

Report

**Customer
Satisfaction Tracking
Research
Annual Report
2020-2021**



DATE 2024-03-21 PROJECT NUMBER 41074-008

Leger

We know Canadians

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Background and Objectives

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

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

The primary objectives for the research are:

- ✓ To identify levels and trends of transit use
- ✓ To identify reasons for not using transit or using it less often
- ✓ To gauge perceptions regarding the quality of service indicators
- ✓ To identify market characteristics of transit riders, potential riders, and non-riders
- ✓ To monitor changes in market and attitudes
- ✓ To identify satisfaction with safety measures that BC Transit has put in place due to the COVID-19 pandemic
- ✓ To gauge the importance of safety measures in making riders feel comfortable riding public transit
- ✓ To identify usage and quality of online information, as well as to understand usage and importance of the Rider's guide

The results of all the regions are presented in this report. Detailed results for each region are provided each quarter to BC Transit (under separate cover).

Executive Summary

Province-wide, awareness that BC Transit is responsible for local transit service is continuing to grow.

- ❑ Overall, in 2020/21, just over six in ten (62%) residents in BC Transit service areas are aware that BC Transit operates their local transit services, which is significantly higher than 57% in 2019/20. As usual, Victoria, has the highest awareness level amongst all communities at 78%. Outside of Victoria, Cowichan Valley, Nanaimo and Kelowna have higher awareness of BC Transit's responsibility compared to other regions (63%, 61% and 61% respectively).

Not surprisingly, ridership significantly dropped in 2020-21 compared to the previous year due to the COVID-19 pandemic, as only one-third of residents have used the local public bus system.

- ❑ Across the entire BC Transit service area, one-third of residents (34%) have taken public transit (a significant decrease of 6 points from 2019-20), with 13% of these riders using transit in the past seven days, 15% in the past month and 61% using transit more than a month ago. An average of 0.4 one-way public transit trips were taken in the past seven days, a significant decrease from 0.9 in 2019/20.
- ❑ Whistler's transit usage is the highest amongst all regions, with two-thirds (65%) residents using transit in the past year and an average of 1.3 one-way public transit trips taken in the past 7 days. Victoria has the second highest proportion of transit users in the past year at 49%, and riders average 0.5 one-way trips taken in the past 7 days.
- ❑ Province-wide, over half (54%) note they use public transit less often now compared to a year ago, while over one-third (36%) use it at the same level and only 10% mention they use it more often.
- ❑ In terms of transit ridership, Comox (83%), Vernon (82%), Penticton (79%), Campbell River (78%), Cowichan Valley (78%) and Chilliwack (73%) have the highest proportion of non-transit users.

Executive Summary

Overall, just over half of riders are satisfied with the transit system and two-thirds note the system has stayed the same compared to a year ago.

- ❑ Province-wide, 52% of residents give the BC Transit system positive ratings overall (4 or 5 out of 5, where 1 is “extremely poor” and 5 is “excellent”) or an average rating of 3.5 out of 5. The proportion is consistent with 53% in 2019/20.
- ❑ Ratings are most positive in terms of courteous drivers (62% rate it 4 or 5 out of 5, average rating 4.0), clean/well-maintained buses (59%, average rating 3.9) and personal safety while riding the bus (56%, average rating 3.8). The areas which could improve are bus stops having enough amenities (34%, average of 3.1 out of 5), frequency of scheduled service (35%, average of 3.2) and buses having good connections with reasonable wait times (38%, average of 3.3).
- ❑ At the provincial level, two-thirds (65%) feel the local bus system has stayed the same compared to a year ago while one-quarter (24%) say it has improved, a significant decrease from 2019/20 (32%).

Despite COVID-19, most residents in BC Transit’s operating areas still agree that transit is important to their community.

- ❑ At a total BC level, 86% agree that transit is important to their community (4 or 5 out of 5, average rating is 4.4), with 59% giving a rating of 5, or very important, significantly lower than 2019/20 (66%).
- ❑ Whistler residents are most likely to feel transit is important to their community (95% say 4 or 5, average rating is 4.8), followed by Victoria (90%, down from 92% in 2019/2020, average rating is 4.5), Kamloops (89%, average rating is 4.4), Kelowna (88%, average rating is 4.4), and Campbell River (87%, down from 89% in 2019/20, average rating is 4.4).

Executive Summary

Provincially, use of BC Transit's online information and its perceived quality remained similar to 2019/20.

- ❑ Province-wide, in 2020/21, nearly six in ten (56%) residents accessed BC Transit's information online (encompassing 'BC Transit website', 'Internet', 'Google maps' and 'smartphone applications').
- ❑ Two-thirds (64%) of residents are satisfied with the quality of BC Transit's information online.

Nearly two in ten used the BC Transit Rider's Guide.

- ❑ Usage of the Rider's Guide is slightly higher in Nanaimo and Campbell River (22% each), and Whistler and Tier 3 (21% each).
- ❑ Eight in ten (82%) of those who use the Rider's Guide feel it's important to have it available.

Two-thirds are satisfied with the measures BC Transit put in place due to the pandemic.

- ❑ At a total BC level, 64% are satisfied with the measures that their local bus system has put in place during the COVID-19 pandemic. Whistler residents are most satisfied (81%), followed by Penticton and Vernon (74% each), and Kamloops (73%).

Methodology

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

Region:	Quarterly Sample Target	Annual Sample Target	2020/21 completions
Victoria	300	1,200	1,221
Tier 1 and 2 Communities	1,200	4,800	4,803
Central Fraser Valley	100	400	402
Kamloops	100	400	400
Kelowna	100	400	404
Nanaimo	100	400	407
Prince George	100	400	395
Whistler	100	400	383
Campbell River	100	400	400
Chilliwack	100	400	402
Comox Valley	100	400	403
Cowichan Valley	100	400	405
Penticton	100	400	401
Vernon	100	400	401
Tier 3 Communities	100	400	400
Total	1,600	6,400	6,424

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

Margins of error

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

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

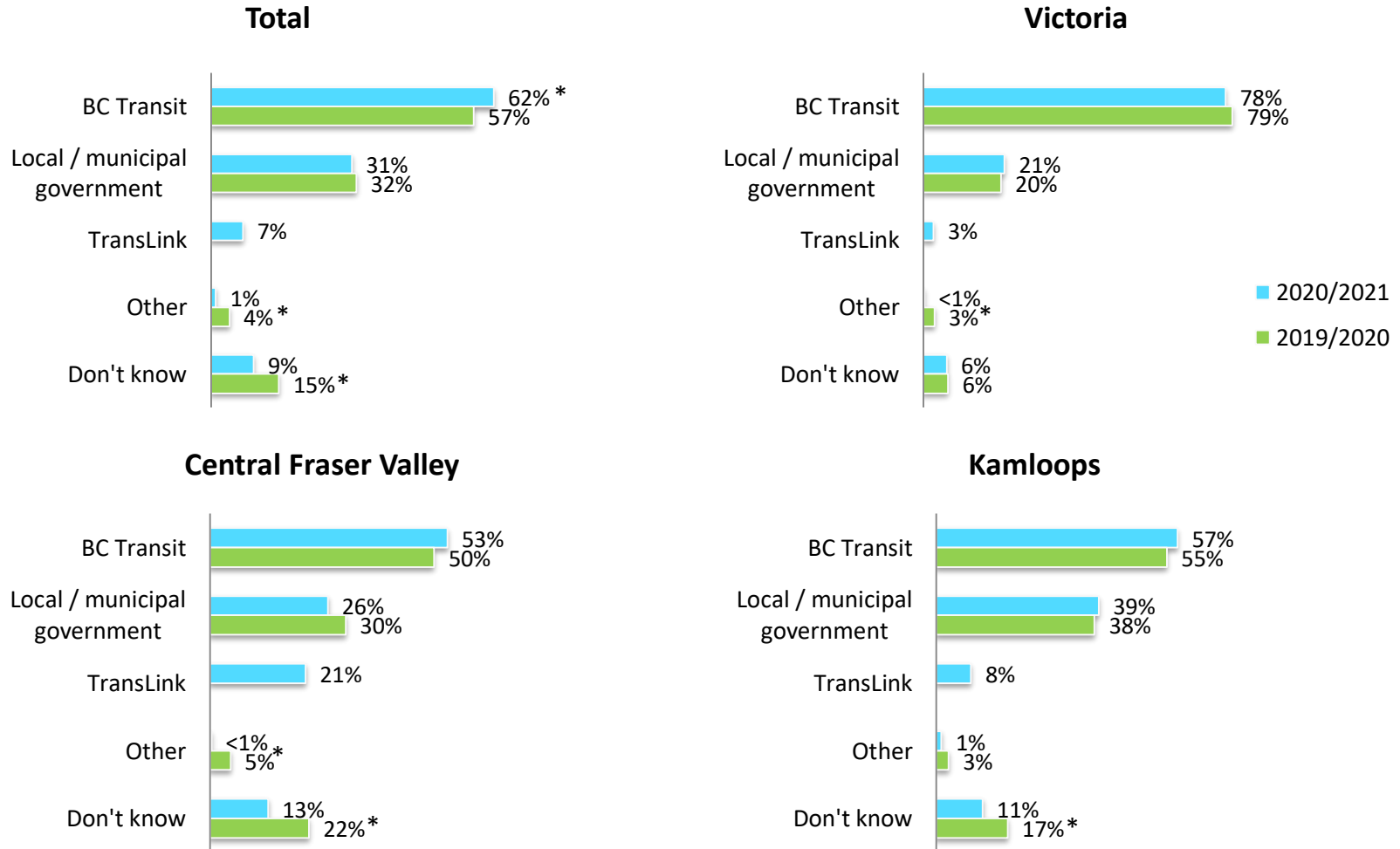
Key Findings: Local Transit System Awareness

- ❑ Province-wide in 2020/21, just over six in ten (62%) residents in BC Transit's operating regions are aware that BC Transit is responsible for their local transit system, up from 57% in 2019/20. Three-in ten (31%) believe that the local government is responsible, 7% think it's TransLink, and the remainder (9%) do not know who operates it.
- ❑ As usual, Greater Victoria has the highest level of BC Transit awareness, with nearly eight in ten (78%) aware that BC Transit is responsible for the local transit system, well above all other regions.
- ❑ Six in ten residents in Cowichan Valley, Nanaimo and Kelowna are aware that BC Transit is responsible for their local transit system (63%, 61% and 61% respectively), while residents in the remaining communities have awareness levels of 52% on average.
- ❑ The proportion of residents who believe their transit system is operated by the local/municipal government is highest in Campbell River and Whistler (49% and 45% respectively), while Comox Valley (18%) and Cowichan Valley (15%) have the highest proportions who say they don't know.

Local Transit System Awareness

Responsibility for Local Transit System

(Multiple Responses Allowed)



Q1. Can you please tell me who is responsible for your local transit system?

Annual Base 2020/2021: Total=6,424; Victoria=1,221; Central Fraser Valley=402; Kamloops=400.
 Annual Base 2019/2020: Total=6,482; Victoria=1,212; Central Fraser Valley=404; Kamloops=404.

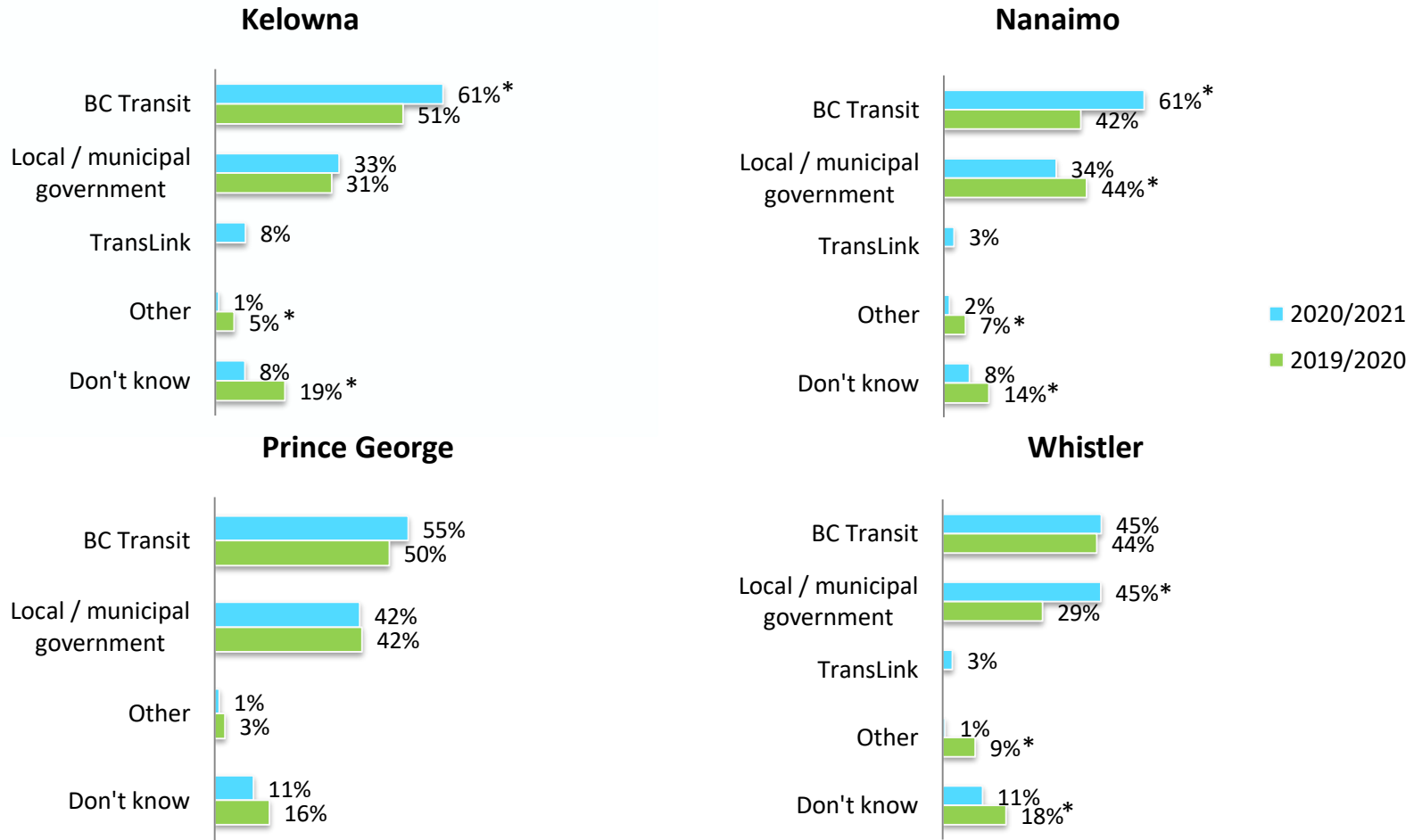
* - statistically significant difference at 95% level

Local Transit System Awareness



Responsibility for Local Transit System

(Multiple Responses Allowed)



Q1. Can you please tell me who is responsible for your local transit system?

Annual Base 2020/2021: Total=6,424; Kelowna=404; Nanaimo=407; Prince George=395; Whistler=383.
 Annual Base 2019/2020: Total=6,482; Kelowna=404; Nanaimo=404; Prince George=403; Whistler=393.

* - statistically significant difference at 95% level

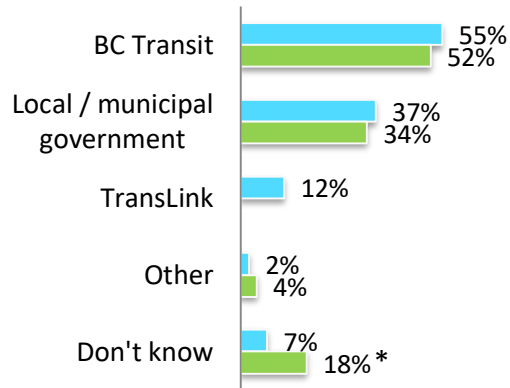
Local Transit System Awareness



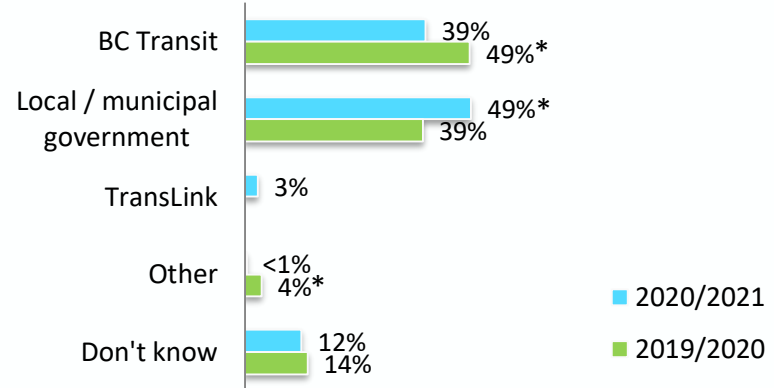
Responsibility for Local Transit System

(Multiple Responses Allowed)

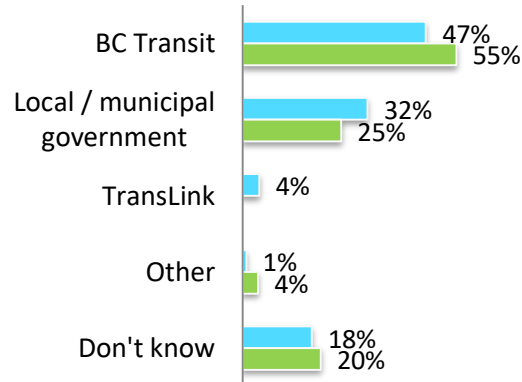
Chilliwack Regional



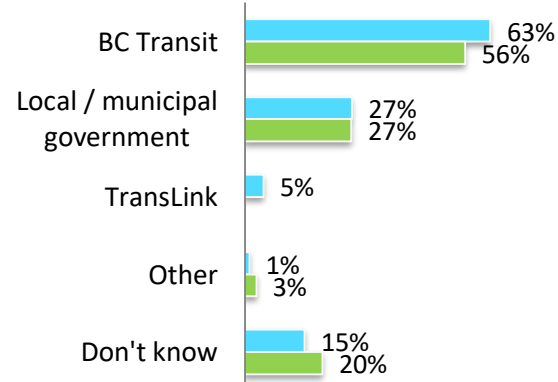
Campbell River



Comox Valley



Cowichan Valley



■ 2020/2021
■ 2019/2020

Q1. Can you please tell me who is responsible for your local transit system?

Annual Base 2020/2021: Total=6,424; Chilliwack=402; Campbell River=400; Comox Valley=403; Cowichan Valley=405. * - statistically significant difference at 95% level
Annual Base 2019/2020: Total=6,482; Chilliwack=403; Campbell River=435; Comox Valley=400; Cowichan Valley=401.

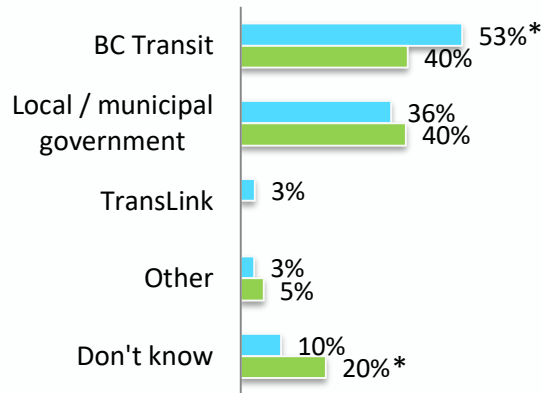
Local Transit System Awareness



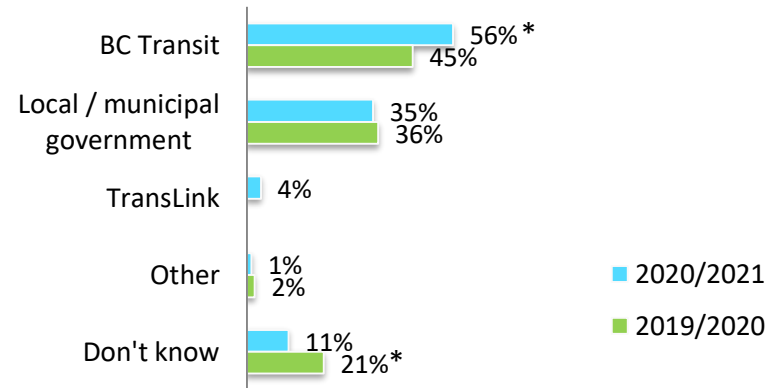
Responsibility for Local Transit System

(Multiple Responses Allowed)

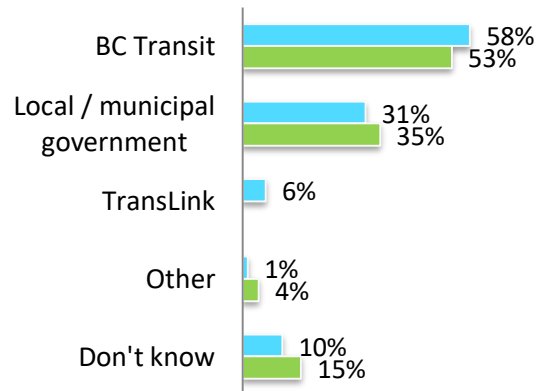
Penticton



Vernon Regional



Tier 3 Communities



Q1. Can you please tell me who is responsible for your local transit system?

Annual Base 2020/2021: Total=6,424; Penticton=401; Vernon=401; Tier 3=400.
 Annual Base 2019/2020: Total=6,329; Penticton=404; Vernon=410; Tier 3=405.

* - statistically significant difference at 95% level

Key Findings: Transit Usage

BC Transit Total System

- ❑ The COVID-19 pandemic caused a major shift in rider behaviour. As a result, only one-third (34%) of residents in BC Transit’s operating areas have used their local public bus system in the past year, while more than two-thirds (66%) have not ((a significant increase from 2019-20 (60%)). Of these riders, almost 13% used transit in the past 7 days and 15% rode in the past month. Ridership frequency dropped considerably with 61% of riders using transit more than a month ago (up from 2019/20 (39%)).
 - The average number of one-way trips in the past seven days significantly dropped compared to the last year (0.4 in 2020/21 vs. 0.9 in 2019/20). The proportion of heavy users (10+ one-way trips in past week) is at 1%, medium users (4-9 one-way trips in past week) are at 3% and light users (1-3 one-way trips in past week) are at 4%. Occasional riders (not used transit in the past week) are at 26%.

- ❑ The main reasons for not using public transit are using other types of transportation (66%) (including own car, taxi, bike or Uber/Lyft), having no reason to use a bus (44%) and the COVID-19 pandemic (11%).

- ❑ Only 10% of BC Transit customers used transit ‘more often’ compared to a year ago, while over half (54%) use it less often, much higher than the 2019-20 results (23%). Over one-third (36%) say their usage is ‘about the same’ (a sizable drop compared to 2019-20 (56%)).

- ❑ Physical distancing and COVID-19 (68%), using other types of transportation (30%), having no reason to use a bus (29%) and working from home (21%) were mentioned by riders as main factors of using local bus system less often.

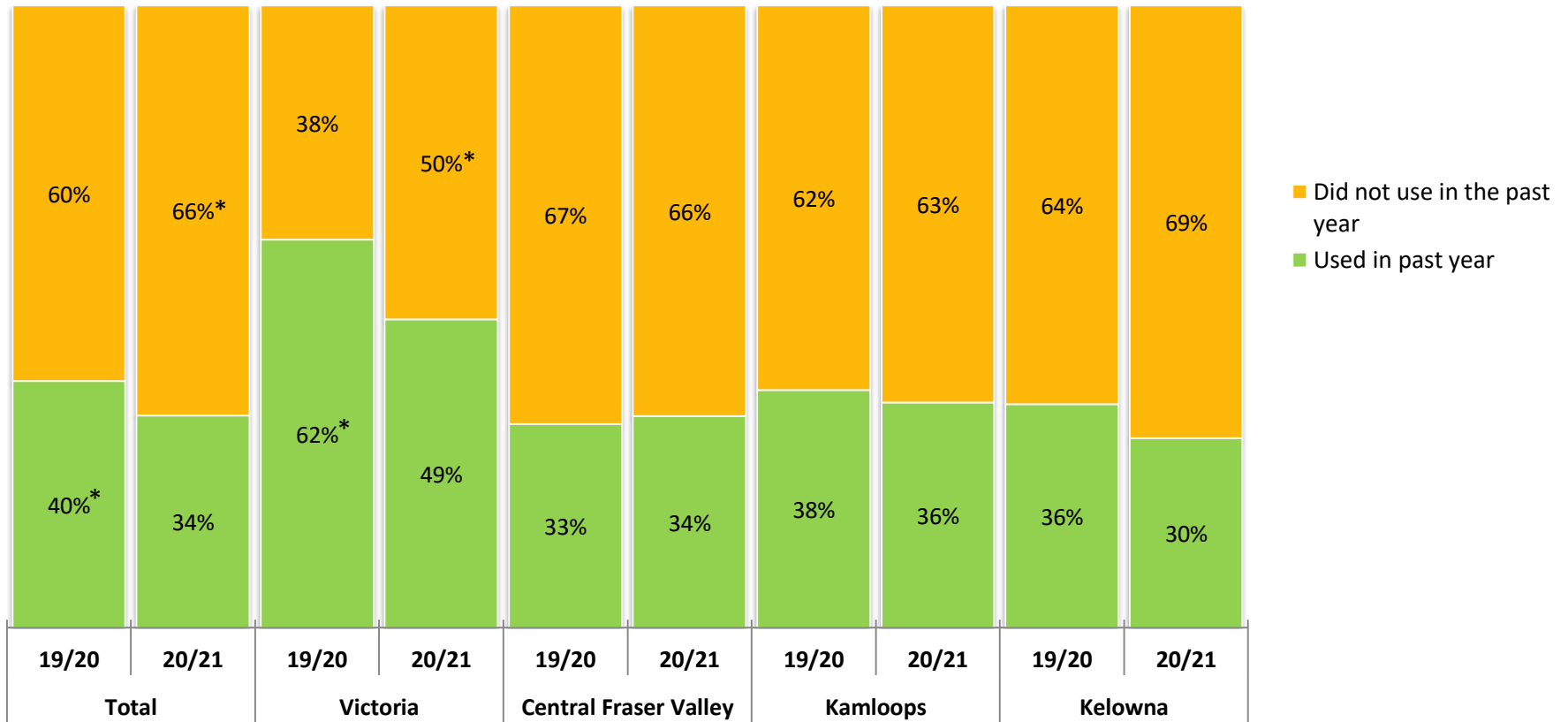
- ❑ Province-wide, the overall net loss of ridership is -45% (% of riders using bus system more often subtracted by % using less often). As a result of the COVID-19 pandemic in 2020/21 all the regions have seen a net loss in ridership, notably Kamloops (-60%), Comox (-55%), Kelowna (-51%), and Victoria (-48%).

Key Findings: Transit Usage

Greater Victoria

- ❑ One-half (49%) of Greater Victoria residents used local transit in the past year, with the other half (50%) indicating they had not used it.
- ❑ Of those who had used transit in the past year, one in ten (10%) Victorians had used local public transit in the past 24 hours while 67% used it more than a month ago (up from 36% in 2019-20).
- ❑ Of those who have used transit in the past seven days, Victoria residents make on average of 0.5 one-way trips per week
- ❑ Only 2% of Victoria riders are heavy riders (down significantly from 6% in 2019/20), 4% medium riders (down significantly from 10% in 2019/20) and 5% light riders (down significantly from 10% in 2019/20), while four in ten (39%) are occasional riders.
- ❑ Only 8% of Victoria transit users indicate they used transit 'more often' compared to a year ago, while over half (56%) use it less often. Over one-third (35%) of riders say their usage is 'about the same' which is a significant drop from 59% in 2019/20.

Local Public Bus System Usage

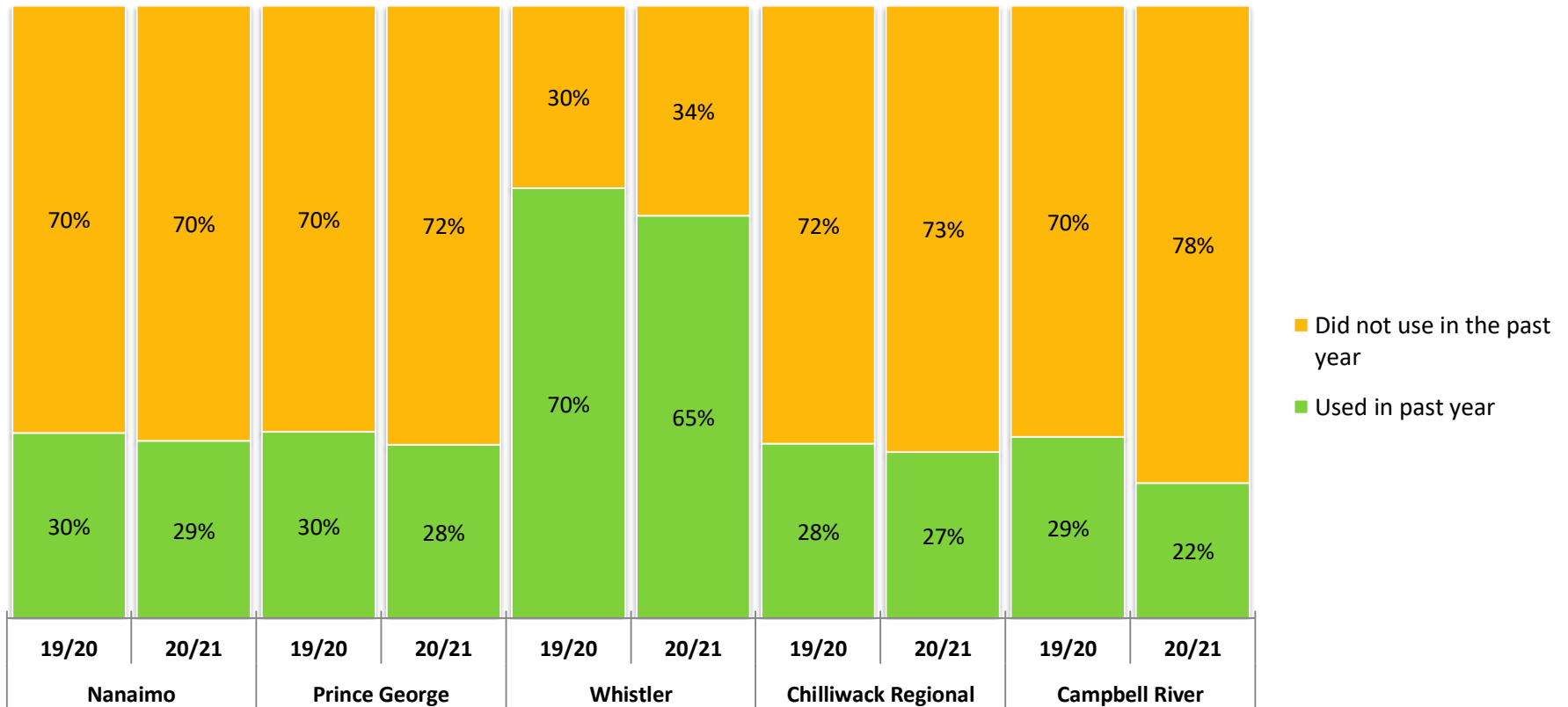


Q3. Have you used the local public bus system in the past year?

