

CUSTOMER SERVICE PERFORMANCE

QUARTER 1 2023

BUS – SEABUS – SKYTRAIN

Report

2023-04-26

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Highlights

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, or 10 out of 10) are highlighted.

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

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



Highlights

OVERVIEW

- Seven-in-ten (70%) riders award Good-to-Excellent ratings for Overall Transit Service, which is slightly higher than last quarter (up by 6 percentage points (ppt)) and equal to the same quarter last year (70%).
- Close to two-in-five (17%) riders say they take transit less regularly than they did six months ago, which is up slightly from last wave (14%) but slightly lower than the same period last year (20%). Conversely, almost two-in-five (19%) riders say they take transit more regularly than six months ago, lower than last wave (25%) and similar to Q1 2022 (21%).
- Some significant attribute shifts have occurred this wave. When it comes to top key drivers, Not Being Overcrowded is down from the same period last year for both Bus and SkyTrain. However, top key driver Courteous Bus Operator is up both from last quarter and last year, suggesting some improved service quality.
- While ridership composition and use of the system metrics reached or exceeded pre-pandemic values last quarter, some metrics are beginning to shift again this quarter. Despite the end of the pandemic, changed behaviours (such as hybrid working) may be here to stay and therefore comparisons to pre-pandemic values are no longer ideal benchmarks for moving forward.



Highlights

BUS SERVICE



Nearly seven-in-ten (69%) of bus riders award top ratings for Overall Bus Service, which is up significantly from last wave (6 ppt from Q4 2022) but on par with the same period last year (69% in Q1 2022).

- Top key driver Courteous Bus Operator increased significantly from both last quarter (7 ppt) and same quarter last year (7 ppt), while top key driver Not Being Overcrowded declined significantly by 8 ppt from a year ago.
- Significant attribute shifts: Trip Duration saw an increase from last quarter, while Having a Safe & Professional Operator saw a drop from last quarter. Feeling Safe from Crime on board saw a decrease from both last quarter and the same period last year.
- The positive performance threshold of 7.0 out of 10 continues to be met by all bus system service attributes.

SKYTRAIN SERVICE



Top ratings for Overall SkyTrain Service are provided by over eight-in-ten (81%) riders, which is a directional increase from last wave (5 ppt from Q4 2022), and a slight lift from the same quarter last year (78% in Q1 2022).

- Key driver Not Being Overcrowded has been declining since Q2 2021 with a slight increase from last quarter. However, ratings are still down significantly from the same quarter last year (9 ppt).
- Significant attribute shifts: Clean and Graffiti-Free saw an increase from last quarter, while Feeling Safe From Crime Inside the SkyTrain Station saw a decrease from last quarter and the same period last year.
- Staff Available When Needed and Delays are Announced and Explained continue to be the only two attributes below the performance threshold of 7.0 out of 10.

SEABUS SERVICE

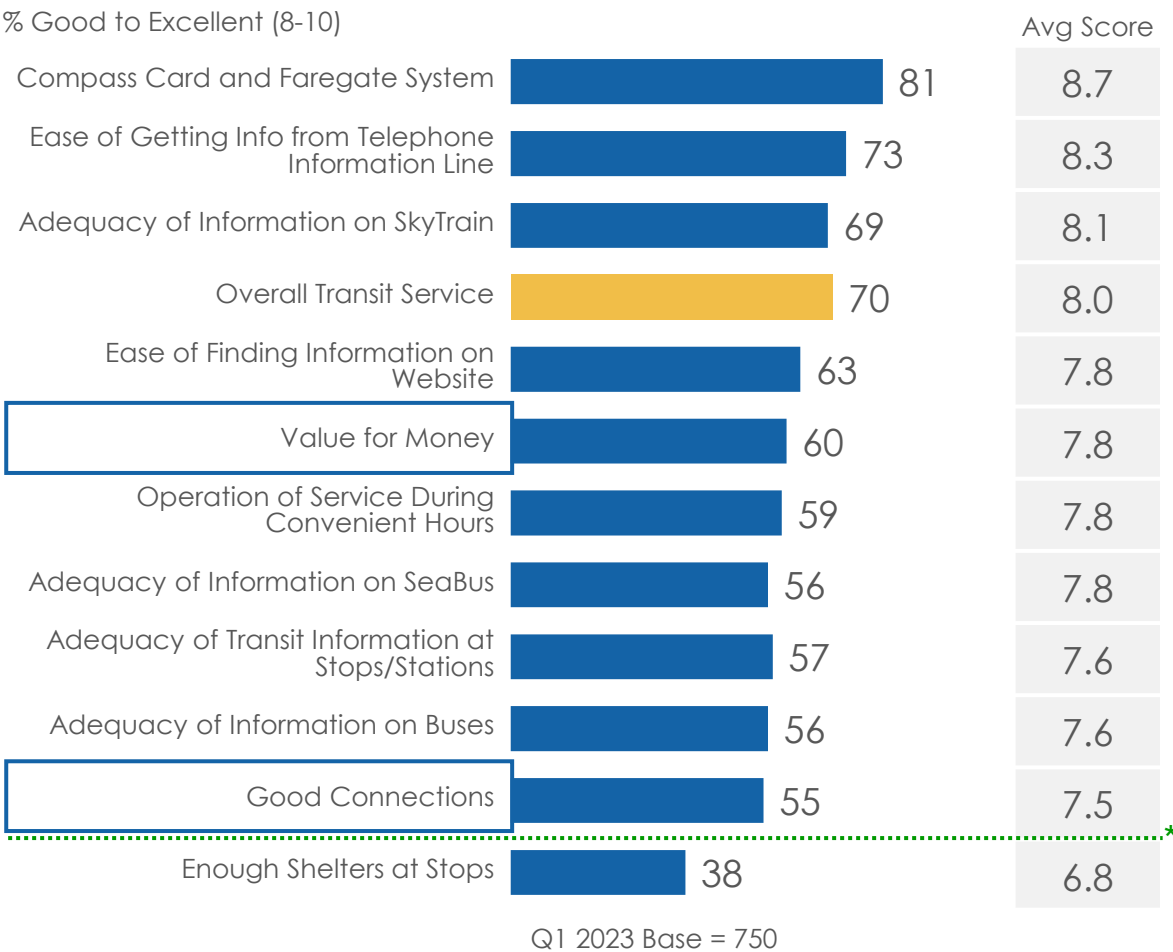


Over eight-in-ten (81%) SeaBus riders award Good-to-Excellent scores for Overall SeaBus Service, a decrease from last wave (8 ppt from Q4 2022) and a slight drop from the same quarter last year (84% in Q1 2022).

- Although the Key attribute On-time, Reliable Service decreased significantly from the last quarter (7 ppt), it is well in line with the overall trend over the past several quarters.
- Last quarter, Clean & Graffiti-Free received an above-usual rating, and this quarter's rating is now below the usual levels. When combined, this shows as a significant drop from last quarter (20 ppt).
- All service attributes continue to outperform the 7.0 out of 10 positive performance threshold.

Highlights – Transit System

PERFORMANCE ON TRANSIT SYSTEM ATTRIBUTES



Value for Money 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.

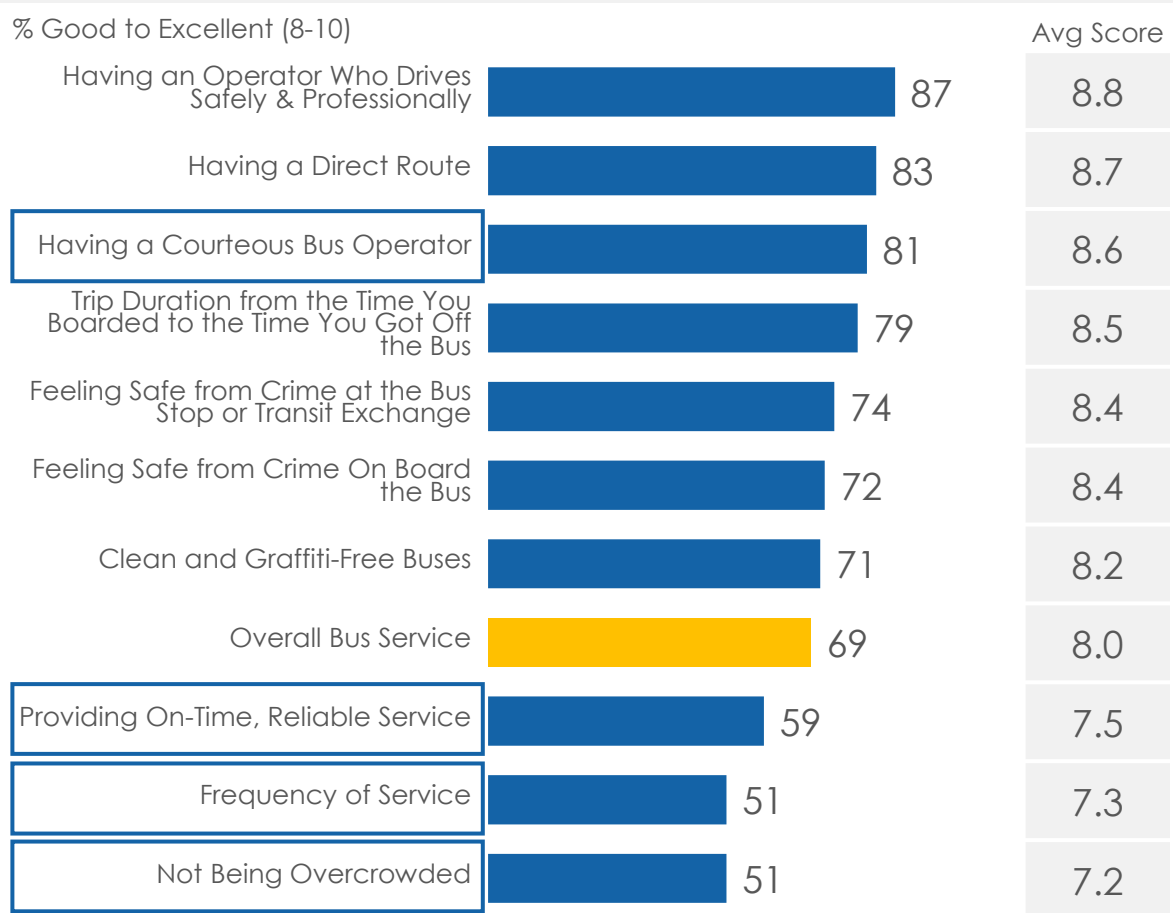
- Seven-in-ten (70%) riders provide Good-to-Excellent ratings for Overall Transit Service, which is a slight increase from last wave (64%) but consistent with the same period last year (70%). The average score is 8.0 out of 10, up slightly from 7.9 in Q4 2022, and in line with Q1 2022 (8.0).
- No significant differences were experienced among Transit System attributes compared to last quarter or the same quarter last year. However, Overall Service saw a directional increase of 6 ppt from Q4 2022.
- Like last wave, all service attributes except Having Enough Shelters at Stops (6.8 out of 10), met the positive performance threshold of 7.0 out of 10.

PERFORMANCE ON TOP KEY DRIVERS OF TRANSIT OVERALL SERVICE*

- **Value for Money**
 - Top scores are awarded for this attribute by six-in-ten (60%) riders, which is slightly up from last quarter (57%) and unchanged from the same quarter last year. The average is up to 7.8 from last period (7.6) and up modestly from the same quarter last year (7.7).
- **Good Connections**
 - Of the more than four-in-ten (41%) transit riders who took more than one transit mode, more than half (55%) award top ratings for Having Good Connections, a 1 ppt drop from last quarter, and a 2 ppt drop from the same quarter last year. The average score increased to 7.5 out of 10, compared to 7.3 last wave, and is slightly below 7.6 from the same quarter last year.

Highlights – Bus System

PERFORMANCE ON BUS SYSTEM ATTRIBUTES



Q1 2023 Base = 704 (bus routes evaluated)*

TOP KEY DRIVER

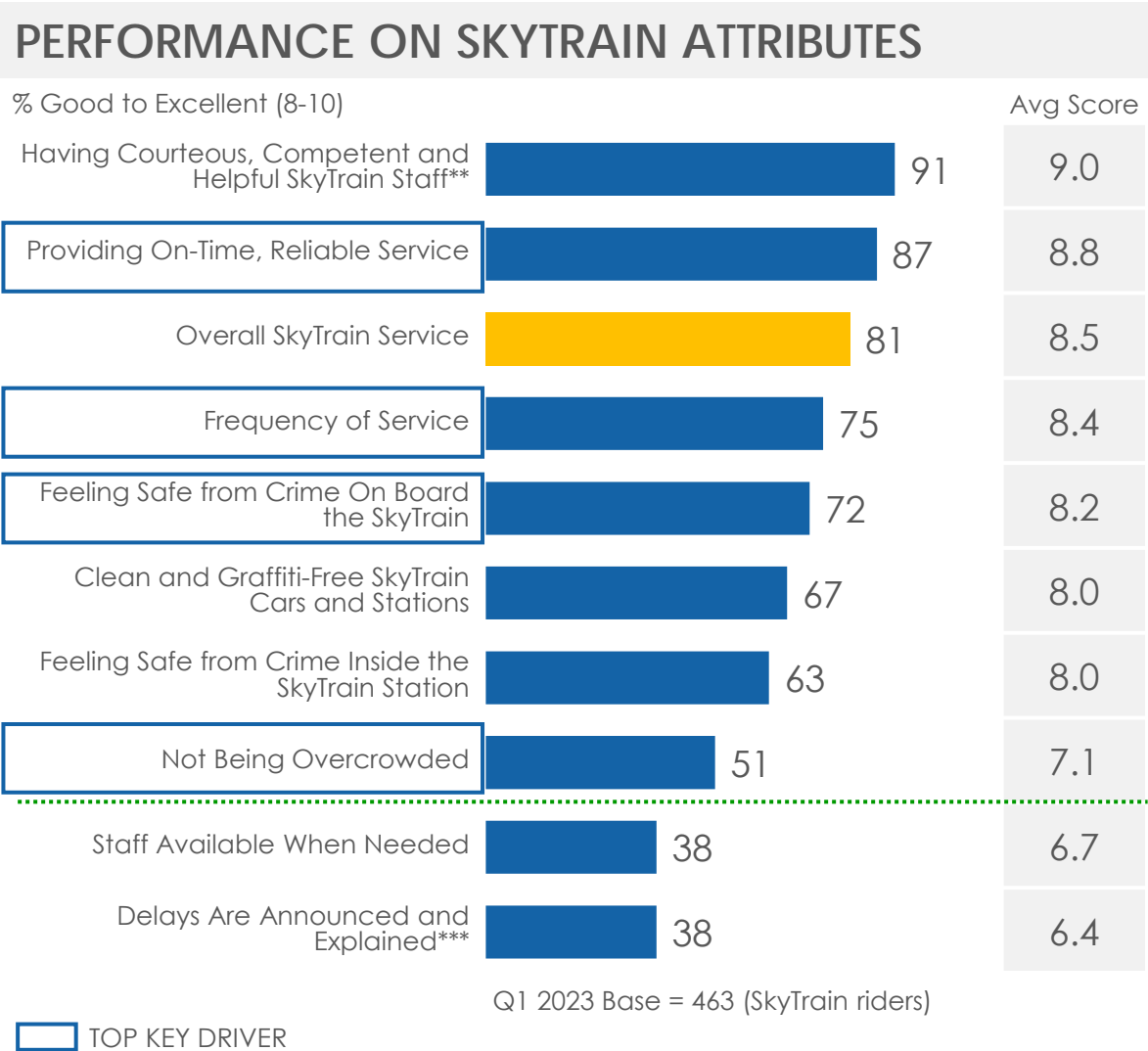
- Overall Bus Service is awarded top ratings by nearly seven-in-ten (69%) bus riders, which is up significantly from last quarter (63%), but consistent with Q1 a year ago (also 69%). The average score is 8.0 out of 10, which is higher than last wave (7.8), but slightly lower than 8.1 in Q1 2022.
- Top key driver Courteous Bus Operator saw a significant increase from both this quarter and the same period last year, while top key driver Not Being Overcrowded saw a significant decline from the same quarter a year ago. A few other attributes showed significant changes: Trip Duration saw an increase from last quarter, while Having a Safe & Professional Operator saw a significant drop from last quarter. Feeling Safe from Crime saw a significant decrease 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**
 - Over eight-in-ten (81%) bus riders award positive ratings for Courteous Bus Operator, a significant increase from both last wave (74%) and the same quarter last year (74%). WVT and VTC both saw significant increases from both last quarter and the same quarter last year, while BTC and HTC also saw significant increases from Q1 2022.
- On-time, Reliable Service**
 - Almost six-in-ten (59%) bus riders provide Good-to-Excellent ratings for On-Time, Reliable Service, unchanged from both last quarter and the same quarter last year. Significant increases from last quarter and the same period last year were seen for RTC while VTC saw a significant drop from the same quarter last year (down 10 ppt).
- Frequency of Service**
 - Just over half (51%) of bus riders provide top scores for Frequency of Service, consistent with last wave (51%) and similar to the same quarter last year (53%). RTC received significant increases from last quarter and the same period last year. Meanwhile, both PCT and HTC saw significant drops from the same quarter last year.
- Not Being Overcrowded**
 - Not Being Overcrowded is awarded top ratings by over half (51%) of bus riders, up slightly from last wave (46%) but significantly lower than the same quarter last year (59%). RTC and STC experienced significant increases from last wave, while VTC, and HTC experienced significant drops from the same period last year.

* 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.

Highlights – SkyTrain System



- Just over eight-in-ten (81%) SkyTrain users awarded top scores for Overall SkyTrain Service, a slight increase from the last wave (up 5 ppt) and up 3 ppt from the same quarter last year. The average score is 8.5 out of 10, up from last quarter (8.3 out of 10) and up slightly from Q1 2022 (8.4 out of 10).
- Top key driver Not Being Overcrowded, although up from last quarter, experienced a significant drop from Q1 2022 of 9 ppt.
- Although not a top key driver, Clean and Graffiti-Free experienced a significant lift of 7 ppt from last quarter and is back to a more-typical rating, while Feeling Safe From Crime Inside the SkyTrain Station saw 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*

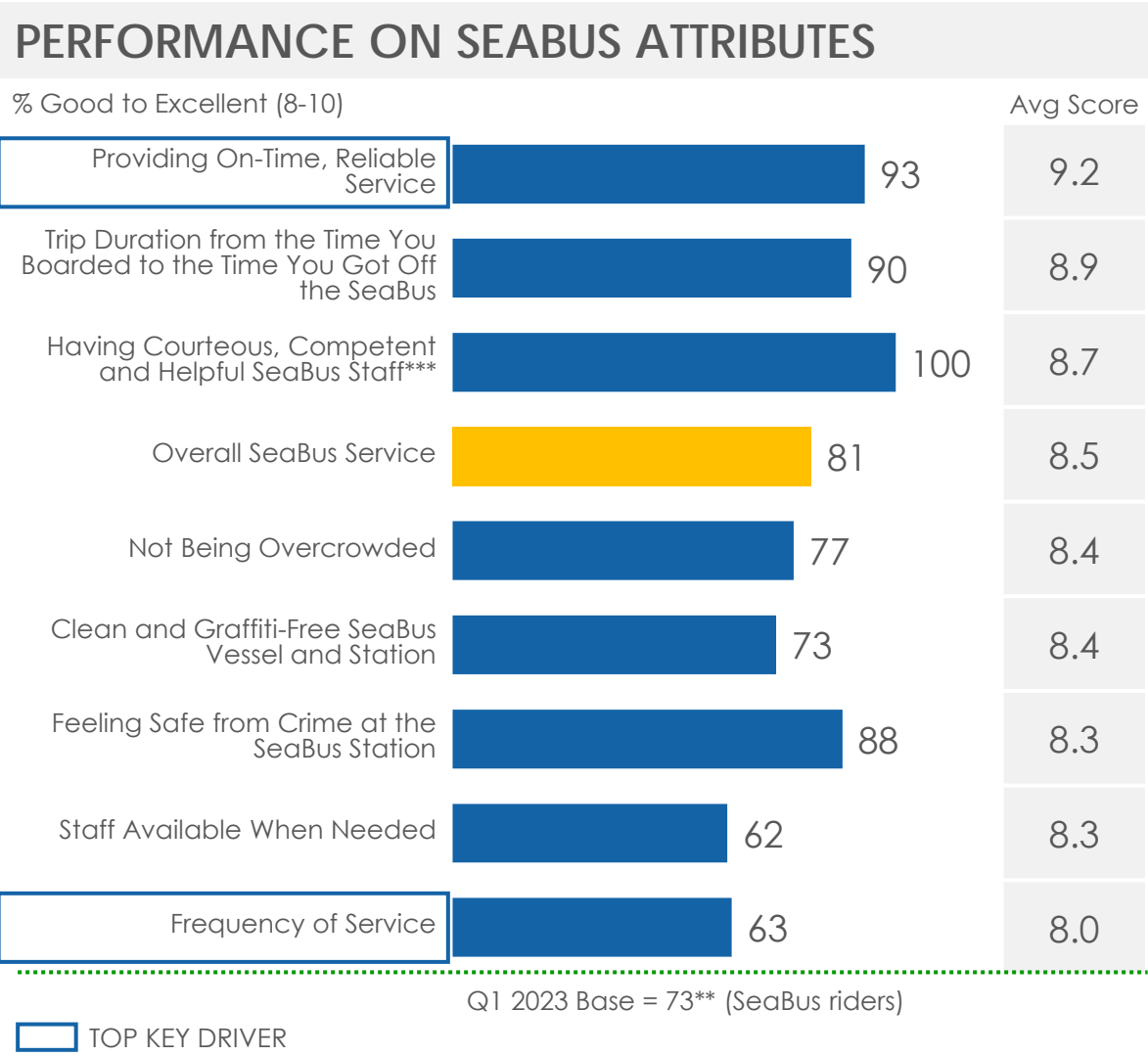
- On-time, Reliable Service**
 - Close to nine-in-ten (87%) SkyTrain riders award top ratings for On-Time, Reliable Service, a slight increase from last quarter (4 ppt) and the same quarter last year (3 ppt). This attribute continues to be the highest performing top key driver.
- Frequency of Service**
 - Frequency of Service is awarded top ratings by three-quarters (75%) of riders, a slight drop from last quarter (down 5 ppt) but similar to the same period last year (down only 1 ppt).
- Feeling Safe from Crime On Board the SkyTrain**
 - Over seven-in-ten (72%) SkyTrain riders provide Good-to-Excellent ratings for Feeling Safe from Crime On Board, unchanged from last wave and a slight drop from Q4 last year (down 4 ppt).
- Not Being Overcrowded**
 - Just above half (51%) of riders provide positive scores for Not Being Overcrowded, a slight lift from last quarter (up 5 ppt) but a significant decline from the same quarter last year (down 9 ppt). This attribute is again the lowest rated top key driver of SkyTrain's overall service.

* 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=21).

*** Caution: small base size – only among those who experienced delays (n=95).

Highlights – SeaBus



- Just above eight-in-ten (81%) SeaBus riders provide top scores for Overall SeaBus Service, a decrease of 8 ppt from last wave (89% in Q4 2022) and 3 ppt drop from Q1 2022. The average score is 8.5 out of 10, down from 8.9 last quarter but consistent with the same quarter last year (8.5).
- A few attributes experienced significant shifts: Key driver On-Time, Reliable Service is down by 7 ppt from last quarter, and Clean & Graffiti-Free is down 20 ppt from last quarter.
- 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**
 - More than nine-in-ten (93%) SeaBus riders provide top ratings for On-Time Reliable Service. This is a significant drop from last wave (down 7 ppt) but similar to the same period last year (down only 1 ppt). The average score is 9.2 out of 10, which is down from 9.4 last wave but unchanged from the same quarter last year (9.2). This is the highest rated SeaBus attribute this wave.
 - **Frequency of Service**
 - Frequency of Service is awarded top ratings by close to two-thirds (63%) of SeaBus riders, down 10 ppt from last wave (73%), and 12 ppt with the same period last year (75%). The average score is 8.0 out of 10, below 8.5 last quarter and 8.2 the same quarter last year.

