders providing top scores. The average score has remained stable at 8.3 out of 10.

- Good-to-excellent scores continue to show an upward trend since Q3, 2019 for several service attributes this wave, including Overall Service (up 3 percentage points, or ppt, from last quarter), On-Time Reliable Service (up 4 ppt), Courteous Bus Operator (up 2 ppt), Feeling Safe from Crime on Board the Bus (up 2 ppt), and Clean and Graffiti-Free Bus (up 3 ppt). Top ratings for Frequency of Service not only show an upward trend versus last period (up 5 ppt), but have also increased significantly compared to the same period last year (up 14 ppt).



SkyTrain earns top ratings from over eight-in-ten (82%) SkyTrain riders, down slightly from last quarter. The average score is stable at 8.6 out of 10.

- Top scores for all the top key drivers of Overall SkyTrain Service have increased significantly compared to Q3, 2019, including On-Time Reliable Service (88%, up 4 ppt from a year ago), Frequency of Service (81%, up 4 ppt) and Not Being Overcrowded (67%, up 23 ppt). Clean and Graffiti-Free SkyTrain Cars and Stations was the only service attribute to experience a significant decline versus last period (75%, down 6 ppt versus Q2, 2020). Despite increased sanitation of SkyTrain cars as a result of the COVID-19 pandemic, top scores dropped for both the BCRTC and Canada Line for this attribute.

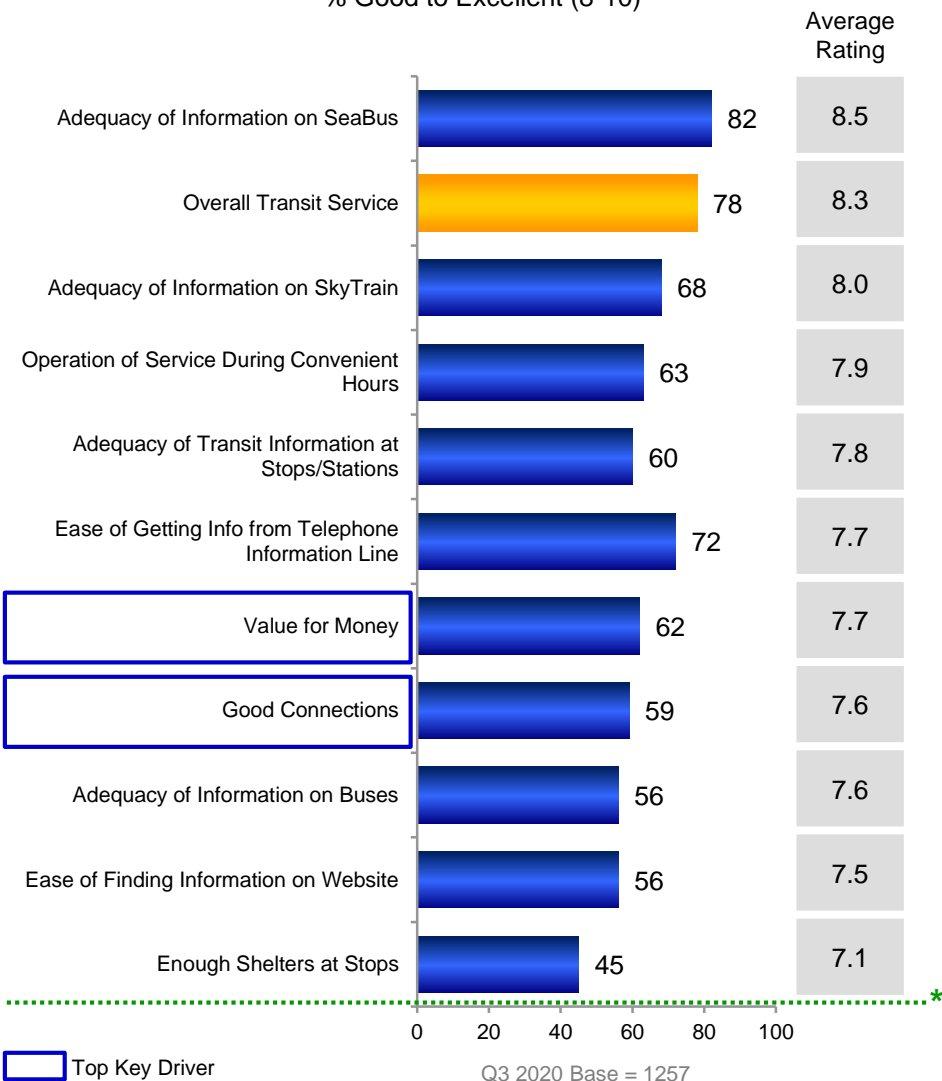


Good-to-excellent scores for Overall SeaBus Service have rebounded to 87%, and the average score has returned back up to 8.8 out of 10.

- Top scores for two SeaBus service attributes have increased significantly compared to last quarter, notably Courteous, Competent & Helpful Staff which achieves a perfect score of 100% (up 16 ppt from last quarter), and Not Being Overcrowded (90%, up 18% ppt from last period). Many other attributes have improved to Q1, 2020 levels or higher.
- All SeaBus service attributes remain well above the 7.0 positive-performance threshold, consistent with previous periods.

Performance on Transit System Attributes

% Good to Excellent (8-10)



 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

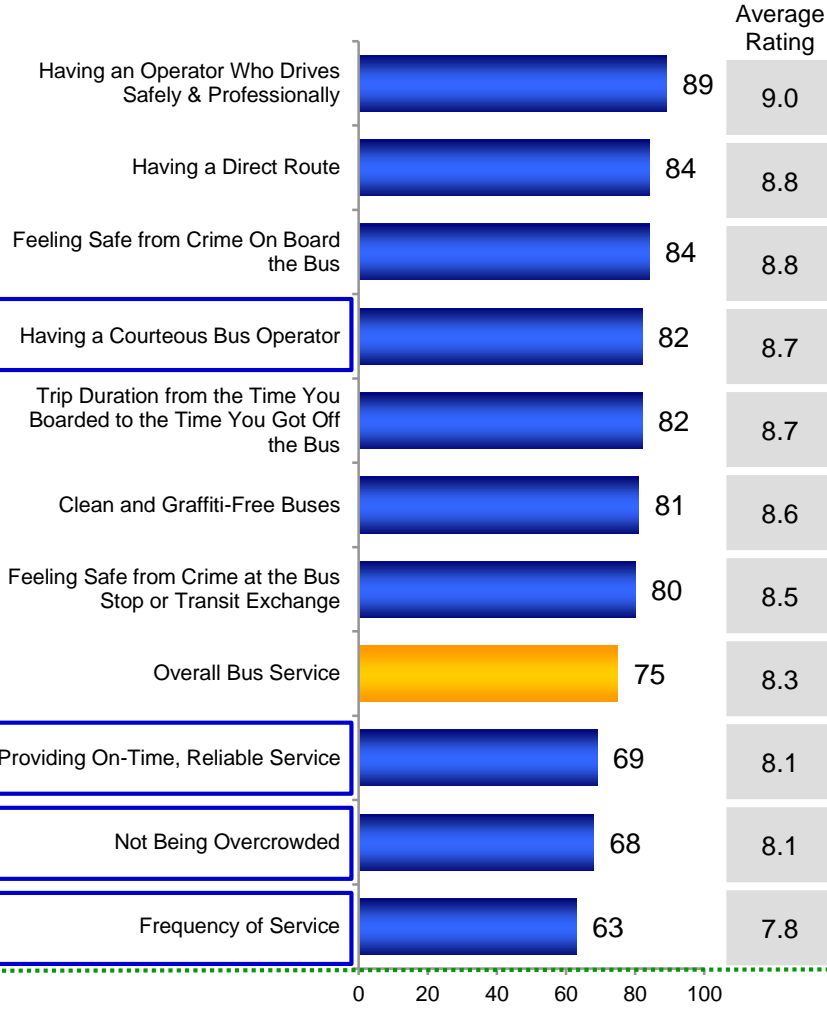
- Over three-quarters (78%) of transit riders provide good-to-excellent ratings for Overall Transit Service, on par with 76% observed last period and maintaining the increase from Q1, 2020 (76% compared to 68% in Q1, 2020). This is a new record high compared to top ratings over the last two years. The average score remains stable at 8.3 out of 10.
- All service attributes on the transit system surpass the positive performance threshold of 7.0 out of 10.
- Most scores have remained stable compared to last quarter and are significantly up from a year ago, maintaining the improvements seen in the previous period. These positive scores are reflected in the Overall Service score that has remained consistently high this quarter.

Performance on Top Key Drivers of Transit Overall Service*

- Value for Money
 - Value for Money remains stable this quarter, with 62% providing top ratings. Compared to a year ago, this top key driver of Overall Service has jumped significantly by 10 ppt. However, the average score of 7.7 out of 10 has softened, down from 7.9 last period.
- Good Connections
 - While the average score remains unchanged at 7.6 out of 10, there is an uptick in the proportion of transit riders that provide top ratings for Good Connections, increasing directionally by 5 ppt to 59% this quarter and up 8 ppt from a year ago. This continues to demonstrate an upward trend since Q4, 2019 (50%) and is at the highest level observed since Q3, 2018.

Performance on Bus System Attributes

% Good to Excellent (8-10)



 Top Key Driver

Q3 2020 Base = 1193 (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

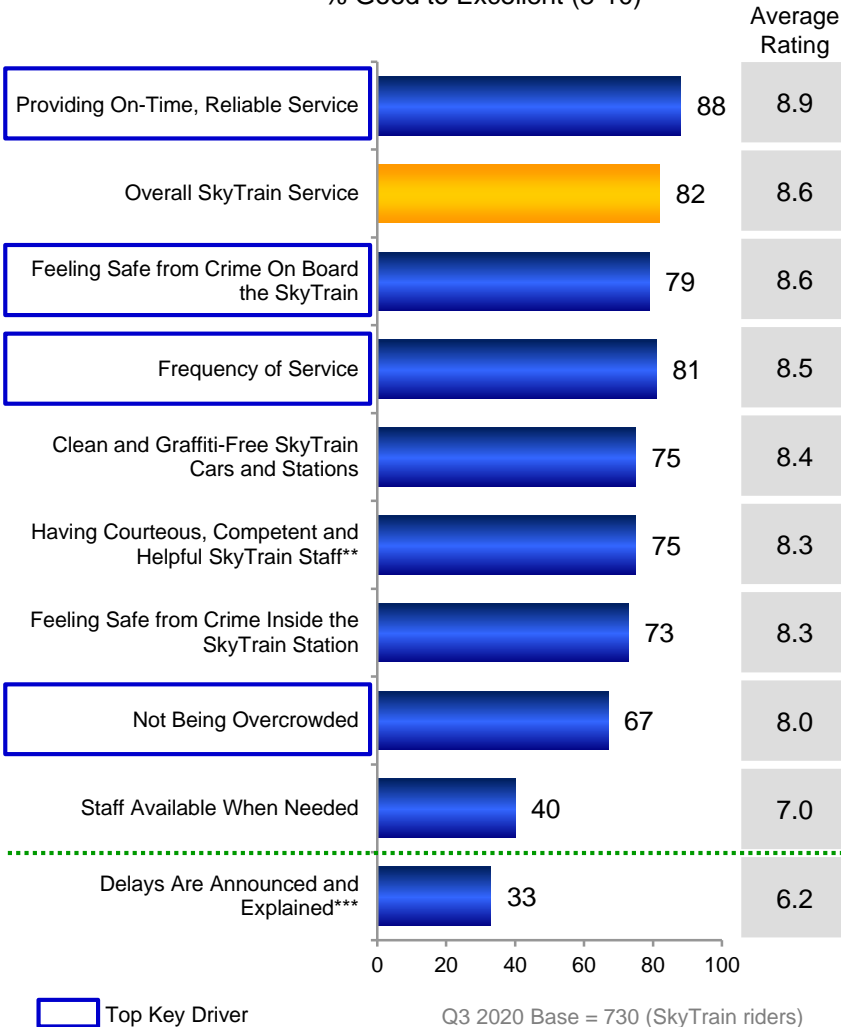
- Overall Bus Service has seen an uptick in top scores among bus riders, from 72% last quarter to 75% currently, maintaining the significant increase that was observed last period (up from 67% in Q1, 2020). The average score is at 8.3 out of 10, consistent with last wave.
- Good-to-excellent ratings continue to show an upward trend for several service attributes this wave, including Overall Service (up 3 ppt from last quarter), On-Time Reliable Service (up 4 ppt), Frequency of Service (up 5 ppt), Courteous Bus Operator (up 2 ppt), Feeling Safe from Crime On Board the Bus (up 2 ppt), and Clean and Graffiti-Free Bus (up 3 ppt). Top ratings for these attributes have also increased significantly since Q3, 2019. With the ongoing COVID-19 pandemic, this positive trend may be due to riders' changed expectations of bus service compared to a year ago, as they may view the transit systems more favourably during this uncertain time.

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 over eight-in-ten (82%) riders award top ratings for this attribute. This is marginally higher compared to last quarter (80%) and a significant increase from Q3, 2019 (77%).
- On-Time Reliable Service
 - Seven-in-ten (69%) bus riders provide top scores for On-Time Reliable Service, a slight uptick from last period (65%) and significantly up by 15 ppt compared to a year ago. Continued reduced ridership and road congestion due to the COVID-19 pandemic may have helped improve riders' perceptions of this attribute compared to a year ago. Several routes show significant improvements compared to a year ago.
- Frequency of Service
 - Although Frequency of Service continues to be the lowest-rated service attribute on the bus system, top ratings have increased significantly to 63%, up by 5 ppt since last period and 14 ppt since a year ago. While most depots show significant increases compared to last period and a year ago, HTC and WVT both show significant declines in their good-to-excellent scores this quarter (down 13 ppt and 21 ppt, respectively).
- Not Being Overcrowded
 - Not Being Overcrowded has maintained its positive increase seen last period, with 68% providing top ratings (up from 52% in Q1, 2020 to 69% last quarter). Most routes show significant improvements compared to a year ago, with RTC also showing a significant increase from last period (up 11 ppt).

Performance on SkyTrain Attributes

% Good to Excellent (8-10)



* 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=36)

*** Caution: Small base size – only among those who experienced delays (n=85)

SkyTrain System

- Over eight-in-ten (82%) SkyTrain riders provide good-to-excellent ratings for Overall SkyTrain Service. This is slightly down from 85% last period, but the average score has remained stable at 8.6 out of 10.
- Top scores for all the top key drivers of Overall SkyTrain Service have increased significantly compared to a year ago, including On-Time Reliable Service (88%, up 4 ppt from Q3, 2019), Frequency of Service (81%, up 4 ppt) and Not Being Overcrowded (67%, up 23 ppt). Clean and Graffiti-Free SkyTrain Cars and Stations was the only service attribute to experience a significant decline versus last period (75%, down 6 ppt from Q2, 2020). Despite increased sanitation of SkyTrain cars as a result of the COVID-19 pandemic, top scores dropped for both the BCRTC and Canada Line for this attribute.
- While the proportion of riders who report experiencing a delay with SkyTrain has decreased significantly (12%, down from 41% last period), Delays are Announced and Explained continues to be the only SkyTrain service attribute that remains below the positive performance threshold of 7.0, with an average score of 6.2 out of 10 (down from 6.6 last period).

Performance on Top Key Drivers of SkyTrain Overall Service

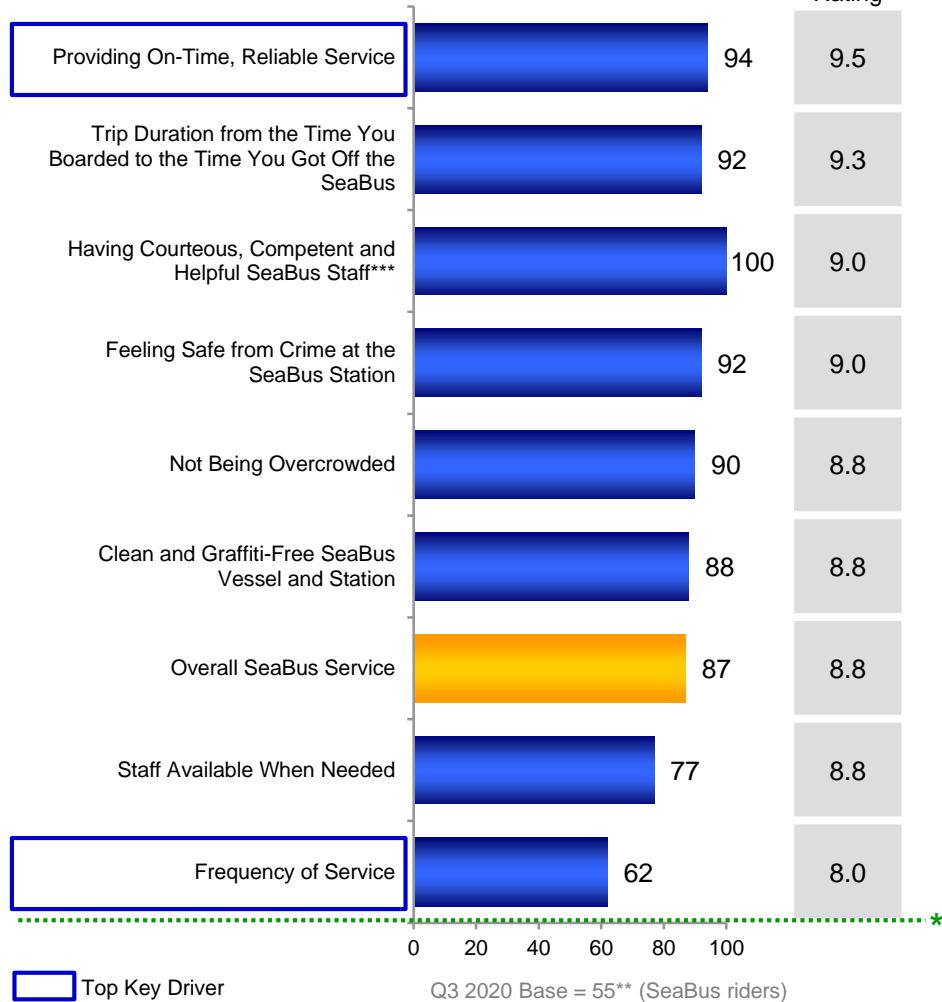
Key Drivers with Positive Performance*

- On-Time, Reliable Service
 - On-Time Reliable Service is the highest-rated top key driver of Overall SkyTrain Service, as nearly nine-in-ten (88%) award top scores, unchanged from last quarter. The average score is strong at 8.9 out of 10.
- Feeling Safe from Crime On Board the SkyTrain
 - Eight-in-ten (79%) SkyTrain riders provide good-to-excellent ratings for Feeling Safe from Crime On Board the SkyTrain, similar to last period (80%). The average score is unchanged at 8.6 out of 10.
- Frequency of Service
 - Frequency of Service earned top scores from eight-in-ten (81%) SkyTrain riders, up from 78% last quarter. The average score has increased marginally to 8.5 out of 10, from 8.4 last period. Ratings for this top key driver continue to rise.
- Not Being Overcrowded
 - Top ratings for Not Being Overcrowded are significantly higher versus one year ago (up 23 ppt), which is likely due to the continuous impacts of the COVID-19 pandemic, including reduced ridership and restricted fare gate access at busy stations. However, scores have softened from last period (67%, down 4% from last quarter), which may be due to easing restrictions from the BC provincial government in recent months.

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=10)

SeaBus

- Nearly nine-in-ten (87%) SeaBus riders award good-to-excellent ratings for Overall SeaBus Service, a return to levels seen earlier this year (up from 76% last quarter and compared to 85% in Q1, 2020). The average score has also bounced back to 8.8 out of 10 (up from 8.3 last quarter, and compared to 8.7 in Q1, 2020).
- Top scores for two SeaBus service attributes have increased significantly compared to last quarter, notably Courteous, Competent & Helpful Staff which achieves a perfect score of 100% providing good-to-excellent ratings (up 16 ppt from last quarter), and Not Being Overcrowded (90%, up 18% ppt from last period). All SeaBus attributes remain well above the positive performance threshold of 7.0 out of 10.

Performance on Top Key Drivers of SeaBus Overall Service

- On-Time, Reliable Service
 - Over nine-in-ten (94%) SeaBus riders award good-to-excellent ratings for the top key driver of On-Time Reliable Service, directionally up from last quarter (86%) and a return to Q1, 2020 levels (96%). The average score shows an increase to 9.5 out of 10 (up from 9.1 last quarter). This is the highest-rated service attribute across all transit modes.
- Frequency of Service
 - Just over six-in-ten (62%) SeaBus riders provide top scores for Frequency of Service, which is up slightly from 60% last quarter, yet directionally down from 72% in Q1, 2020. The average score has increased to 8.0 out of 10, bouncing back from 7.4 in the last quarter, and returning closer to Q1 levels (8.3). While SeaBus service returned to sailing every 15 minutes during the week of August 3rd, with extended evening service to meet growing demand, Frequency of Service remains the lowest-rated attribute on SeaBus.

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:
 - There are more transit riders who are aged 18 to 34 years old (39% versus 30%)
 - They are less likely to be employed full-time (44% versus 57%), more likely to be employed part-time (19% versus 13%), students (11% versus 5%) or unemployed (9% versus 3%)
 - They are more likely to have some university education or above (57% versus 52%)

Trip Purpose



- Almost half (47%) of transit riders take transit to or from work, down slightly from 50% last period. The proportion of those who indicate they take transit for shopping purposes has returned to the same level as a year ago (38%), reversing the significant increase last period (43% in Q2, 2020). The proportion of those who take transit for entertainment/social reasons has increased to 33%, up from 23% last period, yet remains down significantly since a year ago (48%). The quarter-over-quarter increase may be due to easing restrictions from the provincial government regarding COVID-19, as well as riders' increased comfort in leaving the home for non-essential outings.

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 remained consistent with last period at 53%, after a significant jump from 35% to 51% in Q2, 2020. Similarly, the proportion of Choice riders, who do have access to a vehicle, has remained relatively steady at 46%, down slightly from 48% last period. This may be due to Choice riders continuing to opt to work from home or use their vehicle to travel rather than taking transit, amid continued concerns surrounding social distancing and the COVID-19 pandemic.
- Captive riders are more likely than Choice riders to be younger (under age 35) and less affluent (household income of \$40K or less) and a student or unemployed. They have also taken more transit trips in the past week and are more likely to be bus riders.
- Choice riders are more likely to be aged 45 or older, graduated university, retired, and have higher income (\$80K+).



