

# CUSTOMER SERVICE PERFORMANCE

QUARTER 2 2023

BUS – SEABUS – SKYTRAIN

Report

2023-08-24

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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

- Nearly seven-in-ten (69%) riders award Good-to-Excellent ratings for Overall Transit Service, which is similar to last quarter (down by only 1 percentage point (ppt)) and down 2 ppt from the same quarter last year.
- Close to two-in-five (17%) riders say they take transit less regularly than they did six months ago, which is unchanged from last wave but slightly higher than the same period last year (14%). Conversely, almost two-in-five (18%) riders say they take transit more regularly than six months ago, similar to last wave (19%) but significantly lower than Q2 2022 (27%).
- A few 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 SkyTrain.



# Highlights

## BUS SERVICE



More than two-thirds (68%) of bus riders award top ratings for Overall Bus Service, which is down only 1 ppt from last wave, and down slightly from the same period last year (70% in Q2 2022).

- Having a Safe & Professional Bus Operator is again the highest-rated attribute of bus service but saw a significant decrease in ratings from the same period last year. Feeling Safe from Crime on Board also saw a significant decrease from the same period last year and has been following a general downward trend over the past couple of years.
- 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 three-quarters (77%) of riders, which is a slight decrease from last wave (4 ppt from Q1 2023), and unchanged from the same quarter last year (77% in Q2 2022).

- Ratings for key driver Not Being Overcrowded appear to have flattened following a declining trend over the past couple of years. However, it still shows a significant drop from the same quarter last year (down 7 ppt from Q2 2022).
- Significant attribute shifts: Clean and Graffiti-Free and Delays are Announced and Explained both saw declines from the same quarter last year, while Staff Available When Needed saw a decrease from both 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

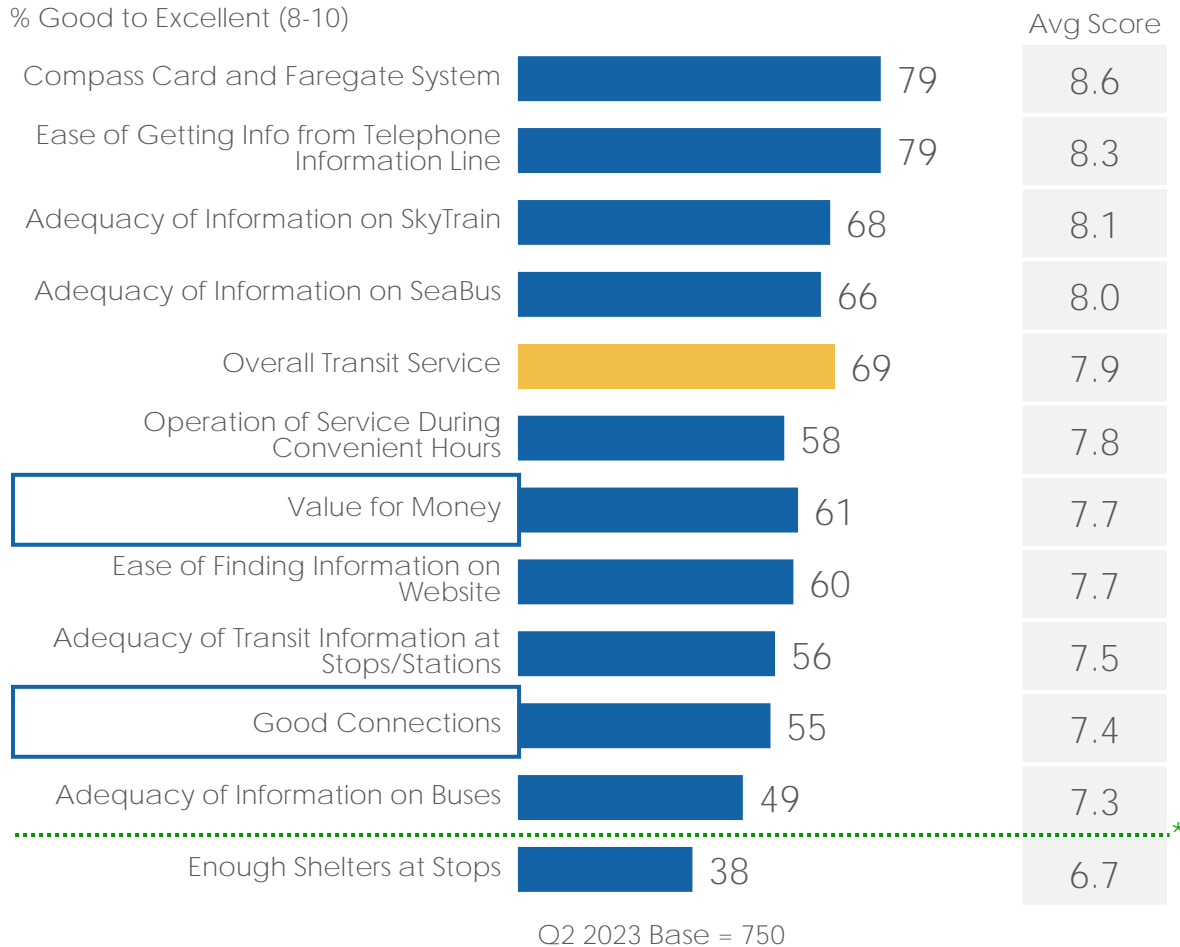


Nearly nine-in-ten (89%) SeaBus riders award Good-to-Excellent scores for Overall SeaBus Service, an increase from last wave (8 ppt from Q1 2023) and 3 ppt below the same quarter last year (92% in Q2 2022).

- Staff Available When Needed is down by 15 ppt from the same quarter last year, and Safety from Crime at the Station is down both 13 ppt from last quarter and down 15 ppt from the same quarter last year.
- 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.

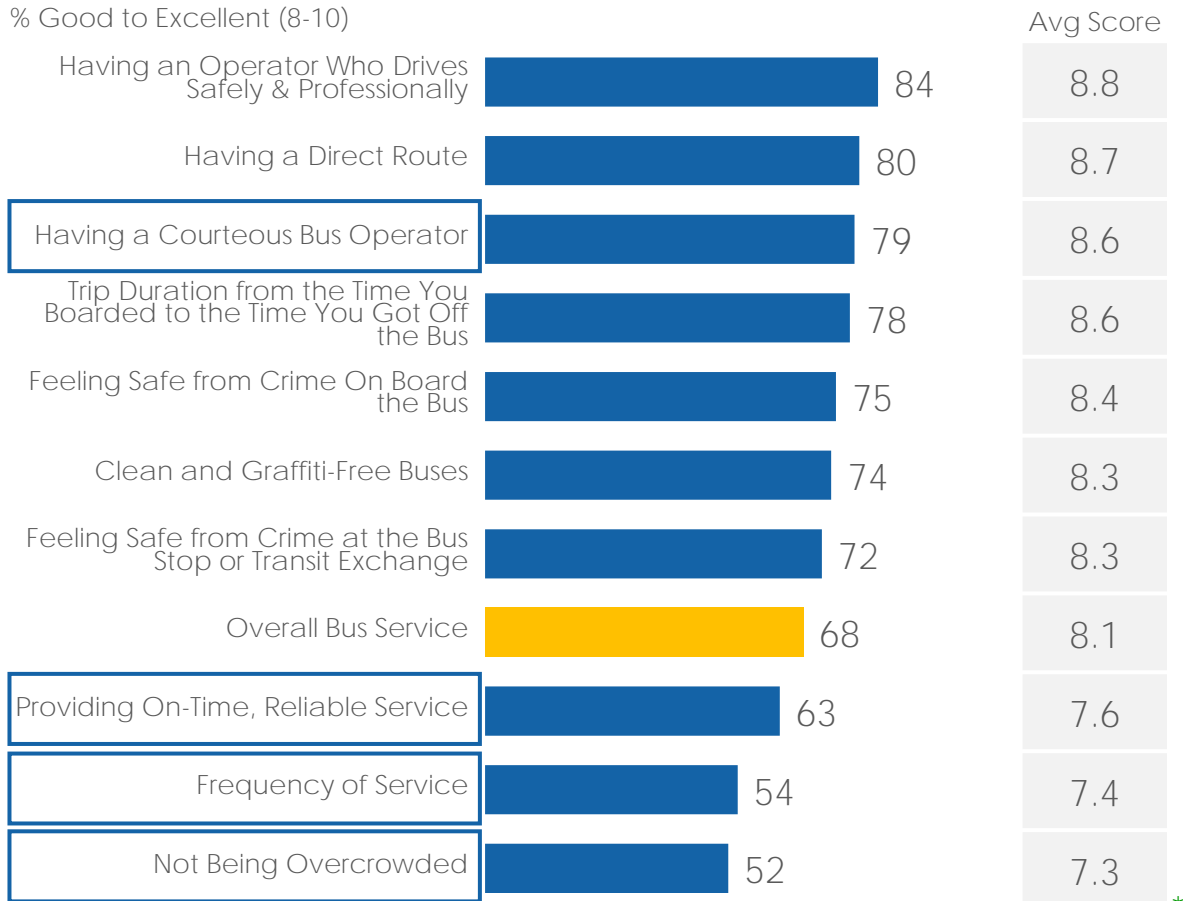
- Nearly seven-in-ten (69%) riders provide Good-to-Excellent ratings for Overall Transit Service, which is a marginal 1 ppt decrease from last wave (70%) and down 2 ppt from the same period last year (71%). The average score is 7.9 out of 10, down slightly from 8.0 in Q1 2023, and also down from Q2 2022 (8.1).
- Although not a top key driver, Convenient Hours experienced a significant decrease of 6 ppt from the same period last year.
- 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 more than six-in-ten (61%) riders, which is similar to last quarter (60%) and up slightly from the same quarter last year (59%). The average of 7.7 is down slightly from last period (7.8) but consistent with 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, unchanged from last quarter, and up from the same quarter last year (50%). The average score decreased to 7.4 out of 10, compared to 7.5 last wave, and is slightly above 7.3 from the same quarter last year.

# Highlights – Bus System

## PERFORMANCE ON BUS SYSTEM ATTRIBUTES



Q2 2023 Base = 715 (bus routes evaluated)

  TOP KEY DRIVER

- Overall Bus Service is awarded top ratings by more than two-thirds (68%) of bus riders, which is down marginally from last quarter (69%), and down slightly from Q2 a year ago (70%). The average score is 8.1 out of 10, which is slightly higher than last wave (8.0), but consistent with 8.1 in Q2 2022.

- Although not key top drivers, a few attributes showed significant changes: Having a Safe & Professional Bus Operator, although still the best performing attribute of bus service, saw a significant decrease from the same period last year. Feeling Safe from Crime On Board also 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.

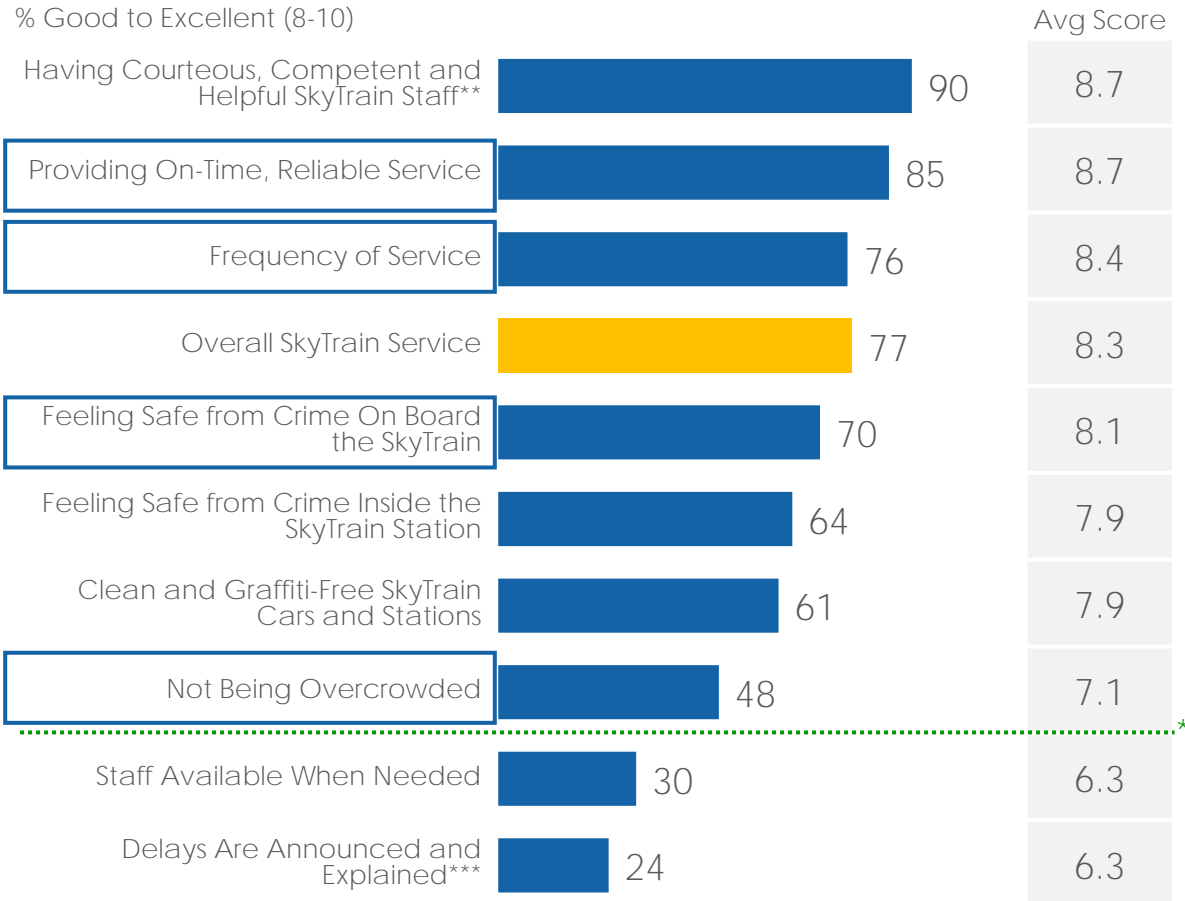
## PERFORMANCE ON TOP KEY DRIVERS OF OVERALL BUS SERVICE\*

- Courteous Bus Operator
  - Eight-in-ten (79%) bus riders award positive ratings for Courteous Bus Operator, a slight decrease from last wave (81%) and a slight increase from the same quarter last year (77%). There are no significant shifts of note by depot this quarter.
- On-time, Reliable Service
  - Close to two-thirds (63%) of bus riders provide Good-to-Excellent ratings for On-Time, Reliable Service, up slightly from last quarter (59%) and up only 1 ppt from the same quarter last year (62%). The HTC depot saw a significant increase from last quarter (up 16 ppt).
- Frequency of Service
  - More than half (54%) of bus riders provide top scores for Frequency of Service, up slightly from last wave (51%) and on par with the same quarter last year (54%). STC saw a significant increase from the same period last year. Meanwhile, WVT saw a significant decline from the same quarter last year.
- Not Being Overcrowded
  - Not Being Overcrowded is awarded top ratings by over half (52%) of bus riders, up only 1 ppt from last wave (51%) and down slightly from the same quarter last year (54%). This quarter, there are no differences of note in top ratings by depot.

\* 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

## PERFORMANCE ON SKYTRAIN ATTRIBUTES



TOP KEY DRIVER

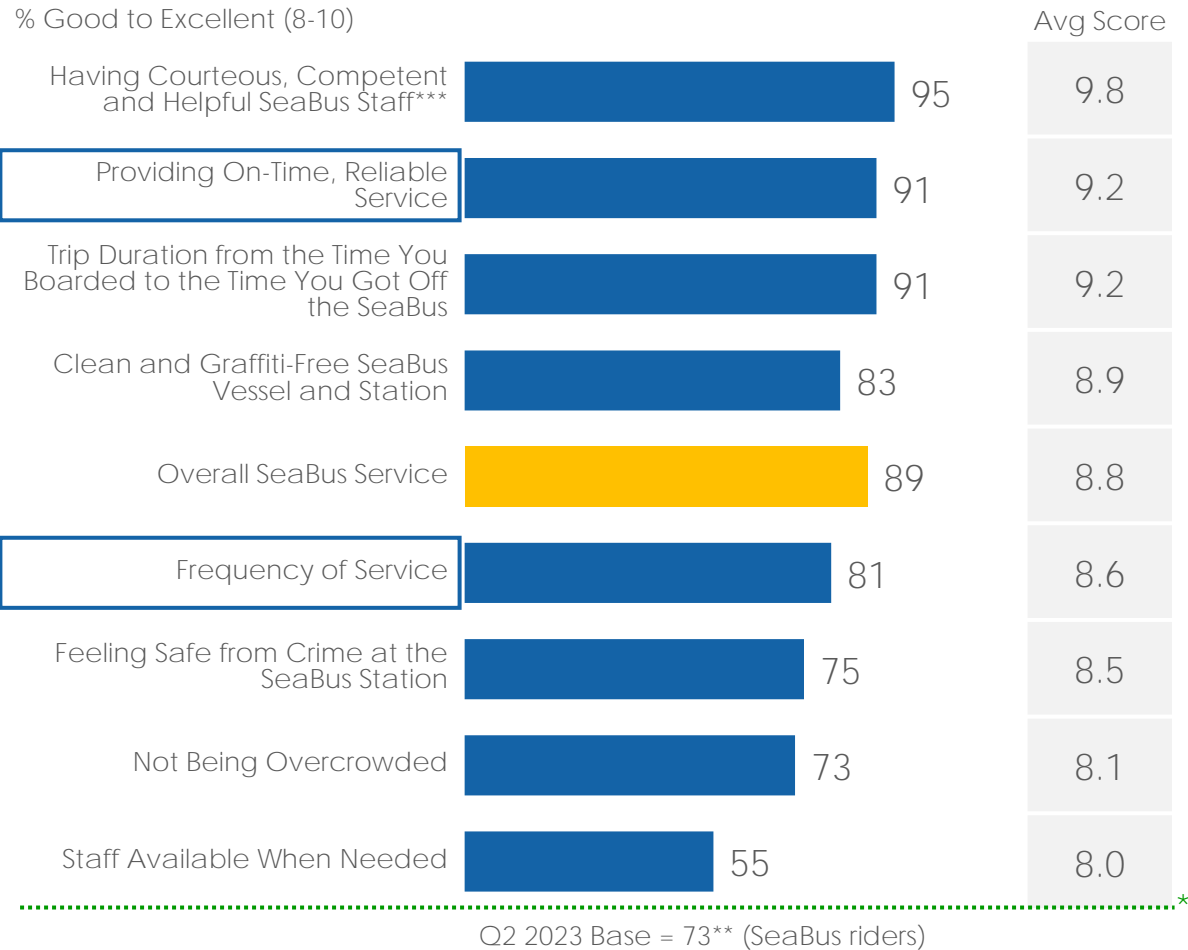
- More than three-quarters (77%) of SkyTrain users awarded top scores for Overall SkyTrain Service, a directional decrease from the last wave (down 4 ppt) and unchanged from the same quarter last year. The average score is 8.3 out of 10, down from last quarter (8.5 out of 10) and down slightly from Q2 2022 (8.4 out of 10).
- Top key driver Not Being Overcrowded experienced a significant drop from Q2 2022 of 7 ppt.
- Although not top key drivers, the following attributes also experienced significant shifts: Clean and Graffiti-Free experienced a significant decline of 7 ppt from the same quarter last year, and Delays are Announced and Explained experienced a significant decline of 15 ppt from the same quarter last year. Staff Available When Needed saw declines of 8 ppt from last quarter and of 6 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
  - More than eight-in-ten (85%) SkyTrain riders award top ratings for On-Time, Reliable Service, a slight decrease from last quarter (2 ppt) and a 1 ppt increase from the same quarter last year. This attribute continues to be the highest performing top key driver.
- Frequency of Service
  - Frequency of Service is awarded top ratings by over three-quarters (76%) of riders, a marginal 1 ppt lift from last quarter and a 1 ppt drop from the same period last year.
- Feeling Safe from Crime On Board the SkyTrain
  - Seven-in-ten (70%) SkyTrain riders provide Good-to-Excellent ratings for Feeling Safe from Crime On Board, down slightly from last wave (2 ppt) and down 4 ppt from Q2 last year.
- Not Being Overcrowded
  - Just below half (48%) of riders provide positive scores for Not Being Overcrowded, a slight drop from last quarter (down 3 ppt) but a significant decline from the same quarter last year (down 7 ppt). This attribute is again the lowest rated top key driver of SkyTrain's overall service.

