



Customer Service Performance Quarter 4 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. Increased case counts starting in Fall 2020 resulted in the provincial government pausing the phased approach to its Restart Plan (which allowed for safe travel and gradual reopening of businesses), and instead imposing restrictions on social events/gatherings as well as mandating face masks in indoor public settings, including on public transportation. Therefore, the daily lives of transit riders continue to be impacted. Ridership is still well below pre-pandemic levels and the incidence of qualifying for this study remains 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 48% currently).
- Top scores for Overall Transit Service are unchanged at 78% (average score of 8.3), retaining the record level from last period. Several attributes have remained relatively stable compared to last quarter and are significantly up from a year ago, including the top key drivers of Good Connections (64%) and Value For Money (61%).
- Four-in-ten (41%) riders indicate they use transit *less* regularly than six months ago. This has decreased significantly from the previous quarter (48%), and jumped significantly from 12% in Q4, 2019. Over half (55%) of riders indicate they will *definitely* continue to take transit just as often as they do now; however, this has been trending down since Q1, 2020 (61%). These mixed results are likely due to riders' continued uncertainty about the COVID-19 pandemic.



Overall Bus Service ratings have continued to increase slightly, with just over three-quarters (76%) of bus riders providing top scores. The average score has remained stable at 8.3 out of 10.

- Since the COVID-related rise in ratings first seen in Q2 of this year, Overall Bus Service and service-related attributes of the bus system have been holding strong and steady. They remain significantly higher than the pre-COVID Q1 period a year ago. A few attributes have strayed from this trend and held steady with their pre-COVID measures; Notably Courteous bus Operator, Safe and professional Bus Operator, Feeling Safe from Crime Onboard the Bus, and Clean and Graffiti-Free Buses.



Over eight-in-ten (85%) SkyTrain riders award top ratings for Overall SkyTrain Service, up by 3 ppt from last quarter. The average score increased to 8.7 out of 10.

- Almost all top key drivers of Overall SkyTrain Service have inched up from last quarter, including On-Time Reliable Service (up 1 ppt), Not Being Overcrowded (up 3 ppt) and Feeling Safe From Crime On Board (up 1 ppt). Frequency of Service was the only service attribute to experience a decline (down 2 ppt). However, several of these increased significantly compared to a year ago. Top scores for Clean and Graffiti-Free SkyTrain Cars and Stations improved directionally since last period (up 4 ppt), which is likely due to increased sanitation procedures on SkyTrain as a result of the COVID-19 pandemic.

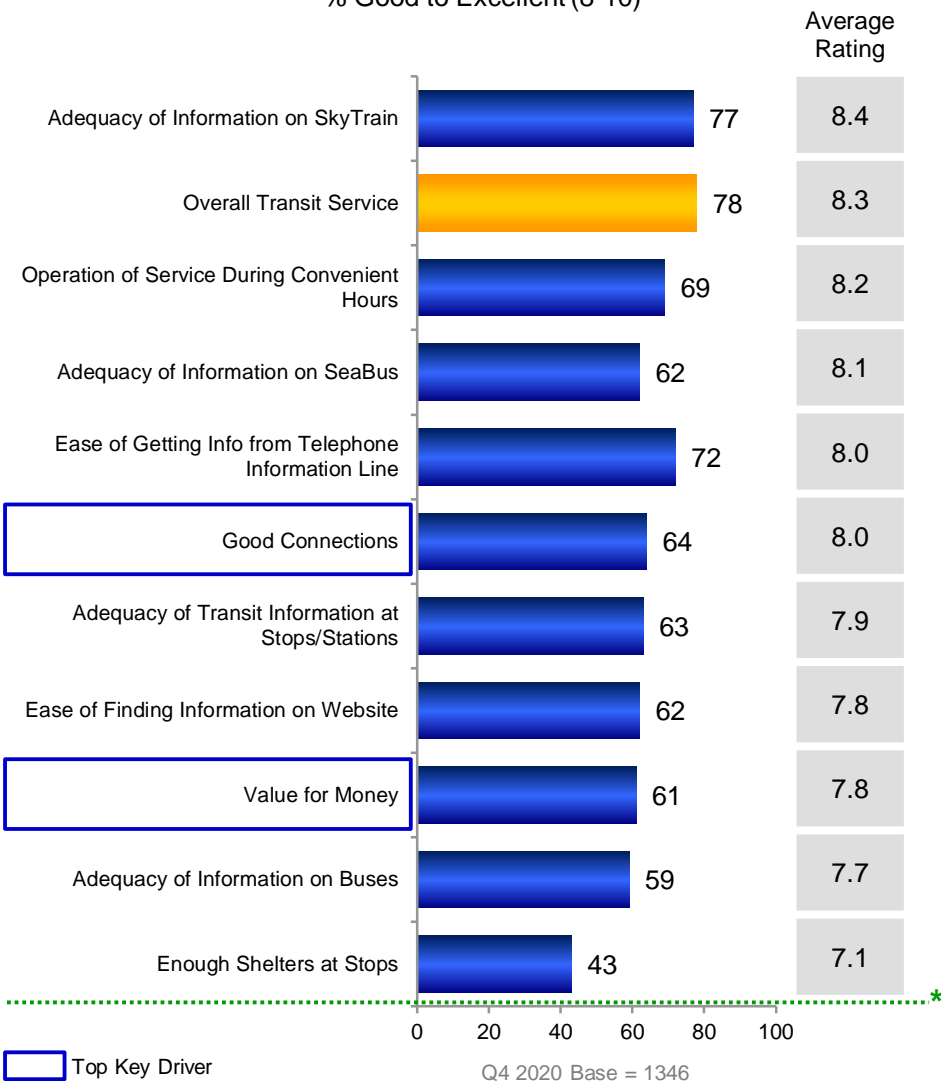


Top scores for Overall SeaBus Service have continued to increase to 89%, and the average score has improved to 8.9 out of 10.

- Despite strong performance overall, top scores for almost all SeaBus service attributes have decreased compared to last quarter, notably Safety From Crime at the Station (down significantly 22 ppt), Not Being Overcrowded (down 14 ppt) and Clean & Graffiti Free (down 13 ppt). The top key driver Frequency of Service, was the only attribute that improved this quarter (up 3 ppt).
- All SeaBus service attributes are at 8.0 out of 10 or higher, remaining well above the 7.0 positive-performance threshold.

Performance on Transit System 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.

Transit System

- Overall Transit Service earns good-to-excellent ratings from over three-quarters (78%) of transit riders, unchanged from the record high observed last quarter. The average score also remained unchanged from Q3 at 8.3 out of 10.
- The positive performance threshold of 7.0 out of 10 is surpassed by all service attributes on the transit system.
- Top scores for several attributes increased significantly compared to a year ago, including the top key drivers of Value for Money (61%, up 5 ppt) and Good Connections (64%, up 14 ppt). However, ratings for most attributes remained relatively stable compared to last period.

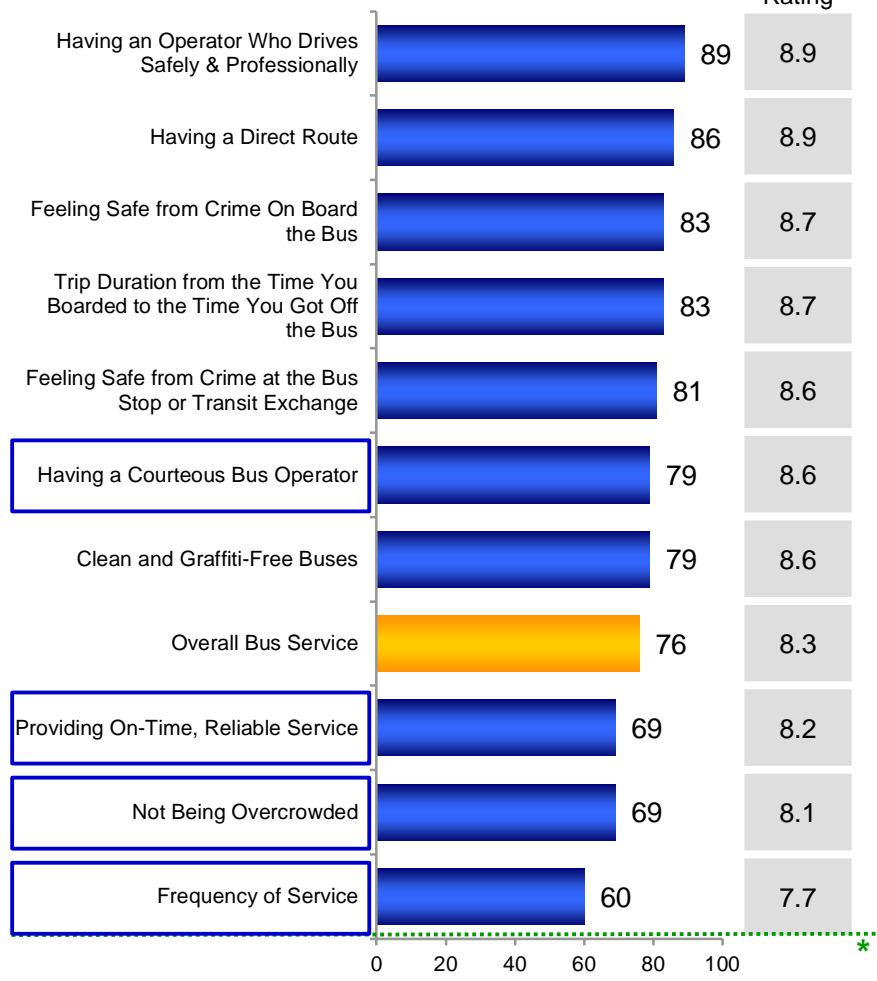
Performance on Top Key Drivers of Transit Overall Service*

- Value for Money
 - Six-in-ten (61%) transit riders award top scores for Value for Money, which is a slight drop from last quarter (62%) and is significantly up 5 ppt from a year ago. The average score of 7.8 out of 10 has increased slightly from 7.7 last period and is up from 7.5 in Q4, 2019.
- Good Connections
 - Setting another record high in the last two years, over six-in-ten (64%) transit riders award good-to-excellent ratings for Good Connections. The average score also increased significantly to 8.0 out of 10, from 7.6 last quarter. This continued upward trend for Good Connections may be in part due to TransLink's ongoing Safe Operating Action Plan and Fall Ridership Campaign launched in mid-September, which includes initiatives such as "monitoring passenger loads in order to deploy additional service" on routes where it is needed.

Performance on Bus System Attributes

% Good to Excellent (8-10)

Average
Rating



Bus System

- Three-quarters (76%) of riders award top scores for Overall Bus Service, similar to 75% last period and significantly up by 11 ppt a year ago. The average is unchanged at 8.3 out of 10, consistent with the previous two periods.
- While Overall Bus Service maintained its strong score, ratings for some top key drivers declined directionally from last period, such as Frequency of Service and Courteous Bus Operator. However, when compared to a year ago, scores are significantly higher for several attributes, including the top key drivers of On-Time Reliable Service, Frequency of Service and Not Being Overcrowded. These significant year-over-year increases are likely due to riders' changing opinions of bus service due to the COVID-19 pandemic, while the marginal shifts from last period may reflect riders' expectations levelling off as they adjust to a "new normal" on the bus system.

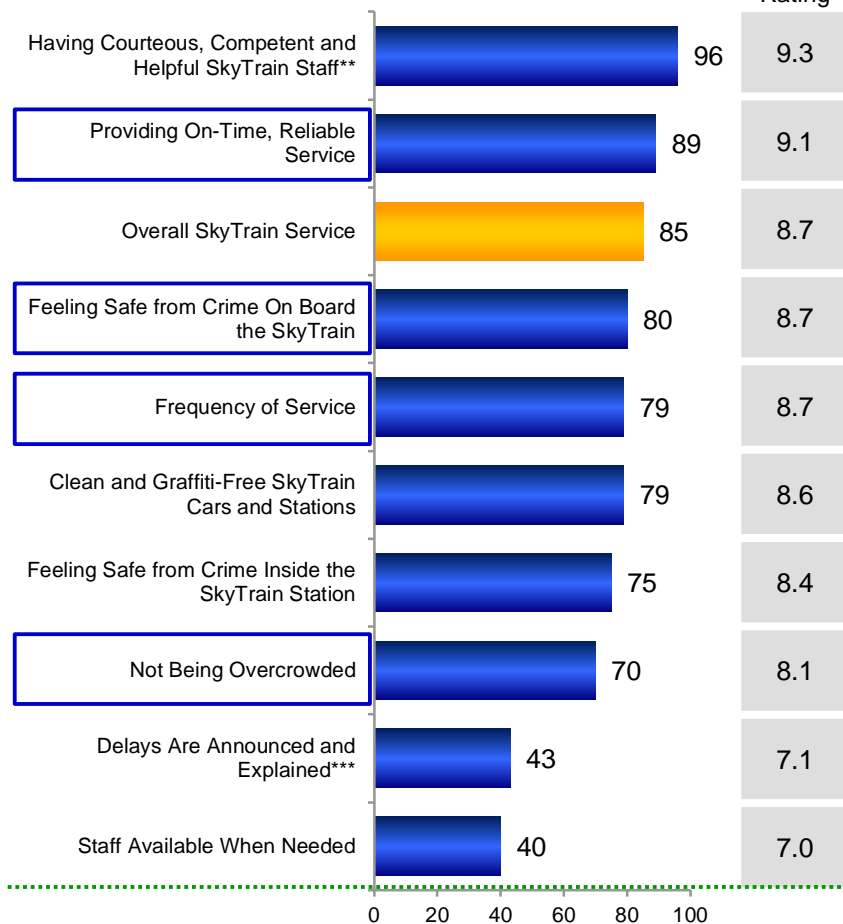
Performance on Top Key Drivers of Overall Bus Service*

- Courteous Bus Operator
 - Eight-in-ten (79%) bus riders award top ratings for Courteous Bus Operator, a slight decline from last period (83%) and similar to a year ago (78%). However, this continues to be the highest-rated top key driver of Overall Bus Service.
- On-Time Reliable Service
 - Unchanged from last quarter, seven-in-ten (69%) bus riders provide top scores for On-Time Reliable Service, significantly higher than a year ago (56%). Reduced transit ridership and road congestion due to the ongoing COVID-19 pandemic have likely contributed to the jump in top scores compared to Q4, 2019.
- Frequency of Service
 - Top ratings for Frequency of Service decreased slightly by 3 ppt to 60% this period, but is significantly higher than a year ago (50%). Several depots had significant increases compared to Q4, 2019, including RTC (up 23 ppt) and BTC (up 15 ppt). However, VTC declined significantly from last quarter (down 7 ppt) and PTC dropped 24 ppt from last quarter's high of 65%. This continues to be the lowest-rated service attribute on the bus system.
- Not Being Overcrowded
 - Seven-in-ten (69%) bus riders award top ratings for Not Being Overcrowded, similar to the previous two periods. Most routes continue to show significant improvements compared to a year ago, notably RTC (up 38 ppt), WVT (up 32 ppt), BTC and STC (up 25 ppt for both).

Performance on SkyTrain Attributes

% Good to Excellent (8-10)

Average Rating



Top Key Driver

Q4 2020 Base = 763 (SkyTrain riders)

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

** Caution: Small base size – only among SkyTrain riders who spoke with staff (n=31)

*** Caution: Small base size – only among those who experienced delays (n=96)

SkyTrain System

- Overall SkyTrain Service earns good-to-excellent ratings from over eight-in-ten SkyTrain riders (85%), a significant jump from 78% in Q4, 2019. The average score has also increased from 8.6 out of 10 last quarter to 8.7 currently. BCRTC ratings have been on an upward trend, while those for Canada Line have shown a decline.
- Good-to-excellent ratings have increased significantly compared to a year ago for the top key drivers of Not Being Overcrowded (70%, up 27 ppt), On-Time Reliable Service (89%, up 6 ppt) and Frequency of Service (79%, up 6 ppt). Top scores for Clean and Graffiti-Free SkyTrain Cars and Stations increased directionally since last period (79%, up 4 ppt), which is likely due to increased sanitation procedures on SkyTrain as a result of the COVID-19 pandemic.
- Over four-in-ten (43%) SkyTrain riders award top scores for Delays Announced and Explained, a directional 10 ppt increase from Q3, 2020. The average score is 7.1 out of 10 and is now above the positive performance threshold of 7.0.

Performance on Top Key Drivers of SkyTrain Overall Service

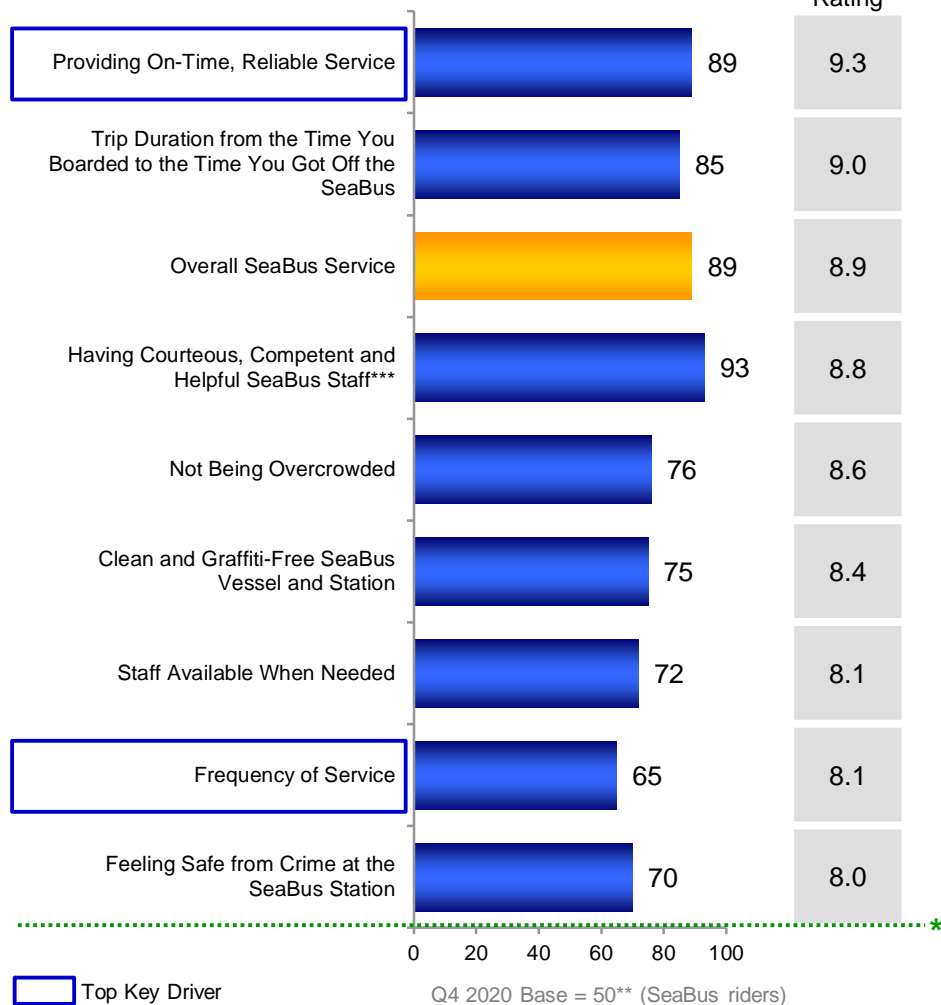
Key Drivers with Positive Performance*

- On-Time, Reliable Service
 - As the highest-rated top key driver of Overall SkyTrain Service, On-Time, Reliable service earns top scores from nine-in-ten (89%) riders, similar to the last two periods but a significant jump from 83% in Q4, 2019. The average score also increased significantly to 9.1 out of 10, from 8.9 last quarter and 8.7 a year ago.
- Feeling Safe from Crime On Board the SkyTrain
 - Eight-in-ten (80%) SkyTrain riders award good-to-excellent scores for Feeling Safe from Crime on Board SkyTrain, which is stable compared to both last period (79%) and a year ago (80%). The average score inched up slightly to 8.7 out of 10, from 8.6 last period.
- Frequency of Service
 - Just under eight-in-ten (79%) SkyTrain riders award top scores for Frequency of Service, which is a slight drop from 81% in Q3, 2020 but significantly up by 6 ppt compared to a year ago. The average score increased from 8.5 out of 10 last period to 8.7 currently, driven by an increase in 'Excellent' scores (rated 10).
- Not Being Overcrowded
 - Seven-in-ten (70%) SkyTrain riders provide good-to-excellent ratings for Not Being Overcrowded, an increase of 3 ppt from last wave and a significant jump from 43% in Q4, 2019. This is likely due to the continuous impacts of the COVID-19 pandemic, including reduced ridership and restricted fare gate access at busy stations.

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=14)

SeaBus

- Nine-in-ten (89%) SeaBus riders award good-to-excellent ratings for Overall SeaBus Service, which is the highest level seen in the past two years and has trended up from 76% in Q2, 2020. The average score has also continued to increase to 8.9 out of 10 (up from 8.8 last quarter and 8.3 in Q2, 2020).
- Despite the improved good-to-excellent ratings for Overall SeaBus Service, several attributes dropped and reversed last period's increases, including Safety From Crime at the Station (down significantly by 22 ppt), Not Being Overcrowded (down directionally by 14 ppt) and Clean & Graffiti Free (down directionally by 13 ppt). Nonetheless, all service attributes continue to exceed the 7.0 out of 10 positive performance threshold.

Performance on Top Key Drivers of SeaBus Overall Service

- On-Time, Reliable Service
 - For this top key driver, nine-in-ten (89%) SeaBus riders award good-to-excellent ratings, directionally down from last quarter (94%) and a year ago (92%). The average score has decreased to 9.3 out of 10, from 9.5 last period. However, this continues to be one of highest-rated service attributes across all transit modes.
- Frequency of Service
 - Two-thirds (65%) of SeaBus riders provide top scores for Frequency of Service, which is up slightly from 62% last quarter and unchanged from Q4, 2019. The average score has increased to 8.1 out of 10, continuing to rise from 8.0 last quarter and from 7.4 in Q2, 2019. While Frequency of Service remains one of the lowest-rated attributes on SeaBus, it is the only one that increased in top ratings this period.

Transit Riders



- Transit riders generally have similar demographic characteristics compared to the broader adult population of Metro Vancouver with the following exceptions observed this quarter:
 - There are more transit riders who are aged 18 to 24 years old (19% versus 12%) and less who are aged 55 to 64 years old (10% versus 16%)
 - They are less likely to be employed full-time (48% versus 57%), more likely to be employed part-time (19% versus 13%), students (12% versus 5%) or unemployed (8% versus 3%)
 - They are more likely to have some university education (11% versus 7%)

Trip Purpose



- Over half (54%) of transit riders take transit to or from work, which is a significant increase from 47% for both last period and a year ago. Just over four-in-ten (42%) take transit for shopping purposes, which has also increased significantly from a year ago (37%), returning to the same levels as Q2, 2020 (43%). The proportion of those who take transit for entertainment/social reasons has decreased significantly from 33% last quarter to 23% this quarter, and remains well below a year ago (43%). The rising numbers of COVID-19 cases during the fall months likely contributed to some of these significant declines in reasons for taking transit.

