

Report

Customer Satisfaction Tracking Report

2021 Quarter 1



DATE April 30, 2021 PROJECT NUMBER 41074-008

Leger

—
We know Canadians

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Background and Objectives

BC Transit is responsible for coordinating the delivery of public transportation throughout British Columbia outside of Metro Vancouver. In partnership with local government, the Corporation's mandate includes planning, administering agreements, marketing, fleet management and contracting for the operations of transit services.

Since April 1998, BC Transit has conducted ongoing research with Victoria residents to measure transit usage and attitudes. In 2009, other BC Transit service areas throughout the province were added to the research. The study is conducted throughout the year with daily interviewing and quarterly and annual reporting.

The primary objectives for the research are:

- ✓ To identify levels and trends of transit use
- ✓ To identify attitudes towards the quality of service indicators
- ✓ To identify market characteristics of transit riders, potential riders and non-riders
- ✓ To monitor changes in market and attitudes

The current quarter and year-to-date results for all BC Transit service areas are presented in this report. Trend results for each service area are presented separately in the Appendix.

Methodology

- As of April 2016, the goal is to obtain 1,600 survey completions with residents aged 15 and older each quarter via telephone and online surveys. The quarterly and annual sample is stratified as follows:

Region:	Quarterly Sample	Annual Sample
Victoria:	300	1,200
West shore	100	400
Peninsula	100	400
Urban core communities	100	400
Tier 1 and 2 Communities	1,200	4,800
Central Fraser Valley	100	400
Kamloops	100	400
Kelowna Regional	100	400
Nanaimo Regional	100	400
Prince George	100	400
Whistler	100	400
Campbell River	100	400
Chilliwack Regional	100	400
Comox Valley	100	400
Cowichan Valley	100	400
Penticton	100	400
Vernon Regional	100	400
Tier 3 Communities	100	400
Total	1,600	6,400

- To ensure the final sample is an accurate reflection of each community, the data is weighted by community, age and gender to reflect actual population distributions.
- Telephone interviewing is conducted from Leger’s supervised telephone facilities. Online surveys are deployed to Leger’s LEO online general population research panel.

Margins of Error

- All random survey results are subject to margins of error. The following table outlines the maximum margins of error for the different sample sizes in the study. It also outlines the difference required in results when making comparisons between two equal sample sizes (i.e. between quarters). For example, when comparing Victoria results between quarters, each with samples of 300, all results that differ by 7.9% or more would be considered statistically significant. Differences less than 7.9% may or may not be statistically significant depending on the level of consensus to the question.

Sub-group	Sample Size	Maximum Margin of Error	Minimum Difference Between 2 Samples to Be Considered Significant
Annual Samples			
Total	6,400	+/-1.2%	1.7%
Victoria	1,200	+/-2.8%	4.0%
Tier 1 and 2 Communities	400	+/-4.9%	6.9%
Quarterly Samples			
Victoria	300	+/-5.7%	7.9%
Tier 1 and 2 Communities	100	+/-9.8%	13.9%
Tier 3 Communities	100	+/-9.8%	13.9%

Key takeaways

- The **overall ridership** continues to drop, to **27%** this quarter which is much lower than in **Q4 (34%)**. In particular, **Vernon residents (91%)** are far more likely to say they **didn't use local public transit** compared to the other regions.
- Interestingly, **Whistler** again has the **highest average number of one-way trips in the past seven days (1.6) in Q1 2021** versus all other regions.
- **Nearly six in ten (58%)** riders say they **used** the local bus system **less often** in Q1 2021 compared to a year ago, which is consistent with the Q4 2020 results. The main **reason** for that is again **COVID-19 (73% in Q1 vs. 71% in Q4)**.
- Over eight in ten (**85%**) agree it is important to make it **mandatory to wear masks** in making them feel comfortable riding local transit which is consistent with the Q4 results.
- **One-half** of respondents are **satisfied** with the **safety measures** that BC Transit has put in place, particularly **Whistler residents (70%)**. The main reasons for dissatisfaction are **safety concerns (30%)** and **lack of COVID-19 safety standards (25%)**.
- Overall satisfaction is slightly higher for this quarter (56% in Q1 vs. 53% in Q4). Satisfaction with the different aspects of service is stable.

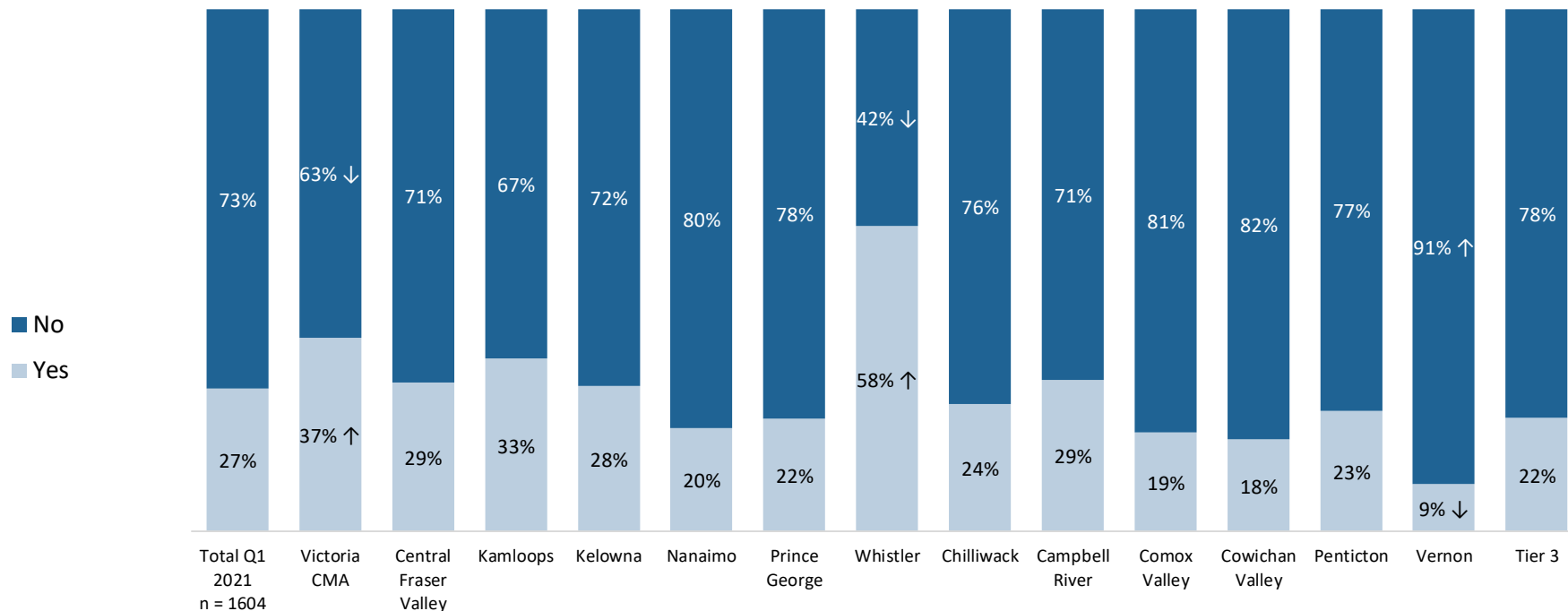
Responsibility for Local Transit System

	Victoria CMA n = 300	Central Fraser Valley n = 100	Kamloops n = 100	Kelowna n = 100	Nanaimo n = 100	Prince George n = 101	Whistler n = 101	Chilliwack n = 100	Campbell River n = 100	Comox Valley n = 100	Cowichan Valley n = 100	Penticton n = 101	Vernon n = 101	Tier 3 n = 100
BC Transit	74%	54%	61%	57%	64%	52%	45%	59%	38%	44%	53%	55%	49%	59%
Local/Municipal Government	23%	30%	40%	32%	31%	44%	40%	24%	61%	31%	24%	31%	36%	27%
TransLink	4%	17%	10%	14%	5%	9%	<1%	17%	2%	3%	3%	4%	6%	6%
Other	<1%	<1%	1%	1%	1%	1%	1%	2%	<1%	3%	1%	4%	<1%	3%
Don't know	6%	8%	9%	5%	8%	15%	19%	5%	4%	15%	30%	8%	18%	11%

Q1. Who do you think is responsible for your local transit system?

Blue indicates significantly higher results compared to other regions;
Red indicates significantly lower results compared to other regions.

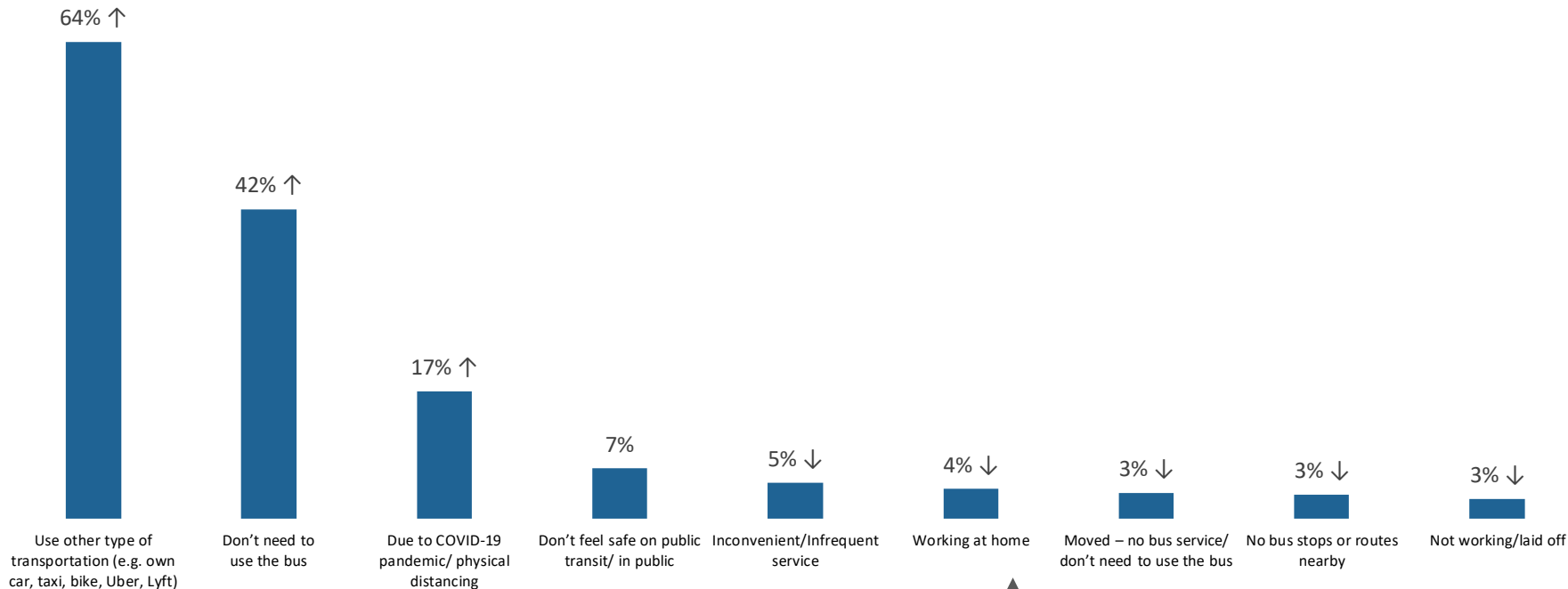
Past Year Local Transit Use



↑ indicates significantly higher results compared to other regions;
 ↓ indicates significantly lower results compared to other regions.

Q3: Have you used the local public bus system in the past year?

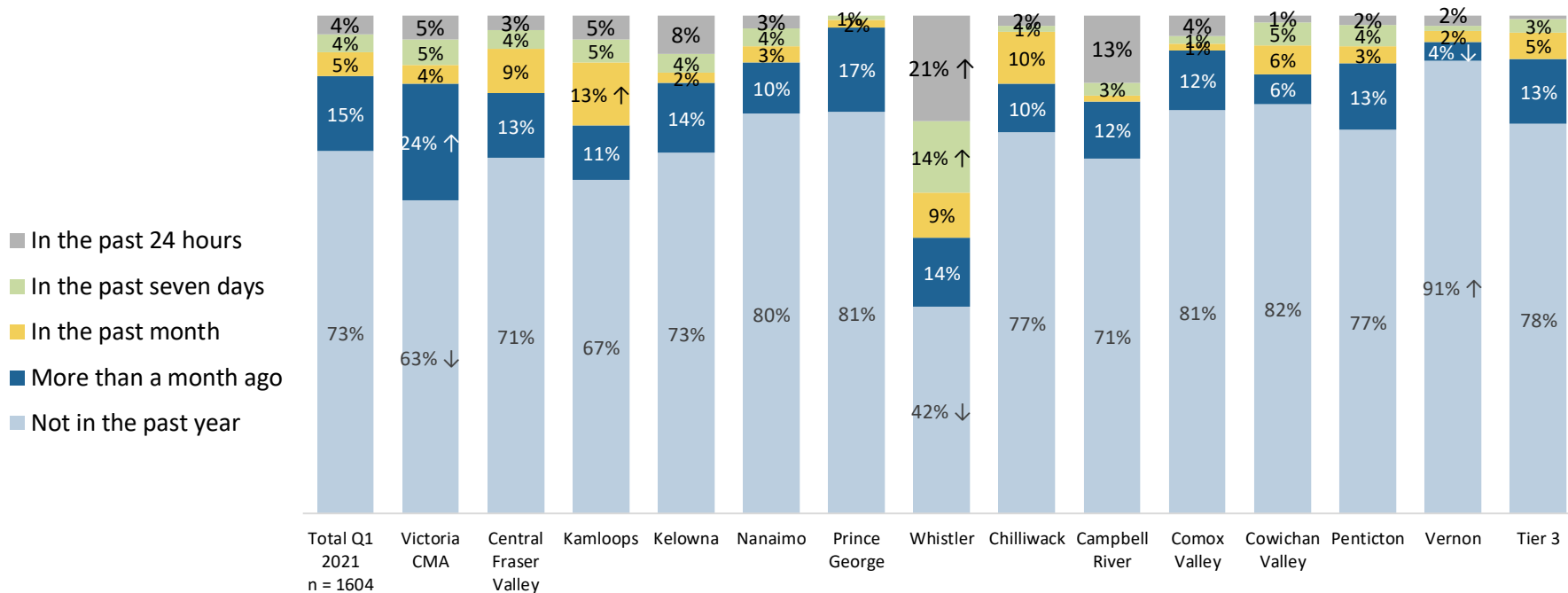
Reasons Not to Use the Local Public Bus System



↑ indicates significantly higher results compared to other regions;
 ↓ indicates significantly lower results compared to other regions.

Q3A. Why have you not used the local public bus system in the past year?; base n = 1210

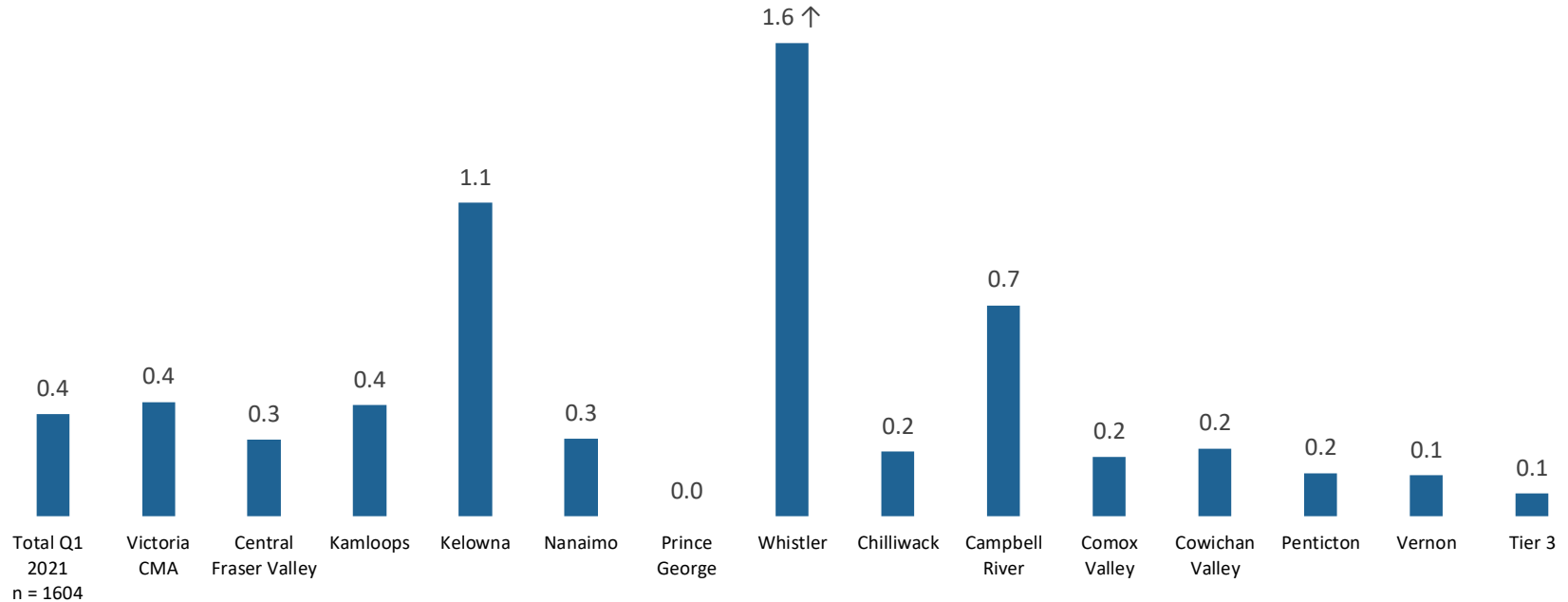
Most Recent Local Transit Use



↑ indicates significantly higher results compared to other regions;
 ↓ indicates significantly lower results compared to other regions.

Q4: When did you last use the local public bus system?

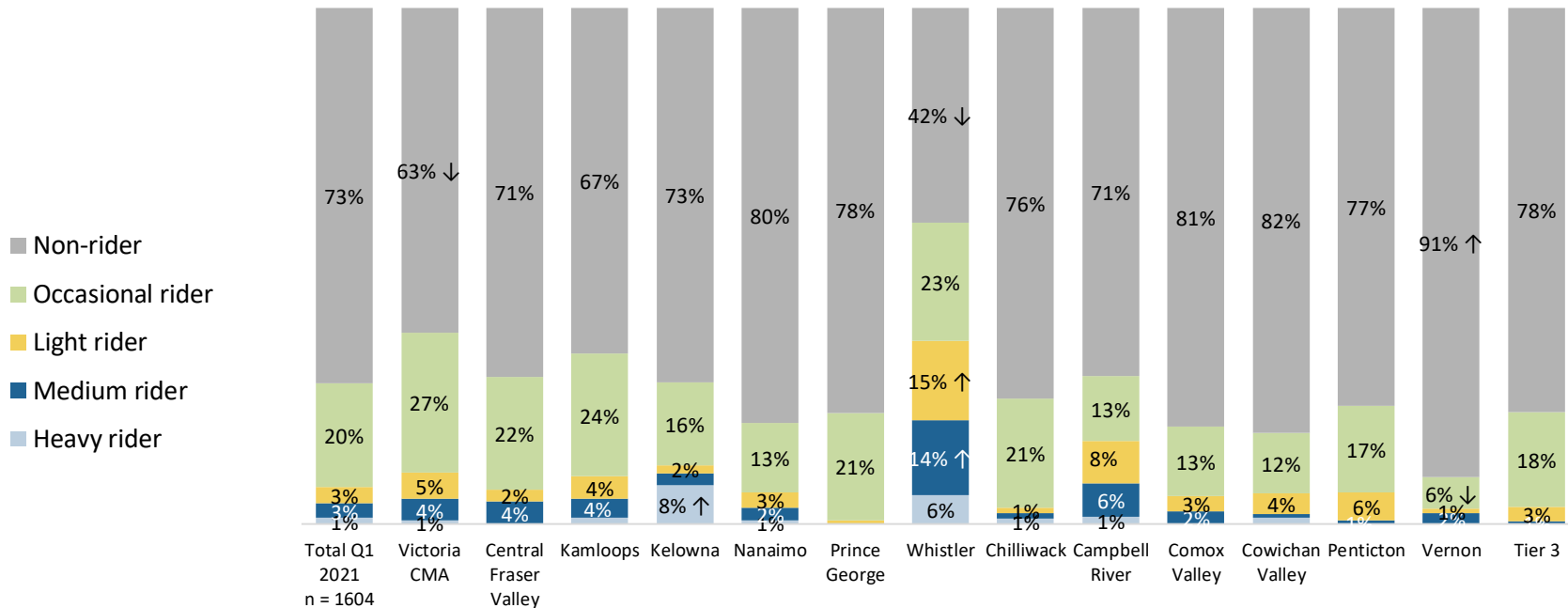
Average Number of One-way Trips in the Past Seven Days



Q5: How many one-way trips did you make on public transit in the past seven days?

↓ indicates significantly lower results compared to other answer options.

Rider Usage Group

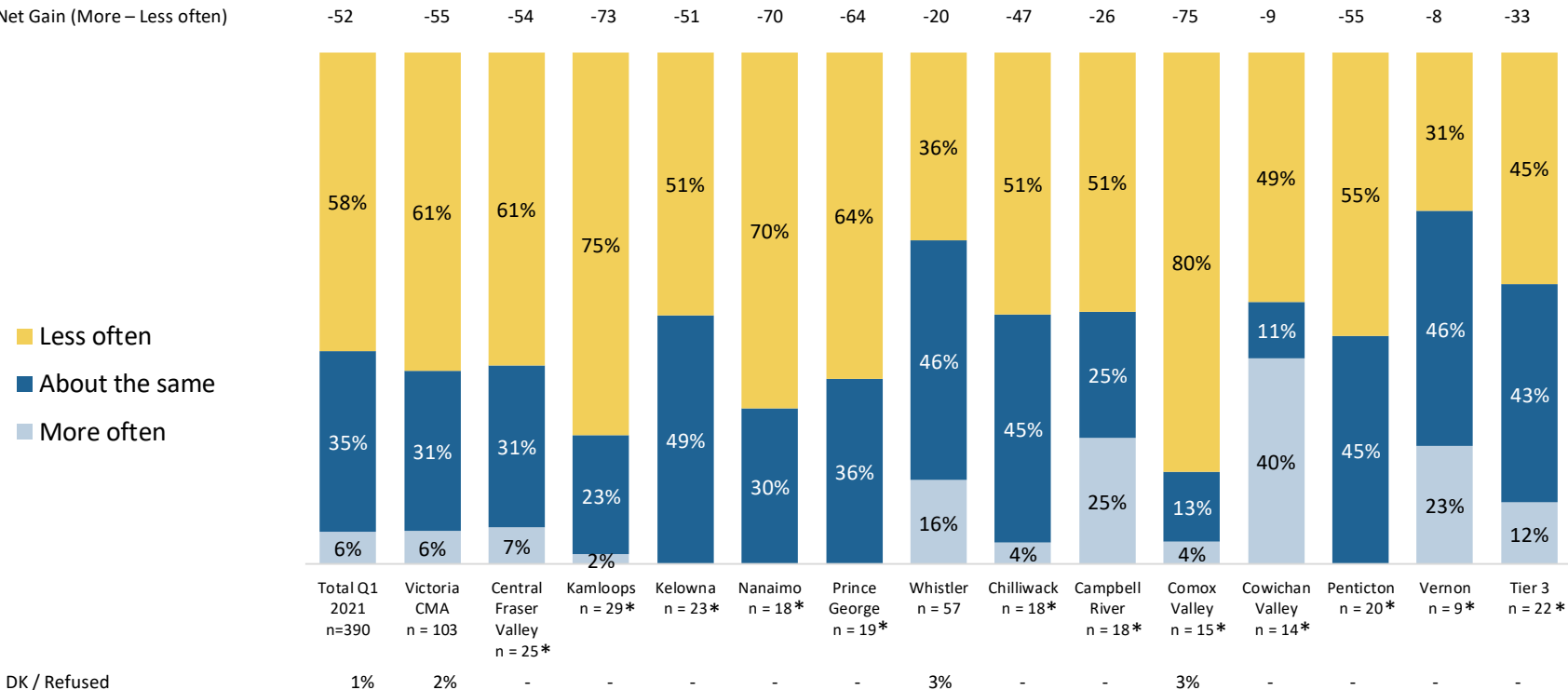


↑ indicates significantly higher results compared to other regions;
 ↓ indicates significantly lower results compared to other regions.

Q5. How many one-way trips did you make on public transit in the past seven days?

Past Year Change in Local Bus System Use

Net Gain (More – Less often)



DK / Refused

1% 2% - - - - - 3% - - 3% - - - -

Q6A: Compared to a year ago, would you say that you use the local bus system more often now, less often or about the same? - wt DK

* Caution small base size

Modes of Transportation Now Used (More often)

	Total Q1 2021 n = 219	Victoria CMA n = 61	Central Fraser Valley n = 16*	Kamloops n = 19*	Kelowna n = 15*	Nanaimo n = 11*	Prince George n = 12*	Whistler n = 19*	Chilliwack n = 13*	Campbell River n = 10*	Comox Valley n = 11*	Cowichan Valley n = 8*	Penticton n = 8*	Vernon n = 4*	Tier 3 n = 12*
Drive car/truck alone	60%	53%	67%	51%	77%	68%	83%	50%	73%	44%	65%	68%	67%	50%	51%
Carpool or share a ride as driver	13%	8%	16%	13%	16%	29%	19%	-	-	-	-	32%	42%	-	13%
Carpool or share a ride as passenger	15%	11%	-	19%	20%	13%	6%	20%	13%	46%	4%	32%	42%	-	36%
Taxi	8%	2%	4%	5%	20%	29%	-	-	13%	12%	11%	-	-	-	16%
Bicycle	10%	12%	15%	7%	8%	8%	14%	32%	7%	-	18%	7%	-	-	8%
Motorcycle/Moped/Scooter	1%	1%	-	-	-	-	-	-	7%	-	-	-	-	-	-
Walking/Rollerblading/Skateboarding/Jogging	37%	48%	25%	43%	15%	20%	29%	43%	34%	14%	21%	24%	14%	81%	57%
Other	5%	7%	4%	-	-	5%	6%	-	-	-	-	-	19%	19%	7%
Prefer not to answer	1%	2%	4%	-	-	-	-	7%	-	-	-	-	-	-	-

Blue indicates significantly higher results compared to other regions

* Caution small base size

Q6b Now that you are using the local bus system less often, what mode(s) of transportation are you using more?

Modes of Transportation Now Used (Less often)

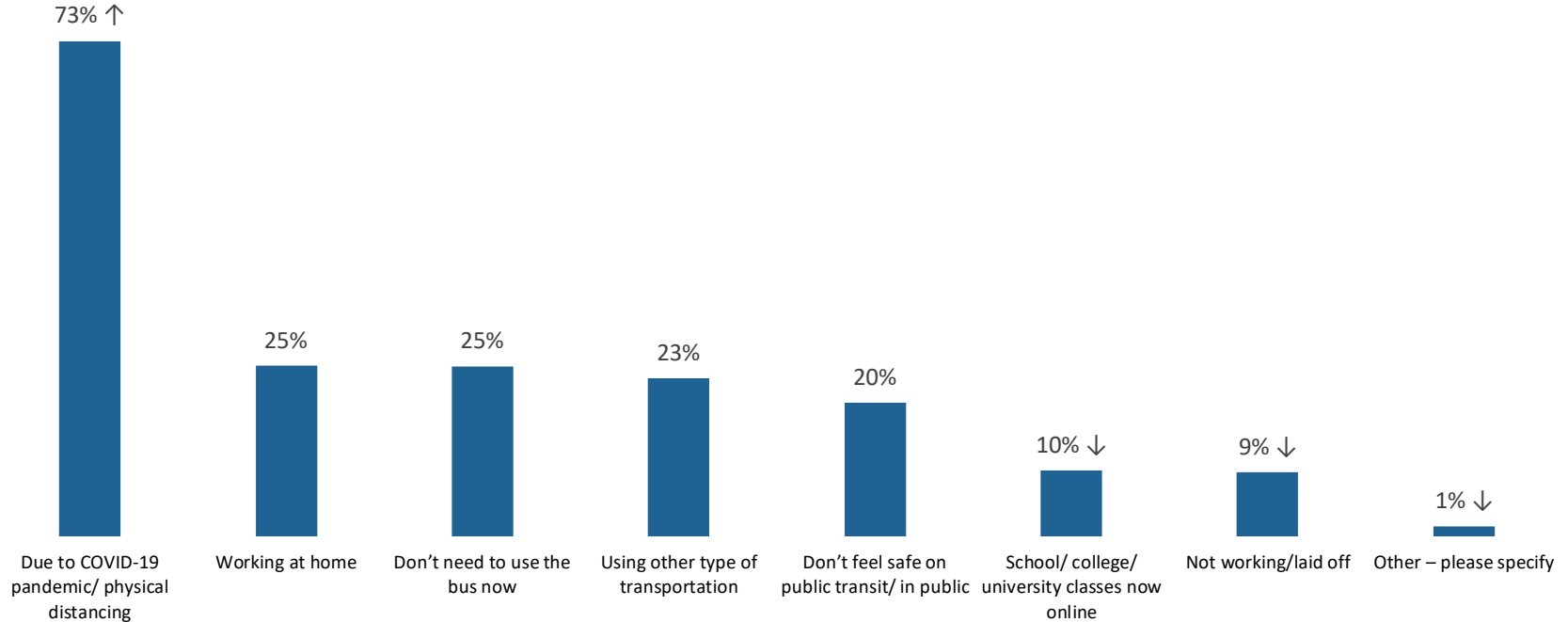
	Total Q1 2021 n = 33*	Victoria CMA n = 9*	Central Fraser Valley n = 2*	Kamloops n = 1*	Kelowna n = 0	Nanaimo n = 0	Prince George n = 0	Whistler n = 8*	Chilliwack n = 1*	Campbell River n = 3*	Comox Valley n = 1*	Cowichan Valley n = 4*	Penticton n = 0	Vernon n = 1*	Tier 3 n = 3*
Drive car/truck alone	33%	30%	48%	100%				82%	100%	5%	-	18%		-	27%
Carpool or share a ride as driver	16%	28%	-	-				-	-	-	-	-		-	25%
Carpool or share a ride as passenger	4%	11%	-	-				-	-	-	-	-		-	-
Taxi	17%	18%	-	-				9%	100%	-	-	27%		-	25%
Bicycle	1%	-	-	-				-	-	-	-	55%		-	-
Motorcycle/Moped/Scooter	-	-	-	-				-	-	-	-	-		-	-
Walking/Rollerblading/Skateboarding/ Jogging	15%	7%	52%	-				16%	100%	12%	-	36%		-	-
Other	35%	26%	-	-				-	-	83%	100%	-		100%	48%
Prefer not to answer	5%	15%	-	-				-	-	-	-	-		-	-

Blue indicates significantly higher results compared to other regions

* Caution small base size

Q6c Now that you are using the local bus system more often, what mode(s) of transportation are you using less?

Reasons for Using the Local Bus System Less Often

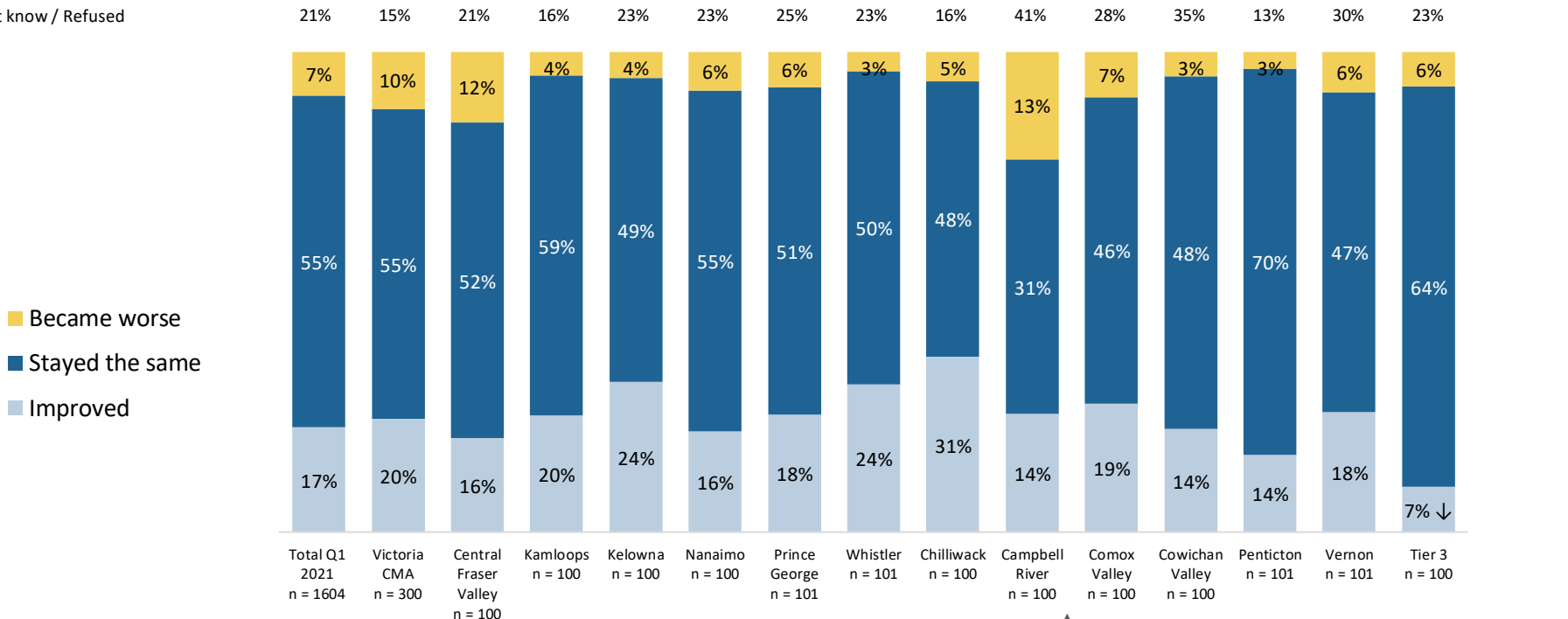


Q6BB. Can you tell me why you are using the local bus system less often at this time?; base n = 219

↑↓ indicates significantly higher/lower results compared to other answer options.

Past Year Change in Local Bus System

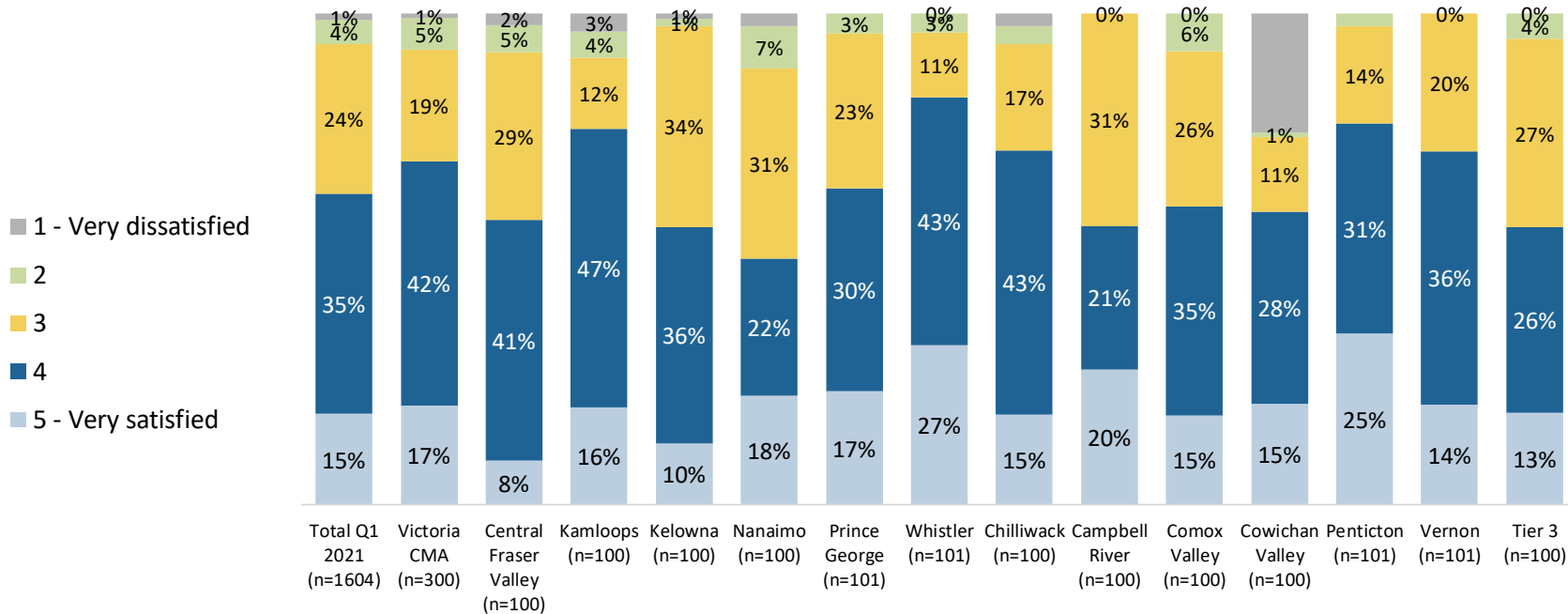
Don't know / Refused



↑ indicates significantly higher results compared to other regions;
 ↓ indicates significantly lower results compared to other regions.

Q11: Compared to a year ago, would you say that the local bus system has improved, stayed the same or become worse?