# Highlights – SeaBus

## PERFORMANCE ON SEABUS ATTRIBUTES



  TOP KEY DRIVER

- Almost nine-in-ten (89%) SeaBus riders provide top scores for Overall SeaBus Service, an increase of 8 ppt from last wave (81% in Q1 2023) and a 3 ppt drop from Q2 2022. The average score is 8.8 out of 10, up from 8.5 last quarter but down from the same quarter last year (9.0).
- A few attributes experienced significant shifts: Although there were no actual changes in SeaBus Frequency, key driver Frequency of Service is up by 18 ppt from last quarter. Amongst the non-key drivers, Staff Available When Needed is down by 15 ppt from the same quarter last year, and Safety From Crime at the Station is down from last quarter and the same quarter last year (13 ppt from last quarter and 15 ppt from Q2 2022).

- 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 (91%) SeaBus riders provide top ratings for On-Time Reliable Service. This is a marginal drop from last wave (down 2 ppt) but similar to the same period last year (down only 1 ppt). The average score is 9.2 out of 10, which is unchanged from last quarter and from the same quarter last year (both 9.2). This is the highest rated Top Key Driver this wave.
- Frequency of Service
  - Frequency of Service is awarded top ratings by more than eight-in-ten (81%) SeaBus riders, up significantly by 18 ppt from last wave (63%), and up 5 ppt with the same period last year (76%). The average score is 8.6 out of 10, higher than 8.0 last quarter and slightly above 8.5 the same quarter last year.

# 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 45 to 54 (16% versus 20%), or 55 to 64 years old (7% versus 16%).
  - They are less likely to be employed full-time (46% versus 57%) and more likely to be employed part-time (17% versus 13%), students (14% versus 5%), not employed (6% versus 3%), or homemakers (4% versus 2%).
  - They are less likely to have an education of vocational/college/technical training (16% versus 26%) and more likely to have graduated university (53% 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



- More than four-in-ten (46%) riders used transit to go to and from work, down 2 ppt from last wave and 4 ppt below Q2 2022. Using transit for entertainment or social reasons (45%) is only 1 ppt higher than last quarter and up by 2 ppt from the same period last year. The proportion of riders using transit for school (15%) is on par with last quarter and is similar to the same period last year (14% in Q2 2022).
- An equal proportion of riders use transit to go to and from work and for entertainment (46% to and from work, 45% to entertainment) work trips are down 2 ppt from last wave and 4 ppt below Q2 2022, while entertainment trips is 1 ppt higher than last quarter and up 2 ppt from the same period last year. The proportion of riders using transit for school (15%) is on par with last quarter and is similar to the same period last year (14% in Q2 2022).

## CHOICE VS. CAPTIVE



- Close to four-in-ten (38%) 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 more than six-in-ten (62%) 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 users, High or Medium Frequency riders, aged 18-34 years, 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:

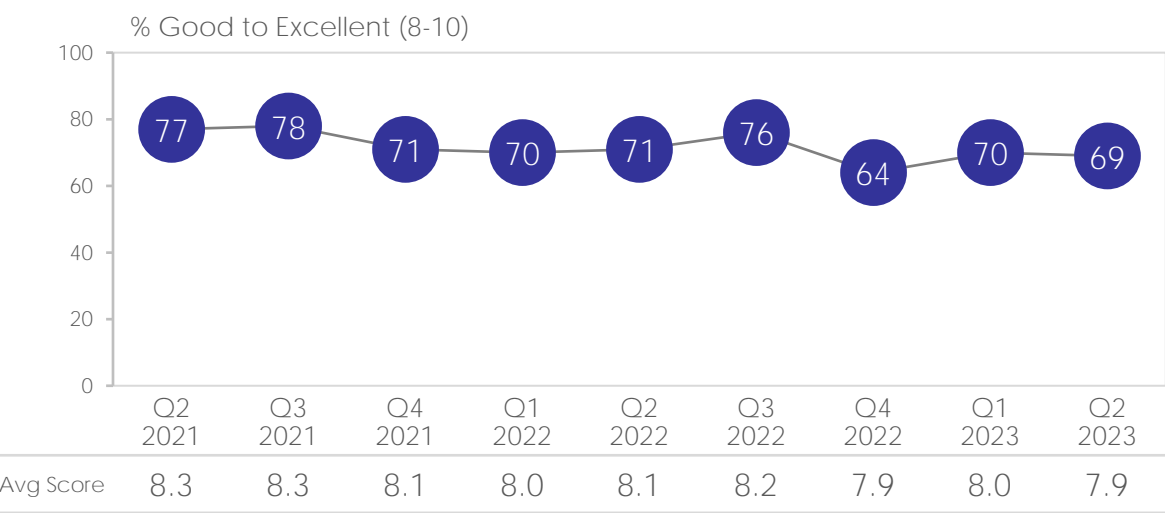
- Perceptions of Overall Service
- Perceptions of Specific Attributes



# Overall System Performance | OVERALL SERVICE

## OVERALL SERVICE

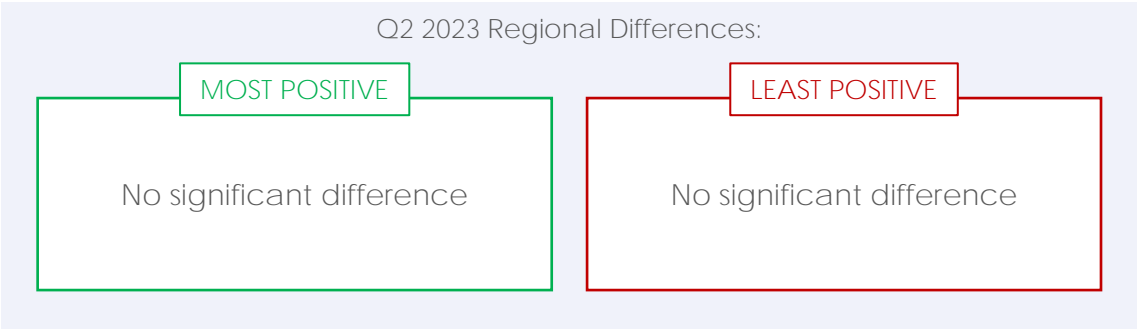
Q6. How would you rate the overall service provided by the transit system in the Greater Vancouver Region?



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

Q2 2023 Base = 750

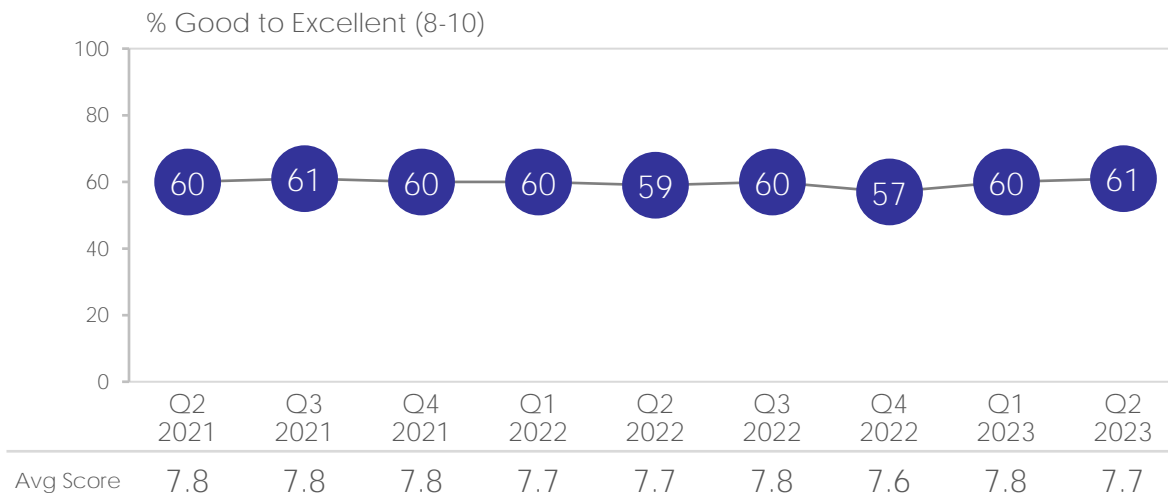
- Nearly seven-in-ten (69%) transit riders award Good-to-Excellent scores for Overall Transit Service, a 1 ppt decrease from Q1 2023 (70%) and down 2 ppt from Q2 2022 (71%). The average score is down slightly to 7.9 out of 10 (from 8.0 out of 10 last quarter) and is also down from a year ago (8.1 in Q2 2022).
- Medium and Low Frequency riders, those with a household income of \$80K+, those who have graduated university, those aged 45-64, or those who use transit for entertainment purposes are more likely to provide top scores for Overall Service compared to High Frequency riders, those with household income of <\$40K, those who have not graduated university, those aged 18-24, or those who use transit for school.



# 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
+1%	+2%

Q2 2023 Base = 750

- Just above six-in-ten (61%) riders provide positive scores when rating Value for Money, which is the top key driver among Transit System Attributes. This is fairly consistent with last wave (60%) and up slightly from Q2 2022 (59%). The average score is 7.7 out of 10, which is down from last wave (7.8) but consistent with the same quarter last year (7.7).
- Those aged 65+, or with a household income of between \$40-\$80K are more likely to provide top scores for Value for Money compared to those under 65 years old, or with a household income of <\$40K.

### Q2 2023 Regional Differences:

#### MOST POSITIVE

91% among West Vancouver riders

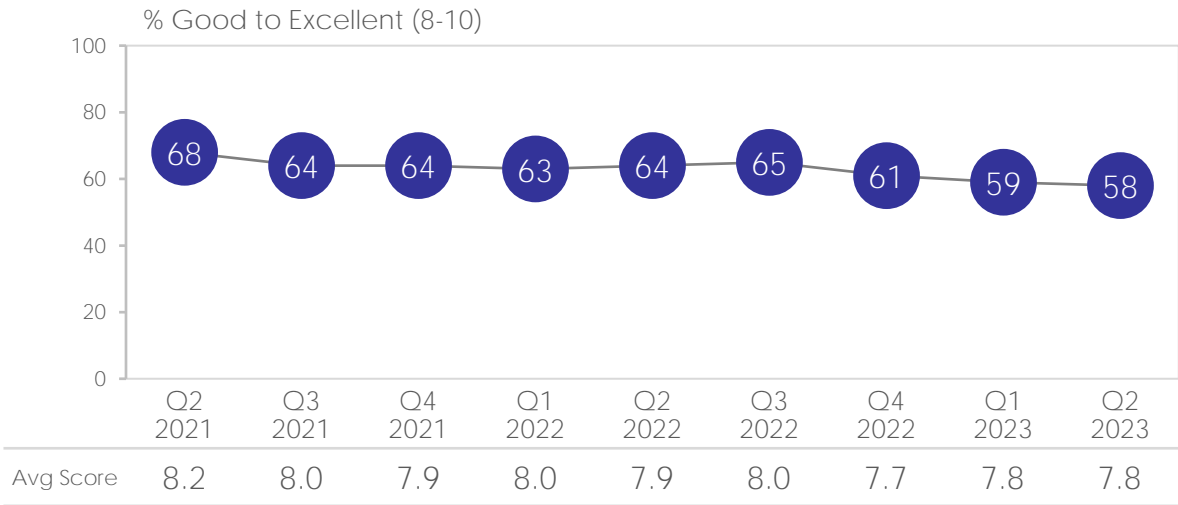
#### LEAST POSITIVE

47% among Northeast riders

# 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?

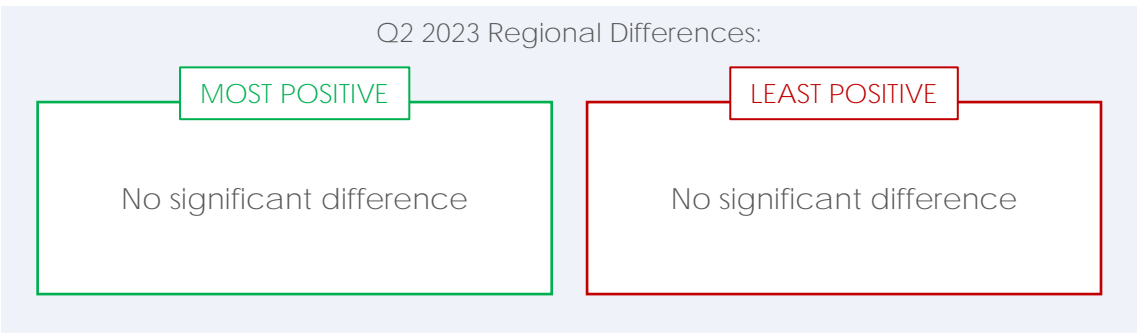


Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
-1%	-6% ↓

Q2 2023 Base = 750

- Close to six-in-ten (58%) riders provide top ratings for Convenient Hours, down only 1 ppt from last quarter (59%) but significantly down 6 ppt from the same quarter last year (64% in Q2 2022). The average score is now at 7.8 out of 10, consistent with last quarter and down slightly from 7.9 in the same quarter last year.
- In Q2 2023, those aged 65+ or those who have graduated university are more likely to feel that the service runs during Convenient Hours compared to those aged 18-24 or those who attended college/only some university.

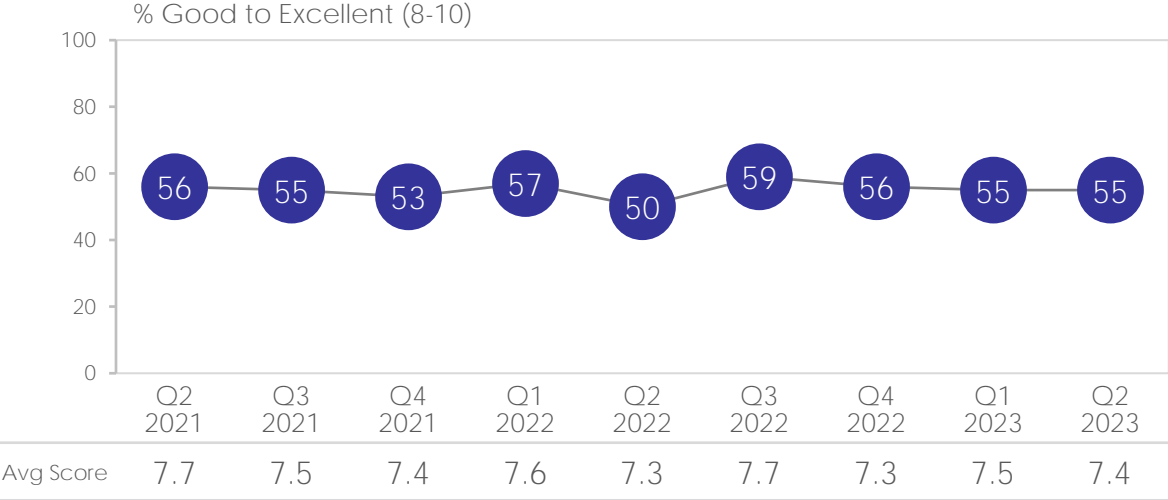
### Q2 2023 Regional Differences:



# Overall System Performance | GOOD CONNECTIONS

## GOOD CONNECTIONS

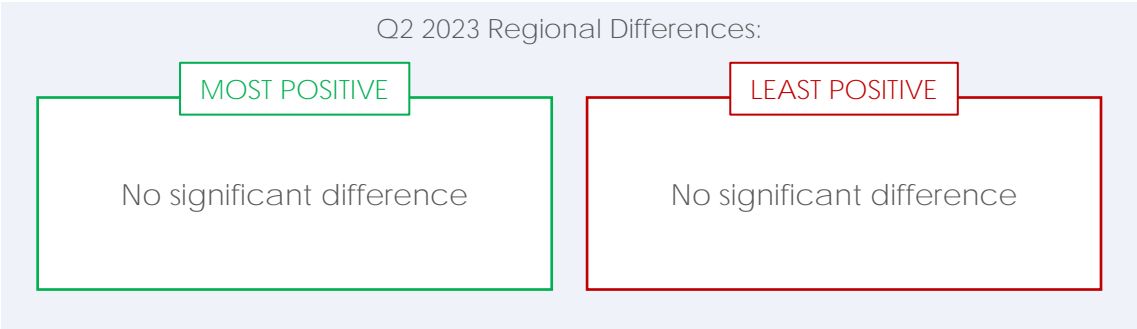
Q23AA. Again, thinking of the trip you take most often on transit, do you take more than one bus or transit mode?  
Q23AB. How would you rate the transit system in terms of having good connections between buses or transit modes with a reasonable wait time?



Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
0%	+5%

Q2 2023 Base = 285 (more than one transit mode)

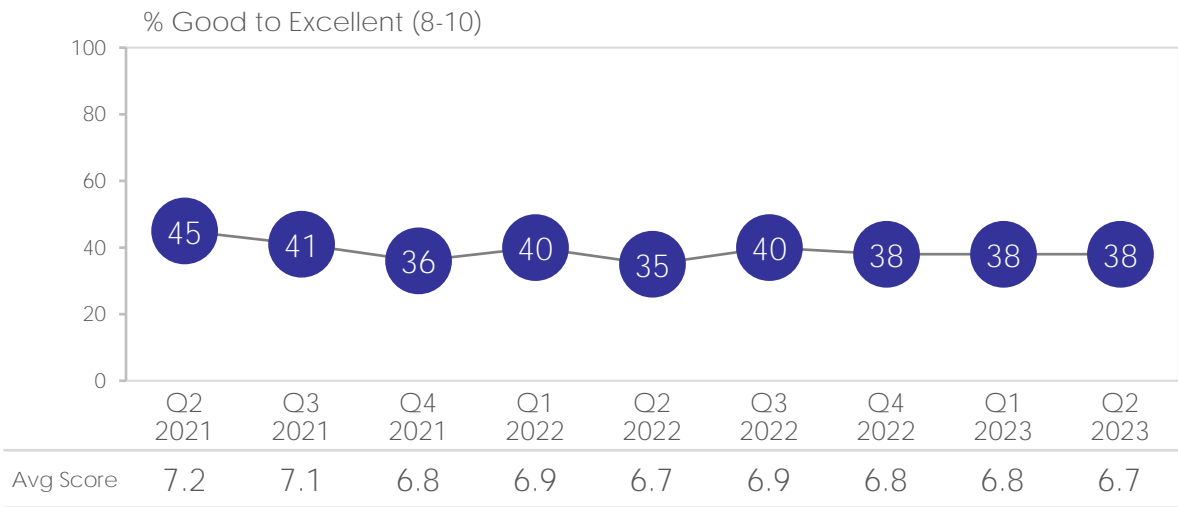
- More than four-in-ten (41%) transit users took more than one bus/transit mode on a typical transit trip, which is on par with last wave (41%) and up slightly from the same quarter last year (39%). More than half (55%) of transit riders who made a connection provide top scores for Good Connections. These ratings are consistent with last quarter (55%) and up 5 ppt from the same quarter last year (50% in Q2 2022). The average score dropped to 7.4 out of 10 compared to 7.5 last wave and is slightly above 7.3 from the same quarter last year.
- No particular rider group provides higher ratings for this attribute.



# Overall System Performance | ENOUGH BUS SHELTERS AT BUS STOPS

## ENOUGH BUS SHELTERS AT BUS STOPS

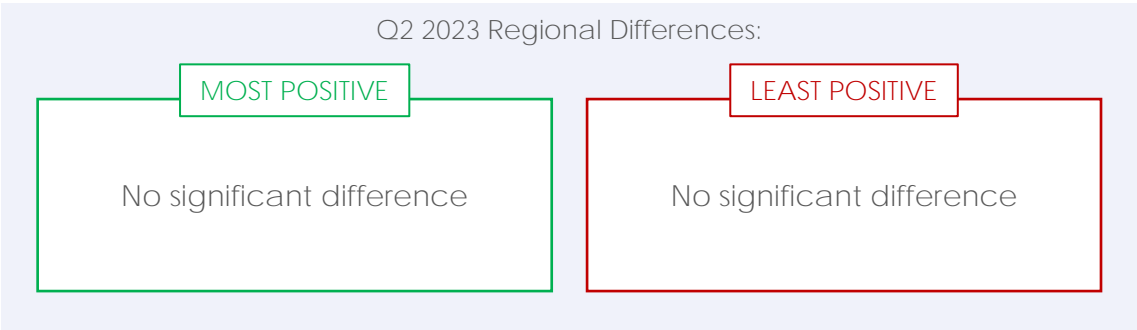
Q23D. How would you rate the transit system for having enough bus shelters at bus stops throughout the region?



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

Q2 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 3 ppt increase from the same quarter last year (35% in Q2 2022). The average score is 6.7 out of 10, which is down from 6.8 last quarter and on par with the same quarter last year (6.7 out of 10 in Q2 2022).
- This quarter, bus riders or those with lower education (high school or less) are more likely to provide top scores for Having Enough Bus Shelters than SkyTrain riders or those with some college/university education.

