Customer Service Performance
Quarter 4 2021
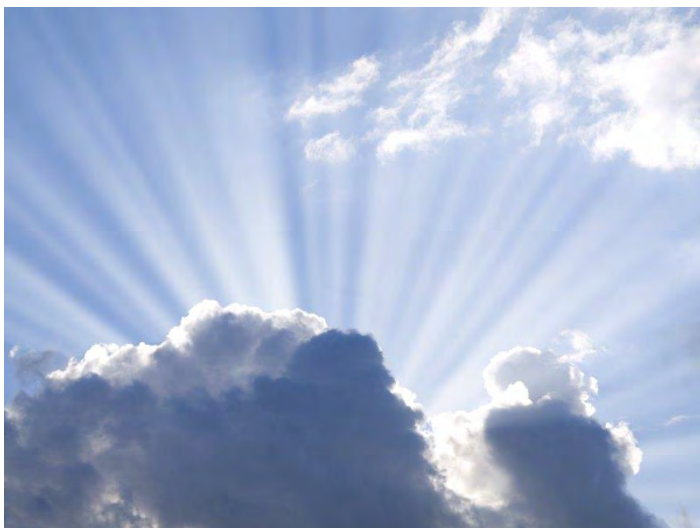
Bus
SeaBus
SkyTrain

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

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

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

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

Highlights

Overview

- The impact of the easing of the COVID-19 restrictions seen last quarter continued into Q4 2021, resulting in relatively more use of TransLink services for entertainment and social purposes and for attending school in-person. However, fewer riders are using the services to get to and from work. With the increase in ridership, top ratings provided for Bus, SkyTrain and SeaBus attributes are shifting closer to pre-pandemic levels. Similar to last quarter, proportions of Choice vs. Captive riders are close to Q1 2020 levels, likely due to Choice riders feeling more comfortable taking public transit than during the peak of the pandemic.

- Overall Transit service is awarded good-to-excellent ratings from just over seven-in-ten (71%) transit users, which is significantly down from both last quarter and the same period last year (78% in both Q3 2021 and Q4 2021). Despite the significant declines, scores continue to be higher than pre-pandemic levels (68% in Q1 2020).

- Just under one-in-five (18%) transit users take transit less regularly than six months ago, which is on par with last wave and a significant decline from Q4 of last year (41%). However, these results are still higher than pre-pandemic levels (13% in Q1 2020).

- Six-in-ten (60%) riders indicate they will definitely continue to take transit as often as they do now which is similar to last quarter (62%) and pre-pandemic levels (61% in Q1 2020), but significantly higher than the same quarter last year (55%).

Just under seven-in-ten (68%) award top ratings for Overall Bus Service which is directionally down from last wave (72%) and significantly declined from a year ago (76%). The average score is 8.1 out of 10.

- While Overall Bus Service experienced declines, there was a mix in results amongst the attributes.
- This wave, the only two attributes to have dropped significantly compared to last quarter are both related to the bus operator. While they both remain highly rated, Having a Courteous Bus Operator is down 6 ppt and Having a Safe and Professional Bus Operator is down 4 ppt.
- The positive performance threshold of 7.0 out of 10 continues to be met by all service attributes on the bus system.

Top scores for Overall SkyTrain Service drop to just over eight-in-ten (81%) after three consecutive quarters of ratings being at 84%. The average score is now 8.5, a slip from 8.6 last quarter and a significant drop from 8.7 a year ago.

- Amongst the top key drivers of SkyTrain Services, Not Being Overcrowded and Feeling Safe From Crime On Board SkyTrain saw significant declines from the same quarter last year (down 9 ppt and 5 ppt respectively). All SkyTrain service attributes have seen declines from last quarter, except for Frequency of Service, which increased by 1 ppt from Q3 2021. Staff Available When Needed and Delays Announced and Explained continue to be the two attributes with average scores below the positive performance threshold of 7.0 out of 10.
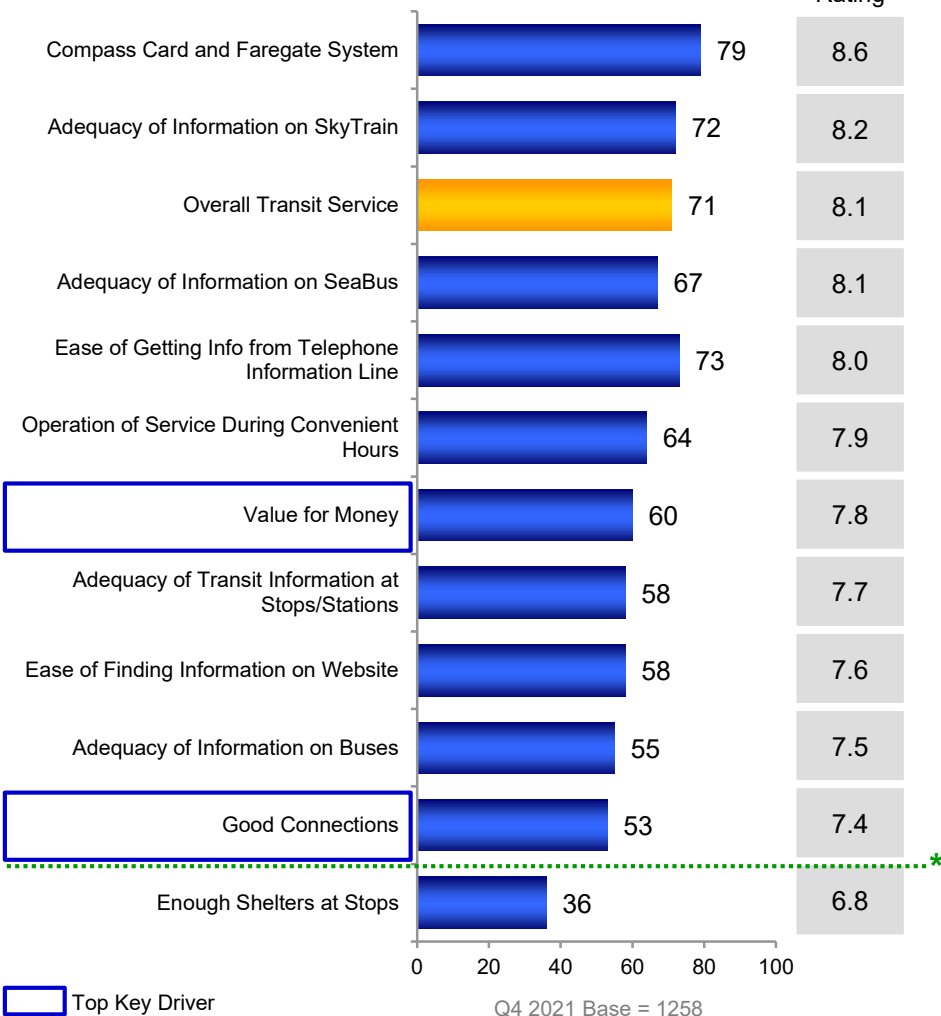
Just over eight-in-ten (83%) SeaBus riders provide good-to-excellent ratings for Overall SeaBus Service, a directional decline from last quarter (91%).

- Shifts in SeaBus attributes' ratings are mixed, but none of the shifts from last quarter are considered statistically significant.
- 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	% Good to Excellent (8-10)	Average Rating
Compass Card and Faregate System	79	8.6
Adequacy of Information on SkyTrain	72	8.2
Overall Transit Service	71	8.1
Adequacy of Information on SeaBus	67	8.1
Ease of Getting Info from Telephone Information Line	73	8.0
Operation of Service During Convenient Hours	64	7.9
Value for Money	60	7.8
Adequacy of Transit Information at Stops/Stations	58	7.7
Ease of Finding Information on Website	58	7.6
Adequacy of Information on Buses	55	7.5
Good Connections	53	7.4
Enough Shelters at Stops	36	6.8

Top Key Driver

Q4 2021 Base = 1258

* 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 by just over seven-in-ten (71%) transit riders. This result is significantly down from both Q3 2021 and Q4 2020 (down 7 ppt from both). The average score has also slipped to 8.1 out of 10, after seeing six consecutive quarters at 8.3.

- Although Overall Transit Service scores have dropped significantly, the only individual attribute that saw a significant decline since last quarter was Having Enough Bus Shelters at Bus Stops at 36% (down 5 ppt). When compared to a year ago, there have been significant declines in Convenient Hours (down 5 ppt), Good Connections (down 11 ppt), Enough Bus Shelters (down 7 ppt), and Adequacy of Transit Information at Stops and Stations (down 5 ppt).

- The positive performance threshold of 7.0 out of 10 continues to be met by all service attributes on the transit system except for Having Enough Shelters at Stops which is at an average of 6.8 out of 10 (down from 7.1 both last quarter and a year ago).

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

- Value for Money
  - Value for Money earned top scores from six-in-ten (60%) transit riders, which is 1 ppt down from last quarter and the same quarter last year (both 61%). At 7.8 out of 10, the average score is unchanged for the third quarter in a row and is also on par with a year ago.

- Good Connections
  - Of the transit riders who used more than one mode or bus on their last transit trip, 53% provide top scores for Good Connections. This attribute is continuing to trend downwards from a record high that was hit a year ago (64% in Q4 2020) and is now back to pre-pandemic levels.

Performance on Bus System Attributes

% Good to Excellent (8-10)

Attribute	% Good to Excellent (8-10)	Average Rating
Having an Operator Who Drives Safely & Professionally	86	8.9
Having a Direct Route	82	8.8
Feeling Safe from Crime On Board the Bus	80	8.6
Having a Courteous Bus Operator	76	8.6
Trip Duration from the Time You Boarded to the Time You Got Off the Bus	78	8.5
Clean and Graffiti-Free Buses	78	8.5
Feeling Safe from Crime at the Bus Stop or Transit Exchange	75	8.4
Overall Bus Service	68	8.1
Providing On-Time, Reliable Service	64	7.8
Not Being Overcrowded	58	7.5
Frequency of Service	56	7.5

Q4 2021 Base = 1129 (bus routes evaluated)

☐ Top Key Driver

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

Bus System

- Overall Bus Service earns top ratings from 68% of riders. This is directionally below last quarter (72%) and significantly lower than the same quarter last year (76%). The average score is now 8.1 out of 10, compared to 8.2 last period, and 8.3 a year ago.

- Several attributes have dropped from a year ago: Not being Overcrowded (down 11 ppt), Feeling Safe from Crime at the Bus Stop (down 6 ppt), On-Time Reliable Service and Trip Duration (both down 5 ppt), Having a Direct Route (down 4ppt), and Safe and Professional Bus Operator (down 3 ppt). However, all service attributes of the bus system continue to exceed the positive performance threshold of 7.0 out of 10.
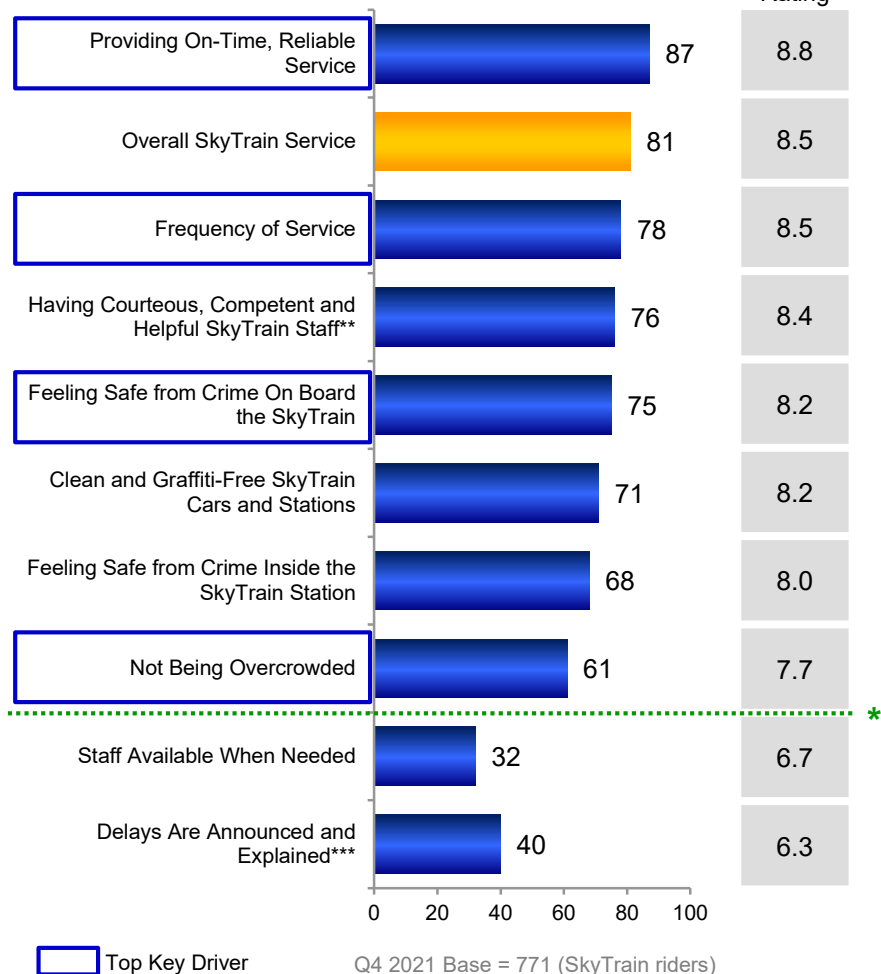
Performance on Top Key Drivers of Overall Bus Service*

- Courteous Bus Operator
  - Courteous Bus Operator is awarded top scores from 76% of bus riders, a significant decline from last period (82%) and slightly below the same period last year (79%). Both BTC's and RTC's scores have declined significantly since last quarter (down 8 ppt and 14 ppt respectively). However, this attribute remains the highest-rated top key driver.

- On-Time, Reliable Service
  - Over six-in-ten (64%) bus riders provide good-to-excellent ratings for On-Time, Reliable Service, which is down from a year ago (69%). RTC dropped by 11 ppt from the same quarter last year, while HTC declined from both last quarter and a year ago (down 20 and 19 ppt respectively).

- Frequency of Service
  - Top ratings for Frequency of Service are awarded by 56% of bus riders, relatively unchanged from last quarter and the same quarter last year. VTC increased by 10 ppt this wave while PCT declined by 29 ppt over the same period. This continues to be the lowest-rated service attribute on the bus system.

- Not Being Overcrowded
  - Just under six-in-ten (58%) bus riders provide good-to-excellent ratings for Not Being Overcrowded, which is significantly below Q4 from last year (down 11ppt). Relative to Q4 2020, crowding ratings have dropped for all depots except VTC and STC. However, STC is the lowest rated of all depots.

Performance on SkyTrain Attributes

% Good to Excellent (8-10)

Attribute	% Good to Excellent (8-10)	Average Rating
Providing On-Time, Reliable Service [Top Key Driver]	87	8.8
Overall SkyTrain Service	81	8.5
Frequency of Service [Top Key Driver]	78	8.5
Having Courteous, Competent and Helpful SkyTrain Staff**	76	8.4
Feeling Safe from Crime On Board the SkyTrain [Top Key Driver]	75	8.2
Clean and Graffiti-Free SkyTrain Cars and Stations	71	8.2
Feeling Safe from Crime Inside the SkyTrain Station	68	8.0
Not Being Overcrowded [Top Key Driver]	61	7.7
Staff Available When Needed	32	6.7
Delays Are Announced and Explained***	40	6.3

[ ] Top Key Driver

Q4 2021 Base = 771 (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: Very small base size – only among SkyTrain riders who spoke with staff (n=29)

*** Only among those who experienced delays (n=102)

SkyTrain System

- Just over eight-in-ten (81%) SkyTrain riders award top scores for Overall SkyTrain Service; directionally down from the same period last year (85%). The average score is now 8.5 out of 10, down from 8.7 a year ago.

- While none of the top key drivers experienced a significant shift from last quarter, Not Being Overcrowded and Feeling Safe from Crime on Board Skytrain saw significant declines from the same quarter last year (down 9 ppt and 5 ppt respectively).

- Among all SkyTrain service attributes, Feeling Safe from Crime Inside the SkyTrain Station was the only attribute to have experienced a significant shift from both last wave and the same quarter last year (down 7 ppt from both). This may be due to SkyTrain station attacks that have received media attention over this period relating to sexual assaults and mask disputes.

- Like previous waves, two attributes continue to be below the positive performance threshold of 7.0 out of 10 (Staff Available When Needed and Delays Announced and Explained).

Performance on Top Key Drivers of SkyTrain Overall Service*

- On-Time, Reliable Service
  - On-Time Reliable Service is the highest-rated Skytrain service attribute this quarter, with 87% of riders providing good-to-excellent scores, slightly down from last period (88%) and the same period last year (89%).

- Feeling Safe from Crime On Board the SkyTrain
  - Feeling Safe from Crime On Board the SkyTrain is awarded top ratings from three-quarters (75%) of SkyTrain riders, down from last quarter (78%) and a significant decline from a year ago (80%).

- Frequency of Service
  - Under eight-in-ten (78%) users provide top scores for Frequency of Service, unchanged from last quarter and Q4 2020.

- Not Being Overcrowded
  - Just over six-in-ten (61%) riders have awarded top scores for Not Being Overcrowded, a decline from last quarter (65%) and significant drop from the same period last year (70%).

Performance on SeaBus Attributes

% Good to Excellent (8-10)
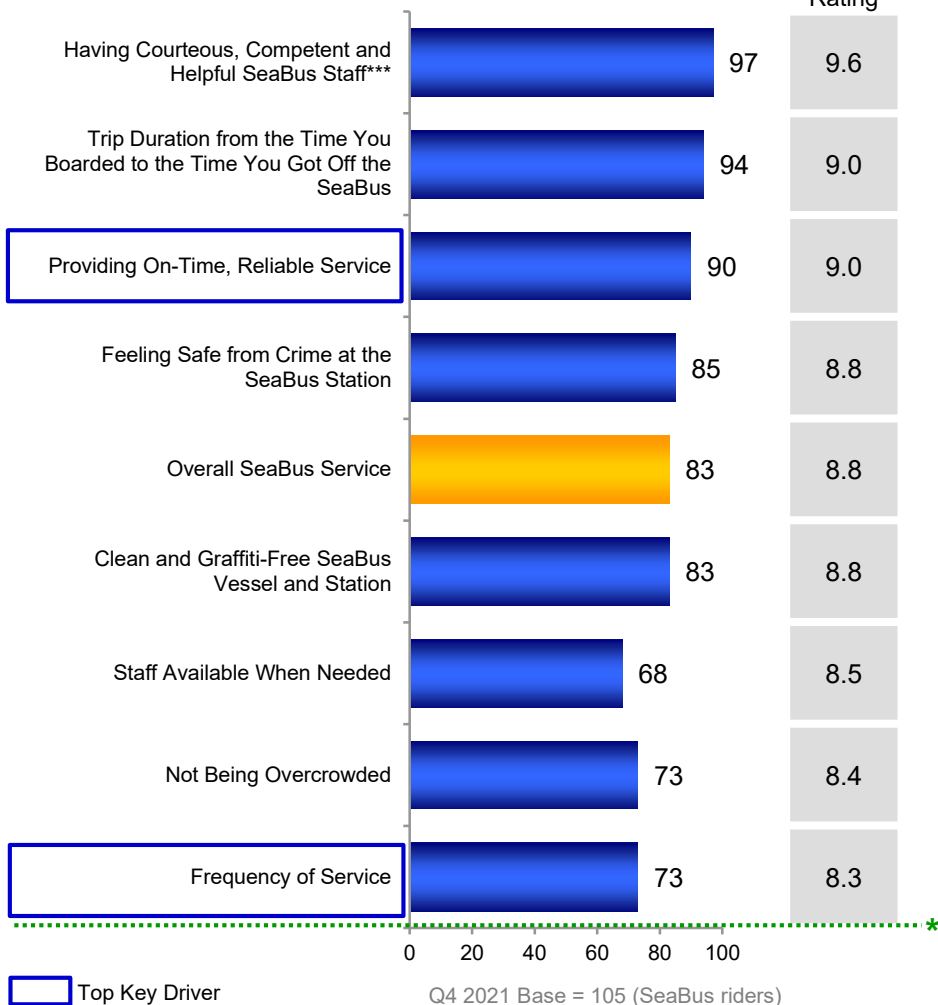
Attribute	% Good to Excellent	Average Rating
Having Courteous, Competent and Helpful SeaBus Staff***	97	9.6
Trip Duration from the Time You Boarded to the Time You Got Off the SeaBus	94	9.0
Providing On-Time, Reliable Service	90	9.0
Feeling Safe from Crime at the SeaBus Station	85	8.8
Overall SeaBus Service	83	8.8
Clean and Graffiti-Free SeaBus Vessel and Station	83	8.8
Staff Available When Needed	68	8.5
Not Being Overcrowded	73	8.4
Frequency of Service	73	8.3

0 20 40 60 80 100

☐ Top Key Driver

Q4 2021 Base = 105 (SeaBus riders)

An average rating of 7.0 or higher means an attribute's performance is positive, whereas a rating of less than 7.0 means improvements should be considered.
*** Caution: Very small base size – only among SeaBus riders who spoke with staff (n=15)

SeaBus

- Over eight-in-ten (83%) SeaBus riders provide top scores for Overall SeaBus Service, a decline of 6 ppt from the same quarter last year (89%) and a directional decrease from last wave (91%). The average score is now at 8.8 out of 10, compared to 9.0 last quarter and 8.9 a year ago.

- Amongst the top key drivers, On-Time, Reliable Service saw a 4 ppt decline (90%) reversing the shift seen last quarter. Safety from Crime at the Station is up significantly from a year ago (up 15 ppt). No other service attribute experienced statistically significant shifts from last quarter or the same quarter last year, but there are mixed results across the board. In particular, Trip Duration had a directional increase from last wave (up 8 ppt), while Clean & Graffiti-Free saw directional declines (down 8 ppt).

- All service attributes continue to perform above the positive performance threshold of 7.0 out of 10.

Performance on Top Key Drivers of SeaBus Overall Service*

- On-Time, Reliable Service
  - Nine-in-ten (90%) SeaBus users award good-to-excellent ratings for On-Time Reliable Service which is 4 ppt down from last wave but 1 ppt up from the same period last year (89%). This quarter, the average score is 9.0 out of 10, compared to 9.4 last period 9.3 a year ago.

- Frequency of Service
  - Unchanged from Q3 2021, Frequency of Service earns top ratings from 73% of SeaBus riders, which is an 8 ppt increase from the same quarter last year. The average score is now 8.3 out of 10, down from last wave (8.5) but higher than the same quarter last year (8.1). Frequency of Service continues to be one of the lowest-rated service attributes for the SeaBus.

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Transit Riders

- Transit riders generally have similar demographic characteristics to the broader adult population of Metro Vancouver with the following exceptions observed this quarter:
  - A higher proportion of transit riders are 18 to 24 years old (19% versus 12%) and a relatively lower percentage are 35 to 44 (14% vs 18%) or 55 to 64 years old (8% versus 16%).
  - They are less likely to be employed full-time (51% versus 57%) and more likely to be, students (13% versus 5%) or employed part-time (17% versus 13%).
  - They are less likely to have high school or less (18% versus 21%) and vocational/college/technical training (18% versus 26%) as their highest level of education and more likely to have some university education (14% versus 7%).

- Similar to last wave, results are more aligned with the general Metro Vancouver adult population compared to periods prior to Q3 2021. This is likely due to the proportion of Captive riders interviewed this quarter being more in line with pre-pandemic levels.

