CUSTOMER SERVICE PERFORMANCE

QUARTER 4 2023

BUS – SEABUS – SKYTRAIN

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Report

2024-02-29

TRANSLINK

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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

- Just over seven-in-ten (71%) riders award Good-to-Excellent ratings for Overall Transit Service, which is up slightly from last quarter (up by 3 percentage points (ppt)) and up significantly by 7 ppt from the same quarter last year.

- A few significant attribute shifts have occurred this wave when it comes to top key drivers:

  - For Bus, Not Being Overcrowded saw a significant increase in ratings from the dip seen in the Q4 of last year, but otherwise has been quite stable.

  - For SkyTrain, Not Being Overcrowded saw a significant increase in ratings from both last quarter and from the same period last year, and ratings for On-Time, Reliable Service saw a significant increase from the same period last year.

- More than one-in-ten (13%) riders say they take transit less regularly than they did six months ago, which is unchanged from last wave and down only 1 ppt from 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 Q4 2022 (25%).

- There has been a notable shift this wave in distribution of Captive and Choice riders compared to last quarter. The proportion of Captive riders (32%) has dropped significantly (down by 7 ppt) while the proportion of Choice (68%) riders are up directionally (up by 6 ppt).

Highlights

BUS SERVICE

More than six-in-ten (62%) bus riders award top ratings for Overall Bus Service, which is a significant 7 ppt decrease from last wave, but down only 1ppt from the same period last year (63% in Q4 2022).

- Key driver Not Being Overcrowded saw a significant increase from the same period last year. Although not key drivers, Safe and Professional Bus Operator saw a significant decrease from the same period last year, while Clean and Graffiti-Free Buses saw a significant decrease from last quarter.

- 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 more than three-quarters (77%) of riders, which is a slight increase from last wave (2 ppt from Q3 2023), and a marginal increase from the same quarter last year (76% in Q4 2022).

- Ratings for key driver Not Being Overcrowded increased significantly from both last quarter (up 8 ppt) and from the same quarter last year (up 7 ppt from Q4 2022). Ratings for key driver On-Time, Reliable Service saw a significant increase from the same period last year (up 5 ppt from Q4 2022).

- Staff Available When Needed and Delays are Announced and Explained continue to be below the performance threshold of 7.0 out of 10.

SEABUS SERVICE

Almost all (97%) SeaBus riders award Good-to-Excellent scores for Overall SeaBus Service, up 8 ppt from both last wave and Q4 2022 (both 89%).

- Key driver Frequency of Service is up by 13 ppt from the same quarter last year. Trip Duration is up 13 ppt from the same period last year, while Clean & Graffiti-Free and Staff Available When Needed are both up by 13 ppt and 20 ppt respectively from last quarter.

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

Highlights – Transit System

PERFORMANCE ON TRANSIT SYSTEM ATTRIBUTES

% Good to Excellent (8-10)

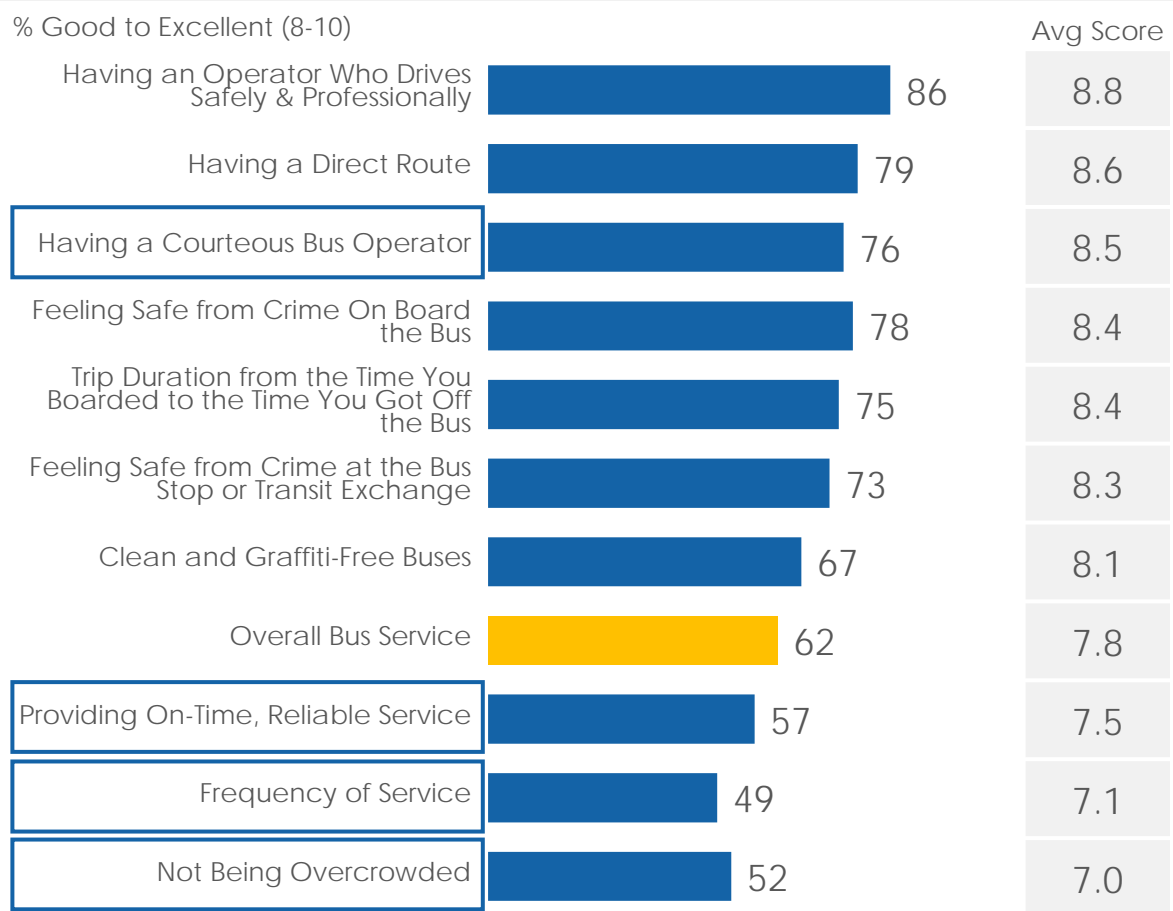| Attribute	%	Avg Score
Compass Card and Faregate System	81	8.6
Adequacy of Information on SeaBus	72	8.3
Overall Transit Service	71	8.0
Adequacy of Information on SkyTrain	68	8.0
Ease of Getting Info from Telephone Information Line	65	7.8
Value for Money	61	7.8
Operation of Service During Convenient Hours	58	7.7
Ease of Finding Information on Website	58	7.6
Adequacy of Information on Buses	54	7.5
Adequacy of Transit Information at Stops/Stations	53	7.4
Good Connections	53	7.2
Enough Shelters at Stops	34	6.7

Q4 2023 Base = 750

☐ TOP KEY DRIVER

- Just above seven-in-ten (71%) riders provide Good-to-Excellent ratings for Overall Transit Service, which is up slightly from last wave (68%) and up significantly from the same period last year (64%). The average score is 8.0 out of 10, up slightly from both Q3 2023, and from Q4 2022 (both 7.9).

- Although not a key driver, Enough Bus Shelters at Bus Stops experienced a significant drop from last wave of 8 ppt.

- Like last wave, all service attributes except Having Enough Shelters at Stops (6.7 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 just above six-in-ten (61%) riders, which is similar to last quarter (62%) and up slightly from the same quarter last year (57%). The average of 7.8 is up from 7.7 last period and up from the same quarter last year (7.6).

- **Good Connections**
  - Of the four-in-ten (40%) transit riders who took more than one transit mode, more than half (53%) award top ratings for Having Good Connections, which is similar to last quarter (52%), and down slightly from the same quarter last year (56%). The average score of 7.2 out of 10 is down from 7.4 last wave and is also below 7.3 from the same quarter last year.

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

Highlights – Bus System

PERFORMANCE ON BUS SYSTEM ATTRIBUTES

% Good to Excellent (8-10)   Avg Score

Attribute	% Good to Excellent	Avg Score
Having an Operator Who Drives Safely & Professionally	86	8.8
Having a Direct Route	79	8.6
Having a Courteous Bus Operator	76	8.5
Feeling Safe from Crime On Board the Bus	78	8.4
Trip Duration from the Time You Boarded to the Time You Got Off the Bus	75	8.4
Feeling Safe from Crime at the Bus Stop or Transit Exchange	73	8.3
Clean and Graffiti-Free Buses	67	8.1
Overall Bus Service	62	7.8
Providing On-Time, Reliable Service	57	7.5
Frequency of Service	49	7.1
Not Being Overcrowded	52	7.0

Q4 2023 Base = 674 (bus routes evaluated)
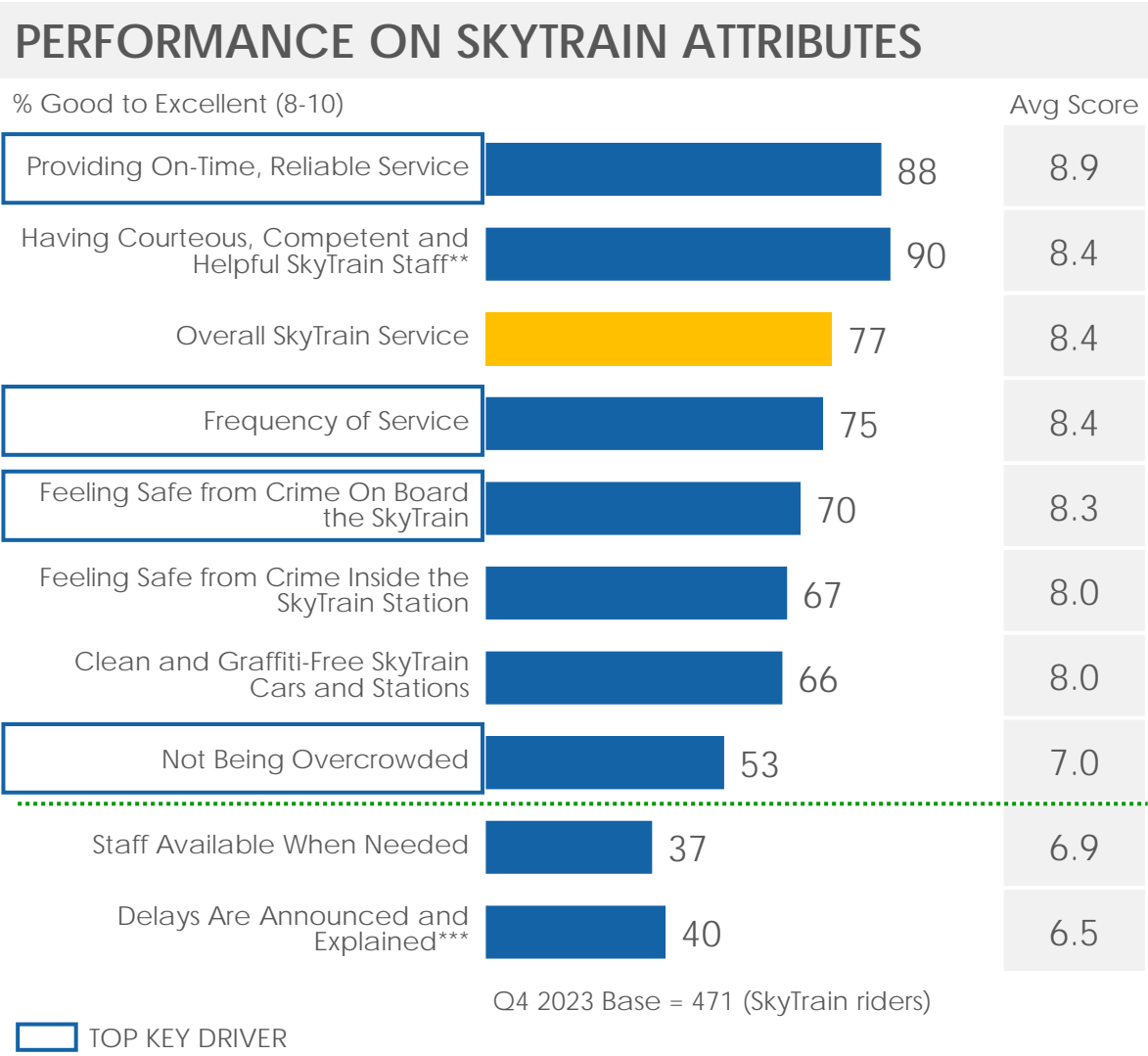
☐ TOP KEY DRIVER

- Overall Bus Service is awarded top ratings by more than six-in-ten (62%) bus riders, which is a significant decrease from last quarter (69%), but similar to Q4 a year ago (63%). The average score is 7.8 out of 10, which is lower than last wave (8.0), but consistent with 7.8 in Q4 2022.

- A few attributes showed significant changes this wave: key driver Not Being Overcrowded saw a significant increase from the same period last year. Although not key drivers, Safe and Professional Bus Operator saw a significant decrease from the same period last year, while Clean and Graffiti-Free Buses saw a significant decrease from last quarter.

- The positive performance threshold of 7.0 out of 10 continues to be met by all service attributes of the bus system.

PERFORMANCE ON TOP KEY DRIVERS OF OVERALL BUS SERVICE*

- **Courteous Bus Operator**
  - Just over three-quarters (76%) of bus riders award positive ratings for Courteous Bus Operator, which is similar to last wave (77%) and a marginal lift from the same quarter last year (74%). The WVT and VTC depots saw significant increases in comparison to the same quarter last year (up 19 ppt and 9 ppt respectively), while the RTC depot saw a significant decrease in comparison to the same quarter last year (down 14 ppt).

- **On-time, Reliable Service**
  - Close to six-in-ten (57%) bus riders provide Good-to-Excellent ratings for On-Time, Reliable Service, down marginally from both last quarter and from the same quarter last year (both 59%). The BTC depot saw a significant decreases from both last quarter (down 11 ppt) and from the same quarter last year (down 14 ppt).

- **Frequency of Service**
  - Nearly half (49%) of bus riders provide top scores for Frequency of Service, on par with last wave and down marginally from the same quarter last year (51%). STC saw significant declines from both last quarter (down 18 ppt) and from the same quarter last year (down 19 ppt).

- **Not Being Overcrowded**
  - Not Being Overcrowded is awarded top ratings by over half (52%) of bus riders, down only 1 ppt from last wave (53%) but up significantly from the same quarter last year (46%). The VTC depot saw a significant increase from the same quarter last year (up 15 ppt), while STC has been trending lower throughout 2023.

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.

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Highlights – SkyTrain System

PERFORMANCE ON SKYTRAIN ATTRIBUTES

% Good to Excellent (8-10)

Attribute	% Good to Excellent	Avg Score
Providing On-Time, Reliable Service	88	8.9
Having Courteous, Competent and Helpful SkyTrain Staff**	90	8.4
Overall SkyTrain Service	77	8.4
Frequency of Service	75	8.4
Feeling Safe from Crime On Board the SkyTrain	70	8.3
Feeling Safe from Crime Inside the SkyTrain Station	67	8.0
Clean and Graffiti-Free SkyTrain Cars and Stations	66	8.0
Not Being Overcrowded	53	7.0
Staff Available When Needed	37	6.9
Delays Are Announced and Explained***	40	6.5

Q4 2023 Base = 471 (SkyTrain riders)

☐ TOP KEY DRIVER

- More than three-quarters (77%) of SkyTrain users awarded top scores for Overall SkyTrain Service, a marginal increase from the last wave (up 2 ppt) and up only 1 ppt from the same quarter last year. The average score is 8.4 out of 10, up from last quarter (8.2 out of 10) and up from Q4 2022 (8.3 out of 10).

- A few attributes showed significant changes this wave: key driver Not Being Overcrowded saw a significant increase from both last quarter and from the same period last year. Meanwhile, key driver On-Time, Reliable Service saw a significant increase from the same period last year.

- Two attributes are 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*
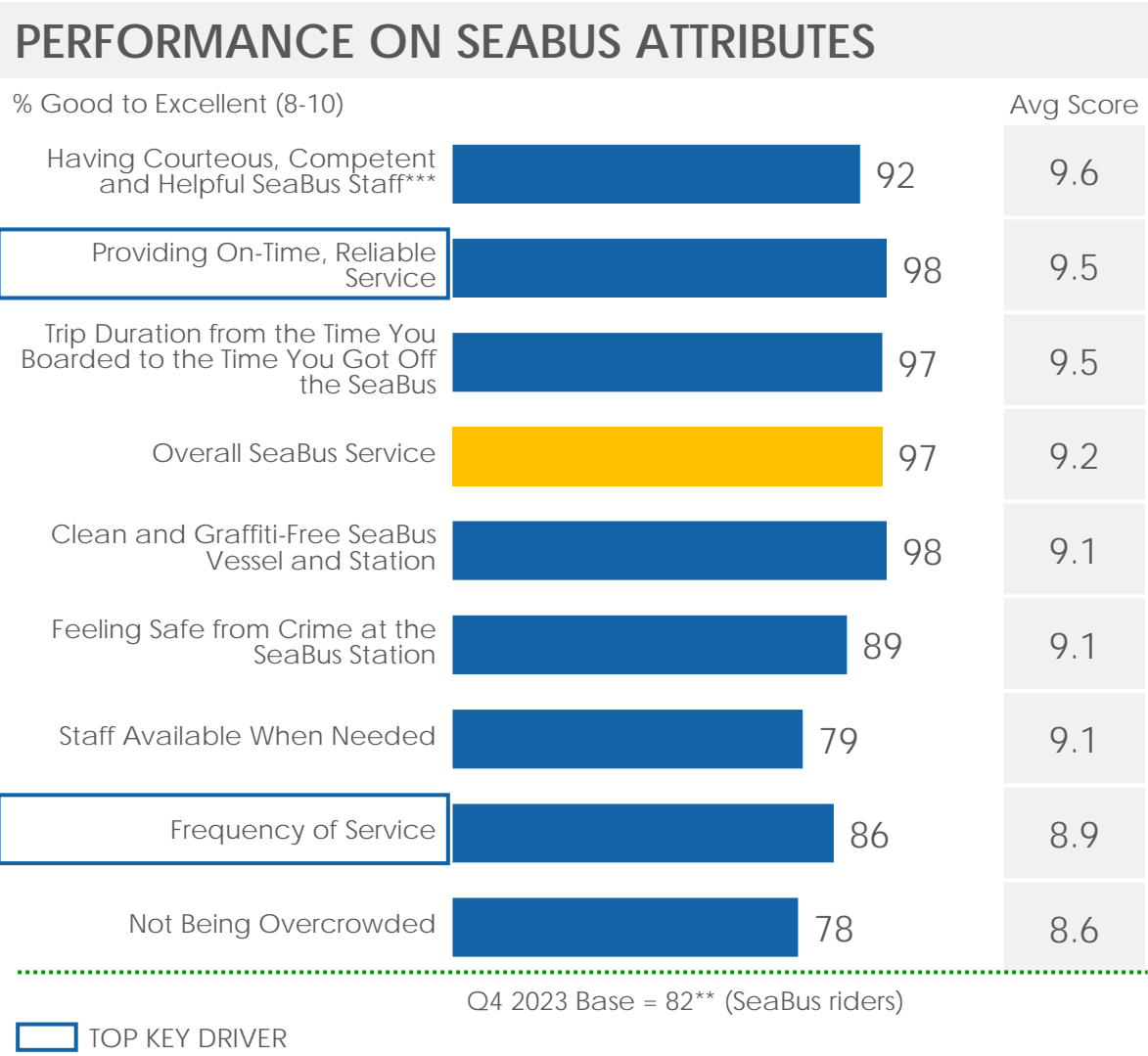
- **On-time, Reliable Service**
  - Nearly nine-in-ten (88%) SkyTrain riders award top ratings for On-Time, Reliable Service, a marginal 2 ppt increase from last quarter and a significant increase from the same quarter last year (83%). This attribute continues to be the highest performing top key driver.

- **Frequency of Service**
  - Frequency of Service is awarded top ratings by three-quarters (75%) of riders, a marginal 2 ppt drop from last quarter and down 5 ppt from the same period last year.

- **Feeling Safe from Crime On Board the SkyTrain**
  - Seven-in-ten (70%) of SkyTrain riders provide Good-to-Excellent ratings for Feeling Safe from Crime On Board, down 4 ppt from last wave and down 2 ppt from Q4 last year.

- **Not Being Overcrowded**
  - More than half (53%) of riders provide positive scores for Not Being Overcrowded, a significant increase from last quarter (up 8 ppt) and a significant increase from the same quarter last year (up 7 ppt). This attribute is again the lowest rated top key driver of SkyTrain's overall service.

An average rating of 7.0 or higher means an attribute's performance is positive, whereas a rating of less than 7.0 means improvements should be considered.
*** Caution: very small base size – only among SkyTrain riders who spoke with staff (n=17).*
*** Caution: small base size – only among those who experienced delays (n=49).*

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Highlights – SeaBus

PERFORMANCE ON SEABUS ATTRIBUTES

% Good to Excellent (8-10)   Avg Score

Attribute	%	Avg Score
Having Courteous, Competent and Helpful SeaBus Staff***	92	9.6
Providing On-Time, Reliable Service	98	9.5
Trip Duration from the Time You Boarded to the Time You Got Off the SeaBus	97	9.5
Overall SeaBus Service	97	9.2
Clean and Graffiti-Free SeaBus Vessel and Station	98	9.1
Feeling Safe from Crime at the SeaBus Station	89	9.1
Staff Available When Needed	79	9.1
Frequency of Service	86	8.9
Not Being Overcrowded	78	8.6

Q4 2023 Base = 82** (SeaBus riders)

☐ TOP KEY DRIVER

- Almost all (97%) SeaBus riders provide top scores for Overall SeaBus Service, up 8 ppt from both last wave and from Q4 2022. The average score is 9.2 out of 10, up from 9.0 last quarter and up from the same quarter last year (8.9).
- A few attributes experienced significant shifts: key driver Frequency of Service is up by 13 ppt from the same quarter last year. Amongst the non-key drivers, Trip Duration is up by 13 ppt from the same period last year, while Clean & Graffiti-Free and Staff Available When Needed are both up, by 13 ppt and 20 ppt respectively, from last wave.
- 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**
  - Nearly all (98%) SeaBus riders provide top ratings for On-Time Reliable Service. This is a 6 ppt lift from last wave (92%) and a marginal 2 ppt drop from the same period last year. The average score is 9.5 out of 10, which is up from 9.2 last quarter and up from the same quarter last year (9.4). 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 (86%) SeaBus riders, up by 9 ppt from last wave (77%), and up directionally by 13 ppt from the same period last year (73%). The average score is 8.9 out of 10, up from 8.6 last quarter and up from the same quarter last year (8.5).