The primary objectives of this project are to:

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

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



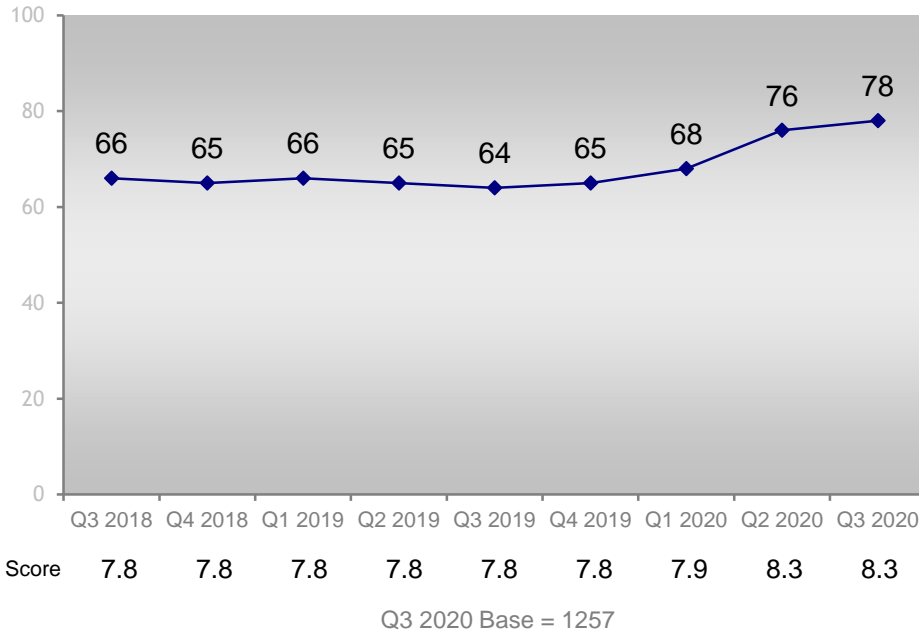
This section presents an evaluation of the overall transit system, followed by evaluation of each of the three transit modes. For the transit system overall and for each mode, results are presented for the following:

- Perceptions of Overall Service
- Perceptions of Specific Attributes



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

% Good to Excellent (8-10)



Overall Service

Just over three-quarters (78%) of transit riders award good-to-excellent ratings for Overall Transit Service, a significant jump from a year ago (up 14 ppt) and an all-time high. The average score has remained steady this quarter at 8.3 out of 10.

Top scores for several attributes have increased significantly compared to Q3, 2019, including Value for Money and Good Connections, which are the top key drivers of Overall Service. However, there have been no significant shifts in good-to-excellent ratings compared to last period.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	+ 2%	+ 14%

Seniors aged 65+ are more likely to award good-to-excellent ratings for Overall Service compared to younger cohorts.

Q3 2020 Regional Differences:

92% among North Vancouver riders

71% among Surrey/North Delta/White Rock/Langley riders



Most Positive



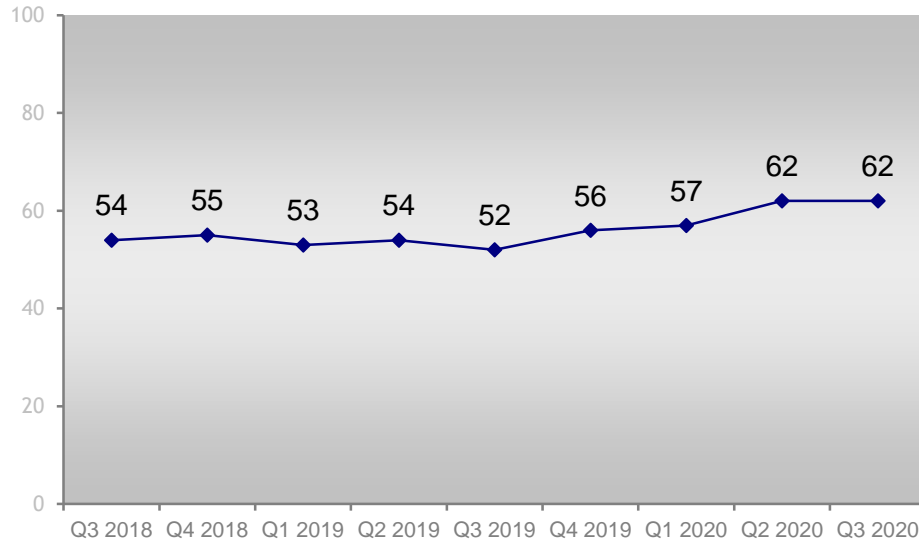
Least Positive



= Significant upward/downward shift

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

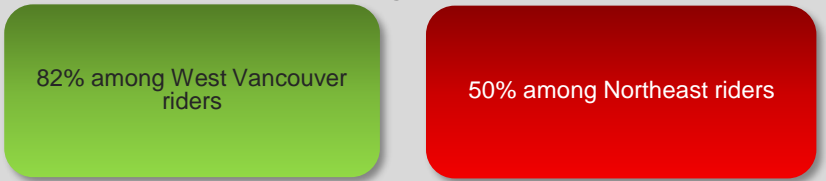
% Good to Excellent (8-10)



Avg Score 7.4 7.5 7.4 7.5 7.4 7.5 7.6 7.9 7.7

Q3 2020 Base = 1257

Q3 2020 Regional Differences:



 Top Key Driver
 Most Positive
 Least Positive

Value for Money

Six-in-ten (62%) riders provide top scores in terms of Value for Money. While there is no change compared to last wave, this has increased significantly compared to a year ago (up 10 ppt). While the average score did drop slightly this quarter to 7.7 out of 10 from 7.9 last period, it is up from the same quarter last year (7.4).

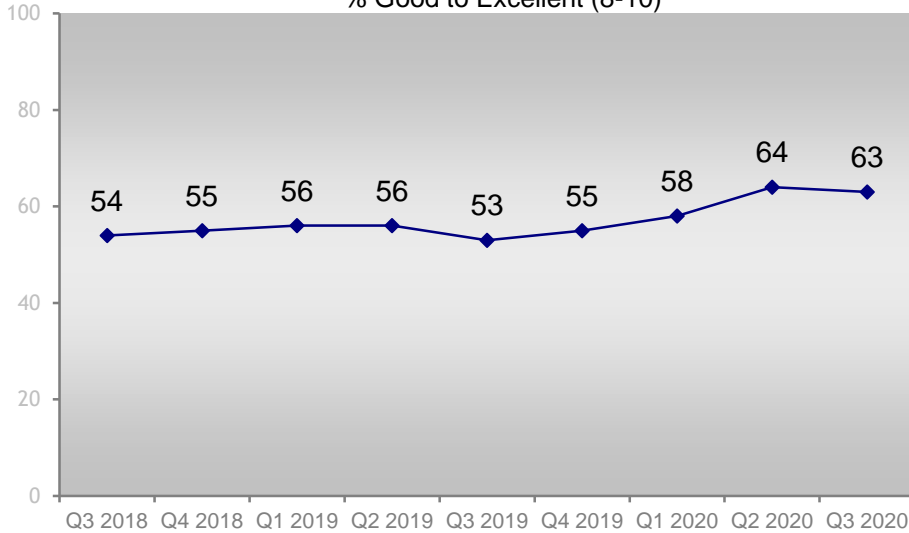
	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Good-to-Excellent ratings compared to:	0%	+ 10%

Similar to previous periods, Seniors aged 65+ are more likely to provide positive ratings than their younger counterparts.

 = 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)



Avg Score 7.5 7.5 7.5 7.6 7.4 7.5 7.7 8.0 7.9

Q3 2020 Base = 1257

Convenient Hours

Top ratings for Convenient Hours are consistent compared to last period, with six-in-ten (63%) riders awarding good-to-excellent scores for this attribute. This has increased by 10 ppt since a year ago, and is among the highest levels seen in the last two years. The average score is relatively stable compared to last period at 7.9 out of 10.

	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Good-to-Excellent ratings compared to:	- 1%	+ 10%

Riders over the age of 65+ are more likely to provide good-to-excellent scores for Convenient Hours comparatively to their younger counterparts. There are no significant differences in top ratings between Captive riders and Choice riders.

Q3 2020 Regional Differences:

No significant regional differences

No significant regional differences

Top Key Driver Most Positive Least Positive

Significant upward/downward shift

Good Connections

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

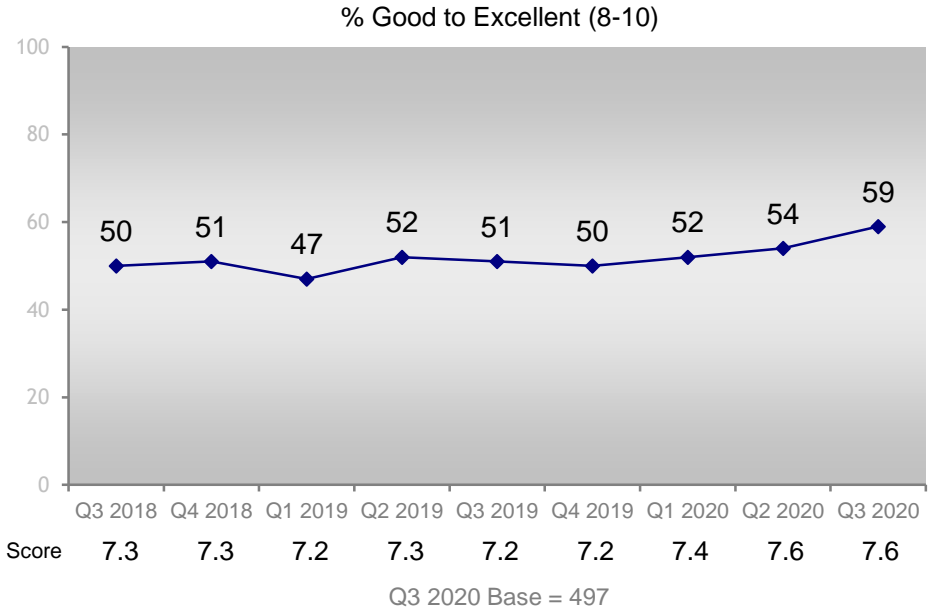
Four-in-ten (42%) riders take more than one bus/transit mode on a typical transit trip, similar to the previous wave (43%). There is no significant difference between Choice and Captive riders.

For this top key driver, six-in-ten (59%) transit riders provide good-to excellent ratings for Good Connections, a 5 ppt increase from the previous wave. Top scores have been trending upwards since Q4, 2019 and have increased significantly from a year ago (up 8 ppt). The average score has maintained its record high at 7.6 out of 10.

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

Seniors 65+ and Captive riders are directionally more likely to provide good-to-excellent ratings for Good Connections comparatively to their counterparts.

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



Q3 2020 Regional Differences:

No significant regional differences

No significant regional differences

○ ○ = Significant upward/downward shift

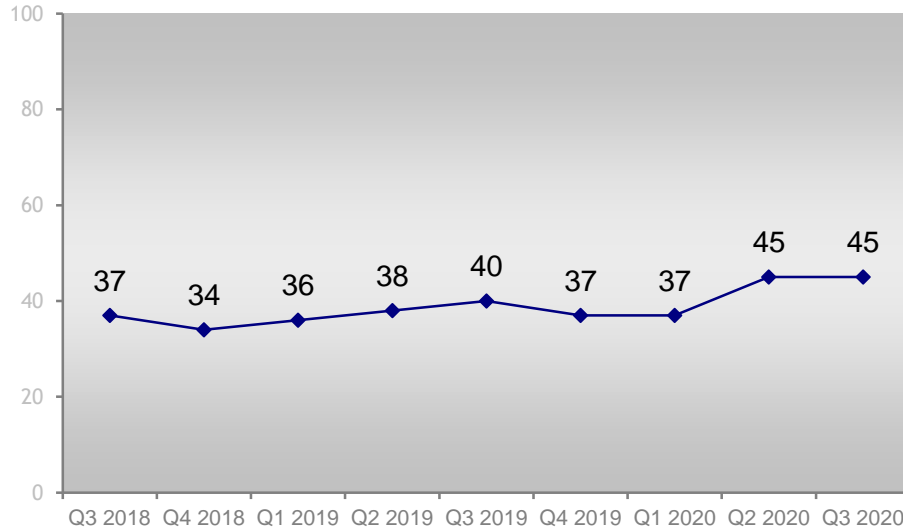
□ Top Key Driver ■ Most Positive ■ Least Positive

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

Enough Bus Shelters at Bus Stops

Top ratings for Having Enough Bus Shelters have remained consistent since last period, with over four-in-ten (45%) riders providing good-to-excellent scores for this attribute. This has increased significantly from the same quarter last year (up 5 ppt). While the average score dropped slightly this wave to 7.1 out of 10 from 7.2 last period, it is still performing well comparatively to previous periods and is maintaining its position above the positive performance threshold of 7.0.

% Good to Excellent (8-10)



Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	0%	+ 5%

Avg Score 6.8 6.7 6.8 6.9 6.9 6.8 6.9 7.2 7.1

Q3 2020 Base = 1257

Transit riders aged 18-24 are significantly more likely than their older counterparts to provide good-to-excellent ratings for Enough Bus Shelters at Bus Stops.

Q3 2020 Regional Differences:

47% among Vancouver riders

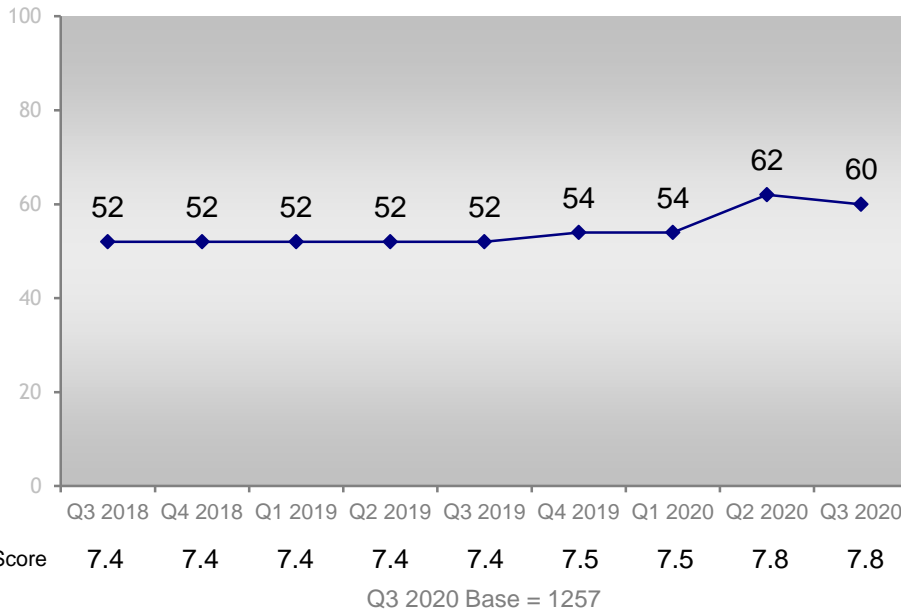
38% among Burnaby/New Westminister riders

Top Key Driver Most Positive Least Positive

Significant upward/downward shift

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

% Good to Excellent (8-10)



Adequacy of Transit Information at Stops and Stations

While top ratings for Adequacy of Transit Information at Stops and Stations dropped slightly from the previous wave (down 2 ppt), six-in-ten (60%) transit riders provide good-to-excellent scores for Adequacy of Transit Information at Stops and Stations. This is a significant jump from 52% providing top scores a year ago. The average score remained unchanged at a high of 7.8 out of 10 this quarter.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	- 2%	+ 8%

Riders in the age group of 25-44 are significantly more likely to provide good-to-excellent ratings for this attribute comparatively to riders aged 45-64.

Q3 2020 Regional Differences:

No significant regional differences

No significant regional differences



Most Positive



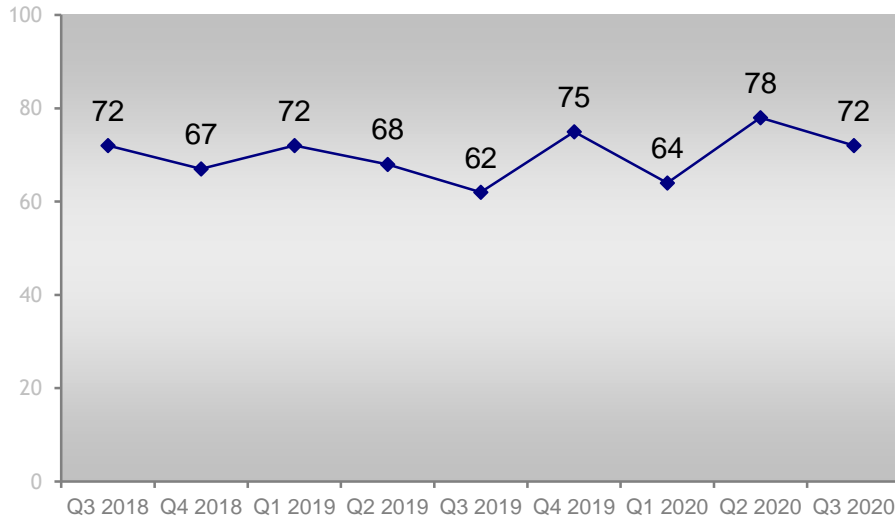
Least Positive



= Significant upward/downward shift

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

% Good to Excellent (8-10)



Ease of Getting Information from the Telephone Information Line

One-in-ten (10%) transit riders indicate they called TransLink's Telephone Information Line in the past three months. This is a slight decrease from 13% in the previous wave.

Among those who called the Telephone Information Line, seven-in-ten (72%) provide good-to-excellent ratings for Ease of Getting Information from the Telephone Information Line, directionally down by 6 ppt compared to last quarter. Nonetheless, this is a significant jump from 62% a year ago. The average score of 7.7 out of 10 has returned to the same level as Q1, 2020.

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

Avg Score 7.9 8.0 7.9 7.7 7.6 8.3 7.7 8.4 7.7

Q3 2020 Base = 135 (used phone)

Spoke To Clerk	Call Was Automated	Clerk & Automated
Base = 73*	Base = 25**	Base = 35**
% Good to Excellent (8-10)		
75	57	79

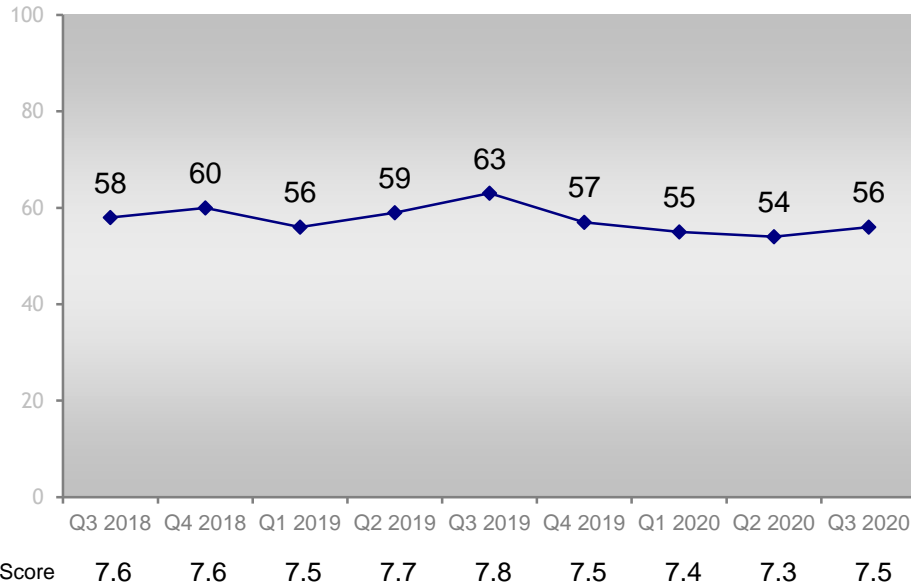
* Caution: small base size

** Caution: very small base size

= Significant upward/downward shift

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

% Good to Excellent (8-10)



Q3 2020 Base = 554 (used website)

Q3 2020 Regional Differences:

No significant regional differences

No significant regional differences

■ Most Positive

■ Least Positive

Ease of Finding Info on Website

Less than half (45%) of transit riders have used TransLink's website in the past three months, a slight decrease of 4 ppt from the previous wave. Within the past two years, this is the lowest proportion of riders' reported past three-month usage of the TransLink website.

Among those who used the TransLink website, over half (56%) provide good-to-excellent ratings for Ease of Finding Information on the Website. This 2 ppt increase has begun to reverse the downward trend which started in Q4, 2019; however, top ratings are significantly lower compared to a year ago (down 7 ppt). The average score of 7.5 out of 10 has bounced up slightly from 7.3 last period.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	+ 2%	- 7%

Younger riders aged 18-24 and Captive riders are more likely to award top scores for Ease of Finding Information on the Website compared to their counterparts.

○ ○ = 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 Lower Ratings

- Weekdays after 6:30 PM

Bus Service Overall

Three-quarters (75%) of bus riders award good-to-excellent ratings for Overall Bus Service, up slightly from 72% last quarter and a significant jump compared to a year ago (65%). The average score has remained unchanged since last quarter at 8.3 out of 10.

Similar to Overall Transit Service, ratings for the top key drivers of Overall Bus Service also increased compared to a year ago, such as On-Time Reliable Service, Frequency of Service. Courteous Bus Operator and Not Being Overcrowded. These increases are likely due to riders' changing expectations of bus service, due to the COVID-19 pandemic, compared to a year ago. While most of the wave-over-wave shifts are not significant, many have maintained last period's increases in ratings.

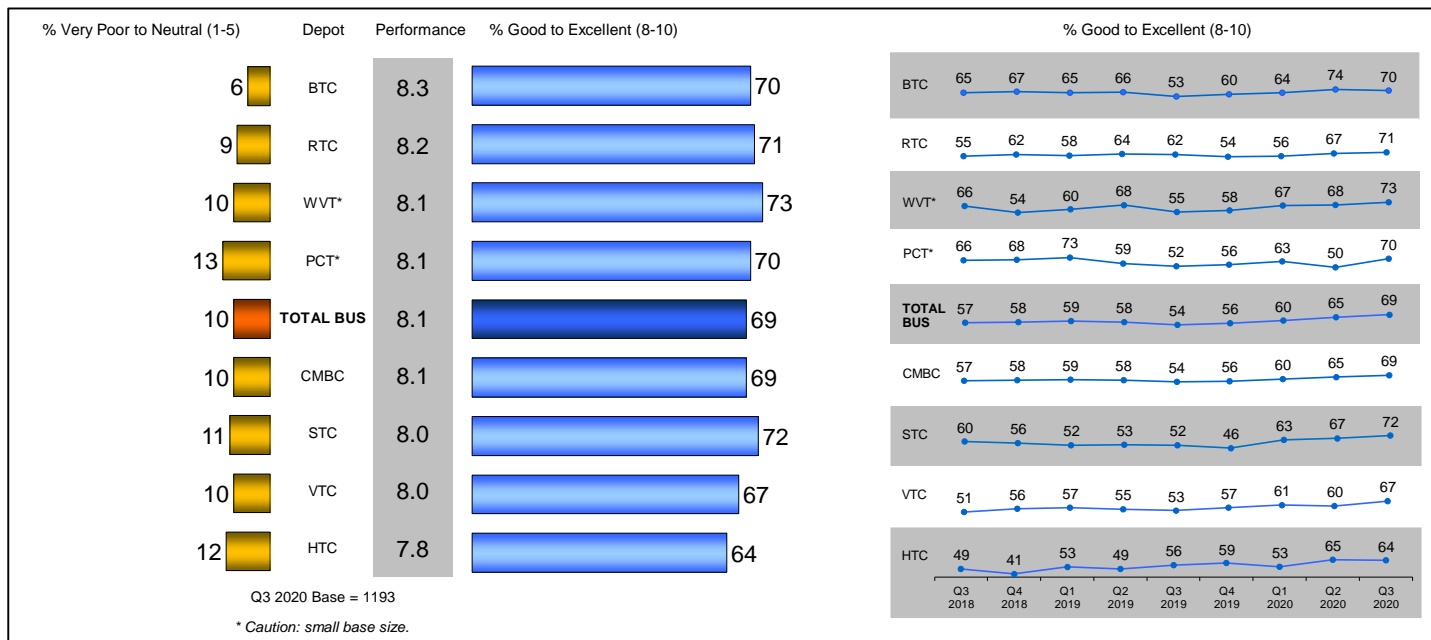
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 3%	+ 10%
WVT	+ 1%	+ 24%
BTC	+ 2%	+ 15%
RTC	- 2%	+ 11%
VTC	+ 8%	+ 9%
STC	+ 9%	+ 14%

= 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 after 6:30 PM

On-Time Reliable Service Top Key Driver

On-Time Reliable Service

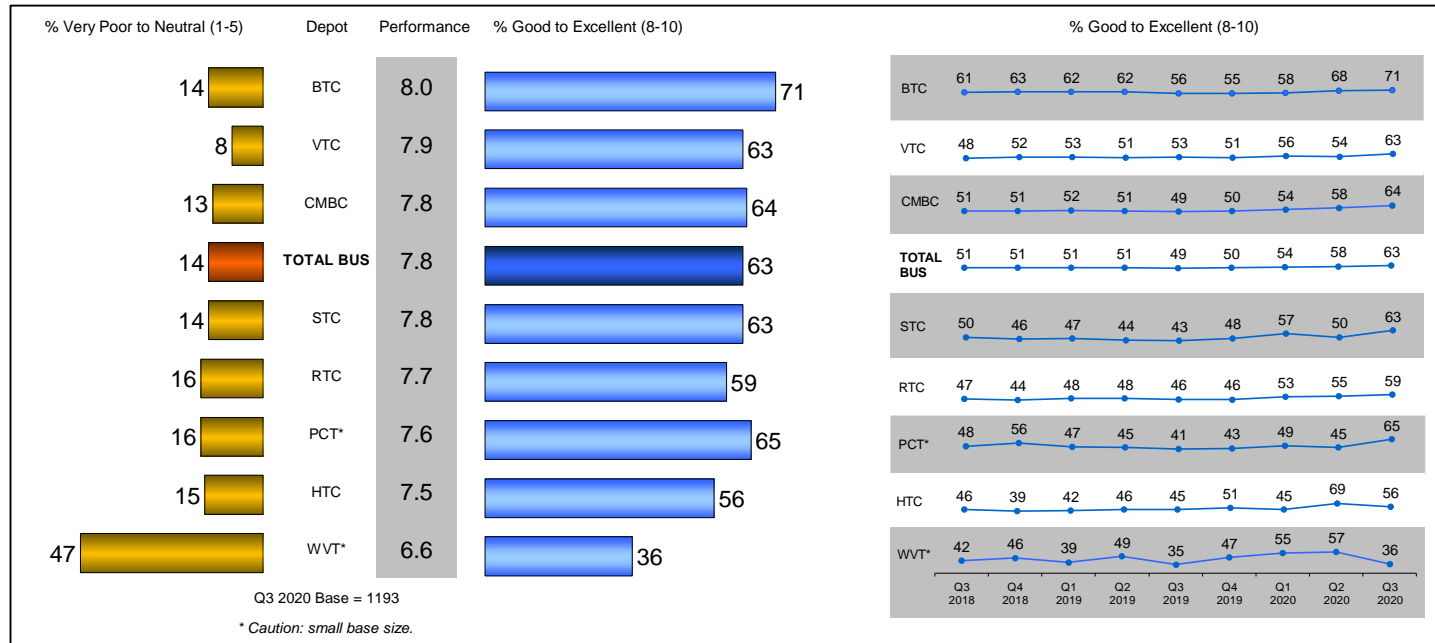
Seven-in-ten (69%) bus riders provide top scores for On-Time Reliable Service, slightly up from last quarter (65%) and significantly higher than a year ago (54%). The average score has also continued to increase, from 7.4 out of 10 in Q4, 2019, to 8.0 last quarter and 8.1 currently. Similar to the previous period, reduced ridership and road congestion due to the COVID-19 pandemic may have helped improve riders' perception of buses having On-Time and Reliable Service compared to a year ago.