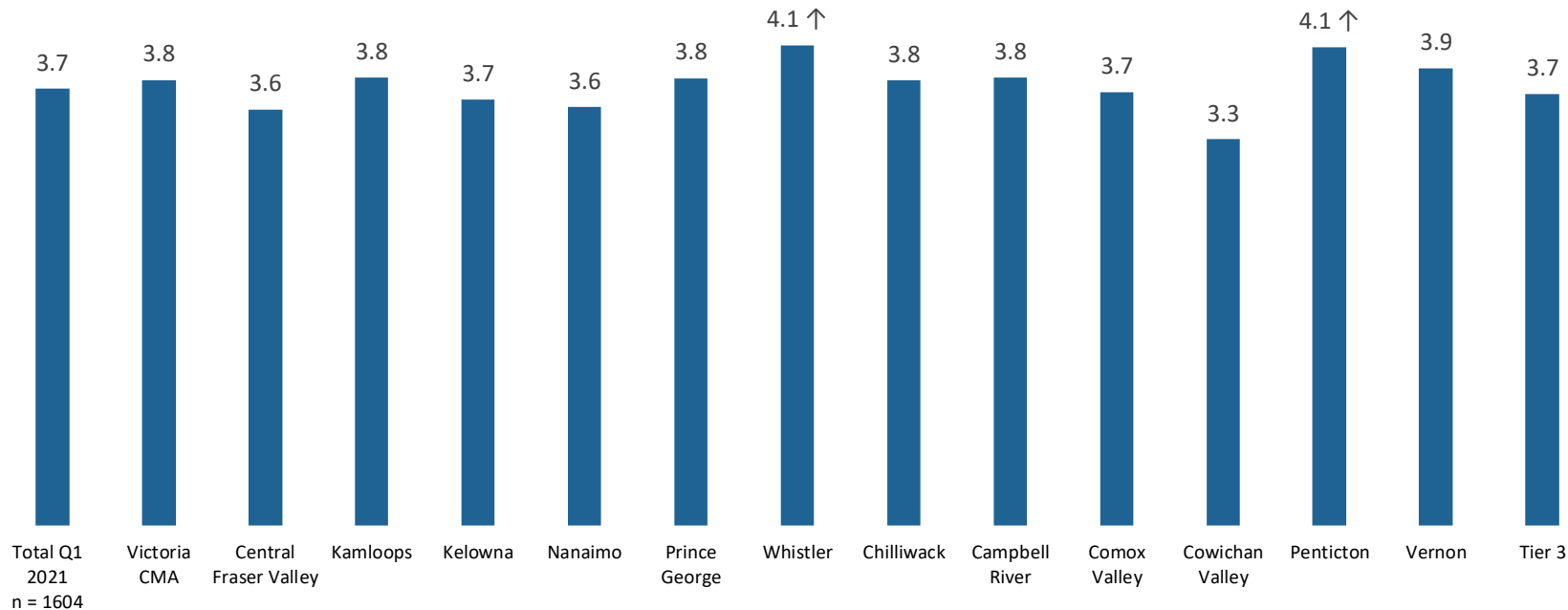
Satisfaction with Safety Measures



Q13A: With the current situation in mind, how satisfied are you with the measures that your local bus system has put in place to ensure that bus transportation is safe to ride?

↕ indicates significantly higher/lower results compared to other answer options.

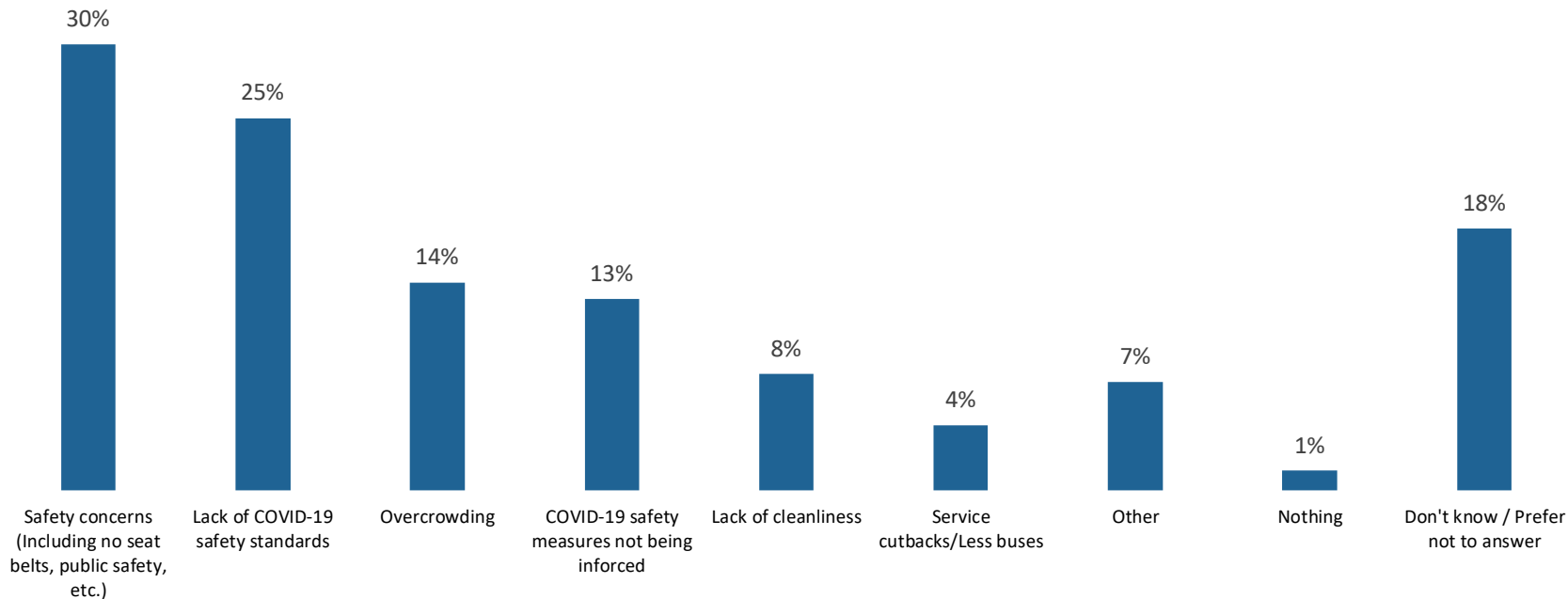
Average Satisfaction with Safety Measures



Q13A: With the current situation in mind, how satisfied are you with the measures that your local bus system has put in place to ensure that bus transportation is safe to ride?

↑ indicates significantly higher results compared to other regions

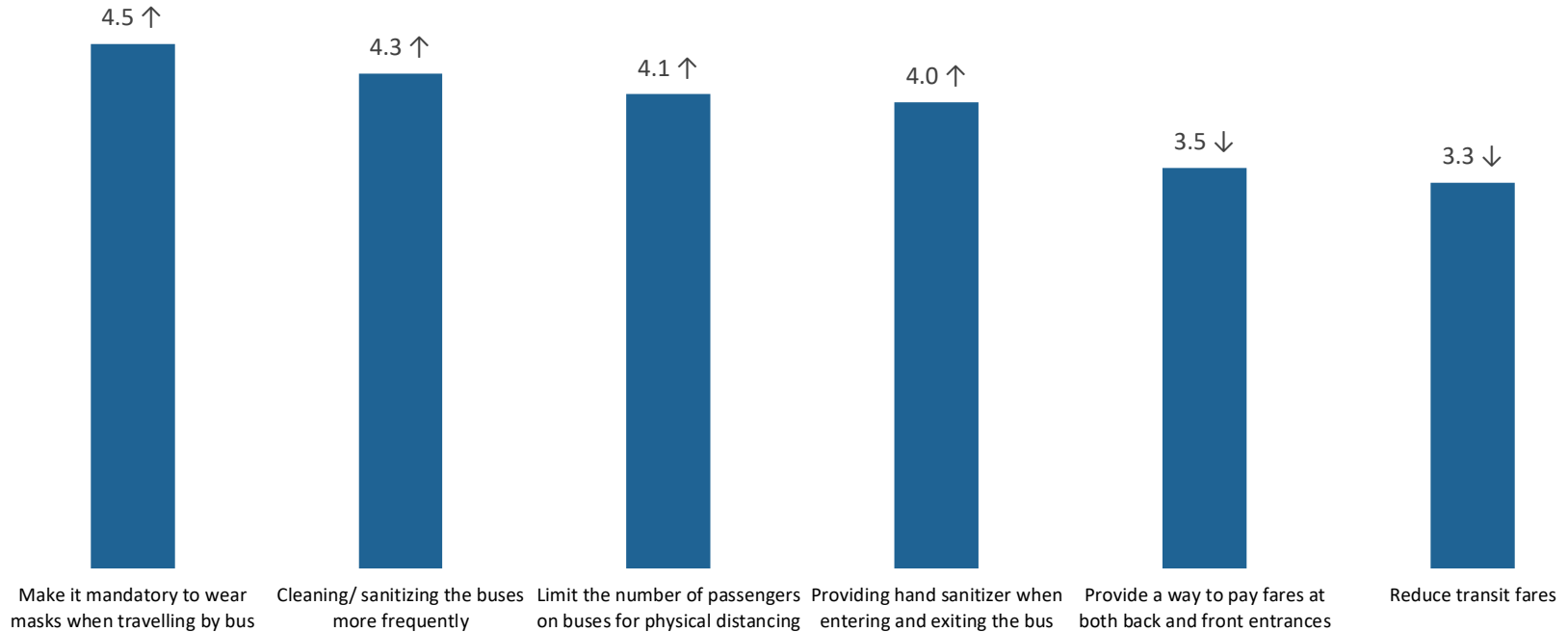
Reasons for Dissatisfaction with Safety Measures



Q13B: Why are you dissatisfied with the safety measures that your local bus system has put in place; base n = 65

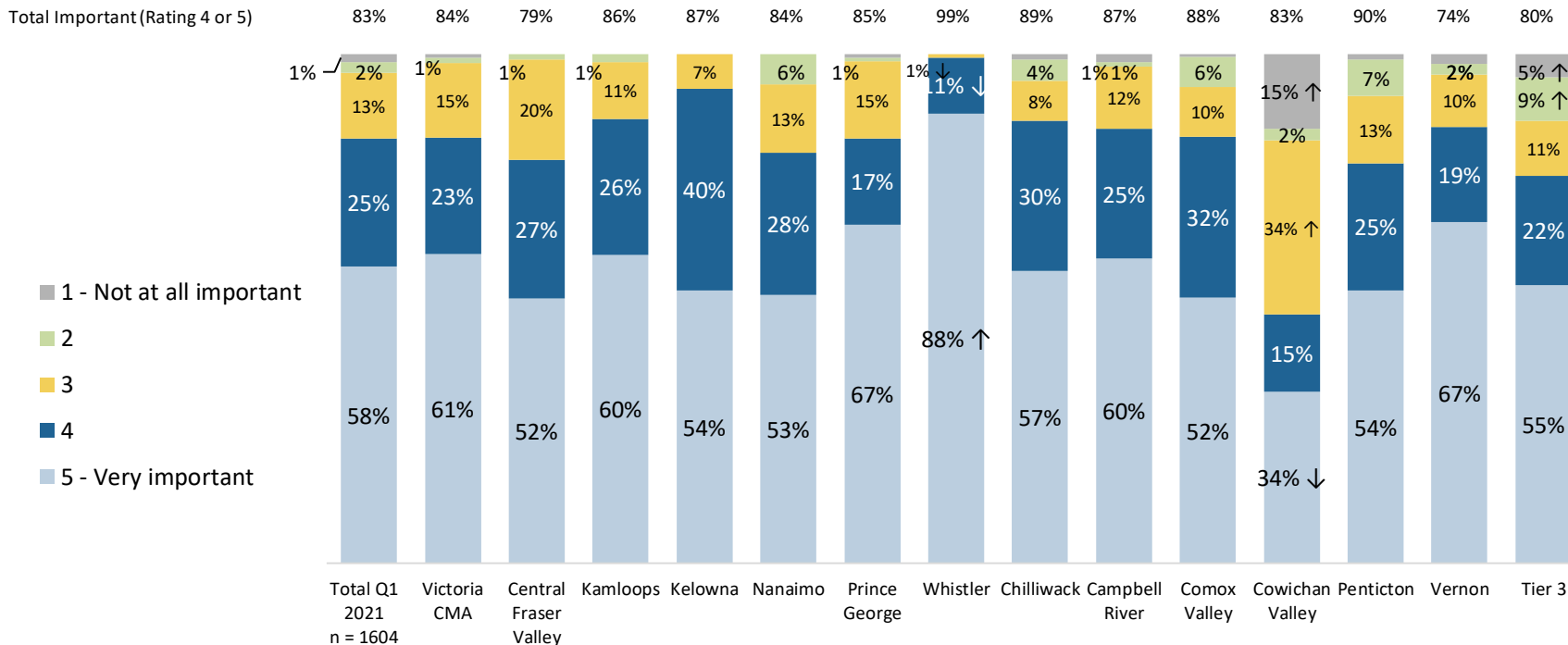
↕ indicates significantly higher/lower results compared to other answer options.

Average Importance of Safety Measures



Q13Cr: X- For the immediate future, how important would the following measures be in making you feel comfortable riding local transit; base n = from 1403 to 1545

Importance of Transit to Community



Q11B: On a scale from 1 to 5, where 1 is 'Not at all important' and 5 is 'Very important', how important do you think transit is to your community?

Perceptions of Transit Service

(% Rating 4 or 5)



	Total Q1 2021 n = 1425	Victoria CMA n = 279	Central Fraser Valley n = 93	Kamloops n = 92	Kelowna n = 87	Nanaimo n = 91	Prince George n = 83	Whistler n = 98	Chilliwack n = 91	Campbell River n = 76	Comox Valley n = 90	Cowichan Valley n = 84	Penticton n = 90	Vernon n = 84	Tier 3 n = 87
Fare prices are reasonable	50%	50%	48%	57%	44%	41%	47%	74%	59%	43%	53%	38%	52%	52%	53%
Bus drivers are courteous	60%	71%	49%	63%	55%	59%	49%	82%	55%	47%	52%	53%	68%	58%	59%
Frequency of scheduled service	35%	36%	28%	47%	40%	30%	32%	58%	28%	21%	36%	24%	49%	30%	33%
Buses run on time/on schedule	48%	48%	36%	60%	49%	42%	48%	67%	45%	28%	60%	34%	68%	45%	55%
Buses are clean and well-maintained	57%	60%	51%	67%	65%	51%	55%	85%	54%	62%	56%	42%	73%	46%	49%
Personal safety while riding local buses	53%	54%	38%	62%	47%	49%	45%	72%	52%	42%	57%	45%	74%	55%	63%
Personal safety while waiting for local buses	43%	44%	35%	52%	39%	39%	31%	75%	44%	52%	52%	36%	61%	34%	44%
Availability and accuracy of schedule information	49%	48%	40%	52%	54%	43%	52%	76%	55%	34%	47%	36%	63%	43%	52%
Buses not being overcrowded	52%	44%	50%	61%	45%	45%	60%	46%	67%	49%	63%	51%	81%	60%	56%
Buses have a direct route	40%	48%	29%	38%	40%	35%	38%	65%	44%	38%	29%	34%	48%	38%	41%
Bus fare payment options are convenient and easy to use	44%	43%	43%	49%	49%	39%	35%	58%	57%	35%	40%	38%	54%	39%	43%
Buses have good connections with reasonable wait times	34%	33%	27%	50%	33%	27%	29%	58%	42%	27%	33%	31%	52%	32%	37%
Bus stops have enough amenities	32%	32%	32%	25%	43%	22%	25%	60%	26%	40%	26%	28%	50%	23%	34%
Bus stops are clean and well maintained	49%	47%	47%	59%	62%	36%	44%	68%	51%	58%	58%	52%	62%	54%	44%
Trip duration	42%	45%	35%	54%	41%	35%	39%	65%	43%	41%	42%	29%	59%	44%	40%
Overall	56%	55%	44%	67%	61%	47%	54%	83%	64%	44%	54%	51%	69%	59%	59%

Q12 and Q13 Based on your own experience or what you may have seen or heard, we would like you to rate the local transit system on several areas. Using a scale of 1 to 5 where 1 means extremely poor and 5 means excellent. Blue indicates significantly higher results compared to other regions; Red indicates significantly lower results compared to other regions.

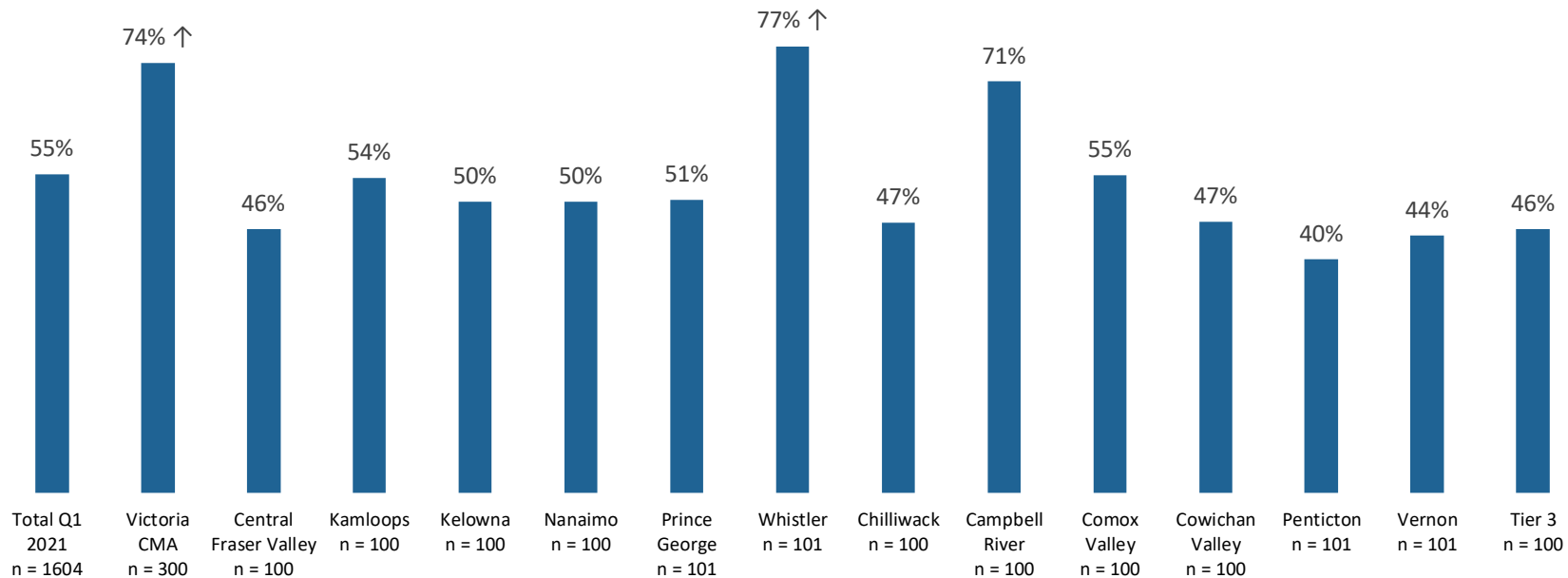
Perceptions of Transit Service (Mean Scores)



Average	Total Q1 2021 n = 904	Victoria CMA n = 188	Central Fraser Valley n = 66	Kamloops n = 63	Kelowna n = 64	Nanaimo n = 57	Prince George n = 57	Whistler n = 66	Chilliwack n = 57	Campbell River n = 32	Comox Valley n = 48	Cowichan Valley n = 46	Penticton n = 59	Vernon n = 45	Tier 3 n = 56
Fare prices are reasonable	3.7	3.5	3.7	3.9	3.5	3.6	3.7	4.0	3.9	3.9	3.9	3.1	3.9	4.0	3.8
Bus drivers are courteous	4.0	4.1	3.8	3.9	3.9	3.9	3.9	4.4	3.8	4.1	3.9	3.6	4.2	4.1	4.2
Frequency of scheduled service	3.2	3.2	3.0	3.4	3.3	2.7	3.2	3.8	3.3	3.1	3.4	2.6	3.7	3.3	3.2
Buses run on time/on schedule	3.7	3.6	3.3	3.6	3.7	3.4	3.8	4.0	3.8	3.5	3.9	3.2	4.2	3.8	3.9
Buses are clean and well-maintained	3.8	3.9	3.7	3.9	3.8	3.7	3.9	4.4	3.7	4.0	3.9	3.3	4.4	3.9	3.8
Personal safety while riding local buses	3.8	3.7	3.5	3.9	3.5	3.7	3.7	4.2	3.7	3.9	3.9	3.3	4.4	3.9	4.0
Personal safety while waiting for local buses	3.5	3.5	3.3	3.5	3.3	3.4	3.2	4.0	3.5	3.7	3.5	3.1	3.9	3.4	3.6
Availability and accuracy of schedule information	3.7	3.6	3.3	3.7	3.7	3.5	3.8	4.1	3.7	3.7	3.6	3.2	4.1	3.7	3.8
Buses not being overcrowded	3.8	3.5	3.8	3.8	3.6	3.8	4.0	3.7	3.9	4.0	4.1	3.5	4.5	4.2	3.9
Buses have a direct route	3.4	3.4	3.1	3.3	3.5	3.0	3.4	3.8	3.5	3.5	3.2	3.0	3.7	3.6	3.4
Bus fare payment options are convenient and easy to use	3.6	3.6	3.7	3.6	3.7	3.4	3.3	3.8	4.0	3.7	3.6	3.1	4.0	3.6	3.7
Buses have good connections with reasonable wait times	3.2	3.1	3.1	3.5	3.2	2.9	3.2	3.6	3.5	3.4	3.3	2.9	3.7	3.4	3.4
Bus stops have enough amenities	3.0	2.9	3.1	2.9	3.4	2.8	2.8	3.8	3.0	3.2	2.9	2.6	3.6	2.8	3.1
Bus stops are clean and well maintained	3.5	3.3	3.5	3.6	3.8	3.1	3.4	4.0	3.5	3.8	3.7	3.3	3.9	3.6	3.6
Trip duration	3.5	3.5	3.4	3.8	3.6	3.3	3.5	4.1	3.6	4.0	3.7	3.0	4.1	3.6	3.5

Q12 and Q13 Based on your own experience or what you may have seen or heard, we would like you to rate the local transit system on several areas. Using a scale of 1 to 5 where 1 means extremely poor and 5 means excellent. Blue indicates significantly higher results compared to other regions; Red indicates significantly lower results compared to other regions.

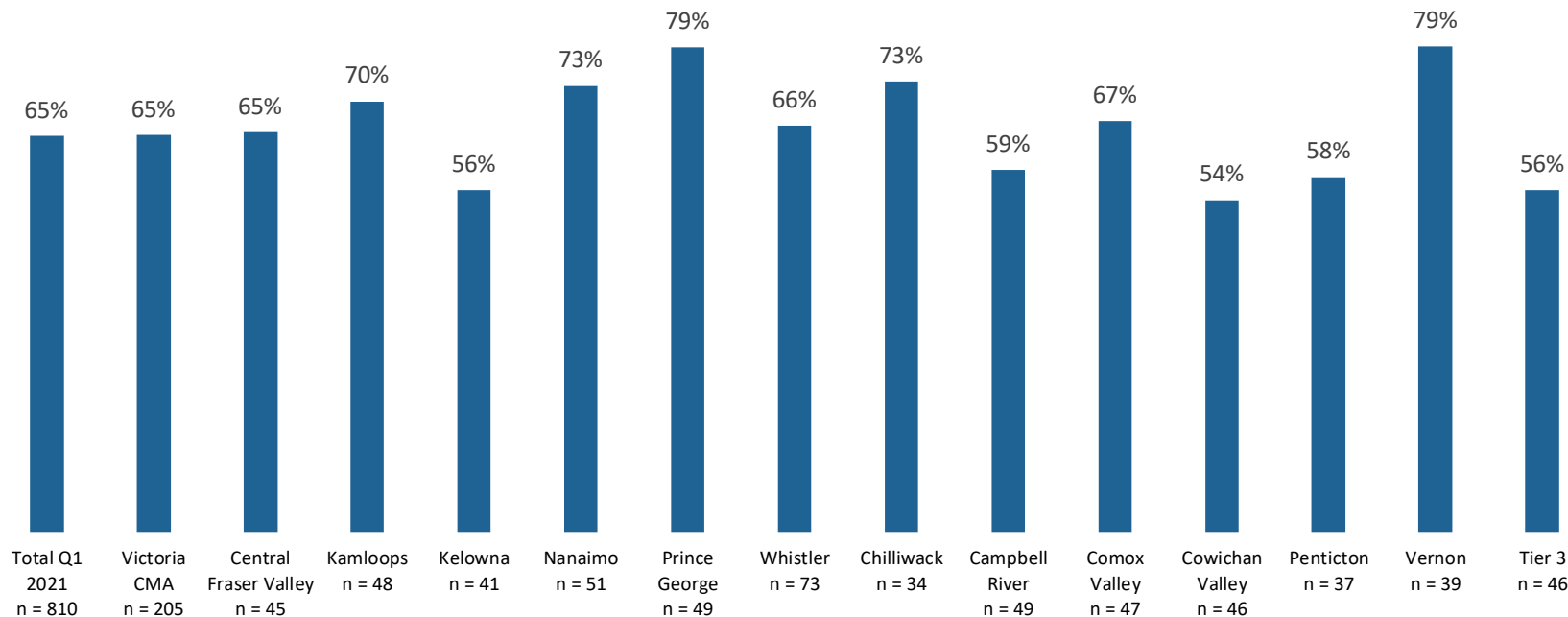
% Accessed BC Transit's Information Online



Q14: Have you ever accessed BC Transit's information online?

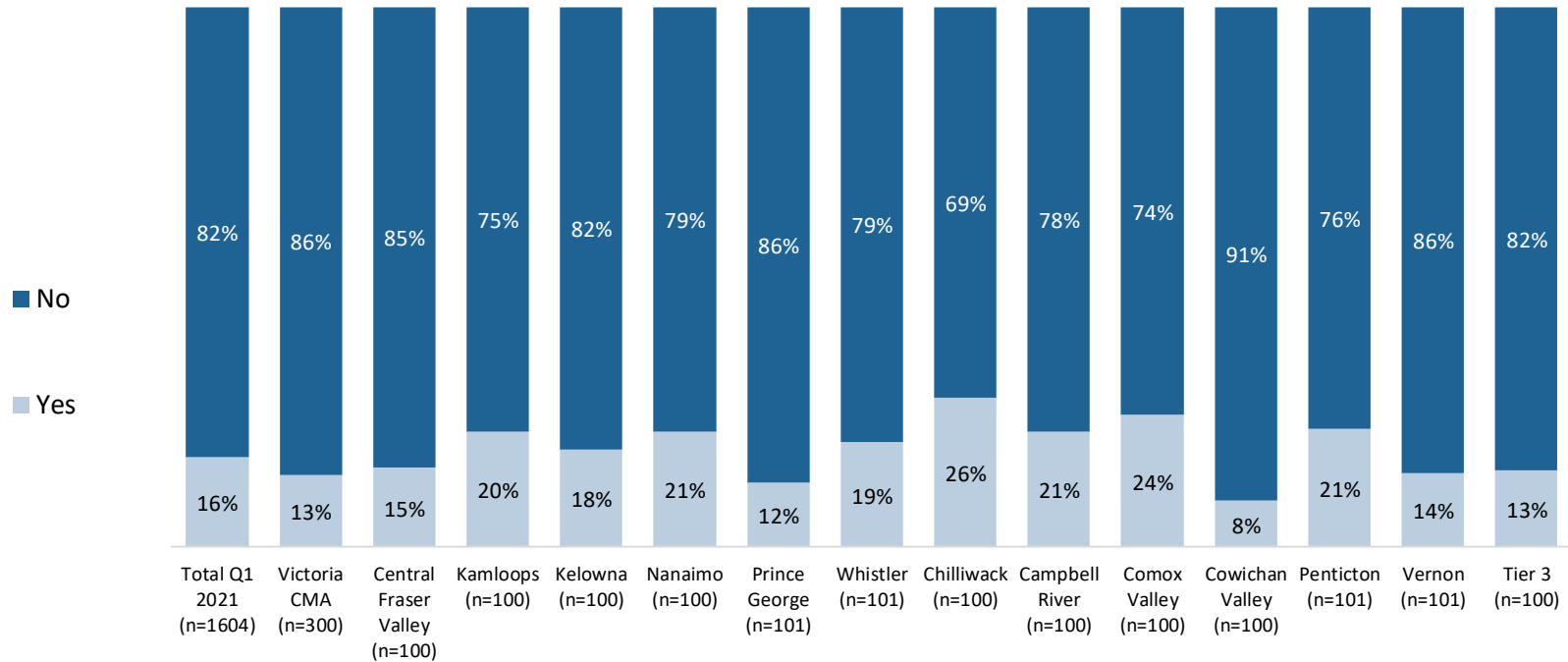
↑ indicates significantly higher results compared to other regions.

Quality of BC Transit's Information Online (% Rating 4 or 5)



Q15: On the same scale where 1 means 'Extremely poor' and 5 means 'Excellent', how would you rate the quality of BC Transit's information online?

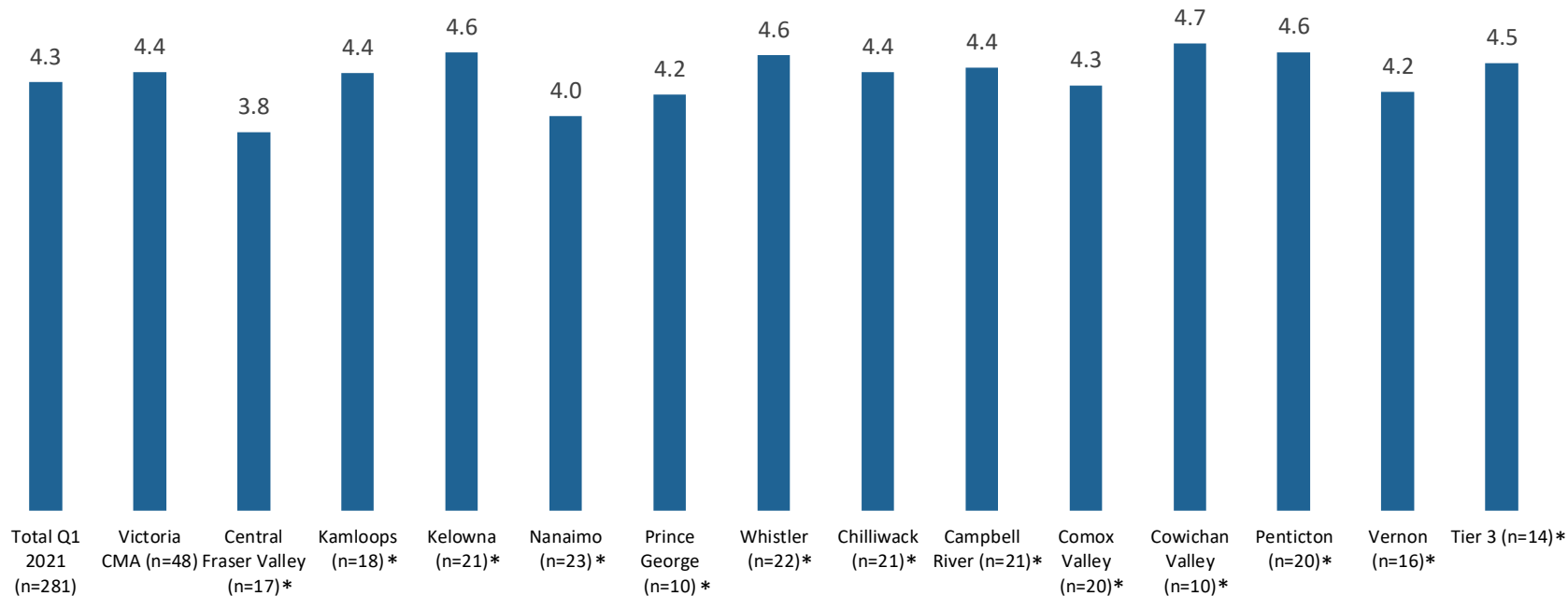
Use of Printed Guide



Q15A: Do you currently make use of printed bus schedules like the Rider's Guide and hard copy paper updates?

Average Importance Printed Guide

(Average Rating on 5pt scale – among those who make use of printed guide)

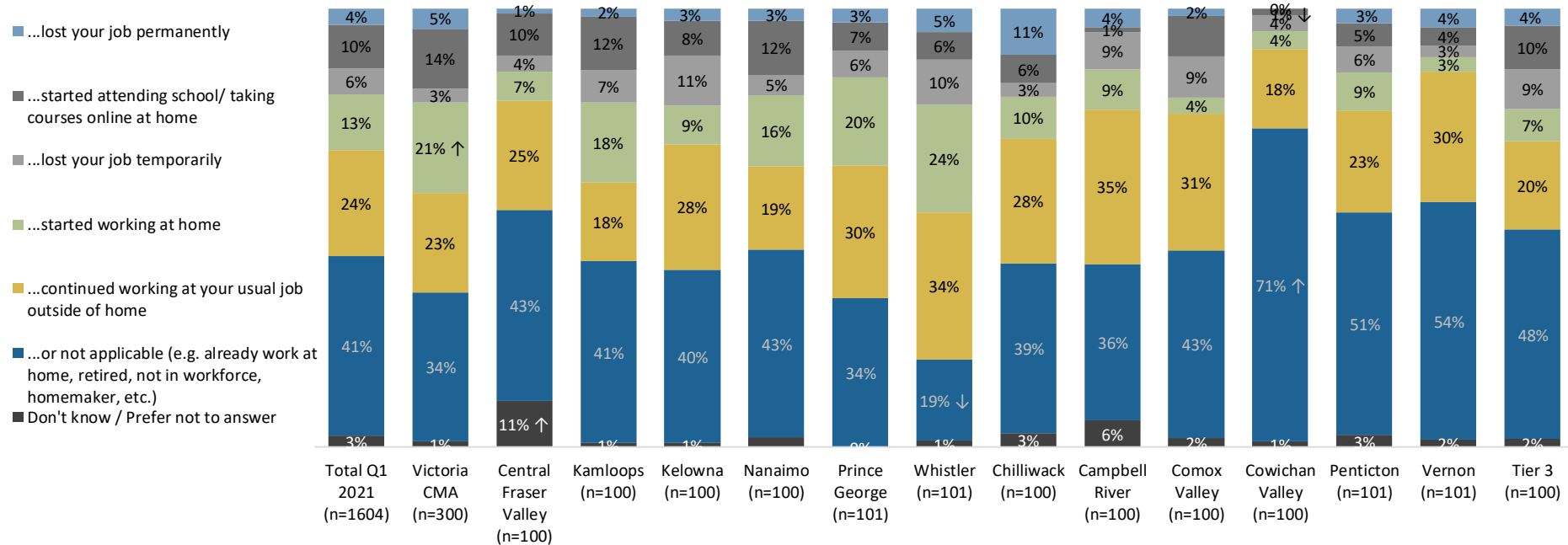


Q15B: How important is it to you to have the printed Rider’s Guide and hard copy paper updates available for you to look up b bus schedules?

↑ indicates significantly higher results compared to other regions.

* Caution small base size

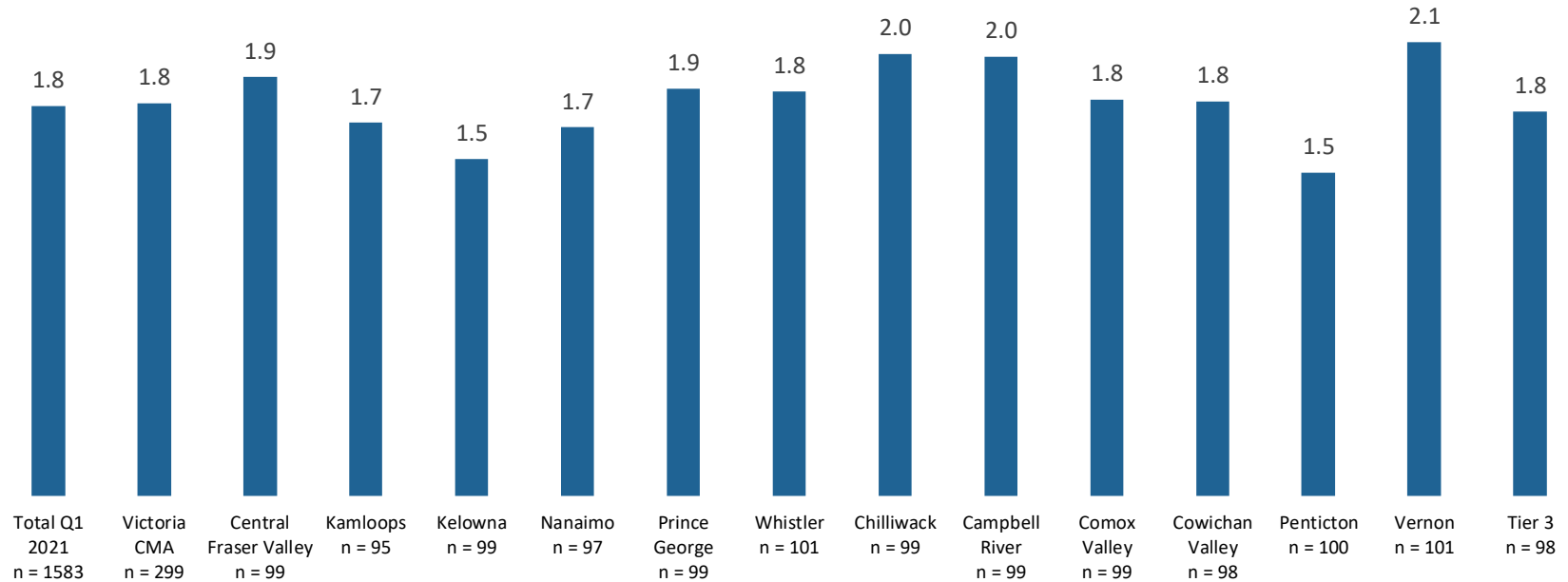
Change in Work Status Since COVID-19 Crisis



D6: Since the beginning of the COVID-19 crisis, have you...?

↑ indicates significantly higher results compared to other regions;
 ↓ indicates significantly lower results compared to other regions.

Average Number of Vehicles In Household



D3: How many insured motor vehicles, including motorcycles, do you and the other members of your household own or lease?