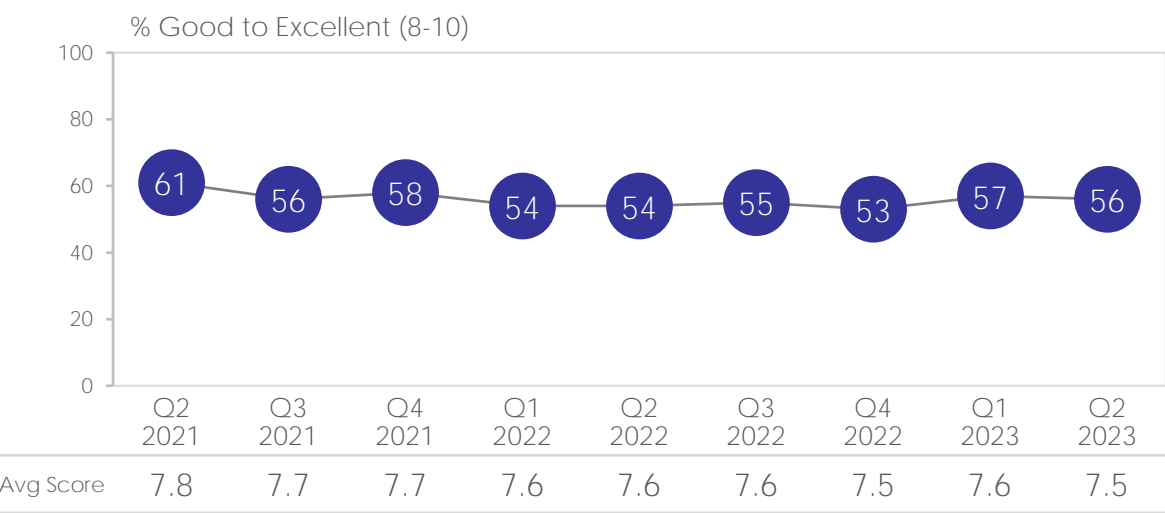


Overall System Performance

ADEQUACY OF TRANSIT INFORMATION AT  
STOPS AND STATIONS

ADEQUACY OF TRANSIT INFORMATION AT STOPS AND STATIONS

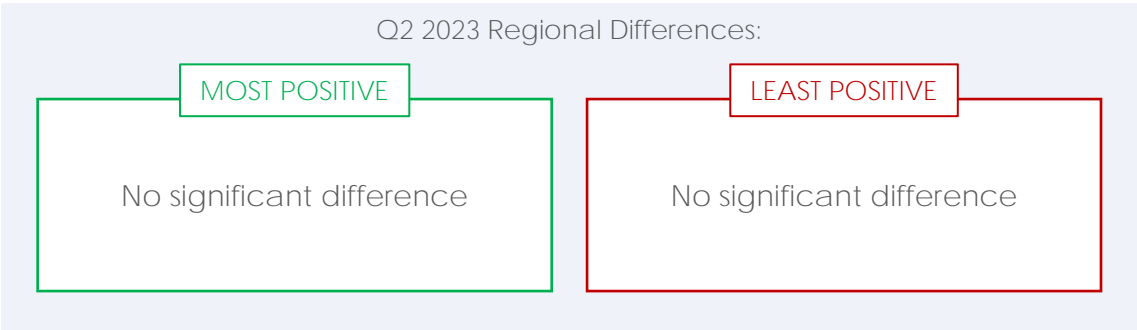
Q23A. Thinking of the transit system in Greater Vancouver, how would you rate it for providing adequate transit information at stops and stations?



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

Q2 2023 Base = 750

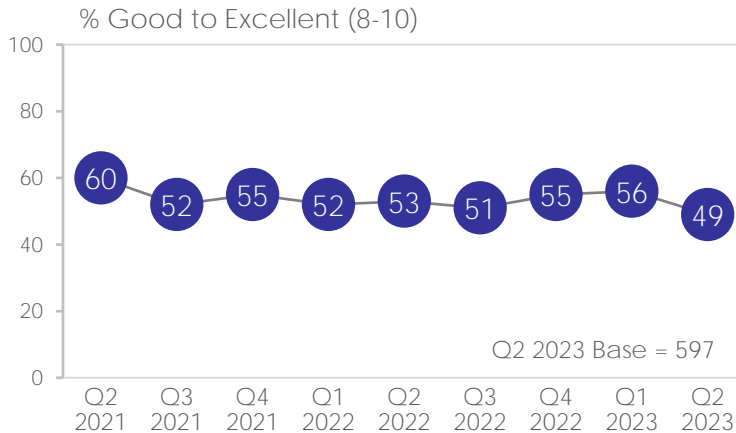
- More than half (56%) of transit users award Good-to-Excellent scores for Adequacy of Transit Information at Stops and Stations, down by only 1ppt from last wave (57%) and up slightly from the same quarter last year (54% in Q2 2022). The average score of 7.5 out of 10 is down slightly from 7.6 last quarter and the same quarter last year (also 7.6 out of 10 in Q2 2022).
- No particular rider group provides higher ratings for this attribute.



# Overall System Performance | ADEQUACY OF TRANSIT INFORMATION ON BOARD TRANSIT VEHICLES

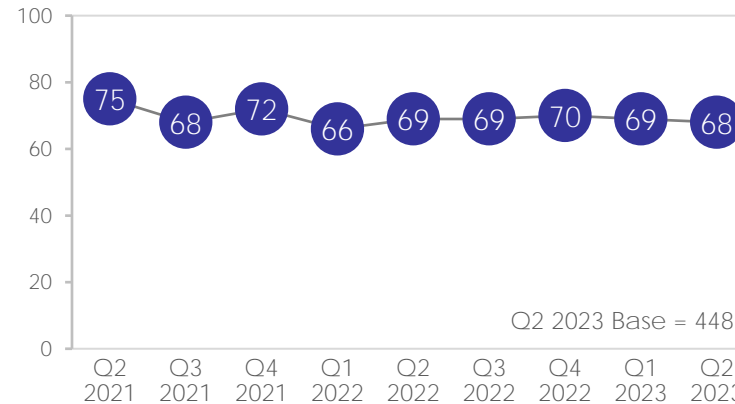
## BUS

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



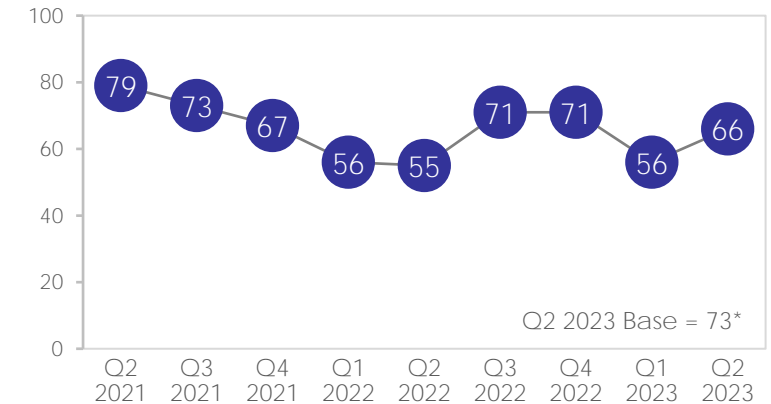
Avg Score 7.7 7.6 7.5 7.5 7.5 7.4 7.5 7.6 7.3

## SKYTRAIN



8.3 8.0 8.2 8.0 8.1 8.1 8.1 8.1 8.1

## SEABUS



8.2 8.0 8.1 7.3 7.7 8.0 8.3 7.8 8.0

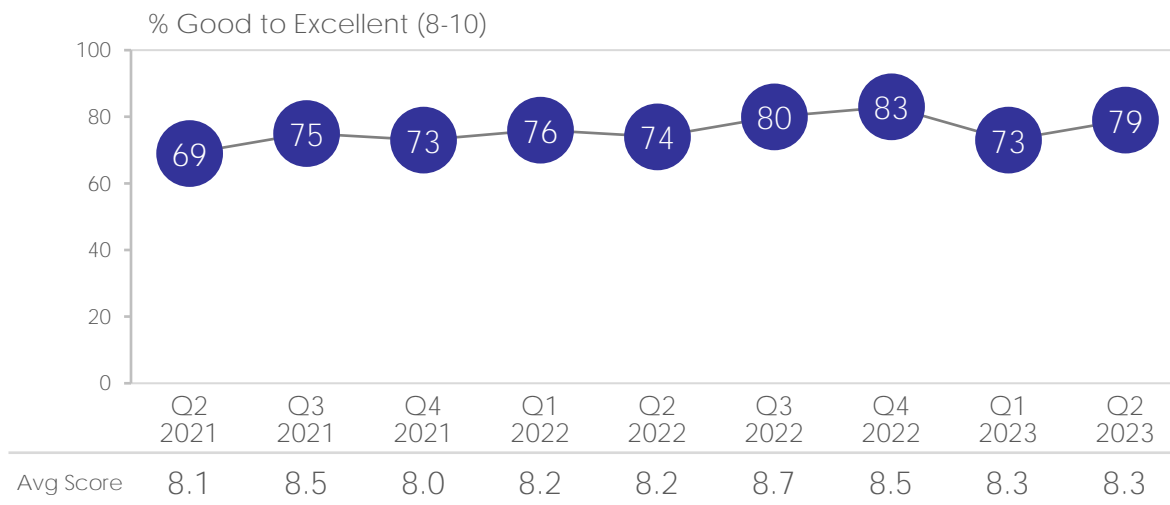
- Good-to-Excellent scores for having Adequate Information on Board Transit Vehicles are highest for Skytrain (68%), followed by SeaBus (66%) and then by Bus (49%).
- This quarter, SkyTrain is fairly stable to last wave, while Bus and SeaBus have shifted directionally. Bus ratings decreased by 7 ppt from last wave (56%), and are down slightly from the same quarter last year (53% in Q2 2022). SkyTrain ratings are down only 1 ppt from last wave (69%) and from the same quarter last year (also 69% in Q2 2022). SeaBus ratings are up 11 ppt from last wave (56%), and up 10 ppt from the same quarter last year (55% in Q2 2022).
- Bus: Those who graduated university are more likely to provide Good-to-Excellent ratings for Bus lines than those who have lower levels of education (some college/university, or high school or less).
- SkyTrain: Those who graduated university are more likely to provide Good-to-Excellent ratings for SkyTrain lines than those who have lower levels of education (some college/university, or high school or less).

	Good-to-Excellent ratings compared to:	
	LAST QUARTER	SAME QUARTER LAST YEAR
Bus	-7%	-4%
SkyTrain	-1%	-1%
SeaBus	+10%	+11%

# 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
+6%	+5%

Q2 2023 Base = 95\* (used phone)

- This quarter, over one-in-ten (11%) riders indicated that they called TransLink's Telephone Information Line. This is down 2 ppt from last quarter (13%) and up 2 ppt from the same quarter last year (9%).
- Of those who called the Telephone Information Line, nearly eight-in-ten (79%) award Good-to-Excellent ratings, which is higher than both last quarter (73%) and the same quarter last year (74% in Q2 2022).
- The average score is 8.3 out of 10, consistent with last quarter, and up slightly from 8.2 in the same period last year.
- This quarter, Bus and SkyTrain riders or those with a household income of <\$40K are more likely to provide Good-to-Excellent ratings for Ease of Getting Information From the Telephone Line compared to SeaBus riders or those with a household income of between \$40K to \$80K.

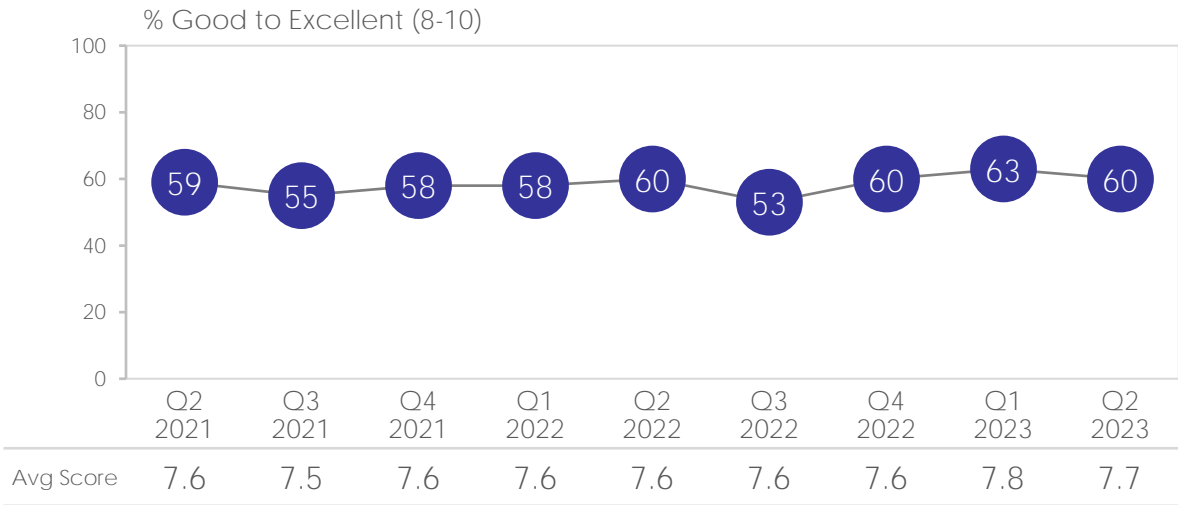
% Good to Excellent (8-10)

SPOKE TO CLERK	CALL WAS AUTOMATED	CLERK & AUTOMATED
Base = 52*	Base = 22**	Base = 20**
88	43	90

# 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?

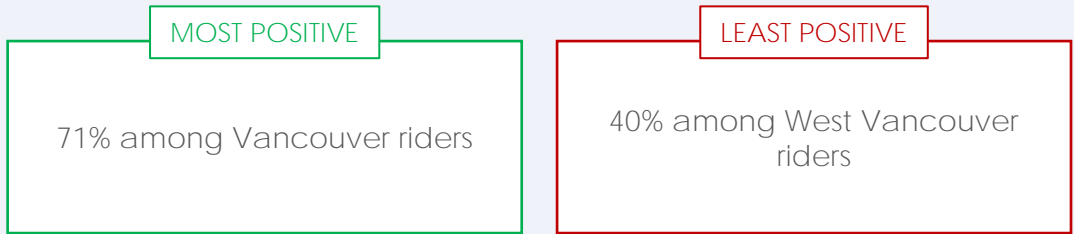


Good-to-Excellent ratings compared to:	
LAST QUARTER	SAME QUARTER LAST YEAR
-3%	0%

Q2 2023 Base = 359 (used website)

- Close to half (46%) of riders indicate that they have used the TransLink website in the past 3 months. This is a slight drop from last wave (48% in Q1 2023) and only a 1 ppt increase from the same quarter last year (45% in Q2 2022).
- Among website users, six-in-ten (60%) awarded Good-to-Excellent scores for Ease of Finding Info on Website, which is down 3 ppt from last quarter (63%) and is consistent with the same quarter last year (60% in Q2 2022). The average score is 7.7 out of 10, down from 7.8 last quarter and up from 7.6 the same quarter last year.
- No particular rider group provides higher ratings for this attribute.

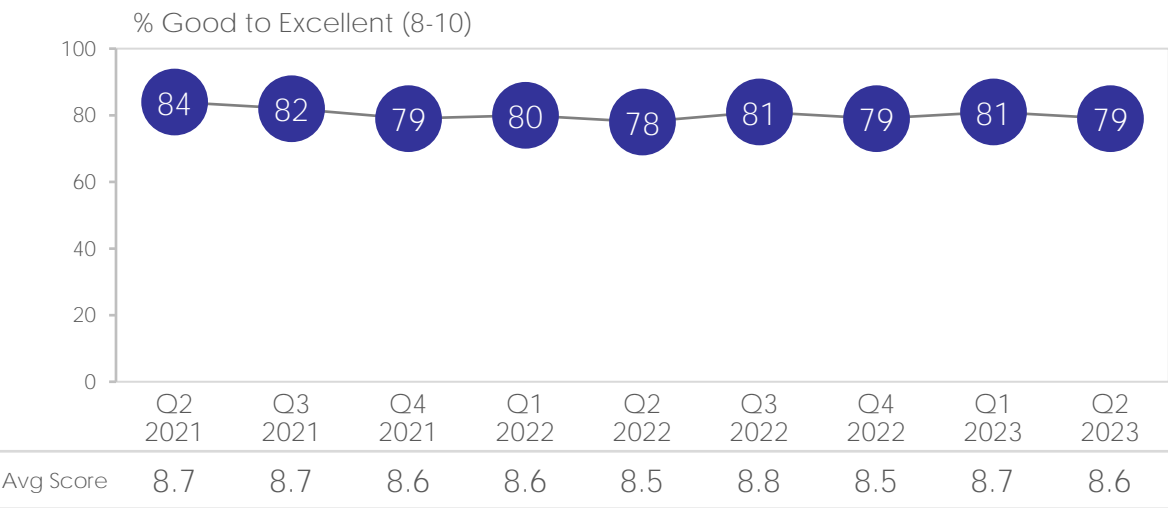
### Q2 2023 Regional Differences:



# Overall System Performance | COMPASS CARD AND FAREGATE SYSTEM

## COMPASS CARD AND FAREGATE SYSTEM

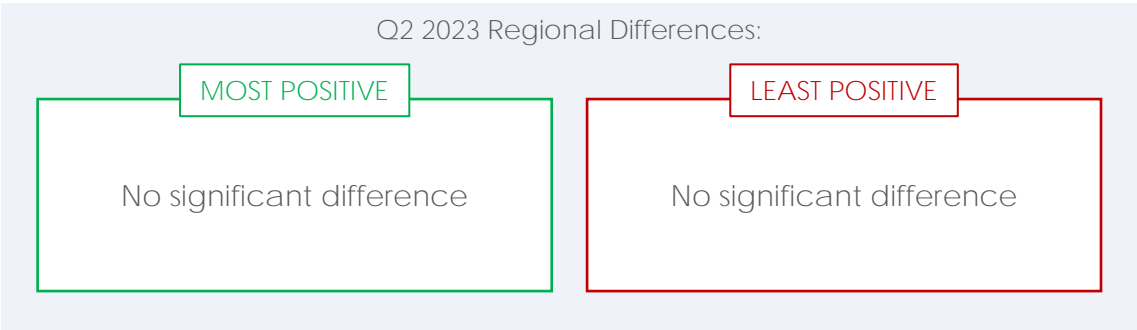
Q40. How would you rate your overall experience with the Compass Card and Faregate System?



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

Q2 2023 Base = 750

- Just under eight-in-ten (79%) riders provide Good-to-Excellent scores for Overall Experience with the Compass Card and Faregate System. This is a slight decrease from last quarter (81% in Q1 2023) and a 1 ppt increase from the same quarter last year (78% in Q2 2022). The average score is 8.6 out of 10, which is slightly lower than last quarter (8.7 out of 10) and slightly above than the same quarter last year (8.5 out of 10 in Q2 2022).
- Riders with education levels of either high school or less or university grads, or those who use the bus are more likely to provide top ratings for their overall experience with the Compass Card and Faregate System compared to those who have an education of some college/university, or use the SkyTrain.



# 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?												Good-to-Excellent ratings compared to:		
% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	LAST QUARTER	SAME QUARTER LAST YEAR
7	WVT*	8.5	<div></div> 77	82	68	70	67	73	70	83	74	77	+3	+4
3	RTC*	8.3	<div></div> 74	73	74	67	64	69	77	64	71	74	+3	+5
9	STC*	8.3	<div></div> 74	72	65	63	62	65	54	54	68	74	+6	+9
5	BTC	8.2	<div></div> 70	76	72	75	76	80	79	73	73	70	-3	-10 ↓
8	TOTAL BUS	8.1	<div></div> 68	73	72	68	69	70	68	63	69	68	-1	-2
8	CMBC	8.0	<div></div> 68	73	72	68	69	70	68	62	69	68	-1	-2
9	HTC*	7.9	<div></div> 64	66	77	70	67	68	57	61	65	64	-1	-4
12	PCT*	7.8	<div></div> 65	74	81	68	76	75	71	73	66	65	-1	-10
11	VTC	7.8	<div></div> 62	75	71	66	68	64	65	58	66	62	-4	-2

Q2 2023 Base = 715  
\* Caution: small base size.  
Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS

No particular time period is singled out

- More than two-thirds (68%) of transit users award top ratings for Overall Bus Service, which is only a 1 ppt drop from last quarter (69%) and a 2 ppt decrease from the same quarter last year (70% in Q2 2022). The average score is 8.1 out of 10, which is up slightly from last wave (8.0) and consistent with the same quarter last year (8.1 out of 10 in Q2 2022).
- This wave, the BTC depot experienced a significant decrease in top ratings by 10 ppt compared to the same quarter last year.

