



# Customer Service Performance Quarter 1 2022

Bus  
SeaBus  
SkyTrain



Highlights ..... 2

Project Objectives..... 9

Detailed Findings ..... 10

    Overall System Performance ..... 11

    Bus Service Quality Measures ..... 21

    SkyTrain Service Quality Measures ..... 32

    SeaBus Service Quality Measures ..... 42

    Trends in Transit Usage ..... 43

    Customer Profiles ..... 53

APPENDICES

    Appendix A – Methodology ..... 61

    Appendix B – Questionnaire..... 65

    Appendix C – Performance Ratings for Routes Ranked ..... 84

    Appendix D – Average Performance Ratings ..... 88



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

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

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

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



## Overview

- Although COVID restrictions have generally eased this wave, for the early portion of the quarter, a few were put back in place, such as limits to social gatherings and capacity of events. Although the impact of the restrictions was limited, the trend towards pre-pandemic levels slowed down this wave compared to last. While fewer riders are using transit for entertainment purposes or to go to school relative to pre-pandemic levels, usage for these reasons have both gone up significantly compared to a year ago, during the peak of the pandemic. Meanwhile, using transit for work has declined relative to a year ago, and is still significantly below pre-pandemic levels. Top scores for Bus, SkyTrain, and SeaBus attributes have stayed consistent with last wave, but many ratings have shifted significantly from a year ago and are comparably closer to ratings experienced before the pandemic.
- Seven-in-ten (70%) riders award good-to-excellent ratings for Overall Transit Service, which is a slight decline from last quarter (down 1 ppt) and the same quarter last year (down 4 ppt). Although top scores have eased, they continue to be higher than pre-pandemic levels (68% in Q1 2020).
- Nearly six-in-ten (57%) riders say they take transit *about the same* as they did six months ago, which is considerably higher than last wave (53%) and a significant increase from the same period last year (48%).
- Six-in-ten (59%) riders indicate that they will *definitely* continue to take transit as often as they do now, which is similar to last wave (60%) and on par with the same quarter last year. This proportion continues to remain relatively consistent, despite the changing circumstances of the pandemic.



Just under seven-in-ten (69%) bus riders award top ratings for Overall Bus Service, which is significantly down from the same period last year (76% in Q1 2021) but similar to last wave (69%). The average score is 8.1 out of 10, on par with last wave, but significantly down from 8.4 a year ago.

- While there was a mix in results amongst the attributes wave-over-wave, all attribute ratings declined from a year ago.
- This wave, On-Time, Reliable Service is the only bus attribute that significantly declined from last quarter (down 5 ppt). However, all attributes except for Safe and Professional Bus Operator, and Feeling Safe from Crime On Board Bus or At the Bus Stop have significantly declined from a year ago.
- The positive performance threshold of 7.0 out of 10 continues to be met by all service attributes on the bus system.



Top ratings for Overall SkyTrain Service are provided by just under eight-in-ten (78%) riders, which is a 3 ppt decline from last wave, and a significant decline from a year ago (down 6 ppt from Q1 2021).

- Most SkyTrain attributes have declined in scores from the same quarter last year.
- Top ratings for On-Time, Reliable Service, Frequency of Service, Clean and Graffiti-Free, and Staff Available When Needed all significantly dropped by 5-8 ppt from the same quarter last year.
- Safe from Crime Inside Station (up 2 ppt) and Courteous, Competent and Helpful SkyTrain Staff (up 4 ppt) are the only attributes that have increased in top ratings from a year ago.
- Staff Available When Needed and Delays are Announced continue to be the only two attributes below the performance threshold of 7.0 out of 10.

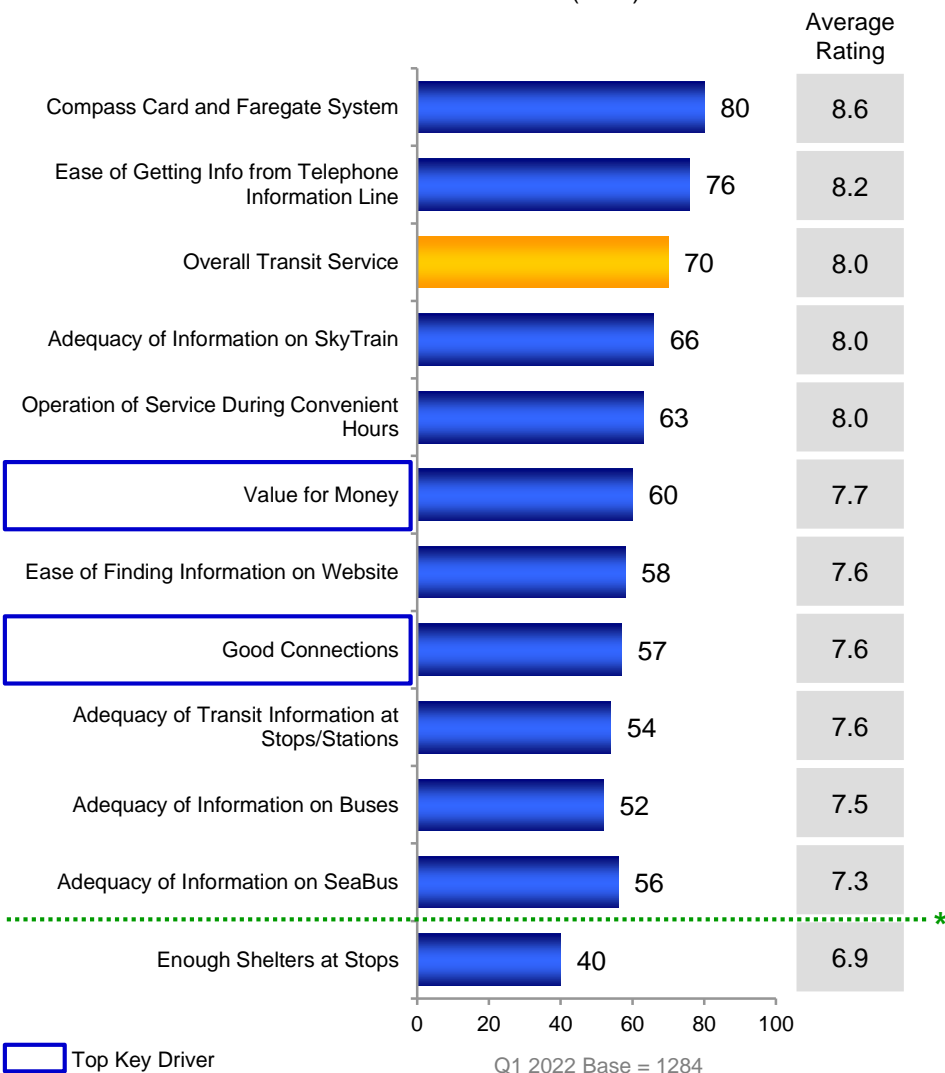


Just over eight-in-ten (84%) SeaBus riders award good-to-excellent scores for Overall SeaBus Service, unchanged from last wave (83%) and 3 ppt directional decline from a year ago (87%).

- Although results across all SeaBus attributes vary, Trip duration is the only one to experience a significant change from both last wave and the same period last year. The top score ratings for Trip Duration are awarded by 85% of SeaBus riders, which is 9 ppt down from last wave, and 13 ppt from the same period last year.
- 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)



\* 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

- Similar to last wave, seven-in-ten (70%) riders provide good-to-excellent ratings for Overall Transit Service. Continuing the decline seen last wave, the average score has slipped to 8.0 out of 10, compared to 8.1 in Q4 2021, and a significantly higher score of 8.3 in Q1 2021.
- Like the overall rating, no transit system attribute has experienced a significant shift in top ratings from last quarter. However, a few have experienced significant declines from the same quarter last year: Having Convenient Hours (down 6 ppt from Q1 2021), and Adequacy of Transit Information at Stops and Stations (down 5 ppt from Q1 2021) and On Board both SkyTrain (down 8 ppt from Q1 2021) and SeaBus (down 28 ppt from Q1 2021).
- Like last wave, most service attributes continue to meet the positive performance threshold of 7.0 out of 10, with the exception of Having Enough Shelters at Stops (6.9 out of 10), which was 6.8 last quarter, but had achieved the positive performance threshold at 7.0 in the same quarter last year.

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

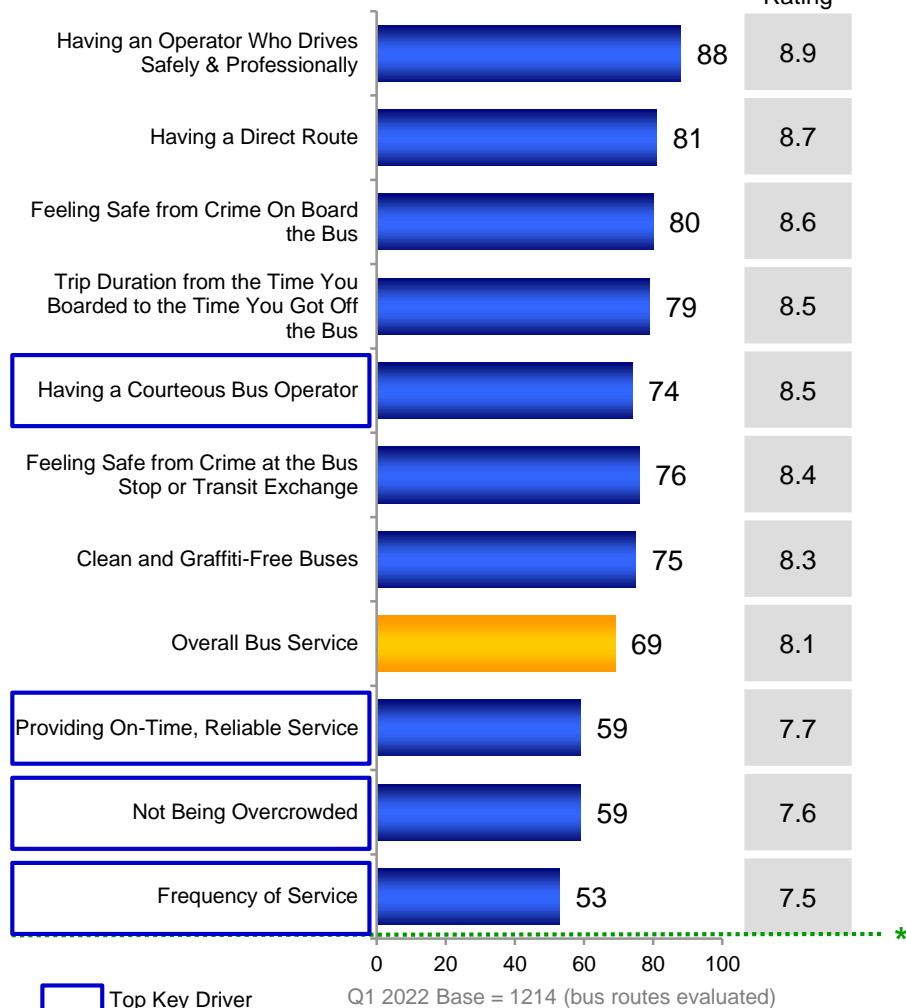
- Value for Money
  - This attribute is awarded top scores by six-in-ten (60%) riders, which is on par with last quarter, and slightly down from the same quarter last year (63% in Q1 2021). After three consecutive quarters at 7.8 out of 10, the average has dropped to 7.7 this wave, a significant decline from the same quarter last year (7.9 in Q1 2021).
- Good Connections
  - Of the 40% of transit riders who took more than one transit mode, just under six-in-ten (57%) award top ratings for Having Good Connections, a 4 ppt increase from last quarter, and a drop from the same quarter last year (down 4 ppt). The average score is 7.6 out of 10, compared to 7.4 last wave, and 7.7 a year ago.



## Performance on Bus System Attributes

% Good to Excellent (8-10)

Average Rating



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

## Bus System

- Overall Bus Service is awarded top ratings by just under seven-in-ten (69%) bus riders, similar to last quarter, but a significant decline from a year ago (down 7 ppt). The average score is 8.1 out of 10, which is on par with last wave, but significantly lower than 8.4 a year ago.
- On-Time Reliable Service was the only top key driver that declined significantly from last quarter. However, all four top key drivers showed a significant drop from the same quarter last year. Similarly, several other attributes showed significant decline from a year ago but without any significant changes from last quarter.
- The positive performance threshold of 7.0 out of 10 continues to be met by all service attributes of the bus system.

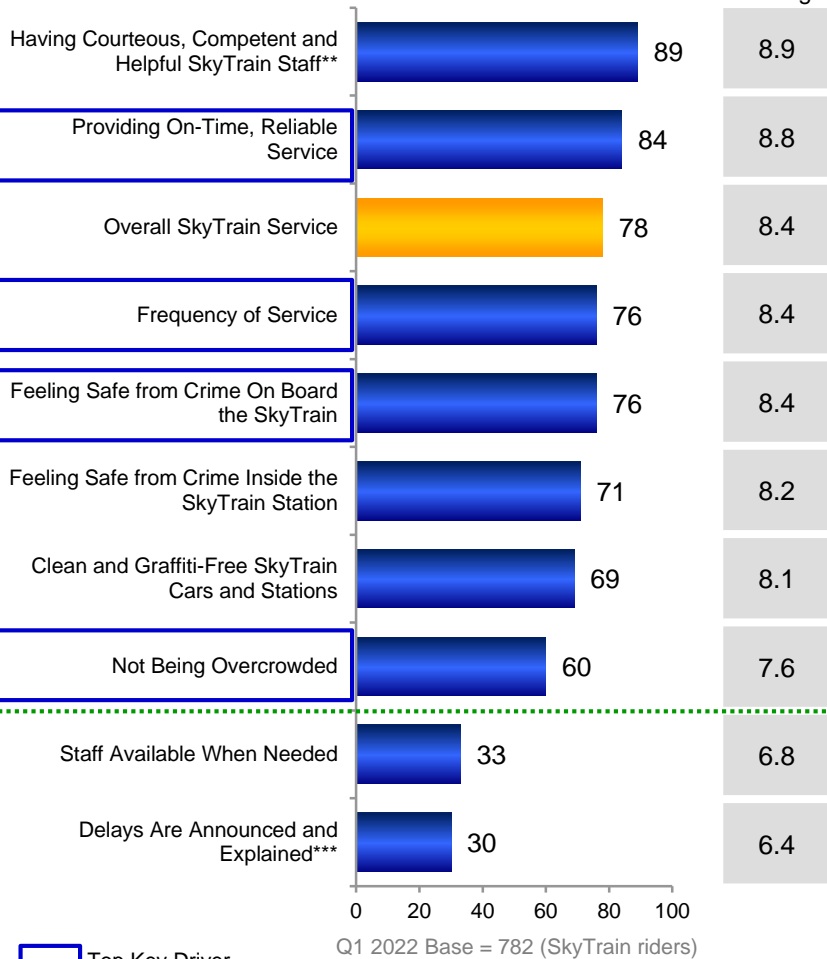
## Performance on Top Key Drivers of Overall Bus Service\*

- Courteous Bus Operator
  - Just under three-quarters (74%) of bus riders award positive ratings for Courteous Bus Operator, a significant decline from Q1 last year (81%). VTC and BTC (down 6 and 8 ppt) have both dropped significantly from a year ago, while HTC has significantly fallen from both last quarter and a year ago (down 13 and 17 ppt). Meanwhile, PCT significantly increased by 17 ppt from Q1 2021.
- On-Time, Reliable Service
  - Just under six-in-ten (59%) bus riders provide good-to-excellent ratings for On-Time, Reliable Service, a significant decline from both last quarter and a year ago (down 5 and 10 ppt). BTC, RTC, STC and VTC (down 12, 17, 16 and 10 ppt) all experienced significant declines from Q1 last year.
- Frequency of Service
  - Just over half (53%) of bus riders provide top scores for Frequency of Service, a decline from last wave (56%) and a significant drop from a year ago (61%). RTC, STC and WVT (down 20, 16 and 29 ppt) have all significantly declined from a year ago. Top scores for VTC dropped significantly from both last quarter and Q1 last year (down 10 and 11 ppt), while PCT went up significantly by 28 ppt since last wave.
- Not Being Overcrowded
  - Not Being Overcrowded is awarded top ratings by six-in-ten (59%) bus riders, a significant decline of 10 ppt from Q1 2021. STC, RTC, and BTC all experienced a significant decline in top ratings from the same quarter last year (down 14, 15 and 13 ppt).

## Performance on SkyTrain Attributes

% Good to Excellent (8-10)

Average Rating



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

\*\* Caution: Very small base size – only among SkyTrain riders who spoke with staff (n=32)

\*\*\* Only among those who experienced delays (n=149)

## SkyTrain System

- Just under eight-in-ten (78%) SkyTrain users awarded top scores for Overall SkyTrain Service, a significant drop from the same period last year (down 6 ppt). The average score is 8.4 out of 10, compared to a significantly higher score of 8.7 in Q1 2021.
- With the exception of Feeling Safe From Crime, all other Top Key Drivers have experienced a slight decline from last wave. On-Time Reliable Service and Frequency of Service both experienced a significant drop from Q1 last year dropping by 8 and 6 ppt respectively.
- The only other significant changes for this quarter are Clean and Graffiti-Free SkyTrain Cars and Stations (down 6 ppt from Q1 2021) and Staff Available When Needed (down 5 ppt from Q1 2021).
- Like previous waves, two attributes continue to fall below the positive performance threshold of 7.0 out of 10 (Staff Available When Needed and Delays Announced and Explained).

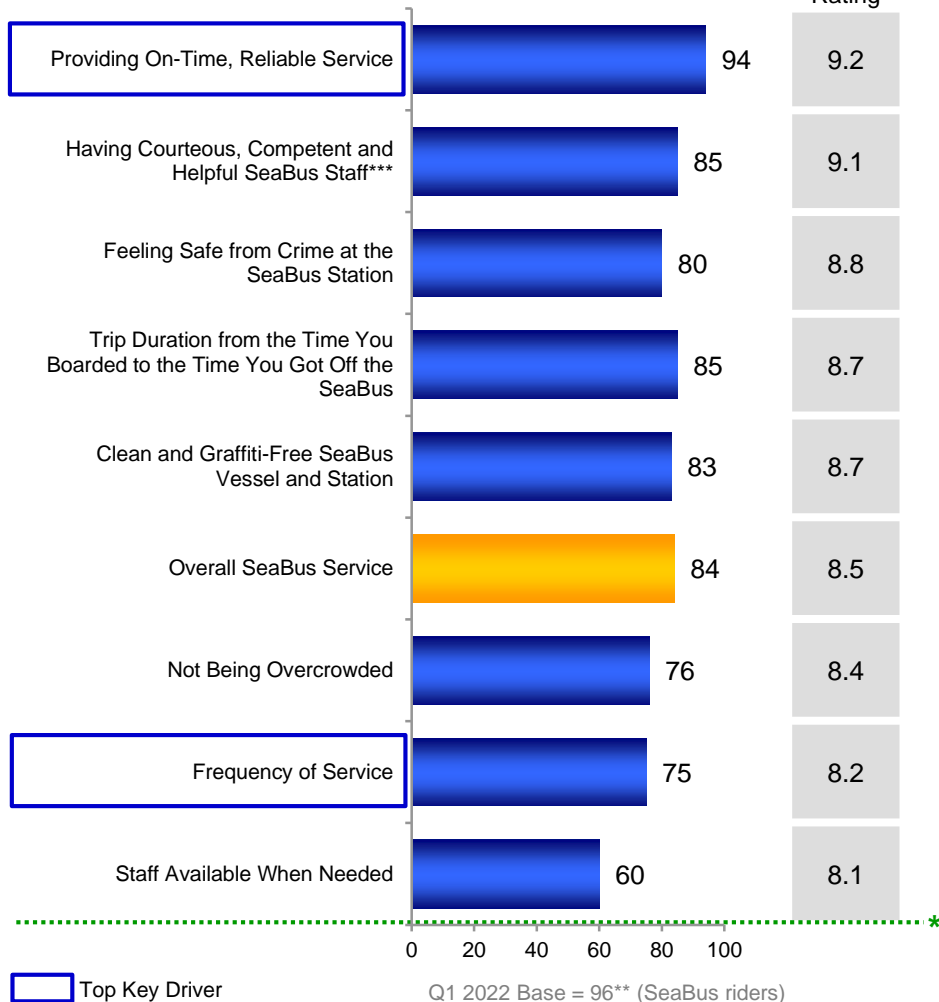
## Performance on Top Key Drivers of SkyTrain Overall Service\*

- On-Time, Reliable Service
  - Over eight-in-ten (84%) SkyTrain riders award top ratings for On-Time, Reliable Service, a significant drop from a year ago (down 8 ppt). This attribute continues to be the highest performing Top Key Driver.
- Feeling Safe from Crime On Board the Skytrain
  - Just over three-quarters (76%) of SkyTrain riders provide good-to-excellent ratings for Feeling Safe from Crime On Board, unchanged from last wave and Q1 last year.
- Frequency of Service
  - Frequency of Service is awarded top ratings by just over three-quarters (76%) of riders, a significant drop from a year ago (down 6 ppt).
- Not Being Overcrowded
  - Six-in-ten riders (60%) provide positive scores for Not Being Overcrowded, a directional decline from the same quarter last year. This attribute is again the lowest rated Top Key Driver of SkyTrain attributes.

## Performance on SeaBus Attributes

% Good to Excellent (8-10)

Average  
Rating



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

\*\* Caution. Small base size

\*\*\* Caution: Very small base size – only among SeaBus riders who spoke with staff (n=13)

## SeaBus

- Just over eight-in-ten (84%) SeaBus riders provide top scores for Overall SeaBus Service, a 1 ppt increase from last wave, but a 3 ppt decline from Q1 2021. The average score has dropped to 8.5 out of 10 from 8.8 last wave, and 9.0 a year ago.
- No shifts amongst Top Key Drivers are considered significant. However, amongst all other SeaBus attributes, Trip Duration experienced a significant drop from the same period last year (down 13 ppt). Meanwhile, both Clean and Graffiti-Free and Staff Availability are directionally lower than a year ago (down 11 and 14 ppt).
- All service attributes continue to perform well above the positive performance threshold of 7.0 out of 10.

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

- On-Time, Reliable Service
  - Over nine-in-ten (94%) SeaBus riders provide top ratings for On-Time Reliable Service. This is up 4 ppt from last wave but down 3 ppt the same period last year. The average score is 9.2 out of 10, which is higher than last wave (9.0), but again, lower than a year ago (9.5). This is the highest rated SeaBus attribute this wave.
- Frequency of Service
  - Frequency of Service is awarded top ratings by three-quarters (75%) of SeaBus riders, up 2 ppt from last wave, but down 1 ppt from the same period last year. The average score is 8.2 out of 10, slightly below last quarter (8.3) and a year ago (8.4).



## ***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 (18% versus 12%) and a relatively lower percentage are 35 to 44 (15% versus 18%) or 55 to 64 years old (9% versus 16%).
  - They are less likely to be employed full-time (48% versus 57%) and more likely to be students (12% versus 5%), employed part-time (18% versus 13%) or unemployed (5% versus 3%).
  - They are less likely to have vocational/college/technical training (17% versus 26%) as their highest level of education and more likely to have some university (11% versus 7%).
- While most demographic breakdowns shift closer to align with the general Metro Vancouver population, employment continues to differ in proportion. This may be a result of changed work circumstances as a result of the pandemic.

## ***Trip Purpose***



- Like last wave, under half (46%) of riders used transit to go to and from work (compared to 47% in Q4 2021 and 49% in Q1 2021). Using transit for entertainment or social reasons and to get to and from school have both declined by 3 ppt from last quarter but have significantly increased from the same period last year (up 15 and 4 ppt respectively). Meanwhile, the proportion of riders using transit for personal business went up by 2 ppt from last wave, but significantly declined by 6 ppt from the same period last year. The trip-purpose proportions are moving closer to pre-pandemic levels. So, it is likely that the lifting of the vaccine passports this upcoming quarter will encourage more people to go out and these proportions will even more closely align with pre-pandemic levels.

## ***Choice versus Captive***



- Four-in-ten (40%) transit users are Captive riders, those who do not have regular access to a vehicle, which is 2 ppt down from last wave, and a significant decline from the same period last year (47% in Q1 2021). Meanwhile, Captive riders, those who have regular access to a vehicle, represent just under six-in-ten (59%) transit users. This is conversely a 2 ppt decline from last wave and a significant increase of 7 ppt from the same period last year. The proportion of Captive riders continues to be higher than pre-pandemic levels.
- Choice riders are more likely to be 55 years or older, employed full-time, have graduated university, have a household income of more than 80K, and are Low Frequency riders who use transit for entertainment purposes. They are also more likely to be SkyTrain users.
- Captive riders are more likely to be younger (18-34), unemployed or working part-time, have a household income of less than 40K, and have graduated high school as their highest education level. They are more likely to be High frequency riders who use transit for school or shopping and are 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.**



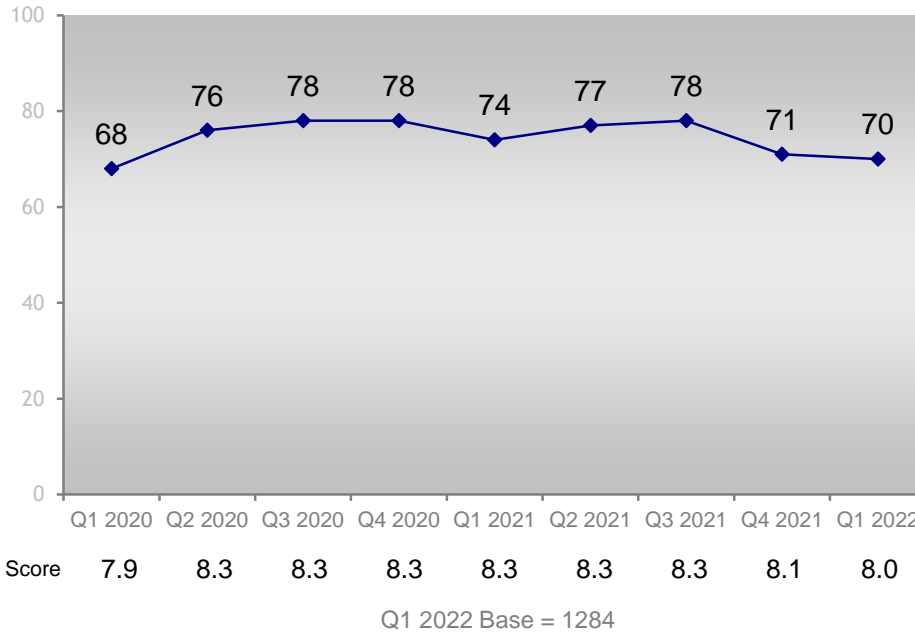
**This section presents an evaluation of the overall transit system, followed by evaluation of each of the three transit modes. For the transit system overall and for each mode, results are presented for the following:**

- 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)



### Overall Service

Like last wave, seven-in-ten (70%) transit riders award good-to-excellent scores for Overall Transit Service, a slight drop from Q4 2021 (down 1 ppt) and Q1 2021 (down 4 ppt). After seeing the first decline in 7 quarters last wave, the average score continues to drop to 8.0 out of 10 (from 8.1 out of 10), which is significantly lower than the score of 8.3 seen between Q2 2020 and Q3 2021.