* 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).

Highlights – Rider Profile

TRANSIT RIDERS



- Transit riders generally have similar demographic characteristics to the broader adult population of Metro Vancouver with the following exceptions observed this quarter:
 - A higher proportion of transit riders are 18 to 24 years old (18% versus 12%) and a lower proportion are 55 to 64 years old (8% versus 16%).
 - They are less likely to be employed full-time (49% versus 57%) and more likely to be students (11% versus 5%), not employed (5% versus 3%), or homemakers (4% versus 2%).
 - They are less likely to have an education of vocational/college/technical training (17% versus 26%) and more likely to have graduated university (51% versus 45%).
- Most demographic breakdowns align closely with the general Metro Vancouver population, with the exception of a few employment and education groups.

TRIP PURPOSE



- Close to half (48%) of riders used transit to go to and from work, unchanged from last wave and 2 ppt higher than Q1 2022. Using transit for entertainment or social reasons (44%) is on par with last quarter but has increased significantly by 7 ppt from the same period last year. The proportion of riders using transit for school (15%) is slightly higher than last quarter (12%) and significantly higher than the same period last year (11% in Q1 2022).
- This quarter, one-in-ten riders (10%) take transit for other purposes, which is slightly lower than last quarter (13%) but unchanged from the same quarter last year.

CHOICE VS. CAPTIVE



- Over one-third (35%) of transit users are Captive riders, those who do not have regular access to a vehicle. Meanwhile, Choice riders, those who have regular access to a vehicle, represent nearly two-thirds (64%) of transit users.
- Choice riders are more likely to be Low Frequency riders, SeaBus riders, aged 55+, have a university degree, or have a household income of more than \$80K.
- Captive riders are more likely to be Bus riders, High Frequency riders, aged 18-34, have an education level of high school or less, have a household income of less than \$40K, or use transit for work, school, or shopping purposes.

Project Objectives

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.



Detailed Findings

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:

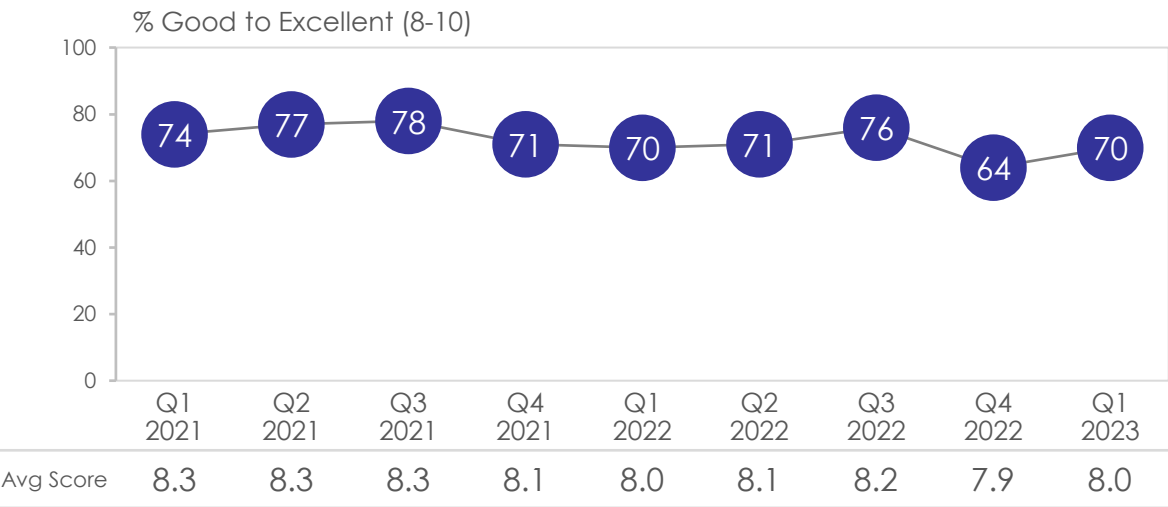
- Perceptions of Overall Service
- Perceptions of Specific Attributes



Overall System Performance | OVERALL SERVICE

OVERALL SERVICE

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



Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
+6%	0%

Q1 2023 Base = 750

- Seven-in-ten (70%) transit riders award Good-to-Excellent scores for Overall Transit Service, a directional increase from Q4 2022 (up 6 ppt) and unchanged from Q1 2022. The average score is up slightly to 8.0 out of 10 (from 7.9 out of 10 last quarter) and is consistent with a year ago (8.0 in Q1 2022).
- No particular rider group provides higher ratings for this attribute.

Q1 2023 Regional Differences:

MOST POSITIVE

No significant difference

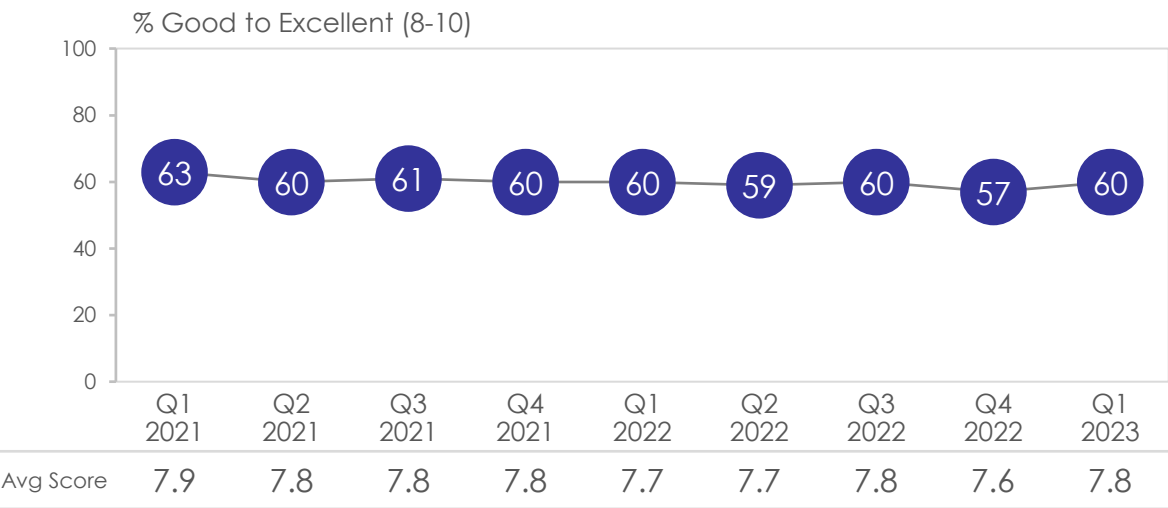
LEAST POSITIVE

No significant difference

Overall System Performance | VALUE FOR MONEY

VALUE FOR MONEY

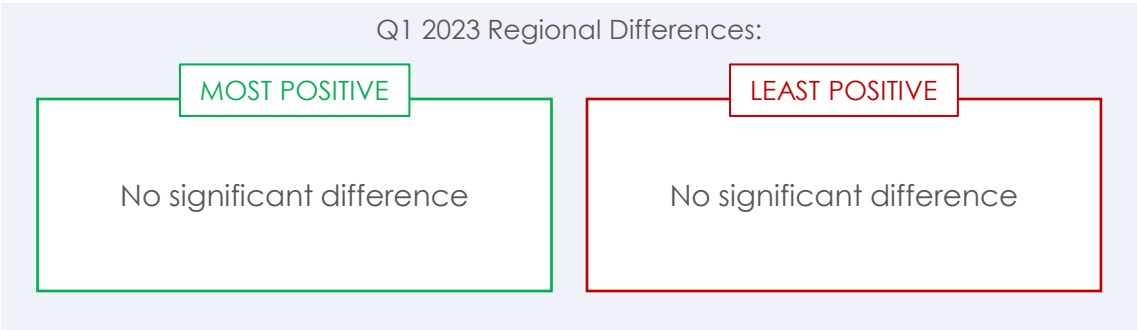
Q6.1 Still thinking about the service provided by the transit system in the Greater Vancouver Region, how would you rate it in terms of providing value for money?



Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
+3%	0%

Q1 2023 Base = 750

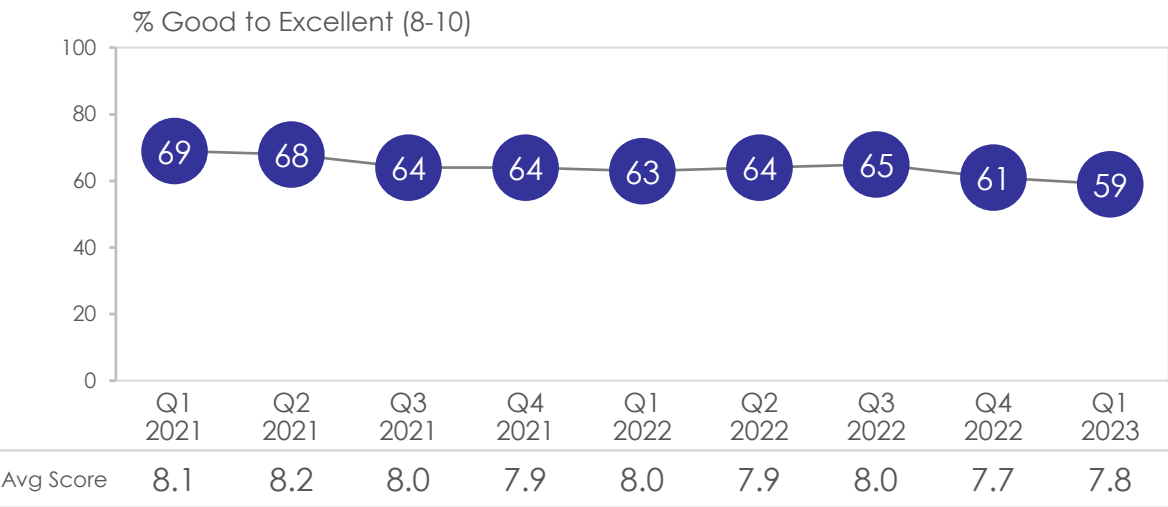
- Six-in-ten (60%) riders provide positive scores when rating Value for Money, which is the top key driver among Transit System Attributes. This is up slightly from last wave (57%) and consistent with Q1 2022 (60%). The average score is 7.8 out of 10, which is up from last wave (7.6) and up slightly from the same quarter last year (7.7).
- Those aged 65+, are more likely to provide top scores for Value for Money compared to those less than 65 years old.



Overall System Performance | CONVENIENT HOURS

CONVENIENT HOURS

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

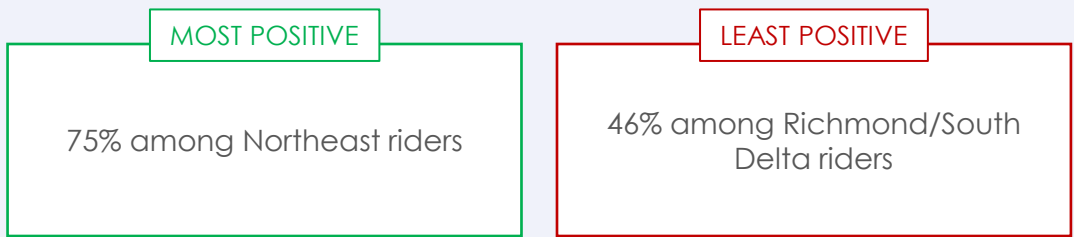


Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
-2%	-4%

Q1 2023 Base = 750

- Just under six-in-ten (59%) riders provide top ratings for Convenient Hours, down 2 ppt from last quarter (61%) and directionally down 4 ppt from the same quarter last year (63% in Q1 2022). The average score is now at 7.8 out of 10, up slightly from 7.7 last quarter and down from 8.0 the same quarter last year.
- In Q4 2022, those aged 18-24 or aged 65+ are more likely to feel that the service runs during Convenient Hours compared to those aged 45-64.

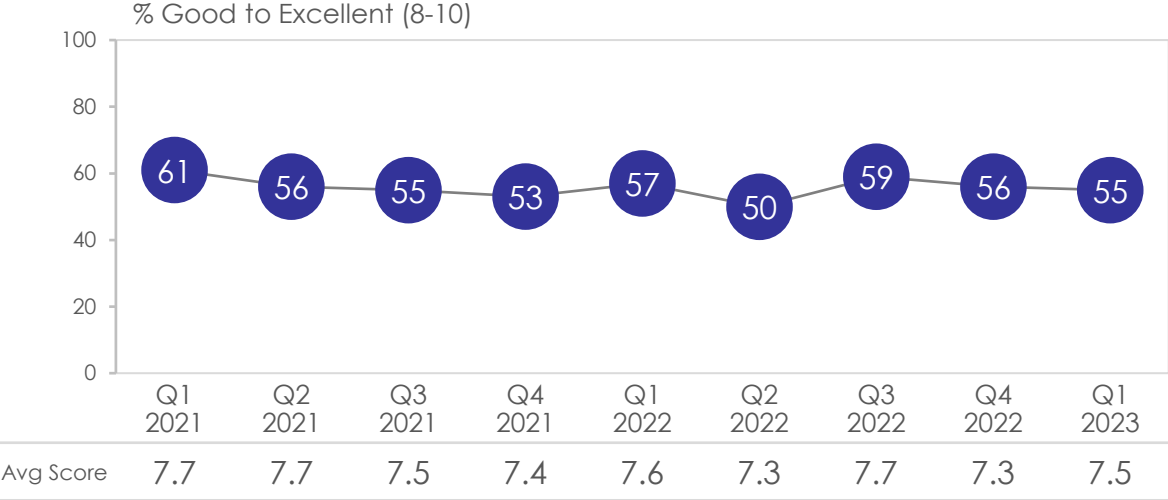
Q1 2023 Regional Differences:



Overall System Performance | GOOD CONNECTIONS

GOOD CONNECTIONS

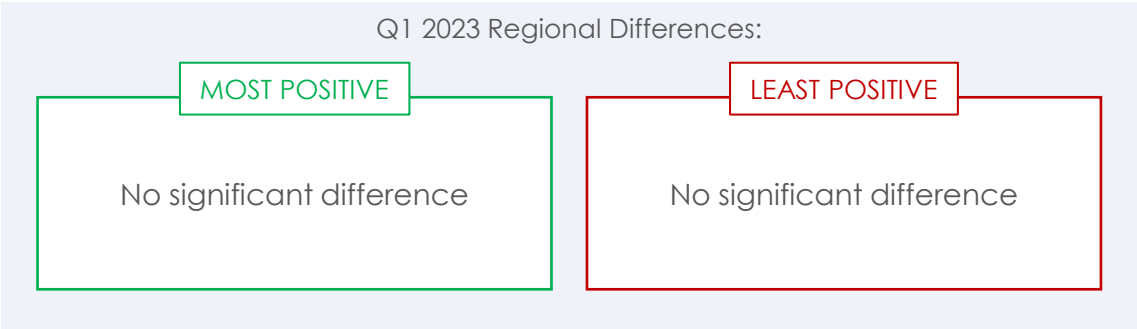
Q23AA. Again, thinking of the trip you take most often on transit, do you take more than one bus or transit mode?
Q23AB. How would you rate the transit system in terms of having good connections between buses or transit modes with a reasonable wait time?



Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
-1%	-2%

Q1 2023 Base = 322 (more than one transit mode)

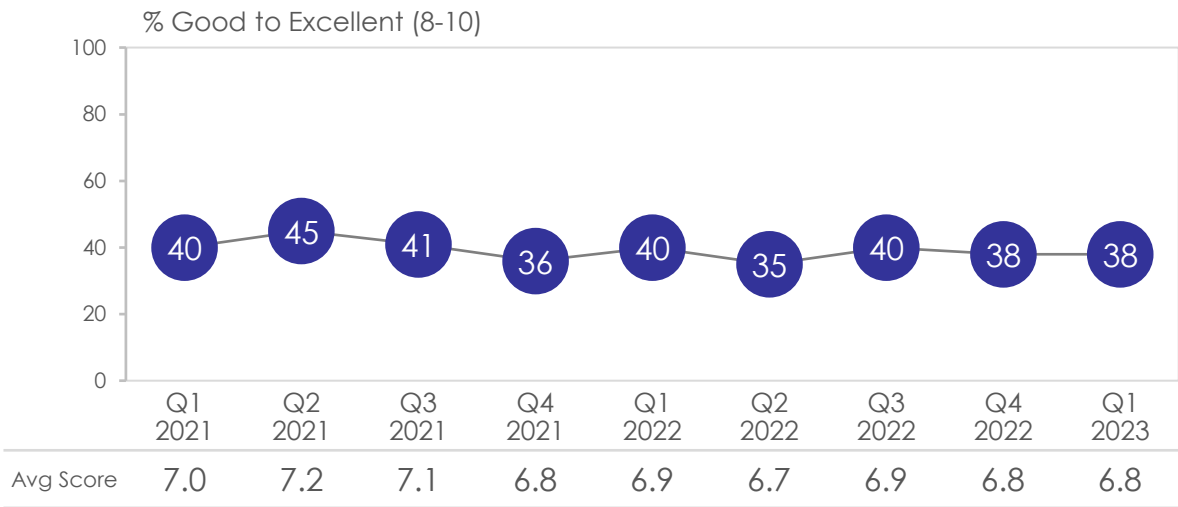
- Just over four-in-ten (41%) transit users took more than one bus/transit mode on a typical transit trip, which is up slightly from last wave (37%) and similar to the same quarter last year (40%). More than half (55%) of transit riders who made a connection provide top scores for Good Connections. These ratings are slightly down from last quarter (56%) and down 2 ppt from the same quarter last year (57% in Q1 2022). The average score increased to 7.5 out of 10 compared to 7.3 last wave and is slightly below 7.6 from the same quarter last year.
- Those aged 25-44 or 65+, or females, are more likely to provide Good-to-Excellent ratings for Good Connections compared to those aged 45-64, or males.



Overall System Performance | ENOUGH BUS SHELTERS AT BUS STOPS

ENOUGH BUS SHELTERS AT BUS STOPS

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



Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
0%	-2%

Q1 2023 Base = 750

- Unchanged from last wave, close to four-in-ten (38%) riders provide top scores when rating Having Enough Bus Shelters. This is a 2 ppt decrease from the same quarter last year (40% in Q1 2022). The average score is 6.8 out of 10, which is on par with last quarter and slightly below the same quarter last year (6.9 out of 10 in Q1 2022).
- This quarter, those using transit for school or entertainment purposes are more likely to provide top scores for Having Enough Bus Shelters than those using transit for shopping.

Q1 2023 Regional Differences:

MOST POSITIVE

No significant difference

LEAST POSITIVE

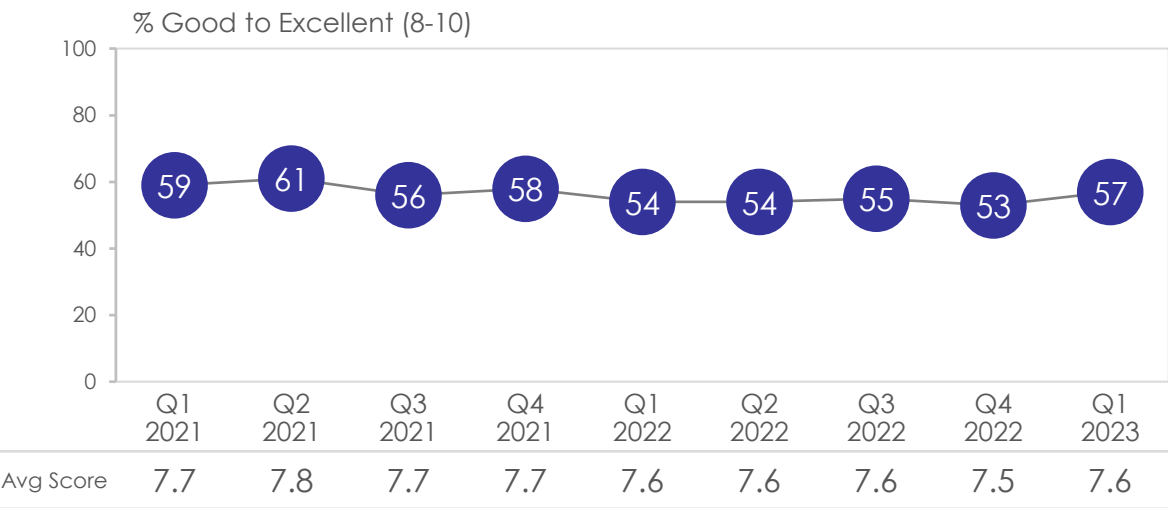
No significant difference

Overall System Performance

ADEQUACY OF TRANSIT INFORMATION AT
STOPS AND STATIONS

ADEQUACY OF TRANSIT INFORMATION AT STOPS AND STATIONS

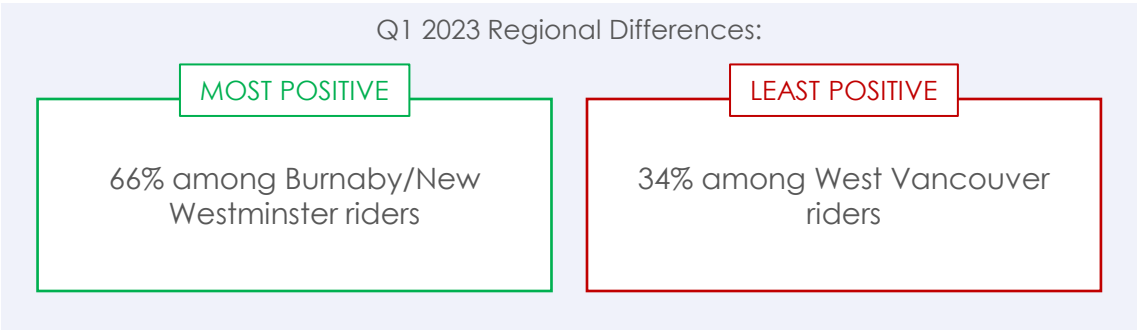
Q23A. Thinking of the transit system in Greater Vancouver, how would you rate it for providing adequate transit information at stops and stations?



Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
+4%	+3%

Q1 2023 Base = 750

- More than half (57%) of transit users award Good-to-Excellent scores for Adequacy of Transit Information at Stops and Stations, slightly higher than both last wave (53%) and the same quarter last year (54% in Q1 2022). The average score of 7.6 out of 10 is up slightly from 7.5 last quarter and is consistent with the same quarter last year (7.6 out of 10 in Q1 2022).
- Those aged 25-44, SkyTrain users, or those using transit for entertainment purposes are more likely to provide Good-to-Excellent ratings for Adequacy of Transit Information at Stops and Stations compared to those aged 45-64, SeaBus users, or those who use transit for personal business.