<i>Good-to-Excellent ratings compared to:</i>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total Bus	+ 4%	+ 15%
BTC	- 4%	+ 17%
PCT	+ 20%	+ 18%
STC	+ 5%	+ 20%
VTC	+ 7%	+ 14%

= Significant upward/downward shift

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

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



Time Period Receiving Lower Ratings

- Weekdays after 6:30 PM

Frequency of Service

Just over six-in-ten (63%) bus riders award good-to-excellent scores for Frequency of Service, a significant increase compared to both last quarter (58%) a year ago (49%). This aspect continues to be the lowest-rated of all service attributes. Nonetheless, the average score is still above the positive performance threshold of 7.0 out of 10 and has continued to increase, from 7.2 in Q4, 2019, to 7.6 last quarter, and to 7.8 out of 10 currently.

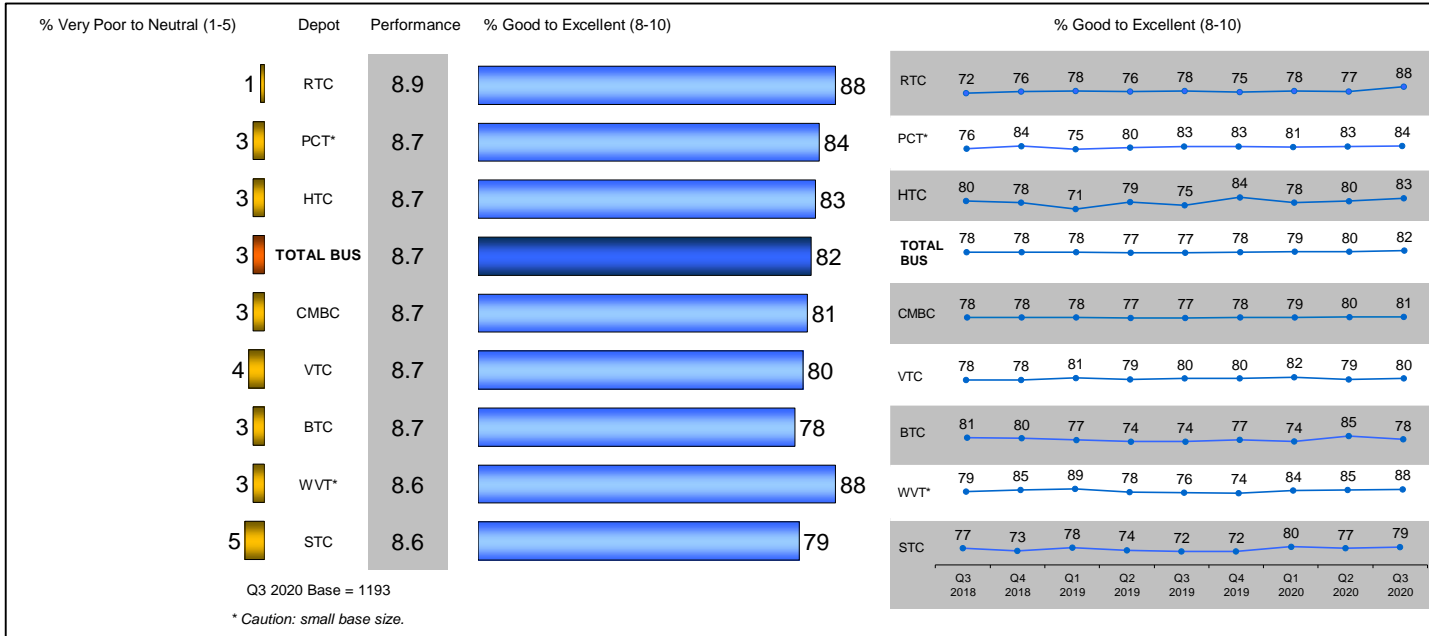
The positive shifts in top ratings could be partially attributable to the bus service changes on Sep 7th, where 18 bus routes started receiving more frequent service, and minor adjustments were made to 26 bus schedules and routes. These service changes were made to accommodate the gradual recovery in ridership over the last few months.

Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 5%	+ 14%
BTC	+ 3%	+ 15%
VTC	+ 9%	+ 10%
STC	+ 13%	+ 20%
RTC	+ 4%	+ 13%
PCT	+ 20%	+ 24%
HTC	- 13%	+ 11%
WVT	- 21%	+ 1%

= Significant upward/downward shift

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.

Courteous Bus Operator

Top Key Driver

Just over eight-in-ten (82%) bus riders provide top ratings for Courteous Bus Operator, which has increased slightly since last period (80%) and is up significantly compared to a year ago (77%). The average score decreased slightly to 8.7 out of 10, from 8.8 last period. However, this service attribute continues to be the highest rated top key driver of Overall Bus Service.

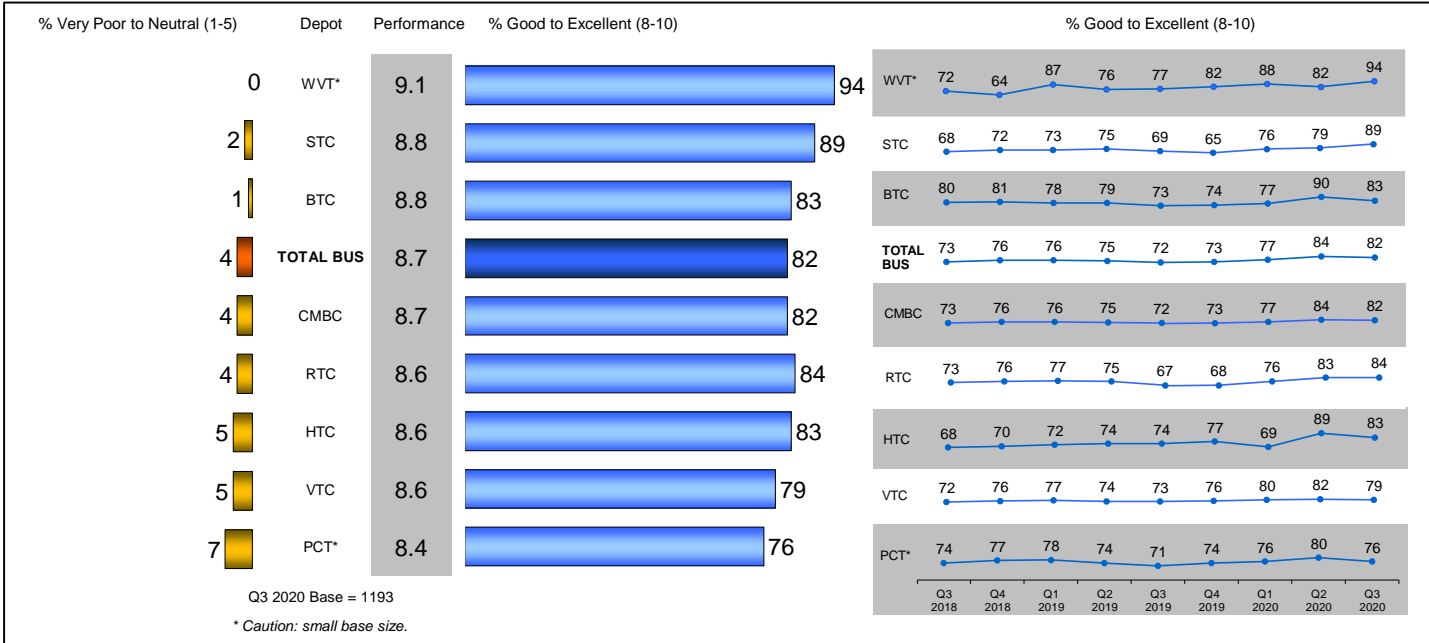
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 2%	+ 5%
RTC	+ 11%	+ 10%
BTC	-7%	+4%

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

- No particular time period is singled out.

Trip Duration

Over eight-in-ten (82%) bus riders award good-to-excellent ratings for Trip Duration, which has decreased slightly since last quarter (84%) but has jumped significantly compared to a year ago (up 10 ppt). The average score of 8.7 out of 10 has remained unchanged from last period.

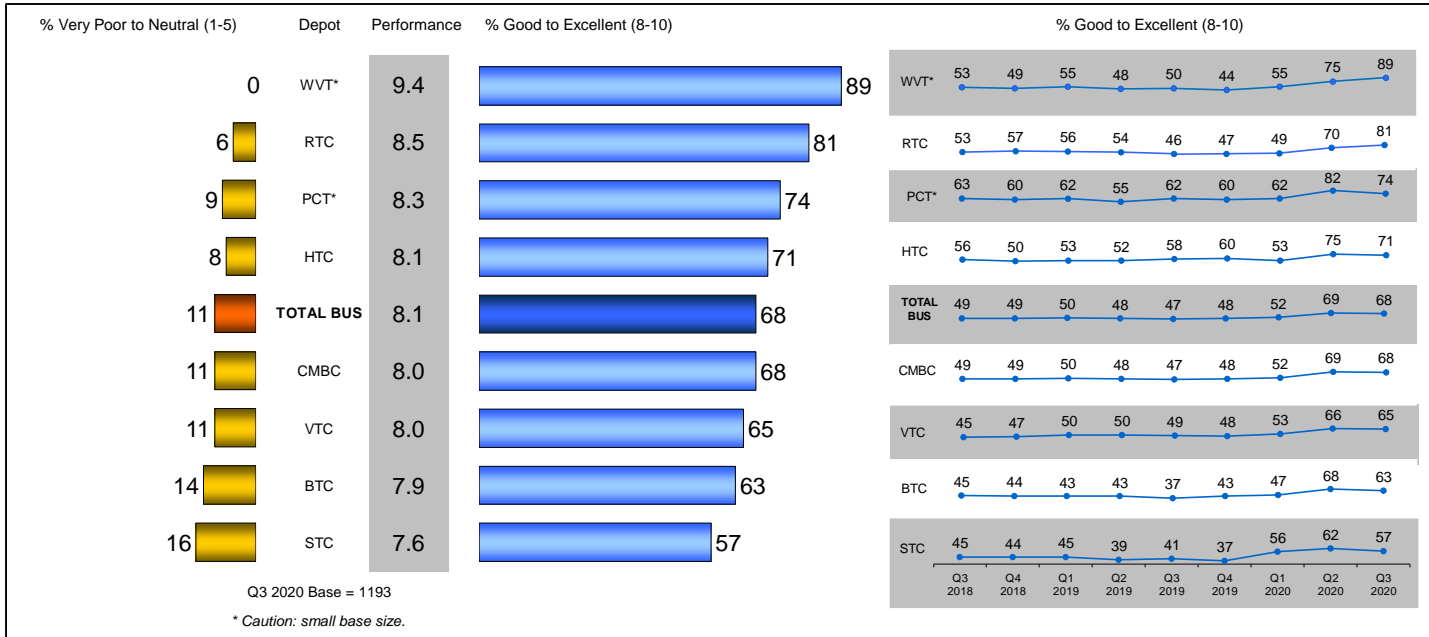
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 2%	+ 10%
STC	+ 10%	+ 20%
BTC	- 7%	+ 10%
RTC	+ 1%	+ 17%
HTC	- 6%	+ 9%
VTC	- 3%	+ 6%

= 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?



Time Period Receiving Higher Ratings

- Weekdays 5:00 AM – 9:30 AM

 Top Key Driver

Not Being Overcrowded

Just over two-thirds (68%) of bus riders award good-to-excellent ratings for Not Being Overcrowded, which is a top key driver of Overall Bus Service. This has remained consistent since last period, and has increased significantly compared to the same quarter last year (up 21 ppt). The average score of 8.1 out of 10 has remained unchanged from last quarter.

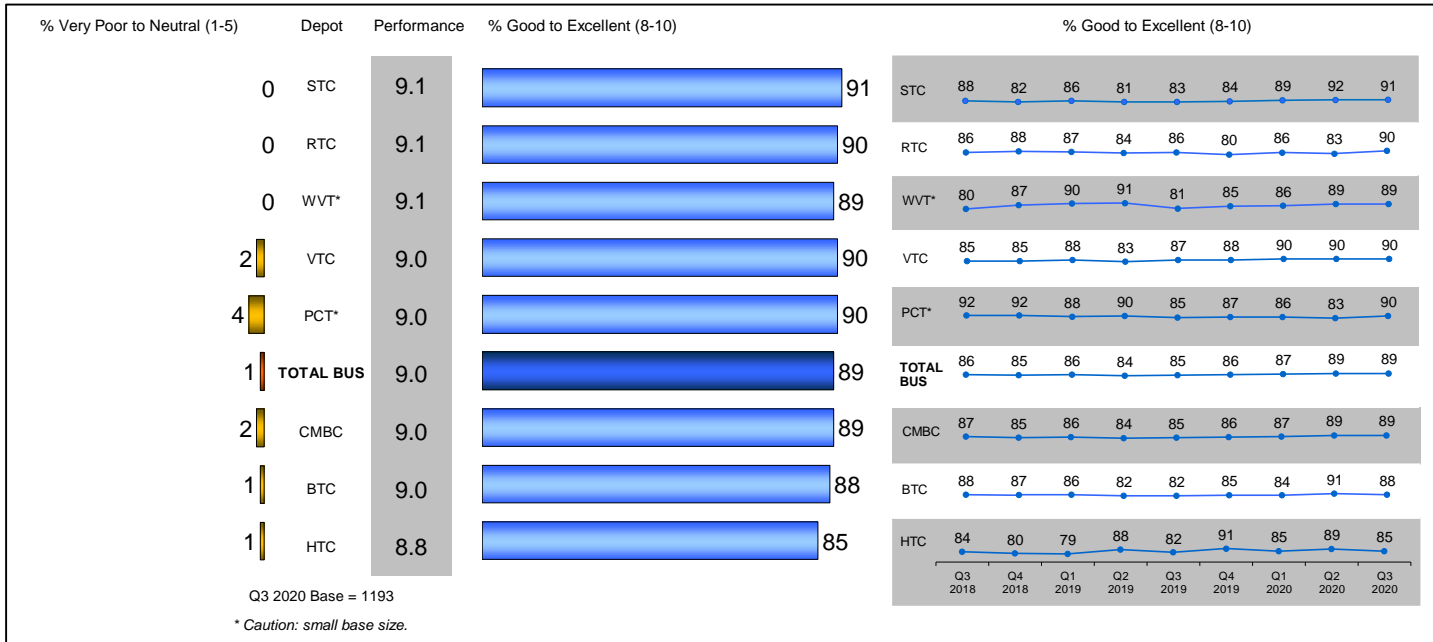
Since transit ridership has not made a complete recovery to pre-pandemic levels, reduced ridership has likely contributed to improved perceptions of buses Not Being Overcrowded compared to a year ago. While buses no longer have limited seating capacity, riders may still want to maintain their physical distance onboard, reducing the appearance of overcrowding.

Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 1%	+ 21%
WVT	+ 14%	+ 39%
RTC	+ 11%	+ 35%
HTC	- 4%	+ 13%
VTC	- 1%	+ 16%
BTC	- 5%	+ 26%
STC	- 5%	+ 16%

 = Significant upward/downward shift

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

- No particular time period is singled out.

Safe and Professional Bus Operator

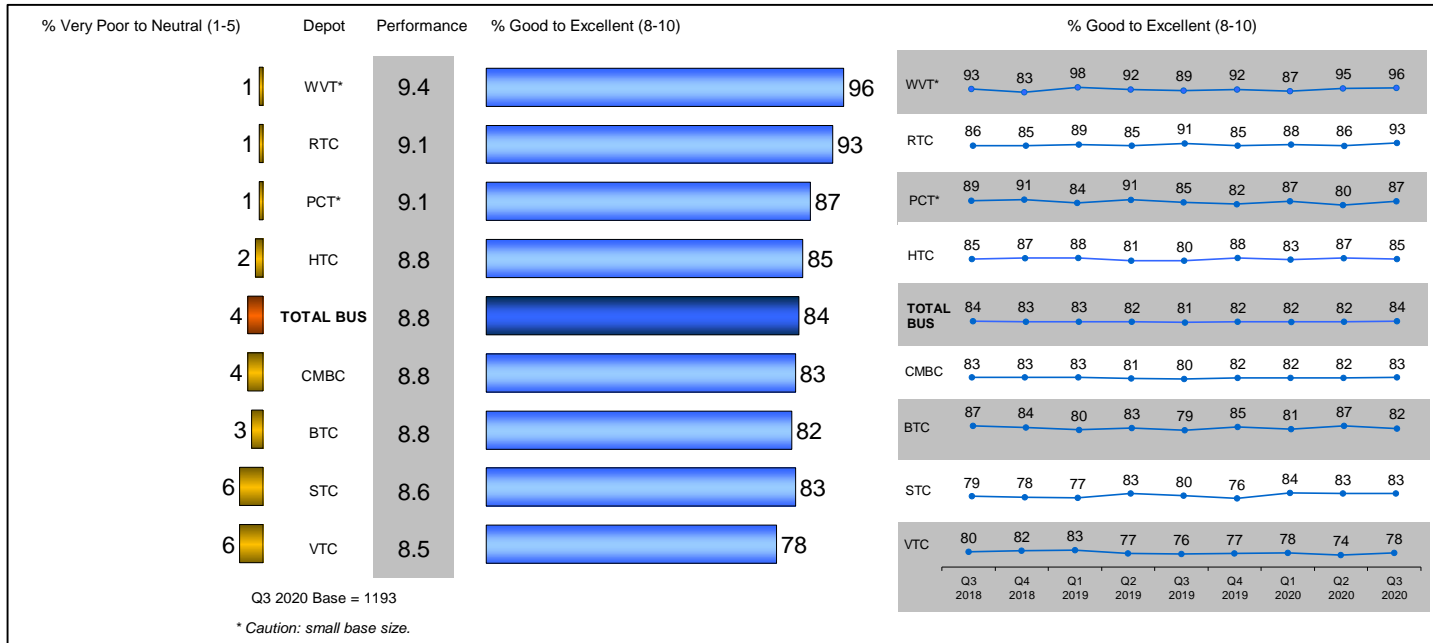
Unchanged from last period, nine-in-ten (89%) bus riders award top ratings for Safe and Professional Bus Operator. This has increased significantly compared to a year ago (up 4 ppt). The average score remained strong at 9.0 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	0%	+ 4%
STC	- 1%	+ 8%
BTC	- 3%	+ 6%

= 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

- Weekdays 5:00 AM – 9:30 AM

Feeling Safe from Crime On Board the Bus

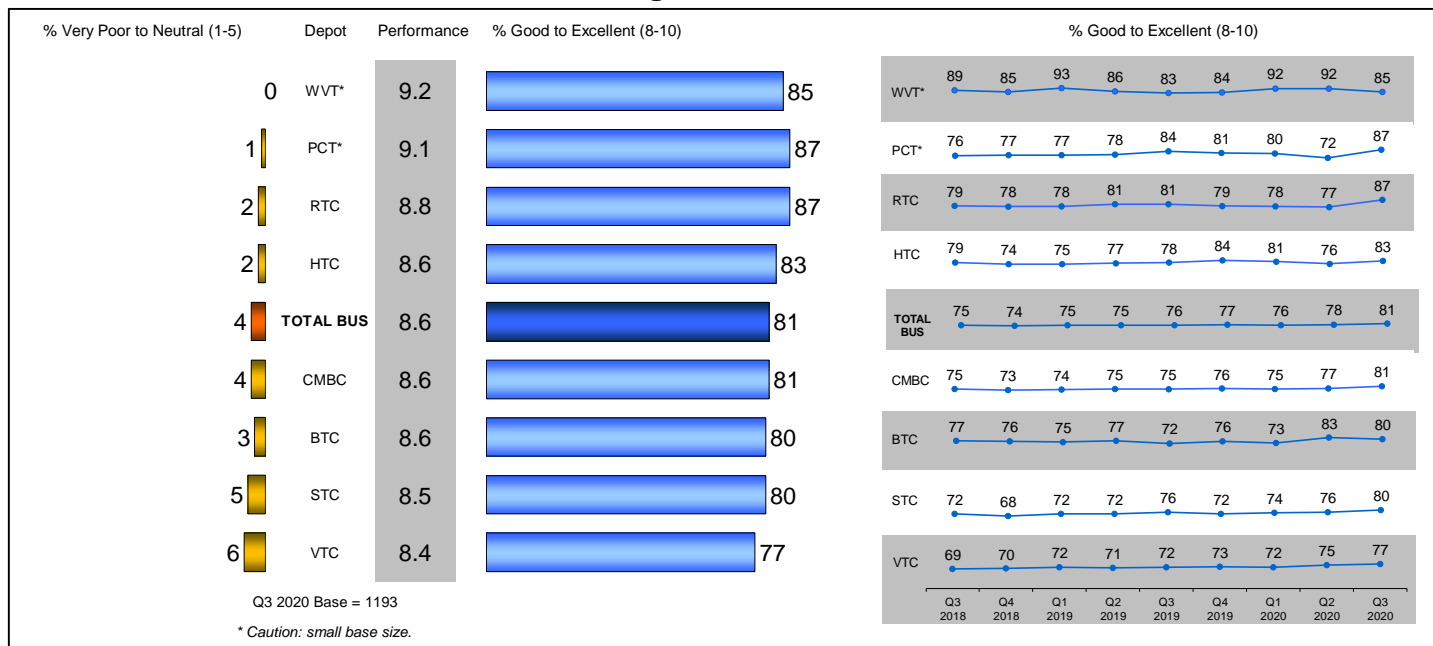
Eight-in-ten (84%) bus riders award top scores for Feeling Safe from Crime On Board the Bus, inching up from 82% last period and increasing significantly compared to the same quarter last year (up 3 ppt). The average score has remained stable at 8.8 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	+ 2%	+ 3%
RTC	+7%	+2%

= 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

- Weekdays 5:00 AM – 9:30 AM
- Weekdays 3:00 PM – 6:30 PM

Clean and Graffiti-Free Buses

Clean and Graffiti-Free Buses earns top scores from eight-in-ten (81%) riders. This service attribute is up by 3 ppt compared to last quarter and has increased significantly by 5 ppt compared to last year, likely influenced by increased sanitation procedures and physical distancing measures onboard buses due to the COVID-19 pandemic. The average score has bumped up to 8.6 out of 10 compared to 8.5 last quarter.