<b>Good-to-Excellent ratings compared to:</b>	<b><u>Last Quarter</u></b>	<b><u>Same Quarter Last Year</u></b>
	- 1%	- 4%

This quarter those riders who are more likely to provide higher ratings for Overall Transit Service are, low frequency users, those aged 45+, riders who have graduated university or are using the transit system for shopping or entertainment purposes. This is compared to High or Medium Frequency riders, those less than 45 years old, riders with education levels of college/some university or using the system for personal business or work purposes.

### Q1 2022 Regional Differences:

73% among Vancouver riders

65% among Surrey/North Delta/  
White Rock/Langley riders



Most Positive



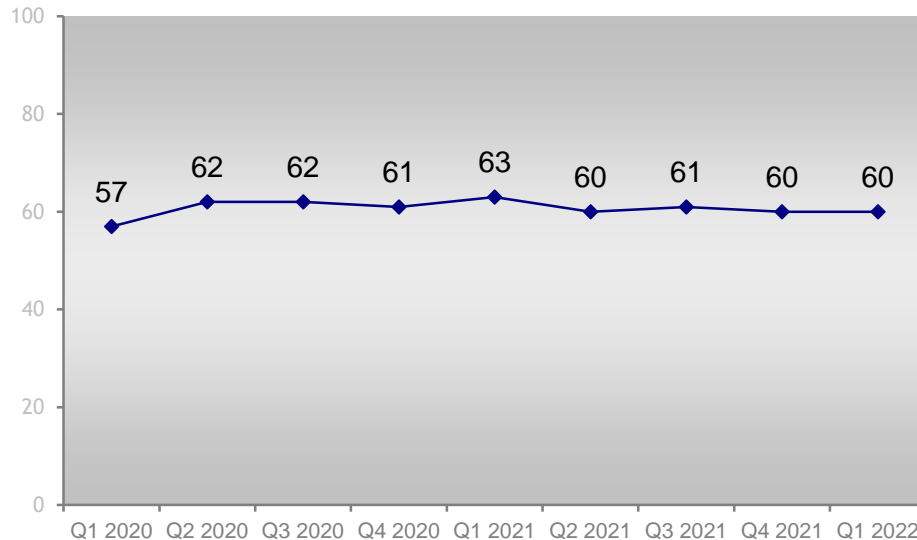
Least Positive



= Significant upward/downward shift

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

% Good to Excellent (8-10)



Avg Score 7.6 7.9 7.7 7.8 7.9 7.8 7.8 7.8 7.7

Q1 2022 Base = 1284

### Q1 2022 Regional Differences:

65% among Vancouver riders

52% among Richmond/South Delta riders AND Surrey/North Delta/White Rock/Langley riders

Top Key Driver Most Positive Least Positive

### Value for Money

For the fourth quarter in a row, six-in-ten (60%) riders provide positive scores when rating Value for Money, which is the top key driver among Transit System Attributes. This is unchanged from Q4 2021 (60%) and slightly below the same quarter last year (63% in Q1 2021). The average score is 7.7 out of 10, which is a slight drop from 7.8 out of 10 last wave, and a significant decrease from the same quarter last year (7.9 out of 10 in Q1 2021).

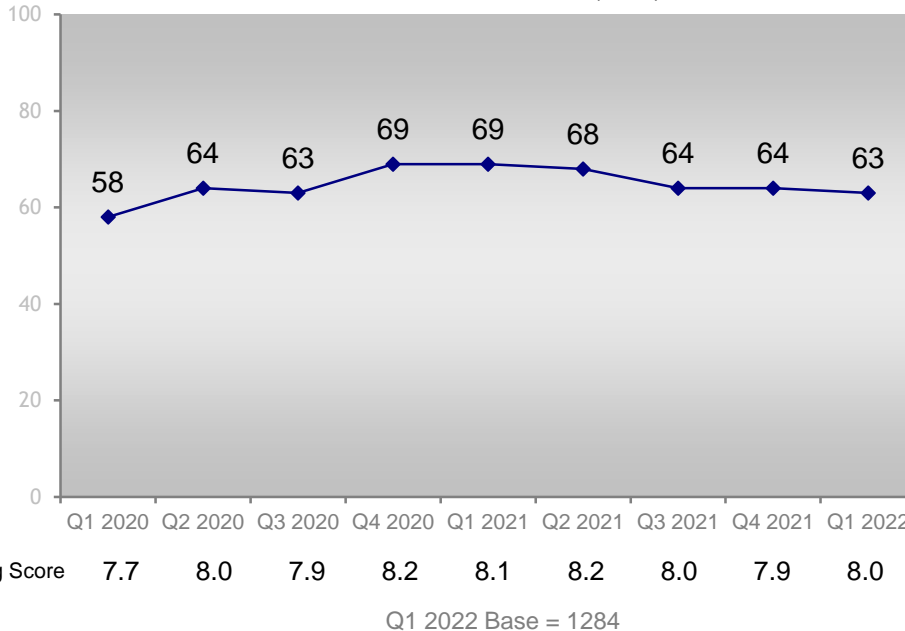
	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
<b>Good-to-Excellent ratings compared to:</b>	0%	- 3%

Low frequency riders, male riders, those aged 18-24 or 65+, or those who are using transit for school, shopping, personal or entertainment purposes are more likely to provide top scores for Value for Money compared to high frequency users, females, those aged 25+, or riders who are using transit for work.

Significant upward/downward shift

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

% Good to Excellent (8-10)



### Convenient Hours

For the third consecutive quarter, less than two-thirds (63%) of riders provide top ratings for Convenient Hours, a significant decline from a year ago (69% in Q1 2021). The average score has rebounded back to 8.0 out of 10 after seeing a decline last wave, now being on par with Q3 2021 but still below 8.1 in Q1 2021.

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	- 1%	- 6%

In Q1 2022, riders aged 65+, or those with education levels of high school or less are more likely to feel that service runs during convenient hours compared to riders aged 25-64, or those with higher education levels.

### Q1 2022 Regional Differences:

71% among Northeast riders

55% among Richmond/South Delta riders



Top Key Driver



Most Positive



Least Positive



= Significant upward/downward shift



### Good Connections

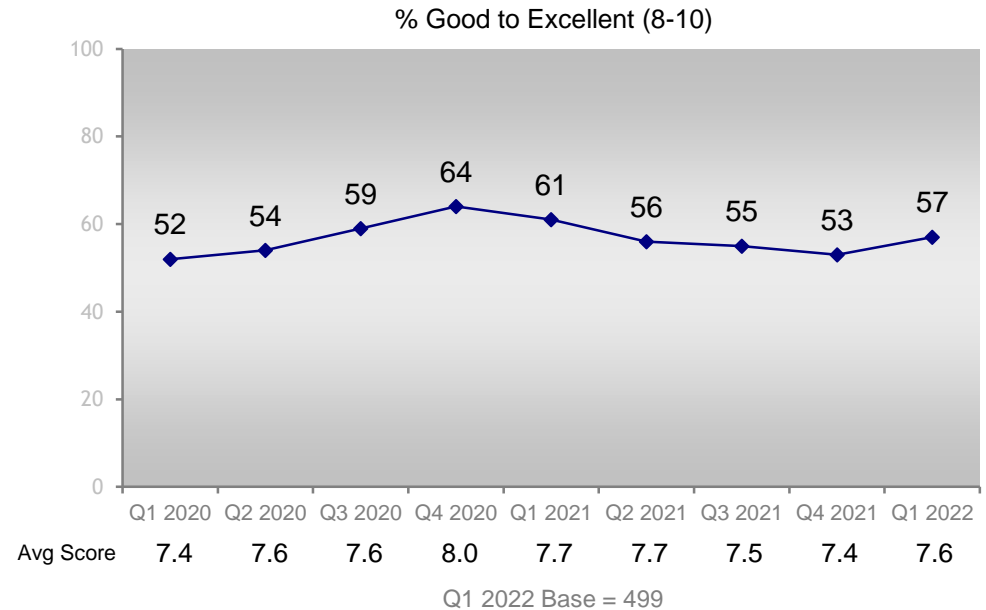
Q23AA. Again, thinking of the trip you take most often on transit, do you take more than one bus or transit mode?

Four-in-ten (40%) transit users took more than one bus/transit mode on a typical transit trip, similar to last wave (39%) and the same quarter last year (38%). Under six-in-ten (57%) transit riders who made a connection provided top scores for Good Connections, converting the downward trend seen over the past few waves back up to 57%, which surpasses Q2 2021 levels (56%) but lower than the same quarter last year (61% in Q1 2021). The average score is back up to 7.6 out of 10 compared to 7.4 last wave and 7.7 in the same quarter last year.

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u> + 4%	<u>Same Quarter Last Year</u> - 4%
---	-----------------------------	---------------------------------------

For Good Connections, riders using transit services for entertainment and other purposes are more likely to provide good-to-excellent ratings for Good Connections than those with trip purposes such as work or personal business.

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



#### Q1 2022 Regional Differences:

No significant difference

No significant difference

● ● = Significant upward/downward shift

  Top Key Driver   Most Positive   Least Positive

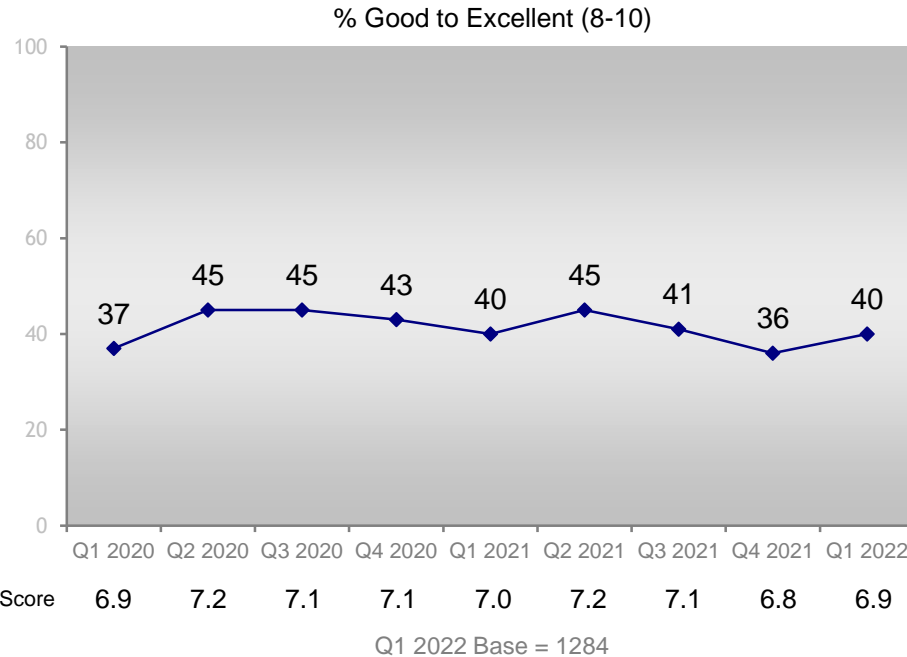
Q23D. How would you rate the transit system for having enough bus shelters at bus stops throughout the region?

### Enough Bus Shelters at Bus Stops

After seeing declines over the past two quarters, top scores for Having Enough Bus Shelters rose back to 40% this wave. This is a directional increase of 4 ppt above last quarter (36%) and on par with Q1 2021 (40%).

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	+ 4%	0%

This quarter, bus riders aged 18-24 or those with education levels of high school or less were more likely to provide top scores for Having Enough Bus Shelters than SkyTrain riders aged 25+ or those with education levels of college/some university or higher.



### Q1 2022 Regional Differences:

58% among West Vancouver riders

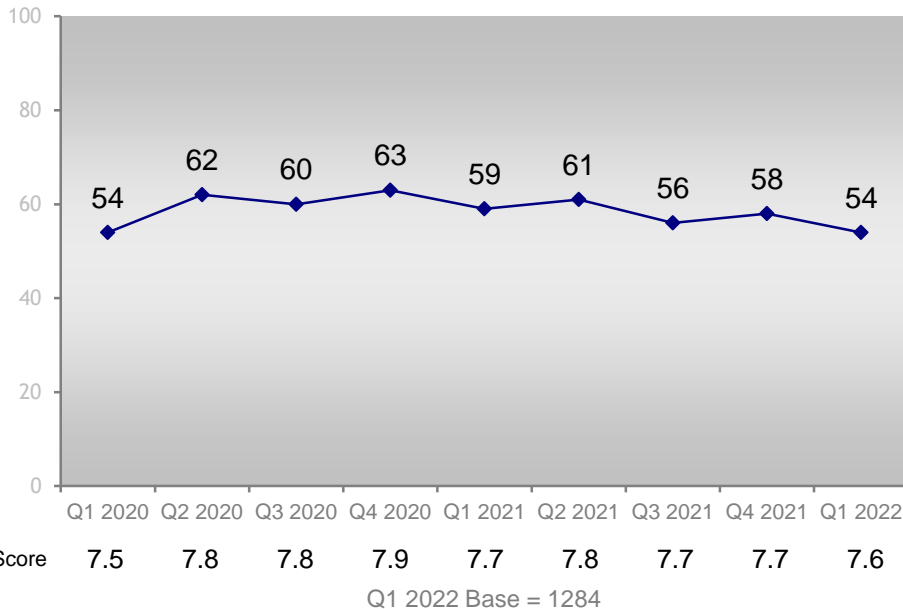
35% among Richmond/South Delta riders

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)



### Q1 2022 Regional Differences:

64% among Burnaby/New Westminster riders

43% among North Vancouver riders



Most Positive



Least Positive



= Significant upward/downward shift

## Adequacy of Transit Information at Stops and Stations

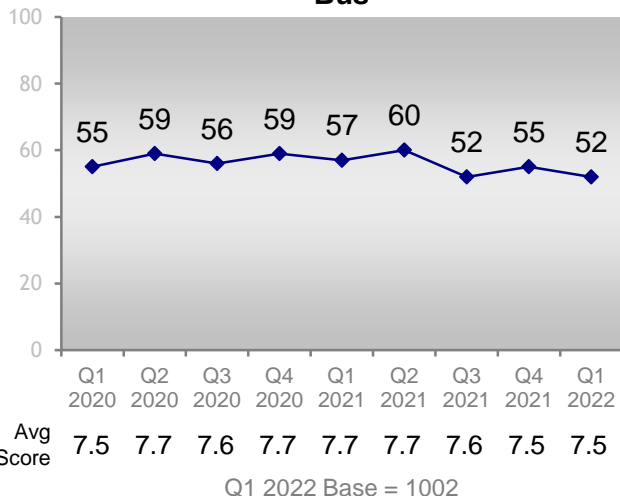
Just over half (54%) of transit users award good-to-excellent scores for Adequacy of Transit Information at Stops and Stations, a directional decline from last wave (58%) and a significant decline from same quarter last year (59% in Q1 2021). The average score is 7.6 out of 10, which is also a decline from both last quarter and a year ago (7.7 out of 10 in both Q1 and Q4 2021).

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	- 4%	- 5%

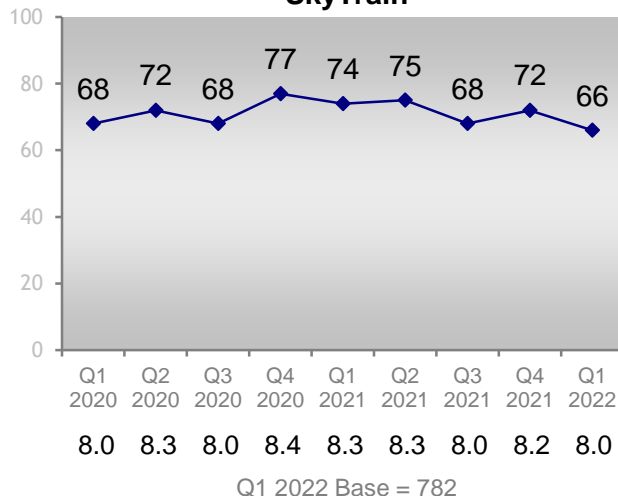
SkyTrain users, riders aged 18-24, those with education levels of high school or less, or a trip purpose of school or shopping are more likely to feel that there is adequate information available at stops and stations compared to bus users, riders who are 44+, those with higher education levels, or are taking transit for personal business.

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

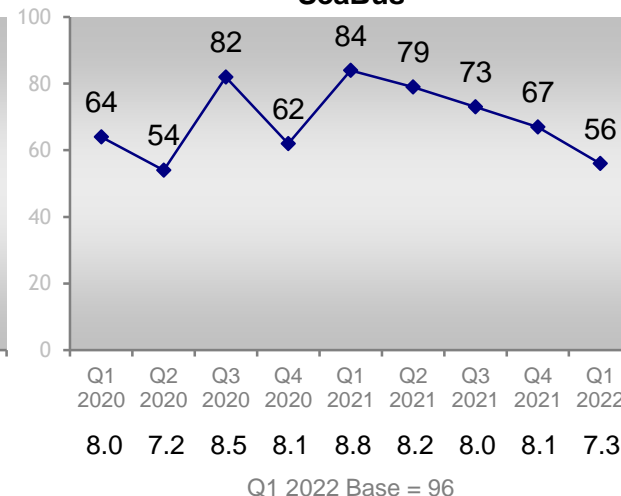
**Bus**



**SkyTrain**



**SeaBus**



### Adequacy of Transit Information On Board Transit Vehicles

Good-to-Excellent scores for having Adequate Information on Board Transit Vehicles are highest for SkyTrain (66%), followed by SeaBus (56%), and Bus (52%).

This quarter, all transit vehicles have seen declines from both last wave and a year ago. Bus ratings are on par with the record low in Q3 2021, having declined by 3 ppt from last wave (55%), and directionally declined by 5 ppt from a year ago (57% in Q1 2021). SkyTrain ratings have also hit a record low of 66% this wave, which is a decrease that is directional from last quarter (72% in Q4 2021) and significant from a year ago (74% in Q1 2021). Continuing the decreasing trend since Q1 2021, top scores for SeaBus declined by another 11 ppt from last wave (67% in Q4 2021) and significantly declined by 28 ppt from the same quarter last year (84% in Q1 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.

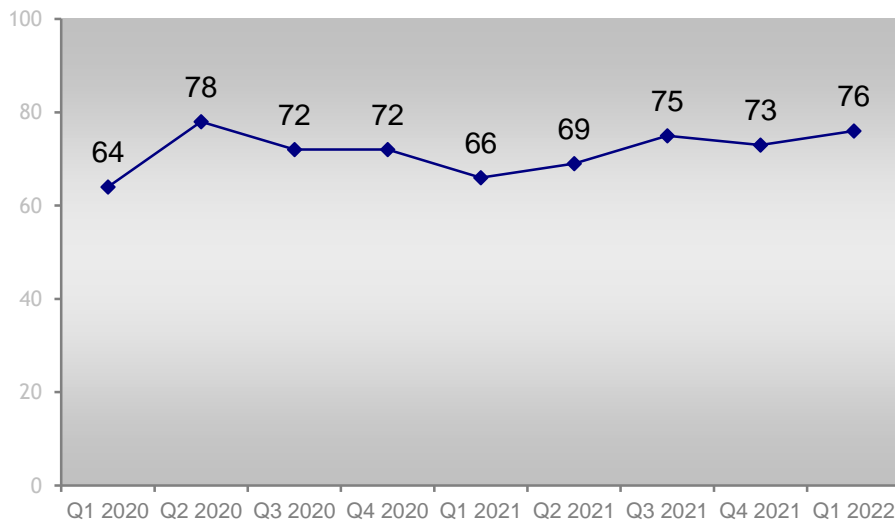
### Good-to-Excellent ratings compared to:

	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
<b>Bus:</b>	- 3%	- 5%
<b>SkyTrain:</b>	- 6%	- 8%
<b>SeaBus:</b>	- 11%	- 28%

= Significant upward/downward shift

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

% Good to Excellent (8-10)



Avg Score 7.7 8.4 7.7 8.0 7.7 8.1 8.5 8.0 8.2

Q1 2022 Base = 154 (used phone)

Spoke To Clerk	Call Was Automated	Clerk & Automated
Base = 93*	Base = 27**	Base = 32**
% Good to Excellent (8-10)		
78	66	82

\* Caution: small base size

\*\* Caution: very small base size

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

This quarter, one-in-ten (10%) riders indicated that they called TransLink's Telephone Information Line. This is on par with last quarter and slightly down from the same quarter last year (12% in Q1 2021).

Of those who called the Telephone Information Line, just over three-quarters (76%) award good-to-excellent ratings, which is higher than last quarter (73% in Q4 2021) and directionally above the same quarter last year (66% in Q1 2021).

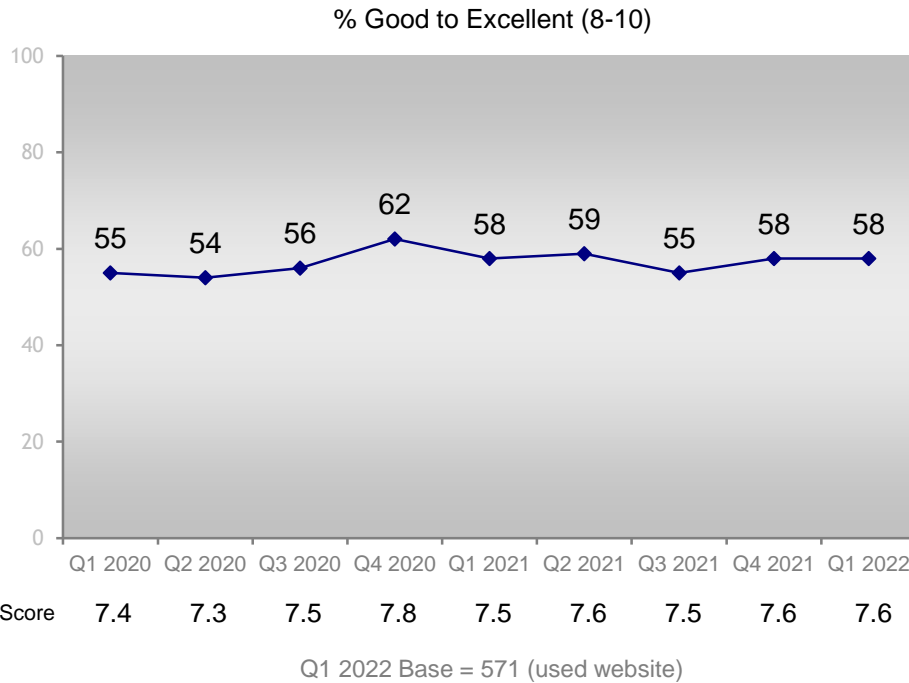
The average score is 8.2 out of 10, an increase from 8.0 last quarter, and 7.7 a year ago.

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	+ 3%	+ 10%

Riders aged 65+ are more likely to provide top ratings for Ease of Getting Information From the Telephone Line than those who are 18-44 years old.

= 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?



### Q1 2022 Regional Differences:

69% among Northeast riders

33% among West Vancouver riders

Most Positive

Least Positive

### Ease of Finding Info on Website

Over four-in-ten (43%) riders indicate that they have used the TransLink website in the past 3 months. This is a 3 ppt decline from last wave (46% in Q4 2021) and 2 ppt above the same quarter last year (41% in Q1 2021). This is still significantly lower than the proportion of users before the pandemic (55% in Q1 2020).

Among website users, the good-to-excellent scores awarded for Ease of Finding Info on Website remains unchanged from both last quarter and the same quarter last year (58% in both Q1 and Q4 2021). The average score also remains unchanged from last quarter at 7.6 out of 10, but is slightly above a year ago (7.5 out of 10 in Q1 2021).

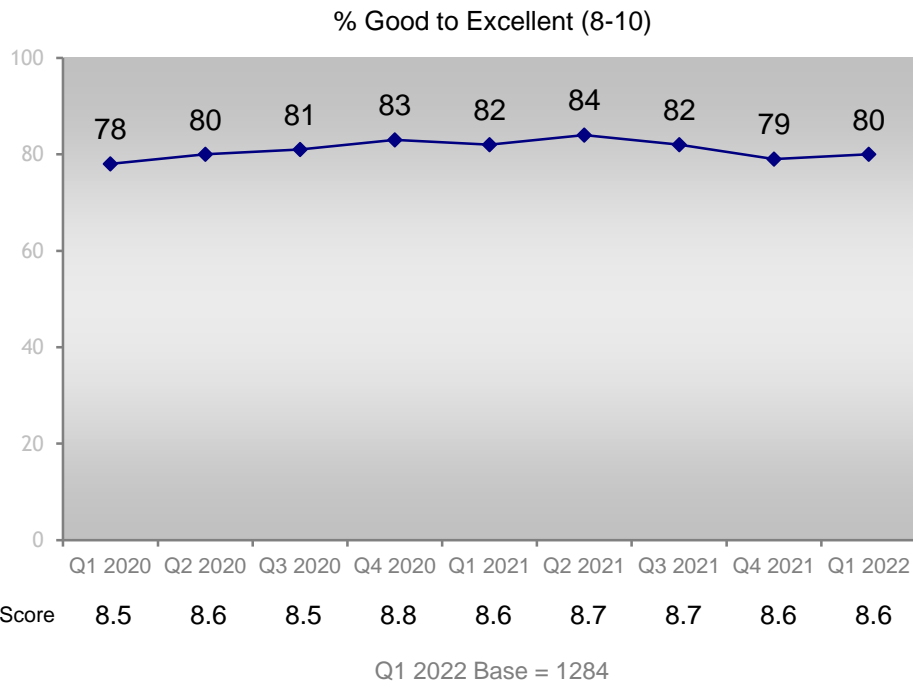
<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	0%	0%

Similar to last wave, transit riders younger than 45 years or 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 65+ or with household incomes more than \$40K. In addition, riders making trips for work are more likely to provide top ratings for this attribute compared to riders using TransLink service for personal business.

