

CUSTOMER SERVICE PERFORMANCE

SEPTEMBER 2024

WEST COAST EXPRESS

Report

2024-12-19

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Survey Background

The West Coast Express Customer Service Performance Survey has been running semi-annually since March 2003. The most recent wave was conducted in September 2024. The survey was designed to focus on the aspects of service that are most positively correlated with system performance ratings from customers.

In addition, the survey implements the Transportation Research Board's Impact Score Method to identify and prioritize those service attributes that are most negatively impacting the largest number of customers. This aims to assist in the prioritization of service improvements.

In this wave, we also aimed to capture riders' thoughts and comments on the recent disruption caused by the labor action between the company operating the rail lines and the union representing its employees.



Project Objectives

The primary objectives of this project are to:

- ▶ Evaluate the quality of service provided by the West Coast Express.
- ▶ Identify what aspects of service have the strongest impact on perceptions of service quality.
- ▶ Provide recommendations regarding what aspects of service need to be modified to improve and maintain high levels of service quality.
- ▶ To assess customer behaviour and motivation relating to the use of WCE.
- ▶ To track changes over time in any of the above-mentioned areas.

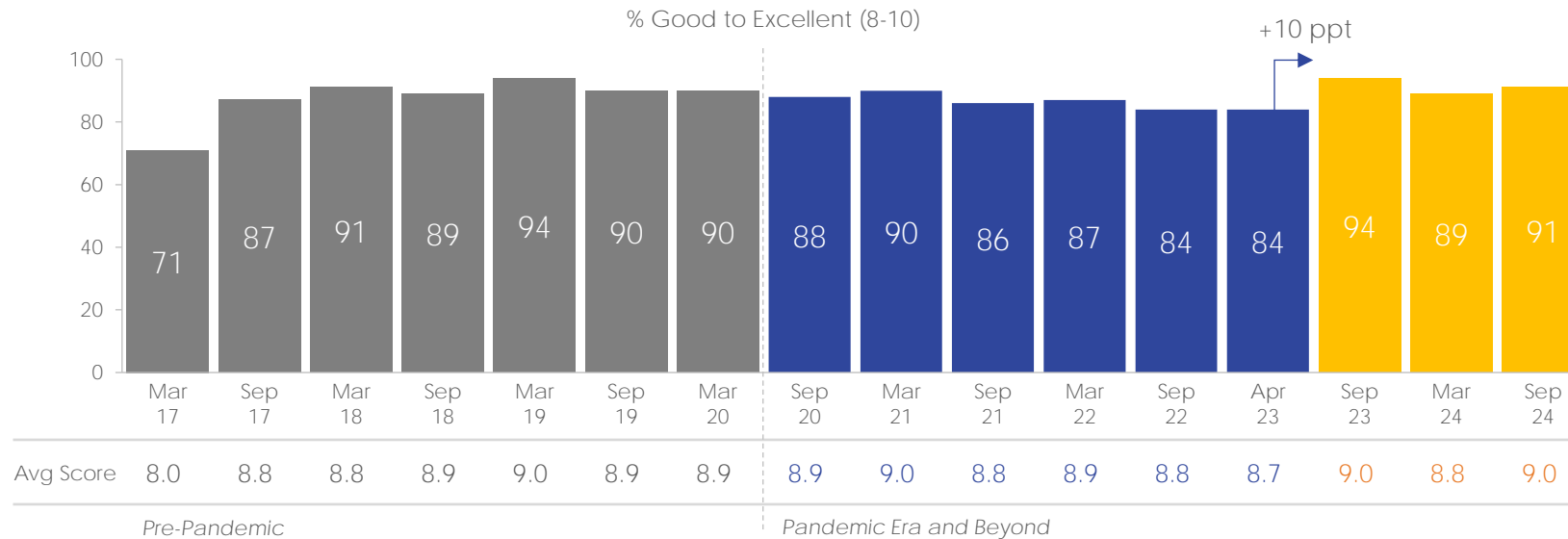


Executive Summary (1/4)

Perceptions of Overall Service and WCE Staff Remain Strong This Wave

- This wave, 91% of riders provide good-to-excellent ratings (i.e., 8-10 out of 10) when it comes to West Coast Express service overall. The average score of 9.0 out of 10 represents a significant improvement from last wave, and is consistent with the average from the same time last year.
- Longer term, despite a slight pandemic-era dip in good-to-excellent scores, ratings of overall service seem to have stabilized, maintaining high scores for three waves after a notable increase between April 2023 and September 2023.

Q8. How would you rate the service of West Coast Express overall?

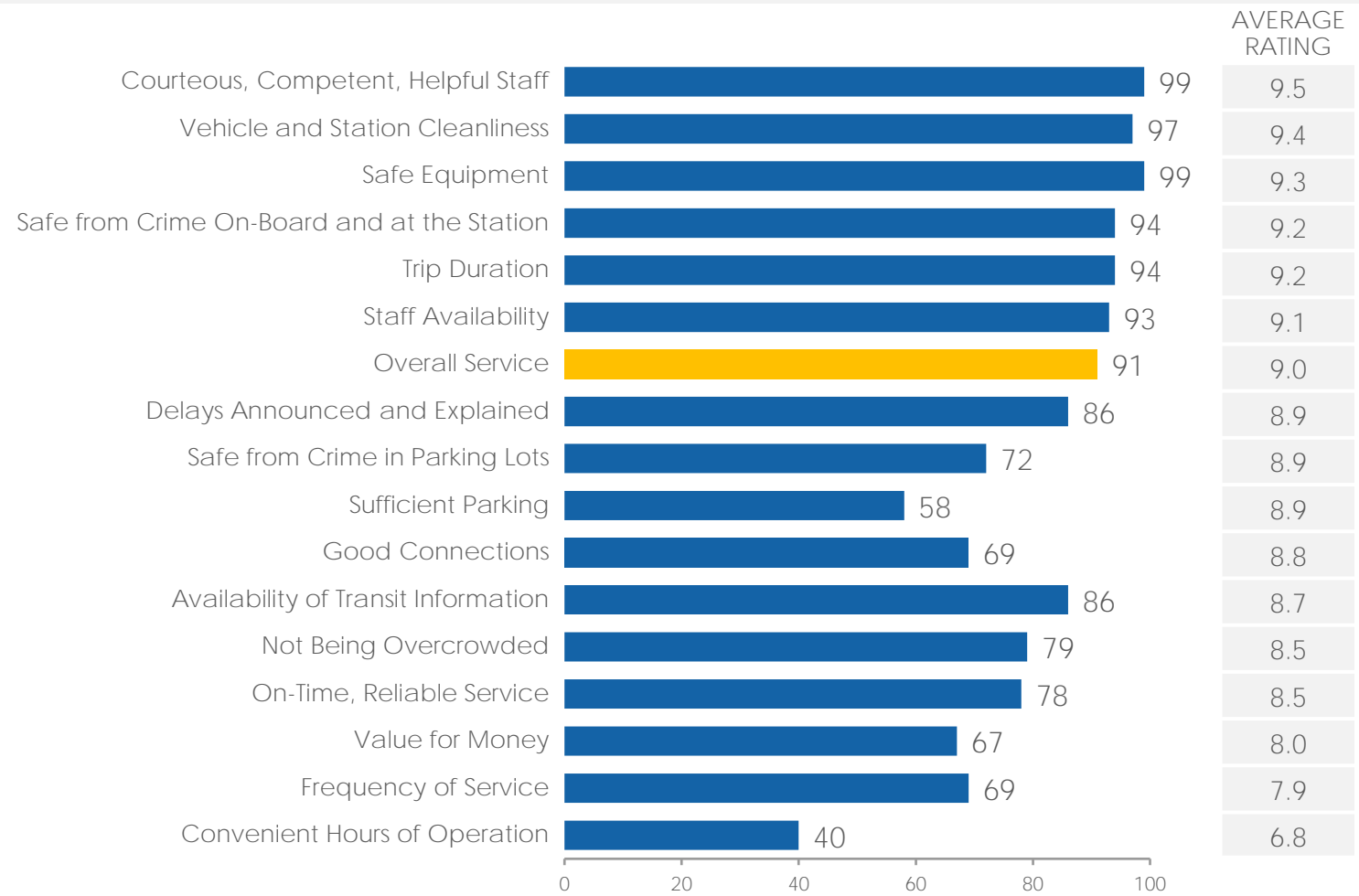


- Staff-related metrics, particularly *Courteous*, *Competent*, and *Helpful Staff*, have excelled this wave, with 99% of riders giving good-to-excellent ratings and an average score of 9.5. Consistently high scores in this metric as well as *Staff Availability* emphasize the customer perceptions of a high level of service quality. These scores both saw a boost between April and September 2023, aligning with the boost in Overall Service scores, and have held relatively stable over the past three waves.



Executive Summary (2/4)

PERFORMANCE ON WEST COAST EXPRESS ATTRIBUTES – % GOOD TO EXCELLENT (8-10)



Sep 2024 Base = 309

Despite Stability in Overall Service Ratings, Some Important Attributes Have Shifted Since Last Wave

- This wave saw significant increases in average ratings for *On-Time, Reliable Service*, as well as *Not Being Overcrowded* compared with last wave.
- Perceptions of WCE equipment being safe also improved this wave compared to March 2024, with *Safe Equipment* now among the top-rated attributes of WCE service, alongside ratings of *Courteous, Competent, and Helpful Staff* and *Vehicle and Station Cleanliness*.
- Notably, average ratings for *Frequency of Service* declined this wave after seeing a considerable boost in ratings following the resumption of full five-train service in the summer of 2023. The drop in ratings this wave compared to the last two waves seems to hint at a change in rider expectations of more frequent and flexible service to reflect new travel patterns.
- While still receiving high average ratings, at 8.7 out of 10, perceptions of *Availability of Transit Information* also declined significantly since last wave.

Executive Summary (3/4)

Convenient Hours and *On-Time, Reliable Service* Continue to Have Outsized Impact on Overall Ratings

- This wave, the attribute with the strongest overall impact on *Overall Service* ratings is *Convenient Hours of Operation*, largely due to high proportions of very-poor-to-neutral ratings for this attribute compared with all other WCE service attributes.
- *On-Time, Reliable Service* also has a moderate overall impact on *Overall Service* ratings, as there is a considerable gap of 1.8 in average *Overall Service* score between groups based on their rating of *On-Time, Reliable Service*.
- *Value for Money* also has a moderate overall impact on *Overall Service* ratings; however, *Value for Money* may be better understood as an “outcome” measure (similar to *Overall Service*) as opposed to an “input” measure that can be directly influenced by service adjustments.
- In particular, attributes such as *Convenient Hours of Operation* and *On-Time, Reliable Service* will likely be under increased scrutiny in a post-pandemic era, as changes in commuting behaviour (due to remote and hybrid work trends) continue to shift passengers' expectations of flexibility, frequency, and value.

AREAS TO BE ADDRESSED TO IMPROVE PERCEPTIONS OF WCE SERVICE

Attribute	Overall Service Rating		Impact Score Calculation		
	From Those Rating This Attribute 1-5 (A)	From Those Rating This Attribute 6-10 (B)	Gap Score (B-A=C)	Proportion Rating This Attribute 1-5 (D)	Impact Score* (CxD)
Convenient Hours of Operation	8.7	9.1	0.4	0.34	0.14
Value for Money	8.2	9.0	0.8	0.07	0.06
On-Time, Reliable Service	7.2	9.0	1.8	0.03	0.05



Executive Summary (4/4)

Commuting Behaviour Continues to Shift, as “New Normal” Work Trends Continue to Evolve

- West Coast Express is primarily used as a commuter service, with very few trips for purposes other than commuting for work or school. Most trips on WCE, as in previous waves, are for commuting to and from work (81% this wave). However, the proportion of trips taken for school (16% this wave) seems to have largely sustained the increase first noted in September 2021.
- WCE usage has shifted considerably in the pandemic era and beyond. Not surprisingly, the average number of trips on WCE (and on transit in general) dropped substantially among WCE riders between March and September 2020; however, we are now starting to see the average creeping slowly up, with gains of 0.2 WCE trips per week over each of the past two waves. Notably, the proportion of WCE riders making at least 10 one-way trips weekly (30%) has increased from the same period last year.
- Riders this wave also report that their use of WCE has either stayed the same or even increased over the past six months, with only 3% indicating a decrease in ridership. Among those increasing their use of the WCE, nearly three in ten (28%) cite changes in work circumstances as the reason for increased use, while one-quarter (24%) specifically mention back-to-office mandates.
- These trends align well with recent Statistics Canada research¹ looking at commuting habits, and the impact of changing work trends on travel behaviour. This research shows that the proportion of employed Canadians working mainly from home has dropped since a high in May 2021, yet remains over twice as high as pre-pandemic rates, with Vancouver’s remote-work rate estimated at 22.4% this year.

Shifts in Ridership Are Also Becoming Apparent in Payment Methods and Access to Vehicles

- Use of different payment methods for WCE trips has changed considerably since the start of the COVID-19 pandemic. Monthly pass use has dropped, hinting that fewer riders are taking enough trips to warrant purchasing a monthly pass, whereas Stored Value use has jumped to a record 49% of all trips. Meanwhile, the share of trips being paid for via U-Pass has increased as the share of trips for school has increased.
- Nearly one-quarter of riders (23%) are Captive, meaning that they do not have access to a vehicle for the same trip, while more than three-quarters (77%) are Choice riders who opt for WCE over a personal vehicle. Notably, the proportion of Choice riders has seemingly stabilized after a pandemic-era drop and now exceeds proportions of Choice riders seen before the pandemic.



Methodology (1/3)

Ipsos began conducting the West Coast Express Customer Service Performance (CSP) Survey in March 2003. The questionnaire has undergone minor changes since then to reflect changing circumstances (e.g., Covid-19 pandemic, service disruptions due to rail labour action) but the core questions have remained intact over the years.

In this section, we present the methodology Ipsos uses to collect and weight the data, along with the sampling errors associated with the survey results from the most recent wave of this program, conducted in September 2024.



Methodology (2/3)

SAMPLE DESIGN

A total of 309 surveys were administered to a random sample of riders travelling onboard West Coast Express. To ensure representation across day of travel, interviews were conducted across all weekdays from September 9th to 20th, 2024.

Quotas were set to reflect the actual number of riders that travel on each of the five trains heading westbound in the mornings and on each of the five trains heading eastbound in the afternoons/evenings:

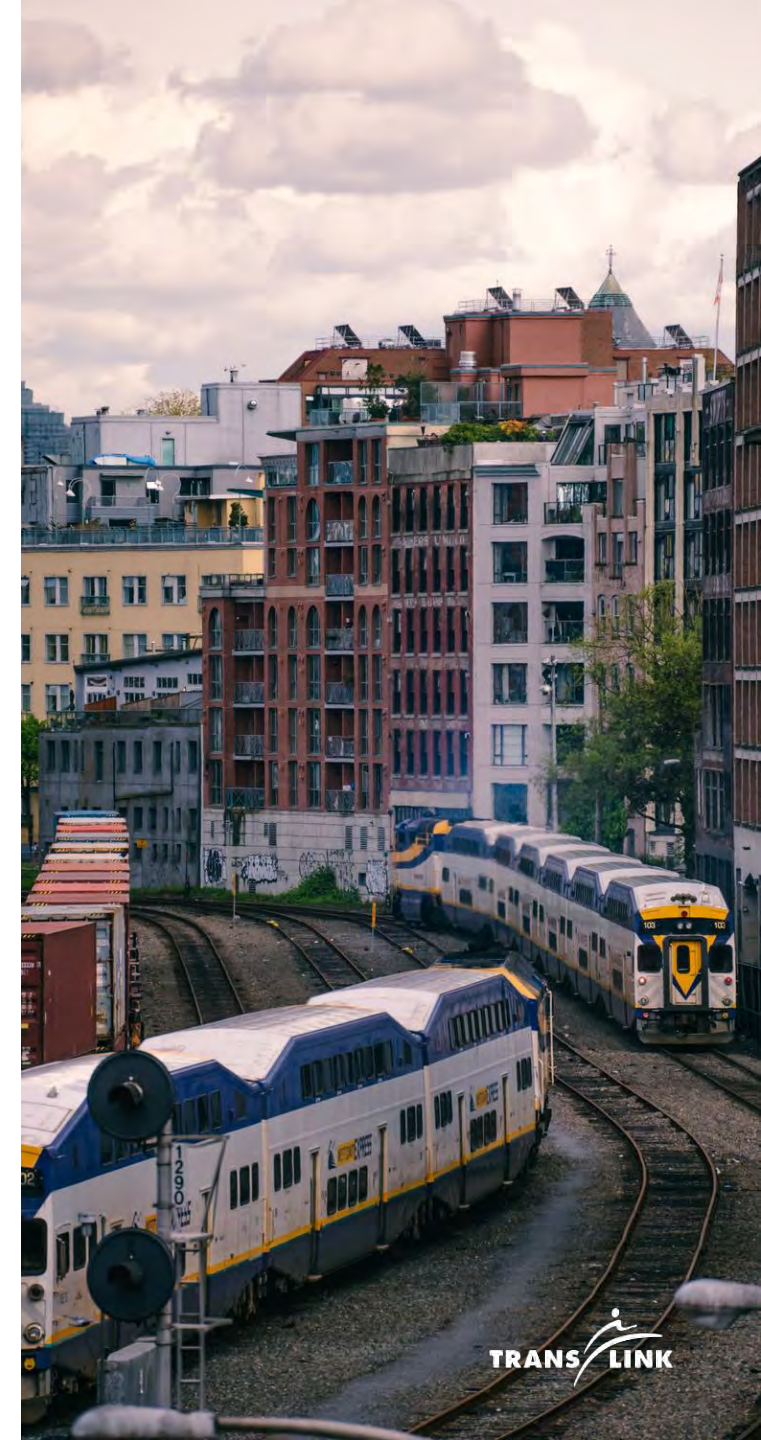
<u>AM Westbound Train</u>	<u>Target</u>	<u>Surveys Collected</u>	<u>PM Eastbound Train</u>	<u>Target</u>	<u>Surveys Collected</u>
<i>Departing Mission at:</i>			<i>Departing Waterfront at:</i>		
5:25AM	31	31	3:50PM	30	28
5:55AM	32	31	4:20PM	31	32
6:25AM	31	32	4:50PM	30	29
6:55AM	32	33	5:30PM	31	31
7:25AM	28	31	6:20 PM	31	31
TOTAL	154	158	TOTAL	153	151

Quotas were also set to obtain a roughly equal number of surveys among passengers boarding (westbound) or arriving (eastbound) at each of the seven suburban stations (excluding Waterfront):

<u>Westbound Boarders</u>	<u>Target</u>	<u>Surveys Collected</u>	<u>Eastbound Disembarkers</u>	<u>Target</u>	<u>Surveys Collected</u>
Mission City	22	22	Mission City	20	20
Port Haney	22	21	Port Haney	22	21
Maple Meadows	22	22	Maple Meadows	20	20
Pitt Meadows	22	24	Pitt Meadows	21	21
Port Coquitlam	22	25	Port Coquitlam	25	25
Coquitlam	22	22	Coquitlam	20	19
Port Moody	22	22	Port Moody	25	25
TOTAL	154	158	TOTAL	153	151

In addition to quotas by day, train, and station targets were set by gender to obtain a roughly equal mix of men and women.

10 – © Ipsos Note: Trains W2 (5:55AM) and E2 (4:20PM) were reinstated in January 2023, after years of closure of these two trains due to the Covid-19 pandemic beginning in 2020.



Methodology (3/3)

DATA WEIGHTING

The stratified sampling plan necessitates the use of weights to bring the sample in line with the actual boardings and alightings at each station. For this wave, the weights were based on the average daily ridership collected from Compass Card taps between September 9th to 20th, 2024.

SAMPLE ERROR FOR MEANS (AVERAGE RATINGS)

The margins of error for means (or average ratings) will vary depending on the sample sizes and standard deviations for each attribute. When comparing total results for different waves, a difference of at least 0.16 to 0.37 in the average ratings is required to be statistically significant at the 95% level of confidence. When comparing smaller sample sub-groups, the differences between average ratings must be proportionately larger to be statistically significant (e.g., at least 0.23 to 0.46 when comparing two samples of 150 and at least 0.39 to 0.78 when comparing two samples of 50).

SAMPLE ERROR FOR PERCENTAGES

The margins of error will depend on the sample sizes and level of consensus on a question. With this in mind, a shift of 8 percentage points is usually required between waves before that change can be considered statistically significant at the 95% level of confidence.

SURVEY INSTRUMENT

The questionnaire was designed by TransLink Consumer Research & Insights in consultation with WCE regarding survey content. The survey takes approximately 15 minutes to complete, with the first section being administered by the interviewer and the remainder filled out by the respondent and then handed back to the interviewer for collection and verification. The questionnaire for this wave can be found in Appendix A.

FIELDWORK

All surveys were conducted during weekdays from September 9th to 20th, 2024.

IMPLEMENTATION OF FTA IMPACT SCORE METHOD

The survey implements the Federal Transportation Authority's Transportation Research Board Impact Score Method to identify and prioritize the service attributes that most negatively impact the largest number of customers.

Detailed Findings: WCE Performance

This section presents an evaluation of the overall performance of the West Coast Express since 2017 and covers the following areas:

- Overall Service Performance
- Performance on Specific Attributes

In this report, terms such as “positive” or “top scores” denote the proportion of respondents who provided “good-to-excellent” ratings (i.e., 8-10 out of 10), unless otherwise specified, while terms such as “negative” or “low scores” denote the proportion of respondents who provided “very-poor-to-neutral” ratings (i.e., 1-5 out of 10).