DEMOGRAPHICS

Demographics

Age

	%
15-17	2%
18-24	10%
25-34	14%
35-44	14%
45-54	12%
55-64	22%
65-74	15%
75 and older	9%

Gender

	%
Male	47%
Female	53%
Other	<1%

Residence area

	%
Urban	65%
Rural	34%
Prefer not to answer	1%

Income

	%
Less than \$20,000	6%
\$20,000 to less than \$25,000	6%
\$25,000 to less than \$35,000	8%
\$35,000 to less than \$45,000	9%
\$45,000 to less than \$55,000	8%
\$55,000 to less than \$65,000	10%
\$65,000 to less than \$75,000	8%
\$75,000 or more	39%

Appendix

Trend data organized by community

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— WHISTLER	Page 82
— CHILLIWACK	Page 90
— CAMPBELL RIVER	Page 98
— COMOX VALLEY	Page 106
— COWICHAN VALLEY	Page 114
— PENTICTON	Page 122
— VERNON	Page 130
— TIER 3	Page 138

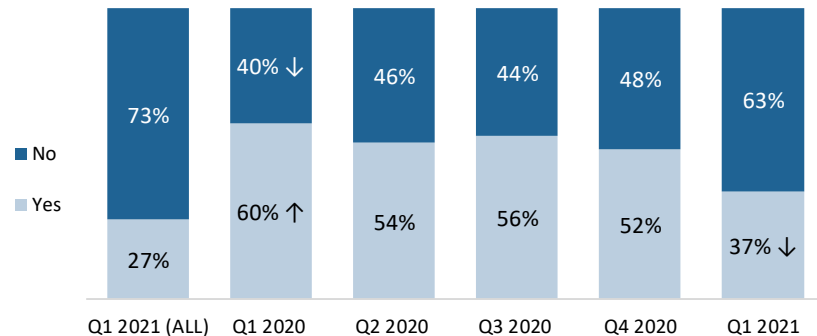
Victoria

Victoria: Trends

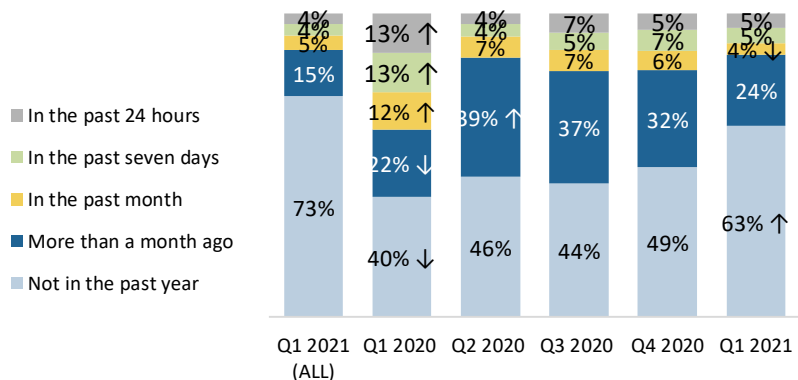
Responsible for Local Transit System

	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
BC Transit	60%	86%	83%	79%	75%	74%
Local/Municipal Government	30%	16%	17%	17%	26%	23%
TransLink	8%	<1%	1%	2%	3%	4%
Other	1%	3%	<1%	<1%	1%	<1%
Don't know	9%	6%	2%	8%	7%	6%

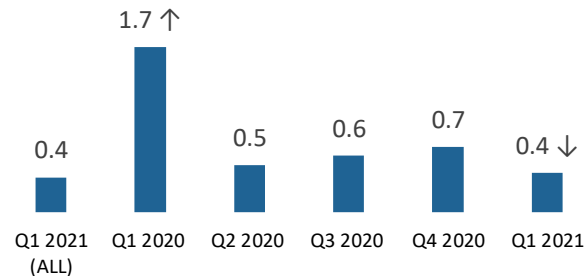
Past Year Local Transit Use



Most Recent Local Transit Use



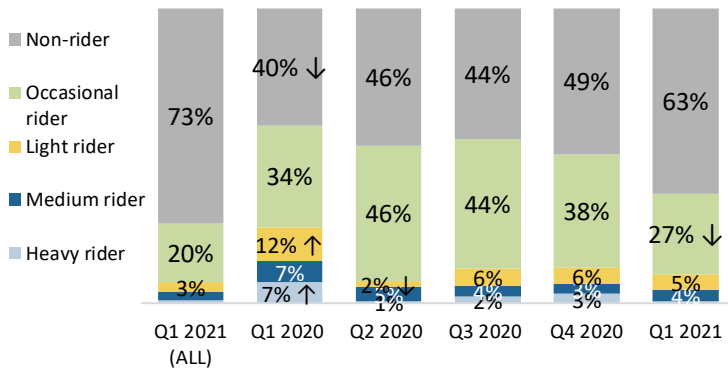
Average Number of One-Way Trips in the Past Seven Days



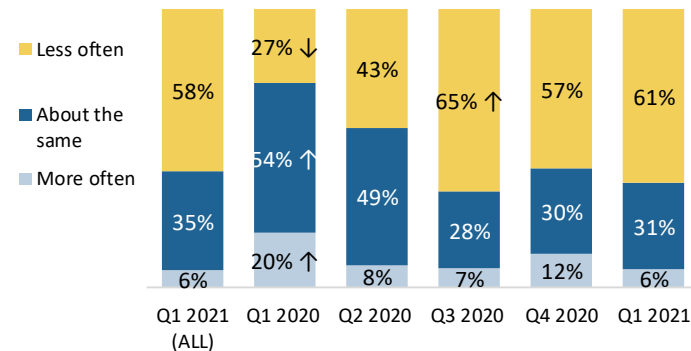
↑ Blue indicates significantly higher results compared to other quarters;
 ↓ Red indicates significantly lower results compared to other quarters.

Victoria: Trends

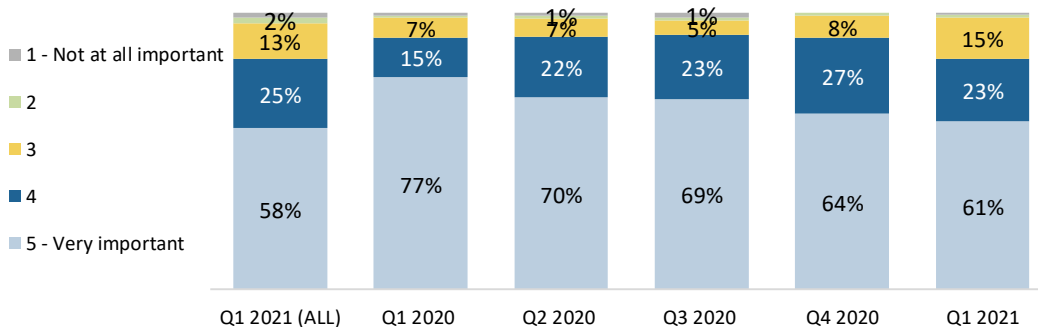
Rider Usage Group



Past Year Change in Local Bus System Use (Among Past Year Riders)



Importance of Transit to Community



↕ indicates significantly higher/lower results compared to other quarters.

Victoria: Trends

Modes of Transportation Used More Often

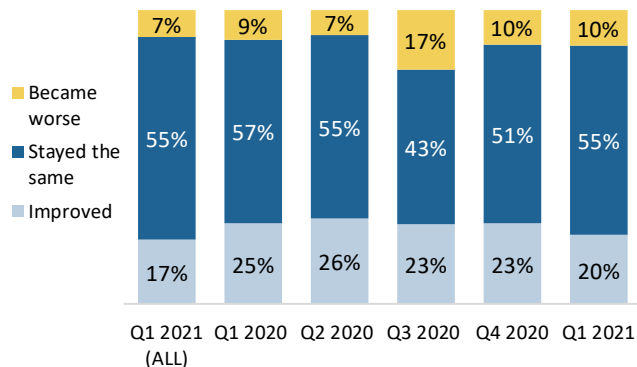
	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Drive car/ truck alone	60%	62%	66%	68%	65%	53%
Carpool or share a ride as driver	13%	11%	9%	2%	15%	8%
Carpool or share a ride as passenger	15%	16%	19%	14%	8%	11%
Taxi	8%	4%	-	3%	2%	2%
Bicycle	10%	11%	23%	32%	29%	12%
Motorcycle/Moped/Scooter	1%	-	-	6%	1%	1%
Walking/Rollerblading/Skateboarding/Jogging	37%	13%	33%	52%	27%	48%
Other	5%	7%	4%	5%	1%	7%
Prefer not to answer	1%	-	2%	-	2%	2%

Modes of Transportation Used Less Often

	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Drive car/ truck alone	33%	65%	58%	57%	39%	30%
Carpool or share a ride as driver	16%	15%	15%	5%	11%	28%
Carpool or share a ride as passenger	4%	10%	27%	-	24%	11%
Taxi	17%	10%	27%	8%	38%	18%
Bicycle	1%	15%	17%	14%	12%	-
Motorcycle/Moped/Scooter	-	-	-	-	8%	-
Walking/Rollerblading/Skateboarding/Jogging	15%	43%	35%	8%	15%	7%
Other	35%	8%	-	-	13%	26%
Prefer not to answer	5%	-	-	27%	4%	15%

Victoria: Trends

Past Year Change in Local Bus System

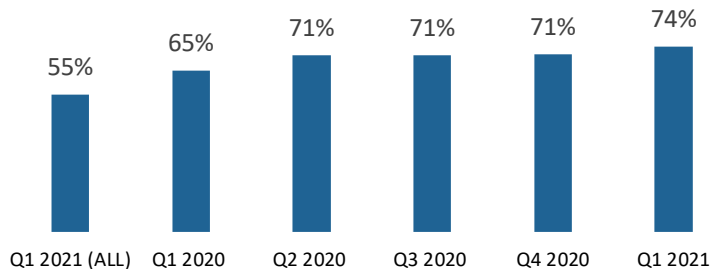


	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Fare prices are reasonable	50%	57%	57%	50%	50%	50%
Bus drivers are courteous	60%	80%	75%	63%	65%	71%
Frequency of scheduled service	35%	52%	45%	34%	39%	36%
Buses run on time/on schedule	48%	58%	50%	57%	49%	48%
Buses are clean and well-maintained	57%	70%	69%	68%	63%	60%
Personal safety while riding local buses	53%	76%	68%	64%	55%	54%
Personal safety while waiting for local buses	43%	62%	62%	56%	52%	44%
Availability and accuracy of schedule information	49%	76%	58%	58%	57%	48%
Buses not being overcrowded	52%	39%	36%	47%	40%	44%
Buses have a direct route	40%	53%	51%	39%	45%	48%
Bus fare payment options are convenient and easy to use	44%	57%	58%	49%	48%	43%
Buses have good connections with reasonable wait times	34%	47%	47%	47%	43%	33%
Bus stops have enough amenities	32%	41%	45%	40%	42%	32%
Bus stops are clean and well maintained	49%	64%	63%	61%	50%	47%
Trip duration	42%	63%	52%	51%	47%	45%
Overall	56%	67%	66%	55%	55%	55%

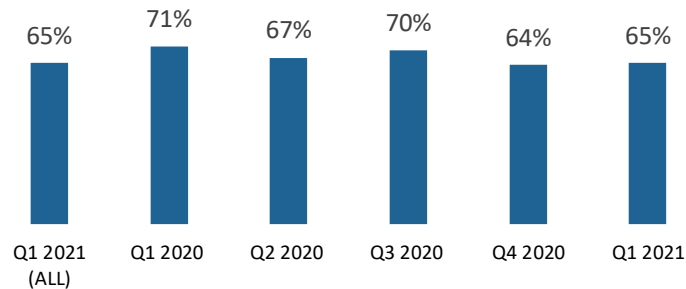
Blue indicates significantly higher results compared to other quarters;
 Red indicates significantly lower results compared to other quarters.

Victoria: Trends

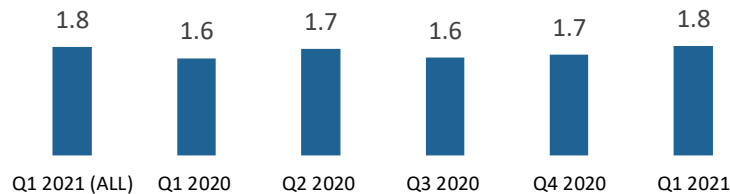
% Accessed BC Transit's Information Online



Quality of the Online Information



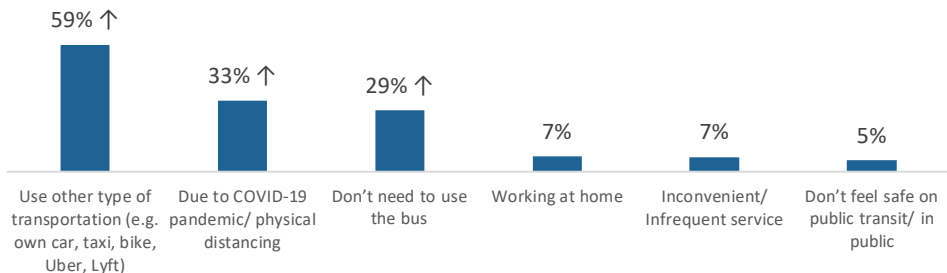
Average Number of Vehicles in Household



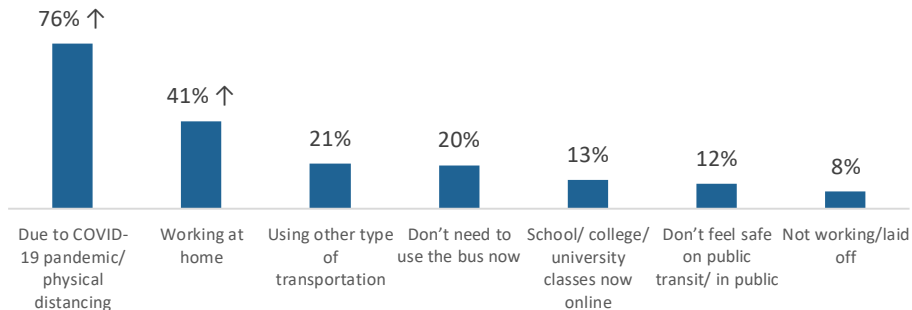
⬆️⬇️ indicates significantly higher/lower results compared to other quarters.

Victoria: Trends

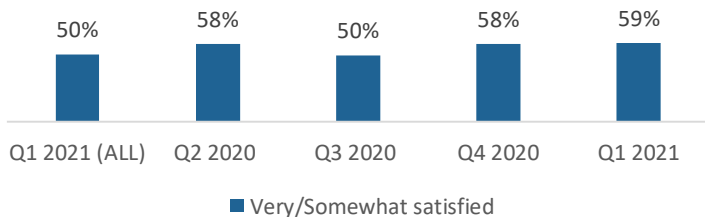
Reasons Not to Use the Local Public Bus System Q1 2021



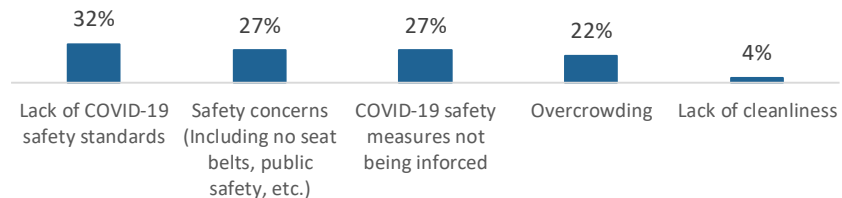
Reasons for using the Local Public Bus System less often Q1 2021



Satisfaction With Safety Measures



Reasons For Dissatisfaction With Safety Measures* - Q1 2021



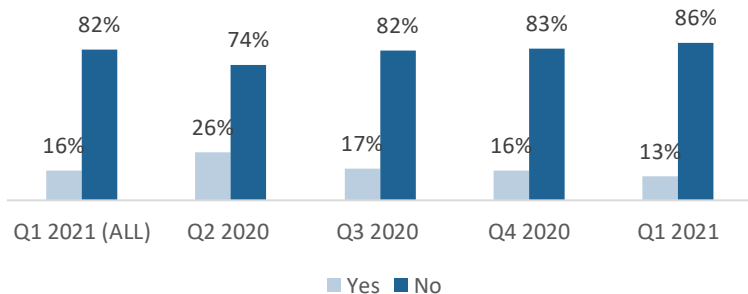
↑↓ Indicates significantly higher/lower results compared to other answer options/quarters.

Victoria: Trends

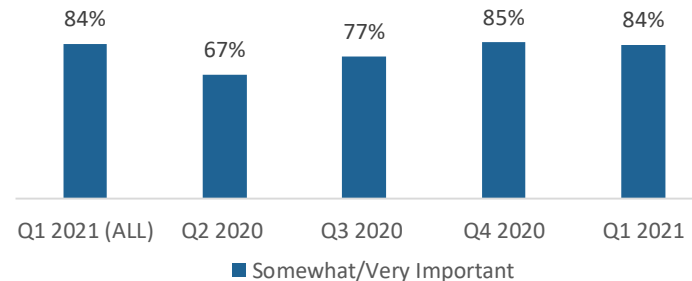
Importance of Safety Measures

	Q1 2021 (ALL)	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Cleaning/ sanitizing the buses more frequently	79%	88%	84%	83%	84%
Make it mandatory to wear masks when travelling by bus	87%	58%	83%	90%	93%
Limit the number of passengers on buses for physical distancing	75%	75%	77%	77%	79%
Providing hand sanitizer when entering and exiting the bus	72%	67%	72%	74%	74%
Provide a way to pay fares at both back and front entrances	53%	53%	56%	57%	57%
Reduce transit fares	46%	44%	52%	47%	55%

Use of Printed Guide



Importance of Printed Guide



Blue indicates significantly higher results compared to other quarters;
 Red indicates significantly lower results compared to other quarters.

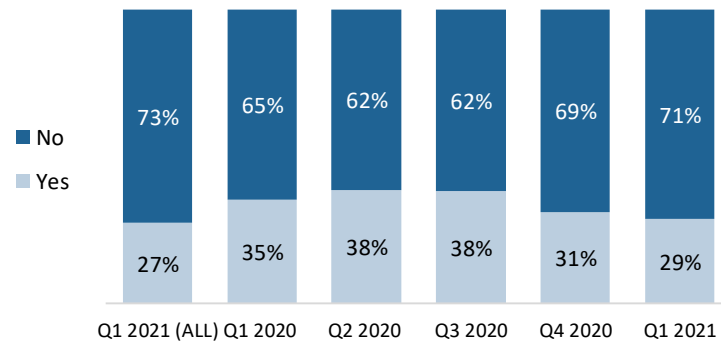
Central Fraser Valley

Central Fraser Valley: Trends

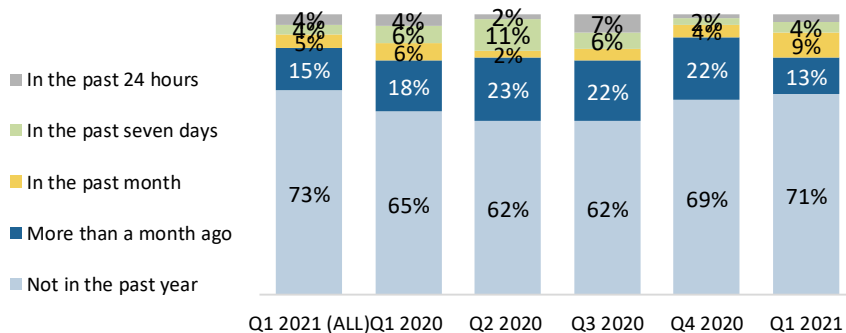
Responsible for Local Transit System

	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
BC Transit	60%	48%	52%	59%	48%	54%
Local/Municipal Government	30%	28%	28%	29%	18%	30%
TransLink	8%	-	19%	24%	26%	17%
Other	1%	4%	1%	1%	-	-
Don't know	9%	24%	13%	8%	23%	8%

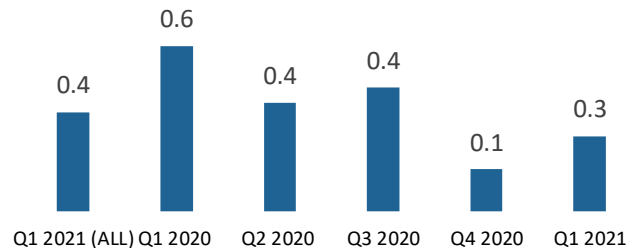
Past Year Local Transit Use



Most Recent Local Transit Use



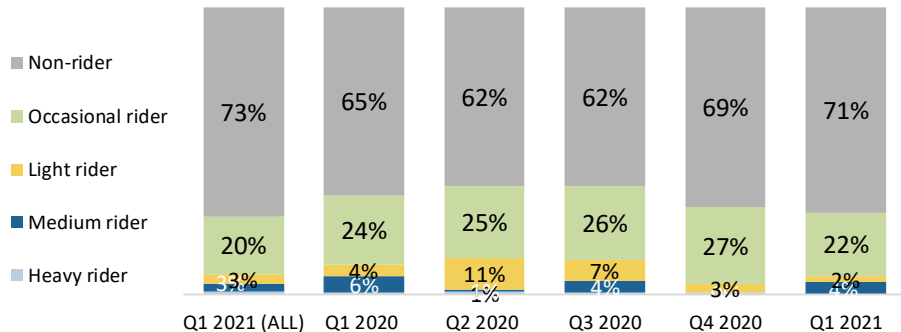
Average Number of One-Way Trips in the Past Seven Days



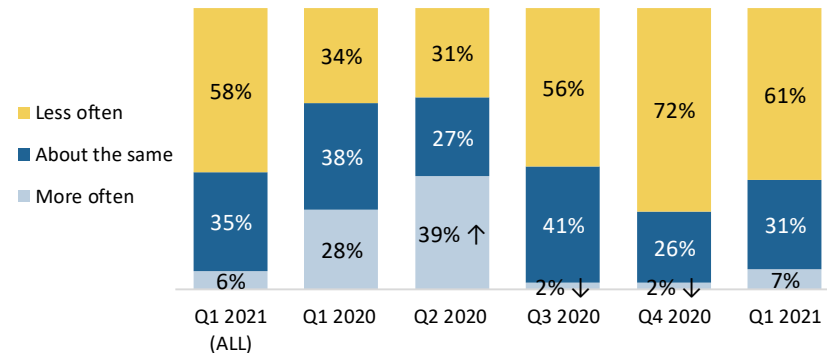
Blue indicates significantly higher results compared to other quarters;
 Red indicates significantly lower results compared to other quarters.

Central Fraser Valley: Trends

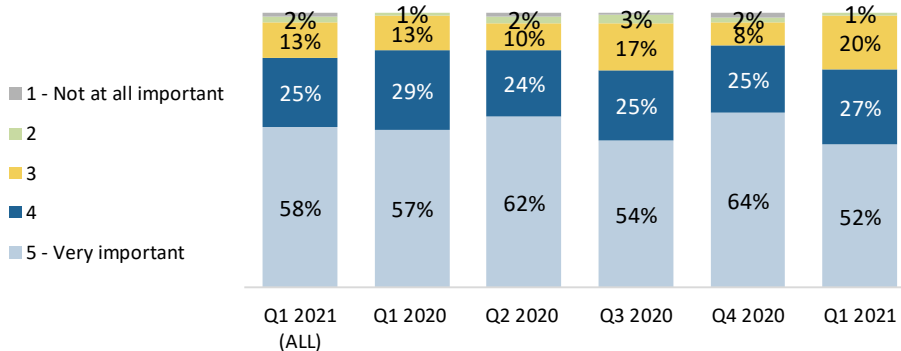
Rider Usage Group



Past Year Change in Local Bus System Use (Among Past Year Riders)



Importance of Transit to Community



↑↓ indicates significantly higher/lower results compared to other quarters.

Central Fraser Valley: Trends

Modes of Transportation Used More Often

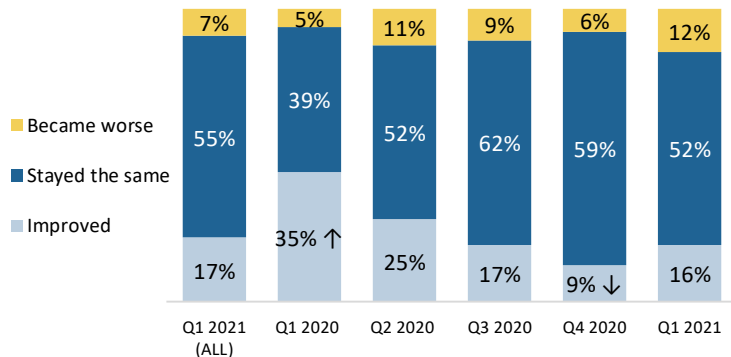
	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Drive car/ truck alone	60%	92%	56%	88%	86%	67%
Carpool or share a ride as driver	13%	-	22%	9%	4%	16%
Carpool or share a ride as passenger	15%	-	23%	18%	7%	-
Taxi	8%	-	-	2%	3%	4%
Bicycle	10%	-	-	-	-	15%
Motorcycle/Moped/Scooter	1%	-	-	-	-	-
Walking/Rollerblading/Skateboarding/Jogging	37%	12%	-	20%	14%	25%
Other	5%	8%	-	2%	-	4%
Prefer not to answer	1%	-	-	-	-	4%

Modes of Transportation Used Less Often

	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Drive car/ truck alone	33%	80%	100%	-	-	48%
Carpool or share a ride as driver	16%	14%	81%	-	-	-
Carpool or share a ride as passenger	4%	30%	81%	-	100%	-
Taxi	17%	49%	-	-	100%	-
Bicycle	1%	14%	-	-	-	-
Motorcycle/Moped/Scooter	-	-	-	-	-	-
Walking/Rollerblading/Skateboarding/Jogging	15%	20%	-	-	-	52%
Other	35%	-	-	-	-	-
Prefer not to answer	5%	-	-	100%	-	-

Central Fraser Valley: Trends

Past Year Change in Local Bus System

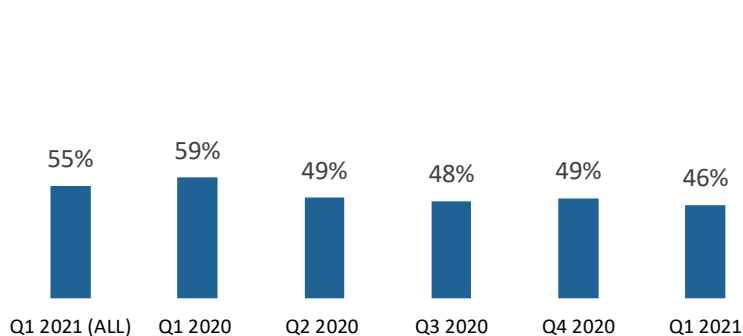


	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Fare prices are reasonable	50%	47%	60%	49%	51%	48%
Bus drivers are courteous	60%	64%	63%	58%	51%	49%
Frequency of scheduled service	35%	42%	48%	29%	31%	28%
Buses run on time/on schedule	48%	50%	52%	47%	42%	36%
Buses are clean and well-maintained	57%	53%	61%	58%	51%	51%
Personal safety while riding local buses	53%	61%	48%	54%	47%	38%
Personal safety while waiting for local buses	43%	44%	47%	53%	37%	35%
Availability and accuracy of schedule information	49%	48%	56%	45%	46%	40%
Buses not being overcrowded	52%	59%	65%	44%	60%	50%
Buses have a direct route	40%	39%	39%	44%	26%	29%
Bus fare payment options are convenient and easy to use	44%	59%	54%	55%	47%	43%
Buses have good connections with reasonable wait times	34%	41%	41%	37%	33%	27%
Bus stops have enough amenities	32%	28%	47%	33%	32%	32%
Bus stops are clean and well maintained	49%	58%	60%	62%	55%	47%
Trip duration	42%	46%	51%	39%	34%	35%
Overall	56%	50%	56%	62%	49%	44%

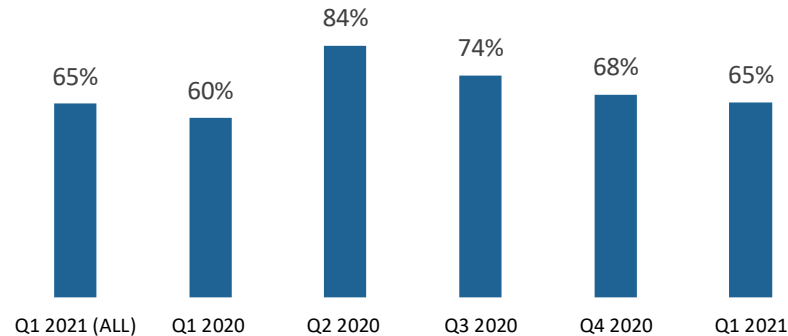
↑ Blue indicates significantly higher results compared to other quarters;
 ↓ Red indicates significantly lower results compared to other quarters.

Central Fraser Valley: Trends

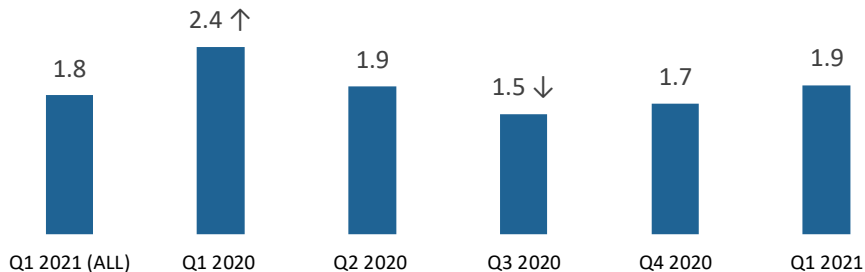
% Accessed BC Transit's Information Online



Quality of the Online Information



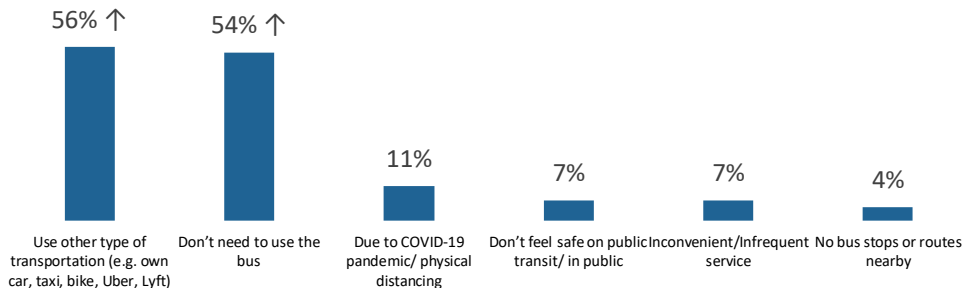
Average Number of Vehicles in Household



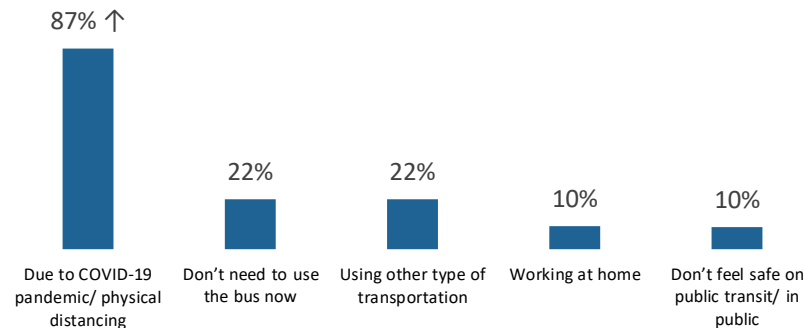
↑↓ indicates significantly higher/lower results compared to other quarters.

Central Fraser Valley: Trends

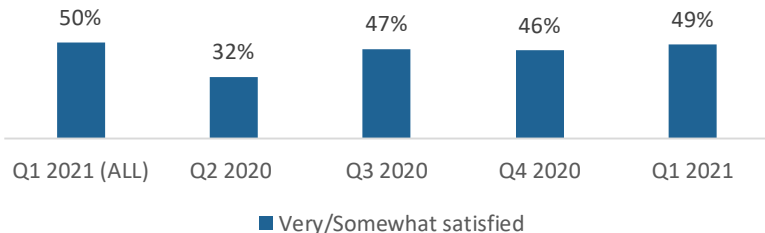
Reasons Not to Use the Local Public Bus System Q1 2021



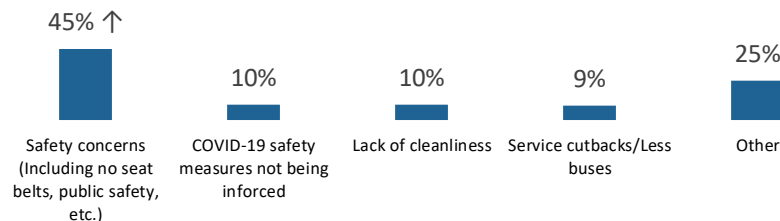
*Reasons for using the Local Public Bus System less often - Q1 2021



Satisfaction With Safety Measures



*Reasons For Dissatisfaction With Safety Measures – Q1 2021



* Caution: small base size

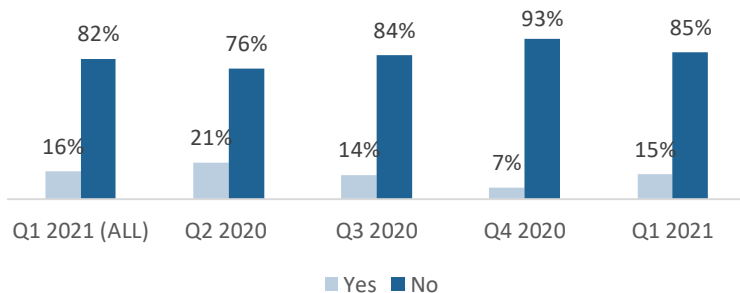
↑↓ Indicates significantly higher/lower results compared to other answer options/quarters.

Central Fraser Valley: Trends

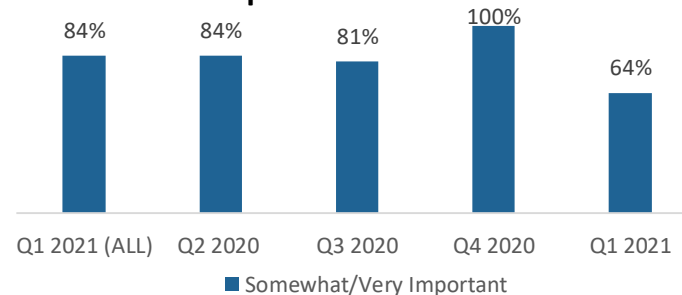
Importance of Safety Measures

	Q1 2021 (ALL)	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Cleaning/ sanitizing the buses more frequently	79%	88%	86%	73%	77%
Make it mandatory to wear masks when travelling by bus	87%	67%	79%	84%	80%
Limit the number of passengers on buses for physical distancing	75%	85%	79%	75%	74%
Providing hand sanitizer when entering and exiting the bus	72%	81%	77%	75%	69%
Provide a way to pay fares at both back and front entrances	53%	58%	52%	60%	48%
Reduce transit fares	46%	51%	47%	51%	46%

Use of Printed Guide



*Importance of Printed Guide



Blue indicates significantly higher results compared to other quarters;
 Red indicates significantly lower results compared to other quarters.

* Caution: small base size

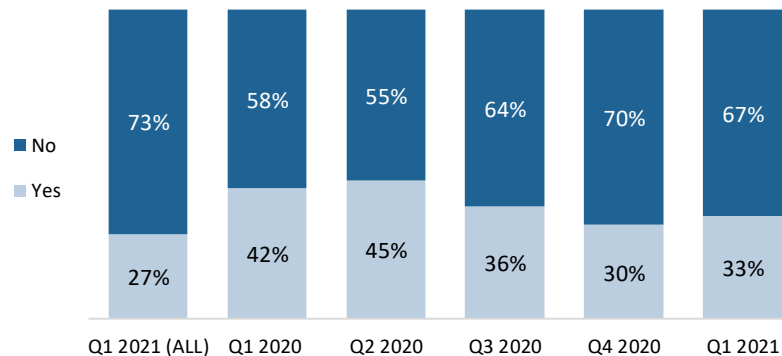
Kamloops

Kamloops: Trends

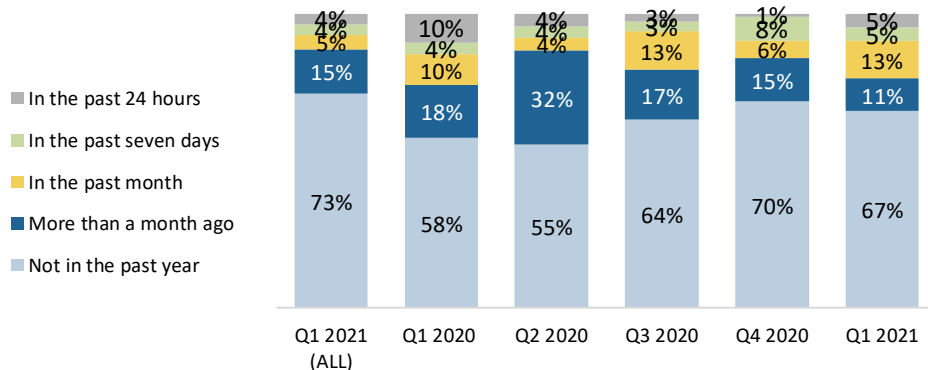
Responsible for Local Transit System

	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
BC Transit	60%	55%	44%	60%	66%	61%
Local/Municipal Government	30%	31%	40%	31%	44%	40%
TransLink	8%	0%	5%	11%	7%	10%
Other	1%	4%	4%	1%	0%	1%
Don't know	9%	21%	16%	16%	3%	9%

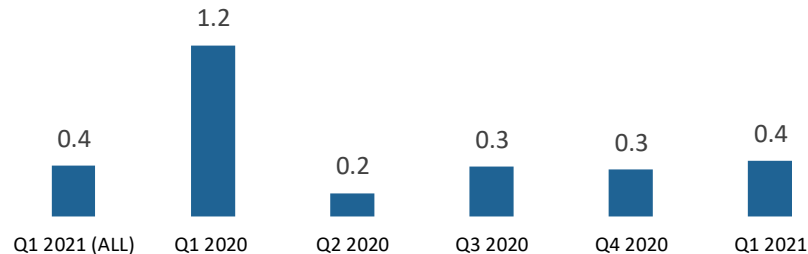
Past Year Local Transit Use



Most Recent Local Transit Use



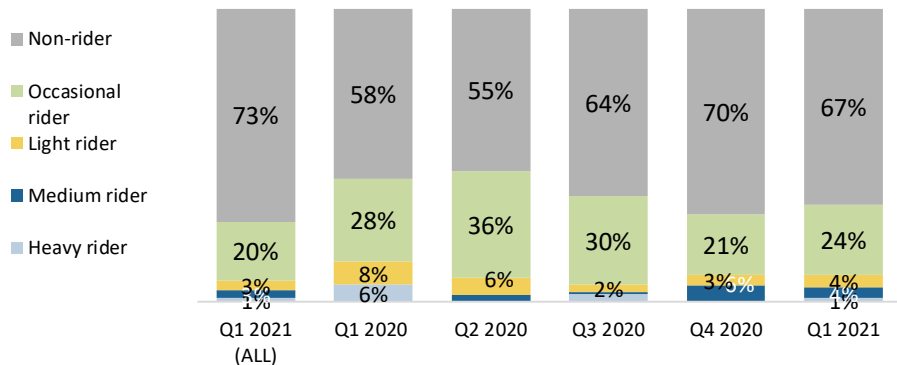
Average Number of One-Way Trips in the Past Seven Days



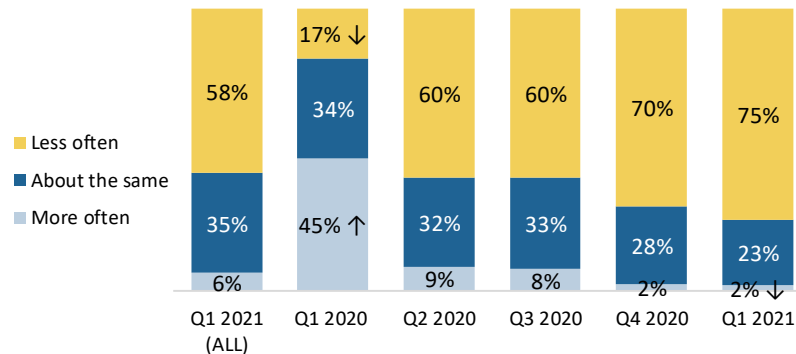
↑ Blue indicates significantly higher results compared to other quarters;
↓ Red indicates significantly lower results compared to other quarters.