An average rating of 7.0 or higher means an attribute's performance is positive, whereas a rating of less than 7.0 means improvements should be considered.
** Caution: small base size.*
*** Caution: very small base size – only among SeaBus riders who spoke with staff (n=20).*

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 25 to 34 years old (22% versus 18%) or 65 years or older (21% versus 17%) and a lower proportion are 55 to 64 years old (7% versus 16%).

  - They are less likely to be employed full-time (52% versus 57%) and more likely to be students (11% versus 5%), or not employed (5% versus 3%).

  - They are less likely to have an education of high school or less (16% versus 21%), or vocational/college/technical training (15% versus 26%) and more likely to have graduated university (56% 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 half (53%) of riders used transit to go to and from work, up 5 ppt from both last wave and Q4 2022. More than four-in-ten (44%) use transit for entertainment or social reasons, 7 ppt lower than last quarter and on par with the same period last year. The proportion of riders using transit for school (12%) is down 3 ppt from last quarter and is on par with Q4 2022. The proportion of riders who take transit for other purposes (8%) is down 3 ppt from last quarter but down significantly from the same quarter last year (13% in Q4 2022).

CHOICE VS. CAPTIVE

- Almost one-in-three (32%) 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 two-thirds (66%) of transit users.

- Choice riders are more likely to be Low Frequency riders, SkyTrain or SeaBus riders, aged 25+, have a household income of more than $40K, or use transit for entertainment purposes.

- Captive riders are more likely to be Bus users, High Frequency riders, under 45 years old, have a household income of less than $80K, 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:
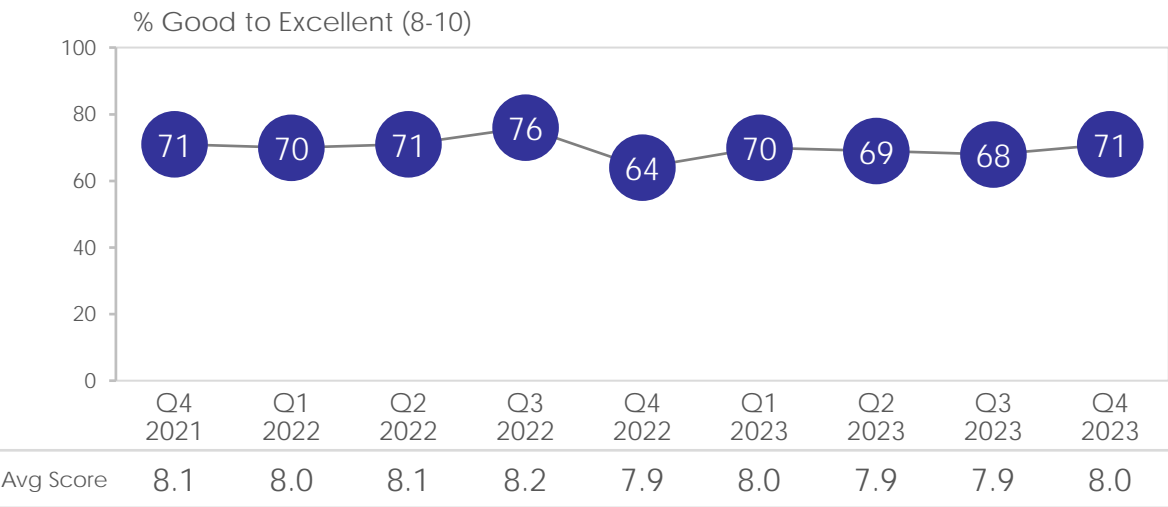
- Perceptions of Overall Service

- 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 (8-10)

Avg Score	8.1	8.0	8.1	8.2	7.9	8.0	7.9	7.9	8.0
	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023

Chart values: Q4 2021: 71, Q1 2022: 70, Q2 2022: 71, Q3 2022: 76, Q4 2022: 64, Q1 2023: 70, Q2 2023: 69, Q3 2023: 68, Q4 2023: 71

Good-to-Excellent ratings compared to:

LAST QUARTER	SAME QUARTER LAST YEAR
+3	**+7** ↑

Q4 2023 Base = 750

- Just over seven-in-ten (71%) transit riders award Good-to-Excellent scores for Overall Transit Service, up slightly from Q3 2023 (68%) and up significantly from Q4 2022 (64%). The average score of 8.0 out of 10 is up from both last quarter and a year ago (7.9 in both Q3 2023 and Q4 2022).

- Low Frequency riders, SeaBus riders, or those aged 65+, are more likely to provide top scores for Overall Service compared to High Frequency riders, Bus or SkyTrain riders, or those aged 25-64,
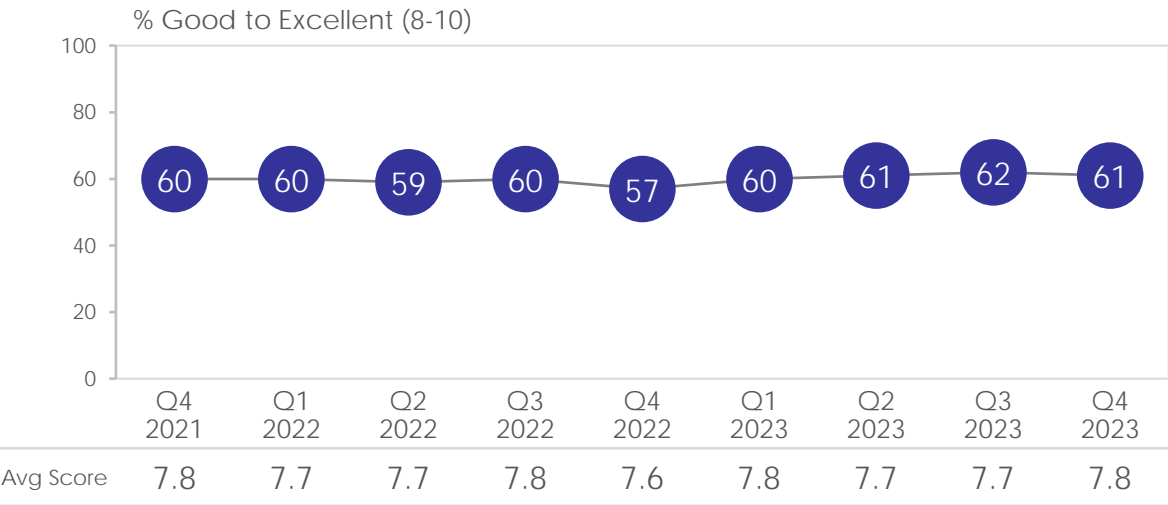
Q4 2023 Regional Differences:

MOST POSITIVE	LEAST POSITIVE
No significant difference	No significant difference

*↑ / ↓ = Significant upward / downward shift*

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 (8-10)

	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023
% Good to Excellent	60	60	59	60	57	60	61	62	61
Avg Score	7.8	7.7	7.7	7.8	7.6	7.8	7.7	7.7	7.8

Good-to-Excellent ratings compared to:

LAST QUARTER	SAME QUARTER LAST YEAR
-1	+4

Q4 2023 Base = 750

Q4 2023 Regional Differences:

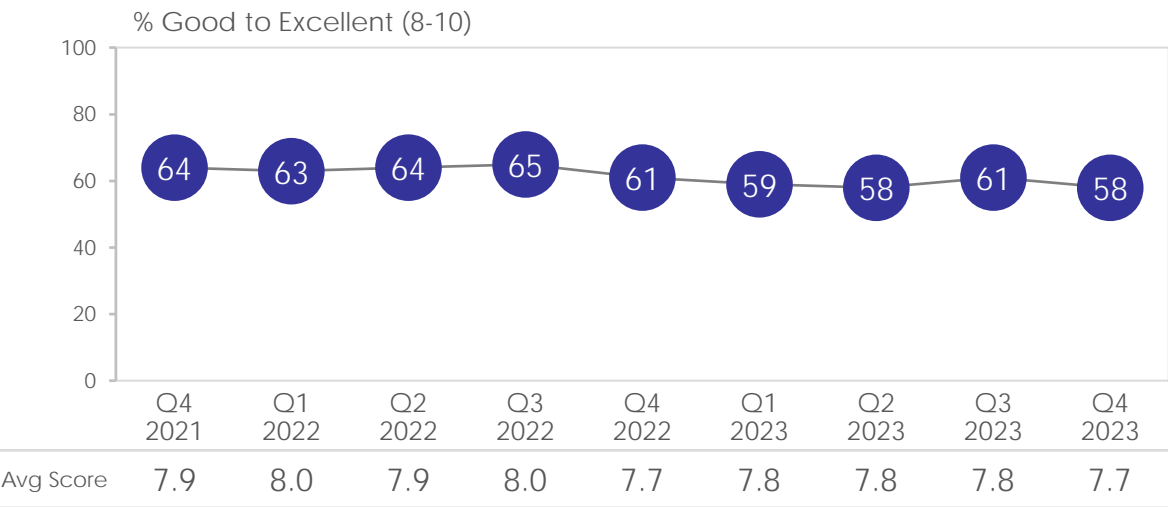| MOST POSITIVE	LEAST POSITIVE
No significant difference	No significant difference

- 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 similar to last wave (62%) and up by 4 ppt from Q4 2022 (57%). The average score is 7.8 out of 10, which up from 7.7 last wave and up from the same quarter last year (7.6).

- SeaBus riders or those aged 65+, are more likely to provide top scores for Value for Money compared to Bus or SkyTrain riders, or those under 65 years old.

© Ipsos ☐ TOP KEY DRIVER

↑ / ↓ = *Significant upward / downward shift*
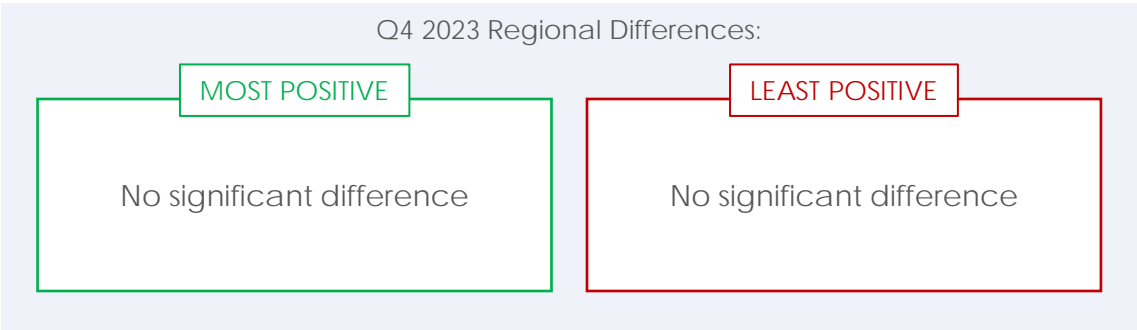
Overall System Performance | CONVENIENT HOURS

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 (8-10)

Quarter	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023
% Good to Excellent	64	63	64	65	61	59	58	61	58
Avg Score	7.9	8.0	7.9	8.0	7.7	7.8	7.8	7.8	7.7

Good-to-Excellent ratings compared to:

LAST QUARTER	SAME QUARTER LAST YEAR
-3	-3

Q4 2023 Base = 750

Q4 2023 Regional Differences:

MOST POSITIVE	LEAST POSITIVE
No significant difference	No significant difference

- Close to six-in-ten (58%) riders provide top ratings for Convenient Hours, down 3 ppt from last quarter and from the same quarter last year (both 61%). The average score of 7.7 out of 10 is down from 7.8 last quarter and consistent with 7.7 the same quarter last year.

- In Q4 2023, those aged 65+, those who have an education of high school or less, or those who use transit for shopping are more likely to feel that the service runs during Convenient Hours compared to those aged 25-64, those who have graduated university, or those who use transit for work, personal business, or entertainment purposes.
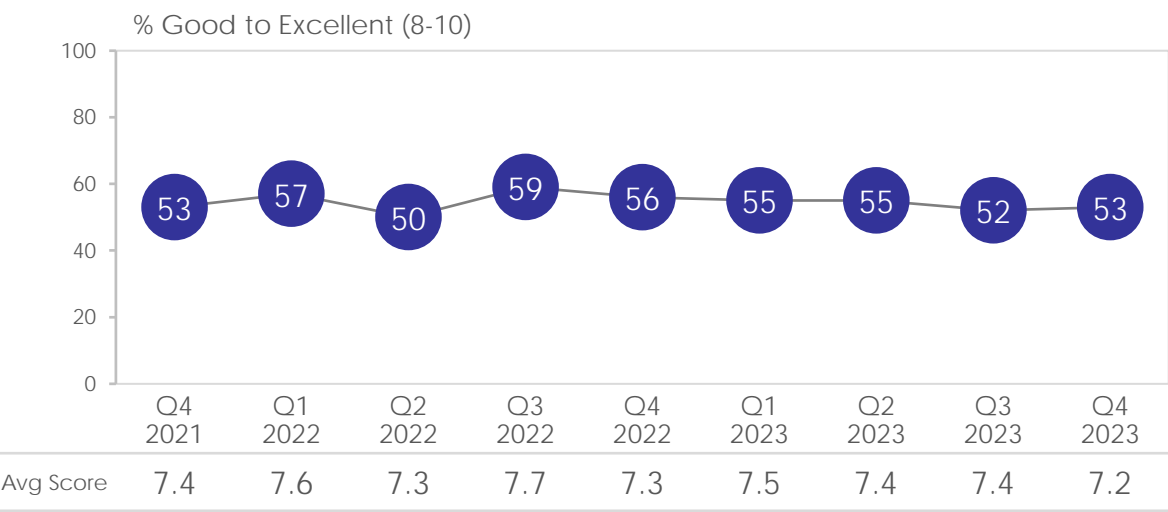
↑ / ↓ = *Significant upward / downward shift*
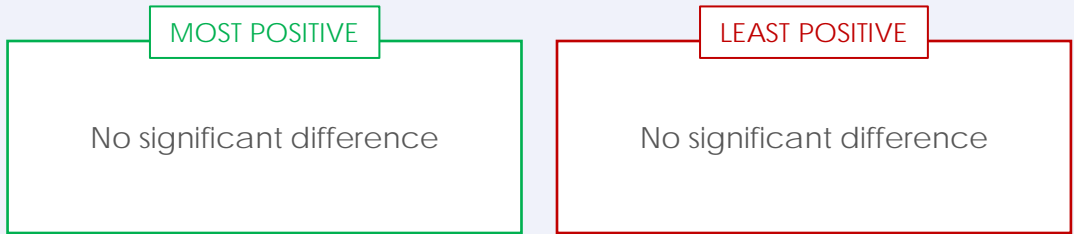
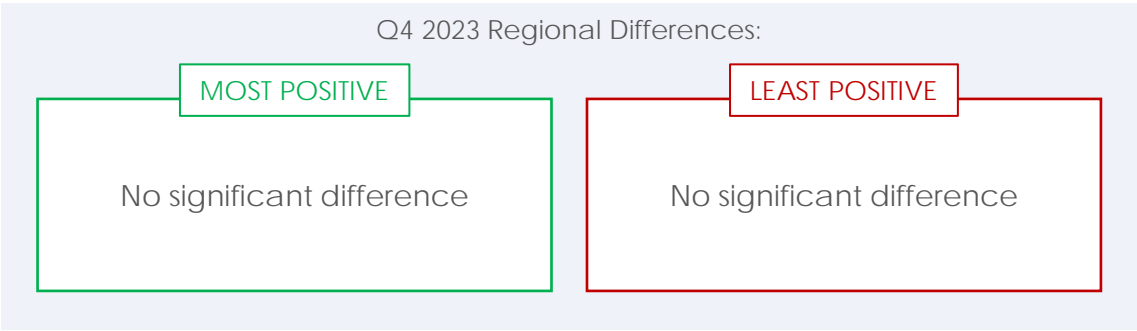# Overall System Performance | GOOD CONNECTIONS

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 (8-10)

Avg Score	7.4	7.6	7.3	7.7	7.3	7.5	7.4	7.4	7.2
	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023

Values: 53, 57, 50, 59, 56, 55, 55, 52, 53

Good-to-Excellent ratings compared to:

LAST QUARTER	SAME QUARTER LAST YEAR
+1	-3

Q4 2023 Base = 303 (more than one transit mode)

Q4 2023 Regional Differences:

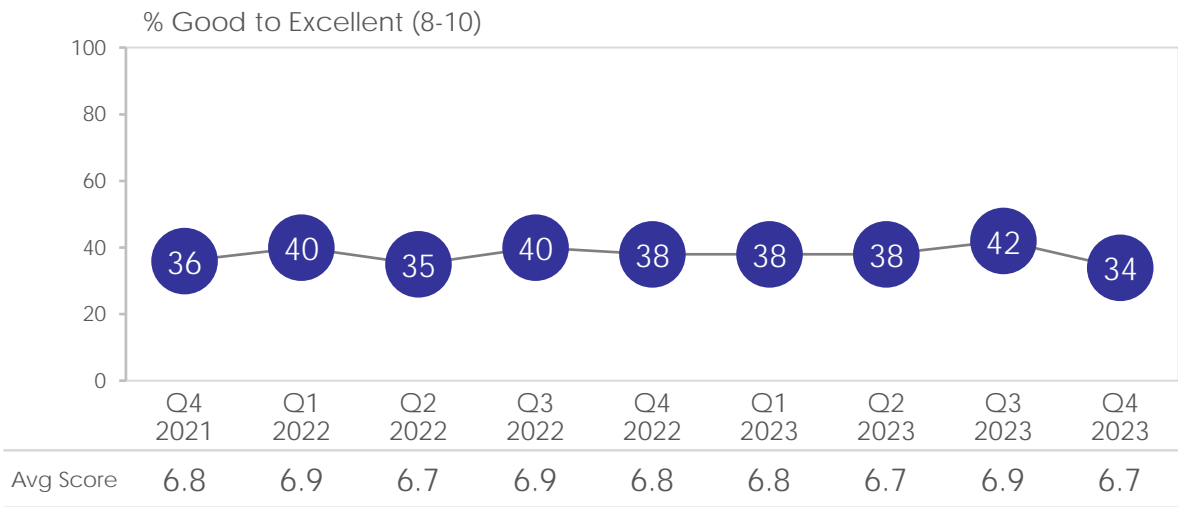| MOST POSITIVE	LEAST POSITIVE
No significant difference	No significant difference

- Four-in-ten (40%) transit users took more than one bus/transit mode on a typical transit trip, which is slightly below last wave (44%) and up slightly from the same quarter last year (37%). More than half (53%) of transit riders who made a connection provide top scores for Good Connections. These ratings are only 1 ppt higher than last quarter (52%) and down 3 ppt from the same quarter last year (56% in Q4 2022). The average score of 7.2 out of 10 is down from 7.4 last wave and is also below 7.3 from the same quarter last year.

- Those with household incomes of $40K-<$80K are more likely to provide top scores for Good Connections compared to those with household incomes of either <$40K or $80K+.

© Ipsos   ☐ TOP KEY DRIVER

↑ / ↓ = *Significant upward / downward shift*

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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 (8-10)

	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023
% (8-10)	36	40	35	40	38	38	38	42	34
Avg Score	6.8	6.9	6.7	6.9	6.8	6.8	6.7	6.9	6.7

Good-to-Excellent ratings compared to:

LAST QUARTER	SAME QUARTER LAST YEAR
-8 ↓	-4

Q4 2023 Base = 750

Q4 2023 Regional Differences:

MOST POSITIVE	LEAST POSITIVE
55% among West Vancouver riders	29% among North Vancouver riders

- Just over one-third (34%) of riders provide top scores when rating Having Enough Bus Shelters. This is a significant decrease from last quarter (42%) and a 4 ppt drop from the same quarter last year (38% in Q4 2022). The average score is 6.7 out of 10, which is down from 6.9 last quarter and down from the same quarter last year (6.8 out of 10 in Q4 2022).

- This quarter, those aged 18-24, or High or Low Frequency riders are more likely to provide top scores for Having Enough Bus Shelters than those aged 25-64, or Medium Frequency riders.

↑ / ↓ = Significant upward / downward shift

Overall System Performance |

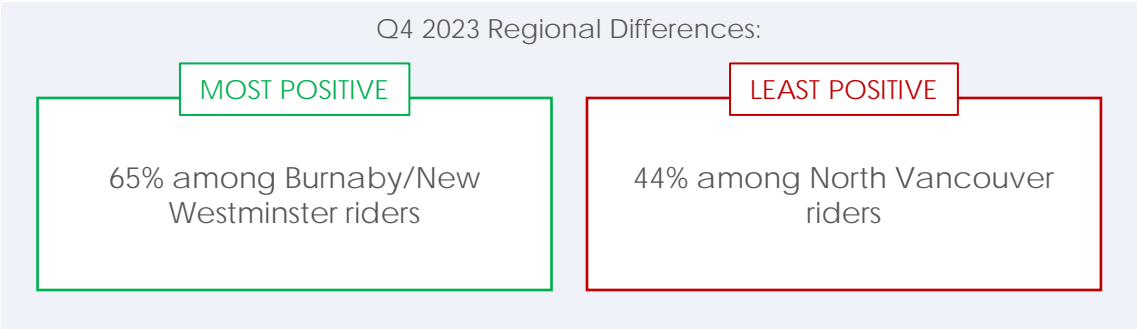## ADEQUACY OF TRANSIT INFORMATION AT STOPS AND STATIONS

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 (8-10)

	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023
% Good to Excellent	58	54	54	55	53	57	56	54	53
Avg Score	7.7	7.6	7.6	7.6	7.5	7.6	7.5	7.6	7.4

Good-to-Excellent ratings compared to:

LAST QUARTER	SAME QUARTER LAST YEAR
-1	0

Q4 2023 Base = 750

Q4 2023 Regional Differences:

MOST POSITIVE	LEAST POSITIVE
65% among Burnaby/New Westminster riders	44% among North Vancouver riders

- More than half (53%) of transit users award Good-to-Excellent scores for Adequacy of Transit Information at Stops and Stations, down by only 1 ppt from last wave (54%) and consistent with the same quarter last year (53% in Q4 2022). The average score of 7.4 out of 10 is down from 7.6 last quarter and is down from the same quarter last year (7.5 out of 10 in Q4 2022).

