Customer Service Performance
Quarter 3 2022
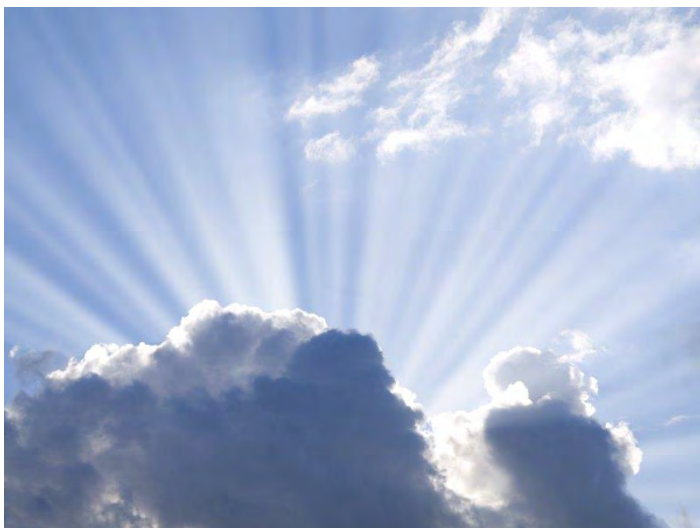
Bus
SeaBus
SkyTrain

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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.

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Overview

- With the lifting of most COVID restrictions in place since Q2 2022, both the ridership composition and their use of the system continues to move towards its pre-pandemic levels. Relative to Q3 2021, a much higher percentage of riders are using transit for entertainment or to go to school, reaching proportions similar to before the pandemic. Other aspects of the transit ridership that are returning to pre-pandemic levels include the proportions of Choice and High Frequency riders.

- Over three-quarters (76%) of riders award good-to-excellent ratings for Overall Transit Service, which is directionally higher than last quarter (up by 5 ppt) and slightly lower than the same quarter last year (down 2 ppt). Scores continue to be higher than pre-pandemic levels (68% in Q1 2020).

- Top scores for overall service for the Bus, SkyTrain, and the SeaBus either meet or surpass pre-pandemic levels.

- Over one-in-ten (13%) riders say they take transit *less regularly* than they did six months ago, which is similar to last wave (14%) but significantly lower than the same period last year (18%). Conversely, one-quarter (25%) of riders say they take transit *more regularly* than six months ago, slightly lower than last wave (27%) and Q3 2021 (28%).

Over two-thirds (68%) of bus riders award top ratings for Overall Bus Service, which is slightly down from the same period last year (72%, Q3 2021) and similar to last wave (70%).

- Key drivers On-Time, Reliable Service and Not Being Overcrowded both declined significantly from the same quarter last year (6 ppt and 8 ppt respectively). Key driver Frequency of Service increased significantly from last quarter (5 ppt).

- Safe and Professional Bus Operator and Clean & Graffiti Free declined significantly, both last quarter and from the same quarter last year. Feeling safe from crime is also down from Q3 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 over eight-in-ten (83%) riders, which is a significant increase from last wave (6 ppt from Q2 2022), but similar to the same quarter last year.

- The key driver Not Being Overcrowded declined significantly from the same quarter last year (13 ppt), as did Clean and Free Graffiti (8 ppt from Q3 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 (93%) SeaBus riders award good-to-excellent scores for Overall SeaBus Service, similar to both last wave (92%) and the same quarter last year (91%).

- While there were no significant shifts among SeaBus attributes this wave, Trip Duration directionally increased from both last quarter and the same quarter last year (by 7 and 12 ppt respectively). Other directional changes from a year ago included Clean and Graffiti-Free SeaBus Vessel and Stations (down 13 ppt) and Courteous, Competent and Helpful Staff (down 12 ppt).

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

Performance on Transit System Attributes

% Good to Excellent (8-10)

Attribute	% Good to Excellent	Average Rating
Compass Card and Faregate System	81	8.8
Ease of Getting Info from Telephone Information Line	80	8.7
Overall Transit Service	76	8.2
Adequacy of Information on SkyTrain	69	8.1
Adequacy of Information on SeaBus	71	8.0
Operation of Service During Convenient Hours	65	8.0
Value for Money	60	7.8
Good Connections	59	7.7
Adequacy of Transit Information at Stops/Stations	55	7.6
Ease of Finding Information on Website	53	7.6
Adequacy of Information on Buses	51	7.4
Enough Shelters at Stops	40	6.9

Q3 2022 Base = 750

☐ 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.

Transit System

- Over three-quarters (76%) of riders provide good-to-excellent ratings for Overall Transit Service, which is directionally up from last wave (71%). The average score is 8.2 out of 10, up slightly from 8.1 in Q2 2022, and a slip from 8.3 in Q3 2021.

- No significant differences were experienced among Transit System attributes compared to last quarter or the same quarter last year. However, there were a few directional shifts of note from Q2 2022: Good Connections (up 9 ppt), Enough Shelters at Stops (up 5 ppt) and Ease of Finding Info on Website (down 7 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 (6.9 out of 10), which was 6.7 last quarter, but had surpassed the positive performance threshold at 7.1 in the same quarter last year.

Performance on Top Key Drivers of Transit Overall Service*

- Value for Money
  - This attribute is awarded top scores by six-in-ten (60%) riders, which is similar to both last quarter (59%), and the same quarter last year (61% in Q3 2021). The average is up slightly to 7.8 from last period (7.7) but is stable to the same quarter last year.

- Good Connections
  - Of the nearly four-in-ten (39%) of transit riders who took more than one transit mode, nearly six-in-ten (59%) award top ratings for Having Good Connections, a directional increase from last quarter (up 9 ppt), and a slight increase to the same quarter last year (up 4 ppt). The average score increased significantly to 7.7 out of 10, compared to 7.3 last wave, and is slightly above 7.5 from the same quarter last year.

Performance on Bus System Attributes

% Good to Excellent (8-10)

Attribute	% Good to Excellent	Average Rating
Having an Operator Who Drives Safely & Professionally	86	8.8
Having a Direct Route	84	8.8
Having a Courteous Bus Operator	80	8.6
Trip Duration from the Time You Boarded to the Time You Got Off the Bus	80	8.5
Feeling Safe from Crime On Board the Bus	78	8.5
Feeling Safe from Crime at the Bus Stop or Transit Exchange	75	8.4
Clean and Graffiti-Free Buses	70	8.2
Overall Bus Service	68	8.2
Providing On-Time, Reliable Service	62	7.7
Frequency of Service	59	7.6
Not Being Overcrowded	54	7.3

Q3 2022 Base = 704 (bus routes evaluated)

☐ Top Key Driver

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

Bus System

- Overall Bus Service is awarded top ratings by over two-thirds (68%) of bus riders, similar to last quarter (70%), and a directional decline from Q3 a year ago (down 4 ppt). The average score is 8.2 out of 10, which is slightly higher than last wave (8.1), but on par with Q3 2021.

- None of the Top Key Drivers declined significantly from last quarter. However, both On-Time, Reliable Service and Not Being Overcrowded showed a significant drop from the same quarter last year. Top Key Driver Frequency of Service saw a significant increase from last quarter. A few other attributes (Safe and Professional Bus Driver, Clean and Graffiti-Free Buses) showed significant declines from both last quarter and a year ago, while Feeling Safe from Crime on Board also dropped significantly from the same period last year.

- The positive performance threshold of 7.0 out of 10 continues to be met by all service attributes of the bus system.
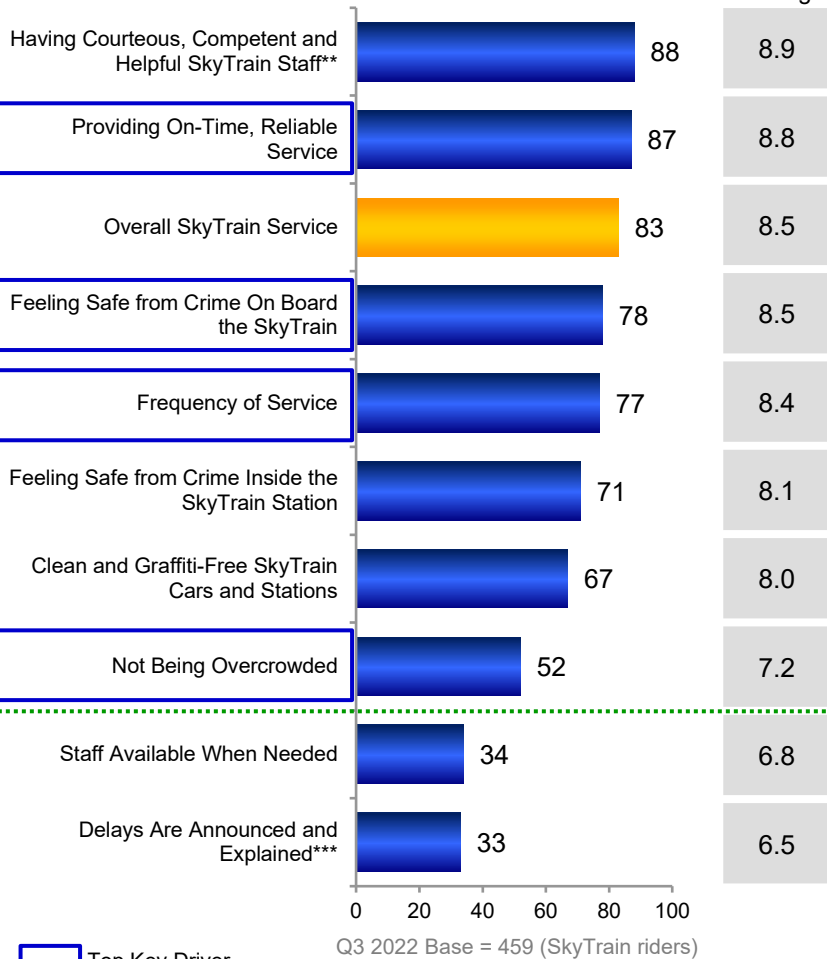
Performance on Top Key Drivers of Overall Bus Service*

- Courteous Bus Operator
  - Eight-in-ten (80%) bus riders award positive ratings for Courteous Bus Operator, a slight increase of 3 ppt from last wave (77%) and a directional decrease from the same quarter last year (82%).

- On-Time, Reliable Service
  - Just over six-in-ten (62%) bus riders provide good-to-excellent ratings for On-Time, Reliable Service, on par with last quarter but down significantly from the same quarter last year (68% in Q3 2021). HTC significantly declined from both last quarter (down 14 ppt) and same quarter last year (down 22 ppt) while WVT experienced a significant decline from the same period last year (down 20 ppt).

- Frequency of Service
  - Nearly six-in-ten (59%) bus riders provide top scores for Frequency of Service, a significant increase from last wave (54%) and a 2 ppt lift from the same quarter last year (57%). BTC increased significantly by 14 ppt from last quarter.

- Not Being Overcrowded
  - Not Being Overcrowded is awarded top ratings by over half (54%) of bus riders, on par with last wave but significantly below the same quarter last year (62%). WVT, PTC, and RTC all experienced a significant decline in top ratings from the same quarter last year (down 42, 34 and 16 ppt respectively), while WVT also experienced a significant drop from last quarter (down 27 ppt).

Performance on SkyTrain Attributes

% Good to Excellent (8-10)

Attribute	% Good to Excellent (8-10)	Average Rating
Having Courteous, Competent and Helpful SkyTrain Staff**	88	8.9
Providing On-Time, Reliable Service	87	8.8
Overall SkyTrain Service	83	8.5
Feeling Safe from Crime On Board the SkyTrain	78	8.5
Frequency of Service	77	8.4
Feeling Safe from Crime Inside the SkyTrain Station	71	8.1
Clean and Graffiti-Free SkyTrain Cars and Stations	67	8.0
Not Being Overcrowded	52	7.2
Staff Available When Needed	34	6.8
Delays Are Announced and Explained***	33	6.5

Q3 2022 Base = 459 (SkyTrain riders)

☐ 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.

** Caution: Very small base size – only among SkyTrain riders who spoke with staff (n=20)
*** Caution: Small base size – only among those who experienced delays (n=61)

SkyTrain System

- Over eight-in-ten (83%) SkyTrain users awarded top scores for Overall SkyTrain Service, a significant increase from the last wave (up 6 ppt). The average score is 8.5 out of 10, up slightly from 8.4 last quarter, and down slightly from 8.6 out of 10 in Q3 2021.

- Top key driver Not Being Overcrowded experienced a significant drop from Q3 2021 of 13 ppt.

- Although not a top key driver, Clean and Graffiti Free also experienced a significant drop of 8 ppt from 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
  - Close to nine-in-ten (87%) SkyTrain riders award top ratings for On-Time, Reliable Service, a slight rise from last quarter (up 3 ppt) and slip from the same quarter last year (down 1 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, consistent to both last quarter and the same period last year.

- Feeling Safe from Crime On Board the Skytrain
  - More than three-quarters (78%) of SkyTrain riders provide good-to-excellent ratings for Feeling Safe from Crime On Board, a slight improvement from last wave (up 4 ppt) and unchanged from Q3 last year.

- Not Being Overcrowded
  - More than half (52%) 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.

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Performance on SeaBus Attributes

% Good to Excellent (8-10)
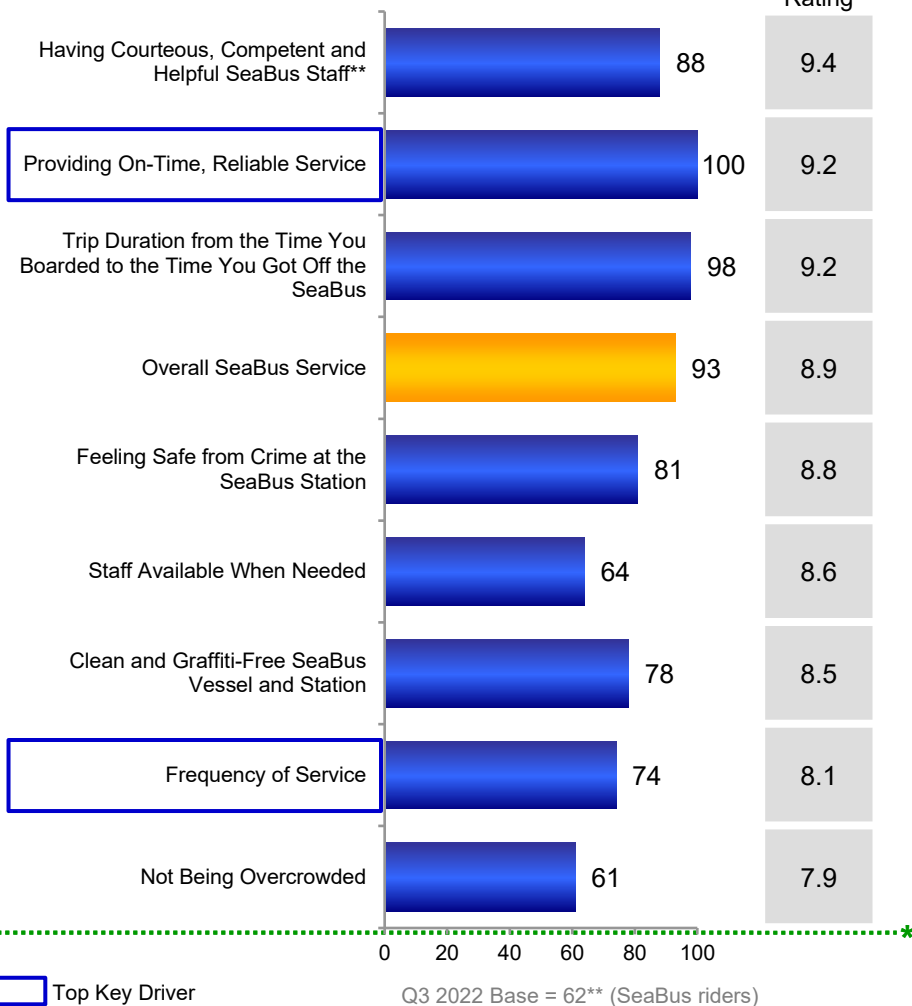
Attribute	% Good to Excellent	Average Rating
Having Courteous, Competent and Helpful SeaBus Staff**	88	9.4
Providing On-Time, Reliable Service	100	9.2
Trip Duration from the Time You Boarded to the Time You Got Off the SeaBus	98	9.2
Overall SeaBus Service	93	8.9
Feeling Safe from Crime at the SeaBus Station	81	8.8
Staff Available When Needed	64	8.6
Clean and Graffiti-Free SeaBus Vessel and Station	78	8.5
Frequency of Service	74	8.1
Not Being Overcrowded	61	7.9

Top Key Driver

Q3 2022 Base = 62** (SeaBus riders)

* An average rating of 7.0 or higher means an attribute's performance is positive, whereas a rating of less than 7.0 means improvements should be considered.
** Caution: Small base size.
*** Caution: Very small base size – only among SeaBus riders who spoke with staff (n=8)

SeaBus

- More than nine-in-ten (93%) SeaBus riders provide top scores for Overall SeaBus Service, a slight increase from both last wave (up 1 ppt), and from Q3 2021 (up 2 ppt). The average score is 8.9 out of 10, down from 9.0 both last quarter and the same quarter last year.

- No SeaBus attributes experienced significant shifts from last quarter or the same quarter last year.

- 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
  - All (100%) SeaBus riders provide top ratings for On-Time Reliable Service. This is directionally up 8 ppt from last wave and 6 ppt from the same period last year. The average score is 9.2 out of 10, which is unchanged from last wave and down from the same quarter last year (9.4). This is the highest rated SeaBus attribute this wave.

- Frequency of Service
  - Frequency of Service is awarded top ratings by just under three-quarters (74%) of SeaBus riders, down 2 ppt from last wave, but up only 1 ppt from the same period last year. The average score is 8.1 out of 10, below last quarter and the same quarter last year (both 8.5).

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 (16% versus 12%) and a lower proportion are 55 to 64 years old (8% versus 16%).
  - They are less likely to be employed full-time (52% versus 57%) and more likely to be students (14% versus 5%) or not employed (5% versus 3%).
  - They are less likely to have vocational/college/technical training (16% versus 26%) and more likely to have some university (11% versus 7%) or have graduated university (52% versus 45%).

- Most demographic breakdowns are aligning closer with the general Metro Vancouver population. However, employment and education differ from general public, but values are moving closer to pre-pandemic levels.

Trip Purpose

- Close to half (47%) of riders used transit to go to and from work (compared to 50% in Q2 2022 and 44% in Q3 2021). Using transit for entertainment or social reasons (47%) has increased significantly by 8 ppt from the same period last year and is now well above pre-pandemic levels. The proportion of riders using transit for school (11%) also went up by 5 ppt from the same period last year. Trip-purpose proportions are moving even closer to or exceeding pre-pandemic levels with the lifting of the vaccine passports and the removal of nearly all restrictions.

Choice versus Captive

- Just over one-third (34%) of transit users are Captive riders, those who do not have regular access to a vehicle, which is a 4 ppt decline from last wave, and a 3 ppt decline from the same period last year. Meanwhile, Choice riders, those who have regular access to a vehicle, represent nearly two-thirds (65%) of transit users. This is a 4 ppt rise from last wave and a 3 ppt rise 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, aged 35-54, have graduated university, have a household income of more than $80K, or to be Low Frequency riders.

- Captive riders are more likely to be Bus riders, aged 18-34, have an education level of high school or less, have a household income of less than $40K, be Medium or High Frequency riders, use transit for shopping or personal business, or use a Compass Card as their primary method of payment.

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)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
%	78	78	74	77	78	71	70	71	76
Avg Score	8.3	8.3	8.3	8.3	8.3	8.1	8.0	8.1	8.2

Q3 2022 Base = 750

Q3 2022 Regional Differences:

87% among North Vancouver riders	65% among Burnaby/New Westminster riders

▮ Most Positive	▮ Least Positive
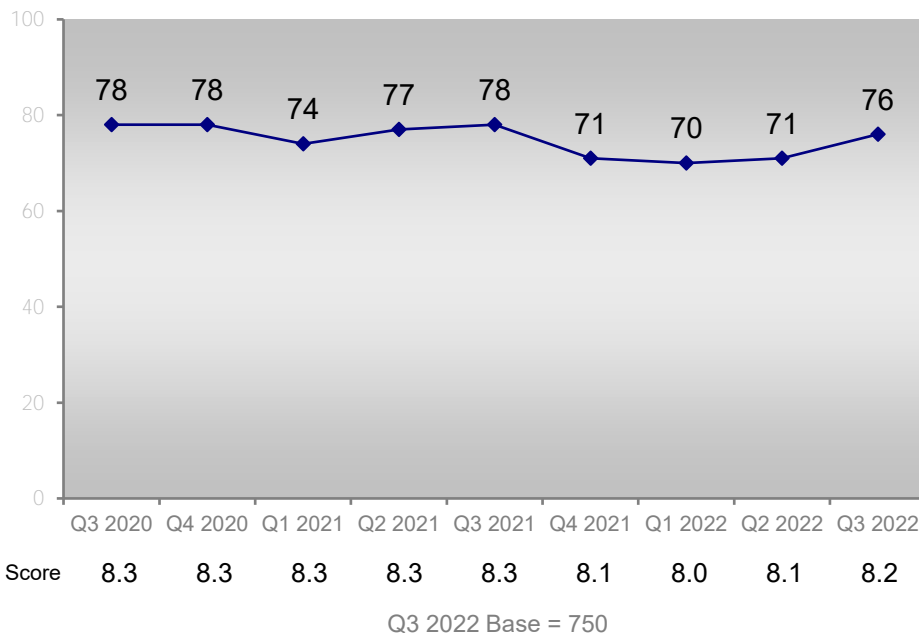
Overall Service

Over three-quarters (76%) of transit riders award good-to-excellent scores for Overall Transit Service, a directional increase from Q2 2022 (up 5 ppt) but slightly lower than Q3 2021 (down 2 ppt). The average score is also up slightly to 8.2 out of 10 (from 8.1 out of 10) and is now just below the score of 8.3 seen between Q2 2020 and Q3 2021.

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

This quarter, those riders who are more likely to provide higher ratings for Overall Transit Service are those with household incomes of $80K+, or SeaBus riders. This is compared to those with household incomes of <$40K or those who ride the Bus or SkyTrain.

