

Report

**Customer
Satisfaction Tracking
Research
Annual Report
2021-2022**



DATE 2024-03-21 PROJECT NUMBER 41074-012

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, 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 either bimonthly or quarterly to BC Transit (under separate cover).

Executive Summary

Province-wide, awareness that BC Transit is responsible for local transit service has not changed.

- ❑ Overall, in 2021/22 awareness levels remain the same as the previous year (2020/21), with just over six in ten (61%) residents in BC Transit service areas aware that BC Transit operates their local transit services. As usual, Victoria continues to have the highest awareness level amongst all communities at 78%. Outside of Victoria, Kelowna, Kamloops and Penticton have a higher awareness of BC Transit's responsibility compared to other regions (62%, 60% and 60% respectively).

Past year ridership dropped in 2021-22 compared to the previous year primarily due to the continuing COVID-19 pandemic, as only three in ten residents have used the local public bus system.

- ❑ Across the entire BC Transit service area, three in ten residents (29%) have taken public transit in the past years (a significant decrease of 5 points from 2020-21), with 17% of these riders using transit in the past 24 hours, 21% in the past seven days, 19% in the past month and 42% using transit more than a month ago. An average of 0.6 one-way public transit trips were taken in the past seven days, a jump from 0.4 in 2020/21.
- ❑ Although Whistler's transit usage dropped 13 points from 2020/21, it continues to be the highest amongst all regions, with half (52%) of residents using transit in the past year, and an average of 1.5 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 48%, and riders average 1.0 one-way trips taken in the past 7 days.
- ❑ In terms of transit ridership, a 5-point increase of non-riders province-wide is noted, with Vernon (84%), Prince George (81%), Campbell River (81%) and Comox (81%) having the highest proportion of non-transit users.
- ❑ Of those using public transit, an increase in the frequency of usage is observed with 17% of BC residents stating they use it more often and 42% using it at the same level compared to 2020/21 (10% and 35% respectively). This indicates that, although there is a smaller proportion of people using transit in the past year, the ones who do use it are using it more.

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. This proportion is significantly lower than 56% in 2020-21.
- ❑ Ratings remain positive in terms of courteous drivers (62% rate it 4 or 5 out of 5, average rating 4.0), clean/well-maintained buses (57%, average rating 3.8) and personal safety while riding the bus (52%, average rating 3.7). The areas which could improve are bus stops having enough amenities (32%, average of 3.0 out of 5), frequency of scheduled service (32%, average of 3.1) and buses having good connections with reasonable wait times (33%, average of 3.2).
- ❑ At the provincial level, two-thirds (66%) feel the local bus system has stayed the same compared to a year ago while one-quarter (23%) say it has improved, consistent with 2020/21.

Going to/from work, shopping, and conducting personal business are the main reasons for using the transit system.

- ❑ Province-wide, residents use transit primarily to go to/from work, shopping, and conducting personal business, such as going to the doctor, bank, etc. (23% each).
- ❑ While Kamloops and Victoria’s residents tend to use transit more when going to/from work (29% and 27% respectively), residents of Central Fraser Valley mostly use transit when going shopping (32%).

Convenience and cost are the main reasons for increasing their usage of public transit system.

- ❑ Province-wide, of residents using public transit system more often, almost 6 in 10 (57%) are doing so because of convenience/proximity to bus routes, and 46% prefer using transit because of how inexpensive it is when compared to other transportation modes.

Executive Summary

Preference to use a personal vehicle and the time it takes to get to their destination are the main reasons for NOT using public transit.

- ❑ Province-wide, 64% of residents prefer using their own vehicles when travelling within their community and 53% would not take transit because it would take too long to reach their destination, especially among residents of Central Fraser Valley (63%).

Fear of contracting COVID-19 is still present, and 7 in 10 riders consider the mandatory use of masks on public transit as an important motivator for service usage.