- In Q4 2023, those with household incomes of <$40K or those who use transit for shopping are more likely to provide top scores for Adequacy of Transit Information at Stops and Stations compared to those with household incomes of $80K+ or those who use transit for entertainment purposes.
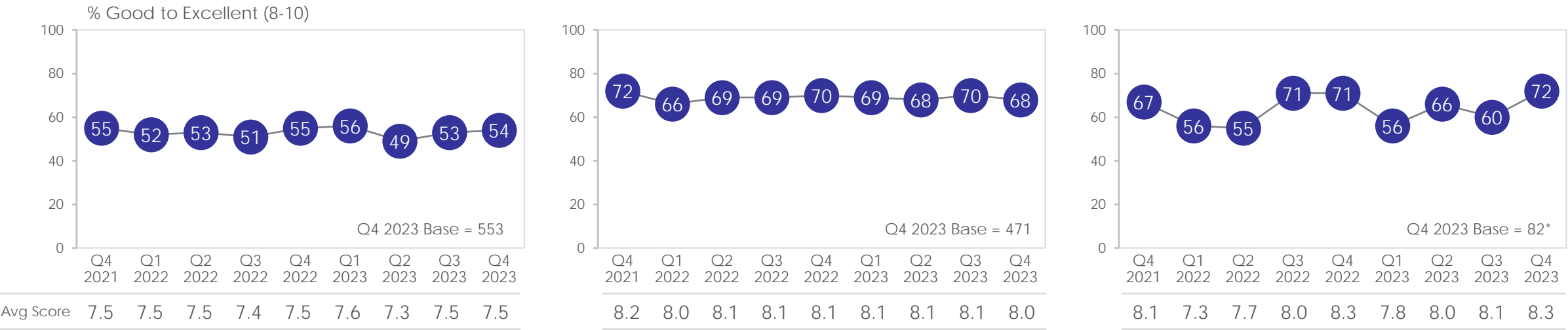
↑ / ↓ = *Significant upward / downward shift*

BUS

SKYTRAIN

SEABUS

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

% Good to Excellent (8-10)

BUS

	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023
Value	55	52	53	51	55	56	49	53	54
Avg Score	7.5	7.5	7.5	7.4	7.5	7.6	7.3	7.5	7.5

Q4 2023 Base = 553

SKYTRAIN

	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023
Value	72	66	69	69	70	69	68	70	68
Avg Score	8.2	8.0	8.1	8.1	8.1	8.1	8.1	8.1	8.0

Q4 2023 Base = 471

SEABUS

	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023
Value	67	56	55	71	71	56	66	60	72
Avg Score	8.1	7.3	7.7	8.0	8.3	7.8	8.0	8.1	8.3

Q4 2023 Base = 82*

- Good-to-Excellent scores for having Adequate Information on Board Transit Vehicles are highest for SeaBus (72%), followed by SkyTrain (68%) and then by Bus (54%).

- This quarter, Bus and SkyTrain are fairly stable to last wave, while SeaBus has shifted slightly. Bus ratings increased by only 1 ppt from last wave (53%) and decreased by only 1 ppt from the same quarter last year (55% in Q4 2022). SkyTrain ratings are down only 2 ppt from last wave and from the same quarter last year (both 70%). SeaBus ratings are up 12 ppt from last wave (60%), but up only 1 ppt from the same quarter last year (71% in Q4 2022).

- Bus: Those aged 18-24 or aged 65+, or those who use transit for school are more likely to provide Good-to-Excellent ratings for Bus lines than those aged 45-64, or those who use transit for all other purposes.

- SkyTrain: Those aged 18-44 or aged 65+, or those with an education of high school or less are more likely to provide Good-to-Excellent ratings for SkyTrain lines than those who are aged 45-64, or those who have graduated university.
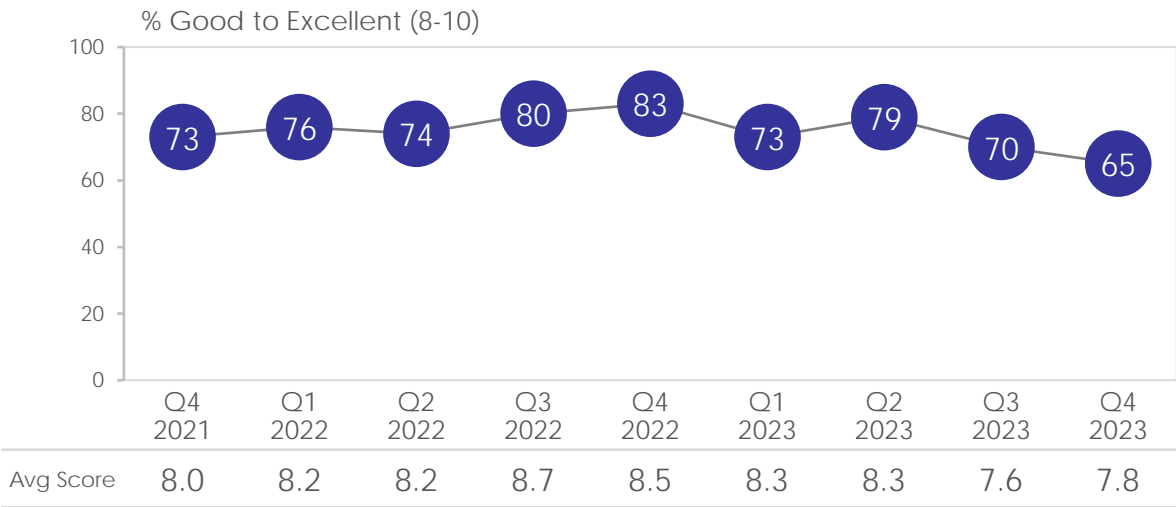
	Good-to-Excellent ratings compared to:	
	LAST QUARTER	SAME QUARTER LAST YEAR
Bus	+1	-1
SkyTrain	-2	-2
SeaBus	-12	+1

Caution: small base size.

↑ / ↓ = *Significant upward / downward shift*

Ipsos

Overall System Performance

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 (8-10)

	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023
	73	76	74	80	83	73	79	70	65
Avg Score	8.0	8.2	8.2	8.7	8.5	8.3	8.3	7.6	7.8

Good-to-Excellent ratings compared to:	
LAST QUARTER	*SAME QUARTER LAST YEAR*
-5	-18

Q4 2023 Base = 96* (used phone)

% Good to Excellent (8-10)

SPOKE TO CLERK	CALL WAS AUTOMATED	CLERK & AUTOMATED
Base = 49**	Base = 24**	Base = 22**
74	55	55

- This quarter, over one-in-ten (12%) riders indicated that they called TransLink's Telephone Information Line. This is down a marginal 1 ppt from last quarter (13%) and up only 1 ppt from the same quarter last year (11%).

- Of those who called the Telephone Information Line, almost two-thirds (65%) award Good-to-Excellent ratings, which is directionally lower than both last quarter (70%) and the same quarter last year (83% in Q4 2022).

- The average score is 7.8 out of 10, up from 7.6 last quarter, and down from 8.5 in the same period last year.

- Captive riders, or those with an education of high school or less are more likely to provide top scores for Ease of Getting Information from Telephone Information Line compared to Choice riders, or those who have graduated university.
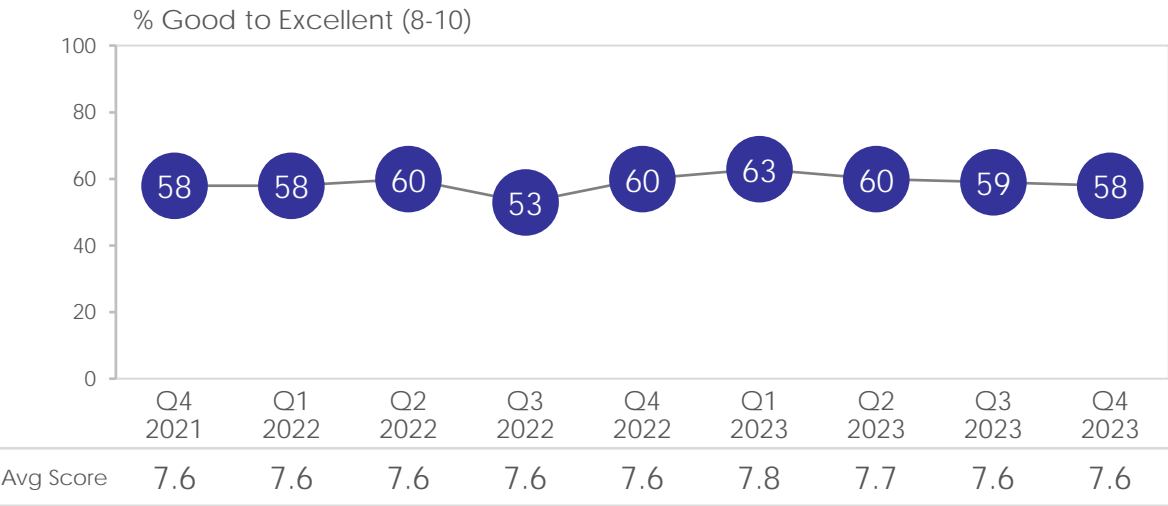
*** Caution: very small base size.*

↑ / ↓ = *Significant upward / downward shift*

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?
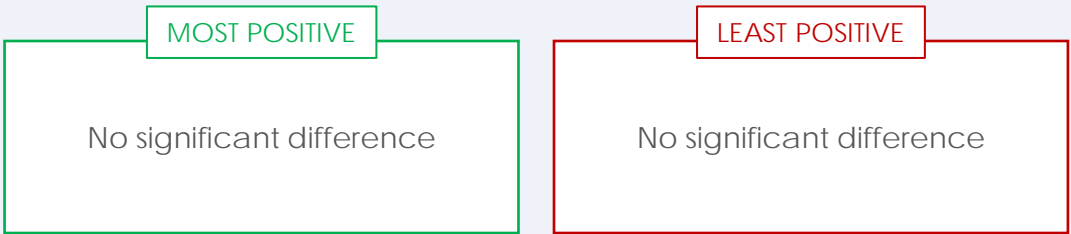
% Good to Excellent (8-10)

	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023
% Good to Excellent	58	58	60	53	60	63	60	59	58
Avg Score	7.6	7.6	7.6	7.6	7.6	7.8	7.7	7.6	7.6

Good-to-Excellent ratings compared to:

LAST QUARTER	SAME QUARTER LAST YEAR
-1	-2

Q4 2023 Base = 347 (used website)

Q4 2023 Regional Differences:

MOST POSITIVE	LEAST POSITIVE
No significant difference	No significant difference

- Almost half (48%) of riders indicate that they have used the TransLink website in the past 3 months. This is a 2 ppt decrease from last wave and from Q4 2022 (both 50%).

- Among website users, close to six-in-ten (58%) awarded Good-to-Excellent scores for Ease of Finding Info on Website, which is down only 1 ppt from last quarter (59%) and down 2 ppt from the same quarter last year (60% in Q4 2022). The average score is 7.6 out of 10, which is consistent with both last quarter and the same quarter last year.

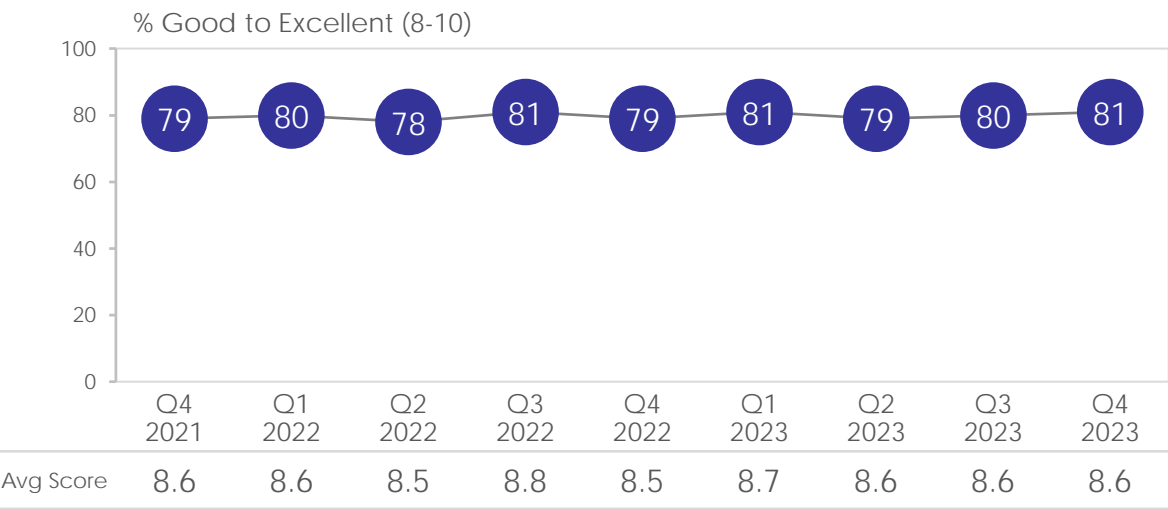- This quarter, no particular rider group provides higher ratings for this attribute.

↑ / ↓ = *Significant upward / downward shift*

COMPASS CARD AND FAREGATE SYSTEM

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

% Good to Excellent (8-10)

	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023
% Good to Excellent	79	80	78	81	79	81	79	80	81
Avg Score	8.6	8.6	8.5	8.8	8.5	8.7	8.6	8.6	8.6

Good-to-Excellent ratings compared to:

LAST QUARTER	SAME QUARTER LAST YEAR
+1	+2

Q4 2023 Base = 750

Q4 2023 Regional Differences:

MOST POSITIVE	LEAST POSITIVE
94% among North Vancouver riders	72% among West Vancouver riders

- Just above eight-in-ten (81%) riders provide Good-to-Excellent scores for Overall Experience with the Compass Card and Faregate System. This is only a 1 ppt lift from last quarter (80% in Q3 2023) and a 2 ppt lift from the same quarter last year (79% in Q4 2022). The average score is 8.6 out of 10, which is consistent with last quarter and slightly higher than the same quarter last year (8.5 out of 10 in Q4 2022).

- SeaBus riders are more likely to provide top scores for Compass Card and Faregate System compared to Bus or SkyTrain riders.

↑ / ↓ = Significant upward / downward shift
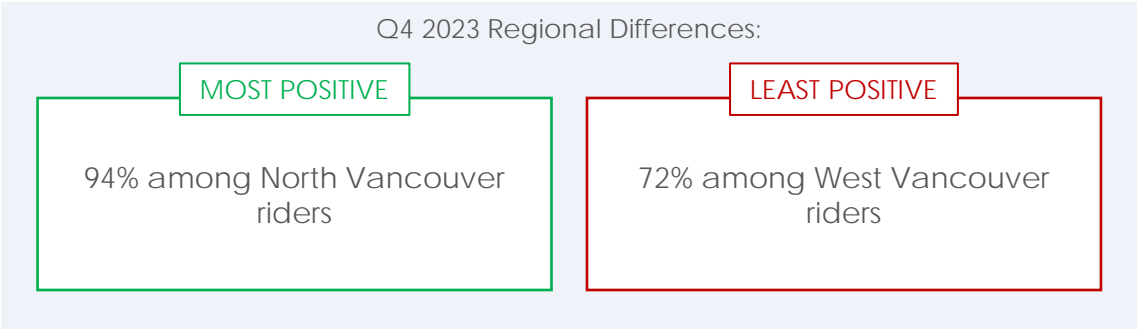
BUS SERVICE OVERALL

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

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	LAST QUARTER	SAME QUARTER LAST YEAR
													Good-to-Excellent ratings compared to:	
19	WVT*	8.1	73	70	67	73	70	83	74	77	81	73	-8	-10
8	RTC	8.0	69	67	64	69	77	64	71	74	75	69	-6	+5
10	BTC	8.0	65	75	76	80	79	73	73	70	70	65	-5	-8
10	VTC	7.9	58	66	68	64	65	58	66	62	66	58	-8	+0
14	PCT*	7.8	71	68	76	75	71	73	66	65	75	71	-4	-2
11	TOTAL BUS	7.8	62	68	69	70	68	63	69	68	69	62	-7 ↓	-1
11	CMBC	7.8	61	68	69	70	68	62	69	68	68	61	-7 ↓	-1
8	HTC*	7.6	58	70	67	68	57	61	65	64	52	58	+6	-3
21	STC*	7.2	48	63	62	65	54	54	68	74	72	48	-24 ↓	-6

Q4 2023 Base = 674
Caution: small base size.
Total Bus includes all routes evaluated.

- More than six-in-ten (62%) transit users award top ratings for Overall Bus Service, which is a significant decrease from last quarter (69%) but only a 1 ppt drop from the same quarter last year (63%). The average score is 7.8 out of 10, which is down from last wave (8.0) but is consistent with the same quarter last year (7.8 out of 10 in Q4 2022).

- This wave, the STC depot significantly decreased by 24 ppt compared to Q3'23.

TIME PERIOD WITH HIGHER RATINGS

Weekdays from 9:30AM to 3PM

↑ / ↓ = *Significant upward / downward shift*

Ipsos

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)	Depot	Avg Score	% Good to Excellent (8-10)	Q4 2021 / Q1 2022 / Q2 2022 / Q3 2022 / Q4 2022 / Q1 2023 / Q2 2023 / Q3 2023 / Q4 2023	Good-to-Excellent ratings compared to: LAST QUARTER	Good-to-Excellent ratings compared to: SAME QUARTER LAST YEAR
16	WVT*	8.2	73	70 – 64 – 64 – 48 – 72 – 81 – 67 – 62 – 73	+11	+1
16	BTC	7.6	57	70 – 66 – 69 – 73 – 71 – 70 – 71 – 68 – 57	-11 ↓	-14 ↓
12	VTC	7.6	56	63 – 57 – 53 – 61 – 53 – 47 – 55 – 56 – 56	+0	+3
22	RTC	7.5	59	69 – 58 – 63 – 65 – 53 – 73 – 67 – 69 – 59	-10	+6
17	TOTAL BUS	7.5	57	64 – 59 – 62 – 62 – 59 – 59 – 63 – 59 – 57	-2	-2
18	CMBC	7.5	57	64 – 58 – 62 – 62 – 58 – 59 – 63 – 58 – 57	-1	-1
19	STC*	7.4	61	64 – 52 – 61 – 48 – 62 – 57 – 61 – 57 – 61	+4	-1
24	PCT*	7.3	58	65 – 69 – 63 – 70 – 73 – 59 – 59 – 58 – 58	+0	-15
21	HTC*	7.1	50	52 – 52 – 64 – 50 – 45 – 46 – 62 – 39 – 50	+11	+5

Q4 2023 Base = 674

Caution: small base size.

Total Bus includes all routes evaluated.

- Close to six-in-ten (57%) transit users provide top ratings for On-Time Reliable Service. This is down by 2 ppt from last quarter and from the same quarter last year (both 59%). The average score is 7.5 out of 10, which is down slightly from 7.6 last wave but consistent with the same quarter last year (7.5 out of 10 in Q4 2022).

- This wave, scores for the BTC depot are significantly lower than last quarter (down 11 ppt from Q3 2023) and from the same quarter last year (down 14 ppt from Q4 2022).

TIME PERIOD WITH HIGHER RATINGS

Weekdays from 9:30AM to 3PM, Weekends and Holidays

☐ TOP KEY DRIVER

↑ / ↓ = *Significant upward / downward shift*

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)	Q4 2021 – Q1 2022 – Q2 2022 – Q3 2022 – Q4 2022 – Q1 2023 – Q2 2023 – Q3 2023 – Q4 2023	Good-to-Excellent ratings compared to: LAST QUARTER	Good-to-Excellent ratings compared to: SAME QUARTER LAST YEAR
19	BTC	7.5	58	63 – 64 – 60 – 74 – 60 – 60 – 61 – 59 – 58	-1	-2
14	WVT*	7.5	55	54 – 48 – 59 – 47 – 61 – 46 – 36 – 45 – 55	+10	-6
16	VTC	7.3	49	58 – 48 – 49 – 55 – 45 – 43 – 50 – 45 – 49	+4	+4
22	RTC	7.1	52	58 – 47 – 52 – 63 – 45 – 60 – 54 – 51 – 52	+1	+7
22	TOTAL BUS	7.1	49	56 – 53 – 54 – 59 – 51 – 51 – 54 – 49 – 49	+0	-2
22	CMBC	7.1	48	56 – 53 – 54 – 59 – 50 – 52 – 55 – 49 – 48	-1	-2
22	HTC*	6.9	43	59 – 53 – 55 – 51 – 46 – 39 – 51 – 42 – 43	+1	-3
28	PCT*	6.7	37	32 – 60 – 56 – 47 – 49 – 44 – 42 – 36 – 37	+1	-12
37	STC*	6.3	36	48 – 45 – 50 – 52 – 55 – 56 – 66 – 54 – 36	**-18 ↓**	**-19 ↓**

Q4 2023 Base = 674
* Caution: small base size.
Total Bus includes all routes evaluated.

- Nearly half (49%) of bus riders provide Good-to-Excellent ratings for Frequency of Service, which is unchanged from last quarter and down only 2 ppt from the same quarter last year (51% in Q4 2022). This quarter, the average score is 7.1 out of 10 which is down slightly from 7.2 last wave and down from the same quarter last year (8.3 out of 10 in Q4 2022). Frequency of Service is the lowest performing attribute among bus system attributes.

- The STC depot experienced a significant decrease in comparison to last quarter (down 18 ppt from Q3 2023) and from the same quarter last year (down 19 ppt from Q4 2022).

TIME PERIOD WITH HIGHER RATINGS

Weekdays from 9:30AM to 3PM

☐ TOP KEY DRIVER

↑ / ↓ = Significant upward / downward shift

Ipsos

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)	Trend (Q4 2021 – Q4 2023)	Last Quarter	Same Quarter Last Year
0	WVT*	8.9	83	79 – 73 – 80 – 85 – 64 – 90 – 87 – 72 – 83	+11	**+19 ↑**
3	VTC	8.8	82	77 – 74 – 81 – 82 – 73 – 82 – 80 – 85 – 82	-3	**+9 ↑**
1	BTC	8.6	74	73 – 72 – 76 – 79 – 77 – 82 – 82 – 76 – 74	-2	-3
6	TOTAL BUS	8.5	76	76 – 74 – 77 – 80 – 74 – 81 – 79 – 77 – 76	-1	+2
6	CMBC	8.5	76	76 – 74 – 77 – 80 – 74 – 81 – 79 – 78 – 76	-2	+2
4	HTC*	8.5	74	78 – 65 – 73 – 76 – 75 – 77 – 81 – 67 – 74	+7	-1
7	RTC	8.4	75	78 – 79 – 74 – 84 – 89 – 83 – 74 – 81 – 75	-6	**-14 ↓**
9	PCT*	8.3	73	77 – 88 – 72 – 79 – 81 – 84 – 73 – 79 – 73	-6	-8
20	STC*	7.8	74	75 – 71 – 80 – 80 – 56 – 71 – 82 – 71 – 74	+3	+18

Good-to-Excellent ratings compared to:

Column headers for trend: Q4 2021, Q1 2022, Q2 2022, Q3 2022, Q4 2022, Q1 2023, Q2 2023, Q3 2023, Q4 2023

Q4 2023 Base = 674

Caution: small base size.

Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS

No particular time period is singled out

- Just over three-quarters (76%) of bus riders award top ratings for Having a Courteous Bus Operator, which is down by only 1 ppt from last quarter (77%) and up 2 ppt from the same quarter last year (74%). This wave, the average score is 8.5 out of 10, which is on par with last quarter and up from the same quarter last year (8.3 out of 10 in Q4 2022). Courteous Bus Operator remains to be the highest top key driver among Overall Bus Service attributes.