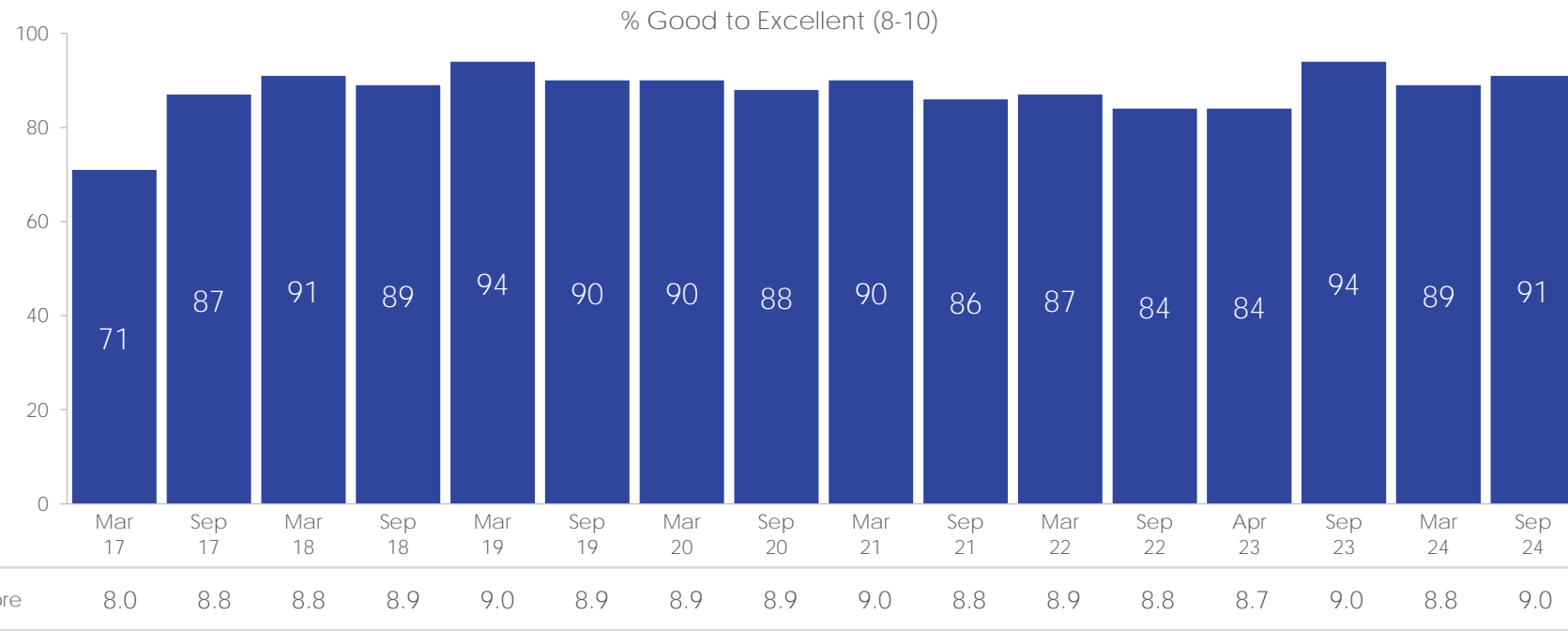


WCE Performance | OVERALL SERVICE

OVERALL SERVICE

- Perceptions of overall service remain very positive among WCE riders. The overall average rating of 9.0 this wave matches the same wave one year ago, and is up slightly from 8.8 last wave. The percentage of riders rating overall service as good to excellent (i.e., 8-10 out of 10) seems to have recovered over the past three waves from a slight dip seen in the prior four waves.
- There is little difference between the different suburban stations when it comes to good-to-excellent scores for overall service.

Q8. How would you rate the service of West Coast Express overall?



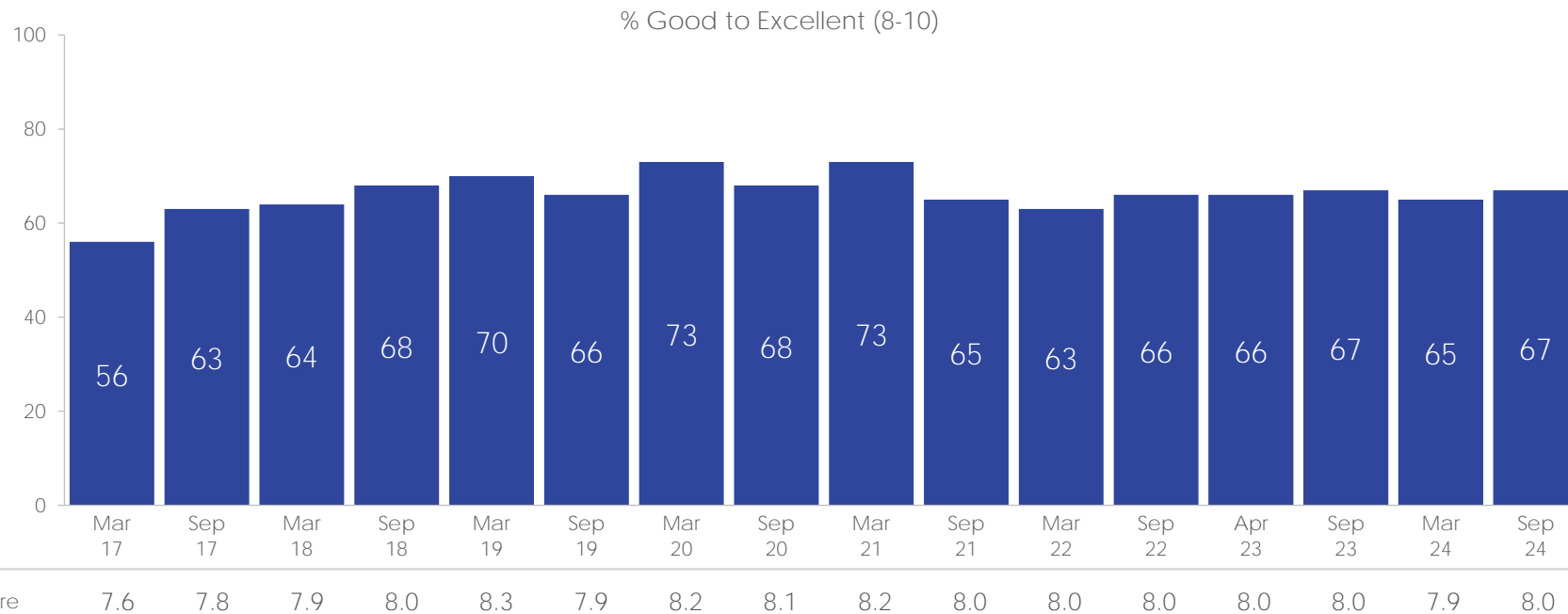
Good-to-Excellent ratings compared to:	
Mar 2024	Sep 2023
+2 ppt	-3 ppt

Sep 2024 Base = 309

VALUE FOR MONEY

- The average value for money score returned to 8.0, consistent with most waves over the past three years, after a slight dip to 7.9 in March 2024.
- Two-thirds (67%) of WCE riders this wave gave good-to-excellent scores regarding value for money, again fairly consistent with the past several waves. The scores have also recovered from the two-point decline observed in the last wave. Riders from Mission, Port Coquitlam and Port Moody gave significantly higher ratings for value for money compared to riders from Port Haney. Mission riders also gave significantly higher value for money ratings than those in Maple Meadows.
- Riders aged 18-34 gave significantly lower good-to-excellent ratings for value for money compared to those aged 35 and older. Younger riders tend to have lower income levels than older riders and may therefore be particularly cost-sensitive.
- Seven percent of WCE riders gave very-poor-to-neutral ratings (i.e., 1-5 out of 10) to this attribute. Among these riders, most feel that the fares are too expensive.

Q9f. How would you rate West Coast Express in terms of: Value for the money?



Good-to-Excellent ratings compared to:	
Mar 2024	Sep 2023
+2 ppt	--

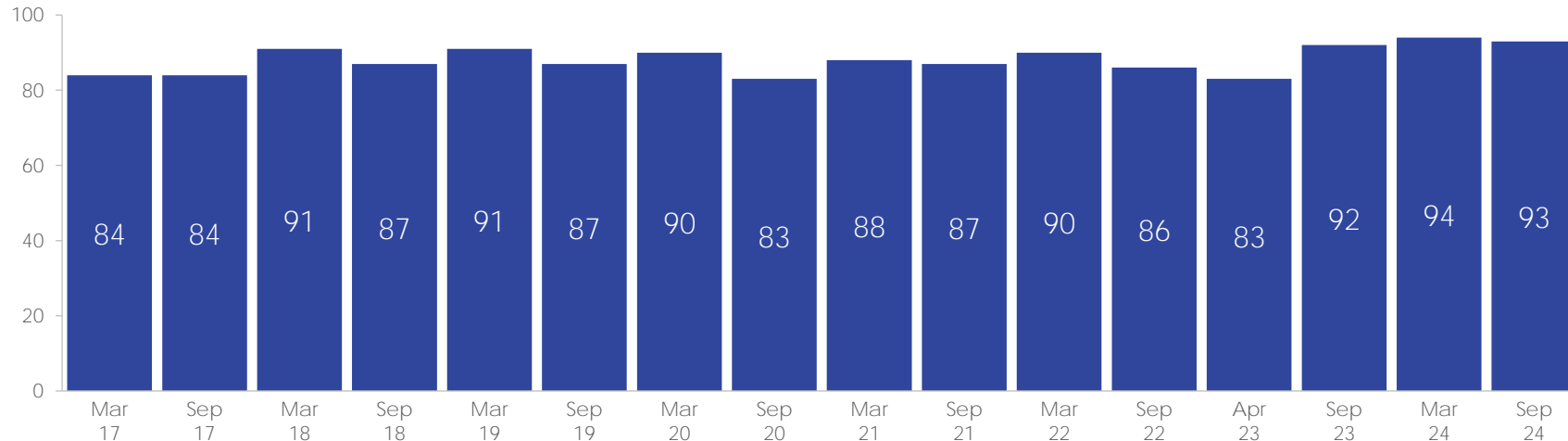
Sep 2024 Base = 307

STAFF AVAILABLE TO ASSIST WITH PROBLEMS

- The average score this wave for staff availability (9.1 out of 10) is fairly consistent with the past two waves, and shows a directional improvement from the 8.8 recorded in April 2023.
- A consistent nine in ten riders or more (93% this wave) over the past three waves have given good-to-excellent ratings for staff availability.
- The good-to-excellent scores on this attribute do not vary significantly between riders who begin or end their journeys at each suburban station.

Q9a1. How would you rate West Coast Express in terms of: Staff available to assist with problems?

% Good to Excellent (8-10)



Good-to-Excellent ratings compared to:	
Mar 2024	Sep 2023
-1 ppt	+1 ppt

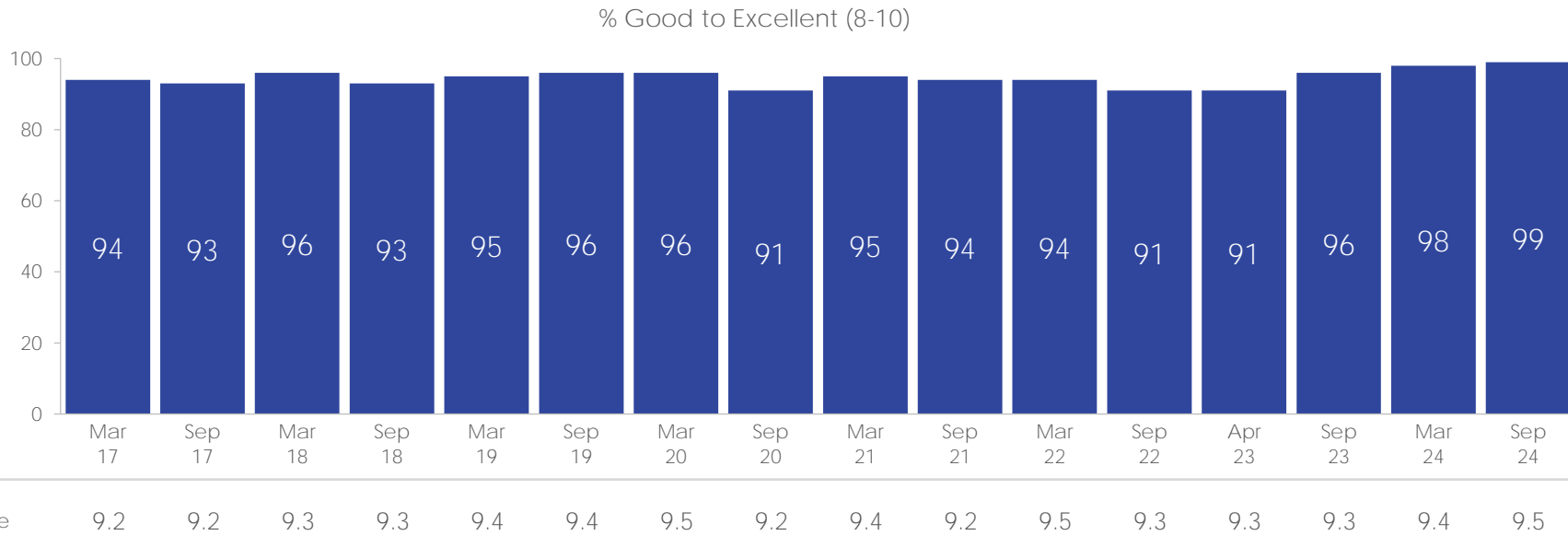
Sep 2024 Base = 308

Avg Score	8.6	8.8	9.0	9.0	9.1	9.0	9.1	8.9	9.0	9.0	9.1	8.9	8.8	9.0	9.2	9.1
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COURTEOUS, COMPETENT AND HELPFUL STAFF

- The average score for courteous, competent, and helpful staff has been trending up over the last few waves, with an average score of 9.5 out of 10 this wave.
- Nearly all WCE riders (99%) gave good-to-excellent ratings for courteous, competent and helpful staff, with a positive upward trend over the last several waves. The scores for this metric are significantly higher than the score for the same time last year .
- There are no statistically significant difference by subgroups such as suburban station, age, or gender when it comes to perceptions of WCE staff's courteous, competent, and helpful behavior.

Q9m. How would you rate West Coast Express in terms of: Courteous, competent and helpful staff?



Good-to-Excellent ratings compared to:

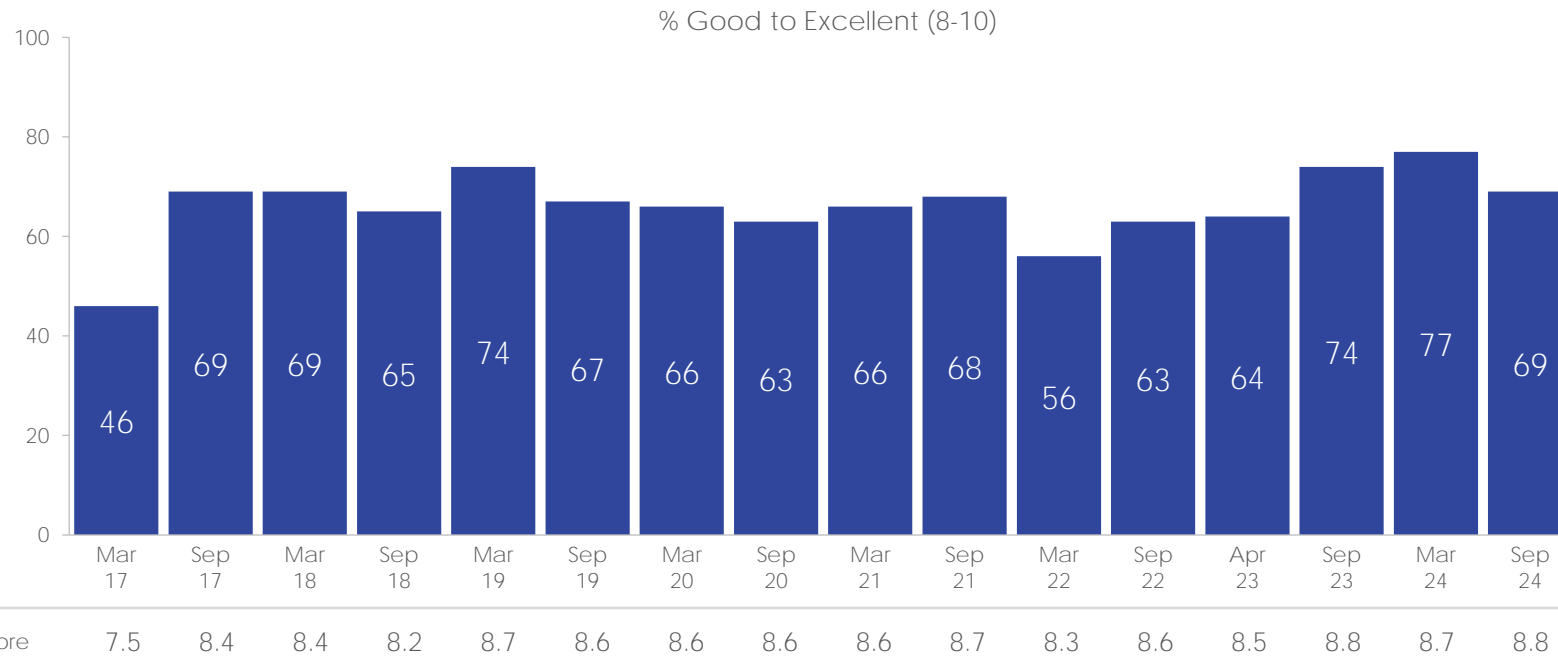
Mar 2024	Sep 2023
+1 ppt	+3 ppt ↑

Sep 2024 Base = 308

GOOD CONNECTIONS

- The average score for good connections increased slightly to 8.8 out of 10 this wave, compared to 8.7 last wave, and matches the average score from the same wave last year.
- While nearly seven in ten WCE riders (69%) provide good-to-excellent ratings for good connections, this is significantly lower than metrics seen in March 2024 and September 2023. However, this wave remains stronger than the scores seen in the two waves prior to September 2023.
- That said, the good-to-excellent score this wave remains stronger than the scores seen in the eight waves prior to September 2023.
- Riders from Port Coquitlam and Port Moody stations are significantly more likely than riders from Maple Meadows and Pitt Meadows stations to provide top scores for good connections.

Q9c. How would you rate West Coast Express in terms of: Good connections with other transit modes with a reasonable wait time?



Good-to-Excellent ratings compared to:	
Mar 2024	Sep 2023
-8 ppt ↓	-5 ppt

Sep 2024 Base = 309

DELAYS ARE ANNOUNCED AND EXPLAINED

- When it comes to their satisfaction with delays being announced and explained, 86% of WCE riders provided a good-to-excellent rating. This result has remained mostly stable over the past three waves but shows a sharp increase, particularly when compared to the two waves before September 2023.
- The average score of 8.9 out of 10 is consistent with the last period and is higher than the average scores recorded since March 2017.
- Average scores for delays being announced and explained are fairly consistent between the different suburban stations.

Q9k. How would you rate West Coast Express in terms of: Delays are announced and explained?



Good-to-Excellent ratings compared to:	
Mar 2024	Sep 2023
-2 ppt	+1 ppt

Sep 2024 Base = 309

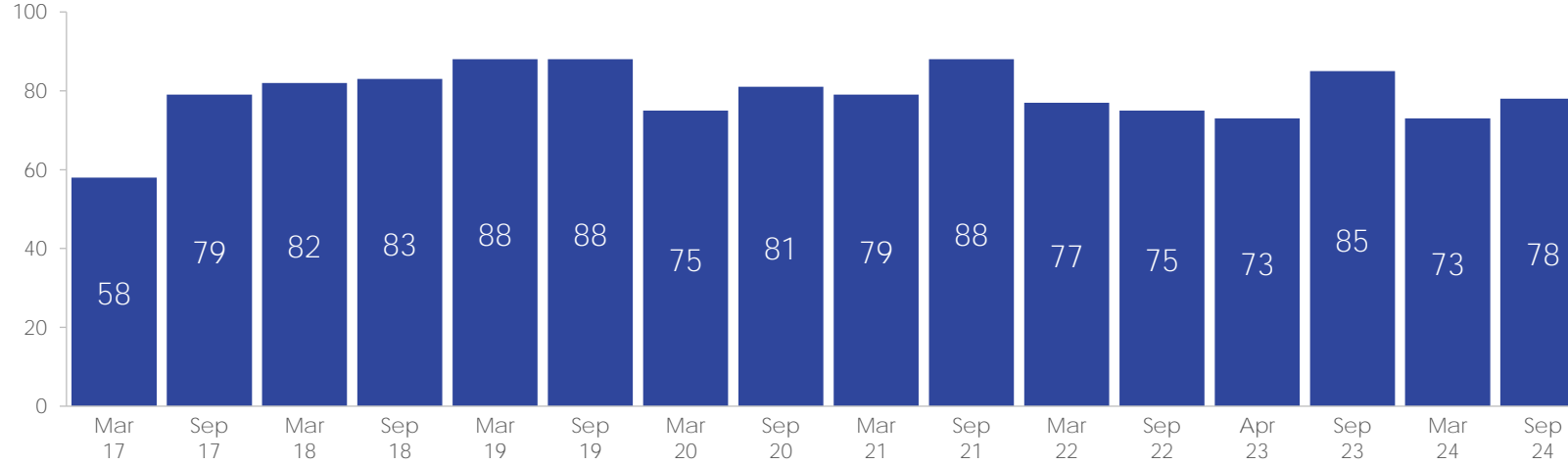
WCE Performance | ON-TIME RELIABLE SERVICE

ON-TIME RELIABLE SERVICE

- After a significant decline seen in the good-to-excellent scores between September 2023 and March 2024, there has been a slight rebound, with nearly eight in ten WCE riders (78%) providing good-to-excellent ratings for on-time reliable service. However, the metric is still down significantly from September 2023 (85%).
- The average score for on-time reliable service is 8.5 out of 10, which is higher than the score from the last wave. Notably, this score has been more volatile than many other attributes, with averages fluctuating a fair bit between most waves.
- Notably, riders beginning or ending their journey from Port Haney and Port Moody stations are significantly more likely to provide top scores for on-time reliable service than riders from Port Coquitlam station.
- Very few riders (3%) rated this attribute negatively (i.e., giving a rating between 1 and 5 out of 10). Most of them mentioned the trains running late.