# 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)	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	LAST QUARTER	SAME QUARTER LAST YEAR
11	BTC	7.9	71	77	74	70	66	69	73	71	70	71	+1	+2
8	WVT*	7.9	67	69	68	70	64	64	48	72	81	67	-14	+3
14	RTC*	7.9	67	66	69	69	58	63	65	53	73	67	-6	+4
18	PCT*	7.7	59	67	71	65	69	63	70	73	59	59	0	-4
16	TOTAL BUS	7.6	63	68	68	64	59	62	62	59	59	63	+4	+1
16	CMBC	7.6	63	68	68	64	58	62	62	58	59	63	+4	+1
18	HTC*	7.5	62	62	72	52	52	64	50	45	46	62	+16 ↑	-2
18	VTC	7.4	55	65	61	63	57	53	61	53	47	55	+8	+2
21	STC*	7.3	61	70	62	64	52	61	48	62	57	61	+4	0

Q2 2023 Base = 715  
\* Caution: small base size.  
Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS

No particular time period is singled out

- Close to two-thirds (63%) of transit users provide top ratings for On-Time Reliable Service. This is up slightly from last quarter (59%) and similar to the same quarter last year (62%). The average score is 7.6 out of 10, which is slightly above 7.5 last wave but below the same quarter last year (7.8 out of 10 in Q2 2022).
- This wave, scores for the HTC depot are significantly higher than last quarter (up 16 ppt from Q1 2023).

# 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)	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	LAST QUARTER	SAME QUARTER LAST YEAR
10	STC*	8.1	<div></div> 66	66	51	48	45	50	52	55	56	66	+10	+16 ↑
12	BTC	7.6	<div></div> 61	65	71	63	64	60	74	60	60	61	+1	+1
16	CMBC	7.5	<div></div> 55	59	57	56	53	54	59	50	52	55	+3	+1
17	RTC*	7.5	<div></div> 54	62	54	58	47	52	63	45	60	54	-6	+2
17	TOTAL BUS	7.4	<div></div> 54	60	57	56	53	54	59	51	51	54	+3	0
17	VTC	7.2	<div></div> 50	59	48	58	48	49	55	45	43	50	+7	+1
26	PCT*	7.2	<div></div> 42	39	61	32	60	56	47	49	44	42	-2	-14
22	HTC*	7.1	<div></div> 51	53	58	59	53	55	51	46	39	51	+12	-4
25	WVT*	6.7	<div></div> 36	68	63	54	48	59	47	61	46	36	-10	-23 ↓

Q2 2023 Base = 715

\* Caution: small base size.

Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS

No particular time period is singled out

- More than half (54%) of bus riders provide Good-to-Excellent ratings for Frequency of Service, up slightly from last quarter (51%) and on par with the same quarter last year (54% in Q2 2022). This quarter, the average score is 7.4 out of 10 which is up slightly from 7.3 last wave but slightly down from the same quarter last year (7.5 out of 10 in Q2 2022). Frequency of Service continues to be one of the lowest performing attributes among bus system attributes.
- The STC depot experienced a significant increase in comparison to the same quarter last year (up 16 ppt from Q2 2022).
- Meanwhile, the WVT depot experienced a significant decline from the same quarter last year (down 23 ppt from Q2 2022).

# 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)	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	LAST QUARTER	SAME QUARTER LAST YEAR
0	WVT*	9.3	<div></div> 87	83	79	79	73	80	85	64	90	87	-3	+7
4	HTC*	8.7	<div></div> 81	70	80	78	65	73	76	75	77	81	+4	+8
3	BTC	8.6	<div></div> 82	74	81	73	72	76	79	77	82	82	0	+6
6	STC*	8.6	<div></div> 82	81	77	75	71	80	80	56	71	82	+11	+2
7	VTC	8.6	<div></div> 80	82	81	77	74	81	82	73	82	80	-2	-1
5	TOTAL BUS	8.6	<div></div> 79	77	82	76	74	77	80	74	81	79	-2	+2
5	CMBC	8.6	<div></div> 79	77	82	76	74	77	80	74	81	79	-2	+2
4	PCT*	8.5	<div></div> 73	67	78	77	88	72	79	81	84	73	-11	+1
7	RTC*	8.4	<div></div> 74	76	92	78	79	74	84	89	83	74	-9	0

Q2 2023 Base = 715

\* Caution: small base size.

Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS

No particular time period is singled out

- Nearly eight-in-ten (79%) bus riders award top ratings for Having a Courteous Bus Operator, which is down by 2 ppt from last quarter (81%) and up 2 ppt from the same quarter last year (77%). This wave, the average score is 8.6 out of 10, which is on par with last quarter and with the same quarter last year (also 8.6 out of 10 in Q2 2022). Courteous Bus Operator remains to be the highest top key driver among Overall Bus Service attributes.
- There are no significant shifts of note by depot.

# 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)	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	LAST QUARTER	SAME QUARTER LAST YEAR
0	WVT*	9.3	<div></div> 94	91	73	81	93	88	42	80	85	94	+9	+6
2	BTC	8.7	<div></div> 87	84	81	79	79	84	84	77	80	87	+7	+3
6	TOTAL BUS	8.6	<div></div> 78	84	79	78	79	78	80	73	79	78	-1	0
5	VTC	8.6	<div></div> 76	87	76	78	77	74	79	73	80	76	-4	+2
6	CMBC	8.5	<div></div> 77	84	79	78	78	78	81	72	79	77	-2	-1
2	PCT*	8.5	<div></div> 74	77	83	78	76	80	89	87	75	74	-1	-6
7	STC*	8.5	<div></div> 74	89	72	79	77	73	77	75	73	74	+1	+1
10	HTC*	8.4	<div></div> 75	74	87	74	84	79	76	63	79	75	-4	-4
9	RTC*	8.4	<div></div> 73	85	79	82	77	78	81	64	76	73	-3	-5

Q2 2023 Base = 715

\* Caution: small base size.

Total Bus includes all routes evaluated.

TIME PERIOD WITH  
LOWER RATINGS

No particular time period is  
singled out

- More than three-quarters (78%) of bus users provide top scores for Trip Duration, which is a marginal 1 ppt decrease from last wave (79% in Q1 2023) but consistent with the same quarter last year (78% in Q2 2022). The average score is 8.6 out of 10, which is slightly above last wave (8.5) and above the same quarter last year (8.4 out of 10 in Q2 2022).
- This wave, there are no significant differences in top ratings by depot.

# 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)		Good-to-Excellent ratings compared to:	
					LAST QUARTER	SAME QUARTER LAST YEAR
3	WVT*	8.5	67	Q2 2021: 75, Q3 2021: 72, Q4 2021: 57, Q1 2022: 62, Q2 2022: 57, Q3 2022: 30, Q4 2022: 56, Q1 2023: 53, Q2 2023: 67	+14	+10
10	PCT*	7.9	59	Q2 2021: 62, Q3 2021: 89, Q4 2021: 62, Q1 2022: 70, Q2 2022: 67, Q3 2022: 55, Q4 2022: 56, Q1 2023: 57, Q2 2023: 59	+2	-8
9	RTC*	7.8	57	Q2 2021: 81, Q3 2021: 67, Q4 2021: 66, Q1 2022: 57, Q2 2022: 59, Q3 2022: 51, Q4 2022: 52, Q1 2023: 67, Q2 2023: 57	-10	-2
19	TOTAL BUS	7.3	52	Q2 2021: 67, Q3 2021: 62, Q4 2021: 58, Q1 2022: 59, Q2 2022: 54, Q3 2022: 54, Q4 2022: 46, Q1 2023: 51, Q2 2023: 52	+1	-2
20	CMBC	7.3	51	Q2 2021: 67, Q3 2021: 62, Q4 2021: 58, Q1 2022: 59, Q2 2022: 54, Q3 2022: 55, Q4 2022: 46, Q1 2023: 50, Q2 2023: 51	+1	-3
20	STC*	7.2	52	Q2 2021: 60, Q3 2021: 56, Q4 2021: 55, Q1 2022: 57, Q2 2022: 50, Q3 2022: 50, Q4 2022: 62, Q1 2023: 52, Q2 2023: 28	-10	+2
20	BTC	7.2	50	Q2 2021: 70, Q3 2021: 66, Q4 2021: 50, Q1 2022: 56, Q2 2022: 53, Q3 2022: 57, Q4 2022: 56, Q1 2023: 53, Q2 2023: 50	-3	-3
24	VTC	7.1	46	Q2 2021: 68, Q3 2021: 52, Q4 2021: 61, Q1 2022: 61, Q2 2022: 48, Q3 2022: 56, Q4 2022: 43, Q1 2023: 40, Q2 2023: 46	+6	-2
27	HTC*	7.0	49	Q2 2021: 59, Q3 2021: 65, Q4 2021: 56, Q1 2022: 56, Q2 2022: 52, Q3 2022: 57, Q4 2022: 42, Q1 2023: 43, Q2 2023: 49	+6	-3

Q2 2023 Base = 715

\* Caution: small base size.

Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS

No particular time period is singled out

- More than half (52%) of bus riders provide top ratings for Not Being Overcrowded, which is similar to last quarter (51% in Q1 2023) and down 2 ppt from the same period last year (54% in Q2 2022). The average score is 7.3 out of 10, which is slightly higher than last quarter (7.2) and on par with the same period last year (7.3 out of 10 in Q2 2022). Not Being Overcrowded remains the lowest key driver among Overall Bus Service attributes.
- This quarter, there are no differences in top ratings by depot for this attribute.

# 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?

				Good-to-Excellent ratings compared to:									
% Very Poor to Neutral (1-5)		Depot	Avg Score	% Good to Excellent (8-10)	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023
					LAST QUARTER		SAME QUARTER LAST YEAR						
1		WVT*	9.2	90	90	90	84	77	84	79	88	95	90
1		BTC	9.0	85	92	95	89	91	89	92	94	88	85
2		VTC	8.9	87	92	88	85	90	91	83	87	89	87
3		HTC*	8.9	86	85	88	84	81	91	86	84	82	86
0		PCT*	8.9	79	85	95	86	92	90	82	97	93	79
3		TOTAL BUS	8.8	84	89	90	86	88	90	86	91	87	84
4		CMBC	8.8	83	89	90	86	88	90	86	91	87	83
9		RTC*	8.6	78	88	97	85	88	91	84	96	84	78
6		STC*	8.5	79	89	85	84	85	89	88	90	79	79

Q2 2023 Base = 715

\* Caution: small base size.

Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS

No particular time period is singled out

- More than eight-in-ten (84%) riders award top ratings for Safe and Professional Bus Operator, a slight decrease from last wave (87%), and down significantly from the same quarter last year (90% in Q2 2022). The average score is 8.8 out of 10, which is on par with last wave but below the same quarter last year (9.0 out of 10 in Q2 2022).
- In addition to the decrease seen from the same quarter last year at the overall level, RTC also experienced a significant decrease from Q2 2022 (down by 13 ppt).
- The PCT depot experienced a significant decrease from last quarter (down 14 ppt from Q1 2023).

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)	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	LAST QUARTER	SAME QUARTER LAST YEAR
2	WVT*	9.0	<div></div> 86	99	82	86	85	90	83	94	84	86	+2	-4
1	PCT*	9.0	<div></div> 82	89	94	88	93	86	85	86	91	82	-9	-4
3	RTC*	8.6	<div></div> 80	91	89	82	79	90	84	87	84	80	-4	-10 ↓
6	HTC*	8.6	<div></div> 79	81	91	85	82	85	79	70	77	79	+2	-6
4	BTC	8.5	<div></div> 78	85	82	82	82	78	79	83	79	78	-1	0
7	TOTAL BUS	8.4	<div></div> 75	84	82	80	80	80	78	76	72	75	+3	-5 ↓
7	CMBC	8.4	<div></div> 74	83	82	80	80	79	77	75	71	74	+3	-5 ↓
9	STC*	8.2	<div></div> 69	85	77	76	80	78	76	71	55	69	+14	-9
15	VTC	7.9	<div></div> 65	76	74	77	75	72	73	67	59	65	+6	-7

Q2 2023 Base = 715  
\* Caution: small base size.  
Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS

No particular time period is singled out

- Three-quarters (75%) of bus riders provide Good-to-Excellent ratings for Feeling Safe from Crime On Board the Bus, which is up slightly from last quarter (72% in Q1 2023) and down significantly from the same period last year (80% in Q2 2022). The average score is 8.4 out of 10, which is consistent with last wave, and slightly below the same quarter last year (8.5 out of 10 in Q2 2022).
- In addition to the decrease seen from the same quarter last year at the overall level, RTC also experienced significant a decline (down 10 ppt from Q2 2022).

# 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)	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Good-to-Excellent ratings compared to:	
														LAST QUARTER	SAME QUARTER LAST YEAR
0		WVT*	9.0	<div></div> 81	80	86	85	83	83	76	68	84	81	-3	-2
2		PCT*	8.8	<div></div> 79	76	85	80	85	83	77	92	78	79	+1	-4
2		BTC	8.6	<div></div> 81	81	79	73	74	72	66	74	74	81	+7	+9 ↑
9		STC*	8.4	<div></div> 74	89	73	77	75	79	65	52	69	74	+5	-5
9		RTC*	8.3	<div></div> 78	84	80	87	76	77	76	78	81	78	-3	+1
7		TOTAL BUS	8.3	<div></div> 74	79	75	78	75	76	70	70	71	74	+3	-2
7		CMBC	8.3	<div></div> 73	79	75	77	74	76	70	70	70	73	+3	-3
11		HTC*	8.2	<div></div> 70	73	85	84	75	84	76	72	66	70	+4	-14 ↓
8		VTC	8.0	<div></div> 65	74	64	73	70	71	67	71	60	65	+5	-6

Q2 2023 Base = 715

\* Caution: small base size.

Total Bus includes all routes evaluated.

TIME PERIOD WITH  
LOWER RATINGS

Weekends and Holidays

- Clean and Graffiti-Free Buses is awarded Good-to-Excellent scores by nearly three-quarters (74%) of bus riders, which is up by 3ppt from last wave and a 2 ppt drop from same period last year (76% in Q2 2022). The average score is 8.3 out of 10, slightly higher than 8.2 last wave, and slightly below 8.4 out of 10 in Q2 2022.
- There are a few significant shifts of note for some bus depots. The BTC depot saw a significant increase in top scores from the same quarter last year (up 9 ppt), while HTC saw a significant decline in top scores from the same period last year (down 14 ppt).

# 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?												Good-to-Excellent ratings compared to:		
% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	LAST QUARTER	SAME QUARTER LAST YEAR
5	BTC	8.9	84	91	86	84	88	83	92	87	91	84	-7	+1
2	VTC	8.8	83	83	82	82	82	79	83	78	85	83	-2	+4
3	STC*	8.8	83	90	77	82	74	76	72	71	71	83	+12	+7
5	TOTAL BUS	8.7	80	86	83	82	81	81	84	79	83	80	-3	-1
5	CMBC	8.7	80	85	82	82	81	80	84	79	83	80	-3	0
5	RTC*	8.6	77	84	83	84	77	82	82	75	78	77	-1	-5
2	PCT*	8.5	72	83	78	81	73	82	89	85	79	72	-7	-10
11	HTC*	8.4	77	77	82	76	82	82	82	72	83	77	-6	-5
27	WVT*	7.7	66	95	90	79	82	81	90	86	84	66	-18 ↓	-15 ↓

Q2 2023 Base = 715  
\* Caution: small base size.  
Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS

Weekdays from 3 pm to 6:30 pm

- Eight-in-ten (80%) bus riders provide top ratings for Having a Direct Route. This is down slightly from last wave (83% in Q1 2023) and from the same quarter last year (81% in Q2 2022). The average score of 8.7 out of 10 is on par with last wave and is slightly above the same quarter last year (8.6 out of 10 in Q2 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?

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Good-to-Excellent ratings compared to:										
				Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	LAST QUARTER	SAME QUARTER LAST YEAR
3	PCT*	8.8	84	83	84	76	87	78	66	85	83	84	+1	+6
4	BTC	8.7	81	89	78	82	81	76	81	68	76	81	+5	+5
4	WVT*	8.6	77	87	72	77	72	67	84	87	91	77	-14 ↓	+10
3	RTC*	8.5	72	82	87	80	76	84	87	80	82	72	-10	-12 ↓
9	HTC*	8.3	73	79	83	76	76	82	78	69	84	73	-11	-9
10	TOTAL BUS	8.3	72	80	77	75	76	76	75	70	74	72	-2	-4
10	CMBC	8.3	72	80	77	75	76	76	75	69	74	72	-2	-4
13	VTC	8.1	71	73	73	72	73	73	68	63	64	71	+7	-2
28	STC*	7.1	53	79	69	71	70	66	70	67	60	53	-7	-13

Q2 2023 Base = 715  
\* Caution: small base size.  
Total Bus includes all routes evaluated.

TIME PERIOD WITH LOWER RATINGS

Weekdays after 6:30 pm

- More than seven-in-ten (72%) bus riders award Good-to-Excellent scores for Feeling Safe from Crime at the Bus Stops or Exchange, down by 2 ppt from last quarter (74% in Q1 2023), and directionally down from the same quarter last year (76% in Q2 2022). The average score of 8.3 is slightly lower than last quarter and compared to Q2 2022 (both 8.4 out of 10).
- WVT depot experienced a significant decrease from Q1 2023 (down 14 ppt). Meanwhile, the RTC depot saw a significant decrease from the same period last year (down 12 ppt from Q2 2022).

# 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?

Q1'23: 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)			<u>Avg Score</u>	% Good to Excellent (8-10)											LAST QUARTER	SAME QUARTER LAST YEAR
					Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023			
6		CANADA LINE (n=138)	8.6		95	94	88	81	83	92	82	80	81	+1	-2	
5		TOTAL SKYTRAIN (n=448)	8.3		84	84	81	78	77	83	76	81	77	-4	0	
5		TOTAL BCRTC (n=254)	8.3		79	80	78	75	75	77	69	81	77	-4	+2	

- More than three-quarters (77%) of riders provide Good-to-Excellent ratings for overall SkyTrain Service, directionally down from last wave (81% in Q1 2023), but on par with the same quarter last year (77% in Q2 2022). The average score is 8.3 out of 10, down from last quarter (8.5 out of 10) and from the same quarter last year (8.4 out of 10).
- For the Canada Line, top ratings are up by only 1 ppt from Q1 2023 and are down by 2 ppt from the same quarter last year. Top scores for BCRTC have dropped by 4 ppt from last quarter and are up 2 ppt from same quarter last year (75% in Q2 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 | 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?

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?													Good-to-Excellent ratings compared to:		
% Very Poor to Neutral (1-5)		Avg Score	% Good to Excellent (8-10)		Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	LAST QUARTER	SAME QUARTER LAST YEAR
1	<div></div>	CANADA LINE (n=138)	9.1	<div></div> 95	96	93	89	90	86	97	90	88	95	+7 ↑	+9 ↑
4	<div></div>	TOTAL SKYTRAIN (n=448)	8.7	<div></div> 85	87	88	87	84	84	87	83	87	85	-2	+1
6	<div></div>	TOTAL BCRTC (n=254)	8.5	<div></div> 81	82	86	86	80	83	83	77	86	81	-5	-2

- More than eight-in-ten (85%) SkyTrain riders awarded top ratings for On-Time, Reliable Service, a slight decline from last quarter (87% in Q1 2023) and only a 1 ppt increase from the same quarter last year (84% in Q2 2022). The average is 8.7 out of 10 which is down slightly from last wave (8.8 out of 10) and on par with the same quarter last year (8.7 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 up significantly both for last quarter (up 7 ppt from Q1 2023) and the same period last year (up 9 ppt from Q2 2022). Ratings for BCRTC are down slightly from last quarter (down 5 ppt from Q1 2023) and marginally from the same quarter last year (down 2 ppt from Q2 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?

Q13.12 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)		Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	LAST QUARTER	SAME QUARTER LAST YEAR
2		CANADA LINE (n=138)	8.7		86	88	84	80	80	73	87	84	74	86	+12 ↑	+13 ↑
4		TOTAL SKYTRAIN (n=448)	8.4		76	82	77	78	76	77	77	80	75	76	+1	-1
6		TOTAL BCRTC (n=254)	8.2		71	81	74	77	73	78	73	75	76	71	-5	-7 ↓

- Just above three-quarters (76%) of SkyTrain riders awarded top ratings for Frequency of Service, only a 1 ppt lift from last quarter (75% in Q1 2023) and only a 1 ppt drop from the same quarter last year (77% in Q2 2022). The average score is 8.4 out of 10, which is unchanged from last wave and up slightly from the same period last year (8.3 out of 10 in Q2 2022).
- Top scores for the Canada Line are up significantly both from last quarter (up 12 ppt from Q1 2023) and from the same quarter last year (up 13 ppt from Q2 2022). Meanwhile, BCRTC top scores are down by 5 ppt from last quarter and have dropped significantly from the same quarter last year (down 7 ppt from Q2 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?