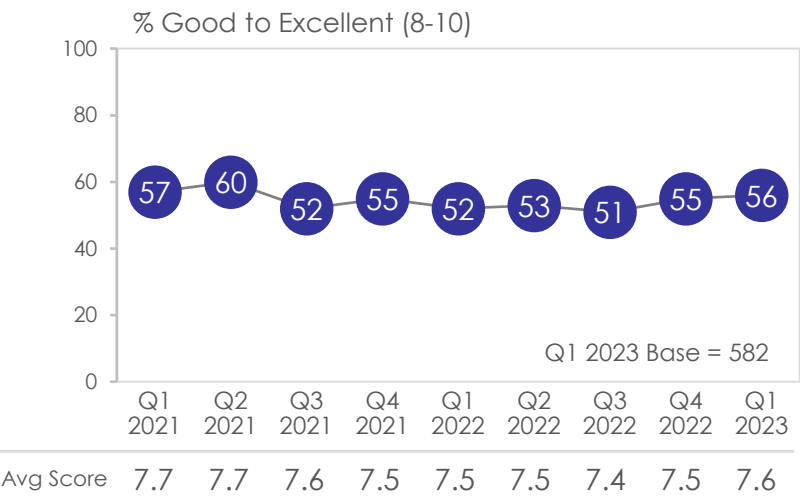


Overall System Performance

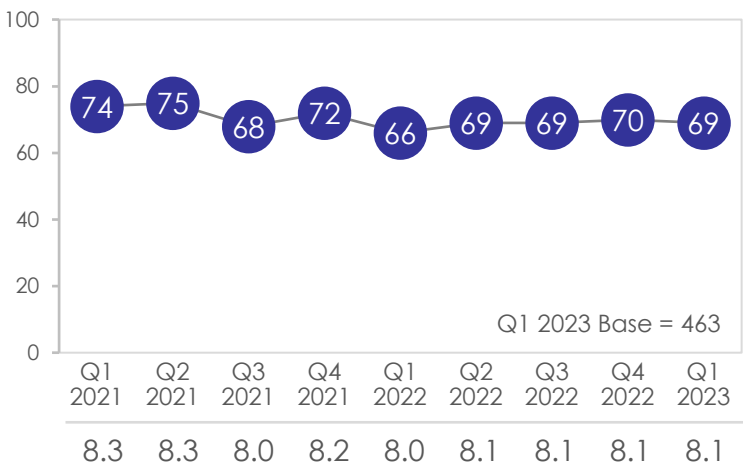
ADEQUACY OF TRANSIT INFORMATION ON BOARD TRANSIT VEHICLES

BUS

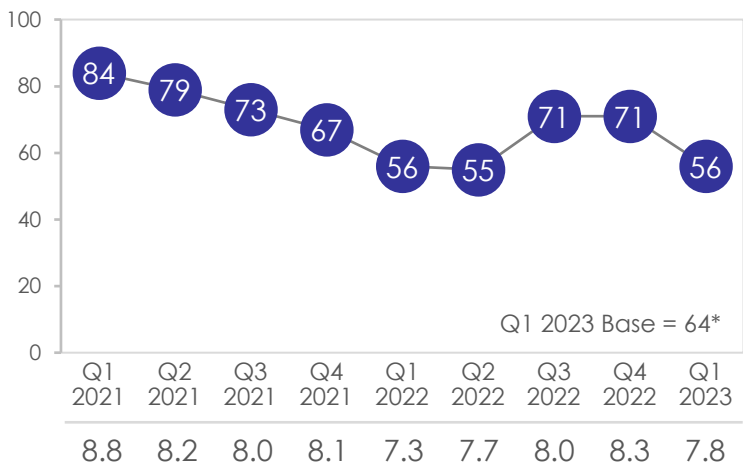
Q23B2a./Q23B3a./Q23B4a. How would you rate the transit system for providing adequate information on board transit vehicles?



SKYTRAIN



SEABUS



- Good-to-Excellent scores for having Adequate Information on Board Transit Vehicles are highest for Skytrain (69%), followed by SeaBus and Bus (both 56%).
- This quarter, Bus and SkyTrain are stable to last wave, while SeaBus has decreased directionally. Bus ratings have increased only 1 ppt from last wave (55%), and are up slightly from the same quarter last year (52% in Q1 2022). SkyTrain ratings are down only 1 ppt from last wave (70%), and are up 3 ppt from the same quarter last year (66% in Q1 2022). SeaBus ratings are down 15 ppt from last wave (56%), and consistent with the same quarter last year (56% in Q1 2022).
- Bus: Females are more likely to provide Good-to-Excellent ratings for Bus lines than Males.
- SkyTrain: Those who use transit for school are more likely to provide Good-to-Excellent ratings for Skytrain lines than those who use transit for Work.

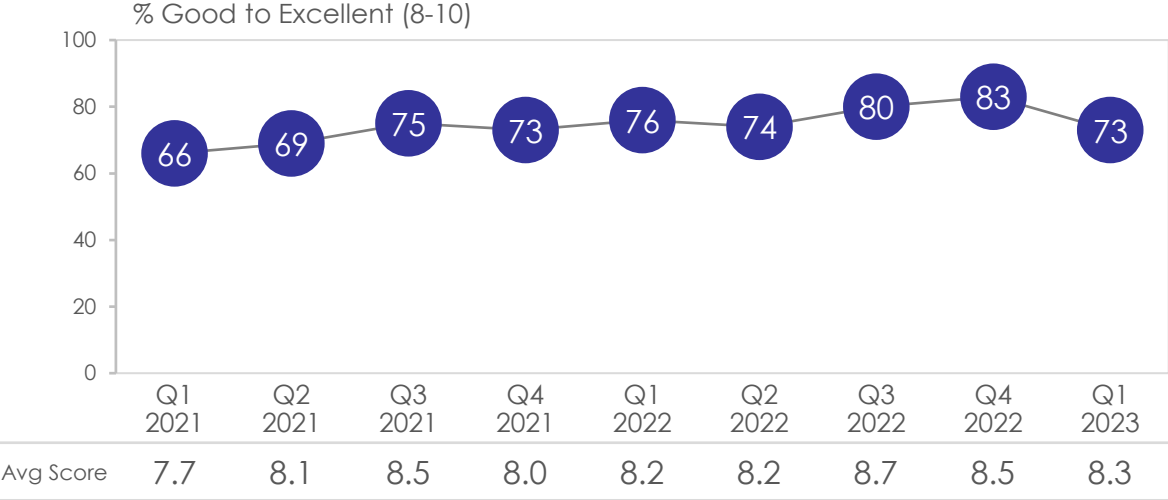
	Good-to-Excellent ratings compared to:	
	LAST QUARTER	SAME QUARTER LAST YEAR
Bus	+1%	+4%
SkyTrain	-1%	+3%
SeaBus	-15%	0%

Overall System Performance

EASE OF GETTING INFORMATION FROM
TELEPHONE INFORMATION LINE

EASE OF GETTING INFORMATION FROM TELEPHONE INFORMATION LINE

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 ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
-10%	-3%

Q1 2023 Base = 95* (used phone)

- This quarter, over one-in-ten (13%) riders indicated that they called TransLink's Telephone Information Line. This is up 2 ppt from last quarter (11%) and directionally up 3 ppt from the same quarter last year (10%).
- Of those who called the Telephone Information Line, nearly three-quarters (73%) award Good-to-Excellent ratings, which is lower than both last quarter (83%) and the same quarter last year (76% in Q1 2022).
- The average score is 8.3 out of 10, down from 8.5 last quarter, but up slightly from 8.2 in the same period last year.
- This quarter, females or those using transit for entertainment purposes are more likely to provide Good-to-Excellent ratings for Ease of Getting Information From the Telephone Line compared to males or those who use transit for work, shopping or personal business.

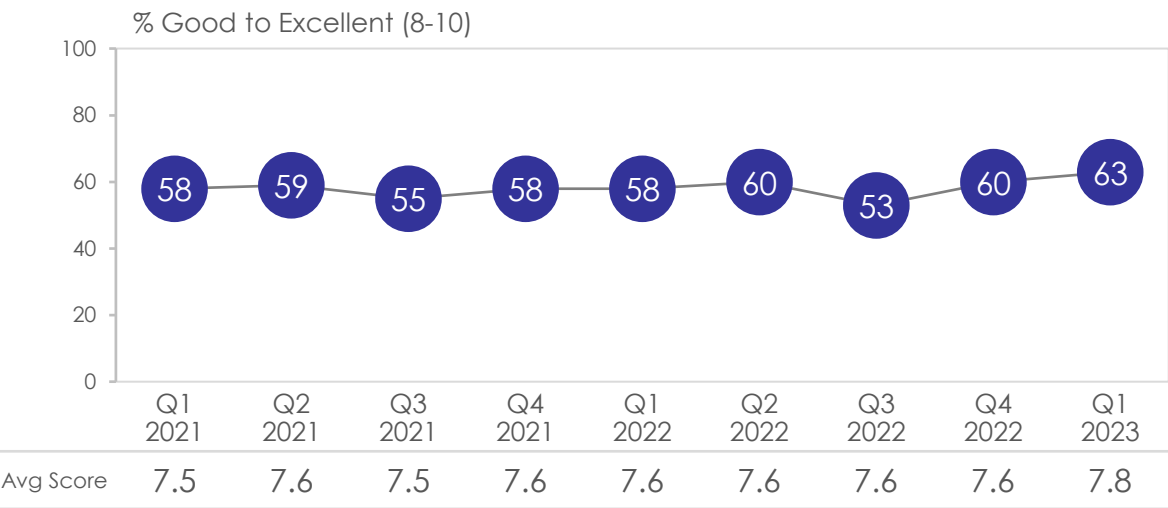
% Good to Excellent (8-10)

SPOKE TO CLERK	CALL WAS AUTOMATED	CLERK & AUTOMATED
Base = 53*	Base = 23**	Base = 18**
74	62	82

Overall System Performance | EASE OF FINDING INFORMATION ON WEBSITE

EASE OF FINDING INFORMATION ON WEBSITE

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?

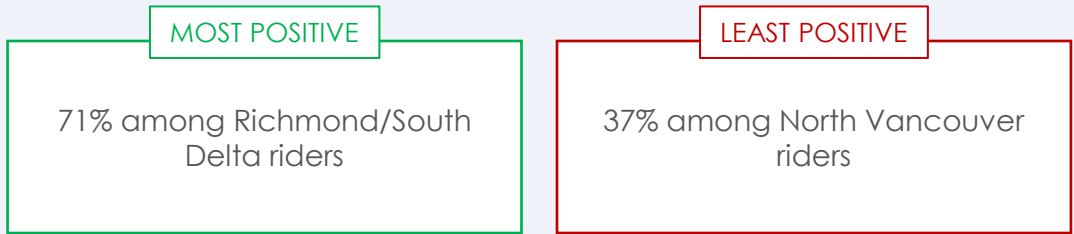


Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
+3%	+5%

Q1 2023 Base = 365 (used website)

- Almost half (48%) of riders indicate that they have used the TransLink website in the past 3 months. This is a slight drop from last wave (50% in Q4 2022) and a 5 ppt increase from the same quarter last year (43% in Q1 2022).
- Among website users, six-in-ten (63%) awarded Good-to-Excellent scores for Ease of Finding Info on Website, which is up 3 ppt from last quarter (60%) and up 5 ppt compared to the same quarter last year (58% in Q1 2022). The average score is 7.8 out of 10, up from both last quarter and the same quarter last year (both 7.6).
- Riders aged 28-44 years, those who use Bus or SkyTrain, or high frequency users are more likely to provide Good-to-Excellent ratings for Ease of Finding Information on the TransLink website compared to those aged 65+, SeaBus users, or low frequency users.

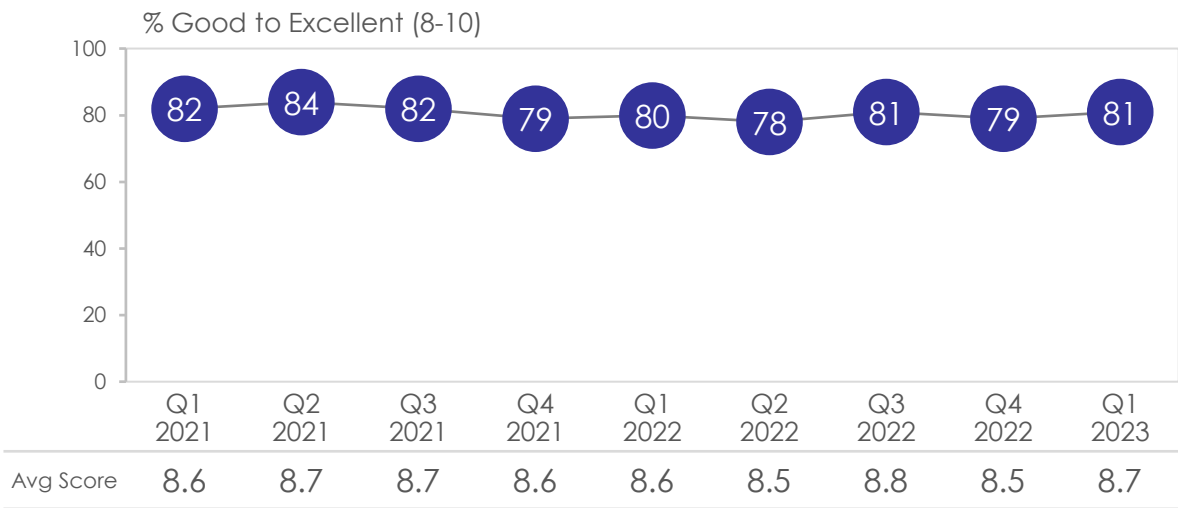
Q1 2023 Regional Differences:



Overall System Performance | COMPASS CARD AND FAREGATE SYSTEM

COMPASS CARD AND FAREGATE SYSTEM

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

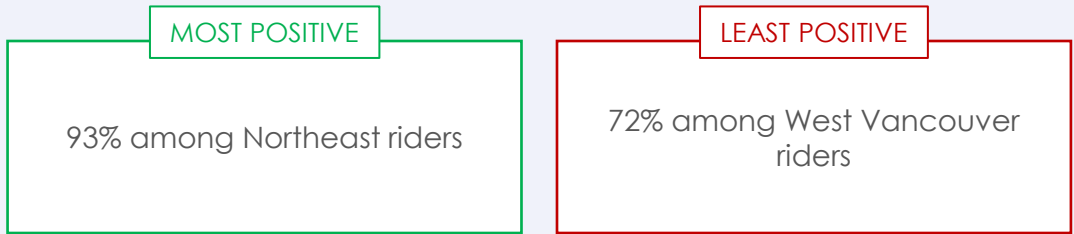


Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
+2%	+1%

Q1 2023 Base = 750

- 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 2 ppt increase from last quarter (79% in Q4 2022) and is similar to the same quarter last year (80% in Q1 2022). The average score is 8.7 out of 10, which is higher than last quarter (8.5 out of 10) and slightly above than the same quarter last year (8.6 out of 10 in Q1 2022).
- 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 45 to 64 years.

Q1 2023 Regional Differences:



Bus Service Quality Measures | BUS SERVICE OVERALL

BUS SERVICE OVERALL

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

													compared to:	
% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	LAST QUARTER	SAME QUARTER LAST YEAR
5	WVT*	8.4	74	68	82	68	70	67	73	70	83	74	-9	+7
5	BTC	8.2	73	79	76	72	75	76	80	79	73	73	0	-3
8	RTC	8.2	71	81	73	74	67	64	69	77	64	71	+7	+7
11	TOTAL BUS	8.0	69	76	73	72	68	69	70	68	63	69	+6 ↑	0
11	CMBC	8.0	69	76	73	72	68	69	70	68	62	69	+7 ↑	0
10	VTC	7.9	66	73	75	71	66	68	64	65	58	66	+8	-2
21	HTC*	7.7	65	70	66	77	70	67	68	57	61	65	+4	-2
19	STC*	7.6	68	77	72	65	63	62	65	54	54	68	+14	+6
22	PCT*	7.5	66	76	74	81	68	76	75	71	73	66	-7	-10

Q1 2023 Base = 704

* Caution: small base size.

Total Bus includes all routes evaluated.

TIME PERIOD WITH
HIGHER RATINGS

Weekdays 9:30 am to 3:00 pm

- Nearly seven-in-ten (69%) transit users award top ratings for Overall Bus Service, which is a significant increase from last quarter (63%) and is consistent with the same quarter last year (69% in Q1 2022). The average score is 8.0 out of 10, which is up from last wave (7.8) but down slightly from the same quarter last year (8.1 out of 10 in Q1 2022).
- No particular depot experienced a significant shift in top ratings this wave.

Bus Service Quality Measures | ON-TIME, RELIABLE SERVICE

ON-TIME, RELIABLE SERVICE

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)	<u>Depot</u>	<u>Avg Score</u>	% Good to Excellent (8-10)	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	LAST QUARTER	SAME QUARTER LAST YEAR
3	WVT*	8.5	81	69	69	68	70	64	64	48	72	81	+9	+17
18	RTC	8.0	73	75	66	69	69	58	63	65	53	73	+20 ↑	+15 ↑
10	BTC	7.9	70	78	77	74	70	66	69	73	71	70	-1	+4
18	PCT*	7.5	59	67	67	71	65	69	63	70	73	59	-14	-10
19	TOTAL BUS	7.5	59	69	68	68	64	59	62	62	59	59	0	0
20	CMBC	7.5	59	69	68	68	64	58	62	62	58	59	+1	+1
28	STC*	7.4	57	68	70	62	64	52	61	48	62	57	-5	+5
20	VTC	7.1	47	67	65	61	63	57	53	61	53	47	-6	-10 ↓
33	HTC*	6.8	46	59	62	72	52	52	64	50	45	46	+1	-6

Q1 2023 Base = 704

* Caution: small base size.

Total Bus includes all routes evaluated.

TIME PERIOD WITH
HIGHER RATINGS

Weekdays 9:30 am to 3:00 pm

- Nearly six-in-ten (59%) transit users provide top ratings for On-Time Reliable Service. This is on par with last quarter and the same quarter last year (both 59%). The average score is 7.5 out of 10, which is also consistent with last wave but below the same quarter last year (7.7 out of 10 in Q1 2022).
- This wave, scores for the RTC depot are significantly higher than last quarter (up 20 ppt from Q4 2022) and the same quarter last year (up 15 ppt from Q1 2022). Meanwhile, the VTC depot saw significantly lower scores from the same period last year (down 10 ppt from Q1 2022).

Bus Service Quality Measures | FREQUENCY OF SERVICE

FREQUENCY OF SERVICE

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	Avg Score	% Good to Excellent (8-10)	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Good-to-Excellent ratings compared to:	
														LAST QUARTER	SAME QUARTER LAST YEAR
12	<div></div>	BTC	7.7	<div></div> 60	63	65	71	63	64	60	74	60	60	0	-4
10	<div></div>	WVT*	7.7	<div></div> 46	77	68	63	54	48	59	47	61	46	-15	-2
23	<div></div>	RTC	7.4	<div></div> 60	67	62	54	58	47	52	63	45	60	+15 ↑	+13 ↑
24	<div></div>	STC*	7.3	<div></div> 56	61	66	51	48	45	50	52	55	56	+1	+11
21	<div></div>	CMBC	7.3	<div></div> 52	60	59	57	56	53	54	59	50	52	+2	-1
21	<div></div>	TOTAL BUS	7.3	<div></div> 51	61	60	57	56	53	54	59	51	51	0	-2
15	<div></div>	PCT*	7.3	<div></div> 44	54	39	61	32	60	56	47	49	44	-5	-16 ↓
23	<div></div>	VTC	7.0	<div></div> 43	59	59	48	58	48	49	55	45	43	-2	-5
34	<div></div>	HTC*	6.7	<div></div> 39	59	53	58	59	53	55	51	46	39	-7	-14 ↓

Q1 2023 Base = 704
* Caution: small base size.
Total Bus includes all routes evaluated.



- Just over half (51%) of bus riders provide Good-to-Excellent ratings for Frequency of Service, consistent with last quarter and the same quarter last year (53% in Q1 2022). This quarter, the average score is 7.3 out of 10 which is the same as last wave but slightly down from the same quarter last year (7.5 out of 10 in Q1 2022). Frequency of Service continues to be one of the lowest performing attributes among bus system attributes.
- The RTC depot experienced a significant increase both in comparison to this quarter (up 15 ppt from Q4 2022) and from the same quarter last year (up 13 ppt from Q1 2022).
- Meanwhile, the following depots experienced significant declines from Q1 2022: PCT (down 16 ppt), and HTC (down 14 ppt).

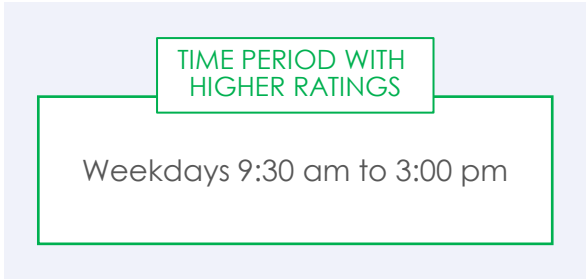
Bus Service Quality Measures | COURTEOUS BUS OPERATOR

COURTEOUS BUS OPERATOR

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	Avg Score	% Good to Excellent (8-10)	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	LAST QUARTER	SAME QUARTER LAST YEAR
1	<div></div>	WVT*	9.2	<div></div> 90	86	83	79	79	73	80	85	64	90	+26 ↑	+17 ↑
1	<div></div>	RTC	8.8	<div></div> 83	88	76	92	78	79	74	84	89	83	-6	+4
2	<div></div>	PCT*	8.7	<div></div> 84	71	67	78	77	88	72	79	81	84	+3	-4
1	<div></div>	BTC	8.7	<div></div> 82	80	74	81	73	72	76	79	77	82	+5	+10 ↑
6	<div></div>	TOTAL BUS	8.6	<div></div> 81	81	77	82	76	74	77	80	74	81	+7 ↑	+7 ↑
6	<div></div>	CMBC	8.6	<div></div> 81	81	77	82	76	74	77	80	74	81	+7 ↑	+7 ↑
6	<div></div>	VTC	8.5	<div></div> 82	80	82	81	77	74	81	82	73	82	+9 ↑	+8 ↑
14	<div></div>	HTC*	8.5	<div></div> 77	82	70	80	78	65	73	76	75	77	+2	+12 ↑
17	<div></div>	STC*	8.2	<div></div> 71	81	81	77	75	71	80	80	56	71	+15	0

Q1 2023 Base = 704
 * Caution: small base size.
 Total Bus includes all routes evaluated.



- Just over eight-in-ten (81%) bus riders award top ratings for Having a Courteous Bus Operator, which is up significantly from last quarter and the same quarter last year (both 74%). This wave, the average score is 8.6 out of 10, which is up significantly from 8.3 in Q4 2022 and slightly up from the same quarter last year (8.5 out of 10 in Q1 2022). Courteous Bus Operator remains to be the highest top key driver among Overall Bus Service attributes.
- WVT and VTC depots saw significant increases from both last quarter (up 26 ppt and 9 ppt respectively) and the same quarter last year (up 17 ppt and 8 ppt respectively from Q1 2022).
- The BTC and HTC depots also saw significant increases in top ratings compared to the same period last year (up 10 ppt and 12 ppt respectively from Q1 2022); resulting in CMBC also significantly increasing (up 7 ppt from Q1 2022).

Bus Service Quality Measures | TRIP DURATION

TRIP DURATION

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	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										
				Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023		
2	WVT*	8.8	85	84	91	73	81	93	88	42	80	85	+5	-8
5	BTC	8.6	80	84	84	81	79	79	84	84	77	80	+3	+1
7	TOTAL BUS	8.5	79	84	84	79	78	79	78	80	73	79	+6 ↑	0
7	CMBC	8.5	79	84	84	79	78	78	78	81	72	79	+7 ↑	+1
6	RTC	8.5	76	91	85	79	82	77	78	81	64	76	+12	-1
4	VTC	8.4	80	82	87	76	78	77	74	79	73	80	+7	+3
4	PCT*	8.4	75	82	77	83	78	76	80	89	87	75	-12	-1
12	HTC*	8.3	79	84	74	87	74	84	79	76	63	79	+16 ↑	-5
18	STC*	8.1	73	85	89	72	79	77	73	77	75	73	-2	-4

Q1 2023 Base = 704

* Caution: small base size.

Total Bus includes all routes evaluated.

