

Report

# Customer Satisfaction Tracking Report

2022



Last updated : Oct 04 2022

PROJECT NUMBER 41074

# LeGER

# Overall Report

# Responsibility for Local Transit System

Current Reporting Quarter: Q3 2022 (JUL-SEP)

|   | Total n = 2734 | Victoria CMA n = 605 | Central Fraser Valley n = 213 | Kamloops n = 217 | Kelowna n = 217 | Nanaimo n = 219 | Prince George n = 216 | Whistler n = 129 | Chilliwack n = 133 | Campbell River n = 135 | Comox Valley n = 130 | Cowichan Valley n = 126 | Penticton n = 131 | Vernon n = 134 | Tier 3 n = 129 |
|---|----------------|----------------------|-------------------------------|------------------|-----------------|-----------------|-----------------------|------------------|--------------------|------------------------|----------------------|-------------------------|-------------------|----------------|----------------|
| <b>BC Transit</b>                               | 64%            | 76%                  | 57%                           | 69%              | 68%             | 61%             | 63%                   | 34%              | 50%                | 67%                    | 54%                  | 63%                     | 62%               | 60%            | 56%            |
| <b>Local Government or Municipal Government</b> | 32%            | 19%                  | 31%                           | 32%              | 30%             | 47%             | 40%                   | 36%              | 31%                | 31%                    | 30%                  | 27%                     | 33%               | 47%            | 40%            |
| <b>TransLink</b>                                | 8%             | 7%                   | 14%                           | 6%               | 4%              | 10%             | 6%                    | 6%               | 27%                | 9%                     | 1%                   | 11%                     | 3%                | 6%             | 5%             |
| <b>Other (please specify)</b>                   | 1%             | 1%                   | 1%                            | 2%               | 2%              | 0%              | 1%                    | 11%              | 1%                 | 0%                     | 1%                   | 0%                      | 3%                | 0%             | 2%             |
| <b>I don't know</b>                             | 10%            | 5%                   | 12%                           | 8%               | 8%              | 5%              | 7%                    | 16%              | 12%                | 7%                     | 16%                  | 11%                     | 7%                | 7%             | 17%            |

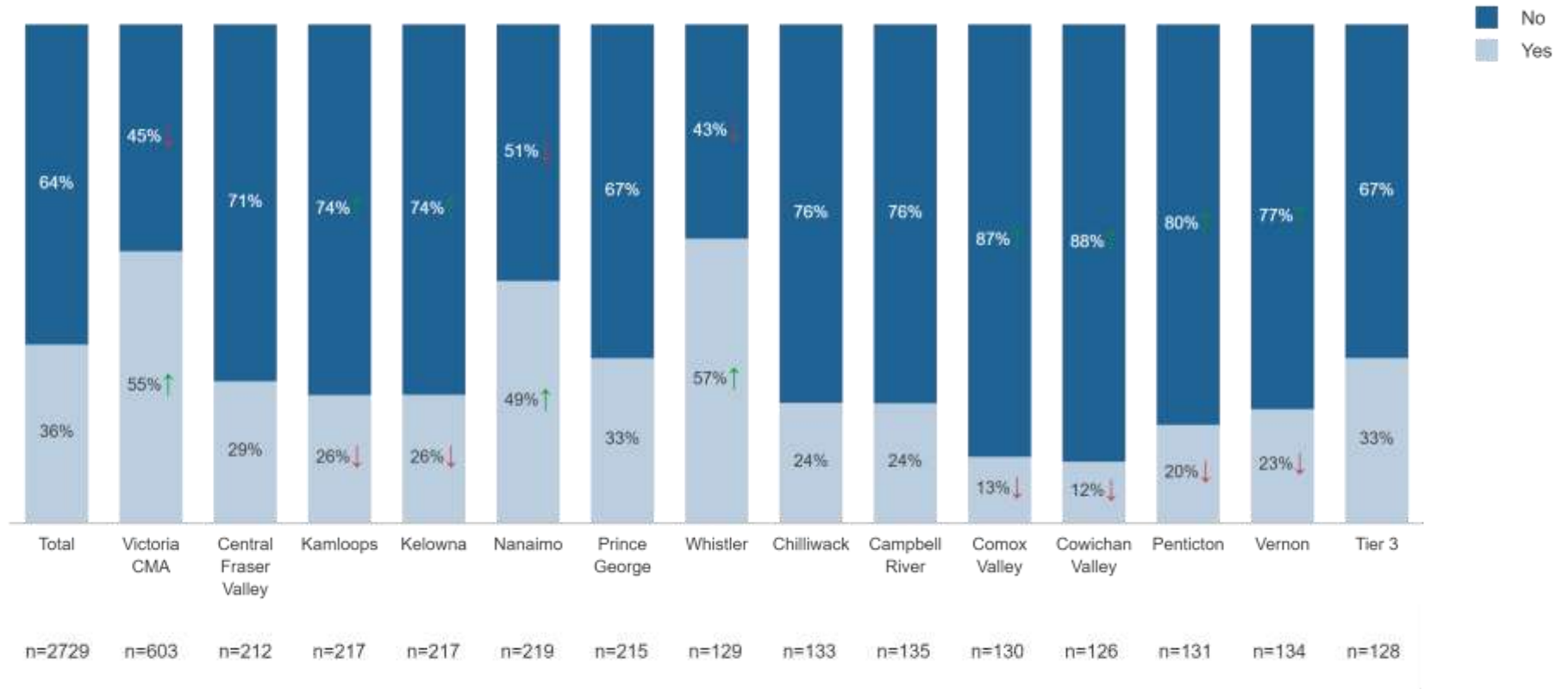
Q1. Who do you think is responsible for your local transit system?

Green highlighted cells indicates significantly higher results compared to other regions.

Red highlighted cells indicates significantly lower results compared to other regions.

# Past Year Local Transit Use

Current Reporting Quarter: Q3 2022 (JUL-SEP)

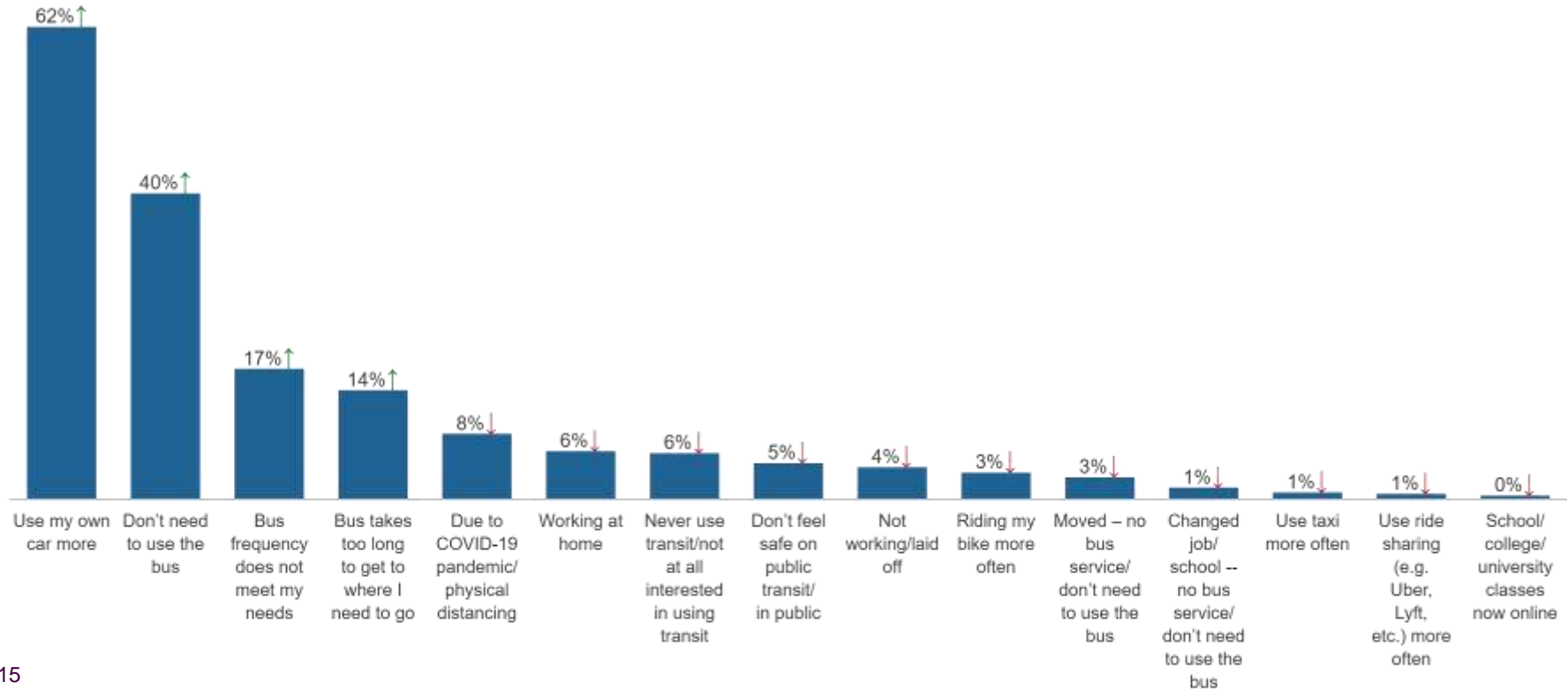


Q3: Have you used the local public bus system in the past year?

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

# Reasons Not to Use the Local Public Bus System

Current Reporting Quarter: Q3 2022 (JUL-SEP)



base n= 1915

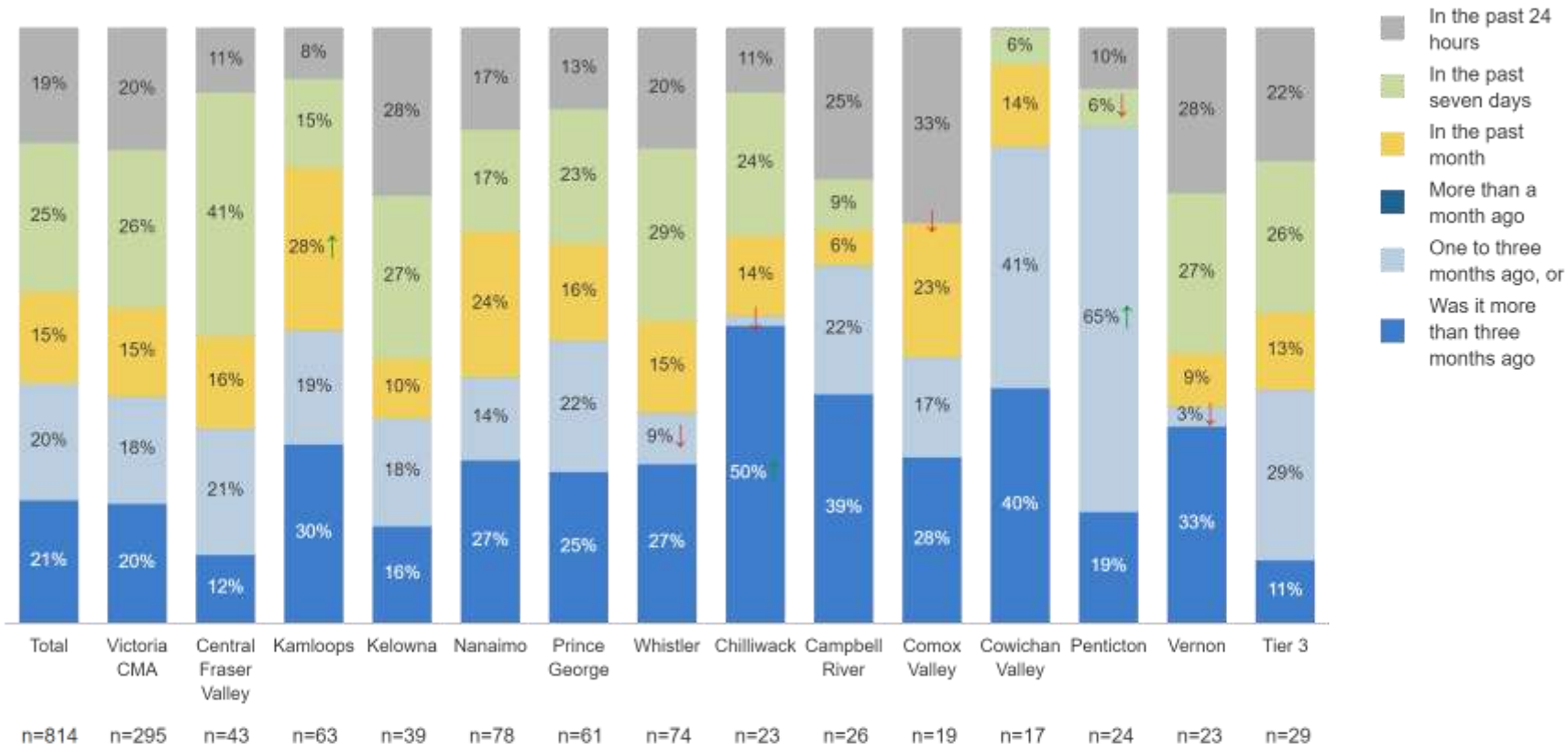
Q3A. Why have you not used the local public bus system in the past year?

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

# Most Recent Local Transit Use

Current Reporting Quarter: Q3 2022 (JUL-SEP)

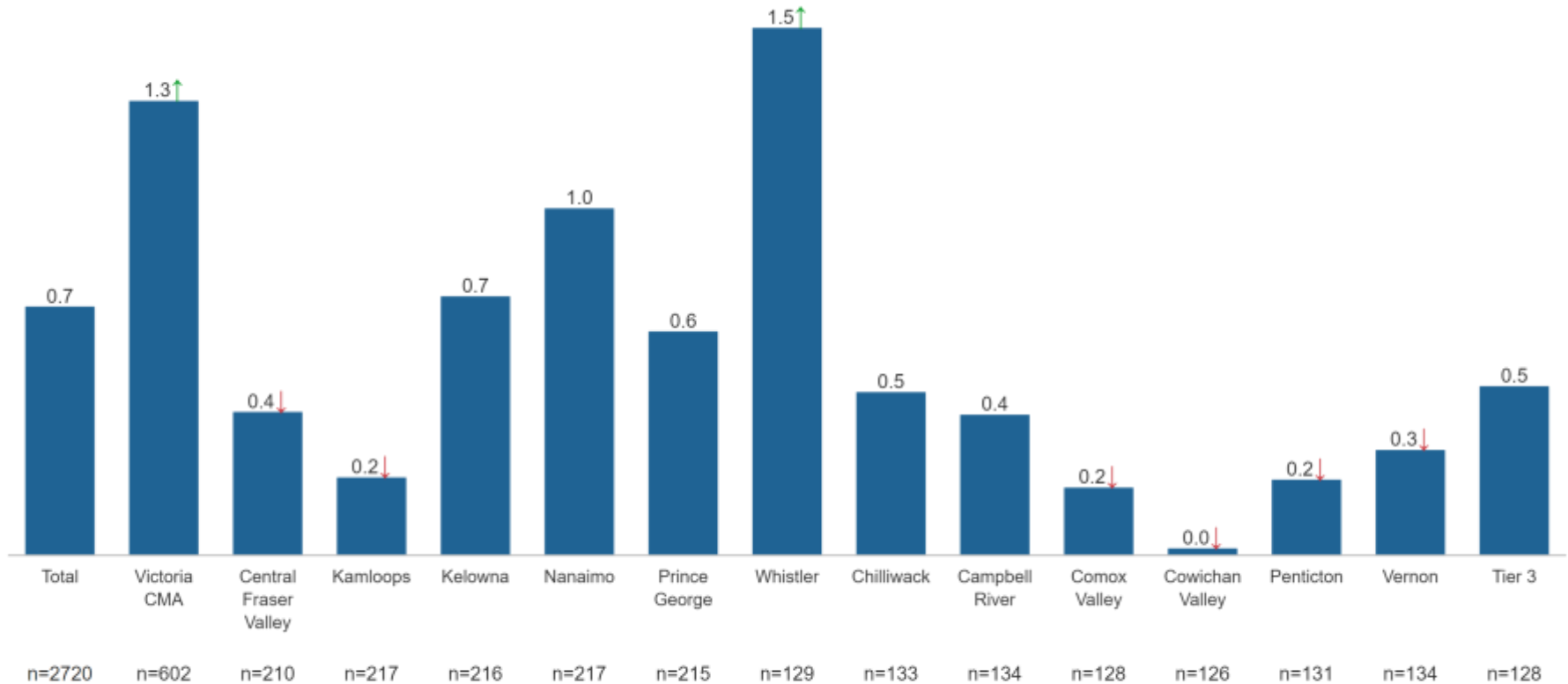


Q4: When did you last use the local public bus system?