⬤ ⬤ = *Significant upward/downward shift*

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

Value for Money

% Good to Excellent (8-10)
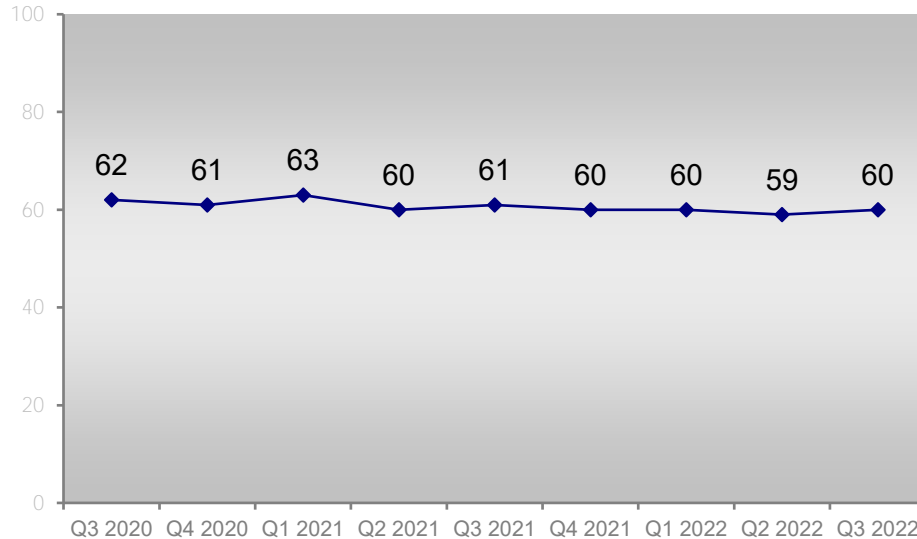
	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
	62	61	63	60	61	60	60	59	60
Avg Score	7.7	7.8	7.9	7.8	7.8	7.8	7.7	7.7	7.8

Q3 2022 Base = 750

For the sixth quarter in a row, six-in-ten (60%) riders provide positive scores when rating Value for Money, which is the top key driver among Transit System Attributes. This is similar to last wave (59%) and Q3 2021 (61%). The average score is 7.8 out of 10, which is up slightly from last wave (7.7), and stable with the same quarter last year (7.8 out of 10 in Q3 2021).

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

Those aged 65+ or those who have graduated university are more likely to provide top scores for Value for Money compared to those less than 65 years old or those who have attended college or some university.

Q3 2022 Regional Differences:

No significant difference	No significant difference

☐ Top Key Driver	🟩 Most Positive	🟥 Least Positive

🟢 🔴 = *Significant upward/downward shift*

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

% Good to Excellent (8-10)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
	63	69	69	68	64	64	63	64	65
Avg Score	7.9	8.2	8.1	8.2	8.0	7.9	8.0	7.9	8.0

Q3 2022 Base = 750
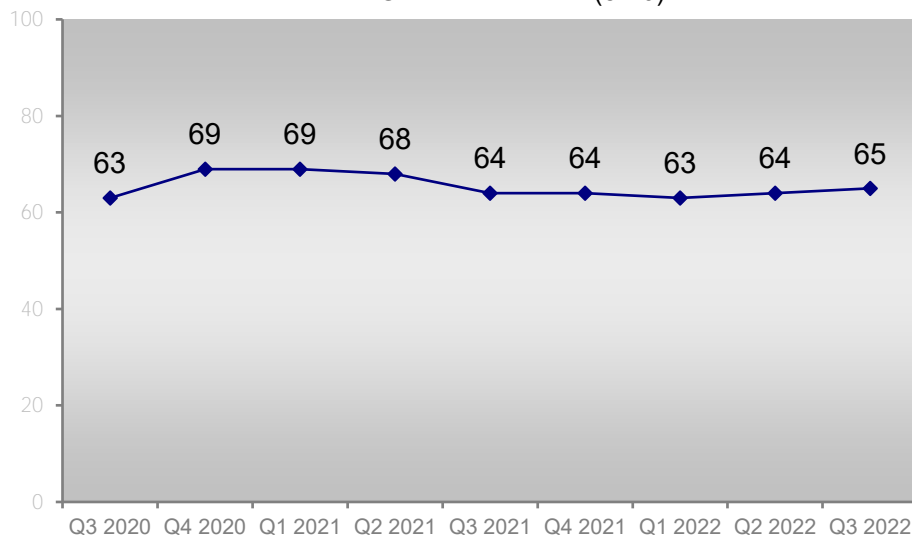
Convenient Hours

For the fifth consecutive quarter, less than two-thirds (65%) of riders provide top ratings for Convenient Hours, up marginally from last quarter and the same quarter last year (both 64%). The average score is now at 8.0 out of 10, up slightly from 7.9 last quarter and consistent with the same quarter last year (8.0 in Q3 2021).

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

In Q3 2022, male riders, those aged 65+ or aged 18-44 are more likely to feel that service runs during Convenient Hours compared to female riders or those aged 45-64.

Q3 2022 Regional Differences:

No significant difference	No significant difference

	Top Key Driver		Most Positive		Least Positive

= *Significant upward/downward shift*

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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 consistent to last wave and slightly above the same quarter last year (36%). Nearly six-in-ten (59%) transit riders who made a connection provide top scores for Good Connections. These ratings are directionally above both last quarter (50%) and the same quarter last year (55% in Q3 2021). The average score increased significantly to 7.7 out of 10 compared to 7.3 last wave and is slightly above 7.5 from the same quarter last year.

Good-to-Excellent ratings compared to:	_Last Quarter_	_Same Quarter Last Year_
	+ 9%	+ 4%

There are no significant differences across subgroups in good-to-excellent ratings for Good Connections.

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

% Good to Excellent (8-10)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
	59	64	61	56	55	53	57	50	59
Avg Score	7.6	8.0	7.7	7.7	7.5	7.4	7.6	7.3	7.7

Q3 2022 Base = 288
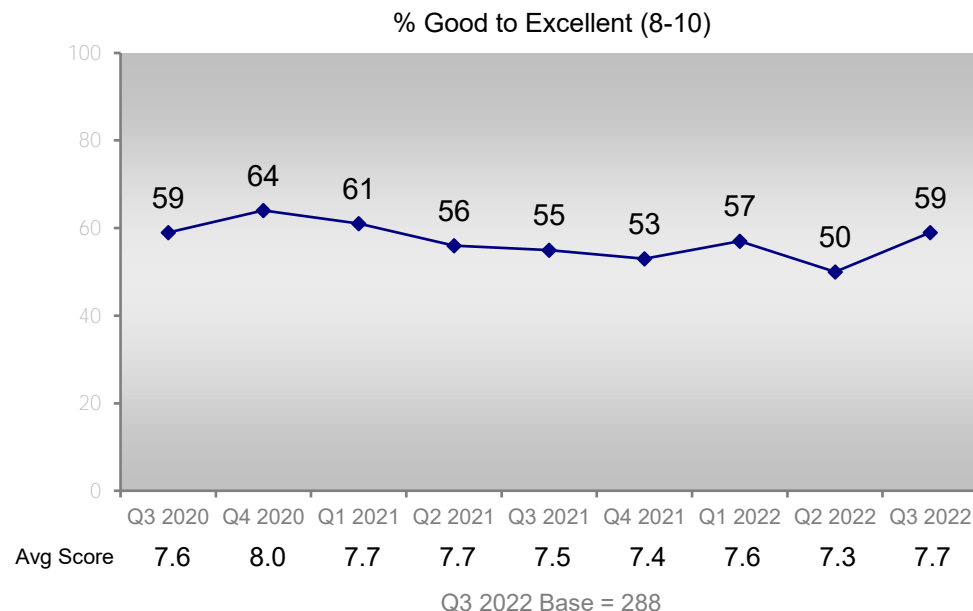
Q3 2022 Regional Differences:

No significant difference	No significant difference

⬭ ⬭ = _Significant upward/downward shift_

Top Key Driver	Most Positive	Least Positive

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

% Good to Excellent (8-10)

Avg Score	7.1	7.1	7.0	7.2	7.1	6.8	6.9	6.7	6.9

Q3 2022 Base = 750

Q3 2022 Regional Differences:

48% among Vancouver riders

27% among Richmond/South Delta riders

| Top Key Driver | Most Positive | Least Positive |

Enough Bus Shelters at Bus Stops

Four-in-ten (40%) riders provide top scores when rating Having Enough Bus Shelters. This is a directional increase of 5 ppt from last quarter (35%) and similar to the same quarter last year (41% in Q3 2021).

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	+ 5%	- 1%

This quarter, bus riders, and those aged 65+ or aged 18-44 are more likely to provide top scores for Having Enough Bus Shelters than SkyTrain riders or those aged 45-64.

= *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?

Adequacy of Transit Information at Stops and Stations

% Good to Excellent (8-10)

| Avg Score | 7.8 | 7.9 | 7.7 | 7.8 | 7.7 | 7.7 | 7.6 | 7.6 | 7.6 |

Q3 2022 Base = 750

Over half (55%) of transit users award good-to-excellent scores for Adequacy of Transit Information at Stops and Stations, similar to last wave (54%) and the same quarter last year (56% in Q3 2021). The average score of 7.6 out of 10 remains unchanged from the last two quarters, and is slightly lower than the same quarter last year (7.7 out of 10 in Q3 2021).

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

Riders who use the transit system for shopping, those aged 25-44, or those with a lower education (high school or less) are more likely to feel that there is Adequate Information available at stops and stations compared to those who use the system for other purposes not surveyed, riders aged 65+ or those who have graduated university.

Q3 2022 Regional Differences:

No significant difference	No significant difference

Most Positive	Least Positive

= *Significant upward/downward shift*

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

Bus chart values by quarter:
Q3 2020: 56, Q4 2020: 59, Q1 2021: 57, Q2 2021: 60, Q3 2021: 52, Q4 2021: 55, Q1 2022: 52, Q2 2022: 53, Q3 2022: 51

Avg Score: 7.6, 7.7, 7.7, 7.7, 7.6, 7.5, 7.5, 7.5, 7.4

Q3 2022 Base = 582

SkyTrain chart values by quarter:
Q3 2020: 68, Q4 2020: 77, Q1 2021: 74, Q2 2021: 75, Q3 2021: 68, Q4 2021: 72, Q1 2022: 66, Q2 2022: 69, Q3 2022: 69

Avg Score: 8.0, 8.4, 8.3, 8.3, 8.0, 8.2, 8.0, 8.1, 8.1

Q3 2022 Base = 459

SeaBus chart values by quarter:
Q3 2020: 82, Q4 2020: 62, Q1 2021: 84, Q2 2021: 79, Q3 2021: 73, Q4 2021: 67, Q1 2022: 56, Q2 2022: 55, Q3 2022: 71

Avg Score: 8.5, 8.1, 8.8, 8.2, 8.0, 8.1, 7.3, 7.7, 8.0

Q3 2022 Base = 62*
*Caution: Small base size.

Adequacy of Transit Information On Board Transit Vehicles

Good-to-Excellent scores for having Adequate Information on Board Transit Vehicles are highest for SeaBus (71%), followed by SkyTrain (69%), and Bus (51%).

This quarter, there is a directional increase for SeaBus, while ratings for both Bus and SkyTrain are stable from last wave. Bus ratings have only dropped 2 ppt from last wave (53%), and 1 ppt from the same quarter last year (52% in Q3 2021). SkyTrain ratings are consistent with last wave (69%), and similar to the same quarter last year (68% in Q3 2021). SeaBus ratings are up directionally to last wave, ending the decreasing trend since Q1 2021, with top scores up by 16 ppt from last wave (55% in Q2 2022) and a marginal decline of 2 ppt from the same quarter last year (73% in Q3 2021).

Bus: Those who take BTC buses are more likely to provide top ratings than those who take WVT 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:	- 2%	- 1%
SkyTrain:	0%	+ 1%
SeaBus:	+ 16%	- 2%

= Significant upward/downward shift

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

% Good to Excellent (8-10)
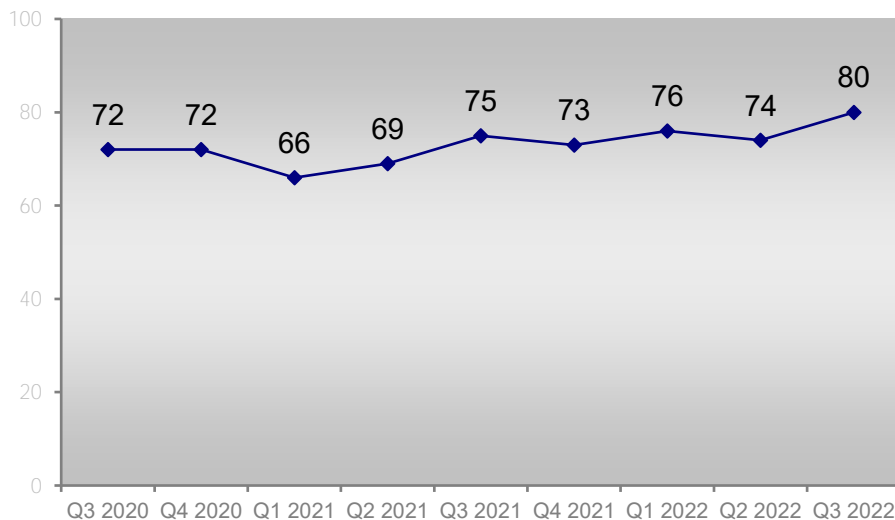
Avg Score	7.7	8.0	7.7	8.1	8.5	8.0	8.2	8.2	8.7

Q3 2022 Base = 90* (used phone)

Spoke To Clerk	Call Was Automated	Clerk & Automated
Base = 47**	Base = 19**	Base = 24**
% Good to Excellent (8-10)		
92	63	72

Ease of Getting Information from the Telephone Information Line

This quarter, one-in-ten (10%) riders indicated that they called TransLink's Telephone Information Line. This is similar to last quarter (9%) and on par with the same quarter last year (10% in Q3 2021).

Of those who called the Telephone Information Line, eight-in-ten (80%) award good-to-excellent ratings, which is higher than both last quarter (74% in Q2 2022) and the same quarter last year (75% in Q3 2021).

The average score is 8.7 out of 10, up from 8.2 last quarter, and from 8.5 in the same period last year.

	Last Quarter	*Same Quarter Last Year*
Good-to-Excellent ratings compared to:	+ 6%	+ 5%

Riders who use the transit system for shopping, of the age 65+ or 25-44 are more likely to provide good-to-excellent ratings for Ease of Getting Information From the Telephone Line in comparison to those who use it for school or of the age 18-24.

= Significant upward/downward shift

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

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

% Good to Excellent (8-10)
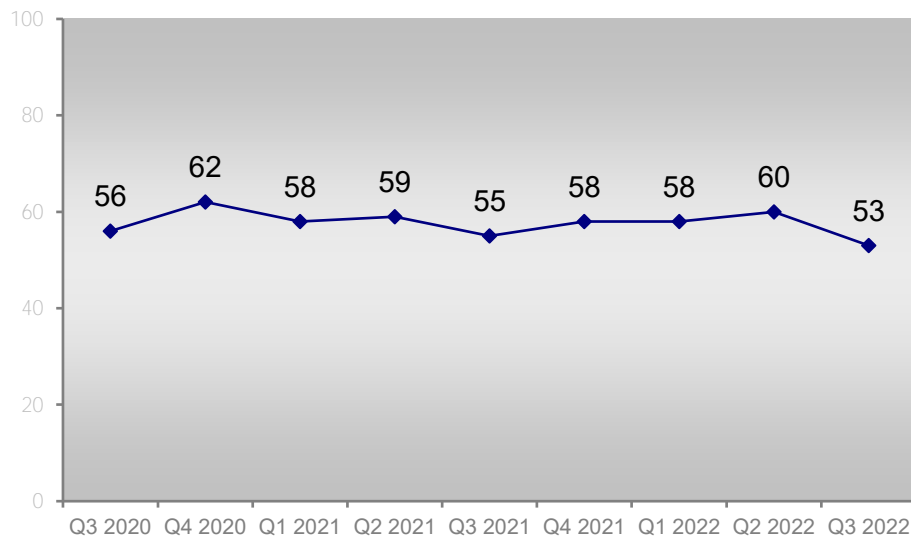
	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
	56	62	58	59	55	58	58	60	53
Avg Score	7.5	7.8	7.5	7.6	7.5	7.6	7.6	7.6	7.6

Q3 2022 Base = 352 (used website)

Q3 2022 Regional Differences:

66% among Surrey/North Delta/White Rock/Langley riders

34% among Burnaby/New Westminster and West Vancouver riders

Most Positive | Least Positive

Ease of Finding Info on Website

Just under half (48%) of riders indicate that they have used the TransLink website in the past 3 months. This is a slight increase from last wave (45% in Q2 2022) and a directional increase of 7 ppt above the same quarter last year (41% in Q3 2021). The current proportion of past 3-month website users is below the pre-pandemic level of 55% in Q1 2020.

Among website users, over half (53%) awarded good-to-excellent scores for Ease of Finding Info on Website, which is directionally down 7 ppt from last quarter (60%) but only down 2 ppt compared to the same quarter last year (55% in Q3 2021). The average score is unchanged from the last three quarters (all 7.6 out of 10) and slightly higher than same quarter last year (7.5 in Q3 2021).

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	- 7%	- 2%

Riders aged 25-44 years, or those with a high school education or less are more likely to provide good-to-excellent ratings for Ease of Finding Information on the TransLink website compared to those older than 45 years, or with some college or university education.

= Significant upward/downward shift

19

TRANS LINK

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

% Good to Excellent (8-10)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
	81	83	82	84	82	79	80	78	81
Avg Score	8.5	8.8	8.6	8.7	8.7	8.6	8.6	8.5	8.8

Q3 2022 Base = 750

Q3 2022 Regional Differences:

86% among Northeast riders

67% among Richmond/South Delta riders

Most Positive   Least Positive
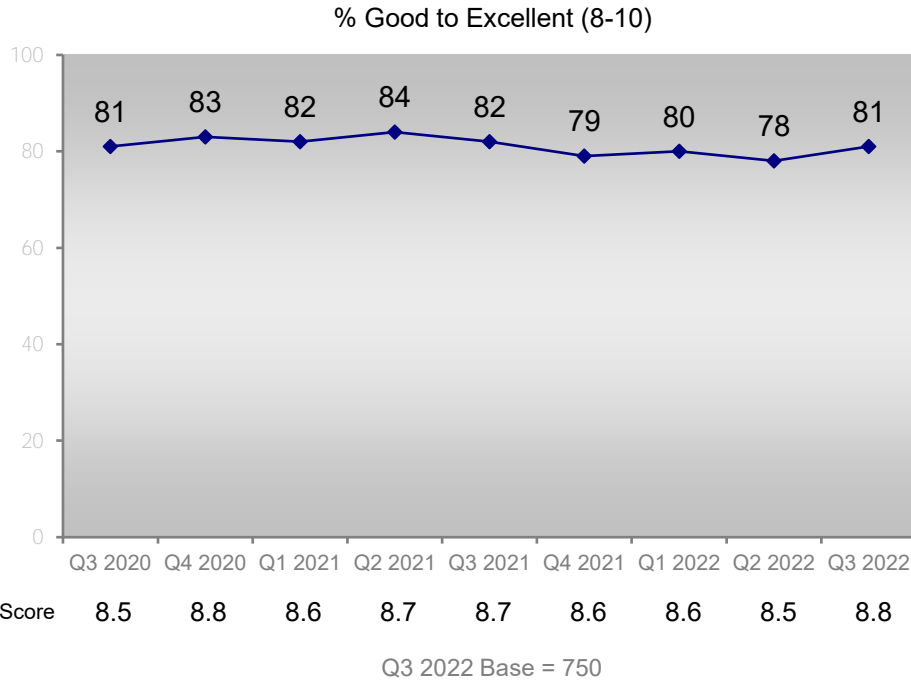
Compass Card and Faregate System

Just over eight-in-ten (81%) riders provide good-to-excellent scores for Overall Experience with the Compass Card and Faregate System. This is a slight increase from last quarter (78% in Q1 2022) and is similar to the same quarter last year (82% in Q3 2021). The average score is 8.8 out of 10, which is significantly higher than last quarter (8.5 out of 10) and slightly higher than the same quarter last year (8.7 out of 10 in Q3 2021).

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
	+ 3%	- 1%

Riders aged 65+ are more likely to provide top ratings for their overall experience with the Compass Card and Faregate System compared to those who are ages 18-24 or 45 to 64 years.

= *Significant upward/downward shift*

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

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
4	BTC	8.6	79
2	RTC*	8.5	77
4	WVT*	8.5	70
3	PCT*	8.3	71
6	**TOTAL BUS**	8.2	68
7	CMBC	8.1	68
8	VTC	8.0	65
12	HTC*	7.7	57
10	STC*	7.5	54

Q3 2022 Base = 704

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

% Good to Excellent (8-10)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
BTC	80	80	79	76	72	75	76	80	79
RTC*	76	86	81	73	74	67	64	69	77
WVT*	85	68	68	82	68	70	67	73	70
PCT	73	69	76	74	81	68	76	75	71
TOTAL BUS	75	76	76	73	72	68	69	70	68
CMBC	75	77	76	73	72	68	69	70	68
VTC	75	71	73	75	71	66	68	64	65
HTC*	68	81	70	66	77	70	67	68	57
STC*	72	75	77	72	65	63	62	65	54

Time Period Receiving Higher Ratings

- Weekdays 9:30 AM-3 PM

Bus Service Overall

Similar to last quarter, nearly seven-in-ten (68%) transit users award top ratings for Overall Bus Service, which is a 2 ppt decrease from last quarter (70%) and a directional drop from the same quarter last year (72% in Q3 2021). The average score is 8.2 out of 10, which is slightly higher than 8.1 last wave but on par with the same quarter last year (8.2 out of 10 in Q3 2021).

The overall score seen this past wave is only 1 ppt above pre-pandemic levels (67% in Q1 2020). The HTC depot experienced a significant decline in top ratings of 20 ppt from Q3 2021.

Good-to-Excellent ratings compared to:

	Last Quarter	Same Quarter Last Year
Total Bus	- 2%	- 4%
HTC	- 11%	**- 20%**

= *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?**

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
11	BTC	8.2	73
13	RTC*	8.0	65
18	PCT*	7.7	70
16	TOTAL BUS	7.7	62
16	CMBC	7.7	62
14	VTC	7.7	61
27	HTC*	7.4	50
19	WVT*	7.2	48
20	STC*	7.2	48

Q3 2022 Base = 704

Caution: small base size.