Choice versus Captive



- Just under half (48%) of transit riders are Captive riders who do not have regular access to a vehicle for the transit trips they make. This has increased slightly from 46% last period and is significantly higher compared to 35% in Q4, 2019. Captive riders make 56% of all transit trips. The proportion of Choice riders (those who have access to a vehicle) has dropped slightly, from 53% last period to 51% currently, and is significantly lower than 65% in Q4, 2019. Residents' ongoing caution around social distancing and the COVID-19 pandemic likely continues to influence the proportion of Choice and Captive riders, including Choice riders who may be continuing to work from home or use their vehicle rather than taking transit.
- Captive riders are more likely than Choice riders to be taking work-related trips, younger (aged 18-24), students, employed part-time and less affluent (household income of less than \$40K). They are also more likely to be bus riders and have taken more trips on transit in the past week.
- Choice riders are more likely to be male, older (aged 45+), employed full-time, as well as have a university degree and a higher household 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.



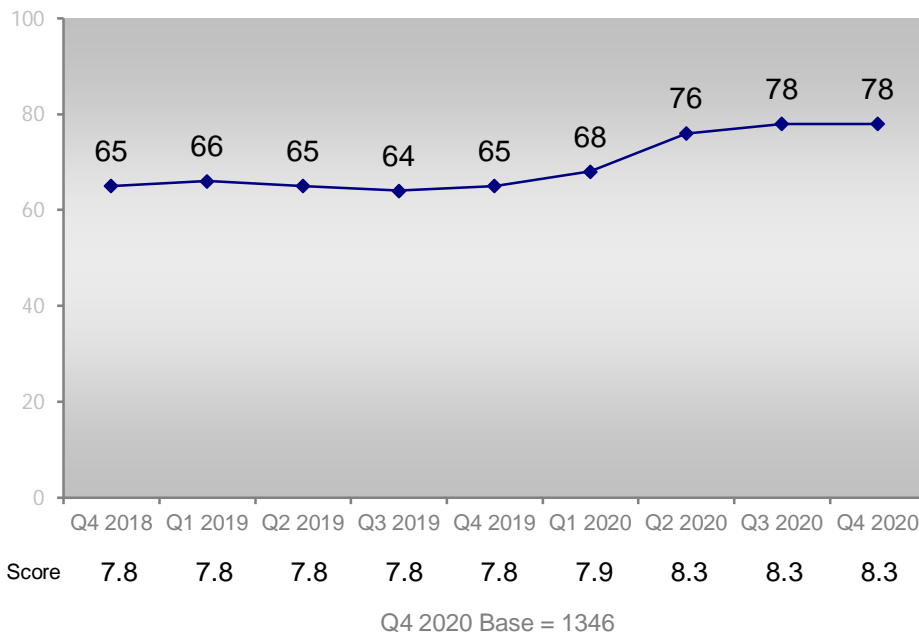
This section presents an evaluation of the overall transit system, followed by evaluation of each of the three transit modes. For the transit system overall and for each mode, results are presented for the following:

- 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)



Q4 2020 Regional Differences:

No significant regional differences

No significant regional differences



Most Positive



Least Positive

Overall Service

Over three quarters (78%) of transit riders award good-to-excellent ratings for Overall Transit Service, a significant jump from a year ago (up 13 ppt). While unchanged from last period, top scores remain at an all-time high. The average score has remained steady for a third consecutive quarter at 8.3 out of 10.

Good-to-excellent scores for several attributes increased significantly compared to a year ago, including the top key drivers of Value for Money and Good Connections. However, ratings for most attributes remained relatively stable compared to last period.

	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Good-to-Excellent ratings compared to:	0%	+ 13%

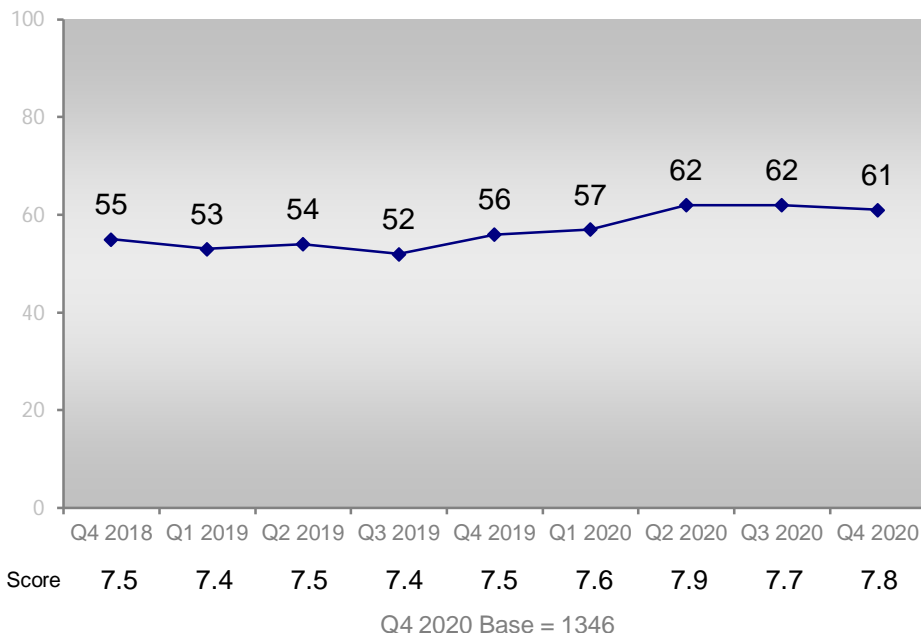
There are no significant demographic differences in Overall Service ratings this period.



= Significant upward/downward shift

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

% Good to Excellent (8-10)



Value for Money

Similar to last wave, six-in-ten (61%) riders provide a top score when rating the top key driver of Value for Money. While this is a slight drop compared to last period, this has increased significantly compared to a year ago (up 5 ppt from Q4 2019). The average score also increased slightly from 7.7 out of 10 last quarter to 7.8 currently, which is still above 7.5 in Q4, 2019.

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

Seniors aged 65+ continue to remain more likely to provide positive ratings than younger riders.

Q4 2020 Regional Differences:

81% among West Vancouver riders

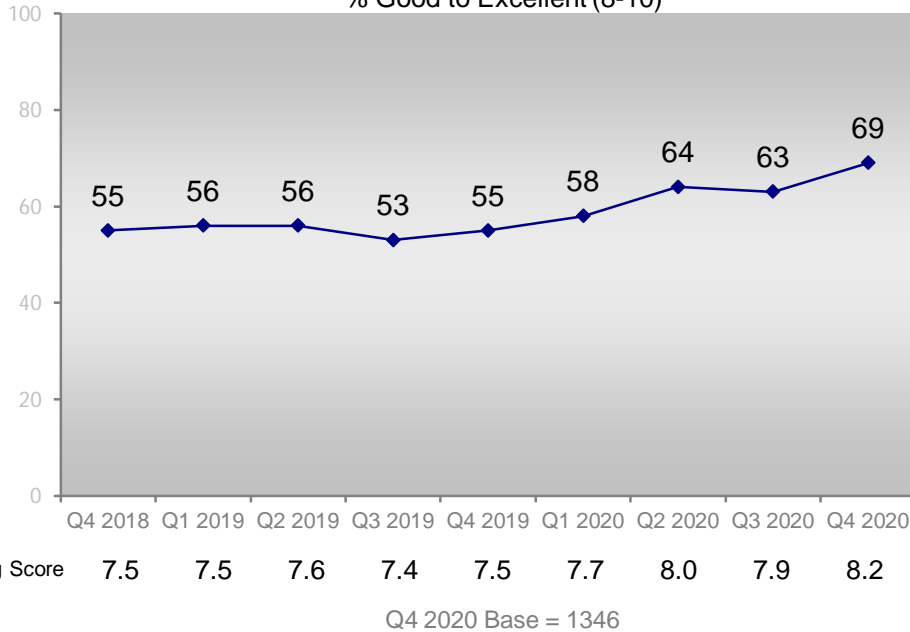
47% among Richmond/South Delta riders

Top Key Driver Most Positive Least Positive

Significant upward/downward shift

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

% Good to Excellent (8-10)



Convenient Hours

Top ratings for Convenient Hours increased significantly this wave, with seven-in-ten (69%) riders now awarding good-to-excellent scores for this attribute. This is the highest level seen in the past two years with a 14 ppt increase over the same period last year, and up by 6 ppt since Q3, 2020. The average score is also the highest it has been in the past two years at 8.2 out of 10, up from 7.9 last period and 7.5 a year ago.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	+ 6%	+ 14%

Captive riders are more likely to provide top ratings than Choice riders. There are no other significant demographic differences for this service attribute.

Q4 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?

Just under four-in-ten (37%) riders take more than one bus/transit mode on a typical transit trip, directionally down from the previous wave (42%). Captive riders are significantly more likely than Choice riders to take more than one transit mode.

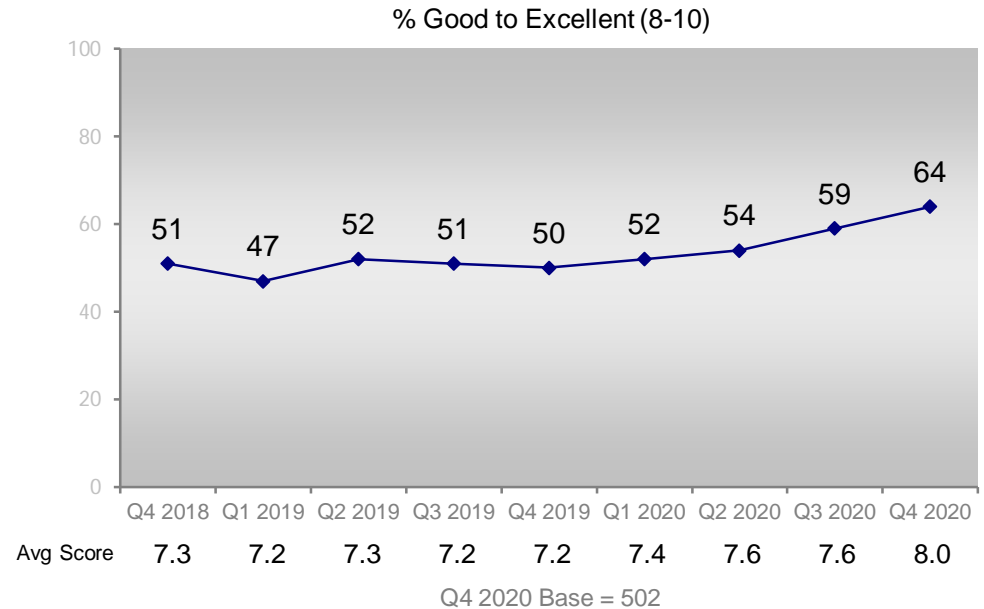
The upward trend and record high continues for Good Connections, with over six-in-ten (64%) transit riders providing good-to-excellent ratings, an increase of 5 ppt from the previous wave and significantly up by 14 ppt from the same time last year. The average score has set a new record high at 8.0 out of 10.

This continued upward movement for Good Connections may be in part due to TransLink's ongoing Safe Operating Action Plan and Fall Ridership Campaign launched in mid-September, which includes initiatives such as "monitoring passenger loads in order to deploy additional service" on routes where it is needed.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	+ 5%	+ 14%

There are no notable significant differences among demographic subgroups for Good Connections.

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



Q4 2020 Regional Differences:

100% among West Vancouver riders

47% among Northeast riders

● ● = Significant upward/downward shift

 Top Key Driver Most Positive Least Positive

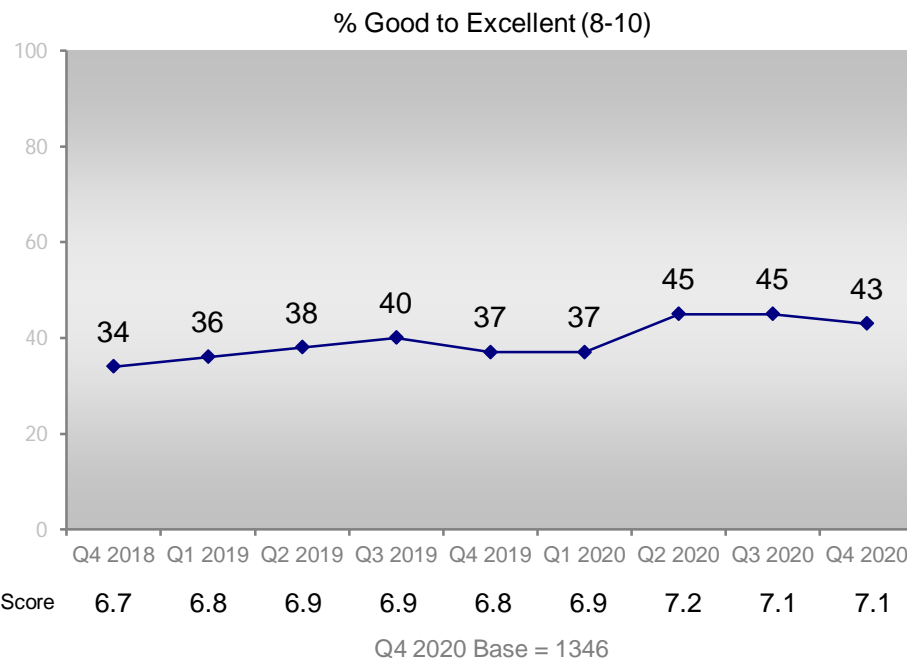
Q23D. How would you rate the transit system for having enough bus shelters at bus stops throughout the region?

Enough Bus Shelters at Bus Stops

Over four-in-ten (43%) riders provide a good-to-excellent score for Having Enough Bus Shelters. Despite this being a slight drop from 45% last period, this is a significant increase from 37% in Q4, 2019. The average score has remained steady at 7.1 out of 10, retaining its position above the positive performance threshold of 7.0 and continuing to perform well compared to previous periods.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	- 2%	+ 6%

Younger riders aged 18-24 and Captive riders are more likely than their counterparts to award top scores for Having Enough Bus Shelters at Bus Stops.



Q4 2020 Regional Differences:

67% among West Vancouver riders

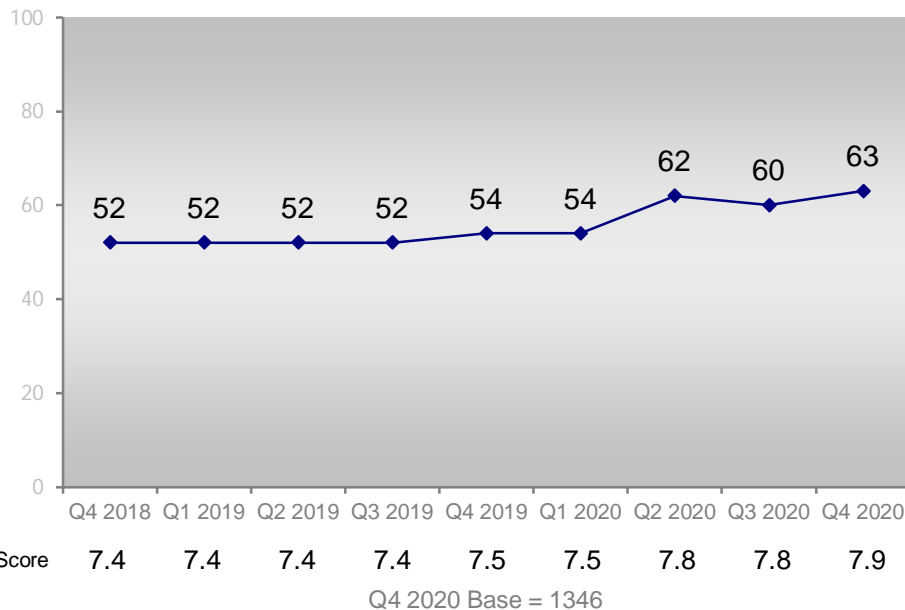
32% among North Vancouver riders

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

Top ratings for Adequacy of Transit Information at Stops and Stations has continued its positive trajectory and is currently the highest it has been in the past two years, with over six-in-ten (63%) transit riders providing top scores for this attribute. This has jumped significantly from 54% in Q4, 2019 and has increased directionally from 60% since last period. The average score is also at an all-time high, at 7.9 out of 10.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	+ 3%	+ 9%

Riders aged 25-44 and Captive riders are more likely than their counterparts to award good-to-excellent scores for Adequacy of Transit Information at Stops and Stations.

Q4 2020 Regional Differences:

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

58% among Vancouver riders



Most Positive



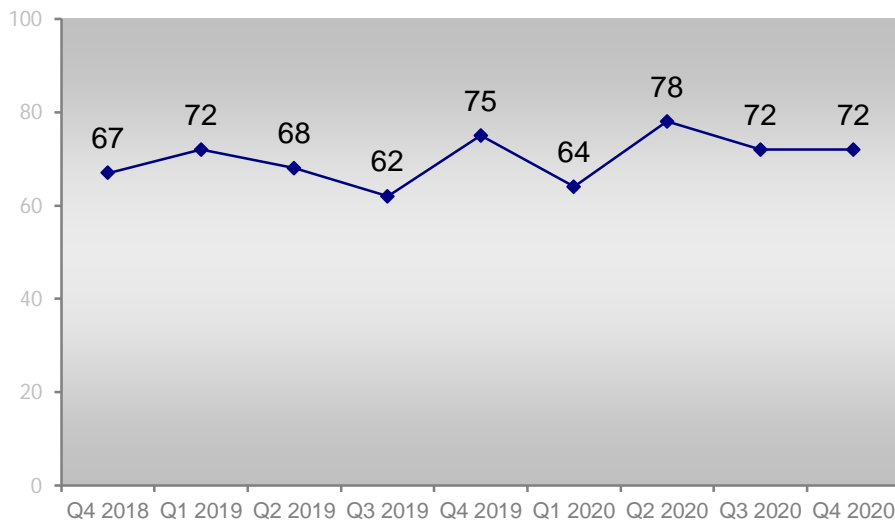
Least Positive



= Significant upward/downward shift

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

% Good to Excellent (8-10)



Avg Score 8.0 7.9 7.7 7.6 8.3 7.7 8.4 7.7 8.0

Q4 2020 Base = 207 (used phone)

Spoke To Clerk	Call Was Automated	Clerk & Automated
Base = 110	Base = 39**	Base = 57*
% Good to Excellent (8-10)		
80	63	65

* Caution: small base size

** Caution: very small base size

Ease of Getting Information from the Telephone Information Line

Over one-in-ten (15%) riders indicate they called TransLink's Telephone Information Line in the past three months, which has increased significantly from 10% last period.

Top ratings among those who called the Telephone Information Line remained unchanged from last period, with seven-in-ten (72%) providing good-to-excellent scores for this service attribute. This is directionally down from 75% a year ago.

While the average score increased to 8.0 out of 10 from 7.7 last quarter, this is down from a year ago (8.3).

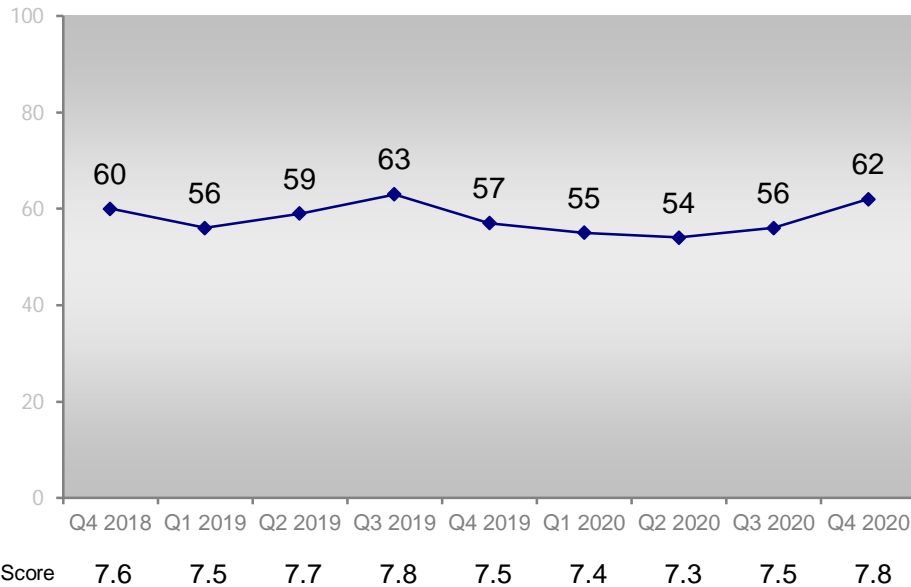
Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	0%	- 3%

Riders aged 25+ are more likely than those aged 18-24 and Captive riders are more likely than Choice riders to award top scores for Ease of Getting Information from the Telephone Information Line.

  = 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)



Q4 2020 Base = 549 (used website)

Q4 2020 Regional Differences:

84% among Richmond/South Delta riders

55% among Surrey/North Delta/White Rock/Langley riders

Most Positive

Least Positive

Ease of Finding Info on Website

Four-in-ten (42%) transit riders indicate they have used TransLink's website in the past three months, a slight decrease of 3 ppt from the previous wave and significantly down from 49% in Q2, 2020. This is the lowest proportion of riders who have used the TransLink website within the last two years.