Q13.4 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)			<u>Avg Score</u>	% Good to Excellent (8-10)												LAST QUARTER	SAME QUARTER LAST YEAR
						Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023			
23	<div></div>	TOTAL BCRTC (n=254)	7.1	<div></div> 49		64	63	60	56	54	51	44	49	49	0	-5	
23	<div></div>	TOTAL SKYTRAIN (n=448)	7.1	<div></div> 48		68	65	61	60	55	52	46	51	48	-3	-7 ↓	
22	<div></div>	CANADA LINE (n=138)	7.0	<div></div> 48		78	67	64	66	62	52	51	51	48	-3	-14 ↓	

- Just below half (48%) of SkyTrain riders award Good-to-Excellent scores for Not Being Overcrowded, a slight drop from last wave (51% in Q1 2023) but a significant drop from the same quarter last year (55% in Q2 2022). The average score is 7.1 out of 10, unchanged from last wave but a significant decline from the same quarter last year (7.4 in Q2 2022). Not Being Overcrowded continues to be the lowest rated top key driver of overall SkyTrain attributes.
- Top ratings for the Canada Line are down slightly from last wave (down 3 ppt from Q1 2023) but have declined significantly since the same period last year (down 14 ppt from Q2 2022). Top ratings for BCRTC are unchanged from last quarter and down slightly from the same quarter last year (down 5 ppt from Q2 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)		Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	LAST QUARTER	SAME QUARTER LAST YEAR
7	<div></div>	CANADA LINE (n=138)	8.5	<div></div> 76	83	84	85	80	77	83	75	74	76	+2	-1
10	<div></div>	TOTAL SKYTRAIN (n=448)	8.1	<div></div> 70	74	78	75	76	74	78	72	72	70	-2	-4
11	<div></div>	TOTAL BCRTC (n=254)	8.1	<div></div> 71	70	74	71	73	73	76	71	70	71	+1	-2

- Seven-in-ten (70%) SkyTrain riders award top scores for Feeling Safe from Crime On Board SkyTrain, down marginally from last wave (down by 2 ppt from Q1 2023) and down slightly from the same quarter last year (74% in Q2 2022). The average score is 8.1 out 10, which is down slightly from last wave (8.2 in Q1 2023), and down from the same quarter last year (8.3 in Q2 2022).
- This quarter, top scores for the Canada Line are up modestly from last quarter (up 2 ppt) and are similar to the same quarter last year (down only 1 ppt from Q2 2022). BCRTC also saw only modest changes in this attribute, with an increase of only 1 ppt from last quarter and a decrease of 2 ppt from Q2 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?

% Very Poor to Neutral (1-5)		Avg Score	% Good to Excellent (8-10)											LAST QUARTER	SAME QUARTER LAST YEAR	
				Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023				
3		CANADA LINE (n=138)	8.6		78	88	89	85	84	79	81	66	79	78	-1	-1
9		TOTAL SKYTRAIN (n=448)	7.9		61	71	75	71	69	68	67	60	67	61	-6	-7 ↓
12		TOTAL BCRTC (n=254)	7.5		54	64	68	63	62	61	63	53	61	54	-7	-7

- More than six-in-ten(61%) SkyTrain riders assigned Good-to-Excellent ratings for Clean and Graffiti-Free SkyTrain Cars and Stations, a directional decline from last wave (67% in Q1 2023) and a significant decrease from the same period last year (68% in Q2 2022). The average score is 7.9 this wave, which is down from both last quarter and Q2 2022 (both 8.0 out of 10).
- Top ratings for the Canada Line are modest with only a 1 ppt decrease from both last wave (Q1 2023) and the same period last year (Q2 2022). Top ratings for BCRTC are down directionally from both last quarter and the same quarter last year (both down 7 ppt respectively).

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?

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?											Good-to-Excellent ratings compared to:				
% Very Poor to Neutral (1-5)		Avg Score	% Good to Excellent (8-10)		Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	LAST QUARTER	SAME QUARTER LAST YEAR
6	<div><div></div></div>	CANADA LINE (n=138)	8.4	<div><div></div></div> 73	84	85	79	78	73	84	76	70	73	+3	0
12	<div><div></div></div>	TOTAL SKYTRAIN (n=448)	7.9	<div><div></div></div> 64	71	75	68	71	67	71	69	63	64	+1	-3
14	<div><div></div></div>	TOTAL BCRTC (n=254)	7.7	<div><div></div></div> 61	64	70	62	66	65	64	64	59	61	+2	-4

- Feeling Safe from Crime Inside the SkyTrain Station is awarded top ratings by close to two-thirds (64%) of SkyTrain users this wave, a modest 1 ppt increase from last wave but a 3 ppt drop from the same quarter last year (67% in Q2 2022). The average score of 7.9 out of 10 is down slightly from last quarter and from Q2 2022 (both 8.0 out of 10).
- Canada Line top ratings increased slightly by 3 ppt from last quarter, but are unchanged from the same period last year (73% in Q2 2022). BCRTC ratings are up slightly from last wave (up 2 ppt) but down slightly from the same period last year (down 4 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?

Q1 3.10 Thinking about the last/2nd last trip you made by skytrain, how would you rate it for stall available when needed?											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
						Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023			
27	<div></div>	TOTAL BCRTC (n=254)	6.6	<div></div> 34		32	34	35	36	39	37	37	42	34	-8	-5	
30	<div></div>	TOTAL SKYTRAIN (n=448)	6.3	<div></div> 30		36	33	32	33	36	34	37	38	30	-8 ↓	-6 ↓	
32	<div></div>	CANADA LINE (n=138)	6.0	<div></div> 26		43	33	24	27	30	29	38	32	26	-6	-4	

- Three-in-ten (30%) SkyTrain riders provide top ratings for Staff Available When Needed, which is a significant decline from both last wave (38% in Q1 2023), and from the same quarter last year (36% in Q2 2022). The average score is 6.3 out of 10, down from 6.7 last wave and down significantly from the same period last year (6.8 out of 10 in Q2 2022).
- The Canada Line saw a decrease of 6 ppt from last quarter and a slight decrease of 4 ppt from the same quarter last year. BCRTC also saw a decrease from both last quarter (down 8 ppt) and from Q2'22 (down 5 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

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?

Q13X2. Thinking about the last time you experienced a delay on SkyTrain, how would you rate it for delays are announced and explained?

Q1'23X2. Thinking about the last time you experienced a delay on SkyTrain, how would you rate it for delays are announced and explained?														Good-to-Excellent ratings compared to:		
% Very Poor to Neutral (1-5)			Avg Score	% Good to Excellent (8-10)		Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	LAST QUARTER	SAME QUARTER LAST YEAR
17	<div></div>	TOTAL BCRTC (n=41**)	6.5	<div></div>	29	31	42	39	28	43	32	45	42	29	-13	-14
22	<div></div>	TOTAL SKYTRAIN (n=63*)	6.3	<div></div>	24	34	42	40	30	39	33	40	38	24	-14	-15 ↓
30	<div></div>	CANADA LINE (n=13**)	6.1	<div></div>	19	49	60	37	41	20	26	28	14	19	+5	-1

n = Those experiencing a delay in the past 30 days.

\*Caution: small base size.    \*\*Caution: very small base size.

- Close to one-in-five (16%) SkyTrain riders indicate that they have experienced a SkyTrain delay of more than five minutes in the past 30 days, down slightly from last quarter (21%) and similar to the same period last year (17% in Q2 2022). Of those who have experienced a SkyTrain delay, Delays are Announced and Explained is awarded top ratings by close to one-quarter (24%) of SkyTrain users, a directional decrease from last wave (38% in Q1 2023) and a significant decrease from the same quarter last year (39% in Q2 2022). The average score is 6.3 out of 10, which is slightly lower than last wave (6.4 in Q1 2023), and down from the same quarter last year (6.6 in Q2 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 13 ppt compared to last quarter, and lower 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.  
Question change made in Q3'20. Prior to this, experienced delays was asked of past 3-months instead of past 30 days.

SkyTrain Service Quality Measures

COURTEOUS, COMPETENT AND  
HELPFUL SKYTRAIN STAFF

COURTEOUS, COMPETENT AND HELPFUL SKYTRAIN STAFF

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

Q13. Thinking about the last/2nd last trip you made by skylrain, how would you rate the skylrain in terms of having courteous, competent and helpful SkyTrain staff?												Good-to-Excellent ratings compared to:			
% Very Poor to Neutral (1-5)		Avg Score	% Good to Excellent (8-10)		Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	LAST QUARTER	SAME QUARTER LAST YEAR
0		CANADA LINE (n=3**)	9.0	 100	100	81	79	100	88	100	100	84	100	+16	+12
6		TOTAL SKYTRAIN (n=16**)	8.7	 90	91	88	76	89	81	88	90	91	90	-1	+9
9		TOTAL BCRTC (n=10**)	8.4	 85	88	88	73	88	78	85	82	92	85	-7	+7

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

- Very few (4%) SkyTrain users interacted with staff on their last trip, unchanged from last quarter (4% in Q1 2023) and down 2 ppt from the same period last year (6% in Q2 2022). Of these riders, nine-in-ten (90%) award Good-to-Excellent ratings for Courteous, Competent and Helpful SkyTrain Staff, similar to last wave (91% in Q1 2023) and up by 9 ppt from the same quarter last year (81% in Q2 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 ...

										Good-to-Excellent ratings compared to:									
% Very Poor to Neutral (1-5)		Seabus Attributes	Avg Score	% Good to Excellent (8-10)											Last Quarter	Same Quarter Last Year			
					Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023						
0		Courteous, competent & helpful staff**	9.8	<div></div> 95	85	100	97	85	100	88	100	100	95	-5	-5				
0		On-time, reliable service	9.2	<div></div> 91	90	94	90	94	92	100	100	93	91	-2	-1				
2	<div></div>	Trip duration	9.2	<div></div> 91	91	86	94	85	91	98	84	90	91	+1	0				
3	<div></div>	Clean & graffiti-free	8.9	<div></div> 83	83	91	83	83	79	78	93	73	83	+10	+4				
3	<div></div>	Overall Service	8.8	<div></div> 89	92	91	83	84	92	93	89	81	89	+8	-3				
6	<div></div>	Frequency of service	8.6	<div></div> 81	78	73	73	75	76	74	73	63	81	+18 ↑	+5				
3	<div></div>	Safety from crime at the station	8.5	<div></div> 75	88	90	85	80	90	81	91	88	75	-13 ↓	-15 ↓				
7	<div></div>	Not being overcrowded	8.1	<div></div> 73	71	66	73	76	70	61	89	77	73	-4	+3				
16	<div></div>	Staff available when needed	8.0	<div></div> 55	71	73	68	60	70	64	71	62	55	-7	-15 ↓				

Q2 2023 Base = 73\*

\* Caution: small base size.

\*\* Caution: very small base size - only among those who spoke to SeaBus staff (n=13)

- Almost nine-in-ten riders (89%) provided top ratings for Overall SeaBus Service, an increase of 8 ppt from last wave (81% in Q1 2023) and a slight decrease from the same quarter last year (92% in Q2 2022). This quarter, the average score is 8.8 out of 10, up from 8.5 last quarter but down from Q2 2022 (9.0).
- A few attributes experienced significant shifts from last quarter. Compared to last quarter, Key driver Frequency of service is up 18 ppt. Although not key drivers, Safety From Crime at the Station is down by 13 ppt from last quarter and by 15 ppt from Q2 2022, while Staff Available When Needed is also down significantly by 15 ppt from Q2 2022.

NOTES:  
SeaBus ratings are based on a small sample size and typically require a difference of 18 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:

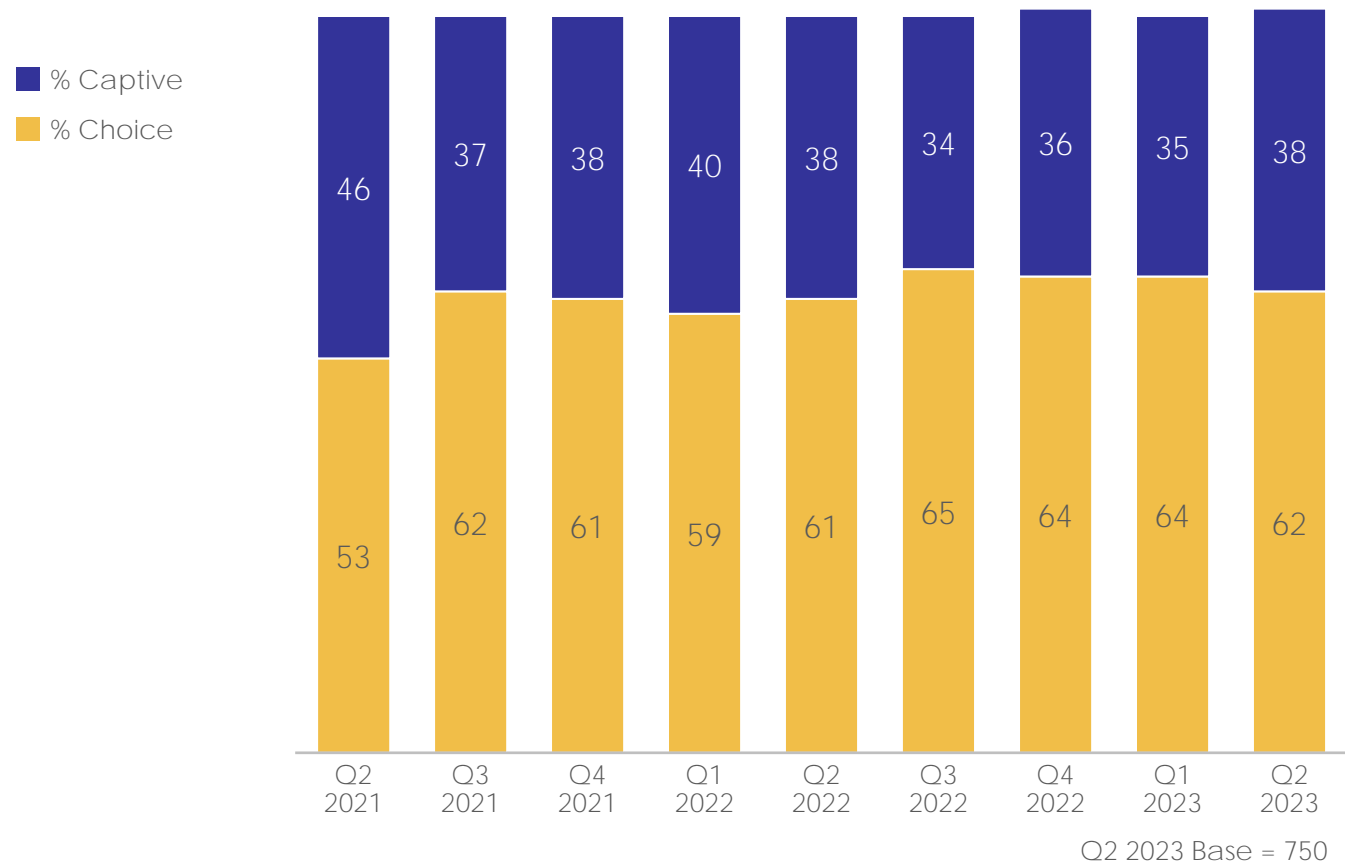
- Choice vs. Captive customers
- Purpose of trip
- Length of time taking transit
- Likely future transit usage
- Method of fare payment
- Reasons for taking transit as opposed to another mode of transportation
- Changes in level of ridership in the last six months
- Reasons for riding transit more or 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?

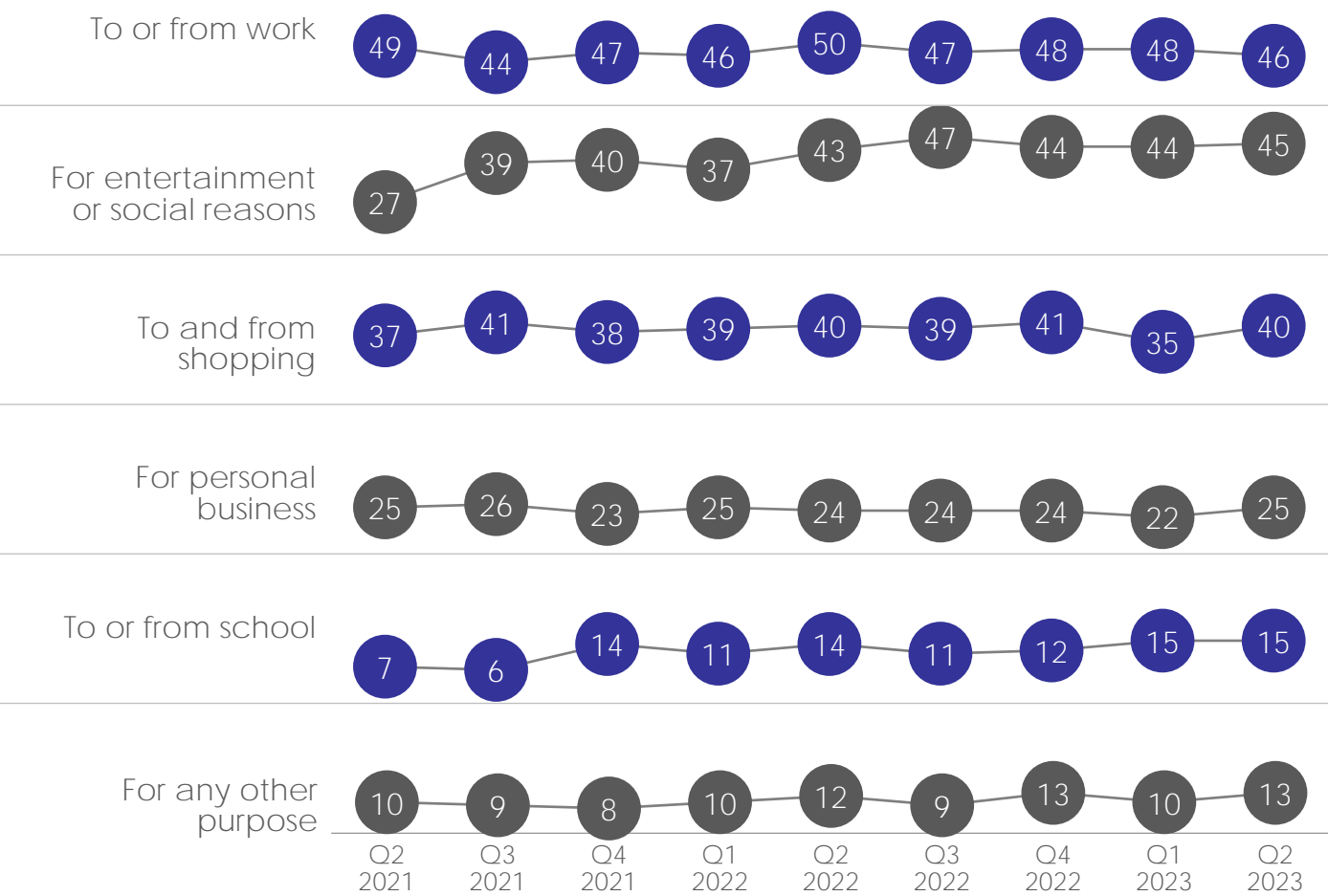


- Close to four-in-ten (38%) riders are Captive riders, defining those who do not have regular access to a vehicle for the transit trips they make. This is a slight increase of 3 ppt from last quarter and unchanged from the same quarter last year. On the other hand, over six-in-ten (62%) riders are Choice riders, meaning they have regular access to a vehicle. This proportion is down marginally by 2 ppt from last wave and similar to the same quarter last year (61%).
- Captive riders are more likely than Choice riders to be 18-24 years old, have household incomes that are less than \$40K, or have lower education levels (some college/university, or high school or less). Furthermore, they are more likely to be Medium or High Frequency riders, taking transit for school or shopping, or be a Bus user.
- Alternatively, Choice riders are more likely than Captive riders to be aged 25+, have a household income of \$40K or more, have a university degree, or be 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]?