% Good to Excellent (8-10)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
BTC	70	77	78	77	74	70	66	69	73
RTC*	71	80	75	66	69	69	58	63	65
PCT*	70	65	67	67	71	65	69	63	70
TOTAL BUS	69	69	69	68	68	64	59	62	62
CMBC	69	69	69	68	68	64	58	62	62
VTC	67	61	67	65	61	63	57	53	61
HTC*	64	71	59	62	72	52	52	64	50
WVT*	73	68	69	69	68	70	64	64	48
STC*	72	65	68	70	62	64	52	61	48

Time Period Receiving Higher Ratings

• Weekdays 9:30 AM-3 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 stable to last quarter but down significantly from the same quarter last year (68% in Q3 2021). The average score is 7.7 out of 10, which is just below last wave (7.8 out of 10 in Q2 2022) but significantly below the same quarter last year (8.0 out of 10 in Q3 2021).

Top scores for On-Time Reliable Service are similar to pre-pandemic levels (60% in Q1 2020). This wave, scores are significantly lower than last quarter for the HTC depot (down 14 ppt from Q2 2022) and significantly lower than the same quarter last year for both the HTC depot (down 22 ppt from Q3 2021) and the WVT depot (down 20 ppt from Q3 2021).

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	0%	- 6%
HTC	- 14%	- 22%
WVT	- 16%	- 20%

= *Significant upward/downward shift*

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

Q18.15/20.15/22.15 Thinking about the last/2nd last trip you made on [ROUTE NUMBER] how would you rate it in terms of frequency of service?

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
12	BTC	8.0	74
5	RTC*	7.9	63
15	TOTAL BUS	7.6	59
15	CMBC	7.6	59
20	VTC	7.4	55
17	HTC*	7.4	51
17	PCT*	7.3	47
18	STC*	7.2	52
29	WVT*	6.9	47

Q3 2022 Base = 704

* Caution: small base size.

% Good to Excellent (8-10)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
BTC	71	70	63	65	71	63	64	60	74
PCT	59	69	67	62	54	58	47	52	63
TOTAL BUS	63	60	61	60	57	56	53	54	59
CMBC	64	61	60	59	57	56	53	54	59
VTC	63	56	59	59	48	58	48	49	55
HTC*	56	63	59	53	58	59	53	55	51
PCT*	65	41	54	39	61	32	60	56	47
STC*	63	59	61	66	51	48	45	50	52
WVT*	36	42	77	68	63	54	48	59	47

Time Period Receiving Higher Ratings

- Weekdays 9:30 AM-3 PM

Top Key Driver

Frequency of Service

Nearly six-in-ten (59%) bus riders provide good-to-excellent ratings for Frequency of Service, up significantly from last quarter (54% in Q2 2022) but up only 2 ppt from the same quarter last year (57% in Q3 2021). This quarter, the average score is 7.6 out of 10 which is up slightly from 7.5 last wave but slightly below the same quarter last year (7.7 out of 10 in Q3 2021). Frequency of Service continues to be among the lowest performing attributes of all bus system attributes.

Along with the increase from same quarter last year at the overall level, the BTC depot experienced a significant increase in top ratings of 14 ppt from Q2 2022.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	**+ 5%**	+ 2%
BTC	**+ 14%**	+ 3%

= *Significant upward/downward shift*

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

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

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
0	PCT*	8.8	79
3	RTC*	8.7	84
5	VTC	8.7	82
5	STC*	8.7	80
5	TOTAL BUS	8.6	80
5	CMBC	8.6	80
10	WVT*	8.5	85
8	BTC	8.5	79
2	HTC*	8.3	76

Q3 2022 Base = 704

Caution: small base size.

% Good to Excellent (8-10)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
PCT	84	78	71	67	78	77	88	72	79
RTC*	88	92	88	76	92	78	79	74	84
VTC	80	77	80	82	81	77	74	81	82
STC	79	83	81	81	77	75	71	80	80
TOTAL BUS	82	79	81	77	82	76	74	77	80
CMBC	81	79	81	77	82	76	74	77	80
WVT*	88	62	86	83	79	79	73	80	85
BTC	78	76	80	74	81	73	72	76	79
HTC*	83	73	82	70	80	78	65	73	76

Time Period Receiving Lower Ratings

- Weekdays after 6:30 PM

Top Key Driver

Courteous Bus Operator

Eight-in-ten (80%) bus riders award top ratings for Having a Courteous Bus Operator, up slightly from last wave (77% in Q2 2022) and down slightly from the same period last year (82% in Q3 2021). This wave, the average score is 8.6 out of 10, which is the same as Q2 2022 but slightly lower than the same quarter last year (8.7 out of 10 in Q3 2021). Courteous Bus Operator remains to be the highest top key driver among Overall Bus Service attributes.

This wave, there are no significant shifts across any of the individual depots.

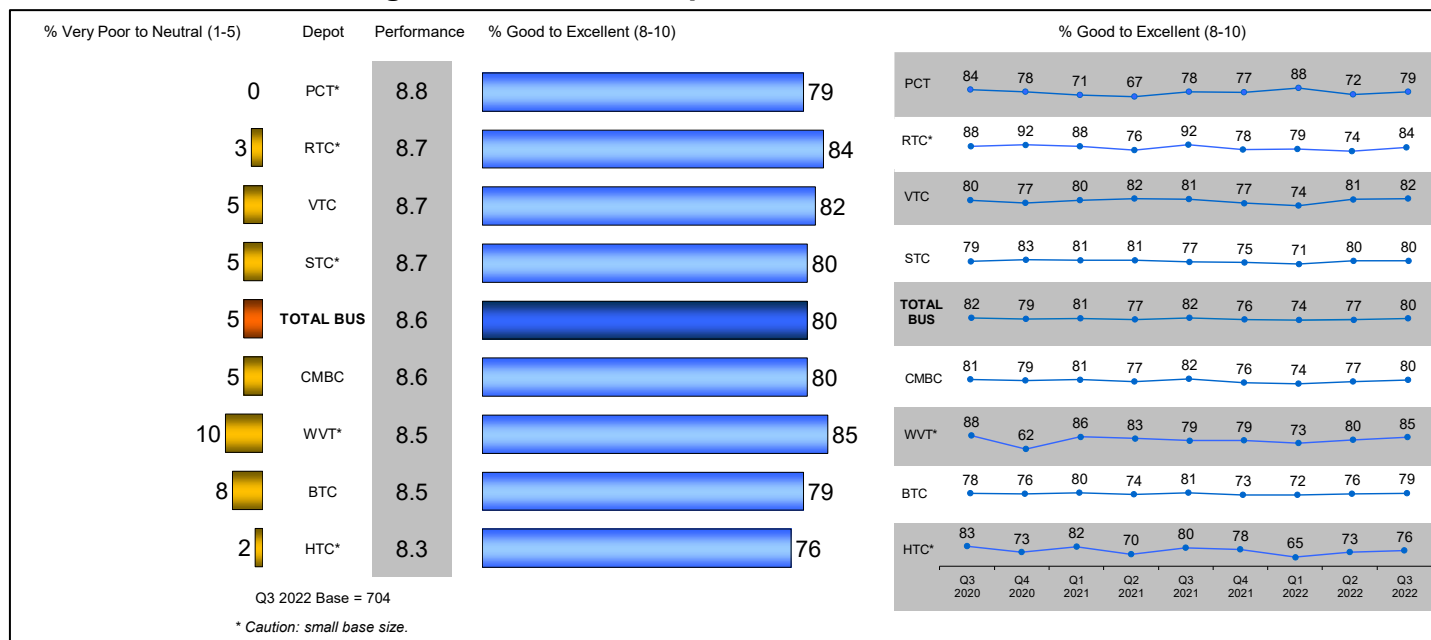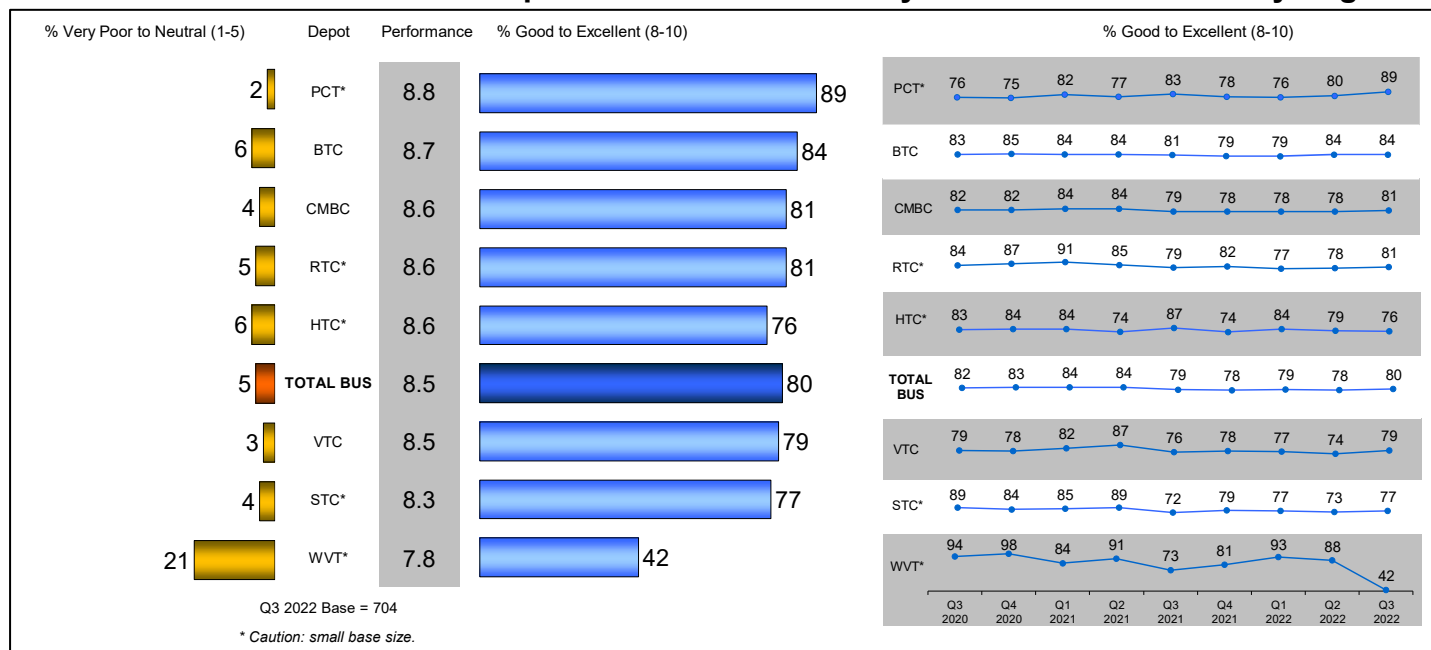| *Good-to-Excellent ratings compared to:*	*Last Quarter*	*Same Quarter Last Year*
Total Bus	+ 3%	- 2%

= *Significant upward/downward shift*

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

Q18.14/20.14/22.14 Thinking about the last/2nd last trip you made on [ROUTE NUMBER] how would you rate it in terms of trip duration from the time you boarded to the time you got off the bus?

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
2	PCT*	8.8	89
6	BTC	8.7	84
4	CMBC	8.6	81
5	RTC*	8.6	81
6	HTC*	8.6	76
5	TOTAL BUS	8.5	80
3	VTC	8.5	79
4	STC*	8.3	77
21	WVT*	7.8	42

Q3 2022 Base = 704

Caution: small base size.

% Good to Excellent (8-10)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
PCT*	76	75	82	77	83	78	76	80	89
BTC	83	85	84	84	81	79	79	84	84
CMBC	82	82	84	84	79	78	78	78	81
RTC*	84	87	91	85	79	82	77	78	81
HTC*	83	84	84	74	87	74	84	79	76
TOTAL BUS	82	83	84	84	79	78	79	78	80
VTC	79	78	82	87	76	78	77	74	79
STC*	89	84	85	89	72	79	77	73	77
WVT*	94	98	84	91	73	81	93	88	42

Time Period Receiving Lower Ratings

- No particular time period is singled out.

Trip Duration

Eight-in-ten (80%) bus users provide top scores for Trip Duration, a 2 ppt rise from last wave (78% in Q2 2022) and up only 1 ppt from the same quarter last year (79% in Q3 2021). The average score is 8.5 out of 10, which is just above last wave (8.4) and below the score from the same quarter last year (8.6 out of 10 in Q3 2021).

This wave, scores are significantly lower than last quarter for the WVT depot (down 46 ppt from Q2 2022) and significantly lower than the same quarter last year for both the WVT depot (down 37 ppt from Q3 2021) and the RTC depot (down 11 ppt from Q3 2021).

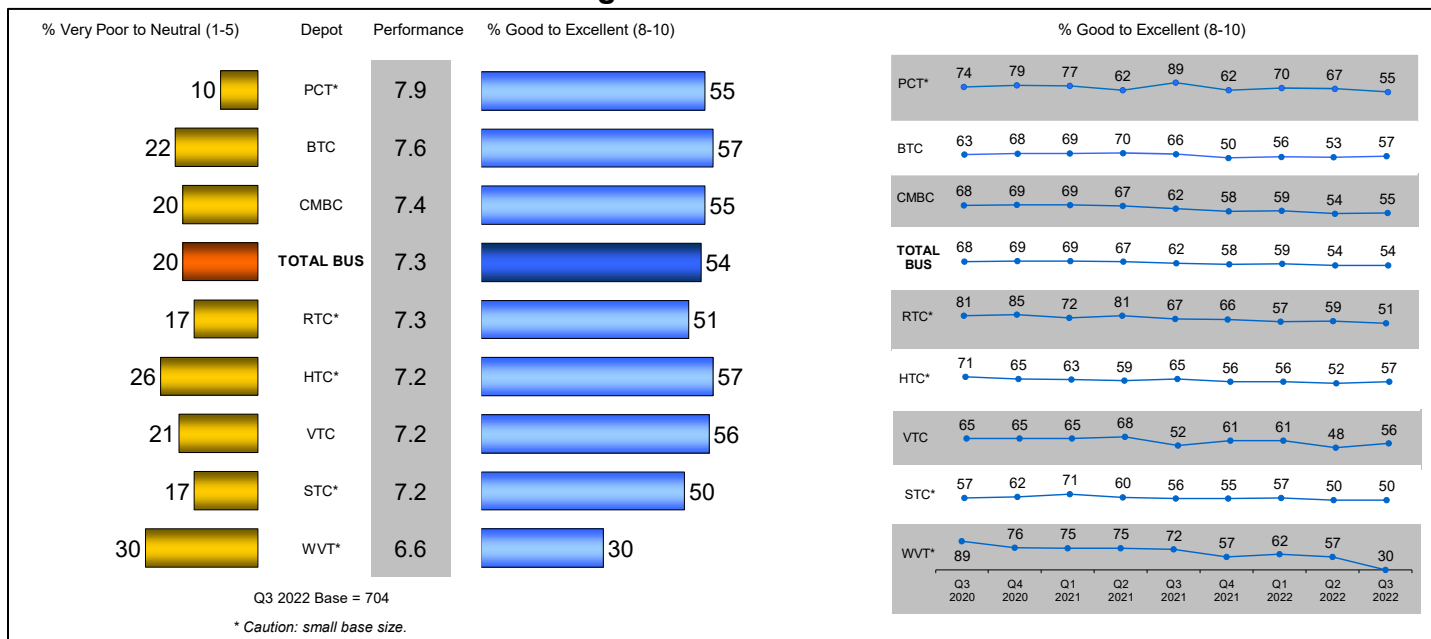| Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	+ 2%	+ 1%
RTC	+ 3%	- 11%
WVT	- 46%	- 37%

= *Significant upward/downward shift*

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

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

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
10	PCT*	7.9	55
22	BTC	7.6	57
20	CMBC	7.4	55
20	TOTAL BUS	7.3	54
17	RTC*	7.3	51
26	HTC*	7.2	57
21	VTC	7.2	56
17	STC*	7.2	50
30	WVT*	6.6	30

Q3 2022 Base = 704

* Caution: small base size.

% Good to Excellent (8-10)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
PCT*	74	79	77	62	89	62	70	67	55
BTC	63	68	69	70	66	50	56	53	57
CMBC	68	69	69	67	62	58	59	54	55
TOTAL BUS	68	69	69	67	62	58	59	54	54
RTC*	81	85	72	81	67	66	57	59	51
HTC*	71	65	63	59	65	56	56	52	57
VTC	65	65	65	68	52	61	61	48	56
STC*	57	62	71	60	56	55	57	50	50
WVT*	89	76	75	75	72	57	62	57	30

Time Period Receiving Higher Ratings

- Weekdays 9:30 AM-3 PM

Top Key Driver

Not Being Overcrowded

More than half (54%) of bus riders provide top ratings for Not Being Overcrowded, which is stable to last wave but significantly lower than the same period last year (62% in Q3 2021). The average score is 7.3 out of 10, which is also consistent to last wave but significantly lower than the same period last year (7.7 out of 10 in Q3 2021). Not Being Overcrowded is now 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 decline seen at the overall level, a number of depots also experienced significant declines in top ratings. WVT is down 27 ppt from last wave, while PCT, RTC, and WVT all are down between 16 and 42 ppt from the same period last year (Q3 2021).
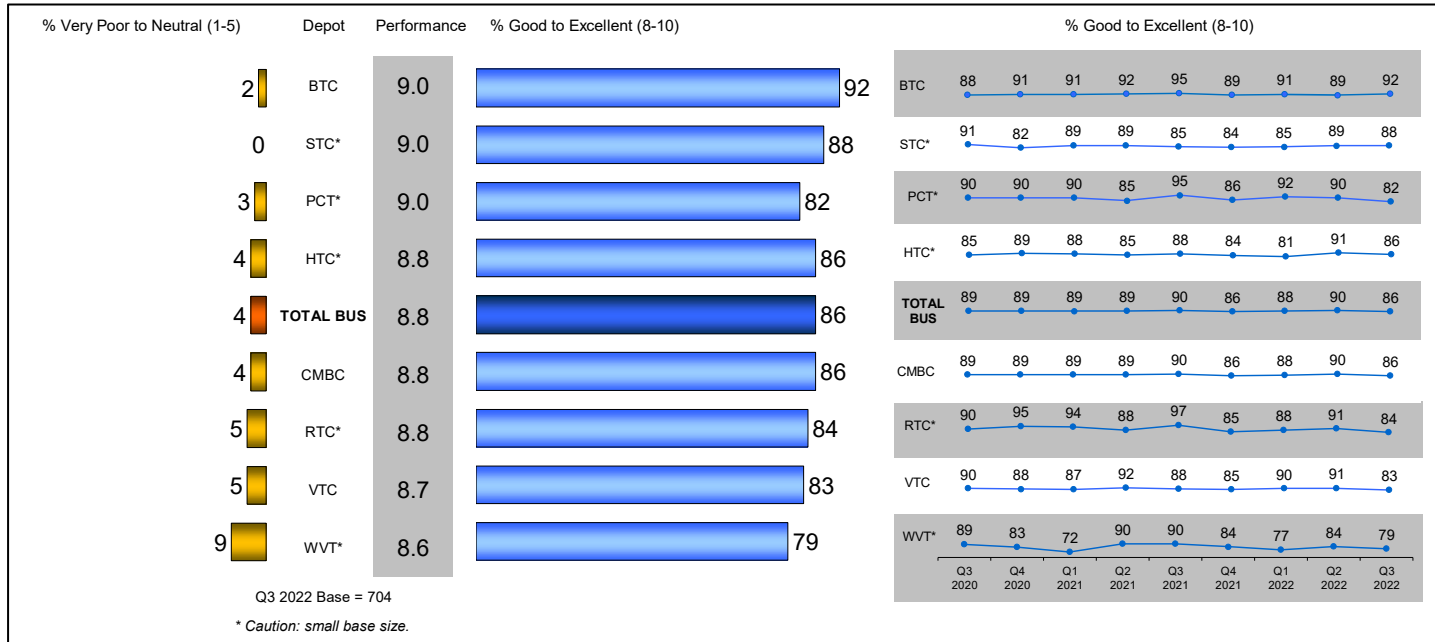
Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	0%	- 8%
PCT	- 12%	- 34%
RTC	- 8%	- 16%
WVT	- 27%	- 42%

= *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?

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
2	BTC	9.0	92
0	STC*	9.0	88
3	PCT*	9.0	82
4	HTC*	8.8	86
4	**TOTAL BUS**	8.8	86
4	CMBC	8.8	86
5	RTC*	8.8	84
5	VTC	8.7	83
9	WVT*	8.6	79

Q3 2022 Base = 704

Caution: small base size.

% Good to Excellent (8-10)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
BTC	88	91	91	92	95	89	91	89	92
STC*	91	82	89	89	85	84	85	89	88
PCT*	90	90	90	85	95	86	92	90	82
HTC*	85	89	88	85	88	84	81	91	86
TOTAL BUS	89	89	89	89	90	86	88	90	86
CMBC	89	89	89	89	90	86	88	90	86
RTC*	90	95	94	88	97	85	88	91	84
VTC	90	88	87	92	88	85	90	91	83
WVT*	89	83	72	90	90	84	77	84	79

Time Period Receiving Lower Ratings

- No particular time period is singled out.

Safe and Professional Bus Operator

Close to nine-in-ten (86%) riders award top ratings for Safe and Professional Bus Operator, a significant decrease from last wave (down 4 ppt from Q2 2022), and from the same period last year (also down 4 ppt from Q3 2021). The average score is 8.8 out of 10, which is down from last wave and the same quarter last year (both 9.0).