Q9b. How would you rate West Coast Express in terms of: Providing on-time, reliable service?

% Good to Excellent (8-10)



Avg Score 7.6 8.5 8.6 8.6 8.8 8.8 8.2 8.6 8.5 9.0 8.5 8.6 8.3 8.6 8.2 8.5

Good-to-Excellent ratings compared to:	
<u>Mar 2024</u>	<u>Sep 2023</u>
+5 ppt	-7 ppt ↓

Sep 2024 Base = 308

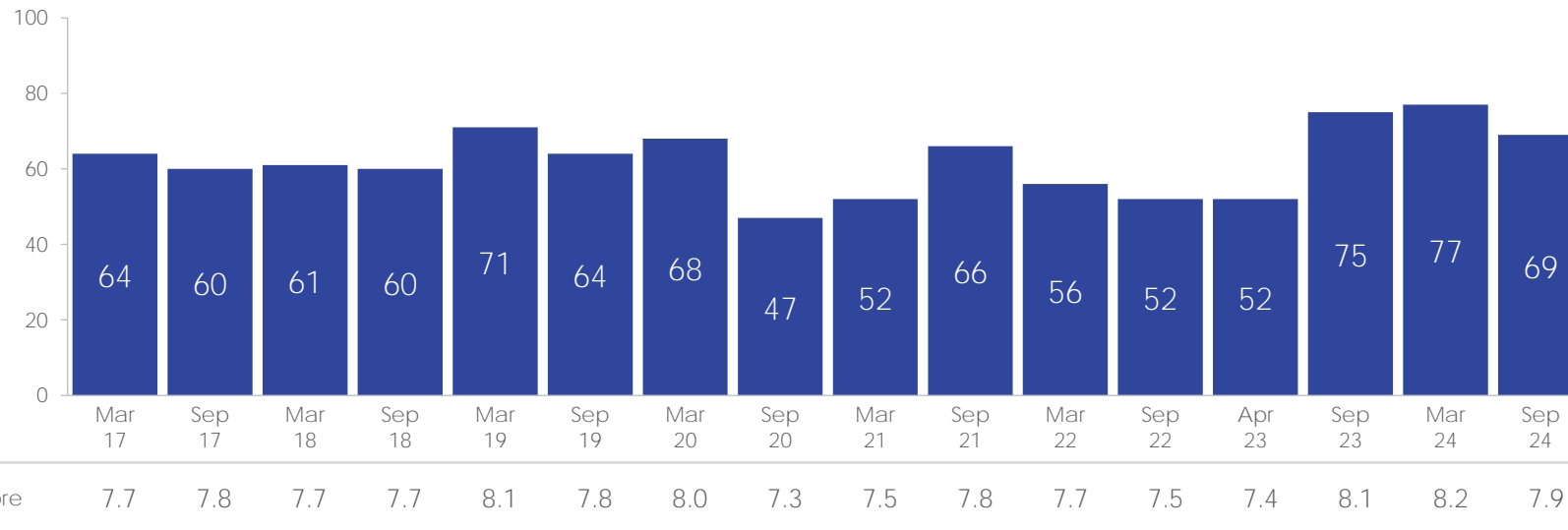
WCE Performance | FREQUENCY OF SERVICE

FREQUENCY OF SERVICE

- About seven in ten WCE riders (69%) provided good-to-excellent scores regarding frequency of WCE service. This is down significantly from the last two waves. The average score of 7.9 out of 10 is also down from last wave (8.2), though still higher than most scores in the past.
- Mission and Coquitlam have significantly higher ratings than Pitt Meadows for frequency of service.
- Of the 7% of WCE riders who rated the attribute negatively (i.e., 1-5 out of 10), about half (56%, or 12 out of 21) said the train should run every 20 to 35 minutes.

Q9h. How would you rate West Coast Express in terms of: Frequency of service (how often the trains run during hours of operation)?

% Good to Excellent (8-10)



Good-to-Excellent ratings compared to:	
Mar 2024	Sep 2023
-8 ppt↓	-6 ppt

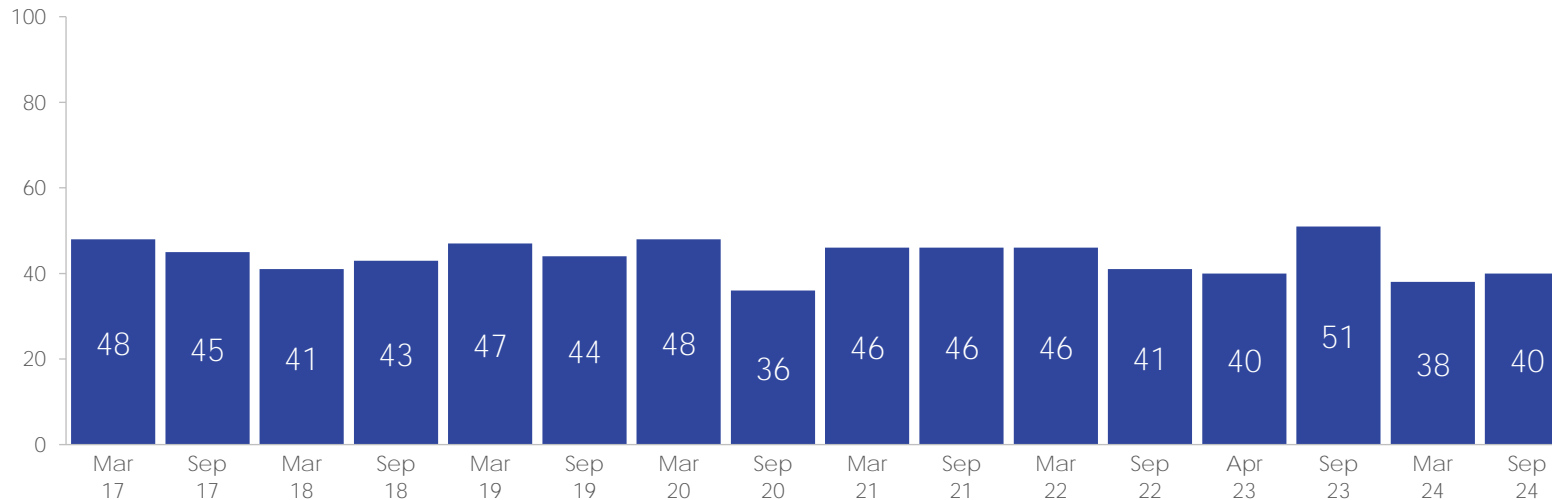
Sep 2024 Base = 301

CONVENIENT HOURS OF OPERATION

- The average score of 6.8 out of 10 for convenient hours of operation is stable after the significant decline seen last wave. This wave's score is in line with the averages seen in September 2022 and April 2023.
- In all, four in ten WCE riders (40%) provided good-to-excellent ratings of WCE having convenient hours of operation. This is consistent with last wave but remains significantly down from the high seen in September 2023 (-11 percentage points).
- Just over one-third (35%) of WCE riders provided very-poor-to-neutral ratings (i.e., 1-5 out of 10) for this attribute. Most of these riders expressed a desire for increased service availability, particularly on weekends (60%), followed by weekday midday (51%) and more eastbound trips later on weekdays (51%).

Q9g. How would you rate West Coast Express in terms of: Convenient hours of operation?

% Good to Excellent (8-10)



Avg Score	7.1	6.9	6.6	6.9	7.0	6.8	7.1	6.7	7.0	7.0	7.1	6.8	6.8	7.1	6.7	6.8

Good-to-Excellent ratings compared to:	
Mar 2024	Sep 2023
+2 ppt	-11 ppt↓

Sep 2024 Base = 299

Service to be available: (Those who gave rating 1-5)	
Weekends	60%
Mid-day	51%
Later eastbound	51%

Sep 2024 Base = 110

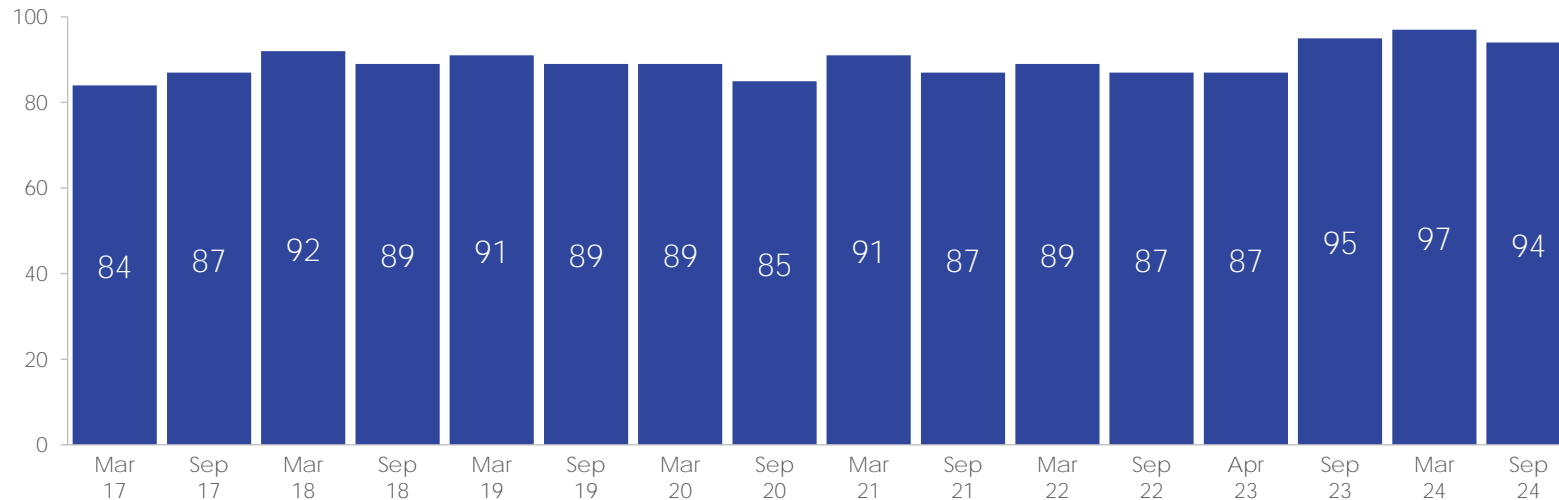
WCE Performance | TRIP DURATION

TRIP DURATION

- The average score of 9.2 out of 10 for trip duration is consistent with the last two waves and up slightly from April 2023 (8.9) and earlier waves stretching back to September 2021.
- Trip duration earns good-to-excellent ratings from more than nine in ten WCE riders (94%) which is down slightly from the last two waves (97% in March 2024 and 95% in September 2023) but still ahead of April 2023 (87%).
- Top ratings do not differ significantly between riders at each suburban station on this attribute.

Q9j. How would you rate West Coast Express in terms of: Trip duration from the time you board to when you get off?

% Good to Excellent (8-10)



Good-to-Excellent ratings compared to:	
<u>Mar 2024</u>	<u>Sep 2023</u>
-3 ppt	-1 ppt

Sep 2024 Base = 309

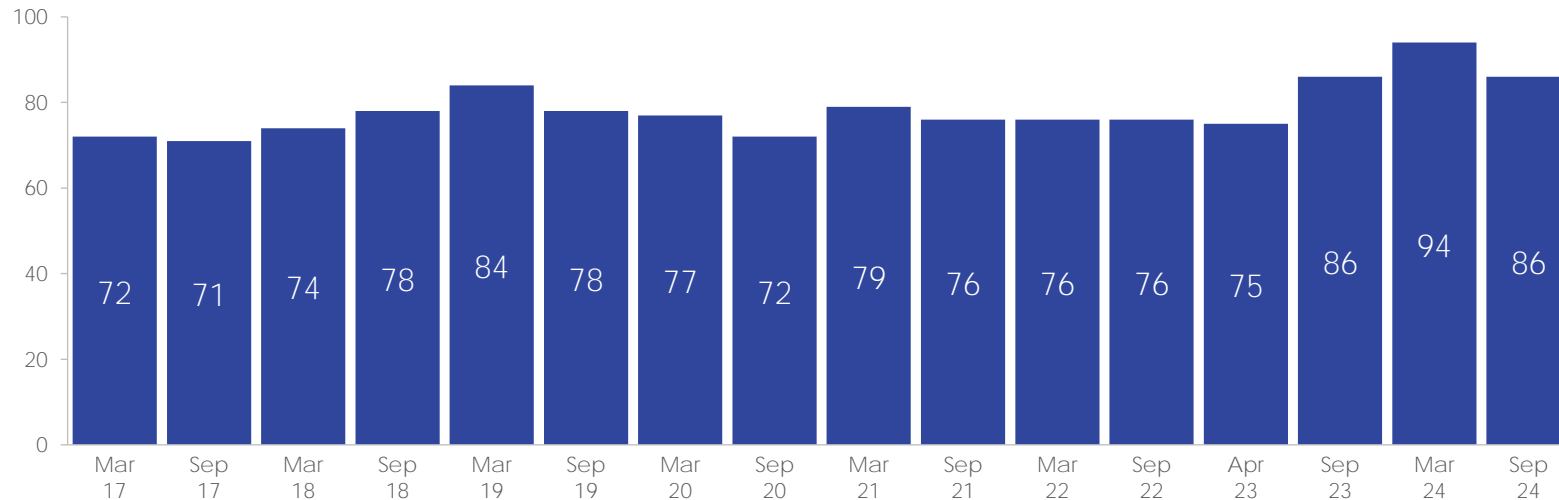
Avg Score	8.6	8.8	8.9	8.8	9.1	8.9	9.0	9.0	9.2	8.9	9.1	9.0	8.9	9.2	9.2	9.2

AVAILABILITY OF TRANSIT INFORMATION

- The average score for availability of transit information is 8.7 out of 10, which has decreased slightly from last wave (8.9) but is on par with last September's score of 8.6.
- Almost nine in ten riders (86%) rate availability of transit information at WCE stations as good-to-excellent. While this marks a significant drop from last wave's score of 94%, it matches the score from this time last year and remains considerably stronger than scores from more than a year ago.
- Riders from Mission station are significantly more likely to give good-to-excellent ratings for this attribute than riders from Pitt Meadows, Port Coquitlam, and Port Moody stations. Passengers starting or ending their trips at Maple Meadows station are significantly more likely to assign top ratings than riders from Pitt Meadows station.

Q9i. How would you rate West Coast Express in terms of: Availability of transit information at the stations?

% Good to Excellent (8-10)



Good-to-Excellent ratings compared to:	
Mar 2024	Sep 2023
-8 ppt ↓	--

Sep 2024 Base = 308

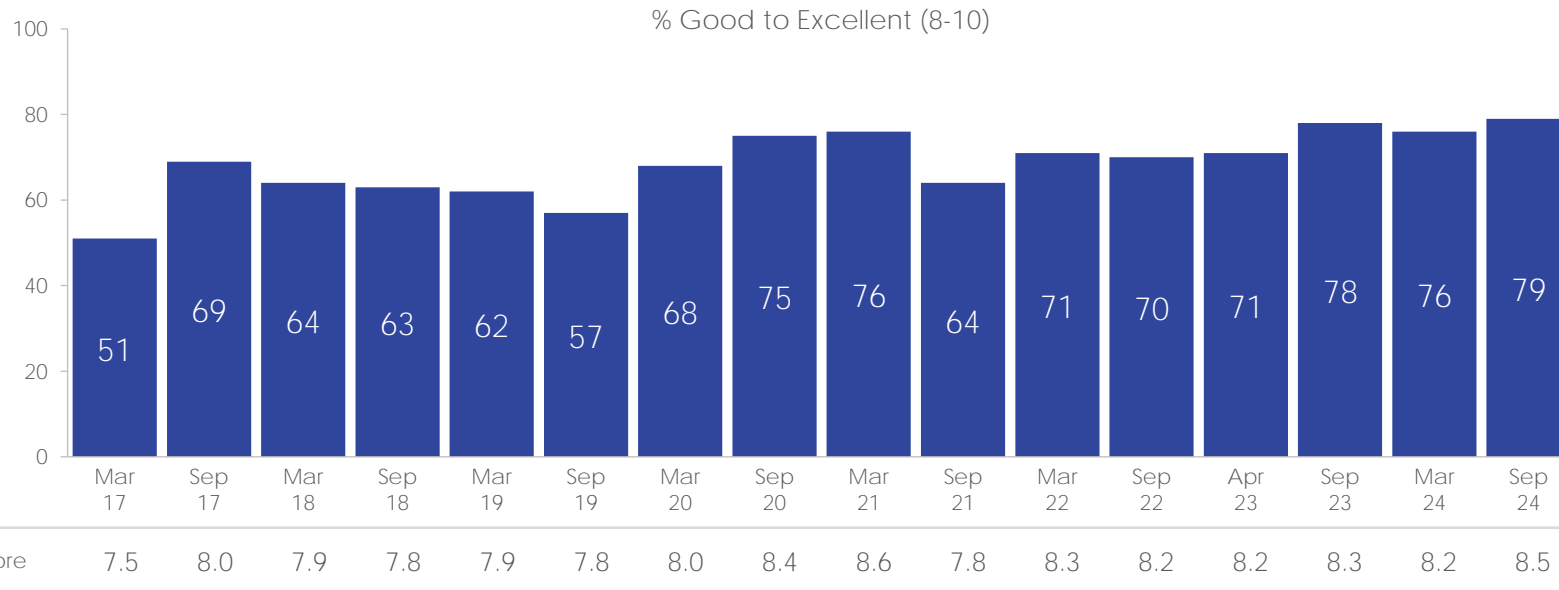
Avg Score	8.0	8.2	8.2	8.4	8.6	8.5	8.5	8.4	8.4	8.4	8.4	8.5	8.3	8.6	8.9	8.7

WCE Performance | NOT BEING OVERCROWDED

NOT BEING OVERCROWDED

- The average score for WCE service not being overcrowded shows a stronger performance this wave than in any other wave since March 2021 when pandemic-era restrictions were still in full effect. This wave, the average score for this attribute is 8.5, up from 8.2 last wave.
- About eight in ten WCE riders (79%) provide good-to-excellent scores for not being overcrowded, up three percentage points from last wave (76%) and roughly on par with September 2023 (78%).
- There are no significant differences in ratings between riders whose journeys begin or end at each of the suburban stations.
- Very few riders (3%) gave very-poor-to-neutral ratings (i.e., 1-5 out of 10) for this attribute.

Q90. How would you rate West Coast Express in terms of: Not being overcrowded?



Good-to-Excellent ratings compared to:	
Mar 2024	Sep 2023
+3 ppt	+1 ppt

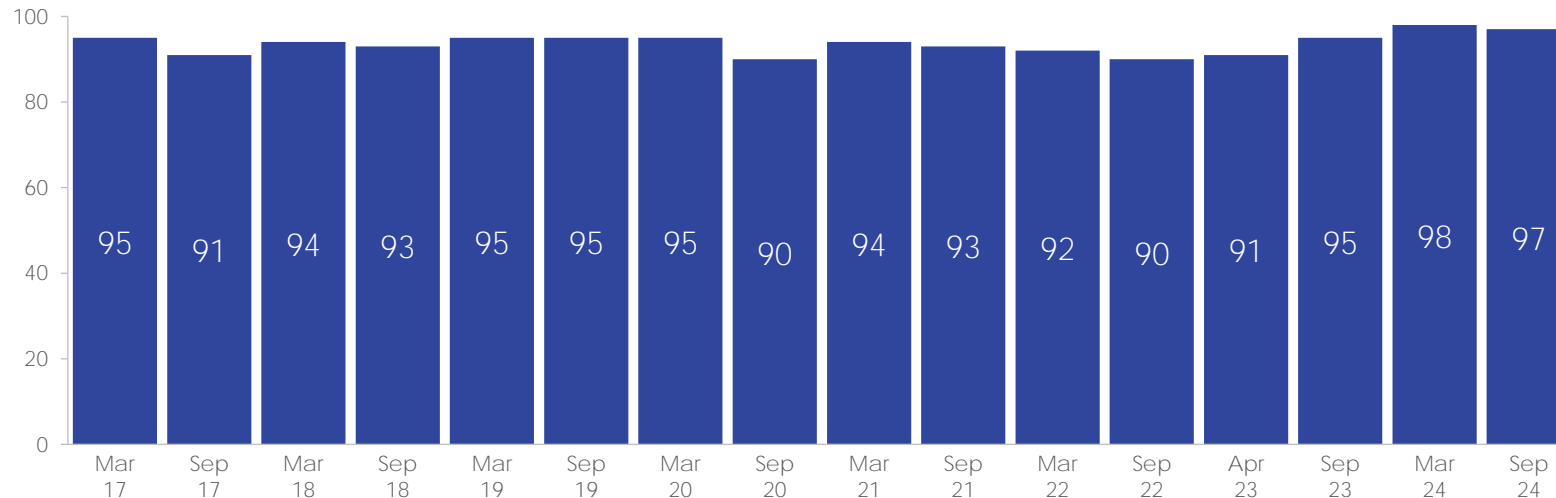
Sep 2024 Base = 309

CLEAN, GRAFFITI-FREE VEHICLES AND STATIONS

- The average score for WCE having clean and graffiti-free vehicles and stations is 9.4, remaining stable relative to last wave and notably stronger than the average scores for any wave stretching back to March 2019 which also had an average score of 9.4.
- Nearly all WCE riders (97%) award good-to-excellent ratings for clean and graffiti-free vehicles and stations. These ratings are fairly flat compared to the last period (98%) and a year ago (95%) but strong compared to waves before that.
- Riders from Coquitlam and Maple Meadows stations are significantly more likely to assign top scores for clean and graffiti-free vehicles and stations than riders from Pitt Meadows station. Riders from Coquitlam station are also significantly more likely to give top scores than riders from Mission station.

