Customer Service Performance
Quarter 1 2021

Bus
SeaBus
SkyTrain

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.

Highlights

Overview

- **Due to the ongoing COVID-19 virus, significant shifts in ratings across Bus, SkyTrain and SeaBus may still be influenced by riders' changing perceptions and expectations of the transit system. Although a phased immunization plan has been rolling out since December 2020, rising case counts in the first months of 2021 has meant more restrictions, including enforcement and fines for unsafe behaviour (e.g. hosting social events/gatherings, contravening rules around safe dining at restaurants/bars, refusing to comply with direction from law enforcement). These enforcements come in addition to the existing travel advisories and the mandate to wear face masks in indoor public settings, including on public transportation. These all continue to greatly impact the daily lives of transit riders. 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 47% currently).**

- **Top ratings for Overall Transit Service decreased significantly from last quarter by 4 percentage points (ppt) to 74%, but remains significantly higher than a year ago (68%). While several attributes remained relatively unchanged from last period, there are significant increases from Q1, 2020 for the top key drivers of Value for Money (63%, up 6 ppt) and Good Connections (61%, up 9 ppt).**

- **Nearly four-in-ten (37%) riders indicate they use transit *less* regularly than six months ago. While not a significant shift from 41% last quarter, this remains significantly higher from a year ago (13% in Q1, 2020). Six-in-ten (59%) riders indicate they will *definitely* continue to take transit just as often as they do now; reversing the downward trend that began in Q2, 2020 and almost returning to the same level observed a year ago (61% in Q1 2020). However, riders' continued uncertainty about the COVID-19 pandemic and inability to predict their future transit usage are likely driving these contrasting results.**

Three-quarters (76%) of bus riders award good-to-excellent ratings for Overall Bus Service. This is significantly up by 9 ppt compared to a year ago. The average score is unchanged at 8.4 out of 10.	**Overall SkyTrain Service earns top scores from over eight-in-ten (84%) SkyTrain riders, similar to last period and up significantly by 7 ppt from a year ago. The average score remains at 8.7 out of 10.**	**Good-to-excellent ratings for Overall SeaBus Service have remained steady at 87%, while the average score has increased to 9.0 out of 10.**

- While most service attributes have remained steady and consistent with the previous wave, there have been significant increases compared to a year ago for the top key drivers of On-Time, Reliable Service (69%, up 9 ppt), Frequency of Service (61%, up 7 ppt) and Not Being Overcrowded (69%, up 17 ppt) .

- Good-to-excellent scores for the top key drivers of On-Time, Reliable Service, Frequency of Service and Not Being Overcrowded have all increased significantly compared to a year ago and have remained relatively steady from Q4, 2020.
- The other top key driver of Feeling Safe from Crime on Board declined directionally compared to both last quarter and a year ago, and top ratings for Feeling Safe from Crime Inside the SkyTrain station declined significantly from last period.

- All other SeaBus attributes increased, rebounding from the decreases in Q4, 2020. The largest increases included Clean and Graffiti-Free (up significantly from last period by 19 ppt) and Trip Duration (up significantly by 13 ppt). There have also been improvements since last wave for the top key drivers of Frequency of Service (up directionally by 11 ppt from Q4, 2020) and On-Time, Reliable Service (up directionally by 8 ppt).
- All service attributes continue to outperform the 7.0 out of 10 positive performance threshold.

Performance on Transit System Attributes

% Good to Excellent (8-10)

Attribute	%	Average Rating
Adequacy of Information on SeaBus	84	8.8
Compass Card and Faregate System	82	8.6
Overall Transit Service	74	8.3
Adequacy of Information on SkyTrain	74	8.3
Operation of Service During Convenient Hours	69	8.1
Ease of Getting Info from Telephone Information Line	66	8.0
Value for Money	63	7.9
Good Connections	61	7.7
Adequacy of Transit Information at Stops/Stations	59	7.7
Adequacy of Information on Buses	57	7.7
Ease of Finding Information on Website	58	7.5
Enough Shelters at Stops	40	7.0

0   20   40   60   80   100

☐ Top Key Driver

Q1 2021 Base = 1197

* 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 is awarded top scores from three-quarters (74%) of transit riders, dropping significantly from the record high observed in the last two periods (78%) but a significant jump from 68% in Q1, 2020. The average score remains unchanged for the fourth consecutive quarter at 8.3 out of 10.
- The positive performance threshold of 7.0 out of 10 continues to be met 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 (63%, up 6 ppt) and Good Connections (61%, up 9 ppt). There were no significant shifts from Q4, 2020.

Performance on Top Key Drivers of Transit Overall Service*
- Value for Money
  - Setting a new record high, over six-in-ten (63%) transit riders provide good-to-excellent ratings for Value for Money, which up slightly from last quarter (61%) and significantly higher than 57% a year ago. The average score has also increased to of 7.9 out of 10, up from 7.6 in Q1, 2020.
- Good Connections
  - Six-in-ten (61%) transit riders award good-to-excellent ratings for Good Connections. While this is a slight drop of 3 ppt from last quarter, this is still one of the highest scores in the past two years and is significantly higher than a year ago (52%). The average score is now 7.7 out of 10, down from 8.0, but still significantly higher than a year ago (7.4). TransLink's ongoing Safe Operating Action Plan, which includes initiatives such as "monitoring passenger loads in order to deploy additional service" on routes where it is needed, as well as December's service improvements, seem to have a positive impact on Good Connections.

Performance on Bus System Attributes
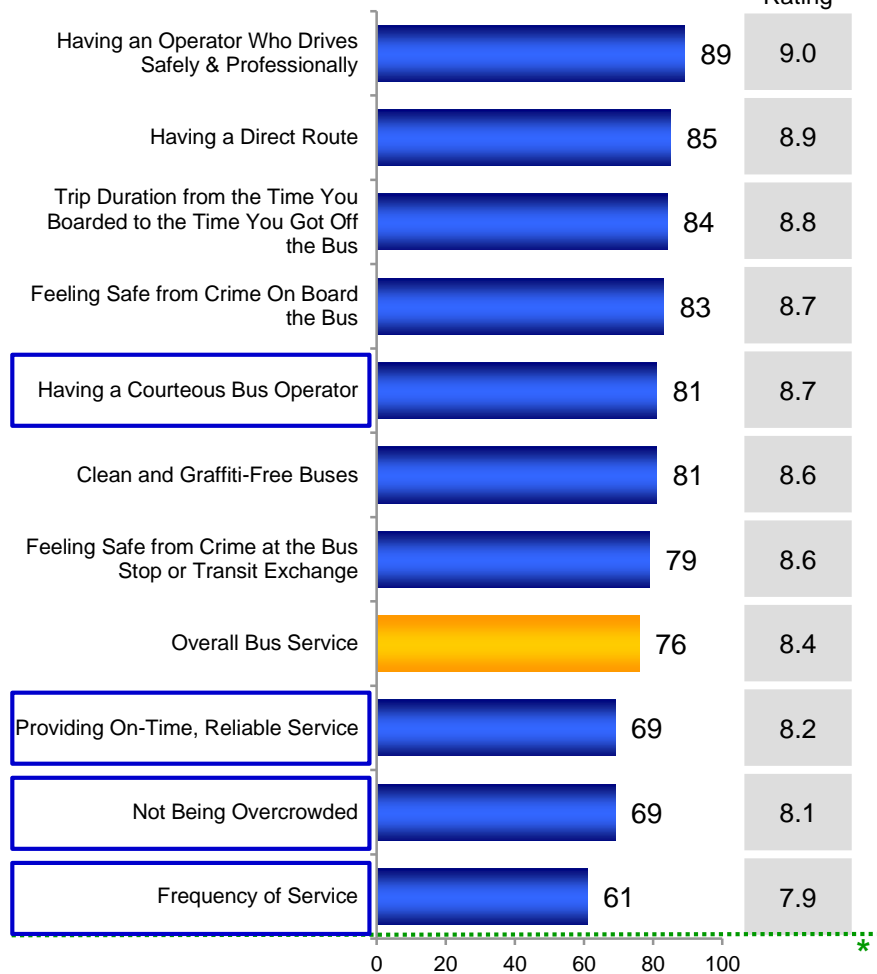
% Good to Excellent (8-10)

Attribute	% Good to Excellent	Average Rating
Having an Operator Who Drives Safely & Professionally	89	9.0
Having a Direct Route	85	8.9
Trip Duration from the Time You Boarded to the Time You Got Off the Bus	84	8.8
Feeling Safe from Crime On Board the Bus	83	8.7
Having a Courteous Bus Operator	81	8.7
Clean and Graffiti-Free Buses	81	8.6
Feeling Safe from Crime at the Bus Stop or Transit Exchange	79	8.6
Overall Bus Service	76	8.4
Providing On-Time, Reliable Service	69	8.2
Not Being Overcrowded	69	8.1
Frequency of Service	61	7.9

0 20 40 60 80 100 *

Top Key Driver

Q1 2021 Base = 1142 (bus routes evaluated)

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

Bus System
- Overall Bus Service earns good-to-excellent scores from over three-quarters (76%) of riders, unchanged from last period and significantly higher from a year ago (up 9 ppt). The average score increased to 8.4 out of 10, which is now the highest in the past two years.
- Coinciding with this upward trend, Frequency of Service, still one of the lowest rated top key drivers of Overall Bus Service, increased slightly from last period and is up significantly compared to a year ago, along with Courteous Bus Operator which has increased directionally. On-Time, Reliable Service and Not Being Overcrowded are unchanged from last period, but remain significantly higher than Q1, 2020. Other service attributes remained unchanged for the most part, with some slight shifts in their overall ratings; however they all remain above the positive performance threshold of 7.0 out of 10. When compared to a year ago, which marked the beginning of the COVID-19 pandemic in BC, all attributes have had positive improvements.
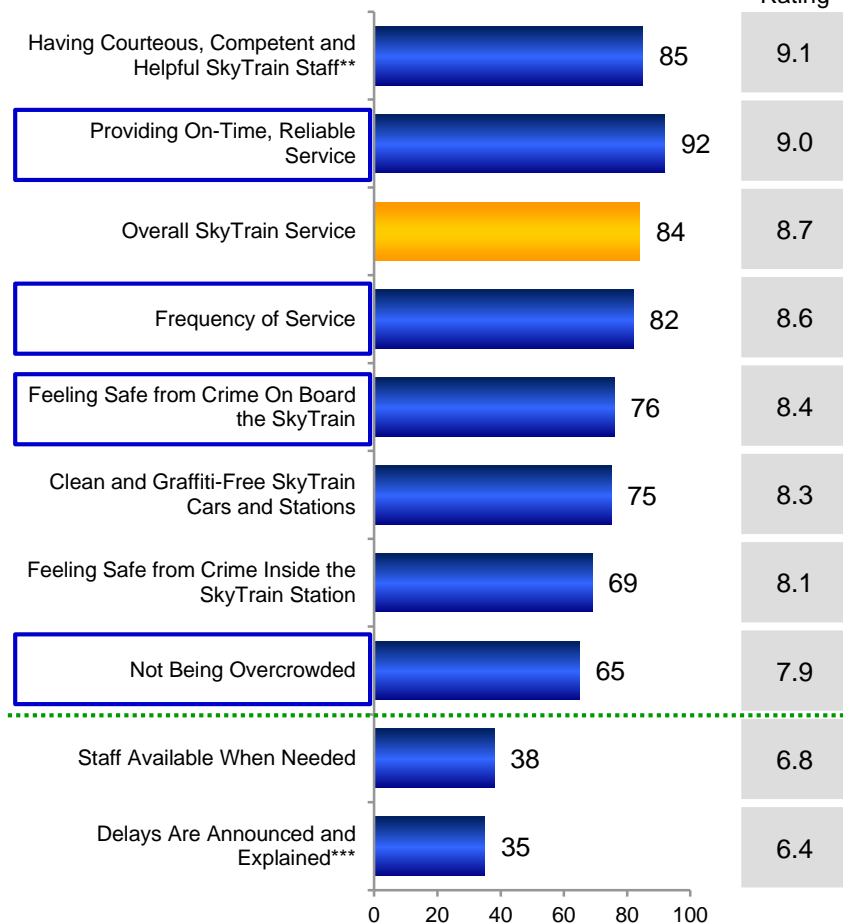
Performance on Top Key Drivers of Overall Bus Service*
- Courteous Bus Operator
  - Just over eight-in-ten (81%) bus riders award good-to-excellent scores for Courteous Bus Operator, a slight increase from both last period and a year ago (79% for both). This attribute continues to be the highest-rated top key driver.
- On-Time Reliable Service
  - Unchanged for the third consecutive quarter, On-Time Reliable Service earns top ratings from seven-in-ten (69%) bus riders, up significantly from a year ago (60%). This jump from Q1, 2020 is likely due to reduced transit ridership and road congestion caused by the ongoing COVID-19 pandemic.
- Frequency of Service
  - Six-in-ten (61%) bus riders provide good-to-excellent-ratings for Frequency of Service, similar to last quarter (60%) and a significant jump from a year ago (54%). Despite the improving performance, this continues to be the bus system's lowest-rated service attribute. While ratings for most depots remained relatively similar to last period, there have been significant increases from a year ago for RTC (up 14 ppt) and HTC (up 14 ppt).
- Not Being Overcrowded
  - Unchanged from last quarter, Not Being Overcrowded earns top scores from seven-in-ten (69%) bus riders, up significantly by 17 ppt from last year. Most routes continue to have significantly higher scores compared to a year ago, notably RTC (up 23 ppt), BTC (up 22 ppt), WVT (up 20 ppt), and PCT and STC (up 15 ppt for both).

Performance on SkyTrain Attributes

% Good to Excellent (8-10)

Attribute	% Good to Excellent (8-10)	Average Rating
Having Courteous, Competent and Helpful SkyTrain Staff**	85	9.1
Providing On-Time, Reliable Service	92	9.0
Overall SkyTrain Service	84	8.7
Frequency of Service	82	8.6
Feeling Safe from Crime On Board the SkyTrain	76	8.4
Clean and Graffiti-Free SkyTrain Cars and Stations	75	8.3
Feeling Safe from Crime Inside the SkyTrain Station	69	8.1
Not Being Overcrowded	65	7.9
Staff Available When Needed	38	6.8
Delays Are Announced and Explained***	35	6.4

☐ 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
- Over eight-in-ten (84%) SkyTrain riders award top scores for Overall SkyTrain Service. While in line with last quarter, this score remains significantly higher than a year ago (77%). The average score is unchanged at 8.7 out of 10, which is an increase from a year ago (8.4).
- Good-to-excellent scores for the top key drivers of On-Time, Reliable Service, Frequency of Service and Not Being Overcrowded have all increased significantly compared to a year ago and have remained relatively steady from Q4 2020. The other top key driver of Feeling Safe from Crime on Board declined directionally compared to both last quarter and a year ago, and top ratings for Feeling Safe from Crime Inside the SkyTrain station declined significantly from last period. Two attributes fall below the positive performance threshold of 7.0 out of 10 this period (Staff Available When Needed and Delays Announced and Explained).

Performance on Top Key Drivers of SkyTrain Overall Service

Key Drivers with Positive Performance*
- On-Time, Reliable Service
  - Remaining the highest-rated top key driver of Overall SkyTrain Service, On-Time, Reliable service is awarded top scores from over nine-in-ten (92%) riders, which is a positive change from last period (up 3 ppt) and a significant increase from 84% in Q1, 2020. The average score dropped slightly to 9.0 out of 10 from 9.1 last period, but is still significantly higher than a year ago (8.7).
- Frequency of Service
  - Frequency of Service earns top scores from over eight-in-ten (82%) SkyTrain riders, which is an increase from 79% last quarter and is the highest rating in the past two years. This rating is also up significantly from a year ago (77%).
- Feeling Safe from Crime On Board the SkyTrain
  - Just over three-quarters (76%) of SkyTrain riders provide top ratings for Feeling Safe from Crime on Board SkyTrain, which is a directional drop compared to last period and a year ago (80% for both). The average score also decreased significantly to 8.4 out of 10 (versus 8.7 last quarter).
- Not Being Overcrowded
  - Two-thirds (65%) of SkyTrain riders give good-to-excellent scores for Not Being Overcrowded, a directional decrease of 5 ppt from last wave. However, this is still significantly higher than a year ago (48%).

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Performance on SeaBus Attributes

% Good to Excellent (8-10)
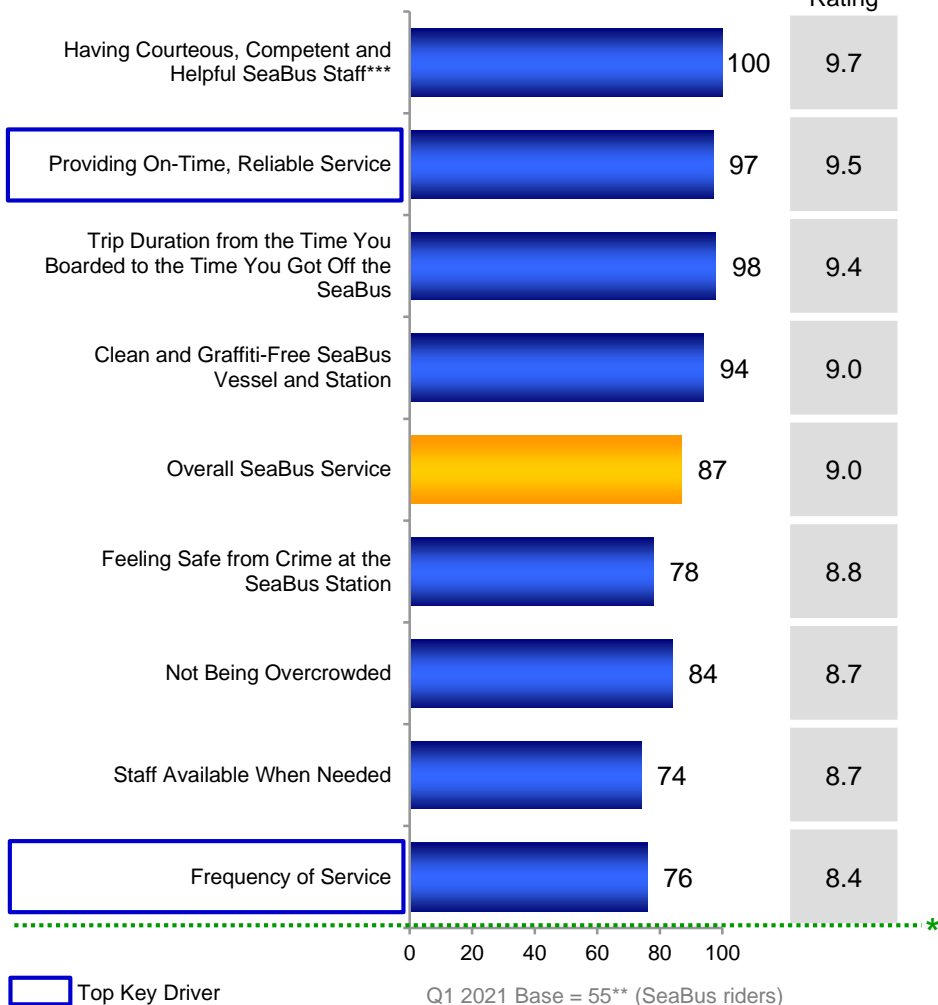
Attribute	% Good to Excellent (8-10)	Average Rating
Having Courteous, Competent and Helpful SeaBus Staff***	100	9.7
Providing On-Time, Reliable Service	97	9.5
Trip Duration from the Time You Boarded to the Time You Got Off the SeaBus	98	9.4
Clean and Graffiti-Free SeaBus Vessel and Station	94	9.0
Overall SeaBus Service	87	9.0
Feeling Safe from Crime at the SeaBus Station	78	8.8
Not Being Overcrowded	84	8.7
Staff Available When Needed	74	8.7
Frequency of Service	76	8.4

0   20   40   60   80   100

[ ] Top Key Driver

Q1 2021 Base = 55** (SeaBus riders)

An average rating of 7.0 or higher means an attribute's performance is positive, whereas a rating of less than 7.0 means improvements should be considered.
** Caution: Small base size
*** Caution: Very small base size – only among SeaBus riders who spoke with staff (n=11)

SeaBus

- Just under nine-in-ten (87%) SeaBus riders provide top scores for Overall SeaBus Service, which is a slight decrease from last quarter (2 ppt) and a slight increase from a year ago (85%). The average score has also continued an upward trend, increasing to 9.0 out of 10 (up from 8.9 last quarter and 8.7 last year).

- While top ratings for Overall SeaBus Service dropped slightly, all attributes increased, rebounding from the decreases in Q4, 2020. The largest increases included Clean and Graffiti-Free (up significantly from last period by 19 ppt) and Trip Duration (up significantly by 13 ppt). There have also been improvements since last wave for the top key drivers of Frequency of Service (up directionally by 11 ppt from last period) and On-Time, Reliable Service (up directionally by 8 ppt). All service attributes continue to outperform the 7.0 out of 10 positive performance threshold.

Performance on Top Key Drivers of SeaBus Overall Service

- On-Time, Reliable Service
  - This top key driver earns top scores from almost all SeaBus riders (97%), a directional improvement (up 8 ppt) from last quarter and the highest rating in the past two years. The average score has also increased to 9.5 out of 10, similar to Q2, 2020 levels. Like previous quarters, this continues to be one of highest-rated service attributes across all transit modes.
- Frequency of Service
  - Just over three-quarters (76%) of SeaBus riders award good-to-excellent ratings for Frequency of Service, which is a directional increase from 65% last quarter and an improvement from a year ago (72%). The average score also increased to 8.4 out of 10, up from 8.1 last quarter and slightly higher than a year ago (8.3). Despite this significant jump, Frequency of Service remains the lowest-rated attribute of SeaBus.

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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 (20% versus 12%) and less who are aged 35 to 44 years old (15 versus 18%) and 55 to 64 years old (9% versus 16%).
  - They are less likely to be employed full-time (47% versus 57%) and more likely to be employed part-time (18% versus 13%), students (14% versus 5%) or unemployed (7% versus 3%). This may be influenced by the higher proportion of Captive riders interviewed this wave compared to previous periods.

Trip Purpose

- Just under half (49%) of transit riders take transit to or from work, which is a directional decrease from 54% for last period and 51% a year ago. Just over four-in-ten (43%) take transit for shopping purposes, which has increased significantly from a year ago (34%), and is a slight uptick from last quarter (42%). In contrast, the proportion of those who take transit for entertainment or social reasons has declined significantly from a year ago (22%, down from 41% in Q1, 2020), as well as to/from school (7%, down significantly from 15% in Q1, 2020). The continued uncertainty of COVID-19 and changing restrictions in the first months of 2021 may have contributed to some of these shifts in reasons for taking transit.