= Significant upward/downward shift



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



### Compass Card and Faregate System

Eight-in-ten (80%) riders provide good-to-excellent scores for Overall Experience with the Compass Card and Faregate System. This is similar to last quarter (79% in Q4 2021) and slightly below the same quarter a year ago (82% in Q1 2021). The average score is 8.6 out of 10, which is unchanged from last quarter and the same quarter last year.

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	+ 1%	- 2%

Riders aged 65+, those who have education levels of high school or less, or with a household income of \$80K+ are more likely to provide top ratings for their overall experience with the Compass Card and Faregate System than those who are younger than 65 years, have higher education levels, or have a household income of less than \$40K.

#### Q1 2022 Regional Differences:

83% among Burnaby/New Westminister riders

73% among Surrey/North Delta/White Rock/Langley riders



Most Positive

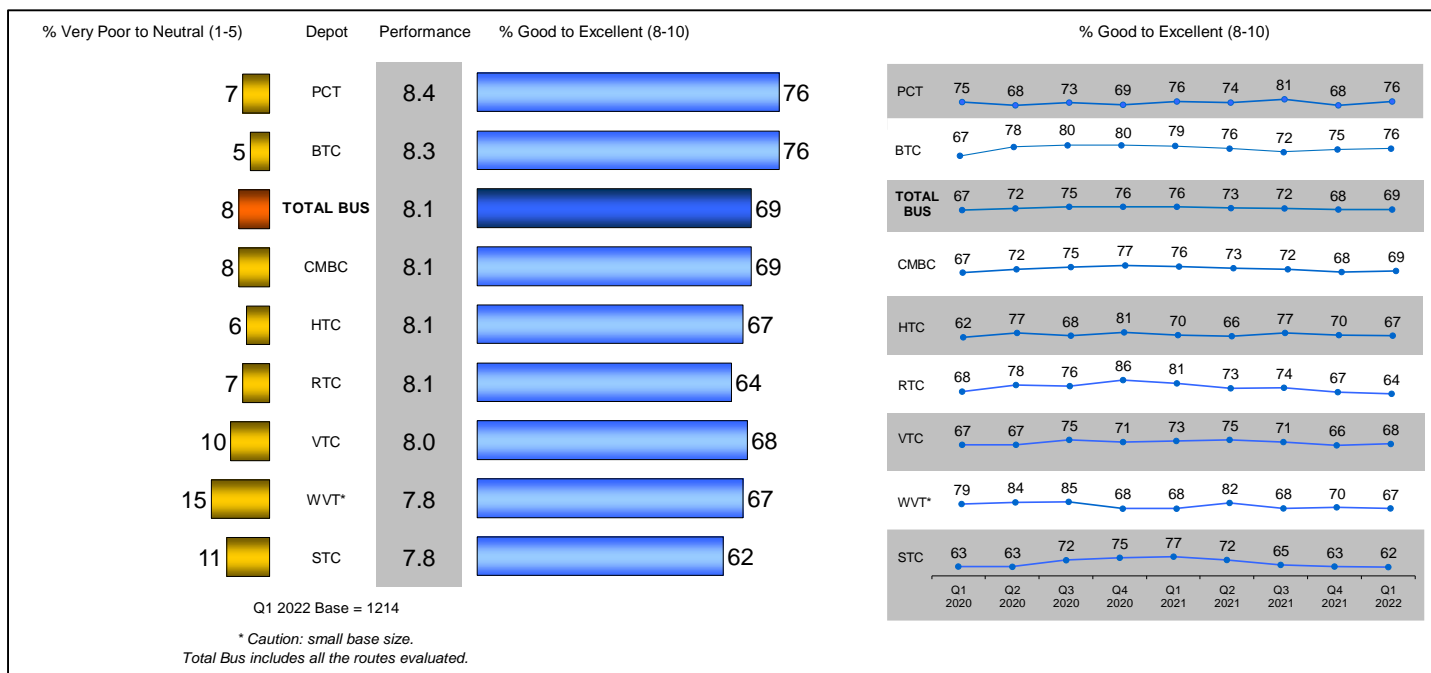


Least Positive



= Significant upward/downward shift

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



**Time Period Receiving Higher Ratings**

- Weekdays 9:30 AM-3 PM

### Bus Service Overall

Similar to last quarter, just under seven-in-ten (69%) transit users award top ratings for Overall Bus Service, which is one ppt up from last quarter and a significant decline from a year ago (76% in Q1 2021). The average score is 8.1 out of 10, which is, again, unchanged from last wave, but significantly below the same quarter last year (8.4 out of 10 in Q1 2021).

Along with the significant decline at the overall level, depots such as RTC and STC also experience significant declines of 15-17 ppt from Q1 2021. The overall scores seen these past two waves are in-line with pre-pandemic levels (67% in Q1 2020).

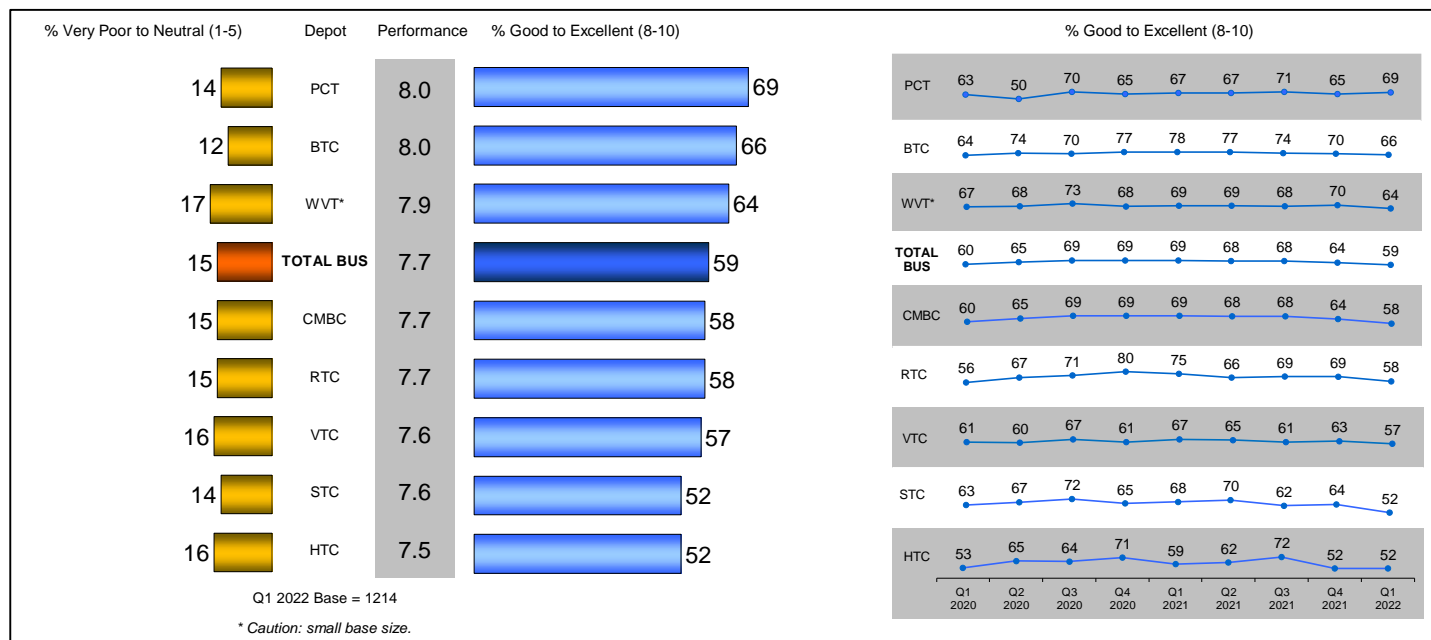
#### Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	- 7%
RTC	- 3%	- 17%
STC	- 1%	- 15%

= 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?



#### Time Period Receiving Higher Ratings

- Weekdays 9:30 AM-3 PM

Top Key Driver

### On-Time, Reliable Service

Just under six-in-ten (58%) transit users provide top ratings for On-Time Reliable Service. This is a significant decline from both last quarter (down 5 ppt from Q4 2021) and a year ago (down 10 ppt from Q1 2021). The average score is 7.7 out of 10, which is below the average last wave (7.8 out of 10 in Q4 2021) and significantly down from the same quarter last year (8.2 out of 10 in Q1 2021).

Top scores for On-Time Reliable Service are now back down to pre pandemic levels (60% in Q1 2020). This wave, scores are significantly lower than the same quarter last year for multiple bus routes, with declines of 10-17 ppt for BTC, RTC, VTC and STC.

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

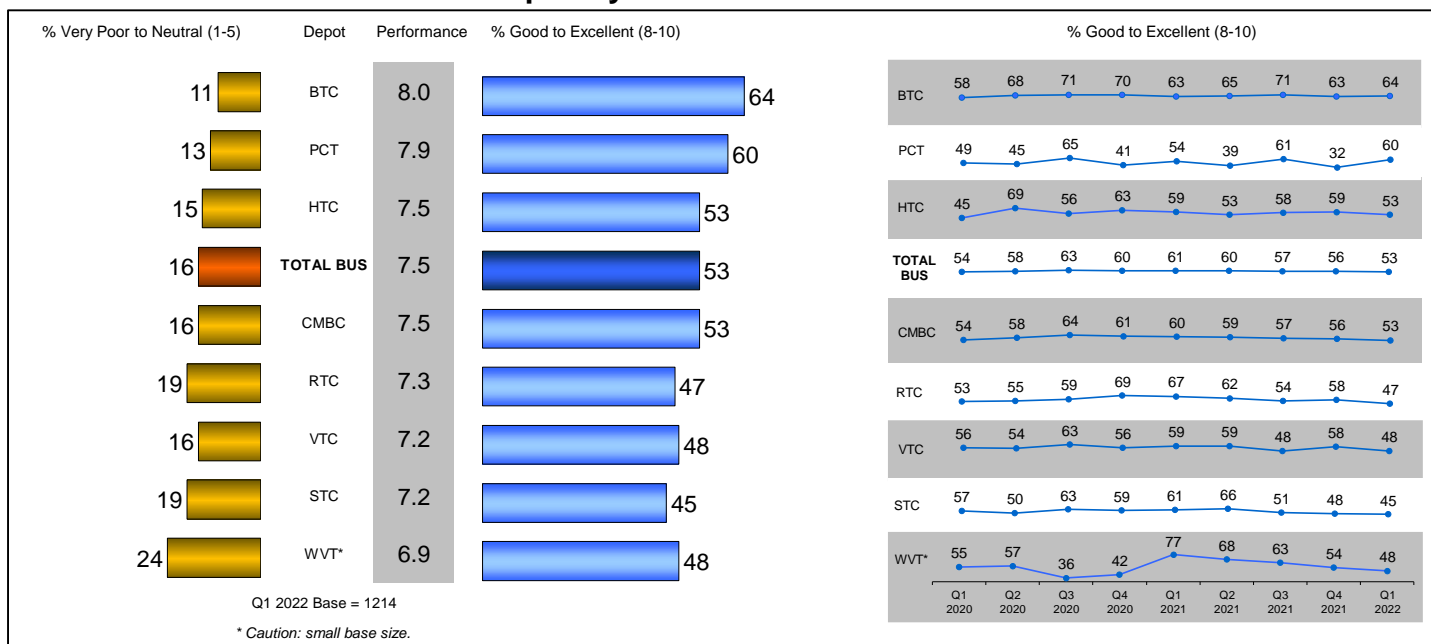
	Last Quarter	Same Quarter Last Year
<b>Total Bus</b>	- 5%	- 10%
<b>BTC</b>	- 4%	- 12%
<b>RTC</b>	- 11%	- 17%
<b>VTC</b>	- 6%	- 10%
<b>STC</b>	- 12%	- 16%

= 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?



#### Time Period Receiving Higher Ratings

- Weekdays 9:30 AM-3 PM

Top Key Driver

### Frequency of Service

Just over half (53%) of bus riders provide good-to-excellent ratings for Frequency of Service, a slight decline from last quarter (56% in Q4 2021) and a significant decline from the same quarter last year (61% in Q1 2021). This quarter, the average score is 7.5 out of 10 which is below the average from last wave (7.5 out of 10) and significantly below a year ago (7.9 out of 10). Frequency of Service continues to be the lowest performing attribute of all bus system attributes. PCT is the only bus depot that significantly increased in top ratings for this attribute since last wave (up 28 ppt from Q4 2021).

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

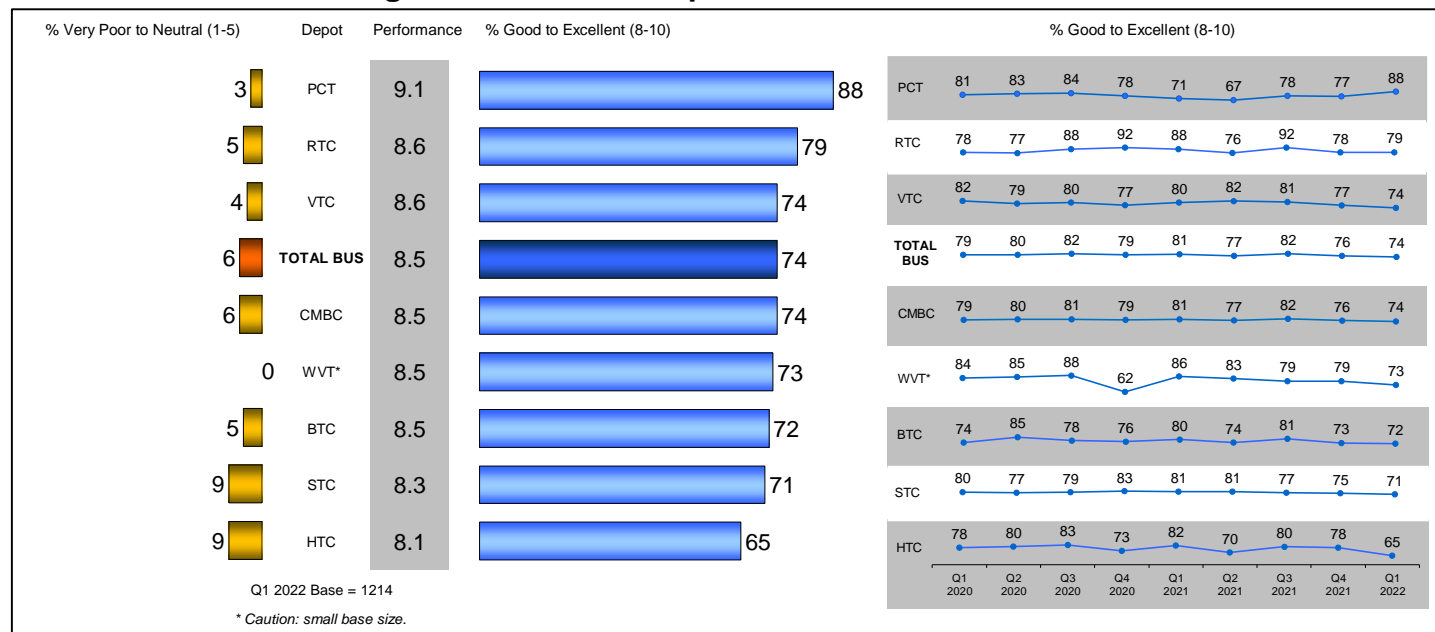
	Last Quarter	Same Quarter Last Year
Total Bus	- 3%	- 8%
PCT	+ 28%	+ 6%
RTC	- 11%	- 20%
VTC	- 10%	- 11%
STC	- 3%	- 16%
WVT	- 6%	- 29%

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?



#### Time Period Receiving Lower Ratings

- No particular time period is singled out.

### Courteous Bus Operator

Just under three-quarters (74%) of bus riders award top ratings for Having a Courteous Bus Operator, a slip from last wave (76% in Q4 2021) and a significant decline from the same period last year (81% in Q1 2021). This wave, the average score is 8.5 out of 10, which is a 1 ppt drop from Q4 2021 (8.6 out of 10 in Q4 2021) and again, a significant decline from the same quarter last year (8.7 out of 10 in Q1 2021). Despite seeing declines, Courteous Bus Operator remains to be the highest top key driver among Overall Bus Service attributes.

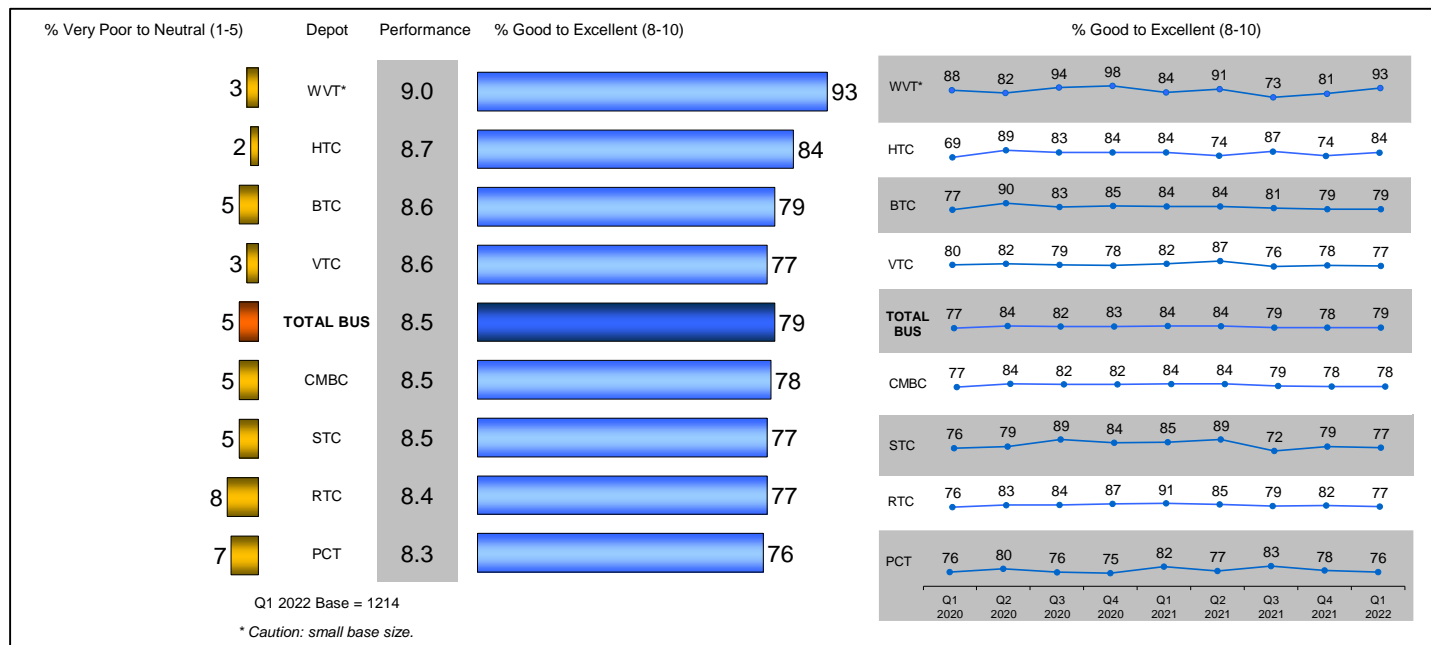
#### Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 2%	- 7%
PCT	+ 11%	+ 17%
VTC	- 3%	- 6%
BTC	- 1%	- 8%
HTC	- 13%	- 17%

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?



#### Time Period Receiving Lower Ratings

- No particular time period is singled out.

### Trip Duration

Similar to last wave, just under eight-in-ten (79%) bus users provide top scores for Trip Duration, a 1 ppt increase from last wave (78% in Q4 2021) and a significant decline from the same quarter last year (84% in Q1 2021). The average score is unchanged from last quarter at 8.5 out of 10, and is significantly below the score from a year ago (8.8 out of 10 in Q1 2021).

Along with the increase from last wave at the overall level, bus depots such as WVT and HTC have also seen a significant increase of 10-12 ppt in top ratings for this attribute.

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

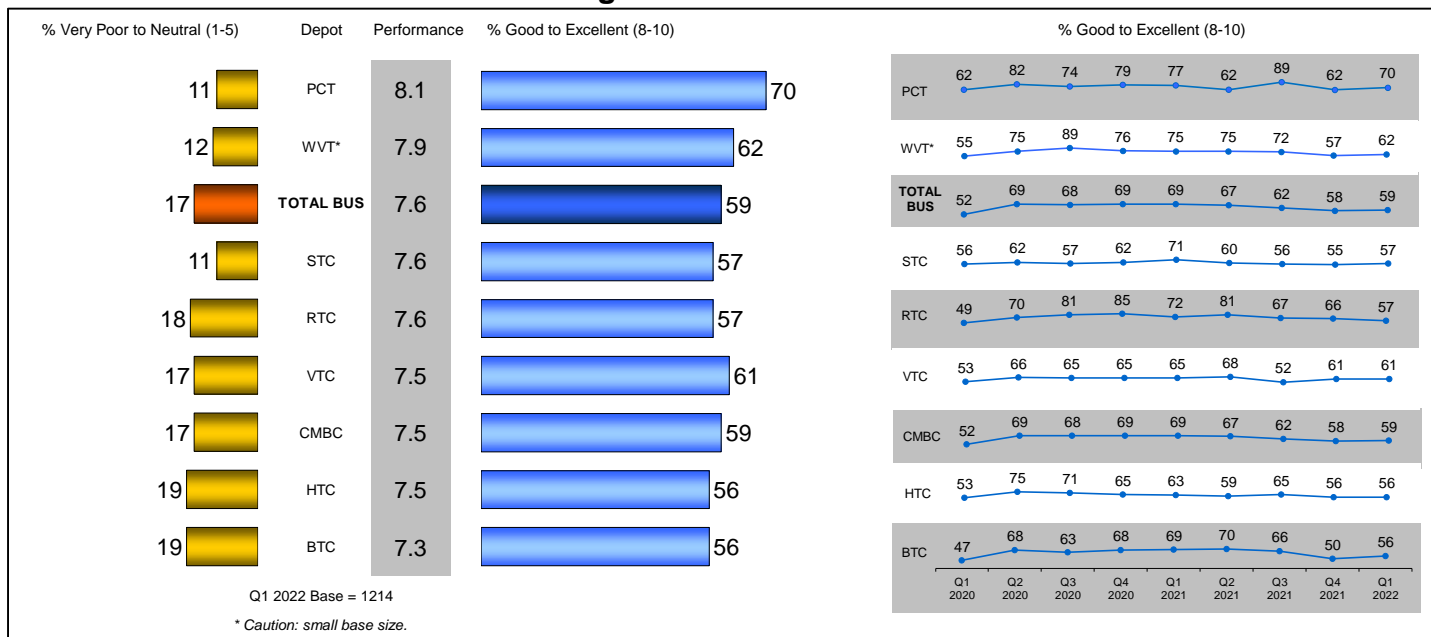
	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	- 5%
WVT	+ 12%	+ 9%
HTC	+ 10%	0%
RTC	- 5%	- 14%

= 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?



#### Time Period Receiving Higher Ratings

- Weekdays after 6:30 PM

Top Key Driver

### Not Being Overcrowded

Similar to last wave, six-in-ten (59%) bus riders provide top ratings for Not Being Overcrowded, which is similar to last wave (58% in Q4 2021) and a significant decline from the same period last year (10 ppt down from Q1 2021). The average score is 7.6 out of 10, which slight up from last wave (7.5), and significantly down from a year ago (8.1 out of 10 in Q1 2021).

Although top scores have not yet dropped as low as pre-pandemic levels, scores have been well below peak scores seen during the height of the pandemic. With restrictions loosening up and the spring weather arriving, more people will start going out and riders may experience further overcrowding in buses. As a result, scores may decline closer to pre-pandemic levels.

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

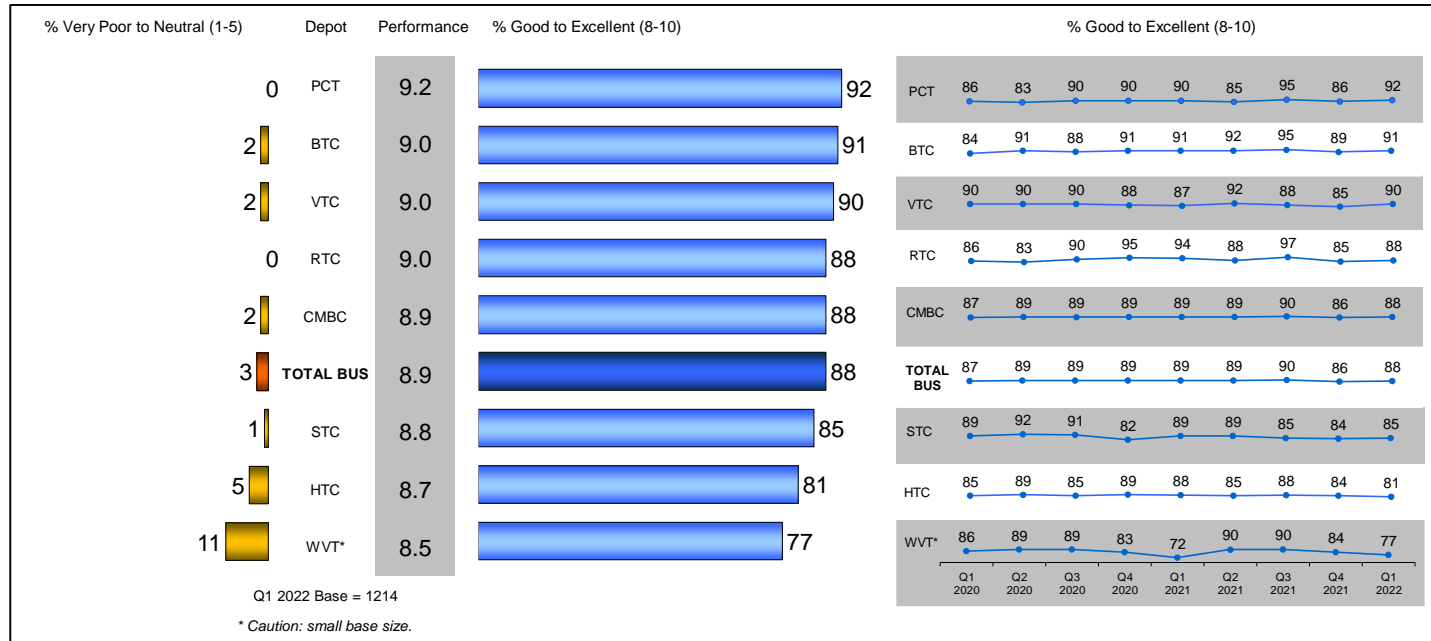
	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	- 10%
STC	+ 2%	- 14%
RTC	- 9%	- 15%
BTC	+ 6%	- 13%

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?



