

Report

Customer Satisfaction Tracking Report

2021



Last updated : Mar 16 2022

PROJECT NUMBER 41074

LeGER

Overall Report

Responsibility for Local Transit System

Current Reporting Quarter: Q4 2021 (OCT-DEC)

	Total n = 2032	Victoria CMA n = 461	Central Fraser Valley n = 150	Kamloops n = 162	Kelowna n = 156	Nanaimo n = 159	Prince George n = 150	Whistler n = 106	Chilliwack n = 99	Campbell River n = 92	Comox Valley n = 106	Cowichan Valley n = 98	Penticton n = 99	Vernon n = 94	Tier 3 n = 100
BC Transit	60%	81%	50%	63%	65%	55%	52%	39%	57%	45%	54%	61%	57%	43%	50%
Local Government or Municipal Government	39%	27%	39%	45%	46%	40%	48%	47%	39%	46%	33%	32%	33%	42%	47%
TransLink	9%	5%	26%	12%	8%	14%	6%	7%	18%	8%	6%	8%	2%	8%	4%
Other (please specify)	1%	0%	0%	0%	2%	1%	3%	1%	0%	0%	0%	0%	2%	2%	2%
I don't know	8%	3%	16%	4%	3%	9%	8%	12%	5%	6%	9%	5%	9%	19%	10%

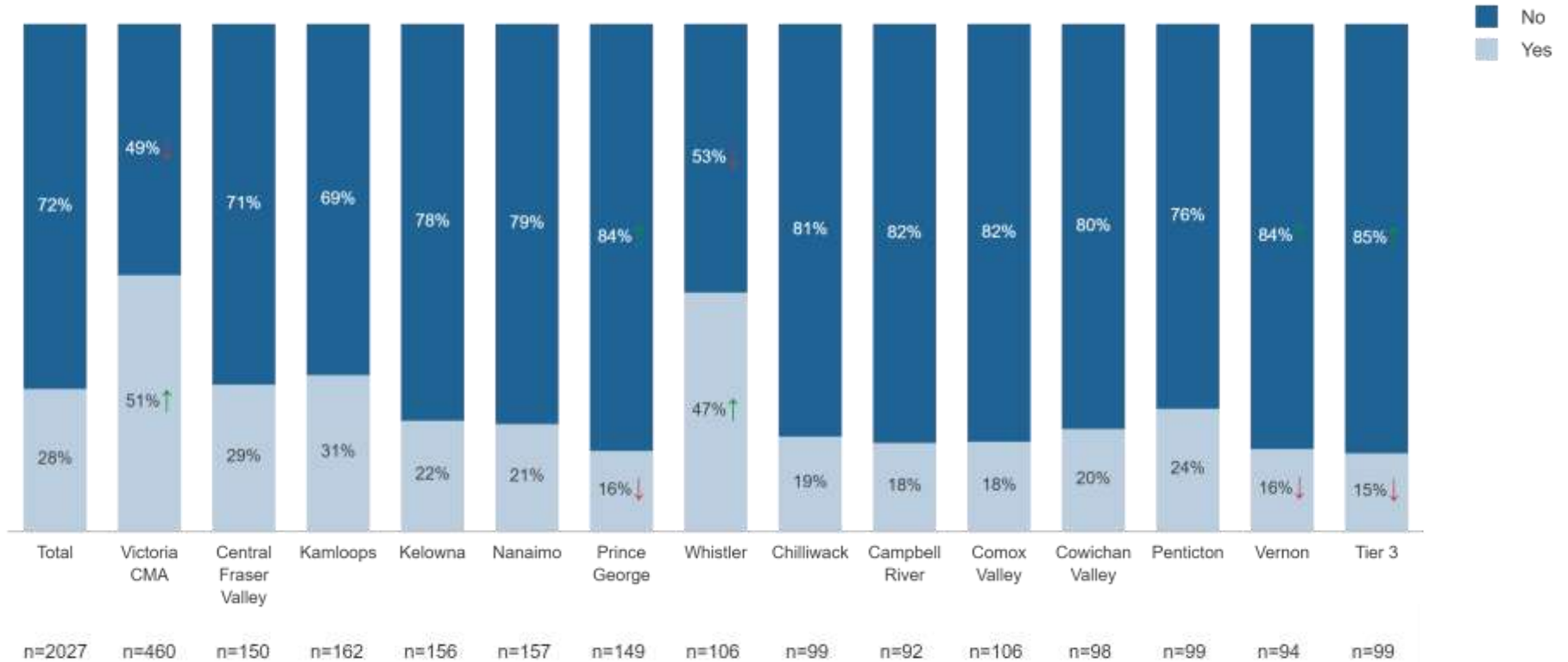
Q1. Who do you think is responsible for your local transit system?

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: Q4 2021 (OCT-DEC)

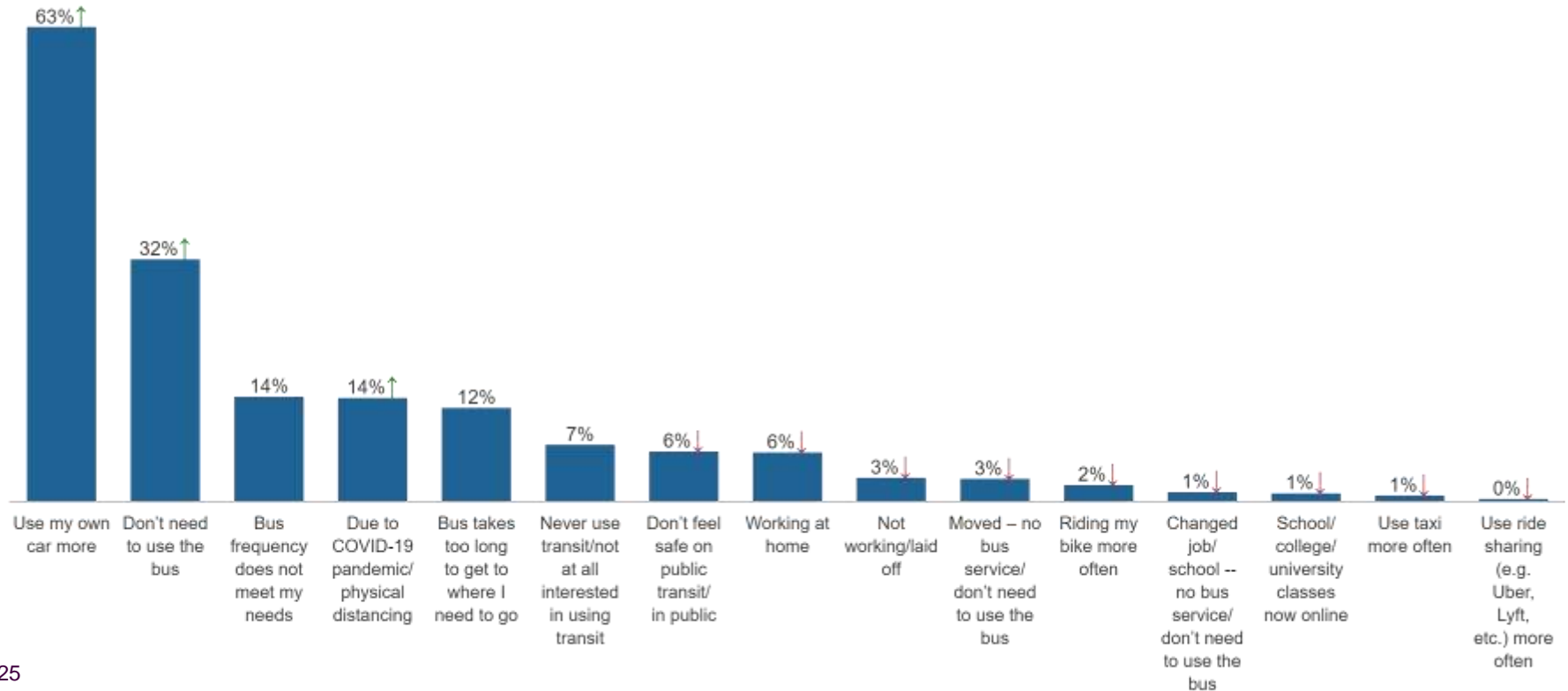


Q3: Have you used the local public bus system in the past year?

↑ 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: Q4 2021 (OCT-DEC)



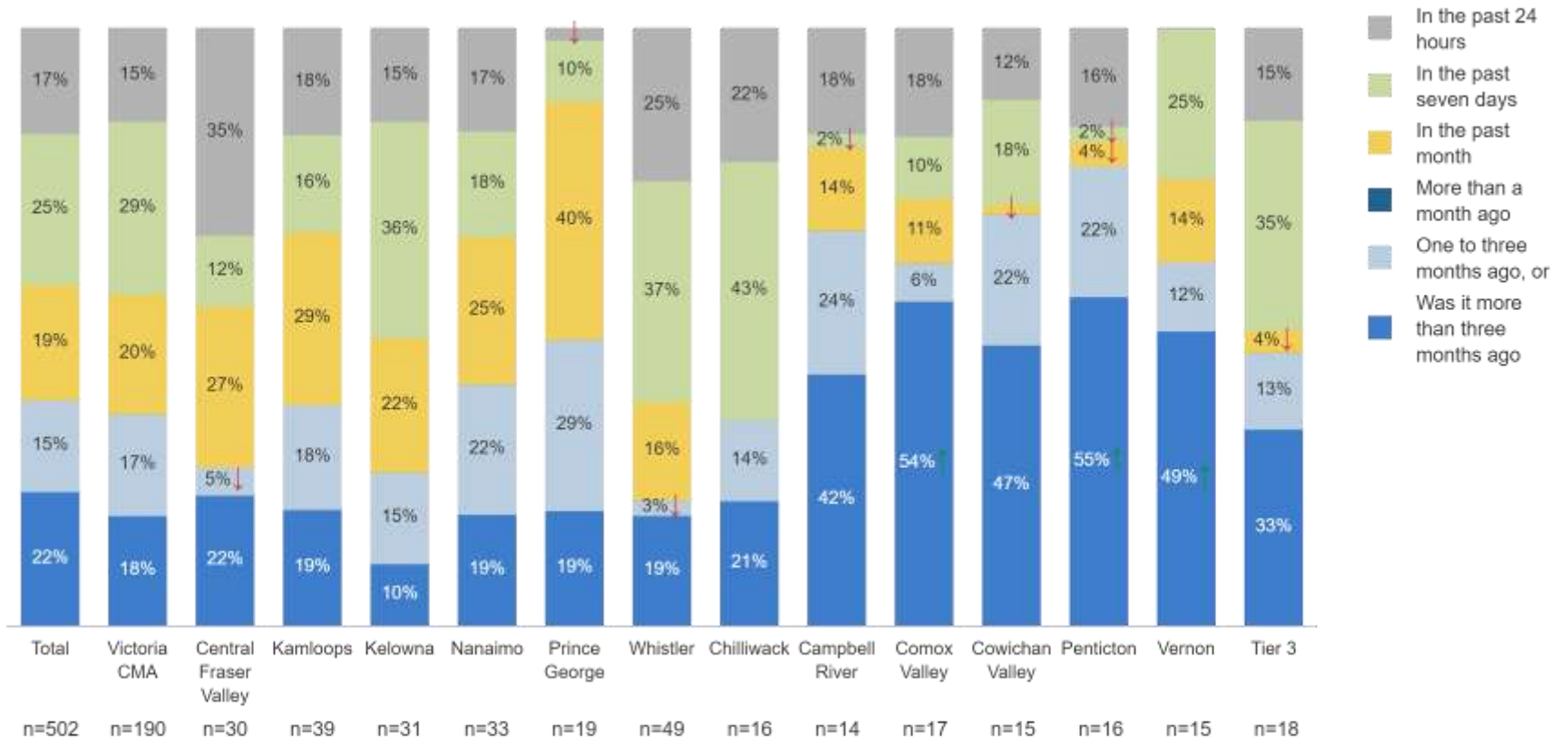
base n= 1525

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: Q4 2021 (OCT-DEC)



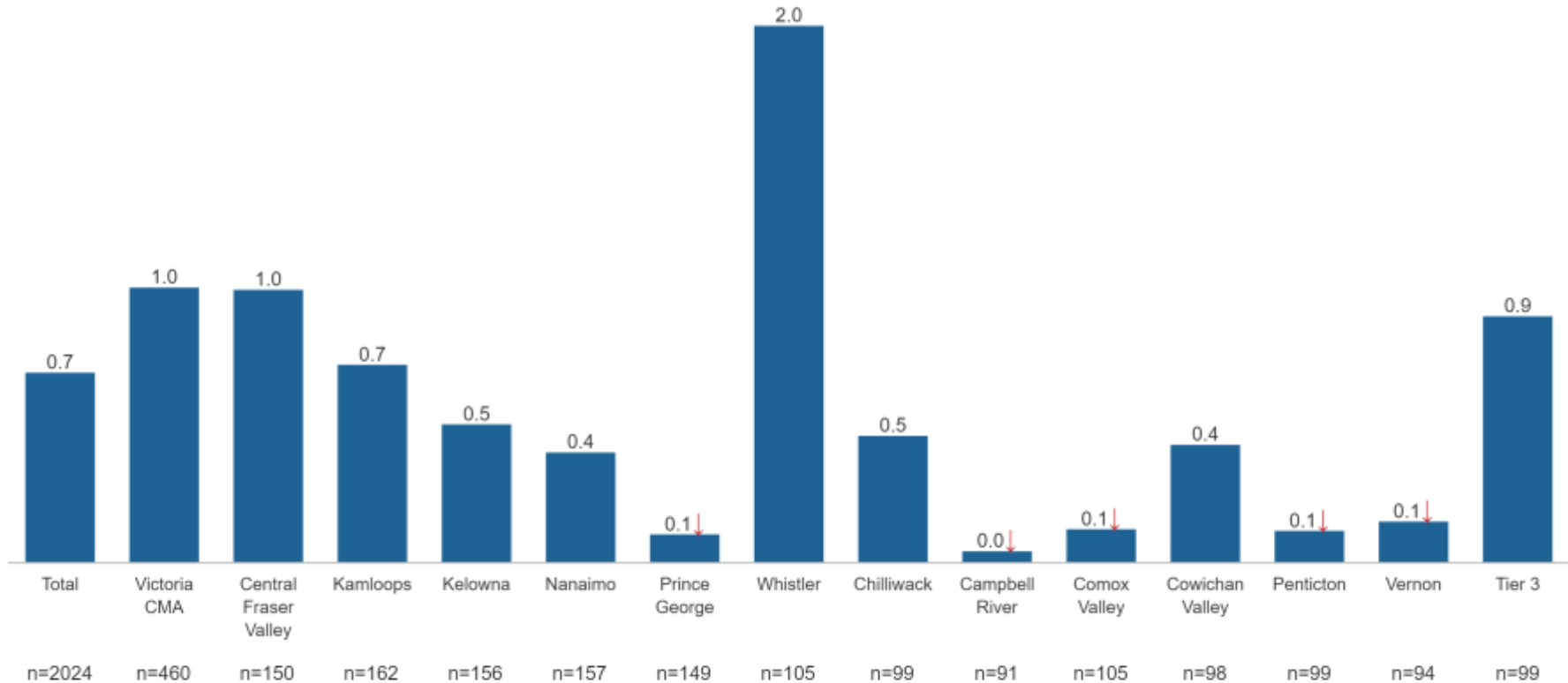
Q4: When did you last use the local public bus system?

