



Customer Service Performance Quarter 2 2022

Bus
SeaBus
SkyTrain



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

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

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

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



Overview

- With the lifting of most COVID restrictions taking place this wave, the trend towards pre-pandemic levels has rebounded following a stall last quarter (when some restrictions were reinstated). A much higher proportion of riders are using transit for entertainment or to go to school compared to Q2 2021 and both these reasons are now similar to pre-pandemic levels. Other areas also seeing shifts closer to pre-pandemic levels include the average number of trips taken and the percentage of riders using a U-Pass or in the High Frequency rider segment. Top scores for overall service for the Bus, SkyTrain, and the SeaBus have either met or surpassed pre-pandemic levels.
- Just above seven-in-ten (71%) riders award good-to-excellent ratings for Overall Transit Service, which is in line with last quarter but significantly lower than the same quarter last year (down 6 ppt). Scores continue to be higher than pre-pandemic levels (68% in Q1 2020).
- Over one-in-ten (14%) riders say they take transit *less regularly* than they did six months ago, which is significantly lower than both last wave (20%) and the same period last year (30%). Conversely, more than one-quarter (27%) of riders say they take transit *more regularly* than six months ago, significantly higher than both last wave (21%) and Q2 2021 (18%).
- Just below six-in-ten (58%) riders indicate that they will *definitely* continue to take transit as often as they do now, which is similar to last wave (59%) and unchanged from the same quarter last year. This proportion continues to remain relatively consistent, despite the changing circumstances of the pandemic.



Seven-in-ten (70%) bus riders award top ratings for Overall Bus Service, which is slightly down from the same period last year (73% in Q2 2021) but similar to last wave (69%). The average score is 8.1 out of 10, on par with last wave, but down from the 8.3 a year ago.

- Most attribute ratings significantly declined from the same quarter last year.
- This wave, Not Being Overcrowded is the only bus attribute that significantly declined from last quarter (5 ppt). However, all attributes except for Courteous Bus Operator, Safe and Professional Bus Operator, and Safe and Graffiti Free have significantly declined from Q2 2021.
- 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 over three-quarters (77%) of riders, which a significant decline from the same quarter last year (down 7 ppt from Q2 2021), but similar to last wave (down only 1 ppt).

- Not Being Overcrowded was the only attribute that declined significantly from last period (by 5 ppt).
- Percent of top ratings for Frequency of Service, and Not Being Overcrowded both significantly dropped from the same quarter last year (5 ppt and 13 ppt respectively).
- Delays are Announced and Explained (directionally up 5 ppt) is the only attribute that has increased in top ratings from Q2 2021.
- 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.

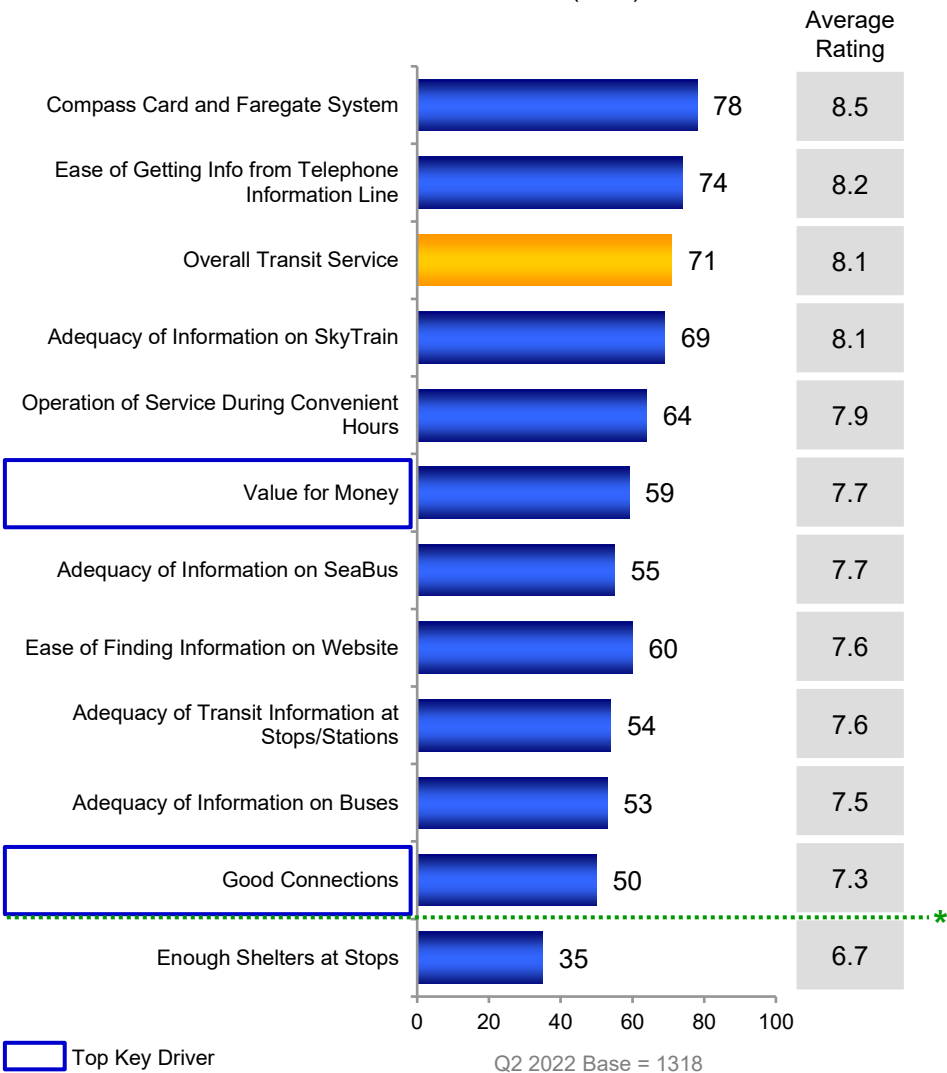


More than nine-in-ten (92%) SeaBus riders award good-to-excellent scores for Overall SeaBus Service, a directional increase from last wave (84%) but unchanged from the same quarter last year.

- Although results across all SeaBus attributes vary, no SeaBus attribute posted significant shifts from last quarter or the same quarter 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, just over seven-in-ten (71%) riders provide good-to-excellent ratings for Overall Transit Service. The average score has held steady at 8.1 out of 10, compared to 8.0 in Q1 2022, but is significantly lower compared to of 8.3 in Q2 2021.
- Having Enough Bus Shelters was the only top key driver that declined significantly from last quarter (down 5 ppt). However, several have experienced significant declines from Q2 2021: Having Convenient Hours (down 4 ppt), Having Enough Bus Shelters (down 10 ppt), Compass Card and Faregate System (down 6 ppt), and Adequacy of Transit Information at Stops and Stations (down 7 ppt) and On Board both Bus (down 7 ppt) and SeaBus (down 24 ppt).
- Like last wave, most service attributes continue to meet the positive performance threshold of 7.0 out of 10. The exception was Having Enough Shelters at Stops (6.7 out of 10), which was 6.9 last quarter, but had surpassed the positive performance threshold at 7.2 in the same quarter last year.

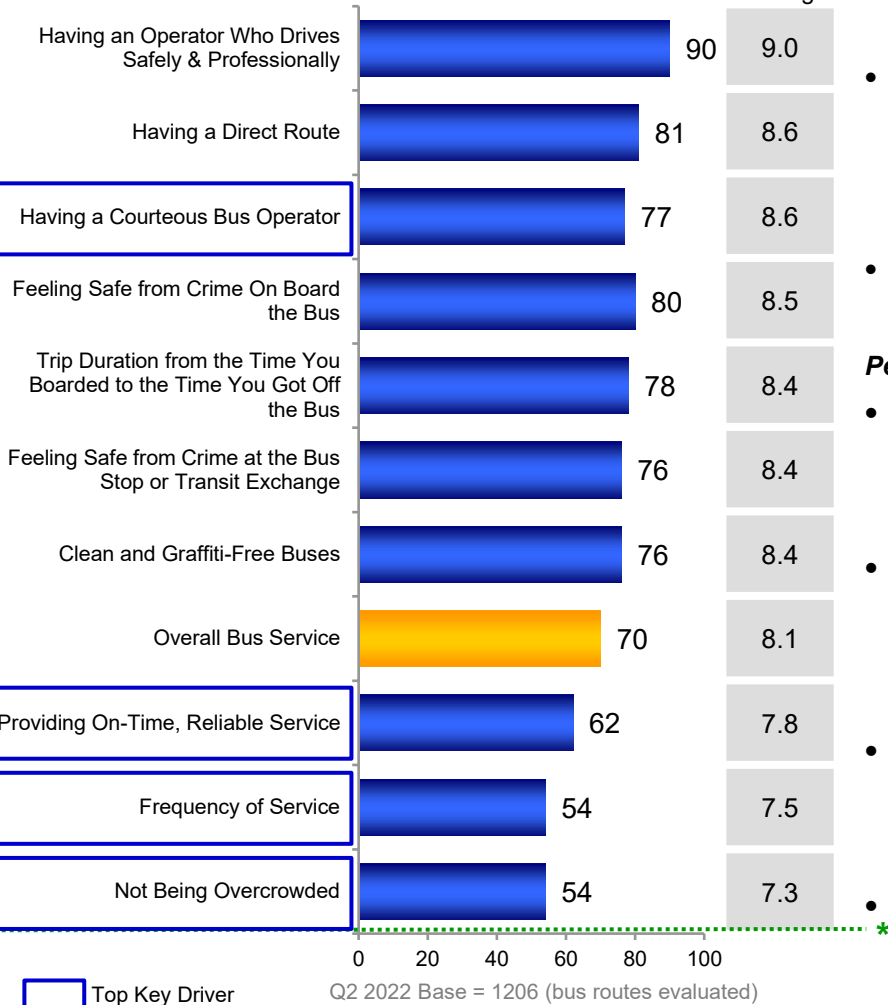
Performance on Top Key Drivers of Transit Overall Service*

- Value for Money
 - This attribute is awarded top scores by nearly six-in-ten (59%) riders, which is similar to both last quarter (60%), and the same quarter last year (60% in Q2 2021). The average is unchanged from last period at 7.7 but has slipped from the same quarter last year (7.8).
- Good Connections
 - Of the nearly four-in-ten (39%) of transit riders who took more than one transit mode, half (50%) award top ratings for Having Good Connections, a directional decline from last quarter (down 7 ppt), and the same quarter last year (down 6 ppt). The average score declined significantly to 7.3 out of 10, compared to both 7.6 last wave, and 7.7 in the same quarter last year.

Performance on Bus System Attributes

% Good to Excellent (8-10)

Average Rating



Top Key Driver

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

Bus System

- Overall Bus Service is awarded top ratings by seven-in-ten (70%) bus riders, similar to last quarter (69%), and a decline from Q2 a year ago (down 3 ppt). The average score is 8.1 out of 10, which is on par with last wave, but lower than 8.3 in Q2 2021.
- Not Being Overcrowded was the only top key driver that declined significantly from last quarter. However, all top key drivers (except for: Courteous Bus Operator) 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.

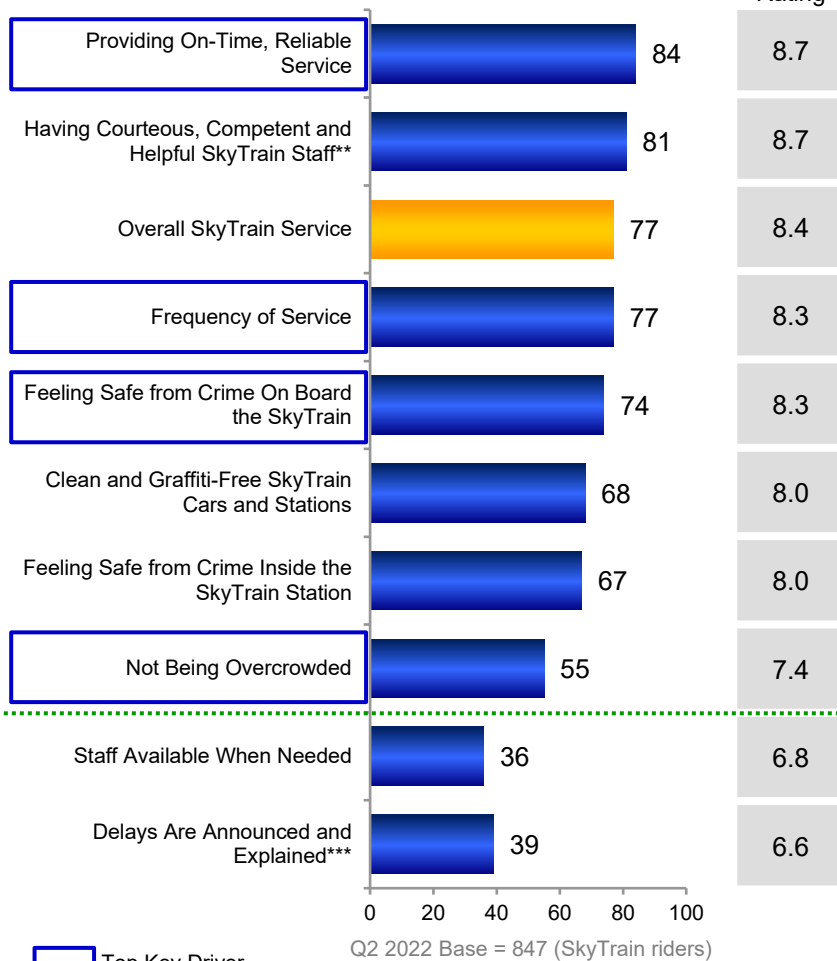
Performance on Top Key Drivers of Overall Bus Service*

- Courteous Bus Operator
 - More than three-quarters (77%) of bus riders award positive ratings for Courteous Bus Operator, a directional increase of 3 ppt from last wave (74%) and unchanged from the same quarter last year. VTC has risen significantly (up 7 ppt) while PCT has significantly fallen (down 16 ppt) from last quarter.
- On-Time, Reliable Service
 - Just over six-in-ten (62%) bus riders provide good-to-excellent ratings for On-Time, Reliable Service, up from last quarter (59%) but down significantly from the same quarter last year (68% in Q2 2021). HTC significantly improved from last quarter (up 12 ppt) while VTC experienced a significant decline from the same period last year (down 12 ppt).
- Frequency of Service
 - More than half (54%) of bus riders provide top scores for Frequency of Service, similar to last wave (53%) and a significant drop from the same quarter last year (60%). STC and VTC (down 16 and 10 ppt) both significantly declined while PCT went up significantly by 17 ppt from Q2 2021.
- Not Being Overcrowded
 - Not Being Overcrowded is awarded top ratings by over half (54%) of bus riders, a significant decline from both last wave (59%) and the same quarter last year (67%). WVT, RTC, VTC and BTC all experienced a significant decline in top ratings from the same quarter last year (down 18, 22, 20, and 17 ppt), while VTC also experienced a significant drop from last quarter (down 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=47)

*** Only among those who experienced delays (n=125)

SkyTrain System

- Over three-quarters (77%) of SkyTrain users awarded top scores for Overall SkyTrain Service, a significant drop from the same quarter last year (down 7 ppt). The average score is 8.4 out of 10, compared to a significantly higher score of 8.6 in Q2 2021.
- Top key driver Not Being Overcrowded experienced a directional decline from last wave of 5 ppt and a significant drop from Q2 2021 of 13 ppt, while Frequency of Service also experienced a significant drop (5 ppt) from Q2 last year.
- While no other significant changes for this quarter are noted for SkyTrain as a whole, the Canada Line saw significant drops for most attributes compared to the same period last year.
- 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).

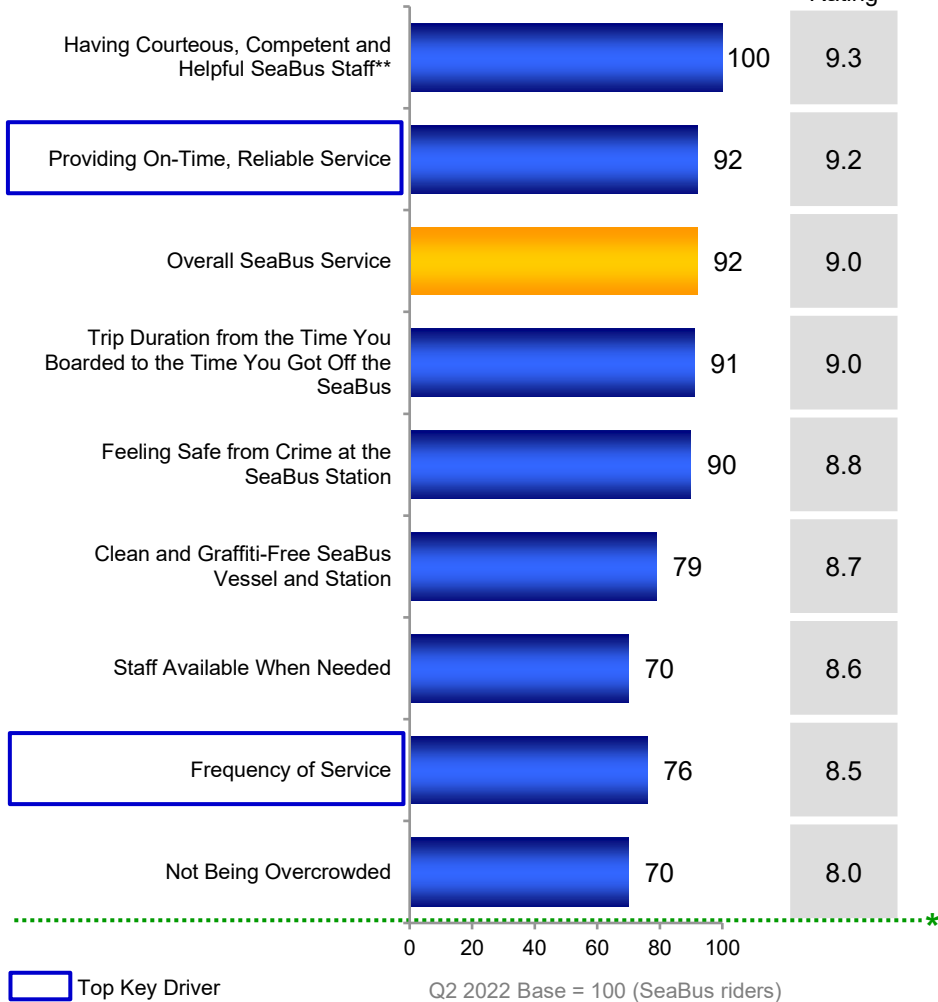
Performance on Top Key Drivers of SkyTrain Overall Service*

- On-Time, Reliable Service
 - Over eight-in-ten (84%) SkyTrain riders award top ratings for On-Time, Reliable Service, a slight drop from the same quarter last year (down 3 ppt). This attribute continues to be the highest performing top key driver.
- Frequency of Service
 - Frequency of Service is awarded top ratings by just over three-quarters (77%) of riders, a significant drop from a year ago (down 5 ppt).
- Feeling Safe from Crime On Board the Skytrain
 - Nearly three-quarters (74%) of SkyTrain riders provide good-to-excellent ratings for Feeling Safe from Crime On Board, a slight drop from last wave (down 2 ppt) and unchanged from Q2 last year.
- Not Being Overcrowded
 - More than half (55%) of riders provide positive scores for Not Being Overcrowded, a significant decline from the same quarter last year (down 13 ppt). 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: Very small base size – only among SeaBus riders who spoke with staff (n=19)

SeaBus

- More than nine-in-ten (92%) SeaBus riders provide top scores for Overall SeaBus Service, a directional increase of 8 ppt from last wave, but unchanged from Q2 2021. The average score has increased to 9.0 out of 10 from 8.5 last wave, and from 8.9 in the same quarter last year.
- None of the shifts amongst top key drivers are considered significant. Moreover, amongst all other SeaBus attributes, no significant shifts are noted.
- 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 (92%) SeaBus riders provide top ratings for On-Time Reliable Service. This is down 2 ppt from last wave but up 2 ppt from the same period last year. The average score is 9.2 out of 10, which is unchanged from both last wave and the same quarter last year. This is the second highest rated SeaBus attribute this wave.
- Frequency of Service
 - Frequency of Service is awarded top ratings by just over three-quarters (76%) of SeaBus riders, up only 1 ppt from last wave, but down 2 ppt from the same period last year. The average score is 8.5 out of 10, slightly above last quarter (8.2) and just below the same quarter last year (8.6).

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 (20% versus 12%) and a lower proportion are 55 to 64 years old (9% versus 16%).
 - They are less likely to be employed full-time (49% versus 57%) and more likely to be students (14% versus 5%) or employed part-time (17% versus 13%).
 - They are less likely to have an education level of high school or less (16% versus 21%) or vocational/college/technical training (17% versus 26%) and more likely to have some university (10% versus 7%) or have graduated university (54% versus 45%).
- While most demographic breakdowns shift closer to align with the general Metro Vancouver population, employment and education differ in proportion. This may be a result of changed work circumstances as a result of the pandemic.

Trip Purpose



- Half (50%) of riders used transit to go to and from work (compared to 46% in Q1 2022 and 49% in Q2 2021). Using transit for entertainment or social reasons has increased significantly by 6 ppt from last quarter and 14 ppt from the same period last year. The proportion of riders using transit for school also went up by 7 ppt from the same period last year. Trip-purpose proportions are moving even closer to pre-pandemic levels with the lifting of the vaccine passports and the removal of nearly all restrictions.

Choice versus Captive



- Nearly four-in-ten (38%) transit users are Captive riders, those who do not have regular access to a vehicle, which is a 2 ppt decline from last wave, and a significant decline from the same period last year (46% in Q2 2021). Meanwhile, Choice riders, those who have regular access to a vehicle, represent just over six-in-ten (61%) transit users. This is conversely a 2 ppt rise from last wave and a significant increase of 8 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 SkyTrain riders, 35 years or older, employed full-time, have graduated university, have a household income of more than \$80K, have a Caucasian ethnic background, or reside in North Vancouver.
- Captive riders are more likely to be younger (18-44), bus users, working part-time, have a household income of less than \$40K, or have an education level of high school or less. They are more likely use transit for work, school or shopping, reside in Vancouver, use a Compass Card as their method of payment, and be of South Asian or Latin American descent.



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.