- ❑ Along with the use of masks, other motivators to increase public transit usage by BC residents include increasing the frequency on busier routes (58%), visible continuous cleaning and sanitizing (55%), and introducing fare payments via mobile app or credit card (55%).
- ❑ Residents of Nanaimo and Prince George have shown to be more fearful in regards to contracting COVID-19, with 57% and 54% respectively stating that they would be less likely to use public transportation for that reason. They would feel more encouraged to use public transportation if masks continue to be mandatory (71% and 66% respectively).

Provincially, residents' main source for transit information continues to be the BC Transit website.

- ❑ Province-wide, half of residents accessed BC Transit's website for transit information, while two in ten used Google and another two in ten in total used social media or a smartphone app.

Methodology

- The goal is to obtain 800 survey completions with residents aged 15 and older on a bimonthly basis in Victoria and five Tier 1 communities (Central Fraser Valley, Kamloops, Kelowna, Nanaimo, Prince George) and 800 each quarter in the remaining communities via telephone and online surveys. The bimonthly, quarterly, and annual sample is stratified as follows:

Region:	Bimonthly Sample Target	Quarterly Sample Target	2021/22 completions
Victoria	300	N/A	1,899
Central Fraser Valley	100	N/A	597
Kamloops	100	N/A	604
Kelowna	100	N/A	597
Nanaimo	100	N/A	601
Prince George	100	N/A	592
Whistler	N/A	100	414
Campbell River	N/A	100	399
Chilliwack	N/A	100	380
Comox Valley	N/A	100	410
Cowichan Valley	N/A	100	398
Penticton	N/A	100	397
Vernon	N/A	100	393
Tier 3 Communities	N/A	100	401
Total	800	800	8,082

- 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. For example, when comparing Victoria’s results between bimonthly periods, each with samples of 300, all results that differ by plus or minus 5.7% or more would be considered statistically significant. Differences of less than plus or minus 5.7% may or may not be statistically significant depending on the level of consensus on the question.

Sub-group	Sample Size	Maximum Margin of Error
Annual Samples		
Total	8,082	+/-1.1%
Victoria	1,800	+/-2.3%
Central Fraser Valley, Kamloops, Kelowna, Nanaimo, Prince George	600	+/- 4.0%
Whistler and Tier 2 & 3 Communities	400	+/-4.9%
Bimonthly and Quarterly Samples		
Victoria (bimonthly)	300	+/-5.7%
Central Fraser Valley, Kamloops, Kelowna, Nanaimo, Prince George (bimonthly)	100	+/-9.8%
Whistler and Tier 2 & 3 Communities (quarterly)	100	+/-9.8%

Key Findings: Local Transit System Awareness

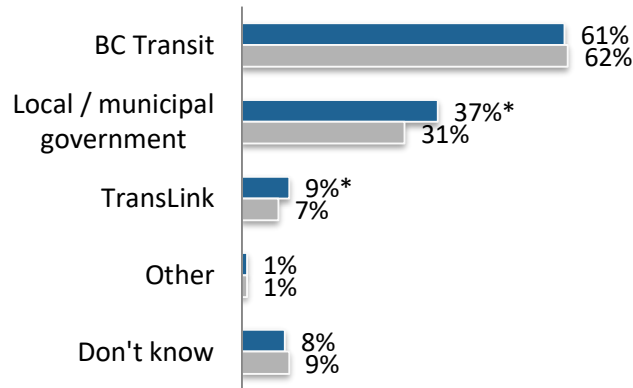
- ❑ Province-wide in 2021/22, just over six in ten (61%) residents in BC Transit's operating regions are aware that BC Transit is responsible for their local transit system, consistent with 62% from 2020/21. Almost four in ten (37%) believe that the local government is responsible, 9% think it's TransLink, and the remainder (8%) 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 Kelowna, Kamloops and Penticton are aware that BC Transit is responsible for their local transit system (62%, 60% and 60% respectively), while residents in the remaining communities have awareness levels of 53% 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 (50% and 46% respectively), while Central Fraser Valley (13%), Comox Valley (13%) and Cowichan Valley (12%) have the highest proportions who say they don't know.