↑ 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: Q4 2021 (OCT-DEC)



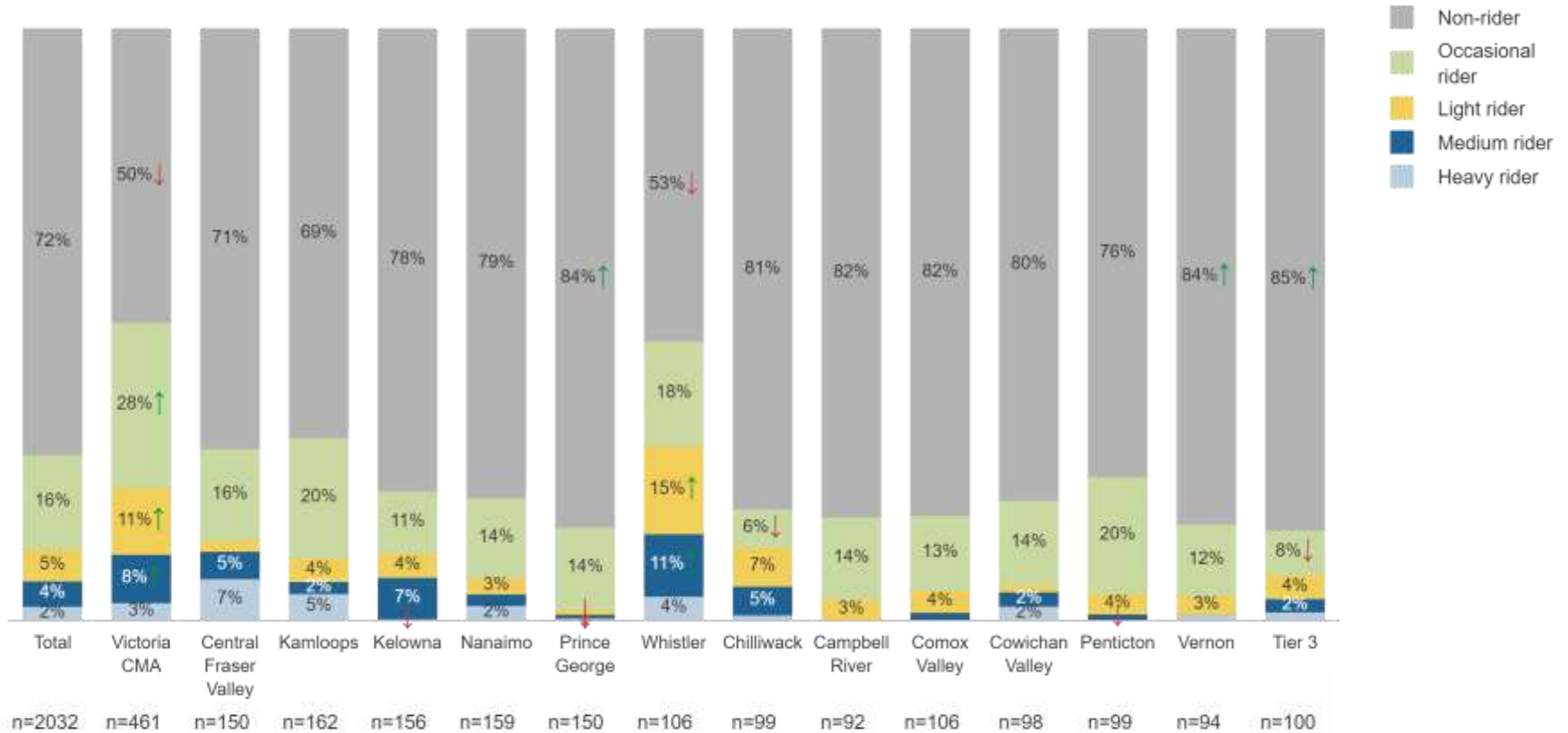
Q5: How many one-way trips did you make on public transit in the past seven days?

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

Rider Usage Group

Current Reporting Quarter: Q4 2021 (OCT-DEC)



↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

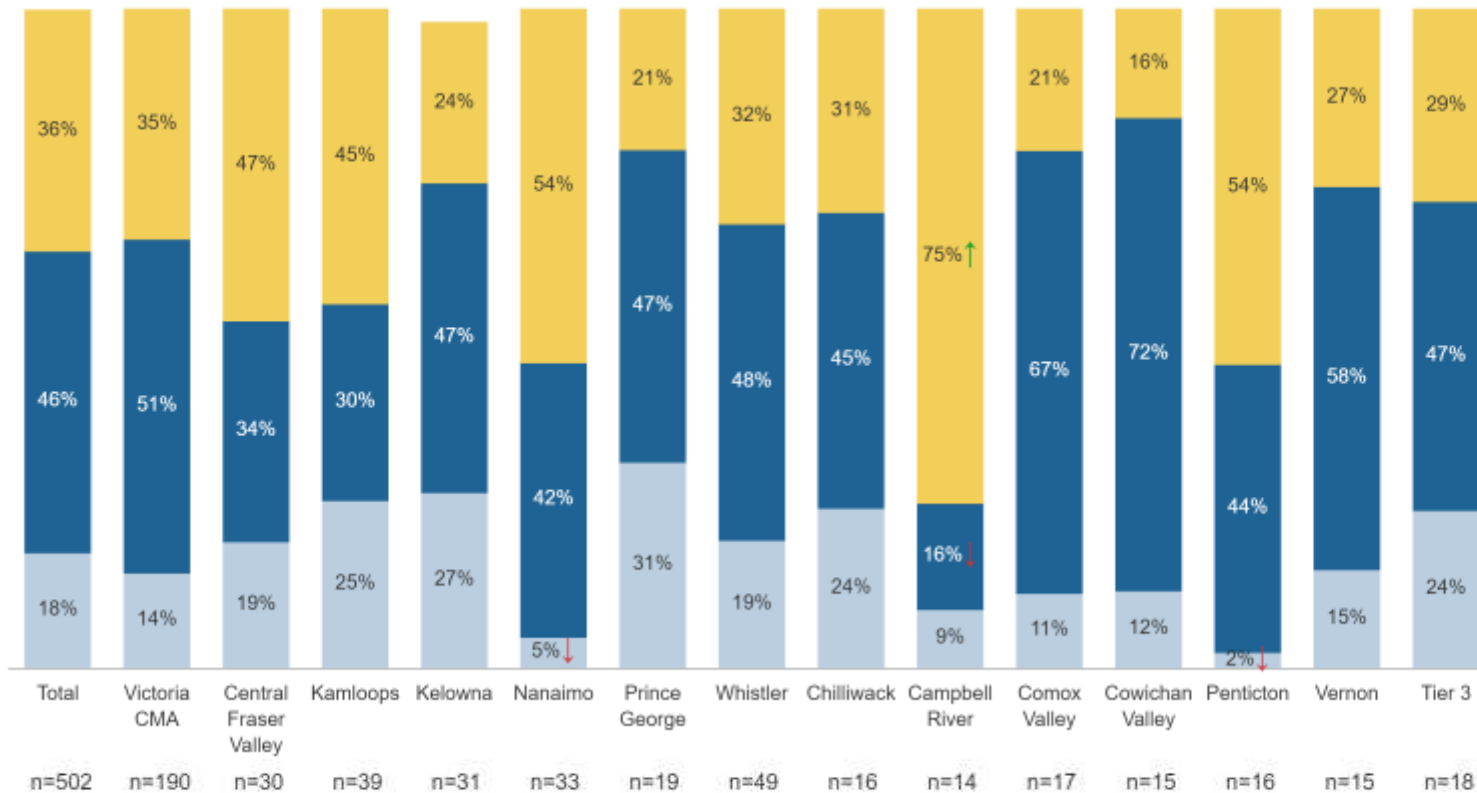
Q5. How many one-way trips did you make on public transit in the past seven days?

Past Year Change in Local Bus System Use

Current Reporting
Quarter: Q4 2021
(OCT-DEC)

	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)	-18.9	-20.3	-28.0	-19.2	2.4	-48.9	10.1	-13.1	-6.4	-66.0	-9.9	-4.6	-51.4	-11.8	-5.1

■ 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: Q4 2021 (OCT-DEC)

	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	68%	72%	84%	67%	11%	49%	9%	65%	62%	80%	76%	82%	100%	89%	70%
Carpool or share a ride as driver	11%	8%	4%	9%	15%	20%	26%	9%	0%	0%	52%	0%	0%	0%	30%
Carpool or share a ride as passenger	11%	11%	9%	2%	47%	10%	22%	9%	0%	15%	24%	18%	0%	11%	0%
Taxi	7%	8%	0%	12%	0%	13%	43%	0%	11%	0%	0%	0%	0%	11%	0%
Bicycle	9%	13%	0%	0%	13%	16%	0%	27%	23%	0%	0%	53%	0%	16%	0%
Motorcycle/ Moped/ Scooter	3%	5%	0%	0%	0%	12%	0%	5%	0%	0%	0%	0%	0%	0%	0%
Walking/ Rollerblading/ Skateboarding/ Jogging	23%	33%	16%	31%	24%	4%	11%	28%	61%	21%	52%	71%	0%	0%	0%
Ride share (e.g. Uber, Lyft, etc.)	1%	1%	0%	3%	0%	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other	6%	9%	0%	0%	4%	16%	11%	10%	0%	5%	0%	0%	0%	0%	0%
I prefer not to answer	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	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: Q4 2021 (OCT-DEC)

	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	44%	35%	100%	51%	52%	44%	18%	38%	26%	74%	79%	100%	100%	57%	13%
Carpool or share a ride as driver	4%	5%	0%	0%	10%	0%	0%	0%	0%	0%	56%	0%	0%	0%	0%
Carpool or share a ride as passenger	14%	4%	0%	0%	0%	56%	13%	0%	49%	74%	0%	100%	0%	0%	64%
Taxi	23%	7%	100%	35%	17%	0%	6%	11%	25%	100%	0%	0%	0%	43%	0%
Bicycle	23%	11%	100%	51%	0%	0%	0%	0%	49%	0%	0%	0%	0%	0%	0%
Motorcycle/ Moped/ Scooter	6%	11%	0%	0%	0%	0%	0%	0%	49%	0%	0%	0%	0%	0%	0%
Walking/ Rollerblading/ Skateboarding/ Jogging	15%	18%	0%	0%	21%	0%	66%	0%	25%	0%	0%	100%	0%	43%	0%
Ride share (e.g. Uber, Lyft, etc.)	5%	12%	0%	0%	0%	0%	0%	0%	0%	0%	56%	0%	0%	0%	0%
Other	11%	19%	0%	17%	10%	0%	0%	50%	0%	0%	21%	0%	0%	0%	0%
I prefer not to answer	7%	4%	0%	16%	0%	0%	9%	0%	0%	0%	0%	0%	0%	0%	23%

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

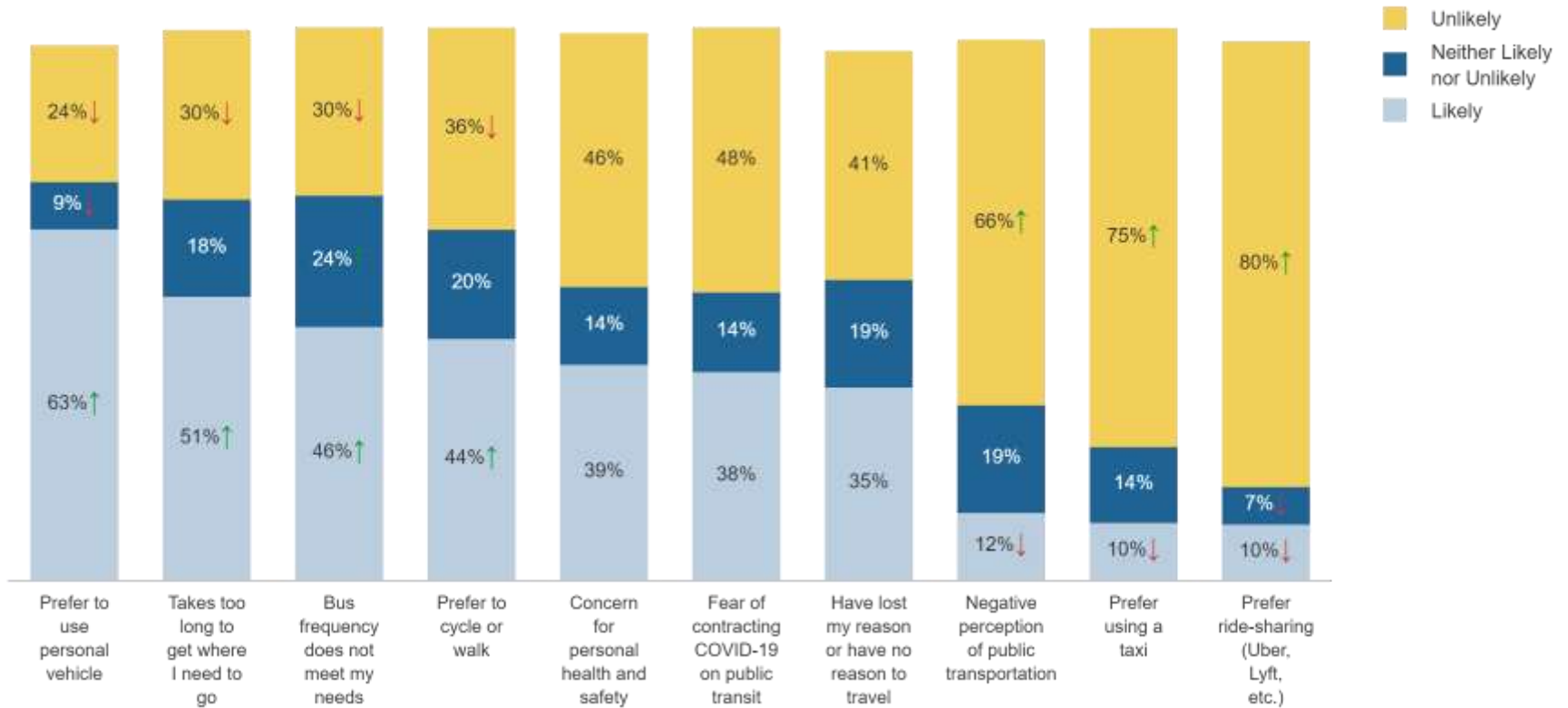
Green highlighted cells indicates significantly higher results compared to other regions.

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: Q4 2021 (OCT-DEC)



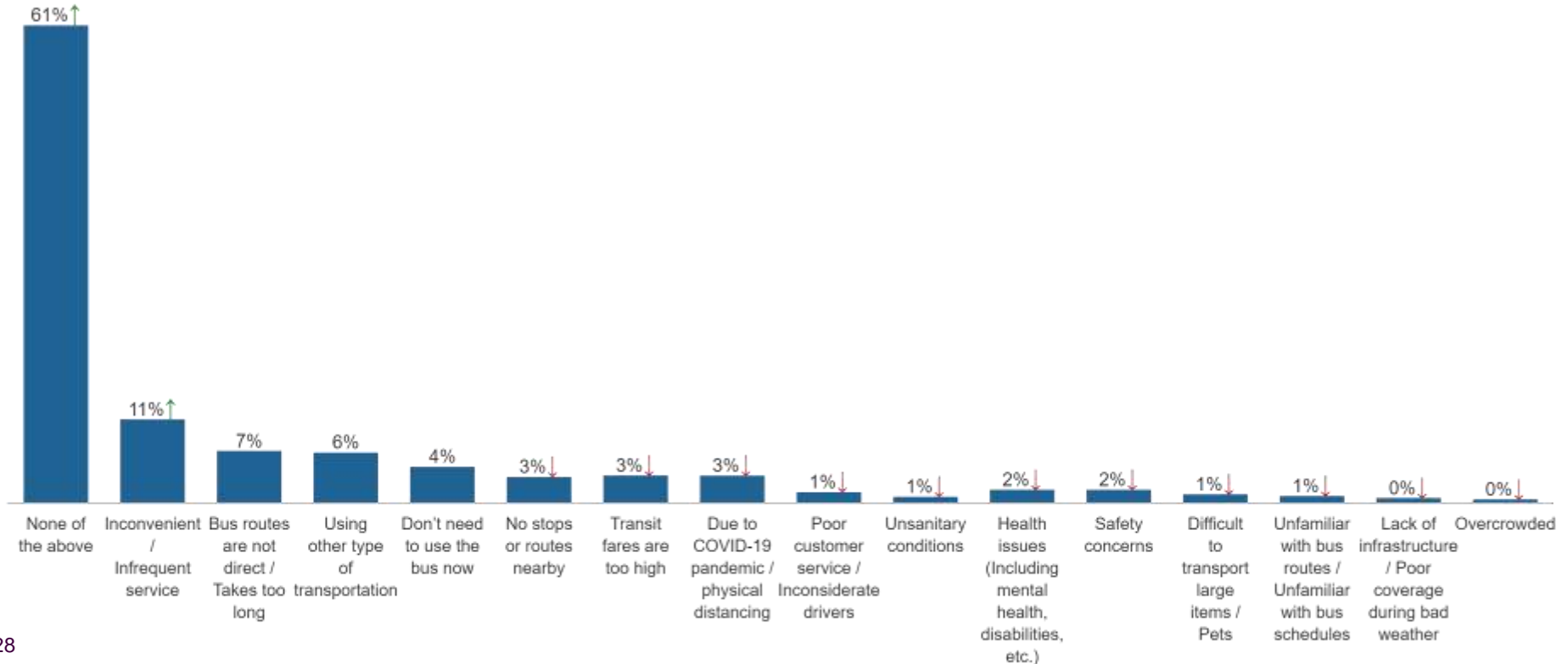
base n= 428

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: Q4 2021 (OCT-DEC)