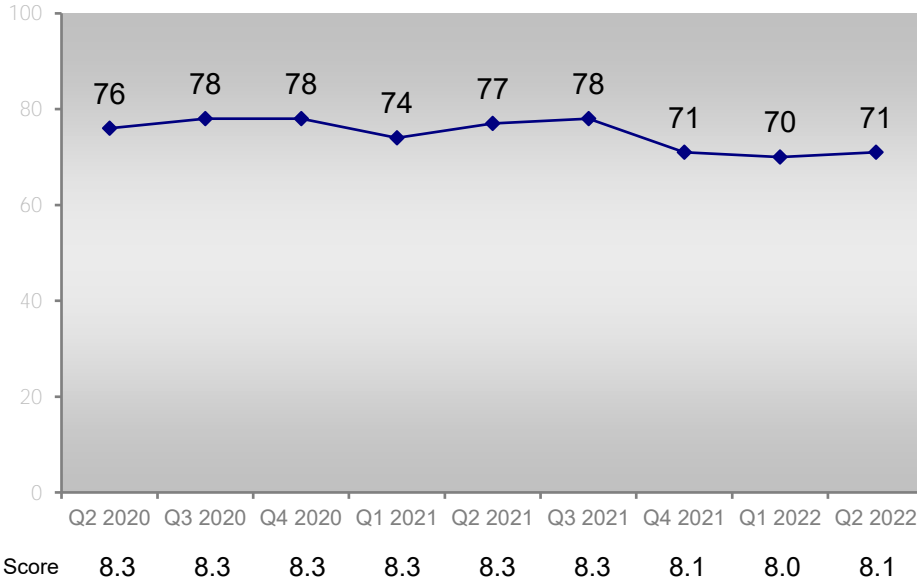
This section presents an evaluation of the overall transit system, followed by evaluation of each of the three transit modes. For the transit system overall and for each mode, results are presented for the following:

- 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)



Q2 2022 Base = 1318

Q2 2022 Regional Differences:

85% among West Vancouver riders

61% among Surrey/North Delta/White Rock/Langley riders



Most Positive



Least Positive



= Significant upward/downward shift

Overall Service

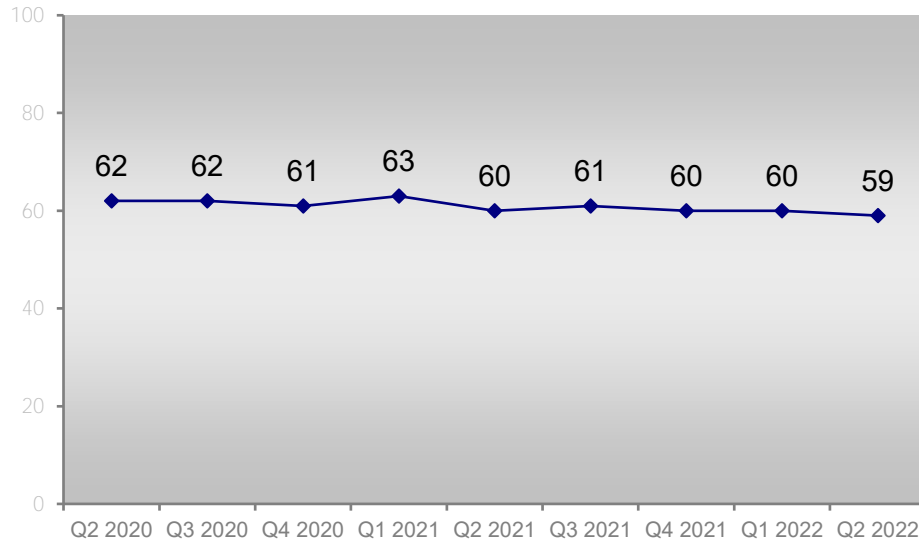
Like last wave, just over seven-in-ten (71%) transit riders award good-to-excellent scores for Overall Transit Service, a slight lift from Q1 2022 (up 1 ppt) but significantly lower than Q2 2021 (down 6 ppt). The average score is also up slightly to 8.1 out of 10 (from 8.0 out of 10) but remains significantly lower than the score of 8.3 seen between Q2 2020 and Q3 2021.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
	+ 1%	- 6%

This quarter, those riders who are more likely to provide higher ratings for Overall Transit Service are Low Frequency riders or those aged 45+. This is compared to High Frequency riders or those less than 45 years old.

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 7.9 7.7 7.8 7.9 7.8 7.8 7.8 7.7 7.7

Q2 2022 Base = 1318

Q2 2022 Regional Differences:

69% among Northeast riders

51% among North Vancouver riders

 Top Key Driver
 Most Positive
 Least Positive

Value for Money

For the fifth quarter in a row, nearly six-in-ten (59%) riders provide positive scores when rating Value for Money, which is the top key driver among Transit System Attributes. This is similar to last wave and Q2 2021 (both 60%). The average score is 7.7 out of 10, which is unchanged from last wave, and a decrease from the same quarter last year (7.8 out of 10 in Q2 2021).

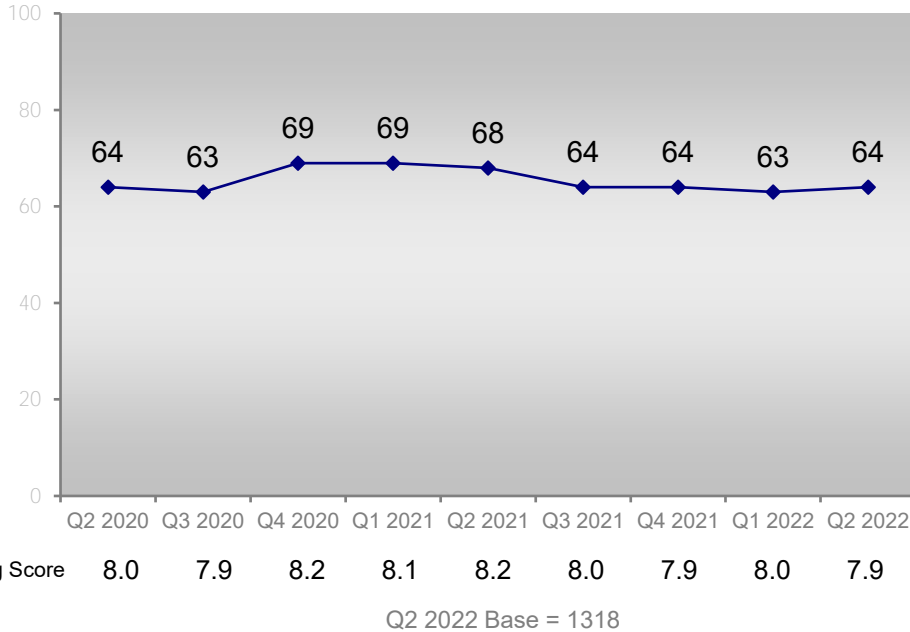
Good-to-Excellent ratings compared to:	<u>Last</u>	<u>Same Quarter</u>
	<u>Quarter</u>	<u>Last Year</u>
	- 1%	- 1%

Those aged 45+ or those who have graduated university are more likely to provide top scores for Value for Money compared to those less than 45 years old or have attended college or some university.

 = 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 fourth consecutive quarter, less than two-thirds (64%) of riders provide top ratings for Convenient Hours, a significant decline from the same quarter last year (68% in Q2 2021). The average score has dropped back down to 7.9 out of 10, and is now significantly below the same quarter last year (8.2 in Q2 2021).

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

In Q2 2022, riders aged 65+ or those who are using the transit system for school are more likely to feel that service runs during Convenient Hours compared to riders aged 25-44 or those who are using the transit system for shopping, personal business or entertainment purposes.

Q2 2022 Regional Differences:

68% among Northeast riders

51% among North Vancouver riders

Top Key Driver
 Most Positive
 Least Positive

= Significant upward/downward shift

Good Connections

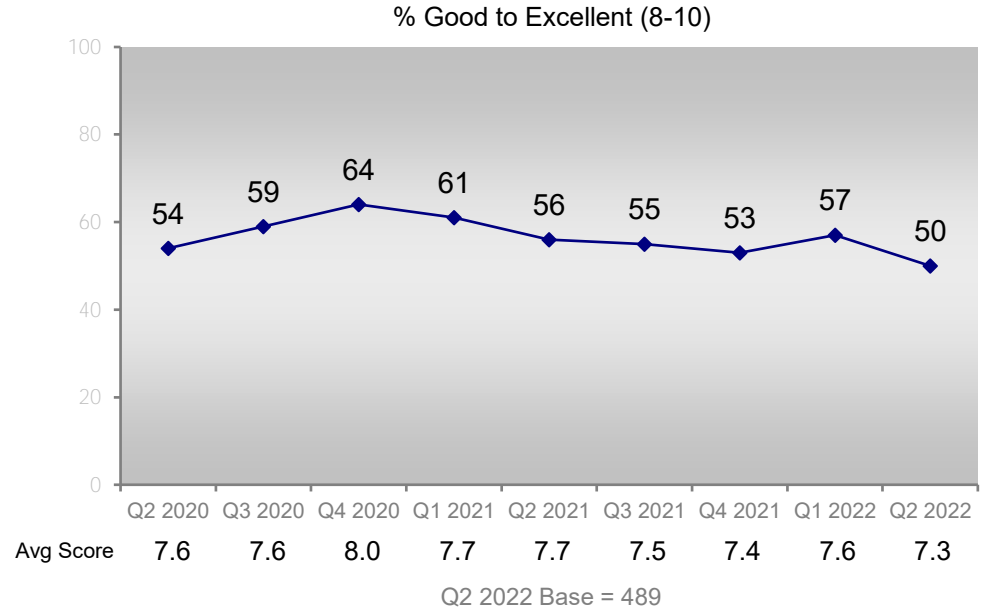
Q23AA. Again, thinking of the trip you take most often on transit, do you take more than one bus or transit mode?

Nearly four-in-ten (39%) transit users took more than one bus/transit mode on a typical transit trip, which is similar to last wave (40%) and slightly above the same quarter last year (37%). Half (50%) of transit riders who made a connection provide top scores for Good Connections. These ratings are directionally below last quarter (57%) and the same quarter last year (56% in Q2 2021), and are the lowest levels seen in the last two years. The average score declines significantly to 7.3 out of 10 compared to both 7.6 last wave and 7.7 the same quarter last year.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	- 7%	- 6%

For Good Connections, riders aged 45+ are more likely to provide good-to-excellent ratings than those less than 45 years old.

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



Q2 2022 Regional Differences:

61% among Northeast riders

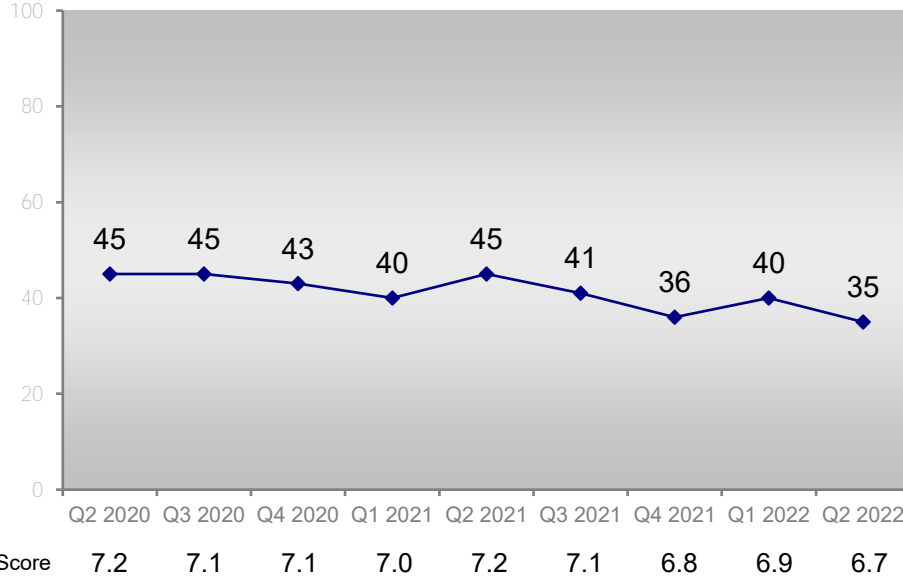
19% among West Vancouver riders

● ● = Significant upward/downward shift

 Top Key Driver Most Positive Least Positive

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

% Good to Excellent (8-10)



Q2 2022 Base = 1318

Q2 2022 Regional Differences:

55% among West Vancouver riders

32% among Burnaby/New Westminster riders

Top Key Driver Most Positive Least Positive

Enough Bus Shelters at Bus Stops

Over one-third (35%) of riders provide top scores when rating Having Enough Bus Shelters. This is a significant decrease of 5 ppt from last quarter (40%) and 10 ppt below the same quarter last year (45% in Q2 2021).

Good-to-Excellent ratings compared to:

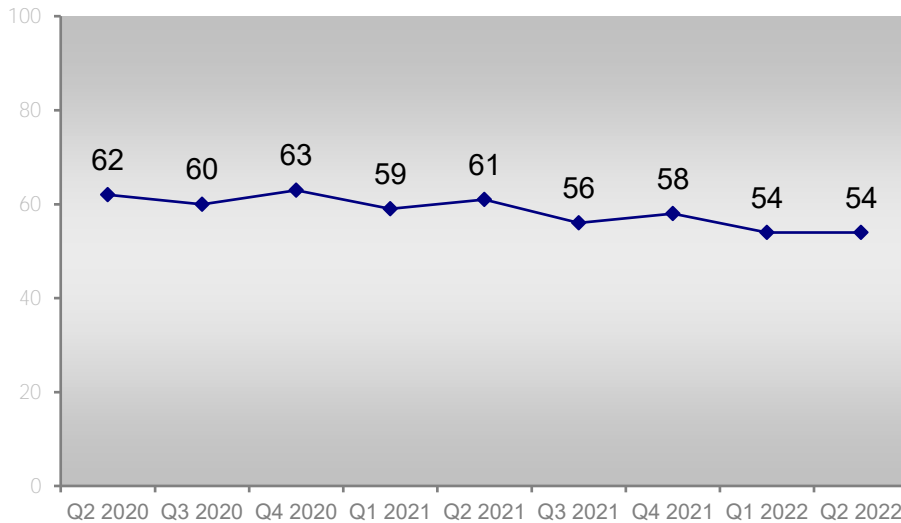
	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	- 5%	- 10%

This quarter, bus riders with household incomes less than \$40K, those aged 65+, or those who are using the transit system for school or shopping are more likely to provide top scores for Having Enough Bus Shelters than SkyTrain riders with household incomes more than \$80K, those aged 25-44, or those who are using the transit system for personal business or entertainment purposes.

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)



Avg Score 7.8 7.8 7.9 7.7 7.8 7.7 7.7 7.6 7.6
Q2 2022 Base = 1318

Q2 2022 Regional Differences:

66% among Northeast riders

42% among North Vancouver riders



Most Positive



Least Positive



= Significant upward/downward shift

Adequacy of Transit Information at Stops and Stations

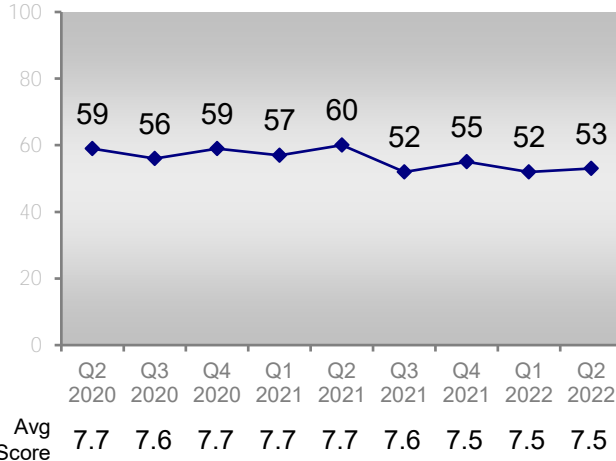
Over half (54%) of transit users award good-to-excellent scores for Adequacy of Transit Information at Stops and Stations, unchanged from last wave but significantly lower than the same quarter last year (61% in Q1 2021). The average score of 7.6 out of 10 is also unchanged from last quarter, but significantly lower than the same quarter last year (7.8 out of 10 in Q2 2021).

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	0%	- 7%

Bus and SkyTrain users, those with household incomes less than \$40K, or whose trip purpose is for school are more likely to feel that there is Adequate Information available at stops and stations compared to SeaBus users, riders with household incomes more than \$80K, or those who are taking transit for all other purposes besides school.

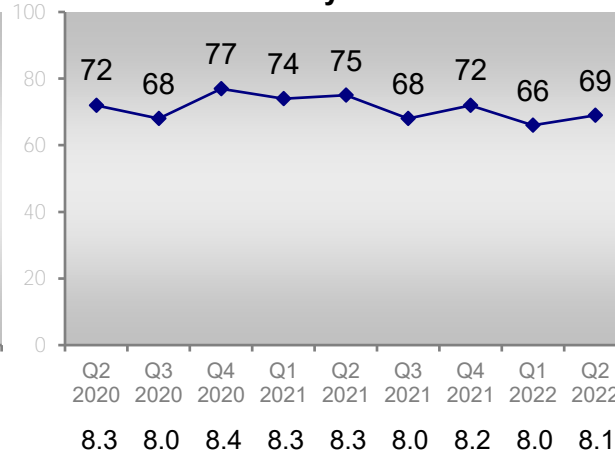
Q23B2a / Q23B3a / Q23B4a. How would you rate the transit system for providing adequate information on board transit vehicles?

Bus



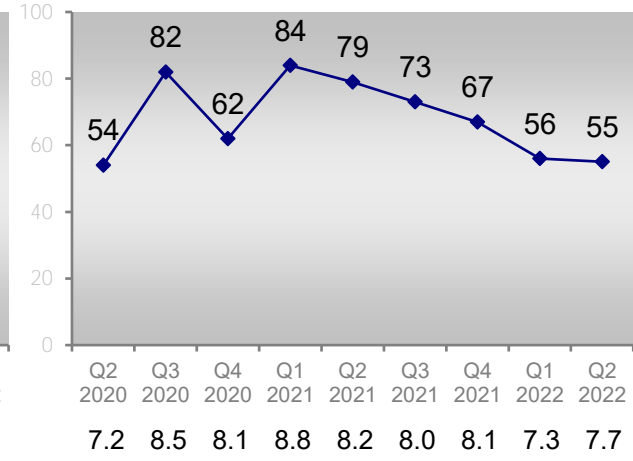
Q2 2022 Base = 1008

SkyTrain



Q2 2022 Base = 847

SeaBus



Q2 2022 Base = 100

Adequacy of Transit Information On Board Transit Vehicles

Good-to-Excellent scores for having Adequate Information on Board Transit Vehicles are highest for SkyTrain (69%), followed by SeaBus (55%), and Bus (53%).

This quarter, all transit vehicles are stable from last wave, but both Bus and SeaBus have declined from the same quarter last year. Bus ratings are on par with the record low in Q3 2021, having risen only by 1 ppt from last wave (53%), but significantly down by 7 ppt from the same quarter last year (60% in Q2 2021). SkyTrain ratings are up by 3 ppt from last wave (69%), and directionally decline from the same quarter last year (75% in Q2 2021). Although SeaBus ratings are similar to last wave, the decreasing trend since Q1 2021 continues, with top scores declining by another 1 ppt from last wave (56% in Q1 2022) and a significant decline of 24 ppt from the same quarter last year (79% in Q2 2021).

Bus: Those who take STC buses are more likely to provide top ratings than those who take BTC or RTC buses.

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

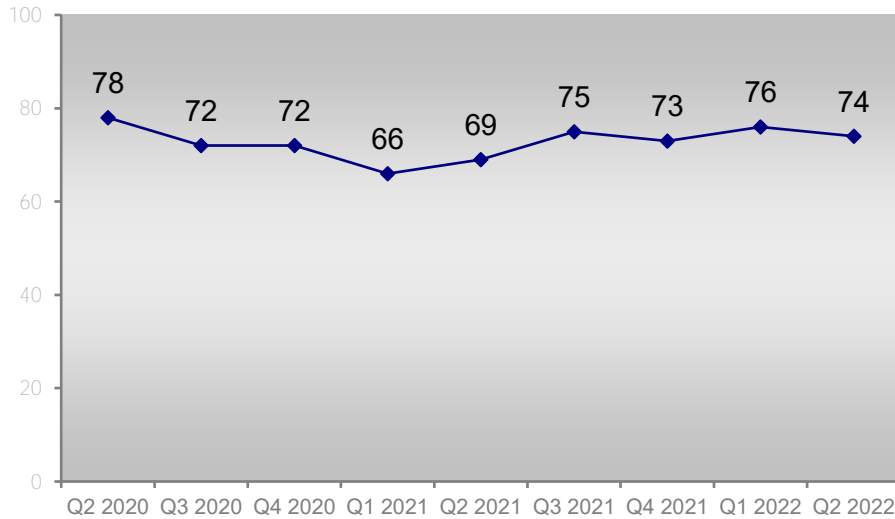
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Bus:	+1%	-7%
SkyTrain:	+3%	-6%
SeaBus:	-1%	-24%

= Significant upward/downward shift

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

% Good to Excellent (8-10)



Avg Score 8.4 7.7 8.0 7.7 8.1 8.5 8.0 8.2 8.2

Q2 2022 Base = 139 (used phone)

Spoke To Clerk	Call Was Automated	Clerk & Automated
Base = 79*	Base = 26**	Base = 31**
% Good to Excellent (8-10)		
86	57	72

* Caution: small base size

** Caution: very small base size

Ease of Getting Information from the Telephone Information Line

This quarter, nearly one-in-ten (9%) riders indicated that they called TransLink's Telephone Information Line. This is slightly below last quarter (10%) and on par with the same quarter last year (9% in Q2 2021).

Of those who called the Telephone Information Line, just under three-quarters (74%) award good-to-excellent ratings, which is slightly lower than last quarter (76% in Q1 2022) but 5 ppt above the same quarter last year (69% in Q2 2021).

The average score is 8.2 out of 10, unchanged from last quarter, and an increase from 8.1 in the same period last year.

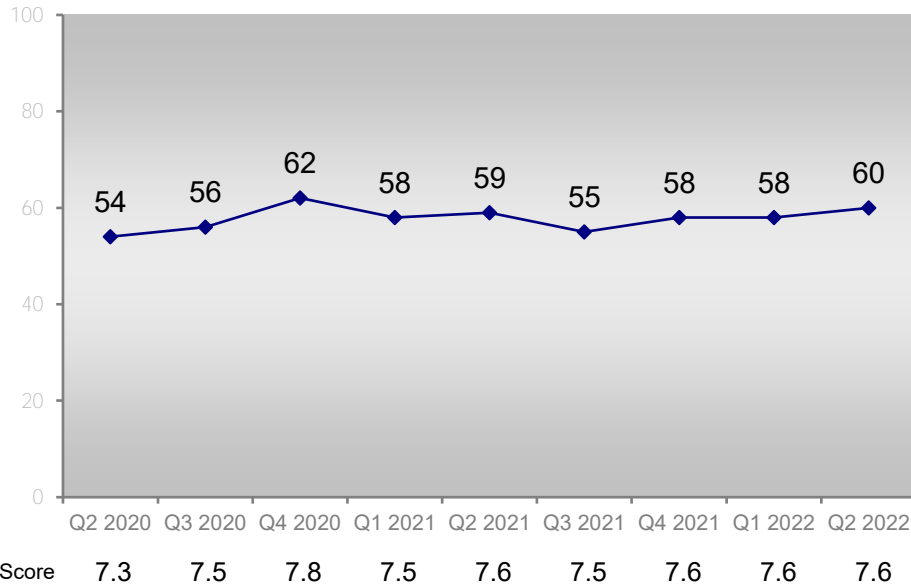
Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
	- 2%	+ 5%

Riders who use the transit system for shopping or school are more likely to provide top ratings for Ease of Getting Information From the Telephone Line than those who use the transit system for work or personal business.

= Significant upward/downward shift

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

% Good to Excellent (8-10)



Q2 2022 Base = 570 (used website)

Q2 2022 Regional Differences:

76% among Northeast riders

42% among North Vancouver riders

Most Positive

Least Positive

Ease of Finding Info on Website

Under five-in-ten (45%) riders indicate that they have used the TransLink website in the past 3 months. This is a slightly increase from last wave (43% in Q1 2022) and a significant increase of 10 ppt above the same quarter last year (35% in Q2 2021). Results remain significantly lower than the proportion of users before the pandemic (55% in Q1 2020).

Among website users, six-in-ten (60%) awarded good-to-excellent scores for Ease of Finding Info on Website, which is up 2 ppt from last quarter (58%) and is similar to the same quarter last year (59% in Q2 2021). The average score is unchanged from both last quarter and the same quarter last year (all 7.6 out of 10).

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

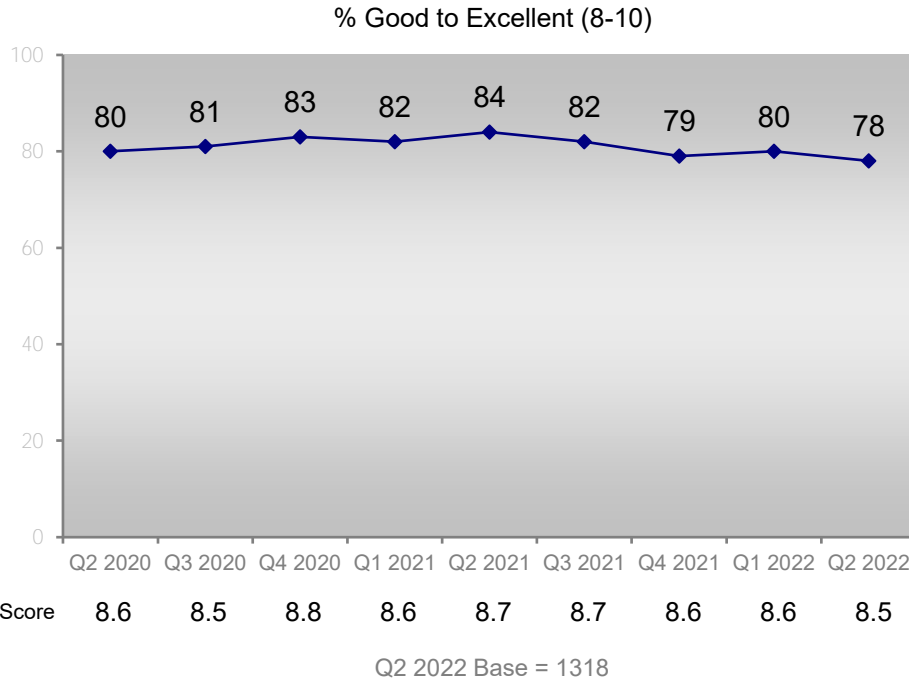
High Frequency riders, riders younger than 45 years, Skytrain riders, or those using the transit system for work are more likely to provide good-to-excellent ratings for Ease of Finding Information on the TransLink website compared to Low Frequency riders, those older than 65 years, Bus or SeaBus riders, or those using the transit system for entertainment purposes.