- Both the WVT and VTC depots experienced significant increases in comparison to the same quarter last year (up 19 ppt and 9 ppt respectively from Q4 2022). Meanwhile the RTC depot experienced a significant decrease in comparison to the same quarter last year (down 14 ppt from Q4 2022).

TOP KEY DRIVER

↑ / ↓ = Significant upward / downward shift

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)	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Good-to-Excellent ratings compared to: LAST QUARTER	SAME QUARTER LAST YEAR
2	WVT*	8.6	76	81	93	88	42	80	85	94	81	76	-5	-4
3	BTC	8.5	82	79	79	84	84	77	80	87	84	82	-2	+5
4	RTC	8.5	80	82	77	78	81	64	76	73	82	80	-2	+16 ↑
3	VTC	8.5	72	78	77	74	79	73	80	76	72	72	0	-1
6	TOTAL BUS	8.4	75	78	79	78	80	73	79	78	79	75	-4	+2
6	CMBC	8.4	75	78	78	78	81	72	79	77	79	75	-4	+3
14	PCT*	8.2	75	78	76	80	89	87	75	74	87	75	-12	-12
12	STC*	8.0	70	79	77	73	77	75	73	74	77	70	-7	-5
7	HTC*	8.0	66	74	84	79	76	63	79	75	76	66	-10	+3

Q4 2023 Base = 674
*Caution: small base size.
Total Bus includes all routes evaluated.

- Three-quarters (75%) of bus users provide top scores for Trip Duration, which is a 4 ppt drop from last wave (79%) and a 2 ppt lift from the same quarter last year (73% in Q4 2022). The average score is 8.4 out of 10, which is significantly below last wave (8.6) and slightly above the same quarter last year (8.2 out of 10 in Q4 2022).

- This wave, the RTC depot experienced a significant increase compared to the same quarter last year (up 16 ppt from Q4 2022).

TIME PERIOD WITH LOWER RATINGS

No particular time period is singled out

↑ / ↓ = Significant upward / downward shift

Ipsos

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)	Q4 2021 – Q1 2022 – Q2 2022 – Q3 2022 – Q4 2022 – Q1 2023 – Q2 2023 – Q3 2023 – Q4 2023	Good-to-Excellent ratings compared to: LAST QUARTER	SAME QUARTER LAST YEAR
6	WVT*	8.2	68	57 – 62 – 57 – 30 – 56 – 53 – 67 – 53 – 68	+15	+12
21	RTC	7.3	62	66 – 57 – 59 – 51 – 52 – 67 – 57 – 62 – 62	+0	+10
21	PCT*	7.3	59	62 – 70 – 67 – 55 – 56 – 57 – 59 – 72 – 59	-13	+3
27	VTC	7.2	58	61 – 61 – 48 – 56 – 43 – 40 – 46 – 52 – 58	+6	+15 ↑
25	TOTAL BUS	7.0	52	58 – 59 – 54 – 54 – 46 – 51 – 52 – 53 – 52	-1	+6 ↑
26	CMBC	7.0	51	58 – 59 – 54 – 55 – 46 – 50 – 51 – 53 – 51	-2	+5
23	BTC	7.0	46	50 – 56 – 53 – 57 – 56 – 53 – 50 – 53 – 46	-7	-10
24	HTC*	6.7	44	56 – 56 – 52 – 57 – 42 – 43 – 49 – 45 – 44	-1	+2
42	STC*	6.0	30	55 – 57 – 50 – 50 – 28 – 62 – 52 – 46 – 30	-16	+2

Q4 2023 Base = 674
*Caution: small base size.
Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS

Weekdays from 5AM to 9:30AM

- More than half (52%) of bus riders provide top ratings for Not Being Over-crowded, which is similar to last quarter (53% in Q3 2023) and up significantly from the same period last year (46% in Q4 2022). The average score is 7.0 out of 10, which is slightly lower than last quarter (7.2) and on par with the same period last year (7.0 out of 10 in Q4 2022). Not Being Overcrowded is one of the lowest key drivers among Overall Bus Service attributes.

- This quarter, the VTC depot experienced a significant increase in top ratings compared to the same quarter last year (up 15 ppt from Q4 2022).

TOP KEY DRIVER

↑ / ↓ = Significant upward / downward shift

Ipsos

Bus Service Quality Measures | SAFE AND PROFESSIONAL BUS OPERATOR

SAFE AND PROFESSIONAL BUS OPERATOR

Q18.1A/20.1A/22.1A. Thinking about the [ROUTE NUMBER] bus you took, how would you rate it in terms of having an operator who drives safely and professionally?

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Q4 2021 — Q1 2022 — Q2 2022 — Q3 2022 — Q4 2022 — Q1 2023 — Q2 2023 — Q3 2023 — Q4 2023	Good-to-Excellent ratings compared to: LAST QUARTER	Good-to-Excellent ratings compared to: SAME QUARTER LAST YEAR
0	WVT*	9.2	93	84 – 77 – 84 – 79 – 88 – 95 – 90 – 60 – 93	+33 ↑	+5
0	RTC	9.0	85	85 – 88 – 91 – 84 – 96 – 84 – 78 – 93 – 85	-8	-11 ↓
2	BTC	8.9	91	89 – 91 – 89 – 92 – 94 – 88 – 85 – 92 – 91	-1	-3
2	VTC	8.9	87	85 – 90 – 91 – 83 – 87 – 89 – 87 – 87 – 87	+0	+0
3	TOTAL BUS	8.8	86	86 – 88 – 90 – 86 – 91 – 87 – 84 – 86 – 86	+0	-5 ↓
4	CMBC	8.8	85	86 – 88 – 90 – 86 – 91 – 87 – 83 – 87 – 85	-2	-6 ↓
4	PCT*	8.7	93	86 – 92 – 90 – 82 – 97 – 93 – 79 – 87 – 93	+6	-4
14	STC*	8.5	83	84 – 85 – 89 – 88 – 90 – 79 – 79 – 82 – 83	+1	-7
3	HTC*	8.4	72	84 – 81 – 91 – 86 – 84 – 82 – 86 – 76 – 72	-4	-12

Q4 2023 Base = 674
* 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 (86%) riders award top ratings for Safe and Professional Bus Operator, consistent with last wave but down significantly from the same quarter last year (91% in Q4 2022). The average score is 8.8 out of 10, which is on par with last wave and slightly below the same quarter last year (8.9 out of 10 in Q4 2022).

- The WVT depot experienced a significant increase of 33 ppt from last wave.

- Meanwhile, the RTC depot experienced a significant decline from the same quarter last year (down 11 ppt from Q4 2022).

↑ / ↓ = Significant upward / downward shift

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?

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Good-to-Excellent ratings compared to: LAST QUARTER	Good-to-Excellent ratings compared to: SAME QUARTER LAST YEAR
7	WVT*	8.9	82	86	85	90	83	94	84	86	80	82	+2	-12
7	RTC	8.8	88	82	79	90	84	87	84	80	81	88	+7	+1
2	BTC	8.6	80	82	82	78	79	83	79	78	84	80	-4	-3
4	PCT*	8.5	87	88	93	86	85	86	91	82	75	87	+12	+1
11	STC*	8.4	79	76	80	78	76	71	55	69	62	79	+17 ↑	+8
6	TOTAL BUS	8.4	78	80	80	80	78	76	72	75	74	78	+4	+2
6	CMBC	8.4	78	80	80	79	77	75	71	74	73	78	+5 ↑	+3
2	HTC*	8.4	75	85	82	85	79	70	77	79	73	75	+2	+5
9	VTC	8.1	69	77	75	72	73	67	59	65	67	69	+2	+2

Q4 2023 Base = 674
* Caution: small base size.
Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS

No particular time period is singled out

- More than three-quarters (78%) of bus riders provide Good-to-Excellent ratings for Feeling Safe from Crime On Board the Bus, which is up slightly from last quarter (74%) and up by 2 ppt from the same period last year (76% in Q4 2022). The average score is 8.4 out of 10, which is consistent with last wave, and slightly above the same quarter last year (8.2 out of 10 in Q4 2022).

- This wave, the STC depot experienced a significant increase from last quarter (up 17 ppt from Q3 2023).

↑ / ↓ = Significant upward / downward shift

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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)	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	LAST QUARTER	SAME QUARTER LAST YEAR
													Good-to-Excellent ratings compared to:	
0	WVT*	8.7	87	85	83	83	76	68	84	81	81	87	+6	**+19 ↑**
4	PCT*	8.3	76	80	85	83	77	92	78	79	71	76	+5	**-16 ↓**
9	HTC*	8.3	68	84	75	84	76	72	66	70	76	68	-8	-4
8	RTC	8.2	68	87	76	77	76	78	81	78	84	68	**-16 ↓**	-10
8	TOTAL BUS	8.1	67	78	75	76	70	70	71	74	76	67	**-9 ↓**	-3
8	CMBC	8.1	66	77	74	76	70	70	70	73	76	66	**-10 ↓**	-4
7	BTC	8.0	69	73	74	72	66	74	74	81	81	69	**-12 ↓**	-5
8	VTC	8.0	62	73	70	71	67	71	60	65	68	62	-6	-9
13	STC*	8.0	61	77	75	79	65	52	69	74	78	61	**-17 ↓**	+9

Q4 2023 Base = 674
*Caution: small base size.
Total Bus includes all routes evaluated.

TIME PERIOD WITH LOWER RATINGS

Weekdays after 6:30PM

- Clean and Graffiti-Free Buses is awarded Good-to-Excellent scores by more than two-thirds (67%) of bus riders, which is down significantly from last wave (76%) and down by 3 ppt from the same period last year (70% in Q4 2022). The average score is 8.1 out of 10, which is significantly lower than 8.4 last wave, but on par with Q4 2022.

- In addition to the decrease seen at the overall level compared to last quarter, several other depots experienced significant declines from Q3 2023: RTC depot (down 16 ppt), BTC depot (down 12 ppt), and STC depot (down 17 ppt).

- The WVT depot saw a significant increase in top scores from the same quarter last year (up 19 ppt from Q4 2022), while the PCT depot saw a significant decline from the same quarter last year (down 16 ppt from Q4 2022).

↑ / ↓ = *Significant upward / downward shift*

HAVING A DIRECT ROUTE

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

% Very Poor to Neutral (1-5)	Depot	Avg Score	% Good to Excellent (8-10)	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	LAST QUARTER	SAME QUARTER LAST YEAR
													Good-to-Excellent ratings compared to:	
2	WVT*	9.2	90	79	82	81	90	86	84	66	85	90	+5	+4
3	BTC	8.8	90	84	88	83	92	87	91	84	88	90	+2	+3
2	VTC	8.8	80	82	82	79	83	78	85	83	83	80	-3	+2
3	RTC	8.7	78	82	81	81	84	79	83	80	83	79	+1	+3
5	TOTAL BUS	8.6	79	82	81	81	84	79	83	80	83	79	-4	+0
5	CMBC	8.6	78	82	81	81	84	79	83	80	83	78	**-5 ↓**	-1
4	HTC*	8.4	71	76	82	82	82	72	83	77	76	71	-5	-1
11	PCT*	8.3	82	81	73	82	89	85	79	72	95	82	**-13 ↓**	-3
12	STC*	7.9	60	82	74	76	72	71	71	83	84	60	**-24 ↓**	-11

Q4 2023 Base = 674
*Caution: small base size.
Total Bus includes all routes evaluated.

TIME PERIOD WITH HIGHER RATINGS

Weekdays from 3 to 6:30PM

- Nearly eight-in-ten (79%) bus riders provide top ratings for Having a Direct Route. This is down slightly from last wave (83% in Q3 2023) and unchanged from the same quarter last year (79% in Q4 2022). The average score of 8.6 out of 10 is below 8.8 last wave and is consistent with the same quarter last year (8.6 out of 10 in Q4 2022).

- The PCT, and STC depots experienced significant decreases from last quarter (down 13 ppt, and 24 ppt respectively from Q3 2023).

↑ / ↓ = Significant upward / downward shift

Bus Service Quality Measures

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)	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Good-to-Excellent ratings compared to: LAST QUARTER	Good-to-Excellent ratings compared to: SAME QUARTER LAST YEAR
7	WVT*	8.9	82	77	72	67	84	87	91	77	82	82	+0	-5
5	RTC	8.7	87	80	76	84	87	80	82	72	84	87	+3	+7
4	BTC	8.5	78	82	81	76	81	68	76	81	80	78	-2	+10 ↑
5	PCT*	8.3	77	76	87	78	66	85	83	84	67	77	+10	-8
6	TOTAL BUS	8.3	73	75	76	76	75	70	74	72	72	73	+1	+3
6	CMBC	8.3	73	75	76	76	75	69	74	72	72	73	+1	+4
6	VTC	8.2	66	72	73	73	68	63	64	71	66	66	+0	+3
7	HTC*	8.0	68	76	76	82	78	69	84	73	75	68	-7	-1
14	STC*	7.9	61	71	70	66	70	67	60	53	58	61	+3	-6

Q4 2023 Base = 674
Caution: small base size.
Total Bus includes all routes evaluated.

TIME PERIOD WITH LOWER RATINGS

No particular time period is singled out

- Close to three-quarters (73%) of bus riders award Good-to-Excellent scores for Feeling Safe from Crime at the Bus Stops or Exchange, which is fairly consistent with last quarter (72%) and up slightly from the same quarter last year (70% in Q4 2022). The average score of 8.3 is slightly higher than 8.2 last quarter and is higher than Q4 2022 (8.1 out of 10).

- The BTC depot experienced a significant increase from Q4 2022 (up 10 ppt).

↑ / ↓ = Significant upward / downward shift

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?

% Very Poor to Neutral (1-5)	Avg Score	% Good to Excellent (8-10)	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Good-to-Excellent ratings compared to: LAST QUARTER	SAME QUARTER LAST YEAR
2 — CANADA LINE (n=136)	8.6	82	88	81	83	92	82	80	81	84	82	-2	+0
3 — TOTAL SKYTRAIN (n=471)	8.4	77	81	78	77	83	76	81	77	75	77	+2	+1
4 — TOTAL BCRTC (n=264)	8.3	76	78	75	75	77	69	81	77	71	76	+5	+7

- More than three-quarters (77%) of riders provide Good-to-Excellent ratings for overall SkyTrain Service, up by 2 ppt from last wave (75% in Q3 2023), and up by only 1 ppt from the same quarter last year (76% in Q4 2022). The average score is 8.4 out of 10, up from last quarter (8.2 out of 10) and up slightly from the same quarter last year (8.3 out of 10).

- For the Canada Line, top ratings are down by 2 ppt from Q3 2023 and are unchanged from the same quarter last year (82% in Q4 2022). Top scores for BCRTC have risen by 5 ppt from last quarter and by 7 ppt from same quarter last year (69% in Q4 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.

↑ / ↓ = *Significant upward / downward shift*

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?

% Very Poor to Neutral (1-5)		Avg Score	% Good to Excellent (8-10)	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Good-to-Excellent ratings compared to:	
													LAST QUARTER	*SAME QUARTER LAST YEAR*
2	CANADA LINE (n=136)	9.3	95	89	90	86	97	90	88	95	89	95	+6	+5
3	TOTAL SKYTRAIN (n=471)	8.9	88	87	84	84	87	83	87	85	86	88	+2	+5 ↑
4	TOTAL BCRTC (n=264)	8.7	85	86	80	83	83	77	86	81	83	85	+2	+8 ↑

- Close to nine-in-ten (88%) SkyTrain riders awarded top ratings for On-Time, Reliable Service, up 2 ppt from last quarter (86% in Q3 2023) and up significantly from the same quarter last year (83% in Q4 2022). The average is 8.9 out of 10 which is up slightly from last wave (8.8 out of 10) and up from 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 from last quarter (up 6 ppt from Q3 2023) and up from the same period last year (up 5 ppt from Q4 2022). Ratings for BCRTC are up only marginally from last quarter (up 2 ppt from Q3 2023) and up significantly from the same period last year (up 8 ppt from Q4 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.

TOP KEY DRIVER

↑ / ↓ = *Significant upward / downward shift*

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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?

% Very Poor to Neutral (1-5)		Avg Score	% Good to Excellent (8-10)	Q4 2021 / Q1 2022 / Q2 2022 / Q3 2022 / Q4 2022 / Q1 2023 / Q2 2023 / Q3 2023 / Q4 2023	Good-to-Excellent ratings compared to:	
					LAST QUARTER	*SAME QUARTER LAST YEAR*
3	CANADA LINE (n=136)	8.6	80	80 – 80 – 73 – 87 – 84 – 74 – 86 – 82 – 80	-2	-4
7	TOTAL SKYTRAIN (n=471)	8.4	75	78 – 76 – 77 – 77 – 80 – 75 – 76 – 77 – 75	-2	-5
9	TOTAL BCRTC (n=264)	8.2	71	77 – 73 – 78 – 73 – 75 – 76 – 71 – 74 – 71	-3	-4

- Three-quarters (75%) of SkyTrain riders awarded top ratings for Frequency of Service, a 2 ppt drop from last quarter (77% in Q3 2023) and down slightly from the same quarter last year (80% in Q4 2022). The average score is 8.4 out of 10, which is unchanged from both last wave and the same period last year.

- Top scores for the Canada Line are down marginally from last quarter (down 2 ppt from Q3 2023) and down slightly from the same quarter last year (down 4 ppt from Q4 2022). BCRTC top scores are also down by 3 ppt from last quarter and by 4 ppt from Q4 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.

© Ipsos ☐ TOP KEY DRIVER

↑ / ↓ = *Significant upward / downward shift*

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?

% Very Poor to Neutral (1-5)		Avg Score	% Good to Excellent (8-10)		Good-to-Excellent ratings compared to:	
					LAST QUARTER	SAME QUARTER LAST YEAR
27	CANADA LINE (n=136)	7.2	58	64–66–62–52–51–51–48–56–58	+2	+7
27	TOTAL SKYTRAIN (n=471)	7.0	53	61–60–55–52–46–51–48–45–53	+8 ↑	+7 ↑
27	TOTAL BCRTC (n=264)	7.0	50	60–56–54–51–44–49–49–39–50	+11 ↑	+6

Quarter labels across trend line: Q4 2021, Q1 2022, Q2 2022, Q3 2022, Q4 2022, Q1 2023, Q2 2023, Q3 2023, Q4 2023

- More than half (53%) of SkyTrain riders award Good-to-Excellent scores for Not Being Overcrowded, a significant increase from last wave (45% in Q3 2023) and a significant increase from the same quarter last year (46% in Q4 2022). The average score is 7.0 out of 10, up from 6.8 last wave and down slightly from the same quarter last year (7.1 in Q4 2022). Not Being Overcrowded continues to be the lowest rated top key driver of overall SkyTrain attributes.

- Top ratings for the Canada Line are up only 2 ppt from last wave and up slightly from the same period last year (up 7 ppt from Q4 2022). Top ratings for BCRTC are up significantly from last quarter (up 11 ppt) and up slightly from the same quarter last year (up 6 ppt from Q4 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.

TOP KEY DRIVER

↑ / ↓ = *Significant upward / downward shift*

SkyTrain Service Quality Measures

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?

% Very Poor to Neutral (1-5)		Avg Score	% Good to Excellent (8-10)	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Good-to-Excellent ratings compared to: LAST QUARTER	SAME QUARTER LAST YEAR
6	CANADA LINE (n=136)	8.6	80	85	80	77	83	75	74	76	83	80	-3	+5
8	TOTAL SKYTRAIN (n=471)	8.3	70	75	76	74	78	72	72	70	74	70	-4	-2
9	TOTAL BCRTC (n=264)	8.2	67	71	73	73	76	71	70	71	69	67	-2	-4

- Seven-in-ten (70%) SkyTrain riders award top scores for Feeling Safe from Crime On Board SkyTrain, down slightly from last wave (down by 4 ppt from Q3 2023) and down 2 ppt from the same quarter last year (72% in Q4 2022). The average score is 8.3 out 10, which is up slightly from last wave (8.2 in Q3 2023), and from the same quarter last year (also 8.2 in Q4 2022).

- This quarter, top scores for the Canada Line are down 3 ppt from last quarter and up 5 ppt from Q4 2022. BCRTC has modest changes from last quarter (down 2 ppt) and a slight drop from the same quarter last year (down 4 ppt from Q4 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.

☐ TOP KEY DRIVER

↑ / ↓ = *Significant upward / downward shift*

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)	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Good-to-Excellent ratings compared to: LAST QUARTER	SAME QUARTER LAST YEAR
1	CANADA LINE (n=136)	8.8	86	85	84	79	81	66	79	78	75	86	+11 ↑	+20 ↑
9	TOTAL SKYTRAIN (n=471)	8.0	66	71	69	68	67	60	67	61	66	66	+0	+6
11	TOTAL BCRTC (n=264)	7.6	59	63	62	61	63	53	61	54	60	59	-1	+6

- Two-thirds (66%) of SkyTrain riders assigned Good-to-Excellent ratings for Clean and Graffiti-Free SkyTrain Cars and Stations, which is unchanged from last wave and up slightly from the same period last year (60% in Q4 2022). The average score is 8.0 this wave, which is up from 7.9 last quarter and up from Q4 2022 (7.8 out of 10).

- Top ratings for the Canada Line are up significantly both from last wave (up 11 ppt) and from the same period last year (up 20 ppt from the dip seen in Q4 2022). Top ratings for BCRTC are similar to last quarter (down only 1 ppt) but are up slightly from the same quarter last year (up 6 ppt from Q4 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.

↑ / ↓ = Significant upward / downward shift

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?

% Very Poor to Neutral (1-5)		Avg Score	% Good to Excellent (8-10)	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Good-to-Excellent ratings compared to:	
													LAST QUARTER	SAME QUARTER LAST YEAR
6	CANADA LINE (n=136)	8.7	83	79	78	73	84	76	70	73	82	83	+1	+7
11	TOTAL SKYTRAIN (n=471)	8.0	67	68	71	67	71	69	63	64	67	67	+0	-2
15	TOTAL BCRTC (n=264)	7.7	61	62	66	65	64	64	59	61	60	61	+1	-3

- Feeling Safe from Crime Inside the SkyTrain Station is awarded top ratings by more than two-thirds (67%) of SkyTrain users this wave, on par with last wave and down a marginal 2 ppt from the same quarter last year (69% in Q4 2022). The average score of 8.0 out of 10 is unchanged from both last quarter and Q4 2022.

- Canada Line top ratings are up only 1 ppt from last quarter, but up 7 ppt from the same period last year (76% in Q4 2022). BCRTC ratings are also up by only 1 ppt from last wave but are down slightly from the same period last year (down 3 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.

↑ / ↓ = *Significant upward / downward shift*

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?

