

CUSTOMER SERVICE PERFORMANCE

QUARTER 2 2025

BUS – SEABUS – SKYTRAIN

Report

2025-09-11

© 2025 Ipsos. All rights reserved. Contains Ipsos' Confidential and Proprietary information and may not be disclosed or reproduced without the prior written consent of Ipsos.



Table of Contents

Project Objectives	3
Highlights	4
Detailed Findings	13
Overall System Performance	14
Bus Service Quality Measures	24
SkyTrain Service Quality Measures	35
SeaBus Service Quality Measures	45
Trends in Transit Usage	46
Customer Profiles	57
Appendices	68
Appendix A – Methodology	68
Appendix B – Questionnaire	72
Appendix C – Performance Ratings for Routes Ranked	90
Appendix D – Average Performance Ratings	95



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)

Perceptions of Overall Transit Service Hold Steady From Q1 2025

While Q1 2025 marked a positive shift after a bumpy 2024, scores for overall transit service in Q2 2025 seem to point at a sustained recovery. The average score for Transit System Overall Service nudges up from 7.9 in Q1 to 8.0 out of 10 this wave, exceeding any score for overall transit service in 2024. In fact, the average score observed this quarter is significantly higher than scores for overall transit service in both Q1 and Q4 of last year (both 7.7).

The proportion of riders giving a good-to-excellent rating of 8-10 out of 10 this quarter (67%) is also a very small uptick from Q1 of this year (66%) and significantly improved from both Q1 and Q4 of last year (60%).

Nearly All Service Attributes Across Modes Meet Positive-Performance Threshold in Q2 2025

- Very few service attributes across the overall transit system or bus, SkyTrain, or SeaBus service show significant changes between Q1 and Q2 of this year.
- Rather, many attributes either hold steady or show a modest improvement since Q1.
- Notably, scores for perceptions of SkyTrain not being overcrowded improved this quarter to 7.1, pushing this attribute over the positive-performance threshold of 7.0 for the first time since 2023, and representing a significant improvement from this time last year.
- Scores for perceptions of staff availability on SkyTrain also remain within acceptable ranges at 7.0 after breaking through the positive-performance threshold in Q1 of this year.
- Scores for perceptions of bus not being overcrowded also remain above the threshold at 7.2 after falling below the threshold twice last year (Q1 and Q4 2024, both 6.6).
- Across the system, the only attribute currently under the positive-performance threshold is delays on SkyTrain being announced and explained (6.9), on a small sample size.

Riders Report Their Use of Transit is Stabilizing

- Transit riders continue to indicate that their use of transit is stabilizing as we settle into the “new normal” following the Covid-19 pandemic.
- After considerable swings in the early years of the pandemic, the relative proportions of Choice riders (those who have access to a private vehicle as a driver or passenger) versus Captive riders (those without regular access to a private vehicle for the trips they take on transit) have largely stabilized. Now, roughly two-thirds of riders are Choice riders while one-third of passengers are Captive riders (65% versus 35% this quarter). While there is some quarter-by-quarter variation in this split, the shift is very small compared to earlier pandemic trends.
- This quarter, more than seven in ten transit riders (71%) say their transit use has remained consistent over the past six months. This represents more constancy than in Q2 2024 (+4 ppt) or Q2 2023 (+7 ppt).
- The average number of transit trips made per week continues to climb to 6.1, from 5.9 last quarter and 5.8 in the same quarter last year.

Captive Riders Continue to Give Lower Value for Money Scores than Choice Riders

- Perceptions of value for money tend to be quite consistent between quarters; this quarter's score of 7.6 out of 10 is identical to all scores in 2024 and 2025 with the exception of Q3 2024 when the scores briefly dipped to 7.4.
- That said, perceptions of value for money tend to be lower among those customers who are likely to be more price-sensitive.
- For instance, Captive riders – who tend to be younger, have lower levels of employment, and lower household incomes than Choice riders – consistently rate value for money significantly lower than Choice riders.
- Though we cannot say that perceptions of value for money drive perceptions of overall service, we can say that these same price-sensitive customers tend to give lower scores than their older or higher-income counterparts.

Highlights

OVERVIEW (2/2)

Key attributes such as on-time reliability and service frequency perform well this quarter

- Perceptions of bus on-time, reliable service and bus service frequency are normally among the lower-rated components of bus service. This quarter, scores for both attributes nudge upwards (7.5 for on-time performance and 7.3 for frequency), increasing the gap between the attribute scores and the positive-performance threshold.
- Meanwhile, both of these attributes tend to be relatively strong components of SkyTrain service, and both stayed strong this quarter compared to last quarter. Perceptions of SkyTrain on-time reliable service stayed at 8.9 this quarter, while ratings of SkyTrain service frequency held fairly steady at 8.4 after touching a two-year high of 8.5 last quarter.

Perceptions of overcrowding on SkyTrain and bus are improving

- Perceptions of overcrowding tend to be a challenge for both bus and SkyTrain, both of which struggled in 2024 with an increasing share of riders feeling overcrowded during their journeys.
- This trend may be reversing, with Q2 representing the second quarter of gains for perceptions of Bus not being overcrowded (from 7.1 last quarter to 7.2 this quarter, coming off a low of 6.6 in Q4 2024).
- The same is true for SkyTrain not being overcrowded, rising significantly from 6.4 in Q4 2024 to 6.8 in Q1 of this year, and then rising again to 7.1 this quarter – finally crossing the positive-performance threshold for the first time since 2023.

Front-line staff tend to be perceived very positively among those with contact

- Scores for bus operator skill and demeanour are usually among the strongest elements of bus service. That trend continues this quarter, with scores of 8.9 for safety and professionalism and 8.6 for courtesy (both consistent with last quarter).
- Small proportions of SkyTrain and SeaBus customers report interacting with a front-line staff member during a recent journey; that said, scores are strong for SkyTrain staff courtesy, competence, and helpfulness (9.1) and perfect this quarter for SeaBus staff (10.0) among the few passengers providing a rating.
- Perceptions of staff availability on SkyTrain (7.0) and SeaBus (8.5) also fall within acceptable bounds, but fall short of ratings for courtesy, competence, and helpfulness. These scores do not necessarily reflect a genuine lack of front-line staff availability, but may instead indicate that staff may not be visible or their presence may not be overly memorable to passengers who don't need any particular support during their journey.



Highlights – Results by Mode

BUS SERVICE



- Rider satisfaction with the overall bus service holds fairly steady this quarter (7.9), nudging up slightly from last quarter (7.8), but slightly down from the same quarter last year (8.0).

- Perceptions of Operator performance again rank among the top bus service attributes this quarter, with scores for both courtesy (8.6) and safe, professional driving (8.9) consistent with last quarter.
- While no bus attributes saw a *significant* change compared to last quarter, a few important attributes did see *incremental* improvements. Perceptions of on-time reliability, frequency of service, not being overcrowded, and bus cleanliness each improve slightly between Q1 and Q2 of this year.

SKYTRAIN SERVICE



- The overall SkyTrain service rating continues to climb after a relatively low year in 2024. This quarter, scores for overall SkyTrain service reach 8.4, slightly higher than last quarter (8.3) and the same quarter last year (8.2).

- After jumping significantly to 6.8 last quarter, perceptions of SkyTrain not being overcrowded improves again this wave to 7.1. This attribute is now above the positive-performance threshold and is no longer the lowest-rated SkyTrain attribute this quarter.
- Based on a small sample of those who experienced a delay on a recent trip, ratings for delays being announced and explained (6.9) is the only SkyTrain attribute currently sitting below the positive-performance threshold. That said, this attribute does show an improvement from 6.8 last quarter, and from 6.0 a year ago.
- No SkyTrain attributes changed significantly when compared to last quarter.

SEABUS SERVICE

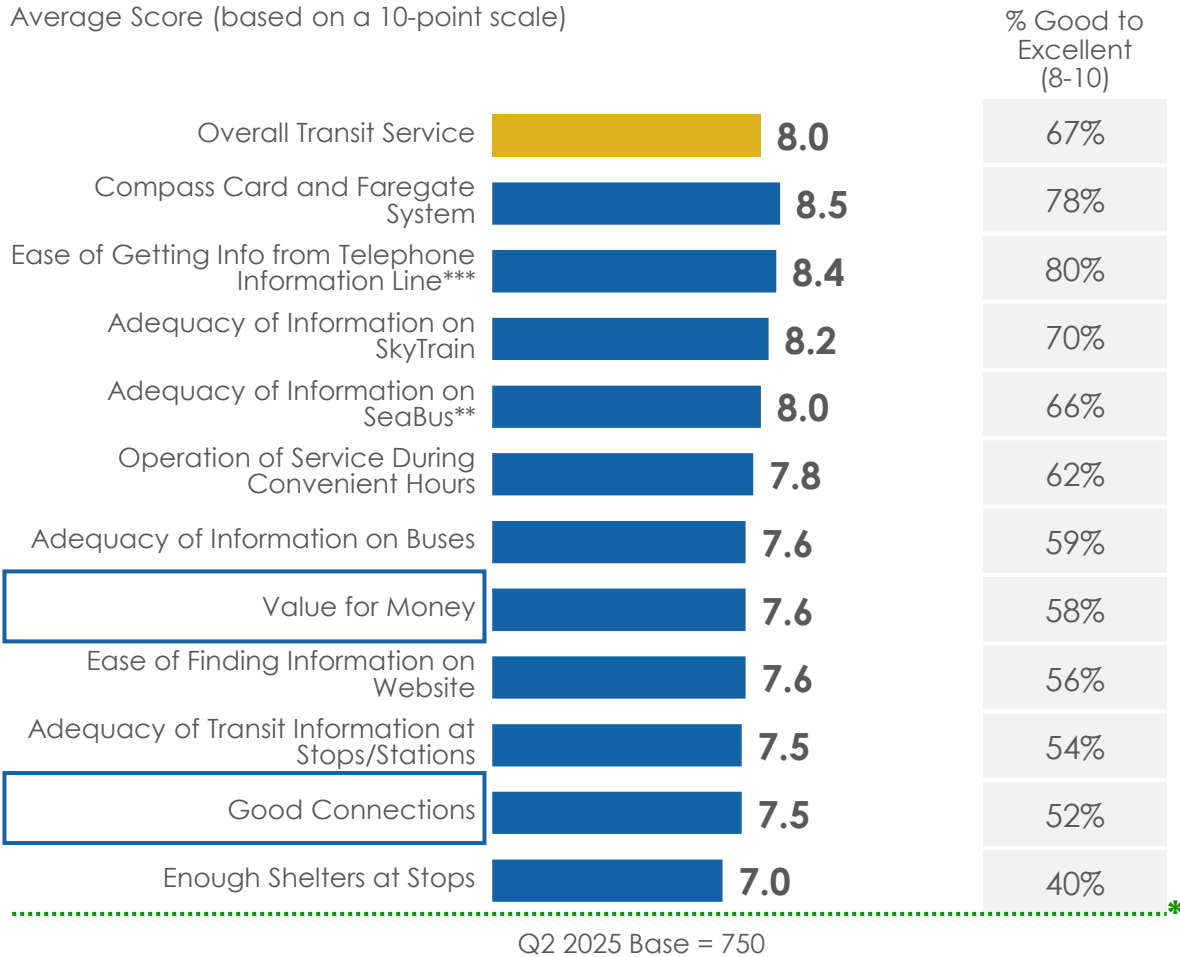


- SeaBus service's average score drops this wave to 8.7 this quarter, down from last quarter (9.1), but on par with the same quarter last year (8.7). The shift in scores for SeaBus tend to be higher than for other modes due to a relatively small number of passengers, meaning that the quarter-over-quarter change in overall score is not statistically significant.

- Ratings for on-time, reliable service (9.1) are down significantly last quarter, which had a significant spike above this measure's recent norm (9.6). This is the only SeaBus attribute with a significant change between quarters.
- Frequency of service (8.1) saw a notable but not statistically significant decline compared to last wave (8.8).
- Every SeaBus attribute remains relatively strong with an average score 8.0 or better.

Highlights – Transit System

PERFORMANCE ON TRANSIT SYSTEM ATTRIBUTES



 TOP KEY DRIVER

- The average score this quarter for overall transit service in Metro Vancouver is 8.0, up slightly from 7.9 last quarter. This represents the first time that the score for overall transit service has reached 8.0 since 2023 after a decline in 2024.
- Two-thirds (67%) of transit riders provide a rating of good-to-excellent (i.e., 8 or higher out of 10) when it comes to overall transit service in the region. This is a modest improvement from last quarter (+1 ppt) and the same quarter last year (+3 ppt).

HIGHLIGHTS: TRANSIT SYSTEM ATTRIBUTES

- Scores for all transit system attributes tended to stay quite stable this quarter, with no attributes showing significant differences from last quarter.
- The Compass Card and Faregate System remains the highest-rated transit system attribute with an average score of 8.5, consistent with last quarter.
- While the availability of bus shelters throughout the region is the lowest-rated attribute of the transit system again this quarter, this average score for this attribute has improved to 7.0. This means that for the first time in more than two years, all system attributes meet or exceed the positive performance threshold of 7.0 out of 10.

PERFORMANCE ON KEY DRIVERS OF OVERALL TRANSIT SERVICE

Value for Money

- Average scores for value for money tend to be quite consistent. This quarter, as in last quarter as well as the same quarter one year ago, the average rating for this attribute is 7.6, with nearly six in ten riders (58%) giving good to excellent ratings.

Good Connections

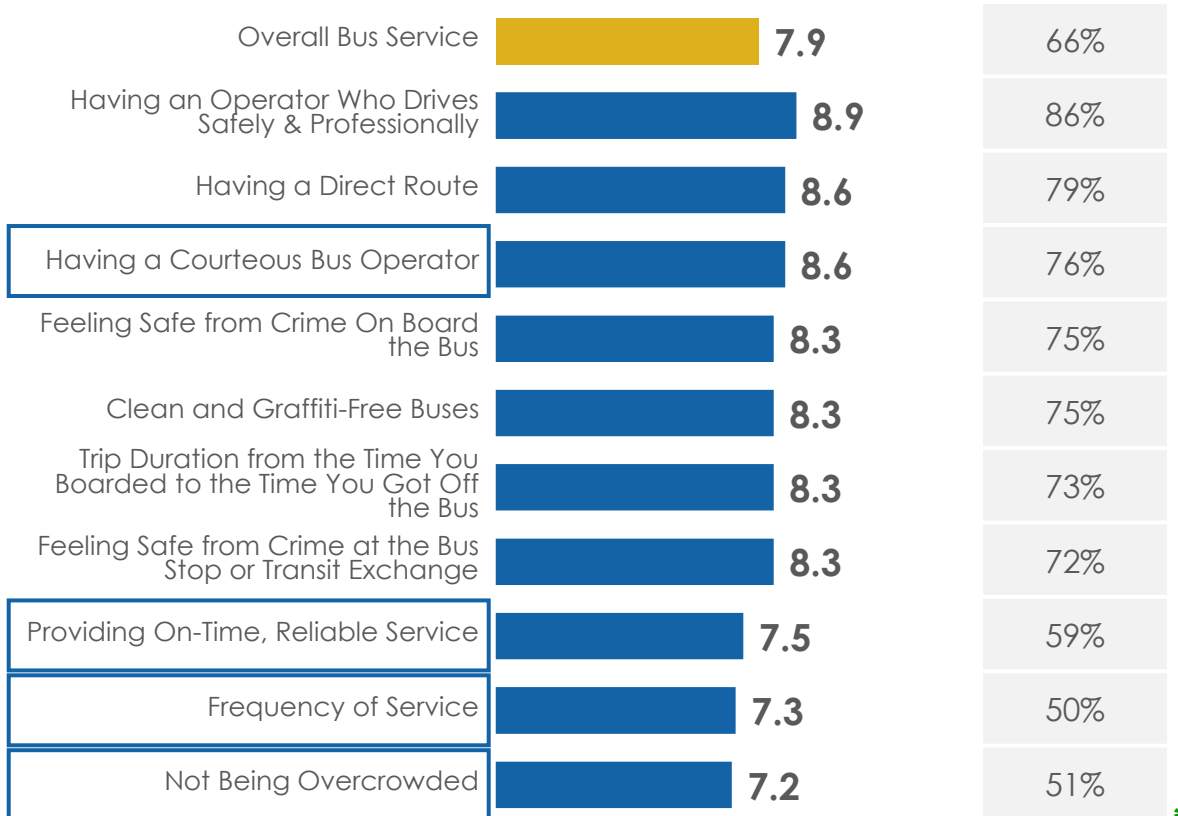
- Four in ten riders (40%) make at least one connection between modes or between buses on the trip they make most frequently. Among these riders, the average score for good connections sits at 7.5 out of 10, the same score as Q1 2025. Despite being one of the lower-rated transit system attributes, more than one-half (52%) of transit riders making connections give a good-to-excellent rating this quarter

Highlights – Bus System

PERFORMANCE ON BUS ATTRIBUTES

Average Score (based on a 10-point scale)

% Good to Excellent (8-10)



Q2 2025 Base = 646 (bus routes evaluated)

 TOP KEY DRIVER

- Overall ratings for bus service in Metro Vancouver this quarter (7.9) improved slightly from last quarter (7.8) though this is a small decline from Q2 of last year (8.0).
- In all, about two-thirds (66%) of bus riders this quarter provide a good-to-excellent rating of the overall bus service, consistent with last quarter (66%) and the same timeframe last year (67%).

HIGHLIGHTS: BUS SERVICE ATTRIBUTES

- No significant year-over-year or quarter-over-quarter differences are observed across any bus service attribute this quarter.
- This quarter, all attributes exceed the positive-performance threshold of 7.0 out of 10, with the two lowest-rated attributes each experiencing a slight uptick from last quarter.
- Among all bus service attributes, perceptions of bus operator performance tend to receive some of the highest scores. This quarter, scores for bus operator safety and professionalism (8.9) and bus operator courtesy (8.6) both match scores recorded in Q1 of this year.

PERFORMANCE ON TOP KEY DRIVERS OF OVERALL BUS SERVICE

On-Time, Reliable Service

- Transit riders give perceptions of on-time, reliable service an average score of 7.5, up slightly from 7.3 last quarter. This marks a positive trend of slight improvements two quarters in a row after a relatively variable 2024.

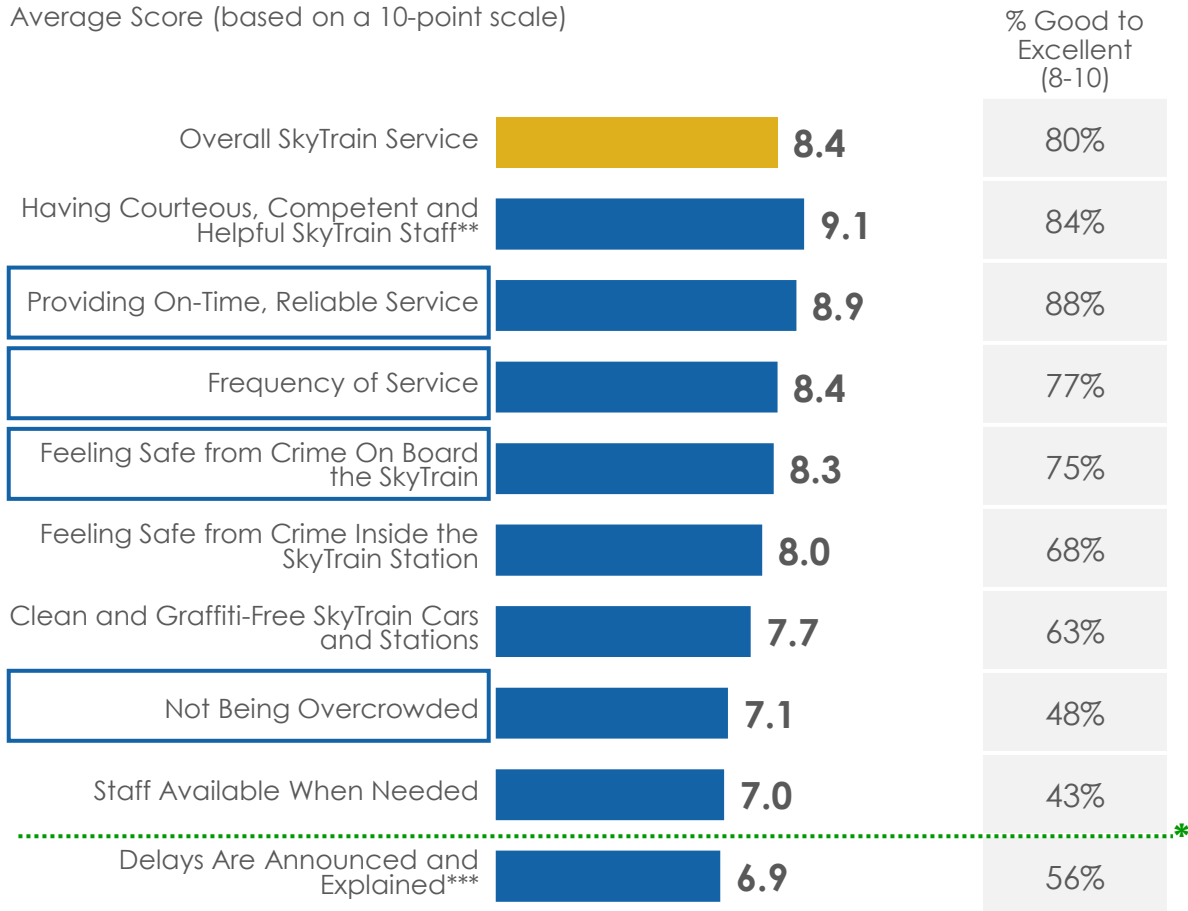
Not Being Overcrowded and Frequency of Service

- Perceptions of overcrowding and bus service frequency tend to be among the lowest-rated attributes of bus service. While this remains the case this quarter, with scores of 7.2 and 7.3, respectively, both attributes show modest improvement compared with last quarter.

*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



Q2 2025 Base = 470 (SkyTrain riders)

 TOP KEY DRIVER

- This quarter, the average score for overall SkyTrain service is 8.4 out of 10, the best performance seen since the end of 2023 after relatively low scores in 2024. This quarter's score represents a modest improvement from last quarter (8.3) and the same period last year (8.2).
- Eight in ten SkyTrain riders across all lines (80%) give good-to-excellent scores for SkyTrain service overall this quarter.