Trip Purpose

- Under half (47%) of riders take transit to or from work, which is slightly higher than last quarter (44%) but has significantly declined from the same quarter last year (54%). Similar to last wave, 40% of riders take transit for entertainment or social reasons, which is in line with last quarter, but a significant increase over the same quarter last year (up 17 ppt). With pandemic restrictions easing in Q3 2021, more residents were going out to socialize and enjoy entertainment, which continued in Q4 2021. Although restrictions creeped back in place nearing the holidays, they did not come into effect until the end of fielding for Q4 2021. The proportion of those taking transit to go to and from school has increased significantly from last quarter and the same quarter last year (6% in both) reaching close to a two-year high at 14% this quarter.

Choice versus Captive

- Just over six-in-ten (61%) of transit users are Choice riders who have regular access to a vehicle for the transit trips they make. This is similar to last quarter (62% in Q3 2021) and significantly higher than the same quarter last year (51% in Q4 2020). The proportion of Captive riders (those who do not have access to a vehicle) is also similar to last quarter (37% Q3 2021) at 38%, and down significantly from a year ago (48%).The proportion of Choice and Captive riders is close to pre-pandemic levels as residents continue to physically travel to work and school in person.

- Choice riders are more likely than Captive riders to be male, older (aged 35+), university educated, employed full-time, higher income earners ($80K+), and SkyTrain and SeaBus users.

- Captive riders are more likely to be female, younger (18-34 years old), less educated (high school or less), a student, 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

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

% Good to Excellent (8-10)
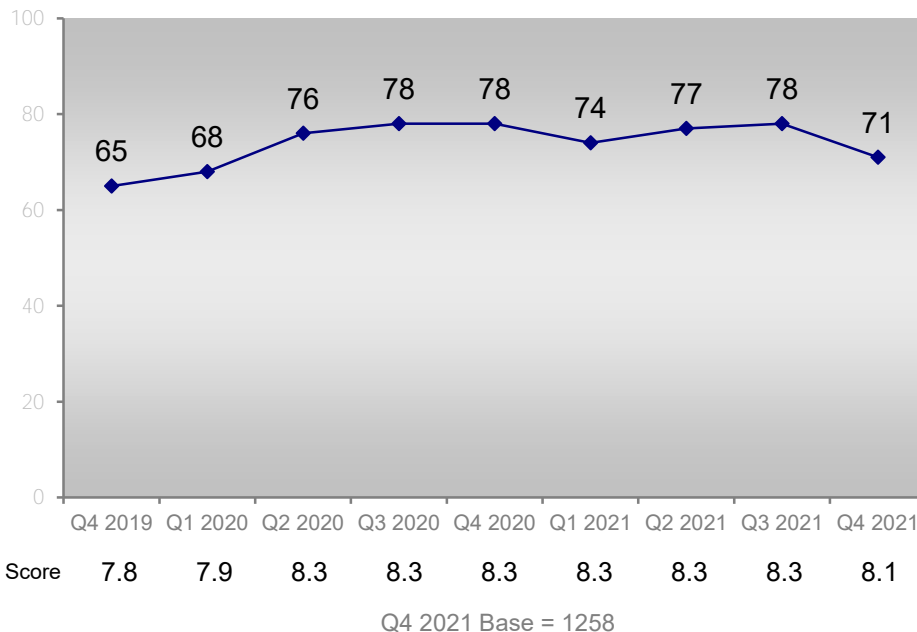
	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
	65	68	76	78	78	74	77	78	71
Avg Score	7.8	7.9	8.3	8.3	8.3	8.3	8.3	8.3	8.1

Q4 2021 Base = 1258

Q4 2021 Regional Differences:

No significant regional differences	No significant regional differences

| Most Positive | Least Positive |

Overall Service

Just over seven-in-ten (71%) transit riders award good-to-excellent scores for Overall Transit Service, significantly down from both Q3 2021 and Q4 2020 (down 7 ppt from both). The average score shifted for the first time in 7 quarters to 8.1 out of 10 (from 8.3 out of 10).

This quarter, SkyTrain riders and Low and Medium Frequency riders were more likely to provide top ratings for Overall Transit Service compared to Bus riders and High Frequency riders.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	- 7%	- 7%

= *Significant upward/downward shift*

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

% Good to Excellent (8-10)
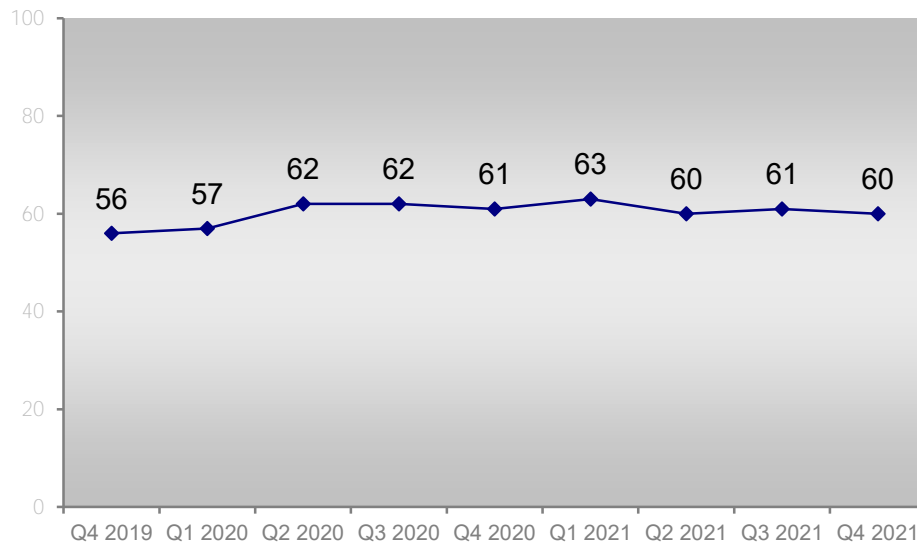
Avg Score	7.5	7.6	7.9	7.7	7.8	7.9	7.8	7.8	7.8
	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021

Q4 2021 Base = 1258

Value for Money

Six-in-ten (60%) transit users provide good-to-excellent scores when rating the top key driver of Value for Money, which is similar to last quarter and a year ago (61% in Q3 2021 and Q4 2020). At 7.8 out of 10, the average score is unchanged from last quarter and a year ago.

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

Riders aged 65+ remain the most likely to provide top scores for Value for Money as compared to riders under the age of 65.

Q4 2021 Regional Differences:

No significant regional differences	No significant regional differences

☐ Top Key Driver	🟩 Most Positive	🟥 Least Positive

🟢 🔴 = *Significant upward/downward shift*

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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 | 7.7 | 8.0 | 7.9 | 8.2 | 8.1 | 8.2 | 8.0 | 7.9 |

Q4 2021 Base = 1258

Less than two-thirds (64%) of riders provide good-to-excellent-ratings for Convenient Hours, consistent with last quarter, and significantly down from a year ago (69% in Q4 2020). The average score continues to decrease slightly to 7.9 out of 10 from 8.0 in Q3 2021 returning to the same score as in Q3 2020.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	0%	- 5%

This quarter, riders with education levels of high school or less were more likely to give top scores for Convenient Hours than riders with other levels of education. In addition, riders who travelled for school were more likely to provide top ratings for Convenient Hours than riders with another purpose.

Q4 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?

Just under four-in-ten (39%) transit users took more than one bus/transit mode on a typical transit trip, slightly up from last quarter (36%) and a year ago (37%). Similar to last quarter, just over half (53%) of these transit riders, who made a connection, award good-to-excellent scores for Good Connections, continuing the downward trend from the record high a year ago, in Q4 2020 (64%). The average score declined to 7.4 out of 10 compared to 7.5 last quarter and 8.0 in the same quarter last year.

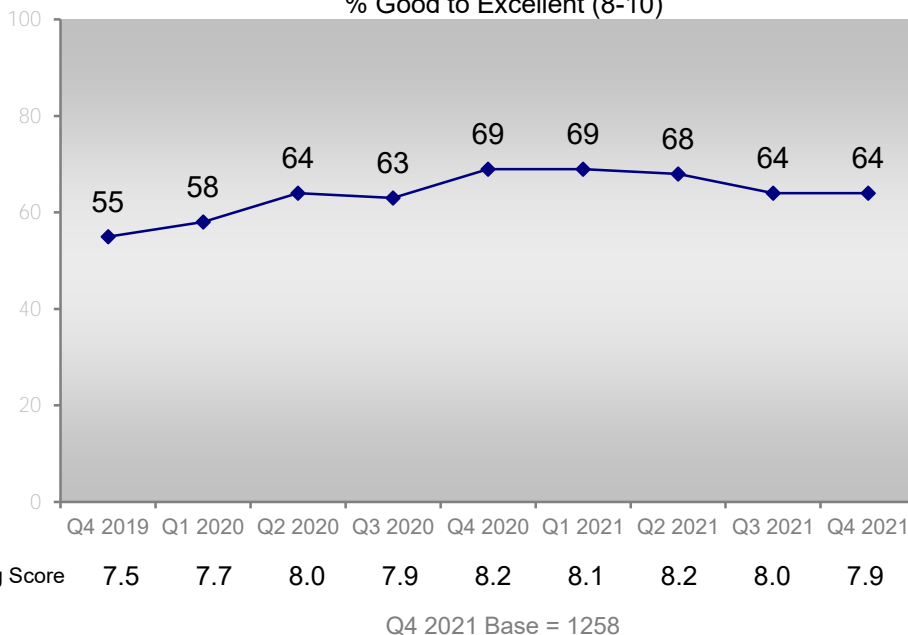| ***Good-to-Excellent ratings compared to:***	*Last Quarter*	*Same Quarter Last Year*
	- 2%	**- 11%**

For Good Connections, those 18-24 or 65+ years of age are more likely to provide top scores than those 25-44 years of age. Riders with household incomes below $40K are more likely to provide top scores than those making $40K+.

% Good to Excellent (8-10)

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
%	50	52	54	59	64	61	56	55	53
Avg Score	7.2	7.4	7.6	7.6	8.0	7.7	7.7	7.5	7.4

Q4 2021 Base = 481
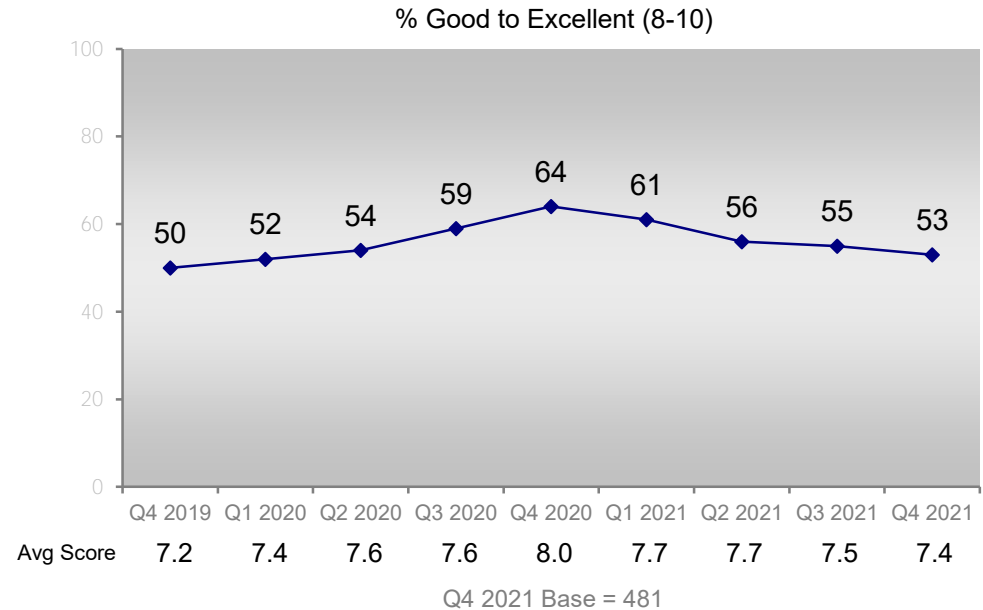
Q4 2021 Regional Differences:

81% among West Vancouver riders	46% among Vancouver riders

Top Key Driver	Most Positive	Least Positive

⬭ = *Significant upward/downward shift*

TRANS LINK

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

Enough Bus Shelters at Bus Stops

% Good to Excellent (8-10)

Avg Score	6.8	6.9	7.2	7.1	7.1	7.0	7.2	7.1	6.8
	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021

Q4 2021 Base = 1258

Following a decrease last quarter, ratings for Having Enough Bus Shelters have significantly declined this quarter (36%, down 5 ppt) and are also significantly below levels from a year ago (43% in Q3 2020).

The average score has dropped to 6.8 out of 10, compared to 7.1 out of 10 in both Q3 2021 and Q4 2020.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	- 5%	**- 7%**

This quarter, riders with household incomes below $40K are more likely to giver high ratings for having enough bus shelters throughout the region than households making more than $40K. Also, those in the age range of 18-24 or 65+ are more likely to give top scores compared to other age groups.

Q4 2021 Regional Differences:

42% among Richmond/South Delta riders

29% among Burnaby/New Westminster riders

☐ Top Key Driver   ▇ Most Positive   ▇ Least Positive

⬭ ⬭ = *Significant upward/downward shift*

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

% Good to Excellent (8-10)

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
	54	54	62	60	63	59	61	56	58
Avg Score	7.5	7.5	7.8	7.8	7.9	7.7	7.8	7.7	7.7

Q4 2021 Base = 1258
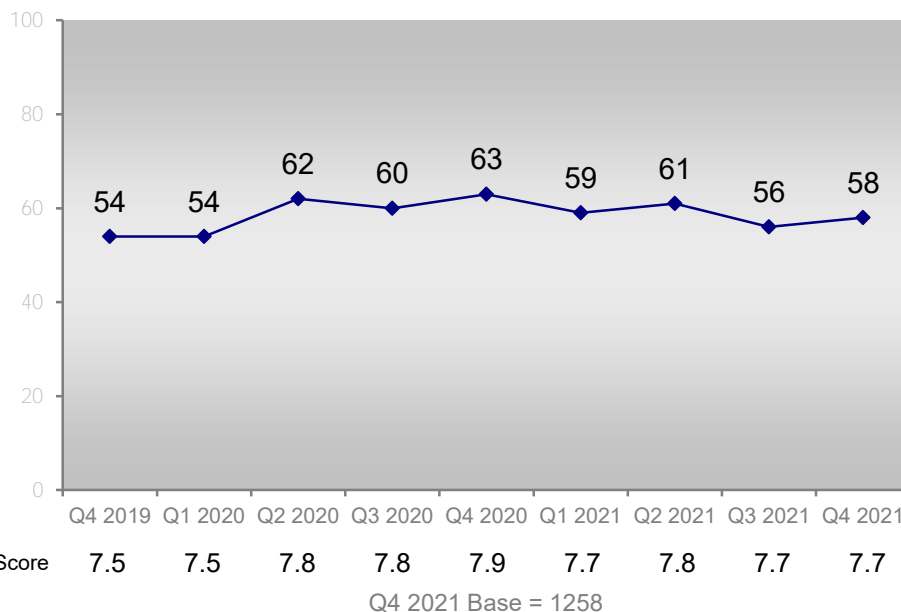
Q4 2021 Regional Differences:

67% among Northeast riders	44% among North Vancouver riders

Most Positive	Least Positive

Adequacy of Transit Information at Stops and Stations

Just under six-in-ten (58%) transit users provide top scores for Adequacy of Transit Information at Stops and Stations, slightly up from last quarter (56% in Q3 2021) but still significantly below record high scores from a year ago (63% in Q4 2020). The average score remains the same as last quarter with 7.7 out of 10, but slightly lower than a year ago (7.9 out of 10 in Q4 2020).

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	+ 2%	**- 5%**

Riders aged 18-24, those with education levels of college/some university or less, and those with household income levels below $40K are more likely to feel there is adequate transit information available at stops and stations compared to riders 25+ years of age, those who have graduated university and those with household income levels of $80K and above.

= *Significant upward/downward shift*

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TRANS LINK

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

Bus

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
	54	55	59	56	59	57	60	52	55
Avg Score	7.5	7.5	7.7	7.6	7.7	7.7	7.7	7.6	7.5

Q4 2021 Base = 929

SkyTrain

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
	67	68	72	68	77	74	75	68	72
Avg Score	8.0	8.0	8.3	8.0	8.4	8.3	8.3	8.0	8.2

Q4 2021 Base = 771

SeaBus

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
	62	64	54	82	62	84	79	73	67
Avg Score	8.1	8.0	7.2	8.5	8.1	8.8	8.2	8.0	8.1

Q4 2021 Base = 105
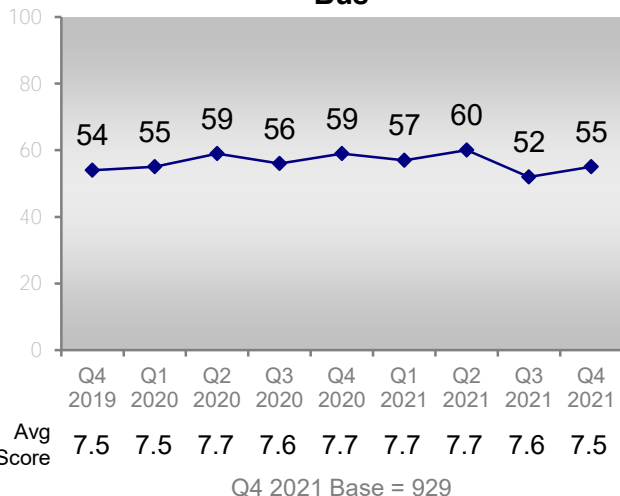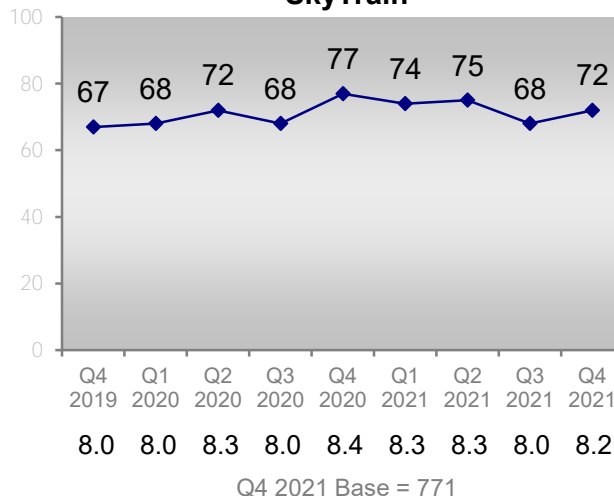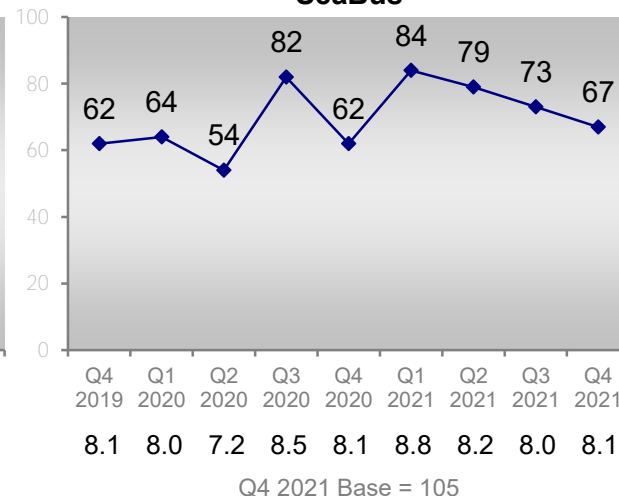
Adequacy of Transit Information On Board Transit Vehicles

This quarter, ratings for Adequacy of Transit Information On Board Transit Vehicles are highest for SkyTrain (72%), followed by SeaBus (67%) and Bus (55%).

Compared to last quarter, high ratings have improved for Bus and SkyTrain, but SeaBus continued to see a decline. Bus ratings have shifted upwards since last quarter (up 3 ppt from Q3 2021) returning to pre-pandemic levels seen in Q1 2020 (55%) but still directionally below results from a year ago (59% in Q4 2020). SkyTrain scores have increased directionally from last quarter (up 4 ppt from Q3 2021) but remain significantly below high scores from a year ago (down 5 ppt from Q4 2020). Meanwhile, top scores for SeaBus have continued the decreasing trend since Q1 2021 (down 6 ppt from Q3 2021).

Bus: : There are no significant differences in ratings between Bus lines this quarter.

SkyTrain: There are no significant differences in ratings between SkyTrain lines this quarter.

Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Bus:	+ 3%	- 4%
SkyTrain:	+ 4%	- 5%
SeaBus:	- 6%	+ 5%

= *Significant upward/downward shift*

17

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

% Good to Excellent (8-10)
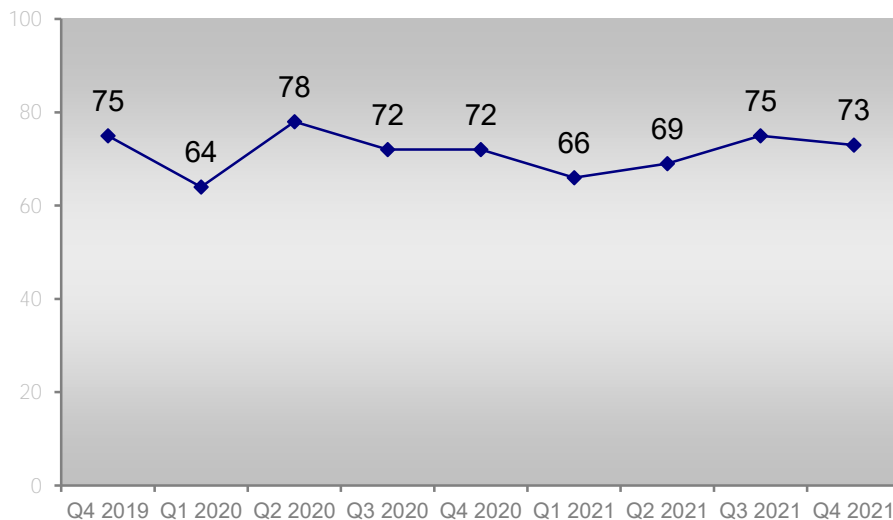
	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
Avg Score	8.3	7.7	8.4	7.7	8.0	7.7	8.1	8.5	8.0

Q4 2021 Base = 150 (used phone)

Spoke To Clerk	Call Was Automated	Clerk & Automated
Base = 81*	Base = 30**	Base = 35**
% Good to Excellent (8-10)		
84	53	70

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

Ease of Getting Information from the Telephone Information Line

During the past 3 months, one-in-ten (10%) of transit users indicated that they called TransLink's Telephone Information Line. This is the same as last quarter but significantly lower than a year ago (15% in Q4 2020).

Just under three-quarters (73%) of riders who called the Telephone Information Line gave top ratings, which is similar to last quarter (75% in Q3 2021) and to the same quarter last year (72% in Q4 2020).