Q9I. How would you rate West Coast Express in terms of: Clean and graffiti-free vehicles and stations?

% Good to Excellent (8-10)



Avg Score	9.1	9.1	9.2	9.3	9.4	9.2	9.3	9.1	9.2	9.1	9.3	9.2	9.0	9.2	9.4	9.4

Good-to-Excellent ratings compared to:	
Mar 2024	Sep 2023
-1 ppt	+2 ppt

Sep 2024 Base = 308

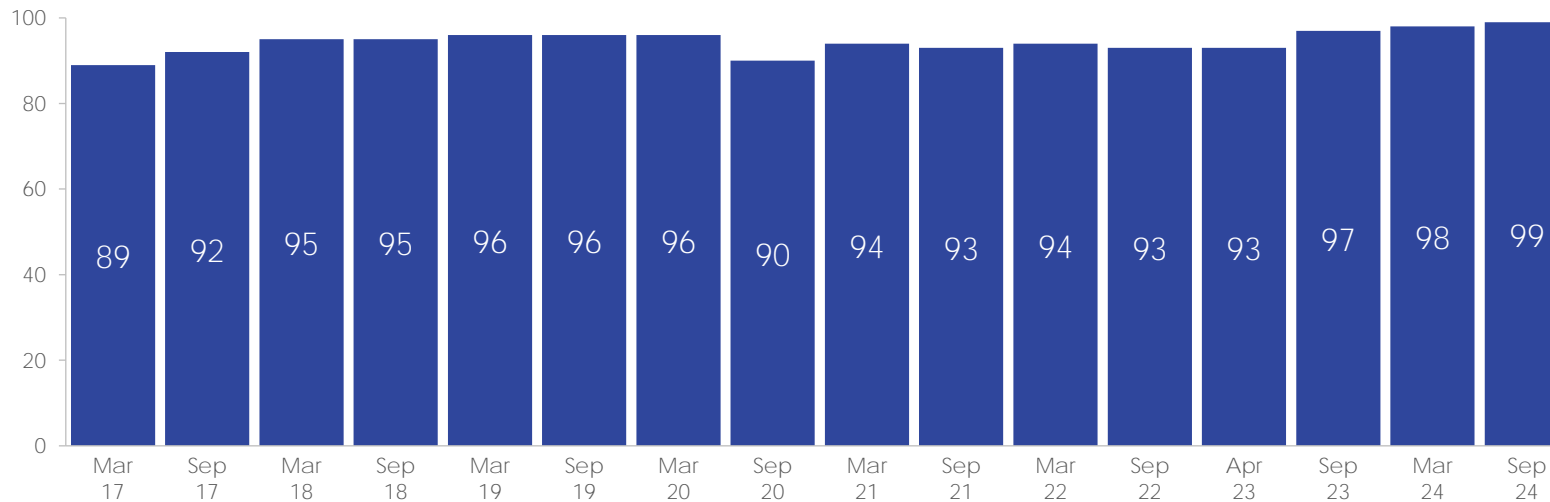
WCE Performance | SAFE RIDE

SAFE WCE EQUIPMENT PROVIDES A SAFE RIDE

- The average score of 9.3 out of 10 for safe equipment has increased slightly from last wave (9.1) and from September 2023 (9.2).
- Almost all WCE riders (99%) provide top scores for safe equipment, just up from the last two waves (98% in March 2024 and 97% in September 2023) and much stronger than waves prior to September 2023.
- There are no significant differences by subgroup, including by suburban station, in terms of WCE equipment providing a safe ride.

Q9I. How would you rate West Coast Express in terms of: Safe West Coast Express equipment provides a safe ride?

% Good to Excellent (8-10)



Good-to-Excellent ratings compared to:	
Mar 2024	Sep 2023
+1 ppt	+2 ppt

Sep 2024 Base = 307

Avg Score	8.9	9.1	9.2	9.3	9.4	9.3	9.4	9.2	9.3	9.1	9.4	9.3	9.1	9.2	9.1	9.3

FEELING SAFE FROM CRIME ON-BOARD AND AT THE STATION

- The average score for feeling safe from crime onboard and in stations is 9.2 out of 10, consistent with last wave.
- More than nine in ten riders (94%) provide good-to-excellent ratings for WCE being safe from crime onboard and in the WCE Station, down by only one percentage point from last wave (95%).
- There are no significant differences in ratings between the suburban stations.

Q9d. How would you rate West Coast Express in terms of: Feeling safe from crime on-board and at the station?



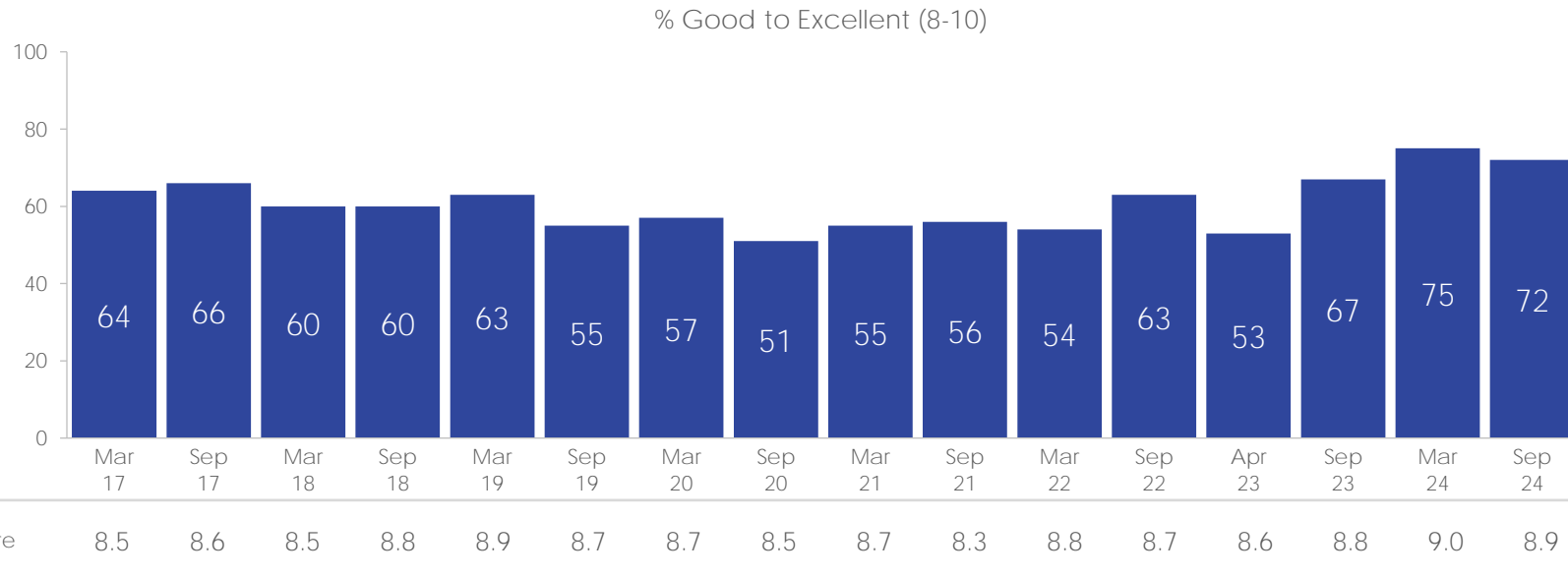
Good-to-Excellent ratings compared to:	
Mar 2024	Sep 2023
-1 ppt	--

Sep 2024 Base = 307

FEELING SAFE FROM CRIME IN WCE PARKING LOTS

- The average score for perceptions of feeling safe from crime in WCE parking lots has dropped slightly, from 9.0 out of 10 last wave to 8.9 this wave.
- Just over seven in ten WCE riders (72%) award good-to-excellent ratings for feeling safe from crime in WCE Parking Lots, slightly softer than last wave (75%) but up from previous waves (such as 67% in September 2023 and 53% in April 2023).
- Riders from Port Haney, Pitt Meadows and Port Moody are significantly more likely to assign top scores to this attribute than riders from Maple Meadows. Port Haney and Pitt Meadows riders are also significantly more likely to assign top ratings than Coquitlam riders.

Q9e1. How would you rate West Coast Express in terms of: Feeling safe from crime in WCE parking lots?



Good-to-Excellent ratings compared to:	
Mar 2024	Sep 2023
-3 ppt	+5 ppt

Sep 2024 Base = 309

WCE Performance | SUFFICIENT PARKING AT WCE PARKING LOTS

HAVING ENOUGH PARKING AT WCE PARKING LOTS

- The average score for having sufficient parking (8.9 out of 10) is consistent with the past few waves.
- Almost six in ten WCE riders (58%) award good-to-excellent ratings for having sufficient parking, slightly down from last wave (60%) and on par with the previous wave (September 2023, 59%). The last three waves have been much stronger than metrics seen in prior waves.
- At the station level, the average ratings for this measure are as follows:

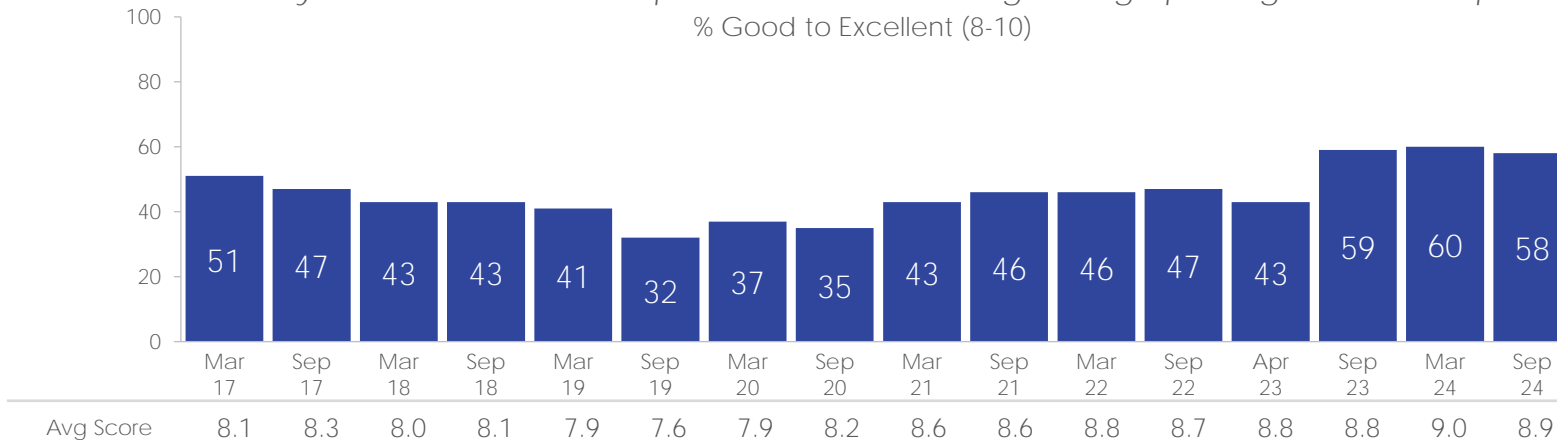
Suburban stations	Average Score
Pitt Meadows	9.3
Maple Meadows	9.2
Mission	9.2
Port Moody	8.9

Suburban stations	Average Score
Coquitlam	8.7
Port Coquitlam	8.6
Port Haney*	8.0

*Port Haney does not have a dedicated parking lot.

- Notably, Choice riders (i.e., those who have regular access to a private vehicle) are significantly more likely than Captive riders (i.e., those without access to a vehicle) to provide good-to-excellent ratings for this attribute (65% versus 34%, respectively). This likely reflects that parking is less relevant to Captive riders, who broadly do not make use of park and ride facilities, making the availability of parking less impactful to their overall experience.

Q9e2. How would you rate West Coast Express in terms of: Having enough parking at the WCE parking lots?



Good-to-Excellent ratings compared to:	
Mar 2024	Sep 2023
-2 ppt	-1 ppt

Sep 2024 Base = 309

↑ / ↓ = Significant upward / downward shift

Detailed Findings: Trends in Transit Usage Among WCE Riders

This section presents trends in the motivations and behaviours of WCE customers, illustrating trends in the following areas:

- Shifts in mode use
- Reasons for using WCE over other modes
- Average number of trips made on transit
- Transit modes used
- Time of transit trips
- Purpose of transit trips
- Method of fare payment

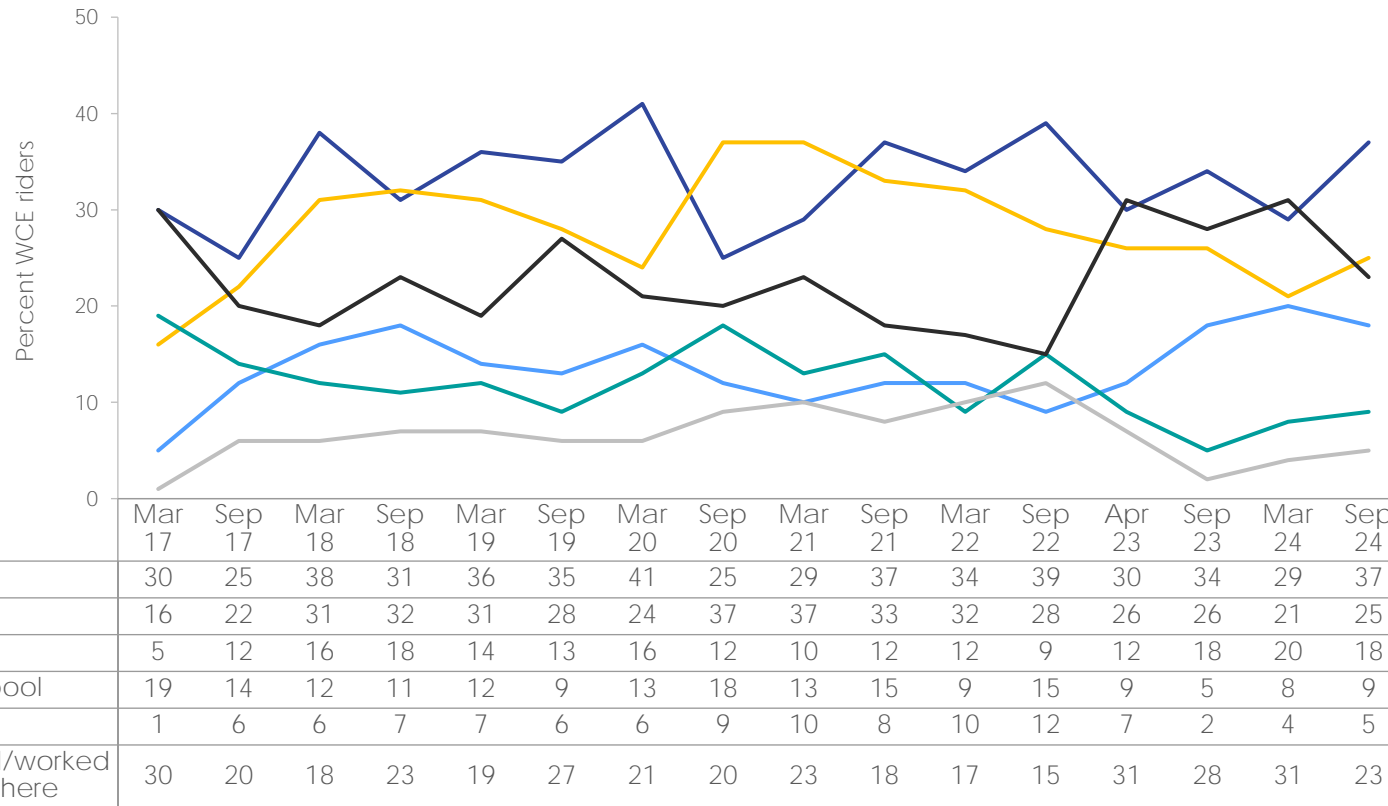


Trends in Transit Usage Among WCE Riders

SHIFTS IN MODE USE

MAIN MODE OF TRANSPORTATION TO FINAL DESTINATION BEFORE USING WCE

Q14a. In the past, before you started taking the West Coast Express for this trip, what main mode of transportation did you use to reach this destination?



- The most common way riders reached their destination before using the WCE was by driving alone (SOV), with about 37% indicating this method.
- The proportion of riders who used the bus had been declining for several waves but increased slightly this wave to 25%.
- Those who previously used the SkyTrain represent about two in ten riders (18%) which is similar to the last two waves (20% in March 2024 and 18% in September 2023) but higher than waves before that dating back to September 2018.
- The proportion who mention carpooling prior to taking WCE (9%) is flat compared to last wave (8%).
- Just under one-quarter (23%) of riders did not provide an answer or indicated they lived or worked elsewhere, down from last wave (31%) and September 2023 (28%).

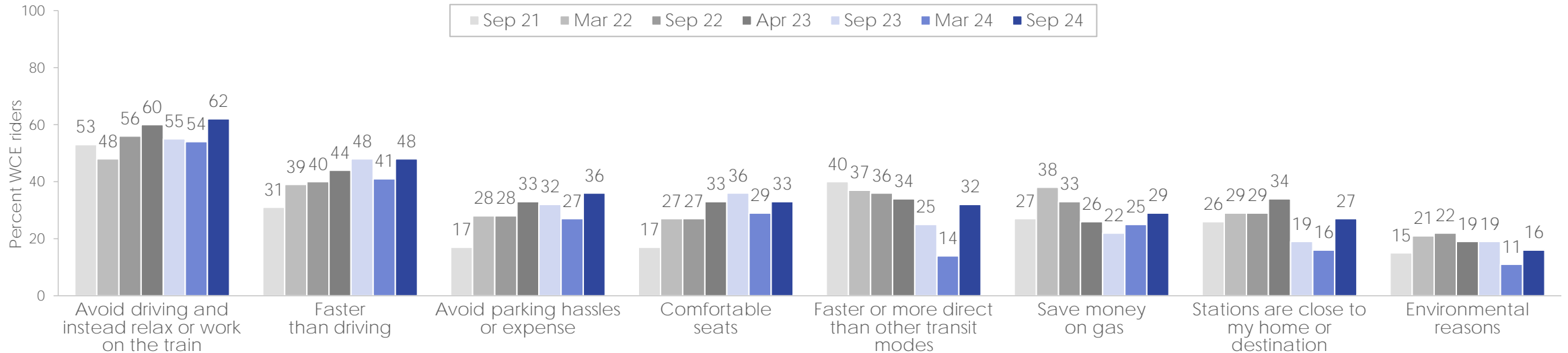
Sep 2024 Base = 309

Trends in Transit Usage Among WCE Riders

MAINS REASONS FOR TAKING WCE

TOP REASON FOR TAKING WCE: TO AVOID DRIVING AND INSTEAD RELAX OR WORK ON THE TRAIN

Q14b. What are the main reasons that you take the West Coast Express rather than some other mode of transportation?
 (Respondents are provided a list and asked to choose up to 3 reasons.)