Kamloops: Trends

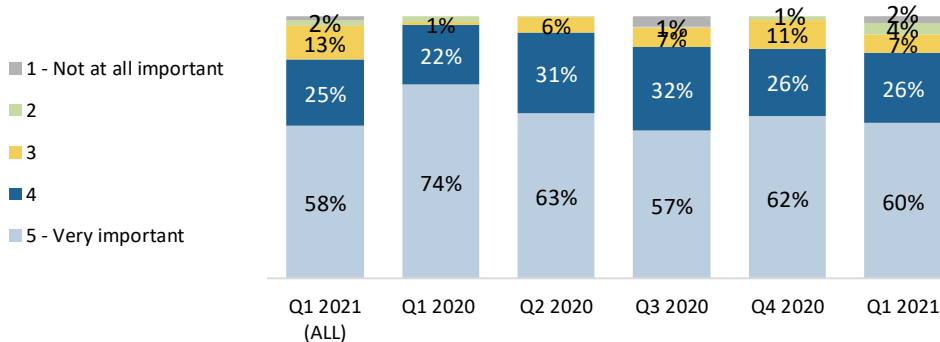
Rider Usage Group



Past Year Change in Local Bus System Use (Among Past Year Riders)



Importance of Transit to Community



↑↓ indicates significantly higher/lower results compared to other quarters.

Kamloops: Trends

Modes of Transportation Used More Often

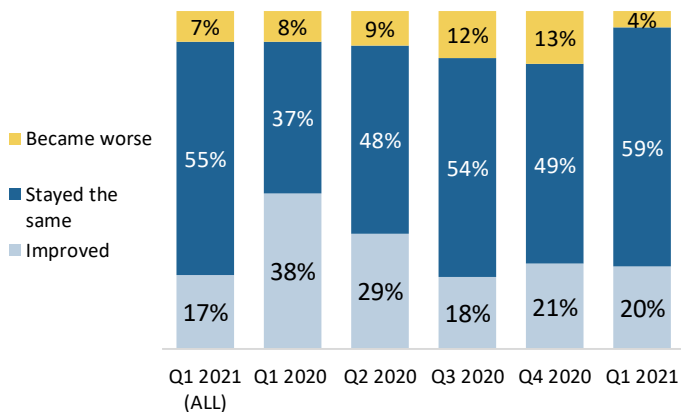
	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Drive car/ truck alone	60%	55%	27%	37%	39%	51%
Carpool or share a ride as driver	13%	29%	16%	21%	18%	13%
Carpool or share a ride as passenger	15%	13%	27%	41%	24%	19%
Taxi	8%	-	2%	9%	6%	5%
Bicycle	10%	-	30%	25%	9%	7%
Motorcycle/Moped/Scooter	1%	-	-	-	-	-
Walking/Rollerblading/Skateboarding/Jogging	37%	57%	30%	42%	40%	43%
Other	5%	4%	5%	3%	2%	-
Prefer not to answer	1%	-	-	-	-	-

Modes of Transportation Used Less Often

	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Drive car/ truck alone	33%	54%	50%	39%	100%	100%
Carpool or share a ride as driver	16%	-	-	-	-	-
Carpool or share a ride as passenger	4%	-	-	-	-	-
Taxi	17%	21%	14%	61%	-	-
Bicycle	1%	46%	-	-	-	-
Motorcycle/Moped/Scooter	-	-	14%	-	-	-
Walking/Rollerblading/Skateboarding/Jogging	15%	-	35%	61%	-	-
Other	35%	-	-	-	-	-
Prefer not to answer	5%	-	-	-	-	-

Kamloops: Trends

Past Year Change in Local Bus System

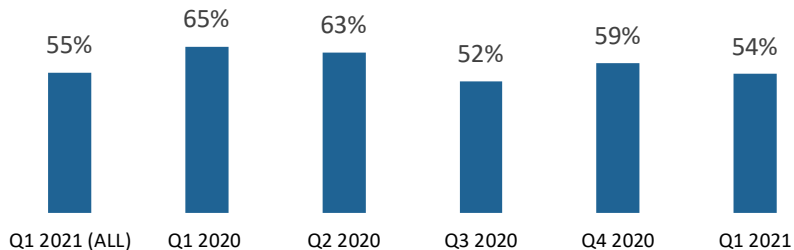


	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Fare prices are reasonable	50%	44%	62%	56%	59%	57%
Bus drivers are courteous	60%	57%	62%	59%	64%	63%
Frequency of scheduled service	35%	35%	45%	34%	36%	47%
Buses run on time/on schedule	48%	51%	44%	50%	62%	60%
Buses are clean and well-maintained	57%	60%	58%	60%	64%	67%
Personal safety while riding local buses	53%	55%	63%	61%	67%	62%
Personal safety while waiting for local buses	43%	45%	56%	50%	51%	52%
Availability and accuracy of schedule information	49%	40%	63%	48%	61%	52%
Buses not being overcrowded	52%	54%	43%	58%	49%	61%
Buses have a direct route	40%	31%	39%	46%	39%	38%
Bus fare payment options are convenient and easy to use	44%	37%	60%	52%	56%	49%
Buses have good connections with reasonable wait times	34%	30%	43%	42%	40%	50%
Bus stops have enough amenities	32%	24%	31%	21%	36%	25%
Bus stops are clean and well maintained	49%	53%	52%	52%	54%	59%
Trip duration	42%	43%	37%	37%	45%	54%
Overall	56%	60%	64%	58%	60%	67%

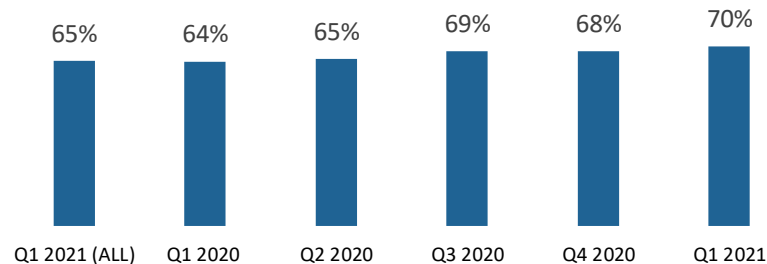
↑ Blue indicates significantly higher results compared to other quarters;
 ↓ Red indicates significantly lower results compared to other quarters.

Kamloops: Trends

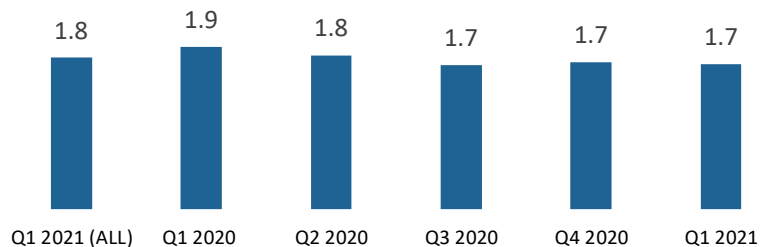
% Accessed BC Transit's Information Online



Quality of the Online Information



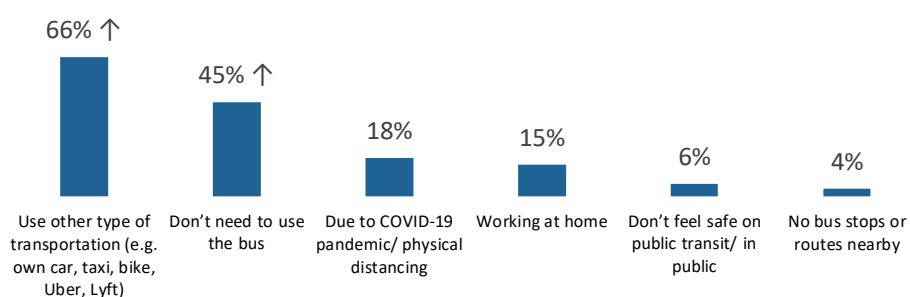
Average Number of Vehicles in Household



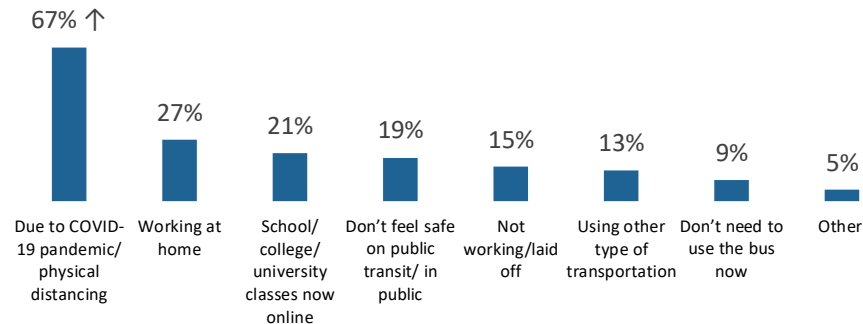
⬆️ indicates significantly higher/lower results compared to other quarters.

Kamloops: Trends

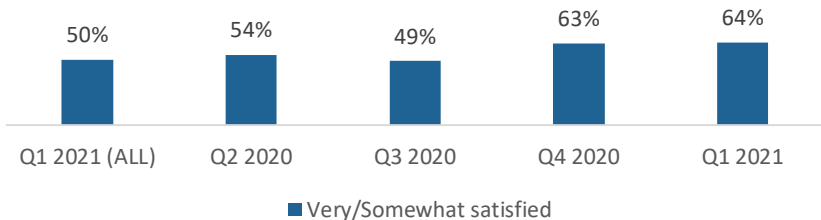
Reasons Not to Use the Local Public Bus System Q1 2021



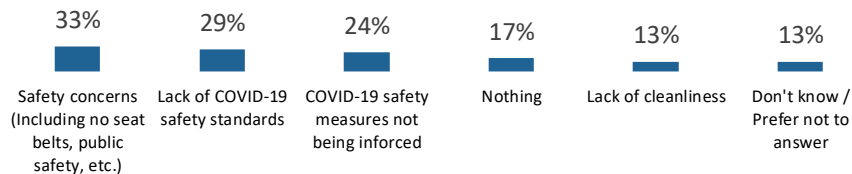
*Reasons for using the Local Public Bus System less often - Q1 2021



Satisfaction With Safety Measures



*Reasons For Dissatisfaction With Safety Measures – Q1 2021



↑↓ Indicates significantly higher/lower results compared to other answer options/quarters.

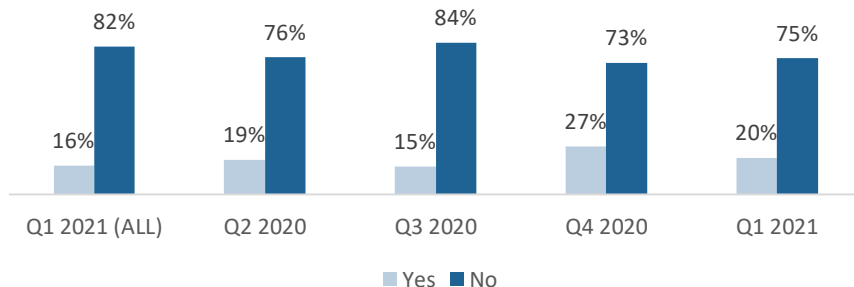
* Caution: small base size

Kamloops: Trends

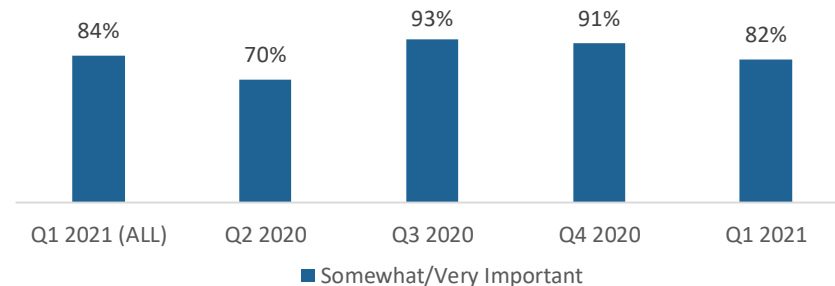
Importance of Safety Measures

	Q1 2021 (ALL)	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Cleaning/ sanitizing the buses more frequently	79%	90%	75%	79%	75%
Make it mandatory to wear masks when travelling by bus	87%	47%	84%	85%	91%
Limit the number of passengers on buses for physical distancing	75%	77%	74%	79%	76%
Providing hand sanitizer when entering and exiting the bus	72%	90%	59%	73%	77%
Provide a way to pay fares at both back and front entrances	53%	49%	54%	64%	55%
Reduce transit fares	46%	42%	35%	38%	33%

Use of Printed Guide



*Importance of Printed Guide



↑ Blue indicates significantly higher results compared to other quarters;
 ↓ Red indicates significantly lower results compared to other quarters.

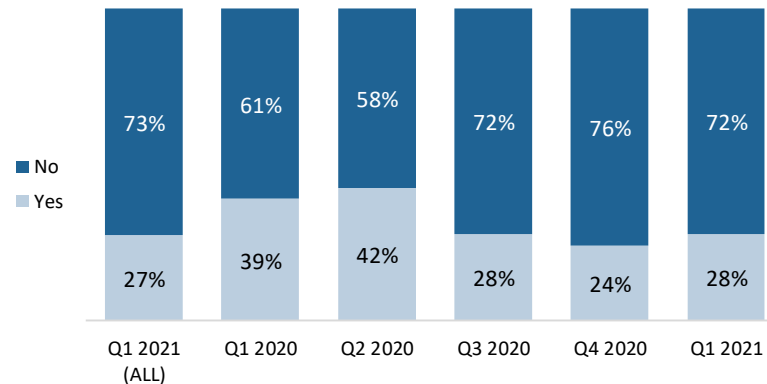
Kelowna

Kelowna: Trends

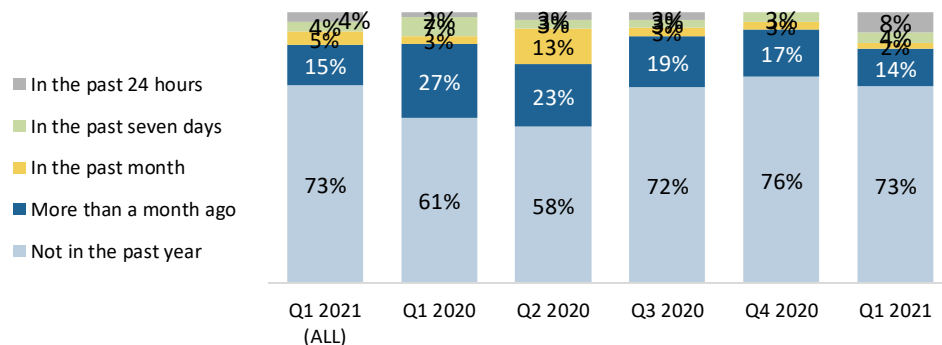
Responsible for Local Transit System

	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
BC Transit	60%	63%	69%	54%	64%	57%
Local/Municipal Government	30%	28%	34%	40%	28%	32%
TransLink	8%	-	2%	9%	8%	14%
Other	1%	6%	2%	1%	-	1%
Don't know	9%	11%	8%	8%	11%	5%

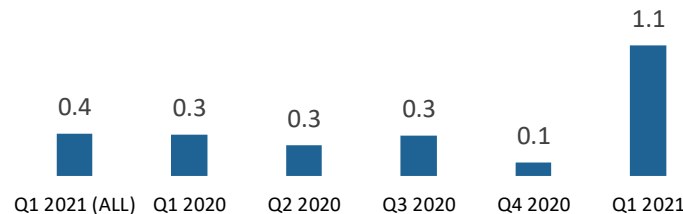
Past Year Local Transit Use



Most Recent Local Transit Use



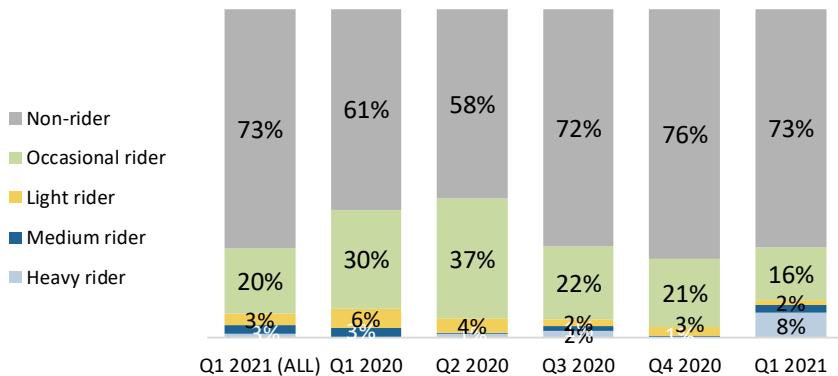
Average Number of One-Way Trips in the Past Seven Days



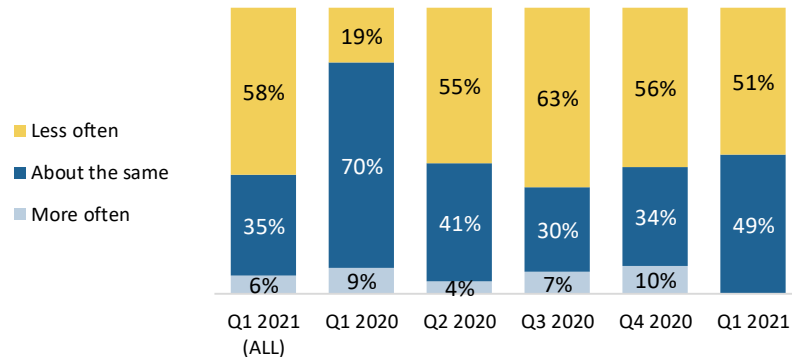
Blue indicates significantly higher results compared to other quarters;
 Red indicates significantly lower results compared to other quarters.

Kelowna: Trends

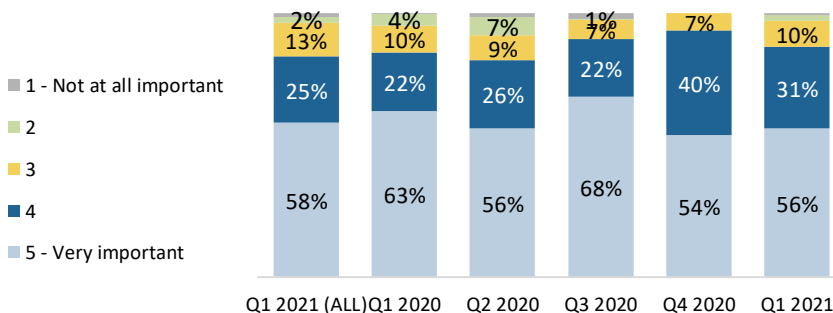
Rider Usage Group



Past Year Change in Local Bus System Use (Among Past Year Riders)



Importance of Transit to Community



↕ indicates significantly higher/lower results compared to other quarters.

Kelowna: Trends

Modes of Transportation Used More Often

	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Drive car/ truck alone	60%	58%	32%	44%	87%	77%
Carpool or share a ride as driver	13%	-	15%	7%	27%	16%
Carpool or share a ride as passenger	15%	-	17%	17%	27%	20%
Taxi	8%	-	-	-	4%	20%
Bicycle	10%	52%	28%	38%	-	8%
Motorcycle/Moped/Scooter	1%	-	-	-	-	-
Walking/Rollerblading/Skateboarding/Joggging	37%	-	52%	35%	17%	15%
Other	5%	16%	3%	-	6%	-
Prefer not to answer	1%	-	-	-	-	-

Modes of Transportation Used Less Often

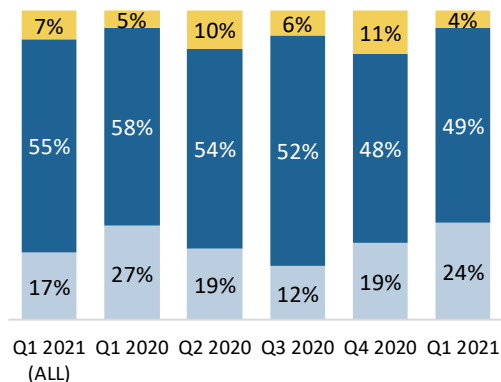
	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Drive car/ truck alone	33%	100%	61%	100%	-	-
Carpool or share a ride as driver	16%	-	-	-	-	-
Carpool or share a ride as passenger	4%	-	-	100%	-	-
Taxi	17%	33%	-	40%	-	-
Bicycle	1%	-	39%	-	-	-
Motorcycle/Moped/Scooter	-	-	-	-	-	-
Walking/Rollerblading/Skateboarding/Joggging	15%	-	39%	-	100%	-
Other	35%	-	-	-	-	-
Prefer not to answer	5%	-	-	-	-	-

Blue indicates significantly higher results compared to other quarters;

Red indicates significantly lower results compared to other quarters.

Kelowna: Trends

Past Year Change in Local Bus System

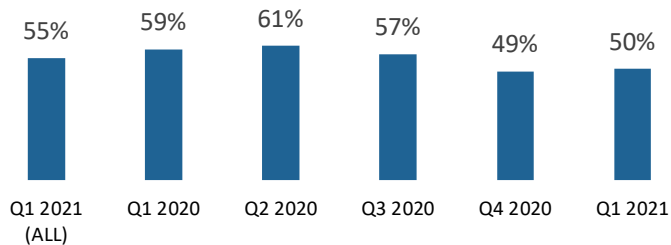


	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Fare prices are reasonable	50%	56%	43%	46%	41%	44%
Bus drivers are courteous	60%	65%	64%	56%	52%	55%
Frequency of scheduled service	35%	28%	44%	28%	27%	40%
Buses run on time/on schedule	48%	40%	52%	39%	29%	49%
Buses are clean and well-maintained	57%	54%	64%	50%	45%	65%
Personal safety while riding local buses	53%	55%	60%	61%	47%	47%
Personal safety while waiting for local buses	43%	46%	54%	43%	33%	39%
Availability and accuracy of schedule information	49%	53%	49%	40%	32%	54%
Buses not being overcrowded	52%	50%	56%	44%	39%	45%
Buses have a direct route	40%	30%	42%	37%	26%	40%
Bus fare payment options are convenient and easy to use	44%	54%	46%	48%	33%	49%
Buses have good connections with reasonable wait times	34%	34%	47%	29%	29%	33%
Bus stops have enough amenities	32%	43%	41%	42%	34%	43%
Bus stops are clean and well maintained	49%	60%	70%	56%	46%	62%
Trip duration	42%	42%	51%	46%	34%	41%
Overall	56%	40%	46%	43%	47%	61%

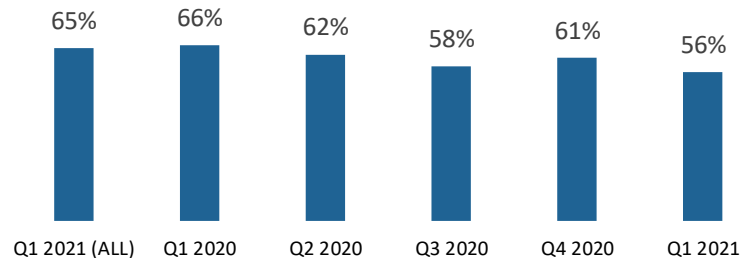
↑ Blue indicates significantly higher results compared to other quarters;
 ↓ Red indicates significantly lower results compared to other quarters.

Kelowna: Trends

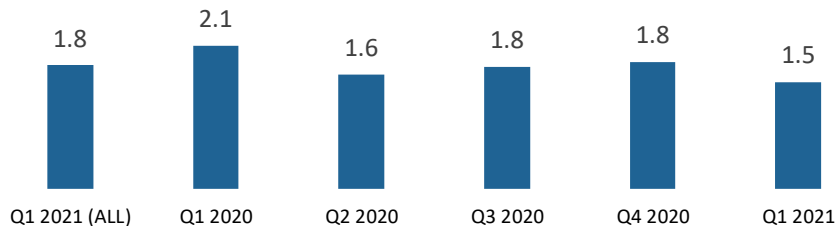
% Accessed BC Transit's Information Online



Quality of the Online Information

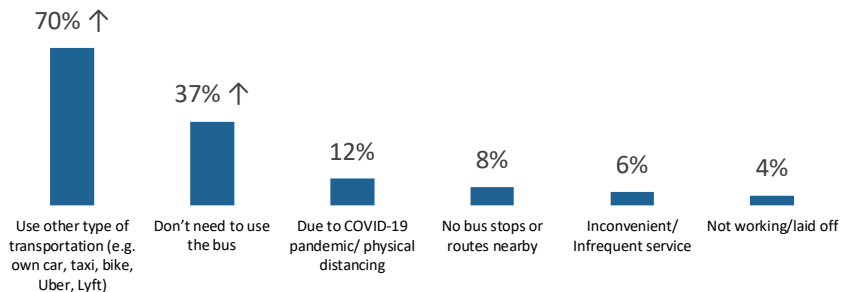


Average Number of Vehicles in Household

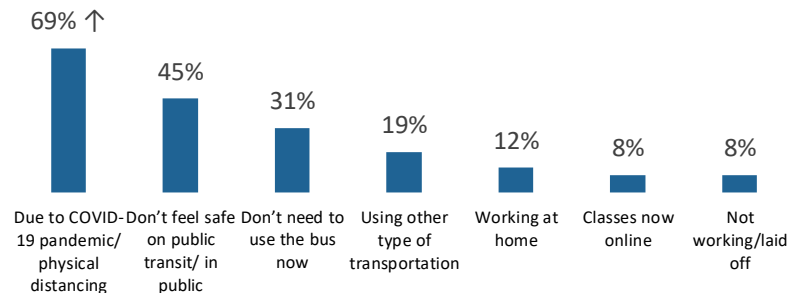


Kelowna: Trends

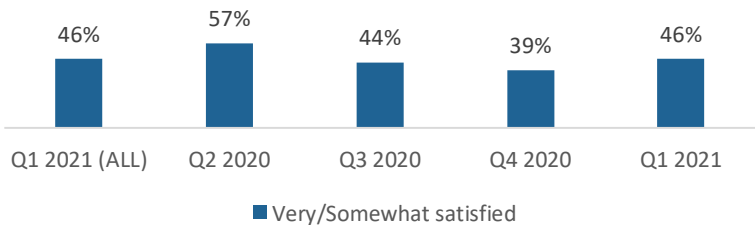
Reasons Not to Use the Local Public Bus System Q1 2021



*Reasons for using the Local Public Bus System less often - Q1 2021



Satisfaction With Safety Measures



*Reasons For Dissatisfaction With Safety Measures – Q1 2021

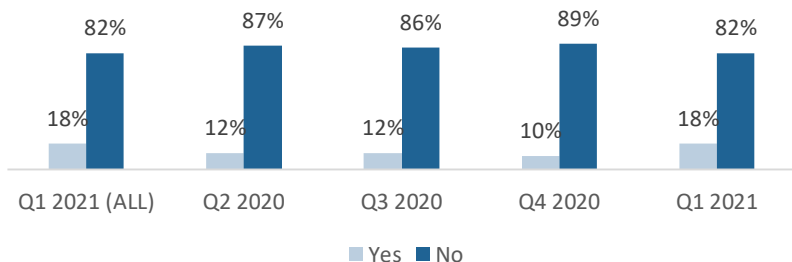


Kelowna: Trends

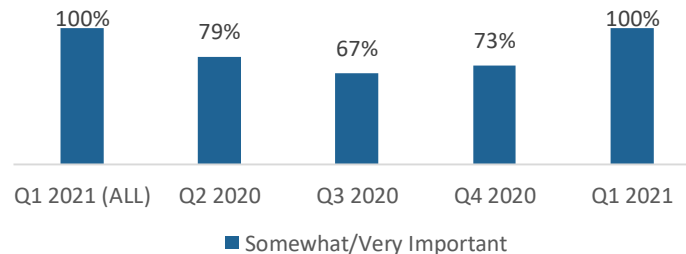
Importance of Safety Measures

	Q1 2021 (ALL)	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Cleaning/ sanitizing the buses more frequently	85%	79%	84%	83%	85%
Make it mandatory to wear masks when travelling by bus	90%	65%	85%	86%	90%
Limit the number of passengers on buses for physical distancing	84%	64%	77%	81%	84%
Providing hand sanitizer when entering and exiting the bus	70%	68%	82%	78%	70%
Provide a way to pay fares at both back and front entrances	39%	64%	58%	56%	39%
Reduce transit fares	37%	40%	49%	51%	37%

Use of Printed Guide



*Importance of Printed Guide



↑ Blue indicates significantly higher results compared to other quarters;
 ↓ Red indicates significantly lower results compared to other quarters.

* Caution: small base size

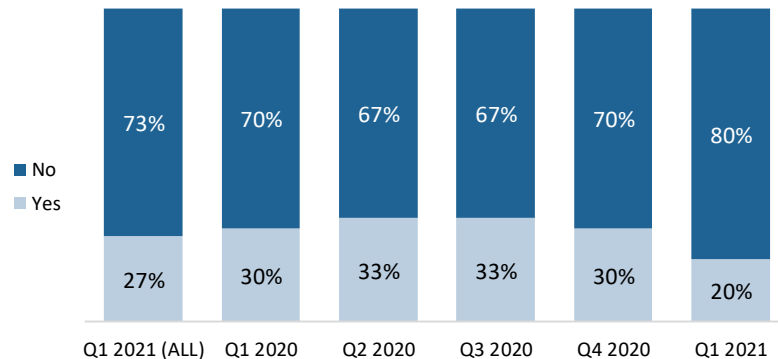
Nanaimo

Nanaimo: Trends

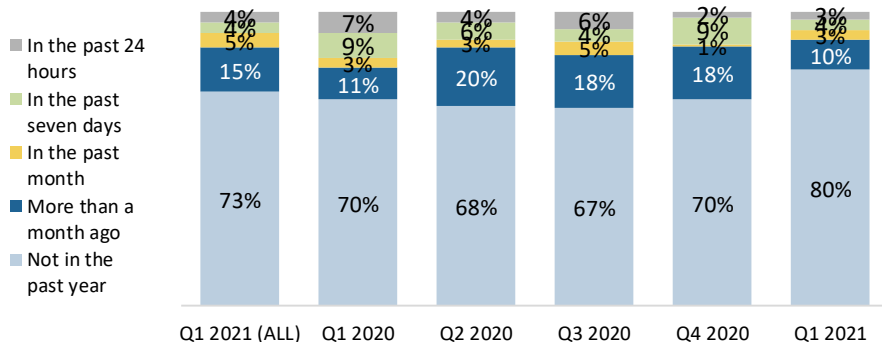
Responsible for Local Transit System

	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
BC Transit	60%	37%	52%	61%	68%	64%
Local/Municipal Government	30%	50%	37%	39%	31%	31%
TransLink	8%	-	1%	4%	3%	5%
Other	1%	4%	6%	1%	-	1%
Don't know	9%	15%	8%	7%	9%	8%

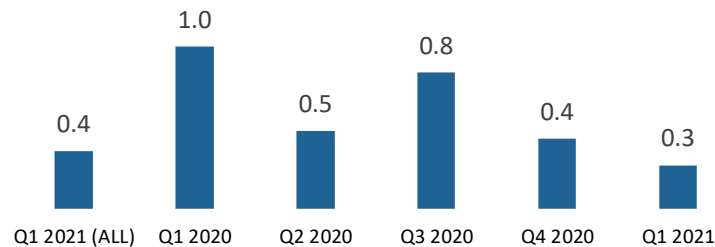
Past Year Local Transit Use



Most Recent Local Transit Use



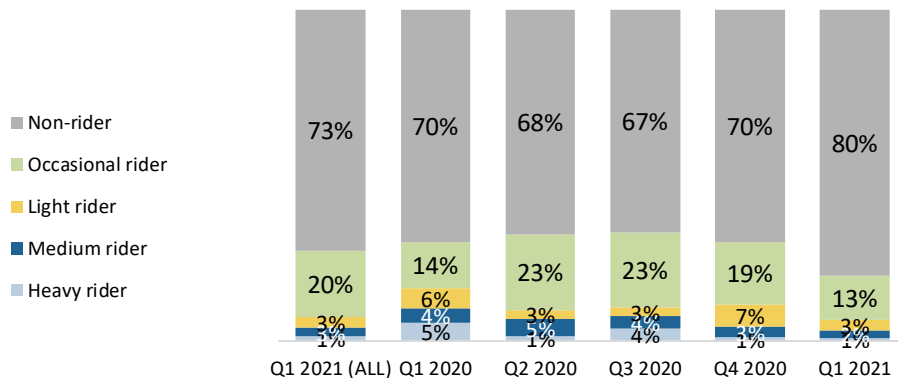
Average Number of One-Way Trips in the Past Seven Days



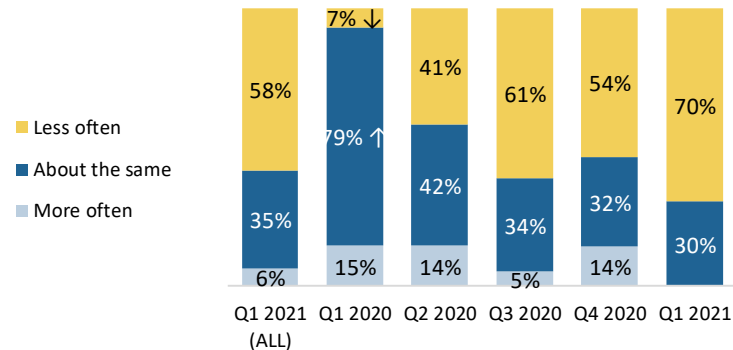
↑ Blue indicates significantly higher results compared to other quarters;
 ↓ Red indicates significantly lower results compared to other quarters.

Nanaimo: Trends

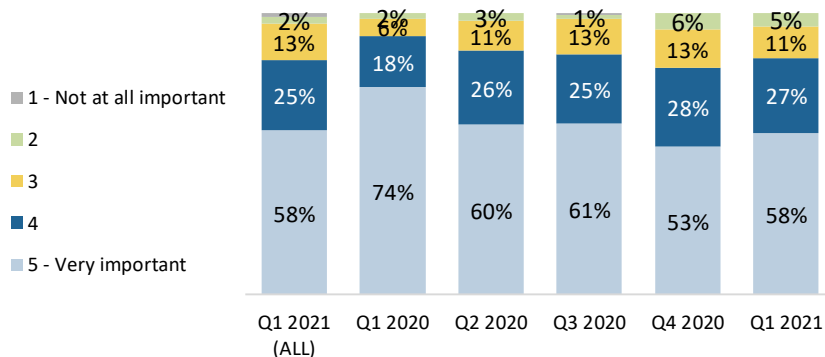
Rider Usage Group



Past Year Change in Local Bus System Use (Among Past Year Riders)



Importance of Transit to Community



↑↓ indicates significantly higher/lower results compared to other quarters.

Nanaimo: Trends

Modes of Transportation Used More Often

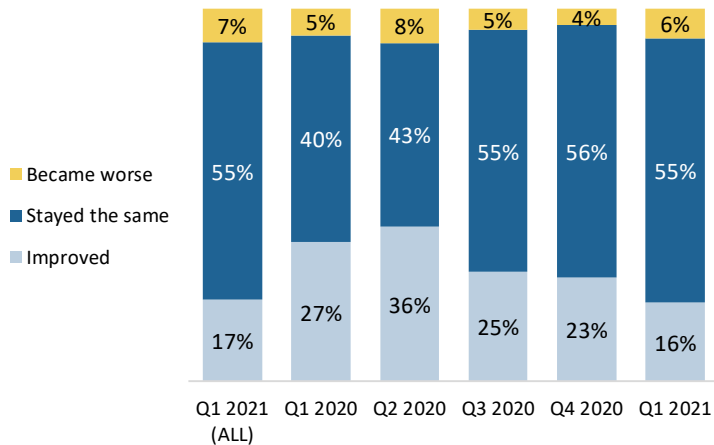
	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Drive car/ truck alone	60%	50%	65%	58%	51%	68%
Carpool or share a ride as driver	13%	-	-	-	8%	29%
Carpool or share a ride as passenger	15%	50%	10%	17%	32%	13%
Taxi	8%	-	-	5%	5%	29%
Bicycle	10%	-	-	15%	7%	8%
Motorcycle/Moped/Scooter	1%	-	-	4%	-	-
Walking/Rollerblading/Skateboarding/Jogging	37%	-	36%	34%	17%	20%
Other	5%	-	6%	10%	9%	5%
Prefer not to answer	1%	-	-	-	-	-

Modes of Transportation Used Less Often

	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Drive car/ truck alone	33%	65%	100%	-	54%	-
Carpool or share a ride as driver	16%	50%	-	-	28%	-
Carpool or share a ride as passenger	4%	23%	-	-	28%	-
Taxi	17%	50%	22%	100%	26%	-
Bicycle	1%	-	-	-	-	-
Motorcycle/Moped/Scooter	-	-	-	-	-	-
Walking/Rollerblading/Skateboarding/Jogging	15%	12%	-	-	44%	-
Other	35%	-	-	-	-	-
Prefer not to answer	5%	-	-	-	-	-

Nanaimo: Trends

Past Year Change in Local Bus System

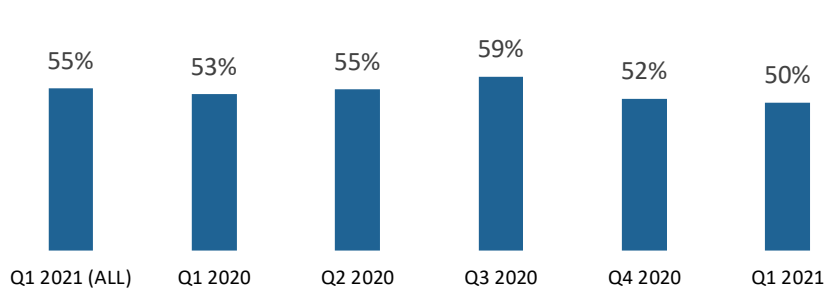


	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Fare prices are reasonable	50%	50%	61%	55%	51%	41%
Bus drivers are courteous	60%	56%	74%	62%	59%	59%
Frequency of scheduled service	35%	40%	38%	37%	34%	30%
Buses run on time/on schedule	48%	48%	68%	56%	42%	42%
Buses are clean and well-maintained	57%	58%	73%	64%	47%	51%
Personal safety while riding local buses	53%	62%	60%	61%	46%	49%
Personal safety while waiting for local buses	43%	48%	50%	50%	35%	39%
Availability and accuracy of schedule information	49%	49%	59%	48%	46%	43%
Buses not being overcrowded	52%	54%	60%	59%	50%	45%
Buses have a direct route	40%	40%	42%	33%	25%	35%
Bus fare payment options are convenient and easy to use	44%	35%	53%	43%	42%	39%
Buses have good connections with reasonable wait times	34%	33%	46%	35%	31%	27%
Bus stops have enough amenities	32%	22%	31%	31%	17%	22%
Bus stops are clean and well maintained	49%	47%	61%	47%	35%	36%
Trip duration	42%	43%	47%	40%	36%	35%
Overall	56%	53%	59%	53%	36%	47%

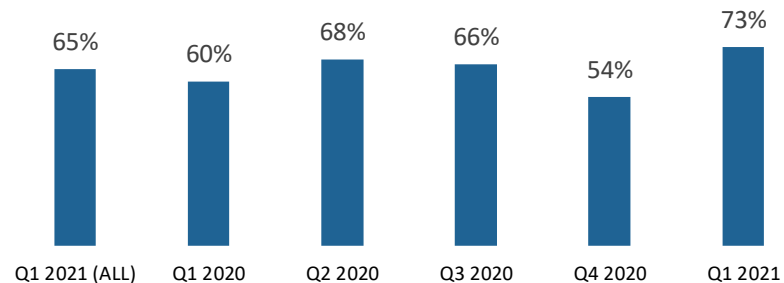
↑ Blue indicates significantly higher results compared to other quarters;
 ↓ Red indicates significantly lower results compared to other quarters.