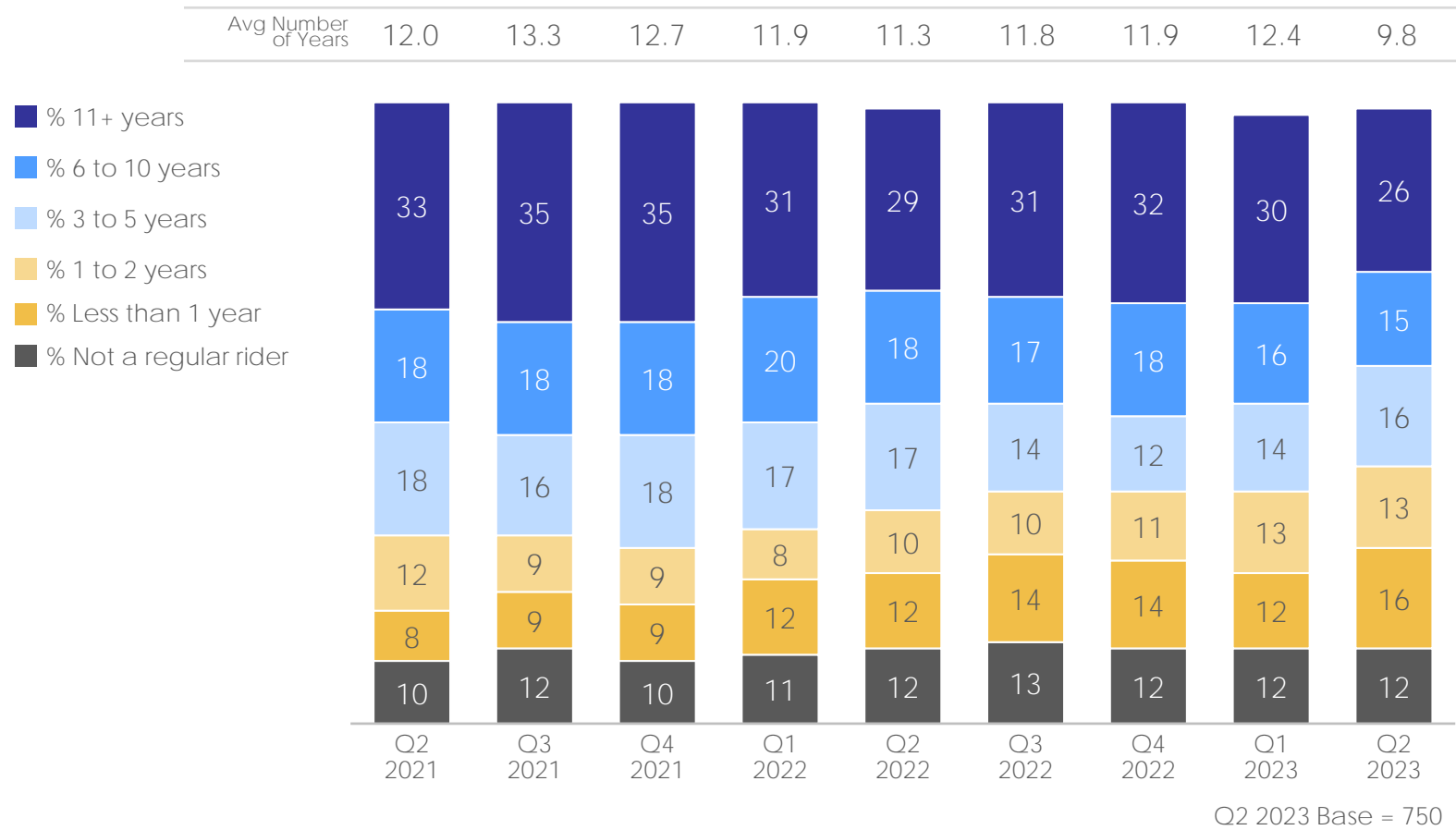


- More than four-in-ten (46%) riders took transit to get to work, which is 2 ppt below last quarter (48%) and directionally below the same quarter last year (50% in Q2 2022).
- More than four-in-ten (45%) riders also used transit for entertainment or social reasons which is similar to last quarter (44% in Q1 2023) and 2 ppt above the same period last year (43% in Q2 2022).
- More than one-in-ten (15%) riders also take transit to go to school, which is on par with last quarter and is similar to the same quarter last year (14% in Q2 2022).
- This quarter, more than one-in-ten riders (13%) take transit for other purposes, which is directionally higher than last quarter (10% in Q1 2023) and similar to the same quarter last year (12% in Q2 2022).

# 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?

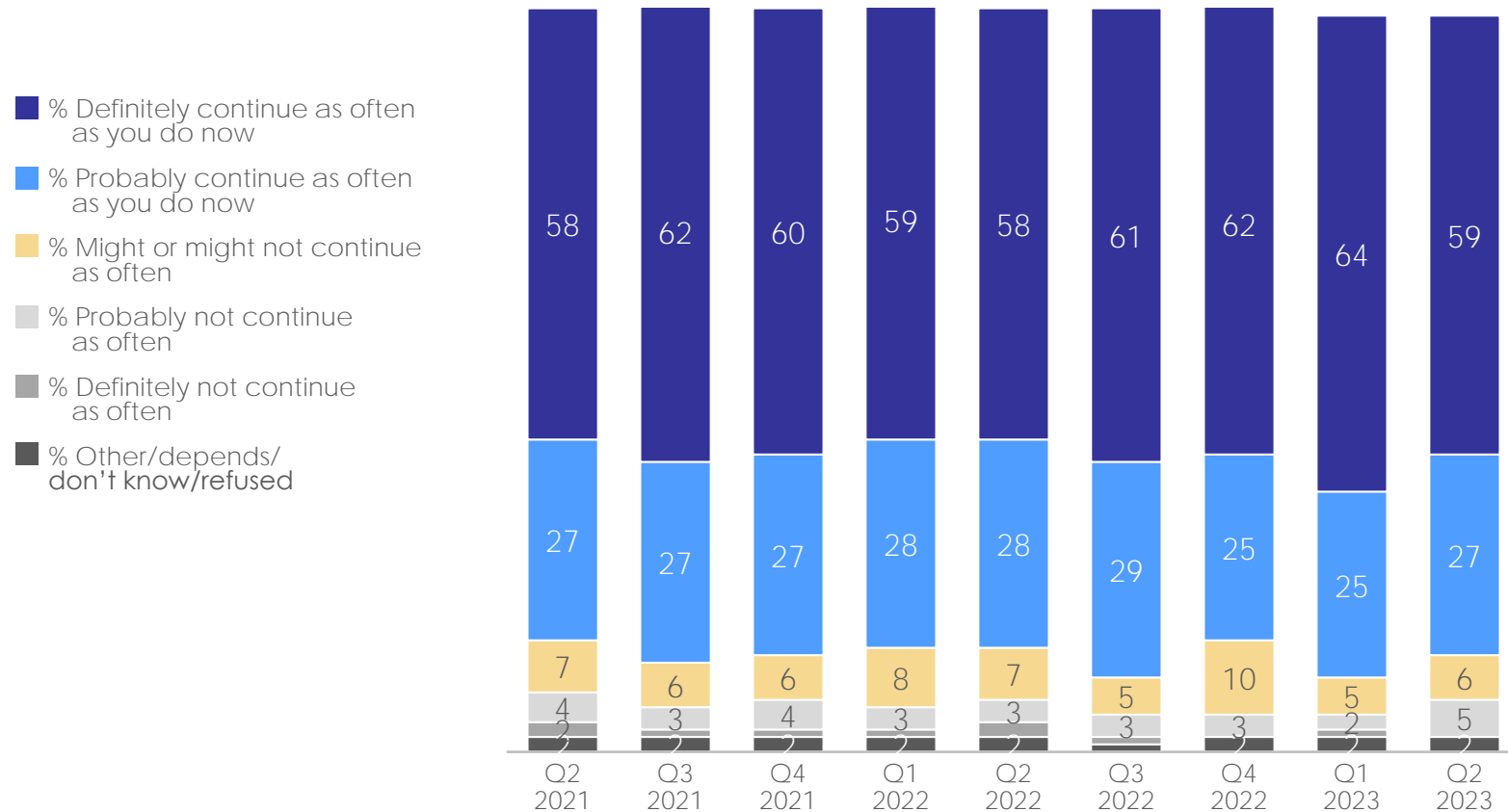


- Just above one-quarter (26%) of riders have been taking transit for over 11 years, directionally down from last wave (30% in Q1 2023) and down from the same period last year (29% in Q2 2022). The average number of years riders have been taking transit this wave is 9.8 which is significantly below both last wave (12.4) and the same period last year (11.3).
- More than one-in-ten (16%) riders have been taking transit for less than 1 year, which is higher than last wave and than Q2 2022 (both 12%).
- Residents from North Vancouver and 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?



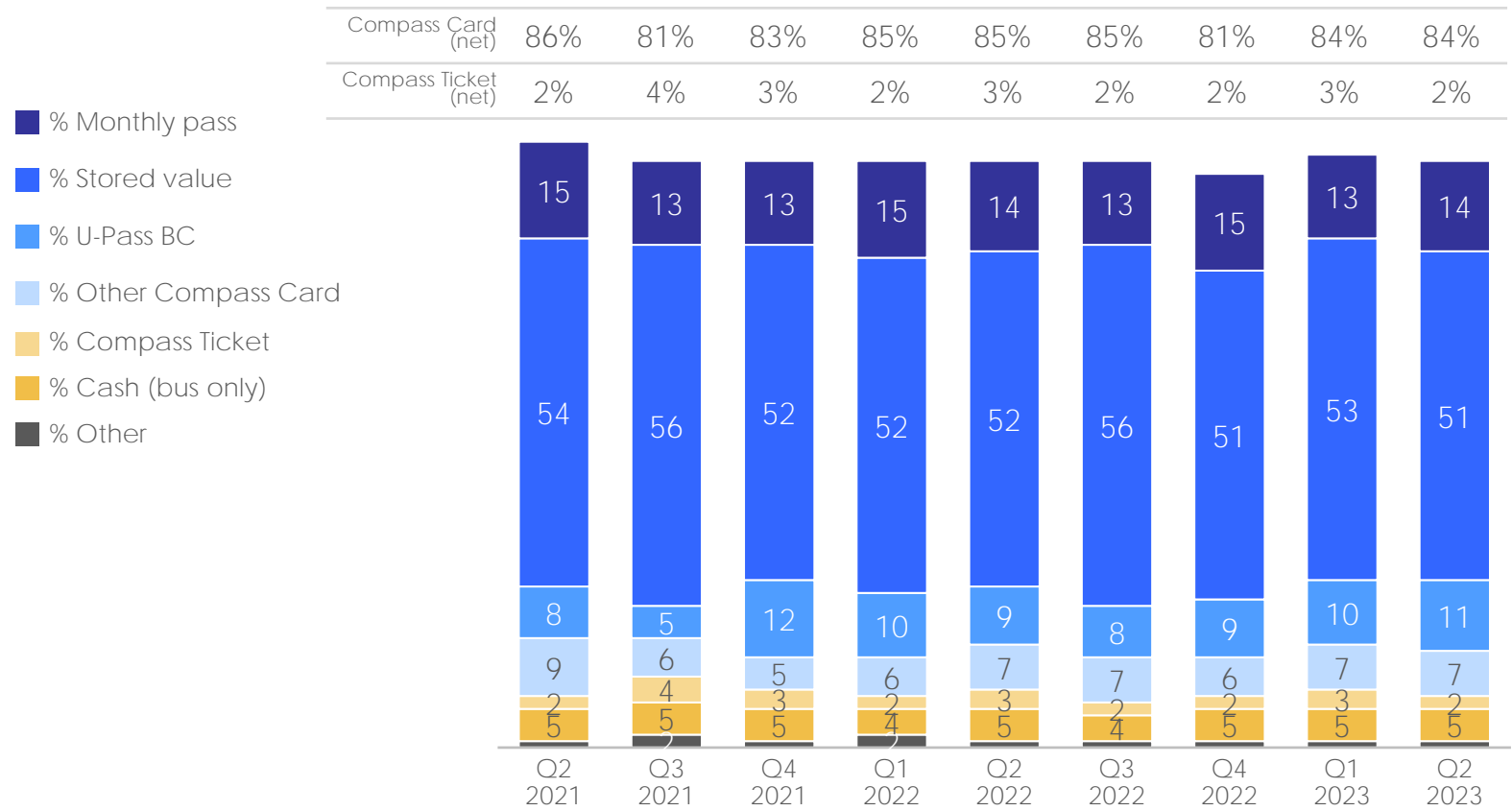
Q2 2023 Base = 750

- Nearly six-in-ten(59%) riders foresee themselves definitely taking transit as often as they do now. This is a directional decrease from last wave (64% in Q1 2023) and only a 1 ppt increase from the same period last year (58% in Q2 2022).
- The proportion of riders who will probably take transit as often is up 2 ppt from last wave and 1 ppt down from the same quarter last year. Those who indicate that they might or might not take transit as often is up by 1 ppt from last wave and down by 1 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?



Q2 2023 Base = 750

- More than eight-in-ten (84%) riders use a Compass Card as their primary method of payment, unchanged from last wave and down by only 1 ppt the same period last year (85% in Q2 2022).
- Over half (51%) of riders used stored value, which is the method of payment used by the most riders every wave. This is down 2 ppt from last wave (53% in Q1 2023) and only 1 ppt lower than the same period last quarter (52% in Q2 2022).
- More than one-in-ten (14%) riders have been using a Monthly Pass, up only 1 ppt from last wave (13%) and consistent with the same quarter last year (14% in Q2 2022).
- Monthly Pass users are more likely to be Captive, High Frequency riders, have household incomes of \$80K or less, aged 18-44, 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 (some university/college or graduated University), or be Low or Medium 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.

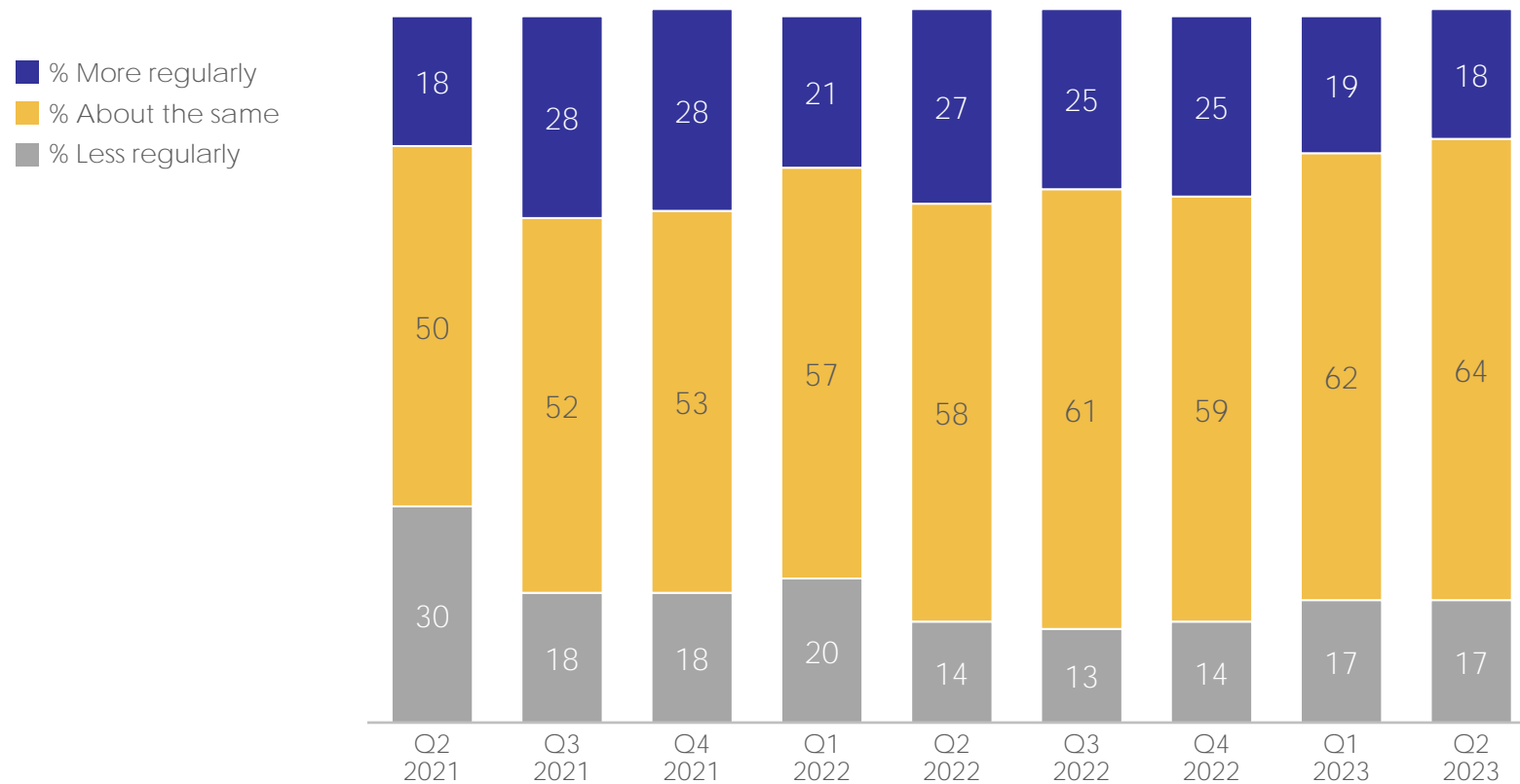
Q2 2023 Base = 750

- The top three reasons for choosing to use transit this quarter are the following:
  - Not having vehicle access (30%);
  - Convenient bus stops/stations (28%) and,
  - Parking costing too much/lack of parking (23%).
- Similar to last wave and the same period last year, not owning a vehicle continues to be the top reason for deciding to take transit, which is composed of about one-third of riders.
- Over the past few quarters, high parking costs/lack of parking space have been an important factor in deciding to take transit by just under a quarter of riders. This has particularly been a noticeable reason compared to early Covid-19 periods.

# 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?



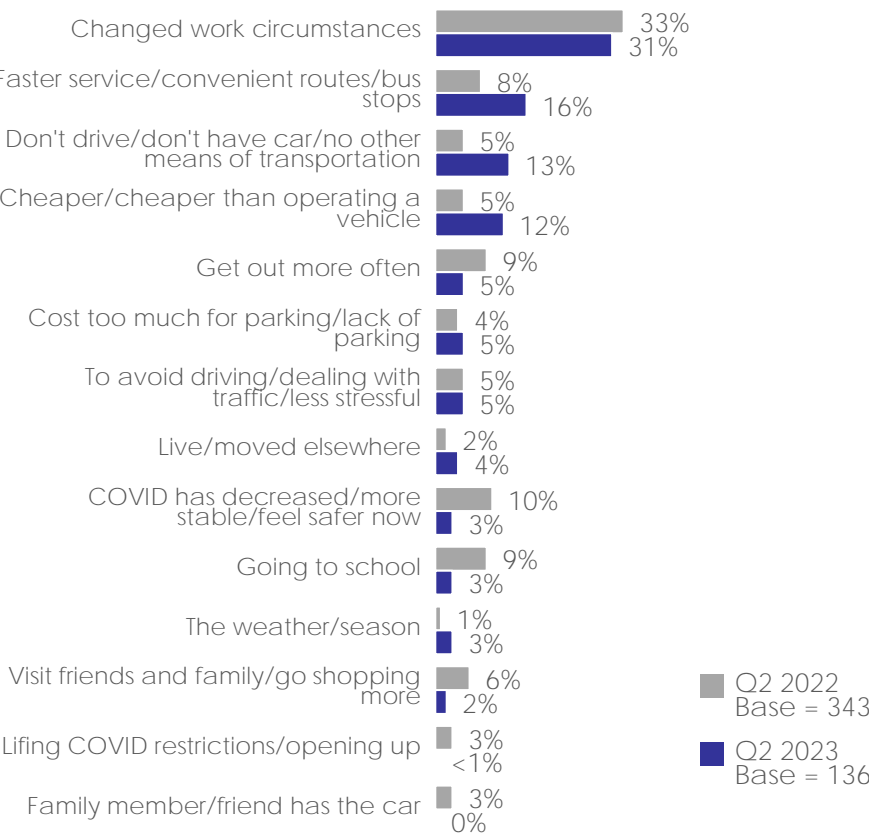
Q2 2023 Base = 750

- Close to one-in-five (17%) riders say they are taking transit less regularly than they did six months ago, unchanged from last quarter but a lift of 3 ppt from the same quarter last year (14% in Q2 2022).
- Conversely, close to two-thirds (64%) of riders indicate that their transit usage is about the same as six months ago, which is 2 ppt higher than last wave (62% in Q1 2023), and significantly higher than the same quarter last year (58% in Q2 2022).
- Meanwhile, almost one-in-five (18%) say they use transit more regularly than six months ago, which is down by only 1 ppt from last wave (19%) but significantly down from the same quarter last year (27%).