Local Transit System Awareness

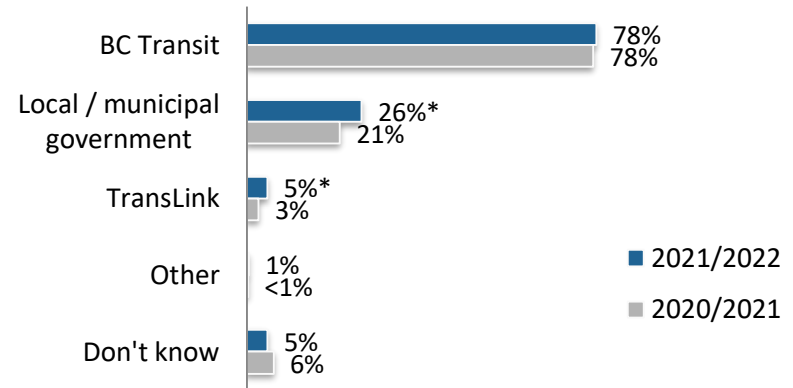
Responsibility for Local Transit System

(Multiple Responses Allowed)

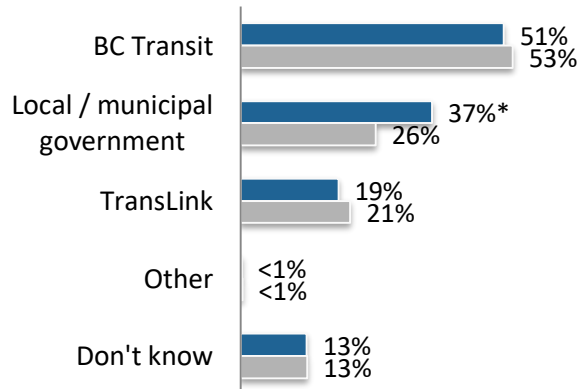
Total



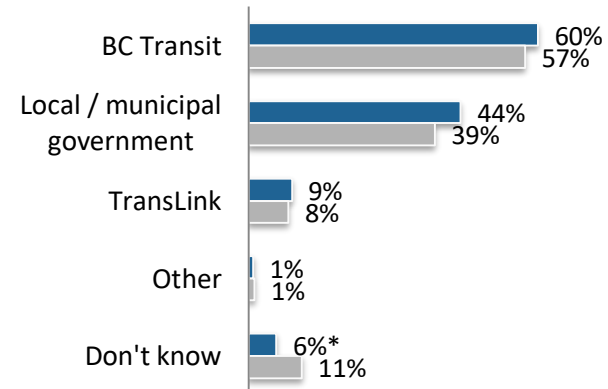
Victoria



Central Fraser Valley



Kamloops



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

Annual Base 2021/2022: Total=8,082; Victoria=1,899; Central Fraser Valley=597; Kamloops=604.
Annual Base 2020/2021: Total=6,424; Victoria=1,221; Central Fraser Valley=402; Kamloops=400.

* - statistically significant difference at 95% level compared to the previous year