**Time Period Receiving Lower Ratings**

- No particular time period is singled out.

### Safe and Professional Bus Operator

Just under nine-in-ten (88%) riders award top ratings for Safe and Professional Bus Operator, a slight increase from last wave (up 2 ppt from Q4 2021), and a subtle drop from the same period last year (down 1 ppt from Q1 2021). The average score is 8.9 out of 10, which is on par with last wave and slightly down from a year ago (9.0).

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

**Total Bus**

Last Quarter

+ 2%

Same Quarter Last Year

- 1%

**VTC**

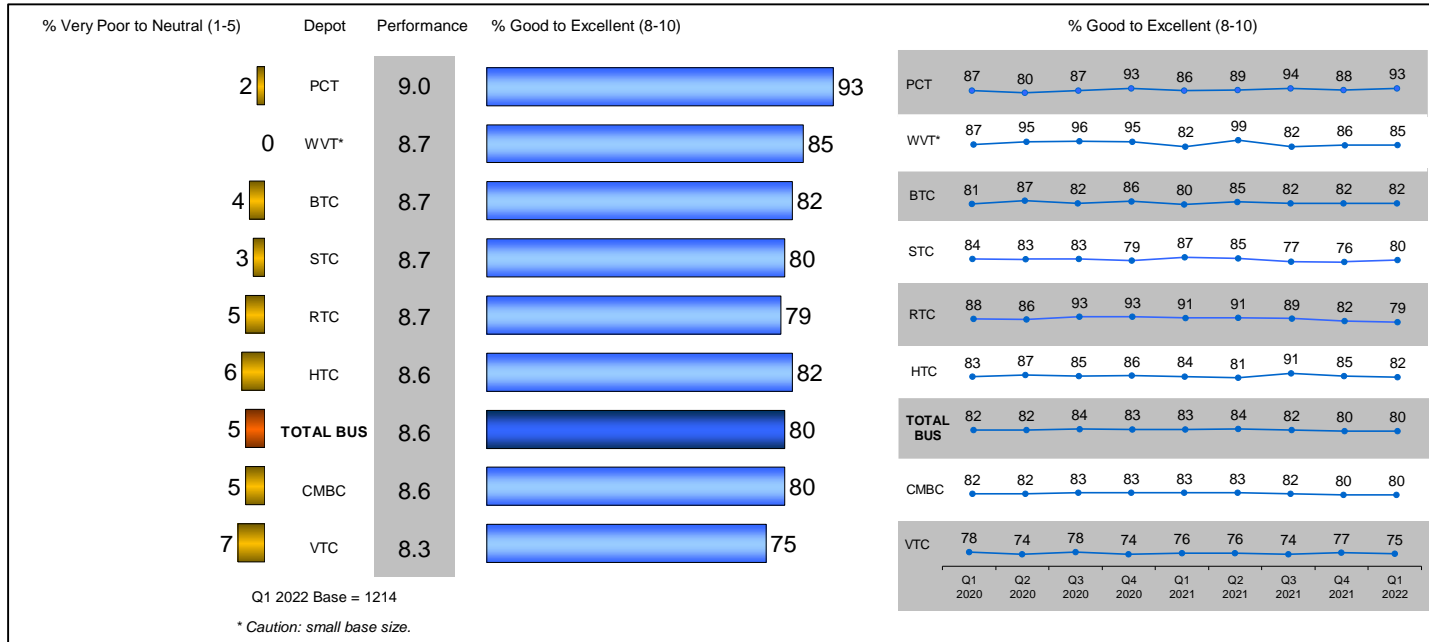
**+ 5%**

+ 3%

= 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?



**Time Period Receiving Lower Ratings**

- No particular time period is singled out.

### Feeling Safe from Crime On Board the Bus

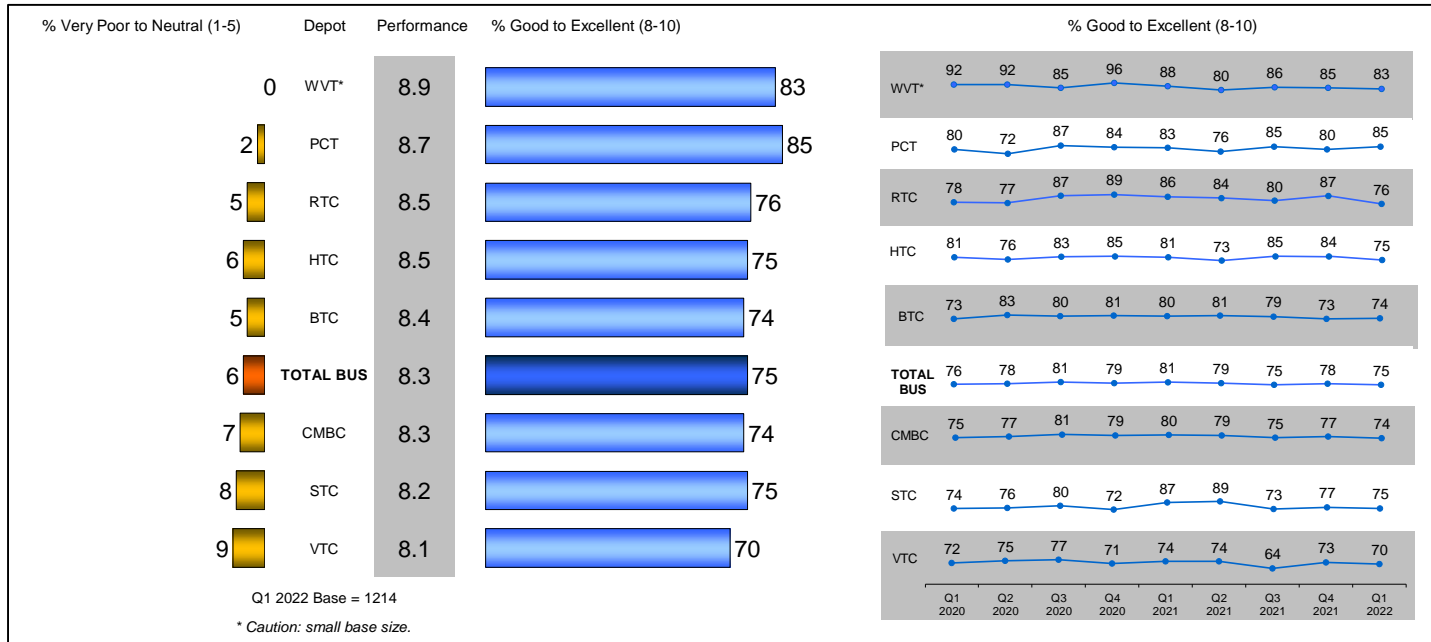
Consistent with last wave, eight-in-ten (80%) bus riders provide good-to-excellent ratings for Feeling Safe from Crime On Board the Bus, a directional decline of 3 ppt from the same period last year (83% in Q1 2021). The average score is 8.6 out of 10, on par with last wave, and down from 8.7 out of 10 in Q1 2021.

Good-to-Excellent ratings compared to:		
	Last Quarter	Same Quarter Last Year
Total Bus	0%	- 3%
RTC	- 3%	- 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.

### Q18.10/20.10/22.10 Thinking about the last/2nd last trip you made on [ROUTE NUMBER] how would you rate it in terms of clean and graffiti-free buses?



**Time Period Receiving Lower Ratings**

- No particular time period is singled out.

### Clean and Graffiti-Free Buses

Clean and Graffiti-Free Buses is awarded good-to-excellent scores by three-quarters (75%) of bus riders, bringing scores closer to pre-pandemic levels (76% in Q1 2020). This is a directional decline from last wave (78% in Q4 2021) and a significant decline from a year ago (81% in Q1 2021). The average score is 8.3 out of 10, compared to 8.5 last wave, and a significantly higher score of 8.6 in Q1 2021.

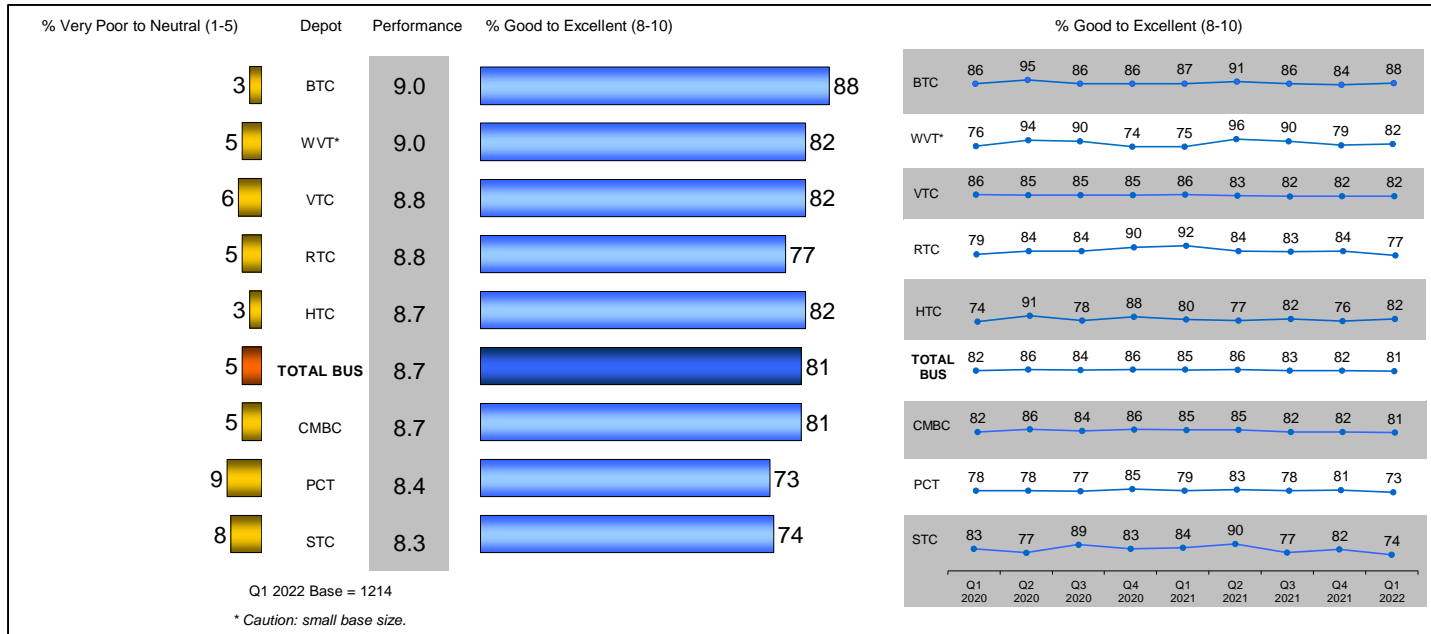
### Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 3%	- 6%
RTC	- 11%	- 10%
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.

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



#### Time Period Receiving Higher Ratings

- No particular time period is singled out.

### Having a Direct Route

Like last wave, just over eight-in-ten bus riders provide top ratings for Having a Direct Route, 1 ppt down from last wave, and a significant decline of 4 ppt from the same quarter last year, hitting a record low since the beginning of the COVID-19 pandemic. The average score 8.7 out of 10 is slightly below last wave (8.8 out of 10 in Q4 2021) and significantly down from the same quarter last year (8.9 out of 10 in Q1 2021).

Having a Direct Route may be directly impacted by other attributes that also experienced declines in top ratings, such as On-Time Reliable Service and Frequency of Service. With the easing of restrictions, and more people going out, more frequent service may be required for bus riders to have a smoother transition to their next route.

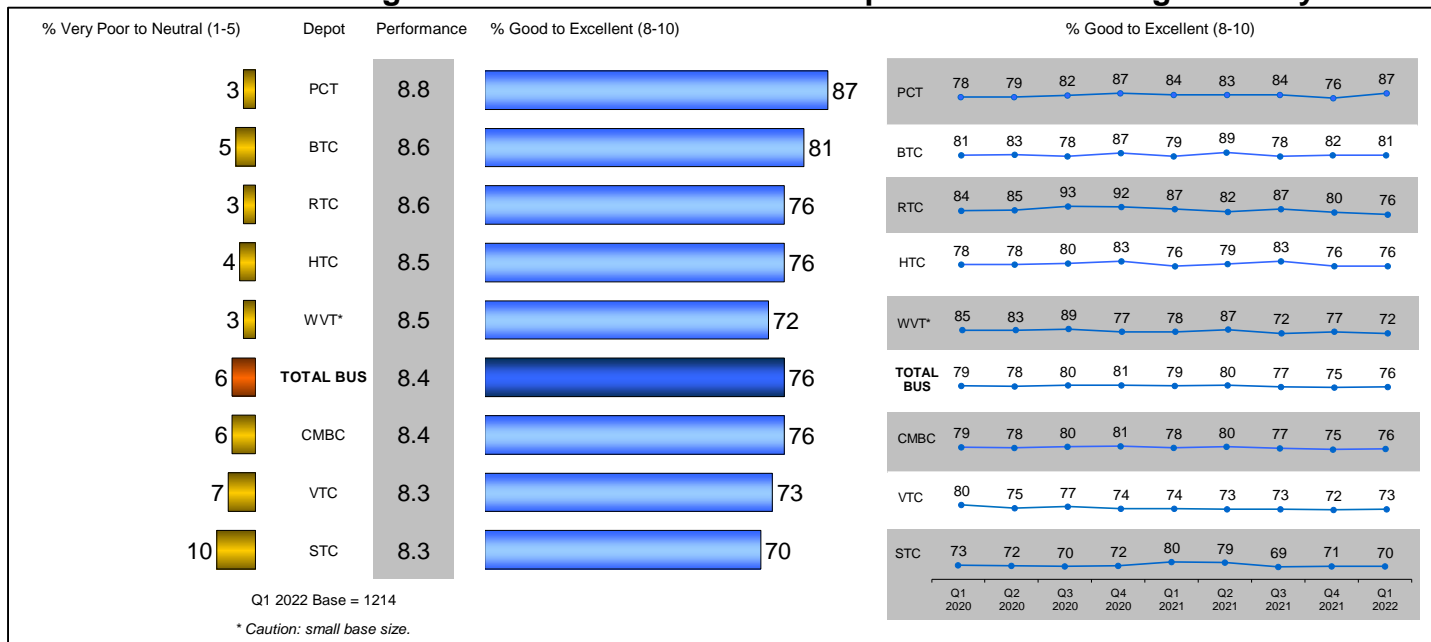
#### Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 1%	- 4%
RTC	- 7%	- 15%
STC	- 8%	- 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.

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



#### Time Period Receiving Higher Ratings

- No particular time period is singled out.

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

Just over three-quarters (76%) of bus riders award good-to-excellent scores for Feeling Safe from Crime at the Bus Stops or Exchange, a 1 ppt increase from last quarter, and 3 ppt directional decline from the same quarter last year. The average score is on par with last wave with 8.4 out of 10, and slightly lower than a year ago (8.6 out of 10 in Q1 2021).

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

Total Bus

Last Quarter

+ 1%

Same Quarter Last Year

- 3%

RTC

- 4%

- 11%

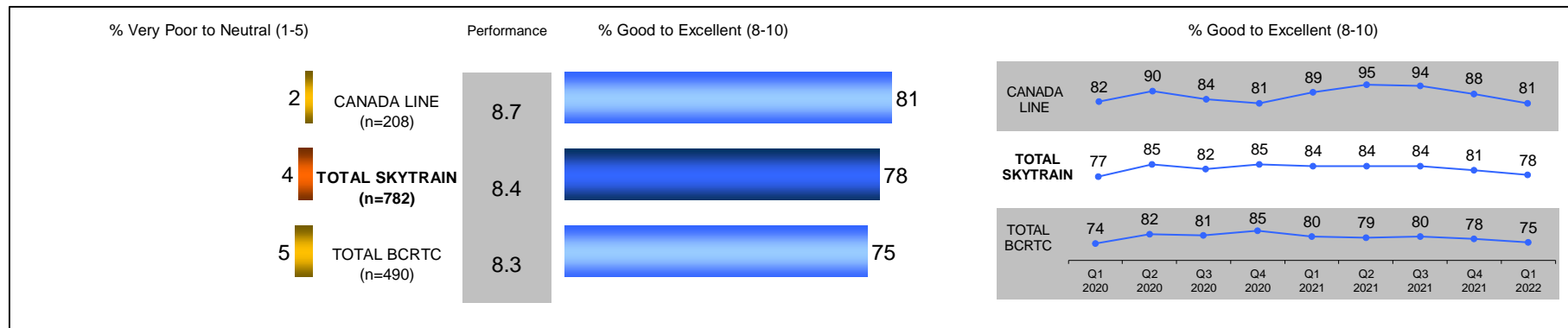
○ ○ = Significant upward/downward shift

**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.



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



### SkyTrain Overall Service

Just under eight-in-ten (78%) riders provide good-to-excellent ratings for overall SkyTrain Service, a decline of 3 ppt from last wave (81% in Q4 2021), and a significant decrease from the same quarter last year (down 6 ppt from Q1 2021), shifting even closer to pre-pandemic levels (77% in Q1 2020). The average score is 8.4 out of 10, a slight shift down from 8.5 last quarter and a significant decline from 8.7 in Q1 2021. For the Canada Line, top ratings have significantly declined by 7 ppt from last quarter and 8 ppt from a year ago. Meanwhile, BCRTC only slipped by 3 ppt from last quarter.

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
<b>Total SkyTrain:</b>	- 3%	- 6%
<b>Total BCRTC:</b>	- 3%	- 5%
<b>Canada Line:</b>	- 7%	- 8%

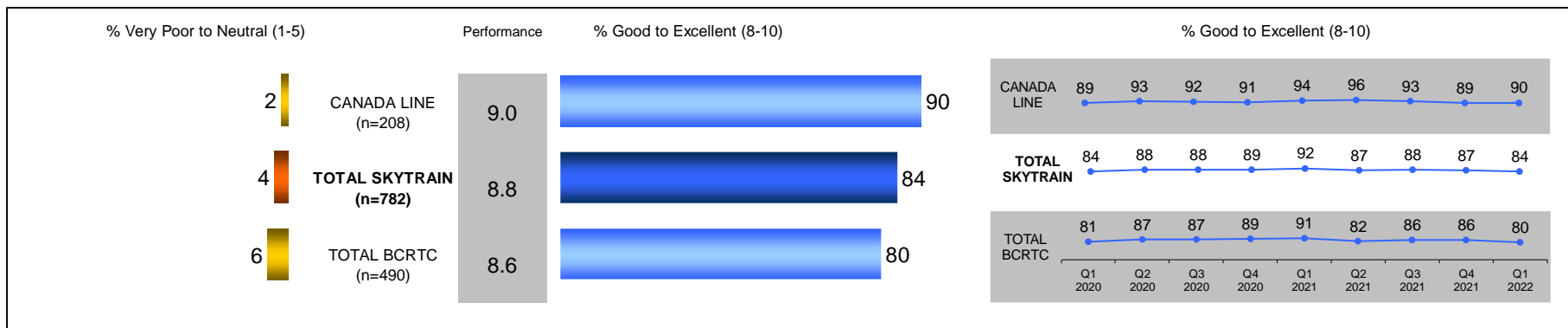
= Significant upward/downward shift

**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?



On-Time, Reliable Service Top Key Driver

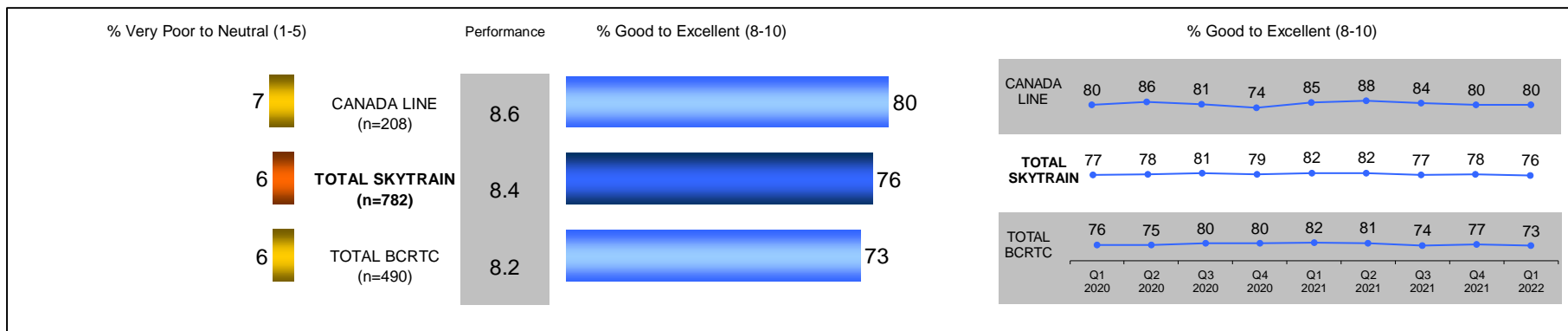
#### On-Time, Reliable Service

Over eight-in-ten (84%) SkyTrain riders awarded top ratings for On-Time, Reliable Service, a directional decline from last wave (87% in Q4 2021) and a significant decline from a year ago (92% in Q1 2021). Top scores are now on par with pre-pandemic levels (84% in Q1 2020). The average is consistent from last wave at 8.8 out of 10, which is significantly below 9.0 from Q1 2021. On-Time, Reliable Service continues to be the highest rated Top Key Driver among SkyTrain attributes. However, BCRTC experienced significant declines from both last quarter (down 6 ppt in Q4 2021) and the same quarter last year (down 11 ppt from Q1 2021).

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
Total SkyTrain:	- 3%	- 8%
Total BCRTC:	- 6%	- 11%
Canada Line:	+ 1%	- 4%

= Significant upward/downward shift

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



#### Frequency of Service

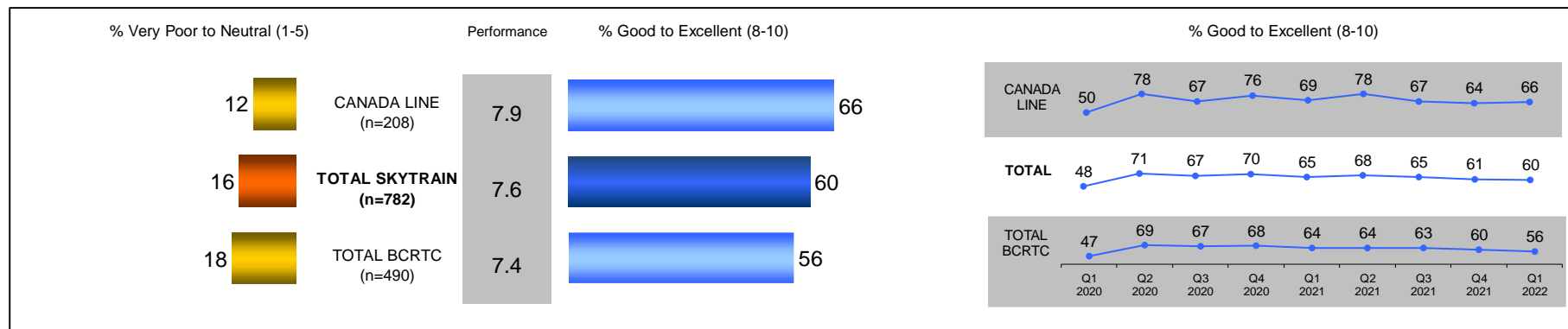
Top Key Driver

Frequency of Service was awarded top ratings by three-quarters of SkyTrain riders, a slight decline from last wave (78% in Q4 2021) and a significant decline from the same period last year (82% in Q1 2021). The average score has slipped from 8.5 out of 10 last wave to 8.4 this wave, which is a significant decline from the same period last year (8.6 in Q1 2021). While BCRTC top scores have declined by 4 ppt since last wave, top scores for Canada Line have remained the same.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
Total SkyTrain:	- 2%	- 6%
Total BCRTC:	- 4%	- 9%
Canada Line:	0%	- 5%

○ ○ = Significant upward/downward shift

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



#### Not Being Overcrowded

Top Key Driver

Six-in-Ten riders award good-to-excellent scores for Not Being Overcrowded, which slipped from last wave (1 ppt down from Q4 2021), and a directional decline from the same quarter last year (down 5 ppt from Q1 2021). The average score is now 7.6 out of 10, a slight decline from 7.6 last wave and a significant decline from a year ago (7.9 in Q1 2021). Although scores have declined compared to the peak of the pandemic, they continue to be significantly higher than pre-pandemic levels (48% in Q1 2020).

While top ratings for BCRTC have declined since last quarter (down 4 ppt from Q4 2021), ratings for Canada Line have increased by 2 ppt. Not Being Overcrowded continues to be the lowest rated Top Key Driver of overall SkyTrain attributes.

