

Report

Customer Satisfaction Tracking Report

2023



Last updated : Mar 29 2023

PROJECT NUMBER 41074

LeGER

Overall Report

Responsibility for Local Transit System

Current Reporting Quarter: Q1 2023 (JAN-MAR)

	Total n = 2575	Victoria CMA n = 555	Central Fraser Valley n = 186	Kamloops n = 186	Kelowna n = 187	Nanaimo n = 186	Prince George n = 186	Whistler n = 136	Chilliwack n = 135	Campbell River n = 141	Comox Valley n = 135	Cowichan Valley n = 135	Penticton n = 136	Vernon n = 135	Tier 3 n = 136
BC Transit	61%	79%	55%	74%	57%	64%	61%	35%	49%	52%	58%	47%	57%	67%	46%
Local Government or Municipal Government	34%	21%	27%	37%	35%	36%	31%	46%	35%	45%	23%	35%	38%	29%	54%
TransLink	8%	7%	14%	7%	7%	7%	2%	2%	18%	3%	7%	11%	2%	12%	4%
Other (please specify)	1%	1%	1%	0%	3%	1%	2%	7%	1%	1%	3%	0%	3%	1%	1%
I don't know	9%	5%	14%	6%	11%	10%	12%	18%	16%	12%	14%	24%	10%	10%	5%

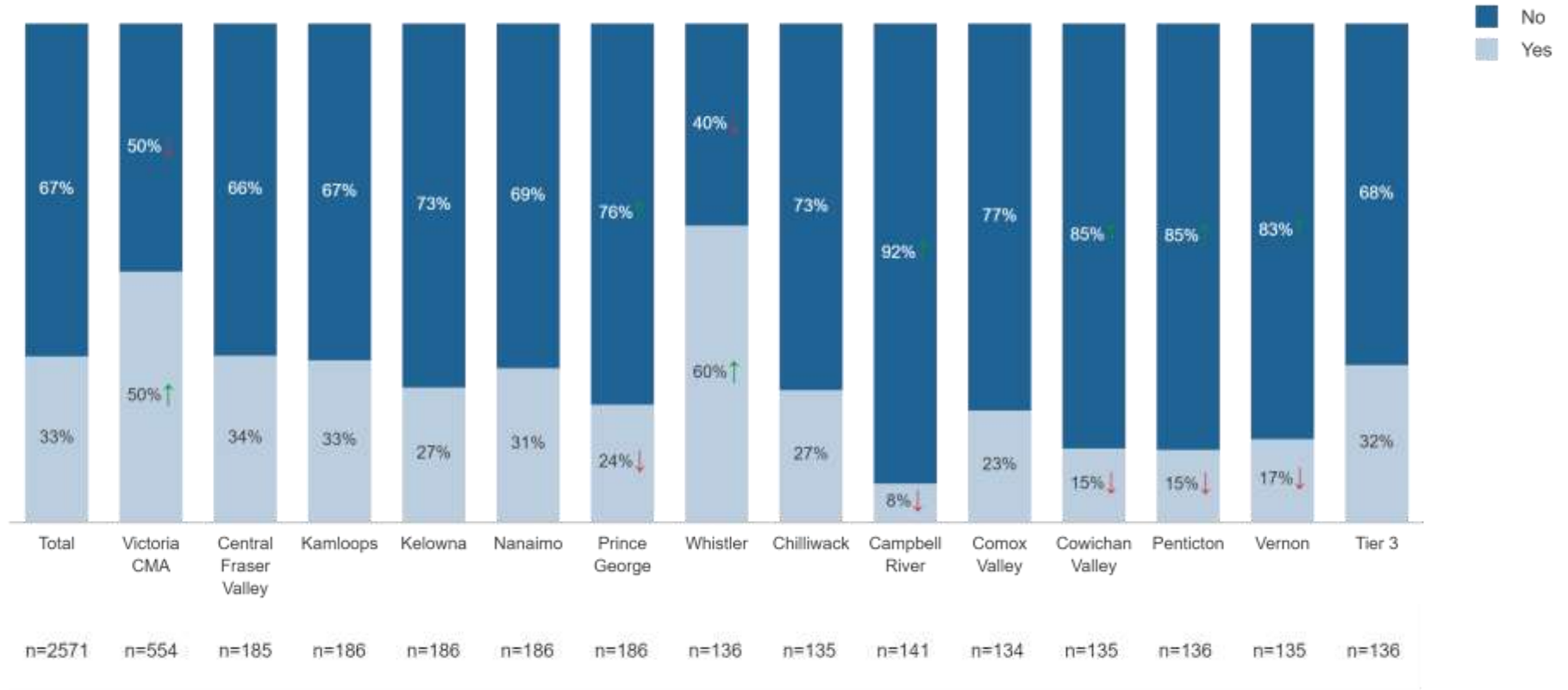
Green highlighted cells indicates significantly higher results compared to other regions.

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

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

Past Year Local Transit Use

Current Reporting Quarter: Q1 2023 (JAN-MAR)

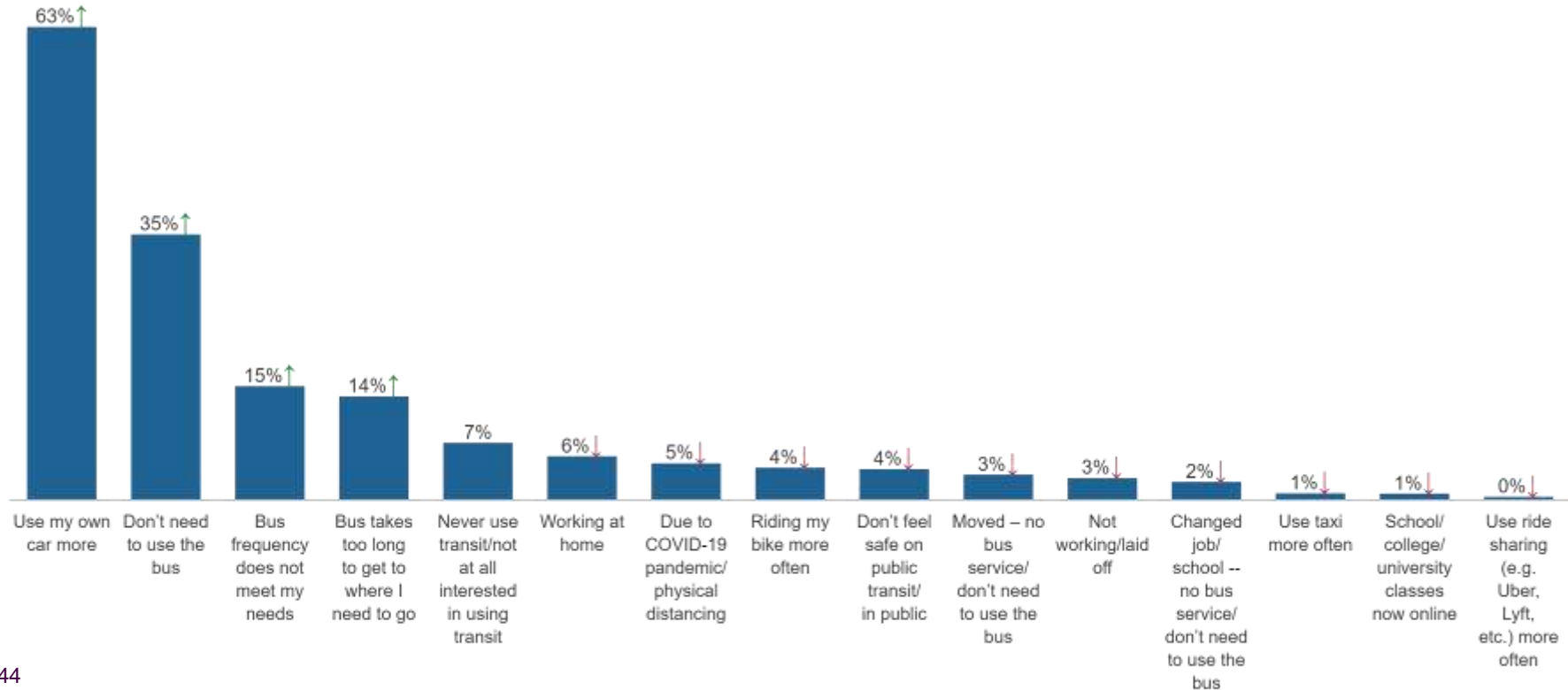


Q3: Have you used the local public bus system in the past year?

↑ 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: Q1 2023 (JAN-MAR)



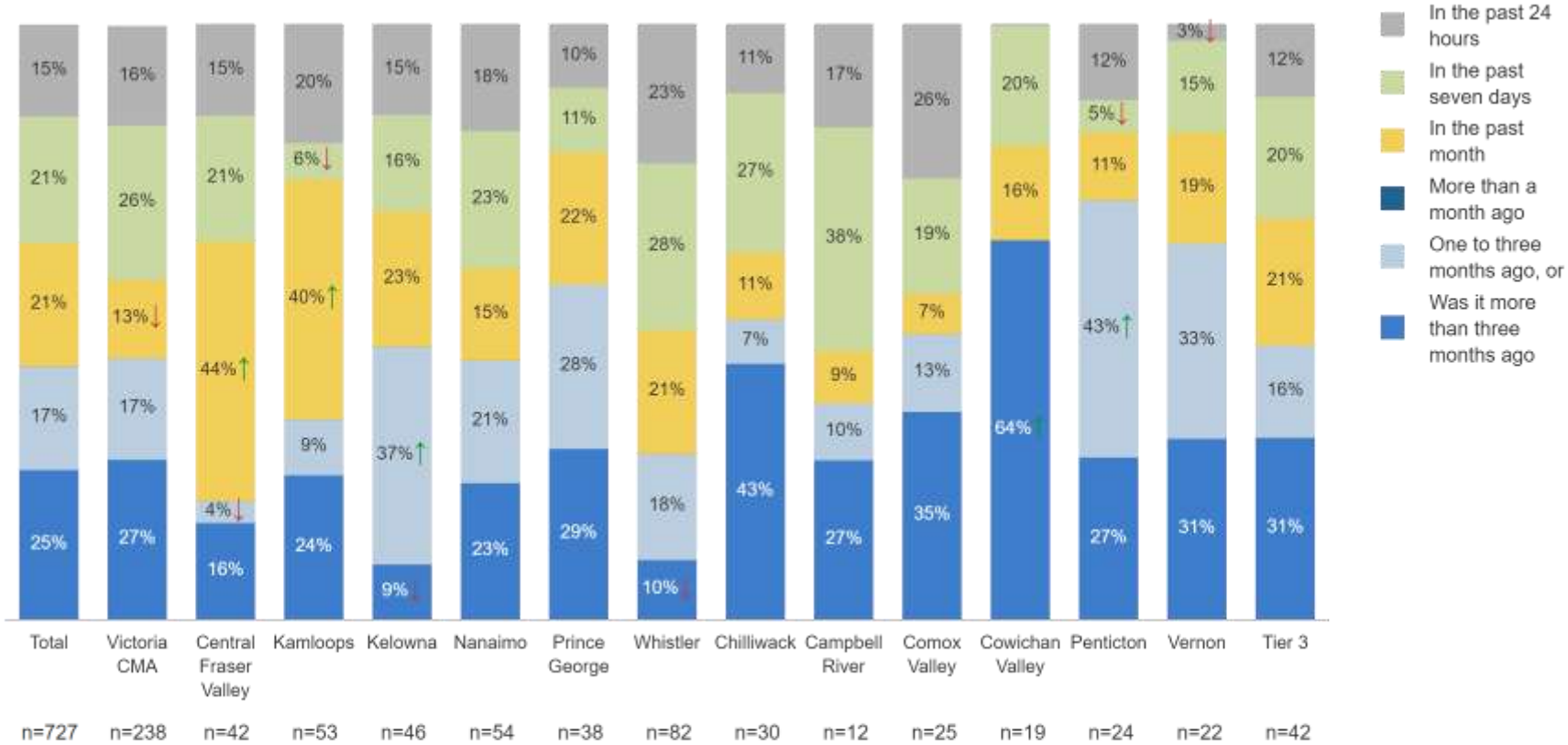
base n= 1844

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: Q1 2023 (JAN-MAR)



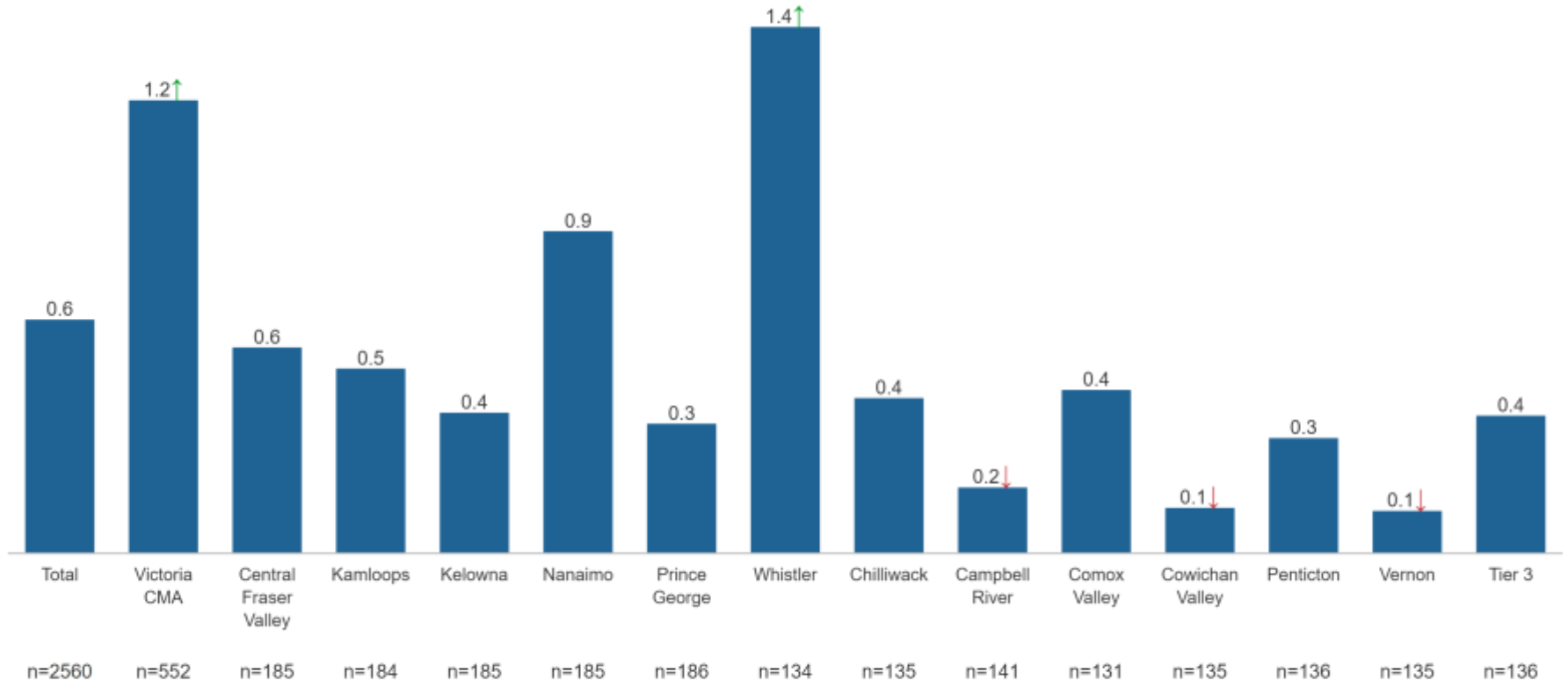
Q4: When did you last use the local public bus system?