In addition to the decline seen from same quarter last year at the overall level, PCT, RTC and VTC depots all also experienced significant declines (13 ppt for PCT and RTC, 5 ppt for VTC) from the same quarter last year.
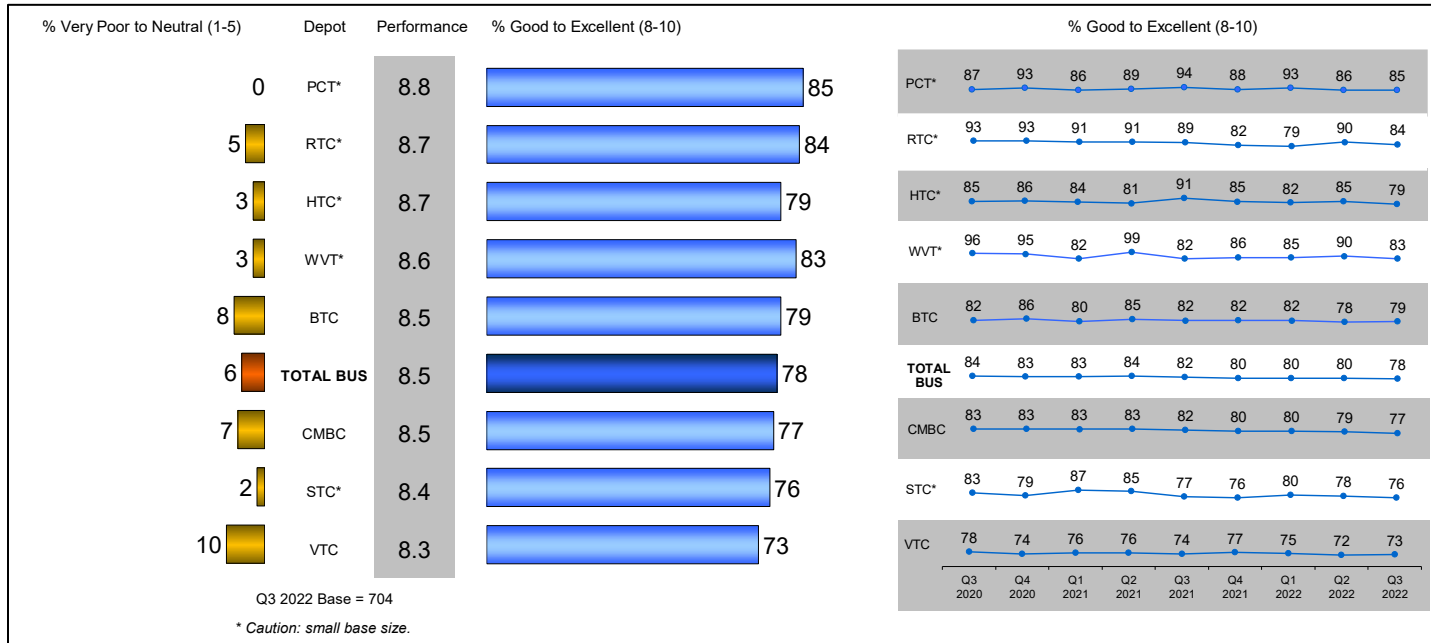
Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	- 4%	- 4%
PCT	- 8%	- 13%
RTC	- 7%	- 13%
VTC	- 8%	- 5%

= *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?**

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
0	PCT*	8.8	85
5	RTC*	8.7	84
3	HTC*	8.7	79
3	WVT*	8.6	83
8	BTC	8.5	79
6	TOTAL BUS	8.5	78
7	CMBC	8.5	77
2	STC*	8.4	76
10	VTC	8.3	73

Q3 2022 Base = 704

Caution: small base size.

% Good to Excellent (8-10)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
PCT*	87	93	86	89	94	88	93	86	85
RTC*	93	93	91	91	89	82	79	90	84
HTC*	85	86	84	81	91	85	82	85	79
WVT*	96	95	82	99	82	86	85	90	83
BTC	82	86	80	85	82	82	82	78	79
TOTAL BUS	84	83	83	84	82	80	80	80	78
CMBC	83	83	83	83	82	80	80	79	77
STC*	83	79	87	85	77	76	80	78	76
VTC	78	74	76	76	74	77	75	72	73

Time Period Receiving Lower Ratings

- No particular time period is singled out.

Feeling Safe from Crime On Board the Bus

Similar to last wave, nearly eight-in-ten (78%) 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 (82% in Q3 2021). The average score is 8.5 out of 10, which is the same as last wave, but lower than the same quarter last year (8.7 out of 10 in Q3 2021).

In addition to the decline seen from the same quarter last year at the overall level, the HTC depot also experienced significant declines of 12 ppt.
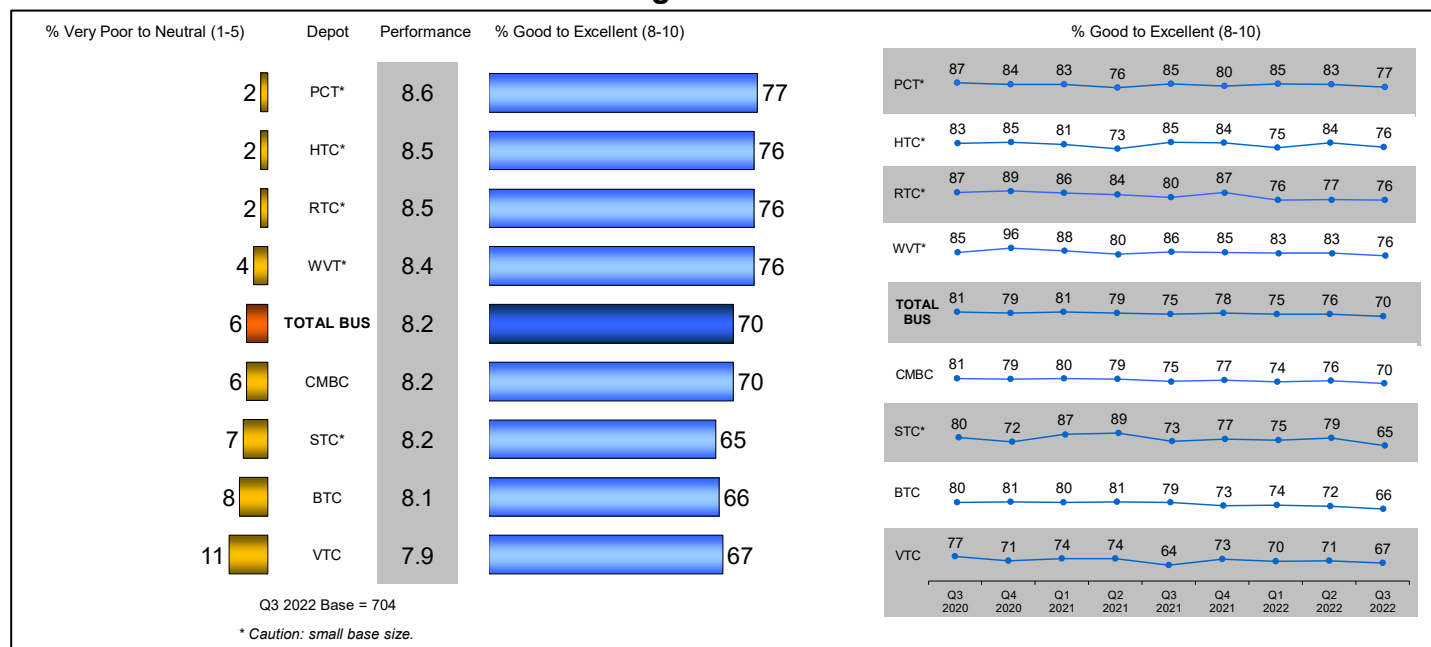
Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	- 2%	- 4%
HTC	- 6%	- 12%

= Significant upward/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?**

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
2	PCT*	8.6	77
2	HTC*	8.5	76
2	RTC*	8.5	76
4	WVT*	8.4	76
6	TOTAL BUS	8.2	70
6	CMBC	8.2	70
7	STC*	8.2	65
8	BTC	8.1	66
11	VTC	7.9	67

Q3 2022 Base = 704

Caution: small base size.

% Good to Excellent (8-10)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
PCT*	87	84	83	76	85	80	85	83	77
HTC*	83	85	81	73	85	84	75	84	76
RTC*	87	89	86	84	80	87	76	77	76
WVT*	85	96	88	80	86	85	83	83	76
TOTAL BUS	81	79	81	79	75	78	75	76	70
CMBC	81	79	80	79	75	77	74	76	70
STC*	80	72	87	89	73	77	75	79	65
BTC	80	81	80	81	79	73	74	72	66
VTC	77	71	74	74	64	73	70	71	67

Time Period Receiving Higher Ratings

- Weekdays 5 AM-9:30AM

Clean and Graffiti-Free Buses

Clean and Graffiti-Free Buses is awarded good-to-excellent scores by seven-in-ten (70%) bus riders, which is significantly lower than both last wave (76% in Q2 2022) and the same period last year (75% in Q3 2021). The average score is 8.2 out of 10, compared to a significantly higher score of 8.4 both last wave, and in Q3 2021.

There are a few significant shifts of note for a few bus depots. STC saw significant declines in top scores from last wave (down 14 ppt), while BTC saw significant declines in top scores of 13 ppt from the same period last year.

Good-to-Excellent ratings compared to:

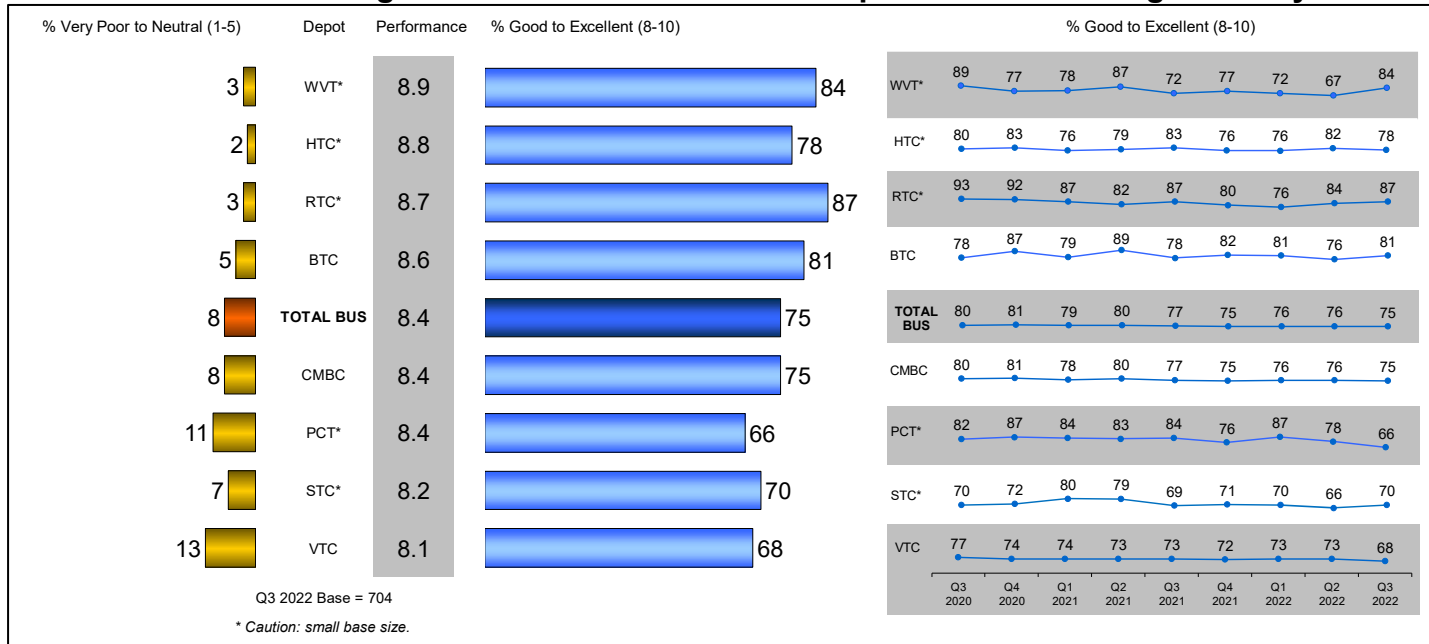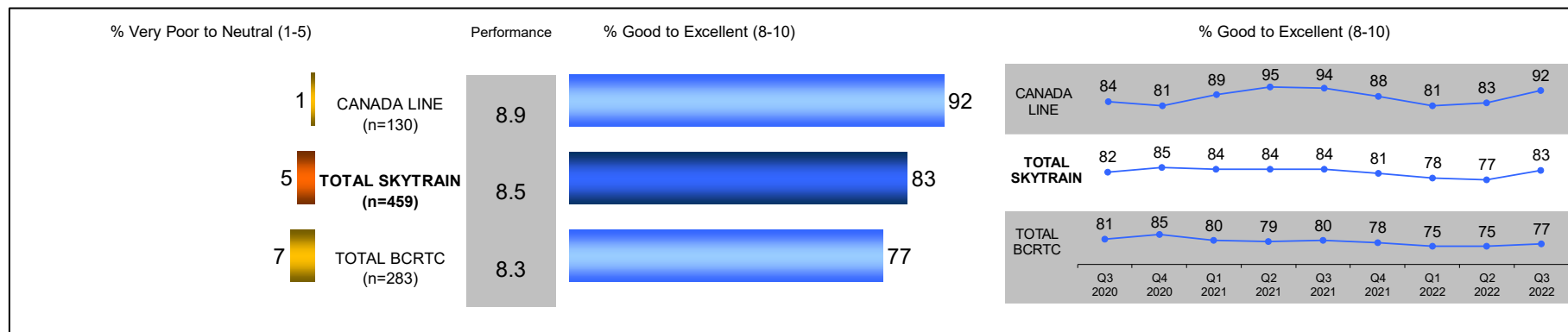|	Last Quarter	Same Quarter Last Year
Total Bus	- 6%	- 5%
STC	- 14%	- 8%
BTC	- 6%	- 13%

= *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?

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
2	BTC	9.1	92
0	PCT*	9.1	89
4	WVT*	8.9	90
5	RTC*	8.9	82
3	**TOTAL BUS**	8.8	84
3	CMBC	8.8	84
3	VTC	8.8	83
2	HTC*	8.8	82
5	STC*	8.3	72

Q3 2022 Base = 704

Caution: small base size.

% Good to Excellent (8-10)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
BTC	86	86	87	91	86	84	88	83	92
PCT*	77	85	79	83	78	81	73	82	89
WVT*	90	74	75	96	90	79	82	81	90
RTC*	84	90	92	84	83	84	77	82	82
TOTAL BUS	84	86	85	86	83	82	81	81	84
CMBC	84	86	85	85	82	82	81	80	84
VTC	85	85	86	83	82	82	82	79	83
HTC*	78	88	80	77	82	76	82	82	82
STC*	89	83	84	90	77	82	74	76	72

Time Period Receiving Lower Ratings

- Weekends and Holidays

Having a Direct Route

Over eight-in-ten (84%) bus riders provide top ratings for Having a Direct Route. This is a directional increase from last wave (81% in Q2 2022) and similar to the same quarter last wave (83% in Q3 2021). The average score 8.8 out of 10 is significantly higher than last wave (8.6 out of 10 in Q2 2022) and on par with the same quarter last year (8.8 out of 10 in Q3 2021).

The BTC depot experienced a significant increase of 9 ppt from last quarter.

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total Bus	+ 3%	+ 1%
BTC	**+ 9%**	+ 6%

= *Significant upward/downward shift*

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

30

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

% Very Poor to Neutral (1-5)	Depot	Performance	% Good to Excellent (8-10)
3	WVT*	8.9	84
2	HTC*	8.8	78
3	RTC*	8.7	87
5	BTC	8.6	81
8	TOTAL BUS	8.4	75
8	CMBC	8.4	75
11	PCT*	8.4	66
7	STC*	8.2	70
13	VTC	8.1	68

Q3 2022 Base = 704

* Caution: small base size.

% Good to Excellent (8-10)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
WVT*	89	77	78	87	72	77	72	67	84
HTC*	80	83	76	79	83	76	76	82	78
RTC*	93	92	87	82	87	80	76	84	87
BTC	78	87	79	89	78	82	81	76	81
TOTAL BUS	80	81	79	80	77	75	76	76	75
CMBC	80	81	78	80	77	75	76	76	75
PCT*	82	87	84	83	84	76	87	78	66
STC*	70	72	80	79	69	71	70	66	70
VTC	77	74	74	73	73	72	73	73	68

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

Three-quarters (75%) of bus riders award good-to-excellent scores for Feeling Safe from Crime at the Bus Stops or Exchange, similar to last quarter (76% in Q2 2022), and the same quarter last year (77% in Q3 2021). The average score is 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 Q3 2021).

The WVT depot saw a significant increase in top ratings of 17 ppt from last quarter, while the PCT depot saw a significant decline of 18 ppt in top ratings from the same quarter last year.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total Bus	- 1%	- 2%
WVT	**+ 17%**	+ 12%
PCT	- 12%	**- 18%**

= *Significant upward/downward shift*

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

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

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

	Performance	% Good to Excellent (8-10)
1 — CANADA LINE (n=130)	8.9	92
5 — **TOTAL SKYTRAIN (n=459)**	8.5	83
7 — TOTAL BCRTC (n=283)	8.3	77

% Good to Excellent (8-10)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
CANADA LINE	84	81	89	95	94	88	81	83	92
TOTAL SKYTRAIN	82	85	84	84	84	81	78	77	83
TOTAL BCRTC	81	85	80	79	80	78	75	75	77

SkyTrain Overall Service

Over eight-in-ten (83%) riders provide good-to-excellent ratings for overall SkyTrain Service, a significant increase from last wave (77% in Q2 2022), but similar to the same quarter last year (84% in Q2 2021). The average score is 8.5 out of 10, up slightly from 8.4 last quarter, and down slightly from 8.6 out of 10 in Q3 2021.

For the Canada Line, top ratings have increased significantly by 9 ppt from last quarter but are down slightly from same quarter last year (down 2 ppt in Q3 2021). Top scores for BCRTC are up slightly (2 ppt) from last quarter and down slightly from the same quarter last year (down 3 ppt from Q3 2021).

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	**+ 6%**	- 1%
Total BCRTC:	+ 2%	- 3%
Canada Line:	**+ 9%**	- 2%

= *Significant upward/downward shift*

Notes: *Total SkyTrain ridership includes all riders of this mode regardless of the lines they rode.*
Total BCRTC riders are those who only rode the Millennium Line and/or the Expo Line on the trip they evaluated.
Canada Line riders are those who only rode the Canada Line on the trip they evaluated.

Q13.8 Thinking about the last/2nd last trip you made by SkyTrain, how would you rate it in terms of providing on-time, reliable service?

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

	Performance	% Good to Excellent (8-10)
1 — CANADA LINE (n=130)	9.2	97
4 — TOTAL SKYTRAIN (n=459)	8.8	87
6 — TOTAL BCRTC (n=283)	8.6	83

% Good to Excellent (8-10)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
CANADA LINE	92	91	94	96	93	89	90	86	97
TOTAL SKYTRAIN	88	89	92	87	88	87	84	84	87
TOTAL BCRTC	87	89	91	82	86	86	80	83	83

Top Key Driver
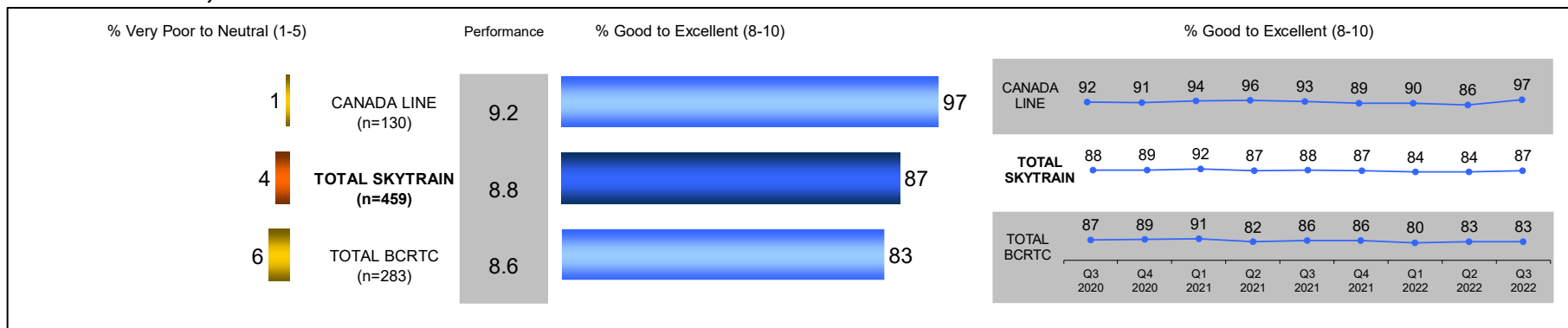
On-Time, Reliable Service

Close to nine-in-ten (87%) SkyTrain riders awarded top ratings for On-Time, Reliable Service, a slight rise from last quarter (84% in Q2 2022) and similar to the same quarter last year (88% in Q3 2021). The average is 8.8 out of 10 which is up 1 ppt from last wave (8.7) and down 1 ppt (8.9) from Q3 2021. On-Time, Reliable Service continues to be the highest rated Top Key Driver among SkyTrain attributes.

Ratings for the Canada Line increased significantly from last quarter (up 11 ppt from Q2 2022) and slightly from the same quarter last year (up 4 ppt from Q3 2021). Meanwhile, ratings for BCRTC are unchanged from last quarter and down slightly from the same quarter last year (down 3 ppt from Q3 2021).

Good-to-Excellent ratings compared to:	Last Quarter	Same Quarter Last Year
Total SkyTrain:	+ 3%	- 1%
Total BCRTC:	0%	- 3%
Canada Line:	+ 11%	+ 4%

= Significant upward/downward shift

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

% Very Poor to Neutral (1-5)	Performance	% Good to Excellent (8-10)
2	CANADA LINE (n=130)	8.7	87
5	**TOTAL SKYTRAIN (n=459)**	8.4	77
8	TOTAL BCRTC (n=283)	8.2	73

% Good to Excellent (8-10)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
CANADA LINE	81	74	85	88	84	80	80	73	87
TOTAL SKYTRAIN	81	79	82	82	77	78	76	77	77
TOTAL BCRTC	80	80	82	81	74	77	73	78	73
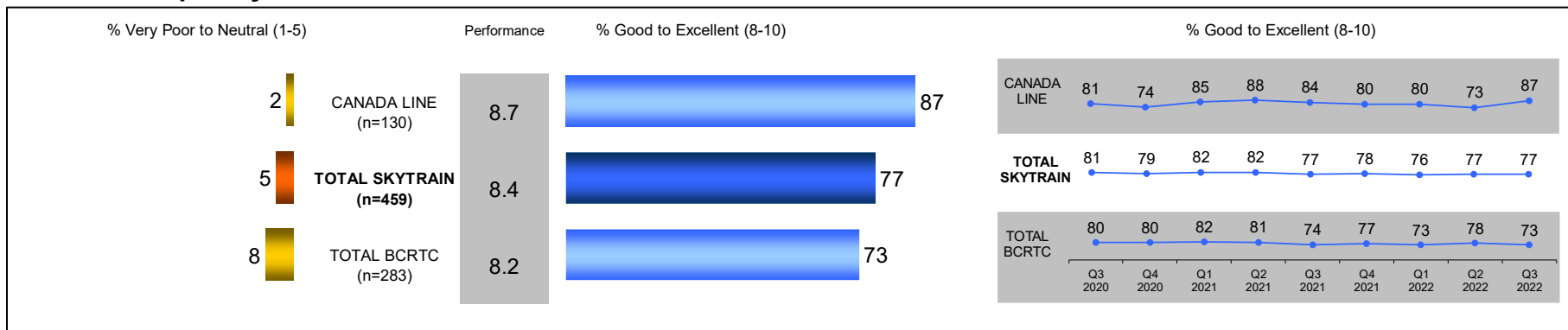
Top Key Driver

Frequency of Service

Unchanged from both last wave and same period last year, Frequency of Service was awarded top ratings by just over three-quarters (77%) of SkyTrain riders. The average score is 8.4 out of 10, up slightly from 8.3 last wave, and down slightly from the same period last year (8.5 in Q3 2021).