= Significant upward/downward shift

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

Compass Card and Faregate System

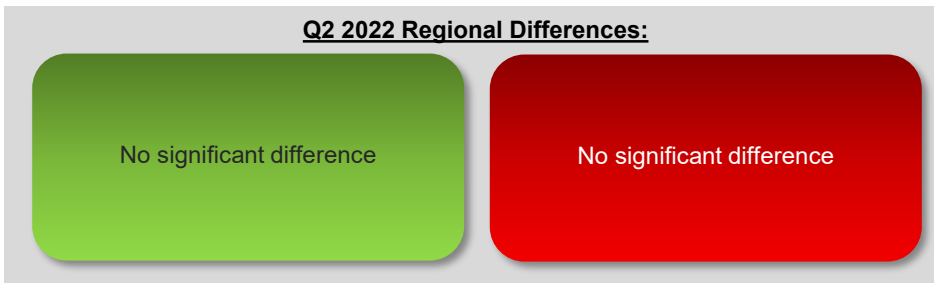
Nearly eight-in-ten (78%) riders provide good-to-excellent scores for Overall Experience with the Compass Card and Faregate System. This is a slight decline from last quarter (80% in Q1 2022) and a significant decline from the same quarter last year (84% in Q2 2021). The average score is 8.5 out of 10, which is lower than last quarter (8.6 out of 10) and significantly lower than the same quarter last year (8.7 out of 10 in Q2 2021).



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

Riders aged 65+, or those who have graduated University are more likely to provide top ratings for their overall experience with the Compass Card and Faregate System compared to those who are ages 18-44 years or have an education level of high school or less.

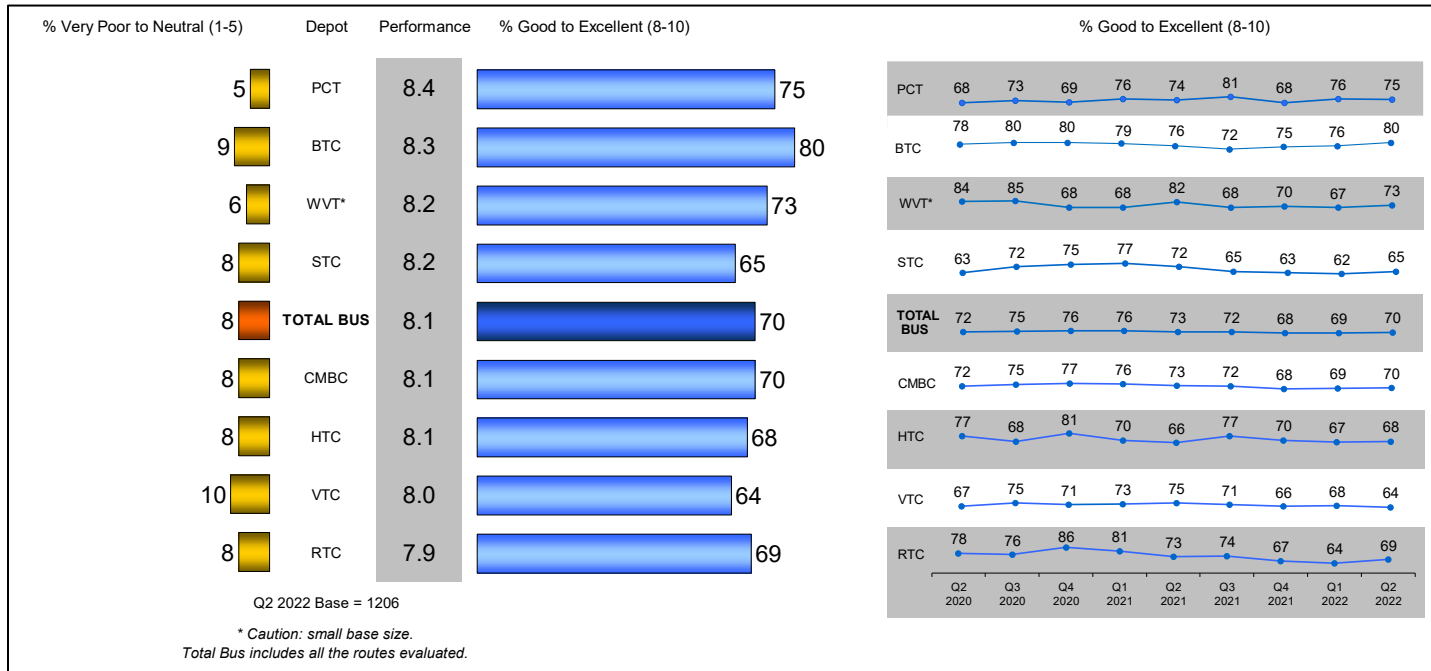
Q2 2022 Regional Differences:



■ Most Positive ■ Least Positive

○ ○ = Significant upward/downward shift

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



Time Period Receiving Higher Ratings

- Weekdays 3 PM-6:30 PM

Bus Service Overall

Similar to last quarter, seven-in-ten (70%) transit users award top ratings for Overall Bus Service, which is a 1 ppt increase from last quarter (69%) and a 3 ppt drop from the same quarter last year (73% in Q2 2021). The average score is 8.1 out of 10, which is unchanged from last wave but below the same quarter last year (8.3 out of 10 in Q2 2021).

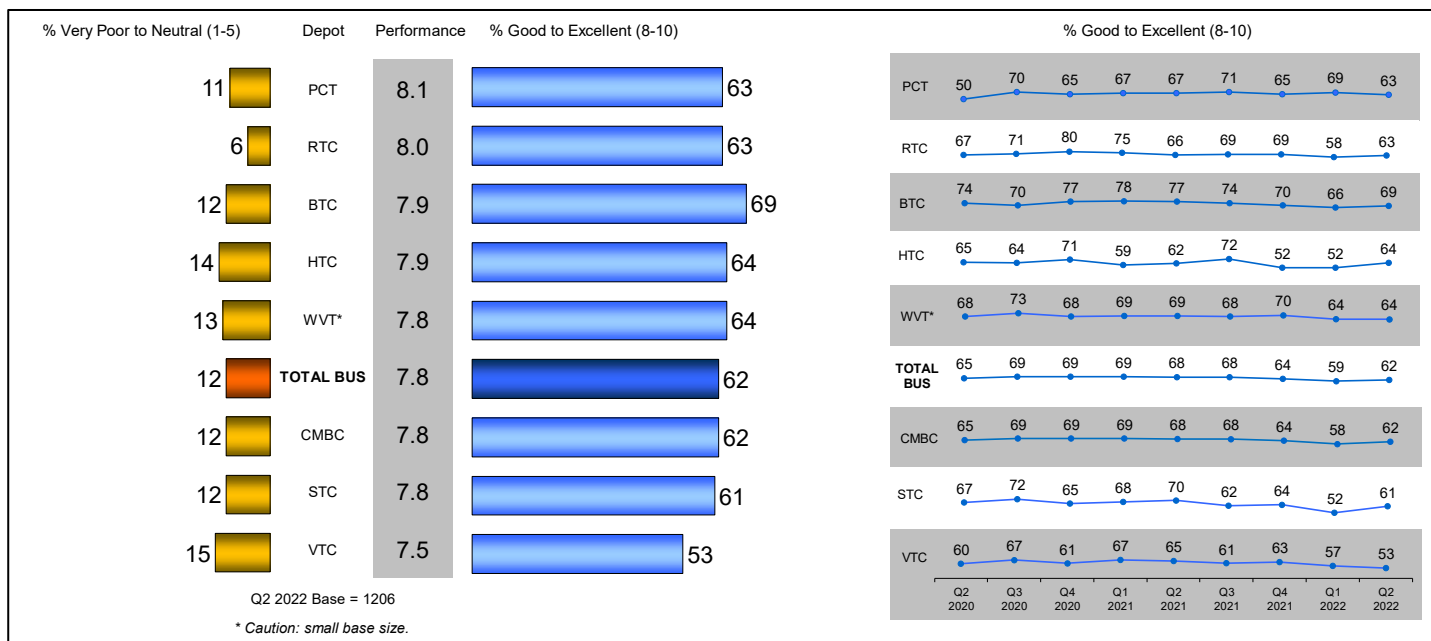
The overall score seen this past wave is just above pre-pandemic levels (67% in Q1 2020). The VTC depot experienced a significant decline in top ratings of 11 ppt from Q2 2021.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	- 3%
VTC	- 4%	- 11%

● ● = Significant upward/downward shift

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 3 PM-6:30 PM

 Top Key Driver

On-Time, Reliable Service

Just over six-in-ten (62%) transit users provide top ratings for On-Time Reliable Service. This is up 3 ppt from last quarter (59% in Q1 2022) but down significantly from the same quarter last year (68% in Q2 2021). The average score is 7.8 out of 10, which is just above last wave (7.7 out of 10 in Q1 2022) but significantly below the same quarter last year (8.1 out of 10 in Q2 2021).

Top scores for On-Time Reliable Service are similar to pre-pandemic levels (60% in Q1 2020). This wave, scores are significantly higher than last wave for the HTC depot (up 12 ppt from Q1 2022) and significantly lower than the same quarter last year for the VTC depot (down 12 ppt from Q2 2021).

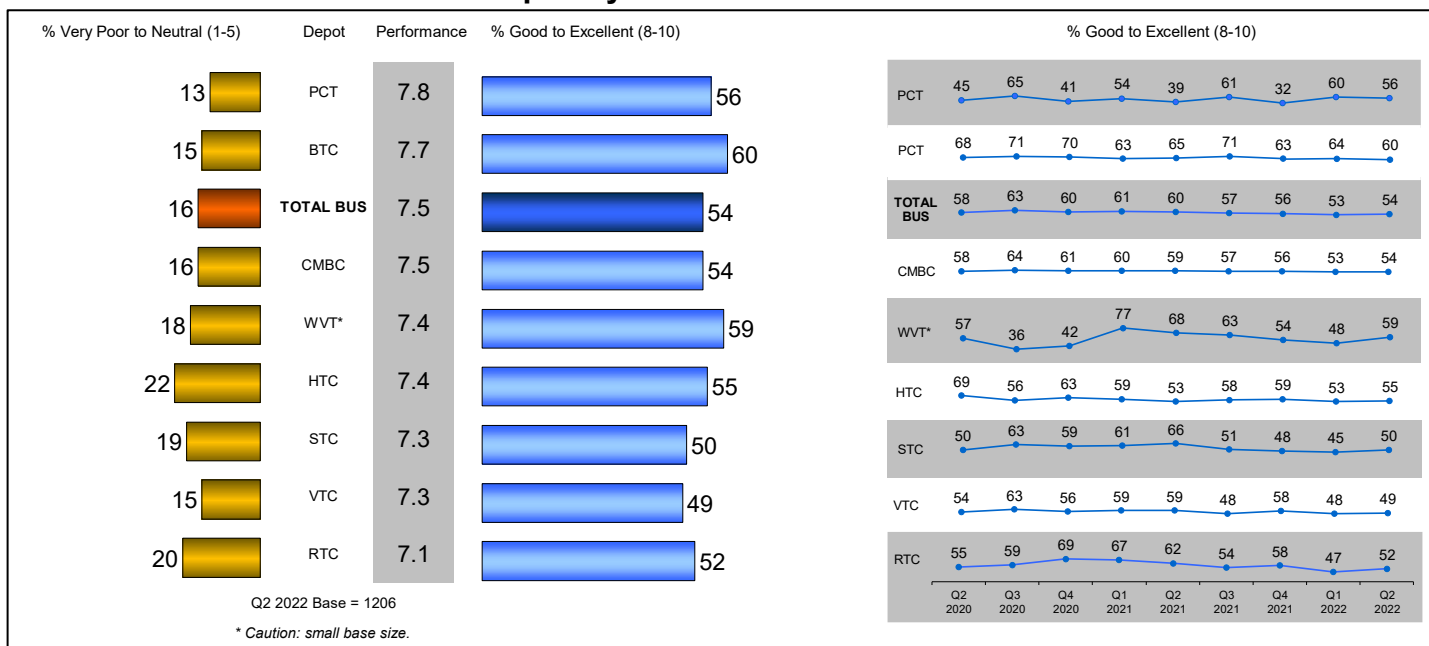
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 3%	- 6%
HTC	+ 12%	+ 2%
VTC	- 4%	- 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.

Q18.15/20.15/22.15 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

- No particular time period is singled out.

Top Key Driver

Frequency of Service

More than half (54%) of bus riders provide good-to-excellent ratings for Frequency of Service, up by only 1 ppt from last quarter (53% in Q1 2022) but a significant decline from the same quarter last year (60% in Q2 2021). This quarter, the average score is 7.5 out of 10 which is unchanged from last wave but significantly below the same quarter last year (7.8 out of 10 in Q2 2021). Frequency of Service continues to be among the lowest performing attributes of all bus system attributes.

A number of depots saw significant shifts in top ratings for this attribute compared to the same quarter last year. PCT is up 17 ppt, while STC is down 16 ppt and VTC is down 10 ppt from Q2 2021.

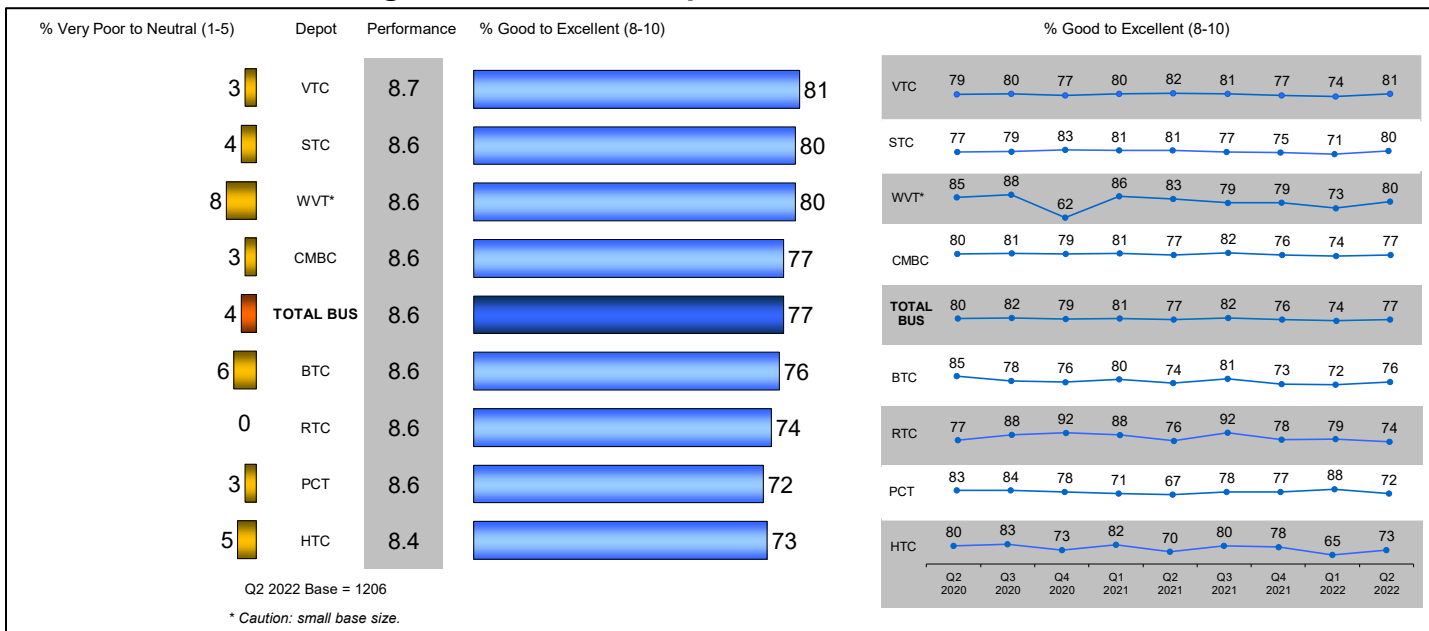
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	- 6%
PCT	- 4%	+ 17%
STC	+ 5%	- 16%
VTC	+ 1%	- 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.

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



Time Period Receiving Higher Ratings

- Weekdays 3 PM-6:30 PM

 Top Key Driver

Courteous Bus Operator

More than three-quarters (77%) of bus riders award top ratings for Having a Courteous Bus Operator, up directionally from last wave (74% in Q1 2022) and unchanged from the same period last year (77% in Q2 2021). This wave, the average score is 8.6 out of 10, which is a 1 ppt increase from Q1 2022 (8.5) and at par with the same quarter last year (8.6 out of 10 in Q2 2021). Courteous Bus Operator remains to be the highest top key driver among Overall Bus Service attributes.

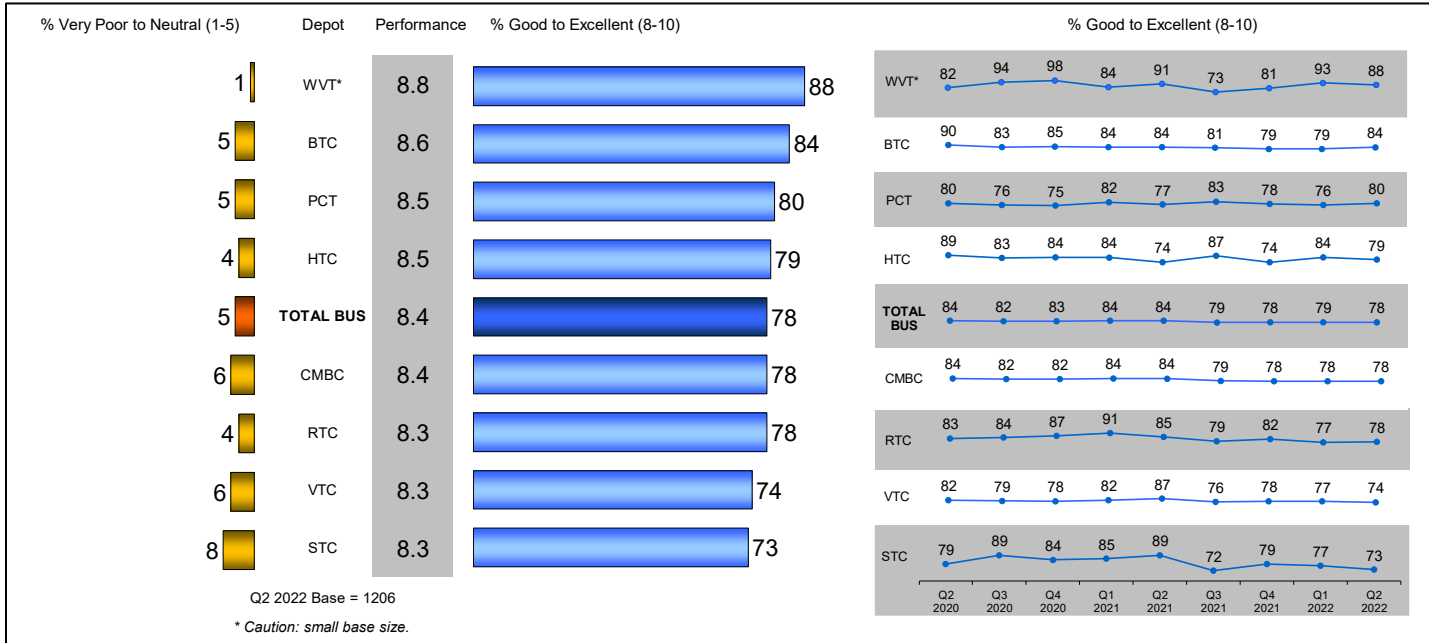
This wave, top scores are significantly above last wave for the VTC depot (up 7 ppt from Q1 2022) and significantly below last wave for the PTC depot (down 16 ppt from Q1 2022).

	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Good-to-Excellent ratings compared to:		
Total Bus	+ 3%	0%
VTC	+ 7%	- 1%
PCT	- 16%	+ 5%

= 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 (78%) bus users provide top scores for Trip Duration, a 1 ppt drop from last wave (79% in Q1 2022) but a significant decline from the same quarter last year (84% in Q2 2021). The average score is 8.4 out of 10, which is just below last wave (8.5) and significantly below the score from the same quarter last year (8.8 out of 10 in Q2 2021).

Along with the decrease from same quarter last year at the overall level, bus depots such as VTC and STC have also seen significant decreases of 13-16 ppt in top ratings for this attribute.

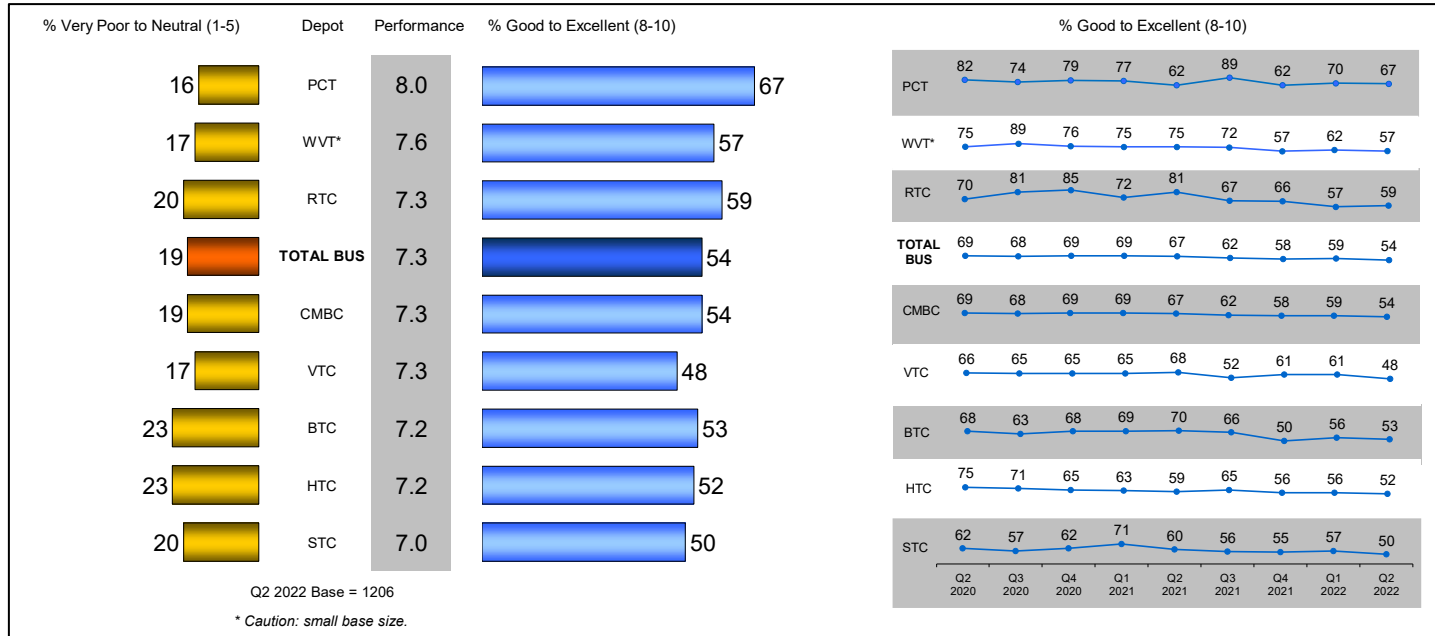
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 1%	- 6%
STC	- 4%	- 16%
VTC	- 3%	- 13%

= 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

- No particular time period is singled out.