The average score is 8.0 out of 10, a decrease compared to a high score of 8.5 seen last quarter, but on par with a year ago.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	- 2%	+ 1%

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

= *Significant upward/downward shift*

Q23F.1   On a scale from one to ten, how would you rate TransLink's website for being easy to find the information you wanted?
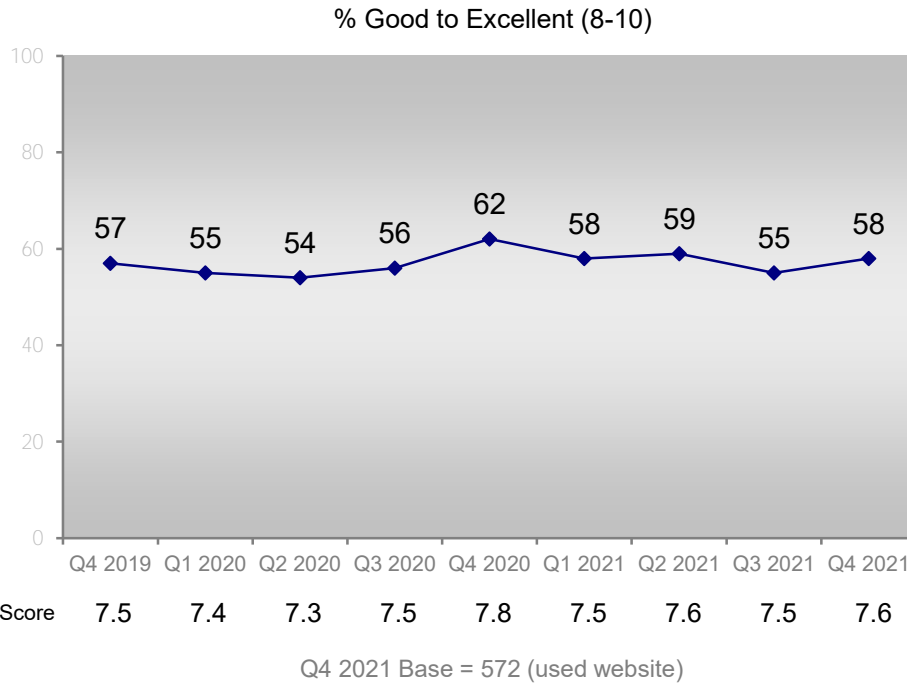
% Good to Excellent (8-10)

Avg Score	7.5	7.4	7.3	7.5	7.8	7.5	7.6	7.5	7.6

Q4 2021 Base = 572 (used website)

Q4 2021 Regional Differences:

No significant regional differences

No significant regional differences

Most Positive   Least Positive

Ease of Finding Info on Website

With another significant increase since last quarter (up 5 ppt from Q3 2021), just under one-half (46%) of transit users indicate they have used TransLink's website in the past three months. This result surpasses what was seen a year ago (42% in Q4 2020) and is the highest level of usage since Q2 2020 (49%).

Just under six-in-ten (58%) riders who used the TransLink website provided top scores for Ease of Finding Information on the Website, a 3 ppt increase from last quarter (55% in Q3 2021), bringing scores back to Q1 2021 levels, but still below peak scores seen a year ago (62% in Q4 2020). The average score is slightly above last quarter at 7.6 out of 10 (compared to 7.5 in Q3 2021) and remains slightly below a year ago (7.8 in Q4 2020).

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

Transit riders younger than 45 years and those with household incomes less than $40K are more likely to provide good-to-excellent ratings for Ease of Finding Information on the TransLink website than those who are aged 45+ or those with household incomes more than $40K.

= Significant upward/downward shift

TRANS/LINK

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

% Good to Excellent (8-10)

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
	77	78	80	81	83	82	84	82	79
Avg Score	8.5	8.5	8.6	8.5	8.8	8.6	8.7	8.7	8.6

Q4 2021 Base = 1258
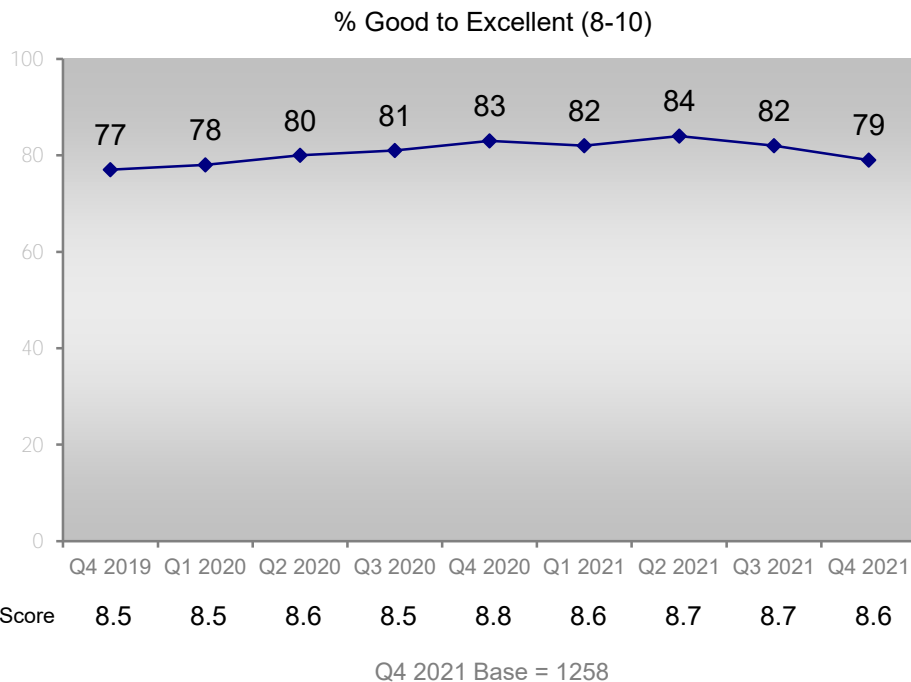
Compass Card and Faregate System

Just under eight-in-ten (79%) transit users gave top ratings for Overall Experience with the Compass Card and Faregate System. This is slightly below last quarter (3 ppt down from Q3 2021) and down from the same quarter a year ago (83% in Q4 2020). The average score is 8.6 out of 10, which is slightly below both last quarter (8.7 out of 10) and the same quarter last year (8.8 out of 10).

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

Like last quarter, riders aged 65+ are more likely than riders aged 25-64 to provide good-to-excellent ratings for the Compass Card and Faregate System.

Q4 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)
6	BTC	8.3	75
7	RTC	8.3	67
9	HTC	8.1	70
9	CMBC	8.1	68
10	TOTAL BUS	8.1	68
9	VTC	8.0	66
15	PCT*	7.9	68
13	STC	7.8	63
17	WVT*	7.7	70

Q4 2021 Base = 1129

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

% Good to Excellent (8-10)

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
BTC	64	67	78	80	80	79	76	72	75
RTC	63	68	78	76	86	81	73	74	67
HTC	71	62	77	68	81	70	66	77	70
CMBC	65	67	72	75	77	76	73	72	68
TOTAL BUS	65	67	72	75	76	76	73	72	68
VTC	68	67	67	75	71	73	75	71	66
PCT*	65	75	68	73	69	76	74	81	68
STC	55	63	63	72	75	77	72	65	63
WVT*	75	79	84	85	68	68	82	68	70

Time Period Receiving Lower Ratings
- No particular time period is singled out.

Bus Service Overall

Just under seven-in-ten (68%) bus riders provide good-to-excellent scores for Overall Bus Service, a directional decrease from last quarter (72% in Q3 2021) and a significant decrease from the same period last year (76% in Q4 2020). The average score is 8.1 out of 10, compared to 8.2 last period and 8.3 a year ago.

Along with the decline at the total bus level, top scores for RTC, HTC and STC bus depots have also significantly declined since the same period last year (down 19, 11 and 12 ppt respectively).

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	- 4%	- 8%
RTC	- 7%	- 19%
HTC	- 7%	- 11%
STC	- 2%	- 12%

= *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)

Depot	% Very Poor to Neutral (1-5)	Performance	% Good to Excellent (8-10)
BTC	10	8.2	70
RTC	11	8.1	69
WVT*	15	7.9	70
PCT*	9	7.9	65
TOTAL BUS	14	7.8	64
CMBC	14	7.8	64
VTC	14	7.8	63
STC	20	7.5	64
HTC	22	7.3	52

Q4 2021 Base = 1129

* Caution: small base size.

% Good to Excellent (8-10)

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

Time Period Receiving Higher Ratings

- Weekdays 9:30 AM-3 PM

[ ] Top Key Driver

On-Time, Reliable Service

Over six-in-ten (64%) bus riders give top scores for On-Time, Reliable Service, directionally lower than last quarter (68% in Q3 2021) and a significant decline from last year (69% in Q4 2020). This quarter, the average rating is 7.8 out of 10 compared to 8.0 last period and a significant decrease from the same period last year (8.2).

Although top scores for On-Time, Reliable Service have shifted down from previous periods, scores remain above pre-pandemic levels (60% in Q1 2020).

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	- 4%	**- 5%**
RTC	0%	**- 11%**
HTC	**- 20%**	**- 19%**

( ) ( ) = *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.

Q18.15/20.15/22.15 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)
11	BTC	8.0	63
18	HTC	7.6	59
17	VTC	7.6	58
15	RTC	7.5	58
17	TOTAL BUS	7.5	56
17	CMBC	7.5	56
14	WVT*	7.4	54
23	STC	7.2	48
30	PCT*	6.8	32

Q4 2021 Base = 1129

Caution: small base size.

% Good to Excellent (8-10)

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
BTC	55	58	68	71	70	63	65	71	63
HTC	51	45	69	56	63	59	53	58	59
VTC	51	56	54	63	56	59	59	48	58
RTC	46	53	55	59	69	67	62	54	58
TOTAL...	50	54	58	63	60	61	60	57	56
CMBC	50	54	58	64	61	60	59	57	56
WVT*	47	55	57	36	42	77	68	63	54
STC	48	57	50	63	59	61	66	51	48
PCT*	43	49	45	65	41	54	39	61	32
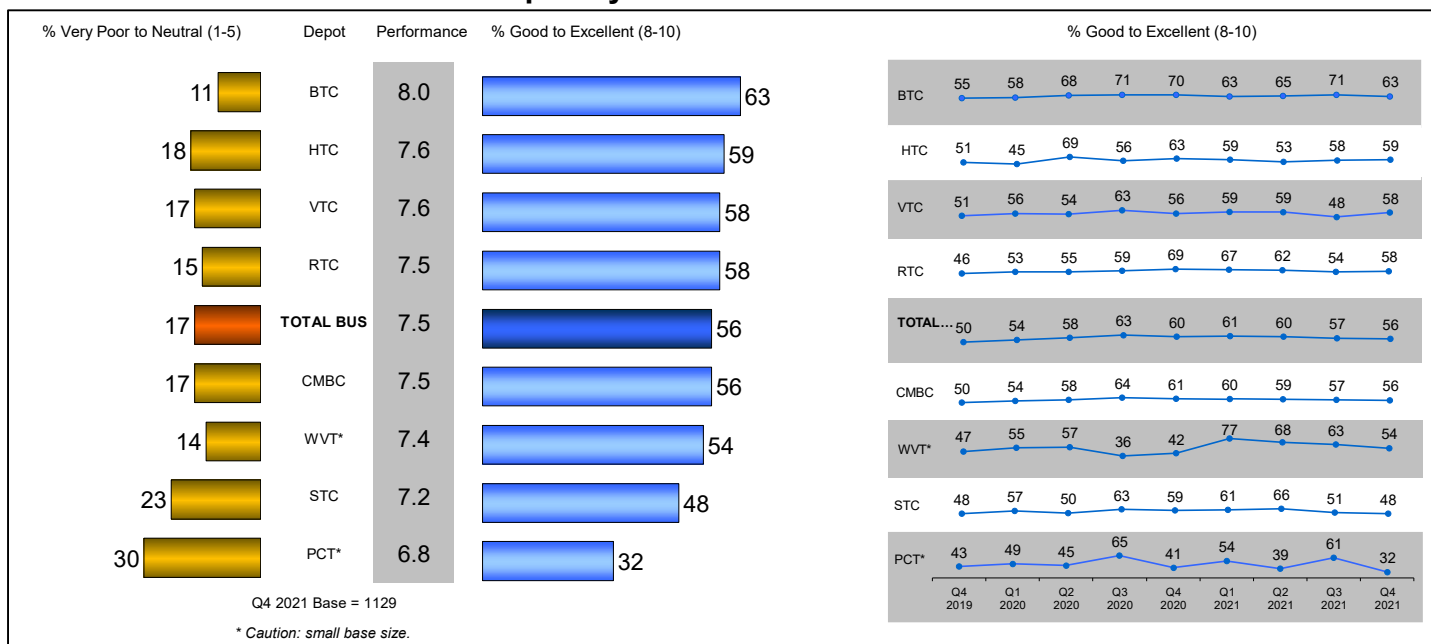
Time Period Receiving Higher Ratings

- No particular time period is singled out.

Top Key Driver

Frequency of Service

Under six-in-ten (56%) bus riders provide top scores for Frequency of Service, similar to last quarter (57% in Q3 2021) but a directional decline from a year ago (60% in Q4 2020). This quarter, the average score is 7.5 out of 10 compared to 7.7 both last period and during the same period last year. Again, of all service attributes, this one remains the lowest-rated. Top scores for Frequency of Service are shifting closer to Q1 2020 levels, which may be due to changing perceptions of how much service is necessary due to increasing ridership and more people using the bus service for timely obligations such as school.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	- 1%	- 4%
VTC	**+ 10%**	+ 2%
PCT	**- 29%**	- 9%

= *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.

Q18.1/20.1/22.1 **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)
8	PCT*	8.7	77
8	WVT*	8.6	79
8	VTC	8.6	77
7	TOTAL BUS	8.6	76
7	CMBC	8.6	76
6	BTC	8.6	73
6	RTC	8.5	78
5	STC	8.5	75
5	HTC	8.4	78

Q4 2021 Base = 1129

* Caution: small base size.

% Good to Excellent (8-10)

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
PCT*	83	81	83	84	78	71	67	78	77
WVT*	74	84	85	88	62	86	83	79	79
VTC	80	82	79	80	77	80	82	81	77
TOTAL BUS	78	79	80	82	79	81	77	82	76
CMBC	78	79	80	81	79	81	77	82	76
BTC	77	74	85	78	76	80	74	81	73
RTC	75	78	77	88	92	88	76	92	78
STC	72	80	77	79	83	81	81	77	75
HTC	84	78	80	83	73	82	70	80	78

Time Period Receiving Lower Ratings

- No particular time period is singled out.

| | Top Key Driver |

Courteous Bus Operator

Just over three-quarters (76%) of bus users provide good-to-excellent ratings for having a Courteous Bus Operator, significantly lower than last quarter (82% in Q3 2021) and slightly down from the same quarter last year (79% in Q4 2020).The average score this quarter is 8.6 out of 10, which is slightly lower than last quarter (8.7) and on par with the same quarter last year. Courteous Bus Operator remains the highest rated top key driver of Overall Bus Service.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	**- 6%**	- 3%
BTC	**- 8%**	- 3%
RTC	**- 14%**	**- 14%**

= *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.

Q18.14/20.14/22.14 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)

Depot	% Very Poor to Neutral (1-5)	Performance	% Good to Excellent (8-10)
STC	3	8.8	79
PCT*	4	8.7	78
RTC	5	8.6	82
BTC	4	8.5	79
TOTAL BUS	6	8.5	78
CMBC	6	8.5	78
HTC	6	8.5	74
WVT*	11	8.4	81
VTC	8	8.3	78

Q4 2021 Base = 1129

Caution: small base size.

% Good to Excellent (8-10)

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
STC	65	76	79	89	84	85	89	72	79
PCT*	74	76	80	76	75	82	77	83	78
RTC	68	76	83	84	87	91	85	79	82
BTC	74	77	90	83	85	84	84	81	79
TOTAL BUS	73	77	84	82	83	84	84	79	78
CMBC	73	77	84	82	82	84	84	79	78
HTC	77	69	89	83	84	84	74	87	74
WVT*	82	88	82	94	98	84	91	73	81
VTC	76	80	82	79	78	82	87	76	78

Time Period Receiving Lower Ratings

- No particular time period is singled out.

Trip Duration

Similar to last wave, just under eight-in-ten (78%) bus riders provide top scores for Trip Duration, a slight decrease from last quarter (79% in Q3 2021) and a significant decrease from the same time last year (83% in Q4 2020). The average score is 8.5 out of 10, down slightly from 8.6 last quarter and 8.7 the same quarter last year.

With the easing of COVID-19 restrictions, more people are going out and the duration of trips may be taking longer than experienced during the pandemic. This could be the reason riders' satisfaction levels on this metric are shifting downwards.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	- 1%	- 5%
HTC	- 13%	- 10%
WVT	+ 8%	- 17%

= Significant upward/downward shift

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

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

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
13	RTC	8.0	66
13	WVT*	7.8	57
23	PCT*	7.6	62
17	VTC	7.6	61
19	TOTAL BUS	7.5	58
19	CMBC	7.5	58
19	HTC	7.4	56
20	BTC	7.3	50
26	STC	7.1	55

Q4 2021 Base = 1129

* Caution: small base size.

% Good to Excellent (8-10)

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
RTC	47	49	70	81	85	72	81	67	66
WVT*	44	55	75	89	76	75	75	72	57
PCT*	60	62	82	74	79	77	62	89	62
VTC	48	53	66	65	65	65	68	52	61
TOTAL BUS	48	52	69	68	69	69	67	62	58
CMBC	48	52	69	68	69	69	67	62	58
HTC	60	53	75	71	65	63	59	65	56
BTC	43	47	68	63	68	69	70	66	50
STC	37	56	62	57	62	71	60	56	55
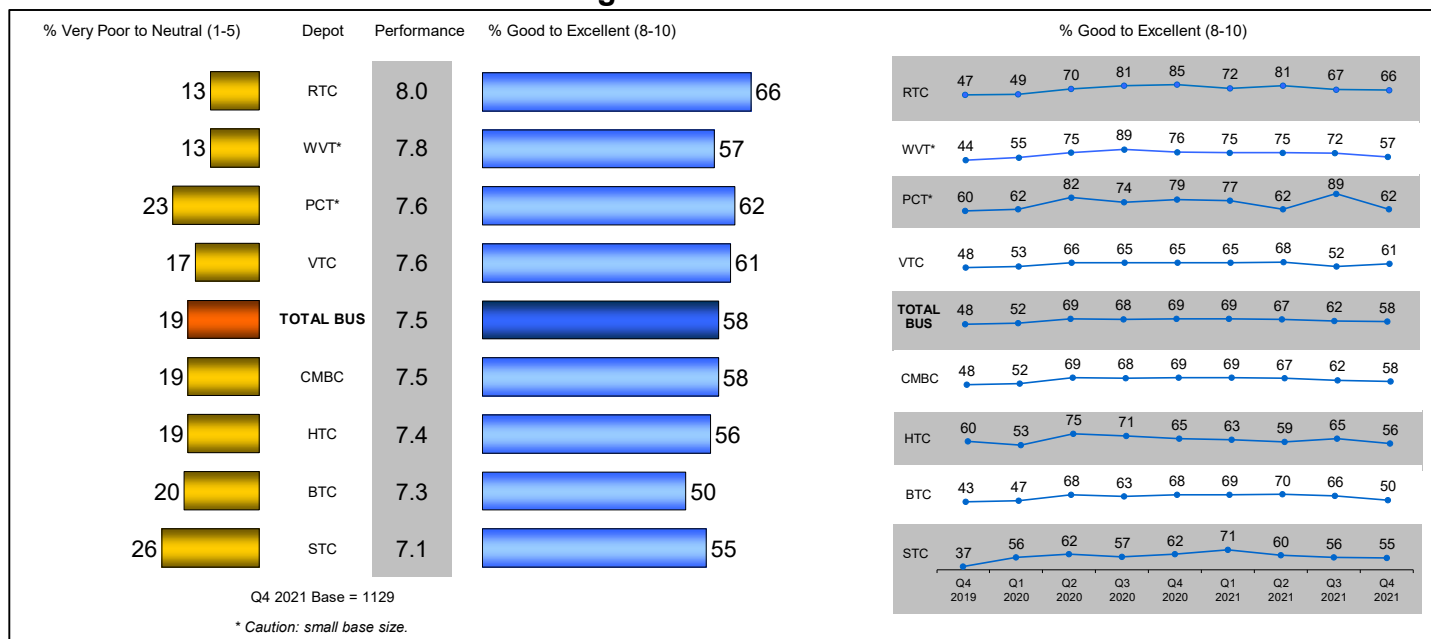
Time Period Receiving Higher Ratings

- No particular time period is singled out.

Top Key Driver

Not Being Overcrowded

Just under six-in-ten (58%) bus riders gave good-to-excellent ratings for Not Being Overcrowded, a directional decrease from last quarter (62% in Q3 2021) and a significant decrease from the same quarter last year (69% in Q4 2020). The average score this quarter is 7.5 out of 10, which is significantly below the average score of both last quarter (7.7) and the same period last year (8.1). Although the score remains relatively high, the directional decline this wave brings top scores closer to pre-pandemic levels.

As the pandemic restrictions loosen up and transit ridership goes up, buses experience more overcrowding. Although perceptions of this metric are relatively positive compared to pre-pandemic levels, it will be interesting to see how the score continues to decline as transit usage shifts to pre-pandemic levels.

Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 4%	- 11%
RTC	- 1%	- 19%
WVT	- 15%	- 19%
PCT	- 27%	- 17%
VTC	+ 9%	- 4%
BTC	- 16%	- 18%

= 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.

Q18.1a/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)
4	PCT*	9.0	86
2	WVT*	9.0	84
3	BTC	8.9	89
4	TOTAL BUS	8.9	86
4	CMBC	8.9	86
2	RTC	8.9	85
5	STC	8.9	84
6	VTC	8.8	85
2	HTC	8.7	84

Q4 2021 Base = 1129

* Caution: small base size.

% Good to Excellent (8-10)

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
PCT*	87	86	83	90	90	90	85	95	86
WVT*	85	86	89	89	83	72	90	90	84
BTC	85	84	91	88	91	91	92	95	89
TOTAL BUS	86	87	89	89	89	89	89	90	86
CMBC	86	87	89	89	89	89	89	90	86
RTC	80	86	83	90	95	94	88	97	85
STC	84	89	92	91	82	89	89	85	84
VTC	88	90	90	90	88	87	92	88	85
HTC	91	85	89	85	89	88	85	88	84

Time Period Receiving Lower Ratings

- No particular time period is singled out.

Safe and Professional Bus Operator

Under nine-in-ten (86%) bus riders provide good-to-excellent scores for Safe and Professional Bus Operator, a significant decline from both last quarter (90% in Q3 2021) and the same quarter last year (89% in Q4 2020). After hitting a two year high last quarter, scores have returned to Q4 2019 levels. The average score declined to 8.9 out of 10 for the first time since the same quarter last year (8.9 in Q4 2020) following three consecutive quarters in a row at 9.0.
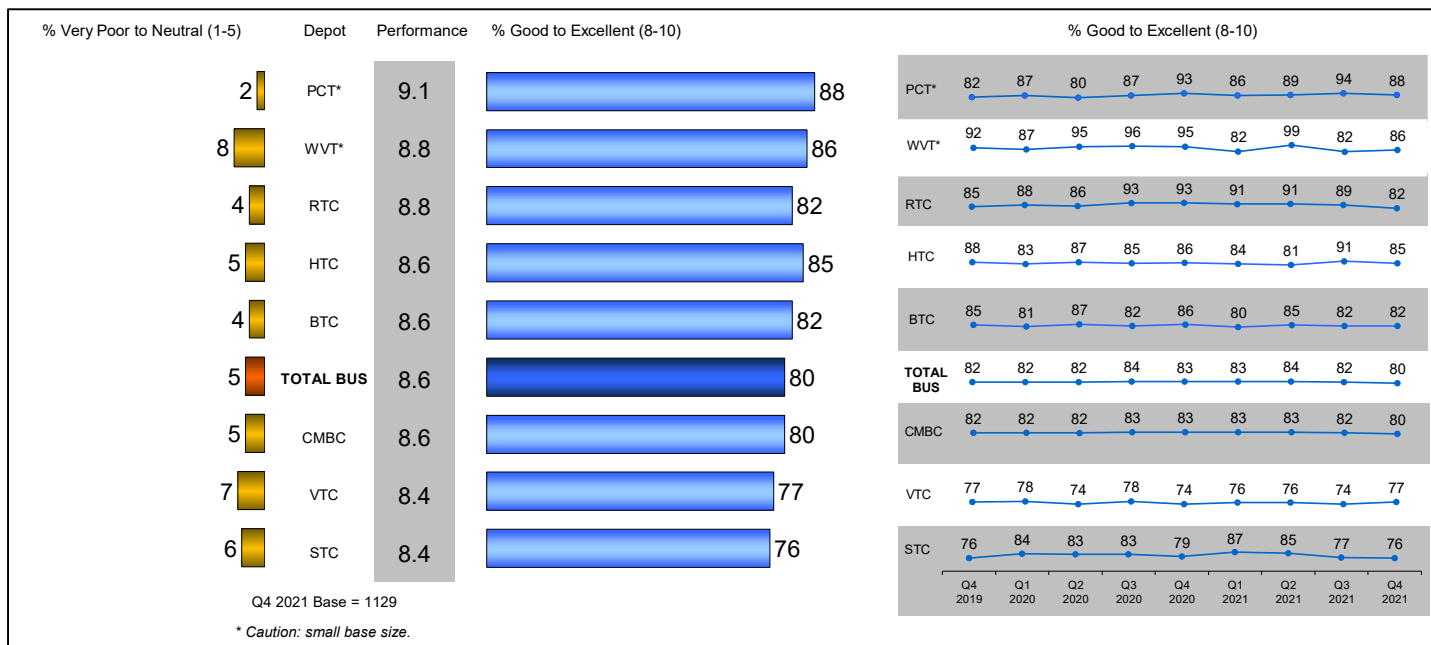
Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	- 4%	- 3%
BTC	- 6%	- 2%
RTC	- 12%	- 10%

= *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.

