

CUSTOMER SERVICE PERFORMANCE

QUARTER 1 2025

BUS – SEABUS – SKYTRAIN

Report

2025-05-30

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Project Objectives

The primary objectives of this project are to:

- Evaluate the quality of service provided by Bus, SeaBus, and SkyTrain.
- Diagnose which aspects of service have the strongest impact on perceptions of service quality.
- Provide recommendations regarding which 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.

Since 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.



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 average score and/or percentage of Good-to-Excellent scores (i.e., 8, 9, or 10 out of 10) are highlighted for each attribute.

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

Where performance is particularly positive or negative, but the attribute is not one of the top key drivers, the text may not comment on it; however, customer ratings on the attribute will be shown in the charts for each section.



Highlights

OVERVIEW (1/2)

2025 Begins with Improved Rider Sentiment

After a relatively variable 2024, Q1 2025 seems to show a more positive turnaround in rider feedback. The Overall Service score for the transit system climbed to 7.9 out of 10, reversing a negative trend in the past two quarters and better aligning with 2023 scores. This quarter, two-thirds (66%) of riders rate overall service as Good-to-Excellent, improving by six percentage points over both last quarter (Q4 2024) and this same quarter of last year (Q1 2024), potentially signaling improved rider confidence.

Overall Service Ratings Improve for Each Mode, Significantly for Bus

- In addition to improvements in the transit system overall service score, scores for overall service by mode also ticked up this quarter compared to last quarter and Q1 of last year.
- Ratings of overall bus service (7.8) showed significant improvement this quarter compared with the same quarter last year (7.5), in addition to a smaller improvement compared with last quarter (7.6).
- While changes at the SkyTrain and SeaBus overall service level were not statistically significant, both showed upticks in scores.
- SkyTrain overall service this quarter received average scores of 8.3 (up from 8.2 across the past three quarters) while SeaBus overall service nudged up from 8.7 last quarter to 9.1 this quarter.

Many Mode-Level Attributes Also Improve this Quarter

- Several service attributes across each mode also showed significant improvement this quarter compared to last quarter and Q1 of last year.
- Notably, ratings of not being overcrowded improved across all three modes (Bus from 6.6 in Q1 and Q4 2024 to 7.1 this quarter; SkyTrain from 6.4 last quarter to 6.8 this quarter; SeaBus from 9.0 last quarter to 9.6 this quarter).
- Perceptions of on-time, reliable service also improved for SkyTrain (8.9, up from 8.6 in Q1 2024) and SeaBus (9.6, sig from 9.0 last quarter).
- Bus service ratings for feelings of safety from crime at bus stops or transit exchanges (8.4) and safe and professional driving on bus (8.9) both improved significantly from last quarter and from Q1 last year. Ratings for bus operator courtesy (8.6), having a direct route (8.8), and trip duration (8.4) also showed significant year-over-year improvements compared to Q1 last year.
- SkyTrain service ratings for frequency of service (8.5) and staff availability (7.2) both showed significant improvements in ratings compared to last year at this time.

Some Rating Shifts May Reflect Broader Perceptions Rather than Changes in Service Delivery

- Some transit service attributes do not tend to objectively change much quarter-over-quarter, but have seen significant improvements in average ratings from last quarter. This includes convenient hours of operation (7.8, up from 7.5), good connections (7.5, up from 7.0), and adequate bus shelters at bus stops (6.8, up from 6.5).
- Significant changes in attributes like this may be an indication of broader perceptions of TransLink and of transit service in the region, rather than necessarily reflecting a service change.
- This quarter, improvements in average scores for these attributes may indicate a return to more positive perceptions of TransLink and transit service after a dip in the second half of 2024.

Highlights

OVERVIEW (2/2)

Perceptions of Overcrowding Continue to be a High-Potential Focus Area

- Perceptions of overcrowding remain an area for improvement, despite positive shifts this quarter across all three modes. Average scores for SkyTrain vehicles not being overcrowded remain below the positive-performance threshold at 6.8 this quarter, while ratings for bus vehicles not being overcrowded just cross that threshold, at 7.1 this quarter.

Views on Reliable On-Time Performance and Service Frequency Vary Considerably by Mode

- Service frequency (8.5) and on-time, reliable performance (8.9) tend to be strong suits of SkyTrain service, and both improved this quarter compared to last year at this same time. SeaBus also tends to perform well on these attributes; despite a relatively low frequency of crossings, ratings remain high for both frequency and on-time performance, likely tied to the predictability of SeaBus service.
- However, perceptions of service frequency and on-time, reliable performance for bus continue to be quite a bit lower than for the other modes.

Ratings for Access to Transit Information Have Improved

- Passenger ratings of the availability of transit information improved across the system this quarter. Average ratings of the availability of information at stops and stations reached 7.5 this quarter, nearing highs not seen since 2023, while ratings of the availability of information onboard bus vehicles rose to 7.7.

Value for Money Holds Steady

- Since the beginning of 2024, average ratings of value for money have held steady at 7.6 out of 10, with the notable exception of a dip to 7.4 in Q3 2024 following annual fare increases as well as news about a potential fiscal cliff and increased measures to combat fare evasion.

Staff Availability Shows Considerable Improvement in Ratings

- Generally speaking, transit staff are perceived very positively, as evidenced by high scores for bus operator courtesy (8.6 this quarter) and operators who drive safely and professionally (8.9 this quarter), both of which are significantly higher this quarter than in the same quarter last year.
- Perceptions of staff *availability*, on the other hand, tend to trail behind perceptions of staff demeanour and professionalism. That said, perceptions of SkyTrain staff availability improved to 7.2 this quarter, exceeding the positive-performance threshold for the first time in the past two years.



Highlights – Results by Mode

BUS SERVICE



- Overall satisfaction with bus service improved this quarter, with the average score rising to 7.8 — up slightly from 7.6 last quarter and significantly from 7.5 in Q1 of last year.
- This quarter, scores for several bus service attributes improved, resulting in all attributes at or above the positive-performance threshold.

- Bus operator performance accounts for two of the top three bus service components, with safe, professional driving improving to 8.9 and operator courtesy rated at 8.6, both up from last quarter.
- Feelings of safety from crime at the bus stop or transit exchange improved this quarter (8.4) compared to last quarter (8.1) as well as the same quarter last year (8.0)
- Notably, perceptions of buses not being overcrowded improved to 7.1 from 6.6 last quarter, while ratings of bus service frequency held steady at 7.0 again this quarter.

SKYTRAIN SERVICE



- Following a gradual decline from 2023 to 2024, SkyTrain service ratings appear to be making slight gains, with the average score rising to 8.3 this quarter, slightly higher than both last quarter (8.2) and the same time last year (8.1).

- This quarter, SkyTrain riders rated not being overcrowded at 6.8, a significant increase from 6.4 last quarter. Despite this improvement, the feeling of overcrowding remains the lowest-rated SkyTrain attribute. The Canada Line scored 6.9, higher than BCRTC at 6.7.
- Two attributes remain below the positive-performance threshold of 7.0:
 - Explanation of delays (6.8, small sample size).
 - Not being overcrowded (6.8), though significantly improved from last quarter.
- Staff available when needed improved to 7.2 this quarter and is no longer below the threshold.

SEABUS SERVICE

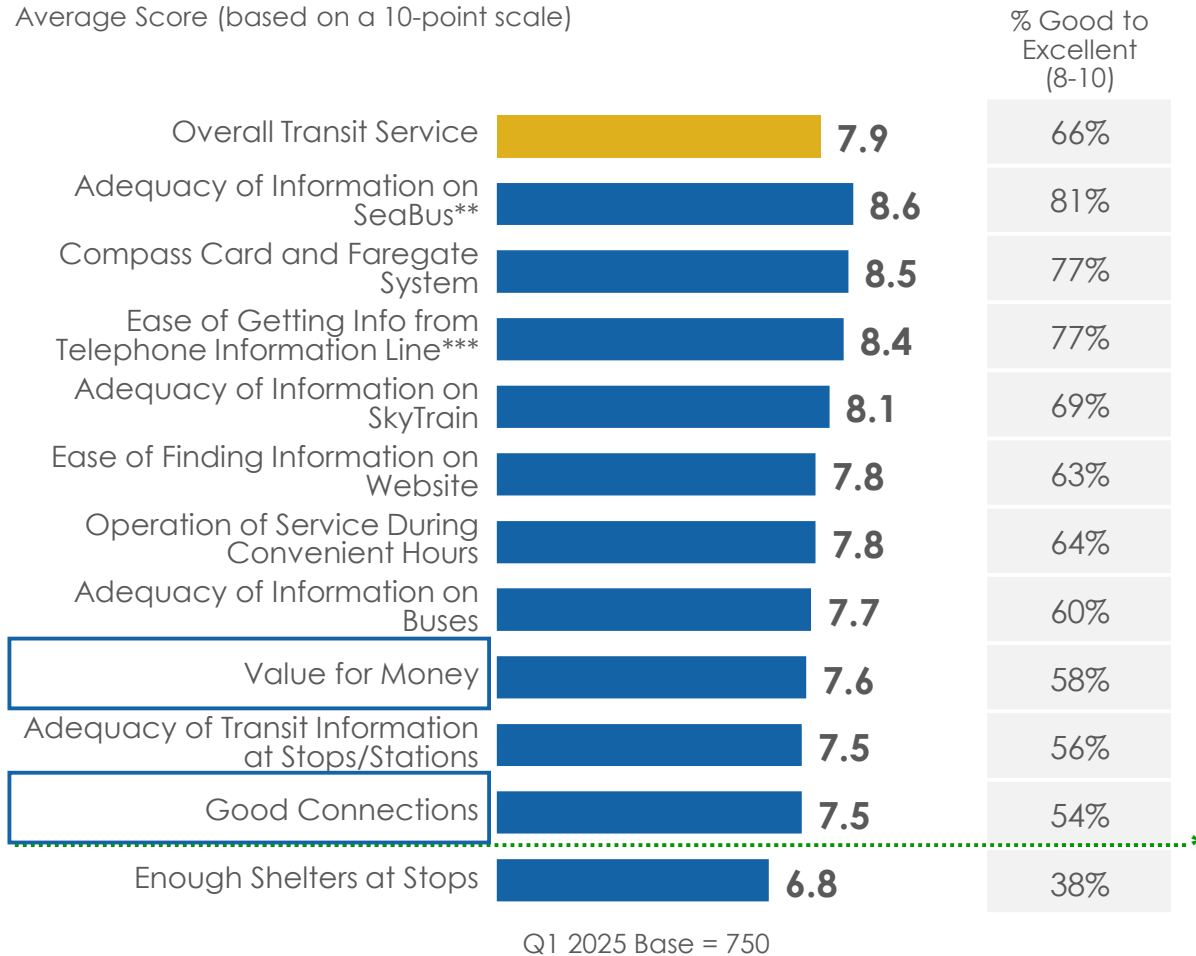


- The average score for overall SeaBus service has increased to 9.1 this quarter, up both from last quarter (8.7) and from Q1 2024 (8.9).
- Overall, SeaBus attributes are very strong, with even the lowest-rated SeaBus attributes sitting well above the positive-performance threshold.

- Rider perceptions of on-time, reliable service for SeaBus improved significantly to 9.6, up from 9.0 last quarter, making it the highest-rated attribute system-wide.
- Ratings for frequency of SeaBus service also increased, reaching 8.8, up from 8.2 last quarter and 8.5 in the same quarter last year.

Highlights – Transit System

PERFORMANCE ON TRANSIT SYSTEM ATTRIBUTES



 TOP KEY DRIVER

- This quarter marks a positive shift in perceptions of transit service performance, with the average score for overall service rising to 7.9 out of 10. This uptick reverses the downward trend seen in previous quarters and reflects an improvement from 7.7 in both Q4 2024 and Q1 of last year. Current scores match the best-performing quarter in 2024 and are more aligned with the levels last seen in 2023.
- Average scores for the adequacy of information on board transit vehicles were highest for SeaBus (8.6), followed by SkyTrain (8.1) and bus (7.7). Ratings for adequacy of information for on bus vehicles saw a significant improvement from both last quarter and the same quarter a year ago. Rider satisfaction with information adequacy at stops and stations also improved compared to 2024 scores, achieving an average score of 7.5 this quarter. The adequacy of transit information at stops and stations notably comes close to the highs seen in 2023.
- All but one of the key overall system attributes exceeded the positive performance threshold of 7.0 this quarter; the availability of shelters at stops across the region remains the lowest-rated transit system attribute, with an average score of 6.8 (up significantly from 6.5 last quarter and 6.3 in Q1 of last year).

PERFORMANCE ON TOP KEY DRIVERS OF TRANSIT OVERALL SERVICE

Value for Money

- This quarter, the average rating for the value for money provided by the transit system in Metro Vancouver is again 7.6 out of 10, consistent with three of the four quarters in 2024 (the exception being Q3 2024, when the score dipped to 7.4).
- Value for money ratings are highest for riders aged 65 and older (8.5), compared with younger riders aged 18-24 (7.4), 25-44 (7.5), and 45-64 (7.3). Choice riders (7.8) also give significantly higher average value for money scores than Captive riders (7.3).

Good Connections

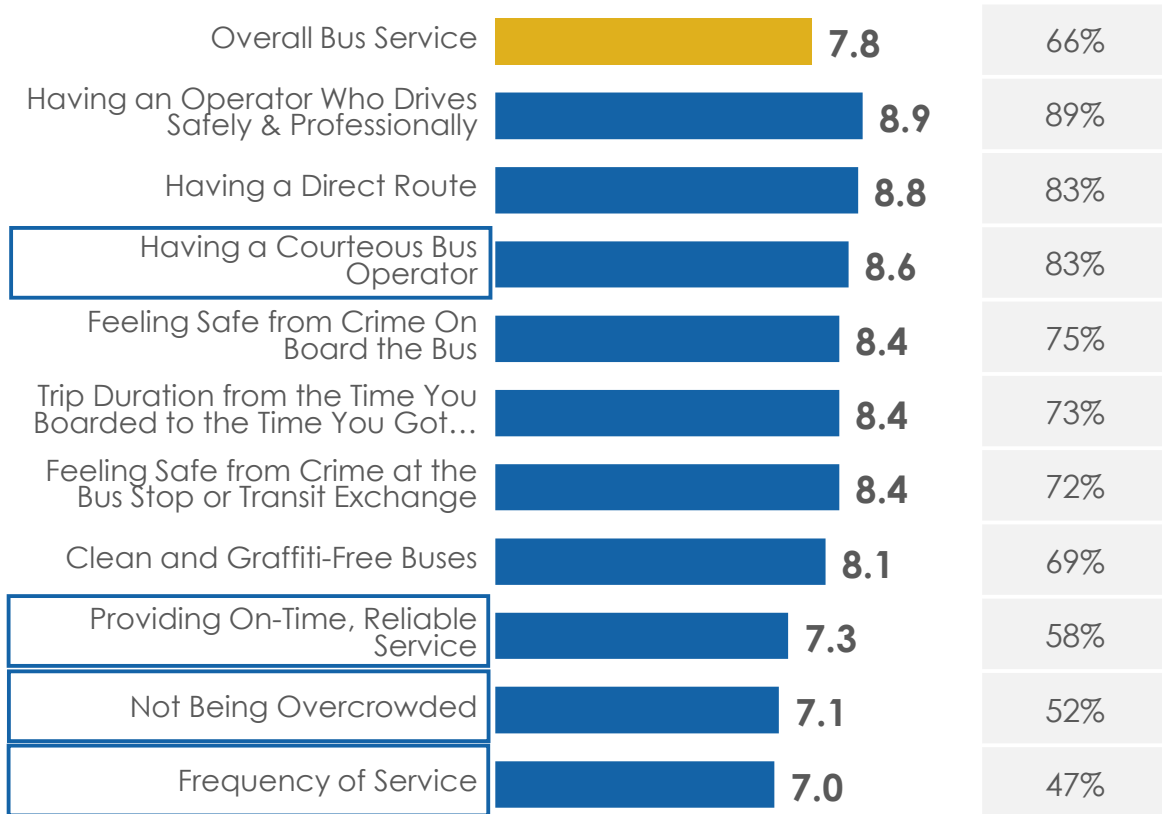
- With 43% of riders this quarter making connections between buses or transit modes, the average score for the transit system having good connections is 7.5, up significantly from 7.0 last quarter, which was the lowest score seen in the past two years.

Highlights – Bus System

PERFORMANCE ON BUS ATTRIBUTES

Average Score (based on a 10-point scale)

% Good to Excellent (8-10)



Q1 2025 Base = 626 (bus routes evaluated)

 TOP KEY DRIVER

- Overall ratings of bus service improved this quarter, with the average score rising to 7.8. This marks a slight increase from 7.6 last quarter and a significant increase from 7.5 in the same quarter last year.
- Overall, the bus system performed well this quarter, with all attributes meeting or exceeding the positive performance threshold of 7.0. Notably, scores for not being overcrowded moved above the threshold (7.1) after dipping to 6.6 last quarter. Scores for frequency of bus service just meets the threshold of 7.0 this quarter.
- Attributes of bus service relating to bus operator performance consistently receive high ratings relative to other bus service components. Rider ratings of bus operator courtesy remain strong, with an average score of 8.6 out of 10. Riders also continue to give high ratings of their perceptions of bus operators driving safely and professionally, with an average score of 8.9 out of 10 this quarter. Both attributes are up from last quarter and both are significantly higher than Q1 2024.
- Perceptions of bus safety improved this quarter, with a significant increase in the perception of safety at bus stops and transit exchanges compared to last quarter and the same quarter last year.

PERFORMANCE ON TOP KEY DRIVERS OF OVERALL BUS SERVICE

On-Time, Reliable Service

- Average ratings for on-time reliable service improved marginally to 7.3 this quarter, compared to 7.2 last quarter and 7.3 the previous quarter. This quarter-over-quarter consistency may signify a stabilization after significant shifts between Q4 2023 and Q2 2024.

Not Being Overcrowded

- Not being overcrowded has surpassed the threshold of acceptable performance (i.e., at least 7.0 out of 10) after dropping below the threshold last quarter.
- This quarter, riders gave an average score of 7.1 out of 10 for buses not being overcrowded, a significant increase from both last quarter (6.6) and the same quarter a year ago (also 6.6). Just over one-half of riders (52%) provide top ratings for not being overcrowded, which is significantly up from both last quarter and from the same period last year.

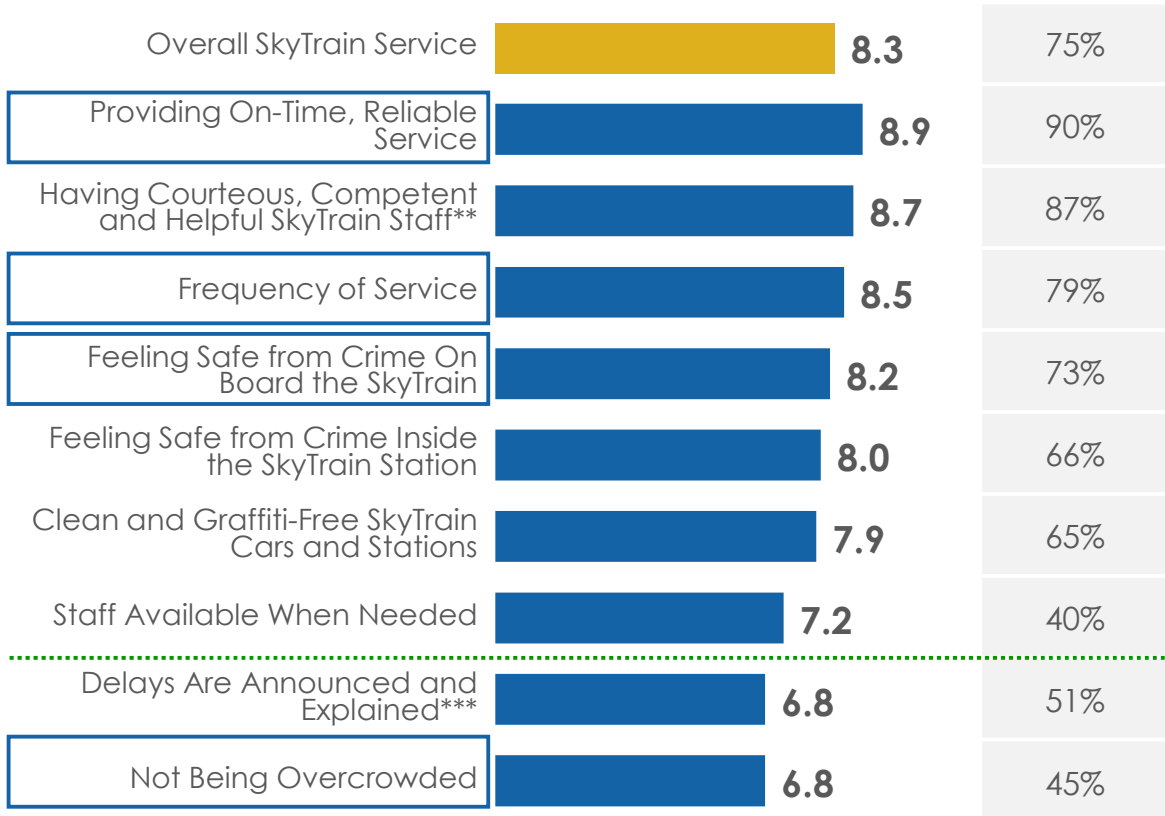
*An average rating of 7.0 or higher means an attribute's performance is positive, whereas a rating of less than 7.0 means improvements should be considered.

Highlights – SkyTrain System

PERFORMANCE ON SKYTRAIN ATTRIBUTES

Average Score (based on a 10-point scale)

% Good to Excellent (8-10)



Q1 2025 Base = 459 (SkyTrain riders)

 TOP KEY DRIVER

- This quarter, perceptions of overall SkyTrain service received an average score of 8.3, a slight increase from last quarter (8.2) and the same quarter last year (8.1). While scores declined from 2023 into 2024, they have stabilized in recent quarters.
- For the Canada Line, the average score (8.5) is stable to last quarter and up from the same quarter last year. BCRTC (8.2) is up slightly from last quarter and the same quarter a year ago. The strongest ratings come from those taking both lines at 8.7 which is up from last quarter and from the same period last year.
- Most SkyTrain service attributes exceed the positive performance threshold of 7.0 out of 10; however, two attributes fall below the threshold of 7.0 this quarter. Explanation of delays (6.8, though on a small sample size) and perceptions of overcrowding (6.8) both sit below 7.0 again this quarter, although perceptions of overcrowding have significantly improved from last quarter (6.4). Perceptions of staff being available when needed moved up this quarter to 7.2 and is no longer below the threshold.

PERFORMANCE ON TOP KEY DRIVERS OF SKYTRAIN OVERALL SERVICE

On-Time, Reliable Service

- On-time, reliable SkyTrain service continues to perform relatively well, receiving an average rating of 8.9 this quarter, a slight increase from 8.8 in the previous quarter and a significant rise from 8.6 compared to the same quarter last year. A very strong nine in ten SkyTrain riders (90%) awarded top ratings for on-time, reliable service, up from the last quarter (+3 ppt), and up significantly from the same quarter last year (+10 ppt).

Frequency of Service

- Scores for frequency of SkyTrain service have remained relatively stable over the past two years. That said, this quarter's score of 8.5 is the highest service frequency score within the past two years, and is significantly up from 8.2 this quarter last year (which was the lowest score seen for this attribute in the past two years).

Feeling Safe from Crime

- Perceptions of safety from crime onboard the SkyTrain are fairly strong this quarter at an average of 8.2 out of 10, a slight increase from both the last wave (8.0) and the same quarter last year (8.1). Feelings of safety from crime at SkyTrain stations also improved slightly to 8.0 this quarter, higher than any score seen last year.

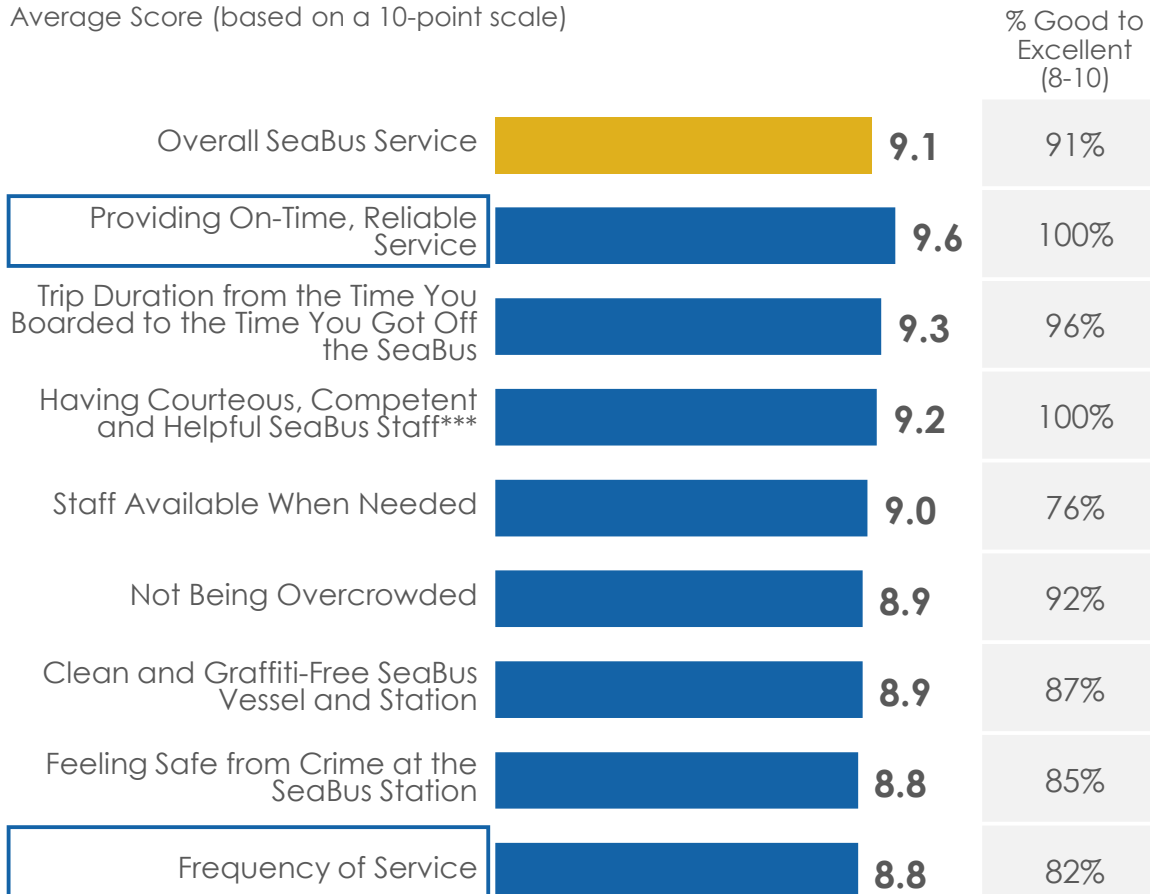
*An average rating of 7.0 or higher means an attribute's performance is positive, whereas a rating of less than 7.0 means improvements should be considered.