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

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

Current Reporting Quarter: Q3 2022 (JUL-SEP)



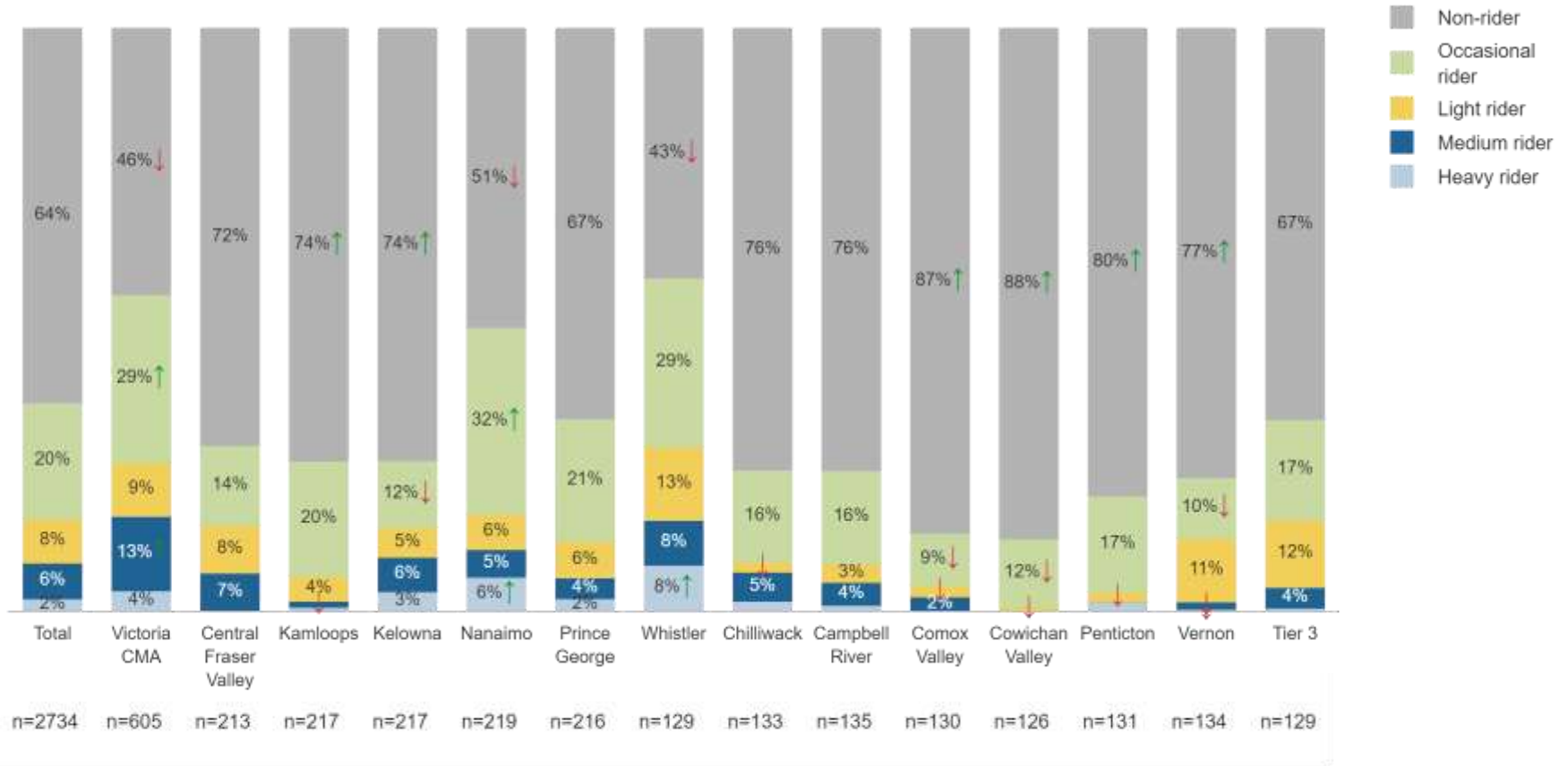
Q5: How many one-way trips did you make on public transit in the past seven days?

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

# Rider Usage Group

Current Reporting Quarter: Q3 2022 (JUL-SEP)



↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

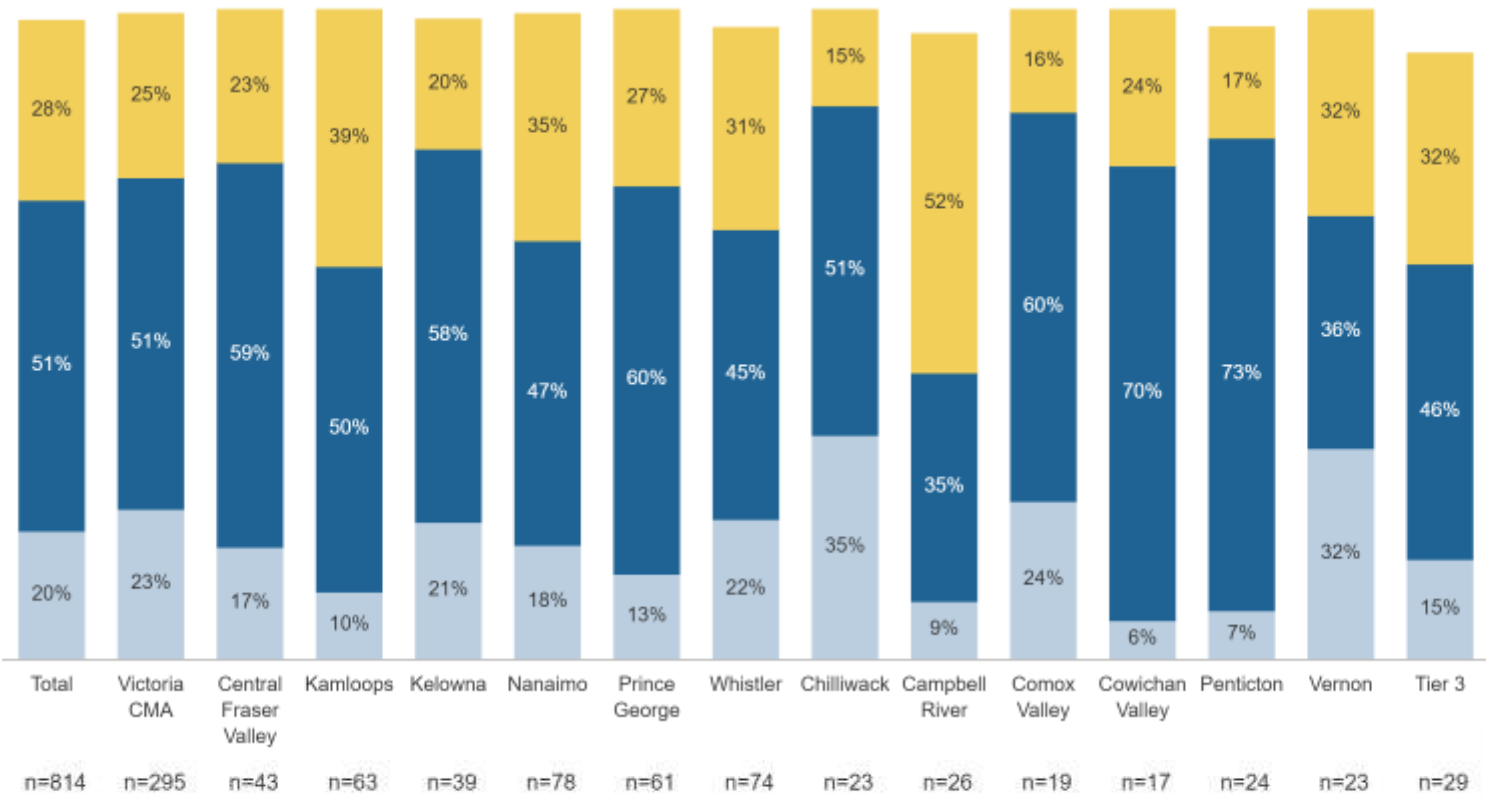
Q5. How many one-way trips did you make on public transit in the past seven days?



# Past Year Change in Local Bus System Use

Current Reporting  
Quarter: Q3 2022  
(JUL-SEP)

|                        | Total | Victoria CMA | Central Fraser Valley | Kamloops | Kelowna | Nanaimo | Prince George | Whistler | Chilliwack | Campbell River | Comox Valley | Cowichan Valley | Penticton | Vernon | Tier 3 |
|------------------------|-------|--------------|-----------------------|----------|---------|---------|---------------|----------|------------|----------------|--------------|-----------------|-----------|--------|--------|
| Net Gain (More - Less) | -7.8  | -2.0         | -6.2                  | -29.1    | 1.2     | -17.3   | -13.9         | -9.5     | 19.8       | -43.2          | 8.6          | -18.0           | -9.5      | .9     | -17.0  |



- Less often
- About the same
- More often

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?

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

# Modes of Transportation Now Used (More often)



Current Reporting Quarter: Q3 2022 (JUL-SEP)

|  | Total | Victoria CMA | Central Fraser Valley | Kamloops | Kelowna | Nanaimo | Prince George | Whistler | Chilliwack | Campbell River | Comox Valley | Cowichan Valley | Penticton | Vernon | Tier 3 |
|--|-------|--------------|-----------------------|----------|---------|---------|---------------|----------|------------|----------------|--------------|-----------------|-----------|--------|--------|
| Drive car/ truck alone                         | 54%   | 46%          | 75%                   | 66%      | 46%     | 68%     | 76%           | 91%      | 100%       | 87%            | 75%          | 0%              | 74%       | 81%    | 28%    |
| Carpool or share a ride as driver              | 12%   | 11%          | 19%                   | 19%      | 31%     | 18%     | 10%           | 0%       | 0%         | 44%            | 0%           | 0%              | 13%       | 0%     | 0%     |
| Carpool or share a ride as passenger           | 13%   | 17%          | 15%                   | 9%       | 4%      | 27%     | 7%            | 0%       | 8%         | 28%            | 0%           | 0%              | 13%       | 7%     | 0%     |
| Taxi   | 4%    | 3%           | 0%                    | 15%      | 0%      | 5%      | 12%           | 0%       | 0%         | 0%             | 0%           | 0%              | 0%        | 0%     | 4%     |
| Bicycle  | 22%   | 16%          | 7%                    | 0%       | 4%      | 15%     | 0%            | 23%      | 12%        | 13%            | 0%           | 0%              | 13%       | 0%     | 65%    |
| Motorcycle/ Moped/ Scooter                     | 5%    | 12%          | 0%                    | 0%       | 0%      | 0%      | 0%            | 0%       | 0%         | 0%             | 0%           | 0%              | 0%        | 7%     | 3%     |
| Walking/ Rollerblading/ Skateboarding/ Jogging | 35%   | 39%          | 31%                   | 6%       | 23%     | 10%     | 25%           | 11%      | 0%         | 57%            | 25%          | 55%             | 54%       | 13%    | 65%    |
| Ride share (e.g. Uber, Lyft, etc.)             | 1%    | 1%           | 0%                    | 0%       | 0%      | 2%      | 0%            | 4%       | 0%         | 0%             | 0%           | 0%              | 0%        | 0%     | 0%     |
| Other  | 3%    | 2%           | 0%                    | 3%       | 0%      | 9%      | 17%           | 0%       | 0%         | 0%             | 0%           | 45%             | 0%        | 0%     | 0%     |
| I prefer not to answer                         | 0%    | 0%           | 3%                    | 0%       | 0%      | 0%      | 0%            | 4%       | 0%         | 0%             | 0%           | 0%              | 0%        | 7%     | 0%     |

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

Green highlighted cells indicates significantly higher results compared to other regions.

Red highlighted cells indicates significantly lower results compared to other regions.

Caution: Small sample sizes

# Modes of Transportation Now Used (Less often)



Current Reporting Quarter: Q3 2022 (JUL-SEP)

|  | Total | Victoria CMA | Central Fraser Valley | Kamloops | Kelowna | Nanaimo | Prince George | Whistler | Chilliwack | Campbell River | Comox Valley | Cowichan Valley | Penticton | Vernon | Tier 3 |
|--|-------|--------------|-----------------------|----------|---------|---------|---------------|----------|------------|----------------|--------------|-----------------|-----------|--------|--------|
| Drive car/ truck alone                         | 54%   | 65%          | 0%                    | 40%      | 21%     | 42%     | 41%           | 70%      | 43%        | 54%            | 84%          | 100%            | 50%       | 64%    | 79%    |
| Carpool or share a ride as driver              | 1%    | 0%           | 0%                    | 0%       | 0%      | 10%     | 0%            | 0%       | 4%         | 0%             | 16%          | 0%              | 0%        | 0%     | 0%     |
| Carpool or share a ride as passenger           | 10%   | 3%           | 5%                    | 0%       | 38%     | 20%     | 28%           | 4%       | 30%        | 0%             | 43%          | 0%              | 0%        | 4%     | 0%     |
| Taxi   | 16%   | 19%          | 0%                    | 0%       | 6%      | 32%     | 44%           | 15%      | 16%        | 0%             | 43%          | 0%              | 0%        | 32%    | 0%     |
| Bicycle  | 9%    | 5%           | 0%                    | 6%       | 0%      | 0%      | 16%           | 17%      | 0%         | 0%             | 16%          | 0%              | 0%        | 0%     | 41%    |
| Motorcycle/ Moped/ Scooter                     | 5%    | 6%           | 5%                    | 0%       | 0%      | 4%      | 0%            | 0%       | 28%        | 0%             | 0%           | 0%              | 0%        | 0%     | 0%     |
| Walking/ Rollerblading/ Skateboarding/ Jogging | 24%   | 14%          | 79%                   | 25%      | 34%     | 16%     | 31%           | 11%      | 52%        | 0%             | 0%           | 0%              | 50%       | 4%     | 20%    |
| Ride share (e.g. Uber, Lyft, etc.)             | 6%    | 7%           | 0%                    | 0%       | 0%      | 0%      | 0%            | 0%       | 28%        | 0%             | 0%           | 0%              | 0%        | 0%     | 10%    |
| Other  | 7%    | 8%           | 9%                    | 28%      | 0%      | 13%     | 0%            | 0%       | 11%        | 46%            | 0%           | 0%              | 0%        | 0%     | 0%     |
| I prefer not to answer                         | 1%    | 1%           | 12%                   | 0%       | 0%      | 0%      | 0%            | 4%       | 0%         | 0%             | 0%           | 0%              | 0%        | 0%     | 0%     |

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

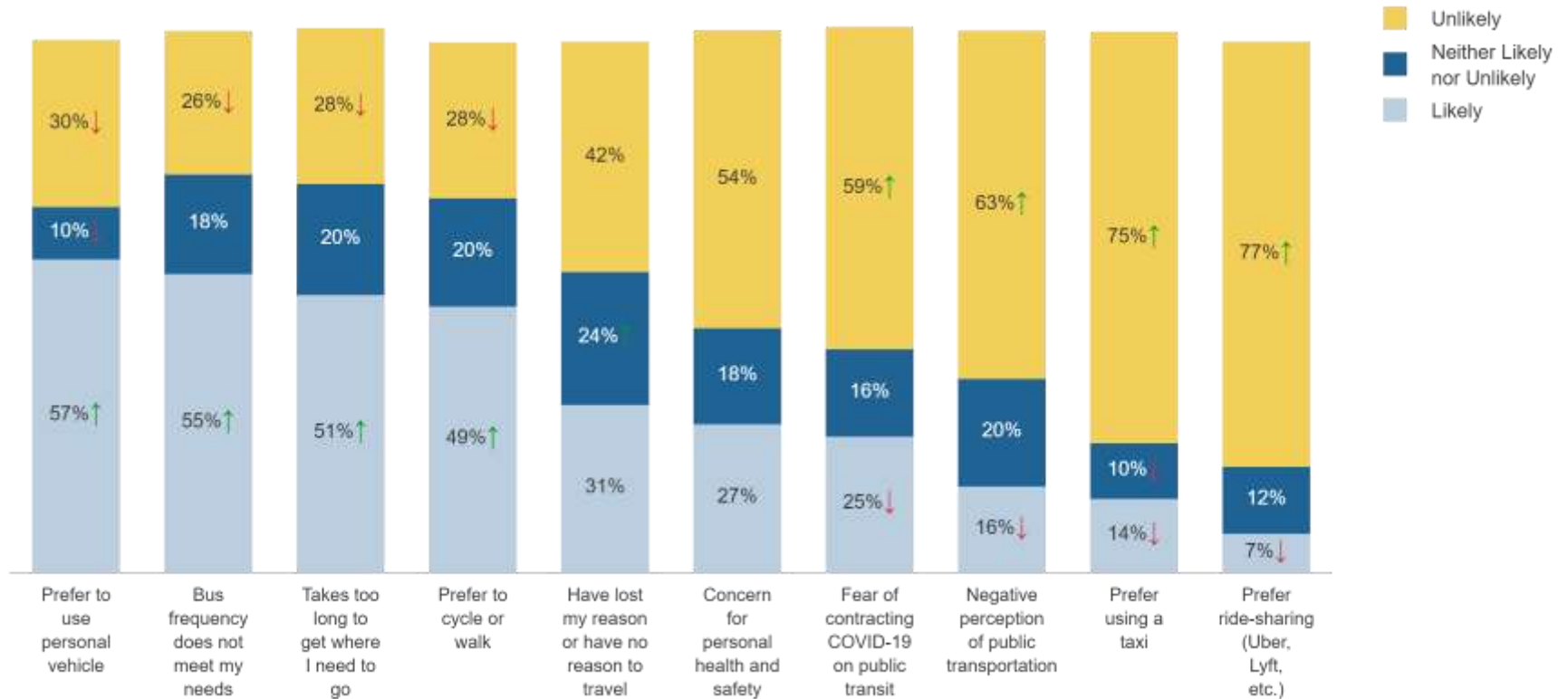
Green highlighted cells indicates significantly higher results compared to other regions.

Red highlighted cells indicates significantly lower results compared to other regions.