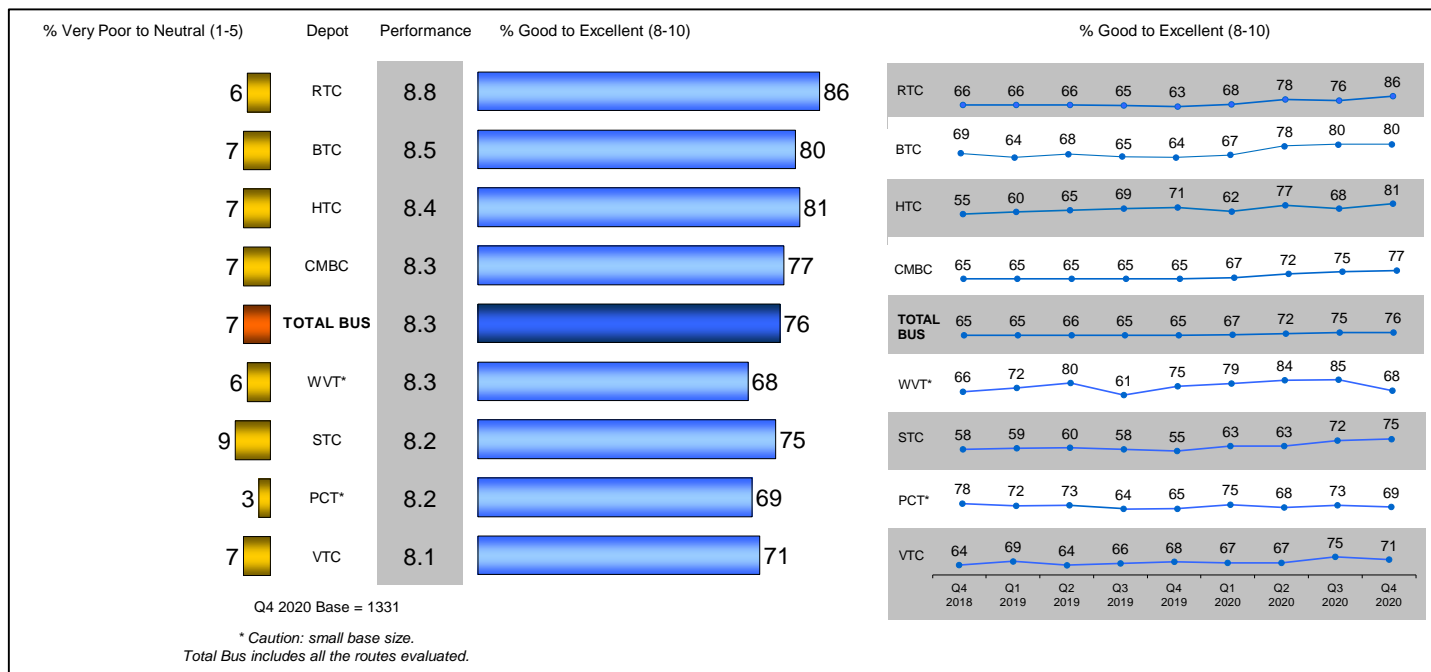
Over six-in-ten (62%) riders who used the TransLink website provide good-to-excellent ratings for Ease of Finding Information on the Website. This 6 ppt increase from last quarter has continued to trend upward since Q2, 2020. The average score of 7.8 out of 10 has rebounded from the low of 7.3 in Q2 2020 and has returned to Q3, 2019 levels.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	+ 6%	+ 5%

Those aged 18-44 are more likely than riders aged 45+ to provide good-to-excellent ratings for Ease of Finding Information on the TransLink website.

= Significant upward/downward shift

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



Time Period Receiving Higher Ratings

- Weekends and Holidays

Bus Service Overall

Top scores for Overall Bus Service have remained consistent this period, with three-quarters (76%) of bus riders providing good-to-excellent ratings, similar to 75% last wave and a significant jump compared to a year ago (up 11 ppt). The average score has continued to remain unchanged over the last two periods at 8.3 out of 10.

While ratings for Overall Bus Service have trended up slightly since Q4, 2019, there is a slight drop in good-to-excellent ratings for attributes such as Frequency of Service and Courteous Bus Operator, which are both top key drivers of Overall Service. However, when compared to a year ago, scores continue to be significantly higher for several attributes, including the top key drivers of On-Time Reliable Service, Frequency of Service and Not Being Overcrowded. These significant year-over-year increases are likely due to riders' changing opinions of bus service due to the COVID-19 pandemic, while the marginal shifts from last period may reflect riders' expectations levelling off as they adjust to a "new normal" on the bus system.

Good-to-Excellent ratings compared to:

Total Bus

RTC

BTC

HTC

STC

Last Quarter

+ 1%

+ 10%

0%

+ 13%

+ 3%

Same Quarter Last Year

+ 11%

+ 23%

+ 16%

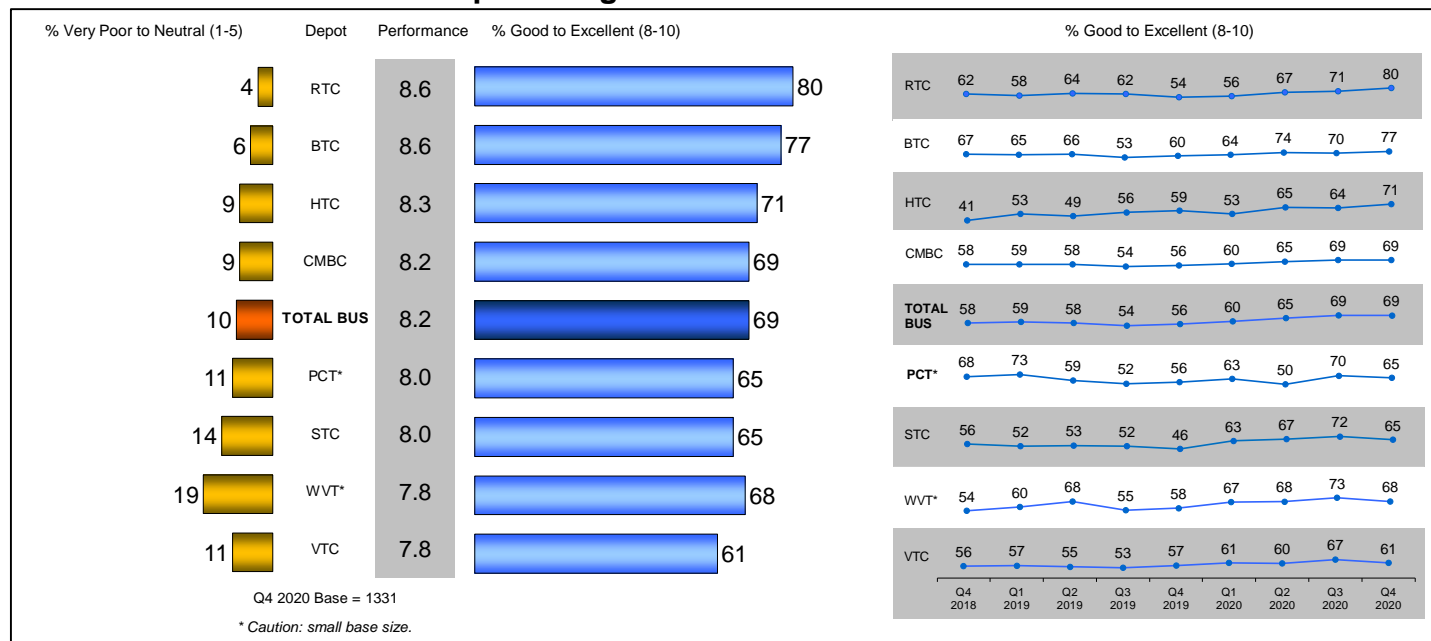
+ 10%

+ 20%

= 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

- No particular time period is singled out.

On-Time Reliable Service

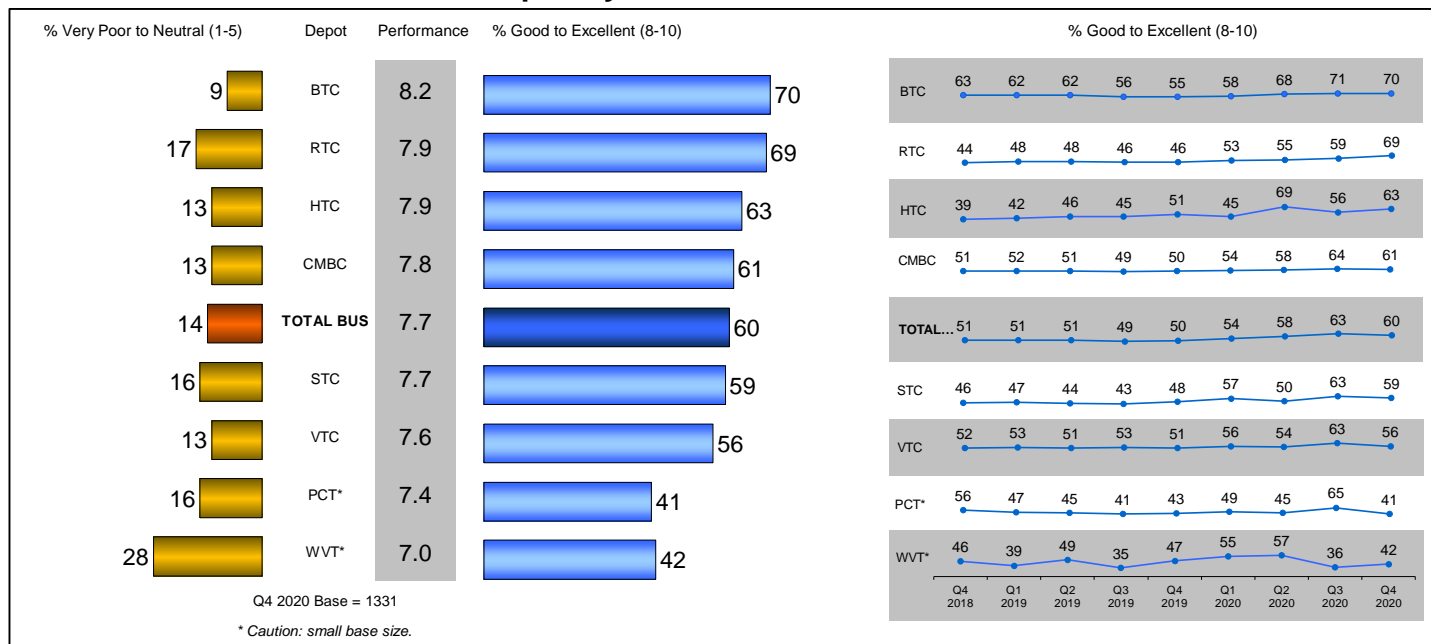
Unchanged from last period, seven-in-ten (69%) bus riders award top scores for On-Time Reliable Service. This is significantly higher than a year ago (56%). The average has continued to increase to 8.2 out of 10, up from 8.1 last quarter and 7.4 in Q4, 2019. While reduced transit ridership and road congestion due to the ongoing COVID-19 pandemic have likely contributed to the jump in top scores for On-Time Reliable Service compared to a year ago, the unchanged score from last period may be due to riders adjusting their expectations of transit reliability as they continue to adapt to the current situation.

Good-to-Excellent ratings compared to:		
	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total Bus	0%	+ 13%
RTC	+ 9%	+ 26%
BTC	+ 7%	+ 17%
HTC	+ 7%	+ 12%
STC	- 7%	+ 19%

= 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

- No particular time period is singled out.

Top Key Driver

Frequency of Service

Six-in-ten (60%) bus riders provide top ratings for Frequency of Service, a slight decrease compared to last quarter (63%) but significantly higher than a year ago (50%). Reduced transit ridership over the last year due to the COVID-19 pandemic is likely leading to the jump in top scores compared to Q4, 2019. However, this aspect continues to be the lowest-rated of all service attributes. The average score this quarter also dropped slightly to 7.7 out of 10 from 7.8 last quarter. However, it is above the level seen a year ago (7.2) and the average score remains above the positive performance threshold of 7.0.

Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 3%	+ 10%
BTC	- 1%	+ 15%
RTC	+ 10%	+ 23%
HTC	+ 7%	+ 12%
STC	- 4%	+ 11%
VTC	- 7%	+ 5%
PCT	- 24%	- 2%

Significant upward/downward shift

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

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



Time Period Receiving Higher Ratings

- Weekends and Holidays
- Weekdays after 6:30 PM

Courteous Bus Operator

Slightly down from last period, just under eight-in-ten (79%) bus riders award good-to-excellent scores for Courteous Bus Operator, compared to 82% in Q3, 2020 and similar to 80% in Q2, 2020. This score is also aligned with Q1 2020 (79%) and Q4 2019 (78%). The average score decreased slightly to 8.6 out of 10, from 8.7 last period and 8.8 in Q2 2020. Despite the slight drop, this service attribute continues to be the highest rated top key driver of Overall Bus Service.

Top Key Driver

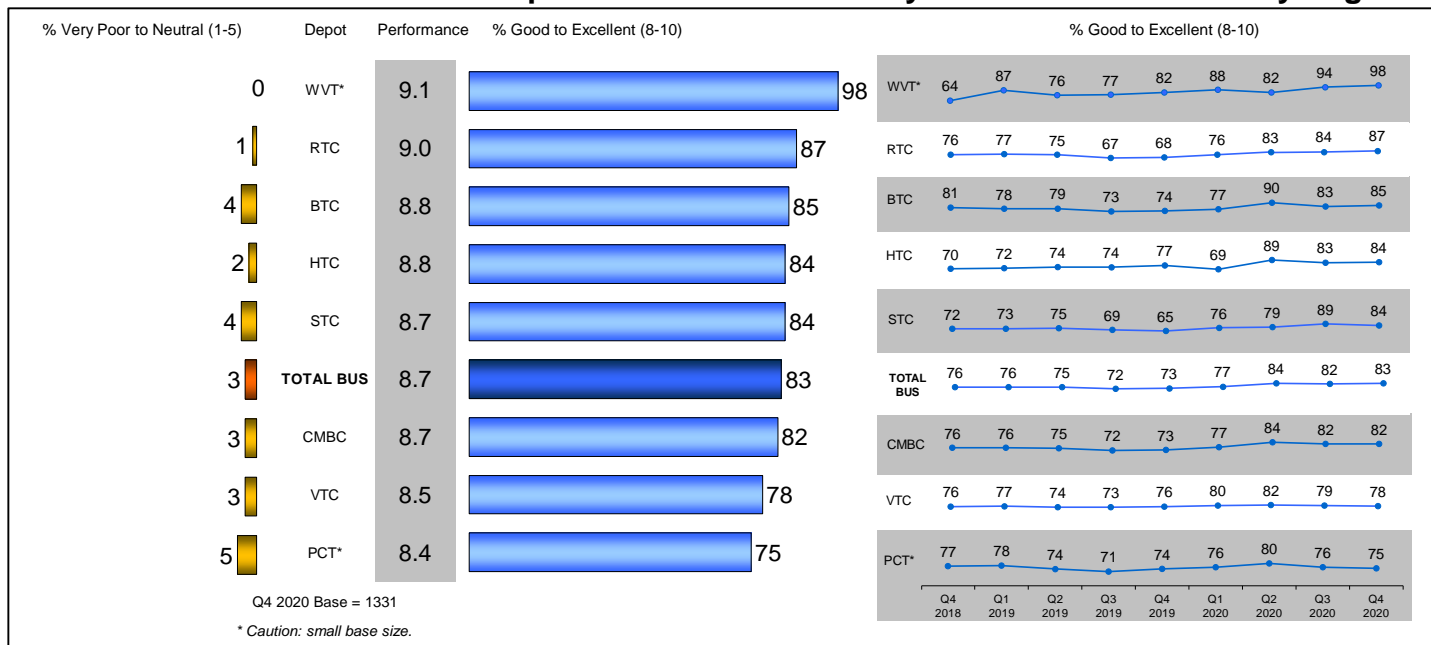
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 3%	+ 1%
RTC	+ 4%	+ 17%
STC	+ 4%	+ 11%
HTC	- 10%	- 11%
WVT	- 26%	- 12%

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

Trip Duration earns top scores from over eight-in-ten (83%) bus riders, which is similar to last quarter (82%) and is significantly higher compared to a year ago (up 10 ppt). The average score of 8.7 out of 10 has remained unchanged since Q2, 2020.

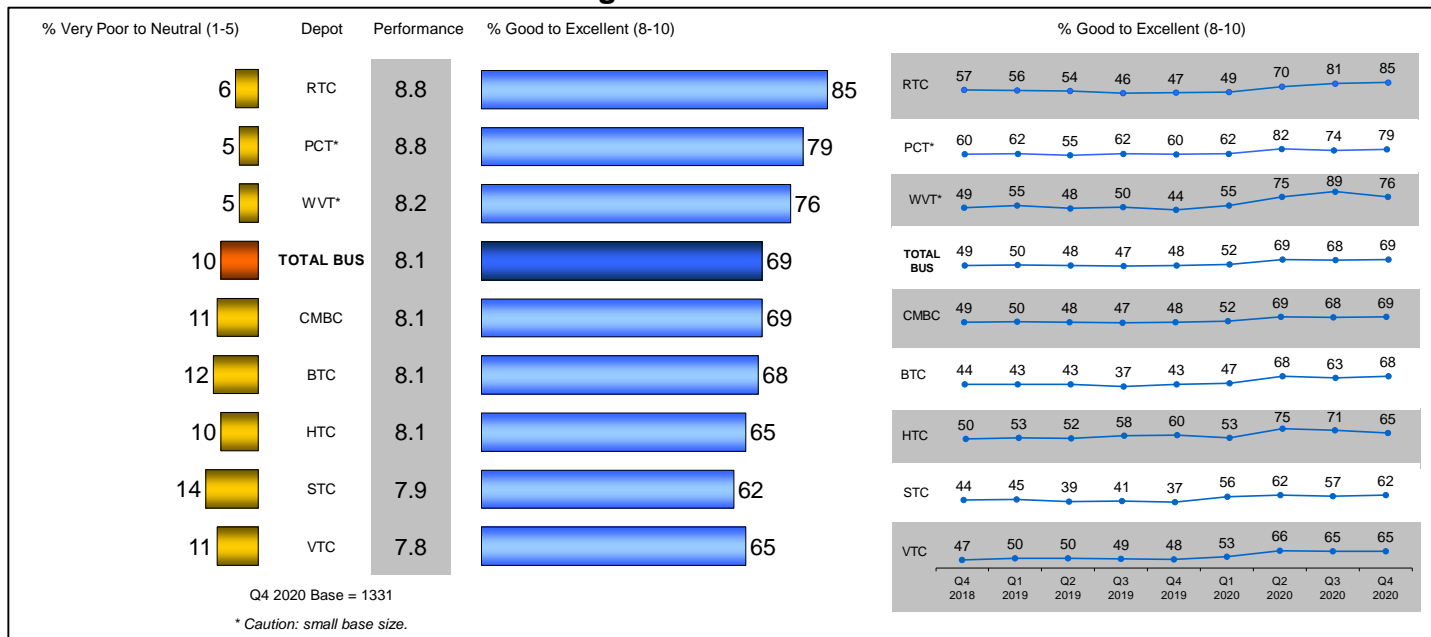
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	+ 10%
WVT	+ 4%	+ 16%
RTC	+ 3%	+ 19%
BTC	+ 2%	+ 11%
STC	- 5%	+ 19%

= 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

- No particular time period is singled out.

Top Key Driver

Not Being Overcrowded

Just under seven-in-ten (69%) bus riders provide top ratings for Not Being Overcrowded, a top key driver of Overall Bus Service. This score is consistent with the previous two periods and has jumped significantly compared to Q4, 2019 (up 21 ppt). The average score of 8.1 out of 10 has also remained unchanged since Q2, 2020.

The transit system continues to experience reduced ridership due to the COVID-19 pandemic, resulting in less overcrowding on buses. In addition, an initiative of TransLink's Safe Operating Action Plan, which is ongoing as part of the Fall Ridership Campaign launched in mid-September, is to limit the capacity on buses to approximately two-thirds full; this is also likely leading to perceptions of buses Not Being Overcrowded.

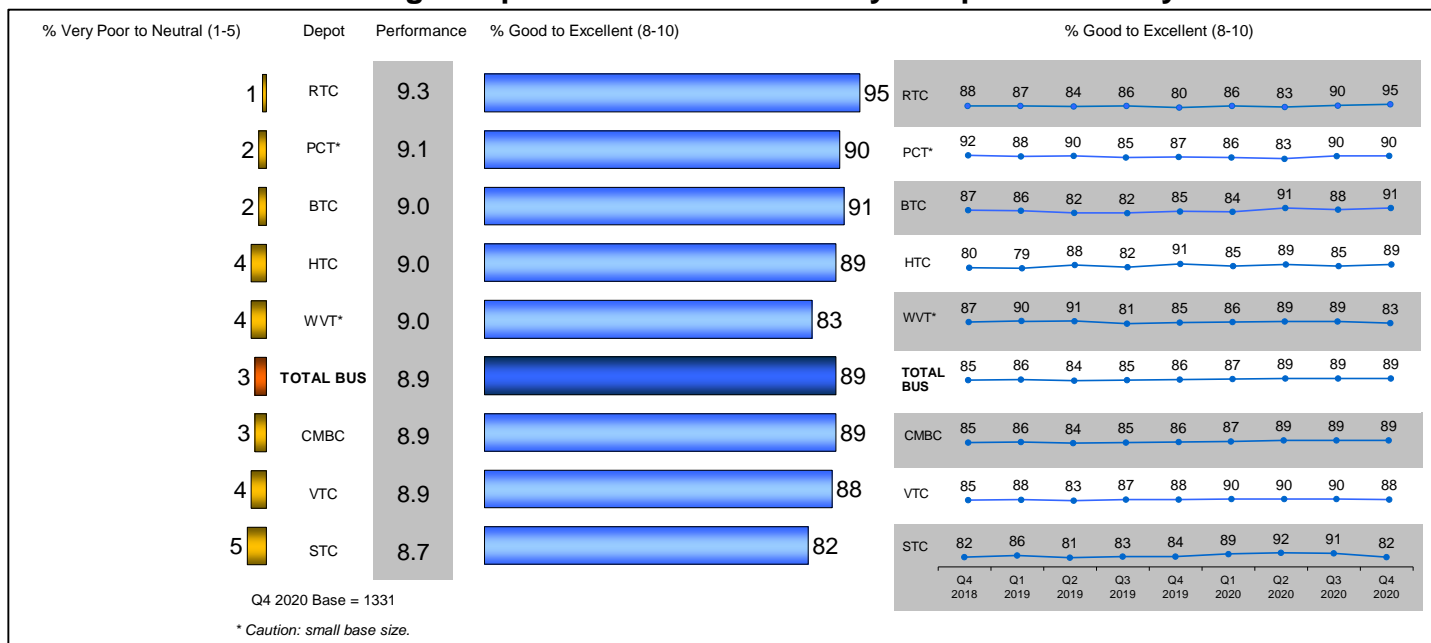
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	+ 21%
RTC	+4%	+ 38%
PCT	+ 5%	+ 19%
WVT	- 13%	+ 32%
BTC	+ 5%	+ 25%
STC	+ 5%	+ 25%
VTC	0%	+ 17%

Significant upward/downward shift

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

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



Safe and Professional Bus Operator

Nine-in-ten (89%) bus riders award good-to-excellent scores for Safe and Professional Bus Operator, unchanged since Q2, 2020 and up slightly from a year ago (86%). The average score remains strong at 8.9 out of 10, despite being a marginal drop from 9.0 last quarter.