Top scores for the Canada Line increased significantly (14 ppt) from last quarter and slightly from the same quarter last year (up 3 ppt from Q3 2021). Meanwhile, BCRTC top scores saw a directional decrease of 5 ppt from last quarter and are relatively unchanged from the same quarter last year (down 1 ppt).

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	0%	0%
Total BCRTC:	- 5%	- 1%
Canada Line:	**+ 14%**	+ 3%

= *Significant upward/downward shift*

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

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

	% Very Poor to Neutral (1-5)	Performance	% Good to Excellent (8-10)
CANADA LINE (n=130)	24	7.1	52
TOTAL SKYTRAIN (n=459)	19	7.2	52
TOTAL BCRTC (n=283)	18	7.2	51

% Good to Excellent (8-10)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
CANADA LINE	67	76	69	78	67	64	66	62	52
TOTAL SKYTRAIN	67	70	65	68	65	61	60	55	52
TOTAL BCRTC	67	68	64	64	63	60	56	54	51
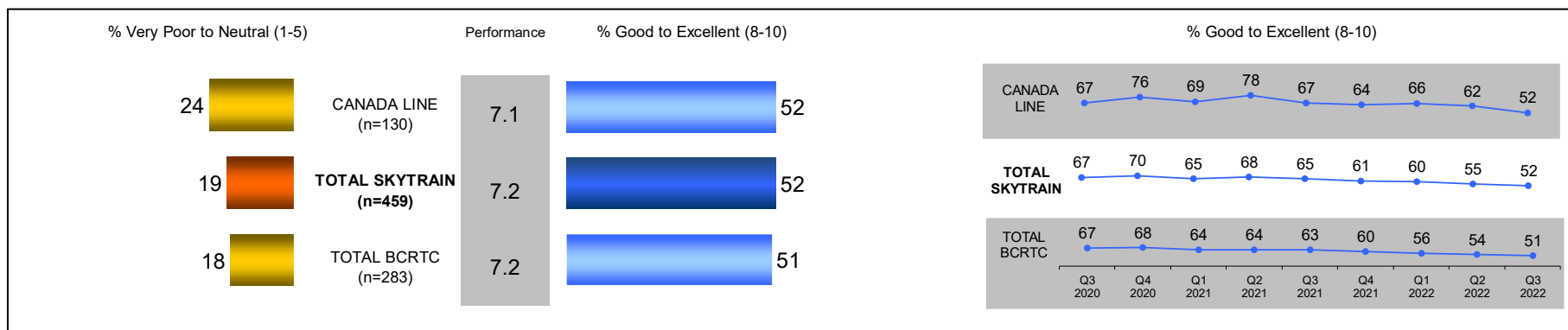
Top Key Driver

Not Being Overcrowded

Just over half (52%) of SkyTrain riders award good-to-excellent scores for Not Being Overcrowded, a slight decline from last wave (55% in Q2 2022) but a significant decline from the same quarter last year (65% in Q3 2021). The average score is now 7.2 out of 10, a slight decline from 7.4 last wave and a significant decline from the same quarter last year (7.9 in Q3 2021). Scores continue to follow a downward trend since Q2 2021 but are still 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 12 ppt from Q3 2021), as have ratings for the Canada Line (down 15 ppt from Q3 2021).

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	- 3%	**- 13%**
Total BCRTC:	- 3%	**- 12%**
Canada Line:	- 10%	**- 15%**

= *Significant upward/downward shift*

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

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

% Good to Excellent (8-10)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
CANADA LINE	82	82	81	83	84	85	80	77	83
TOTAL SKYTRAIN	79	80	76	74	78	75	76	74	78
TOTAL BCRTC	78	79	74	70	74	71	73	73	76

Performance / % Good to Excellent (8-10):

	Performance	% Good to Excellent (8-10)
CANADA LINE (n=130) — 2	8.7	83
TOTAL SKYTRAIN (n=459) — 4	8.5	78
TOTAL BCRTC (n=283) — 6	8.4	76
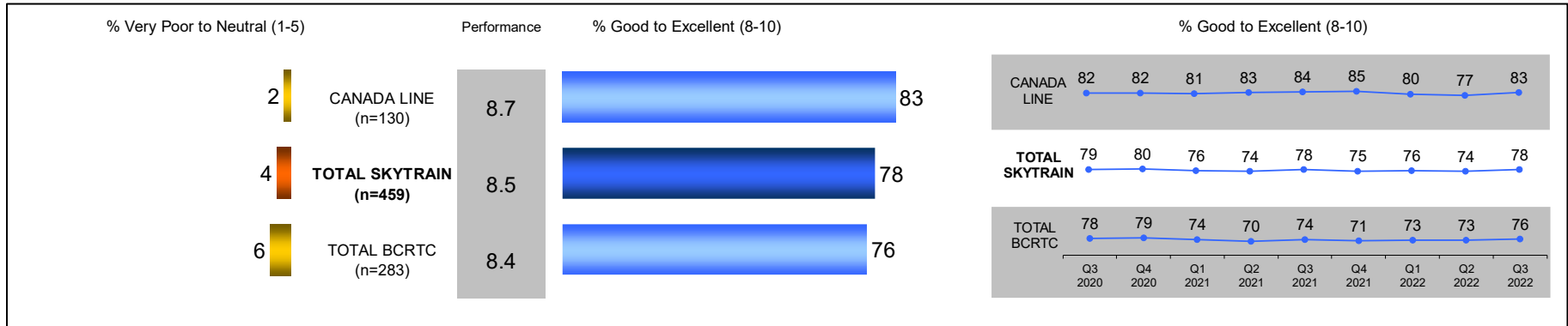
Top Key Driver

Feeling Safe from Crime On Board SkyTrain

Just under eight-in-ten (78%) of SkyTrain riders award top scores for Feeling Safe from Crime On Board SkyTrain, a slight rise from last wave (74% in Q2 2022) and unchanged from the same quarter last year (78% in Q3 2021). The average score is 8.5 out 10, which is an increase from last wave (8.3 in Q2 2022), but consistent with Q3 the same quarter last year (8.5 in Q3 2021).

This quarter both BCRTC and the Canada Line saw only modest changes in this attribute, with a directional increase of 6 ppt for top ratings for the Canada Line from last quarter.

Good-to-Excellent ratings compared to:	_Last Quarter_	_Same Quarter Last Year_
Total SkyTrain:	+ 4%	0%
Total BCRTC:	+ 3%	+ 2%
Canada Line:	+ 6%	- 1%

= _Significant upward/downward shift_

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

% Very Poor to Neutral (1-5)		Performance	% Good to Excellent (8-10)
4	CANADA LINE (n=130)	8.6	81
10	**TOTAL SKYTRAIN (n=459)**	8.0	67
13	TOTAL BCRTC (n=283)	7.8	63

% Good to Excellent (8-10)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
CANADA LINE	81	92	85	88	89	85	84	79	81
TOTAL SKYTRAIN	75	79	75	71	75	71	69	68	67
TOTAL BCRTC	71	73	69	64	68	63	62	61	63
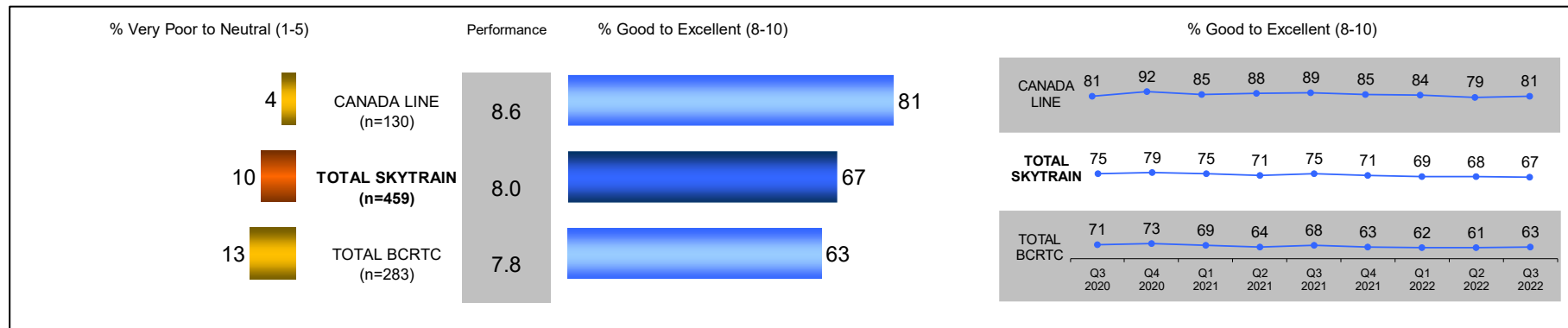
Clean and Graffiti-Free SkyTrain Cars and Stations

Similar to last wave, just over two-thirds (67%) of SkyTrain riders assigned good-to-excellent ratings for Clean and Graffiti-Free SkyTrain Cars and Stations, only a 1 ppt drop from last wave (68% in Q2 2022) but a significant 8 ppt drop from the same period last year (75% in Q3 2021). The average score is 8.0 this wave, which is stable to last quarter (8.0) but a significant decline from 8.3 in Q3 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 directionally by 8 ppt from the same quarter last year. Meanwhile, BCRTC top scores slipped by 5 ppt from Q3 of last year.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	- 1%	**- 8%**
Total BCRTC:	+ 2%	- 5%
Canada Line:	+ 2%	- 8%

= *Significant upward/downward shift*

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

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

CANADA LINE (n=130): 2 | 8.6 | 84
TOTAL SKYTRAIN (n=459): 8 | 8.1 | 71
TOTAL BCRTC (n=283): 11 | 7.9 | 64

% Good to Excellent (8-10)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
CANADA LINE	82	83	80	84	85	79	78	73	84
TOTAL SKYTRAIN	73	75	69	71	75	68	71	67	71
TOTAL BCRTC	69	72	65	64	70	62	66	65	64
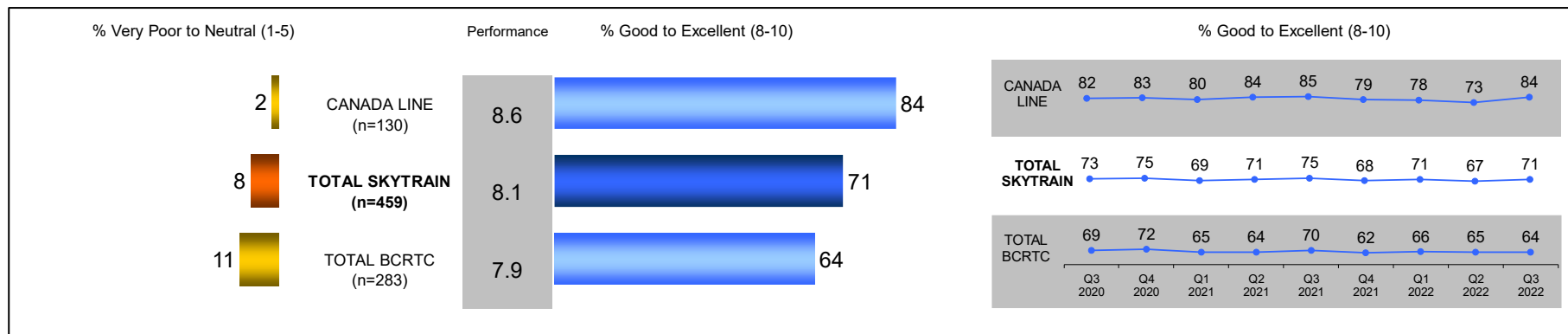
Feeling Safe from Crime Inside the SkyTrain Station

Feeling Safe from Crime Inside the SkyTrain Station is awarded top ratings by just over seven-in-ten (71%) SkyTrain users this wave, a 4 ppt increase from last wave (67%) and a slight decrease from the same quarter last year (75%). The average score of 8.1 out of 10 is up from last quarter (8.0) but down from the same quarter last year (8.3 out of 10 in Q3 2021).

Canada Line top ratings increased significantly by 11 ppt from last quarter, but are relatively unchanged from Q3 of last year (down 1 ppt). Meanwhile BCRTC ratings remain similar to last wave, but are down directionally by 6 ppt from the same period last year.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	+ 4%	- 4%
Total BCRTC:	- 1%	- 6%
Canada Line:	**+ 11%**	- 1%

= *Significant upward/downward shift*

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

% Very Poor to Neutral (1-5)	Performance	% Good to Excellent (8-10)
22 — TOTAL BCRTC (n=283)	6.8	37
20 — **TOTAL SKYTRAIN (n=459)**	6.8	34
20 — CANADA LINE (n=130)	6.5	29

% Good to Excellent (8-10)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
TOTAL BCRTC	36	42	40	32	34	35	36	39	37
TOTAL SKYTRAIN	40	40	38	36	33	32	33	36	34
CANADA LINE	44	35	34	43	33	24	27	30	29
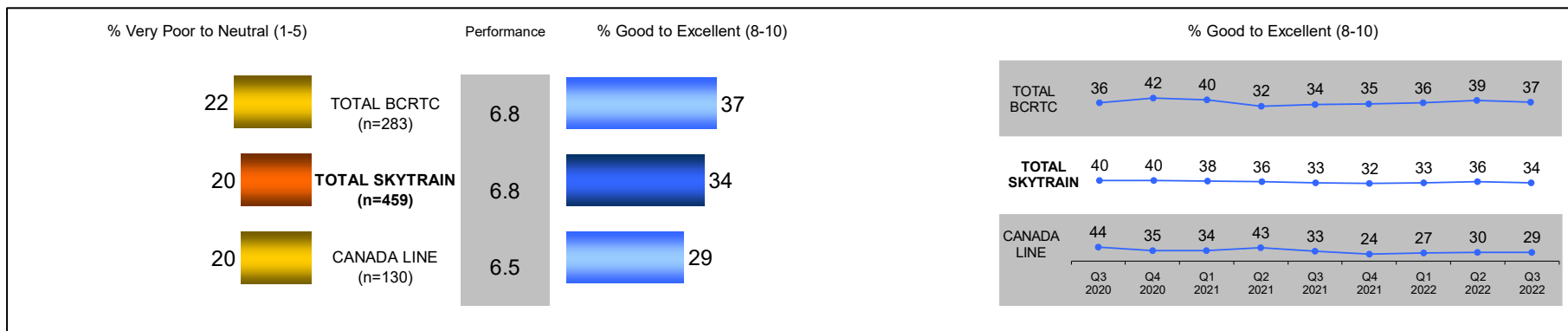
Staff Available When Needed

Just over one-third (34%) of SkyTrain riders provide top ratings for Staff Available When Needed, which is 2 ppt below last wave (36% in Q2 2022), and similar to the same quarter last year (33% in Q3 2021). The average score is 6.8 out of 10, on par with last wave and a drop from Q3 of last year (6.9 out of 10 in Q3 2021).

Both BCRTC and the Canada Line saw only modest changes this wave, with a slight increase of 3 ppt for BCRTC, and a slight decrease of 4 ppt for top ratings for the Canada Line from the same period last year for this attribute.

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

= *Significant upward/downward shift*

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

% Very Poor to Neutral (1-5)	Performance	% Good to Excellent (8-10)
25 — **TOTAL SKYTRAIN (n=61*)**	6.5	33
17 — CANADA LINE (n=10**)	6.5	26
27 — TOTAL BCRTC (n=48**)	6.4	32

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

% Good to Excellent (8-10)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
TOTAL SKYTRAIN	33	43	35	34	42	40	30	39	33
CANADA LINE	28	47	51	49	60	37	41	20	26
TOTAL BCRTC	35	41	31	31	42	39	28	43	32

Delays are Announced and Explained

Almost one-in-five (17%) SkyTrain riders indicate that they have experienced a SkyTrain delay in the past three months, consistent with last quarter. Delays are Announced and Explained is awarded top ratings by one-third (33%) of SkyTrain users, a directional decrease from both last wave (39% in Q2 2022) and the same quarter last year (42% in Q3 2021). Top scores this wave remain below pre-pandemic levels (43% in Q1 2020). The average score is 6.5 out of 10, which is below both last wave (6.6 in Q2 2022), and the same quarter last year (6.8 in Q3 2021).

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

BCRTC top ratings are directionally lower by 11 ppt compared to last quarter, and lower by 10 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:	- 6%	- 9%
Total BCRTC:	- 11%	- 10%
Canada Line:	+ 6%	- 34%

= *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?**

% Very Poor to Neutral (1-5)		Performance	% Good to Excellent (8-10)
0	CANADA LINE (n=3**)	9.5	100
7	**TOTAL SKYTRAIN (n=20**)**	8.9	88
9	TOTAL BCRTC (n=16**)	8.7	85

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

% Good to Excellent (8-10)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
CANADA LINE	75	94	100	100	81	79	100	88	100
TOTAL SKYTRAIN	75	96	85	91	88	76	89	81	88
TOTAL BCRTC	73	97	84	88	88	73	88	78	85
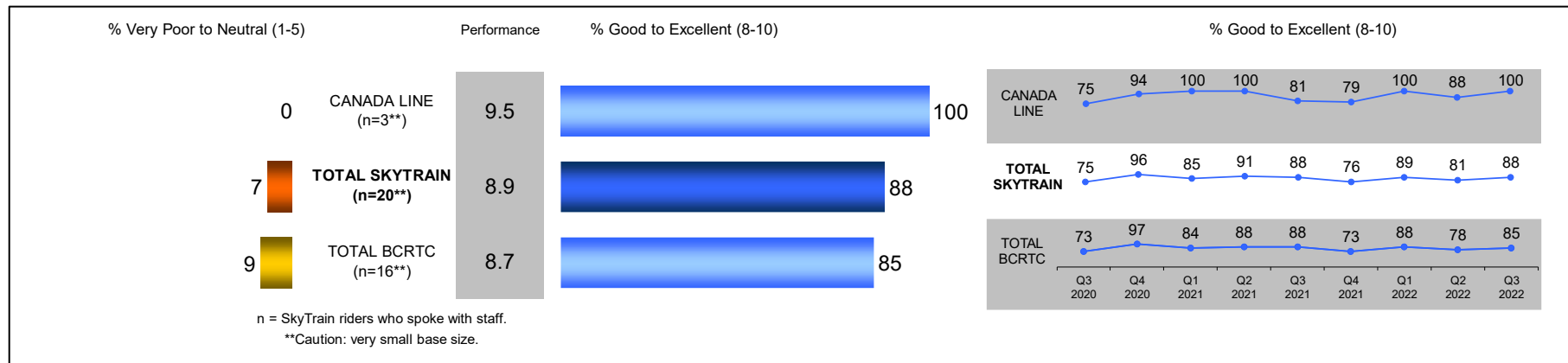
Courteous, Competent and Helpful SkyTrain Staff

Few (4%) SkyTrain users interacted with staff on their last trip, down 2 ppt from last quarter (6% in Q2 2022). Of these riders, close to nine-in-ten (88%) riders award good-to-excellent ratings for Courteous, Competent and Helpful SkyTrain Staff, an increase from last wave (81% in Q2 2022) and consistent with the same quarter last year (88% in Q3 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 the top performing 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.

Good-to-Excellent ratings compared to:	*Last Quarter*	*Same Quarter Last Year*
Total SkyTrain:	+ 7%	0%
Total BCRTC:	+ 7%	- 3%
Canada Line:	+ 12%	+ 19%

= *Significant upward/downward shift*

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

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

% Very Poor to Neutral (1-5)	SeaBus Attributes	Performance	% Good to Excellent (8-10)
0	Courteous, competent & helpful staff**	9.4	88
0	On-time, reliable service	9.2	100
0	Trip duration	9.2	98
0	**Overall Service**	8.9	93
4	Safety from crime at the station	8.8	81
6	Staff available when needed	8.6	64
1	Clean & graffiti-free	8.5	78
6	Frequency of service	8.1	74
8	Not being overcrowded	7.9	61

Q3 2022 Base = 62*

**Caution: very small base size – only among those who spoke to SeaBus staff (n=8)

% Good to Excellent (8-10)

Attribute	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
Courteous, competent & helpful staff**	100	93	100	85	100	97	85	100	88
On-time, reliable service	94	89	97	90	94	90	94	92	100
Trip duration	92	85	98	91	86	94	85	91	98
Overall Service	87	89	87	92	91	83	84	92	93
Safety from crime at the station	92	70	78	88	90	85	80	90	81
Staff available when needed	77	72	74	71	73	68	60	70	64
Clean & graffiti-free	88	75	94	83	91	83	83	79	78
Frequency of service	62	65	76	78	73	73	75	76	74
Not being overcrowded	90	76	84	71	66	73	76	70	61

☐ Top Key Driver

SeaBus
More than nine-in-ten riders (93%) provided top ratings for Overall SeaBus Service, a marginal increase of 1 ppt from last wave (92% in Q2 2022) and 2 ppt from the same quarter last year (91% in Q3 2021). This quarter, the average score is 8.9 out of 10, down from 9.0 both last quarter and in Q3 2021.

No SeaBus attributes experienced significant shifts from last quarter or the same quarter last year.