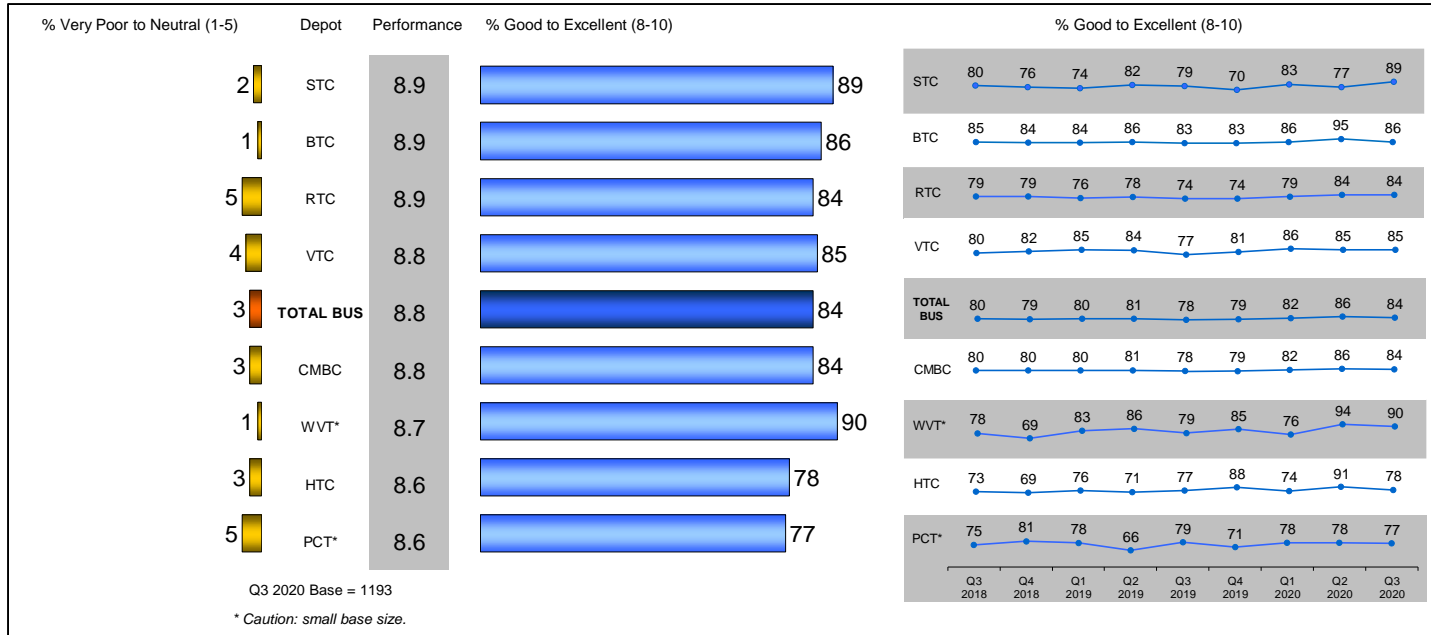
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 3%	+ 5%
PCT	+ 15%	+ 3%
RTC	+ 10%	+ 6%
BTC	- 3%	+ 8%

= Significant upward/downward shift

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

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



Having a Direct Route

Over eight-in-ten (84%) bus riders award good-to-excellent ratings for Having a Direct Route, down slightly from the all-time high of 86% in Q2, 2020. Nonetheless, top scores for this attribute have increased significantly compared to a year ago (up 6 ppt). The average score of 8.8 out of 10 is relatively stable from 8.9 last quarter.

The positive shifts in other attributes such as On-Time Reliable Service, Frequency of Service and Not Being Overcrowded may be contributing to the overall positive increase in ratings for Having a Direct Route compared to Q3, 2019; all of which are likely attributable to changing ridership levels and expectations of the transit system due to the COVID-19 pandemic.

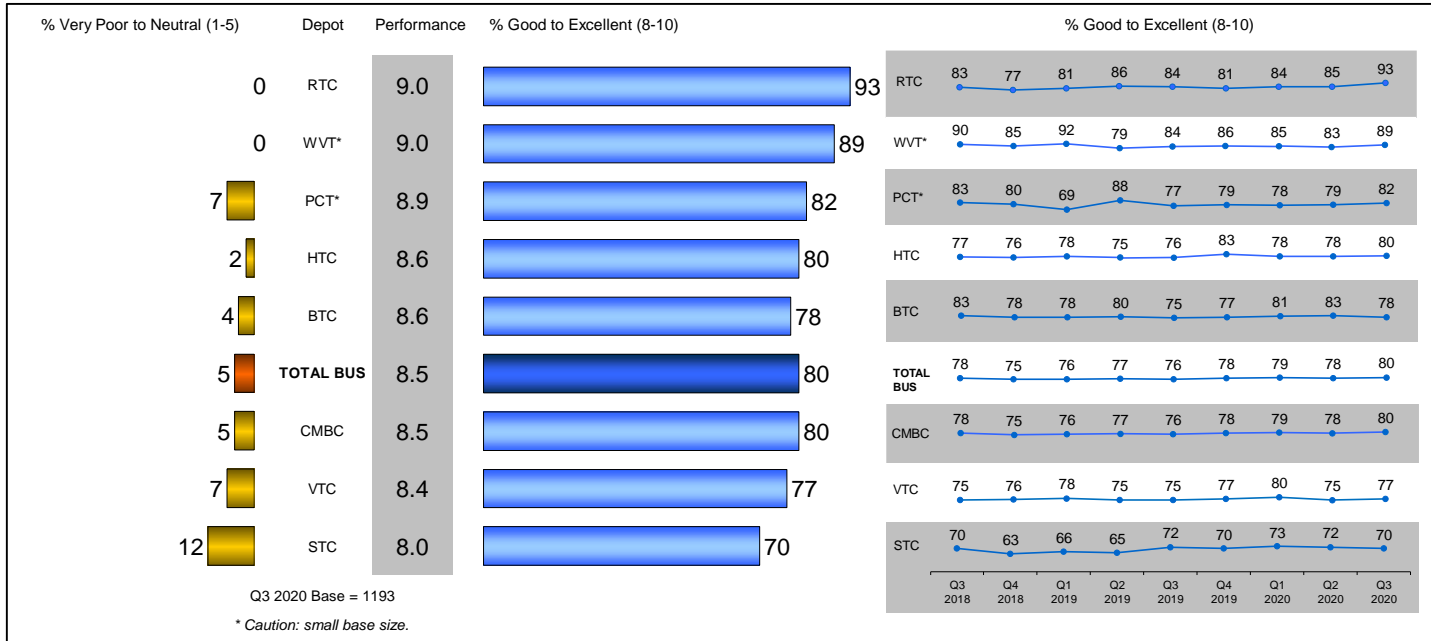
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 2%	+ 6%
STC	+ 12%	+ 10%
BTC	- 9%	+ 3%
RTC	0%	+ 10%
VTC	0%	+ 8%
HTC	- 13%	+ 1%
STC	+ 12%	+ 10%

= Significant upward/downward shift

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

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



Time Period Receiving Higher Ratings

- Weekdays 5:00 AM – 9:30 AM

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

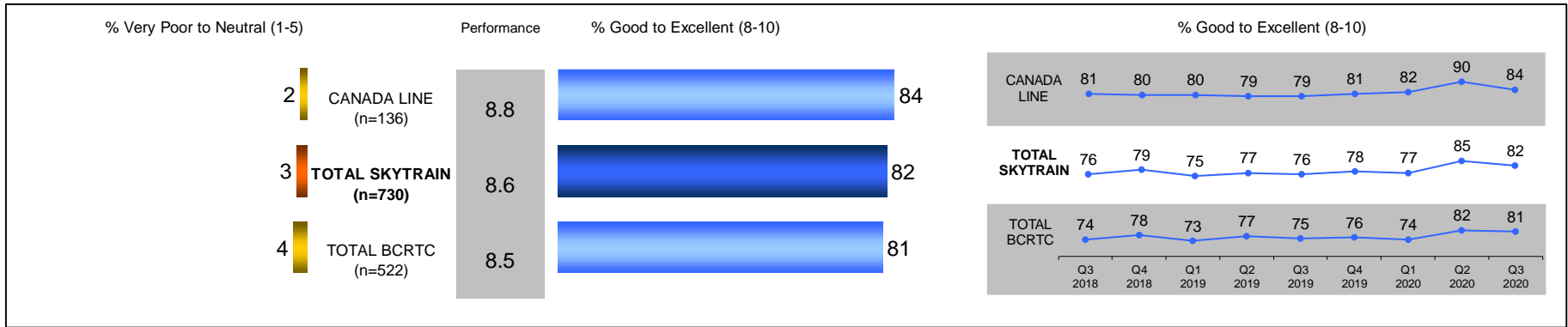
The proportion of bus riders providing good-to-excellent ratings for Feeling Safe from Crime at Stops or Exchange has inched up slightly, from 78% last period to 80% currently. This is also up significantly from Q3, 2019 (up 4 ppt). The average score is similar to last period at 8.5 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	+ 2%	+ 4%
RTC	+ 8%	+ 9%

= 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

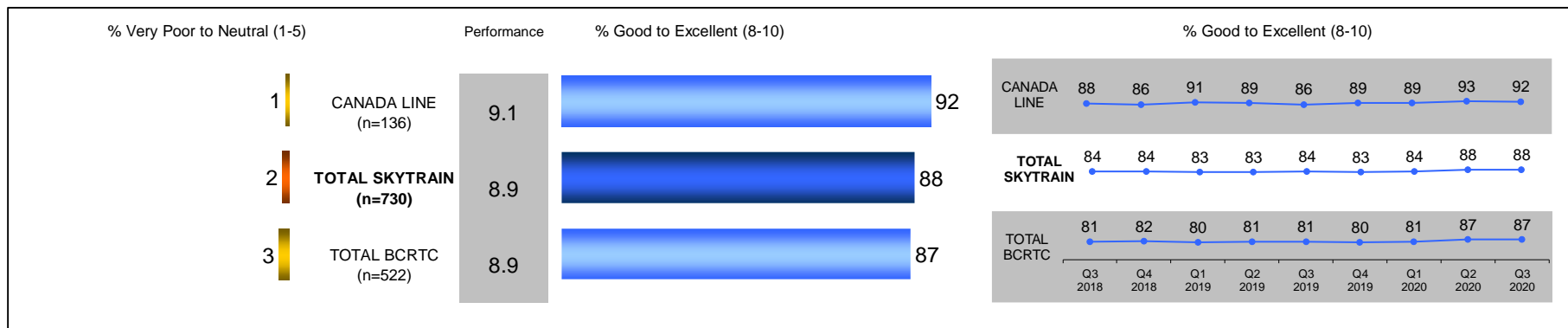
Eight-in-ten (82%) SkyTrain riders provide good-to-excellent ratings for Overall SkyTrain Service this quarter. While this is slightly down 3 ppt from last period, top ratings have increased significantly by 6 ppt compared to a year ago. Highly rated attributes for SkyTrain services such as On-Time Reliable Service, Frequency of Service, Overcrowded, and Feeling Safe From Crime contribute to the Overall Service rating of 82%. The average score remains steady at 8.6 out of 10 this wave.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	- 3%	+ 6%
Total BCRTC:	- 1%	+ 6%
Canada Line:	- 6%	+ 5%

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

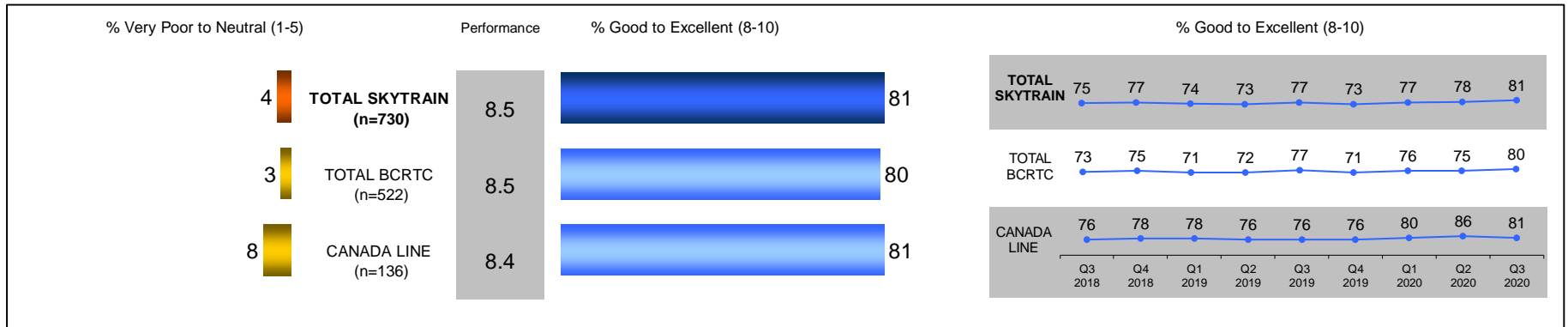
On-Time, Reliable Service

Similar to the previous quarter, nearly nine-in-ten (88%) SkyTrain riders provide good-to-excellent ratings for On-Time, Reliable Service. Compared to the same quarter last year, the good-to-excellent rating has increased significantly by 4 ppt overall, and is significantly up for both SkyTrain lines. As with the previous wave, the average score maintained an average of 8.9 out of 10 and is the highest average rated SkyTrain attribute.

<i>Good-to-Excellent ratings compared to:</i>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	0%	+ 4%
Total BCRTC:	0%	+ 6%
Canada Line:	-1%	+ 6%

 = 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

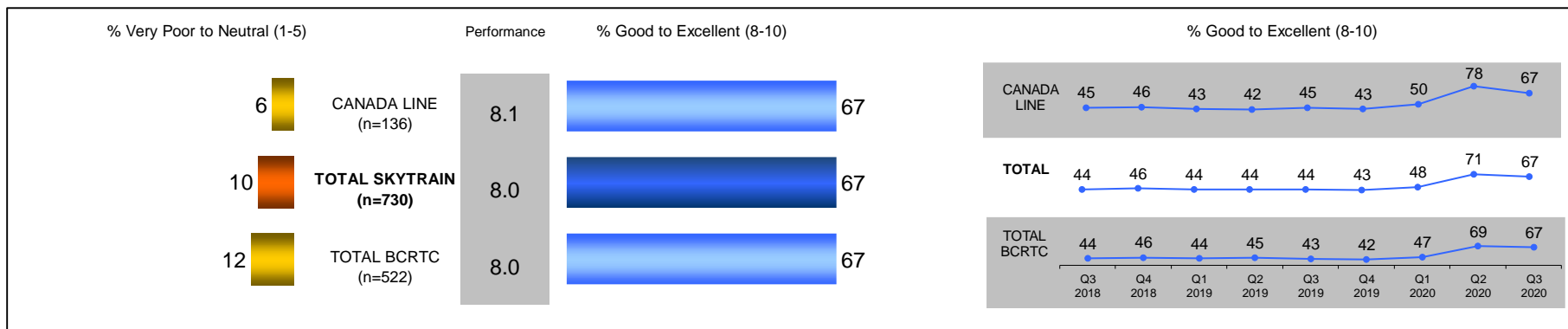
Frequency of Service

Eight-in-ten (81%) SkyTrain riders provide good-to-excellent ratings for Frequency of Service, which is directionally up by 3 ppt from last period and significantly up by 4 ppt compared to a year ago. The average score increased marginally, from 8.4 out of 10 last period to 8.5 currently. Ratings for this top key driver of Overall SkyTrain Service continue to rise.

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

 = Significant upward/downward shift

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



Not Being Overcrowded

Top Key Driver

Two-thirds (67%) of SkyTrain riders this quarter provide top scores for Not Being Overcrowded. While this is a slight drop of 4 ppt from last wave, it is significantly up from previous periods; specifically, a 23 ppt increase from a year ago. While the average rating decreased slightly this wave from the all-time high of 8.1 out of 10 last period, the current score of 8.0 is still among the highest levels observed.

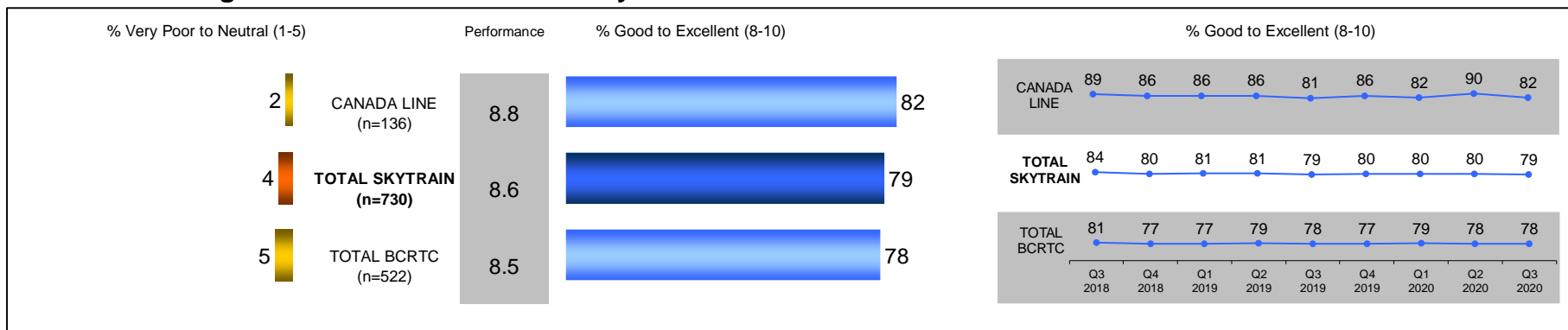
The significant improvement in ratings for Not Being Overcrowded compared to a year ago are likely due to impacts caused by the COVID-19 pandemic: reduced ridership on SkyTrain due to government recommendations to stay home except for essential trips, and the continued restricted fare gate access at busy stations as part of TransLink's Safe Operating Action Plan (implemented in May) as well as the current Fall Ridership Campaign (which began in mid-September).

The slight decline in top ratings compared to last period may be due to easing restrictions in recent months (the BC government moving to Phase 3 as part of its Restart Plan, which allows for safe travel and opening up of businesses such as restaurants/bars) leading to slightly increased ridership levels, as well as some grade-school students who returned to classes in September.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
Total SkyTrain:	- 4%	+ 23%
Total BCRTC:	- 2%	+ 24%
Canada Line:	- 11%	+ 22%

○ ○ = 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

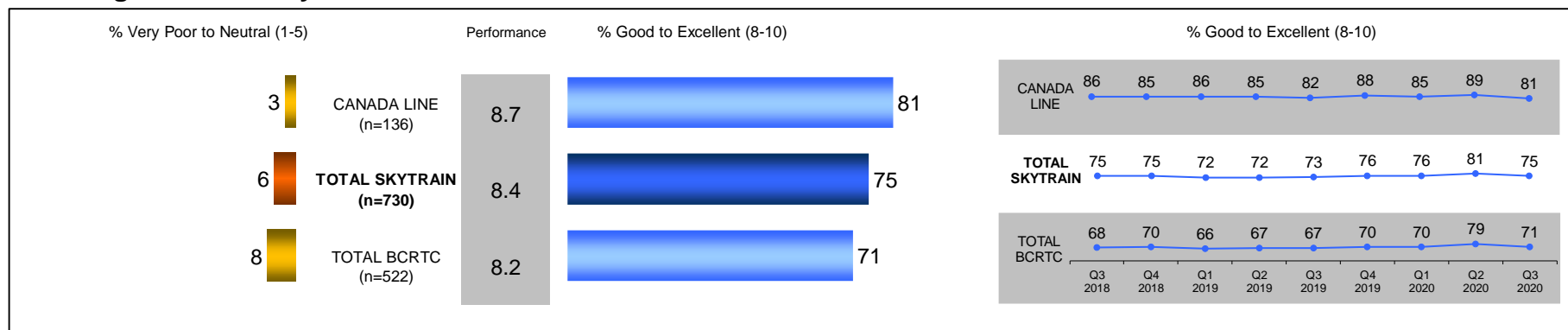
Feeling Safe from Crime On Board SkyTrain

Eight-in-ten (79%) SkyTrain riders award top ratings for Feeling Safe from Crime on Board SkyTrain, which is relatively stable compared to last period and a year ago. While Canada Line observed a significant decrease of 8 ppt this quarter, this has returned down to the same levels seen in Q1, 2020. The average score remained unchanged at 8.6 out of 10 in the current period.