Sep 2024 Base = 309

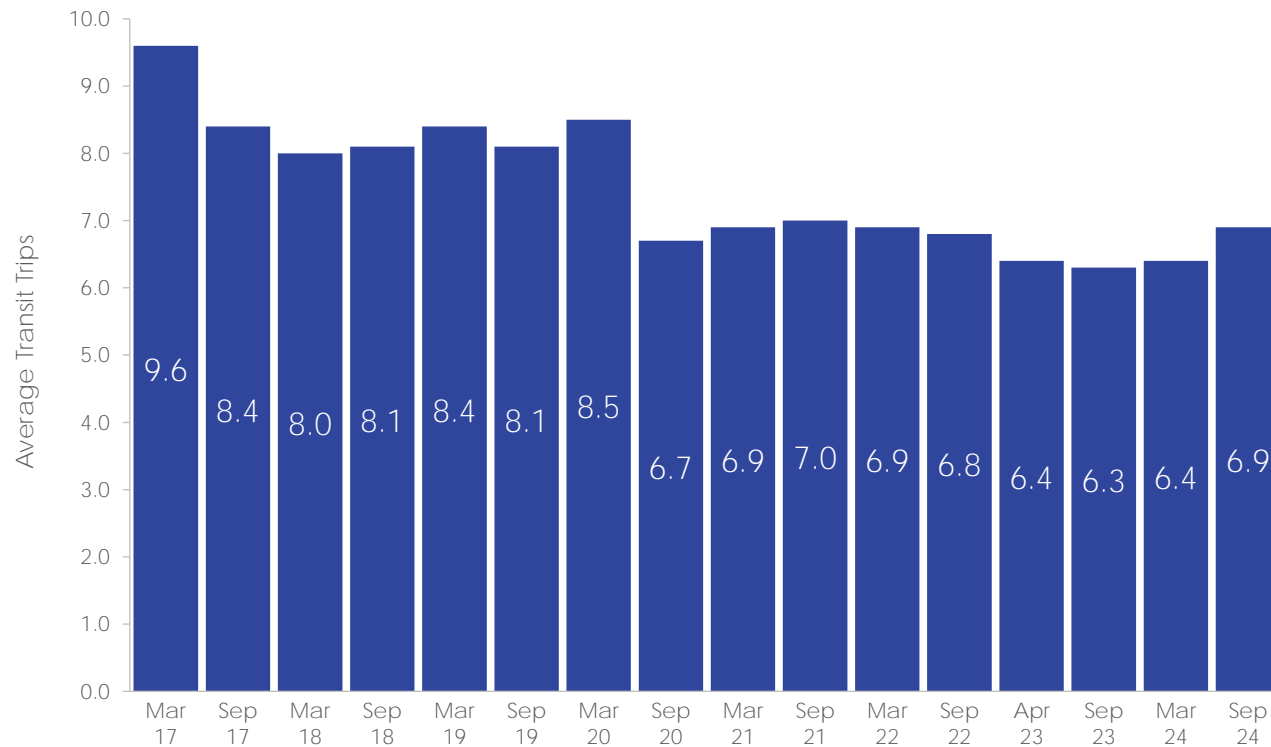
- The primary reason riders choose WCE over other transportation modes remains avoiding driving and traffic, with 62% selecting this reason. This reflects an eight-point rise from 54% last wave and 55% this time last year.
- Several other reasons for choosing WCE over another mode were selected by more riders this wave than in March 2024
 - Faster than driving (48%, up 7 ppt)
 - Avoid parking hassles (36% , up 9 ppt)
 - Comfortable seats (33% , up 4 ppt)
 - Faster or more direct (32%, up 18 ppt)
 - Save money on gas (29%, up 4 ppt)
 - Stations are close to home (27% , up 11 ppt)

Trends in Transit Usage Among WCE Riders

AVERAGE NUMBER OF TRIPS

AVERAGE NUMBER OF ONE-WAY TRIPS IN LAST SEVEN DAYS

Q2. How many one-way trips have you made on transit, that is, Bus, SeaBus, SkyTrain, and West Coast Express in the last seven days?



Compared to:	
Mar 2024	Sep 2023
+0.5	+0.6

Sep 2024 Base = 309

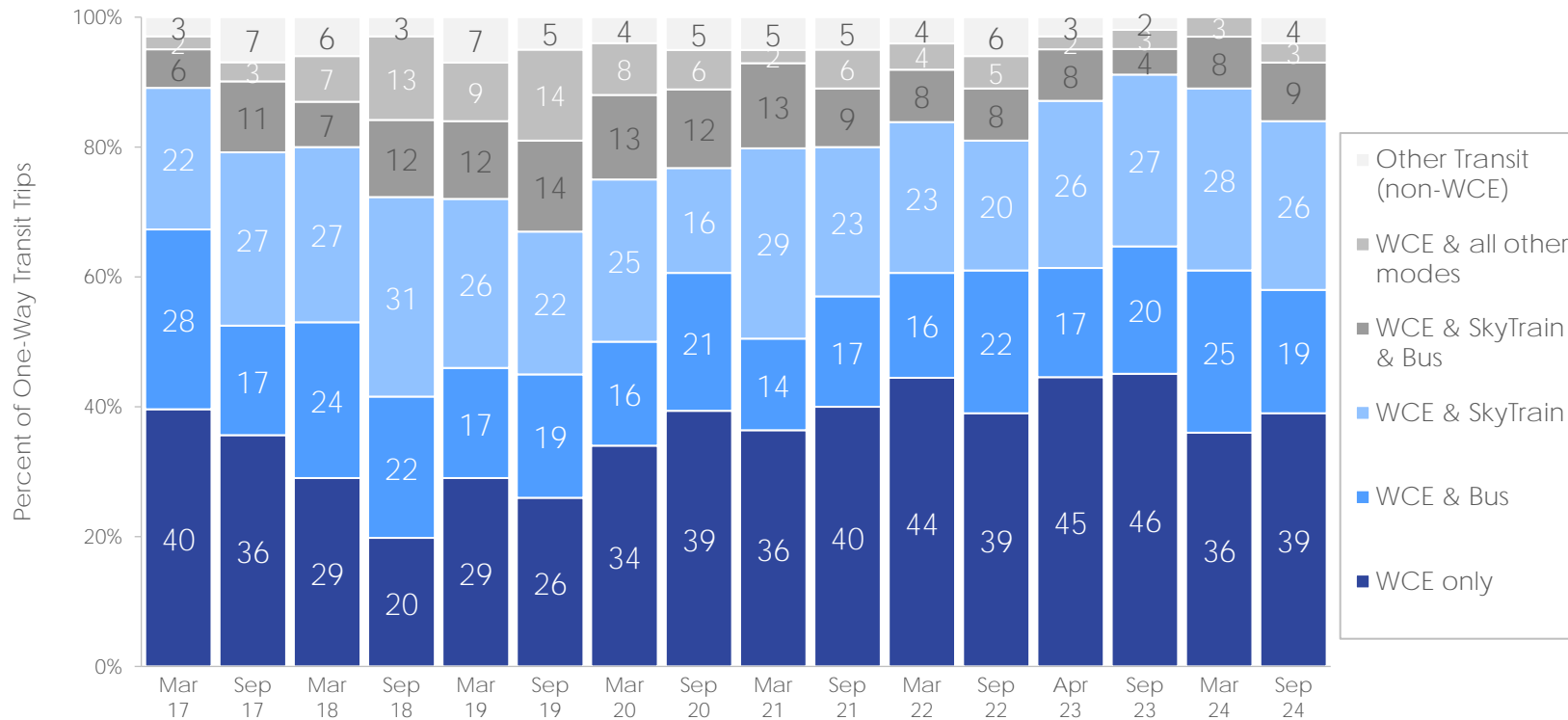
- The average number of one-way transit trips made in the last seven days has increased to 6.9 this wave, up from an average of 6.4 trips last wave and 6.3 a year ago. The average number of trips this wave is on par with other waves since September 2020, before a notable drop experienced in the April 2023 though March 2024 waves. However, average trips still have not yet rebounded to pre-pandemic levels.
- Four in ten WCE riders (40%) made ten or more transit trips in the past week, up from March 2024 (34%).
- Younger riders aged 18-34 are more likely than older riders to have taken 10 or more transit trips in the past seven days, which seems to be related to the fact that younger riders are more likely to be captive riders (i.e., not have regular access to a private vehicle for the same trip) and are therefore more reliant on transit for their trips.

Trends in Transit Usage Among WCE Riders

MODES USED

TRANSIT MODES USED IN LAST SEVEN DAYS

Q3. Of the one-way transit trips you made in the last seven days how many did you make using the ...?



- Nearly all transit trips taken by WCE passengers involve WCE in some way; only 4% of transit trips taken this wave do not involve WCE.
- This wave, almost four in ten trips (39%) were made on West Coast Express only, up slightly from last period (36%) but down from September 2023 (46%) and April 2023 (45%).
- The proportion of transit trips made using a combination of WCE and bus (19%) dropped down compared to levels seen before last wave (25%) and close to metrics seen a year ago (20%).
- Trips using WCE and SkyTrain (26%) remained mostly consistent with the past 3 waves (28% last wave, 27% September 2023 and 26% in April 2023).
- The proportion of trips made using WCE and SkyTrain and bus remained flat at 9% compared to 8% last wave.

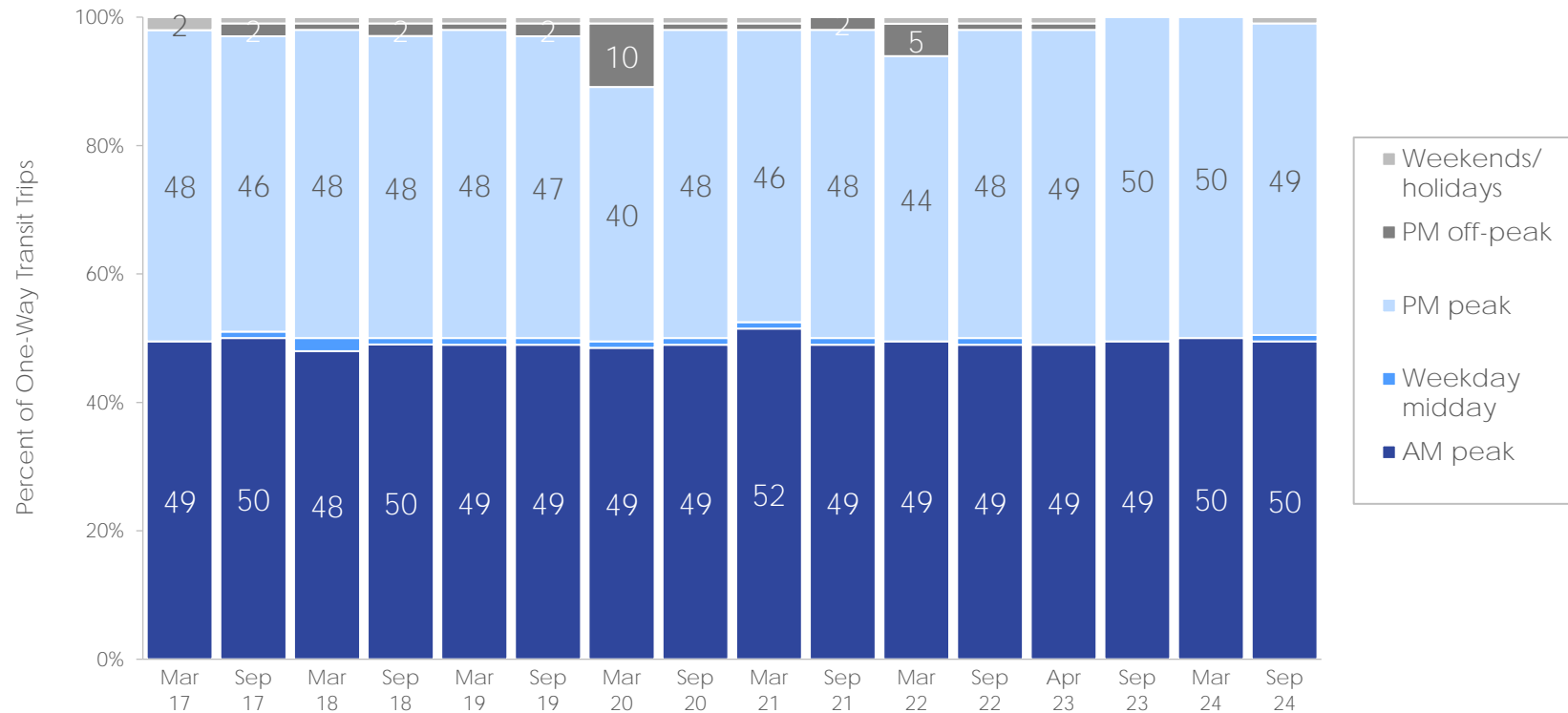
Sep 2024 Base = 309, Total number of trips = 2,141

Trends in Transit Usage Among WCE Riders

TRIP TIMING

TRANSIT TRIP TIMING

Q4. Of the one-way transit trips you made in the last seven days, how many did you make ...?



- One-half of all transit trips (50%) taken by WCE riders were taken during the AM peak hours which is very consistent wave over wave.
- Another half of transit trips (49%) were taken during the PM peak hours, again very consistent wave over wave for several waves.
- Very few transit trips by WCE riders are taken outside of weekday peak hours, consistent with limited use of trips that do not include WCE (which only runs during weekday peak hours).

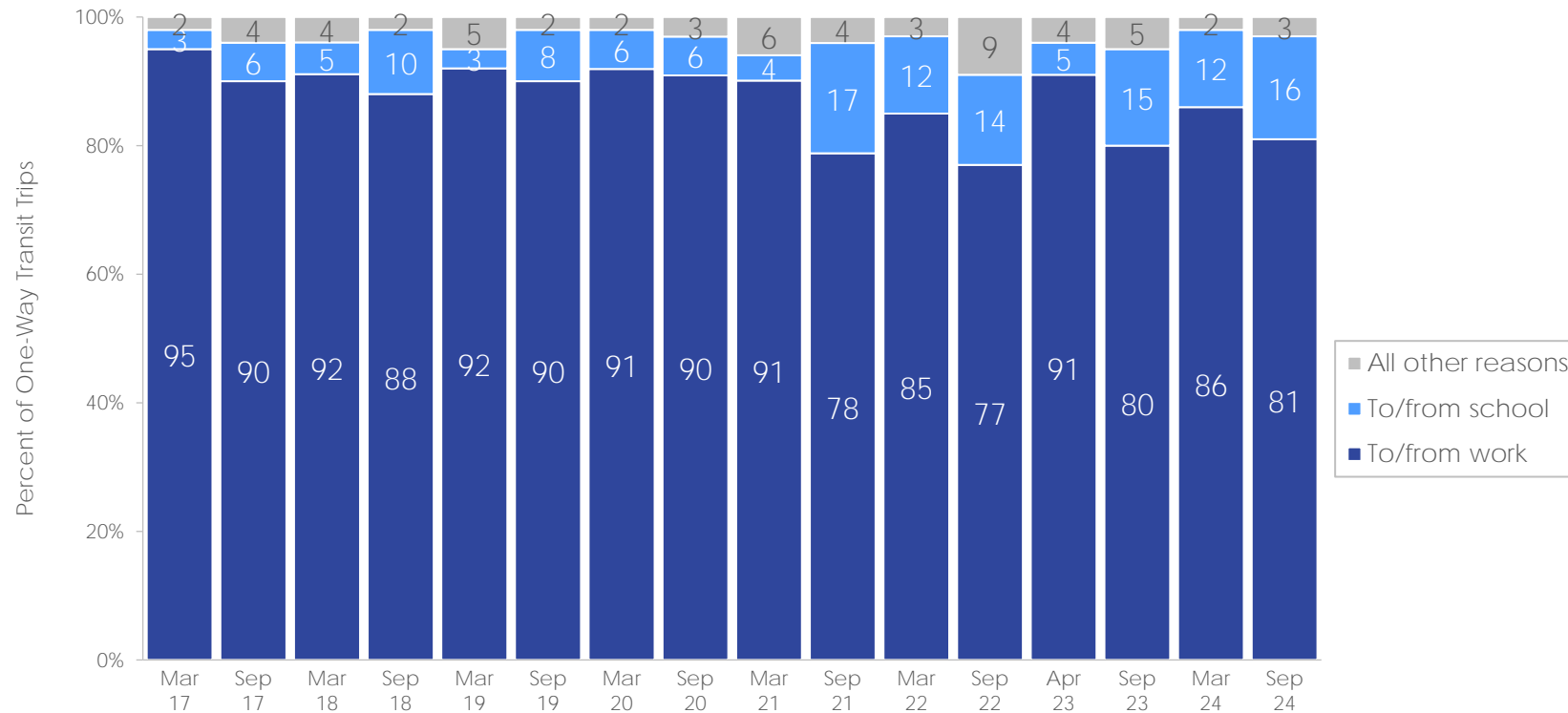
Sep 2024 Base = 309, Total number of trips = 2141

Trends in Transit Usage Among WCE Riders

TRIP PURPOSE

TRANSIT TRIP PURPOSE

Q5. Of the one-way transit trips you made in the last seven days, how many did you make ...?



- The proportion of transit trips taken to and from work has declined slightly this wave, dropping from 86% in March 2024 to 81% in September 2024. This metric matches the score from a year ago (80%) but is down sharply from April 2023 (91%).
- Those using the WCE for their rides to/from school (16%) is up slightly from last wave (12%) and is more on par with a year ago (15%).
- WCE passengers rarely use transit for any other purpose. Only 3% of all transit trips taken by WCE passengers this wave were for a reason other than work or school (such as shopping, personal business, or entertainment or social reasons).

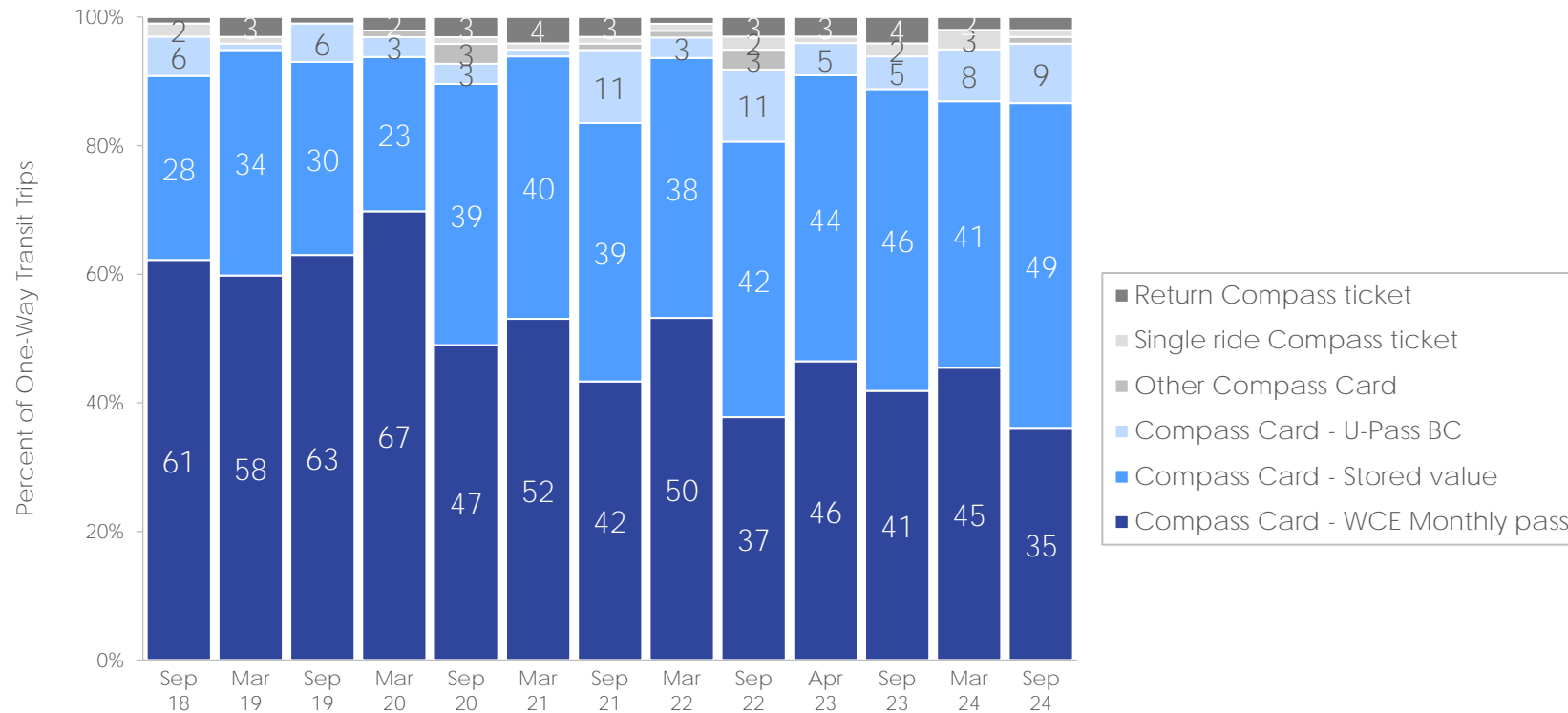
Sep 2024 Base = 309, Total number of trips = 2141

Trends in Transit Usage Among WCE Riders

FARE PAYMENT METHOD

FARE PAYMENT METHOD USED

Q6. Of the one-way trips you made in the last seven days, for how many did you use ...?