Choice versus Captive

- Just over half (52%) of transit riders are Choice riders who have regular access to a vehicle for the transit trips they make. This is a slight increase of 1 ppt from last period (51%), however this is significantly lower compared to one year ago (64% in Q1, 2020). The proportion of Captive riders (those who do not have access to a vehicle) has dropped slightly to 47%, down 1 ppt from last quarter but up significantly from a year ago (35%). The proportion of Choice and Captive riders continues to be influenced by residents' ongoing caution and reduced travel amid the COVID-19 pandemic, compared to a year ago before the airborne virus was first present in BC. Choice riders may still be working from home or using their vehicle to travel rather than taking transit.

- Choice riders are more likely than Captive riders to be older (aged 55+), male, and higher income earners ($80K+).

- Captive riders are more likely to be female, less educated (high school or less), lower income earners (under $40K), and bus users.

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

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

% Good to Excellent (8-10)

| Avg Score | 7.8 | 7.8 | 7.8 | 7.8 | 7.9 | 8.3 | 8.3 | 8.3 | 8.3 |

Q1 2021 Base = 1197
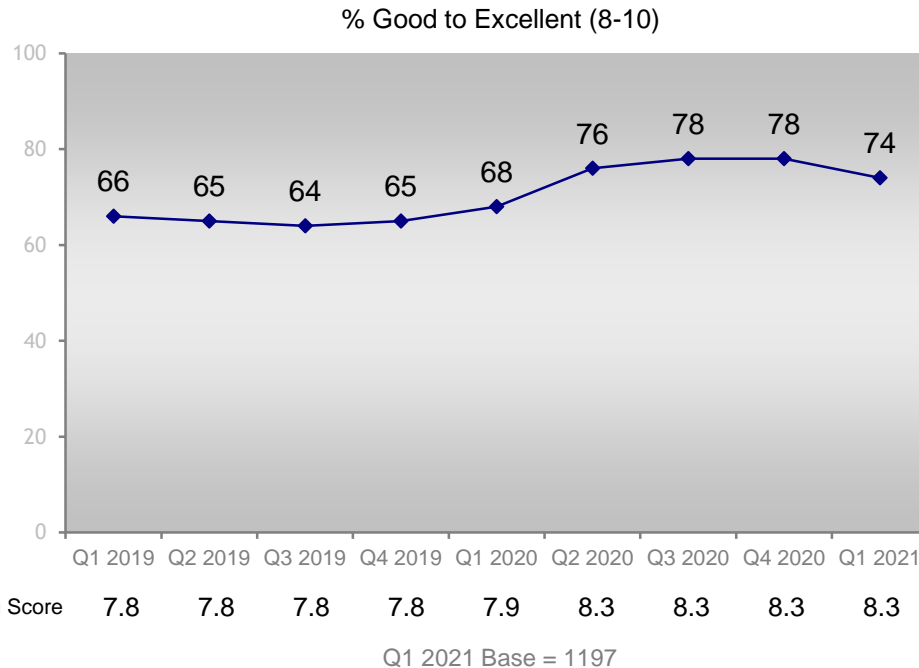
Q1 2021 Regional Differences:

85% among North Vancouver riders

66% among Northeast riders

Most Positive   Least Positive

Overall Service

Just under three quarters (74%) of transit riders award good-to-excellent scores for Overall Transit Service, a significant decline from Q4, 2020 levels (down 4 ppt) but still a significant increase from a year ago (up 6 ppt). Despite the drop in top ratings, the average score has remained steady at 8.3 out of 10 for a fourth consecutive quarter.

The top key driver of Value for Money was the only attribute where good-to-excellent ratings increased directionally compared to last period, and none increased significantly. While Good Connections remains unchanged, all other attributes decreased directionally compared to last wave. However, several attributes jumped significantly compared to Q1, 2020, likely a reflection of changing rider perceptions due to the ongoing COVID-19 pandemic.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	-4%	+6%

This quarter, older riders (aged 45+) were more likely than younger riders (aged 18-24) to provide top ratings for Overall Transit Service.

= *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?

Value for Money

% Good to Excellent (8-10)

| Avg Score | 7.4 | 7.5 | 7.4 | 7.5 | 7.6 | 7.9 | 7.7 | 7.8 | 7.9 |

Q1 2021 Base = 1197
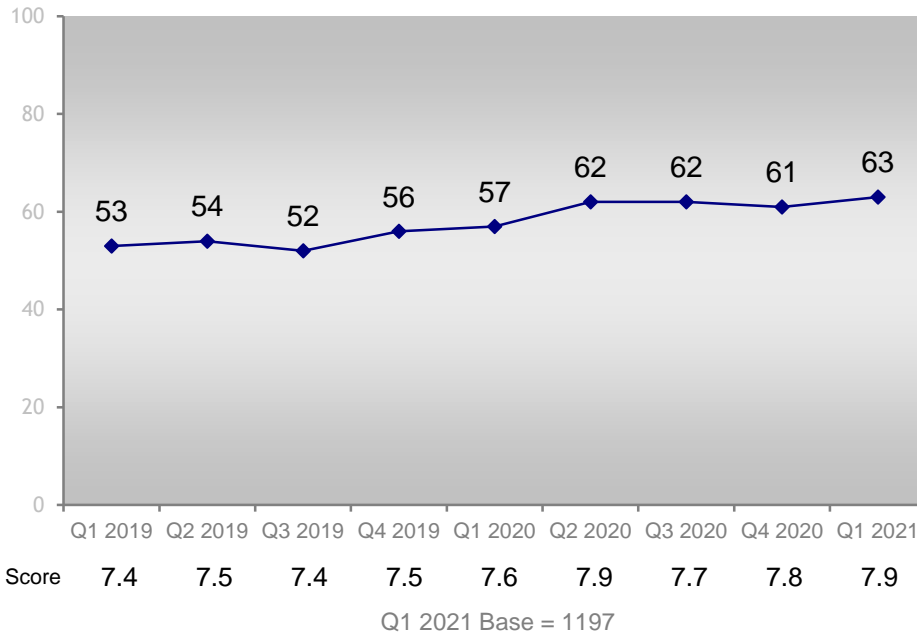
At the highest level in two years, over six-in-ten (63%) riders provide good-to-excellent scores when rating the top key driver of Value for Money, which is a significant increase from a year ago (57%) and a marginal increase of 2 ppt from last quarter. At 7.9 out of 10, the average score has increased slightly from last quarter (7.8) and increased significantly from a year ago (7.6).

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	+ 2%	**+ 6%**

Seniors aged 65+ continue to remain more likely to provide top scores for Value for Money than riders under the age of 65.

Q1 2021 Regional Differences:

79% among North Vancouver riders	52% among West Vancouver riders

	Top Key Driver		Most Positive		Least Positive

= *Significant upward/downward shift*

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

% Good to Excellent (8-10)

Avg Score	7.5	7.6	7.4	7.5	7.7	8.0	7.9	8.2	8.1
	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021

Q1 2021 Base = 1197
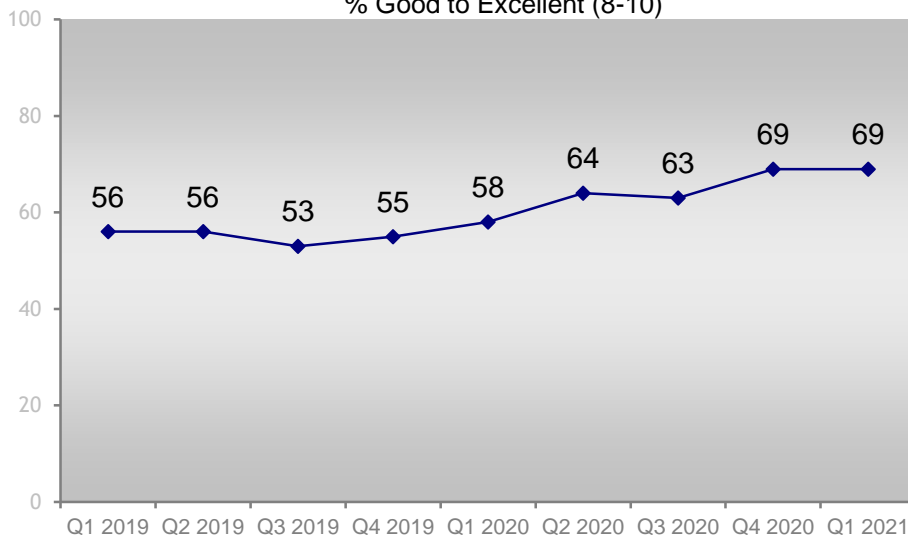
Convenient Hours

Just under seven-in-ten transit users provide good-to-excellent-ratings for Convenient Hours, unchanged from last quarter and remaining at the highest level in the past two years. This is a significant increase from a year ago (up 11 ppt). The average score has dropped slightly to 8.1 out of 10, but is significantly higher than a year ago (7.7).

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	0%	**+ 11%**

There are no significant demographic differences for this service attribute this quarter.

Q1 2021 Regional Differences:

No significant regional differences

No significant regional differences

☐ Top Key Driver   ■ Most Positive   ■ Least Positive

= *Significant upward/downward shift*

TRANS/LINK

Good Connections

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

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

This quarter just under four-in-ten (38%) riders took more than one bus/transit mode on a typical transit trip, similar to last quarter (37%) and unchanged from a year ago. Just over six-in-ten (61%) transit riders award good-to-excellent scores for Good Connections, which is a slight drop from last period's record high (64%) but is a significant increase from 52% in Q1, 2020. The average score dropped to 7.7 out of 10, from 8.0 last wave. Despite this drop, it is still one of the highest rated service attributes and is significantly higher than a year ago (7.4).

TransLink's ongoing Safe Operating Action Plan, which includes initiatives such as "monitoring passenger loads in order to deploy additional service" on routes where it is needed, continues to have a positive impact on Good Connections. Winter service changes implemented in December 2020, such as adding bus service to 27 routes and adjusting schedules on 9 routes, may also be contributing to the jump in ratings from a year ago.

% Good to Excellent (8-10)

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
% Good to Excellent	47	52	51	50	52	54	59	64	61
Avg Score	7.2	7.3	7.2	7.2	7.4	7.6	7.6	8.0	7.7

Q1 2021 Base = 441

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
	- 3%	**+ 9%**

For Good Connections, there continue to be no significant differences among demographic subgroups.

Q1 2021 Regional Differences:
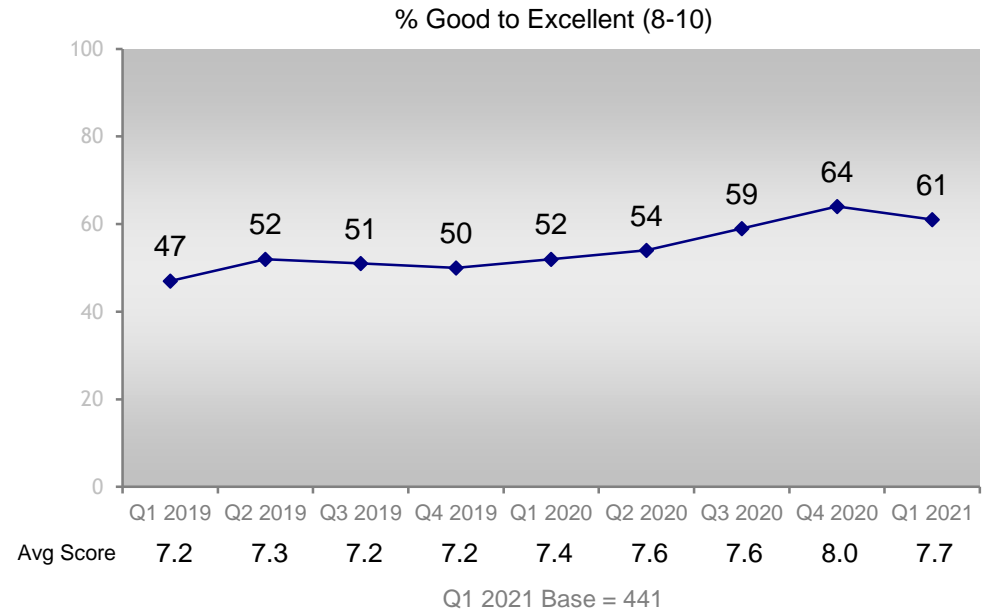
No significant regional differences

No significant regional differences

= *Significant upward/downward shift*

Top Key Driver | Most Positive | Least Positive

TRANS/LINK

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

% Good to Excellent (8-10)

36	38	40	37	37	45	45	43	40

Q1 2019 Q2 2019 Q3 2019 Q4 2019 Q1 2020 Q2 2020 Q3 2020 Q4 2020 Q1 2021

Avg Score   6.8   6.9   6.9   6.8   6.9   7.2   7.1   7.1   7.0

Q1 2021 Base = 1197

Q1 2021 Regional Differences:

48% among Surrey/North Delta/White Rock/Langley riders

29% among Northeast riders

| | Top Key Driver | | Most Positive | | Least Positive |

Enough Bus Shelters at Bus Stops

Dropping slightly from last quarter, Having Enough Bus Shelters earns top ratings from four-in-ten transit riders (40%). While directionally higher than a year ago (37%), this continues to decline steadily across the past two quarters.

The average score has also dropped and is now at 7.0 out of 10, reaching the positive performance threshold. This score still remains marginally higher than a year ago (6.9).

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	- 3%	+ 3%

There are no significant demographic differences for this service attribute this quarter

= *Significant upward/downward shift*

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

Adequacy of Transit Information at Stops and Stations

% Good to Excellent (8-10)

Avg Score	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
	7.4	7.4	7.4	7.5	7.5	7.8	7.8	7.9	7.7

Q1 2021 Base = 1197

Adequacy of Transit Information at Stops and Stations is awarded top scores by just under six-in-ten transit riders (59%), a decrease of 4 ppt from last quarter. Despite this drop, this attribute continues to be scored significantly higher than the same period a year ago (54%). The average score also remains higher than a year ago, at 7.7 out of 10, however this has dropped from last quarter's all time high (7.9).

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	- 4%	**+ 5%**

There were no significant demographic differences for ratings for Adequacy of Information this quarter.

Q1 2021 Regional Differences:

No significant regional differences	No significant regional differences

Most Positive	Least Positive

= *Significant upward/downward shift*

Q23B2a / Q23B3a / Q23B4a.　　How would you rate the transit system for providing adequate information onboard transit vehicles?

Bus

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Value	52	52	51	54	55	59	56	59	57
Avg Score	7.5	7.4	7.4	7.5	7.5	7.7	7.6	7.7	7.7

Q1 2021 Base = 939

SkyTrain

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Value	64	65	66	67	68	72	68	77	74
Avg Score	7.9	7.9	7.9	8.0	8.0	8.3	8.0	8.4	8.3

Q1 2021 Base = 654

SeaBus

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Value	56	56	57	62	64	54	82	62	84
Avg Score	7.6	7.6	7.7	8.1	8.0	7.2	8.5	8.1	8.8

Q1 2021 Base = 55*
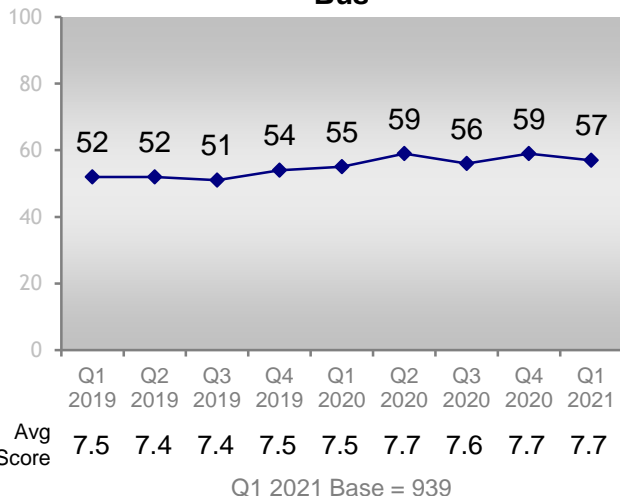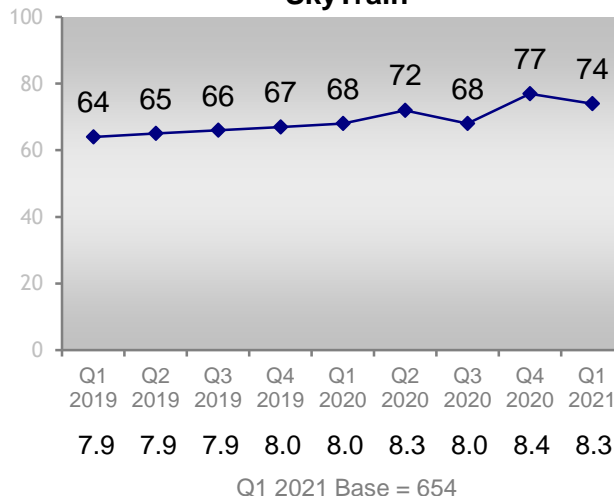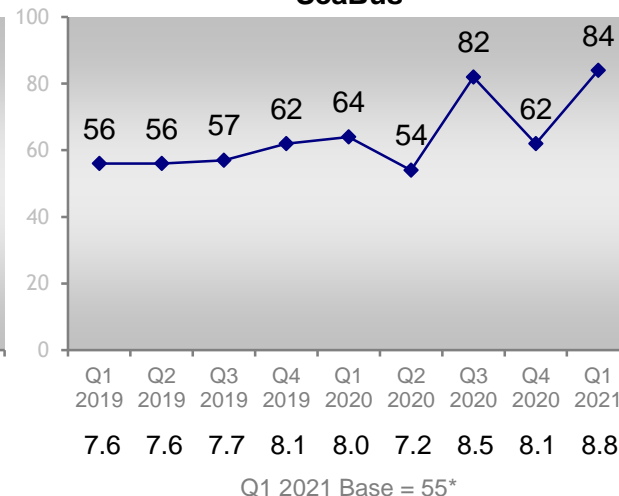
Adequacy of Transit Information On Board Transit Vehicles

Ratings for Adequacy of Transit Information On Board Transit Vehicles are highest for SeaBus (84% provided top ratings), followed by SkyTrain (74%) and Bus (57%). Bus ratings have remained relatively consistent over the last few periods. Seven-in-ten (74%) award top scores for information aboard SkyTrain, which is significantly up from a year ago. Ratings for SeaBus have jumped significantly from 62% last period to 84% currently, and are at an all-time high.

Bus: By depot, STC (68%) has the highest rating while WVT (46%) has the lowest.

SkyTrain: Ratings for Canada Line (82%) are significantly higher than for BCRTC (72%).

Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Bus:	- 2%	+ 2%
SkyTrain:	- 3%	+ 6%
SeaBus:	+ 22%	+ 20%

= *Significant upward/downward shift*

* Caution: small base size

TRANS LINK

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?

Ease of Getting Information from the Telephone Information Line

% Good to Excellent (8-10)
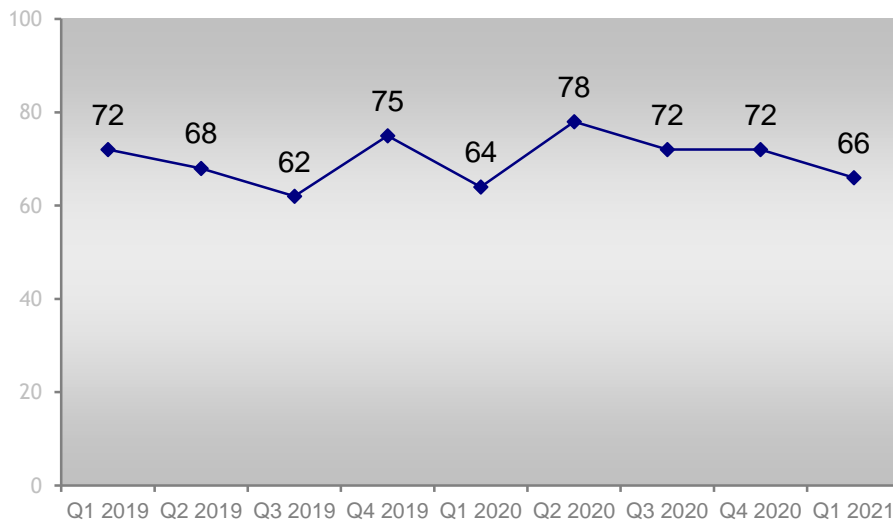
	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
	72	68	62	75	64	78	72	72	66
Avg Score	7.9	7.7	7.6	8.3	7.7	8.4	7.7	8.0	7.7

Q1 2021 Base = 138 (used phone)

In the past three months, one-in-eight (12%) riders indicated they called TransLink's Telephone Information Line Although directionally lower than last quarter (15%), this is up slightly from a year ago (10%).

Two-thirds (66%) of transit users who called the Telephone Information Line give top ratings, a directional drop from last quarter (72%) while remaining slightly higher than a year ago (64%).

The average score also decreased to 7.7 out of 10, which is a return to the same level a year ago.

	Last Quarter	_Same Quarter Last Year_
Good-to-Excellent ratings compared to:	- 6%	+ 2%

Older riders (aged 65+) were more likely to award top ratings than those aged 25-64.

Spoke To Clerk	Call Was Automated	Clerk & Automated
Base = 77*	Base = 14**	Base = 46*
% Good to Excellent (8-10)		
77	54	57

= *Significant upward/downward shift*

* Caution: small base size
** Caution: very small base size

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

Ease of Finding Info on Website

% Good to Excellent (8-10)

| Avg Score | 7.5 | 7.7 | 7.8 | 7.5 | 7.4 | 7.3 | 7.5 | 7.8 | 7.5 |

Q1 2021 Base = 475 (used website)

Similar to last quarter, approximately four-in-ten (41%) transit riders indicate they have used TransLink's website in the past three months, continuing to be significantly down from a year ago (14 ppt down from 55% in Q1, 2020). With a 1 ppt decrease from last quarter, this is now the lowest proportion of riders who have used the TransLink website within the last two years.

Good-to-excellent ratings are awarded by just under six-in-ten (58%) riders who used the TransLink website for Ease of Finding Information on the Website. While one of the highest ratings in the past few periods, this is a 4 ppt decrease from last quarter. The average score has also dropped and is now 7.5 out of 10, slightly above the same period a year ago (7.4).

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	- 4%	+ 3%

Q1 2021 Regional Differences:

84% among Richmond/South Delta riders

39% among North Vancouver riders

Riders under the age of 45 are more likely than those aged 65+ to provide good-to-excellent ratings for Ease of Finding Information on the TransLink website.

Most Positive   Least Positive

= *Significant upward/downward shift*

Q40.   How would you rate your overall experience with the Compass Card and Faregate System?