Annual Base 2020/2021: Total=6,424; Victoria=1,221; Central Fraser Valley=402; Kamloops=400; Kelowna=404.
 Annual Base 2019/2020: Total=6,482; Victoria=1,212; Central Fraser Valley=404; Kamloops=404; Kelowna=404.

* - statistically significant difference at 95% level

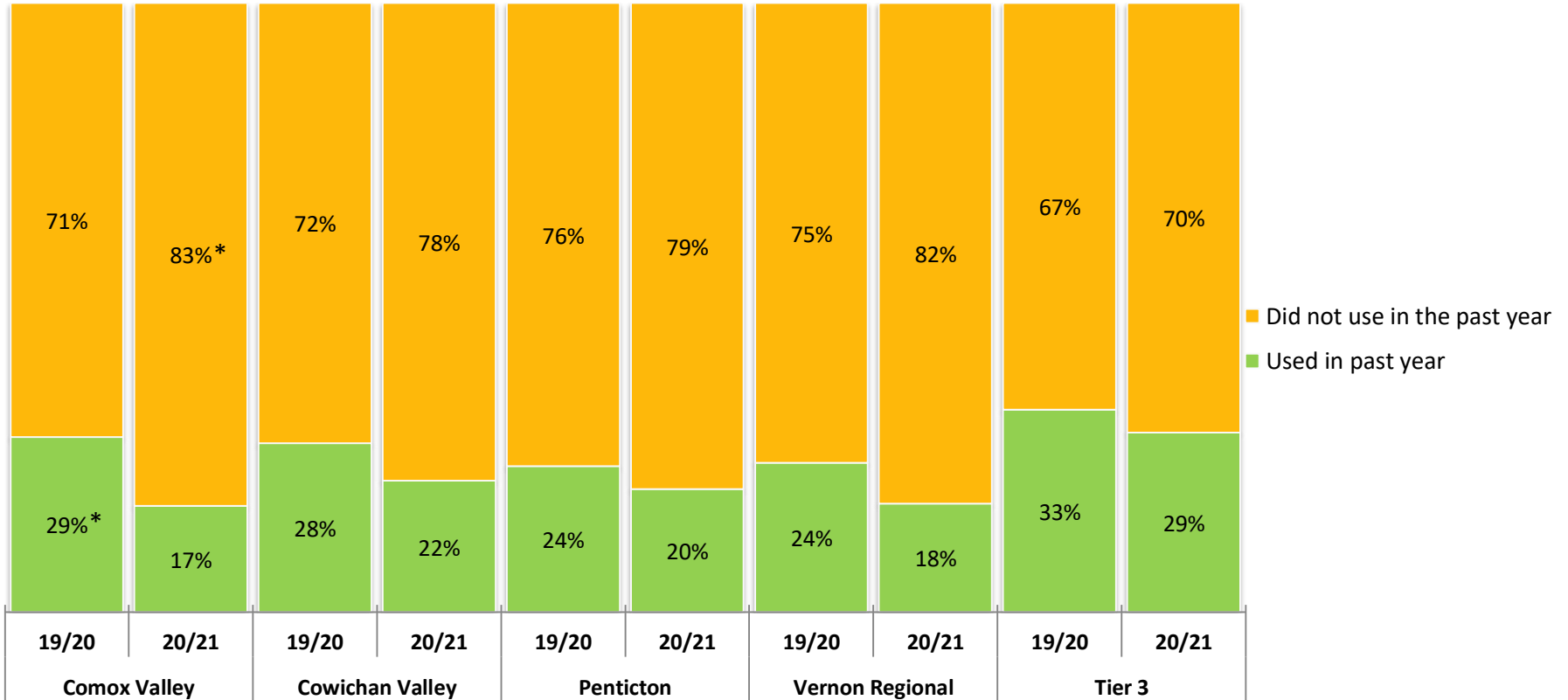
Local Public Bus System Usage



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

Annual Base 2020/2021: Total=6,424; Nanaimo=407; Prince George=395; Whistler=383; Chilliwack=402; Campbell River=400.
 Annual Base 2019/2020: Total=6,482; Nanaimo=404; Prince George=403; Whistler=393; Chilliwack=403; Campbell River=435.

Local Public Bus System Usage



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

Annual Base 2020/2021: Total=6,424; Comox Valley=403; Cowichan Valley=405; Penticton=401; Vernon=401; Tier 3=400.
 Annual Base 2019/2020: Total=6,482; Comox Valley=400; Cowichan Valley=401; Penticton=404; Vernon=410; Tier 3=405.

* - statistically significant difference at 95% level

Reasons for not using the local public bus system in the past year

	Total	Victoria	Central Fraser Valley	Kamloops	Kelowna	Nanaimo	Prince George	Whistler
	20/21	20/21	20/21	20/21	20/21	20/21	20/21	20/21
n=	4,217	640	259	260	287	273	276	138
Use other type of transportation (e.g. own car, taxi, bike, Uber, Lyft)	66%	63%	62%	73%	67%	68%	67%	65%
Don't need to use the bus	44%	35%	55%	51%	43%	52%	43%	24%
Due to COVID-19 pandemic/ physical distancing	11%	19%	6%	12%	8%	13%	10%	16%
Don't feel safe on public transit/ in public	5%	5%	5%	5%	4%	7%	3%	1%
Inconvenient/Infrequent service	5%	7%	4%	3%	6%	4%	5%	8%
Moved - no bus service/ Don't need to use the bus	4%	4%	4%	2%	2%	3%	5%	2%
Working at home	4%	6%	2%	12%	2%	1%	3%	2%
No bus stops or routes nearby	4%	3%	2%	1%	5%	4%	9%	7%
Not working/laid off	3%	4%	1%	3%	3%	3%	6%	2%
Changed job/ school -- no bus service/ Don't need to use the bus	1%	<1%	<1%	1%	1%	1%	2%	-
School/ college/ university classes now online	1%	1%	2%	2%	-	-	1%	-
Health issues (Including mental health, disabilities, etc.)	1%	2%	<1%	1%	1%	1%	<1%	1%
Bus routes are not direct/Takes too long	1%	1%	<1%	2%	3%	1%	1%	<1%
I prefer walking	1%	1%	1%	1%	2%	1%	1%	3%

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

Annual Base 2020/2021: Total=4,217; Victoria=640; Central Fraser Valley=259; Kamloops=260; Kelowna=287; Nanaimo=273; Prince George=276; Whistler=138.

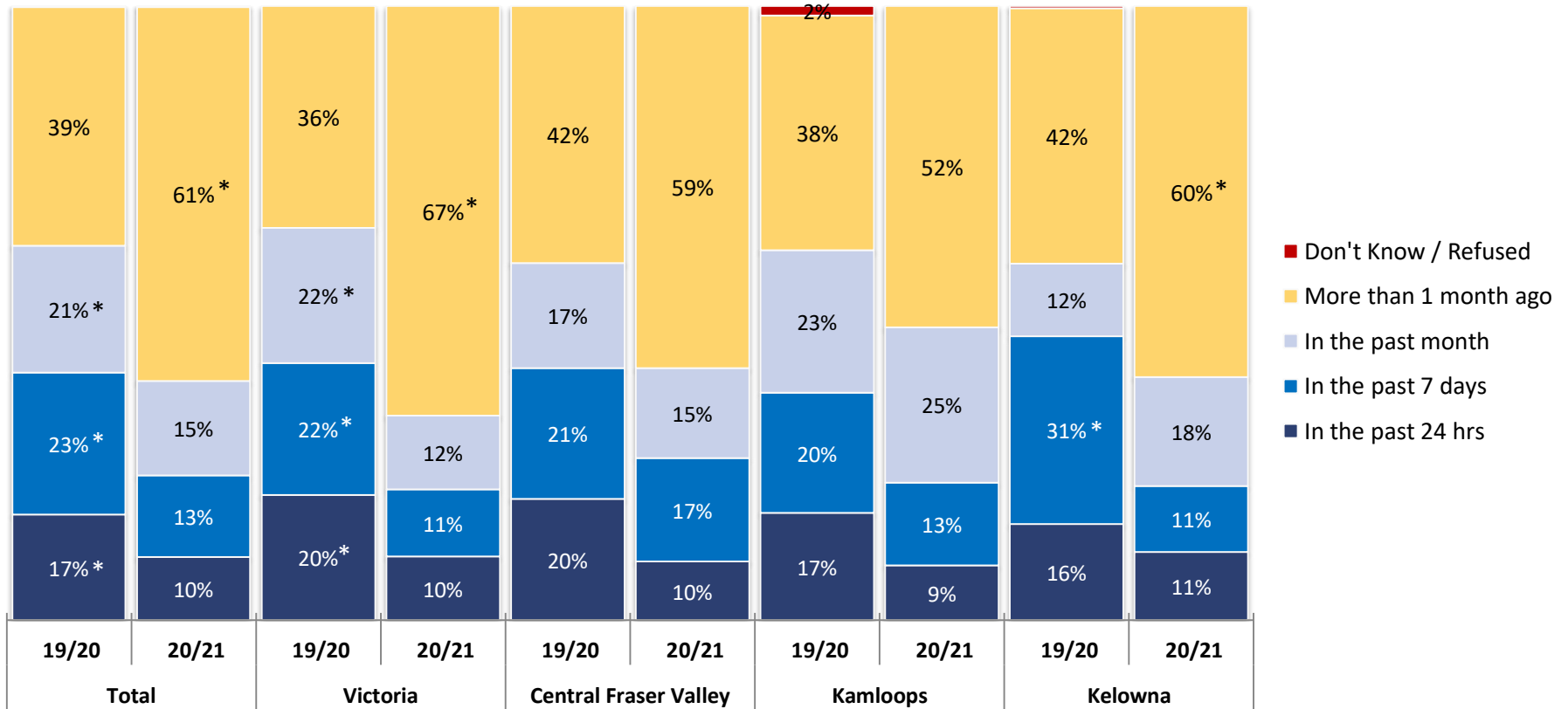
Reasons for not using the local public bus system in the past year

	Total	Chilliwack	Campbell River	Comox Valley	Cowichan Valley	Penticton	Vernon	Tier 3
	20/21	20/21	20/21	20/21	20/21	20/21	20/21	20/21
n=	4,217	295	294	310	301	302	314	268
Use other type of transportation (e.g. own car, taxi, bike, Uber, Lyft)	66%	69%	75%	67%	60%	62%	70%	68%
Don't need to use the bus	44%	48%	30%	37%	44%	48%	40%	47%
Due to COVID-19 pandemic/ physical distancing	11%	11%	7%	6%	11%	7%	6%	8%
Don't feel safe on public transit/ in public	5%	7%	5%	4%	8%	3%	3%	6%
Inconvenient/Infrequent service	5%	2%	5%	5%	10%	5%	5%	3%
Moved - no bus service/ Don't need to use the bus	4%	3%	3%	7%	3%	5%	8%	3%
Working at home	4%	4%	2%	2%	2%	4%	3%	3%
No bus stops or routes nearby	4%	4%	1%	6%	6%	4%	3%	3%
Not working/laid off	3%	4%	1%	2%	2%	5%	3%	3%
Changed job/ school -- no bus service/ Don't need to use the bus	1%	1%	<1%	<1%	1%	<1%	1%	-
School/ college/ university classes now online	1%	1%	-	-	1%	-	1%	1%
Health issues (Including mental health, disabilities, etc.)	1%	-	<1%	-	1%	1%	<1%	1%
Bus routes are not direct/Takes too long	1%	1%	6%	2%	<1%	1%	3%	1%
I prefer walking	1%	<1%	2%	3%	1%	2%	2%	2%

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

Annual Base 2020/2021: Total=4,217; Chilliwack=295; Campbell River=294; Comox Valley=310; Cowichan Valley=301; Penticton=302; Vernon=314; Tier 3=268.

Most Recent Local Public Bus System Usage

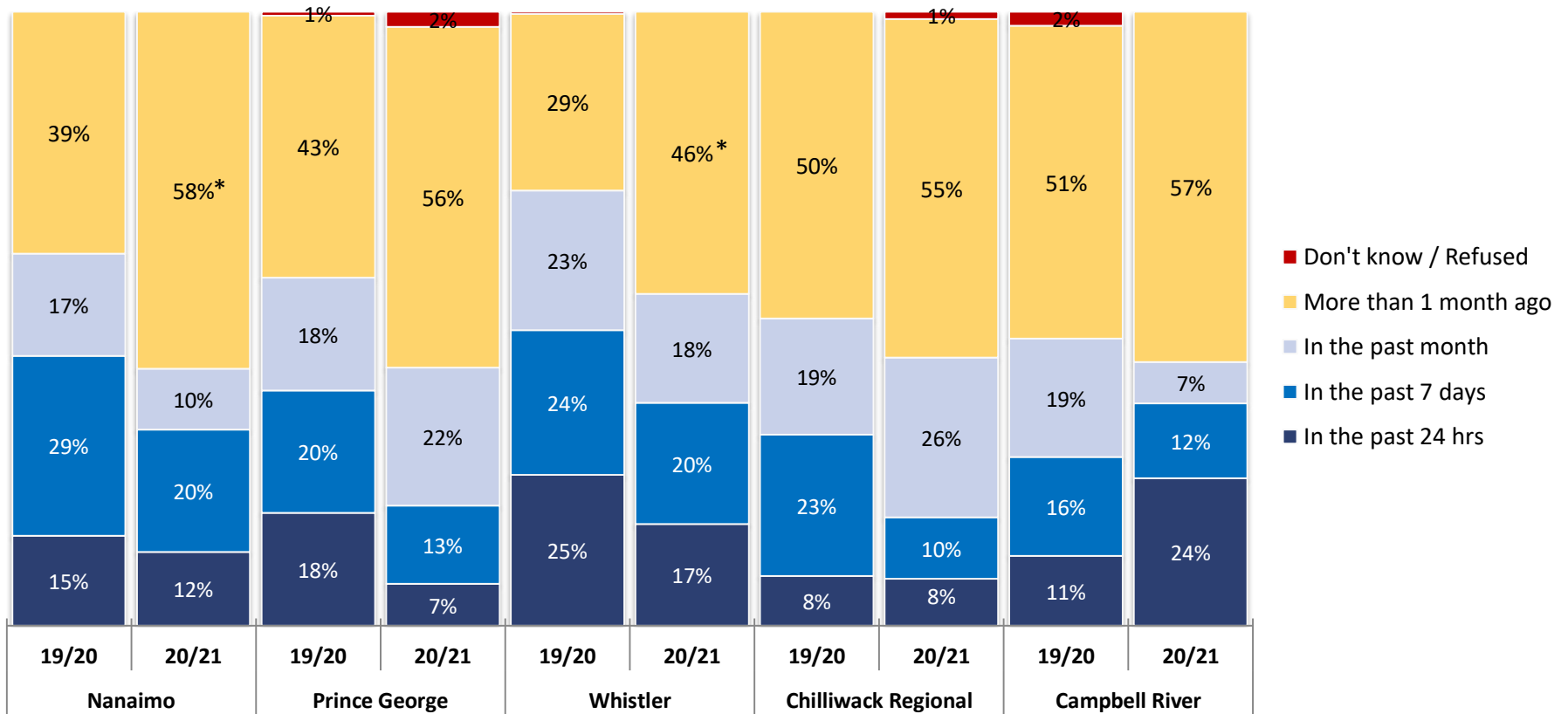


Q4. Did you last use the local public bus system...?

Annual Base 2020/2021: Total=1,822; Victoria=526; Central Fraser Valley=118; Kamloops=114; Kelowna=97.
 Annual Base 2019/2020: Total=2,042; Victoria=595; Central Fraser Valley=90; Kamloops=124; Kelowna=115.

* - statistically significant difference at 95% level 21

Most Recent Local Public Bus System Usage

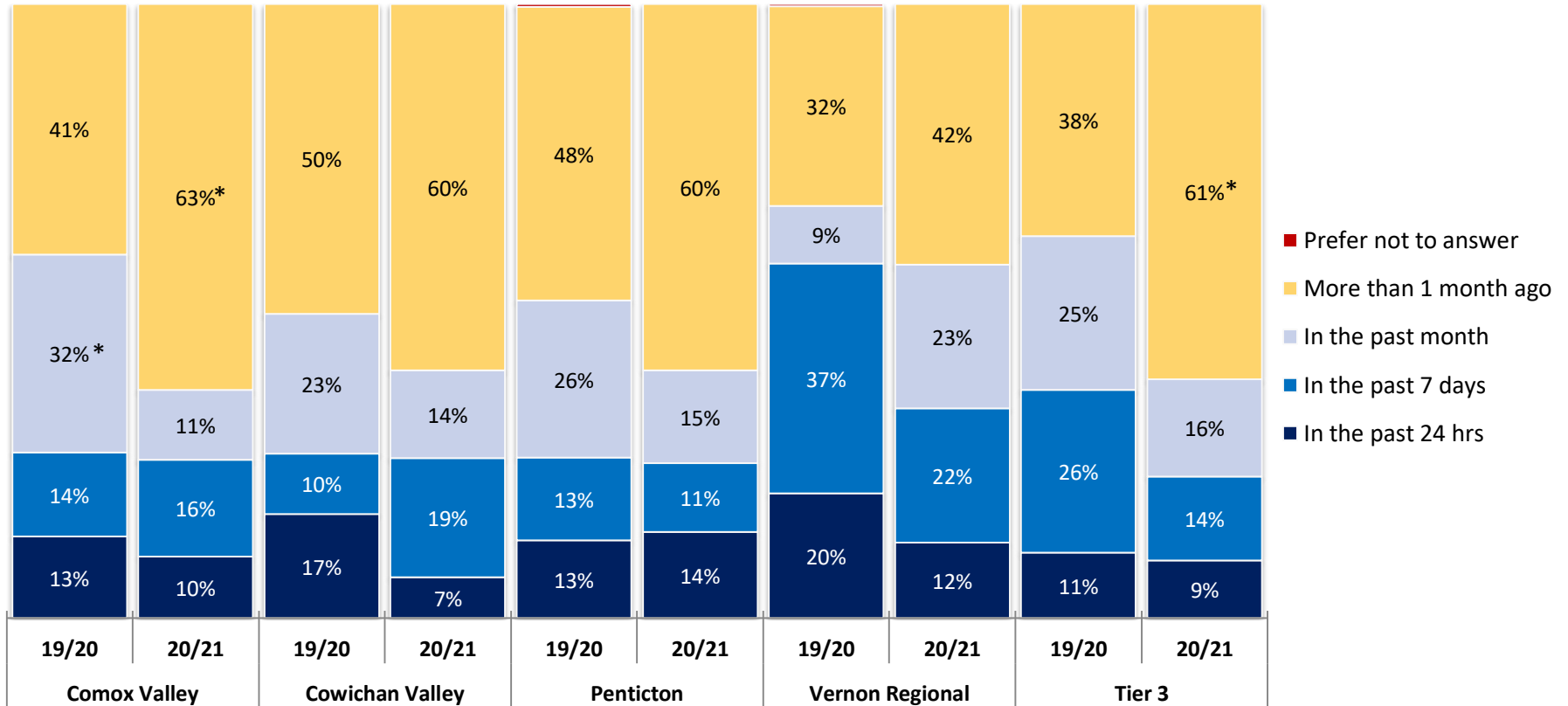


Q4. Did you last use the local public bus system...?

Annual Base 2020/2021: Total=1,822; Nanaimo=107; Prince George=93; Whistler=234; Chilliwack=76; Campbell River=76.
 Annual Base 2019/2020: Total=2,042; Nanaimo=115; Prince George=99; Whistler=266; Chilliwack=80; Campbell River=101.

* - statistically significant difference at 95% level

Most Recent Local Public Bus System Usage



Q4. Did you last use the local public bus system...?

Annual Base 2020/2021: Total=1,822; Comox Valley=64; Cowichan Valley=77; Penticton=71; Vernon=61; Tier 3=108.
 Annual Base 2019/2020: Total=2,042; Comox Valley=91; Cowichan Valley=85; Penticton=86; Vernon=81; Tier 3=114.

* - statistically significant difference at 95% level

Reasons for using the local public bus system less often

	Total	Victoria	Central Fraser Valley	Kamloops	Kelowna	Nanaimo	Prince George	Whistler
	20/21	20/21	20/21	20/21	20/21	20/21	20/21	20/21
n=	872	262	57	63	47	57	45	94
Due to COVID-19 pandemic/ physical distancing	68%	75%	68%	68%	73%	58%	67%	55%
Using other type of transportation	30%	34%	27%	28%	11%	13%	39%	26%
Don't need to use the bus now	29%	29%	28%	24%	28%	18%	32%	18%
Working at home	21%	36%	10%	30%	9%	22%	25%	3%
Don't feel safe on public transit/ in public	18%	19%	15%	23%	21%	16%	15%	8%
School/ college/ university classes now online	13%	15%	3%	25%	20%	7%	30%	2%
Not working/laid off	10%	11%	1%	16%	13%	19%	4%	15%
Inconvenient/Infrequent service	2%	1%	1%	2%	5%	1%	1%	7%
Transit fares are too high	1%	1%	-	-	-	5%	1%	-

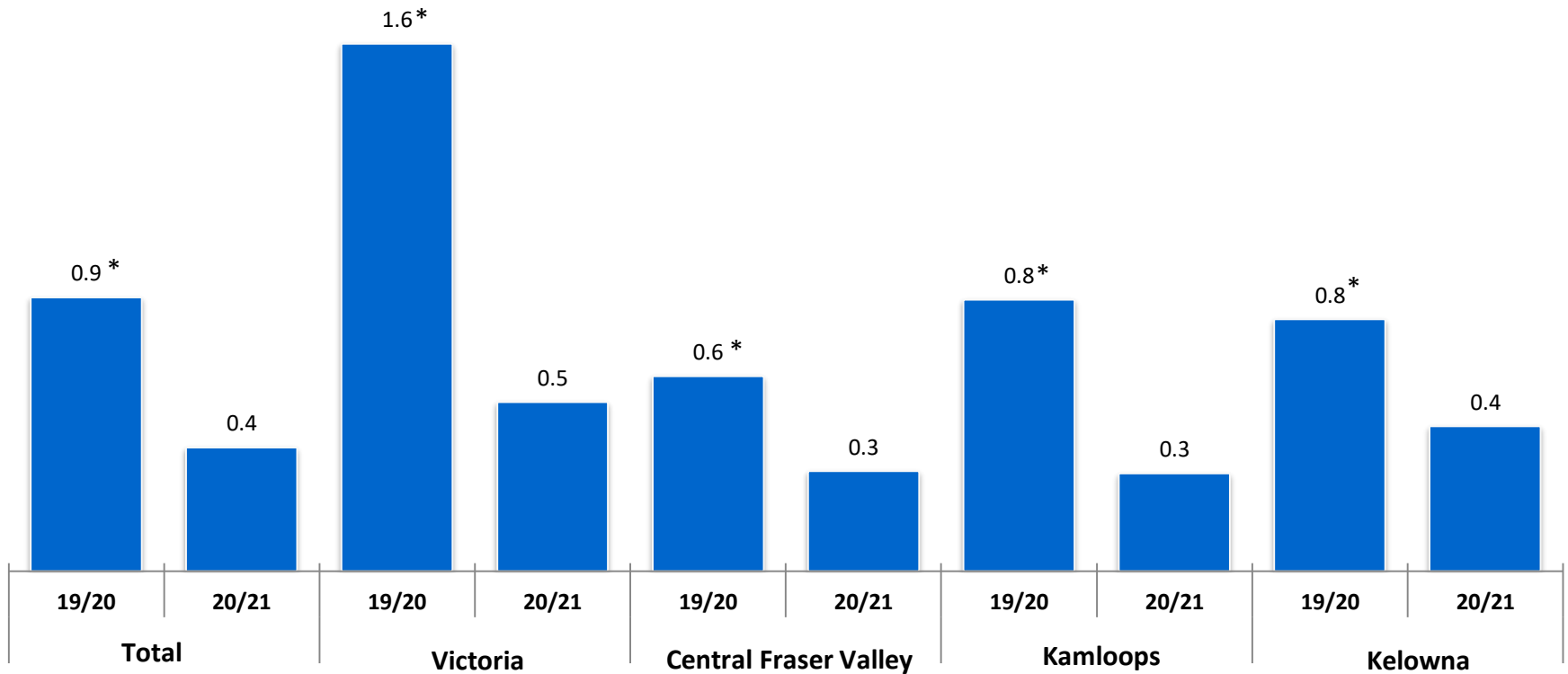
	Total	Chilliwack	Campbell River	Comox Valley	Cowichan Valley	Penticton	Vernon	Tier 3
	20/21	20/21	20/21	20/21	20/21	20/21	20/21	20/21
n=	872	43	33	31	34	22	28	56
Due to COVID-19 pandemic/ physical distancing	68%	77%	42%	38%	51%	43%	69%	60%
Using other type of transportation	30%	18%	39%	45%	22%	48%	19%	38%
Don't need to use the bus now	29%	29%	12%	25%	37%	34%	36%	39%
Working at home	21%	5%	3%	-	10%	8%	5%	9%
Don't feel safe on public transit/ in public	18%	24%	3%	3%	11%	19%	23%	19%
School/ college/ university classes now online	13%	4%	-	5%	-	4%	15%	6%
Not working/laid off	10%	9%	9%	6%	16%	30%	20%	3%
Inconvenient/Infrequent service	2%	2%	13%	4%	6%	-	2%	3%
Transit fares are too high	1%	-	2%	-	-	-	4%	-

Q6BB. Can you tell me why you are using the local bus system less often at this time?

Annual Base 2020/2021: Total=872; Victoria=262; Central Fraser Valley=57; Kamloops=63; Kelowna=47; Nanaimo=57; Prince George=45; Whistler=94; Chilliwack=43; Campbell River=33; Comox Valley=31; Cowichan Valley=34; Penticton=22; Vernon=28; Tier 3=56.

Transit Usage

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



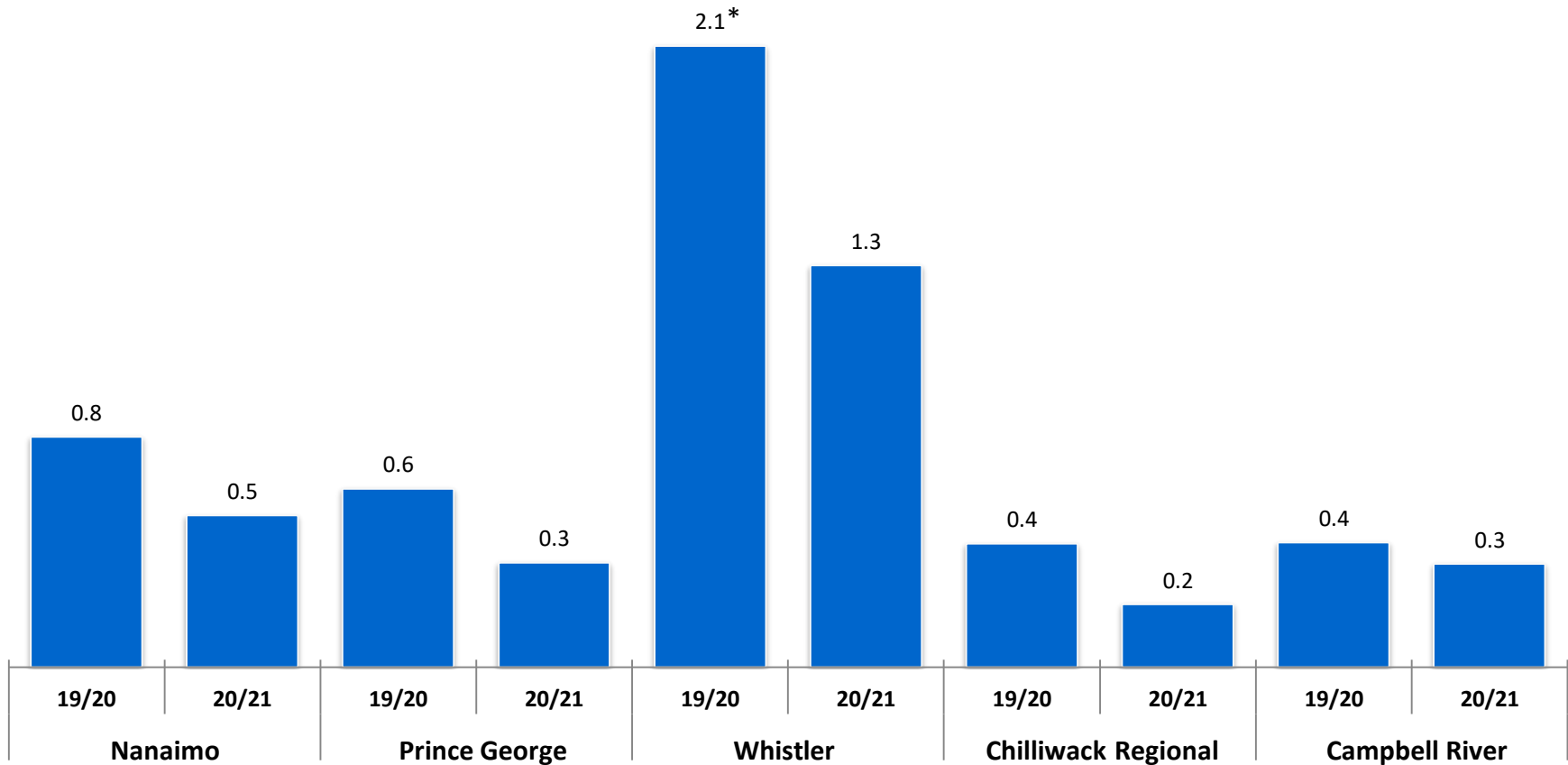
Q5. How many one-way trips did you make on public transit in the past seven days?

Annual Base 2020/2021: Total=6,394; Victoria=1,216; Central Fraser Valley=399; Kamloops=396; Kelowna=402.
 Annual Base 2019/2020: Total=6,450; Victoria=1,204; Central Fraser Valley=403; Kamloops=400; Kelowna=401.