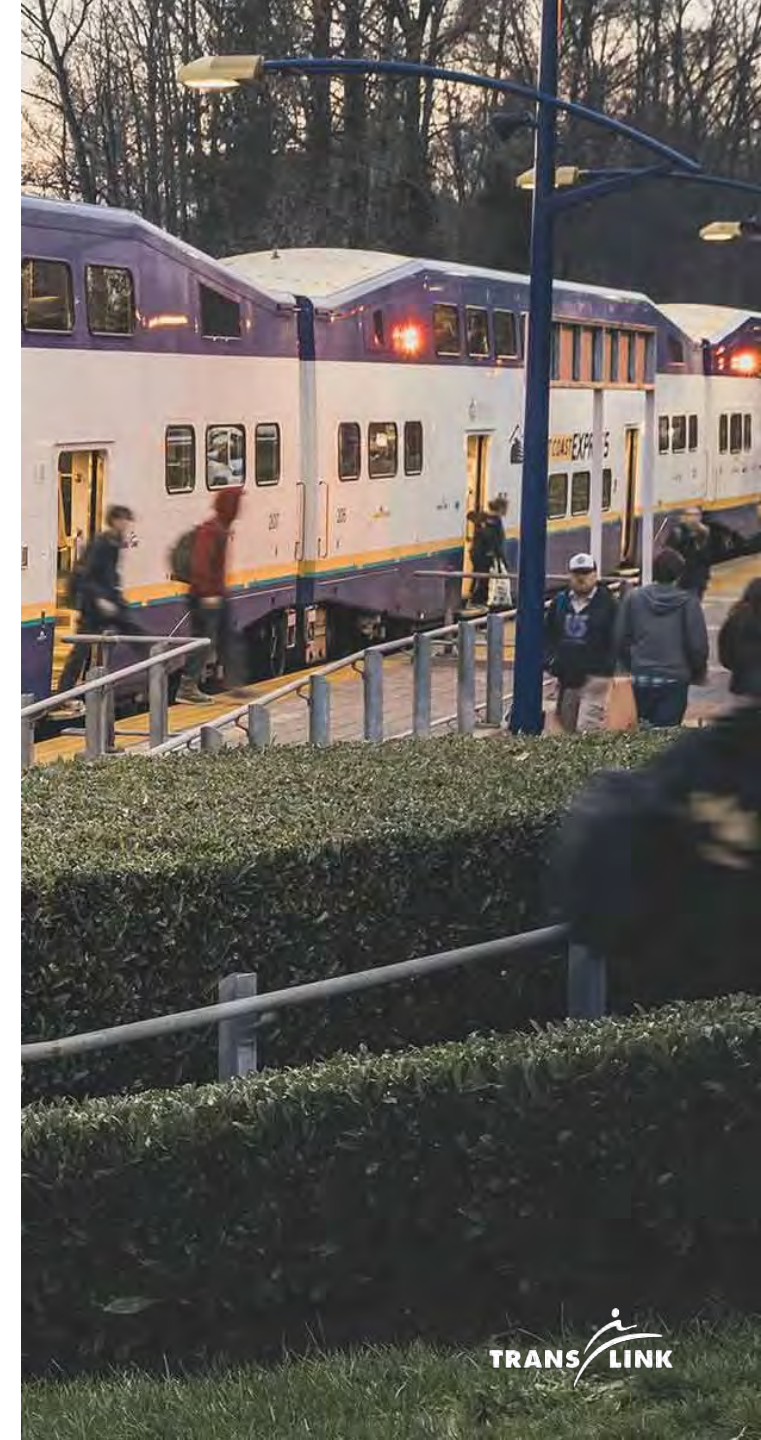
- This wave, Stored Value has surpassed WCE Monthly Pass as the primary payment method for transit trips taken by WCE riders. The proportion of transit trips paid for using Stored Value is at 49% this wave, up sharply from last period (41%) and up slightly from September 2023 (46%).
- The proportion of trips taken using a WCE Monthly pass (35%) is down from last period (45%) and is also down from this time last year (41%).
- The proportion of trips made by U-Pass users (9%) is flat compared to last period (8%) and up slightly from the previous two waves (both 5%).

Sep 2024 Base = 309, Total number of trips = 2141

Detailed Findings: Trends in WCE Usage

This section presents trends specifically focused on West Coast Express usage and motivations, illustrating trends in the following areas:

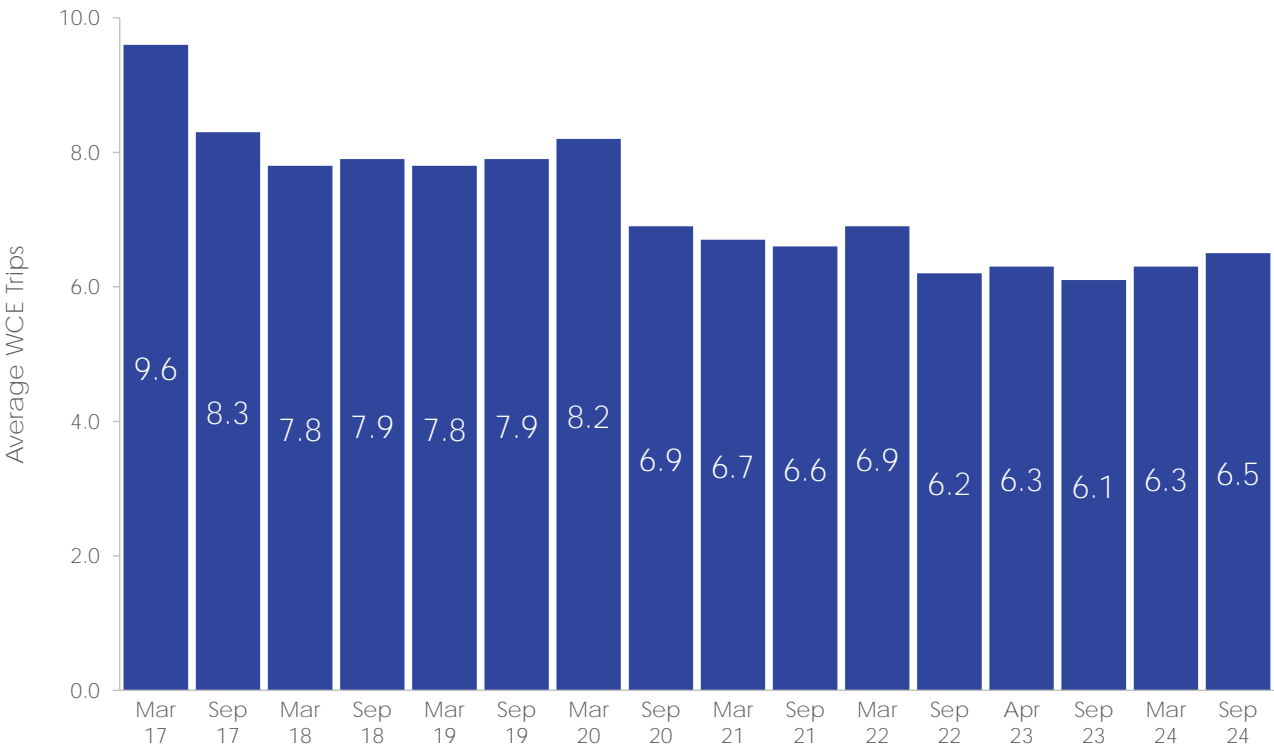
- Average number of trips made on WCE
- Length of time taking WCE
- Mode used to get to/from WCE station
- Choice vs. Captive WCE riders
- Changes in WCE usage frequency in the last six months
- Reasons for riding WCE more or less often in the last six months



Trends in WCE Usage | WCE TRIP FREQUENCY

WCE TRIP FREQUENCY IN AVERAGE WEEK

Q7a. Now thinking about your trips on West Coast Express, how many one-way trips do you make in an average week?



Compared to:	
Mar 2024	Sep 2023
+0.2	+0.4

Sep 2024 Base = 303

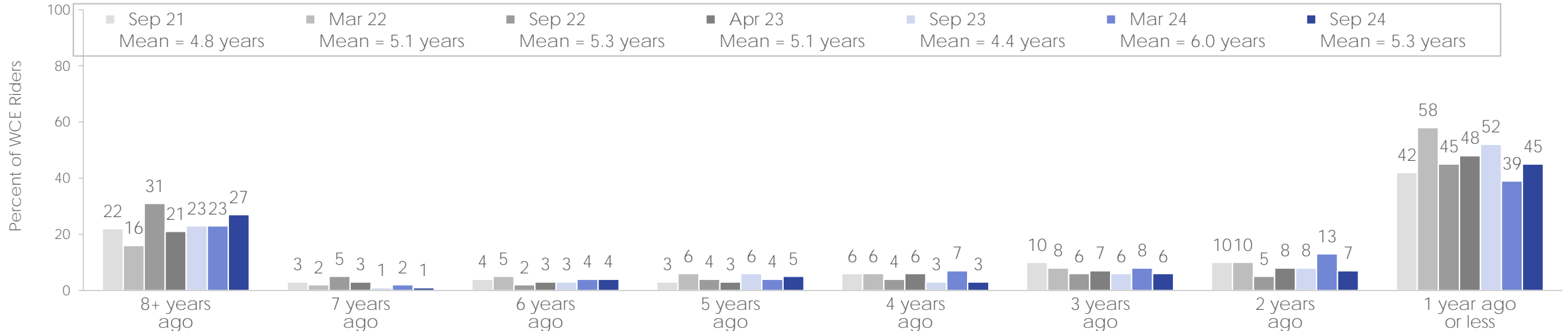
- Riders indicate they make 6.5 one-way trips on average on WCE in a typical week. This is trending up from the 6.3 seen last wave and 6.1 seen in September 2023; that said, this usage metric is far off the highs seen as recently as March 2022 (6.9) and much farther from pre-pandemic levels.
- Three in ten WCE riders (30%) indicate they make at least ten one-way trips on West Coast express in a typical week, slightly down from last wave (33%) but up from September 2023 (24%).
- Similar to the results of all transit trips taken in the past seven days, young riders aged 18-34 years (38%) are more likely to take ten or more transit trips in an average week than those aged 35 years and older.



Trends in WCE Usage | TENURE OF WCE USAGE

WHEN STARTED TAKING WCE

Q13. Approximately when did you begin taking West Coast Express?



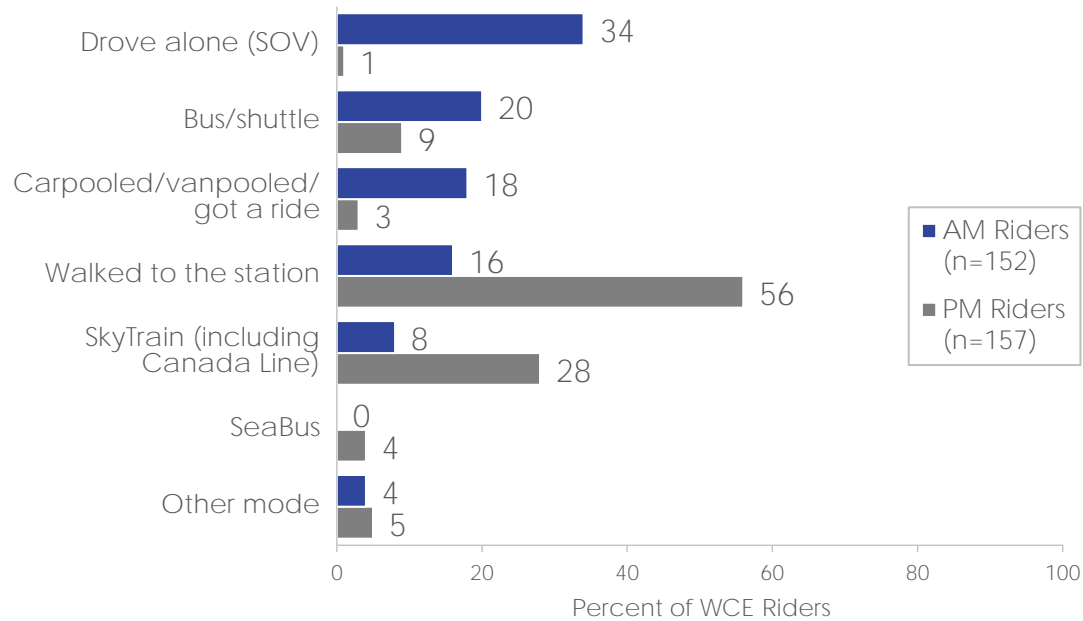
Sep 2024 Base = 307

- Almost one-half (45%) of WCE riders started using WCE in the past year. This represents increase from last wave (39%) but down from September 2023 (52%) and April 2023 (48%).
- On the other hand, one-quarter (27%) of riders have taken WCE for eight or more years, slightly higher than the previous two waves (both 23%) and April 2023 (21%).

Trends in WCE Usage | MODE TO AND FROM STATION

MODE TO THE BOARDING STATION

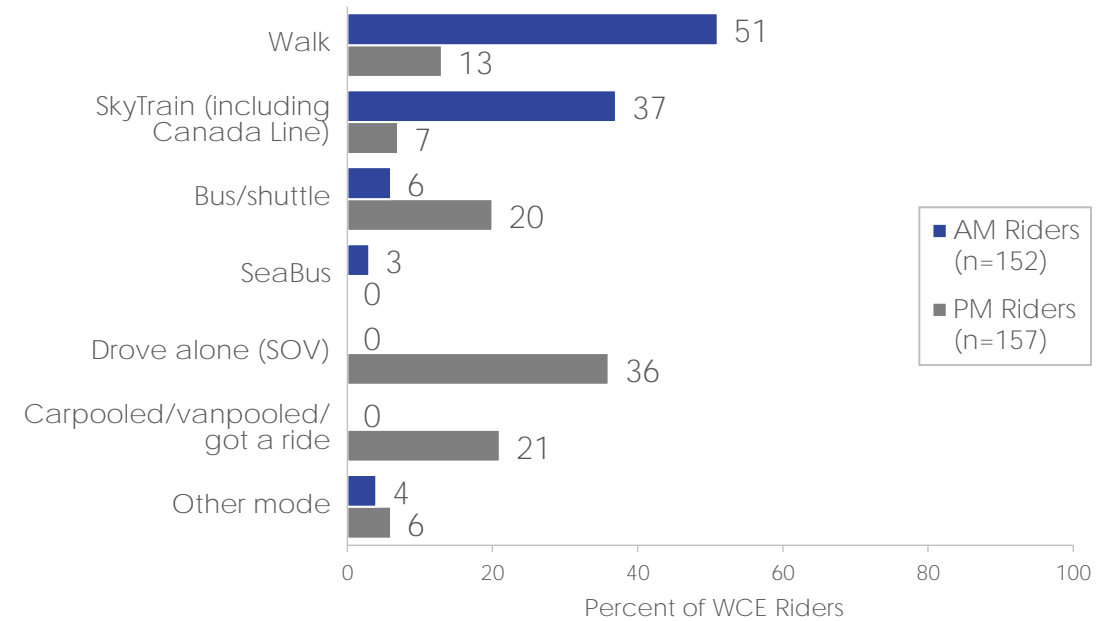
Q1c. This morning/afternoon how did you get to the station to board the train?



- Among riders who take WCE in the morning (i.e., originating from a suburban station), more than one-third (34%) drive to the station alone (flat compared to 36% last wave), while almost two in ten (18%) walk to the station (up from 11% last wave). The proportion using carpooling (19%) is similar to last wave (21%), while those who are taking the bus to the station is down by three points (20% currently compared to 23% last wave).
- Those who ride WCE in the afternoon remain most likely to walk to the station (56%, unchanged from the last two waves) or take the SkyTrain (28%, down from 33% last wave).

MODE AFTER DISEMBARKING

Q1d. And when you get off the train this morning/afternoon, how will you get from the station to your destination?

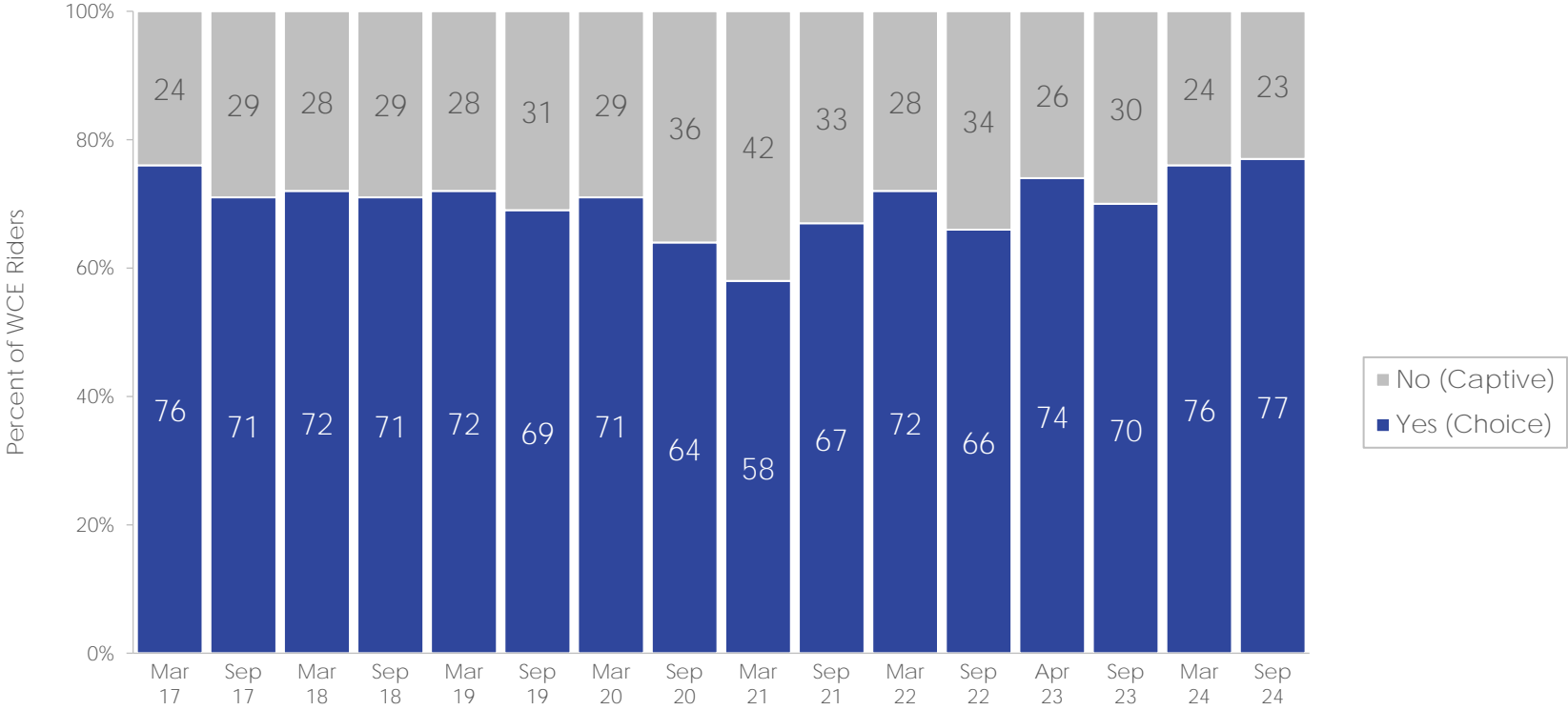


- Those who ride in the morning typically walk to their destination after disembarking the WCE at Waterfront Station (51%, flat compared to last wave) or take the SkyTrain to their final destination (37%, up from 35% last wave).
- Afternoon riders disembarking at suburban stations tend to drive alone (36%, up 10 points from last wave), take a bus or shuttle (20%, down from 24% last wave), carpool/vanpool (21%, down 1ppt from last wave), or walk (11%, down from 12% last wave) to get to their destination.

Trends in WCE Usage | CHOICE/CAPTIVE

CHOICE VERSUS CAPTIVE RIDERS

Q15. Did you have access to a car, van or truck for your trip today rather than taking the West Coast Express?



- Nearly one-quarter (23%) of WCE riders are Captive riders who do not have regular access to a vehicle. This figure is relatively flat compared to 24% last wave but down from 30% this time last year. The 23% this wave represents the lowest proportion of Captive riders recorded over the past eight years.
- Conversely, just more than three-quarters (77%) are Choice riders, meaning that they have access to a vehicle for this same trip. This is somewhat flat compared to 76% last wave but up from 70% in September 2023.

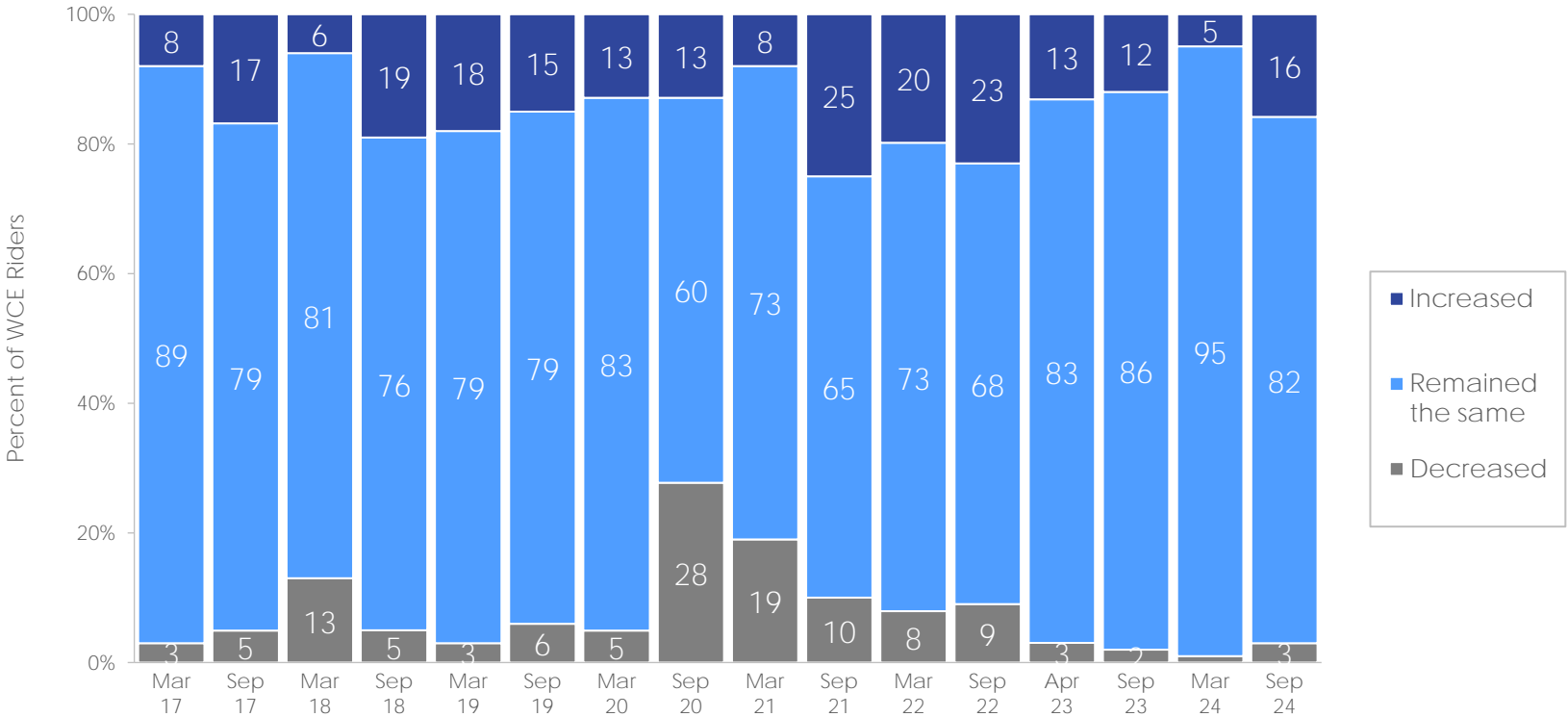
Sep 2024 Base = 307



Trends in WCE Usage | USAGE CHANGES

CHANGES IN USAGE OVER LAST SIX MONTHS

Q16a. Over the past six months, has your use of West Coast Express increased, decreased or remained the same?