Good-to-Excellent ratings compared to:	_Last Quarter_	_Same Quarter Last Year_
Overall SeaBus Service	+ 1%	+ 2%

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?
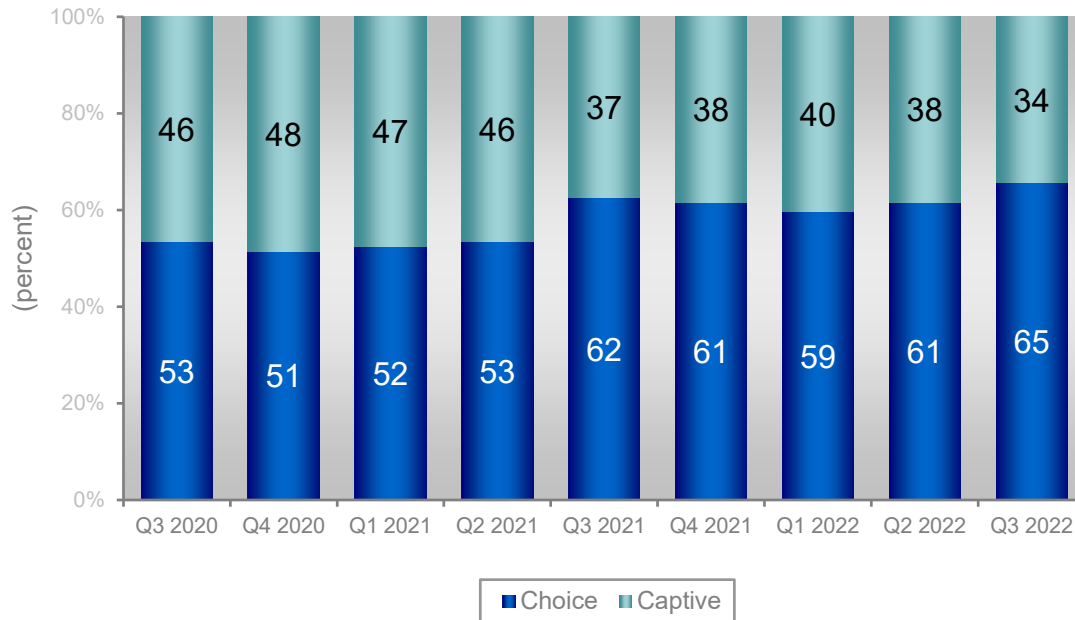
Q3 2022 Base = 750

Choice Versus Captive

Similar to the past three quarters, just over one-third (34%) of riders are Captive riders, defining those who do not have regular access to a vehicle for the transit trips they make. This is a directional decrease (down 4 ppt) from last quarter and a 3 ppt decline from the same quarter last year (37%). On the other hand, nearly two-thirds (65%) of riders are Choice riders, meaning they have regular access to a vehicle. This proportion is directionally up by 4 ppt from last wave (61%) and up by 3 ppt from the same quarter last year (62%).

The proportion of Captive vs Choice riders is in close alignment to pre-pandemic levels seen in Q1 2020, with Choice Riders now being 1 ppt higher (64% in Q1 2020) and Captive riders now being 1 ppt lower (35% in Q1 2020).

Captive riders are more likely than Choice riders to be under 18-34 years old, have household incomes that are less than $40K, or have lower education levels (high school or less) than Choice riders. Furthermore, they are more likely to be Medium or High Frequency riders, taking transit for shopping, or be a Bus user.

Alternatively, Choice riders are more likely than Captive riders to be aged 45-64, have graduated university, have a household income of $80K or more, are Low Frequency riders, or be a SkyTrain user.

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

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
To or from work	47%	54%	49%	49%	44%	47%	46%	50%	47%
To and from shopping	38%	42%	43%	37%	41%	38%	39%	40%	39%
For entertainment or social reasons	33%	23%	22%	27%	39%	40%	37%	43%	47%
For personal business	24%	25%	31%	25%	26%	23%	25%	24%	24%
To or from school	4%	6%	7%	7%	6%	14%	11%	14%	11%
For any other purpose	8%	9%	10%	10%	9%	8%	10%	12%	9%
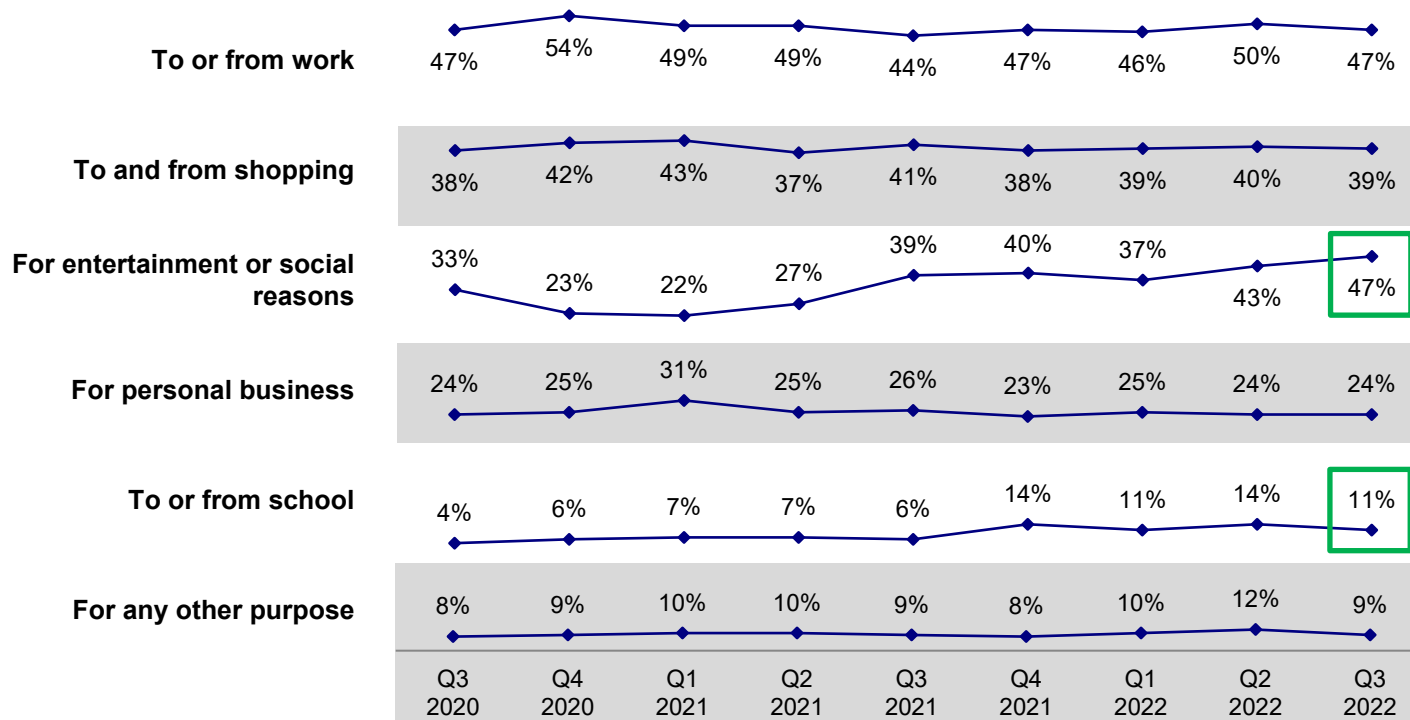
Q3 2022 Base = 750

☐ Significantly higher than the same quarter of the previous year

◯ Significantly lower than the same quarter of the previous year

Trip Purpose

This wave, close to half (47%) of riders took transit to get to work, which is directionally lower than last wave (50% in Q2 2022) and up slightly by 3 ppt from the same quarter last year (44% in Q3 2021). Close to half (47%) of riders also used transit for entertainment or social reasons which is significantly higher than the same period last year (39% in Q3 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 when compared to same period last year (up 5 ppt from Q3 2021), as schools this quarter remained open for in-person classes.

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

Avg. # of Years	12.1	11.7	12.4	12.0	13.3	12.7	11.9	11.3	11.8

Q3 2022 Base = 750

Legend: Not a regular rider · Less than one year · 1 - 2 years · 3 - 5 years · 6 - 10 years · 11+ years
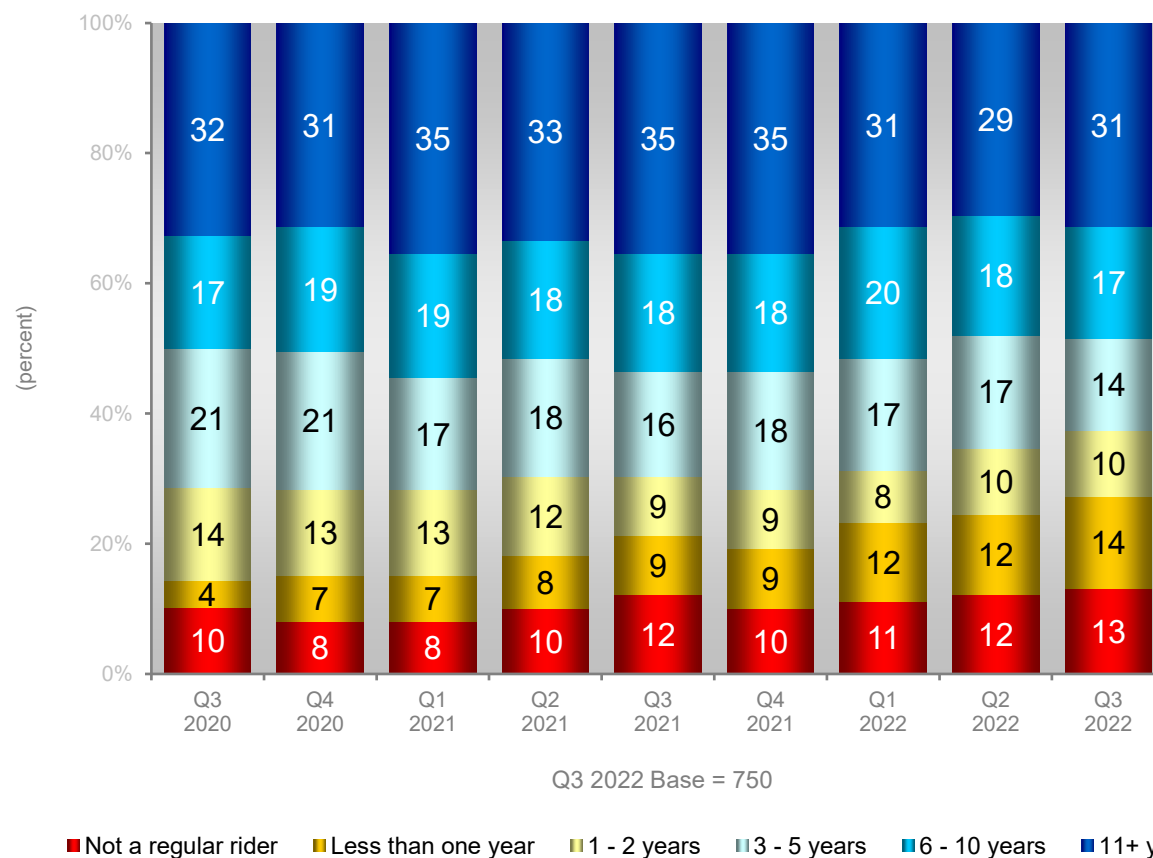
Length of Time Taking Transit on a Regular Basis

Just over three-in-ten (31%) riders have been taking transit for over 11 years, similar to last wave (29% in Q2 2022) but a directional decline from same period last year (35% in Q3 2021). The average number of years riders have been taking transit this wave is 11.8, higher than last wave (11.3 in Q2 2022) but a decline from the same period last year (13.3 in Q3 2021).

More than one-in-ten (14%) riders have been taking transit for less than 1 year, up by 2 ppt from last wave and significantly higher than the same period last year (9%). 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 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?

(percent)

Q3 2022 Base = 750

Legend: ■ Other/depends/don't know/refused ■ Definitely not ■ Probably not ■ Might or might not ■ Probably ■ Definitely
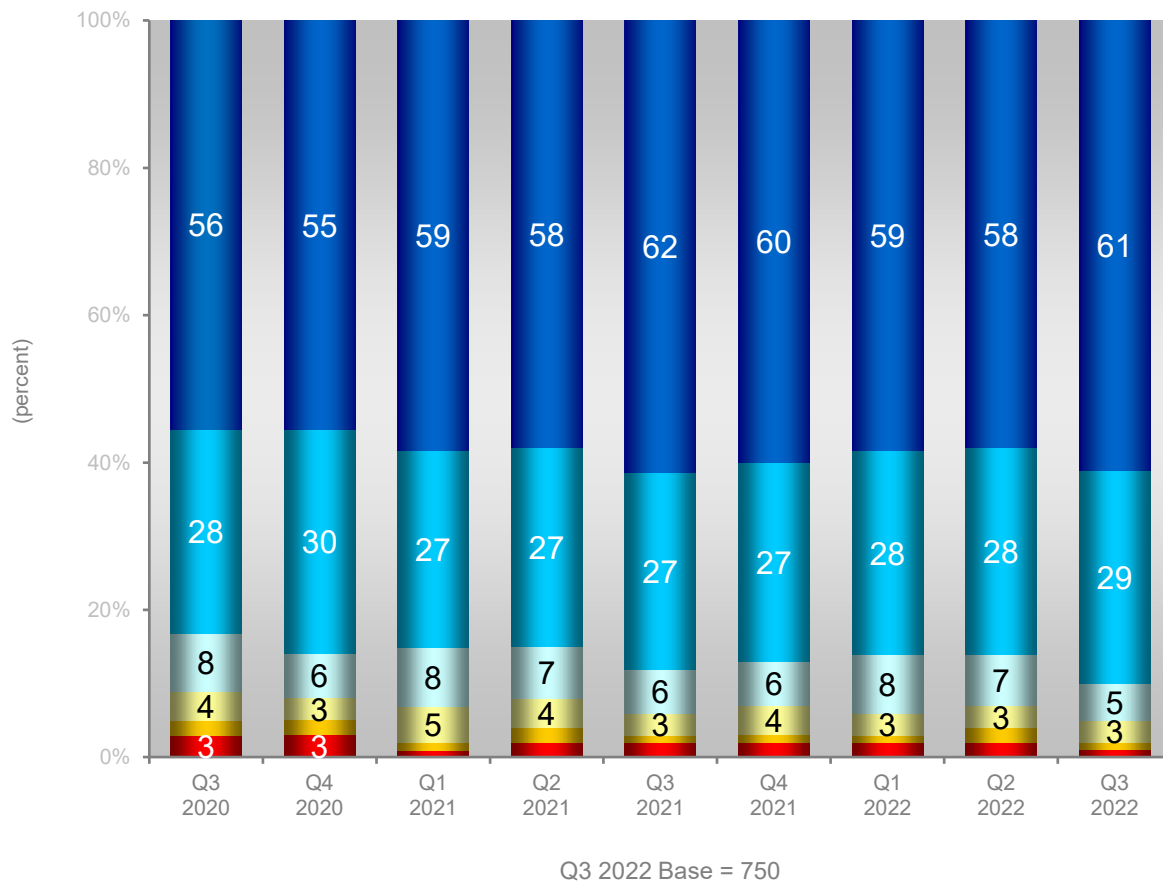
Likelihood of Continuing to Take Transit as Often in Future

Similar to last wave, just over six-in-ten (61%) riders foresee themselves definitely taking transit as often as they do now. This is a 3 ppt lift from last wave, and similar to the same period last year (62% in Q3 2021).

The proportion of riders who will probably take transit as often is up only 1 ppt from last wave and 2 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 2 ppt, and shifting 1 ppt 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.

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

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

Chart (percent), Monthly pass / Stored value / U-Pass BC / Other Compass Card / Compass Ticket / Cash (bus only) / Other:

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
Monthly pass	17	18	16	15	13	13	15	14	13
Stored value	54	51	52	54	56	52	52	52	56
U-Pass BC	5	6	9	8	5	12	10	9	8
Other Compass Card	7	9	7	9	6	5	6	7	7
Compass Ticket	2	2	2	2	4	3	2	3	2
Cash (bus only)	6	6	6	5	5	5	4	5	4
Other	2	2	1	1	2	1	2	1	1
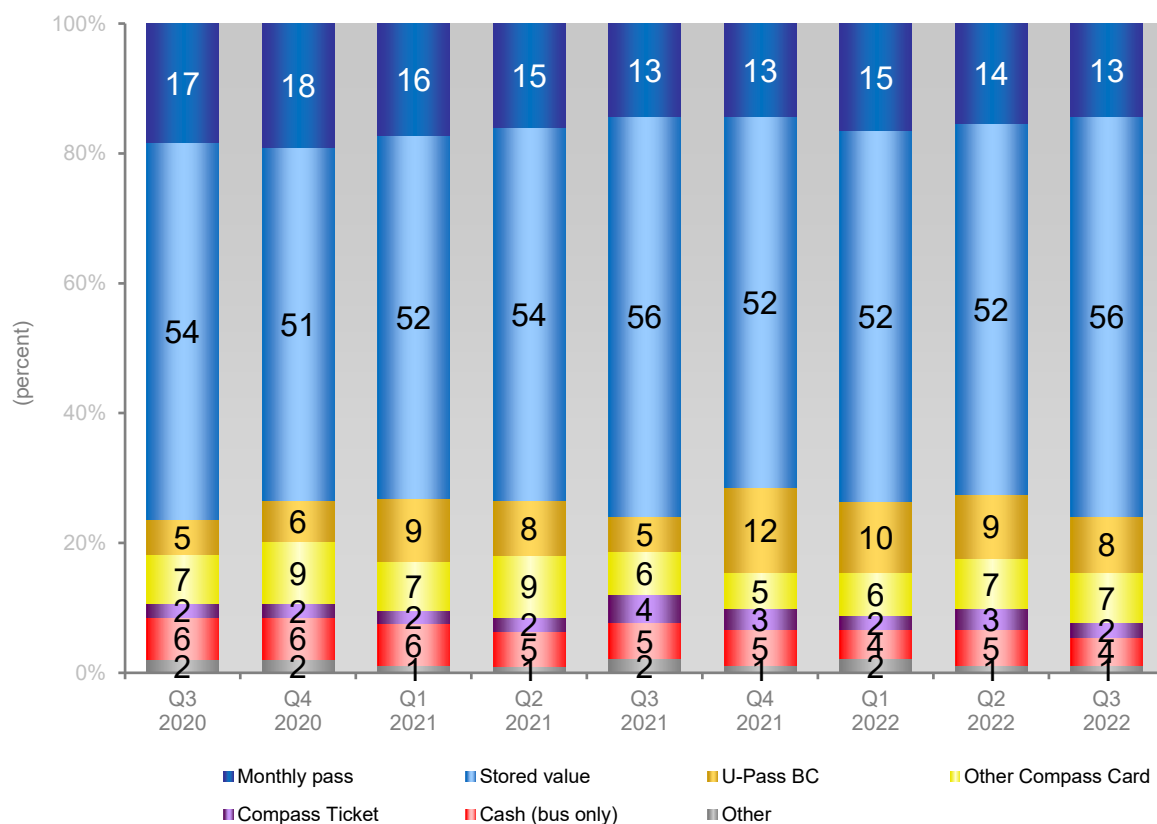
Q3 2022 Base = 750

Fare Payment Method Used

Over eight-in-ten (85%) riders use a Compass Card as their primary method of payment, unchanged from the last two waves and up slightly by 4 ppt the same period last year (81% in Q3 2021).

Over half (56%) of riders used stored value, which is the most used method of payment every wave. This is up slightly from last wave (52% in Q2 2022) and unchanged from same period last quarter.

While the proportion of riders using a U-Pass (8%) 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 more likely to be Captive, High Frequency riders, or are younger than 45 years of age. Meanwhile, Stored Value users are more likely to be Choice riders, have household incomes of $40K or more, aged 25 years or older, have higher education levels (graduated University), or are Low Frequency riders.

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

Reason	%
Cheaper/cheaper than operating a vehicle	29%
Don't own a vehicle/don't drive/no ride/no choice	28%
Bus stops/stations convenient	27%
Cost too much for parking/lack of parking	22%
To avoid driving/dealing with traffic/less stressful	21%
Faster than driving	14%
Environmental reasons	6%
Transit is reliable/has good schedule	3%
Shopping/sightseeing/social/tourism/fun	2%
Didn't want to drink and drive	2%
Have a monthly pass/employer pass/U-pass	2%
Gas prices	2%
Medical and health reasons/elderly	2%
Safety reasons/avoid car accidents	2%

Top 3 Reasons for Taking Transit

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

- Cheaper than alternatives (29%);
- Not having vehicle access (28%); and,
- Convenient bus stops/stations (27%).

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

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

Q3 2022 Base = 750

Q26. Compared to six months ago, would you say you are now riding transit more regularly, less regularly or about the same?
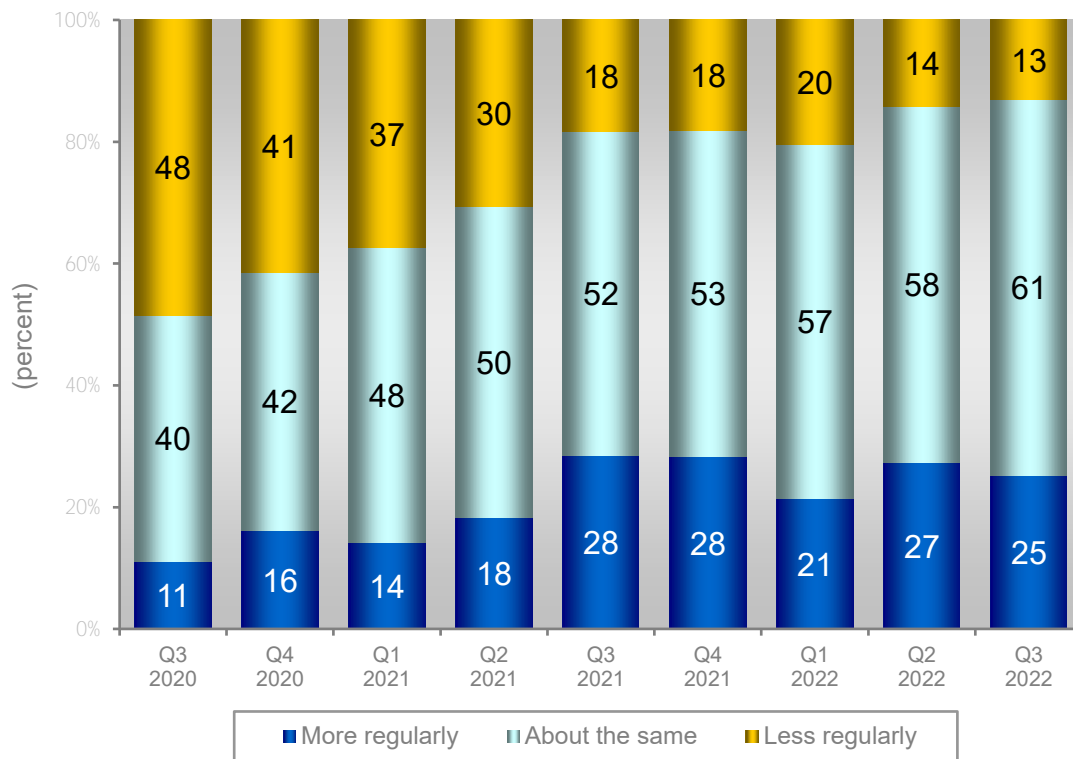
Changes in Transit Usage Last Six Months

More than one-in-ten (13%) riders say they are taking transit less regularly than they did six months ago, only a 1 ppt decline from last quarter (14% in Q2 2022), but down significantly from the same quarter last year (18% in Q3 2021). Scores are consistent with pre-pandemic levels (13% in Q1 2020).