* - statistically significant difference at 95% level

Transit Usage

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

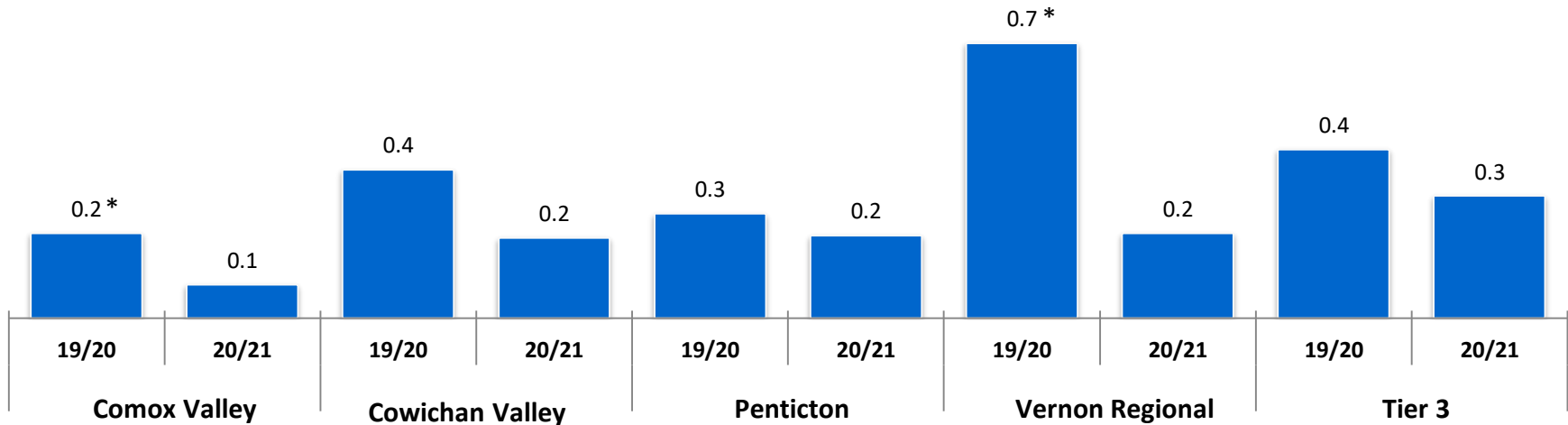


Q5. How many one-way trips did you make on public transit in the past seven days?

Annual Base 2020/2021: Total= 6,394; Nanaimo=407; Prince George=392; Whistler=381; Chilliwack=402; Campbell River=399.
 Annual Base 2019/2020: Total= 6,450; Nanaimo=402; Prince George=401; Whistler=392; Chilliwack=403; Campbell River=432.

* - statistically significant difference at 95% level

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

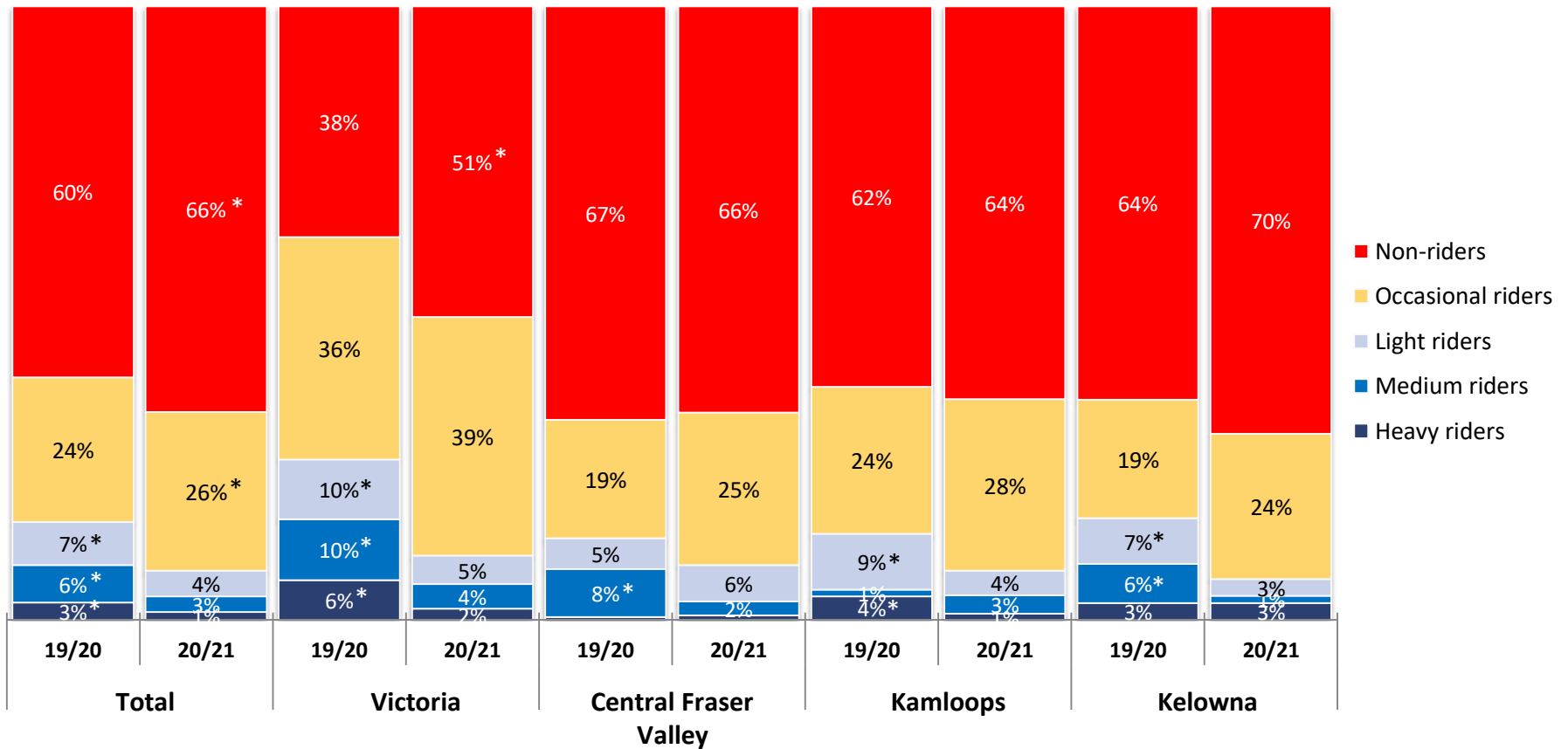


Q5. How many one-way trips did you make on public transit in the past seven days?

Annual Base 2020/2021: Total= 6,394; Comox Valley=399; Cowichan Valley=403; Penticton=400; Vernon=399; Tier 3=399.
 Annual Base 2019/2020: Total= 6,450; Comox Valley=398; Cowichan Valley=400; Penticton=404; Vernon=407; Tier 3=403.

* - statistically significant difference at 95% level

Rider Usage Group



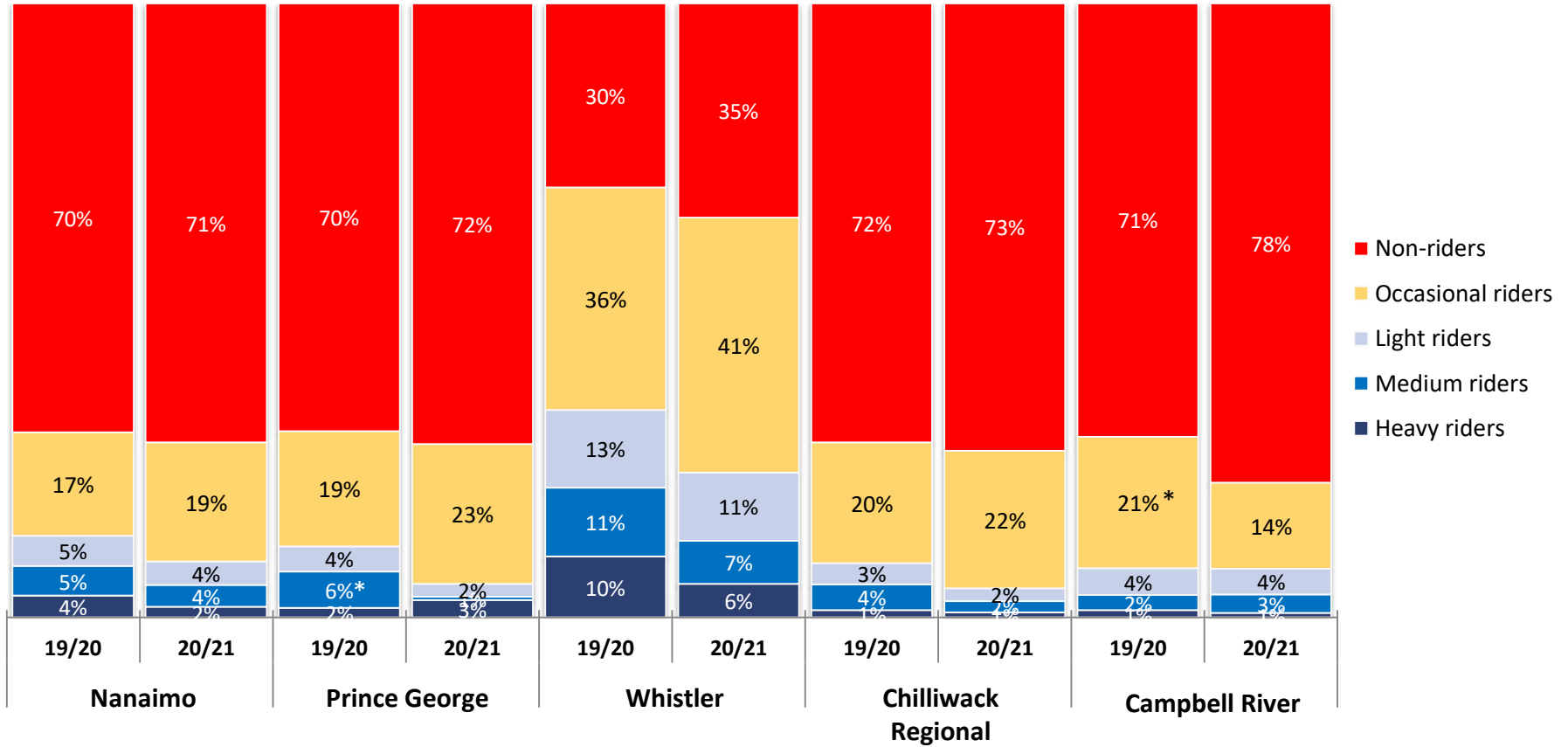
Q5. How many one-way trips did you make on public transit in the past seven days?

Annual Base 2020/2021: Total=6,424; Victoria=1,221; Central Fraser Valley=402; Kamloops=400; Kelowna=404.
 Annual Base 2019/2020: Total=6,482; Victoria=1,212; Central Fraser Valley=404; Kamloops=404; Kelowna=404.

* - statistically significant difference at 95% level 28

Transit Usage

Rider Usage Group



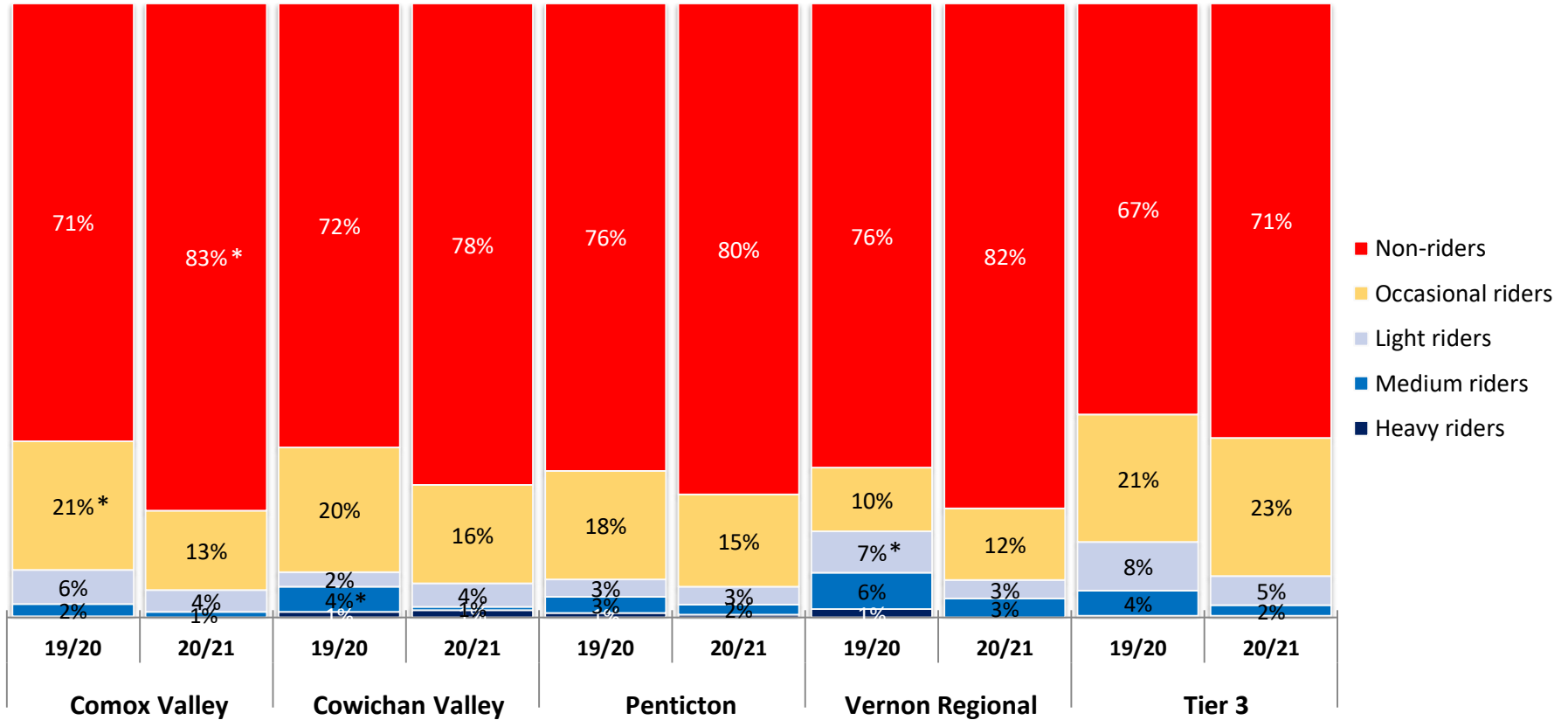
Q5. How many one-way trips did you make on public transit in the past seven days?

Annual Base 2020/2021: Total=6,424; Nanaimo=407; Prince George=395; Whistler=383; Chilliwack=402; Campbell River=400.
 Annual Base 2019/2020: Total=6,482; Nanaimo=404; Prince George=403; Whistler=393; Chilliwack=403; Campbell River=435.

* - statistically significant difference at 95% level

Transit Usage

Rider Usage Group



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

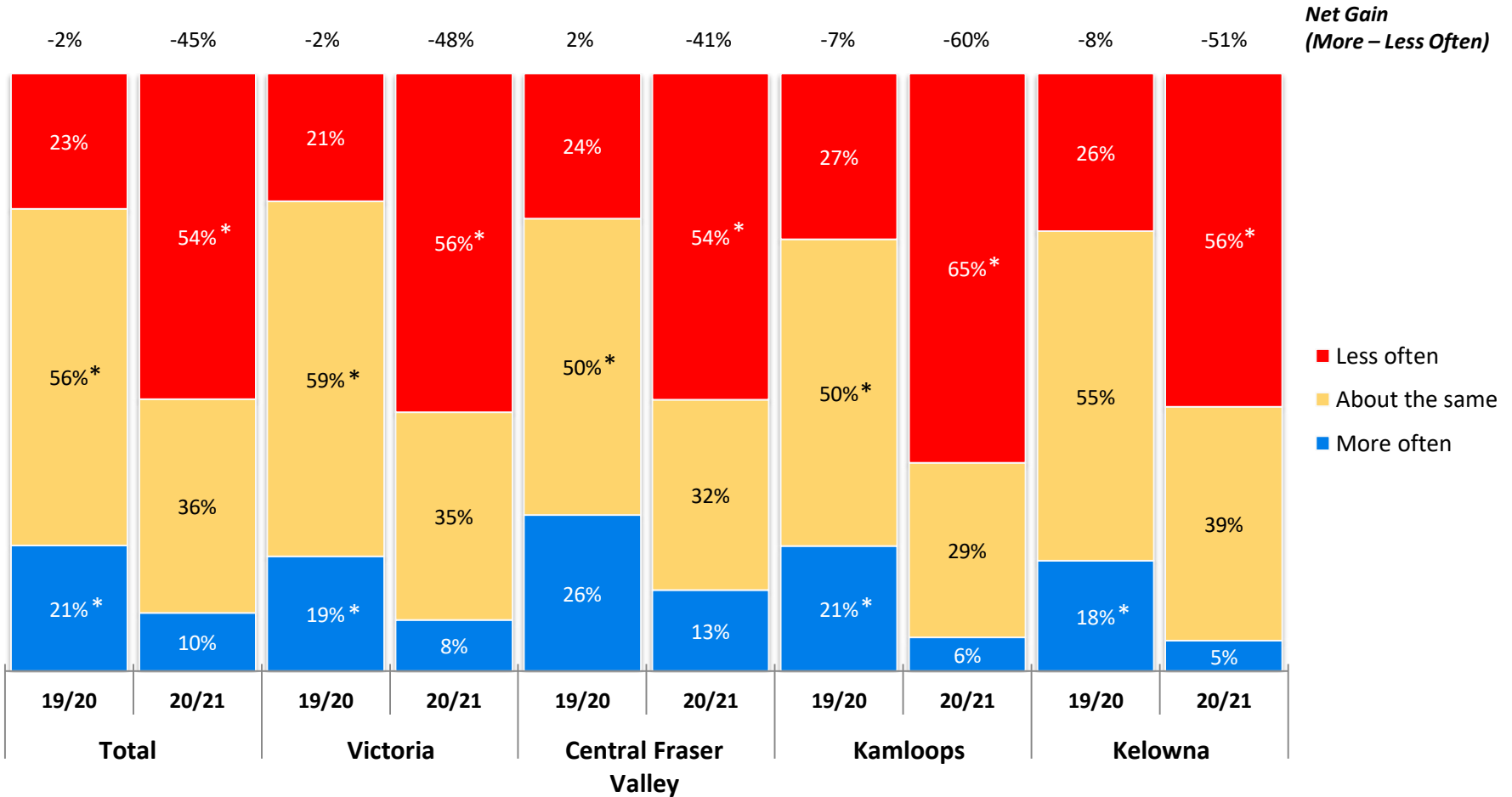
Annual Base 2020/2021: Total=6,424; Comox Valley=403; Cowichan Valley=405; Penticton=401; Vernon=401; Tier 3=400.
 Annual Base 2019/2020: Total=6,482; Comox Valley=400; Cowichan Valley=401; Penticton=404; Vernon=410; Tier 3=405.

* - statistically significant difference at 95% level

Transit Usage



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



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?

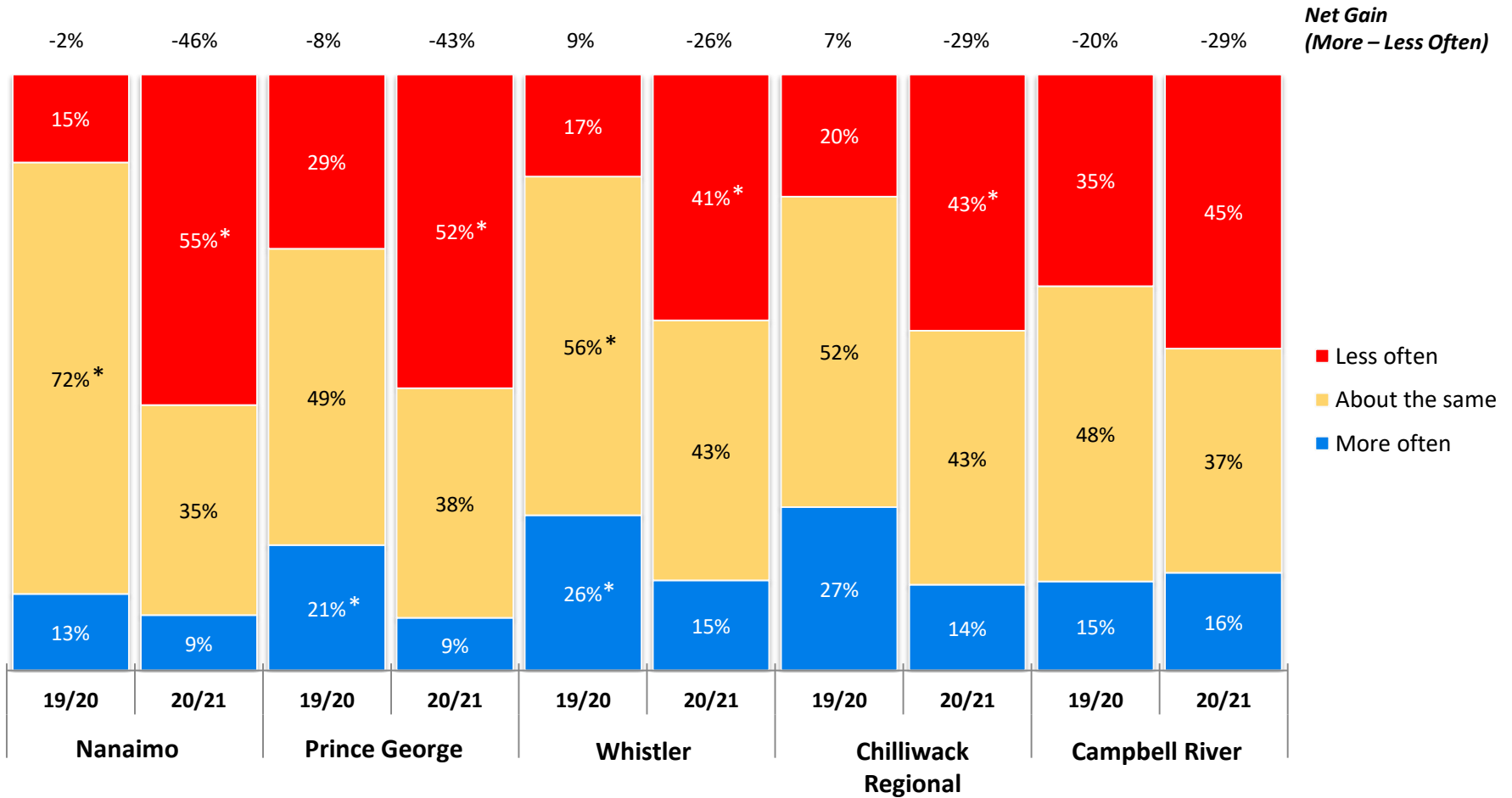
Annual Base 2020/2021: Total=6,424; Victoria=1,221; Central Fraser Valley=402; Kamloops=400; Kelowna=404.
 Annual Base 2019/2020: Total=6,482; Victoria=1,212; Central Fraser Valley=404; Kamloops=404; Kelowna=404.

* - statistically significant difference at 95% level

Transit Usage



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



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?

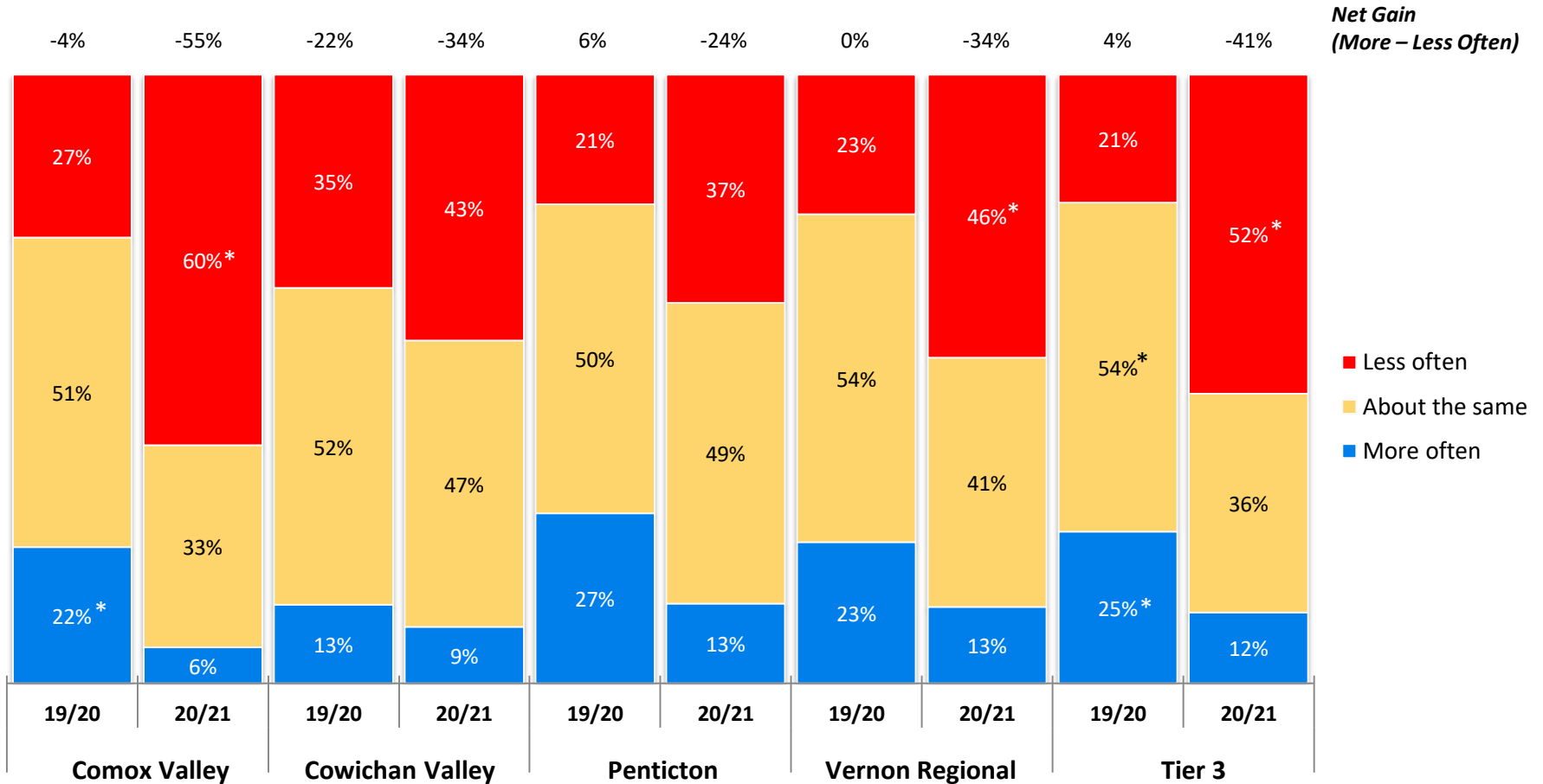
Annual Base 2020/2021: Total=6,424; Nanaimo=407; Prince George=395; Whistler=383; Chilliwack=402; Campbell River=400.
 Annual Base 2019/2020: Total=6,482; Nanaimo=404; Prince George=403; Whistler=393; Chilliwack=403; Campbell River=435.

* - statistically significant difference at 95% level

Transit Usage



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



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?

Annual Base 2020/2021: Total=6,424; Comox Valley=403; Cowichan Valley=405; Penticton=401; Vernon=401; Tier 3=400.
 Annual Base 2019/2020: Total=6,482; Comox Valley=400; Cowichan Valley=401; Penticton=404; Vernon=410; Tier 3=405.