Caution: Small sample sizes

# Likelihood of Reasons to not use Public Transportation

Current Reporting Quarter: Q3 2022 (JUL-SEP)



base n= 671

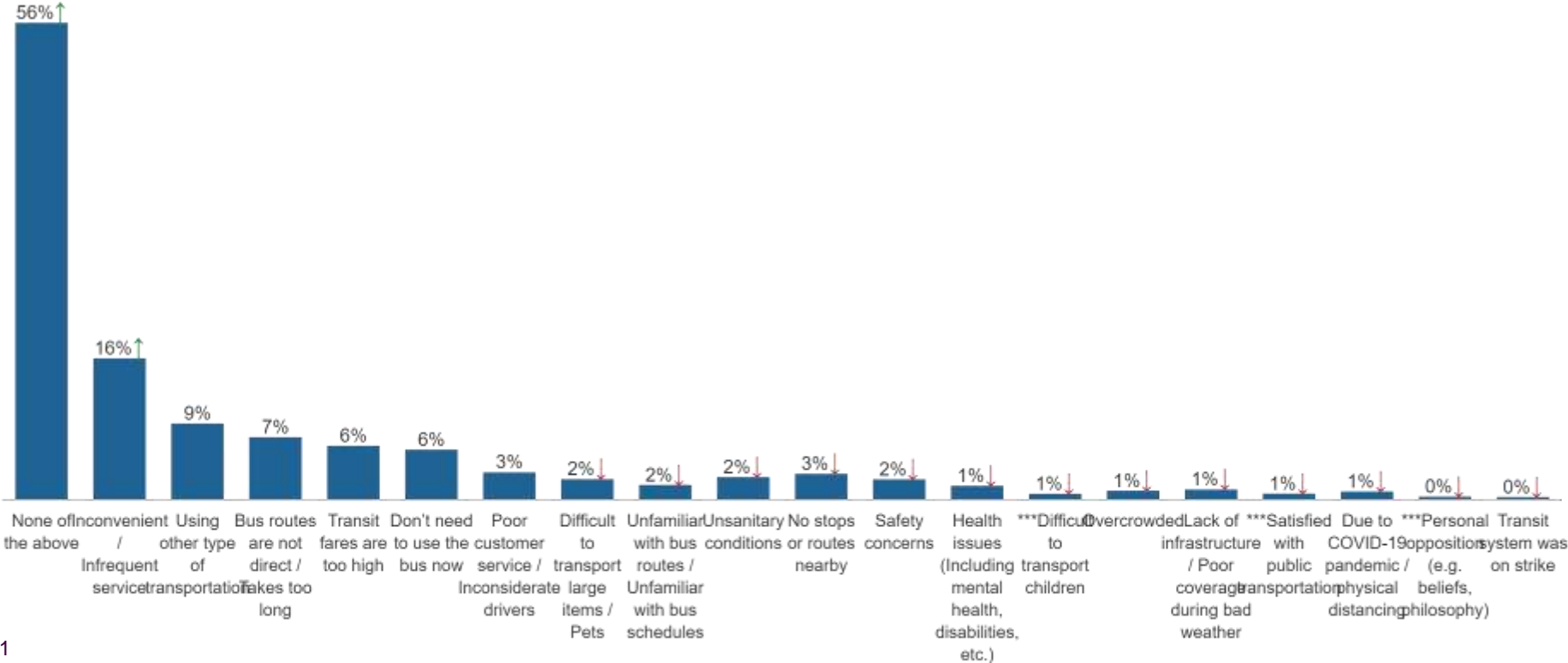
Q6BBB. How likely are each of the following possible reasons to you for NOT using public transportation for travelling within your community?

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

# Reasons to not use Public Transportation for Travelling within Community



Current Reporting Quarter: Q3 2022 (JUL-SEP)



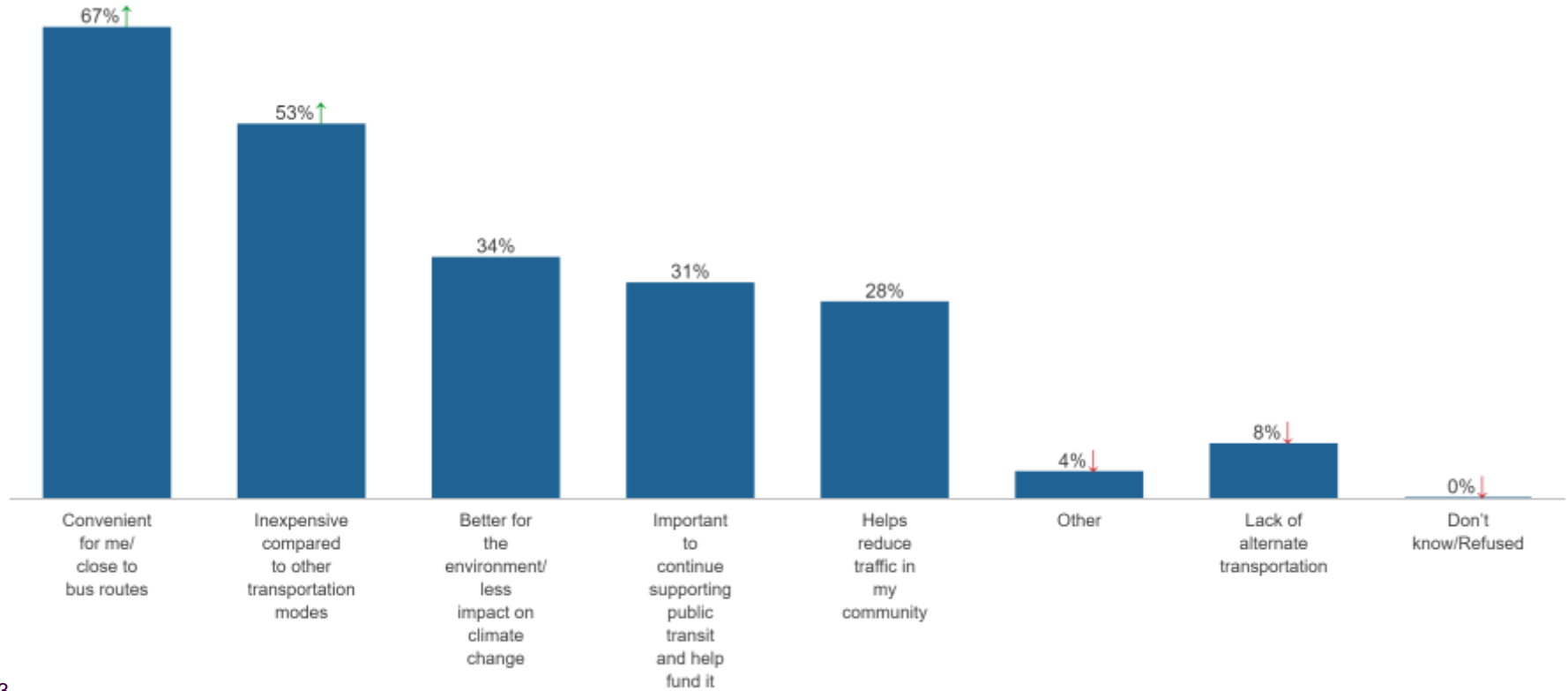
base n= 671

Q6BBC. Are there any other reasons for you to NOT be using public transportation for travelling within your community?

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

# Reasons to use Local Transit More Often

Current Reporting Quarter: Q3 2022 (JUL-SEP)



base n= 143

Q6D. Why are you using local transit more often?

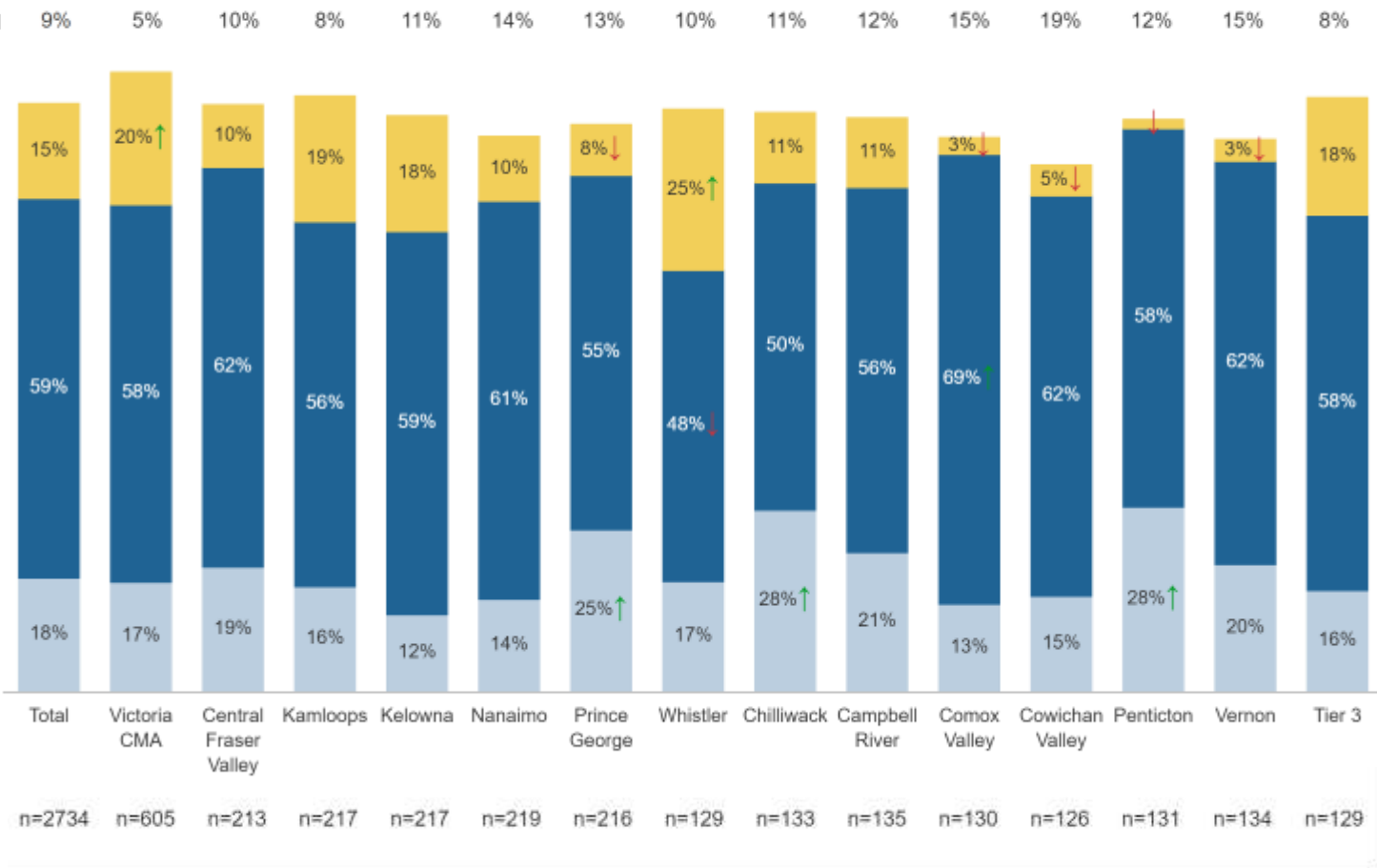
↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

# Past Year Change in Local Bus System

Current Reporting Quarter: Q3 2022 (JUL-SEP)

Don't know/Refused



- Yellow: Became worse
- Dark Blue: Stayed the same
- Light Blue: Improved

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

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



# Perceptions of Transit Service



(% Rating 4 or 5)

Current Reporting Quarter:  
Q3 2022 (JUL-SEP)

|   | Total n = 2734 | Victoria CMA n = 605 | Central Fraser Valley n = 213 | Kamloops n = 217 | Kelowna n = 217 | Nanaimo n = 219 | Prince George n = 216 | Whistler n = 129 | Chilliwack n = 133 | Campbell River n = 135 | Comox Valley n = 130 | Cowichan Valley n = 126 | Penticton n = 131 | Vernon n = 134 | Tier 3 n = 129 |
|---|----------------|----------------------|-------------------------------|------------------|-----------------|-----------------|-----------------------|------------------|--------------------|------------------------|----------------------|-------------------------|-------------------|----------------|----------------|
| Fare prices are reasonable                              | 48%            | 51%                  | 50%                           | 46%              | 41%             | 46%             | 47%                   | 62%              | 39%                | 51%                    | 40%                  | 38%                     | 49%               | 44%            | 54%            |
| Bus drivers are courteous                               | 62%            | 67%                  | 57%                           | 58%              | 45%             | 62%             | 61%                   | 68%              | 48%                | 72%                    | 54%                  | 55%                     | 62%               | 63%            | 73%            |
| Frequency of scheduled service                          | 32%            | 46%                  | 32%                           | 30%              | 25%             | 28%             | 32%                   | 49%              | 28%                | 36%                    | 15%                  | 22%                     | 30%               | 31%            | 23%            |
| Buses run on time/on schedule                           | 47%            | 53%                  | 44%                           | 46%              | 32%             | 47%             | 48%                   | 60%              | 36%                | 48%                    | 29%                  | 39%                     | 62%               | 44%            | 54%            |
| Buses are clean and well-maintained                     | 58%            | 66%                  | 49%                           | 52%              | 45%             | 59%             | 56%                   | 78%              | 43%                | 68%                    | 50%                  | 48%                     | 62%               | 55%            | 65%            |
| Personal safety while riding local buses                | 53%            | 61%                  | 44%                           | 45%              | 43%             | 52%             | 52%                   | 81%              | 43%                | 60%                    | 42%                  | 42%                     | 51%               | 45%            | 60%            |
| Personal safety while waiting for local buses           | 42%            | 48%                  | 37%                           | 35%              | 34%             | 43%             | 37%                   | 72%              | 34%                | 45%                    | 26%                  | 34%                     | 41%               | 43%            | 48%            |
| Availability and accuracy of schedule information       | 46%            | 54%                  | 37%                           | 46%              | 38%             | 42%             | 51%                   | 58%              | 32%                | 47%                    | 37%                  | 44%                     | 40%               | 48%            | 52%            |
| Buses not being overcrowded                             | 50%            | 39%                  | 54%                           | 45%              | 36%             | 59%             | 65%                   | 47%              | 40%                | 78%                    | 49%                  | 58%                     | 72%               | 57%            | 61%            |
| Buses have a direct route                               | 38%            | 44%                  | 37%                           | 22%              | 33%             | 32%             | 31%                   | 55%              | 23%                | 50%                    | 18%                  | 29%                     | 41%               | 36%            | 47%            |
| Bus fare payment options are convenient and easy to use | 43%            | 43%                  | 39%                           | 38%              | 43%             | 36%             | 46%                   | 53%              | 45%                | 58%                    | 29%                  | 38%                     | 42%               | 40%            | 49%            |
| Buses have good connections with reasonable wait times  | 34%            | 40%                  | 29%                           | 23%              | 33%             | 30%             | 32%                   | 45%              | 29%                | 36%                    | 15%                  | 23%                     | 37%               | 29%            | 38%            |
| Bus stops have enough amenities                         | 31%            | 42%                  | 29%                           | 31%              | 33%             | 27%             | 27%                   | 55%              | 21%                | 46%                    | 17%                  | 29%                     | 40%               | 28%            | 24%            |
| Bus stops are clean and well maintained                 | 47%            | 52%                  | 47%                           | 46%              | 41%             | 37%             | 40%                   | 69%              | 40%                | 59%                    | 39%                  | 42%                     | 62%               | 42%            | 51%            |
| Trip duration   | 41%            | 49%                  | 38%                           | 32%              | 29%             | 28%             | 36%                   | 65%              | 41%                | 54%                    | 30%                  | 29%                     | 49%               | 35%            | 45%            |
| Overall   | 47%            | 56%                  | 47%                           | 43%              | 38%             | 43%             | 40%                   | 69%              | 32%                | 56%                    | 29%                  | 34%                     | 63%               | 43%            | 50%            |

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. Green highlighted cells indicates significantly higher results compared to other regions; Red highlighted cells indicates significantly lower results compared to other regions.