														Good-to-Excellent ratings compared to:	
% Very Poor to Neutral (1-5)		Avg Score	% Good to Excellent (8-10)		Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	LAST QUARTER	SAME QUARTER LAST YEAR
19	TOTAL BCRTC (n=264)	7.1		39	35	36	39	37	37	42	34	42	39	-3	+2
22	TOTAL SKYTRAIN (n=471)	6.9		37	32	33	36	34	37	38	30	36	37	+1	+0
25	CANADA LINE (n=136)	6.7		37	24	27	30	29	38	32	26	30	37	+7	-1

- More than one-third (37%) of SkyTrain riders provide top ratings for Staff Available When Needed, which is only a 1 ppt increase from last wave (36% in Q3 2023), and unchanged from the same quarter last year (37% in Q4 2022). The average score is 6.9 out of 10, up from 6.6 last wave and up slightly from the same period last year (6.8 out of 10 in Q4 2022).

- The Canada Line saw an increase of 7 ppt from last quarter and only a 1 ppt drop from the same quarter last year. BCRTC saw a 3 ppt drop from last quarter and a 2 ppt increase from Q4 2022 for this attribute.

- Staff Available When Needed has the lowest proportion of top scores amongst all Skytrain attributes.

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.

↑ / ↓ = Significant upward / downward shift

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?

% Very Poor to Neutral (1-5)		Avg Score	% Good to Excellent (8-10)	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Good-to-Excellent ratings compared to:	
													LAST QUARTER	SAME QUARTER LAST YEAR
3	CANADA LINE (n=7**)	7.6	74	37	41	20	26	28	14	19	15	74	+59	+46
32	TOTAL BCRTC (n=49*)	6.5	41	39	28	43	32	45	42	29	43	41	-2	-4
28	TOTAL SKYTRAIN (n=60*)	6.5	40	40	30	39	33	40	38	24	35	40	+5	+0

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

- More than one-in-ten (16%) SkyTrain riders indicate that they have experienced a SkyTrain delay of more than five minutes in the past 30 days, down from both last quarter (19%) and from the same period last year (22% in Q4 2022). Of those who have experienced a SkyTrain delay, Delays are Announced and Explained is awarded top ratings by four-in-ten (40%) SkyTrain users, a 5 ppt increase from last wave (35% in Q3 2023) and unchanged from the same quarter last year (40% in Q4 2022). The average score is 6.5 out of 10, up from 6.3 last wave and down slightly from the same quarter last year (6.6 in Q4 2022).

- BCRTC top ratings are down by 2 ppt compared to last quarter, and lower by 4 ppt from the same quarter last year. Base sizes for Canada Line ratings are <30 so interpretation is qualitative in nature.

↑ / ↓ = Significant upward / downward shift

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?

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

		Avg Score	% Good to Excellent	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Good-to-Excellent ratings compared to: LAST QUARTER	Good-to-Excellent ratings compared to: SAME QUARTER LAST YEAR
0	CANADA LINE (n=2**)	9.0	100	79	100	88	100	100		84	54	100 / 100	+46	+0
10	TOTAL SKYTRAIN (n=17**)	8.4	90	76	89	81	88	90	91	90	72	90	+18	+0
11	TOTAL BCRTC (n=14**)	8.3	89	73	88	78	85	82	92	85	80	89	+9	+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, similar to last quarter (5% in Q3 2023) and up slightly from the same period last year (2% in Q4 2022). Of these riders, nine-in-ten (90%) award Good-to-Excellent ratings for Courteous, Competent and Helpful SkyTrain Staff, up from last wave (72% in Q3 2023) and unchanged from the same quarter last year (90% in Q4 2022) although base sizes are <30 so only qualitative in nature.

- 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.
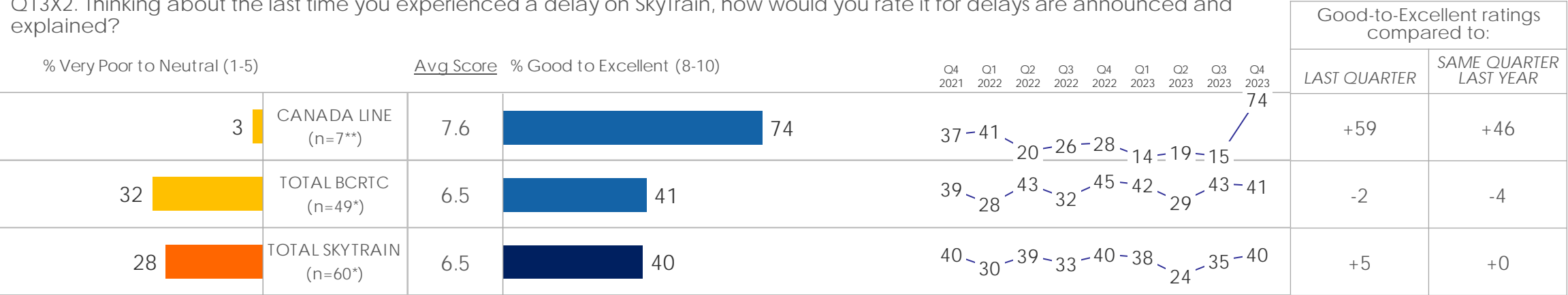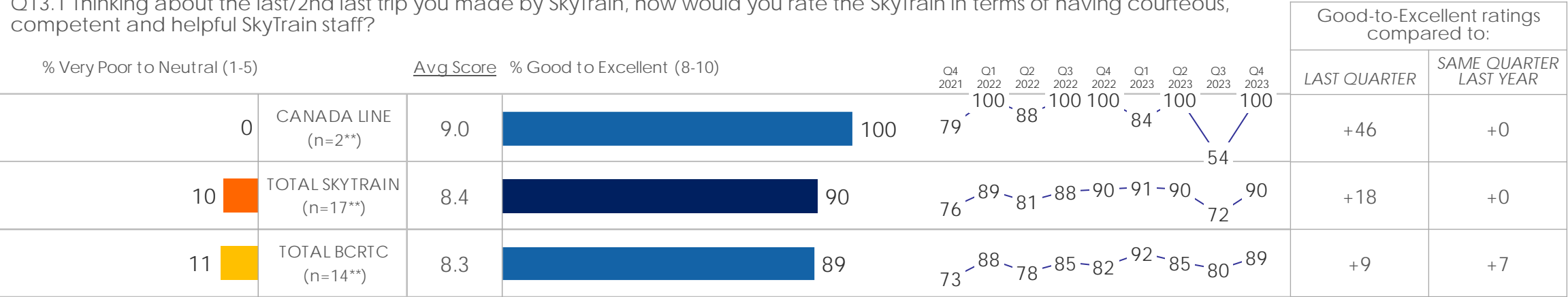
↑ / ↓ = *Significant upward / downward shift*

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 …

% Very Poor to Neutral (1-5)	Seabus Attributes	Avg Score	% Good to Excellent (8-10)	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Good-to-Excellent ratings compared to: Last Quarter	Good-to-Excellent ratings compared to: Same Quarter Last Year
0	Courteous, competent & helpful staff**	9.6	92	97	85	100	88	100	100	95	100	92	-8	-8
0	On-time, reliable service	9.5	98	90	94	92	100	100	93	91	92	98	+6	-2
0	Trip duration	9.5	97	94	85	91	98	84	90	91	100	97	-3	+13 ↑
3	Overall Service	9.2	97	83	84	92	93	89	81	89	89	97	+8	+8
0	Clean & graffiti-free	9.1	98	83	83	79	78	93	73	83	85	98	+13 ↑	+5
7	Safety from crime at the station	9.1	89	85	80	90	81	91	88	75	81	89	+8	-2
1	Staff available when needed	9.1	79	68	60	70	64	71	62	55	59	79	+20 ↑	+8
1	Frequency of service	8.9	86	73	75	76	74	73	63	81	77	86	+9	+13 ↑
4	Not being overcrowded	8.6	78	73	76	70	61	89	77	73	78	78	+0	-11

Q4 2023 Base = 82*

Caution: small base size.

**Caution: very small base size - only among those who spoke to SeaBus staff (n=20)*

- Almost all riders (97%) provided top ratings for Overall SeaBus Service, up from both last wave and from the same quarter last year (both 89%). This quarter, the average score is 9.2 out of 10, up from 9.0 last quarter and up from 8.9 in Q4 2022.

- This wave, a few attributes experienced significant shifts. Key driver Frequency of Service is up 13 ppt from Q4 2022. Although not key drivers, Trip Duration is also up by 13 ppt from Q4 2022. Meanwhile, Clean & Graffiti-Free and Staff Available When Needed saw increases of 13 ppt and 20 ppt respectively from last quarter.

NOTES:
SeaBus ratings are based on a small sample size and typically require a difference of 18 percentage points to be considered statistically significant..

☐ TOP KEY DRIVER

↑ / ↓ = Significant upward / downward shift

Ipsos

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?

- ■ % Captive
- ■ % Choice

	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023
% Captive	38	40	38	34	36	35	38	39	32
% Choice	61	59	61	65	64	64	62	60	66

Q4 2023 Base = 750
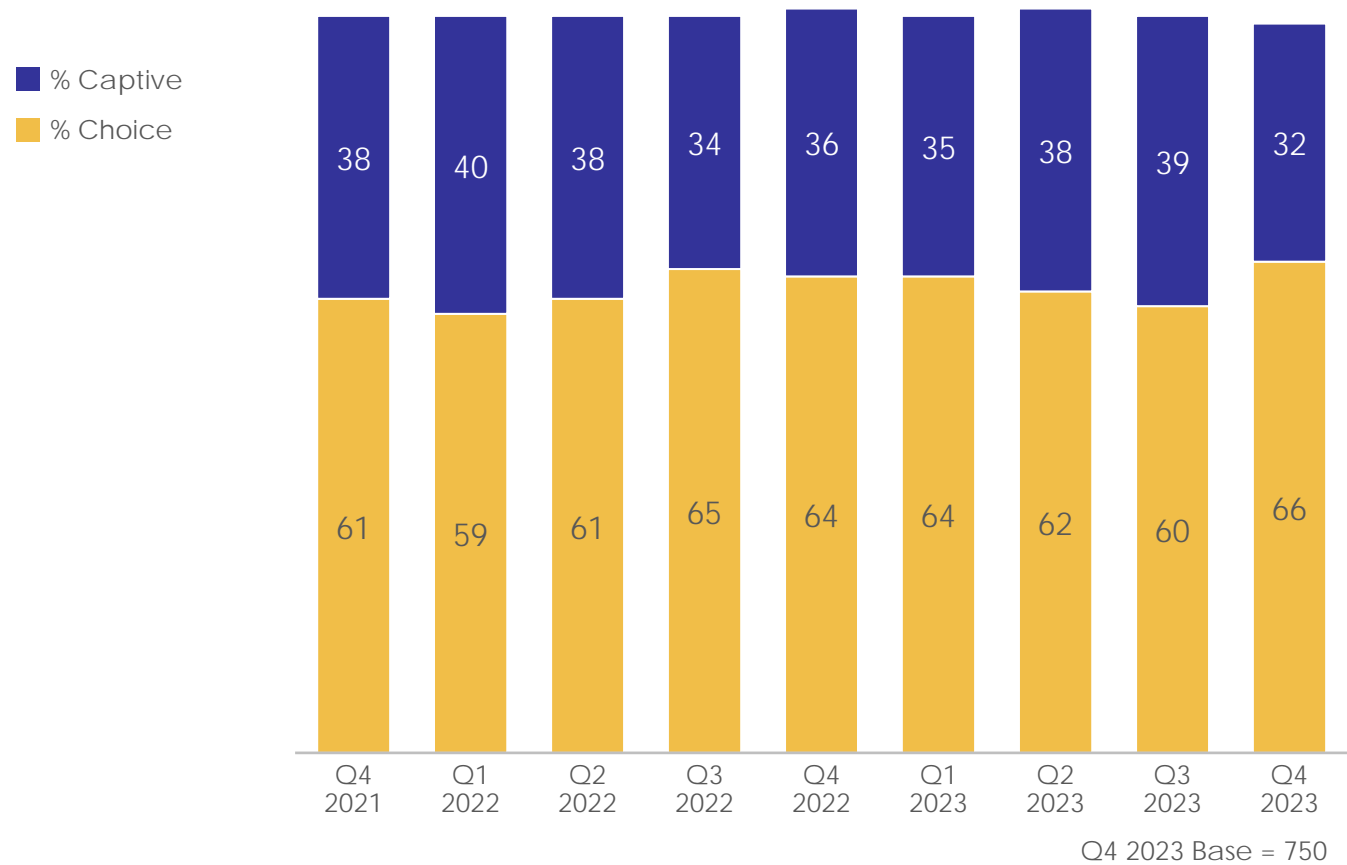
- Almost one-in-three (32%) riders are Captive riders, defining those who do not have regular access to a vehicle for the transit trips they make. This is a significant decrease of 7 ppt from last quarter and down 4 ppt from the same quarter last year (36% in Q4 2022). On the other hand, two-thirds (66%) of riders are Choice riders, meaning they have regular access to a vehicle. This proportion is up directionally by 6 ppt from last wave and up by 2 ppt from the same quarter last year (64%).

- Captive riders are more likely than Choice riders to be under 45 years old or have household incomes that are less than $80K. Furthermore, they are more likely to be High Frequency riders, taking transit for work, school or shopping, or be a Bus user.

- Alternatively, Choice riders are more likely than Captive riders to be aged 25+ or have a household income of $40K or more. They are also more likely to be Low Frequency riders, take transit for personal business or entertainment, or be a SkyTrain or SeaBus rider.

- 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]?

	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023
To or from work	47	46	50	47	48	48	46	48	53
For entertainment or social reasons	40	37	43	47	44	44	45	51	44
To and from shopping	38	39	40	39	41	35	40	42	36
For personal business	23	25	24	24	24	22	25	26	24
To or from school	14	11	14	11	12	15	15	15	12
For any other purpose	8	10	12	9	13	10	13	11	8
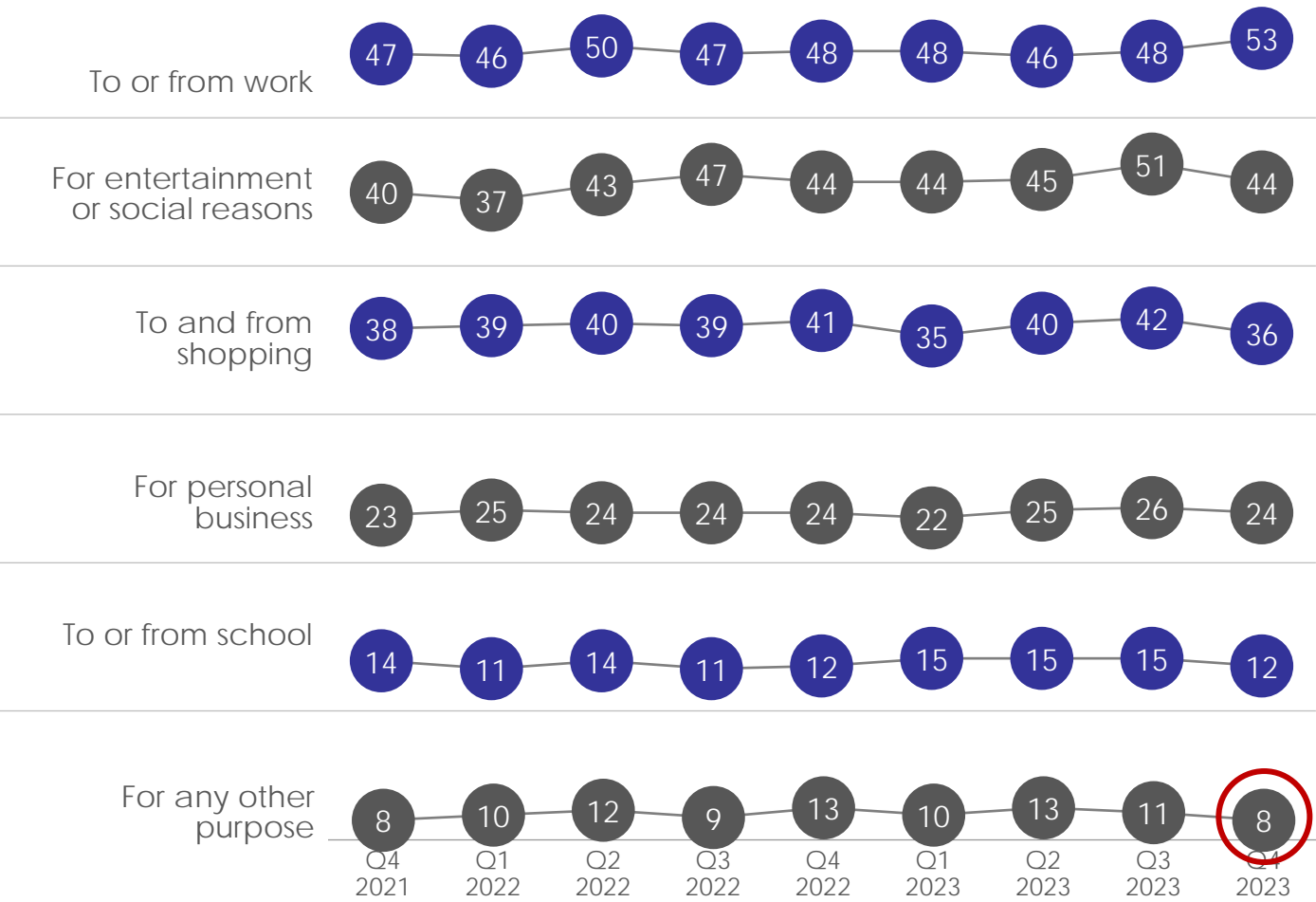
- More than half (53%) of riders took transit to get to work, which is 5 ppt above last quarter and Q4 2022 (both 48%).

- More than four-in-ten (44%) riders used transit for entertainment or social reasons which is down directionally from last quarter (51% in Q3 2023) but unchanged from the same period last year (44% in Q4 2022).

- More than one-in-ten (12%) riders take transit to go to school, which is down slightly from last quarter (15%) and is on par with the same quarter last year (12% in Q4 2022).

- This quarter, less than one-in-ten riders (8%) take transit for other purposes, which is down slightly from last quarter (11% in Q3 2023) and down significantly from the same quarter last year (13% in Q4 2022).

Q4 2023 Base = 750

☐ *Significantly higher than the same quarter of the previous year*

◯ *Significantly lower than the same quarter of the previous year*

Ipsos

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?

Avg Number of Years	12.7	11.9	11.3	11.8	11.9	12.4	9.8	11.8	11.7

Legend:
- ■ % 11+ years
- ■ % 6 to 10 years
- ■ % 3 to 5 years
- ■ % 1 to 2 years
- ■ % Less than 1 year
- ■ % Not a regular rider

	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023
% 11+ years	35	31	29	31	32	30	26	30	30
% 6 to 10 years	18	20	18	17	18	16	15	17	17
% 3 to 5 years	18	17	17	14	12	14	16	11	15
% 1 to 2 years	9	8	10	10	11	13	13	16	14
% Less than 1 year	9	12	12	14	14	12	16	12	9
% Not a regular rider	10	11	12	13	12	12	12	10	12

Q4 2023 Base = 750

- Three-in-ten (30%) riders have been taking transit for over 11 years, unchanged from last wave and down only 2 ppt from the same period last year (32% in Q4 2022). The average number of years riders have been taking transit this wave is 11.7 which is below 11.8 last wave and below the same period last year (11.9).

- Almost one-in-ten (9%) riders have been taking transit for less than 1 year, which is lower than last wave (12%) and lower than Q4 2022 (14%).

- Residents from Vancouver, North Vancouver, or West Vancouver have been taking transit for a longer period on average.

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?

Legend:
- % Definitely continue as often as you do now
- % Probably continue as often as you do now
- % Might or might not continue as often
- % Probably not continue as often
- % Definitely not continue as often
- % Other/depends/ don't know/refused

	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023
Definitely	60	59	58	61	62	64	59	58	56
Probably	27	28	28	29	25	25	27	28	32
Might or might not	6	8	7	5	10	5	6	6	8
Probably not	4	3	3	3	3	2	5	5	2
Other	2	2	2	3	3	2	2	3	

Q4 2023 Base = 750

- More than half (56%) of riders foresee themselves definitely taking transit as often as they do now. This is a 2 ppt decrease from last wave (58% in Q3 2023) and a directional 6 ppt decrease from the same period last year (62% in Q4 2022).

- The proportion of riders who will probably take transit as often (32%) is up 4 ppt from last wave and a significant 7 ppt lift from the same quarter last year (25% in Q4 2022). Those who indicate that they might or might not take transit as often is up 2 ppt from last wave and down by 2 ppt from the same period last year.

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?

	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023
Compass Card (net)	83%	85%	85%	85%	81%	84%	84%	84%	82%
Compass Ticket (net)	3%	2%	3%	2%	2%	3%	2%	2%	2%

Legend:
- ■ % Monthly pass
- ■ % Stored value
- ■ % U-Pass BC
- ■ % Other Compass Card
- ■ % Compass Ticket
- ■ % Cash (bus only)
- ■ % Other

	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023
Monthly pass	13	15	14	13	15	13	14	17	15
Stored value	52	52	52	56	51	53	51	51	50
U-Pass BC	12	10	9	8	9	10	11	8	10
Other Compass Card	5	6	7	7	6	7	7	7	6
Compass Ticket	3	2	3	2	2	3	2	2	2
Cash (bus only)	5	4	5	4	5	5	5	6	5
Other									3

Q4 2023 Base = 750

- More than eight-in-ten (82%) riders use a Compass Card as their primary method of payment, down 2 ppt from last wave and up by only 1 ppt the same period last year (81% in Q4 2022).

- Half (50%) of riders used Stored Value, which is the method of payment used by the most riders every wave. This is similar to last wave and Q4 2022 (both 51%).

- More than one-in-ten (15%) riders have been using a Monthly Pass, down 2 ppt from last wave (17%) and on par with the same quarter last year (15% in Q4 2022).

- Monthly Pass users are more likely to be Captive, High Frequency riders, have household incomes of <$80K, aged 25-44, 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 college/university or graduated University), or be Low or Medium Frequency riders.