Compass Card and Faregate System
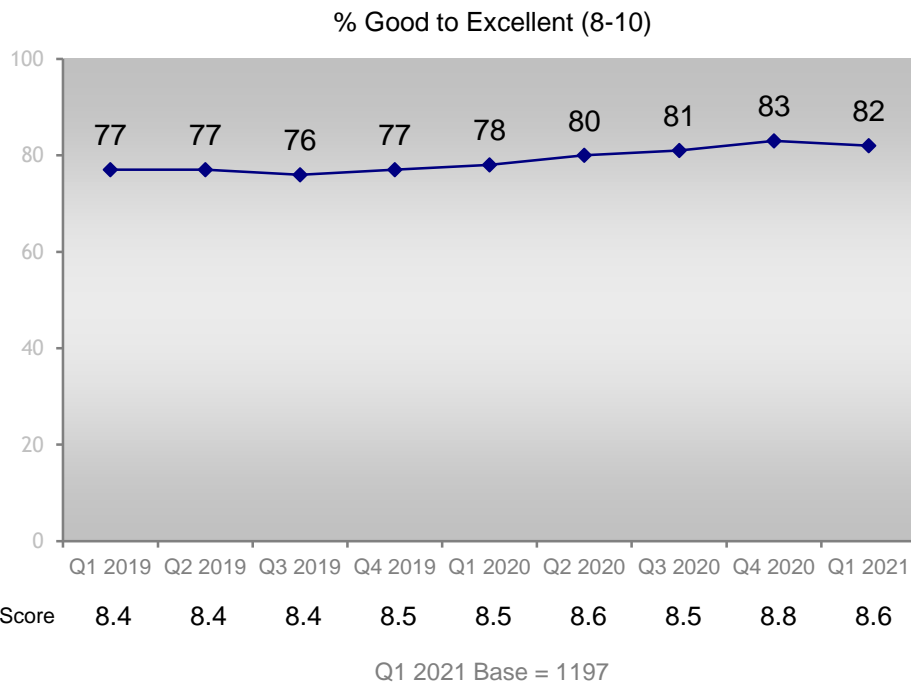
% Good to Excellent (8-10)

Eight-in-ten (82%) transit riders award good-to-excellent ratings for their overall experience with the Compass Card and Faregate System, which is similar to last period (83%) and up directionally up from 78% a year ago. The average score is 8.6 out of 10, down slightly from 8.8 in Q4, 2019.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	- 1%	+ 4%

Transit riders aged 65+ are more likely than those aged 18-44 to provide good-to-excellent ratings for the Compass Card and Faregate System.

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
% Good to Excellent	77	77	76	77	78	80	81	83	82
Avg Score	8.4	8.4	8.4	8.5	8.5	8.6	8.5	8.8	8.6

Q1 2021 Base = 1197

Q1 2021 Regional Differences:

No significant regional differences

No significant regional differences

Most Positive   Least Positive

= *Significant upward/downward shift*

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

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
2	RTC	8.7	81
7	BTC	8.4	79
4	PCT*	8.4	76
6	TOTAL BUS	8.4	76
6	CMBC	8.4	76
9	STC	8.3	77
7	VTC	8.3	73
5	WVT*	8.3	68
6	HTC	8.2	70

Q1 2021 Base = 1142

Caution: small base size.
Total Bus includes all the routes evaluated.

% Good to Excellent (8-10)

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
RTC	66	66	65	63	68	78	76	86	81
BTC	64	68	65	64	67	78	80	80	79
PCT*	72	73	64	65	75	68	73	69	76
TOTAL BUS	65	66	65	65	67	72	75	76	76
CMBC	65	65	65	65	67	72	75	77	76
STC	59	60	58	55	63	63	72	75	77
VTC	69	64	66	68	67	67	75	71	73
WVT*	72	80	61	75	79	84	85	68	68
HTC	60	65	69	71	62	77	68	81	70

Time Period Receiving Higher Ratings

• No particular time period is singled out.

Bus Service Overall

Consistent with the previous two periods, Overall Bus Service receives top ratings from over three-quarters (76%) of bus riders. This is a significant increase from a year ago (up by 9 ppt from Q1, 2020). The average improved to 8.4 out of 10, which is a new record high across the past two years.

Coinciding with this upward trend, Frequency of Service, still one of the lowest rated top key drivers of Overall service, increased slightly from last period and is up significantly compared to a year ago, along with Courteous Bus Operator which has increased directionally. On-Time, Reliable Service and Not Being Overcrowded are unchanged from last period, but have jumped significantly from Q1, 2020. Other service attributes remained unchanged for the most part, with some slight shifts in their overall ratings. When compared to a year ago, which marked the beginning of the COVID-19 pandemic in BC, all attributes have had positive improvements.

Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	0%	+ 9%
RTC	- 5%	+ 13%
BTC	- 1%	+ 12%
STC	+ 2%	+ 14%
VTC	+ 2%	+ 6%
HTC	- 11%	+ 8%

= *Significant upward/downward shift*

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

Note: *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?**

% Very Poor to Neutral (1-5) | Depot | Performance | % Good to Excellent (8-10)

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
6	BTC	8.5	78
4	RTC	8.5	75
10	TOTAL BUS	8.2	69
10	CMBC	8.2	69
13	WVT*	8.2	69
14	PCT*	8.2	67
11	STC	8.1	68
12	VTC	8.0	67
15	HTC	7.8	59

Q1 2021 Base = 1142

Caution: small base size.

% Good to Excellent (8-10)

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
BTC	65	66	53	60	64	74	70	77	78
RTC	58	64	62	54	56	67	71	80	75
TOTAL BUS	59	58	54	56	60	65	69	69	69
CMBC	59	58	54	56	60	65	69	69	69
WVT*	60	68	55	58	67	68	73	68	69
PCT*	73	59	52	56	63	50	70	65	67
STC	52	53	52	46	63	67	72	65	68
VTC	57	55	53	57	61	60	67	61	67
HTC	53	49	56	59	53	65	64	71	59

Time Period Receiving Lower Ratings

- Weekdays 3 PM-6:30 PM
- Weekdays after 6:30 PM

☐ Top Key Driver

On-Time Reliable Service

Just under seven-in-ten (69%) bus riders provide top ratings for On-Time Reliable Service for the third quarter in a row. This remains significantly higher than a year ago (60%). The average rating also remains unchanged compared to last period at 8.2, but still up significantly from 7.7 in Q1, 2020.

Riders may have adjusted their expectations of reliable bus service over the past few periods, resulting in unchanged ratings. However, compared to a year ago, reduced transit ridership and decreased bus service due to the COVID-19 pandemic has likely led to the jump in ratings from Q1, 2020.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	0%	+ 9%
BTC	+ 1%	+ 14%
RTC	- 5%	+ 19%
HTC	- 12%	+ 6%

⬤ ⬤ = *Significant upward/downward shift*

Notes: Depots are shown if there are any significant changes from last quarter or last year. Some base sizes too small (<30) for significance testing.

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?

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
4	RTC	8.3	67
9	BTC	7.9	63
12	TOTAL BUS	7.9	61
12	CMBC	7.9	60
13	PCT*	7.9	54
22	WVT*	7.8	77
10	VTC	7.8	59
19	STC	7.7	61
16	HTC	7.7	59

Q1 2021 Base = 1142

* Caution: small base size.

% Good to Excellent (8-10)

Depot	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
RTC	48	48	46	46	53	55	59	69	67
BTC	62	62	56	55	58	68	71	70	63
TOTAL BUS	51	51	49	50	54	58	63	60	61
CMBC	52	51	49	50	54	58	64	61	60
PCT*	47	45	41	43	49	45	65	41	54
WVT*	39	49	35	47	55	57	36	42	77
VTC	53	51	53	51	56	54	63	56	59
STC	47	44	43	48	57	50	63	59	61
HTC	42	46	45	51	45	69	56	63	59

Time Period Receiving Lower Ratings

- No particular time period is singled out.

☐ Top Key Driver

Frequency of Service

Frequency of Service is awarded good-to-excellent scores by just over six-in-ten (61%) transit riders, similar to last quarter (60%) and significantly higher than a year ago (54%). The average score also improved to 7.9 out of 10, up from 7.7 last quarter and a year ago (7.4). Despite this upward trajectory, this attribute continues to be the lowest-rated of all service attributes.

The increase in top ratings compared to Q1, 2020 is likely due to reduced transit ridership over the last year due to the COVID-19 pandemic. Winter service changes implemented in December 2020, such as adding bus service to 27 routes and adjusting schedules on 9 routes, may also be contributing to the jump in ratings from a year ago.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	+ 1%	+ 7%
RTC	- 2%	+ 14%
HTC	- 4%	+ 14%

⬭ ⬭ = *Significant upward/downward shift*

Notes: Depots are shown if there are any significant changes from last quarter or last year.
Some base sizes too small (<30) for significance testing.

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?**

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)	% Good to Excellent (8-10)
2	RTC	9.0	88	RTC: 78 76 78 75 78 77 88 92 88
3	HTC	8.8	82	HTC: 71 79 75 84 78 80 83 73 82
4	BTC	8.8	80	BTC: 77 74 74 77 74 85 78 76 80
13	WVT*	8.7	86	WVT*: 89 78 76 74 84 85 88 62 86
4	**TOTAL BUS**	8.7	81	TOTAL...: 78 77 77 78 79 80 82 79 81
4	CMBC	8.7	81	CMBC: 78 77 77 78 79 80 81 79 81
4	STC	8.7	81	STC: 78 74 72 72 80 77 79 83 81
3	VTC	8.7	80	VTC: 81 79 80 80 82 79 80 77 80
6	PCT*	8.3	71	PCT*: 75 80 83 83 81 83 84 78 71

Q1 2021 Base = 1142

* Caution: small base size.

Quarter labels: Q1 2019, Q2 2019, Q3 2019, Q4 2019, Q1 2020, Q2 2020, Q3 2020, Q4 2020, Q1 2021

Time Period Receiving Higher Ratings

- No particular time period is singled out.

Courteous Bus Operator

Just over eight-in-ten (81%) bus users provide good-to-excellent ratings for Courteous Bus Operator, up slightly from both last quarter and the same period the year before (79% for both). The average score also increased slightly to 8.7 out of 10, up from 8.6 for both last period and the year before. Having a Courteous Bus Operator continues to be the Overall Bus Service's highest rated top key driver.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	+ 2%	+ 2%
RTC	- 4%	+ 10%
HTC	+ 9%	+ 4%
WVT	+ 24%	+ 2%

Top Key Driver

= *Significant upward/downward shift*

Notes: Depots are shown if there are any significant changes from last quarter or last year. Some base sizes too small (<30) for significance testing.

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?

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
1	RTC	9.1	91
2	HTC	8.9	84
3	BTC	8.9	84
4	STC	8.8	85
3	TOTAL BUS	8.8	84
3	CMBC	8.8	84
4	VTC	8.7	82
6	PCT*	8.7	82
9	WVT*	8.5	84

Q1 2021 Base = 1142

* Caution: small base size.

% Good to Excellent (8-10)

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
RTC	77	75	67	68	76	83	84	87	91
HTC	72	74	74	77	69	89	83	84	84
BTC	78	79	73	74	77	90	83	85	84
STC	73	75	69	65	76	79	89	84	85
TOTAL BUS	76	75	72	73	77	84	82	83	84
CMBC	76	75	72	73	77	84	82	82	84
VTC	77	74	73	76	80	82	79	78	82
PCT*	78	74	71	74	76	80	76	75	82
WVT*	87	76	77	82	88	82	94	98	84

Time Period Receiving Higher Ratings

- No particular time period is singled out.

Trip Duration

Over eight-in-ten (84%) bus riders award top scores for Trip Duration, up slightly from last quarter (83%) and significantly higher compared to a year ago (77%). The average score, which was unchanged at 8.7 out of 10 for three consecutive quarters, also improved to an all-time high of 8.8.

Reduced road congestion and decreased transit ridership due to the COVID-19 pandemic is likely contributing to the jump in positive ratings from a year ago.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	+ 7%
RTC	+ 4%	+ 15%
HTC	0%	+ 15%
BTC	- 1%	+ 7%
WVT	- 14%	- 4%
STC	+1%	+9%

= *Significant upward/downward shift*

Notes: Depots are shown if there are any significant changes from last quarter or last year. Some base sizes too small (<30) for significance testing.

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?**

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
2	RTC	8.5	72
10	PCT*	8.4	77
11	WVT*	8.3	75
11	STC	8.2	71
11	TOTAL BUS	8.1	69
11	CMBC	8.1	69
15	BTC	7.9	69
11	VTC	7.9	65
15	HTC	7.7	63

Q1 2021 Base = 1142

* Caution: small base size.

% Good to Excellent (8-10)

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
RTC	56	54	46	47	49	70	81	85	72
PCT*	62	55	62	60	62	82	74	79	77
WVT*	55	48	50	44	55	75	89	76	75
STC	45	39	41	37	56	62	57	62	71
TOTAL BUS	50	48	47	48	52	69	68	69	69
CMBC	50	48	47	48	52	69	68	69	69
BTC	43	43	37	43	47	68	63	68	69
VTC	50	50	49	48	53	66	65	65	65
HTC	53	52	58	60	53	75	71	65	63
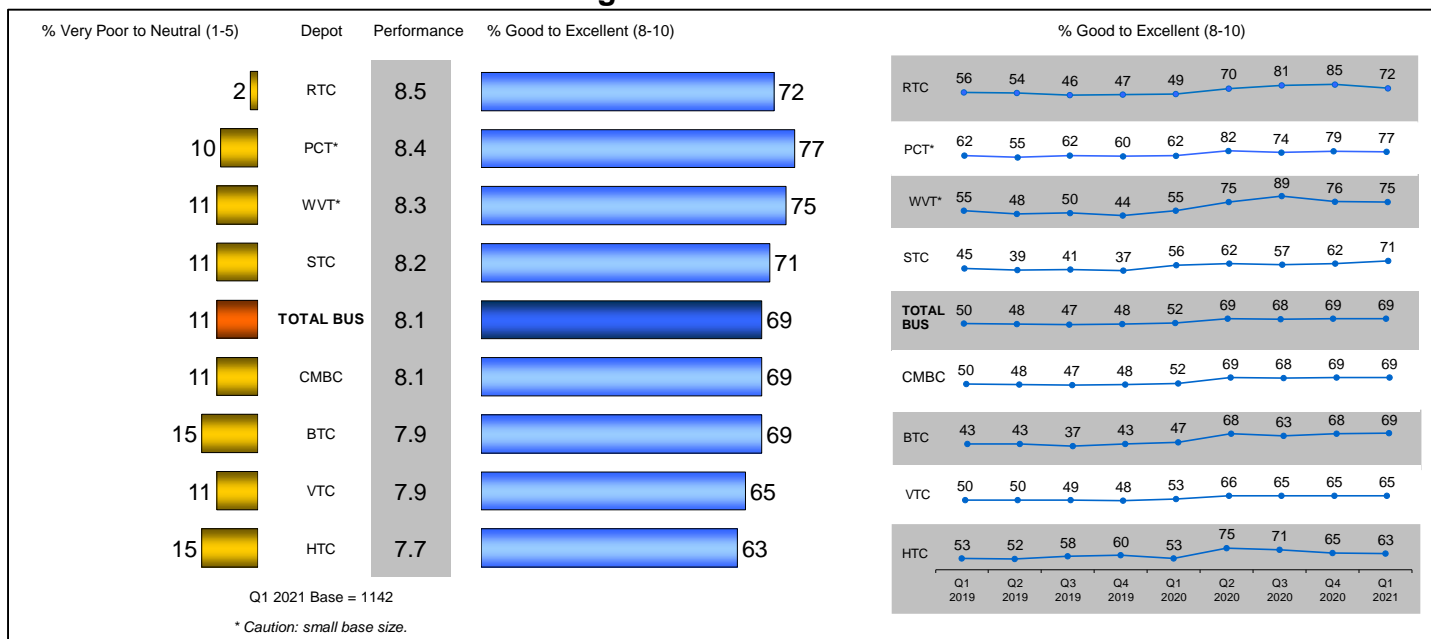
Time Period Receiving Higher Ratings

- No particular time period is singled out.

Top Key Driver

Not Being Overcrowded

Not Being Overcrowded continues to be awarded good-to-excellent scores by just under seven-in-ten (69%) bus riders for this top key driver of Overall Bus Service. This score has increased significantly from a year ago (up 17 ppt) and remains on par with the last three quarters of 2020. The average score also remains unchanged since Q2, 2020 at 8.1 out of 10.

Transit ridership continues to be well below levels seen before the COVID-19 pandemic, leading to perceptions of less overcrowding on buses. In addition, as part of TransLink's ongoing Safe Operating Action Plan, bus capacity has been limited and physical distancing guidelines are being observed, which are also likely leading to perceptions of buses Not Being Overcrowded.
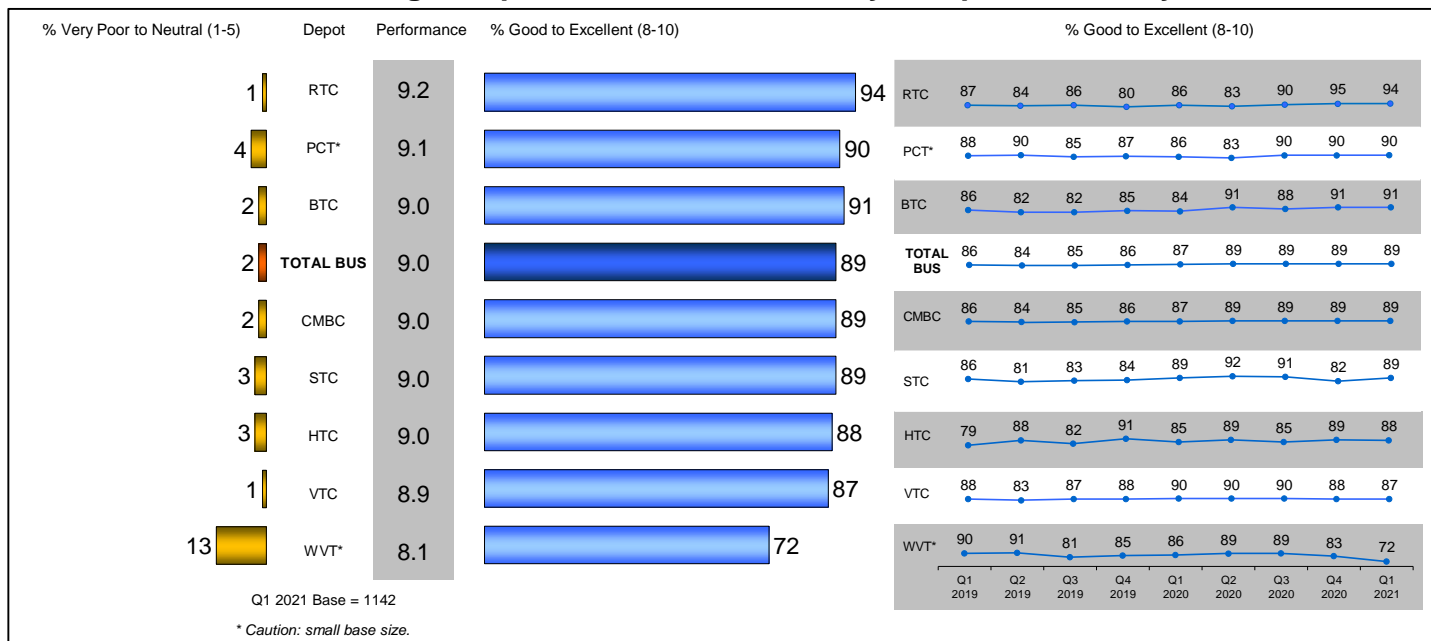
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	0%	**+ 17%**
RTC	**- 13%**	**+ 23%**
PCT	- 2%	**+ 15%**
WVT	- 1%	**+ 20%**
STC	+ 9%	**+ 15%**
BTC	+ 1%	**+ 22%**
VTC	0%	**+ 12%**

= *Significant upward/downward shift*

***Notes:** Depots are shown if there are any significant changes from last quarter or last year. Some base sizes too small (<30) for significance testing.*

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?

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
1	RTC	9.2	94
4	PCT*	9.1	90
2	BTC	9.0	91
2	TOTAL BUS	9.0	89
2	CMBC	9.0	89
3	STC	9.0	89
3	HTC	9.0	88
1	VTC	8.9	87
13	WVT*	8.1	72

Q1 2021 Base = 1142

Caution: small base size.

% Good to Excellent (8-10)

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
RTC	87	84	86	80	86	83	90	95	94
PCT*	88	90	85	87	86	83	90	90	90
BTC	86	82	82	85	84	91	88	91	91
TOTAL BUS	86	84	85	86	87	89	89	89	89
CMBC	86	84	85	86	87	89	89	89	89
STC	86	81	83	84	89	92	91	82	89
HTC	79	88	82	91	85	89	85	89	88
VTC	88	83	87	88	90	90	90	88	87
WVT*	90	91	81	85	86	89	89	83	72

Time Period Receiving Higher Ratings

- No particular time period is singled out.

Safe and Professional Bus Operator

Unchanged for the fourth straight period, just under nine-in-ten (89%) bus riders provide top ratings for Safe and Professional Bus Operator, a slight increase from a year ago (87%) and unchanged from Q4, 2020. At 9.0 out of 10, the average score improved slightly from 8.9, in Q4, 2020 and Q1, 2020.
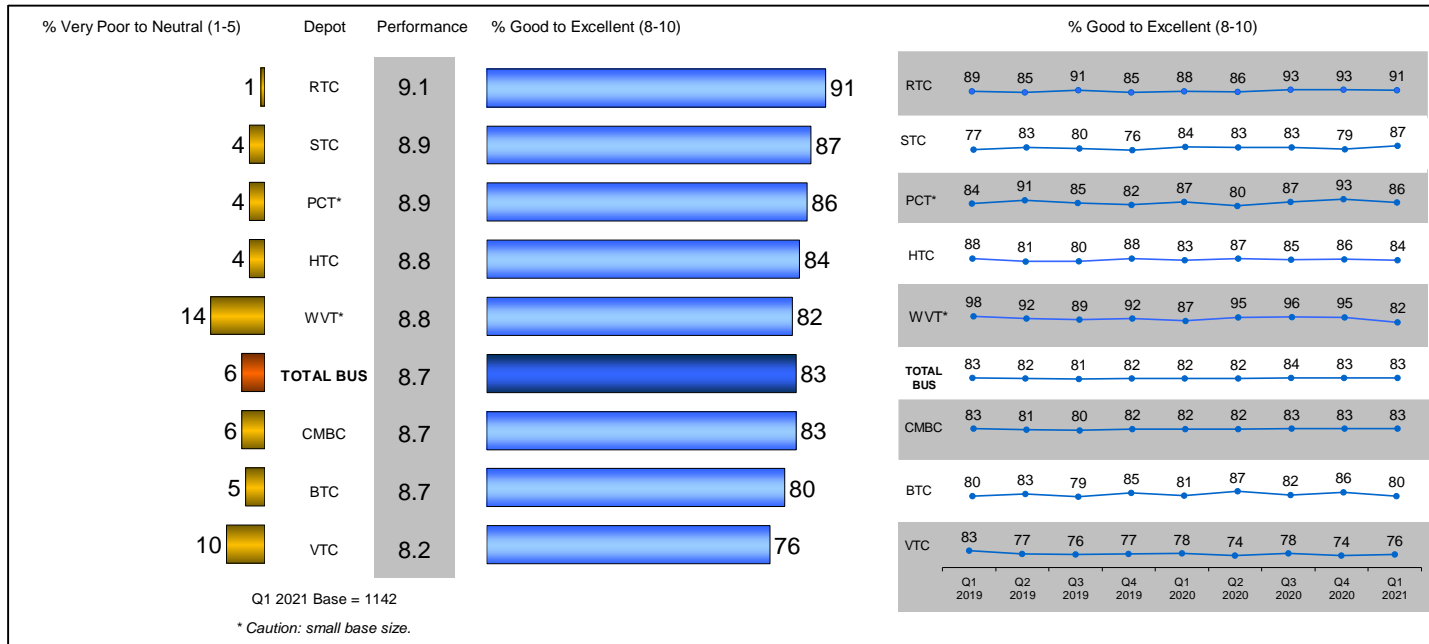
Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	0%	+ 2%
RTC	- 1%	+ 8%
BTC	0%	+ 7%

= Significant upward/downward shift

Notes: Depots are shown if there are any significant changes from last quarter or last year. Some base sizes too small (<30) for significance testing.