TIME PERIOD WITH
LOWER RATINGS

Weekdays from 5 am to 9:30 am

- Nearly eight-in-ten (79%) bus users provide top scores for Trip Duration, which is a significant increase from last wave (73% in Q4 2022) but consistent with the same quarter last year (79% in Q1 2022). The average score is 8.5 out of 10, which is significantly above last wave (8.2) and on par with the same quarter last year (8.5 out of 10 in Q1 2022).
- This wave, scores are significantly higher than last quarter for the HTC depot (up 16 ppt from Q4 2022), which also created a significant increase for CBMC (up 7 ppt from Q4 2022).

Bus Service Quality Measures | NOT BEING OVERCROWDED

NOT BEING OVERCROWDED

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	Avg Score	% Good to Excellent (8-10)	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	LAST QUARTER	SAME QUARTER LAST YEAR
4	WVT*	7.9	53	75	75	72	57	62	57	30	56	53	-3	-9
14	RTC	7.8	67	72	81	67	66	57	59	51	52	67	+15 ↑	+10
28	STC*	7.4	62	71	60	56	55	57	50	50	28	62	+34 ↑	+5
26	BTC	7.2	53	69	70	66	50	56	53	57	56	53	-3	-3
23	TOTAL BUS	7.2	51	69	67	62	58	59	54	54	46	51	+5	-8 ↓
24	CMBC	7.2	50	69	67	62	58	59	54	55	46	50	+4	-9 ↓
24	PCT*	7.0	57	77	62	89	62	70	67	55	56	57	+1	-13
26	VTC	6.9	40	65	68	52	61	61	48	56	43	40	-3	-21 ↓
27	HTC*	6.8	43	63	59	65	56	56	52	57	42	43	+1	-13 ↓

Q1 2023 Base = 704

* Caution: small base size.

Total Bus includes all routes evaluated.

TIME PERIOD WITH
HIGHER RATINGS

Weekdays after 6:30 pm

- Just above half (51%) of bus riders provide top ratings for Not Being Over-crowded, which is directionally higher than last quarter (46% in Q4 2022) but significantly lower than the same period last year (59% in Q1 2022). The average score is 7.2 out of 10, which is higher than last quarter (7.0) but significantly below the same period last year (7.6 out of 10 in Q1 2022). Not Being Overcrowded remains the lowest key driver among Overall Bus Service attributes.
- The RTC and STC depots saw significant increases in top scores from last quarter (up 15 ppt and 34 ppt respectively from Q4 2022).
- In addition to the decline seen at the overall level, a couple of depots also experienced significant declines in top ratings from the same period last year. VTC and HTC are both down by 21 ppt and 13 ppt respectively from the same period last year (Q1 2022); leading to a significant drop in the combined rating for the CMBC bus routes (down 9 ppt).

Bus Service Quality Measures | SAFE AND PROFESSIONAL BUS OPERATOR

SAFE AND PROFESSIONAL BUS OPERATOR

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	Avg Score	% Good to Excellent (8-10)	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	LAST QUARTER	SAME QUARTER LAST YEAR
2	PCT*	9.4	93	90	85	95	86	92	90	82	97	93	-4	+1
0	WVT*	9.2	95	72	90	90	84	77	84	79	88	95	+7	+18 ↑
3	VTC	8.9	89	87	92	88	85	90	91	83	87	89	+2	-1
2	BTC	8.8	88	91	92	95	89	91	89	92	94	88	-6	-3
4	TOTAL BUS	8.8	87	89	89	90	86	88	90	86	91	87	-4 ↓	-1
4	CMBC	8.8	87	89	89	90	86	88	90	86	91	87	-4 ↓	-1
3	RTC	8.8	84	94	88	97	85	88	91	84	96	84	-12 ↓	-4
12	HTC*	8.6	82	88	85	88	84	81	91	86	84	82	-2	+1
15	STC*	8.4	79	89	89	85	84	85	89	88	90	79	-11	-6

Q1 2023 Base = 704

* Caution: small base size.

Total Bus includes all routes evaluated.

TIME PERIOD WITH
HIGHER RATINGS

Weekdays after 6:30 pm

- Close to nine-in-ten (87%) riders award top ratings for Safe and Professional Bus Operator, a significant decrease from last wave (down 4 ppt from Q4 2022), and similar to the same quarter last year (down only 1 ppt from Q1 2022). The average score is 8.8 out of 10, which is down slightly from last wave and the same quarter last year (both 8.9).
- In addition to the decrease seen from last quarter at the overall level, the RTC depot also experienced a significant decrease of 12 ppt from Q4 2022.
- The WVT depot experienced a significant increase from the same quarter last year (up 18 ppt from Q1 2022).

Bus Service Quality Measures

FEELING SAFE FROM CRIME ON BOARD
THE BUS

FEELING SAFE FROM CRIME ON BOARD THE BUS

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?

											Good-to-Excellent ratings compared to:			
% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	LAST QUARTER	SAME QUARTER LAST YEAR
1	PCT*	9.1	<div></div> 91	86	89	94	88	93	86	85	86	91	+5	-2
2	WVT*	9.0	<div></div> 84	82	99	82	86	85	90	83	94	84	-10	-1
1	RTC	8.9	<div></div> 84	91	91	89	82	79	90	84	87	84	-3	+5
3	BTC	8.6	<div></div> 79	80	85	82	82	82	78	79	83	79	-4	-3
10	HTC*	8.5	<div></div> 77	84	81	91	85	82	85	79	70	77	+7	-5
7	TOTAL BUS	8.4	<div></div> 72	83	84	82	80	80	80	78	76	72	-4	-8 ↓
7	CMBC	8.4	<div></div> 71	83	83	82	80	80	79	77	75	71	-4	-9 ↓
10	VTC	7.9	<div></div> 59	76	76	74	77	75	72	73	67	59	-8	-16 ↓
21	STC*	7.5	<div></div> 55	87	85	77	76	80	78	76	71	55	-16	-25 ↓

Q1 2023 Base = 704
* Caution: small base size.
Total Bus includes all routes evaluated.

TIME PERIOD WITH
HIGHER RATINGS

Weekdays after 6:30 pm

- Over seven-in-ten (72%) bus riders provide Good-to-Excellent ratings for Feeling Safe from Crime On Board the Bus, which is directionally below last quarter (76% in Q4 2022) but down significantly from the same period last year (80% in Q1 2022). The average score is 8.4 out of 10, which is up from 8.2 last wave, but significantly below the same quarter last year (8.6 out of 10 in Q1 2022).
- In addition to the decrease seen from the same quarter last year at the overall level, the following depots also experienced significant declines: VTC (down 16 ppt from Q1 2022) and STC (down 25 ppt from Q1 2022); causing a significant drop of 9 ppt from Q1 2022 for CMBC.

Bus Service Quality Measures | CLEAN AND GRAFFITI-FREE BUSES

CLEAN AND GRAFFITI-FREE BUSES

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	Avg Score	% Good to Excellent (8-10)	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Good-to-Excellent ratings compared to:	
														LAST QUARTER	SAME QUARTER LAST YEAR
1		WVT*	8.8	84	88	80	86	85	83	83	76	68	84	+16 ↑	+1
5		RTC	8.7	81	86	84	80	87	76	77	76	78	81	+3	+5
8		PCT*	8.7	78	83	76	85	80	85	83	77	92	78	-14 ↓	-7
10		TOTAL BUS	8.2	71	81	79	75	78	75	76	70	70	71	+1	-4
10		CMBC	8.2	70	80	79	75	77	74	76	70	70	70	0	-4
8		BTC	8.1	74	80	81	79	73	74	72	66	74	74	0	0
19		STC*	8.0	69	87	89	73	77	75	79	65	52	69	+17	-6
13		HTC*	8.0	66	81	73	85	84	75	84	76	72	66	-6	-9
13		VTC	7.8	60	74	74	64	73	70	71	67	71	60	-11 ↓	-10 ↓

Q1 2023 Base = 704

* Caution: small base size.

Total Bus includes all routes evaluated.

TIME PERIOD WITH
LOWER RATINGS

Weekdays from 5 am to 9:30 am

- Clean and Graffiti-Free Buses is awarded Good-to-Excellent scores by just above seven-in-ten (71%) bus riders, which is similar to last wave (up only 1 ppt) and directionally lower than the same period last year (75% in Q1 2022). The average score is 8.2 out of 10, slightly higher than 8.1 last wave, and below 8.3 out of 10 in Q1 2022.
- There are significant shifts of note for some bus depots. The WVT depot saw a significant increase in top scores from last wave (up 16 ppt), while PCT, and VTC both saw significant declines in top scores from last wave (14 ppt and 11 ppt respectively). The VTC depot also saw a significant decline of 10 ppt from the same period last year.

Bus Service Quality Measures | HAVING A DIRECT ROUTE

HAVING A DIRECT ROUTE

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)	<div><div></div><div></div><div></div><div></div><div></div></div>	<u>Depot</u>	<u>Avg Score</u>	% Good to Excellent (8-10)	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	LAST QUARTER	SAME QUARTER LAST YEAR
2	<div><div></div><div></div><div></div><div></div><div></div></div>	BTC	9.0	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><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Q1 2023 Base = 704

* Caution: small base size.

Total Bus includes all routes evaluated.

TIME PERIOD WITH
HIGHER RATINGS

Weekdays from 9:30 am to 3 pm

- More than eight-in-ten (83%) bus riders provide top ratings for Having a Direct Route. This is up directionally from last wave (79% in Q4 2022) and similar to the same quarter last year (82% in Q1 2022). The average score of 8.7 out of 10 is slightly higher than last wave (8.6 out of 10 in Q4 2022) and is consistent with the same quarter last year (8.7 out of 10 in Q1 2022).

Bus Service Quality Measures

FEELING SAFE FROM CRIME AT BUS STOP OR TRANSIT EXCHANGE WHERE BOARDED

FEELING SAFE FROM CRIME AT BUS STOP OR TRANSIT EXCHANGE WHERE BOARDED

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?

													Good-to-Excellent ratings compared to:	
% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	LAST QUARTER	SAME QUARTER LAST YEAR
2	WVT*	9.0	91	78	87	72	77	72	67	84	87	91	+4	+19 ↑
1	PCT*	8.9	83	84	83	84	76	87	78	66	85	83	-2	-4
9	HTC*	8.8	84	76	79	83	76	76	82	78	69	84	+15 ↑	+8
4	RTC	8.6	82	87	82	87	80	76	84	87	80	82	+2	+6
6	BTC	8.4	76	79	89	78	82	81	76	81	68	76	+8	-5
9	TOTAL BUS	8.4	74	79	80	77	75	76	76	75	70	74	+4	-2
9	CMBC	8.3	74	78	80	77	75	76	76	75	69	74	+5	-2
13	VTC	7.9	64	74	73	73	72	73	73	68	63	64	+1	-9 ↓
20	STC*	7.8	60	80	79	69	71	70	66	70	67	60	-7	-10

Q1 2023 Base = 704
* Caution: small base size.
Total Bus includes all routes evaluated.







- Nearly three-quarters (74%) of bus riders award Good-to-Excellent scores for Feeling Safe from Crime at the Bus Stops or Exchange, directionally up from last quarter (70% in Q4 2022), and similar to the same quarter last year (76% in Q1 2022). The average score of 8.4 is significantly higher than last quarter (8.1) and consistent with the same quarter last year (8.4 out of 10 in Q1 2022).
- The HTC depot experienced a significant increase from Q4 2022 (up 15 ppt).
- The following depots saw significant shifts from the same quarter last year: WVT (up 19 ppt from Q1 2022), and VTC (down 9 ppt from Q1 2022).

TIME PERIOD WITH LOWER RATINGS

Weekdays from 5 am to 9:30 am

SkyTrain Service Quality Measures | SKYTRAIN OVERALL SERVICE

SKYTRAIN OVERALL SERVICE

Q12. Thinking about the last/2nd last trip you made by SkyTrain, how would you rate the SkyTrain in terms of service overall?														Good-to-Excellent ratings compared to:		
% Very Poor to Neutral (1-5)			Avg Score	% Good to Excellent (8-10)											LAST QUARTER	SAME QUARTER LAST YEAR
					Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023			
2		CANADA LINE (n=154)	8.5	 80	89	95	94	88	81	83	92	82	80	-2	-1	
5		TOTAL SKYTRAIN (n=473)	8.5	 81	84	84	84	81	78	77	83	76	81	+5	+3	
7		TOTAL BCRTC (n=266)	8.5	 81	80	79	80	78	75	75	77	69	81	+12 ↑	+6	




- Just over eight-in-ten (81%) riders provide Good-to-Excellent ratings for overall SkyTrain Service, a directional lift from last wave (76% in Q4 2022), and a 3 ppt increase from the same quarter last year (78% in Q1 2022). The average score is 8.5 out of 10, up from last quarter (8.3 out of 10) and up slightly from the same quarter last year (8.4 out of 10).
- For the Canada Line, top ratings are similar to last quarter (down 2 ppt from Q4 2022) and the same quarter last year (down only 1 ppt from Q1 2022). Top scores for BCRTC have increased significantly by 12 ppt from last quarter and are up 6 ppt from same quarter last year (75% in Q1 2022); resulting in highest top score over the last two years.

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.

SkyTrain Service Quality Measures | ON-TIME, RELIABLE SERVICE

ON-TIME, RELIABLE SERVICE

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?

Q15.8 Thinking about the last/2nd last trip you made by SkyTrain, how would you rate it in terms of providing on-time, reliable service?											Good-to-Excellent ratings compared to:				
% Very Poor to Neutral (1-5)		Avg Score	% Good to Excellent (8-10)											LAST QUARTER	SAME QUARTER LAST YEAR
				Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023			
4		CANADA LINE (n=154)	8.8	88	94	96	93	89	90	86	97	90	88	-2	-2
5		TOTAL SKYTRAIN (n=473)	8.8	87	92	87	88	87	84	84	87	83	87	+4	+3
5		TOTAL BCRTC (n=266)	8.7	86	91	82	86	86	80	83	83	77	86	+9 ↑	+6 ↑

- Close to nine-in-ten (87%) SkyTrain riders awarded top ratings for On-Time, Reliable Service, a directional lift from last quarter (83% in Q4 2022) and a slight increase from the same quarter last year (84% in Q1 2022). The average is 8.8 out of 10 which is up marginally from last wave (8.7 out of 10) and on par with the same quarter last year (8.8 out of 10). On-Time, Reliable Service continues to be the highest rated top key driver among SkyTrain attributes.
- Ratings for the Canada Line are similar to last quarter and the same period last year (down 2 ppt from both Q4 2022 and Q1 2022). Meanwhile, ratings for BCRTC are up significantly both from last quarter (up 9 ppt from Q4 2022) and from the same quarter last year (up 6 ppt from Q1 2022).

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.

SkyTrain Service Quality Measures | FREQUENCY OF SERVICE

FREQUENCY OF SERVICE

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

Q15.12 Thinking about the last/2nd last trip you made by skytrain, how would you rate it in terms of frequency of service?												Good-to-Excellent ratings compared to:				
% Very Poor to Neutral (1-5)			Avg Score	% Good to Excellent (8-10)		Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	LAST QUARTER	SAME QUARTER LAST YEAR
7		TOTAL BCRTC (n=266)	8.4		76	82	-81	-74	-77	-73	-78	-73	-75	-76	+1	+3
6		TOTAL SKYTRAIN (n=473)	8.4		75	82	-82	-77	-78	-76	-77	-77	-80	-75	-5	-1
8		CANADA LINE (n=154)	8.3		74	85	-88	-84	-80	-80	-73	-87	-84	-74	-10 ↓	-6

- Three-quarters (75%) of SkyTrain riders awarded top ratings for Frequency of Service, a directional drop from last quarter (80% in Q4 2022) but similar to the same quarter last year (76% in Q1 2022). The average score is 8.4 out of 10, which is unchanged from both last wave and the same period last year.
- Top scores for the Canada Line are down significantly from last quarter (84% in Q4 2022) and down slightly from the same quarter last year (down 6 ppt from Q1 2022). Meanwhile, BCRTC top scores are similar to last quarter (up only 1 ppt) and increased slightly from the same quarter last year (up 3 ppt from Q1 2022).

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.

SkyTrain Service Quality Measures | NOT BEING OVERCROWDED

NOT BEING OVERCROWDED

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

Q15.4 Thinking about the last/2nd last trip you made by skytrain, how would you rate it in terms of not being overcrowded?											Good-to-Excellent ratings compared to:					
% Very Poor to Neutral (1-5)			Avg Score	% Good to Excellent (8-10)		Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	LAST QUARTER	SAME QUARTER LAST YEAR
20	<div></div>	CANADA LINE (n=154)	7.1	<div></div>	51	69	78	67	64	66	62	52	51	51	0	-15 ↓
21	<div></div>	TOTAL SKYTRAIN (n=473)	7.1	<div></div>	51	65	68	65	61	60	55	52	46	51	+5	-9 ↓
23	<div></div>	TOTAL BCRTC (n=266)	7.0	<div></div>	49	64	64	63	60	56	54	51	44	49	+5	-7

- Just above half (51%) of SkyTrain riders award Good-to-Excellent scores for Not Being Overcrowded, a slight rise from last wave (46% in Q4 2022) but a significant drop from the same quarter last year (60% in Q1 2022). The average score is 7.1 out of 10, unchanged from last wave but a significant decline from the same quarter last year (7.6 in Q1 2022). Not Being Overcrowded continues to be the lowest rated top key driver of overall SkyTrain attributes.
- Top ratings for the Canada Line are unchanged from last wave but have declined significantly since the same period last year (down 15 ppt from Q1 2022). Top ratings for BCRTC are up slightly from last quarter (up 5 ppt) and down slightly from the same quarter last year (down 7 ppt from Q1 2022).

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.

SkyTrain Service Quality Measures

FEELING SAFE FROM CRIME ON BOARD SKYTRAIN

FEELING SAFE FROM CRIME ON BOARD SKYTRAIN

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?

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?												Good-to-Excellent ratings compared to:				
% Very Poor to Neutral (1-5)			Avg Score	% Good to Excellent (8-10)		Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	LAST QUARTER	SAME QUARTER LAST YEAR
7		CANADA LINE (n=154)	8.3		74	81	83	84	85	80	77	83	75	74	-1	-6
8		TOTAL SKYTRAIN (n=473)	8.2		72	76	74	78	75	76	74	78	72	72	0	-4
9		TOTAL BCRTC (n=266)	8.2		70	74	70	74	71	73	73	76	71	70	-1	-3

- More than seven-in-ten (72%) SkyTrain riders award top scores for Feeling Safe from Crime On Board SkyTrain, unchanged from last wave and down slightly from the same quarter last year (76% in Q1 2022). The average score is 8.2 out 10, which is also unchanged from last wave (8.2 in Q4 2022), and down from the same quarter last year (8.4 in Q1 2022).
- This quarter, top scores for the Canada Line are similar to last quarter (down only 1 ppt) and are down slightly from the same quarter last year (down 6 ppt from Q1 2022). BCRTC saw only modest changes in this attribute, with a decrease of only 1 ppt from last quarter and a decrease of 3 ppt from Q1 2022.







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.

SkyTrain Service Quality Measures

CLEAN AND GRAFFITI-FREE SKYTRAIN CARS AND STATIONS

CLEAN AND GRAFFITI-FREE SKYTRAIN CARS AND STATIONS

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?

												Good-to-Excellent ratings compared to:			
% Very Poor to Neutral (1-5)		Avg Score	% Good to Excellent (8-10)	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	LAST QUARTER	SAME QUARTER LAST YEAR	
5		CANADA LINE (n=154)	8.4	 79	85	88	89	85	84	79	81	66	79	+13 ↑	-5
11		TOTAL SKYTRAIN (n=473)	8.0	 67	75	71	75	71	69	68	67	60	67	+7 ↑	-2
12		TOTAL BCRTC (n=266)	7.8	 61	69	64	68	63	62	61	63	53	61	+8	-1

- Over two-thirds (67%) of SkyTrain riders assigned Good-to-Excellent ratings for Clean and Graffiti-Free SkyTrain Cars and Stations, a significant increase from last wave (60% in Q4 2022) and similar to the same period last year (69% in Q1 2022). The average score is 8.0 this wave, which is up from 7.8 last quarter but down modestly from 8.1 in Q1 2022.
- Top ratings for the Canada Line are up significantly from last wave (up 13 ppt from Q4 2022) but down slightly since the same period last year (down 5 ppt from Q1 2022). Top ratings for BCRTC are up slightly from last quarter (up 8 ppt) and are similar to the same quarter last year (down only 1 ppt from Q1 2022).







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.

SkyTrain Service Quality Measures

FEELING SAFE FROM CRIME INSIDE THE SKYTRAIN STATION

FEELING SAFE FROM CRIME INSIDE THE SKYTRAIN STATION

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?

Q1 3.3 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?											Good-to-Excellent ratings compared to:					
% Very Poor to Neutral (1-5)			Avg Score	% Good to Excellent (8-10)		Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	LAST QUARTER	SAME QUARTER LAST YEAR
8		CANADA LINE (n=154)	8.2		70	80	84	85	79	78	73	84	76	70	-6	-8 ↓
9		TOTAL SKYTRAIN (n=473)	8.0		63	69	71	75	68	71	67	71	69	63	-6	-8 ↓
10		TOTAL BCRTC (n=266)	7.8		59	65	64	70	62	66	65	64	64	59	-5	-7

- Feeling Safe from Crime Inside the SkyTrain Station is awarded top ratings by over six-in-ten (63%) SkyTrain users this wave, a directional decrease from last wave (down 6 ppt) but a significant drop from the same quarter last year (71% in Q1 2022). The average score of 8.0 out of 10 is unchanged from last quarter but down from the same quarter last year (8.2 out of 10 in Q1 2022).
- Canada Line top ratings decreased slightly by 6 ppt from last quarter, but significantly from Q1 of last year (down 8 ppt). BCRTC ratings are down slightly from both last wave (down 5 ppt), and the same period last year (down 7 ppt).

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.

SkyTrain Service Quality Measures | STAFF AVAILABLE WHEN NEEDED

STAFF AVAILABLE WHEN NEEDED

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

Q15.10 Thinking about the last/2nd last trip you made by skytrain, how would you rate it for staff available when needed?														Good-to-Excellent ratings compared to:		
% Very Poor to Neutral (1-5)			Avg Score	% Good to Excellent (8-10)		Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	LAST QUARTER	SAME QUARTER LAST YEAR
25	<div></div>	TOTAL BCRTC (n=266)	6.9	<div></div>	42	40	32	34	35	36	39	37	37	42	+5	+6
25	<div></div>	TOTAL SKYTRAIN (n=473)	6.7	<div></div>	38	38	36	33	32	33	36	34	37	38	+1	+5
26	<div></div>	CANADA LINE (n=154)	6.4	<div></div>	32	34	43	33	24	27	30	29	38	32	-6	+5

- Close to four-in-ten (38%) SkyTrain riders provide top ratings for Staff Available When Needed, which is only 1 ppt above last wave (37% in Q4 2022), and up directionally by 5 ppt from the same quarter last year (33% in Q1 2022). The average score is 6.7 out of 10, down slightly from last wave and the same period last year (both 6.8 out of 10).
- The Canada Line saw a slight decrease of 6 ppt from last quarter and a slight increase of 5 ppt from the same quarter last year. Meanwhile, the BCRTC saw a slight increase from both last quarter (up 5 ppt) and the same period last year (up 6 ppt) for this attribute.

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.

SkyTrain Service Quality Measures

DELAYS ARE ANNOUNCED AND EXPLAINED

DELAYS ARE ANNOUNCED AND EXPLAINED

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?