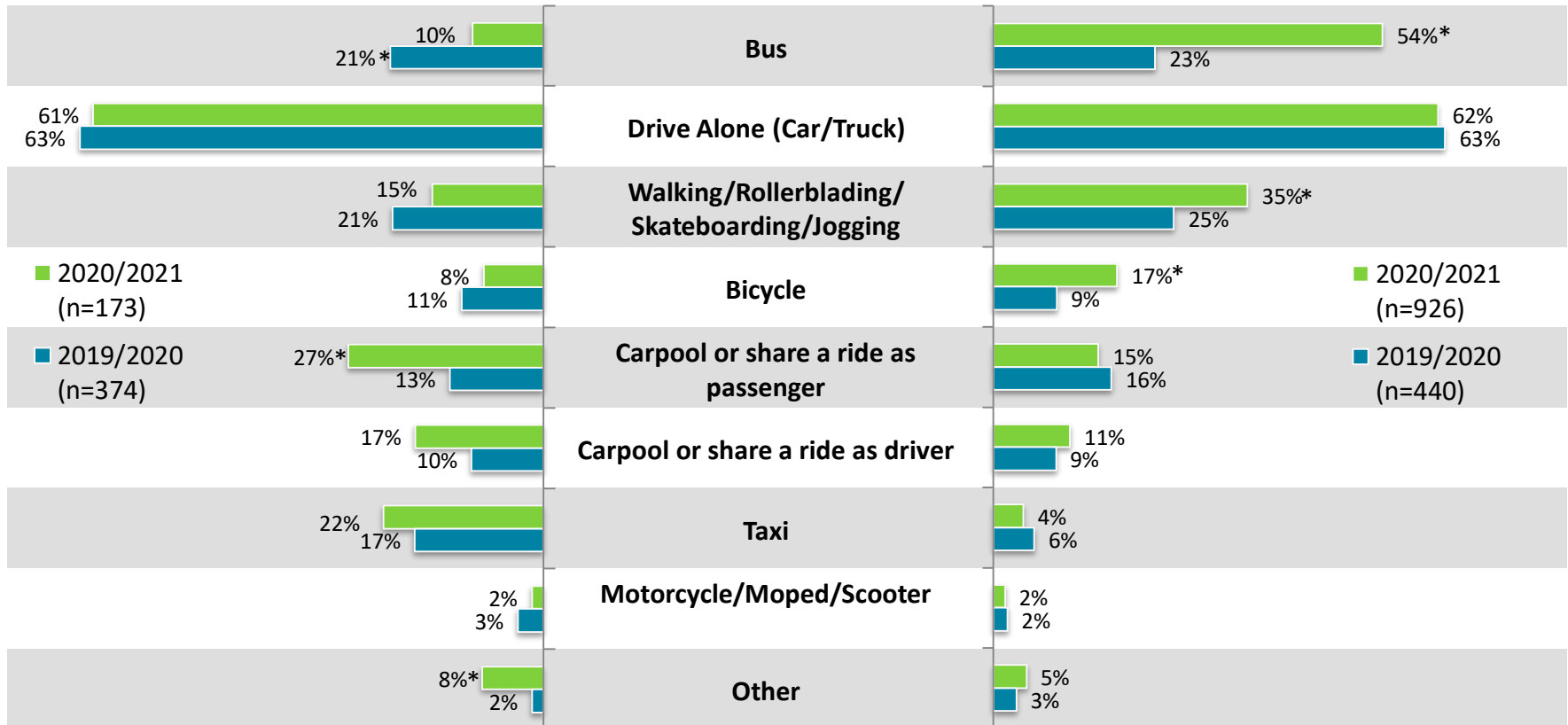
* - statistically significant difference at 95% level

Transportation Used Less/More Often - TOTAL

(Multiple Responses Allowed)

Modes of Transportation
Now Used Less Often

Modes of Transportation
Now Used More Often

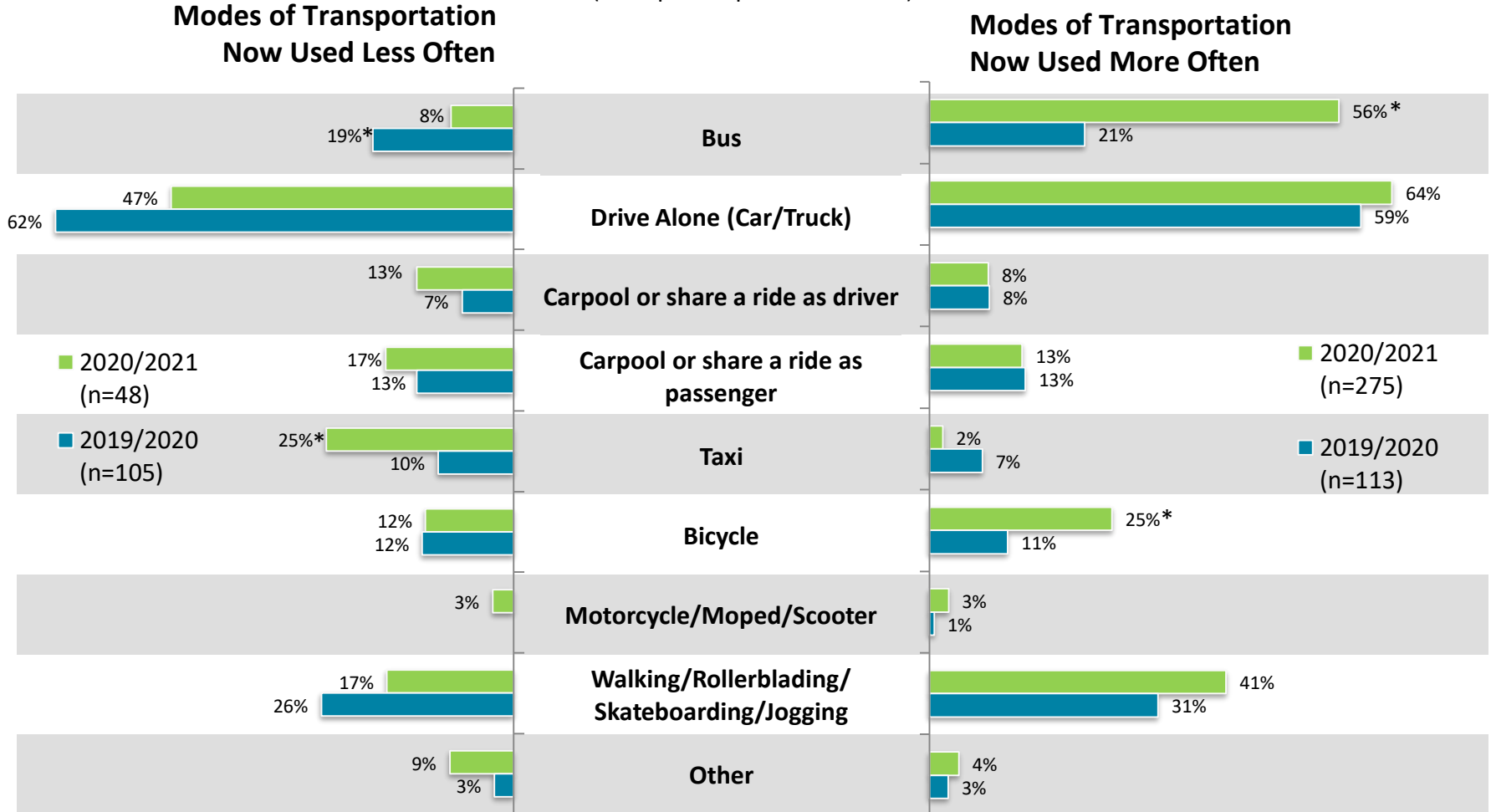


Q6b. Now that you are using the local bus system less often, what mode or modes are you using more?
 Q6c. Now that you are using the local bus system more often, what mode or modes are you using less?
 Base: Those using the bus more often or less often compared with a year ago.

* - statistically significant difference at 95% level

Transportation Used Less/More Often - Victoria

(Multiple Responses Allowed)



Q6b. Now that you are using the local bus system less often, what mode or modes are you using more?
 Q6c. Now that you are using the local bus system more often, what mode or modes are you using less?
 Base: Those using the bus more often or less often compared with a year ago.

Transit Usage

Transportation Used Less/More Often

(Multiple Responses Allowed)

Modes of Transportation Now Used MORE Often	Total		Central Fraser Valley		Kamloops		Kelowna		Nanaimo		Prince George		Whistler	
	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21
n=	440	926	20**	59	34	67	29**	53	15**	60	30	48	52	100
Use Bus Less Often	23%	54%*	24%	54%*	27%	65%*	26%	56%*	15%	55%*	29%	52%*	17%	41%*
Drive Alone (Car/Truck)	63%	62%	87%	77%	57%	38%	79%	56%	60%	60%	70%	67%	64%	57%
Walking/Rollerblading/Skateboarding/Jogging	25%	35%*	10%	16%	42%	38%	8%	33%*	26%	27%	17%	49%*	7%	34%*
Carpool (Passenger)	16%	15%	-	11%	27%	28%	3%	20%	6%	18%	23%	5%	18%	12%
Bicycle	9%	17%*	5%	4%	6%	19%	14%	20%	-	8%	-	18%	17%	28%
Carpool (Driver)	9%	11%	5%	11%	16%	17%	4%	16%	17%	8%	7%	13%	26%*	4%
Taxi	6%	4%	-	3%	5%	5%	-	5%	13%	9%	18%	4%	2%	-
Motorcycle/Moped/Scooter	2%	2%	-	-	-	-	-	-	10%	1%	-	-	-	4%
Other	3%	5%	3%	2%	4%	3%	4%	2%	10%	8%	5%	3%	5%	4%

Modes of Transportation Now Used LESS Often	Total		Central Fraser Valley		Kamloops		Kelowna		Nanaimo		Prince George		Whistler	
	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21
n=	374	173	21**	16**	18**	7**	18**	5**	13**	11**	17**	7**	50	29**
Use Bus More Often	21%*	10%	26%	13%	21%*	6%	18%*	5%	13%	9%	21%*	9%	26%*	15%
Drive Alone (Car/Truck)	63%	61%	72%	85%	50%	54%	83%	49%	52%	65%	41%	36%	34%	70%*
Carpool (Driver)	10%	17%	4%	65%*	7%	-	33%	-	24%	11%	6%	7%	17%	4%
Carpool (Passenger)	13%	27%*	12%	69%*	3%	-	-	31%	7%	11%	36%	-	38%*	11%
Taxi	17%	22%	43%*	4%	18%	29%	10%	12%	15%	36%	18%	7%	2%	7%
Bicycle	11%	8%	17%	-	31%	-	5%	12%	-	-	9%	-	7%	31%*
Motorcycle/Moped/Scooter	3%	2%	3%	-	-	7%	31%	-	-	-	-	-	-	-
Walking/Rollerblading/Skateboarding/Jogging	21%	15%	22%	6%	5%	39%	16%	51%	10%	18%	17%	17%	6%	26%
Other	2%	8%*	-	-	-	-	2%	-	6%	-	4%	-	-	-

Q6b. Now that you are using the local bus system less often, what mode or modes are you using more?

Q6c. Now that you are using the local bus system more often, what mode or modes are you using less?

- statistically significant difference at 95% level
- ** - small sample size

Transit Usage

Transportation Used Less/More Often

(Multiple Responses Allowed)

Modes of Transportation Now Used MORE Often	Total		Chilliwack Regional		Campbell River		Comox Valley		Cowichan Valley		Penticton		Vernon Regional	
	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21
n=	440	926	17	45	28	36	20	34	25	37	15	24	19	30
Use Bus Less Often	23%	54%	20%	43%	35%	45%	27%	60%	35%	43%	21%	37%	23%	46%
Drive Alone (Car/Truck)	63%	62%	83%	64%	44%	59%	73%	55%	60%	73%	57%	71%	67%	57%
Walking/Rollerblading/Skateboarding/Jogging	25%	35%*	67%	35%	22%	15%	26%	34%	14%	16%	24%	28%	24%	44%
Carpool (Passenger)	16%	15%	5%	18%	37%	20%	2%	8%	12%	14%	34%	20%	18%	14%
Bicycle	9%	17%*	35%	15%	8%	1%	7%	16%	8%	5%	13%	3%	8%	5%
Carpool (Driver)	9%	11%	8%	9%	9%	-	3%	9%	39%	16%	15%	21%	17%	5%
Taxi	6%	4%	14%	8%	1%	11%	3%	9%	10%	2%	15%	-	7%	-
Motorcycle/Moped/Scooter	2%	2%	5%	5%	8%	-	-	-	9%	-	-	3%	5%	-
Other	3%	5%	-	5%	5%	7%	13%	2%	6%	4%	-	16%	2%	3%

Modes of Transportation Now Used LESS Often	Total		Chilliwack Regional		Campbell River		Comox Valley		Cowichan Valley		Penticton		Vernon Regional	
	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21
n=	374	173	26	6	13	7	17	4	12	5	23	10	19	7
Use Bus More Often	21%*	10%	27%	14%	15%	16%	22%	6%	13%	9%	27%	13%	23%	13%
Drive Alone (Car/Truck)	63%	61%	54%	64%	11%	14%	70%	69%	82%	25%	34%	44%	40%	61%
Carpool (Driver)	10%	17%	11%	4%	2%	-	20%	-	-	-	20%	-	17%	-
Carpool (Passenger)	13%	27%*	28%	21%	17%	-	16%	31%	6%	-	5%	20%	27%	16%
Taxi	17%	22%	8%	6%	15%	8%	23%	31%	3%	25%	47%	35%	37%	10%
Bicycle	11%	8%	1%	16%	19%	8%	10%	-	3%	50%	6%	10%	4%	10%
Motorcycle/Moped/Scooter	3%	2%	4%	4%	-	-	10%	-	-	-	5%	7%	16%	-
Walking/Rollerblading/Skateboarding/Jogging	21%	15%	24%	22%	40%	15%	5%	-	-	33%	50%	16%	11%	20%
Other	2%	8%*	-	16%	-	63%	2%	21%	5%	-	-	-	-	23%

Q6b. Now that you are using the local bus system less often, what mode or modes are you using more?

Q6c. Now that you are using the local bus system more often, what mode or modes are you using less?

* - statistically significant difference at 95% level

Transportation Used Less/More Often (Multiple Responses Allowed)

Modes of Transportation Now Used MORE Often	Total		Tier 3 Communities	
	19/20	20/21	19/20	20/21
n=	440	926	23	58
Use Bus Less Often	23%	54%	21%	52%
Drive Alone (Car/Truck)	63%	62%	41%	62%
Walking/Rollerblading/Skateboarding/Jogging	25%	35%*	18%	38%
Carpool (Passenger)	16%	15%	42%*	13%
Bicycle	9%	17%*	4%	13%
Carpool (Driver)	9%	11%	6%	12%
Taxi	6%	4%	-	8%
Motorcycle/Moped/Scooter	2%	2%	6%	2%
Other	3%	5%	-	9%

Modes of Transportation Now Used LESS Often	Total		Tier 3 Communities	
	19/20	20/21	19/20	20/21
n=	374	173	22	11
Use Bus More Often	21%*	10%	25%	12%
Drive Alone (Car/Truck)	63%	61%	82%	81%
Carpool (Driver)	10%	17%	5%	12%
Carpool (Passenger)	13%	27%*	6%	32%
Taxi	17%	22%	13%	37%
Bicycle	11%	8%	7%	7%
Motorcycle/Moped/Scooter	3%	2%	-	-
Walking/Rollerblading/Skateboarding/Jogging	21%	15%	17%	-
Other	2%	8%*	-	14%

Q6b. Now that you are using the local bus system less often, what mode or modes are you using more?
 Q6c. Now that you are using the local bus system more often, what mode or modes are you using less?

* - statistically significant difference at 95% level

Key findings: Perceptions of Transit Service

Perception of Past Year Change

- ❑ At a total BC level, two-thirds (**65%**) say the local bus system has **stayed the same** in the past year. One in ten (11%) say it has become worse, while 24% perceive that it has improved, a significant decrease from last year (34%).
- ❑ Overall province-wide there is a drop of those who think the local bus system has improved. More notably **Whistler** (**23%** in 2020/21 vs. 38% in 2019/20), **Tier 3** (**16%** in 2020/21 vs. 31% in 2019/20), **Vernon** (**26%** in 2020/21 vs. 37% in 2019/20), **Central Fraser Valley** (**20%** in 2020/21 vs. 31% in 2019/20), **Kamloops** (**26%** in 2020/21 vs. 36% in 2019/20) and **Penticton** (**23%** in 2020/21 vs. 33% in 2019/20) reported significant decreases. **Tier 3** (**70%** in 2020-21 vs. 59% in 2019-20), **Central Fraser Valley** (**68%** in 2020-21 vs. 58% in 2019-20) and **Whistler** (**65%** in 2020-21 vs. 54% in 2019-20) saw increases of those who think the local bus system has remained the same.
- ❑ Communities with the highest proportion of residents who think their local bus system has become worse in the past year are **Comox** and **Tier 3** (**14%** each), with a substantial jump for dissatisfied Comox residents up from 5% in 2019-20.
- ❑ Overall, **86%** feel transit is **important** to their **community** (rating of 4 or 5 on a five-point scale), with 59% giving a rating of 5, or very important, significantly lower than 2019/20. Regionally, Whistler residents are the most likely to feel transit is important to their community (95%), followed closely by Victoria (90%) and Kamloops (89%). Victoria, Kamloops and Nanaimo have significant drops in 2020/21 in those who think transit is very important, with 66%, 60% and 58% of residents respectively rating this 5 out of 5.

Key findings: Perceptions of Transit Service

Perception of Service Areas

- ❑ Residents in BC Transit service areas were asked to rate 15 service attributes of the local transit system on a scale of 1 to 5, where 1 is “extremely poor” and 5 is “excellent.” They were also asked to rate the local transit system on an overall basis on the same scale.
- ❑ At a system-wide level, the three most positively viewed attributes of local transit systems are again courteous drivers (62%, average of 4.0 out of 5), clean and well-maintained buses (59%, average of 3.9), and personal safety while riding local buses (56%, average of 3.8).
- ❑ Overall in BC, attributes which could use the most improvement are bus stops having enough amenities (34%, average of 3.1), frequency of scheduled service (35%, average of 3.2) and buses having good connections with reasonable wait times (38%, average of 3.3).
- ❑ Province-wide, the local transit system is rated 4 or 5 out of 5 by over one-half of residents (52%, average of 3.5), which is consistent with the 2019/20 results (53%).
- ❑ Residents’ ratings of the Victoria Regional Transit System in 2020/21 are the most positive in terms of courteous drivers (69% rating 4 or 5 out of 5, average 4.0), clean and well-maintained buses (65%, average of 3.9) and personal safety while riding the bus, (60% rating 4 or 5 out of 5, average of 3.8).
- ❑ For Victoria, areas which could use the most improvement are frequency of scheduled service (39%, average of 3.3) and bus stops have enough amenities (40%, average of 3.2).
- ❑ Overall, the Victoria Regional Transit System is rated 4 or 5 out of 5 by over half of its residents (55%, average of 3.6).

Key findings: Perceptions of Transit Service

Perception of Safety Measures

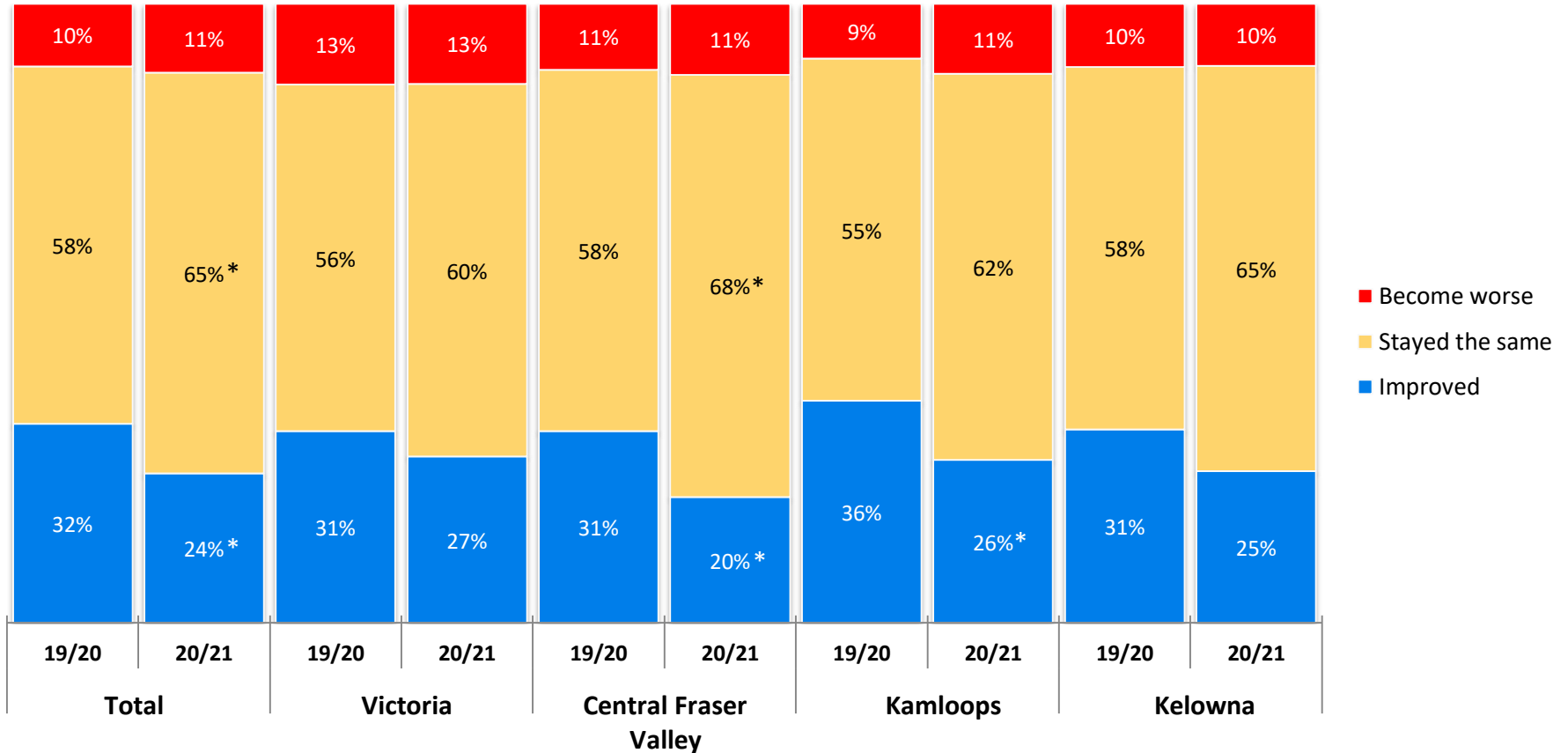
- ❑ Two-thirds (64%) of BC residents are satisfied with the measures that BC Transit has put in place during the COVID-19 pandemic. Whistler (81%), Penticton and Vernon (74% each), and Kamloops (73%) residents have the highest satisfaction among all the regions. The main reasons for dissatisfaction with safety measures include lack of COVID safety standards (31%), safety concerns (20%) and overcrowding (10%).
- ❑ BC residents think that measures like cleaning and sanitizing buses more frequently (82%), wearing masks when travelling by bus (79%), and limiting the number of passengers on buses (75%) would make them feel more comfortable riding local transit.



Perceptions of Transit Service



Past Year Change in Local Bus System (Excludes Don't Know/Prefer Not To Answer Responses)



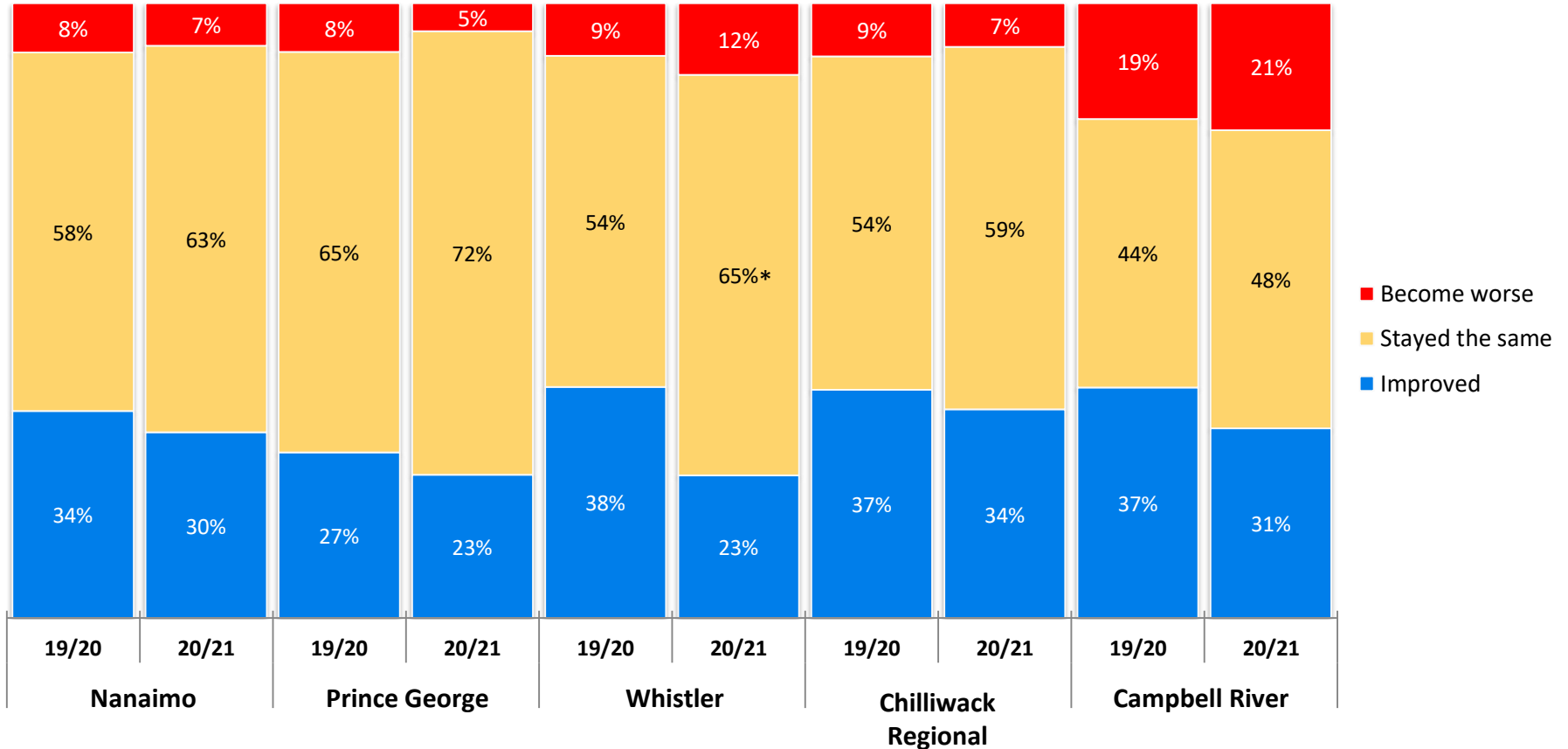
Q11. Compared to a year ago, would you say that the local bus system has improved, stayed the same or become worse?

Annual Base 2020/2021: Total=4,940; Victoria=982; Central Fraser Valley=330; Kamloops=319; Kelowna=303.
Annual Base 2019/2020: Total=5,091; Victoria=1,024; Central Fraser Valley=308; Kamloops=319; Kelowna=307.

* - statistically significant difference at 95% level

Perceptions of Transit Service

Past Year Change in Local Bus System (Excludes Don't Know/Prefer Not To Answer Responses)



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

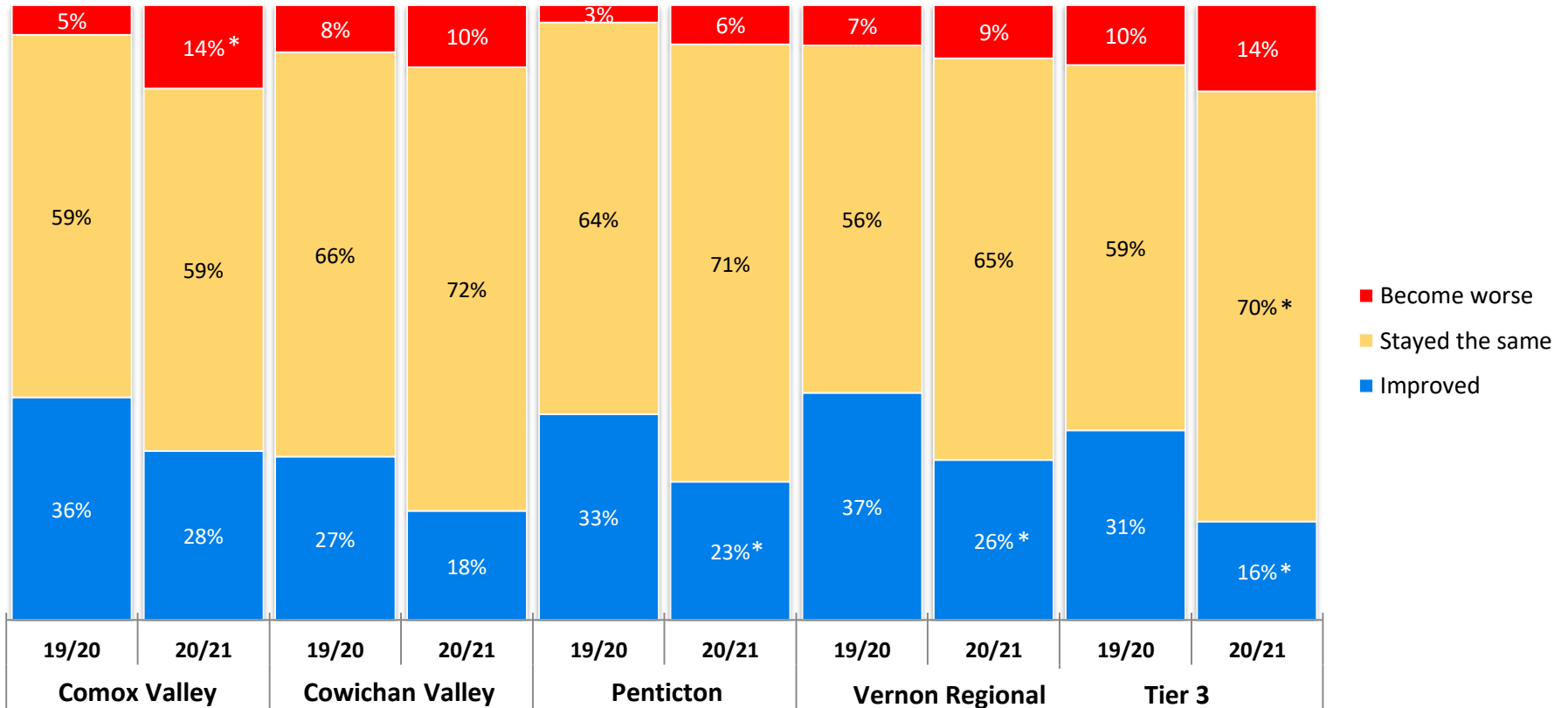
Annual Base 2020/2021: Total=4,940; Nanaimo=325; Prince George=306; Whistler=306; Chilliwack=302; Campbell River=267.
Annual Base 2019/2020: Total=5,091; Nanaimo=314; Prince George=294; Whistler=332; Chilliwack=312; Campbell River=328.

* - statistically significant difference at 95% level

Perceptions of Transit Service



Past Year Change in Local Bus System (Excludes Don't Know/Prefer Not To Answer Responses)



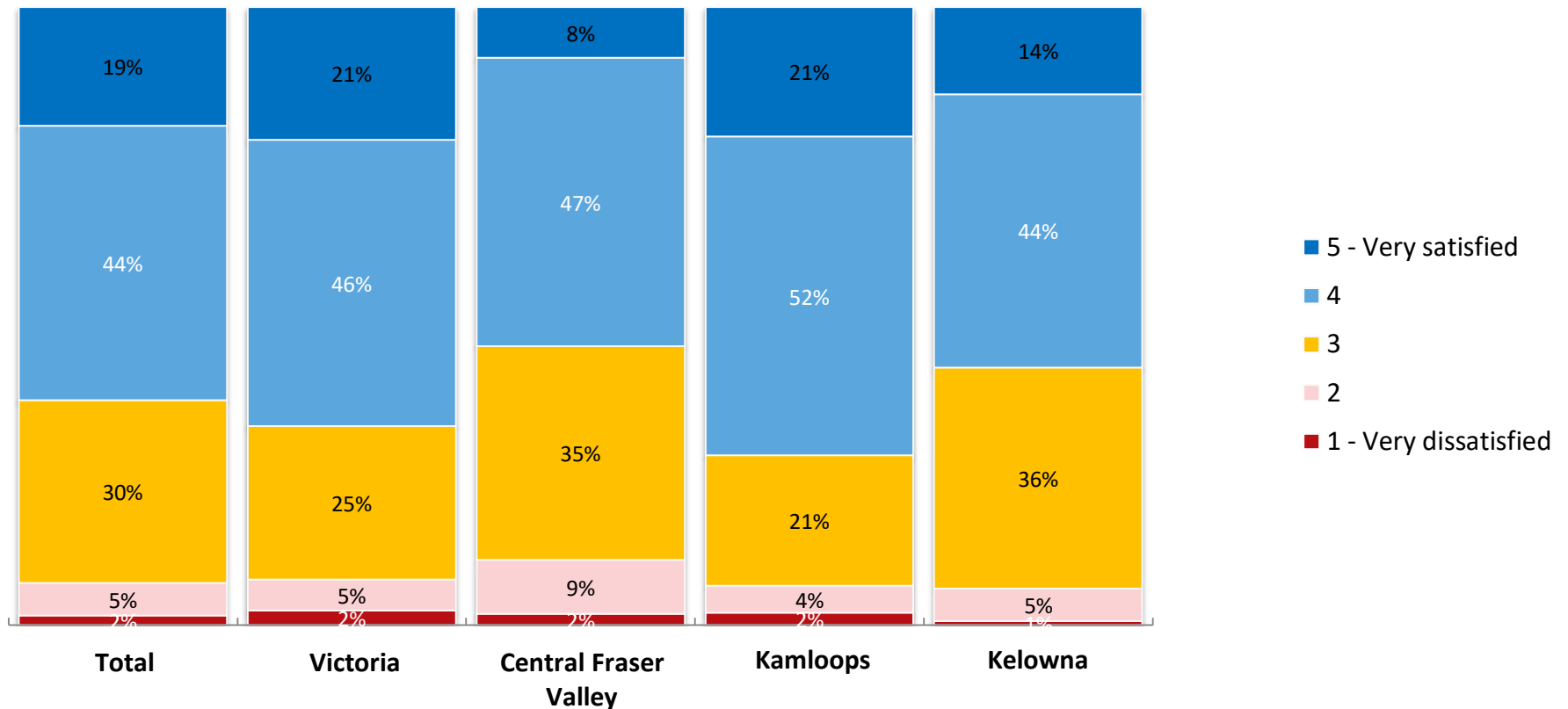
Q11. Compared to a year ago, would you say that the local bus system has improved, stayed the same or become worse?