HIGHLIGHTS: SKYTRAIN SERVICE ATTRIBUTES

- Scores for most SkyTrain attributes remain fairly steady between this quarter and last quarter, with no significant changes observed quarter-over-quarter. That said, scores for SkyTrain not being overcrowded do show significant improvements from Q2 last year, from 6.7 in Q2 2024 to 7.1 in Q2 2025.
- Only one attribute falls below the positive-performance threshold this quarter, with average ratings for delays being announced and explained at an average of 6.9 among the few SkyTrain riders reporting that they experienced a delay on a recent trip.

PERFORMANCE ON TOP KEY DRIVERS OF SKYTRAIN OVERALL SERVICE

On-Time, Reliable Service

- Riders give on-time, reliable service for SkyTrain an average score of 8.9, consistent with last wave (8.9) and up slightly from the same quarter one year ago (8.8).

Feelings of Safety from Crime

- The average score for feeling safe from crime while on board SkyTrain ticks up to 8.3, slightly higher than scores from last quarter (8.2) and Q2 2024 (8.2).
- Meanwhile, the average score for feeling safe from crime at the SkyTrain station (8.0) stays stable this quarter compared to last quarter (8.0) and slightly up from Q2 2024 (7.9).

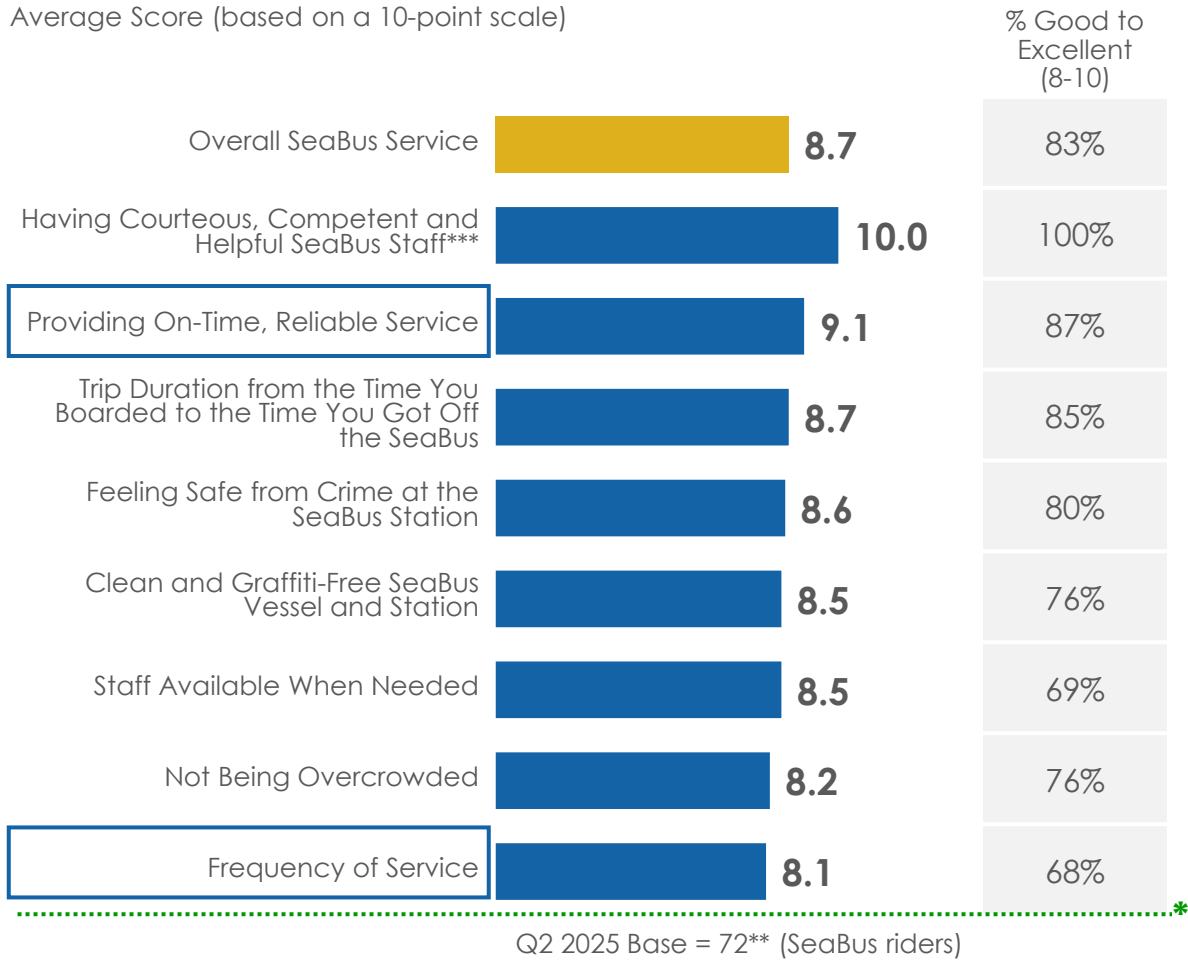
*An average rating of 7.0 or higher means an attribute's performance is positive, whereas a rating of less than 7.0 means improvements should be considered.

** Caution: extremely small base size – directional only – only among SkyTrain riders who spoke with staff (n=24).

*** Caution: extremely small base size – only among those who experienced delays (n=47).

Highlights – SeaBus

PERFORMANCE ON SEABUS ATTRIBUTES



 TOP KEY DRIVER

- The average score for overall SeaBus service this quarter is 8.7, a downward shift from 9.1 in Q1 of this year but consistent with scores from Q2 2024 (8.7).
- More than eight in ten riders (83%) give good-to-excellent ratings for SeaBus service this quarter, down compared to the previous quarter (91%) and the same quarter from a year ago (88%).

HIGHLIGHTS: SEABUS SERVICE ATTRIBUTES

- Scores for SeaBus tend to be more variable than for other services due to a relatively small number of riders sharing their perspectives. This quarter, scores across many attributes show a small dip after gains last quarter, though most of these shifts are not statistically significant.
- All SeaBus attributes comfortably exceed the positive-performance threshold of 7.0, with even the lowest-rated attributes above 8.0.

PERFORMANCE ON TOP KEY DRIVERS OF SEABUS OVERALL SERVICE

On-Time, Reliable Service

- On-time, reliable service (9.1) is the only SeaBus attribute to change significantly this wave, dipping from a high of 9.6 last previous quarter. That said, this quarter's score is more in line with scores from the same quarter last year (8.9).

Frequency of Service

- Frequency of SeaBus service is the lowest-rated SeaBus attribute this quarter. SeaBus riders give frequency of service an average score of 8.1, a decline compared to last wave (8.8), but fairly consistent with scores from this quarter last year (8.3).

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

** Caution: small base size

*** Caution: extremely small base size – directional only – only among SeaBus riders who spoke with staff (n=6).

Highlights – Rider Profile

TRANSIT RIDERS



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

- **Age:** Riders are more likely than the general population to be aged 18-24 (16% versus 12%) or 65 and older (21% versus 17%). Meanwhile, riders are less likely than the general population to be aged 45-54 (15% versus 20%) or 55-64 (7% versus 16%).
- **Employment:** Though full-time workers make up a large share of transit ridership (48%), this proportion is significantly lower than in the general public (57%). At the same time, transit riders are more likely than the general population to be students (8% versus 5%) or unemployed (7% versus 3%).
- **Education:** A greater proportion of riders have a university degree compared with the general public (54% versus 45%), while fewer have vocational or college-level training (17% versus 26%).

TRIP PURPOSE



- **Entertainment or Social:** This quarter, one-half (50%) of riders used transit for entertainment or social reasons, a notable increase of +5 ppt from last quarter.
- **Work:** Work is usually one of the top two reasons for transit trips, with around half of riders taking transit to or from work. This quarter, 46% of riders used transit for commuting to work, a slight decrease from last quarter (-2 ppt).
- **Shopping:** Nearly as many riders (45%) used transit for shopping trips as for work this quarter. The proportion of riders travelling by transit for shopping represents a significant increase from the previous quarter (+7 ppt) and the same period last year (+9 ppt).
- **Personal Business:** 28% of riders used transit for personal business, such as visiting the doctor or going to the bank, fairly consistent with recent quarters.
- **School:** 12% of riders used transit for school trips, down from last quarter (-3 ppt) but even with the same quarter last year.

CHOICE VS. CAPTIVE



- **Captive Riders:** 35% of riders this quarter are categorized as Captive riders, defined as those who do not have regular access to a vehicle for the trips they make using transit.
- **Choice Riders:** The remaining 65% are Choice riders, meaning they have regular access to a vehicle and likely could have chosen to use a private vehicle for trips they took by transit.
- This split of roughly one-third Captive and two-thirds Choice riders has been relatively consistent over the past two years, potentially settling into a new normal after significant pandemic-era disruptions.
- Captive riders tend to be younger than Choice riders and are more likely than Choice riders to be students or work part-time. Captive riders also tend to have lower household incomes than Choice riders and are less likely to have obtained a university degree. Choice riders typically take fewer average transit trips per week than Captive riders.

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:

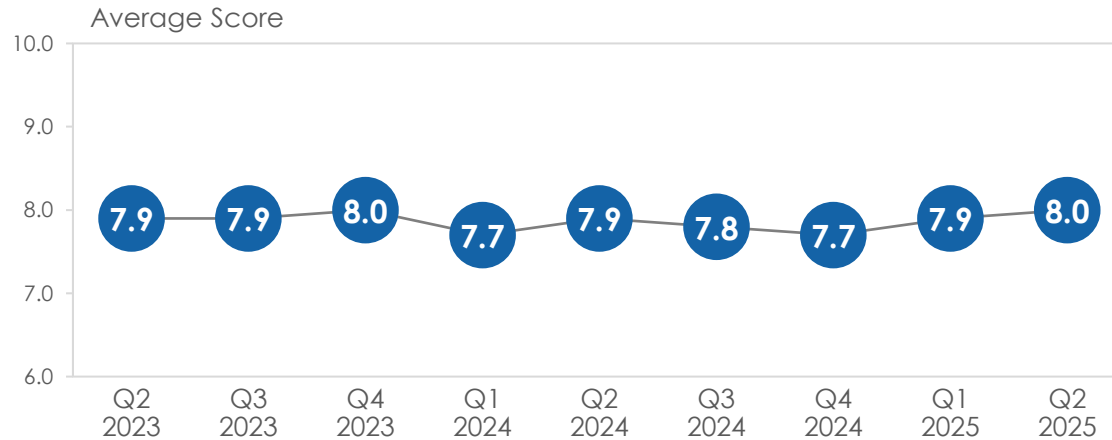
- Perceptions of Overall Service
- Perceptions of Specific Attributes



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)	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025
	69%	68%	71%	60%	64%	62%	60%	66%	67%

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

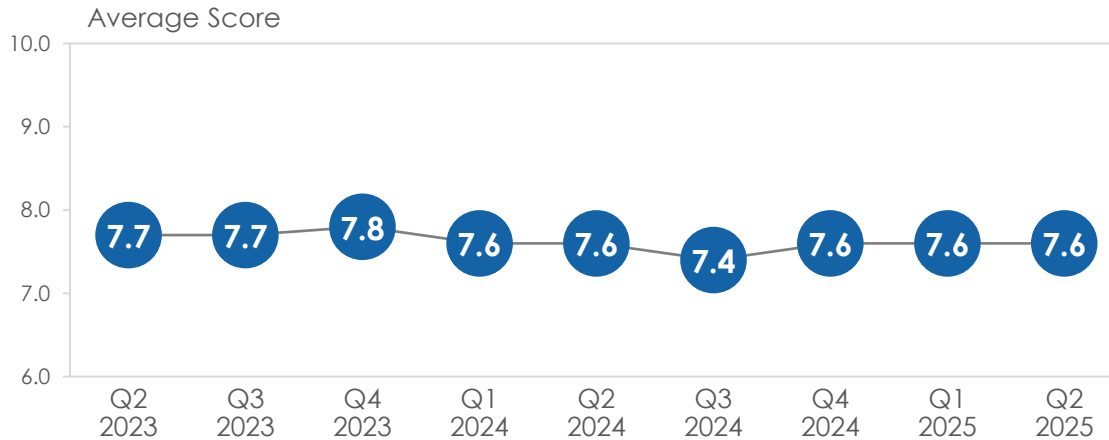
Q2 2025 Base = 750

- The average score for overall service across the transit system in Q2 2025 sits at 8.0 out of 10, matching the highest score in the past two years, and up 0.1 compared to the previous quarter and the same quarter a year ago.
- Two-thirds (67%) of transit riders give good-to-excellent scores this quarter for overall service, a slight increase over last quarter (+1 ppt) and the same quarter one year ago (+3 ppt).
- Notably, both the average score and the proportion of riders providing a good-to-excellent score this quarter are significantly improved from the low scores observed in Q1 and Q4 of 2024.
- **Choice** riders (i.e., riders with regular access to a vehicle) provide significantly higher average scores for the overall service than **Captive** riders (i.e., those without regular access to a private vehicle), with average scores of scores of 8.1 and 7.7, respectively.
- Younger riders aged **18-24** (7.3) also give significantly lower average scores for transit system overall service compared to their older counterparts.
- Riders with a **high school education or less** (7.6) also give lower ratings on average compared to those with a **post-secondary education other than a university degree** (8.3) or a **university degree** (8.0).
- Those living in **West Vancouver** (8.4) as well as in **Richmond/South Delta** (8.4) give significantly higher overall service scores than those living in **Burnaby/New Westminster** (7.6).

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)	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025
	61%	62%	61%	55%	58%	54%	56%	58%	58%

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

Q2 2025 Base = 750

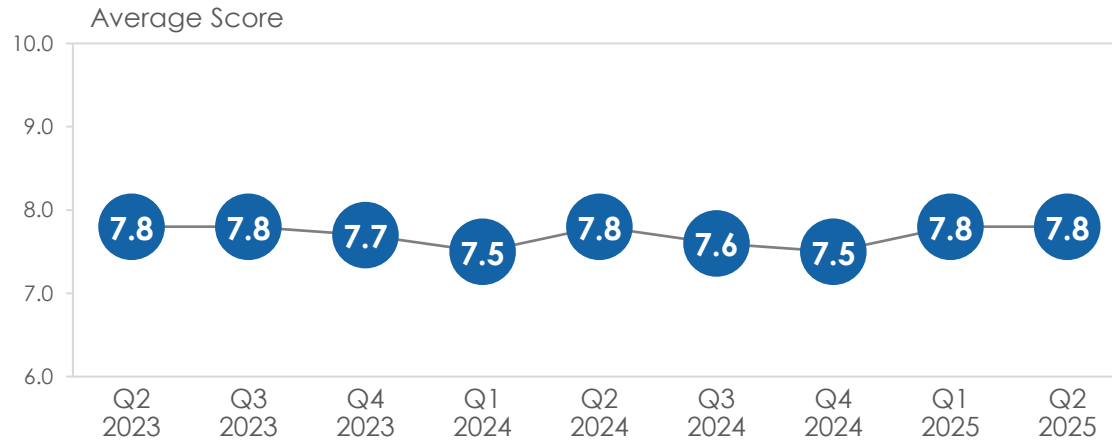
- This quarter, the average rating for perceptions of the value for money provided by the transit system in Metro Vancouver remains unchanged this quarter compared with last quarter, at 7.6 out of 10. This score has remained largely consistent since the beginning of 2024, with only Q3 2024 (7.4) showing a slight drop.
- The proportion of riders providing good-to-excellent ratings also remains consistent compared to both last quarter and the same quarter last year, at 58%.
- **Choice** riders (7.7) give higher scores on average when it comes to value for money than **Captive** riders (7.3).
- Riders aged **65 and over** (8.3) give higher ratings for value for money compared with their younger counterparts, including those aged **18-24** (7.2), **25-44** (7.4), or **45-64** (7.3).
- Riders living in **West Vancouver** (8.5) give higher value for money scores on average than residents from **Burnaby/New Westminster** (7.4), **Surrey/Other South of Fraser** (7.3), **Vancouver** (7.6), and the **Northeast Region** (7.5).

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)	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025
	58%	61%	58%	52%	66%	59%	53%	64%	62%

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

Q2 2025 Base = 750

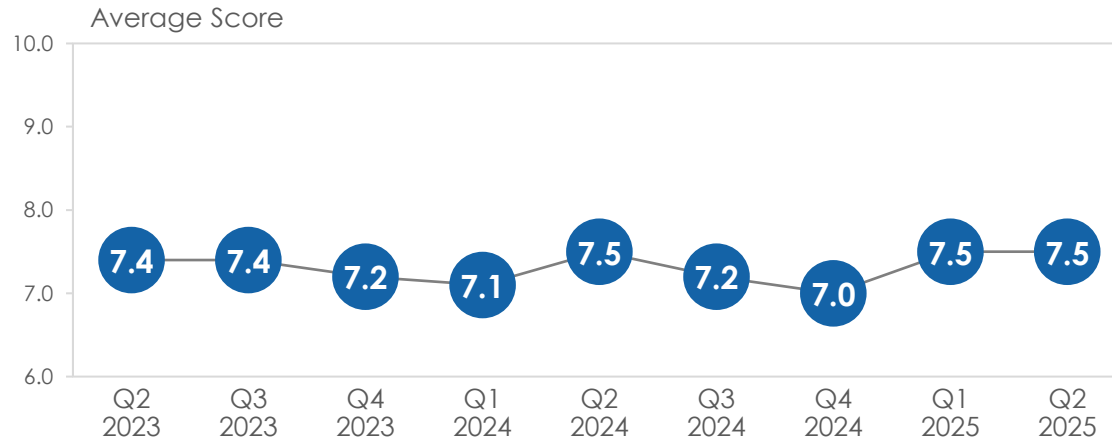
- When it comes to perceptions of the transit system operating during convenient hours, riders give an average score of 7.8 out of 10, consistent with both last quarter and the same quarter a year ago.
- More than six in ten riders (62%) give a good-to-excellent rating for the transit system having convenient hours, down slightly from last quarter (-2 ppt) and Q2 of last year (-4 ppt).
- Following similar trend as last quarter, riders aged **65 and older** (8.1) as well as those aged **25-44** (8.0) give significantly higher scores for convenient hours of operation than those aged **45-64** (7.4).
- Riders living in **Richmond/South Delta** (8.1), **Surrey/Other South of Fraser** (8.0), and **Vancouver** (7.9) give significantly higher average ratings for convenient hours of service than those living in **North Vancouver** (7.2).
- **SeaBus riders** (6.9) give significantly lower average ratings for this attribute than **Bus riders** (7.9) or **SkyTrain riders** (7.8) this quarter.

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?



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

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

Q2 2025 Base = 267
(more than one bus or transit mode)

Proportion of transit users who took more than one bus or transit mode:		
Q2'24	Q1'25	Q2'25
37%	43%	40%

Q2 2025 Base = 750

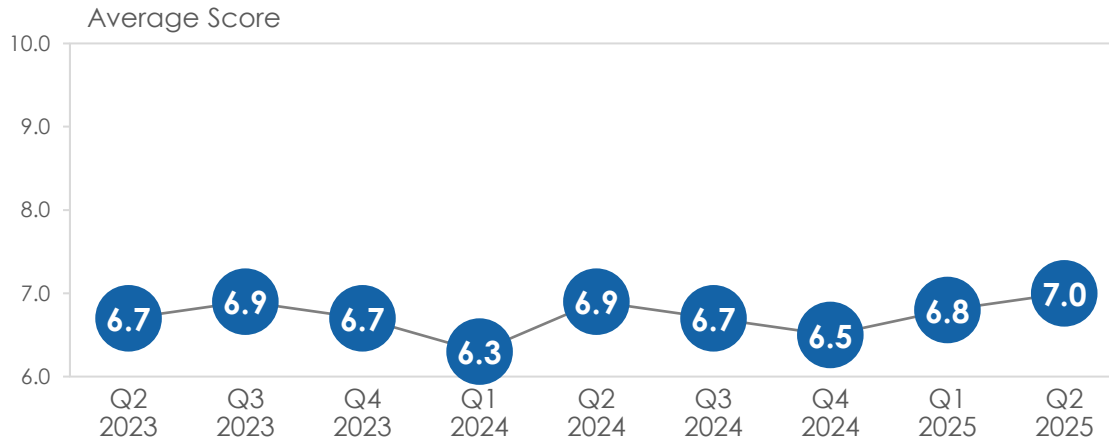
- Four in ten riders (40%) say they take more than one bus or transit mode on the trip they make most often. Although this is a decline from the most recent quarter (-3 ppt), it is an increase over the same quarter a year ago (+3 ppt).
- Among those making connections, the average score for the transit system having good connections between buses or transit modes this quarter is 7.5 out of 10, on par with last quarter and Q2 2024.
- The good-to-excellent score is also remains similar to past waves, down just slightly from last quarter (-2 ppt) and same quarter last year (-1 ppt).
- Older riders aged **65+** (7.8) give higher average scores than those in the youngest age bracket of **18-24** (7.0).
- **SeaBus riders** (6.1) give significantly lower average ratings for the quality of connections with other modes than **Bus riders** (7.6) or **SkyTrain riders** (7.5) this quarter.

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

Average Score compared to:	
Last Quarter	Same Quarter Last Year
+0.2	+0.1

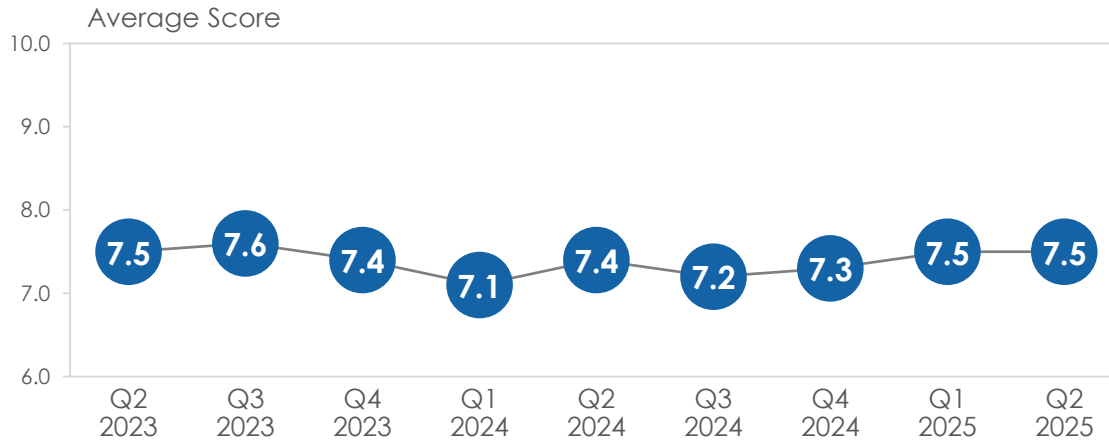
Q2 2025 Base = 750

- Perceptions of the adequacy of bus shelters remains one of the lowest-rated elements of transit service. That said, the average rating for this attribute this quarter has met the positive-performance threshold of 7.0 out of 10 for the first time in several years. This score represents a slight improvement from last quarter (6.8) as well as the same quarter last year (6.9), and is a significant improvement from Q1 and Q4 2024 (6.3 and 6.5, respectively).
- This quarter, four in ten transit riders (40%) provide a good-to-excellent rating, up from last quarter (+2 ppt) and on par with the same quarter a year ago.
- Riders with an annual household income **less than \$40K** (7.4) give significantly higher average score for the availability of bus shelters than higher income riders of **\$80K or more** (6.7).
- Riders aged **25-44** (7.4) as well as those aged **65 or older** (7.0) give significantly higher average ratings for having enough bus shelters than those aged **18-24** (6.4) or **45-64** (6.5).