REASONS FOR TAKING TRANSIT

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

Reason	%
Cheaper/cheaper than operating a vehicle	29%
Bus stops/stations convenient	26%
Cost too much for parking/lack of parking	25%
Don't own a vehicle/don't drive/no ride/no choice	24%
To avoid driving/dealing with traffic/less stressful	24%
Faster than driving	9%
Environmental reasons	4%
Shopping/sightseeing/social/tourism/fun	4%
Transit is reliable/has good schedule	4%
Cold/wet weather/dark	2%
Changed work circumstances	2%
Have a monthly pass/employer pass/U-pass	2%
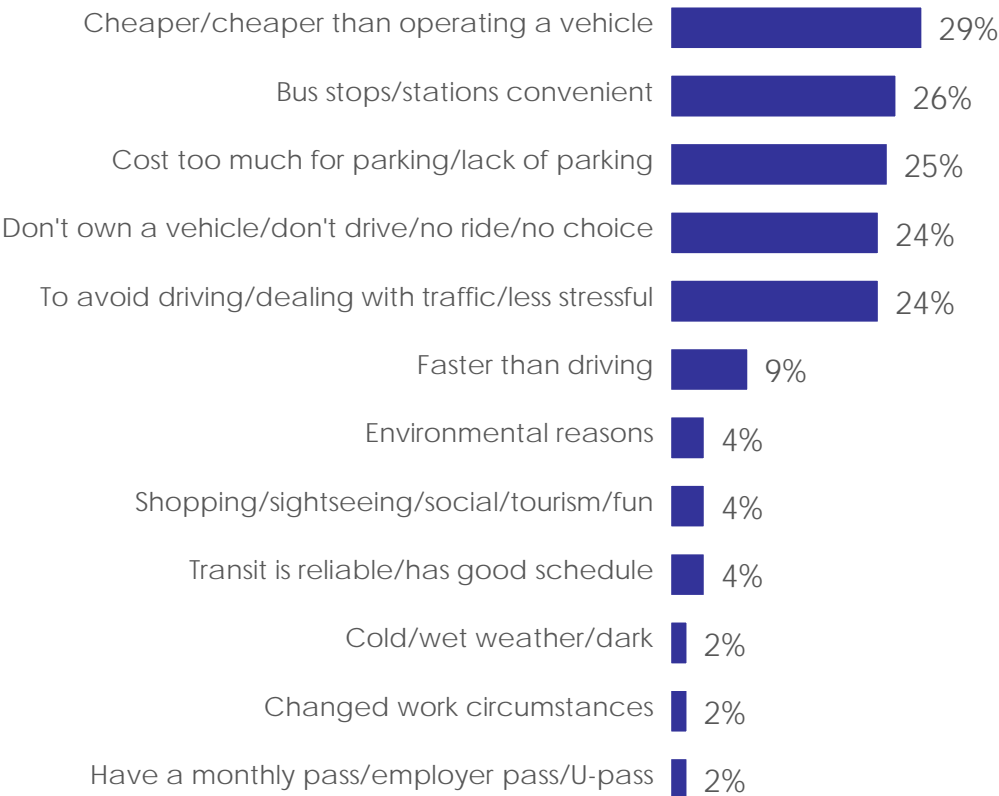
Only responses of 2% or more are shown.

Q4 2023 Base = 750

- The top three reasons for choosing to use transit this quarter are the following:
  - Cheaper than operating a vehicle (29%);
  - Bus stops and stations are convenient (26%); and,
  - Cost too much for parking or lack of parking (25%).

- Similar to last wave and the same period last year, not owning a vehicle also continues to be a top reason for deciding to take transit, which is composed of almost one-quarter of riders.

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?

■ % More regularly
■ % About the same
■ % Less regularly

	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023
% More regularly	28	21	27	25	25	19	18	19	18
% About the same	53	57	58	61	59	62	64	67	68
% Less regularly	18	20	14	13	14	17	17	13	13
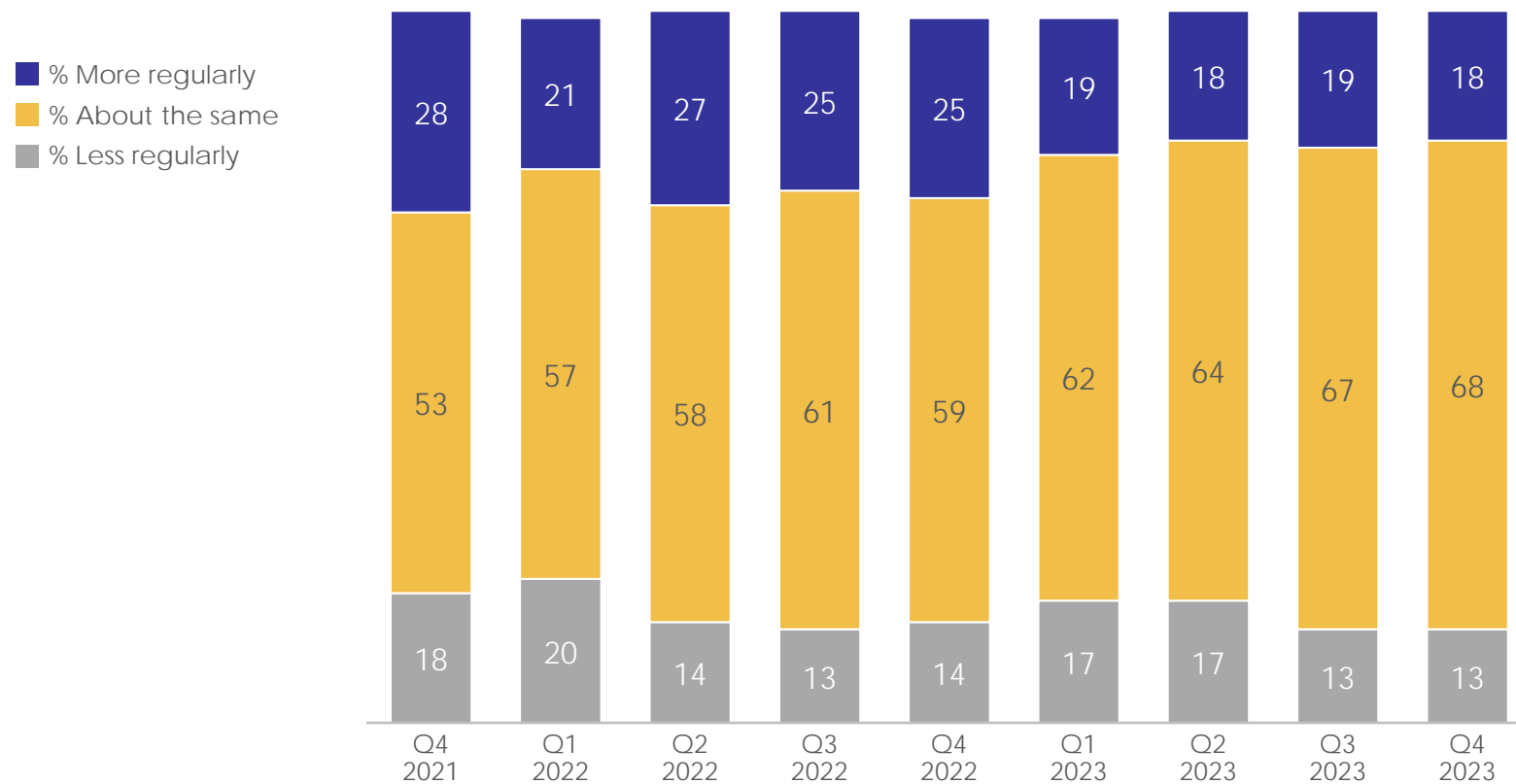
Q4 2023 Base = 750

- More than one-in-ten (13%) riders say they are taking transit less regularly than they did six months ago, which is unchanged from last quarter and down only 1 ppt from the same quarter last year (14% in Q4 2022).

- Conversely, over two-thirds (68%) of riders indicate that their transit usage is about the same as six months ago, which is only 1 ppt higher than last wave (67% in Q3 2023), but is significantly higher than the same quarter last year (59% in Q4 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 (25%).

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

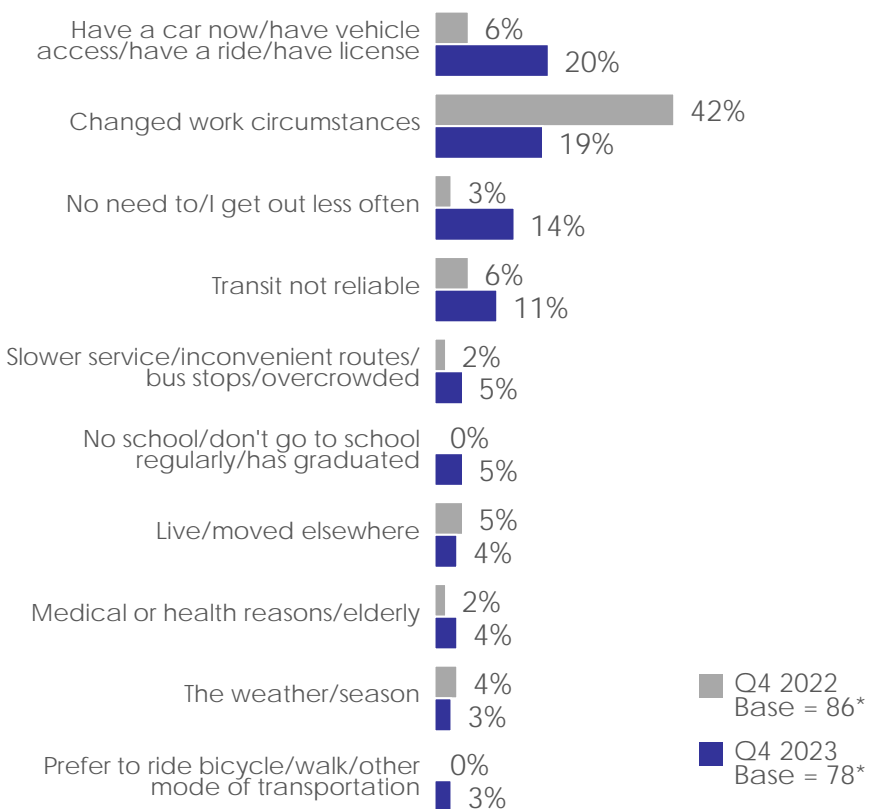## REASONS FOR RIDING MORE

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

Reason	Q4 2022	Q4 2023
Changed work circumstances	25%	27%
Cheaper/cheaper than operating a vehicle	6%	11%
Going to school	9%	9%
Don't drive/don't have car/no other means of transportation	8%	8%
Lived/moved elsewhere	1%	8%
Convenient (unspecified)	0%	8%
Faster service/convenient routes/bus stops	10%	7%
Cost too much for parking/lack of parking	6%	6%
To avoid driving/dealing with traffic/less stressful	4%	5%
The weather/season	5%	3%
Gas prices	15%	2%
Get out more often	5%	2%
Environmental reasons	3%	1%
Lifting COVID restrictions/opening up	2%	1%

Q4 2022 Base = 179
Q4 2023 Base = 118

REASONS FOR RIDING LESS

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

Reason	Q4 2022	Q4 2023
Have a car now/have vehicle access/have a ride/have license	6%	20%
Changed work circumstances	42%	19%
No need to/I get out less often	3%	14%
Transit not reliable	6%	11%
Slower service/inconvenient routes/bus stops/overcrowded	2%	5%
No school/don't go to school regularly/has graduated	0%	5%
Live/moved elsewhere	5%	4%
Medical or health reasons/elderly	2%	4%
The weather/season	4%	3%
Prefer to ride bicycle/walk/other mode of transportation	0%	3%

Q4 2022 Base = 86*
Q4 2023 Base = 78*

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

- The top reason for riding transit more regularly compared to six months ago remains to be changing work circumstances (27%) which is up 2 ppt from the same quarter last year (25% in Q4 2022), followed by being cheaper than operating a vehicle (11%) which is up from Q4 2022 (6%).

- The top mention for riding transit less regularly is having access to a vehicle/ride (20%) which is up significantly from the same quarter last year (6%) in Q4 2022), followed by changing work circumstances (19%) which is a significant decrease from the same quarter last year (42% in Q4 2022).

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] …?

Mean # Trips

Q4 2023 Base = 750
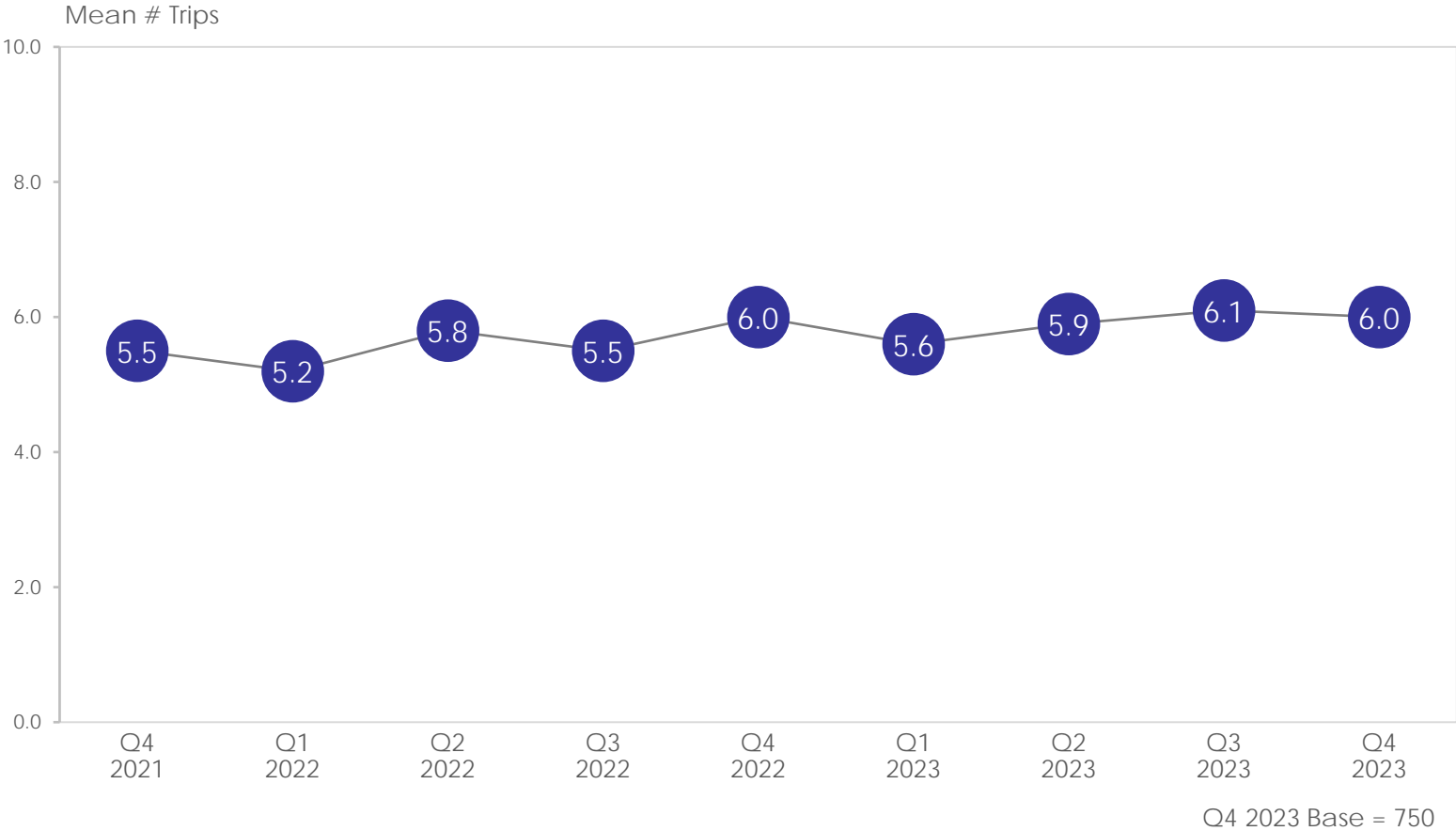
- The average number of one-way transit trips made is 6.0 days this wave, which is down slightly from last wave (6.1 in Q3 2023), and on par with the same quarter last year (6.0 in Q4 2022).

- The average weekly transit usage has increased for Bus but decreased for SkyTrain and SeaBus since last wave. The results for this quarter are as follows:
  - Bus users: 7.0 one-way transit trips (up from 6.8 last quarter)
  - SkyTrain users: 6.4 one-way transit trips (down from 6.6 last quarter)
  - SeaBus users: 5.0 one-way transit trips (down from 5.2 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

- Two-thirds (66%) of riders are Choice riders, meaning they have regular access to a vehicle for their transit trip(s) they make, which is up directionally by 6 ppt from last quarter (60% in Q3 2023) and up marginally by 2 ppt from the same quarter last year (64% in Q4 2022).

- Meanwhile, almost one-in-three(32%) riders are considered Captive, meaning they do not have regular access to a vehicle for their transit trip(s), which is down significantly by 7 ppt from last wave (39%) and down 4 ppt from the same quarter last year (36% in Q4 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	529	211
AVERAGE PAST-WEEK TRANSIT TRIPS	6.0	4.3	9.5
YEARS BEEN A TRANSIT RIDER	11.7	12.6	10.1
TRANSIT SYSTEM – OVERALL SERVICE RATING	8.0	8.0	7.8
MODE	%	%	%
Bus	73	67	86
SkyTrain	67	69	63
SeaBus	7	8	5
AGE	%	%	%
18-34 years	37	29	54
35-54 years	33	37	22
55+ years	28	31	21
GENDER	%	%	%
Male	49	47	53
Female	44	46	38
Non-binary/gender fluid	1	1	1
Prefer not to say/refused	7	6	9
EMPLOYMENT STATUS	%	%	%
Full-time	52	53	52
Part-time	14	13	14
Not employed	36	35	38
EDUCATION	%	%	%
High school or less	16	12	26
Vocational/college/technical	15	14	17
Some university	9	10	9
Graduated university	56	62	45
HOUSEHOLD INCOME	%	%	%
Under $40K	22	16	34
$40K to <$80K	22	22	24
$80K or more	38	45	24

Significantly higher than the other rider group.

Customer Profiles | CHOICE AND CAPTIVE RIDERS

	TOTAL	CHOICE	CAPTIVE
Base	750	529	211
TRAVEL PURPOSE	%	%	%
Work	53	48	63
Entertainment	44	45	42
Shopping	36	30	47
Personal business	24	24	25
School	12	8	18
Other purpose	8	9	6
PAYMENT METHOD	%	%	%
Compass card	82	79	89
Cash fare	5	5	5
Compass ticket	2	2	1
Other	3	4	2
REGION	%	%	%
Vancouver	38	38	38
Surrey/North Delta/White Rock/Langley	18	15	23
Burnaby/New Westminster	15	15	16
Richmond/South Delta	10	11	9
Northeast region	9	9	8
North Vancouver	8	9	5
West Vancouver	2	2	<1

Significantly higher than the other rider group.

Customer Profiles | CHOICE AND CAPTIVE RIDERS

	TOTAL	CHOICE	CAPTIVE
Base	750	529	211
IDENTIFY AS FIRST NATIONS, INTUIT, MÉTIS	%	%	%
Yes	3	3	3
No	91	93	86
Prefer not to answer	2	2	1
Don't know	2	1	4
Refused	3	2	4
ETHNICITY	%	%	%
Caucasian	46	51	37
Chinese	18	21	14
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	13	8	23
Latin American	4	4	4
Filipino	3	2	5
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	2	2	3
First Nation	2	2	2
Korean	1	1	1
Japanese	1	1	2
Black	1	1	1
European	1	<1	2
Canadian	<1	<1	<1
Arab	<1	1	-
Middle Eastern	<1	<1	1
West Asian (e.g., Iranian, Afghan, etc.)	<1	<1	-
Other	<1	-	1
Prefer not to answer	4	4	3
Don't know	<1	<1	<1
Refused	3	2	5

Significantly higher than the other rider group.

Ipsos

- More than four-in-ten (46%) transit riders are Low Frequency riders, meaning they make 3 or fewer one-way transit trips in a week, up only 1 ppt from last quarter (45% in Q3 2023) and up only 1 ppt from the same quarter last year (45% in Q4 2022).

- Close to three-in-ten (28%) riders are Medium Frequency riders, meaning they take 4 to 9 one-way transit trips a week. This is unchanged from last wave and down directionally by 5 ppt from the same period last year (33%).

- Just 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 down by 2 ppt from last wave (28% in Q3 2023), and up by 4 ppt from the same quarter last year (22%).

- 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	411	196	143
YEARS BEEN A TRANSIT RIDER	11.7	14.8	10.8	8.4
TRANSIT SYSTEM – OVERALL SERVICE RATING	8.0	8.2	8.0	7.6
AVERAGE AGE	43.9	49.3	42.5	35.9
MODE	%	%	%	%
Bus	73	62	77	91
SkyTrain	67	63	66	76
SeaBus	7	9	6	5
AGE	%	%	%	%
18-34 years	37	25	36	58
35-54 years	33	35	37	24
55+ years	28	38	25	14
GENDER	%	%	%	%
Male	49	48	52	46
Female	44	45	42	43
Non-binary/gender fluid	1	2	-	1
Prefer not to say/refused	7	5	6	10
EMPLOYMENT STATUS	%	%	%	%
Full-time	52	47	56	57
Part-time	14	10	11	23
Not employed	36	41	34	29
HOUSEHOLD INCOME	%	%	%	%
Under $40K	22	19	20	27
$40K to <$80K	22	16	23	32
$80K or more	38	44	41	23

Significantly higher than the other rider group(s).

Customer Profiles | LOW, MEDIUM, HIGH FREQUENCY RIDERS

	TOTAL	LOW	MEDIUM	HIGH
Base	750	411	196	143
TRAVEL PURPOSE	%	%	%	%
Work	53	30	65	80
Entertainment	44	45	32	55
Shopping	36	26	39	50
Personal business	24	22	24	30
School	12	2	13	27
Other purpose	8	8	7	10
PAYMENT METHOD	%	%	%	%
Compass card	82	75	85	92
Cash fare	5	7	4	3
Compass ticket	2	2	2	<1
Other	3	3	4	2
REGION	%	%	%	%
Vancouver	38	36	38	41
Surrey/North Delta/White Rock/Langley	18	16	21	18
Burnaby/New Westminster	15	13	14	21
Richmond/South Delta	10	12	8	9
Northeast region	9	9	11	8
North Vancouver	8	11	7	3
West Vancouver	2	3	1	<1

Significantly higher than the other rider group(s).

Ipsos

Customer Profiles | LOW, MEDIUM, HIGH FREQUENCY RIDERS

	TOTAL	LOW	MEDIUM	HIGH
Base	750	411	196	143
IDENTIFY AS FIRST NATIONS, INTUIT, MÉTIS	%	%	%	%
Yes	3	2	4	4
No	91	93	92	85
Prefer not to answer	2	2	-	3
Don't know	2	1	1	5
Refused	3	2	3	4
ETHNICITY	%	%	%	%
Caucasian	46	60	44	25
Chinese	18	15	17	26
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	13	8	17	18
Latin American	4	1	5	6
Filipino	3	2	3	5
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	2	2	3	3
First Nation	2	1	3	2
Korean	1	1	2	-
Japanese	1	1	2	3
Black	1	1	1	1
European	1	1	-	-
Canadian	<1	1	<1	-
Arab	<1	1	<1	<1
Middle Eastern	<1	<1	-	1
West Asian (e.g., Iranian, Afghan, etc.)	<1	-	1	-
Other	<1	-	<1	1
Prefer not to answer	4	4	2	6
Don't know	<1	1	<1	-
Refused	3	2	2	5

Significantly higher than the other rider group(s).