TRANS LINK

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?

% Very Poor to Neutral (1-5)   Depot   Performance   % Good to Excellent (8-10)

% Very Poor to Neutral	Depot	Performance	% Good to Excellent (8-10)
1	RTC	9.1	91
4	STC	8.9	87
4	PCT*	8.9	86
4	HTC	8.8	84
14	WVT*	8.8	82
6	**TOTAL BUS**	8.7	83
6	CMBC	8.7	83
5	BTC	8.7	80
10	VTC	8.2	76

Q1 2021 Base = 1142

* Caution: small base size.

% Good to Excellent (8-10)

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
RTC	89	85	91	85	88	86	93	93	91
STC	77	83	80	76	84	83	83	79	87
PCT*	84	91	85	82	87	80	87	93	86
HTC	88	81	80	88	83	87	85	86	84
WVT*	98	92	89	92	87	95	96	95	82
TOTAL BUS	83	82	81	82	82	82	84	83	83
CMBC	83	81	80	82	82	82	83	83	83
BTC	80	83	79	85	81	87	82	86	80
VTC	83	77	76	77	78	74	78	74	76

Time Period Receiving Higher Ratings

- No particular time period is singled out.

Feeling Safe from Crime On Board the Bus

Feeling Safe from Crime On Board the Bus is awarded good-to-excellent scores by over eight-in-ten (83%) bus riders, unchanged from last quarter and similar to a year ago (82%). The average score also remains at 8.7 out of 10, unchanged from last period and a year ago.
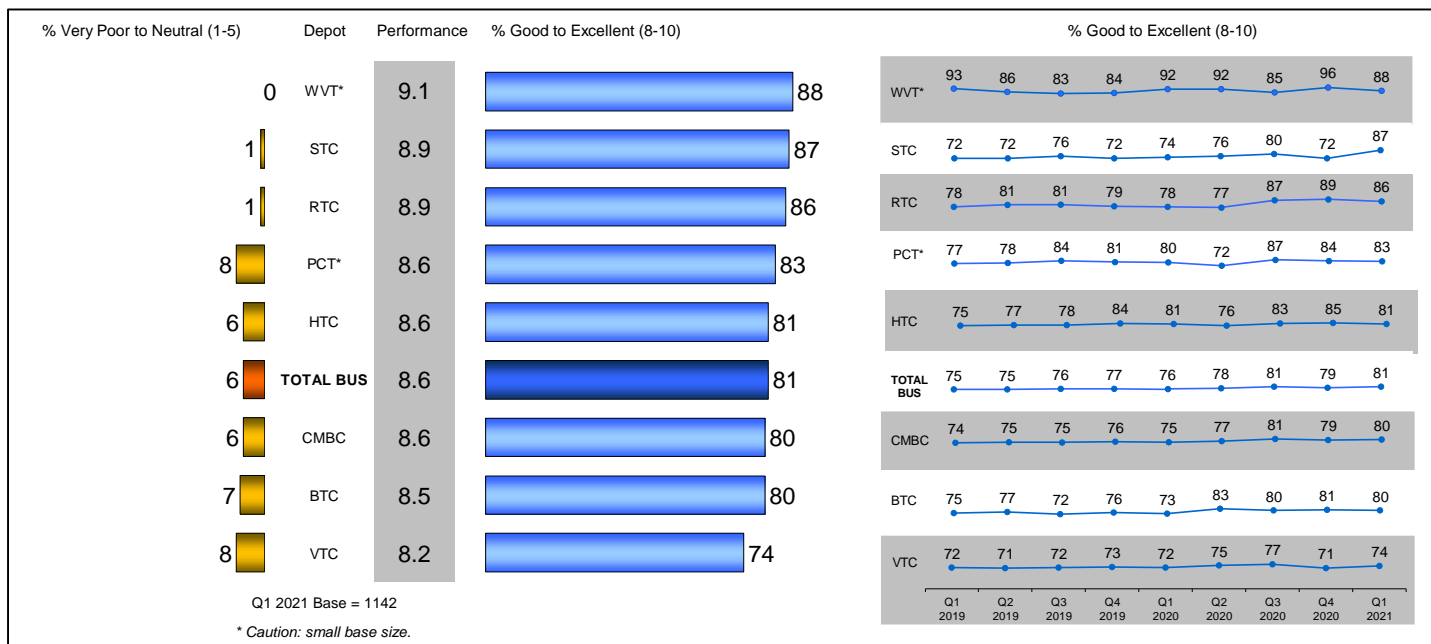
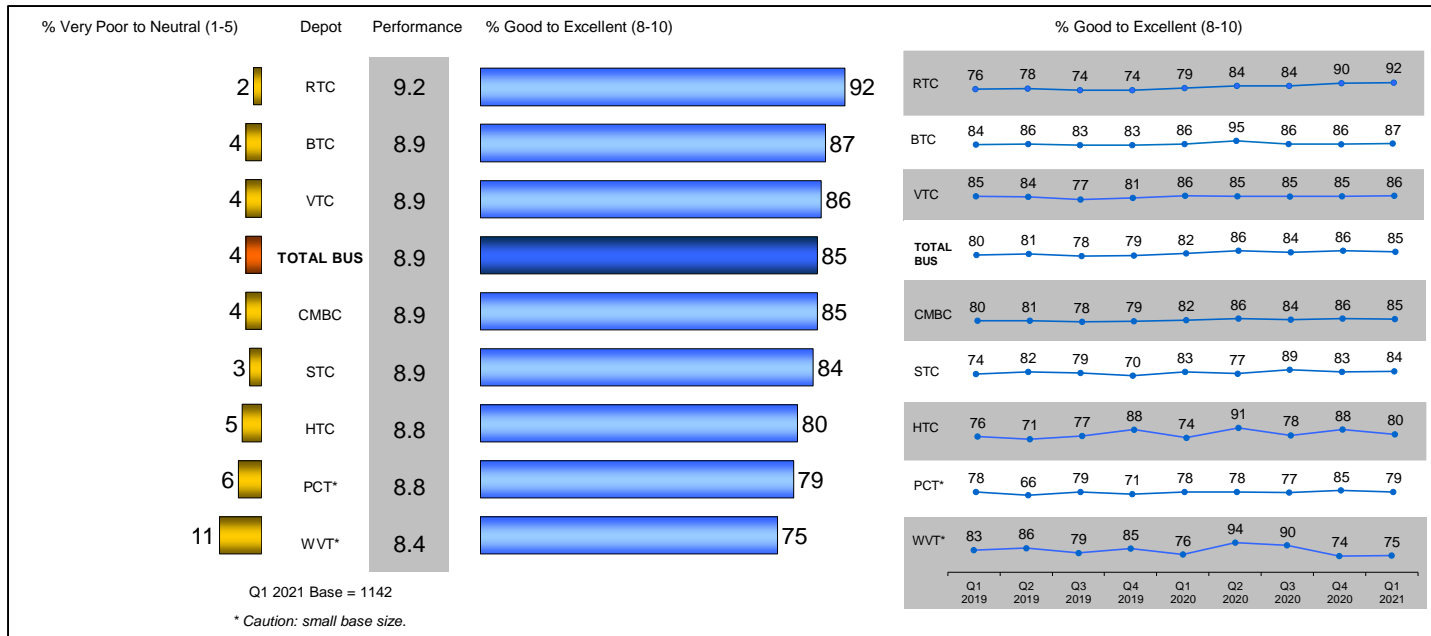| **Good-to-Excellent ratings compared to:**	_Last Quarter_	_Same Quarter Last Year_
Total Bus	-0%	+ 1%
STC	**+8%**	+3%

= *Significant upward/downward shift*

*Notes: Depots are shown if there are any significant changes from last quarter or last year.
Some base sizes too small (<30) for significance testing.*

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?

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
0	WVT*	9.1	88
1	STC	8.9	87
1	RTC	8.9	86
8	PCT*	8.6	83
6	HTC	8.6	81
6	TOTAL BUS	8.6	81
6	CMBC	8.6	80
7	BTC	8.5	80
8	VTC	8.2	74

Q1 2021 Base = 1142
Caution: small base size.

% Good to Excellent (8-10)

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
WVT*	93	86	83	84	92	92	85	96	88
STC	72	72	76	72	74	76	80	72	87
RTC	78	81	81	79	78	77	87	89	86
PCT*	77	78	84	81	80	72	87	84	83
HTC	75	77	78	84	81	76	83	85	81
TOTAL BUS	75	75	76	77	76	78	81	79	81
CMBC	74	75	75	76	75	77	81	79	80
BTC	75	77	72	76	73	83	80	81	80
VTC	72	71	72	73	72	75	77	71	74

Time Period Receiving Higher Ratings

- No particular time period is singled out.

Clean and Graffiti-Free Buses

Top ratings are provided for Clean and Graffiti-Free Buses by just over eight-in-ten (81%) bus riders. This is an increase of 2 ppt from last quarter up significantly from the same period a year ago (76%). The average score remains strong at 8.6 out of 10, which is unchanged from the last two quarters and up slightly from a year ago (8.4).

Increased disinfection, sanitation and physical distancing measures onboard buses continues as part of TransLink's Safe Operating Action Plan in response to the COVID-19 pandemic, leading to improved perceptions of cleanliness compared to a year ago.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	+ 2%	**+ 5%**
STC	**+ 15%**	**+ 13%**
BTC	- 1%	**+ 7%**

= *Significant upward/downward shift*

Notes: Depots are shown if there are any significant changes from last quarter or last year. Some base sizes too small (<30) for significance testing.

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

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
2	RTC	9.2	92
4	BTC	8.9	87
4	VTC	8.9	86
4	TOTAL BUS	8.9	85
4	CMBC	8.9	85
3	STC	8.9	84
5	HTC	8.8	80
6	PCT*	8.8	79
11	WVT*	8.4	75

Q1 2021 Base = 1142

* Caution: small base size.

% Good to Excellent (8-10)

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
RTC	76	78	74	74	79	84	84	90	92
BTC	84	86	83	83	86	95	86	86	87
VTC	85	84	77	81	86	85	85	85	86
TOTAL BUS	80	81	78	79	82	86	84	86	85
CMBC	80	81	78	79	82	86	84	86	85
STC	74	82	79	70	83	77	89	83	84
HTC	76	71	77	88	74	91	78	88	80
PCT*	78	66	79	71	78	78	77	85	79
WVT*	83	86	79	85	76	94	90	74	75

Time Period Receiving Higher Ratings

- Weekdays 9:30 AM-3 PM

Having a Direct Route

Over eight-in-ten (85%) bus riders award good-to-excellent scores for Having a Direct Route. While a slight drop from last quarter (86%), this is significantly higher than the same period a year ago (82%). Unchanged from last wave, the average score remains strong at 8.9 out of 10, up from 8.7 a year ago.

The significant increase from Q1, 2020 for Having a Direct Route is likely still influenced by the jumps in other service attributes such as On-Time Reliable Service, Frequency of Service and Not Being Overcrowded, brought on by the ongoing COVID-19 pandemic.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	- 1%	+ 3%
RTC	+ 2%	+ 13%
HTC	-8%	+ 6%

= Significant upward/downward shift

Notes: Depots are shown if there are any significant changes from last quarter or last year. Some base sizes too small (<30) for significance testing.

TRANS//LINK

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?**

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
2	RTC	9.0	87
4	PCT*	8.9	84
5	WVT*	8.8	78
4	BTC	8.7	79
5	STC	8.6	80
5	TOTAL BUS	8.6	79
5	CMBC	8.6	78
2	HTC	8.5	76
10	VTC	8.2	74

Q1 2021 Base = 1142
Caution: small base size.

% Good to Excellent (8-10)

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
RTC	81	86	84	81	84	85	93	92	87
PCT*	69	88	77	79	78	79	82	87	84
WVT*	92	79	84	86	85	83	89	77	78
BTC	78	80	75	77	81	83	78	87	79
STC	66	65	72	70	73	72	70	72	80
TOTAL BUS	76	77	76	78	79	78	80	81	79
CMBC	76	77	76	78	79	78	80	81	78
HTC	78	75	76	83	78	78	80	83	76
VTC	78	75	75	77	80	75	77	74	74
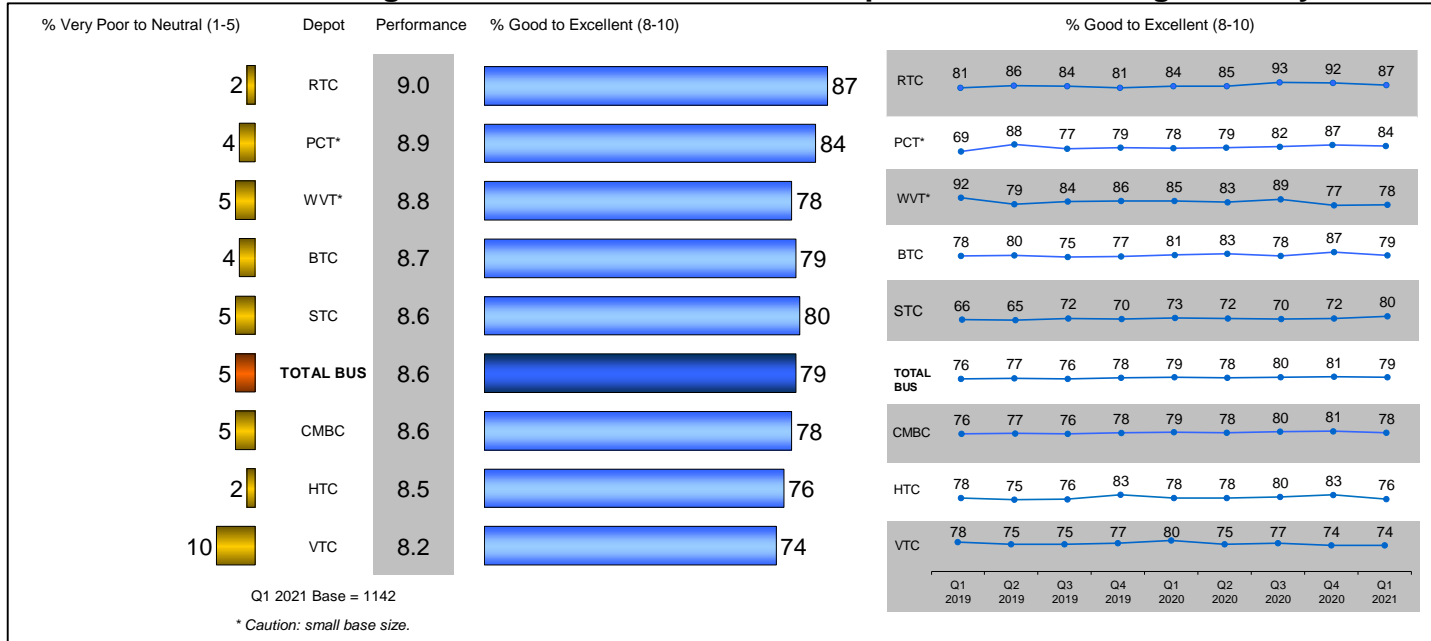
Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Down slightly from last quarter, just under eight-in-ten (79%) bus riders provide top ratings for Feeling Safe from Crime at Stops or Exchange, returning to the same score a year ago. The average score remains unchanged from last quarter at 8.6 out of 10, up slightly from a year ago (8.5).

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	- 2%	0%
VTC	0%	**- 6%**
BTC	**-8%**	-2%

⬤ ⬤ = *Significant upward/downward shift*

Notes: Depots are shown if there are any significant changes from last quarter or last year. Some base sizes too small (<30) for significance testing.

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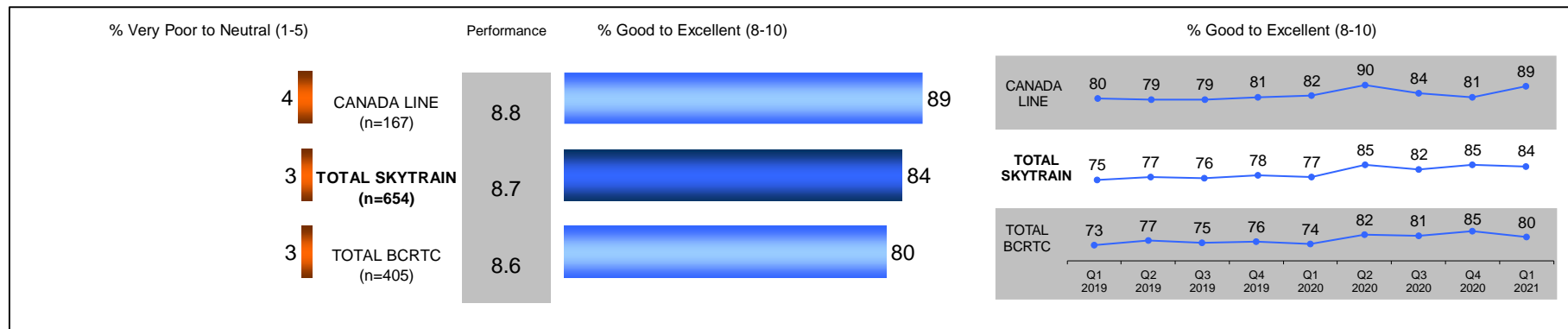
SkyTrain Overall Service

Overall SkyTrain Service earns good-to-excellent ratings from over eight-in-ten SkyTrain riders (84%), a slight decrease from last quarter (85%) but remaining significantly higher than a year ago (77% in Q1, 2020). The average score remains unchanged from last quarter at 8.7 out of 10, but it has increased from 8.4 a year ago. Both the Canada Line and BCRTC reversed their trajectories, with the Canada Line increasing by 8 ppt and BCRTC dropping by 5 ppt.

Good-to-excellent scores for the top key drivers of On-Time, Reliable Service, Frequency of Service and Not Being Overcrowded have all increased significantly compared to a year ago and have remained relatively steady from Q4, 2020. The other top key driver of Feeling Safe from Crime on Board declined directionally compared to both last quarter and a year ago, and top ratings for Feeling Safe from Crime Inside the SkyTrain station declined significantly from last period.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	- 1%	**+ 7%**
Total BCRTC:	- 5%	**+ 6%**
Canada Line:	**+ 8%**	**+ 7%**

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?**

% Very Poor to Neutral (1-5) — Performance — % Good to Excellent (8-10)

	% Very Poor to Neutral (1-5)	Performance	% Good to Excellent (8-10)
CANADA LINE (n=167)	2	9.2	94
TOTAL SKYTRAIN (n=654)	1	9.0	92
TOTAL BCRTC (n=405)	1	8.9	91

% Good to Excellent (8-10)

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
CANADA LINE	91	89	86	89	89	93	92	91	94
TOTAL SKYTRAIN	83	83	84	83	84	88	88	89	92
TOTAL BCRTC	80	81	81	80	81	87	87	89	91
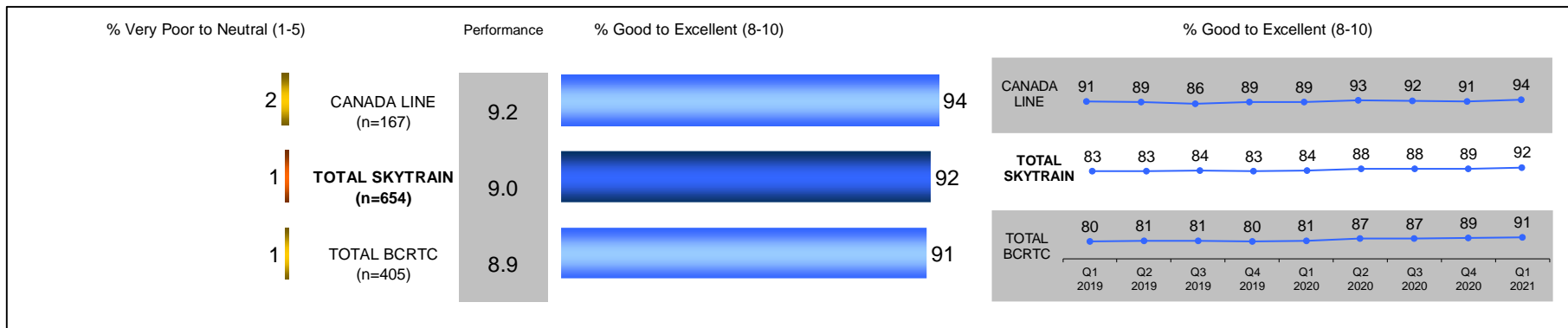
Top Key Driver

On-Time, Reliable Service

For On-Time, Reliable Service, over nine-in-ten (92%) SkyTrain riders award good-to-excellent scores. This is a significant increase from a year ago (84%) and the highest score in the past two years. At 9.0 out of 10, the average score fell slightly from last quarter (9.1) but is still significantly higher than a year ago (8.7). This continuous upward trajectory, especially when compared to a year ago, may be due to reduced SkyTrain ridership caused by the COVID-19 pandemic.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	+ 3%	**+ 8%**
Total BCRTC:	+ 2%	**+ 10%**
Canada Line:	+ 3%	+ 5%

= *Significant upward/downward shift*

TRANS LINK

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

% Very Poor to Neutral (1-5) Performance % Good to Excellent (8-10) % Good to Excellent (8-10)

	Performance	% Good to Excellent (8-10)
5 CANADA LINE (n=167)	8.8	85
2 TOTAL BCRTC (n=405)	8.6	82
3 **TOTAL SKYTRAIN (n=654)**	8.6	82

% Good to Excellent (8-10)

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
CANADA LINE	78	76	76	76	80	86	81	74	85
TOTAL BCRTC	71	72	77	71	76	75	80	80	82
TOTAL SKYTRAIN	74	73	77	73	77	78	81	79	82
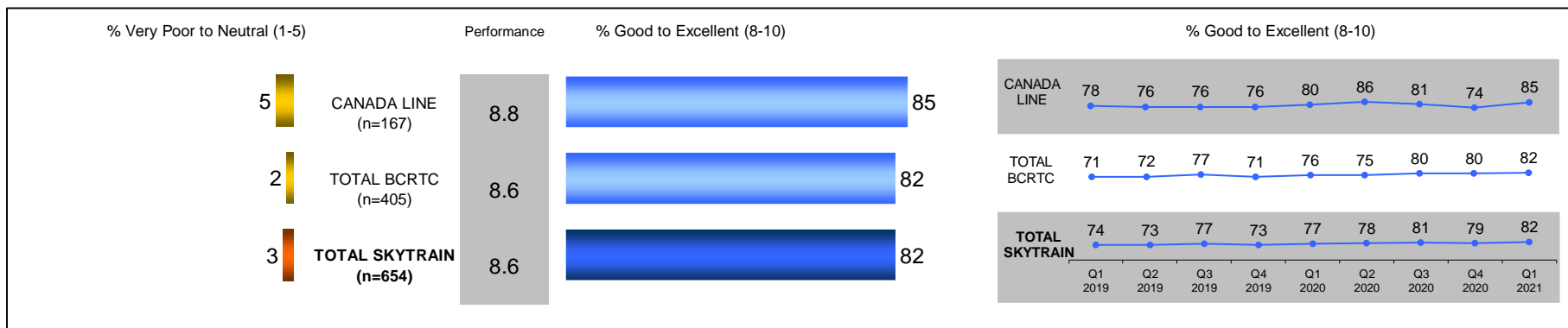
☐ Top Key Driver

Frequency of Service

Good-to-excellent ratings are awarded by over eight-in-ten (82%) SkyTrain riders for Frequency of Service. This is an increase of 3 ppt over last quarter and significantly higher than a year ago (77%). Like the other key driver of On-Time Reliable Service, this attribute has recorded another all-time high when compared to scores from the past two years. While the overall ratings improved, the average score dropped slightly to 8.6 out of 10 from 8.7 last period, however this remains significantly higher from a year ago (8.3 in Q1, 2020).