** Caution: extremely small base size – directional only – only among SkyTrain riders who spoke with staff (n=22***).

*** Caution: small base size – only among those who experienced delays (n=64*).

Highlights – SeaBus

PERFORMANCE ON SEABUS ATTRIBUTES



Q1 2025 Base = 60** (SeaBus riders)

 TOP KEY DRIVER

- Scores for SeaBus service tend to be stronger than for other modes, with all SeaBus service attributes scoring well above the positive-performance threshold of 7.0 out of 10.
- The average score for overall SeaBus service increased to 9.1 this quarter, up slightly both from last quarter (8.7) and from Q1 2024 (8.9).
- Nearly all SeaBus riders (91%) provide top ratings for overall SeaBus service, down slightly from very strong ratings last wave (95%) and the same quarter last year (92%).

PERFORMANCE ON TOP KEY DRIVERS OF SEABUS OVERALL SERVICE

On-Time, Reliable Service

- The average rating for the SeaBus providing on-time, reliable service significantly improved compared to last quarter (from 9.0 in Q4 2024 to 9.6 this quarter).
- All riders this quarter (100%) gave good-to-excellent ratings for on-time, reliable service, an increase of 7 percentage points from last quarter and 10 points from the same quarter last year.

Frequency of Service

- Frequency of service received an average score of 8.8 this quarter, up from both last quarter (8.2) and the same quarter last year (8.5).
- Good-to-excellent ratings for frequency of service this quarter (82%) were up 13 percentage points from last quarter and 8 percentage points from the same period last year.

Highlights – Rider Profile

TRANSIT RIDER DEMOGRAPHICS



Transit riders this quarter generally reflect the broader adult population of Metro Vancouver, with some key differences:

- **Age:** A higher proportion of riders are 18-24 years old (19% versus 12%), while those aged 55-64 are underrepresented among riders compared to the general public (8% versus 16%).
- **Employment:** Significantly fewer transit riders are employed full-time compared with the general public (45% versus 57%), while more are students (12% versus 5%), employed part-time (18% versus 13%), or unemployed (5% versus 3%).
- **Education:** A greater proportion of riders have a university degree compared with the general public (55% versus 45%), while fewer have a high school diploma or less (14% versus 21%) or vocational/college-level training (15% versus 26%).

TRIP PURPOSE



- **Work:** 48% of riders this quarter took transit to get to work, an increase from last quarter (+1 ppt) and a decrease from the same period last year (-4 ppt).
- **Entertainment or Social:** 45% of riders used transit for entertainment or social reasons this quarter, up both from last quarter (+1 ppt) and the same period last year (+3 ppt).
- **Shopping:** 38% used transit to get to and from shopping, slightly up from last quarter (+1 ppt) but down from the same period last year (-2 ppt).
- **Personal Business:** 28% used transit for personal business this quarter, up from both last quarter (+5 ppt) and the same quarter last year (+2 ppt).
- **School:** 15% took transit to go to school this quarter, up slightly from last quarter (+2 ppt) and from the same quarter last year (+4 ppt).

CHOICE VERSUS CAPTIVE RIDERS



- **Captive Riders:** One-third (32%) are Captive riders, defined as those who do not have regular access to a vehicle available for the transit trips which they make. This proportion is up from last quarter (+4 ppt) but slightly lower than the Q1 of last year (-2 ppt).
 - Compared to Choice riders, Captive riders take more trips per week on average (8.3), are more likely to use the bus (87%), tend to be aged 18 to 34 (49%), and have household incomes of \$40,000 or less (26%) or \$40,000 to less than \$80,000 (25%). They are also more likely to use the Compass Card (88%).
- **Choice Riders:** Two-thirds (67%) are Choice riders, meaning they have regular access to a vehicle. This represents a slight decrease from both the previous quarter and the same period last year.
 - Compared to Captive riders, Choice riders are more likely to be aged 35 to 54 (38%) or aged 55+ (31%), and they tend to have household incomes of \$80,000 or more (56%).

Detailed Findings

This section presents an evaluation of the overall transit system, followed by evaluation of each of the three transit modes covered in this report.

The scores are typically compared with last quarter as well as the same quarter last year. In this report, terms such as “positive” or “top scores” denote the proportion of respondents who provided “Good-to-Excellent” ratings, unless otherwise specified.

For the transit system overall and for each mode, results are presented for the following:

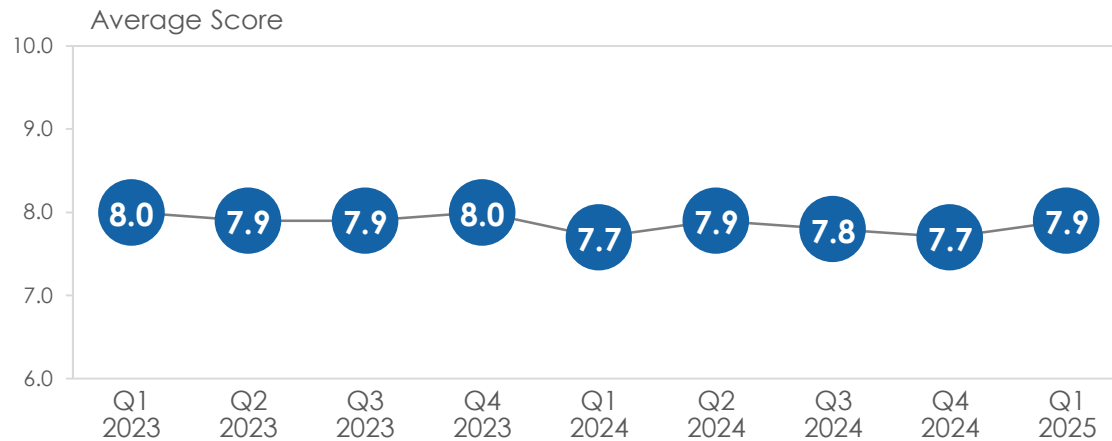
- Perceptions of Overall Service
- Perceptions of Specific Attributes



Overall System Performance

OVERALL SERVICE

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



% Good to Excellent (8-10)	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025
	70%	69%	68%	71%	60%	64%	62%	60%	66%

Average Score compared to:	
Last Quarter	Same Quarter Last Year
+0.2	+0.2

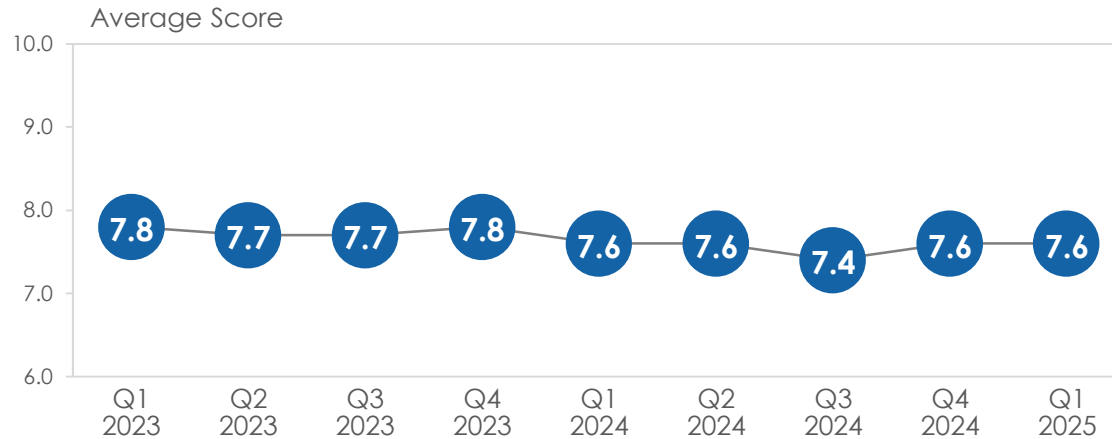
Q1 2025 Base = 750

- This quarter reflects a positive shift in perceptions of overall service, with an average overall service rating of 7.9 out of 10. This represents an increase from 7.7 last quarter, as well as from 7.7 in Q1 of last year.
- Two-thirds (66%) of riders this quarter give a Good-to-Excellent rating of the overall service provided by the transit system in Metro Vancouver. As with average scores, the proportion giving Good-to-Excellent ratings has increased from both last quarter and this quarter last year (both 60%).
- **Choice** riders – those with regular access to a vehicle – tend to give significantly higher overall service scores on average than **Captive** riders who do not have access to a private or shared vehicle for the same trip (8.0 versus 7.7).
- Perceptions of overall service tend to be highest among **low-frequency** riders who take three or fewer transit trips per week (8.1), then decrease for **medium-frequency** riders who take between four and nine trips (7.9) and for **high-frequency** riders who take ten or more one-way trips per week (7.6)
- Similarly, perceptions of overall service tend to be highest among older riders aged **65 and older** (8.1), and lowest among those **under 25** (7.4) In fact, those under 25 give significantly lower ratings than all other age groups, including those aged **25-44** (8.0) and aged **45-64** (7.9).

Overall System Performance

VALUE FOR MONEY

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



% Good to Excellent (8-10)	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025
	60%	61%	62%	61%	55%	58%	54%	56%	58%

Average Score compared to:	
Last Quarter	Same Quarter Last Year
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Q1 2025 Base = 750

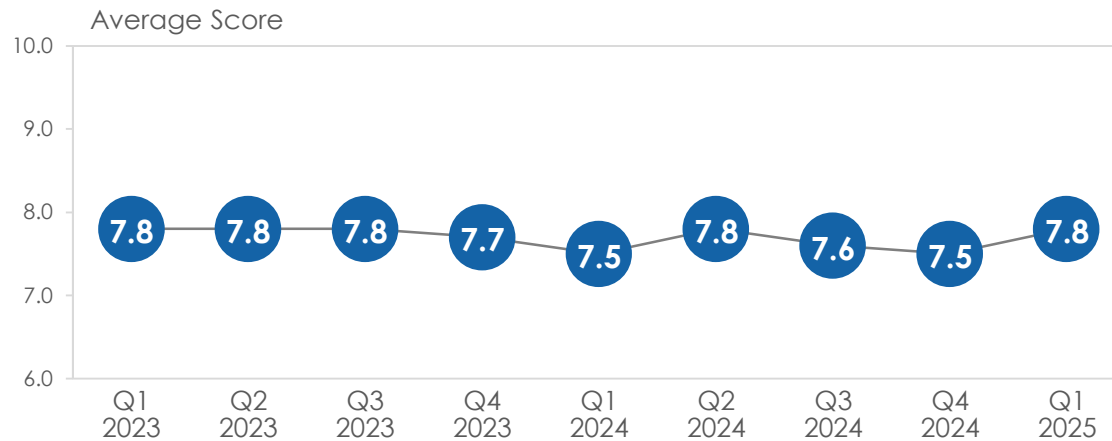
- The average rating of the value for money provided by the transit system in Metro Vancouver is 7.6 out of 10 this quarter, matching the previous quarter as well as the same quarter last year. In fact, other than a dip to 7.4 in Q3 2024, the average value for money rating has stayed consistent at 7.6 since the start of 2024.
- This quarter, 58% of riders give top ratings, a modest increase of two percentage points (ppt) from last quarter and three percentage points from Q1 2024.
- **Choice** riders (7.8) give significantly higher average ratings of value for money than **Captive** riders (7.3).
- When it comes to value for money, riders aged **65 and older** (8.5) give significantly higher average ratings than younger riders, including those aged **18-24** (7.4), **25-44** (7.5), or **45-64** (7.3).
- Average value for money ratings are also higher for those with higher household incomes (7.9 for **\$80K+** compared with 7.1 for **\$40K to less than \$80K**) and for those using **special types of Compass Card** (8.7) compared with most other types of fare media.
- Among those who use SkyTrain, there is also a significant difference in value for money ratings between **Canada Line** riders (8.0) and **BCRTC** riders (7.4).

TOP KEY DRIVER

Overall System Performance

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)	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025
	59%	58%	61%	58%	52%	66%	59%	53%	64%

Average Score compared to:	
Last Quarter	Same Quarter Last Year
+0.3 ↑	+0.3 ↑

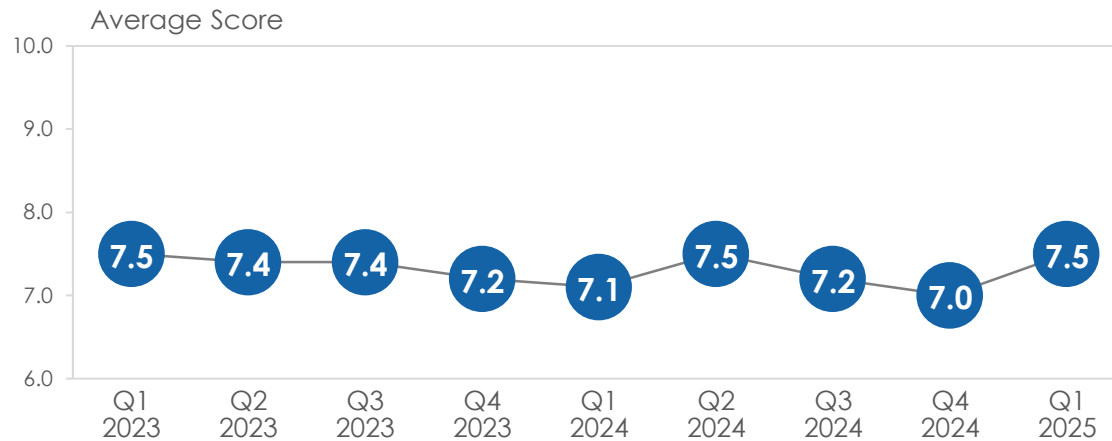
Q1 2025 Base = 750

- The average rating for the transit service in Metro Vancouver operating during convenient hours continues to fluctuate quarter to quarter, after a period of greater stability in 2023.
- This quarter, the average rating for the transit system having convenient hours of operation has increased significantly to 7.8 from 7.5 last quarter and the same quarter last year.
- Nearly two-thirds (64%) of riders provide good-to-excellent ratings for convenient hours, a significant increase from last quarter (+11 ppt) and from Q1 of last year (+12 ppt).
- Interestingly, riders aged **65 and older** (8.1) as well as those aged **25-44** (8.1) give significantly higher scores for convenient hours of operation than those aged **45-64** (7.4). Those aged **18-24**, meanwhile, give a rating of 7.7.
- Riders living in **West Vancouver** (8.3) also give significantly higher ratings for convenient hours of service than those living in **Richmond and South Delta** (7.5).
- Unlike in previous waves, there were no significant differences in perceptions of hours of operation by daypart of travel.

Overall System Performance

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?



Quarter	% Good to Excellent (8-10)
Q1 2023	55%
Q2 2023	55%
Q3 2023	52%
Q4 2023	53%
Q1 2024	47%
Q2 2024	53%
Q3 2024	51%
Q4 2024	44%
Q1 2025	54%

Average Score compared to:	
Last Quarter	Same Quarter Last Year
+0.5 ↑	+0.4

Q1 2025 Base = 296
 (more than one bus or transit mode)

Proportion of transit users who took more than one bus or transit mode:		
Q1'24	Q4'24	Q1'25
42%	43%	43%

Q1 2025 Base = 750

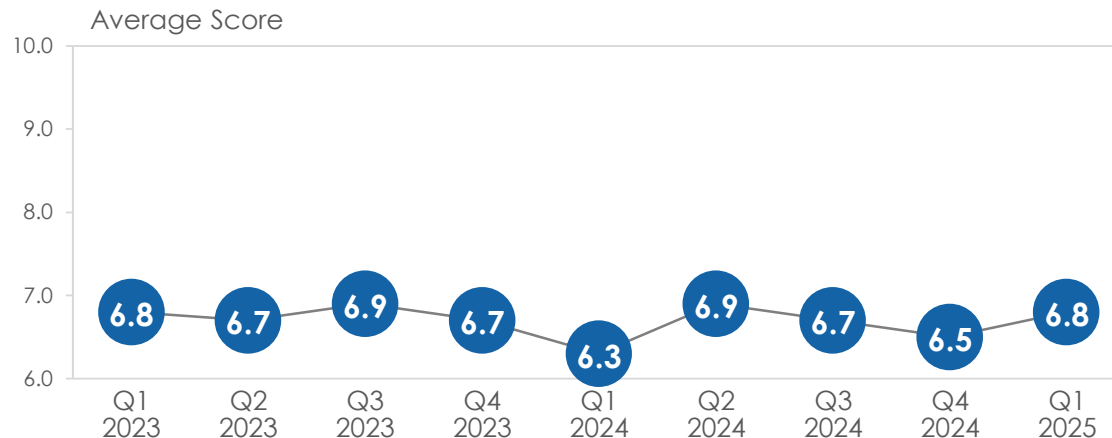
- Consistent with recent quarters, more than four in ten transit users (43%) report using multiple transit modes or bus routes during their most common trip.
- The average score for perceptions of good connections between transit buses or modes is 7.5 out of 10 this quarter, up significantly from 7.0 last quarter. Of note, the score of 7.0 in Q4 2024 was the lowest score for this attribute seen in the past two years.
- More than one-half of riders who made a connection (54%) provided top ratings for good connections, a significant increase from last quarter (+10 ppt) and a large but not significant increase from a year ago (+7 ppt).
- Riders travelling on **weekends and holidays** (7.8) and during **weekday PM peak hours** (7.7) provide significantly higher scores for the quality of connections than those travelling during **weekday evenings** (7.2).
- There is also a significant difference in ratings of connections between **bus users** (7.7) and **SkyTrain users** (7.4).

TOP KEY DRIVER

Overall System Performance

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)	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025
	38%	38%	42%	34%	30%	40%	34%	33%	38%

Average Score compared to:	
Last Quarter	Same Quarter Last Year
+0.3 ↑	+0.5 ↑

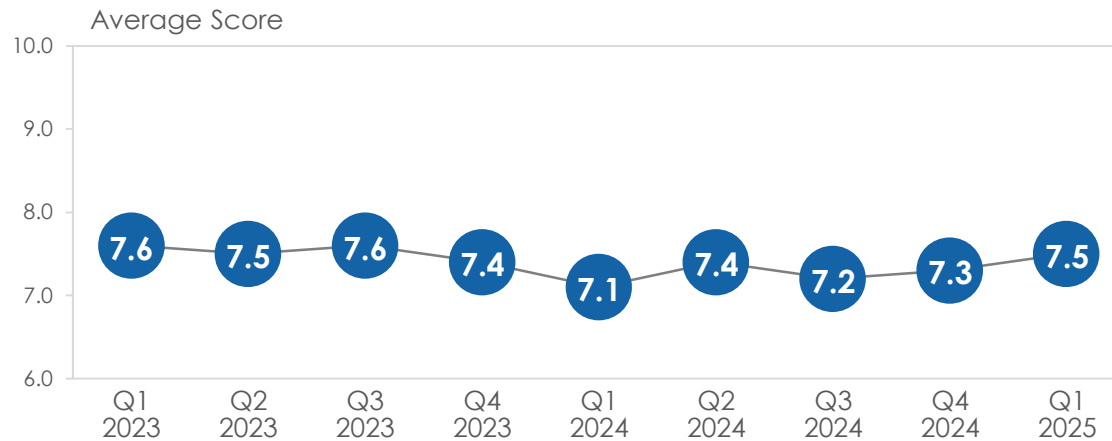
Q1 2025 Base = 750

- As seen in previous waves, the perceived adequacy of bus shelters across the region is one of the lowest-rated elements of transit service. Notably, this rating has not risen above the positive-performance threshold at any point since late 2021.
- That said, the score for having enough bus shelters this quarter (6.8) does show a significant improvement from both last quarter (6.5) and the same quarter last year (6.3).
- This quarter, nearly four in ten (38%) give top scores for the availability of bus shelters, up compared to last quarter (+5 ppt) and significantly better than the same time last year (+8 ppt).
- Riders aged **45-64** (6.4) give lower scores on average for this attribute than riders in other age groups, including those aged **65 and older** (7.0) as well as those **18-24** (7.2) and **25-44** (6.9).
- Those paying **cash for their fare** (5.8) tended to share lower ratings for the adequacy of bus shelters than those using other types of fare media.
- Riders living in **West Vancouver** (7.9), on the other hand, tended to give higher ratings than their counterparts living in other parts of Metro Vancouver.

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)	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025
	57%	56%	54%	53%	46%	52%	51%	51%	56%

Average Score compared to:	
Last Quarter	Same Quarter Last Year
+0.2	+0.4 ↑

Q1 2025 Base = 750

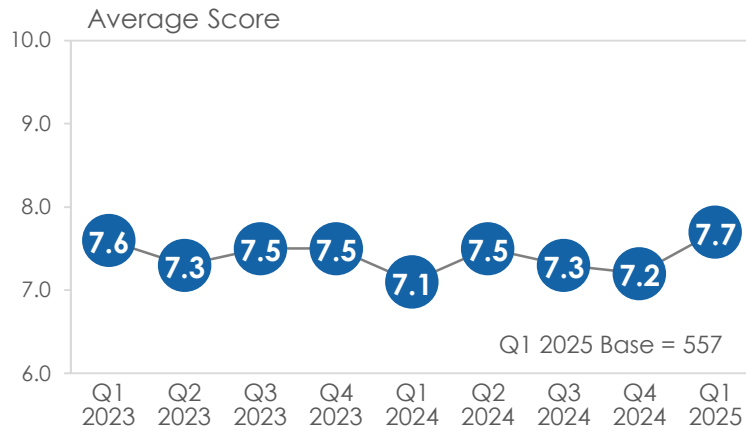
- Ratings for the perceived adequacy of transit information at stops and stations this quarter (7.5) has rebounded to levels last seen in 2023 after a relatively rocky 2024. This quarter's score is up from 7.3 last quarter, and significantly improved from 7.1 in Q1 of last year.
- More than one-half of transit users (56%) gave good-to-excellent ratings of the adequacy of transit information at stops and stations this quarter. As with average scores, this good-to-excellent proportion is higher than last quarter (+5 ppt) and significantly higher than the same quarter a year ago (+10 ppt).
- Riders aged **65 and older** (7.5) and those aged **25-44** (7.8) give significantly higher average scores for adequacy of transit information at stops and stations compared to riders aged **45-64** (7.0).
- Those paying **cash for their fare** (6.6) tended to share lower ratings for the adequacy of transit information at stops and stations than those using other types of fare media.

Overall System Performance

ADEQUACY OF TRANSIT INFORMATION ON BOARD TRANSIT VEHICLES

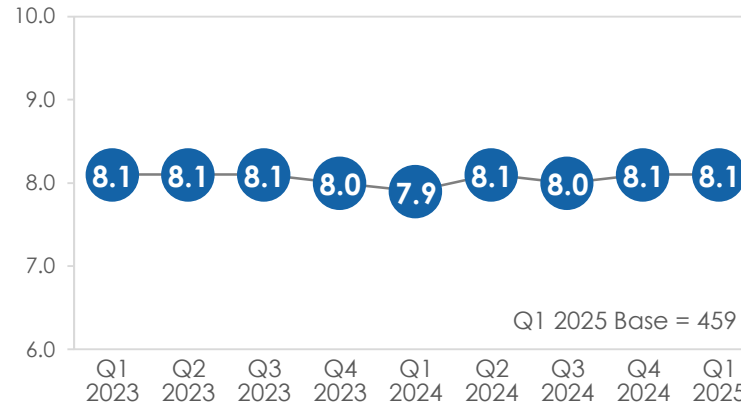
Q23B./Q23B3a./Q23B4a. How would you rate the transit system for providing adequate information on board transit vehicles [asked by transit mode]?

BUS



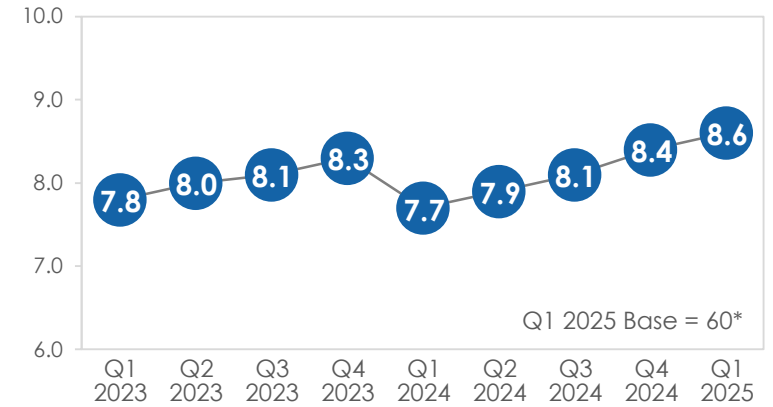
% Good to Excellent (8-10)	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025
	56%	49%	53%	54%	42%	53%	47%	51%	60%

SKYTRAIN



69%	68%	70%	68%	63%	71%	68%	70%	69%
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SEABUS



56%	66%	60%	72%	56%	61%	59%	80%	81%
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- Average ratings for the adequacy of information on board transit vehicles were highest for SeaBus (8.6), followed by SkyTrain (8.1) and Bus (7.7). Ratings for the adequacy of information on board Bus saw a significant improvement from both last quarter (7.2) as well as the same quarter a year ago (7.1). Ratings of adequacy of information on SeaBus continue to trend positively while SkyTrain remains very stable over the past few quarters.
- Good-to-excellent ratings of the adequacy of transit information on board follow a similar pattern, with SeaBus at 81%, SkyTrain at 69%, and Bus at 60%. The good-to-excellent score for Bus (60%) is up significantly from both last quarter (+9 ppt) and the same quarter a year ago (+18 ppt). Good-to-excellent scores for the adequacy of information on SeaBus are up significantly from the same quarter last year (+25 ppt), albeit on small sample size.