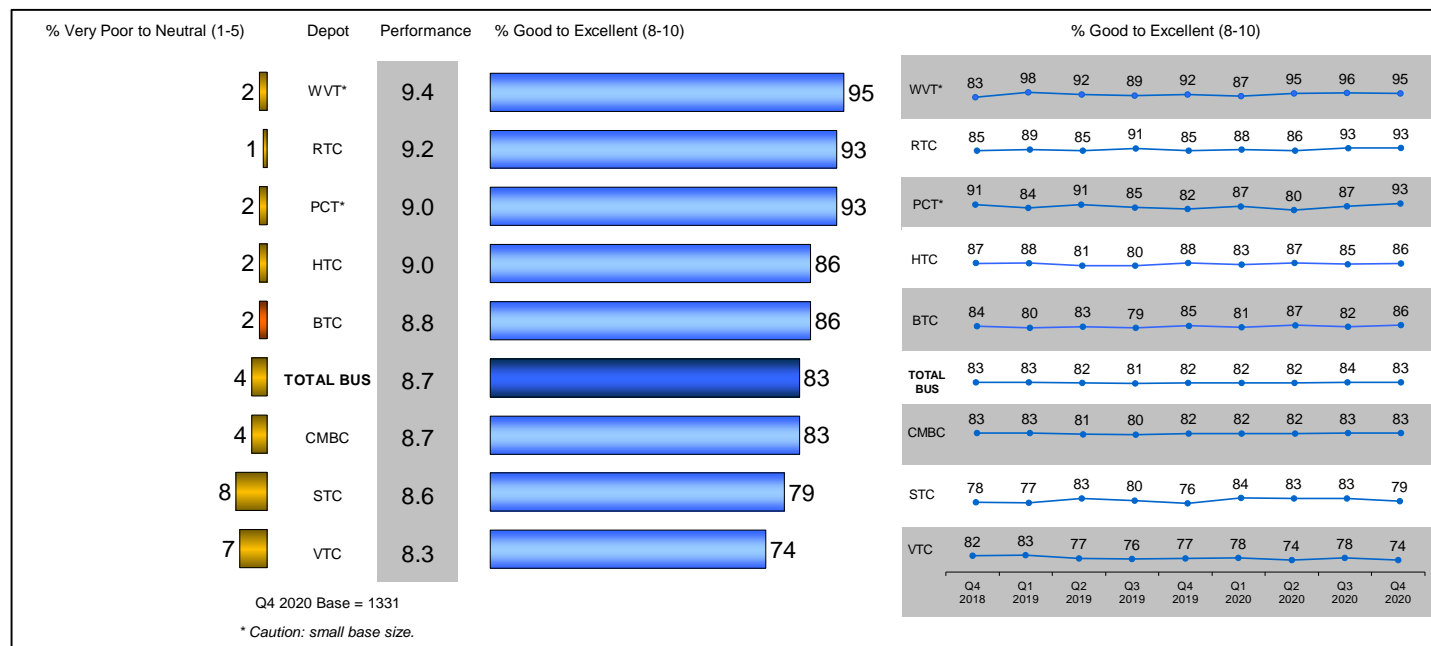
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	0%	+ 3%
RTC	+ 5%	+ 15%
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

- No particular time period is singled out.

Feeling Safe from Crime On Board the Bus

Just over eight-in-ten (83%) bus riders provide top ratings for Feeling Safe from Crime On Board the Bus, similar to 84% last period and 82% in Q4, 2019. The average score has dropped slight to 8.7 out of 10, compared to 8.8 last quarter.

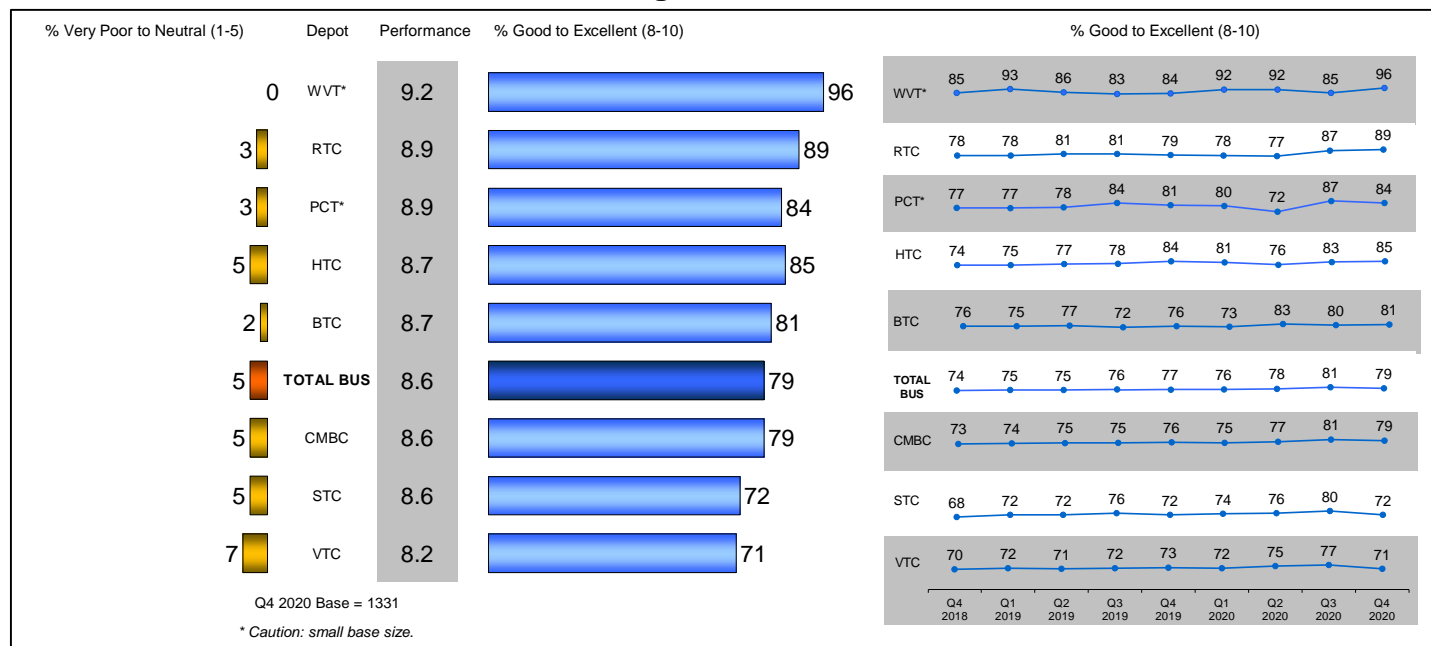
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 1%	+ 1%
RTC	0%	+ 8%
PCT	+ 6%	+ 11%

= 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 9:30 AM – 3:00 PM

Clean and Graffiti-Free Buses

Eight-in-ten (79%) bus riders award good-to-excellent scores for Clean and Graffiti-Free Buses, which is slightly higher than the same period a year ago (77%) but down from last period's all-time high of 81%. The average score has remained consistent at 8.6 out of 10.

While TransLink has increased sanitation and physical distancing measures onboard buses as part of its Safe Operating Action Plan brought on by the COVID-19 pandemic, riders may have come to expect these procedures as they adjust to the ongoing situation.

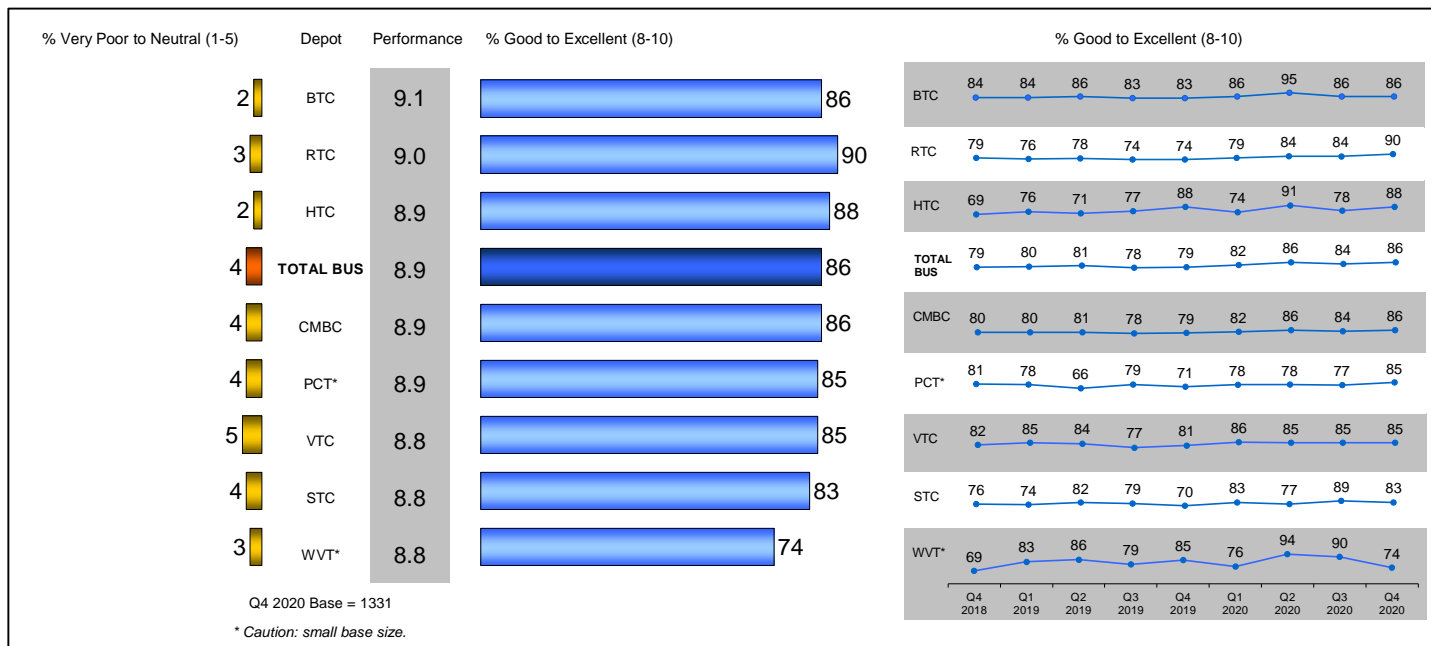
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 2%	+ 2%
WVT	+ 11%	+ 12%
RTC	+ 2%	+ 10%

= Significant upward/downward shift

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

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



Time Period Receiving Higher Ratings

- No particular time period is singled out.

Having a Direct Route

Having a Direct Route earns top ratings from over eight-in-ten (86%) bus riders, a return to the all-time high observed in Q2, 2020 and up significantly from 79% in Q4, 2019. The average score also inched upward to 8.9 out of 10, from 8.8 last quarter.

Similar to last period, the increased year-over-year scores for service attributes such as On-Time Reliable Service, Frequency of Service and Not Being Overcrowded due to the ongoing COVID-19 pandemic may have an influence on the ratings for Having a Direct Route compared to Q4, 2019.

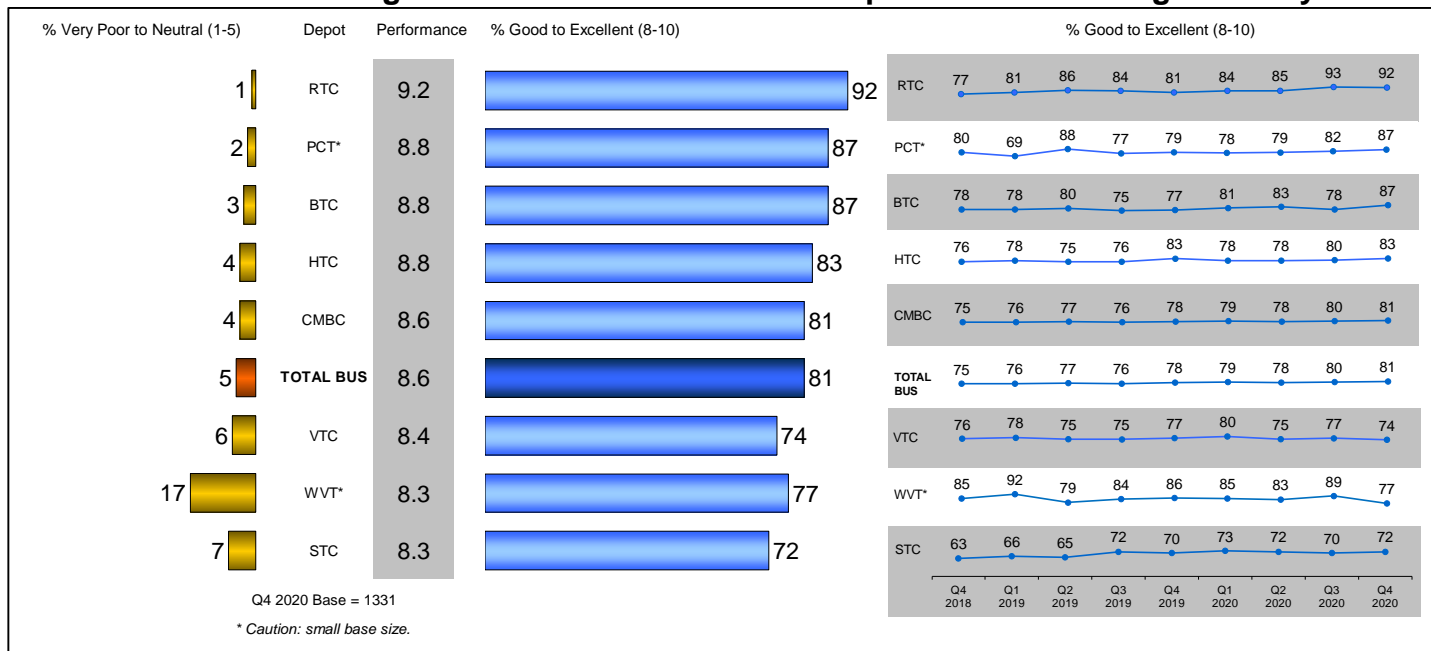
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 2%	+ 7%
BTC	+ 8%	+ 3%
RTC	+ 6%	+ 16%
HTC	+ 10%	0%
STC	- 6%	+ 13%

= Significant upward/downward shift

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

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



Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Eight-in-ten (81%) bus riders award good-to-excellent scores for Feeling Safe from Crime at Stops or Exchange, inching up from 80% last period and 78% in Q2, 2020. This is also significantly up from Q4, 2019 (up 3 ppt). The average score has improved marginally and is now at 8.6 out of 10, from 8.5 last quarter.

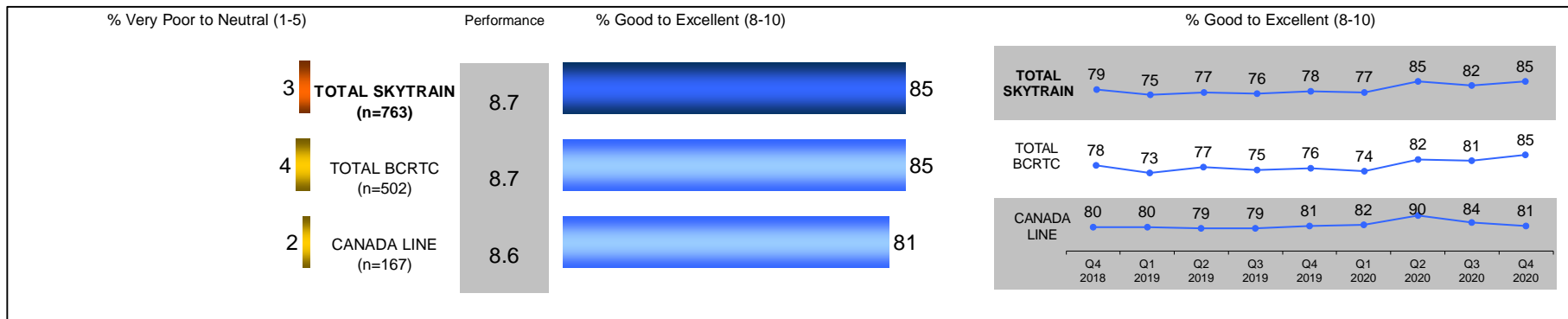
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	+ 3%
RTC	- 1%	+ 11%
BTC	+ 9%	+ 10%

= Significant upward/downward shift

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

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



SkyTrain Overall Service

Over eight-in-ten (85%) SkyTrain riders award good-to-excellent scores for Overall SkyTrain Service, a directional increase from 82% last period and a significant jump compared to 78% in Q4, 2019. Over the past few quarters, scores for BCRTC have been on an upward trend, while those for Canada Line have shown a decline.

Increases in scores compared to a year ago for the top key drivers of On-Time Reliable Service, Frequency of Service and Not Being Overcrowded influence the significantly higher Overall Service rating this period. The average score increased to 8.7 out of 10 this wave from 8.6 last quarter.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	+ 3%	+ 7%
Total BCRTC:	+ 4%	+ 9%
Canada Line:	- 3%	0%

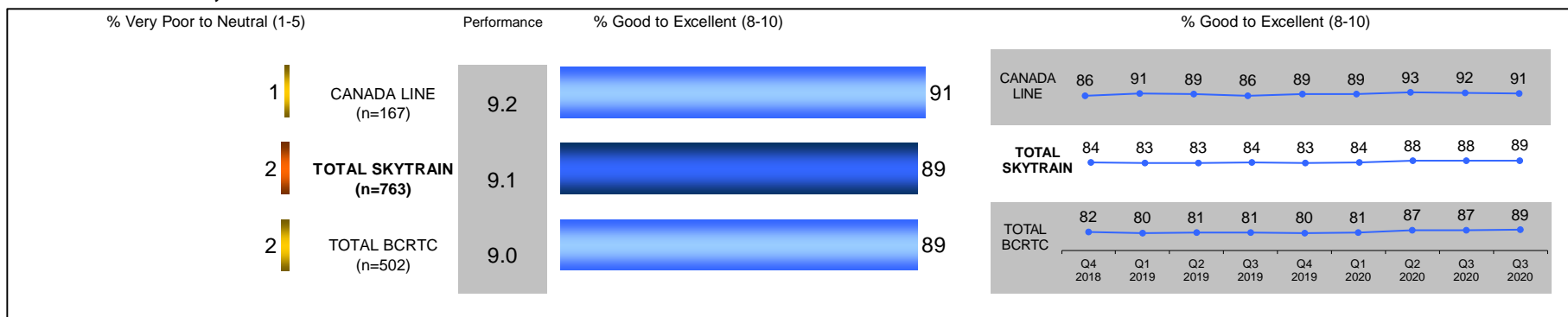
Notes: Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode.

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?



On-Time, Reliable Service

Top Key Driver

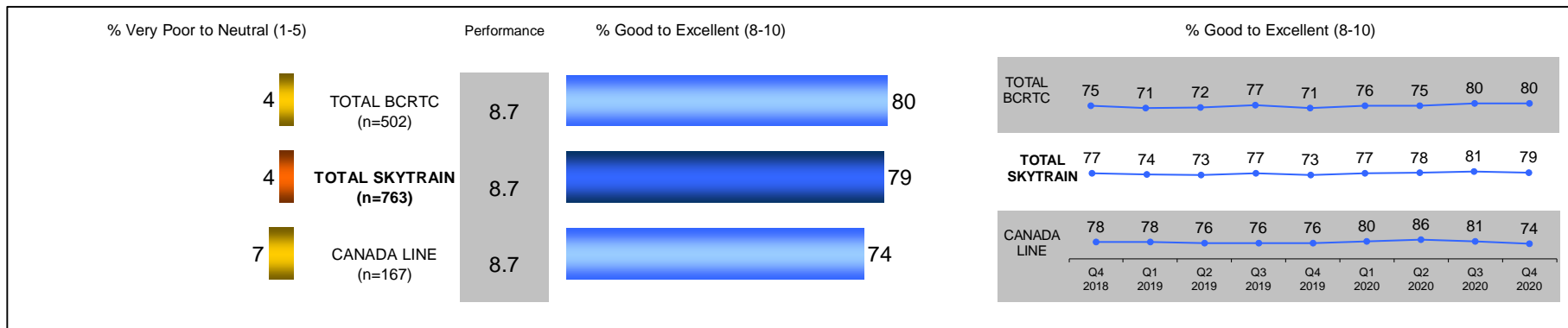
Nine-in-ten (89%) SkyTrain riders provide top ratings for On-Time, Reliable Service, similar to 88% in the last two periods but a significant jump from 83% in Q4, 2019. This increase compared to a year ago may be due to reduced SkyTrain ridership caused by the COVID-19 pandemic, resulting in improved perceptions of On-Time, Reliable Service. The average score is at 9.1 out of 10, a significant increase from 8.9 last period and 8.7 a year ago.

Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total SkyTrain:	+ 1%	+ 6%
Total BCRTC:	+ 2%	+ 9%
Canada Line:	- 1%	+ 2%

Significant upward/downward shift

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



 Top Key Driver

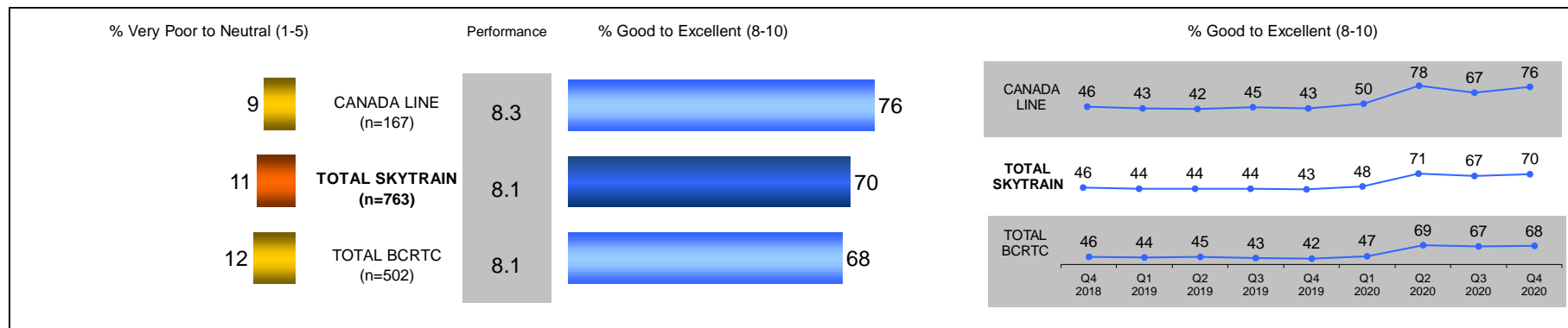
Frequency of Service

Just under eight-in-ten (79%) SkyTrain riders award top scores for Frequency of Service, which is a slight drop from 81% in Q3, 2020 but significantly up by 6 ppt compared to a year ago. Similar to other top key drivers, reduced ridership levels and less overcrowding caused by the ongoing COVID-19 pandemic are also likely contributing to the increase in top scores for Frequency of Service compared to Q4, 2019. The average score increased from 8.5 out of 10 last period to 8.7 currently, driven by an increase in 'Excellent' scores (rated 10).