↑ 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: Q1 2023 (JAN-MAR)



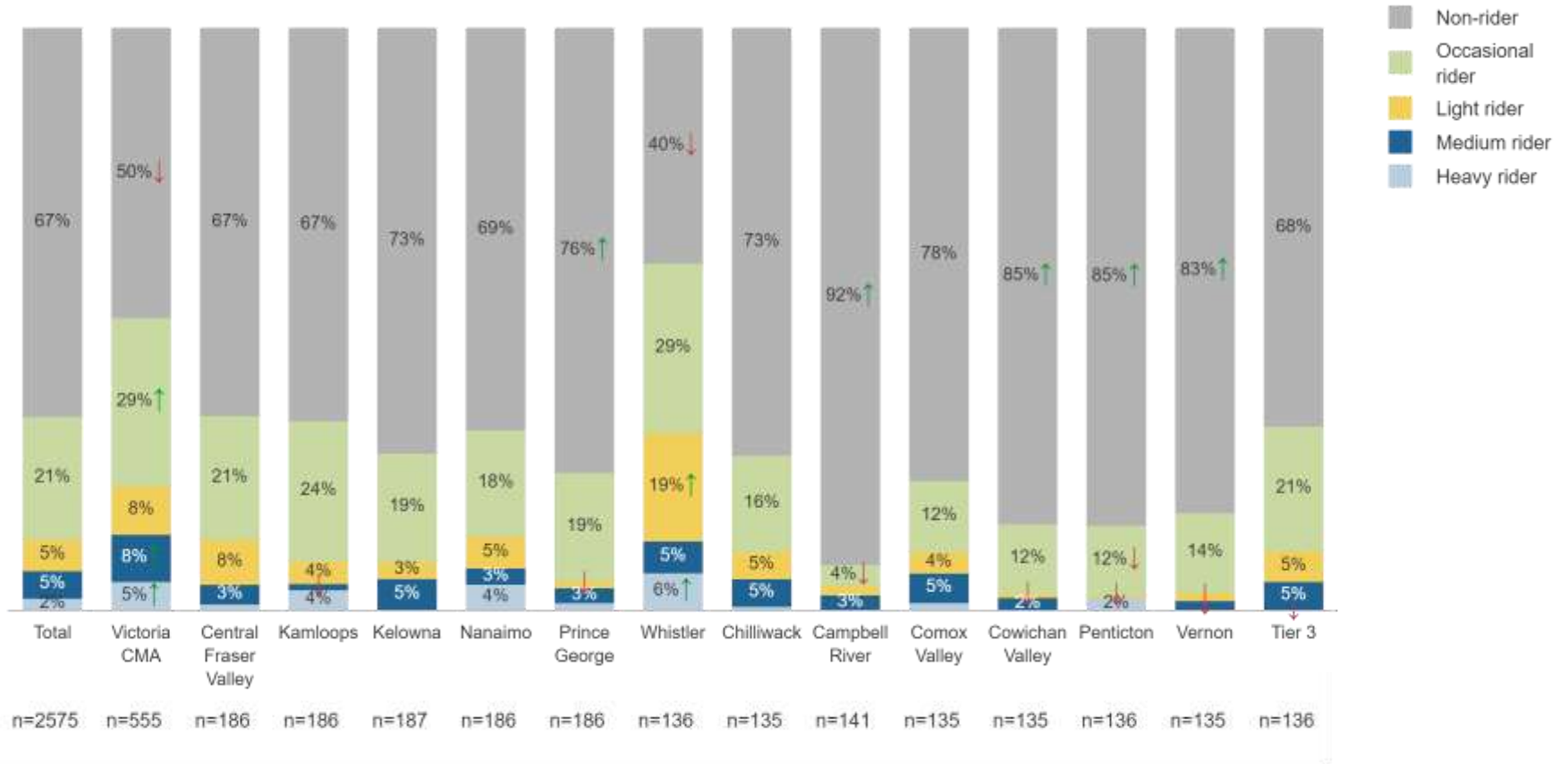
Q5: How many one-way trips did you make on public transit in the past seven days?

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

Rider Usage Group

Current Reporting Quarter: Q1 2023 (JAN-MAR)



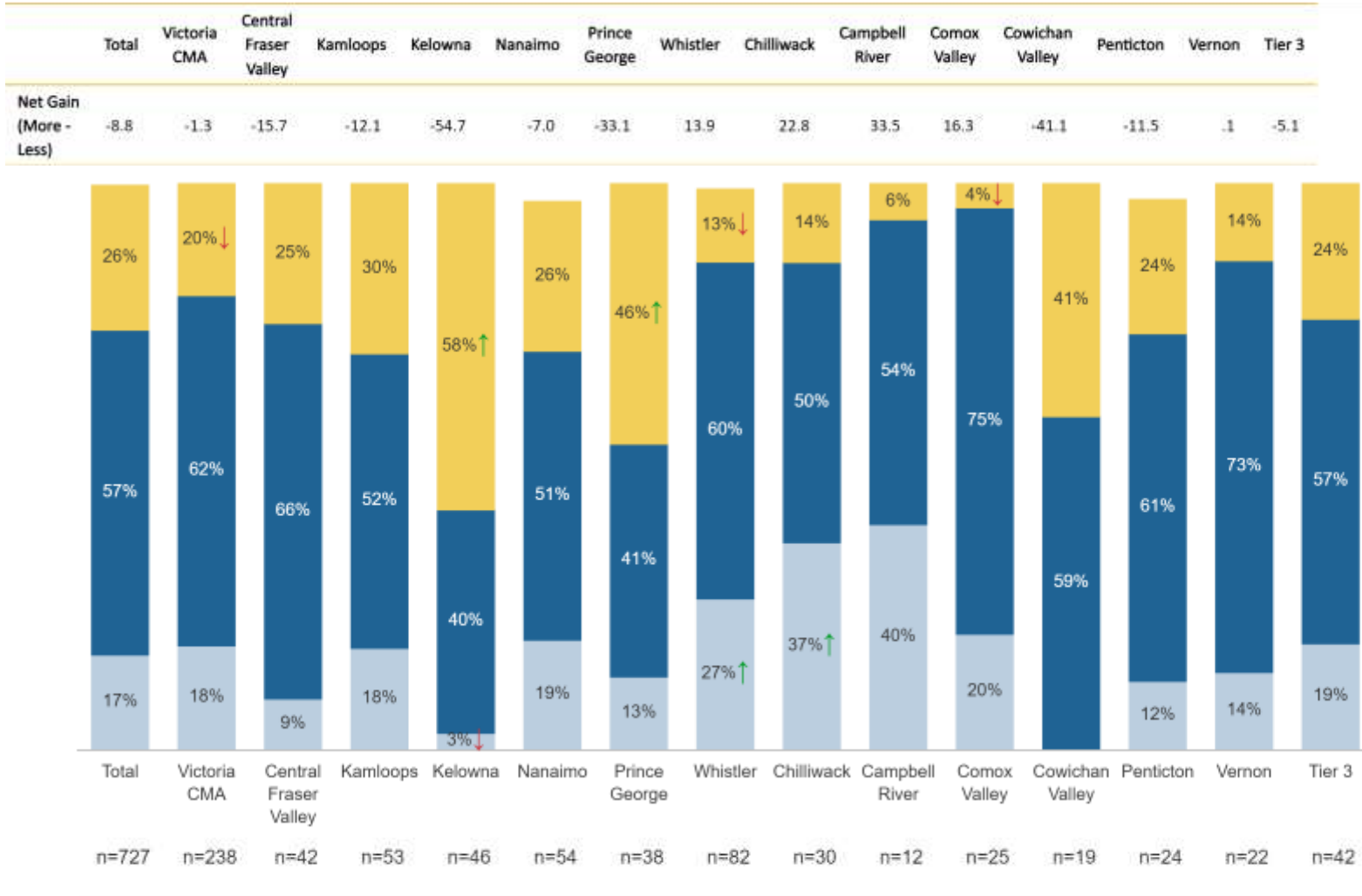
↑ indicates significantly higher results compared to other regions;

↓ 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: Q1 2023
(JAN-MAR)



- 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: Q1 2023 (JAN-MAR)

	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	66%	59%	92%	57%	60%	64%	65%	75%	91%	100%	43%	57%	100%	57%	65%
Carpool or share a ride as driver	8%	8%	5%	27%	0%	12%	30%	6%	0%	0%	0%	31%	43%	21%	0%
Carpool or share a ride as passenger	16%	11%	0%	16%	28%	39%	39%	7%	0%	0%	100%	74%	0%	0%	0%
Taxi	4%	9%	7%	0%	2%	13%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Bicycle	9%	6%	0%	0%	13%	9%	11%	17%	0%	0%	0%	0%	43%	0%	17%
Motorcycle/ Moped/ Scooter	2%	7%	0%	0%	0%	0%	0%	0%	9%	0%	0%	0%	0%	0%	0%
Walking/ Rollerblading/ Skateboarding/ Jogging	23%	26%	7%	24%	39%	11%	68%	7%	0%	0%	43%	0%	0%	21%	0%
Ride share (e.g. Uber, Lyft, etc.)	2%	3%	7%	0%	0%	0%	0%	6%	0%	0%	0%	0%	0%	0%	6%
Other	7%	4%	5%	0%	0%	14%	0%	12%	0%	0%	0%	0%	0%	23%	24%
I prefer not to answer	1%	2%	0%	3%	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: Q1 2023 (JAN-MAR)

	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	48%	48%	73%	47%	0%	81%	77%	58%	26%	84%	67%		100%	81%	23%
Carpool or share a ride as driver	3%	1%	14%	0%	0%	21%	0%	5%	0%	0%	0%		0%	0%	0%
Carpool or share a ride as passenger	14%	11%	14%	0%	0%	33%	23%	5%	34%	0%	11%		0%	0%	9%
Taxi	19%	12%	30%	33%	0%	5%	14%	5%	24%	0%	33%		0%	19%	31%
Bicycle	14%	1%	9%	0%	0%	0%	0%	5%	16%	0%	0%		0%	0%	61%
Motorcycle/ Moped/ Scooter	4%	8%	0%	0%	0%	0%	23%	0%	6%	0%	0%		0%	0%	0%
Walking/ Rollerblading/ Skateboarding/ Jogging	38%	37%	21%	0%	52%	32%	23%	24%	46%	16%	0%		0%	19%	68%
Ride share (e.g. Uber, Lyft, etc.)	3%	2%	0%	13%	0%	0%	0%	0%	16%	0%	11%		0%	0%	0%
Other	2%	2%	13%	0%	0%	0%	0%	8%	0%	0%	0%		0%	0%	0%
I prefer not to answer	5%	2%	0%	33%	48%	0%	0%	5%	12%	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?

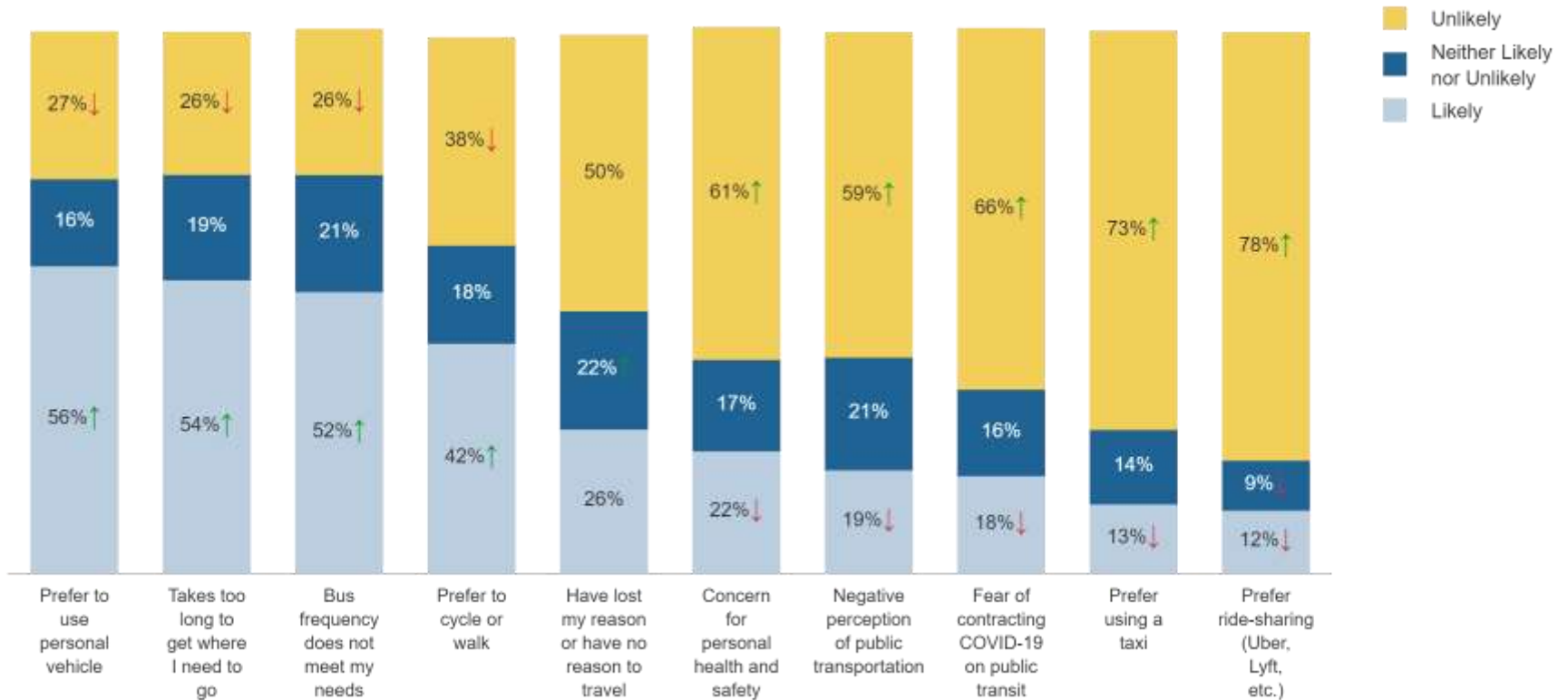
Green highlighted cells indicates significantly higher results compared to other regions.

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: Q1 2023 (JAN-MAR)



base n= 607

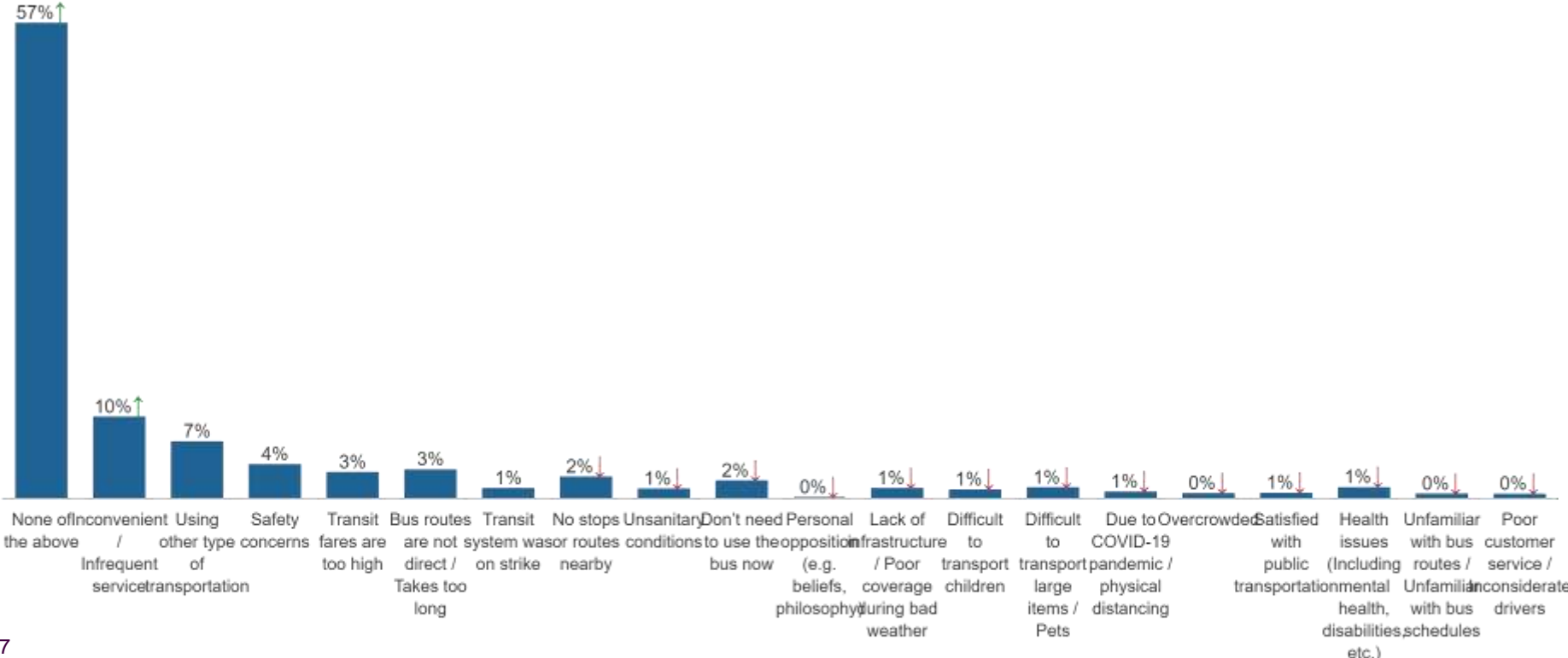
Q6BBB. How likely are each of the following possible reasons to you for NOT using public transportation for travelling within your community?