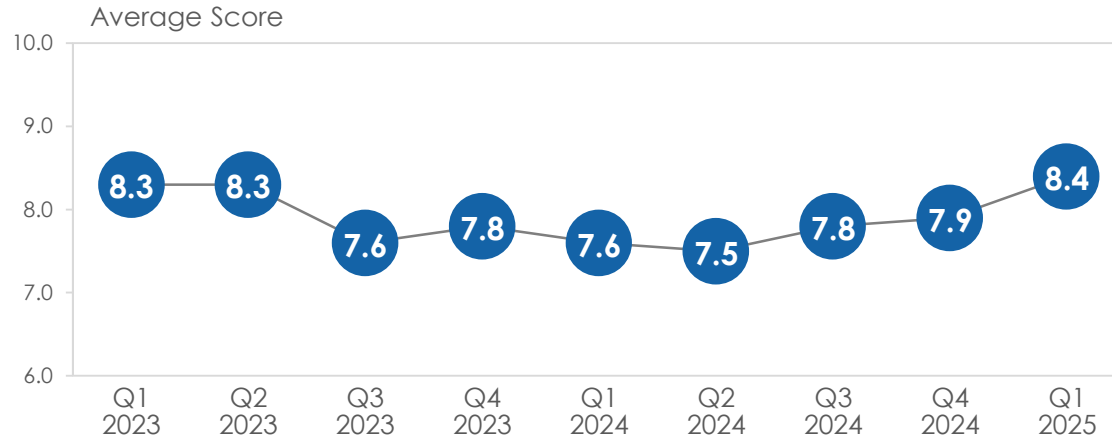
	Average Score compared to:	
	Last Quarter	Same Quarter Last Year
Bus	+0.5↑	+0.6↑
SkyTrain	--	+0.2
SeaBus	+0.2	+0.9

Overall System Performance

EASE OF GETTING INFORMATION FROM TELEPHONE INFORMATION LINE

Q23E. Have you called TransLink's telephone information line in the past 3 months?

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)	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025
	73%	79%	70%	65%	66%	62%	67%	67%	77%

Q1'25 Average Score

SPOKE TO CLERK	CALL WAS AUTOMATED	CLERK & AUTOMATED
Base = 46**	Base = 14***	Base = 18***
8.6	7.1	8.9

Last Quarter	Same Quarter Last Year
+0.5	+0.8

Q1 2025 Base = 83* (called Telephone Information Line)

Q1'24	Q4'24	Q1'25
9%	8%	12%

Q1 2025 Base = 750

- This quarter, 12% of riders used TransLink's Telephone Information Line, up four percentage points from 8% last quarter.
- Among those who reported using the Telephone Information Line within the past three months, the average rating for ease of getting information by telephone was 8.4, up from last quarter (7.9) and from the same quarter last year (7.6).
- Just over three-quarters (77%) of those who used the Telephone Information Line gave good-to-excellent ratings of the ease of finding the information they wanted via telephone. This is up from last quarter (+10 ppt) and Q1 of last year (+11 ppt).
- About one-half (49%) of the riders who called the Telephone Information Line spoke directly with an agent. Meanwhile, 19% heard entirely automated content while another 23% both spoke with an agent and heard automated content. Another 10% were unsure or could not recall.

* Caution: small base size.

** Caution: very small base size.

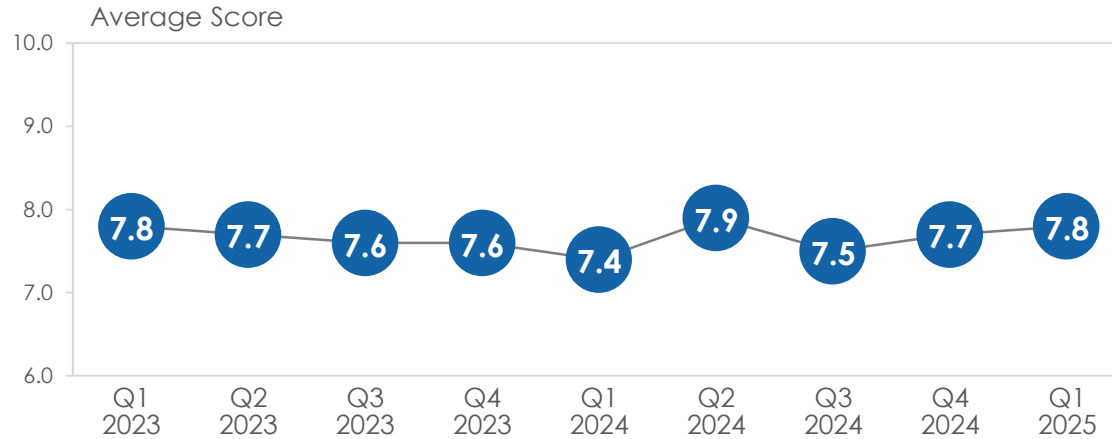
*** Caution: extremely small base size – directional only.

Overall System Performance

EASE OF FINDING INFORMATION ON WEBSITE

Q23F. Have you used TransLink's website in the past 3 months?

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)	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025
	63%	60%	59%	58%	54%	62%	57%	63%	63%

Average Score compared to:	
Last Quarter	Same Quarter Last Year
+0.1	+0.4

Q1 2025 Base = 351 (used TransLink website)

Proportion of transit users who used the TransLink website:		
Q1'24	Q4'24	Q1'25
51%	48%	44% ↓

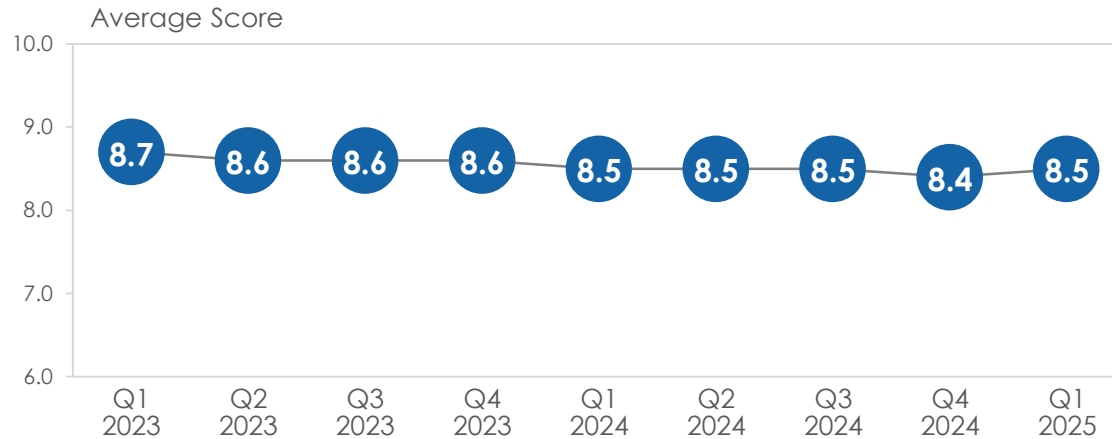
Q1 2025 Base = 750

- More than four in ten riders (44%) reported using the TransLink website in the past three months. This is slightly down from last quarter (-4 ppt) and significantly down from the same quarter a year ago (-7 ppt).
- Among those riders who reported using the website within the last three months, most (63%) gave good-to-excellent ratings of the ease of finding the information they were looking for, with an average score of 7.8 out of 10. This represents a slight improvement from last quarter (7.7) and a larger (though not statistically significant) improvement from the same quarter last year (7.4)
- Riders aged **18-24** and **25-44** (both 8.2) gave significantly higher ratings of the ease of finding information on the TransLink website than older riders aged **65 or older** (7.0).
- **SeaBus riders** (8.6) also gave more positive ratings than **bus riders** (7.7) when thinking of the ease of finding information on the TransLink website.

Overall System Performance

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)	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025
	81%	79%	80%	81%	78%	76%	77%	78%	77%

Average Score compared to:	
Last Quarter	Same Quarter Last Year
+0.1	--









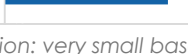
Q1 2025 Base = 750

- The overall user experience with the Compass Card and faregate system remains very favourable, with an average score of 8.5 out of 10. This result aligns with last quarter (8.4) and matches the score from Q1 2024 (8.5). Overall, this is one of the most positively rated aspects of transit service in Metro Vancouver.
- More than three-quarters (77%) of riders provide good-to-excellent ratings of the Compass Card and faregate system, maintaining stability relative to the previous quarter (-1 ppt) as well as year-over-year (-1 ppt).
- Riders travelling during the **weekday afternoon peak** (8.6) rated their experience significantly higher than those travelling during the **weekday evening period** (8.2).
- Older riders aged **65+** (9.0) gave the Compass Card and faregate system a significantly higher average rating than those in any other age group.
- **Bus riders** (8.6) also give significantly higher average ratings than **SkyTrain riders** (8.4), while those travelling a **single zone** (8.7) also give significantly higher average ratings than **two-zone travellers** (8.3).

Bus Service Quality Measures

BUS SERVICE OVERALL

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

	% Good to Excellent (8-10)	Average Score	Q1 2023					Q1 2024					Average Score compared to:	
			Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Last Quarter	Same Quarter Last Year	
TOTAL BUS n=626	66%	 7.8	8.0	8.1	8.0	7.8	7.5	8.0	7.7	7.6	7.8	+0.2	+0.3 ↑	
CMBC n=577	65%	 7.8	8.0	8.0	8.0	7.8	7.5	8.0	7.7	7.6	7.8	+0.2	+0.3 ↑	
WVT n=46**	84%	 8.5	8.4	8.5	7.9	8.1	8.3	8.6	8.5	7.8	8.5	+0.7	+0.2	
BTC n=146	75%	 8.3	8.2	8.2	8.1	8.0	7.3	8.0	7.8	8.0	8.3	+0.3	+1.0 ↑	
RTC n=92*	71%	 8.0	8.2	8.3	8.4	8.0	8.1	8.2	7.7	7.5	8.0	+0.5	-0.1	
VTC n=170	65%	 7.9	7.9	7.8	8.0	7.9	7.4	7.6	7.4	7.4	7.9	+0.5	+0.5	
HTC n=72*	58%	 7.8	7.7	7.9	7.3	7.6	7.5	7.9	7.9	7.1	7.8	+0.7	+0.3	
PCT n=45**	57%	 7.4	7.5	7.8	8.0	7.8	7.2	8.6	8.9	7.7	7.4	-0.3	+0.2	
STC n=51*	58%	 7.0	7.6	8.3	8.2	7.2	7.5	8.2	7.2	7.8	7.0	-0.8	-0.5	

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

Note: 2025 Q1 total base = n=626 (all bus routes evaluated); CMBC and each depot have smaller base sizes depending on the routes included in those categories.

- Overall bus service satisfaction showed positive movement with the average score increasing to 7.8 this quarter from 7.6 last quarter. This is also a significant increase compared to 7.5 from the same quarter last year.
- Two-thirds (66%) of bus riders gave good-to-excellent ratings of overall bus service, up from last quarter (+6 ppt) and significantly up from the same quarter a year ago (+9 ppt). Notably, the score of 57% in Q1 2024 for overall bus service was very low compared to most quarters over the past two years.
- This quarter, WVT (8.5) achieved the highest average overall bus service score among all depots, significantly outperforming STC (7.0). STC's score was also significantly lower than VTC (7.9), BTC (8.3), and RTC (8.0).
- Of the seven depots measured, all but two showed some improvement this quarter over last quarter. That said, none of the changes compared to last quarter were significant.
- BTC (8.3) significantly increased this quarter compared to Q1 of last year (7.3).










↑ / ↓ = Significant upward / downward shift



Bus Service Quality Measures

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?

	% Good to Excellent (8-10)	Average Score	Average Score compared to:										
			Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Last Quarter	Same Quarter Last Year
TOTAL BUS n=626	58%	 7.3	7.5	7.6	7.6	7.5	7.1	7.6	7.3	7.2	7.3	+0.1	+0.2
CMBC n=577	58%	 7.3	7.5	7.6	7.6	7.5	7.1	7.6	7.3	7.2	7.3	+0.1	+0.2
BTC n=146	66%	 7.6	7.9	7.9	8.0	7.6	7.2	7.6	7.6	7.8	7.6	-0.2	+0.4
VTC n=170	59%	 7.6	7.1	7.4	7.5	7.6	6.8	7.2	6.9	7.1	7.6	+0.5	+0.8↑
WVT n=46**	61%	 7.5	8.5	7.9	7.4	8.2	8.5	8.0	7.9	6.8	7.5	+0.7	-1.0
RTC n=92*	58%	 7.4	8.0	7.9	8.0	7.5	7.4	8.0	7.4	6.5	7.4	+0.9	--
HTC n=72*	56%	 7.2	6.8	7.5	6.8	7.1	7.0	7.8	7.3	6.9	7.2	+0.3	+0.2
STC n=51*	51%	 6.9	7.4	7.3	7.6	7.4	7.3	7.9	6.9	7.5	6.9	-0.6	-0.4
PCT n=45**	41%	 6.1	7.5	7.7	7.4	7.3	6.6	7.9	8.8	7.7	6.1	-1.6↓	-0.5

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

 TOP KEY DRIVER

Note: 2025 Q1 total base = n=626 (all bus routes evaluated); CMBC and each depot have smaller base sizes depending on the routes included in those categories.










- The average rating for perceptions of on-time reliable service improved very slightly to 7.3 this quarter, compared to 7.2 last quarter. This rating is also up slightly from Q1 of last year (7.1).
- Nearly six in ten (58%) transit users gave good-to-excellent ratings for on-time reliability this quarter, up from both last quarter and the same quarter a year ago (+7 ppt).
- This quarter, BTC (7.6) and VTC (also 7.6) significantly outperformed PCT (6.1) for average ratings of on-time, reliable service.
- PCT (6.1) significantly declined this quarter compared to last quarter (7.7) and is the lowest rated of all seven depots this quarter.
- VTC (7.6) significantly increased this quarter compared to Q1 of last year (6.8).

↑ / ↓ = Significant upward / downward shift

Bus Service Quality Measures

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?

	% Good to Excellent (8-10)	Average Score	Average Score compared to:										
			Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Last Quarter	Same Quarter Last Year
TOTAL BUS n=626	47%	 7.0	7.3	7.4	7.2	7.1	6.9	7.4	7.2	7.0	7.0	--	+0.1
CMBC n=577	46%	 7.0	7.3	7.5	7.2	7.1	6.8	7.4	7.1	7.0	7.0	--	+0.2
VTC n=170	49%	 7.3	7.0	7.2	7.2	7.3	6.7	7.3	6.8	6.8	7.3	+0.5	+0.6 ↑
WVT n=46**	49%	 7.2	7.7	6.7	7.2	7.5	7.5	8.0	7.6	6.7	7.2	+0.5	-0.3
BTC n=146	52%	 7.1	7.7	7.6	7.5	7.5	7.4	7.3	7.3	7.6	7.1	-0.5	-0.3
RTC n=92*	47%	 7.0	7.4	7.5	7.4	7.1	6.4	7.2	7.2	6.3	7.0	+0.7	+0.6
PCT n=45**	42%	 6.7	7.3	7.2	6.3	6.7	6.5	7.6	8.3	7.3	6.7	-0.6	+0.2
STC n=51*	42%	 6.7	7.3	8.1	7.3	6.3	6.9	8.0	6.7	6.9	6.7	-0.2	-0.2
HTC n=72*	37%	 6.6	6.7	7.1	6.7	6.9	6.9	7.2	7.2	7.0	6.6	-0.4	-0.3

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

 TOP KEY DRIVER

Note: 2025 Q1 total base = n=626 (all bus routes evaluated); CMBC and each depot have smaller base sizes depending on the routes included in those categories.










- This quarter, the average score for perceptions of bus service frequency was stable compared to last quarter at 7.0 out of 10, and up slightly from the same quarter last year (6.9).
- As with last quarter, a little under one-half (47%) of bus riders rated the frequency of service as good-to-excellent. This is a slight improvement (+2 ppt) from Q1 of last year.
- VTC significantly outperformed the HTC depot this quarter in terms of perceptions of bus service frequency (7.3 for VTC versus 6.6 for HTC).
- VTC also saw a significant improvement this quarter compared to the same quarter last year with the average score increasing from 6.7 to 7.3.

↑ / ↓ = Significant upward / downward shift

Bus Service Quality Measures

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?

	% Good to Excellent (8-10)	Average Score	2023					2024					Average Score compared to:	
			Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Last Quarter	Same Quarter Last Year	
TOTAL BUS n=626	73%	 8.4	8.5	8.6	8.6	8.4	8.1	8.5	8.1	8.2	8.4	+0.2	+0.3 ↑	
CMBC n=577	73%	 8.4	8.5	8.5	8.6	8.4	8.1	8.5	8.1	8.2	8.4	+0.2	+0.3 ↑	
RTC n=92*	83%	 8.6	8.5	8.4	8.8	8.5	8.4	8.6	8.2	8.0	8.6	+0.6	+0.2	
BTC n=146	79%	 8.6	8.6	8.7	8.9	8.5	7.9	8.6	8.3	8.2	8.6	+0.4	+0.7 ↑	
HTC n=72*	73%	 8.5	8.3	8.4	8.5	8.0	8.1	8.4	8.2	8.4	8.5	+0.1	+0.4	
PCT n=45**	70%	 8.4	8.4	8.5	8.9	8.2	7.9	8.9	9.1	8.5	8.4	-0.1	+0.5	
WVT n=46**	80%	 8.2	8.8	9.3	8.7	8.6	8.8	8.7	8.8	8.8	8.2	-0.6	-0.6	
VTC n=170	67%	 8.2	8.4	8.6	8.3	8.5	8.1	8.4	7.9	8.0	8.2	+0.2	+0.1	
STC n=51*	69%	 8.0	8.1	8.5	8.5	8.0	8.0	8.3	7.6	8.2	8.0	-0.2	--	

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

Note: 2025 Q1 total base = n=626 (all bus routes evaluated); CMBC and each depot have smaller base sizes depending on the routes included in those categories.

- The average score for perceptions of bus trip duration is 8.4 this quarter, up slightly from last quarter (8.2). This quarter's score is significantly higher than the same quarter last year (8.1).
- Nearly three-quarters (73%) of bus users provide good-to-excellent scores for trip duration, the same as last quarter and up 5 percentage points from the same quarter a year ago.
- This quarter, none of the bus depots receive significantly higher or lower average ratings of trip duration than any other depot, and most do not show any significant changes since last quarter or the same quarter last year.
- That said, relative to the same quarter a year ago, BTC has improved significantly from 7.9 to 8.6.










↑ / ↓ = Significant upward / downward shift



Bus Service Quality Measures

HAVING A DIRECT ROUTE

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

	% Good to Excellent (8-10)	Average Score	Average Score compared to:										
			Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Last Quarter	Same Quarter Last Year
TOTAL BUS n=626	83%	 8.8	8.7	8.7	8.8	8.6	8.5	8.8	8.7	8.6	8.8	+0.2	+0.3↑
CMBC n=577	83%	 8.8	8.8	8.7	8.8	8.6	8.5	8.8	8.7	8.6	8.8	+0.2	+0.3↑
HTC n=72*	89%	 8.9	8.7	8.4	8.6	8.4	8.6	8.5	8.8	8.8	8.9	+0.1	+0.3
BTC n=146	87%	 8.9	9.0	8.9	9.0	8.8	8.7	9.1	8.7	9.1	8.9	-0.2	+0.2
RTC n=92*	85%	 8.8	8.7	8.6	8.6	8.7	8.3	8.9	8.7	8.2	8.8	+0.6	+0.5
VTC n=170	82%	 8.8	8.7	8.8	8.7	8.8	8.5	8.8	8.6	8.4	8.8	+0.4	+0.3
WVT n=46**	81%	 8.6	8.6	7.7	8.6	9.2	9.0	9.2	9.3	9.0	8.6	-0.4	-0.4
STC n=51*	75%	 8.4	8.4	8.8	8.8	7.9	8.3	8.5	8.1	8.2	8.4	+0.2	+0.1
PCT n=45**	68%	 8.1	8.9	8.5	9.0	8.3	8.3	9.2	9.3	8.1	8.1	--	-0.2

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

Note: 2025 Q1 total base = n=626 (all bus routes evaluated); CMBC and each depot have smaller base sizes depending on the routes included in those categories.










- Riders this quarter rated the directness of bus routes an average of 8.8 out of 10, a slight increase from last quarter (8.6) and a significant rise from the same period last year (8.5).
- A majority (83%) of riders gave top scores for direct bus routes this quarter, up slightly from in the previous quarter (+2 ppt) and the same period last year (+5 ppt).
- Following several significant shifts in scores last wave, no significant quarter-over-quarter or year-over-year changes were observed this quarter at the depot level.

↑ / ↓ = Significant upward / downward shift

Bus Service Quality Measures

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?

	% Good to Excellent (8-10)	Average Score	Average Score compared to:										
			Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Last Quarter	Same Quarter Last Year
TOTAL BUS n=626	52%	 7.1	7.2	7.3	7.2	7.0	6.6	7.0	7.0	6.6	7.1	+0.5↑	+0.5↑
CMBC n=577	52%	 7.1	7.2	7.3	7.1	7.0	6.5	7.0	6.9	6.6	7.1	+0.5↑	+0.6↑
WVT n=46**	55%	 7.8	7.9	8.5	7.3	8.2	8.0	7.3	8.3	7.3	7.8	+0.5	-0.2
RTC n=92*	64%	 7.7	7.8	7.8	7.5	7.3	7.0	7.1	6.9	6.5	7.7	+1.2↑	+0.7
VTC n=170	54%	 7.3	6.9	7.1	7.3	7.2	6.6	7.0	6.5	7.0	7.3	+0.3	+0.7↑
HTC n=72*	50%	 7.1	6.8	7.0	6.7	6.7	6.8	7.1	7.3	6.1	7.1	+1.0	+0.3
STC n=51*	53%	 6.9	7.4	7.2	6.8	6.0	5.8	7.1	6.8	6.5	6.9	+0.4	+1.1
PCT n=45**	63%	 6.8	7.0	7.9	8.0	7.3	7.3	7.9	8.7	7.0	6.8	-0.2	-0.5
BTC n=146	41%	 6.7	7.2	7.2	6.9	7.0	6.3	6.7	6.8	6.4	6.7	+0.3	+0.4

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

 TOP KEY DRIVER

Note: 2025 Q1 total base = n=626 (all bus routes evaluated); CMBC and each depot have smaller base sizes depending on the routes included in those categories.










- Average ratings for perceptions of the bus not being overcrowded improved considerably this quarter; in fact, after dropping below the threshold of acceptable performance last quarter (i.e., below 7.0 out of 10), this score is now slightly above the positive performance threshold.
- This quarter, riders gave an average score of 7.1 out of 10 for buses not being overcrowded. This represents a significant increase from both last quarter and the same quarter last year (both at 6.6).
- Just over one-half of riders (52%) provide top ratings for not being overcrowded, also significantly up from both last quarter (+11 ppt) and from the same period last year (+11 ppt).
- This quarter, perceptions of buses not being overcrowded are significantly better at RTC (7.7) than at BTC (6.7). WVT (7.8) also received strong scores, though on relatively small sample size.
- Scores for RTC have significantly improved from last quarter (from 6.5 to 7.7).
- Meanwhile, VTC's average score has significantly increased from the same quarter a year ago (from 6.6 to 7.3).

↑ / ↓ = Significant upward / downward shift

Bus Service Quality Measures

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?

	% Good to Excellent (8-10)	Average Score	Average Score compared to:										
			Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Last Quarter	Same Quarter Last Year
TOTAL BUS n=626	69%	 8.1	8.2	8.3	8.4	8.1	7.9	8.3	8.1	8.2	8.1	-0.1	+0.2
CMBC n=577	69%	 8.1	8.2	8.3	8.4	8.1	7.9	8.3	8.0	8.2	8.1	-0.1	+0.2
HTC n=72*	79%	 8.6	8.0	8.2	8.4	8.3	7.9	8.6	8.2	8.6	8.6	--	+0.7↑
BTC n=146	74%	 8.3	8.1	8.6	8.7	8.0	7.9	8.4	7.8	8.3	8.3	--	+0.4
PCT n=45**	68%	 8.2	8.7	8.8	8.5	8.3	7.8	8.9	9.2	8.4	8.2	-0.2	+0.4
STC n=51*	74%	 8.1	8.0	8.4	8.4	8.0	8.4	8.1	8.4	8.0	8.1	+0.1	-0.3
RTC n=92*	64%	 8.1	8.7	8.3	8.8	8.2	7.8	8.5	8.4	8.5	8.1	-0.4	+0.3
WVT n=46**	73%	 7.8	8.8	9.0	8.5	8.7	8.6	8.6	9.1	8.8	7.8	-1.0	-0.8
VTC n=170	61%	 7.8	7.8	8.0	7.8	8.0	7.6	8.0	7.6	7.8	7.8	--	+0.2

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

Note: 2025 Q1 total base = n=626 (all bus routes evaluated); CMBC and each depot have smaller base sizes depending on the routes included in those categories.










- The average rating for perceptions of bus cleanliness and lack of graffiti is 8.1 this quarter, a slight decrease from last quarter (8.2) but a small increase from the same time last year (7.9).
- Nearly seven in ten bus riders (69%) gave this attribute good-to-excellent ratings, a decrease from last wave (-4 ppt) but up from the same period last year (+4 ppt).
- This quarter, perceptions of bus cleanliness were significantly higher for routes associated with HTC, with an average score of 8.6, compared to 7.8 for both VTC and WVT.
- The average score for HTC this quarter is also significantly higher than it was the same quarter a year ago (7.9).