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
Total SkyTrain:	- 2%	+ 6%
Total BCRTC:	0%	+ 9%
Canada Line:	- 7%	- 2%

= Significant upward/downward shift

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



Not Being Overcrowded

Top Key Driver

Seven-in-ten (70%) SkyTrain riders provide good-to-excellent ratings for Not Being Overcrowded, an increase of 3 ppt from last wave and a significant jump from the same period a year ago (43%). The average rating increased this wave to 8.1 out of 10 from 8.0 last period, and is once again at an all-time high.

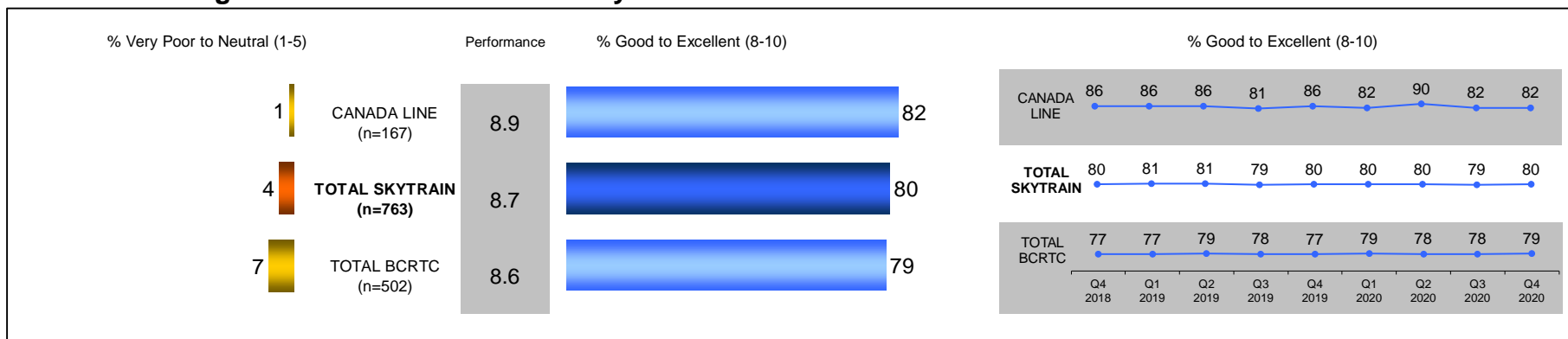
The significant increase in ratings from a year ago for Not Being Overcrowded are likely attributable to the impacts of the COVID-19 pandemic, including reduced ridership on SkyTrain as a result of government restrictions on social gatherings and recommendations to stay at home except for essential trips, as well as the continued restricted fare gate access at busy stations as part of TransLink's Safe Operating Action Plan. In addition, this slight increase in top ratings compared to last period may be due to tightening restrictions in recent months (the BC government reintroducing restrictions due to rising case numbers), leading to further decreased ridership levels.

Good-to-Excellent ratings compared to:

	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	+ 3%	+ 27%
Total BCRTC:	+ 1%	+ 26%
Canada Line:	+ 9%	+ 33%

Significant upward/downward shift

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



Feeling Safe from Crime On Board SkyTrain

Top Key Driver

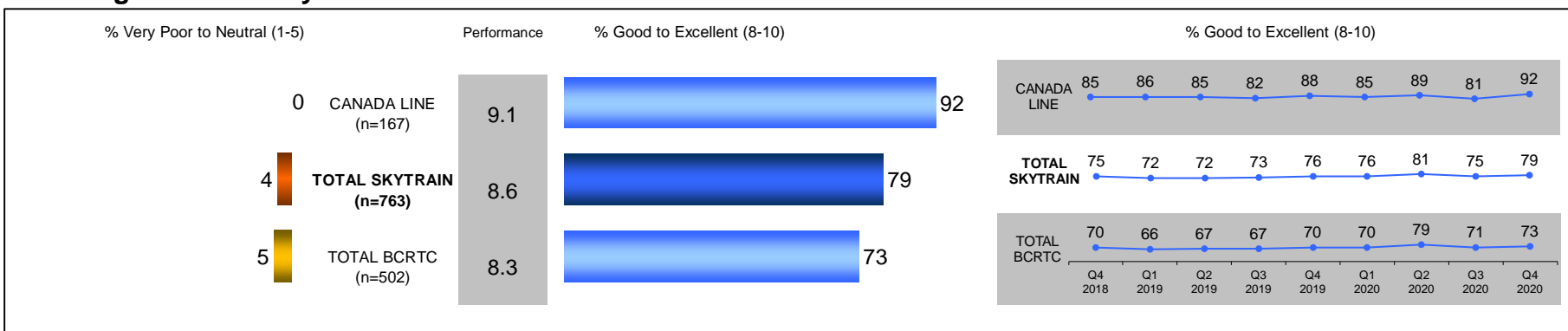
Eight-in-ten (80%) SkyTrain riders award good-to-excellent scores for Feeling Safe from Crime on Board SkyTrain, which is stable compared to both last period (79%) and a year ago (80%). The Canada Line, which observed a significant decrease of 8 ppt in Q3, 2020, remains unchanged from last quarter and is down by 4 ppt compared to Q4, 2019. The average score inched up slightly to 8.7 out of 10, from 8.6 last period.

Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total SkyTrain:	+ 1%	0%
Total BCRTC:	+ 1%	+ 2%
Canada Line:	0%	- 4%

= Significant upward/downward shift

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



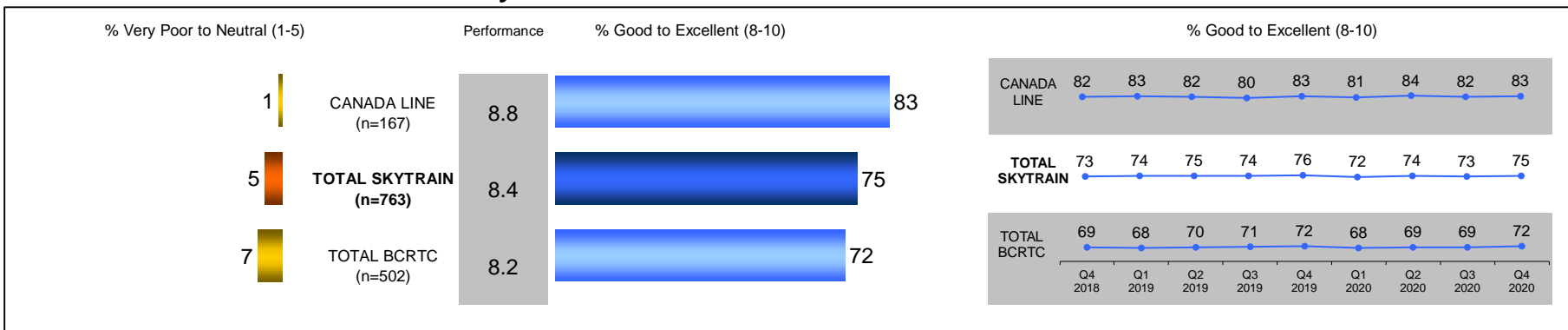
Clean and Graffiti-Free SkyTrain Cars and Stations

Eight-in-ten (79%) SkyTrain riders provide top scores for Clean and Graffiti-Free SkyTrain Cars and Stations, which is an increase of 4 ppt from the previous quarter and 3 ppt from a year ago. Good-to-excellent ratings for Canada Line in particular have increased significantly by 11 ppt compared to last period, which may be due to increased sanitation on all transit systems as a result of the COVID-19 pandemic. This continues to include daily cleaning and disinfecting schedules, cleaning “pit crews” to disinfect SkyTrain cars at high-traffic stations, and expanding the availability of hand sanitizer dispensers at more SkyTrain stations. The average also increased this quarter to 8.6 out of 10 from 8.4 last period.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
Total SkyTrain:	+ 4%	+ 3%
Total BCRTC:	+ 2%	+ 3%
Canada Line:	+ 11%	+ 4%

 = Significant upward/downward shift

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



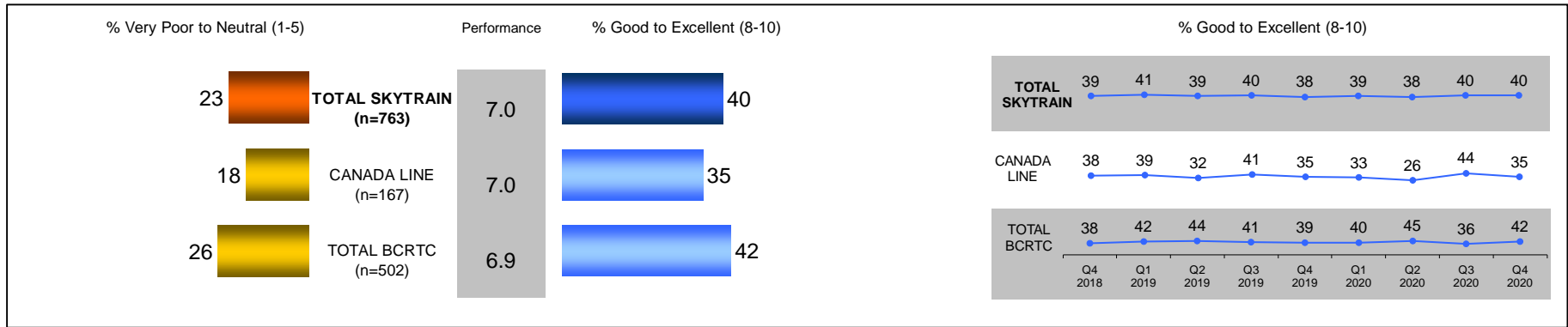
Feeling Safe from Crime Inside the SkyTrain Station

Three-quarters (75%) of SkyTrain riders award good-to-excellent ratings for Feeling Safe from Crime Inside the SkyTrain Station, which has increased marginally by 2 ppt compared to last quarter and is slightly below the same quarter last year (76%). The average score increased slightly to 8.4 out of 10, from 8.3 last period.

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

= 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?



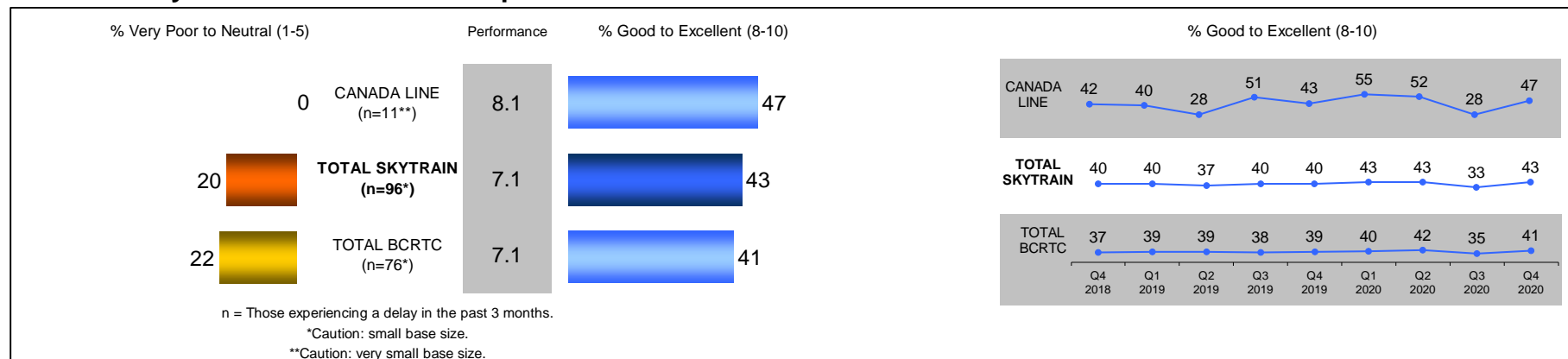
Staff Available When Needed

Unchanged from Q3, 2020, four-in-ten (40%) SkyTrain riders provide top ratings for Staff Available When Needed, up by 2 ppt from the same period a year ago. Top scores for BCRTC rebounded significantly by 6 ppt since last period after a drop in Q3, 2020, while Canada Line observed a directional decrease of 9 ppt in top ratings. The average score remains unchanged from the previous two quarters at 7.0 out of 10.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	0%	+ 2%
Total BCRTC:	+ 6%	+ 3%
Canada Line:	- 9%	0%

= 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

This quarter, over one-in-ten (14%) SkyTrain riders report experiencing a delay with SkyTrain in the last three months. While a slight increase of 2 ppt from the previous period, this continues to be among the lowest levels of riders reporting delays in the last two years. Because of reduced ridership levels caused by the COVID-19 pandemic, there may be less delays on the system in general.

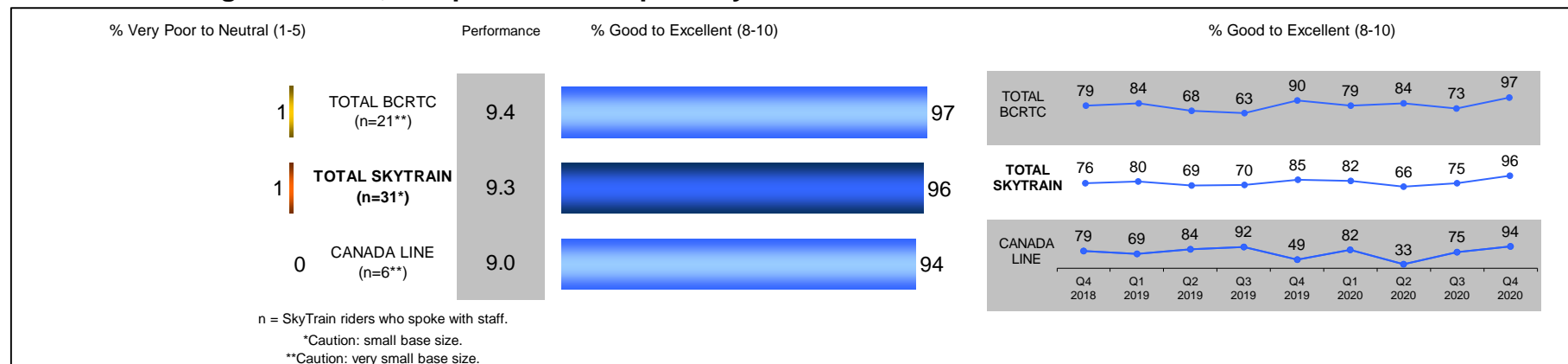
Over four-in-ten (43%) SkyTrain riders award top scores for Delays Announced and Explained, which is a directional 10 ppt increase from the previous quarter, returning to the high level observed in Q1 and Q2, 2020. Although Delays Announced and Explained remains one of the lowest-rated service attributes for SkyTrain, the average score of 7.1 out of 10 has surpassed the 7.0 positive performance threshold.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	+ 10%	+ 3%
Total BCRTC:	+ 6%	+ 2%
Canada Line:	+ 19%	+ 4%

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

= Significant upward/downward shift

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



Courteous, Competent and Helpful SkyTrain Staff

A small proportion (3%) of riders interacted with SkyTrain staff on their last trip, similar to last period.

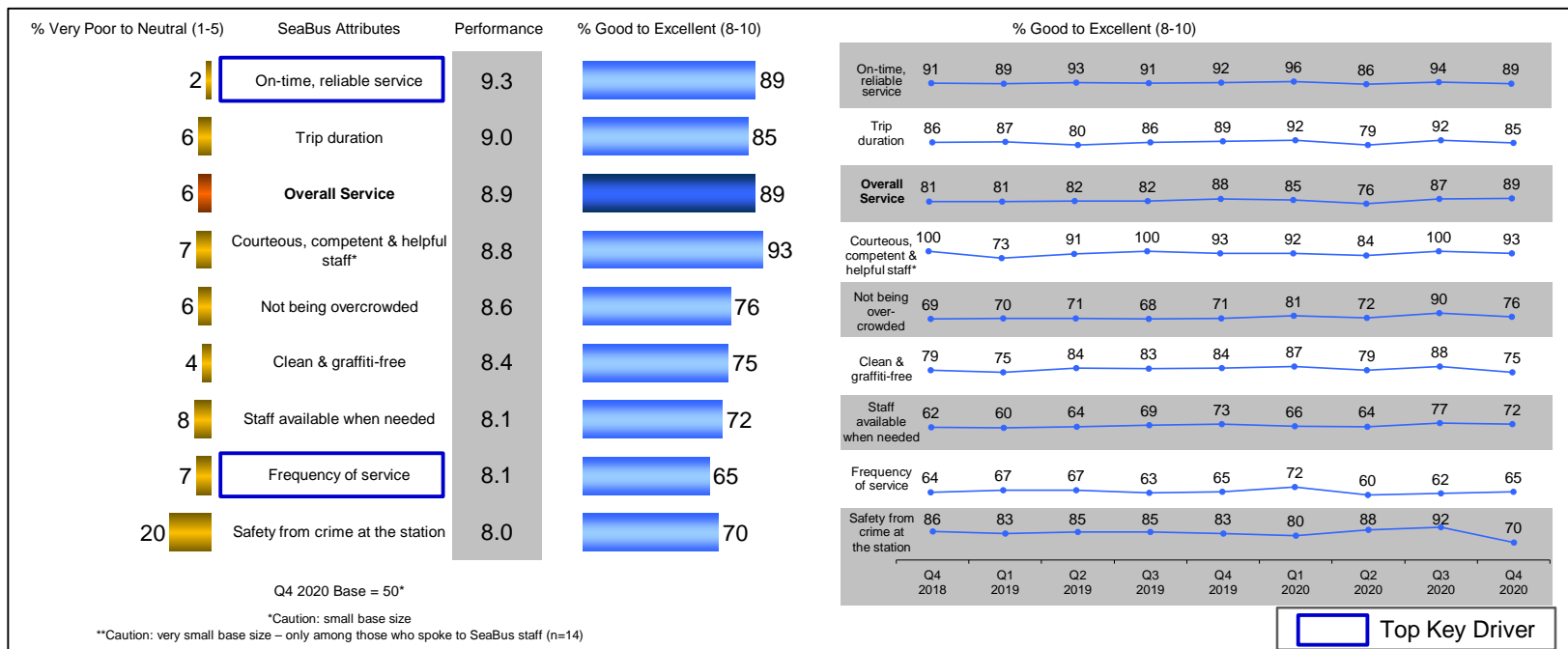
Among the 31 riders who interacted with SkyTrain staff, nearly all of them (96%) provide top ratings for Courteous, Competent and Helpful SkyTrain Staff, a significant 21 ppt jump from last quarter and an all-time high (caution: small base size). The average score has also jumped to 9.3 out of 10, from 8.3 last period and 8.1 in Q2, 2020.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
Total SkyTrain:	+ 21%	+ 11%
Total BCRTC:	+ 24%	+ 7%
Canada Line:	+ 19%	+ 45%

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

= Significant upward/downward shift

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



SeaBus

Nine-in-ten (89%) SeaBus riders award top scores for Overall SeaBus Service, which is the highest level observed in the past two years and has trended up from 76% in Q2, 2020. The average score is also trending up at 8.9 out of 10, up from 8.8 last quarter and 8.3 in Q2, 2020. Despite the increase in good-to-excellent ratings for Overall SeaBus Service, several attributes dropped and reversed last period's increases, including Safety From Crime at the Station (down significantly by 22 ppt), Not Being Overcrowded (down directionally by 14 ppt) and Clean & Graffiti Free (down directionally by 13 ppt). Nonetheless, all service attributes continue to exceed the 7.0 out of 10 positive performance threshold.

Although cleaning and sanitation increased on SeaBus as part of TransLink's Safe Operating Action Plan, including twice weekly disinfecting sprays on top of daily cleaning schedules, riders may have come to expect these measures since they have already been in effect to some capacity for several months.

Good-to-Excellent ratings compared to:

Overall SeaBus Service

Safety from crime at the station

Last Quarter

+ 2%

- 22%

Same Quarter Last Year

+ 1%

- 13%

= Significant upward/downward shift

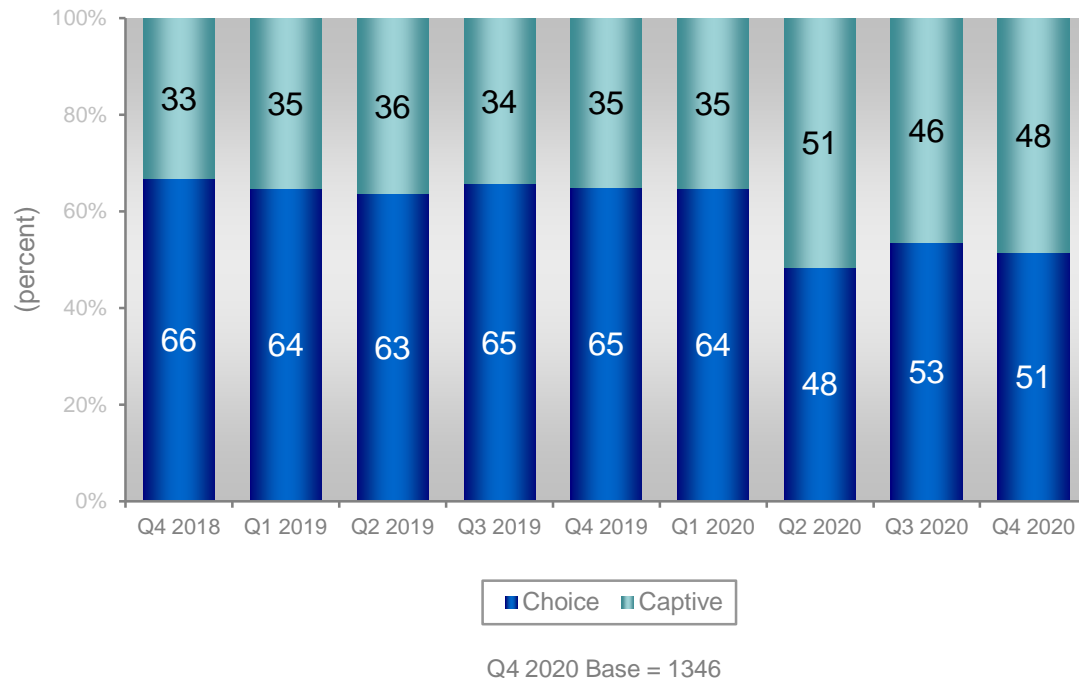
Note: SeaBus ratings are based on a small sample size and typically require a difference of 10 percentage points to be considered statistically significant.