Annual Base 2020/2021: Total=4,940; Comox Valley=252; Cowichan Valley=307; Penticton=331; Vernon=286; Tier 3=324.
Annual Base 2019/2020: Total=5,091; Comox Valley=308; Cowichan Valley=310; Penticton=307; Vernon=294; Tier 3=334.

* - statistically significant difference at 95% level

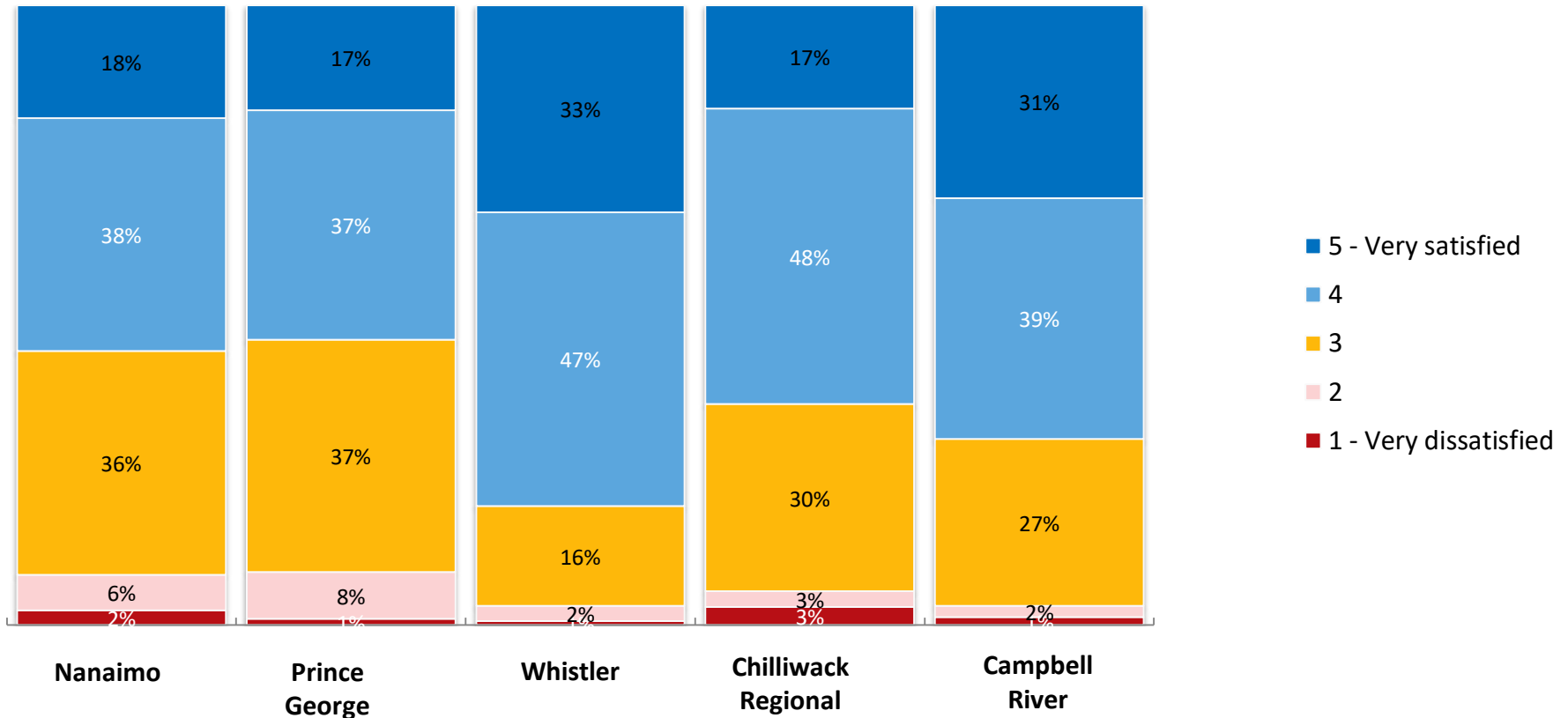
Perceptions of Transit Service

Satisfaction with Safety Measures (excluding DK/PNTA answers)



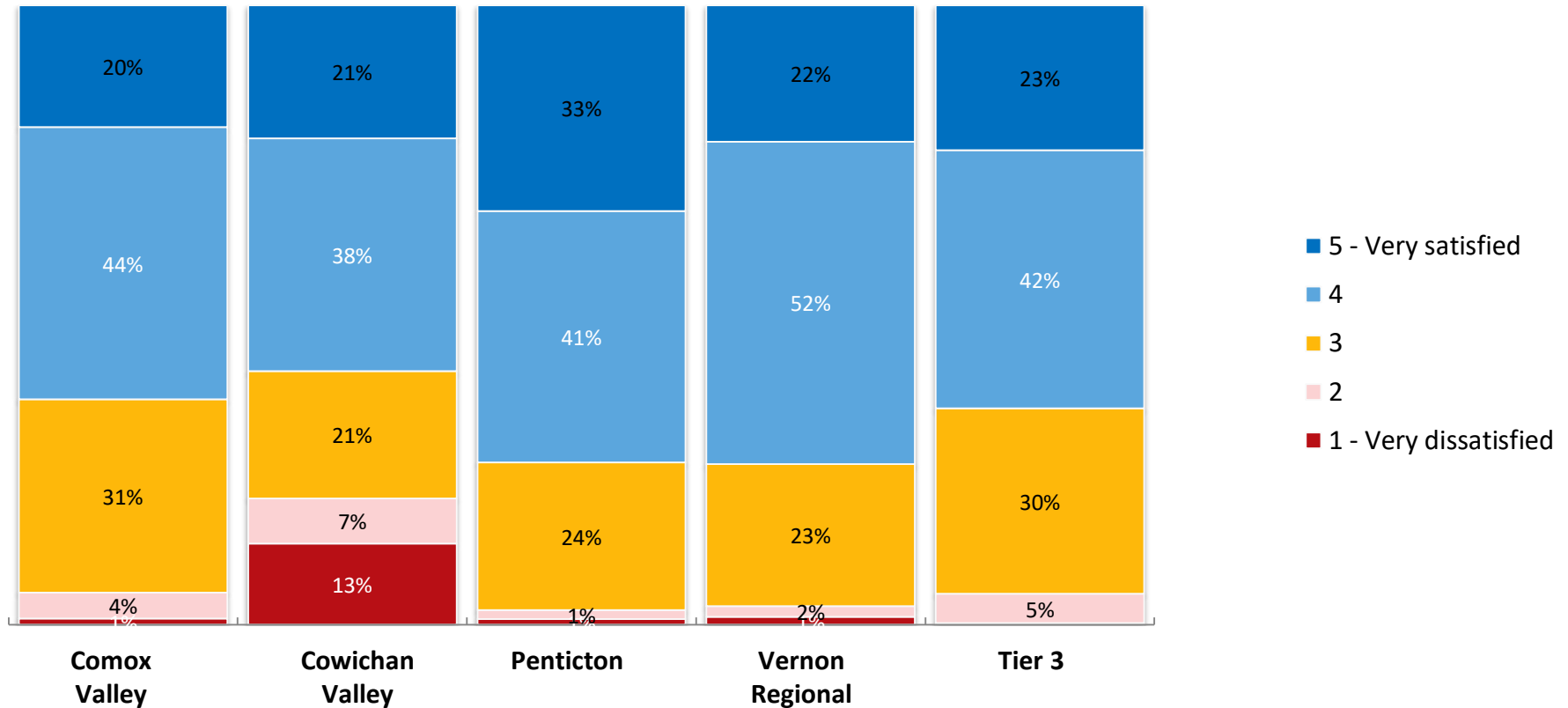
Q13A: How satisfied are you with the measures that your local bus system has put in place to ensure that bus transportation is safe to ride?
Annual Base 2020/2021: Total=4,273; Victoria=880; Central Fraser Valley=288; Kamloops=277; Kelowna=281.

Satisfaction with Safety Measures (excluding DK/PNTA answers)



Q13A: How satisfied are you with the measures that your local bus system has put in place to ensure that bus transportation is safe to ride?
Annual Base 2020/2021: Total=4,273; Nanaimo=397; Prince George=399; Whistler=320; Chilliwack=400; Campbell River=399.

Satisfaction with Safety Measures (excluding DK/PNTA answers)



Q13A: How satisfied are you with the measures that your local bus system has put in place to ensure that bus transportation is safe to ride?
Annual Base 2019/2020: Total=4,273; Comox Valley=245; Cowichan Valley=246; Penticton=259; Vernon=230; Tier 3=254.

Perceptions of Transit Service

Reasons for Dissatisfaction with Safety Measures

	Total	Victoria	Central Fraser Valley	Kamloops	Kelowna	Nanaimo	Prince George	Whistler
	20/21	20/21	20/21	20/21	20/21	20/21	20/21	20/21
n=	238	66	25*	17*	17*	22*	14*	7*
Lack of cleanliness	9%	8%	14%	25%	12%	4%	12%	12%
Overcrowding	10%	21%	4%	-	4%	10%	3%	-
Safety concerns (Including no seat belts, public safety, etc.)	20%	21%	21%	19%	22%	30%	-	37%
Service cutbacks/Less buses	8%	6%	6%	-	21%	6%	-	-
Lack of COVID-19 safety standards	31%	38%	8%	27%	26%	27%	53%	100%
COVID-19 safety measures not being enforced	3%	7%	2%	9%	-	3%	-	-
Other	12%	15%	14%	13%	5%	7%	24%	-
Nothing	1%	-	-	10%	-	-	-	-
Don't know/ Prefer not to answer	22%	10%	37%	18%	19%	36%	12%	-

	Total	Chilliwack	Campbell River	Comox Valley	Cowichan Valley	Penticton	Vernon	Tier 3
	20/21	20/21	20/21	20/21	20/21	20/21	20/21	20/21
n=	238	14*	8*	10*	9*	7*	8*	14*
Lack of cleanliness	9%	8%	-	-	1%	37%	-	-
Overcrowding	10%	5%	-	-	-	-	-	18%
Safety concerns (Including no seat belts, public safety, etc.)	20%	56%	29%	38%	33%	-	13%	6%
Service cutbacks/Less buses	8%	3%	24%	-	33%	39%	8%	15%
Lack of COVID-19 safety standards	31%	21%	-	30%	3%	22%	40%	49%
COVID-19 safety measures not being enforced	3%	-	-	4%	-	-	-	-
Other	12%	7%	7%	32%	31%	-	29%	-
Nothing	1%	-	-	-	-	-	-	6%
Don't know/ Prefer not to answer	22%	6%	47%	4%	32%	39%	31%	31%

Q13B: Why are you dissatisfied with the safety measures that your local bus system has put in place?

Annual Base 2020/2021: Total=238; Victoria=66; Central Fraser Valley=25; Kamloops=17; Kelowna=17; Nanaimo=22; Prince George=14; Whistler=7;

Chilliwack=14; Campbell River=8; Comox Valley=10; Cowichan Valley=9; Penticton=7; Vernon=8; Tier 3=14.

* Very small base size

Perceptions of Transit Service

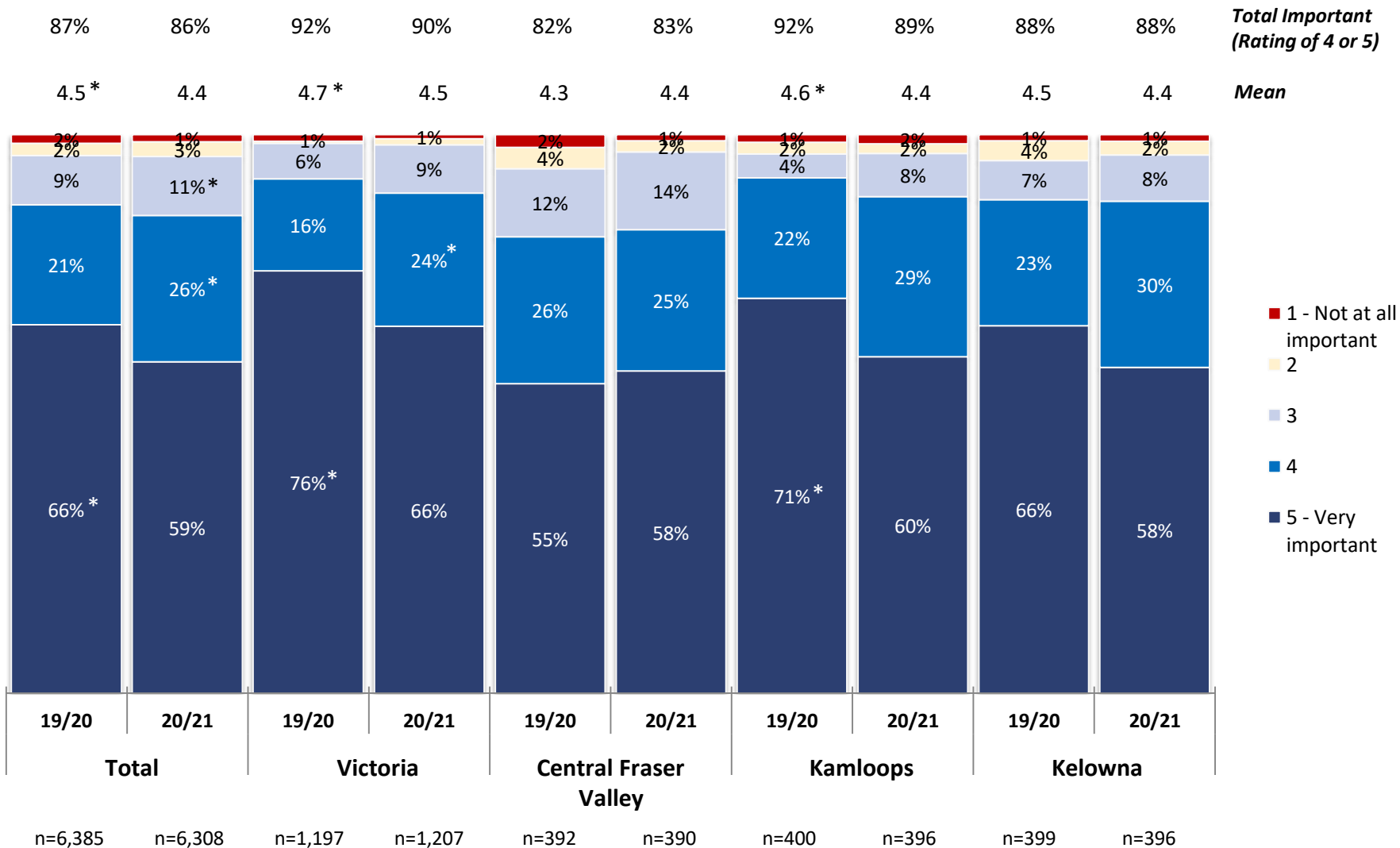
Importance of safety measures (Rating of 4 or 5, excluding Don't Know answers)

	Total	Victoria	Central Fraser Valley	Kamloops	Kelowna	Nanaimo	Prince George	Whistler
	20/21	20/21	20/21	20/21	20/21	20/21	20/21	20/21
Cleaning/ sanitizing the buses more frequently	82%	85%	80%	79%	83%	79%	85%	74%
Make it mandatory to wear masks when travelling by bus	79%	83%	78%	79%	83%	77%	81%	83%
Limit the number of passengers on buses for physical distancing	75%	77%	78%	76%	78%	78%	75%	79%
Providing hand sanitizer when entering and exiting the bus	73%	72%	75%	73%	75%	70%	76%	70%
Provide a way to pay fares at both back and front entrances	54%	56%	54%	56%	53%	59%	54%	50%
Reduce transit fares	46%	50%	49%	36%	45%	46%	43%	44%

	Total	Chilliwack	Campbell River	Comox Valley	Cowichan Valley	Penticton	Vernon	Tier 3
	20/21	20/21	20/21	20/21	20/21	20/21	20/21	20/21
Cleaning/ sanitizing the buses more frequently	82%	83%	78%	84%	85%	86%	84%	77%
Make it mandatory to wear masks when travelling by bus	79%	79%	82%	86%	76%	78%	73%	71%
Limit the number of passengers on buses for physical distancing	75%	76%	67%	75%	73%	73%	67%	67%
Providing hand sanitizer when entering and exiting the bus	73%	75%	75%	78%	75%	78%	78%	70%
Provide a way to pay fares at both back and front entrances	54%	62%	50%	50%	55%	55%	60%	49%
Reduce transit fares	46%	45%	39%	43%	40%	49%	44%	43%

Importance of Transit to the Community

Importance of Transit to Community
(Excludes Don't Know/ Prefer Not To Answer Responses)

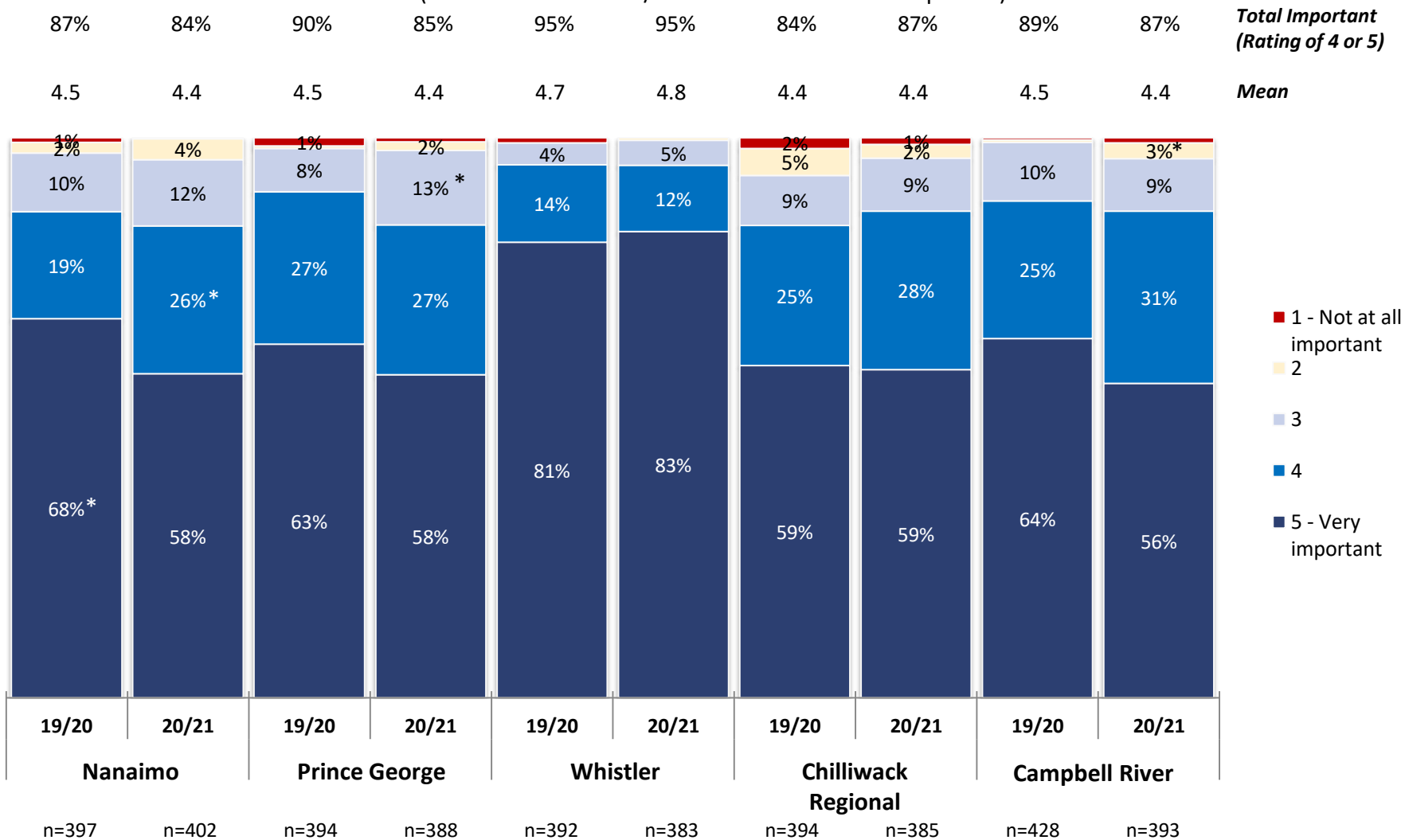


Q11b. How important do you think transit is to your community? (Results excluding Don't know/Refused responses) * - statistically significant difference at 95% level

Importance of Transit to the Community

Importance of Transit to Community

(Excludes Don't Know/ Prefer Not To Answer Responses)



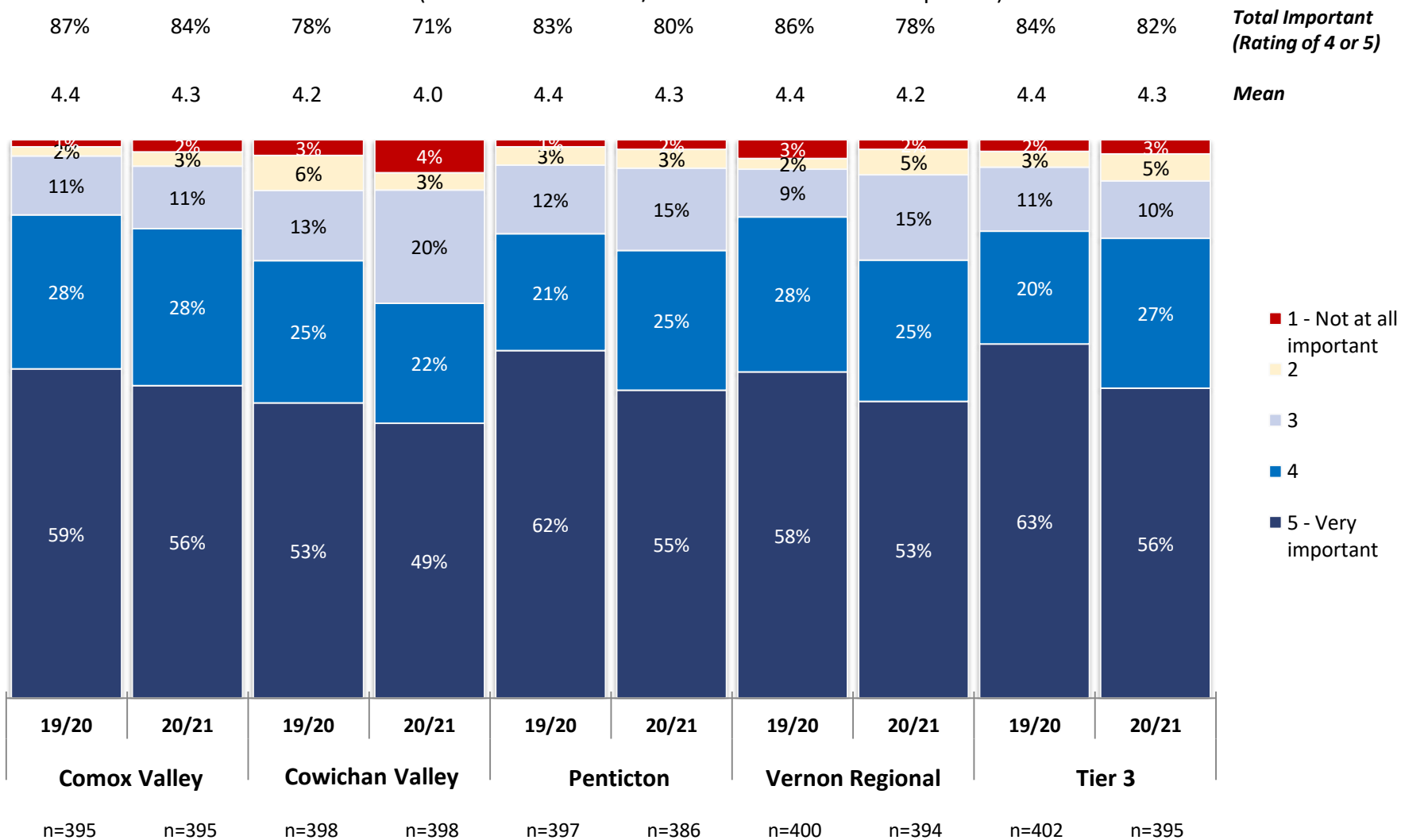
Q11b. How important do you think transit is to your community? (Results excluding Don't know/Refused responses)

* - statistically significant difference at 95% level

Importance of Transit to the Community

Importance of Transit to Community

(Excludes Don't Know/ Prefer Not To Answer Responses)



Q11b. How important do you think transit is to your community? (Results excluding Don't know/Refused responses)

Perceptions of Transit Service

Attributes (% Rating 4 or 5)	Total		Victoria		Central Fraser Valley		Kamloops		Kelowna		Nanaimo	
	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21
Fare prices are reasonable	53%	52%	51%	52%	48%	52%	53%	59%	51%	44%	49%	52%
Bus drivers are courteous	67%*	62%	77%*	69%	60%	55%	60%	62%	59%	57%	62%	63%
Frequency of scheduled service	39%*	35%	47%*	39%	35%	34%	33%	40%	29%	35%	32%	35%
Buses run on time/on schedule	54%*	51%	58%*	51%	46%	44%	46%	54%	41%	42%	49%	52%
Buses are clean and well-maintained	64%*	59%	72%*	65%	52%	55%	62%	62%	54%	56%	65%	59%
Personal safety while riding local buses	62%*	56%	71%*	60%	55%	47%	57%	63%	48%	54%	59%	54%
Personal safety while waiting for local buses	49%	48%	60%*	54%	39%	43%	44%	53%*	42%	42%	43%	43%
Availability and accuracy of schedule information	55%*	51%	66%*	55%	45%	47%	48%	56%	53%*	44%	50%	49%
Buses not being overcrowded	56%	54%	36%	42%	64%*	55%	52%	53%	47%	46%	53%	54%
Buses have a direct route	42%	41%	48%	45%	37%	35%	36%	41%	34%	36%	35%	33%
Bus/fare payment options convenient & easy to use	50%	48%	54%	49%	47%	49%	44%	54%*	46%	44%	43%	44%
Buses have good connections with reasonable wait times	39%	38%	45%	43%	34%	34%	32%	44%*	34%	35%	32%	35%
Bus stops have enough amenities such as shelters, benches, information & trash cans	35%	34%	43%	40%	28%	36%*	25%	28%	45%	40%	26%	25%
Bus stops are clean and well maintained	57%*	53%	63%*	55%	53%	56%	52%	54%	58%	58%	48%	45%
Trip duration, that is the time from when you boarded to the time you got off the bus	51%*	45%	60%*	48%	46%	40%	45%	43%	42%	43%	40%	40%
Overall	53%	52%	63%*	55%	44%	49%	49%	58%*	46%	45%	43%	46%

Q12. Based on your own experience or what you may have seen or heard, I would like you to rate the local transit system on several areas.

Q13. And, overall, how would you rate the local transit system using the same 1 to 5 scale? (1=Extremely poor, 5=Excellent)

Annual Base 2020/2021: Total=6,424; Victoria=1,221; Central Fraser Valley=402; Kamloops=400; Kelowna=404; Nanaimo=407.

Annual Base 2019/2020: Total=6,482; Victoria=1,212; Central Fraser Valley=404; Kamloops=404; Kelowna=404; Nanaimo=404.

* - statistically significant difference at 95% level

Perceptions of Transit Service

Attributes (% Rating 4 or 5)	Total		Prince George		Whistler		Chilliwack Regional		Campbell River		Comox Valley	
	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21
Fare prices are reasonable	53%	52%	51%	49%	65%	67%	50%	46%	60%	51%	55%	47%
Bus drivers are courteous	67%*	62%	64%	58%	77%	77%	59%*	50%	70%*	58%	66%*	56%
Frequency of scheduled service	39%*	35%	41%	34%	41%	49%	34%	32%	42%*	30%	32%	26%
Buses run on time/on schedule	54%*	51%	60%	53%	60%	57%	45%	41%	54%*	43%	57%*	47%
Buses are clean and well-maintained	64%*	59%	61%	58%	81%	79%	55%	50%	68%	62%	66%*	53%
Personal safety while riding local buses	62%*	56%	61%	55%	85%*	76%	51%	43%	66%*	51%	68%*	55%
Personal safety while waiting for local buses	49%	48%	41%	37%	76%	77%	38%	37%	53%	49%	53%	49%
Availability and accuracy of schedule information	55%*	51%	57%	51%	56%	63%	40%	41%	54%	44%	49%	42%
Buses not being overcrowded	56%	54%	75%*	65%	53%	47%	60%	57%	73%*	60%	72%*	61%
Buses have a direct route	42%	41%	37%	38%	62%	60%	37%	37%	44%	39%	37%	30%
Bus/fare payment options convenient & easy to use	50%	48%	47%	46%	55%	53%	46%	44%	54%*	43%	54%*	39%
Buses have good connections with reasonable wait times	39%	38%	39%	35%	46%	49%	32%	34%	43%*	34%	32%	26%
Bus stops have enough amenities such as shelters, benches, information & trash cans	35%	34%	30%	27%	63%	55%	27%	25%	42%	39%	28%	29%
Bus stops are clean and well maintained	57%*	53%	48%	49%	75%	72%	43%	41%	62%	59%	61%*	51%
Trip duration, that is the time from when you boarded to the time you got off the bus	51%*	45%	46%*	36%	64%	63%	39%	37%	50%	44%	49%*	35%
Overall	53%	52%	50%	49%	70%	69%	43%	49%	61%*	49%	55%	43%

Q12. Based on your own experience or what you may have seen or heard, I would like you to rate the local transit system on several areas.

Q13. And, overall, how would you rate the local transit system using the same 1 to 5 scale? (1=Extremely poor, 5=Excellent)

Annual Base 2020/2021: Total=6,424;Prince George=395; Whistler=383; Chilliwack=402; Campbell River=400; Comox Valley=403.