 Top Key Driver

Not Being Overcrowded

More than half (54%) of bus riders provide top ratings for Not Being Overcrowded, which is both a significant decline from last wave (59% in Q1 2022) and from the same period last year (67% in Q2 2021). The average score is 7.3 out of 10, which is also significantly lower than both last wave (7.6), and the same period last year (8.0 out of 10 in Q2 2021). Along with the declines seen this quarter, Not Being Overcrowded is now tied as the lowest key driver among Overall Bus Service attributes.

Top scores are almost as low as pre-pandemic levels (52% in Q1 2020). In addition to the declines seen at the overall level, a number of depots also experienced significant declines in top ratings. VTC is down 13 ppt from last wave, while WVT, RTC, VTC and BTC all are down between 17 and 22 ppt from the same period last year (Q2 2021).

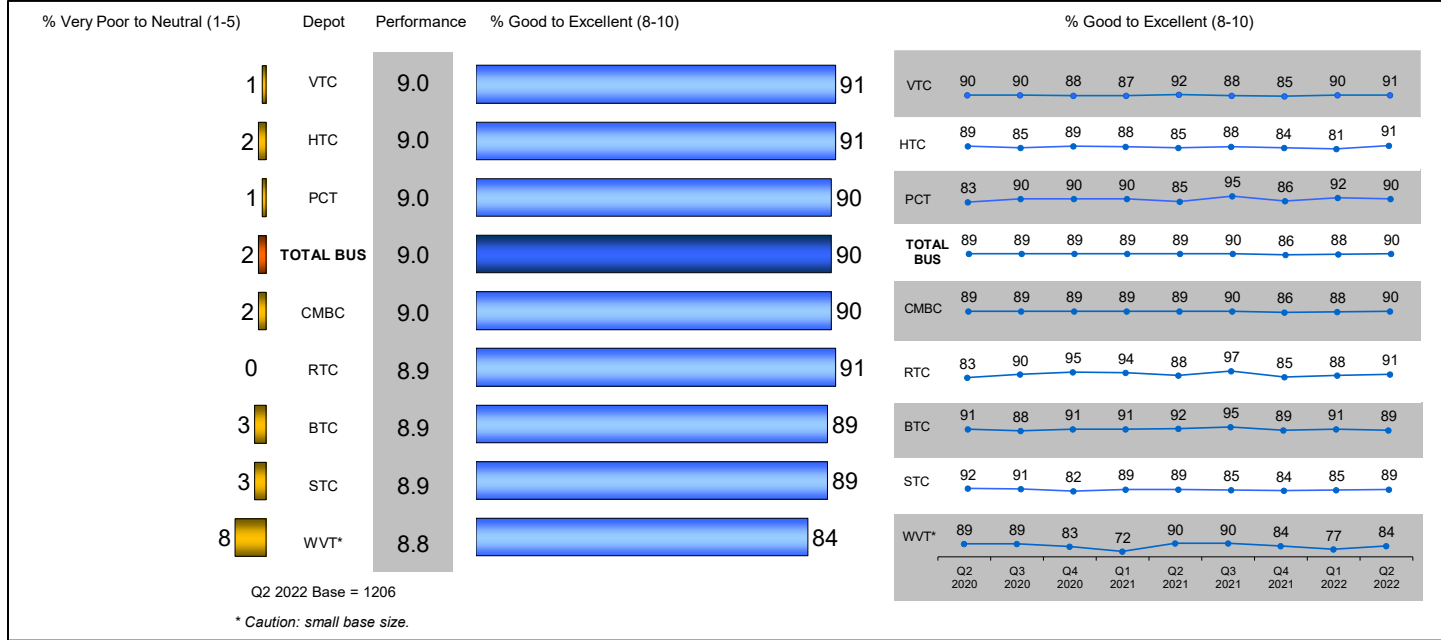
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 5%	- 13%
WVT	- 5%	- 18%
RTC	+ 2%	- 22%
VTC	- 13%	- 20%
BTC	- 3%	- 17%

 = Significant upward/downward shift

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

Nine-in-ten (90%) riders award top ratings for Safe and Professional Bus Operator, a slight increase from last wave (up 2 ppt from Q1 2022), and similar to the same period last year (up only 1 ppt from Q2 2021). The average score is 9.0 out of 10, which is up from last wave (8.9) but unchanged from the same quarter last year (9.0).

Top ratings from the HTC depot increased significantly by 10 ppt from last wave.

Good-to-Excellent ratings compared to:

Total Bus
HTC

Last Quarter

+ 2%

+ 10%

Same Quarter Last Year

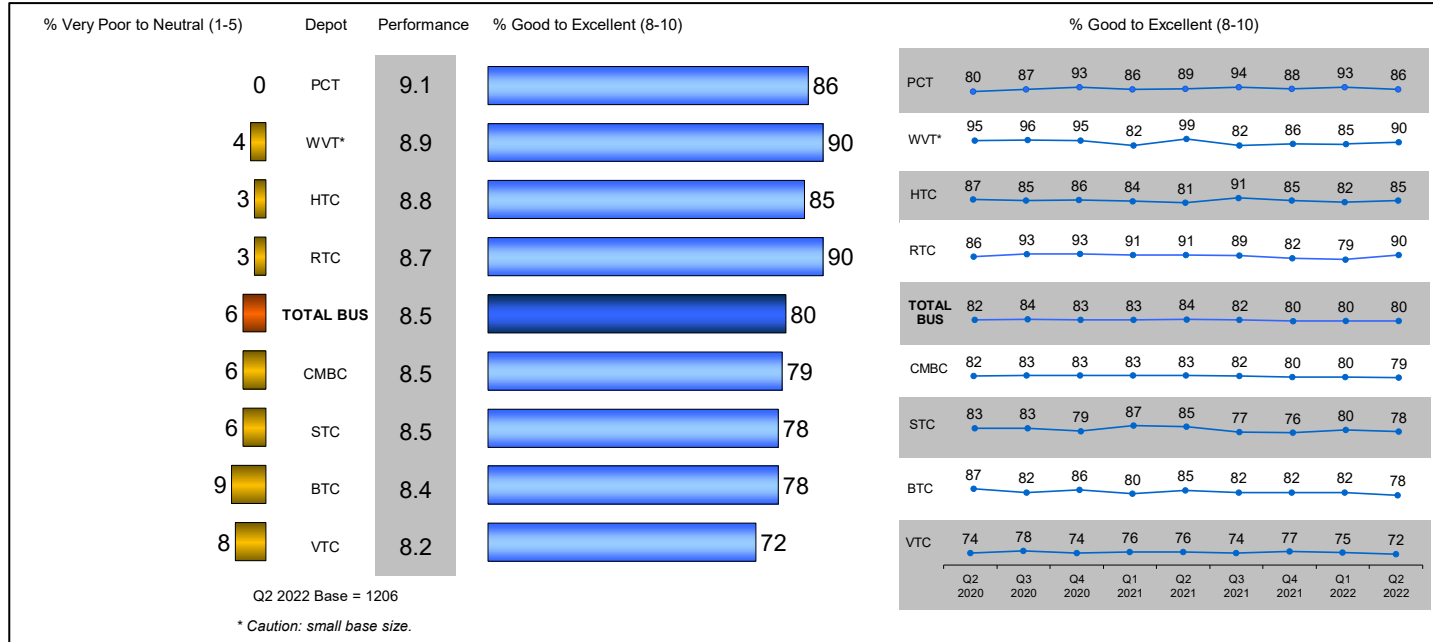
+ 1%

+ 6%

= Significant upward/downward shift

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, however, this is down significantly from the same period last year (84% in Q2 2021). The average score is 8.5 out of 10, which is below both last wave (8.6), and same quarter last year (8.7 out of 10 in Q2 2021).

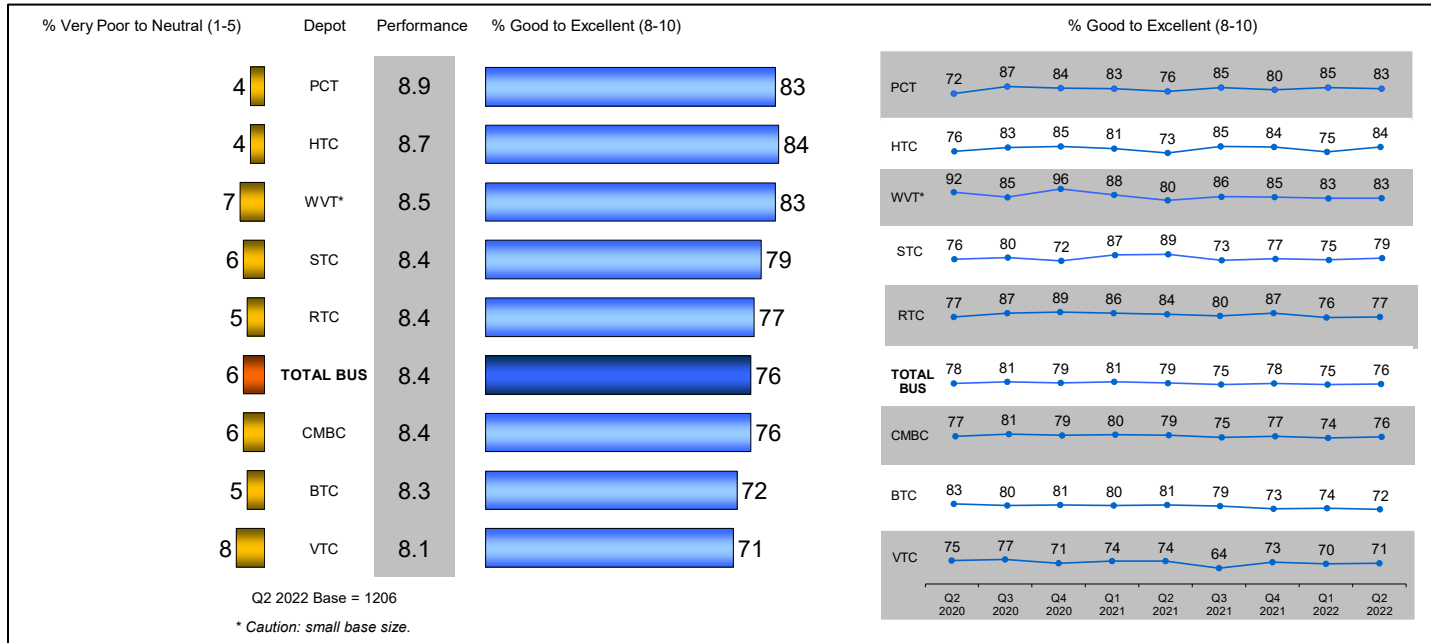
In addition to the decline seen from the same quarter last year at the overall level, the WVT depot also experienced significant declines of 9 ppt. Meanwhile, the RTC depot saw significant gains of 11 ppt in top ratings from last wave.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
	Total Bus	0%
WVT	+ 5%	- 9%
RTC	+ 11%	- 1%

Legend: ● = Significant upward shift, ● = Significant downward shift

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 just over three-quarters (76%) of bus riders, matching pre-pandemic levels (76% in Q1 2020). This is 1 ppt higher than last wave (75% in Q1 2022) and directionally lower than the same period last year (79% in Q2 2021). The average score is 8.4 out of 10, compared to a lower score of 8.3 last wave, and a higher score of 8.5 in Q2 2021.

There are some significant shifts of note for a few bus depots. HTC saw significant increases in top scores both from last wave (up 9 ppt) and from the same quarter last year (up 11 ppt). Meanwhile, both BTC and STC saw significant declines in top scores of 9 and 10 ppt from the same period last year.

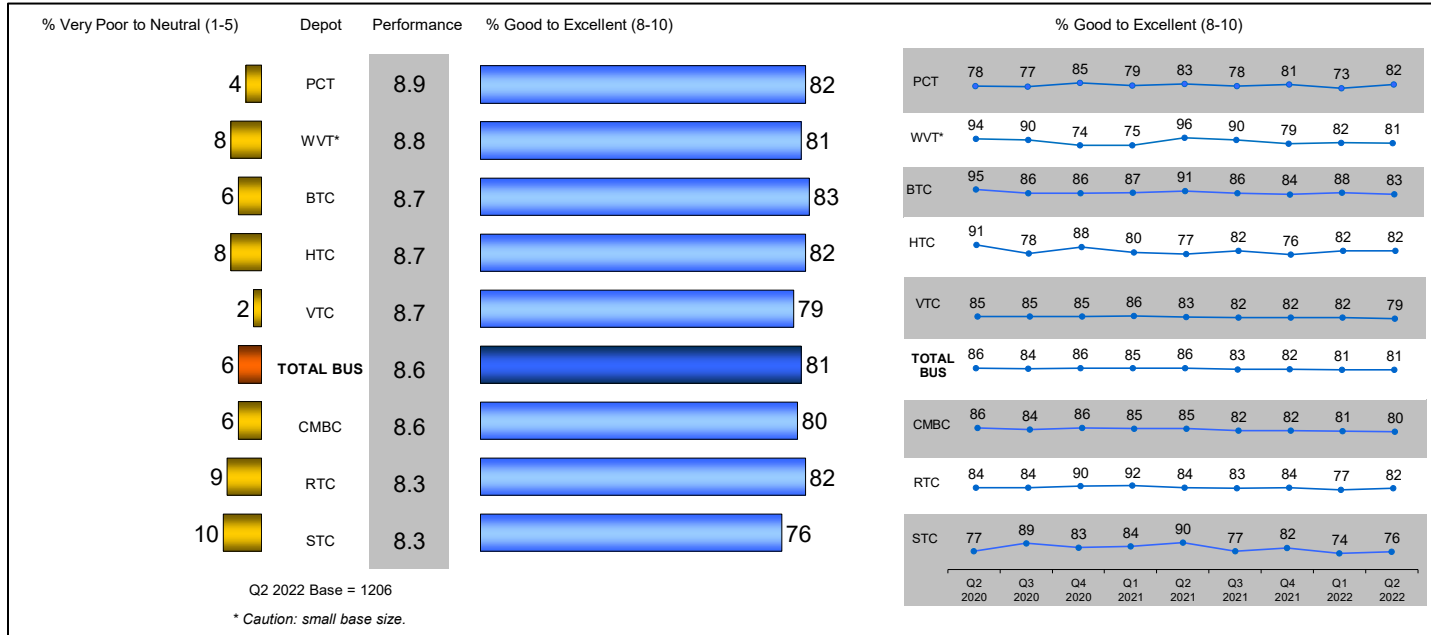
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	+ 1%	- 3%
HTC	+ 9%	+ 11%
STC	+ 4%	- 10%
BTC	- 2%	- 9%

= Significant upward/downward shift

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

- Weekdays 3 PM-6:30 PM

Having a Direct Route

Unchanged from last wave, just over eight-in-ten (81%) bus riders provide top ratings for Having a Direct Route. This is a significant decline from the same quarter last year (86% in Q2 2021). The average score 8.6 out of 10 is slightly below last wave (8.7 out of 10 in Q1 2022) and significantly below the same quarter last year (8.9 out of 10 in Q2 2021).

In addition to the decline seen from the same quarter last year at the overall level, BTC, STC and WVT depots all also experienced significant declines of between 8 to 15 ppt from the same quarter last year.

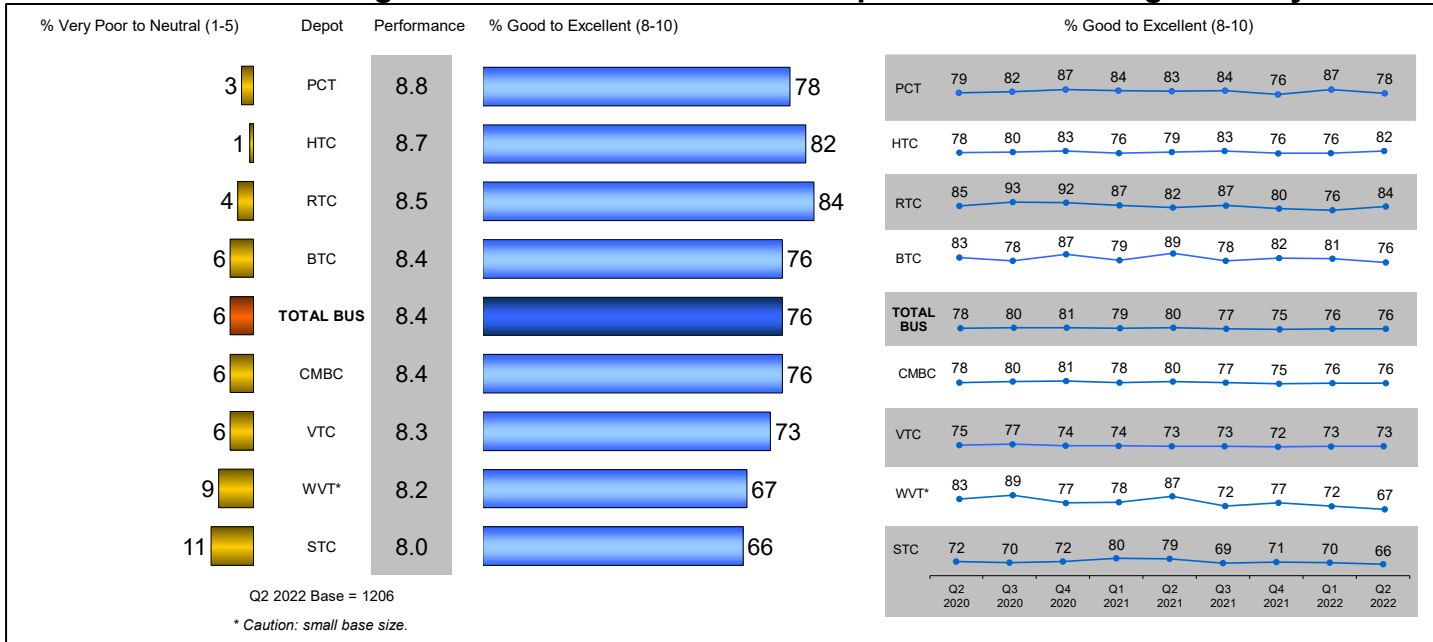
Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	0%	- 5%
WVT	- 1%	- 15%
BTC	- 5%	- 8%
STC	+ 2%	- 14%

= Significant upward/downward shift

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, unchanged from last quarter, but a significant decline from the same quarter last year (80% in Q2 2021). The average score is also on par with last wave at 8.4 out of 10, which is just slightly lower than the same quarter last year (8.5 out of 10 in Q2 2021).

Good-to-Excellent ratings compared to:

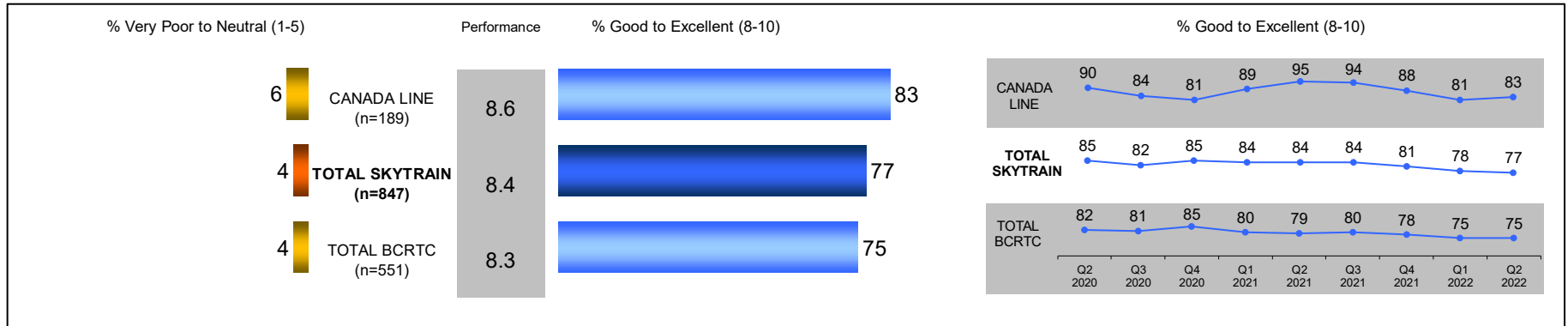
	Last Quarter	Same Quarter Last Year
Total Bus	0%	- 4%
BTC	- 5%	- 13%
WVT	- 5%	- 20%
STC	- 4%	- 13%

= Significant upward/downward shift

Along with the decline from same quarter last year at the overall level, bus depots such as BTC, STC, and WVT have also seen significant drops in top ratings of between 13-20 ppt for this attribute.

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 over three-in-four (77%) riders provide good-to-excellent ratings for overall SkyTrain Service, a drop of only 1 ppt from last wave (78% in Q1 2022), but a significant decrease from the same quarter last year (84% in Q2 2021) which is now consistent with pre-pandemic levels (77% in Q1 2020). The average score is 8.4 out of 10, unchanged from last quarter, yet a significant decline from 8.6 out of 10 in Q2 2021.

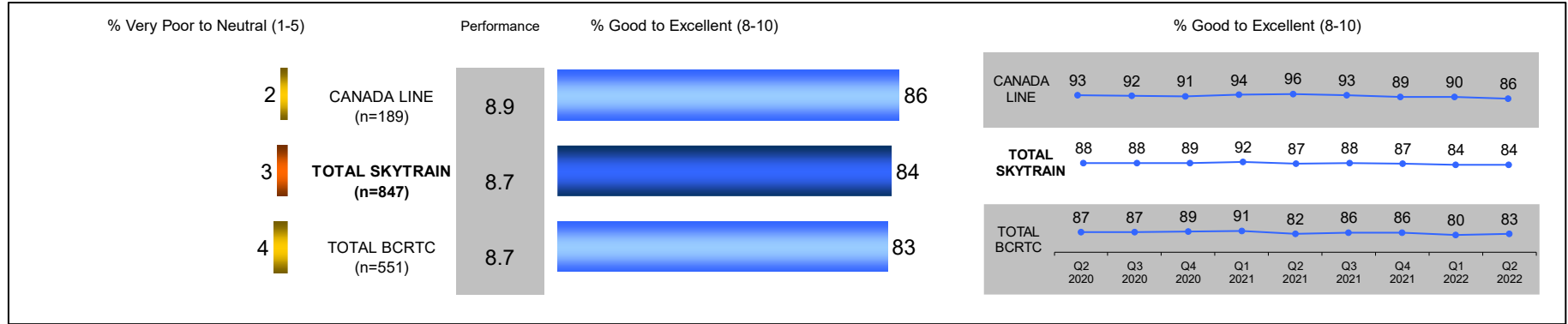
For the Canada Line, top ratings have dropped significantly by 12 ppt from the same quarter last year while BCRTC slipped by 4 ppt.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	- 1%	- 7%
Total BCRTC:	0%	- 4%
Canada Line:	+ 2%	- 12%

= 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?



 Top Key Driver

On-Time, Reliable Service

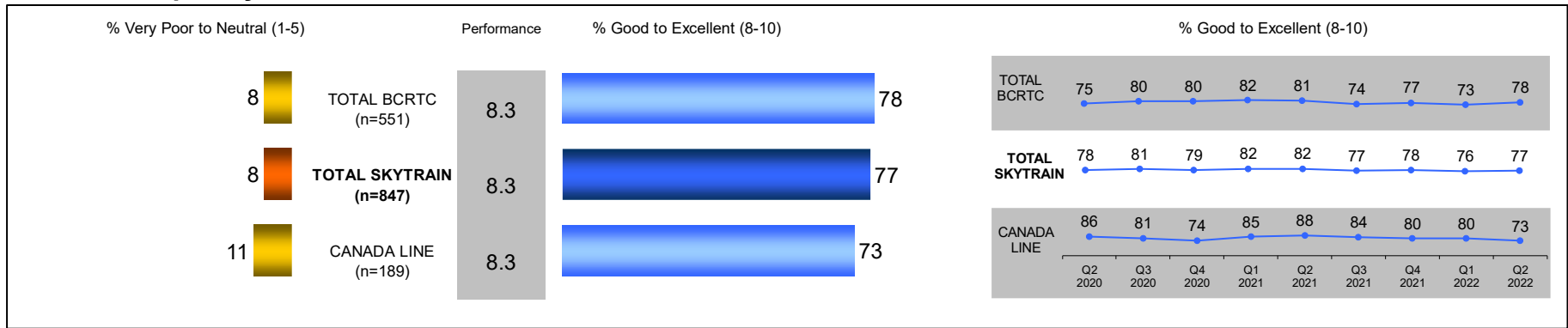
Over eight-in-ten (84%) SkyTrain riders awarded top ratings for On-Time, Reliable Service, unchanged from last wave and a slight decline from the same quarter last year (87% in Q2 2021). Top scores are also consistent with pre-pandemic levels (84% in Q1 2020). The average is 8.7 out of 10 which is down 1 ppt from last wave (8.8) and significantly below 9.0 from Q2 2021. On-Time, Reliable Service continues to be the highest rated Top Key Driver among SkyTrain attributes.