Q18.2/20.2/22.2   **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)
2	PCT*	9.1	88
8	WVT*	8.8	86
4	RTC	8.8	82
5	HTC	8.6	85
4	BTC	8.6	82
5	TOTAL BUS	8.6	80
5	CMBC	8.6	80
7	VTC	8.4	77
6	STC	8.4	76

Q4 2021 Base = 1129

* Caution: small base size.

% Good to Excellent (8-10)

Depot	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
PCT*	82	87	80	87	93	86	89	94	88
WVT*	92	87	95	96	95	82	99	82	86
RTC	85	88	86	93	93	91	91	89	82
HTC	88	83	87	85	86	84	81	91	85
BTC	85	81	87	82	86	80	85	82	82
TOTAL BUS	82	82	82	84	83	83	84	82	80
CMBC	82	82	82	83	83	83	83	82	80
VTC	77	78	74	78	74	76	76	74	77
STC	76	84	83	83	79	87	85	77	76

Time Period Receiving Higher Ratings

- No particular time period is singled out.

Feeling Safe from Crime On Board the Bus

Eight-in-ten (80%) bus riders give good-to-excellent ratings for Feeling Safe from Crime On Board the Bus, down 2 ppt from last quarter (82% in Q3 2021) and 3 ppt from a year ago (83% in Q4 2020). The average score dropped to 8.6 out of 10 after 4 consecutive quarters at 8.7 since Q4 2020.

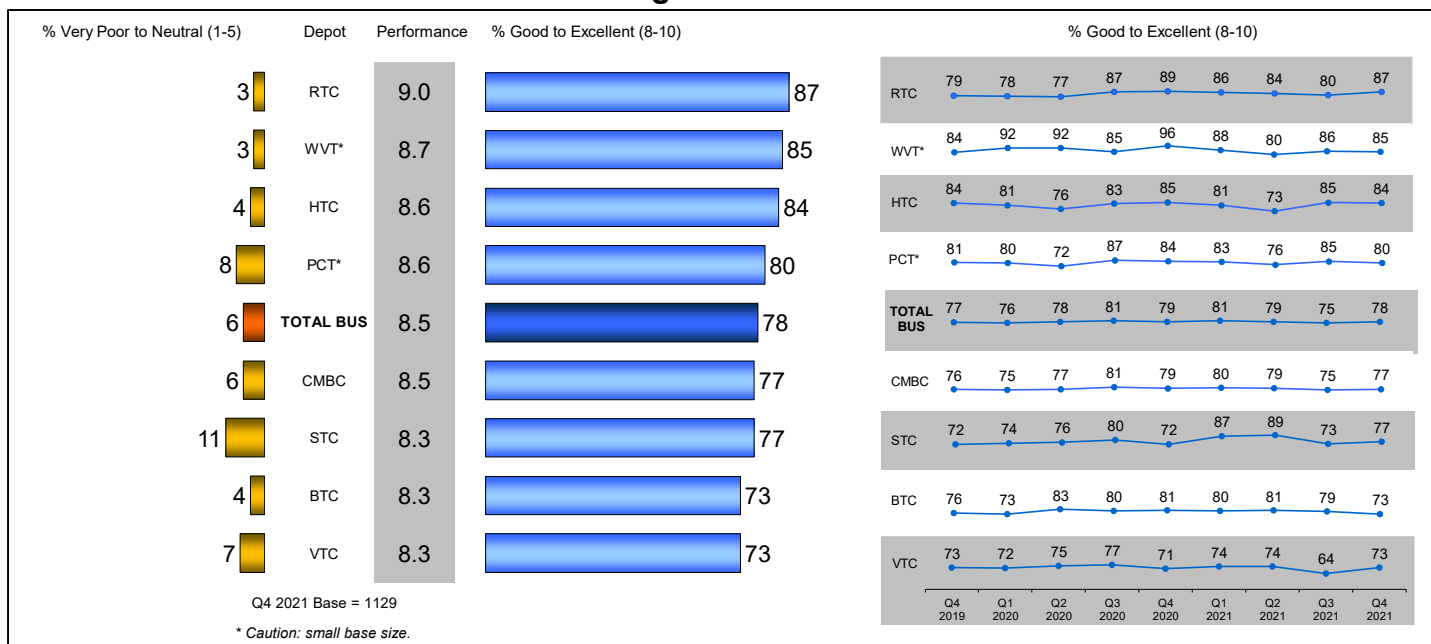| Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	- 2%	- 3%
RTC	- 7%	- 11%

= 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.

Q18.10/20.10/22.10 **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)
3	RTC	9.0	87
3	WVT*	8.7	85
4	HTC	8.6	84
8	PCT*	8.6	80
6	TOTAL BUS	8.5	78
6	CMBC	8.5	77
11	STC	8.3	77
4	BTC	8.3	73
7	VTC	8.3	73

Q4 2021 Base = 1129

* Caution: small base size.

% Good to Excellent (8-10)

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
RTC	79	78	77	87	89	86	84	80	87
WVT*	84	92	92	85	96	88	80	86	85
HTC	84	81	76	83	85	81	73	85	84
PCT*	81	80	72	87	84	83	76	85	80
TOTAL BUS	77	76	78	81	79	81	79	75	78
CMBC	76	75	77	81	79	80	79	75	77
STC	72	74	76	80	72	87	89	73	77
BTC	76	73	83	80	81	80	81	79	73
VTC	73	72	75	77	71	74	74	64	73

Time Period Receiving Lower Ratings

- No particular time period is singled out.

Clean and Graffiti-Free Buses

Just under eight-in-ten (78%) bus riders provide good-to-excellent ratings for Clean and Graffiti-Free Buses, a rebound from the decline seen last quarter (75% in Q3 2021) and only 1 ppt below the same period last year (79% in Q4 2020). The average score is now 8.5 out of 10, compared to 8.4 last quarter and 8.6 a year ago.
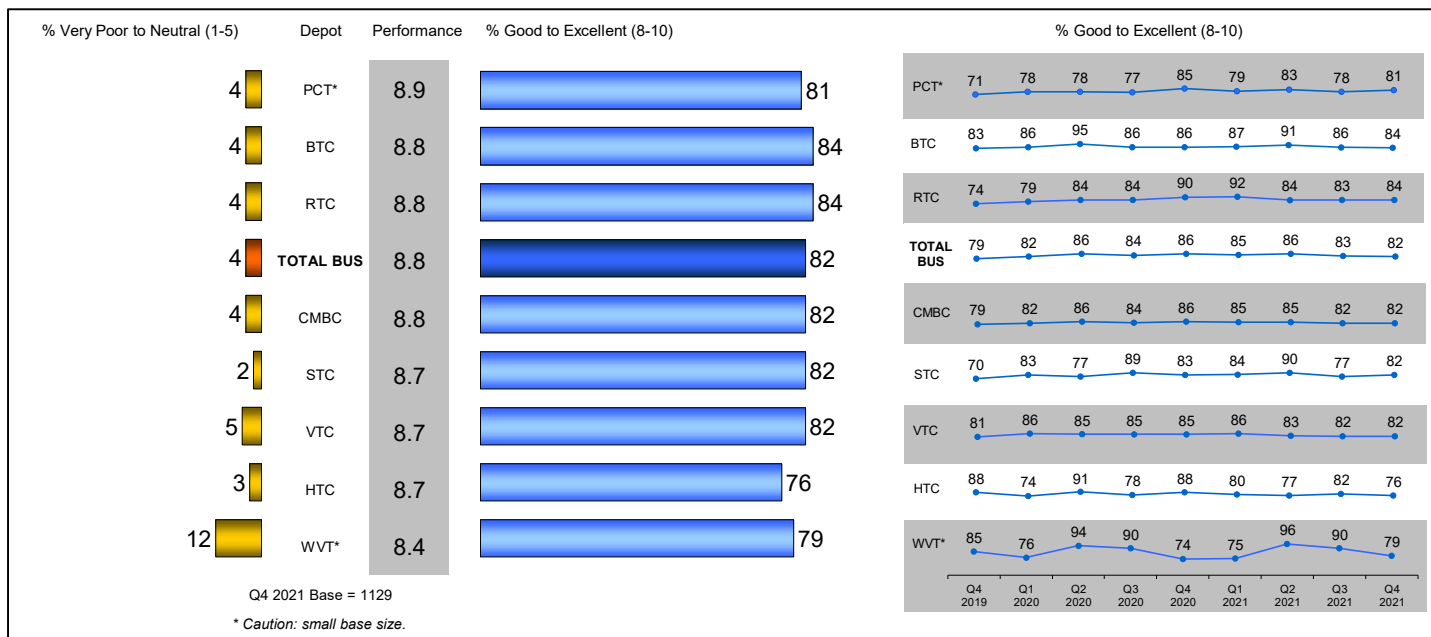
Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	+ 3%	- 1%
WVT	-1%	- 11%
BTC	- 6%	- 8%
VTC	+ 9%	+ 2%

= 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.

Q18.11/20.11/22.11 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)
4	PCT*	8.9	81
4	BTC	8.8	84
4	RTC	8.8	84
4	TOTAL BUS	8.8	82
4	CMBC	8.8	82
2	STC	8.7	82
5	VTC	8.7	82
3	HTC	8.7	76
12	WVT*	8.4	79

Q4 2021 Base = 1129
* Caution: small base size.

% Good to Excellent (8-10)

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
PCT*	71	78	78	77	85	79	83	78	81
BTC	83	86	95	86	86	87	91	86	84
RTC	74	79	84	84	90	92	84	83	84
TOTAL BUS	79	82	86	84	86	85	86	83	82
CMBC	79	82	86	84	86	85	85	82	82
STC	70	83	77	89	83	84	90	77	82
VTC	81	86	85	85	85	86	83	82	82
HTC	88	74	91	78	88	80	77	82	76
WVT*	85	76	94	90	74	75	96	90	79

Time Period Receiving Higher Ratings

- No particular time period is singled out.

Having a Direct Route

Just over eight-in-ten (82%) bus riders awarded top ratings for Having a Direct Route. Scores are slightly lower compared to last quarter (83% in Q3 2021) and have significantly decreased from the same period last year (86% in Q4 2020) bringing ratings for this attribute to the lowest level seen since the beginning of the pandemic. The average score is at 8.8 out of 10 which is on par with last wave and is slightly below the score from a year ago (8.9 in Q4 2020).

Similar to last period, the slight decrease for Having a Direct Route is likely linked to the slight declines in some of the other service attributes such as Frequency of Service, Not Being Overcrowded, and Trip Duration brought on by the increasing ridership since COVID-19 pandemic restrictions have eased.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	- 1%	- 4%
HTC	- 6%	- 12%

= *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.

Q18.3/20.3/22.3 **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)
4	BTC	8.6	82
4	PCT*	8.6	76
6	RTC	8.5	80
9	WVT*	8.5	77
6	CMBC	8.4	75
7	TOTAL BUS	8.4	75
5	HTC	8.3	76
7	STC	8.3	71
7	VTC	8.2	72

Q4 2021 Base = 1129

* Caution: small base size.

% Good to Excellent (8-10)

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
BTC	77	81	83	78	87	79	89	78	82
PCT*	79	78	79	82	87	84	83	84	76
RTC	81	84	85	93	92	87	82	87	80
WVT*	86	85	83	89	77	78	87	72	77
CMBC	78	79	78	80	81	78	80	77	75
TOTAL BUS	78	79	78	80	81	79	80	77	75
HTC	83	78	78	80	83	76	79	83	76
STC	70	73	72	70	72	80	79	69	71
VTC	77	80	75	77	74	74	73	73	72
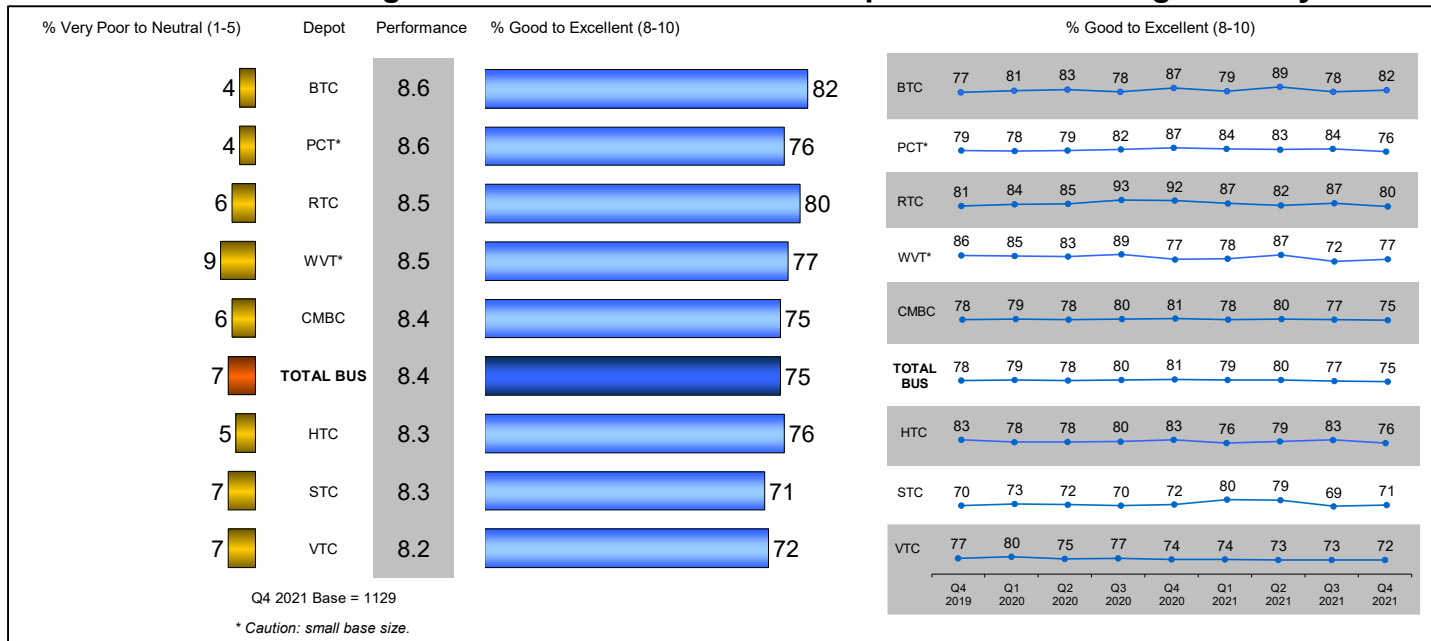
Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Feeling Safe from Crime at Stops or Exchange is awarded good-to-excellent ratings by three-quarters (75%) of bus riders, a slight decline from last quarter (77% in Q3 2021) and a significant decline from the same quarter last year (81% in Q4 2020). The average is now 8.4 out of 10, compared to 8.5 last quarter, and significantly down from 8.6 the same period last year.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	- 2%	**- 6%**
RTC	- 7%	**- 12%**

= *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.

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

% Very Poor to Neutral (1-5)		Performance	% Good to Excellent (8-10)
2	CANADA LINE (n=204)	8.8	88
4	**TOTAL SKYTRAIN (n=771)**	8.5	81
5	TOTAL BCRTC (n=477)	8.4	78

% Good to Excellent (8-10)

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
CANADA LINE	81	82	90	84	81	89	95	94	88
TOTAL SKYTRAIN	78	77	85	82	85	84	84	84	81
TOTAL BCRTC	76	74	82	81	85	80	79	80	78
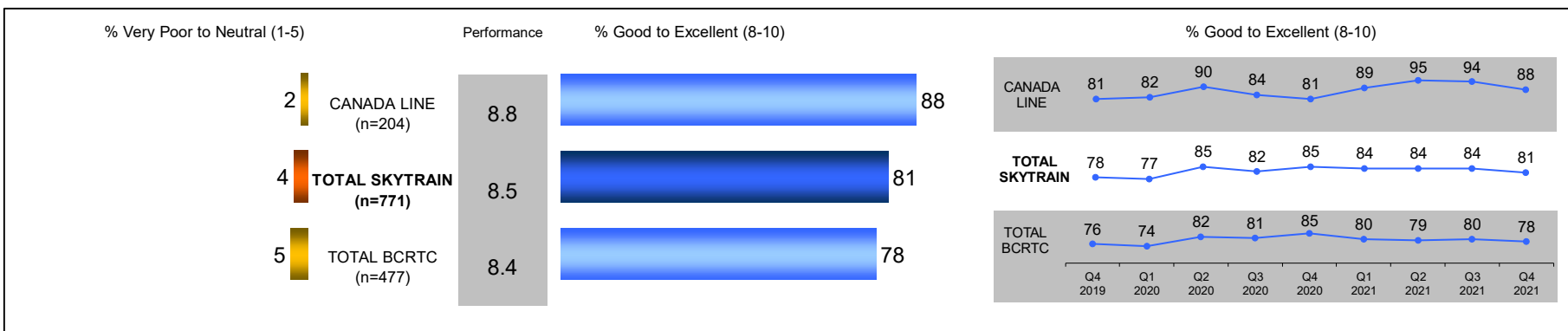
SkyTrain Overall Service

This quarter, just over eight-in-ten (81%) award top ratings for overall SkyTrain Service after three consecutive quarters of top scores at 84%. This score has directionally declined from the same period a year ago (85% in Q4 2020) bringing scores closer to pre-pandemic levels. The average score is now 8.5 out of 10, which slipped from 8.6 last quarter and significantly declined from 8.7 a year ago. Ratings for the Canada Line experienced a significant decline since last quarter with a 6 ppt decrease while BCRTC faced a more moderate decline with a 2 ppt decrease from last quarter.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	- 3%	- 4%
Total BCRTC:	- 2%	**- 7%**
Canada Line:	**- 6%**	+ 7%

= *Significant upward/downward shift*

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.

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)
1	CANADA LINE (n=204)	9.1	89
3	**TOTAL SKYTRAIN (n=771)**	8.8	87
4	TOTAL BCRTC (n=477)	8.7	86

% Good to Excellent (8-10)

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
CANADA LINE	89	89	93	92	91	94	96	93	89
TOTAL SKYTRAIN	83	84	88	88	89	92	87	88	87
TOTAL BCRTC	80	81	87	87	89	91	82	86	86
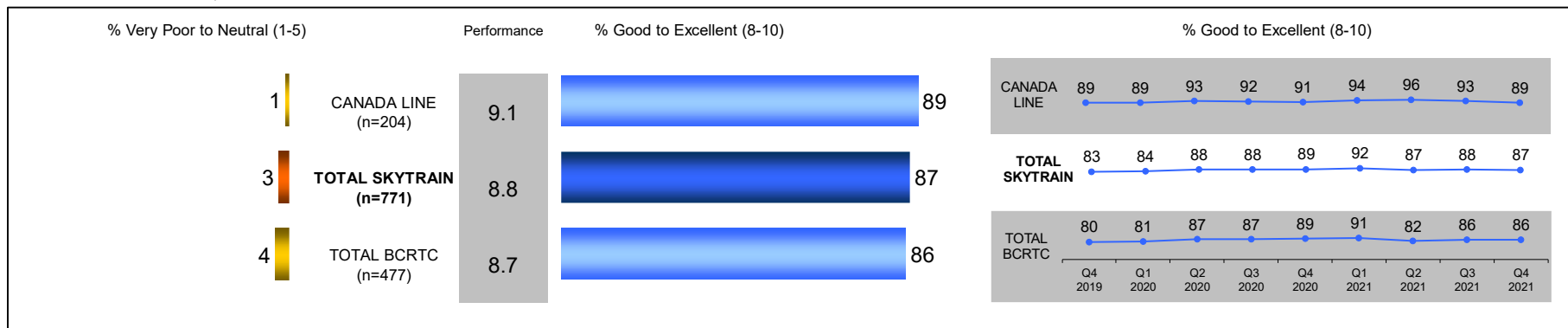
☐ Top Key Driver

On-Time, Reliable Service

Under nine-in-ten (87%) SkyTrain riders gave top ratings for On-Time, Reliable Service, a slight decrease from both last quarter (88% in Q3 2021) and the same quarter last year (89% in Q4 2020). The average score is now 8.8 out of 10, a decrease from 8.9 last quarter and a significant drop from the same quarter last year (9.1 in Q4 2020). On-Time, Reliable Service continues to be the highest rated top key driver of Overall SkyTrain Service.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	- 1%	- 2%
Total BCRTC:	0%	- 3%
Canada Line:	- 4%	- 2%

⬭ ⬭ = *Significant upward/downward shift*

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

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

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
CANADA LINE	76	80	86	81	74	85	88	84	80
TOTAL SKYTRAIN	73	77	78	81	79	82	82	77	78
TOTAL BCRTC	71	76	75	80	80	82	81	74	77

CANADA LINE (n=204): 3 — 8.6 — 80
TOTAL SKYTRAIN (n=771): 5 — 8.5 — 78
TOTAL BCRTC (n=477): 6 — 8.4 — 77
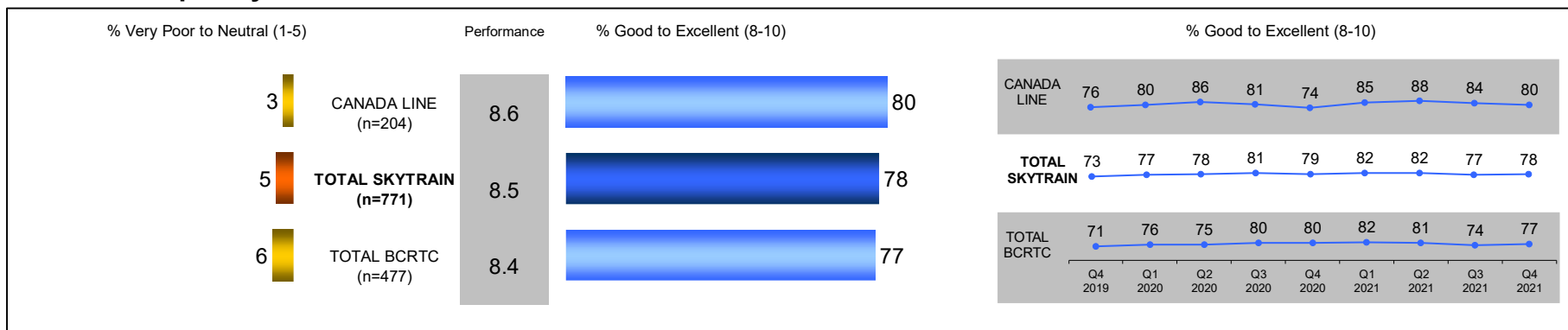
☐ Top Key Driver

Frequency of Service

Under eight-in-ten (78%) Skytrain riders award top ratings for Frequency of Service, a 1 ppt increase from last quarter (77% in Q3 2021) and 1 ppt decrease from the same quarter last year (Q4 2020). The average score is unchanged from last quarter at 8.5 out of 10, but significantly below the average seen a year ago (8.7 in Q4 2020). While top scores for the Canada Line experienced a 4 ppt decrease from last quarter (84% in Q3 2021), BCRTC scores have increased by 3 ppt (74% in Q3 2021).