Q15.11 Thinking about the last time you experienced a delay on skytrain, how would you rate it in terms of delays are announced and explained?											Good-to-Excellent ratings compared to:					
% Very Poor to Neutral (1-5)			Avg Score	% Good to Excellent (8-10)		Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	LAST QUARTER	SAME QUARTER LAST YEAR
38	<div></div>	TOTAL BCRTC (n=65*)	6.4	<div></div>	42	31	31	42	39	28	43	32	45	42	-3	+14
36	<div></div>	TOTAL SKYTRAIN (n=95*)	6.4	<div></div>	38	35	34	42	40	30	39	33	40	38	-2	+8
26	<div></div>	CANADA LINE (n=22**)	6.3	<div></div>	14	51	49	60	37	41	20	26	28	14	-14	-27

n = Those experiencing a delay in the past 3 months.

*Caution: small base size. **Caution: verysmall base size.

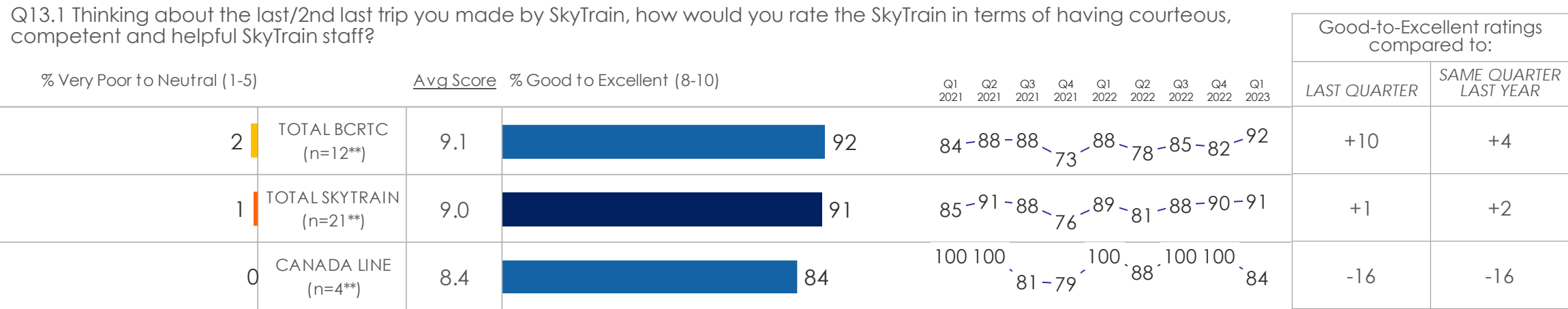
- Over one-in-five (21%) SkyTrain riders indicate that they have experienced a SkyTrain delay in the past three months, similar to last quarter (22%) and consistent with the same period last year (21% in Q1 2022). Of those who have experienced a SkyTrain delay, Delays are Announced and Explained is awarded top ratings by close to one-in-four (38%) SkyTrain users, a modest 2 ppt decrease from last wave (40% in Q4 2022) but up directionally from same quarter last year (30% in Q1 2022). The average score is 6.4 out of 10, which is lower than last wave (6.6 in Q4 2022), but consistent with the same quarter last year (6.4 in Q1 2022).
- Delays are Announced and Explained continues to have the lowest proportion of top scores amongst all Skytrain attributes.
- BCRTC top ratings are lower by 3 ppt compared to last quarter, and higher by 14 ppt from the same quarter last year. Base sizes for Canada Line ratings are <30 so interpretation is qualitative in nature.

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.

SkyTrain Service Quality Measures

COURTEOUS, COMPETENT AND
HELPFUL SKYTRAIN STAFF

COURTEOUS, COMPETENT AND HELPFUL SKYTRAIN STAFF



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

- Very few (4%) SkyTrain users interacted with staff on their last trip, up 2 ppt from last quarter (2% in Q4 2022). Of these riders, just above nine-in-ten (91%) riders award Good-to-Excellent ratings for Courteous, Competent and Helpful SkyTrain Staff, similar to last wave (90% in Q4 2022) and from the same quarter last year (89% in Q1 2022) 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 also <30 for both BCRTC and Canada Line ratings so shifts noted below are only qualitative in nature.

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.

SeaBus Service Quality Measures

SEABUS SERVICE QUALITY MEASURES

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

Q8/9. Thinking about the last/2nd last trip you made by SeaBus, how would you rate the SeaBus in terms of ...													Good-to-Excellent ratings compared to:		
% Very Poor to Neutral (1-5)		Seabus Attributes	Avg Score	% Good to Excellent (8-10)	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Last Quarter	Same Quarter Last Year
0		On-time, reliable service	9.2	<div></div> 93	97	90	94	90	94	92	100	100	93	-7 ↓	-1
3	<div></div>	Trip duration	8.9	<div></div> 90	98	91	86	94	85	91	98	84	90	+6	+5
0		Courteous, competent & helpful staff**	8.7	<div></div> 100	100	85	100	97	85	100	88	100	100	0	+15
7	<div></div>	Overall Service	8.5	<div></div> 81	87	92	91	83	84	92	93	89	81	-8	-3
5	<div></div>	Not being overcrowded	8.4	<div></div> 77	84	71	66	73	76	70	61	89	77	-12	+1
8	<div></div>	Clean & graffiti-free	8.4	<div></div> 73	94	83	91	83	83	79	78	93	73	-20 ↓	-10
6	<div></div>	Safety from crime at the station	8.3	<div></div> 88	78	88	90	85	80	90	81	91	88	-3	+8
1	<div></div>	Staff available when needed	8.3	<div></div> 62	74	71	73	68	60	70	64	71	62	-9	+2
4	<div></div>	Frequency of service	8.0	<div></div> 63	76	78	73	73	75	76	74	73	63	-10	-12

Q1 2023 Base = 64*

* Caution: small base size.

** Caution: very small base size - only among those who spoke to SeaBus staff (n=12)

- Just over eight-in-ten riders (81%) provided top ratings for Overall SeaBus Service, a decrease of 8 ppt from last wave (89% in Q4 2022) and a slight decrease from the same quarter last year (84% in Q1 2022). This quarter, the average score is 8.5 out of 10, down from 8.9 last quarter but consistent with in Q1 2022 (8.5).
- A few attributes experienced significant shifts from last quarter. Key driver On-time, Reliable service is significantly down 7 ppt from Q4 2022, and Clean & Graffiti-Free is significantly down 20 ppt from Q4 2022.

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

Trends in Transit Usage

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

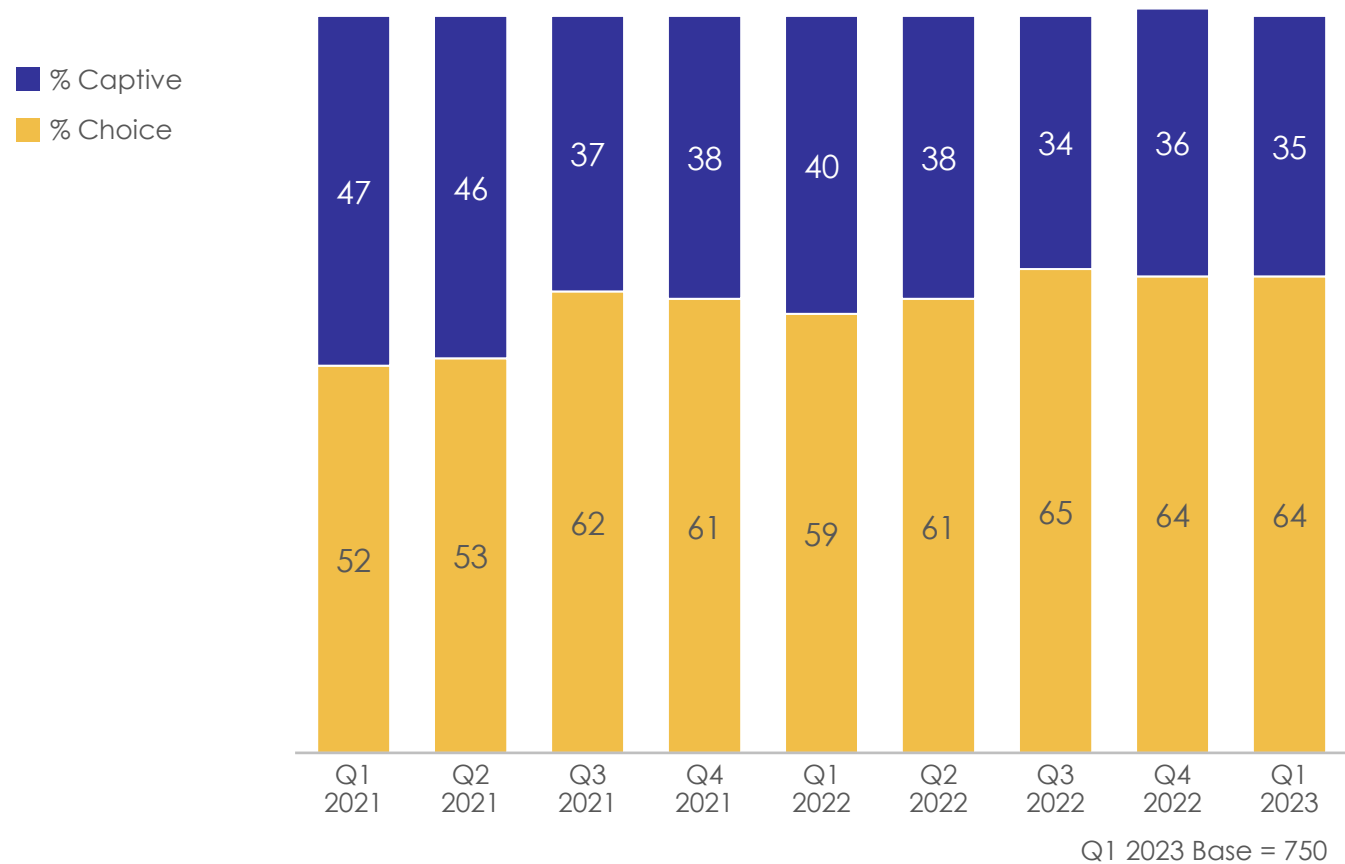
- Choice vs. Captive customers
- Purpose of trip
- Length of time taking transit
- Likely future transit usage
- Method of fare payment
- Reasons for taking transit as opposed to another mode of transportation
- Changes in level of ridership in the last six months
- Reasons for riding transit more or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



Trends in Transit Usage | CHOICE VS. CAPTIVE

CHOICE VS. CAPTIVE

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?

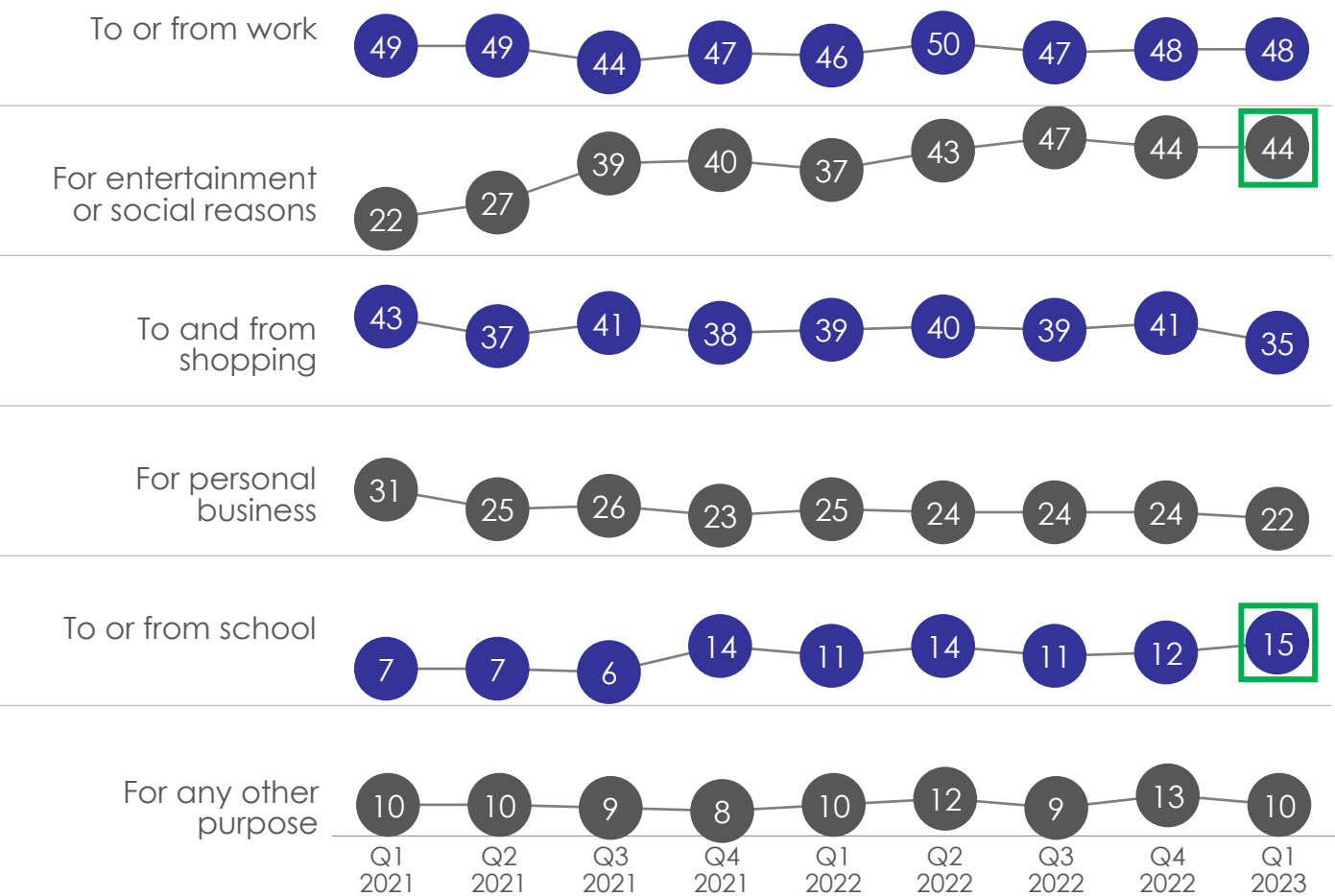


- Similar to the past two quarters, over one-third (35%) of riders are Captive riders, defining those who do not have regular access to a vehicle for the transit trips they make. This is a marginal decrease of 1 ppt from last quarter and a directional decline of 5 ppt from the same quarter last year (40%). On the other hand, nearly two-thirds (64%) of riders are Choice riders, meaning they have regular access to a vehicle. This proportion is unchanged from last wave and directionally up by 5 ppt from the same quarter last year (59%).
- The proportion of Captive vs Choice riders is in alignment to pre-pandemic levels seen in Q1 2020, with Choice Riders on par (64% in Q1 2020) and Captive riders on par (35% in Q1 2020).
- Captive riders are more likely than Choice riders to be 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 High Frequency riders, taking transit for work, school or shopping, or be a Bus user.
- Alternatively, Choice riders are more likely than Captive riders to be aged 55+, have a household income of \$80K or more, have a university degree, or are Low Frequency riders.
- A detailed profile of these two rider groups can be found in the Customer Profiles section of the report.

Trends in Transit Usage | TRIP PURPOSE

% OF RIDERS BY TRIP PURPOSE

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



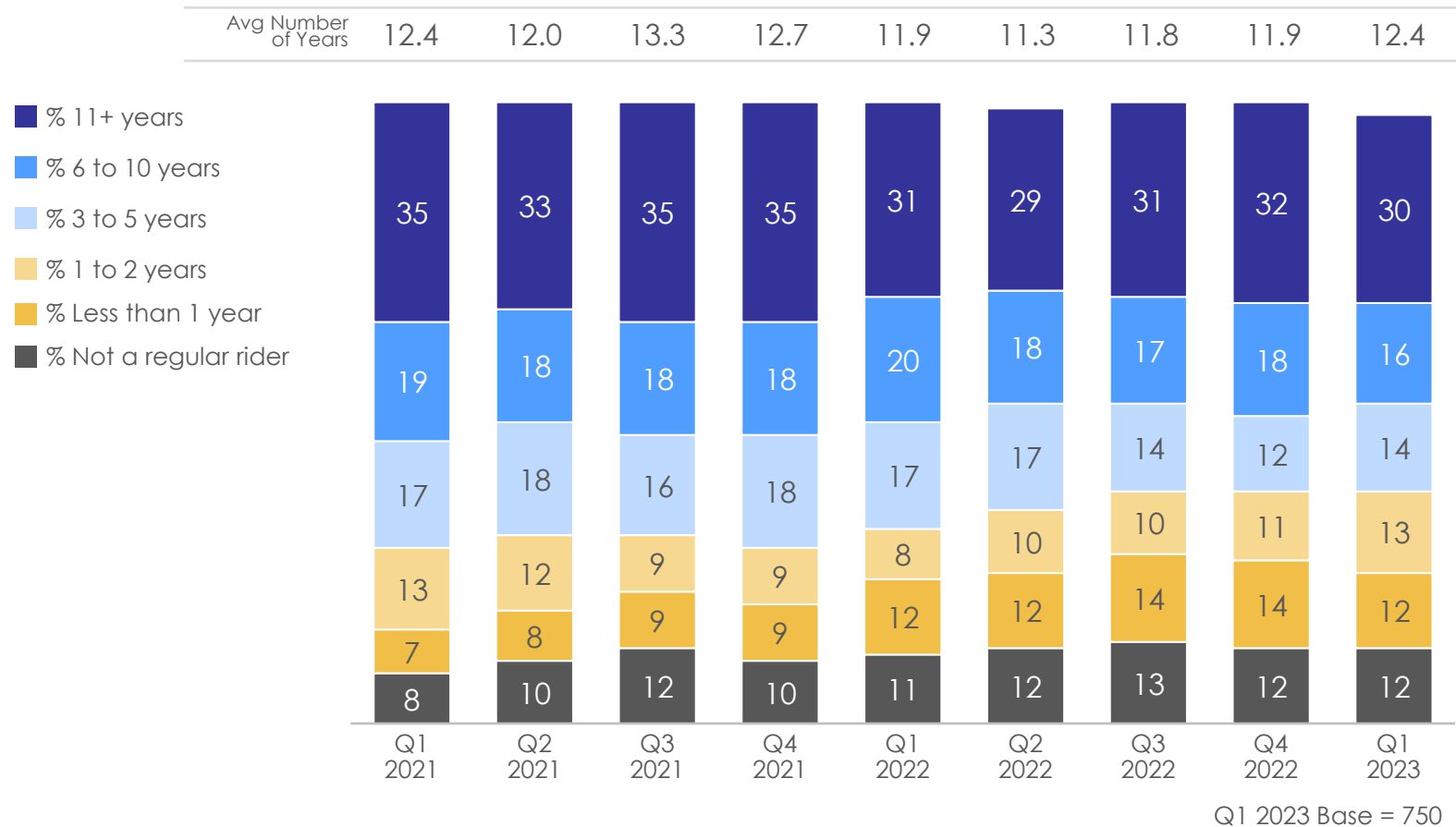
- Unchanged from last wave, close to half (48%) of riders took transit to get to work, which is similar to the same quarter last year (46% in Q1 2022).
- More than four-in-ten (44%) riders also used transit for entertainment or social reasons which is on par with last quarter (44% in Q4 2022) but significantly higher than the same period last year (37% in Q1 2022), likely due to more people going out for social gatherings now that the pandemic is nearly over.
- More than one-in-ten (15%) riders also take transit to go to school, which is up 3 ppt from last quarter (12%) and is significantly higher than the same quarter last year (11% in Q1 2022).
- This quarter, one-in-ten riders (10%) take transit for other purposes, which is slightly lower than last quarter (13% in Q4 2022) but unchanged from the same quarter last year (10% in Q1 2022).

Q1 2023 Base = 750

Trends in Transit Usage | LENGTH OF TIME TAKING TRANSIT

LENGTH OF TIME TAKING TRANSIT ON A REGULAR BASIS

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

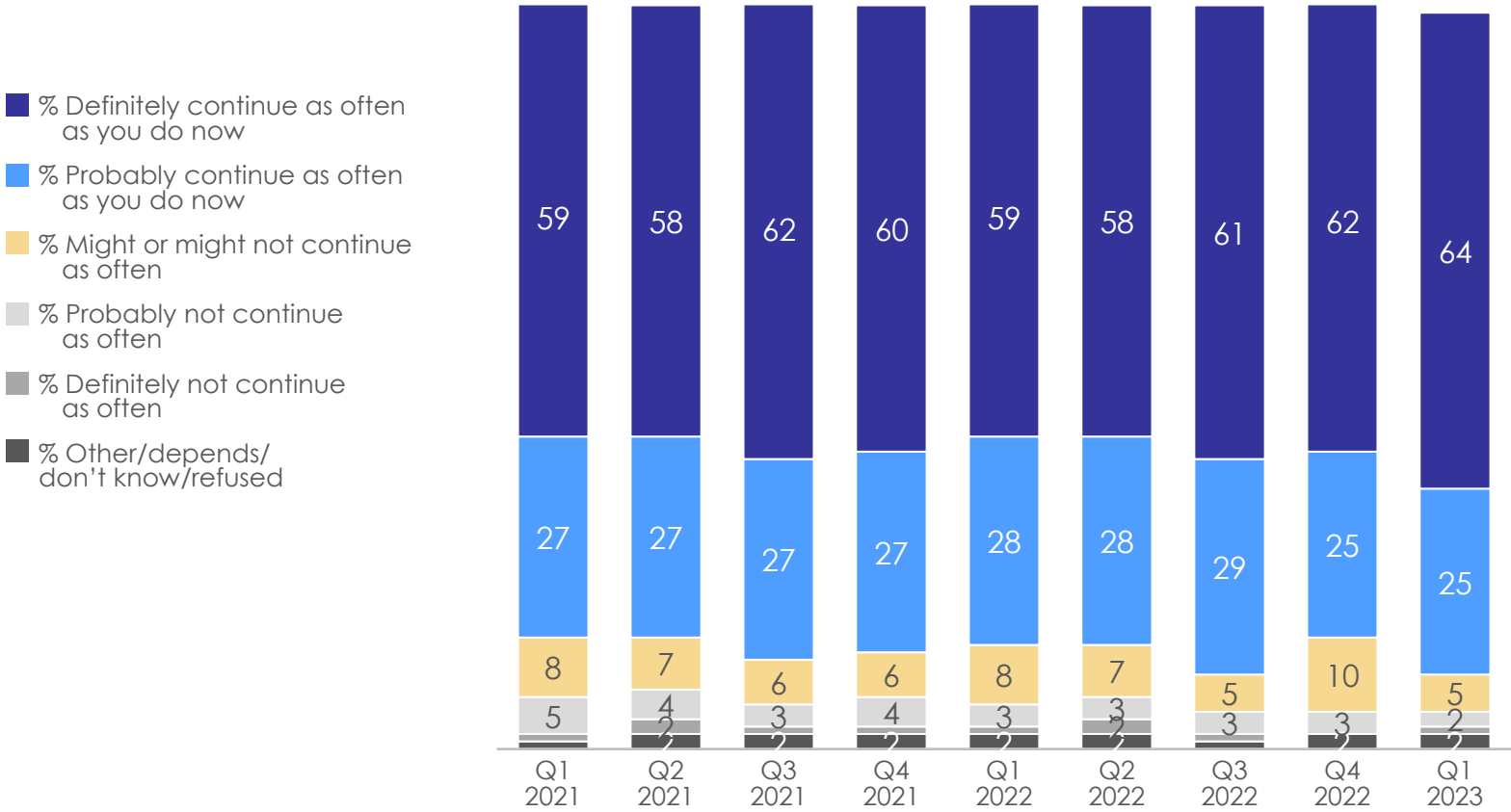


- Three-in-ten (30%) of riders have been taking transit for over 11 years, similar to last wave (32% in Q4 2022) and the same period last year (31% in Q1 2022). The average number of years riders have been taking transit this wave is 12.4, which is higher than last wave and the same period last year (both 11.9).
- More than one-in-ten (12%) riders have been taking transit for less than 1 year, similar to last wave (14% in Q4 2022) and consistent with the same period last year (12%).
- Residents from West Vancouver have been taking transit for a longer period on average.