↑ / ↓ = Significant upward / downward shift

Bus Service Quality Measures

FEELING SAFE FROM CRIME ON BOARD THE BUS

Q18.2/20.2/22.2. Thinking about the [ROUTE NUMBER] bus you took, how would you rate it in terms of feeling safe from crime on board the bus?

	% Good to Excellent (8-10)	Average Score	Average Score compared to:										
			Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Last Quarter	Same Quarter Last Year
TOTAL BUS n=626	75%	 8.4	8.4	8.4	8.4	8.4	8.2	8.4	8.1	8.3	8.4	+0.1	+0.2
CMBC n=577	75%	 8.4	8.4	8.4	8.3	8.4	8.2	8.4	8.1	8.3	8.4	+0.1	+0.2
BTC n=146	83%	 8.8	8.6	8.5	8.8	8.6	8.4	8.5	8.2	8.3	8.8	+0.5↑	+0.4
HTC n=72*	82%	 8.8	8.5	8.6	8.5	8.4	8.5	8.6	8.4	8.7	8.8	+0.1	+0.3
RTC n=92*	78%	 8.5	8.9	8.6	8.8	8.8	8.7	8.5	8.4	8.6	8.5	-0.1	-0.2
WVT n=46**	78%	 8.4	9.0	9.0	8.5	8.9	8.9	8.7	9.2	9.0	8.4	-0.6	-0.5
PCT n=45**	75%	 8.3	9.1	9.0	8.1	8.5	8.4	9.1	9.2	8.7	8.3	-0.4	-0.1
VTC n=170	67%	 8.2	7.9	7.9	8.0	8.1	7.6	8.2	7.4	7.7	8.2	+0.5	+0.6↑
STC n=51*	67%	 8.0	7.5	8.2	7.8	8.4	8.2	8.0	8.3	8.0	8.0	--	-0.2

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

Note: 2025 Q1 total base = n=626 (all bus routes evaluated); CMBC and each depot have smaller base sizes depending on the routes included in those categories.










- Feelings of safety from crime onboard the bus saw a slight improvement this quarter, with riders giving an average score of 8.4 out of 10. This represents a small increase from the previous quarter (8.3) as well as from the same quarter last year (8.2).
- This quarter, three-quarters (75%) of riders gave good-to-excellent ratings for feeling safe from crime on board the bus. This is stable compared to last quarter (75%) and very slightly up from the same quarter last year (+1 ppt).
- This quarter, the BTC depot (8.8) receives significantly stronger average ratings for this attribute relative to VTC (8.2) and STC (8.0).
- BTC also receives significantly higher ratings for feelings of safety on the bus this quarter compared to its score from last quarter (8.3).
- Feelings of safety from crime for VTC (8.2) have significantly improved from the same quarter a year ago (7.6).

↑ / ↓ = Significant upward / downward shift

Bus Service Quality Measures

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

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

	% Good to Excellent (8-10)	Average Score	Q1 2023					Q1 2024					Average Score compared to:	
			Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Last Quarter	Same Quarter Last Year	
TOTAL BUS n=626	72%	 8.4	8.4	8.3	8.2	8.3	8.0	8.3	8.0	8.1	8.4	+0.3↑	+0.4↑	
CMBC n=577	72%	 8.4	8.3	8.3	8.2	8.3	8.0	8.3	7.9	8.1	8.4	+0.3↑	+0.4↑	
HTC n=72*	80%	 8.9	8.8	8.3	8.2	8.0	8.2	8.4	8.3	8.5	8.9	+0.4	+0.7↑	
BTC n=146	79%	 8.5	8.4	8.7	8.7	8.5	8.0	8.6	8.1	8.3	8.5	+0.2	+0.5	
RTC n=92*	76%	 8.5	8.6	8.5	8.6	8.7	8.2	8.4	8.3	8.3	8.5	+0.2	+0.3	
PCT n=45**	68%	 8.4	8.9	8.8	8.1	8.3	7.9	8.9	8.7	8.1	8.4	+0.3	+0.5	
VTC n=170	68%	 8.2	7.9	8.1	8.0	8.2	7.9	8.2	7.4	7.8	8.2	+0.4	+0.3	
WVT n=46**	69%	 8.1	9.0	8.6	8.4	8.9	8.7	8.8	9.3	8.6	8.1	-0.5	-0.6	
STC n=51*	55%	 7.8	7.8	7.1	7.4	7.9	7.8	7.9	7.6	7.4	7.8	+0.4	--	

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

Note: 2025 Q1 total base = n=626 (all bus routes evaluated); CMBC and each depot have smaller base sizes depending on the routes included in those categories.










- Feelings of safety from crime at bus stops and exchanges (8.4) improved significantly this quarter, relative to last quarter (8.1) and the same quarter last year (8.0).
- More than seven in ten bus riders (72%) gave good-to-excellent scores for feeling safe from crime at the bus stop or exchange, up slightly from last quarter (+1 ppt) and from the same quarter last year (+4 ppt).
- This quarter, the average score for feelings of safety from crime at stops and exchanges is highest at HTC (8.9) compared to other depots, especially VTC (8.2), WVT (8.1), and STC (7.8).
- The average score this quarter for HTC (8.9) is up significantly from the same quarter a year ago (8.2).

↑ / ↓ = Significant upward / downward shift

Bus Service Quality Measures

SAFE AND PROFESSIONAL BUS OPERATOR

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

	% Good to Excellent (8-10)	Average Score	Average Score compared to:										Last Quarter	Same Quarter Last Year
			Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025			
TOTAL BUS n=626	89%	 8.9	8.8	8.8	8.8	8.8	8.7	8.8	8.8	8.7	8.9	+0.2↑	+0.2↑	
CMBC n=577	89%	 8.9	8.8	8.8	8.8	8.8	8.7	8.8	8.8	8.7	8.9	+0.2↑	+0.2↑	
HTC n=72*	92%	 9.2	8.6	8.9	8.4	8.4	8.4	8.9	8.8	8.4	9.2	+0.8↑	+0.8↑	
BTC n=146	93%	 9.0	8.8	9.0	9.0	8.9	8.8	8.8	8.8	8.9	9.0	+0.1	+0.2	
RTC n=92*	93%	 9.0	8.8	8.6	9.1	9.0	8.7	9.0	8.7	8.6	9.0	+0.4	+0.3	
VTC n=170	89%	 9.0	8.9	8.9	8.8	8.9	8.7	8.6	8.6	8.7	9.0	+0.3	+0.3	
STC n=51*	79%	 8.4	8.4	8.5	8.7	8.5	8.6	8.9	8.8	8.7	8.4	-0.3	-0.2	
WVT n=46**	79%	 8.4	9.2	9.2	8.2	9.2	9.1	8.9	9.1	8.8	8.4	-0.4	-0.7↓	
PCT n=45**	76%	 8.4	9.4	8.9	8.7	8.7	8.7	8.9	9.7	8.8	8.4	-0.4	-0.3	

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

Note: 2025 Q1 total base = n=626 (all bus routes evaluated); CMBC and each depot have smaller base sizes depending on the routes included in those categories.










- Consistent with scores over several quarters, passengers again provided strong ratings for their bus operator driving safely and professionally.
- Riders continue to give high ratings of their perceptions of bus operators driving safely and professionally, with an average score of 8.9 out of 10 this quarter. This is significantly up from both last quarter (8.7) and the same period last year (8.7).
- Nearly nine in ten riders (89%) gave good-to-excellent ratings for having a safe and professional bus operator, a significant increase from both last quarter (+6 ppt) and from the same quarter last year (+6 ppt).
- By depot, HTC (9.2) receives significantly higher average scores for safe and professional driving than several other depots this quarter, including STC, WVT, and PCT (all 8.4). Scores for BTC, RTC, and VTC (all 9.0) are also significantly higher than the lowest three depots this quarter.
- Scores for HTC have also significantly increased from both last quarter (8.4) and the same quarter last year (8.4).
- On the other hand, average scores for WVT on this attribute have dropped significantly from 9.1 in Q1 2024 to 8.4 this quarter.

↑ / ↓ = Significant upward / downward shift

Bus Service Quality Measures

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?

	% Good to Excellent (8-10)	Average Score	Q1 2023					Q1 2024					Average Score compared to:	
			Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Last Quarter	Same Quarter Last Year	
TOTAL BUS n=626	83%	 8.6	8.6	8.6	8.5	8.5	8.2	8.4	8.4	8.5	8.6	+0.1	+0.4 ↑	
CMBC n=577	83%	 8.6	8.6	8.6	8.5	8.5	8.2	8.4	8.4	8.5	8.6	+0.1	+0.4 ↑	
HTC n=72*	93%	 9.1	8.5	8.7	8.1	8.5	8.1	8.5	8.4	8.3	9.1	+0.8 ↑	+1.0 ↑	
BTC n=146	87%	 8.9	8.7	8.6	8.8	8.6	8.2	8.5	8.4	8.6	8.9	+0.3	+0.7 ↑	
RTC n=92*	81%	 8.6	8.8	8.4	8.6	8.4	8.4	8.9	8.1	8.3	8.6	+0.3	+0.2	
VTC n=170	80%	 8.5	8.5	8.6	8.7	8.8	8.1	8.2	8.3	8.5	8.5	--	+0.4	
PCT n=45**	84%	 8.4	8.7	8.5	8.5	8.3	8.4	8.6	9.4	8.8	8.4	-0.4	--	
WVT n=46**	80%	 8.3	9.2	9.3	8.1	8.9	9.1	8.8	8.7	8.4	8.3	-0.1	-0.8	
STC n=51*	72%	 7.8	8.2	8.6	8.2	7.8	8.1	8.2	8.2	8.5	7.8	-0.7	-0.3	

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

 TOP KEY DRIVER

Note: 2025 Q1 total base = n=626 (all bus routes evaluated); CMBC and each depot have smaller base sizes depending on the routes included in those categories.





- Bus operator performance consistently receives high ratings relative to other bus service attributes. This quarter, rider perceptions of bus operators' courtesy remain strong, with an average score of 8.6 out of 10. This is only slightly changed compared to the previous quarter (8.5) though the score is a significant increase from the same quarter last year (8.2).
- This quarter, 83% of bus riders provide good-to-excellent ratings of bus operator courtesy. This represents a significant increase from both last quarter (+7 ppt) and the same quarter last year (+15 ppt).
- When comparing depots this quarter, HTC (9.1) has significantly higher scores than several other depots, including VTC (8.5), WVT (8.3), and STC (7.8). Meanwhile, STC receives significantly lower scores than several other depots, including BTC (8.9), RTC (8.6), and VTC (8.5) in addition to HTC.
- Looking at scores for each depot, HTC (9.1) experienced a significant increase from both last quarter (8.3) and the same quarter a year ago (8.1).
- Relative to the same quarter last year, BTC also significantly improved from 8.2 to 8.9.

↑ / ↓ = Significant upward / downward shift

SkyTrain Service Quality Measures

SKYTRAIN OVERALL SERVICE

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

	% Good to Excellent (8-10)	Average Score	Average Score compared to:										
			Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Last Quarter	Same Quarter Last Year
TOTAL SKYTRAIN n=459	75%	 8.3	8.5	8.3	8.2	8.4	8.1	8.2	8.2	8.2	8.3	+0.1	+0.2
CANADA LINE n=143	82%	 8.5	8.5	8.6	8.7	8.6	8.3	8.6	8.1	8.5	8.5	--	+0.2
BCRTC n=267	70%	 8.2	8.5	8.3	8.0	8.3	8.0	8.1	8.1	8.1	8.2	+0.1	+0.2
BOTH n=42**	79%	 8.7	8.6	7.9	8.4	8.4	8.3	8.5	8.7	7.8	8.7	+0.9	+0.4

** Caution: very small base size.

Notes:

Total SkyTrain ridership includes **all** riders of this mode regardless of the line(s) taken.

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.





Both riders are those who rode the Canada Line as well as the Millennium Line and/or the Expo Line on the trip they evaluated.

- This quarter, SkyTrain service overall received an average score of 8.3, a slight increase from last quarter (8.2) and the same quarter last year (8.1). While scores declined from 2023 into 2024, they have stabilized in recent quarters.
- Three-quarters of SkyTrain riders (75%) gave good-to-excellent ratings for overall SkyTrain service this quarter, stable compared to last wave and up from the same quarter last year (+1 ppt).
- The Canada Line (8.5) outperformed BCRTC (8.2) this quarter when it comes to perceptions of overall service.
- For the Canada Line, the average score for overall SkyTrain service (8.5) is stable compared to last quarter and up slightly from the same quarter last year (8.3).
- Ratings for BCRTC (8.2) are up slightly from last quarter (8.1) and the same quarter a year ago (8.0).
- The strongest ratings come from those taking both lines (8.7), up from last quarter (7.8) and from the same period last year (8.3).

SkyTrain Service Quality Measures

ON-TIME RELIABLE SERVICE

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

	% Good to Excellent (8-10)	Average Score	2023					2024					Average Score compared to:	
			Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Last Quarter	Same Quarter Last Year	
TOTAL SKYTRAIN n=459	90%	 8.9	8.8	8.7	8.8	8.9	8.6	8.8	8.6	8.8	8.9	+0.1	+0.3↑	
CANADA LINE n=143	92%	 9.0	8.8	9.1	9.1	9.3	8.8	9.1	8.8	9.0	9.0	--	+0.2	
BCRTC n=267	88%	 8.8	8.7	8.5	8.6	8.7	8.4	8.6	8.5	8.7	8.8	+0.1	+0.4↑	
BOTH n=42**	90%	 8.9	9.2	8.6	9.3	8.9	8.9	9.0	9.0	8.9	8.9	--	--	

** Caution: very small base size.

Notes:

Total SkyTrain ridership includes **all** riders of this mode regardless of the line(s) taken.

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.

Both riders are those who rode the Canada Line as well as the Millennium Line and/or the Expo Line on the trip they evaluated.

TOP KEY DRIVER





- Perceptions of SkyTrain's on-time reliability received an average rating of 8.9 this quarter, a slight increase from 8.8 in the previous quarter and a significant rise from 8.6 compared to the same quarter last year. This continues to be the top-rated service attribute among all SkyTrain attributes.
- Nine in ten SkyTrain riders (90%) awarded top ratings for on-time, reliable service, up slightly from the last quarter (+3 ppt), and up significantly from the same quarter last year (+10 ppt).
- This quarter, Canada Line (9.0) slightly outperformed BCRTC (8.8), though this difference is not statistically significant.
- For the Canada Line, the average score (9.0) is stable compared to last quarter and up from the same quarter last year (8.8).
- Scores for on-time, reliable service on BCRTC (8.8) are up slightly from last quarter (8.7) and up significantly from the same quarter a year ago (8.4).
- Those taking both lines in the same trip give an average score of 8.9 which is very consistent with scores seen over the past several quarters.

SkyTrain Service Quality Measures

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?

	% Good to Excellent (8-10)	Average Score	Q1 2023					Q1 2024					Average Score compared to:	
			Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Last Quarter	Same Quarter Last Year	
TOTAL SKYTRAIN n=64*	51%	 6.8	6.4	6.3	6.3	6.5	6.1	6.0	6.2	6.6	6.8	+0.2	+0.7	
CANADA LINE n=9***	44%	 6.9	6.3	6.1	5.2	7.6	4.8	6.1	5.5	6.0	6.9	+0.9	+2.1	
BCRTC n=53*	51%	 6.7	6.4	6.5	6.6	6.5	6.3	6.1	6.4	6.8	6.7	-0.1	+0.4	
BOTH n=2***	59%	 8.0	6.4	5.6	5.6	N/A	6.4	5.0	7.2	6.9	8.0	+1.1	+1.6	

n = Those experiencing a delay in the past 3 months.
 * Caution: small base size.
 *** Caution: extremely small base size – directional only.

Notes:





Total SkyTrain ridership includes **all** riders of this mode regardless of the line(s) taken.
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.
Both riders are those who rode the Canada Line as well as the Millennium Line and/or the Expo Line on the trip they evaluated.
 Question change made in Q3'20. Prior to this, experienced delays was asked of past 3-months instead of past 30 days.

- Fewer than two in ten SkyTrain riders (18%) indicate that they experienced a SkyTrain delay of at least five minutes in the past 30 days, down from both last quarter (21%) and from Q1 2024 (22%).
- BCRTC passengers (26%) are significantly more likely than Canada Line passengers (6%) and those who travelled using both lines (5%) to report experiencing such a delay.
- Among riders who experienced a SkyTrain delay, the average score for delays being announced and explained was 6.8 this quarter, up slightly from 6.6 in the previous quarter and 6.1 from this quarter last year. The score for this attribute is the one of the lowest among all SkyTrain service attributes (although on a small sample size).
- One-half of riders who experienced a delay (51%) gave top ratings for delays being announced and explained, up from last wave (+15 ppt) and the same quarter last year (+24 ppt).
- Sample sizes at the line level are quite small (especially for Canada Line and trips involving both lines), meaning that large fluctuations can be expected between quarters and any shifts should be interpreted with caution. This quarter, scores for BCRTC on this attribute (6.7) are down from last quarter (6.8), but up from the same quarter last year (6.3).

SkyTrain Service Quality Measures

FREQUENCY OF SERVICE

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

	% Good to Excellent (8-10)	Average Score	Q1 2023					Q2 2023					Q3 2023					Q4 2023					Q1 2024					Q2 2024					Q3 2024					Q4 2024					Q1 2025					Average Score compared to:	
			Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Last Quarter	Same Quarter Last Year									
TOTAL SKYTRAIN n=459	79%	 8.5	8.4	8.4	8.4	8.4	8.2	8.3	8.3	8.4	8.5	8.4	8.4	8.4	8.4	8.2	8.3	8.3	8.4	8.5	8.4	8.4	8.4	8.4	8.2	8.3	8.3	8.4	8.5	8.4	8.4	8.4	8.4	8.2	8.3	8.3	8.4	8.5	+0.1	+0.3↑									
CANADA LINE n=143	85%	 8.7	8.3	8.7	8.7	8.6	8.4	8.5	8.3	8.3	8.7	8.3	8.7	8.7	8.6	8.4	8.5	8.3	8.3	8.7	8.3	8.7	8.7	8.6	8.4	8.5	8.3	8.3	8.7	8.3	8.7	8.7	8.6	8.4	8.5	8.3	8.3	8.7	+0.4↑	+0.3									
BCRTC n=267	77%	 8.4	8.4	8.2	8.3	8.2	8.2	8.1	8.2	8.5	8.4	8.4	8.2	8.3	8.2	8.2	8.1	8.2	8.5	8.4	8.4	8.2	8.3	8.2	8.2	8.1	8.2	8.5	8.4	8.4	8.2	8.3	8.2	8.2	8.1	8.2	8.5	8.4	-0.1	+0.2									
BOTH n=42**	76%	 8.1	8.4	8.2	8.4	8.6	7.9	8.5	8.9	7.8	8.1	8.4	8.2	8.4	8.6	7.9	8.5	8.9	7.8	8.1	8.4	8.2	8.4	8.6	7.9	8.5	8.9	7.8	8.1	8.4	8.2	8.4	8.6	7.9	8.5	8.9	7.8	8.1	+0.3	+0.2									

** Caution: very small base size.

Notes:

Total SkyTrain ridership includes **all** riders of this mode regardless of the line(s) taken.

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.

Both riders are those who rode the Canada Line as well as the Millennium Line and/or the Expo Line on the trip they evaluated.

 TOP KEY DRIVER

- Perceptions of SkyTrain service frequency received an average score of 8.5 this quarter, up slightly from 8.4 last quarter and significantly from 8.2 year-over-year. Scores have remained relatively stable for this attribute over the past two years.
- Good-to-excellent ratings for SkyTrain frequency of service were given by 79% of SkyTrain riders this quarter, consistent with the previous quarter (+1 ppt) though significantly up from the same period last year (+8 ppt).
- The Canada Line (8.7) scored higher than BCRTC (8.4) this quarter when it comes to service frequency.
- For the Canada Line, the average score (8.7) is up significantly from last quarter (8.3). This quarter's score is also up from the same quarter last year (8.4), though this difference is not statistically significant.
- Average ratings of service frequency for BCRTC (8.4) are down slightly from last quarter (8.5) but up from the same quarter a year ago (8.2).

SkyTrain Service Quality Measures

NOT BEING OVERCROWDED

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

	% Good to Excellent (8-10)	Average Score	Q1 2023					Q2 2023					Q3 2023					Q4 2023					Q1 2024					Q2 2024					Q3 2024					Q4 2024					Q1 2025					Average Score compared to:	
			Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Last Quarter	Same Quarter Last Year									
TOTAL SKYTRAIN n=459	45%	6.8	7.1	7.1	6.8	7.0	6.8	6.7	6.5	6.4	6.8	7.1	7.1	6.8	7.0	6.8	6.7	6.5	6.4	6.8	7.1	7.1	6.8	7.0	6.8	6.7	6.5	6.4	6.8	7.1	7.1	6.8	7.0	6.8	6.7	6.5	6.4	6.8	+0.4 ↑	--									
CANADA LINE n=143	46%	6.9	7.1	7.0	7.4	7.2	6.7	7.1	6.8	6.2	6.9	7.1	7.0	7.4	7.2	6.7	7.1	6.8	6.2	6.9	7.1	7.0	7.4	7.2	6.7	7.1	6.8	6.2	6.9	7.1	7.0	7.4	7.2	6.7	7.1	6.8	6.2	6.9	+0.7	+0.2									
BCRTC n=267	44%	6.7	7.0	7.1	6.6	7.0	6.7	6.6	6.4	6.5	6.7	7.0	7.1	6.6	7.0	6.7	6.6	6.4	6.5	6.7	7.0	7.1	6.6	7.0	6.7	6.6	6.4	6.5	6.7	7.0	7.1	6.6	7.0	6.7	6.6	6.4	6.5	6.7	+0.2	--									
BOTH n=42**	49%	7.4	8.2	6.1	6.5	7.1	7.1	6.4	6.8	5.6	7.4	8.2	6.1	6.5	7.1	7.1	6.4	6.8	5.6	7.4	8.2	6.1	6.5	7.1	7.1	6.4	6.8	5.6	7.4	8.2	6.1	6.5	7.1	7.1	6.4	6.8	5.6	7.4	+1.8 ↑	+0.3									

** Caution: very small base size.

Notes:

Total SkyTrain ridership includes **all** riders of this mode regardless of the line(s) taken.

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.

Both riders are those who rode the Canada Line as well as the Millennium Line and/or the Expo Line on the trip they evaluated.





TOP KEY DRIVER

- Rider ratings of SkyTrain not being overcrowded increased significantly this quarter (6.8) compared to 6.4 last quarter; this quarter's score is the same as the score seen in Q1 of last year. Despite the strong improvement from last quarter, though, perceptions of overcrowding remain the lowest-rated SkyTrain service measure.
- This quarter, 45% of SkyTrain riders gave good-to-excellent ratings for not being overcrowded, up from last wave (+7 ppt) and from the same quarter last year (+5 ppt).
- Canada Line (6.9) scored higher in terms of not being overcrowded this quarter than BCRTC (6.7).
- For the Canada Line, the average score for not being overcrowded (6.9) is up from last quarter (6.2) and from the same quarter last year (6.7).
- Ratings for BCRTC (6.7) are up slightly from last quarter (6.5) and the same as this quarter a year ago (6.7).
- Those taking both lines gave an average rating of 7.4 for the SkyTrain not being overcrowded, up significantly from last quarter (5.6).

SkyTrain Service Quality Measures

CLEAN AND GRAFFITI-FREE SKYTRAIN CARS AND STATIONS

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

	% Good to Excellent (8-10)	Average Score	Q1 2023					Q1 2024					Average Score compared to:	
			Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Last Quarter	Same Quarter Last Year	
TOTAL SKYTRAIN n=459	65%	 7.9	8.0	7.9	7.9	8.0	7.7	7.9	7.8	7.9	7.9	--	+0.2	
CANADA LINE n=143	75%	 8.3	8.4	8.6	8.5	8.8	7.9	8.4	8.2	8.5	8.3	-0.2	+0.4	
BCRTC n=267	57%	 7.6	7.8	7.5	7.7	7.6	7.4	7.6	7.5	7.5	7.6	+0.1	+0.2	
BOTH n=42**	92%	 8.6	8.1	7.7	7.8	7.8	8.5	8.4	8.2	8.0	8.6	+0.6	+0.1	

** Caution: very small base size.

Notes:

Total SkyTrain ridership includes **all** riders of this mode regardless of the line(s) taken.

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.





Both riders are those who rode the Canada Line as well as the Millennium Line and/or the Expo Line on the trip they evaluated.

- SkyTrain car and station cleanliness received an average rating of 7.9 out of 10 this quarter, consistent with last quarter (7.9) and slightly up from the same period last year (7.7). This attribute has shown good stability over the past two years.
- Good-to-excellent ratings for car and station cleanliness were given by 65% of riders, up slightly from 63% last wave and 61% last year.
- This quarter, Canada Line (8.3) scored significantly higher than BCRTC (7.6) in terms of clean and graffiti-free SkyTrain cars and stations.
- The Canada Line's average score for clean and graffiti-free SkyTrain cars and stations is 8.3 this quarter, down from last quarter (8.5) and up from the same period a year ago (7.9).
- BCRTC's score on this attribute is 7.6, a slight increase from last quarter (7.5) and the same quarter last year (7.4).

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?