↑ 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: Q1 2023 (JAN-MAR)



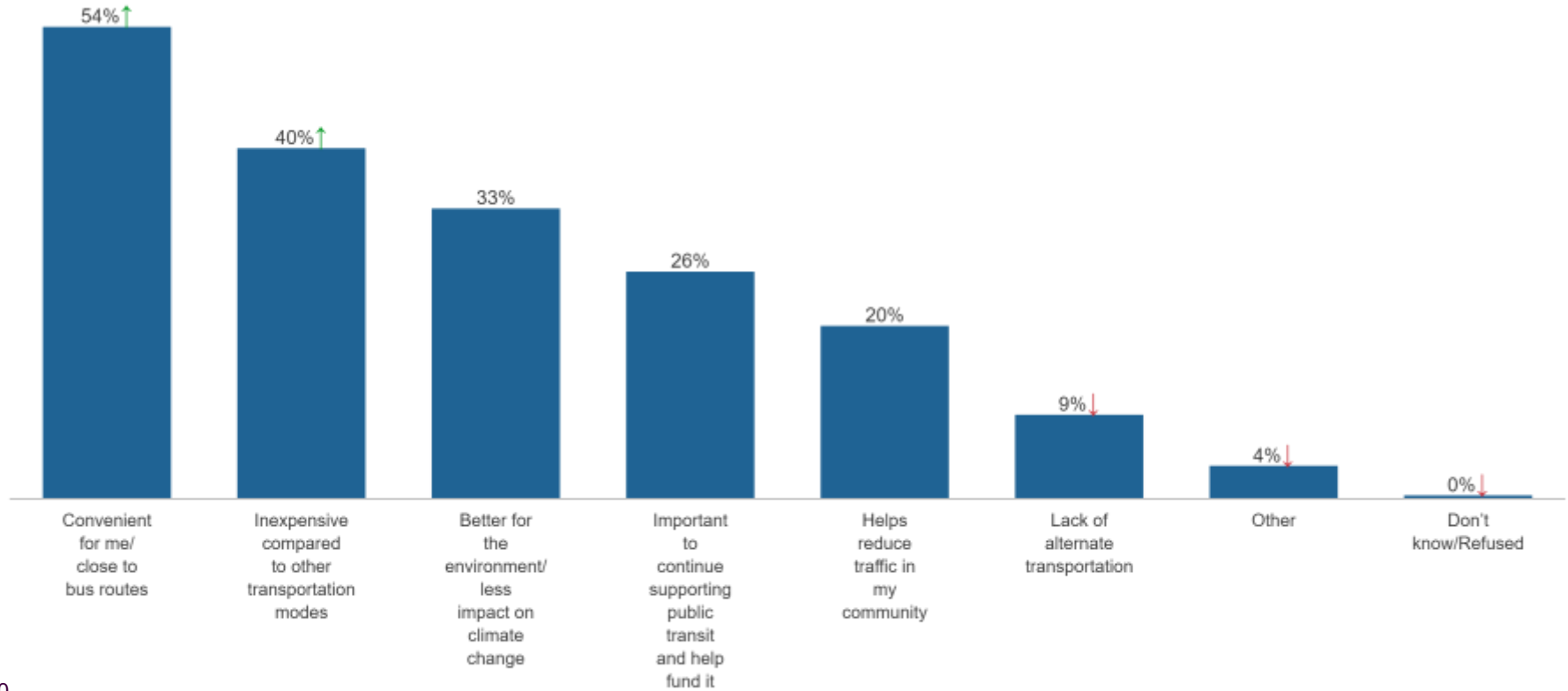
base n= 607

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: Q1 2023 (JAN-MAR)



base n= 120

Q6D. Why are you using local transit more often?

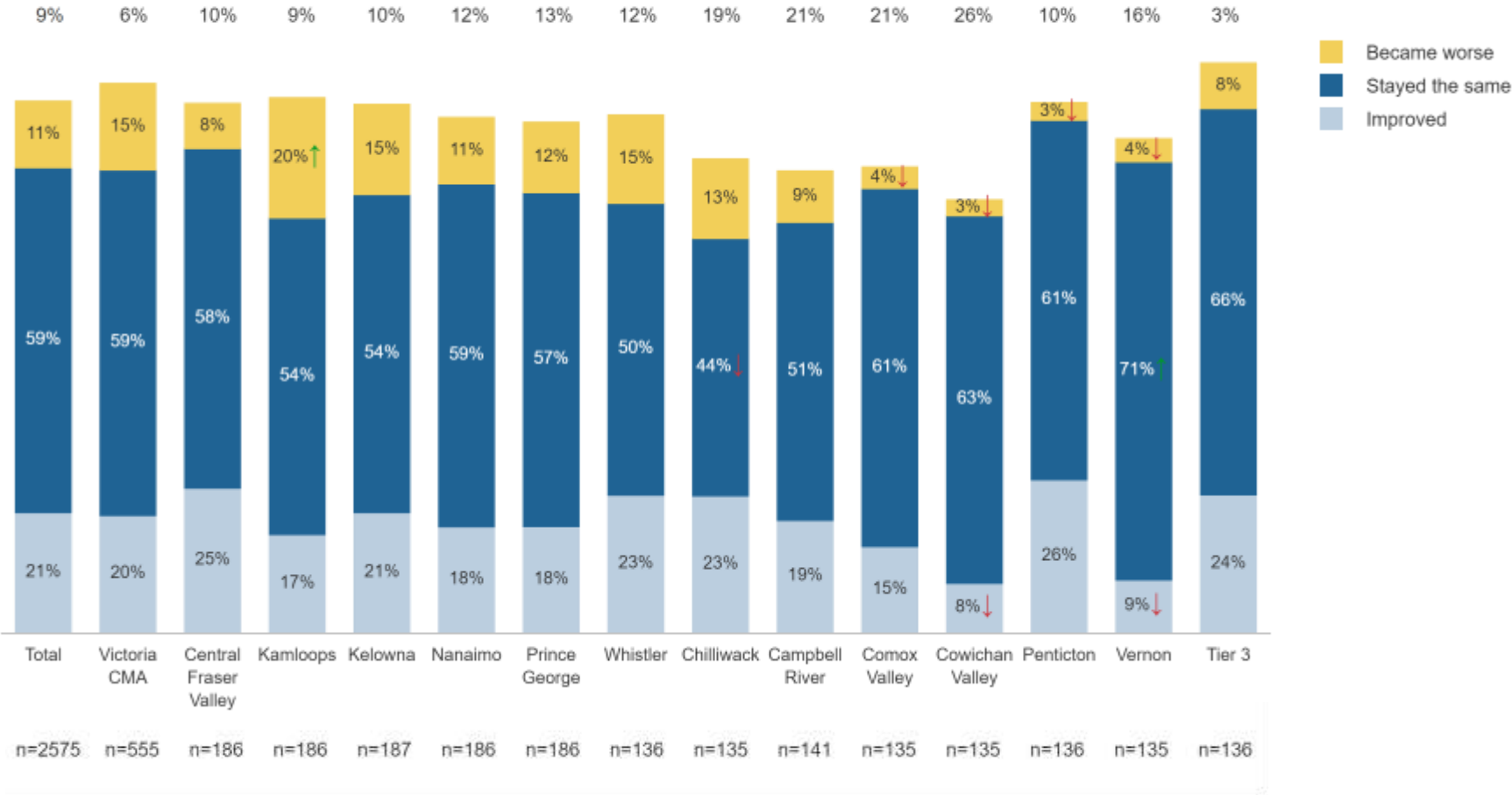
↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

Past Year Change in Local Bus System

Current Reporting Quarter: Q1 2023 (JAN-MAR)

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:
Q1 2023 (JAN-MAR)

	Total n = 2575	Victoria CMA n = 555	Central Fraser Valley n = 186	Kamloops n = 186	Kelowna n = 187	Nanaimo n = 186	Prince George n = 186	Whistler n = 136	Chilliwack n = 135	Campbell River n = 141	Comox Valley n = 135	Cowichan Valley n = 135	Penticton n = 136	Vernon n = 135	Tier 3 n = 136
Fare prices are reasonable	50%	52%	59%	55%	42%	41%	55%	66%	43%	45%	47%	45%	45%	52%	53%
Bus drivers are courteous	60%	65%	57%	49%	58%	62%	56%	64%	45%	63%	56%	61%	63%	60%	65%
Frequency of scheduled service	33%	42%	46%	29%	29%	24%	27%	33%	18%	26%	27%	29%	33%	36%	28%
Buses run on time/on schedule	49%	53%	55%	43%	38%	42%	48%	41%	37%	46%	47%	41%	60%	42%	58%
Buses are clean and well-maintained	56%	63%	60%	50%	52%	52%	48%	66%	43%	59%	57%	40%	64%	49%	58%
Personal safety while riding local buses	51%	55%	55%	41%	49%	37%	43%	71%	38%	52%	52%	42%	56%	45%	60%
Personal safety while waiting for local buses	43%	50%	44%	40%	43%	30%	28%	66%	31%	35%	46%	35%	42%	40%	46%
Availability and accuracy of schedule information	46%	52%	55%	45%	38%	43%	51%	48%	35%	40%	47%	32%	44%	48%	43%
Buses not being overcrowded	53%	37%	70%	46%	47%	50%	71%	35%	57%	68%	64%	69%	68%	60%	56%
Buses have a direct route	41%	40%	58%	34%	37%	30%	30%	54%	30%	45%	27%	35%	50%	44%	49%
Bus fare payment options are convenient and easy to use	45%	46%	49%	45%	47%	41%	39%	43%	38%	45%	41%	28%	40%	38%	48%
Buses have good connections with reasonable wait times	34%	40%	39%	32%	24%	20%	33%	42%	23%	26%	24%	15%	36%	35%	40%
Bus stops have enough amenities	31%	37%	30%	27%	33%	19%	20%	53%	26%	30%	35%	19%	37%	33%	31%
Bus stops are clean and well maintained	48%	51%	51%	45%	45%	35%	34%	63%	45%	48%	54%	34%	48%	45%	52%
Trip duration	39%	41%	51%	36%	33%	26%	27%	52%	29%	35%	25%	35%	48%	37%	45%
Overall	48%	53%	57%	45%	40%	39%	35%	54%	40%	48%	48%	34%	53%	53%	49%

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)



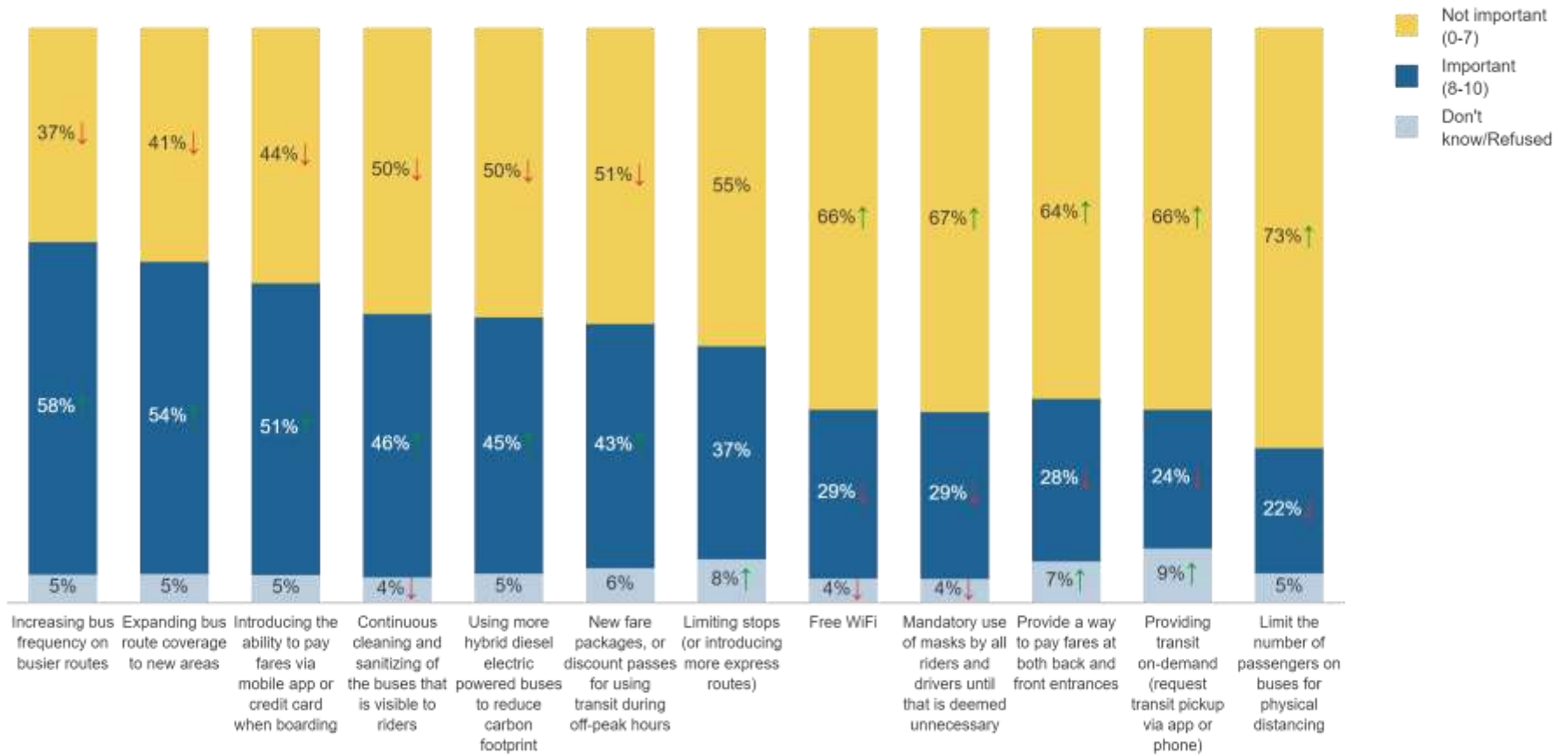
Current Reporting Quarter:
Q1 2023 (JAN-MAR)

	Total n = 1559	Victoria CMA n = 381	Central Fraser Valley n = 116	Kamloops n = 110	Kelowna n = 117	Nanaimo n = 108	Prince George n = 108	Whistler n = 81	Chilliwack n = 80	Campbell River n = 63	Comox Valley n = 73	Cowichan Valley n = 72	Penticton n = 86	Vernon n = 76	Tier 3 n = 88
Fare prices are reasonable	3.7	3.6	4.0	3.9	3.5	3.5	3.7	4.0	3.7	3.8	3.8	3.7	3.7	3.8	3.9
Bus drivers are courteous	3.9	3.9	3.8	3.6	3.8	4.0	3.9	4.2	3.7	4.2	4.1	4.2	4.0	4.0	4.0
Frequency of scheduled service	3.2	3.2	3.4	3.0	3.2	2.9	3.1	3.1	2.9	3.0	3.0	2.9	3.0	3.4	3.2
Buses run on time/on schedule	3.6	3.5	3.6	3.3	3.4	3.6	3.6	3.3	3.3	3.7	3.7	3.7	4.1	3.6	3.8
Buses are clean and well-maintained	3.8	3.7	3.9	3.7	3.7	3.8	3.7	4.1	3.5	4.0	4.0	3.7	4.0	3.8	3.9
Personal safety while riding local buses	3.6	3.6	3.7	3.5	3.6	3.2	3.6	4.2	3.4	3.8	4.0	3.6	3.9	3.6	3.9
Personal safety while waiting for local buses	3.3	3.4	3.3	3.1	3.4	2.9	3.0	3.9	3.1	3.3	3.6	3.3	3.4	3.5	3.5
Availability and accuracy of schedule information	3.6	3.5	3.8	3.4	3.4	3.6	3.7	3.6	3.3	3.6	3.8	3.5	3.5	3.7	3.6
Buses not being overcrowded	3.7	3.2	4.0	3.6	3.6	3.7	4.1	3.3	3.8	4.2	4.3	4.1	4.2	3.9	3.9
Buses have a direct route	3.4	3.2	3.7	3.2	3.4	3.0	3.1	3.7	3.2	3.5	3.3	3.0	3.6	3.6	3.5
Bus fare payment options are convenient and easy to use	3.6	3.4	3.8	3.4	3.6	3.6	3.4	3.5	3.5	3.8	3.5	3.5	3.7	3.6	3.7
Buses have good connections with reasonable wait times	3.2	3.2	3.5	3.0	3.0	2.9	3.2	3.4	3.0	3.1	3.1	2.9	3.3	3.4	3.3
Bus stops have enough amenities	3.0	3.1	3.0	2.8	3.1	2.6	2.6	3.6	2.9	3.2	3.0	2.8	3.0	3.1	3.0
Bus stops are clean and well maintained	3.4	3.4	3.6	3.2	3.4	3.0	3.2	3.7	3.4	3.5	3.7	3.2	3.5	3.5	3.5
Trip duration	3.4	3.4	3.7	3.3	3.4	3.1	3.0	3.8	3.3	3.6	3.3	3.5	3.7	3.6	3.6
Overall	3.5	3.5	3.6	3.3	3.3	3.3	3.3	3.6	3.3	3.5	3.5	3.3	3.5	3.6	3.6