Conversely, over six-in-ten (61%) riders indicate that their transit usage is about the same as six months ago, which is 3 ppt higher than last wave (58% in Q2 2022), but significantly higher than the same quarter last year (52% in Q3 2021).

Meanwhile, one-quarter (25%) say they use transit more regularly than six months ago, which is slightly lower than both last wave (27%) and the same quarter last year (28%) but is above 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.

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
Less regularly	48	41	37	30	18	18	20	14	13
About the same	40	42	48	50	52	53	57	58	61
More regularly	11	16	14	18	28	28	21	27	25

Legend: ■ More regularly ▮ About the same ■ Less regularly

Q3 2022 Base = 750

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

Reason	Q3 2021	Q3 2022
Changed work circumstances	27%	33%
Gas prices	0%	16%
Get out more often	7%	9%
Going to school	5%	9%
Cost too much for parking/lack of parking	3%	8%
COVID has decreased/more stable/feel safer now	12%	6%
To avoid driving/dealing with traffic/less stressful	3%	6%
Visit friends and family/go shopping more	5%	5%
Cheaper/cheaper than operating a vehicle	4%	5%
The weather/season	2%	5%
Environmental reasons	1%	5%
Faster service/convenient routes/bus stops	9%	3%
Lifting COVID restrictions/opening up	12%	2%
Don't drive/don't have car/no other means of transportation	7%	2%
Vehicle broke down/repairs	0%	2%
Have a bus pass/U-Pass	0%	2%

% Major Mentions
Q3 2021 Base = 336
Q3 2022 Base = 170

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

Reason	Q3 2021	Q3 2022
Changed work circumstances	25%	21%
To avoid the virus/COVID-19	43%	16%
Have a car now/have vehicle access/have a ride/have license	12%	16%
No need to/I get out less often	21%	9%
No longer in school/inconsistent school schedule	3%	6%
Medical or health reasons/elderly	4%	5%
The weather/season	3%	5%
Prefer to ride bicycle/walk/other mode of transportation	5%	3%
Slower service/inconvenient routes/bus stops/overcrowded	1%	2%
Lived/moved elsewhere	1%	2%

% Major Mentions
Q3 2021 Base = 245
Q3 2022 Base = 87*
* Caution: small base size.

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 slightly above the same quarter last year (27% in Q3 2021), followed by gas prices (16%) which was not even mentioned in Q3 2021. Other reasons with significant increases from the same quarter last year include: going to school (9%), and cost of parking (8%). The top mention for riding transit *less* regularly is changing work circumstances (21%) which is down directionally from same quarter last year (25% in Q3 2021), followed by avoiding the COVID-19 virus (16%, down significantly from Q3 2021) and having a car/license now (16%). Not needing to go out (9%) is still a common mention but is significantly less than the same quarter last year (21% in Q3 2021).

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
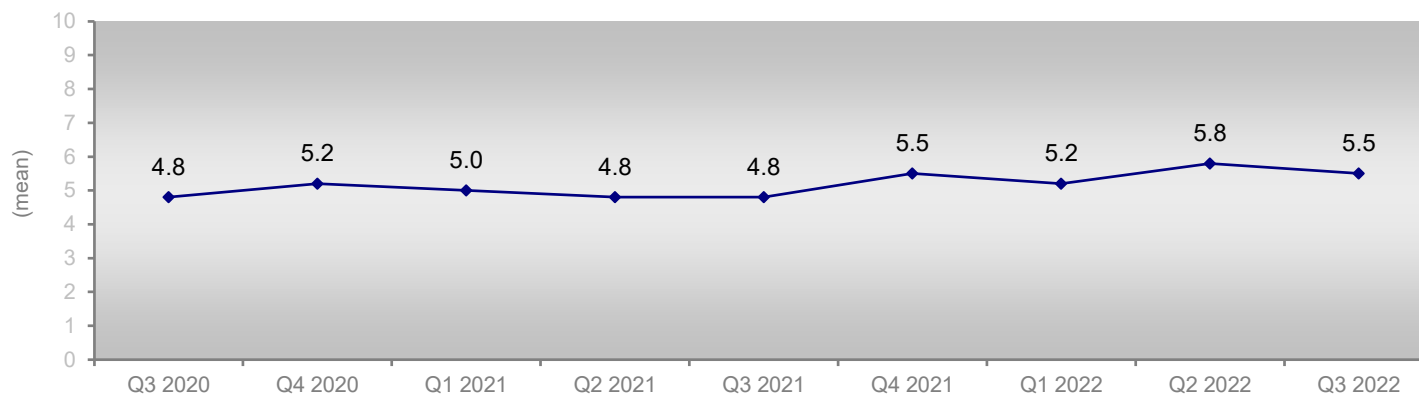
Q3 2022 Base = 750

Average Number of Trips

The average number of one-way transit trips made is 5.5 days this wave, which is down from last wave (5.8 in Q2 2022), but significantly above the same quarter last year (4.8 in Q3 2021). With most restrictions now lifted, the average trips is hovering closer to pre-pandemic levels (6.1 in Q1 2020).

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

- Bus users: 6.2 one-way transit trips (down from 6.7 last quarter)
- SkyTrain users: 5.6 one-way transit trips (down from 6.3 last quarter)
- SeaBus users: 5.1 one-way transit trips (down from 5.7 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	**750**	**488**	**253**
Average past-week transit trips	**5.5**	**4.4**	**7.5**
Years been a transit rider	**11.8**	**12.6**	**10.6**
Transit system – Overall Service Rating	**8.2**	**8.3**	**8.1**
Mode	%	%	%
Bus	76	69	91
SkyTrain	68	73	59
SeaBus	8	8	7
Age	%	%	%
18-34 years	37	32	47
35-54 years	34	38	26
55+ years	28	29	26
Gender	%	%	%
Male	48	51	42
Female	46	43	50
Nonbinary/gender fluid	2	1	2
Prefer not to say/Refused	4	4	5
Don't know	1	1	0
Employment status*	%	%	%
Full-time	52	55	47
Part-time	13	12	15
Not employed	37	34	42
Education	%	%	%
High school or less	18	15	24
Vocational/college/technical	16	15	18
Some university	11	12	10
Graduated university	52	56	45
Household Income	%	%	%
Under $40K	20	14	32
$40K to <$80K	23	20	27
$80K or more	40	50	22

Choice and Captive

Nearly two-thirds (65%) of riders are Choice riders, meaning they have regular access to a vehicle for their transit trip(s) they make, which is up slightly from both last quarter (61% in Q2 2022) and from the same quarter last year (62% in Q3 2021).

Meanwhile, just over one-third (34%) of riders are considered Captive, meaning they do not have regular access to a vehicle for their transit trip(s), which is a 4 ppt decrease from last wave (38%) and a 3 ppt decline from the same quarter last year (37% in Q3 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.

	TOTAL	CHOICE	CAPTIVE
Base	**750**	**488**	**253**
Travel Purpose	%	%	%
Work	47	43	52
Entertainment	47	47	49
Shopping	39	29	55
Personal Business	24	20	32
School	11	10	13
Other Purpose	9	8	11
Payment Method	%	%	%
Cash fare	4	3	6
Compass Ticket	2	3	1
Compass Card	85	82	90
Other	1	1	1
Region	%	%	%
Vancouver	38	35	42
Surrey / North Delta / White Rock / Langley	18	18	19
Burnaby / New Westminster	16	15	16
Richmond / South Delta	11	11	10
Northeast Region	9	11	6
North Vancouver	8	9	5
West Vancouver	2	2	2

Significantly higher than the other rider group

	TOTAL	CHOICE	CAPTIVE
Base	**750**	**488**	**253**
Identify as First Nations, Intuit, Metis	%	%	%
Yes	3	3	4
No	89	91	86
Prefer not to answer	4	2	6
Don't know	1	1	2
Refused	3	3	2
Ethnicity	%	%	%
Caucasian	48	51	43
Chinese	16	18	13
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	12	10	15
Filipino	4	4	4
Latin American	4	3	4
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	4	3	4
Arab	1	1	1
Black	1	1	2
West Asian (e.g., Iranian, Afghan, etc.)	1	1	1
Japanese	1	1	1
Korean	0	0	1
Or another ethnic or cultural identity	4	3	8
Prefer not to answer	2	2	1
Don't know	0	0	1
Refused	4	5	2

▇ Significantly higher than the other rider group

	TOTAL	LOW	MEDIUM	HIGH
Base	750	407	211	132
Years been a transit rider	11.8	15.3	10.8	7.7
Transit system – Overall Service Rating	8.2	8.3	8.1	8.1
Average age*	43.6	48.6	43.4	33.9
Age	%	%	%	%
18-34 years	37	23	36	67
35-54 years	34	39	36	21
55+ years	28	36	26	12
Gender	%	%	%	%
Male	48	47	50	47
Female	46	46	46	44
Nonbinary/gender fluid	2	1	1	4
Prefer not to say/Refused	4	6	4	2
Don't know	1	0	0	2
Employment status**	%	%	%	%
Full-time	52	53	53	48
Part-time	13	10	9	25
Not employed	37	36	39	37
Household Income	%	%	%	%
Under $40K	20	12	26	27
$40K to <$80K	23	22	23	25
$80K or more	40	48	36	29
Mode	%	%	%	%
Bus	76	64	86	90
SkyTrain	68	70	65	69
SeaBus	8	9	7	5

Low, Medium and High Frequency Riders

Less than half (47%) of transit riders are Low Frequency riders, meaning they make 3 or fewer one-way transit trips in a week, up only 1 ppt from last quarter (46% in Q2 2022) and significantly down from the same quarter last year (54% in Q3 2021). Current levels are slightly above pre-pandemic levels (45% in Q1 2020).

Just below three-in-ten (29%) riders are Medium Frequency riders, meaning they take 4 to 9 one-way transit trips a week. This is similar to last wave (31%) and the same period last year (28%) and consistent with 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 stable to last wave, significantly higher than the same quarter last year (18%) 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.

	TOTAL	LOW	MEDIUM	HIGH
Base	750	407	211	132
Travel Purpose	%	%	%	%
Work	47	24	57	80
Entertainment	47	48	42	53
Shopping	39	27	47	52
Personal Business	24	18	30	30
School	11	2	12	29
Other Purpose	9	9	9	10
Payment Method	%	%	%	%
Cash fare	4	4	7	0
Compass Ticket	2	4	1	2
Compass Card	85	80	88	93
Other	1	2	1	1
Region	%	%	%	%
Vancouver	38	36	38	43
Surrey / North Delta / White Rock / Langley	18	17	21	15
Burnaby / New Westminster	16	12	15	24
Richmond / South Delta	11	13	9	6
Northeast Region	9	11	7	8
North Vancouver	8	9	8	5
West Vancouver	2	2	2	0

Significantly higher than the other rider group(s)

TRANS LINK

	TOTAL	LOW	MEDIUM	HIGH
Base	**750**	**407**	**211**	**132**
Identify as First Nations, Intuit, Metis	%	%	%	%
Yes	3	1	7	1
No	89	92	84	91
Prefer not to answer	4	2	6	4
Don't know	1	1	1	3
Refused	3	4	2	1
Ethnicity				
Caucasian	48	57	40	40
Chinese	16	16	15	17
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	12	7	14	20
Filipino	4	4	3	5
Latin American	4	2	6	5
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	4	3	5	4
Arab	1	1	1	-
Black	1	1	2	1
West Asian (e.g., Iranian, Afghan, etc.)	1	1	2	2
Japanese	1	1	0	1
Korean	0	0	0	0
Or another ethnic or cultural identity	4	2	10	3
Prefer not to answer	2	3	1	1
Don't know	0	0	-	1
Refused	4	5	3	2

Significantly higher than the other rider group(s)

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	750	582	459	62*
Average past-week transit trips	5.5	6.2	5.6	5.1
Years been a transit rider	11.8	11.3	12.0	10.1
Transit System – Overall Service Rating	8.2	8.2	8.2	8.4
Average age**	43.6	42.8	42.8	48.3
Age	%	%	%	%
18-34 years	37	41	38	19
35-54 years	34	30	37	47
55+ years	28	28	24	32
Gender	%	%	%	%
Male	48	46	50	60
Female	46	47	46	40
Nonbinary/gender fluid	2	2	1	-
Prefer not to say/Refused	4	4	3	0
Don't know	1	1	-	-
Employment status***	%	%	%	%
Full-time	52	47	56	62
Part-time	13	15	15	13
Not employed	37	41	31	30
Education	%	%	%	%
High school or less	18	21	16	6
Vocational/college/technical	16	16	15	16
Some university	11	12	12	16
Graduated university	52	49	55	62
Household Income	%	%	%	%
Under $40K	20	25	18	18
$40K to <$80K	23	24	23	10
$80K or more	40	35	45	54

Mode Usage

Just over three-quarters (76%) of transit users rode the bus, a 1 ppt increase from last wave (75% in Q2 2022) and a 2 ppt lift from the same period last year (74% in Q3 2021).

Meanwhile, more than two-thirds (68%) of riders are SkyTrain riders, a 1 ppt drop from last wave (68%) and a 2 ppt increase from the same quarter last year (66% in Q3 2021). This is now consistent with pre-pandemic levels (68% in Q1 2020).

Unchanged from last wave, under 1-in-ten (8%) transit users are SeaBus riders, which is only a 1 ppt increase from the same quarter last year (7%).

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

☐ Significantly higher than the other rider group(s)

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

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	**750**	**582**	**459**	**62***
Travel Purpose	%	%	%	%
Work	47	50	49	42
Entertainment	47	46	50	56
Shopping	39	45	36	35
Personal Business	24	28	21	18
School	11	14	13	8
Other Purpose	9	9	10	8
Payment Method	%	%	%	%
Cash fare	4	5	1	-
Compass Ticket	2	1	2	5
Compass Card	85	88	88	79
Other	1	1	1	-
Choice/Captive Riders	%	%	%	%
Choice	65	58	70	71
Captive	34	41	29	29
Region	%	%	%	%
Vancouver	38	42	33	16
Surrey / North Delta / White Rock/ Langley	18	18	20	8
Burnaby / New Westminster	16	14	19	7
Richmond / South Delta	11	10	11	1
Northeast Region	9	7	11	3
North Vancouver	8	7	5	64
West Vancouver	2	2	1	1

Significantly higher than the other rider group(s)

Caution: Small base size.

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	**750**	**582**	**459**	**62***
Identify as First Nations, Intuit, Metis	%	%	%	%
Yes	3	4	2	5
No	89	88	90	95
Prefer not to answer	4	4	4	-
Don't know	1	2	1	0
Refused	3	3	3	0
Ethnicity	%	%	%	%
Caucasian	48	46	47	64
Chinese	16	16	16	2
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	12	12	14	14
Filipino	4	5	4	-
Latin American	4	4	4	6
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	4	4	4	-
Arab	1	1	0	3
Black	1	1	1	-
West Asian (e.g., Iranian, Afghan, etc.)	1	1	1	0
Japanese	1	1	1	-
Korean	0	0	0	-
Or another ethnic or cultural identity	4	5	3	7
Prefer not to answer	2	2	2	1
Don't know	0	1	-	-
Refused	4	4	4	3

Significantly higher than the other rider group(s)

Caution: Small base size.

	Metro Vancouver Population 16 Years or older*	(Q3-2020)	(Q4-2020)	(Q1-2021)	(Q2-2021)	(Q3-2021)	(Q4-2021)	(Q1-2022)	(Q2-2022)	(Q3-2022)
BASE	2000	1257	1346	1197	1138	1278	1258	1284	1318	750
Average Years Riding Transit	n/a	12.1	11.7	12.4	12.0	13.3	12.7	11.9	11.3	11.8
Age:	%	%	%	%	%	%	%	%	%	%
Aged 18 to 24 years	12	18	19	20	19	17	19	18	20	16
Aged 25 to 34 years	18	21	19	18	20	20	19	19	19	21
Aged 35 to 44 years	18	14	16	15	16	18	14	15	16	16
Aged 45 to 54 years	20	20	18	19	17	16	20	18	18	17
Aged 55 to 64 years	16	9	10	9	9	9	8	9	9	8
Aged 65 years and over	17	17	16	17	17	17	18	18	17	20
Gender:	%	%	%	%	%	%	%	%	%	%
Male	48	48	48	49	48	49	49	48	49	50
Female	52	52	52	51	52	51	51	52	51	50
Employment	%	%	%	%	%	%	%	%	%	%
Employed full-time	57	44	48	47	46	51	51	48	49	52
Employed part-time	13	19	19	18	21	15	17	18	17	13
Student	5	11	12	14	13	11	13	12	14	14
Not employed	3	9	8	7	6	5	4	5	4	5
Homemaker	2	2	2	1	3	1	1	2	2	3
Retired	18	17	15	16	15	17	17	17	17	19
Refused	1	2	2	1	2	3	2	1	2	2
Education:	%	%	%	%	%	%	%	%	%	%
High school or less	21	20	21	23	21	17	18	21	16	18
Voc./college/tech.	26	21	21	20	19	20	18	17	17	16
Some university	7	10	11	9	11	9	14	11	10	11
Graduated university	45	47	44	46	46	50	46	48	54	52
Refused	0	2	3	2	3	3	3	3	3	2

Transit tenure is at 11.8 years

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

Significantly higher than Metro Vancouver general public

Significantly lower than Metro Vancouver general public

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

APPENDIX A – Methodology

Methodology

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

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

Sampling

Sample Source

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

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

Sampling Population and Target Respondent

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

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

Survey Quotas and Sample Sizes

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

The table below shows the estimated proportion of past 30-day transit riders (i.e., rider share) within each region, the number of surveys conducted quarterly and annually within each region by Ipsos, and the proportion of surveys conducted within each region. Note that quotas per region changed in 2022 for Vancouver (currently 260 per quarter, down from 680) and West Vancouver (currently 60, down from 100).

Regional Quotas

Region	Proportion of past 30-day users (Rider Share)	Surveys per quarter	Surveys per year	% of total sample
Burnaby/New Westminster	14%	105	420	14%
Richmond/South Delta	9%	72	288	10%
Surrey/North Delta/White Rock/Langley	18%	102	408	14%
Vancouver	41%	260	1040	35%
Northeast Sector (Coquitlam/Port Coquitlam/Port Moody/Pitt Meadows/Maple Ridge/Anmore & Belcarra)	8%	77	308	10%
North Vancouver	7%	74	296	10%
West Vancouver	3%	60	240	8%
Total		750	3000	

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: 41% cellphone/59% landline
Wednesday to Thursday: 43% cellphone/57% landline
Friday to Saturday: 35% cellphone/65% landline

In total, we aim for 451 landline completes and 299 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 2022, we expect to obtain approximately 4,576 evaluations in the course of conducting 3000 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	2,292	.76
SkyTrain	2,052	0.68
SeaBus	232	.08
Total # of Evaluations	**4,576**	1.53
Total # of Interviews	**3000**	

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 750 is +/- 3.6%; the margin of error for the quarterly Vancouver sample of 250 is +/- 6.2%.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 750 each, the proportions must differ by at least 5.1% 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%
250	+/- 6.2%	+/- 8.8%
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%
750	+/- 3.6%	+/- 5.1%
3000	+/- 1.8%	+/- 2.5%

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
250	1.0	0.12	0.18
750	1.0	0.07	0.10
50	1.5	0.42	0.59
250	1.5	0.19	0.26
750	1.5	0.11	0.15
50	2.0	0.55	0.78
250	2.0	0.25	0.35
750	2.0	0.14	0.20

Survey Instrument

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

Fieldwork

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

[READ ALL QUESTIONS VERBATIM - NO EXCEPTIONS]

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

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

[TARGET AVERAGE SURVEY LENGTH: 15 MINUTES]

[HIDDEN VARIABLE]
S1. Sample Source
1.   Landline Sample
2.   Cellphone Sample

[INTRODUCTION]

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

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

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

        [0 – 30 RECORD NUMBER]

(IF NECESSARY: Public transit includes the Canada Line.)
[IF S1 = LANDLINE SAMPLE:
IF NO ONE 18+ HAS USED TRANSIT THANK AND TERMINATE. IF ONLY ONE PERSON 18+ HAS USED TRANSIT, ASK TO SPEAK TO THAT PERSON, THEN GO TO SCREENER A.
IF TWO OR MORE PERSONS HAVE USED TRANSIT IN Q.A1, SAY: I would like to speak to the Transit rider 18 or older who had the most recent birthday. [REINTRODUCE]
IF NOT AVAILABLE, ARRANGE CALLBACK.
IF NECESSARY: We ask for the person with the last birthday as a means of randomizing the respondents in our sample.
(RE-INTRODUCE IF NECESSARY: Hi, we are doing a short study on behalf of Translink.)]

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

        YES
        NO

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

AC1.   Are you age 18 or older?

YES
NO

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

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

YES
NO

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

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

YES
NO

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

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

YES
NO

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

[IDENTIFY REGION]

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

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

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

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

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

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

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

YES
NO

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

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

[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 <u>onboard</u> the SeaBus.**)**

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

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

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

[1-10]

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 <u>first</u> board the SkyTrain during your **[TRIP]** trip? **(RECORD ONE FROM LIST BELOW.)**

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

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

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

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

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

   [1-10]

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

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

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

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]

<table>
<tr><td>ASSESS SATISFACTION WITH BUS ROUTES; IDENTIFY WAYS TO IMPROVE SERVICE</td></tr>
</table>

[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]

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

   1. Pay cash on the bus
   5. Compass Ticket (**IF NEEDED TO CLARIFY:** single use or a day pass on a Compass ticket**)**
   9. Compass Card (all types including U-Pass)
   11. Tap to Pay (**IF NEEDED TO CLARIFY:** tapping with contactless credit cards or mobile device**)**
   7. Other **[PROGRAMMER: NOT 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 <u>THE MOST</u>? **(READ LIST, ONE RESPONSE ONLY)**

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

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

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 <u>overall experience</u> with the Compass Card and Faregate System?