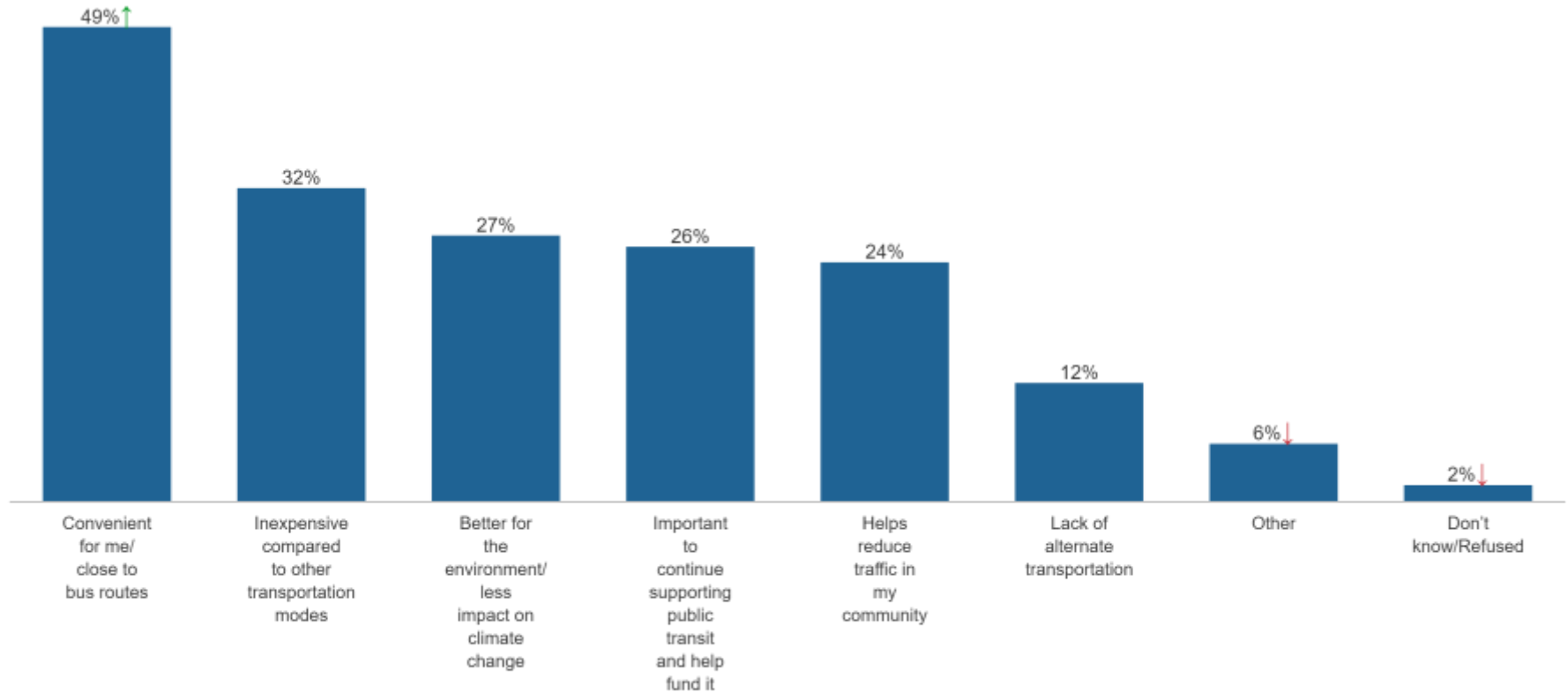
base n= 428

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: Q4 2021 (OCT-DEC)



base n= 74

Q6D. Why are you using local transit more often?

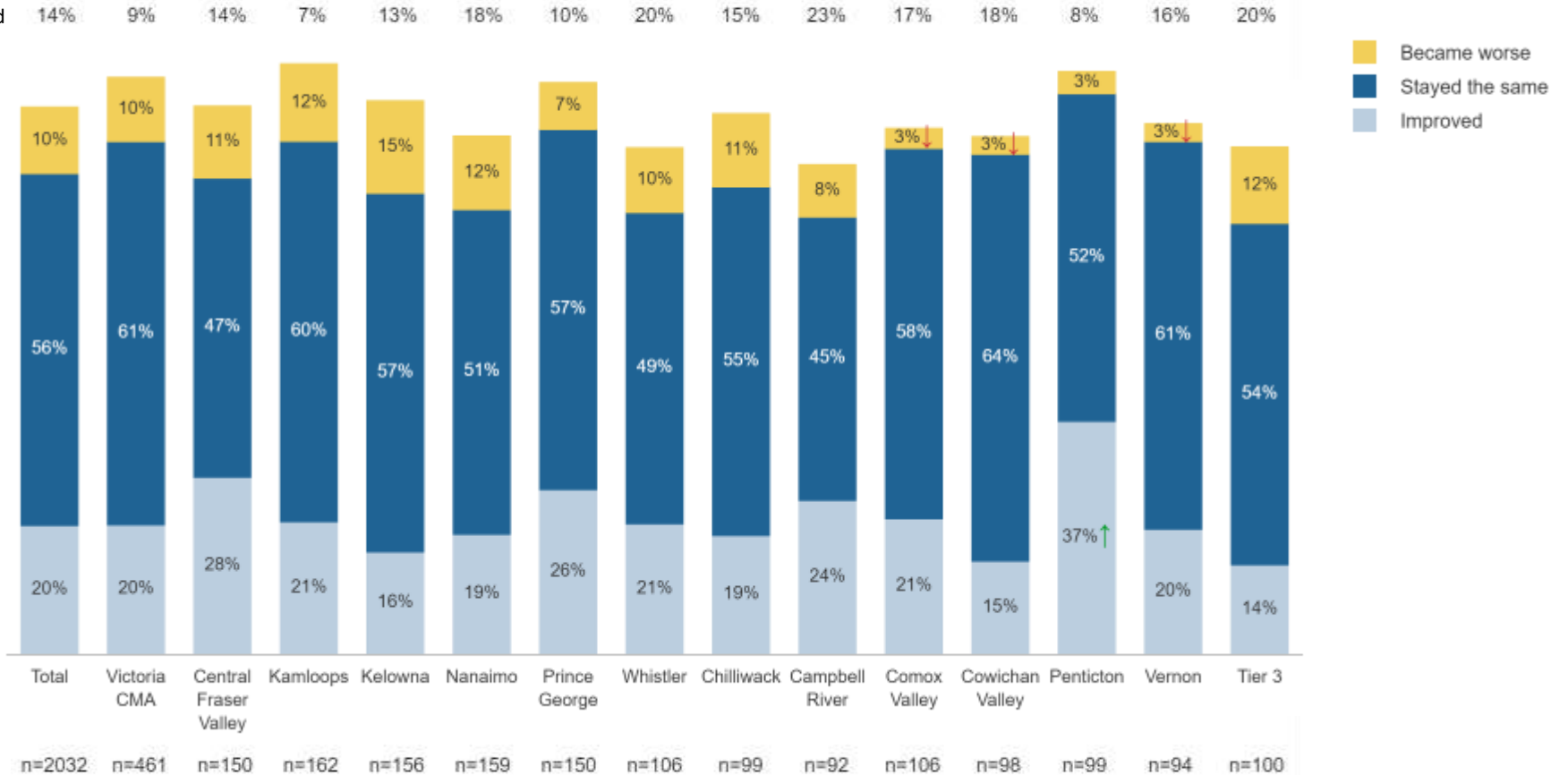
↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

Past Year Change in Local Bus System

Current Reporting Quarter: Q4 2021 (OCT-DEC)

Don't know/Refused



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:
Q4 2021 (OCT-DEC)

	Total n = 2032	Victoria CMA n = 461	Central Fraser Valley n = 150	Kamloops n = 162	Kelowna n = 156	Nanaimo n = 159	Prince George n = 150	Whistler n = 106	Chilliwack n = 99	Campbell River n = 92	Comox Valley n = 106	Cowichan Valley n = 98	Penticton n = 99	Vernon n = 94	Tier 3 n = 100
Fare prices are reasonable	48%	48%	44%	52%	43%	46%	43%	53%	31%	40%	57%	55%	61%	53%	55%
Bus drivers are courteous	61%	69%	55%	60%	53%	53%	57%	67%	60%	65%	61%	62%	64%	61%	63%
Frequency of scheduled service	31%	42%	31%	36%	24%	26%	30%	33%	28%	29%	20%	20%	41%	30%	26%
Buses run on time/on schedule	45%	49%	41%	43%	40%	44%	50%	48%	34%	50%	38%	47%	63%	49%	43%
Buses are clean and well-maintained	55%	66%	51%	50%	43%	50%	50%	68%	42%	58%	45%	60%	75%	56%	56%
Personal safety while riding local buses	51%	56%	49%	50%	44%	45%	52%	70%	38%	56%	48%	53%	66%	54%	49%
Personal safety while waiting for local buses	42%	50%	35%	42%	40%	32%	31%	57%	32%	41%	48%	39%	50%	33%	46%
Availability and accuracy of schedule information	48%	56%	47%	53%	41%	42%	46%	56%	33%	42%	41%	50%	59%	46%	47%
Buses not being overcrowded	55%	44%	51%	50%	48%	57%	69%	41%	54%	64%	53%	57%	83%	62%	66%
Buses have a direct route	35%	39%	35%	36%	27%	23%	32%	52%	25%	32%	40%	35%	48%	34%	41%
Bus fare payment options are convenient and easy to use	42%	48%	41%	39%	33%	31%	37%	51%	40%	39%	36%	48%	60%	39%	44%
Buses have good connections with reasonable wait times	32%	40%	32%	36%	29%	20%	28%	35%	21%	30%	24%	27%	50%	26%	32%
Bus stops have enough amenities	31%	36%	34%	28%	36%	25%	25%	48%	21%	40%	19%	26%	42%	33%	27%
Bus stops are clean and well maintained	49%	52%	44%	48%	52%	41%	42%	63%	42%	50%	54%	49%	72%	53%	45%
Trip duration	38%	49%	36%	36%	32%	23%	26%	49%	35%	26%	23%	35%	55%	34%	40%
Overall	47%	56%	46%	46%	40%	37%	44%	52%	34%	57%	40%	49%	63%	51%	47%

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)



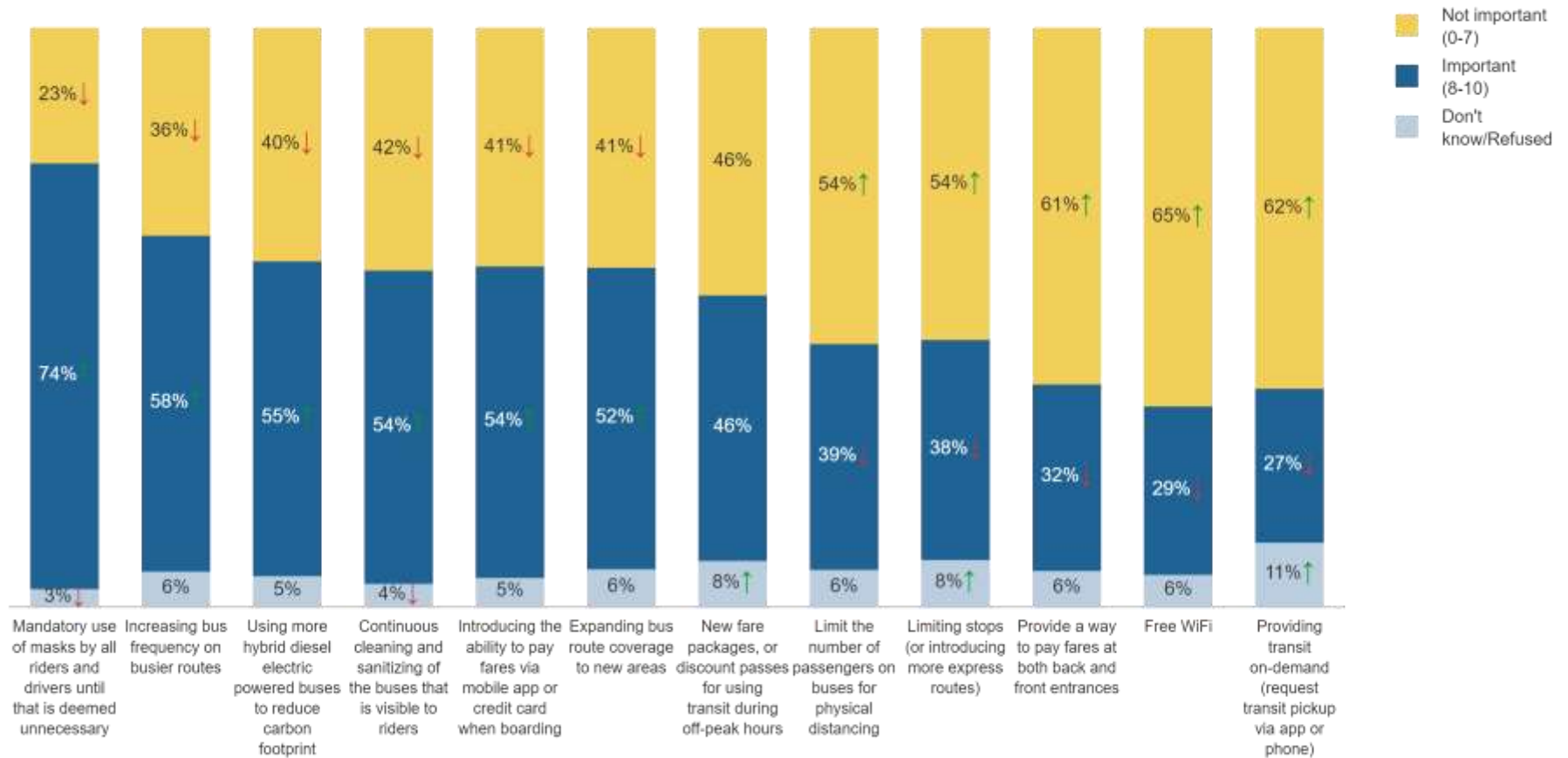
Current Reporting Quarter:
Q4 2021 (OCT-DEC)