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: Q1 2023 (JAN-MAR)



base n= 2575

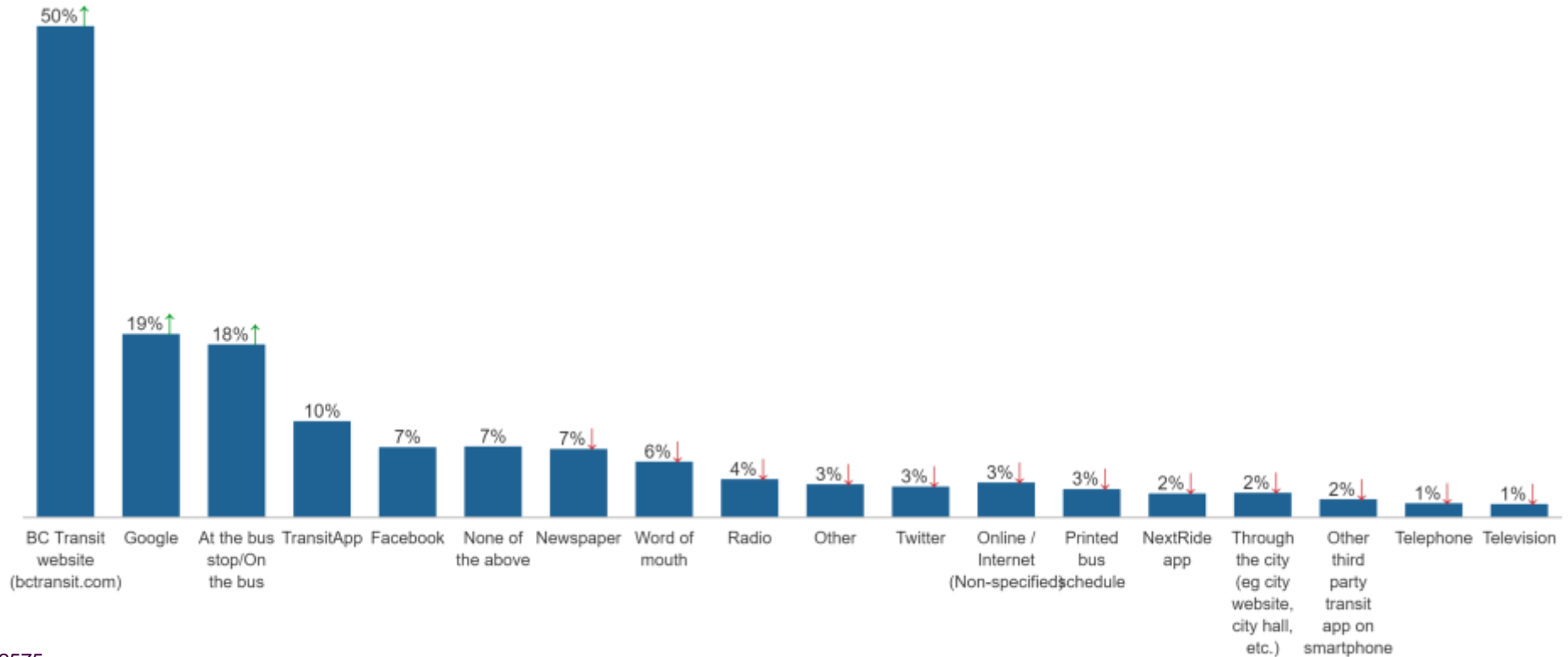
Q13AB. On a scale of 1 to 10 where 1 is not at all important and 10 is extremely important, please rate how important each item would be in terms of encouraging you to take transit more often

↑ 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: Q1 2023 (JAN-MAR)



base n= 2575

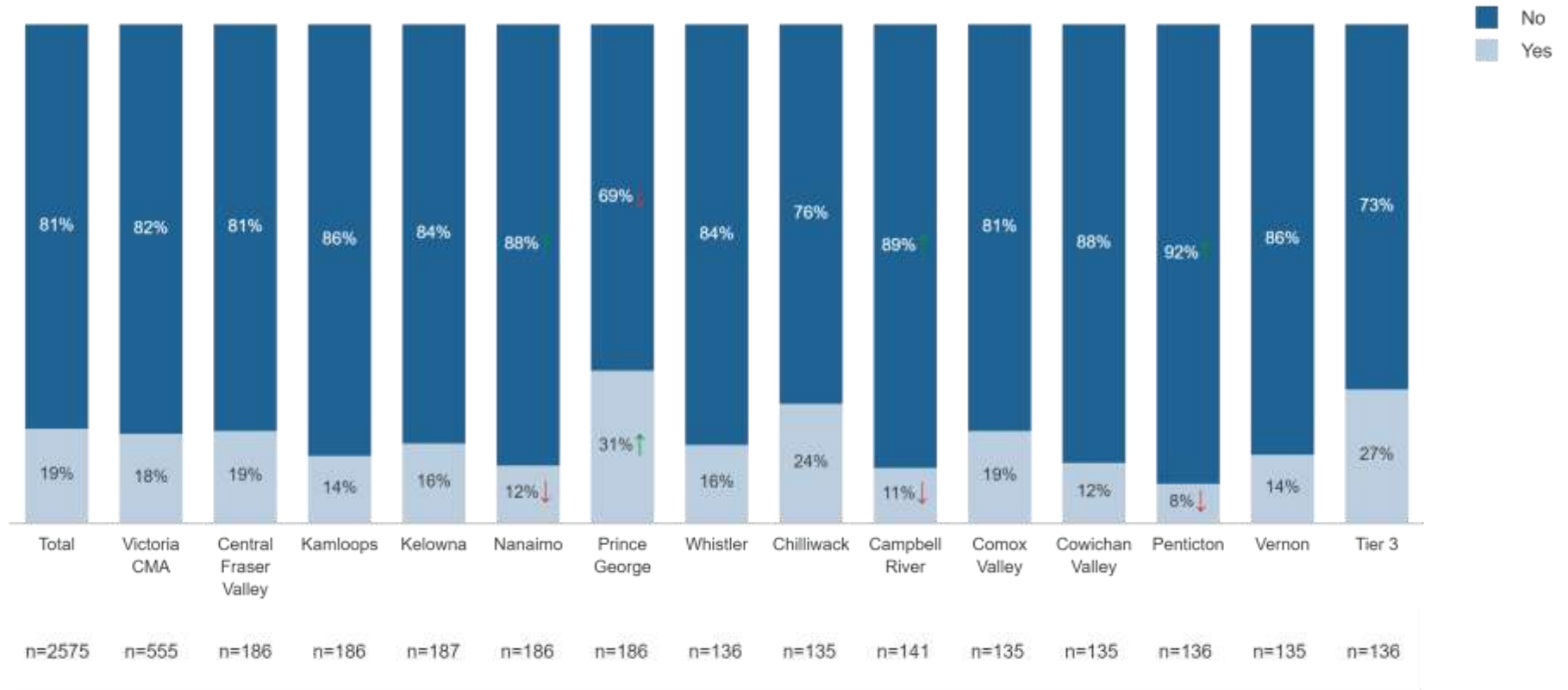
Q14A. Where do you typically get information about your local transit system?

↑ 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: Q1 2023 (JAN-MAR)

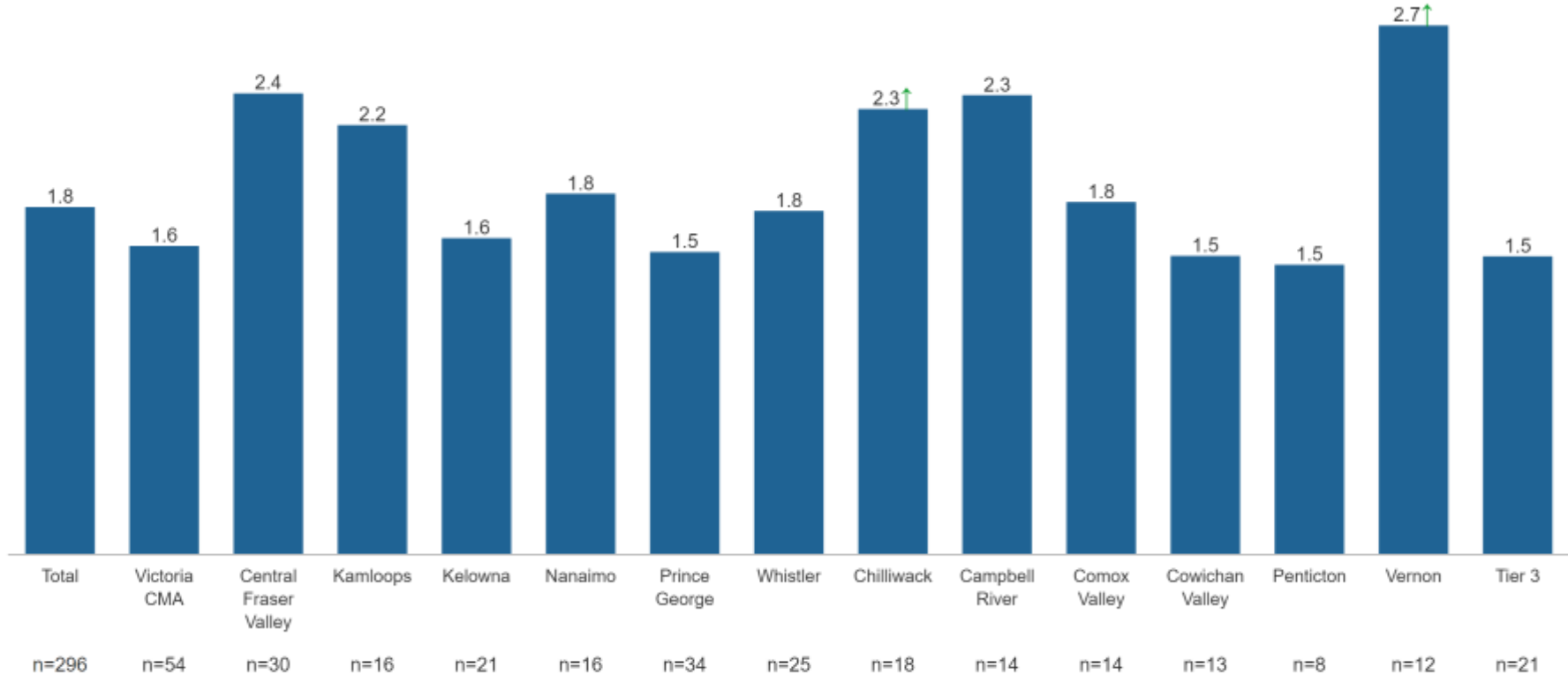


X1: Are you taking care of children, age 12 and under (including anyone responsible for childcare e.g. parent, guardian, childcare provide etc.)?

↑ 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: Q1 2023 (JAN-MAR)



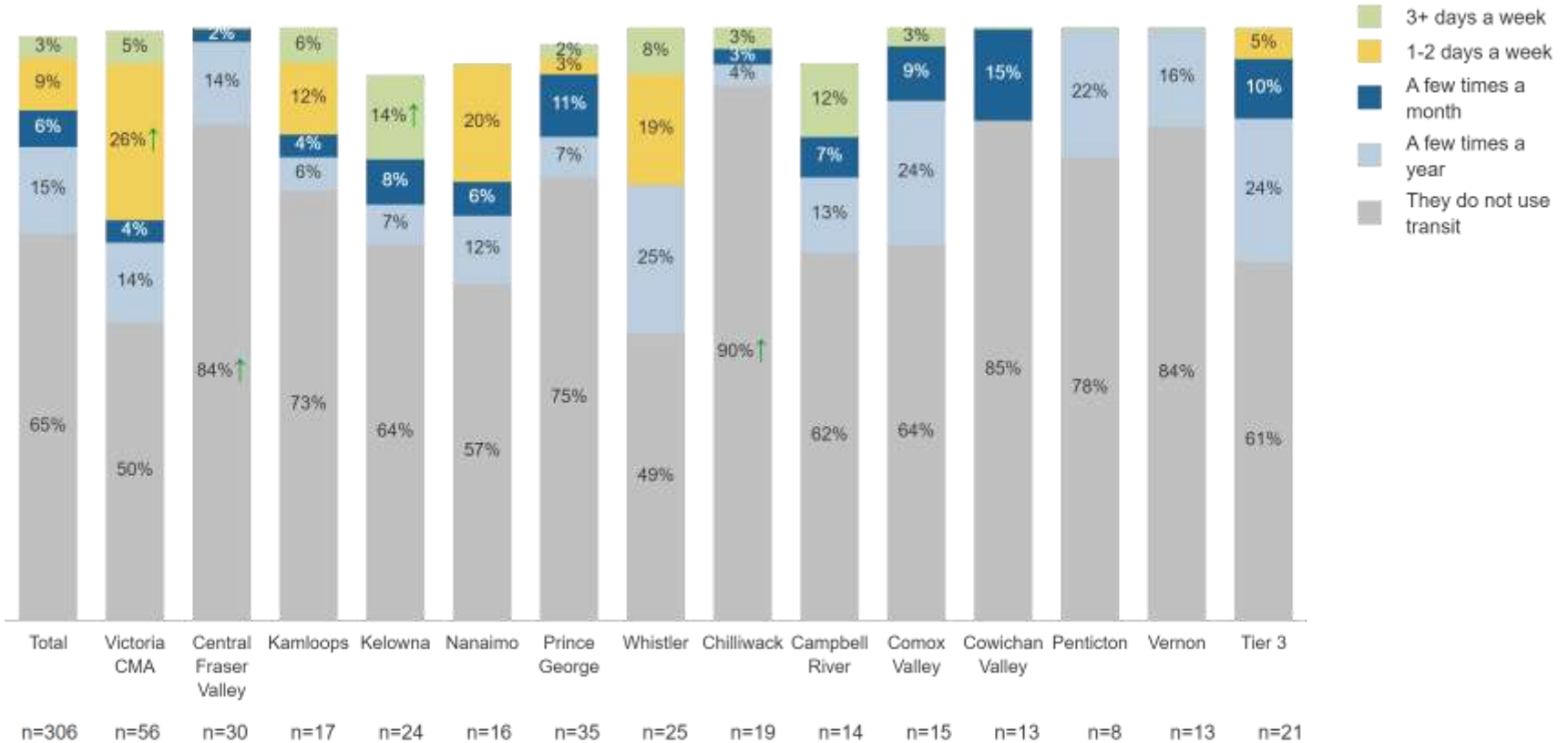
X2: How many children, age 12 and under, are in your care?