# Perceptions of Transit Service

## (Mean Scores)



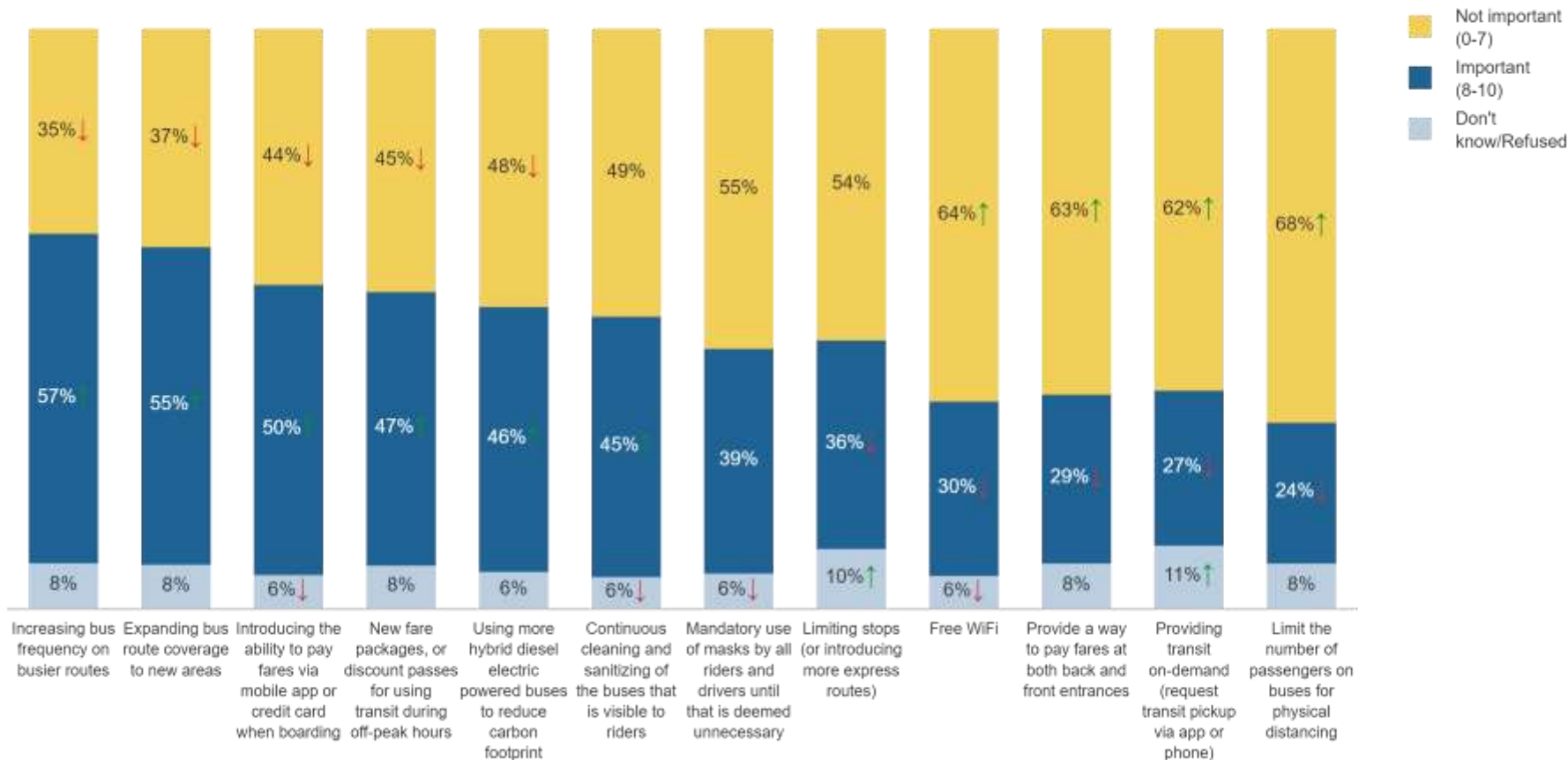
Current Reporting Quarter:  
Q3 2022 (JUL-SEP)

|   | Total n = 1745 | Victoria CMA n = 457 | Central Fraser Valley n = 134 | Kamloops n = 145 | Kelowna n = 122 | Nanaimo n = 135 | Prince George n = 143 | Whistler n = 82 | Chilliwack n = 79 | Campbell River n = 81 | Comox Valley n = 69 | Cowichan Valley n = 64 | Penticton n = 81 | Vernon n = 68 | Tier 3 n = 85 |
|---|----------------|----------------------|-------------------------------|------------------|-----------------|-----------------|-----------------------|-----------------|-------------------|-----------------------|---------------------|------------------------|------------------|---------------|---------------|
| Fare prices are reasonable                              | 3.6            | 3.5                  | 3.6                           | 3.6              | 3.4             | 3.6             | 3.7                   | 3.9             | 3.5               | 4.0                   | 3.5                 | 3.6                    | 3.8              | 3.9           | 3.8           |
| Bus drivers are courteous                               | 4.0            | 3.9                  | 3.9                           | 3.7              | 3.7             | 4.1             | 4.0                   | 4.1             | 3.7               | 4.3                   | 3.9                 | 4.1                    | 4.0              | 4.2           | 4.2           |
| Frequency of scheduled service                          | 3.1            | 3.3                  | 3.2                           | 3.1              | 3.0             | 3.1             | 3.1                   | 3.5             | 3.2               | 3.2                   | 2.7                 | 3.0                    | 3.3              | 3.3           | 2.9           |
| Buses run on time/on schedule                           | 3.5            | 3.4                  | 3.4                           | 3.4              | 3.3             | 3.6             | 3.6                   | 3.7             | 3.4               | 3.6                   | 3.3                 | 3.7                    | 4.1              | 3.9           | 3.7           |
| Buses are clean and well-maintained                     | 3.8            | 3.8                  | 3.7                           | 3.7              | 3.6             | 3.9             | 3.9                   | 4.3             | 3.6               | 4.0                   | 3.8                 | 3.9                    | 4.0              | 4.0           | 3.9           |
| Personal safety while riding local buses                | 3.7            | 3.7                  | 3.5                           | 3.4              | 3.4             | 3.7             | 3.8                   | 4.3             | 3.5               | 4.0                   | 3.4                 | 3.6                    | 3.8              | 3.8           | 3.9           |
| Personal safety while waiting for local buses           | 3.4            | 3.4                  | 3.3                           | 3.1              | 3.3             | 3.4             | 3.3                   | 4.1             | 3.2               | 3.6                   | 3.1                 | 3.3                    | 3.5              | 3.6           | 3.6           |
| Availability and accuracy of schedule information       | 3.5            | 3.5                  | 3.4                           | 3.5              | 3.4             | 3.6             | 3.8                   | 3.8             | 3.3               | 3.6                   | 3.4                 | 3.7                    | 3.5              | 3.8           | 3.4           |
| Buses not being overcrowded                             | 3.6            | 3.2                  | 3.7                           | 3.5              | 3.3             | 3.9             | 4.1                   | 3.6             | 3.6               | 4.3                   | 3.8                 | 4.1                    | 4.3              | 4.0           | 3.8           |
| Buses have a direct route                               | 3.3            | 3.3                  | 3.2                           | 2.9              | 3.2             | 3.1             | 3.2                   | 3.8             | 3.1               | 3.6                   | 2.9                 | 3.2                    | 3.5              | 3.4           | 3.4           |
| Bus fare payment options are convenient and easy to use | 3.5            | 3.3                  | 3.5                           | 3.4              | 3.4             | 3.4             | 3.7                   | 3.7             | 3.6               | 4.0                   | 3.4                 | 3.7                    | 3.7              | 3.8           | 3.6           |
| Buses have good connections with reasonable wait times  | 3.1            | 3.2                  | 3.1                           | 3.0              | 3.1             | 3.1             | 3.1                   | 3.5             | 3.1               | 3.3                   | 2.8                 | 3.1                    | 3.4              | 3.3           | 3.1           |
| Bus stops have enough amenities                         | 3.0            | 3.2                  | 3.0                           | 2.9              | 3.2             | 2.8             | 2.9                   | 3.7             | 2.8               | 3.3                   | 2.6                 | 2.9                    | 3.3              | 3.0           | 2.7           |
| Bus stops are clean and well maintained                 | 3.4            | 3.4                  | 3.6                           | 3.4              | 3.4             | 3.2             | 3.4                   | 3.9             | 3.3               | 3.7                   | 3.3                 | 3.4                    | 3.8              | 3.5           | 3.5           |
| Trip duration   | 3.4            | 3.4                  | 3.4                           | 3.1              | 3.2             | 3.2             | 3.2                   | 4.0             | 3.5               | 3.9                   | 3.3                 | 3.4                    | 3.7              | 3.7           | 3.5           |
| Overall   | 3.4            | 3.5                  | 3.4                           | 3.3              | 3.3             | 3.4             | 3.4                   | 3.7             | 3.3               | 3.6                   | 3.3                 | 3.3                    | 3.7              | 3.5           | 3.4           |

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. Green highlighted cells indicates significantly higher results compared to other regions; Red highlighted cells indicates significantly lower results compared to other regions.

# Key Improvements to Encourage use of Transit

Current Reporting Quarter: Q3 2022 (JUL-SEP)



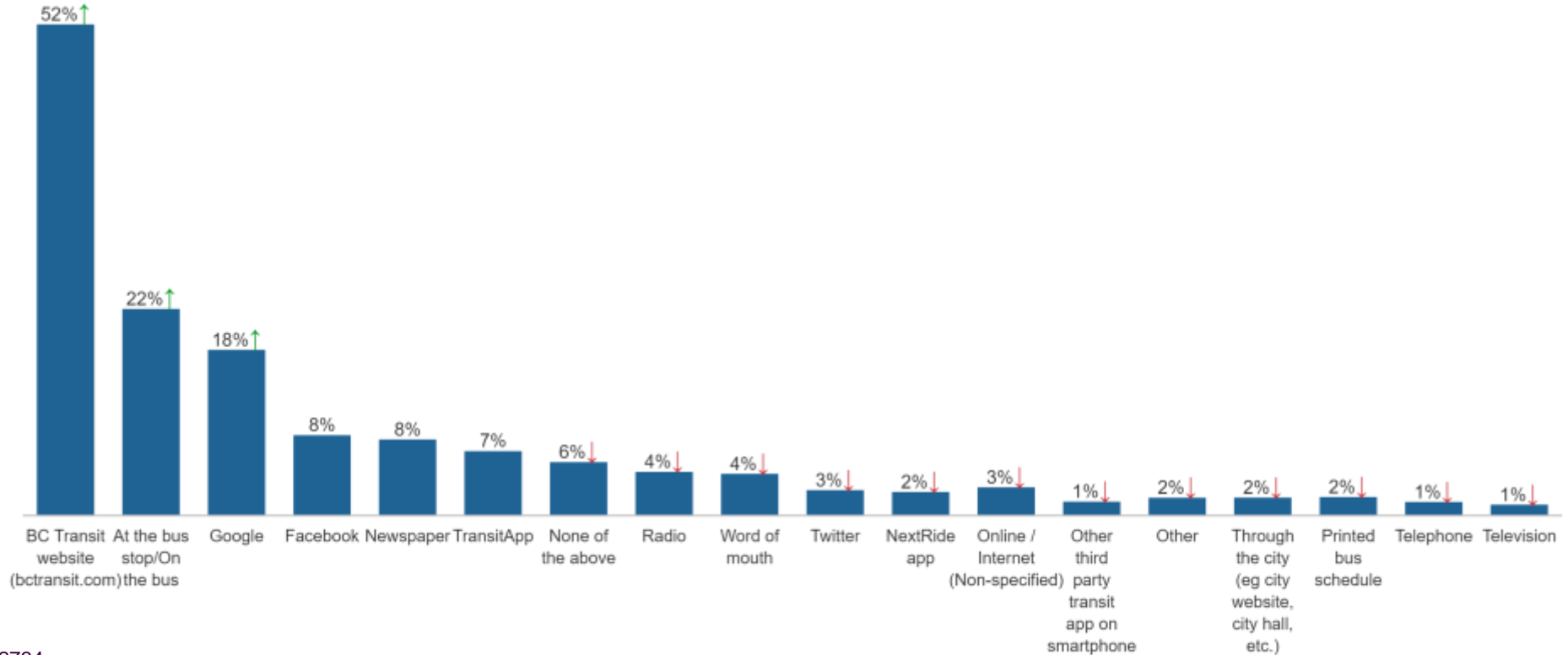
base n= 2734

Q13AB. On a scale of 1 to 10 where 1 is not at all important and 10 is extremely important, please rate how important each item would be in terms of encouraging you to take transit more often

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

# Source of Information on Local Transit

Current Reporting Quarter: Q3 2022 (JUL-SEP)



base n= 2734

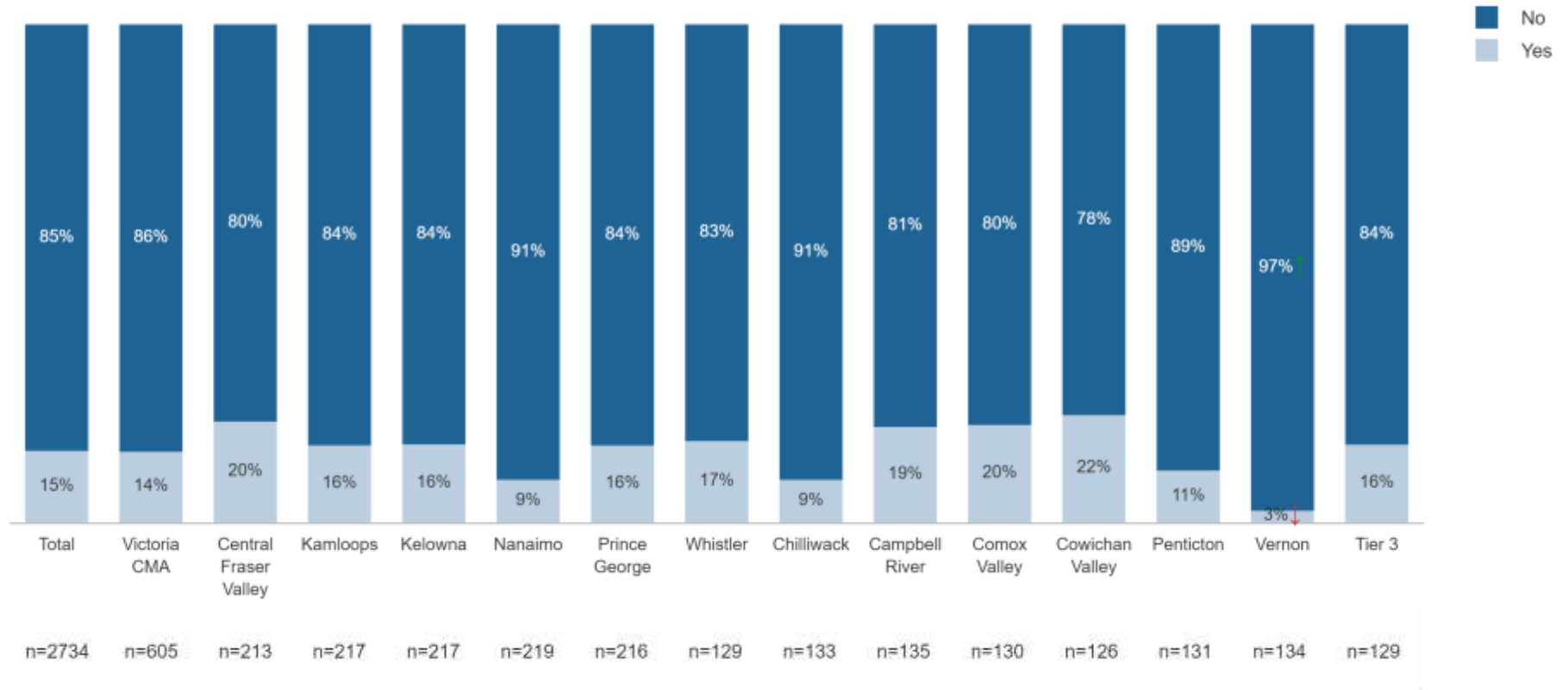
Q14A. Where do you typically get information about your local transit system?

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

# Taking Care of Children Aged 12 and Under

Current Reporting Quarter: Q3 2022 (JUL-SEP)

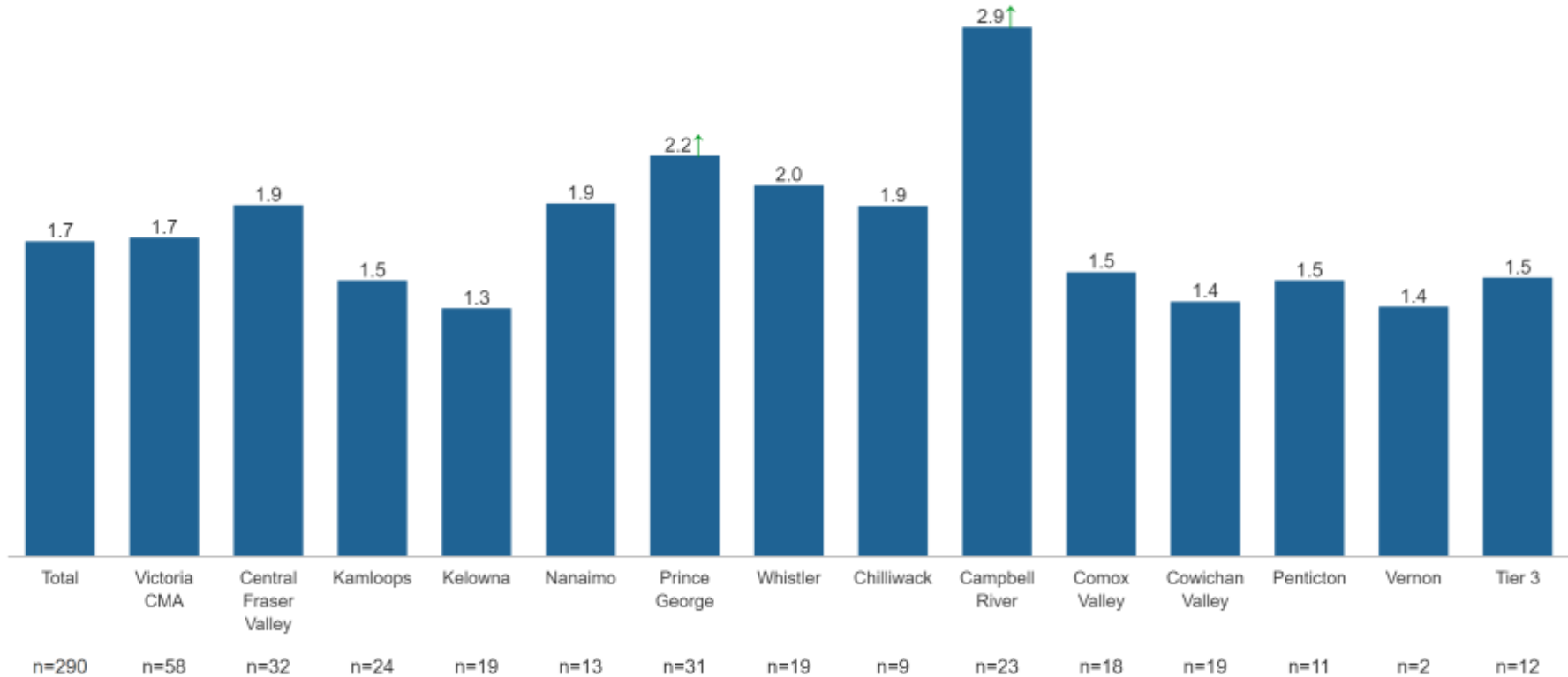


X1: Are you taking care of children, age 12 and under (including anyone responsible for childcare e.g. parent, guardian, childcare provide etc.)?