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

Last Quarter

Same Quarter Last Year

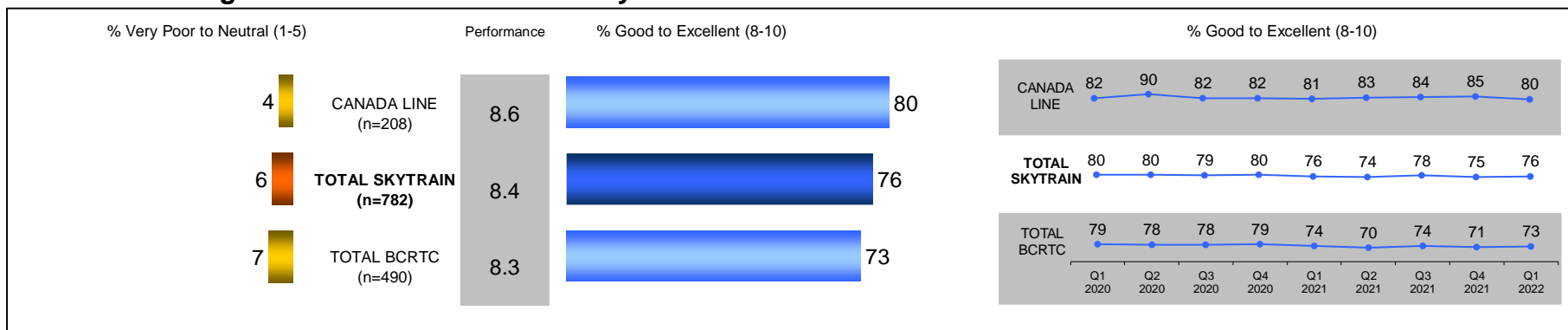
**Total SkyTrain:** - 1% - 5%

**Total BCRTC:** - 4% **- 8%**

**Canada Line:** + 2% - 3%

○ ○ = Significant upward/downward shift

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



#### Feeling Safe from Crime On Board SkyTrain

Top Key Driver

Similar to last wave, just over three-quarters (76%) of SkyTrain riders award top scores for Feeling Safe from Crime On Board SkyTrain, a slight increase from last wave (75% in Q4 2021) and unchanged from the same quarter last year (76% in Q1 2021). The average score is 8.4 out 10, which is an increase from last wave (8.2 in Q4 2021), but on par with a year ago (8.4 in Q1 2021).

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

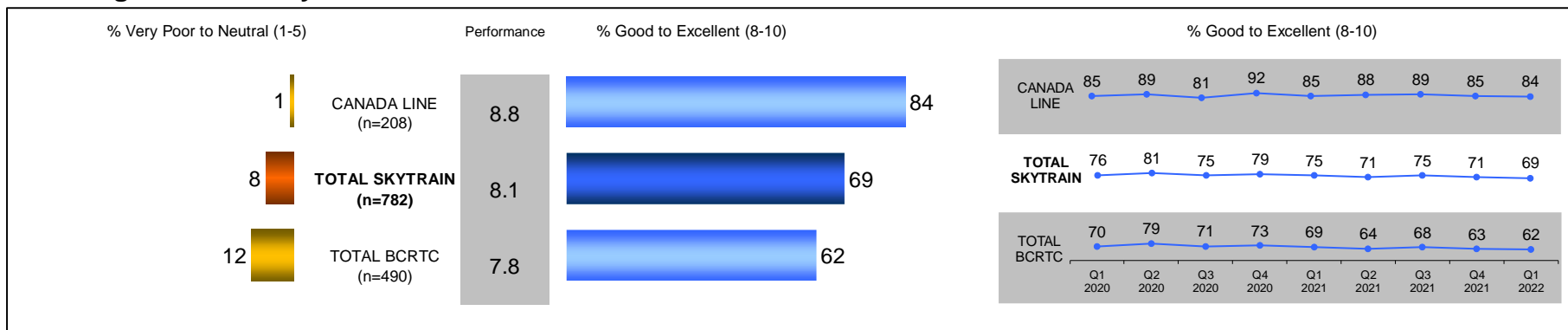
Last Quarter

Same Quarter Last Year

Total SkyTrain:	+ 1%	0%
Total BCRTC:	+ 2%	- 1%
Canada Line:	- 5%	- 1%

● ● = Significant upward/downward shift

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



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

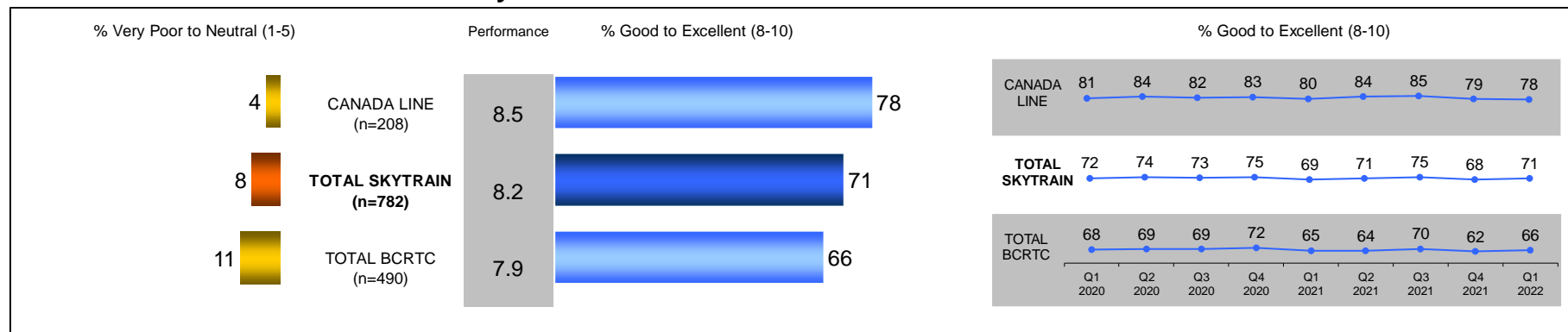
Similar to last wave, just under seven-in-ten (69%) SkyTrain riders assigned good-to-excellent ratings for Clean and Graffiti-Free SkyTrain Cars and Stations, a 2 ppt decline from last wave (71% in Q4 2021) and a significant decline from the same period last year (75% in Q1 2021). The average score has slipped from 8.2 out of 10 last wave, to 8.1 this wave, which is a significant decline from 8.3 in Q1 2021.

With the easing of restrictions, and ridership increasing on the SkyTrain, it is likely that the trains are not as clean as how they were during the peak of the pandemic. Meanwhile, standards of sanitation onboard are likely higher than pre-pandemic, which may be the reason for declining scores for this attribute.

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
<b>Total SkyTrain:</b>	- 2%	- 6%
<b>Total BCRTC:</b>	- 1%	- 7%
<b>Canada Line:</b>	- 1%	- 1%

Green circle = Significant upward shift; Red circle = Significant downward shift

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



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

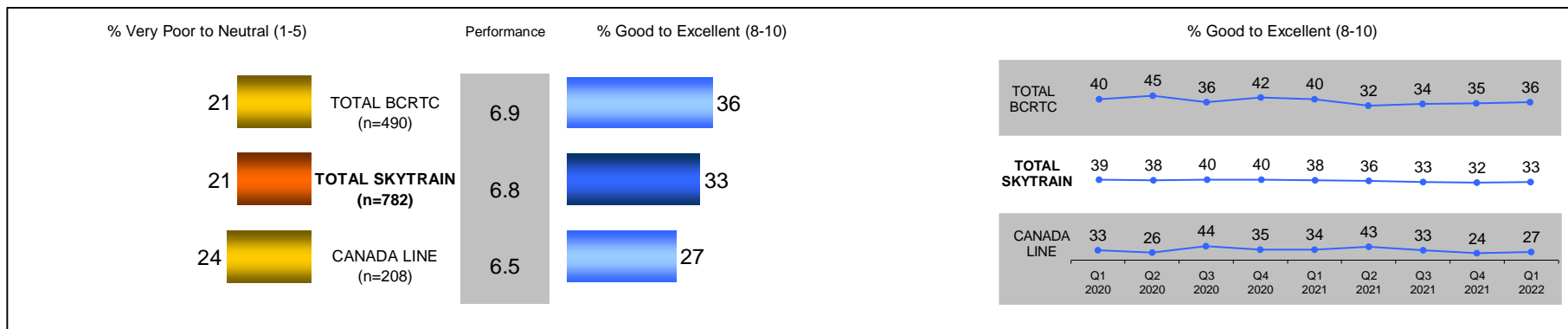
Feeling Safe from Crime Inside the SkyTrain Station is awarded top ratings by seven-in-ten (71%) SkyTrain users this wave, an increase from both last wave (68%) and the same quarter last year (69%). The average score has also increased from last wave (8.0 out of 10 in Q4 2021) and a year ago (8.1 out of 10 in Q1 2021) with a score of 8.2 out of 10 this quarter.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
<b>Total SkyTrain:</b>	+ 3%	+ 2%
<b>Total BCRTC:</b>	+ 4%	+ 1%
<b>Canada Line:</b>	- 1%	- 2%

● ● = Significant upward/downward shift



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



#### Staff Available When Needed

Consistent from the past two waves, one-third (33%) of SkyTrain riders provide top ratings for Staff Available When Needed, which is only 1 ppt above last wave (32% in Q4 2021), but a significant decline of 5 ppt from the same quarter last year (38% in Q1 2021). The average score is 6.8 out of 10, slightly higher than last wave (6.7) and on par with the same quarter last year.

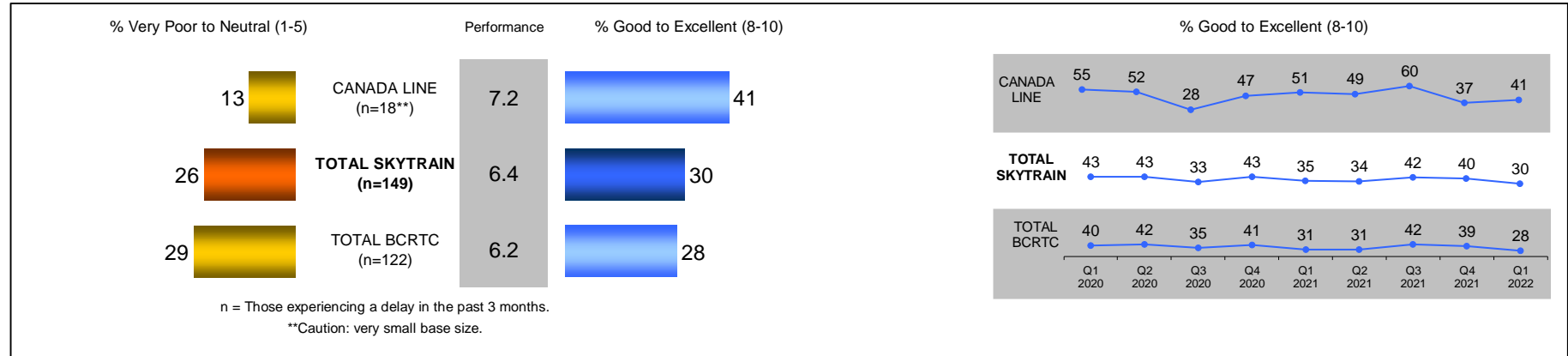
Compared to pre-pandemic scores (39% in Q1 2020), top ratings for this attribute are significantly lower and have been struggling to return to those levels. With restrictions being lifted and the nice weather approaching, ridership is expected to increase. It will be interesting to see how perceptions of this attribute will change with an increase in SkyTrain riders to staff ratio.

#### Good-to-Excellent

ratings compared to:	Last Quarter	Same Quarter Last Year
Total SkyTrain:	+ 1%	- 5%
Total BCRTC:	+ 1%	- 4%
Canada Line:	+ 3%	- 7%

Green circle = Significant upward shift; Red circle = Significant downward shift

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



#### Delays are Announced and Explained

Two-in-Ten (21%) SkyTrain riders indicate that they have experienced a SkyTrain delay in the past three months, the highest level seen since the start of the pandemic (41% in Q2 2021). Delays are Announced and Explained is awarded top ratings by three-in-ten (30%) of SkyTrain users, a decline from both last wave (40% in Q4 2021) and the same quarter last year (35% in Q1 2021). Top scores this wave are a record low and are significantly below pre-pandemic levels (43% in Q1 2020). The average score is slightly 6.4 out of 10, which is above last wave (6.3 in Q4 2021), but below the same quarter last year (7.1 in Q1 2021).

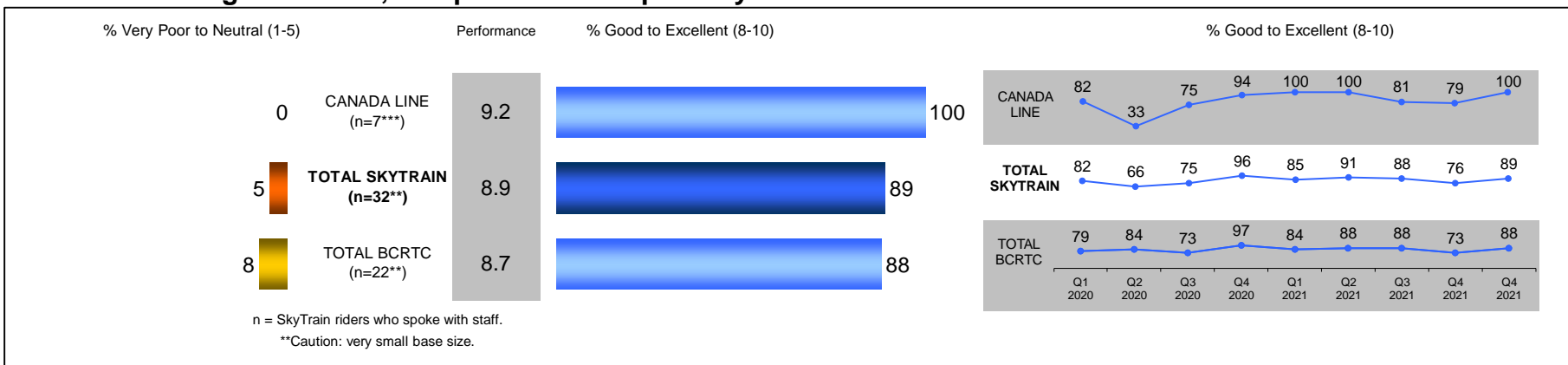
Delays are Announced and Explained continues to have the lowest proportion of top scores amongst all Skytrain attributes.

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
<b>Total SkyTrain:</b>	- 10%	- 5%
<b>Total BCRTC:</b>	- 11%	- 3%
<b>Canada Line:</b>	+ 4%	- 10%

= Significant upward/downward shift

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

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



#### Courteous, Competent and Helpful SkyTrain Staff

Unchanged from last quarter, one-in-twenty-five (4%) SkyTrain users interacted with staff on their last trip. Of these riders, just under nine-in-ten (89%) riders award good-to-excellent ratings for Courteous, Competent and Helpful SkyTrain Staff, an increase from last wave (76% in Q4 2021) and a year ago (85% in Q1 2021).

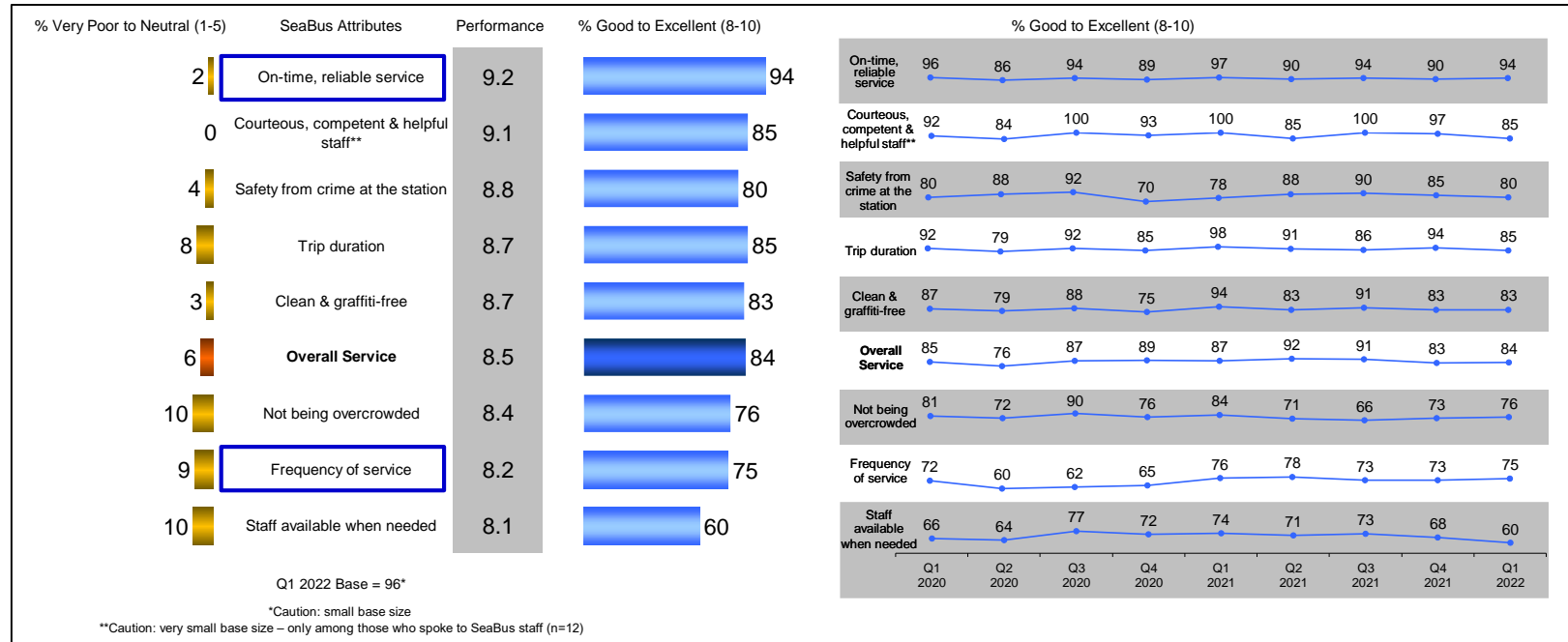
While Staff Available When Needed is one of the lowest performing SkyTrain attributes, Courteous, Competent and Helpful SkyTrain Staff is the top performing attribute of overall SkyTrain attributes. These results show that while availability of staff needs improvement, the quality of service provided should be maintained.

<b>Good-to-Excellent ratings compared to:</b>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
<b>Total SkyTrain:</b>	+ 13%	+ 4%
<b>Total BCRTC:</b>	+ 15%	+ 4%
<b>Canada Line:</b>	+ 21%	0%

= 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 ...



### SeaBus

Like last wave, over eight-in-ten riders (84%) provided top ratings for Overall SeaBus Service, an increase of 1 ppt from last wave (83% in Q4 2021) but a directional decline from the same quarter last year (87% in Q1 2021). This quarter, the average score is 8.5 out of 10, down from 8.8 last quarter, and 9.0 in Q1 2021.

Top score results amongst SeaBus service attributes are mixed. While Trip Duration is the only attribute to have experienced a significant decline from the same quarter last year (down 13 ppt from Q1 2021), all other service attributes, with the exception of Safety from Crime at the Station, have also experienced declines from the same period last year. In particular, Staff Available When Needed (60% compared to 74% in Q1 2021) and Clean and Graffiti Free (83% compared to 94% in Q1 2021) have both directionally declined from a year ago.

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

Overall SeaBus Service

Last Quarter

+ 1%

Same Quarter Last Year

- 3%

Trip duration

- 9%

- 13%

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

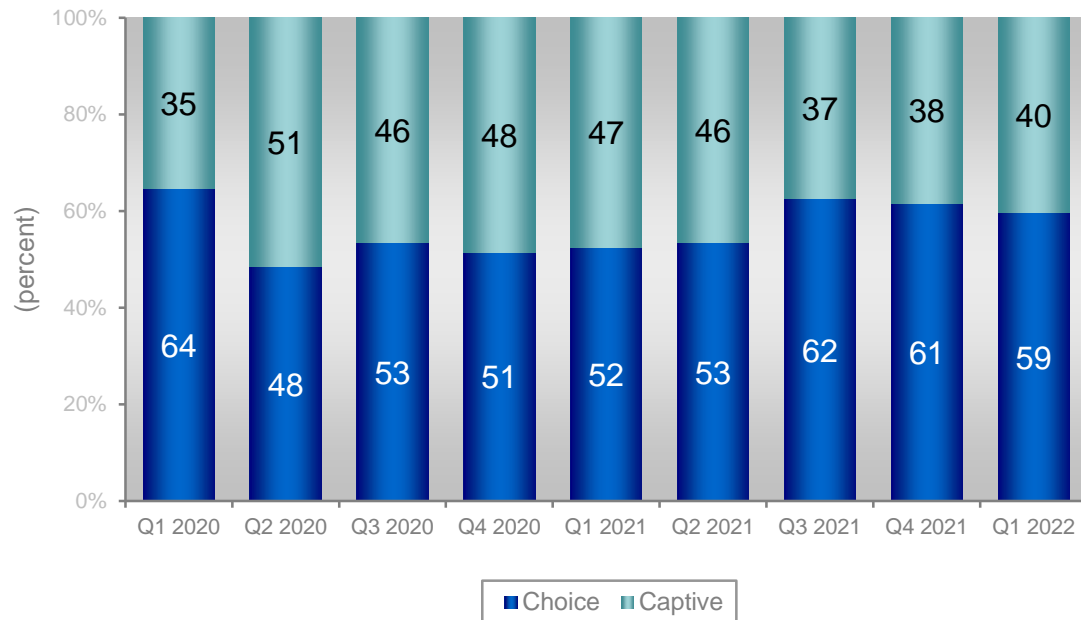
= Significant upward/downward shift



**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

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



Q1 2022 Base = 1284

### Choice Versus Captive

Similar to the past two quarters, four-in-ten (40%) riders are Captive riders, defining those who do not have regular access to a vehicle for the transit trips they make. This is a 2 ppt increase from last quarter (38%) and a significant decline of 7 ppt from the same quarter last year (47%). On the other hand, just under six-in-ten (59%) riders are Choice riders, meaning they have regular access to a vehicle. This proportion has slipped by 2 ppt from last wave (61%) and went up significantly from a year ago (52%).

While the proportion of Captive vs Choice riders is diverging away from the 50-50 split seen during the peak of the pandemic, the division does not yet align with pre-pandemic levels. There are significantly less Choice riders (64% in Q1 2020) and significantly more Captive riders (35% in Q1 2020) this wave than in Q1 2020.

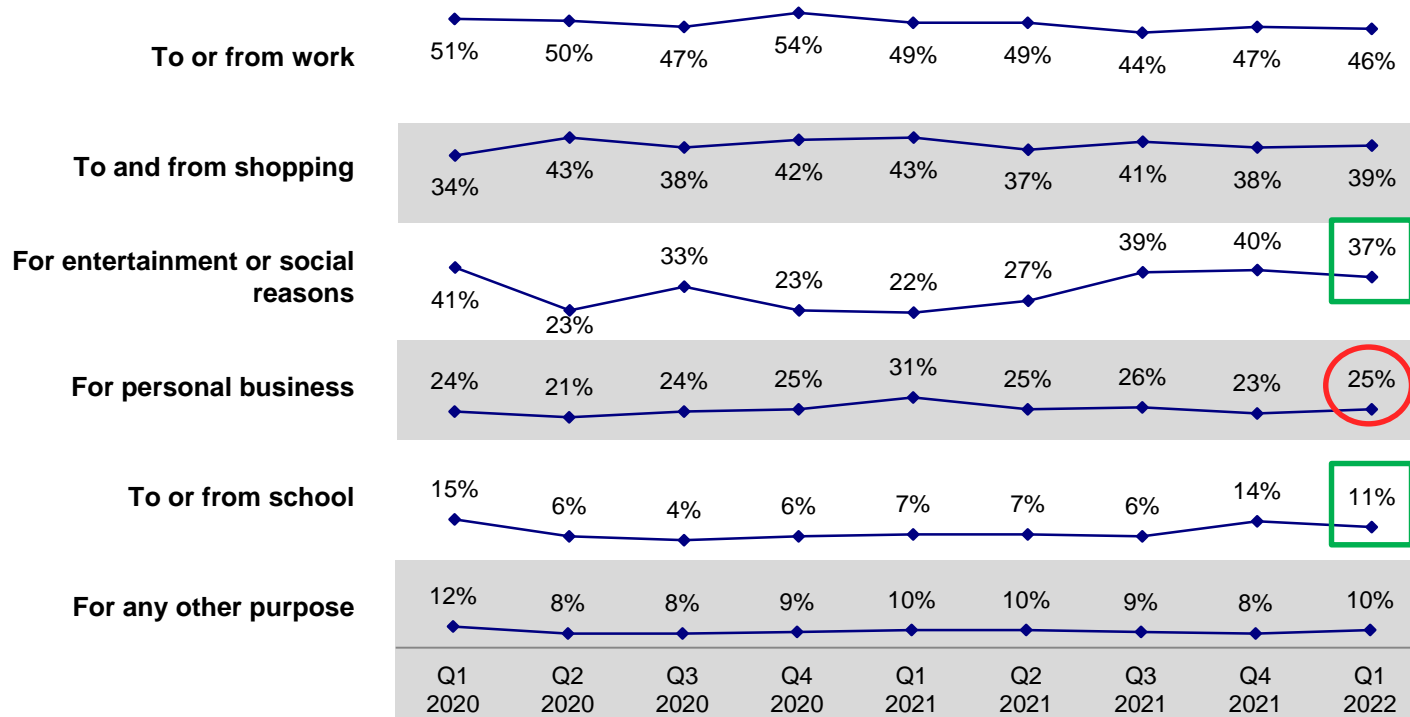
Like past quarters, Captive riders are more likely than Choice riders to be under 35 years old, unemployed or working part time, have household incomes that are less than 40K, or have lower education levels (graduated high school or less) than Choice riders. Furthermore, they are more likely to be High Frequency riders, or taking transit for school or for shopping.

Alternatively, Choice riders are more likely than Captive riders to be aged 55 years or older, employed full time, have graduated university, have a household income of 80K or more, are Low Frequency riders or use transit for entertainment purposes.

A detailed profile of these two rider groups can be found in the Customer Profiles section of the report.

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

Percentage Of Riders By Trip Purpose



□ Significantly higher than the same quarter of the previous year

○ Significantly lower than the same quarter of the previous year

Q1 2022 Base = 1284

### Trip Purpose

Similar to last quarter, under half (46%) of riders took transit to get to work, which is slightly down from last wave (47% in Q4 2021) and a year ago (49% in Q1 2021). This is still significantly lower than pre-pandemic levels (51% in Q1 2020) likely due to companies holding off on full return to office due to discussions around another wave of the COVID-19 pandemic or due to a move to hybrid/fully remote work structures. About four-in-ten (37%) riders used transit for entertainment or social reasons which is significantly higher than the same period last year (22% in Q1 2021), likely due to more people going out for social gatherings with the restrictions being lifted. Meanwhile, significantly fewer riders (down 6 ppt from Q1 2021) use transit for personal business and more take it to go to school (up 5 ppt from Q1 2021), as schools this quarter were opened for in-person classes.