↑ 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: Q1 2023 (JAN-MAR)



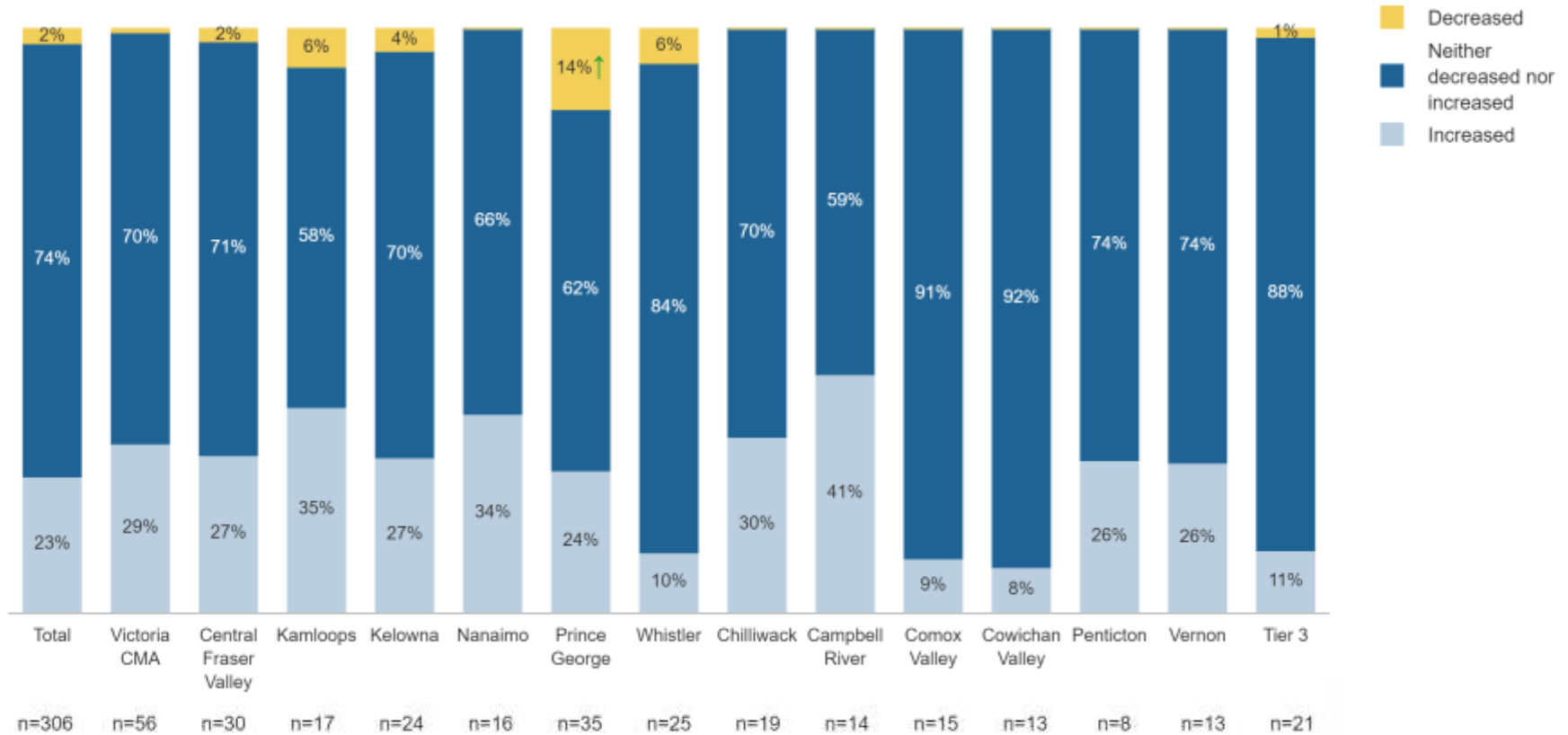
X3: How frequently does/do your child/children, 12 and under, ride the bus with or without you?

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

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

Current Reporting Quarter: Q1 2023 (JAN-MAR)



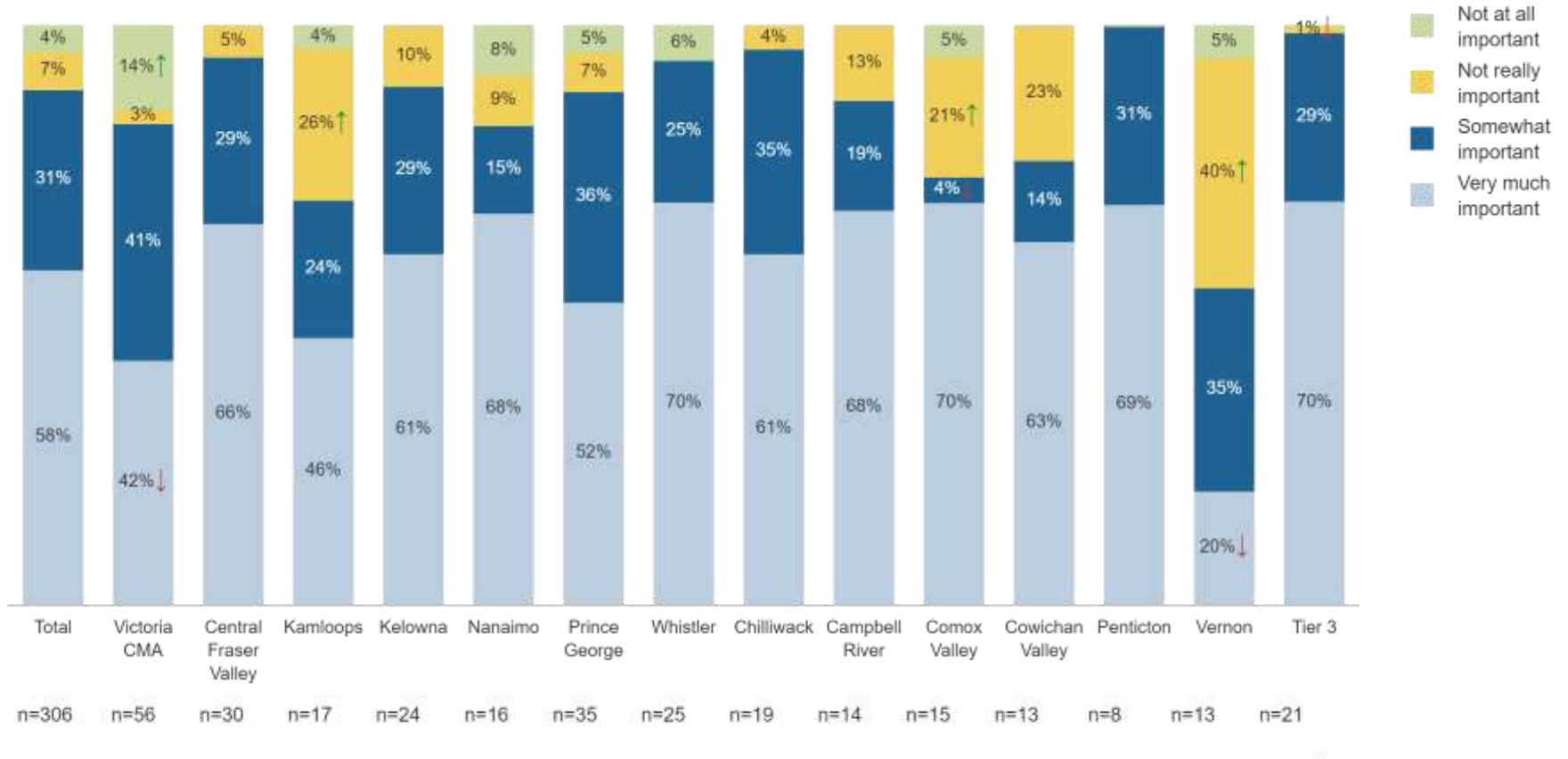
↑ indicates significantly higher results compared to other regions;

↓ 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: Q1 2023 (JAN-MAR)

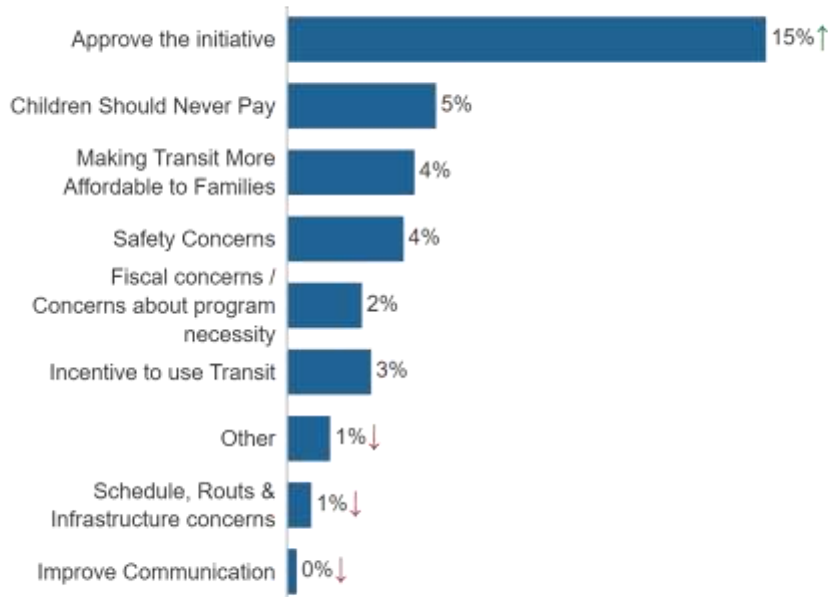


X5. How important do you think the Free Transit for Children 12 and Under program is to your community?

↑ 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: Q1 2023 (JAN-MAR)



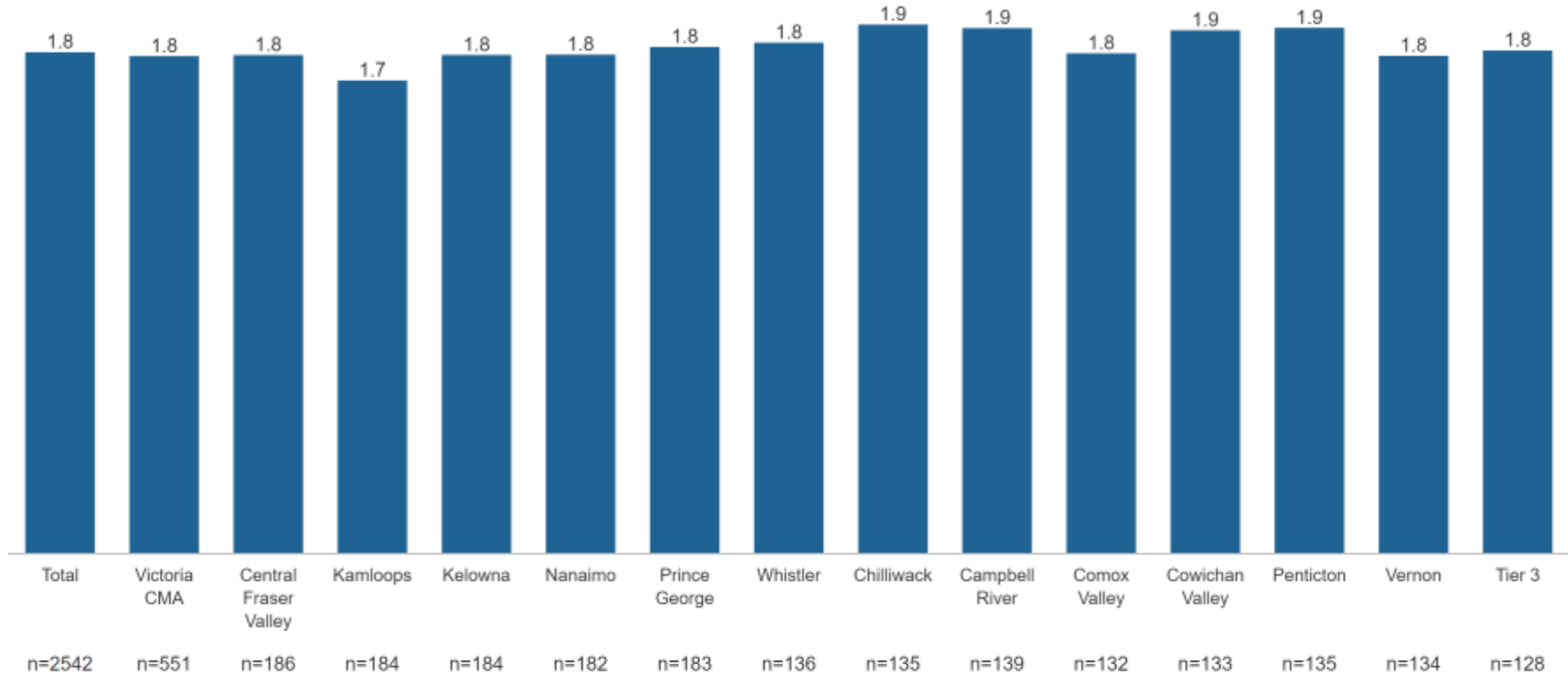
base n= 306

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: Q1 2023 (JAN-MAR)



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: Q1 2023 (JAN-MAR)

Age

Age Groups	%
15-17	1%
18-24	7%
25-34	10%
35-44	21%
45-54	12%
55-64	20%
65-74	17%
75 and older	11%

Income

D5A/D5B: Would that be...	%
Less than \$20,000	8%
\$20,000 to less than \$25,000	5%
\$25,000 to less than \$35,000	7%
\$35,000 to less than \$45,000	8%
\$45,000 to less than \$55,000	8%
\$55,000 to less than \$65,000	11%
\$65,000 to less than \$75,000	9%
\$75,000 or more	40%

Gender

	%
Male	47%
Female	53%
Other	0%

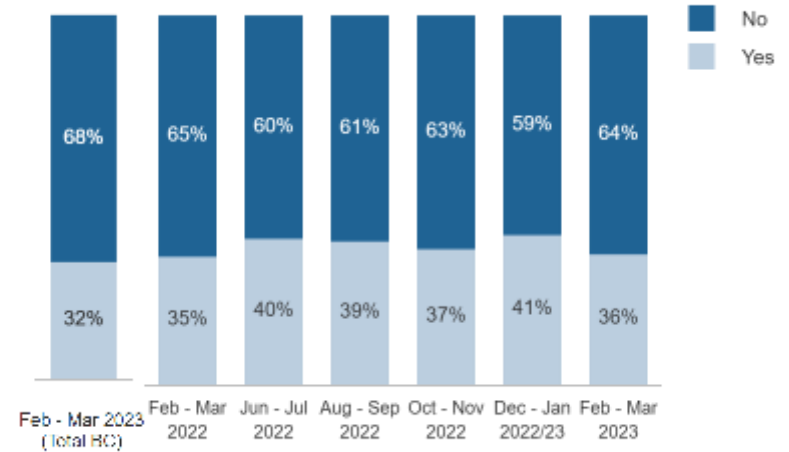
Bi-Monthly Reporting Regions

Choose the region:

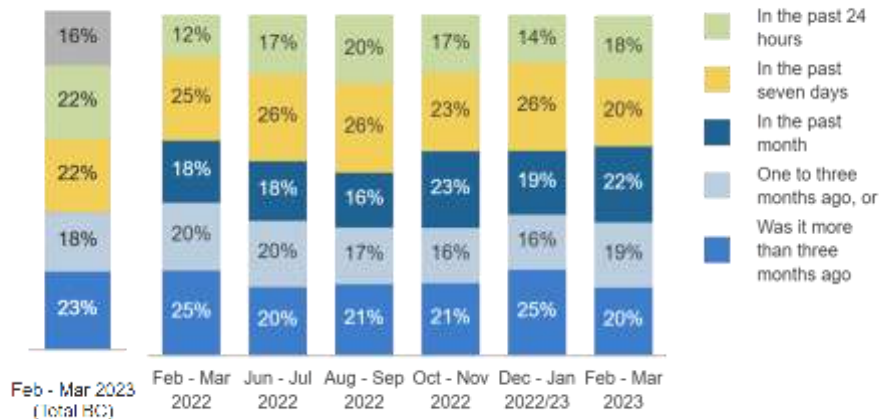
Responsibility for Local Transit System

	Dec - Jan 2021/22	Feb - Mar 2022	Jun - Jul 2022	Aug - Sep 2022	Oct - Nov 2022	Dec - Jan 2022/23	Feb - Mar 2023	Feb - Mar 2023 (Total BC)
BC Transit	66%	65%	66%	67%	63%	68%	66%	61%
Local Government or Municipal Government	32%	35%	31%	28%	31%	25%	30%	34%
TransLink	9%	8%	7%	8%	8%	8%	8%	8%
Other (please specify)	1%	0%	1%	1%	2%	1%	1%	1%
I don't know	7%	8%	8%	8%	8%	10%	9%	9%