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

# Average Number of Children Aged 12 and Under

Current Reporting Quarter: Q3 2022 (JUL-SEP)



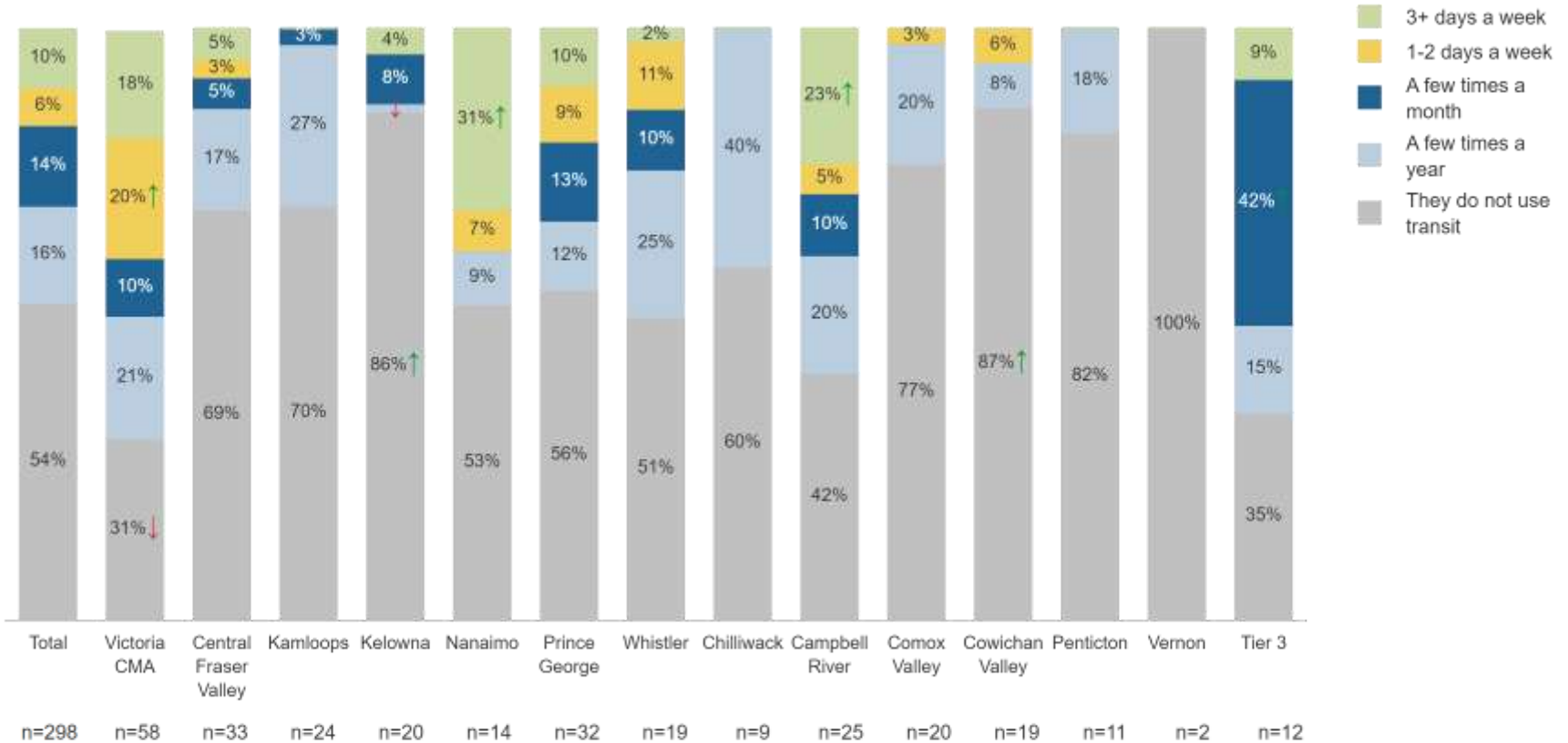
X2: How many children, age 12 and under, are in your care?

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

# Frequency of Riding the Bus by Children 12 and Under

Current Reporting Quarter: Q3 2022 (JUL-SEP)



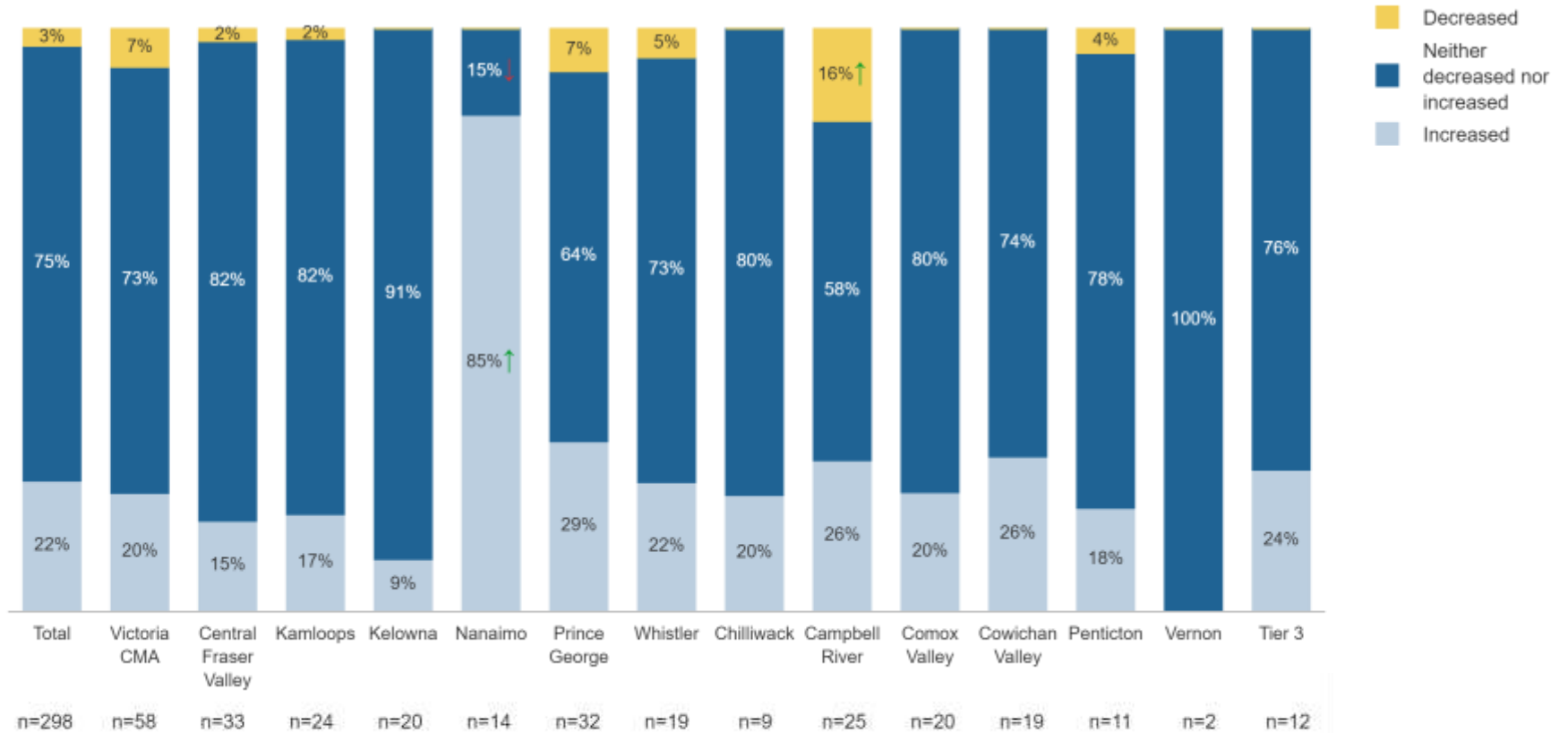
↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

X3: How frequently does/do your child/children, 12 and under, ride the bus with or without you?

# Impact of Free Transit on Transit Usage for Children 12 and Under

Current Reporting Quarter: Q3 2022 (JUL-SEP)

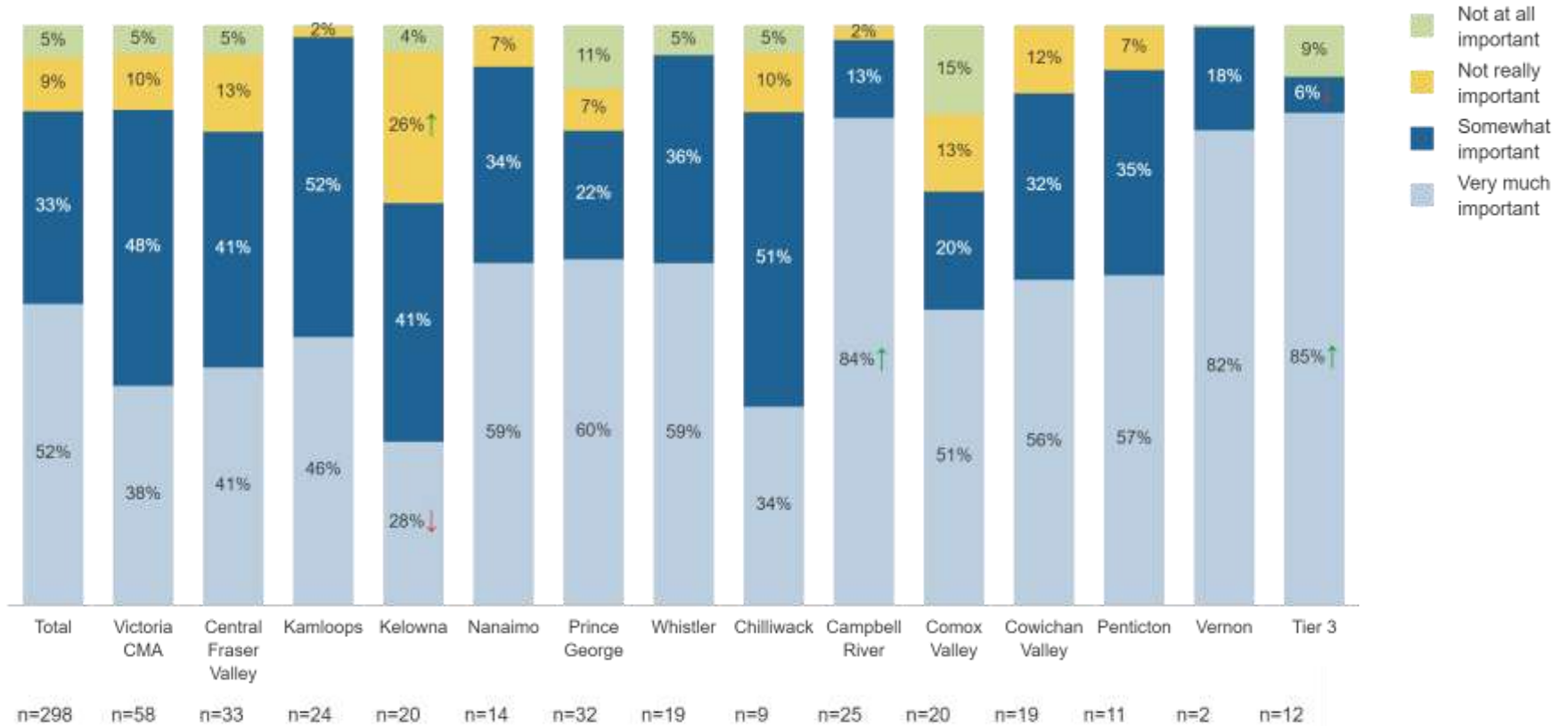


↑ indicates significantly higher results compared to other regions;  
 ↓ indicates significantly lower results compared to other regions.

X4. To what extent has the implementation of the Free Transit for Children 12 and Under program, impacted the frequency with which your child/children uses public transit?

# Importance of Free Transit for Children 12 and Under

Current Reporting Quarter: Q3 2022 (JUL-SEP)



X5. How important do you think the Free Transit for Children 12 and Under program is to your community?

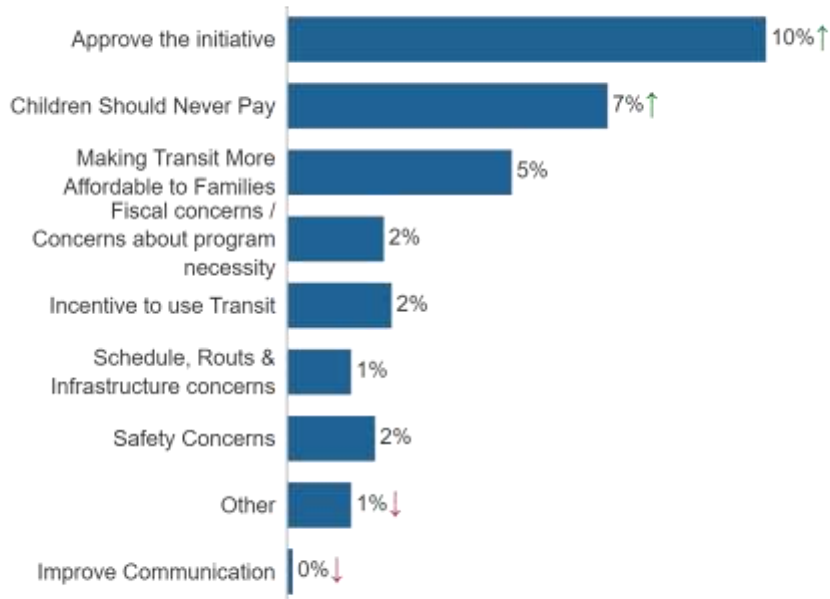
↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.



# Comments on Impact of Free Transit for Children 12 and Under Program

Current Reporting Quarter: Q3 2022 (JUL-SEP)



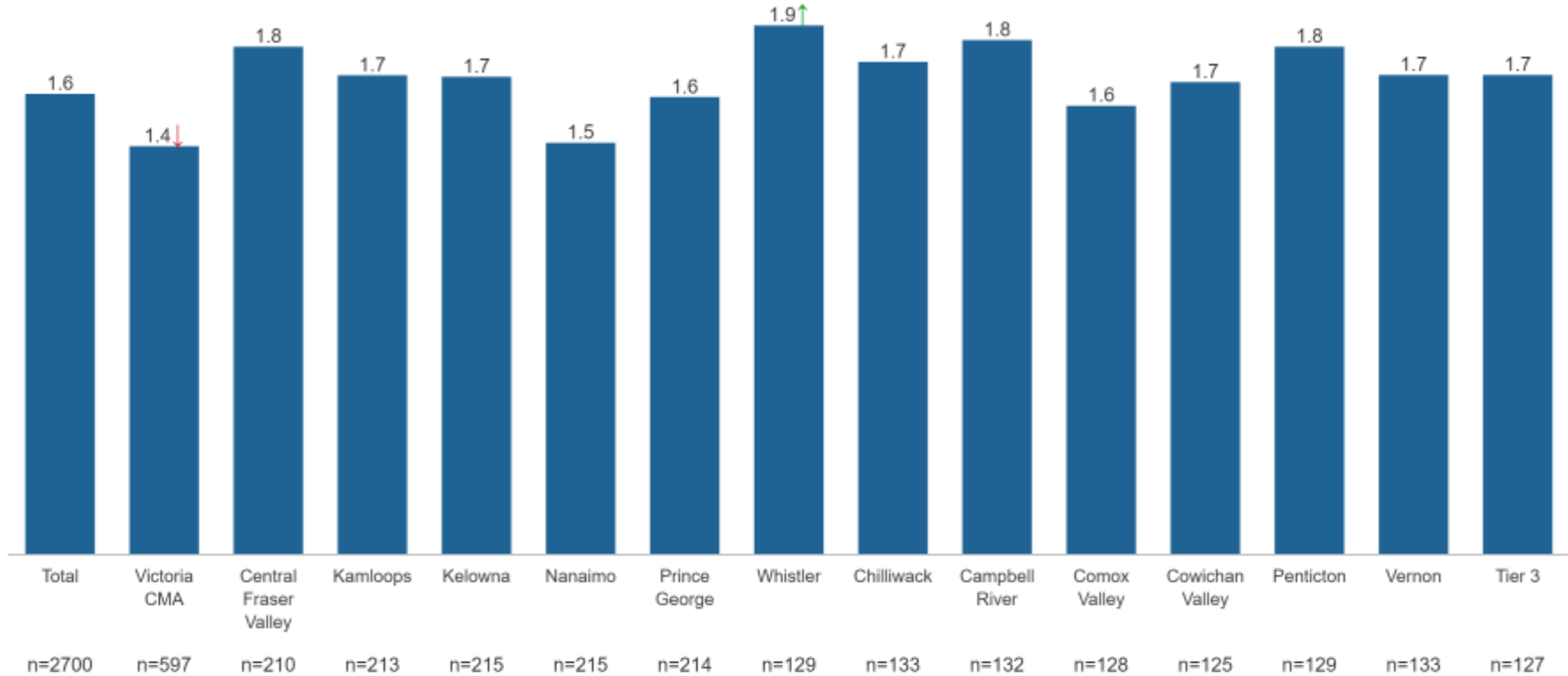
base n= 298

X6. Do you have any additional comments about the Free Transit for Children 12 and Under program, and its impact to your community?