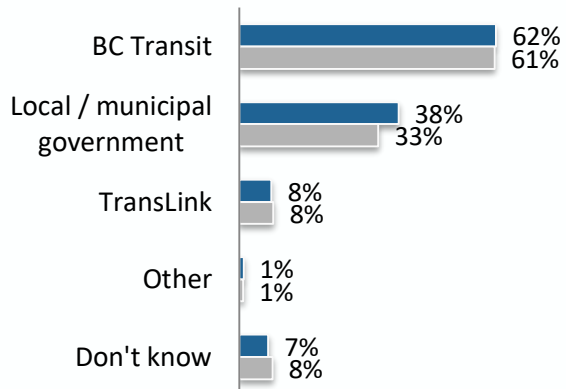
Local Transit System Awareness



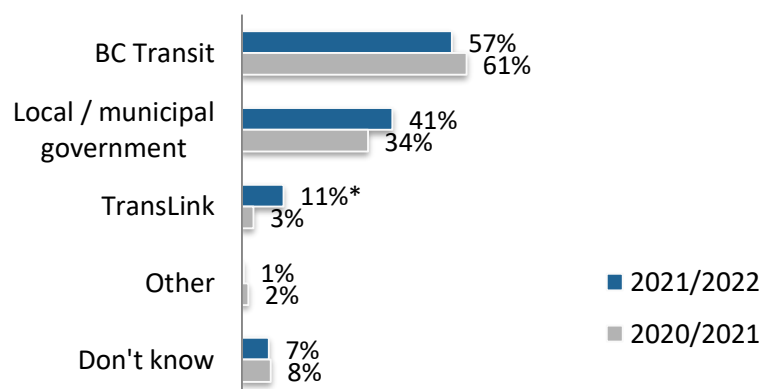
Responsibility for Local Transit System

(Multiple Responses Allowed)

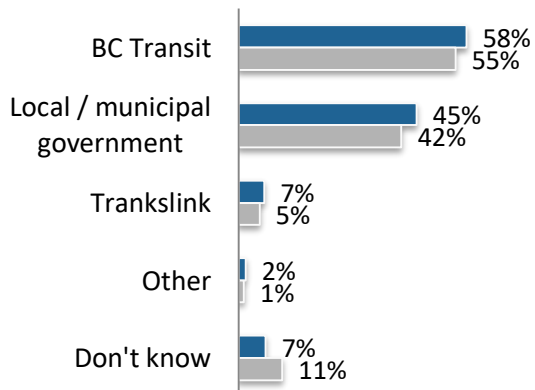
Kelowna



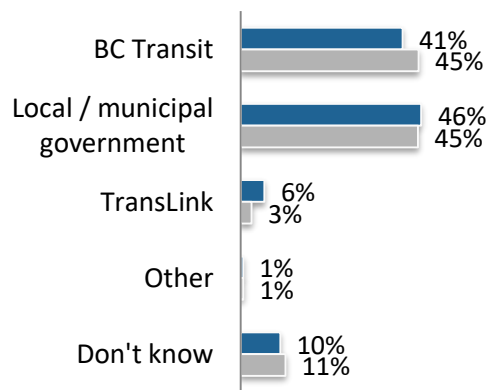
Nanaimo



Prince George



Whistler



■ 2021/2022
■ 2020/2021

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

Annual Base 2021/2022: Total=8,082; Kelowna=597; Nanaimo=601; Prince George=592; Whistler=414.
Annual Base 2020/2021: Total=6,424; Kelowna=404; Nanaimo=407; Prince George=395; Whistler=383.

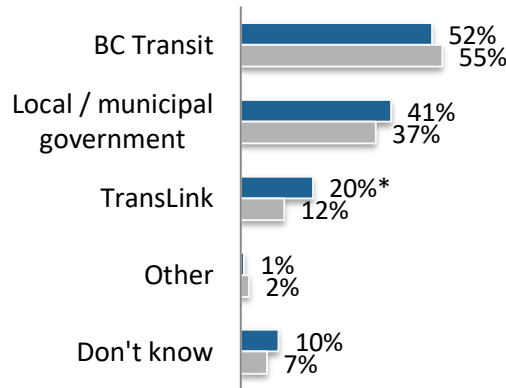
* - statistically significant difference at 95% level compared to the previous year

Local Transit System Awareness

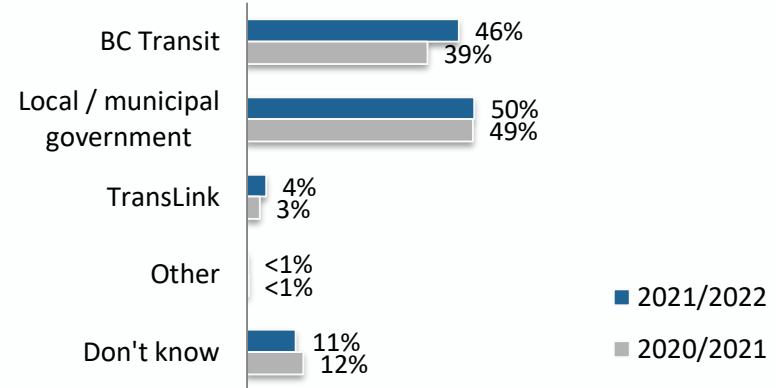
Responsibility for Local Transit System

(Multiple Responses Allowed)