Trends in Transit Usage | LIKELY FUTURE USAGE

LIKELIHOOD OF TAKING TRANSIT AS OFTEN IN FUTURE

Q30A. How likely are you to take transit as often as you do now in the foreseeable future? Will you (___) continue as often?



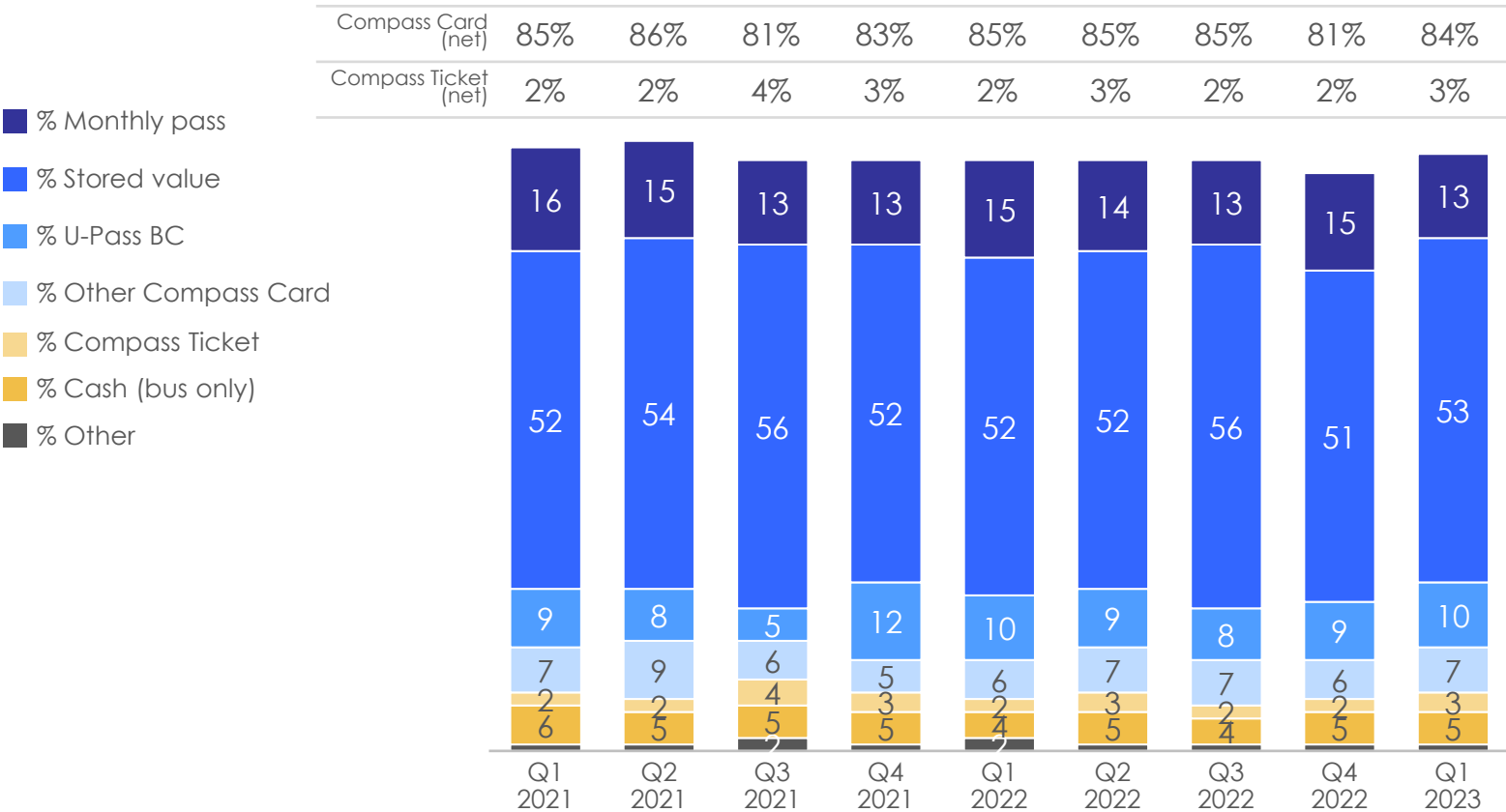
Q1 2023 Base = 750

- Close to two-thirds(64%) of riders foresee themselves definitely taking transit as often as they do now. This is a modest 2 ppt lift from last wave (62% in Q4 2022) and a directional increase from the same period last year (59% in Q1 2022).
- The proportion of riders who will probably take transit as often is unchanged from last wave and 3 ppt down from the same quarter last year. Those who indicate that they might or might not take transit as often is down significantly by 5 ppt from last wave and directionally down by 3 ppt from 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.

Trends in Transit Usage | FARE PAYMENT METHOD

FARE PAYMENT METHOD USED

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



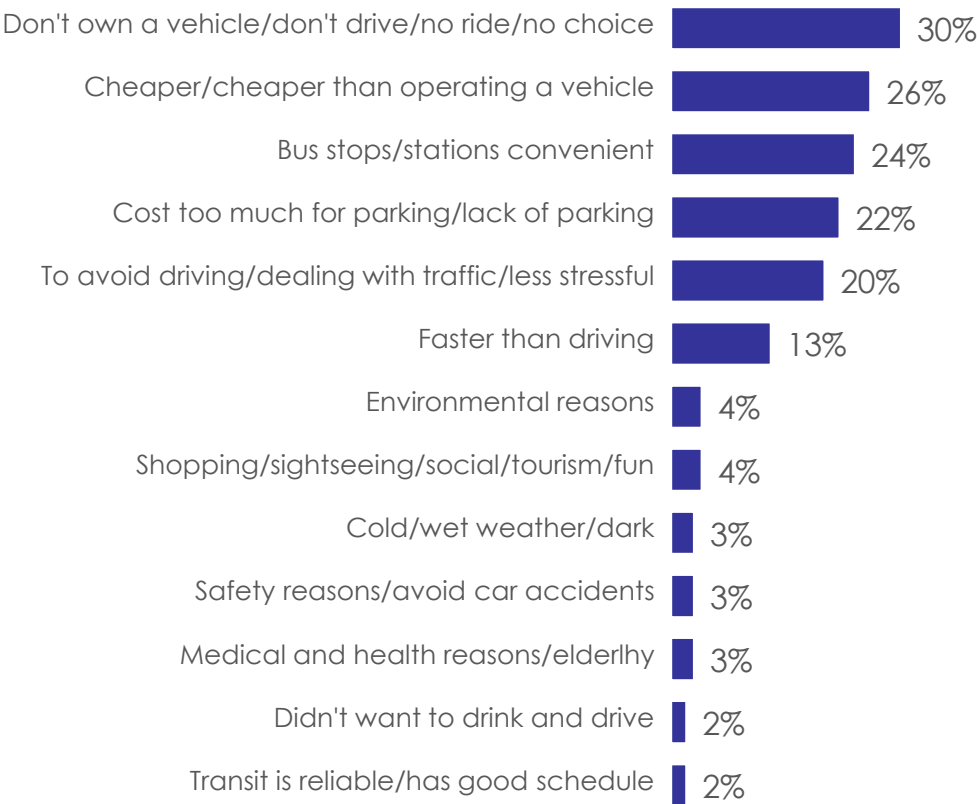
Q1 2023 Base = 750

- More than eight-in-ten (84%) riders use a Compass Card as their primary method of payment, up by 3 ppt from last wave but down by only 1 ppt the same period last year (85% in Q1 2022).
- Over half (53%) of riders used stored value, which is the method of payment used by the most riders every wave. This is similar to last wave (51% in Q4 2022) and only 1 ppt higher than the same period last quarter.
- Significantly fewer riders (13-15%) these past several 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 a change in behaviour that came out of the pandemic and stayed such as hybrid working/coming into the office less frequently.
- Monthly Pass users are more likely to be Captive, High Frequency riders, have household incomes of \$80K or less, or use transit for work. 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 be Low Frequency riders.

Trends in Transit Usage | REASONS FOR TAKING TRANSIT VS. ANOTHER MODE

REASONS FOR TAKING TRANSIT

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



Only responses of 2% or more are shown.

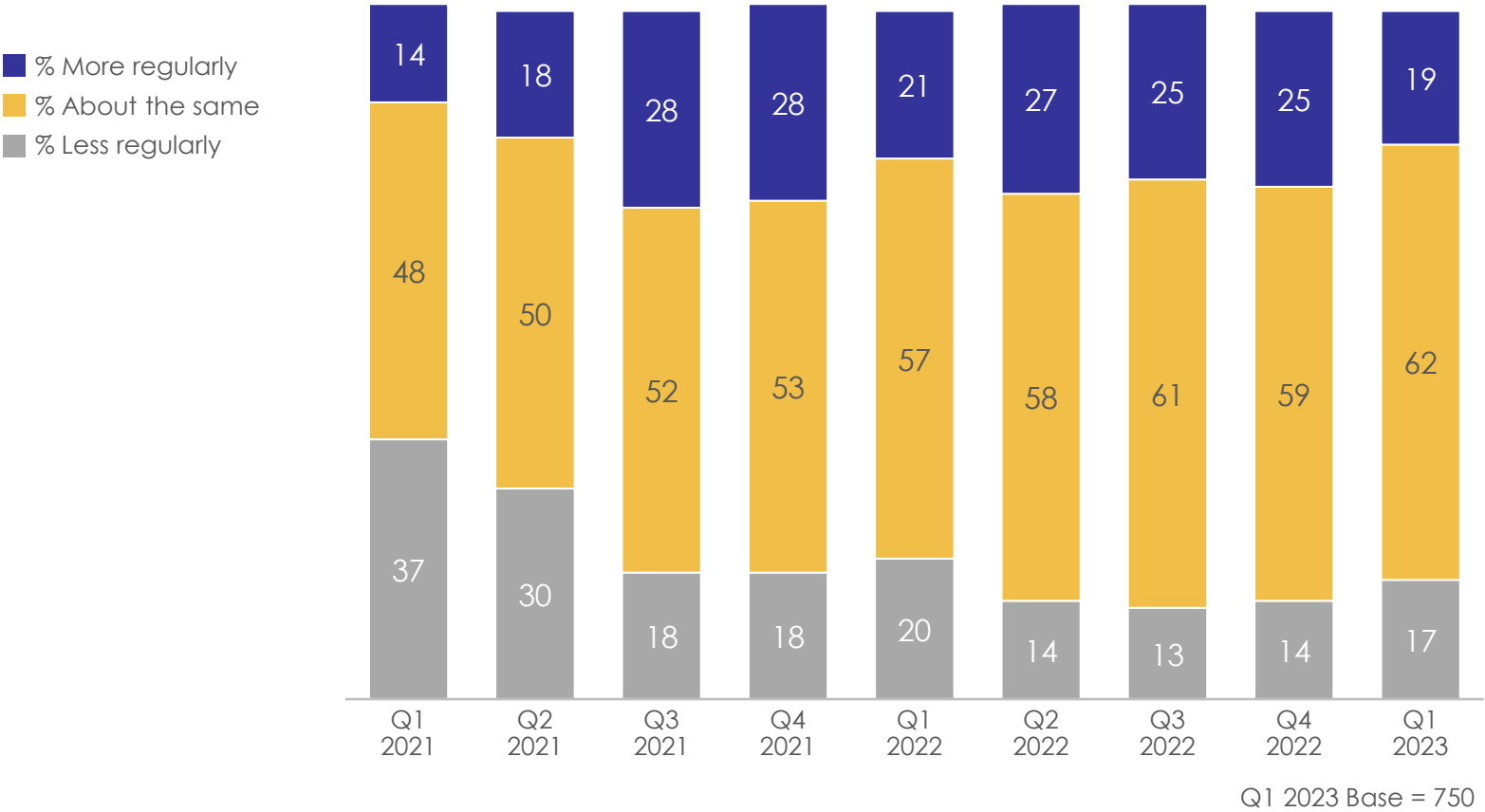
Q1 2023 Base = 750

- Consistent with previous quarters, the top three reasons for choosing to use transit are the following:
 - Not having vehicle access (30%);
 - Cheaper than alternatives (26%); and,
 - Convenient bus stops/stations (24%).

Trends in Transit Usage | CHANGES IN LEVEL OF RIDERSHIP

CHANGES IN TRANSIT USAGE LAST SIX MONTHS

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

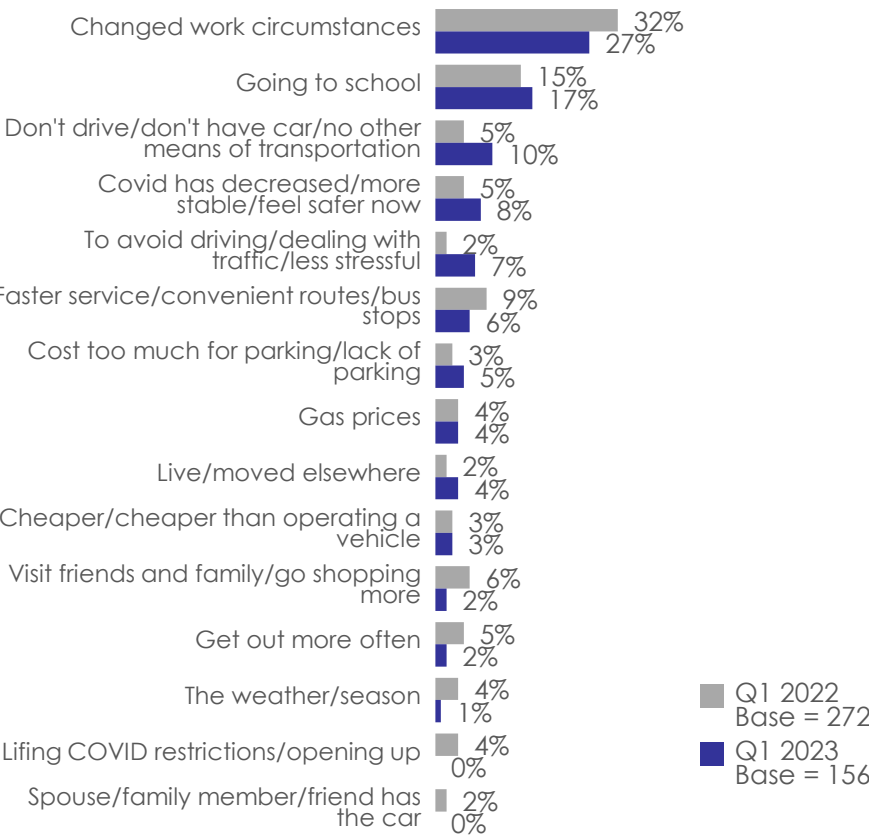


- Close to two-in-five (17%) riders say they are taking transit less regularly than they did six months ago, a 3 ppt lift from last quarter (14% in Q4 2022), but a directional drop of 3 ppt from the same quarter last year (20% in Q1 2022).
- Conversely, over six-in-ten (62%) riders indicate that their transit usage is about the same as six months ago, which is 3 ppt higher than last wave (59% in Q4 2022), and directionally higher than the same quarter last year (57% in Q1 2022).
- Meanwhile, almost two-in-five (19%) say they use transit more regularly than six months ago, which is directionally down 6 ppt from last wave (25%) and similar to the same quarter last year (21%).
- Although trends of transit usage had rebounded from the pandemic, there remains a lot of change in behaviour that may be here to stay, even as the pandemic nears its end, so the usage levels are not as consistent as they once were.

Trends in Transit Usage | REASONS FOR RIDING MORE/LESS REGULARLY

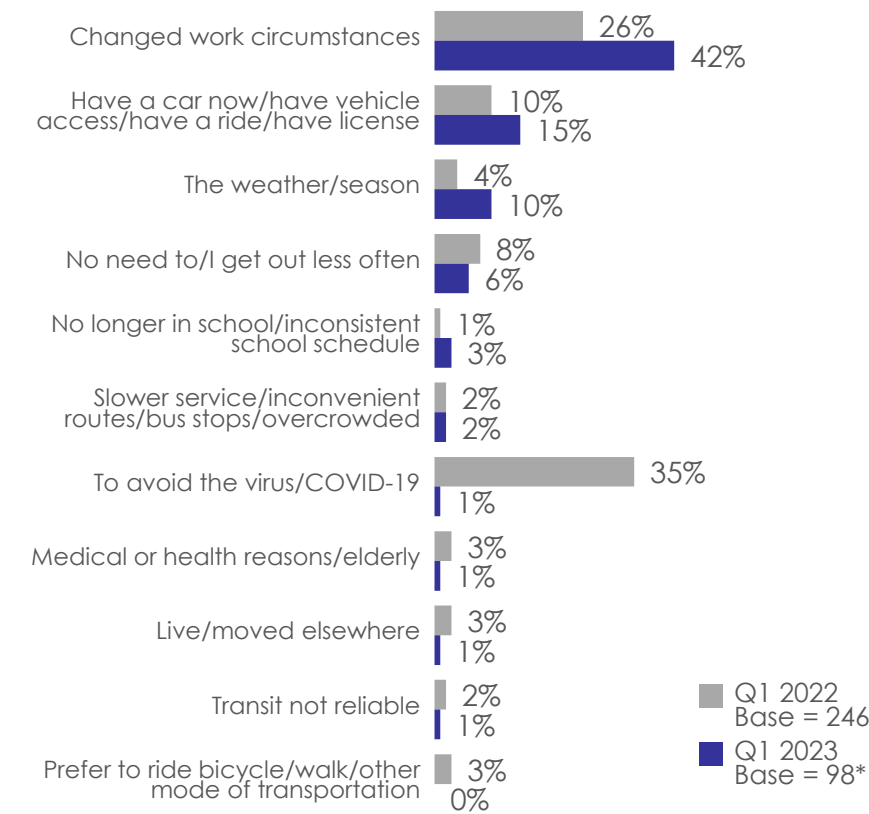
REASONS FOR RIDING MORE

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



REASONS FOR RIDING LESS

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



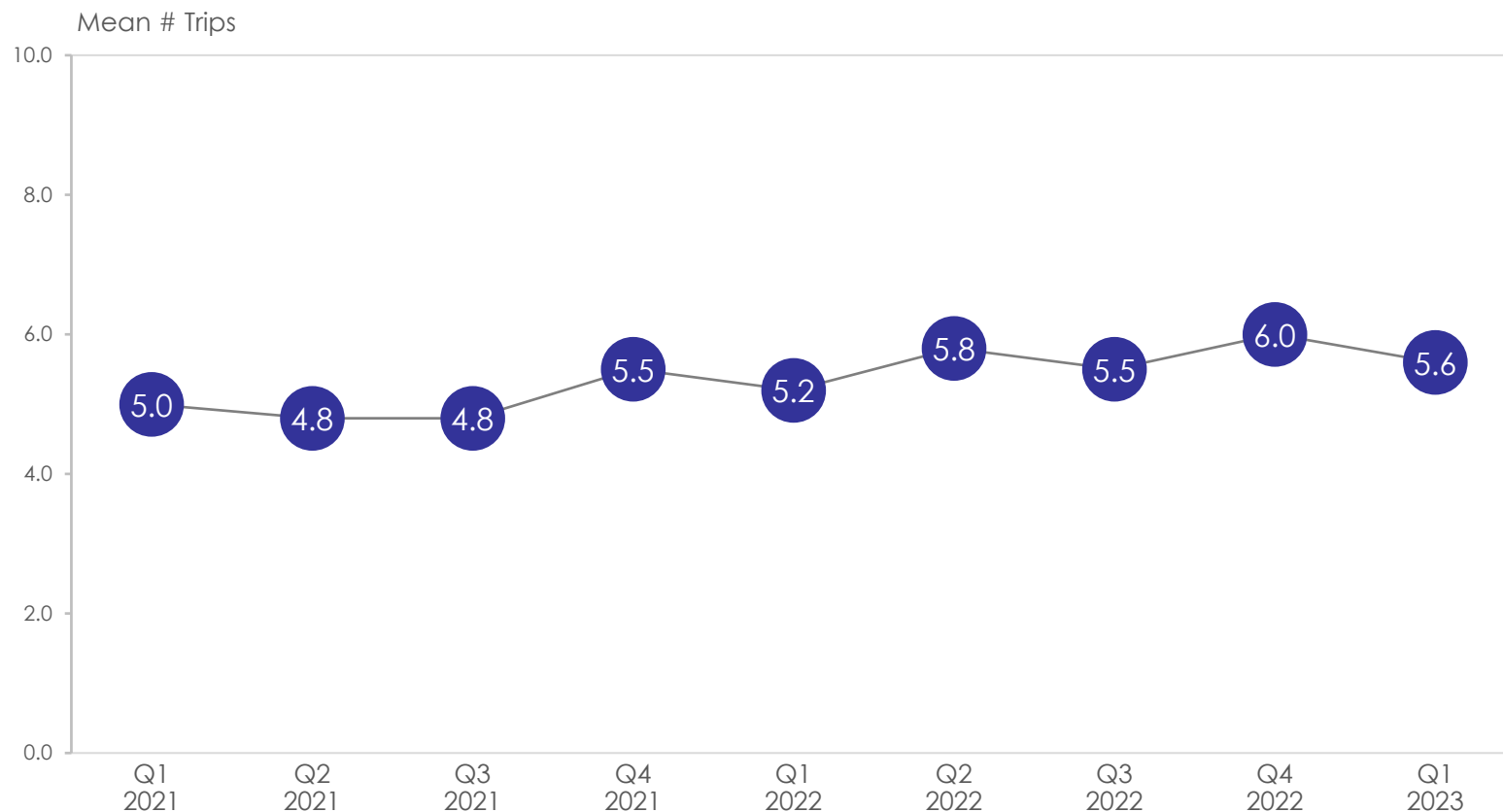
- The top reason for riding transit more regularly compared to six months ago remains to be changing work circumstances (27%) although it is slightly lower than the same quarter last year (32% in Q1 2022), followed by going to school (17%), up 2 ppt from Q1 2022.
- The top mention for riding transit less regularly is also changing work circumstances (42%) but it is up significantly from the same quarter last year (26% in Q1 2022), followed by having a car/license now (15%), and the weather/season (10%). Avoiding the COVID-19 virus (1%) is now barely mentioned yet was the top reason for riding less regularly a year ago (35%).

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

Trends in Transit Usage | AVERAGE NUMBER OF ONE-WAY TRIPS

AVERAGE NUMBER OF TRIPS – OVERALL TRANSIT SYSTEM

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



Q1 2023 Base = 750

- The average number of one-way transit trips made is 5.6 days this wave, which is down from last wave (6.0 in Q4 2022), but up from the same quarter last year (5.2 in Q1 2022).
- The average weekly transit usage has increased for Bus, SkyTrain and SeaBus since last wave. The results for this quarter are as follows:
 - Bus users: 6.3 one-way transit trips (down from 6.9 last quarter)
 - SkyTrain users: 5.8 one-way transit trips (down from 6.6 last quarter)
 - SeaBus users: 6.8 one-way transit trips (down from 7.5 last quarter)

Customer Profiles

This section presents profiles of key customer segments including:

- Choice vs. Captive riders
- Bus, SkyTrain and SeaBus users
- Low, Medium and High Frequency riders
- Demographic profile of past 30-day transit users relative to the demographic profile of Metro Vancouver residents who are 16 or older



Customer Profiles | CHOICE AND CAPTIVE RIDERS

- Nearly two-thirds (64%) of riders are Choice riders, meaning they have regular access to a vehicle for their transit trip(s) they make, which is unchanged from last quarter (64% in Q4 2022) and directionally up by 5 ppt from the same quarter last year (59% in Q1 2022).
- Meanwhile, over one-third (35%) of riders are considered Captive, meaning they do not have regular access to a vehicle for their transit trip(s), which is only a 1 ppt decrease from last wave (36%) and a directional 5 ppt decline from the same quarter last year (40% in Q1 2022).
- Significantly different characteristics of each rider group are highlighted on the table to the left and on the following page.