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

# Average Number of Vehicles In Household

Current Reporting Quarter: Q3 2022 (JUL-SEP)



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

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

# Demographics



Current Reporting Quarter: Q3 2022 (JUL-SEP)

## Age

| Age Groups   | %   |
|--------------|-----|
| 15-17        | 0%  |
| 18-24        | 7%  |
| 25-34        | 13% |
| 35-44        | 17% |
| 45-54        | 11% |
| 55-64        | 22% |
| 65-74        | 17% |
| 75 and older | 11% |

## Income

| D5A/D5B: Would that be...      | %   |
|--------------------------------|-----|
| Less than \$20,000             | 6%  |
| \$20,000 to less than \$25,000 | 6%  |
| \$25,000 to less than \$35,000 | 9%  |
| \$35,000 to less than \$45,000 | 8%  |
| \$45,000 to less than \$55,000 | 9%  |
| \$55,000 to less than \$65,000 | 9%  |
| \$65,000 to less than \$75,000 | 10% |
| \$75,000 or more               | 38% |

## Gender

|        | %   |
|--------|-----|
| Male   | 46% |
| Female | 54% |
| Other  | 0%  |

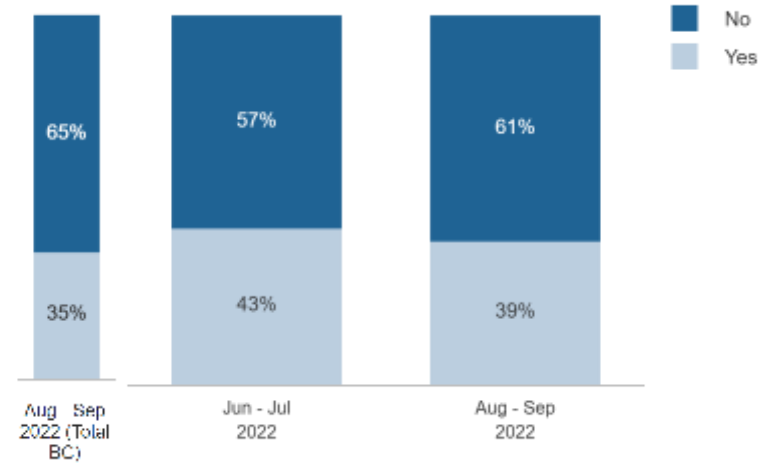
# Bi-Monthly Reporting Regions

Choose the region:

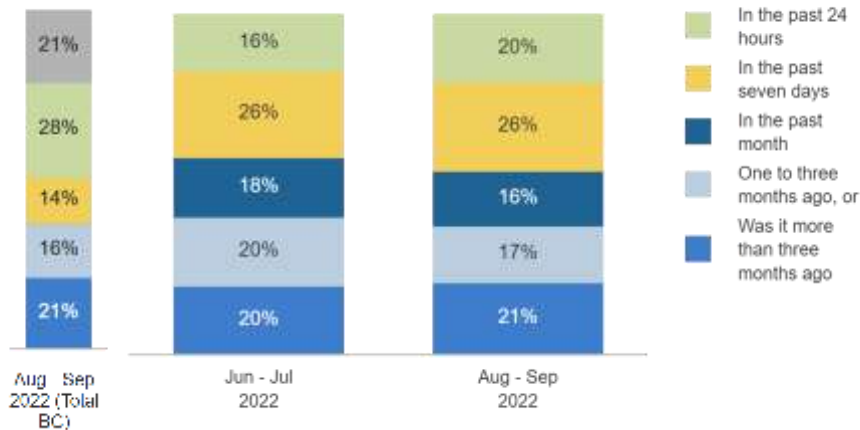
## Responsibility for Local Transit System

|  | Jun - Jul 2022 | Aug - Sep 2022 | Aug - Sep 2022 (Total BC) |
|--|----------------|----------------|---------------------------|
| BC Transit                               | 70%            | 67%            | 61%                       |
| Local Government or Municipal Government | 30%            | 28%            | 31%                       |
| TransLink                                | 8%             | 8%             | 7%                        |
| Other (please specify)                   | 1%             | 1%             | 1%                        |
| I don't know                             | 7%             | 8%             | 11%                       |

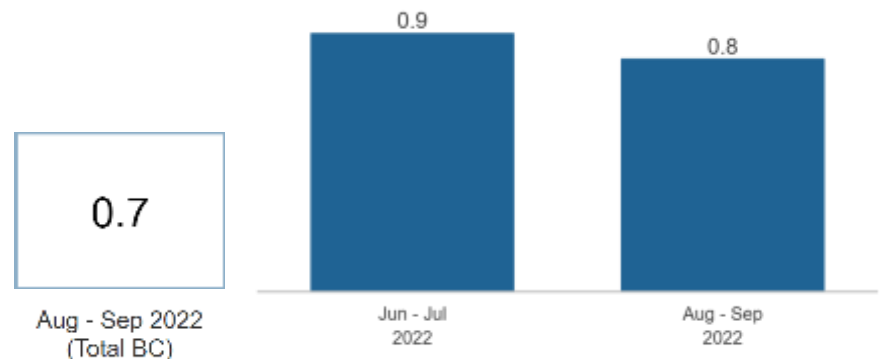
## Past Year Local Transit Use



## Most Recent Local Transit Use



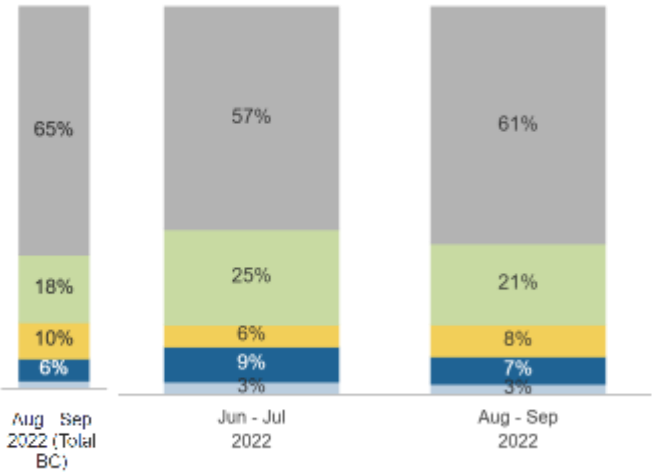
## Average Number of One-Way Trips in the Past Seven Days



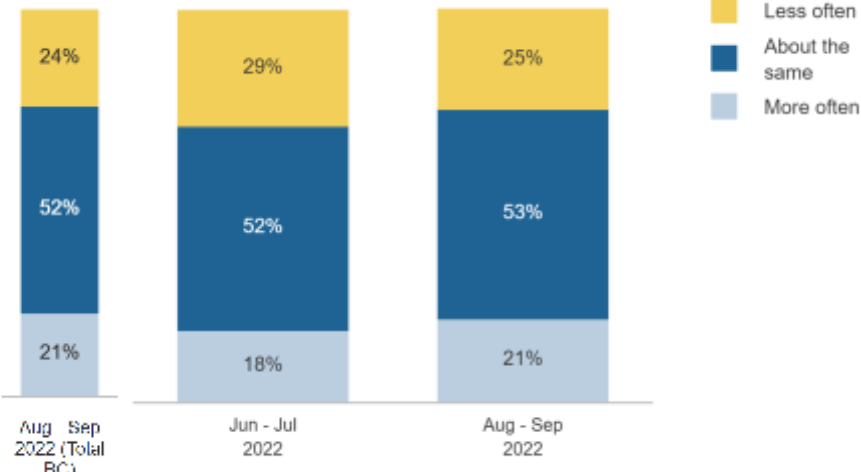
Choose the region:

(All)

### Rider Usage Group



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



# Trends



Choose the region:

## Modes of Transportation Used More Often

|  | Jun - Jul 2022 | Aug - Sep 2022 | Aug - Sep 2022 (Total BC) |
|--|----------------|----------------|---------------------------|
| Drive car/ truck alone                         | 66%            | 50%            | 57%                       |
| Carpool or share a ride as driver              | 16%            | 14%            | 12%                       |
| Carpool or share a ride as passenger           | 27%            | 9%             | 8%                        |
| Taxi   | 4%             | 5%             | 5%                        |
| Bicycle  | 7%             | 15%            | 14%                       |
| Motorcycle/ Moped/ Scooter                     | 7%             | 5%             | 4%                        |
| Walking/ Rollerblading/ Skateboarding/ Jogging | 26%            | 28%            | 25%                       |
| Ride share (e.g. Uber, Lyft, etc.)             | 0%             | 1%             | 1%                        |
| Other  | 3%             | 5%             | 4%                        |
| I prefer not to answer                         | 0%             | 1%             | 1%                        |

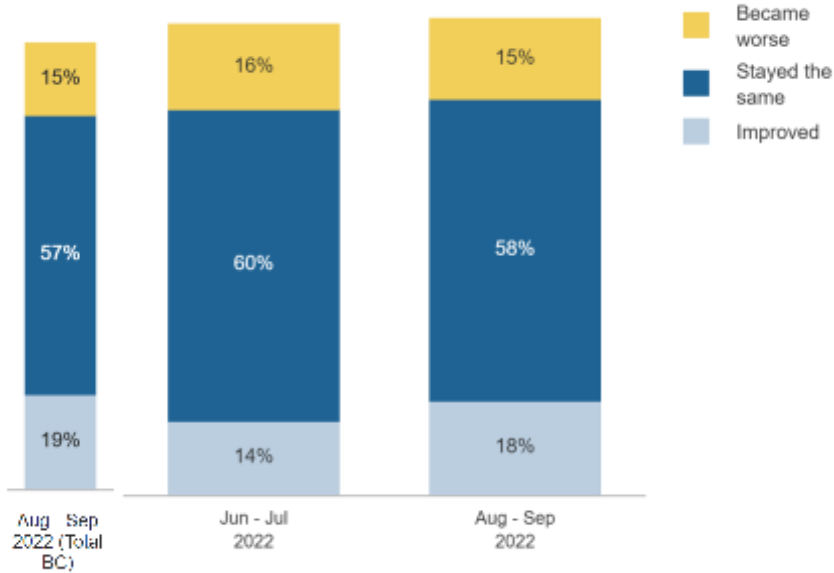
## Modes of Transportation Used Less Often

|  | Jun - Jul 2022 | Aug - Sep 2022 | Aug - Sep 2022 (Total BC) |
|--|----------------|----------------|---------------------------|
| Drive car/ truck alone                         | 37%            | 55%            | 60%                       |
| Carpool or share a ride as driver              | 1%             | 1%             | 2%                        |
| Carpool or share a ride as passenger           | 5%             | 13%            | 12%                       |
| Taxi   | 20%            | 16%            | 13%                       |
| Bicycle  | 9%             | 1%             | 9%                        |
| Motorcycle/ Moped/ Scooter                     | 7%             | 3%             | 5%                        |
| Walking/ Rollerblading/ Skateboarding/ Jogging | 50%            | 10%            | 14%                       |
| Ride share (e.g. Uber, Lyft, etc.)             | 11%            | 0%             | 5%                        |
| Other  | 0%             | 12%            | 10%                       |
| I prefer not to answer                         | 1%             | 3%             | 2%                        |

# Trends

Choose the region:

## Past Year Change in Local Bus System



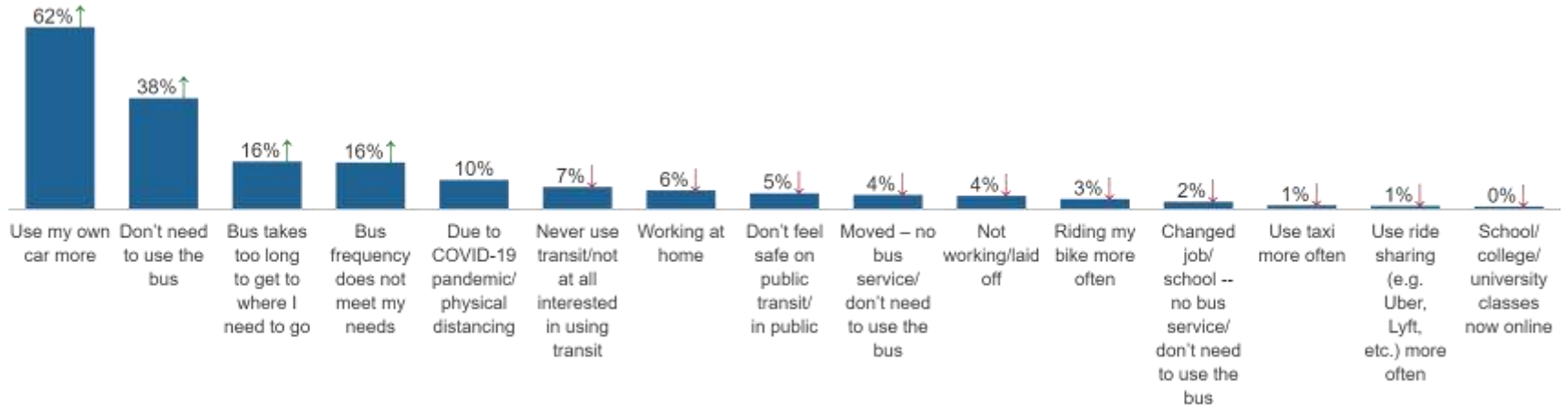
|   | Jun - Jul 2022 | Aug - Sep 2022 | Aug - Sep 2022 (Total BC) |
|---|----------------|----------------|---------------------------|
| Fare prices are reasonable                              | 47%            | 48%            | 50%                       |
| Bus drivers are courteous                               | 60%            | 60%            | 63%                       |
| Frequency of scheduled service                          | 32%            | 37%            | 33%                       |
| Buses run on time/on schedule                           | 45%            | 47%            | 49%                       |
| Buses are clean and well-maintained                     | 57%            | 57%            | 58%                       |
| Personal safety while riding local buses                | 50%            | 53%            | 53%                       |
| Personal safety while waiting for local buses           | 43%            | 40%            | 42%                       |
| Availability and accuracy of schedule information       | 45%            | 46%            | 47%                       |
| Buses not being overcrowded                             | 46%            | 46%            | 50%                       |
| Buses have a direct route                               | 31%            | 40%            | 40%                       |
| Bus fare payment options are convenient and easy to use | 39%            | 42%            | 45%                       |
| Buses have good connections with reasonable wait times  | 31%            | 35%            | 35%                       |
| Bus stops have enough amenities                         | 32%            | 35%            | 33%                       |
| Bus stops are clean and well maintained                 | 45%            | 47%            | 48%                       |
| Trip duration   | 38%            | 40%            | 40%                       |
| Overall   | 46%            | 48%            | 49%                       |



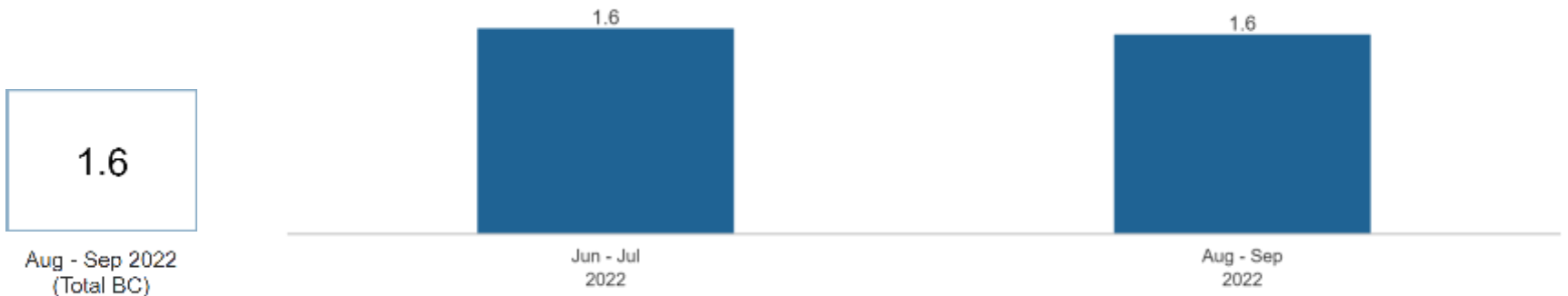
Choose the region:

## Reasons Not to Use the Local Public Bus System

Aug - Sep 2022



## Average Number of Vehicles in Household

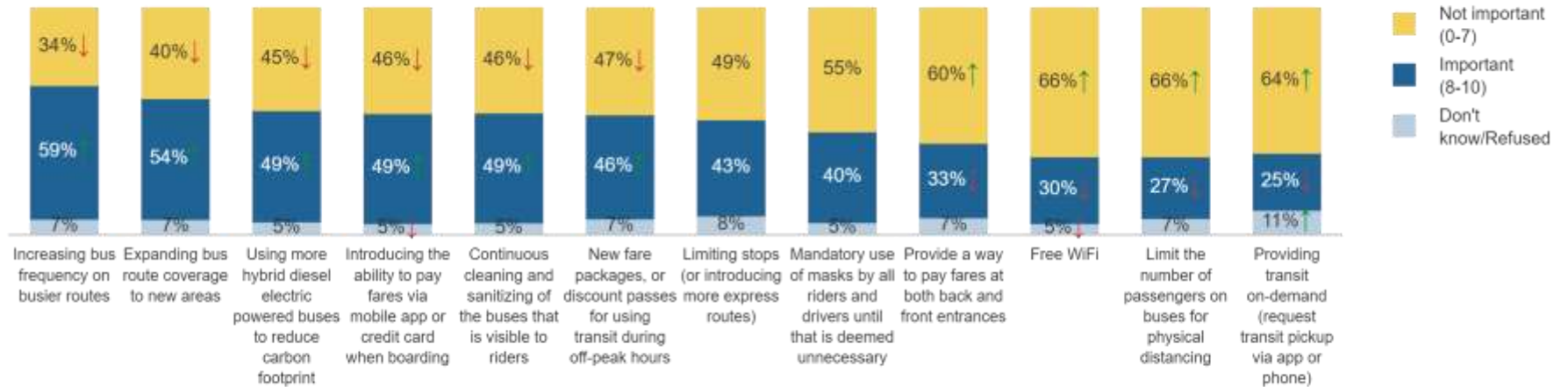


# Trends

Choose the region:

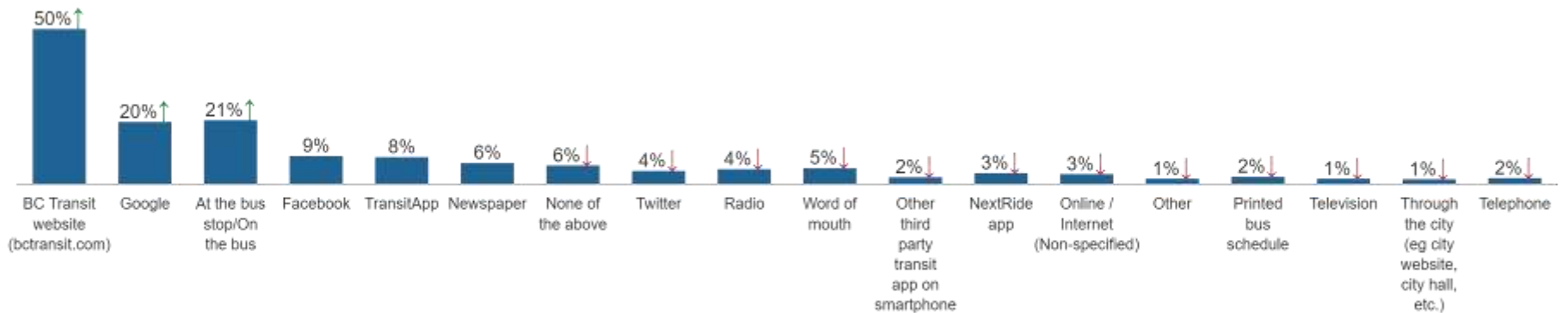
## Key Improvements to Encourage Use of Transit

Aug - Sep 2022



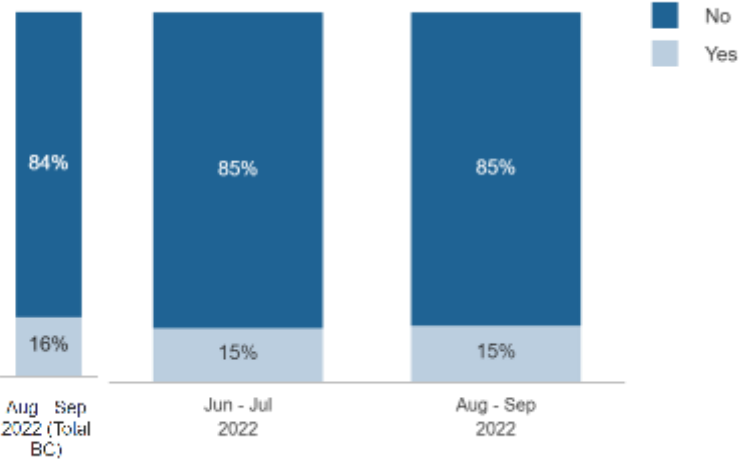
## Sources of Transit Information

Aug - Sep 2022

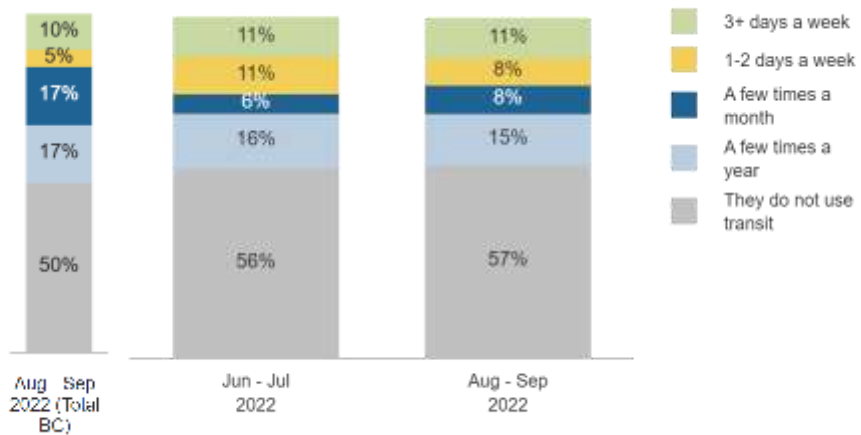


Choose the region:

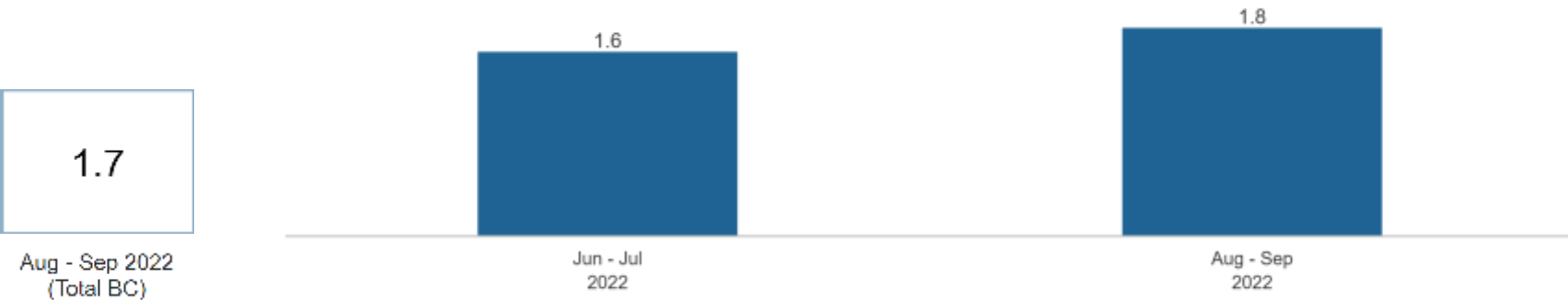
### Taking Care of Children Aged 12 and Under



### Frequency of Riding the Bus by Children 12 and Under

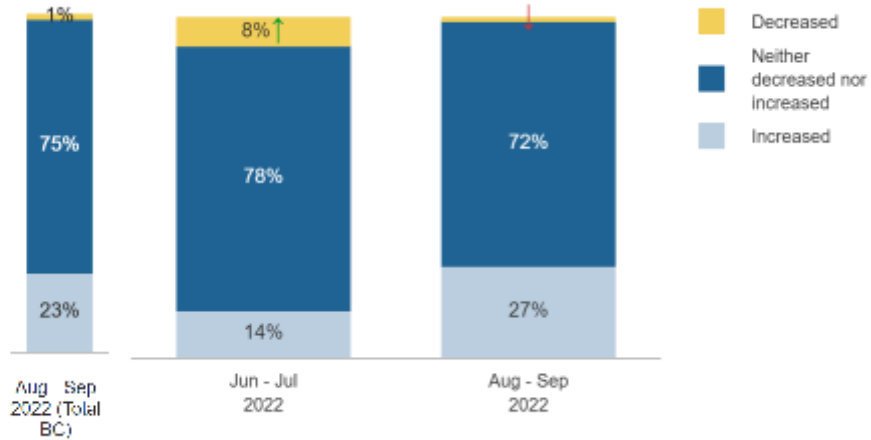


### Average Number of Children Aged 12 and Under

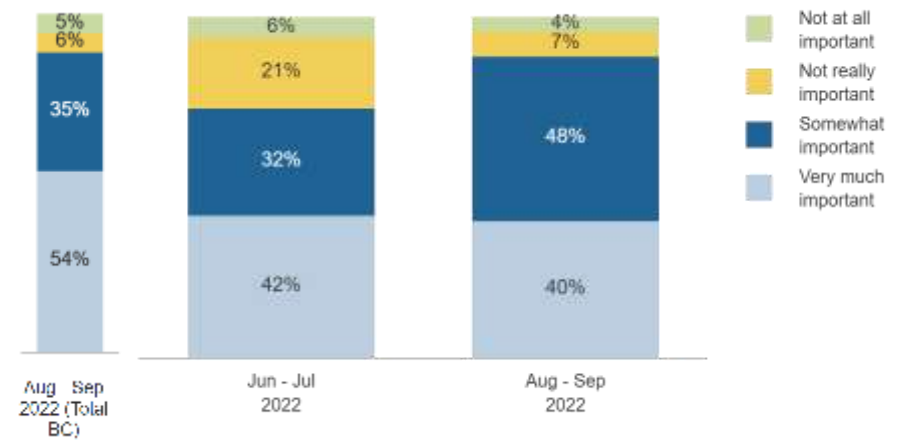


Choose the region:

## Impact of Free Transit on Transit Usage for Children 12 and Under

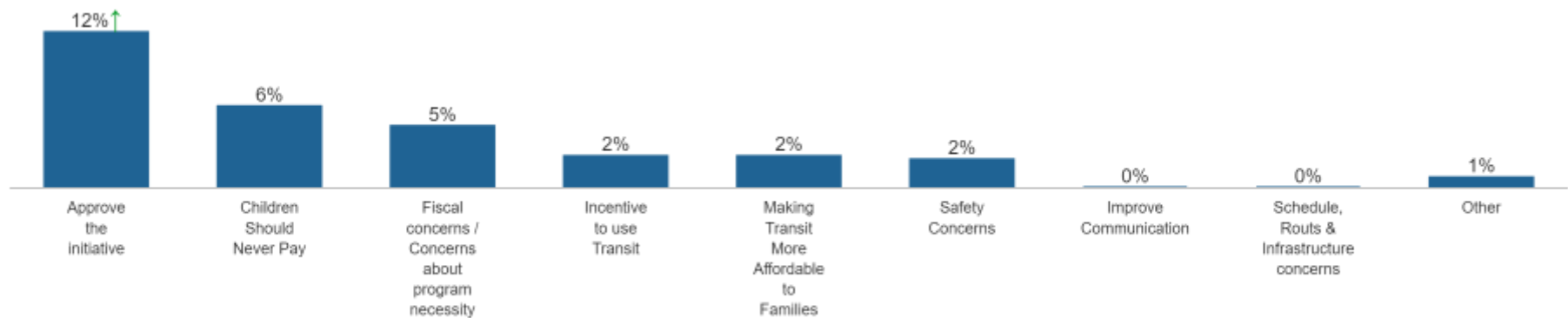


## Importance of Free Transit for Children 12 and Under



## Comments on Impact of Free Transit for Children 12 and Under Program

Aug - Sep 2022



# Quarterly Reporting Regions

Choose the region:

## Responsibility for Local Transit System

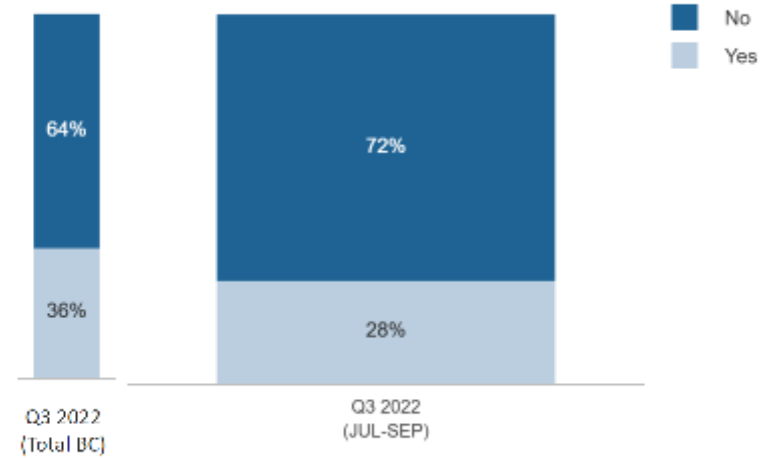
**!** There is a problem with this output

We cannot create this output. 😞 This is probably due to there being insufficient data.

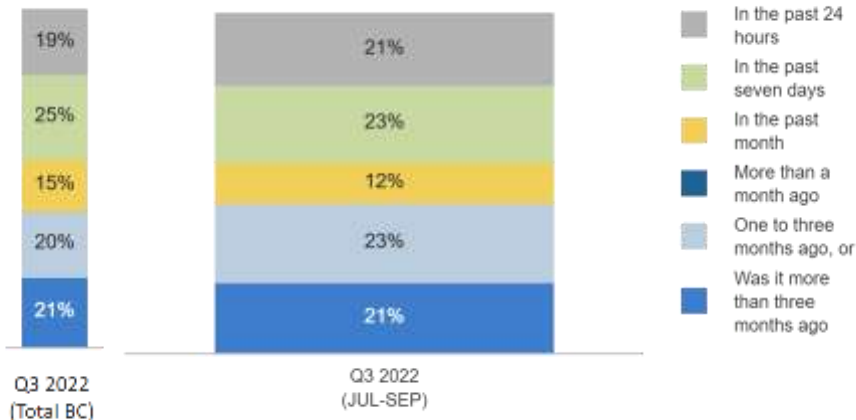
Details ▾

| Q3 2022 (Total BC) |
|--------------------|
| 64%                |
| 32%                |
| 8%                 |
| 1%                 |
| 10%                |

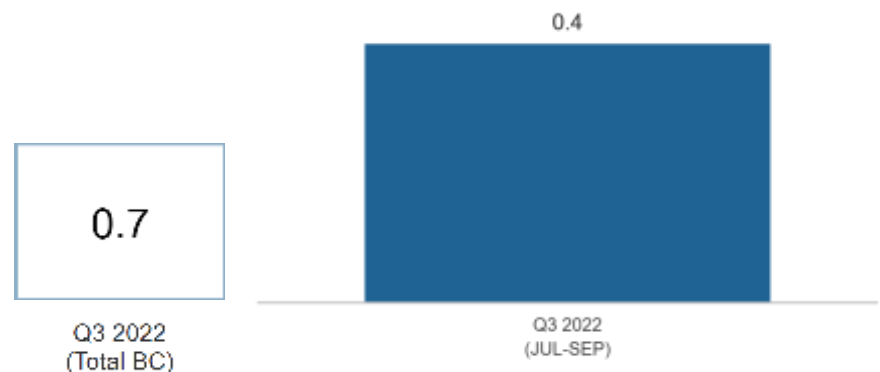
## Past Year Local Transit Use



## Most Recent Local Transit Use



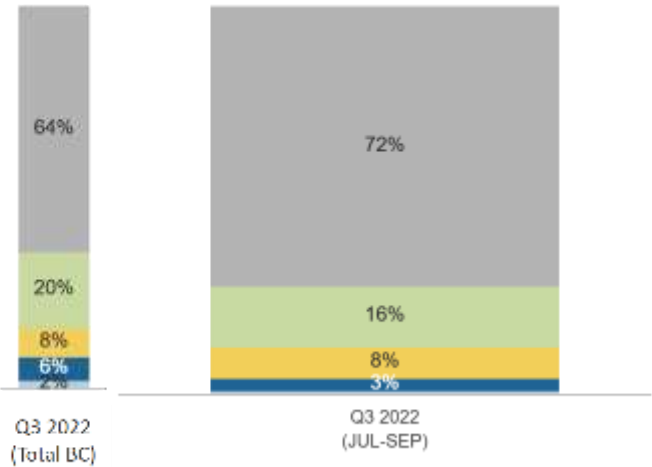
## Average Number of One-Way Trips in the Past Seven Days



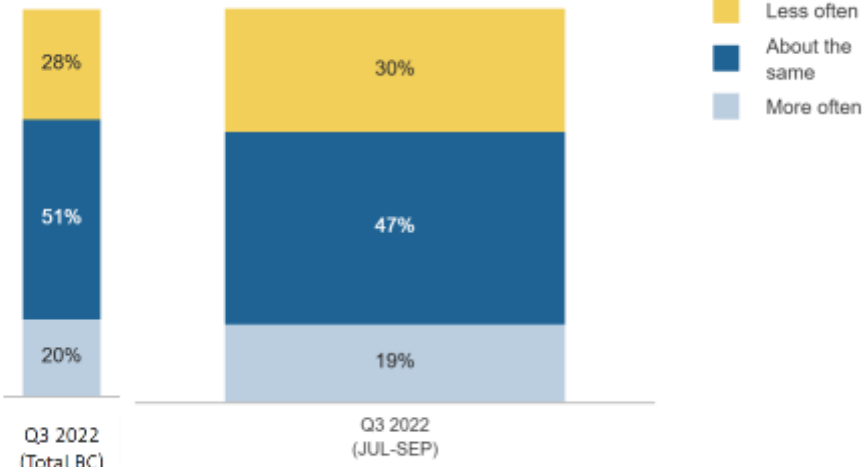
Choose the region:

(All)

Rider Usage Group



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



Choose the region:

Modes of Transportation Used More Often

**!** There is a problem with this output

We cannot create this output. 😞 This is probably due to there being insufficient data.