	Total n = 1186	Victoria CMA n = 324	Central Fraser Valley n = 83	Kamloops n = 91	Kelowna n = 88	Nanaimo n = 88	Prince George n = 82	Whistler n = 62	Chilliwack n = 52	Campbell River n = 42	Comox Valley n = 58	Cowichan Valley n = 54	Penticton n = 58	Vernon n = 49	Tier 3 n = 55
Fare prices are reasonable	3.6	3.5	3.7	3.7	3.6	3.6	3.7	3.8	3.2	3.7	3.9	3.9	3.9	3.9	3.8
Bus drivers are courteous	3.9	4.0	4.0	3.8	3.8	3.8	3.9	4.2	3.9	4.2	4.1	4.1	4.1	4.1	4.0
Frequency of scheduled service	3.1	3.3	3.2	3.3	2.9	2.9	3.1	3.1	3.0	3.2	3.0	3.0	3.3	3.3	3.0
Buses run on time/on schedule	3.5	3.5	3.6	3.4	3.3	3.4	3.7	3.5	3.4	3.8	3.6	3.7	4.1	3.7	3.5
Buses are clean and well-maintained	3.8	3.9	3.8	3.7	3.6	3.7	3.8	4.2	3.5	4.0	3.8	4.0	4.2	4.0	3.8
Personal safety while riding local buses	3.7	3.7	3.7	3.5	3.4	3.5	3.8	4.2	3.4	3.9	3.8	3.8	4.1	3.8	3.6
Personal safety while waiting for local buses	3.4	3.5	3.3	3.2	3.3	3.2	3.2	3.9	3.0	3.4	3.6	3.3	3.6	3.4	3.4
Availability and accuracy of schedule information	3.6	3.6	3.7	3.6	3.5	3.4	3.6	3.7	3.3	3.8	3.6	3.7	3.9	3.7	3.5
Buses not being overcrowded	3.8	3.4	3.8	3.6	3.6	3.7	4.1	3.4	3.8	4.1	4.0	4.0	4.4	4.0	4.1
Buses have a direct route	3.2	3.3	3.4	3.2	3.0	2.7	3.1	3.7	3.1	3.4	3.4	3.2	3.4	3.2	3.5
Bus fare payment options are convenient and easy to use	3.6	3.5	3.7	3.4	3.5	3.3	3.6	3.7	3.5	3.7	3.8	3.7	3.9	3.6	3.8
Buses have good connections with reasonable wait times	3.2	3.3	3.2	3.1	3.0	2.8	3.1	3.3	3.0	3.2	3.2	3.2	3.6	3.3	3.2
Bus stops have enough amenities	3.0	3.1	3.1	2.8	3.2	2.6	2.9	3.4	2.7	3.1	2.8	2.8	3.3	3.2	2.8
Bus stops are clean and well maintained	3.4	3.5	3.4	3.5	3.6	3.2	3.3	3.9	3.2	3.4	3.7	3.6	3.9	3.7	3.2
Trip duration	3.4	3.5	3.5	3.4	3.3	3.0	3.2	3.8	3.3	3.2	3.3	3.4	3.7	3.6	3.5
Overall	3.5	3.6	3.5	3.4	3.3	3.2	3.4	3.6	3.4	3.5	3.3	3.6	3.8	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. 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: Q4 2021 (OCT-DEC)



base n= 2032

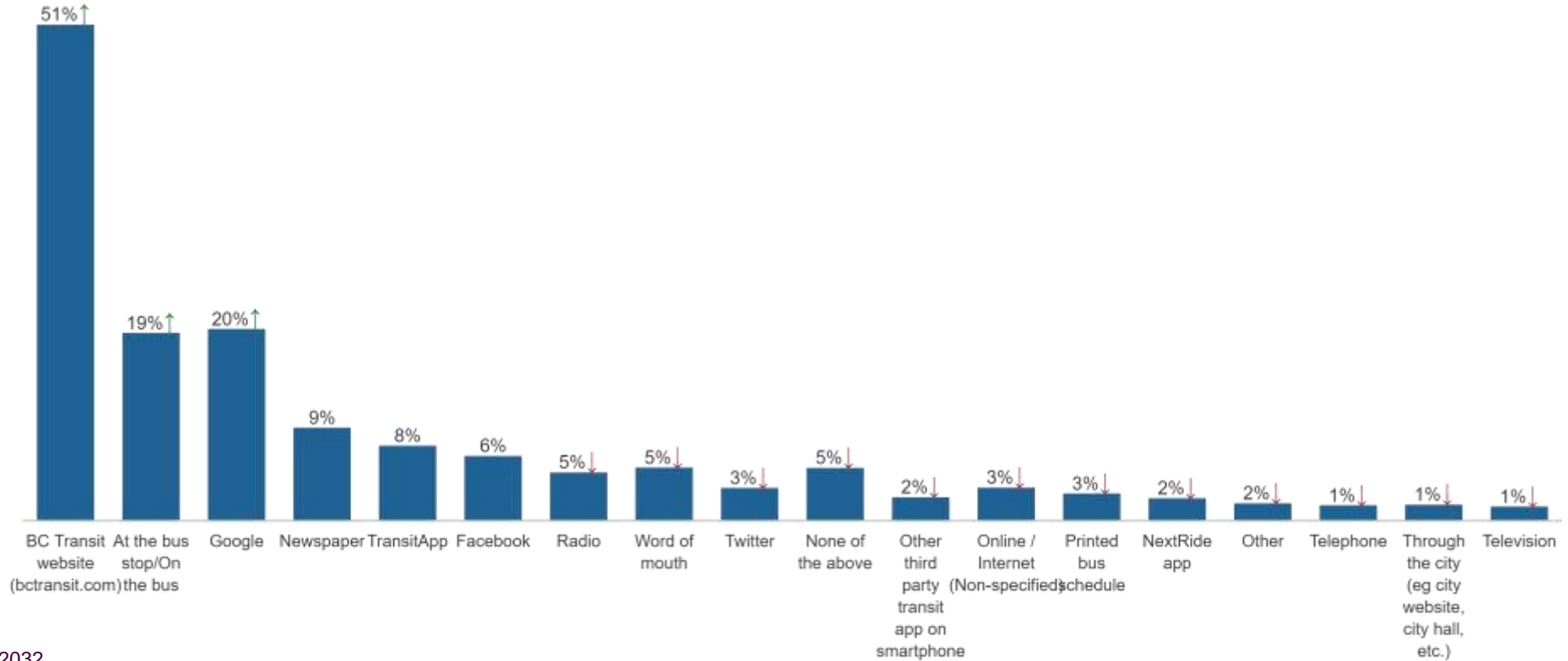
Q13AB. On a scale of 1 to 10 where 1 is not at all important and 10 is extremely important, please rate how important each item would be in terms of encouraging you to take transit more often

↑ 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: Q4 2021 (OCT-DEC)



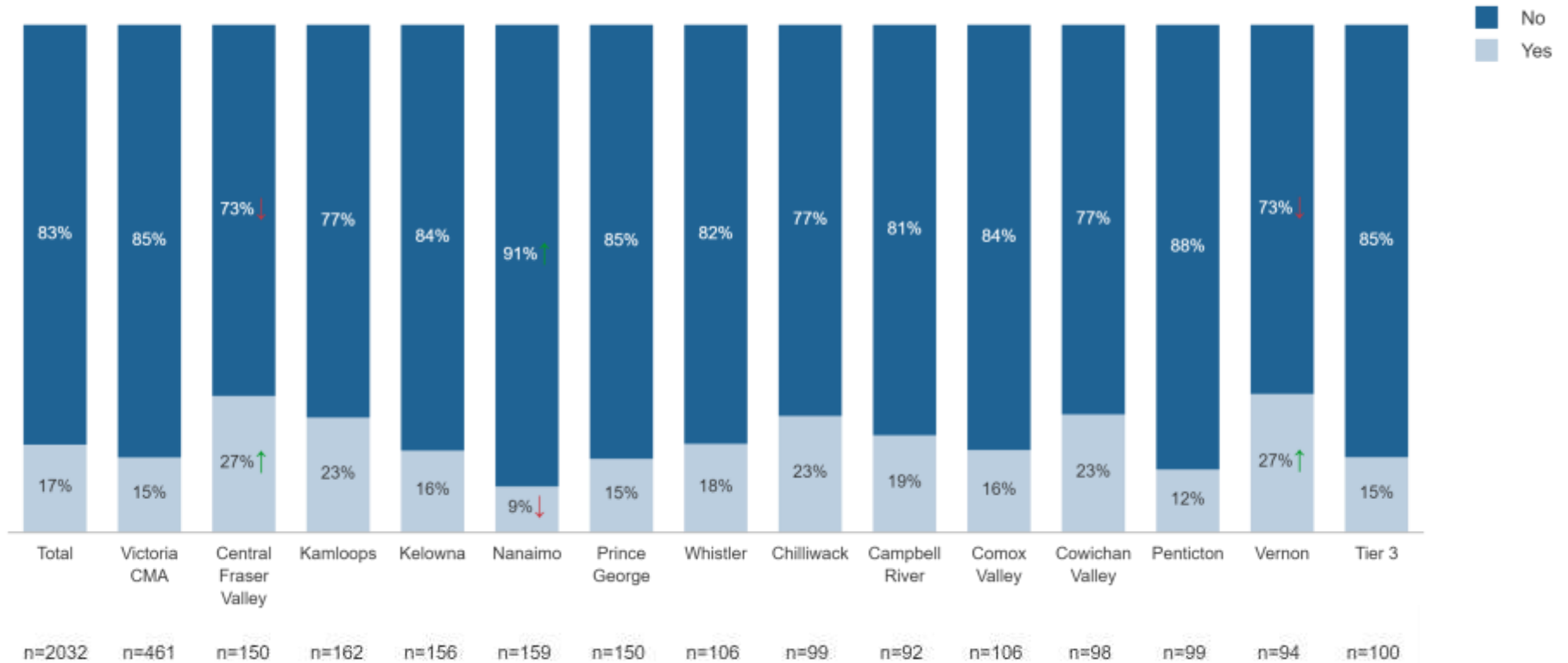
base n= 2032

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: Q4 2021 (OCT-DEC)

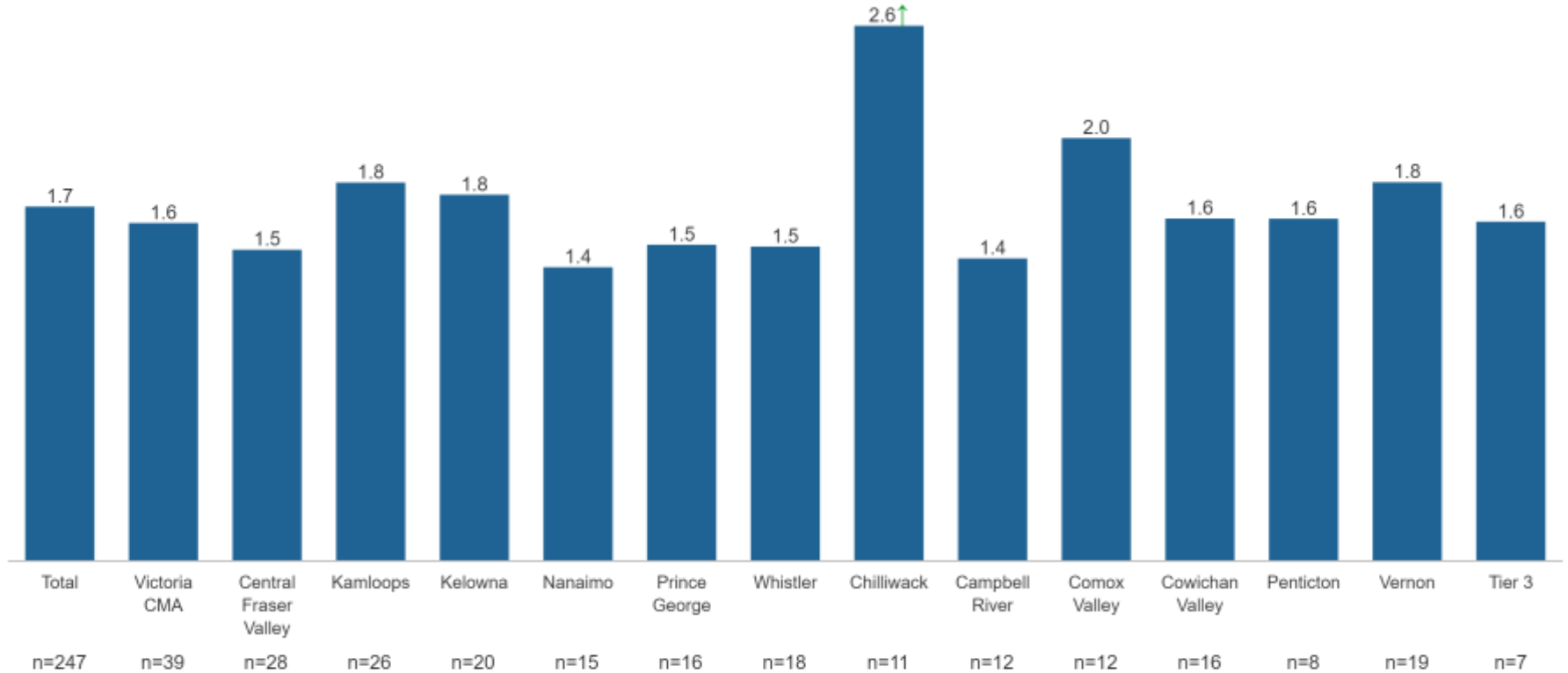


X1: Are you taking care of children, age 12 and under (including anyone responsible for childcare e.g. parent, guardian, childcare provide etc.)?

↑ 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: Q4 2021 (OCT-DEC)



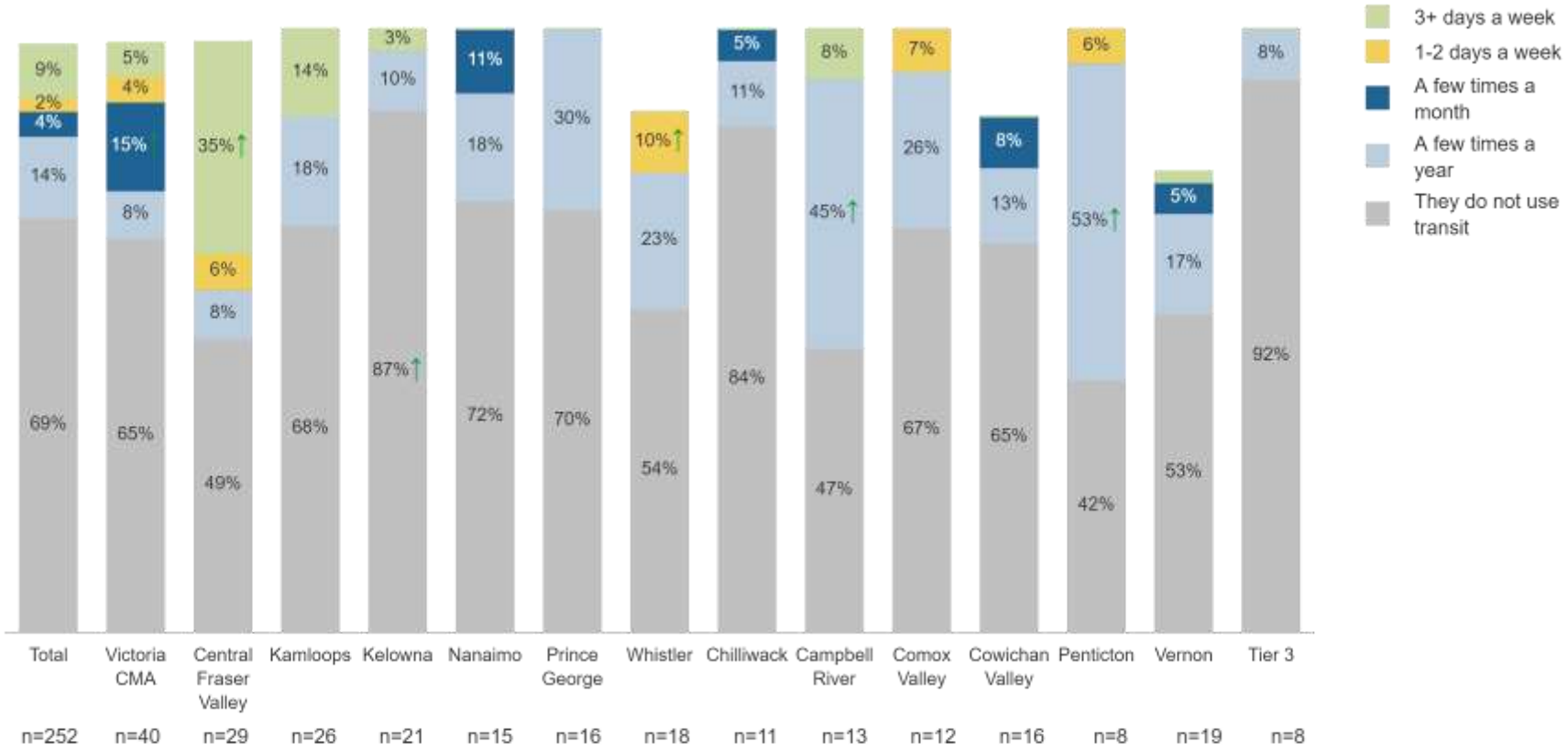
X2: How many children, age 12 and under, are in your care?