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

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

Q2 2025 Base = 750

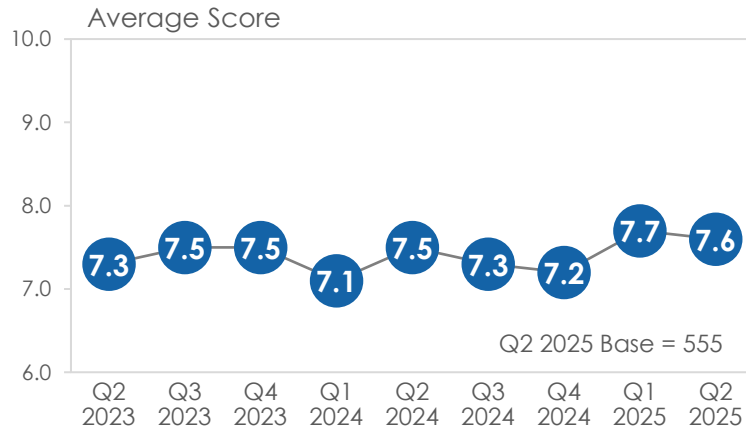
- Average ratings for the adequacy of transit information at stops and stations seem to have stabilized following fluctuating scores throughout 2024.
- This quarter, riders provide an average score of 7.5 for the adequacy of transit information at stops and stations, in line with last quarter (7.5) and up slightly from Q2 2024 (7.4).
- More than one-half (54%) of transit riders give good-to-excellent ratings for this attribute, down slightly from the previous quarter (-2 ppt), but up compared to the same quarter last year (+2 ppt).
- Those aged **25-44** (8.0) give significantly higher ratings for this attribute this quarter than all other age groups, including those aged **18-24** (7.1), **45-64** (6.8), and **65 or older** (7.5).
- Residents of **North Vancouver** (6.5) give lower scores for the adequacy of transit information at stops and stations compared with residents of most other sub-regions such as **Richmond/South Delta** (8.0), **Surrey/Other South of Fraser** (7.8), **West Vancouver** (7.8), **Burnaby/New Westminster** (7.7), and **Vancouver** (7.3).
- **SeaBus riders** (6.9) also provide lower average ratings for this attribute than **SkyTrain riders** (7.7).

Overall System Performance

ADEQUACY OF TRANSIT INFORMATION ON BOARD TRANSIT VEHICLES

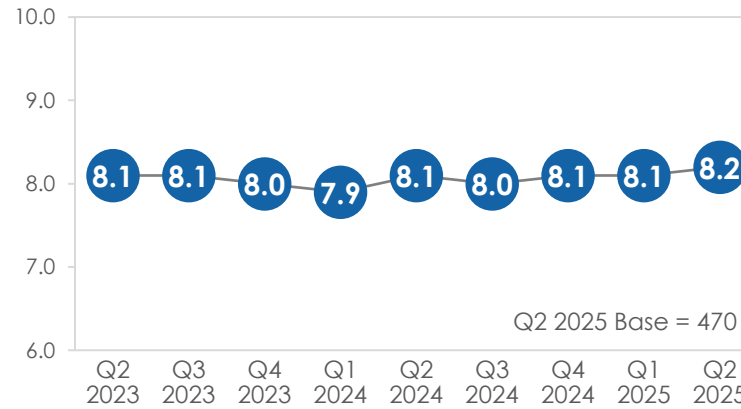
Q23B./Q23B3a./Q23B4a. How would you rate the transit system for providing adequate information on board transit vehicles [asked by transit mode]?

BUS



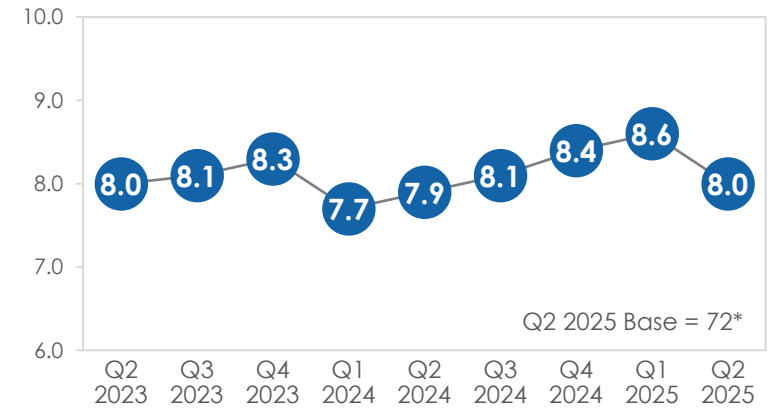
Quarter	% Good to Excellent (8-10)
Q2 2023	49%
Q3 2023	53%
Q4 2023	54%
Q1 2024	42%
Q2 2024	53%
Q3 2024	47%
Q4 2024	51%
Q1 2025	60%
Q2 2025	59%

SKYTRAIN



68%	70%	68%	63%	71%	68%	70%	69%	70%
-----	-----	-----	-----	-----	-----	-----	-----	-----

SEABUS



66%	60%	72%	56%	61%	59%	80%	81%	66%
-----	-----	-----	-----	-----	-----	-----	-----	-----

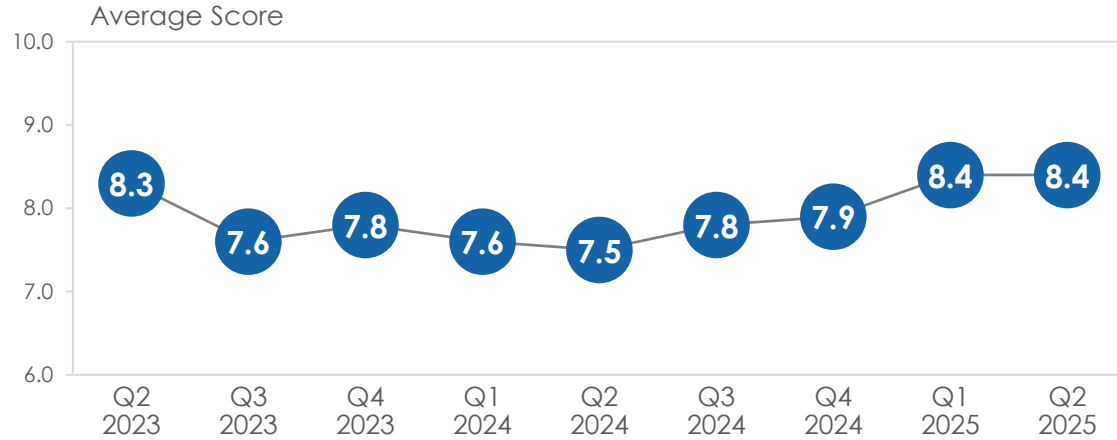
- When it comes to the adequacy of transit information on various transit vehicles, SkyTrain (8.2) receives the highest average ratings, followed closely by SeaBus (8.0) and then Bus (7.6). SkyTrain ratings have increased from 8.1 to 8.2 between Q1 and Q2 of this year, while SeaBus ratings fell considerably (albeit on a low base size) compared to last quarter (8.6) after being on a positive trend since Q1 2024. Ratings of adequacy of information on Bus are down from 7.7 last quarter, but remain stronger than 2024 scores.
- The proportion of riders giving good-to-excellent ratings of the adequacy of information on transit vehicles follow the same trend, with SkyTrain at 70%, SeaBus at 66%, and Bus at 59%. As with average ratings, the proportion of good-to-excellent ratings stayed fairly steady for Bus and Skytrain while SeaBus dropped by 15 ppt, though on a low base meaning that the change is not statistically significant.

	Average Score compared to:	
	Last Quarter	Same Quarter Last Year
Bus	-0.1	+0.1
SkyTrain	+0.1	+0.1
SeaBus*	-0.6	+0.1

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)	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025
	79%	70%	65%	66%	62%	67%	67%	77%	80%

Average Score compared to:	
Last Quarter	Same Quarter Last Year
--	+0.9

Q2 2025 Base = 66* (called Telephone Information Line)

Proportion of transit users who called the TransLink Telephone Information Line:		
Q2'24	Q1'25	Q2'25
8%	12%	9%

Q2 2025 Base = 750

Q2'25 Average Score

SPOKE TO CLERK	CALL WAS AUTOMATED	CLERK & AUTOMATED
Base = 37**	Base = 16***	Base = 12***
8.9	7.7	8.7

- This quarter, fewer than one in ten riders (9%) indicated that they called TransLink's Telephone Information Line. This proportion is down versus last quarter (-3 ppt) but up slightly compared to Q2 2024 (+1 ppt).
- Among those who recently used the Telephone Information Line, the average ratings of the ease of obtaining information (8.4) remains steady compared to last wave (also 8.4), and up considerably from same quarter a year ago (7.5).
- Eight in ten of the riders who used the Telephone Information Line (80%) provided a good-to-excellent rating, up compared to the previous quarter (+3 ppt) as well as the same quarter last year (+18 ppt).
- Among those who used the Telephone Information Line, roughly one-half (48%) spoke directly with a clerk, while three in ten (31%) say they only heard automated information, and two in ten (20%) both spoke to a clerk and heard automated information.

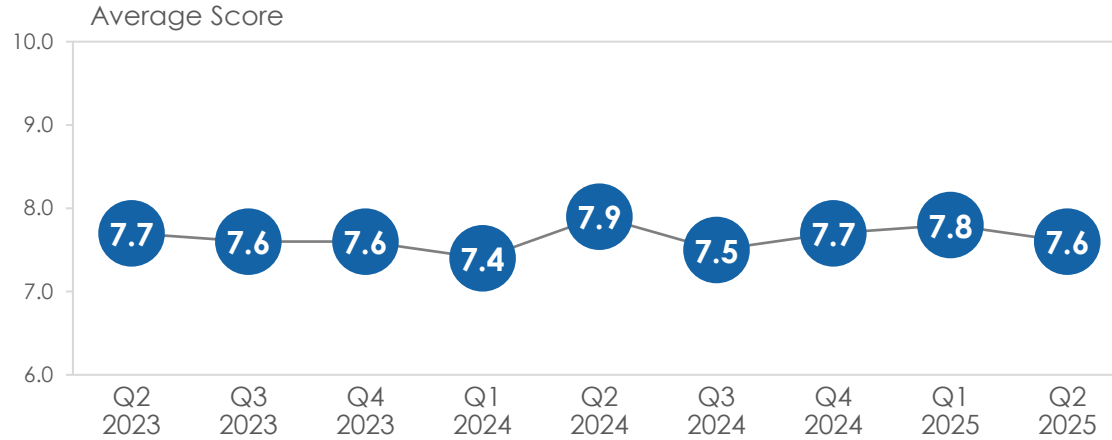
* Caution: small base size
 ** Caution: very small base size.
 *** Caution: extremely small base size – directional only.

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?



Quarter	% Good to Excellent (8-10)
Q2 2023	60%
Q3 2023	59%
Q4 2023	58%
Q1 2024	54%
Q2 2024	62%
Q3 2024	57%
Q4 2024	63%
Q1 2025	63%
Q2 2025	56%

Average Score compared to:	
Last Quarter	Same Quarter Last Year
-0.2	-0.3

Q2 2025 Base = 342 (used TransLink website)

Proportion of transit users who used the TransLink website:		
Q2'24	Q1'25	Q2'25
45%	44%	45%

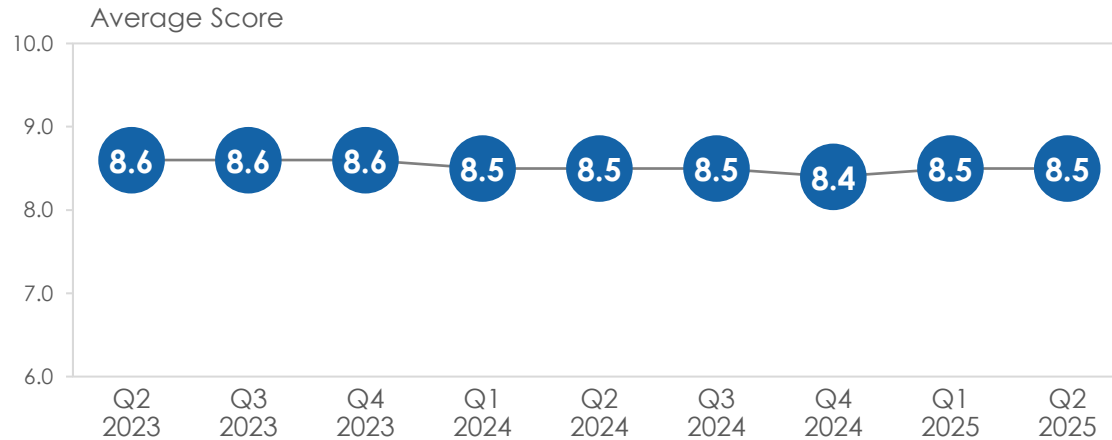
Q2 2025 Base = 750

- Nearly one-half (45%) of transit riders this quarter have used TransLink's website within the past three months, roughly in line with last quarter (+1 ppt), and equal to Q2 2024.
- Among riders who used the website in the past three months, the average score for the ease of finding information on the website is 7.6 out of 10, down slightly from 7.8 last quarter and 7.9 in the same quarter last year.
- Nearly six in ten (56%) of those who recently used the website give a good-to-excellent rating for ease of finding the information they wanted. This is down compared to the previous quarter (-7 ppt) and the same quarter from year ago (-6 ppt).
- Medium-frequency** riders (8.0) rate the ease of finding information on the website significantly better than **low-frequency** riders (7.2).
- SkyTrain** and **Bus** riders (both 7.6) also give higher ratings on average this quarter for this attribute than **SeaBus** riders (6.6)
- Younger riders aged **18-24** (8.3) rate the ease of finding information on the TransLink more positively on average compared to older riders, including those aged **45-64** (7.3) and **65 or older** (7.2).
- Women** (8.0) also give higher ratings than **men** (7.2) when it comes to 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)	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025
	79%	80%	81%	78%	76%	77%	78%	77%	78%

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










Q2 2025 Base = 750

- The Compass Card and faregate system continues to be one of the most positively rated aspects of transit service in Metro Vancouver, with very little variation between quarters.
- The average score this quarter for overall experience with the Compass Card and faregate system sits at 8.5 out of 10, equal to the past quarter as well as Q2 2024.
- Nearly eight in ten riders (78%) provide good-to-excellent ratings of this attribute, slightly higher than last quarter (+1 ppt) and the same quarter a year ago (+2 ppt).
- **Low-frequency** riders (8.7) give a significantly higher average rating to the Compass Card and faregate system than **high-frequency** riders (8.1).
- Older riders aged **65+** (9.1) provide significantly higher ratings of the Compass Card and faregate system than all other age groups, including **18-24** (8.0), **25-44** (8.4), and **45-64** (8.5).
- **Choice** riders (8.6) give higher ratings than **Captive** riders (8.3), as do riders using **Expo/Millennium line** (8.5) or **Canada Line** (8.6) compared to those whose trip involves **both Expo/Millennium and Canada Line** (7.6).

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	Average Score compared to:								Average Score compared to:		
			Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Last Quarter	Same Quarter Last Year
TOTAL BUS n=646	66%	 7.9	8.1	8.0	7.8	7.5	8.0	7.7	7.6	7.8	7.9	+0.1	-0.1
CMBC n=567	66%	 7.9	8.0	8.0	7.8	7.5	8.0	7.7	7.6	7.8	7.9	+0.1	-0.1
WVT n=75*	73%	 8.5	8.5	7.9	8.1	8.3	8.6	8.5	7.8	8.5	8.5	--	-0.1
RTC n=93*	82%	 8.4	8.3	8.4	8.0	8.1	8.2	7.7	7.5	8.0	8.4	+0.4	+0.2
STC n=62*	67%	 8.2	8.3	8.2	7.2	7.5	8.2	7.2	7.8	7.0	8.2	+1.2↑	--
PCT n=38**	67%	 8.1	7.8	8.0	7.8	7.2	8.6	8.9	7.7	7.4	8.1	+0.7	-0.5
BTC n=136	61%	 7.8	8.2	8.1	8.0	7.3	8.0	7.8	8.0	8.3	7.8	-0.5	-0.2
HTC n=65*	60%	 7.7	7.9	7.3	7.6	7.5	7.9	7.9	7.1	7.8	7.7	-0.1	-0.2
VTC n=172	62%	 7.6	7.8	8.0	7.9	7.4	7.6	7.4	7.4	7.9	7.6	-0.3	--

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

Note: 2025 Q2 total base = n=646 (all bus routes evaluated); CMBC and each depot have smaller base sizes depending on the routes included in those categories.

- The average score for overall bus service (7.9 this quarter) continues a modest upward trend over the past two waves, up from 7.8 in Q1 2025 and 7.6 in Q4 2024, though it is down slightly from the same quarter last year (8.0).
- Two-thirds (66%) of bus riders give good-to-excellent ratings of overall bus service this wave, in line with the previous quarter, and down very slightly versus a year ago (-1 ppt).
- Among the seven bus depots, STC saw the only significant quarter-over-quarter increase in ratings (+1.2), increasing to 8.2 after dropping to 7.0 in Q1 of this year.
- WVT (8.5) and RTC (8.4) have the highest average scores for overall bus service among all depots. These depots perform significantly better than VTC (7.6) this quarter.










↑ / ↓ = 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:										
			Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Last Quarter	Same Quarter Last Year
TOTAL BUS n=646	59%	 7.5	7.6	7.6	7.5	7.1	7.6	7.3	7.2	7.3	7.5	+0.2	-0.1
CMBC n=567	58%	 7.4	7.6	7.6	7.5	7.1	7.6	7.3	7.2	7.3	7.4	+0.1	-0.2
WVT n=75*	76%	 8.5	7.9	7.4	8.2	8.5	8.0	7.9	6.8	7.5	8.5	+1.0↑	+0.5
RTC n=93*	65%	 7.7	7.9	8.0	7.5	7.4	8.0	7.4	6.5	7.4	7.7	+0.3	-0.3
BTC n=136	64%	 7.7	7.9	8.0	7.6	7.2	7.6	7.6	7.8	7.6	7.7	+0.1	+0.1
STC n=62*	60%	 7.6	7.3	7.6	7.4	7.3	7.9	6.9	7.5	6.9	7.6	+0.7	-0.3
PCT n=38**	59%	 7.5	7.7	7.4	7.3	6.6	7.9	8.8	7.7	6.1	7.5	+1.4	-0.4
VTC n=172	55%	 7.2	7.4	7.5	7.6	6.8	7.2	6.9	7.1	7.6	7.2	-0.4	--
HTC n=65*	42%	 6.9	7.5	6.8	7.1	7.0	7.8	7.3	6.9	7.2	6.9	-0.3	-0.9↓

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

 TOP KEY DRIVER

Note: 2025 Q2 total base = n=646 (all bus routes evaluated); CMBC and each depot have smaller base sizes depending on the routes included in those categories.










- Bus riders give an average score of 7.5 for perceptions of on-time, reliable service this quarter. This score is up slightly from 7.3 last quarter and down slightly from 7.6 the same quarter one year ago. This marks a return to 2023 levels after dipping below 7.5 in three of four quarters during 2024.
- Nearly six in ten bus riders (59%) provide good-to-excellent scores for on-time, reliable service, up slightly over last wave (+1 ppt) and Q2 2024 (+2 ppt).
- Scores of on-time, reliable service related to WVT saw a significant improvement (+1.0) after 7.5 last quarter 6.8 in Q4 2024.
- The average score for WVT (8.5) leads all depots, significantly higher than VTC (7.2), BTC (7.7), PCT (7.5), and HTC (6.9) when it comes to perceptions of on-time, reliable service.
- Scores for this attribute at HTC (6.9) are down significantly compared to the same quarter a year ago (7.8).

↑ / ↓ = 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:										
			Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Last Quarter	Same Quarter Last Year
TOTAL BUS n=646	50%	 7.3	7.4	7.2	7.1	6.9	7.4	7.2	7.0	7.0	7.3	+0.3	-0.1
CMBC n=567	50%	 7.3	7.5	7.2	7.1	6.8	7.4	7.1	7.0	7.0	7.3	+0.3	-0.1
WVT n=75*	60%	 7.6	6.7	7.2	7.5	7.5	8.0	7.6	6.7	7.2	7.6	+0.4	-0.4
RTC n=93*	51%	 7.5	7.5	7.4	7.1	6.4	7.2	7.2	6.3	7.0	7.5	+0.5	+0.3
BTC n=136	57%	 7.4	7.6	7.5	7.5	7.4	7.3	7.3	7.6	7.1	7.4	+0.3	+0.1
STC n=62*	45%	 7.4	8.1	7.3	6.3	6.9	8.0	6.7	6.9	6.7	7.4	+0.7	-0.6
VTC n=172	50%	 7.1	7.2	7.2	7.3	6.7	7.3	6.8	6.8	7.3	7.1	-0.2	-0.2
HTC n=65*	46%	 7.1	7.1	6.7	6.9	6.9	7.2	7.2	7.0	6.6	7.1	+0.5	-0.1
PCT n=38**	37%	 7.0	7.2	6.3	6.7	6.5	7.6	8.3	7.3	6.7	7.0	+0.3	-0.6

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

 TOP KEY DRIVER

Note: 2025 Q2 total base = n=646 (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 is 7.3 out of 10, improving from 7.0 last quarter, though down slightly from 7.4 from the same quarter last year.
- One-half (50%) of all bus riders give a good-to-excellent score for frequency of service, slightly up from last quarter (+3 ppt) but down from Q2 2024 (-2 ppt).
- There are no significant differences at the depot level, whether comparing across bus depots this quarter or comparing individual depot scores against last quarter and the same quarter last year.