[1-10]

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

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

        RECORD YEARS **[range 0-50]**
        RECODES MONTHS **[range 0 – 11]**
        NOT A REGULAR RIDER

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

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

[NEW – ADDED IN JULY 2020]

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

        YES
        NO

32.   On a scale of 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

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 <u>best</u> describe your current employment status? **(READ LIST. RECORD ALL MENTIONS.)**

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

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

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

[NEW: ADDED MAR 2014]
[PROG: ASK Q36A IF STUDENT (CODE 3) <u>NOT</u> SELECTED AT Q34. ELSE, SKIP TO Q36a4]

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

YES
NO

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

[0-99]

37a. Which of the following best describes your total household income for 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	704	8.2	8.6	8.5	8.4	7.3	7.7	8.2	8.8	8.5	7.6	8.8
2	13	8.2	8.3	8.0	9.0	5.2	8.0	8.0	9.0	8.7	8.1	9.0
3	6	6.3	8.7	7.0	6.3	7.0	5.8	7.2	8.1	8.2	5.5	8.8
4	11	8.9	9.8	9.2	9.5	8.2	8.5	9.0	9.8	9.5	9.0	9.8
5	7	7.9	8.5	8.1	8.0	6.2	5.8	7.9	7.6	7.8	7.0	7.9
6	8	7.4	8.1	7.7	7.4	6.0	7.7	8.1	7.5	7.2	7.4	8.5
7	13	7.7	8.5	7.0	7.2	7.3	7.5	6.9	8.2	6.9	7.0	8.7
8	6	7.6	8.0	8.0	6.4	5.5	7.4	7.4	8.1	6.9	7.6	7.8
9	9	8.6	8.7	8.2	8.5	8.6	8.6	7.7	8.9	8.7	7.0	8.6
10	10	8.7	9.0	8.9	9.5	8.3	8.7	8.9	9.8	8.8	7.6	9.8
14	6	8.5	8.5	8.2	7.9	8.4	8.8	8.0	9.0	8.3	7.6	9.5
15	3	7.5	8.7	9.2	8.7	9.0	5.8	9.2	9.2	8.9	5.2	9.2
16	9	7.1	8.4	8.4	8.5	7.5	7.3	6.4	7.2	8.0	7.2	8.2
17	5	6.3	9.1	8.2	8.8	6.2	6.1	8.7	9.1	7.5	6.6	8.3
19	11	8.5	9.5	8.5	7.6	8.2	8.1	8.5	9.7	9.4	8.2	9.6
20	20	7.6	8.6	7.3	6.7	6.0	6.5	6.3	8.2	8.2	6.6	7.7
22	9	8.7	9.2	8.3	7.5	7.8	8.4	8.5	9.0	8.8	8.1	8.7
23	9	6.1	7.8	8.8	8.0	4.5	5.2	9.4	8.7	8.4	6.2	8.3
25	12	8.6	8.7	9.1	8.9	7.6	8.5	8.6	9.7	9.6	8.9	8.3
26	2	9.4	9.8	9.8	9.8	9.8	9.4	9.8	9.6	9.0	9.6	9.8
27	5	8.7	7.8	8.3	8.3	7.7	7.9	7.8	8.0	9.1	7.3	9.3
28	4	8.2	8.2	8.9	9.3	9.8	9.7	8.2	9.3	7.9	5.5	9.3
29	2	8.2	8.6	7.6	8.6	8.0	8.6	8.0	8.2	8.0	8.0	8.2
31	1	9.0	8.0	8.0	6.0	7.0	8.0	9.0	9.0	8.0	7.0	8.0
33	7	7.0	7.2	9.1	8.4	6.8	7.4	8.8	7.9	8.0	6.1	8.3
41	9	8.8	9.0	9.1	8.6	8.2	8.5	8.6	8.7	9.1	7.0	9.2
44	4	7.7	8.3	8.3	8.6	6.8	8.3	8.0	8.9	8.3	7.8	8.9
49	13	8.8	9.1	9.1	9.1	7.1	7.9	8.9	9.0	8.8	8.3	8.7
68	1	8.0	8.0	8.0	8.0	7.0	8.0	9.0	6.0	7.0	8.0	8.0
84	8	9.0	9.4	9.5	8.6	8.9	8.6	8.7	9.3	9.1	8.0	9.4
99 B-Line	46	8.6	8.5	8.1	8.6	7.3	8.6	7.9	9.3	8.5	8.6	8.8
100	3	7.3	7.5	8.3	8.8	5.7	6.2	7.6	8.3	7.6	7.9	7.4
103	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	9.0	10.0	10.0	10.0
104	2	8.1	9.0	9.0	8.7	8.1	7.4	9.4	9.4	9.4	8.7	8.6
105	1	10.0	8.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	8.0
106	12	7.9	8.4	8.3	8.1	6.9	7.0	7.7	8.3	7.0	8.0	9.0
110	2	7.0	6.0	7.0	8.0	8.0	7.0	7.4	7.0	7.0	3.9	6.0
112	2	9.8	9.8	9.8	8.8	9.3	6.4	7.2	9.6	9.8	7.4	9.8
116	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
119	3	9.6	8.9	10.0	10.0	10.0	9.3	9.3	10.0	10.0	10.0	9.6
123	6	7.6	7.9	8.1	8.9	7.0	8.5	7.6	9.5	9.2	6.4	7.1
128	2	7.3	8.6	9.0	8.7	8.4	8.0	8.7	9.4	10.0	5.2	10.0
129	2	10.0	10.0	10.0	10.0	9.1	9.0	10.0	8.2	9.1	7.0	10.0
130	2	9.2	10.0	10.0	10.0	8.5	8.5	7.7	10.0	10.0	10.0	10.0
132	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	6.0	10.0
133	2	7.2	8.1	9.9	9.9	8.1	5.4	9.1	8.0	9.1	6.2	9.9
134	3	6.9	5.7	9.3	8.7	8.7	7.1	8.9	9.6	9.0	5.3	9.3
143	2	7.6	6.8	8.4	7.6	9.2	6.1	8.4	9.2	8.4	7.6	8.4
144	3	9.2	9.6	5.5	9.6	10.0	9.6	9.2	9.2	9.6	8.1	9.6
145	2	9.2	7.6	8.4	6.0	6.8	8.4	6.4	10.0	9.2	6.8	10.0
146	1	10.0	10.0	10.0	10.0	5.0	10.0	8.0	10.0	10.0	10.0	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
148	1	10.0	9.0	10.0	10.0	10.0	9.0	10.0	9.0	10.0	7.0	10.0
150	1	10.0	10.0	10.0	10.0	7.0	8.0	10.0	7.0	10.0	10.0	10.0
151	6	8.9	9.6	9.3	8.6	8.9	9.1	9.4	9.1	9.3	7.3	9.4
152	3	7.4	9.0	7.8	7.8	5.4	6.8	7.6	7.4	7.3	6.8	9.0
153	1	9.0	9.0	10.0	10.0	10.0	9.0	10.0	10.0	10.0	9.0	9.0
155	1	8.0	8.0	10.0	8.0	7.0	9.0	9.0	9.0	9.0	9.0	8.0
156	3	8.6	8.1	8.0	8.4	8.3	8.3	7.6	7.7	8.6	7.0	8.4
157	1	9.0	8.0	8.0	8.0	8.0	8.0	9.0	8.0	8.0	6.0	8.0
159	1	10.0	8.0	9.0	10.0	7.0	8.0	10.0	10.0	9.0	9.0	10.0
160	6	8.2	9.7	8.7	8.0	8.0	6.3	8.7	9.8	8.6	6.0	9.8
169	1	1.0	0.0	10.0	10.0	1.0	1.0	10.0	10.0	8.0	2.0	5.0
171	1	10.0	10.0	10.0	10.0	6.0	8.0	10.0	9.0	9.0	9.0	10.0
173	1	9.0	8.0	9.0	9.0	10.0	10.0	10.0	10.0	9.0	9.0	7.0
180	2	10.0	10.0	10.0	10.0	10.0	10.0	10.0	6.9	10.0	10.0	10.0
183	1	8.0	7.0	6.0	6.0	8.0	7.0	8.0	8.0	9.0	6.0	8.0
185	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
186	1	10.0	10.0	10.0	10.0	10.0	9.0	10.0	10.0	10.0	7.0	10.0
187	1	8.0	8.0	9.0	9.0	6.0	8.0	8.0	8.0	8.0	6.0	7.0
188	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	0.0	10.0
189	1	8.0	8.0	8.0	8.0	10.0	8.0	8.0	8.0	8.0	5.0	8.0
210	3	9.2	9.3	9.5	9.5	5.7	9.0	9.3	9.2	7.8	8.4	9.3
211	3	8.7	8.8	9.4	9.4	8.8	8.7	8.1	8.7	8.7	7.1	9.0
214	1	9.0	9.0	10.0	10.0	10.0	9.0	10.0	10.0	10.0	5.0	10.0
228	3	9.4	8.9	9.4	9.1	6.9	6.8	8.3	10.0	7.6	7.8	9.3
229	6	7.7	7.2	9.5	8.9	6.9	6.1	8.4	9.0	8.7	8.2	8.9
230	8	9.1	9.7	9.6	9.1	5.5	8.4	9.2	9.7	9.2	7.1	9.6
232	5	7.5	8.5	8.1	7.5	8.2	8.0	8.7	8.5	8.1	7.3	8.7
236	1	9.0	2.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	5.0
240	14	9.2	9.1	9.3	9.1	8.8	8.6	9.3	8.9	9.4	8.8	9.2
241	3	8.7	8.2	6.7	7.6	6.2	7.9	5.8	9.4	8.7	8.6	8.6
246	8	8.0	8.6	9.4	9.0	5.7	5.6	8.6	8.5	8.6	5.3	9.6
249	3	9.6	8.6	9.4	9.9	7.3	8.6	9.6	8.6	9.2	9.6	9.8
250	29	8.6	8.3	8.5	9.1	6.3	7.0	8.4	9.0	7.3	6.7	8.6
251	1	10.0	10.0	10.0	10.0	9.0	10.0	10.0	10.0	10.0	7.0	10.0
253	1	5.0	3.0	3.0	7.0	5.0	5.0	5.0	5.0	3.0	0.0	3.0
254	4	9.7	9.4	9.7	10.0	8.5	6.8	9.8	8.1	9.8	6.3	9.3
255	8	8.0	8.5	8.8	8.0	6.9	7.7	7.7	8.7	8.3	8.2	8.3
256	2	9.5	9.2	10.0	10.0	9.5	8.0	8.7	9.5	9.7	8.7	9.2
257	7	8.5	7.7	8.2	7.3	7.5	7.9	6.7	8.9	8.3	8.0	8.4
301	4	8.6	8.8	9.3	9.3	6.3	7.9	8.6	9.7	9.0	7.8	8.6
310	1	4.0	10.0	9.0	9.0	9.0	3.0	10.0	7.0	9.0	4.0	9.0
316	1	3.0	9.0	8.0	8.0	6.0	1.0	8.0	10.0	10.0	3.0	9.0
319	7	8.0	8.3	8.5	8.2	6.1	7.4	7.7	8.5	8.1	8.4	8.7
320	2	9.2	9.0	9.4	9.0	8.8	9.4	5.4	8.8	8.8	8.6	9.4
321	5	8.2	8.9	8.6	8.0	8.0	6.9	8.5	9.0	8.6	7.3	9.4
323	4	5.3	8.3	8.7	7.2	6.4	6.5	5.8	8.1	8.1	5.7	7.7
324	1	7.0	8.0	10.0	10.0	8.0	7.0	10.0	8.0	10.0	5.0	10.0
325	2	9.5	9.1	9.1	7.7	9.1	7.5	9.5	9.5	9.1	8.6	9.5
329	1	10.0	10.0	10.0	10.0	8.0	10.0	10.0	10.0	10.0	10.0	10.0
335	7	8.1	9.3	8.9	8.9	7.4	7.8	8.8	8.3	8.5	7.3	9.2
337	1	9.0	9.0	10.0	10.0	9.0	10.0	9.0	9.0	9.0	8.0	10.0

APPENDIX C – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
340	3	7.9	8.9	7.2	6.9	7.1	7.3	7.0	8.2	7.5	7.9	7.9
341	1	6.0	9.0	10.0	10.0	7.0	6.0	10.0	10.0	10.0	10.0	10.0
342	1	2.0	4.0	9.0	9.0	7.0	3.0	10.0	4.0	4.0	3.0	8.0
345	2	7.7	9.0	7.0	7.3	7.7	7.7	9.0	7.0	6.3	7.0	9.0
351	9	8.4	9.0	8.9	8.7	8.4	8.8	9.0	9.4	9.3	8.4	9.7
352	2	10.0	10.0	10.0	9.2	10.0	10.0	10.0	10.0	10.0	8.8	10.0
360	1	10.0	10.0	10.0	9.0	10.0	10.0	10.0	10.0	10.0	8.0	10.0
361	3	8.7	9.2	10.0	10.0	8.8	9.5	9.6	10.0	9.6	8.3	8.9
362	1	8.0	7.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0
364	2	8.0	9.4	8.8	8.8	6.4	9.6	8.4	7.0	8.8	8.4	10.0
372	1	7.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	8.0	10.0
373	1	7.0	9.0	9.0	9.0	6.0	9.0	9.0	9.0	9.0	7.0	9.0
375	3	7.8	8.2	9.2	8.0	8.0	6.8	8.0	8.2	8.2	6.6	9.2
401	2	7.2	6.3	4.5	8.2	5.4	5.4	6.3	7.3	7.3	6.3	4.5
402	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
403	5	9.4	9.2	9.2	9.3	9.2	9.4	9.1	9.7	9.7	9.5	9.3
404	2	10.0	10.0	10.0	10.0	10.0	10.0	10.0	8.8	10.0	10.0	8.8
406	5	8.3	9.0	8.3	8.3	6.7	8.2	7.3	7.9	8.0	8.0	9.1
407	6	8.8	9.0	9.5	9.6	9.5	8.7	9.0	9.6	9.7	7.9	9.6
408	4	8.1	7.9	8.5	8.3	6.6	6.7	7.8	9.7	8.2	8.3	8.2
410	3	4.6	8.1	9.2	9.3	4.5	6.2	6.5	7.5	6.3	6.4	8.7
430	5	9.7	8.5	7.7	8.7	8.1	8.5	8.7	8.8	9.1	8.8	9.8
501	5	7.8	8.2	7.7	7.5	7.5	7.6	7.9	8.4	7.3	7.8	8.7
502	2	8.0	8.0	8.5	7.0	6.0	8.5	6.5	6.5	7.0	6.5	8.0
503	2	7.0	7.8	7.2	7.0	5.4	6.0	8.0	7.4	8.0	6.8	9.0
531	3	8.2	9.4	9.6	9.7	9.1	8.3	9.1	8.9	8.9	6.6	10.0
555	4	9.1	9.5	9.3	8.1	6.9	9.0	9.6	9.8	9.6	8.8	9.6
595	3	6.9	8.8	5.7	7.4	6.3	5.2	7.4	8.0	8.8	6.6	8.3
601	9	7.9	8.8	9.2	8.6	6.3	8.5	8.8	7.4	7.6	6.4	8.9
602	1	10.0	8.0	10.0	10.0	10.0	8.0	8.0	10.0	8.0	2.0	7.0
617	1	8.0	5.0	8.0	7.0	2.0	5.0	8.0	10.0	10.0	5.0	6.0
620	3	8.9	6.3	9.1	9.1	6.6	8.9	9.3	9.6	9.8	9.1	9.3
701	2	7.1	8.7	7.7	7.7	7.5	5.7	5.9	8.4	6.5	6.1	10.0
750 R1	6	8.7	9.1	6.3	6.4	6.8	7.2	8.8	9.3	9.0	8.3	8.6
751 R2	5	9.0	9.8	9.7	9.2	8.1	9.4	8.7	9.7	9.2	9.5	9.7
752 R3	6	8.4	9.5	8.9	8.6	8.4	7.6	9.1	9.5	9.3	9.3	9.2
753 R4	12	7.6	9.1	8.5	8.4	6.9	7.8	8.5	8.7	9.0	8.0	8.9
754 R5	12	8.8	8.5	7.5	7.8	7.6	7.0	7.0	9.4	8.8	8.6	9.0
791	2	8.0	9.1	7.5	8.6	9.5	8.9	8.0	10.0	9.1	7.5	8.6
BTC	13	7.8	8.8	9.3	8.9	7.7	8.4	8.7	8.2	9.1	7.8	9.2
STC	7	7.7	9.4	7.4	7.6	7.3	7.6	8.1	8.8	8.6	8.0	8.3
PCT	4	7.8	9.1	9.6	8.6	7.0	8.2	8.1	7.7	8.1	5.3	9.3
RTC	9	8.5	9.0	8.7	8.1	7.9	6.7	8.5	9.4	8.0	7.4	9.4
VTC	19	7.5	8.1	8.1	7.8	6.5	7.6	7.1	8.5	8.4	6.8	8.5
WVT	8	8.6	9.3	9.0	8.2	6.5	7.6	8.9	8.1	8.1	5.9	9.3

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	**704**	**8.2**	**8.6**	**8.5**	**8.4**	**7.3**	**7.7**	**8.2**	**8.8**	**8.5**	**7.6**	**8.8**
99 B-Line	46	8.6	8.5	8.1	8.6	7.3	8.6	7.9	9.3	8.5	8.6	8.8

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

Route Number	July - September 2021		July - September 2022		Net Difference
	# of Trips	Overall Performance	# of Trips	Overall Performance	Jul'21-Sep'21 vs. Jul'22-Sep'22
# 250	39	7.9	29	8.6	0.7
# 99 B-Line	57	8.5	46	8.6	0.1
# VTC	35	8.6	19	7.5	-1.1

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

OVERALL PERFORMANCE RATINGS
APRIL 2021 - SEPTEMBER 2021 VERSUS
APRIL 2022 - SEPTEMBER 2022
(Routes With 35+ Trips Per 6 Month Period)

| Route Number | April - September 2021 | | April - September 2022 | | Net Difference |
	# of Trips	Overall Performance	# of Trips	Overall Performance	Apr'21-Sep'21 vs. Apr'22-Sep'22
# 10	31	7.9	38	8.1	0.2
# 106	36	8.1	33	7.8	-0.3
# 16	51	8.4	35	7.7	-0.7
# 19	35	8.2	38	8.3	0.1
# 2	44	8.4	40	8.6	0.2
# 20	36	7.6	40	8.0	0.4
# 240	46	8.2	38	8.7	0.5
# 25	52	8.5	34	8.3	-0.2
# 250	60	8.3	71	8.3	0.0
# 319	40	8.6	25	8.5	-0.1
# 49	64	8.8	38	8.2	-0.6
# 7	35	7.9	34	7.5	-0.4
# 753 R4	45	8.6	42	8.4	-0.2
# 754 R5	35	8.3	30	8.8	0.5
# 9	40	7.9	24	8.3	0.4
# 99 B-Line	108	8.4	111	8.7	0.3
# BTC	51	8.1	35	8.0	-0.1
# VTC	55	8.3	55	7.8	-0.5

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

OVERALL PERFORMANCE RATINGS
OCTOBER 2020 - SEPTEMBER 2021 VERSUS
OCTOBER 2021 - SEPTEMBER 2022
(Routes With 35+ Trips Per Year)

| Route Number | October 2020 - September 2021 | | October 2021 - September 2022 | | Net Difference |
	# of Trips	Overall Performance	# of Trips	Overall Performance	Oct'20-Sep'21 vs. Oct'21-Sep'22
# 10	84	8.3	77	8.0	-0.3
# 100	55	8.4	39	7.7	-0.7
# 106	76	7.9	58	8.2	0.3
# 123	36	8.2	36	8.0	-0.2
# 130	54	8.2	29	8.2	0.0
# 14	67	8.2	51	8.1	-0.1
# 16	120	8.3	87	7.8	-0.5
# 160	35	8.7	38	8.3	-0.4
# 17	65	8.1	37	7.7	-0.4
# 19	69	8.2	77	8.2	0.0
# 2	107	8.2	94	8.2	0.0
# 20	90	7.6	72	7.9	0.3
# 22	56	7.9	46	8.2	0.3
# 240	79	7.9	78	8.5	0.6
# 25	105	8.5	84	7.8	-0.7
# 250	92	8.6	125	8.3	-0.3
# 255	39	8.3	47	8.1	-0.2
# 3	73	8.0	45	7.1	-0.9
# 319	76	8.6	61	8.1	-0.5
# 321	44	7.8	39	7.9	0.1
# 33	32	8.6	40	8.0	-0.6
# 335	30	7.8	35	8.1	0.3
# 351	49	9.0	56	8.5	-0.5
# 4	60	8.5	44	8.4	-0.1
# 41	52	8.6	42	7.8	-0.8
# 410	40	8.8	26	8.0	-0.8
# 49	129	8.9	90	8.3	-0.6
# 5	79	8.2	49	8.0	-0.2
# 50	44	8.5	18	8.6	0.1
# 6	67	8.1	47	8.2	0.1
# 601	35	8.4	39	8.0	-0.4
# 7	66	7.8	70	7.6	-0.2
# 750 R1	50	8.6	41	8.5	-0.1

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

	Route Number	October 2020 - September 2021		October 2021 - September 2022		Net Difference
		# of Trips	Overall Performance	# of Trips	Overall Performance	Oct'20-Sep'21 vs. Oct'21-Sep'22
#	751 R2	24	8.4	38	8.4	0.0
#	753 R4	84	8.6	92	8.2	-0.4
#	754 R5	60	8.5	59	8.7	0.2
#	8	37	8.0	43	7.8	-0.2
#	84	54	8.4	36	8.9	0.5
#	9	129	8.1	90	8.1	0.0
#	99 B-Line	282	8.6	252	8.5	-0.1
#	BTC	105	7.9	78	8.0	0.1
#	RTC	14	9.0	40	8.5	-0.5
#	STC	46	8.5	46	8.5	0.0
#	VTC	120	8.2	116	8.0	-0.2

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