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	+ 3%	**+ 5%**
Total BCRTC:	+ 2%	**+ 6%**
Canada Line:	**+ 11%**	+ 5%

= *Significant upward/downward shift*

TRANS LINK

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

% Very Poor to Neutral (1-5) Performance % Good to Excellent (8-10)

% Good to Excellent (8-10)

	Very Poor to Neutral	Performance	Good to Excellent (8-10)
CANADA LINE (n=167)	7	8.1	69
TOTAL SKYTRAIN (n=654)	11	7.9	65
TOTAL BCRTC (n=405)	12	7.9	64

% Good to Excellent (8-10)

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
CANADA LINE	43	42	45	43	50	78	67	76	69
TOTAL	44	44	44	43	48	71	67	70	65
TOTAL BCRTC	44	45	43	42	47	69	67	68	64
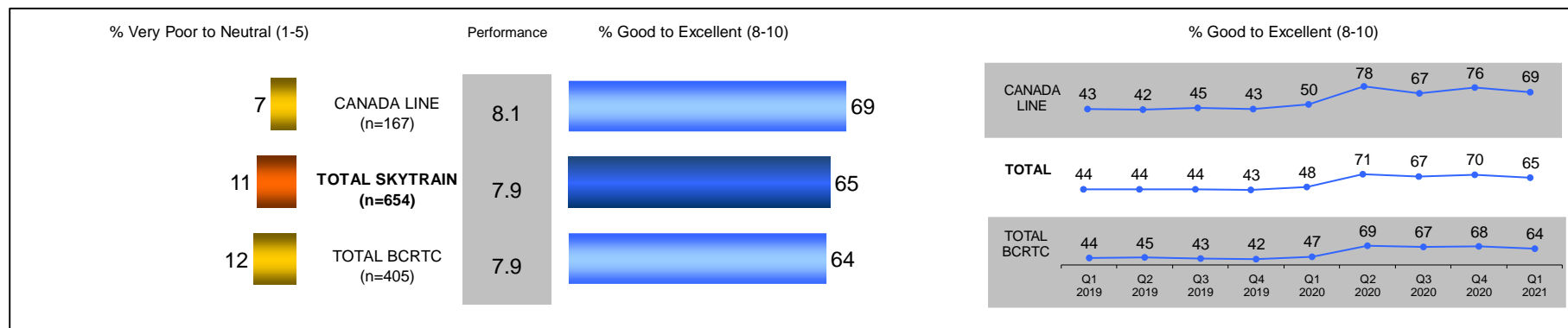
Not Being Overcrowded

☐ Top Key Driver

Two-thirds (65%) of SkyTrain riders award good-to-excellent ratings for Not Being Overcrowded, a directional decrease of 5 ppt from last wave, marking the first decrease since the beginning of the COVID-19 pandemic. This rating is still significantly higher than the same period a year ago (48%). The average rating also decreased this wave to 7.9 out of 10, from 8.1 last period.

Reduced SkyTrain ridership due to government restrictions on social gatherings and non-essential travel likely continues to have a positive impact on top ratings for Not Being Overcrowded. In addition, limited fare gate access to support physical distancing on platforms and trains are still in effect as part of TransLink's Safe Operating Action Plan.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	- 5%	**+ 17%**
Total BCRTC:	- 4%	**+ 17%**
Canada Line:	- 7%	**+ 19%**

⬤ ⬤ = *Significant upward/downward shift*

TRANS LINK

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?

% Very Poor to Neutral (1-5) Performance % Good to Excellent (8-10) % Good to Excellent (8-10)

		Performance	% Good to Excellent (8-10)
8	CANADA LINE (n=167)	8.5	81
7	**TOTAL SKYTRAIN (n=654)**	8.4	76
7	TOTAL BCRTC (n=405)	8.4	74

% Good to Excellent (8-10)

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
CANADA LINE	86	86	81	86	82	90	82	82	81
TOTAL SKYTRAIN	81	81	79	80	80	80	79	80	76
TOTAL BCRTC	77	79	78	77	79	78	78	79	74

☐ Top Key Driver
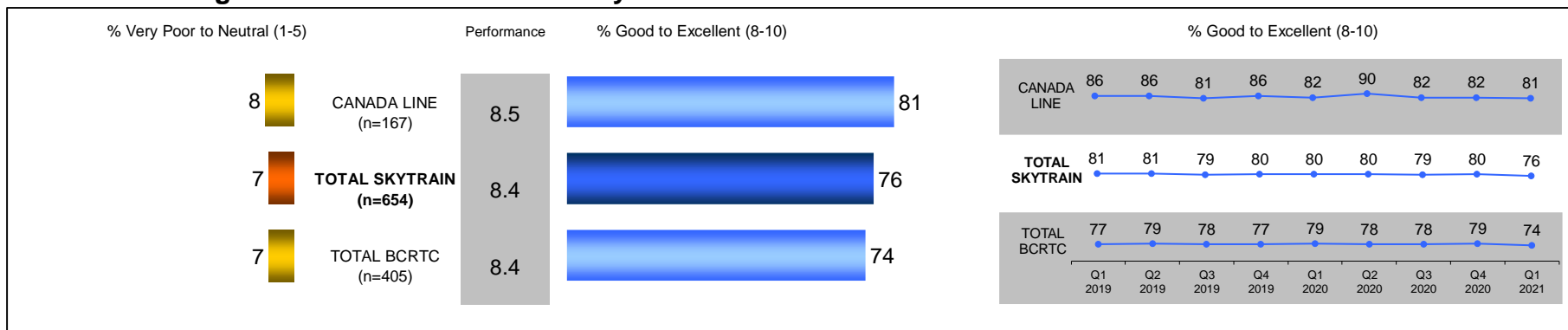
Feeling Safe from Crime On Board SkyTrain

Just over three-quarters (76%) of SkyTrain riders provide top ratings for Feeling Safe from Crime on Board SkyTrain, which is a directional drop from last period and a year ago (80% for both). While the Canada Line has remained relatively stable at 81% (down 1 ppt), BCRTC dropped directionally by 5 ppt. The average score is now 8.4 out of 10, which is a significant decrease from last quarter (8.7).

Good-to-Excellent ratings compared to:	_Last Quarter_	_Same Quarter Last Year_
Total SkyTrain:	- 4%	- 4%
Total BCRTC:	- 5%	- 5%
Canada Line:	- 1%	- 1%

⬤ ⬤ = _Significant upward/downward shift_

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

% Very Poor to Neutral (1-5)	Performance	% Good to Excellent (8-10)
4 — CANADA LINE (n=167)	8.8	85
7 — TOTAL SKYTRAIN (n=654)	8.3	75
9 — TOTAL BCRTC (n=405)	8.1	69

% Good to Excellent (8-10)

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
CANADA LINE	86	85	82	88	85	89	81	92	85
TOTAL SKYTRAIN	72	72	73	76	76	81	75	79	75
TOTAL BCRTC	66	67	67	70	70	79	71	73	69
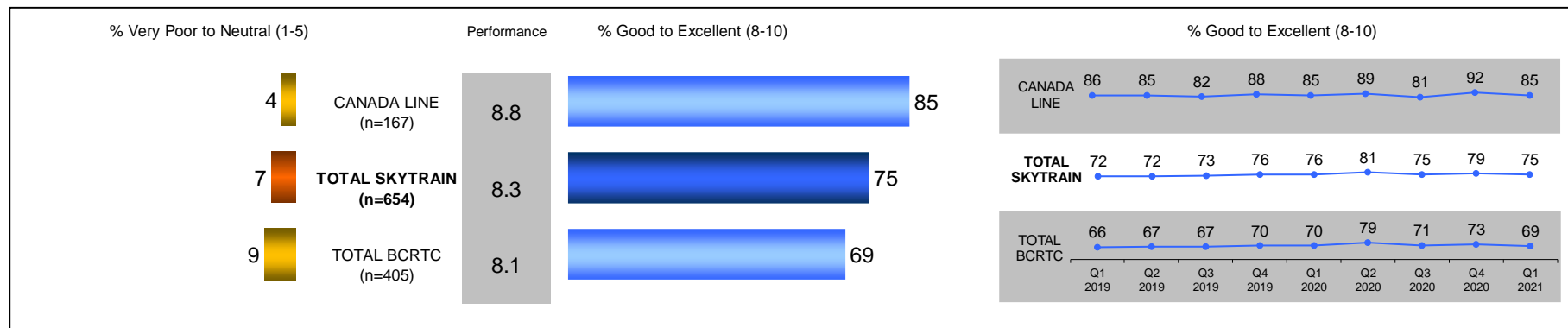
Clean and Graffiti-Free SkyTrain Cars and Stations

Clean and Graffiti-Free SkyTrain Cars and Stations earns good-to-excellent ratings from three-quarters (75%) of SkyTrain Riders. This is a decrease of 1 ppt from the same period a year ago and down 4 ppt from last quarter (79%). The average score also decreased from 8.6 out of 10 last period to 8.3 currently, which is on par with the same period last year.

While cleaning pit crews and daily disinfection of high-touch surfaces continues on SkyTrain as part of TransLink's Safe Operating Action Plan, riders may have come to expect increased sanitation onboard, resulting in ratings levelling off and remaining consistent.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total SkyTrain:	- 4%	- 1%
Total BCRTC:	- 4%	- 1%
Canada Line:	- 7%	0%

= *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?

	% Very Poor to Neutral (1-5)		Performance	% Good to Excellent (8-10)
CANADA LINE (n=167)	1		8.7	80
TOTAL SKYTRAIN (n=654)	5		8.1	69
TOTAL BCRTC (n=405)	7		7.9	65

% Good to Excellent (8-10)

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
CANADA LINE	83	82	80	83	81	84	82	83	80
TOTAL SKYTRAIN	74	75	74	76	72	74	73	75	69
TOTAL BCRTC	68	70	71	72	68	69	69	72	65
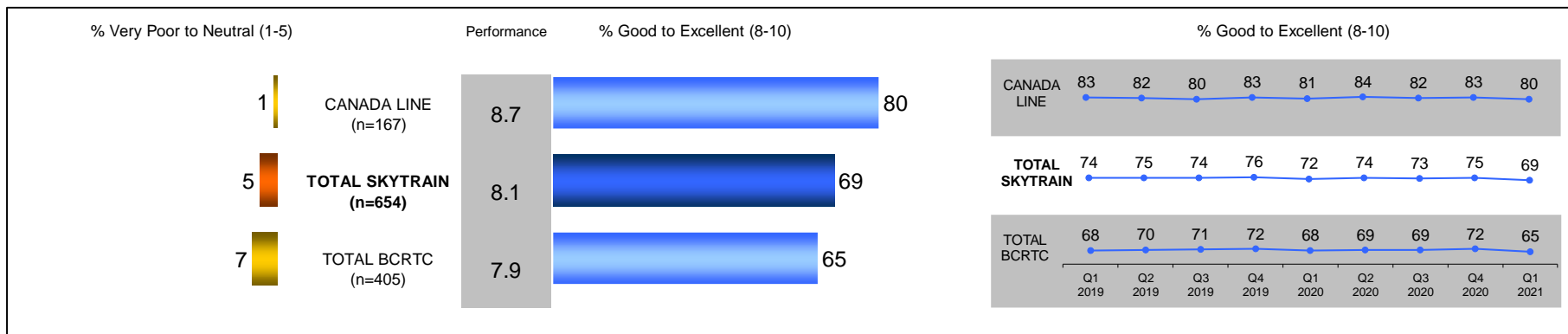
Feeling Safe from Crime Inside the SkyTrain Station

Nearly seven-in-ten (69%) SkyTrain riders provide top scores for Feeling Safe from Crime Inside the SkyTrain Station, which is a significant decrease from 75% last quarter and a slight decline from the same period last year (72%).

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	- 6%	- 3%
Total BCRTC:	- 7%	- 3%
Canada Line:	- 3%	- 1%

= *Significant upward/downward shift*

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

% Very Poor to Neutral (1-5)		Performance	% Good to Excellent (8-10)	
24	TOTAL BCRTC (n=405)	6.9		40
26	**TOTAL SKYTRAIN (n=654)**	6.8		38
29	CANADA LINE (n=167)	6.5		34

% Good to Excellent (8-10)

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
TOTAL BCRTC	42	44	41	39	40	45	36	42	40
TOTAL SKYTRAIN	41	39	40	38	39	38	40	40	38
CANADA LINE	39	32	41	35	33	26	44	35	34
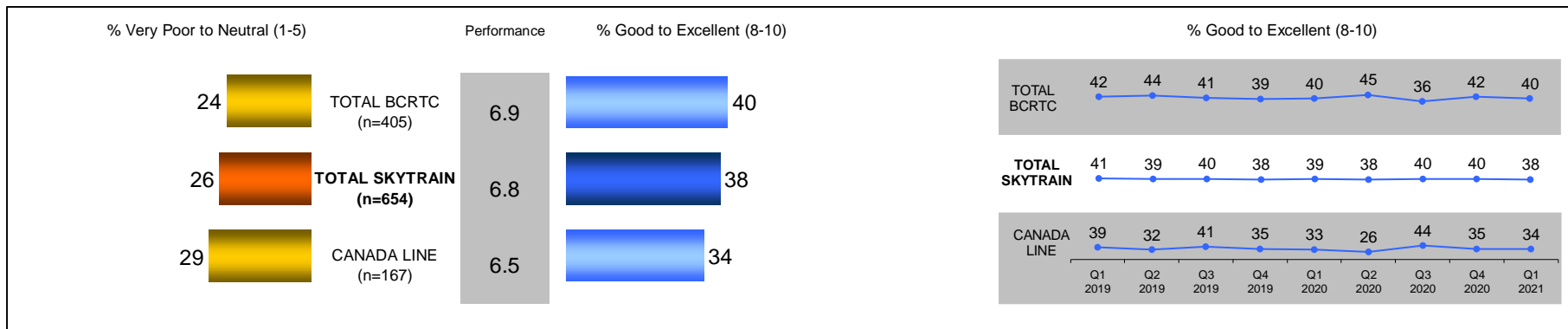
Staff Available When Needed

Just under four-in-ten (38%) SkyTrain riders award good-to-excellent scores for Staff Available When Needed, which is down 2 ppt from last quarter and 1 ppt from the same period last year. After holding steady for several periods, the average score has also dropped and is now at 6.8 out of 10, which is the lowest level observed in the last two years; and below the positive performance threshold of 7.0. Top ratings for both BCRTC and the Canada line have decreased marginally.

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

= *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?

% Very Poor to Neutral (1-5) | Performance | % Good to Excellent (8-10)

CANADA LINE (n=13**) — 17 — 6.9 — 51

TOTAL SKYTRAIN (n=75*) — 29 — 6.4 — 35

TOTAL BCRTC (n=55*) — 30 — 6.3 — 31

n = Those experiencing a delay in the past 3 months.
*Caution: small base size.
**Caution: very small base size.

% Good to Excellent (8-10)

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
CANADA LINE	40	28	51	43	55	52	28	47	51
TOTAL SKYTRAIN	40	37	40	40	43	43	33	43	35
TOTAL BCRTC	39	39	38	39	40	42	35	41	31

Delays are Announced and Explained

One-in-seven (14%) SkyTrain riders this quarter report experiencing a delay with SkyTrain in the last three months, unchanged from the previous wave. Similar to the last three periods, this continues to be among the lowest levels of riders reporting delays in the last two years. Reduced ridership levels caused by the COVID-19 pandemic may mean that there are generally less delays on the SkyTrain system.

Delays Announced and Explained earns good-to-excellent ratings from over one-third (35%) of SkyTrain riders. This is down by 8 ppt since the previous quarter and a year ago, returning to the level observed in Q3, 2020, and is one of the lowest scores in the past two years. In addition to Delays Announced and Explained remaining one of the lowest-rated service attributes for SkyTrain, the average score is now 6.4 out of 10, which is below the 7.0 positive performance threshold.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total SkyTrain:	- 8%	- 8%
Total BCRTC:	- 10%	- 9%
Canada Line:	+ 4%	- 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?

% Very Poor to Neutral (1-5)   Performance   % Good to Excellent (8-10)   % Good to Excellent (8-10)

	% Very Poor to Neutral (1-5)	Performance	% Good to Excellent (8-10)
TOTAL BCRTC (n=17**)	12	9.1	84
TOTAL SKYTRAIN (n=19)	11	9.1	85
CANADA LINE (n=2**)	0	10.0	100

n = SkyTrain riders who spoke with staff.
**Caution: very small base size.

% Good to Excellent (8-10)

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
TOTAL BCRTC	84	68	63	90	79	84	73	97	84
TOTAL SKYTRAIN	80	69	70	85	82	66	75	96	85
CANADA LINE	69	84	92	49	82	33	75	94	100

Courteous, Competent and Helpful SkyTrain Staff

A very small proportion of riders (2%) interacted with SkyTrain staff on their last trip, dropping one ppt from last quarter.

Among the 19 riders who interacted with SkyTrain staff, over eight-in-ten (85%) provide top scores for Courteous, Competent, and Helpful SkyTrain staff, which is down 11 ppt from the previous quarter. The average score decreased slightly to 9.1 out of 10, down from 9.3 last quarter but up from a year ago (8.7).

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	- 11%	+ 3%
Total BCRTC:	- 13%	+ 5%
Canada Line:	+ 6%	+ 18%

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

= Significant upward/downward shift

TRANSLINK

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

% Very Poor to Neutral (1-5)	SeaBus Attributes	Performance	% Good to Excellent (8-10)
0	Courteous, competent & helpful staff*	9.7	100
0	On-time, reliable service	9.5	97
0	Trip duration	9.4	98
0	Clean & graffiti-free	9.0	94
3	**Overall Service**	9.0	87
3	Safety from crime at the station	8.8	78
5	Not being overcrowded	8.7	84
10	Staff available when needed	8.7	74
6	Frequency of service	8.4	76

Q1 2021 Base = 52*

*Caution: small base size
**Caution: very small base size – only among those who spoke to SeaBus staff (n=11)

% Good to Excellent (8-10)

Attribute	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Courteous, competent & helpful staff*	73	91	100	93	92	84	100	93	100
On-time, reliable service	89	93	91	92	96	86	94	89	97
Trip duration	87	80	86	89	92	79	92	85	98
Clean & graffiti-free	75	84	83	84	87	79	88	75	94
Overall Service	81	82	82	88	85	76	87	89	87
Safety from crime at the station	83	85	85	83	80	88	92	70	78
Not being overcrowded	70	71	68	71	81	72	90	76	84
Staff available when needed	60	64	69	73	66	64	77	72	74
Frequency of service	67	67	63	65	72	60	62	65	76

Top Key Driver

SeaBus

Overall SeaBus Service is awarded good-to-excellent ratings by almost nine-in-ten (87%) SeaBus riders, which is a slight decrease from last quarter (down 2 ppt) and is marginally up from a year ago (85%). The average score continues to trend upward since Q2, 2020 and is now at 9.0 out of 10, increasing from 8.9 last quarter and 8.3 in Q2, 2020.

Although the Overall SeaBus service rating decreased slightly, all other service attributes experienced positive increases, including the Top Key Drivers On-Time, Reliable Service (up directionally by 8 ppt) and Frequency of Service (up directionally by 11 ppt). These increases reversed any declines in top scores reported last quarter.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Overall SeaBus Service	- 2%	+ 2%
Clean & graffiti-free	**+ 19%**	+ 7%
Trip duration	**+ 13%**	+ 6%

= Significant upward/downward shift

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

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

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

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

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Captive	35	36	34	35	35	51	46	48	47
Choice	64	63	65	65	64	48	53	51	52
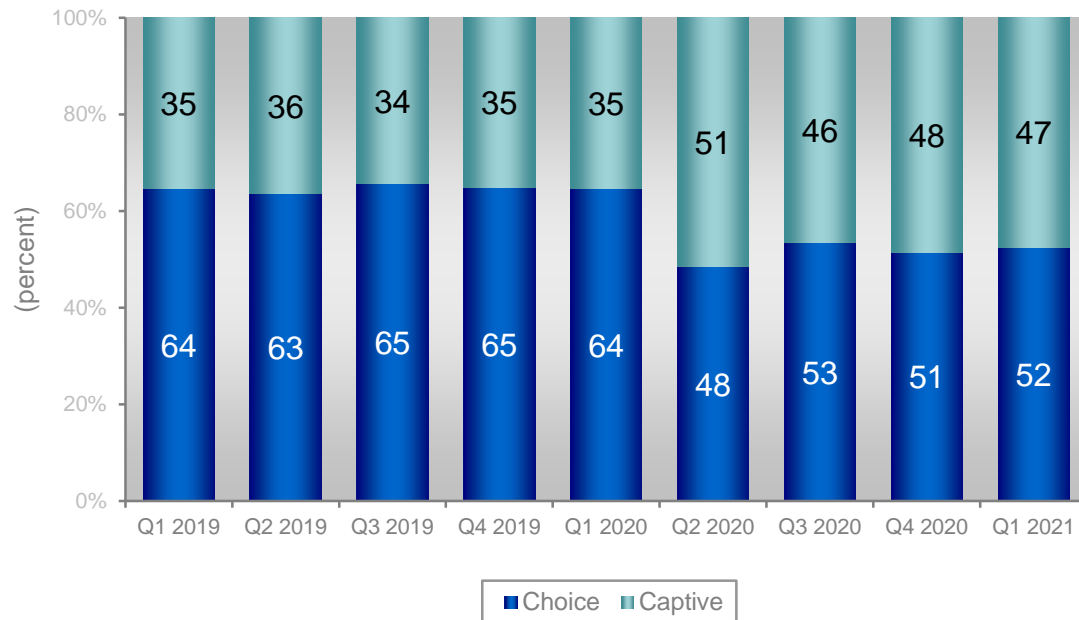
■ Choice ■ Captive

Q1 2021 Base = 1197

Choice Versus Captive

This quarter, just under half (47%) of transit riders are Captive riders, meaning they do not have regular access to a vehicle for the transit trips they make. This proportion, while a marginal drop from last quarter (down 1 ppt), is significantly higher than a year ago (35%). Conversely, the proportion of Choice riders, meaning those who have regular access to a vehicle, has increased slightly (by 1 ppt) but has dropped significantly from a year ago (52%, down from 64% in Q1, 2020).