↑ / ↓ = 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	Average Score compared to:										Last Quarter	Same Quarter Last Year
			Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025			
TOTAL BUS n=646	73%	 8.3	8.6	8.6	8.4	8.1	8.5	8.1	8.2	8.4	8.3	-0.1	-0.2	
CMBC n=567	72%	 8.3	8.5	8.6	8.4	8.1	8.5	8.1	8.2	8.4	8.3	-0.1	-0.2	
WVT n=75*	89%	 9.2	9.3	8.7	8.6	8.8	8.7	8.8	8.8	8.2	9.2	+1.0↑	+0.5	
RTC n=93*	78%	 8.4	8.4	8.8	8.5	8.4	8.6	8.2	8.0	8.6	8.4	-0.2	-0.2	
BTC n=136	76%	 8.4	8.7	8.9	8.5	7.9	8.6	8.3	8.2	8.6	8.4	-0.2	-0.2	
HTC n=65*	70%	 8.3	8.4	8.5	8.0	8.1	8.4	8.2	8.4	8.5	8.3	-0.2	-0.1	
VTC n=172	72%	 8.2	8.6	8.3	8.5	8.1	8.4	7.9	8.0	8.2	8.2	--	-0.2	
STC n=62*	64%	 8.1	8.5	8.5	8.0	8.0	8.3	7.6	8.2	8.0	8.1	+0.1	-0.2	
PCT n=38**	64%	 7.9	8.5	8.9	8.2	7.9	8.9	9.1	8.5	8.4	7.9	-0.5	-1.0↓	

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

Note: 2025 Q2 total base = n=646 (all bus routes evaluated); CMBC and each depot have smaller base sizes depending on the routes included in those categories.

- Bus riders provide an average score of 8.3 out of 10 this quarter for perceptions of bus trip duration, down slightly from last quarter (8.4) and from same quarter last year (8.5).
- Nearly three-quarters (73%) of riders give a good-to-excellent score for trip duration, matching the result from Q1 2025, but down 6 ppt compared to Q2 2024.
- This quarter, WVT (9.2) not only improved significantly from last quarter (8.2) but also has a significantly higher average score than all other depots when it comes to perceptions of bus trip duration.
- Meanwhile, average scores for PCT this quarter (7.9) are down significantly from Q2 of last year (8.9).










↑ / ↓ = 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:										
			Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Last Quarter	Same Quarter Last Year
TOTAL BUS n=646	79%	 8.6	8.7	8.8	8.6	8.5	8.8	8.7	8.6	8.8	8.6	-0.2	-0.2
CMBC n=567	78%	 8.5	8.7	8.8	8.6	8.5	8.8	8.7	8.6	8.8	8.5	-0.3	-0.3 ↓
WVT n=75*	85%	 9.1	7.7	8.6	9.2	9.0	9.2	9.3	9.0	8.6	9.1	+0.5	-0.1
VTC n=172	82%	 8.7	8.8	8.7	8.8	8.5	8.8	8.6	8.4	8.8	8.7	-0.1	-0.1
STC n=62*	80%	 8.7	8.8	8.8	7.9	8.3	8.5	8.1	8.2	8.4	8.7	+0.3	+0.2
RTC n=93*	78%	 8.5	8.6	8.6	8.7	8.3	8.9	8.7	8.2	8.8	8.5	-0.3	-0.4
HTC n=65*	74%	 8.5	8.4	8.6	8.4	8.6	8.5	8.8	8.8	8.9	8.5	-0.4	--
PCT n=38**	77%	 8.4	8.5	9.0	8.3	8.3	9.2	9.3	8.1	8.1	8.4	+0.3	-0.8
BTC n=136	75%	 8.3	8.9	9.0	8.8	8.7	9.1	8.7	9.1	8.9	8.3	-0.6 ↓	-0.8 ↓

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

Note: 2025 Q2 total base = n=646 (all bus routes evaluated); CMBC and each depot have smaller base sizes depending on the routes included in those categories.










- Bus riders give an average score of 8.6 out of 10 for perceptions of buses having a direct route, down slightly from both last quarter (8.8) and the same quarter last year (8.8).
- Nearly eight in ten riders (79%) give good-to-excellent ratings for the bus having a direct route. This represents a small drop from the previous quarter (-4 ppt) and the same quarter a year ago (-5 ppt).
- WVT (9.1) receive the highest scores among all depots this quarter when it comes to perceptions of buses having a direct route. This score is significantly higher than BTC (8.3), PCT (8.4), HTC (8.5) and RTC (8.5).
- Average scores at BTC (8.3) for this attribute are down significantly this wave, dropping from last quarter (8.9) as well as the same quarter last year (9.1). This quarter's score is the lowest for BTC within the past two years.

↑ / ↓ = 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:								Last Quarter	Same Quarter Last Year	
			Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025			Q2 2025
TOTAL BUS n=646	51%	 7.2	7.3	7.2	7.0	6.6	7.0	7.0	6.6	7.1	7.2	+0.1	+0.2
CMBC n=567	51%	 7.2	7.3	7.1	7.0	6.5	7.0	6.9	6.6	7.1	7.2	+0.1	+0.2
PCT n=38**	69%	 7.9	7.9	8.0	7.3	7.3	7.9	8.7	7.0	6.8	7.9	+1.1	--
WVT n=75*	66%	 7.6	8.5	7.3	8.2	8.0	7.3	8.3	7.3	7.8	7.6	-0.2	+0.3
RTC n=93*	60%	 7.6	7.8	7.5	7.3	7.0	7.1	6.9	6.5	7.7	7.6	-0.1	+0.5
STC n=62*	45%	 7.4	7.2	6.8	6.0	5.8	7.1	6.8	6.5	6.9	7.4	+0.5	+0.3
VTC n=172	54%	 7.3	7.1	7.3	7.2	6.6	7.0	6.5	7.0	7.3	7.3	--	+0.3
HTC n=65*	41%	 6.7	7.0	6.7	6.7	6.8	7.1	7.3	6.1	7.1	6.7	-0.4	-0.4
BTC n=136	45%	 6.5	7.2	6.9	7.0	6.3	6.7	6.8	6.4	6.7	6.5	-0.2	-0.2

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

 TOP KEY DRIVER

Note: 2025 Q2 total base = n=646 (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 buses not being overcrowded improved slightly this quarter to 7.2 from 7.1 last quarter and 7.0 in the same quarter last year. Despite this improvement, perceptions of overcrowding continues to be the lowest-rated among all bus attributes.
- Just over one-half of riders (51%) provide good-to-excellent ratings for not being overcrowded, down slightly from last quarter (-1 ppt) but up from the same period last year (+2 ppt).
- This quarter, BTC (6.5) receives lower average scores on this attribute than several other depots, significantly lower than PCT (7.9), RTC (7.6), and VTC (7.3).
- Scores for RTC (7.6) are also significantly higher than HTC (6.7) this quarter.

↑ / ↓ = 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:										
			Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Last Quarter	Same Quarter Last Year
TOTAL BUS n=646	75%	 8.3	8.3	8.4	8.1	7.9	8.3	8.1	8.2	8.1	8.3	+0.2	--
CMBC n=567	74%	 8.2	8.3	8.4	8.1	7.9	8.3	8.0	8.2	8.1	8.2	+0.1	-0.1
WVT n=75*	90%	 8.9	9.0	8.5	8.7	8.6	8.6	9.1	8.8	7.8	8.9	+1.1 ↑	+0.3
RTC n=93*	87%	 8.6	8.3	8.8	8.2	7.8	8.5	8.4	8.5	8.1	8.6	+0.5 ↑	+0.1
STC n=62*	77%	 8.6	8.4	8.4	8.0	8.4	8.1	8.4	8.0	8.1	8.6	+0.5	+0.5
PCT n=38**	79%	 8.5	8.8	8.5	8.3	7.8	8.9	9.2	8.4	8.2	8.5	+0.3	-0.4
HTC n=65*	66%	 8.2	8.2	8.4	8.3	7.9	8.6	8.2	8.6	8.6	8.2	-0.4	-0.4
VTC n=172	71%	 8.0	8.0	7.8	8.0	7.6	8.0	7.6	7.8	7.8	8.0	+0.2	--
BTC n=136	67%	 8.0	8.6	8.7	8.0	7.9	8.4	7.8	8.3	8.3	8.0	-0.3	-0.4

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

Note: 2025 Q2 total base = n=646 (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 buses being clean and graffiti-free is 8.3 this quarter, up from 8.1 last quarter, and the same as the result the same quarter last year.
- Three-quarters (75%) of bus riders give good-to-excellent ratings for clean and graffiti-free buses, up from Q1 2025 (+6 ppt) but down slightly from the same period last year (-2 ppt).
- WVT (8.9) and RTC (8.6) both show significant improvements this quarter after hitting recent lows (7.8 and 8.1, respectively) in Q1 2025.
- Both WVT and RTC significantly outperform VTC (8.0) and BTC (8.0) this quarter when it comes to perceptions of cleanliness on buses.










↑ / ↓ = 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:										
			Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Last Quarter	Same Quarter Last Year
TOTAL BUS n=646	75%	 8.3	8.4	8.4	8.4	8.2	8.4	8.1	8.3	8.4	8.3	-0.1	-0.1
CMBC n=567	74%	 8.3	8.4	8.3	8.4	8.2	8.4	8.1	8.3	8.4	8.3	-0.1	-0.1
WVT n=75*	90%	 9.0	9.0	8.5	8.9	8.9	8.7	9.2	9.0	8.4	9.0	+0.6	+0.3
RTC n=93*	84%	 8.9	8.6	8.8	8.8	8.7	8.5	8.4	8.6	8.5	8.9	+0.4	+0.4
STC n=62*	78%	 8.5	8.2	7.8	8.4	8.2	8.0	8.3	8.0	8.0	8.5	+0.5	+0.5
PCT n=38**	78%	 8.3	9.0	8.1	8.5	8.4	9.1	9.2	8.7	8.3	8.3	--	-0.8
BTC n=136	71%	 8.2	8.5	8.8	8.6	8.4	8.5	8.2	8.3	8.8	8.2	-0.6 ↓	-0.3
VTC n=172	69%	 8.1	7.9	8.0	8.1	7.6	8.2	7.4	7.7	8.2	8.1	-0.1	-0.1
HTC n=65*	71%	 8.0	8.6	8.5	8.4	8.5	8.6	8.4	8.7	8.8	8.0	-0.8	-0.6

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

Note: 2025 Q2 total base = n=646 (all bus routes evaluated); CMBC and each depot have smaller base sizes depending on the routes included in those categories.

- When it comes to feeling safe from crime on the bus, riders give an overall average score of 8.3 out of 10 this quarter, down slightly compared to last quarter (8.4) and the same quarter last year (8.4).
- Three-quarters (75%) of bus riders give a good-to-excellent rating for feeling safe while on board, the same as the previous wave and slightly down from the same quarter a year ago (-2 ppt).
- WVT (9.0) and RTC (8.9) receive higher scores than other depots, rating significantly higher than BTC (8.2), VTC (8.1), and HTC (8.0).
- The average score for BTC on this attribute dropped to 8.2 this quarter from 8.8 last quarter, marking the only significant quarter-over-quarter change across the depots.










↑ / ↓ = 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	Average Score compared to:										Last Quarter	Same Quarter Last Year
			Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025			
TOTAL BUS n=646	72%	 8.3	8.3	8.2	8.3	8.0	8.3	8.0	8.1	8.4	8.3	-0.1	--	
CMBC n=567	72%	 8.2	8.3	8.2	8.3	8.0	8.3	7.9	8.1	8.4	8.2	-0.2	-0.1	
RTC n=93*	90%	 8.8	8.5	8.6	8.7	8.2	8.4	8.3	8.3	8.5	8.8	+0.3	+0.4	
WVT n=75*	85%	 8.8	8.6	8.4	8.9	8.7	8.8	9.3	8.6	8.1	8.8	+0.7	--	
PCT n=38**	82%	 8.4	8.8	8.1	8.3	7.9	8.9	8.7	8.1	8.4	8.4	--	-0.5	
BTC n=136	69%	 8.2	8.7	8.7	8.5	8.0	8.6	8.1	8.3	8.5	8.2	-0.3	-0.4	
VTC n=172	69%	 8.1	8.1	8.0	8.2	7.9	8.2	7.4	7.8	8.2	8.1	-0.1	-0.1	
STC n=62*	69%	 8.0	7.1	7.4	7.9	7.8	7.9	7.6	7.4	7.8	8.0	+0.2	+0.1	
HTC n=65*	59%	 7.9	8.3	8.2	8.0	8.2	8.4	8.3	8.5	8.9	7.9	-1.0 ↓	-0.5	

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

Note: 2025 Q2 total base = n=646 (all bus routes evaluated); CMBC and each depot have smaller base sizes depending on the routes included in those categories.

- Bus riders give an average score of 8.3 for feeling safe from crime at bus stops and exchanges this quarter, slightly down from Q1 2025 (8.4) but the same as Q2 2024 (8.3).
- More than seven in ten bus riders (72%) provide a good-to-excellent score for feeling safe from crime at the bus stop or transit exchange, matching scores from last quarter but down slightly from the same period a year ago (-3 ppt).
- The average score for HTC (7.9) is down significantly this quarter after marking a two-year high of 8.9 last quarter.

↑ / ↓ = 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:										
			Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Last Quarter	Same Quarter Last Year
TOTAL BUS n=646	86%	8.9	8.8	8.8	8.8	8.7	8.8	8.8	8.7	8.9	8.9	--	+0.1
CMBC n=567	86%	8.9	8.8	8.8	8.8	8.7	8.8	8.8	8.7	8.9	8.9	--	+0.1
STC n=62*	89%	9.0	8.5	8.7	8.5	8.6	8.9	8.8	8.7	8.4	9.0	+0.6	+0.1
RTC n=93*	87%	9.0	8.6	9.1	9.0	8.7	9.0	8.7	8.6	9.0	9.0	--	--
VTC n=172	86%	9.0	8.9	8.8	8.9	8.7	8.6	8.6	8.7	9.0	9.0	--	+0.4
WVT n=75*	82%	8.9	9.2	8.2	9.2	9.1	8.9	9.1	8.8	8.4	8.9	+0.5	--
BTC n=136	88%	8.7	9.0	9.0	8.9	8.8	8.8	8.8	8.9	9.0	8.7	-0.3	-0.1
HTC n=65*	79%	8.7	8.9	8.4	8.4	8.4	8.9	8.8	8.4	9.2	8.7	-0.5	-0.2
PCT n=38**	84%	8.6	8.9	8.7	8.7	8.7	8.9	9.7	8.8	8.4	8.6	+0.2	-0.3

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

Note: 2025 Q2 total base = n=646 (all bus routes evaluated); CMBC and each depot have smaller base sizes depending on the routes included in those categories.

- As in previous quarters, having a safe and professional bus operator remains the highest-rated bus service attribute.
- This quarter, the average score for having a safe and professional bus operator remains strong at 8.9, consistent with last quarter and slightly up from 8.8 in the same quarter last year.
- Nearly nine in ten riders (86%) provide good-to-excellent ratings when it comes to having operators who drive safely and professionally. This is down slightly from last wave (-3 ppt) but remains on par with Q2 2024.
- There are no significant quarter-over-quarter results at the depot level this quarter, and none of the depots this quarter receive a significantly higher or lower average score than any other depot.










↑ / ↓ = 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	Average Score compared to:										
			Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Last Quarter	Same Quarter Last Year
TOTAL BUS n=646	76%	 8.6	8.6	8.5	8.5	8.2	8.4	8.4	8.5	8.6	8.6	--	+0.2
CMBC n=567	76%	 8.6	8.6	8.5	8.5	8.2	8.4	8.4	8.5	8.6	8.6	--	+0.2
STC n=62*	85%	 8.8	8.6	8.2	7.8	8.1	8.2	8.2	8.5	7.8	8.8	+1.0 ↑	+0.6
VTC n=172	82%	 8.8	8.6	8.7	8.8	8.1	8.2	8.3	8.5	8.5	8.8	+0.3	+0.6 ↑
RTC n=93*	81%	 8.6	8.4	8.6	8.4	8.4	8.9	8.1	8.3	8.6	8.6	--	-0.3
WVT n=75*	84%	 8.4	9.3	8.1	8.9	9.1	8.8	8.7	8.4	8.3	8.4	+0.1	-0.4
BTC n=136	70%	 8.4	8.6	8.8	8.6	8.2	8.5	8.4	8.6	8.9	8.4	-0.5 ↓	-0.1
PCT n=38**	70%	 8.3	8.5	8.5	8.3	8.4	8.6	9.4	8.8	8.4	8.3	-0.1	-0.3
HTC n=65*	56%	 7.9	8.7	8.1	8.5	8.1	8.5	8.4	8.3	9.1	7.9	-1.2 ↓	-0.6

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

 TOP KEY DRIVER

Note: 2025 Q2 total base = n=646 (all bus routes evaluated); CMBC and each depot have smaller base sizes depending on the routes included in those categories.





- Bus riders give an average score of 8.6 out of 10 this quarter for bus operators' courteousness, matching the score from last quarter and up from 8.4 in the same wave last year.
- About three-quarters (76%) of bus riders give a good-to-excellent rating in terms of having a courteous bus operator. This is significantly lower than last quarter (-7 ppt) but aligns with more typical proportions following a spike to 83% last quarter.
- The average score for STC on this attribute improved significantly to 8.8 from 7.8 in the previous quarter. Meanwhile, scores for BTC (8.4) and HTC (7.9) both fell significantly from last quarter (8.9 and 9.1, respectively).
- Scores for operator courtesy at VTC (8.8) have improved significantly from the same quarter last year (+0.6).
- This quarter, results for HTC (7.9) are significantly lower than those for VTC (8.8), STC (8.8), and RTC (8.6).

↑ / ↓ = 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:								Average Score compared to:		
			Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Last Quarter	Same Quarter Last Year
TOTAL SKYTRAIN n=470	80%	 8.4	8.3	8.2	8.4	8.1	8.2	8.2	8.2	8.3	8.4	+0.1	+0.2
CANADA LINE n=152	80%	 8.6	8.6	8.7	8.6	8.3	8.6	8.1	8.5	8.5	8.6	+0.1	--
EXPO/MILLENNIUM n=264	81%	 8.4	8.3	8.0	8.3	8.0	8.1	8.1	8.1	8.2	8.4	+0.2	+0.3
BOTH n=50*	68%	 8.2	7.9	8.4	8.4	8.3	8.5	8.7	7.8	8.7	8.2	-0.5	-0.3

* Caution: small base size.





Notes:
Total SkyTrain ridership includes **all** riders of this mode regardless of the lines they rode, including those who rode both E/M and Canada Line in the same trip.
Expo/Millennium 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 riders give overall SkyTrain service an average score of 8.4 out of 10 this quarter, an incremental increase over both the previous quarter (8.3) and the same quarter from the year before (8.2).
- Eight in ten SkyTrain riders (80%) give SkyTrain's overall service a good-to-excellent rating, higher than last quarter (+5 ppt) as well as the same quarter from last year (+6 ppt).
- The average score for Canada Line this quarter (8.6) is up slightly from 8.5 last quarter and matches the score from the same quarter last year.
- The average score for Expo/Millennium service (8.4) is also up compared to last wave (8.2) and Q2 2024 (8.1).

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	Average Score compared to:								Average Score compared to:		
			Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Last Quarter	Same Quarter Last Year
TOTAL SKYTRAIN n=470	88%	 8.9	8.7	8.8	8.9	8.6	8.8	8.6	8.8	8.9	8.9	--	+0.1
CANADA LINE n=152	91%	 9.0	9.1	9.1	9.3	8.8	9.1	8.8	9.0	9.0	9.0	--	-0.1
EXPO/MILLENNIUM n=264	87%	 8.9	8.5	8.6	8.7	8.4	8.6	8.5	8.7	8.8	8.9	+0.1	+0.3
BOTH n=50*	89%	 8.7	8.6	9.3	8.9	8.9	9.0	9.0	8.9	8.9	8.7	-0.2	-0.3

* Caution: small base size.

Notes:
Total SkyTrain ridership includes **all** riders of this mode regardless of the lines they rode, including those who rode both E/M and Canada Line in the same trip.
Expo/Millennium 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 gave an average score of 8.9 this quarter for perceptions of SkyTrain's on-time reliability. This score is on par with last quarter and up slightly from the same quarter last year (8.8).
- Nearly nine in ten SkyTrain riders (88%) give SkyTrain a good-to-excellent rating for on-time performance, slightly down compared to last quarter (-2 ppt) though slightly up compared to the same quarter from the previous year (+2 ppt).
- Perceptions of on-time performance for Canada Line remains very consistent, achieving an average score of 9.0 for the third quarter in a row. The proportion of riders giving a good-to-excellent rating (91%) has dropped slightly against last quarter (-1 ppt) and the same quarter last year (-2 ppt).
- The average score for perceptions of on-time service for the Expo/Millennium lines (8.9) continues to tick up quarter-over-quarter from a relative low of 8.4 in Q1 2024.
- Those taking both lines in the same trip give an average score of 8.7, which is slightly lower than both last quarter (8.9) and the same quarter last year (9.0).

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 being announced and explained?

	n	% Good to Excellent (8-10)	Average Score	Average Score compared to:										
				Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Last Quarter	Same Quarter Last Year
TOTAL SKYTRAIN	n=47**	56%	 6.9	6.3	6.3	6.5	6.1	6.0	6.2	6.6	6.8	6.9	+0.1	+0.9
CANADA LINE	n=6***	84%	 7.7	6.1	5.2	7.6	4.8	6.1	5.5	6.0	6.9	7.7	+0.8	+1.6
EXPO/MILLENNIUM	n=36**	57%	 6.9	6.5	6.6	6.5	6.3	6.1	6.4	6.8	6.7	6.9	+0.2	+0.8
BOTH	n=4***	15%	 6.5	5.6	5.6	N/A	6.4	5.0	7.2	6.9	8.0	6.5	-1.5	+1.5

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





Notes:
Total SkyTrain ridership includes **all** riders of this mode regardless of the lines they rode, including those who rode both E/M and Canada Line in the same trip.
Expo/Millennium 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.