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	+ 1%	- 1%
Total BCRTC:	+ 3%	- 3%
Canada Line:	- 4%	+ 6%

⬭ ⬭ = *Significant upward/downward shift*

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

% Very Poor to Neutral (1-5)		Performance	% Good to Excellent (8-10)	
11	CANADA LINE (n=204)	7.9		64
13	**TOTAL SKYTRAIN (n=771)**	7.7		61
13	TOTAL BCRTC (n=477)	7.6		60

% Good to Excellent (8-10)

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
CANADA LINE	43	50	78	67	76	69	78	67	64
TOTAL	43	48	71	67	70	65	68	65	61
TOTAL BCRTC	42	47	69	67	68	64	64	63	60
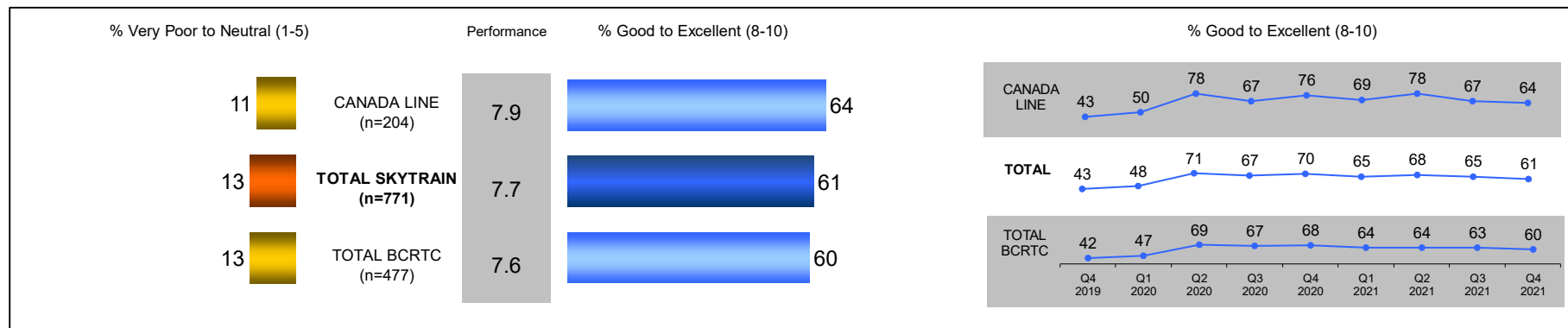
☐ Top Key Driver

Not Being Overcrowded

Not Being Overcrowded earns good-to-excellent ratings by just over six-in-ten (61%) of SkyTrain riders, a decline of 4 ppt from last quarter (65% in Q3 2021) and a significant decline of 9 ppt from the same quarter last year (70% in Q4 2020). Still, these scores remain well above pre-pandemic levels. The average rating this quarter is 7.7 out of 10, a decline from last quarter (7.9 in Q3 2021) and a significant decline from a year ago (8.1 in Q4 2020).

The continuing decline in scores may be due to restrictions easing and there being an increase in usage of SkyTrain Services. However, riders' perceptions of this metric stay relatively positive compared to pre-pandemic levels. Not Being Overcrowded remains the lowest rated top key driver of Overall SkyTrain Service.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	- 4%	**- 9%**
Total BCRTC:	- 3%	**- 8%**
Canada Line:	- 3%	**- 12%**

⬭ ⬭   = *Significant upward/downward shift*

Q13.2 **Thinking about the last/2nd last trip you made by SkyTrain, how would you rate the SkyTrain in terms of feeling safe from crime on board SkyTrain?**
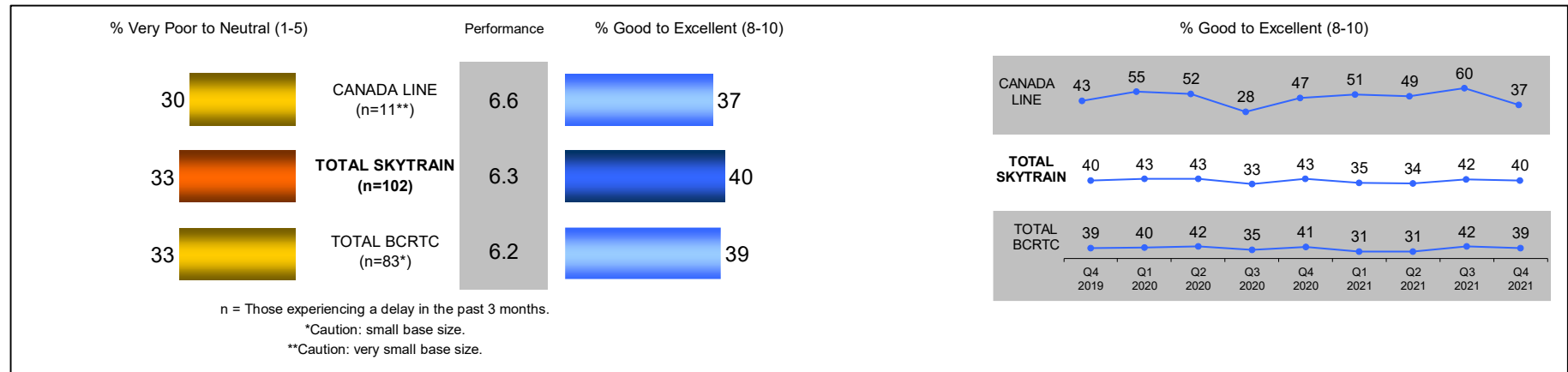
% Very Poor to Neutral (1-5)   Performance   % Good to Excellent (8-10)   % Good to Excellent (8-10)

	Performance	% Good to Excellent (8-10)
3 — CANADA LINE (n=204)	8.7	85
7 — **TOTAL SKYTRAIN** (n=771)	8.2	75
9 — TOTAL BCRTC (n=477)	8.0	71

% Good to Excellent (8-10)

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
CANADA LINE	86	82	90	82	82	81	83	84	85
TOTAL SKYTRAIN	80	80	80	79	80	76	74	78	75
TOTAL BCRTC	77	79	78	78	79	74	70	74	71
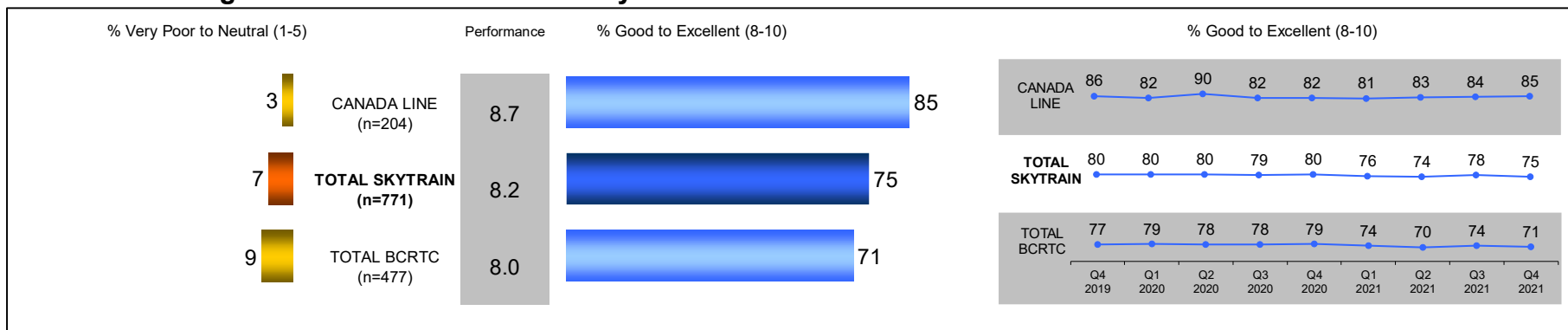
[ ] Top Key Driver

Feeling Safe from Crime On Board SkyTrain

Three-quarters (75%) of users award top ratings for Feeling Safe from Crime on Board SkyTrain, a 3 ppt decrease from last quarter (78% in Q3 2021) and a significant decline from the same quarter last year (80% in Q4 2020). The average score is now 8.2 out of 10, a significant decrease from both last quarter (8.5) and the same quarter last year (8.7).

Good-to-Excellent ratings compared to:	_Last Quarter_	_Same Quarter Last Year_
Total SkyTrain:	- 3%	**- 5%**
Total BCRTC:	- 3%	**- 8%**
Canada Line:	+ 1%	+ 3%

⬭ ⬭ = _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)*

	Performance	% Good to Excellent (8-10)
CANADA LINE (n=204) — 1	8.7	85
TOTAL SKYTRAIN (n=771) — 7	8.2	71
TOTAL BCRTC (n=477) — 10	7.9	63

% Good to Excellent (8-10) trend:

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
CANADA LINE	88	85	89	81	92	85	88	89	85
TOTAL SKYTRAIN	76	76	81	75	79	75	71	75	71
TOTAL BCRTC	70	70	79	71	73	69	64	68	63
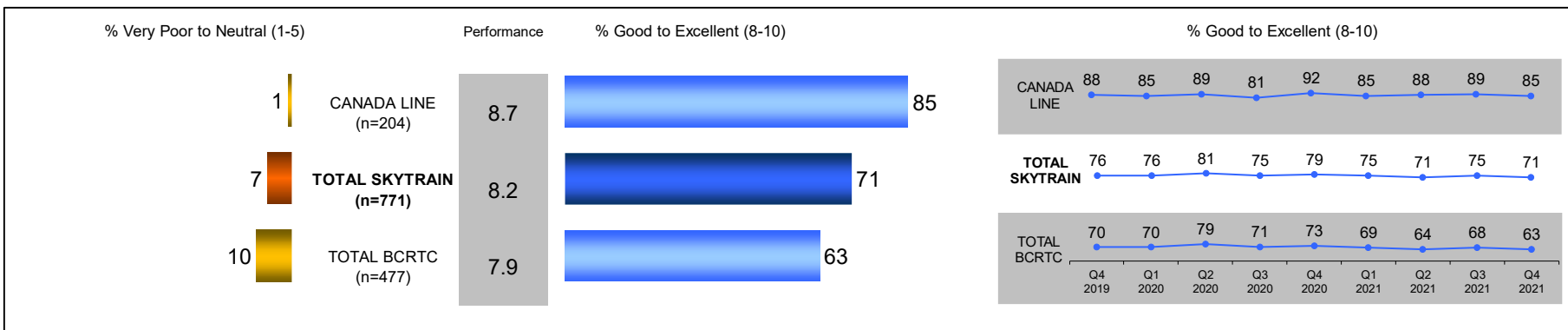
Clean and Graffiti-Free SkyTrain Cars and Stations

Just over seven-in-ten (71%) of SkyTrain riders provide top ratings for Clean and Graffiti-Free SkyTrain Cars and Stations, a directional decrease compared to last quarter (75% in Q3 2021) and a significant decrease from the same quarter last year (79% in Q4 2020). The average score is now 8.2 out of 10, a decline from 8.3 last quarter and a significant drop from 8.6 a year ago.

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 lower ratings.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total SkyTrain:	- 4%	- 8%
Total BCRTC:	- 5%	- 10%
Canada Line:	- 4%	- 7%

= 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)   % Good to Excellent (8-10)

	Performance	% Good to Excellent (8-10)
CANADA LINE (n=204) — 3	8.6	79
TOTAL SKYTRAIN (n=771) — 8	8.0	68
TOTAL BCRTC (n=477) — 10	7.8	62

% Good to Excellent (8-10)

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
CANADA LINE	83	81	84	82	83	80	84	85	79
TOTAL SKYTRAIN	76	72	74	73	75	69	71	75	68
TOTAL BCRTC	72	68	69	69	72	65	64	70	62
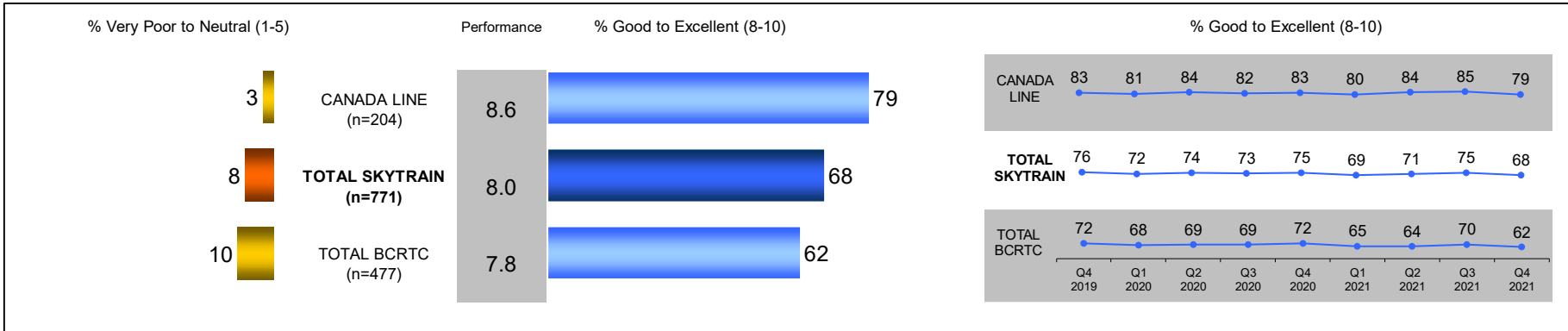
Feeling Safe from Crime Inside the SkyTrain Station

Just under seven-in-ten (68%) users gave top ratings for Feeling Safe from Crime Inside the SkyTrain Station, a significant decrease of 7 ppt from both last quarter and from the same quarter last year (75% in Q3 2021 and Q4 2020). The average score is 8.0 out of 10, a significant decrease from both last quarter (8.3 in Q3 2021) and a year ago (8.4 in Q4 2020).

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	**- 7%**	**- 7%**
Total BCRTC:	**- 8%**	**- 10%**
Canada Line:	- 6%	- 4%

= *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=477)	6.8		35
24	**TOTAL SKYTRAIN (n=771)**	6.7		32
22	CANADA LINE (n=204)	6.4		24

% Good to Excellent (8-10)

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
TOTAL BCRTC	39	40	45	36	42	40	32	34	35
TOTAL SKYTRAIN	38	39	38	40	40	38	36	33	32
CANADA LINE	35	33	26	44	35	34	43	33	24
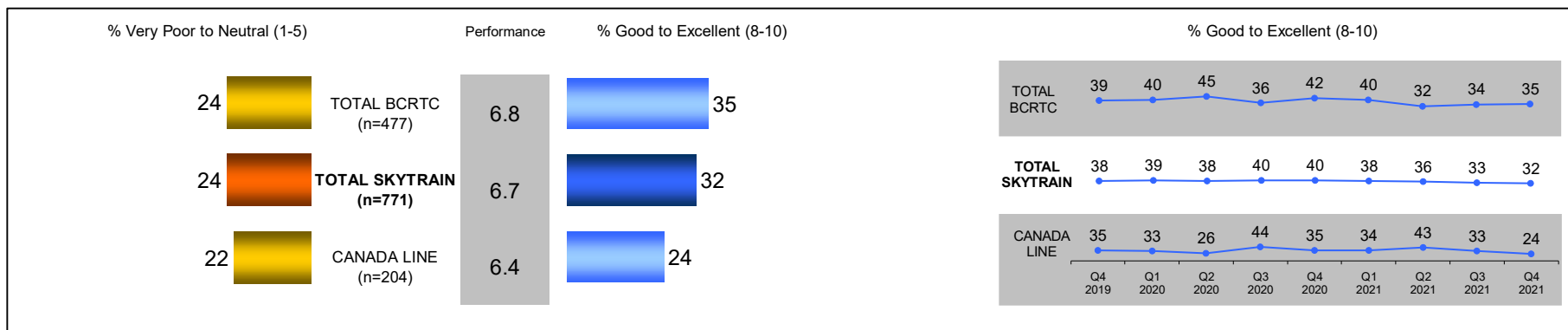
Staff Available When Needed

Just under one-third (32%) of users gave top ratings for Staff Available When Needed, down 1 ppt from last quarter (33% in Q3 2021) and significantly down from the same quarter last year (40% in Q4 2020). The average score shifted down to 6.7 out of 10 from 6.9 last quarter and 7.0 in the same quarter last year. Similar to last quarter, the Canada Line has seen another significant decline of 9 ppt from Q3 2021. On the other hand, BCRTC slightly increased for the second period in a row (up 1 ppt).

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	- 1%	- 8%
Total BCRTC:	+ 1%	- 7%
Canada Line:	- 9%	- 11%

= *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)   % Good to Excellent (8-10)

	% Very Poor to Neutral (1-5)	Performance	% Good to Excellent (8-10)
CANADA LINE (n=11**)	30	6.6	37
TOTAL SKYTRAIN (n=102)	33	6.3	40
TOTAL BCRTC (n=83*)	33	6.2	39

% Good to Excellent (8-10)

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
CANADA LINE	43	55	52	28	47	51	49	60	37
TOTAL SKYTRAIN	40	43	43	33	43	35	34	42	40
TOTAL BCRTC	39	40	42	35	41	31	31	42	39

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

Delays are Announced and Explained

Like last wave, one-in-seven (15%) SkyTrain riders indicated that they have experienced a delay in the last three months. Although this score continues to be the highest level seen during the pandemic, it is still well below pre-pandemic levels. With reduced ridership during the pandemic, there may be less delays on the SkyTrain system, but this may change with usage starting to increase as restrictions ease.

Four-in-ten (40%) SkyTrain riders who experienced a delay give good-to-excellent scores for Delays Announced and Explained, a slight decrease from last quarter (42% in Q3 2021) and from the same quarter last year (43% in Q4 2020). BCRTC has dropped to 39% this quarter, a 3 ppt decline from last wave (42% in Q3 2021). Although there is an insufficient number of ratings to discuss Canada Line in detail, there does appear to be a decline in the ratings for this attribute from last quarter and a year ago. This attribute remains among the lowest-rated service attributes for SkyTrain, and with an average score of 6.3 out of 10, continues to be below the 7.0 positive performance threshold.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	- 2%	- 3%
Total BCRTC:	- 3%	- 2%
Canada Line:	- 23%	- 10%

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)	
0	CANADA LINE (n=8**)	8.8		79
4	**TOTAL SKYTRAIN (n=29**)**	8.4		76
8	TOTAL BCRTC (n=17**)	8.0		73

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

% Good to Excellent (8-10)

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
CANADA LINE	49	82	33	75	94	100	100	81	79
TOTAL SKYTRAIN	85	82	66	75	96	85	91	88	76
TOTAL BCRTC	90	79	84	73	97	84	88	88	73
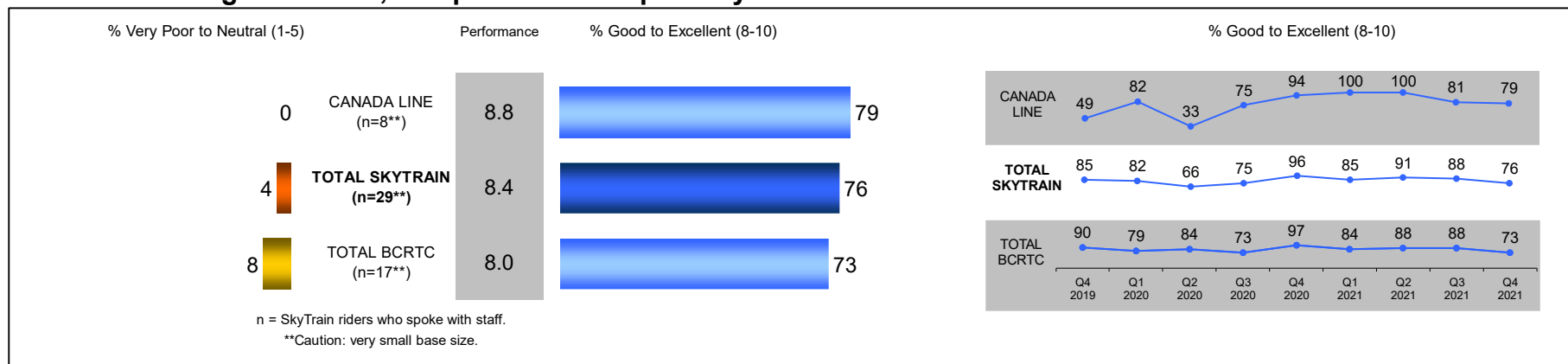
Courteous, Competent and Helpful SkyTrain Staff

One-in-twenty-five (4%) users interacted with SkyTrain staff on their last trip, 1 ppt down from last quarter (5% in Q3 2021).

Among the 29 riders who interacted with SkyTrain staff, just over three-quarters (76%) give top scores for Courteous, Competent, and Helpful SkyTrain staff, down 12 ppt from last quarter (88% in Q3 2021) and down 20 ppt from the same quarter last year (96% in Q4 2020). The average score this quarter is 8.4 out of 10, down from 8.9 last quarter and 9.3 a year ago.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	- 12%	- 20%
Total BCRTC:	- 15%	- 24%
Canada Line:	- 2%	- 15%

= *Significant upward/downward shift*

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

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

% Very Poor to Neutral (1-5)	SeaBus Attributes	Performance	% Good to Excellent (8-10)
0	Courteous, competent & helpful staff*	9.6	97
4	Trip duration	9.0	94
4	On-time, reliable service	9.0	90
3	Safety from crime at the station	8.8	85
0	**Overall Service**	8.8	83
1	Clean & graffiti-free	8.8	83
7	Staff available when needed	8.5	68
7	Not being overcrowded	8.4	73
7	Frequency of service	8.3	73

Q4 2021 Base = 105

*Caution: small base size
**Caution: very small base size – only among those who spoke to SeaBus staff (n=15)

% Good to Excellent (8-10)

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

Top Key Driver

SeaBus

Overall SeaBus Service was awarded top ratings from over eight-in-ten (83%) riders, a directional decrease from last quarter (91% in Q3 2021) and a 6 ppt decline from the same quarter last year (89% in Q4 2020). The average score this quarter is 8.8, compared to 9.0 last quarter and 8.9 in Q4 2020.

Service attributes experienced mixed performance. None of the shifts from last quarter are considered statistically significant. Trip Duration experienced a directional increase of 8 ppt from last quarter, while Clean & Graffiti-Free saw a directional decline of 8 ppt over the same period, both reversing the changes seen in Q3 2021.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Overall SeaBus Service	- 8%	- 6%
Safety from crime at the station	- 5%	**+ 15%**

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

= Significant upward/downward shift

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

TRANS LINK

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?