The proportion of Choice and Captive riders continues to be influenced by residents' ongoing caution and reduced travel amid the COVID-19 pandemic, compared to a year ago before the airborne virus was first present in BC. Choice riders may still be working from home or using their vehicle to travel rather than taking transit.

Captive riders, similar to previous periods, continue to be more likely female, younger (under 35), less educated (high school education or less) or currently students, and less affluent (household income of less than $40K) than Choice riders. They are also more likely to be High Frequency transit riders.

Choice riders are more likely to be male, older (aged 55-64), have a higher household income ($80K+), and be Low Frequency riders compared to Captive riders.

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

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
To or from work	48%	48%	48%	47%	51%	50%	47%	54%	49%
To or from shopping	37%	38%	38%	37%	34%	43%	38%	42%	43%
For personal business	24%	26%	24%	24%	24%	21%	24%	25%	31%
For entertainment or social reasons	44%	46%	48%	43%	41%	23%	33%	23%	22%
To or from school	17%	15%	14%	17%	15%	6%	4%	6%	7%
For any other purpose	11%	13%	13%	12%	12%	8%	8%	9%	10%
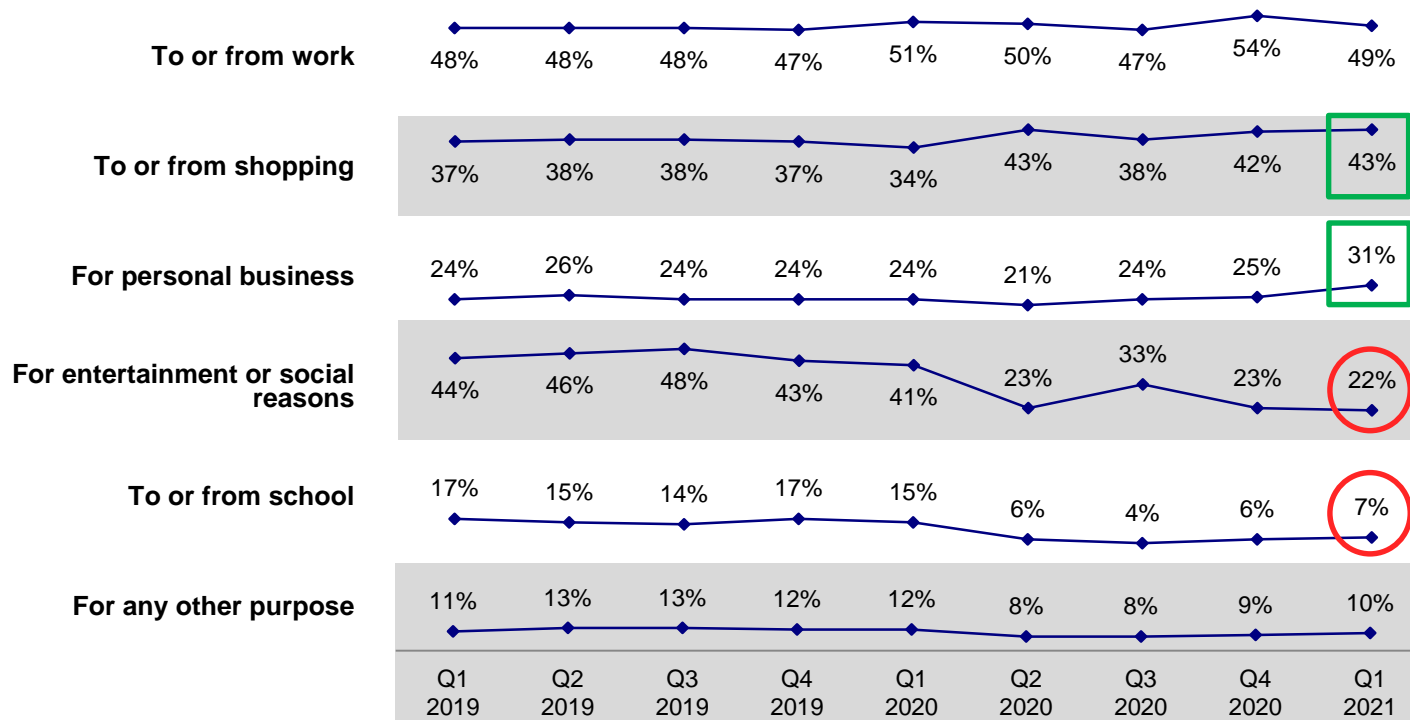
☐ Significantly higher than the same quarter of the previous year

◯ Significantly lower than the same quarter of the previous year

Q1 2021 Base = 1197

Trip Purpose

This quarter, just under half (49%) of riders used transit to go to or from work, a directional drop of 5 ppt from last quarter (54%) and similar to a year ago (51%). Similar to last period, just over four-in-ten riders used transit to go to and from shopping, which is significantly higher than a year ago (34%). Also significantly higher was the percentage of riders who used transit for personal business (31%, up 7 ppt from last year). The proportion of riders using transit for social/entertainment remains relatively lower at 22%, which is the lowest proportion to date and significantly down from a year ago (41%). Riders using transit to travel to and from school, while up slightly from last quarter (up 1 ppt to 7%), is still significantly below Q1 2020 levels (15%).

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

Avg. # of Years	10.5	10.5	10.7	10.7	11.4	11.6	12.1	11.7	12.4

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
11+ years	26	26	28	29	29	34	32	31	35
6 - 10 years	18	16	19	16	17	17	17	19	19
3 - 5 years	16	17	16	17	17	18	21	21	17
1 - 2 years	14	17	14	15	13	16	14	13	13
Less than one year	13	10	10	12	11	9	4	7	7
Not a regular rider	13	13	12	11	12	5	10	8	8

Q1 2021 Base = 1197
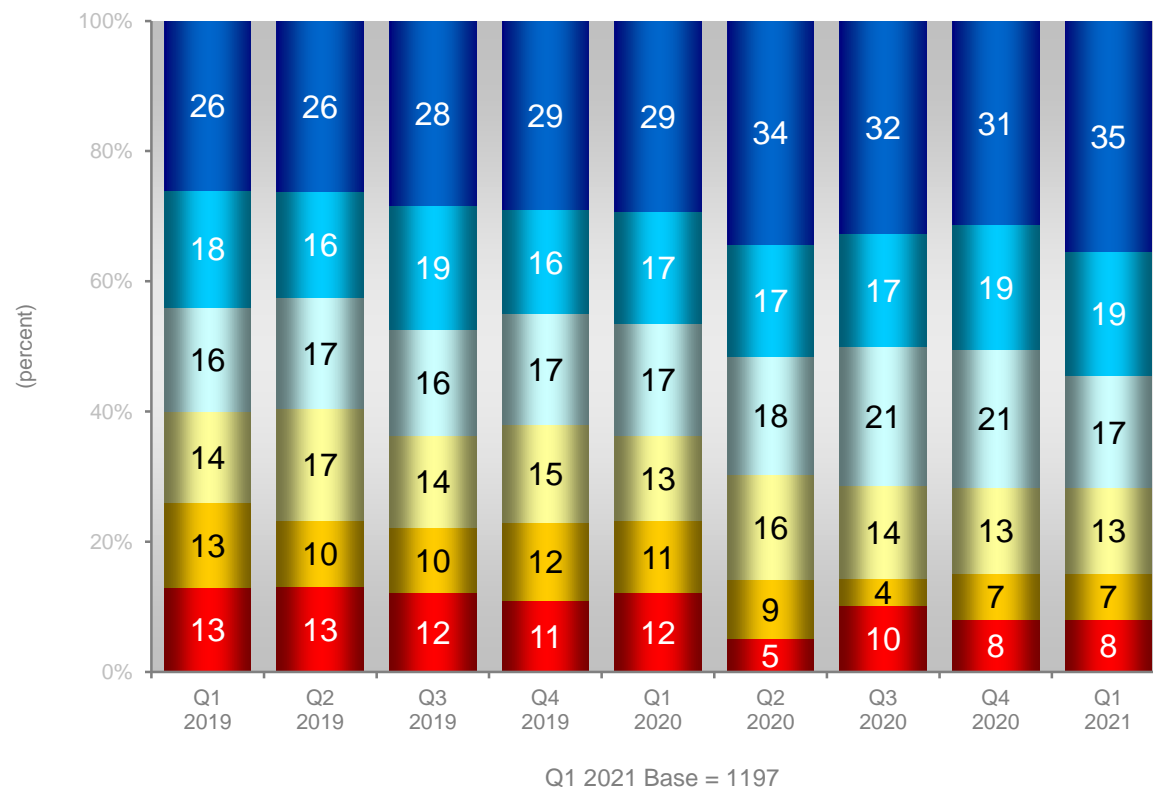
■ Not a regular rider ■ Less than one year ■ 1 - 2 years ■ 3 - 5 years ■ 6 - 10 years ■ 11+ years

Length of Time Taking Transit on a Regular Basis

Over one-third (35%) of transit riders have been taking transit on a regular basis for 11+ years, up 4 ppt from last period (31%) and significantly up from a year ago (29%). The average length of time riders indicate they have been taking transit on a regular basis has increased to 12.4, directionally up from a year ago (11.4) and the highest average length of time in the past two years.

One-in-twelve riders (8%) do not consider themselves regular users; while unchanged from last quarter, this is a significant decrease from a year ago (12%).

Compared to residents from other regions, Burnaby/New West, North Vancouver and Vancouver residents have been taking transit for longer on average.

Q30a. How likely are you to take transit as often as you do now in the foreseeable future? Will you (____) continue as often?
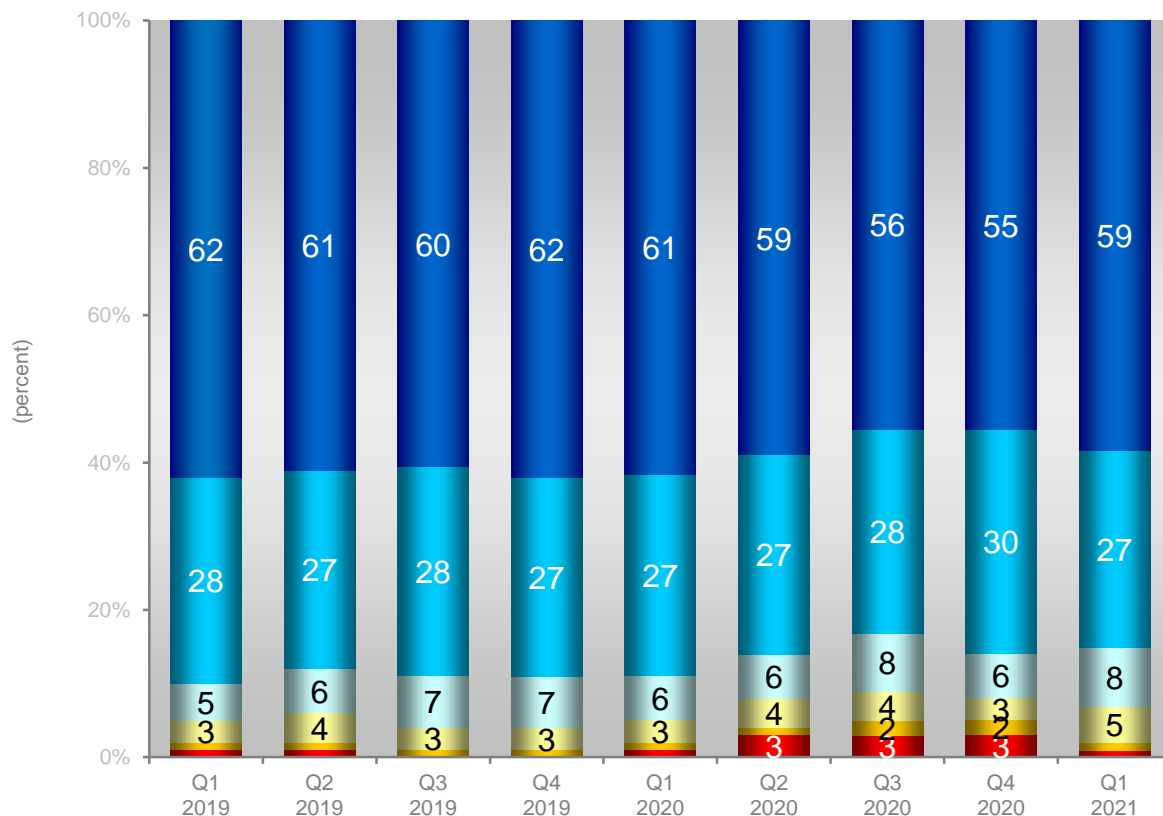
Q1 2021 Base = 1197

Legend: 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

Almost six-in-ten (59%) transit riders indicate they will definitely take transit as often in the future as they do now. While this is slightly lower than Q1, 2020 (61%), this is a reversal in the downward trend seen throughout 2020. Just over one-quarter (27%) of transit users say they will probably take transit as often, bringing the frequency of this response back in line with previous quarters and a return to Q1, 2020.

Riders' continued uncertainty around COVID-19 and the inability to predict future transit usage may be contributing to these fluctuations.

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

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

Fare Payment Method Used

The majority of transit riders use a Compass Card most often as their method of payment (85%), up 1 ppt from last quarter and a year ago.

Stored Value continues to be the most preferred product, with over half (52%) of riders selecting this method, up significantly from a year ago (47%).The proportion of Monthly Pass users (16%) dropped slightly from 18% in the previous quarter and a year ago (19%).

High and Medium frequency riders, along with Captive riders, are the most likely to use a Monthly Pass. Riders who are more likely to opt for using Stored Value are those aged 25+, Low Frequency riders and higher income earners ($80+).
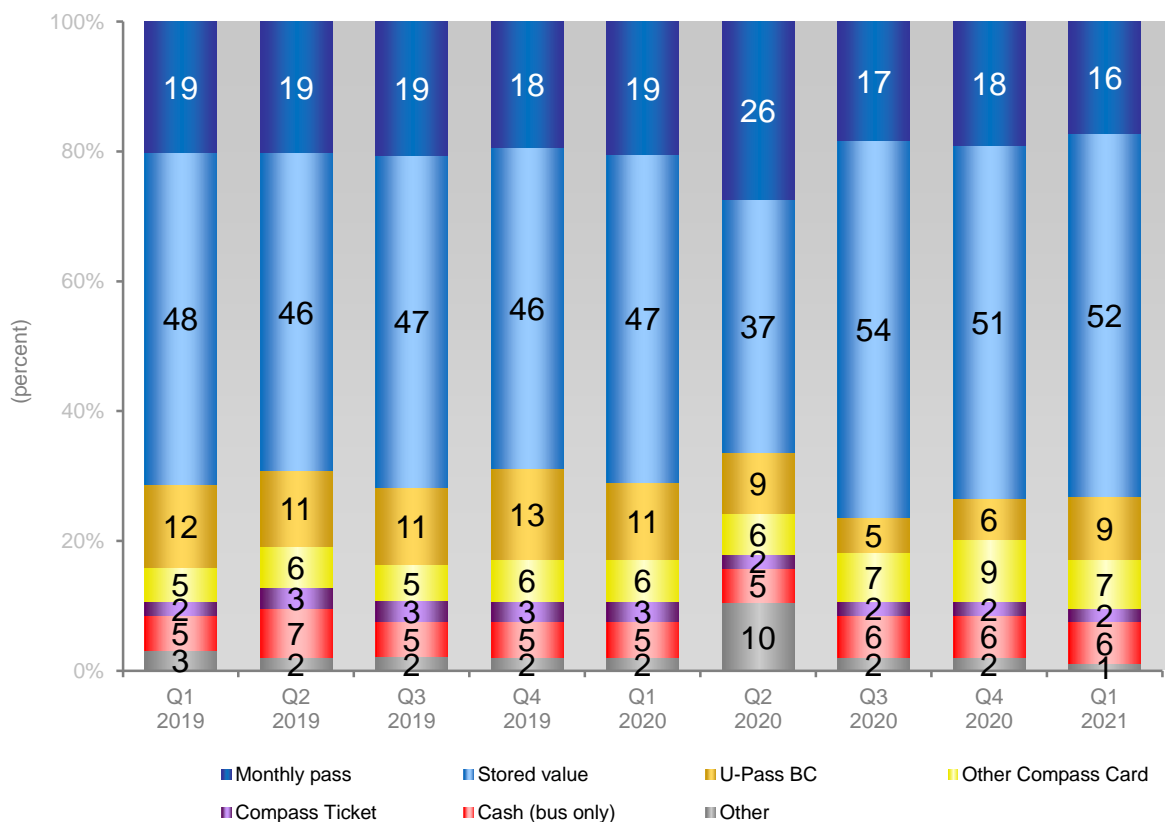
Q1 2021 Base = 1197

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

Bar chart showing reasons for taking transit:

- Don't own a vehicle/don't drive/no ride/no choice — 39%
- Bus stops/stations convenient — 27%
- Cheaper/cheaper than operating a vehicle — 20%
- To avoid driving/dealing with traffic/less stressful — 15%
- Cost too much for parking/lack of parking — 13%
- Faster than driving — 11%
- Environmental reasons — 5%
- Transit is reliable/has good schedule — 3%
- Shopping/sightseeing/social/tourism/fun — 3%
- Changed work circumstances — 3%
- Cold/wet weather/dark — 3%
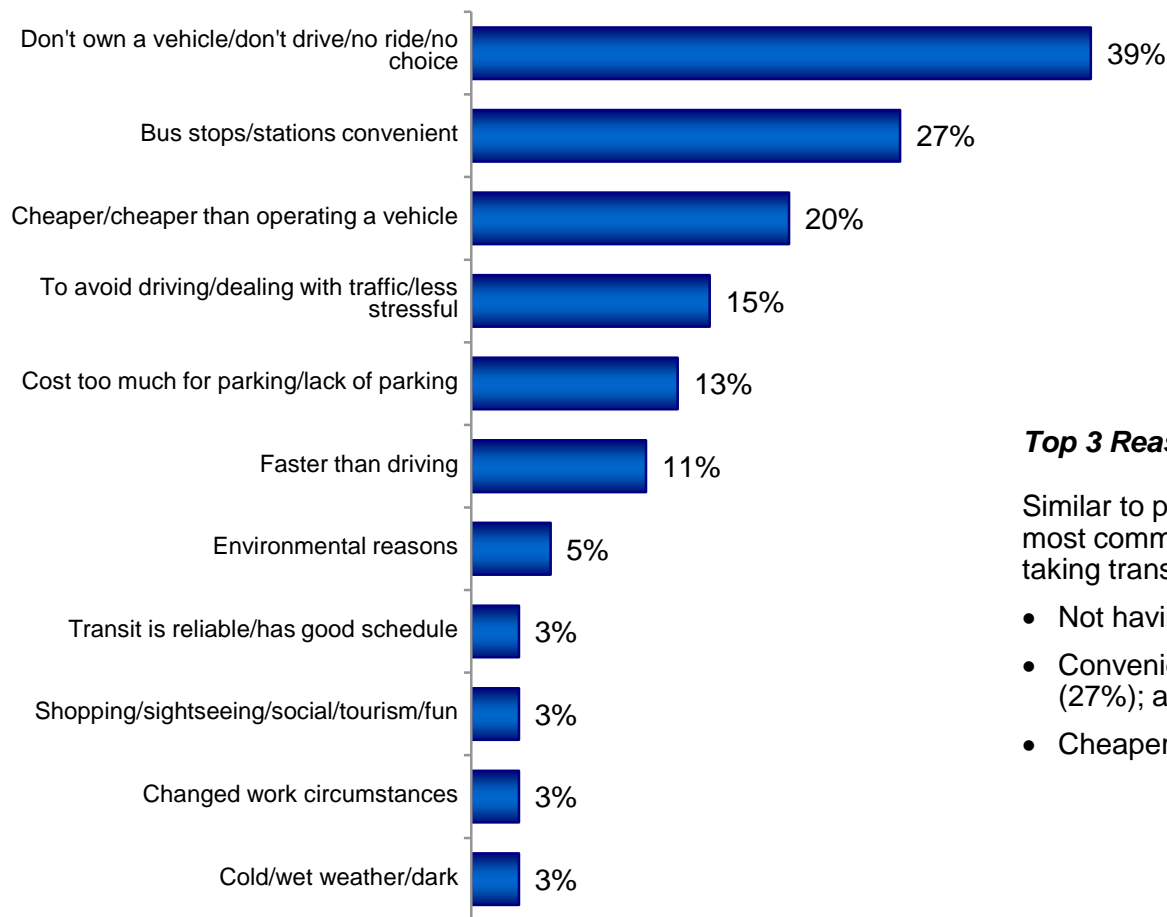
Top 3 Reasons for Taking Transit

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

- Not having vehicle access (39%);
- Convenient bus stops/stations (27%); and
- Cheaper (20%).