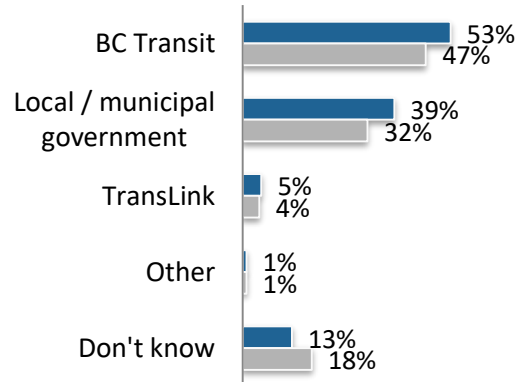
Chilliwack Regional



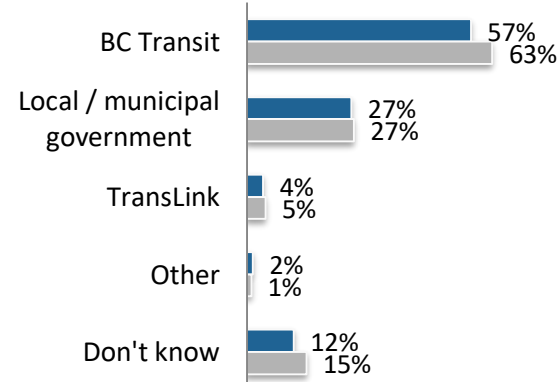
Campbell River



Comox Valley



Cowichan Valley



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

Annual Base 2021/2022: Total=8,082; Chilliwack=399; Campbell River=380; Comox Valley=410; Cowichan Valley=398.
 Annual Base 2020/2021: Total=6,424; Chilliwack=402; Campbell River=400; Comox Valley=403; Cowichan Valley=405.

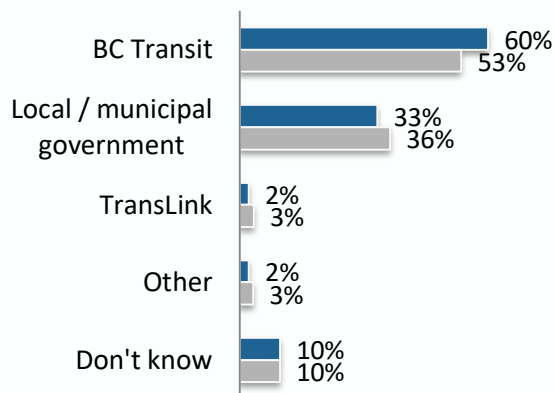
* - statistically significant difference at 95% level compared to the previous year

Local Transit System Awareness

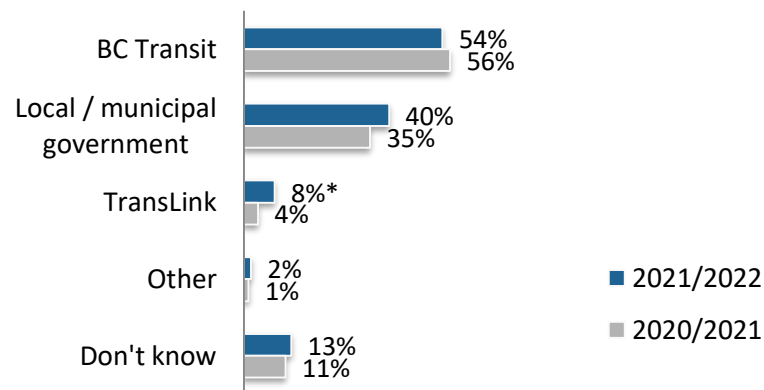
Responsibility for Local Transit System

(Multiple Responses Allowed)