Annual Base 2019/2020: Total=6,482;Prince George=403; Whistler=393; Chilliwack=403; Campbell River=435; Comox Valley=400.

* - statistically significant difference at 95% level

Perceptions of Transit Service

Attributes (% Rating 4 or 5)	Total		Cowichan Valley		Penticton		Vernon Regional		Tier 3 Communities	
	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21
Fare prices are reasonable	53%	52%	54%*	39%	57%	54%	53%	52%	61%	57%
Bus drivers are courteous	67%	62%	64%	64%	69%	68%	61%	58%	69%	66%
Frequency of scheduled service	39%*	35%	29%	25%	42%	39%	36%	38%	41%	33%
Buses run on time/on schedule	54%*	51%	54%	45%	62%	61%	52%	49%	64%	59%
Buses are clean and well-maintained	64%*	59%	63%*	49%	69%	66%	64%*	49%	68%	60%
Personal safety while riding local buses	62%*	56%	60%	49%	65%	60%	57%	53%	66%	61%
Personal safety while waiting for local buses	49%	48%	49%	39%	56%	55%	42%	41%	52%	51%
Availability and accuracy of schedule information	55%*	51%	47%	45%	54%	52%	48%	47%	56%	58%
Buses not being overcrowded	56%	54%	67%	60%	72%	68%	66%	59%	70%	64%
Buses have a direct route	42%	41%	40%	32%	51%	46%	42%	44%	49%	47%
Bus/fare payment options convenient & easy to use	50%	48%	43%	39%	46%	48%	46%	45%	56%	50%
Buses have good connections with reasonable wait times	39%	38%	34%	27%	41%	44%	40%	33%	44%	39%
Bus stops have enough amenities such as shelters, benches, information & trash cans	35%	34%	29%	21%	40%	48%	33%	29%	31%	33%
Bus stops are clean and well maintained	57%*	53%	52%	41%	65%	59%	50%	55%	59%	51%
Trip duration, that is the time from when you boarded to the time you got off the bus	51%*	45%	47%*	34%	54%	54%	44%	41%	57%	51%
Overall	53%	52%	49%	44%	64%	60%	49%	51%	57%	53%

Q12. Based on your own experience or what you may have seen or heard, I would like you to rate the local transit system on several areas.

Q13. And, overall, how would you rate the local transit system using the same 1 to 5 scale? (1=Extremely poor, 5=Excellent)

Annual Base 2020/2021: Total=6,424; Cowichan Valley=405; Penticton=401; Vernon=401; Tier 3=400.

Annual Base 2019/2020: Total=6,482; Cowichan Valley=401; Penticton=404; Vernon=410; Tier 3=405.

* - statistically significant difference at 95% level

Perceptions of Transit Service

Attributes (Mean Rating on a 1-5 scale)	Total		Victoria		Central Fraser Valley		Kamloops		Kelowna		Nanaimo	
	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21
Fare prices are reasonable	3.7	3.7	3.5	3.6	3.6	3.7	3.6	3.9*	3.6	3.5	3.5	3.7
Bus drivers are courteous	4.1	4.0	4.2*	4.0	3.9	3.9	3.8	3.9	3.8	3.9	4.0	4.0
Frequency of scheduled service	3.3	3.2	3.4	3.3	3.2	3.2	3.2	3.3	3.1	3.2	3.0	3.1
Buses run on time/on schedule	3.7	3.7	3.6	3.6	3.5	3.5	3.5	3.6	3.4	3.5	3.6	3.6
Buses are clean and well-maintained	3.9	3.9	4.0	3.9	3.7	3.7	3.9	3.9	3.7	3.8	3.9	3.8
Personal safety while riding local buses	3.9*	3.8	4.0*	3.8	3.8	3.6	3.8	3.9	3.5	3.6	3.8	3.7
Personal safety while waiting for local buses	3.5	3.5	3.7	3.6	3.4	3.4	3.4	3.6*	3.4	3.4	3.4	3.4
Availability and accuracy of schedule information	3.7	3.7	3.8*	3.7	3.5	3.5	3.5	3.7*	3.5	3.5	3.6	3.6
Buses not being overcrowded	3.8	3.8	3.2	3.4*	4.0*	3.7	3.6	3.7	3.6	3.6	3.7	3.8
Buses have a direct route	3.4	3.4	3.4	3.4	3.3	3.2	3.2	3.3	3.2	3.3	3.2	3.1
Bus/fare payment options convenient & easy to use	3.7	3.7	3.6	3.6	3.6	3.7	3.5	3.7	3.6	3.6	3.5	3.6
Buses have good connections with reasonable wait times	3.3	3.3	3.3	3.3	3.2	3.2	3.2	3.3	3.1	3.2	3.1	3.1
Bus stops have enough amenities such as shelters, benches, information & trash cans	3.1	3.1	3.3	3.2	2.9	3.1	2.9	2.9	3.3	3.3	2.8	2.8
Bus stops are clean and well maintained	3.6	3.6	3.7*	3.6	3.5	3.6	3.6	3.6	3.6	3.7	3.5	3.4
Trip duration, that is the time from when you boarded to the time you got off the bus	3.6	3.6	3.7	3.6	3.5	3.5	3.5	3.5	3.4	3.5	3.4	3.3
Overall	3.6	3.5	3.7*	3.6	3.4	3.4	3.5	3.6	3.4	3.4	3.3	3.4

Q12. Based on your own experience or what you may have seen or heard, I would like you to rate the local transit system on several areas.

Q13. And, overall, how would you rate the local transit system using the same 1 to 5 scale? (1=Extremely poor, 5=Excellent)

Annual Base 2020/2021: Total=6,424; Victoria=1,221; Central Fraser Valley=402; Kamloops=400; Kelowna=404; Nanaimo=407.

Annual Base 2019/2020: Total=6,482; Victoria=1,212; Central Fraser Valley=404; Kamloops=404; Kelowna=404; Nanaimo=404.

* - statistically significant difference at 95% level

Perceptions of Transit Service

Attributes (Mean Rating on a 1-5 scale)	Total		Prince George		Whistler		Chilliwack Regional		Campbell River		Comox Valley	
	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21
Fare prices are reasonable	3.7	3.7	3.7	3.7	3.9	3.9	3.6	3.7	4.0	4.0	3.8	3.8
Bus drivers are courteous	4.1	4.0	4.0	3.9	4.2	4.3	3.8	3.8	4.2	4.3	4.1	4.1
Frequency of scheduled service	3.3	3.2	3.3	3.3	3.2	3.5*	3.2	3.2	3.3	3.3	3.2	3.1
Buses run on time/on schedule	3.7	3.7	3.8	3.8	3.7	3.7	3.5	3.5	3.7	3.8	3.8	3.8
Buses are clean and well-maintained	3.9	3.9	3.9	3.9	4.3	4.4	3.7	3.7	4.1	4.1	4.1	3.9
Personal safety while riding local buses	3.9*	3.8	3.9	3.8	4.4	4.3	3.6	3.6	4.1	4.0	4.1	3.9
Personal safety while waiting for local buses	3.5	3.5	3.4	3.3	4.1	4.2	3.2	3.3	3.7	3.7	3.7	3.6
Availability and accuracy of schedule information	3.7	3.7	3.7	3.7	3.7	3.8	3.4	3.6	3.7	3.8	3.6	3.6
Buses not being overcrowded	3.8	3.8	4.2	4.1	3.5	3.6	3.9	3.9	4.3	4.2	4.2	4.1
Buses have a direct route	3.4	3.4	3.2	3.3	3.8	3.7	3.2	3.4	3.6	3.6	3.4	3.3
Bus/fare payment options convenient & easy to use	3.7	3.7	3.7	3.6	3.7	3.6	3.6	3.7	3.8	3.9	3.9*	3.6
Buses have good connections with reasonable wait times	3.3	3.3	3.3	3.3	3.5	3.6	3.1	3.3*	3.4	3.4	3.2	3.1
Bus stops have enough amenities such as shelters, benches, information & trash cans	3.1	3.1	2.9	2.9	3.8	3.6	2.8	3.0	3.2	3.3	2.9	3.0
Bus stops are clean and well maintained	3.6	3.6	3.4	3.5	4.1	4.0	3.3	3.4	3.8	3.9	3.8*	3.7
Trip duration, that is the time from when you boarded to the time you got off the bus	3.6	3.6	3.5	3.5	3.9	3.9	3.3	3.5	3.8	3.9	3.6	3.5
Overall	3.6	3.5	3.5	3.5	3.8	3.8	3.3	3.5*	3.7	3.6	3.6	3.5

Q12. Based on your own experience or what you may have seen or heard, I would like you to rate the local transit system on several areas.

Q13. And, overall, how would you rate the local transit system using the same 1 to 5 scale? (1=Extremely poor, 5=Excellent)

Annual Base 2020/2021: Total=6,424;Prince George=395; Whistler=383; Chilliwack=402; Campbell River=400; Comox Valley=403.

Annual Base 2019/2020: Total=6,482;Prince George=403; Whistler=393; Chilliwack=403; Campbell River=435; Comox Valley=400.

* - statistically significant difference at 95% level

Perceptions of Transit Service

Attributes (Mean Rating on a 1-5 scale)	Total		Cowichan Valley		Penticton		Vernon Regional		Tier 3 Communities	
	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21
Fare prices are reasonable	3.7	3.7	3.8*	3.4	3.9	3.9	3.8	3.9	4.0	3.8
Bus drivers are courteous	4.1	4.0	4.1	4.1	4.3	4.2	4.2	4.2	4.1	4.2
Frequency of scheduled service	3.3	3.2	3.0	2.8	3.4	3.4	3.3	3.5	3.3	3.2
Buses run on time/on schedule	3.7	3.7	3.8	3.6	4.0	4.0	3.9	3.9	3.9	3.9
Buses are clean and well-maintained	3.9	3.9	4.0*	3.7	4.1	4.1	4.1	4.0	4.0	4.0
Personal safety while riding local buses	3.9*	3.8	3.9	3.7	4.1	4.0	3.9	3.9	4.0	4.0
Personal safety while waiting for local buses	3.5	3.5	3.5	3.3	3.7	3.8	3.5	3.5	3.6	3.7
Availability and accuracy of schedule information	3.7	3.7	3.6	3.4	3.8	3.8	3.8	3.8	3.8	3.8
Buses not being overcrowded	3.8	3.8	4.1	4.0	4.3	4.2	4.2	4.1	4.1	4.0
Buses have a direct route	3.4	3.4	3.3	3.2	3.7	3.7	3.6	3.7	3.6	3.5
Bus/fare payment options convenient & easy to use	3.7	3.7	3.7*	3.4	3.8	3.9	3.8	3.8	3.8	3.7
Buses have good connections with reasonable wait times	3.3	3.3	3.2	3.0	3.6	3.5	3.5	3.4	3.5	3.3
Bus stops have enough amenities such as shelters, benches, information & trash cans	3.1	3.1	2.8*	2.6	3.4	3.5	3.1	3.1	3.0	3.1
Bus stops are clean and well maintained	3.6	3.6	3.5	3.3	3.9	3.8	3.6	3.7	3.7	3.6
Trip duration, that is the time from when you boarded to the time you got off the bus	3.6	3.6	3.6*	3.1	3.9	3.9	3.7	3.7	3.9	3.7
Overall	3.6	3.5	3.4	3.2	3.8	3.8	3.6	3.6	3.7	3.6

Q12. Based on your own experience or what you may have seen or heard, I would like you to rate the local transit system on several areas.

Q13. And, overall, how would you rate the local transit system using the same 1 to 5 scale? (1=Extremely poor, 5=Excellent)

Key Findings: Use and Satisfaction with Transit Information Sources

BC Transit's Information Online

- ❑ At a total BC level, nearly six in ten (56%) accessed BC Transit's information online, with Victoria and Whistler (72% each) residents using this information the most.
- ❑ Of those who accessed BC Transit's information online, over six in ten (64%) users overall give positive ratings (4 or 5 on a scale of 5, average of 3.8) to the quality of online information, a directional increase of 2 points from 2019/20. Among the communities, more users in Central Fraser Valley (73%) and Vernon (72%) give positive ratings to the online information than other regions. The proportion of Kelowna users (58%) providing a rating of 4 or 5 is lowest of all the communities.

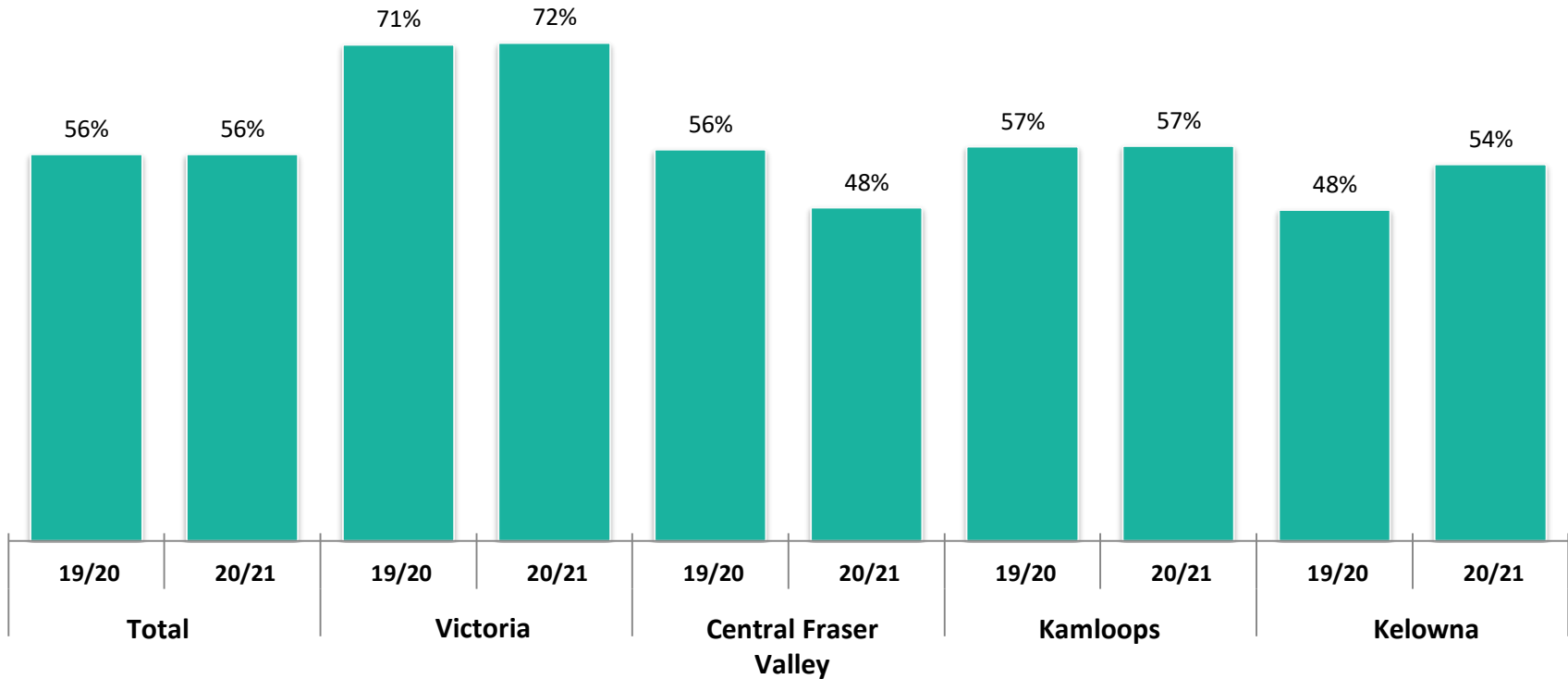
BC Transit Rider's Guide

- ❑ Province-wide, nearly two in ten (18%) have used BC Transit's Rider's Guide.
- ❑ Of these users, eight in ten (82%) rate the importance of the Rider's Guide 4 or 5 out of 5. Among the communities, those in Tier 3 give the highest importance ratings (90% rating the importance 4 or 5), while Whistler residents provide the lowest importance ratings (70% rate the importance of Rider's guide 4 or 5).

Use and Satisfaction with Transit Information Sources



% Accessed BC Transit's Information Online



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

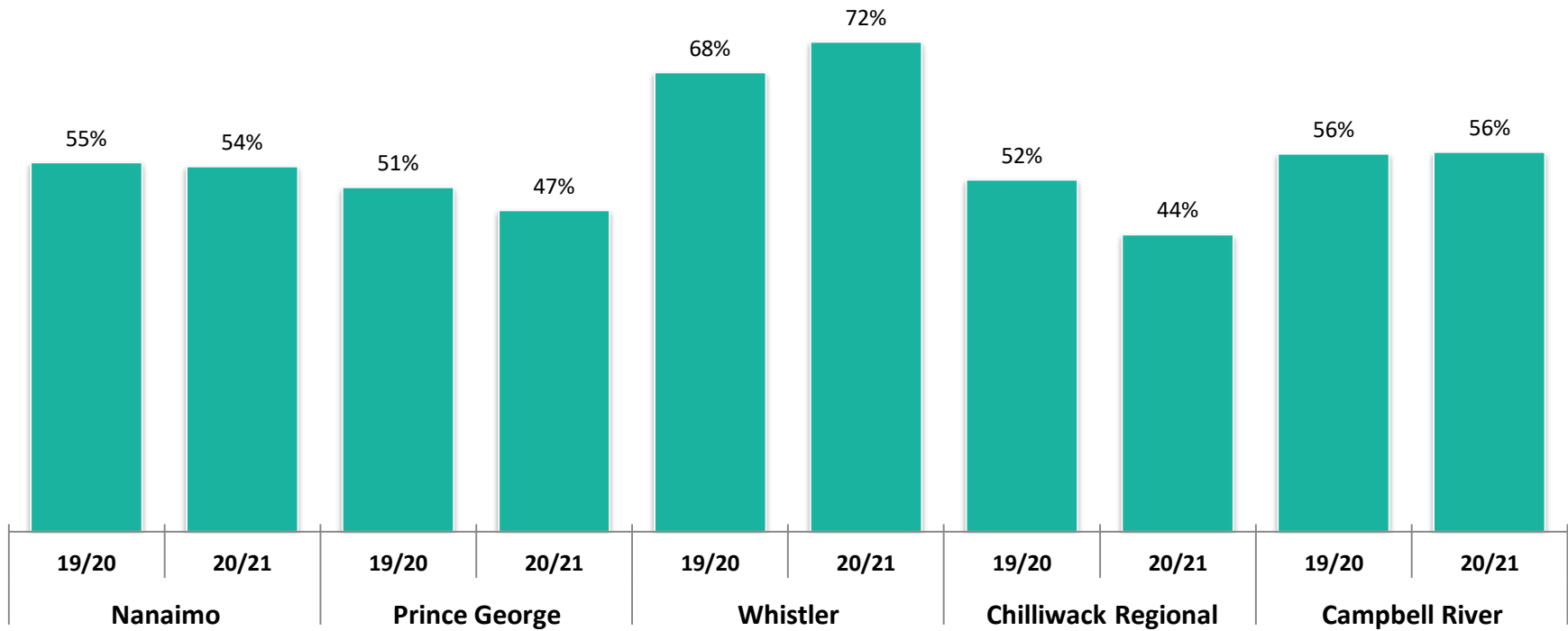
Annual Base 2020/2021: Total=6,424; Victoria=1,221; Central Fraser Valley=402; Kamloops=400; Kelowna=404.

Annual Base 2019/2020: Total=6,482; Victoria=1,212; Central Fraser Valley=404; Kamloops=404; Kelowna=404.

Use and Satisfaction with Transit Information Sources



% Accessed BC Transit's Information Online

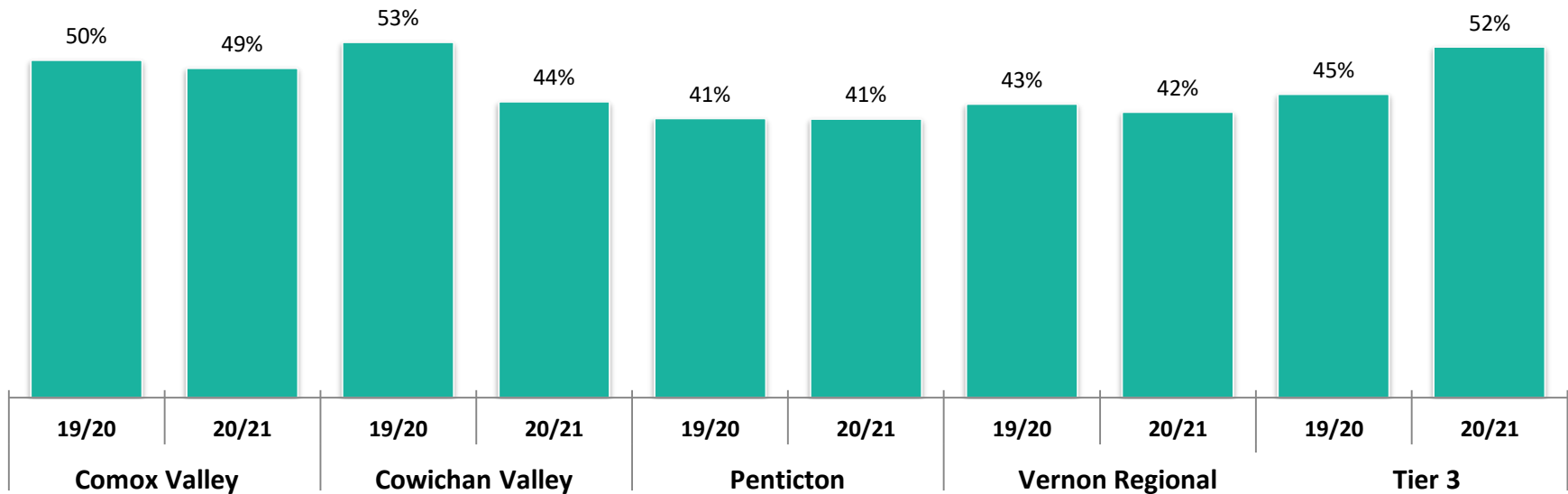


Q14. Have you ever accessed BC Transit's information online?

Annual Base 2020/2021: Total=6,424; Nanaimo=407; Prince George=395; Whistler=383; Chilliwack=402; Campbell River=400.
Annual Base 2019/2020: Total=6,482; Nanaimo=404; Prince George=403; Whistler=393; Chilliwack=403; Campbell River=435.

Use and Satisfaction with Transit Information Sources

% Accessed BC Transit's Information Online



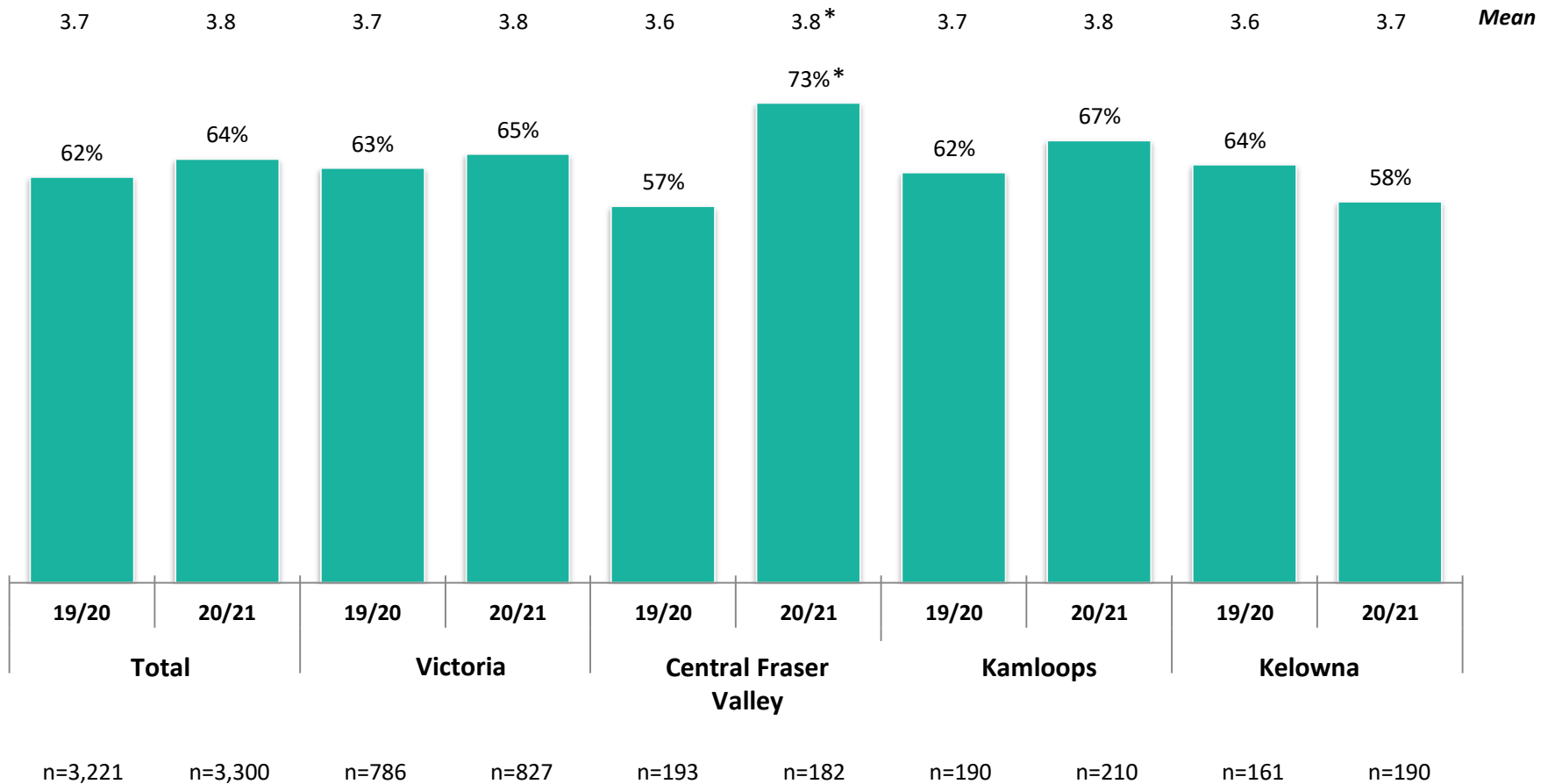
Q14. Have you ever accessed BC Transit's information online?

Annual Base 2020/2021: Total=6,424; Comox Valley=403; Cowichan Valley=405; Penticton=401; Vernon=401; Tier 3=400.
Annual Base 2019/2020: Total=6,482; Comox Valley=400; Cowichan Valley=401; Penticton=404; Vernon=410; Tier 3=405.

Use and Satisfaction with Transit Information Sources



Quality of BC Transit's Information Online
 (Among those who accessed BC Transit's Information Online)
 (% Rating 4 or 5 out of 5)



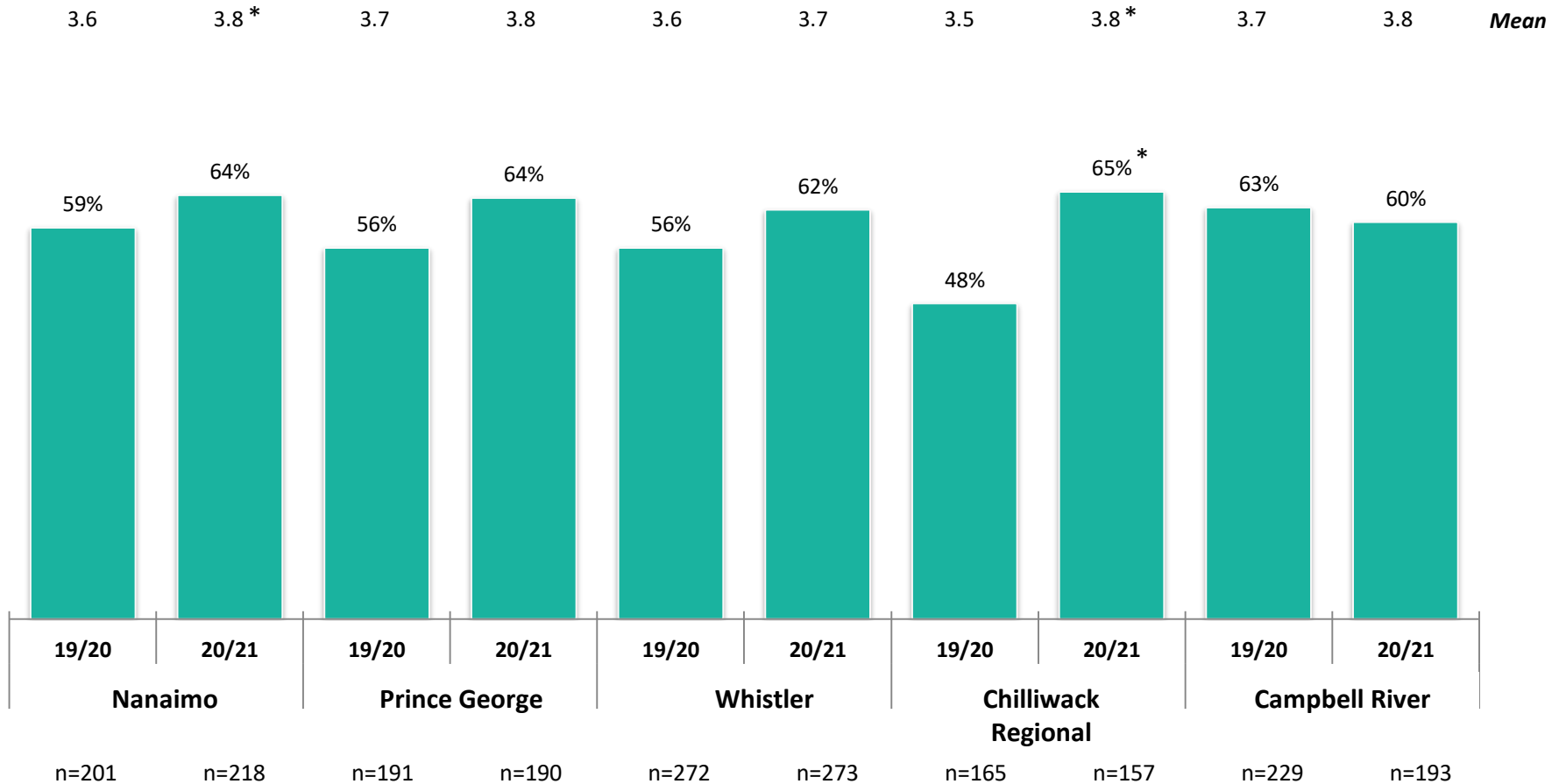
Q15. On the same scale where 1 means extremely poor and 5 means excellent, how would you rate the quality of BC Transit's information online?