Nanaimo: Trends

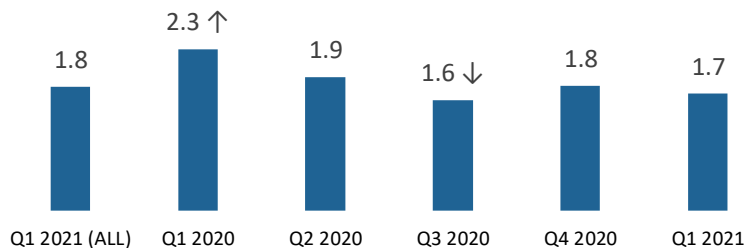
% Accessed BC Transit's Information Online



Quality of the Online Information



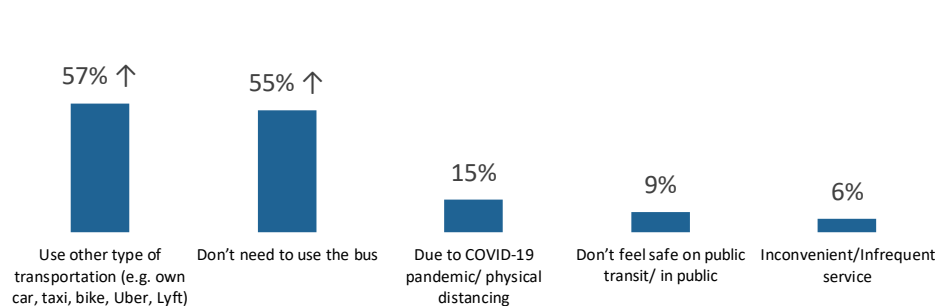
Average Number of Vehicles in Household



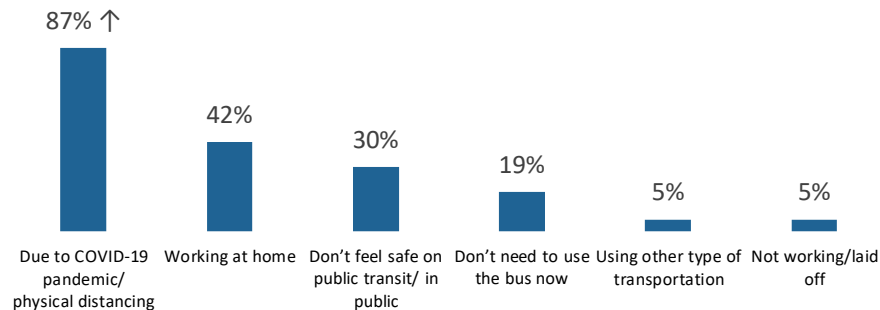
↑↓ indicates significantly higher/lower results compared to other quarters.

Nanaimo: Trends

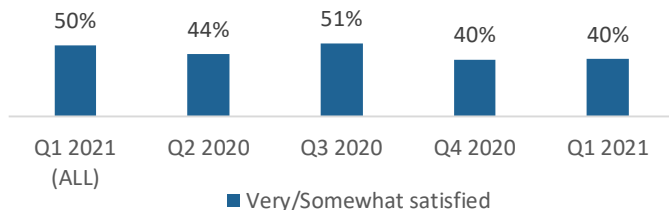
Reasons Not to Use the Local Public Bus System Q1 2021



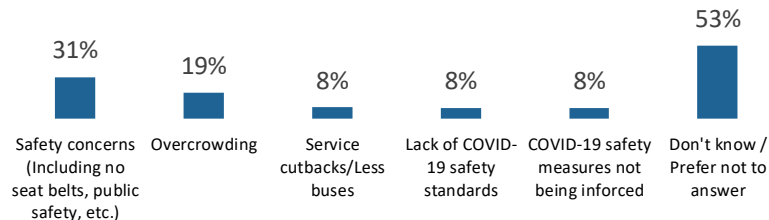
*Reasons for using the Local Public Bus System less often - Q1 2021



Satisfaction With Safety Measures



*Reasons For Dissatisfaction With Safety Measures – Q1 2021



↑↓ Indicates significantly higher/lower results compared to other answer options/quarters.

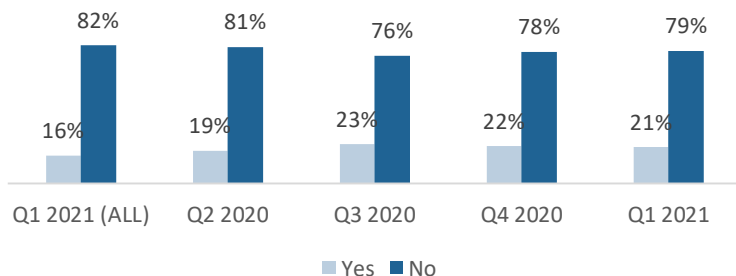
* Caution: small base size

Nanaimo: Trends

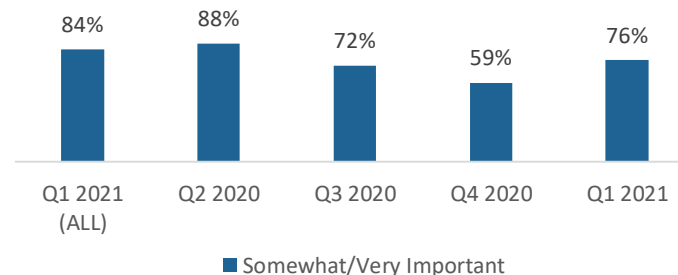
Importance of Safety Measures

	Q1 2021 (ALL)	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Cleaning/ sanitizing the buses more frequently	79%	85%	78%	82%	73%
Make it mandatory to wear masks when travelling by bus	87%	63%	75%	84%	83%
Limit the number of passengers on buses for physical distancing	75%	73%	79%	76%	82%
Providing hand sanitizer when entering and exiting the bus	72%	74%	72%	71%	66%
Provide a way to pay fares at both back and front entrances	53%	58%	58%	58%	60%
Reduce transit fares	46%	53%	43%	42%	47%

Use of Printed Guide



*Importance of Printed Guide



↑ Blue indicates significantly higher results compared to other quarters;
 ↓ Red indicates significantly lower results compared to other quarters.

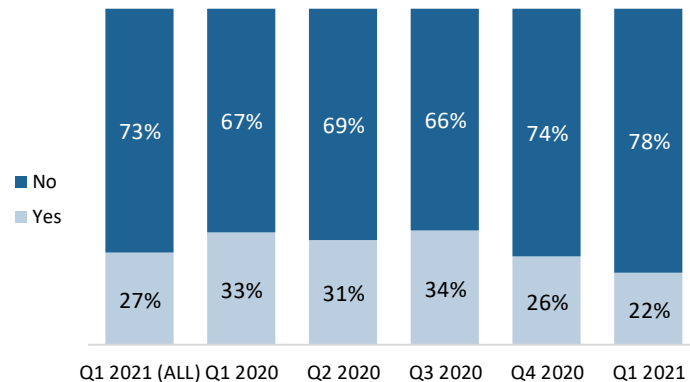
Prince George

Prince George: Trends

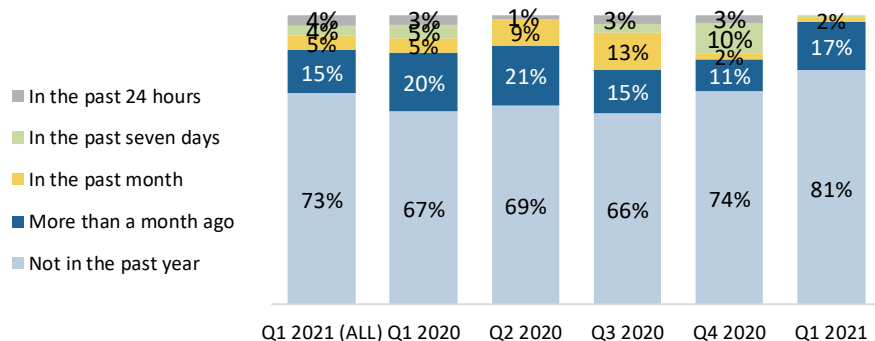
Responsible for Local Transit System

	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
BC Transit	60%	56%	53%	50%	66%	52%
Local/Municipal Government	30%	42%	49%	36%	38%	44%
TransLink	8%	-	1%	2%	10%	9%
Other	1%	5%	1%	3%	-	1%
Don't know	9%	10%	10%	16%	5%	15%

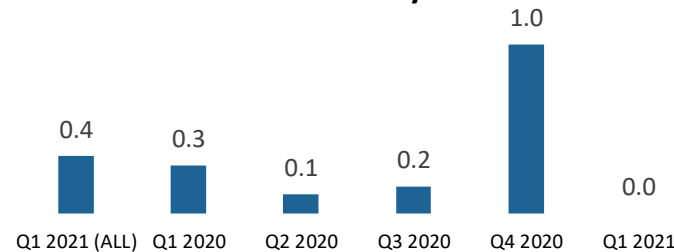
Past Year Local Transit Use



Most Recent Local Transit Use



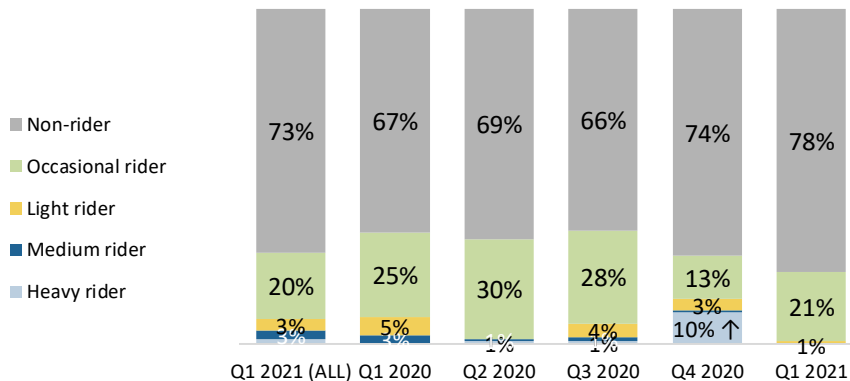
Average Number of One-Way Trips in the Past Seven Days



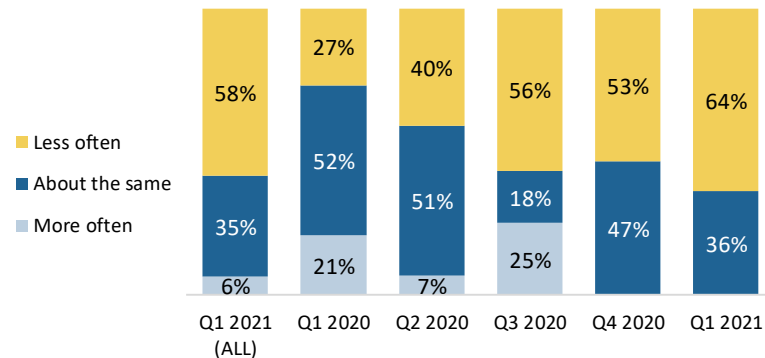
↑ Blue indicates significantly higher results compared to other quarters;
 ↓ Red indicates significantly lower results compared to other quarters.

Prince George: Trends

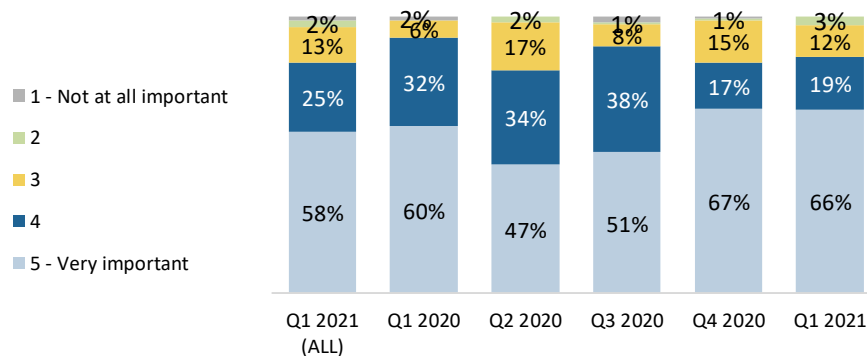
Rider Usage Group



Past Year Change in Local Bus System Use (Among Past Year Riders)



Importance of Transit to Community



↑↓ indicates significantly higher/lower results compared to other quarters.

Prince George: Trends

Modes of Transportation Used More Often

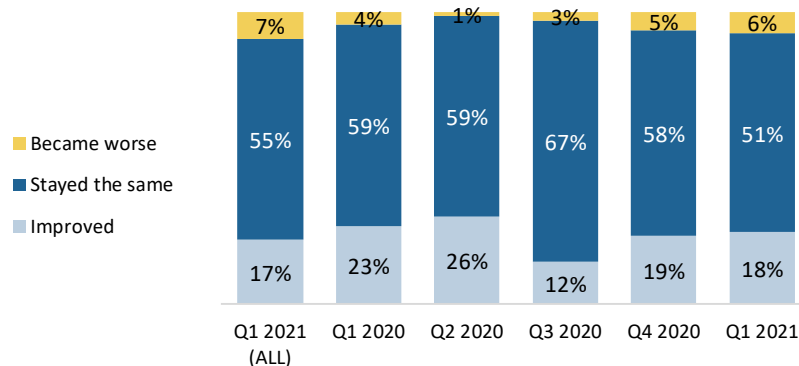
	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Drive car/ truck alone	60%	78%	42%	51%	95%	83%
Carpool or share a ride as driver	13%	0%	6%	4%	26%	19%
Carpool or share a ride as passenger	15%	3%	6%	7%	-	6%
Taxi	8%	10%	10%	-	5%	-
Bicycle	10%	-	47%	15%	-	14%
Motorcycle/Moped/Scooter	1%	-	-	-	-	-
Walking/Rollerblading/Skateboardin g/jogging	37%	-	72%	57%	37%	29%
Other	5%	10%	-	4%	-	6%
Prefer not to answer	1%	-	-	-	-	-

Modes of Transportation Used Less Often

	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Drive car/ truck alone	33%	66%	100%	20%	-	-
Carpool or share a ride as driver	16%	-	37%	-	-	-
Carpool or share a ride as passenger	4%	-	0%	-	-	-
Taxi	17%	22%	37%	-	-	-
Bicycle	1%	22%	-	-	-	-
Motorcycle/Moped/Scooter	-	-	-	-	-	-
Walking/Rollerblading/Skateboardin g/jogging	15%	22%	-	22%	-	-
Other	35%	13%	-	-	-	-
Prefer not to answer	5%	-	-	71%	-	-

Prince George: Trends

Past Year Change in Local Bus System

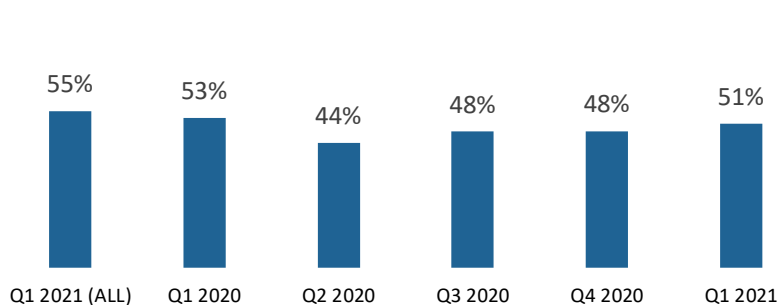


	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Fare prices are reasonable	50%	59%	42%	50%	57%	47%
Bus drivers are courteous	60%	72%	66%	59%	59%	49%
Frequency of scheduled service	35%	56%	31%	36%	37%	32%
Buses run on time/on schedule	48%	65%	55%	48%	61%	48%
Buses are clean and well-maintained	57%	72%	56%	59%	61%	55%
Personal safety while riding local buses	53%	65%	56%	58%	59%	45%
Personal safety while waiting for local buses	43%	42%	31%	47%	38%	31%
Availability and accuracy of schedule information	49%	72%	44%	45%	64%	52%
Buses not being overcrowded	52%	87%	77%	65%	59%	60%
Buses have a direct route	40%	48%	41%	31%	42%	38%
Bus fare payment options are convenient and easy to use	44%	55%	57%	39%	52%	35%
Buses have good connections with reasonable wait times	34%	51%	36%	42%	32%	29%
Bus stops have enough amenities	32%	32%	25%	23%	34%	25%
Bus stops are clean and well maintained	49%	53%	46%	52%	53%	44%
Trip duration	42%	48%	37%	32%	37%	39%
Overall	56%	57%	47%	58%	57%	54%

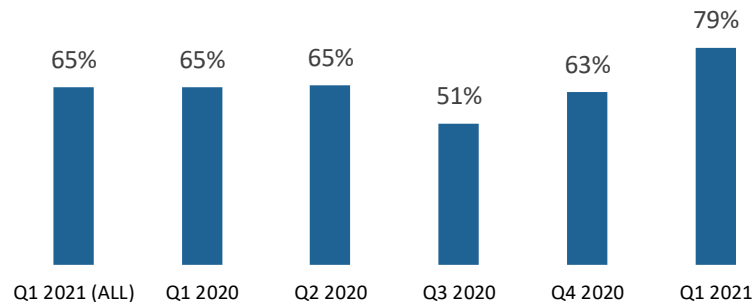
Blue indicates significantly higher results compared to other quarters;
 Red indicates significantly lower results compared to other quarters.

Prince George: Trends

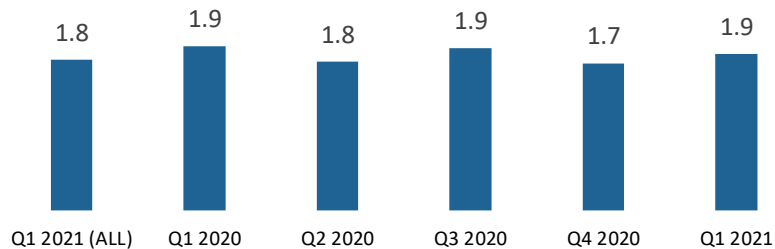
% Accessed BC Transit's Information Online



Quality of the Online Information



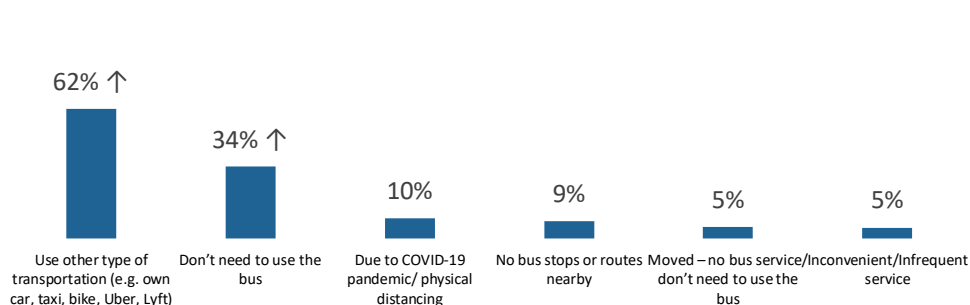
Average Number of Vehicles in Household



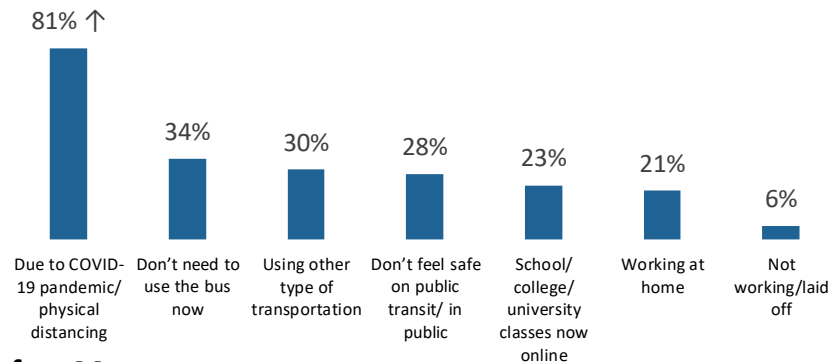
⬆️⬆️ indicates significantly higher/lower results compared to other quarters.

Prince George: Trends

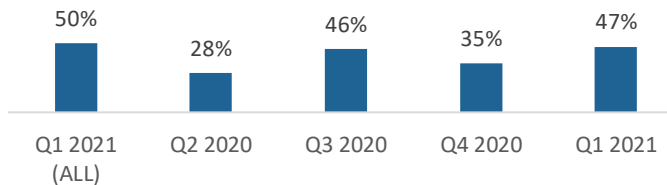
Reasons Not to Use the Local Public Bus System Q1 2021



*Reasons for using the Local Public Bus System less often - Q1 2021



Satisfaction With Safety Measures



■ Very/Somewhat satisfied

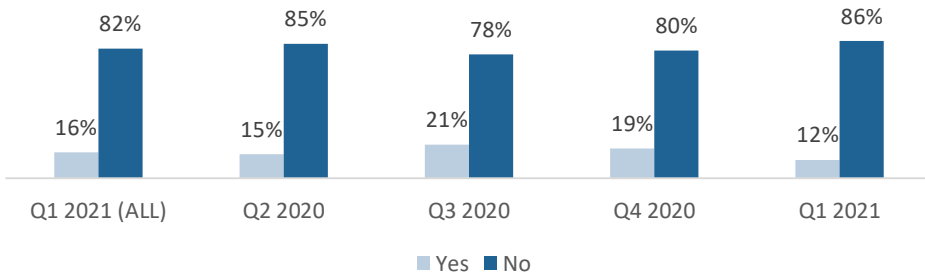
* Caution: small base size

Prince George: Trends

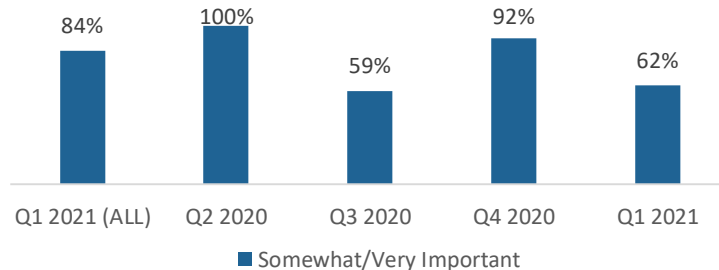
Importance of Safety Measures

	Q1 2021 (ALL)	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Cleaning/ sanitizing the buses more frequently	79%	87%	88%	83%	81%
Make it mandatory to wear masks when travelling by bus	87%	64%	84%	85%	89%
Limit the number of passengers on buses for physical distancing	75%	78%	75%	74%	76%
Providing hand sanitizer when entering and exiting the bus	72%	84%	69%	76%	77%
Provide a way to pay fares at both back and front entrances	53%	57%	49%	54%	56%
Reduce transit fares	46%	51%	40%	32%	52%

Use of Printed Guide



*Importance of Printed Guide



↑ Blue indicates significantly higher results compared to other quarters;
↓ Red indicates significantly lower results compared to other quarters.

* Caution: small base size

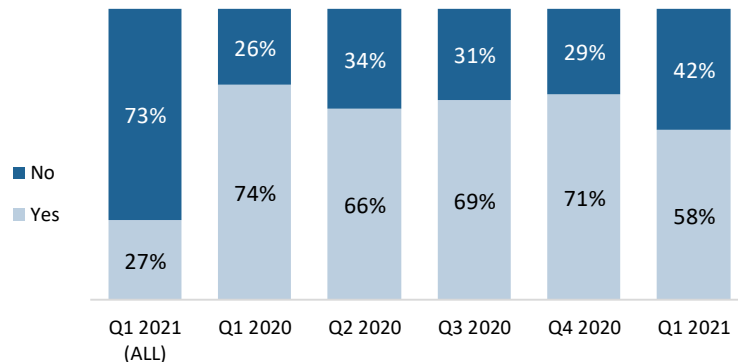
Whistler

Whistler: Trends

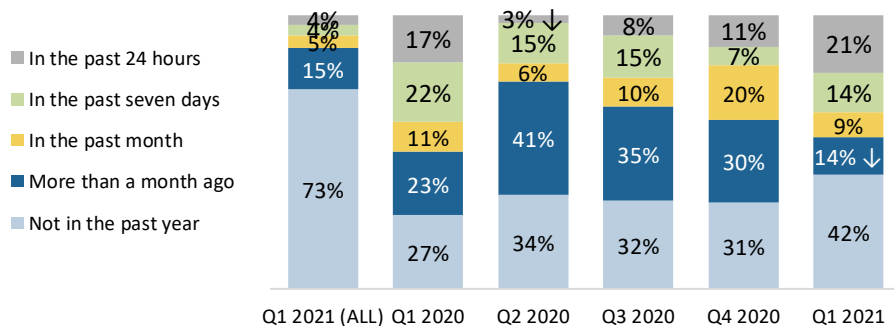
Responsible for Local Transit System

	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
BC Transit	60%	51%	58%	42%	37%	45%
Local/Municipal Government	30%	20%	46%	46%	50%	40%
TransLink	8%	-	5%	2%	4%	-
Other	1%	6%	1%	-	1%	1%
Don't know	9%	17%	2%	11%	14%	19%

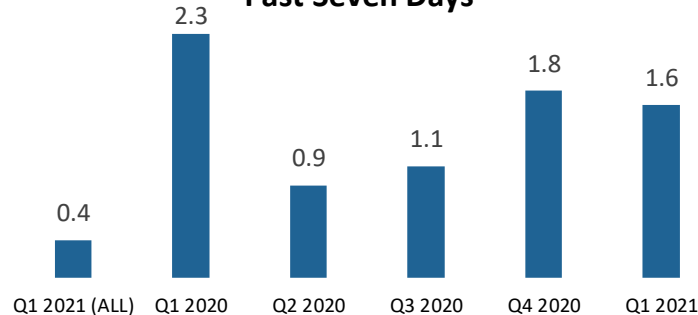
Past Year Local Transit Use



Most Recent Local Transit Use



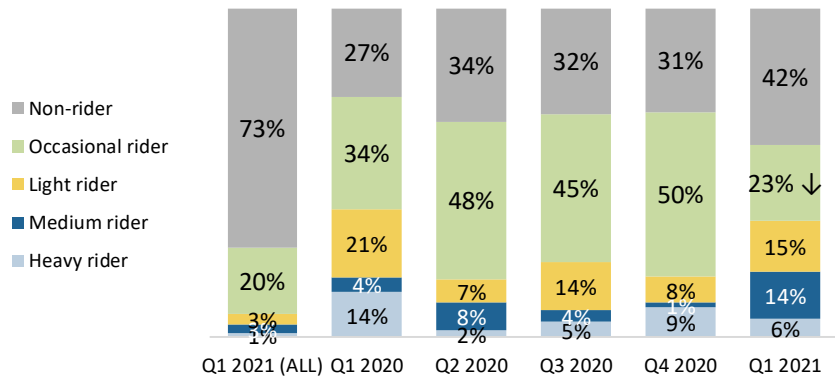
Average Number of One-Way Trips in the Past Seven Days



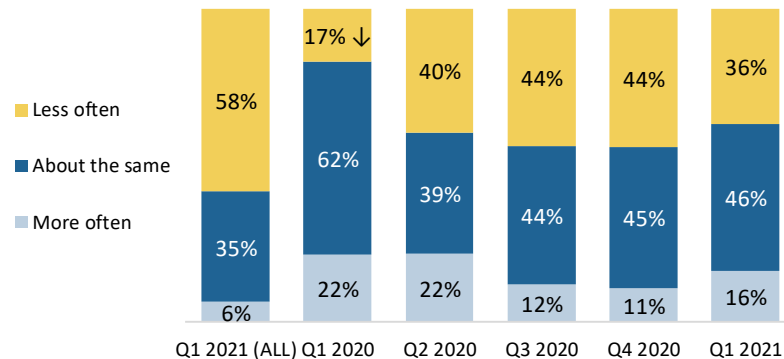
↑ Blue indicates significantly higher results compared to other quarters;
 ↓ Red indicates significantly lower results compared to other quarters.

Whistler: Trends

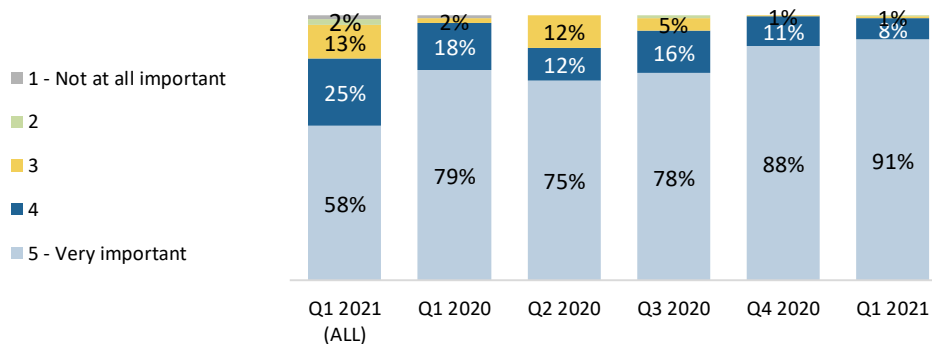
Rider Usage Group



Past Year Change in Local Bus System Use (Among Past Year Riders)



Importance of Transit to Community



↕ indicates significantly higher/lower results compared to other quarters.

Whistler: Trends

Modes of Transportation Used More Often

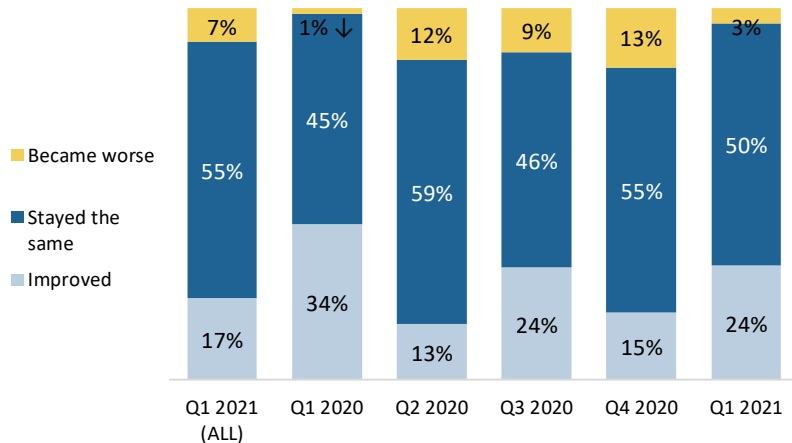
	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Drive car/ truck alone	60%	82%	70%	53%	56%	50%
Carpool or share a ride as driver	13%	27%	5%	6%	2%	-
Carpool or share a ride as passenger	15%	5%	11%	9%	10%	20%
Taxi	8%	5%	-	-	-	-
Bicycle	10%	5%	40%	32%	12%	32%
Motorcycle/Moped/Scooter	1%	-	14%	-	-	-
Walking/Rollerblading/Skateboarding/Jogging	37%	8%	31%	32%	34%	43%
Other	5%	-	-	6%	8%	-
Prefer not to answer	1%	-	-	-	2%	7%

Modes of Transportation Used Less Often

	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Drive car/ truck alone	33%	33%	79%	42%	65%	82%
Carpool or share a ride as driver	16%	41%	11%	-	-	-
Carpool or share a ride as passenger	4%	49%	11%	12%	25%	-
Taxi	17%	-	7%	14%	0%	9%
Bicycle	1%	8%	26%	46%	65%	-
Motorcycle/Moped/Scooter	-	-	-	-	-	-
Walking/Rollerblading/Skateboarding/Jogging	15%	4%	47%	-	25%	16%
Other	35%	-	-	-	-	-
Prefer not to answer	5%	10%	-	-	10%	-

Whistler: Trends

Past Year Change in Local Bus System

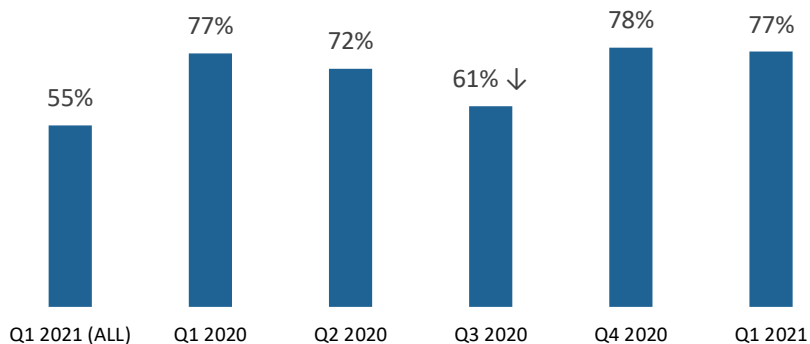


	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Fare prices are reasonable	50%	69%	63%	65%	65%	74%
Bus drivers are courteous	60%	84%	76%	80%	72%	82%
Frequency of scheduled service	35%	52%	39%	50%	48%	58%
Buses run on time/on schedule	48%	69%	51%	58%	50%	67%
Buses are clean and well-maintained	57%	92%	74%	79%	78%	85%
Personal safety while riding local buses	53%	94%	69%	82%	83%	72%
Personal safety while waiting for local buses	43%	80%	71%	82%	81%	75%
Availability and accuracy of schedule information	49%	71%	60%	60%	57%	76%
Buses not being overcrowded	52%	62%	46%	52%	46%	46%
Buses have a direct route	40%	62%	50%	68%	57%	65%
Bus fare payment options are convenient and easy to use	44%	54%	57%	41%	54%	58%
Buses have good connections with reasonable wait times	34%	49%	36%	54%	48%	58%
Bus stops have enough amenities	32%	64%	46%	63%	50%	60%
Bus stops are clean and well maintained	49%	81%	73%	76%	70%	68%
Trip duration	42%	73%	56%	67%	63%	65%
Overall	56%	81%	65%	73%	69%	83%

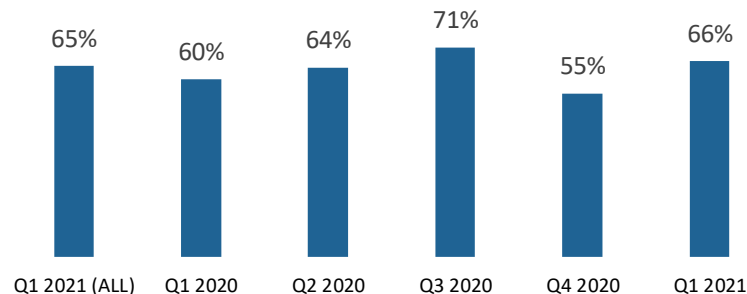
↑ Blue indicates significantly higher results compared to other quarters;
 ↓ Red indicates significantly lower results compared to other quarters.

Whistler: Trends

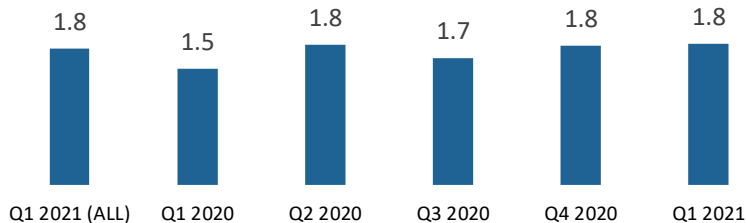
% Accessed BC Transit's Information Online



Quality of the Online Information



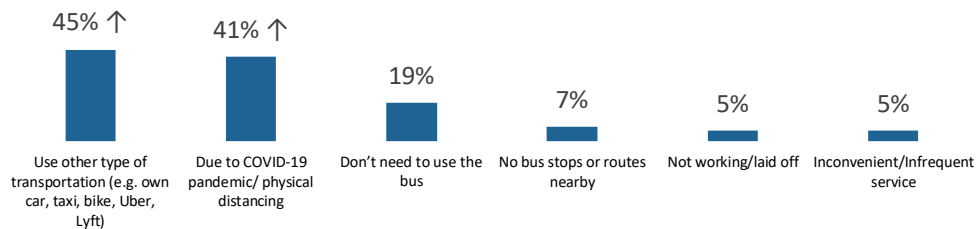
Average Number of Vehicles in Household



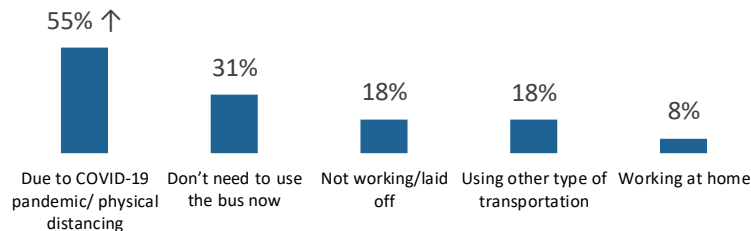
↑↓ indicates significantly higher/lower results compared to other quarters.

Whistler: Trends

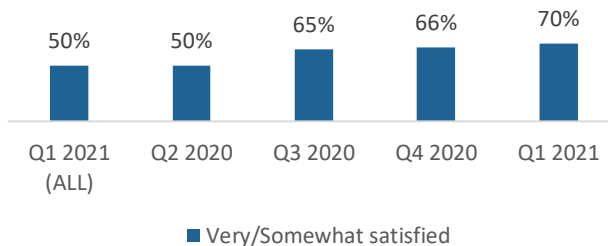
***Reasons Not to Use the Local Public Bus System**
Q1 2021



***Reasons for using the Local Public Bus System less often - Q1 2021**



Satisfaction With Safety Measures



■ Very/Somewhat satisfied

* Caution: small base size

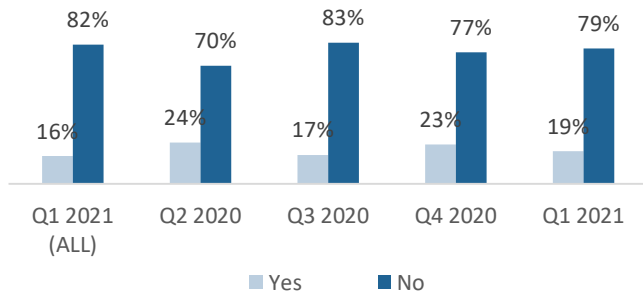
↑↓ Indicates significantly higher/lower results compared to other answer options/quarters.