- More than one in ten SkyTrain riders (13%) indicate that they experienced a SkyTrain delay within the past 30 days. This proportion is lower than last wave (-5 ppt) and the same wave last year (-3 ppt), reaching the lowest point in the last two years.
- Expo/Millennium line riders (16%) are significantly more likely than Canada Line riders (6%) to say they have experienced such a delay.
- Of the small proportion of riders who say they experienced a SkyTrain delay within the last 30 days, the average score for delays being announced and explained continues to improve incrementally each quarter from a relative low of 6.0 in Q2 2024 to 6.9 this quarter.
- Sample sizes at the line level are extremely small (especially for Canada Line and trips involving both Canada Line and Expo/Millennium service), meaning that large fluctuations can be expected between quarters and any shifts should be interpreted with caution. This quarter, average scores are up on the Canada Line (7.7) compared to the last quarter (6.9), and on Expo/Millennium (6.9) compared to last quarter (6.7).

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	Average Score compared to:										
			Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Last Quarter	Same Quarter Last Year
TOTAL SKYTRAIN n=470	77%	 8.4	8.4	8.4	8.4	8.2	8.3	8.3	8.4	8.5	8.4	-0.1	+0.1
CANADA LINE n=152	82%	 8.6	8.7	8.7	8.6	8.4	8.5	8.3	8.3	8.7	8.6	-0.1	+0.1
EXPO/MILLENNIUM n=264	75%	 8.3	8.2	8.3	8.2	8.2	8.1	8.2	8.5	8.4	8.3	-0.1	+0.2
BOTH n=50*	72%	 8.3	8.2	8.4	8.6	7.9	8.5	8.9	7.8	8.1	8.3	+0.2	-0.2

* Caution: small base size.

Notes:
Total SkyTrain ridership includes **all** riders of this mode regardless of the lines they rode, including those who rode both E/M and Canada Line in the same trip.
Expo/Millennium 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 receive an average score of 8.4 from riders this quarter, down slightly from the previous quarter (8.5) but up slightly from Q2 2024 (8.3).
- More than three-quarters (77%) of SkyTrain riders give a good-to-excellent rating for service frequency, down slightly from Q1 2025 (-2 ppt), and up slightly compared to the same quarter the previous year (+1 ppt).
- Both Canada Line (8.6) and Expo/Millennium lines (8.3) saw slight declines in their average scores this quarter, each down by 0.1 compared to last quarter. That said, both are up slightly from Q2 of last year (+0.1 for Canada Line and +0.2 for Expo/Millennium).
- Good-to-excellent ratings also declined slightly between Q1 and Q2 of this year, with the Canada Line dropping by 3 ppt and BCRTC by 2 ppt.

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	Average Score compared to:								Average Score compared to:		
			Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Last Quarter	Same Quarter Last Year
TOTAL SKYTRAIN n=470	48%	 7.1	7.1	6.8	7.0	6.8	6.7	6.5	6.4	6.8	7.1	+0.3	+0.4↑
CANADA LINE n=152	51%	 7.4	7.0	7.4	7.2	6.7	7.1	6.8	6.2	6.9	7.4	+0.5	+0.3
EXPO/MILLENNIUM n=264	46%	 7.0	7.1	6.6	7.0	6.7	6.6	6.4	6.5	6.7	7.0	+0.3	+0.4
BOTH n=50*	51%	 7.5	6.1	6.5	7.1	7.1	6.4	6.8	5.6	7.4	7.5	+0.1	+1.1

* Caution: small base size.

Notes:
Total SkyTrain ridership includes **all** riders of this mode regardless of the lines they rode, including those who rode both E/M and Canada Line in the same trip.
Expo/Millennium 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

- When it comes to perceptions of SkyTrain not being overcrowded, riders gave an average score of 7.1 out of 10 this quarter. This score is a moderate improvement over last quarter (6.8) and a significant improvement over the same quarter last year (6.7). This quarter's score also marks the highest average score for this measure in the past two years, and the first time the score has met the positive performance threshold of 7.0 out of 10 since Q4 2023.
- Just fewer than one-half (48%) of SkyTrain riders award a good-to-excellent rating for not being overcrowded, an improvement over both last quarter (+3 ppt), and the same period from last year (+7 ppt).
- Canada Line passengers give somewhat better ratings this quarter for not being overcrowded than Expo/Millennium passengers (7.4 versus 7.0).
- Average scores for Canada Line as well as Expo/Millennium lines increased compared to last quarter as well as the same quarter last year, though these increases are not statistically significant.

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	Average Score compared to:								Average Score compared to:		
			Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Last Quarter	Same Quarter Last Year
TOTAL SKYTRAIN n=470	63%	 7.7	7.9	7.9	8.0	7.7	7.9	7.8	7.9	7.9	7.7	-0.2	-0.2
CANADA LINE n=152	72%	 8.3	8.6	8.5	8.8	7.9	8.4	8.2	8.5	8.3	8.3	--	-0.1
EXPO/MILLENNIUM n=264	58%	 7.5	7.5	7.7	7.6	7.4	7.6	7.5	7.5	7.6	7.5	-0.1	-0.1
BOTH n=50*	67%	 7.8	7.7	7.8	7.8	8.5	8.4	8.2	8.0	8.6	7.8	-0.8	-0.6

* Caution: small base size.





Notes:
Total SkyTrain ridership includes **all** riders of this mode regardless of the lines they rode, including those who rode both E/M and Canada Line in the same trip.
Expo/Millennium 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.

- Riders give SkyTrain car and station cleanliness an average score of 7.7 out of 10 this quarter, down from 7.9 in both the previous quarter and the same quarter last year.
- More than six in ten SkyTrain riders (63%) give a good-to-excellent score for having clean and graffiti-free cars and stations, down from last quarter (-2 ppt) but slightly up compared to Q2 2024 (+1 ppt).
- Average scores of SkyTrain car and station cleanliness are significantly higher for Canada Line than for Expo/Millennium lines this quarter (8.3 versus 7.5, respectively).
- Average ratings of SkyTrain stations and vehicles being clean and graffiti-free tend to be quite consistent quarter-over-quarter for both Canada Line and Expo/Millennium lines, with only moderate drops compared to last quarter or the same quarter last year.

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	Average Score compared to:								Average Score compared to:		
			Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Last Quarter	Same Quarter Last Year
TOTAL SKYTRAIN n=470	75%	 8.3	8.1	8.2	8.3	8.1	8.2	8.0	8.0	8.2	8.3	+0.1	+0.1
CANADA LINE n=152	81%	 8.5	8.5	8.6	8.6	8.2	8.5	8.3	8.1	8.4	8.5	+0.1	--
EXPO/MILLENNIUM n=264	73%	 8.2	8.1	7.9	8.2	8.1	8.0	7.7	8.0	8.2	8.2	--	+0.2
BOTH n=50*	75%	 8.3	7.5	8.4	8.1	8.0	8.5	8.5	7.4	7.8	8.3	+0.5	-0.2

* Caution: small base size.

Notes:
Total SkyTrain ridership includes **all** riders of this mode regardless of the lines they rode, including those who rode both E/M and Canada Line in the same trip.
Expo/Millennium 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 perceptions of feeling safe from crime on board SkyTrain this quarter increased slightly from the previous quarter (8.2) and the same quarter last year(8.2).
- Three-quarters (75%) of SkyTrain riders give SkyTrain a good-to-excellent rating when it comes to feeling safe from crime while on board. This is up compared to both last quarter (+2 ppt) and the same quarter from last year (+5 ppt).
- Scores for Canada Line this quarter (8.5) are slightly improved from last quarter, while scores for the Expo/Millennium lines did not change from last quarter but are up 0.2 from Q2 of last year.

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	Average Score								Average Score compared to:		
			Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Last Quarter	Same Quarter Last Year
TOTAL SKYTRAIN n=470	68%	 8.0	7.9	8.0	8.0	7.8	7.9	7.7	7.8	8.0	8.0	--	+0.1
CANADA LINE n=152	74%	 8.3	8.4	8.6	8.7	8.0	8.4	8.3	8.2	8.4	8.3	-0.1	-0.1
EXPO/MILLENNIUM n=264	64%	 7.8	7.7	7.7	7.7	7.7	7.7	7.4	7.7	7.8	7.8	--	+0.1
BOTH n=50*	75%	 8.1	7.1	8.1	8.3	7.9	8.1	8.2	7.4	8.7	8.1	-0.6	--

* Caution: small base size.





Notes:
Total SkyTrain ridership includes **all** riders of this mode regardless of the lines they rode, including those who rode both E/M and Canada Line in the same trip.
Expo/Millennium 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.

- Rider perceptions of safety from crime within SkyTrain stations receive an average score of 8.0 out of 10 this quarter, the same as last quarter and up slightly from Q2 2024 (7.9).
- About two-thirds (68%) of SkyTrain riders this quarter provide a good-to-excellent rating for feelings of safety from crime at stations, up from last wave (+2 ppt) and the same wave from last year (+4 ppt).
- This quarter, Canada Line passengers (8.3) provide significantly higher average ratings of safety from crime at SkyTrain stations than Expo/Millennium line passengers (7.8), similar to recent quarters.

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	Average Score compared to:								Average Score compared to:		
			Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Last Quarter	Same Quarter Last Year
TOTAL SKYTRAIN n=470	43%	 7.0	6.3	6.6	6.9	6.4	6.8	6.7	6.7	7.2	7.0	-0.2	+0.2
EXPO/MILLENNIUM n=264	47%	 7.2	6.6	6.9	7.1	6.8	7.0	6.9	7.1	7.5	7.2	-0.3	+0.2
CANADA LINE n=152	40%	 6.8	6.0	6.8	6.7	5.5	6.8	6.3	5.9	6.6	6.8	+0.2	--
BOTH n=50*	32%	 6.4	4.9	4.5	6.2	6.5	6.9	6.7	5.8	6.2	6.4	+0.2	-0.5

* Caution: small base size.





Notes:
Total SkyTrain ridership includes **all** riders of this mode regardless of the lines they rode, including those who rode both E/M and Canada Line in the same trip.
Expo/Millennium 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.

- The average score this quarter for SkyTrain staff being available when needed sits at 7.0 out of 10, down slightly from last quarter (7.2), but up slightly from the same quarter last year (6.8).
- More than four in ten riders (43%) give good-to-excellent scores for staff availability, up from last wave (+3 ppt) and from Q2 2024 (+6 ppt).
- Average scores this quarter for staff availability are somewhat higher for Expo/Millennium lines than for Canada Line (7.2 versus 6.8), though this difference is more modest this quarter than in recent quarters.
- The average score on this attribute for Expo/Millennium (7.2) dropped compared to the last wave (7.5) but remains up against the same wave from last year (7.0).
- Meanwhile, the average score for the Canada Line (6.8) is up compared to the previous wave (6.6) and on par with the same quarter from last year.

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								Average Score compared to:		
			Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Last Quarter	Same Quarter Last Year
TOTAL SKYTRAIN n=24***	84%	 9.1	8.7	8.2	8.4	8.4	8.6	8.4	8.5	8.7	9.1	+0.4	+0.5
EXPO/MILLENNIUM n=17***	81%	 9.2	8.4	8.8	8.3	8.6	8.7	8.2	8.7	9.0	9.2	+0.2	+0.5
CANADA LINE n=6***	100%	 8.7	9.0	8.0	9.0	8.3	7.9	9.0	8.1	6.2	8.7	+2.5	+0.8
BOTH n=1***	0%	 7.0	8.0	4.4	10.0	8.5	9.0	9.2	N/A	N/A	7.0	N/A	-2.0

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 lines they rode, including those who rode both E/M and Canada Line in the same trip.
Expo/Millennium 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.

- Very few SkyTrain riders (6%) say they spoke with a SkyTrain staff member on a recent trip. This is up slightly compared to the last quarter (+1 ppt) but continues the trend of low levels of passenger interaction with SkyTrain staff.
- Among the few riders this quarter who reported having an interaction with SkyTrain staff, they provided an average score of 9.1 for having courteous, competent, and helpful SkyTrain staff. This score is up from 8.7 last quarter and 8.6 in the same quarter last year. Note that these scores are among the few riders who have recently interacted with SkyTrain staff, and any shifts noted should be considered directional in nature.
- Good-to-excellent ratings sit at 84% this quarter, down from last quarter (-3 ppt), but up over the same quarter from a year ago (+2 ppt).

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	Average Score compared to:										
			Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Last Quarter	Same Quarter Last Year
Overall Service	83%	 8.7	8.8	9.0	9.2	8.9	8.7	9.0	8.7	9.1	8.7	-0.4	--
Courteous, competent & helpful staff***	100%	 10.0	9.8	9.8	9.6	9.2	8.1	9.9	9.5	9.2	10.0	+0.8	+1.9
On-time, reliable service	87%	 9.1	9.2	9.2	9.5	9.2	8.9	9.2	9.0	9.6	9.1	-0.5 ↓	+0.2
Trip duration	85%	 8.7	9.2	9.5	9.5	9.1	9.0	8.8	8.9	9.3	8.7	-0.6	-0.3
Safety from crime at the station	80%	 8.6	8.5	8.5	9.1	8.6	8.3	8.9	8.4	8.8	8.6	-0.2	+0.3
Clean & graffiti-free	76%	 8.5	8.9	8.4	9.1	8.4	8.8	8.6	8.9	8.9	8.5	-0.4	-0.3
Staff available when needed	69%	 8.5	8.0	8.6	9.1	8.8	7.7	8.7	8.6	9.0	8.5	-0.5	+0.8
Not being overcrowded	76%	 8.2	8.1	8.4	8.6	8.1	7.8	8.3	8.4	8.9	8.2	-0.7	+0.4
Frequency of service	68%	 8.1	8.6	8.6	8.9	8.5	8.3	8.2	8.2	8.8	8.1	-0.7	-0.2

Q2 2025 Base = 72*

* Caution: small base size.

*** Caution: extremely small base size – directional only – among those who spoke to SeaBus staff (n=6).

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 sits at 8.7 out of 10 this quarter, a drop from 9.1 in Q1 but on par with the average score from Q2 2024.
- More than eight in ten riders (83%) provide good-to-excellent ratings for overall SeaBus service this quarter, down compared to last quarter (-8 ppt) and the same quarter from the previous year (-5 ppt).
- Providing on-time, reliable service (9.1) is the only SeaBus attribute to change significantly this wave, declining from 9.6 in the previous quarter.
- Average scores for most other attributes have also declined this quarter compared with Q1 of this year, though those changes are not statistically significant.

Trends in Transit Usage

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

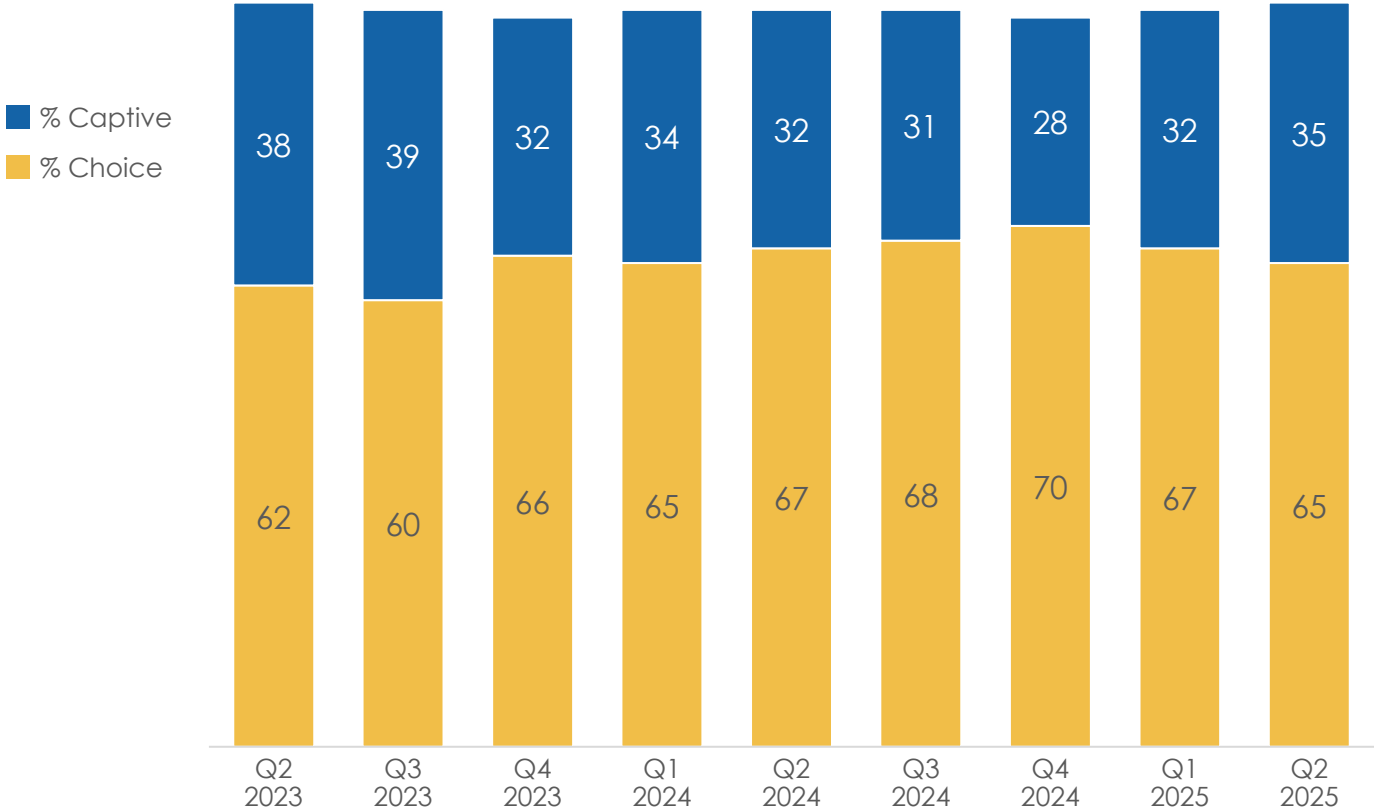
- Choice vs. Captive customers
- Purpose of trip
- Length of time taking transit
- Likely future transit usage
- Method of fare payment
- Reasons for taking transit as opposed to another mode of transportation
- Changes in level of ridership in the last six months
- Reasons for riding transit more or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



Trends in Transit Usage

CHOICE VS. CAPTIVE

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?



Q2 2025 Base = 750

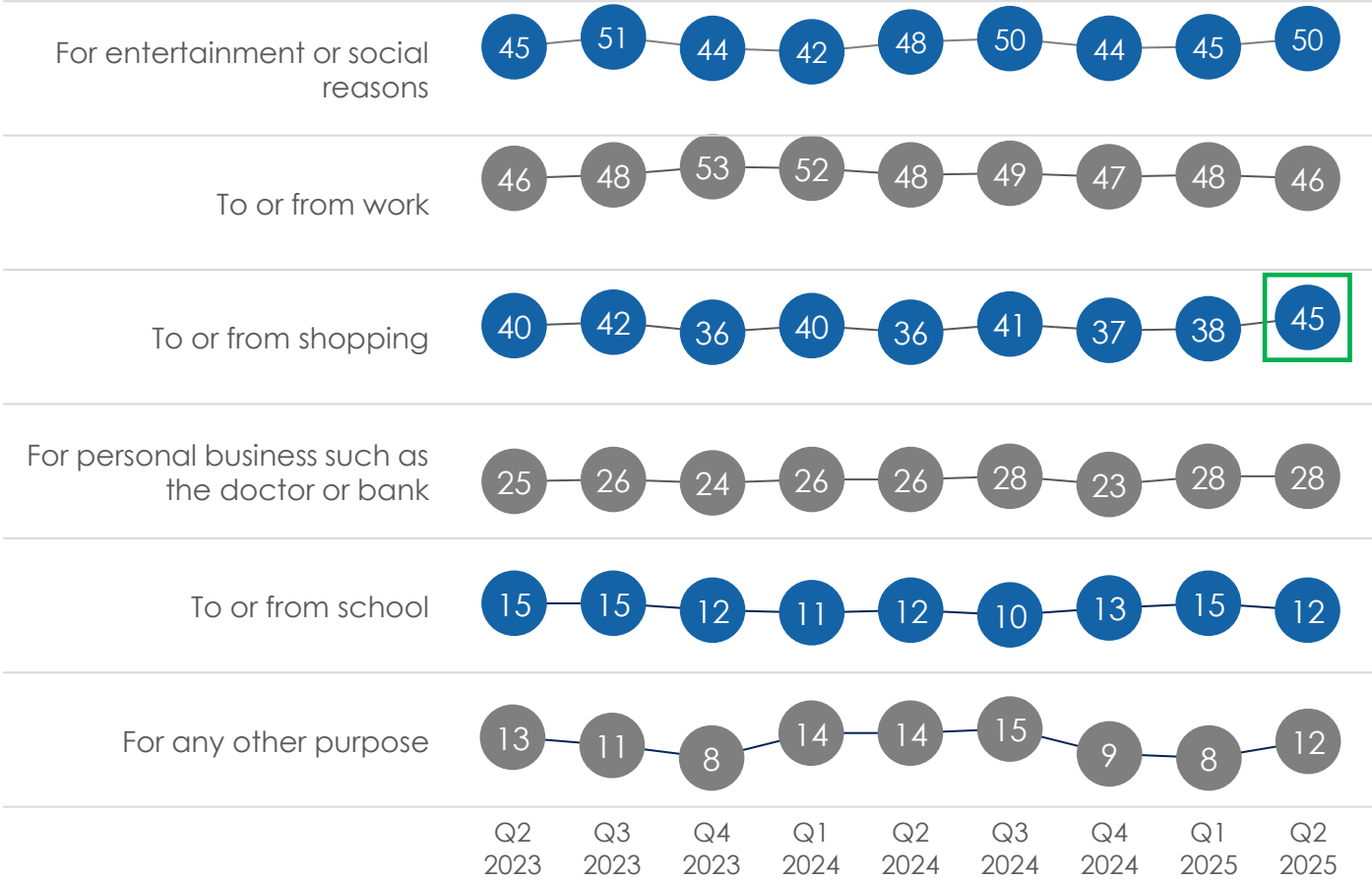
- The proportion of **Captive** riders (i.e., those without regular access to a vehicle for their transit trips) increased to its highest point (35%) since Q3 2023, up 3 ppt over last quarter (32%) and the same period last year (32%).
- Conversely, just under two-thirds (65%) are **Choice** riders (i.e., those that have regular access to a vehicle for the same trips they take on transit). This represents a slight decline of 2 ppt versus last quarter (67%) and the same quarter a year ago (67%).
- **Captive** riders make more average trips per week than Choice riders (8.7 versus 4.6), take a greater proportion of trips for work purposes (60% versus 39%), and are more likely to take the bus (90% versus 68%). Captive riders are also more likely than Choice riders to be aged 18 to 34 (57% versus 27%), work part time, be a student or be unemployed (22%, 13%, and 11% respectively compared with 13%, 6%, and 5% for Choice riders) and earn a household income of \$80,000 or less (58% versus 32%).
- **Choice** riders give higher overall service ratings (8.1) than Captive riders (7.7). Choice riders are also more likely than Captive riders to be aged 35 or older (71% versus 40%), to be retired (24% versus 11%), or to have graduated university (59% versus 45%).