Details ▾

| Q3 2022 (Total BC) |
|--------------------|
| 54%                |
| 12%                |
| 13%                |
| 4%                 |
| 22%                |
| 5%                 |
| 35%                |
| 1%                 |
| 3%                 |
| 0%                 |

Modes of Transportation Used Less Often

**!** There is a problem with this output

We cannot create this output. 😞 This is probably due to there being insufficient data.

Details ▾

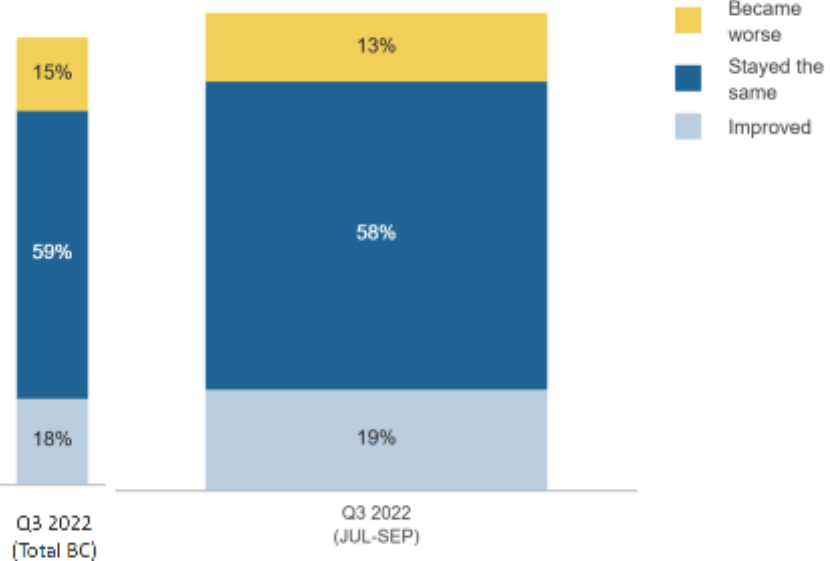
| Q3 2022 (Total BC) |
|--------------------|
| 54%                |
| 1%                 |
| 10%                |
| 16%                |
| 9%                 |
| 5%                 |
| 24%                |
| 6%                 |
| 7%                 |
| 1%                 |



## Trends

Choose the region:

### Past Year Change in Local Bus System



**!** There is a problem with this output

We cannot create this output. 😞 This is probably due to there being insufficient data.

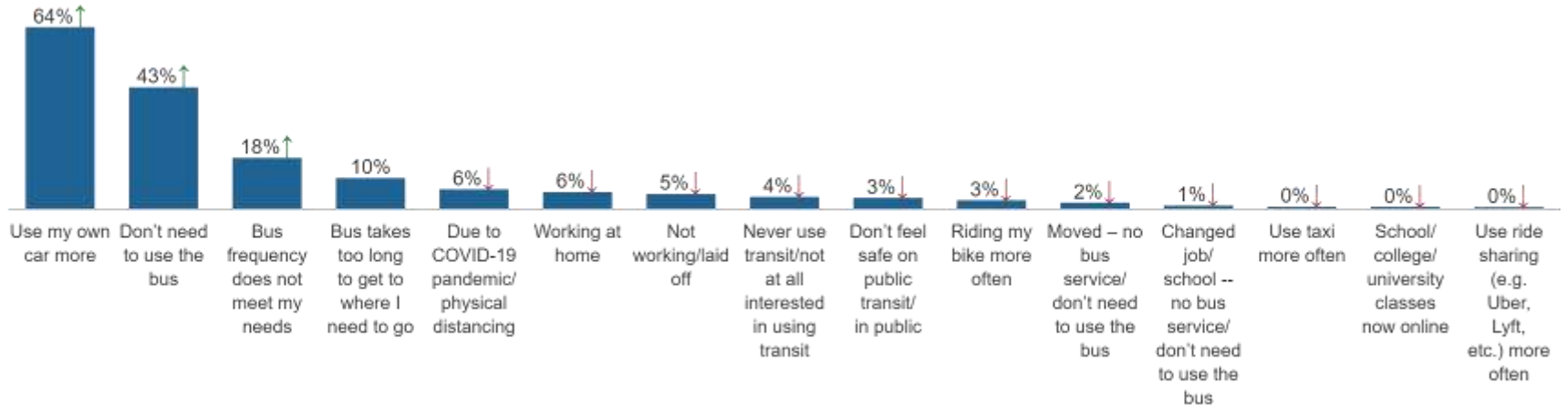
Details ▾

| Q3 2022 (Total BC) |
|--------------------|
| 48%                |
| 62%                |
| 32%                |
| 47%                |
| 58%                |
| 53%                |
| 42%                |
| 46%                |
| 50%                |
| 38%                |
| 43%                |
| 34%                |
| 31%                |
| 47%                |
| 41%                |
| 47%                |

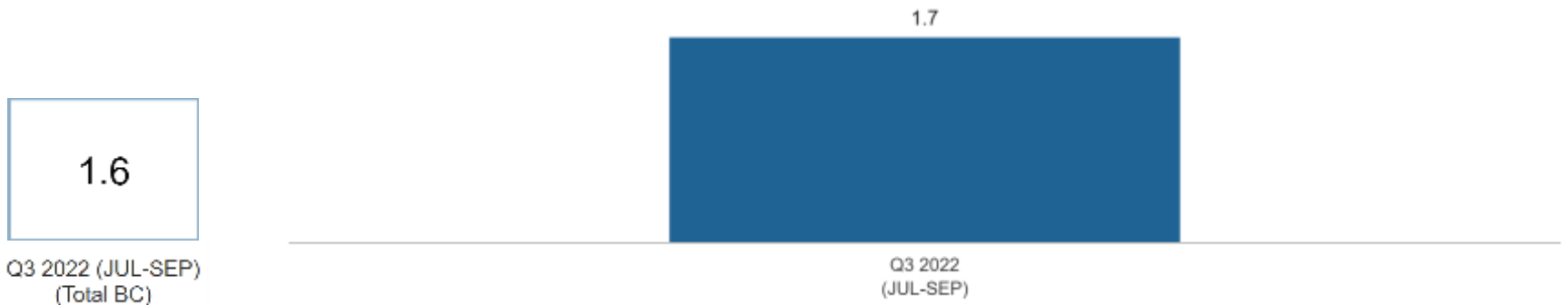
Choose the region:

## Reasons Not to Use the Local Public Bus System

Q3 2022 (JUL-SEP)



## Average Number of Vehicles in Household

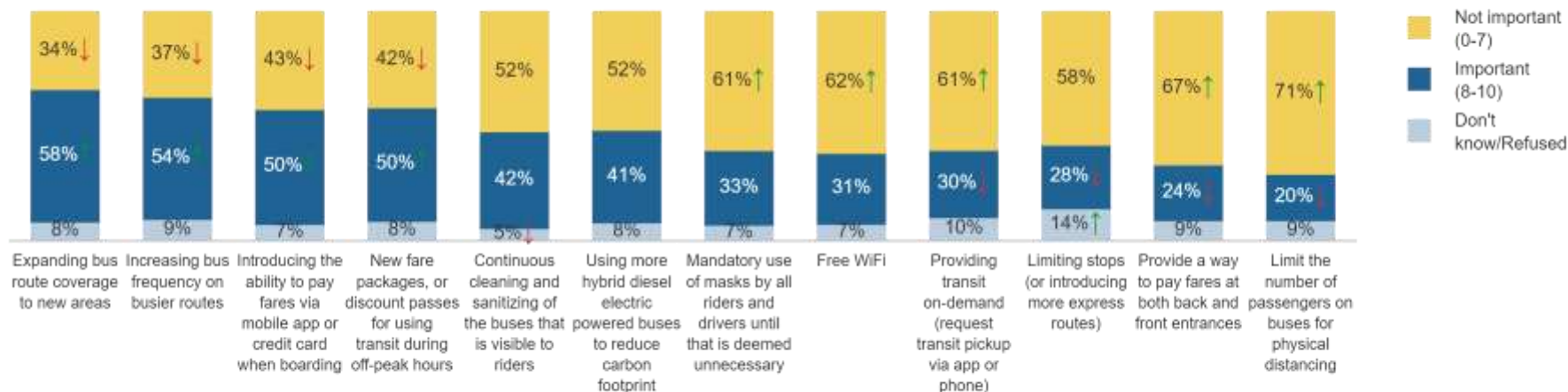


# Trends

Choose the region:

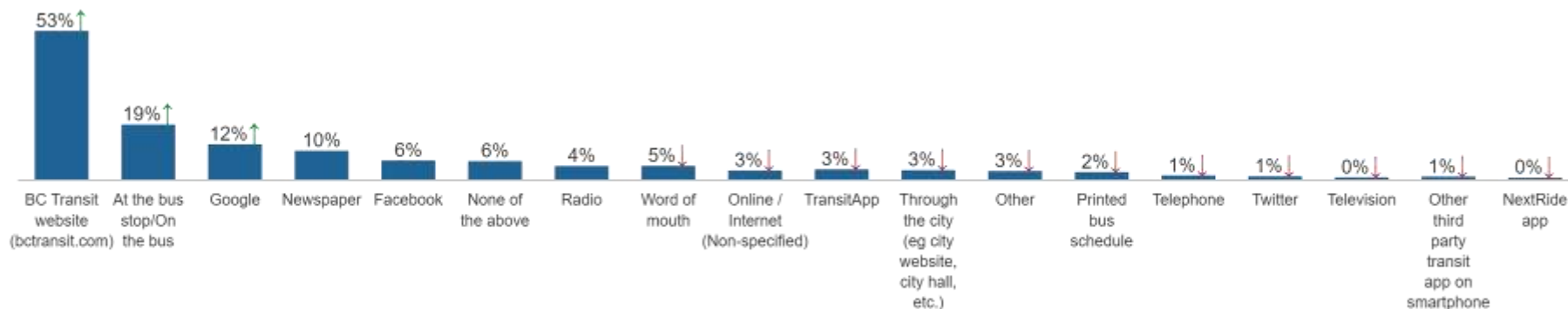
## Key Improvements to Encourage Use of Transit

Q3 2022 (JUL-SEP)



## Sources of Transit Information

Q3 2022 (JUL-SEP)

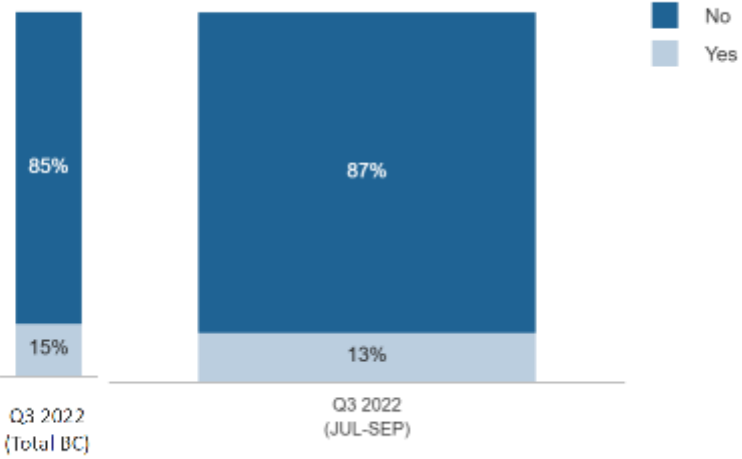


# Trends

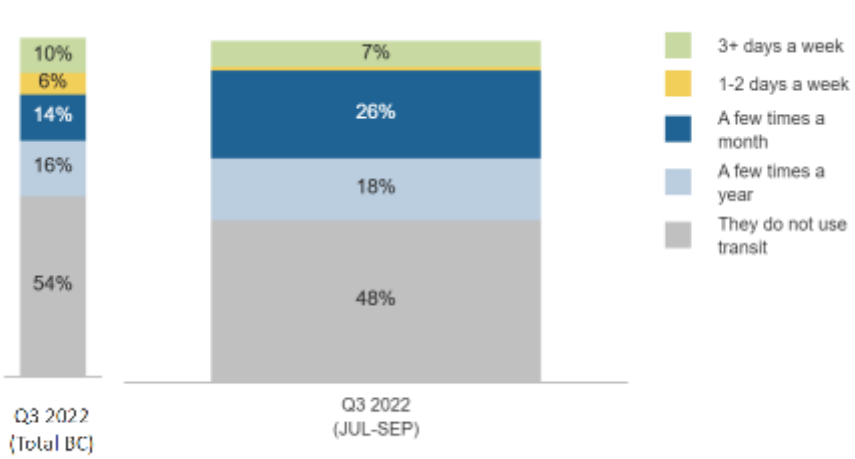


Choose the region:

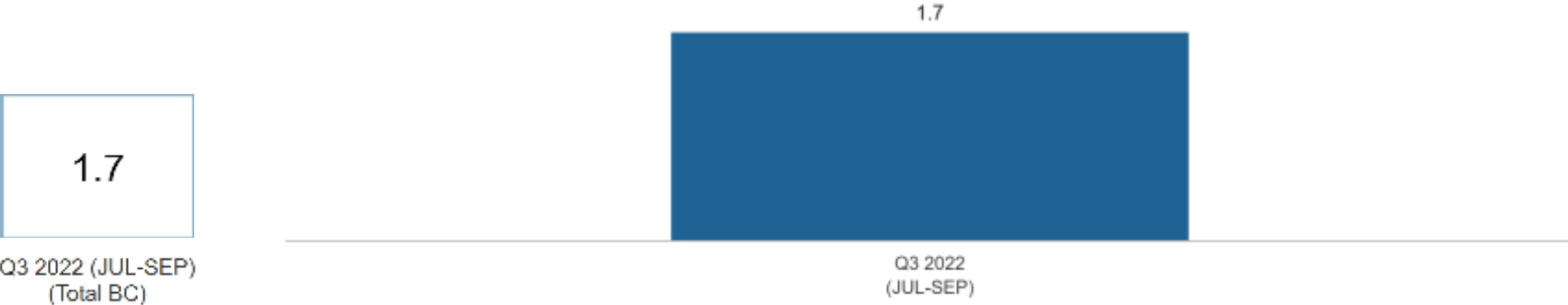
### Taking Care of Children Aged 12 and Under



### Frequency of Riding the Bus by Children 12 and Under

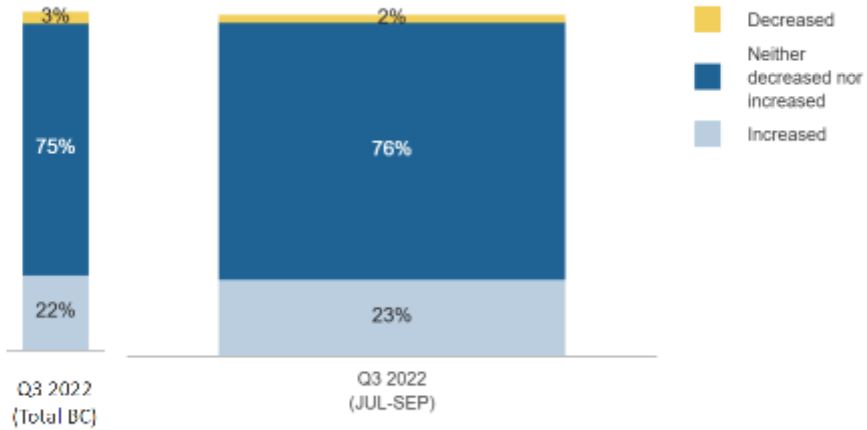


### Average Number of Children Aged 12 and Under

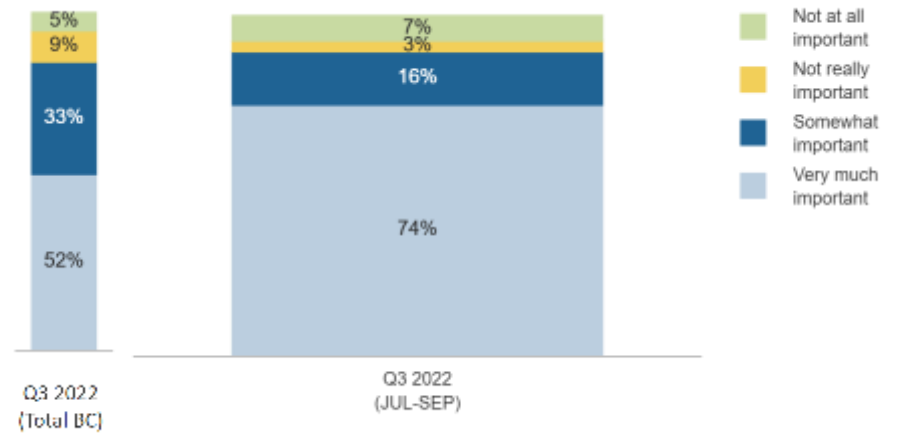


Choose the region:

## Impact of Free Transit on Transit Usage for Children 12 and Under



## Importance of Free Transit for Children 12 and Under



## Comments on Impact of Free Transit for Children 12 and Under Program

Q3 2022 (JUL-SEP)