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

 = Significant upward/downward shift

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



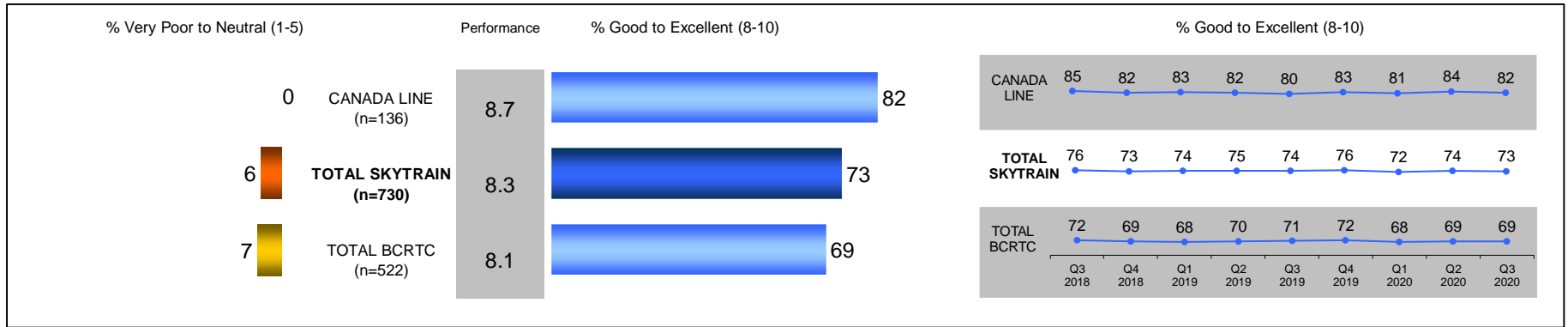
Clean and Graffiti-Free SkyTrain Cars and Stations

Three-quarters (75%) of SkyTrain riders award good-to-excellent ratings for Clean and Graffiti-Free SkyTrain Cars and Stations, which is a significant decrease of 6 ppt from the previous quarter and back to levels similar to Q1, 2020. Despite increased sanitation on SkyTrain as a result of the COVID-19 pandemic (including daily cleaning schedules, cleaning “pit crews” to disinfect SkyTrain cars at high-traffic stations, and expanding the availability of hand sanitizer dispensers as part of the Safe Operating Action Plan and Fall Ridership Campaign), BCRTC and Canada Line have had significant drops this quarter, both by 8 ppt. While the average did drop marginally this wave to 8.4 out of 10 from 8.5 last period, it is still performing well comparatively to previous quarters.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
Total SkyTrain:	- 6%	+ 2%
Total BCRTC:	- 8%	+ 4%
Canada Line:	- 8%	- 1%

= Significant upward/downward shift

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



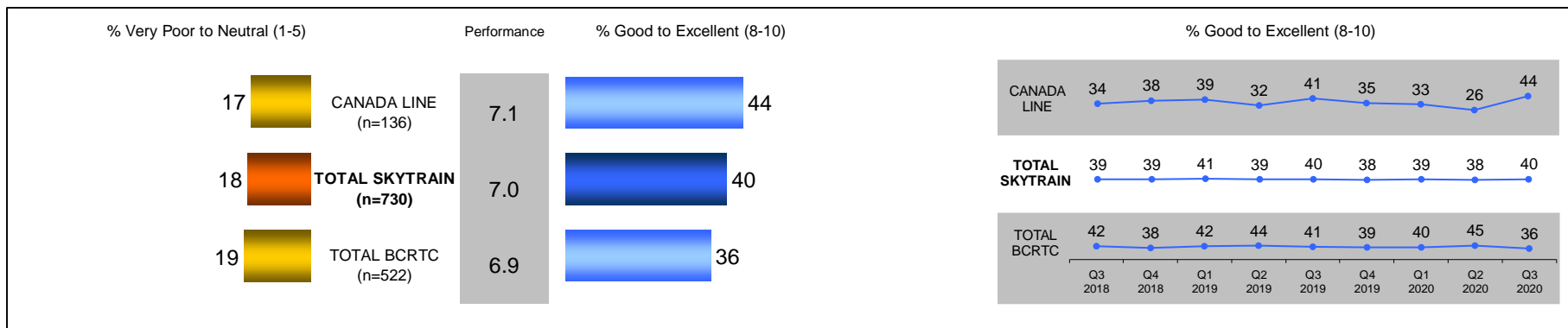
Feeling Safe from Crime Inside the SkyTrain Station

Nearly three-quarters (73%) of SkyTrain riders provide top scores for Feeling Safe from Crime Inside the SkyTrain Station, which has inched down marginally by 1 ppt compared to both last quarter and the same quarter last year. The average score dropped slightly to 8.3 out of 10, from 8.4 last period.

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

= Significant upward/downward shift

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



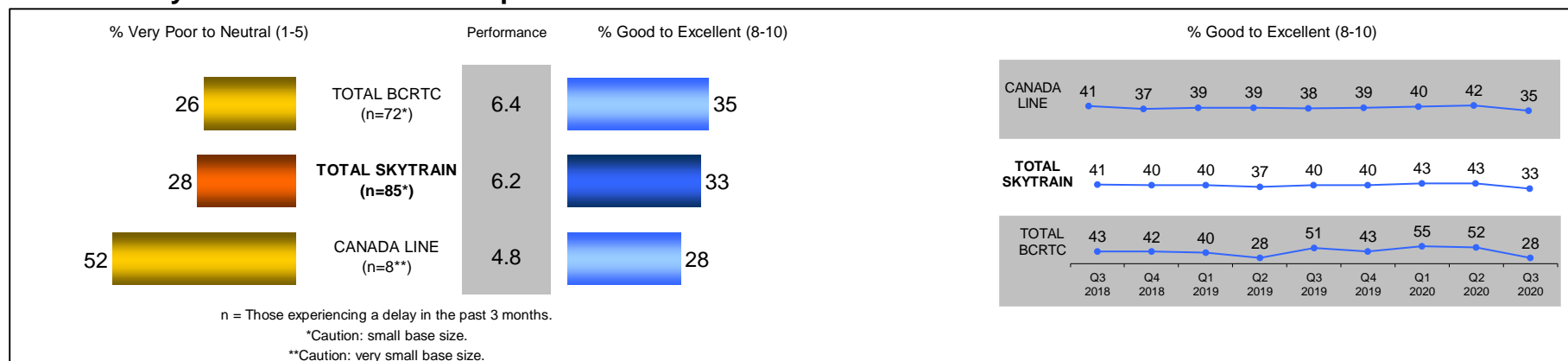
Staff Available When Needed

Four-in-ten (40%) SkyTrain riders award good-to-excellent ratings for Staff Available When Needed, up 2 ppt from last period and unchanged since a year ago. Comparatively, BCRTC had a significant decrease of 9 ppt, while Canada Line observed a significant increase of 18 ppt in top ratings this quarter. The average score remains unchanged at 7.0 out of 10.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total SkyTrain:	+ 2%	0%
Total BCRTC:	- 9%	- 5%
Canada Line:	+ 18%	+ 3%

 = Significant upward/downward shift

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



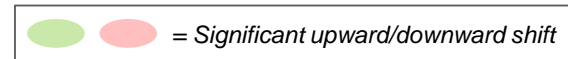
Delays are Announced and Explained

Compared to previous waves, only one-in-ten (12%) riders report experiencing a delay with SkyTrain in the last three months. This is a significant decrease of 29 ppt from the previous period and is the lowest reportage of delays within the last two years. This drop may be due to reduced ridership levels, causing less delays. In addition, since customers are riding SkyTrain less often than in previous waves, they may be less aware of delays compared to when they rode more often.

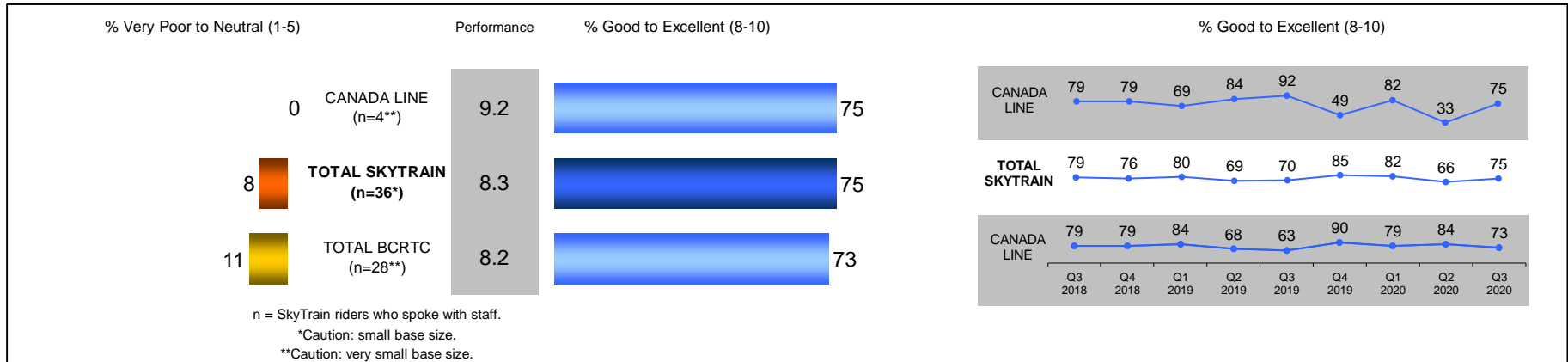
One-third (33%) of SkyTrain riders provide good-to-excellent ratings for Delays Announced and Explained, which is a 10 ppt decrease from the previous quarter and the lowest level observed in recent waves; however, this is driven by the small proportion who rode Canada Line (caution: small base size). Similar to previous periods, Delays are Announced and Explained remains the lowest-rated service attribute for SkyTrain, with the average score decreasing to 6.2 out of 10, below the 7.0 positive threshold.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	- 10%	- 7%
Total BCRTC:	- 7%	- 3%
Canada Line:	- 24%	- 23%

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



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



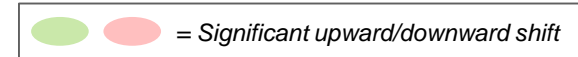
Courteous, Competent and Helpful SkyTrain Staff

Similar to previous periods, a small proportion (5%) of riders interacted with SkyTrain staff on their last trip.

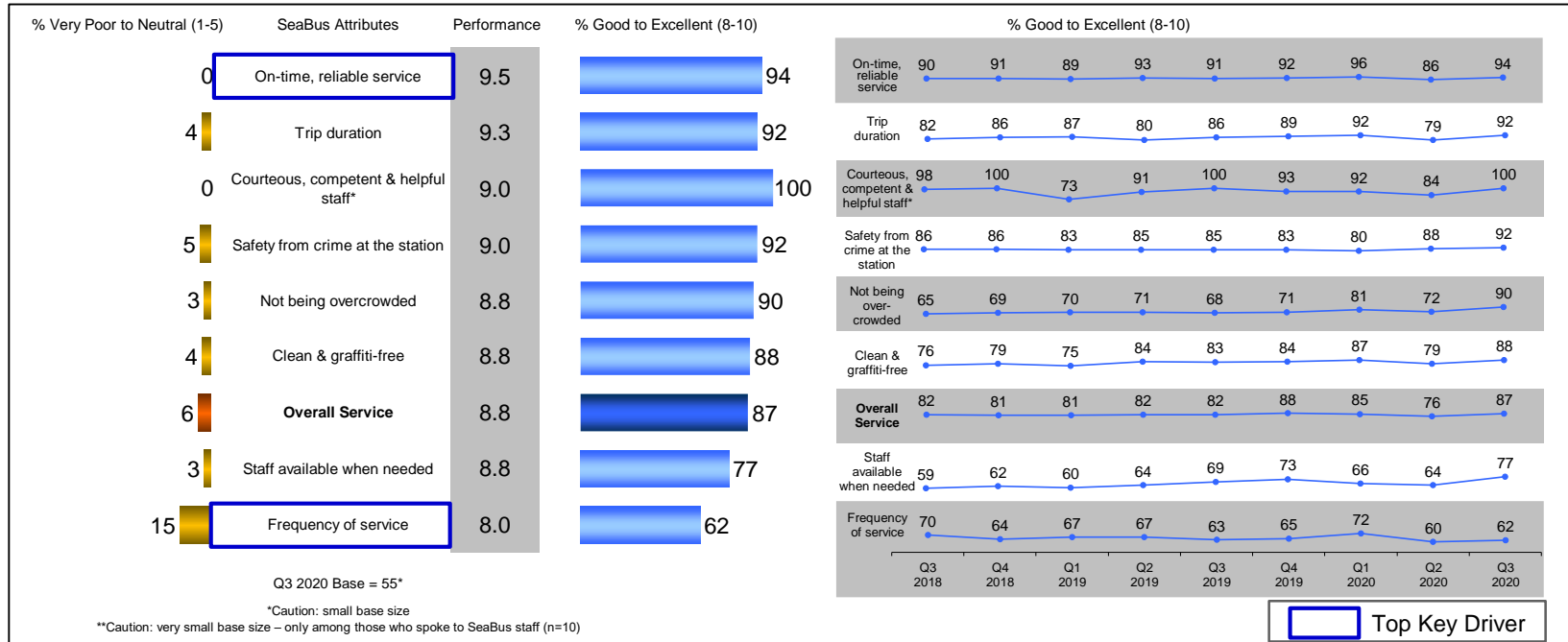
Of the 36 riders who interacted with SkyTrain staff, three-quarters (75%) provide top scores for Courteous, Competent and Helpful SkyTrain Staff, which is a 9 ppt increase from the previous quarter (caution: small base size). The average score this period increased to 8.3 out of 10, from 8.1 last quarter.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
Total SkyTrain:	+ 9%	+ 5%
Total BCRTC:	- 11%	+ 10%
Canada Line:	+ 42%	- 17%

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



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



SeaBus

Nearly nine-in-ten (87%) SeaBus riders provide good-to-excellent ratings for Overall SeaBus Service. This is a directional increase from both 76% last period and 82% a year ago. The average score has also jumped to 8.8 out of 10, from 8.3 last quarter and back to Q1, 2020 levels (8.7). All SeaBus service attributes exceed the 7.0 positive performance threshold, with top scores for all individual attributes increasing back to Q1, 2020 levels or higher. Courteous, Competent and Helpful Staff (up 16 ppt from last period, with 100% of riders providing top ratings) and Not Being Overcrowded (up 18 ppt) are up significantly, while Trip Duration (up 13 ppt) and Staff Available When Needed (up 13 ppt) are both up directionally. On-time, Reliable Service has also improved directionally (up 8 ppt), maintaining its spot as the highest-rated service attribute on SeaBus. Beginning the week of August 3rd, SeaBus service returned to sailing every 15 minutes and extended evening service to meet growing demand since the low point in early April; however, Frequency of Service (a top key driver) remains the lowest-rated service attribute. The jump in top scores for Not Being Overcrowded may be attributable to the 50% reduced capacity limits onboard SeaBus and new boarding procedures designed to promote physical distancing during busy periods.

Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Overall SeaBus Service	+ 11%	+ 5%
Courteous, competent & helpful staff	+ 16%	0%
Not being overcrowded	+ 18%	+ 22%

= Significant upward/downward shift

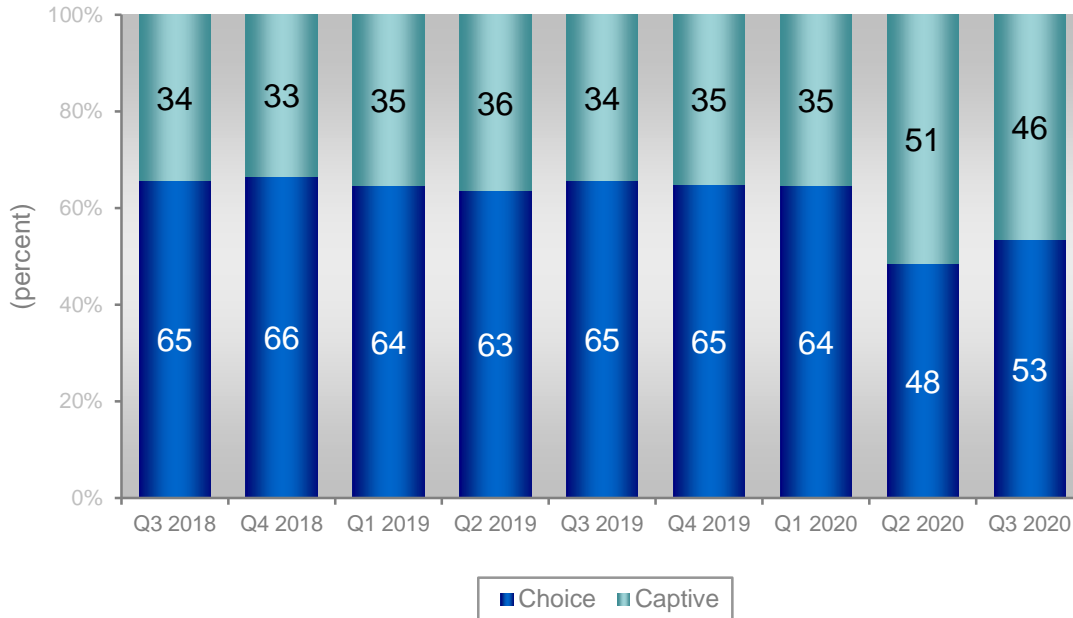
Note: SeaBus ratings are based on a small sample size and typically require a difference of 10 percentage points to be considered statistically significant.



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?



Q3 2020 Base = 1257

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 decreased significantly to 46% from 51% in Q2, 2020. However, this proportion is still significantly higher than in Q1, 2020 (35%). Similarly, the proportion of Choice riders, who do have access to a vehicle, has increased to 53%, which is significantly up from 48% last period but a significant drop from 64% in Q1, 2020. This may be due to Choice riders continuing to opt to work from home or use their vehicle to travel rather than taking transit, amid continued concerns surrounding social distancing and the COVID-19 pandemic.

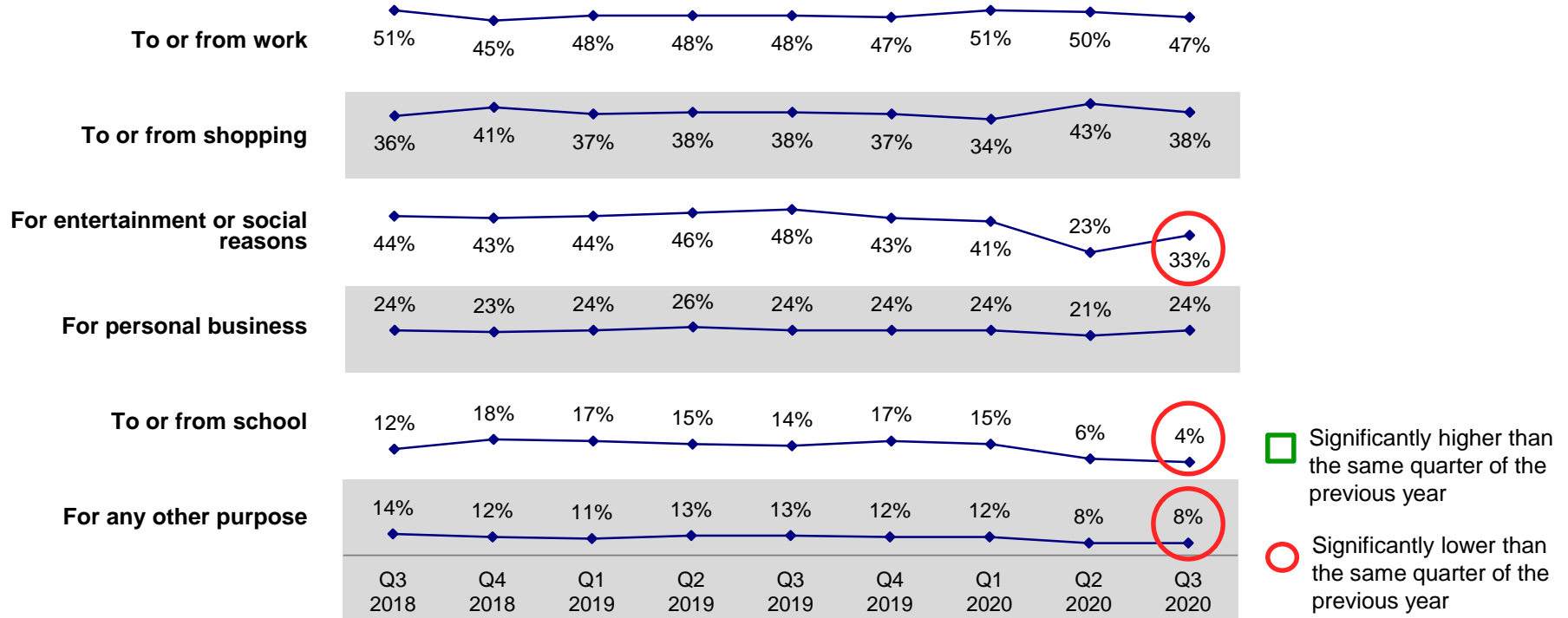
Captive riders are more likely than Choice riders to be younger (under age 35), less affluent (household income of \$40K or less) and a student or unemployed, which is similar to previous periods. They have also taken more transit trips in the past week and are more likely to be bus riders. However,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

Choice riders are more likely to be aged 45 or older, graduated university, retired, 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



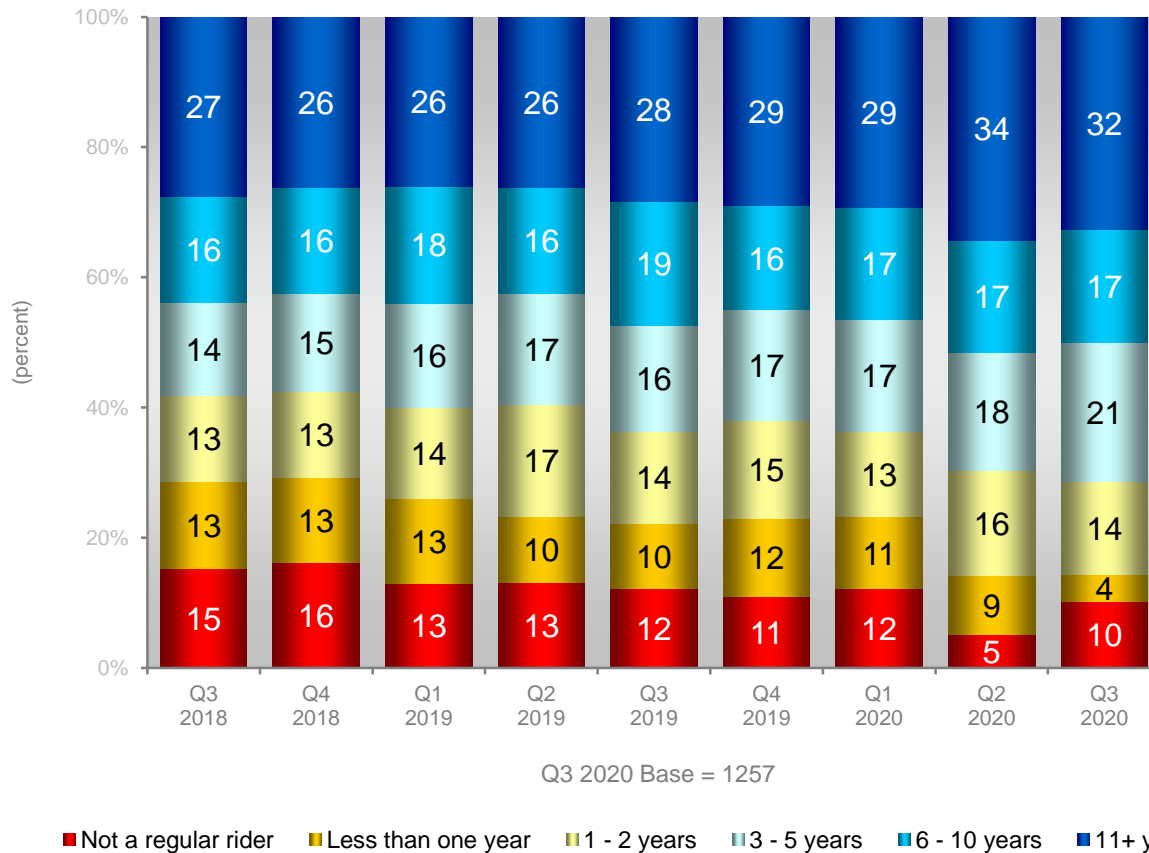
Q3 2020 Base = 1257

Trip Purpose

Down slightly since last quarter, almost half (47%) of transit riders take transit to or from work. After a significant increase last quarter in the proportion of those who indicate they take transit for shopping purposes, this has returned to the same level as a year ago (38%, from 43% last period). The proportion of those who take transit for entertainment/social reasons has increased by 10 ppt from last period to 33%, yet remains down significantly since the same period last year (48%). The wave-over-wave increase may be due to easing restrictions from the provincial government regarding COVID-19, and consumers' increased comfort in leaving the home for non-essential outings. The proportion of those who take transit for school or other purposes is stable compared to last period; however, this remains significantly lower compared to a year ago.