Ratings for the Canada Line slipped by 4 ppt from last quarter and dropped significantly from the same quarter last year (down 10 ppt from Q2 2021). Meanwhile, BCRTC saw a slight rise in top ratings from both last quarter and the same quarter last year (up 3 and 1 ppt).

<i>Good-to-Excellent ratings compared to:</i>	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	0%	- 3%
Total BCRTC:	+ 3%	+ 1%
Canada Line:	- 4%	- 10%

= 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

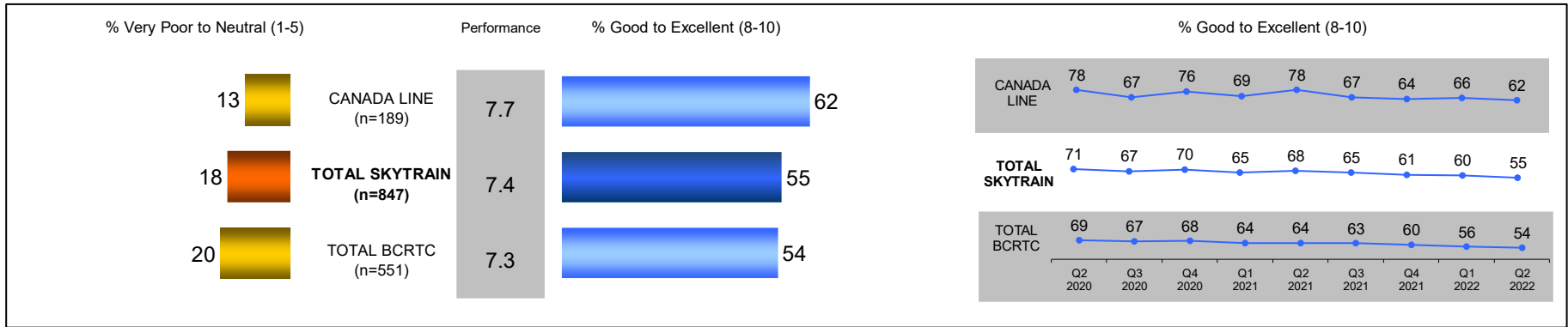
Frequency of Service was awarded top ratings by just over three-quarters (77%) of SkyTrain riders, up only 1 ppt from last wave (76% in Q1 2022) yet a significant decline from the same period last year (82% in Q2 2021). The average score has slipped from 8.4 out of 10 last wave to 8.3 this wave, which is also a significant decline from the same period last year (8.6 in Q2 2021).

Top scores for the Canada Line dropped directionally (7 ppt) from last quarter and significantly from the same quarter last year (down 15 ppt from Q2 2021). Meanwhile, BCRTC top scores saw a directional increase of 5 ppt from last quarter and a slight drop of 3 ppt from the same quarter last year.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
Total SkyTrain:	+ 1%	- 5%
Total BCRTC:	+ 5%	- 3%
Canada Line:	- 7%	- 15%

= 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

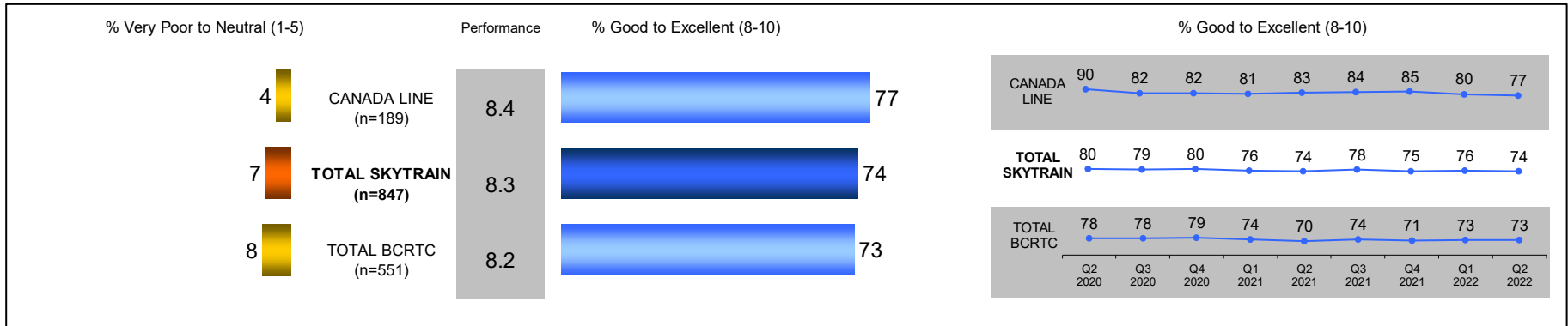
More than half (55%) of riders award good-to-excellent scores for Not Being Overcrowded, which is a significant decline from both last wave (60% in Q1 2022), and from the same quarter last year (68% in Q2 2021). The average score is now 7.4 out of 10, a slight further decline from 7.6 last wave and a significant decline from the same quarter last year (8.1 in Q2 2021). Scores continue to follow on a downward trend since Q2 2021, but are still significantly higher than pre-pandemic levels (48% in Q1 2020).

Not Being Overcrowded continues to be the lowest rated Top Key Driver of overall SkyTrain attributes. Top ratings for BCRTC have declined significantly since the same period last year (down 10 ppt from Q2 2021), as have ratings for the Canada Line (down 16 ppt from Q2 2021).

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	- 5%	- 13%
Total BCRTC:	- 2%	- 10%
Canada Line:	- 4%	- 16%

= 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

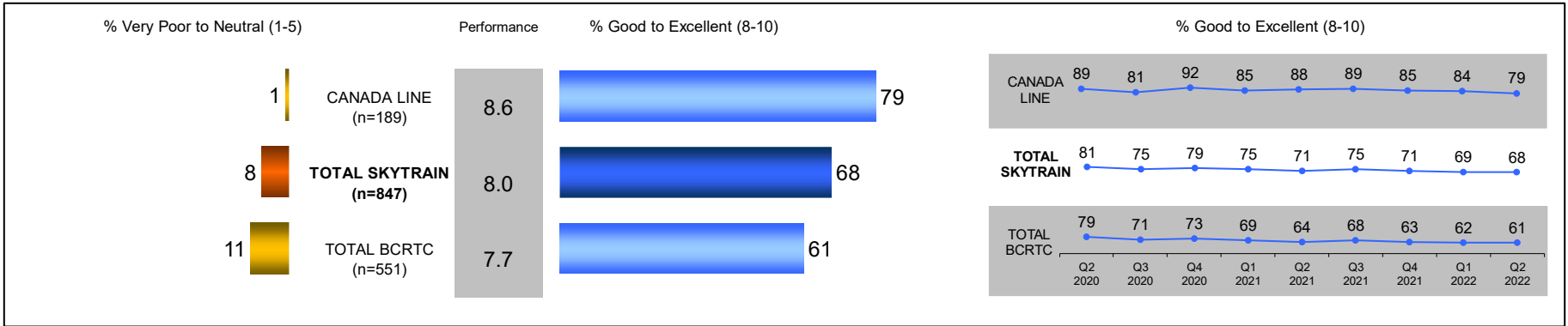
Nearly three-quarters (74%) of SkyTrain riders award top scores for Feeling Safe from Crime On Board SkyTrain, a slight drop from last wave (76% in Q1 2022) and unchanged from the same quarter last year (74% in Q2 2021). The average score is 8.3 out 10, which is a decline from both last wave (8.4 in Q1 2022), and Q2 of last year (8.4 in Q2 2021).

Both BCRTC and the Canada Line saw only modest changes this wave, with a directional drop of 6 ppt for top ratings for the Canada Line from the same period last year for this attribute.

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

● ● = 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 (68%) SkyTrain riders assigned good-to-excellent ratings for Clean and Graffiti-Free SkyTrain Cars and Stations, only a 1 ppt drop from last wave (69% in Q1 2022) and a 3 ppt drop from the same period last year (71% in Q2 2021). The average score has slipped from 8.1 out of 10 last wave, to 8.0 this wave, which is also a decline from 8.2 in Q2 2021.

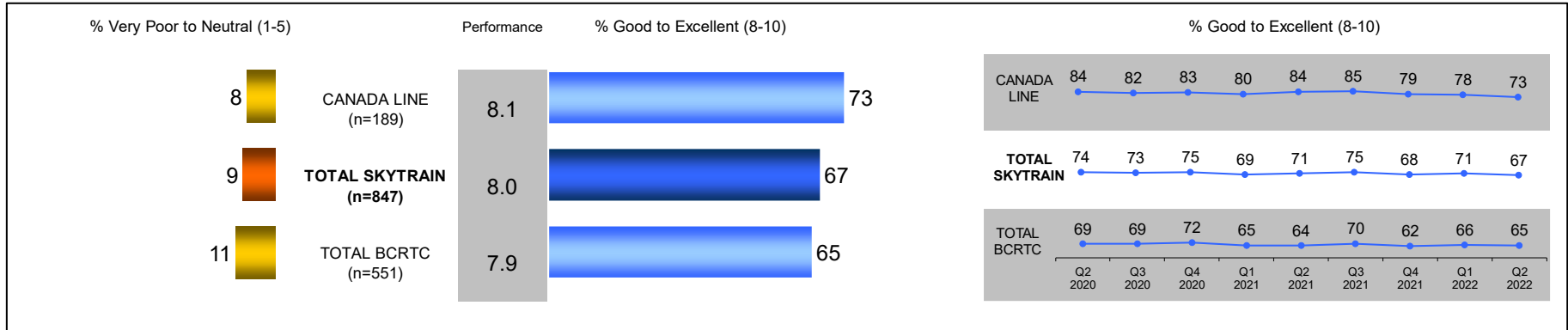
Top ratings continue to follow a downward trend since Q3 2021. With the easing of restrictions, and ridership increasing on the SkyTrain, it is likely that the trains are not as clean as how they were during the peak of the pandemic. Meanwhile, standards of sanitation onboard are likely higher than pre-pandemic, which may also be the reason for declining scores for this attribute.

For the Canada Line, top ratings dropped significantly by 9 ppt from the same quarter last year. Meanwhile, BCRTC top scores only slipped by 3 ppt from Q2 of last year.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	- 1%	- 3%
Total BCRTC:	- 1%	- 3%
Canada Line:	- 5%	- 9%

= Significant upward/downward shift

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



Feeling Safe from Crime Inside the SkyTrain Station

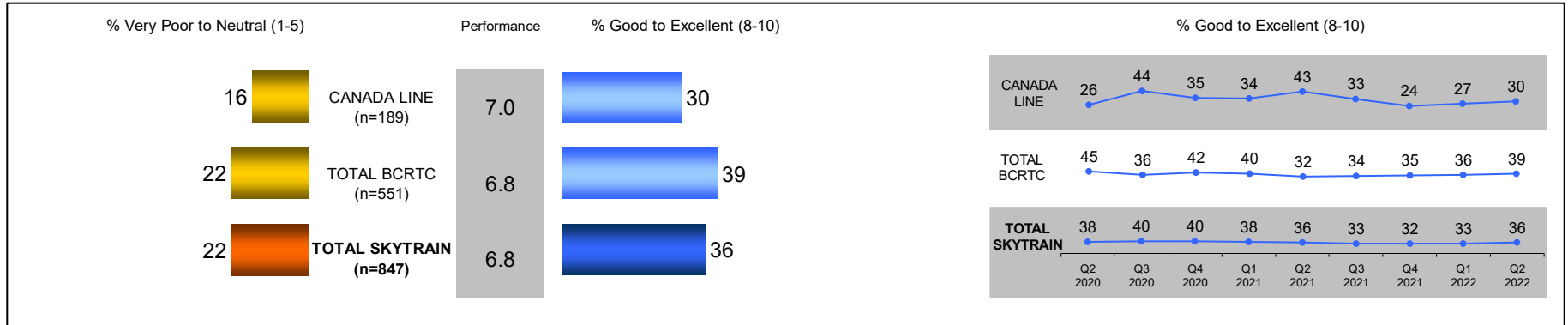
Feeling Safe from Crime Inside the SkyTrain Station is awarded top ratings by just over two-thirds (67%) SkyTrain users this wave, a 4 ppt directional decrease from both last wave and the same quarter last year (both 71%). The average score of 8.0 out of 10 is down significantly from last quarter (8.2) and also down from the same quarter last year (8.2 out of 10 in Q2 2021).

Canada Line top ratings dropped directionally by 5 ppt from last quarter, and significantly by 11 ppt from Q2 of last year. Meanwhile BCRTC ratings remain similar to both last wave and the same period last year.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	- 4%	- 4%
Total BCRTC:	- 1%	+ 1%
Canada Line:	- 5%	- 11%

= 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

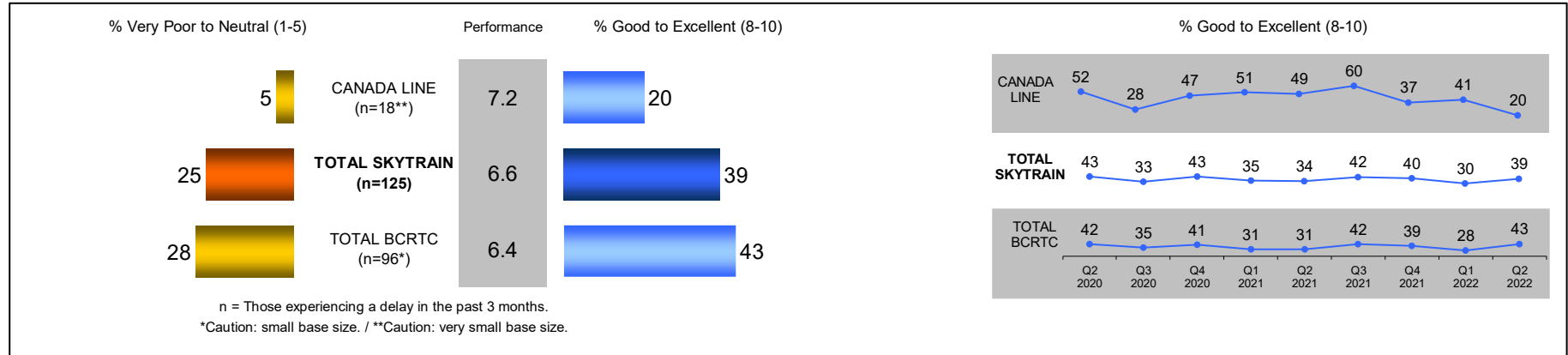
More than one-third (36%) of SkyTrain riders provide top ratings for Staff Available When Needed, which is up 3 ppt above last wave (33% in Q1 2022), and unchanged from the same quarter last year (36% in Q2 2021). The average score is 6.8 out of 10, on par with last wave and a slip from Q2 of last year (6.9 out of 10 in Q2 2021).

Top ratings for this attribute are slowly beginning to inch up towards pre-pandemic levels (39% in Q1 2020). BCRTC top ratings are significantly higher by 7 ppt compared to the same quarter last year. However, Canada Line ratings fared the opposite, with significantly lower ratings by 13 ppt compared to the same quarter last year.

Good-to-Excellent ratings compared to:	<u>Last Quarter</u>	<u>Same Quarter Last Year</u>
Total SkyTrain:	+ 3%	0%
Total BCRTC:	+ 3%	+ 7%
Canada Line:	+ 3%	- 13%

= Significant upward/downward shift

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



Delays are Announced and Explained

Almost two-in-ten (17%) SkyTrain riders indicate that they have experienced a SkyTrain delay in the past three months, directionally down from last quarter (21% in Q1 2022). Delays are Announced and Explained is awarded top ratings by nearly four-in-ten (39%) SkyTrain users, a slight increase from last wave (30% in Q1 2022) and a 5 ppt increase from the same quarter last year (34% in Q2 2021). Top scores this wave remain below pre-pandemic levels (43% in Q1 2020). The average score is 6.6 out of 10, which is above both last wave (6.4 in Q1 2022), and the same quarter last year (6.2 in Q2 2021).

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

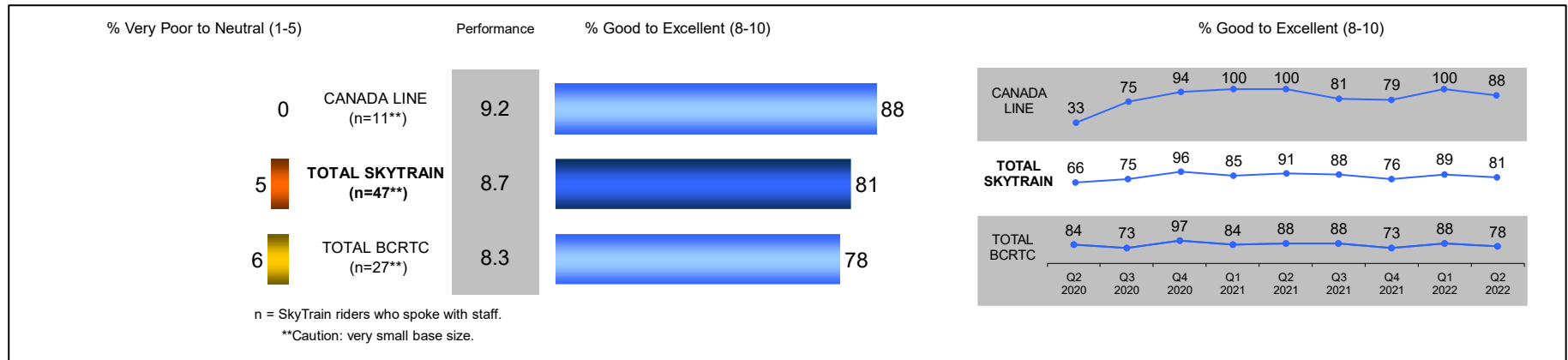
BCRTC top ratings are significantly higher by 15 ppt than last quarter, and higher by 12 ppt from the same quarter last year. Canada Line ratings appear to show large shifts, but base sizes are <30 so interpretation is qualitative in nature.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total SkyTrain:	+ 9%	+ 5%
Total BCRTC:	+ 15%	+ 12%
Canada Line:	- 21%	- 29%

= 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

Similar to last quarter, about one-in-seventeen (6%) SkyTrain users interacted with staff on their last trip (4% in Q1 2022). Of these riders, just over eight-in-ten (81%) riders award good-to-excellent ratings for Courteous, Competent and Helpful SkyTrain Staff, a drop from last wave (89% in Q1 2022) and the same quarter last year (91% in Q2 2021) although base sizes are <30 so only qualitative in nature.

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

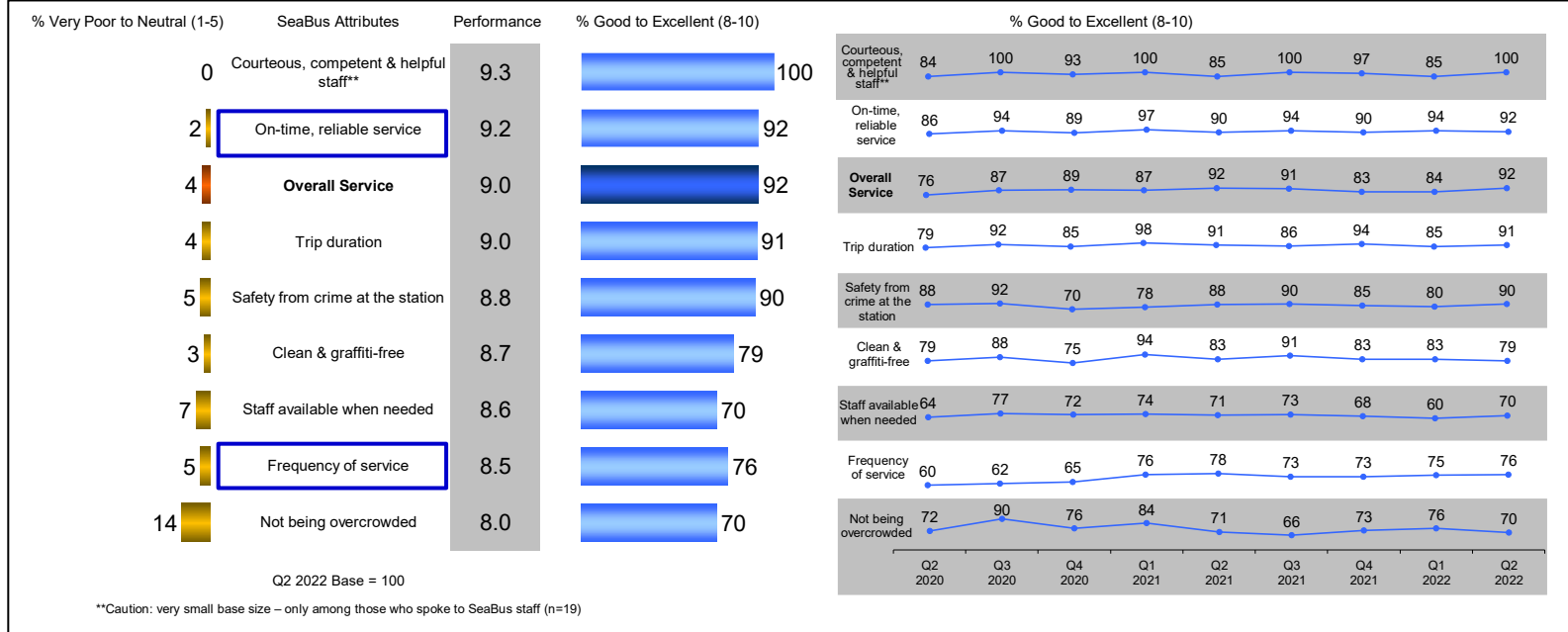
Base sizes are <30 for both BCRTC and Canada Line ratings so shifts noted below are only qualitative in nature.

<i>Good-to-Excellent ratings compared to:</i>	<i>Last Quarter</i>	<i>Same Quarter Last Year</i>
Total SkyTrain:	- 8%	- 10%
Total BCRTC:	- 10%	- 10%
Canada Line:	- 12%	- 12%

= 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

 Top Key Driver

More than nine-in-ten riders (92%) provided top ratings for Overall SeaBus Service, an increase of 8 ppt from last wave (84% in Q1 2022) yet at par with the same quarter last year (92% in Q2 2021). This quarter, the average score is 9.0 out of 10, up from 8.5 last quarter and from 8.9 in Q2 2021.

Safety from crime at the station and having Courteous. Competent & Helpful staff are the only SeaBus attributes to have experienced a directional increase from last quarter (up 10 ppt and 15 ppt from Q1 2022 respectively).

Good-to-Excellent ratings compared to:
Overall SeaBus Service

Last Quarter
+ 8%

Same Quarter Last Year
+ 0%

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

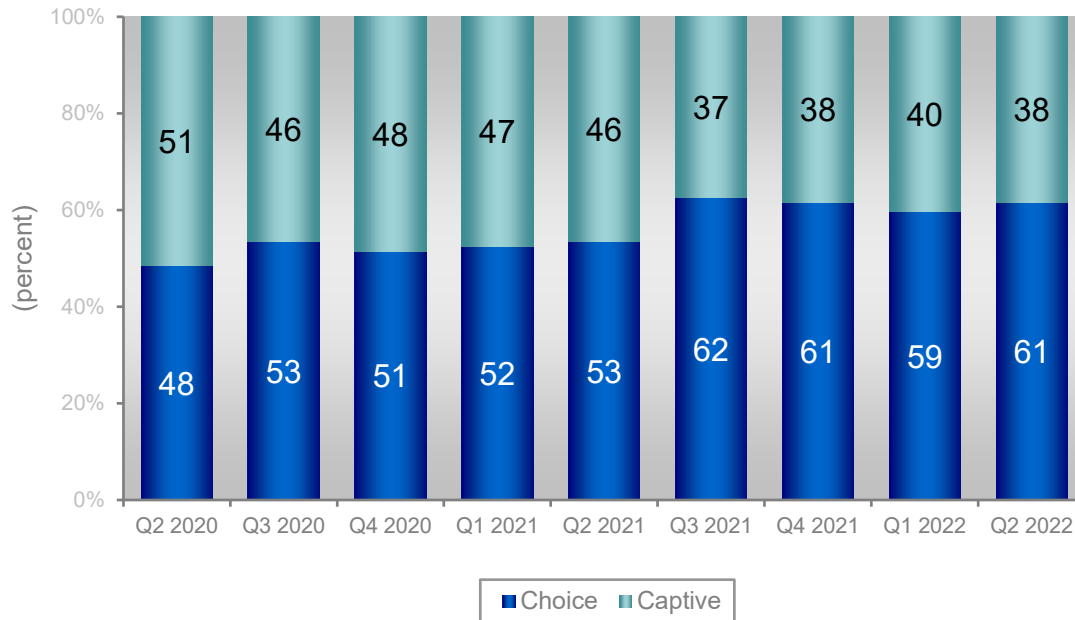
= Significant upward/downward shift



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?