(percent)

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
Captive	35	35	51	46	48	47	46	37	38
Choice	65	64	48	53	51	52	53	62	61
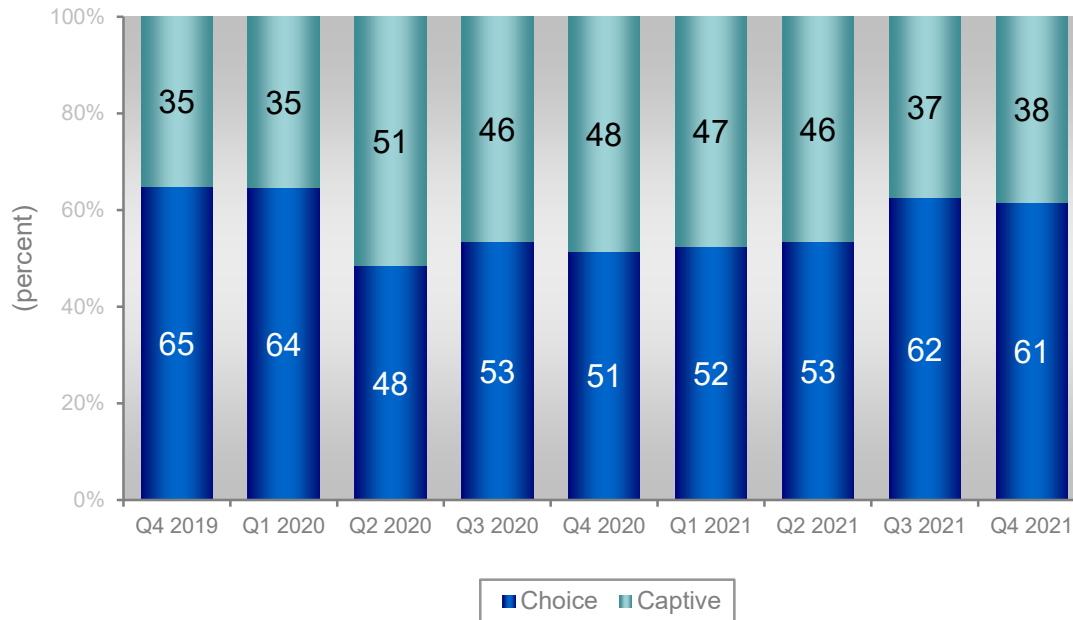
■ Choice ■ Captive

Q4 2021 Base = 1258

Choice Versus Captive

Similar to last quarter, over one-third (38%) of transit users are Captive riders, meaning they do not have regular access to a vehicle for the transit trips they make. This is a 1 ppt increase from last quarter (37%) and slightly higher than pre-pandemic levels (35% in Q1 2020). Likewise, the proportion of Choice riders, (those who have regular access to a vehicle), has also remained quite similar to last quarter (62% in Q3 2021) with just over six-in-ten (61%) transit users falling in this category this wave.

Like Q3 2021, the proportion of Choice and Captive riders may be stabilizing closer to pre-pandemic levels as residents continue to physically go to their place of work and attend school in person.

As in previous periods, Captive riders are more likely to be younger (under 35), less educated (high school education or less), students, female and less affluent (household income of less than $40K) than Choice riders. They are also more likely to be High and Medium Frequency transit riders. Captive riders are significantly more likely to use transit to go to or from work, school shopping than Choice riders.

Choice riders are more likely to be aged 35+, have a higher household income ($80K+), male, have graduated from university, be employed full time, 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

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
To or from work	47%	51%	50%	47%	54%	49%	49%	44%	47%
For entertainment or social Reasons	43%	41%	23%	33%	23%	22%	27%	39%	40%
To or from shopping	37%	34%	43%	38%	42%	43%	37%	41%	38%
For personal business	24%	24%	21%	24%	25%	31%	25%	26%	23%
To or from school	17%	15%	6%	4%	6%	7%	7%	6%	14%
For any other purpose	12%	12%	8%	8%	9%	10%	10%	9%	8%

☐ Significantly higher than the same quarter of the previous year

◯ Significantly lower than the same quarter of the previous year

Q4 2021 Base = 1258

Trip Purpose

This quarter, under five-in-ten (47%) riders used transit to go to work, up slightly from 44% last quarter but down significantly from the same quarter last year (54% in Q4 2020). This decline from the same period last year may be due to companies not returning as quickly to in-person work in the last quarter of this year compared to last year as more the pandemic experienced more waves. This will be interesting to continue to monitor as return to office policies continue to evolve. Four-in-ten (40%) riders used transit for entertainment or social reasons, which is a 1 ppt increase from last quarter (39% in Q3 2021) and a significant increase from the same quarter last year (23% in Q4 2020). With restrictions being lifted for most of this quarter, residents were able to have social gatherings and enjoy entertainment. Compared to both last quarter and the same quarter last year (6% in both Q3 2021 and Q4 2020), a significantly higher proportion of riders used transit to travel to and from school as most schools were open for in-person classes.

TRANS LINK

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

Avg. # of Years	10.7	11.4	11.6	12.1	11.7	12.4	12.0	13.3	12.7

11+ years (blue): Q4 2019: 29, Q1 2020: 29, Q2 2020: 34, Q3 2020: 32, Q4 2020: 31, Q1 2021: 35, Q2 2021: 33, Q3 2021: 35, Q4 2021: 35

6 - 10 years: 16, 17, 17, 17, 19, 19, 18, 18, 18

3 - 5 years: 17, 17, 18, 21, 21, 17, 18, 16, 18

1 - 2 years: 15, 13, 16, 14, 13, 13, 12, 9, 9

Less than one year: 12, 11, 9, 4, 7, 7, 8, 9, 9

Not a regular rider: 11, 12, 5, 10, 8, 8, 10, 12, 10

X-axis: Q4 2019, Q1 2020, Q2 2020, Q3 2020, Q4 2020, Q1 2021, Q2 2021, Q3 2021, Q4 2021
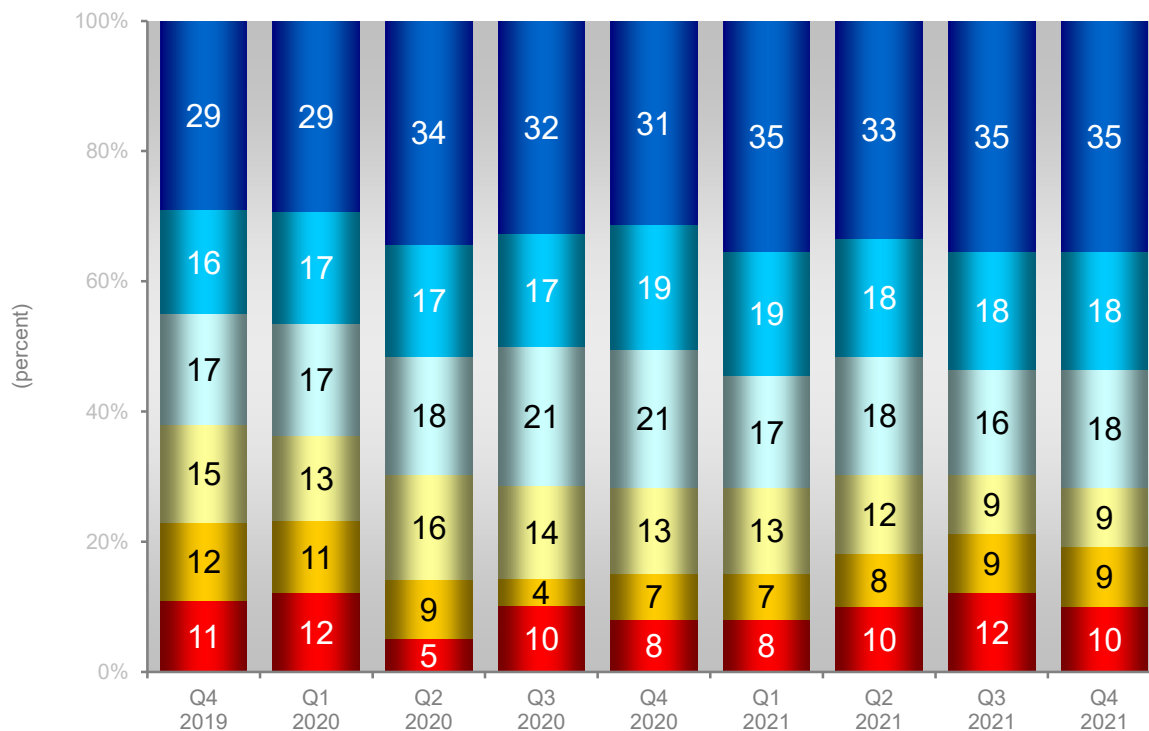
Q4 2021 Base = 1258

Legend: ■ 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

Just over one-third (35%) of riders have been taking transit on a regular basis for 11+ years, on par with last wave, and significantly higher than the same quarter last year (31% in Q4 2020). The average number of years riders have been taking transit is now 12.7, which has decreased from 13.3 last quarter, but increased by 1 year from the same quarter last year (11.7 in Q4 2020).

One-in-ten riders (10%) do not consider themselves regular users, down 2 ppt compared to last quarter but up 2 ppt from the same quarter last year.

Compared to residents from other regions, Richmond / South Delta residents have been taking transit for a shorter period 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?
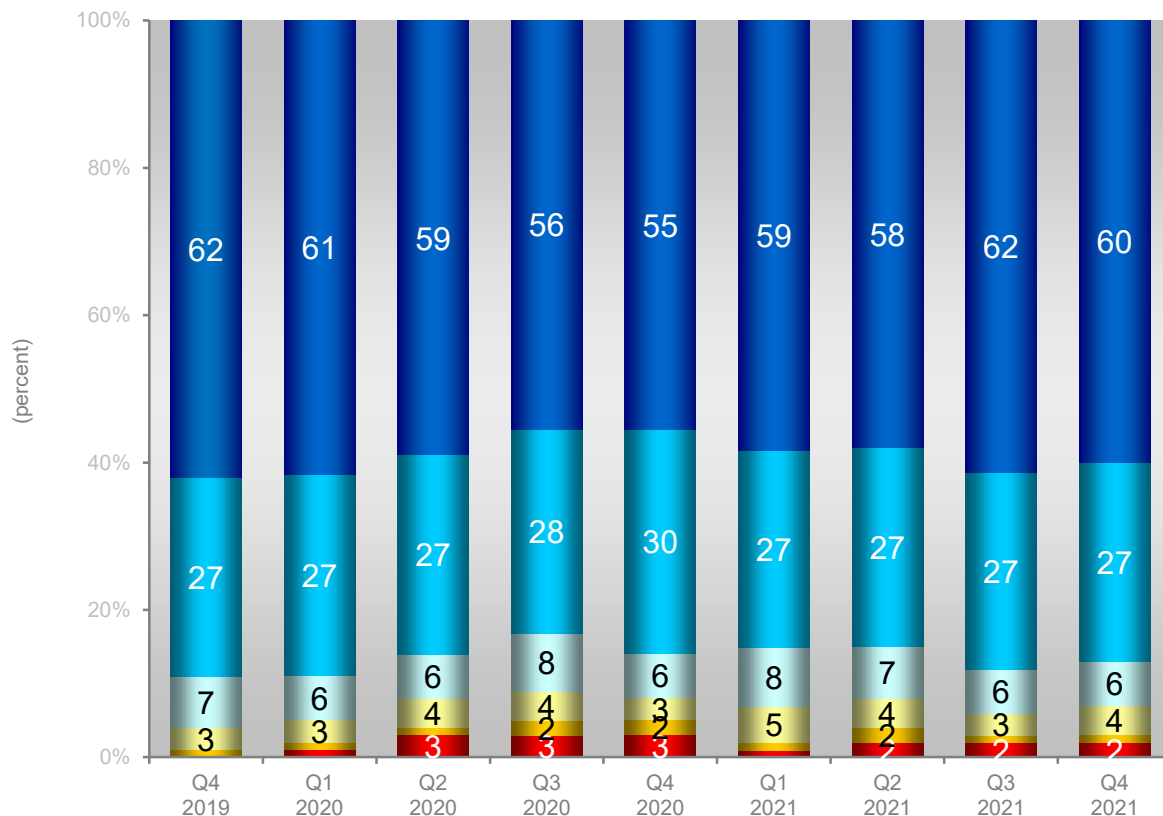
Q4 2021 Base = 1258

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

Partially reversing the increase seen last wave, six-in-ten (60%) riders indicate they will definitely take transit as often in the future as they do now. This is 2 ppt lower than last wave (62% in Q3 2021) but significantly higher than the same quarter last year (55% in Q4 2020). The proportion remains in line with pre-pandemic levels possibly due to residents anticipating their return to pre-pandemic routines.

For the fourth quarter in a row, under one-third (27%) of transit users say they will probably take transit as often as they do now. Past two-year trends show that approximately one-third of all riders indicate their usage level will probably remain the same overtime, and this proportion is unlikely to change, even amid a pandemic.

TRANS LINK

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

Compass Card (net)	84%	84%	79%	83%	84%	85%	86%	81%	83%
Compass Ticket (net)	3%	3%	2%	2%	2%	2%	2%	4%	3%
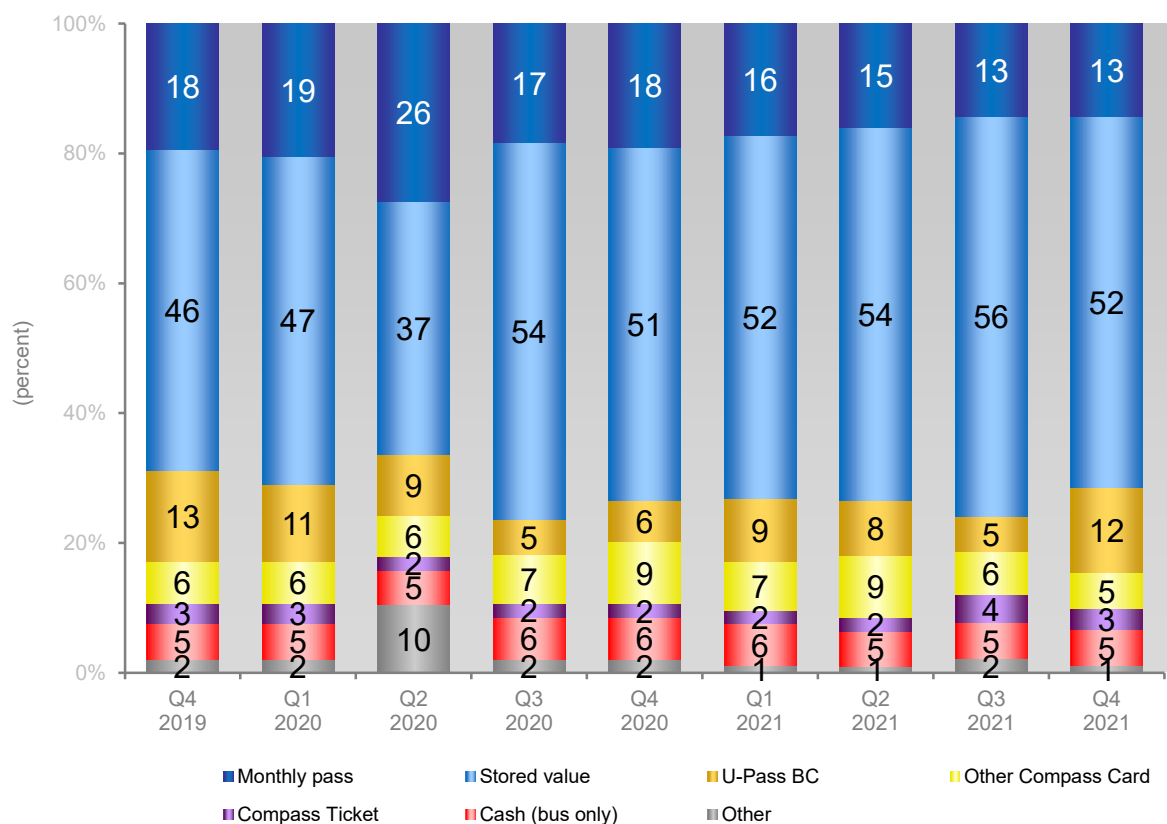
Q4 2021 Base = 1258

Fare Payment Method Used

Over eight-in-ten (83%) riders use a Compass Card as their method of payment, which is 2 ppt above last quarter (81% in Q3 2021) but 1 ppt below the same quarter last year (84% in Q4 2020).

Stored value continues to be the most used product with more than half (52%) of riders having selecting it most often. Still, there was a 4 ppt decline in stored value users since last wave (56% in Q3 2020), but a 1 ppt increase from the same quarter last year (51% in Q4 2020).

Meanwhile, the proportion of U-Pass users has significantly increased compared to last quarter (5% in Q3 2021) and a year ago (6% in Q4 2020), with over one-in-ten (12%) or riders using this method of payment the most. This score establishes a new two-year high, due to more students using transit to return to in-person classrooms.

Riders who are more likely to opt for using Stored Value are those aged 25+, Medium or Low frequency riders, or higher income earners ($40K+). While Monthly Pass users are more likely to be High frequency riders.

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

Reason	%
Don't own a vehicle/don't drive/no ride/no choice	30%
Bus stops/stations convenient	25%
Cheaper/cheaper than operating a vehicle	22%
Cost too much for parking/lack of parking	22%
To avoid driving/dealing with traffic/less stressful	18%
Faster than driving	11%
Environmental reasons	6%
Shopping/sightseeing/social/tourism/fun	3%
Didn't want to drink and drive	2%
Cold/wet weather/dark	2%
Always take transit (I want to take transit)	2%
Safety reasons/avoid car accidents	2%
Transit is reliable/has good schedule	2%

Top 3 Reasons for Taking Transit

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

- Not having vehicle access (30%);
- Convenient bus stops/stations (25%); and,
- Cheaper (22%) / Parking (22%).

Note: Only responses of 2% or more are shown.

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

Q4 2021 Base = 1258

Q26. Compared to six months ago, would you say you are now riding transit more regularly, less regularly or about the same?
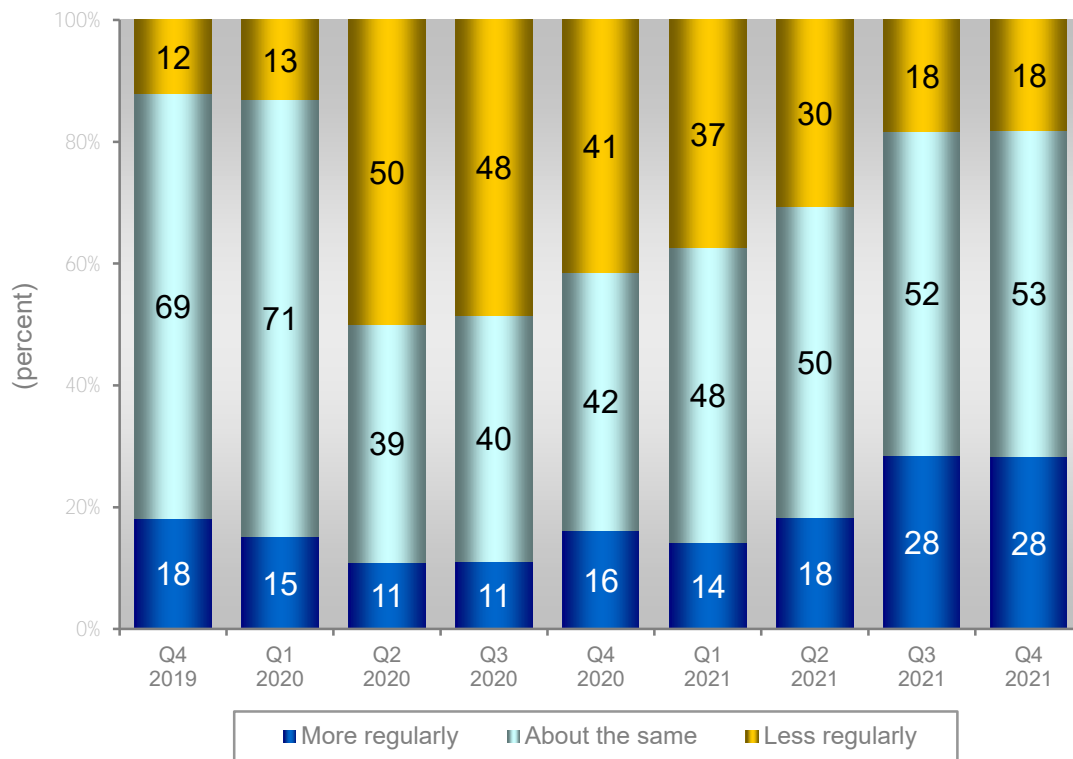
Q4 2021 Base = 1258

Changes in Transit Usage Last Six Months

After a significant decrease last quarter, the proportion of riders indicating they use transit less regularly than they did six months ago stayed static at 18%. This is also significantly below the same quarter last year (41% in Q4 2020), but still higher than pre-pandemic levels (13% in Q1 2020).

Similar to last quarter, over half of riders (53%) say they ride transit about the same amount as six months ago, which is an upward trend since the beginning of the pandemic (39% in Q2 2020) but still significantly below pre-pandemic levels (71% in Q1 2020).

Just under one-in-three (28%) riders indicated that they ride transit more regularly than six months ago, which is on par with last wave, and significantly higher than a year ago (16% in Q4 2020).Younger riders (aged 18-24) are more likely than other age groups to say that they are riding transit more frequently.

These trends in transit usage show that residents are continuing to use transit with the easing of restrictions, but usage has not rebounded to pre-pandemic levels.

TRANS/LINK

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

Reason	Q4 2020	Q4 2021
Changed work circumstances	32%	25%
Going to school	5%	16%
COVID has decreased/more stable/feel safer now	n/a	9%
Don't drive/don't have car/no other means of transportation	11%	7%
Faster service/convenient routes/bus stops	15%	7%
Get out more often	1%	6%
Live/moved elsewhere	7%	4%
Visit friends and family/go shopping more	8%	4%
Lifting COVID restrictions/opening up	n/a	4%
I am vaccinated	n/a	4%
The weather/season	3%	4%
To avoid driving/dealing with traffic/less stressful	2%	3%
Cost too much for parking/lack of parking	3%	3%
Cheaper/cheaper than operating a vehicle	3%	2%
Spouse/family member/friend has the car	3%	1%

% Major Mentions
Q4 2020 Base = 200
Q4 2021 Base = 330
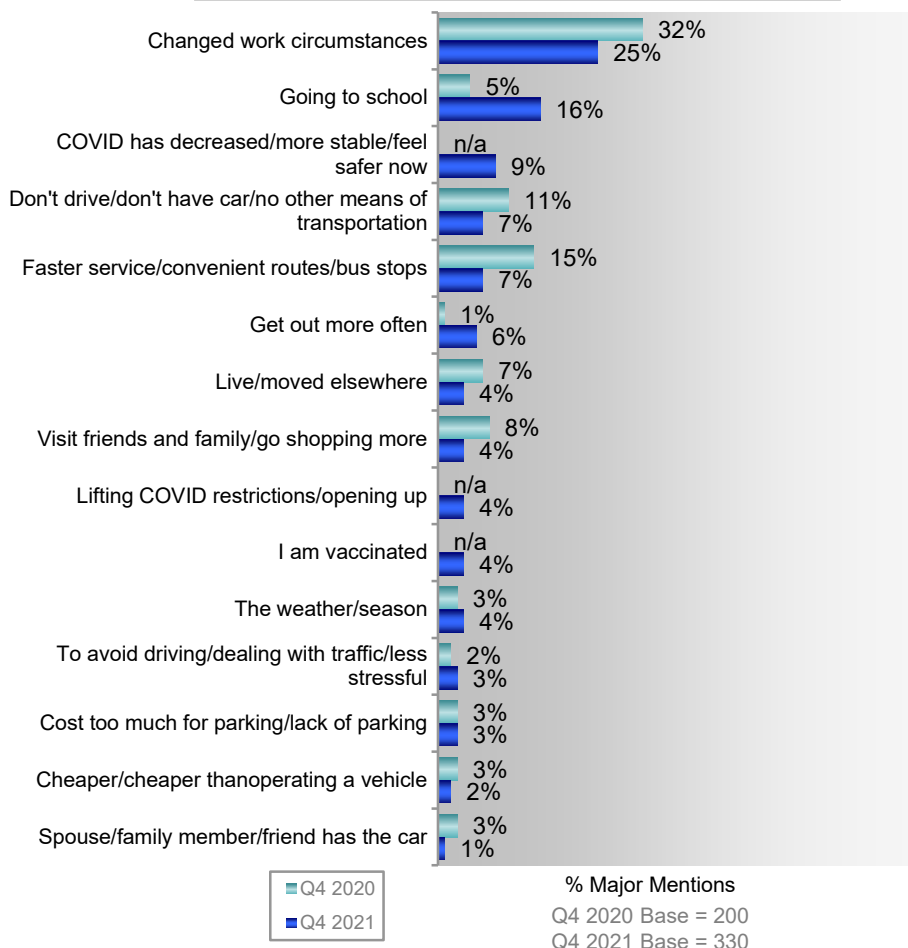
Q27. What would you say is your main reason for riding transit <u>less</u> regularly?