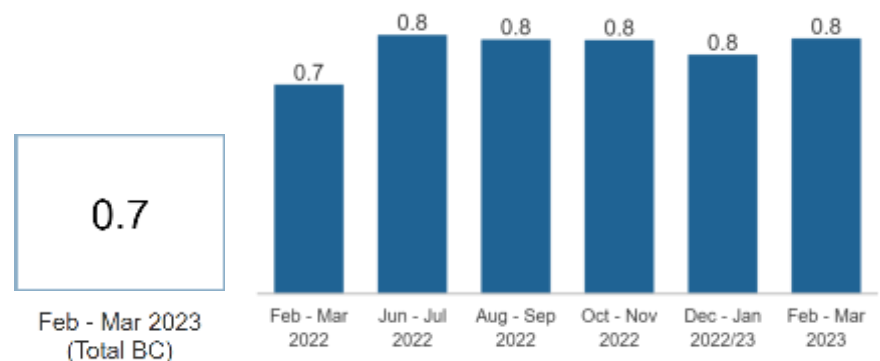
Past Year Local Transit Use



Most Recent Local Transit Use



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

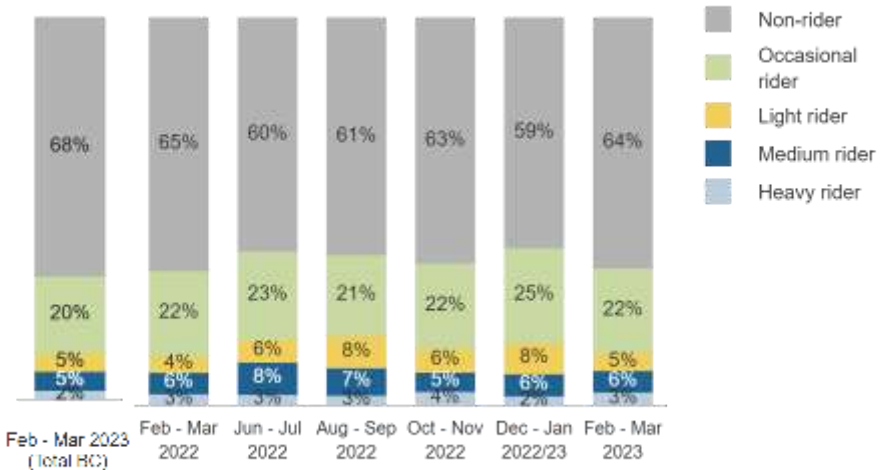


Trends

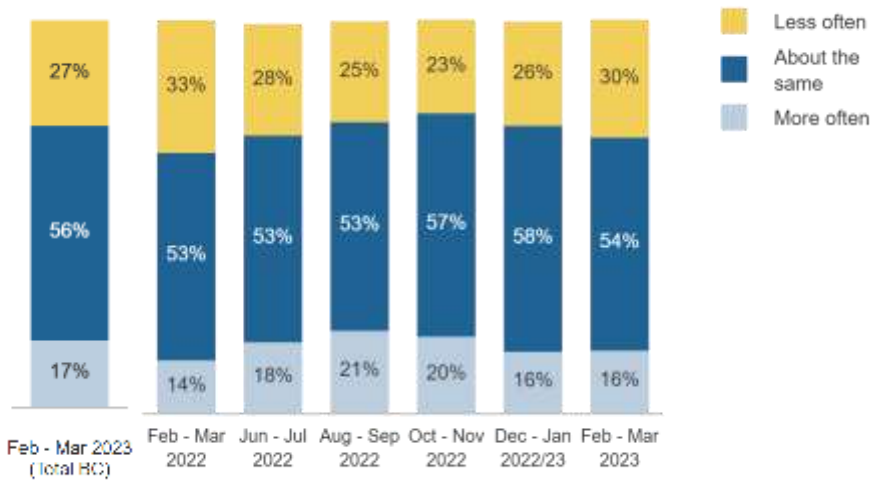


Choose the region:

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

	Dec - Jan 2021/22	Feb - Mar 2022	Jun - Jul 2022	Aug - Sep 2022	Oct - Nov 2022	Dec - Jan 2022/23	Feb - Mar 2023	Feb - Mar 2023 (Total BC)
Drive car/ truck alone	60%	65%	65%	50%	60%	66%	62%	66%
Carpool or share a ride as driver	6%	13%	16%	14%	6%	18%	7%	6%
Carpool or share a ride as passenger	14%	15%	26%	9%	14%	18%	20%	15%
Taxi	10%	8%	4%	5%	12%	5%	6%	4%
Bicycle	9%	15%	9%	15%	7%	5%	9%	8%
Motorcycle/ Moped/ Scooter	0%	6%	7%	5%	1%	1%	2%	2%
Walking/ Rollerblading/ Skateboarding/ Jogging	35%	27%	28%	28%	35%	32%	31%	24%
Ride share (e.g. Uber, Lyft, etc.)	3%	2%	0%	1%	0%	2%	1%	1%
Other	3%	5%	3%	5%	7%	2%	5%	8%
I prefer not to answer	0%	0%	0%	1%	0%	0%	1%	1%

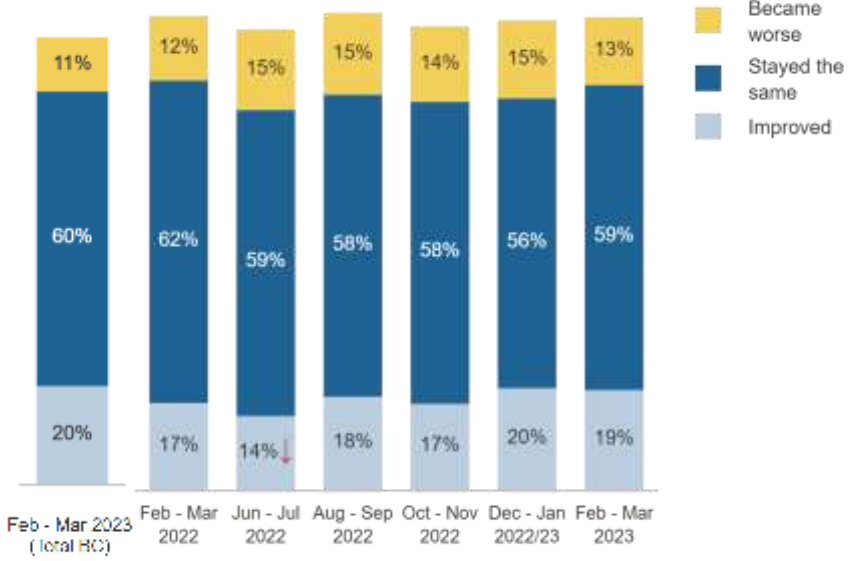
Modes of Transportation Used Less Often

	Dec - Jan 2021/22	Feb - Mar 2022	Jun - Jul 2022	Aug - Sep 2022	Oct - Nov 2022	Dec - Jan 2022/23	Feb - Mar 2023	Feb - Mar 2023 (Total BC)
Drive car/ truck alone	56%	36%	36%	55%	62%	69%	60%	51%
Carpool or share a ride as driver	30%	3%	1%	1%	4%	4%	7%	5%
Carpool or share a ride as passenger	20%	31%	4%	13%	15%	16%	16%	13%
Taxi	9%	19%	19%	16%	14%	16%	17%	16%
Bicycle	0%	1%	8%	1%	6%	6%	2%	15%
Motorcycle/ Moped/ Scooter	0%	0%	7%	3%	0%	3%	9%	6%
Walking/ Rollerblading/ Skateboarding/ Jogging	13%	20%	51%	10%	11%	27%	21%	30%
Ride share (e.g. Uber, Lyft, etc.)	0%	5%	10%	0%	0%	0%	3%	3%
Other	7%	18%	0%	12%	9%	1%	4%	3%
I prefer not to answer	4%	0%	1%	3%	3%	1%	8%	7%

Trends

Choose the region:

Past Year Change in Local Bus System



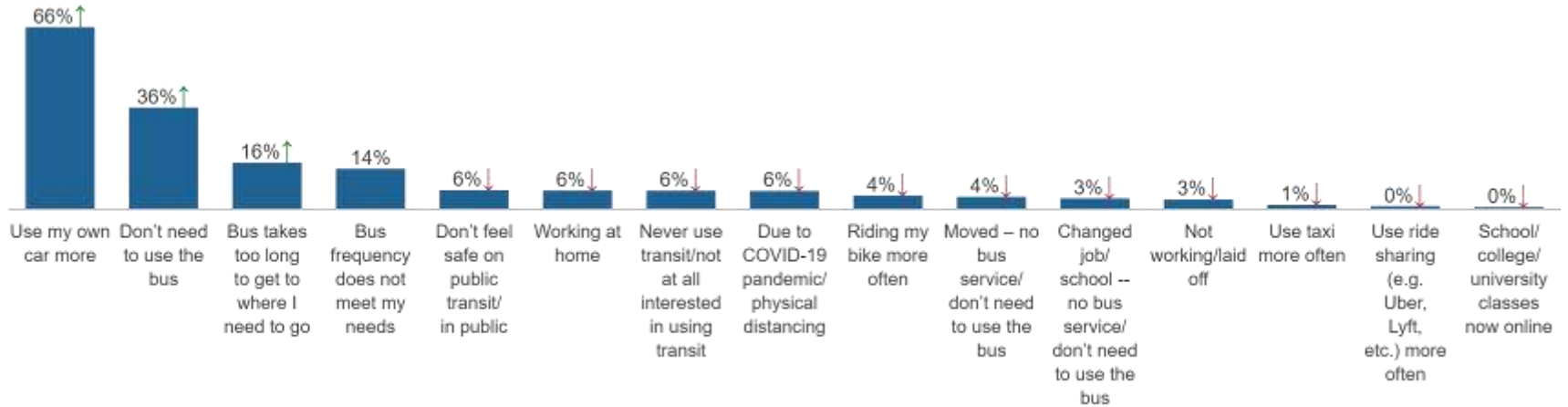
	Dec - Jan 2021/22	Feb - Mar 2022	Jun - Jul 2022	Aug - Sep 2022	Oct - Nov 2022	Dec - Jan 2022/23	Feb - Mar 2023	Feb - Mar 2023 (Total BC)
Fare prices are reasonable	51%	48%	46%	48%	48%	50%	50%	50%
Bus drivers are courteous	61%	63%	60%	60%	61%	59%	61%	62%
Frequency of scheduled service	34%	33%	31%	37%	34%	34%	37%	35%
Buses run on time/on schedule	46%	40%	45%	47%	45%	47%	48%	49%
Buses are clean and well-maintained	53%	57%	56%	57%	56%	58%	55%	56%
Personal safety while riding local buses	50%	55%	49%	53%	48%	49%	50%	50%
Personal safety while waiting for local buses	42%	40%	42%	40%	38%	41%	44%	44%
Availability and accuracy of schedule information	48%	47%	44%	46%	47%	49%	48%	45%
Buses not being overcrowded	49%	43%	46%	46%	47%	48%	49%	53%
Buses have a direct route	39%	30%	31%	40%	36%	38%	39%	41%
Bus fare payment options are convenient and easy to use	44%	43%	39%	42%	44%	47%	44%	44%
Buses have good connections with reasonable wait times	34%	28%	31%	35%	35%	34%	33%	34%
Bus stops have enough amenities	34%	29%	31%	35%	34%	35%	30%	32%
Bus stops are clean and well maintained	46%	46%	45%	47%	47%	47%	47%	48%
Trip duration	32%	34%	37%	40%	39%	38%	37%	39%
Overall	46%	43%	46%	48%	44%	47%	47%	47%

Trends

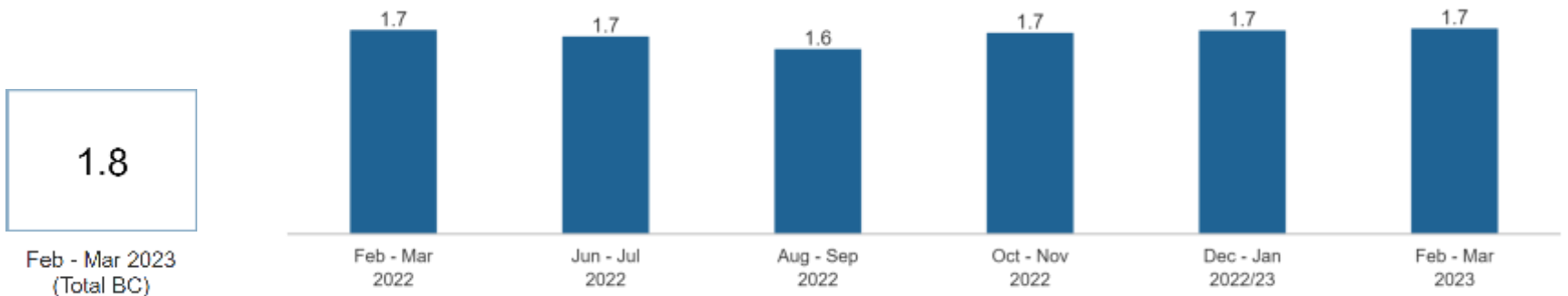
Choose the region:

Reasons Not to Use the Local Public Bus System

Feb - Mar 2023



Average Number of Vehicles in Household



1.8

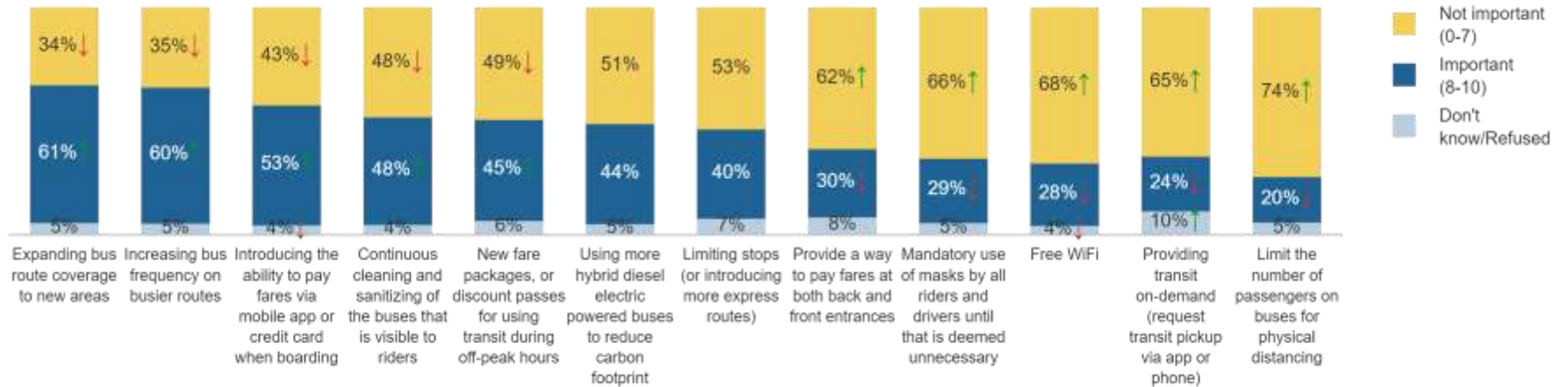
Feb - Mar 2023
(Total BC)

Trends

Choose the region:

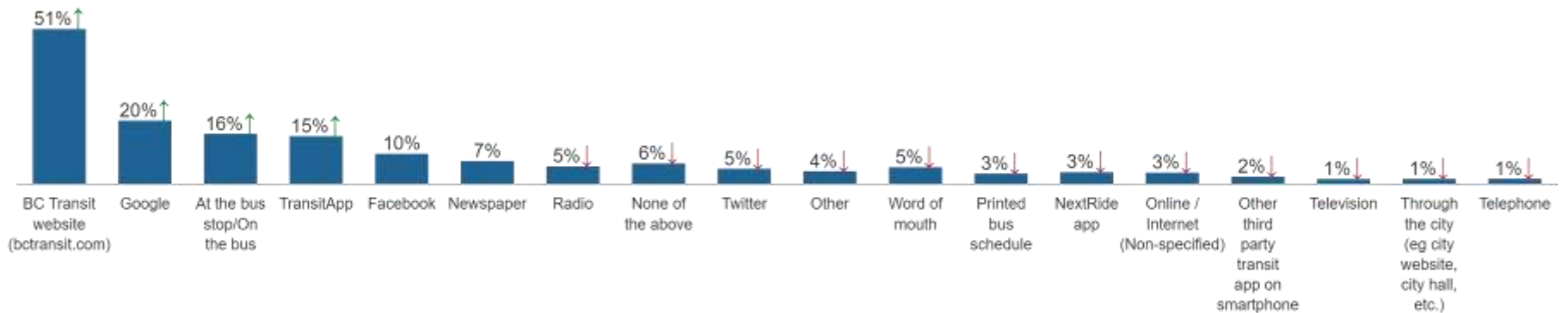
Key Improvements to Encourage Use of Transit