* - statistically significant difference at 95% level

Use and Satisfaction with Transit Information Sources



Quality of BC Transit's Information Online
 (Among those who accessed BC Transit's Information Online)
 (% Rating 4 or 5 out of 5)

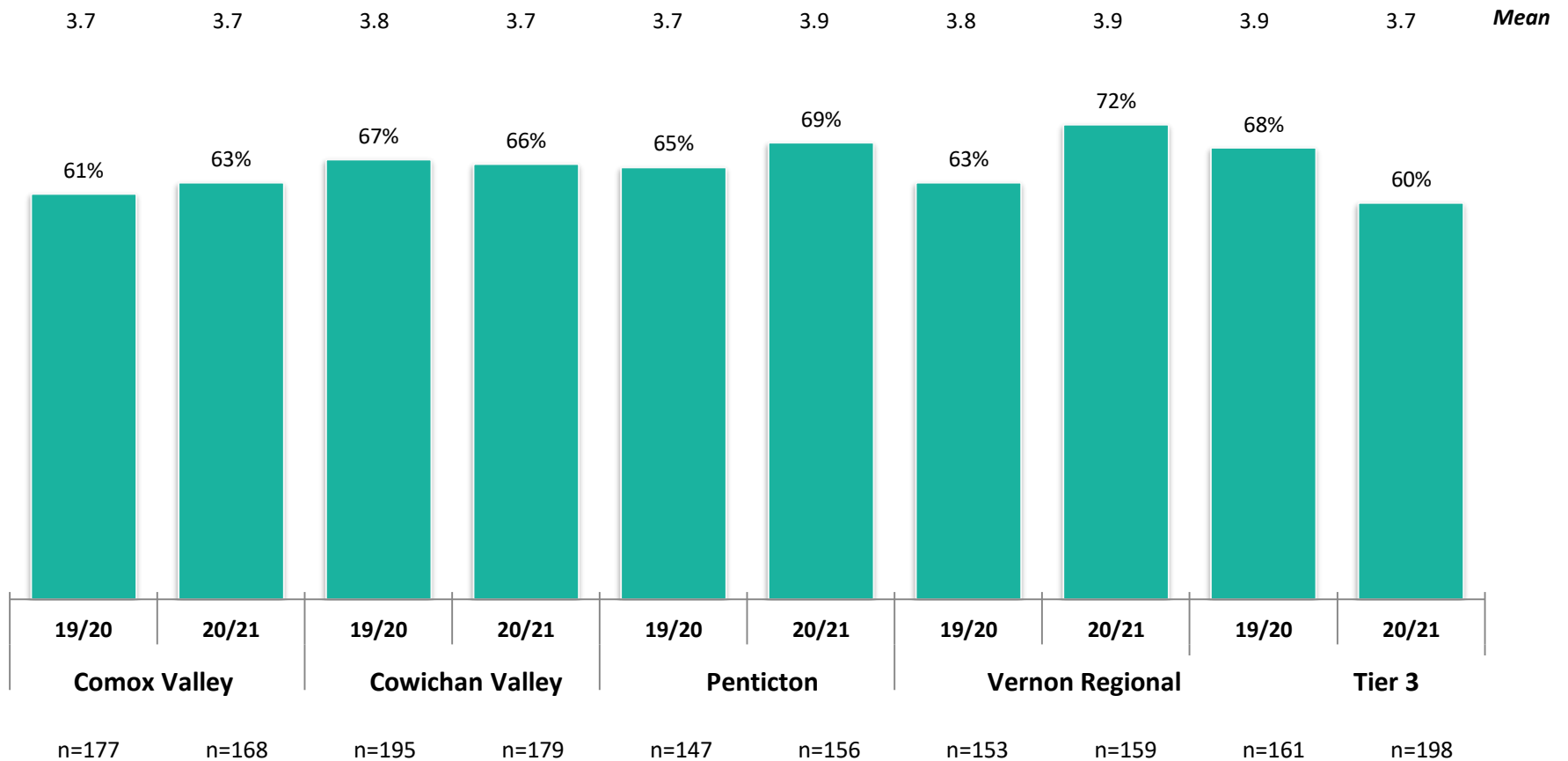


Q15. On the same scale where 1 means extremely poor and 5 means excellent, how would you rate the quality of BC Transit's information online?

Use and Satisfaction with Transit Information Sources



Quality of BC Transit's Information Online
 (Among those who accessed BC Transit's Information Online)
 (% Rating 4 or 5 out of 5)

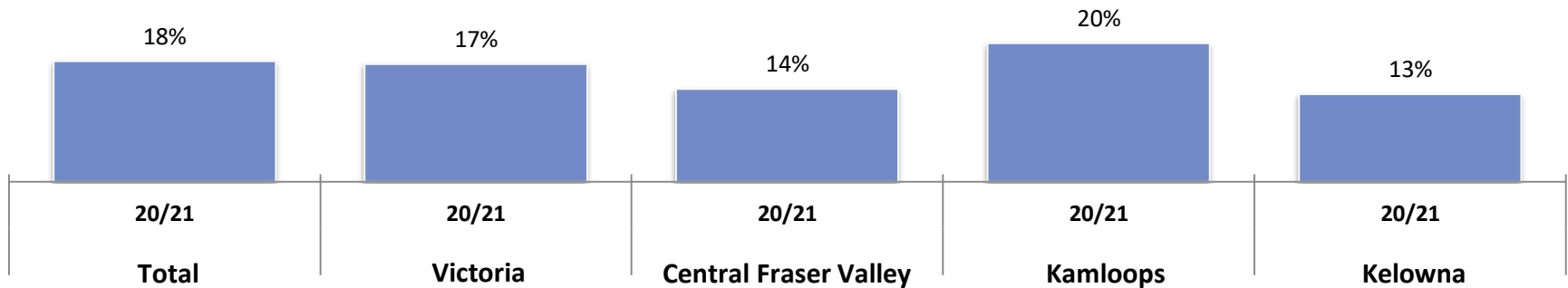


Q15. On the same scale where 1 means extremely poor and 5 means excellent, how would you rate the quality of BC Transit's information online?

Use and Satisfaction with Transit Information Sources



% Used BC Transit Rider's Guide



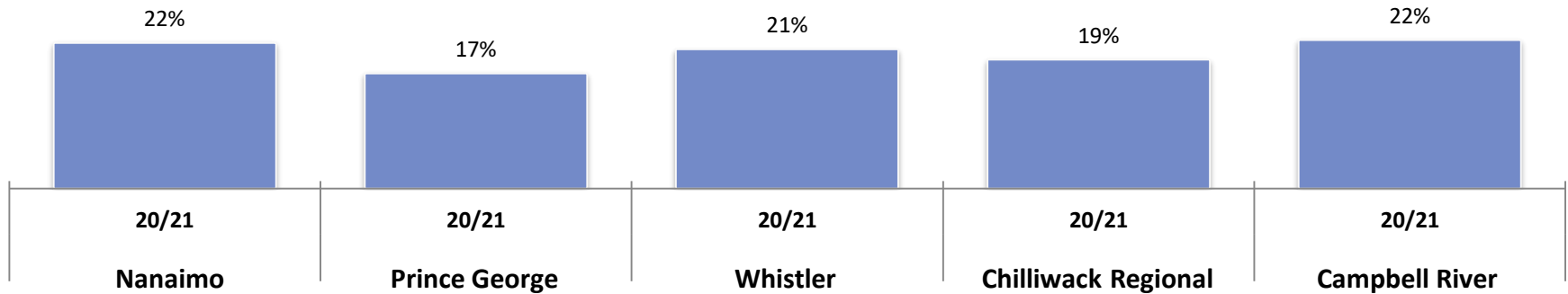
Q15A: Do you currently make use of printed bus schedules like the Rider's Guide and hard copy paper updates?

Annual Base 2020/2021: Total=5,894; Victoria=1,119; Central Fraser Valley=368; Kamloops=366; Kelowna=370.

Use and Satisfaction with Transit Information Sources



% Used BC Transit Rider's Guide



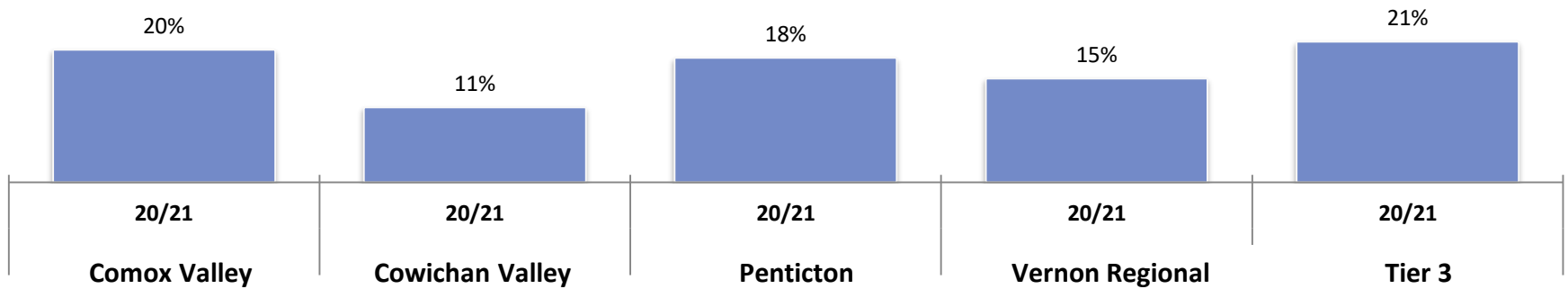
Q15A: Do you currently make use of printed bus schedules like the Rider's Guide and hard copy paper updates?

Annual Base 2020/2021: Total=5.894; Nanaimo=373; Prince George=361; Whistler=362; Chilliwack=368; Campbell River=367.

Use and Satisfaction with Transit Information Sources



% Used BC Transit Rider's Guide

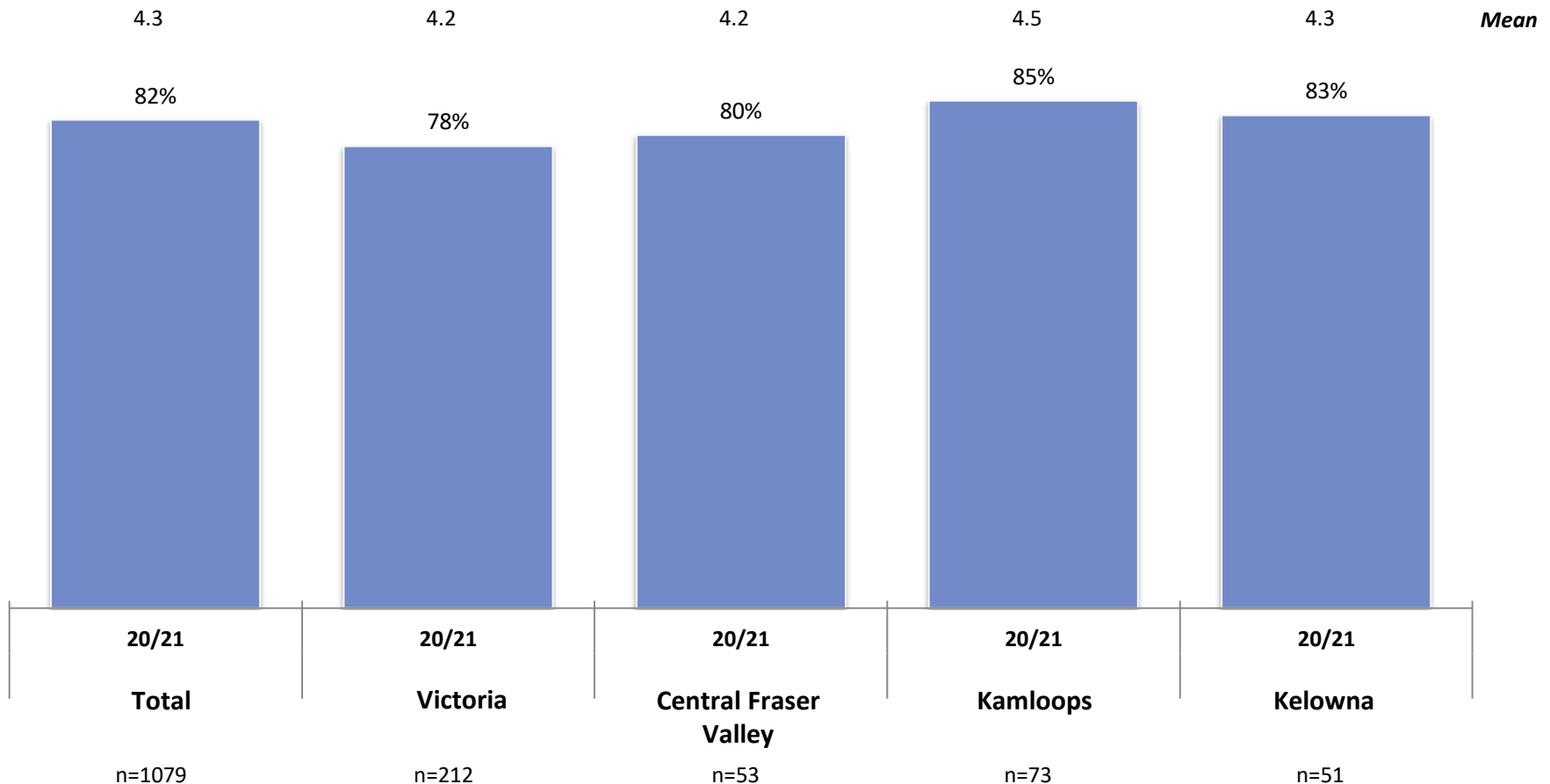


Q15A: Do you currently make use of printed bus schedules like the Rider's Guide and hard copy paper updates?

Annual Base 2020/2021: Total=5,894; Comox Valley=369; Cowichan Valley=371; Penticton=367; Vernon=367; Tier 3=366.

Use and Satisfaction with Transit Information Sources

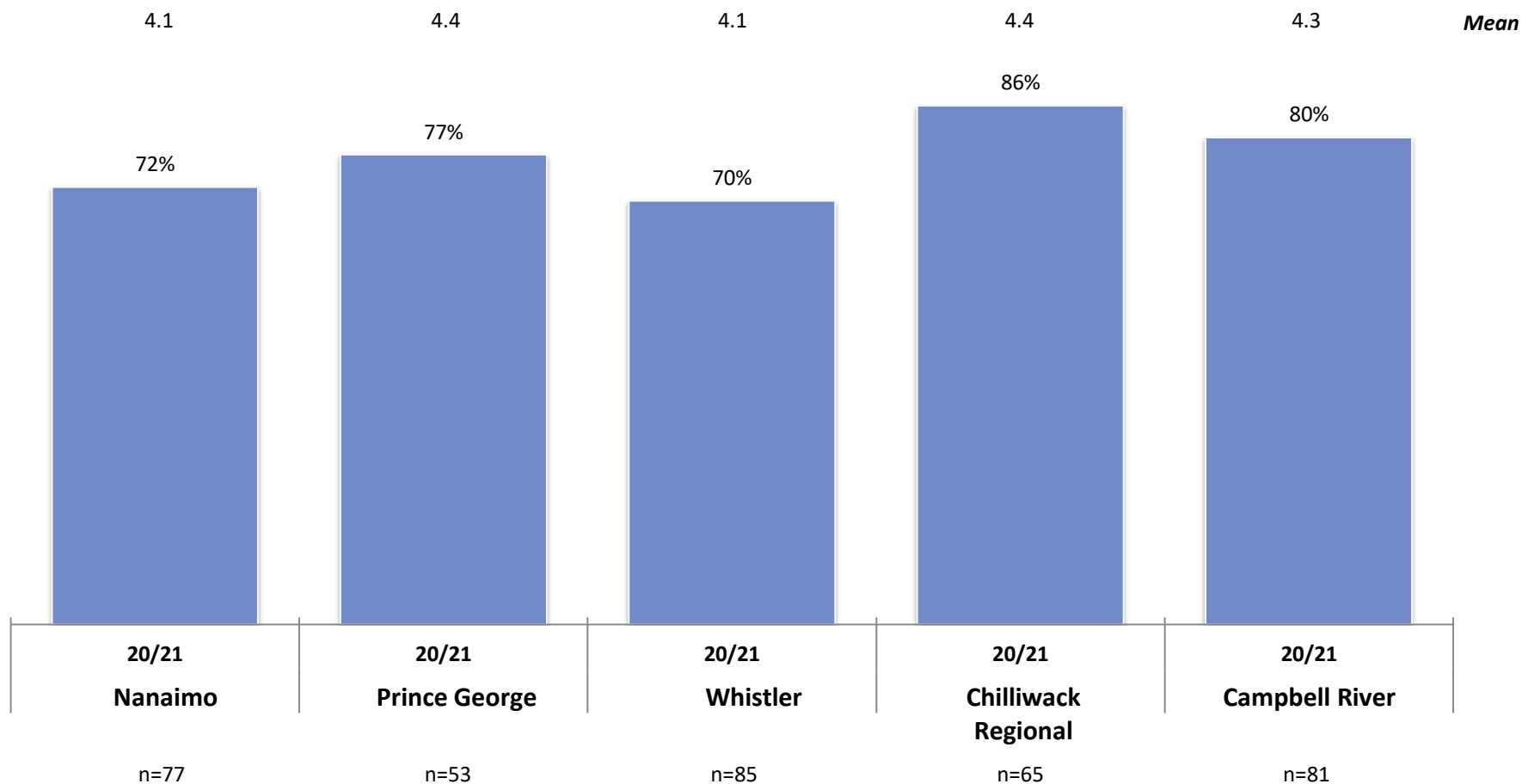
Importance of the Rider's Guide (Among Those Who Made Use of Rider's Guide) (% Rating 4 or 5 out of 5)



Use and Satisfaction with Transit Information Sources



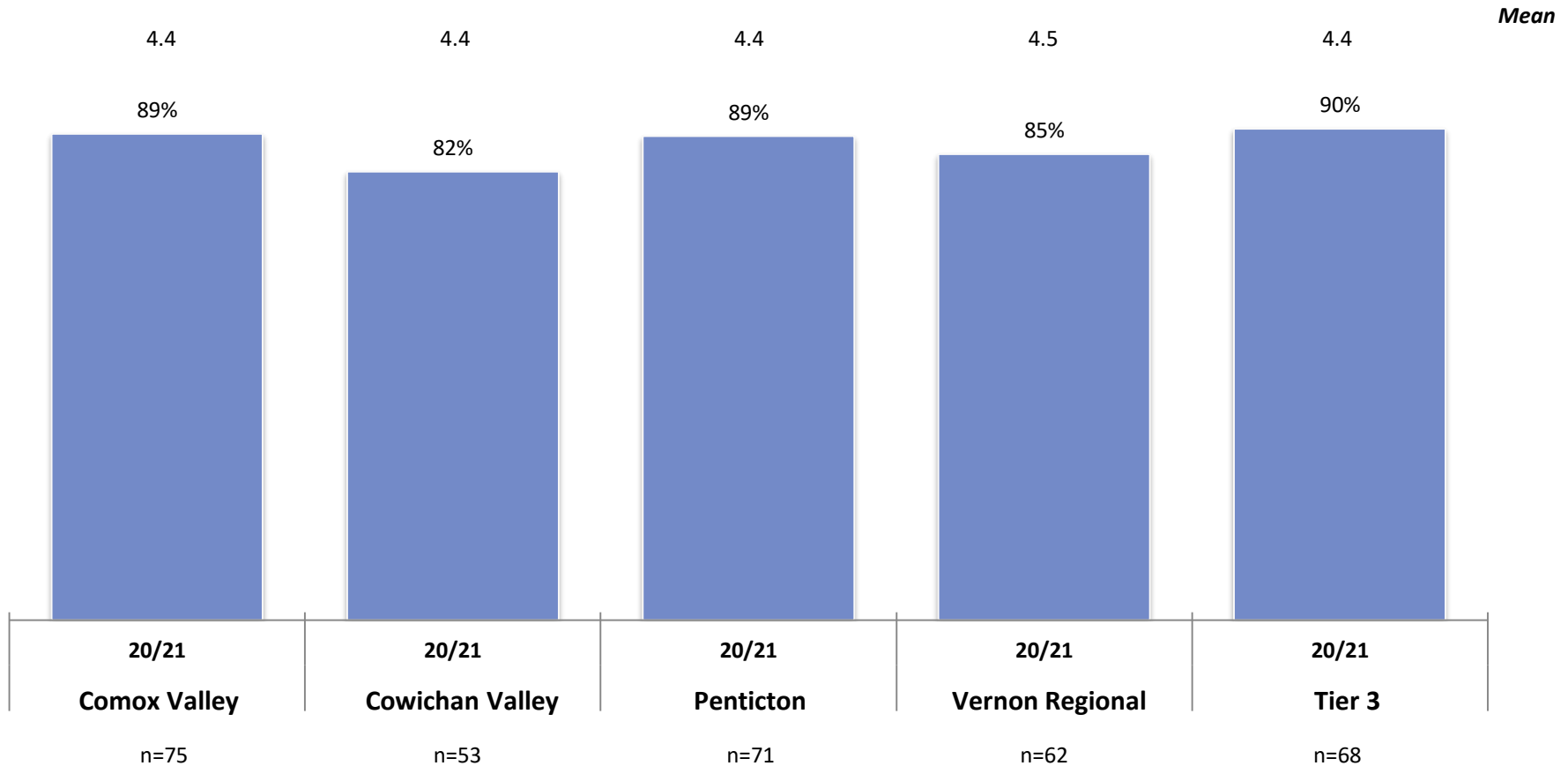
Importance of the Rider's Guide (Among Those Who Made Use of Rider's Guide) (% Rating 4 or 5 out of 5)



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

Use and Satisfaction with Transit Information Sources

Importance of the Rider's Guide (Among Those Who Made Use of Rider's Guide) (% Rating 4 or 5 out of 5)



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

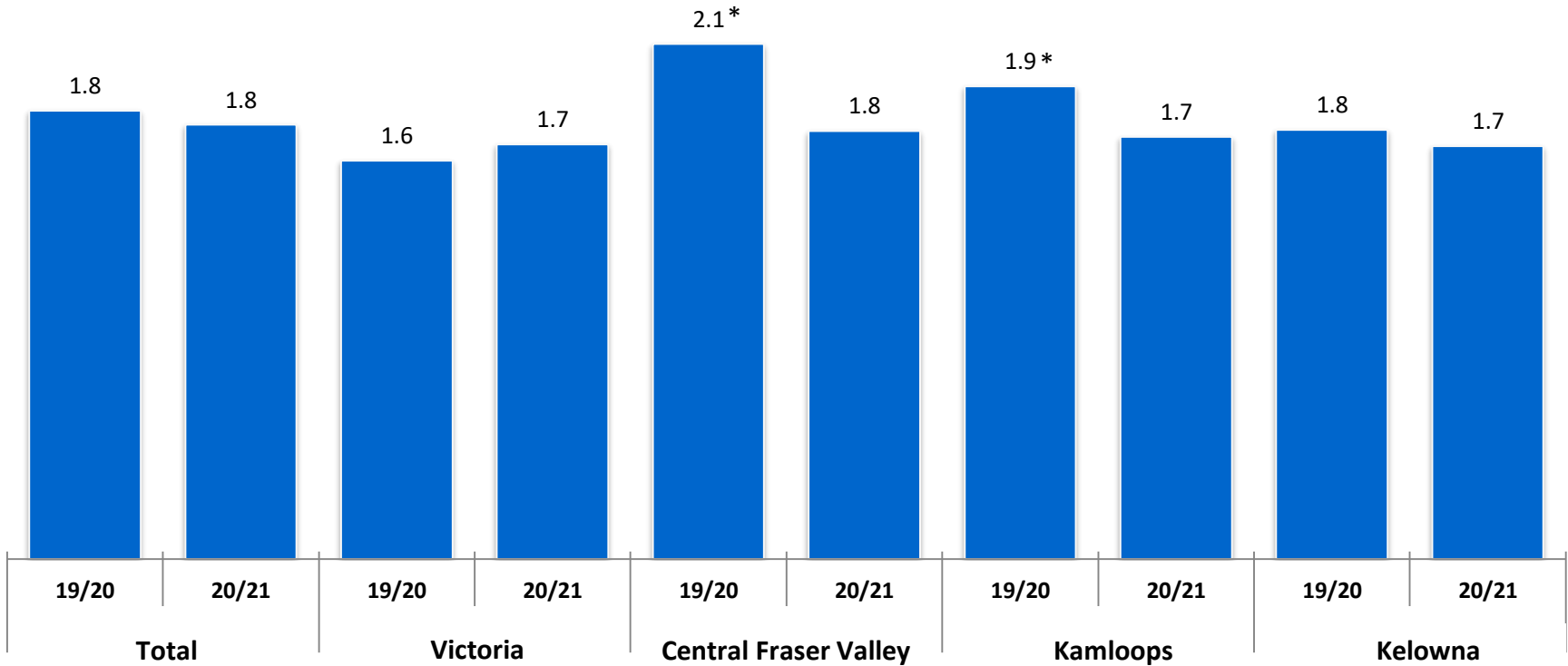
Key Findings: Availability of Vehicles

Average Number of Vehicles in Household

- ❑ Over the 2020/21 period, households in BC Transit's operating area have an average of 1.8 vehicles, which is consistent with the 2019/20 results.
- ❑ Households in Chilliwack and Cowichan Valley own or lease the highest average number of vehicles, with 2.1 each.

Availability and Use of Vehicles

Average Number of Vehicles in Household



QD3. How many insured motor vehicles, including motorcycles, do you and the other members of your household own or lease?

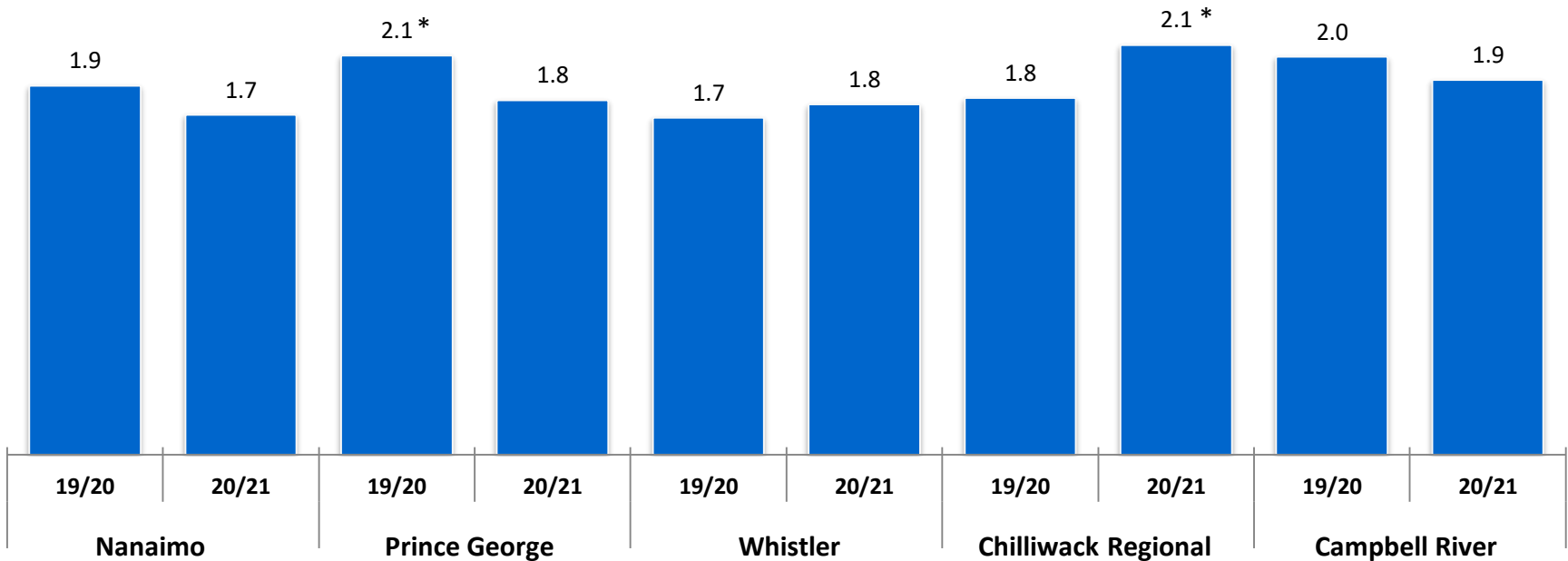
Annual Base 2020/2021: Total=6,424; Victoria=1,221; Central Fraser Valley=402; Kamloops=400; Kelowna=404.

Annual Base 2019/2020: Total=6,482; Victoria=1,212; Central Fraser Valley=404; Kamloops=404; Kelowna=404.

* - statistically significant difference at 95% level

Availability and Use of Vehicles

Average Number of Vehicles in Household



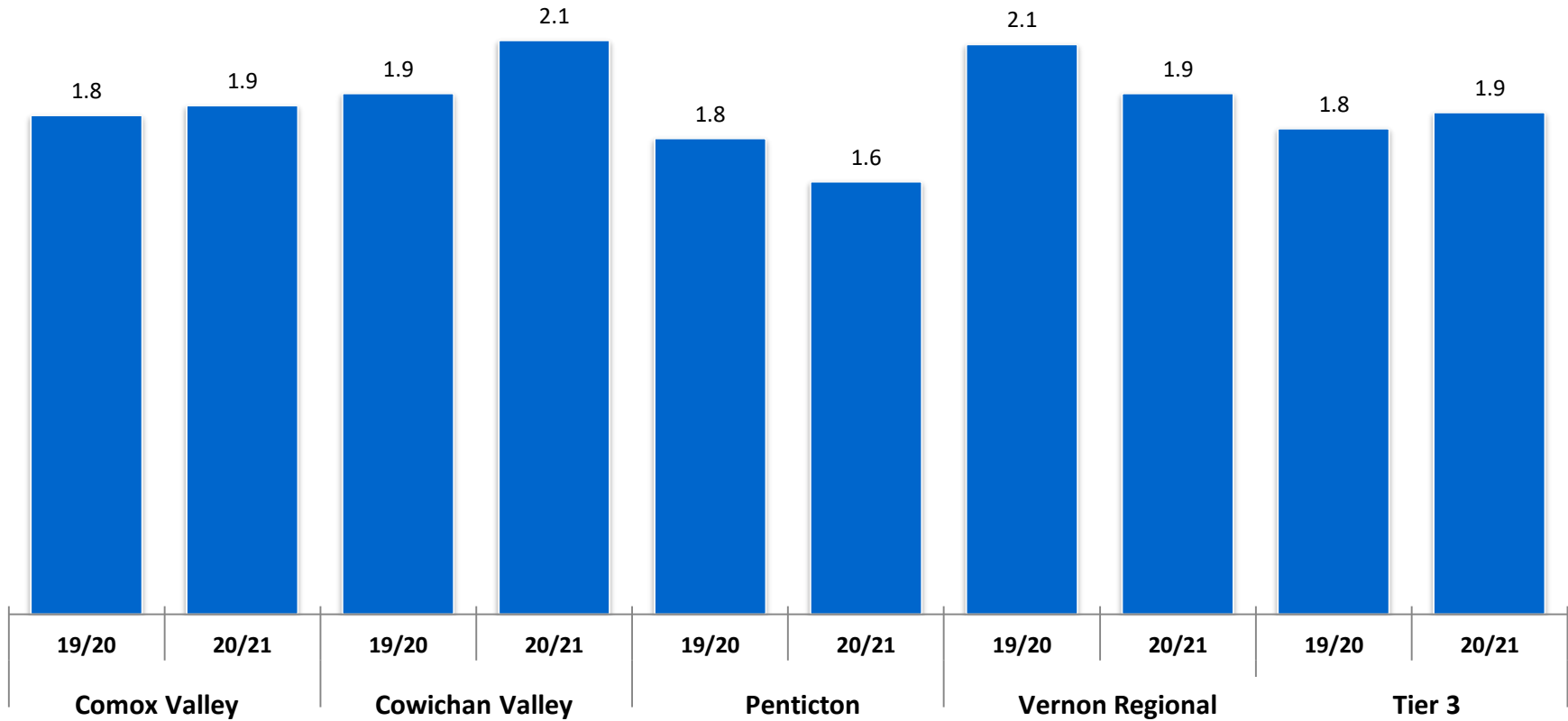
QD3. How many insured motor vehicles, including motorcycles, do you and the other members of your household own or lease?