- Slightly more than eight in ten riders (82%) indicate that their usage of WCE has remained the same in the past six months. This is down from March 2024 (95%) but similar to the two prior waves (86% in September 2023 and 83% in April 2023).
- This wave has seen a large jump in the percentage of riders indicating their usage has increased (16%), up from 5% in March 2024 but similar to September 2023 (12%) and April 2023 (13%).
- During the early months of the COVID-19 pandemic, the percentage of riders reporting decreased usage spiked to 28%, but has since returned to low levels as more riders have resumed travelling more freely again over the past two years or so.

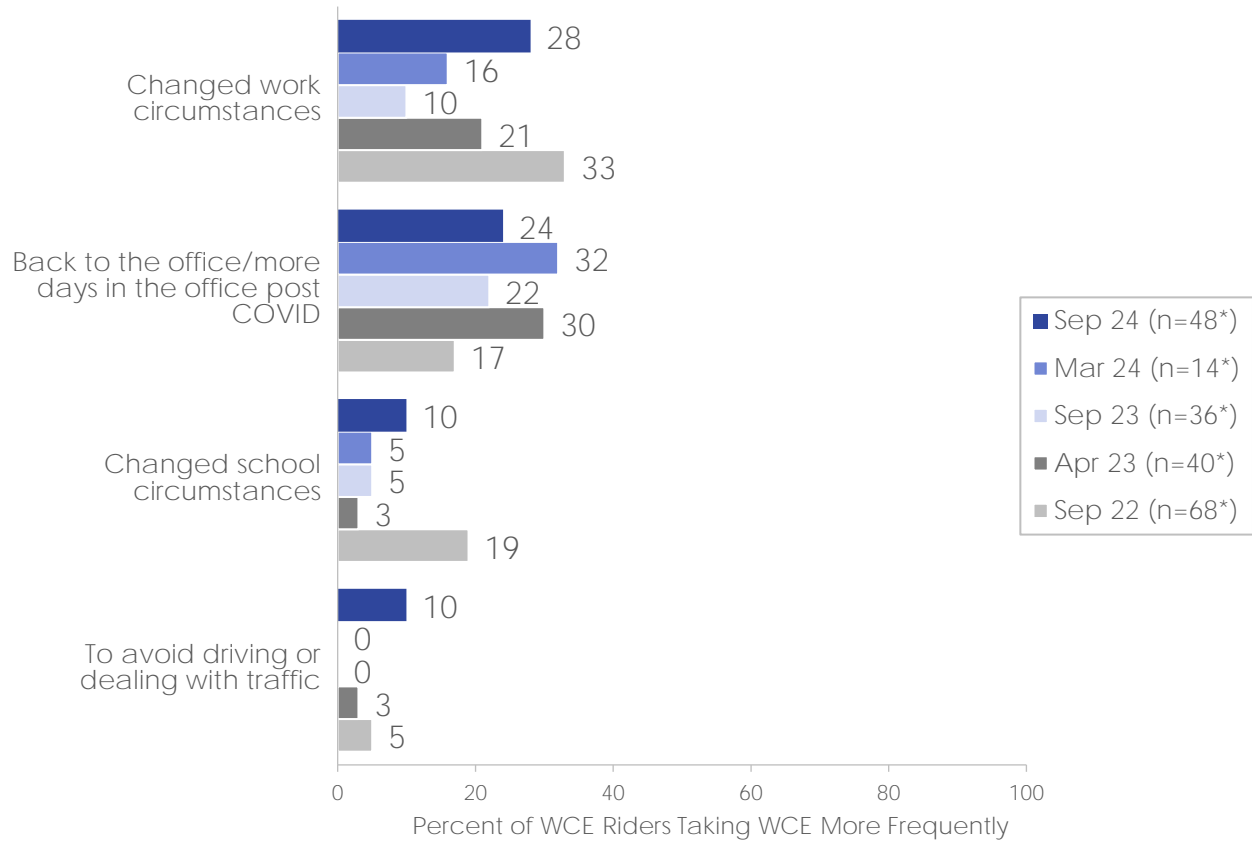
Sep 2024 Base = 303



Trends in WCE Usage | REASONS FOR RIDING MORE REGULARLY

REASONS FOR RIDING MORE OFTEN

Q16b. Why are you riding more often? (Showing top reason(s) only.)



- Almost three in ten WCE riders (28%) mention a change in their work circumstances as a top reason for riding the WCE more often, which is up from 16% last wave but similar to the metrics seen in September 2022 (33%).
- The second most prominent reason, down from the top position last wave, is returning to the office, cited by one-quarter of those riding WCE more often than they did six months ago.
- Base sizes this wave are small so should be considered qualitative only.

Note: The sample size for Q16b. Why are you riding less often? is too small to report.

Detailed Findings: Customer Profiles

This section presents profiles of key customer segments.

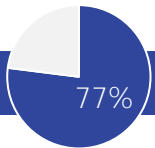
In the current wave, the profiles of Choice versus Captive riders as well as Low, Medium, and High Frequency riders are presented. The demographic profile of WCE riders is also presented, relative to the demographic profile of residents of Metro Vancouver who are age 18 or older.



Customer Profiles | CHOICE VS. CAPTIVE RIDERS

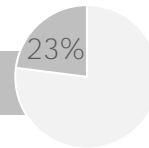
CHOICE VERSUS CAPTIVE RIDERS

Just over three-quarters (77%) of riders are classified as Choice riders, who have access to a vehicle for the WCE trips they make. The remaining 23% are Captive riders with no vehicle access. The proportion of Choice to Captive riders remains unchanged compared to the last wave.



CHOICE RIDER CHARACTERISTICS

- Choice Riders are more likely than Captive Riders to be employed full-time (84% vs. 71% respectively). As a result, they are also more likely to take the WCE for work purposes (84% vs. 74% respectively).
- Choice Riders are more likely to be aged 55-64 than Captive Riders (17% vs. 7%).
- They are more likely to have graduated university (60% to 40% for Captive).
- Are more affluent than Captive Riders (61% with a household income of \$95,000 or more vs. 34% of Captive Riders).
- Among all trips taken in the past 7 days, Choice Riders are more likely than Captive Riders to take WCE only (51% vs. 20%).
- They give higher ratings for Has Enough Parking Lots (65% vs. 34%).
- More likely to use Stored value (52% vs. 38%), and higher than last wave (42% in March 2024).



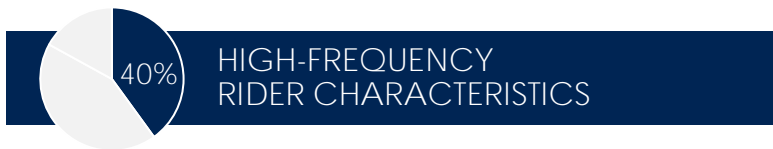
CAPTIVE RIDER CHARACTERISTICS

- Captive Riders are more likely than Choice Riders to be aged 18 to 24 (19% vs. 7%, respectively).
- Are less affluent than Choice riders (26% have a household income of under \$45,000 (vs. 9% of Choice Riders).
- More likely to have graduated High School at their top level (25% vs. 8% for Choice).
- Among all trips taken in the past seven days, Captive Riders are more likely than Choice Riders to use WCE and Bus (27% vs. 16%), WCE and SkyTrain (28% vs. 22%), or a combination of WCE, Bus, and SkyTrain (23% vs. 5%). Compared to the last wave, Captive Riders have declined in their use of WCE and Bus (from 29%) and WCE and SkyTrain (from 34%), while their combined use of all three modes has increased (from 18%).
- Captive Riders give higher ratings for Providing On-time, Reliable Service (88% vs. 76%) and Good Connections (82% vs. 65%). While they still rate Good Connections higher than before, scores have softened from the last wave's 88%.
- More likely to use West Coast Monthly Express Pass (41% vs. 33%), and U-Pass BC (15% vs. 7%).

Customer Profiles | HIGH/MEDIUM/LOW FREQUENCY RIDERS

PROFILE OF HIGH, MEDIUM, AND LOW FREQUENCY RIDERS

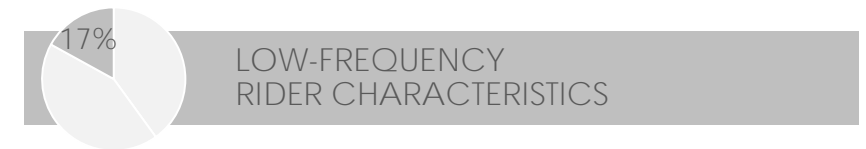
West Coast Express riders can be categorized into three groups based on their transit use: High-Frequency riders (10 or more one-way trips per week), medium-frequency riders (4 to 9 trips), and low-Frequency riders (3 or fewer trips). The proportion of high-frequency riders has risen to 40%, up from 34% last period and consistent with 38% a year ago. Meanwhile, medium-frequency riders have decreased to 43% from 47% last wave, though this is higher than last year's 36%. Low-Frequency riders have dropped slightly to 17%, down from 19% last wave but similar to last year's 26%.



- Make the most one-way trips in an average week on transit (10.2 trips vs. 5.9 trips for medium-frequency riders and 2.0 trips for low-frequency riders).
- More likely to be employed full-time (84% vs. 72% for low-frequency riders).
- Slightly less likely to travel on WCE for work purposes (80% vs. 83% for medium-frequency riders and 73% for low-frequency riders).
- More likely to take WCE and Bus (21% vs. 15% for medium-frequency riders and 19% vs. low-frequency riders).
- More likely to take WCE for school purposes (16% vs. 7% for low-frequency riders).
- More likely to pay for transit fare with a WCE Monthly Pass (52% vs. 11% for medium-frequency riders and 9% for low-frequency riders).
- More likely to provide top ratings for: Staff available to help with problems (97% vs. 87% for medium-frequency riders).



- More likely to be employed full-time (82% vs. 72% for low-frequency riders).
- More likely to have a household income of \$95,000 or more (63% vs. 46% for high-frequency riders).
- More likely to travel on WCE for work purposes (83% vs. 73% for low-frequency riders).
- More likely to have graduated University than high-frequency (63% vs. 50% for high-frequency riders and 52% for low-frequency riders).
- More likely to take WCE for school purposes (17% vs. 7% for low-frequency riders).
- More likely to take WCE only (46% vs. 35% for high-frequency riders).
- More likely to have paid with Stored Value (76% vs. 48% for low-frequency riders and 32% for high-frequency riders).



- More likely to be employed part time (12% vs. 5% for Medium and 1% for high-frequency riders).
- More likely to be retired (6% vs 0% for medium-frequency riders and 1% for high-frequency riders).
- More likely to have a household income of \$95,000 or more (53% vs. 46% for high-frequency Riders).
- More likely to take WCE for personal business (13% vs. 0% for Medium and 2% for high-frequency riders). More likely to take WCE for entertainment/social reasons(6% vs. 0% for medium-frequency riders and 2% for high-frequency riders).
- More likely to pay for transit fare with a Compass Ticket (30% vs. 3% for medium-frequency riders and 2% for high-frequency riders), or to have paid with Stored Value (48% vs. 32% for high-frequency riders).
- More likely to provide top ratings for: Value for the Money (83% vs. 65% for medium-frequency riders and 61% for high-frequency riders); How often the trains run (81% vs. 63% for medium-frequency); Availability of Transit Information (94% vs. 81% for medium-frequency).

Customer Profiles | DEMOGRAPHIC PROFILE OF WCE CUSTOMERS

DEMOGRAPHICS

The following tables compare the demographics of WCE riders to Metro Vancouver residents aged 18+ and transit users surveyed in the Bus, SkyTrain, SeaBus Customer Service Performance (CSP) Survey.

WCE riders are more likely than other transit users (based on bus/SeaBus/SkyTrain CSP results) to be between the ages of 25 to 44 years old; women; and working full-time.

	METRO VAN POP. 18 YEARS OR OLDER ¹	BUS, SEABUS, SKYTRAIN RIDERS, 18+ YEARS Q3 2024	WCE RIDERS MAR 2020	WCE RIDERS SEP 2020	WCE RIDERS MAR 2021	WCE RIDERS SEP 2021	WCE RIDERS MAR 2022	WCE RIDERS SEP 2022	WCE RIDERS SEP 2023	WCE RIDERS MAR 2024	WCE RIDERS MAR 2024	WCE RIDERS SEP 2024
BASE	2,000	750	307	296	294	307	304	310	307	302	318	309
AGE ³ :	%	%	%	%	%	%	%	%	%	%	%	%
18 – 24	12	17	11	15	10	16	13	12	6	14	11	10
25 – 34	18	21	30	22	21	24	26	24	29	26	29	24
35 – 44	18	14	22	23	24	22	25	27	28	26	25	24
45 – 54	20	19	21	18	17	17	17	17	23	17	16	23
55 – 64	16	7	14	17	19	17	14	13	11	12	13	15
65 and older	17	21	2	6	8	5	5	6	4	5	5	3
GENDER ³ :	%	%	%	%	%	%	%	%	%	%	%	%
Men	48	46	41	44	39	44	43	42	45	38	37	41
Women	52	46	59	56	61	56	55	57	54	61	63	58
Non-binary/gender fluid	n/a	1	n/a	n/a	n/a	n/a	1	1	1	1	-	<1
Prefer not to say	n/a	7	n/a	n/a	n/a	n/a	1	-	<1	1	<1	<1
EMPLOYMENT ³ :	%	%	%	%	%	%	%	%	%	%	%	%
Employed full-time	57	49	87	75	73	71	80	75	84	78	81	81
Employed part-time	13	16	5	11	10	8	7	10	7	6	4	4
Student (FT/PT)	5	11	7	6	9	16	14	13	6	11	11	13
Homemaker	2	2	-	-	<1	<1	<1	1	-	-	<1	<1
Retired	18	19	1	4	4	3	2	4	3	4	2	2
Not employed	3	6	1	4	4	2	1	1	<1	1	1	1
Refused	1	2	-	-	-	-	-	-	-	-	-	-
EDUCATION ³ :	%	%	%	%	%	%	%	%	%	%	%	%
Some high school or less	21 ²	3	2	3	3	1	2	1	1	2	1	1
Graduated high school		13	12	12	14	17	15	11	14	15	14	11
Voc./college/tech.	26	18	23	34	30	26	19	22	23	20	20	23
Some university	7	10	9	10	15	11	10	12	7	8	9	9
Graduated university	45	54	54	41	38	46	55	54	55	55	56	56
Refused	0	2	-	-	-	-	-	-	-	-	-	-

¹ Source: Mustel – 2,000 surveys conducted among Metro Vancouver residents in February, March, June, September and November 2017 Omnibus waves.

² Category includes both high school or less and graduated high school.

³ Percentaged among those who gave a response (i.e., not the full sample).

Customer Profiles | DEMOGRAPHIC PROFILE OF WCE CUSTOMERS (continued)

DEMOGRAPHICS

More than one-half of WCE riders (55%) have household incomes of \$95,000 or more.

Not surprisingly, the vast majority of WCE riders live in the Northeast Region between Coquitlam and Maple Ridge, with much smaller proportions living in Mission and Abbotsford, as well as the area including Surrey, North Delta, Langley, and White Rock

	METRO VAN POP. 18 YEARS OR OLDER ¹	BUS, SEABUS, SKYTRAIN RIDERS, 18+ YEARS Q3 2024	WCE RIDERS MAR 2020	WCE RIDERS SEP 2020	WCE RIDERS MAR 2021	WCE RIDERS SEP 2021	WCE RIDERS MAR 2022	WCE RIDERS SEP 2022	WCE RIDERS SEP 2023	WCE RIDERS MAR 2024	WCE RIDERS MAR 2024	WCE RIDERS SEP 2024
BASE	2,004	750	307	296	294	307	304	310	307	302	318	309
HOUSEHOLD INCOME²:	%	%	%	%	%	%	%	%	%	%	%	%
Less than \$25,000	7	n/a	5	9	11	9	10	7	5	6	3	8
\$25,000 - \$44,999	11	n/a	6	12	12	6	9	10	7	9	5	4
\$45,000 - \$64,999	10	n/a	16	20	18	21	23	22	22	14	14	10
\$65,000 or more	54	n/a	73	59	58	64	58	61	66	77	77	79
\$65,000 - \$84,999	n/a	n/a	16	20	16	21	18	14	18	17	15	15
\$85,000 - \$94,999	n/a	n/a	7	10	8	10	8	8	10	5	9	9
\$95,000 or more	n/a	n/a	50	29	34	33	32	39	38	47	53	55
Refused/don't know	18	n/a	-	-	-	-	-	-	-	-	-	-
MUNICIPALITY OF RESIDENCE:	%	%	%	%	%	%	%	%	%	%	%	%
Northeast Region (Coquitlam to Maple Ridge)	13	9	85	73	76	72	78	80	76	80	77	76
Port Coquitlam/Coquitlam	n/a	6	42	29	34	29	32	39	35	35	37	34
Maple Ridge	n/a	1 ³	21	26	26	22	20	18	19	19	20	19
Port Moody/Belcarra/Anmore	n/a	2	15	10	9	11	14	14	15	20	14	17
Pitt Meadows	n/a	n/a	7	8	8	10	6	8	7	6	5	6
Surrey/North Delta/Langley/White Rock	28	18	4	4	2	5	4	2	6	3	6	7
Burnaby/New Westminster	13	15	-	1	2	1	1	<1	3	<1	1	1
Vancouver	28	38	1	2	1	<1	1	<1	4	<1	<1	1
Richmond/South Delta	11	10	-	-	-	-	-	-	-	-	-	-
North Shore	8	9	-	-	-	-	-	-	-	-	-	-
Outside Metro Vancouver	n/a	n/a	9	17	14	17	11	12	9	13	11	12
Mission	n/a	n/a	5	11	10	11	7	6	5	8	7	5
Abbotsford	n/a	n/a	3	5	4	5	3	3	3	4	3	5
Chilliwack	n/a	n/a	<1	-	-	1	-	3	1	1	<1	1
Other	n/a	n/a	-	2	<1	-	-	1	<1	<1	1	<1
Unspecified	-	-	-	-	-	-	-	5	-	-	-	-
Refused	n/a	n/a	2	3	5	6	5	-	2	3	3	3

¹ Source: Mustel – 2,000 surveys conducted among Metro Vancouver residents in March, May, September and December 2014 Omnibus waves.

² Percentaged among those who gave a response (i.e., not the full sample).

³ Includes both Maple Ridge and Pitt Meadows.

Customer Profiles | DEMOGRAPHIC PROFILE OF WCE CUSTOMERS (continued)

DEMOGRAPHICS

Very few WCE riders (3%) identify as First Nations, Inuit, or Métis, similar to the overall profile of Bus/SeaBus/SkyTrain passengers.

Nearly six in ten WCE riders (58%) identify as Caucasian, higher than other types of transit riders.

	METRO VAN POP. 18 YEARS OR OLDER ¹	BUS, SEABUS, SKYTRAIN RIDERS, 18+ YEARS Q3 2024	WCE RIDERS MAR 2022	WCE RIDERS SEP 2022	WCE RIDERS SEP 2023	WCE RIDERS MAR 2024	WCE RIDERS MAR 2024	WCE RIDERS SEP 2024
BASE	2,004	750	304	310	307	302	318	308
IDENTIFY AS FIRST NATIONS, INUIT OR MÉTIS ² :		%	%	%	%	%	%	%
Yes	n/a	2	3	4	2	2	2	3
ETHNIC OR CULTURAL IDENTITY:		%	%	%	%	%	%	%
Caucasian	n/a	46	66	60	58	62	56	58
Chinese	n/a	15	9	11	13	9	12	9
Filipino	n/a	3	7	6	6	4	5	7
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	n/a	12	7	9	7	7	8	6
Latin American	n/a	5	4	4	4	5	4	6
West Asian (e.g., Iranian, Afghan, etc.)	n/a	1	2	2	4	1	2	5
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	n/a	3	1	3	2	2	4	3
Black	n/a	2	2	2	1	1	1	2
Indigenous	n/a	2	1	1	1	1	1	2
Arab	n/a	1	1	<1	1	1	-	1
Korean	n/a	1	<1	1	1	3	2	-
Mixed race	n/a	1	1	-	1	-	1	-
Japanese	n/a	2	2	2	1	1	<1	-
Other	n/a	4	1	1	2	2	1	1

¹ Source: Mustel – 2,000 surveys conducted among Metro Vancouver residents in March, May, September and December 2014 Omnibus waves.