Feb - Mar 2023



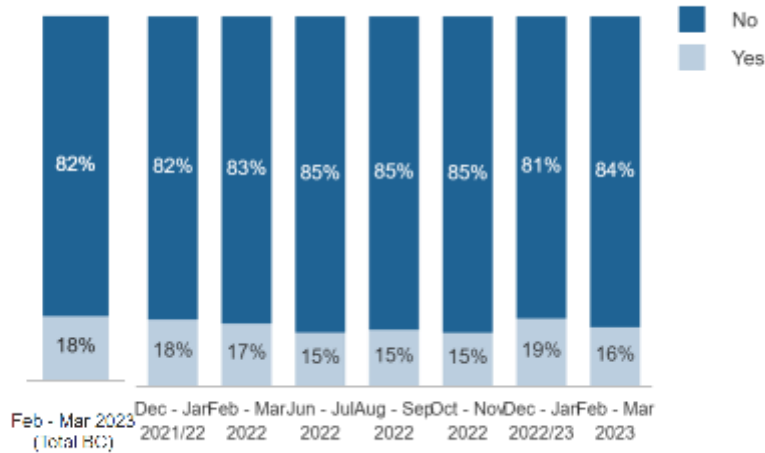
Sources of Transit Information

Feb - Mar 2023

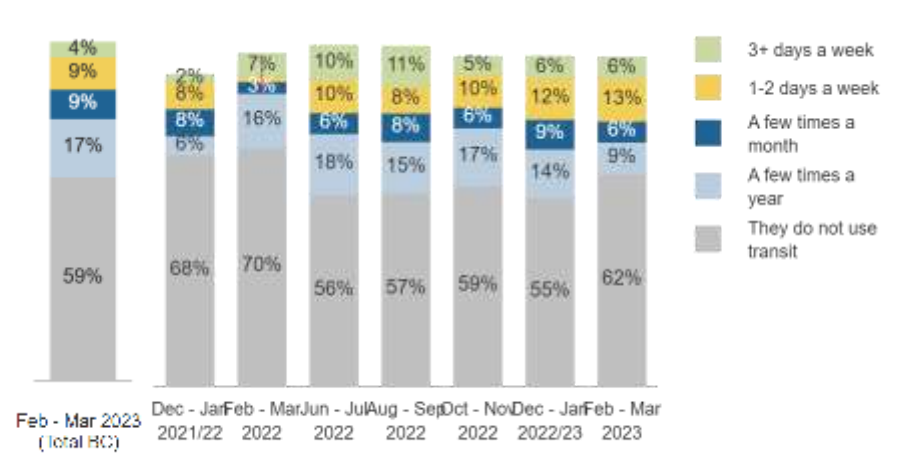


Choose the region:

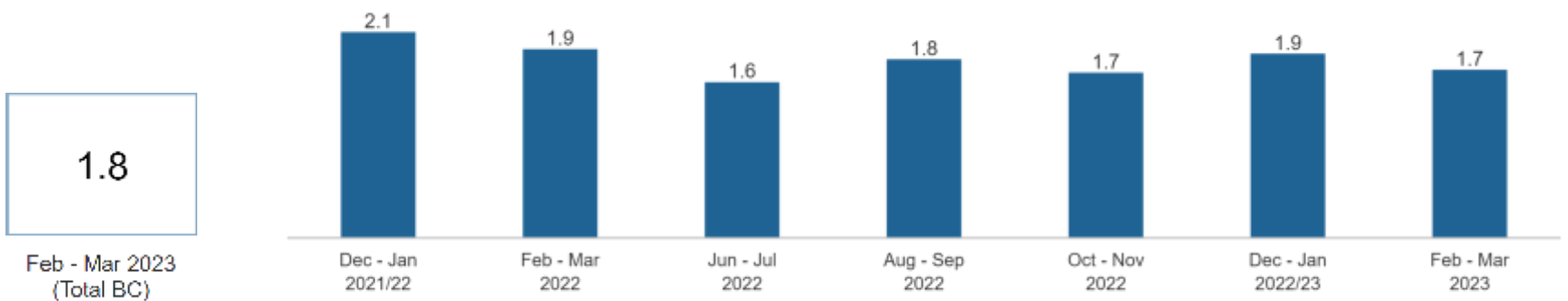
Taking Care of Children Aged 12 and Under



Frequency of Riding the Bus by Children 12 and Under

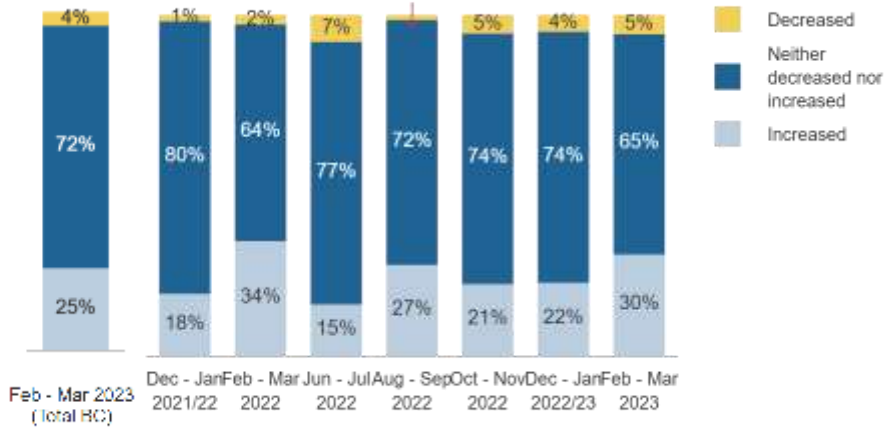


Average Number of Children Aged 12 and Under

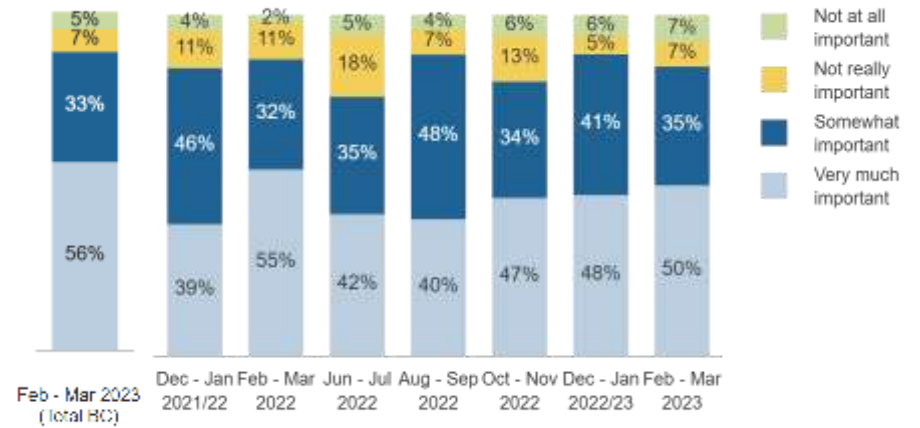


Choose the region:

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

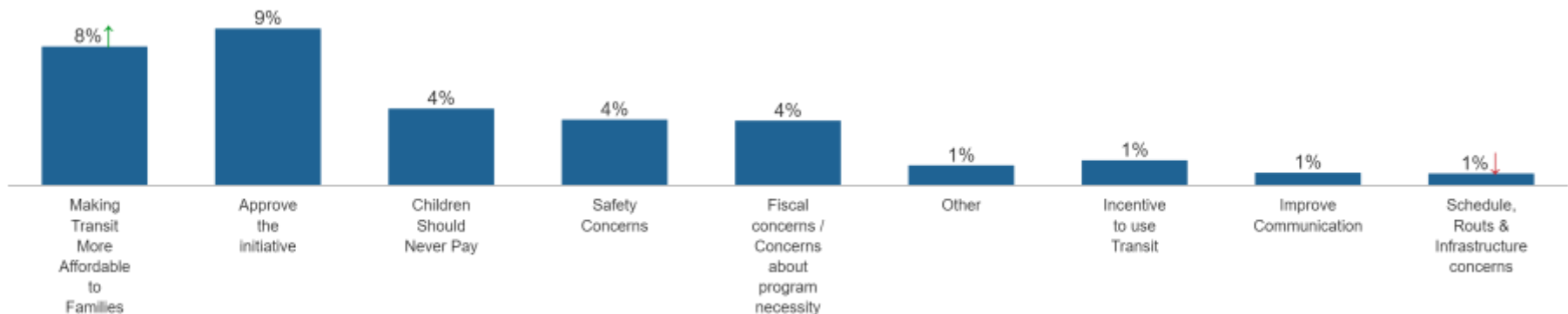


Importance of Free Transit for Children 12 and Under



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

Feb - Mar 2023



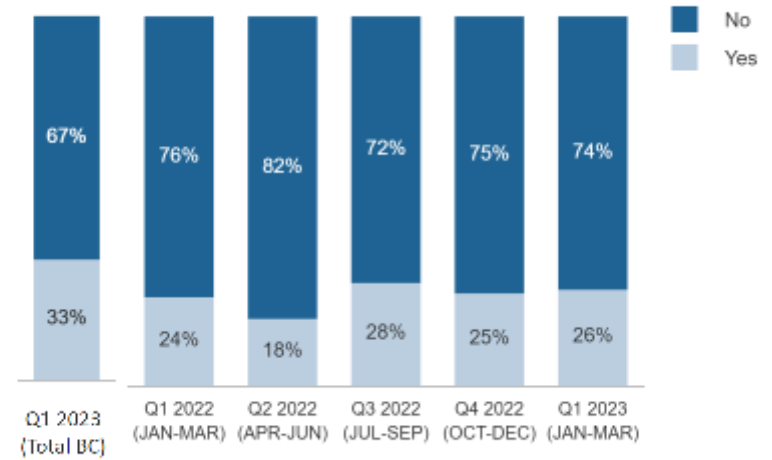
Quarterly Reporting Regions

Choose the region:

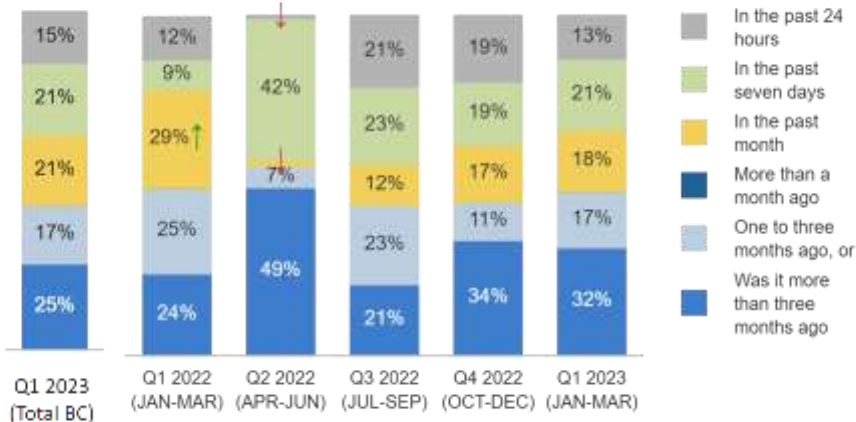
Responsibility for Local Transit System

	Q1 2022 (JAN-MAR)	Q2 2022 (APR-JUN)	Q3 2022 (JUL-SEP)	Q4 2022 (OCT-DEC)	Q1 2023 (JAN-MAR)	Q1 2023 (Total BC)
BC Transit	58%	25%	56%	54%	51%	61%
Local Government or Municipal Government	40%	47%	38%	39%	44%	34%
TransLink	7%	0%	8%	5%	7%	8%
Other (please specify)	1%	3%	2%	1%	2%	1%
I don't know	10%	27%	13%	9%	9%	9%

Past Year Local Transit Use



Most Recent Local Transit Use

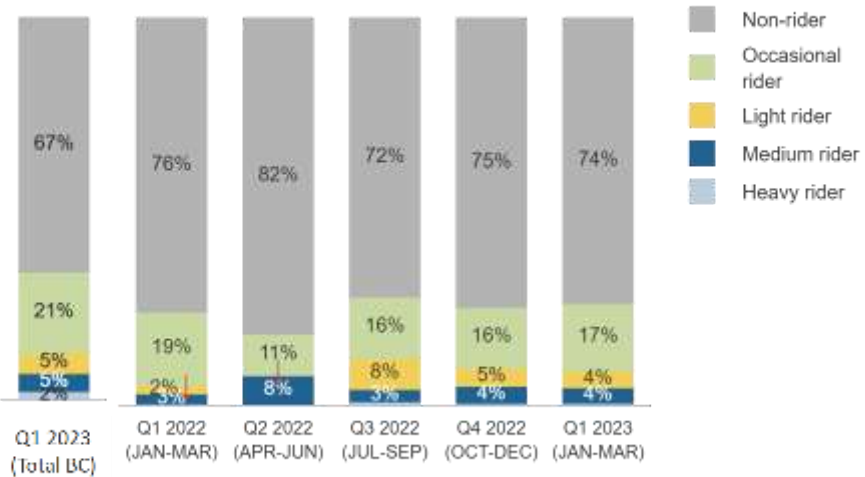


Average Number of One-Way Trips in the Past Seven Days

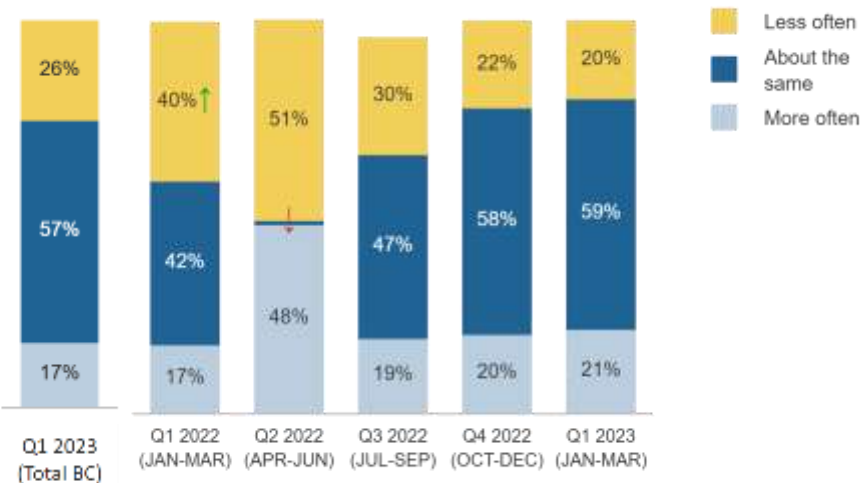


Choose the region:

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 2022 (JAN-MAR)	Q2 2022 (APR-JUN)	Q3 2022 (JUL-SEP)	Q4 2022 (OCT-DEC)	Q1 2023 (JAN-MAR)	Q1 2023 (Total BC)
Drive car/ truck alone	52%	97%	48%	67%	69%	66%
Carpool or share a ride as driver	7%	0%	4%	5%	4%	8%
Carpool or share a ride as passenger	31%	90%	4%	15%	2%	16%
Taxi	16%	0%	3%	11%	0%	4%
Bicycle	7%	5%	45%	3%	15%	9%
Motorcycle/ Moped/ Scooter	0%	0%	3%	2%	1%	2%
Walking/ Rollerblading/ Skateboarding/ Jogging	36%	1%	51%	4%	2%	23%
Ride share (e.g. Uber, Lyft, etc.)	0%	0%	0%	0%	4%	2%
Other	1%	0%	0%	9%	19%	7%
I prefer not to answer	0%	0%	1%	0%	0%	1%

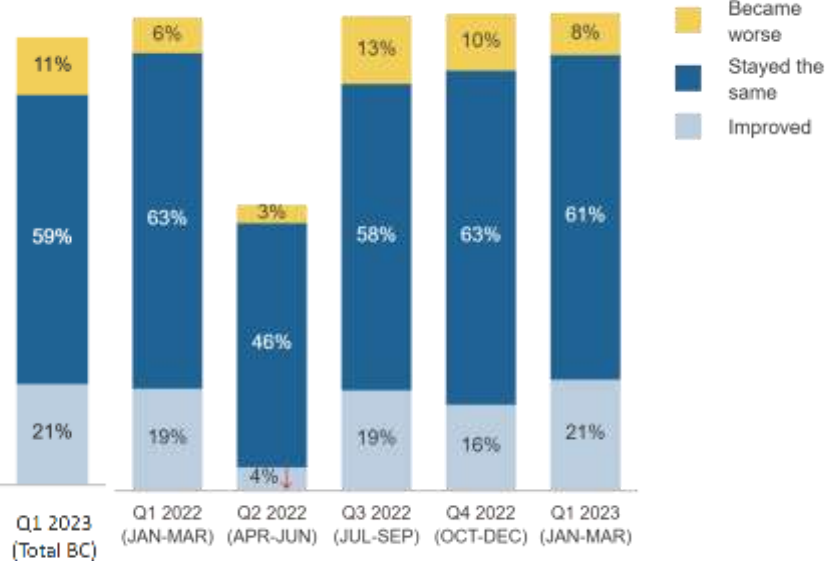
Modes of Transportation Used Less Often

	Q1 2022 (JAN-MAR)	Q2 2022 (APR-JUN)	Q3 2022 (JUL-SEP)	Q4 2022 (OCT-DEC)	Q1 2023 (JAN-MAR)	Q1 2023 (Total BC)
Drive car/ truck alone	76%	14%	67%	62%	35%	48%
Carpool or share a ride as driver	7%	0%	2%	13%	0%	3%
Carpool or share a ride as passenger	1%	0%	9%	17%	14%	14%
Taxi	12%	0%	11%	19%	25%	19%
Bicycle	6%	0%	21%	19%	36%	14%
Motorcycle/ Moped/ Scooter	7%	0%	6%	0%	1%	4%
Walking/ Rollerblading/ Skateboarding/ Jogging	7%	86%	23%	33%	50%	38%
Ride share (e.g. Uber, Lyft, etc.)	3%	0%	11%	3%	4%	3%
Other	5%	86%	3%	0%	1%	2%
I prefer not to answer	1%	0%	0%	0%	3%	5%