	% Good to Excellent (8-10)	Average Score	Q1 2023					Q2 2023					Q3 2023					Q4 2023					Q1 2024					Q2 2024					Q3 2024					Q4 2024					Q1 2025					Average Score compared to:	
			Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Last Quarter	Same Quarter Last Year									
TOTAL SKYTRAIN n=459	73%	 8.2	8.2	8.1	8.2	8.3	8.1	8.2	8.0	8.0	8.2	8.2	8.1	8.2	8.3	8.1	8.2	8.0	8.0	8.2	8.2	8.1	8.2	8.3	8.1	8.2	8.0	8.0	8.2	8.2	8.1	8.2	8.3	8.1	8.2	8.0	8.0	8.2	+0.2	+0.1									
CANADA LINE n=143	77%	 8.4	8.3	8.5	8.6	8.6	8.2	8.5	8.3	8.1	8.4	8.3	8.5	8.6	8.6	8.2	8.5	8.3	8.1	8.4	8.3	8.5	8.6	8.6	8.2	8.5	8.3	8.1	8.4	8.3	8.5	8.6	8.6	8.2	8.5	8.3	8.1	8.4	+0.3	+0.2									
BCRTC n=267	71%	 8.2	8.2	8.1	7.9	8.2	8.1	8.0	7.7	8.0	8.2	8.2	8.1	7.9	8.2	8.1	8.0	7.7	8.0	8.2	8.2	8.1	7.9	8.2	8.1	8.0	7.7	8.0	8.2	8.2	8.1	7.9	8.2	8.1	8.0	7.7	8.0	8.2	+0.2	+0.1									
BOTH n=42**	74%	 7.8	8.4	7.5	8.4	8.1	8.0	8.5	8.5	7.4	7.8	8.4	7.5	8.4	8.1	8.0	8.5	8.5	7.4	7.8	8.4	7.5	8.4	8.1	8.0	8.5	8.5	7.4	7.8	8.4	7.5	8.4	8.1	8.0	8.5	8.5	7.4	7.8	+0.4	-0.2									

** Caution: very small base size.

Notes:

Total SkyTrain ridership includes **all** riders of this mode regardless of the line(s) taken.

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.

Both riders are those who rode the Canada Line as well as the Millennium Line and/or the Expo Line on the trip they evaluated.





 TOP KEY DRIVER

- SkyTrain riders' feelings of safety from crime on board SkyTrain rebounded this quarter at an average of 8.2 out of 10, a slight increase from last quarter (8.0) and the same quarter last year (8.1).
- The proportion of SkyTrain riders giving top marks for feeling safe from crime on board increased to 73% this quarter, compared to 70% in the last wave and 69% in the same period last year.
- This quarter, Canada Line (8.4) scored higher than BCRTC (8.2) in terms of feelings of safety from crime on board SkyTrain.
- Canada Line's average score for feelings of safety from crime on board is 8.4 this quarter, an improvement from 8.1 last quarter and 8.2 in Q1 of last year.
- BCRTC's score is 8.2, a slight increase from 8.0 last quarter and the same quarter last year's 8.1.

SkyTrain Service Quality Measures

FEELING SAFE FROM CRIME INSIDE THE SKYTRAIN STATION

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

	% Good to Excellent (8-10)	Average Score	2023					2024					Average Score compared to:	
			Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Last Quarter	Same Quarter Last Year	
TOTAL SKYTRAIN n=459	66%	 8.0	8.0	7.9	8.0	8.0	7.8	7.9	7.7	7.8	8.0	+0.2	+0.2	
CANADA LINE n=143	75%	 8.4	8.2	8.4	8.6	8.7	8.0	8.4	8.3	8.2	8.4	+0.2	+0.4	
BCRTC n=267	60%	 7.8	7.8	7.7	7.7	7.7	7.7	7.7	7.4	7.7	7.8	+0.1	+0.1	
BOTH n=42**	78%	 8.7	8.3	7.1	8.1	8.3	7.9	8.1	8.2	7.4	8.7	+1.3↑	+0.8	

** Caution: very small base size.

Notes:

Total SkyTrain ridership includes **all** riders of this mode regardless of the line(s) taken.

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.





Both riders are those who rode the Canada Line as well as the Millennium Line and/or the Expo Line on the trip they evaluated.

- Feelings of safety from crime inside SkyTrain Stations improved this quarter, with riders giving an average score of 8.0 out of 10, an increase from 7.8 in the last quarter and 7.8 in the same period of 2024.
- The proportion of SkyTrain users giving good-to-excellent ratings for feeling safe from crime inside stations has slightly increased to 66% this quarter, compared to last quarter (+1 ppt) and the same period last year (+3 ppt).
- This quarter, Canada Line (8.4) was rated significantly higher than BCRTC (7.8) when it comes to feeling safe from crime within the SkyTrain station.
- Canada Line's average score for feeling safe from crime inside the SkyTrain Station is 8.4 this quarter, up from last quarter (8.2) and up from the same period a year ago (8.0).
- BCRTC's score is 7.8, a slight increase from last quarter and the same quarter last year (both 7.7).
- Those riding both lines in the same trip gave significantly higher scores for safety inside the station this quarter than last (8.7 versus 7.4).

SkyTrain Service Quality Measures

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 (8-10)	Average Score	Q1 2023					Q2 2023					Q3 2023					Q4 2023					Q1 2024					Q2 2024					Q3 2024					Q4 2024					Q1 2025					Average Score compared to:	
			Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Last Quarter	Same Quarter Last Year									
TOTAL SKYTRAIN n=459	40%	 7.2	6.7	6.3	6.6	6.9	6.4	6.8	6.7	6.7	7.2	6.7	6.3	6.6	6.9	6.4	6.8	6.7	6.7	7.2	6.7	6.3	6.6	6.9	6.4	6.8	6.7	6.7	7.2	6.7	6.3	6.6	6.9	6.4	6.8	6.7	6.7	7.2	+0.5	+0.8↑									
BCRTC n=267	48%	 7.5	6.9	6.6	6.9	7.1	6.8	7.0	6.9	7.1	7.5	6.9	6.6	6.9	7.1	6.8	7.0	6.9	7.1	7.5	6.9	6.6	6.9	7.1	6.8	7.0	6.9	7.1	7.5	6.9	6.6	6.9	7.1	6.8	7.0	6.9	7.1	7.5	+0.4	+0.7↑									
CANADA LINE n=143	27%	 6.6	6.4	6.0	6.8	6.7	5.5	6.8	6.3	5.9	6.6	6.4	6.0	6.8	6.7	5.5	6.8	6.3	5.9	6.6	6.4	6.0	6.8	6.7	5.5	6.8	6.3	5.9	6.6	6.4	6.0	6.8	6.7	5.5	6.8	6.3	5.9	6.6	+0.7	+1.1									
BOTH n=42**	25%	 6.2	7.2	4.9	4.5	6.2	6.5	6.9	6.7	5.8	6.2	7.2	4.9	4.5	6.2	6.5	6.9	6.7	5.8	6.2	7.2	4.9	4.5	6.2	6.5	6.9	6.7	5.8	6.2	7.2	4.9	4.5	6.2	6.5	6.9	6.7	5.8	6.2	+0.4	-0.3									

** Caution: very small base size.

Notes:

Total SkyTrain ridership includes **all** riders of this mode regardless of the line(s) taken.

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.




Both riders are those who rode the Canada Line as well as the Millennium Line and/or the Expo Line on the trip they evaluated.

- Perceptions of SkyTrain staff availability received an average rating of 7.2 this quarter, up from last quarter (6.7) and significantly up from the same quarter last year (6.4). After many quarters below the positive performance threshold (i.e., 7.0 out of 10), perceptions of staff availability are now above the threshold level.
- Four in ten SkyTrain riders (40%) provide good-to-excellent ratings for staff availability, which is up from both last quarter (+5 ppt) and the same quarter last year (+5 ppt).
- Staff availability is one of the few attributes measured where BCRTC (7.5) garners significantly higher scores than Canada Line (6.6).
- BCRTC's score is 7.5, an increase from last quarter (7.1) and significantly up from the same quarter last year (6.8).
- Canada Line's average score for staff availability on the SkyTrain system is 6.6 this quarter, up from last quarter (5.9) and from the same period a year ago (5.5).

SkyTrain Service Quality Measures

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?

	% Good to Excellent (8-10)	Average Score	Average Score compared to:										
			Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Last Quarter	Same Quarter Last Year
TOTAL SKYTRAIN n=22***	87%	 8.7	9.0	8.7	8.2	8.4	8.4	8.6	8.4	8.5	8.7	+0.2	+0.3
BCRTC n=19***	89%	 9.0	9.1	8.4	8.8	8.3	8.6	8.7	8.2	8.7	9.0	+0.3	+0.4
CANADA LINE n=3***	65%	 6.2	8.4	9.0	8.0	9.0	8.3	7.9	9.0	8.1	6.2	-1.9	-2.1
BOTH n=0***	-	0.0	10.0	8.0	4.4	10.0	8.5	9.0	9.2	N/A	N/A	N/A	-8.5

Base: SkyTrain riders who spoke with staff.
*** Caution: extremely small base size – directional only.










Notes:
Total SkyTrain ridership includes **all** riders of this mode regardless of the line(s) taken.
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.
Both riders are those who rode the Canada Line as well as the Millennium Line and/or the Expo Line on the trip they evaluated.

- A very small percentage of SkyTrain users this quarter (5%) indicated that they interacted with staff on their last trip. This proportion is in line with typical trends, including last quarter (6%) and Q1 2024 (3%).
- Of the very few riders who said they interacted with SkyTrain staff on their recent trip, the average score for staff being courteous, competent, and helpful was 8.7 out of 10. This score is slightly higher than last quarter (8.5) and the same quarter last year (8.4), albeit on an extremely small sample size. Any shifts noted should be considered directional in nature.

SeaBus Service Quality Measures

SEABUS SERVICE QUALITY MEASURES

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

	% Good to Excellent (8-10)	Average Score	Q1 2023					Q1 2024					Average Score compared to:	
			Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Last Quarter	Same Quarter Last Year	
Overall Service	91%	 9.1	8.5	8.8	9.0	9.2	8.9	8.7	9.0	8.7	9.1	+0.4	+0.2	
On-time, reliable service	100%	 9.6	9.2	9.2	9.2	9.5	9.2	8.9	9.2	9.0	9.6	+0.6↑	+0.4	
Trip duration	96%	 9.3	8.9	9.2	9.5	9.5	9.1	9.0	8.8	8.9	9.3	+0.4	+0.2	
Courteous, competent & helpful staff***	100%	 9.2	8.7	9.8	9.8	9.6	9.2	8.1	9.9	9.5	9.2	-0.3	--	
Staff available when needed	76%	 9.0	8.3	8.0	8.6	9.1	8.8	7.7	8.7	8.6	9.0	+0.4	+0.2	
Clean & graffiti-free	87%	 8.9	8.4	8.9	8.4	9.1	8.4	8.8	8.6	8.9	8.9	--	+0.5	
Not being overcrowded	92%	 8.9	8.4	8.1	8.4	8.6	8.1	7.8	8.3	8.4	8.9	+0.5	+0.8↑	
Frequency of service	82%	 8.8	8.0	8.6	8.6	8.9	8.5	8.3	8.2	8.2	8.8	+0.6	+0.3	
Safety from crime at the station	85%	 8.8	8.3	8.5	8.5	9.1	8.6	8.3	8.9	8.4	8.8	+0.4	+0.2	

Q1 2025 Base = 60*

* Caution: small base size.

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

Note: Greater variation in scores is normal for smaller populations, such as SeaBus passengers (compared to Bus or SkyTrain, for instance). This means that shifts that may appear relatively large may not be statistically significant for this group.

- The average score for overall SeaBus service has increased to 9.1 this quarter, up from last quarter (8.7) as well as from Q1 of last year (8.9).
- Nine in ten SeaBus riders (91%) provide top ratings for overall SeaBus service, down slightly from very strong ratings last wave (-4 ppt) and the same quarter last year (-1 ppt).
- Average ratings for all SeaBus ratings remain very strong, well exceeding the positive performance threshold.
- This quarter, the average rating for the SeaBus providing on-time, reliable service has significantly improved from last quarter (from 9.0 to 9.6).
- Average scores for the SeaBus not being overcrowded have increased significantly from Q1 last year until now (8.1 to 8.9).

Trends in Transit Usage

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

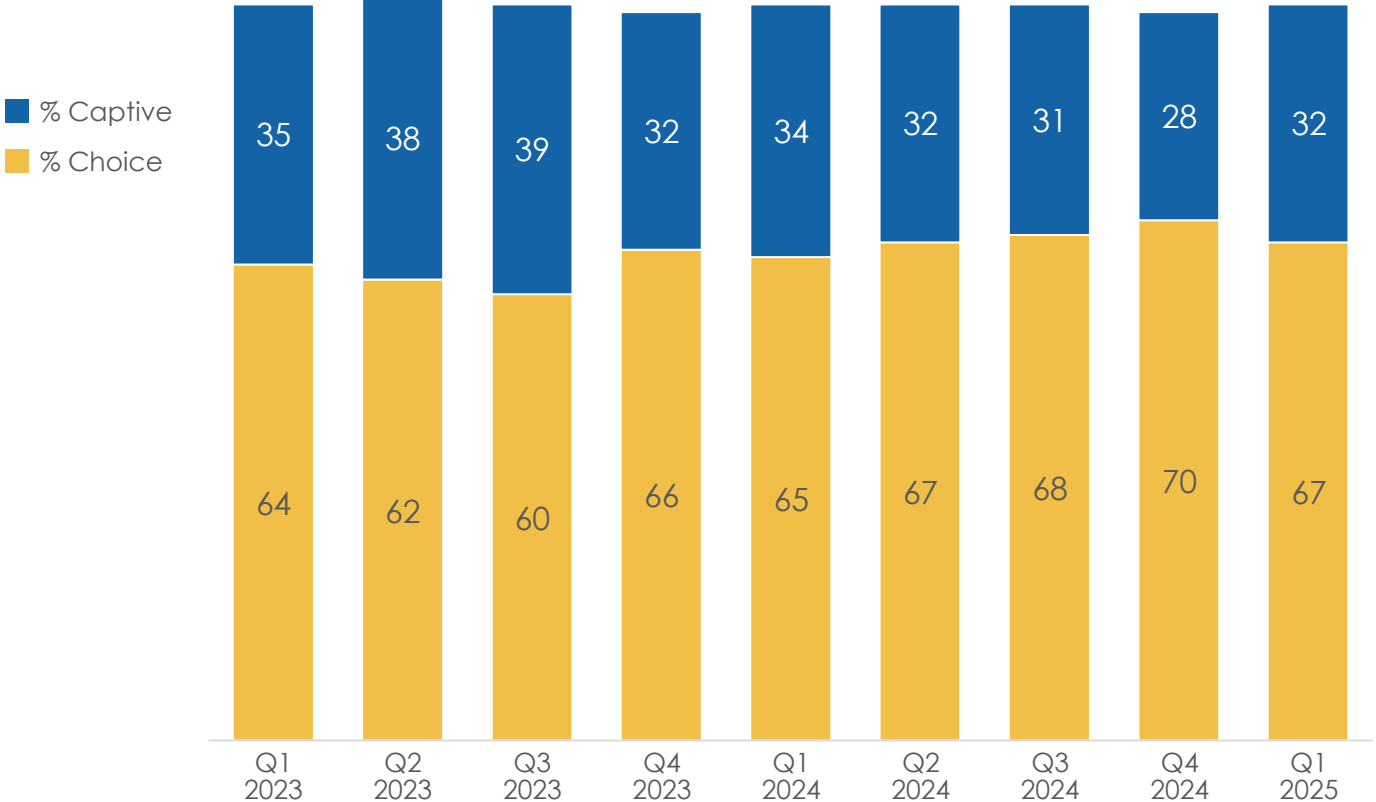
- Choice vs. Captive customers
- Purpose of trip
- Length of time taking transit
- Likely future transit usage
- Method of fare payment
- Reasons for taking transit as opposed to another mode of transportation
- Changes in level of ridership in the last six months
- Reasons for riding transit more or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



Trends in Transit Usage

CHOICE VS. CAPTIVE

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?



Q1 2025 Base = 750

- Captive riders – defined as those without regular access to a vehicle for the trips they take by transit – made up one-third (32%) of riders this quarter. This proportion is up from last quarter (+4 ppt) though it is slightly lower than the same quarter last year (-2 ppt).
- In contrast, two-thirds (67%) of riders are classified as Choice riders, meaning they have regular access to a vehicle for the same trips they make using public transit. This represents a slight decrease from the previous quarter (-3 ppt) and increase from the same period last year (+2 ppt).
- Captive riders take more trips per week on average than Choice riders (8.3 versus 4.7), and are more likely to use the bus (87% versus 68%). Captive riders tend to be young (49% are aged 18 to 34) and have household incomes under \$80,000 a year (33% \$40,000 or less and 25% \$40,000 to less than \$80,000). They are also more likely than Choice riders to use a Compass Card to pay their fares (88% versus 78%).
- Choice riders, on the other hand, give higher overall service ratings than Captive riders (8.0 versus 7.7). Choice riders tend to be older (38% are aged 35 to 54 and 31% are aged 55+), and have household incomes of \$80,000 or more (56%).

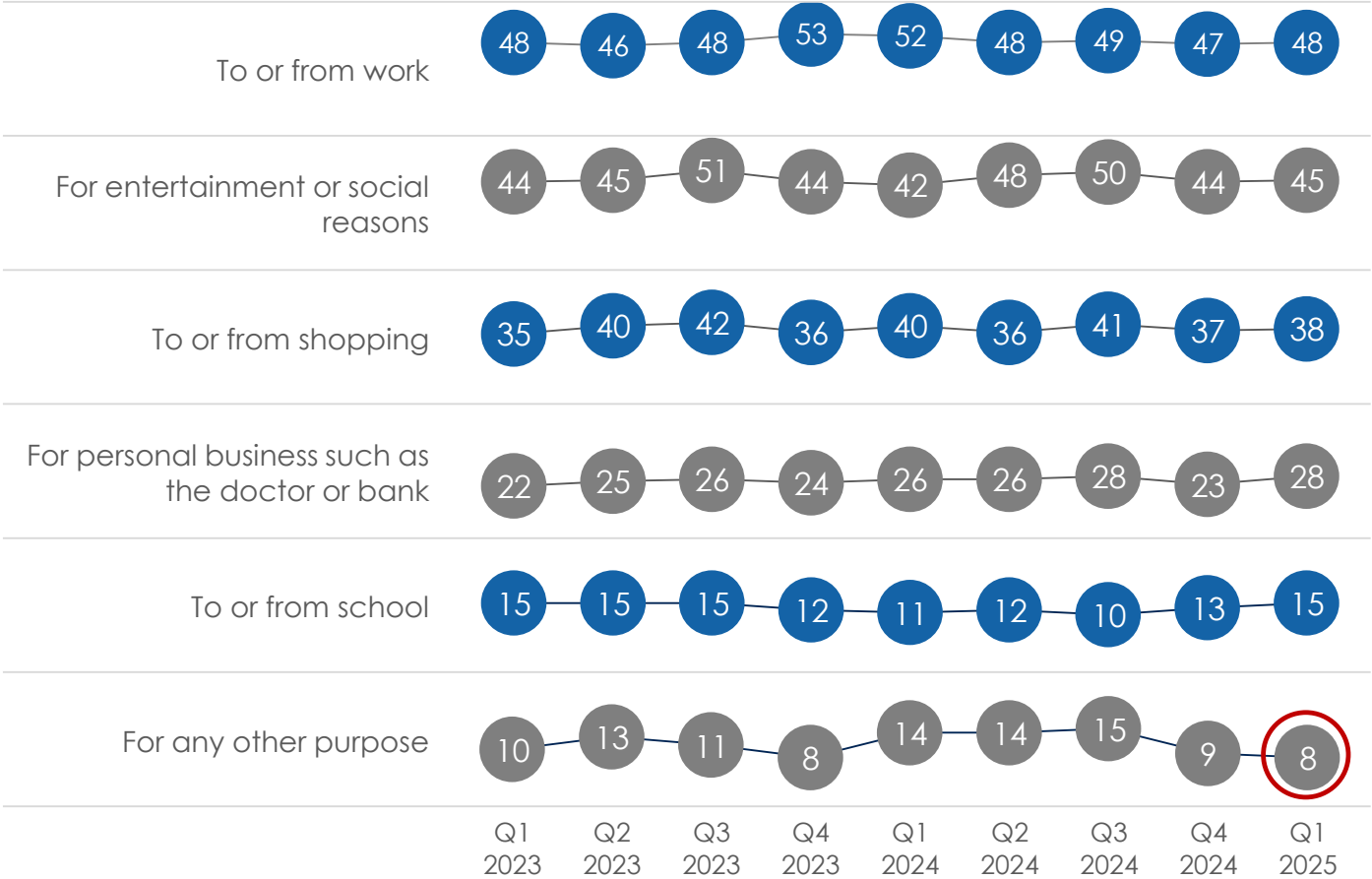


Trends in Transit Usage

TRIP PURPOSE

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

% of riders by trip purpose



- The most common trip purposes for transit trips this quarter are work and entertainment or social activities, followed by shopping. This pattern tends to remain relatively consistent over time, with only minor fluctuations between quarters.
- Nearly one-half (48%) of riders this quarter took transit to get to work, a slight increase from last quarter (+1 ppt) and a decrease from the same period last year (-4 ppt).
- Forty-five percent of riders this quarter used transit for entertainment or social reasons, up from both last quarter (+1 ppt) and the same period last year (+3 ppt).
- Just fewer than four in ten riders (38%) used transit to get to and from shopping, slightly up from last quarter (+1 ppt) but down from the same period last year (-2 ppt).
- Nearly three in ten riders this quarter (28%) used transit for personal business, up from both last quarter (+5 ppt) and the same quarter last year (+2 ppt).
- Fifteen percent of riders took transit to go to school this quarter, up slightly from last quarter (+2 ppt) and from the same quarter last year (+4 ppt).
- Nearly one in ten riders this quarter (8%) took transit for other purposes, significantly lower than the same period last year (-6 ppt).

Q1 2025 Base = 750

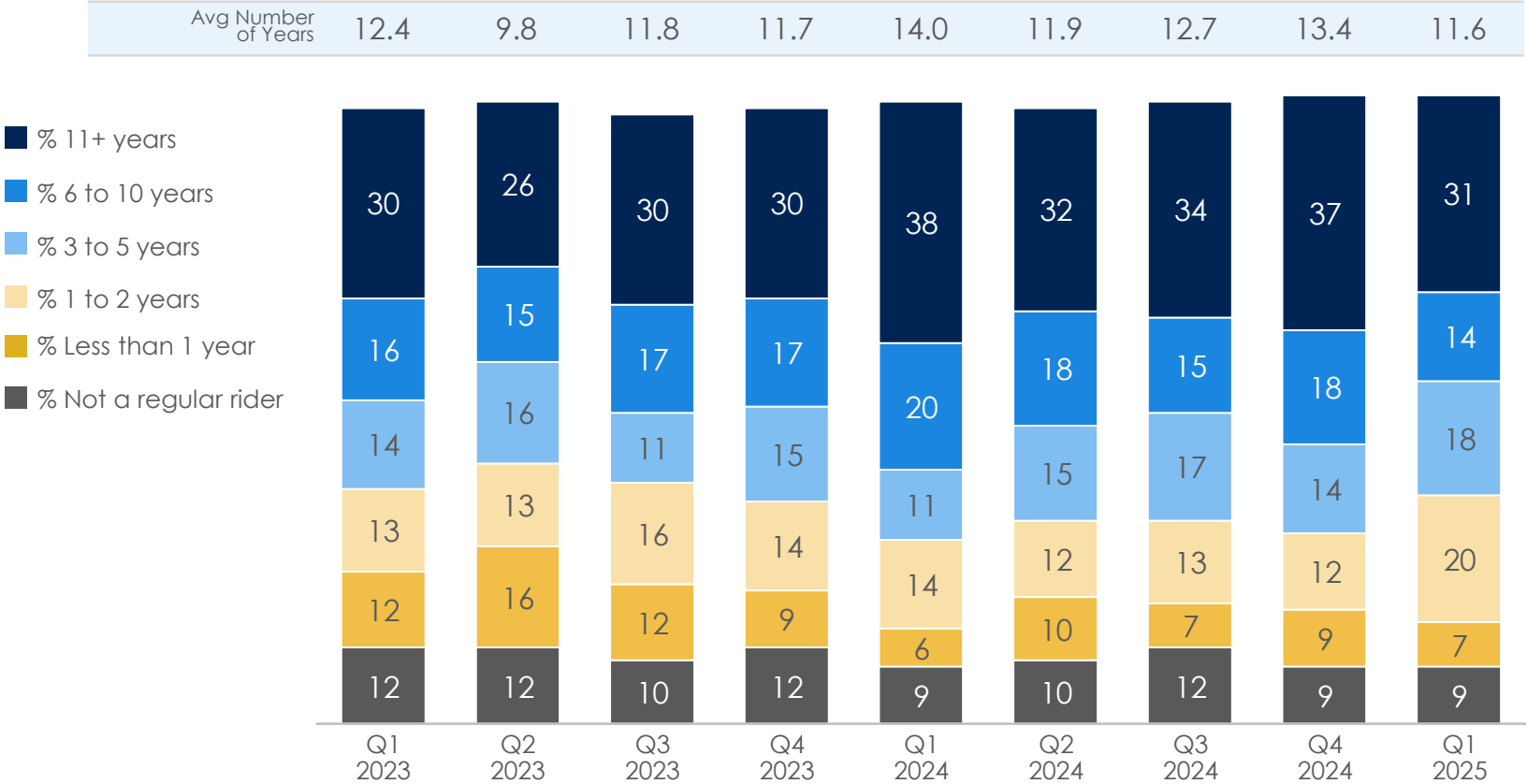
█ Significantly higher than the same quarter of the previous year.
○ Significantly lower than the same quarter of the previous year.
 Note: These are not shown if no significance seen.