	TOTAL	CHOICE	CAPTIVE
Base	750	507	233
AVERAGE PAST-WEEK TRANSIT TRIPS	5.6	4.4	7.5
YEARS BEEN A TRANSIT RIDER	12.4	13.8	10.0
TRANSIT SYSTEM – OVERALL SERVICE RATING	8.0	8.1	7.7
MODE	%	%	%
Bus	78	70	92
SkyTrain	69	69	68
SeaBus	6	8	2
AGE	%	%	%
18-34 years	37	29	51
35-54 years	33	36	28
55+ years	28	33	20
GENDER	%	%	%
Male	45	44	48
Female	46	49	41
Non-binary/gender fluid	1	<1	3
Prefer not to say/refused	7	7	9
EMPLOYMENT STATUS	%	%	%
Full-time	49	52	43
Part-time	16	15	18
Not employed	36	33	42
EDUCATION	%	%	%
High school or less	18	13	26
Vocational/college/technical	17	15	21
Some university	9	9	11
Graduated university	51	57	40
HOUSEHOLD INCOME	%	%	%
Under \$40K	20	14	32
\$40K to <\$80K	21	21	22
\$80K or more	37	45	23

Customer Profiles | CHOICE AND CAPTIVE RIDERS

	TOTAL	CHOICE	CAPTIVE
Base	750	507	233
TRAVEL PURPOSE	%	%	%
Work	48	43	55
Entertainment	44	44	43
Shopping	35	29	45
Personal business	22	21	23
School	15	11	23
Other purpose	10	9	13
PAYMENT METHOD	%	%	%
Compass card	84	80	90
Cash fare	5	6	5
Compass ticket	3	2	3
Other	1	1	<1
REGION	%	%	%
Vancouver	38	37	39
Surrey/North Delta/White Rock/Langley	18	15	24
Burnaby/New Westminister	15	16	14
Richmond/South Delta	11	11	10
Northeast region	9	10	8
North Vancouver	7	9	4
West Vancouver	2	2	1

Customer Profiles | CHOICE AND CAPTIVE RIDERS

	TOTAL	CHOICE	CAPTIVE
Base	750	507	233
IDENTIFY AS FIRST NATIONS, INTUIT, MÉTIS	%	%	%
Yes	1	1	2
No	88	90	86
Prefer not to answer	3	3	3
Don't know	2	1	3
Refused	6	5	6
ETHNICITY	%	%	%
Caucasian	47	52	37
Chinese	14	15	10
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	10	6	17
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	5	6	4
Filipino	5	4	7
Latin American	4	2	<1
West Asian (e.g., Iranian, Afghan, etc.)	2	1	4
Middle Eastern	2	2	1
Black	1	1	2
European	1	<1	2
Another ethnic or cultural identity	2	2	2
Prefer not to answer	3	4	2
Refused	6	6	6

Customer Profiles | LOW, MEDIUM, HIGH FREQUENCY RIDERS

- Just under half (48%) of transit riders are Low Frequency riders, meaning they make 3 or fewer one-way transit trips in a week, up 3 ppt from last quarter (45% in Q4 2022) but down only 1 ppt from the same quarter last year (49% in Q1 2022).
- Three-in-ten (30%) riders are Medium Frequency riders, meaning they take 4 to 9 one-way transit trips a week. This is down slightly from last wave (33%) but is consistent with the same period last year (30%).
- Over one-in-five (22%) transit users are High Frequency riders, which are those who take 10 or more one-way transit trips per week. This is unchanged from last wave, and similar to the same quarter last year (20%).
- Significantly different characteristics of each rider group are highlighted on the table to the left and on the following page.

	TOTAL	LOW	MEDIUM	HIGH
Base	750	401	207	142
YEARS BEEN A TRANSIT RIDER	12.4	15.9	9.9	9.5
TRANSIT SYSTEM – OVERALL SERVICE RATING	8.0	8.2	7.9	7.6
AVERAGE AGE	43.4	48.6	39.5	37.3
MODE	%	%	%	%
Bus	78	67	87	90
SkyTrain	69	65	71	74
SeaBus	6	8	5	3
AGE	%	%	%	%
18-34 years	37	22	51	51
35-54 years	33	39	23	31
55+ years	28	37	23	14
GENDER	%	%	%	%
Male	45	46	49	39
Female	46	46	42	52
Non-binary/gender fluid	1	1	1	2
Prefer not to say/refused	7	8	7	7
EMPLOYMENT STATUS	%	%	%	%
Full-time	49	48	44	55
Part-time	16	12	21	19
Not employed	36	38	39	29
HOUSEHOLD INCOME	%	%	%	%
Under \$40K	20	12	22	36
\$40K to <\$80K	21	18	26	21
\$80K or more	37	45	33	25

Customer Profiles | LOW, MEDIUM, HIGH FREQUENCY RIDERS

	TOTAL	LOW	MEDIUM	HIGH
Base	750	401	207	142
TRAVEL PURPOSE	%	%	%	%
Work	48	29	53	79
Entertainment	44	44	46	40
Shopping	35	27	41	44
Personal business	22	17	29	23
School	15	4	17	36
Other purpose	10	11	9	9
PAYMENT METHOD	%	%	%	%
Compass card	84	74	90	96
Cash fare	5	8	2	3
Compass ticket	3	5	1	-
Other	1	1	1	<1
REGION	%	%	%	%
Vancouver	38	33	37	49
Surrey/North Delta/White Rock/Langley	18	19	17	19
Burnaby/New Westminister	15	13	23	11
Richmond/South Delta	11	12	10	9
Northeast region	9	11	8	8
North Vancouver	7	10	5	5
West Vancouver	2	3	1	-

Customer Profiles | LOW, MEDIUM, HIGH FREQUENCY RIDERS

	TOTAL	LOW	MEDIUM	HIGH
Base	750	401	207	142
IDENTIFY AS FIRST NATIONS, INTUIT, MÉTIS	%	%	%	%
Yes	1	2	<1	2
No	88	87	92	88
Prefer not to answer	3	3	2	2
Don't know	2	1	1	4
Refused	6	7	4	4
ETHNICITY	%	%	%	%
Caucasian	47	58	42	27
Chinese	14	12	15	16
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	10	4	12	22
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	5	3	9	6
Filipino	5	3	4	11
Latin American	4	1	5	8
West Asian (e.g., Iranian, Afghan, etc.)	2	2	2	3
Middle Eastern	2	2	1	1
Black	1	1	<1	2
European	1	<1	2	1
Another ethnic or cultural identity	2	1	2	1
Prefer not to answer	3	4	3	1
Refused	6	9	5	4

Customer Profiles | MODE USER PROFILES

- More than three-quarters (78%) of transit users rode the bus, a 5 ppt directional increase from last wave (73% in Q4 2022) but only a 1 ppt lift from the same period last year (77% in Q1 2022).
- Meanwhile, almost seven-in-ten (69%) riders are SkyTrain riders, only a 1 ppt drop from last wave (70%) and a 5 ppt directional increase from the same quarter last year (64% in Q1 2022).
- Less than one-in-ten (6%) transit users are SeaBus riders, which is a 2 ppt decrease from last quarter (8%) and only a 1 ppt drop 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.

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	750	582	473	64*
AVERAGE PAST WEEK TRANSIT TRIPS	5.6	6.3	5.8	6.8
YEARS BEEN A TRANSIT RIDER	12.4	12.3	12.5	14.3
TRANSIT SYSTEM – OVERALL SERVICE RATING	8.0	7.9	7.9	8.0
AVERAGE AGE	43.4	42.9	42.8	53.5
AGE	%	%	%	%
18-34 years	37	40	37	14
35-54 years	33	29	34	41
55+ years	28	28	26	45
GENDER	%	%	%	%
Male	45	46	43	45
Female	46	45	47	55
Non-binary/gender fluid	1	1	2	-
Prefer not to say/refused	7	8	9	-
EMPLOYMENT STATUS	%	%	%	%
Full-time	49	45	52	54
Part-time	16	19	17	9
Not employed	36	38	32	39
EDUCATION	%	%	%	%
High school or less	18	20	16	7
Vocational/college/technical	17	17	18	8
Some university	9	10	8	1
Graduated university	51	47	53	83
HOUSEHOLD INCOME	%	%	%	%
Under \$40K	20	24	19	4
\$40K to <\$80K	21	22	22	23
\$80K or more	37	33	39	49

Customer Profiles | MODE USER PROFILES

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	750	582	473	64*
TRAVEL PURPOSE	%	%	%	%
Work	48	49	52	42
Entertainment	44	43	48	46
Shopping	35	38	33	32
Personal business	22	25	21	17
School	15	17	15	13
Other purpose	10	11	11	18
PAYMENT METHOD	%	%	%	%
Compass card	84	88	85	80
Cash fare	5	6	2	2
Compass ticket	3	1	3	2
Other	1	<1	1	-
CHOICE/CAPTIVE RIDERS	%	%	%	%
Choice	64	58	64	89
Captive	35	41	34	11
REGION	%	%	%	%
Vancouver	38	40	35	12
Surrey/North Delta/White Rock/Langley	18	19	21	4
Burnaby/New Westminster	15	15	18	6
Richmond/South Delta	11	11	11	11
Northeast region	9	6	11	-
North Vancouver	7	8	3	64
West Vancouver	2	2	1	3

Significantly higher than the other rider group(s).

* Caution: small base size.

Customer Profiles | MODE USER PROFILES

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	750	582	473	64*
IDENTIFY AS FIRST NATIONS, INTUIT, MÉTIS	%	%	%	%
Yes	1	2	2	2
No	88	88	87	87
Prefer not to answer	3	2	3	6
Don't know	2	2	2	5
Refused	6	6	6	-
ETHNICITY	%	%	%	%
Caucasian	47	44	43	79
Chinese	14	13	15	3
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	10	11	11	2
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	5	6	5	-
Filipino	5	6	6	-
Latin American	4	5	5	10
West Asian (e.g., Iranian, Afghan, etc.)	2	2	2	-
Middle Eastern	2	2	1	-
Black	1	1	1	3
European	1	1	1	-
Another ethnic or cultural identity	2	2	1	2
Prefer not to answer	3	2	3	3
Refused	6	7	7	-

Customer Profiles | MODE USER PROFILES

	METRO VANCOUVER POPULATION 16 YEARS OR OLDER*	Q1- 2021	Q2- 2021	Q3- 2021	Q4- 2021	Q1- 2022	Q2- 2022	Q3- 2022	Q4- 2022	Q1- 2023
Base	2000	1197	1138	1278	1258	1284	1318	750	750	750
AVERAGE YEARS RIDING TRANSIT	n/a	12.4	12.0	13.3	12.7	11.9	11.3	11.8	11.9	12.4
AGE	%	%	%	%	%	%	%	%	%	%
18-24 years	12	20	19	17	19	18	20	16	17	18
25-34 years	18	18	20	20	19	19	19	21	21	19
35-44 years	18	15	16	18	14	15	16	16	17	16
45-54 years	20	19	17	16	20	18	18	17	16	17
55-64 years	16	9	9	9	8	9	9	8	10	8
65 years or older	17	17	17	17	18	18	17	20	18	20
GENDER	%	%	%	%	%	%	%	%	%	%
Male	48	49	48	49	49	48	49	50	48	49
Female	52	51	52	51	51	52	51	50	52	51
EMPLOYMENT	%	%	%	%	%	%	%	%	%	%
Employed full time	57	47	46	51	51	48	49	52	51	49
Employed part time	13	18	21	15	17	18	17	13	17	16
Student	5	14	13	11	13	12	14	14	11	11
Not employed	3	7	6	5	4	5	4	5	5	5
Homemaker	2	1	3	1	1	2	2	3	2	4
Retired	18	16	15	17	17	17	17	19	16	18
Refused	1	1	2	3	2	1	2	2	2	3
EDUCATION	%	%	%	%	%	%	%	%	%	%
High school or less	21	23	21	17	18	21	16	18	16	18
Vocational/college/technical	26	20	19	20	18	17	17	16	19	17
Some university	7	9	11	9	14	11	10	11	8	9
Graduated university	45	46	46	50	46	48	54	52	55	51
Refused	<1	2	3	3	3	3	3	2	2	4

← Transit tenure is at 12.4 years

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

Significantly higher than Metro Vancouver general public.

Significantly lower than Metro Vancouver general public.

APPENDIX A – Methodology

Methodology

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

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

Sampling

Sample Source

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

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

Sampling Population and Target Respondent

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

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.

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

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	1,040	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	3,000	

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	0.76
SkyTrain	2,052	0.68
SeaBus	232	0.08
Total # of Evaluations	4,576	1.53
Total # of Interviews	3,000	

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%
3,000	+/- 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.

APPENDIX B – Q1 2023 Questionnaire

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

[READ ALL QUESTIONS VERBATIM – NO EXCEPTIONS]

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

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

[TARGET AVERAGE SURVEY LENGTH: 15 minutes.]

[HIDDEN VARIABLE]

S1. Sample Source

1. Landline Sample
2. Cellphone Sample

[INTRODUCTION]

Hello, this is _____ and I'm conducting a survey on behalf of TransLink. I'm calling from Ipsos, a research company in Vancouver. This call may be recorded for quality control purposes.

(INTERVIEWER NOTE: GREATER VANCOUVER 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.)

QA1. How many people in your household are aged 18 or over and have taken public transit that is the bus, SeaBus or SkyTrain in the last thirty days? **(INTERVIEWER: RECORD NUMBER OF PEOPLE IN HOUSEHOLD AGE 18 OR OVER AND HAVE TAKEN PUBLIC TRANSIT, THAT IS THE BUS, SEABUS OR SKYTRAIN IN THE LAST THIRTY DAYS.)**

[0 – 30 RECORD NUMBER]

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

[IF S1 = LANDLINE SAMPLE:

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

IF TWO OR MORE PERSONS HAVE USED TRANSIT IN QA1, SAY: I would like to speak to the transit rider 18 or older who had the most recent birthday. **(RE-INTRODUCE)**

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]

QA1b. Did the respondent pass the phone to another household member?

- YES
NO

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

QA1c. Are you age 18 or older?

YES

NO

[IF NO IN A1C, THANK & TERMINATE. OTHERWISE CONTINUE]

SCREENING QUESTIONS

QA. 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]

QB. 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]

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

YES

NO

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

[IF Q1 = 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

Q2. (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 INSERT "7"; OTHERWISE INSERT "30".]

Q2a. (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]

Q3. 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]

Q4. 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

Q6. 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.]

Q6c. (6.1.2) What could have been done to improve the overall transit system service?
(INTERVIEWER: PROBE TWICE)

[OPEN END]

Q6b. (6.1.1) Still thinking about the service provided by the transit system in Metro Vancouver, how would you rate it in terms of providing Value for Money? **(REPEAT SCALE IF NECESSARY: Use a 10-point scale where 10 means excellent and 1 means very poor.)**

[1-10]

SATISFACTION WITH SEABUS SERVICE; IDENTIFY WAYS TO IMPROVE SERVICE

[Q8-Q9 FOR SEABUS RIDERS ONLY (Q3_3 SEABUS ONLY; Q3_5 BUS & SEABUS; Q3_6 – SKYTRAIN & SEABUS; Q3_7 – BUS, SEABUS AND SKYTRAIN > 0)]

[PROGRAMMER: SET TEXT INSERT FOR REMAINDER OF SURVEY CALLED "Trip" IF ONLY ONE TRAVEL TIME IN Q4, 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 Q8B]

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

- Q8a. (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
- Q8b. (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]**
- Q9. **[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, AND 6]** Still thinking about the **[TRIP]** trip you made on SeaBus, **[INSERT ITEM]?** **(REPEAT SCALE AS NEEDED)**
- Q9a. (9) Did you speak to SeaBus staff on your **[TRIP]** trip on SeaBus?
- YES
- NO
- Q9.1 **[ONLY ASK IF YES TO Q9A]** (1) Having courteous, competent and helpful SeaBus staff?
- Q9.2 (2) Feeling safe from crime at the SeaBus station?
- Q9.3 (3) How would you rate it in terms of frequency of service? **(CLARIFY IF NECESSARY: Does the SeaBus run often enough throughout the day?)**
- Q9.4. (4) How would you rate it in terms of not being overcrowded? **(CLARIFY IF NECESSARY: Was there enough room onboard?)**
- Q9.8 (5) Trip duration from the time you boarded to the time you got off SeaBus? **(CLARIFY IF NECESSARY: We are only referring to the time spent onboard the SeaBus.)**
- Q9.9 (6) How would you rate it in terms of providing on time, reliable service?
- Q9.10 (7) Clean and graffiti free SeaBus vessel and stations? **(CLARIFY IF NECESSARY: Please think about the overall cleanliness during your [last/2nd last] SeaBus trip.)**
- Q9.11 (8) Staff available when needed? **(IF RESPONDENT SAYS 'NOT APPLICABLE RECORD AS DON'T KNOW)**
- [1-10]**

SATISFACTION WITH SKYTRAIN; IDENTIFY WAYS TO IMPROVE SERVICE

[Q10-Q13 FOR SKYTRAIN RIDERS ONLY (Q3_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 Q11A, OTHERWISE CONTINUE.]

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

Q10. 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

Q11a. (11.1) At which SkyTrain station did you first board the SkyTrain during your **[TRIP]** trip?
(RECORD ONE FROM LIST BELOW)

1. WATERFRONT (also a Canada Line station)
2. BURRARD
3. GRANVILLE
4. STADIUM
5. MAIN STREET/SCIENCE WORLD
6. BROADWAY
7. NANAIMO
8. 29TH AVENUE
9. JOYCE-COLLINGWOOD
10. PATTERSON
11. METROTOWN
12. ROYAL OAK
13. EDMONDS
14. 22ND STREET
15. NEW WESTMINSTER
16. COLUMBIA
17. SCOTT ROAD
18. GATEWAY
19. SURREY CENTRAL
20. KING GEORGE
21. COMMERCIAL DRIVE
22. RENFREW
23. RUPERT
24. GILMORE
25. BRENTWOOD TOWN CENTRE

- 26. HOLDOM
- 27. SPERLING-BURNABY LAKE
- 28. PRODUCTION WAY-UNIVERSITY
- 29. LOUGHEED TOWN CENTRE
- 30. BRAID
- 31. SAPPERTON
- 34. LAKE CITY WAY
- 35. VCC-CLARK
- 36. VANCOUVER CITY CENTRE
- 37. YALETOWN ROUNDHOUSE
- 38. OLYMPIC VILLAGE
- 39. BROADWAY CITY HALL
- 40. KING EDWARD
- 41. OAKRIDGE 41ST AVENUE
- 42. LANGARA 49TH AVENUE
- 43. MARINE DRIVE
- 44. BRIDGEPORT
- 45. TEMPLETON
- 46. SEA ISLAND CENTRE
- 47. YVR AIRPORT
- 48. ABERDEEN
- 49. LANSLOWNE
- 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**]

Q11b. (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]

Q12. Thinking about the [TRIP] trip you made by SkyTrain, on a scale of one to ten, where "ten" means "excellent" and "one" means "very poor", how would you rate the SkyTrain service overall?

[1-10]

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

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

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

[1-10]

Q13. Did you speak to SkyTrain staff on your **[TRIP]** trip on SkyTrain?

YES

NO

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

Q13.2 (2) How would you rate your **[TRIP]** trip in terms of feeling safe from crime onboard SkyTrain?

Q13.3 (3) Thinking about your **[TRIP]** trip on SkyTrain where you **[IF STATION PROVIDED AT BOTH Q11A AND 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?

Q13.4 (4) How would you rate it in terms of not being overcrowded? (**CLARIFY IF NECESSARY:** Was there enough room onboard?)

Q13.8 (5) How would you rate it in terms of providing on-time reliable service?

Q13.9 (6) Clean and graffiti-free SkyTrain cars and stations? (**CLARIFY IF NECESSARY:** Please think about the overall cleanliness during your **[last/2nd last]** SkyTrain trip.)

Q13.10 (7) How would you rate it for staff available when needed? (**IF RESPONDENT SAYS 'NOT APPLICABLE' RECORD AS DON'T KNOW**)

Q13.12 (8) 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]

Q13X1. 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]

Q13X2. 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:** On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor".)

[1-10]

ASSESS SATISFACTION WITH BUS ROUTES; IDENTIFY WAYS TO IMPROVE SERVICE

[Q14-Q22 FOR BUS RIDERS ONLY (Q3_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 Q15]

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

Q14. 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

Q15. 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]

Q16. 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 IF 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]

Q17. 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]

Q18. [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 [ROUTE NUMBER] ...

Q18.1 (1) Having a courteous bus operator?

Q18.1a (2) Having an operator who drives safely and professionally?

Q18.2 (3) Feeling safe from crime onboard the bus?

Q18.3 (4) How would you rate it for feeling safe from crime at the bus stop or transit exchange where you boarded?

Q18.4 (5) How would you rate it in terms of not being overcrowded? (CLARIFY IF NECESSARY: Was there enough room onboard?)

Q18.9 (6) How would you rate it in terms of providing on-time reliable service?

Q18.10 (7) Clean and graffiti-free bus (CLARIFY IF NECESSARY: Please think about the overall cleanliness during your [last/2nd last] bus trip.)

Q18.11 (8) The [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.)

Q18.14 (9) 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.)

Q18.15 (10) 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]

Q23aa. 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: On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor".)**

[1-10]

Q23a. 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: On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor".)**

[1-10]

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

Q23b. And how about for providing adequate information onboard transit vehicles, starting with ... **[INSERT ITEM]?** **(IF NECESSARY: On a scale of 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]

Q23c. 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: On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor".)**

[1-10]

Q23d. 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

Q23f. Have you used TransLink's website in the past 3 months?

YES

NO

[ASK IF Q23F = YES, OTHERWISE SKIP TO Q23H]

Q23f1. 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: On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor".)**

[1-10]

TRANSIT DEMOGRAPHICS

Q23h. Which method of payment did you use MOST often in the last **[DAYS]** days when you took transit? **(READ LIST, ONE RESPONSE ONLY) (INTERVIEWER: IF A RESPONDENT SAYS THEY GOT A DAY PASS, CLARIFY IF THEY MEANT BUYING A DAY PASS ON A COMPASS TICKET – OR – A DAY PASS ON A COMPASS CARD)**

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

[PROGRAMMER: ASK Q23H1B IF SELECTED CODE 9 "COMPASS CARD" IN Q23H. ASK Q23H1C IF SELECTED CODE 5 "COMPASS TICKET" OTHERWISE, SKIP TO Q24]

Q23H1b. Which one of the following Compass Card products are you using THE MOST? **(READ LIST, ONE RESPONSE ONLY)**

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

[IF OPTION 1 or 8 IS SELECTED in Q23H1B, SKIP TO Q24. OTHERWISE CONTINUE]

Q23H1c. 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 to 18 with a valid photo ID or seniors who are 65+.)**

YES

NO

Q24. Thinking about the distance travelled, and not about the fare you paid, how many zones do you most often travel through when you take public transit?

1. ONE

2. TWO

3. THREE

Q25a. 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

Q26. 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]

Q27. What is your main reason for riding transit **[IF Q26 = CODE 1 INSERT: more; IF Q26 = CODE 2 INSERT: less) regularly? (PROBE FOR SPECIFIC REASON. RECORD FOR UP TO THREE RESPONSES, RECORD VERBATIM.)**

[RECORD VERBATIM]

Q40. On a scale of 1 to 10, where 10 means excellent and 1 means very poor, how would you rate your overall experience with the Compass Card and Faregate System?