Reason	Q4 2020	Q4 2021
To avoid the virus/COVID-19	61%	32%
Changed work circumstances	28%	24%
No need to/I get out less often	16%	13%
Have a car now/have vehicle access/have a ride/have license	4%	12%
Slower service/inconvenient routes/bus stops/overcrowded	1%	6%
Live/moved elsewhere	<1%	3%
No longer in school/inconsistent school schedule	8%	1%

% Major Mentions
Q4 2020 Base = 560
Q4 2021 Base = 227

Note: Major mentions of 3% or more in either current wave or past wave are shown in the charts above.
The top reason for riding transit *more* regularly compared to six months ago is changing work circumstances (25%) which directionally decreased from the same quarter last year (32% in Q4 2020). This is followed by going to school (16%), which has significantly increased from a year ago (5% in Q4 2020), and COVID having decreased/feeling safer now (9%), a code which did not exist a year ago. Meanwhile, those who take transit *less* regularly continue to mention avoiding the COVID-19 virus as their main reason (32%), which is significantly below the levels seen a year ago (61% in Q4 2020) and the lowest score seen since the start of the pandemic. Other top reasons for riding less frequently mentioned by riders is changing work circumstances (24%) and lack of need (13%) which have both declined in mentions seen from a year ago (28% and 16% respectively in Q4 2020).

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

Quarter	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
(mean)	6.5	6.1	4.2	4.8	5.2	5.0	4.8	4.8	5.5
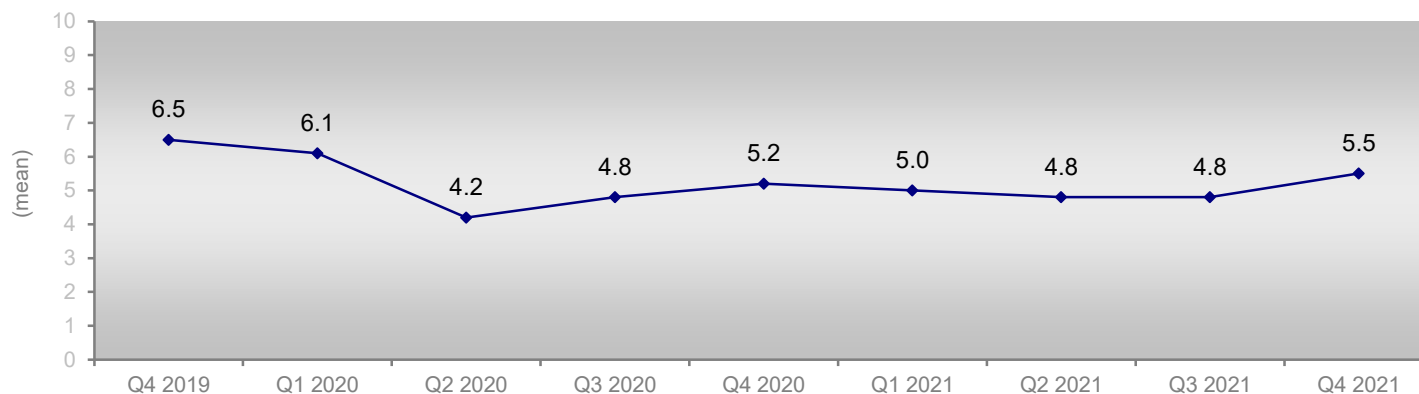
Q4 2021 Base = 1258

Average Number of Trips

The average number of one-way transit trips made in the past seven days is 5.5 this quarter, which is significantly higher than last quarter (4.8 in Q3 2021) and slightly higher than the same quarter last year (5.2 in Q4 2020). With the increase this quarter, frequency is approaching pre-pandemic levels.

The average weekly transit usage has increased across all three methods (Bus, SkyTrain and SeaBus) since last wave. The results for this quarter are as follows:

- Bus users: 6.4 one-way transit trips (up from 5.6 last quarter)

- SkyTrain users: 5.8 one-way transit trips (up from 4.9 last quarter)

- SeaBus users: 4.8 one-way transit trips (up from 4.0 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 16 or older.

	TOTAL	CHOICE	CAPTIVE
Base	**1258**	**775**	**472**
Average past-week transit trips	**5.5**	**4.2**	**7.5**
Years been a transit rider	**12.7**	**13.4**	**11.6**
Transit system – Overall Service Rating	**8.1**	**8.2**	**7.8**
Mode	%	%	%
Bus	71	63	86
SkyTrain	69	72	63
SeaBus	7	9	4
Age	%	%	%
18-34 years	38	33	45
35-54 years	34	37	28
55+ years	26	28	23
Gender	%	%	%
Male	49	51	44
Female	51	49	56
Employment status*	%	%	%
Full-time	51	54	45
Part-time	17	16	18
Not employed	34	31	40
Education	%	%	%
High school or less	18	15	22
Vocational/college/technical	18	17	20
Some university	14	13	15
Graduated university	46	52	37
Household Income	%	%	%
Under $40K	17	10	29
$40K to <$80K	26	25	28
$80K or more	34	44	16

Significantly higher than the other rider group

* Question switched to multiple response March 2014.

Choice and Captive

Just over six-in-ten transit users (61%) are Choice riders (have access to a regular vehicle for the transit trip(s) they make), similar to last quarter (62% in Q3 2021) and significantly higher than the same quarter last year (51% in Q4 2020). This proportion is close to but still below pre-pandemic levels (64% in Q1 2020). Just under four-in-ten (38%) are Captive riders, similar to last quarter (37% in Q3 2021) but significantly below levels seen in the same quarter last year (48% in Q4 2020).

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

	TOTAL	CHOICE	CAPTIVE
Base	**1258**	**775**	**472**
Travel Purpose	%	%	%
Work	47	43	54
Entertainment	40	43	35
Shopping	38	32	49
Personal Business	23	20	27
School	14	11	18
Other Purpose	8	8	9
Payment Method	%	%	%
Cash fare	5	4	6
Compass Ticket	3	3	2
Compass Card	83	80	87
Other	1	1	1
Region	%	%	%
Vancouver	38	35	43
Surrey / North Delta / White Rock / Langley	18	16	20
Burnaby / New Westminster	16	16	15
Richmond / South Delta	11	13	8
Northeast Region	9	10	8
North Vancouver	8	9	6
West Vancouver	2	2	1

Significantly higher than the other rider group

TRANS LINK

	TOTAL	LOW	MEDIUM	HIGH
Base	1258	656	361	241
Years been a transit rider	12.7	14.6	12.2	10
Transit system – Overall Service Rating	8.1	8.2	8.1	7.6
Average age*	43	46.8	41.1	36.9
Age	%	%	%	%
18-34 years	38	28	44	52
35-54 years	34	38	30	30
55+ years	26	32	24	15
Gender	%	%	%	%
Male	49	53	43	48
Female	51	47	57	52
Employment status**	%	%	%	%
Full-time	51	53	43	56
Part-time	17	12	23	17
Not employed	34	35	36	30
Household Income	%	%	%	%
Under $40K	17	11	22	23
$40K to <$80K	26	23	26	34
$80K or more	34	42	28	22
Mode	%	%	%	%
Bus	71	58	83	85
SkyTrain	69	65	71	73
SeaBus	7	8	7	5

Low, Medium and High Frequency Riders

Just under half (48%) of transit riders are Low Frequency riders, making 3 or less one-way transit trips in a week. This proportion is significantly lower than last quarter (54% in Q3 2021) and directionally lower from the same quarter last year (52% in Q4 2020).

Three-in-ten (30%) transit users are Medium-Frequency riders, making 4 to 9 one-way transit trips a week. This is 2 ppt increase from last wave (28% in Q3 2021) and a directional increase from the same quarter last year (26% in Q4 2020)

Over two-in-ten (22%) are considered High Frequency users, meaning they make 10 or more one-way transit trips per week. This is a significant increase from last wave (18% in Q3 2021) and on par with the same quarter last year.

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

▇ Significantly higher than the other rider group(s)

Average age was estimated using the midpoints of each age category. For the 65-and-older category, 69.5 years was used.
** Question switched to multiple response March 2014.*

	TOTAL	LOW	MEDIUM	HIGH
Base	1258	656	361	241
Travel Purpose	%	%	%	%
Work	47	29	55	78
Entertainment	40	40	36	45
Shopping	38	28	44	53
Personal Business	23	17	22	37
School	14	5	18	26
Other Purpose	8	6	8	14
Payment Method	%	%	%	%
Cash fare	5	7	3	3
Compass Ticket	3	3	2	2
Compass Card	83	74	89	94
Other	1	2	1	0
Region	%	%	%	%
Vancouver	38	37	37	42
Surrey / North Delta / White Rock / Langley	18	14	22	20
Burnaby / New Westminster	16	14	15	20
Richmond / South Delta	11	13	9	8
Northeast Region	9	10	9	7
North Vancouver	8	9	8	3
West Vancouver	2	2	1	0

■ Significantly higher than the other rider group(s)

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	1258	929	771	105
Average past-week transit trips	5.5	6.4	5.8	4.8
Years been a transit rider	12.7	12.3	12	14.8
Transit System – Overall Service Rating	8.1	8.0	8.1	8.4
Average age**	43	42.1	41.5	43.5
Age	%	%	%	%
18-34 years	38	41	40	32
35-54 years	34	30	35	36
55+ years	26	27	22	29
Gender	%	%	%	%
Male	49	46	50	58
Female	51	54	50	42
Employment status***	%	%	%	%
Full-time	51	45	54	50
Part-time	17	19	16	16
Not employed	34	38	32	38
Education	%	%	%	%
High school or less	18	20	18	15
Vocational/college/technical	18	18	18	15
Some university	14	15	14	10
Graduated university	46	44	46	59
Household Income	%	%	%	%
Under $40K	17	20	16	9
$40K to <$80K	26	28	27	22
$80K or more	34	28	35	48

Mode Usage

Just over seven-in-ten (71%) transit users rode the bus, a 3 ppt directional decline from last quarter (74% in Q3 2021) and a significant decline from the same quarter last year (79% in Q4 2020). SkyTrain ridership (69%) is up 3 ppt from last quarter (66% in Q3 2021) and up significantly from the same quarter last year (58% in Q4 2020).

Like last wave, SeaBus usage remained low this quarter, with 7% using this mode. This is on par with last quarter, but significantly up from the same quarter last year (4% in Q4 2020).

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

■ 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.

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	**1258**	**929**	**771**	**105**
Travel Purpose	%	%	%	%
Work	47	49	50	44
Entertainment	40	38	44	59
Shopping	38	43	37	40
Personal Business	23	26	21	15
School	14	17	15	6
Other Purpose	8	9	9	9
Payment Method	%	%	%	%
Cash fare	5	6	3	2
Compass Ticket	3	1	3	2
Compass Card	83	85	85	80
Other	1	1	1	2
Choice/Captive Riders	%	%	%	%
Choice	61	53	64	77
Captive	38	46	35	21
Region	%	%	%	%
Vancouver	38	40	35	31
Surrey / North Delta / White Rock/ Langley	18	19	18	1
Burnaby / New Westminster	16	13	20	4
Richmond / South Delta	11	10	12	5
Northeast Region	9	7	11	2
North Vancouver	8	8	3	54
West Vancouver	2	2	0	3

🟩 Significantly higher than the other rider group(s)

* Caution: Small base size.

	Metro Vancouver Population 16 Years or older*	(Q4-2019)	(Q1-2020)	(Q2-2020)	(Q3-2020)	(Q4-2020)	(Q1-2021)	(Q2-2021)	(Q3-2021)	(Q4-2021)
BASE	2000	2100	2100	1136	1257	1346	1197	1138	1278	1258
Average Years Riding Transit	n/a	10.7	11.4	11.6	12.1	11.7	12.4	12.0	13.3	12.7
Age:	%	%	%	%	%	%	%	%	%	%
Aged 18 to 24 years	12	20	19	22	18	19	20	19	17	19
Aged 25 to 34 years	18	18	19	16	21	19	18	20	20	19
Aged 35 to 44 years	18	15	14	16	14	16	15	16	18	14
Aged 45 to 54 years	20	20	20	18	20	18	19	17	16	20
Aged 55 to 64 years	16	10	11	11	9	10	9	9	9	8
Aged 65 years and over	17	16	16	16	17	16	17	17	17	18
Gender:	%	%	%	%	%	%	%	%	%	%
Male	48	49	49	48	48	48	49	48	49	49
Female	52	51	51	52	52	52	51	52	51	51
Employment	%	%	%	%	%	%	%	%	%	%
Employed full-time	57	47	48	45	44	48	47	46	51	51
Employed part-time	13	17	17	19	19	19	18	21	15	17
Student	5	16	15	14	11	12	14	13	11	13
Not employed	3	5	5	12	9	8	7	6	5	4
Homemaker	2	3	3	1	2	2	1	3	1	1
Retired	18	16	15	14	17	15	16	15	17	17
Refused	1	1	1	1	2	2	1	2	3	2
Education:	%	%	%	%	%	%	%	%	%	%
High school or less	21	17	18	23	20	21	23	21	17	18
Voc./college/tech.	26	18	18	20	21	21	20	19	20	18
Some university	7	13	12	11	10	11	9	11	9	14
Graduated university	45	50	50	44	47	44	46	46	50	46
Refused	0	2	2	2	2	3	2	3	3	3

Transit tenure is at 12.7 years

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

Significantly higher than Metro Vancouver general public

Significantly lower than Metro Vancouver general public

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

APPENDIX A – Methodology

<u>Methodology</u>

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.

<u>Sampling</u>

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 QA1, SAY: I would like to speak to the Transit rider 18 or older who had the most recent birthday. [REINTRODUCE]
IF NOT AVAILABLE, ARRANGE CALLBACK.
IF NECESSARY: We ask for the person with the last birthday as a means of randomizing the respondents in our sample.
(RE-INTRODUCE IF NECESSARY: Hi, we are doing a short study on behalf of TransLink.)]

[FOR INTERVIEWERS TO RECORD ONLY]
A1b.   Did the respondent pass the phone to another household member?

       YES
       NO

[ASK AC1 ONLY IF S1 = CELLPHONE SAMPLE. OTHERWISE, GO TO SCREENING QUESTIONS]
AC1. Are you age 18 or older?

YES
NO

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

SCREENING QUESTIONS

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

YES
NO

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

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

YES
NO

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

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

YES
NO

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

[IDENTIFY REGION]

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

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

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

[IF Q1 = CODE 23 ABBOTSFORD OR CODE 24 MISSION THANK & TERMINATE, ALL OTHERS CONTINUE]
[IF S1 = CELLPHONE SAMPLE AND Q1 = DK/REFUSED/OTHER, THANK AND TERMINATE]
[IF S1 = LANDLINE SAMPLE: PROGRAMMER SET MARKET QUOTAS BASED ON Q1, USE SAMPLE VARIABLE TO CALCULATE REGION IF Q1 DK/REFUSED OR OTHER]

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

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

YES
NO

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

2a. (2.1)   How many one-way transit trips did you make in the last **[DAYS]** days **[INSERT FROM LIST]**?
[PROGRAMMER DISPLAY TEXT FOR 1ST ITEM, AND THEN 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]

[Q.8- Q.9 FOR SEABUS RIDERS ONLY (Q.3_3 -SeaBus only, Q3_ 5 – Bus & SeaBus, Q3_ 6 – SkyTrain & SeaBus OR Q3_7 – Bus, SeaBus and SkyTrain > 0)]
[PROGRAMMER: SET TEXT INSERT FOR REMAINDER OF SURVEY CALLED "Trip" IF ONLY ONE TRAVEL TIME IN Q.4, INSERT: "last" OTHERWISE, ROTATE EITHER "Last" or "2ⁿᵈ to last"]

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

[IF ONLY TRAVELED DURING ONE TIME PERIOD IN Q4, GO TO 8B]
[PROGRAMMER: ONLY INCLUDE CODES BELOW WHERE AT Q4 ITEM IS > 0]

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

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

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

[1-10]

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

[PROGRAMMER DISPLAY FOR REMAINING ITERATIONS IF ATTRIBUTE = 1,2,5,7 OR 8] And how about … **[INSERT SECOND ITEM, ETC.]**? **(REPEAT SCALE AS NEEDED)**
[PROGRAMMER DISPLAY FOR ATTRIBUTES: 3, 4 & 6] Still thinking about the **[TRIP]** trip you made on SeaBus, **[INSERT ITEM]**? **(REPEAT SCALE AS NEEDED)**

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

YES
NO

1 - **[ONLY ASK IF YES TO Q9A]** (9.1) Having courteous, competent and helpful SeaBus staff?
2- (9b9.2) Feeling safe from crime at the SeaBus station?
3- (9.3) How would you rate it in terms of frequency of service? **(CLARIFY IF NECESSARY:** Does the SeaBus run often enough throughout the day?**)**
4- (9.4.) How would you rate it in terms of Not being overcrowded? **(CLARIFY IF NECESSARY:** Was there enough room onboard?**)**

5- (9.8) Trip duration from the time you boarded to the time you got off SeaBus? **(CLARIFY IF NECESSARY: We are only referring to the time spent** onboard **the SeaBus.)**

6- (9.9) How would you rate it in terms of providing on time, reliable service?

7- (9.10) Clean and graffiti free SeaBus vessel and stations? (**CLARIFY IF NECESSARY:** Please think about the overall cleanliness during your **[last/2ⁿᵈ last]** SeaBus trip.**)**

8 - (9.11) Staff available when needed? **(IF RESPONDENT SAYS 'NOT APPLICABLE RECORD AS DK)**

[1-10]

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

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

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

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

1. WATERFRONT (also a Canada Line station)
2. BURRARD
3. GRANVILLE
4. STADIUM
5. MAIN STREET/SCIENCE WORLD
6. BROADWAY
7. NANAIMO
8. 29TH AVENUE
9. JOYCE - COLLINGWOOD
10. PATTERSON
11. METROTOWN

12. ROYAL OAK
13. EDMONDS
14. 22ND STREET
15. NEW WESTMINSTER
16. COLUMBIA
17. SCOTT ROAD
18. GATEWAY
19. SURREY CENTRAL
20. KING GEORGE
21. COMMERCIAL DRIVE
22. RENFREW
23. RUPERT
24. GILMORE
25. BRENTWOOD TOWN CENTRE
26. HOLDOM
27. SPERLING-BURNABY LAKE
28. PRODUCTION WAY-UNIVERSITY
29. LOUGHEED TOWN CENTRE
30. BRAID
31. SAPPERTON
34. LAKE CITY WAY
35. VCC-CLARK
36. VANCOUVER CITY CENTRE
37. YALETOWN ROUNDHOUSE
38. OLYMPIC VILLAGE
39. BROADWAY CITY HALL
40. KING EDWARD
41. OAKRIDGE 41ST AVENUE
42. LANGARA 49TH AVENUE
43. MARINE DRIVE
44. BRIDGEPORT
45. TEMPLETON
46. SEA ISLAND CENTRE
47. YVR AIRPORT
48. ABERDEEN
49. LANSDOWNE
50. RICHMOND BRIGHOUSE
51. BURQUITLAM
52. MOODY CENTRE
53. INLET CENTRE
54. COQUITLAM CENTRAL
55. LINCOLN
56. LAFARGE LAKE - DOUGLAS
OTHER **(SPECIFY EXACT LOCATION) [SPECIFY]**

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

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

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

   [1-10]

Q13a. **[PROGRAMMER DISPLAY FOR FIRST ITEM ASKED IF ATTRIBUTE= 1, 2, 3 or 6 IN ROTATION]** Using the same scale, how would you rate the SkyTrain in terms of … **[INSERT FIRST ITEM] (CLARIFY IF NECESSARY: Ten means "excellent" and one means "very poor".)**

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

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

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

   YES
   NO

1- [ONLY ASK IF YES AT Q13] (13.1   Having courteous, competent and helpful SkyTrain staff?

2- (13.2)   How would you rate your [TRIP] trip in terms of feeling safe from crime onboard SkyTrain?

3- (13.3)   Thinking about your **[TRIP]** trip on SkyTrain where you **[IF STATION PROVIDED AT BOTH Q11A & Q11B RANDOMLY INSERT EITHER: boarded/got off at [INSERT STATION NAME]] [IF ONLY PROVIDED STATION NAME AT Q11A INSERT: boarded [INSERT STATION NAME]] IF ONLY PROVIDED STATION NAME AT Q11B INSERT: got off at [INSERT STATION NAME]] [IF STATION NOT PROVIDED AT Q11A OR Q11B RANDOMLY INSERT: board/got off at]]**,how would you rate that station in terms of feeling safe from crime?

4- (13.4)   How would you rate it in terms of not being overcrowded? **(CLARIFY IF NECESSARY:** Was there enough room onboard?**)**

5- (13.8)   How would you rate it in terms of providing on-time reliable service?

6- (13.9)   Clean and graffiti free SkyTrain cars and stations? **(CLARIFY IF NECESSARY:** Please think about the overall cleanliness during your **[last/2ⁿᵈ last]** SkyTrain trip.**)**

7- (13.10)   How would you rate it for ~~s~~taff 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 <u>onboard</u> the bus.)**

10- (18.15) How would you rate it in terms of frequency of service? **(CLARIFY IF NECESSARY: Does the bus run often enough throughout the day?)**

   [1-10]

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

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

   [OPEN END]

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

   YES
   NO

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

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

   [1-10]

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

[1-10]

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

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

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

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

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

[1-10]

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

[1-10]

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

[1-10]

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

YES
NO

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

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

[1-10]

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

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

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

YES
NO

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

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

[1-10]

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

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

[OPEN END]

TRANSIT DEMOGRAPHICS

23H.   Which method of payment did you use <u>MOST</u> 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 OTHER SPECIFY]**

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

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

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

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

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

YES
NO

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

1. ONE
2. TWO
3. THREE

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

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]

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".]