Customer Profiles | MODE USER PROFILES

- Close to three-quarters (73%) of transit users rode the bus, a 5 ppt decrease from last wave (78% in Q3 2023) but on par with the same period last year (73% in Q4 2022).

- Meanwhile, just over two-thirds (67%) of riders are SkyTrain riders, down 3 ppt from last wave (70%) and also a 3 ppt drop from Q4 2022 (70%).

- Less than one-in-ten (7%) transit users are SeaBus riders, which is unchanged from last quarter 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	553	471	82*
AVERAGE PAST WEEK TRANSIT TRIPS	6.0	7.0	6.4	5.0
YEARS BEEN A TRANSIT RIDER	11.7	11.5	11.4	15.8
TRANSIT SYSTEM – OVERALL SERVICE RATING	8.0	7.9	8.0	8.9
AVERAGE AGE	43.9	43.5	42.8	52.1
AGE	%	%	%	%
18-34 years	37	39	38	16
35-54 years	33	29	35	39
55+ years	28	29	24	41
GENDER	%	%	%	%
Male	49	46	50	39
Female	44	45	43	52
Non-binary/gender fluid	1	1	1	-
Prefer not to say/refused	7	7	6	9
EMPLOYMENT STATUS	%	%	%	%
Full-time	52	49	55	53
Part-time	14	16	16	8
Not employed	36	37	32	34
EDUCATION	%	%	%	%
High school or less	16	18	14	2
Vocational/college/technical	15	15	15	21
Some university	9	10	9	23
Graduated university	56	54	59	48
HOUSEHOLD INCOME	%	%	%	%
Under $40K	22	25	20	8
$40K to <$80K	22	25	21	13
$80K or more	38	31	40	54

Significantly higher than the other rider group(s).

* Caution: small base size.

Customer Profiles | MODE USER PROFILES

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	750	553	471	82*
TRAVEL PURPOSE	%	%	%	%
Work	53	55	56	38
Entertainment	44	41	48	61
Shopping	36	41	34	27
Personal business	24	30	24	15
School	12	14	14	5
Other purpose	8	8	10	14
PAYMENT METHOD	%	%	%	%
Compass card	82	87	83	72
Cash fare	5	4	3	3
Compass ticket	2	1	2	-
Other	3	2	2	2
CHOICE/CAPTIVE RIDERS	%	%	%	%
Choice	66	60	68	75
Captive	32	38	30	23
REGION	%	%	%	%
Vancouver	38	38	36	22
Surrey/North Delta/White Rock/Langley	18	19	19	6
Burnaby/New Westminster	15	14	19	5
Richmond/South Delta	10	10	12	4
Northeast region	9	8	9	-
North Vancouver	8	8	4	60
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	553	471	82*
IDENTIFY AS FIRST NATIONS, INTUIT, MÉTIS	%	%	%	%
Yes	3	3	2	-
No	91	89	92	88
Prefer not to answer	2	2	2	-
Don't know	2	3	1	5
Refused	3	3	3	7
ETHNICITY	%	%	%	%
Caucasian	46	43	46	68
Chinese	18	18	19	-
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	13	15	12	9
Latin American	4	4	4	3
Filipino	3	3	4	-
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	2	3	2	2
First Nation	2	2	1	-
Korean	1	1	<1	4
Japanese	1	2	2	-
Black	1	1	2	-
European	1	1	<1	<1
Canadian	<1	<1	<1	<1
Arab	<1	<1	1	4
Middle Eastern	<1	<1	<1	-
West Asian (e.g., Iranian, Afghan, etc.)	<1	<1	<1	-
Other	<1	<1	<1	-
Prefer not to answer	4	3	4	2
Don't know	<1	<1	<1	-
Refused	3	4	4	7

Significantly higher than the other rider group(s).

* Caution: small base size.

Customer Profiles | MODE USER PROFILES

	METRO VANCOUVER POPULATION 16 YEARS OR OLDER*	Q4-2021	Q1-2022	Q2-2022	Q3-2022	Q4-2022	Q1-2023	Q2-2023	Q3-2023	Q4-2023
Base	2000	1258	1284	1318	750	750	750	750	750	750
AVERAGE YEARS RIDING TRANSIT	n/a	12.7	11.9	11.3	11.8	11.9	12.4	9.8	11.8	11.7
AGE	%	%	%	%	%	%	%	%	%	%
18-24 years	12	19	18	20	16	17	18	18	16	14
25-34 years	18	19	19	19	21	21	19	20	22	22
35-44 years	18	14	15	16	16	17	16	17	14	16
45-54 years	20	20	18	18	17	16	17	16	18	17
55-64 years	16	8	9	9	8	10	8	7	7	7
65 years or older	17	18	18	17	20	18	20	19	20	21
GENDER	%	%	%	%	%	%	%	%	%	%
Male	48	49	48	49	50	48	49	48	48	52
Female	52	51	52	51	50	52	51	52	52	48
EMPLOYMENT	%	%	%	%	%	%	%	%	%	%
Employed full time	57	51	48	49	52	51	49	46	48	52
Employed part time	13	17	18	17	13	17	16	17	16	14
Student	5	13	12	14	14	11	11	14	13	11
Not employed	3	4	5	4	5	5	5	6	6	5
Homemaker	2	1	2	2	3	2	4	4	2	2
Retired	18	17	17	17	19	16	18	18	18	19
Refused	1	2	1	2	2	2	3	2	3	3
EDUCATION	%	%	%	%	%	%	%	%	%	%
High school or less	21	18	21	16	18	16	18	19	19	16
Vocational/college/technical	26	18	17	17	16	19	17	16	18	15
Some university	7	14	11	10	11	8	9	9	7	9
Graduated university	45	46	48	54	52	55	51	53	53	56
Refused	<1	3	3	3	2	2	4	2	3	3

Transit tenure is at 11.7 years

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

Significantly higher than Metro Vancouver general public.

Significantly lower than Metro Vancouver general public.

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

APPENDIX A – Methodology

Methodology

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

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

Sampling

Sample Source

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

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

Sampling Population and Target Respondent

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

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.

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[*] *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 – Q4 2023 Questionnaire

<mark>Changes made in October 2023.</mark>

> **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]

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? (INTERVIEWER IF TRANSLINK DIARIES IS MENTIONED LET RESPONDENTS KNOW THAT THEY CAN STILL PARTICIPATE IN THIS SURVEY AND CLARIFY IF HOUSEHOLD MEMBERS HAVE PARTICIPATED IN ANY OTHER PUBLIC TRANSIT SURVEYS IN THE LAST 6 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 QS1 = CELLPHONE SAMPLE AND Q1 = DK/REFUSED/OTHER, THANK AND TERMINATE]

[IF QS1 = LANDLINE SAMPLE: PROGRAMMER SET MARKET QUOTAS BASED ON Q1, USE SAMPLE VARIABLE TO CALCULATE REGION IF Q1 DK/REFUSED OR OTHER]

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

Q2.   (2.0) Have you taken the bus, SeaBus or SkyTrain- including the Canada Line, in the past 7 days?

> YES
> NO

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

Q2a.   (2.1) How many one-way transit trips did you make in the last **[DAYS]** days **[INSERT FROM LIST]**? **[PROGRAMMER DISPLAY TEXT FOR 1ST ITEM, AND THEN AS READ IF NECESSARY FOR 2ND+ ITEMS]** A one-way trip is any trip to a single destination not counting any transfers along the way. For example, a trip to **[INSERT DESTINATION UNDER DISCUSSION]** and home again would count as two one-way trips.

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

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

> **[RANGE= 0-96]**

[PROGRAMMER ADD TOTAL NUMBER OF TRIPS IN Q2A]

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

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

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

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

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

> YES
>
> NO

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

Q3.   Of the **[INSERT TOTAL FROM Q2A]** one-way trips you made in the last **[DAYS]** days, how many did you make using the … **[INSERT ITEM]**? And how about … **[INSERT SECOND ITEM, ETC.]**? **(IF DON'T KNOW OR REFUSED, ASK:** May I have your best guess?**)**

> 1.   Bus only
> 2.   SkyTrain only
> 3.   SeaBus only
> 4.   Bus and SkyTrain
> 5.   Bus and SeaBus
> 6.   SkyTrain and SeaBus
> 7.   Bus, SeaBus and SkyTrain
>
> **[0-96]**

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

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

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

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

Q4.   Of the **[INSERT TOTAL FROM Q2A]** one-way trips you made in the last **[DAYS]** days, how many did you make … **[INSERT ITEM]**? And how about … **[INSERT SECOND ITEM, ETC.]**? **(IF DON'T KNOW OR REFUSED, ASK:** May I have your best guess?**)**

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

    [0-96]

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

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

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

SATISFACTION WITH SYSTEM OVERALL

Q6.   Based on your own experience in the past **[DAYS]** days, on a scale of one to ten, where "10" means "excellent" and "one" means "very poor", how would you rate the overall service provided by the transit system in Metro Vancouver?

    [1-10]

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

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

    [OPEN END]

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

    [1-10]

SATISFACTION WITH SEABUS SERVICE; IDENTIFY WAYS TO IMPROVE SERVICE

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

[PROGRAMMER: SET TEXT INSERT FOR REMAINDER OF SURVEY CALLED "Trip" IF ONLY ONE TRAVEL TIME IN Q4, INSERT: "last" OTHERWISE, ROTATE EITHER "Last" or "2nd to last"]

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

[IF ONLY TRAVELLED DURING ONE TIME PERIOD IN Q4, GO TO Q8B]

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

Q8a.   (8.1) Did you make your **[TRIP]** one way trip on SeaBus … **(READ LIST). [ACCEPT ONE RESPONSE]**

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

Q8b.   (8.2) Thinking about the **[TRIP]** trip you made by SeaBus, on a scale of one to ten, where "ten" means "excellent" and "one" means "very poor", how would you rate the SeaBus service overall?

[1-10]

Q9.   **[PROGRAMMER DISPLAY FOR FIRST ITEM ASKED IF ATTRIBUTE = 1, 2, 5, 7 OR 8 IN ROTATION]** Using the same scale, how would you rate the SeaBus in terms of … **[INSERT FIRST ITEM]**?

(CLARIFY IF NECESSARY: Ten means "excellent" and one means "very poor".**)**

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

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

Q9a.   (9) Did you speak to SeaBus staff on your **[TRIP]** trip on SeaBus?

YES

NO

Q9.1   **[ONLY ASK IF YES TO Q9A]** (1) Having courteous, competent and helpful SeaBus staff?

Q9.2   (2) Feeling safe from crime at the SeaBus station?

Q9.3   (3) How would you rate it in terms of frequency of service? **(CLARIFY IF NECESSARY:** Does the SeaBus run often enough throughout the day?**)**

Q9.4. (4) How would you rate it in terms of not being overcrowded? **(CLARIFY IF NECESSARY:** Was there enough room onboard?**)**

Q9.8   (5) Trip duration from the time you boarded to the time you got off SeaBus? **(CLARIFY IF NECESSARY:** We are only referring to the time spent onboard the SeaBus.**)**

Q9.9   (6) How would you rate it in terms of providing on time, reliable service?

Q9.10 (7) Clean and graffiti free SeaBus vessel and stations? **(CLARIFY IF NECESSARY:** Please think about the overall cleanliness during your **[last/2nd last]** SeaBus trip.**)**

Q9.11 (8) Staff available when needed? **(IF RESPONDENT SAYS 'NOT APPLICABLE RECORD AS DON'T KNOW)**

[1-10]

[Q10-Q13 FOR SKYTRAIN RIDERS ONLY (Q3_2 SkyTrain only; Q3_4 Bus & SkyTrain; Q3_6 SkyTrain and SeaBus OR Q3_7 Bus, SeaBus and SkyTrain > 0]

I'm now going to ask you about your **[TRIP]** one-way trip on SkyTrain, which includes the Canada Line. Just to clarify, if you used SkyTrain to travel to work and back home again, your **[TRIP]** one-way trip would be your trip **[IF Trip = Last insert:** back home**/IF TRIP = 2nd to last insert:** to work**]**.

[IF ONLY TRAVELLED DURING ONE TIME PERIOD IN Q4 GO TO Q11A, OTHERWISE CONTINUE.]

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

Q10.　Did you make your **[TRIP]** one way trip on SkyTrain … **(READ LIST) [ACCEPT ONE RESPONSE]**

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

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

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

26. HOLDOM

27. SPERLING-BURNABY LAKE

28. PRODUCTION WAY-UNIVERSITY

29. LOUGHEED TOWN CENTRE

30. BRAID

31. SAPPERTON

34. LAKE CITY WAY

35. VCC-CLARK

36. VANCOUVER CITY CENTRE

37. YALETOWN ROUNDHOUSE

38. OLYMPIC VILLAGE

39. BROADWAY CITY HALL

40. KING EDWARD

41. OAKRIDGE 41ST AVENUE

42. LANGARA 49TH AVENUE

43. MARINE DRIVE

44. BRIDGEPORT

45. TEMPLETON

46. SEA ISLAND CENTRE

47. YVR AIRPORT

48. ABERDEEN

49. LANSDOWNE

50. RICHMOND BRIGHOUSE

51. BURQUITLAM

52. MOODY CENTRE

53. INLET CENTRE

54. COQUITLAM CENTRAL

55. LINCOLN

56. LAFARGE LAKE-DOUGLAS

OTHER **(SPECIFY EXACT LOCATION) [SPECIFY]**

Q11b. (11.2) Which SkyTrain station was your final stop during your **[TRIP]** trip? **(RECORD ONE FROM LIST BELOW)**

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

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

[1-10]

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

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

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

[1-10]

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

YES
NO

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

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

Q13.3 (3) Thinking about your **[TRIP]** trip on SkyTrain where you **[IF STATION PROVIDED AT BOTH
Q11A AND Q11B RANDOMLY INSERT EITHER:** boarded/got off at **[INSERT STATION NAME]]**
[IF ONLY PROVIDED STATION NAME AT Q11A INSERT: boarded **[INSERT STATION NAME]] [IF
ONLY PROVIDED STATION NAME AT Q11B INSERT:** got off at **[INSERT STATION NAME]] [IF
STATION NOT PROVIDED AT Q11A OR Q11B RANDOMLY INSERT:** board/got off at**]]**, how
would you rate that station in terms of feeling safe from crime?

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

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

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

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

Q13.12 (8) How would you rate it in terms of frequency of service**? (CLARIFY IF NECESSARY:** Do
the trains run often enough throughout the day?**)**

[1-10]

Q13X1. Within the past 30 days, did you experience any SkyTrain delays where the train either
arrived or left the station at least five minutes later than expected?

YES
NO

[IF Q13X1 = NO/DK/REF SKIP TO INSTRUCTION BEFORE Q14, OTHERWISE CONTINUE]

Q13X2. Thinking about the last time you experienced a delay on SkyTrain, how would you rate
the SkyTrain service in terms of "delays are announced and explained"? **(IF NECESSARY:**
On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor".**)**

[1-10]

[Q14-Q22 FOR BUS RIDERS ONLY (Q3_1 Bus Only; Q3_4 Bus & SkyTrain; Q3_5 Bus & SeaBus OR Q3_7 Bus, SeaBus and SkyTrain > 0]

Now thinking about your [TRIP] one-way trip on the Bus. Just to clarify, if you used the Bus to travel to work and back home again, your [TRIP] one-way trip would be your trip [IF TRIP= Last INSERT: back home/ IF TRIP = 2nd to last INSERT: to work.]

[IF ONLY TRAVELLED DURING ONE TIME PERIOD IN Q4, GO TO Q15]

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

Q14.   Did you make your **[TRIP]** one way trip on the Bus … **(READ LIST, ACCEPT ONE RESPONSE)**

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

Q15.   How many different buses did you take on this trip? **(RECORD NUMBER OF BUSES)**

[RANGE = 1-9]

[PROGRAMMER: IF Q15 = 1 USE SINGULAR WORDING BELOW, ALL OTHERS USE PLURAL]

Q16.   What was/were the route number(s) of the bus(es) you took on this trip? **(RECORD ROUTE NUMBERS. ACCEPT UP TO 3 ROUTE NUMBERS.) (IF RESPONDENT UNABLE TO GIVE ROUTE NUMBER, PROBE FOR ROUTE NAME. IN INSTANCES WHERE THE SAME ROUTE NAME IS ASSOCIATED WITH DIFFERENT ROUTE NUMBERS, THE INTERVIEWER SHOULD GIVE THESE ROUTE NUMBERS TO THE RESPONDENT TO DETERMINE IN THE RESPONDENT CAN IDENTIFY THE ROUTE NUMBER. IF THE RESPONDENT CANNOT, THE INTERVIEWER WILL USE ONE OF THE CODES BELOW THAT REPRESENT THE DEPARTURE POINT FOR THE BUS THAT THEY DID TAKE.)**

(ANY GENERIC MENTIONS OF NORTH VANCOUVER, PLEASE PUT THAT IN CODE 922 BBY/ NEW WEST/NORTH VANCOUVER.)

922. Bby/New West/North Vancouver
923. Sry/Lang/WR
924. Coq/Pt. Coq.
925. Rmd/S Del.
926. Vancouver
927. West Vancouver
993. Downtown/Westminster/Sry (N19)
994. Downtown/SFU (N35)

[PROGRAMMER: REFER TO ROUTE LIST FOR ACCEPTABLE CODES]

[PROGRAMMER: SAME ROUTE CANNOT BE CHOSEN MORE THAN ONCE AT Q16]

[ASK Q17–Q18 FOR UP TO 3 DIFFERENT ROUTE NUMBERS BASED ON THE FOLLOWING LOGIC]

[IF BOTH SEABUS AND SKYTRAIN SECTION ALREADY ASKED, ASK BUS SECTION FOR ONLY ONE BUS ROUTE RANDOMLY CHOSEN BASED ON ANSWERS AT Q16]

[IF ONLY ONE OR OTHER OF SKYTRAIN OR SEABUS ASKED, ASK ABOUT TWO BUS ROUTES ONLY RANDOMLY CHOSED BASED ON ANSWERS AT Q16. IF NEITHER SKYTRAIN NOR SEABUS RATED, ASK ABOUT UP TO 3 BUS ROUTES CHOSEN BASED ON ANSWERS AT Q16]

[PROGRAMMER: INSERT "#" ON ALL OF THE INSERTS FOR ROUTE NUMBERS]

Q17. Thinking about the trip you made on the **[ROUTE NUMBER]** bus, on a scale of one to ten, where "ten" means "excellent" and "one" means "very poor", how would you rate it for service overall?

> **[1-10]**

Q18. **[PROGRAMMER DISPLAY FOR FIRST ITEM ASKED IF ATTRIBUTE = 1, 2, 3, 7, 8 OR 9]** Still thinking about the **[ROUTE NUMBER]** bus you took and using the same 10-point scale, how would you rate it in terms of … **[INSERT FIRST ITEM]**?

(CLARIFY IF NECESSARY: Ten means "excellent" and one means "very poor".**)**

[PROGRAMMER DISPLAY FOR REMAINING ITERATIONS IF ATTRIBUTE = 1, 2, 3, 7, 8 OR 9] How about … **[INSERT SECOND ITEM, ETC.]**? **(INTERVIEWER: REPEAT SCALE AS NEEDED)**

[PROGRAMMER DISPLAY FOR ATTRIBUTES: 4, 5, 6 OR 10] Still thinking about the **[TRIP]** trip you made on the **[ROUTE NUMBER]** …

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

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

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

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

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

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

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

Q18.11 (8) The **[ROUTE NUMBER]** bus for having a direct route? (**CLARIFY IF NECESSARY:** By direct route, we mean having a route that follows the shortest possible path between where you got on and where you got off the bus.**)**

Q18.14 (9) Trip duration from the time you boarded to the time you got off the bus? **(CLARIFY IF NECESSARY:** We are only referring to the time spent onboard the bus.**)**

Q18.15 (10) How would you rate it in terms of frequency of service? **(CLARIFY IF NECESSARY:** Does the bus run often enough throughout the day?**)**

> **[1-10]**

Q23aa. Again, thinking of the trip you take most often on transit, do you take more than one bus or transit mode?

> YES
> NO

[ASK Q23AB IF Q23AA = YES, OTHERWISE SKIP TO Q23A]

Q23ab.　　　　Using the 10-point scale, how would you rate the transit system in terms of having good connections between buses or transit modes with a reasonable wait time? **(IF NECESSARY:** On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor".**)**

　　　　[1-10]

Q23a.　And still thinking of the transit system in Metro Vancouver, how would you rate it for providing adequate transit information at stops and stations? **(IF NECESSARY:** On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor".**)**

　　　　[1-10]

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

Q23b.　And how about for providing adequate information onboard transit vehicles, starting with … **[INSERT ITEM]**? **(IF NECESSARY:** On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor".**)**

　　　　[IF USED BUS IN Q3: Q3_1 Bus Only; Q3_4 Bus & SkyTrain; Q3_5 Bus & SeaBus; OR Q3_7 Bus, SeaBus and SkyTrain > 0] Bus

　　　　[IF USED SKYTRAIN IN Q3: Q3_2 SkyTrain only; Q3_4 Bus & SkyTrain; Q3_6 SkyTrain and SeaBus; OR Q3_7 Bus, SeaBus and SkyTrain > 0] SkyTrain

　　　　[IF USED SEABUS IN Q3: Q3_3 SeaBus Only; Q3_5 Bus & SeaBus; Q3_6 – SkyTrain and SeaBus; OR Q3_7 Bus, SeaBus and SkyTrain > 0] SeaBus

　　　　[1-10]

Q23c.　Again thinking of the regional transit system in Metro Vancouver, how would you rate it for having service that runs during convenient hours? **(IF NECESSARY:** On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor".**)**

　　　　[1-10]

Q23d.　And how about for having enough bus shelters throughout the region? **(IF NECESSARY:** On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor".**) (CLARIFY IF NECESSARY:** Thinking about what you have seen or heard and the route(s) you travelled on, how would you rate the transit system for having enough bus shelters at bus stops?**)**

　　　　[1-10]

Q23e.　Have you called TransLink's telephone information line in the past 3 months?

　　　　YES

　　　　NO

[ASK IF Q23E = YES, OTHERWISE SKIP TO Q23F]

Q23e1.　Thinking of the last time you called the telephone information line, on a scale of one to ten where 'ten' means 'excellent' and 'one' means 'very poor', how would you rate it for ease of getting the information you wanted?

　　　　[1-10]

Q23e2. Did you speak to a telephone information clerk, or was the call totally automated, or did you speak to a clerk as well as hearing automated information?