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 among transit users this quarter are for entertainment/social purposes (50%) and to get to or from work (46%). These tend to be the most common trip purposes each quarter.
- That said, trips made for shopping (45%) follow very closely behind trips made for work this quarter. The proportion of riders saying they used transit for shopping trips increased significantly compared with last quarter (+7 ppt) and Q2 of last year (+9 ppt).
- Nearly three in ten riders (28%) this quarter use transit for personal business, on par with last quarter and up slightly over the same quarter of a year ago (+2 ppt).
- More than one in ten transit riders (12%) use transit to get to or from school this quarter, down compared to last quarter (-3 ppt), but on par with the same period last year.
- The same proportion (12%) of riders this quarter say they use transit for other purposes outside of the reasons listed, up slightly from last quarter (+4 ppt) but down slightly from the same quarter last year (-2 ppt)

Q2 2025 Base = 750

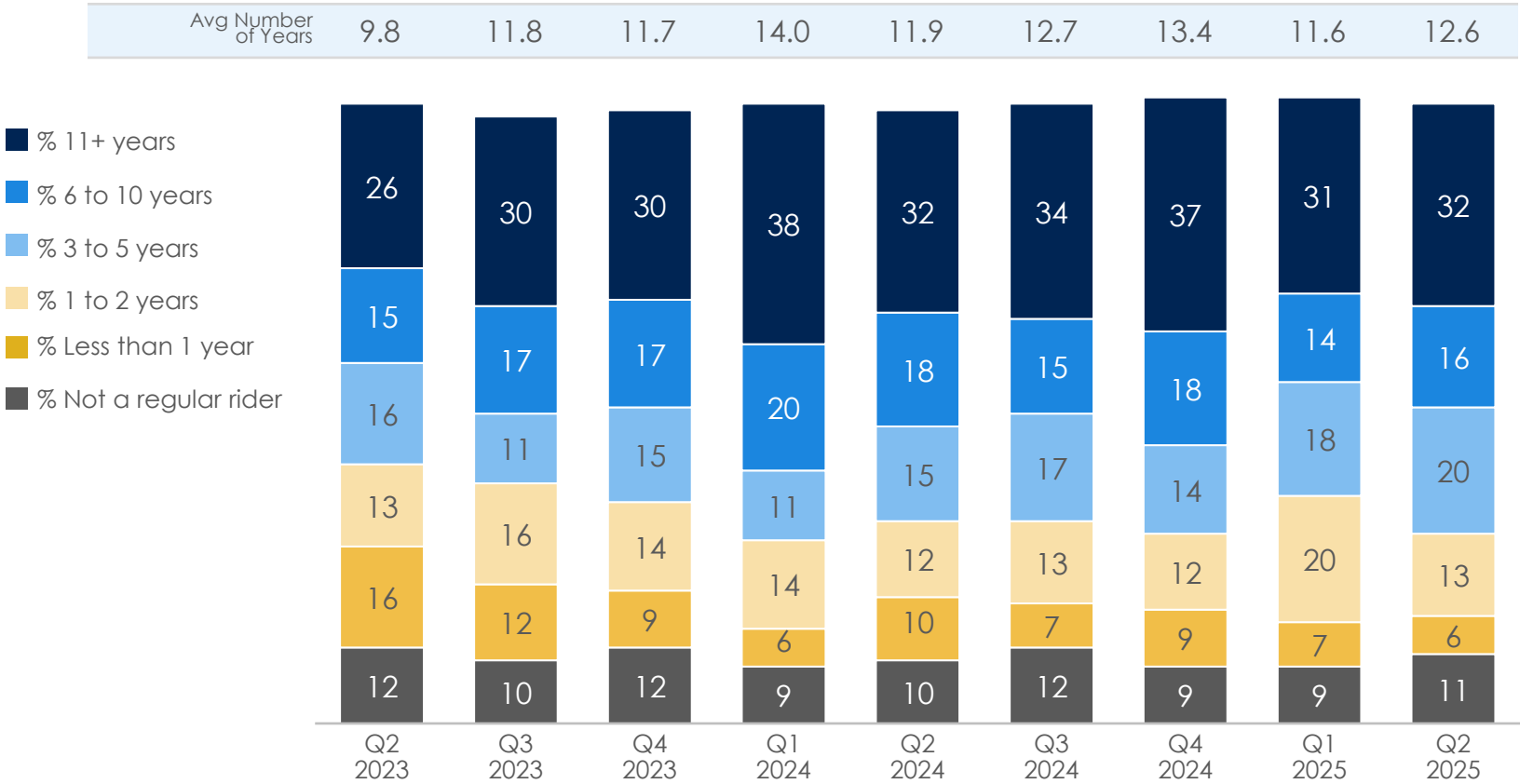
 Significantly higher than the same quarter of the previous year.
 Significantly lower than the same quarter of the previous year.
 Note: These are not shown if no significance seen.



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?



Q2 2025 Base = 750

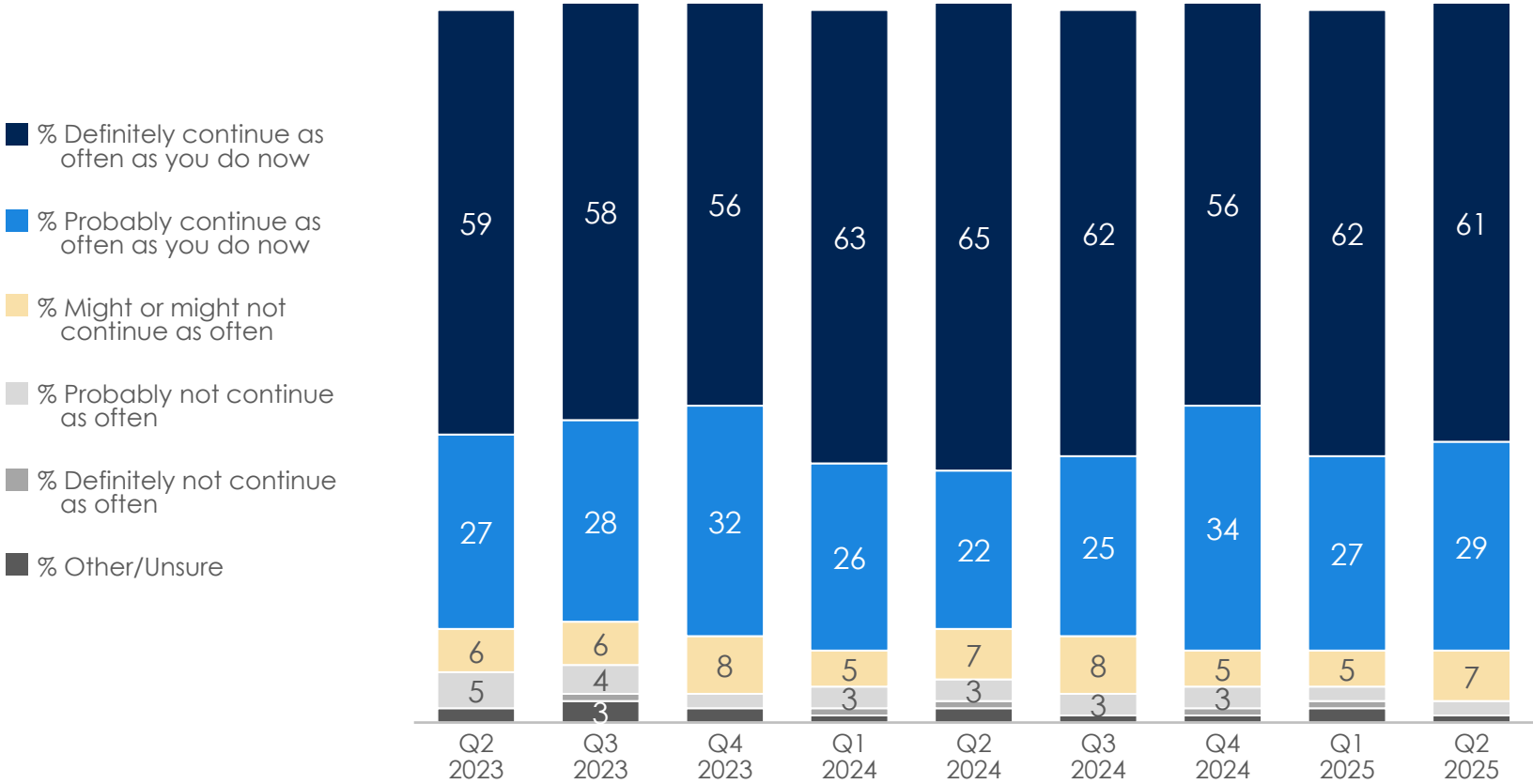
- The average transit tenure this quarter is 12.6 years. This is up from 11.6 years last quarter and 11.9 years in Q2 2024, though these differences are not statistically significant.
- Nearly one-third (32%) of riders have been taking transit for more than ten years, up slightly over last quarter (+1 ppt) and unchanged compared to the same quarter last year.
- Just 6% of transit riders reported riding for less than a year, down from last wave (-1 ppt) and a year ago (-4 ppt).
- Residents of **North Vancouver** (21.5 years) and **West Vancouver** (19.0 years) have longer average transit tenures than residents of other sub-regions (ranging from 10.1 to 13.1 years).
- **Low-frequency** riders (16.1 years) have longer transit tenures than **medium-frequency** (10.2 years) and **high-frequency** riders (10.0 years).
- **Choice** riders (14.0 years) tend to have taken transit for longer than **Captive** riders (10.0 years), though this likely reflects Choice riders being older than Captive riders.



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 ...



Q2 2025 Base = 750

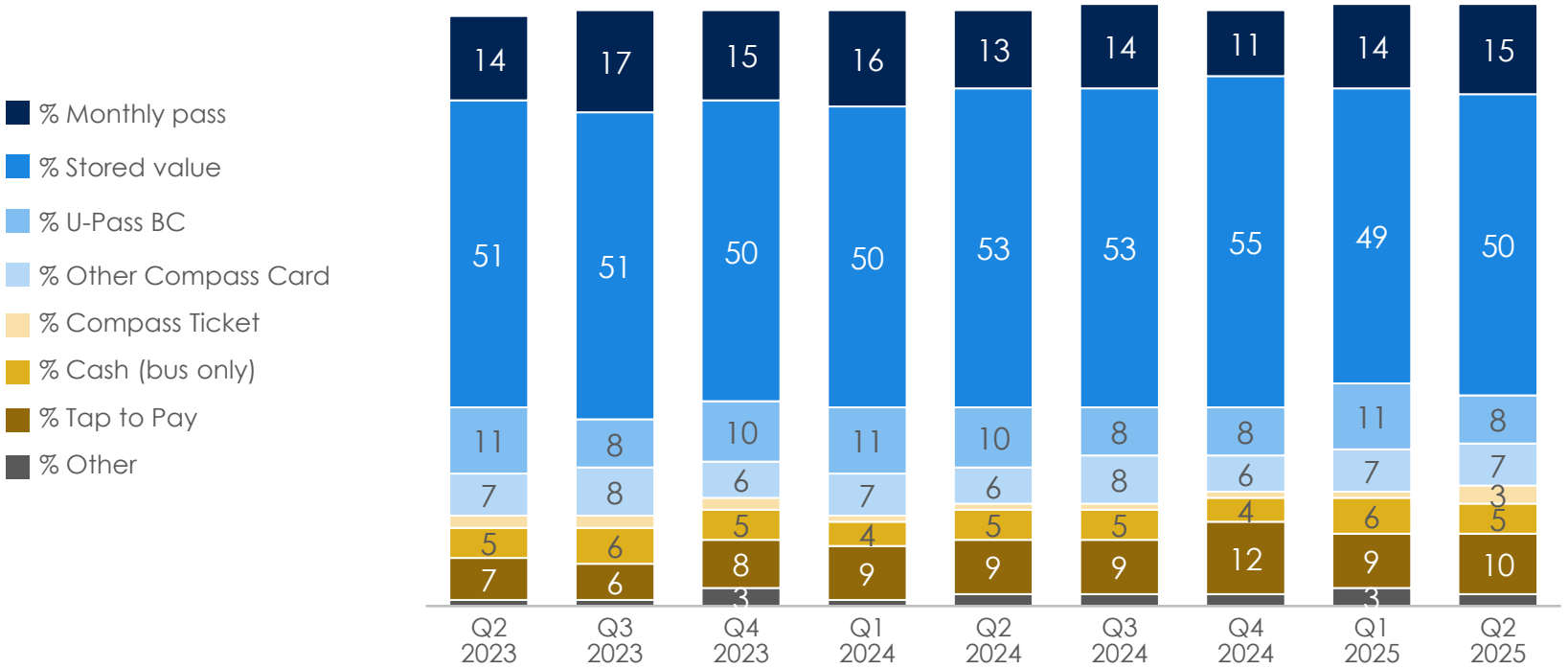
- More than six in ten riders (61%) believe they will *definitely* continue taking transit as often as they currently do. This is down slightly compared to last quarter (-1 ppt) and the same quarter a year ago (-4 ppt).
- Nearly three in ten riders (29%) say they will *probably* take transit as often in the future, up over last quarter (+2 ppt) and last year (+7 ppt).
- **High-frequency** riders (68%) are more likely to say they will *definitely* take transit as often in the future compared to **low-frequency** riders (55%).

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



Q2 2025 Base = 750

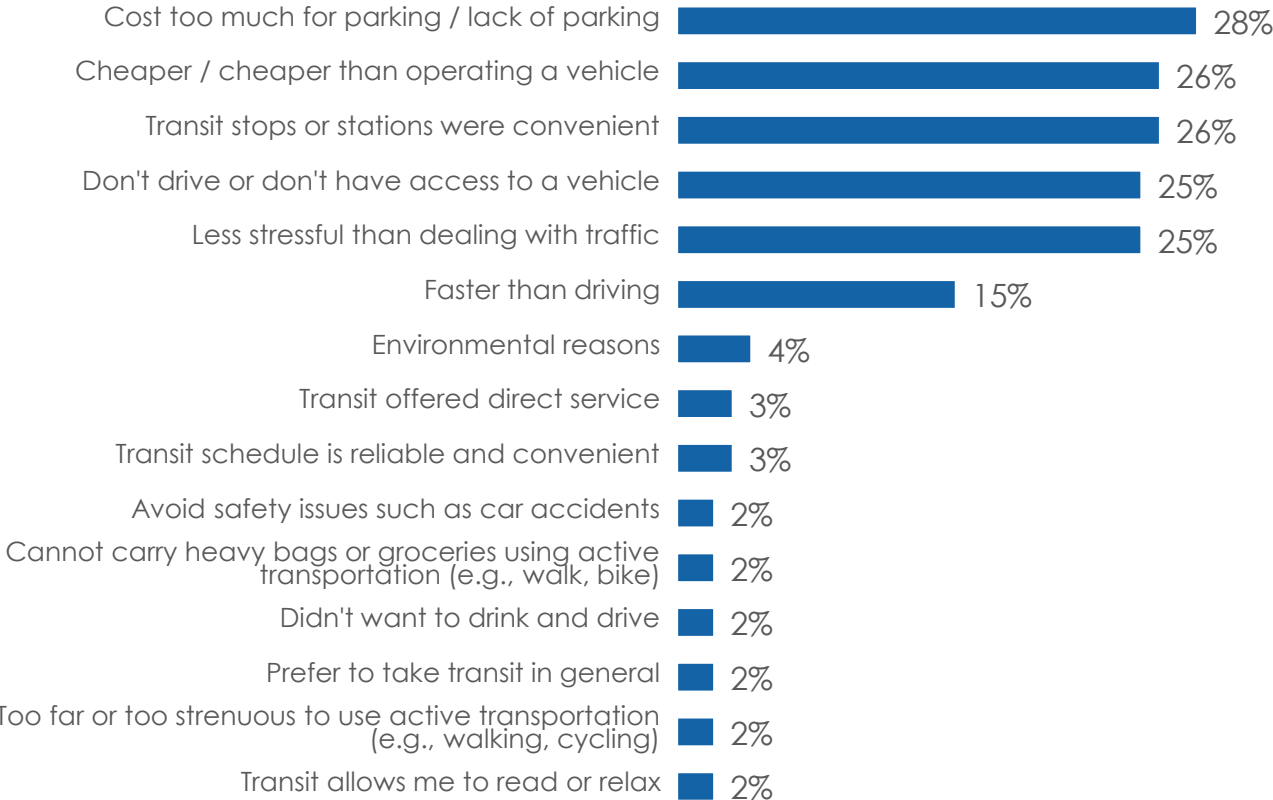
- About eight in ten riders (81%) use a Compass Card as their primary payment method, on par with the previous quarter, and slightly down compared to the same quarter in 2024 (-1 ppt).
- One-half (50%) of all transit riders use stored value on their Compass Card. This continues to be the most common method of fare payment. This proportion is up slightly compared to Q1 2025 (+1 ppt), but down compared to the same quarter a year ago (-3 ppt)
- Meanwhile, 15% of riders this quarter use a monthly pass on their Compass Card, slightly higher than last quarter (+1 ppt) and the same quarter last year (+2 ppt).
- Use of the Compass Card – especially the Monthly Pass stored on a Compass Card – is significantly higher for **high and medium-frequency** riders and lower for **low-frequency** riders. Conversely, use of Tap to Pay is much higher for **low-frequency** riders compared to the other groups.



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.

Q2 2025 Base = 750

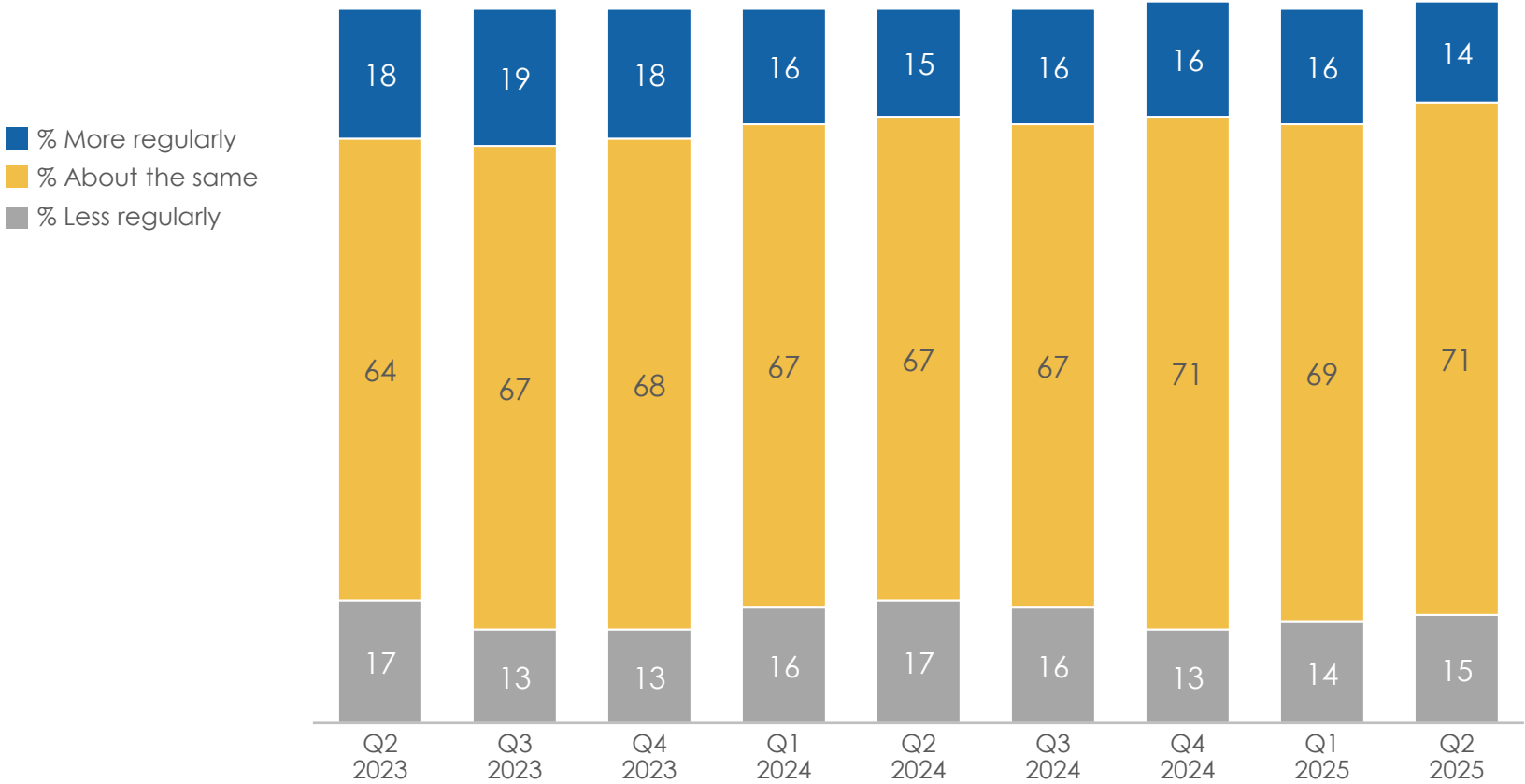
- The most commonly-cited reason this quarter for choosing to use transit is that parking is too expensive or too limited at their destination (28%).
- Other top reasons, mentioned by nearly as many riders, include:
 - Transit being cheaper than operating a vehicle (26%);
 - Transit stops or stations being conveniently located (26%);
 - Not having the option to drive instead, including not having a driver's license or access to a vehicle (25%); and,
 - Transit being less stressful than dealing with traffic (25%).



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?