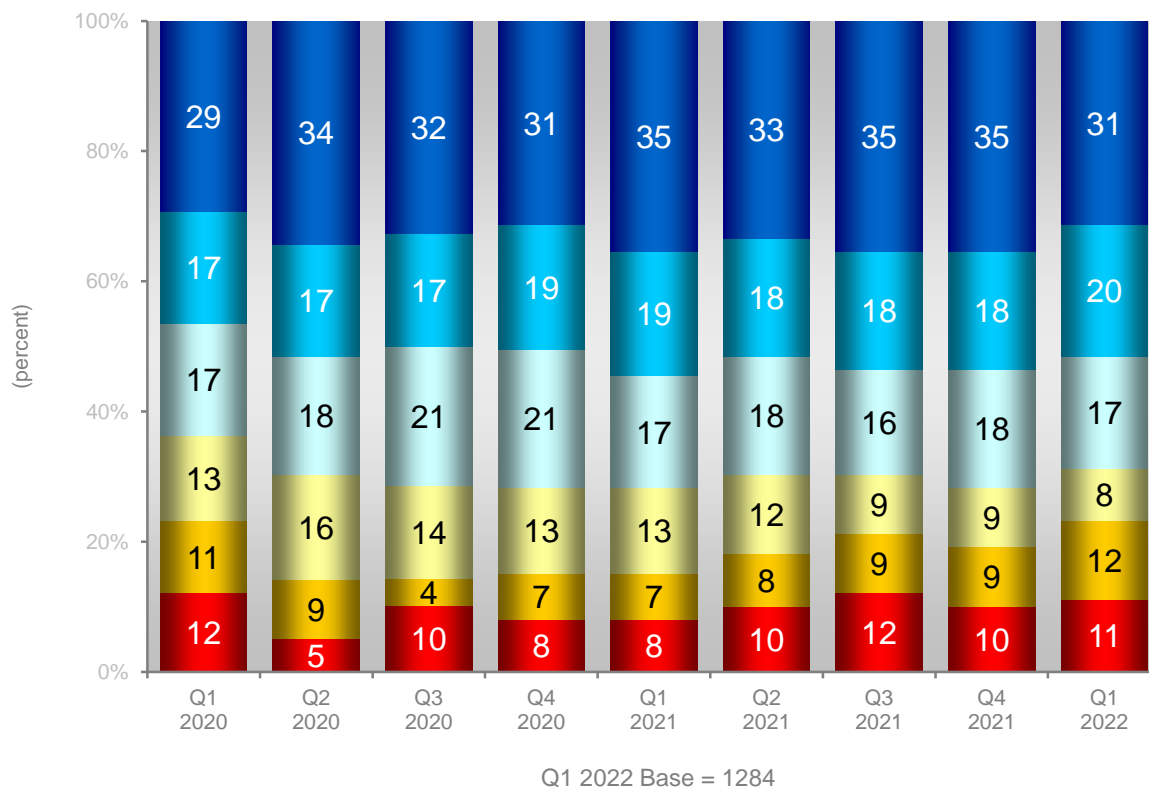


# Detailed Findings

## Trends in Transit Usage – Length of Time Taking Transit

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

Avg. # of Years	11.4	11.6	12.1	11.7	12.4	12.0	13.3	12.7	11.9
-----------------	------	------	------	------	------	------	------	------	------



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

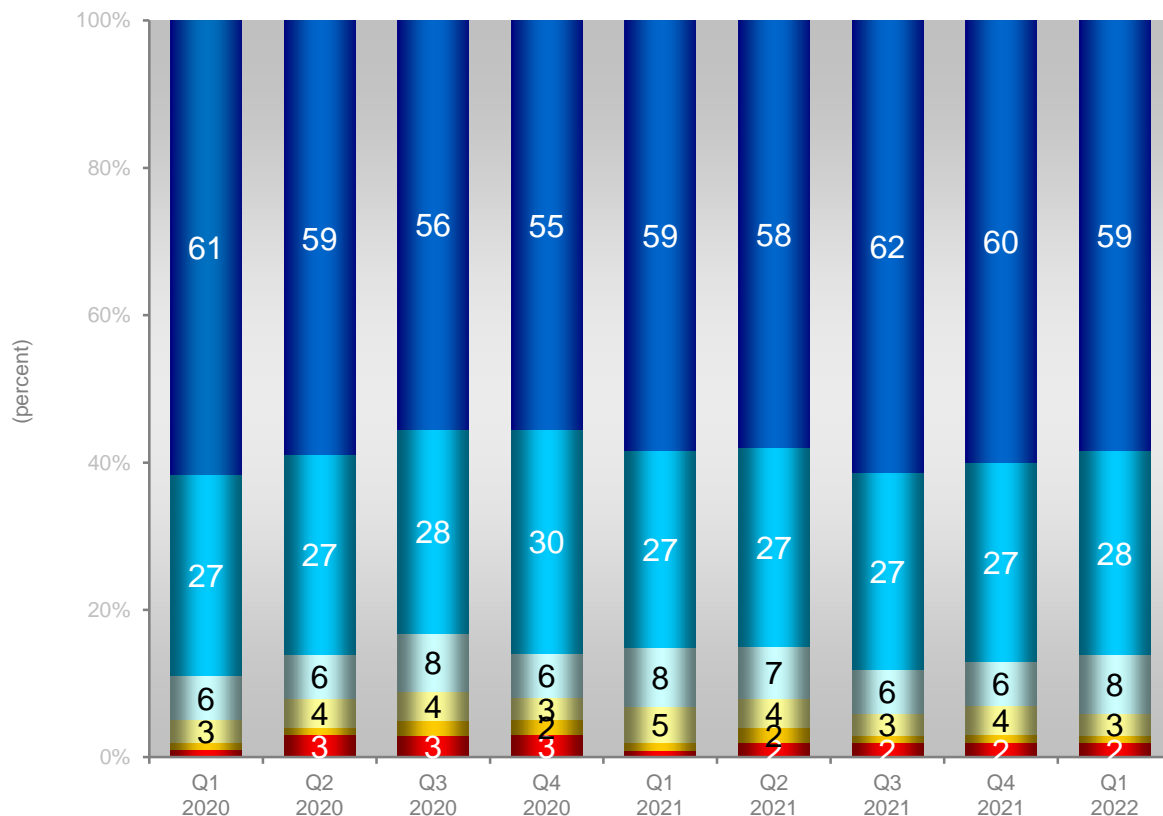
### Length of Time Taking Transit on a Regular Basis

Just under one-third (31%) of riders have been taking transit for over 11 years, which is a directional decline from both last wave and the same period last year (both 35% in Q4 and Q1 2021). The average number of years riders have been taking transit this wave is 11.9, compared to 12.7 last wave and 12.4 in Q1 2021.

Just over one-in-ten (12%) riders have been taking transit for less than 1 year, which is directionally higher than last wave (9%) and significantly higher than the same period last year (7%). This proportion has surpassed pre-pandemic levels (11% in Q1 2020), suggesting that more new riders are considering using transit as their regular mode of transportation.

Residents from Surrey / North Delta / White Rock / Langley 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?



Q1 2022 Base = 1284

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***

Similar to last wave, just under six-in-ten (59%) riders foresee themselves definitely taking transit as often as they do now. This is only a 1 ppt decline from last wave, and on par with the same period last year.

The proportion of riders who will probably take transit as often is similar to last wave and a year ago, shifting up 1 ppt from both. However, those who indicate that they might or might not take transit as often has directionally increased from last wave (up 2 ppt from Q4 2021) and is on par with a year ago. The shift in those who have less certainty (might or might not) may be due to the upcoming summer term, with fewer students planning on taking regular transit for school.

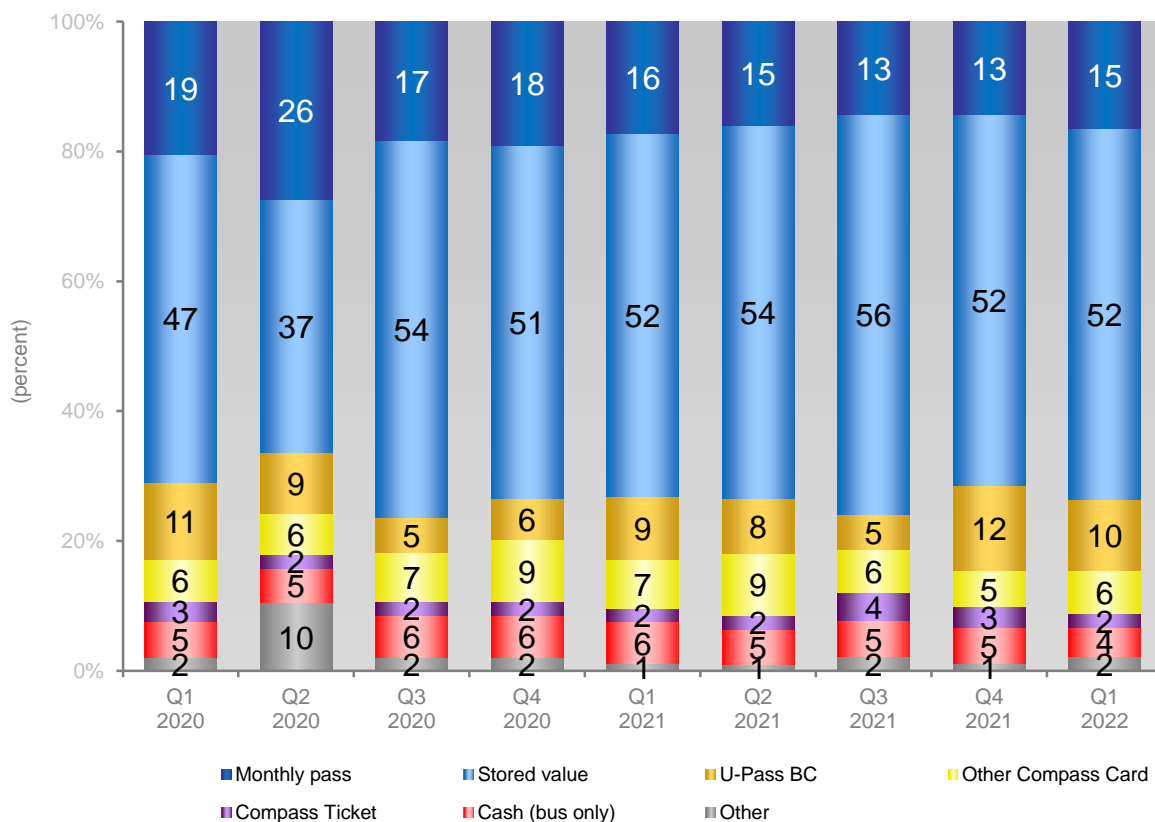
Overall, the foreseeable usage of transit , especially amongst those who say they will probably use the same level as they do now, has been relatively stable quarter-over-quarter, despite other scores fluctuating due to the COVID-19 pandemic.

# Detailed Findings

## Trends in Transit Usage – Fare Payment Method

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

Compass Card (net)	84%	79%	83%	84%	85%	86%	81%	83%	85%
Compass Ticket (net)	3%	2%	2%	2%	2%	2%	4%	3%	2%



Q1 2022 Base = 1284

### Fare Payment Method Used

Under nine-in-ten (85%) riders use a Compass Card as their primary method of payment, which is another 2 ppt increase from last wave (83% in Q4 2021), and on par with the same period last year.

Like last wave and a year ago, over half (52%) of riders used stored value, which is the most used method of payment every wave.

While the proportion of riders using a U-Pass (10%) has returned to pre-pandemic levels (11% in Q1 2020), significantly fewer riders (13-15%) these past few waves have been using a Monthly Pass (19% in Q1 2020). This suggesting that riders may feel skeptical of fully committing to paying for regular usage, possibly due to unforeseeable circumstances of the pandemic.

Monthly Pass users are likely to be Captive, High or Medium Frequency riders, have a household income of \$80K or lower, or are younger than 45 years of age. Meanwhile, Stored Value users are likely to be Choice riders, have household incomes of 40K or more, are 25 years or older, have higher education levels (college/some university or graduated university), or are Medium or Low Frequency riders.

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



### ***Top 3 Reasons for Taking Transit***

Consistent from previous quarters, the top three reasons for choosing to use transit are the following:

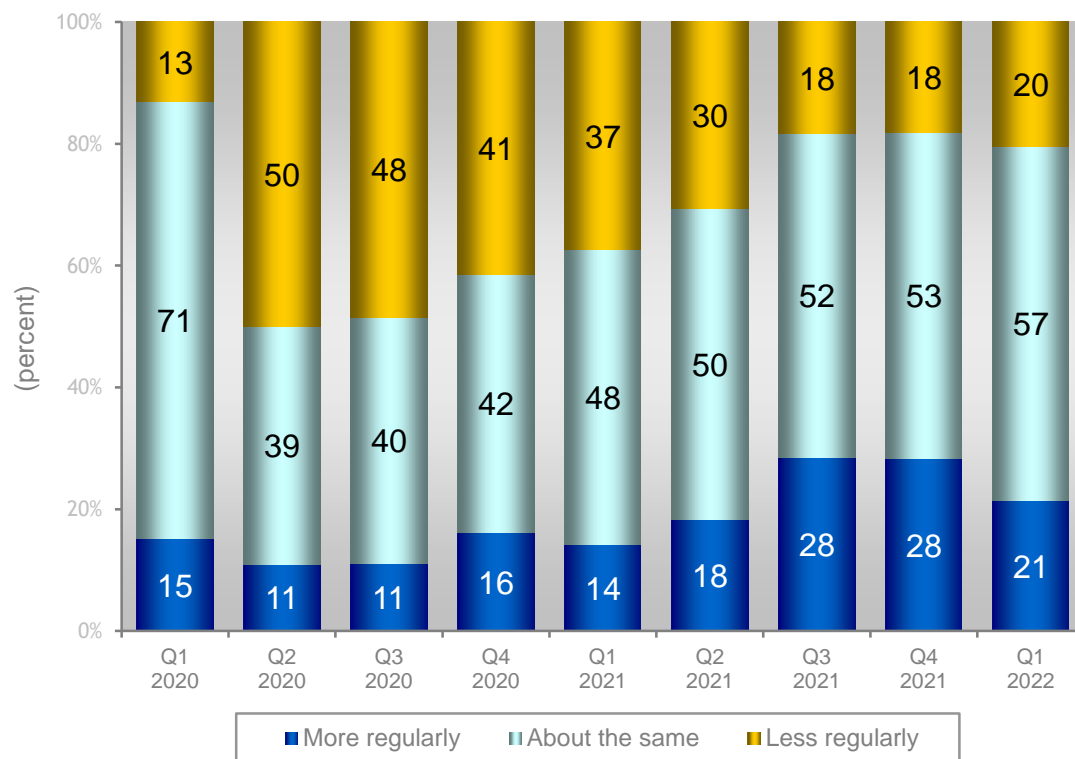
- Not having vehicle access (31%);
- Convenient bus stops/stations (23%); and,
- Cheaper than alternatives (21%).

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

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

Q1 2022 Base = 1284

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



Q1 2022 Base = 1284

### Changes in Transit Usage Last Six Months

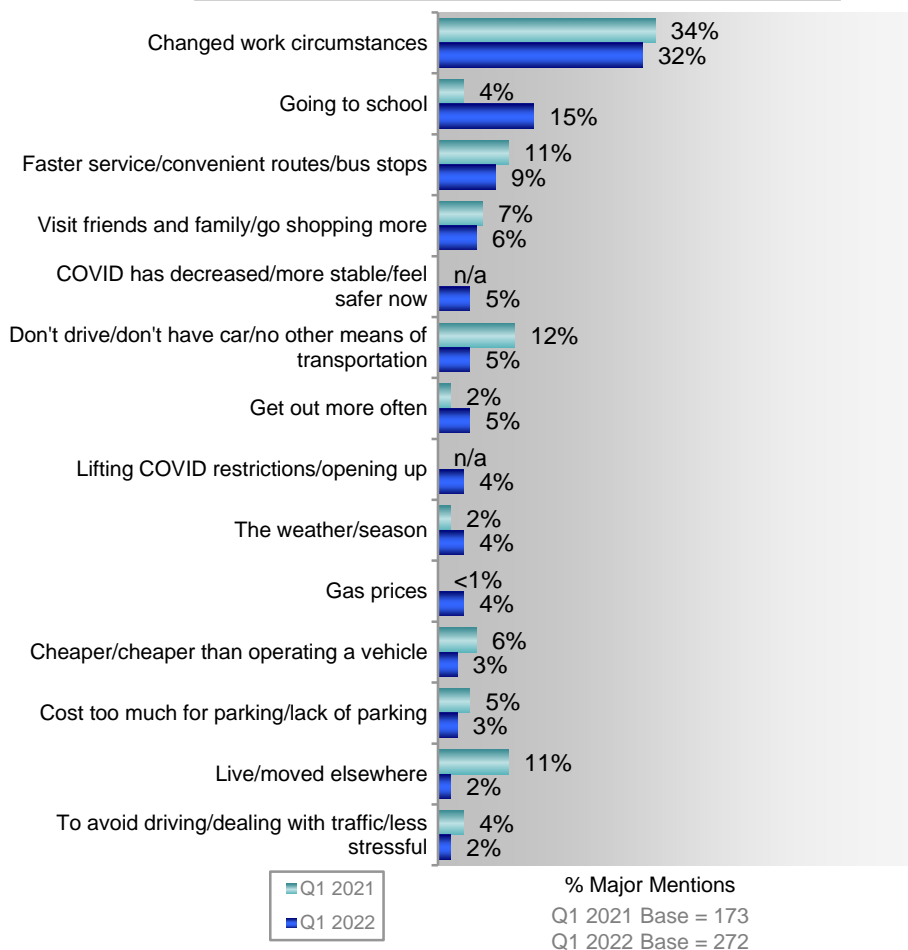
This wave, two-in-ten (20%) riders say they are taking transit less regularly than they did six months ago, slightly more than the past two waves (18% in Q3 and Q4 2021), but significantly less than a year ago (37% in Q1 2021). This remains significantly higher than pre-pandemic levels (13% in Q1 2020).

Conversely, almost six-in-ten (57%) riders indicate that their transit usage is about the same as six months ago, which is marginally higher than last wave (53% in Q4 2021), and significantly higher than the same quarter last year (48% in Q1 2021).

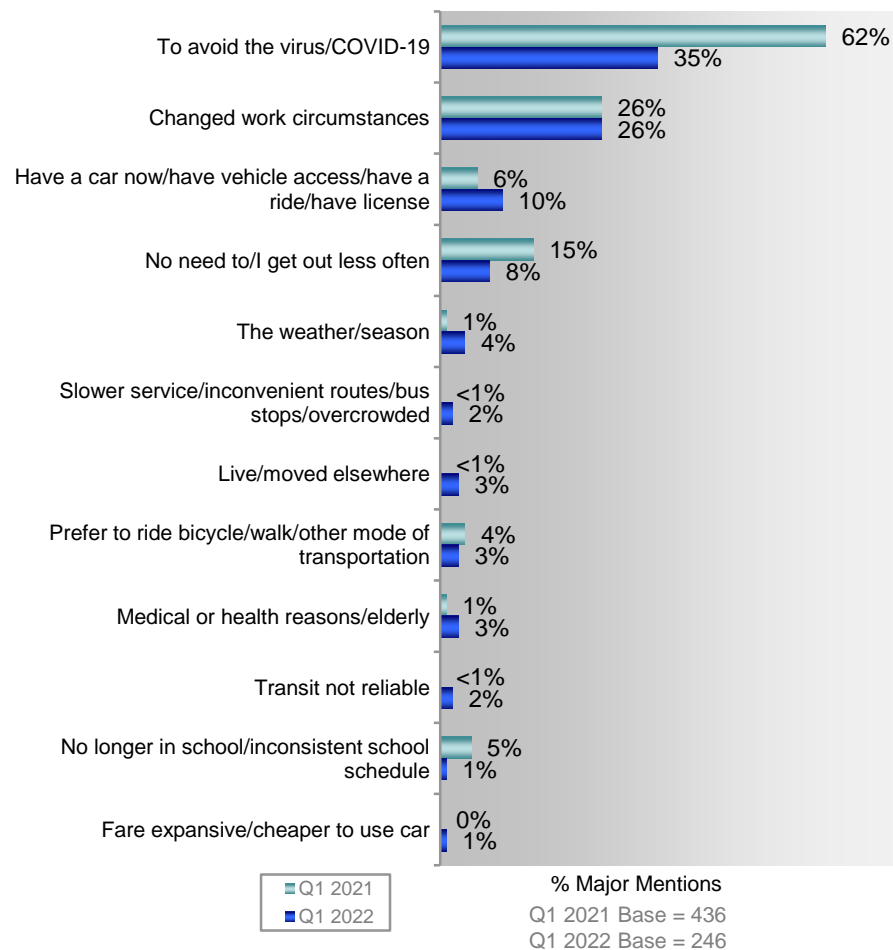
Meanwhile, the proportion of those who say they use transit more regularly than six months ago (21%) is significantly lower than last wave (28%) but higher than both Q1 2021 (14%) and pre-pandemic levels (15% in Q1 2020).

This shows that while the growth rate of ridership is not as rapid as the past few quarters, the growth is happening faster than in pre-pandemic levels. Furthermore, while trends of transit usage are rebounding, there is still a lot of change, so the usage levels are not as consistent as pre-pandemic levels.

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



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

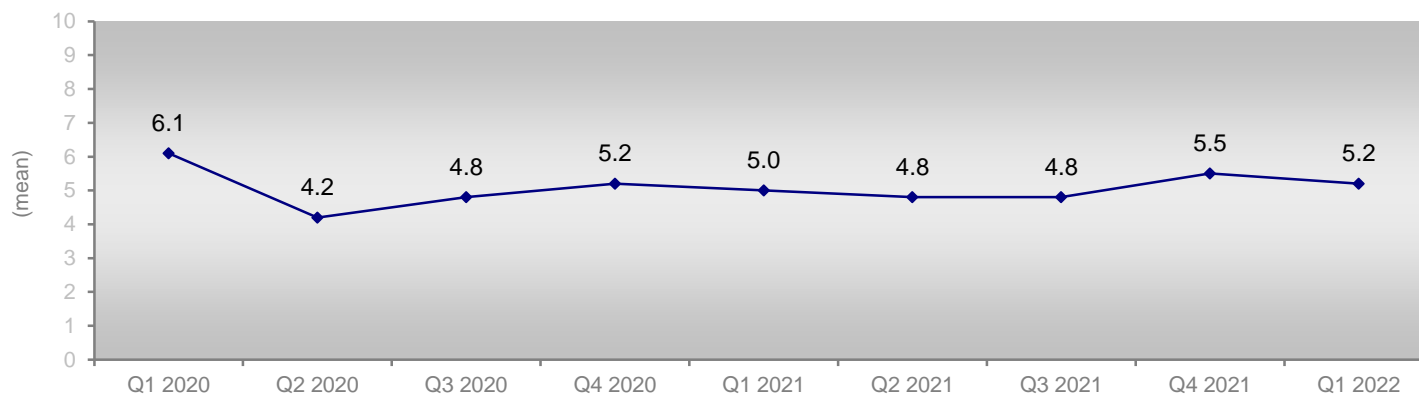


**Note:** Major mentions of 2% or more in either current wave or past wave are shown in the charts above.

Unchanged from last wave, the top reason for riding transit *more* regularly compared to six months ago is changing work circumstances (32%) which is a 2 ppt decline from the same quarter last year (34% in Q1 2021), followed by going to school (15%) which has increased significantly from a year ago (4% in Q1 2021). Other reasons that have not been mentioned a year ago, but have been mentioned this wave include: decreasing cases of COVID-19 / feeling safer from it now (5%), and restrictions now being lifted (4%). Moreover, while the top mention for riding transit *less* regularly is to avoid the COVID-19 virus (35%), the level of mentions is significantly less than a year ago (62% in Q1 2021). Following closely are reasons such as changing work circumstances (26%), having a car/license now (10%), and a lack of need (8%).

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

### Overall Transit System



Q1 2022 Base = 1284

### Average Number of Trips

The average number of one-way transit trips made is 5.2 days this wave, which is slightly below last wave (5.5 in Q4 2021), and slightly above the same quarter last year (5.0 in Q1 2021). While the average was anticipated to shift back up to pre-pandemic levels last quarter, with gathering restrictions in place until mid-February, these improvements might have been deterred. It will be interesting to see how the average days increase over the next quarter with most restrictions now being lifted.

The average weekly transit usage has declined for Bus and SkyTrain and increased for SeaBus since last wave. The results for this quarter are as follows:

- Bus users: 5.9 one-way transit trips (down from 6.4 last quarter)
- SkyTrain users: 5.5 one-way transit trips (down from 5.8 last quarter)
- SeaBus users: 5.8 one-way transit trips (up from 4.8 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
<b>Base</b>	<b>1284</b>	<b>778</b>	<b>495</b>
<b>Average past-week transit trips</b>	<b>5.2</b>	<b>4.1</b>	<b>6.9</b>
<b>Years been a transit rider</b>	<b>11.9</b>	<b>12.9</b>	<b>10.8</b>
<b>Transit system – Overall Service Rating</b>	<b>8.0</b>	<b>8.1</b>	<b>8.0</b>
<b>Mode</b>	%	%	%
Bus	77	69	88
SkyTrain	64	66	60
SeaBus	7	7	6
<b>Age</b>	%	%	%
18-34 years	38	32	47
35-54 years	33	35	31
55+ years	28	32	21
<b>Gender</b>	%	%	%
Male	48	49	47
Female	52	51	53
<b>Employment status*</b>	%	%	%
Full-time	48	53	41
Part-time	18	15	22
Not employed	35	33	39
<b>Education</b>	%	%	%
High school or less	21	17	27
Vocational/college/technical	17	16	18
Some university	11	12	10
Graduated university	49	52	42
<b>Household Income</b>	%	%	%
Under \$40K	23	17	33
\$40K to <\$80K	24	22	28
\$80K or more	31	40	17

Significantly higher than the other rider group

\* Question switched to multiple response March 2014.