↑ 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: Q4 2021 (OCT-DEC)

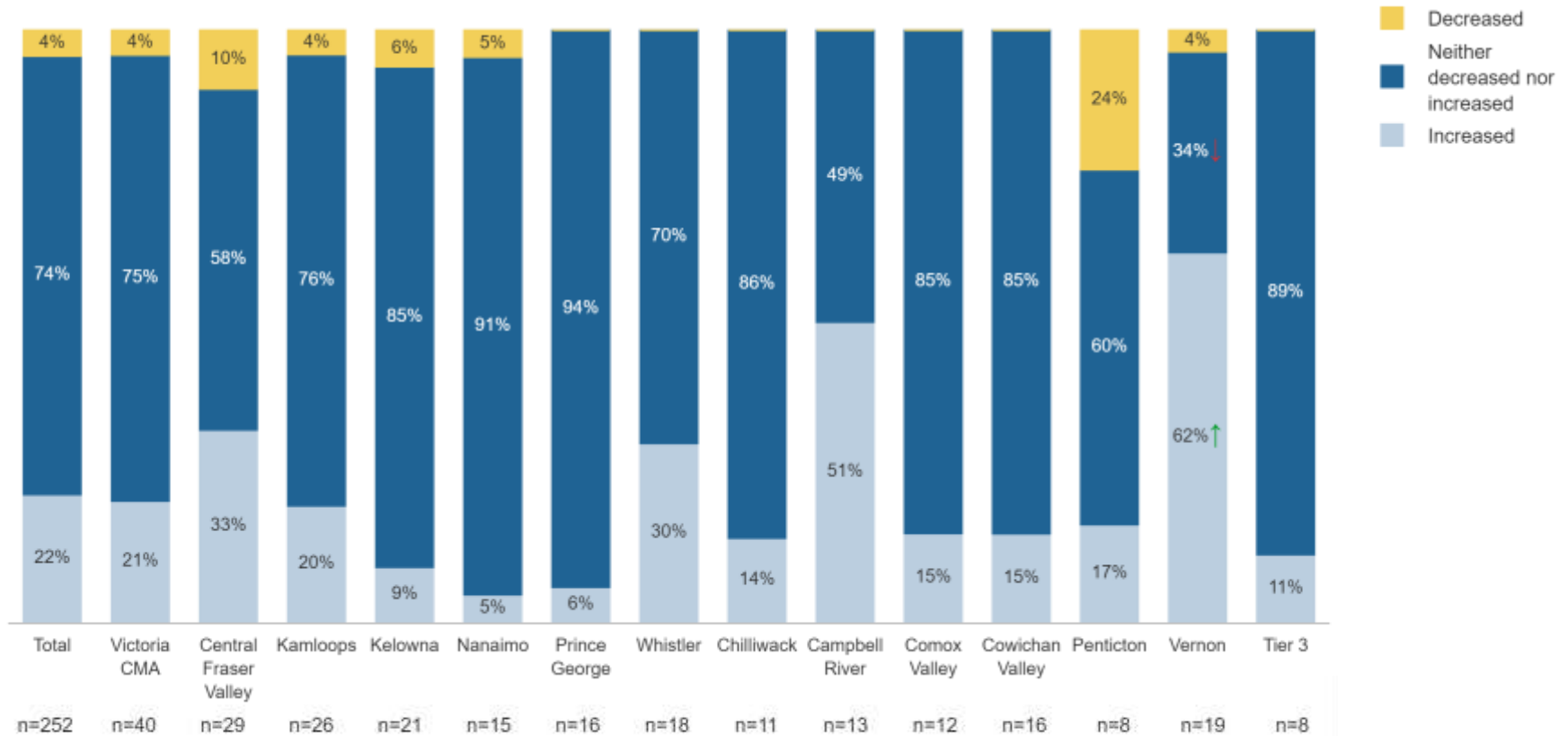


↑ indicates significantly higher results compared to other regions;
 ↓ indicates significantly lower results compared to other regions.

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: Q4 2021 (OCT-DEC)



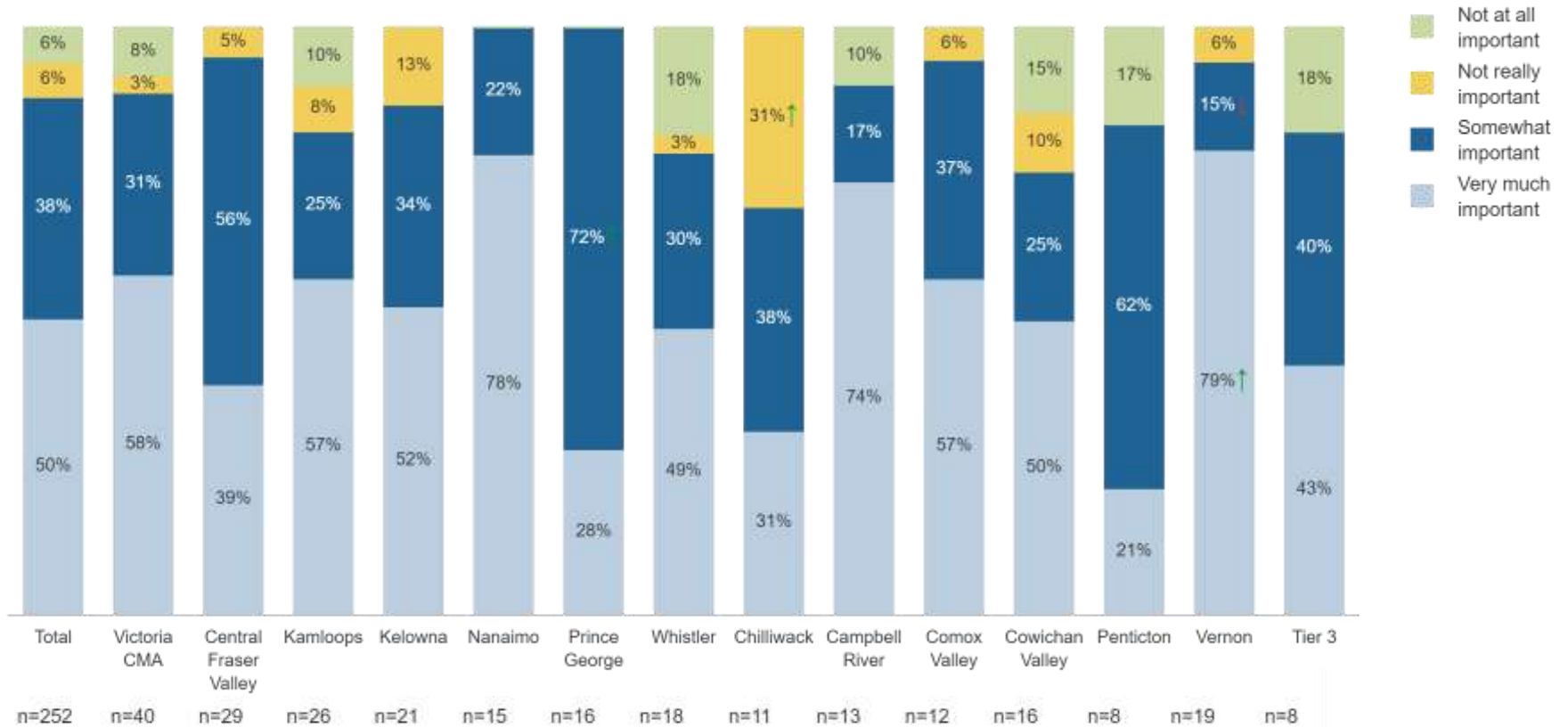
↑ indicates significantly higher results compared to other regions;

↓ 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: Q4 2021 (OCT-DEC)



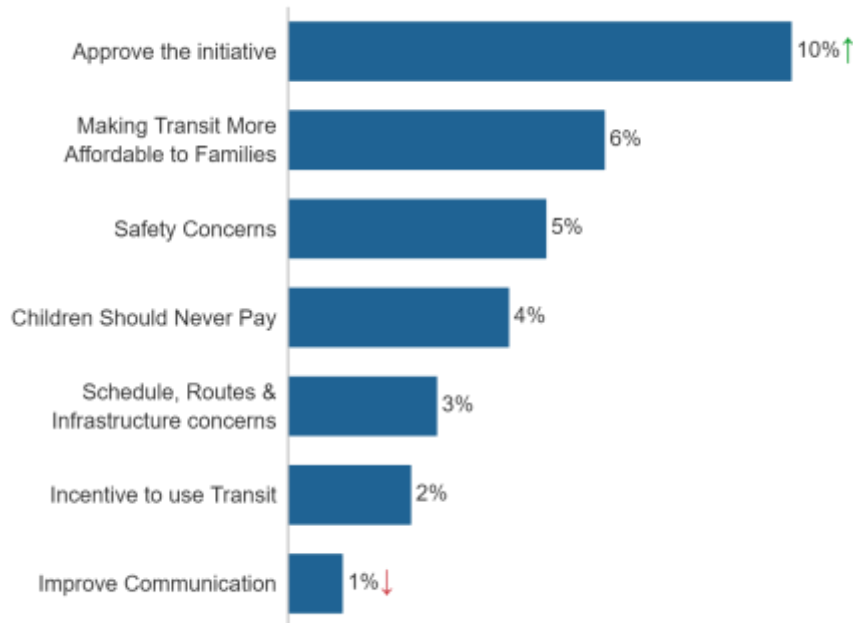
↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

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

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

Current Reporting Quarter: Q4 2021 (OCT-DEC)



base n= 252

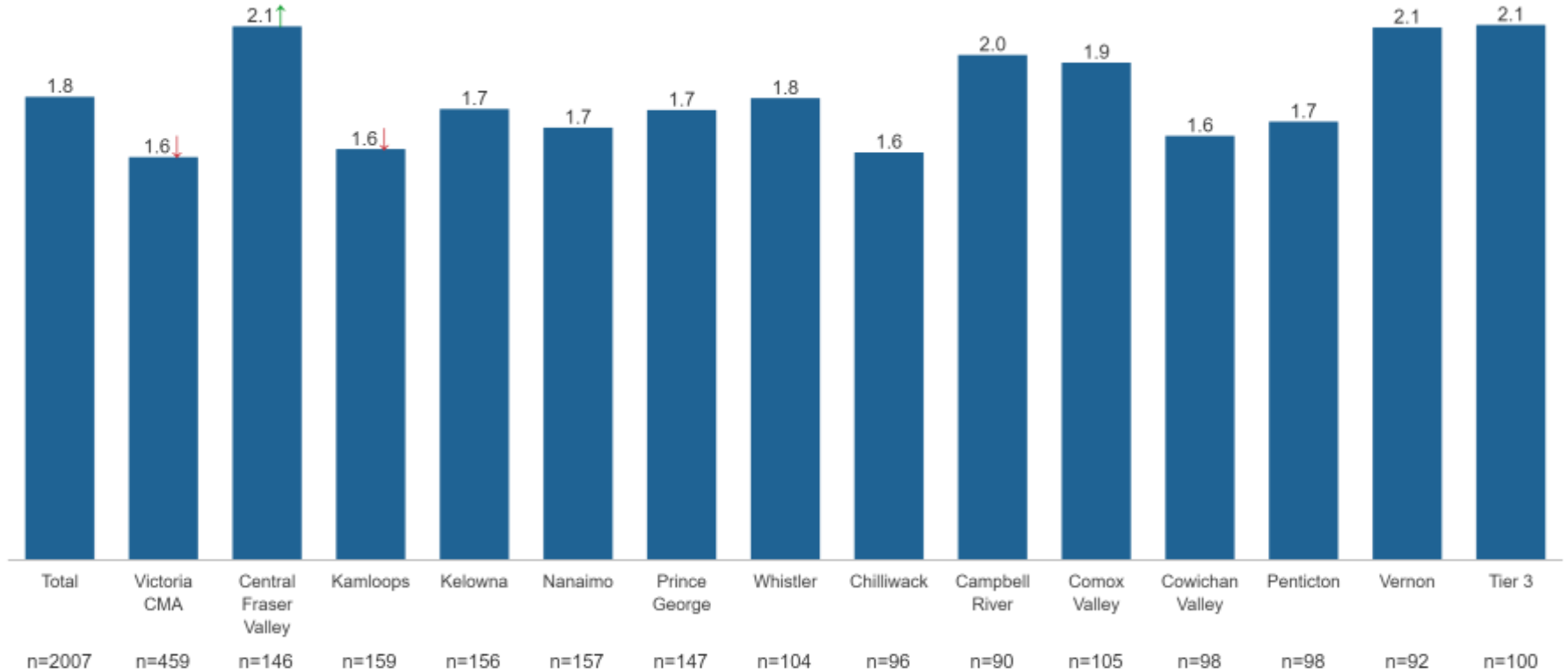
X6. Do you have any additional comments about the Free Transit for Children 12 and Under program, and its impact to your community?

↑ 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: Q4 2021 (OCT-DEC)



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: Q4 2021 (OCT-DEC)

Age

Age Groups	%
15-17	1%
18-24	6%
25-34	11%
35-44	19%
45-54	13%
55-64	23%
65-74	17%
75 and older	10%

Income

D5A/D5B: Would that be...	%
Less than \$20,000	5%
\$20,000 to less than \$25,000	7%
\$25,000 to less than \$35,000	6%
\$35,000 to less than \$45,000	7%
\$45,000 to less than \$55,000	10%
\$55,000 to less than \$65,000	10%
\$65,000 to less than \$75,000	10%
\$75,000 or more	40%

Gender

	%
Male	46%
Female	53%
Other	0%

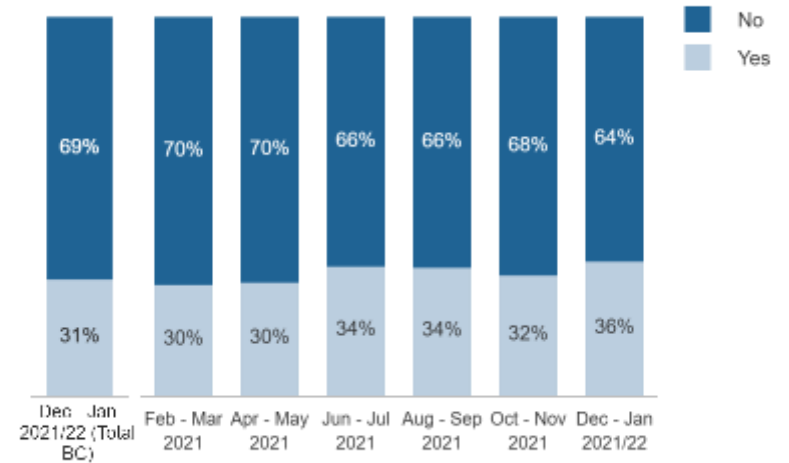
Bi-Monthly Reporting Regions

Choose the region:

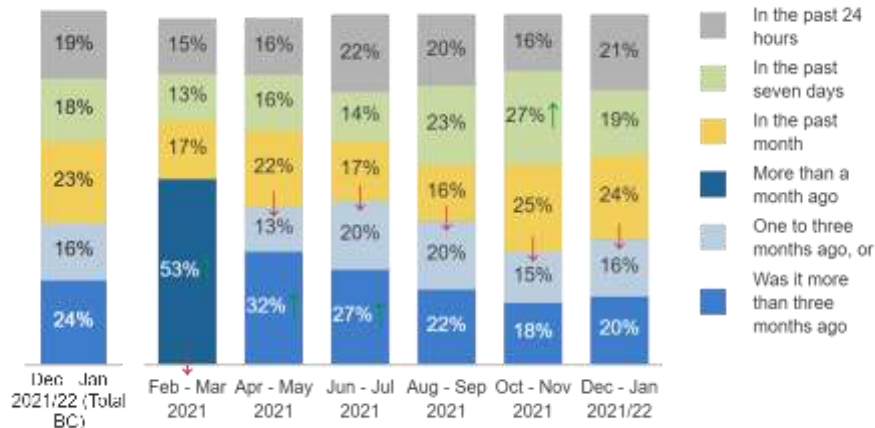
Responsibility for Local Transit System

	Feb - Mar 2021	Apr - May 2021	Jun - Jul 2021	Aug - Sep 2021	Oct - Nov 2021	Dec - Jan 2021/22	Dec - Jan 2021/22 (Total BC)
BC Transit	61%	66%	63%	65%	66%	66%	63%
Local Government or Municipal Government	30%	35%	36%	33%	36%	36%	35%
TransLink	11%	8%	8%	8%	10%	11%	10%
Other (please specify)	0%	1%	0%	1%	1%	1%	1%
I don't know	8%	7%	7%	7%	7%	6%	9%