Trends in Transit Usage

LENGTH OF TIME TAKING TRANSIT ON A REGULAR BASIS

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



Q1 2025 Base = 750

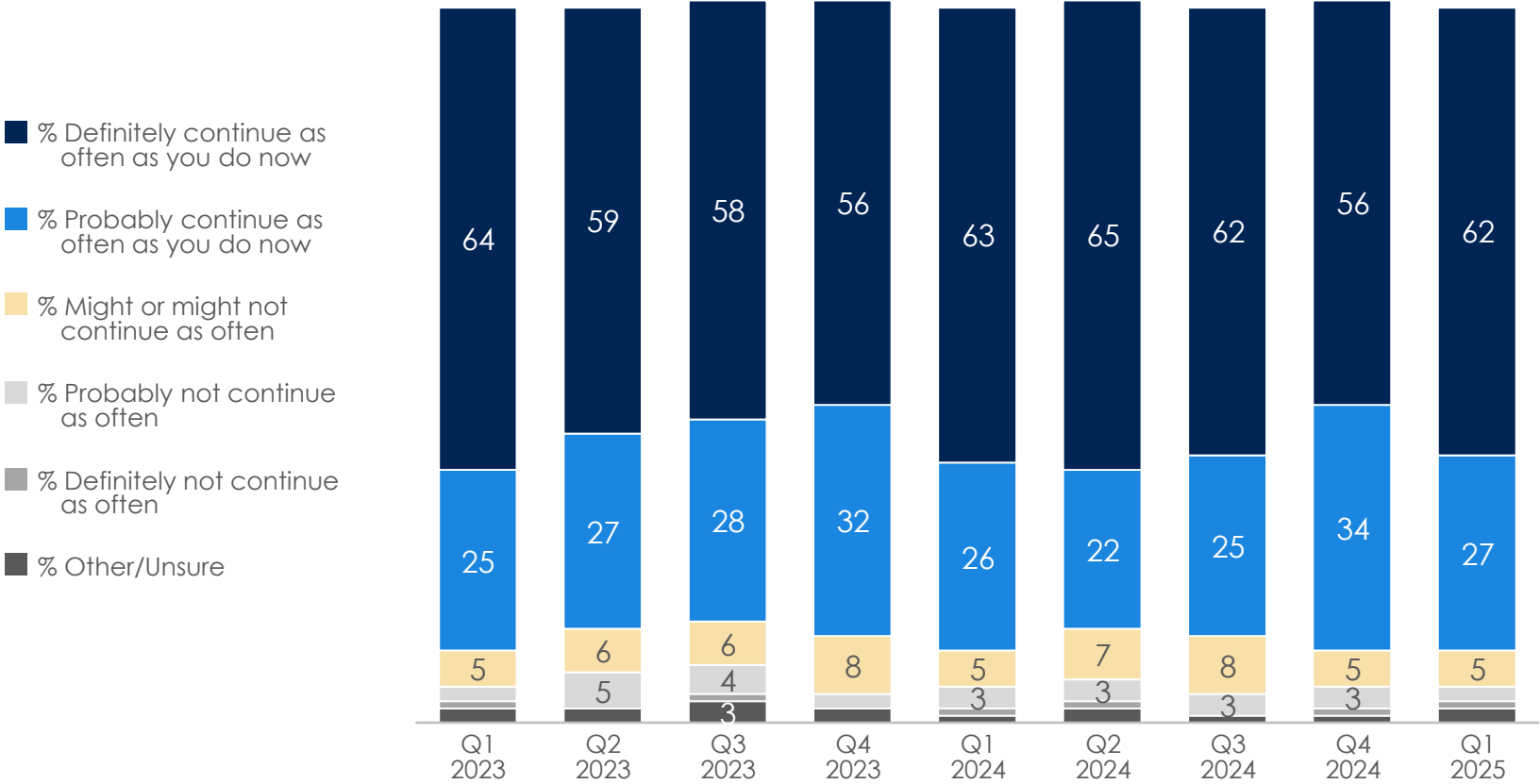
- The average transit ridership tenure this quarter is 11.6 years, down from 13.4 years last quarter and significantly lower than the 14.0 years reported in Q1 of last year.
- Three in ten riders (31%) have been taking transit regularly for more than ten years, down both from last wave (-6 ppt) and from the same period last year (-7 ppt).
- On the other end of the spectrum, only 7% reported taking transit for less than a year. This is the slightly down from the previous wave (-2 ppt) and very slightly up from the same quarter last year (+1 ppt).
- Residents of North Vancouver (20.9 years) and West Vancouver (20.0 years) have considerably longer average transit tenures than residents of all other sub-regions in Metro Vancouver.



Trends in Transit Usage

LIKELIHOOD OF TAKING TRANSIT AS OFTEN IN FUTURE

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



Q1 2025 Base = 750

- Six in ten riders (62%) anticipate they will *definitely* take transit in the future as often as they do now. This is an increase from last wave (+6 ppt) and a small decrease from the same period last year (-1 ppt) in the proportion of people expecting their ridership will remain as frequent as it is today.
- Just over one-quarter (27%) of riders say they will *probably* take transit as often in the future. This is significantly down from last wave (-7 ppt) but very slightly up from the same quarter last year (+1 ppt).
- The very small proportion of riders (5%) who say they may or may not take transit as often this wave is the same as both the previous wave and from the same quarter last year.
- Medium frequency riders, older riders, and residents of Vancouver/North Vancouver (relative to Surrey) are more likely than their counterparts to believe they will *definitely* continue taking transit at the same level that they do now.

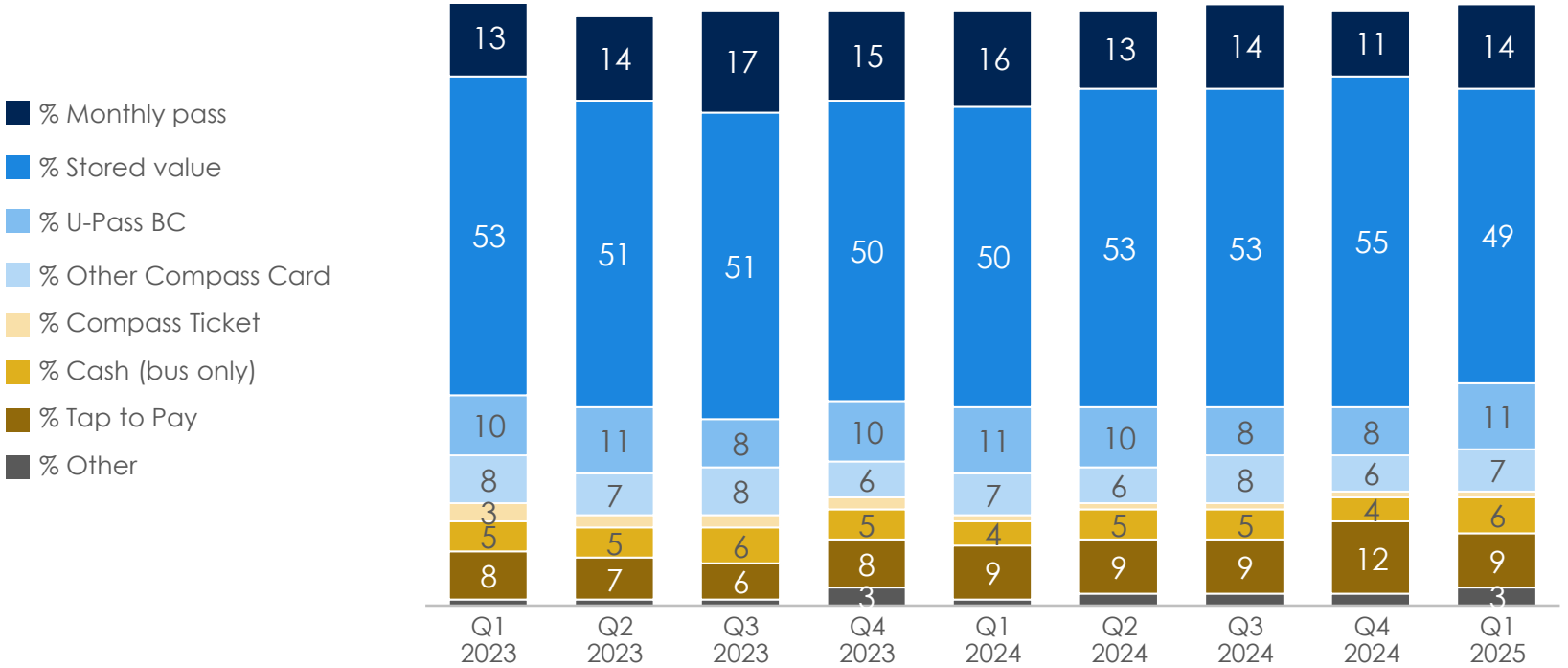


Trends in Transit Usage

FARE PAYMENT METHOD USED

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

Compass Card (net)	84%	84%	84%	82%	84%	82%	83%	80%	81%
All Compass Products (net)	86%	86%	86%	84%	85%	83%	84%	82%	83%



Q1 2025 Base = 750

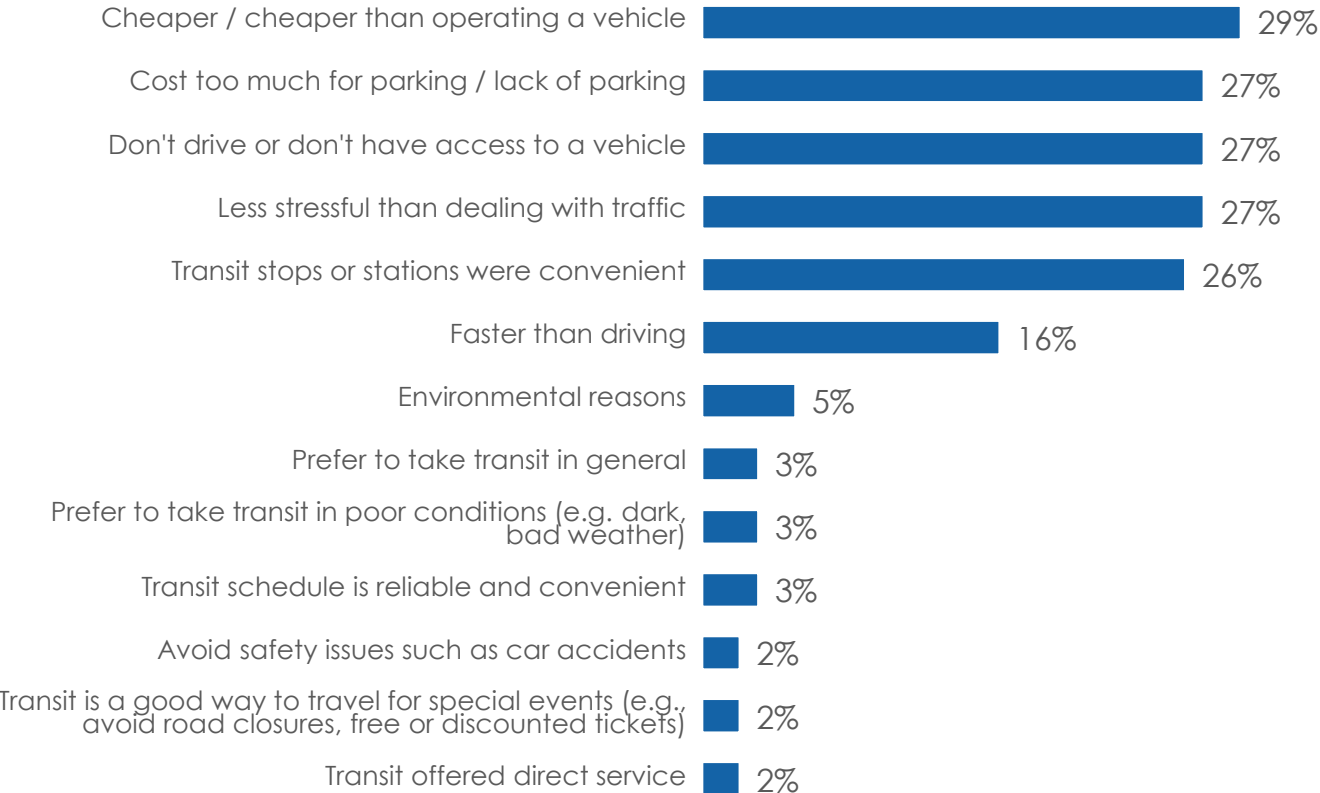
- About eight in ten riders this quarter (81%) use a Compass Card as their primary method of payment, up slightly from last wave (+1 ppt) and down from the same wave last year (-3 ppt).
- One-half (49%) of riders used Stored Value on their Compass Card, which has consistently been the most common payment method across the past few years. The share of riders using Stored Value is down both compared to last wave (-6 ppt) and from Q1 2024 (-1 ppt).
- Meanwhile, 14% of riders this quarter used a Monthly Pass on their Compass Card, up from last wave (+3 ppt) and down from the same quarter last year (-2 ppt).
- Not surprisingly, the use of Compass Card – and specifically of a Monthly Pass stored on a Compass Card – is significantly higher for high and medium-frequency riders than for low-frequency riders.



Trends in Transit Usage

REASONS FOR TAKING TRANSIT VS. ANOTHER MODE

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



Only responses of 2% or more are shown.

Q1 2025 Base = 750

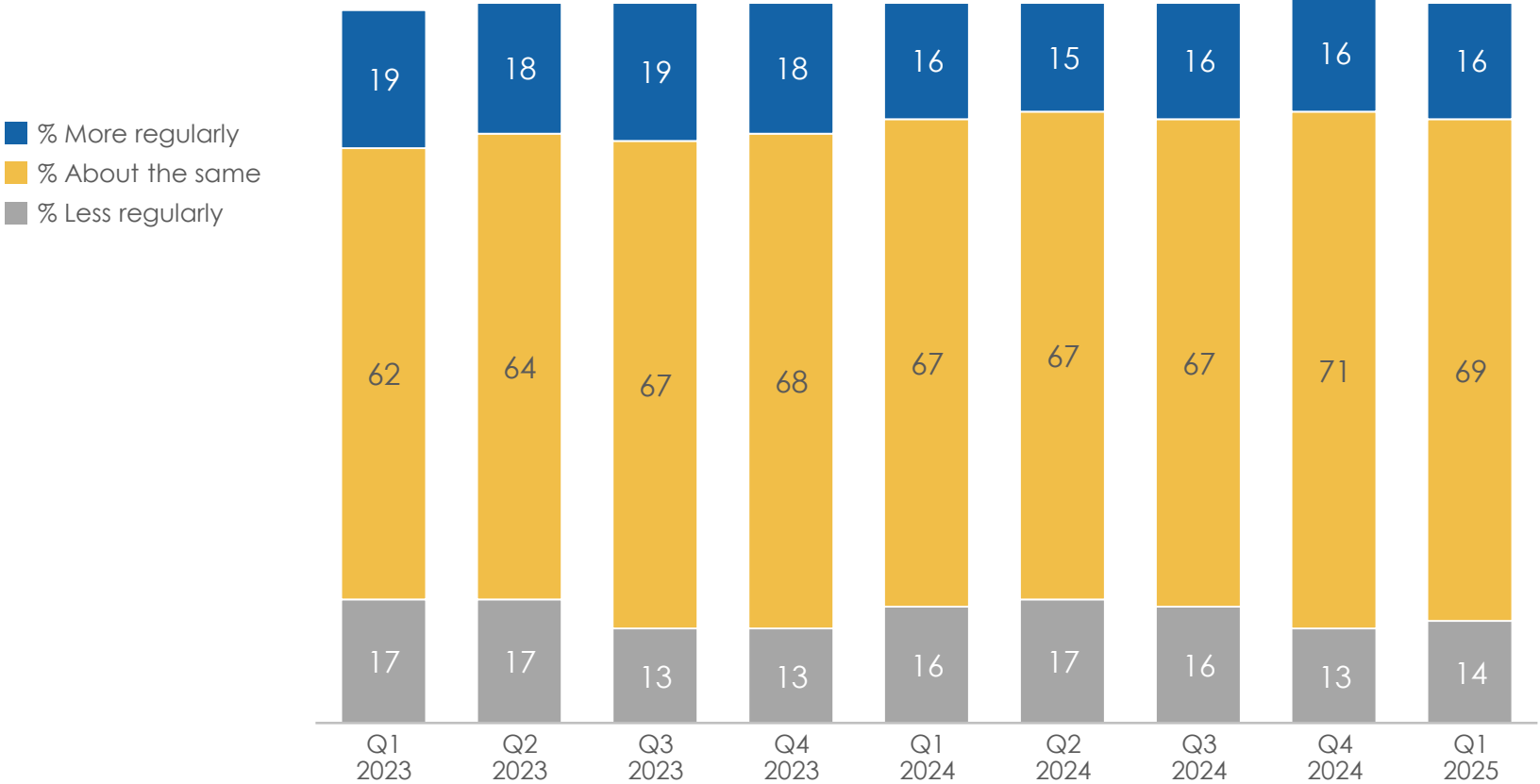
- The top five reasons this quarter for choosing to use transit are:
 - Transit being cheaper than operating a vehicle (29%)
 - Parking being too expensive or too limited at their destination (27%)
 - Not driving vehicle or lack of access to a vehicle (27%)
 - Transit being less stressful than dealing with traffic as a driver (27%); and,
 - Transit stops or stations being conveniently located (26%)



Trends in Transit Usage

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?



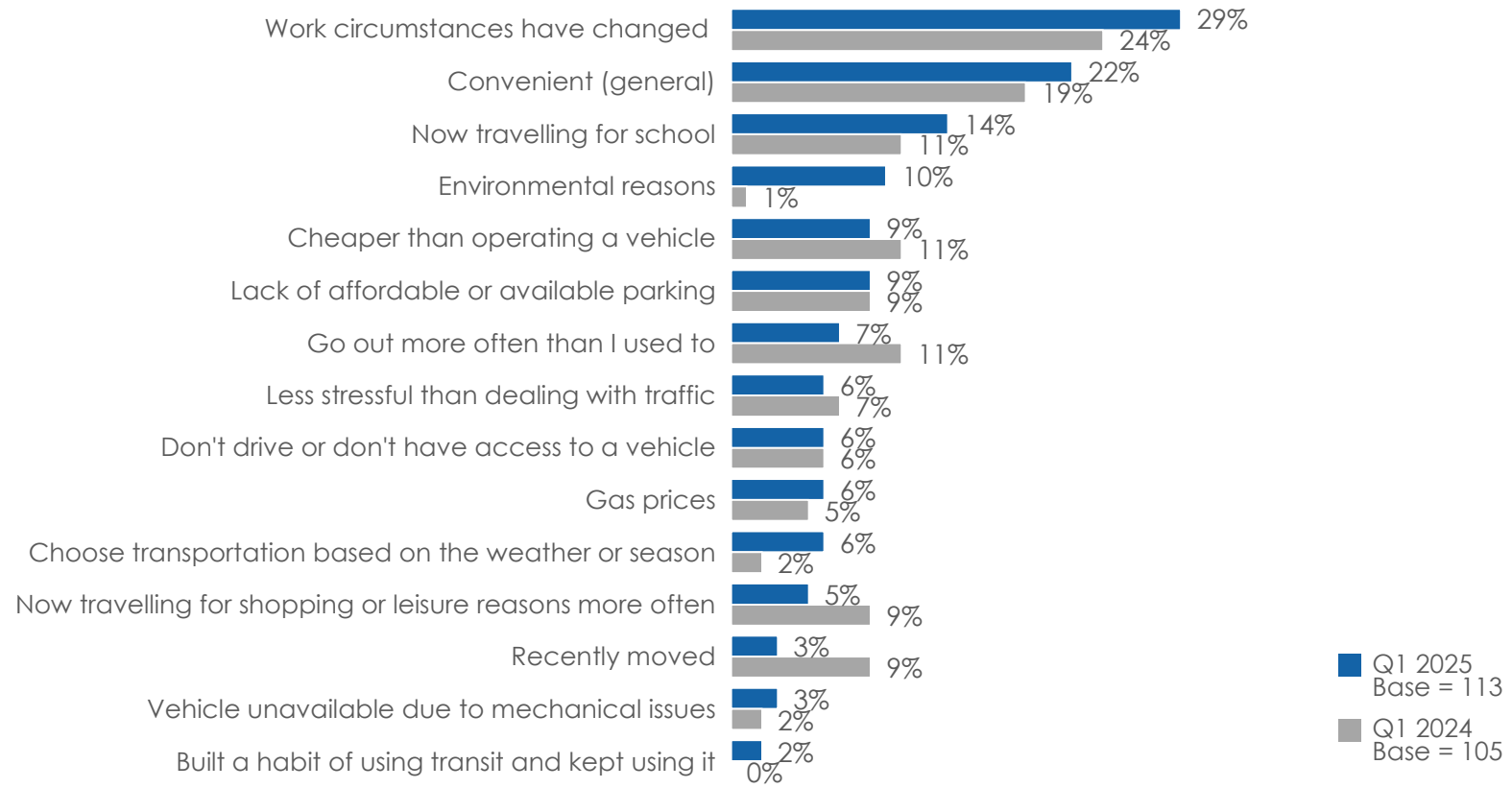
Q1 2025 Base = 750

- Nearly seven in ten riders (69%) indicate that their transit usage is about the same now as it was six months ago. This proportion is down slightly from the last quarter (-2 ppt) but up slightly from the same quarter a year ago (+2 ppt).
- Nearly the same proportion of riders this quarter say they are using transit less regularly (14%) compared to those who say they are taking transit more regularly (16%).
- Over the last few quarters, the proportion of riders saying they are using transit more regularly has stabilized; the proportion this quarter (16%) is the same as both last quarter and the same quarter a year ago.
- Low-frequency riders are much more likely than other riders to report using transit less often now compared to six months ago, whereas medium-frequency and high-frequency riders are more likely than low-frequency riders to say their use of transit has increased.

Trends in Transit Usage

REASONS FOR RIDING MORE REGULARLY

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



- The top reason for increased transit use compared to six months ago remains a change in work circumstances, mentioned by 29% of those who are riding more frequently.
- The next most common reason is convenience, reported by 22% of those riding more transit more regularly.

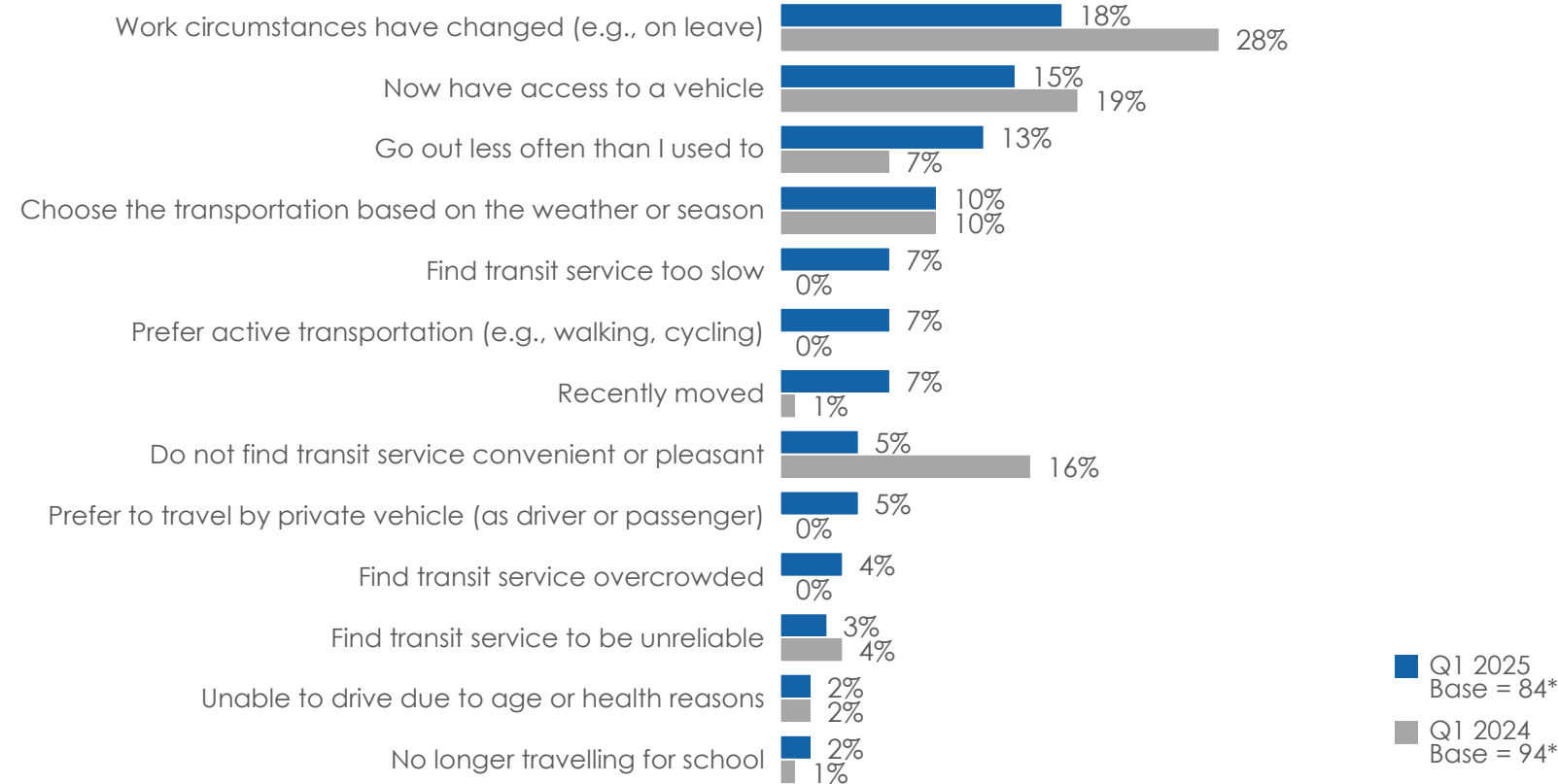
Note: Major mentions of 2% or more in current wave are shown in the chart above.



Trends in Transit Usage

REASONS FOR RIDING LESS REGULARLY

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



- A change in work circumstances (18%) is the most common reason given for taking transit less regularly today than six months ago, consistent with overall trends.
- Other common reasons are having access to a vehicle (15%) and going out less often (13%).