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?



Choice Versus Captive

Just under half (48%) of transit riders are Captive riders who do not have regular access to a vehicle for the transit trips they make. This has increased slightly from 46% last period and is significantly higher compared to 35% in Q4, 2019. The proportion of Choice riders (those who have access to a vehicle) has dropped slightly, from 53% last period to 51% currently, yet is significantly lower than 65% in Q4, 2019.

Metro Vancouver residents' ongoing caution regarding social distancing and the COVID-19 pandemic likely continues to have an influence on the proportion of Choice and Captive riders using transit compared to a year ago. Choice riders may be continuing to work from home or use their vehicle to travel rather than taking transit.

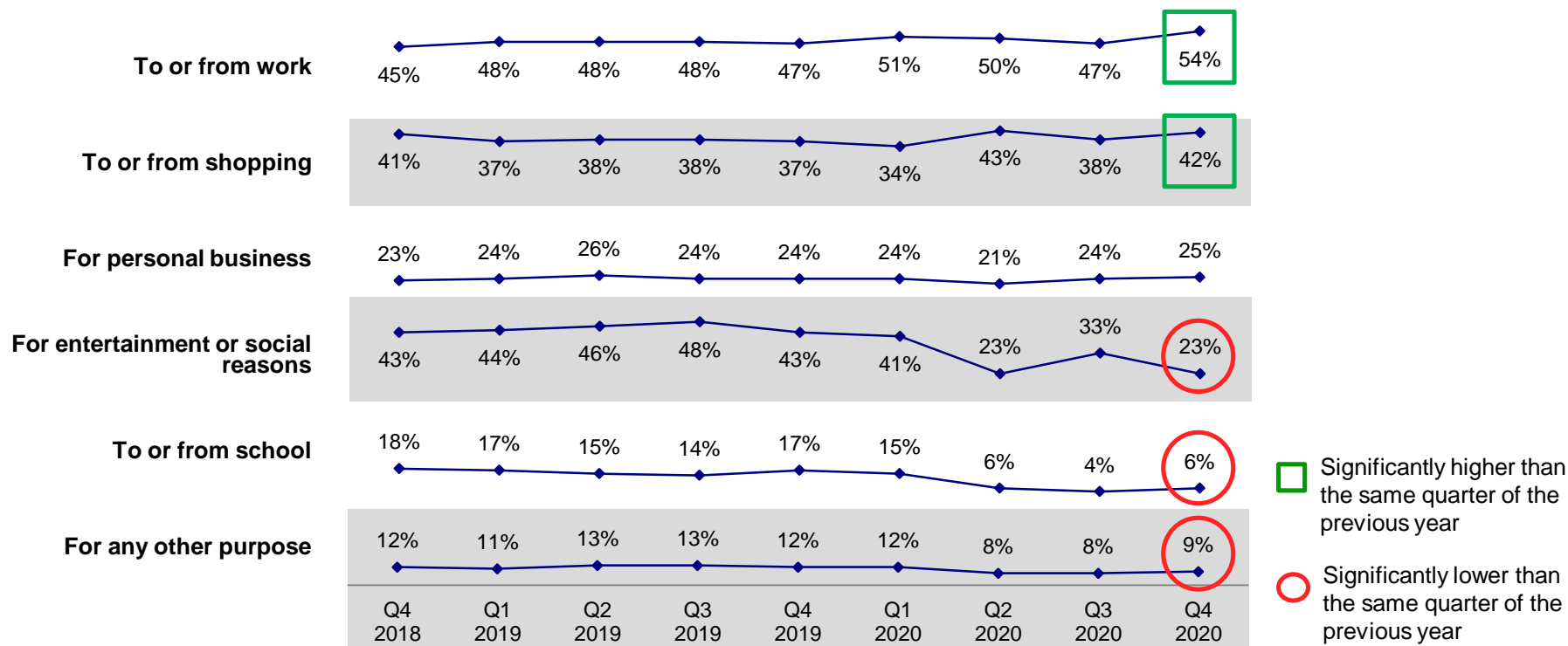
Similar to previous periods, Captive riders are more likely than Choice riders to be female, younger (aged 18-24), students, employed part-time and less affluent (household income of less than \$40K). They are also more likely to be bus riders and have taken more trips on transit in the past week.

In contrast, Choice riders are more likely to be male, older (aged 45+), employed full-time, as well as have a university degree and a higher household 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



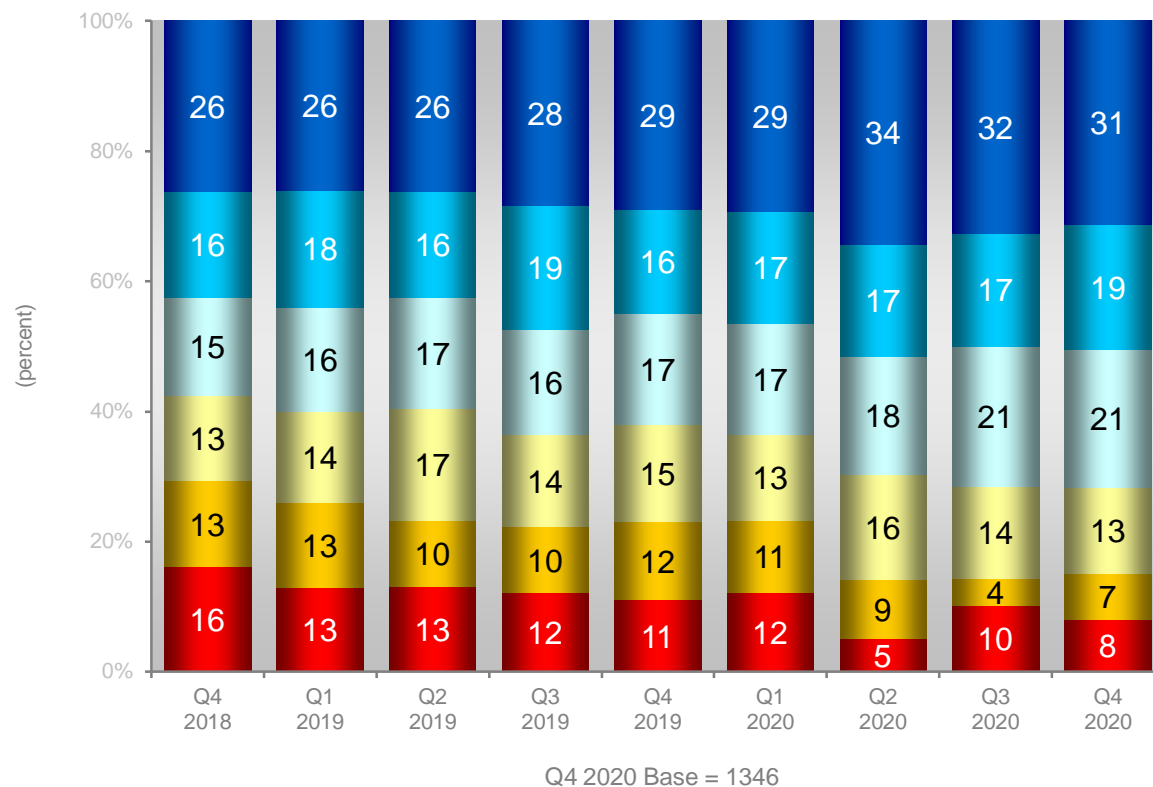
Q4 2020 Base = 1346

Trip Purpose

Over half (54%) of transit riders take transit to or from work, which is a significant jump from 47% in Q4, 2019. This may be partially due to the increased proportion of Captive riders compared a year ago. Just over four-in-ten (42%) take transit for shopping purposes, which has also increased significantly to from 37% a year ago, returning to the same levels as Q2, 2020 (43%). The proportion of riders who take transit for entertainment/social reasons has decreased significantly by 20 ppt from Q4, 2019 and 33% in Q3, 2020 to 23% currently. The proportion travelling for school or other purposes has also dropped significantly compared to a year ago. The rising number of COVID-19 cases during the fall months likely contributed to some of these significant declines in reasons for taking transit.

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

Avg. # of Years	10.5	10.5	10.5	10.7	10.7	11.4	11.6	12.1	11.7
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Length of Time Taking Transit on a Regular Basis

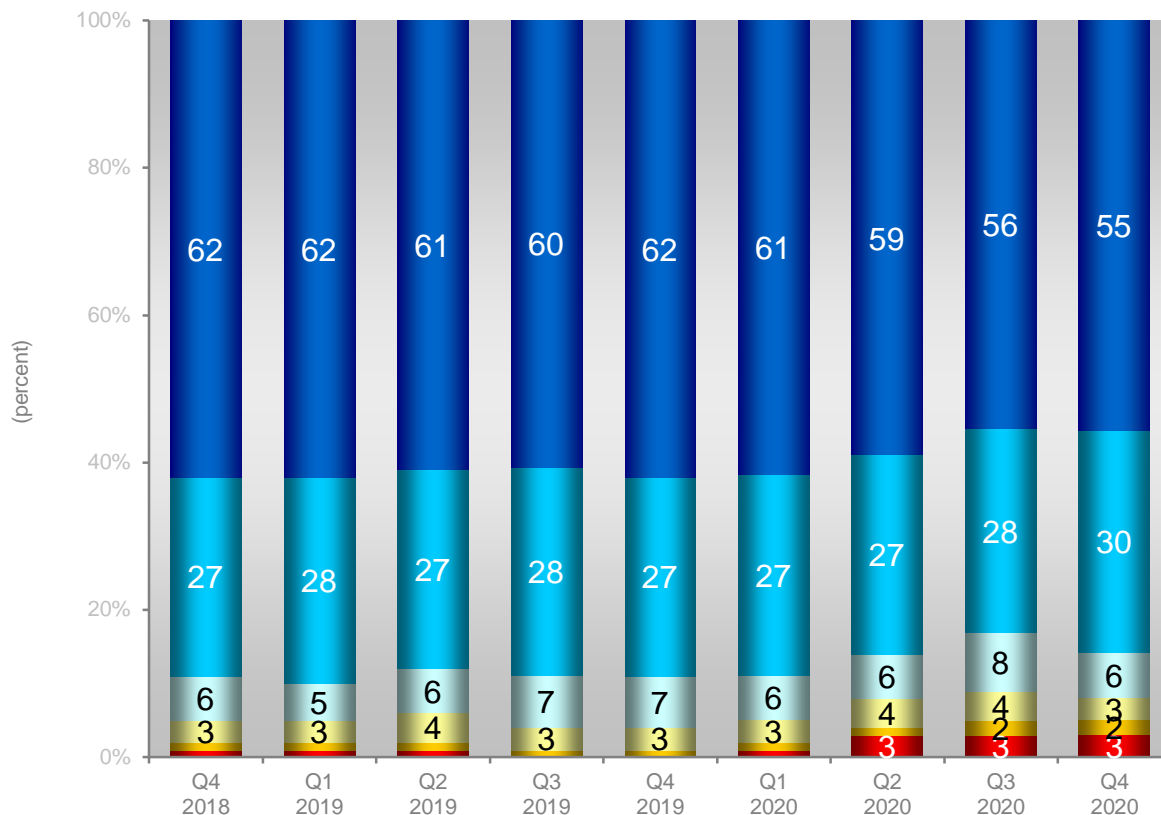
Three-in-ten (31%) transit riders have been taking transit on a regular basis for 11+ years, similar to 32% last period. Transit riders indicate they have taken transit for an average of 11.7 years. While this is slightly down from 12.1 years last quarter, this is on par with 11.6 years in Q2, 2020.

The proportion of riders who do not consider themselves regular riders has decreased marginally to 8%, compared to 10% last period and 11% a year ago.

West Vancouver and Vancouver residents have been taking transit for longer on average compared to residents from other regions.

■ Not a regular rider
 ■ Less than one year
 ■ 1 - 2 years
 ■ 3 - 5 years
 ■ 6 - 10 years
 ■ 11+ years

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



Q4 2020 Base = 1346

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

Likelihood of Continuing to Take Transit as Often in Future

Over half (55%) of transit riders indicate they will definitely take transit as often in the future as they do now, which continues to trend down from 62% in Q4, 2019. However, three-in-ten (30%) indicate they will probably take transit as often, which is the highest level observed in the last two years.

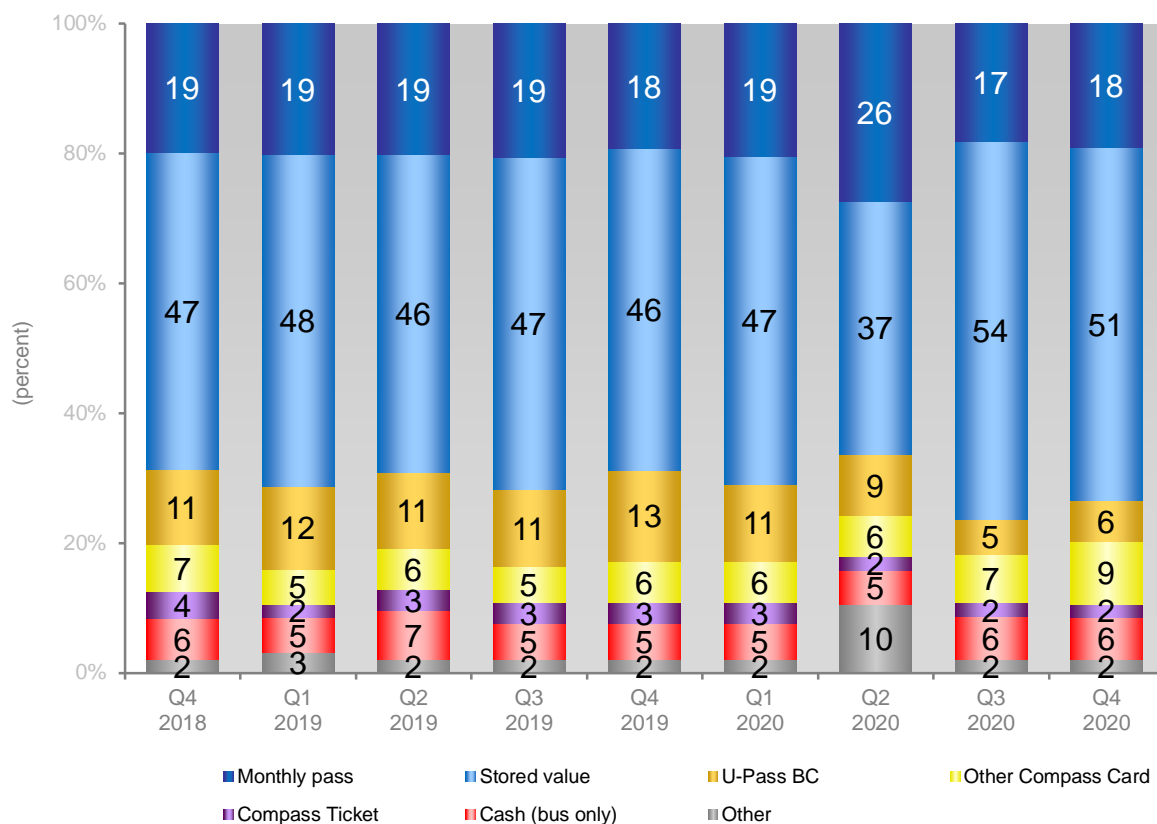
These shifts in anticipated future transit usage are likely due to the ongoing uncertainty surrounding stay-at-home and work-from-home directives from the provincial government due to the COVID-19 pandemic, as well as restrictions on social events/gatherings.

Detailed Findings

Trends in Transit Usage – Fare Payment Method

Q23H. Which method of payment did you use most often in the last seven/thirty days when you took transit?

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



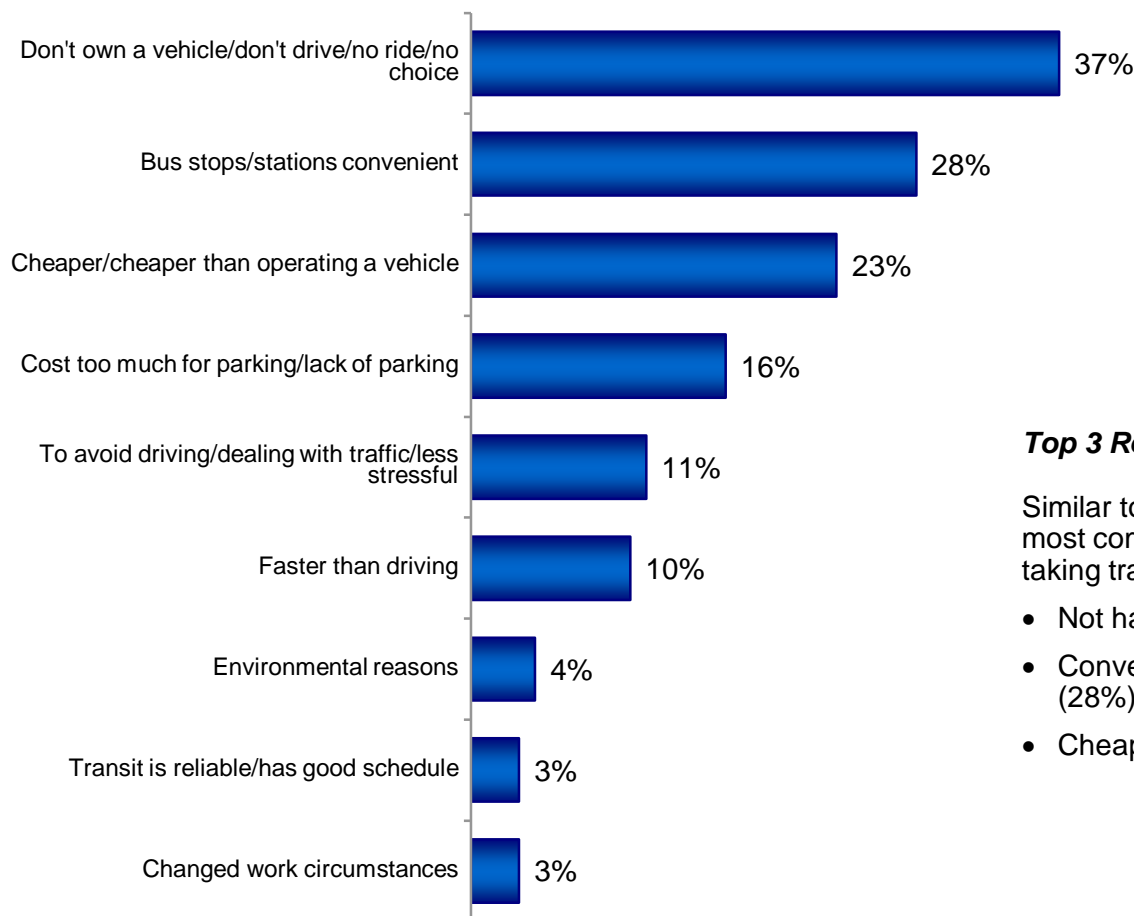
Q4 2020 Base = 1346

Fare Payment Method Used

Similar to previous periods, over eight-in-ten (84%) transit riders use Compass Card most often as their method of payment, up 1 ppt from last quarter and unchanged from Q4, 2019.

The most popular Compass Card product continues to be Stored Value (51%), which is a slight drop (3 ppt) from last quarter's high score and is up from 46% a year ago. The proportion of those using a Monthly Pass (18%) has remained relatively stable compared to the majority of previous waves. Captive riders are more likely to use a Monthly Pass, as are those under 45 years old and high frequency riders. Choice riders, low frequency riders and those aged 45-64 are more likely to use Stored Value compared to their counterparts.

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:

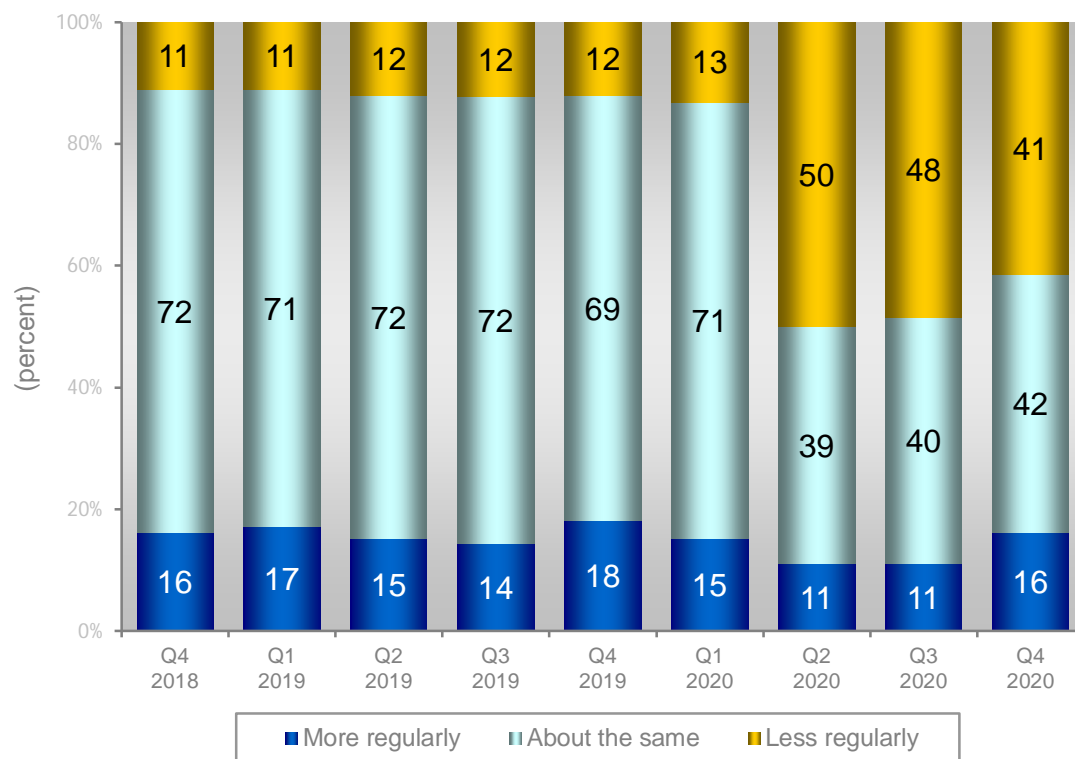
- Not having vehicle access (37%);
- Convenient bus stops/stations (28%); and
- Cheaper (23%).

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

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

Q4 2020 Base = 1346

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



Q4 2020 Base = 1346

Changes in Transit Usage Last Six Months

This quarter, four-in-ten (41%) transit riders indicate they use transit less regularly than six months ago. While significantly down from 48% last period and trending down since the peak of 50% in Q1, 2020, this is a significant increase from 12% in Q4, 2019. The ongoing stay-at-home directives from the provincial government in response to the COVID-19 pandemic, which have been in place for more than six months, continues to be the reason for this shift from a year ago. Those with higher income levels (\$80K+) are more likely to say they are riding less regularly than 6 months ago.