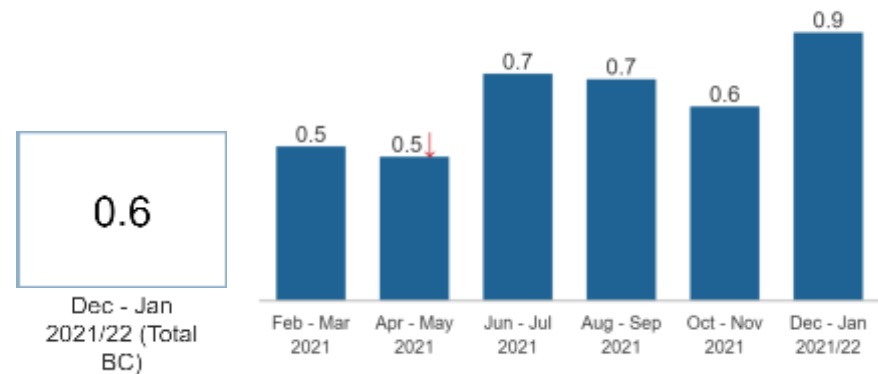
Past Year Local Transit Use



Most Recent Local Transit Use

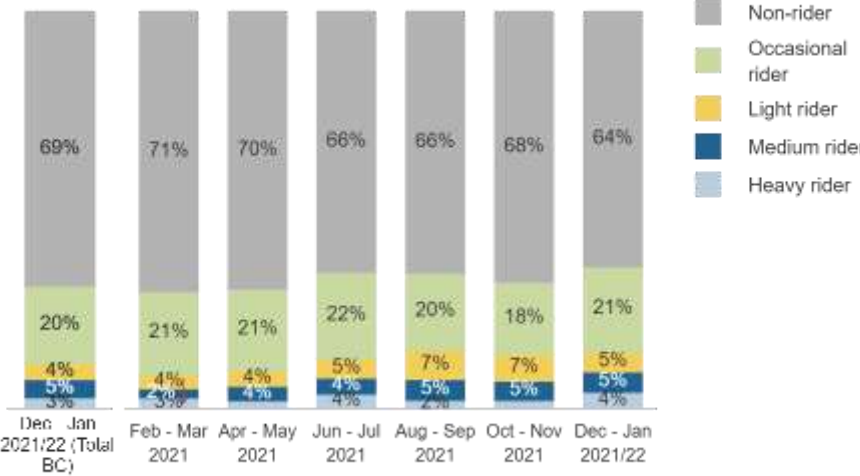


Average Number of One-Way Trips in the Past Seven Days

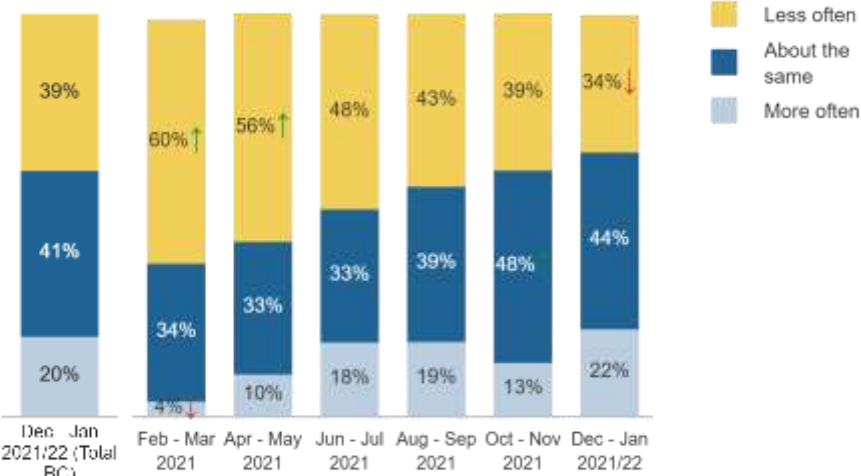


Choose the region: (All)

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

	Feb - Mar 2021	Apr - May 2021	Jun - Jul 2021	Aug - Sep 2021	Oct - Nov 2021	Dec - Jan 2021/22	Dec - Jan 2021/22 (Total BC)
Drive car/ truck alone	63%	61%	55%	76%	69%	59%	56%
Carpool or share a ride as driver	9%	8%	14%	16%	8%	9%	11%
Carpool or share a ride as passenger	10%	11%	15%	17%	8%	18%	21%
Taxi	8%	3%	14%	5%	7%	10%	8%
Bicycle	13%	21%	23%	8%	9%	9%	7%
Motorcycle/ Moped/ Scooter	1%	1%	5%	1%	5%	1%	1%
Walking/ Rollerblading/ Skateboarding/ Jogging	44%	37%	24%	21%	27%	28%	28%
Ride share (e.g. Uber, Lyft, etc.)	0%	0%	0%	0%	2%	1%	1%
Other	4%	13%	6%	2%	7%	5%	3%
I prefer not to answer	2%	2%	0%	1%	0%	0%	0%

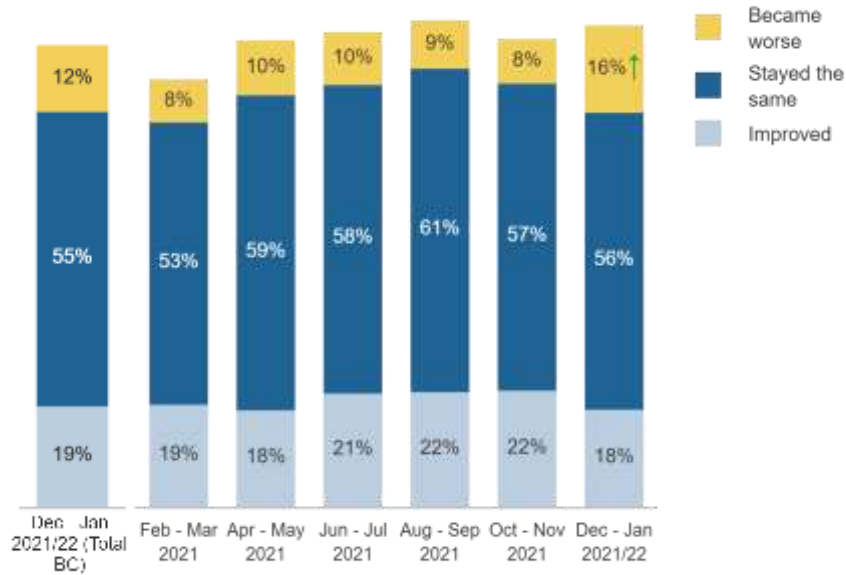
Modes of Transportation Used Less Often

	Feb - Mar 2021	Apr - May 2021	Jun - Jul 2021	Aug - Sep 2021	Oct - Nov 2021	Dec - Jan 2021/22	Dec - Jan 2021/22 (Total BC)
Drive car/ truck alone	26%	62%	73%	65%	45%	55%	58%
Carpool or share a ride as driver	36%	6%	27%	2%	0%	17%	14%
Carpool or share a ride as passenger	14%	4%	22%	45%	8%	8%	7%
Taxi	23%	4%	15%	19%	19%	24%	21%
Bicycle	0%	4%	0%	31%	22%	19%	16%
Motorcycle/ Moped/ Scooter	0%	0%	2%	5%	4%	3%	3%
Walking/ Rollerblading/ Skateboarding/ Jogging	9%	6%	4%	16%	6%	21%	19%
Ride share (e.g. Uber, Lyft, etc.)	0%	6%	0%	5%	0%	6%	5%
Other	19%	15%	5%	0%	22%	5%	7%
I prefer not to answer	19%	14%	0%	1%	5%	4%	3%

Trends

Choose the region:

Past Year Change in Local Bus System

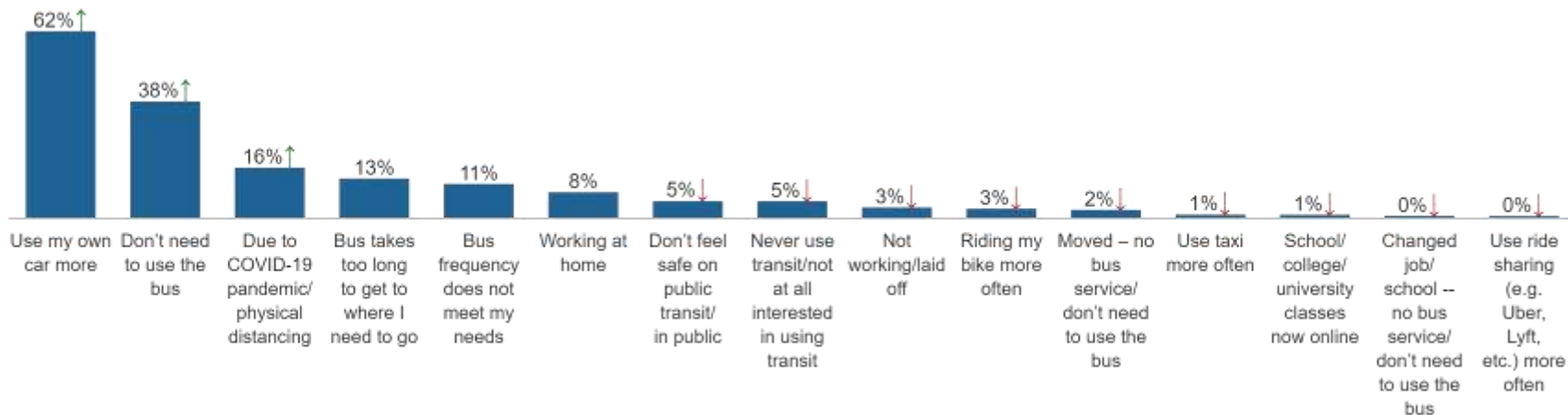


	Feb - Mar 2021	Apr - May 2021	Jun - Jul 2021	Aug - Sep 2021	Oct - Nov 2021	Dec - Jan 2021/22	Dec - Jan 2021/22 (Total BC)
Fare prices are reasonable	47%	43%	48%	47%	43%	51%	52%
Bus drivers are courteous	58%	59%	63%	58%	57%	63%	62%
Frequency of scheduled service	34%	35%	34%	32%	32%	35%	34%
Buses run on time/on schedule	47%	47%	49%	47%	44%	46%	46%
Buses are clean and well-maintained	58%	53%	58%	55%	53%	56%	56%
Personal safety while riding local buses	49%	46%	52%	51%	47%	54%	53%
Personal safety while waiting for local buses	41%	44%	43%	38%	37%	46%	46%
Availability and accuracy of schedule information	49%	47%	52%	48%	49%	49%	47%
Buses not being overcrowded	45%	49%	51%	47%	48%	51%	55%
Buses have a direct route	39%	35%	39%	36%	33%	37%	39%
Bus fare payment options are convenient and easy to use	47%	42%	45%	40%	39%	44%	42%
Buses have good connections with reasonable wait times	31%	33%	37%	32%	31%	36%	36%
Bus stops have enough amenities	30%	35%	35%	36%	30%	36%	33%
Bus stops are clean and well maintained	49%	52%	48%	48%	48%	47%	48%
Trip duration	41%	36%	43%	36%	37%	36%	36%
Overall	51%	48%	49%	47%	46%	48%	50%

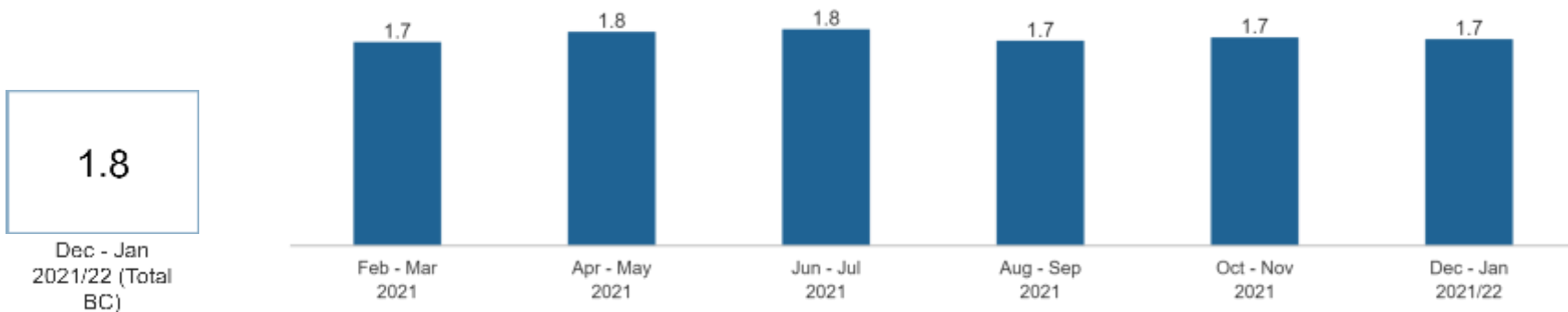
Choose the region:

Reasons Not to Use the Local Public Bus System

Dec - Jan 2021/22



Average Number of Vehicles in Household



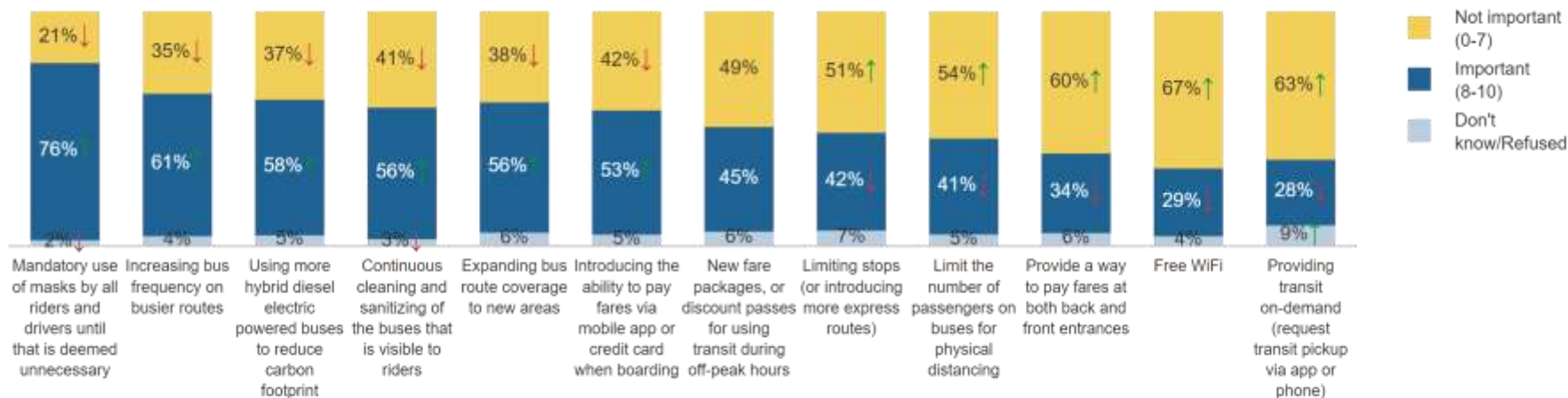
Trends

Choose the region:

(All)

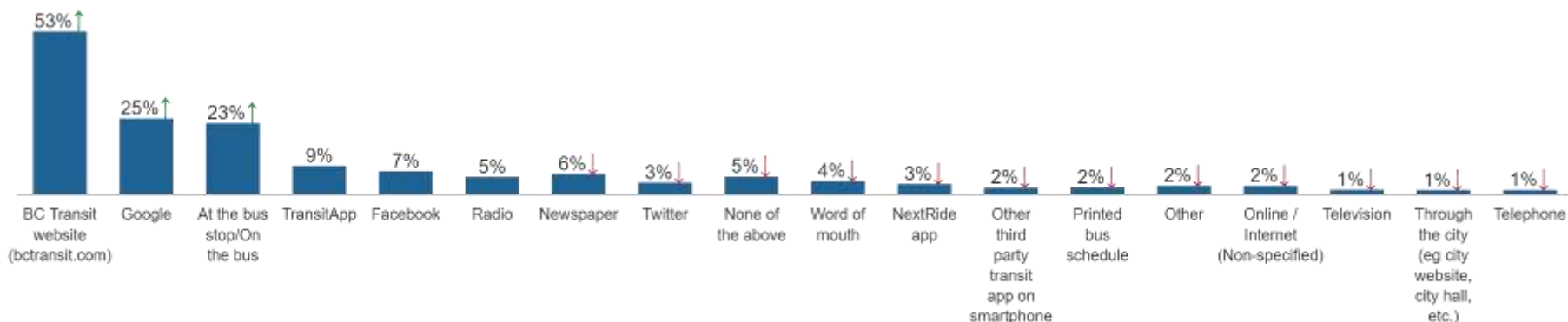
Key Improvements to Encourage Use of Transit

Dec - Jan 2021/22



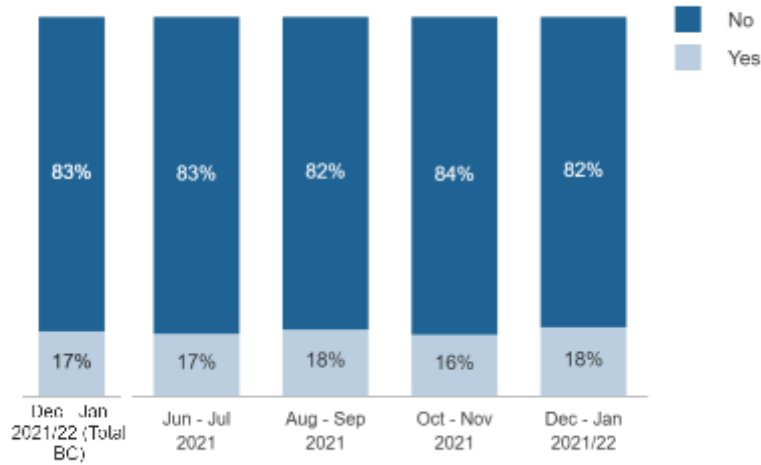
Sources of Transit Information

Dec - Jan 2021/22

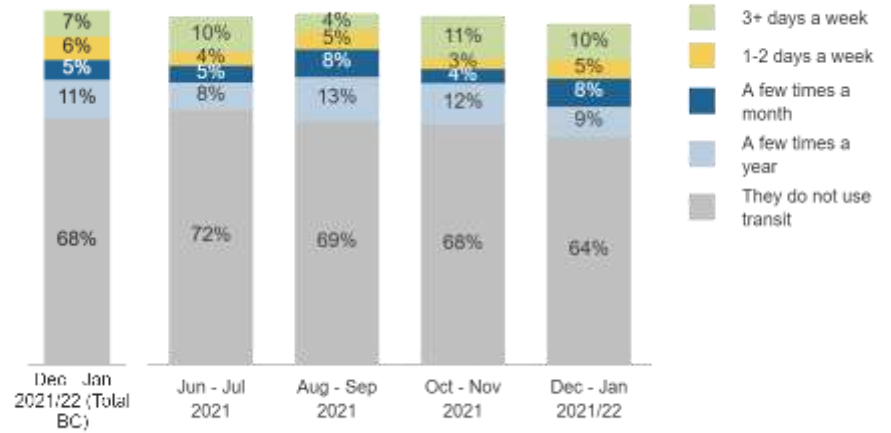


Choose the region:

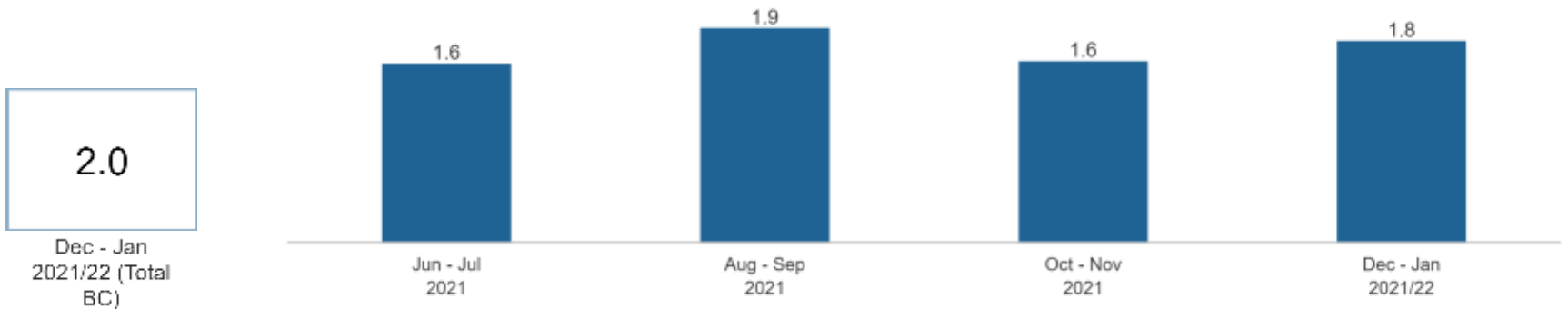
Taking Care of Children Aged 12 and Under



Frequency of Riding the Bus by Children 12 and Under

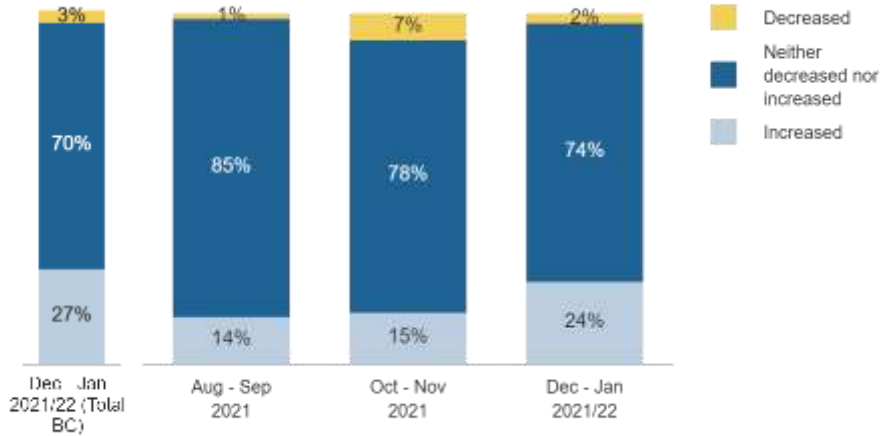


Average Number of Children Aged 12 and Under

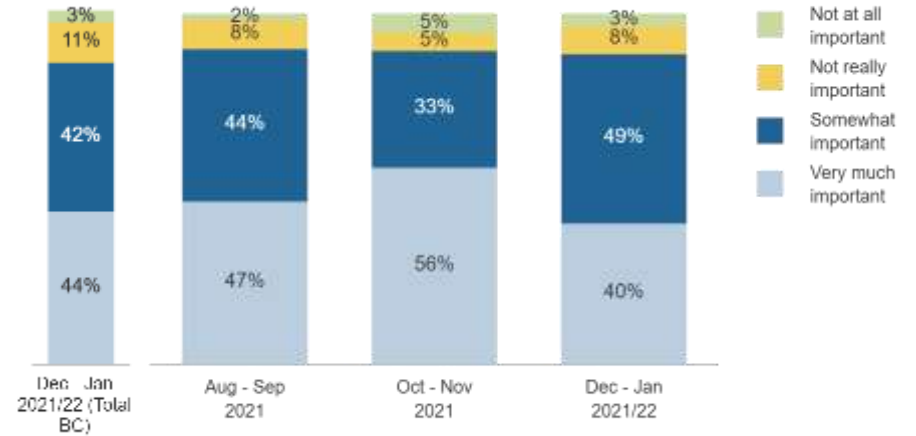


Choose the region:

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

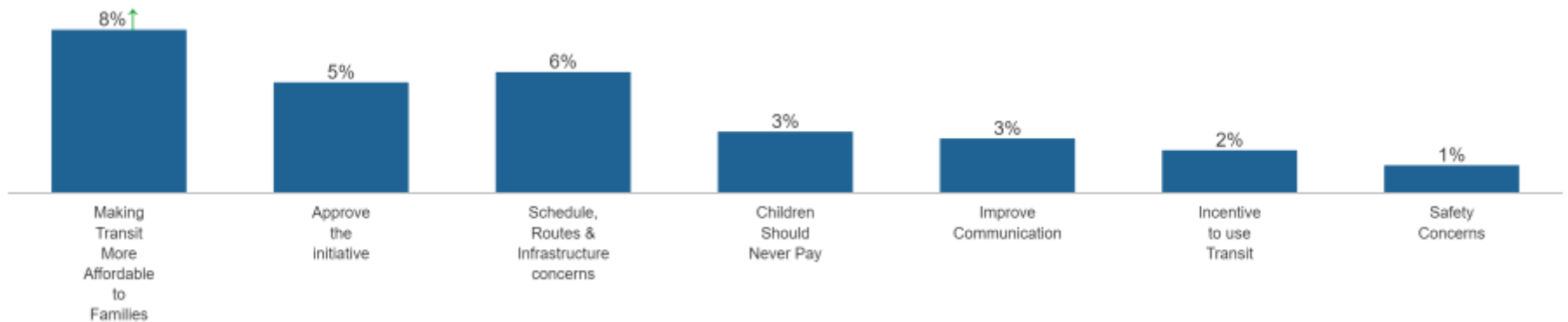


Importance of Free Transit for Children 12 and Under



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

Dec - Jan 2021/22



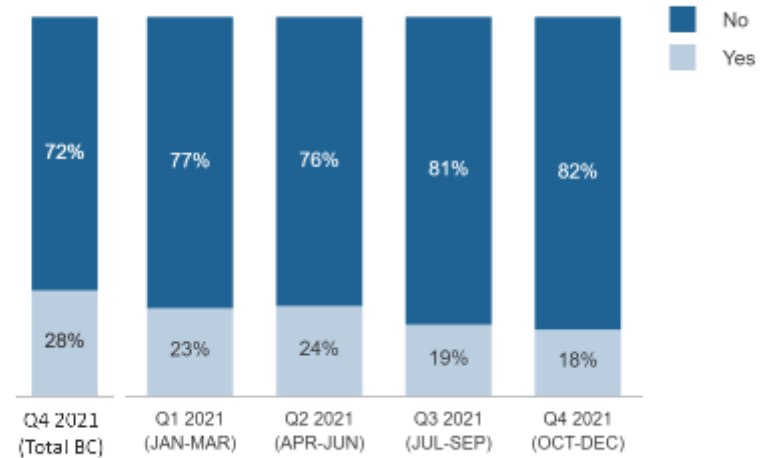
Quarterly Reporting Regions

Choose the region:

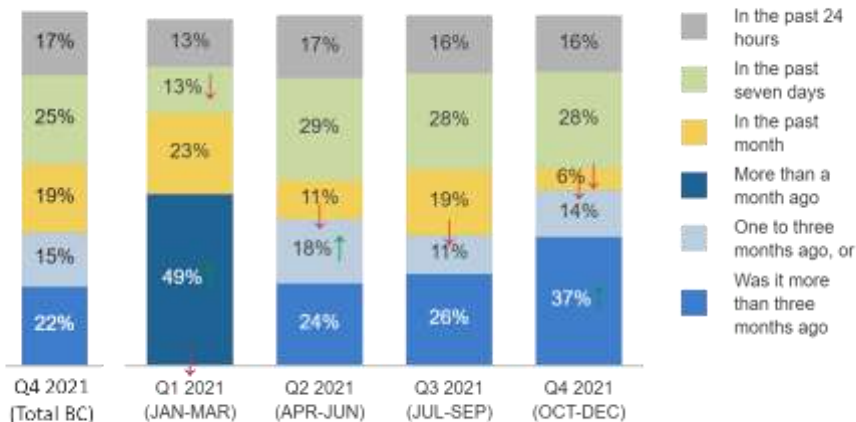
Responsibility for Local Transit System

	Q1 2021 (JAN-MAR)	Q2 2021 (APR-JUN)	Q3 2021 (JUL-SEP)	Q4 2021 (OCT-DEC)	Q4 2021 (Total BC)
BC Transit	55%	60%	49%	51%	60%
Local Government or Municipal Government	29%	40%	43%	43%	39%
TransLink	7%	12%	10%	7%	9%
Other (please specify)	3%	1%	2%	1%	1%
I don't know	12%	10%	12%	10%	8%

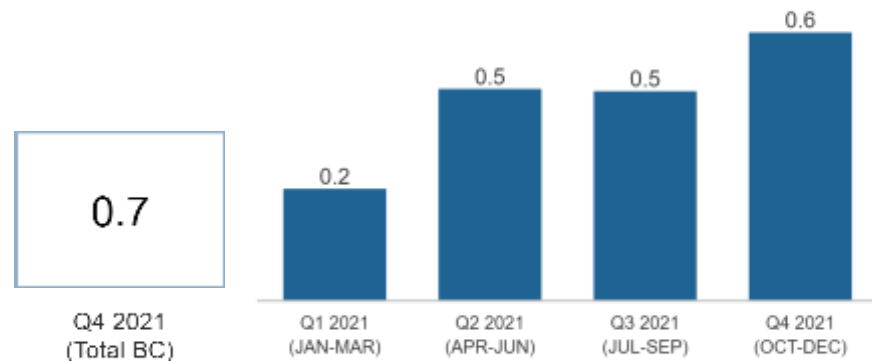
Past Year Local Transit Use



Most Recent Local Transit Use



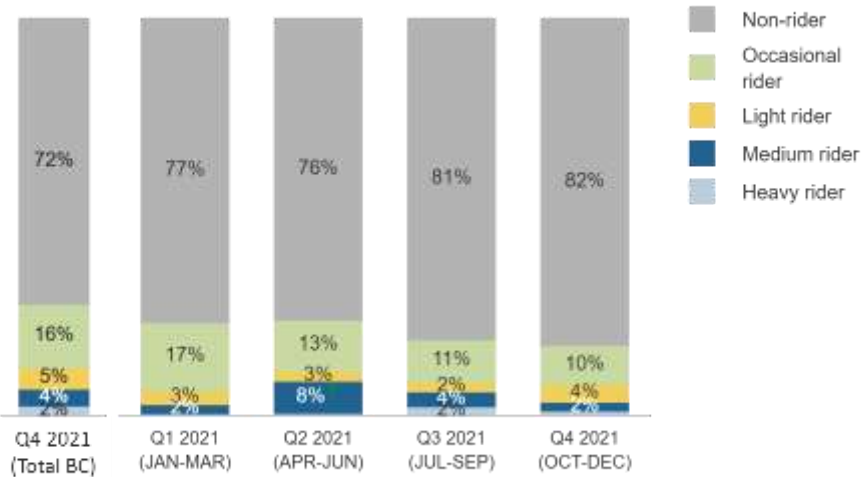
Average Number of One-Way Trips in the Past Seven Days



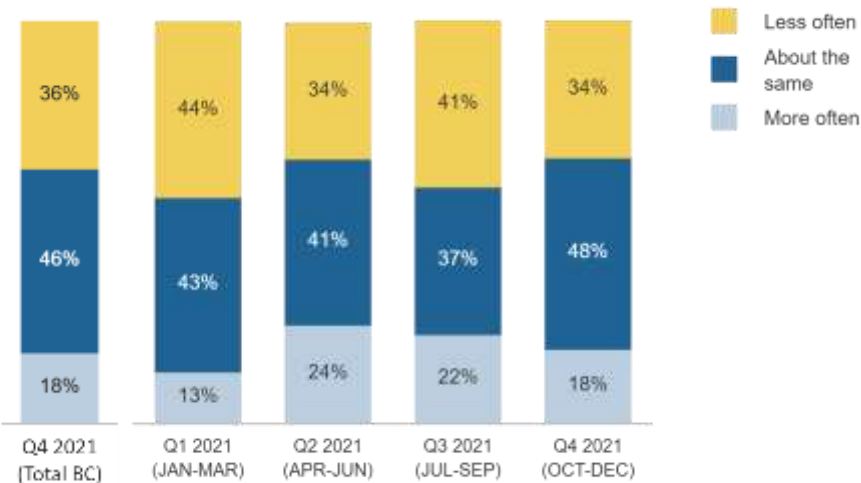
Choose the region:

(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

	Q1 2021 (JAN-MAR)	Q2 2021 (APR-JUN)	Q3 2021 (JUL-SEP)	Q4 2021 (OCT-DEC)	Q4 2021 (Total BC)
Drive car/ truck alone	58%	64%	66%	77%	68%
Carpool or share a ride as driver	16%	1%	0%	14%	11%
Carpool or share a ride as passenger	33%	7%	3%	5%	11%
Taxi	11%	8%	3%	2%	7%
Bicycle	4%	5%	18%	6%	9%
Motorcycle/ Moped/ Scooter	2%	6%	24%	0%	3%
Walking/ Rollerblading/ Skateboarding/ Jogging	39%	37%	13%	15%	23%
Ride share (e.g. Uber, Lyft, etc.)	0%	0%	5%	0%	1%
Other	4%	2%	21%	1%	6%
I prefer not to answer	1%	0%	0%	0%	0%

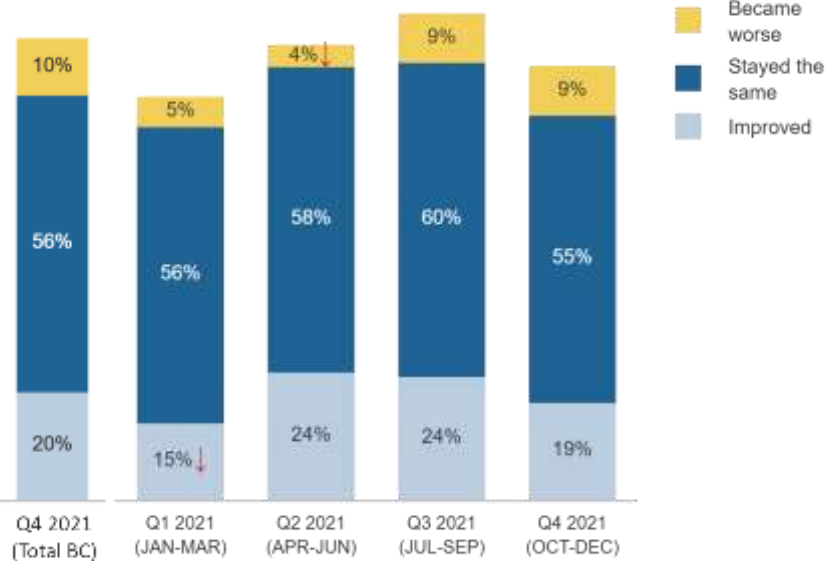
Modes of Transportation Used Less Often

	Q1 2021 (JAN-MAR)	Q2 2021 (APR-JUN)	Q3 2021 (JUL-SEP)	Q4 2021 (OCT-DEC)	Q4 2021 (Total BC)
Drive car/ truck alone	29%	30%	46%	28%	44%
Carpool or share a ride as driver	0%	3%	8%	3%	4%
Carpool or share a ride as passenger	0%	34%	50%	48%	14%
Taxi	9%	64%	58%	12%	23%
Bicycle	0%	4%	1%	10%	23%
Motorcycle/ Moped/ Scooter	0%	5%	0%	10%	6%
Walking/ Rollerblading/ Skateboarding/ Jogging	12%	34%	41%	9%	15%
Ride share (e.g. Uber, Lyft, etc.)	0%	2%	3%	3%	5%
Other	65%	0%	5%	4%	11%
I prefer not to answer	0%	9%	0%	13%	7%