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

Avg. # of Years	11.0	10.5	10.5	10.5	10.7	10.7	11.4	11.6	12.1
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Length of Time Taking Transit on a Regular Basis

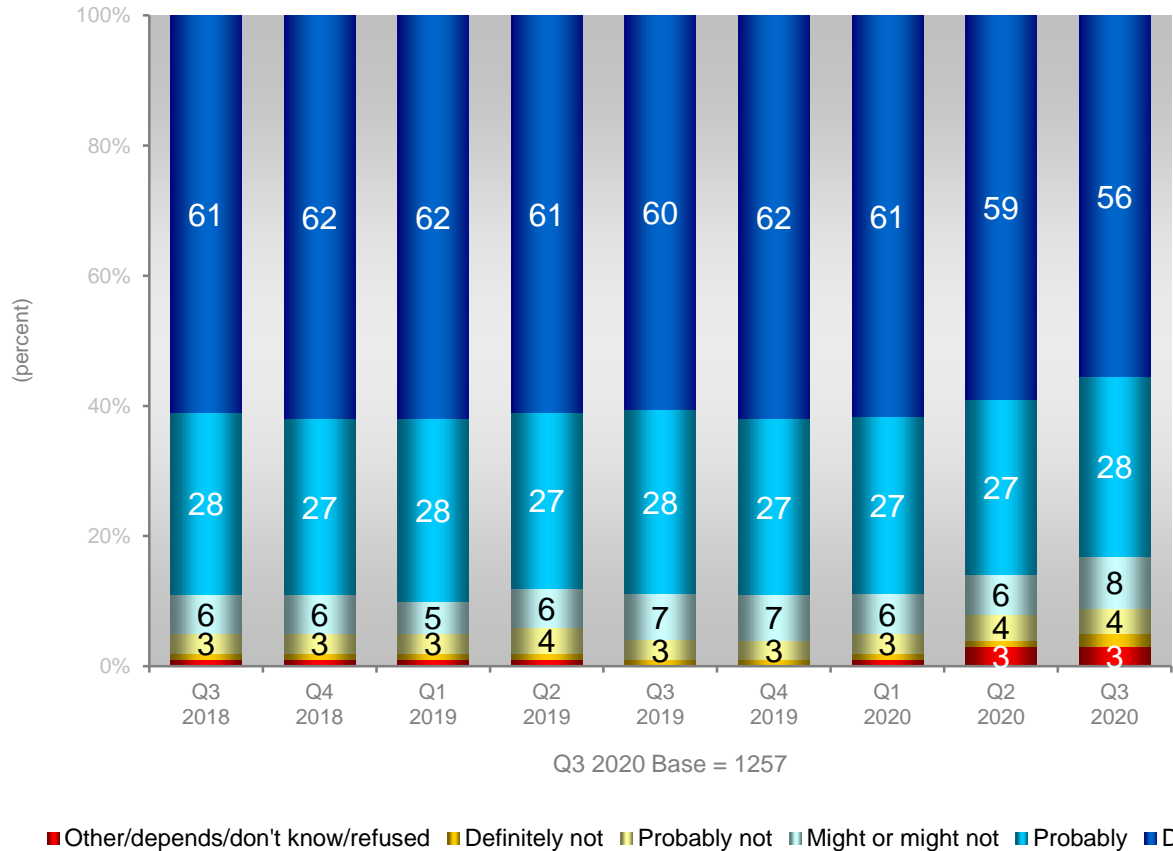
Just under one-third (32%) of transit riders have been taking transit on a regular basis for 11+ years, down marginally from 34% last quarter. Transit riders report taking transit for an average of 12.1 years. This is slightly up from 11.6 last quarter and continues to trend up since Q4, 2018 (10.5).

The proportion of riders who do not consider themselves regular riders has doubled since last period, from 5% up to 10% currently.

Residents of North Vancouver and Vancouver have been taking transit for longer on average compared to those from other regions.

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

The proportion of transit riders who indicate they will definitely take transit as often in the future as they do now has decreased slightly for the second quarter in a row (56%, compared to 59% last quarter and 61% in Q1, 2020), with marginally more indicating they might or might not take transit as often in the future. This is likely due to the ongoing uncertainty of how long the stay-at-home and work-from-home directives will be in place by the provincial government and local businesses. Captive riders are directionally more likely than Choice riders to mention they will definitely take transit just as much as they do now (59% vs. 53%, respectively).

Similar to previous waves, over one-quarter (28%) indicate their transit usage will probably remain the same.

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?

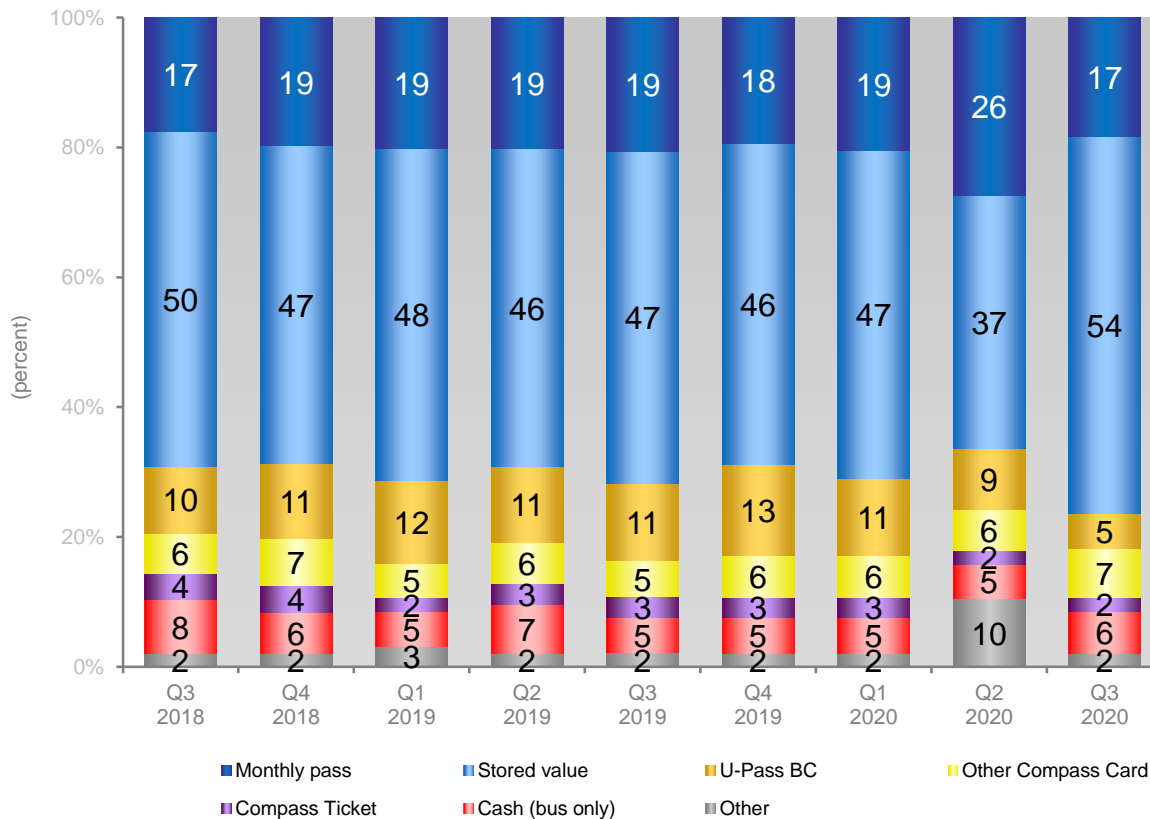
Compass Card (net)	82%	84%	85%	84%	83%	84%	84%	79%	83%
Compass Ticket (net)	4%	4%	2%	3%	3%	3%	3%	2%	2%

Fare Payment Method Used

Just over eight-in-ten (83%) transit riders indicate they use Compass Card most often as their method of payment, up 4 ppt from last quarter, returning to levels in previous waves.

Stored Value (54%) remains the most popular Compass Card Product, rebounding 17 ppt from the low of 37% last period. The proportion of those using a Monthly Pass (17%) has decreased back to previous levels. Captive riders are more likely to use a Monthly Pass, as well as those under 65 years old and high frequency riders. Choice riders and those with incomes of \$40K+ are more likely to use Stored Value.

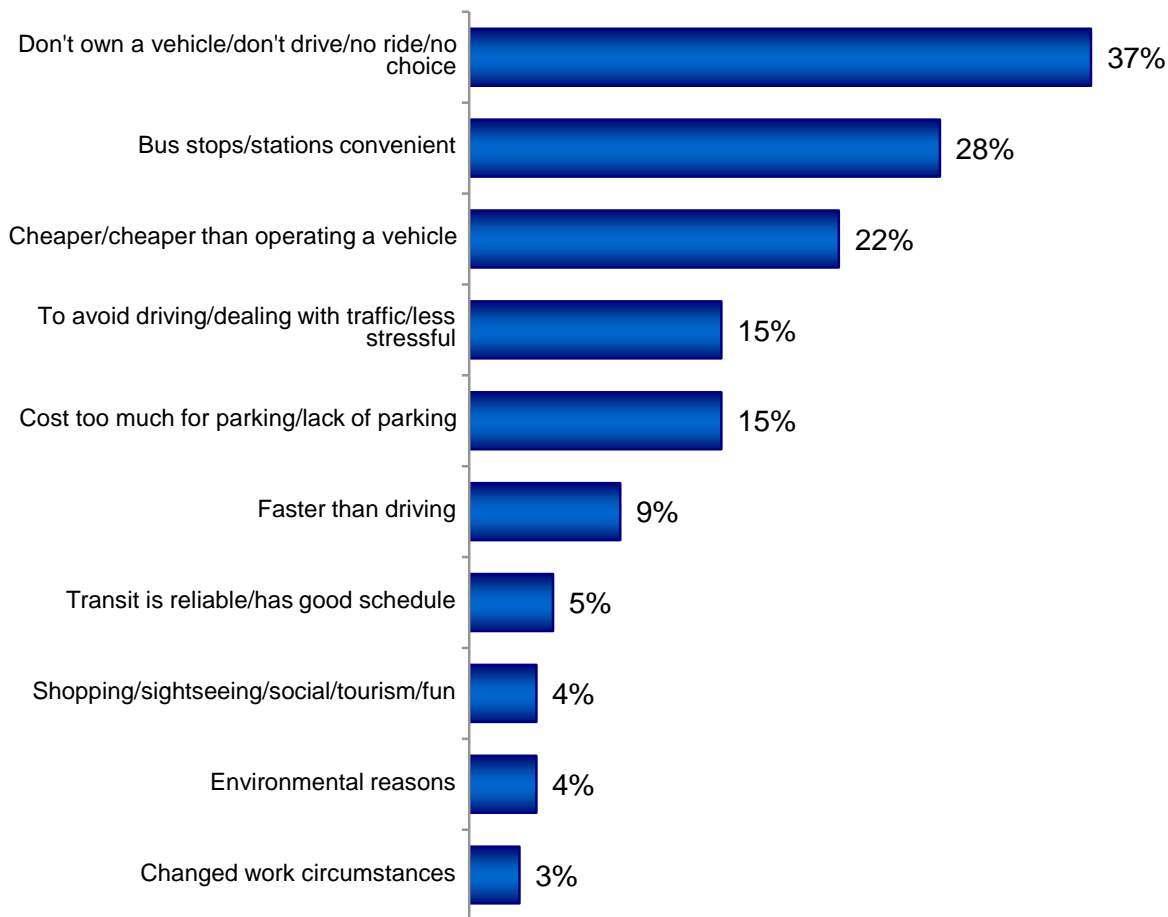
The proportion of those who indicated 'Other' for payment method has decreased significantly by 8 ppt back down to traditional levels at 2% of riders. This is likely due to discontinuation of TransLink's free bus service which began mid-March until the end of May to encourage social distancing measures.



Q3 2020 Base = 1257

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:

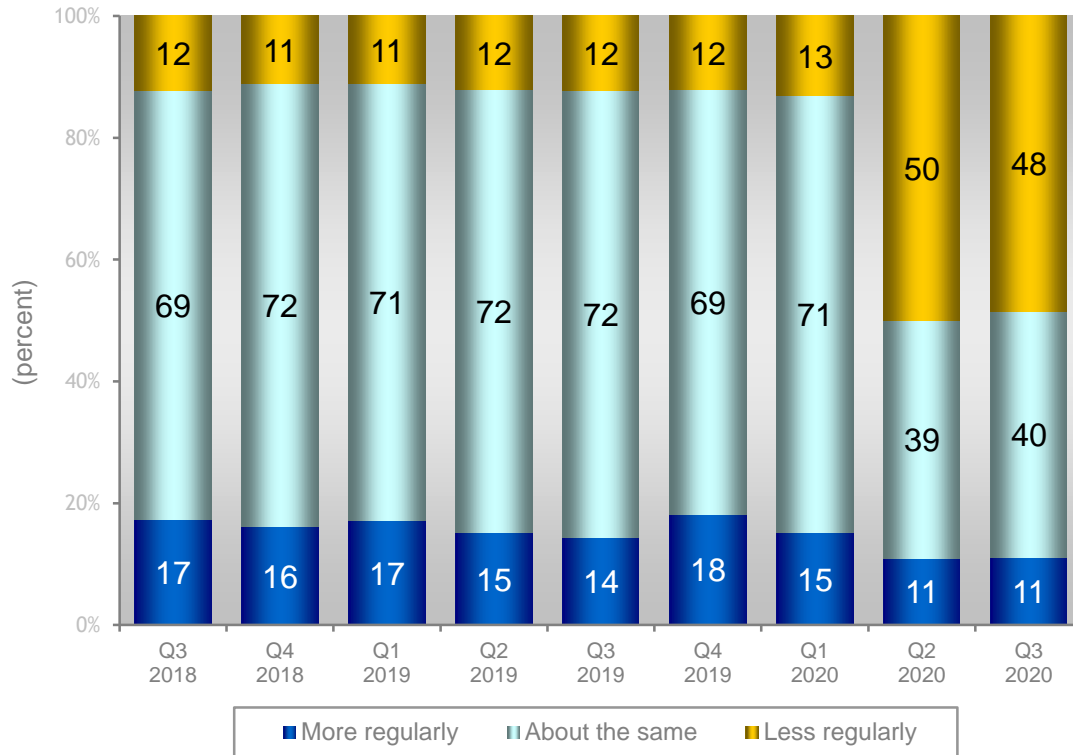
- Don't have vehicle access (37%);
- Convenient bus stops/stations (28%); and
- Cheaper (22%).

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

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

Q3 2020 Base = 1257

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



Q3 2020 Base = 1257

Changes in Transit Usage Last Six Months

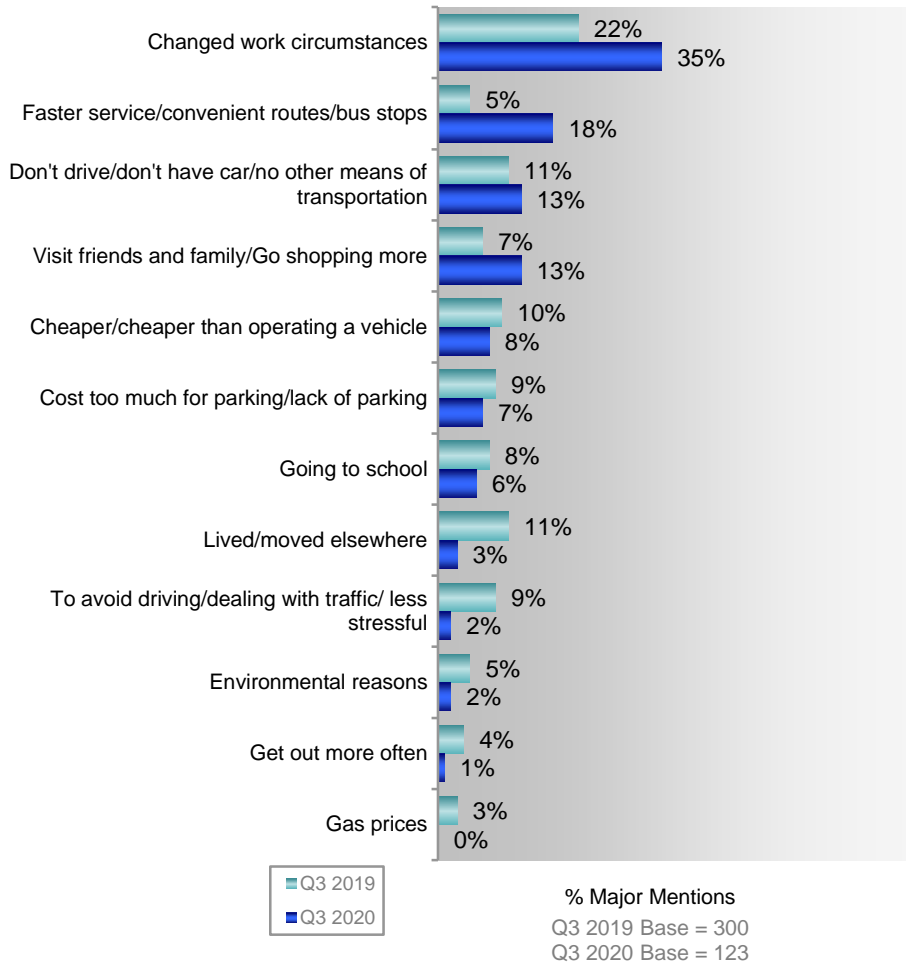
About half (48%) of transit riders indicate they use transit less regularly than six months ago, down marginally from last quarter (50%), but maintaining the jump from 13% in Q1, 2020. This is due to ongoing stay-at-home directives from the provincial government in response to the COVID-19 pandemic. Riders under the age of 45 and those with higher incomes (over \$80K) are more likely to indicate they use transit less regularly.

Four-in-ten (40%) ride transit about the same amount, similar to 39% last period. Riders aged 45-64 and those with household incomes between \$40K-\$80K are more likely to say they ride transit about the same as six months ago.

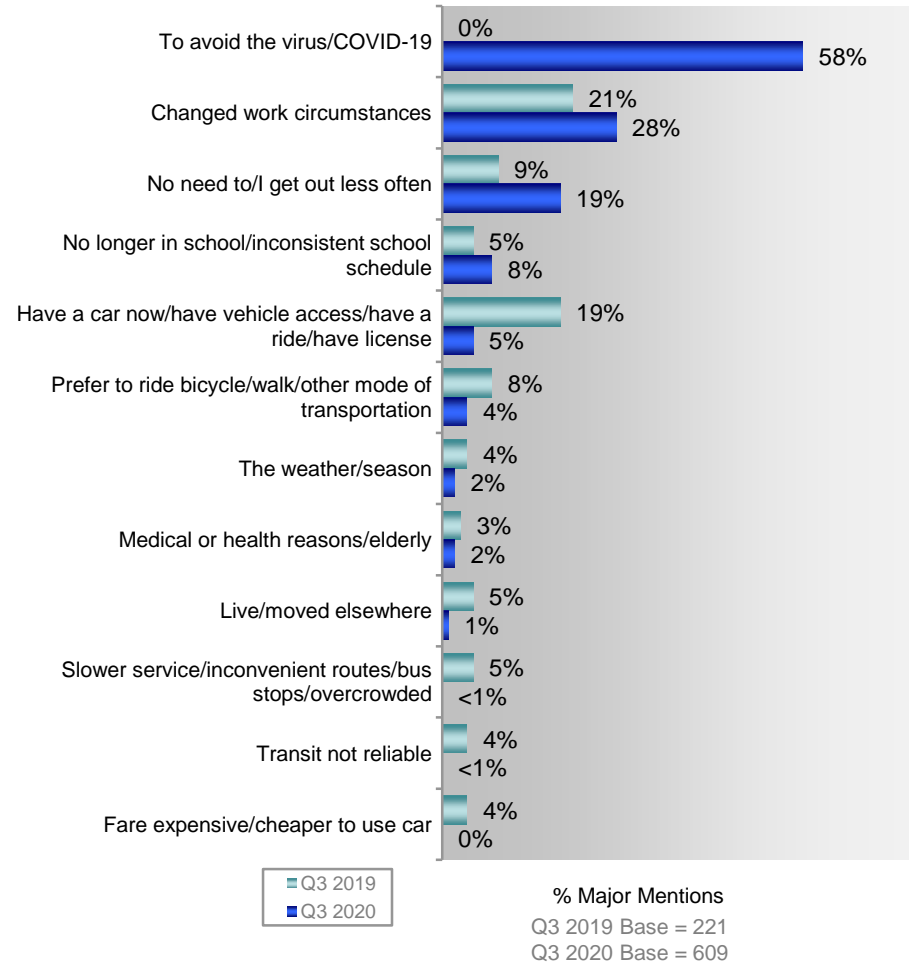
One-in-ten (11%) ride transit more regularly, unchanged from last quarter.

The ongoing uncertainty regarding the COVID-19 pandemic is likely causing the contrast in the proportion who indicate they will ride transit about the same (40%) compared to those who think they will ride less regularly (48%).

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?

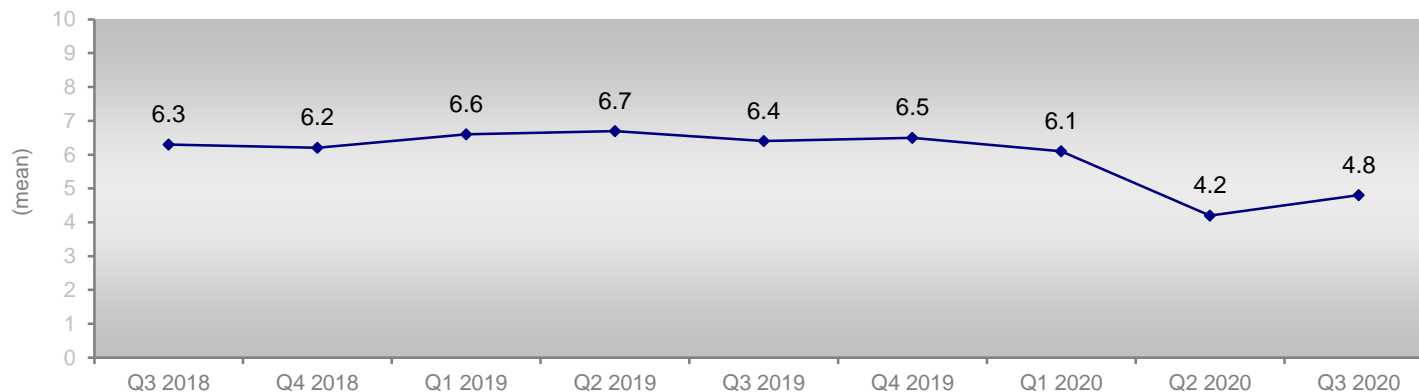


Note: Major mentions of 3% or more in either current wave or past wave are shown in the charts above.

Riders who indicate they ride transit *more* regularly compared to six months ago mention changing work circumstances as the top reason (35%, an increase of 13 ppt since a year ago). Among those who take transit *less* regularly, six-in-ten (58%) indicate it is to avoid the COVID-19 virus (a new mention starting in Q1, 2020), which is similar to last period (60%). Changing work circumstances also influence reduced ridership (28%, unchanged from last period and up 7 ppt from a year ago).

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

Overall Transit System



Q3 2020 Base = 1257

Average Number of Trips

The average number of transit trips has increased slightly from last quarter (4.8, up from 4.2 in Q2, 2020), yet remains well below average ridership in the last two years and below the 6.4 average number of trips a year ago in Q3, 2019.

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

- Bus users: 5.4 one-way transit trips (up from 4.5 last quarter)
- SkyTrain users: 5.5 one-way transit trips (up from 4.5 last quarter)
- SeaBus users: 6.5 one-way transit trips (slightly up from 6.2 last quarter)



This section presents profiles of key customer segments including: Choice versus Captive riders, Bus, SkyTrain, and SeaBus users, and Low, Medium, and High Frequency riders. The demographic profile of past 30-day transit users is also presented, relative to the demographic profile of Metro Vancouver residents who are age 18 or older.