1. Spoke to clerk only
2. Call was totally automated
3. Spoke to clerk and heard automated information

Q23f. Have you used TransLink's website in the past 3 months?
YES
NO

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

Q23f1. Thinking of the last time you used TransLink's website, and using the same 10-point scale, how would you rate it for being easy to find the information you wanted? **(IF NECESSARY:** On a scale of one to ten, where "ten" means "excellent" and "one" means "very poor".**)**

[1-10]

TRANSIT DEMOGRAPHICS

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

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

[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 <u>THE MOST</u>? **(READ LIST, ONE RESPONSE ONLY)**

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

[IF OPTION 1 or 8 IS SELECTED in 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 to18 with a valid photo ID or seniors who are 65+.**)**

> YES
>
> NO

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

> 1. ONE
> 2. TWO
> 3. THREE

Q25a.   What are the reasons you most recently decided to take transit rather than taking some other mode of transportation? **(PROBE FOR UP TO THREE RESPONSES) (DO NO READ THE CODE LIST. INTERVIEWER TO SELECT APPLICABLE CODES)**

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

Q25b.   Do you regularly have access to a car, van or truck as a driver or passenger for the trips you make using public transit? **(IF RESPONDENT OFFERS MOTORCYCLE, OK TO CODE YES)**

> YES
>
> NO

Q26.   Compared to six months ago, would you say you are now riding transit more regularly, less regularly, or about the same? **(READ LIST ONLY IF NECESSARY)**

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

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

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

> **[RECORD VERBATIM]**

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

> **[1-10]**

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

Q28. Approximately how long have you been taking transit on a regular basis? **(PROBE WITH MONTHS AND YEARS) [PROGRAMMER BOTH YEARS AND MONTHS CAN BE CHOSEN TOGETHER]**

> RECORD YEARS **[RANGE 0-50]**
> RECODES MONTHS **[RANGE 0-11]**
> NOT A REGULAR RIDER

Q30a. How likely are you to take transit as often as you do now in the foreseeable future? Will you … **(READ LIST, ACCEPT ONE RESPONSE)**

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

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

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**

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
Total	674	7.8	8.5	8.4	8.3	7.0	7.5	8.1	8.6	8.4	7.1	8.8
2	14	7.8	8.9	8.8	8.7	5.1	6.7	8.7	9.1	8.4	6.4	9.0
3	10	6.7	7.8	5.3	5.6	8.1	7.4	7.3	8.5	8.1	6.4	8.8
4	8	9.1	9.5	9.5	9.5	7.4	8.3	8.7	9.5	9.1	8.4	9.6
5	3	7.1	9.1	6.8	7.5	5.0	7.9	7.9	9.0	8.9	8.0	9.1
6	4	7.1	8.2	10.0	9.2	5.3	9.2	9.8	10.0	8.6	7.6	8.1
7	6	9.1	9.4	9.6	9.8	7.5	8.0	8.0	9.1	8.7	8.2	9.8
8	3	9.2	9.0	9.2	9.2	9.1	8.8	8.9	9.7	9.4	8.9	9.2
9	6	8.4	9.5	7.8	9.1	8.4	8.1	9.4	9.2	9.0	7.7	9.4
10	13	8.4	9.5	8.7	9.0	8.6	8.2	8.3	9.1	8.5	7.7	9.1
14	11	7.4	8.6	7.7	6.9	6.0	7.5	7.0	8.4	8.3	7.7	8.5
15	1	10.0	10.0	0.0	9.0	9.0	10.0	10.0	10.0	10.0	10.0	10.0
16	10	8.0	9.5	9.3	9.0	7.1	7.4	8.7	8.7	8.8	8.2	8.9
17	5	7.7	9.0	9.0	9.8	8.4	6.6	7.8	8.8	8.9	6.1	8.5
19	8	8.0	8.2	6.7	6.5	7.3	7.9	7.1	8.7	8.3	7.4	9.0
20	9	7.6	8.7	7.6	8.4	8.5	7.5	6.7	8.5	8.1	7.3	9.3
22	3	7.6	9.4	8.3	8.2	8.2	8.0	9.2	10.0	8.3	7.3	9.8
23	6	6.8	8.3	7.8	7.2	5.2	7.0	9.1	8.9	7.4	5.7	8.7
25	9	7.2	8.4	8.5	8.2	5.5	6.5	7.8	7.8	7.6	6.6	9.1
26	1	6.0	8.0	9.0	9.0	10.0	5.0	8.0	8.0	8.0	7.0	9.0
27	3	7.8	8.3	8.9	7.5	7.9	7.0	7.8	8.9	8.9	7.0	9.4
28	5	9.1	8.9	9.3	8.9	7.3	8.4	8.7	9.3	9.3	8.7	8.9
29	2	8.8	8.8	8.8	10.0	9.4	10.0	8.8	8.8	9.4	10.0	8.8
31	1	7.0	8.0	10.0	5.0	5.0	8.0	9.0	8.0	9.0	4.0	6.0
33	9	6.7	9.2	9.0	9.0	6.0	6.6	8.5	8.3	7.7	6.5	8.7
41	7	9.3	9.3	8.5	8.7	7.7	8.5	8.7	9.1	9.2	8.2	9.6
44	2	4.7	8.0	7.3	8.3	2.0	7.3	7.3	8.7	8.7	6.0	8.7
49	20	7.3	8.0	8.0	8.3	6.0	6.7	7.2	8.9	8.2	7.2	8.7
50	2	8.0	8.5	7.5	8.0	7.5	8.0	7.5	8.0	8.0	6.9	8.1
80	1	10.0	10.0	9.0	9.0	9.0	10.0	9.0	10.0	9.0	7.0	9.0
84	8	8.1	7.8	8.3	8.4	7.5	7.3	8.2	9.1	8.9	7.3	7.8
99 B-Line	29	7.9	8.5	8.3	7.9	5.7	8.0	7.4	9.0	8.7	8.4	8.7
100	3	4.6	6.1	6.6	4.2	6.5	5.7	7.5	7.9	7.9	5.1	6.5
102	2	7.7	8.5	9.3	7.8	7.5	7.8	10.0	10.0	9.3	7.8	8.5
104	4	8.5	8.7	9.7	7.7	8.5	8.3	8.6	9.2	9.0	7.1	9.7

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
105	1	8.0	9.0	8.0	9.0	9.0	8.0	9.0	9.0	8.0	8.0	7.0
106	5	7.6	9.0	8.1	8.3	6.6	7.1	7.8	9.4	8.1	7.2	9.0
109	1	9.0	10.0	9.0	9.0	9.0	8.0	9.0	9.0	9.0	6.0	10.0
110	3	7.9	10.0	8.8	7.0	8.3	7.1	9.7	8.6	8.6	7.1	9.5
112	3	8.5	8.5	8.8	8.8	8.8	8.8	8.8	8.8	8.8	8.5	8.8
119	4	7.1	8.3	7.9	7.6	5.5	7.7	7.4	8.2	6.7	7.2	8.6
123	6	7.3	9.1	8.2	8.8	7.5	6.4	8.5	9.2	9.2	6.6	9.1
129	2	7.2	9.6	10.0	8.8	9.6	7.4	10.0	10.0	9.6	7.2	9.2
130	8	7.1	8.8	7.9	8.7	6.5	7.3	7.3	7.4	7.9	6.4	8.7
133	1	8.0	7.0	7.0	8.0	7.0	6.0	7.0	7.0	7.0	6.0	7.0
136	1	8.0	10.0	8.0	9.0	8.0	8.0	7.0	7.0	9.0	8.0	10.0
144	5	8.1	8.2	9.0	8.2	6.6	5.1	9.0	6.8	6.5	5.4	7.2
145	1	8.0	2.0	1.0	1.0	4.0	4.0	1.0	1.0	4.0	4.0	1.0
150	1	10.0	10.0	10.0	10.0	10.0	9.0	10.0	10.0	10.0	8.0	10.0
151	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
152	2	8.4	9.0	8.4	8.4	8.4	8.4	9.0	8.4	8.6	7.3	8.4
153	2	7.5	7.5	7.5	7.5	7.9	6.6	7.6	7.6	7.2	7.2	8.9
155	2	10.0	8.0	10.0	9.3	9.3	7.8	9.3	9.3	10.0	7.4	9.4
156	6	8.1	8.1	9.0	8.7	8.5	8.3	8.5	9.0	9.0	6.9	8.5
157	1	6.0	9.0	8.0	9.0	3.0	6.0	9.0	4.0	5.0	7.0	9.0
159	5	8.3	8.6	9.1	8.7	7.8	6.7	9.3	9.5	9.5	5.2	9.0
160	6	7.5	7.8	8.3	7.8	8.3	6.8	9.1	9.4	9.4	8.7	9.6
170	1	7.0	9.0	10.0	9.0	3.0	5.0	10.0	10.0	7.0	9.0	10.0
171	1	8.0	10.0	8.0	10.0	6.0	7.0	8.0	10.0	9.0	8.0	9.0
172	1	5.0	5.0	9.0	7.0	5.0	4.0	7.0	10.0	6.0	5.0	8.0
173	2	9.9	9.8	9.8	9.8	9.9	9.9	9.9	9.9	9.9	7.2	9.8
174	3	9.7	9.7	9.1	8.1	9.0	7.1	9.0	7.4	8.1	5.7	9.3
175	1	8.0	8.0	8.0	8.0	8.0	10.0	8.0	8.0	8.0	8.0	8.0
180	2	8.0	9.0	9.3	9.3	8.0	7.0	9.3	9.0	8.7	7.0	8.7
182	1	8.0	9.0	9.0	10.0	9.0	9.0	7.0	7.0	7.0	5.0	9.0
183	2	7.0	9.0	8.4	8.4	7.5	6.0	8.9	8.9	8.5	6.5	9.0
184	2	8.0	9.7	9.1	10.0	8.3	9.1	10.0	9.7	8.9	7.1	8.9
186	1	8.0	7.0	9.0	8.0	1.0	9.0	9.0	9.0	9.0	6.0	9.0
187	1	3.0	7.0	7.0	7.0	1.0	6.0	7.0	6.0	5.0	5.0	7.0
188	6	8.3	9.3	9.4	9.0	8.9	7.9	9.1	9.2	9.2	8.2	9.4

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
189	1	10.0	10.0	6.0	8.0	7.0	10.0	6.0	7.0	10.0	5.0	10.0
209	1	9.0	7.0	8.0	7.0	8.0	8.0	8.0	10.0	10.0	7.0	7.0
210	5	9.3	8.8	9.3	8.4	8.1	8.0	9.5	8.9	9.3	7.8	9.1
211	2	10.0	8.5	10.0	9.5	7.5	7.5	9.0	9.5	9.0	9.0	10.0
214	2	4.7	8.8	9.3	9.5	7.0	3.7	7.8	9.6	5.9	5.9	9.8
215	1	5.0	8.0	7.0	8.0	8.0	9.0	7.0	10.0	10.0	1.0	8.0
222	1	10.0	10.0	7.0	10.0	10.0	10.0	9.0	10.0	10.0	10.0	10.0
227	1	8.0	9.0	9.0	9.0	8.0	6.0	8.0	8.0	9.0	9.0	8.0
228	6	8.8	9.3	9.3	8.6	8.4	8.0	9.7	9.2	8.5	7.5	9.5
229	13	8.2	7.9	8.7	8.5	8.3	7.9	8.3	8.6	8.6	7.0	8.6
230	1	8.0	9.0	6.0	7.0	1.0	8.0	6.0	9.0	8.0	8.0	7.0
231	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
232	2	5.4	4.7	7.2	7.2	7.2	6.4	8.2	6.4	7.4	2.7	3.3
236	2	9.5	10.0	10.0	10.0	10.0	10.0	9.5	10.0	10.0	8.6	10.0
240	12	7.6	8.6	8.9	8.8	5.9	7.8	8.1	9.1	8.8	8.1	8.9
241	1	9.0	8.0	8.0	9.0	7.0	8.0	8.0	10.0	10.0	8.0	9.0
245	2	5.4	9.3	9.0	10.0	2.4	5.4	5.7	7.0	8.0	5.4	8.7
246	8	8.7	9.3	9.6	9.8	8.9	8.6	9.1	9.1	8.8	7.7	9.7
247	1	9.0	9.0	9.0	10.0	8.0	9.0	9.0	9.0	8.0	3.0	9.0
249	3	7.5	7.9	9.1	9.7	9.7	8.5	9.1	9.0	8.5	7.3	9.1
250	15	8.9	8.9	8.4	8.1	7.8	9.0	9.0	8.9	8.9	8.3	8.8
251	2	9.0	9.0	10.0	10.0	9.0	8.5	10.0	9.0	10.0	6.4	9.5
252	1	9.0	9.0	10.0	9.0	8.0	9.0	9.0	10.0	8.0	7.0	10.0
253	1	9.0	8.0	10.0	9.0	9.0	10.0	9.0	10.0	10.0	9.0	10.0
255	7	9.3	9.0	9.5	9.5	9.4	9.2	8.9	9.0	9.0	7.9	9.3
256	1	10.0	9.0	10.0	9.0	9.0	10.0	8.0	10.0	10.0	8.0	9.0
257	12	8.7	9.2	8.5	8.3	7.2	8.4	8.0	9.0	8.6	7.0	9.0
262	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	8.0	10.0
301	5	7.6	9.3	10.0	9.8	6.7	7.3	7.5	9.3	8.0	7.1	10.0
310	1	7.0	0.0	5.0	7.0	6.0	1.0	7.0	7.0	7.0	3.0	7.0
314	1	9.0	10.0	10.0	10.0	10.0	8.0	10.0	10.0	10.0	10.0	10.0
319	3	8.1	9.4	8.6	9.6	5.2	7.8	8.4	8.5	7.7	6.8	9.1
320	3	6.6	7.0	7.8	6.0	6.3	6.6	6.0	6.3	6.6	6.2	5.4
321	2	8.1	9.9	10.0	6.5	4.1	8.1	10.0	8.3	8.1	7.3	10.0
323	1	2.0	1.0	10.0	10.0	4.0	8.0	10.0	10.0	10.0	3.0	10.0

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
324	2	5.8	5.0	3.5	5.0	5.0	5.0	5.5	5.6	5.0	5.0	5.6
325	2	8.4	7.4	7.2	6.9	1.6	6.9	6.6	7.7	8.9	8.0	6.7
335	2	8.6	9.0	8.4	10.0	7.0	8.0	8.0	7.4	8.6	7.7	9.6
337	3	9.0	9.3	9.9	9.9	9.6	9.1	9.3	8.7	9.6	9.3	9.3
342	1	5.0	3.0	7.0	6.0	6.0	5.0	7.0	7.0	6.0	6.0	3.0
345	3	6.8	8.2	8.1	5.2	3.8	5.4	7.3	8.2	7.1	4.1	8.5
351	13	8.9	8.4	8.9	8.8	6.9	8.1	8.9	9.2	9.2	7.7	9.1
352	1	9.0	9.0	8.0	9.0	9.0	9.0	9.0	10.0	10.0	10.0	9.0
360	1	7.0	8.0	8.0	8.0	10.0	9.0	9.0	1.0	3.0	8.0	8.0
363	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
364	4	7.1	7.8	8.7	7.5	6.3	8.0	7.8	8.6	8.1	7.2	9.2
371	1	9.0	10.0	10.0	9.0	10.0	8.0	10.0	9.0	9.0	9.0	10.0
373	1	6.0	9.0	8.0	8.0	9.0	5.0	9.0	9.0	8.0	4.0	9.0
375	1	10.0	8.0	9.0	10.0	6.0	8.0	7.0	7.0	9.0	5.0	10.0
401	9	8.0	8.4	8.8	8.9	7.8	8.3	8.3	9.2	8.7	8.6	8.8
402	3	7.2	8.5	8.9	8.2	6.9	8.9	8.2	8.5	8.0	5.9	8.1
403	7	8.0	7.4	9.0	8.4	7.3	7.2	8.3	8.7	8.8	7.2	9.0
404	2	8.2	9.0	9.2	8.0	9.0	7.7	8.5	7.7	8.5	5.2	9.0
405	2	7.4	10.0	10.0	9.6	9.4	6.1	6.8	6.8	10.0	4.5	10.0
406	3	9.2	8.8	8.9	8.8	10.0	9.2	9.5	9.1	8.7	8.9	8.9
407	3	8.0	9.2	8.9	8.9	8.9	8.6	8.3	8.0	8.9	7.5	8.9
408	5	8.8	9.2	7.4	8.2	7.3	8.5	8.3	7.7	8.2	7.8	9.2
410	7	8.1	8.2	8.2	8.2	6.9	7.7	7.9	7.8	8.3	8.6	8.3
430	4	8.0	9.5	9.2	9.3	8.7	5.7	8.8	8.1	8.6	6.1	9.5
501	4	7.4	7.6	7.9	6.9	5.9	6.0	6.9	7.4	7.7	6.0	7.4
502	2	7.3	8.5	9.0	9.7	8.5	6.5	7.8	7.8	7.3	7.3	9.3
503	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
531	2	7.9	9.3	10.0	6.5	5.8	8.6	10.0	8.6	9.3	8.6	7.2
555	5	8.3	9.4	9.4	9.4	8.3	8.3	9.3	9.2	8.8	7.0	9.4
562	1	8.0	10.0	9.0	10.0	10.0	10.0	10.0	8.0	9.0	8.0	9.0
601	15	8.5	8.1	9.0	8.7	7.8	7.7	8.5	8.0	8.1	7.4	9.2
602	2	9.1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	5.6	9.1
620	3	9.7	9.6	10.0	10.0	6.8	9.3	9.7	8.9	9.6	8.6	10.0
640	2	7.7	8.2	9.1	8.7	8.7	7.3	9.1	7.0	7.6	8.2	8.2
701	6	5.4	8.6	8.6	8.2	6.2	6.9	7.6	8.3	8.2	7.8	9.5

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
743	1	6.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	5.0	8.0
744	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
745	1	8.0	10.0	10.0	10.0	8.0	10.0	9.0	4.0	5.0	4.0	10.0
750 R1	5	5.4	7.7	7.1	8.5	6.0	8.9	7.9	9.1	9.5	6.5	8.9
751 R2	9	8.4	8.9	9.5	8.6	8.7	7.7	9.1	8.8	9.0	7.9	9.6
752 R3	6	9.0	7.0	8.4	7.6	8.5	7.2	7.4	9.1	8.4	6.2	8.9
753 R4	11	7.2	7.5	7.4	7.9	4.7	7.2	6.7	8.5	8.2	7.4	6.9
754 R5	7	7.7	8.1	8.1	8.2	6.2	6.6	8.0	8.9	7.4	7.0	7.8
791	1	8.0	10.0	9.0	10.0	8.0	5.0	9.0	10.0	10.0	6.0	9.0
BTC	18	9.0	9.3	9.2	8.8	8.2	8.2	8.8	8.6	8.0	7.8	9.4
STC	10	7.5	8.6	8.5	8.2	6.1	7.3	8.4	7.3	7.3	5.6	8.7
PCT	3	6.8	7.7	8.3	8.1	9.0	6.6	8.2	7.9	8.0	7.4	8.3
RTC	8	7.9	7.5	8.6	8.7	7.7	7.8	9.0	9.3	8.1	6.5	8.7
VTC	20	8.2	8.6	7.6	7.7	6.1	8.3	7.7	8.6	8.3	7.3	8.8
WVT	6	7.6	8.6	8.5	9.1	8.1	8.6	8.3	9.1	8.8	8.3	9.2
N9	1	10.0	10.0	10.0	10.0	8.0	10.0	10.0	10.0	10.0	8.0	10.0
N35	1	6.0	8.0	4.0	9.0	10.0	1.0	3.0	10.0	10.0	3.0	9.0

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
Total	674	7.8	8.5	8.4	8.3	7.0	7.5	8.1	8.6	8.4	7.1	8.8

ROUTES WITH 35+ TRIPS PER QUARTER					
	OCT – DEC 2022		OCT – DEC 2023		NET DIFFERENCE
ROUTE	#TRIPS	OVERALL PERFORMANCE	# TRIPS	OVERALL PERFORMANCE	OCT – DEC 2022 VS. OCT – DEC 2023
250	61	8.6	15	8.9	0.3
99 B-Line	36	8.3	29	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.

ROUTES WITH 35+ TRIPS PER 6 MONTH PERIOD					
	JUL – DEC 2022		JUL – DEC 2023		NET DIFFERENCE
ROUTE	#TRIPS	OVERALL PERFORMANCE	# TRIPS	OVERALL PERFORMANCE	JUL – DEC 2022 VS. JUL – DEC 2023
250	90	8.6	51	8.7	0.1
99 B-Line	82	8.5	65	7.9	-0.6
BTC	32	8.4	37	8.2	-0.2
VTC	42	7.5	49	8.0	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.

ROUTES WITH 35+ TRIPS PER YEAR					
	JAN – DEC 2022		JAN – DEC 2023		NET DIFFERENCE
ROUTE	#TRIPS	OVERALL PERFORMANCE	# TRIPS	OVERALL PERFORMANCE	JAN – DEC 2022 VS. JAN – DEC 2023
10	60	7.9	40	8.0	0.1
100	39	7.1	23	7.7	0.6
106	49	8.0	18	8.5	0.5
14	43	7.9	32	7.6	-0.3
16	70	8.1	46	8.2	0.1
160	35	8.5	22	8.4	-0.1
19	65	7.8	36	7.8	0.0
2	73	8.2	46	7.8	-0.4
20	62	7.8	35	7.4	-0.4
22	41	8.1	23	7.2	-0.9
240	77	8.5	51	8.0	-0.5
246	29	8.2	35	8.3	0.1
25	85	7.7	41	8.1	0.4
250	152	8.4	139	8.7	0.3
255	48	8.0	44	8.4	0.4
257	42	8.8	35	8.2	-0.6
3	32	6.5	40	7.8	1.3
319	47	8.2	19	8.7	0.5
321	38	8.0	14	6.9	-1.1
335	36	8.0	14	8.2	0.2
351	48	8.3	41	8.7	0.4
4	38	8.5	30	8.4	-0.1
41	37	7.7	22	8.5	0.8
410	26	7.4	36	7.3	-0.1
49	80	8.0	62	8.1	0.1

ROUTES WITH 35+ TRIPS PER YEAR					
	JAN – DEC 2022		JAN – DEC 2023		NET DIFFERENCE
ROUTE	#TRIPS	OVERALL PERFORMANCE	# TRIPS	OVERALL PERFORMANCE	JAN – DEC 2022 VS. JAN – DEC 2023
5	46	8.0	23	7.2	-0.8
6	36	8.2	22	7.1	-1.1
601	39	7.9	40	7.7	-0.2
7	61	7.7	28	7.6	-0.1
753 R4	78	8.3	62	7.4	-0.9
754 R5	49	8.7	40	8.4	-0.3
8	37	7.3	20	8.3	1.0
9	63	8.1	40	8.1	0.0
99 B-Line	219	8.6	120	8.0	-0.6
BTC	69	8.2	66	8.1	-0.1
RTC	39	8.4	29	7.7	-0.7
STC	41	7.6	28	8.1	0.5
VTC	107	7.9	89	7.9	0.0

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