Just over four-in-ten (42%) say they ride transit about the same amount, which is a slight increase over the last period (40%). Riders in the lowest income group (<\$40K) are more likely to say they ride transit about the same as six months ago.

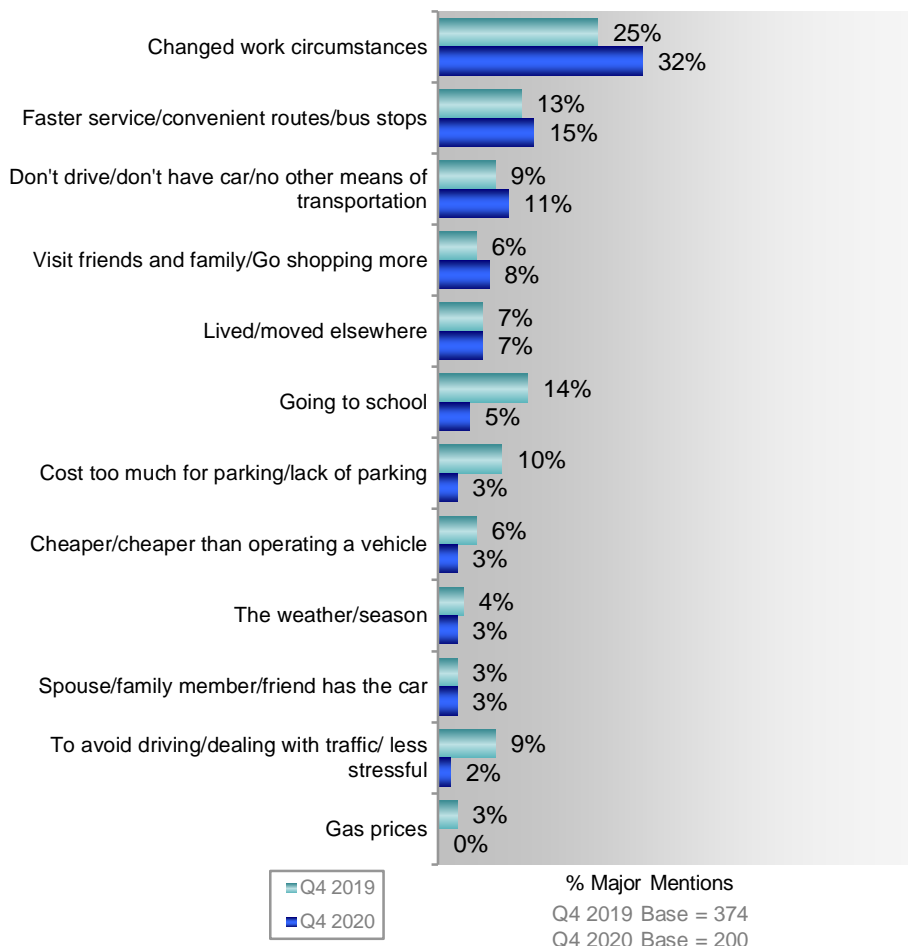
Currently one-in-six (16%) ride transit more regularly, which is up significantly from last quarter (11%) and more in line with Q4, 2019 (18%) and Q1 2020 (15%). Riders under the age of 45 are more likely than those over 45 to say they are riding transit more regularly than six months ago.

With mandates and restrictions constantly being reviewed by the provincial health authority, riders may still be uncertain about future impacts of the COVID-19 pandemic.

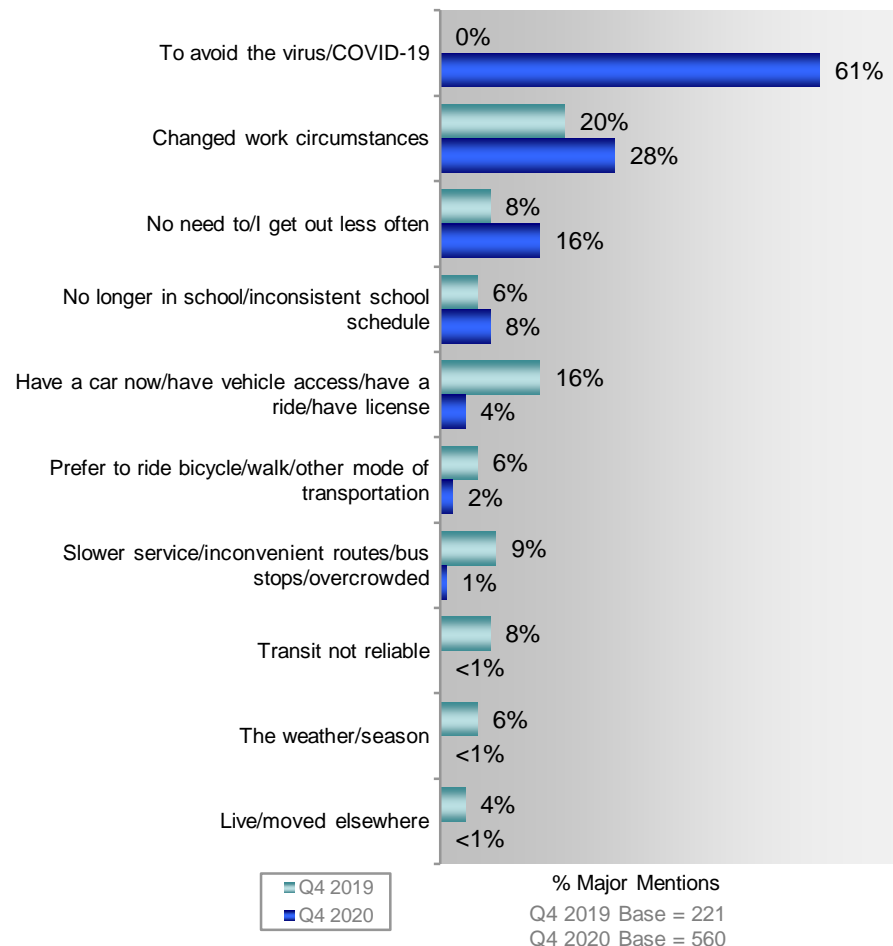
Detailed Findings

Trends in Transit Usage – Reasons for Riding More/Less Regularly

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



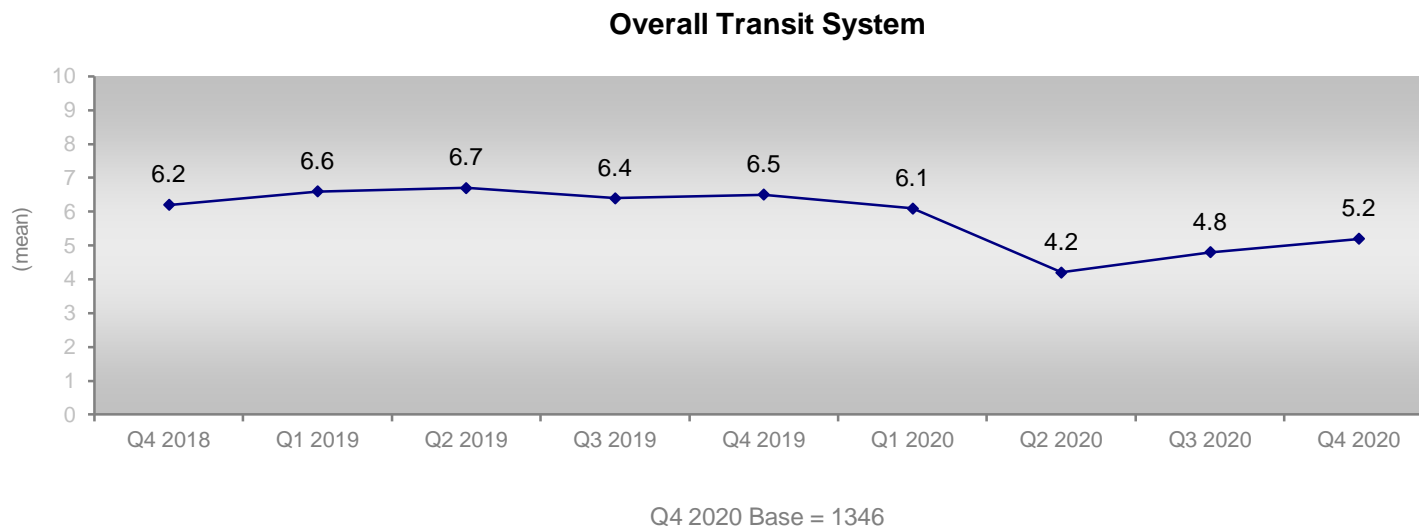
Q27. What would you say is your main reason for riding transit less regularly?



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

The top reason for riding transit *more* regularly compared to six months ago is changing work circumstances (32%, down marginally from 35% last period and up directionally from 25% in Q4, 2019). Among riders who take transit *less* regularly, avoiding the COVID-19 virus (a new mention starting in Q1, 2020) is cited by six-in-ten (61%) riders, which is up by 3 ppt from last quarter and similar to 60% in Q2, 2020. Changing work circumstances is also another reason for riding transit less regularly (28%, unchanged from the last two periods and directionally up by 8 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] ... ?



Average Number of Trips

The average number of transit trips has continued to increase slightly from last quarter (5.2 trips, up from 4.8 last period and 4.2 in Q2, 2020). While the average number of trips has trended up over the last two periods, this has not rebounded back up to pre COVID-19 ridership levels.

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

- Bus users: 5.8 one-way transit trips (up slightly from 5.4 last quarter)
- SkyTrain users: 5.7 one-way transit trips (up slightly from 5.5 last quarter)
- SeaBus users: 4.5 one-way transit trips (down from 6.5 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	1346	693	638
Average past-week transit trips	5.2	4.1	6.4
Years been a transit rider	11.7	12.1	11.4
Transit system – Overall Service Rating	8.3	8.2	8.4
Mode	%	%	%
Bus	79	71	88
SkyTrain	58	59	58
SeaBus	4	6	2
Age	%	%	%
18-34 years	38	30	46
35-54 years	34	38	29
55+ years	27	30	23
Gender	%	%	%
Male	48	52	44
Female	52	48	56
Employment status*	%	%	%
Full-time	48	54	42
Part-time	19	15	24
Not employed	35	32	37
Education	%	%	%
High school or less	21	15	28
Vocational/college/technical	21	20	21
Some university	11	11	10
Graduated university	44	50	37
Household Income	%	%	%
Under \$40K	26	17	36
\$40K to <\$80K	24	25	23
\$80K or more	28	39	16

Significantly higher than the other rider group

* Question switched to multiple response March 2014.

Choice and Captive

The proportion of Choice riders (those who have regular access to a vehicle for the transit trip(s) they make) has decreased slightly to 51%, down 2 ppt from last quarter (53%) and a significant decline from Q4, 2019 (65%). With the COVID-19 pandemic still being a concern for the general population, and with increasing case counts in the fall, Choice riders may opt to continue working from home or using their vehicle to travel rather than taking transit.


Just under half (48%) are Captive riders, up slightly from last period (46%) and significantly up from 35% a year ago.

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	1346	693	638
Travel Purpose	%	%	%
Work	54	50	57
Shopping	42	35	50
Personal Business	25	23	27
Entertainment	23	25	22
School	6	5	7
Other Purpose	9	9	8
Payment Method	%	%	%
Cash fare	6	5	7
Compass Ticket	2	2	1
Compass Card	84	82	87
Other	2	2	2
Region	%	%	%
Vancouver	38	34	42
Surrey / North Delta / White Rock / Langley	18	18	18
Burnaby / New Westminster	16	15	17
Richmond / South Delta	10	13	8
Northeast Region	9	9	9
North Vancouver	7	9	6
West Vancouver	2	2	2

 Significantly higher than the other rider group

Detailed Findings

Customer Profiles – Low, Medium and High Frequency Riders

	TOTAL	LOW	MEDIUM	HIGH
Base	1346	714	359	273
Years been a transit rider	11.7	12.3	10.7	11.8
Transit system – Overall Service Rating	8.3	8.4	8.2	8.2
Average age*	42.7	45.1	40.7	39.6
Age	%	%	%	%
18-34 years	38	32	47	42
35-54 years	34	37	26	38
55+ years	27	31	26	19
Gender	%	%	%	%
Male	48	49	47	48
Female	52	51	53	52
Employment status**	%	%	%	%
Full-time	48	43	41	67
Part-time	19	18	24	18
Not employed	35	39	41	17
Household Income	%	%	%	%
Under \$40K	26	22	28	34
\$40K to <\$80K	24	23	22	27
\$80K or more	28	31	25	23
Mode	%	%	%	%
Bus	79	71	87	90
SkyTrain	58	53	60	69
SeaBus	4	5	4	3

 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

Just over half (52%) of transit riders are considered Low Frequency riders, making 3 or less one-way transit trips in a week. While marginally down from last period (55%), this is significantly higher than both Q1, 2020 (45%) and Q4, 2019 (43%).

One-quarter (26%) of riders are classified as Medium Frequency users, making between 4 to 9 one-way transit trips per week. This is similar to both last period and a year ago (27% for both).


Over one-fifth (22%) are categorized as High Frequency users, meaning they make 10 or more one-way transit trips per week. This proportion has increased directionally compared to the last period (18%), but remains significantly lower than Q1, 2020 (26%) and Q4, 2019 (30%).

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	1346	714	359	273
Travel Purpose	%	%	%	%
Work	54	37	61	84
Shopping	42	35	48	54
Personal Business	25	21	31	27
Entertainment	23	21	22	29
School	6	4	7	9
Other Purpose	9	7	7	15
Payment Method	%	%	%	%
Cash fare	6	6	5	7
Compass Ticket	2	2	2	1
Compass Card	84	82	88	85
Other	2	1	2	5
Region	%	%	%	%
Vancouver	38	36	40	40
Surrey / North Delta / White Rock / Langley	18	18	18	19
Burnaby / New Westminster	16	13	18	19
Richmond / South Delta	10	13	9	7
Northeast Region	9	9	9	7
North Vancouver	7	10	4	5
West Vancouver	2	2	1	2

 Significantly higher than the other rider group(s)

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	1346	1081	763	50
Average past-week transit trips	5.2	5.8	5.7	4.5
Years been a transit rider	11.7	11.8	10.5	11.9
Transit System – Overall Service Rating	8.3	8.3	8.4	7.8
Average age**	42.47	42.5	41.1	46.9
Age	%	%	%	%
18-34 years	38	40	41	27
35-54 years	34	31	36	36
55+ years	27	28	22	37
Gender	%	%	%	%
Male	48	46	55	69
Female	52	54	45	31
Employment status***	%	%	%	%
Full-time	48	44	54	47
Part-time	19	21	18	14
Not employed	35	37	30	38
Education	%	%	%	%
High school or less	21	23	20	9
Vocational/college/technical	21	19	21	13
Some university	11	11	12	13
Graduated university	44	43	45	58
Household Income	%	%	%	%
Under \$40K	26	30	25	13
\$40K to <\$80K	24	23	24	23
\$80K or more	28	24	31	46

Significantly higher than the other rider group(s)

* Caution: Small base size.

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

*** Question switched to multiple response March 2014.

Mode Usage

Eight-in-ten (79%) transit riders used the bus, an increase of 2 ppt compared to last period and a significant increase from 74% in Q4, 2019. Just under six-in-ten (58%) riders used SkyTrain, which is similar to 59% last quarter and remains down significantly from a year ago (68%).


SeaBus usage remains low, with 4% using this mode; this is consistent with 5% last period and a year ago.

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	1346	1081	763	50
Travel Purpose	%	%	%	%
Work	54	57	55	40
Shopping	42	45	43	44
Personal Business	25	27	26	22
Entertainment	23	22	27	44
School	6	7	5	-
Other Purpose	9	9	10	9
Payment Method	%	%	%	%
Cash fare	6	7	4	-
Compass Ticket	2	1	2	5
Compass Card	84	85	85	76
Other	2	2	2	4
Choice/Captive Riders	%	%	%	%
Choice	51	46	52	77
Captive	48	53	47	23
Region	%	%	%	%
Vancouver	38	39	36	20
Surrey / North Delta / White Rock/ Langley	18	20	17	5
Burnaby / New Westminster	16	14	21	3
Richmond / South Delta	10	9	13	5
Northeast Region	9	8	11	1
North Vancouver	7	7	3	65
West Vancouver	2	2	<1	-

 Significantly higher than the other rider group(s)

* Caution: Small base size.

Detailed Findings

Customer Profiles – Demographic Profile of Transit Customers

	Metro Vancouver Population 16 Years or older*	(Q4-2018)	(Q1-2019)	(Q2-2019)	(Q3-2019)	(Q4-2019)	(Q1-2020)	(Q2-2020)	(Q3-2020)	(Q4-2020)
BASE	2000	2100	2100	2100	2100	2100	2100	1136	1257	1346
Average Years Riding Transit	n/a	10.5	10.5	10.5	10.7	10.7	11.4	11.6	12.1	11.7
Age:	%	%	%	%	%	%	%	%	%	%
Aged 18 to 24 years	12	22	20	20	19	20	19	22	18	19
Aged 25 to 34 years	18	16	18	18	19	18	19	16	21	19
Aged 35 to 44 years	18	16	14	15	14	15	14	16	14	16
Aged 45 to 54 years	20	18	20	20	20	20	20	18	20	18
Aged 55 to 64 years	16	10	10	9	9	10	11	11	9	10
Aged 65 years and over	17	16	16	17	17	16	16	16	17	16
Gender:	%	%	%	%	%	%	%	%	%	%
Male	48	49	48	48	49	49	49	48	48	48
Female	52	51	52	52	51	51	51	52	52	52
Employment	%	%	%	%	%	%	%	%	%	%
Employed full-time	57	45	49	46	48	47	48	45	44	48
Employed part-time	13	18	17	17	17	17	17	19	19	19
Student	5	17	16	16	14	16	15	14	11	12
Not employed	3	4	4	6	4	5	5	12	9	8
Homemaker	2	4	3	3	3	3	3	1	2	2
Retired	18	17	16	17	17	16	15	14	17	15
Refused	1	1	1	1	2	1	1	1	2	2
Education:	%	%	%	%	%	%	%	%	%	%
High school or less	21	18	17	17	19	17	18	23	20	21
Voc./college/tech.	26	19	17	18	17	18	18	20	21	21
Some university	7	12	14	12	12	13	12	11	10	11
Graduated university	45	50	52	50	51	50	50	44	47	44
Refused	0	2	1	2	2	2	2	2	2	3

Transit tenure is at 11.7 years

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

Significantly higher than Metro Vancouver general public

Significantly lower than Metro Vancouver general public

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

APPENDIX A – Methodology

Methodology

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

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

Sampling

Sample Source

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

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

Sampling Population and Target Respondent

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

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

Survey Quotas and Sample Sizes

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

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

Regional Quotas

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

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

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

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

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

Data Weighting

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

Projected Evaluations for Bus, SkyTrain, SeaBus

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

Number of Evaluations Expected by Ipsos

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

Margins of Error

Proportions

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

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

Means (Average Ratings)

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

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

Survey Instrument

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

Fieldwork

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



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

Changes in December 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 30 days, did you experience any SkyTrain delays where the train either arrived or left the station at least five minutes later than expected?