Q2 2022 Base = 1318

Choice Versus Captive

Similar to the past three quarters, nearly four-in-ten (38%) 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 decrease from last quarter (40%) and a significant decline of 8 ppt from the same quarter last year (46%). On the other hand, just over six-in-ten (61%) riders are Choice riders, meaning they have regular access to a vehicle. This proportion is up by 2 ppt from last wave (59%) and went up significantly by 8 ppt from the same quarter last year (53%).

While the proportion of Captive vs Choice riders is still 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 still slightly less Choice riders (64% in Q1 2020) and slightly more Captive riders (35% in Q1 2020) this wave than in Q1 2020.

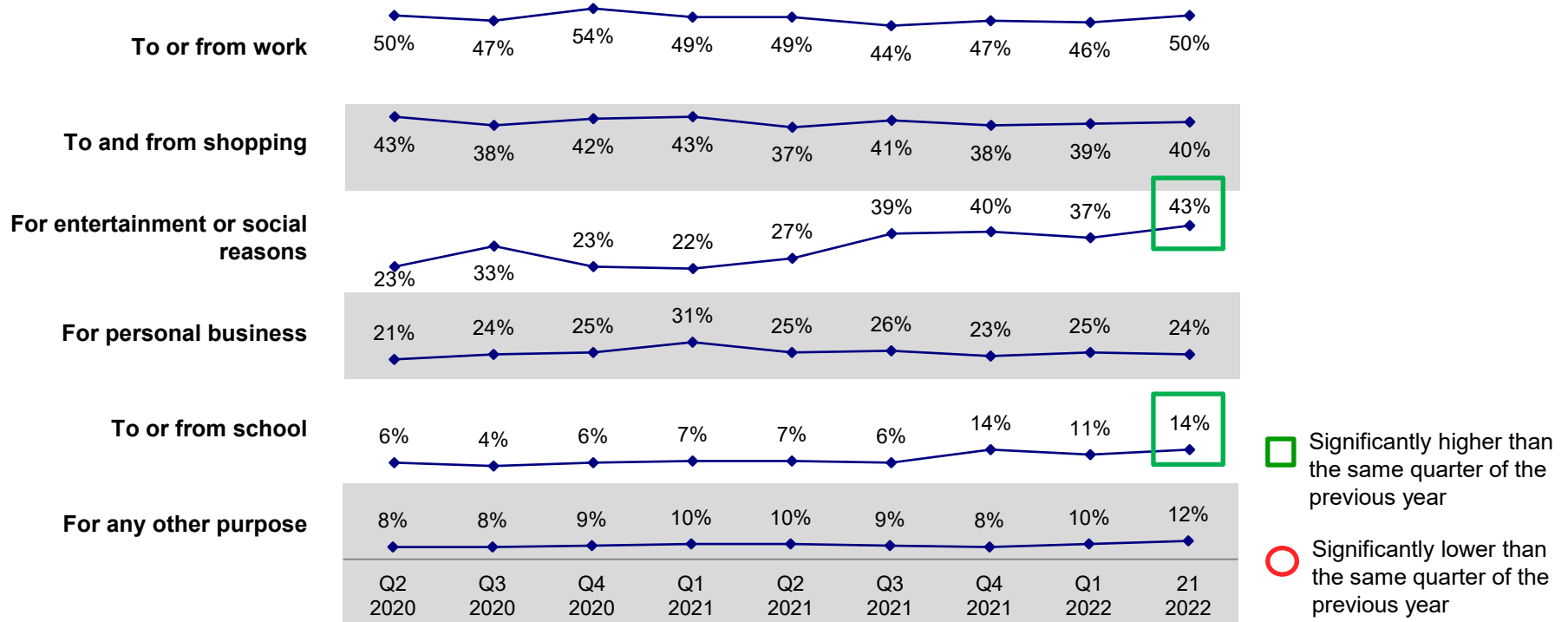
Captive riders are more likely than Choice riders to be under 45 years old, working part time or a student, have household incomes that are less than \$40K, or have lower education levels (graduated high school or less) than Choice riders. Furthermore, they are more likely to be High Frequency riders, taking transit for school or for shopping, or a Bus users.

Alternatively, Choice riders are more likely than Captive riders to be aged 45 years or older, employed full time, have at least some university education, have a household income of \$80K or more, are Low Frequency riders, use transit for entertainment purposes, or are SkyTrain or SeaBus users.

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



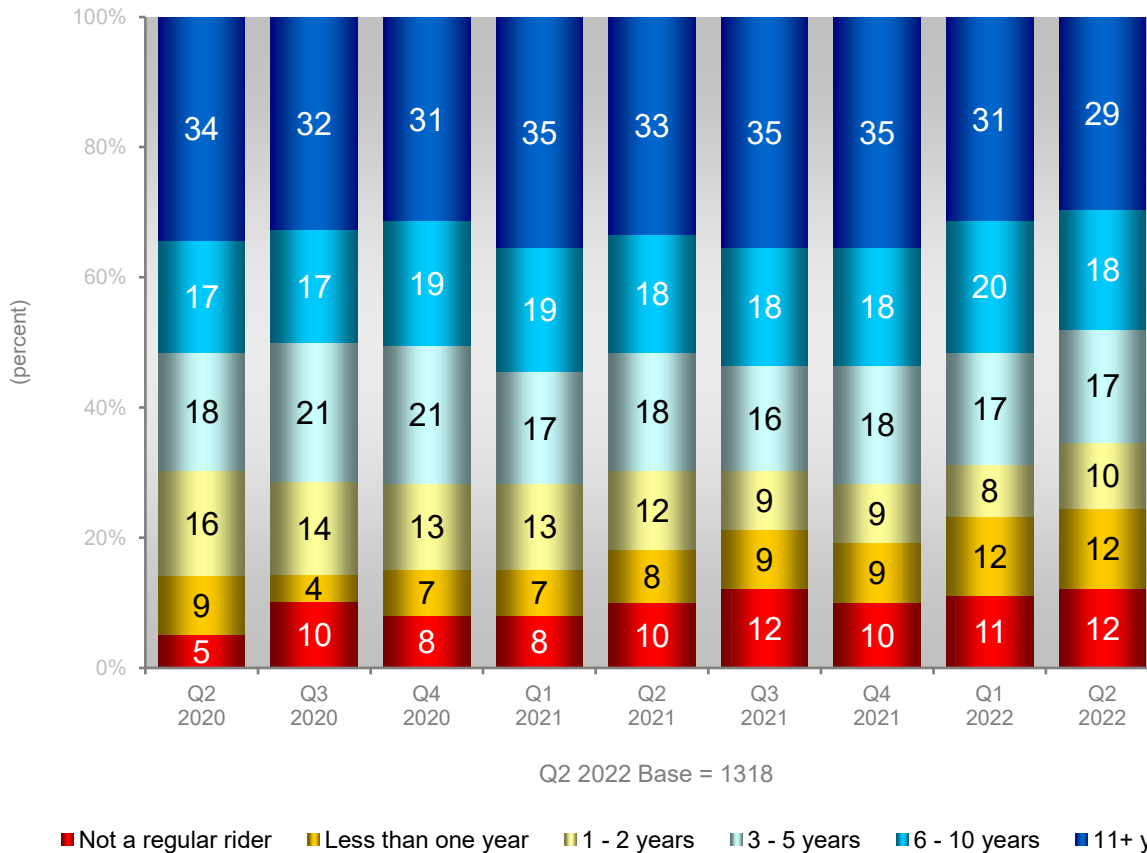
Q2 2022 Base = 1318

Trip Purpose

This wave, half (50%) of riders took transit to get to work, which is directionally higher than last wave (46% in Q1 2022) and similar to the same quarter last year (49% in Q2 2021). These percentages are now also at pre-pandemic levels (51% in Q1 2020) as more riders begin to return to the office. Over four-in-ten (43%) riders used transit for entertainment or social reasons which is significantly higher than both last quarter (37% in Q1 2022) and the same period last year (27% in Q2 2021), likely due to more people going out for social gatherings now that nearly all restrictions have been lifted. Meanwhile, significantly more riders also take transit to go to school (up 7 ppt from Q2 2021), as schools this quarter remained open for in-person classes this Spring.

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

Avg. # of Years	11.6	12.1	11.7	12.4	12.0	13.3	12.7	11.9	11.3
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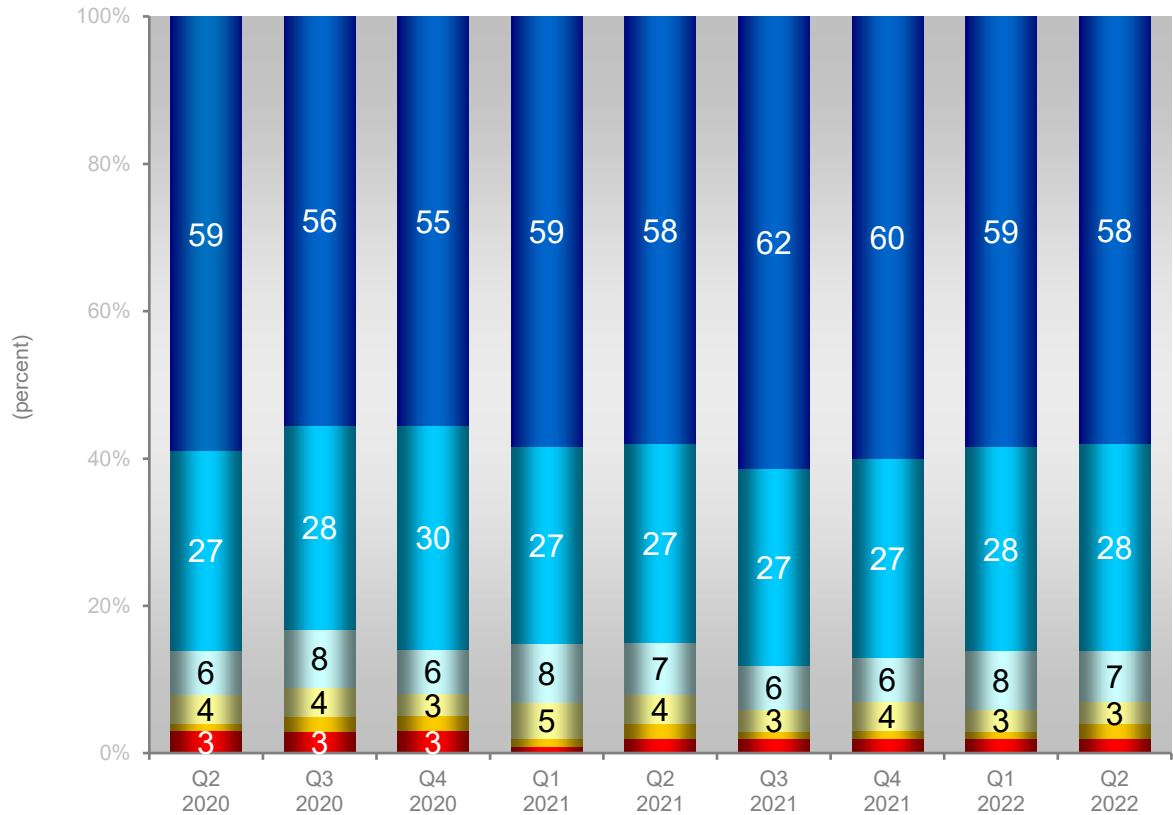
Length of Time Taking Transit on a Regular Basis

Nearly three-in-ten (29%) riders have been taking transit for over 11 years, similar to last wave (31% in Q1 2022) but a directional decline from same period last year (33% in Q2 2021). The average number of years riders have been taking transit this wave is 11.3, slightly lower from last wave 11.9 in Q1 2022 and last year 12.0 in Q2 2021.

Just over one-in-ten (12%) riders have been taking transit for less than 1 year, unchanged from last wave and significantly higher than the same period last year (8%). This proportion surpasses pre-pandemic levels again this wave (11% in Q1 2020), suggesting that more new riders are continuing to use transit as their regular mode of transportation.

Residents from Surrey / North Delta / White Rock / Langley and Richmond/ South Delta 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?



Q2 2022 Base = 1318

■ 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 (58%) 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 unchanged from last wave and up only 1 ppt from the same quarter last year. Those who indicate that they might or might not take transit as often is also similar to last wave shifting down by 1 ppt and at par with the same period last year.

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?

Fare Payment Method Used

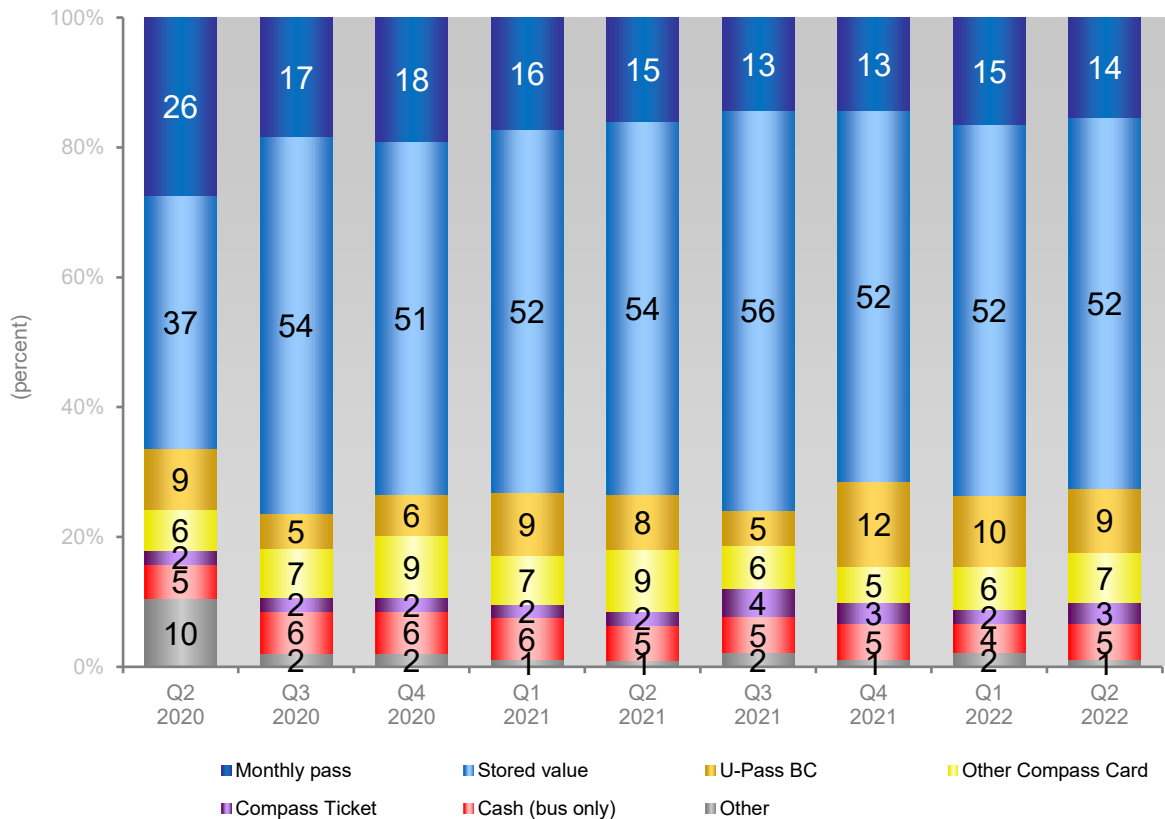
Over eight-in-ten (85%) riders use a Compass Card as their primary method of payment, unchanged from last wave and similar to the same period last year (86% in Q2 2021).

Over half (52%) of riders used stored value, which is the most used method of payment every wave. This is unchanged from last wave and down from 54% in Q2 2021.

While the proportion of riders using a U-Pass (9%) is near pre-pandemic levels (11% in Q1 2020), significantly fewer riders (13-15%) these past four waves have been using a Monthly Pass (19% in Q1 2020). This suggests that riders may still feel skeptical of fully committing to paying for regular usage, possibly due to continued unforeseeable circumstances of the pandemic.

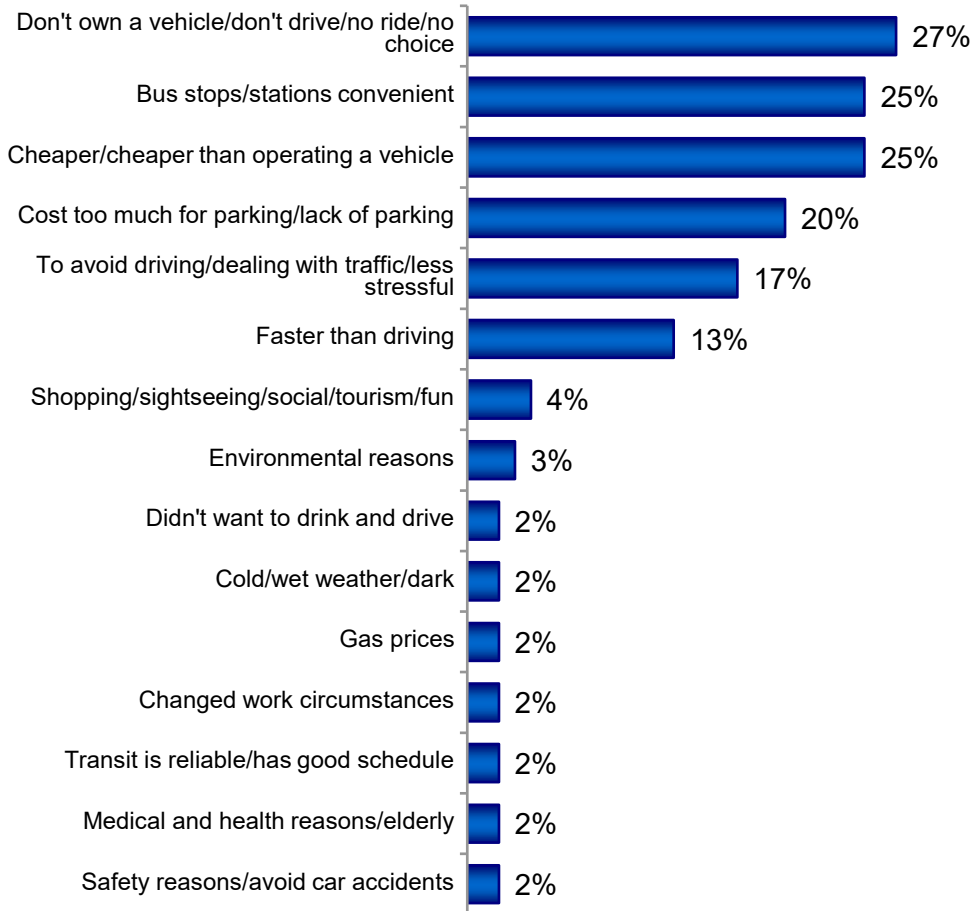
Monthly Pass users are likely to be Captive, High or Medium Frequency riders, have a household income of under \$80K, or are younger than 45 years of age. Meanwhile, Stored Value users are likely to be Choice riders, have household incomes of \$40K or more, are 25 years or older, have higher education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

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



Q2 2022 Base = 1318

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

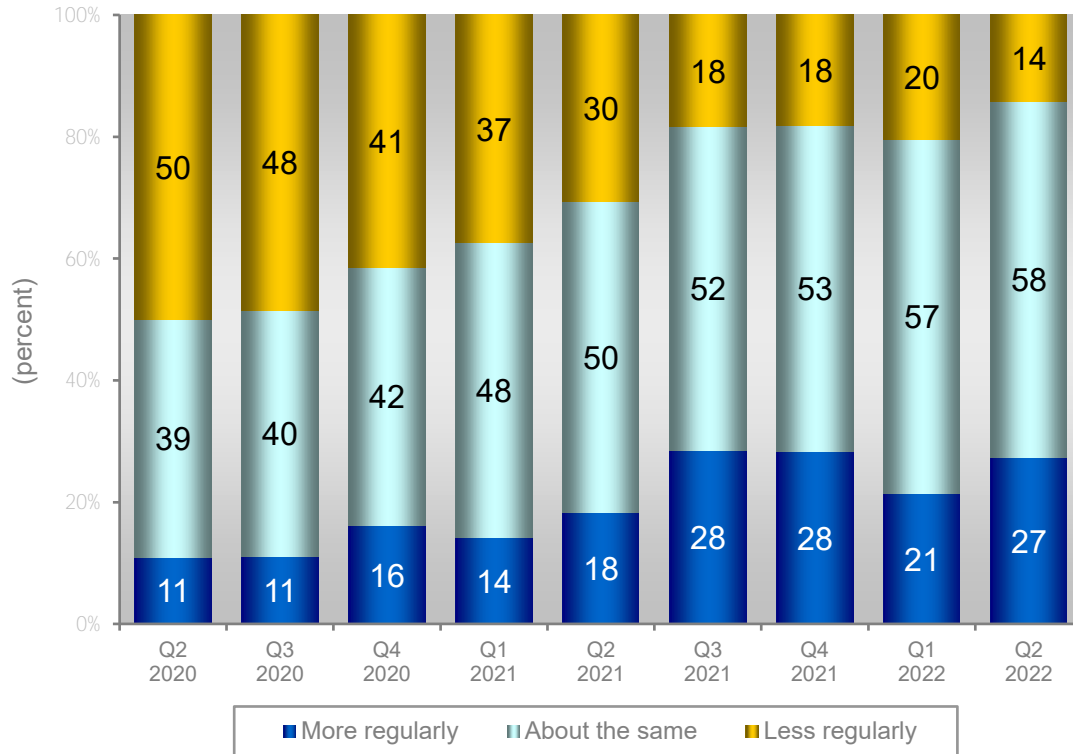
- Not having vehicle access (27%);
- Convenient bus stops/stations (25%); and,
- Cheaper than alternatives (25%).