### Choice and Captive


Just under six-in-ten (59%) are Choice riders, meaning they have regular access to a vehicle for their transit trip(s) they make, similar to last quarter (61% in Q4 2021) and significantly higher than the same quarter last year (52% in Q1 2021). Meanwhile, four-in-ten (40%) riders are considered Captive, meaning they do not have regular access to a vehicle for their transit trip(s), which is a 2 ppt increase from last wave (38%) but significant decline from a year ago (47% in Q1 2021).

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

# Detailed Findings

## Customer Profiles – Choice and Captive Riders


	TOTAL	CHOICE	CAPTIVE
<b>Base</b>	<b>1284</b>	<b>778</b>	<b>495</b>
<b>Travel Purpose</b>	%	%	%
Work	46	43	50
Shopping	39	32	50
Entertainment	37	39	33
Personal Business	25	24	26
School	11	8	16
Other Purpose	10	10	11
<b>Payment Method</b>	%	%	%
Cash fare	4	4	4
Compass Ticket	2	3	1
Compass Card	85	82	88
Other	2	2	2
<b>Region</b>	%	%	%
Vancouver	38	34	44
Surrey / North Delta / White Rock / Langley	18	18	17
Burnaby / New Westminster	15	15	15
Richmond / South Delta	11	13	8
Northeast Region	9	10	7
North Vancouver	7	8	7
West Vancouver	2	2	1

 Significantly higher than the other rider group

# Detailed Findings

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

	TOTAL	LOW	MEDIUM	HIGH
Base	1284	665	373	246
Years been a transit rider	11.9	13.9	11.5	8.7
Transit system – Overall Service Rating	8.0	8.3	7.8	7.8
Average age*	43.1	46.8	41.3	37.1
Age	%	%	%	%
18-34 years	38	29	42	53
35-54 years	33	35	33	29
55+ years	28	35	24	17
Gender	%	%	%	%
Male	48	48	47	50
Female	52	52	53	50
Employment status**	%	%	%	%
Full-time	48	48	47	51
Part-time	18	14	20	26
Not employed	35	39	34	29
Household Income	%	%	%	%
Under \$40K	23	17	26	33
\$40K to <\$80K	24	21	24	33
\$80K or more	31	36	32	18
Mode	%	%	%	%
Bus	77	68	83	92
SkyTrain	64	60	66	69
SeaBus	7	7	5	7

 Significantly higher than the other rider group(s)

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

\*\* Question switched to multiple response March 2014.

### Low, Medium and High Frequency Riders

Just under half (49%) of transit riders are Low Frequency riders, meaning they make 3 or fewer one-way transit trips in a week, similar to last quarter (48% in Q4 2021) and the same quarter last year (51% in Q1 2021), but significantly higher than pre-pandemic levels (45% in Q1 2020).

Three-in-Ten (30%) riders are Medium Frequency riders, meaning they take 4 to 9 one-way transit trips a week. This is on par with last wave, and a slight increase from both the same period last year (28%) and pre-pandemic levels (29% in Q1 2020).


Two-in-Ten (20%) transit users are High Frequency riders, which are those who take 10 or more one-way transit trips per week. This is also similar to last wave (22%) and the same quarter last year (20%), but is significantly lower than pre-pandemic levels (26% in Q1 2020).

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

# Detailed Findings

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

	TOTAL	LOW	MEDIUM	HIGH
<b>Base</b>	<b>1284</b>	<b>665</b>	<b>373</b>	<b>246</b>
<b>Travel Purpose</b>	%	%	%	%
Work	46	26	58	76
Shopping	39	31	44	51
Entertainment	37	36	35	41
Personal Business	25	25	24	28
School	11	5	15	20
Other Purpose	10	9	11	12
<b>Payment Method</b>	%	%	%	%
Cash fare	4	5	4	5
Compass Ticket	2	3	1	1
Compass Card	85	80	91	89
Other	2	2	1	2
<b>Region</b>	%	%	%	%
Vancouver	38	33	45	41
Surrey / North Delta / White Rock / Langley	18	16	16	25
Burnaby / New Westminister	15	15	15	16
Richmond / South Delta	11	15	7	6
Northeast Region	9	10	9	5
North Vancouver	7	9	6	5
West Vancouver	2	2	1	2

 Significantly higher than the other rider group(s)

	TOTAL	BUS	SKYTRAIN	SEABUS
<b>Base</b>	<b>1284</b>	<b>1002</b>	<b>782</b>	<b>96</b>
<b>Average past-week transit trips</b>	<b>5.2</b>	<b>5.9</b>	<b>5.5</b>	<b>5.8</b>
<b>Years been a transit rider</b>	<b>11.9</b>	<b>11.9</b>	<b>10.9</b>	<b>13.1</b>
<b>Transit System – Overall Service Rating</b>	<b>8.0</b>	<b>8.0</b>	<b>8.0</b>	<b>7.9</b>
<b>Average age**</b>	<b>43.1</b>	<b>42.8</b>	<b>41.7</b>	<b>47.0</b>
<b>Age</b>	%	%	%	%
18-34 years	38	40	40	24
35-54 years	33	31	34	40
55+ years	28	28	25	32
<b>Gender</b>	%	%	%	%
Male	48	47	50	67
Female	52	53	50	33
<b>Employment status***</b>	%	%	%	%
Full-time	48	45	50	45
Part-time	18	19	20	18
Not employed	35	38	32	35
<b>Education</b>	%	%	%	%
High school or less	20	24	18	10
Vocational/college/technical	17	17	17	5
Some university	11	12	12	16
Graduated university	48	44	51	65
<b>Household Income</b>	%	%	%	%
Under \$40K	23	26	23	12
\$40K to <\$80K	24	25	25	19
\$80K or more	31	27	33	51

Significantly higher than the other rider group(s)

\* Caution: Small base size.

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

\*\*\* Question switched to multiple response March 2014.

### Mode Usage

Just over three-quarters (77%) of transit users rode the bus, a significant increase from last wave (77% in Q4 2021) and a 1 ppt decline from a year ago (78% in Q1 2021).

Meanwhile, less than two-thirds (64%) of riders are SkyTrain riders, significantly down from last wave (69%) and significantly higher than the same quarter last year (59% in Q1 2021). This is also significantly lower than pre-pandemic levels (68% in Q1 2020).


On par with last wave, under 1 in 10 (7%) transit users are SeaBus riders, a 2 ppt increase from the same quarter last year (5%).

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

# Detailed Findings

## Customer Profiles – Mode User Profiles

	TOTAL	BUS	SKYTRAIN	SEABUS
<b>Base</b>	<b>1284</b>	<b>1002</b>	<b>782</b>	<b>96</b>
<b>Travel Purpose</b>	%	%	%	%
Work	46	48	49	45
Shopping	39	43	38	33
Entertainment	37	34	41	54
Personal Business	25	28	25	32
School	11	13	12	8
Other Purpose	10	11	10	11
<b>Payment Method</b>	%	%	%	%
Cash fare	4	5	3	4
Compass Ticket	2	1	2	-
Compass Card	85	87	85	81
Other	2	2	1	3
<b>Choice/Captive Riders</b>	%	%	%	%
Choice	59	53	61	64
Captive	40	46	38	36
<b>Region</b>	%	%	%	%
Vancouver	38	42	35	26
Surrey / North Delta / White Rock/ Langley	18	19	20	4
Burnaby / New Westminster	15	13	19	3
Richmond / South Delta	11	9	12	5
Northeast Region	9	8	9	-
North Vancouver	7	7	4	59
West Vancouver	2	2	1	3

 Significantly higher than the other rider group(s)

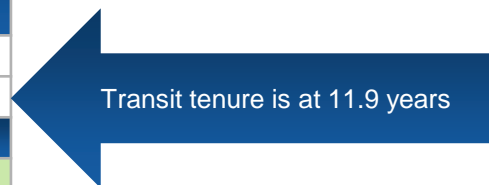
\* Caution: Small base size.



# Detailed Findings

## Customer Profiles – Demographic Profile of Transit Customers

	Metro Vancouver Population 16 Years or older*	(Q1-2020)	(Q2-2020)	(Q3-2020)	(Q4-2020)	(Q1-2021)	(Q2-2021)	(Q3-2021)	(Q4-2021)	(Q1-2022)
BASE	2000	2100	1136	1257	1346	1197	1138	1278	1258	1284
Average Years Riding Transit	n/a	11.4	11.6	12.1	11.7	12.4	12.0	13.3	12.7	11.9
<b>Age:</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Aged 18 to 24 years	12	19	22	18	19	20	19	17	19	18
Aged 25 to 34 years	18	19	16	21	19	18	20	20	19	19
Aged 35 to 44 years	18	14	16	14	16	15	16	18	14	15
Aged 45 to 54 years	20	20	18	20	18	19	17	16	20	18
Aged 55 to 64 years	16	11	11	9	10	9	9	9	8	9
Aged 65 years and over	17	16	16	17	16	17	17	17	18	18
<b>Gender:</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Male	48	49	48	48	48	49	48	49	49	48
Female	52	51	52	52	52	51	52	51	51	52
<b>Employment</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Employed full-time	57	48	45	44	48	47	46	51	51	48
Employed part-time	13	17	19	19	19	18	21	15	17	18
Student	5	15	14	11	12	14	13	11	13	12
Not employed	3	5	12	9	8	7	6	5	4	5
Homemaker	2	3	1	2	2	1	3	1	1	2
Retired	18	15	14	17	15	16	15	17	17	17
Refused	1	1	1	2	2	1	2	3	2	1
<b>Education:</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
High school or less	21	18	23	20	21	23	21	17	18	21
Voc./college/tech.	26	18	20	21	21	20	19	20	18	17
Some university	7	12	11	10	11	9	11	9	14	11
Graduated university	45	50	44	47	44	46	46	50	46	48
Refused	0	2	2	2	3	2	3	3	3	3



Transit tenure is at 11.9 years

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

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

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

## APPENDIX A – Methodology

### Methodology

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

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

### Sampling

#### *Sample Source*

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

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

#### *Sampling Population and Target Respondent*

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

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

#### *Survey Quotas and Sample Sizes*

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

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

#### Regional Quotas

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

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

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

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

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

#### Data Weighting

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

## Projected Evaluations for Bus, SkyTrain, SeaBus

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

### Number of Evaluations Expected by Ipsos

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

## Margins of Error

### *Proportions*

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

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

### *Means (Average Ratings)*

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

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

### Survey Instrument

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

### Fieldwork

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



## TRANSLINK CUSTOMER SATISFACTION RESEARCH (BUS, SEABUS, SKYTRAIN) – Jan 2022 Questionnaire

[READ ALL QUESTIONS VERBATIM - NO EXCEPTIONS]

[PURPOSE: Evaluate service provided by Bus, SeaBus, SkyTrain, and identify specific ways to improve service.]

[POPULATION TO BE SURVEYED: 18 + in Metro Vancouver who have used Bus, SeaBus, SkyTrain in past 30 days]

[TARGET AVERAGE SURVEY LENGTH: 15 MINUTES]

### [HIDDEN VARIABLE]

S1. Sample Source

1. Landline Sample
2. Cellphone Sample

### [INTRODUCTION]

Hello, this is \_\_\_\_\_ and I'm conducting a survey on behalf of TransLink. I'm calling from Ipsos, a research company in Vancouver. This call may be recorded for quality control purposes. **(INTERVIEWER NOTE: GREATER VAN IS NOW OFFICIALLY CALLED METRO VANCOUVER; THE TWO NAMES REFER TO THE SAME REGION.)**

**(IF REQUIRED: The survey is about the quality of public transit in Metro Vancouver.)**

- A1. How many people in your household are aged 18 or over and have taken public transit that is the bus, SeaBus or SkyTrain in the last thirty days? (INTERVIEWER: RECORD NUMBER OF PEOPLE IN HOUSEHOLD AGE 18 OR OVER AND HAVE TAKEN PUBLIC TRANSIT, THAT IS THE BUS, SEABUS OR SKYTRAIN IN THE LAST THIRTY DAYS.)

[0 – 30 RECORD NUMBER]

**(IF NECESSARY: Public transit includes the Canada Line.)**

**[IF S1 = LANDLINE SAMPLE:**

**IF NO ONE 18+ HAS USED TRANSIT THANK AND TERMINATE. IF ONLY ONE PERSON 18+ HAS USED TRANSIT, ASK TO SPEAK TO THAT PERSON, THEN GO TO SCREENER A.**

**IF TWO OR MORE PERSONS HAVE USED TRANSIT IN Q.A1, SAY: I would like to speak to the Transit rider 18 or older who had the most recent birthday. [REINTRODUCE]**

**IF NOT AVAILABLE, ARRANGE CALLBACK.**

**IF NECESSARY: We ask for the person with the last birthday as a means of randomizing the respondents in our sample.**

**(RE-INTRODUCE IF NECESSARY: Hi, we are doing a short study on behalf of Translink.)]**

### [FOR INTERVIEWERS TO RECORD ONLY]

- A1b. Did the respondent pass the phone to another household member?

YES

NO

**[ASK AC1 ONLY IF S1 = CELLPHONE SAMPLE. OTHERWISE, GO TO SCREENING QUESTIONS]**



AC1. Are you age 18 or older?

YES  
NO

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

#### SCREENING QUESTIONS

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

YES  
NO

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

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

YES  
NO

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

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

YES  
NO

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

**[IDENTIFY REGION]**

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

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



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

**[IF Q1 = CODE 23 ABBOTSFORD OR CODE 24 MISSION THANK & TERMINATE, ALL OTHERS CONTINUE]**

**[IF S1 = CELLPHONE SAMPLE AND Q1 = DK/REFUSED/OTHER, THANK AND TERMINATE]**

**[IF S1 = LANDLINE SAMPLE: PROGRAMMER SET MARKET QUOTAS BASED ON Q1, USE SAMPLE VARIABLE TO CALCULATE REGION IF Q1 DK/REFUSED OR OTHER]**

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

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

- YES
- NO

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

2a. (2.1) How many one-way transit trips did you make in the last [DAYS] days [INSERT FROM LIST]?  
**[PROGRAMMER DISPLAY TEXT FOR 1<sup>ST</sup> ITEM, AND THEN AS READ IF NECESSARY FOR 2<sup>ND</sup>+ ITEMS]** A one-way trip is any trip to a single destination not counting any transfers along the way. For example, a trip to [INSERT DESTINATION UNDER DISCUSSION] and home again would count as two one-way trips.

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

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

**[RANGE= 0-96]**

**[PROGRAMMER ADD TOTAL NUMBER OF TRIPS IN Q2A]**

**[IF DK OR REFUSE TO ANY OR ZERO TO ALL IN Q2A THANK & TERMINATE]**





**IF TOTAL AT Q2A IS 15-39, OR TOTAL IS 40+ AND Q2=No, ASK INT1 WITH THE BELOW “OPTIONAL REVIEW”**

**INSERT:** Based on these descriptions, would you like to review your answers? **(IF NEEDED:** Your total of number of trips equaled **[INSERT TOTAL FROM Q2A])**

**IF TOTAL AT Q2A IS 40+ AND Q2=Yes, ASK INT1 WITH THE BELOW “FORCED REVIEW”** **INSERT:** Your total of number of trips equaled **[INSERT TOTAL FROM Q2A]** in the past seven days. Based on these descriptions, we’ll need to review your answers. **(INTERVIEWER: ENTER “Yes” BELOW AND REVIEW)**

**[ONLY ASK INT1 ONCE MAXIMUM. IF AFTER SECOND PASS OF Q2A, ANSWERS STILL TOTAL 15+, SKIP INT1 AND PROCEED TO Q3]**

INT1. Just to remind you, a trip to a single destination, like work or school, counts as one one-way trip. A trip back home from the destination would count as another one-way trip. For example, a trip to work and back home with one stop to shop along the way would be 3 one-way trips (3 destinations). A trip to and from work using 3 modes (e.g. Bus, SeaBus and SkyTrain) would be 2 one-way trips. **[INSERT TEXT AS ABOVE]**

YES

NO

**[IF YES LOOP BACK TO Q2A AND RE-ASK SERIES]**

3. Of the **[INSERT TOTAL FROM Q2A]** one-way trips you made in the last **[DAYS]** days, how many did you make using the ... **[INSERT ITEM]**? And how about ... **[INSERT SECOND ITEM, ETC]**? **(IF DON’T KNOW OR REFUSED, ASK: “May I have your best guess?”)**

1. Bus only
2. SkyTrain only
3. SeaBus only
4. Bus and SkyTrain
5. Bus and SeaBus
6. SkyTrain and SeaBus
7. Bus, SeaBus and SkyTrain

**[0-96]**

**[PROGRAMMER: ONCE TOTAL IS REACHED DO NOT ASK REMAINING ITEMS AND AUTOCODE THEM TO ZERO]**

**[PROGRAMMER: DISPLAY ALL ITEMS AT Q3 AND PERCENTAGES GIVEN, DISPLAY VALIDATION SCREEN FOR INTERVIEWER & RESPONDENT.]**

**[PROGRAMMER: ANSWERS FROM Q3 MUST ADD TO TOTAL GIVEN AT Q2A.]**

**[IF DK/REF TO ANY OR ZERO TO ALL AT Q3, THANK & TERMINATE]**



4. Of the **[INSERT TOTAL FROM Q2A]** one-way trips you made in the last **[DAYS]** days, how many did you make ... **[INSERT ITEM]**? And how about ... **[INSERT SECOND ITEM, ETC.]**? **(IF DON'T KNOW OR REFUSED, ASK: "May I have your best guess?")**

1. Monday to Friday between 5am and 9:30am
2. Monday to Friday between 9:30am and 3pm
3. Monday to Friday between 3pm and 6:30pm
4. Monday to Friday after 6:30pm
5. On a Saturday or Sunday or a statutory holiday

**[0-96]**

**[PROGRAMMER: ONCE TOTAL IS REACHED DO NOT ASK REMAINING ITEMS AND AUTOCODE THEM TO ZERO]**

**[PROGRAMMER: ANSWERS FROM Q4 MUST ADD TO TOTAL GIVEN AT Q2A]**

**[IF DK/REF TO ANY OR ZERO TO ALL AT Q4, THANK & TERMINATE]**

#### **SATISFACTION WITH SYSTEM OVERALL**

6. Based on your own experience in the past **[DAYS]** days, on a scale of one to ten, where "10" means "excellent" and "one" means "very poor", how would you rate the overall service provided by the transit system in Metro Vancouver?

**[1-10]**

**[FOR THOSE PROVIDING A RATING OF 5 OR LESS, ASK 6.1.2]**

- 6c. (6.1.2) What could have been done to improve the overall transit system service? **(INTERVIEWER: PROBE TWICE)**

**[OPEN END]**

- 6b. (6.1.1) Still thinking about the service provided by the transit system in Metro Vancouver, how would you rate it in terms of providing Value for Money? **(REPEAT SCALE IF NECESSARY: Use a 10-point scale where 10 means excellent and 1 means very poor.)**

**[1-10]**

## SATISFACTION WITH SEABUS SERVICE; IDENTIFY WAYS TO IMPROVE SERVICE

**[Q.8-Q.9 FOR SEABUS RIDERS ONLY (Q.3\_3 -SeaBus only, Q3\_5 – Bus & SeaBus, Q3\_6 – SkyTrain & SeaBus, OR Q3\_7 – Bus, SeaBus and SkyTrain > 0)]**

**[PROGRAMMER: SET TEXT INSERT FOR REMAINDER OF SURVEY CALLED “Trip” IF ONLY ONE TRAVEL TIME IN Q.4, INSERT: “last” OTHERWISE, ROTATE EITHER “Last” or “2nd to last”]**

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

**[IF ONLY TRAVELLED DURING ONE TIME PERIOD IN Q4, GO TO 8B]**

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

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

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

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

[1-10]

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

**[PROGRAMMER DISPLAY FOR REMAINING ITERATIONS IF ATTRIBUTE = 1,2,5,7 OR 8]** And how about ... **[INSERT SECOND ITEM, ETC.]? (REPEAT SCALE AS NEEDED)**

**[PROGRAMMER DISPLAY FOR ATTRIBUTES: 3, 4 & 6]** Still thinking about the **[TRIP]** trip you made on SeaBus, **[INSERT ITEM]? (REPEAT SCALE AS NEEDED)**

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

YES  
NO

1 - **[ONLY ASK IF YES TO Q9A]** (9.1.) Having courteous, competent and helpful SeaBus staff?

2- (9b9.2 ) Feeling safe from crime at the SeaBus station?

3- (9.3) How would you rate it in terms of frequency of service? **(CLARIFY IF NECESSARY: Does the SeaBus run often enough throughout the day?)**



- 4- (9.4.) How would you rate it in terms of Not being overcrowded? (**CLARIFY IF NECESSARY:** Was there enough room onboard?)
- 5- (9.8) Trip duration from the time you boarded to the time you got off SeaBus? (**CLARIFY IF NECESSARY:** We are only referring to the time spent onboard the SeaBus.)
- 6- (9.9) How would you rate it in terms of providing on time, reliable service?
- 7- (9.10) Clean and graffiti free SeaBus vessel and stations? (**CLARIFY IF NECESSARY:** Please think about the overall cleanliness during your [**last/2<sup>nd</sup> last**] SeaBus trip.)
- 8 - (9.11) Staff available when needed? (**IF RESPONDENT SAYS ‘NOT APPLICABLE RECORD AS DK**)

[1-10]

#### 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. BURNARD
- 3. GRANVILLE
- 4. STADIUM
- 5. MAIN STREET/SCIENCE WORLD
- 6. BROADWAY
- 7. NANAIMO
- 8. 29TH AVENUE
- 9. JOYCE - COLLINGWOOD
- 10. PATTERSON
- 11. METROTOWN
- 12. ROYAL OAK

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

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

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



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

**[1-10]**

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

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

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

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

YES  
NO

- 1- **[ONLY ASK IF YES AT Q13]** (13.1) Having courteous, competent and helpful SkyTrain staff?
- 2- (13.2) How would you rate your **[TRIP]** trip in terms of feeling safe from crime onboard SkyTrain?
- 3- (13.3) Thinking about your **[TRIP]** trip on SkyTrain where you **[IF STATION PROVIDED AT BOTH Q11A & Q11B RANDOMLY INSERT EITHER: boarded/got off at [INSERT STATION NAME]] [IF ONLY PROVIDED STATION NAME AT Q11A INSERT: boarded [INSERT STATION NAME]] [IF ONLY PROVIDED STATION NAME AT Q11B INSERT: got off at [INSERT STATION NAME]] [IF STATION NOT PROVIDED AT Q11A OR Q11B RANDOMLY INSERT: board/got off at]],** how would you rate that station in terms of feeling safe from crime?
- 4- (13.4) How would you rate it in terms of not being overcrowded? **(CLARIFY IF NECESSARY: Was there enough room onboard?)**
- 5- (13.8) How would you rate it in terms of providing on-time reliable service?
- 6- (13.9) Clean and graffiti free SkyTrain cars and stations? **(CLARIFY IF NECESSARY: Please think about the overall cleanliness during your [last/2<sup>nd</sup> last] SkyTrain trip.)**
- 7- (13.10) How would you rate it for staff available when needed? **(IF RESPONDENT SAYS ‘NOT APPLICABLE RECORD AS DK)**
- 8- (13.12) How would you rate it in terms of frequency of service? **(CLARIFY IF NECESSARY: Do the trains run often enough throughout the day?)**

**[1-10]**

- 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/2<sup>nd</sup> last] bus trip.)**
- 8- (18.11) The **[INSERT ROUTE NUMBER]** bus for having a direct route? **(CLARIFY IF NECESSARY: By direct route, we mean having a route that follows the shortest possible path between where you got on and where you got off the bus.)**
- 9- (18.14) Trip duration from the time you boarded to the time you got off the bus? **(CLARIFY IF NECESSARY: We are only referring to the time spent onboard the bus.)**
- 10- (18.15) How would you rate it in terms of frequency of service? **(CLARIFY IF NECESSARY: Does the bus run often enough throughout the day?)**





[1-10]

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 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]**

## TRANSIT DEMOGRAPHICS

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

1. Pay cash on the bus
5. Compass Ticket **(IF NEEDED TO CLARIFY: single use or a day pass on a Compass ticket)**
9. Compass Card (all types including U-Pass)
11. Tap to Pay **(IF NEEDED TO CLARIFY: tapping with contactless credit cards or mobile device)**
7. Other **[PROGRAMMER: NOT AN OTHER SPECIFY]**

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

**[NEW – ADDED JULY 2015]**

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

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?

ONE  
TWO  
THREE



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

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

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

YES

NO

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

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

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

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

**[RECORD VERBATIM]**

**[NEW QUESTIONS – ADDED FOR JULY 2016]**

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

**[1-10]**



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

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

RECORD YEARS [range 0-50]

RECODES MONTHS [range 0 – 11]

NOT A REGULAR RIDER

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

5. Definitely continue (as often as you do now)
  4. Probably continue (as often as you do now)
  3. Might or might not continue (as often)
  2. Probably not continue (as often, OR)
  1. Definitely not continue (as often)
- (DO NOT READ) Other/depends

**[NEW – ADDED IN JULY 2020]**

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

YES

NO

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

0 – Not at all likely

1

2

3

4

5

6

7

8

9

10 – Extremely likely

## DEMOGRAPHICS]

33. Into which of the following age categories do you fall? **(READ LIST, STOP WHEN APPROPRIATE AGE REACHED)**

1. 18 - 24
2. 25 - 34
3. 35 - 44
4. 45 - 54
5. 55 - 64
6. 65 and over

**[PROGRAMMER: IF ANSWER OF RIDERSHIP TIME AT Q28 IS GREATER THAN ACTUAL UPPER RANGE OF ANSWER AT Q33, "i.e., 25-34 years at Q33 & 45 years at Q28 "DISPLAY THE FOLLOWING ERROR: "INTERVIEWER: YOUR ANSWER AT Q33 DOESN'T LINE UP WITH Q28, PLEASE REVISE"]**

**Changed from single to multi-response – March 13, 2014**

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

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

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

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

**[NEW: ADDED MAR 2014]**

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

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

YES  
NO

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

**[0-99]**

37a. Which of the following best describes your total household income for 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

[INDIGENEITY/ETHNICITY]

Q37b. Do you identify as either First Nations, Inuit, or Metis?