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

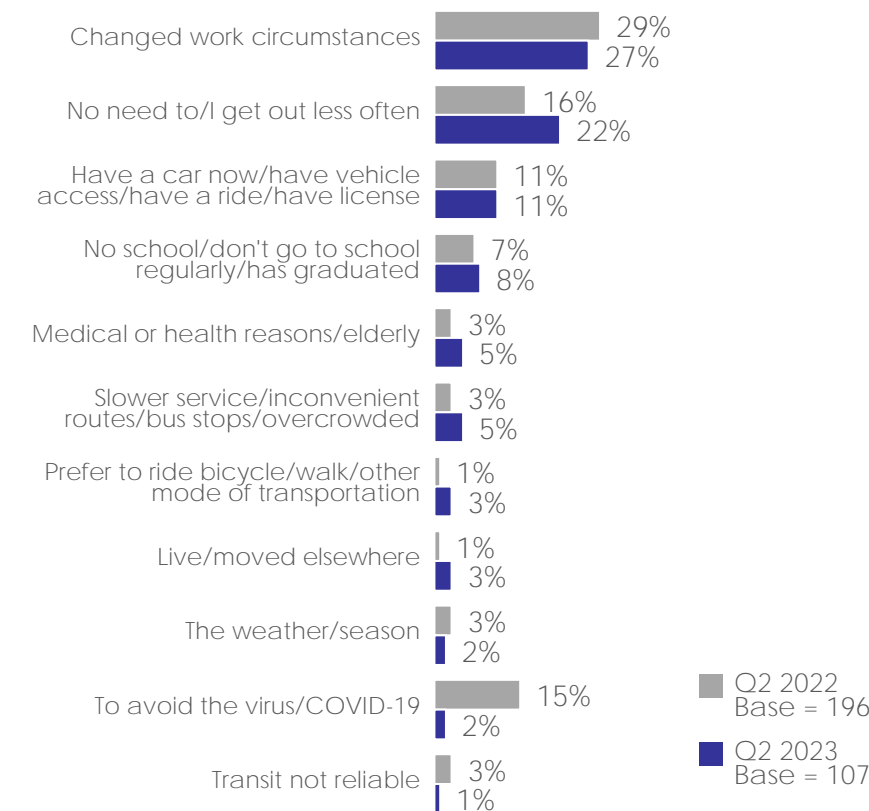
## REASONS FOR RIDING MORE

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?



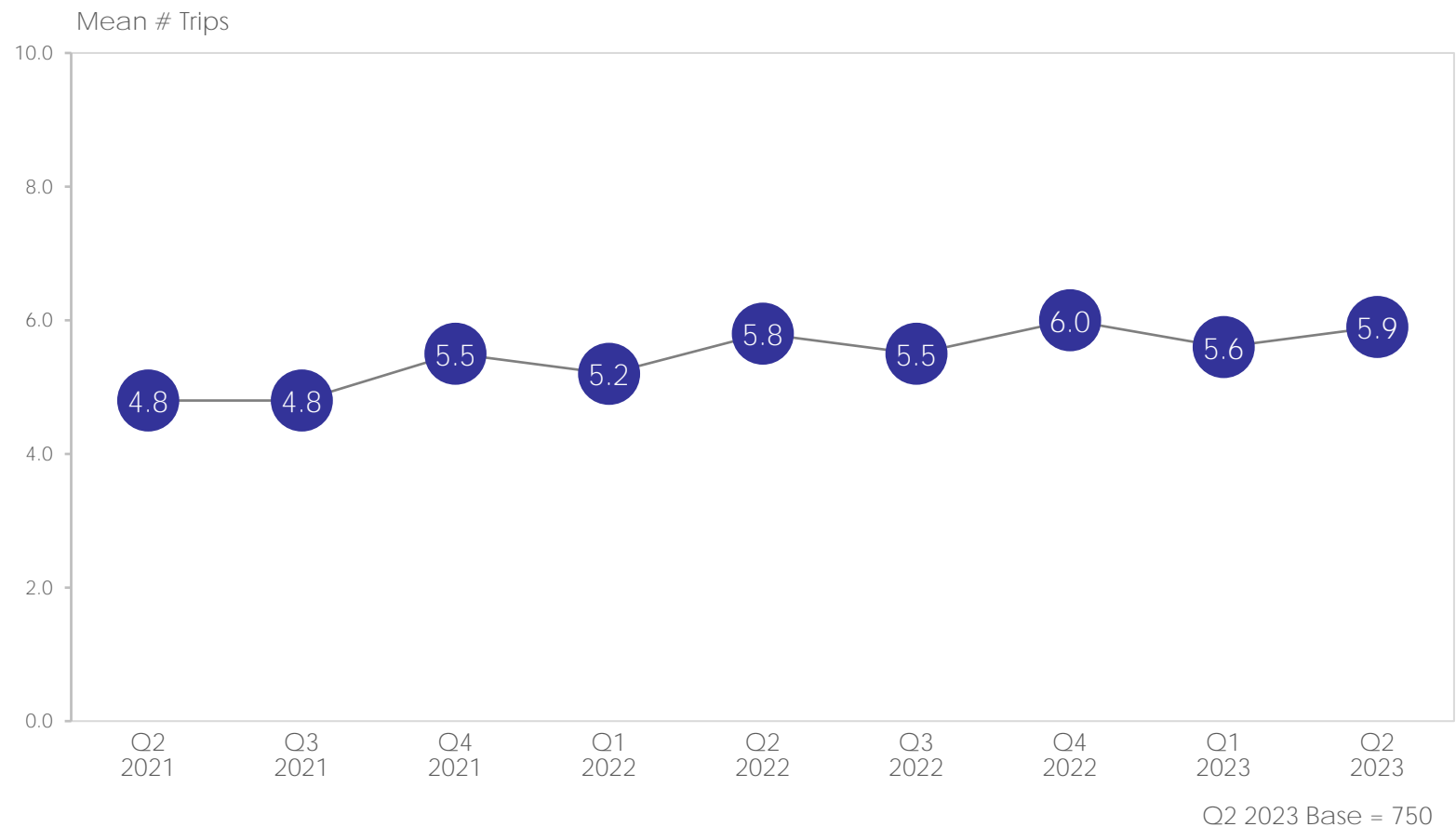
- The top reason for riding transit more regularly compared to six months ago remains to be changing work circumstances (31%) which is 2 ppt lower than the same quarter last year (31% in Q2 2022), followed by faster service (16%), which is up significantly from Q2 2022 (8%).
- The top mention for riding transit less regularly is also changing work circumstances (27%) which is a drop of 2 ppt from the same quarter last year (29% in Q2 2022), followed by not having a need (22%), which is up slightly from Q2 2022 (16%).

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] ...?



- The average number of one-way transit trips made is 5.9 days this wave, which is up from last wave (5.6 in Q1 2023), and up only slightly from the same quarter last year (5.8 in Q2 2022).
- The average weekly transit usage has increased for Bus and SkyTrain but decreased for SeaBus since last wave. The results for this quarter are as follows:
  - Bus users: 6.6 one-way transit trips (up from 6.3 last quarter)
  - SkyTrain users: 6.2 one-way transit trips (up from 5.8 last quarter)
  - SeaBus users: 5.2 one-way transit trips (down from 6.8 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

- More than six-in-ten (62%) riders are Choice riders, meaning they have regular access to a vehicle for their transit trip(s) they make, which is down by 2 ppt from last quarter (64% in Q1 2023) and up by only 1 ppt from the same quarter last year (61% in Q2 2022).
- Meanwhile, close to four-in-ten (38%) riders are considered Captive, meaning they do not have regular access to a vehicle for their transit trip(s), which is up 3 ppt from last wave (35%) and unchanged from the same quarter last year (38% in Q2 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	515	232
AVERAGE PAST-WEEK TRANSIT TRIPS	5.9	4.5	8.2
YEARS BEEN A TRANSIT RIDER	9.8	11.6	7.2
TRANSIT SYSTEM – OVERALL SERVICE RATING	7.9	8.0	7.8
MODE	%	%	%
Bus	81	75	92
SkyTrain	67	67	67
SeaBus	7	9	3
AGE	%	%	%
18-34 years	38	27	55
35-54 years	33	36	29
55+ years	27	33	15
GENDER	%	%	%
Male	44	41	50
Female	47	48	45
Non-binary/gender fluid	1	1	1
Prefer not to say/refused	7	10	3
EMPLOYMENT STATUS	%	%	%
Full-time	46	48	43
Part-time	17	16	19
Not employed	40	36	47
EDUCATION	%	%	%
High school or less	19	13	27
Vocational/college/technical	16	16	17
Some university	9	8	12
Graduated university	53	59	43
HOUSEHOLD INCOME	%	%	%
Under \$40K	24	13	40
\$40K to <\$80K	22	21	24
\$80K or more	32	42	16

# Customer Profiles | CHOICE AND CAPTIVE RIDERS

	TOTAL	CHOICE	CAPTIVE
Base	750	515	232
TRAVEL PURPOSE	%	%	%
Work	46	41	55
Entertainment	45	43	49
Shopping	40	34	50
Personal business	25	25	24
School	15	11	21
Other purpose	13	14	12
PAYMENT METHOD	%	%	%
Compass card	84	82	87
Cash fare	5	4	6
Compass ticket	2	3	2
Other	1	1	1
REGION	%	%	%
Vancouver	37	34	43
Surrey/North Delta/White Rock/Langley	18	15	22
Burnaby/New Westminister	16	15	16
Richmond/South Delta	11	13	8
Northeast region	9	9	8
North Vancouver	7	11	2
West Vancouver	2	3	1

# Customer Profiles | CHOICE AND CAPTIVE RIDERS

	TOTAL	CHOICE	CAPTIVE
Base	750	515	232
IDENTIFY AS FIRST NATIONS, INTUIT, MÉTIS	%	%	%
Yes	3	2	4
No	90	91	89
Prefer not to answer	2	2	3
Don't know	2	1	3
Refused	3	4	1
ETHNICITY	%	%	%
Caucasian	43	49	34
Chinese	18	19	17
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	14	9	21
Latin American	5	3	8
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	4	3	7
Filipino	3	3	2
Black	2	2	1
Korean	2	1	2
West Asian (e.g., Iranian, Afghan, etc.)	1	<1	2
Japanese	1	<1	2
Canadian	1	1	<1
First Nation	1	<1	3
European	1	1	<1
Another ethnic or cultural identity	1	1	<1
Prefer not to answer	2	2	<1
Don't know	1	1	-
Refused	3	5	1

# Customer Profiles | LOW, MEDIUM, HIGH FREQUENCY RIDERS

- More than four-in-ten (44%) transit riders are Low Frequency riders, meaning they make 3 or fewer one-way transit trips in a week, down 4 ppt from last quarter (48% in Q1 2023) and down 2 ppt from the same quarter last year (46% in Q2 2022).
- Three-in-ten (30%) riders are Medium Frequency riders, meaning they take 4 to 9 one-way transit trips a week. This is unchanged from last wave and only 1 ppt lower than the same period last year (31%).
- Over one-quarter (26%) of transit users are High Frequency riders, which are those who take 10 or more one-way transit trips per week. This is up by 4 ppt from last wave (22% in Q1 2023), and up by 3 ppt from the same quarter last year (23%).
- 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	204	145
YEARS BEEN A TRANSIT RIDER	9.8	12.5	9.4	6.5
TRANSIT SYSTEM – OVERALL SERVICE RATING	7.9	8.0	8.1	7.6
AVERAGE AGE	42.9	48.0	42.2	35.1
MODE	%	%	%	%
Bus	81	71	86	93
SkyTrain	67	61	69	73
SeaBus	7	8	6	5
AGE	%	%	%	%
18-34 years	38	28	37	56
35-54 years	33	32	38	29
55+ years	27	37	24	11
GENDER	%	%	%	%
Male	44	44	41	49
Female	47	47	49	43
Non-binary/gender fluid	1	1	1	1
Prefer not to say/refused	7	8	9	5
EMPLOYMENT STATUS	%	%	%	%
Full-time	46	45	41	54
Part-time	17	14	20	18
Not employed	40	41	44	36
HOUSEHOLD INCOME	%	%	%	%
Under \$40K	24	18	23	35
\$40K to <\$80K	22	17	26	26
\$80K or more	32	41	31	17

# Customer Profiles | LOW, MEDIUM, HIGH FREQUENCY RIDERS

	TOTAL	LOW	MEDIUM	HIGH
Base	750	401	204	145
TRAVEL PURPOSE	%	%	%	%
Work	46	24	50	79
Entertainment	45	44	44	50
Shopping	40	29	42	56
Personal business	25	22	25	30
School	15	7	17	27
Other purpose	13	9	12	22
PAYMENT METHOD	%	%	%	%
Compass card	84	78	86	92
Cash fare	5	5	5	4
Compass ticket	2	3	2	1
Other	1	2	2	<1
REGION	%	%	%	%
Vancouver	37	36	38	39
Surrey/North Delta/White Rock/Langley	18	16	21	18
Burnaby/New Westminister	16	14	17	17
Richmond/South Delta	11	12	11	8
Northeast region	9	7	7	15
North Vancouver	7	12	5	2
West Vancouver	2	3	2	1


# Customer Profiles | LOW, MEDIUM, HIGH FREQUENCY RIDERS

	TOTAL	LOW	MEDIUM	HIGH
Base	750	401	204	145
IDENTIFY AS FIRST NATIONS, INTUIT, MÉTIS	%	%	%	%
Yes	3	2	5	3
No	90	91	89	90
Prefer not to answer	2	2	2	2
Don't know	2	2	1	2
Refused	3	3	3	3
ETHNICITY	%	%	%	%
Caucasian	43	49	44	31
Chinese	18	19	20	15
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	14	11	12	21
Latin American	5	5	6	5
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	4	1	3	11
Filipino	3	3	-	5
Black	2	<1	<1	2
Korean	2	2	<1	3
West Asian (e.g., Iranian, Afghan, etc.)	1	<1	1	2
Japanese	1	1	-	2
Canadian	1	1	<1	1
First Nation	1	<1	<1	<1
European	1	1	-	<1
Another ethnic or cultural identity	1	1	<1	-
Prefer not to answer	2	3	1	-
Don't know	1	1	1	1
Refused	3	3	4	3

# Customer Profiles | MODE USER PROFILES

- More than eight-in-ten (81%) transit users rode the bus, a 3 ppt increase from last wave (73% in Q1 2023) and a significant increase from the same period last year (75% in Q2 2022).
- Meanwhile, more than two-thirds (67%) of riders are SkyTrain riders, a 2 ppt drop from last wave and from Q2 2022 (both 69%).
- Less than one-in-ten (7%) transit users are SeaBus riders, which is only a 1 ppt increase from last quarter (6%) and only a 1 ppt drop from the same quarter last year (8%).
- 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	597	448	73*
AVERAGE PAST WEEK TRANSIT TRIPS	5.9	6.6	6.2	5.2
YEARS BEEN A TRANSIT RIDER	9.8	9.8	8.6	12.9
TRANSIT SYSTEM – OVERALL SERVICE RATING	7.9	7.9	7.9	8.0
AVERAGE AGE	42.9	42.3	40.7	47.3
AGE	%	%	%	%
18-34 years	38	39	43	28
35-54 years	33	34	33	36
55+ years	27	25	21	33
GENDER	%	%	%	%
Male	44	44	47	54
Female	47	48	43	41
Non-binary/gender fluid	1	1	1	-
Prefer not to say/refused	7	7	10	3
EMPLOYMENT STATUS	%	%	%	%
Full-time	46	44	50	45
Part-time	17	17	17	14
Not employed	40	43	37	42
EDUCATION	%	%	%	%
High school or less	19	19	19	13
Vocational/college/technical	16	16	16	4
Some university	9	10	9	18
Graduated university	53	53	52	60
HOUSEHOLD INCOME	%	%	%	%
Under \$40K	24	26	23	4
\$40K to <\$80K	22	24	22	13
\$80K or more	32	29	33	56

 Significantly higher than the other rider group(s).

\* Caution: small base size.

# Customer Profiles | MODE USER PROFILES

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	750	597	448	73*
TRAVEL PURPOSE	%	%	%	%
Work	46	50	50	35
Entertainment	45	43	49	69
Shopping	40	43	39	38
Personal business	25	28	23	18
School	15	17	16	10
Other purpose	13	14	14	13
PAYMENT METHOD	%	%	%	%
Compass card	84	88	87	82
Cash fare	5	6	2	1
Compass ticket	2	1	3	7
Other	1	1	1	-
CHOICE/CAPTIVE RIDERS	%	%	%	%
Choice	62	57	62	81
Captive	38	43	38	19
REGION	%	%	%	%
Vancouver	37	40	34	26
Surrey/North Delta/White Rock/Langley	18	18	14	6
Burnaby/New Westminster	16	15	19	8
Richmond/South Delta	11	9	14	4
Northeast region	9	8	12	3
North Vancouver	7	8	6	51
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	597	448	73*
IDENTIFY AS FIRST NATIONS, INTUIT, MÉTIS	%	%	%	%
Yes	3	4	4	7
No	90	90	89	88
Prefer not to answer	2	2	2	1
Don't know	2	1	2	2
Refused	3	3	4	2
ETHNICITY	%	%	%	%
Caucasian	43	42	37	52
Chinese	18	18	21	2
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	14	14	14	9
Latin American	5	6	6	7
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	4	5	5	6
Filipino	3	2	2	-
Black	2	2	2	-
Korean	2	2	2	3
West Asian (e.g., Iranian, Afghan, etc.)	1	1	1	<1
Japanese	1	1	1	2
Canadian	1	1	1	-
First Nation	1	2	1	-
European	1	<1	1	3
Another ethnic or cultural identity	1	<1	1	3
Prefer not to answer	2	1	2	4
Don't know	1	1	1	2
Refused	3	3	3	2

# Customer Profiles | MODE USER PROFILES

	METRO VANCOUVER POPULATION 16 YEARS OR OLDER*	Q2- 2021	Q3- 2021	Q4- 2021	Q1- 2022	Q2- 2022	Q3- 2022	Q4- 2022	Q1- 2023	Q2- 2023
Base	2000	1138	1278	1258	1284	1318	750	750	750	750
AVERAGE YEARS RIDING TRANSIT	n/a	12.0	13.3	12.7	11.9	11.3	11.8	11.9	12.4	9.8
AGE	%	%	%	%	%	%	%	%	%	%
18-24 years	12	19	17	19	18	20	16	17	18	18
25-34 years	18	20	20	19	19	19	21	21	19	20
35-44 years	18	16	18	14	15	16	16	17	16	17
45-54 years	20	17	16	20	18	18	17	16	17	16
55-64 years	16	9	9	8	9	9	8	10	8	7
65 years or older	17	17	17	18	18	17	20	18	20	19
GENDER	%	%	%	%	%	%	%	%	%	%
Male	48	48	49	49	48	49	50	48	49	48
Female	52	52	51	51	52	51	50	52	51	52
EMPLOYMENT	%	%	%	%	%	%	%	%	%	%
Employed full time	57	46	51	51	48	49	52	51	49	46
Employed part time	13	21	15	17	18	17	13	17	16	17
Student	5	13	11	13	12	14	14	11	11	14
Not employed	3	6	5	4	5	4	5	5	5	6
Homemaker	2	3	1	1	2	2	3	2	4	4
Retired	18	15	17	17	17	17	19	16	18	18
Refused	1	2	3	2	1	2	2	2	3	2
EDUCATION	%	%	%	%	%	%	%	%	%	%
High school or less	21	21	17	18	21	16	18	16	18	19
Vocational/college/technical	26	19	20	18	17	17	16	19	17	16
Some university	7	11	9	14	11	10	11	8	9	9
Graduated university	45	46	50	46	48	54	52	55	51	53
Refused	<1	3	3	3	3	3	2	2	4	2

← Transit tenure is at 9.8 years

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

Significantly higher than Metro Vancouver general public.

Significantly lower than Metro Vancouver general public.

## 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 – Q2 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 1<sup>ST</sup> ITEM, AND THEN AS READ IF NECESSARY FOR 2<sup>ND</sup>+ ITEMS] A one-way trip is any trip to a single destination not counting any transfers along the way. For example, a trip to [INSERT DESTINATION UNDER DISCUSSION] and home again would count as two one-way trips.

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

To or from work

To or from school

To or from shopping

For personal business such as the doctor or bank

For entertainment or social reasons

For any other purpose

[RANGE= 0-96]

[PROGRAMMER ADD TOTAL NUMBER OF TRIPS IN Q2A]

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

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

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

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

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

YES

NO

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

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 "2<sup>nd</sup> 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 = "2<sup>nd</sup> 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/2<sup>nd</sup> 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 = 2<sup>nd</sup> 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/2<sup>nd</sup> 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 = 2<sup>nd</sup> 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/2<sup>nd</sup> 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 NOT 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

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 NECCESARY: currently attending a school, college, or university.)