Whistler: Trends

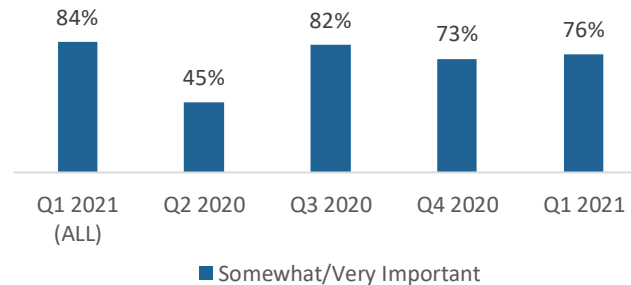
Importance of Safety Measures

	Q1 2021 (ALL)	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Cleaning/ sanitizing the buses more frequently	79%	73%	79%	73%	72%
Make it mandatory to wear masks when travelling by bus	87%	56%	88%	89%	91%
Limit the number of passengers on buses for physical distancing	75%	85%	82%	78%	73%
Providing hand sanitizer when entering and exiting the bus	72%	64%	78%	72%	65%
Provide a way to pay fares at both back and front entrances	53%	60%	58%	48%	37%
Reduce transit fares	46%	43%	50%	44%	40%

Use of Printed Guide



Importance of Printed Guide*



Blue indicates significantly higher results compared to other quarters;
Red indicates significantly lower results compared to other quarters.

* Caution: small base size

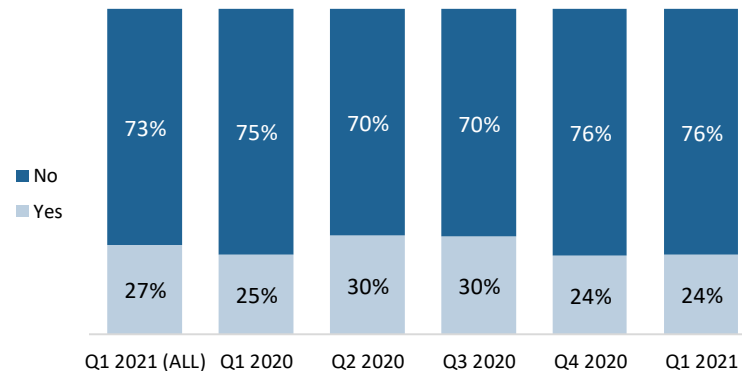
Chilliwack

Chilliwack: Trends

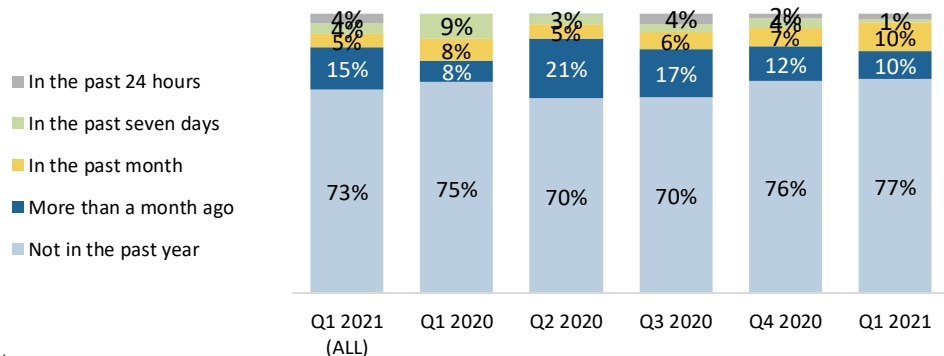
Responsible for Local Transit System

	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
BC Transit	60%	56%	50%	54%	57%	59%
Local/Municipal Government	30%	40%	49%	29%	46%	24%
TransLink	8%	-	4%	14%	12%	17%
Other	1%	5%	5%	2%	1%	2%
Don't know	9%	16%	8%	11%	5%	5%

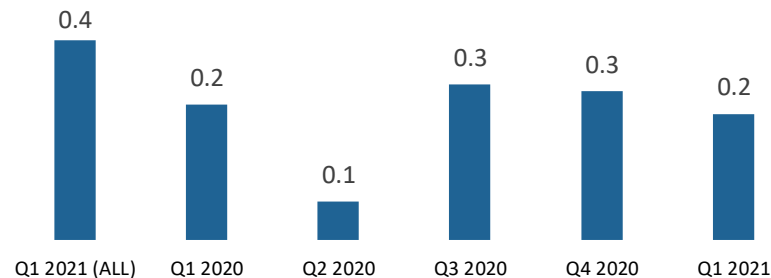
Past Year Local Transit Use



Most Recent Local Transit Use



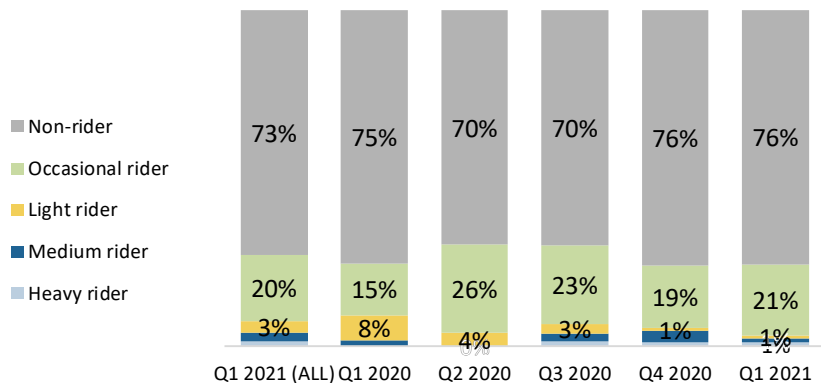
Average Number of One-Way Trips in the Past Seven Days



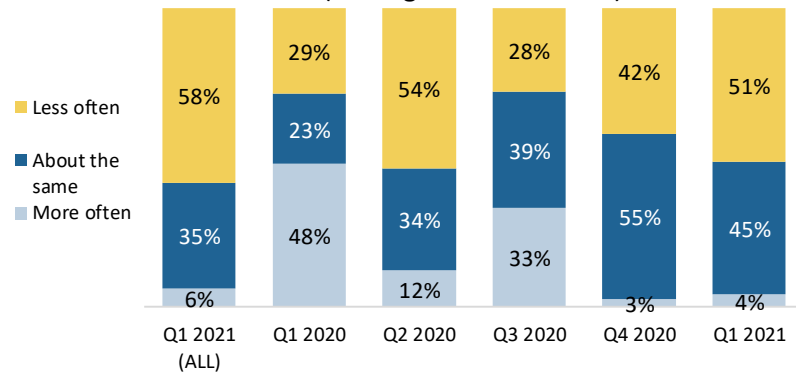
Blue indicates significantly higher results compared to other quarters;
 Red indicates significantly lower results compared to other quarters.

Chilliwack: Trends

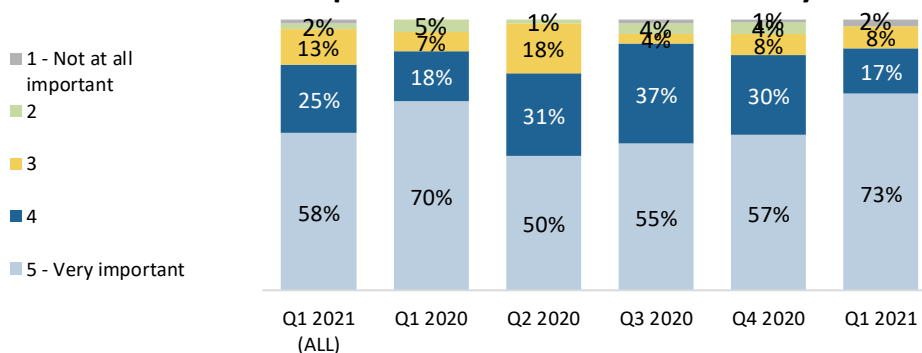
Rider Usage Group



Past Year Change in Local Bus System Use (Among Past Year Riders)



Importance of Transit to Community



↕ indicates significantly higher/lower results compared to other quarters.

Chilliwack: Trends

Modes of Transportation Used More Often

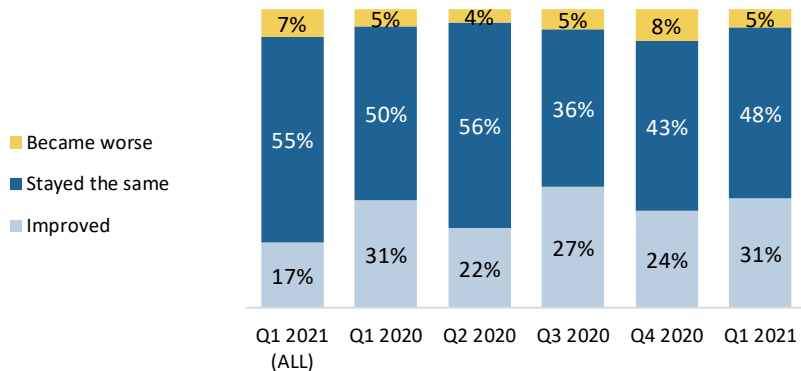
	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Drive car/ truck alone	60%	83%	85%	55%	33%	73%
Carpool or share a ride as driver	13%	17%	28%	-	-	-
Carpool or share a ride as passenger	15%	-	4%	18%	42%	13%
Taxi	8%	-	-	14%	7%	13%
Bicycle	10%	-	28%	-	18%	7%
Motorcycle/Moped/Scooter	1%	-	-	9%	7%	7%
Walking/Rollerblading/Skateboarding/Jogging	37%	66%	20%	45%	49%	34%
Other	5%	-	13%	5%	-	-
Prefer not to answer	1%	-	-	-	-	-

Modes of Transportation Used Less Often

	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Drive car/ truck alone	33%	39%	30%	76%	-	100%
Carpool or share a ride as driver	16%	13%	-	-	100%	-
Carpool or share a ride as passenger	4%	32%	-	24%	100%	-
Taxi	17%	19%	-	-	-	100%
Bicycle	1%	-	-	24%	-	-
Motorcycle/Moped/Scooter	-	3%	-	-	100%	-
Walking/Rollerblading/Skateboarding/Jogging	15%	10%	-	24%	-	100%
Other	35%	-	70%	-	-	-
Prefer not to answer	5%	19%	-	-	-	-

Chilliwack: Trends

Past Year Change in Local Bus System

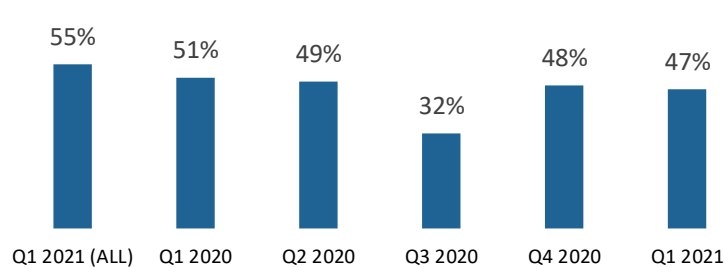


	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Fare prices are reasonable	50%	43%	37%	38%	49%	59%
Bus drivers are courteous	60%	69%	54%	45%	46%	55%
Frequency of scheduled service	35%	28%	29%	23%	47%	28%
Buses run on time/on schedule	48%	43%	39%	34%	46%	45%
Buses are clean and well-maintained	57%	65%	55%	41%	51%	54%
Personal safety while riding local buses	53%	64%	48%	31%	43%	52%
Personal safety while waiting for local buses	43%	38%	42%	24%	38%	44%
Availability and accuracy of schedule information	49%	33%	45%	26%	38%	55%
Buses not being overcrowded	52%	68%	64%	52%	48%	67%
Buses have a direct route	40%	42%	34%	29%	40%	44%
Bus fare payment options are convenient and easy to use	44%	38%	39%	37%	44%	57%
Buses have good connections with reasonable wait times	34%	28%	36%	23%	34%	42%
Bus stops have enough amenities	32%	20%	20%	23%	29%	26%
Bus stops are clean and well maintained	49%	47%	44%	31%	37%	51%
Trip duration	42%	37%	36%	35%	36%	43%
Overall	56%	44%	47%	45%	61%	64%

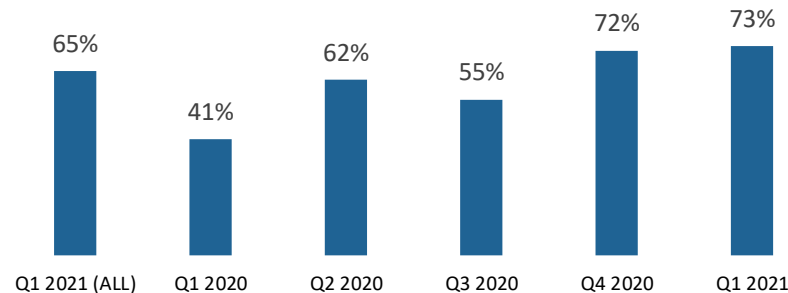
↑ Blue indicates significantly higher results compared to other quarters;
 ↓ Red indicates significantly lower results compared to other quarters.

Chilliwack: Trends

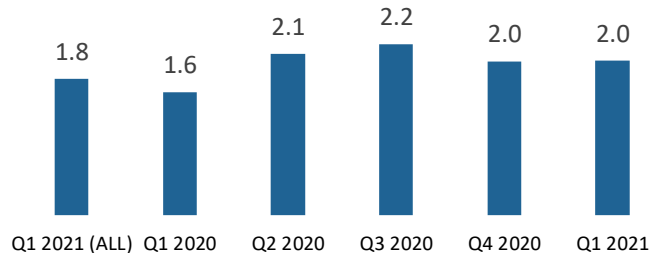
% Accessed BC Transit's Information Online



Quality of the Online Information



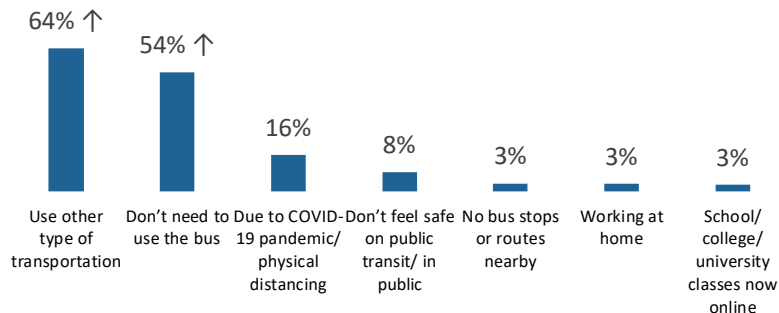
Average Number of Vehicles in Household



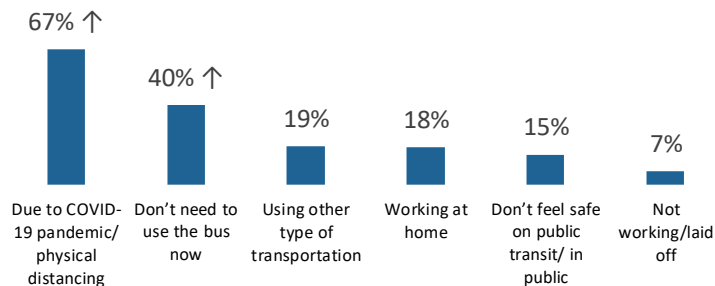
⬆️⬇️ indicates significantly higher/lower results compared to other quarters.

Chilliwack: Trends

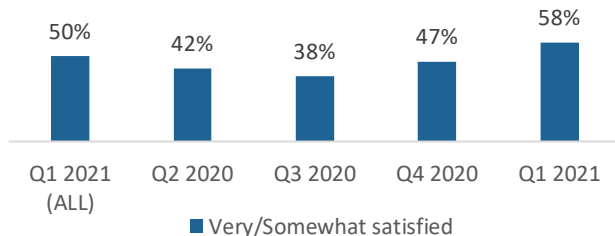
Reasons Not to Use the Local Public Bus System Q1 2021



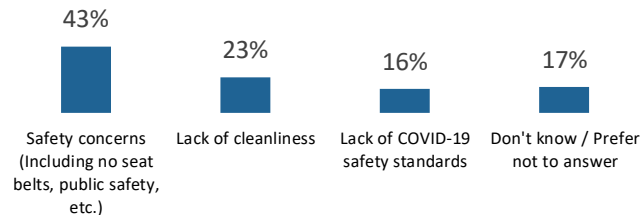
*Reasons for using the Local Public Bus System less often - Q1 2021



Satisfaction With Safety Measures



*Reasons for dissatisfaction with Safety Measures – Q1 2021



* Caution: small base size

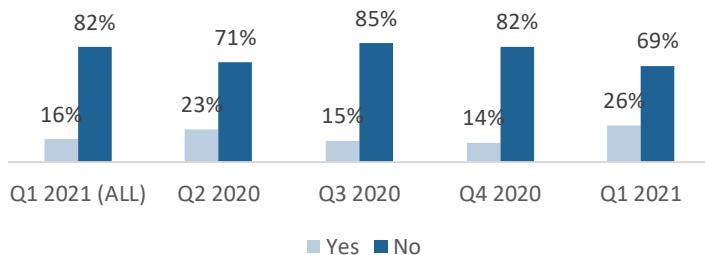
↑↓ Indicates significantly higher/lower results compared to other answer options/quarters.

Chilliwack: Trends

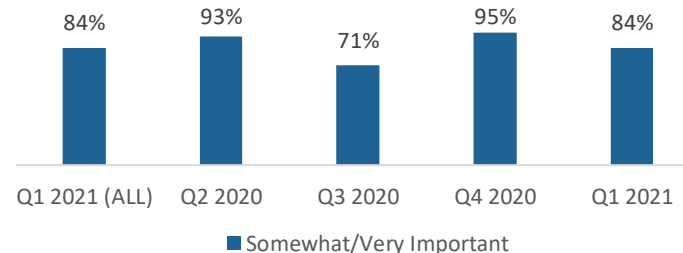
Importance of Safety Measures

	Q1 2021 (ALL)	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Cleaning/ sanitizing the buses more frequently	79%	79%	81%	83%	88%
Make it mandatory to wear masks when travelling by bus	87%	59%	71%	89%	90%
Limit the number of passengers on buses for physical distancing	75%	65%	73%	80%	82%
Providing hand sanitizer when entering and exiting the bus	72%	69%	77%	69%	83%
Provide a way to pay fares at both back and front entrances	53%	51%	54%	65%	73%
Reduce transit fares	46%	42%	35%	47%	53%

Use of Printed Guide



*Importance of Printed Guide



Blue indicates significantly higher results compared to other quarters;
 Red indicates significantly lower results compared to other quarters.

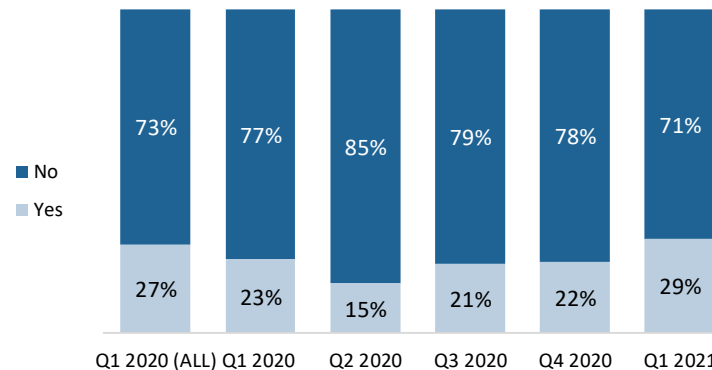
Campbell River

Campbell River: Trends

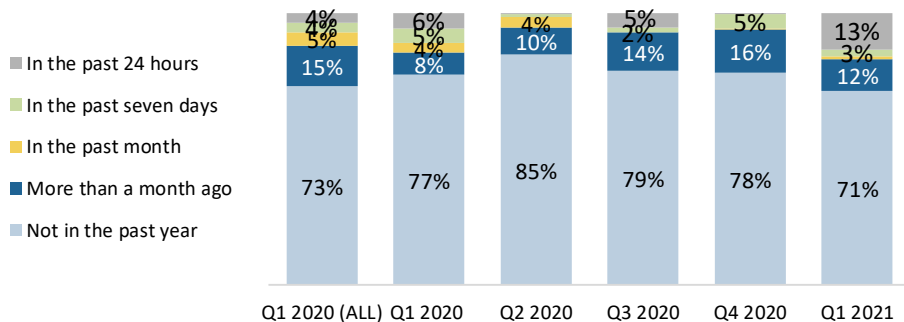
Responsible for Local Transit System

	Q1 2020 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
BC Transit	60%	53%	44%	34%	41%	38%
Local/Municipal Government	30%	36%	46%	52%	37%	61%
TransLink	8%	-	1%	4%	5%	2%
Other	1%	2%	-	1%	-	-
Don't know	9%	11%	15%	13%	18%	4%

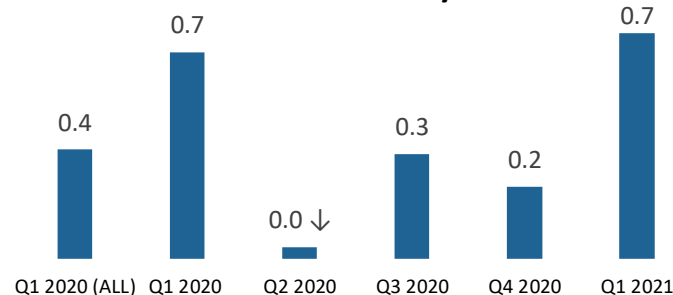
Past Year Local Transit Use



Most Recent Local Transit Use



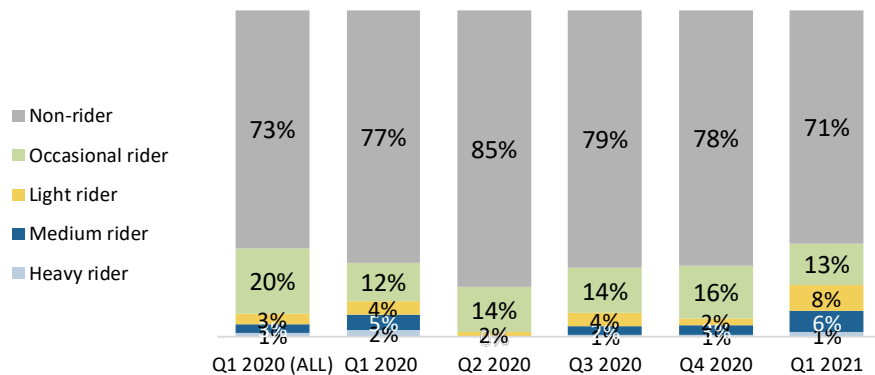
Average Number of One-Way Trips in the Past Seven Days



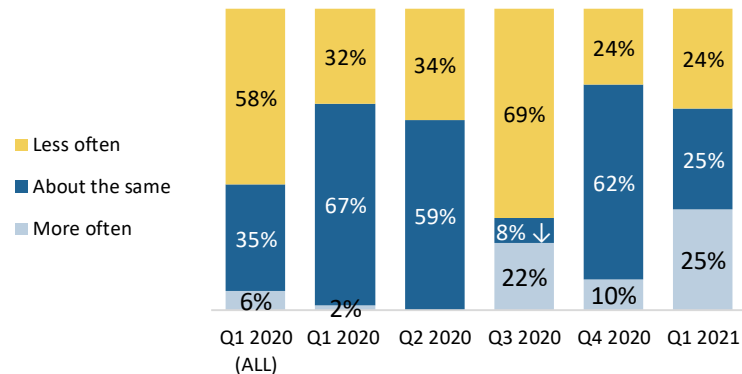
↑ Blue indicates significantly higher results compared to other quarters;
 ↓ Red indicates significantly lower results compared to other quarters.

Campbell River: Trends

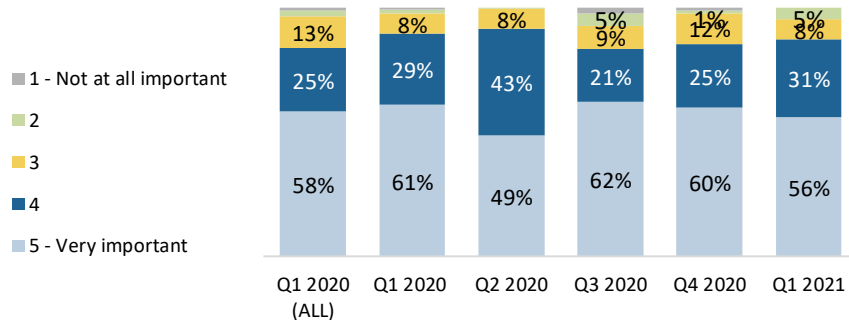
Rider Usage Group



Past Year Change in Local Bus System Use (Among Past Year Riders)



Importance of Transit to Community



⬆️ indicates significantly higher/lower results compared to other quarters.

Campbell River: Trends

Modes of Transportation Used More Often

	Q1 2020 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Drive car/ truck alone	60%	25%	61%	60%	100%	44%
Carpool or share a ride as driver	13%	17%	-	-	-	-
Carpool or share a ride as passenger	15%	17%	9%	-	-	46%
Taxi	8%	-	-	19%	-	12%
Bicycle	10%	33%	-	5%	-	-
Motorcycle/Moped/Scooter	1%	17%	-	-	-	-
Walking/Rollerblading/Skateboarding/Jogging	37%	58%	32%	14%	-	14%
Other	5%	25%	19%	13%	-	-
Prefer not to answer	1%	-	-	4%	-	-

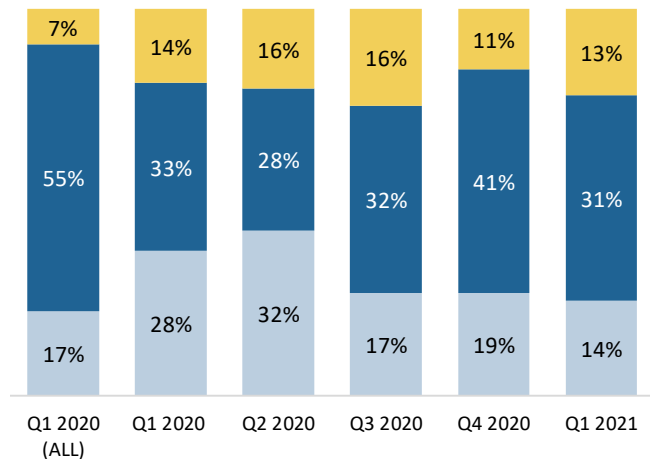
Modes of Transportation Used Less Often

	Q1 2020 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Drive car/ truck alone	33%	-	-	41%	-	5%
Carpool or share a ride as driver	16%	-	-	-	-	-
Carpool or share a ride as passenger	4%	-	-	-	-	-
Taxi	17%	-	-	29%	-	-
Bicycle	1%	-	-	30%	-	-
Motorcycle/Moped/Scooter	-	-	-	-	-	-
Walking/Rollerblading/Skateboarding/Jogging	15%	100%	-	30%	-	12%
Other	35%	-	-	-	100%	83%
Prefer not to answer	5%	-	-	-	-	-

Blue indicates significantly higher results compared to other quarters;
 Red indicates significantly lower results compared to other quarters.

Campbell River: Trends

Past Year Change in Local Bus System

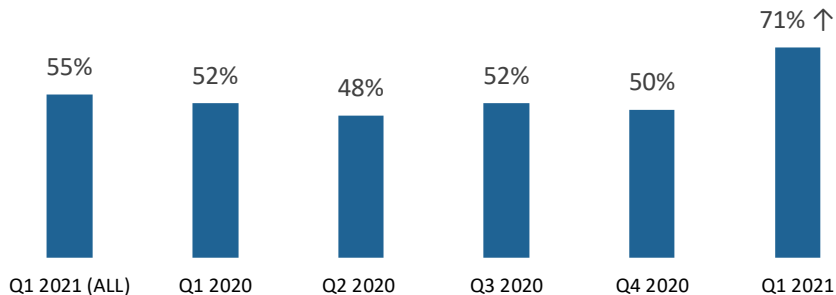


	Q1 2020 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Fare prices are reasonable	50%	61%	64%	55%	46%	43%
Bus drivers are courteous	60%	64%	67%	62%	57%	47%
Frequency of scheduled service	35%	42%	33%	36%	33%	21%
Buses run on time/on schedule	48%	52%	50%	55%	42%	28%
Buses are clean and well-maintained	57%	64%	67%	57%	60%	62%
Personal safety while riding local buses	53%	60%	56%	58%	52%	42%
Personal safety while waiting for local buses	43%	51%	55%	41%	45%	52%
Availability and accuracy of schedule information	49%	55%	50%	46%	49%	34%
Buses not being overcrowded	52%	67%	65%	68%	60%	49%
Buses have a direct route	40%	46%	39%	41%	39%	38%
Bus fare payment options are convenient and easy to use	44%	44%	48%	45%	43%	35%
Buses have good connections with reasonable wait times	34%	38%	39%	39%	31%	27%
Bus stops have enough amenities	32%	41%	41%	37%	39%	40%
Bus stops are clean and well maintained	49%	57%	61%	61%	59%	58%
Trip duration	42%	49%	46%	49%	42%	41%
Overall	56%	66%	58%	61%	68%	44%

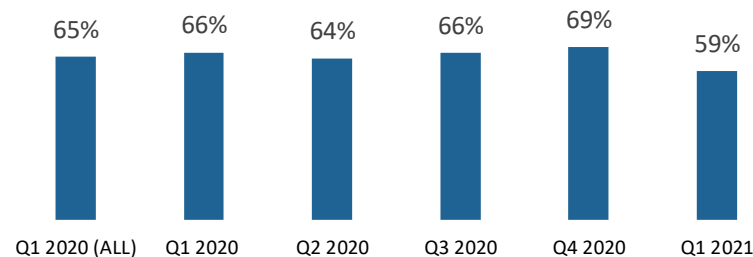
↑ Blue indicates significantly higher results compared to other quarters;
 ↓ Red indicates significantly lower results compared to other quarters.

Campbell River: Trends

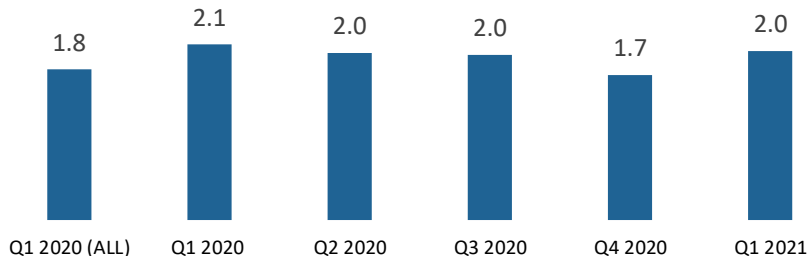
% Accessed BC Transit's Information Online



Quality of the Online Information



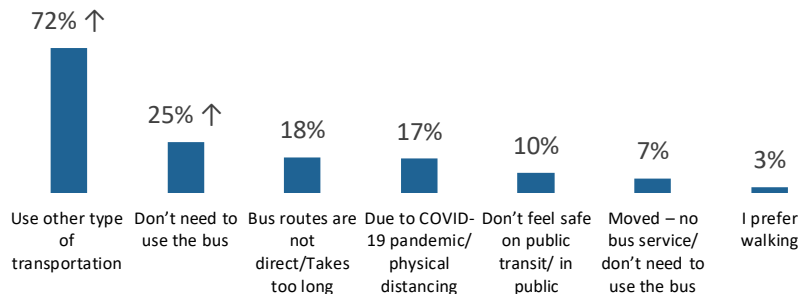
Average Number of Vehicles in Household



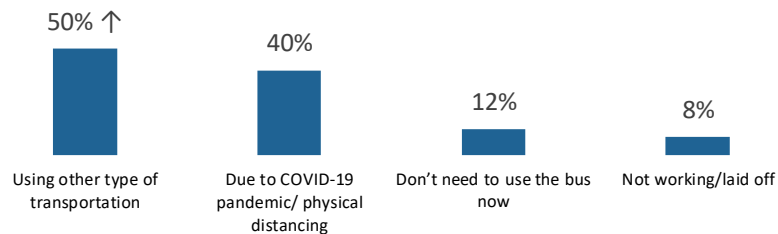
↑↓ indicates significantly higher/lower results compared to other quarters.

Campbell River: Trends

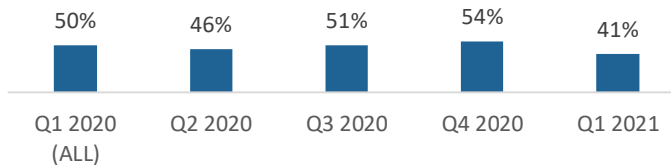
Reasons Not to Use the Local Public Bus System Q1 2021



*Reasons for using the Local Public Bus System less often - Q1 2021



Satisfaction With Safety Measures



■ Very/Somewhat satisfied

* Caution: small base size

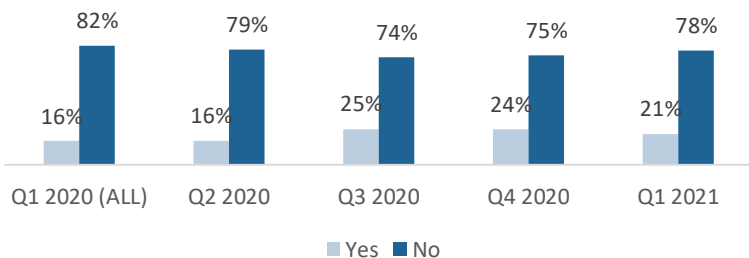
↑↓ Indicates significantly higher/lower results compared to other answer options/quarters.

Campbell River: Trends

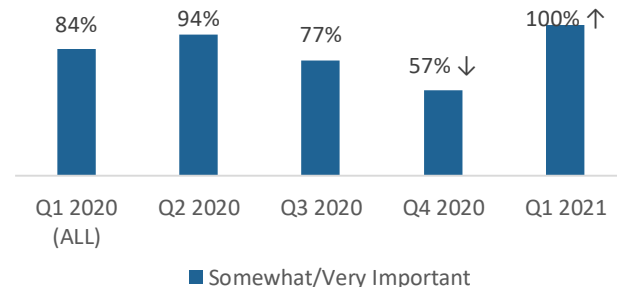
Importance of Safety Measures

	Q1 2020 (ALL)	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Cleaning/ sanitizing the buses more frequently	79%	89%	88%	75%	67%
Make it mandatory to wear masks when travelling by bus	87%	70%	78%	81%	91%
Limit the number of passengers on buses for physical distancing	75%	78%	73%	69%	55%
Providing hand sanitizer when entering and exiting the bus	72%	73%	71%	71%	82%
Provide a way to pay fares at both back and front entrances	53%	65%	39%	46%	53%
Reduce transit fares	46%	42%	38%	39%	37%

Use of Printed Guide



*Importance of Printed Guide



↑ Blue indicates significantly higher results compared to other quarters;
 ↓ Red indicates significantly lower results compared to other quarters.

* Caution: small base size

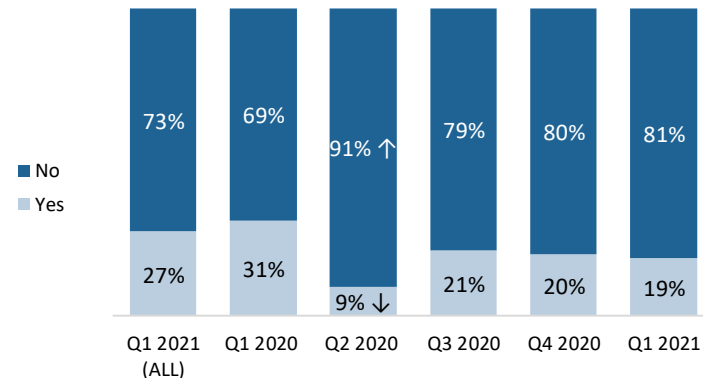
Comox Valley

Comox Valley: Trends

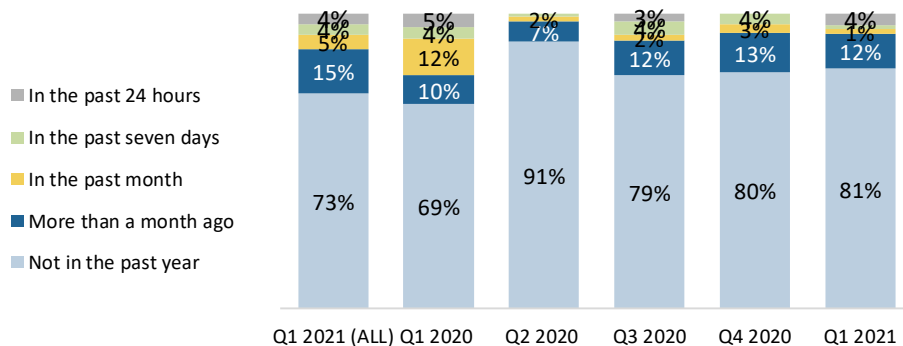
Responsible for Local Transit System

	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
BC Transit	60%	58%	45%	48%	50%	44%
Local/Municipal Government	30%	21%	33%	25%	38%	31%
TransLink	8%	-	4%	9%	2%	3%
Other	1%	2%	1%	-	1%	3%
Don't know	9%	20%	18%	21%	16%	15%

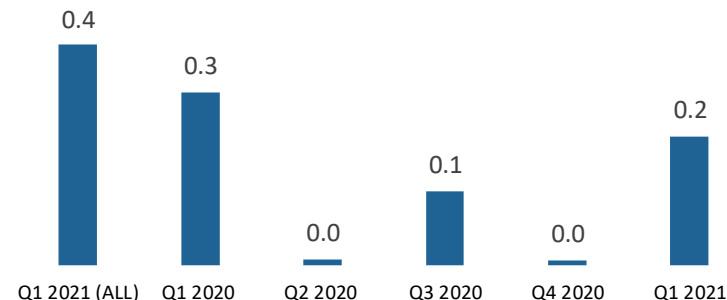
Past Year Local Transit Use



Most Recent Local Transit Use



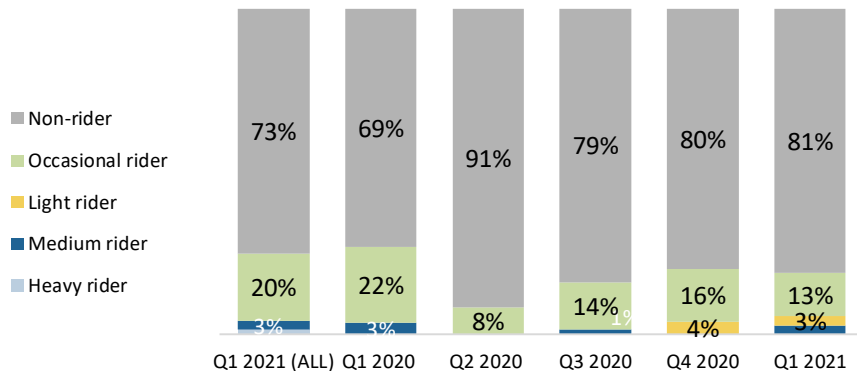
Average Number of One-Way Trips in the Past Seven Days



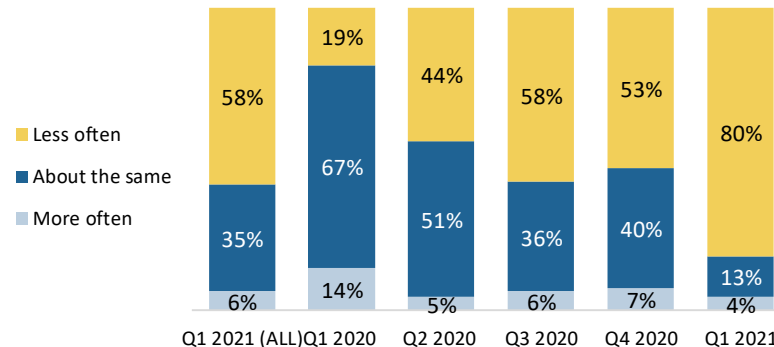
Blue indicates significantly higher results compared to other quarters;
 Red indicates significantly lower results compared to other quarters.