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

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

Q1 2021 Base = 1197

Q26. Compared to six months ago, would you say you are now riding transit more regularly, less regularly or about the same?
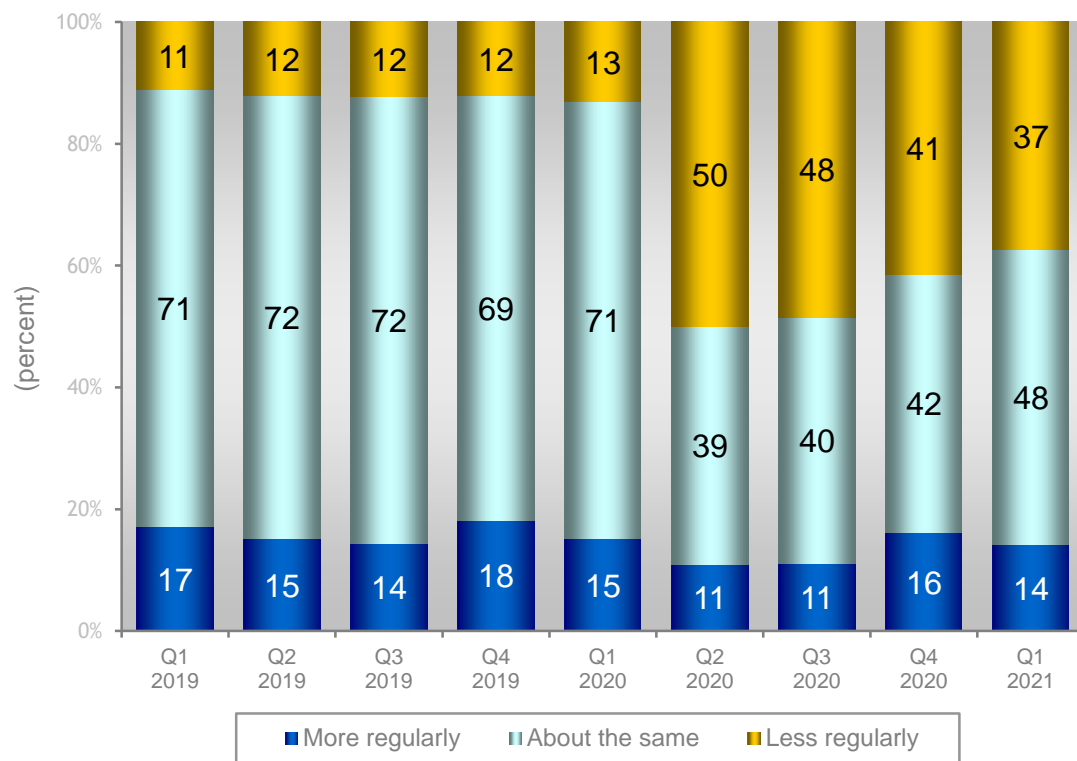
Q1 2021 Base = 1197

Changes in Transit Usage Last Six Months

The proportion of riders indicating they use transit less regularly than they did six months ago has continued to trend downward (37% currently, from 50% in Q2, 2020), however this remains significantly higher than a year ago (13%). Choice riders and higher income earners ($80k+) are the most likely to say they are riding less regularly than six months ago.

Almost half of riders this quarter (48%) say they ride transit about the same amount, which is significantly higher than the previous three quarters (42% in Q4, 2020; 40% in Q3, 2020; 39% in Q2, 2020). While this may be an improvement over the past few periods, this has not yet returned to pre-pandemic levels and is significantly down from 71% in Q1, 2020. Riders aged 45 and older are more likely to say they are riding the same amount as six months ago compared to their younger counterparts.

This wave, 14% of riders answered that they ride transit more regularly, which is similar to last period (16%) and a year ago (15%).

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

Reason	Q1 2020	Q1 2021
Changed work circumstances	25%	34%
Don't drive/don't have car/no other means of transportation	9%	12%
Faster service/convenient routes/bus stops	15%	11%
Lived/moved elsewhere	6%	11%
Visit friends and family/Go shopping more	6%	7%
Cheaper/cheaper than operating a vehicle	9%	6%
Cost too much for parking/lack of parking	8%	5%
Going to school	12%	4%
To avoid driving/dealing with traffic/ less stressful	5%	4%
The weather/season	5%	2%
Vehicle broken down/repairs	3%	<1%

% Major Mentions
Q1 2020 Base = 311
Q1 2021 Base = 173
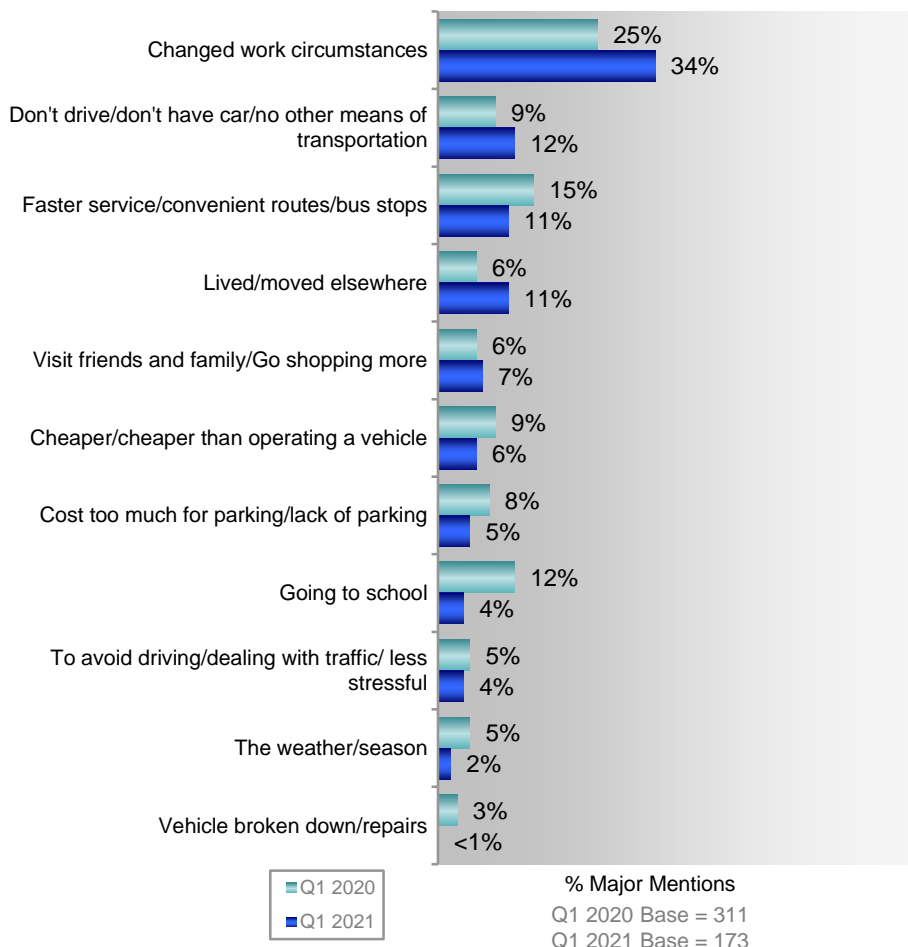
Q27. What would you say is your main reason for riding transit <u>less</u> regularly?

Reason	Q1 2020	Q1 2021
To avoid the virus/COVID-19	9%	62%
Changed work circumstances	23%	26%
No need to/I get out less often	8%	15%
Have a car now/have vehicle access/have a ride/have license	9%	6%
No longer in school/inconsistent school schedule	7%	5%
Prefer to ride bicycle/walk/other mode of transportation	3%	4%
The weather/season	8%	1%
Medical or health reasons/elderly	3%	1%
Slower service/inconvenient routes/bus stops/overcrowded	5%	<1%
Transit not reliable	3%	<1%
Live/moved elsewhere	3%	<1%

% Major Mentions
Q1 2020 Base = 240
Q1 2021 Base = 436

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

Riders who are using transit *more* regularly compared to six months ago cited changing work circumstances as their main reason (34%). This is a slight uptick from last quarter (32%) and similar to Q2, 2020 and Q3, 2020 (35% for both) while remaining significantly higher than the same quarter last year (25%). Riders who take transit *less* regularly continue to mention avoiding the COVID-19 virus as their main reason (62%), up 1 ppt from last quarter. Another top reason for riding less frequently mentioned by riders is changing work circumstances, with 26% of riders providing this response.

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

Overall Transit System
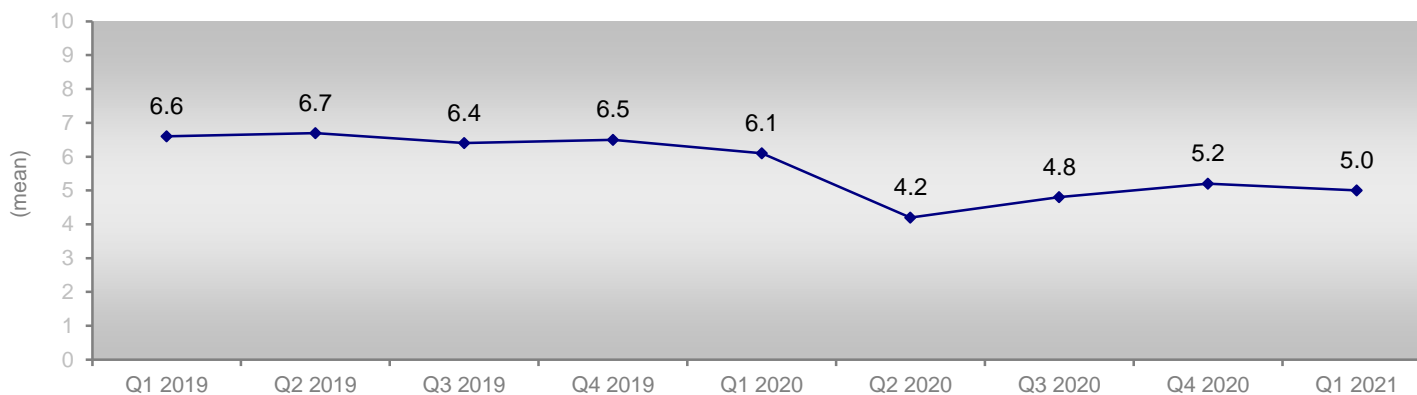
Q1 2021 Base = 1197

Average Number of Trips

The average number of transit trips made in the past seven days has leveled off from last period (5.0 trips, slightly down from 5.2 trips last quarter and slightly up from 4.8 in Q3, 2020). Ridership has not rebounded back 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: 5.5 one-way transit trips (slightly down from 5.8 last quarter)

- SkyTrain users: 5.4 one-way transit trips (slightly down from 5.7 last quarter)

- SeaBus users: 5.4 one-way transit trips (slightly up from 4.5 last quarter)
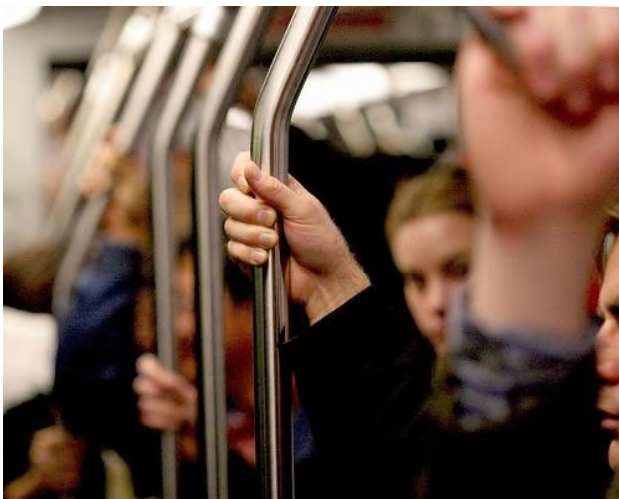
This section presents profiles of key customer segments including: Choice versus Captive riders, Bus, SkyTrain, and SeaBus users, and Low, Medium, and High Frequency riders. The demographic profile of past 30-day transit users is also presented, relative to the demographic profile of Metro Vancouver residents who are age 18 or older.

	TOTAL	CHOICE	CAPTIVE
Base	**1197**	**648**	**539**
Average past-week transit trips	**5.0**	**3.9**	**6.2**
Years been a transit rider	**12.4**	**13.3**	**11.4**
Transit system – Overall Service Rating	**8.3**	**8.3**	**8.2**
Mode	%	%	%
Bus	78	71	85
SkyTrain	59	60	56
SeaBus	5	6	5
Age	%	%	%
18-34 years	39	32	46
35-54 years	34	36	32
55+ years	26	31	21
Gender	%	%	%
Male	49	53	45
Female	51	47	55
Employment status*	%	%	%
Full-time	47	49	45
Part-time	18	17	20
Not employed	36	36	37
Education	%	%	%
High school or less	23	19	28
Vocational/college/technical	20	22	17
Some university	9	9	9
Graduated university	46	47	44
Household Income	%	%	%
Under $40K	27	20	34
$40K to <$80K	25	24	27
$80K or more	29	37	19

Choice and Captive

Just over half of transit riders (52%) are Choice riders (have access to a regular vehicle for the transit trip(s) they make). This is up 1 ppt from last quarter but remains significantly lower than a year ago (64%). Just under half (47%) are Captive riders, also similar to the previous quarter, and up significantly from a year ago (35%).

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

■ Significantly higher than the other rider group

Question switched to multiple response March 2014.

Detailed Findings
Customer Profiles – Choice and Captive Riders

TRANS LINK

	TOTAL	CHOICE	CAPTIVE
Base	**1197**	**648**	**539**
Travel Purpose	%	%	%
Work	49	45	54
Shopping	43	39	48
Personal Business	31	30	31
Entertainment	22	22	23
School	7	5	9
Other Purpose	10	11	9
Payment Method	%	%	%
Cash fare	6	6	6
Compass Ticket	2	3	2
Compass Card	85	81	89
Other	1	2	1
Region	%	%	%
Vancouver	38	37	39
Surrey / North Delta / White Rock / Langley	18	19	16
Burnaby / New Westminster	16	15	17
Richmond / South Delta	10	11	10
Northeast Region	9	9	9
North Vancouver	7	7	8
West Vancouver	2	2	1

Significantly higher than the other rider group

	TOTAL	LOW	MEDIUM	HIGH
Base	**1197**	**667**	**313**	**217**
Years been a transit rider	**12.4**	**13.8**	**11.4**	**10.7**
Transit system – Overall Service Rating	**8.3**	**8.4**	**8.2**	**8.1**
Average age*	**42.6**	**44.6**	**40.7**	**40.2**
Age	%	%	%	%
18-34 years	39	36	46	36
35-54 years	34	31	30	47
55+ years	26	32	23	16
Gender	%	%	%	%
Male	49	47	44	59
Female	51	53	56	41
Employment status**	%	%	%	%
Full-time	47	42	42	65
Part-time	18	15	24	18
Not employed	36	42	36	21
Household Income	%	%	%	%
Under $40K	27	23	32	29
$40K to <$80K	25	22	26	33
$80K or more	29	35	20	27
Mode	%	%	%	%
Bus	78	71	84	87
SkyTrain	59	55	58	68
SeaBus	5	5	5	5

🟩 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

Low Frequency riders, which are those who make 3 or less one-way transit trips a week, accounted for just over half of transit riders this quarter (51%), down 1 ppt from last quarter (52%) and up significantly from the same quarter last year (45%).

Just under three-in-ten (28%) transit users are Medium-Frequency riders, making 4 to 9 one-way transit trips a week. This is a slight increase from last quarter (26%) and similar to Q1, 2020 (29%).

One-in-five (21%) transit riders are High Frequency users, which are the riders who make 10 or more one-way trips per week. This is a slight decrease from last quarter (21%) and significantly lower than a year ago (26%).

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

	TOTAL	LOW	MEDIUM	HIGH
Base	**1197**	**667**	**313**	**217**
Travel Purpose	%	%	%	%
Work	49	29	63	82
Shopping	43	37	51	46
Personal Business	31	29	34	31
Entertainment	22	21	21	26
School	7	4	6	14
Other Purpose	10	8	12	11
Payment Method	%	%	%	%
Cash fare	6	7	6	4
Compass Ticket	2	3	3	1
Compass Card	85	82	86	91
Other	1	1	1	2
Region	%	%	%	%
Vancouver	38	42	33	34
Surrey / North Delta / White Rock / Langley	18	16	20	19
Burnaby / New Westminster	16	14	18	18
Richmond / South Delta	10	10	11	11
Northeast Region	9	9	9	8
North Vancouver	7	6	9	10
West Vancouver	2	2	1	1

Significantly higher than the other rider group(s)

TRANS LINK

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	1197	939	654	55*
Average past-week transit trips	5.0	5.5	5.4	5.4
Years been a transit rider	12.4	12.2	12.0	11.9
Transit System – Overall Service Rating	8.3	8.2	8.3	8.5
Average age**	42.6	42.0	41.7	46.2
Age	%	%	%	%
18-34 years	39	41	39	25
35-54 years	34	32	38	49
55+ years	26	27	27	25
Gender	%	%	%	%
Male	49	47	47	62
Female	51	53	53	38
Employment status***	%	%	%	%
Full-time	47	43	55	57
Part-time	18	20	17	16
Not employed	36	39	29	29
Education	%	%	%	%
High school or less	23	27	20	18
Vocational/college/technical	20	18	20	13
Some university	9	10	8	4
Graduated university	46	42	49	61
Household Income	%	%	%	%
Under $40K	27	30	24	14
$40K to <$80K	25	26	26	20
$80K or more	29	24	34	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

Bus riders accounted for just under eight-in-ten (78%) transit users, a slight decrease from last period (79%) and a increase from the same period a year ago (75%). Similar to last period, SkyTrain ridership has remained significantly lower than a year ago at 59% (down from 68% in Q1, 2020) and is up 1 ppt from last quarter.

This wave, SeaBus usage remained low, with 5% using this mode. This is slightly down from a year ago (7%) and similar to Q4, 2020 (4%).

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

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	1197	939	654	55*
Travel Purpose	%	%	%	%
Work	49	51	53	46
Shopping	43	47	40	36
Personal Business	31	33	30	25
Entertainment	22	22	26	53
School	7	8	6	-
Other Purpose	10	10	10	6
Payment Method	%	%	%	%
Cash fare	6	7	4	3
Compass Ticket	2	2	3	2
Compass Card	85	86	86	88
Other	1	1	2	-
Choice/Captive Riders	%	%	%	%
Choice	52	48	54	57
Captive	47	51	45	41
Region	%	%	%	%
Vancouver	38	39	35	23
Surrey / North Delta / White Rock/ Langley	18	19	19	14
Burnaby / New Westminster	16	13	22	9
Richmond / South Delta	10	10	12	-
Northeast Region	9	9	9	-
North Vancouver	7	8	3	54
West Vancouver	2	2	1	-

Significantly higher than the other rider group(s)

Caution: Small base size.

	Metro Vancouver Population 16 Years or older*	(Q1-2019)	(Q2-2019)	(Q3-2019)	(Q4-2019)	(Q1-2020)	(Q2-2020)	(Q3-2020)	(Q4-2020)	(Q1-2021)
BASE	2000	2100	2100	2100	2100	2100	1136	1257	1346	1197
Average Years Riding Transit	n/a	10.5	10.5	10.7	10.7	11.4	11.6	12.1	11.7	12.4
Age:	%	%	%	%	%	%	%	%	%	%
Aged 18 to 24 years	12	20	20	19	20	19	22	18	19	20
Aged 25 to 34 years	18	18	18	19	18	19	16	21	19	18
Aged 35 to 44 years	18	14	15	14	15	14	16	14	16	15
Aged 45 to 54 years	20	20	20	20	20	20	18	20	18	19
Aged 55 to 64 years	16	10	9	9	10	11	11	9	10	9
Aged 65 years and over	17	16	17	17	16	16	16	17	16	17
Gender:	%	%	%	%	%	%	%	%	%	%
Male	48	48	48	49	49	49	48	48	48	49
Female	52	52	52	51	51	51	52	52	52	51
Employment	%	%	%	%	%	%	%	%	%	%
Employed full-time	57	49	46	48	47	48	45	44	48	47
Employed part-time	13	17	17	17	17	17	19	19	19	18
Student	5	16	16	14	16	15	14	11	12	14
Not employed	3	4	6	4	5	5	12	9	8	7
Homemaker	2	3	3	3	3	3	1	2	2	1
Retired	18	16	17	17	16	15	14	17	15	16
Refused	1	1	1	2	1	1	1	2	2	1
Education:	%	%	%	%	%	%	%	%	%	%
High school or less	21	17	17	19	17	18	23	20	21	23
Voc./college/tech.	26	17	18	17	18	18	20	21	21	20
Some university	7	14	12	12	13	12	11	10	11	9
Graduated university	45	52	50	51	50	50	44	47	44	46
Refused	0	1	2	2	2	2	2	2	3	2

Transit tenure is at 12.4 years

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

Significantly higher than Metro Vancouver general public

Significantly lower than Metro Vancouver general public

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

APPENDIX A – Methodology

Methodology

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

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

Sampling

Sample Source

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

Also, starting in July 2017, we have included cellphone sample, which accounts for 40% of the total quarterly surveys. The cellphone sample is purchased from SSI International, and it is pulled based on a 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.