Trends

Choose the region:

Past Year Change in Local Bus System



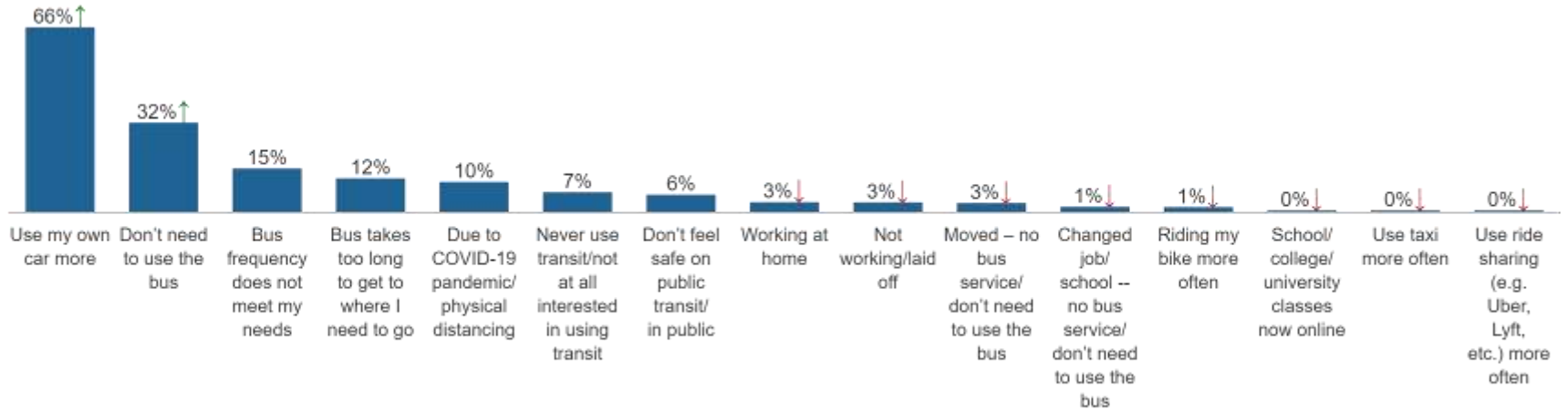
	Q1 2021 (JAN-MAR)	Q2 2021 (APR-JUN)	Q3 2021 (JUL-SEP)	Q4 2021 (OCT-DEC)	Q4 2021 (Total BC)
Fare prices are reasonable	52%	54%	55%	51%	48%
Bus drivers are courteous	53%	63%	65%	62%	61%
Frequency of scheduled service	30%	30%	34%	27%	31%
Buses run on time/on schedule	49%	55%	56%	44%	45%
Buses are clean and well-maintained	52%	60%	63%	55%	55%
Personal safety while riding local buses	55%	55%	57%	50%	51%
Personal safety while waiting for local buses	43%	45%	51%	43%	42%
Availability and accuracy of schedule information	48%	49%	55%	45%	48%
Buses not being overcrowded	59%	62%	66%	64%	55%
Buses have a direct route	40%	43%	39%	38%	35%
Bus fare payment options are convenient and easy to use	44%	44%	48%	43%	42%
Buses have good connections with reasonable wait times	38%	35%	38%	30%	32%
Bus stops have enough amenities	31%	34%	30%	29%	31%
Bus stops are clean and well maintained	46%	49%	51%	49%	49%
Trip duration	40%	44%	50%	38%	38%
Overall	53%	50%	55%	47%	47%

Trends

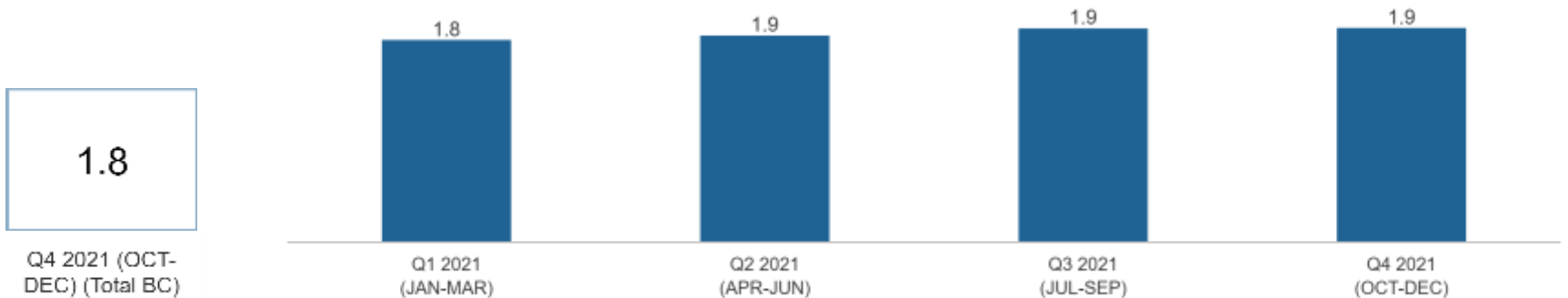
Choose the region:

Reasons Not to Use the Local Public Bus System

Q4 2021 (OCT-DEC)



Average Number of Vehicles in Household

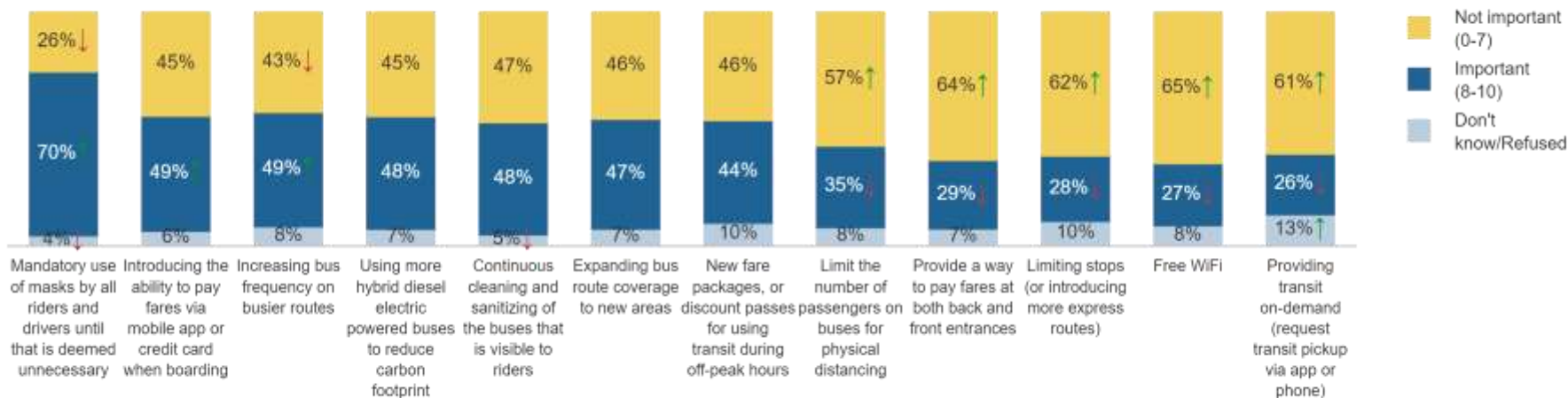


Trends

Choose the region:

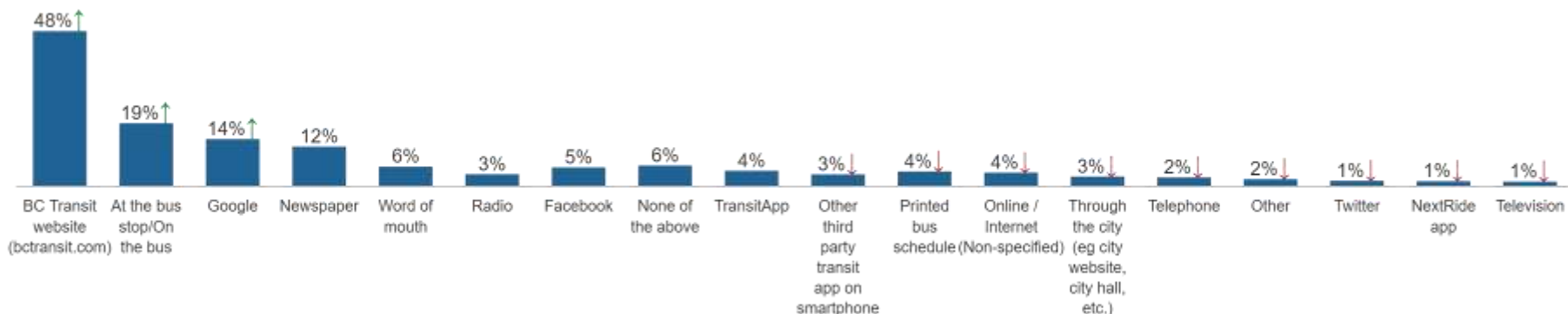
Key Improvements to Encourage Use of Transit

Q4 2021 (OCT-DEC)



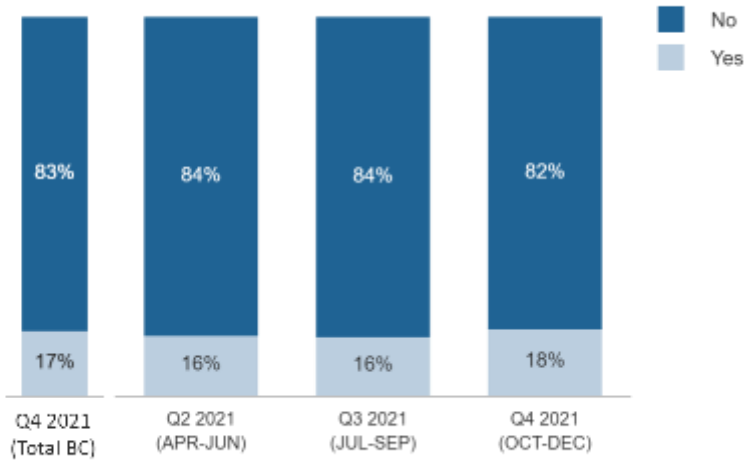
Sources of Transit Information

Q4 2021 (OCT-DEC)

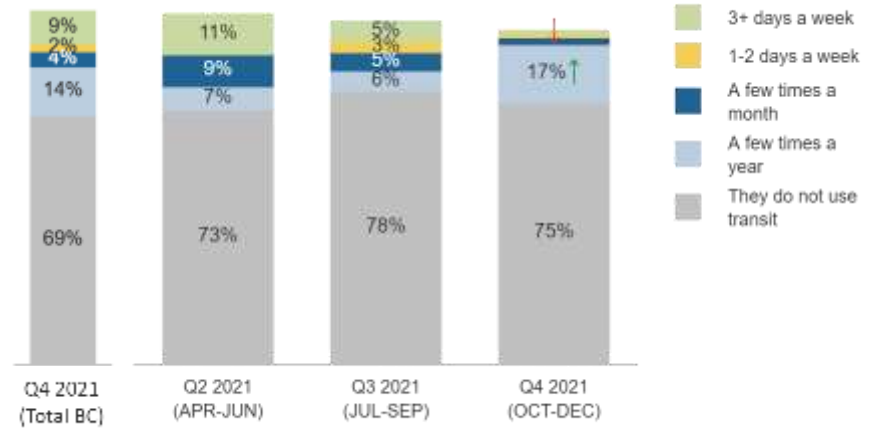


Choose the region:

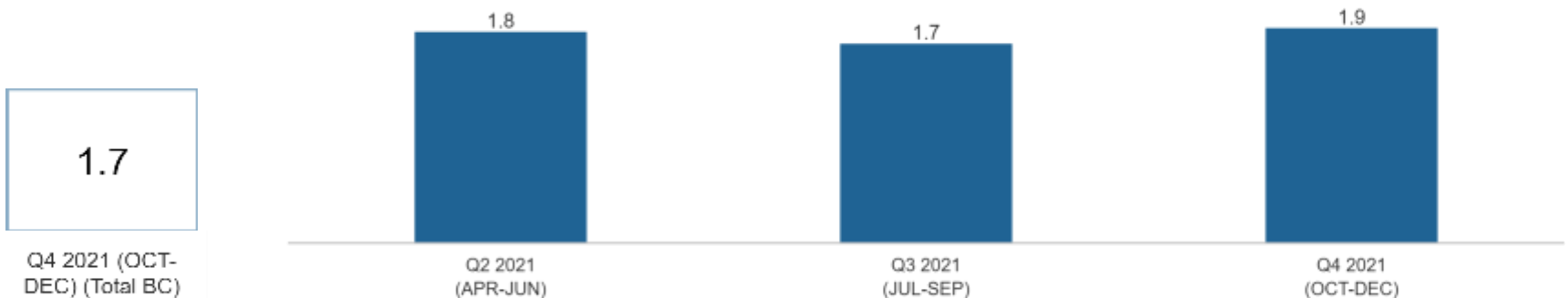
Taking Care of Children Aged 12 and Under



Frequency of Riding the Bus by Children 12 and Under



Average Number of Children Aged 12 and Under

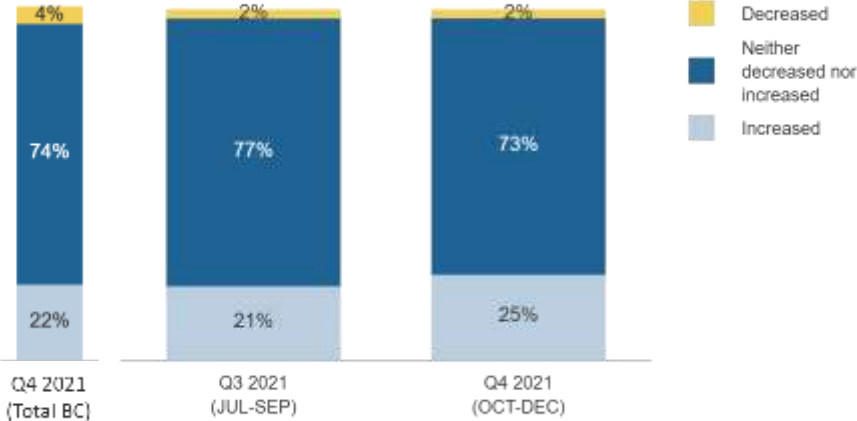


1.7

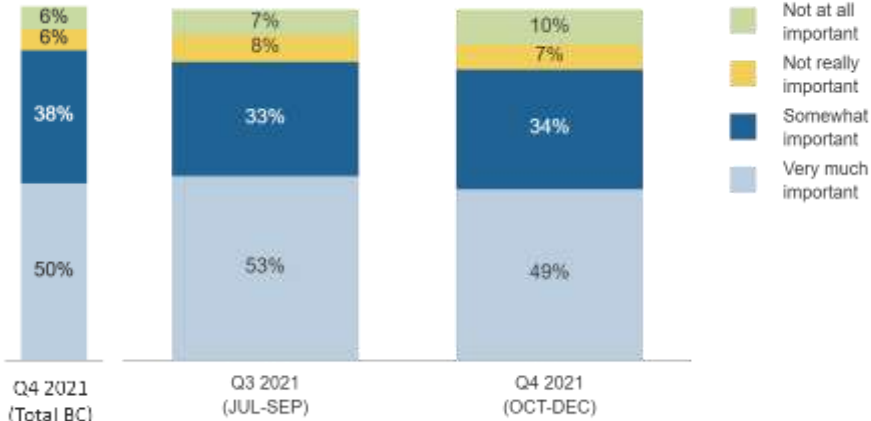
Q4 2021 (OCT-DEC) (Total BC)

Choose the region: (All)

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

Q4 2021 (OCT-DEC)