Q2 2025 Base = 750

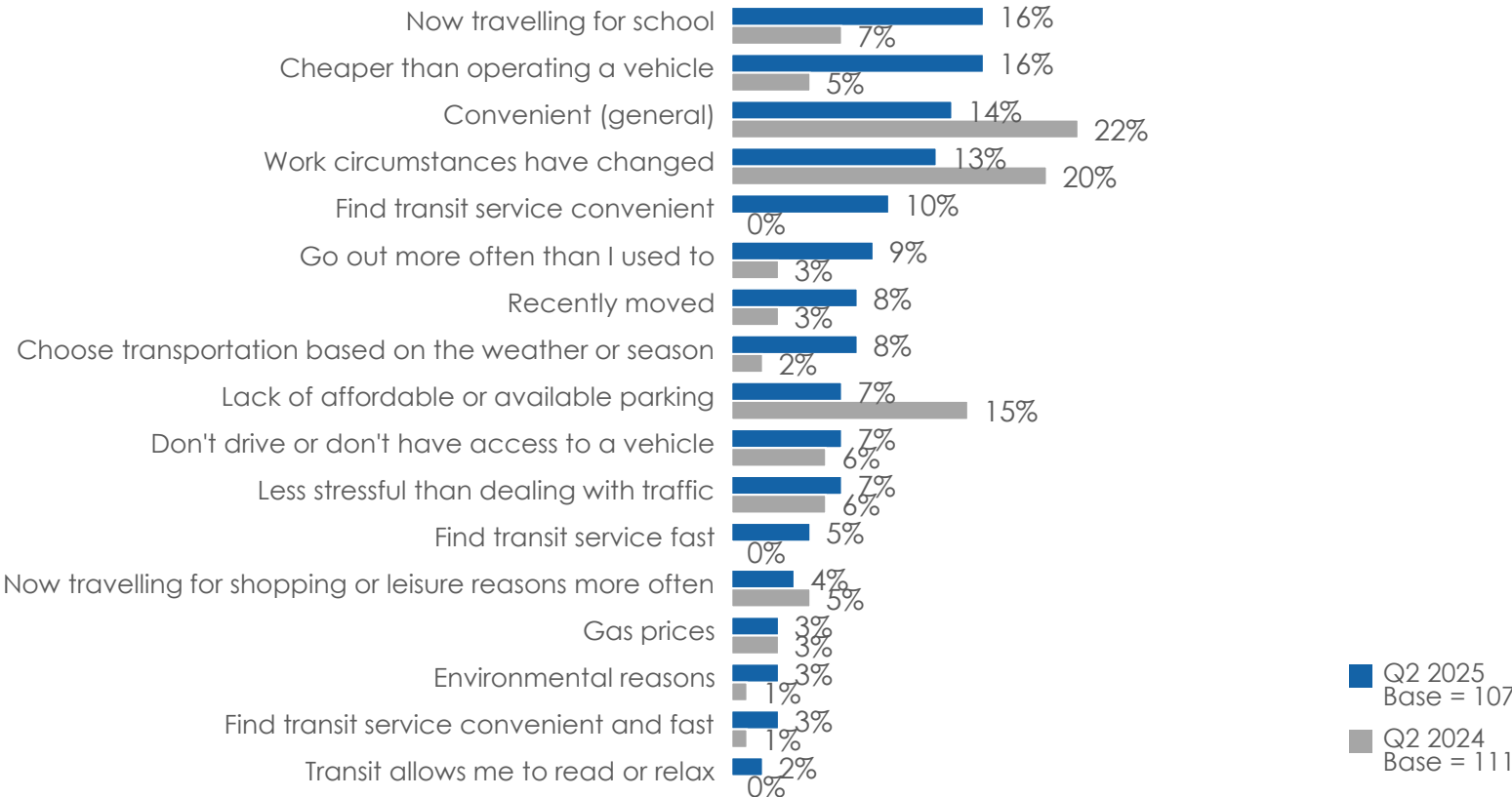
- Seven in ten transit riders (71%) say they are riding transit about the same amount as they were six months ago. This is up slightly over last quarter (+2 ppt) as well as Q2 of 2024 (+4 ppt).
- The proportion of riders taking transit more regularly (14%) is about the same as the number of riders taking transit less regularly (15%).
- Similar to last quarter, **low-frequency** riders remain much more likely than other riders to report using transit less often now compared to six months ago. In contrast, **medium-frequency** and **high-frequency** riders continue to be more likely than low-frequency riders to report an increase in their transit use over the past six months.



Trends in Transit Usage

REASONS FOR RIDING MORE REGULARLY

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



- Among those whose transit use has increased in the past six months, the top reasons for taking transit more regularly include:
 - Now travelling for school (16%);
 - Transit being cheaper than operating a vehicle (16%);
 - Transit being convenient (14%); and,
 - Work circumstances changing, such as switching jobs or changes in hybrid or remote work arrangements (13%).

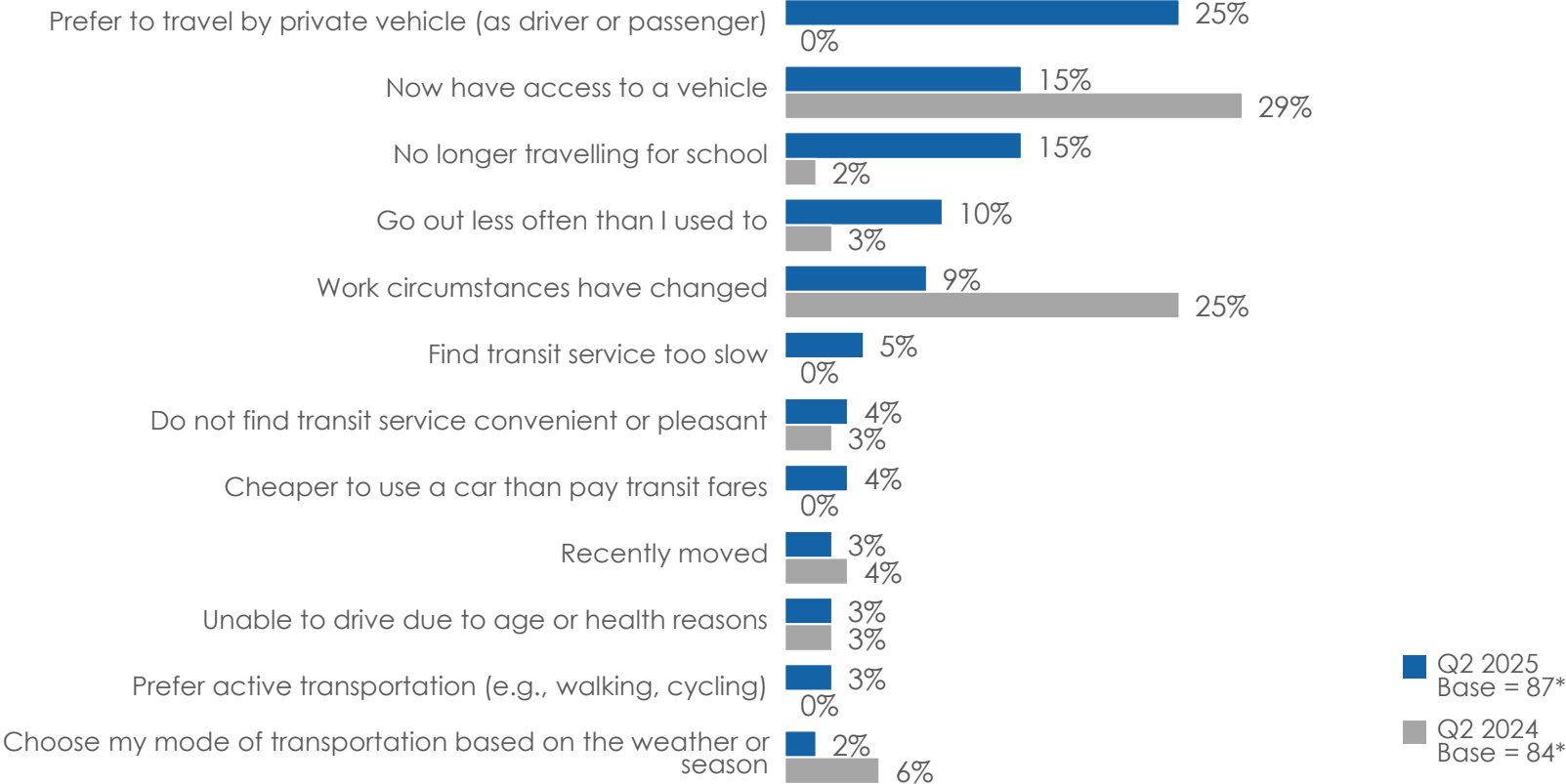
Note: Major mentions of 2% or more in current wave are shown in the chart above.



Trends in Transit Usage

REASONS FOR RIDING LESS REGULARLY

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



- Among those who say their use of transit has gone down over the past six months, the top reason is a preference for travelling by private vehicle when possible (25%).
- Other top reasons for taking transit less frequently over the past six months include newly having access to a vehicle (15%), no longer travelling for school (15%), going out less often in general (10%), and changing work circumstances (9%).

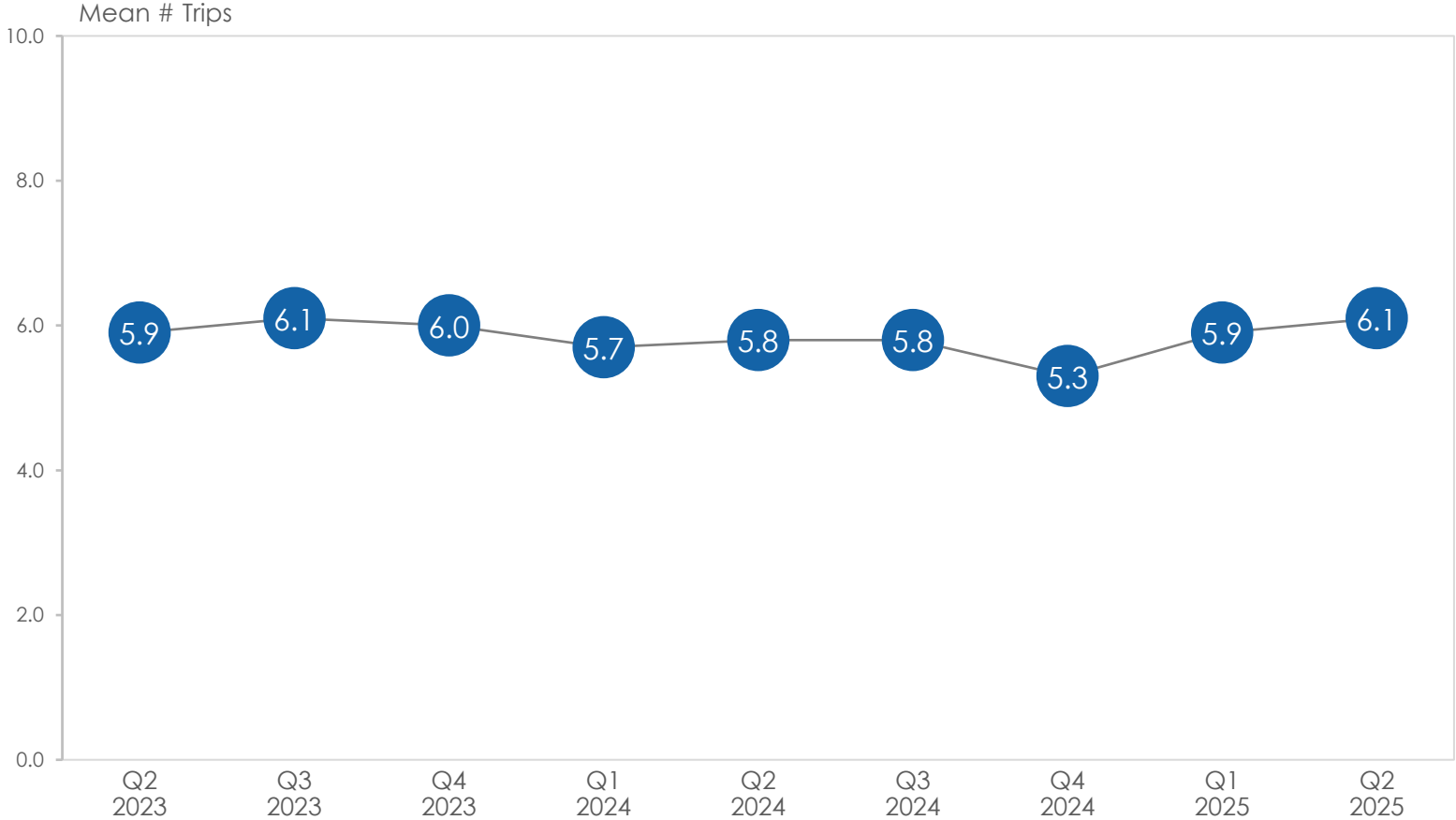
* Caution: small base size.
 Note: Major mentions of 2% or more in current wave are shown in the chart above.



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.

Q2 2025 Base = 750

- The average number of one-way transit trips made per week is 6.1 this quarter, up compared to last quarter (5.9) and the same quarter last year (5.8), though neither difference is statistically significant.
- Average weekly transit trips have increased for users of Bus and SkyTrain since last quarter but they have decreased for SeaBus riders.
 - Bus users this quarter take an average of 6.9 trips across the transit system (including bus, SeaBus, and/or SkyTrain), up from 6.7 last quarter.
 - SkyTrain users take an average of 6.7 one-way transit trips, down from 6.4 last quarter.
 - SeaBus users take an average of 5.7 one-way transit trips, down from 7.7 last quarter.



Customer Profiles

This section presents profiles of key customer segments including:

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



Customer Profiles | CHOICE AND CAPTIVE RIDERS

- More than one-third (35%) of riders are considered **Captive** riders, defined as those who lack regular access to a vehicle for the transit trips they make. This is up 3 ppt compared to both last quarter and the same quarter last year.
- Nearly two-thirds (65%) are categorized as **Choice** riders, meaning they have regular access to a vehicle. This is down 2 ppt compared to both the previous quarter and the same quarter from a year ago.
- 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	547	199
AVERAGE PAST-WEEK TRANSIT TRIPS	6.1	4.6	8.7
YEARS BEEN A TRANSIT RIDER	12.6	14.0	10.0
TRANSIT SYSTEM – OVERALL SERVICE RATING	8.0	8.1	7.7
MODE	%	%	%
Bus	76	68	90
SkyTrain	69	72	65
SeaBus	7	8	4
AGE	%	%	%
18-34 years	37	27	57
35-54 years	32	37	23
55+ years	28	34	17
GENDER	%	%	%
Women	47	47	48
Men	46	47	45
Non-binary, gender fluid, or other identity	1	-	1
Prefer not to answer	6	6	5
EMPLOYMENT STATUS	%	%	%
Full-time	48	51	43
Part-time	16	13	22
Not employed (also includes students, homemakers, & retirees)	37	36	37
EDUCATION	%	%	%
High school or less	18	11	31
Vocational/college/technical	17	20	13
Some university	8	7	9
Graduated university	54	59	45
HOUSEHOLD INCOME	%	%	%
Under \$40K	16	11	26
\$40K to <\$80K	25	21	32
\$80K or more	40	50	22

Customer Profiles | CHOICE AND CAPTIVE RIDERS

	TOTAL	CHOICE	CAPTIVE
Base	750	547	199
TRAVEL PURPOSE	%	%	%
Entertainment	50	52	45
Work	46	39	60
Shopping	45	38	56
Personal business	28	27	28
School	12	9	17
Other purpose	12	13	10
PAYMENT METHOD	%	%	%
Compass Card (includes Stored Value, Monthly Pass, U-Pass BC, etc.)	81	77	87
Tap to Pay	10	11	8
Cash fare (on the bus)	5	6	3
Compass ticket	3	4	<1
Other	2	2	1
REGION	%	%	%
City of Vancouver	38	35	42
Surrey/Other South of Fraser	18	17	18
Burnaby/New Westminster	15	12	21
Richmond/South Delta	11	12	8
Northeast Region	9	10	7
North Vancouver	8	10	4
West Vancouver	2	3	1

Customer Profiles | CHOICE AND CAPTIVE RIDERS

	TOTAL	CHOICE	CAPTIVE
Base	750	547	199
IDENTIFY AS FIRST NATIONS, INUIT, MÉTIS	%	%	%
Yes	2	2	1
No	94	94	94
Prefer not to answer	4	3	3
Don't know	1	1	1
ETHNICITY	%	%	%
Caucasian	44	49	33
Chinese	18	18	17
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	13	11	19
Filipino	5	5	6
Latin American	4	4	4
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	3	1	7
West Asian (e.g., Iranian, Afghan, etc.)	1	1	1
Middle Eastern	1	-	2
Korean	1	<1	2
Japanese	1	1	2
Black	1	1	2
Arab	1	1	1
First Nation	<1	1	-
Other	1	1	1
Prefer not to answer	6	7	4

Customer Profiles | LOW, MEDIUM, HIGH FREQUENCY RIDERS

- Fewer than one-half (46%) of riders are classified as **Low-Frequency** riders this quarter, making three or fewer one-way transit trips per week. This proportion is up slightly compared to last quarter (+2 ppt) but remains down compared to results from the same quarter last year (-2 ppt).
- Three in ten riders (30%) this quarter are classified as **Medium-Frequency** transit riders, taking four to nine one-way trips per week. This proportion is up slightly over last quarter (+1 ppt) and the same quarter last year (+2 ppt).
- Nearly one-quarter (24%) are **High-Frequency** riders, taking ten or more one-way trips per week. This proportion is down slightly versus last quarter (-3 ppt) but remains consistent with results from a year ago.
- 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	420	199	131
YEARS BEEN A TRANSIT RIDER	12.6	16.1	10.2	10.0
TRANSIT SYSTEM – OVERALL SERVICE RATING	8.0	8.1	7.9	7.7
AVERAGE AGE	43.6	50.3	41.8	33.3
MODE	%	%	%	%
Bus	76	64	85	86
SkyTrain	69	66	69	77
SeaBus	7	7	5	8
AGE	%	%	%	%
18-34 years	37	20	41	66
35-54 years	32	36	33	22
55+ years	28	40	24	11
GENDER	%	%	%	%
Women	47	47	53	40
Men	46	48	39	53
Non-binary, gender fluid, or other identity	<1	-	1	1
Prefer not to answer	6	5	7	6
EMPLOYMENT STATUS	%	%	%	%
Full-time	48	44	45	58
Part-time	16	10	24	19
Not employed (also includes students, homemakers, & retirees)	37	45	32	26
EDUCATION	%	%	%	%
High school or less	18	13	20	25
Vocational/college/technical	17	18	16	17
Some university	8	7	6	12
Graduated university	54	59	55	42
HOUSEHOLD INCOME	%	%	%	%
Under \$40K	16	10	21	21
\$40K to <\$80K	25	22	24	31
\$80K or more	40	47	33	35

Customer Profiles | LOW, MEDIUM, HIGH FREQUENCY RIDERS

	TOTAL	LOW	MEDIUM	HIGH
Base	750	420	199	131
TRAVEL PURPOSE	%	%	%	%
Entertainment	50	43	44	70
Work	46	22	56	80
Shopping	45	31	51	63
Personal business	28	22	23	44
School	12	4	17	21
Other purpose	12	11	6	19
PAYMENT METHOD	%	%	%	%
Compass Card (includes Stored Value, Monthly Pass, U-Pass BC, etc.)	81	73	85	90
Tap to Pay	10	17	5	3
Cash fare (on the bus)	5	4	6	4
Compass ticket	3	6	1	<1
Other	2	1	3	3
REGION	%	%	%	%
City of Vancouver	38	32	43	41
Surrey/Other South of Fraser	18	21	15	15
Burnaby/New Westminster	15	12	15	23
Richmond/South Delta	11	13	7	11
Northeast Region	9	10	9	6
North Vancouver	8	8	9	4
West Vancouver	2	3	2	1

Customer Profiles | LOW, MEDIUM, HIGH FREQUENCY RIDERS

	TOTAL	LOW	MEDIUM	HIGH
Base	750	420	199	131
IDENTIFY AS FIRST NATIONS, INUIT, MÉTIS	%	%	%	%
Yes	2	1	2	2
No	94	94	93	94
Prefer not to answer	4	3	4	4
Don't know	1	1	1	<1
ETHNICITY	%	%	%	%
Caucasian	44	50	39	39
Chinese	18	16	20	18
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	13	11	11	21
Filipino	5	3	8	4
Latin American	4	3	6	3
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	3	1	6	3
West Asian (e.g., Iranian, Afghan, etc.)	1	1	1	1
Middle Eastern	1	1	-	-
Korean	1	<1	1	2
Japanese	1	<1	1	2
Black	1	2	1	-
Arab	1	<1	1	2
First Nation	<1	<1	1	-
Other	1	2	1	1
Prefer not to answer	6	8	3	5

Customer Profiles | MODE USER PROFILES

- About three-quarters (76%) of transit users rode the bus this quarter, a slight increase from last wave (+2 ppt) and the same period last year (+2 ppt).
- Nearly seven in ten transit users (69%) used SkyTrain this quarter, slightly up from last wave (+2 ppt) but down from the same quarter last year (-3 ppt).
- Only 7% of transit users reported using SeaBus this quarter, consistent with last quarter but down from the same period last year (-3 ppt).
- 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	555	470	72*
AVERAGE PAST-WEEK TRANSIT TRIPS	6.1	6.9	6.7	5.7
YEARS BEEN A TRANSIT RIDER	12.6	12.1	11.6	16.3
TRANSIT SYSTEM – OVERALL SERVICE RATING	8.0	7.9	8.1	7.8
AVERAGE AGE	43.6	42.1	42.4	49.1
AGE	%	%	%	%
18-34 years	37	43	41	25
35-54 years	32	28	32	30
55+ years	28	27	25	42
GENDER	%	%	%	%
Women	47	47	46	40
Men	46	46	48	57
Non-binary, gender fluid, or other identity	1	1	<1	-
Prefer not to answer	6	6	6	3
EMPLOYMENT STATUS	%	%	%	%
Full-time	48	46	50	53
Part-time	16	19	18	14
Not employed (also includes students, homemakers, & retirees)	37	36	33	36
EDUCATION	%	%	%	%
High school or less	18	21	15	8
Vocational/college/technical	17	16	20	20
Some university	8	9	7	2
Graduated university	54	51	57	66
HOUSEHOLD INCOME	%	%	%	%
Under \$40K	16	18	17	3
\$40K to <\$80K	25	25	25	22
\$80K or more	40	38	42	45