[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]

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 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 <u>onboard</u> 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 <u>first</u> 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 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 <u>THE MOST</u>? **(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 <u>overall experience</u> 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 <u>zero</u> to <u>ten</u>, 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, "i.e., 25-34 years at q33 & 45 years at q28 "DISPLAY THE FOLLOWING ERROR: "INTERVIEWER: YOUR ANSWER AT Q33 DOESN'T LINE UP WITH Q28, PLEASE REVISE"]

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

34. Which of the following <u>best</u> 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) <u>NOT</u> SELECTED AT Q34. ELSE, SKIP TO Q36a4]

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

YES
NO

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

[0-99]

37a.   Which of the following best describes your total household income for ~~2019~~ 2020? **(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	1142	8.4	8.7	8.7	8.6	8.1	8.2	8.6	8.9	8.8	7.9	9.0
2	26	7.4	8.2	8.2	7.8	7.3	7.5	8.1	8.6	8.5	7.2	8.6
3	25	8.1	8.9	7.4	7.4	8.1	7.3	7.9	8.6	8.0	7.5	8.8
4	11	8.6	8.6	9.0	9.1	8.9	9.1	8.5	9.3	9.2	8.4	9.4
5	29	8.5	9.0	8.8	8.7	7.4	8.6	8.2	9.3	9.1	8.2	9.1
6	20	7.7	8.6	7.5	7.8	8.1	8.0	8.5	9.5	9.3	8.0	8.7
7	18	8.1	8.1	7.7	7.8	8.2	7.2	8.1	8.7	8.6	7.1	8.5
8	12	8.1	9.0	8.3	8.9	8.0	7.6	7.8	9.1	8.6	7.6	8.8
9	36	8.3	8.5	8.1	8.1	8.1	7.3	7.8	9.0	8.7	7.4	8.7
10	22	8.8	9.3	9.3	8.7	9.0	8.6	9.0	9.0	9.0	8.0	9.7
14	20	8.7	8.9	8.4	8.6	8.1	7.9	8.7	8.1	7.8	8.8	9.4
15	14	8.5	8.8	8.8	8.5	8.9	8.0	8.7	9.3	9.1	8.2	8.8
16	23	8.1	8.5	7.5	8.1	7.8	8.3	7.8	8.8	8.2	7.7	8.8
17	17	7.8	8.7	8.6	8.7	8.5	7.0	8.6	8.6	8.5	7.2	8.8
19	17	8.1	8.4	7.7	8.2	7.1	7.9	6.9	8.9	8.5	7.3	8.7
20	25	8.2	8.8	7.3	7.5	6.7	7.5	7.4	9.3	8.4	7.3	9.1
22	11	8.1	7.9	8.6	8.1	7.7	7.8	8.2	9.0	8.5	7.8	8.7
23	3	9.2	9.8	9.8	9.6	9.2	9.2	9.0	9.0	9.0	9.8	9.8
25	26	8.6	8.9	9.0	8.7	8.3	8.8	8.9	9.1	8.9	8.5	8.9
26	9	8.4	8.7	9.7	9.4	9.4	8.4	9.3	8.9	9.3	7.4	9.2
27	5	8.7	8.6	9.4	9.3	8.7	7.9	8.2	9.2	8.0	5.7	8.7
28	6	8.4	8.7	8.6	7.8	7.8	8.2	8.4	8.4	9.1	7.0	9.2
29	3	8.6	9.0	8.6	9.0	9.3	8.3	9.0	9.0	8.6	8.3	9.0
33	9	8.8	8.4	8.5	8.5	7.6	8.5	9.1	9.2	8.6	7.8	8.9
41	14	8.8	8.8	9.1	9.2	8.6	8.6	9.1	9.1	9.0	8.0	9.0
44	1	9.0	9.0	8.0	9.0	8.0	9.0	9.0	7.0	9.0	8.0	9.0
49	25	8.5	8.8	8.6	8.8	8.4	8.8	8.8	9.3	8.8	8.4	9.1
50	13	8.0	8.8	9.0	8.3	8.5	7.8	8.9	8.3	8.8	6.5	9.1
68	2	7.5	7.8	7.5	7.0	6.5	5.4	8.5	6.2	7.1	3.9	7.8
84	9	8.8	8.7	8.9	8.2	7.9	8.6	8.8	8.5	9.4	7.5	9.2
99 B-Line	76	8.7	8.8	8.5	8.3	7.5	8.7	8.6	9.5	9.1	8.8	9.0
100	13	7.8	8.1	8.7	7.7	6.9	7.3	8.1	8.7	8.2	7.5	9.0
101	5	7.3	7.5	7.8	7.6	7.4	6.6	7.2	6.6	7.5	5.8	7.5
103	6	8.3	8.5	9.1	7.7	7.2	6.5	9.2	9.5	8.4	8.2	7.7
104	3	7.7	8.7	8.8	9.7	8.3	9.0	9.7	10.0	10.0	7.9	9.4
105	3	8.3	10.0	10.0	10.0	9.0	7.3	9.7	7.0	10.0	6.3	10.0
106	14	7.0	8.9	7.9	8.4	6.4	8.2	7.9	8.9	8.7	7.6	9.1
109	1	10.0	10.0	10.0	10.0	7.0	8.0	10.0	10.0	10.0	7.0	10.0
110	8	8.6	9.3	9.6	8.5	8.7	8.2	9.2	8.5	8.6	7.2	9.5
112	2	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
116	5	7.1	8.9	8.9	8.2	7.7	7.2	9.2	6.6	7.4	5.9	8.0
119	9	8.8	8.9	9.4	8.4	8.7	8.7	8.9	8.8	9.3	8.1	9.5
123	8	8.6	8.8	8.5	8.7	8.9	8.1	9.1	9.6	9.2	8.8	9.3
128	3	7.3	6.4	7.6	7.6	8.3	8.1	7.9	8.6	8.1	6.8	7.3
129	3	7.7	7.0	6.7	6.0	7.3	5.6	8.6	9.8	8.9	5.0	8.8
130	11	8.5	8.7	7.8	8.1	7.0	8.5	8.9	9.2	8.8	8.8	8.5
133	2	9.6	10.0	10.0	9.3	9.6	7.1	9.6	10.0	9.6	7.1	10.0
136	2	9.0	8.7	8.3	7.0	9.7	8.3	9.0	9.0	9.0	7.0	8.7
144	6	7.5	9.1	8.5	9.1	5.8	8.3	8.5	8.3	8.9	7.0	8.6
152	6	8.1	8.2	9.2	8.6	7.4	8.1	8.7	8.1	8.9	7.7	9.6
153	2	8.5	8.0	9.5	10.0	4.0	9.5	7.5	10.0	9.0	8.5	8.0
155	6	7.9	9.1	7.6	8.7	5.3	6.6	6.2	7.5	9.4	6.2	9.2
156	1	10.0	7.0	10.0	9.0	10.0	9.0	8.0	9.0	10.0	9.0	9.0
157	1	8.0	10.0	7.0	9.0	7.0	7.0	8.0	9.0	9.0	5.0	10.0
159	5	8.2	7.8	8.6	9.3	9.4	8.6	9.5	9.4	7.5	7.7	9.2
160	8	8.7	9.0	9.2	9.5	8.5	8.9	9.3	9.4	9.3	8.4	9.0
169	1	10.0	10.0	8.0	9.0	10.0	6.0	9.0	10.0	10.0	7.0	10.0
170	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
171	1	10.0	10.0	10.0	10.0	10.0	8.0	0.0	10.0	0.0	10.0	10.0
172	3	8.0	8.0	7.8	8.5	8.3	8.3	9.0	7.2	7.0	7.5	8.5

APPENDIX C – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
173	3	8.2	8.2	9.4	9.4	8.8	7.5	8.6	7.1	7.5	6.2	8.6
175	1	8.0	10.0	8.0	6.0	7.0	7.0	10.0	4.0	5.0	4.0	8.0
180	4	9.2	8.7	8.2	9.3	8.4	7.8	9.3	6.8	8.7	6.5	9.6
184	1	9.0	9.0	9.0	8.0	9.0	9.0	9.0	9.0	9.0	8.0	9.0
187	1	8.0	10.0	10.0	10.0	8.0	8.0	9.0	10.0	10.0	8.0	10.0
188	2	8.5	8.5	10.0	9.5	8.5	9.5	4.0	9.5	9.2	10.0	10.0
189	2	8.3	7.6	8.3	8.0	9.3	8.3	8.3	8.6	8.3	7.0	7.6
191	2	7.2	7.8	6.8	6.0	8.8	6.4	8.2	8.8	9.4	8.2	8.8
210	7	8.7	9.1	8.9	8.2	7.7	8.4	8.0	9.2	8.1	7.6	9.0
211	3	8.2	7.8	9.5	9.1	8.7	8.7	7.8	8.7	8.9	5.9	8.2
212	1	9.0	10.0	10.0	10.0	8.0	10.0	10.0	9.0	10.0	10.0	8.0
214	1	8.0	8.0	10.0	10.0	10.0	9.0	9.0	6.0	8.0	5.0	7.0
215	1	8.0	8.0	10.0	8.0	8.0	10.0	8.0	8.0	8.0	8.0	8.0
227	1	10.0	10.0	9.0	10.0	8.0	9.0	9.0	10.0	10.0	10.0	9.0
228	4	7.8	10.0	10.0	9.0	9.5	9.5	9.0	9.8	10.0	5.0	10.0
229	8	9.6	9.6	9.7	9.5	9.4	9.5	9.4	9.6	9.8	8.2	9.9
230	9	8.3	8.8	7.4	8.5	7.2	7.6	7.5	8.2	8.1	7.8	9.4
231	1	8.0	8.0	9.0	8.0	5.0	8.0	8.0	7.0	6.0	0.0	8.0
232	5	8.7	9.4	10.0	10.0	9.6	10.0	9.4	7.9	8.2	6.8	9.4
236	2	9.0	8.0	8.0	10.0	10.0	9.5	8.8	9.5	8.8	8.0	8.8
239	1	10.0	10.0	10.0	10.0	4.0	0.0	10.0	5.0	10.0	5.0	10.0
240	18	7.8	8.0	8.3	8.3	7.5	8.0	7.9	8.3	8.3	8.1	8.8
245	2	9.0	10.0	10.0	10.0	10.0	9.0	9.5	10.0	10.0	7.0	10.0
246	6	7.1	9.4	9.6	9.4	8.1	7.7	7.5	7.0	8.1	5.0	8.5
250	14	8.9	9.0	9.4	9.2	8.6	8.9	9.2	9.2	9.2	8.9	9.1
252	3	9.9	9.9	9.9	9.5	9.6	9.6	9.6	9.1	10.0	9.0	9.9
253	3	6.2	6.1	6.0	7.3	4.9	4.6	8.5	8.4	6.1	5.3	4.9
255	7	8.9	9.5	9.3	9.5	9.5	9.4	9.5	7.3	9.0	9.3	8.3
256	1	1.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	1.0	10.0
257	6	8.7	8.2	8.7	9.6	8.0	8.2	9.0	10.0	8.7	9.0	9.1
280	1	10.0	7.0	10.0	10.0	10.0	8.0	10.0	9.0	10.0	5.0	10.0
301	6	9.5	8.3	9.6	9.5	8.8	8.5	8.8	9.7	9.5	9.1	9.5
312	3	6.3	7.7	8.8	7.6	7.4	6.5	8.7	7.6	7.3	4.5	9.0
314	2	7.4	8.6	9.2	10.0	9.0	8.2	9.0	9.4	10.0	3.6	5.9
316	3	8.0	7.6	8.5	9.7	6.8	6.2	10.0	10.0	9.7	6.4	10.0
319	18	8.7	9.2	9.2	9.5	8.5	9.1	9.1	9.2	9.1	8.9	9.4
320	8	9.0	8.9	8.7	8.4	9.1	9.0	9.0	9.7	9.4	7.2	9.2
321	12	7.4	8.0	7.7	8.0	7.6	7.6	8.8	7.4	7.5	7.2	8.0
322	1	3.0	10.0	10.0	10.0	10.0	2.0	10.0	10.0	10.0	3.0	10.0
323	5	7.2	7.7	8.7	8.7	5.7	6.6	8.5	8.4	7.6	7.3	8.1
324	2	9.2	8.6	8.3	9.2	9.6	8.2	8.2	8.2	8.6	7.6	8.8
325	2	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
326	4	9.8	9.4	9.7	9.2	9.8	9.0	9.4	9.4	9.3	8.5	9.4
335	4	8.2	8.1	9.0	9.2	8.2	8.0	7.6	9.0	9.3	8.4	9.5
337	2	7.7	7.3	8.5	6.8	8.5	7.5	6.5	8.7	8.7	5.8	8.3
340	4	8.1	8.9	8.5	8.1	6.8	8.1	8.5	10.0	8.9	7.2	8.5
341	5	7.2	8.4	8.1	7.5	7.4	8.4	9.0	7.8	8.2	4.9	8.9
342	2	9.5	9.5	10.0	10.0	10.0	9.0	10.0	8.5	8.5	9.5	9.5
345	4	9.3	8.9	9.8	9.8	6.9	8.9	9.8	10.0	9.8	9.8	10.0
351	10	9.1	9.3	9.7	9.6	9.4	8.5	9.4	9.2	9.4	8.2	9.6
354	1	8.0	10.0	8.0	9.0	10.0	7.0	10.0	5.0	9.0	10.0	10.0
360	1	8.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	7.0	10.0
361	1	9.0	9.0	10.0	10.0	10.0	9.0	10.0	10.0	10.0	9.0	7.0
362	1	10.0	10.0	10.0	10.0	8.0	10.0	10.0	10.0	10.0	10.0	10.0
363	1	9.0	7.0	5.0	7.0	8.0	8.0	9.0	9.0	8.0	8.0	9.0
364	2	7.0	7.5	9.5	9.5	10.0	5.0	9.5	8.0	8.0	6.5	8.5
371	3	8.1	9.2	9.6	8.2	9.2	5.7	9.2	9.2	9.6	6.5	9.6
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	2	8.8	10.0	9.6	9.6	9.6	10.0	9.2	10.0	9.2	9.2	10.0
388	1	9.0	9.0	9.0	9.0	8.0	8.0	6.0	8.0	9.0	6.0	9.0

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
394	1	6.0	10.0	9.0	9.0	9.0	4.0	9.0	9.0	8.0	4.0	8.0
395	2	9.0	9.5	9.0	9.0	8.5	7.5	8.0	7.5	7.5	6.0	9.0
401	5	9.0	9.6	9.2	9.0	8.9	9.4	9.8	10.0	9.6	9.1	8.3
402	6	8.4	8.8	9.1	9.1	8.2	8.3	8.3	8.8	8.1	7.5	9.1
403	9	8.0	8.6	8.6	8.1	7.7	8.1	8.4	9.1	8.4	7.1	8.8
406	9	8.9	9.2	8.8	9.1	7.8	8.7	8.3	9.4	9.2	8.4	9.2
407	7	7.8	8.7	9.6	8.8	9.7	8.6	8.8	8.8	9.3	8.1	9.4
408	4	9.5	10.0	9.3	9.3	8.6	8.2	9.5	9.0	9.7	8.9	10.0
410	12	8.9	9.2	9.0	8.7	7.9	7.9	8.8	9.3	9.8	8.7	9.3
412	1	7.0	8.0	9.0	9.0	9.0	8.0	8.0	9.0	8.0	8.0	9.0
413	1	8.0	8.0	8.0	7.0	6.0	6.0	7.0	8.0	8.0	7.0	7.0
430	3	6.5	7.1	8.0	9.0	4.5	5.6	8.7	9.4	8.7	5.5	8.3
501	7	6.2	8.9	9.7	8.4	7.8	8.2	8.7	8.8	8.5	6.2	9.0
502	6	9.1	9.1	9.1	8.0	8.0	7.8	8.9	8.8	8.9	8.4	8.8
503	5	8.8	8.1	9.6	7.6	7.6	8.1	9.0	8.6	8.9	8.4	9.8
509	2	9.0	8.4	9.0	9.0	7.9	6.9	9.5	10.0	10.0	7.4	9.0
531	2	9.5	9.5	9.5	9.5	9.5	9.1	9.5	9.5	9.1	7.7	9.5
555	5	10.0	9.4	10.0	10.0	9.8	10.0	10.0	10.0	9.1	10.0	10.0
564	1	7.0	8.0	10.0	8.0	10.0	7.0	10.0	10.0	10.0	6.0	8.0
595	3	9.0	8.3	9.4	7.9	9.2	7.9	9.4	9.3	9.1	8.3	9.2
601	6	9.0	8.8	9.2	9.0	8.6	7.8	8.9	9.7	9.5	8.6	8.9
602	2	7.0	9.0	9.0	10.0	10.0	8.0	8.0	6.0	7.0	8.0	9.0
620	4	9.3	9.3	9.6	9.6	8.0	8.9	8.9	8.1	9.3	8.9	9.1
640	1	8.0	9.0	7.0	7.0	7.0	6.0	8.0	10.0	9.0	9.0	9.0
701	11	7.7	7.3	9.0	8.9	7.6	7.7	8.7	8.7	8.6	8.0	8.8
733	1	9.0	10.0	10.0	10.0	10.0	8.0	10.0	9.0	10.0	9.0	9.0
746	1	7.0	9.0	7.0	7.0	6.0	4.0	8.0	6.0	5.0	4.0	9.0
750 R1	10	8.9	8.7	8.8	7.7	7.4	8.0	9.7	9.5	9.1	9.3	9.1
751 R2	6	8.7	8.1	8.1	7.9	6.7	8.7	7.6	9.2	9.6	9.7	9.0
752 R3	3	9.2	7.0	9.7	6.8	9.2	9.3	6.8	9.7	9.7	9.4	9.7
753 R4	17	8.8	8.9	9.1	9.1	8.4	8.5	9.1	9.2	9.0	9.0	9.0
754 R5	12	8.8	8.3	7.1	8.7	8.6	8.6	7.7	9.5	9.1	8.6	8.6
791	1	8.0	8.0	4.0	6.0	10.0	4.0	6.0	10.0	8.0	7.0	10.0
BTC	28	7.8	8.7	9.5	9.3	8.1	8.6	8.8	8.6	8.9	7.7	9.3
STC	9	9.0	9.4	8.6	8.7	8.7	8.9	8.8	8.9	9.0	9.0	9.6
PCT	2	8.0	9.6	10.0	7.4	7.3	6.7	10.0	7.6	8.7	4.9	9.4
RTC	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	8.0	10.0
VTC	35	8.7	8.9	8.0	7.7	7.6	8.4	8.1	8.6	8.7	8.0	9.2
WVT	3	8.9	10.0	9.4	8.4	9.2	7.7	9.4	9.0	8.8	7.1	9.7

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
Total	**1142**	**8.4**	**8.7**	**8.7**	**8.6**	**8.1**	**8.2**	**8.6**	**8.9**	**8.8**	**7.9**	**9.0**
99 B-Line	76	8.7	8.8	8.5	8.3	7.5	8.7	8.6	9.5	9.1	8.8	9.0
9	36	8.3	8.5	8.1	8.1	8.1	7.3	7.8	9.0	8.7	7.4	8.7
VTC	35	8.7	8.9	8.0	7.7	7.6	8.4	8.1	8.6	8.7	8.0	9.2

OVERALL PERFORMANCE RATINGS
JANUARY 2020 - MARCH 2020 VERSUS
JANUARY 2021 - MARCH 2021
(Routes With 35+ Trips Per Quarter)

| Route Number | January - March 2020 | | January - March 2021 | | Net Difference |
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jan'20-Mar'20 vs. Jan'21-Mar'21
# 16	34	7.7	37	8.0	0.3
# 2	33	8.3	38	8.2	-0.1
# 240	39	7.4	49	7.6	0.2
# 25	42	8.2	37	8.0	-0.2
# 250	70	8.4	70	8.7	0.3
# 351	39	7.9	41	8.2	0.3
# 49	44	8.1	48	7.8	-0.3
# 601	35	8.0	27	8.0	0.0
# 9	46	8.5	39	8.1	-0.4
# VTC	42	8.3	42	8.2	-0.1

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

OVERALL PERFORMANCE RATINGS
OCTOBER 2019 - MARCH 2020 VERSUS
OCTOBER 2020 - MARCH 2021
(Routes With 35+ Trips Per 6 Months)

Route Number	October 2019 - March 2020		October 2020 - March 2021		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Oct'19-Mar'20 vs. Oct'20-Mar'21
# 10	54	8.3	62	7.8	-0.5
# 100	27	7.9	35	7.8	-0.1
# 106	34	7.7	39	7.7	0.0
# 130	24	7.9	36	7.2	-0.7
# 14	61	8.2	56	8.6	0.4
# 144	35	6.8	22	7.8	1.0
# 16	69	7.8	72	7.6	-0.2
# 17	40	7.9	50	8.1	0.2
# 19	41	7.5	51	7.5	0.0
# 2	64	8.1	67	8.3	0.2
# 20	58	7.7	61	7.7	0.0
# 22	46	8.4	47	8.2	-0.2
# 230	27	7.9	38	7.4	-0.5
# 239	46	7.8	52	8.2	0.4
# 240	71	7.5	80	7.7	0.2
# 246	58	7.4	38	7.4	0.0
# 25	74	8.1	80	8.1	0.0
# 250	142	8.3	144	8.5	0.2
# 3	52	7.8	46	7.5	-0.3
# 319	36	7.0	42	6.9	-0.1
# 351	72	8.3	77	8.1	-0.2
# 4	42	8.3	41	7.8	-0.5
# 401	39	8.0	34	7.5	-0.5
# 41	57	7.7	71	8.5	0.8
# 410	37	7.6	43	7.9	0.3
# 49	82	7.9	94	7.9	0.0
# 5	31	8.5	38	8.0	-0.5
# 601	74	7.8	66	8.0	0.2
# 7	47	7.1	27	8.3	1.2
# 701	44	7.9	31	8.2	0.3
# 84	36	7.9	48	8.0	0.1
# 9	83	8.4	67	8.3	-0.1
# BTC	66	8.2	61	8.0	-0.2
# VTC	94	8.1	77	8.0	-0.1

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

OVERALL PERFORMANCE RATINGS
APRIL 2019 - MARCH 2020 VERSUS
APRIL 2020 - MARCH 2021
(Routes With 35+ Trips Per Year)

	Route Number	April 2019 - March 2020		April 2020 - March 2021		Net Difference
		# of Trips	Overall Performance	# of Trips	Overall Performance	Apr'19-Mar'20 vs. Apr'20-Mar'21
#	10	116	8.2	125	7.7	-0.5
#	100	49	7.6	67	7.6	0.0
#	106	78	7.4	68	7.7	0.3
#	119	34	8.5	43	8.7	0.2
#	123	63	8.1	46	7.9	-0.2
#	130	60	8.0	75	7.4	-0.6
#	14	123	8.1	97	8.6	0.5
#	144	55	7.1	41	8.1	1.0
#	145	40	8.4	43	8.3	-0.1
#	15	40	8.3	36	7.6	-0.7
#	152	37	7.9	42	7.6	-0.3
#	155	18	8.8	35	8.3	-0.5
#	16	127	7.9	132	7.8	-0.1
#	160	45	8.7	50	8.3	-0.4
#	17	83	7.7	84	8.0	0.3
#	19	101	7.3	117	7.5	0.2
#	2	131	7.9	126	8.3	0.4
#	20	113	7.7	112	7.5	-0.2
#	210	53	7.6	64	7.7	0.1
#	211	43	7.9	36	7.7	-0.2
#	22	97	8.0	85	8.0	0.0
#	228	36	8.0	46	8.1	0.1
#	229	59	7.9	58	8.2	0.3
#	230	62	7.9	62	7.4	-0.5
#	239	89	8.2	99	8.0	-0.2
#	240	131	7.7	166	7.8	0.1
#	246	114	7.7	90	7.4	-0.3
#	25	158	8.0	153	8.2	0.2
#	250	281	8.2	287	8.4	0.2
#	255	62	8.1	56	8.2	0.1
#	257	37	8.0	48	8.2	0.2
#	26	35	8.0	37	7.9	-0.1
#	28	39	7.5	31	7.5	0.0

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

	Route Number	April 2019 - March 2020		April 2020 - March 2021		Net Difference
		# of Trips	Overall Performance	# of Trips	Overall Performance	Apr'19-Mar'20 vs. Apr'20-Mar'21
#	3	105	7.8	101	7.5	-0.3
#	319	103	7.5	95	7.3	-0.2
#	320	46	8.2	41	7.5	-0.7
#	321	58	7.6	44	7.6	0.0
#	323	39	6.9	43	6.6	-0.3
#	33	47	8.3	55	8.0	-0.3
#	335	50	7.1	56	7.3	0.2
#	351	144	8.1	147	8.2	0.1
#	4	71	8.0	73	7.9	-0.1
#	401	89	8.1	60	7.6	-0.5
#	402	39	7.2	36	7.6	0.4
#	403	45	8.0	61	7.7	-0.3
#	406	35	8.0	57	8.3	0.3
#	407	37	8.0	44	7.4	-0.6
#	408	24	8.5	48	8.1	-0.4
#	41	129	7.8	142	8.2	0.4
#	410	111	7.5	101	7.7	0.2
#	43	29	8.6	44	8.5	-0.1
#	430	45	7.6	23	7.4	-0.2
#	44	47	8.3	38	8.1	-0.2
#	49	153	7.9	169	7.8	-0.1
#	5	65	7.9	82	8.1	0.2
#	50	43	8.6	56	8.4	-0.2
#	502	57	7.8	39	7.8	0.0
#	555	47	8.6	31	8.5	-0.1
#	6	71	7.8	68	7.9	0.1
#	601	149	7.6	121	7.9	0.3
#	7	97	7.7	83	7.8	0.1
#	701	93	7.8	71	7.5	-0.3
#	8	58	7.5	63	7.9	0.4
#	84	73	8.0	75	8.1	0.1
#	9	159	8.2	133	8.1	-0.1
#	BTC	135	8.0	143	7.8	-0.2
#	STC	44	7.8	54	7.7	-0.1
#	VTC	171	8.1	171	7.9	-0.2

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