YES  
NO

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

[0-99]

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	715	8.1	8.6	8.4	8.3	7.3	7.6	8.3	8.7	8.6	7.4	8.8
2	12	8.0	8.4	8.8	8.8	7.0	7.4	8.9	9.5	8.2	7.3	9.0
3	11	8.4	8.7	8.1	8.5	7.8	8.1	7.7	9.1	9.2	7.4	9.5
4	9	7.9	7.8	7.8	7.8	6.2	8.0	7.7	8.9	8.6	7.6	8.3
5	8	7.8	8.4	6.7	7.3	6.8	8.0	7.7	8.9	8.4	7.6	8.7
6	4	6.3	7.1	5.3	5.4	7.7	7.3	7.2	8.6	8.1	7.7	7.2
7	10	6.7	7.7	6.8	7.3	7.2	7.2	6.9	8.6	8.2	6.7	8.6
8	1	8.0	10.0	10.0	10.0	10.0	8.0	10.0	8.0	8.0	10.0	10.0
9	13	7.9	9.4	8.1	9.0	6.4	7.9	7.7	9.0	8.9	7.7	9.5
10	12	8.2	8.6	7.2	7.4	7.8	7.4	8.2	8.4	8.1	7.6	8.7
14	6	6.3	6.8	4.9	5.4	6.4	7.1	6.0	7.3	7.1	6.0	7.5
15	1	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0
16	6	8.2	9.4	9.2	9.3	7.4	6.2	6.9	9.2	8.5	6.0	9.4
17	12	7.3	8.9	8.3	8.2	7.8	6.9	8.2	8.7	8.2	7.0	9.1
19	9	7.6	8.3	8.2	8.8	6.6	7.5	7.8	8.7	8.9	7.8	8.2
20	8	6.8	8.5	7.6	8.4	6.4	5.3	8.0	8.2	7.1	6.6	8.9
22	7	7.9	8.6	7.1	7.1	6.4	7.1	6.7	8.3	8.0	7.1	9.0
23	3	7.5	7.6	8.0	6.6	6.2	5.0	9.1	9.4	8.8	7.5	7.9
25	9	8.5	9.0	9.3	8.8	6.8	8.4	8.6	9.2	8.9	8.1	9.2
26	5	9.0	9.6	9.5	9.7	9.3	8.7	9.7	8.4	9.2	8.9	9.6
27	1	9.0	7.0	9.0	8.0	7.0	8.0	8.0	8.0	8.0	8.0	9.0
28	5	7.1	8.1	7.3	7.7	5.9	6.7	7.6	7.5	7.9	7.5	8.3
31	2	7.4	9.2	8.3	9.2	9.6	7.4	9.6	8.6	9.2	5.3	9.2
33	2	5.8	10.0	9.2	9.2	9.2	2.8	9.0	9.0	9.7	5.5	9.3
41	4	9.1	9.3	9.4	9.4	9.1	9.2	9.6	9.5	9.7	7.9	9.4
44	4	8.1	9.0	8.0	8.3	5.8	7.3	7.6	9.2	8.2	8.0	8.5
49	16	8.9	9.0	9.0	9.0	7.8	8.4	8.6	9.3	9.1	8.6	9.2
50	6	8.0	7.3	6.9	7.8	6.0	7.0	8.8	8.2	8.0	6.6	8.5
68	3	7.1	8.3	8.5	7.9	5.8	5.9	8.9	7.6	8.2	4.3	8.5
84	5	8.6	8.7	9.6	9.6	7.8	8.4	9.8	9.6	9.5	7.0	8.9
99 B-Line	24	7.8	8.2	8.4	9.2	6.2	8.0	8.7	9.2	8.9	8.0	8.5
100	8	6.8	7.5	8.7	8.1	7.4	6.8	6.6	9.0	7.9	5.7	8.8
101	2	6.8	9.2	7.6	8.6	6.0	7.4	7.4	6.8	7.4	5.6	9.2
103	1	10.0	9.0	10.0	9.0	9.0	10.0	10.0	10.0	9.0	10.0	10.0
104	1	9.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	9.0	10.0	10.0
105	1	9.0	7.0	10.0	10.0	6.0	9.0	10.0	4.0	8.0	2.0	8.0
106	4	8.2	9.5	9.5	9.1	8.4	8.7	9.5	9.3	8.7	8.9	9.7
110	2	9.0	10.0	10.0	10.0	10.0	9.6	10.0	8.3	10.0	7.9	9.4

## 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	3	8.1	8.3	8.3	8.1	6.0	7.3	7.3	7.9	8.6	7.3	8.1
119	7	8.0	9.4	8.7	8.0	6.9	7.6	8.3	8.4	8.5	7.6	8.2
123	6	7.4	8.4	7.5	8.2	6.8	7.1	7.2	8.1	8.1	7.6	8.4
128	2	8.5	7.0	10.0	7.5	6.0	8.5	7.5	7.5	7.5	6.0	9.0
129	1	10.0	10.0	10.0	10.0	6.0	8.0	8.0	10.0	10.0	6.0	10.0
130	6	8.3	9.5	8.4	8.2	6.4	8.3	8.3	8.8	8.5	8.2	9.4
133	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	7.0	10.0	5.0	10.0
143	3	7.6	7.7	8.8	9.8	6.7	8.3	9.2	7.5	7.9	5.8	7.6
144	4	8.1	8.4	8.2	7.6	6.6	7.9	8.0	8.1	8.3	8.1	9.4
145	5	7.2	9.1	9.5	9.0	7.5	8.1	9.0	8.2	8.7	8.7	9.3
146	1	9.0	10.0	10.0	10.0	9.0	6.0	9.0	10.0	10.0	7.0	10.0
147	2	10.0	10.0	10.0	9.3	6.7	9.3	10.0	8.7	10.0	7.0	10.0
152	3	8.0	7.6	8.0	8.7	8.9	8.0	8.0	6.6	8.7	6.6	7.5
153	1	10.0	10.0	10.0	7.0	10.0	10.0	9.0	10.0	10.0	7.0	10.0
155	2	9.0	9.3	8.6	8.0	8.0	8.3	8.3	9.3	8.6	7.6	9.3
156	4	8.7	9.2	8.9	9.4	7.6	7.8	8.9	9.3	9.3	7.4	9.2
159	3	5.7	8.4	8.0	7.4	5.3	2.2	7.6	9.1	7.4	5.0	8.3
160	6	9.0	9.1	9.1	8.9	9.1	9.3	8.8	9.1	9.2	8.7	9.4
170	1	7.0	10.0	10.0	10.0	7.0	7.0	10.0	10.0	10.0	9.0	10.0
172	1	7.0	10.0	10.0	10.0	9.0	7.0	9.0	10.0	9.0	8.0	10.0
173	1	8.0	7.0	7.0	8.0	7.0	7.0	7.0	6.0	7.0	7.0	7.0
174	1	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	7.0	8.0
180	1	8.0	8.0	8.0	10.0	10.0	9.0	9.0	8.0	9.0	8.0	8.0
182	1	5.0	8.0	8.0	9.0	7.0	6.0	8.0	7.0	7.0	4.0	8.0
185	1	10.0	10.0	10.0	7.0	8.0	10.0	10.0	10.0	10.0	7.0	10.0
187	4	6.1	8.9	8.5	9.0	6.3	6.6	10.0	9.5	8.5	6.6	8.0
189	1	9.0	9.0	10.0	10.0	10.0	9.0	9.0	6.0	8.0	9.0	10.0
191	2	9.0	8.5	10.0	10.0	9.5	9.5	9.5	9.5	9.0	9.5	10.0
210	5	8.1	8.9	8.8	8.5	8.3	8.0	8.2	8.7	7.3	5.6	9.4
211	6	8.9	9.3	9.1	9.3	9.0	8.4	9.2	9.7	9.0	8.1	9.6
212	1	10.0	10.0	10.0	10.0	8.0	9.0	7.0	10.0	10.0	6.0	10.0
214	2	8.0	8.7	9.0	9.0	9.0	7.3	8.0	7.0	8.0	4.7	8.7
215	1	10.0	10.0	10.0	8.0	7.0	10.0	10.0	8.0	8.0	7.0	10.0
222	1	10.0	10.0	10.0	10.0	6.0	8.0	9.0	10.0	10.0	7.0	10.0
227	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	5.0	10.0	7.0	10.0
228	3	3.2	8.8	9.5	8.1	8.2	8.8	9.7	9.7	9.0	3.5	9.7
229	2	7.5	8.9	8.9	8.9	8.9	7.4	8.9	7.9	7.9	7.3	8.5
230	6	8.4	8.9	7.8	8.0	7.7	6.1	8.7	9.4	8.9	7.0	8.9

## 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
232	1	7.0	10.0	10.0	10.0	10.0	7.0	10.0	10.0	10.0	7.0	10.0
240	19	8.7	8.7	8.2	8.5	8.1	8.3	8.3	9.3	8.6	8.5	9.1
246	9	8.6	7.0	8.9	9.0	7.9	7.8	8.9	6.4	8.9	7.0	9.3
247	1	10.0	10.0	9.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
249	3	7.8	8.1	8.2	9.1	8.7	6.7	8.4	9.1	8.2	3.8	8.2
250	61	8.8	9.2	9.0	8.4	8.2	8.4	8.9	8.5	9.2	7.8	9.0
251	4	3.5	9.8	7.2	7.2	9.9	1.7	9.9	3.5	9.9	1.5	9.9
252	3	8.8	8.8	8.8	8.8	7.5	8.8	8.8	8.5	8.8	7.5	8.8
253	3	9.2	10.0	9.9	9.9	9.8	7.4	10.0	5.2	9.9	4.1	9.9
255	14	9.0	9.1	9.2	8.4	7.2	8.3	8.3	9.4	9.4	8.3	9.3
256	3	7.6	9.2	9.9	9.9	9.6	6.5	8.3	9.2	9.6	2.9	9.8
257	6	7.8	9.5	9.0	8.8	7.5	9.2	8.9	8.6	8.5	7.8	9.4
262	1	9.0	10.0	10.0	10.0	9.0	9.0	10.0	8.0	9.0	7.0	10.0
301	2	7.3	10.0	7.3	7.9	6.4	3.8	7.9	5.9	3.8	3.8	10.0
310	2	8.0	7.6	7.4	8.0	8.1	7.6	8.6	8.0	7.4	5.1	8.0
312	1	8.0	8.0	8.0	8.0	4.0	6.0	9.0	7.0	8.0	5.0	9.0
314	1	8.0	7.0	7.0	8.0	6.0	6.0	6.0	7.0	7.0	7.0	7.0
319	2	8.6	9.1	9.1	9.1	4.2	8.0	8.6	9.1	8.6	8.6	7.5
320	4	4.8	6.1	4.3	3.5	3.0	6.0	6.5	8.5	6.1	6.7	6.5
321	7	8.2	8.4	8.6	8.2	5.6	7.5	7.4	8.0	7.6	7.8	8.2
322	1	10.0	10.0	10.0	8.0	5.0	7.0	10.0	10.0	10.0	8.0	10.0
323	5	7.7	8.9	8.9	8.7	6.4	7.2	8.8	9.2	8.7	8.1	9.2
324	3	7.4	8.4	8.0	6.4	5.6	7.1	8.0	7.8	7.6	7.7	8.4
325	2	10.0	8.8	8.8	8.8	8.8	8.2	8.8	10.0	10.0	7.0	8.8
335	2	8.4	10.0	8.5	9.2	7.6	7.2	9.2	10.0	9.2	8.2	9.6
337	2	7.4	8.6	7.6	8.0	7.9	6.0	7.6	8.0	7.6	6.0	8.6
340	3	9.2	8.8	8.9	9.0	8.4	7.5	8.6	8.8	8.4	9.0	7.9
341	3	9.0	9.3	9.6	9.0	9.1	7.8	9.4	8.3	8.9	8.6	9.3
351	9	8.1	8.2	8.8	8.3	9.0	8.1	8.6	8.3	8.2	8.4	8.7
354	1	6.0	3.0	9.0	9.0	8.0	3.0	5.0	6.0	7.0	4.0	5.0
361	1	8.0	9.0	9.0	10.0	10.0	10.0	9.0	10.0	10.0	7.0	10.0
362	1	9.0	10.0	10.0	8.0	9.0	10.0	8.0	7.0	9.0	10.0	10.0
363	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	5.0	10.0	7.0	10.0
373	4	5.7	7.7	7.9	6.2	6.6	5.1	5.7	6.7	7.1	5.3	7.7
401	7	8.1	8.9	8.7	8.7	7.9	7.9	8.5	9.0	8.8	7.5	9.0
402	6	7.4	7.8	9.4	9.4	7.5	8.0	9.2	9.5	8.2	7.7	8.6
403	5	7.9	7.9	8.4	7.9	6.7	8.2	8.1	8.2	7.8	6.7	8.2
404	2	8.5	10.0	8.2	9.1	8.6	8.5	8.6	10.0	8.6	7.3	9.5

## 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
406	8	8.1	8.4	8.5	8.5	7.6	8.1	8.7	8.8	8.3	7.2	8.7
407	3	7.7	9.8	9.9	8.7	7.1	7.5	9.3	8.6	9.1	6.5	9.8
408	5	8.2	7.5	7.8	7.7	7.9	8.0	8.6	8.1	8.5	7.4	7.7
410	7	7.3	8.6	9.0	9.0	6.2	6.6	7.4	9.2	8.2	7.3	9.4
413	1	8.0	8.0	9.0	9.0	9.0	9.0	10.0	3.0	3.0	5.0	9.0
430	6	8.0	8.5	8.7	8.0	6.2	7.6	7.9	8.3	8.4	6.9	8.4
502	2	7.4	8.0	7.4	7.0	7.4	8.4	8.3	9.4	7.4	7.7	8.6
503	9	8.2	7.6	7.9	7.4	7.5	8.0	8.7	8.7	8.4	8.3	8.7
509	1	10.0	10.0	10.0	10.0	9.0	10.0	10.0	9.0	9.0	6.0	10.0
531	3	9.6	9.7	8.1	6.3	9.3	4.9	9.1	8.8	9.3	9.3	7.8
555	5	9.6	9.0	9.2	9.4	8.8	9.4	8.8	10.0	9.8	7.5	9.7
595	2	9.4	9.5	10.0	4.8	9.6	9.9	9.6	9.7	10.0	9.7	10.0
601	7	7.9	7.6	8.1	8.2	8.4	7.0	8.4	7.5	7.5	6.9	8.9
620	3	8.7	8.2	9.8	9.3	8.0	9.6	9.1	9.8	9.6	8.7	8.4
701	6	7.9	7.4	8.8	8.7	9.0	6.0	7.3	8.9	8.0	7.1	9.4
722	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
741	2	8.1	6.8	10.0	10.0	8.7	10.0	10.0	5.5	6.8	5.1	10.0
744	1	7.0	7.0	9.0	9.0	10.0	5.0	9.0	0.0	6.0	4.0	8.0
746	1	10.0	9.0	10.0	10.0	9.0	8.0	10.0	7.0	10.0	5.0	8.0
750 R1	7	9.4	9.7	9.7	9.6	8.1	9.0	9.6	9.1	9.6	9.3	9.6
751 R2	6	8.9	8.6	7.8	8.2	8.3	8.4	9.0	9.2	8.9	8.6	8.6
752 R3	6	7.6	8.2	8.9	8.2	7.5	8.5	8.8	8.0	9.3	6.2	9.4
753 R4	20	7.7	8.7	8.0	7.8	6.1	6.9	8.2	8.8	8.1	7.3	8.7
754 R5	7	9.0	9.1	9.2	9.1	7.2	8.3	9.2	9.6	9.4	8.6	9.2
BTC	16	8.2	9.0	7.7	6.9	5.9	7.4	7.4	7.7	8.4	6.9	9.0
STC	3	8.1	8.8	7.7	7.7	7.1	7.5	7.5	9.7	9.4	8.9	9.2
PCT	5	8.4	9.0	8.7	8.5	7.6	6.7	8.1	8.7	8.4	5.8	9.1
RTC	2	8.0	9.0	6.0	6.0	6.1	7.0	4.2	7.0	7.0	6.9	5.2
VTC	21	7.8	9.1	7.8	7.4	7.0	7.3	8.0	9.2	8.9	6.9	8.9
WVT	4	6.9	9.0	8.1	7.8	7.5	6.4	8.0	8.0	9.7	7.4	7.9
N9	1	10.0	10.0	10.0	6.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0

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

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
Total	715	8.1	8.6	8.4	8.3	7.3	7.6	8.3	8.7	8.6	7.4	8.8
250	61	8.8	9.2	9.0	8.4	8.2	8.4	8.9	8.5	9.2	7.8	9.0

## APPENDIX D – Overall Performance Ratings

### Apr – Jun 2022 vs. Apr – Jun 2023

ROUTES WITH 35+ TRIPS PER QUARTER					
ROUTE	APR – JUN 2022		APR – JUN 2023		NET DIFFERENCE
	#TRIPS	OVERALL PERFORMANCE	# TRIPS	OVERALL PERFORMANCE	APR – JUN 2022 VS. APR – JUN 2023
250	42	8.2	61	8.8	0.6
99 B-Line	65	8.7	24	7.8	-0.9
VTC	36	8.0	21	7.8	-0.2

*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

### Jan – Jun 2022 vs. Jan – Jun 2023

ROUTES WITH 35+ TRIPS PER 6 MONTH PERIOD					
ROUTE	JAN – JUN 2022		JAN – JUN 2023		NET DIFFERENCE
	#TRIPS	OVERALL PERFORMANCE	# TRIPS	OVERALL PERFORMANCE	JAN – JUN 2022 VS. JAN – JUN 2023
10	46	7.9	19	8.0	0.1
106	35	8.1	9	8.8	0.7
16	51	8.2	18	8.2	0.0
19	48	8.0	21	7.6	-0.4
2	52	8.2	22	7.7	-0.5
240	45	8.5	32	8.0	-0.5
25	58	7.8	20	8.3	0.5
250	62	8.2	88	8.7	0.5
319	38	8.2	6	9.0	0.8
49	51	8.3	28	8.6	0.3
7	40	7.5	16	7.1	-0.4
753 R4	53	8.4	37	7.6	-0.8
754 R5	35	8.6	23	8.6	0.0
9	47	8.0	26	8.1	0.1
99 B-Line	137	8.6	55	8.0	-0.6
BTC	37	7.9	29	8.0	0.1
VTC	65	8.3	40	7.9	-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

### Jul 2021 – Jun 2022 vs. Jul 2022 – Jun 2023

ROUTES WITH 35+ TRIPS PER YEAR					
ROUTE	JUL 2021 – JUN 2022		JUL 2022 – JUN 2023		NET DIFFERENCE
	#TRIPS	OVERALL PERFORMANCE	# TRIPS	OVERALL PERFORMANCE	JUL 2021 – JUN 2022 VS. JUL 2022 – JUN 2023
10	79	7.8	33	8.0	0.2
100	48	8.1	24	7.2	-0.9
106	62	8.5	23	8.4	-0.1
123	39	7.9	23	7.3	-0.6
130	42	8.1	16	7.7	-0.4
14	60	8.0	26	7.6	-0.4
16	101	8.1	37	8.1	0.0
160	40	8.5	21	8.1	-0.4
17	40	8.0	26	7.8	-0.2
19	83	8.2	38	7.5	-0.7
2	101	8.3	43	8.0	-0.3
20	65	7.7	43	7.2	-0.5
22	44	8.0	27	7.6	-0.4
240	89	8.3	64	8.1	-0.2
25	101	7.9	47	7.9	0.0
250	135	8.1	178	8.6	0.5
255	51	8.2	51	8.1	-0.1
257	39	8.8	40	8.9	0.1
3	51	7.1	30	7.9	0.8
319	72	8.2	15	8.4	0.2
321	40	7.9	20	7.5	-0.4
33	38	8.4	11	6.6	-1.8
335	37	8.0	21	7.9	-0.1
351	59	8.7	38	8.3	-0.4
4	42	8.1	30	8.1	0.0
41	44	7.8	25	8.3	0.5
49	109	8.4	57	8.2	-0.2
5	53	8.0	34	7.8	-0.2

## APPENDIX D – Overall Performance Ratings

### Jul 2021 – Jun 2022 vs. Jul 2022 – Jun 2023

ROUTES WITH 35+ TRIPS PER YEAR					
ROUTE	JUL 2021 – JUN 2022		JUL 2022 – JUN 2023		NET DIFFERENCE
	#TRIPS	OVERALL PERFORMANCE	# TRIPS	OVERALL PERFORMANCE	JUL 2021 – JUN 2022 VS. JUL 2022 – JUN 2023
555	36	8.6	12	9.4	0.8
6	49	8.2	29	7.6	-0.6
601	43	7.9	40	7.6	-0.3
7	75	7.7	37	7.6	-0.1
750 R1	52	8.4	26	8.4	0.0
751 R2	45	8.2	24	9.1	0.9
753 R4	103	8.4	62	7.7	-0.7
754 R5	68	8.5	37	8.7	0.2
8	41	7.8	21	7.2	-0.6
84	42	8.6	25	8.9	0.3
9	99	8.0	42	8.3	0.3
99 B-Line	263	8.5	137	8.2	-0.3
BTC	99	8.1	61	8.2	0.1
RTC	37	8.4	23	7.9	-0.5
STC	51	8.5	20	7.7	-0.8
VTC	132	8.2	82	7.7	-0.5

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