	TOTAL	CHOICE	CAPTIVE
Base	1257	688	558
Average past-week transit trips	4.8	3.8	6.1
Years been a transit rider	12.1	13.6	10.6
Transit system – Overall Service Rating	8.3	8.3	8.4
Mode	%	%	%
Bus	77	71	84
SkyTrain	59	58	60
SeaBus	5	7	3
Age	%	%	%
18-34 years	39	29	51
35-54 years	33	38	28
55+ years	26	33	19
Gender	%	%	%
Male	48	50	45
Female	52	50	55
Employment status*	%	%	%
Full-time	44	47	41
Part-time	19	17	21
Not employed	36	35	38
Education	%	%	%
High school or less	20	17	24
Vocational/college/technical	21	21	20
Some university	10	9	11
Graduated university	47	51	41
Household Income	%	%	%
Under \$40K	24	17	32
\$40K to <\$80K	24	24	25
\$80K or more	30	39	19

 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 increased significantly, from 48% last quarter to 53% currently. However, this is still significantly lower than the proportion of Choice riders in Q1, 2020 (64%). Since the COVID-19 pandemic is still a concern for the general population, Choice riders may be continuing to work from home or using their vehicle to travel rather than taking transit.


Just under half (46%) are Captive riders, down significantly from last period (51%) but still significantly up from 35% in Q1, 2020.

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
Base	1257	688	558
Travel Purpose	%	%	%
Work	47	42	53
Shopping	38	33	45
Entertainment	33	32	33
Personal Business	24	25	24
School	4	3	5
Other Purpose	8	10	6
Payment Method	%	%	%
Cash fare	6	7	6
Compass Ticket	2	1	2
Compass Card	83	80	86
Other	2	3	2
Region	%	%	%
Vancouver	38	33	43
Surrey / North Delta / White Rock / Langley	18	20	15
Burnaby / New Westminster	16	14	17
Richmond / South Delta	10	11	10
Northeast Region	9	10	8
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
Base	1257	702	328	227
Years been a transit rider	12.1	12.6	11.5	11.9
Transit system – Overall Service Rating	8.3	8.5	8.2	8
Average age*	42.8	44.4	41.5	40
Age	%	%	%	%
18-34 years	39	36	43	45
35-54 years	33	32	34	36
55+ years	26	31	23	18
Gender	%	%	%	%
Male	48	49	40	54
Female	52	51	60	46
Employment status**	%	%	%	%
Full-time	44	39	45	61
Part-time	19	19	20	20
Not employed	36	43	34	21
Household Income	%	%	%	%
Under \$40K	24	20	27	32
\$40K to <\$80K	24	22	27	28
\$80K or more	30	33	27	22
Mode	%	%	%	%
Bus	77	69	84	89
SkyTrain	59	57	53	72
SeaBus	5	5	2	8

 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

Over half (55%) of transit riders are classified as Low Frequency riders, making 3 or less one-way transit trips in a week. This declined significantly since last period (60%), yet remains significantly higher than Q1 (45%).

Just over one-quarter (27%) of riders are categorized as Medium Frequency users, meaning they take between 4 to 9 one-way transit trips per week.


Almost one-in-five (18%) are considered High Frequency users, making 10 or more one-way transit trips per week; this proportion increased significantly since last period (14%), but remains significantly lower than Q1, 2020 (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
Base	1257	702	328	227
Travel Purpose	%	%	%	%
Work	47	30	56	84
Shopping	38	29	49	50
Entertainment	33	33	29	37
Personal Business	24	22	28	25
School	4	3	4	8
Other Purpose	8	7	5	15
Payment Method	%	%	%	%
Cash fare	6	8	4	4
Compass Ticket	2	2	1	1
Compass Card	83	77	89	91
Other	2	3	1	2
Region	%	%	%	%
Vancouver	38	36	42	36
Surrey / North Delta / White Rock / Langley	18	16	20	19
Burnaby / New Westminister	16	15	14	22
Richmond / South Delta	10	13	6	8
Northeast Region	9	11	6	6
North Vancouver	8	7	9	7
West Vancouver	2	1	2	2

 Significantly higher than the other rider group(s)

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	1257	980	730	55*
Average past-week transit trips	4.8	5.4	5.5	6.5
Years been a transit rider	12.1	12.5	11.4	17.1
Transit System – Overall Service Rating	8.3	8.3	8.3	8.8
Average age**	42.8	43.2	40.8	49.1
Age	%	%	%	%
18-34 years	39	40	43	21
35-54 years	33	31	35	41
55+ years	26	28	22	36
Gender	%	%	%	%
Male	48	46	51	57
Female	52	54	49	43
Employment status***	%	%	%	%
Full-time	44	41	47	44
Part-time	19	20	19	17
Not employed	36	39	34	39
Education	%	%	%	%
High school or less	20	22	20	18
Vocational/college/technical	21	21	20	9
Some university	10	11	9	15
Graduated university	47	44	49	56
Household Income	%	%	%	%
Under \$40K	24	26	23	6
\$40K to <\$80K	24	24	24	35
\$80K or more	30	27	31	42

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

Over three-quarters (77%) of transit riders used the bus, significantly down by 5 ppt compared to last quarter and similar to Q1, 2020 (75%). Six-in-ten (59%) use SkyTrain, up significantly from 53% last period and down significantly from two periods ago (68%).


SeaBus usage remains low, with 5% using this mode; this is similar to the last wave (4%), but still down directionally from Q1 (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
Base	1257	980	730	55*
Travel Purpose	%	%	%	%
Work	47	48	49	37
Shopping	38	41	39	41
Entertainment	33	32	36	64
Personal Business	24	28	22	31
School	4	5	4	11
Other Purpose	8	8	8	14
Payment Method	%	%	%	%
Cash fare	6	7	4	5
Compass Ticket	2	1	2	1
Compass Card	83	83	86	82
Other	2	2	2	4
Choice/Captive Riders	%	%	%	%
Choice	53	49	53	71
Captive	46	50	47	27
Region	%	%	%	%
Vancouver	38	39	37	23
Surrey / North Delta / White Rock/ Langley	18	20	17	3
Burnaby / New Westminster	16	13	21	5
Richmond / South Delta	10	11	11	-
Northeast Region	9	8	10	2
North Vancouver	8	8	4	63
West Vancouver	2	2	1	4

 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*	(Q3-2018)	(Q4-2018)	(Q1-2019)	(Q2-2019)	(Q3-2019)	(Q4-2019)	(Q1-2020)	(Q2-2020)	(Q3-2020)
BASE	2000	2100	2100	2100	2100	2100	2100	2100	1136	1257
Average Years Riding Transit	n/a	11.0	10.5	10.5	10.5	10.7	10.7	11.4	11.6	12.1
Age:	%	%	%	%	%	%	%	%	%	%
Aged 18 to 24 years	12	20	22	20	20	19	20	19	22	18
Aged 25 to 34 years	18	19	16	18	18	19	18	19	16	21
Aged 35 to 44 years	18	15	16	14	15	14	15	14	16	14
Aged 45 to 54 years	20	20	18	20	20	20	20	20	18	20
Aged 55 to 64 years	16	11	10	10	9	9	10	11	11	9
Aged 65 years and over	17	16	16	16	17	17	16	16	16	17
Gender:	%	%	%	%	%	%	%	%	%	%
Male	48	49	49	48	48	49	49	49	48	48
Female	52	51	51	52	52	51	51	51	52	52
Employment	%	%	%	%	%	%	%	%	%	%
Employed full-time	57	51	45	49	46	48	47	48	45	44
Employed part-time	13	17	18	17	17	17	17	17	19	19
Student	5	13	17	16	16	14	16	15	14	11
Not employed	3	4	4	4	6	4	5	5	12	9
Homemaker	2	3	4	3	3	3	3	3	1	2
Retired	18	17	17	16	17	17	16	15	14	17
Refused	1	1	1	1	1	2	1	1	1	2
Education:	%	%	%	%	%	%	%	%	%	%
High school or less	21	18	18	17	17	19	17	18	23	20
Voc./college/tech.	26	19	19	17	18	17	18	18	20	21
Some university	7	11	12	14	12	12	13	12	11	10
Graduated university	45	51	50	52	50	51	50	50	44	47
Refused	0	1	2	1	2	2	2	2	2	2

Transit tenure is at 12.1 years

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

- Significantly higher than Metro Vancouver general public
- Significantly lower than Metro Vancouver general public

* Source: Mustel – 2000 surveys conducted among Metro Vancouver residents in the February, March, June, September and November 2017 Omnibus waves.



APPENDIX A – Methodology

Methodology

The TransLink Customer Satisfaction Tracking Survey began in October 2002. Prior to October 2002, the survey (referred to as the TransLink Rider Satisfaction Study) was conducted by Synovate (formerly “MarkTrend Research”) and ran from 1989 through to September 2002. While CGT conducted the study from October 2002 to December 2003, Ipsos (formerly Synovate) took over the data collection component starting in July 2003 and assumed total project management in January 2004.

In this section, we present the methodology Ipsos currently uses to collect and weight the data, as well as the sampling errors associated with the survey results. We also note any changes in methodology that have occurred since the study’s redesign in October 2002, as well as in July 2017.

Sampling

Sample Source

The landline sample for this study is drawn from Canada Survey Sampler (CSS), which is the most advanced and up-to-date sampling method available. Canada Survey Sampler is a computer list of all Canadian phone numbers and has replaced other methods such as Random Digit Dialing (RDD) and buying lists from companies such as Dominion Directories. Not only are the telephone lists from Canada Survey Sampler the most up-to-date, but they are divided into listed and unlisted telephone numbers. This ensures that we contact the correct proportion of unlisted phone numbers in our sampling.

Also, starting in July 2017, we have included cellphone sample, which accounts for 40% of the total quarterly surveys. The cellphone sample is purchased from SSI International, and it is pulled based on a list of cellphone numbers from wireless service providers linking phone numbers with billing towers. In order to target specific regions, we order cellphone sample based on billing tower and the numbers are randomly generated for the area codes/exchange combinations within each billing tower.

Sampling Population and Target Respondent

The sampling population for this survey is all individuals who are 18 years of age or older* who live in a household within the MVRD, have used the Bus, SkyTrain, or SeaBus within the past 30 days, and are not employed by TransLink, one of its subsidiaries or a marketing research firm. Those individuals who have participated in any surveys related to public transit within the last 6 months are excluded from the study. To ensure that a random selection of transit customers is made within households that contain more than one transit customer, the target respondent is the transit customer in the household who will celebrate the next birthday.

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

Survey Quotas and Sample Sizes

The survey quotas shown in the following table are designed to achieve two goals: 1) to obtain statistically reliable data within each region; 2) to minimize the need to apply substantial weights to ensure the sample represents the MVRD population of past 30-day transit customers accurately. Some regions are oversampled relative to their share of past 30-day transit users (e.g., West Vancouver) and some regions are undersampled (e.g., Vancouver), but the difference between the proportion of transit riders in each region and the proportion of surveys conducted in each region is kept to a minimum and is not substantial.



The table below shows the estimated proportion of past 30-day transit riders (i.e., rider share) within each region, the number of surveys conducted quarterly and annually within each region by Ipsos, and the proportion of surveys conducted within each region. Note that quotas per region changed in 2005 for Vancouver (currently 680 per quarter, up from 600) and West Vancouver (currently 100, down from 180).

Regional Quotas

Region	Proportion of past 30-day users (Rider Share)	Surveys per quarter	Surveys per year	% of total sample
Burnaby/New Westminster	14%	300	1,200	14%
Richmond/South Delta	9%	240	960	12%
Surrey/North Delta/White Rock/Langley	18%	300	1,200	14%
Vancouver	41%	680	2,720	32%
Northeast Sector (Coquitlam/Port Coquitlam/Port Moody/Pitt Meadows/Maple Ridge/Anmore & Belcarra)	8%	240	960	11%
North Vancouver	7%	240	960	11%
West Vancouver	3%	100	400	5%
Total		2,100	8,400	

To further ensure that the data represent the experiences and behaviours of all past 30-day transit riders in the MVRD, surveys quotas are also set for each region on a monthly and weekly basis.

Every week, we try to spread out the dialing as evenly as possible across regions. Since we cannot target specific regions using the cellphone sample, we would dial more cellphone sample in the beginning of the week, and then dial more landline sample near the end of the week to make sure we are meeting the weekly regional soft quotas:

- Sunday to Tuesday: 70% cellphone/30% landline
- Wednesday to Thursday: 50% cellphone/50% landline
- Friday to Saturday: 30% cellphone/70% landline

In total, we aim for 1,260 landline completes and 840 cellphone completes per quarter.

Data Weighting

Given that the regions are sampled disproportionately, weight variables are applied to the data to adjust the regional distribution of past 30-day transit riders so that it matches the actual proportion of transit riders in each region. The weight variables were sourced from Mustel Omnibus surveys, which collected data from a total of 2,000 Metro Vancouver residents in February, March, June, and September of 2017. Specifically, 42 weight values are calculated (3 age groups by 2 genders by 7 regions), which are subsequently applied to the relevant cells in the TransLink Customer Service Performance data.



Projected Evaluations for Bus, SkyTrain, SeaBus

During the course of the survey, customers evaluate a combination of modes or buses up to a maximum of three. Based on the data for the quarter ending September 2017, we expect to obtain approximately 14,344 evaluations in the course of conducting 8,400 surveys annually. The number of evaluations expected for each mode annually and for each mode per respondent are shown in the table below.

Number of Evaluations Expected by Ipsos

Mode	Anticipated # of Evaluations per year	Anticipated # of Evaluations per respondent
Bus	7,640	0.91
SkyTrain	5,800	0.69
SeaBus	904	0.11
Total # of Evaluations	14,344	1.71
Total # of Interviews	8,400	

Margins of Error

Proportions

All samples have a margin of error associated with them, reflecting the fact that we are drawing a sample from a population. In the current context, margins of error will vary because the size of particular samples and sub samples will vary. For example, at the 95% level of confidence, the margin of error for the total quarterly sample of 2,100 is +/- 2.1%; the margin of error for the quarterly Vancouver sample of 700 is +/- 3.7%. When comparing independent samples across two quarters, the margins of error increase by about 40%. For example, when comparing proportions across two quarterly samples of 2,100 each, the proportions must differ by at least 3.0% for the difference to be considered statistically significant. The table below illustrates the maximum margins of error when evaluating a single independent sample and the maximum margins of error when comparing the proportions for two independent samples at the 95% level of confidence for various sample sizes.

Sample Size	Maximum margin of error for sample of this size	Maximum margin of error for comparing two samples of this size
50	+/- 13.6%	+/- 19.6%
100	+/- 9.8%	+/- 13.9%
200	+/- 6.9%	+/- 9.8%
300	+/- 5.7%	+/- 8.0%
400	+/- 4.9%	+/- 6.9%
500	+/- 4.4%	+/- 6.2%
600	+/- 4.0%	+/- 5.7%
700	+/- 3.7%	+/- 5.2%
2,100	+/- 2.1%	+/- 3.0%
8,400	+/- 1.1%	+/- 1.5%



Means (Average Ratings)

To determine the margins of error for means (or average ratings), the sample sizes and standard deviations for each rating need to be taken into account. The following table serves as a general guide for determining the margins of error for means.

Sample Size	Standard Deviation	Maximum margin of error for:	
		Sample of this size	Comparing two samples of this size
50	1.0	0.28	0.39
200	1.0	0.14	0.20
700	1.0	0.07	0.10
2100	1.0	0.04	0.06
50	1.5	0.42	0.59
200	1.5	0.21	0.29
700	1.5	0.11	0.16
2100	1.5	0.06	0.09
50	2.0	0.55	0.78
200	2.0	0.28	0.39
700	2.0	0.15	0.21
2100	2.0	0.09	0.12

Survey Instrument

The survey instrument was redesigned jointly by TransLink Marketing Research and CGT Research in 2002 and has received minor updates since. Other personnel at TransLink and TransLink subsidiaries were also consulted regarding the survey content. The survey takes an average of 17 minutes to administer. The survey instrument is in Appendix B.

Fieldwork

All surveys are conducted by Ipsos from their virtual call centre (VCC) with Metro Vancouver interviewers. Surveys are conducted during weekdays between 4:00pm and 9:00pm, on Saturdays between 10:00am and 5:00pm, and on Sundays between noon and 5:00pm.



TRANSLINK CUSTOMER SATISFACTION RESEARCH (BUS, SEABUS, SKYTRAIN) – July 2020 Questionnaire

Changes from June 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 1ST ITEM, AND THEN AS READ IF NECESSARY FOR 2ND+ ITEMS] A one-way trip is any trip to a single destination not counting any transfers along the way. For example, a trip to [INSERT DESTINATION UNDER DISCUSSION] and home again would count as two one-way trips.

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

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

[RANGE= 0-96]

[PROGRAMMER ADD TOTAL NUMBER OF TRIPS IN Q2A]
[IF DK OR REFUSE TO ANY OR ZERO TO ALL IN Q2A THANK & TERMINATE]

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

Based on these descriptions, would you like to review your answers? (IF NEEDED: Your total of number of trips 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 “2nd to last”]

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

[IF ONLY TRAVELLED 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)**

[1-10]



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

YES
NO

1. **[ONLY ASK IF YES TO Q9A]** (9.1) Having courteous, competent and helpful SeaBus staff?
- 2 (9b9.2) Feeling safe from crime at the SeaBus station?
- 3 (9.3) How would you rate it in terms of frequency of service? **(CLARIFY IF NECESSARY:** Does the SeaBus run often enough throughout the day?)
- 4 (9.4)How would you rate it in terms of not being overcrowded? **(CLARIFY IF NECESSARY:** Was there enough room onboard?)
- 5 (9.8) Trip duration from the time you boarded to the time you got off SeaBus? **(CLARIFY IF NECESSARY:** We are only referring to the time spent onboard the SeaBus.)
- 6 (9.9) How would you rate it in terms of providing on time, reliable service?
- 7 (9.10) Clean and graffiti free SeaBus vessel and stations? **(CLARIFY IF NECESSARY:** Please think about the overall cleanliness during your **[last/2nd last]** SeaBus trip.)
- 8 (9.11) Staff available when needed? **(IF RESPONDENT SAYS ‘NOT APPLICABLE RECORD AS DK)**

[1-10]

[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

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

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

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

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

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

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



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

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



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

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

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

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

[1-10]

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

[1-10]

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

YES

NO

- 1 **[ONLY ASK IF YES AT Q13]** (13.1) Having courteous, competent and helpful SkyTrain staff?
- 2 (13.2) How would you rate your **[TRIP]** trip in terms of feeling safe from crime onboard SkyTrain?
- 3 (13.3) Thinking about your **[TRIP]** trip on SkyTrain where you **[IF STATION PROVIDED AT BOTH Q11A & Q11B RANDOMLY INSERT EITHER: boarded/got off at [INSERT STATION NAME]] [IF ONLY PROVIDED STATION NAME AT Q11A INSERT: boarded [INSERT STATION NAME]] [IF ONLY PROVIDED STATION NAME AT Q11B INSERT: got off at [INSERT STATION NAME]] [IF STATION NOT PROVIDED AT Q11A OR Q11B RANDOMLY INSERT: board/got off at]],** how would you rate that station in terms of feeling safe from crime?
- 4 (13.4) How would you rate it in terms of not being overcrowded? (CLARIFY IF NECESSARY: Was there enough room onboard?)
- 5 (13.8) How would you rate it in terms of providing on-time reliable service?



- 6 (13.9) Clean and graffiti free SkyTrain cars and stations? **(CLARIFY IF NECESSARY:** Please think about the overall cleanliness during your **[last/2nd last]** SkyTrain trip.)
- 7 (13.10) How would you rate it for staff available when needed? **(IF RESPONDENT SAYS ‘NOT APPLICABLE RECORD AS DK)**
- 8 (13.12) How would you rate it in terms of frequency of service? **(CLARIFY IF NECESSARY:** Do the trains run often enough throughout the day?)

[1-10]

[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~~ 30 days, did you experience any SkyTrain delays where the train either arrived or left the station at least five minutes later than expected? ~~; 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]

ASSESS SATISFACTION WITH BUS ROUTES; IDENTIFY WAYS TO IMPROVE SERVICE

[Q.14-Q.22 FOR BUS RIDERS ONLY (Q.3_1 Bus Only, Q3_4 Bus & SkyTrain, Q3_5 Bus & SeaBus OR Q3_7 Bus, SeaBus and SkyTrain > 0)]

Now thinking about your **[TRIP]** one-way trip on the Bus. Just to clarify, if you used the Bus to travel to work and back home again, your **[TRIP]** one-way trip would be your trip **[IF Trip= “Last” insert: “back home”/ IF TRIP = “2nd to last” insert: “to work”]**.

**[IF ONLY TRAVELLED 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/2nd 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]

23AB. 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]



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]**

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

[NEW – ADDED JULY 2015]



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

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

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

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

1. YES
2. 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**)

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

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

- YES
NO



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

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

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

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

[RECORD VERBATIM]

[NEW QUESTIONS – ADDED FOR JULY 2016]

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

[1-10]

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

28. Approximately how long have you been taking transit on a regular basis? **(PROBE WITH MONTHS AND YEARS) [PROGRAMMER BOTH YEARS AND MONTHS CAN BE CHOSEN TOGETHER]**

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

RECODES MONTHS **[range 0 – 11]**

NOT A REGULAR RIDER

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

5. Definitely continue (as often as you do now)
4. Probably continue (as often as you do now)
3. Might or might not continue (as often)
2. Probably not continue (as often, OR)
1. Definitely not continue (as often)

(DO NOT READ) Other/depends

[NEW - ADDED IN JULY 2020]

31. Did you wear a mask during your last trip on transit?

YES

NO



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 13TH, 2014

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

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

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

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

[NEW: ADDED MAR 2014]

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

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

YES
NO

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

[0-99]



37a. Which of the following best describes your total household income for 2019? **(READ AND STOP WHEN APPROPRIATE)**

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

[RECORD GENDER – DO NOT READ]

1. **MALE**
2. **FEMALE**
3. **UNABLE TO TELL/NOT SURE**

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

[OPEN-END]

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

[RECORD VERBATIM]

DECLINE/NOTHING/DON'T KNOW

Thank you very much for your time and co-operation.