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

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

Q2 2022 Base = 1318

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



Q2 2022 Base = 1318

Changes in Transit Usage Last Six Months

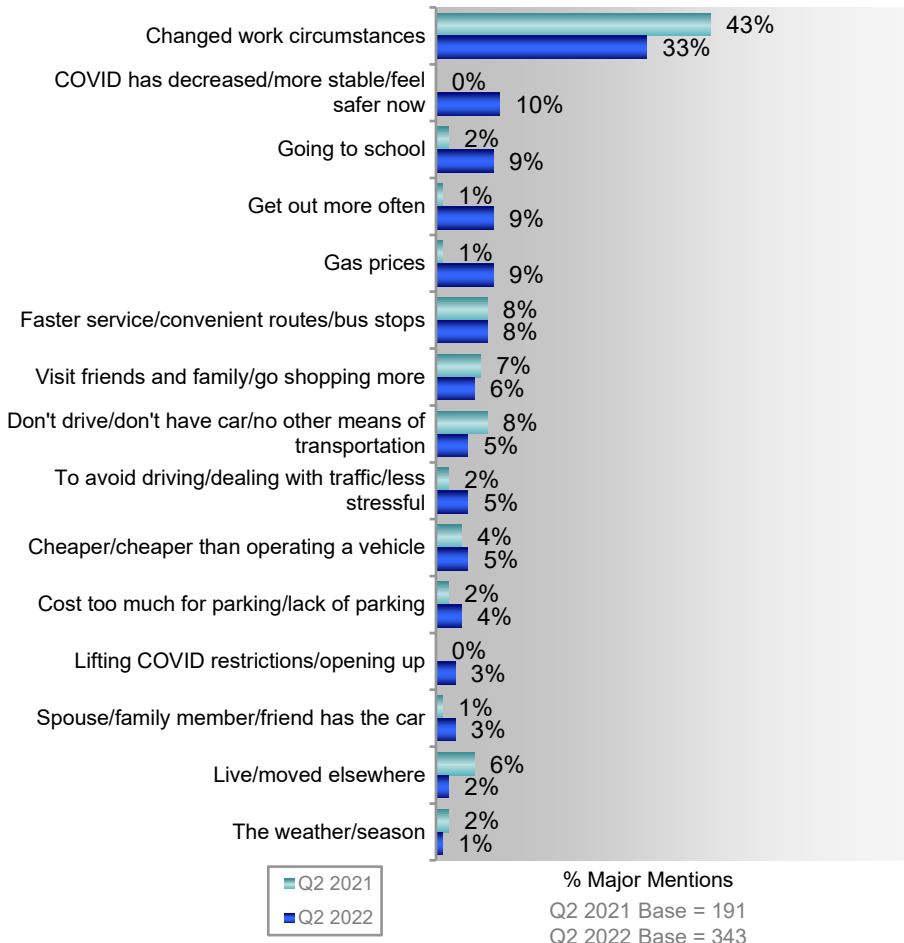
This wave, over one-in-ten (14%) riders say they are taking transit less regularly than they did six months ago, which is a significant decline from last quarter (20% in Q1 2022), and from the same quarter last year (30% in Q2 2021) and is now similar to pre-pandemic levels (13% in Q1 2020).

Conversely, almost six-in-ten (58%) riders indicate that their transit usage is about the same as six months ago, which is only 1 ppt higher than last wave (57% in Q1 2022), but significantly higher than the same quarter last year (50% in Q2 2021).

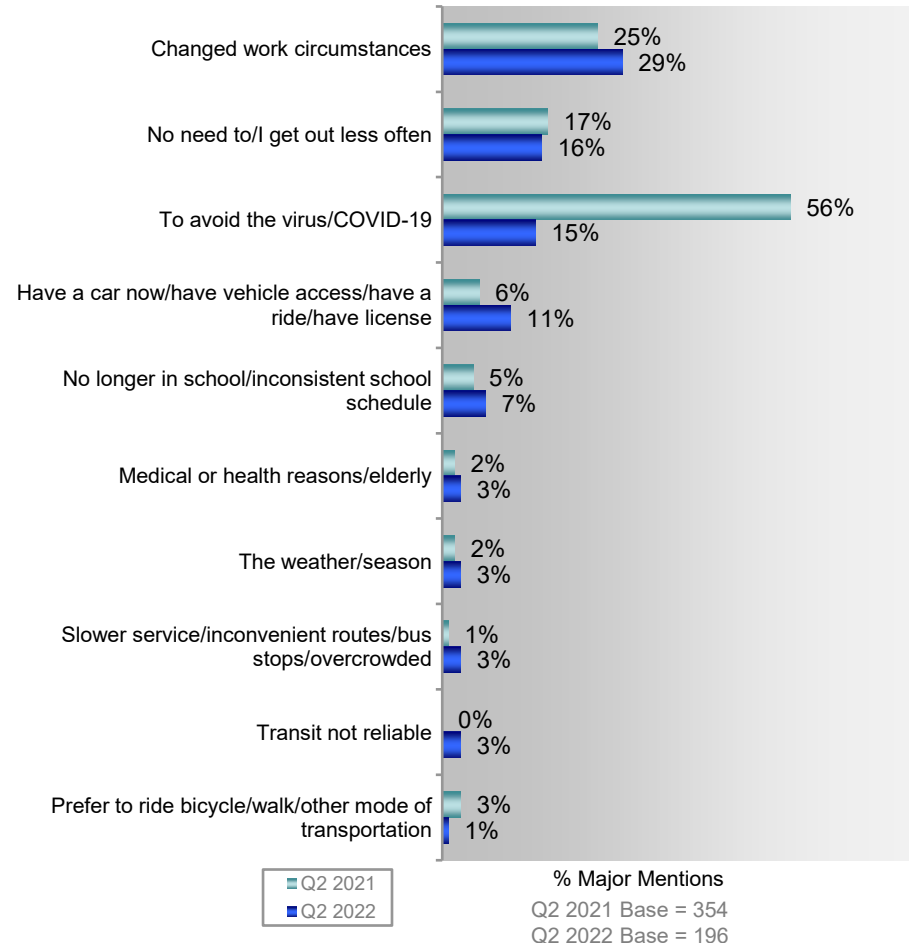
Meanwhile, the proportion of those who say they use transit more regularly than six months ago (27%) is significantly higher than last wave (21%), the same quarter last year (18%) and pre-pandemic levels (15% in Q1 2020).

Trends of transit usage are finally rebounding but there is still a lot of change, so the usage levels are still 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?

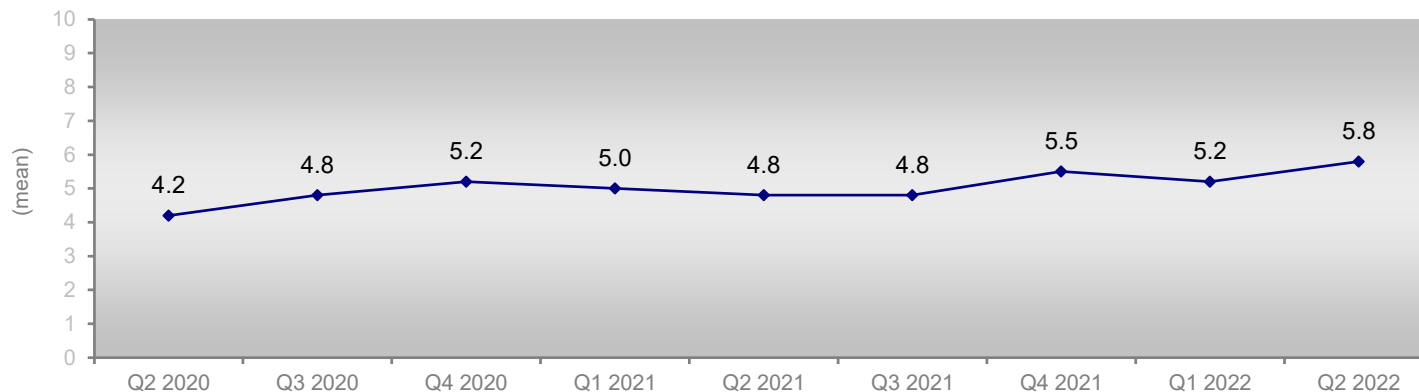


Note: Major mentions of 2% or more in either current wave or past wave are shown in the charts above.

Unchanged from last wave, the top reason for riding transit *more* regularly compared to six months ago is changing work circumstances (33%) which is a 10 ppt significant decline from the same quarter last year (43% in Q2 2021), followed by decreasing cases of COVID-19 / feeling safer from it now (10%) which was not even mentioned in Q2 2021. Other reasons with significant increases from the same quarter last year include: going to school (9%), getting out more often (9%), and gas prices (9%). The top mention for riding transit *less* regularly is now changing work circumstances (29%) which is up slightly from same quarter last year (25% in Q2 2021), followed by not needing to get out (16%). Avoiding the COVID-19 virus (15%) is still a top mention but is significantly less than the same quarter last year (56% in Q2 2021). Having a car/license now (11%), and a lack of need (7%) are also common mentions.

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



Q2 2022 Base = 1318

Average Number of Trips

The average number of one-way transit trips made is 5.8 days this wave, which is significantly higher than last wave (5.2 in Q1 2022), and significantly above the same quarter last year (4.8 in Q2 2021). With most restrictions now lifted, the average trips is getting closer to pre-pandemic levels (6.1 in Q1 2020).

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

- Bus users: 6.7 one-way transit trips (up from 5.9 last quarter)
- SkyTrain users: 6.3 one-way transit trips (up from 5.5 last quarter)
- SeaBus users: 5.7 one-way transit trips (down from 5.8 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
Base	1318	833	473
Average past-week transit trips	5.8	4.3	8.2
Years been a transit rider	11.3	12	10.2
Transit system – Overall Service Rating	8.1	8.1	8.0
Mode	%	%	%
Bus	75	66	90
SkyTrain	69	74	62
SeaBus	8	9	7
Age	%	%	%
18-34 years	39	31	51
35-54 years	34	38	27
55+ years	26	30	20
Gender	%	%	%
Female	48	46	51
Male	45	47	42
Nonbinary/gender fluid	<1	<1	1
Other	<1	-	<1
Prefer not to say/Refused	6	6	7
Employment status*	%	%	%
Full-time	49	54	40
Part-time	17	12	26
Not employed	36	34	39
Education	%	%	%
High school or less	16	13	21
Vocational/college/technical	17	18	15
Some university	10	9	12
Graduated university	54	58	49
Household Income	%	%	%
Under \$40K	20	11	34
\$40K to <\$80K	23	22	24
\$80K or more	35	45	19

Choice and Captive

Just over six-in-ten (61%) riders are Choice riders, meaning they have regular access to a vehicle for their transit trip(s) they make, which is similar to last quarter (59% in Q1 2022) but significantly higher than the same quarter last year (53% in Q2 2021). Meanwhile, just under four-in-ten (38%) riders are considered Captive, meaning they do not have regular access to a vehicle for their transit trip(s), which is a 2 ppt decrease from last wave (40%) but a significant decline from the same quarter last year (46% in Q2 2021).

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


 Significantly higher than the other rider group

* Question switched to multiple response March 2014.

Detailed Findings

Customer Profiles – Choice and Captive Riders


	TOTAL	CHOICE	CAPTIVE
Base	1318	833	473
Travel Purpose	%	%	%
Work	50	44	60
Entertainment	43	45	41
Shopping	40	33	52
Personal Business	24	22	27
School	14	8	23
Other Purpose	12	11	14
Payment Method	%	%	%
Cash fare	5	5	6
Compass Ticket	3	3	2
Compass Card	85	83	88
Other	1	1	1
Region	%	%	%
Vancouver	38	35	43
Surrey / North Delta / White Rock / Langley	18	16	20
Burnaby / New Westminster	15	16	15
Richmond / South Delta	11	11	10
Northeast Region	9	10	7
North Vancouver	8	10	5
West Vancouver	2	2	1

 Significantly higher than the other rider group

Detailed Findings

Customer Profiles – Choice and Captive Riders

	TOTAL	CHOICE	CAPTIVE
Base	1318	833	473
Identify as First Nations, Inuit, Metis	%	%	%
Yes	2	1	2
No	91	93	89
Prefer not to answer	2	2	3
Don't know	1	1	2
Refused	3	3	3
Ethnicity	%	%	%
Caucasian	43	49	34
Chinese	18	19	16
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	12	9	17
Filipino	4	3	6
Latin American	4	3	6
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	3	2	4
West Asian (e.g., Iranian, Afghan, etc.)	2	2	1
Black	1	1	2
Korean	1	1	1
Japanese	1	<1	1
Arab	<1	<1	<1
Or another ethnic or cultural identity	5	4	6
Prefer not to answer	1	1	1
Don't know	<1	<1	<1
Refused	5	6	4

 Significantly higher than the other rider group

Detailed Findings

Customer Profiles – Low, Medium and High Frequency Riders



	TOTAL	LOW	MEDIUM	HIGH
Base	1318	672	393	253
Years been a transit rider	11.3	13.3	10.6	8.9
Transit system – Overall Service Rating	8.1	8.2	8.0	7.8
Average age*	42.6	47.7	40.0	35.8
Age	%	%	%	%
18-34 years	39	26	46	55
35-54 years	34	37	32	31
55+ years	26	36	21	14
Gender	%	%	%	%
Female	48	51	49	42
Male	45	42	46	50
Nonbinary/gender fluid	<1	<1	<1	1
Other	<1	-	-	<1
Prefer not to say/Refused	6	6	5	6
Employment status**	%	%	%	%
Full-time	49	47	50	52
Part-time	17	11	20	26
Not employed	36	41	33	30
Household Income	%	%	%	%
Under \$40K	20	15	23	27
\$40K to <\$80K	23	21	21	29
\$80K or more	35	41	34	25
Mode	%	%	%	%
Bus	75	64	81	90
SkyTrain	69	64	71	76
SeaBus	8	8	9	8


Low, Medium and High Frequency Riders

Less than half (46%) of transit riders are Low Frequency riders, meaning they make 3 or fewer one-way transit trips in a week, down 3 ppt from last quarter (49% in Q1 2022) and significantly down from the same quarter last year (53% in Q2 2021). Current levels are now comparable to pre-pandemic levels (45% in Q1 2020).

Just over three-in-ten (31%) riders are Medium Frequency riders, meaning they take 4 to 9 one-way transit trips a week. This is similar to last wave and the same period last year (both 30%) and pre-pandemic levels (29% in Q1 2020).

Nearly one-in-four (23%) transit users are High Frequency riders, which are those who take 10 or more one-way transit trips per week. This is 3 ppt higher than last wave (20%), significantly higher than the same quarter last year (17%), and nearing 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.

 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.

Detailed Findings

Customer Profiles – Low, Medium and High Frequency Riders


	TOTAL	LOW	MEDIUM	HIGH
Base	1318	672	393	253
Travel Purpose	%	%	%	%
Work	50	30	58	82
Entertainment	43	40	43	49
Shopping	40	32	39	57
Personal Business	24	17	25	38
School	14	4	17	30
Other Purpose	12	10	11	19
Payment Method	%	%	%	%
Cash fare	5	7	5	3
Compass Ticket	3	4	1	1
Compass Card	85	79	87	93
Other	1	1	1	0
Region	%	%	%	%
Vancouver	38	36	37	43
Surrey / North Delta / White Rock / Langley	18	17	20	17
Burnaby / New Westminster	15	13	17	19
Richmond / South Delta	11	12	10	9
Northeast Region	9	10	9	7
North Vancouver	8	10	6	5
West Vancouver	2	2	1	1

 Significantly higher than the other rider group(s)

Detailed Findings

Customer Profiles – Low, Medium and High Frequency Riders

	TOTAL	LOW	MEDIUM	HIGH
Base	1318	672	393	253
Identify as First Nations, Intuit, Metis	%	%	%	%
Yes	2	1	1	3
No	91	93	91	88
Prefer not to answer	2	2	3	2
Don't know	1	<1	2	3
Refused	3	3	3	4
Ethnicity				
Caucasian	43	53	38	27
Chinese	18	17	19	18
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	12	7	12	23
Filipino	4	2	7	5
Latin American	4	2	5	7
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	3	2	3	4
West Asian (e.g., Iranian, Afghan, etc.)	2	1	3	1
Black	1	1	2	1
Korean	1	1	1	2
Japanese	1	1	1	1
Arab	<1	<1	1	-
Or another ethnic or cultural identity	5	4	4	6
Prefer not to answer	1	1	1	1
Don't know	<1	1	<1	-
Refused	5	5	5	5

 Significantly higher than the other rider group(s)

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	1318	1008	847	100
Average past-week transit trips	5.8	6.7	6.3	5.7
Years been a transit rider	11.3	11.2	10.2	13.2
Transit System – Overall Service Rating	8.1	8.0	8.0	8.2
Average age**	42.6	42.2	40.8	44.6
Age	%	%	%	%
18-34 years	39	41	41	26
35-54 years	34	31	38	48
55+ years	26	27	21	24
Gender	%	%	%	%
Female	48	48	46	42
Male	45	45	48	52
Nonbinary/gender fluid	<1	1	<1	-
Other	<1	<1	-	-
Prefer not to say/Refused	6	6	5	6
Employment status***	%	%	%	%
Full-time	49	45	54	57
Part-time	17	20	17	15
Not employed	36	38	31	27
Education	%	%	%	%
High school or less	16	18	14	12
Vocational/college/technical	17	17	18	15
Some university	10	10	11	3
Graduated university	54	53	55	68
Household Income	%	%	%	%
Under \$40K	20	24	17	16
\$40K to <\$80K	23	23	22	24
\$80K or more	35	32	39	43


Mode Usage

Three-quarters (75%) of transit users rode the bus, a 2 ppt decline from last wave (77% in Q1 2022) and a 3 ppt decline from the same period last year (78% in Q2 2021).

Meanwhile, nearly seven-in-ten (69%) riders are SkyTrain riders, significantly higher than both last wave (64%) and the same quarter last year (61% in Q2 2021). This is now similar to pre-pandemic levels (68% in Q1 2020).

Comparable to last wave, under 1 in 10 (8%) transit users are SeaBus riders, only a 1 ppt increase from last wave (7%) but a significant 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.

 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.

Detailed Findings

Customer Profiles – Mode User Profiles

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	1318	1008	847	100
Travel Purpose	%	%	%	%
Work	50	53	55	52
Entertainment	43	43	47	60
Shopping	40	45	37	45
Personal Business	24	28	23	31
School	14	17	15	7
Other Purpose	12	13	14	19
Payment Method	%	%	%	%
Cash fare	5	6	3	5
Compass Ticket	3	1	4	3
Compass Card	85	87	86	76
Other	1	1	1	2
Choice/Captive Riders	%	%	%	%
Choice	61	53	65	70
Captive	38	46	34	30
Region	%	%	%	%
Vancouver	38	39	33	21
Surrey / North Delta / White Rock/ Langley	18	20	20	8
Burnaby / New Westminster	15	14	19	7
Richmond / South Delta	11	8	12	4
Northeast Region	9	9	11	4
North Vancouver	8	8	4	53
West Vancouver	2	2	1	3


 Significantly higher than the other rider group(s)

* Caution: Small base size.

Detailed Findings

Customer Profiles – Mode User Profiles

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	1318	1008	847	100
Identify as First Nations, Intuit, Metis	%	%	%	%
Yes	2	2	2	3
No	91	91	93	92
Prefer not to answer	2	2	2	2
Don't know	1	2	1	2
Refused	3	3	3	2
Ethnicity	%	%	%	%
Caucasian	43	41	40	58
Chinese	18	16	19	5
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	12	15	13	9
Filipino	4	4	4	5
Latin American	4	4	5	6
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	3	3	3	2
West Asian (e.g., Iranian, Afghan, etc.)	2	2	2	2
Black	1	2	2	2
Korean	1	1	1	3
Japanese	1	1	1	-
Arab	<1	<1	<1	1
Or another ethnic or cultural identity	5	5	5	3
Prefer not to answer	1	1	1	3
Don't know	<1	<1	<1	-
Refused	5	5	4	5

 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*	(Q2-2020)	(Q3-2020)	(Q4-2020)	(Q1-2021)	(Q2-2021)	(Q3-2021)	(Q4-2021)	(Q1-2022)	(Q2-2022)
BASE	2000	1136	1257	1346	1197	1138	1278	1258	1284	1318
Average Years Riding Transit	n/a	11.6	12.1	11.7	12.4	12.0	13.3	12.7	11.9	11.3
Age:	%	%	%	%	%	%	%	%	%	%
Aged 18 to 24 years	12	22	18	19	20	19	17	19	18	20
Aged 25 to 34 years	18	16	21	19	18	20	20	19	19	19
Aged 35 to 44 years	18	16	14	16	15	16	18	14	15	16
Aged 45 to 54 years	20	18	20	18	19	17	16	20	18	18
Aged 55 to 64 years	16	11	9	10	9	9	9	8	9	9
Aged 65 years and over	17	16	17	16	17	17	17	18	18	17
Gender:	%	%	%	%	%	%	%	%	%	%
Male	48	48	48	48	49	48	49	49	48	49
Female	52	52	52	52	51	52	51	51	52	51
Employment	%	%	%	%	%	%	%	%	%	%
Employed full-time	57	45	44	48	47	46	51	51	48	49
Employed part-time	13	19	19	19	18	21	15	17	18	17
Student	5	14	11	12	14	13	11	13	12	14
Not employed	3	12	9	8	7	6	5	4	5	4
Homemaker	2	1	2	2	1	3	1	1	2	2
Retired	18	14	17	15	16	15	17	17	17	17
Refused	1	1	2	2	1	2	3	2	1	2
Education:	%	%	%	%	%	%	%	%	%	%
High school or less	21	23	20	21	23	21	17	18	21	16
Voc./college/tech.	26	20	21	21	20	19	20	18	17	17
Some university	7	11	10	11	9	11	9	14	11	10
Graduated university	45	44	47	44	46	46	50	46	48	54
Refused	0	2	2	3	2	3	3	3	3	3



Transit tenure is at 11.3 years

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

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

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



APPENDIX A – Methodology

Methodology

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

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

Sampling

Sample Source

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

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

Sampling Population and Target Respondent

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

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

Survey Quotas and Sample Sizes

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



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

Regional Quotas

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

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

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

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

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

Data Weighting

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



Projected Evaluations for Bus, SkyTrain, SeaBus

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

Number of Evaluations Expected by Ipsos

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

Margins of Error

Proportions

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

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



Means (Average Ratings)

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

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

Survey Instrument

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

Fieldwork

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



TRANSLINK CUSTOMER SATISFACTION RESEARCH (BUS, SEABUS, SKYTRAIN) – Apr 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 1ST ITEM, AND THEN AS READ IF NECESSARY FOR 2ND+ ITEMS] A one-way trip is any trip to a single destination not counting any transfers along the way. For example, a trip to [INSERT DESTINATION UNDER DISCUSSION] and home again would count as two one-way trips.

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

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

[RANGE= 0-96]

[PROGRAMMER ADD TOTAL NUMBER OF TRIPS IN Q2A]

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



IF TOTAL AT Q2A IS 15-39, OR TOTAL IS 40+ AND Q2=No, ASK INT1 WITH THE BELOW “OPTIONAL REVIEW”
INSERT: Based on these descriptions, would you like to review your answers? **(IF NEEDED:** Your total of number of trips equaled **[INSERT TOTAL FROM Q2A]**)

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

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

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

YES
NO

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

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

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

[0-96]

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

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

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

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



4. Of the **[INSERT TOTAL FROM Q2A]** one-way trips you made in the last **[DAYS]** days, how many did you make ... **[INSERT ITEM]**? And how about ... **[INSERT SECOND ITEM, ETC.]?** **(IF DON'T KNOW OR REFUSED, ASK: "May I have your best guess?")**
1. Monday to Friday between 5am and 9:30am
 2. Monday to Friday between 9:30am and 3pm
 3. Monday to Friday between 3pm and 6:30pm
 4. Monday to Friday after 6:30pm
 5. On a Saturday or Sunday or a statutory holiday

[0-96]

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

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

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

SATISFACTION WITH SYSTEM OVERALL

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

[1-10]

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

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

[OPEN END]

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

[1-10]



SATISFACTION WITH SEABUS SERVICE; IDENTIFY WAYS TO IMPROVE SERVICE

[Q.8-Q.9 FOR SEABUS RIDERS ONLY (Q.3_3 -SeaBus only, Q3_5 – Bus & SeaBus, Q3_6 – SkyTrain & SeaBus, OR Q3_7 – Bus, SeaBus and SkyTrain > 0)]

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

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

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

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

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

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

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

[1-10]

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

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

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

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

YES
NO

- 1 - [ONLY ASK IF YES TO Q9A] (9.1.) Having courteous, competent and helpful SeaBus staff?
- 2- (9b9.2) Feeling safe from crime at the SeaBus station?
- 3- (9.3) How would you rate it in terms of frequency of service? (CLARIFY IF NECESSARY: Does the SeaBus run often enough throughout the day?)