Annual Base 2020/2021: Total=6,424; Nanaimo=407; Prince George=395; Whistler=383; Chilliwack=402; Campbell River=400.
Annual Base 2019/2020: Total=6,482; Nanaimo=404; Prince George=403; Whistler=393; Chilliwack=403; Campbell River=435.

* - statistically significant difference at 95% level

Availability and Use of Vehicles

Average Number of Vehicles in Household



QD3. How many insured motor vehicles, including motorcycles, do you and the other members of your household own or lease?

Annual Base 2020/2021: Total=6,424; Comox Valley=403; Cowichan Valley=405; Penticton=401; Vernon=401; Tier 3=400.

Annual Base 2019/2020: Total=6,482; Comox Valley=400; Cowichan Valley=401; Penticton=404; Vernon=410; Tier 3=405.

Demographic Profile

Overall BC Transit Ridership Profile

- ❑ For the BC Transit service areas overall, six in ten (61%) of residents are women and two-thirds (67%) consider themselves to be living in an urban area.
- ❑ Province-wide, one-third (33%) classify their household income at \$65,000+ and three in ten (32%) indicate their household income fits in the range of \$25,000 to <\$65,000.
- ❑ 13% of residents in BC Transit's operating areas started working from home since the start of COVID-19, while 8% started attending school/taking classes online at home. Moreover, about 10% lost their job temporarily or permanently since the start of the pandemic.

Demographics

	Total		Victoria		Central Fraser Valley		Kamloops		Kelowna		Nanaimo	
	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21
Municipality of Residence												
Victoria	25%	24%	100%	100%								
Central Fraser Valley	12%	11%			100%	100%						
Kamloops	6%	5%					100%	100%				
Kelowna	8%	10%*							100%	100%		
Nanaimo	8%	8%									100%	100%
Prince George	6%	5%										
Whistler	1%	1%										
Chilliwack	5%	5%										
Campbell River	2%	2%										
Comox Valley	3%	3%										
Cowichan Valley	1%	<1%										
Penticton	3%	3%										
Vernon	4%	4%										
Tier 3 Communities	16%	18%*										
Area of Residence												
Urban	72%*	67%	81%*	70%	80%	76%	82%	84%	79%	85%	76%	76%
Rural	26%	32%*	18%	29%*	18%	23%	16%	14%	20%	14%	23%	22%

Annual Base 2020/2021: Total=6,424; Victoria=1,221; Central Fraser Valley=402; Kamloops=400; Kelowna=404; Nanaimo=407.
 Annual Base 2019/2020: Total=6,482; Victoria=1,212; Central Fraser Valley=404; Kamloops=404; Kelowna=404; Nanaimo=404.

* - statistically significant difference at 95% level

Demographics

	Total		Prince George		Whistler		Chilliwack Regional		Campbell River		Comox Valley	
	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21
Municipality of Residence												
Victoria	25%	24%										
Central Fraser Valley	12%	11%										
Kamloops	6%	5%										
Kelowna	8%	10%*										
Nanaimo	8%	8%										
Prince George	6%	5%	100%	100%								
Whistler	1%	1%			100%	100%						
Chilliwack	5%	5%					100%	100%				
Campbell River	2%	2%							100%	100%		
Comox Valley	3%	3%									100%	100%
Cowichan Valley	1%	<1%										
Penticton	3%	3%										
Vernon	4%	4%										
Tier 3 Communities	16%	18%*										
Area of Residence												
Urban	72%*	67%	75%	80%	43%	42%	67%	62%	71%	82%*	66%	65%
Rural	26%	32%*	22%	20%	47%	52%	30%	36%	26%*	17%	31%	34%

Annual Base 2020/2021: Total=6,424; Prince George=395; Whistler=383; Chilliwack=402; Campbell River=400; Comox Valley=403. * - statistically significant difference at 95% level
 Annual Base 2019/2020: Total=6,482; Prince George=403; Whistler=393; Chilliwack=403; Campbell River=435; Comox Valley=400.

Demographics

	Total		Cowichan Valley		Penticton		Vernon		Tier 3	
	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21
Municipality of Residence										
Victoria	25%	24%								
Central Fraser Valley	12%	11%								
Kamloops	6%	5%								
Kelowna	8%	10%*								
Nanaimo	8%	8%								
Prince George	6%	5%								
Whistler	1%	1%								
Chilliwack	5%	5%								
Campbell River	2%	2%								
Comox Valley	3%	3%								
Cowichan Valley	1%	<1%	100%	100%						
Penticton	3%	3%			100%	100%				
Vernon	4%	4%					100%	100%		
Tier 3 Communities	16%	18%*							100%	100%
Area of Residence										
Urban	72%*	67%	37%	30%	75%*	67%	56%	52%	49%*	39%
Rural	26%	32%*	60%	68%	23%	31%*	42%	47%	47%	59%*

Annual Base 2020/2021: Total=6,424; Cowichan Valley=405; Penticton=401; Vernon=401; Tier 3=400.
 Annual Base 2019/2020: Total=6,482; Cowichan Valley=401; Penticton=404; Vernon=410; Tier 3=405.

* - statistically significant difference at 95% level

Demographics

	Total		Victoria		Central Fraser Valley		Kamloops		Kelowna		Nanaimo	
	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21
Household Income												
Less than \$25,000	10%	10%	9%	8%	8%	10%	14%*	8%	8%	10%	10%	11%
\$25,000 - <\$45,000	13%	16%*	12%	14%	12%	18%	12%	14%	13%	14%	16%	19%
\$45,000 - <\$65,000	16%	18%	15%	15%	20%	20%	14%	13%	15%	16%	16%	20%
\$65,000+	41%	41%	47%	47%	43%	39%	37%	51%*	42%	44%	38%	35%
Ref./DK	19%*	15%	18%	16%	16%	13%	22%*	14%	22%	15%	19%	14%
Gender												
Male	47%	47%	46%	47%	49%	49%	46%	47%	45%	47%	46%	47%
Female	53%	52%	54%	52%	51%	51%	54%	53%	55%	53%	54%	53%
Age												
Under 25	12%	12%	10%	13%	18%	15%	12%	11%	8%	12%	10%	12%
25-34	7%	13%	6%	13%	6%	17%	6%	13%	6%	12%	6%	9%
35-54	27%	28%	25%	28%	30%	30%	30%	31%	29%	28%	26%	25%
55-64	33%	21%	36%	21%	29%	17%	33%	22%	32%	22%	32%	23%
65+	21%	25%	22%	24%	17%	20%	18%	22%	25%	25%	26%	30%

Annual Base 2020/2021: Total=6,424; Victoria=1,221; Central Fraser Valley=402; Kamloops=400; Kelowna=404; Nanaimo=407.
 Annual Base 2019/2020: Total=6,482; Victoria=1,212; Central Fraser Valley=404; Kamloops=404; Kelowna=404; Nanaimo=404.

* - statistically significant difference at 95% level

Demographics

	Total		Prince George		Whistler		Chilliwack Regional		Campbell River		Comox Valley	
	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21
Household Income												
Less than \$25,000	10%	10%	12%	11%	4%	6%	12%	8%	7%	9%	11%	7%
\$25,000 - <\$45,000	13%	16%*	8%	14%	10%	7%	14%	13%	14%	12%	13%	14%
\$45,000 - <\$65,000	16%	18%	18%	27%*	14%	11%	13%	19%	14%	13%	17%	18%
\$65,000+	41%	41%	41%	37%	40%	52%*	42%	45%	35%	43%	33%	40%
Ref./DK	19%*	15%	20%*	11%	31%	24%	19%	16%	30%	23%	26%	21%
Gender												
Male	47%	47%	48%	47%	50%	55%	47%	46%	46%	4%	45%	45%
Female	53%	52%	52%	52%	50%	45%	53%	54%	53%	55%	55%	55%
Age												
Under 25	12%	12%	16%	13%	18%	14%	15%	11%	13%	5%	12%	10%
25-34	7%	13%	10%	17%*	16%	25%*	8%	19%*	8%	13%*	5%	3%
35-54	27%	28%	27%	31%	39%	35%	24%	24%	27%	27%	25%	35%
55-64	33%	21%	33%*	22%	12%	12%	33%	22%	29%	26%	32%*	20%
65+	21%	25%	12%	18%	4%	8%	20%	23%	16%	28%	23%	30%

Annual Base 2020/2021: Total=6,424; Prince George=395; Whistler=383; Chilliwack=402; Campbell River=400; Comox Valley=403.
 Annual Base 2019/2020: Total=6,482; Prince George=403; Whistler=393; Chilliwack=403; Campbell River=435; Comox Valley=400.

* - statistically significant difference at 95% level

Demographics

	Total		Cowichan Valley		Penticton		Vernon Regional		Tier 3 Communities	
	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21
Household Income										
Less than \$25,000	10%	10%	9%	14%	12%	10%	11%	17%	14%	12%
\$25,000 - <\$45,000	13%	16%*	12%	13%	18%	17%	18%	14%	16%	18%
\$45,000 - <\$65,000	16%	18%	21%	19%	19%	21%	16%	20%	17%	18%
\$65,000+	41%	41%	37%	33%	33%	35%	34%	32%	38%	37%
Ref./DK	19%*	15%	21%	21%	18%	16%	20%	17%	14%	16%
Gender										
Male	47%	47%	46%	39%	43%	47%	48%	44%	49%	48%
Female	53%	52%	54%	61%	57%	53%	52%	56%	51%	52%
Age										
Under 25	12%	12%	4%	6%	7%	8%	8%	8%	12%	13%
25-34	7%	13%	3%	7%	4%	9%*	4%	10%*	8%	13%
35-54	27%	28%	29%	20%	19%	24%	25%	30%	29%	26%
55-64	33%	21%	31%*	18%	38%*	25%	36%*	21%	31%*	22%
65+	21%	25%	26%	33%	32%	34%	26%	29%	19%	25%

Annual Base 2020/2021: Total=6,424; Cowichan Valley=405; Penticton=401; Vernon=401; Tier 3=400.
 Annual Base 2019/2020: Total=6,482; Cowichan Valley=401; Penticton=404; Vernon=410; Tier 3=405.

* - statistically significant difference at 95% level

Demographics

	Total	Victoria	Central Fraser Valley	Kamloops	Kelowna	Nanaimo	Prince George	Whistler
Employment								
started working at home	13%	21%	10%	20%	10%	11%	14%	17%
started attending school/ taking courses online at home	8%	8%	12%	10%	10%	7%	10%	8%
continued working at your usual job outside of home	23%	19%	31%	23%	23%	19%	31%	34%
lost your job permanently	3%	5%	1%	1%	3%	4%	4%	5%
lost your job temporarily	7%	7%	6%	9%	8%	8%	5%	14%
not applicable (e.g. already work at home, retired, not in workforce, homemaker, etc.)	43%	39%	36%	36%	45%	49%	34%	20%

Annual Base 2020/2021: Total=5,894; Victoria=1,119; Central Fraser Valley=368; Kamloops=366; Kelowna=370; Nanaimo=373; Prince George=361; Whistler=362; Chilliwack=368.

Demographics

	Total	Chilliwack	Campbell River	Comox Valley	Cowichan Valley	Penticton	Vernon	Tier 3
Employment								
started working at home	13%	9%	13%	3%	5%	11%	6%	9%
started attending school/ taking courses online at home	8%	7%	1%	5%	2%	2%	3%	8%
continued working at your usual job outside of home	23%	26%	22%	28%	16%	18%	26%	21%
lost your job permanently	3%	5%	3%	2%	1%	2%	6%	3%
lost your job temporarily	7%	9%	9%	9%	13%	10%	7%	7%
not applicable (e.g. already work at home, retired, not in workforce, homemaker, etc.)	43%	41%	46%	50%	57%	52%	51%	50%

Appendix - Questionnaire

Leger
1400 BROADVIEW AVENUE #1012

Project 41074-008
BC Transit Use and Attitude
Monthly Tracking Survey
TELEPHONE/ONLINE VERSION

SCREENER

A. Do you or any person in your household work for the local transit system or local, municipal or regional council?

Label	Value	Notes
Yes	1	PHONE: THANK AND TERMINATE WEB: TERMINATE
No	2	

Single Mention Question

D6/QSEX
PHONE: Record gender (Do not ask)
WEB: Please indicate your gender.

Label	Value	Notes
Male	1	
Female	2	
Prefer not to answer	99	THIS OPTION IS ONLY FOR THE WEB VERSION

Single Mention Question

[BASE: ALL]
[SINGLE MENTION]
[LIST ORDER: In order]

D2
Are you under 45 or are you 45 or older?

RESPONDENT/INTERVIEWER INSTRUCTION: Please select one response.

Label	Value	Notes
Under 45 – Are you...		
15-17	1	min 34/mq
18-24	2	min 34/mq
25-34	3	
35-44	4	
Or Older – Are you...		

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Leger
1400 BROADVIEW AVENUE #1012

Project 41074-008
BC Transit Use and Attitude
Monthly Tracking Survey
TELEPHONE/ONLINE VERSION

45-54	5	
55-64	6	
65-74	7	min 34/mq
75 and older	8	min 34/mq
Refused	99	PHONE Version
Prefer not to answer	99	WEB Version

Single Mention Question

[BASE: ALL]
[SINGLE MENTION]
[LIST ORDER: In order]

D1a
PHONE: Can I confirm that you live in [import_municipality_from_file]? CHECK AGAINST QUOTAS
If no: record community using list from sample frame and re-classify quota group if necessary.

WEB: Which municipality do you live in?

Label	Value	Notes
Victoria (Areas 1-14) Urban Core		
Victoria	1	
Oak Bay	2	
Esquimalt	3	
Saanich	4	
Peninsula		
Central Saanich	5	
North Saanich	6	
Sooke	7	
West Shore		
View Royal	8	
Colwood	9	
Langford	10	
Highlands	11	
Metchouan	12	
Sooke	13	
Other (including Juan de Fuca EA)	14	
Tier 1 and 2 Central Fraser Valley (Abbotsford/ Mission)	20	

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Appendix - Questionnaire

Kamloops	21
Kelowna	22
Nanaimo	23
Prince George	24
Whistler/Sea-to-Sky	25
Chilliwack/Abbotsford	26
Campbell River	27
Comox Valley (Comox/ Courtenay/ Cumberland)	28
Cowichan Valley (Duncan/ Chemainus/ Cobble Hill/ Crofton/ Mill Bay)	29
Penticton (also includes Summerland/ Princeton)	33
Vernon (also includes Coldstream/ Armstrong/ Enderby/ Lumby/ Spallumcheen/ Barriere/ Clearwater)	34
Tier 3 Regions	
Agassiz/ Harrison Hot Springs/ Kent	30
Sunshine Coast (Gibsonia/ Roberts Creek/ Sechelt)	31
Kootenay/ Boundary (Nelson/ Castlegar/ Trail)	32
Cranbrook/ Kimberly/ Creston	35
Dawson Creek	36
Fort St. John	37
Terrace/ Kitimat	38
Port Alberni	39
Powell River	40
Fort Edward/ Prince Rupert	41
Squamish/ Pemberton	42
Quesnel/ Williams Lake	43

Multiple Mention Question

[BASE ALL]
[MULTIPLE MENTIONS]
[LIST ORDER: In order]

Q1

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

RESPONDENT/INTERVIEWER INSTRUCTION:	PHONE: PROBE. DO NOT READ LIST. CAN BE MULTIPLE RESPONSES. WEB: Please select all that apply.
Label	Value Notes
BC Transit	1

Local/municipal government	2
TransLink	3
Other (SPECIFY)	95
No/Don't know	99

Single Mention Question

[BASE ALL]
[SINGLE MENTION]
[LIST ORDER: In order]

Q3

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

Label	Value	Notes
Yes	1	
No	2	GO TO Q3a
Don't know	99	PHONE - GO TO Q11
Prefer not to answer	99	WEB - GO TO Q11

Multiple Mention Question

[BASE: those who have not used the local bus system in the past year in Q3 (Q3-2)]
[MULTIPLE MENTIONS]
[LIST ORDER: In order]

Q3a

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

RESPONDENT/INTERVIEWER INSTRUCTION:	PHONE: DO NOT READ. PROBE. CAN BE MULTIPLE RESPONSES. WEB: Please select all that apply.
-------------------------------------	---

Label	Value	Notes
Don't need to use the bus	1	GO TO Q11
Use other type of transportation (e.g. own car, taxi, bike, Uber, Lyft)	2	GO TO Q11
Moved -- no bus service/ don't need to use the bus	3	GO TO Q11
Changed job/school -- no bus service/ don't need to use the bus	4	GO TO Q11

Appendix - Questionnaire

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TELEPHONE&ONLINE VERSION

Due to COVID-19 pandemic/ physical distancing	5	GO TO Q11
Working at home	6	GO TO Q11
Not working/had off	7	GO TO Q11
Don't feel safe on public transit/ in public	8	GO TO Q11
School/ college/ university classes now online	9	GO TO Q11
Other - please specify _____	95	GO TO Q11
Don't know/Refused	99	GO TO Q11

Single Mention Question

[BASE: IF Q3 = 1]
[SINGLE MENTION]
[LIST ORDER: In order]

Q4
When did you last use the local public bus system? Was it ...

RESPONDENT/INTERVIEWER INSTRUCTION: READ

Label	Value	Notes
In the past 24 hours	1	
In the past seven days	2	
In the past month, or	3	GO TO Q6a
Was it more than a month ago	4	GO TO Q6a
Don't know/Refused	99	

Numeric Question

[BASE: IF Q4 = 1 OR 2]
[NUMERIC: RANGE= MIN 0, MAX 100]
[DECIMALS: 0]

Q5
How many one-way trips did you make on public transit in the past seven days? Please count going to and from a destination as 2 one-way trips.

RESPONDENT/INTERVIEWER INSTRUCTION: Please provide the number below

Label	Value	Notes
-------	-------	-------

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None	000	
(DO NOT READ) Don't know/Refused	99	

Single Mention Question

[BASE: IF Q3 = 1]
[SINGLE MENTION]
[LIST ORDER: In order]

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?

RESPONDENT/INTERVIEWER INSTRUCTION: **PHONE:** IF MORE OR LESS: Would that be much (more/less) often or somewhat (more/less) often?
WEB: Please select one response.

Label	Value	Notes
Much less often	1	GO TO Q6bb
Somewhat less often	2	GO TO Q6bb
About the same	3	GO TO Q11
Somewhat more often	4	GO TO Q6c
Much more often	5	GO TO Q6c
Don't know/Refused	99	PHONE - GO TO Q11
Prefer not to answer	99	WEB - GO TO Q11

Multiple Mentions Question

[BASE: Those who use the local bus system less often (if Q6a=1,2)]
[MULTIPLE MENTIONS]
[LIST ORDER: In order]

Q6bb
Can you tell me why you are using the local bus system less often at this time?

RESPONDENT/INTERVIEWER INSTRUCTION: **PHONE:** DO NOT READ. PROBE. CAN BE MULTIPLE RESPONSES. FOR ALL RESPONSES GO TO Q6b.

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WEB: Please select all that apply.

Label	Value	Notes
Due to COVID-19 pandemic/ physical distancing	1	
Working at home	2	
Not working/left off	3	
Don't feel safe on public transit/ in public	4	
School/ college/ university classes now online	5	
Don't need to use the bus now	6	
Using other type of transportation	7	
Other – please specify	95	
Don't know/Refused	99	

Multiple Mentions Question

[BASE: IF Q6a = 1 OR 2]
[MULTIPLE MENTIONS]
[LIST ORDER: In order]

Q6b

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

RESPONDENT/INTERVIEWER INSTRUCTION: **PHONE:** DO NOT READ. PROBE. CAN BE MULTIPLE RESPONSES. FOR ALL RESPONSES GO TO Q11.
WEB: Please select all that apply. FOR ALL RESPONSES GO TO Q11.

Label	Value	Notes
Drive alone (car/truck)	1	
Carpool or share a ride as driver	2	
Carpool or share a ride as passenger	3	
Taxi	4	
Bicycle	5	
Motorcycle/moped/scooter	6	
Walking/rollerblading/skateboarding/jogging	7	
Other	95	
Don't know/Refused	99	

Multiple Mentions Question

[BASE: IF Q6a = 4 OR 5]
[MULTIPLE MENTIONS]
[LIST ORDER: In order]

Q6c

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

RESPONDENT/INTERVIEWER INSTRUCTION: **PHONE:** DO NOT READ. PROBE. CAN BE MULTIPLE RESPONSES.
WEB: PLEASE SELECT ALL THAT APPLY.

Label	Value	Notes
Drive alone (car/truck)	1	
Carpool or share a ride as driver	2	
Carpool or share a ride as passenger	3	
Taxi	4	
Bicycle	5	
Motorcycle/moped/scooter	6	
Walking/rollerblading/skateboarding/jogging	7	
Other	95	
Don't know/Refused	99	

Single Mention Question

[BASE: ALL]
[SINGLE MENTION]
[LIST ORDER: In order]

Q11

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

RESPONDENT/INTERVIEWER INSTRUCTION: **PHONE:** IF IMPROVED/WORSE: Would that be much or somewhat (improved/worse)?
WEB: Please select one response.

Label	Value	Notes
Much worse	1	
Somewhat worse	2	
Stayed the same	3	

Appendix - Questionnaire

Somewhat <i>improved</i>	4	
Much <i>improved</i>	5	
Don't know/Refused	99	

Single Mention Question

[BASE: ALL]
[SINGLE MENTION]
[LIST ORDER: In order]

Q11b

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

RESPONDENT/INTERVIEWER INSTRUCTION: PHONE [DO NOT READ]: Please click on the buttons to rate the question.
WEB: Please select one response.

Label	Value	Notes
Not at all important	1	
	2	
	3	
	4	
Very important	5	
Don't know/Refused	99	

Single Mention Grid

[BASE: ALL]
[SIMPLE MENTION GRID: ONE ANSWER PER EACH ROW]
[LIST ORDER: In order]
[STATEMENT LIST ORDER: Rotated]
[PROGRAMMER NOTES: MAR 29, 2016 CHANGED FROM 7-POINT SCALE TO FIVE POINT]

Q12

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, please indicate your level of agreement with each of the following statements.

RESPONDENT/INTERVIEWER INSTRUCTION: PHONE: READ STATEMENTS. REPEAT SCALE IF NEEDED. IF A RESPONDENT DOESN'T HAVE AN ANSWER, SELECT DK OPTION. IF A RESPONDENT STILL HESITATING TO ANSWER, ADD "THE OVERALL IMPRESSION" WORDING TO THE STATEMENT.
WEB: Please select one response per each row.

	List	Extremely poor			Excellent	(DO NOT READ) Don't know/Refused	
Statements	Value	1	2	3	4	5	99
Fare prices are reasonable	a	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus drivers are courteous	b	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frequency of scheduled service	c	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buses run on time/on schedule	d	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buses are clean and well-maintained	e	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal safety while riding local buses	f	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal safety while waiting for local buses	g	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability and accuracy of schedule information	h	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buses not being overcrowded	i	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buses have a direct route	j	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus fare payment options are convenient and easy to use	k	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buses have good connections with reasonable wait times	l	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus stops have enough amenities such as shelters, benches, information and trash cans	m	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus stops are clean and well maintained	n	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trip duration, that is the time from when you boarded to the time you got off the bus	o	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Appendix - Questionnaire

Single Mention Question

[BASE: All]
[SINGLE MENTION]
[LIST ORDER: In order]

Q13

Overall, how would you rate the local transit system?

RESPONDENT/INTERVIEWER INSTRUCTION: Please select one response.

Label	Value	Notes
Extremely poor	1	
	2	
	3	
	4	
Excellent	5	
Don't know/Refused	99	

Single Mention Question

[BASE: All]
[SINGLE MENTION]
[LIST ORDER: In order]

Q13a

With the current situation in mind, how satisfied are you with the measures that your local bus system has put in place to ensure that bus transportation is safe to ride? Please rate on a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied.

RESPONDENT/INTERVIEWER INSTRUCTION: Please select one response.

Label	Value	Notes
Very dissatisfied	1	GO TO Q13b
	2	GO TO Q13b
	3	GO TO Q13c
	4	GO TO Q13c
Very satisfied	5	GO TO Q13c
Don't know/Refused	99	GO TO Q13c

Pure Open-End Question

[BASE: those who are dissatisfied with the measures that their local bus system has put in place to ensure that bus transportation is safe in Q13a (Q13a=1,2)]
[OPEN-END MULTIPLE MENTION]

Q13b

Why are you dissatisfied with the safety measures that your local bus system has put in place?

RESPONDENT/INTERVIEWER INSTRUCTION: PHONE: I CAN PROBE FOR MORE THAN ONE REASON. WEB: Please enter your answer below.

Label	Value	Notes
Please specify	95	GO TO Q13c
(DO NOT READ) Don't know/ Refused	99	GO TO Q13c

Single Mention Grid

[BASE: All]
[SIMPLE MENTION GRID: ONE ANSWER PER EACH ROW]
[LIST ORDER: Randomized]
[STATEMENT LIST ORDER: In order]

Q13c

For the immediate future, how important would the following measures be in making you feel comfortable riding local transit? Please rate each on a scale of 1 to 5, where 1 is not at all important and 5 is very important.

RESPONDENT/INTERVIEWER INSTRUCTION: PHONE: READ STATEMENTS. REPEAT SCALE IF NEEDED. WEB: Please select one response per each row.

List						(DO NOT READ) Don't know/ Refused	
	Not at all important	1	2	3	4		5
Statements		1	2	3	4	5	99
Cleaning/ sanitizing the buses more frequently	L	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Limit the number of passengers on buses for physical distancing	II	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Make it mandatory to wear masks when travelling by bus	91	0	0	0	0	0	0
Providing hand sanitizer when entering and exiting the bus	94	0	0	0	0	0	0
Provide a way to pay fares at both back and front entrances	9	0	0	0	0	0	0
Reduce transit fares	91						

Single Mention Question
[BASE: ALL]
[SINGLE MENTION]
[LIST ORDER: In order]

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

RESPONDENT/INTERVIEWER INSTRUCTION:

Label	Value	Notes
Yes	1	
No	2	
Don't know	99	

Single Mention Question
[BASE: IF Q14 = 1]
[SINGLE MENTION]
[LIST ORDER: In order]

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

RESPONDENT/INTERVIEWER INSTRUCTION:

Label	Value	Notes
Extremely poor	1	
	2	
	3	

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Excellent	4	
Don't know/Refused	5	
	99	

Single Mention Question
[BASE: ALL]
[SINGLE MENTION]
[LIST ORDER: In order]

Q15a
Do you currently make use of printed bus schedules like the Rider's Guide and hard copy paper updates?

RESPONDENT/INTERVIEWER INSTRUCTION:

Label	Value	Notes
Yes	1	GO TO Q15b
No	2	GO TO D1b
Don't know/Refused	99	GO TO D1b

Single Mention Question
[BASE: ALL]
[SINGLE MENTION]
[LIST ORDER: In order]

Q15b
How important is it to you to have the printed Rider's Guide and hard copy paper updates available for you to look up bus schedules? Please rate on a scale of 1 to 5, where 1 is not at all important and 5 is very important.

RESPONDENT/INTERVIEWER INSTRUCTION:

Label	Value	Notes
Not at all important	1	
	2	
	3	
	4	
Very important	5	
Don't know/Refused	99	

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TELEPHONE&ONLINE VERSION

DEMOGRAPHICS
And just a few questions for classification purposes only.

Single Mention Question
[BASE: ALL]
[SINGLE MENTION]
[LIST ORDER: In order]

D1b
Do you live in an urban centre or rural area?

RESPONDENT/INTERVIEWER INSTRUCTION: Please select one response.

Label	Value	Notes
Urban	1	
Rural	2	
Don't know/Refused	99	

Numeric Question
[BASE: ALL]
[NUMERIC: RANGE= MIN 0, MAX 50]
[DECIMALS: 0]

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

RESPONDENT/INTERVIEWER INSTRUCTION: Please provide the number below.

Label	Value	Notes
None	000	
[DO NOT READ] Don't know/Refused	99	

Single Mention Question
[BASE: ALL]
[SINGLE MENTION]

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[LIST ORDER: In order]

D5
Lastly, is your total annual household income before taxes under \$45,000 or \$45,000 or more?

RESPONDENT/INTERVIEWER INSTRUCTION: Please select one response.

Label	Value	Notes
<u>Under \$45,000 – Would that be...</u>		
Less than \$20,000	1	
\$20,000 to less than \$25,000	2	
\$25,000 to less than \$35,000	3	
\$35,000 to less than \$45,000	4	
<u>\$45,000 or more – Would that be...</u>		
\$45,000 to less than \$55,000	5	
\$55,000 to less than \$65,000	6	
\$65,000 to less than \$75,000	7	
\$75,000 or more	8	
Don't know/Refused	99	

Single Mention Question
[BASE: ALL]
[SINGLE MENTION]
[LIST ORDER: In order]

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

RESPONDENT/INTERVIEWER INSTRUCTION: Please select one response.

Label	Value	Notes
...started working at home	1	
...started attending school/ taking courses online at home	2	
...continued working at your usual job outside of home	3	
...lost your job permanently	4	
...lost your job temporarily	5	
...or not applicable (e.g. already work at home, retired, not in workforce, homemaker, etc.)	6	
Don't know/Refused	99	

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