Language: **INTERVIEWER: ENTER LANGUAGE OF INTERVIEW.**

ENGLISH

PUNJABI

CHINESE



APPENDIX C – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
Total	1193	8.3	8.7	8.8	8.5	8.1	8.1	8.6	8.8	8.7	7.8	9.0
2	20	9.1	9.4	9.5	9.0	7.2	8.5	9.2	9.3	9.5	8.7	9.4
3	25	8.0	8.2	8.6	7.9	8.1	8.1	8.3	8.9	8.2	8.1	8.9
4	15	9.1	9.5	9.2	9.3	9.2	9.0	8.5	9.5	9.4	8.4	9.7
5	16	8.3	8.4	8.8	8.9	6.6	8.0	8.5	8.8	8.7	8.2	8.9
6	17	8.1	8.0	8.0	8.2	7.9	8.2	7.7	8.4	8.5	8.1	8.6
7	25	7.7	8.1	8.0	7.8	8.1	7.6	8.1	7.7	8.3	7.2	8.5
8	12	8.1	9.0	8.4	7.7	8.3	8.2	8.2	8.9	8.8	8.0	9.2
9	32	8.8	8.8	8.8	9.0	8.5	8.7	8.6	9.2	9.0	8.3	9.0
10	26	9.0	8.9	9.3	9.3	8.7	8.2	8.7	9.5	9.3	8.3	9.3
14	16	8.6	9.2	8.6	8.3	8.7	7.5	8.1	9.0	8.8	7.4	9.4
15	5	8.0	9.9	8.5	8.5	8.3	7.1	9.2	8.5	9.8	7.6	9.2
16	18	7.8	8.6	8.3	8.4	8.5	8.2	7.9	8.8	8.5	7.9	8.8
17	21	8.6	9.3	8.9	8.7	8.7	8.1	9.0	8.6	8.7	8.0	9.4
19	16	7.5	7.6	7.9	7.5	7.4	7.0	8.4	9.3	8.1	7.3	8.1
20	27	7.6	8.3	7.9	7.3	7.2	7.2	7.6	8.4	7.9	7.1	9.0
22	17	8.0	8.6	6.7	7.5	7.9	7.6	7.9	9.0	7.5	8.4	9.2
23	5	7.4	7.6	9.1	7.8	8.3	7.5	9.5	8.9	9.3	6.5	8.5
25	18	8.5	9.3	8.6	8.8	8.3	8.7	8.6	8.8	8.4	8.3	9.5
26	1	7.0	8.0	7.0	7.0	7.0	7.0	8.0	8.0	8.0	8.0	8.0
27	4	6.7	9.3	9.3	9.0	9.3	9.7	9.3	9.3	9.3	6.5	9.3
28	5	7.3	7.6	7.8	7.8	7.0	7.0	7.4	7.8	7.7	7.1	7.7
29	3	9.2	9.2	9.6	8.3	8.4	8.3	9.2	8.8	9.2	7.4	9.6
31	1	7.0	9.0	10.0	10.0	10.0	10.0	10.0	9.0	10.0	4.0	9.0
33	7	8.0	8.0	9.3	9.3	8.7	6.9	9.3	9.4	9.4	6.5	9.2
41	8	8.2	9.3	9.1	9.2	7.8	8.3	8.7	8.7	8.7	8.6	9.0
49	26	8.6	9.0	9.2	9.1	8.7	8.7	9.0	8.7	9.1	8.7	9.2
50	8	8.5	8.9	8.7	8.6	8.9	8.5	8.4	8.5	8.5	7.6	9.2
68	1	9.0	10.0	5.0	5.0	8.0	8.0	9.0	0.0	9.0	8.0	9.0
84	11	8.5	9.5	9.2	8.5	8.0	7.8	9.2	9.7	9.1	7.1	8.8
100	10	8.8	8.7	8.6	8.6	7.7	8.1	8.8	9.1	8.7	7.8	9.5
101	9	7.0	8.6	8.9	8.2	8.0	5.4	7.9	7.7	8.4	4.3	8.7
103	4	8.4	8.6	9.6	9.2	8.8	8.4	9.6	8.6	7.0	8.0	9.4
104	3	8.4	8.8	9.2	8.8	8.5	8.4	8.4	9.2	7.7	8.4	9.2
105	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
106	32	7.9	8.7	8.5	8.6	7.6	7.9	8.6	8.6	8.6	7.9	8.8
109	1	5.0	8.0	8.0	8.0	5.0	5.0	7.0	8.0	9.0	4.0	8.0
110	4	7.8	8.8	7.5	7.3	7.0	6.8	8.1	8.5	7.2	5.2	7.8
112	4	8.1	9.3	8.7	9.1	9.7	8.3	8.5	9.7	9.3	7.1	8.4
116	4	8.3	8.3	7.4	8.0	6.9	6.7	7.8	7.3	8.4	7.5	7.4
119	6	8.1	8.2	8.5	8.0	6.5	6.4	8.2	8.3	8.8	7.9	8.5
123	14	6.6	8.5	8.7	8.1	7.8	7.6	8.2	8.5	8.2	7.7	8.6
128	6	8.6	8.2	8.9	8.9	9.5	7.9	8.6	8.8	8.9	6.9	8.9
129	11	8.0	8.5	8.8	8.2	8.4	7.8	8.8	8.3	8.2	7.9	9.0
130	14	8.3	8.5	9.5	9.5	8.1	9.0	8.8	8.7	8.7	8.4	8.9
131	1	8.0	10.0	10.0	9.0	10.0	9.0	10.0	10.0	10.0	8.0	10.0
133	3	8.9	9.2	10.0	9.8	8.9	9.2	9.8	9.6	9.9	8.5	9.5
134	1	6.0	8.0	8.0	8.0	8.0	6.0	8.0	8.0	8.0	6.0	8.0
136	5	8.4	9.5	9.8	9.6	8.6	7.1	9.4	6.9	7.7	6.1	9.7
144	10	8.0	8.3	9.5	8.9	8.3	7.4	8.7	8.9	8.4	7.4	8.7
146	1	9.0	9.0	10.0	7.0	10.0	9.0	10.0	7.0	9.0	6.0	7.0
147	4	9.1	9.7	9.4	9.4	7.9	8.5	9.7	7.3	8.5	7.1	9.7
150	1	6.0	6.0	8.0	9.0	7.0	5.0	7.0	7.0	5.0	6.0	5.0
151	2	9.0	10.0	10.0	10.0	10.0	9.5	9.5	8.5	9.5	8.0	10.0
152	6	8.6	9.5	9.4	9.1	7.9	9.9	9.8	8.9	8.9	8.4	9.9



APPENDIX C – 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
153	3	9.8	9.2	10.0	9.4	10.0	10.0	10.0	9.7	9.7	8.8	9.2
155	9	8.6	8.9	8.6	8.0	8.7	8.2	8.2	9.5	9.0	7.3	8.1
156	4	7.4	7.7	8.3	7.4	8.2	7.0	8.3	8.5	8.5	6.0	8.0
157	1	9.0	10.0	10.0	10.0	10.0	9.0	9.0	10.0	10.0	9.0	10.0
159	3	7.9	8.3	9.8	9.3	8.9	7.2	9.1	8.0	7.7	6.4	9.0
160	11	9.0	8.8	8.7	8.6	8.0	8.1	8.8	9.1	8.9	8.1	9.4
169	3	10.0	9.0	9.0	9.2	8.9	10.0	10.0	10.0	9.3	8.9	9.3
172	1	9.0	9.0	8.0	8.0	8.0	7.0	8.0	8.0	8.0	8.0	9.0
173	3	8.7	9.7	9.0	9.0	8.7	8.9	8.6	6.9	8.9	6.9	9.5
180	7	8.3	8.9	9.3	9.2	9.1	7.7	9.2	9.3	9.4	7.5	9.1
183	4	8.2	9.7	9.2	8.6	8.3	6.6	9.4	8.2	7.1	6.9	9.7
184	2	7.0	9.4	9.4	9.4	8.2	7.0	8.8	8.8	8.8	8.2	9.4
187	1	8.0	10.0	10.0	9.0	10.0	8.0	10.0	10.0	10.0	7.0	10.0
188	1	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0
209	1	5.0	3.0	7.0	3.0	10.0	2.0	10.0	10.0	10.0	5.0	7.0
210	6	7.8	8.9	8.9	8.3	8.1	6.8	7.9	7.9	7.9	8.7	8.9
211	4	9.0	8.8	9.3	9.3	10.0	8.5	9.8	9.3	8.2	8.0	9.2
212	2	9.9	9.7	9.7	8.0	8.3	10.0	10.0	10.0	10.0	9.5	9.7
214	1	10.0	8.0	9.0	9.0	10.0	8.0	10.0	8.0	8.0	5.0	9.0
227	1	9.0	8.0	10.0	10.0	10.0	8.0	10.0	7.0	10.0	10.0	9.0
228	10	9.1	9.0	9.2	8.8	8.8	8.9	8.6	9.5	8.9	8.1	9.5
229	5	9.9	9.6	9.9	9.9	9.3	8.5	9.4	8.7	9.9	5.8	9.9
230	2	8.0	8.5	9.5	8.5	9.0	8.5	9.0	8.5	8.5	7.5	8.0
232	5	8.4	9.4	9.1	9.1	5.9	6.9	9.4	7.1	8.9	4.5	9.6
236	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	5.0	10.0
240	23	8.6	8.4	9.0	8.9	7.5	7.9	8.6	8.8	8.4	7.4	9.1
241	1	10.0	9.0	10.0	10.0	10.0	8.0	9.0	10.0	10.0	9.0	10.0
245	1	8.0	9.0	9.0	9.0	7.0	9.0	9.0	4.0	5.0	9.0	9.0
246	2	8.6	8.8	9.3	9.3	8.3	7.6	8.3	9.3	8.6	8.3	9.0
247	1	8.0	7.0	8.0	9.0	9.0	7.0	9.0	8.0	9.0	4.0	9.0
250	12	9.6	8.8	9.1	9.3	8.9	9.8	9.0	9.9	9.4	8.6	9.2
251	2	9.6	9.8	9.8	6.5	9.2	7.2	7.4	9.8	9.8	4.7	9.8
252	1	10.0	7.0	10.0	6.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
253	3	9.8	9.4	9.8	9.5	9.7	9.6	9.7	8.7	9.6	8.4	9.8
254	2	7.7	8.4	10.0	10.0	10.0	5.3	10.0	8.4	10.0	4.6	8.4
255	5	8.3	8.9	9.6	8.3	7.9	6.5	7.8	8.3	8.4	5.2	9.3
256	1	8.0	8.0	10.0	8.0	7.0	7.0	8.0	8.0	8.0	6.0	9.0
257	11	8.5	9.1	8.2	8.2	7.2	8.3	8.8	9.4	9.0	7.6	9.1
301	5	8.9	8.3	8.0	8.9	9.2	8.3	9.1	8.5	9.0	7.8	8.4
310	2	6.2	8.8	9.4	8.8	7.8	7.0	8.6	8.0	10.0	5.8	8.2
312	4	7.4	8.4	7.5	8.1	7.4	6.5	7.4	8.8	8.8	6.8	9.0
314	1	5.0	10.0	9.0	9.0	10.0	9.0	10.0	10.0	9.0	4.0	10.0
316	2	8.0	8.4	9.0	9.0	9.0	8.0	9.0	8.0	8.0	7.0	9.5
319	22	8.5	8.7	8.3	8.1	7.0	8.3	8.3	9.1	8.8	8.5	9.0
320	9	8.4	8.6	8.0	7.7	7.8	8.4	7.9	9.1	8.7	8.1	8.5
321	17	8.1	8.5	8.5	7.5	6.7	8.3	8.9	8.8	8.7	8.2	9.3
323	9	7.7	8.4	8.7	7.6	6.7	7.3	8.5	9.0	8.4	7.5	8.7
324	1	9.0	9.0	10.0	10.0	10.0	8.0	10.0	9.0	9.0	9.0	8.0
325	2	7.9	7.1	9.5	6.0	9.5	6.1	9.5	9.5	10.0	4.0	9.5
335	4	7.2	7.5	7.6	7.3	7.3	6.1	7.1	7.8	7.2	6.6	7.6
337	3	6.7	9.5	9.5	9.3	8.8	7.6	9.3	9.0	9.5	6.3	9.8
340	3	7.3	8.8	7.2	8.0	7.2	7.3	7.6	8.0	7.6	6.0	7.6
341	6	8.3	8.5	8.7	8.3	7.5	7.3	8.8	8.3	8.2	6.4	9.5
342	2	5.5	9.0	9.0	8.4	6.0	7.4	8.4	9.0	10.0	6.4	9.0
345	2	8.5	8.9	9.5	8.9	8.9	8.9	9.5	8.9	9.0	7.5	9.5



APPENDIX C – 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
351	20	8.5	9.2	9.3	9.0	8.4	9.1	8.3	9.1	9.5	7.9	9.4
352	1	10.0	10.0	10.0	10.0	5.0	10.0	10.0	10.0	10.0	10.0	10.0
361	2	10.0	9.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	8.7	9.3
362	1	10.0	9.0	10.0	10.0	9.0	10.0	10.0	10.0	9.0	9.0	10.0
363	1	7.0	7.0	10.0	10.0	7.0	10.0	10.0	10.0	10.0	10.0	10.0
364	5	6.8	8.4	9.4	8.3	8.4	6.8	8.8	8.9	8.9	7.2	9.7
371	1	6.0	6.0	6.0	6.0	6.0	6.0	8.0	8.0	8.0	6.0	8.0
373	3	8.9	9.6	9.6	8.8	9.1	8.0	9.6	9.1	9.3	7.5	9.3
375	3	7.0	9.0	6.7	7.7	4.3	6.7	7.0	7.7	6.7	4.4	8.7
388	3	8.5	9.6	8.7	9.3	6.1	6.2	6.2	9.1	9.1	6.5	8.7
401	6	7.7	8.5	9.1	8.8	7.8	7.1	8.3	9.4	8.1	7.6	9.0
402	4	8.0	8.0	8.7	8.4	7.1	7.3	9.0	9.3	7.4	7.6	8.1
403	8	9.1	9.1	9.1	9.1	8.4	8.1	9.3	9.3	9.1	8.9	9.1
404	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
405	7	4.8	9.2	9.0	9.2	9.3	4.4	7.9	9.2	4.9	3.2	9.2
406	5	9.7	9.7	10.0	10.0	10.0	9.3	10.0	8.7	9.6	8.6	9.9
407	7	7.5	8.6	9.6	9.2	8.8	7.1	8.8	9.1	9.1	7.2	9.3
408	5	9.3	9.0	9.0	9.3	8.2	8.9	8.7	9.0	9.0	8.6	8.9
410	11	8.5	8.6	9.4	9.4	8.1	8.8	8.3	8.9	9.0	8.2	8.9
418	3	6.4	7.3	8.0	7.7	6.2	5.7	7.4	7.3	8.3	6.2	6.6
430	3	6.6	8.3	8.3	8.3	8.3	8.6	7.9	8.3	8.3	6.3	8.6
501	5	7.9	7.8	9.1	9.0	8.1	8.2	8.6	8.0	8.1	6.8	8.6
502	5	7.8	7.8	7.3	7.3	6.0	7.3	7.7	8.7	8.8	8.5	8.7
503	8	8.8	8.7	9.0	7.1	8.2	8.2	8.3	8.9	9.4	8.6	9.2
531	5	8.4	8.3	8.7	8.2	9.4	8.8	8.4	9.0	8.6	7.7	9.0
555	10	8.9	8.7	9.1	8.8	8.9	9.1	9.1	9.4	9.0	8.3	9.4
562	1	8.0	8.0	6.0	5.0	6.0	5.0	8.0	6.0	9.0	8.0	8.0
563	2	8.5	10.0	10.0	9.0	9.0	9.0	10.0	7.5	8.5	6.5	10.0
595	4	8.4	7.4	8.1	7.5	7.6	8.1	8.7	8.7	9.2	7.5	8.5
601	8	8.4	8.9	8.9	8.9	8.0	8.5	8.8	6.9	8.6	7.0	8.5
602	1	8.0	8.0	8.0	7.0	7.0	8.0	8.0	8.0	8.0	6.0	8.0
603	1	9.0	10.0	10.0	10.0	10.0	8.0	10.0	8.0	8.0	7.0	10.0
608	1	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0
620	8	8.0	8.8	9.1	9.2	8.9	8.5	9.3	8.8	8.3	6.6	9.2
640	2	9.5	10.0	10.0	10.0	8.9	10.0	10.0	10.0	10.0	8.1	10.0
701	5	7.0	7.6	9.9	9.8	6.9	7.8	9.6	8.1	7.6	7.2	8.1
722	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
791	2	7.9	8.0	9.0	8.9	8.0	8.0	8.9	7.9	7.9	7.9	8.0
750 R1	17	8.7	9.3	8.8	8.3	7.9	9.0	9.0	9.6	9.5	9.3	9.4
751 R2	4	9.9	9.6	9.6	9.4	8.4	9.6	9.7	10.0	10.0	8.5	10.0
752 R3	3	9.7	9.7	9.7	9.7	9.7	9.7	9.7	10.0	9.7	9.7	9.7
753 R4	12	9.5	9.3	9.6	9.6	9.3	8.9	9.3	9.6	9.4	9.6	8.9
754 R5	20	8.3	9.2	8.4	8.6	7.2	8.9	8.3	9.5	9.3	8.8	9.0
99 B-Line	81	8.3	8.4	8.3	8.2	7.4	8.3	8.2	9.0	8.9	8.5	8.9
BTC	18	8.6	8.7	8.7	8.5	8.6	8.6	8.7	8.9	8.5	7.9	8.7
N8	1	8.0	8.0	7.0	7.0	8.0	8.0	7.0	8.0	7.0	5.0	8.0
PCT	6	7.2	8.1	8.0	6.8	7.0	7.5	7.6	7.3	6.4	5.4	8.4
RTC	6	9.6	9.6	9.4	9.3	8.9	9.7	9.1	9.8	9.6	8.9	9.6
STC	15	8.7	9.0	9.0	7.8	8.4	8.7	9.2	8.3	8.5	7.9	9.5
VTC	26	8.0	8.3	8.5	8.0	6.6	7.7	8.1	7.6	8.3	8.0	8.5
WVT	2	8.6	7.8	9.3	9.0	10.0	8.6	8.6	8.6	10.0	8.6	7.8



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

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
Total	1193	8.3	8.7	8.8	8.5	8.1	8.1	8.6	8.8	8.7	7.8	9.0
99 B-Line	81	8.3	8.4	8.3	8.2	7.4	8.3	8.2	9.0	8.9	8.5	8.9
9	32	8.8	8.8	8.8	9.0	8.5	8.7	8.6	9.2	9.0	8.3	9.0
106	32	7.9	8.7	8.5	8.6	7.6	7.9	8.6	8.6	8.6	7.9	8.8

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

Route Number	July - September 2019		July - September 2020		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jul'19-Sep'19 vs. Jul'20-Sep'20
# 10	37	7.9	26	9.0	1.1
# 240	49	8.0	23	8.6	0.6
# 25	37	8.2	18	8.5	0.3
# 250	68	7.8	12	9.6	1.8
# 99 B-Line	85	7.8	81	8.3	0.5
# BTC	40	7.8	18	8.6	0.8
# VTC	47	7.6	26	8.0	0.4

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

OVERALL PERFORMANCE RATINGS
APRIL 2019 - SEPTEMBER 2019 VERSUS
APRIL 2020 - SEPTEMBER 2020
 (Routes With 35+ Trips Per 6 Month Period)

Route Number	April - September 2019		April - September 2020		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Apr'19-Sep'19 vs. Apr'20-Sep'20
# 10	63	7.7	40	8.7	1.0
# 106	29	7.8	60	8.6	0.8
# 130	39	7.5	28	8.5	1.0
# 14	41	8.5	30	8.3	-0.2
# 16	60	8.0	38	8.0	0.0
# 19	66	7.5	37	7.6	0.1
# 2	59	8.3	37	8.9	0.6
# 20	51	7.3	56	7.7	0.4
# 210	40	7.7	12	8.1	0.4
# 22	38	7.9	30	8.1	0.2
# 239	47	7.7	9	9.0	1.3
# 240	86	7.9	50	8.5	0.6
# 246	52	7.4	10	8.6	1.2
# 25	73	8.3	37	8.6	0.3
# 250	143	8.2	60	9.2	1.0
# 3	55	7.4	44	7.5	0.1
# 319	53	7.6	40	8.4	0.8
# 351	70	8.3	32	8.6	0.3
# 403	37	7.8	17	8.5	0.7
# 41	71	7.9	28	8.0	0.1
# 410	58	7.6	32	8.4	0.8
# 49	75	7.8	57	8.5	0.7
# 5	44	8.1	32	8.0	-0.1
# 6	36	7.8	31	8.2	0.4
# 601	55	7.7	17	8.7	1.0
# 7	56	7.5	41	7.7	0.2
# 701	40	6.9	9	7.5	0.6
# 8	36	7.5	21	7.9	0.4
# 9	66	7.9	65	8.4	0.5
# 99 B-Line	171	7.9	147	8.2	0.3
# BTC	82	7.6	36	8.4	0.8
# VTC	94	7.8	43	8.1	0.3

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

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

Route Number	October 2018 - September 2019		October 2019 - September 2020		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Oct'18-Sep'19 vs. Oct'19-Sep'20
# 10	117	8.0	102	8.1	0.1
# 100	59	7.7	56	8.2	0.5
# 106	63	7.7	99	8.2	0.5
# 119	39	8.4	30	8.8	0.4
# 123	53	8.2	49	7.2	-1.0
# 130	63	7.7	64	7.7	0.0
# 14	102	8.4	86	8.5	0.1
# 144	54	7.4	38	7.9	0.5
# 145	35	8.2	38	8.5	0.3
# 15	38	7.5	28	8.3	0.8
# 152	30	8.3	37	7.7	-0.6
# 16	129	7.9	110	7.8	-0.1
# 160	42	8.5	41	8.6	0.1
# 17	74	7.8	83	8.0	0.2
# 19	107	7.5	88	7.5	0.0
# 2	123	8.2	104	8.5	0.3
# 20	109	7.5	117	7.7	0.2
# 210	68	7.9	36	7.8	-0.1
# 22	84	8.2	77	8.1	-0.1
# 228	38	8.3	35	8.4	0.1
# 229	58	7.9	42	8.5	0.6
# 23	41	7.5	18	7.4	-0.1
# 230	51	7.6	46	7.4	-0.2
# 239	93	7.8	61	8.4	0.6
# 240	157	7.7	130	8.1	0.4
# 246	110	7.4	48	7.7	0.3
# 25	147	8.2	117	8.2	0.0
# 250	285	8.3	204	8.7	0.4
# 255	58	7.8	45	8.4	0.6
# 257	31	8.3	47	8.3	0.0
# 3	107	7.6	90	7.5	-0.1
# 319	89	7.4	82	7.5	0.1
# 320	40	8.0	37	8.0	0.0

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

Route Number	October 2018 - September 2019		October 2019 - September 2020		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Oct'18-Sep'19 vs. Oct'19-Sep'20
# 321	51	7.7	45	7.4	-0.3
# 323	42	6.5	40	7.2	0.7
# 33	46	8.0	44	8.0	0.0
# 335	57	7.1	42	7.3	0.2
# 351	142	8.3	109	8.3	0.0
# 4	74	8.2	69	8.1	-0.1
# 401	65	7.9	46	7.5	-0.4
# 402	41	7.1	25	7.7	0.6
# 403	60	7.8	41	8.2	0.4
# 406	54	8.3	50	8.3	0.0
# 407	31	7.1	37	7.6	0.5
# 408	43	8.3	37	8.5	0.2
# 41	128	7.8	99	8.4	0.6
# 410	95	7.6	75	8.2	0.6
# 43	39	8.6	20	8.3	-0.3
# 44	42	8.2	19	7.8	-0.4
# 49	157	7.8	151	8.1	0.3
# 5	75	8.3	70	8.0	-0.3
# 50	52	8.4	39	8.7	0.3
# 502	58	7.9	26	7.8	-0.1
# 503	10	7.6	36	8.3	0.7
# 555	43	8.4	26	8.9	0.5
# 6	64	7.9	63	8.1	0.2
# 601	129	7.8	83	8.2	0.4
# 7	103	7.3	68	8.0	0.7
# 701	84	7.4	40	7.9	0.5
# 8	70	7.6	48	8.3	0.7
# 84	63	8.0	71	8.1	0.1
# 9	149	8.2	132	8.4	0.2
# 95 B-Line	148	8.0	44	8.1	0.1
# 96 B-Line	74	8.8	33	8.3	-0.5
# 99 B-Line	366	8.0	349	8.0	0.0
# BTC	148	7.9	97	8.1	0.2
# RTC	42	7.9	17	7.3	-0.6
# STC	47	7.7	46	7.9	0.2
# VTC	188	7.9	120	8.0	0.1

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