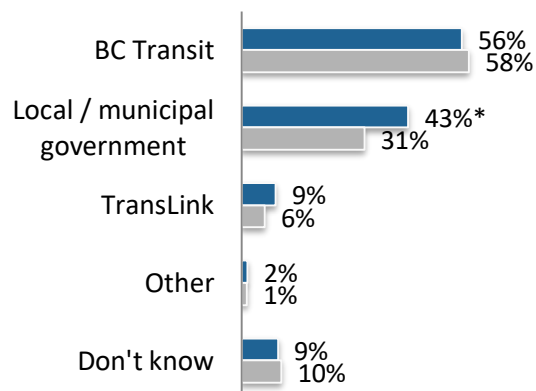
Penticton



Vernon Regional



Tier 3 Communities



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

Annual Base 2021/2022: Total=8,082; Penticton=397; Vernon=393; Tier 3=401.
 Annual Base 2020/2021: Total=6,424; Penticton=401; Vernon=401; Tier 3=400.

* - statistically significant difference at 95% level compared to the previous year

Key Findings: Transit Usage

- ❑ The COVID-19 pandemic continues to affect rider behaviour. As a result, three in ten (29%) residents in BC Transit’s operating areas have used their local public bus system in the past year, while seven in ten (71%) have not (a significant increase from 66% in 2020-21). Of past year riders, two in ten each used transit in the past 24 hours (17%), in the past 7 days (21%), and in the past month (19%). Consequently, a smaller proportion of riders are using transit less frequently, with 42% of riders using transit more than a month ago (down from 2020/21 (61%)).

 - The average number of one-way trips in the past seven days increased significantly compared to the last year (0.6 in 2021/22 vs. 0.4 in 2020/21). The proportion of heavy users (10+ one-way trips in past week) is at 2%, medium users (4-9 one-way trips in past week) are at 5% 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 18%.

- ❑ Province-wide, residents use transit primarily to go to/from work, shopping, and conducting personal business, such as going to the doctor, bank, etc. (23% each).

 - While Kamloops and Victoria’s residents tend to use transit more when going to/from work (29% and 27% respectively), residents of Central Fraser Valley mostly use transit when going shopping (32%).

- ❑ The main reasons for not using public transit are having no reason to use a bus (57%) the COVID-19 pandemic (26%) and health issues (20%) (including mental health, disabilities, etc.).

- ❑ 17% of BC Transit customers used transit ‘more often’ compared to a year ago, a significant increase from 2020-21(10%), while two in five(41%) use it less often, much lower than the 2020-21 results (54%). Over two in five (42%) say their usage is ‘about the same’ (a significant increase compared to 2020-21 (36%)).

- ❑ Riders’ main reasons for using local bus system less often include preferring using personal vehicle (64%), taking too long to get where I need to go (53%), bus frequency does not meet my needs (49%), prefer to cycle or walk (47%), fear of contracting COVID (42%), and concern for personal health and safety (40%).