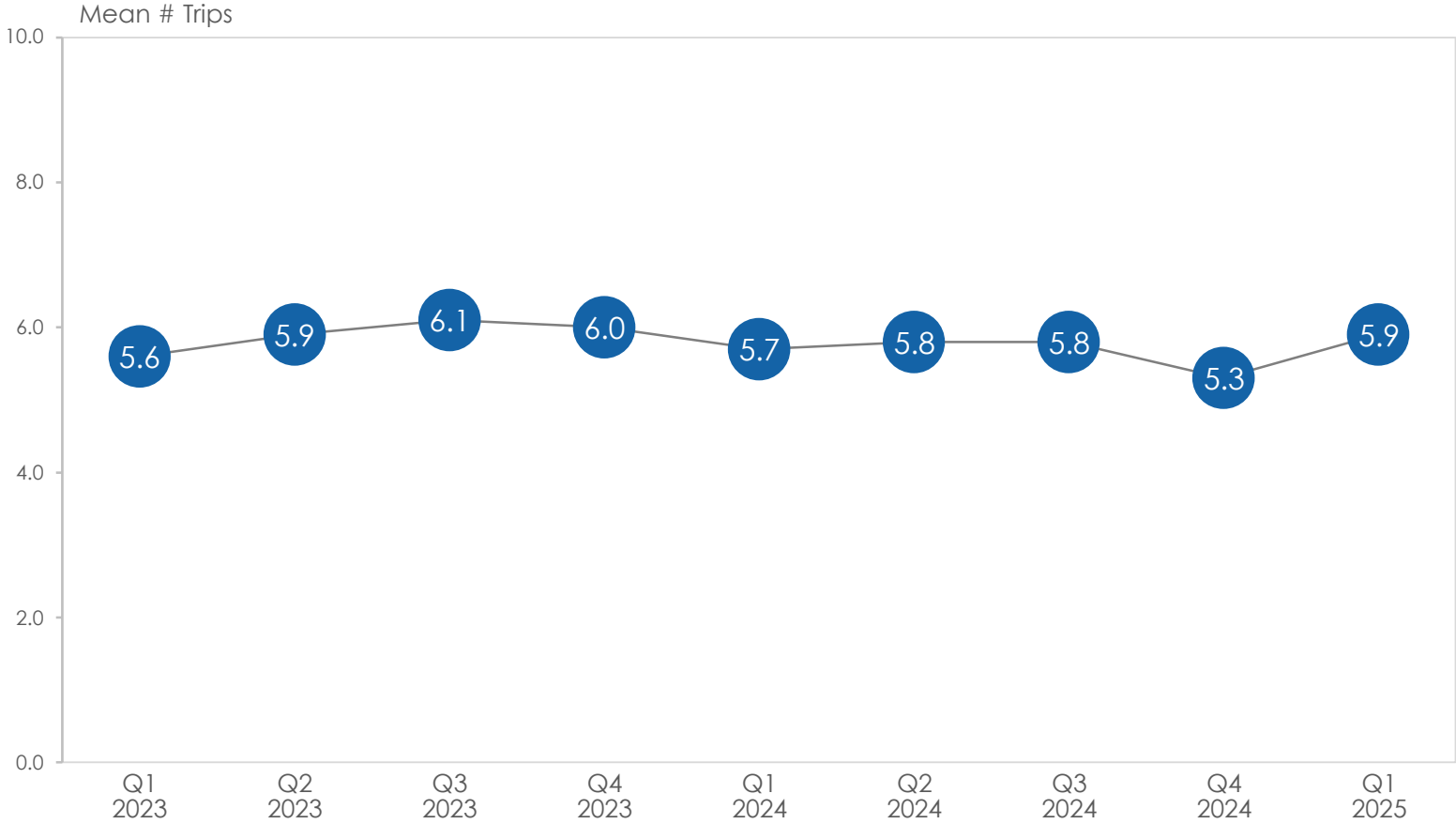
* Caution: small base size.
 Note: Major mentions of 2% or more in current wave are shown in the chart above.



Trends in Transit Usage

AVERAGE NUMBER OF ONE-WAY 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] ...?



Note: Past 30 days ridership numbers have been recalculated to be combined with past 7 days ridership numbers.

Q1 2025 Base = 750

- The average number of one-way transit trips made per week is 5.9 this quarter, up slightly from both last quarter (5.3) and the same quarter last year (5.7).
- Average weekly transit trips have likewise increased for users of each of the modes since last quarter, when they had all decreased relative to Q3 2024. There are no significant differences in the average number of trips between modes this quarter.
 - Bus users take an average of 6.7 trips across the transit system (including bus, SeaBus, and/or SkyTrain), up from 6.1 last quarter.
 - SkyTrain users take an average of 6.4 one-way transit trips, up from 5.4.
 - SeaBus users take an average of 7.7 one-way transit trips, up from 3.9.



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

- Captive riders – defined as those without regular access to a vehicle for their transit trips – made up one-third (32%) of riders this quarter. This proportion is slightly higher than last quarter (+4 ppt) and slightly lower than the same quarter last year (-2 ppt).
- In contrast, two-thirds (67%) of riders are classified as Choice riders, meaning they have regular access to a vehicle for the same trips they make using public transit. This represents a slight decrease from the previous quarter (-3 ppt) and a slight increase from the same period last year (+2 ppt).
- Significantly different characteristics of each rider group are highlighted in green on the table to the right and on the following pages.

	TOTAL	CHOICE	CAPTIVE
Base	750	532	209
AVERAGE PAST-WEEK TRANSIT TRIPS	5.9	4.7	8.3
YEARS BEEN A TRANSIT RIDER	11.6	12.5	9.8
TRANSIT SYSTEM – OVERALL SERVICE RATING	7.9	8.0	7.7
MODE	%	%	%
Bus	74	68	87
SkyTrain	67	69	65
SeaBus	7	6	7
AGE	%	%	%
18-34 years	37	30	49
35-54 years	34	38	28
55+ years	28	31	21
GENDER	%	%	%
Women	47	45	51
Men	46	48	42
Non-binary, gender fluid, or other identity	1	1	1
Prefer not to answer	6	5	6
EMPLOYMENT STATUS	%	%	%
Full-time	45	46	41
Part-time	18	17	21
Not employed (also includes students, homemakers, & retirees)	40	38	43
EDUCATION	%	%	%
High school or less	14	12	20
Vocational/college/technical	15	15	16
Some university	13	14	12
Graduated university	55	57	51
HOUSEHOLD INCOME	%	%	%
Under \$40K	19	13	33
\$40K to <\$80K	18	16	25
\$80K or more	46	56	24

Customer Profiles | CHOICE AND CAPTIVE RIDERS

	TOTAL	CHOICE	CAPTIVE
Base	750	532	209
TRAVEL PURPOSE	%	%	%
Work	48	43	59
Entertainment	45	45	45
Shopping	38	31	52
Personal business	28	26	34
School	15	13	19
Other purpose	8	7	10
PAYMENT METHOD	%	%	%
Compass Card (includes Stored Value, Monthly Pass, U-Pass BC, etc.)	81	78	88
Tap to Pay	9	11	3
Cash fare	6	6	4
Compass ticket	1	2	<1
Other	3	2	5
REGION	%	%	%
City of Vancouver	38	36	43
Surrey/Other South of Fraser	18	18	17
Burnaby/New Westminster	15	14	18
Richmond/South Delta	10	12	6
Northeast Region	9	10	8
North Vancouver	7	8	7
West Vancouver	2	2	1

Customer Profiles | CHOICE AND CAPTIVE RIDERS

	TOTAL	CHOICE	CAPTIVE
Base	750	532	209
IDENTIFY AS FIRST NATIONS, INUIT, MÉTIS	%	%	%
Yes	3	2	3
No	93	94	93
Prefer not to answer	4	4	4
Don't know	<1	<1	<1
ETHNICITY	%	%	%
Caucasian	44	48	34
Chinese	18	19	17
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	12	11	14
Filipino	4	4	5
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	3	1	8
Latin American	3	3	4
Arab	3	3	3
West Asian (e.g., Iranian, Afghan, etc.)	2	1	3
Black	2	1	5
Middle Eastern	1	1	1
Korean	1	<1	2
Japanese	1	-	2
First Nation	1	2	<1
South American (unspecified)	<1	-	<1
Other	1	1	2
Prefer not to answer	6	6	4

Customer Profiles | LOW, MEDIUM, HIGH FREQUENCY RIDERS

- More than four in ten transit riders (44%) are classified as Low-Frequency riders, making three or fewer one-way transit trips per week. This proportion has decreased slightly from last quarter (-2 ppt) and from the same period last year (-4 ppt).
- Just under three in ten riders (29%) fall into the Medium-Frequency category, taking four to nine one-way trips per week. This group has declined since last quarter (-3 ppt) but has increased very slightly from the same period last year (+1 ppt).
- Just over one-quarter (27%) of riders are High-Frequency riders, taking ten or more one-way trips per week. This group has increased compared to both last quarter (+5 ppt) and the same period last year (+3 ppt).
- The unique characteristics of each rider group are detailed in the table to the right and in the following pages.

	TOTAL	LOW	MEDIUM	HIGH
Base	750	416	182	152
YEARS BEEN A TRANSIT RIDER	11.6	15.7	9.4	8.3
TRANSIT SYSTEM – OVERALL SERVICE RATING	7.9	8.1	7.9	7.6
AVERAGE AGE	43.3	49.8	40.7	35.4
MODE	%	%	%	%
Bus	74	64	71	93
SkyTrain	67	57	75	76
SeaBus	7	7	3	10
AGE	%	%	%	%
18-34 years	37	21	38	60
35-54 years	34	36	40	25
55+ years	28	41	21	14
GENDER	%	%	%	%
Women	47	47	52	40
Men	46	48	40	51
Non-binary, gender fluid, or other identity	1	1	2	2
Prefer not to answer	6	5	6	7
EMPLOYMENT STATUS	%	%	%	%
Full-time	45	40	49	48
Part-time	18	14	22	20
Not employed (also includes students, homemakers, & retirees)	40	47	30	38
EDUCATION	%	%	%	%
High school or less	14	12	13	19
Vocational/college/technical	15	17	15	13
Some university	13	11	13	17
Graduated university	55	58	57	48
HOUSEHOLD INCOME	%	%	%	%
Under \$40K	19	11	22	30
\$40K to <\$80K	18	17	18	21
\$80K or more	46	55	46	31

Customer Profiles | LOW, MEDIUM, HIGH FREQUENCY RIDERS

	TOTAL	LOW	MEDIUM	HIGH
Base	750	416	182	152
TRAVEL PURPOSE	%	%	%	%
Work	48	27	64	65
Entertainment	45	41	45	51
Shopping	38	27	39	53
Personal business	28	22	28	39
School	15	5	17	29
Other purpose	8	8	6	12
PAYMENT METHOD	%	%	%	%
Compass Card (includes Stored Value, Monthly Pass, U-Pass BC, etc.)	81	72	86	92
Tap to Pay	9	14	9	<1
Cash fare	6	8	3	4
Compass ticket	1	2	1	<1
Other	3	4	2	3
REGION	%	%	%	%
City of Vancouver	38	36	39	41
Surrey/Other South of Fraser	18	19	19	15
Burnaby/New Westminster	15	11	20	19
Richmond/South Delta	10	13	5	11
Northeast Region	9	9	11	8
North Vancouver	7	11	4	5
West Vancouver	2	2	1	1

Customer Profiles | LOW, MEDIUM, HIGH FREQUENCY RIDERS

	TOTAL	LOW	MEDIUM	HIGH
Base	750	416	182	152
IDENTIFY AS FIRST NATIONS, INUIT, MÉTIS	%	%	%	%
Yes	3	3	3	1
No	93	92	94	93
Prefer not to answer	4	4	3	6
Don't know	<1	<1	<1	-
ETHNICITY	%	%	%	%
Caucasian	44	59	38	24
Chinese	18	13	18	25
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	12	8	15	16
Filipino	4	4	6	3
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	3	2	2	8
Latin American	3	1	3	7
Arab	3	3	3	2
West Asian (e.g., Iranian, Afghan, etc.)	2	1	3	1
Black	2	1	1	5
Middle Eastern	1	-	-	3
Korean	1	<1	2	1
Japanese	1	1	1	1
First Nation	1	1	2	-
South American (unspecified)	<1	<1	-	-
Other	1	<1	1	2
Prefer not to answer	6	5	8	5

Customer Profiles | MODE USER PROFILES

- Three-quarters (74%) of transit users this quarter rode the bus, the same as last wave but a small decrease compared to the same period last year (-1 ppt).
- Two-thirds (67%) of transit users this quarter used the SkyTrain, a slight decline from the last wave (-1 ppt) and a more noticeable drop from the same period last year (-4 ppt).
- SeaBus ridership remains steady at 7% of transit users this quarter, consistent with both last quarter and the same period last year.
- Significant differences in the characteristics of each rider group are highlighted in green on the table to the right and on the following pages.

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	750	557	459	60*
AVERAGE PAST-WEEK TRANSIT TRIPS	5.9	6.7	6.4	7.7
YEARS BEEN A TRANSIT RIDER	11.6	10.9	11.1	16.5
TRANSIT SYSTEM – OVERALL SERVICE RATING	7.9	7.8	8.0	8.2
AVERAGE AGE	43.3	42.4	41.5	49.4
AGE	%	%	%	%
18-34 years	37	41	40	21
35-54 years	34	29	35	34
55+ years	28	28	23	43
GENDER	%	%	%	%
Women	47	49	45	32
Men	46	43	49	65
Non-binary, gender fluid, or other identity	1	1	1	-
Prefer not to answer	6	6	5	3
EMPLOYMENT STATUS	%	%	%	%
Full-time	45	40	51	40
Part-time	18	18	19	15
Not employed (also includes students, homemakers, & retirees)	40	44	34	50
EDUCATION	%	%	%	%
High school or less	14	15	13	6
Vocational/college/technical	15	15	14	24
Some university	13	14	13	13
Graduated university	55	52	58	57
HOUSEHOLD INCOME	%	%	%	%
Under \$40K	19	23	17	10
\$40K to <\$80K	18	18	20	30
\$80K or more	46	41	48	43

Significantly higher than the other rider group(s).

* Caution: small base size.

Note: Average age was estimated using the midpoints of each age category. For the 65-and-older category, 69.5 years was used in this calculation.

Customer Profiles | MODE USER PROFILES

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	750	557	459	60*
TRAVEL PURPOSE	%	%	%	%
Work	48	50	54	39
Entertainment	45	44	49	57
Shopping	38	41	36	23
Personal business	28	32	29	40
School	15	19	15	11
Other purpose	8	9	9	5
PAYMENT METHOD	%	%	%	%
Compass Card (includes Stored Value, Monthly Pass, U-Pass BC, etc.)	81	85	82	79
Tap to Pay	9	6	10	9
Cash fare	6	6	4	5
Compass ticket	1	<1	2	3
Other	3	3	3	3
CHOICE/CAPTIVE RIDERS	%	%	%	%
Choice	67	61	68	62
Captive	32	37	31	36
REGION	%	%	%	%
City of Vancouver	38	41	34	29
Surrey/Other South of Fraser	18	19	17	7
Burnaby/New Westminster	15	15	20	8
Richmond/South Delta	10	9	13	-
Northeast Region	9	7	11	6
North Vancouver	7	8	5	48
West Vancouver	2	2	1	2

Customer Profiles | MODE USER PROFILES

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	750	557	459	60*
IDENTIFY AS FIRST NATIONS, INUIT, MÉTIS	%	%	%	%
Yes	3	3	1	-
No	93	92	96	100
Prefer not to answer	4	5	2	-
Don't know	<1	<1	<1	-
ETHNICITY	%	%	%	%
Caucasian	44	42	41	61
Chinese	18	17	19	-
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	12	12	14	10
Filipino	4	5	5	-
Latin American	3	4	4	9
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	3	4	4	3
Arab	3	3	3	3
Black	2	3	2	4
West Asian (e.g., Iranian, Afghan, etc.)	2	2	1	3
Korean	1	1	1	-
Japanese	1	1	1	3
First Nation	1	1	1	-
Middle Eastern	1	1	1	-
South American (unspecified)	<1	<1	<1	-
Other	1	1	1	-
Prefer not to answer	6	6	4	5

Customer Profiles | TRANSIT USERS COMPARED WITH GENERAL PUBLIC

	METRO VANCOUVER POPULATION 16 YEARS OR OLDER*	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025
Base	2000	750	750	750	750	750	751	750	750	750
AVERAGE YEARS RIDING TRANSIT	n/a	12.4	9.8	11.8	11.7	14	11.9	12.7	13.4	11.6
AGE	%	%	%	%	%	%	%	%	%	%
18-24 years	12	18	18	16	14	16	14	17	11	19
25-34 years	18	19	20	22	22	22	24	21	27	17
35-44 years	18	16	17	14	16	15	16	14	17	18
45-54 years	20	17	16	18	17	17	18	19	16	17
55-64 years	16	8	7	7	7	8	8	7	9	8
65 years or older	17	20	19	20	21	21	18	21	18	20
GENDER**	%	%	%	%	%	%	%	%	%	%
Men	48	49	48	48	52	50	48	49	48	49
Women	52	51	52	52	48	50	52	51	52	51
EMPLOYMENT	%	%	%	%	%	%	%	%	%	%
Employed full time	57	49	46	48	52	53	48	49	52	45
Employed part time	13	16	17	16	14	16	20	16	15	18
Student	5	11	14	13	11	11	11	11	12	12
Not employed	3	5	6	6	5	4	5	6	5	5
Homemaker	2	4	4	2	2	2	3	2	2	2
Retired	18	18	18	18	19	19	18	19	17	20
Refused	1	3	2	3	3	2	2	2	2	2
EDUCATION	%	%	%	%	%	%	%	%	%	%
High school or less	21	18	19	18	16	16	14	16	15	14
Vocational/college/technical	26	17	16	18	15	19	19	18	15	15
Some university	7	9	9	7	9	11	8	10	9	13
Graduated university	45	51	53	53	56	52	57	54	58	55
Refused	<1	4	2	3	3	3	2	1	3	2

← Transit tenure is at 11.6 years this quarter

- 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.

** Gender in these results is based on observed rather than stated gender (based on voice) and is categorized as either Male or Female.



APPENDIX A – Methodology

Methodology

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

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

Sampling

Sample Source

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

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

Sampling Population and Target Respondent

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

Survey Quotas and Sample Sizes

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

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

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

Regional Quotas

REGION	PROPORTION OF PAST 30-DAY USERS (RIDER SHARE)	SURVEYS PER QUARTER	SURVEYS PER YEAR	% OF TOTAL SAMPLE
Burnaby/New Westminster	14%	105	420	14%
Richmond/South Delta	9%	72	288	10%
Surrey/North Delta/White Rock/Langley	18%	102	408	14%
Vancouver	41%	260	1,040	35%
Northeast Sector (Coquitlam/Port Coquitlam/Port Moody/Pitt Meadows/ Maple Ridge/Anmore & Belcarra)	8%	77	308	10%
North Vancouver	7%	74	296	10%
West Vancouver	3%	60	240	8%
Total		750	3,000	

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

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

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

In total, we aim for 451 landline completes and 299 cellphone completes per quarter.

Data Weighting

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



Projected Evaluations for Bus, SkyTrain, SeaBus

During the course of the survey, customers evaluate a combination of modes or buses up to a maximum of three. Based on the data for the quarter ending September 2022, we expect to obtain approximately 4,576 evaluations in the course of conducting 3000 surveys annually. The number of evaluations expected for each mode annually and for each mode per respondent are shown in the table below.

Number of Evaluations Expected by Ipsos

MODE	ANTICIPATED # OF EVALUATIONS PER YEAR	ANTICIPATED # OF EVALUATIONS PER RESPONDENT
Bus	2,292	0.76
SkyTrain	2,052	0.68
SeaBus	232	0.08
Total # of Evaluations	4,576	1.53
Total # of Interviews	3,000	

Margins of Error

Proportions

All samples have a margin of error associated with them, reflecting the fact that we are drawing a sample from a population. In the current context, margins of error will vary because the size of particular samples and sub samples will vary. For example, at the 95% level of confidence, the margin of error for the total quarterly sample of 750 is +/- 3.6%; the margin of error for the quarterly Vancouver sample of 250 is +/- 6.2%.

When comparing independent samples across two quarters, the margins of error increase by about 40%. For example, when comparing proportions across two quarterly samples of 750 each, the proportions must differ by at least 5.1% for the difference to be considered statistically significant. The table below illustrates the maximum margins of error when evaluating a single independent sample and the maximum margins of error when comparing the proportions for two independent samples at the 95% level of confidence for various sample sizes.

SAMPLE SIZE	MAXIMUM MARGIN OF ERROR FOR SAMPLE OF THIS SIZE	MAXIMUM MARGIN OF ERROR FOR COMPARING TWO SAMPLES OF THIS SIZE
50	+/- 13.6%	+/- 19.6%
100	+/- 9.8%	+/- 13.9%
200	+/- 6.9%	+/- 9.8%
250	+/- 6.2%	+/- 8.8%
300	+/- 5.7%	+/- 8.0%
400	+/- 4.9%	+/- 6.9%
500	+/- 4.4%	+/- 6.2%
600	+/- 4.0%	+/- 5.7%
700	+/- 3.7%	+/- 5.2%
750	+/- 3.6%	+/- 5.1%
3,000	+/- 1.8%	+/- 2.5%



Means (Average Ratings)

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

SAMPLE SIZE	STANDARD DEVIATION	MAXIMUM MARGIN OF ERROR FOR:	
		SAMPLE OF THIS SIZE	COMPARING TWO SAMPLES OF THIS SIZE
50	1.0	0.28	0.39
250	1.0	0.12	0.18
750	1.0	0.07	0.10
50	1.5	0.42	0.59
250	1.5	0.19	0.26
750	1.5	0.11	0.15
50	2.0	0.55	0.78
250	2.0	0.25	0.35
750	2.0	0.14	0.20

Survey Instrument

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

Fieldwork

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

Changes made on March 24, 2025

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

[READ ALL QUESTIONS VERBATIM – NO EXCEPTIONS]

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

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

[TARGET AVERAGE SURVEY LENGTH: 15 minutes.]

[HIDDEN VARIABLE]

S1. Sample Source

1. Landline Sample
2. Cellphone Sample

[INTRODUCTION]

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

(INTERVIEWER NOTE: GREATER VANCOUVER IS NOW OFFICIALLY CALLED METRO VANCOUVER; THE TWO NAMES REFER TO THE SAME REGION.)

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

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

[0 – 30 RECORD NUMBER]

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

[IF S1 = LANDLINE SAMPLE:

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

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

IF NOT AVAILABLE, ARRANGE CALLBACK.

IF NECESSARY: We ask for the person with the last birthday as a means of randomizing the respondents in our sample.

(RE-INTRODUCE IF NECESSARY: Hi, we are doing a short study on behalf of TransLink.))

[FOR INTERVIEWERS TO RECORD ONLY]

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

- YES
NO

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

QA1c. Are you age 18 or older?

YES

NO

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

SCREENING QUESTIONS

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

YES

NO

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

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

YES

NO

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

QC. Have you or anyone in your household participated in any surveys related to public transit within the last six months? **(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. LIONS 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
- 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, in the past 7 days?