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

[1-10]

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



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

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

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



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

[1-10]

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

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

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

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

YES
NO

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

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

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

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

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

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

7- (13.10) How would you rate it for 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/2nd last] bus trip.)**

8- (18.11) The **[INSERT ROUTE NUMBER]** bus for having a direct route? **(CLARIFY IF NECESSARY: By direct route, we mean having a route that follows the shortest possible path between where you got on and where you got off the bus.)**

9- (18.14) Trip duration from the time you boarded to the time you got off the bus? **(CLARIFY IF NECESSARY: We are only referring to the time spent onboard the bus.)**

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



[1-10]

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 NECESSARY: currently attending a school, college, or university)**

YES
NO

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

[0-99]



37a. Which of the following best describes your total household income for 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
Total	1206	8.1	8.6	8.5	8.4	7.3	7.8	8.4	8.6	8.4	7.5	9.0
2	27	8.8	8.9	8.7	8.6	7.1	8.4	8.8	9.1	8.6	7.9	9.2
3	9	5.8	7.8	7.8	7.4	5.7	5.3	7.1	7.8	6.2	5.5	8.6
4	12	8.1	9.1	8.4	7.9	7.1	7.7	8.9	9.4	9.0	7.2	9.5
5	13	7.5	8.2	7.7	7.8	5.9	7.1	7.8	8.3	7.6	6.9	8.8
6	10	8.2	9.1	8.0	8.4	7.5	8.7	8.3	8.6	8.3	7.8	8.9
7	21	7.4	9.2	8.4	7.6	7.6	7.0	8.3	8.2	8.6	7.0	9.1
8	13	7.3	8.3	7.6	7.9	6.4	6.3	7.0	8.4	7.0	6.2	8.4
9	15	8.1	8.9	8.9	8.8	8.1	7.9	8.8	8.7	8.4	7.2	9.1
10	28	7.9	8.7	7.9	8.1	7.5	7.7	8.0	9.1	8.9	6.9	9.3
14	15	7.2	8.9	6.9	7.9	6.7	7.4	6.6	8.9	8.4	8.3	8.9
15	3	8.6	8.9	8.8	9.1	9.3	7.2	9.4	9.4	8.8	7.4	9.3
16	26	7.9	8.8	8.0	8.4	7.5	7.7	7.6	8.3	8.3	6.9	9.1
17	10	8.5	7.8	8.8	8.7	8.3	8.4	8.2	9.3	8.1	8.2	9.0
19	27	8.2	8.8	8.2	8.2	7.4	6.8	7.9	8.6	8.3	7.5	9.0
20	20	8.4	8.7	7.4	7.7	7.2	7.5	8.0	9.0	8.1	7.4	8.8
22	7	7.9	8.4	8.3	8.2	7.3	6.4	8.3	8.0	8.0	6.1	9.4
23	8	8.9	9.4	9.8	9.4	8.3	9.5	10.0	9.9	9.3	8.3	10.0
25	22	8.0	8.9	8.6	8.8	7.5	7.5	8.4	8.6	8.4	7.8	9.1
26	4	7.6	7.8	9.7	9.7	9.1	5.5	7.8	6.9	6.6	5.2	8.8
27	5	8.3	8.9	8.6	7.7	7.1	7.4	7.9	8.5	8.7	6.4	9.9
28	6	7.0	7.4	8.7	8.2	8.4	6.6	8.4	7.1	6.3	5.9	8.3
29	3	9.3	9.6	9.6	9.6	9.0	9.3	9.6	9.8	9.6	9.3	9.8
33	14	8.5	8.7	9.5	9.3	8.0	8.1	9.0	8.8	8.4	7.3	9.4
41	9	6.5	7.0	8.5	8.4	6.5	7.2	8.6	8.8	8.4	7.3	8.5
44	2	8.3	8.3	8.9	8.9	8.5	8.5	7.7	8.9	9.3	7.5	9.6
49	25	7.9	8.4	9.1	8.7	7.1	8.0	8.3	8.3	7.8	8.0	9.1
50	6	8.7	9.0	9.1	8.9	7.7	8.9	8.9	9.4	9.0	8.2	9.5
68	1	7.0	9.0	10.0	10.0	6.0	6.0	10.0	1.0	3.0	2.0	10.0
84	7	9.5	9.9	9.4	9.9	7.8	8.5	8.9	9.9	9.6	7.9	9.8
99 B-Line	65	8.7	8.6	8.3	8.2	6.5	8.4	8.6	9.1	9.0	8.6	8.9
100	12	7.7	7.2	8.2	8.9	6.5	6.7	8.0	8.4	7.5	7.1	8.3
101	5	9.6	8.6	9.6	9.2	8.4	9.0	9.4	9.4	9.2	8.3	9.2
103	6	8.0	9.2	8.9	9.2	9.0	8.7	9.0	9.3	9.4	7.4	8.0
104	4	7.5	8.6	7.9	8.2	6.1	6.8	8.6	9.7	7.5	7.2	9.2
105	2	6.0	7.2	9.0	9.0	5.0	3.4	9.0	2.0	8.0	1.6	10.0
106	21	7.7	7.9	8.6	8.5	6.8	6.5	8.7	8.8	9.1	7.6	9.3
109	2	8.1	8.1	8.1	8.7	8.1	8.1	8.1	8.1	8.1	8.1	8.7
110	2	5.6	10.0	10.0	10.0	9.3	4.2	8.2	8.7	9.5	3.5	10.0
112	2	9.4	9.4	9.7	9.4	9.4	9.4	9.4	9.4	9.4	9.4	9.4
116	2	7.4	8.8	8.8	8.0	6.8	8.0	8.8	6.8	8.0	7.6	8.8
119	10	8.6	8.5	8.5	8.5	7.0	8.2	8.1	8.6	8.2	8.2	8.8
123	9	8.5	8.9	8.9	8.8	6.8	8.5	8.6	9.3	9.0	8.2	9.1
128	3	6.2	8.8	8.4	8.4	8.6	5.8	7.4	9.0	9.0	4.8	9.6
129	7	7.7	8.5	7.5	8.2	7.8	7.1	8.8	8.8	8.0	6.9	8.9
130	10	8.0	8.2	8.0	8.3	7.4	6.7	7.7	8.7	8.5	6.6	8.5
131	1	9.0	10.0	10.0	10.0	10.0	9.0	10.0	10.0	10.0	10.0	10.0
132	1	10.0	10.0	10.0	10.0	7.0	10.0	8.0	10.0	10.0	10.0	10.0
133	2	7.5	7.0	7.5	8.0	5.5	6.0	9.0	9.5	8.0	6.0	8.5
134	1	8.0	9.0	9.0	8.0	8.0	9.0	9.0	9.0	8.0	8.0	9.0
136	3	7.1	7.6	9.1	9.5	8.8	3.9	8.3	8.3	8.1	5.4	8.6
143	2	8.4	8.7	8.4	6.4	4.4	8.2	9.7	9.7	8.7	7.5	9.4
144	8	8.9	9.0	9.6	9.3	9.0	8.0	9.1	8.7	8.4	7.3	9.5
145	11	8.3	8.9	9.2	9.0	6.7	8.3	9.0	9.5	9.0	7.4	9.2
146	1	5.0	10.0	10.0	10.0	8.0	5.0	9.0	6.0	9.0	9.0	10.0
147	4	8.7	9.4	9.7	7.8	8.6	8.4	9.2	9.1	8.6	8.0	9.7
150	1	8.0	10.0	9.0	9.0	8.0	8.0	9.0	8.0	8.0	9.0	10.0
151	1	8.0	10.0	8.0	9.0	10.0	10.0	8.0	9.0	9.0	6.0	10.0
152	9	8.1	8.2	9.0	8.5	7.6	7.4	8.7	8.4	8.5	7.6	8.6
153	4	8.5	8.2	9.8	9.7	9.5	7.7	10.0	10.0	10.0	9.4	8.9
155	5	8.5	8.7	7.7	8.2	8.9	9.7	8.5	8.7	8.8	8.3	9.2
156	6	8.3	8.8	8.9	8.9	8.8	8.0	8.3	8.5	7.8	7.4	8.9
157	1	8.0	10.0	10.0	10.0	8.0	10.0	10.0	8.0	10.0	10.0	10.0
159	3	8.1	7.7	7.9	9.1	6.9	6.6	9.1	7.8	8.3	7.7	8.0



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
160	14	9.0	8.9	9.3	8.9	9.0	8.9	9.2	9.2	8.7	8.6	9.3
170	1	8.0	8.0	8.0	6.0	4.0	9.0	10.0	5.0	7.0	7.0	8.0
171	3	8.2	7.8	9.5	9.8	5.8	9.1	9.5	10.0	9.4	10.0	7.8
172	3	8.4	7.6	9.6	9.2	7.4	5.8	8.8	8.2	7.3	4.8	9.2
174	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
180	6	9.9	10.0	10.0	10.0	9.8	7.3	10.0	10.0	8.6	7.3	9.9
182	4	8.5	8.9	8.9	8.2	9.1	9.0	9.2	7.9	9.0	8.4	8.7
183	5	9.2	7.6	9.8	9.1	9.6	8.7	8.7	9.5	9.3	8.6	9.2
186	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	6.0	10.0	5.0	10.0
187	2	9.1	9.5	10.0	10.0	8.9	9.5	10.0	5.4	6.8	7.7	10.0
188	4	7.3	9.1	9.0	8.2	7.0	7.3	8.6	8.4	8.5	7.1	8.4
191	2	5.0	8.3	8.3	7.7	5.6	3.6	7.3	9.3	8.0	5.3	7.7
210	4	7.1	8.1	9.2	9.5	5.8	8.0	8.6	9.3	9.5	8.7	9.0
212	1	10.0	10.0	10.0	8.0	10.0	10.0	10.0	10.0	10.0	7.0	10.0
214	2	4.8	5.1	4.4	5.6	3.4	3.7	4.4	5.8	6.6	3.8	5.1
215	1	7.0	9.0	10.0	10.0	7.0	7.0	10.0	6.0	6.0	7.0	10.0
222	2	8.5	9.5	10.0	10.0	8.6	9.5	8.4	9.5	8.6	9.0	9.5
227	1	10.0	10.0	9.0	9.0	9.0	10.0	8.0	8.0	9.0	8.0	10.0
228	10	8.3	8.8	8.8	9.1	8.6	8.2	7.6	8.9	8.9	7.0	9.2
229	5	8.6	9.5	9.5	9.5	9.1	9.0	8.3	9.1	9.8	8.6	9.8
230	4	8.6	8.1	9.8	9.5	6.9	6.4	8.3	9.4	9.2	8.1	9.3
232	4	7.3	6.7	7.9	7.1	7.8	6.7	7.9	7.5	8.0	4.3	7.3
236	3	6.9	10.0	7.7	6.9	7.2	5.8	6.2	7.7	6.4	1.4	10.0
240	24	8.6	8.5	7.7	8.4	6.6	7.9	8.2	8.8	8.6	8.0	8.6
241	3	8.7	9.5	8.4	8.0	7.4	8.7	8.2	8.6	8.6	7.0	9.1
245	1	8.0	8.0	8.0	9.0	3.0	7.0	9.0	9.0	9.0	8.0	8.0
246	5	7.4	9.5	8.2	8.3	6.3	8.3	8.4	8.0	7.2	8.0	8.3
249	3	6.2	9.5	9.6	9.2	8.5	5.4	8.0	7.7	9.3	5.4	9.3
250	42	8.2	8.8	9.0	7.8	7.1	7.7	8.3	9.2	9.1	7.6	8.8
251	2	8.2	9.8	9.9	6.2	7.9	9.8	10.0	9.8	9.8	9.8	10.0
252	1	10.0	7.0	10.0	10.0	2.0	10.0	8.0	10.0	10.0	10.0	10.0
253	1	9.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
254	2	10.0	9.4	10.0	10.0	10.0	7.9	10.0	7.2	5.5	6.2	10.0
255	13	9.0	9.0	9.1	8.9	8.9	8.2	9.3	9.1	9.1	7.9	9.0
256	2	8.0	7.5	9.5	9.5	10.0	8.5	8.5	6.5	8.0	5.5	9.5
257	12	8.3	8.5	8.5	8.7	6.5	7.7	8.1	8.2	8.4	7.8	8.4
301	1	9.0	10.0	10.0	8.0	8.0	6.0	7.0	10.0	10.0	8.0	9.0
312	8	7.6	8.6	9.3	9.2	8.7	8.7	8.3	7.5	7.3	6.5	8.8
314	2	9.5	9.0	8.5	8.6	8.0	8.1	9.0	8.5	9.0	7.5	9.0
316	3	6.7	9.0	8.6	8.3	7.7	6.9	7.2	8.6	7.7	5.0	7.5
319	18	8.7	8.9	8.2	8.4	7.0	8.6	8.3	9.0	8.8	8.4	9.3
320	1	10.0	10.0	10.0	10.0	10.0	5.0	10.0	2.0	2.0	5.0	10.0
321	16	7.2	8.6	8.0	7.4	5.5	7.2	8.5	8.7	7.9	6.8	8.7
322	1	10.0	10.0	10.0	10.0	2.0	10.0	10.0	10.0	10.0	3.0	10.0
323	10	7.2	9.7	9.2	6.8	5.7	6.5	8.8	8.0	7.8	6.6	9.5
324	4	8.9	7.7	9.0	7.1	4.4	7.9	8.5	8.1	8.1	6.4	8.5
325	9	7.6	8.8	7.6	6.8	6.6	7.3	7.7	7.5	7.3	6.1	8.8
326	2	8.9	9.6	10.0	9.0	9.6	7.4	9.6	8.9	9.2	6.6	9.6
335	7	8.2	8.5	8.7	8.3	7.8	8.1	8.7	9.3	8.8	8.4	9.1
337	2	8.5	8.9	8.5	9.3	8.1	8.5	8.1	6.1	7.3	4.6	8.9
340	5	7.7	8.5	9.0	8.7	6.9	8.0	8.7	8.4	8.1	6.7	8.7
341	1	10.0	10.0	10.0	10.0	10.0	9.0	10.0	10.0	8.0	10.0	10.0
342	5	7.9	7.5	8.5	8.4	7.3	7.1	7.8	7.0	8.2	7.3	8.3
345	3	5.4	7.3	8.1	7.4	7.0	7.8	8.3	5.4	8.0	5.8	8.2
351	15	8.0	8.5	9.0	8.2	7.9	8.8	8.1	7.9	8.2	7.4	9.1
352	3	6.9	8.0	8.0	7.9	8.0	5.5	8.2	8.2	7.6	5.4	8.0
360	2	5.3	6.6	10.0	10.0	3.6	9.3	6.0	5.6	8.3	8.7	6.6
362	1	9.0	8.0	8.0	9.0	9.0	9.0	9.0	8.0	8.0	8.0	8.0
364	4	7.4	7.7	8.3	7.3	6.5	6.6	7.5	6.7	7.7	7.1	8.0
373	2	2.6	7.1	7.2	7.1	4.9	2.6	7.2	6.7	6.7	2.1	7.5
375	2	8.8	6.7	7.5	9.2	5.7	9.2	10.0	5.7	6.1	8.6	8.0
388	1	10.0	10.0	10.0	10.0	6.0	10.0	10.0	10.0	10.0	5.0	10.0
391	2	8.3	5.0	8.3	8.3	7.0	7.0	8.3	8.3	7.0	7.0	7.0
395	1	8.0	8.0	8.0	7.0	7.0	8.0	8.0	8.0	8.0	7.0	8.0



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
401	6	8.0	7.9	8.1	7.8	6.8	8.6	7.9	8.5	8.0	7.6	8.1
402	8	7.3	9.3	8.8	8.6	7.9	7.4	8.8	7.5	8.2	5.7	9.3
403	6	9.2	9.2	9.5	9.5	7.7	9.3	9.1	8.4	8.1	7.7	8.8
404	1	8.0	8.0	9.0	10.0	8.0	7.0	9.0	8.0	8.0	7.0	9.0
405	2	3.0	9.6	3.4	5.8	5.8	2.2	6.4	8.8	8.8	2.2	9.8
406	3	8.5	9.7	8.8	8.8	6.9	9.7	8.5	8.8	7.8	8.5	8.5
407	9	7.2	8.3	8.5	8.4	8.7	8.1	8.2	8.2	8.4	6.8	8.3
408	4	8.7	8.6	9.6	9.2	8.8	9.6	9.9	9.6	8.6	8.2	9.7
410	11	7.8	8.3	8.6	8.8	6.9	7.3	8.4	9.0	8.6	7.9	8.3
412	1	7.0	7.0	9.0	10.0	2.0	6.0	9.0	4.0	9.0	4.0	9.0
413	2	9.8	9.8	9.8	9.8	9.8	7.8	9.8	9.8	6.0	5.0	9.8
430	5	8.9	8.2	8.4	7.8	6.3	8.3	8.3	8.6	7.7	8.0	8.4
501	6	8.6	8.7	9.3	8.6	8.2	9.2	9.3	9.1	9.7	8.6	9.3
502	10	8.6	8.9	8.5	7.8	8.0	8.2	8.6	8.7	8.4	7.4	9.1
503	11	8.9	8.7	7.6	7.9	6.7	8.9	8.0	8.8	8.7	8.6	8.9
509	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	9.0	10.0	10.0
531	3	7.2	8.5	7.5	7.2	3.6	6.0	8.8	8.4	8.5	5.3	9.5
555	4	8.3	9.1	9.1	9.3	9.1	8.1	8.3	9.6	9.6	7.8	9.6
562	5	7.8	8.5	7.9	8.1	7.7	8.1	8.6	9.0	8.9	7.8	8.1
595	1	7.0	7.0	10.0	9.0	5.0	7.0	7.0	8.0	9.0	7.0	8.0
601	7	8.8	9.8	9.5	9.7	9.2	8.6	8.9	9.4	9.1	7.7	9.7
620	4	7.2	7.2	8.4	8.2	5.0	6.4	8.0	8.6	8.2	5.3	8.2
640	3	8.3	8.1	8.2	7.2	6.8	8.0	8.3	9.3	8.5	7.1	8.2
701	7	8.3	8.4	9.2	8.7	8.3	7.9	8.5	8.7	7.9	8.3	9.2
743	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
750 R1	6	8.3	9.0	8.5	8.4	6.9	8.4	8.5	8.5	8.5	8.4	8.6
751 R2	7	8.2	7.4	7.8	7.5	7.8	9.6	8.7	9.3	9.5	9.4	8.1
752 R3	3	7.7	8.1	8.8	7.0	8.7	6.6	8.8	8.1	7.7	6.9	8.8
753 R4	30	8.6	8.2	8.8	8.5	6.9	8.9	8.7	9.2	8.5	8.4	9.1
754 R5	18	8.8	8.8	8.1	8.2	7.9	8.5	9.0	9.3	8.8	8.7	9.3
791	4	7.7	8.4	7.6	8.8	6.3	8.5	8.0	8.8	7.9	7.6	8.4
BTC	22	8.1	8.5	8.8	8.9	8.2	7.8	8.8	8.3	9.0	7.5	8.9
STC	13	9.3	8.7	8.9	8.0	7.7	7.1	8.4	8.4	8.4	7.8	8.5
PCT	6	8.6	8.3	8.3	7.5	9.0	8.5	9.1	9.3	7.9	7.6	8.8
RTC	16	8.9	9.1	8.7	8.2	7.4	8.5	8.6	8.7	8.7	8.0	8.8
VTC	36	8.0	8.5	8.0	8.3	7.4	7.7	7.8	8.3	8.3	7.8	8.8
WVT	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	9.0	10.0
N22	1	10.0	10.0	10.0	10.0	10.0	9.0	9.0	10.0	10.0	10.0	10.0
N20	1	5.0	10.0	8.0	7.0	6.0	7.0	7.0	7.0	6.0	7.0	10.0
N17	1	9.0	8.0	8.0	8.0	5.0	7.0	8.0	6.0	9.0	10.0	8.0
N19	1	10.0	10.0	10.0	10.0	10.0	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
Total	1206	8.1	8.6	8.5	8.4	7.3	7.8	8.4	8.6	8.4	7.5	9.0
99 B-Line	65	8.7	8.6	8.3	8.2	6.5	8.4	8.6	9.1	9.0	8.6	8.9
250	42	8.2	8.8	9.0	7.8	7.1	7.7	8.3	9.2	9.1	7.6	8.8
VTC	36	8.0	8.5	8.0	8.3	7.4	7.7	7.8	8.3	8.3	7.8	8.8
753 R4	30	8.6	8.2	8.8	8.5	6.9	8.9	8.7	9.2	8.5	8.4	9.1

**OVERALL PERFORMANCE RATINGS
 APRIL 2021 - JUNE 2021 VERSUS
 APRIL 2022 - JUNE 2022
 (Routes With 35+ Trips Per Quarter)**

Route Number	April - June 2021		April - June 2022		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Apr'21-Jun'21 vs. Apr'22 - Jun'22
# 250	21	8.7	42	8.2	-0.5
# 99 B-Line	51	8.3	65	8.7	0.4
# VTC	20	7.7	36	8.0	0.3

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

**OVERALL PERFORMANCE RATINGS
 JANUARY 2021 - JUNE 2021 VERSUS
 JANUARY 2022 - JUNE 2022
 (Routes With 35+ Trips Per 6 Month Period)**

Route Number	January - June 2021		January - June 2022		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jan'21-Jun'21 vs. Jan'22-Jun'22
# 10	31	8.5	46	7.9	-0.6
# 106	29	7.2	35	8.1	0.9
# 16	38	8.4	51	8.2	-0.2
# 19	29	8.0	48	8.0	0.0
# 2	47	7.8	52	8.2	0.4
# 20	41	8.0	34	8.1	0.1
# 240	35	8.4	45	8.5	0.1
# 25	41	8.6	58	7.8	-0.8
# 250	30	8.8	62	8.2	-0.6
# 319	35	8.7	38	8.2	-0.5
# 49	49	8.6	51	8.3	-0.3
# 5	35	8.8	28	8.0	-0.8
# 7	27	7.9	40	7.5	-0.4
# 753 R4	34	8.6	53	8.4	-0.2
# 754 R5	20	8.5	35	8.6	0.1
# 9	45	8.0	47	8.0	0.0
# 99 B-Line	101	8.5	137	8.6	0.1
# BTC	35	8.4	37	7.9	-0.5
# VTC	44	8.3	65	8.3	0.0

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

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

Route Number	July 2020 - June 2021		July 2021 - June 2022		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jul'20-Jun'21 vs. Jul'21-Jun'22
# 10	98	8.7	79	7.8	-0.9
# 100	53	8.3	48	8.1	-0.2
# 106	92	7.7	62	8.5	0.8
# 119	35	8.4	29	8.4	0.0
# 123	41	7.9	39	7.9	0.0
# 130	53	8.2	42	8.1	-0.1
# 14	68	8.4	60	8.0	-0.4
# 16	115	8.1	101	8.1	0.0
# 160	38	8.7	40	8.5	-0.2
# 17	78	8.2	40	8.0	-0.2
# 19	68	7.9	83	8.2	0.3
# 2	107	8.3	101	8.3	0.0
# 20	104	7.6	65	7.7	0.1
# 22	66	8.0	44	8.0	0.0
# 240	77	8.1	89	8.3	0.2
# 25	94	8.6	101	7.9	-0.7
# 250	65	9.0	135	8.1	-0.9
# 255	32	8.3	51	8.2	-0.1
# 257	31	8.7	39	8.8	0.1
# 3	86	8.2	51	7.1	-1.1
# 319	80	8.6	72	8.2	-0.4
# 321	55	7.8	40	7.9	0.1
# 33	34	8.5	38	8.4	-0.1
# 335	25	7.7	37	8.0	0.3
# 351	57	8.8	59	8.7	-0.1
# 4	66	8.8	42	8.1	-0.7
# 403	35	8.5	24	8.5	0.0
# 41	49	8.4	44	7.8	-0.6
# 410	42	8.7	32	8.6	-0.1
# 49	123	8.8	109	8.4	-0.4
# 5	84	8.3	53	8.0	-0.3
# 50	48	8.4	22	8.7	0.3

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

Route Number	July 2020 - June 2021		July 2021 - June 2022		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jul'20-Jun'21 vs. Jul'21-Jun'22
# 555	23	9.0	36	8.6	-0.4
# 6	74	8.2	49	8.2	0.0
# 601	30	8.8	43	7.9	-0.9
# 7	73	7.8	75	7.7	-0.1
# 750 R1	50	8.7	52	8.4	-0.3
# 751 R2	16	9.2	45	8.2	-1.0
# 753 R4	73	8.7	103	8.4	-0.3
# 754 R5	59	8.5	68	8.5	0.0
# 8	45	8.0	41	7.8	-0.2
# 84	51	8.5	42	8.6	0.1
# 9	143	8.3	99	8.0	-0.3
# 99 B-Line	306	8.6	263	8.5	-0.1
# BTC	89	8.0	99	8.1	0.1
# RTC	14	9.6	37	8.4	-1.2
# STC	49	8.6	51	8.5	-0.1
# VTC	111	8.0	132	8.2	0.2

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