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

[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 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	1129	8.1	8.6	8.6	8.4	7.5	7.8	8.5	8.8	8.5	7.5	8.9
2	29	8.3	9.0	8.9	8.4	7.8	7.3	8.5	8.9	8.4	7.2	9.4
3	20	7.7	8.5	7.7	7.2	6.7	7.3	7.5	8.4	7.2	6.9	8.8
4	9	7.3	9.0	9.4	8.4	7.0	6.0	8.7	8.0	8.7	8.1	9.1
5	14	8.1	8.7	8.4	8.3	7.7	7.2	8.6	8.8	8.3	8.0	8.3
6	18	8.3	9.0	8.4	8.6	7.5	8.1	9.0	9.5	8.8	8.3	9.4
7	17	8.0	7.8	8.5	7.7	7.9	8.4	8.5	9.0	8.1	7.7	8.2
8	11	8.7	9.2	9.0	9.4	8.1	8.1	9.2	9.8	9.4	8.3	9.4
9	34	8.2	8.5	8.5	8.2	8.4	7.8	8.4	8.6	8.4	7.2	8.6
10	21	7.9	8.4	8.5	8.1	7.9	7.1	8.0	9.2	8.0	7.4	8.9
14	14	8.4	9.5	8.0	8.1	8.2	9.0	8.4	8.4	7.8	7.9	9.5
15	7	9.8	9.2	9.0	8.1	9.7	9.0	8.8	9.5	9.4	9.3	9.3
16	27	7.5	8.8	8.3	8.3	7.1	7.5	8.0	8.0	7.6	7.1	8.4
17	9	6.9	9.0	9.2	8.6	7.1	6.6	8.5	8.9	8.6	6.5	9.3
19	18	8.4	8.9	8.3	8.4	8.0	8.6	8.4	9.1	8.9	8.2	9.0
20	18	7.6	7.1	6.6	7.9	6.9	6.9	6.5	8.5	8.2	5.8	8.8
22	12	8.4	9.3	8.2	7.5	8.1	8.4	8.9	8.7	8.4	8.2	9.1
23	3	9.7	9.9	9.4	9.6	7.3	7.8	9.7	9.7	9.7	9.6	9.7
25	14	7.0	8.1	8.8	9.3	6.3	9.1	8.3	8.7	9.4	8.4	8.0
26	4	8.4	7.6	6.6	7.8	7.3	8.1	7.6	8.2	8.4	7.3	6.4
27	6	6.9	8.6	9.2	8.9	8.3	6.4	8.7	9.1	8.3	5.2	9.2
28	6	8.0	8.4	8.3	7.4	8.3	8.5	7.3	8.6	7.9	7.4	8.8
29	4	6.4	8.0	7.9	8.1	7.1	6.2	7.2	7.0	7.7	5.2	8.3
33	8	7.6	9.4	9.6	9.6	7.6	8.5	8.1	8.6	9.1	6.8	9.3
41	12	8.1	8.0	8.9	8.6	6.7	7.5	8.5	8.5	8.2	7.4	7.9
44	2	9.0	8.5	9.0	9.5	6.0	8.0	9.0	10.0	10.0	7.5	9.0
49	26	8.1	8.4	8.8	8.8	7.0	8.1	8.7	9.2	8.4	8.2	9.0
50	4	9.6	9.0	8.8	9.2	9.0	9.0	9.7	10.0	9.6	8.0	9.4
84	14	8.6	9.0	8.9	8.6	7.5	8.5	8.8	9.1	8.6	8.0	9.4
99 B-Line	69	8.3	8.6	8.5	8.4	6.7	8.3	8.1	9.1	8.7	8.8	9.0
100	8	8.2	7.8	8.3	8.5	8.3	7.3	8.5	8.7	8.7	7.0	8.2
101	4	6.3	8.3	6.3	7.4	4.2	5.8	6.5	8.1	7.9	6.2	7.9
103	1	9.0	10.0	9.0	7.0	10.0	8.0	8.0	10.0	10.0	9.0	10.0
104	4	6.6	6.8	8.8	8.5	6.2	5.3	7.5	7.5	7.4	6.3	8.3
105	2	9.4	8.3	9.4	9.7	9.4	8.7	8.7	9.7	9.2	9.4	9.7
106	11	8.7	7.8	9.5	8.5	7.1	8.3	9.2	9.2	8.6	8.5	9.3
109	2	9.0	8.7	9.0	9.3	9.7	9.7	9.7	9.7	9.3	6.4	9.0
110	7	7.7	8.6	7.9	7.8	8.2	7.3	8.5	8.6	8.6	7.2	7.9
112	4	8.3	8.5	9.0	8.7	7.6	8.4	8.5	8.7	8.4	7.3	8.8
116	2	7.7	8.7	8.7	9.0	9.0	6.7	9.0	8.7	9.0	7.7	8.7
119	8	9.1	9.4	9.2	8.5	6.5	8.7	9.0	8.6	9.7	8.8	9.2
123	11	8.0	8.0	7.7	7.6	6.9	7.7	8.4	8.6	9.0	7.8	8.2
128	2	9.2	9.0	10.0	10.0	10.0	8.8	9.8	10.0	9.2	6.3	9.8
129	3	9.0	8.6	8.7	8.7	8.0	8.0	9.4	9.4	9.0	8.2	9.0
130	7	7.9	8.3	8.6	8.8	5.1	8.4	8.7	9.0	8.1	8.4	8.8
133	2	3.6	5.1	9.0	8.0	9.0	2.0	8.5	8.5	9.5	4.0	9.0
134	2	8.8	9.0	9.4	9.4	8.0	7.5	9.0	7.4	8.4	7.1	8.0
136	3	4.8	7.4	8.9	7.7	8.2	3.2	8.7	6.9	6.4	4.5	7.8
143	3	7.3	9.6	10.0	9.6	8.9	8.0	9.3	9.4	8.0	6.4	10.0
144	4	8.0	8.8	7.6	7.6	8.2	7.4	8.3	7.8	7.9	6.4	8.6
145	9	8.4	8.8	9.4	9.6	5.5	7.9	9.3	9.4	9.3	7.2	9.3
146	1	4.0	1.0	6.0	6.0	10.0	5.0	4.0	4.0	6.0	5.0	5.0
147	1	8.0	9.0	9.0	8.0	8.0	5.0	8.0	8.0	8.0	4.0	9.0
148	1	10.0	10.0	10.0	10.0	8.0	9.0	8.0	8.0	8.0	10.0	10.0
151	1	10.0	6.0	10.0	10.0	10.0	9.0	10.0	10.0	10.0	4.0	10.0
152	2	6.4	9.7	9.3	9.7	9.7	6.7	6.1	9.7	10.0	6.1	10.0
153	4	9.9	9.8	10.0	10.0	9.9	9.6	10.0	10.0	10.0	6.0	10.0
155	6	8.7	8.6	8.6	8.1	8.0	7.1	9.1	8.9	8.9	5.8	8.8
156	2	8.8	8.8	9.4	10.0	8.8	8.8	9.4	10.0	9.6	7.7	10.0
157	2	7.7	10.0	10.0	8.4	5.2	10.0	9.5	10.0	9.5	6.4	10.0

APPENDIX C – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
159	4	8.0	9.9	9.9	8.5	10.0	8.5	9.7	8.8	8.5	7.0	9.6
160	7	7.1	7.2	8.0	7.5	8.4	6.8	8.3	7.3	8.0	6.5	8.8
170	1	7.0	7.0	9.0	9.0	9.0	0.0	9.0	10.0	9.0	0.0	7.0
172	1	8.0	7.0	8.0	6.0	1.0	5.0	7.0	10.0	10.0	10.0	8.0
173	2	5.4	8.0	9.0	8.0	8.7	5.7	8.7	7.6	8.0	6.4	8.6
174	1	7.0	9.0	9.0	8.0	6.0	8.0	9.0	9.0	9.0	6.0	9.0
180	2	6.9	7.3	9.4	9.4	8.6	8.6	9.0	6.8	8.6	8.6	7.8
181	1	5.0	10.0	10.0	10.0	10.0	8.0	10.0	10.0	10.0	2.0	10.0
183	2	9.3	10.0	10.0	10.0	8.9	10.0	9.3	10.0	10.0	10.0	10.0
184	1	8.0	10.0	10.0	7.0	8.0	10.0	10.0	10.0	10.0	10.0	7.0
186	3	8.0	9.0	9.0	7.0	8.3	7.3	8.7	8.7	9.3	5.3	9.7
187	3	8.5	9.3	9.3	8.5	8.0	8.6	8.6	9.1	9.1	8.2	9.3
188	2	6.5	9.5	9.5	8.0	8.0	5.5	8.5	9.5	8.5	5.5	9.5
191	1	6.0	9.0	9.0	9.0	9.0	6.0	8.0	9.0	9.0	5.0	9.0
209	1	6.0	9.0	10.0	9.0	3.0	10.0	5.0	10.0	5.0	9.0	9.0
210	14	8.6	8.7	8.8	8.7	8.3	8.8	8.9	8.7	8.0	7.7	9.3
211	5	7.8	8.1	9.1	8.8	8.0	7.3	8.5	7.4	8.3	7.6	8.2
214	1	7.0	9.0	10.0	10.0	9.0	10.0	9.0	8.0	9.0	6.0	9.0
222	5	9.1	7.3	9.0	9.4	8.4	8.6	9.0	9.1	9.3	7.4	9.6
227	3	8.0	9.8	9.9	8.8	9.9	9.2	9.9	8.8	9.2	8.9	9.8
228	8	7.8	7.9	8.6	9.0	7.4	6.4	7.7	7.0	7.5	4.9	8.5
229	6	9.4	9.5	9.8	9.8	9.2	9.4	9.2	9.2	9.5	8.7	9.8
230	10	7.7	8.7	8.9	9.2	7.4	7.8	7.8	8.6	8.3	6.9	9.3
231	1	9.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
232	6	9.6	9.7	9.9	9.8	9.0	9.0	9.7	9.7	9.5	7.7	9.9
236	1	3.0	10.0	0.0	10.0	10.0	7.0	9.0	10.0	10.0	1.0	9.0
240	19	8.3	8.8	9.0	9.0	7.5	8.2	7.8	8.9	8.8	7.9	9.0
241	1	7.0	7.0	7.0	8.0	6.0	7.0	7.0	6.0	7.0	6.0	0.0
245	2	8.5	9.0	10.0	9.5	6.0	8.0	9.5	9.0	7.5	8.0	9.0
246	7	8.6	9.2	8.8	7.8	6.8	6.8	8.8	8.5	8.5	6.8	9.5
250	34	8.1	8.4	8.6	8.5	7.9	8.5	8.5	9.2	8.8	8.3	8.9
251	5	6.4	8.5	9.0	9.1	8.3	7.2	8.4	5.3	5.2	7.1	9.1
252	2	5.0	5.8	9.5	9.5	7.3	4.7	10.0	5.8	5.8	7.2	5.8
253	4	8.5	9.0	9.0	9.5	7.8	7.6	7.8	9.0	8.6	6.7	9.5
254	3	5.9	8.7	8.9	8.9	7.8	8.0	9.7	7.8	8.4	6.1	9.5
255	14	8.0	8.5	8.8	8.4	7.3	7.4	8.3	8.6	7.9	6.7	8.4
257	9	9.2	9.7	9.3	8.5	8.2	8.8	9.3	9.4	8.9	7.4	9.7
258	1	10.0	10.0	10.0	9.0	10.0	10.0	10.0	10.0	10.0	9.0	10.0
262	1	9.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	8.0	10.0
301	3	7.8	7.4	8.3	6.3	8.8	5.7	8.2	8.1	7.1	5.8	8.3
310	1	7.0	8.0	8.0	8.0	5.0	8.0	7.0	8.0	9.0	7.0	8.0
311	1	3.0	9.0	7.0	9.0	3.0	2.0	6.0	8.0	7.0	2.0	9.0
312	2	7.6	8.0	8.5	8.5	6.1	3.5	6.5	6.0	6.6	3.5	7.6
314	1	7.0	10.0	7.0	7.0	7.0	7.0	7.0	7.0	7.0	7.0	10.0
316	5	7.3	8.2	9.1	8.1	7.8	6.9	9.1	8.5	8.5	4.8	8.5
319	16	8.0	8.2	8.3	8.3	6.2	7.6	7.5	8.5	8.2	7.7	8.5
320	8	8.8	9.3	9.1	9.3	7.2	8.4	8.2	9.1	9.6	7.6	10.0
321	7	8.8	8.1	8.2	8.8	5.3	8.8	8.5	9.4	9.6	8.0	8.6
322	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
323	4	7.1	8.4	7.7	7.6	5.0	6.9	7.4	8.9	8.3	7.5	9.5
324	3	7.8	8.1	8.8	8.2	6.7	7.8	8.5	9.2	9.2	7.5	9.2
325	2	6.9	9.6	8.0	7.8	7.3	7.1	7.5	8.0	7.8	9.3	9.3
335	5	7.6	9.4	8.4	9.0	8.0	8.0	8.4	9.6	9.8	8.2	9.6
337	2	10.0	10.0	10.0	9.6	9.6	9.4	10.0	10.0	9.6	8.3	10.0
340	1	7.0	8.0	8.0	7.0	10.0	4.0	8.0	2.0	6.0	4.0	7.0
341	3	7.1	8.3	8.3	8.3	10.0	6.8	7.7	10.0	9.0	5.6	8.3
342	2	8.8	8.4	10.0	9.1	7.4	9.3	10.0	8.4	10.0	9.0	8.8
345	2	4.0	5.0	7.5	5.0	5.5	3.5	5.5	8.0	7.0	5.5	8.0
351	16	9.1	8.9	9.2	8.9	9.3	9.3	9.5	8.8	9.6	8.9	9.4
363	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
364	4	7.1	8.2	8.9	8.2	8.6	7.5	9.5	9.2	8.4	6.8	8.6
371	1	8.0	10.0	10.0	10.0	8.0	10.0	8.0	10.0	10.0	3.0	10.0
370	1	7.0	8.0	10.0	10.0	10.0	10.0	10.0	9.0	10.0	6.0	9.0
372	1	9.0	9.0	9.0	9.0	9.0	8.0	10.0	9.0	3.0	9.0	9.0
373	1	4.0	8.0	4.0	3.0	8.0	3.0	6.0	8.0	7.0	2.0	6.0
375	1	5.0	8.0	9.0	8.0	8.0	5.0	8.0	8.0	8.0	1.0	8.0
388	1	7.0	9.0	10.0	10.0	10.0	7.0	10.0	10.0	10.0	7.0	9.0
401	1	1.0	5.0	1.0	1.0	1.0	1.0	5.0	8.0	8.0	1.0	6.0
402	2	7.8	6.2	7.0	7.0	6.2	6.2	7.0	7.4	7.8	6.2	7.0
403	5	8.4	8.9	8.6	9.0	8.8	7.6	9.1	9.6	9.1	8.1	9.1
405	1	8.0	8.0	8.0	9.0	9.0	7.0	9.0	10.0	9.0	6.0	8.0
406	10	8.3	8.5	8.8	8.5	7.6	8.4	8.8	8.3	7.9	7.7	8.4
407	3	8.6	8.3	8.2	7.9	8.2	7.0	8.6	9.6	9.0	5.8	7.9
408	6	7.3	8.6	9.4	8.0	8.5	7.3	9.2	7.7	7.2	6.5	9.3
410	7	8.9	9.0	9.2	9.5	7.0	7.4	9.2	8.4	8.2	8.0	8.9
416	1	9.0	10.0	8.0	9.0	9.0	5.0	10.0	10.0	10.0	9.0	10.0
430	6	8.5	8.7	8.7	9.1	8.0	8.3	8.9	8.1	8.9	8.3	8.8
501	5	5.9	7.1	6.5	6.8	7.2	5.3	8.6	8.0	8.2	4.3	7.6
502	3	8.2	10.0	10.0	10.0	9.5	9.0	10.0	10.0	10.0	10.0	9.0
503	6	8.2	8.0	8.4	6.6	7.7	5.8	9.3	9.2	9.3	6.2	9.3
531	2	6.5	8.2	8.2	8.2	7.7	7.1	8.8	9.0	8.8	6.1	7.1
555	9	8.8	8.6	8.4	6.4	7.5	8.9	9.1	9.5	9.5	8.2	9.2
562	1	5.0	6.0	6.0	1.0	5.0	4.0	4.0	1.0	1.0	1.0	6.0
595	1	7.0	8.0	7.0	8.0	6.0	7.0	8.0	9.0	8.0	6.0	8.0
601	9	8.5	9.2	9.9	9.7	8.9	8.1	9.6	9.4	9.0	8.1	9.7
602	2	6.0	8.4	8.4	8.4	7.0	6.0	8.4	6.0	5.6	3.0	8.4
603	1	7.0	8.0	8.0	8.0	8.0	8.0	10.0	9.0	9.0	8.0	8.0
620	6	8.8	8.6	9.5	9.5	7.0	9.1	9.2	9.0	8.3	6.6	9.4
640	3	6.3	8.2	8.0	7.1	7.7	4.8	6.8	7.2	8.2	6.4	8.9
701	6	6.6	7.3	7.7	7.4	6.5	7.6	6.5	8.5	7.0	6.8	7.5
719	1	9.0	9.0	9.0	8.0	9.0	7.0	8.0	10.0	10.0	8.0	8.0
741	2	1.0	10.0	8.0	7.2	8.4	4.2	6.9	9.0	7.4	4.2	8.9
743	2	9.0	10.0	10.0	10.0	9.5	8.5	8.2	7.8	7.5	5.7	8.5
744	2	9.6	10.0	9.6	9.2	8.3	8.3	10.0	9.2	9.6	5.0	10.0
746	1	8.0	9.0	9.0	7.0	7.0	10.0	8.0	9.0	9.0	5.0	8.0
750 R1	14	8.1	8.1	7.7	7.1	6.8	8.0	8.4	9.3	9.0	8.0	8.7
751 R2	16	8.5	8.6	8.3	8.0	7.7	8.2	8.0	8.9	8.7	8.3	8.4
752 R3	4	8.0	8.7	9.5	6.5	7.8	7.9	6.8	9.4	9.3	8.4	9.2
753 R4	27	8.2	8.6	8.7	8.1	6.8	7.8	8.6	9.1	8.3	8.5	8.7
754 R5	12	8.5	8.0	8.3	8.7	6.5	7.5	9.3	9.4	8.8	8.8	8.3
791	1	8.0	8.0	8.0	7.0	1.0	6.0	7.0	8.0	7.0	5.0	8.0
BTC	28	8.3	8.6	8.3	8.4	8.0	8.4	8.4	8.5	8.3	8.0	8.8
STC	10	9.3	9.4	8.5	8.9	7.0	9.0	8.6	8.1	8.6	8.7	9.7
PCT	2	8.8	10.0	8.8	7.5	9.4	8.2	8.2	8.8	7.5	7.5	10.0
RTC	8	8.6	8.6	8.5	8.1	8.5	8.2	8.7	8.3	8.7	6.7	9.2
VTC	32	7.6	8.1	8.1	7.4	7.5	7.7	8.3	8.5	8.2	7.5	8.7
WVT	7	5.2	8.1	7.0	5.6	4.9	4.2	8.7	4.6	6.7	4.5	9.0
N22	1	9.0	10.0	9.0	9.0	9.0	8.0	8.0	9.0	9.0	9.0	8.0
N9	1	9.0	10.0	10.0	10.0	10.0	8.0	10.0	4.0	6.0	6.0	10.0
N10	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
N20	1	9.0	8.0	8.0	8.0	10.0	8.0	7.0	8.0	9.0	10.0	9.0
N19	1	10.0	6.0	8.0	8.0	8.0	10.0	8.0	10.0	10.0	10.0	7.0

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

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
Total	**1129**	**8.1**	**8.6**	**8.6**	**8.4**	**7.5**	**7.8**	**8.5**	**8.8**	**8.5**	**7.5**	**8.9**
99 B-Line	69	8.3	8.6	8.5	8.4	6.7	8.3	8.1	9.1	8.7	8.8	9.0
9	34	8.2	8.5	8.5	8.2	8.4	7.8	8.4	8.6	8.4	7.2	8.6
250	34	8.1	8.4	8.6	8.5	7.9	8.5	8.5	9.2	8.8	8.3	8.9
VTC	32	7.6	8.1	8.1	7.4	7.5	7.7	8.3	8.5	8.2	7.5	8.7

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

	Route Number	October 2020 - December 2020		October 2021- December 2021		Net Difference
		# of Trips	Overall Performance	# of Trips	Overall Performance	Oct'20-Dec'20 vs. Oct'21-Dec'21
#	16	46	8.3	27	7.5	-0.8
#	2	37	8.5	29	8.3	-0.2
#	49	40	9.3	26	8.1	-1.2
#	9	53	8.2	34	8.2	0.0
#	99 B-Line	98	9.0	69	8.3	-0.7

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

OVERALL PERFORMANCE RATINGS
APRIL 2020 - SEPTEMBER 2020 VERSUS
APRIL 2021 - SEPTEMBER 2021
(Routes With 35+ Trips Per 6 Month Period)

	Route Number	April - September 2020		April - September 2021		Net Difference
		# of Trips	Overall Performance	# of Trips	Overall Performance	Apr'20-Sep'20 vs. Apr'21-Sep'21
#	10	40	8.7	31	7.9	-0.8
#	106	60	8.6	36	8.1	-0.5
#	16	38	8.0	51	8.4	0.4
#	19	37	7.6	35	8.2	0.6
#	2	37	8.9	44	8.4	-0.5
#	20	56	7.7	36	7.6	-0.1
#	240	50	8.5	46	8.2	-0.3
#	25	37	8.6	52	8.5	-0.1
#	250	60	9.2	60	8.3	-0.9
#	3	44	7.5	28	7.8	0.3
#	319	40	8.4	40	8.6	0.2
#	49	57	8.5	64	8.8	0.3
#	7	41	7.7	35	7.9	0.2
#	753 R4	28	8.8	45	8.6	-0.2
#	754 R5	29	8.5	35	8.3	-0.2
#	9	65	8.4	40	7.9	-0.5
#	99 B-Line	147	8.2	108	8.4	0.2
#	BTC	36	8.4	51	8.1	-0.3
#	VTC	43	8.1	55	8.3	0.2

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

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

| Route Number | January 2020 - December 2020 | | January 2021 - December 2021 | | Net Difference |
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jan'20-Dec'20 vs. Jan'21-Dec'21
# 10	103	8.3	74	8.1	-0.2
# 100	55	8.3	45	8.3	0.0
# 106	109	8.4	61	7.9	-0.5
# 119	36	8.7	26	8.4	-0.3
# 123	47	7.5	34	7.9	0.4
# 130	66	7.8	45	8.2	0.4
# 14	76	8.5	64	8.1	-0.4
# 155	37	8.7	19	8.6	-0.1
# 16	121	8.1	101	8.1	0.0
# 160	42	8.7	29	8.3	-0.4
# 17	81	7.7	52	8.1	0.4
# 19	85	7.7	70	8.2	0.5
# 2	112	8.5	99	8.1	-0.4
# 20	116	7.7	79	7.7	0.0
# 210	33	8.0	38	8.4	0.4
# 22	78	7.9	45	8.2	0.3
# 229	28	8.6	36	8.5	-0.1
# 230	32	7.1	38	7.7	0.6
# 239	38	8.4	2	9.5	1.1
# 240	114	8.0	83	8.1	0.1
# 25	101	8.3	92	8.3	0.0
# 250	148	9.0	108	8.3	-0.7
# 255	42	8.5	44	8.2	-0.3
# 257	37	8.7	35	8.9	0.2
# 3	90	7.7	73	7.8	0.1
# 319	79	8.0	74	8.5	0.5
# 321	50	7.5	36	8.0	0.5
# 33	40	8.3	29	8.3	0.0
# 335	38	7.3	24	8.0	0.7
# 351	92	8.5	46	9.1	0.6
# 4	71	8.5	49	8.2	-0.3
# 403	39	8.7	28	7.8	-0.9

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

	Route Number	January 2020 - December 2020		January 2021 - December 2021		Net Difference
		# of Trips	Overall Performance	# of Trips	Overall Performance	Jan'20-Dec'20 vs. Jan'21-Dec'21
#	406	36	8.6	37	8.5	-0.1
#	41	66	8.2	54	8.5	0.3
#	410	64	8.2	38	9.0	0.8
#	49	145	8.4	115	8.6	0.2
#	5	70	7.8	72	8.4	0.6
#	50	39	8.8	37	8.5	-0.3
#	6	63	8.3	68	8.1	-0.2
#	601	50	8.5	38	8.4	-0.1
#	7	64	7.6	70	7.9	0.3
#	750 R1	51	8.6	49	8.6	0.0
#	751 R2	9	9.6	38	8.4	-1.2
#	753 R4	62	8.8	89	8.5	-0.3
#	754 R5	62	8.5	59	8.4	-0.1
#	8	43	8.1	39	7.9	-0.2
#	84	66	8.2	52	8.5	0.3
#	9	157	8.2	110	8.1	-0.1
#	99 B-Line	348	8.4	253	8.4	0.0
#	BTC	83	8.1	107	8.1	0.0
#	STC	46	8.4	43	8.7	0.3
#	VTC	115	7.9	122	8.2	0.3

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