Trends

Choose the region:

Past Year Change in Local Bus System

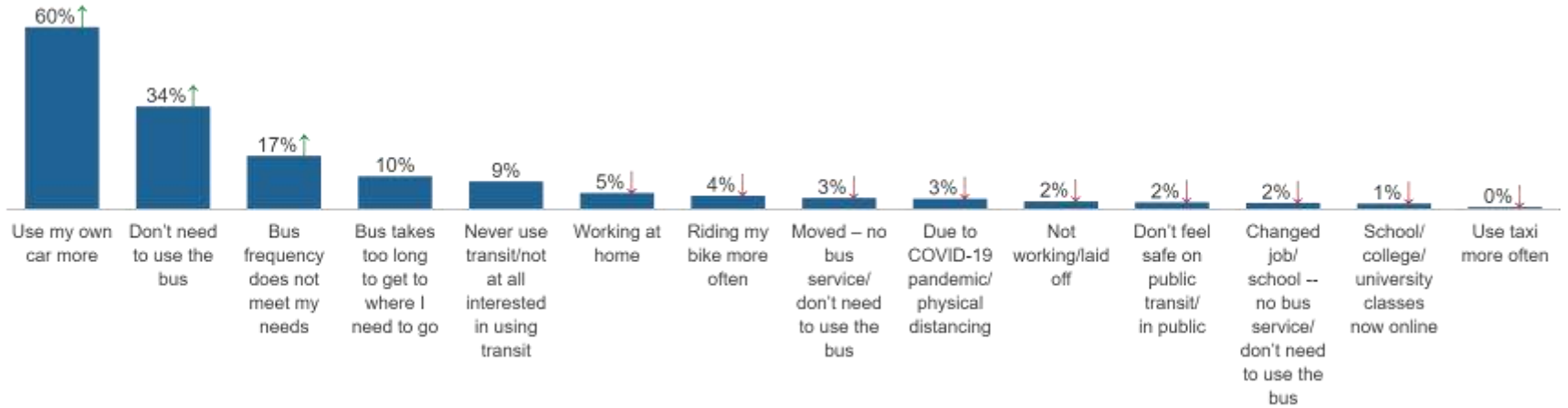


	Q1 2022 (JAN-MAR)	Q2 2022 (APR-JUN)	Q3 2022 (JUL-SEP)	Q4 2022 (OCT-DEC)	Q1 2023 (JAN-MAR)	Q1 2023 (Total BC)
Fare prices are reasonable	50%	48%	49%	49%	50%	50%
Bus drivers are courteous	63%	50%	66%	57%	61%	60%
Frequency of scheduled service	29%	11%	26%	26%	28%	33%
Buses run on time/on schedule	48%	29%	49%	46%	51%	49%
Buses are clean and well-maintained	58%	28%	60%	52%	55%	56%
Personal safety while riding local buses	49%	31%	55%	50%	54%	51%
Personal safety while waiting for local buses	40%	46%	43%	40%	43%	43%
Availability and accuracy of schedule information	43%	25%	46%	43%	43%	46%
Buses not being overcrowded	59%	52%	58%	58%	59%	53%
Buses have a direct route	42%	40%	40%	37%	44%	41%
Bus fare payment options are convenient and easy to use	42%	18%	46%	41%	44%	45%
Buses have good connections with reasonable wait times	36%	21%	34%	29%	34%	34%
Bus stops have enough amenities	25%	51%	27%	24%	32%	31%
Bus stops are clean and well maintained	48%	50%	49%	44%	50%	48%
Trip duration	43%	16%	43%	38%	40%	39%
Overall	51%	35%	47%	44%	48%	48%

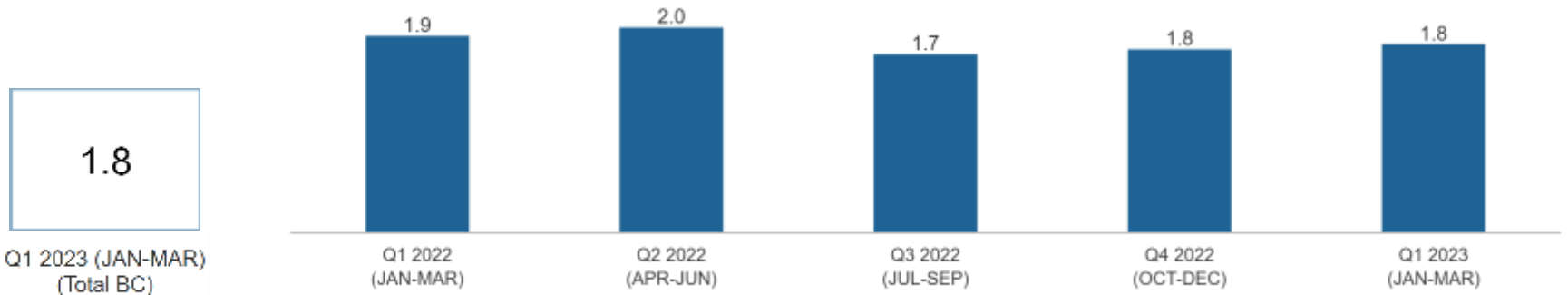
Choose the region:

Reasons Not to Use the Local Public Bus System

Q1 2023 (JAN-MAR)



Average Number of Vehicles in Household

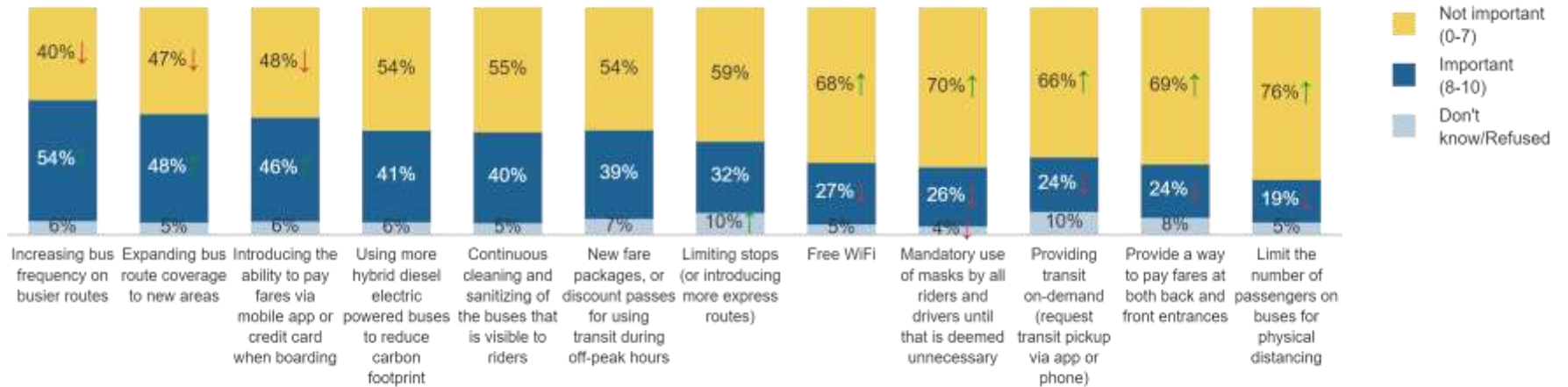


Trends

Choose the region:

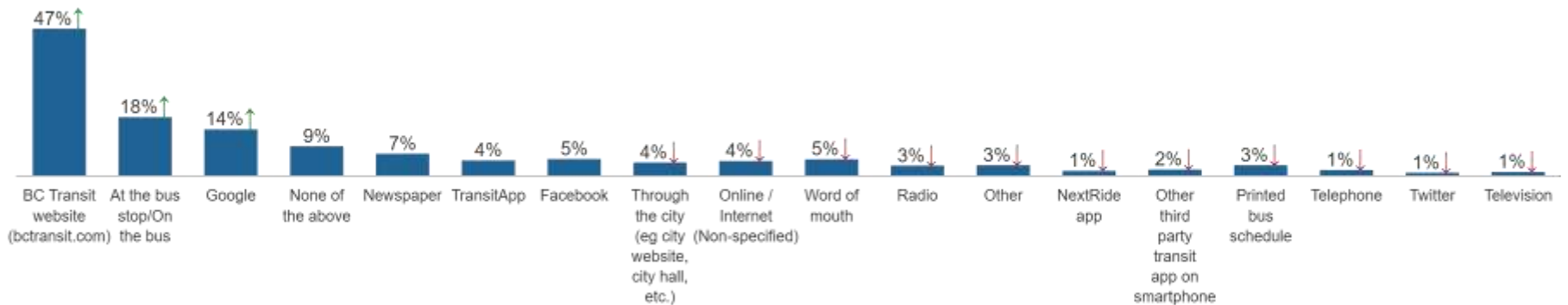
Key Improvements to Encourage Use of Transit

Q1 2023 (JAN-MAR)



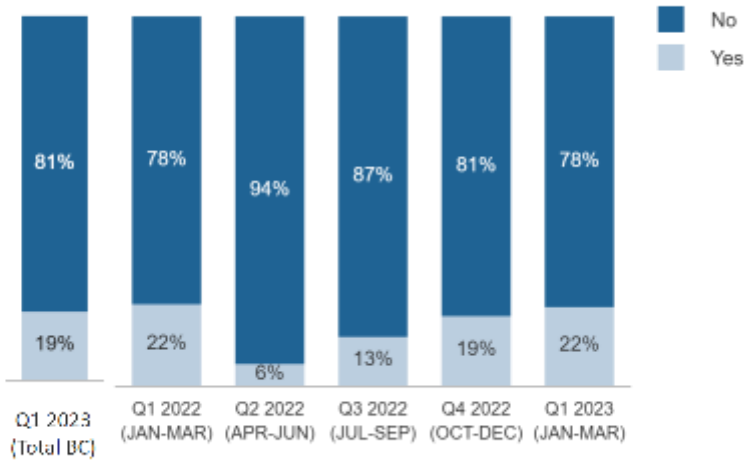
Sources of Transit Information

Q1 2023 (JAN-MAR)

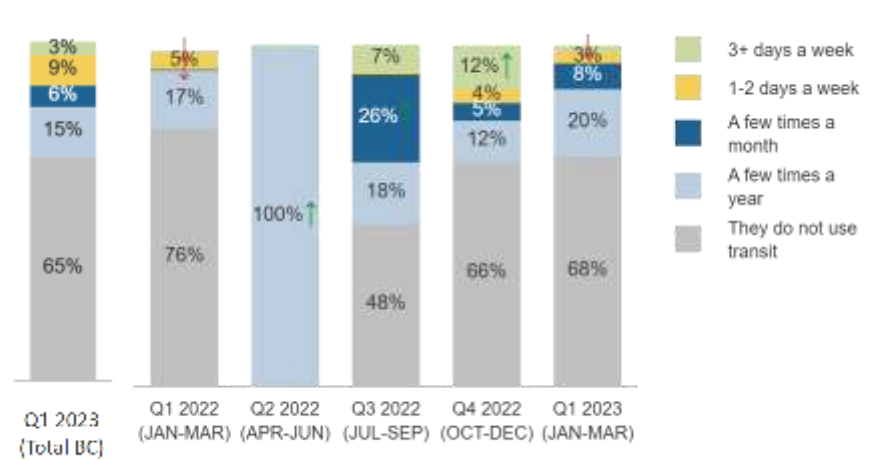


Choose the region:

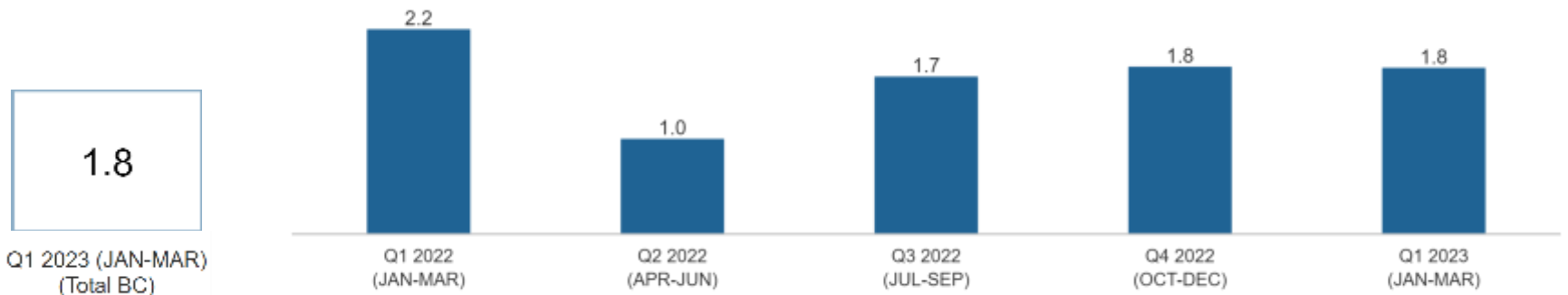
Taking Care of Children Aged 12 and Under



Frequency of Riding the Bus by Children 12 and Under

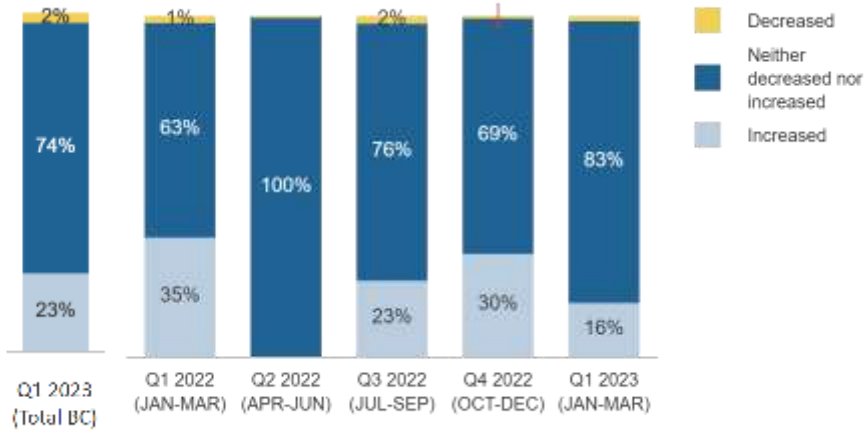


Average Number of Children Aged 12 and Under

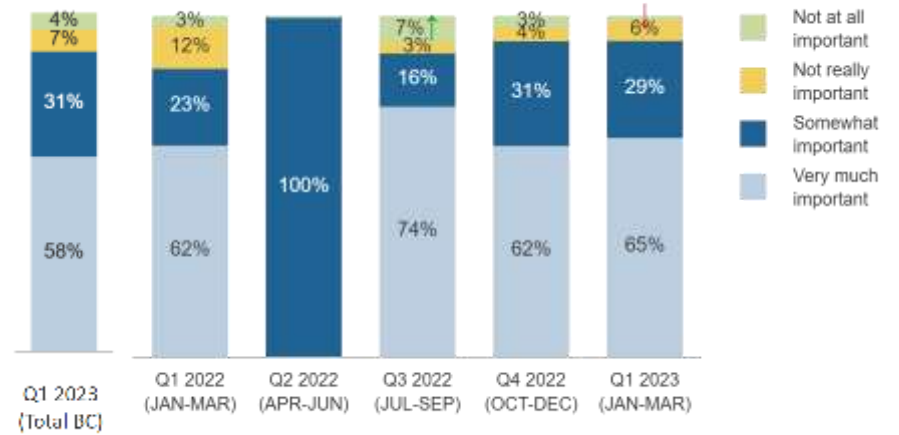


Choose the region:

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

Q1 2023 (JAN-MAR)