Comox Valley: Trends

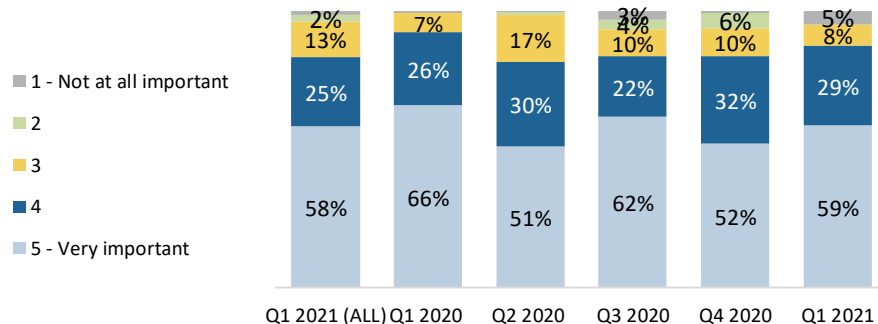
Rider Usage Group



Past Year Change in Local Bus System Use (Among Past Year Riders)



Importance of Transit to Community



↕ indicates significantly higher/lower results compared to other quarters.

Comox Valley: Trends

Modes of Transportation Used More Often

	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Drive car/ truck alone	60%	50%	61%	54%	39%	65%
Carpool or share a ride as driver	13%	-	-	-	36%	-
Carpool or share a ride as passenger	15%	-	10%	20%	-	4%
Taxi	8%	16%	20%	10%	-	11%
Bicycle	10%	-	20%	10%	19%	18%
Motorcycle/Moped/Scooter	1%	-	-	-	-	-
Walking/Rollerblading/Skateboarding /Jogging	37%	50%	39%	40%	41%	21%
Other	5%	-	20%	-	-	-
Prefer not to answer	1%	-	-	-	-	-

Modes of Transportation Used Less Often

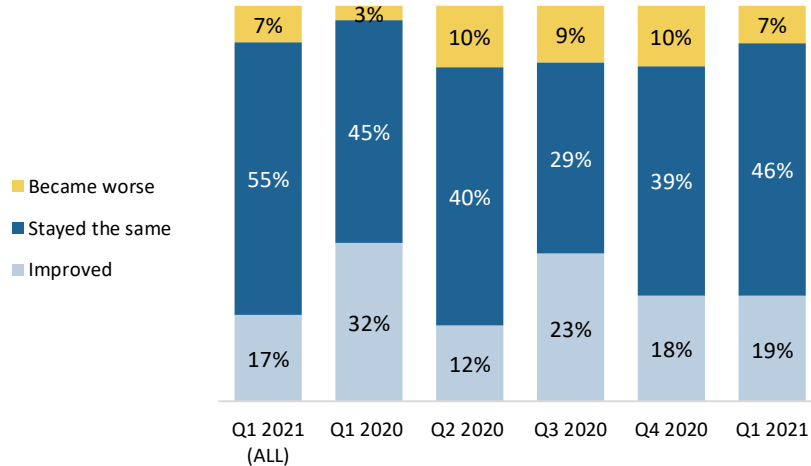
	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Drive car/ truck alone	33%	78%	-	100%	100%	-
Carpool or share a ride as driver	16%	67%	-	-	-	-
Carpool or share a ride as passenger	4%	22%	-	100%	-	-
Taxi	17%	22%	-	100%	-	-
Bicycle	1%	-	-	-	-	-
Motorcycle/Moped/Scooter	-	-	-	-	-	-
Walking/Rollerblading/Skateboarding /Jogging	15%	-	-	-	-	-
Other	35%	-	-	-	-	100%
Prefer not to answer	5%	-	100%	-	-	-

Blue indicates significantly higher results compared to other quarters;

Red indicates significantly lower results compared to other quarters.

Comox Valley: Trends

Past Year Change in Local Bus System

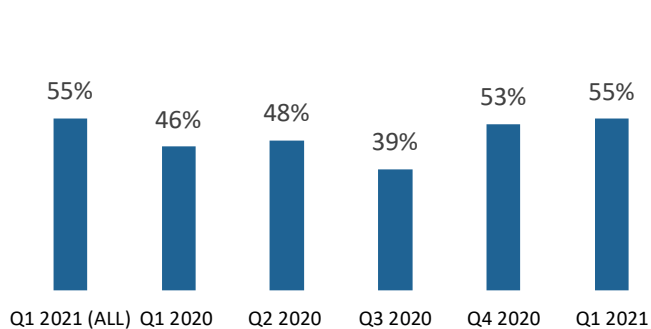


	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Fare prices are reasonable	50%	52%	52%	40%	42%	53%
Bus drivers are courteous	60%	66%	62%	60%	49%	52%
Frequency of scheduled service	35%	31%	21%	27%	21%	36%
Buses run on time/on schedule	48%	44%	40%	46%	43%	60%
Buses are clean and well-maintained	57%	65%	51%	52%	53%	56%
Personal safety while riding local buses	53%	70%	50%	57%	58%	57%
Personal safety while waiting for local buses	43%	48%	49%	45%	48%	52%
Availability and accuracy of schedule information	49%	48%	43%	39%	40%	47%
Buses not being overcrowded	52%	75%	70%	59%	52%	63%
Buses have a direct route	40%	33%	38%	29%	24%	29%
Bus fare payment options are convenient and easy to use	44%	55%	42%	37%	37%	40%
Buses have good connections with reasonable wait times	34%	32%	23%	24%	24%	33%
Bus stops have enough amenities	32%	31%	30%	24%	37%	26%
Bus stops are clean and well maintained	49%	56%	57%	43%	45%	58%
Trip duration	42%	44%	39%	32%	28%	42%
Overall	56%	56%	46%	51%	48%	54%

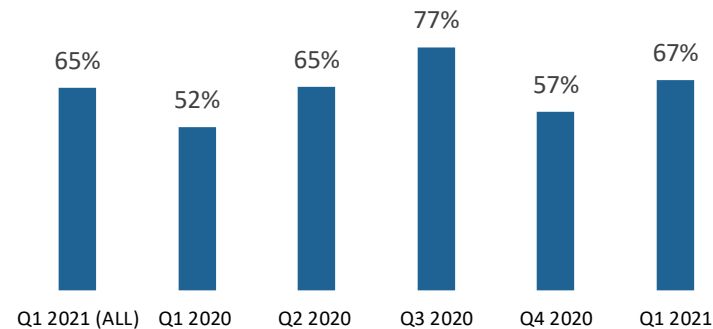
Blue indicates significantly higher results compared to other quarters;
 Red indicates significantly lower results compared to other quarters.

Comox Valley: Trends

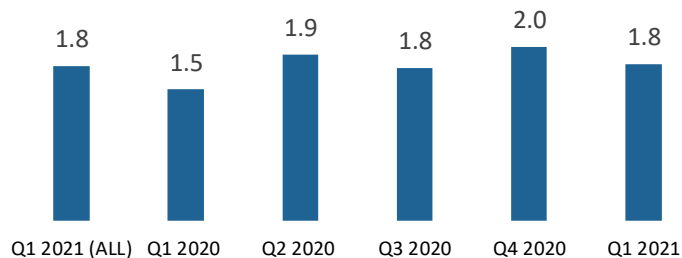
% Accessed BC Transit's Information Online



Quality of the Online Information



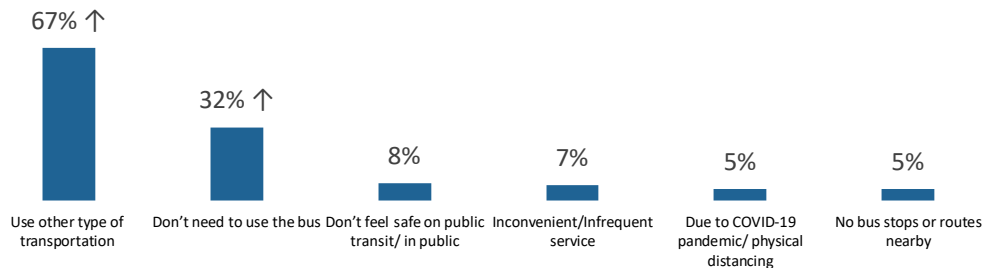
Average Number of Vehicles in Household



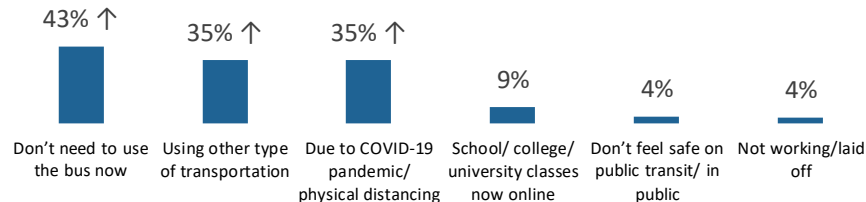
⬆️⬆️ indicates significantly higher/lower results compared to other quarters.

Comox Valley: Trends

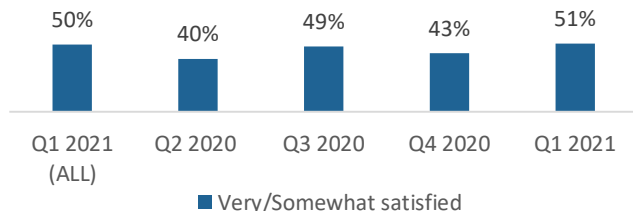
Reasons Not to Use the Local Public Bus System Q1 2021



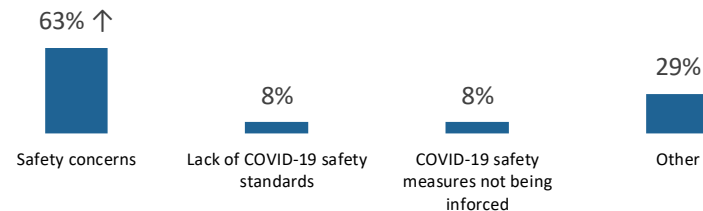
*Reasons for using the Local Public Bus System less often - Q1 2021



Satisfaction With Safety Measures



*Reasons For Dissatisfaction With Safety Measures – Q1 2021



* Caution: small base size

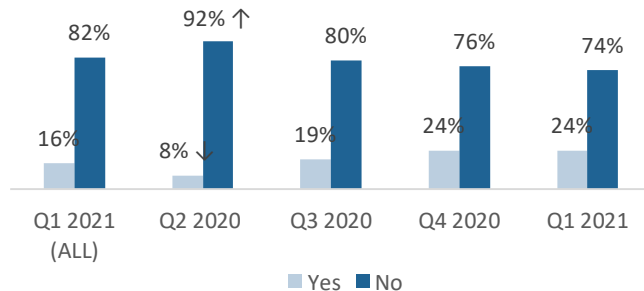
↑↓ Indicates significantly higher/lower results compared to other answer options/quarters.

Comox Valley: Trends

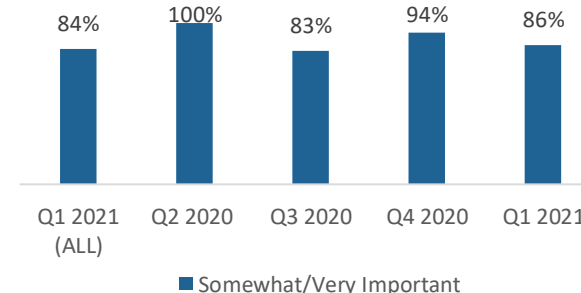
Importance of Safety Measures

	Q1 2021 (ALL)	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Cleaning/ sanitizing the buses more frequently	79%	94%	80%	82%	82%
Make it mandatory to wear masks when travelling by bus	87%	61%	85%	93%	96%
Limit the number of passengers on buses for physical distancing	75%	82%	76%	81%	63%
Providing hand sanitizer when entering and exiting the bus	72%	72%	76%	83%	78%
Provide a way to pay fares at both back and front entrances	53%	51%	47%	53%	49%
Reduce transit fares	46%	37%	43%	37%	53%

Use of Printed Guide



*Importance of Printed Guide



↑ Blue indicates significantly higher results compared to other quarters;
 ↓ Red indicates significantly lower results compared to other quarters.

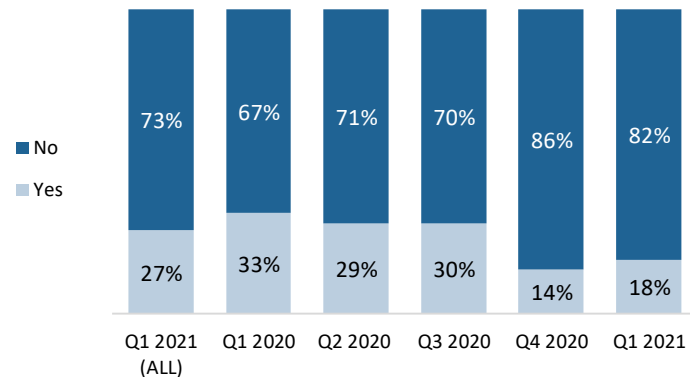
Cowichan Valley

Cowichan Valley: Trends

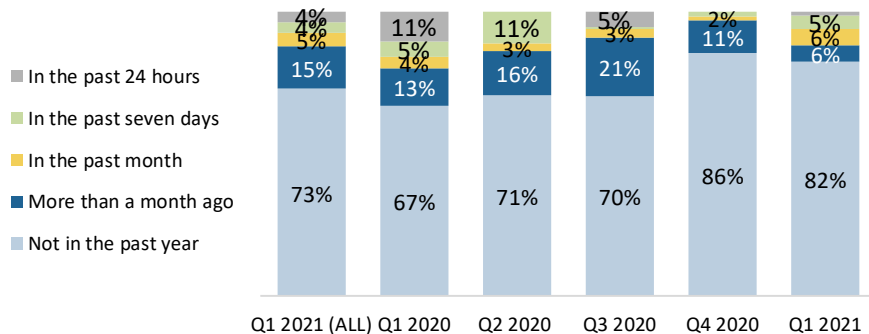
Responsible for Local Transit System

	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
BC Transit	60%	56%	62%	54%	77%	53%
Local/Municipal Government	30%	27%	26%	27%	31%	24%
TransLink	8%	-	1%	8%	6%	3%
Other	1%	2%	2%	1%	1%	1%
Don't know	9%	18%	12%	13%	7%	30%

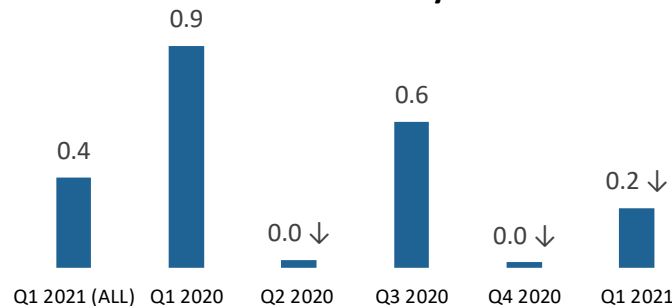
Past Year Local Transit Use



Most Recent Local Transit Use



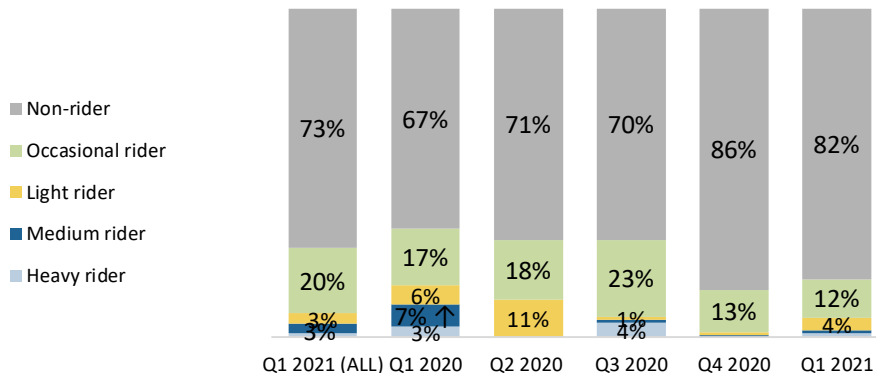
Average Number of One-Way Trips in the Past Seven Days



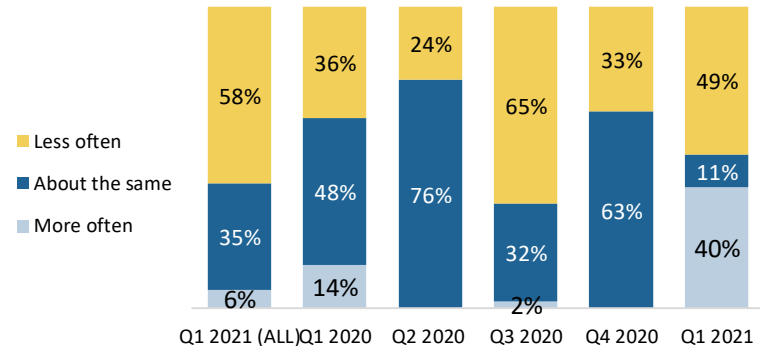
↑ Blue indicates significantly higher results compared to other quarters;
 ↓ Red indicates significantly lower results compared to other quarters.

Cowichan Valley: Trends

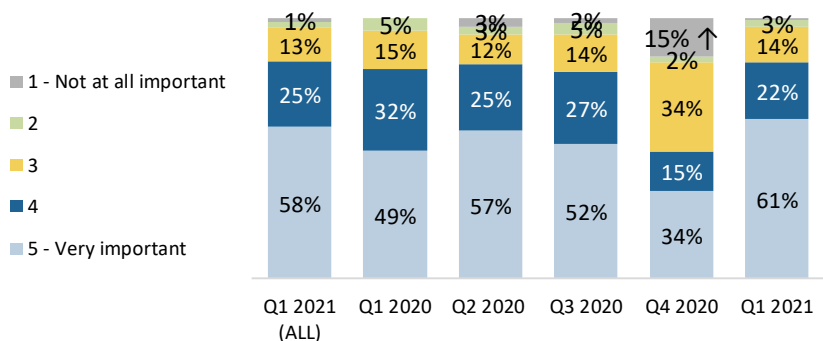
Rider Usage Group



Past Year Change in Local Bus System Use (Among Past Year Riders)



Importance of Transit to Community



↑ indicates significantly higher/lower results compared to other quarters.

Cowichan Valley: Trends

Modes of Transportation Used More Often

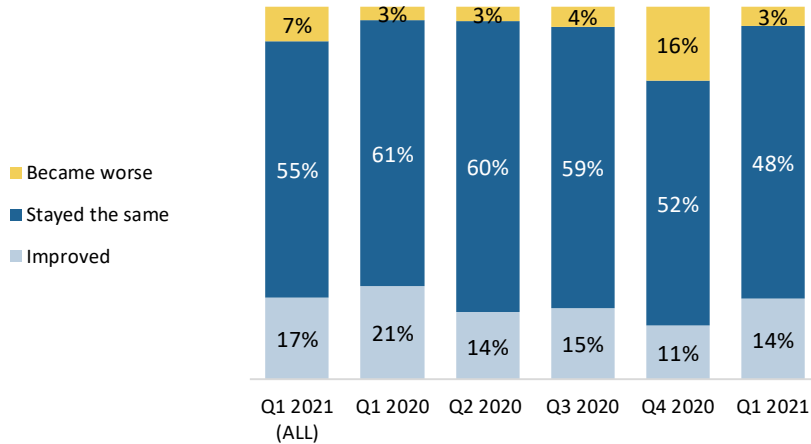
	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Drive car/ truck alone	60%	34%	62%	86%	54%	68%
Carpool or share a ride as driver	13%	43%	-	-	51%	32%
Carpool or share a ride as passenger	15%	13%	-	5%	28%	32%
Taxi	8%	26%	-	4%	-	-
Bicycle	10%	26%	13%	-	7%	7%
Motorcycle/Moped/Scooter	1%	-	-	-	-	-
Walking/Rollerblading/Skateboarding/Jogging	37%	32%	25%	8%	15%	24%
Other	5%	-	15%	4%	-	-
Prefer not to answer	1%	-	11%	-	-	-

Modes of Transportation Used Less Often

	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Drive car/ truck alone	33%	67%		100%		18%
Carpool or share a ride as driver	16%	-	-	-	-	-
Carpool or share a ride as passenger	4%	21%		-		-
Taxi	17%	-		-		27%
Bicycle	1%	12%		-		55%
Motorcycle/Moped/Scooter	-	-		-		-
Walking/Rollerblading/Skateboarding/Jogging	15%	-		-		36%
Other	35%	-		-		-
Prefer not to answer	5%	-		-		-

Cowichan Valley: Trends

Past Year Change in Local Bus System

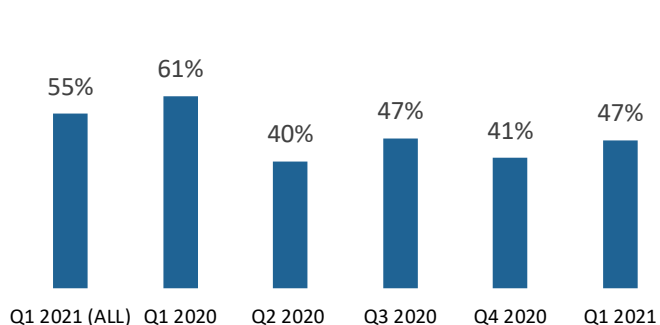


	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Fare prices are reasonable	50%	64%	48%	51%	27%	38%
Bus drivers are courteous	60%	68%	62%	73%	69%	53%
Frequency of scheduled service	35%	29%	32%	26%	21%	24%
Buses run on time/on schedule	48%	57%	59%	56%	37%	34%
Buses are clean and well-maintained	57%	67%	64%	61%	38%	42%
Personal safety while riding local buses	53%	69%	68%	55%	36%	45%
Personal safety while waiting for local buses	43%	59%	55%	48%	26%	36%
Availability and accuracy of schedule information	49%	48%	51%	50%	44%	36%
Buses not being overcrowded	52%	71%	69%	67%	57%	51%
Buses have a direct route	40%	42%	46%	29%	23%	34%
Bus fare payment options are convenient and easy to use	44%	47%	48%	48%	29%	38%
Buses have good connections with reasonable wait times	34%	30%	31%	31%	20%	31%
Bus stops have enough amenities	32%	28%	15%	30%	13%	28%
Bus stops are clean and well maintained	49%	58%	46%	45%	27%	52%
Trip duration	42%	43%	46%	39%	26%	29%
Overall	56%	53%	65%	53%	34%	51%

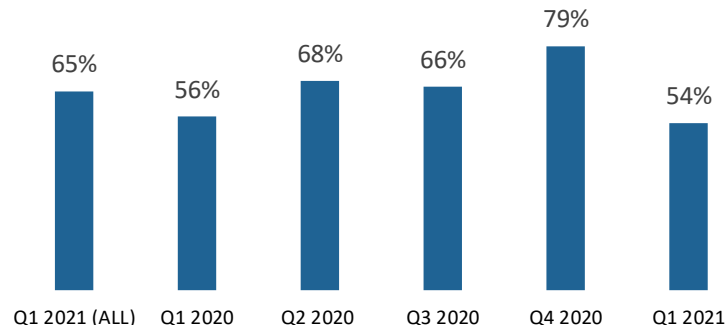
Blue indicates significantly higher results compared to other quarters;
 Red indicates significantly lower results compared to other quarters.

Cowichan Valley: Trends

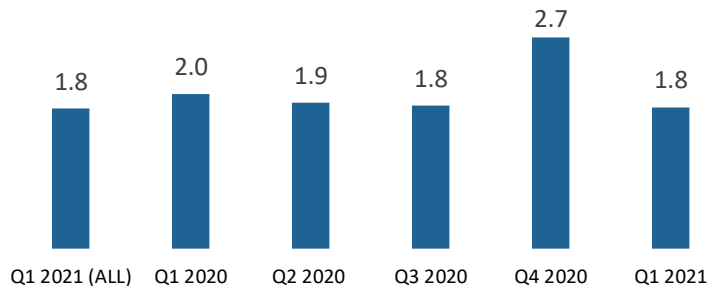
% Accessed BC Transit's Information Online



Quality of the Online Information



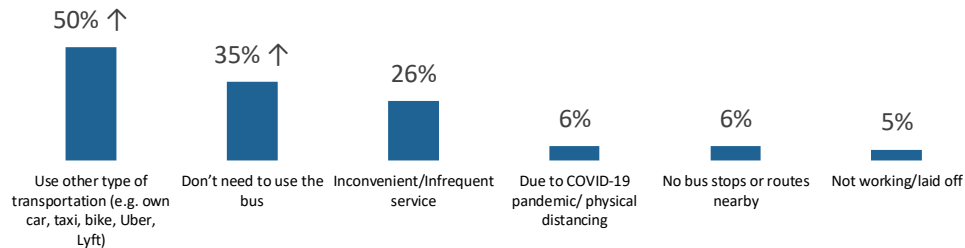
Average Number of Vehicles in Household



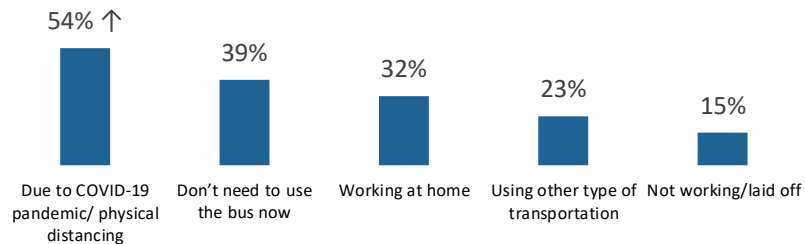
⬆️⬆️ indicates significantly higher/lower results compared to other quarters.

Cowichan Valley: Trends

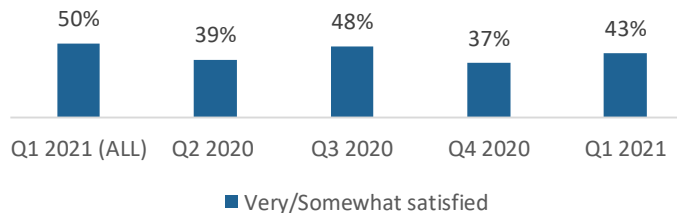
Reasons Not to Use the Local Public Bus System Q1 2021



*Reasons for using the Local Public Bus System less often - Q1 2021



Satisfaction With Safety Measures

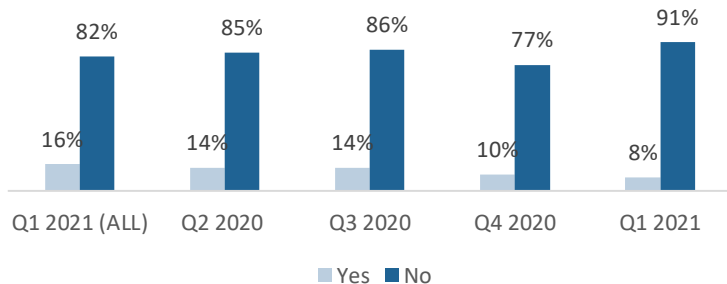


Cowichan Valley: Trends

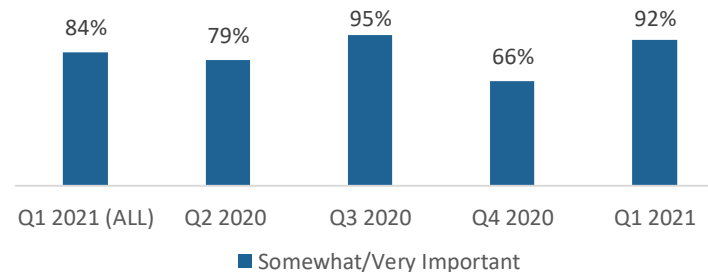
Importance of Safety Measures

	Q1 2021 (ALL)	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Cleaning/ sanitizing the buses more frequently	79%	94%	84%	80%	88%
Make it mandatory to wear masks when travelling by bus	87%	49%	84%	69%	91%
Limit the number of passengers on buses for physical distancing	75%	69%	82%	75%	67%
Providing hand sanitizer when entering and exiting the bus	72%	81%	81%	73%	69%
Provide a way to pay fares at both back and front entrances	53%	62%	51%	57%	51%
Reduce transit fares	46%	45%	45%	37%	39%

Use of Printed Guide



*Importance of Printed Guide



↑ Blue indicates significantly higher results compared to other quarters;
↓ Red indicates significantly lower results compared to other quarters.

* Caution: small base size

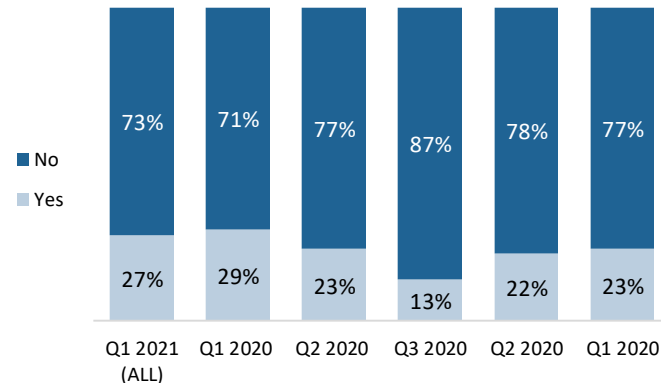
Penticton

Penticton: Trends

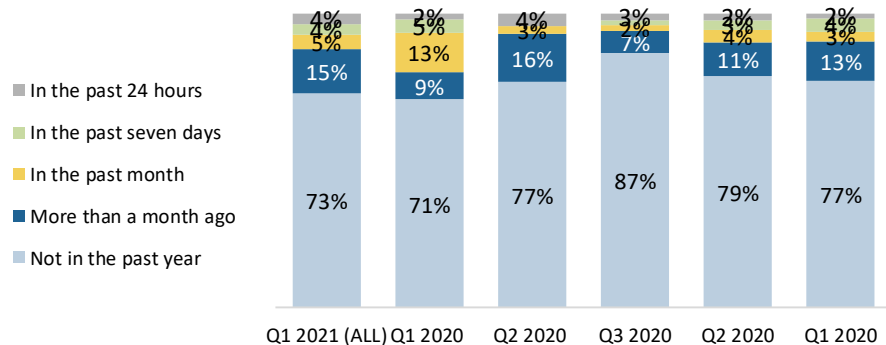
Responsible for Local Transit System

	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q2 2020	Q1 2020
BC Transit	60%	37%	52%	53%	53%	55%
Local/Municipal Government	30%	33%	40%	35%	37%	31%
TransLink	8%	-	4%	4%	2%	4%
Other	1%	5%	3%	2%	4%	4%
Don't know	9%	28%	7%	11%	12%	8%

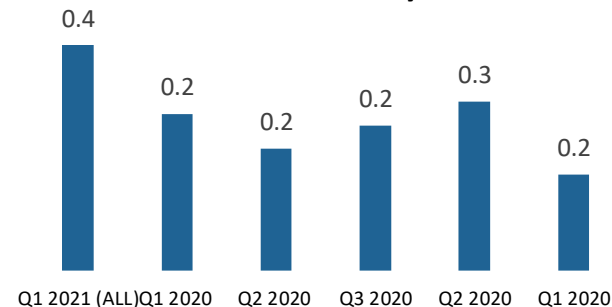
Past Year Local Transit Use



Most Recent Local Transit Use



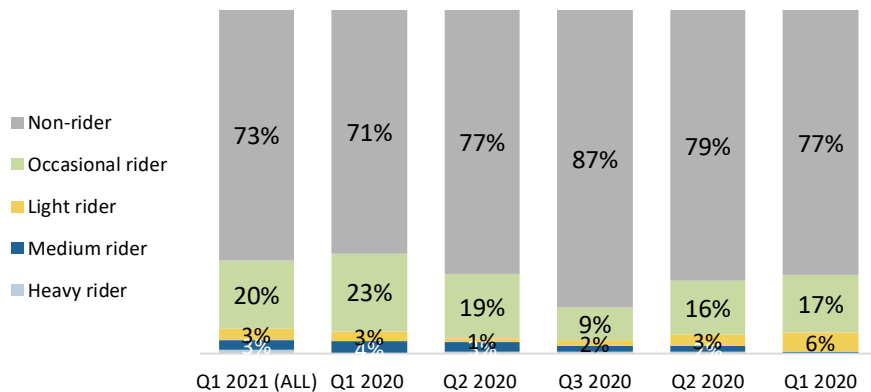
Average Number of One-Way Trips in the Past Seven Days



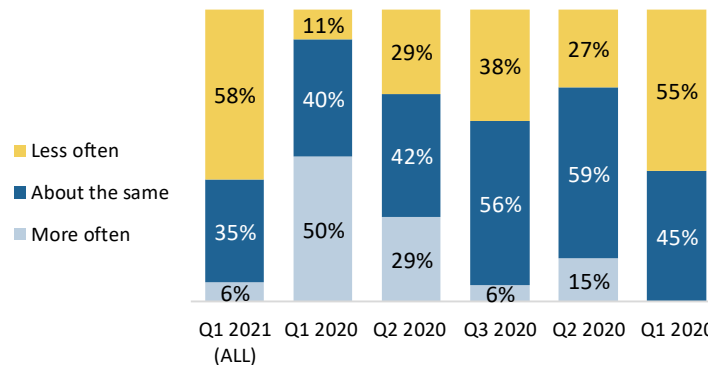
Blue indicates significantly higher results compared to other quarters;
 Red indicates significantly lower results compared to other quarters.

Penticton: Trends

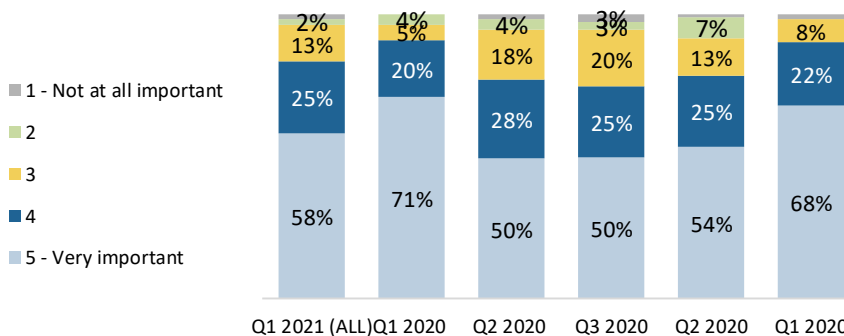
Rider Usage Group



Past Year Change in Local Bus System Use (Among Past Year Riders)



Importance of Transit to Community



↕ indicates significantly higher/lower results compared to other quarters.

Penticton: Trends

Modes of Transportation Used More Often

	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q2 2020	Q1 2020
Drive car/ truck alone	60%	18%	100%	78%	39%	67%
Carpool or share a ride as driver	13%	50%	-	22%	-	42%
Carpool or share a ride as passenger	15%	-	12%	-	-	42%
Taxi	8%	14%	-	-	-	-
Bicycle	10%	-	-	-	17%	-
Motorcycle/Moped/Scooter	1%	-	-	-	17%	-
Walking/Rollerblading/Skateboarding/Jogging	37%	18%	35%	50%	31%	14%
Other	5%	-	-	-	44%	19%
Prefer not to answer	1%	-	-	-	-	-

Modes of Transportation Used Less Often

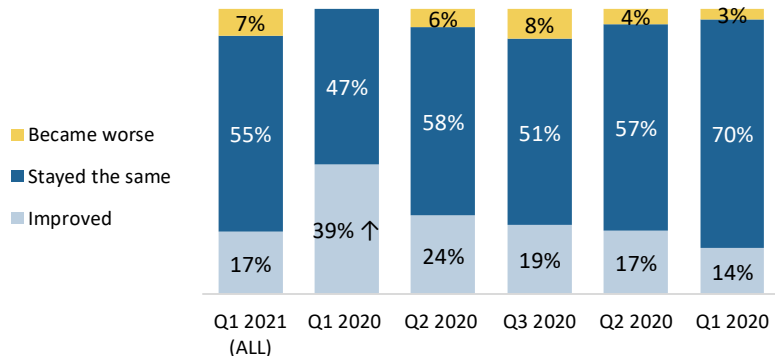
	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q2 2020	Q1 2020
Drive car/ truck alone	33%	24%	37%	100%	46%	
Carpool or share a ride as driver	16%	-	-	-	-	
Carpool or share a ride as passenger	4%	-	31%	-	-	
Taxi	17%	80%	31%	100%	25%	
Bicycle	1%	-	16%	-	-	
Motorcycle/Moped/Scooter	-	-	-	-	25%	
Walking/Rollerblading/Skateboarding/Jogging	15%	62%	-	-	54%	
Other	35%	-	-	-	-	
Prefer not to answer	5%	-	15%	-	-	

Blue indicates significantly higher results compared to other quarters;

Red indicates significantly lower results compared to other quarters.