[1-10]

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

Q28. 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

Q30a. 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]

Q31x. Did you wear a mask during your last trip on transit?

YES

NO

Q32. On a scale of zero to ten, where “0” means “Not at all likely” and “10” means “Extremely likely”, how likely are you to recommend the services provided by TransLink to family, friends or colleagues? **[READ SCALE IF NECESSARY. READ NOTE IF NECESSARY: This is different from the other scale questions you have answered, as the scale starts at 0 rather than 1.]**

0 – Not at all likely

1

2

3

4

5

6

7

8

9

10 – Extremely likely

DEMOGRAPHICS

Q33. Into which of the following age categories do you fall? (READ LIST, STOP WHEN APPROPRIATE AGE REACHED.)

1. 18 to 24
2. 25 to 34
3. 35 to 44
4. 45 to 54
5. 55 to 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: YOUR ANSWER AT Q33 DOESN'T LINE UP WITH Q28, PLEASE REVISE.]

Q34. Which of the following best describe your current employment status? (READ LIST. RECORD ALL MENTIONS.)

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

Q35. What is the highest level of education you have completed? (READ AND STOP WHEN APPROPRIATE)

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

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

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

YES
NO

Q36a4. How many cellphones does your household own? [FOR CELLPHONE RESPONDENTS, ANSWER HAS TO BE 1 OR MORE]

[0-99]

Q37a. 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

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

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

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. Non-binary/Gender fluid
4. Other **[DO NOT READ]**
5. Prefer not to say

Q38. 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]

Q39. 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.

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	8.0	8.6	8.4	8.4	7.2	7.5	8.2	8.7	8.5	7.3	8.8
2	10	7.6	8.2	8.2	8.0	7.5	7.0	7.5	8.4	8.2	7.1	8.5
3	6	8.9	8.2	8.1	8.0	7.4	7.2	7.7	8.7	8.8	7.5	9.2
4	7	8.6	8.9	7.8	8.4	7.6	7.6	8.5	9.1	8.5	7.8	9.3
5	8	7.6	7.2	6.2	6.9	4.8	5.9	7.5	8.1	7.3	6.0	6.7
6	10	7.3	8.4	6.9	7.0	5.5	6.0	5.4	6.9	6.5	5.9	9.1
7	6	7.6	8.9	7.3	7.6	7.9	6.6	8.1	7.9	8.3	6.6	9.3
8	9	7.9	8.8	7.8	8.3	6.0	7.6	7.7	8.6	7.9	8.1	8.4
9	13	8.3	8.4	8.6	8.2	7.2	8.0	8.2	9.2	8.6	7.1	8.9
10	7	7.6	8.4	8.0	8.0	8.4	7.4	7.9	8.2	8.6	7.3	9.1
14	8	8.2	9.1	8.4	8.5	6.9	7.7	8.3	8.9	9.0	8.4	8.8
15	1	9.0	7.0	8.0	8.0	9.0	7.0	8.0	9.0	8.0	7.0	8.0
16	12	8.3	9.1	8.2	7.2	7.3	7.4	8.0	8.9	8.9	7.7	9.4
17	6	8.7	8.3	7.8	7.1	7.3	7.7	6.9	8.6	9.1	7.1	9.0
19	12	7.6	8.1	6.5	7.5	5.0	5.8	6.6	8.7	8.4	6.0	8.7
20	7	6.5	8.5	7.3	6.9	5.4	5.7	7.9	9.4	8.8	5.5	8.8
22	4	5.6	6.4	6.8	8.4	4.9	5.4	6.7	7.1	7.9	4.6	6.8
23	2	4.8	6.7	5.4	6.7	4.8	4.8	4.8	4.8	6.7	4.8	7.1
25	11	8.0	9.1	9.5	8.8	6.1	7.8	8.6	8.8	8.7	7.4	9.5
26	4	8.2	9.4	9.4	9.2	9.2	6.9	8.7	9.2	8.9	6.3	9.4
27	3	8.5	9.0	8.8	8.8	7.9	9.0	8.8	9.0	9.0	7.0	8.8
28	3	9.3	10.0	10.0	9.5	7.2	8.4	9.2	9.6	8.9	6.4	10.0
29	2	8.9	8.4	10.0	10.0	7.3	4.8	8.4	10.0	8.4	6.9	10.0
31	2	9.7	8.5	10.0	10.0	8.8	6.5	9.7	10.0	9.4	5.3	9.4
33	2	6.5	9.5	8.5	7.5	7.0	6.5	8.0	8.0	7.5	3.5	9.5
41	5	6.9	9.1	9.5	9.5	9.0	5.9	9.5	9.6	8.5	5.5	9.2
44	4	8.0	8.0	8.7	8.7	6.5	8.0	8.2	8.9	8.2	7.9	8.2
49	12	8.2	8.6	8.1	8.4	5.9	7.7	7.8	7.9	7.4	7.5	8.7
50	6	9.6	9.5	9.3	8.4	8.5	9.3	9.7	10.0	10.0	8.5	9.5
68	1	7.0	10.0	10.0	10.0	5.0	7.0	10.0	10.0	10.0	6.0	10.0
84	6	9.0	8.5	9.8	9.0	7.7	9.4	9.7	9.8	9.6	9.1	9.8
100	5	9.4	8.9	9.5	9.3	8.4	8.9	9.4	9.7	9.0	8.7	9.5
101	1	1.0	1.0	6.0	6.0	1.0	1.0	5.0	7.0	7.0	1.0	1.0
103	4	10.0	9.5	9.5	8.6	8.1	8.7	9.5	7.2	9.5	8.5	9.5
104	1	8.0	9.0	9.0	9.0	7.0	7.0	8.0	8.0	8.0	7.0	10.0
105	1	10.0	10.0	10.0	10.0	10.0	8.0	10.0	10.0	10.0	8.0	10.0
106	5	9.1	9.9	7.7	9.8	6.9	5.8	7.7	9.9	9.9	5.9	9.9
110	4	8.4	7.9	8.7	8.4	9.1	8.4	8.3	8.0	8.5	7.3	8.7

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
112	2	8.7	9.4	9.4	9.4	8.4	8.4	8.4	9.4	9.4	5.0	9.4
119	4	9.3	9.2	9.2	9.6	6.5	6.9	8.9	9.7	9.3	7.1	9.0
123	5	6.3	8.8	7.6	6.7	4.5	6.6	7.0	9.0	8.7	6.7	8.2
128	2	10.0	9.6	9.6	9.2	9.6	9.6	8.0	9.6	9.0	8.8	10.0
129	3	10.0	10.0	9.6	9.8	10.0	9.3	9.1	10.0	10.0	9.3	10.0
130	5	8.2	8.4	8.7	8.7	5.3	8.7	7.2	8.8	8.1	8.7	8.1
132	1	7.0	10.0	10.0	10.0	10.0	8.0	10.0	10.0	10.0	5.0	10.0
133	1	7.0	10.0	8.0	8.0	10.0	8.0	6.0	8.0	8.0	8.0	8.0
143	1	9.0	10.0	8.0	10.0	5.0	8.0	10.0	10.0	10.0	10.0	10.0
144	2	6.6	8.4	7.2	6.6	6.8	9.0	7.2	6.0	8.4	8.4	8.4
145	3	5.1	8.2	9.6	9.7	2.5	7.4	9.4	9.4	7.7	7.2	10.0
146	1	5.0	5.0	10.0	8.0	10.0	9.0	10.0	10.0	10.0	6.0	8.0
151	2	4.4	8.6	7.6	6.6	9.2	3.8	7.9	6.8	7.0	3.8	8.2
152	6	7.2	8.0	8.5	7.6	6.7	5.8	6.6	8.4	7.1	6.2	8.4
155	2	4.8	9.3	9.6	9.6	7.6	5.2	8.1	10.0	6.8	5.2	9.6
156	2	8.3	7.4	8.3	9.1	6.1	8.3	9.1	10.0	8.3	6.6	10.0
157	3	8.3	9.0	9.0	8.1	6.4	7.9	8.4	7.3	8.1	7.9	9.4
159	1	7.0	10.0	9.0	9.0	8.0	8.0	10.0	6.0	7.0	6.0	10.0
160	5	8.1	8.2	8.7	7.6	8.9	7.1	8.1	8.4	8.2	7.3	8.7
172	2	8.2	9.7	9.8	9.8	8.2	8.0	8.2	9.7	9.5	9.1	9.7
173	1	9.0	10.0	10.0	10.0	10.0	10.0	9.0	10.0	10.0	9.0	9.0
174	3	9.4	9.2	9.8	9.5	7.8	8.5	9.8	9.3	9.3	8.4	9.5
180	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
181	2	8.5	8.5	8.5	8.5	8.5	6.9	8.5	8.5	8.5	4.6	6.1
182	3	6.6	10.0	10.0	9.7	9.0	6.4	10.0	9.4	9.5	7.8	10.0
183	4	8.8	9.6	9.5	9.6	8.3	7.2	9.2	8.9	8.3	5.9	9.7
184	1	9.0	10.0	10.0	10.0	9.0	9.0	10.0	10.0	10.0	8.0	10.0
186	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
188	2	9.0	10.0	10.0	10.0	10.0	9.3	10.0	10.0	7.8	8.6	10.0
189	2	8.0	8.0	10.0	10.0	10.0	9.3	10.0	10.0	10.0	3.4	10.0
210	5	9.0	9.7	9.9	8.9	9.1	8.9	9.2	9.8	9.4	7.8	9.5
222	4	8.4	9.5	9.1	9.1	6.9	8.4	7.9	9.3	9.3	8.1	9.9
228	4	8.3	8.0	8.5	8.5	8.3	8.8	8.5	8.3	8.3	8.0	8.5
229	9	8.9	8.7	8.6	8.1	8.1	7.7	7.8	8.8	8.9	5.6	9.1
230	8	7.8	8.0	8.0	6.9	5.8	7.5	8.4	8.9	8.3	6.4	8.0
232	5	7.3	5.3	9.5	9.3	8.0	9.4	9.3	7.4	6.5	5.1	8.8
236	1	9.0	10.0	10.0	10.0	8.0	9.0	7.0	8.0	8.0	10.0	10.0
239	2	8.6	7.6	9.0	9.4	7.6	8.9	8.3	9.3	9.6	7.6	7.9

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
240	13	7.6	8.2	8.9	8.5	7.1	7.9	8.3	9.1	8.8	7.1	8.2
245	1	8.0	10.0	10.0	10.0	9.0	8.0	8.0	10.0	10.0	8.0	10.0
246	7	6.7	9.6	9.3	9.3	8.9	7.5	8.5	9.2	8.8	7.2	9.4
247	1	7.0	6.0	9.0	9.0	6.0	3.0	7.0	8.0	7.0	1.0	8.0
249	3	7.4	8.1	8.1	7.2	9.7	9.1	7.7	8.3	8.5	6.4	8.1
250	27	8.4	8.8	8.7	9.0	8.2	7.8	8.6	8.9	8.5	7.3	8.9
251	2	8.1	8.1	8.1	8.1	7.1	8.1	7.1	8.1	8.1	6.2	8.1
252	1	10.0	10.0	10.0	10.0	5.0	10.0	10.0	10.0	10.0	10.0	10.0
253	3	8.7	9.8	9.6	9.6	5.8	8.1	9.6	9.6	9.8	6.1	9.1
255	14	8.4	9.7	9.0	9.1	8.1	8.7	9.0	8.9	8.9	7.9	9.4
257	9	8.8	8.5	8.2	8.0	8.4	8.6	8.8	8.2	9.1	6.8	8.7
301	4	9.3	8.4	9.6	7.2	9.1	6.8	9.4	9.8	8.3	7.7	9.8
312	2	8.1	10.0	10.0	8.7	10.0	8.2	6.9	10.0	9.3	8.4	10.0
319	4	9.1	9.0	9.0	9.4	8.5	8.5	8.6	9.4	9.2	8.4	9.2
320	3	7.9	8.3	7.0	6.7	6.3	8.8	8.2	7.5	8.1	7.3	8.5
321	2	2.7	4.6	4.3	5.2	5.0	4.4	5.3	5.5	5.5	4.3	4.6
322	1	7.0	9.0	8.0	9.0	10.0	10.0	8.0	9.0	8.0	10.0	9.0
323	4	7.5	7.4	9.0	8.8	6.6	7.9	7.8	8.9	8.0	8.0	9.2
324	3	7.8	6.8	6.4	8.2	8.1	7.9	9.1	8.4	8.5	7.2	8.4
325	5	9.0	9.0	8.0	7.6	8.0	6.1	7.4	8.9	9.0	7.7	9.4
326	2	8.5	8.5	8.5	7.0	8.5	4.7	8.5	8.5	8.5	4.7	8.5
335	6	7.9	8.7	8.4	8.5	7.9	7.2	8.3	8.1	8.9	8.6	8.7
337	1	8.0	10.0	10.0	10.0	8.0	8.0	7.0	9.0	9.0	7.0	10.0
340	5	6.5	9.5	8.5	8.8	8.1	6.6	8.9	7.7	8.1	5.7	9.2
342	2	8.4	8.4	10.0	7.4	8.8	8.8	10.0	10.0	9.4	9.4	8.4
345	1	8.0	9.0	8.0	7.0	5.0	7.0	8.0	9.0	8.0	8.0	9.0
351	12	8.7	8.2	8.9	8.8	8.3	8.7	8.7	8.4	8.9	7.2	9.0
354	1	9.0	10.0	10.0	6.0	9.0	7.0	9.0	10.0	10.0	8.0	9.0
360	2	9.3	9.6	9.6	8.6	9.4	9.4	9.0	10.0	9.0	8.3	10.0
363	1	3.0	2.0	7.0	7.0	7.0	7.0	6.0	7.0	3.0	7.0	7.0
364	2	5.7	7.7	9.3	8.0	6.1	5.1	7.4	8.0	7.4	5.1	8.3
372	1	8.0	5.0	10.0	9.0	7.0	8.0	8.0	7.0	7.0	5.0	9.0
373	1	1.0	2.0	7.0	9.0	1.0	1.0	5.0	5.0	5.0	1.0	4.0
375	1	7.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	7.0	10.0
395	1	7.0	9.0	3.0	4.0	6.0	6.0	8.0	7.0	7.0	3.0	9.0
401	5	7.8	9.0	9.7	9.8	8.0	9.2	8.5	9.2	8.5	8.4	7.6
402	4	8.5	8.5	8.3	8.1	8.8	8.6	7.5	8.5	9.0	8.0	9.2
403	6	8.9	8.9	9.9	9.8	9.1	7.7	10.0	9.9	9.7	8.6	9.1

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
404	2	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	9.0	10.0
405	1	8.0	10.0	10.0	10.0	9.0	5.0	10.0	5.0	5.0	8.0	10.0
406	9	9.1	9.8	9.5	9.5	9.3	9.4	9.5	9.5	9.3	7.9	9.6
407	8	7.6	9.4	8.9	9.3	7.3	7.2	9.3	8.9	8.9	6.8	8.7
408	4	8.3	9.5	6.8	5.4	8.2	8.7	7.4	8.6	8.6	7.7	6.8
410	11	7.3	9.2	9.1	9.0	6.5	6.6	8.4	9.0	8.6	7.3	9.0
413	1	10.0	10.0	10.0	9.0	8.0	10.0	10.0	6.0	9.0	9.0	10.0
418	1	4.0	6.0	9.0	8.0	4.0	2.0	10.0	6.0	6.0	2.0	8.0
430	5	9.2	9.7	9.9	9.9	8.8	9.2	9.3	10.0	9.9	9.7	9.7
501	2	8.9	8.4	10.0	9.5	5.7	6.7	10.0	8.4	8.9	6.7	10.0
502	5	7.3	8.8	7.0	7.4	7.8	7.0	8.1	7.9	7.9	7.1	9.3
503	6	9.6	9.6	10.0	9.8	9.3	9.9	8.7	9.9	9.9	8.8	9.9
555	3	9.2	8.9	8.9	8.4	7.5	9.9	8.8	9.9	9.5	9.2	9.4
601	15	6.7	8.8	9.1	8.3	7.0	7.7	8.4	8.1	7.7	6.8	8.1
602	1	2.0	7.0	7.0	4.0	7.0	1.0	7.0	0.0	4.0	1.0	5.0
614	1	7.0	9.0	9.0	9.0	9.0	9.0	9.0	8.0	9.0	4.0	10.0
620	4	7.4	7.9	8.6	7.7	5.8	8.2	8.9	8.8	8.2	4.6	7.9
640	3	4.5	6.1	5.3	6.1	4.5	5.1	6.0	6.0	4.4	5.3	5.2
701	2	8.7	9.3	7.8	7.8	8.5	9.0	8.4	9.3	9.3	8.7	9.3
791	2	7.0	8.7	9.6	9.6	8.2	8.1	9.1	6.5	6.5	4.2	8.7
750 R1	7	8.9	9.0	7.1	8.2	6.2	8.6	8.7	8.8	8.6	9.0	9.1
751 R2	6	9.1	9.1	9.8	9.8	8.0	8.2	8.6	9.3	8.9	9.0	9.5
752 R3	5	8.7	8.1	8.5	8.0	8.5	8.6	7.4	9.5	9.2	8.7	9.6
753 R4	17	7.4	7.9	8.6	8.8	5.9	6.4	7.7	8.5	8.1	6.8	8.2
754 R5	16	8.4	9.1	8.8	8.6	8.0	8.3	8.0	9.3	8.8	8.8	9.3
99 B-Line	31	8.1	8.5	8.0	7.8	6.2	7.8	7.9	9.2	8.7	8.4	8.5
BTC	13	7.8	9.1	8.4	8.0	8.1	8.0	8.0	8.4	8.2	7.9	9.2
N19	1	8.0	7.0	7.0	8.0	8.0	7.0	7.0	9.0	7.0	6.0	6.0
N24	1	10.0	0.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
PCT	4	9.0	8.6	9.9	9.0	8.2	7.3	7.1	9.4	9.4	9.0	9.4
RTC	5	7.0	3.5	8.0	9.2	7.3	6.6	7.1	8.8	9.6	6.2	6.3
STC	5	9.1	9.3	6.5	8.3	8.3	8.7	9.2	9.2	9.1	9.1	9.1
VTC	19	8.0	8.7	7.7	8.2	8.0	7.4	7.8	8.9	8.3	7.2	8.8
WVT	4	8.3	9.7	9.7	9.5	7.7	9.3	9.6	7.7	9.4	9.1	9.8



APPENDIX C – Performance Ratings for Routes with 30 Ratings or More, 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	8.0	8.6	8.4	8.4	7.2	7.5	8.2	8.7	8.5	7.3	8.8
99 B-Line	31	8.1	8.5	8.0	7.8	6.2	7.8	7.9	9.2	8.7	8.4	8.5

APPENDIX D – Overall Performance Ratings

Jan – Mar 2022 vs. Jan – Mar 2023

ROUTES WITH 35+ TRIPS PER QUARTER					
ROUTE	JAN – MAR 2022		JAN – MAR 2023		NET DIFFERENCE
	#TRIPS	OVERALL PERFORMANCE	# TRIPS	OVERALL PERFORMANCE	JAN – MAR 2022 VS. JAN – MAR 2023
25	36	7.6	11	8.0	0.4
99 B-Line	72	8.5	31	8.1	-0.4

Note: Highlighted 'net differences' are those which are statistically significant at the 95% level of confidence based on a standard deviation of 2.

APPENDIX D – Overall Performance Ratings

Oct 2021 – Mar 2022 vs. Oct 2022 – Mar 2023

ROUTES WITH 35+ TRIPS PER 6 MONTH PERIOD					
ROUTE	OCT 2021 – MAR 2022		OCT 2022 – MAR 2023		NET DIFFERENCE
	#TRIPS	OVERALL PERFORMANCE	# TRIPS	OVERALL PERFORMANCE	OCT 2021 – MAR 2022 VS. OCT 2022 – MAR 2023
10	39	7.9	11	7.3	-0.6
16	52	7.9	22	8.5	0.6
19	39	8.1	18	7.2	-0.9
2	54	7.9	18	7.9	0.0
240	40	8.4	31	7.6	-0.8
25	50	7.5	26	7.2	-0.3
250	54	8.2	88	8.5	0.3
319	36	7.9	6	9.1	1.2
49	52	8.4	28	7.5	-0.9
7	36	7.8	14	8.0	0.2
753 R4	50	8.1	30	7.8	-0.3
9	66	8.0	20	8.4	0.4
99 B-Line	141	8.4	67	8.2	-0.2
BTC	43	8.1	32	8.4	0.3
VTC	61	8.1	42	7.7	-0.4

Note: Highlighted 'net differences' are those which are statistically significant at the 95% level of confidence based on a standard deviation of 2.

APPENDIX D – Overall Performance Ratings

Apr 2021 – Mar 2022 vs. Apr 2022 – Mar 2023

ROUTES WITH 35+ TRIPS PER 6 MONTH PERIOD					
ROUTE	APR 2021 – MAR 2022		APR 2022 – MAR 2023		NET DIFFERENCE
	#TRIPS	OVERALL PERFORMANCE	# TRIPS	OVERALL PERFORMANCE	APR 2021 – MAR 2022 VS. APR 2022 – MAR 2023
10	70	7.9	49	7.9	0.0
100	48	8.1	28	7.5	-0.6
106	61	8.3	40	8.2	-0.1
123	36	7.8	26	7.6	-0.2
130	44	8.2	20	7.7	-0.5
14	60	8.0	35	7.7	-0.3
16	103	8.1	57	8.1	0.0
17	48	8.1	24	8.3	0.2
19	74	8.1	56	7.8	-0.3
2	98	8.1	58	8.4	0.3
20	68	7.6	55	7.7	0.1
22	52	8.2	27	7.6	-0.6
229	36	8.4	26	8.6	0.2
230	35	7.5	24	8.2	0.7
240	86	8.3	69	8.2	-0.1
25	102	8.0	60	7.8	-0.2
250	114	8.2	159	8.4	0.2
255	49	7.8	50	8.4	0.6
257	34	9.0	46	8.8	-0.2
3	58	7.7	28	7.0	-0.7
319	76	8.2	31	8.6	0.4
321	35	8.2	29	7.1	-1.1
335	36	8.1	26	8.0	-0.1
351	52	9.0	44	8.3	-0.7
4	50	8.4	33	8.2	-0.2
41	52	8.2	30	7.7	-0.5

APPENDIX D – Overall Performance Ratings

Apr 2021 – Mar 2022 vs. Apr 2022 – Mar 2023

ROUTES WITH 35+ TRIPS PER 6 MONTH PERIOD					
ROUTE	APR 2021 – MAR 2022		APR 2022 – MAR 2023		NET DIFFERENCE
	#TRIPS	OVERALL PERFORMANCE	# TRIPS	OVERALL PERFORMANCE	APR 2021 – MAR 2022 VS. APR 2022 – MAR 2023
49	116	8.6	66	7.9	-0.7
5	58	8.5	39	7.8	-0.7
555	36	8.5	11	8.9	0.4
6	59	8.3	35	7.8	-0.5
601	46	7.9	40	7.7	-0.2
7	71	7.8	48	7.7	-0.1
750 R1	54	8.6	25	8.2	-0.4
751 R2	42	8.2	25	8.9	0.7
753 R4	95	8.4	72	8.1	-0.3
754 R5	64	8.4	48	8.7	0.3
8	40	8.0	33	7.2	-0.8
84	50	8.5	27	9.0	0.5
9	106	8.0	44	8.3	0.3
99 B-Line	249	8.4	178	8.5	0.1
BTC	94	8.1	67	8.2	0.1
RTC	23	8.1	37	8.4	0.3
STC	50	8.3	30	8.1	-0.2
VTC	116	8.2	97	7.8	-0.4

Note: Highlighted 'net differences' are those which are statistically significant at the 95% level of confidence based on a standard deviation of 2.