² Percentaged among those who gave a response (i.e., not the full sample).

Note: Questions on Cultural and Indigenous identities were not asked of WCE passengers until March 2022.

Appendix: Survey Instrument



- a. At what station did you board the West Coast Express today? **CIRCLE ANSWER.**
 b. At what station will you get off the West Coast Express today? **CIRCLE ANSWER.**

AM WESTBOUND TRIPS	QUOTA COLUMN	
	ON Stop	OFF Stop
Mission	1	
Port Haney	2	2
Maple Meadows	3	3
Pitt Meadows	4	4
Port Coquitlam	5	5
Coquitlam	6	6
Port Moody	7	7
Waterfront		

PM EASTBOUND TRIPS	ON Stop
	Waterfront
Port Moody	7
Coquitlam	6
Port Coquitlam	5
Pitt Meadows	4
Maple Meadows	

REVEYING:
 This morning, how did you

REVEYING:
 This afternoon, how did you

- INTERVIEWER: CLARIFY A**
 Walked to the station
 Carpoled / vanpooled / got c
 Bicycle
 Motorcycle
 Taxi
 Drove alone (SOV)



Interviewer Name: _____

A1. Date:

	<u>M</u>	<u>I</u>	<u>W</u>
Sept	12	13	14
Sept	19	20	21

A2. Train Departure Time:
 AM-Train Left Mission at

	<u>Train 1</u>	<u>Train 2</u>
	5:25 AM	5:50 AM
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PM-Train Left Waterfront at

	<u>Train 6</u>	<u>Train 7</u>
	3:50 PM	4:15 PM
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Hello, my name is _____ from Ipsos (a Vancouver-based research firm) and I am conducting a survey about the service on West Coast Express. Please take a few minutes to answer some questions on the train to answer some questions?

A3. To the best that you recall, did you use the service on West Coast Express in 2022?

1. Yes 2. No



A4. Do you or does anyone in your household use the service on West Coast Express?



TransLink Customer Service Performance September 2024

Interviewer Name: _____

A1. Date:	<u>M</u>	<u>T</u>	<u>W</u>	<u>Th</u>	<u>F</u>
Sept	9	10	11	12	13
Sept	16	17	18	19	20

A2. Train Departure Time:

	<u>Train 1</u>	<u>Train 2</u>	<u>Train 3</u>	<u>Train 4</u>	<u>Train 5</u>
AM-Train Left Mission at	5:25 AM	5:55 AM	6:25 AM	6:55 AM	7:25 AM
	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵
	<u>Train 6</u>	<u>Train 7</u>	<u>Train 8</u>	<u>Train 9</u>	<u>Train 10</u>
PM-Train Left Waterfront at	3:50 PM	4:20 PM	4:50 PM	5:30 PM	6:20 PM
	<input type="checkbox"/> ⁶	<input type="checkbox"/> ⁷	<input type="checkbox"/> ⁸	<input type="checkbox"/> ⁹	<input type="checkbox"/> ¹⁰

Hello, my name is _____ from Ipsos (a Vancouver-based research firm). Today we're conducting a survey about the service on West Coast Express. Do you have 8 to 12 minutes before you get off the train to answer some questions?

A3. To the best that you recall, did you participate in a WCE customer service survey in March 2024?

- 1. Yes **THANK AND END INTERVIEW**
- 2. No **CONTINUE**

A4. Do you or does anyone in your household work for TransLink, Coast Mountain Bus Company, SeaBus, SkyTrain or West Coast Express?

- 1. Yes **THANK AND DISCONTINUE**
- 2. No **CONTINUE**

Before we continue, a quick note... We understand that passengers like you may have been impacted by the recent disruption in West Coast Express service, when the rail lines were closed as a result of a labour dispute between the railway and their union. For the purposes of this survey, we kindly ask that you think about your experience with the West Coast Express services during normal operations so that they can continue to improve their service for people like you.

If you DO have anything you wish to share about the service disruption, there will be a space at the end of this survey to make sure you have a chance to tell us about it.



Q1a. At what station did you board the West Coast Express today? **CIRCLE ANSWER.**

Q1b. At what station will you get off the West Coast Express today? **CIRCLE ANSWER.**

<u>AM WESTBOUND TRIPS</u>	<u>QUOTA COLUMN</u>	
	<u>ON Stop</u>	<u>OFF Stop</u>
Mission	1	
Port Haney	2	2
Maple Meadows	3	3
Pitt Meadows	4	4
Port Coquitlam	5	5
Coquitlam	6	6
Port Moody	7	7
Waterfront		8

<u>PM EASTBOUND TRIPS</u>		<u>QUOTA COLUMN</u>
	<u>ON Stop</u>	<u>OFF Stop</u>
Waterfront	8	
Port Moody	7	7
Coquitlam	6	6
Port Coquitlam	5	5
Pitt Meadows	4	4
Maple Meadows	3	3
Port Haney	2	2
Mission		1

AM SURVEYING:

Q1c. This morning, how did you get to the station to board the train? **INDICATE UP TO 2 MODES.**

PM SURVEYING:

Q1c. This afternoon, how did you get to the station to board the train? **INDICATE UP TO 2 MODES.**

INTERVIEWER: CLARIFY ANY CAR/DRIVING RESPONSES GIVEN IN THE AFTERNOON

- ¹ Walked to the station
- ² Carpooled / vanpooled / got a ride
- ³ Bicycle
- ⁴ Motorcycle
- ⁵ Taxi
- ⁶ Drove alone (SOV)
- ⁷ Bus / shuttle → **specify route #:** _____
- ⁸ SkyTrain → Was it the Canada Line?
 - ¹ Yes
 - ² No
- ⁹ Other (specify) _____

AM SURVEYING:

Q1d. And when you get off the train this **morning**, how will you get from the station to your destination? **INDICATE UP TO 2 MODES.**

PM SURVEYING:

Q1d. And when you get off the train this **afternoon**, how will you get from the station to your destination? **INDICATE UP TO 2 MODES.**

INTERVIEWER: CLARIFY ANY CAR/DRIVING RESPONSES GIVEN IN THE MORNING

- | | |
|--|---|
| <input type="checkbox"/> ¹ Walk from the station | <input type="checkbox"/> ⁷ Bus / shuttle → specify route #: _____ |
| <input type="checkbox"/> ² Carpool/vanpool / get a ride | <input type="checkbox"/> ⁸ SkyTrain→Is it the Canada Line? |
| <input type="checkbox"/> ³ Bicycle | <input type="checkbox"/> ¹ Yes |
| <input type="checkbox"/> ⁴ Motorcycle | <input type="checkbox"/> ² No |
| <input type="checkbox"/> ⁵ Taxi | <input type="checkbox"/> ⁹ Other (specify)_____ |
| <input type="checkbox"/> ⁶ Drive alone (SOV) | |

Q2. How many one-way trips have you made on transit, that is, bus, SeaBus, SkyTrain (including Canada Line) and West Coast Express in the last seven days?
A one-way trip is any trip to a single destination. For example, a trip to and from work would count as two one-way trips.

NOTE TO INTERVIEWER: A TRIP TO AND FROM WORK USING THREE MODES (E.G., BUS, SEABUS AND SKYTRAIN) WOULD BE TWO ONE-WAY TRIPS ONLY NOT MORE.

TOTAL NUMBER OF ONE-WAY TRIPS _____

Q3. Of the [**# FROM Q2**] one-way trips you made in the last seven days, how many did you make using the...READ [**Q3a-I MUST ADD TO TOTAL NUMBER OF TRIPS IN Q2**]

- | | |
|--|------------------------------------|
| _____ a. West Coast Express only | _____ f. Bus only |
| _____ b. West Coast Express and bus | _____ g. SkyTrain only |
| _____ c. West Coast Express and SkyTrain | _____ h. SeaBus only |
| _____ d. West Coast Express & SkyTrain & bus | _____ i. Bus and SkyTrain |
| _____ e. West Coast Express and another transit mode | _____ j. Bus and SeaBus |
| | _____ k. SkyTrain and SeaBus |
| | _____ l. Bus, SeaBus, and SkyTrain |

- Q4. Of the [# FROM Q2] one-way transit trips you made in the last seven days, how many did you make...? READ [Q4a-d MUST ADD TO TOTAL NUMBER OF TRIPS IN Q2]
- _____ a. Monday to Friday, between 5am and 9:30am
 - _____ b. Monday to Friday, between 9:30am to 3pm
 - _____ c. Monday to Friday, between 3pm and 6:30pm
 - _____ d. Monday to Friday, after 6:30pm
 - _____ e. On a Saturday, Sunday or statutory holiday

- Q5. Of [# FROM Q2] one-way transit trips you made in the last seven days, how many did you make... READ [Q5a-f MUST ADD TO TOTAL NUMBER OF TRIPS IN Q2]
- _____ a. To or from work
 - _____ b. To or from school
 - _____ c. To or from shopping
 - _____ d. For personal business such as the doctor or bank
 - _____ e. For entertainment or social reasons
 - _____ f. For any other purpose

- Q6. Of the [# FROM Q2] one-way transit trips you made in the last seven days, for how many did you use... READ [Q6a-j MUST ADD TO TOTAL NUMBER OF TRIPS IN Q2]

Non-Compass Options (Bus/SeaBus/SkyTrain trips only):

- _____ a. Cash

Compass Ticket Options:

- _____ d. A Single-Ride Compass Ticket
INTERVIEWER, IF REQUIRED: "PAPER TICKET PURCHASED AT WCE OFFICE, OR VENDING MACHINE"
- _____ e. A Return Compass Ticket
INTERVIEWER, IF REQUIRED: "PAPER TICKET PURCHASED AT WCE OFFICE, OR VENDING MACHINE"



Compass Card Options:

_____ f. Return Pass

INTERVIEWER, IF REQUIRED: "SIMILAR TO RETURN COMPASS TICKETS, BUT MAY LOAD UP TO THREE ON A PLASTIC COMPASS CARD FOR FUTURE USE"

_____ g. Stored Value

_____ h. U-Pass BC

_____ i. A West Coast Express Monthly Pass (Calendar Month only)

_____ j. A Government Issued Pass (BC Government Pass, CNIB Pass, War Veteran's Pass)

Other:

_____ k. Other (specify) _____

Q7. Now thinking about your trips on West Coast Express, how many one-way trips do you make in an average week? **ONE-WAY TRIPS PER WEEK** _____
IF NONE: In an average month, how many one-way trips do you make on West Coast Express?
ONE-WAY TRIPS PER MONTH _____

In case my supervisor needs to confirm the information entered in this survey, could I please get your first name or initials, along with either your email address or phone number?

FIRST NAME or INITIALS _____

EMAIL ID or PHONE NUMBER _____

I would like you to complete the next set of questions and return them to me. There are six pages in total - it should only take a few minutes.

HAND THE REMAINDER OF THE QUESTIONNAIRE TO THE RESPONDENT



Thank you very much for completing the remainder of the survey.

Q8. How would you rate the service of West Coast Express overall? Please use a 10-point scale where 10 means excellent and 1 means very poor.

Very Poor Excellent

¹ ² ³ ⁴ ⁵ ⁶ ⁷ ⁸ ⁹ ¹⁰

Q9. Next I would like you to rate specific attributes of West Coast Express service using the same 10 point scale where 10 means excellent and 1 means very poor. How would you rate West Coast Express in terms of...

a) Staff available to assist with problems

Very Poor Excellent

¹ ² ³ ⁴ ⁵ ⁶ ⁷ ⁸ ⁹ ¹⁰

¹ ² ³ ⁴ ⁵

↓

Why do you give that rating? PLEASE BE SPECIFIC

b) Providing on-time, reliable service

Very Poor Excellent

¹ ² ³ ⁴ ⁵ ⁶ ⁷ ⁸ ⁹ ¹⁰

¹ ² ³ ⁴ ⁵

↓

Why do you give that rating? PLEASE BE SPECIFIC

c) Good connections with other transit modes with a reasonable wait time

Very Poor Excellent N/A

¹ ² ³ ⁴ ⁵ ⁶ ⁷ ⁸ ⁹ ¹⁰ [?]

¹ ² ³ ⁴ ⁵

↓

i) Why do you give that rating? PLEASE BE SPECIFIC

- ¹ Shuttle / bus didn't stop because it was full
- ² Shuttle / bus didn't come
- ³ Shuttle / bus was late getting to the station
- ⁴ Shuttle / bus didn't wait for me to board
- ⁵ Other (specify) _____

ii) How long do you feel is reasonable to wait for a connection?

_____ MINUTES

d) Feeling safe from crime on-board and at the station

Very Poor ¹ ² ³ ⁴ ⁵ ⁶ ⁷ ⁸ ⁹ ¹⁰ Excellent

Why do you give that rating? PLEASE BE SPECIFIC

e1) Feeling safe from crime in WCE parking lots

Very Poor ¹ ² ³ ⁴ ⁵ ⁶ ⁷ ⁸ ⁹ ¹⁰ Excellent [?] N/A

Why do you give that rating? PLEASE BE SPECIFIC

e) Having enough parking at the WCE parking lots

Very Poor ¹ ² ³ ⁴ ⁵ ⁶ ⁷ ⁸ ⁹ ¹⁰ Excellent [?] N/A

Why do you give that rating? PLEASE BE SPECIFIC

f) Value for the money

Very Poor ¹ ² ³ ⁴ ⁵ ⁶ ⁷ ⁸ ⁹ ¹⁰ Excellent

Why do you give that rating? PLEASE BE SPECIFIC

g) Convenient hours of operation

Very Poor ¹ ² ³ ⁴ ⁵ ⁶ ⁷ ⁸ ⁹ ¹⁰ Excellent

When would you like the service to be available?

- ¹ Earlier westbound
- ² Later westbound
- ³ Mid-day
- ⁴ Earlier eastbound
- ⁵ Later eastbound
- ⁶ Weekends

h) Frequency of service (how often the trains run during the hours of operation)

Very Poor ¹ ² ³ ⁴ ⁵ ⁶ ⁷ ⁸ ⁹ ¹⁰ Excellent



How frequently should the West Coast Express Run? Every _____ minutes

i) Availability of transit information at the stations

Very Poor ¹ ² ³ ⁴ ⁵ ⁶ ⁷ ⁸ ⁹ ¹⁰ Excellent



Why do you give that rating? PLEASE BE SPECIFIC

j) Trip duration from the time you board to when you get off

Very Poor ¹ ² ³ ⁴ ⁵ ⁶ ⁷ ⁸ ⁹ ¹⁰ Excellent



Why do you give that rating? PLEASE BE SPECIFIC

k) Delays are announced and explained

Very Poor ¹ ² ³ ⁴ ⁵ ⁶ ⁷ ⁸ ⁹ ¹⁰ Excellent [?] N/A



Why do you give that rating? PLEASE BE SPECIFIC

l) Clean and graffiti-free vehicles and stations

Very Poor ¹ ² ³ ⁴ ⁵ ⁶ ⁷ ⁸ ⁹ ¹⁰ Excellent



Why do you give that rating? PLEASE BE SPECIFIC

m) Courteous, competent and helpful staff

Very Poor ¹ ² ³ ⁴ ⁵ ⁶ ⁷ ⁸ ⁹ ¹⁰ Excellent



Why do you give that rating? PLEASE BE SPECIFIC



n) Safe West Coast Express equipment provides a safe ride

Very Poor

Excellent

¹ ² ³ ⁴ ⁵ ⁶ ⁷ ⁸ ⁹ ¹⁰



Why do you give that rating? PLEASE BE SPECIFIC

o) Not being overcrowded

Very Poor

Excellent

¹ ² ³ ⁴ ⁵ ⁶ ⁷ ⁸ ⁹ ¹⁰



What time of day or day of week is crowding a problem? PLEASE BE SPECIFIC

Q13. Approximately when did you begin taking West Coast Express?
PLEASE CIRCLE MONTH AND YEAR TO THE BEST OF YOUR RECALL

MONTH: Jan¹ Feb² Mar³ Apr⁴ May⁵ Jun⁶ Jul⁷ Aug⁸ Sep⁹ Oct¹⁰ Nov¹¹ Dec¹²

YEAR: 1995 1996 1997 1998 1999 2000 2001 2002 2003 2004 2005 2006 2007 2008 2009
2010 2011 2012 2013 2014 2015 2016 2017 2018 2019 2020 2021 2022 2023 2024

⁰ CHECK HERE IF THIS IS YOUR FIRST TRIP ON WEST COAST EXPRESS

Q14a. In the past, before you started taking West Coast Express for this trip, what main mode of transportation did you use to reach this destination?

- ¹ Carpool/vanpool
- ² Walk
- ³ Bicycle
- ⁴ Motorcycle
- ⁵ Taxi
- ⁶ Drove alone (SOV)
- ⁷ Bus
- ⁸ Other (specify) _____
- ⁹ N/A - New to the area served by WCE



Q14b. What are the main reasons that you take the West Coast Express rather than some other mode of transportation? PLEASE INDICATE OR WRITE IN UP TO THREE REASONS

- ¹ Avoid parking hassles / expense
- ² Avoid driving / traffic / can relax or work on train
- ³ Comfortable seats
- ⁴ Faster than driving
- ⁵ Faster / more direct than other transit modes
- ⁶ Stations are close to my home and / or destination
- ⁷ Save money on gas
- ⁸ Environmental reasons
- ⁹ Other (specify) _____

Q15. Did you have access to a car, van or truck for your trip today rather than taking the West Coast Express?

- ¹ Yes
- ² No

Q16a. Over the past six months, has your use of West Coast Express increased, decreased or remained the same?

- ¹ Increased
- ² Decreased
- ³ Remained the same



Q16b. Why? _____

Q17. 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 West Coast Express to family, friends or colleagues?

- Not at all likely ⁰ ¹ ² ³ ⁴ ⁵ ⁶ ⁷ ⁸ ⁹ Extremely likely
¹⁰





Lastly, just a few questions to help us understand the general characteristics of our customers.

D1. Please indicate your age:

- | | |
|---|---|
| <input type="checkbox"/> ¹ 18-24 | <input type="checkbox"/> ⁴ 45-54 |
| <input type="checkbox"/> ² 25-34 | <input type="checkbox"/> ⁵ 55-64 |
| <input type="checkbox"/> ³ 35-44 | <input type="checkbox"/> ⁶ 65 and over |

D2. Please indicate your present employment status:

- | | |
|---|--|
| <input type="checkbox"/> ¹ Employed full time (30+ hours/week) | <input type="checkbox"/> ⁵ Not Employed |
| <input type="checkbox"/> ² Employed part time (<30 hours/week) | <input type="checkbox"/> ⁶ Homemaker |
| <input type="checkbox"/> ³ Full time student | <input type="checkbox"/> ⁷ Retired |
| <input type="checkbox"/> ⁴ Part time student | |

D3. Please indicate the highest level of education you have completed:

- | | |
|--|--|
| <input type="checkbox"/> ¹ Some high school or less | <input type="checkbox"/> ³ Vocational / college / technical |
| <input type="checkbox"/> ² Graduated high school | <input type="checkbox"/> ⁴ Some university |
| <input type="checkbox"/> ⁵ Graduated university | |

D4. Please indicate your total annual household income before taxes:

- | | |
|--|--|
| <input type="checkbox"/> ¹ Under \$15,000 | <input type="checkbox"/> ⁶ \$55,000 to under \$65,000 |
| <input type="checkbox"/> ² \$15,000 to under \$25,000 | <input type="checkbox"/> ⁷ \$65,000 to under \$75,000 |
| <input type="checkbox"/> ³ \$25,000 to under \$35,000 | <input type="checkbox"/> ⁸ \$75,000 to under \$85,000 |
| <input type="checkbox"/> ⁴ \$35,000 to under \$45,000 | <input type="checkbox"/> ⁹ \$85,000 to under \$95,000 |
| <input type="checkbox"/> ⁵ \$45,000 to under \$55,000 | <input type="checkbox"/> ¹⁰ \$95,000 or over |

D6. Do you identify as either First Nations, Inuit, or Metis?

- ¹ Yes
² No



D7. Which of the following categories best represents your ethnic or cultural identity? Would you say...?

- 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 Another ethnic or cultural identity (specify) _____

D8. Which of the following do you identify yourself as?

- ¹ Male
- ² Female
- ³ Nonbinary/Gender fluid
- ⁴ Other (please specify) _____
- ⁵ Prefer not to say

D5a. What is your home postal code? V____ - ____
(If you cannot remember your full postal code please write in the first three digits)

D5b. **IF CANNOT RECALL POSTAL CODE:** Can you indicate the two major cross-streets nearest to your home? _____ and _____

D9. **OPTIONAL :** West Coast Express service was recently disrupted for a few days due to labour action between the company that operates the rail lines and the union representing their employees. Do you have anything you'd like to share about this service disruption or how it impacted you?

On behalf of TransLink and West Coast Express, thank you very much for your time and assistance.