Penticton: Trends

Past Year Change in Local Bus System

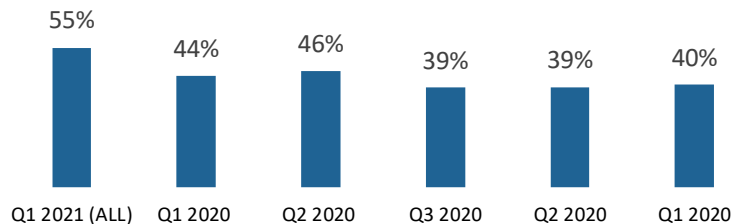


	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q2 2020	Q1 2020
Fare prices are reasonable	50%	57%	61%	54%	46%	52%
Bus drivers are courteous	60%	68%	71%	67%	66%	68%
Frequency of scheduled service	35%	45%	38%	36%	35%	49%
Buses run on time/on schedule	48%	53%	63%	54%	59%	68%
Buses are clean and well-maintained	57%	68%	66%	59%	65%	73%
Personal safety while riding local buses	53%	63%	60%	48%	56%	74%
Personal safety while waiting for local buses	43%	60%	63%	49%	48%	61%
Availability and accuracy of schedule information	49%	50%	57%	47%	42%	63%
Buses not being overcrowded	52%	77%	71%	65%	57%	81%
Buses have a direct route	40%	51%	52%	41%	42%	48%
Bus fare payment options are convenient and easy to use	44%	39%	48%	50%	41%	54%
Buses have good connections with reasonable wait times	34%	40%	41%	40%	42%	52%
Bus stops have enough amenities	32%	43%	46%	47%	48%	50%
Bus stops are clean and well maintained	49%	64%	61%	54%	61%	62%
Trip duration	42%	58%	59%	52%	46%	59%
Overall	56%	76%	66%	67%	66%	69%

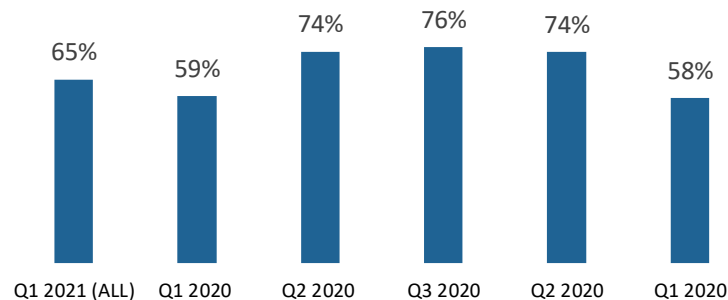
↑ Blue indicates significantly higher results compared to other quarters;
 ↓ Red indicates significantly lower results compared to other quarters.

Penticton: Trends

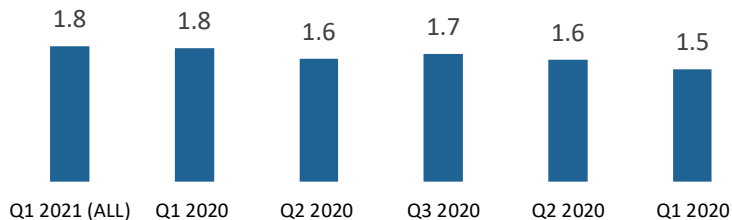
% Accessed BC Transit's Information Online



Quality of the Online Information



Average Number of Vehicles in Household

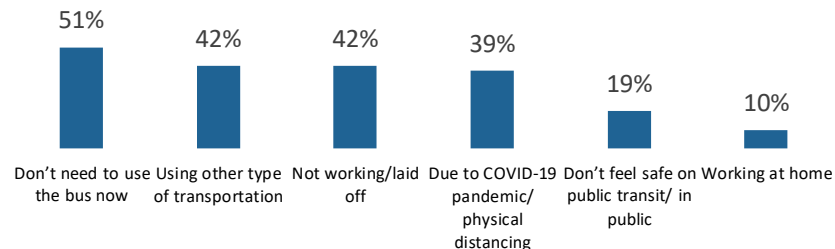
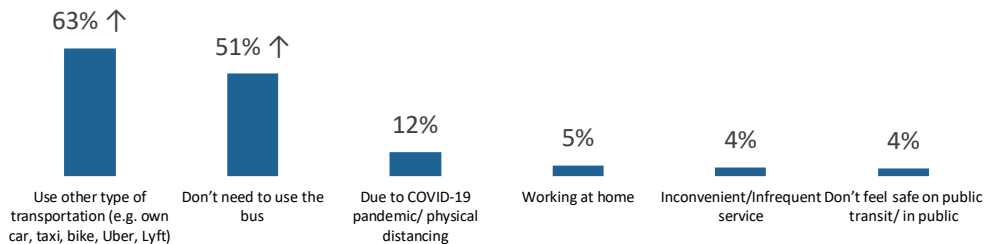


⬆️⬆️ indicates significantly higher/lower results compared to other quarters.

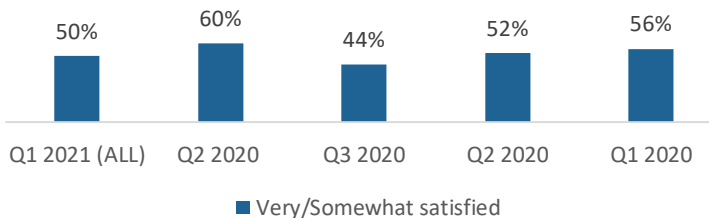
Penticton: Trends

Reasons Not to Use the Local Public Bus System Q1 2021

*Reasons for using the Local Public Bus System less often - Q1 2021



Satisfaction With Safety Measures



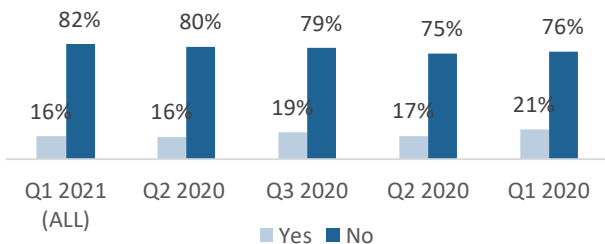
↑↓ Indicates significantly higher/lower results compared to other answer options/quarters.

Penticton: Trends

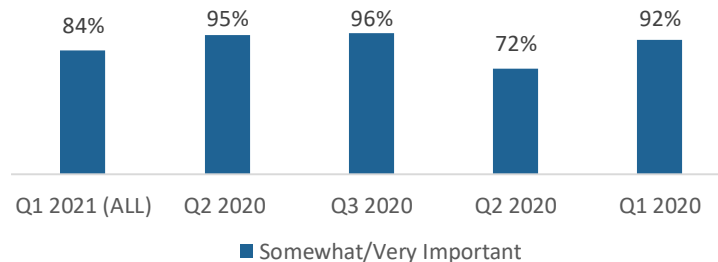
Importance of Safety Measures

	Q1 2021 (ALL)	Q2 2020	Q3 2020	Q2 2020	Q1 2020
Cleaning/ sanitizing the buses more frequently	79%	81%	84%	94%	85%
Make it mandatory to wear masks when travelling by bus	87%	59%	75%	86%	86%
Limit the number of passengers on buses for physical distancing	75%	72%	74%	74%	73%
Providing hand sanitizer when entering and exiting the bus	72%	77%	74%	79%	80%
Provide a way to pay fares at both back and front entrances	53%	59%	46%	56%	60%
Reduce transit fares	46%	43%	50%	46%	54%

Use of Printed Guide



Importance of Printed Guide*



↑ Blue indicates significantly higher results compared to other quarters;
 ↓ Red indicates significantly lower results compared to other quarters.

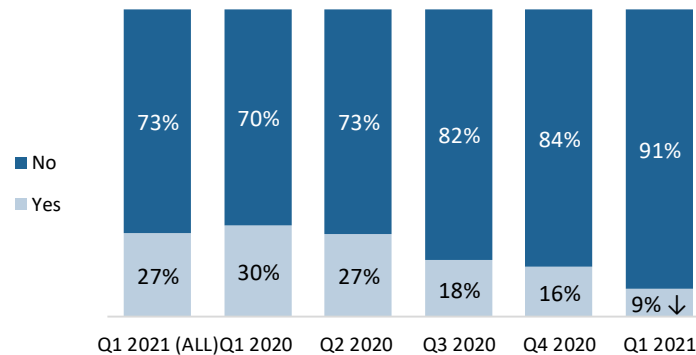
Vernon

Vernon: Trends

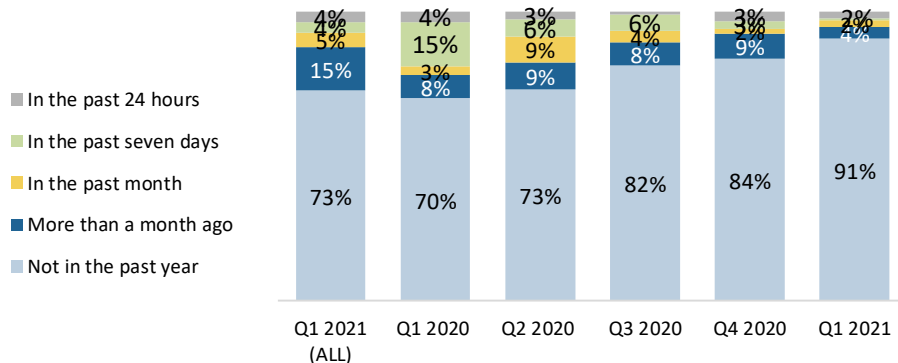
Responsible for Local Transit System

	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
BC Transit	60%	46%	64%	45%	66%	49%
Local/Municipal Government	30%	43%	32%	40%	30%	36%
TransLink	8%	-	3%	3%	5%	6%
Other	1%	3%	-	4%	2%	-
Don't know	9%	16%	8%	14%	7%	18%

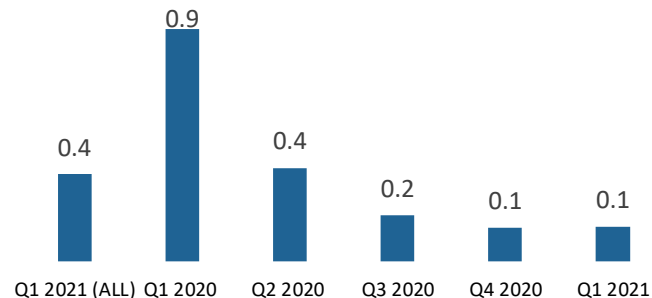
Past Year Local Transit Use



Most Recent Local Transit Use

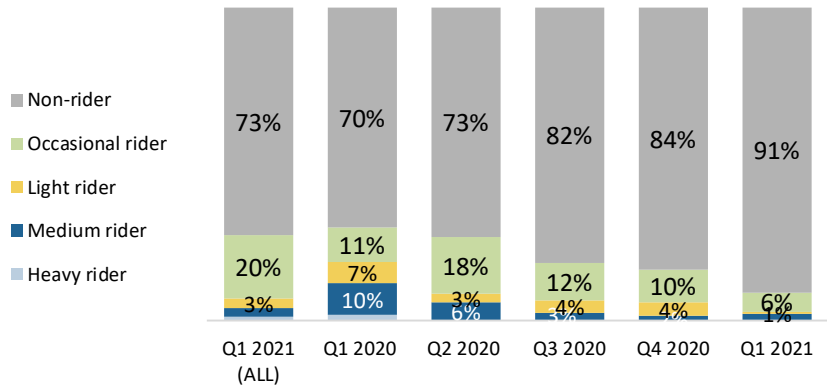


Average Number of One-Way Trips in the Past Seven Days

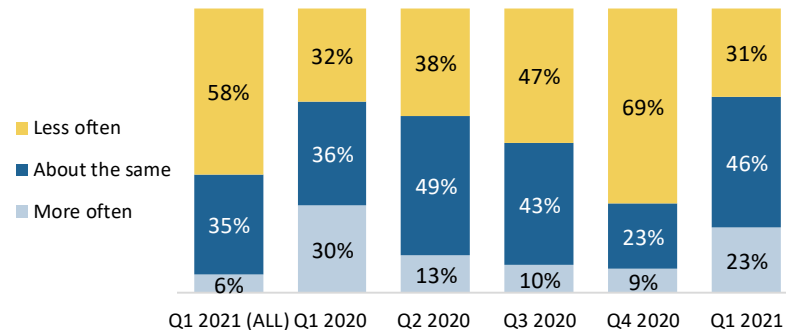


Vernon: Trends

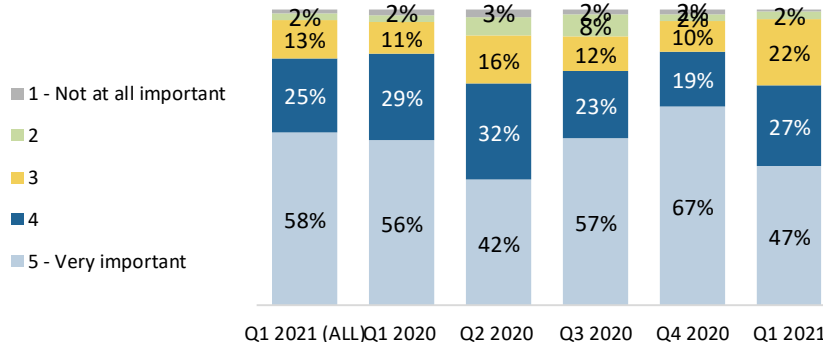
Rider Usage Group



Past Year Change in Local Bus System Use (Among Past Year Riders)



Importance of Transit to Community



↕ indicates significantly higher/lower results compared to other quarters.

Vernon: Trends

Modes of Transportation Used More Often

	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Drive car/ truck alone	60%	78%	72%	34%	60%	50%
Carpool or share a ride as driver	13%	10%	8%	-	6%	-
Carpool or share a ride as passenger	15%	21%	7%	18%	21%	-
Taxi	8%	16%	-	-	-	-
Bicycle	10%	-	-	21%	-	-
Motorcycle/Moped/Scooter	1%	10%	-	-	-	-
Walking/Rollerblading/Skateboarding /Jogging	37%	21%	28%	55%	41%	81%
Other	5%	6%	-	-	5%	19%
Prefer not to answer	1%	-	-	-	-	-

Modes of Transportation Used Less Often

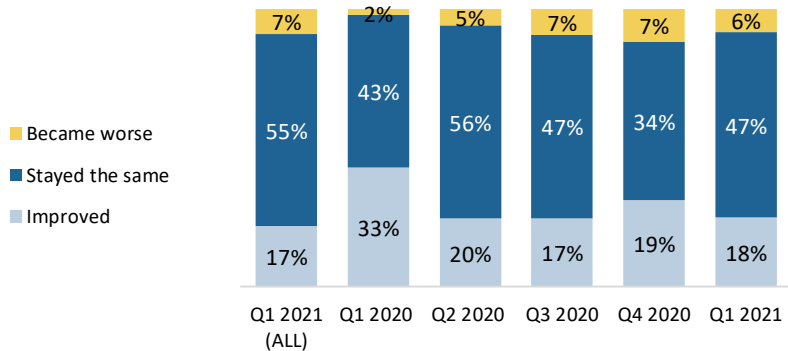
	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Drive car/ truck alone	33%	33%	100%	100%	-	-
Carpool or share a ride as driver	16%	22%	-	-	-	-
Carpool or share a ride as passenger	4%	55%	-	-	100%	-
Taxi	17%	11%	-	53%	-	-
Bicycle	1%	-	-	-	60%	-
Motorcycle/Moped/Scooter	-	22%	-	-	-	-
Walking/Rollerblading/Skateboarding /Jogging	15%	-	-	53%	60%	-
Other	35%	-	-	-	-	100%
Prefer not to answer	5%	-	-	-	-	-

Blue indicates significantly higher results compared to other quarters;

Red indicates significantly lower results compared to other quarters.

Vernon: Trends

Past Year Change in Local Bus System

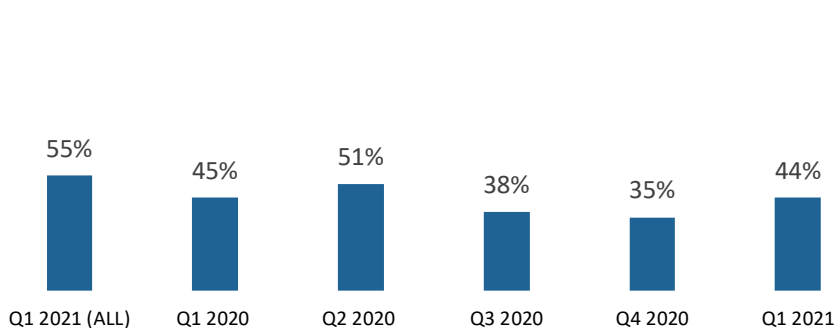


	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Fare prices are reasonable	50%	57%	55%	50%	52%	52%
Bus drivers are courteous	60%	71%	64%	58%	54%	58%
Frequency of scheduled service	35%	35%	50%	38%	33%	30%
Buses run on time/on schedule	48%	48%	58%	51%	42%	45%
Buses are clean and well-maintained	57%	72%	62%	45%	43%	46%
Personal safety while riding local buses	53%	58%	58%	55%	46%	55%
Personal safety while waiting for local buses	43%	40%	51%	36%	41%	34%
Availability and accuracy of schedule information	49%	56%	46%	48%	51%	43%
Buses not being overcrowded	52%	67%	61%	59%	57%	60%
Buses have a direct route	40%	35%	48%	38%	50%	38%
Bus fare payment options are convenient and easy to use	44%	44%	48%	42%	49%	39%
Buses have good connections with reasonable wait times	34%	38%	36%	30%	34%	32%
Bus stops have enough amenities	32%	33%	33%	28%	31%	23%
Bus stops are clean and well maintained	49%	50%	56%	47%	61%	54%
Trip duration	42%	43%	48%	41%	30%	44%
Overall	56%	53%	68%	61%	66%	59%

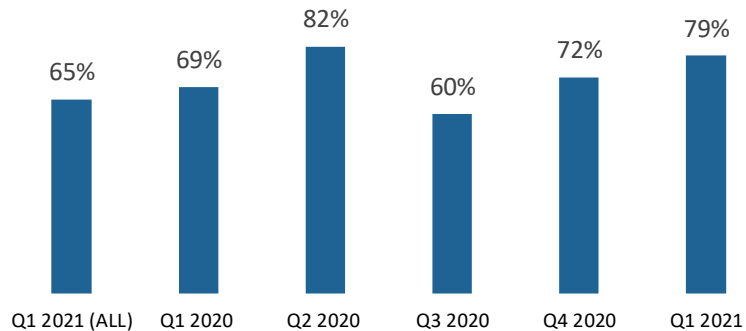
Blue indicates significantly higher results compared to other quarters;
 Red indicates significantly lower results compared to other quarters.

Vernon: Trends

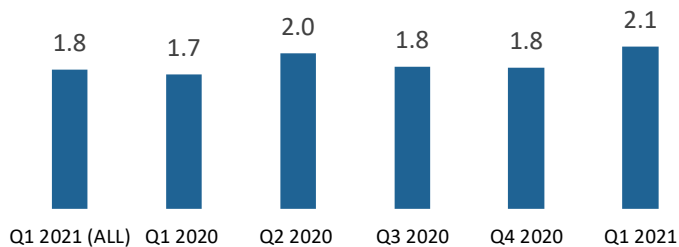
% Accessed BC Transit's Information Online



Quality of the Online Information



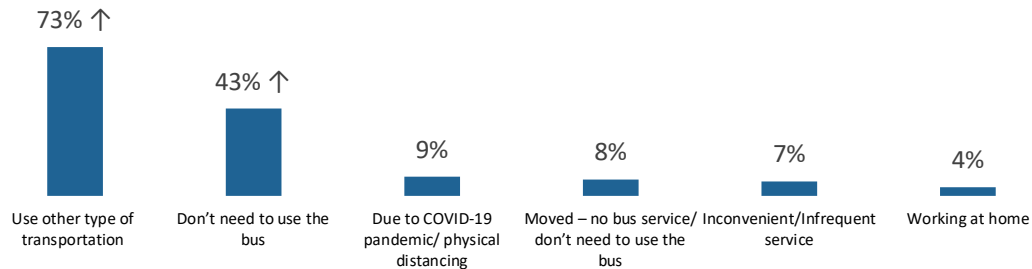
Average Number of Vehicles in Household



⬆️⬇️ indicates significantly higher/lower results compared to other quarters.

Vernon: Trends

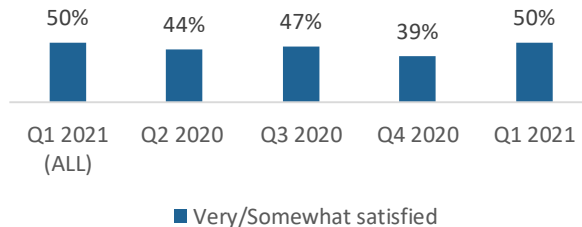
Reasons Not to Use the Local Public Bus System Q1 2021



*Reasons for using the Local Public Bus System less often - Q1 2021



Satisfaction With Safety Measures



↑ indicates significantly higher results compared to other quarters;
↓ indicates significantly lower results compared to other quarters.

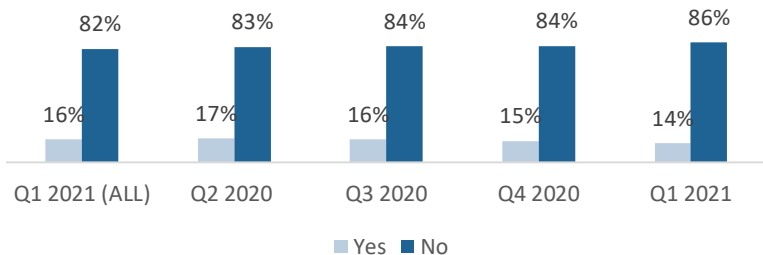
* Caution: small base size

Vernon: Trends

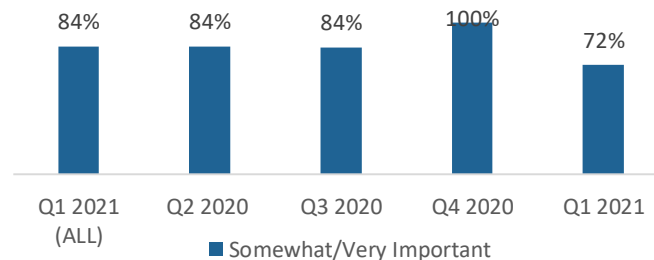
Importance of Safety Measures

	Q1 2021 (ALL)	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Cleaning/ sanitizing the buses more frequently	79%	76%	84%	95%	77%
Make it mandatory to wear masks when travelling by bus	87%	59%	71%	73%	85%
Limit the number of passengers on buses for physical distancing	75%	67%	65%	69%	67%
Providing hand sanitizer when entering and exiting the bus	72%	73%	74%	87%	74%
Provide a way to pay fares at both back and front entrances	53%	61%	55%	66%	59%
Reduce transit fares	46%	27%	49%	49%	46%

Use of Printed Guide



*Importance of Printed Guide



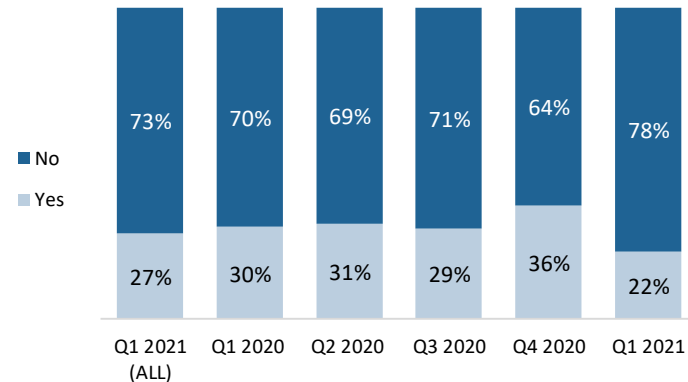
Blue indicates significantly higher results compared to other quarters;
 Red indicates significantly lower results compared to other quarters.

Tier 3: Trends

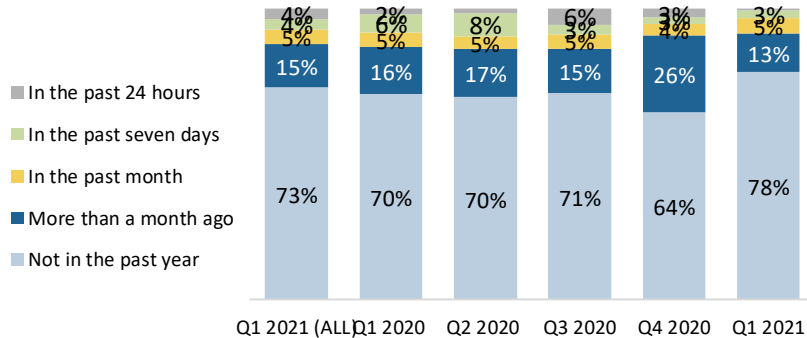
Responsible for Local Transit System

	Q1 2021	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021 (ALL)
BC Transit	60%	54%	59%	61%	53%	59%
Local/Municipal Government	30%	33%	32%	34%	33%	27%
TransLink	8%	-	4%	6%	7%	6%
Other	1%	5%	2%	-	-	3%
Don't know	9%	13%	9%	8%	12%	11%

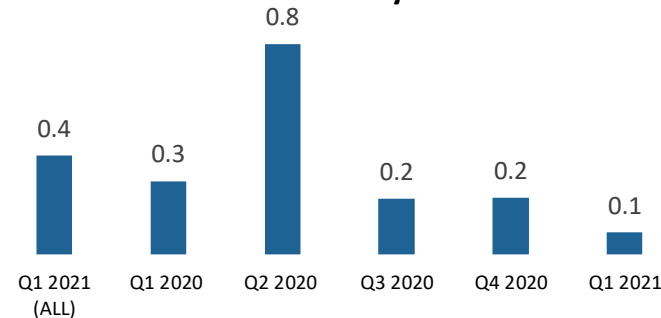
Past Year Local Transit Use



Most Recent Local Transit Use



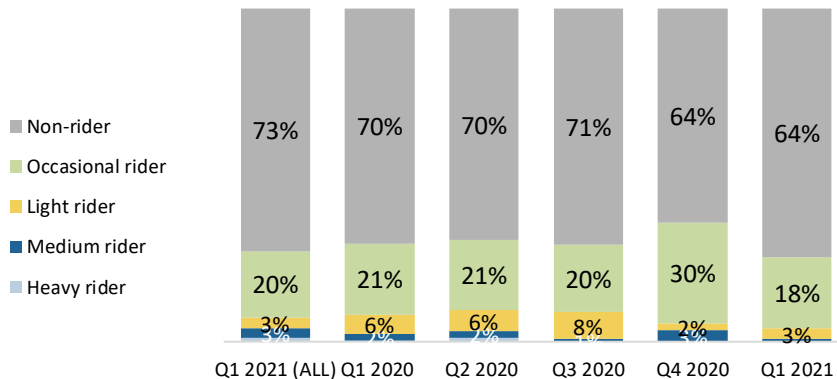
Average Number of One-Way Trips in the Past Seven Days



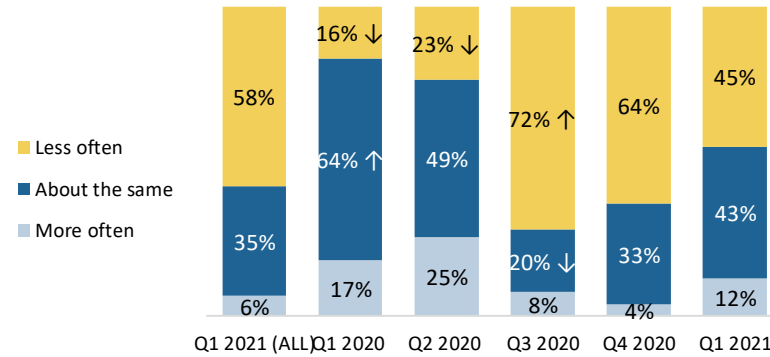
↑ Blue indicates significantly higher results compared to other quarters;
 ↓ Red indicates significantly lower results compared to other quarters.

Tier 3: Trends

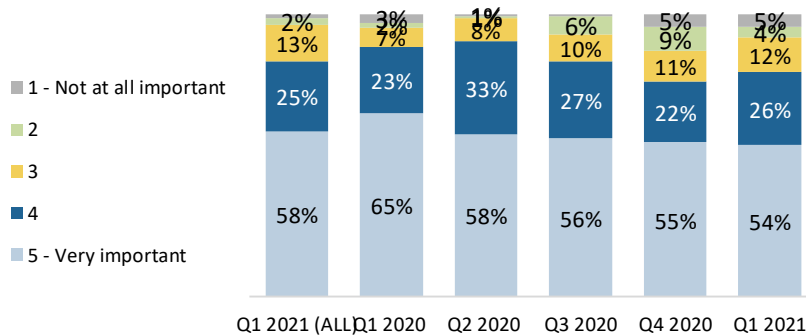
Rider Usage Group



Past Year Change in Local Bus System Use (Among Past Year Riders)



Importance of Transit to Community



↕ indicates significantly higher/lower results compared to other quarters.

Tier 3: Trends

Modes of Transportation Used More Often

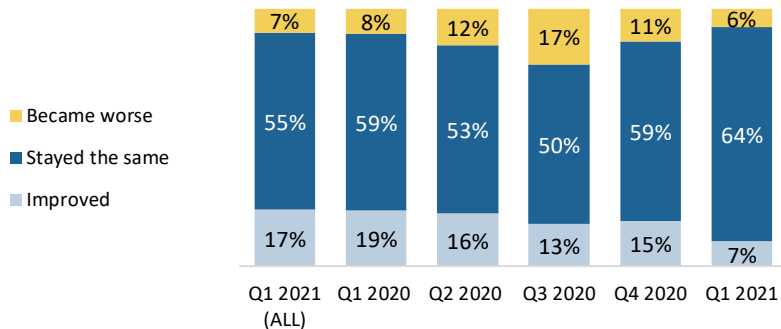
	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Drive car/ truck alone	60%	58%	55%	69%	62%	51%
Carpool or share a ride as driver	13%	-	23%	7%	13%	13%
Carpool or share a ride as passenger	15%	34%	14%	7%	9%	36%
Taxi	8%	-	11%	8%	3%	16%
Bicycle	10%	-	-	11%	22%	8%
Motorcycle/Moped/Scooter	1%	-	-	7%	-	-
Walking/Rollerblading/Skateboarding/Jogging	37%	42%	11%	38%	39%	57%
Other	5%	-	20%	4%	12%	7%
Prefer not to answer	1%	-	-	-	-	-

Modes of Transportation Used Less Often

	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Drive car/ truck alone	33%	100%	100%	68%	100%	27%
Carpool or share a ride as driver	16%	32%	13%	-	-	25%
Carpool or share a ride as passenger	4%	32%	58%	-	-	-
Taxi	17%	23%	59%	-	-	25%
Bicycle	1%	-	13%	-	-	-
Motorcycle/Moped/Scooter	-	-	-	-	-	-
Walking/Rollerblading/Skateboarding/Jogging	15%	23%	-	-	-	-
Other	35%	-	-	32%	-	48%
Prefer not to answer	5%	-	-	-	-	-

Tier 3: Trends

Past Year Change in Local Bus System

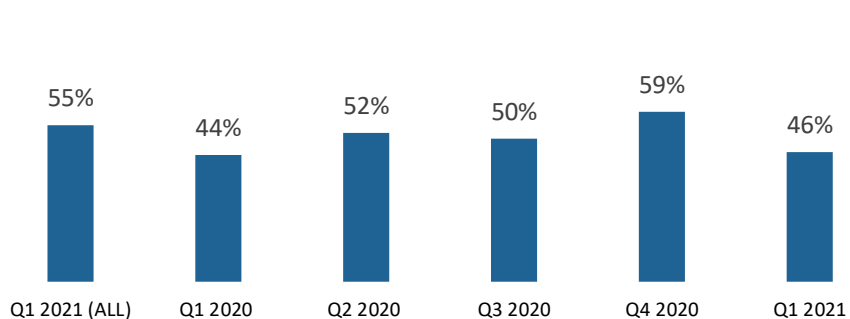


	Q1 2021 (ALL)	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Fare prices are reasonable	50%	63%	64%	49%	60%	53%
Bus drivers are courteous	60%	71%	68%	65%	73%	59%
Frequency of scheduled service	35%	40%	34%	33%	34%	33%
Buses run on time/on schedule	48%	61%	67%	52%	63%	55%
Buses are clean and well-maintained	57%	70%	69%	61%	63%	49%
Personal safety while riding local buses	53%	69%	62%	65%	54%	63%
Personal safety while waiting for local buses	43%	59%	59%	51%	48%	44%
Availability and accuracy of schedule information	49%	49%	61%	56%	63%	52%
Buses not being overcrowded	52%	62%	71%	65%	65%	56%
Buses have a direct route	40%	48%	45%	46%	56%	41%
Bus fare payment options are convenient and easy to use	44%	54%	57%	44%	54%	43%
Buses have good connections with reasonable wait times	34%	41%	42%	40%	38%	37%
Bus stops have enough amenities	32%	32%	39%	29%	29%	34%
Bus stops are clean and well maintained	49%	56%	58%	52%	50%	44%
Trip duration	42%	63%	54%	59%	50%	40%
Overall	56%	51%	61%	60%	53%	59%

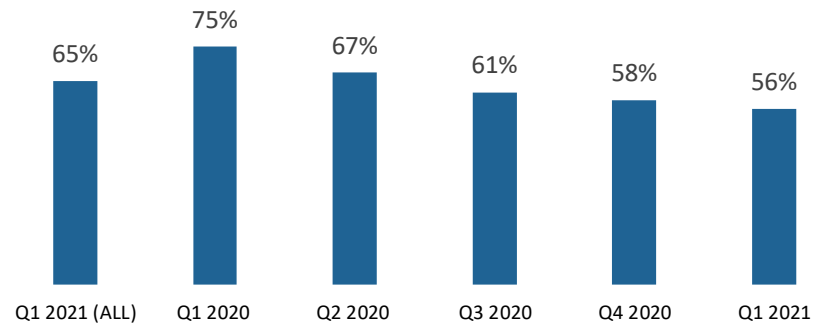
Blue indicates significantly higher results compared to other quarters;
 Red indicates significantly lower results compared to other quarters.

Tier 3: Trends

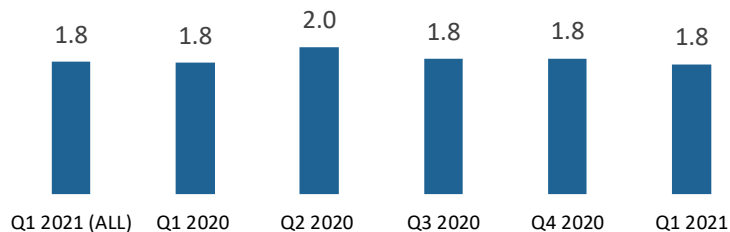
% Accessed BC Transit's Information Online



Quality of the Online Information



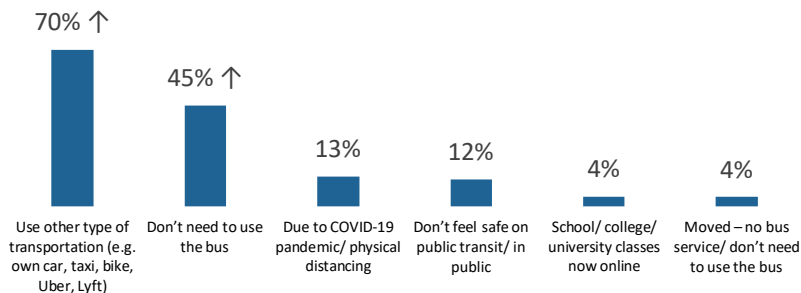
Average Number of Vehicles in Household



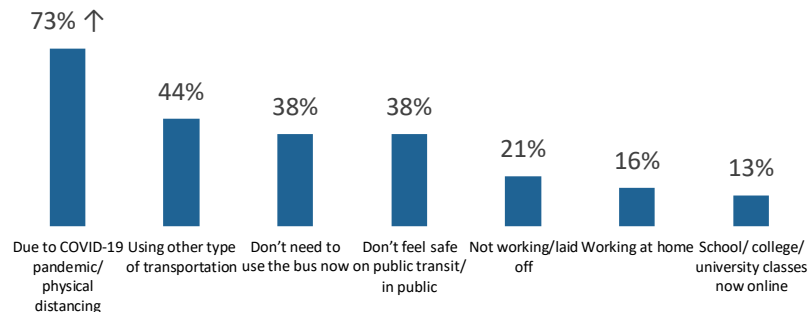
⬆️⬇️ indicates significantly higher/lower results compared to other quarters.

Tier 3: Trends

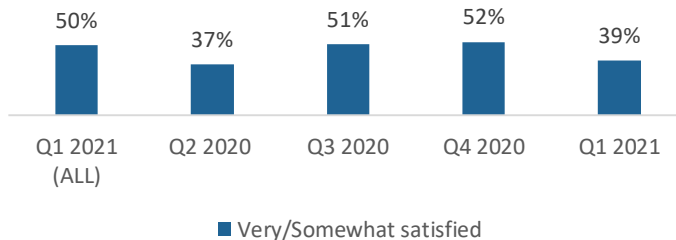
Reasons Not to Use the Local Public Bus System Q1 2021



*Reasons for using the Local Public Bus System less often - Q1 2021



Satisfaction With Safety Measures



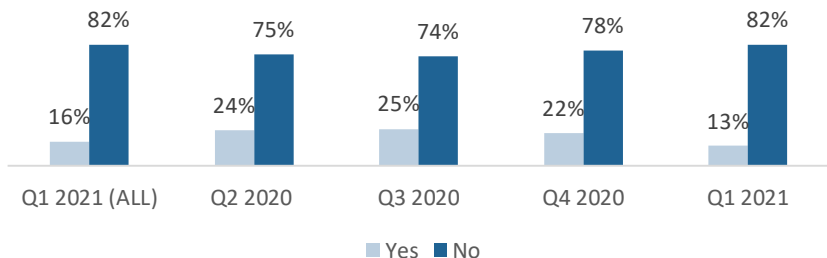
* Caution: small base size

Tier 3: Trends

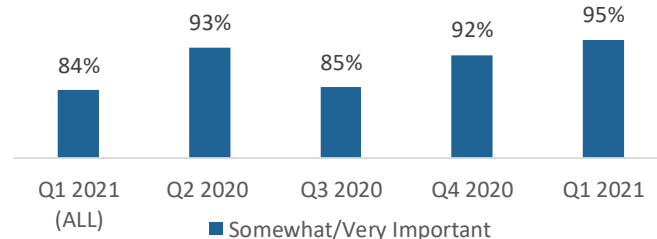
Importance of Safety Measures

	Q1 2021 (ALL)	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Cleaning/ sanitizing the buses more frequently	79%	78%	82%	76%	72%
Make it mandatory to wear masks when travelling by bus	87%	41%	76%	78%	78%
Limit the number of passengers on buses for physical distancing	75%	66%	74%	64%	64%
Providing hand sanitizer when entering and exiting the bus	72%	69%	76%	70%	64%
Provide a way to pay fares at both back and front entrances	53%	39%	54%	52%	46%
Reduce transit fares	46%	38%	46%	49%	37%

Use of Printed Guide



*Importance of Printed Guide



↑ Blue indicates significantly higher results compared to other quarters;
 ↓ Red indicates significantly lower results compared to other quarters.

* Caution: small base size