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	555	470	72*
TRAVEL PURPOSE	%	%	%	%
Entertainment	50	48	53	67
Work	46	52	50	36
Shopping	45	49	42	46
Personal business	28	29	27	19
School	12	14	11	2
Other purpose	12	12	11	21
PAYMENT METHOD	%	%	%	%
Compass Card (includes Stored Value, Monthly Pass, U-Pass BC, etc.)	81	84	81	79
Tap to Pay	10	8	10	8
Cash fare (on the bus)	5	5	3	7
Compass ticket	3	1	4	4
Other	2	2	2	2
CHOICE/CAPTIVE RIDERS	%	%	%	%
Choice	65	58	67	79
Captive	35	42	33	21
REGION	%	%	%	%
City of Vancouver	38	39	36	35
Surrey/Other South of Fraser	18	19	18	5
Burnaby/New Westminister	15	14	18	-
Richmond/South Delta	11	11	13	2
Northeast Region	9	6	11	3
North Vancouver	8	8	3	53
West Vancouver	2	3	1	3

Customer Profiles | MODE USER PROFILES

	TOTAL	BUS	SKYTRAIN	SEABUS
Base	750	555	470	72*
IDENTIFY AS FIRST NATIONS, INUIT, MÉTIS	%	%	%	%
Yes	2	2	2	-
No	94	94	94	98
Prefer not to answer	4	3	4	2
Don't know	1	1	1	-
ETHNICITY	%	%	%	%
Caucasian	44	43	40	60
Chinese	18	15	20	11
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	13	16	15	11
Filipino	5	6	6	7
Latin American	4	5	4	5
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	3	4	4	-
West Asian (e.g., Iranian, Afghan, etc.)	1	1	1	2
Middle Eastern	1	-	1	-
Korean	1	1	-	-
Japanese	1	1	2	1
Black	1	1	1	-
Arab	1	<1	1	-
First Nation	<1	1	1	-
Other	1	1	2	-
Prefer not to answer	6	5	6	2

Customer Profiles | TRANSIT USERS COMPARED WITH GENERAL PUBLIC

	METRO VANCOUVER POPULATION 16 YEARS OR OLDER*	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025
Base	2000	750	750	750	750	750	751	750	750	750
AVERAGE YEARS RIDING TRANSIT	n/a	9.8	11.8	11.7	14.0	11.9	12.7	13.4	11.6	12.6
AGE	%	%	%	%	%	%	%	%	%	%
18-24 years	12	18	16	14	16	14	17	11	19	16
25-34 years	18	20	22	22	22	24	21	27	17	21
35-44 years	18	17	14	16	15	16	14	17	18	17
45-54 years	20	16	18	17	17	18	19	16	17	15
55-64 years	16	7	7	7	8	8	7	9	8	7
65 years or older	17	19	20	21	21	18	21	18	20	21
GENDER**	%	%	%	%	%	%	%	%	%	%
Men	48	48	48	52	50	48	49	48	49	48
Women	52	52	52	48	50	52	51	52	51	52
EMPLOYMENT	%	%	%	%	%	%	%	%	%	%
Employed full time	57	46	48	52	53	48	49	52	45	48
Employed part time	13	17	16	14	16	20	16	15	18	16
Student	5	14	13	11	11	11	11	12	12	8
Not employed	3	6	6	5	4	5	6	5	5	7
Homemaker	2	4	2	2	2	3	2	2	2	3
Retired	18	18	18	19	19	18	19	17	20	19
Refused	1	2	3	3	2	2	2	2	2	2
EDUCATION	%	%	%	%	%	%	%	%	%	%
High school or less	21	19	18	16	16	14	16	15	14	18
Vocational/college/technical	26	16	18	15	19	19	18	15	15	17
Some university	7	9	7	9	11	8	10	9	13	8
Graduated university	45	53	53	56	52	57	54	58	55	54
Refused	<1	2	3	3	3	2	1	3	2	3

← Transit tenure is at 12.6 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.



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 NO READ THE CODE LIST. INTERVIEWER TO SELECT APPLICABLE CODES)**

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

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

YES

NO

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

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

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

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

[RECORD VERBATIM]

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

[1-10]

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

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

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

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	646	7.9	8.6	8.3	8.3	7.2	7.5	8.3	8.6	8.3	7.3	8.9
2	5	8.3	9.7	7.0	6.8	8.7	8.8	8.9	9.3	9.4	8.7	9.4
3	7	7.9	9.0	8.3	8.4	7.9	7.4	8.1	9.5	8.8	7.9	9.5
4	7	7.2	9.3	7.9	7.5	7.1	6.9	6.0	7.8	7.2	8.2	9.0
5	4	8.2	8.7	8.3	8.1	4.8	5.9	7.8	7.8	8.2	5.9	8.2
6	5	7.9	9.7	9.0	8.9	7.9	8.2	9.1	7.9	7.8	8.6	10.0
7	6	8.1	9.4	9.6	9.6	9.1	7.1	8.5	9.2	9.2	7.0	9.4
8	6	7.2	7.1	6.8	7.3	7.0	6.5	7.0	8.3	7.8	6.7	8.5
9	14	8.0	8.9	8.7	8.3	8.1	8.0	8.8	8.7	9.0	8.1	9.0
10	12	7.5	9.7	7.5	7.1	7.0	7.6	7.2	8.9	7.4	6.6	9.5
14	9	7.5	7.2	7.4	6.7	7.2	7.0	6.8	8.1	7.8	5.4	7.4
15	3	6.7	8.7	8.0	8.4	6.5	7.3	8.0	7.8	7.8	7.3	9.6
16	11	8.1	9.7	9.0	9.3	7.6	8.7	8.4	9.6	9.3	8.5	9.5
17	5	7.9	8.9	9.1	9.1	8.3	6.9	7.5	8.3	8.3	7.9	9.9
19	7	8.3	7.8	8.2	8.5	7.2	6.0	8.2	8.8	8.3	6.3	8.8
20	9	6.5	8.5	6.1	6.1	5.8	5.5	5.3	8.8	7.4	5.5	8.7
22	7	8.2	8.5	7.6	7.7	7.5	7.5	8.5	8.2	7.7	7.0	8.9
23	3	5.1	10.0	6.6	6.6	5.6	4.6	6.1	8.0	8.5	6.6	10.0
25	13	7.8	9.7	9.5	9.7	6.5	6.7	9.7	9.5	9.1	7.4	9.4
26	2	9.6	8.9	8.6	9.6	9.1	6.4	9.6	9.1	9.3	7.0	8.9
27	1	0.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	0.0	10.0
28	2	6.4	10.0	10.0	10.0	5.2	4.0	9.6	5.2	5.2	4.8	9.2
29	6	8.8	8.3	9.4	9.4	8.0	8.2	9.3	9.4	9.4	8.0	8.9
31	1	2.0	1.0	7.0	6.0	5.0	2.0	6.0	8.0	7.0	1.0	4.0
33	2	9.7	9.0	10.0	9.7	5.8	3.8	9.7	10.0	8.3	3.8	10.0
41	3	6.6	6.0	5.6	7.1	8.0	7.7	5.8	7.6	8.1	6.3	6.6
44	4	7.2	7.4	8.2	7.8	7.7	7.5	7.4	8.4	8.4	7.2	8.0
49	10	8.4	8.8	8.6	8.9	7.0	7.9	8.8	8.5	8.7	8.8	9.0
50	4	8.4	9.7	9.5	9.5	5.8	5.2	9.5	9.6	6.2	7.4	9.7
68	1	10.0	9.0	10.0	10.0	10.0	10.0	10.0	9.0	10.0	8.0	9.0
84	6	7.8	9.2	7.9	8.4	7.4	7.3	8.5	8.8	7.3	6.2	8.3
99 B-Line	25	7.5	8.2	8.3	8.0	5.4	7.9	7.6	9.0	8.4	7.5	8.9
100	2	9.8	7.0	7.7	6.2	4.8	6.5	10.0	8.3	8.2	9.2	9.8
106	6	7.7	8.6	8.9	8.6	7.4	7.9	8.4	8.9	8.8	7.1	9.4
112	2	8.0	8.1	9.0	7.9	5.9	9.1	9.1	9.1	10.0	7.7	9.6
116	1	8.0	10.0	10.0	10.0	7.0	8.0	10.0	9.0	9.0	9.0	10.0
119	3	7.9	8.3	8.3	7.7	9.0	7.6	8.3	8.3	7.2	8.2	8.9
123	7	7.3	8.5	7.7	7.6	6.8	7.0	8.2	8.3	8.3	7.2	9.1



APPENDIX C – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
128	1	6.0	7.0	8.0	8.0	5.0	5.0	7.0	9.0	7.0	6.0	7.0
129	1	5.0	8.0	8.0	10.0	7.0	5.0	8.0	10.0	10.0	5.0	8.0
130	6	6.8	7.5	8.1	7.2	4.5	7.3	7.3	6.9	7.9	6.8	7.2
131	1	7.0	10.0	9.0	9.0	9.0	7.0	10.0	10.0	10.0	8.0	10.0
134	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	9.0	10.0	10.0	10.0
144	4	7.7	7.9	8.0	7.6	6.6	7.3	8.7	8.6	8.2	7.0	9.9
145	2	7.9	8.4	8.6	8.6	6.1	6.5	9.0	9.0	7.5	6.2	9.0
150	1	10.0	10.0	10.0	10.0	2.0	8.0	10.0	10.0	8.0	8.0	10.0
151	2	7.1	10.0	10.0	10.0	9.6	4.8	8.8	7.1	10.0	3.9	8.8
152	2	9.0	9.9	9.9	9.9	8.0	9.8	9.9	9.9	9.1	8.8	9.9
153	2	8.0	7.0	7.5	8.0	9.0	7.0	8.5	8.0	7.0	6.4	7.0
155	2	9.0	9.4	8.4	8.4	10.0	9.4	8.1	10.0	9.4	6.8	9.4
160	6	8.2	8.1	7.7	8.4	8.9	7.9	8.1	8.9	8.2	7.5	8.8
169	1	7.0	10.0	5.0	7.0	5.0	8.0	8.0	3.0	5.0	8.0	10.0
174	2	8.0	8.4	9.6	9.6	8.4	8.0	8.4	8.4	9.6	5.8	9.2
180	2	7.7	9.0	9.5	9.0	9.8	6.7	8.2	7.5	6.9	2.0	9.0
189	1	8.0	8.0	8.0	8.0	8.0	9.0	9.0	9.0	9.0	9.0	8.0
210	4	3.9	7.4	7.2	7.2	4.1	4.0	6.1	5.0	5.0	3.9	7.4
211	5	7.5	9.0	9.0	8.4	7.4	8.4	8.4	7.5	7.9	6.8	8.8
212	1	7.0	7.0	7.0	10.0	6.0	3.0	8.0	8.0	8.0	8.0	10.0
222	2	5.4	6.2	6.6	5.6	7.7	7.6	5.8	8.5	7.8	7.0	8.0
227	1	10.0	10.0	10.0	10.0	10.0	9.0	10.0	9.0	9.0	8.0	10.0
228	4	7.7	8.0	8.0	8.7	7.7	8.3	8.5	7.6	7.6	7.6	8.6
229	3	8.8	9.2	8.6	8.4	10.0	10.0	8.8	9.6	10.0	8.4	10.0
230	5	9.3	9.4	9.0	9.0	9.1	9.1	7.8	10.0	9.8	9.4	9.4
232	2	8.6	8.1	6.8	6.8	8.0	7.4	6.9	8.1	7.8	7.6	8.1
236	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
239	1	7.0	9.0	9.0	7.0	4.0	7.0	7.0	9.0	8.0	6.0	9.0
240	14	7.0	8.3	8.2	8.1	5.4	6.4	8.1	8.7	8.1	6.3	8.0
246	8	8.5	9.5	8.9	8.6	9.2	7.7	8.9	8.9	8.2	6.2	9.4
249	1	9.0	9.0	9.0	8.0	9.0	9.0	9.0	10.0	9.0	5.0	9.0
250	50	8.6	8.9	9.2	9.0	8.5	8.8	9.0	9.4	9.5	8.1	9.0
251	2	7.9	8.1	7.2	5.2	5.3	5.2	8.1	8.0	8.1	5.8	8.1
252	1	7.0	7.0	6.0	10.0	10.0	9.0	10.0	9.0	10.0	8.0	7.0
253	4	6.3	8.2	10.0	9.9	1.7	7.2	9.1	10.0	10.0	7.8	6.4
254	2	9.6	9.8	9.9	9.9	9.9	9.5	9.6	10.0	9.8	4.1	9.8
255	8	8.6	5.9	8.9	8.9	6.3	8.7	8.9	8.9	8.8	6.7	9.4
257	13	8.7	9.4	8.6	8.5	7.7	9.0	8.9	9.1	9.4	8.1	9.8

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
258	1	9.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
280	1	8.0	9.0	9.0	9.0	10.0	7.0	9.0	9.0	9.0	8.0	9.0
301	4	6.5	7.2	8.4	8.3	7.2	6.1	8.7	8.8	8.0	5.5	7.7
312	1	7.0	9.0	9.0	9.0	5.0	7.0	8.0	8.0	7.0	7.0	9.0
314	3	9.8	9.5	9.8	9.0	9.8	8.0	9.8	9.5	9.5	8.5	9.5
316	1	8.0	10.0	8.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	8.0
319	2	9.1	10.0	9.6	9.6	9.6	7.8	10.0	10.0	10.0	8.9	10.0
320	2	7.5	8.5	6.1	7.0	5.4	7.0	7.0	7.5	7.0	7.0	8.0
321	4	8.3	9.1	7.9	8.5	6.4	7.9	8.8	9.3	8.7	8.3	9.1
322	2	5.5	6.5	8.5	7.5	7.0	3.0	8.0	8.0	7.0	7.0	7.0
323	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	8.0	10.0
324	4	8.8	9.3	9.2	9.2	7.4	7.8	9.2	9.1	9.2	7.1	9.3
326	1	10.0	10.0	10.0	8.0	10.0	10.0	8.0	8.0	8.0	8.0	10.0
335	5	8.1	8.5	8.4	8.5	6.5	8.6	7.7	8.1	7.6	8.5	9.0
337	2	6.5	9.0	8.0	6.5	6.9	2.8	7.5	9.5	9.0	7.1	9.0
340	3	9.3	8.8	9.1	9.1	7.7	8.6	9.1	9.0	8.4	9.0	8.8
341	1	10.0	10.0	10.0	10.0	5.0	10.0	10.0	10.0	10.0	10.0	10.0
342	1	8.0	10.0	8.0	8.0	6.0	8.0	10.0	8.0	8.0	10.0	10.0
351	9	8.5	8.5	8.2	8.5	6.9	8.1	8.6	9.1	8.7	7.7	9.3
363	2	7.4	8.9	8.9	8.9	8.3	7.8	8.9	6.6	8.3	5.6	8.9
364	2	7.5	7.0	7.5	7.5	6.0	6.5	7.5	8.5	5.5	5.5	7.5
375	3	8.0	8.8	8.8	8.8	7.8	7.9	9.3	9.3	8.2	7.5	9.0
401	8	8.1	7.7	8.9	9.1	7.0	7.3	8.9	9.2	8.5	6.4	8.5
402	2	10.0	10.0	10.0	9.7	9.1	9.4	9.7	9.4	9.7	8.2	10.0
403	5	8.6	9.1	9.0	9.0	8.3	8.0	8.5	8.9	8.7	6.4	9.8
404	1	8.0	8.0	8.0	8.0	8.0	5.0	8.0	0.0	8.0	2.0	8.0
405	2	9.2	7.5	8.3	8.3	9.2	6.7	8.2	7.5	8.3	8.0	8.3
406	6	8.8	9.2	8.8	8.8	7.9	8.8	8.5	9.2	9.1	8.5	9.0
407	3	9.7	9.8	10.0	10.0	8.6	4.0	7.1	9.3	4.0	5.9	8.8
408	3	8.8	8.4	9.4	8.6	8.3	5.8	9.6	8.7	8.6	6.9	8.6
410	4	9.4	8.9	9.4	8.7	7.6	8.4	8.7	9.3	8.6	6.4	9.4
430	5	7.1	8.3	8.6	8.5	6.4	6.7	8.5	7.7	8.2	6.2	8.7
501	2	8.3	9.0	7.5	5.4	8.2	7.3	9.0	8.0	7.5	6.3	8.3
502	3	7.6	9.1	7.3	8.3	8.3	7.7	8.2	8.4	7.3	7.8	8.1
503	5	6.9	8.4	8.2	5.9	5.8	5.8	7.4	7.7	7.2	6.3	8.8
531	2	9.0	7.7	9.7	7.4	7.3	8.0	9.3	9.3	6.0	5.3	7.9
555	3	7.9	8.0	8.2	6.5	6.7	6.1	5.9	8.8	7.6	5.8	8.4
562	1	10.0	10.0	10.0	9.0	8.0	10.0	10.0	10.0	10.0	10.0	8.0

APPENDIX C – Performance Ratings for Routes Ranked by Routes

ROUTE	TRIPS	OVERALL	COURTEOUS	SAFETY ON BOARD	SAFETY AT STOP	OVER-CROWDED	ON-TIME	CLEAN	DIRECT	DURATION	FREQUENCY	DRIVES SAFELY PROFESSIONALLY
564	1	10.0	10.0	10.0	8.0	10.0	10.0	10.0	10.0	10.0	6.0	10.0
595	2	8.0	9.5	8.0	8.2	7.3	9.1	9.1	10.0	10.0	9.1	9.3
601	15	9.0	9.5	9.6	9.6	9.0	8.2	8.8	7.5	8.2	8.3	9.8
602	2	8.1	7.3	10.0	8.7	10.0	8.6	9.3	10.0	9.3	8.1	8.6
604	1	10.0	10.0	10.0	10.0	8.0	9.0	10.0	10.0	9.0	0.0	10.0
620	1	10.0	8.0	10.0	10.0	9.0	10.0	10.0	10.0	10.0	10.0	10.0
640	1	10.0	10.0	10.0	10.0	8.0	10.0	10.0	10.0	10.0	5.0	10.0
701	10	8.5	8.3	8.5	7.7	8.8	7.8	8.6	8.3	7.8	7.8	9.0
743	1	8.0	10.0	9.0	8.0	10.0	9.0	9.0	7.0	8.0	6.0	9.0
750 R1	5	9.1	8.6	8.8	8.0	6.5	9.0	8.9	9.6	9.5	9.1	9.6
751 R2	10	8.3	8.2	8.0	7.5	8.3	7.9	7.8	7.4	8.4	7.5	8.6
752 R3	1	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
753 R4	18	7.6	7.1	7.2	7.8	5.8	6.4	7.1	8.0	7.8	6.7	7.7
754 R5	7	8.1	9.1	6.1	8.7	5.5	8.3	7.4	8.2	9.2	8.8	9.6
755 R6	1	9.0	7.0	9.0	9.0	8.0	9.0	8.0	8.0	9.0	8.0	9.0
BTC	10	8.5	8.8	7.3	8.1	6.9	7.9	8.7	7.5	8.5	7.8	9.0
STC	12	7.4	8.4	8.1	7.4	7.7	6.7	8.2	7.5	7.0	6.0	9.2
PCT	4	8.0	8.2	8.1	8.6	5.6	7.0	8.3	8.6	7.9	7.4	7.7
RTC	9	8.1	8.5	8.4	8.8	8.5	8.2	8.6	8.0	8.3	7.0	8.5
VTC	27	7.4	8.9	8.2	8.1	7.9	7.8	8.3	8.8	8.2	6.9	9.0
WVT	7	8.7	9.3	8.1	7.3	7.9	7.8	8.0	8.3	8.4	7.6	9.3
N9	1	8.0	9.0	8.0	9.0	8.0	9.0	9.0	8.0	8.0	8.0	9.0



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	646	7.9	8.6	8.3	8.3	7.2	7.5	8.3	8.6	8.3	7.3	8.9
250	50	8.6	8.9	9.2	9.0	8.5	8.8	9.0	9.4	9.5	8.1	9.0



APPENDIX D – Overall Performance Ratings Apr – Jun 2024 vs. Apr – Jun 2025

ROUTES WITH 35+ TRIPS PER QUARTER					
ROUTE	APR – JUN 2024		APR – JUN 2025		NET DIFFERENCE
	#TRIPS	OVERALL PERFORMANCE	# TRIPS	OVERALL PERFORMANCE	APR – JUN 2024 VS. APR – JUN 2025
250	48	8.6	50	8.6	0.0

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



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

ROUTES WITH 35+ TRIPS PER 6 MONTH PERIOD					
ROUTE	JAN – JUN 2024		JAN – JUN 2025		NET DIFFERENCE
	#TRIPS	OVERALL PERFORMANCE	# TRIPS	OVERALL PERFORMANCE	JAN – JUN 2024 VS. JAN – JUN 2025
240	32	7.2	37	7.8	0.6
250	95	8.5	77	8.7	0.2
99 B-Line	62	8.1	55	8.3	0.2
VTC	42	8.2	48	7.5	-0.7

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

APPENDIX D – Overall Performance Ratings Jul 2023 – Jun 2024 vs. Jul 2024 – Jun 2025

ROUTES WITH 35+ TRIPS PER YEAR					
ROUTE	JUL 2023 – JUN 2024		JUL 2024 – JUN 2025		NET DIFFERENCE
	#TRIPS	OVERALL PERFORMANCE	# TRIPS	OVERALL PERFORMANCE	JUL 2023 – JUN 2024 VS. JUL 2024 – JUN 2025
10	47	8.0	47	7.4	-0.6
16	48	7.7	47	7.3	-0.4
19	28	7.8	38	8.1	0.3
2	43	7.8	30	8.4	0.6
240	51	7.5	66	7.8	0.3
25	50	7.6	49	8.1	0.5
250	146	8.6	150	8.5	-0.1
255	33	8.4	40	7.6	-0.8
257	37	8.3	40	8.2	-0.1
3	36	6.6	35	7.9	1.3
351	32	8.8	52	8.3	-0.5
410	36	7.6	17	7.8	0.2
49	50	8.0	51	7.7	-0.3
601	33	8.1	50	7.7	-0.4
7	36	7.3	34	7.2	-0.1
753 R4	58	7.7	56	7.4	-0.3
754 R5	38	7.8	33	8.3	0.5
9	37	7.1	51	7.7	0.6
99 B-Line	127	8.0	128	8.2	0.2
BTC	57	8.1	56	8.1	0.0
VTC	91	8.0	88	7.4	-0.6

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