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]

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

YES

NO



32. On a scale of zero to ten, where “0” means “Not at all likely” and “10” means “Extremely likely”, how likely are you to recommend the services provided by TransLink to family, friends or colleagues? **[READ SCALE IF NECESSARY. READ NOTE IF NECESSARY: “This is different from the other scale questions you have answered, as the scale starts at 0 rather than 1”]**

0 – Not at all likely

1

2

3

4

5

6

7

8

9

10 – Extremely likely

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 NECESSARY: 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	1331	8.4	8.7	8.7	8.7	8.2	8.3	8.6	8.9	8.8	7.9	9.0
2	37	8.5	9.0	9.2	9.0	8.2	8.1	9.1	8.9	9.2	8.2	9.0
3	20	8.3	8.4	8.3	8.3	7.8	8.4	7.6	9.1	9.0	8.1	9.4
4	20	8.6	8.6	8.6	8.6	7.8	8.8	8.6	9.0	8.6	7.7	8.6
5	21	7.9	8.3	8.6	8.8	7.9	7.7	8.6	8.2	7.9	7.5	8.5
6	17	8.5	9.1	8.9	8.7	8.8	8.2	8.9	9.1	8.7	8.3	9.1
7	13	7.4	9.0	8.2	7.9	8.1	7.5	8.1	8.8	8.4	7.0	8.9
8	9	8.4	8.7	8.7	8.3	8.0	7.2	6.3	8.2	7.9	7.4	9.1
9	53	8.2	8.2	8.6	8.9	8.2	7.8	8.7	9.0	8.7	7.3	9.0
10	31	8.7	9.2	8.5	8.5	8.0	8.1	8.3	9.4	8.8	7.8	9.4
14	17	9.0	9.3	8.2	8.3	8.7	8.6	8.8	9.4	9.1	8.5	9.4
15	4	8.3	9.3	9.0	9.0	8.8	6.8	7.8	8.5	8.8	5.8	9.0
16	46	8.1	8.6	8.2	8.4	7.7	8.0	8.1	8.5	8.6	7.6	8.8
17	22	7.5	8.5	8.1	8.1	8.5	7.4	8.2	8.3	8.0	6.9	8.7
19	17	8.2	8.2	7.9	8.5	7.4	7.6	7.4	9.2	8.3	7.6	8.9
20	29	7.1	8.4	7.2	7.3	7.1	6.8	7.3	8.7	8.1	6.6	8.8
22	23	7.7	8.4	8.3	8.7	7.5	7.6	8.1	8.7	8.1	7.7	8.9
23	7	8.3	9.6	9.3	8.6	7.6	8.7	9.4	9.3	8.8	7.0	8.9
25	27	8.4	8.7	8.7	8.6	8.1	8.0	8.1	9.0	8.6	8.1	8.9
26	5	8.6	8.6	9.0	8.8	9.2	8.8	8.8	9.0	9.4	8.0	9.0
27	7	9.4	9.3	9.0	9.1	8.9	8.1	8.9	9.7	8.9	7.9	9.3
28	8	8.4	8.8	8.4	8.5	8.4	9.0	8.5	9.1	9.1	8.1	9.1
29	1	3.0	10.0	10.0	9.0	9.0	2.0	8.0	10.0	10.0	2.0	10.0
31	2	6.5	9.0	9.0	9.0	6.5	6.5	7.5	5.5	10.0	5.0	9.0
33	11	8.8	8.9	9.1	8.7	8.7	8.5	8.5	9.2	9.2	7.5	9.3
41	10	8.1	8.7	8.1	7.9	8.2	8.0	8.7	8.3	8.5	7.5	8.8
49	40	9.3	9.4	9.2	9.4	8.8	9.1	9.0	9.4	9.1	8.8	9.5
50	11	8.8	9.1	9.3	8.9	8.5	8.3	9.0	8.9	8.8	8.4	9.2
68	3	9.7	8.7	9.7	9.7	9.3	9.0	9.7	9.3	9.0	6.0	9.0
84	16	8.5	8.9	8.4	9.1	8.4	8.3	8.8	9.2	8.6	8.3	8.8
99 B-Line	98	8.9	9.0	9.0	9.1	8.3	9.0	8.9	9.4	9.1	9.1	9.2
100	18	8.6	8.6	8.6	8.2	7.8	8.8	8.4	9.1	8.8	7.8	9.1
101	1	8.0	7.0	8.0	9.0	9.0	7.0	9.0	8.0	8.0	6.0	7.0
103	2	7.5	8.5	9.0	7.0	9.0	8.5	9.0	9.0	8.5	9.0	9.0
104	3	6.0	6.3	9.7	7.7	6.0	5.3	8.0	8.7	8.3	4.3	8.0
105	3	7.3	9.7	9.0	9.3	9.7	9.3	9.3	6.0	7.3	9.0	9.3
106	26	8.5	8.4	8.9	8.1	8.0	8.7	8.7	9.0	8.6	8.8	8.9
109	3	9.0	9.0	9.3	9.3	9.3	8.3	9.7	9.7	9.3	5.0	9.0
110	7	8.9	8.3	8.8	8.7	8.9	8.4	8.3	8.4	9.1	6.3	8.9
112	9	8.6	9.1	9.3	9.2	7.8	8.8	9.0	9.1	9.2	8.5	9.2
116	2	8.0	7.5	8.5	8.0	7.5	8.0	7.5	8.5	8.5	6.0	8.5
119	13	9.1	8.8	8.5	8.5	8.5	8.8	9.0	9.3	9.0	9.1	8.8
123	13	8.4	9.0	8.5	8.5	7.8	8.3	8.5	8.9	8.7	8.1	8.8
128	14	8.6	8.9	9.2	9.3	9.1	8.8	8.6	9.7	9.2	8.8	8.9
129	9	8.3	8.2	8.4	8.6	7.9	7.3	8.3	7.8	7.6	6.6	8.6
130	16	8.1	9.1	9.1	8.7	7.4	8.4	8.2	8.9	8.4	7.6	8.8
131	1	9.0	8.0	10.0	8.0	9.0	9.0	9.0	10.0	9.0	7.0	10.0
133	1	10.0	7.0	9.0	9.0	10.0	7.0	9.0	7.0	8.0	7.0	9.0
134	6	9.0	8.3	8.7	8.3	9.2	8.3	8.7	8.5	9.3	6.8	9.3
136	7	8.7	8.7	9.6	9.6	8.7	8.7	9.3	9.4	9.3	7.1	9.4
144	5	7.4	6.8	7.2	7.4	6.0	6.6	6.6	8.0	7.6	6.4	8.0
145	4	8.8	8.5	9.8	9.5	9.8	8.8	9.3	9.3	8.8	8.0	9.3
146	1	7.0	6.0	10.0	10.0	10.0	8.0	10.0	7.0	7.0	7.0	9.0
147	3	5.7	9.0	9.3	9.7	8.7	6.3	8.0	8.3	8.7	6.3	9.0
148	1	10.0	10.0	10.0	10.0	7.0	10.0	10.0	10.0	10.0	6.0	10.0
151	1	7.0	8.0	9.0	9.0	8.0	7.0	7.0	8.0	8.0	7.0	8.0
152	5	7.4	8.8	8.6	8.0	8.2	7.2	8.2	8.8	8.2	5.8	8.2
155	14	8.0	8.1	8.9	8.8	7.6	8.8	8.6	8.6	8.7	8.1	8.6
156	4	8.3	8.0	8.5	9.0	8.5	8.0	9.0	9.5	8.5	7.0	8.5
157	4	7.8	7.3	8.5	8.3	8.5	6.5	8.5	8.8	8.3	6.3	8.3

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
159	5	8.0	8.0	9.2	9.4	7.8	7.6	8.2	7.6	6.6	7.0	9.0
160	13	8.8	9.2	9.3	9.4	9.2	7.9	9.4	9.7	9.4	9.0	9.3
169	3	8.0	9.0	8.7	7.7	9.0	9.3	7.7	9.0	9.3	8.0	9.3
170	1	8.0	8.0	9.0	9.0	9.0	9.0	9.0	8.0	8.0	8.0	9.0
172	2	9.0	9.5	9.5	9.5	9.0	8.5	9.5	9.0	9.0	7.0	9.5
180	3	8.3	8.7	7.3	8.3	9.0	7.7	7.3	6.0	6.7	6.3	9.3
181	1	7.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	5.0	10.0
183	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	9.0	9.0	7.0	10.0
184	1	8.0	8.0	7.0	9.0	8.0	8.0	8.0	7.0	7.0	7.0	8.0
185	1	9.0	10.0	9.0	9.0	10.0	9.0	9.0	10.0	10.0	10.0	9.0
186	1	10.0	10.0	10.0	10.0	5.0	10.0	10.0	10.0	9.0	9.0	10.0
187	1	9.0	9.0	9.0	9.0	10.0	9.0	9.0	10.0	9.0	9.0	9.0
188	4	8.5	9.5	8.3	8.8	8.8	7.5	8.3	8.5	8.0	8.3	9.8
191	3	8.0	8.7	8.7	7.0	7.7	7.0	8.7	7.3	7.3	5.7	8.7
209	1	8.0	8.0	6.0	7.0	8.0	7.0	7.0	8.0	7.0	6.0	8.0
210	5	8.8	8.4	9.4	8.4	8.8	7.6	8.2	9.0	9.2	7.8	9.0
211	3	9.7	9.7	10.0	8.0	9.7	9.7	10.0	9.7	9.7	7.3	10.0
212	1	8.0	10.0	10.0	8.0	10.0	9.0	10.0	10.0	9.0	10.0	1.0
214	1	10.0	10.0	10.0	10.0	10.0	8.0	10.0	10.0	10.0	8.0	10.0
215	1	6.0	1.0	10.0	4.0	8.0	3.0	10.0	7.0	8.0	4.0	10.0
222	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
228	6	8.7	9.2	8.8	9.2	8.8	8.5	7.8	8.7	8.7	7.2	8.8
229	3	8.7	9.0	8.3	8.0	7.7	8.7	7.3	8.3	8.3	6.3	9.3
230	3	9.0	10.0	10.0	9.7	8.3	9.3	9.3	10.0	10.0	8.7	10.0
232	6	7.8	7.0	8.2	8.0	7.5	7.3	7.3	7.2	7.5	5.2	8.2
236	2	9.5	10.0	10.0	10.0	10.0	8.5	9.5	10.0	9.0	8.0	10.0
240	15	8.3	8.2	8.3	9.1	6.4	8.3	8.4	9.1	9.3	8.5	9.3
241	3	8.3	8.7	8.7	8.7	8.3	8.0	9.0	9.0	8.7	7.7	8.7
246	4	6.8	8.7	9.0	9.3	7.8	7.8	9.0	7.8	7.8	7.3	9.3
250	18	8.9	9.3	9.3	9.4	8.3	9.0	9.4	9.7	9.5	7.9	9.1
253	2	10.0	9.5	10.0	9.5	10.0	10.0	9.5	10.0	10.0	9.0	10.0
254	3	6.7	7.5	7.3	6.7	7.0	7.7	7.7	7.0	8.7	6.3	7.7
255	9	8.2	8.0	9.2	9.3	8.2	8.4	8.7	9.0	9.1	7.7	8.8
257	7	8.6	9.1	8.4	8.7	7.9	8.7	9.0	9.1	8.4	7.3	8.7
301	8	9.5	9.5	9.5	9.9	9.5	9.6	8.9	9.5	9.9	7.8	9.4
310	2	5.0	10.0	10.0	10.0	10.0	8.5	8.0	10.0	10.0	8.5	10.0
312	3	8.0	9.7	9.3	7.7	8.7	5.7	8.3	7.0	8.7	6.3	8.3
314	3	9.0	9.7	8.7	8.7	9.3	8.3	9.0	9.7	9.7	8.3	9.7
316	2	5.5	7.0	8.0	7.0	8.5	8.5	8.0	7.5	6.5	4.5	8.0
319	18	8.3	8.4	8.9	8.4	7.6	8.0	8.6	8.8	8.6	8.4	8.8
320	1	10.0	10.0	10.0	5.0	10.0	10.0	10.0	10.0	10.0	10.0	7.0
321	15	8.1	8.7	8.1	8.2	7.7	7.9	8.3	8.6	8.7	8.0	8.8
322	1	9.0	10.0	9.0	10.0	10.0	10.0	10.0	10.0	10.0	9.0	10.0
323	5	8.6	8.6	8.8	8.8	8.4	6.4	8.8	9.2	9.0	7.2	9.4
324	5	9.2	9.6	9.2	9.2	9.8	8.0	10.0	9.6	9.6	8.2	9.6
325	3	8.0	8.0	5.7	8.3	5.7	8.0	8.7	8.0	7.3	5.7	7.0
326	3	6.7	9.3	9.7	9.7	10.0	9.7	9.7	9.0	9.7	8.3	9.7
335	11	8.3	8.1	8.3	7.3	8.1	7.5	8.5	9.0	8.5	7.4	7.8
337	1	6.0	7.0	7.0	7.0	5.0	6.0	6.0	9.0	9.0	8.0	6.0
340	4	7.5	7.8	9.8	9.8	9.0	7.0	8.5	7.8	8.5	7.0	9.3
341	3	10.0	9.3	10.0	9.3	8.3	7.7	10.0	8.7	9.3	7.0	10.0
342	3	8.7	8.0	8.7	8.7	8.3	9.3	9.0	9.0	9.0	7.0	8.3
345	2	9.0	5.0	9.0	9.5	8.5	8.5	9.0	9.0	9.0	7.5	9.5
351	19	8.9	9.4	9.6	9.3	8.6	8.8	8.9	8.2	8.8	7.5	9.5
360	1	10.0	10.0	9.0	9.0	10.0	8.0	10.0	7.0	7.0	8.0	10.0
362	1	10.0	5.0	8.0	8.0	8.0	8.0	8.0	10.0	10.0	10.0	7.0
363	4	9.5	9.5	9.5	9.5	9.3	9.3	9.5	9.0	9.0	9.3	9.5
364	8	7.9	8.6	9.3	8.9	8.5	7.8	9.5	9.4	8.8	6.9	9.4
370	1	7.0	8.0	8.0	8.0	9.0	7.0	8.0	8.0	8.0	5.0	8.0
372	1	5.0	10.0	10.0	6.0	10.0	4.0	10.0	3.0	10.0	2.0	10.0

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
373	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	8.0	10.0	10.0	10.0
375	7	8.4	9.3	9.0	8.3	8.3	8.5	8.9	9.0	9.0	7.0	9.4
388	1	5.0	7.0	9.0	8.0	8.0	9.0	9.0	9.0	9.0	5.0	8.0
394	1	8.0	9.0	0.0	10.0	8.0	7.0	8.0	7.0	6.0	4.0	7.0
401	8	8.1	8.8	8.1	9.0	9.0	8.4	8.8	8.5	8.8	8.6	9.1
402	6	7.0	8.7	9.3	8.7	8.3	7.8	8.7	9.2	8.2	6.2	8.2
403	9	9.1	9.4	9.2	9.3	8.4	8.3	9.1	9.2	9.0	8.4	9.6
404	3	8.0	9.0	8.3	8.3	8.3	8.0	8.0	9.0	9.0	7.3	9.0
405	1	8.0	8.0	9.0	7.0	9.0	7.0	8.0	7.0	9.0	5.0	9.0
406	3	9.0	9.3	8.7	8.3	8.3	8.7	9.0	8.7	8.7	8.7	9.0
407	5	8.2	8.6	8.8	8.2	9.0	8.0	8.6	8.6	8.6	6.4	9.0
408	4	6.8	7.8	9.3	9.3	7.8	6.5	8.0	8.3	8.3	6.8	8.8
410	9	8.4	8.6	9.2	9.4	8.4	7.9	9.7	9.1	8.4	8.2	8.9
430	5	8.8	9.0	9.4	9.0	6.6	9.0	8.8	9.0	8.6	7.4	9.0
501	6	7.8	8.7	8.7	8.5	7.7	8.5	8.5	8.8	8.8	7.8	9.0
502	5	9.2	9.4	9.2	8.6	5.4	8.6	8.8	9.8	9.4	9.2	8.0
503	8	9.5	8.6	8.8	8.1	8.1	9.1	8.8	9.8	9.4	9.6	9.4
509	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	7.0	8.0
531	3	9.0	9.0	9.0	9.0	7.3	7.3	9.0	8.7	8.7	7.3	9.3
555	4	9.5	8.5	9.5	8.8	9.3	9.5	9.5	9.3	9.5	9.0	9.3
562	1	7.0	7.0	9.0	8.0	9.0	10.0	10.0	9.0	9.0	4.0	8.0
563	1	10.0	10.0	9.0	10.0	10.0	10.0	10.0	10.0	10.0	5.0	10.0
595	1	10.0	10.0	10.0	10.0	10.0	10.0	9.0	10.0	10.0	7.0	10.0
601	6	8.3	8.5	9.5	9.3	9.2	8.7	9.0	9.0	9.3	7.7	9.3
602	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
616	1	9.0	10.0	10.0	10.0	10.0	9.0	10.0	9.0	9.0	7.0	10.0
620	2	9.0	9.5	10.0	10.0	8.0	9.5	10.0	8.0	9.0	8.0	9.5
640	3	9.3	10.0	10.0	9.7	9.7	9.0	9.7	7.3	8.3	9.3	9.7
701	3	8.3	10.0	10.0	9.7	9.3	8.7	10.0	10.0	10.0	8.0	10.0
743	1	7.0	7.0	8.0	8.0	7.0	10.0	8.0	10.0	8.0	7.0	7.0
750 R1	15	8.3	8.7	8.3	7.4	7.7	8.5	7.8	9.2	8.9	8.5	8.4
751 R2	2	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	9.0
752 R3	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
753 R4	22	8.4	8.4	9.0	9.0	8.3	8.7	9.0	9.1	9.3	9.1	8.7
754 R5	13	8.6	8.8	7.9	7.8	8.0	8.8	9.2	9.3	9.1	8.3	9.4
791	4	7.3	8.8	9.0	8.0	9.3	6.5	8.8	7.8	7.5	6.0	9.0
BTC	26	8.0	8.6	8.5	8.5	8.1	8.0	8.3	8.5	8.1	7.6	8.8
STC	13	8.2	8.3	8.4	8.2	7.3	8.1	8.5	8.2	8.2	8.5	8.2
PCT	5	8.6	8.8	9.4	9.6	8.4	8.6	9.2	9.4	9.0	7.4	8.8
RTC	5	9.0	9.2	9.2	9.0	8.2	9.0	9.4	9.2	8.8	7.8	9.2
VTC	30	8.3	8.6	8.2	8.3	8.0	8.3	8.5	8.6	8.5	8.1	9.1
WVT	1	9.0	9.0	9.0	9.0	8.0	9.0	9.0	9.0	9.0	9.0	9.0
N9	1	9.0	10.0	10.0	1.0	10.0	9.0	10.0	10.0	9.0	9.0	10.0

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	1331	8.4	8.7	8.7	8.7	8.2	8.3	8.6	8.9	8.8	7.9	9.0
99 B-Line	98	8.9	9.0	9.0	9.1	8.3	9.0	8.9	9.4	9.1	9.1	9.2
9	53	8.2	8.2	8.6	8.9	8.2	7.8	8.7	9.0	8.7	7.3	9.0
16	46	8.1	8.6	8.2	8.4	7.7	8.0	8.1	8.5	8.6	7.6	8.8
49	40	9.3	9.4	9.2	9.4	8.8	9.1	9.0	9.4	9.1	8.8	9.5
2	37	8.5	9.0	9.2	9.0	8.2	8.1	9.1	8.9	9.2	8.2	9.0
10	31	8.7	9.2	8.5	8.5	8.0	8.1	8.3	9.4	8.8	7.8	9.4
VTC	30	8.3	8.6	8.2	8.3	8.0	8.3	8.5	8.6	8.5	8.1	9.1

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

Route Number	October 2019 - December 2019		October 2020- December 2020		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Oct'19-Dec'19 vs. Oct'20-Dec'20
# 16	35	7.3	46	8.3	1.0
# 2	29	8.5	37	8.5	0.0
# 25	43	8.2	27	8.5	0.3
# 250	74	8.3	18	9.1	0.8
# 351	36	8.1	19	8.9	0.8
# 41	43	8.6	10	8.2	-0.4
# 49	46	8.0	40	9.3	1.3
# 601	39	7.9	6	8.9	1.0
# 9	28	8.6	53	8.2	-0.4
# 99 B-Line	99	7.6	98	9.0	1.4
# BTC	40	7.9	26	7.8	-0.1
# VTC	35	7.8	30	7.3	-0.5

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

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

Route Number	July 2019 - December 2019		July 2020- December 2020		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jul'19-Dec'19 vs. Jul'20-Dec'20
# 10	67	8.0	57	8.8	0.8
# 100	35	7.8	28	8.6	0.8
# 106	28	7.0	58	8.1	1.1
# 130	37	7.3	30	8.1	0.8
# 14	45	8.6	33	8.8	0.2
# 16	67	7.7	64	8.1	0.4
# 17	45	8.3	43	8.1	-0.2
# 19	54	7.5	33	7.8	0.3
# 2	55	8.4	57	8.7	0.3
# 20	56	7.2	56	7.4	0.2
# 22	40	8.2	40	7.8	-0.4
# 240	80	8.0	38	8.0	0.0
# 246	45	7.3	6	6.8	-0.5
# 25	80	8.2	45	8.5	0.3
# 250	142	8.1	30	9.3	1.2
# 3	46	7.4	45	8.1	0.7
# 319	49	7.5	40	8.4	0.9
# 351	64	8.1	39	8.7	0.6
# 4	34	7.7	35	8.9	1.2
# 401	37	8.2	14	7.7	-0.5
# 41	75	8.3	18	8.2	-0.1
# 410	53	7.8	20	8.4	0.6
# 49	77	7.8	66	9.0	1.2
# 5	48	8.2	37	7.7	-0.5
# 6	35	7.8	34	8.3	0.5
# 601	65	7.8	14	8.6	0.8
# 7	48	8.0	38	7.6	-0.4
# 701	41	7.4	8	7.3	-0.1
# 84	36	7.9	27	8.3	0.4
# 9	61	8.4	85	8.4	0.0
# 99 B-Line	184	7.7	179	8.7	1.0
# BTC	80	7.8	44	8.1	0.3
# VTC	82	7.7	56	7.6	-0.1

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

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

Route Number	January 2019 - December 2019		January 2020 - December 2020		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jan'19-Dec'19 vs. Jan'20-Dec'20
# 10	120	7.8	103	8.3	0.5
# 100	69	7.7	55	8.3	0.6
# 106	62	7.5	109	8.4	0.9
# 119	36	8.7	36	8.7	0.0
# 123	54	8.0	47	7.5	-0.5
# 130	65	7.5	66	7.8	0.3
# 14	97	8.5	76	8.5	0.0
# 144	50	7.7	34	7.7	0.0
# 145	41	8.3	29	8.7	0.4
# 15	38	7.5	23	8.6	1.1
# 152	42	7.8	28	8.0	0.2
# 155	29	8.0	37	8.7	0.7
# 16	129	7.7	121	8.1	0.4
# 160	43	8.5	42	8.7	0.2
# 17	75	8.2	81	7.7	-0.5
# 19	105	7.3	85	7.7	0.4
# 2	121	8.3	112	8.5	0.2
# 20	113	7.4	116	7.7	0.3
# 210	57	7.7	33	8.0	0.3
# 22	86	8.2	78	7.9	-0.3
# 228	41	8.6	30	8.3	-0.3
# 229	66	7.9	28	8.6	0.7
# 230	55	7.9	32	7.1	-0.8
# 239	88	7.7	38	8.4	0.7
# 240	156	7.8	114	8.0	0.2
# 246	105	7.3	32	7.7	0.4
# 25	158	8.3	101	8.3	0.0
# 250	287	8.3	148	9.0	0.7
# 255	58	8.0	42	8.5	0.5
# 257	47	8.3	37	8.7	0.4
# 26	41	8.2	22	8.2	0.0
# 3	98	7.7	90	7.7	0.0

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

Route Number	January 2019 - December 2019		January 2020 - December 2020		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jan'19-Dec'19 vs. Jan'20-Dec'20
# 319	95	7.2	79	8.0	0.8
# 320	37	7.6	24	8.3	0.7
# 321	41	7.6	50	7.5	-0.1
# 323	46	6.6	33	7.6	1.0
# 33	51	8.0	40	8.3	0.3
# 335	61	7.2	38	7.3	0.1
# 351	145	8.1	92	8.5	0.4
# 4	70	7.9	71	8.5	0.6
# 401	70	8.0	31	7.2	-0.8
# 402	36	7.4	27	7.5	0.1
# 403	57	7.7	39	8.7	1.0
# 406	58	8.3	36	8.6	0.3
# 408	44	8.0	31	8.4	0.4
# 41	142	8.1	66	8.2	0.1
# 410	97	7.8	64	8.2	0.4
# 43	49	8.5	2	7.7	-0.8
# 44	37	8.2	11	7.4	-0.8
# 49	165	7.9	145	8.4	0.5
# 5	77	8.2	70	7.8	-0.4
# 50	55	8.4	39	8.8	0.4
# 502	48	7.8	25	8.4	0.6
# 555	36	8.4	26	9.0	0.6
# 6	65	7.9	63	8.3	0.4
# 601	129	7.9	50	8.5	0.6
# 7	93	7.7	64	7.6	-0.1
# 701	79	7.5	26	7.9	0.4
# 8	66	7.8	43	8.1	0.3
# 84	67	8.1	66	8.2	0.1
# 9	140	8.3	157	8.2	-0.1
# 95 B-Line	155	8.0	9	8.5	0.5
# 96 B-Line	74	8.6	7	9.1	0.5
# 99 B-Line	373	7.8	348	8.4	0.6
# BTC	151	7.9	83	8.1	0.2
# RTC	38	7.5	18	8.9	1.4
# STC	51	7.5	46	8.4	0.9
# VTC	171	7.9	115	7.9	0.0

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