1. YES
2. NO
3. PREFER NOT TO ANSWER

Q37c. Which of the following categories best represents your ethnic or cultural identity? Please stop me when I reach the group or groups that best represent you. Would you say ...? **(INTERVIEWER: READ LIST UNTIL STOPPED. ACCEPT MULTIPLE RESPONSES)**

1. Caucasian
2. South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)
3. Chinese
4. Black
5. Filipino
6. Latin American
7. Arab
8. Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)
9. West Asian (e.g., Iranian, Afghan, etc.)
10. Korean
11. Japanese
12. Or another ethnic or cultural identity (specify)
13. **(DO NOT READ)** Prefer not to answer

[GENDER]

Q37d. I know we have been speaking for a while, however I do not want to assume your gender, so would you please share with me your gender? **[READ]** The options are female, male, nonbinary/gender fluid, or would you prefer not to say.

1. Female
2. Male
3. Nonbinary/Gender fluid
4. Other **[DO NOT READ]**
5. Prefer not to say



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
<b>Total</b>	<b>1214</b>	<b>8.1</b>	<b>8.5</b>	<b>8.6</b>	<b>8.4</b>	<b>7.6</b>	<b>7.7</b>	<b>8.3</b>	<b>8.7</b>	<b>8.5</b>	<b>7.5</b>	<b>8.9</b>
2	25	7.5	8.1	8.4	8.5	7.6	7.6	7.9	8.2	8.5	7.4	9.0
3	10	7.4	8.5	7.7	8.0	7.5	7.4	8.0	8.9	7.2	7.1	8.9
4	12	9.2	8.7	7.4	7.5	7.9	8.4	8.1	9.1	8.9	8.1	9.3
5	15	8.5	8.4	7.6	8.8	7.5	8.1	8.2	8.6	8.3	7.1	9.0
6	11	8.6	9.0	8.2	8.3	8.3	8.4	8.6	9.0	8.8	7.9	9.3
7	19	7.6	8.6	8.1	7.9	8.3	7.5	7.9	9.1	9.2	7.0	9.5
8	13	8.2	9.4	8.9	8.9	7.2	7.1	8.7	9.7	9.0	6.7	9.3
9	32	7.9	8.6	8.6	8.2	7.6	7.1	8.2	8.6	8.4	7.1	8.9
10	18	7.9	8.7	7.3	7.4	7.4	7.6	7.6	8.7	8.2	6.9	8.5
14	16	8.6	8.8	8.4	8.4	8.2	8.5	8.5	8.5	8.6	7.7	9.1
15	7	8.1	8.3	8.3	8.2	7.6	6.9	7.9	8.9	9.0	6.4	8.9
16	25	8.3	8.2	8.3	7.9	8.5	7.9	8.1	8.9	8.6	7.8	8.7
17	13	7.9	8.9	9.0	8.6	7.5	6.7	8.6	8.3	7.9	6.5	9.0
19	21	7.7	8.5	8.0	8.6	7.4	7.0	7.8	8.9	8.5	7.1	8.8
20	14	7.8	8.9	8.2	7.7	7.6	6.9	7.5	9.5	8.9	6.8	9.5
22	18	8.0	8.3	8.1	8.1	7.1	7.6	7.5	7.9	8.6	7.6	8.4
23	10	8.3	8.1	9.1	8.3	6.6	7.1	9.1	8.7	8.6	7.8	8.7
25	36	7.6	8.8	8.8	9.0	6.2	7.4	8.4	8.7	8.6	7.1	9.3
26	7	7.7	7.9	8.9	8.0	8.8	7.7	7.8	8.5	8.4	6.5	8.3
27	5	8.7	9.5	9.6	8.9	9.5	8.4	8.7	9.8	8.9	8.5	9.4
28	7	8.9	9.3	9.4	9.0	7.3	7.7	8.3	6.9	7.5	6.7	9.6
29	1	10.0	10.0	10.0	10.0	8.0	7.0	8.0	10.0	10.0	9.0	10.0
31	1	7.0	6.0	8.0	7.0	9.0	7.0	9.0	9.0	10.0	3.0	8.0
33	11	8.7	8.7	9.3	9.1	7.4	7.9	8.6	9.3	8.8	6.3	9.6
41	12	7.3	7.0	7.6	7.9	7.3	7.7	7.5	8.5	8.3	7.0	7.6
44	5	7.2	9.1	7.5	8.2	6.5	5.7	7.9	8.7	8.7	7.5	8.4
49	26	8.6	9.1	8.7	9.1	7.8	7.6	8.6	9.0	8.5	8.3	9.2
50	8	8.1	8.2	8.3	8.4	7.8	8.0	7.9	8.5	8.6	7.6	8.2
68	1	8.0	6.0	8.0	8.0	4.0	2.0	7.0	6.0	6.0	4.0	6.0
84	7	8.8	8.6	8.9	8.8	7.6	8.6	8.0	9.5	8.7	7.5	9.3
99 B-Line	72	8.5	8.4	8.6	8.6	6.7	8.3	8.4	9.0	8.6	8.6	9.1
100	16	7.5	7.1	8.2	8.2	7.2	6.8	7.8	8.6	7.9	7.1	8.2
101	4	7.0	7.1	7.9	8.2	8.0	7.7	8.4	8.3	7.3	6.2	7.6
103	8	8.4	9.2	9.5	8.5	9.2	8.3	9.3	8.6	9.7	7.5	9.3
104	1	9.0	9.0	8.0	8.0	10.0	10.0	9.0	9.0	9.0	9.0	9.0
105	2	8.3	9.6	10.0	9.1	7.0	8.9	9.1	10.0	8.4	8.0	9.1
106	14	8.4	8.6	9.2	9.0	8.5	8.0	9.1	9.4	9.1	8.1	9.3
112	5	8.8	8.7	9.5	9.4	9.1	8.6	8.3	8.9	9.5	7.7	8.9
116	3	8.5	8.7	8.1	8.9	9.3	8.6	8.8	8.1	9.5	8.3	9.3
119	9	7.8	8.3	8.1	8.5	6.6	7.5	8.5	8.9	8.5	8.0	8.2
123	10	8.1	7.6	8.9	8.6	7.2	7.2	8.2	8.4	8.3	7.7	8.3
128	5	9.5	9.4	9.4	8.9	8.9	9.2	10.0	10.0	10.0	7.2	9.4
129	5	6.6	7.5	8.6	9.1	7.9	7.0	8.6	9.0	9.3	7.4	7.8
130	10	8.5	8.8	9.0	8.6	6.9	8.7	9.3	9.3	8.9	9.1	9.0
133	4	8.8	8.8	9.6	9.6	8.2	7.3	9.2	7.9	7.9	5.7	9.2
136	4	7.8	7.8	8.5	9.7	9.6	5.2	8.4	9.3	8.7	6.5	9.7
143	2	6.4	9.3	10.0	10.0	7.4	5.4	8.7	9.6	8.6	6.4	9.3
144	7	7.3	7.1	8.2	7.3	7.5	6.7	7.6	7.9	8.6	7.2	7.5
145	5	8.2	9.2	8.8	8.7	6.1	7.6	8.4	8.6	9.3	9.0	8.9
146	1	7.0	9.0	9.0	9.0	8.0	8.0	8.0	7.0	8.0	7.0	9.0
147	3	7.4	9.0	8.2	9.6	9.1	7.5	9.4	9.1	9.1	7.8	9.4
150	1	9.0	7.0	9.0	10.0	5.0	9.0	10.0	10.0	10.0	10.0	10.0
152	9	7.8	8.5	9.0	8.5	7.5	7.5	8.6	8.1	8.5	6.8	8.5
153	3	9.8	9.8	9.8	9.8	8.2	9.0	9.0	9.6	8.1	9.7	9.8
155	6	9.7	9.8	9.8	8.6	8.9	9.3	9.6	9.9	9.1	7.3	9.8
156	6	9.4	8.9	8.8	8.4	9.0	8.5	8.4	9.1	8.9	7.3	9.2
157	2	9.0	9.0	9.0	9.0	9.5	9.5	10.0	9.0	9.0	7.5	9.0
159	4	9.3	8.5	8.7	9.1	9.2	7.7	8.7	7.8	9.1	7.4	9.3
160	11	8.7	9.4	8.7	8.7	8.5	7.7	8.9	9.4	8.4	8.3	9.4
169	3	8.0	8.4	8.7	8.3	8.0	7.3	8.7	7.7	8.3	6.7	8.4
171	2	7.9	8.4	9.4	9.4	8.9	6.2	9.6	9.4	8.3	6.6	8.9
172	1	7.0	10.0	7.0	10.0	5.0	7.0	10.0	6.0	9.0	6.0	10.0
173	1	9.0	9.0	9.0	9.0	10.0	10.0	10.0	10.0	9.0	9.0	7.0

## 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
174	1	9.0	8.0	8.0	8.0	9.0	8.0	7.0	9.0	9.0	8.0	8.0
180	2	6.2	9.0	9.6	9.0	9.6	6.6	8.0	5.2	8.8	6.0	9.2
181	1	9.0	10.0	10.0	10.0	9.0	7.0	10.0	10.0	10.0	9.0	10.0
183	2	8.0	8.3	8.3	6.6	6.1	7.0	8.7	9.2	9.7	5.3	8.3
184	3	8.1	8.9	10.0	9.6	9.6	7.7	10.0	8.0	8.8	7.0	9.6
185	1	9.0	9.0	9.0	9.0	9.0	8.0	9.0	9.0	9.0	10.0	9.0
186	2	9.0	9.4	9.7	9.4	9.4	7.0	8.7	8.3	3.9	8.1	9.4
187	1	1.0	10.0	9.0	8.0	1.0	1.0	9.0	8.0	1.0	1.0	10.0
188	3	8.6	8.8	9.4	9.6	8.4	8.5	9.2	9.6	9.0	7.9	9.2
189	1	6.0	9.0	8.0	9.0	3.0	8.0	9.0	5.0	6.0	3.0	9.0
191	2	7.6	8.9	8.0	8.6	8.3	8.0	8.0	8.6	8.3	6.4	8.9
210	3	6.8	6.5	9.4	9.4	9.0	7.2	8.2	7.0	6.7	6.0	7.4
214	1	9.0	10.0	10.0	10.0	9.0	10.0	10.0	10.0	10.0	8.0	10.0
215	1	6.0	7.0	8.0	7.0	7.0	6.0	9.0	9.0	8.0	3.0	8.0
222	1	10.0	10.0	10.0	10.0	3.0	5.0	9.0	10.0	10.0	10.0	10.0
227	1	3.0	7.0	9.0	10.0	7.0	3.0	7.0	10.0	10.0	3.0	9.0
228	10	7.5	7.5	8.5	8.0	8.8	7.4	7.9	8.6	8.6	6.9	8.4
229	8	9.3	8.8	8.2	8.6	9.2	9.3	8.6	9.2	9.2	8.7	9.2
230	6	7.8	7.9	9.3	8.5	8.6	7.8	8.6	8.5	8.4	6.7	8.8
232	5	8.2	9.4	9.9	9.8	9.7	5.8	8.8	9.9	8.6	7.3	9.9
236	6	7.0	8.8	9.3	9.2	8.8	7.6	8.7	9.3	9.6	6.9	9.3
240	21	8.5	8.8	8.9	8.9	6.8	7.9	8.7	8.9	8.3	8.3	9.3
241	1	9.0	9.0	7.0	7.0	8.0	7.0	10.0	8.0	8.0	5.0	10.0
245	1	10.0	10.0	10.0	10.0	9.0	10.0	7.0	9.0	10.0	7.0	10.0
246	8	7.9	8.4	8.8	8.8	8.1	6.5	8.6	9.3	7.0	4.7	8.6
247	1	8.0	8.0	10.0	10.0	8.0	8.0	10.0	10.0	8.0	8.0	10.0
249	3	9.0	9.5	10.0	9.0	9.4	8.9	9.5	9.5	10.0	8.0	10.0
250	20	8.3	9.0	8.6	8.6	7.6	7.5	8.7	9.4	9.0	7.6	8.3
252	2	8.3	6.7	8.0	7.7	5.8	8.3	8.3	8.3	8.3	4.2	5.0
253	1	0.0	9.0	8.0	8.0	10.0	6.0	8.0	5.0	5.0	1.0	9.0
254	2	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	6.7	10.0
255	12	7.5	8.1	8.8	8.2	8.1	8.8	9.1	8.8	9.1	7.6	8.7
257	5	8.8	9.3	9.3	8.6	8.3	9.1	9.1	9.8	9.3	8.3	9.3
301	5	7.3	7.9	8.8	8.1	6.8	6.3	7.8	9.2	8.5	7.7	8.5
310	3	5.6	7.3	8.8	8.8	8.6	5.9	8.0	6.1	6.9	6.7	8.3
311	1	8.0	8.0	10.0	9.0	7.0	8.0	6.0	7.0	8.0	6.0	10.0
312	2	7.7	7.0	7.3	7.3	7.0	5.4	8.0	8.7	8.7	3.0	8.0
314	2	10.0	7.3	10.0	9.1	8.0	6.3	7.3	7.6	8.3	5.3	10.0
316	1	4.0	8.0	9.0	9.0	8.0	5.0	7.0	8.0	6.0	5.0	8.0
319	20	7.7	8.1	8.6	8.4	7.3	8.3	7.9	8.1	8.9	8.2	8.9
320	2	6.9	7.3	6.9	9.7	9.4	9.7	3.7	9.7	9.4	9.4	7.6
321	11	8.1	8.2	8.1	7.2	7.5	7.9	8.4	8.8	8.6	7.0	8.4
322	3	6.6	8.3	8.9	8.5	7.0	6.4	8.5	5.7	8.4	5.1	8.3
323	7	8.2	8.6	9.7	8.9	8.1	8.7	8.2	8.7	8.6	8.8	9.2
324	1	8.0	8.0	9.0	9.0	8.0	7.0	7.0	8.0	7.0	8.0	8.0
325	4	8.4	7.6	8.1	7.6	7.6	6.7	8.4	8.3	8.4	7.1	7.5
326	3	7.4	9.1	9.4	7.4	8.8	7.6	7.2	9.0	9.0	6.9	9.4
335	16	8.2	8.8	9.2	8.7	7.8	8.4	9.2	8.9	9.3	7.6	9.3
337	2	6.9	7.4	7.4	7.4	8.0	3.0	7.4	8.0	6.9	6.4	7.4
340	3	6.8	8.1	8.6	8.7	5.9	6.9	9.5	10.0	8.9	7.2	10.0
341	3	7.3	8.3	9.6	9.6	8.3	8.2	9.1	9.6	8.9	7.8	8.0
342	1	8.0	10.0	9.0	8.0	7.0	9.0	9.0	8.0	8.0	10.0	9.0
345	4	8.6	9.0	9.7	9.3	5.8	6.6	9.3	7.5	7.2	6.7	9.6
351	16	8.8	9.0	8.5	9.0	8.3	8.6	9.3	9.3	8.8	8.3	8.9
352	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
354	2	9.5	8.5	9.0	9.5	9.5	8.5	8.5	9.5	9.5	9.5	9.0
360	2	8.7	9.3	8.3	8.0	8.7	8.7	9.3	8.0	8.0	8.7	9.3
361	2	9.6	9.6	10.0	9.6	9.3	9.0	7.1	7.6	8.7	9.3	7.5
363	1	8.0	8.0	7.0	7.0	9.0	6.0	8.0	10.0	7.0	6.0	9.0
364	2	5.2	9.2	9.2	9.2	5.5	6.2	8.0	9.2	9.3	7.0	9.2
371	1	8.0	9.0	9.0	8.0	8.0	6.0	9.0	8.0	8.0	5.0	9.0
373	1	9.0	8.0	10.0	10.0	7.0	8.0	10.0	10.0	8.0	8.0	8.0
375	6	8.2	7.1	8.4	8.5	8.3	7.4	8.7	7.6	8.9	5.9	8.0
388	2	8.0	8.5	8.0	8.5	7.0	7.0	8.5	8.5	8.5	9.0	9.0

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

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
394	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
395	1	10.0	8.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	7.0	10.0
401	6	6.2	7.6	8.0	8.4	6.6	6.7	8.0	7.8	7.6	7.9	8.8
402	7	7.9	7.4	8.6	8.6	6.4	6.4	7.7	8.2	7.1	4.3	8.3
403	8	8.5	9.3	8.9	8.3	7.4	8.1	8.5	9.4	9.1	6.6	9.0
404	2	9.1	9.7	10.0	10.0	8.6	9.4	9.1	9.4	9.4	4.0	10.0
405	4	6.5	7.3	7.3	7.1	7.2	6.8	7.2	7.7	7.1	6.1	7.3
406	5	8.5	8.7	9.0	9.2	7.8	8.6	8.8	9.3	8.9	8.4	8.9
407	5	7.6	8.5	8.8	7.5	8.4	6.9	8.2	8.8	8.2	6.5	8.5
408	5	8.8	8.1	9.4	8.9	8.0	9.0	8.9	6.9	8.0	7.5	8.2
410	5	7.9	9.0	8.5	8.9	5.9	7.2	7.0	8.0	7.8	7.6	9.2
412	2	9.2	9.2	10.0	7.6	9.2	7.6	8.4	9.2	8.4	6.6	9.2
413	2	6.6	6.2	9.3	8.6	8.6	7.6	9.3	9.3	9.4	6.9	8.7
418	3	8.2	7.7	9.0	8.8	3.7	6.4	8.2	6.8	8.7	3.8	8.2
430	8	8.4	9.3	8.8	8.9	7.2	7.2	8.5	8.9	8.7	7.7	8.9
501	7	7.5	8.5	8.2	7.8	6.7	6.8	7.3	7.4	7.2	6.6	8.9
502	7	8.3	8.7	9.2	7.8	6.9	8.0	8.6	9.0	8.5	7.5	9.1
503	10	7.7	7.3	8.2	7.2	7.5	6.8	8.5	8.7	8.2	7.1	7.9
509	1	10.0	9.0	9.0	8.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
531	3	8.4	8.8	8.8	8.8	7.4	9.2	9.4	8.5	9.6	7.3	9.6
555	14	8.7	8.2	9.0	8.8	8.2	8.6	9.1	9.6	9.2	7.5	9.1
562	1	9.0	10.0	10.0	6.0	9.0	8.0	8.0	9.0	8.0	7.0	10.0
595	2	8.0	9.6	8.8	8.2	7.0	7.2	8.8	7.2	7.8	4.0	9.4
601	14	7.5	8.7	8.7	8.4	7.2	7.9	8.4	8.1	7.8	7.7	9.2
602	1	5.0	8.0	10.0	7.0	7.0	8.0	10.0	10.0	10.0	5.0	10.0
603	1	10.0	10.0	10.0	9.0	10.0	10.0	10.0	10.0	10.0	5.0	10.0
604	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
616	1	8.0	8.0	7.0	7.0	8.0	7.0	7.0	8.0	8.0	8.0	9.0
640	5	8.9	8.9	8.6	8.2	8.4	8.4	8.9	9.5	9.3	7.2	9.3
701	14	6.8	8.1	8.3	7.9	7.6	6.5	7.1	7.5	7.1	6.5	8.7
733	1	9.0	8.0	9.0	8.0	9.0	9.0	9.0	8.0	8.0	6.0	8.0
741	1	8.0	10.0	10.0	10.0	10.0	9.0	10.0	10.0	9.0	6.0	10.0
745	1	10.0	10.0	10.0	9.0	7.0	10.0	9.0	10.0	9.0	10.0	10.0
750 R1	15	8.9	8.3	8.5	7.5	7.8	8.3	8.8	9.3	8.9	8.3	8.6
751 R2	10	8.0	8.1	8.9	8.0	8.2	7.6	8.5	9.3	9.2	9.0	8.5
752 R3	6	9.3	9.9	9.9	8.8	9.9	9.9	9.8	9.8	9.9	9.9	9.9
753 R4	23	8.1	8.1	8.1	7.9	6.2	7.5	7.7	9.0	8.8	8.6	8.4
754 R5	17	8.3	8.5	7.5	8.0	5.8	7.7	7.9	9.2	8.7	7.9	9.2
791	4	9.7	9.7	9.7	9.5	7.4	8.5	7.8	5.8	7.5	9.5	9.5
BTC	15	7.7	7.6	8.2	7.7	6.6	8.3	7.4	9.1	8.2	8.0	7.9
STC	16	7.4	8.6	8.5	7.9	7.0	7.1	7.3	7.1	7.6	6.5	9.0
PCT	4	8.2	7.5	7.5	7.2	8.0	8.7	8.7	8.5	8.8	7.3	8.7
RTC	7	7.5	8.2	7.5	6.5	7.3	7.2	7.2	6.9	7.1	5.1	8.6
VTC	29	8.5	9.5	8.6	8.1	8.2	8.3	8.4	9.2	8.8	7.7	9.5
WVT	5	8.4	9.2	8.8	8.6	8.4	8.6	9.6	8.2	9.1	8.2	9.2
N9	1	10.0	0.0	5.0	9.0	5.0	10.0	10.0	10.0	10.0	10.0	10.0



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

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
<b>Total</b>	<b>1214</b>	<b>8.1</b>	<b>8.5</b>	<b>8.6</b>	<b>8.4</b>	<b>7.6</b>	<b>7.7</b>	<b>8.3</b>	<b>8.7</b>	<b>8.5</b>	<b>7.5</b>	<b>8.9</b>
99 B-Line	72	8.5	8.4	8.6	8.6	6.7	8.3	8.4	9.0	8.6	8.6	9.1
25	36	7.6	8.8	8.8	9.0	6.2	7.4	8.4	8.7	8.6	7.1	9.3
9	32	7.9	8.6	8.6	8.2	7.6	7.1	8.2	8.6	8.4	7.1	8.9

OVERALL PERFORMANCE RATINGS  
JANUARY 2021 - MARCH 2021 VERSUS  
JANUARY 2022 - MARCH 2022  
(Routes With 35+ Trips Per Quarter)

Route Number	January - March 2021		January - March 2022		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jan'21-Mar'21 vs. Jan'22-Mar'22
# 25	26	8.6	36	7.6	-1.0
# 9	36	8.3	32	7.9	-0.4
# 99 B-Line	76	8.7	72	8.5	-0.2
# VTC	35	8.7	29	8.5	-0.2

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

**OVERALL PERFORMANCE RATINGS  
OCTOBER 2020 - MARCH 2021 VERSUS  
OCTOBER 2021 - MARCH 2022  
(Routes With 35+ Trips Per 6 Months)**

Route Number	October 2020 - March 2021		October 2021 - March 2022		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Oct'20-Mar'21 vs. Oct'21-Mar'22
# 10	41	8.7	39	7.9	-0.8
# 16	49	8.2	52	7.9	-0.3
# 19	28	8.1	39	8.1	0.0
# 2	52	8.2	54	7.9	-0.3
# 20	47	7.6	32	7.7	0.1
# 240	27	7.4	40	8.4	1.0
# 25	42	8.6	50	7.5	-1.1
# 250	29	9.1	54	8.2	-0.9
# 3	41	8.1	30	7.6	-0.5
# 319	30	8.5	36	7.9	-0.6
# 49	52	8.8	52	8.4	-0.4
# 5	44	7.9	29	8.3	0.4
# 6	36	8.0	29	8.4	0.4
# 7	27	7.8	36	7.8	0.0
# 753 R4	27	8.6	50	8.1	-0.5
# 9	61	8.3	66	8.0	-0.3
# 99 B-Line	136	8.9	141	8.4	-0.5
# BTC	43	8.2	43	8.1	-0.1
# VTC	51	8.6	61	8.1	-0.5

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

**OVERALL PERFORMANCE RATINGS  
APRIL 2020 - MARCH 2021 VERSUS  
APRIL 2021 - MARCH 2022  
(Routes With 35+ Trips Per Year)**

Route Number	April 2020 - March 2021		April 2021 - March 2022		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Apr'20-Mar'21 vs. Apr'21-Mar'22
# 10	93	8.7	70	7.9	-0.8
# 100	52	8.5	48	8.1	-0.4
# 106	100	8.2	61	8.3	0.1
# 123	43	7.8	36	7.8	0.0
# 130	55	8.3	44	8.2	-0.1
# 14	67	8.6	60	8.0	-0.6
# 16	107	8.1	103	8.1	0.0
# 17	72	7.8	48	8.1	0.3
# 19	71	7.9	74	8.1	0.2
# 2	100	8.4	98	8.1	-0.3
# 20	110	7.6	68	7.6	0.0
# 22	64	8.0	52	8.2	0.2
# 229	21	9.2	36	8.4	-0.8
# 230	20	8.1	35	7.5	-0.6
# 240	83	8.1	86	8.3	0.2
# 25	90	8.6	102	8.0	-0.6
# 250	92	9.2	114	8.2	-1.0
# 255	34	8.4	49	7.8	-0.6
# 3	89	7.8	58	7.7	-0.1
# 319	76	8.5	76	8.2	-0.3
# 321	52	7.5	35	8.2	0.7
# 33	35	8.5	31	8.4	-0.1
# 335	29	7.6	36	8.1	0.5
# 351	61	8.8	52	9.0	0.2
# 4	59	8.6	50	8.4	-0.2
# 403	35	8.6	27	7.9	-0.7
# 41	52	8.3	52	8.2	-0.1
# 410	53	8.5	31	8.9	0.4
# 49	122	8.8	116	8.6	-0.2
# 5	82	7.9	58	8.5	0.6
# 50	39	8.6	32	8.6	0.0
# 555	23	9.3	36	8.5	-0.8
# 6	68	8.1	59	8.3	0.2

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

Route Number	April 2020 - March 2021		April 2021 - March 2022		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Apr'20-Mar'21 vs. Apr'21-Mar'22
# 601	29	8.8	46	7.9	-0.9
# 7	72	7.7	71	7.8	0.1
# 750 R1	50	8.6	54	8.6	0.0
# 751 R2	15	9.3	42	8.2	-1.1
# 753 R4	67	8.7	95	8.4	-0.3
# 754 R5	54	8.6	64	8.4	-0.2
# 8	42	8.1	40	8.0	-0.1
# 84	48	8.3	50	8.5	0.2
# 9	154	8.3	106	8.0	-0.3
# 99 B-Line	321	8.5	249	8.4	-0.1
# BTC	90	8.0	94	8.1	0.1
# STC	44	8.6	50	8.3	-0.3
# VTC	108	8.0	116	8.2	0.2

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