YES

NO

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

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

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

To or from work

To or from school

To or from shopping

For personal business such as the doctor or bank

For entertainment or social reasons

For any other purpose

[RANGE= 0-96]

[PROGRAMMER ADD TOTAL NUMBER OF TRIPS IN Q2A]

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

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

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

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

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

YES

NO

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

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

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

[0-96]

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

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

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

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

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

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

[0-96]

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

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

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

SATISFACTION WITH SYSTEM OVERALL

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

[1-10]

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

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

[OPEN END]

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

[1-10]

SATISFACTION WITH SEABUS SERVICE; IDENTIFY WAYS TO IMPROVE SERVICE

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

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

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

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

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

- Q8a. (8.1) Did you make your **[TRIP]** one way trip on SeaBus ... **(READ LIST). [ACCEPT ONE RESPONSE]**
1. Monday to Friday between 5am and 9:30am
 2. Monday to Friday between 9:30am and 3pm
 3. Monday to Friday between 3pm and 6:30pm
 4. Monday to Friday after 6:30pm
 5. Saturday, Sunday or Holiday
- Q8b. (8.2) Thinking about the **[TRIP]** trip you made by SeaBus, on a scale of one to ten, where "ten" means "excellent" and "one" means "very poor", how would you rate the SeaBus service overall?
- [1-10]**
- Q9. **[PROGRAMMER DISPLAY FOR FIRST ITEM ASKED IF ATTRIBUTE = 1, 2, 5, 7 OR 8 IN ROTATION]** Using the same scale, how would you rate the SeaBus in terms of ... **[INSERT FIRST ITEM]?**
- (CLARIFY IF NECESSARY: Ten means "excellent" and one means "very poor".)**
- [PROGRAMMER DISPLAY FOR REMAINING ITERATIONS IF ATTRIBUTE = 1, 2, 5, 7 OR 8]** And how about ... **[INSERT SECOND ITEM, ETC.]? (REPEAT SCALE AS NEEDED)**
- [PROGRAMMER DISPLAY FOR ATTRIBUTES: 3, 4, AND 6]** Still thinking about the **[TRIP]** trip you made on SeaBus, **[INSERT ITEM]?** **(REPEAT SCALE AS NEEDED)**
- Q9a. (9) Did you speak to SeaBus staff on your **[TRIP]** trip on SeaBus?
- YES
- NO
- Q9.1 **[ONLY ASK IF YES TO Q9A]** (1) Having courteous, competent and helpful SeaBus staff?
- Q9.2 (2) Feeling safe from crime at the SeaBus station?
- Q9.3 (3) How would you rate it in terms of frequency of service? **(CLARIFY IF NECESSARY: Does the SeaBus run often enough throughout the day?)**
- Q9.4. (4) How would you rate it in terms of not being overcrowded? **(CLARIFY IF NECESSARY: Was there enough room onboard?)**
- Q9.8 (5) Trip duration from the time you boarded to the time you got off SeaBus? **(CLARIFY IF NECESSARY: We are only referring to the time spent onboard the SeaBus.)**
- Q9.9 (6) How would you rate it in terms of providing on time, reliable service?
- Q9.10 (7) Clean and graffiti free SeaBus vessel and stations? **(CLARIFY IF NECESSARY: Please think about the overall cleanliness during your [last/2nd last] SeaBus trip.)**
- Q9.11 (8) Staff available when needed? **(IF RESPONDENT SAYS 'NOT APPLICABLE RECORD AS DON'T KNOW)**
- [1-10]**

SATISFACTION WITH SKYTRAIN; IDENTIFY WAYS TO IMPROVE SERVICE

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

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

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

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

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

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

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

1. WATERFRONT (also a Canada Line station)
2. BURRARD
3. GRANVILLE
4. Stadium--Chinatown
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
57. CAPSTAN STATION

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

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

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

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

[1-10]

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

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

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

[1-10]

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

YES

NO

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

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

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

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

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

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

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

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

[1-10]

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

YES

NO

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

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

[1-10]

ASSESS SATISFACTION WITH BUS ROUTES; IDENTIFY WAYS TO IMPROVE SERVICE

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

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

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

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

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

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

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

[RANGE = 1-9]

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

Q16. What was/were the route number(s) of the bus(es) you took on this trip? **(RECORD ROUTE NUMBERS. ACCEPT UP TO 3 ROUTE NUMBERS.) (IF RESPONDENT UNABLE TO GIVE ROUTE NUMBER, PROBE FOR ROUTE NAME. IN INSTANCES WHERE THE SAME ROUTE NAME IS ASSOCIATED WITH DIFFERENT ROUTE NUMBERS, THE INTERVIEWER SHOULD GIVE THESE ROUTE NUMBERS TO THE RESPONDENT TO DETERMINE 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 MOST often in the last **[DAYS]** days when you took transit? **(READ LIST, ONE RESPONSE ONLY) (INTERVIEWER: IF A RESPONDENT SAYS THEY GOT A DAY PASS, CLARIFY IF THEY MEANT BUYING A DAY PASS ON A COMPASS TICKET – OR - A DAY PASS ON A COMPASS CARD)**

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

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

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

1. BC Government Pass **(DO NOT READ FURTHER IF THIS IS SELECTED)**
5. Monthly Pass
6. 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)**
8. U-Pass BC
9. Other types of passes

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

Q23H1c. Is the Compass Card or Ticket that you are using a Concession Compass Card/Ticket? **(CLARIFY IF NECESSARY: This is for riders who qualify for discounted fares such as children 5-13, youth 14 to 18 with a valid photo ID or seniors who are 65+.)**

YES

NO

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

1. ONE
2. TWO
3. THREE

Q25a. What are the reasons you most recently decided to take transit rather than taking some other mode of transportation? **(PROBE FOR UP TO THREE RESPONSES) (DO NOT READ THE CODE LIST. INTERVIEWER TO SELECT APPLICABLE CODES)**

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

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

YES

NO

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

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

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

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

[RECORD VERBATIM]

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

[1-10]

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

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

RECORD YEARS **[RANGE 0-100]**

RECODES MONTHS **[RANGE 0-11]**

NOT A REGULAR RIDER

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

5. Definitely continue (as often as you do now)

4. Probably continue (as often as you do now)

3. Might or might not continue (as often)

2. Probably not continue (as often, OR)

1. Definitely not continue (as often)

(DO NOT READ) Other/depends

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

0 – Not at all likely

1

2

3

4

5

6

7

8

9

10 – Extremely likely

DEMOGRAPHICS

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

1. 18 to 24
2. 25 to 34
3. 35 to 44
4. 45 to 54
5. 55 to 64
6. 65 and over

[PROGRAMMER: IF ANSWER OF RIDERSHIP TIME AT Q28 IS GREATER THAN ACTUAL UPPER RANGE OF ANSWER AT Q33, (i.e., 25-34 years at Q33 & 45 years at Q28) DISPLAY THE FOLLOWING ERROR: YOUR ANSWER AT Q33 DOESN'T LINE UP WITH Q28, PLEASE REVISE.]

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

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

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

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

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

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

- YES
NO

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

[0-99]

Q37a. Which of the following best describes your total household income for 2024? **(READ AND STOP WHEN APPROPRIATE)**

1. Under 20,000
2. \$20,000 to less than \$40,000
3. \$40,000 to less than \$60,000
4. \$60,000 to less than \$80,000
5. \$80,000 to less than \$100,000
6. \$100,000 or more

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

1. YES
2. NO
3. PREFER NOT TO ANSWER

Q37c. Which of the following categories best represents your ethnic or cultural identity? Please stop me when I reach the group or groups that best represent you. Would you say ...? **(INTERVIEWER: READ LIST UNTIL STOPPED. ACCEPT MULTIPLE RESPONSES.)**

1. Caucasian
2. South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)
3. Chinese
4. Black
5. Filipino
6. Latin American
7. Arab
8. Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)
9. West Asian (e.g., Iranian, Afghan, etc.)
10. Korean
11. Japanese
12. Or another ethnic or cultural identity (specify)
13. **(DO NOT READ)** PREFER NOT TO ANSWER

Q37d. I know we have been speaking for a while, however I do not want to assume your gender, so would you please share with me your gender? **[READ]** The options are female, male, nonbinary/gender fluid, or would you prefer not to say.

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

Q38. What is your Postal Code? **(INTERVIEWER: POSTAL CODE FROM SAMPLE IS: [INSERT POSTAL CODE FROM SAMPLE]) (IF DON'T KNOW FULL SIX DIGITS ASK FOR FIRST THREE DIGITS)**

[OPEN END]

Q39. Do you have any comments or suggestions that you would like me to forward directly to TransLink? Your comments will remain completely confidential. **(PROBE ONCE ONLY)**

[RECORD VERBATIM]

DECLINE/NOTHING/DON'T KNOW

Thank you very much for your time and co-operation.

INTERVIEWER: ENTER LANGUAGE OF INTERVIEW.

ENGLISH

PUNJABI

CHINESE



APPENDIX C – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
Total	626	7.8	8.6	8.4	8.4	7.1	7.3	8.1	8.8	8.4	7.0	8.9
2	8	8.8	8.9	8.2	8.1	7.5	8.1	7.7	8.9	8.7	6.6	8.6
3	9	8.1	8.4	7.9	8.0	7.6	7.5	6.1	8.9	7.3	8.1	8.9
4	8	8.0	7.3	6.7	6.6	5.1	7.0	6.2	8.9	7.9	7.5	8.9
5	2	5.6	10.0	9.8	7.2	8.2	6.4	9.6	9.8	9.8	9.6	10.0
6	8	8.2	8.8	9.3	8.3	6.7	7.3	6.9	8.8	8.9	8.5	9.5
7	10	7.6	8.7	7.3	7.2	7.3	7.0	8.2	8.6	7.4	6.8	8.5
8	7	6.5	7.7	6.9	7.8	5.5	6.7	6.5	7.7	6.5	5.8	8.0
9	17	8.4	9.1	8.9	8.7	6.8	8.4	8.5	9.5	9.0	7.2	9.4
10	10	7.8	9.2	8.2	8.6	8.8	7.8	8.2	9.0	8.2	8.2	9.4
14	8	7.5	9.0	8.1	8.2	8.0	7.9	7.8	8.7	8.6	7.6	8.9
15	2	8.7	8.0	9.3	9.3	8.7	8.7	8.7	9.7	8.7	7.0	9.3
16	9	8.0	8.3	7.9	8.0	7.5	8.1	8.1	8.2	8.5	7.0	8.6
17	3	4.6	7.0	5.4	8.8	7.6	5.1	7.2	8.7	8.7	8.9	7.9
19	8	8.5	8.8	8.7	8.5	7.4	8.0	8.4	9.1	8.7	8.2	9.1
20	5	7.8	8.3	7.3	7.0	6.3	8.5	8.5	9.4	8.0	7.1	8.9
22	3	7.2	9.4	7.0	6.8	6.6	8.6	7.8	7.2	7.0	7.4	8.8
23	3	4.0	9.3	9.7	9.0	2.7	5.9	9.3	8.3	9.0	5.0	9.3
25	15	8.5	8.3	9.4	9.1	8.1	8.0	9.0	9.1	8.5	7.9	9.2
26	2	7.9	8.2	8.2	8.2	7.6	7.7	4.4	7.0	6.6	4.6	8.6
27	2	5.8	9.7	8.7	8.0	7.5	4.3	8.5	3.3	4.3	3.3	8.3
28	2	8.1	8.7	6.9	8.1	8.0	6.9	6.2	6.9	6.2	8.1	8.7
33	7	8.6	9.2	8.8	9.5	6.3	8.2	8.1	9.3	8.2	6.0	9.0
41	2	7.6	8.4	8.4	9.2	9.2	7.6	8.4	9.2	7.6	7.6	8.4
44	7	5.4	8.9	8.7	9.4	4.3	4.5	8.7	9.1	8.2	4.8	9.0
49	15	7.8	7.8	7.4	8.5	7.5	6.6	7.8	8.9	8.7	7.5	8.2
50	4	6.7	5.8	7.6	6.7	10.0	5.4	5.9	8.0	8.1	4.9	8.5
68	1	10.0	8.0	10.0	10.0	7.0	5.0	10.0	2.0	10.0	7.0	7.0
84	4	7.0	7.5	8.1	9.5	5.7	6.1	8.1	8.3	7.2	5.7	7.8
99 B-Line	30	8.8	8.9	8.8	8.4	6.5	8.4	8.2	9.2	9.2	8.3	9.1
100	7	7.6	8.9	7.8	8.4	7.7	7.3	7.9	7.8	8.4	6.5	9.2
101	1	5.0	8.0	9.0	8.0	1.0	1.0	10.0	6.0	6.0	2.0	8.0
102	1	10.0	10.0	10.0	10.0	10.0	10.0	8.0	10.0	10.0	10.0	10.0
104	2	8.5	9.5	8.9	8.9	3.4	8.5	8.9	8.5	8.5	6.5	8.9
105	1	2.0	10.0	10.0	10.0	1.0	10.0	10.0	10.0	10.0	1.0	10.0



APPENDIX C – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
106	2	8.4	9.4	5.0	8.2	7.8	8.6	8.0	7.4	9.6	6.2	9.4
110	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	7.0	10.0
116	1	5.0	9.0	9.0	9.0	2.0	5.0	5.0	10.0	9.0	5.0	9.0
119	2	8.0	9.7	7.7	7.7	9.3	7.3	8.6	10.0	9.3	5.7	9.7
123	5	8.5	9.4	9.6	9.0	7.8	8.0	9.3	9.0	8.2	7.2	9.8
128	4	6.4	9.1	9.2	9.2	6.3	5.3	8.0	8.8	7.7	5.2	8.8
129	2	9.4	9.7	10.0	10.0	9.7	8.2	9.0	10.0	9.7	6.0	9.7
130	6	9.0	9.3	9.4	9.0	7.1	7.2	8.2	9.1	8.6	7.4	9.1
132	1	8.0	8.0	8.0	6.0	7.0	8.0	9.0	9.0	9.0	5.0	8.0
133	1	7.0	8.0	9.0	9.0	10.0	6.0	7.0	6.0	6.0	4.0	8.0
134	1	10.0	10.0	10.0	10.0	10.0	8.0	10.0	10.0	10.0	8.0	10.0
136	1	10.0	10.0	10.0	10.0	10.0	7.0	10.0	10.0	10.0	7.0	10.0
143	1	9.0	10.0	9.0	8.0	8.0	9.0	9.0	10.0	9.0	9.0	9.0
144	2	6.0	9.4	8.7	8.3	7.3	6.0	9.4	9.7	9.0	5.3	9.4
145	2	6.5	9.0	8.5	6.0	3.0	5.0	7.5	6.5	7.5	6.0	9.0
147	1	7.0	6.0	7.0	8.0	7.0	4.0	8.0	8.0	8.0	5.0	8.0
152	1	9.0	9.0	9.0	9.0	9.0	9.0	9.0	7.0	7.0	6.0	9.0
153	1	10.0	10.0	10.0	9.0	9.0	10.0	9.0	9.0	10.0	10.0	10.0
155	1	10.0	10.0	10.0	10.0	8.0	10.0	10.0	10.0	6.0	10.0	10.0
156	1	10.0	10.0	10.0	10.0	1.0	1.0	10.0	5.0	7.0	5.0	7.0
157	2	8.2	8.2	10.0	10.0	2.5	5.5	10.0	10.0	10.0	7.3	10.0
159	2	9.4	8.0	8.7	9.4	9.4	9.4	7.4	7.6	9.4	8.0	9.4
160	6	9.0	9.0	9.0	9.0	8.2	9.8	8.8	10.0	9.2	9.8	9.0
170	1	8.0	8.0	8.0	7.0	9.0	6.0	7.0	8.0	9.0	2.0	8.0
171	1	6.0	6.0	7.0	7.0	5.0	6.0	7.0	2.0	7.0	6.0	7.0
174	1	8.0	8.0	8.0	6.0	5.0	5.0	5.0	1.0	6.0	6.0	8.0
180	4	4.9	6.1	8.3	8.2	7.2	3.9	8.5	9.1	9.1	5.9	6.6
182	1	7.0	5.0	9.0	7.0	7.0	7.0	7.0	4.0	5.0	3.0	9.0
183	1	2.0	8.0	8.0	7.0	8.0	8.0	8.0	7.0	8.0	6.0	2.0
184	2	9.0	8.5	9.5	9.0	9.5	9.0	9.5	8.5	9.0	7.5	8.5
188	2	9.0	9.7	8.3	7.6	8.1	8.0	8.7	8.3	7.7	6.9	9.0
189	1	4.0	9.0	9.0	9.0	10.0	1.0	8.0	10.0	10.0	1.0	9.0
191	1	8.0	10.0	10.0	10.0	10.0	6.0	10.0	10.0	8.0	5.0	6.0
209	1	6.0	10.0	10.0	6.0	5.0	5.0	10.0	10.0	9.0	5.0	9.0
210	4	9.1	9.4	9.8	9.4	9.3	9.5	9.8	9.4	9.3	9.5	9.4

APPENDIX C – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
211	5	8.4	8.5	7.9	7.1	8.3	6.6	8.1	8.7	7.2	4.4	8.8
212	1	10.0	10.0	9.0	10.0	10.0	8.0	9.0	10.0	10.0	8.0	10.0
222	1	7.0	9.0	9.0	8.0	6.0	7.0	7.0	7.0	7.0	8.0	9.0
227	1	6.0	9.0	7.0	6.0	7.0	5.0	2.0	4.0	6.0	2.0	9.0
228	5	8.1	9.0	9.7	9.2	8.7	9.0	8.7	9.1	8.2	7.5	9.4
229	5	8.7	7.9	9.3	9.1	8.2	8.4	8.4	8.2	8.5	8.1	9.0
230	6	9.2	8.2	7.8	9.0	7.0	9.5	9.3	9.8	9.6	7.4	8.5
232	2	8.0	8.2	9.1	8.2	7.4	8.2	8.2	8.2	8.2	7.1	8.2
240	23	8.5	8.9	9.2	9.1	5.9	7.8	8.1	8.7	8.5	7.6	9.1
241	1	7.0	6.0	10.0	10.0	10.0	10.0	8.0	10.0	8.0	6.0	6.0
242	1	8.0	9.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
245	1	9.0	8.0	8.0	8.0	4.0	8.0	8.0	8.0	7.0	8.0	6.0
246	6	7.8	9.6	9.4	9.3	8.9	8.8	9.5	9.3	9.7	6.0	9.8
247	3	8.4	9.5	8.9	4.8	8.0	8.4	8.0	9.6	8.0	3.7	9.6
249	1	8.0	10.0	9.0	5.0	7.0	5.0	9.0	10.0	10.0	3.0	10.0
250	27	8.8	8.8	8.6	8.5	7.9	8.1	8.4	9.0	8.9	7.4	8.8
251	1	9.0	9.0	9.0	8.0	6.0	9.0	7.0	10.0	8.0	8.0	8.0
253	2	9.3	9.3	10.0	10.0	10.0	7.3	9.7	9.7	8.3	6.0	10.0
255	11	7.6	7.1	7.5	6.8	7.1	6.1	6.3	7.7	6.8	6.5	7.3
256	1	10.0	8.0	8.0	8.0	8.0	8.0	10.0	10.0	10.0	10.0	8.0
257	9	7.6	8.2	9.1	8.1	8.2	7.1	9.2	8.8	8.9	6.6	8.7
258	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
301	1	9.0	9.0	8.0	7.0	8.0	9.0	8.0	8.0	8.0	9.0	8.0
312	2	6.7	8.3	8.0	7.7	7.0	7.7	7.7	5.7	5.7	6.3	8.3
314	1	10.0	10.0	10.0	10.0	7.0	8.0	8.0	10.0	10.0	7.0	10.0
319	4	7.8	9.2	9.4	9.0	5.8	9.5	8.8	9.5	7.5	6.9	9.7
320	4	6.6	8.6	9.2	8.0	8.7	7.4	8.8	8.0	8.6	6.6	9.1
321	8	6.0	7.7	8.0	8.2	5.9	6.3	8.6	8.9	7.0	7.0	9.1
322	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
323	1	9.0	9.0	9.0	8.0	8.0	9.0	10.0	9.0	9.0	9.0	9.0
324	2	8.8	9.4	9.4	9.4	8.3	7.8	9.1	9.1	8.8	9.1	9.4
325	2	3.0	1.8	7.0	5.4	1.8	4.6	6.6	9.4	7.0	2.2	4.0
335	4	7.8	4.2	7.3	7.6	7.8	4.9	7.2	8.1	8.1	5.5	8.2
337	3	7.7	8.6	8.7	8.3	9.0	7.4	8.3	8.6	8.2	7.4	8.3
341	3	8.8	9.6	10.0	9.6	9.1	8.8	9.1	9.1	9.6	8.3	10.0

APPENDIX C – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
342	1	6.0	8.0	7.0	5.0	8.0	6.0	8.0	5.0	5.0	2.0	8.0
345	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	6.0	8.0	9.0	9.0
351	20	8.5	9.0	9.0	8.9	8.8	8.2	8.3	8.7	8.7	7.7	9.5
352	1	7.0	9.0	9.0	8.0	9.0	9.0	9.0	8.0	8.0	5.0	9.0
364	1	3.0	8.0	8.0	8.0	7.0	1.0	8.0	9.0	8.0	4.0	7.0
373	2	9.2	10.0	9.2	8.8	9.2	9.2	10.0	10.0	9.2	9.2	10.0
375	1	8.0	10.0	8.0	8.0	5.0	7.0	9.0	10.0	9.0	9.0	10.0
388	1	8.0	10.0	10.0	10.0	10.0	1.0	10.0	10.0	10.0	1.0	10.0
401	8	8.1	8.6	9.4	8.3	6.8	7.2	8.3	9.4	9.1	6.5	9.3
402	5	5.1	6.6	9.5	9.7	5.9	6.6	9.0	9.8	9.4	6.6	9.8
403	6	8.1	8.3	8.1	8.9	6.6	7.2	7.5	9.3	8.2	6.4	8.5
405	1	9.0	10.0	9.0	6.0	9.0	8.0	8.0	9.0	6.0	5.0	9.0
406	4	9.3	9.7	9.2	9.3	7.0	9.4	9.2	9.8	9.2	6.9	9.6
408	2	8.0	8.2	5.6	2.9	7.1	6.4	7.1	8.0	6.2	8.0	8.1
410	4	6.8	8.8	8.9	9.7	8.0	7.1	8.6	9.5	9.1	8.0	8.1
413	1	7.0	9.0	9.0	7.0	10.0	9.0	9.0	8.0	9.0	7.0	9.0
416	1	10.0	9.0	8.0	9.0	7.0	9.0	9.0	10.0	7.0	6.0	10.0
418	1	5.0	10.0	10.0	10.0	1.0	1.0	8.0	10.0	10.0	5.0	10.0
430	1	8.0	9.0	10.0	7.0	8.0	10.0	5.0	8.0	8.0	10.0	10.0
501	1	9.0	8.0	10.0	8.0	6.0	10.0	8.0	10.0	10.0	6.0	9.0
502	3	8.4	7.8	5.3	7.4	6.1	7.1	6.7	9.4	8.7	7.1	7.7
503	3	5.3	8.1	8.8	8.1	5.4	6.2	7.8	6.1	8.5	7.2	7.8
531	1	6.0	5.0	5.0	6.0	6.0	6.0	6.0	8.0	5.0	4.0	5.0
555	7	9.2	8.6	9.3	8.6	6.2	9.0	7.9	9.7	8.3	6.9	9.0
562	2	7.1	9.1	8.6	8.6	7.4	6.6	8.0	7.7	9.1	6.7	9.6
595	1	10.0	7.0	9.0	10.0	9.0	8.0	9.0	10.0	8.0	5.0	9.0
601	9	8.3	9.6	9.3	8.3	8.5	7.3	9.5	7.1	8.3	7.5	9.5
602	1	8.0	10.0	9.0	9.0	9.0	9.0	8.0	10.0	10.0	8.0	9.0
603	1	5.0	10.0	7.0	7.0	7.0	2.0	7.0	10.0	9.0	2.0	10.0
604	2	9.1	9.1	9.9	10.0	8.8	9.1	9.7	9.9	8.1	3.8	10.0
609	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	8.0	10.0
620	2	5.6	8.0	8.0	7.1	5.2	9.0	8.0	10.0	9.5	5.4	7.0
701	5	6.0	6.2	6.3	9.4	8.2	4.6	6.3	9.0	7.7	7.2	6.4
744	1	6.0	9.0	6.0	7.0	8.0	2.0	7.0	4.0	6.0	3.0	7.0
745	1	5.0	10.0	10.0	10.0	1.0	3.0	9.0	1.0	8.0	1.0	10.0

APPENDIX C – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
750 R1	4	7.6	8.1	6.8	6.1	6.0	7.6	7.6	8.9	8.6	8.1	8.4
751 R2	3	8.6	8.5	8.2	8.0	8.2	7.3	8.6	8.6	7.7	7.3	8.4
752 R3	4	8.6	9.3	7.3	7.3	9.5	9.2	9.8	9.8	9.8	9.2	9.8
753 R4	12	8.1	8.6	8.6	8.6	6.6	7.7	8.0	9.1	8.2	8.1	8.8
754 R5	9	8.8	8.4	8.0	8.9	5.3	8.8	8.5	9.6	9.1	7.6	9.0
755 R6	3	8.5	8.6	8.3	8.1	8.5	7.8	8.8	8.9	8.8	8.3	9.1
791	1	9.0	10.0	9.0	9.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
BTC	11	9.0	9.5	8.9	8.5	7.4	7.3	8.1	8.8	8.5	6.8	9.4
STC	3	7.6	9.2	7.6	7.3	9.2	8.9	8.3	6.5	6.5	6.9	8.9
PCT	2	8.5	10.0	8.5	9.3	8.5	7.8	6.3	7.8	8.5	8.5	10.0
RTC	6	7.9	8.1	8.6	9.0	7.5	7.1	7.4	7.5	7.9	6.2	8.6
VTC	21	7.7	8.6	8.2	8.6	6.9	7.6	8.2	8.5	8.4	7.1	9.1
WVT	3	9.4	9.4	10.0	10.0	9.5	9.8	10.0	9.7	9.4	9.4	9.6
N19	1	7.0	5.0	5.0	4.0	2.0	5.0	6.0	7.0	6.0	3.0	4.0



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

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
Total	626	7.8	8.6	8.4	8.4	7.1	7.3	8.1	8.8	8.4	7.0	8.9
99 B-Line	30	8.8	8.9	8.8	8.4	6.5	8.4	8.2	9.2	9.2	8.3	9.1



APPENDIX D – Overall Performance Ratings Jan – Mar 2024 vs. Jan – Mar 2025

ROUTES WITH 35+ TRIPS PER QUARTER					
ROUTE	OCT – DEC 2023		OCT – DEC 2024		NET DIFFERENCE
	#TRIPS	OVERALL PERFORMANCE	# TRIPS	OVERALL PERFORMANCE	JAN – MAR 2024 VS. JAN – MAR 2025
250	47	8.5	27	8.8	0.3

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



APPENDIX D – Overall Performance Ratings Oct 2023 – Mar 2024 vs. Oct 2024 – Mar 2025

ROUTES WITH 35+ TRIPS PER 6 MONTH PERIOD					
ROUTE	OCT 2023 – MAR 2024		OCT 2024 – MAR 2025		NET DIFFERENCE
	#TRIPS	OVERALL PERFORMANCE	# TRIPS	OVERALL PERFORMANCE	OCT 2023 – MAR 2024 VS. OCT 2024 – MAR 2025
250	62	8.6	65	8.4	-0.2
99 B-Line	59	7.8	70	8.5	0.7
VTC	44	8.0	41	7.7	-0.3

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

APPENDIX D – Overall Performance Ratings Apr 2023 – Mar 2024 vs. Apr 2024 – Mar 2025

ROUTES WITH 35+ TRIPS PER YEAR					
ROUTE	APR 2023 – MAR 2024		APR 2024 – MAR 2025		NET DIFFERENCE
	#TRIPS	OVERALL PERFORMANCE	# TRIPS	OVERALL PERFORMANCE	APR 2023 – MAR 2024 VS. APR 2024 – MAR 2025
10	43	7.9	51	7.7	-0.2
16	45	8.1	45	7.0	-1.1
19	29	7.9	39	7.8	-0.1
2	47	7.9	33	8.2	0.3
240	50	7.7	72	8.0	0.3
25	40	7.6	55	8.2	0.6
250	159	8.6	148	8.4	-0.2
255	35	8.5	44	7.7	-0.8
257	36	8.3	34	7.8	-0.5
3	39	7.4	36	7.3	-0.1
351	37	8.6	47	8.2	-0.4
49	59	8.2	48	7.5	-0.7
601	31	8.0	44	7.2	-0.8
7	33	6.9	41	7.3	0.4
753 R4	62	7.6	54	7.5	-0.1
754 R5	32	8.0	39	8.2	0.2
9	39	7.4	48	7.4	0.0
99 B-Line	119	7.8	135	8.4	0.6
BTC	63	8.1	56	8.0	-0.1
VTC	94	7.9	79	7.6	-0.3

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