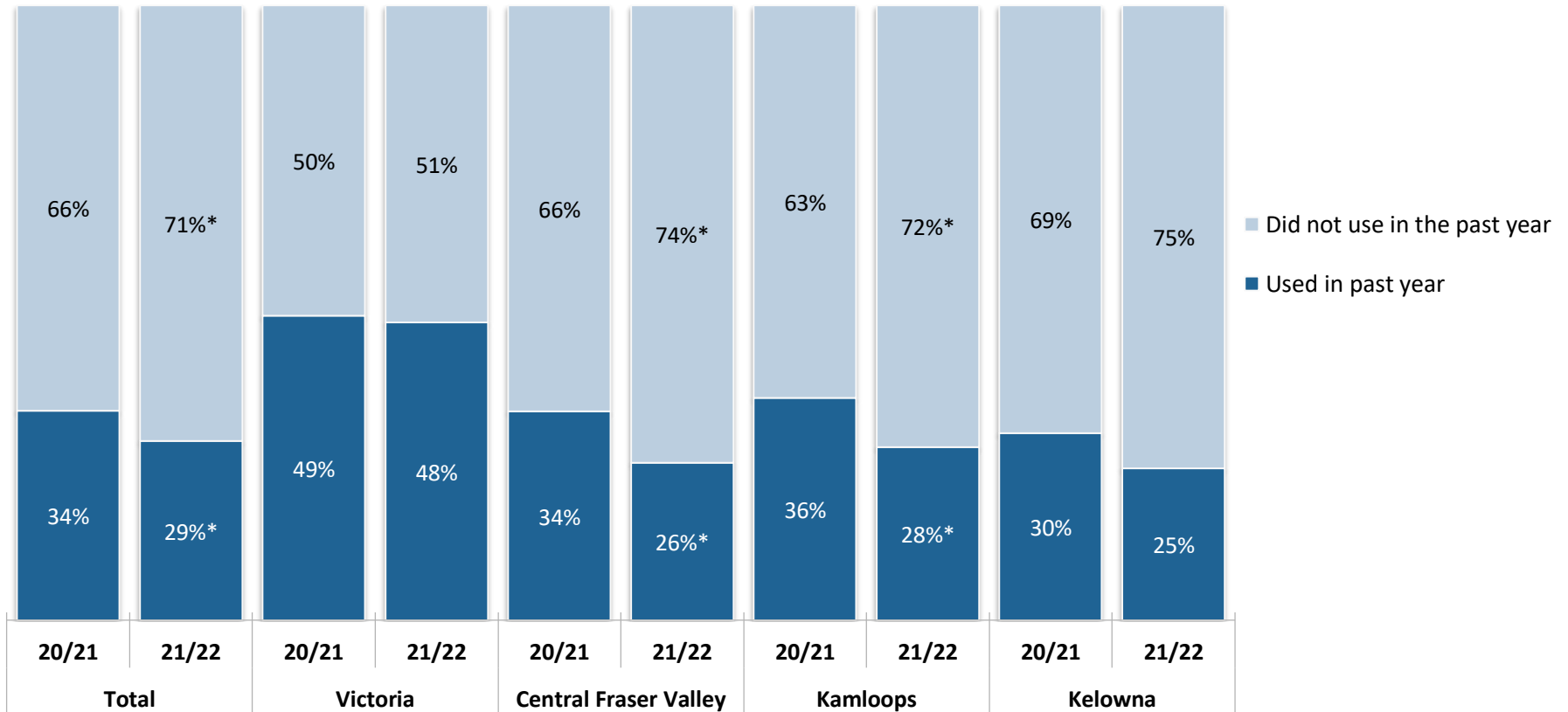
- ❑ Province-wide, the overall net loss of ridership is -23% (% of riders using bus system more often subtracted by % using less often), an improvement from 2020/21 (-45%) as a result of the slow return to a normal post-COVID-19 pandemic.

Key Findings: Transit Usage

Greater Victoria

- ❑ One-half (48%) of Greater Victoria residents used local transit in the past year.
- ❑ Of these, one in five (19%) had used local public transit in the past 24 hours while 40% used it more than a month ago (down from 67% in 2020-21).
- ❑ Of those who have used transit in the past seven days, Victoria residents make, on average, 1.0 one-way trips per week, double the amount from the past year (0.5 in 2020-21).
- ❑ Only 4% of Victoria riders are heavy riders (significantly more than 2% in 2020/21), 7% medium riders (up from 4% in 2020/21) and 10% light riders (double the 5% in 2020/21), while three in ten (28%) are occasional riders (down significantly from 39% in 2020/21).
- ❑ Almost two in ten (17%) Victoria transit users indicate they used transit 'more often' compared to a year ago, while four in ten (40%) use it less often. Over four in ten (43%) riders say their usage is 'about the same' which is significantly up from 35% in 2020/21.
- ❑ Victoria residents use transit primarily to go to/from work (27%), conducting personal business (going to the doctor, bank, etc., 26%), and shopping (16%).

LOCAL PUBLIC BUS SYSTEM USAGE

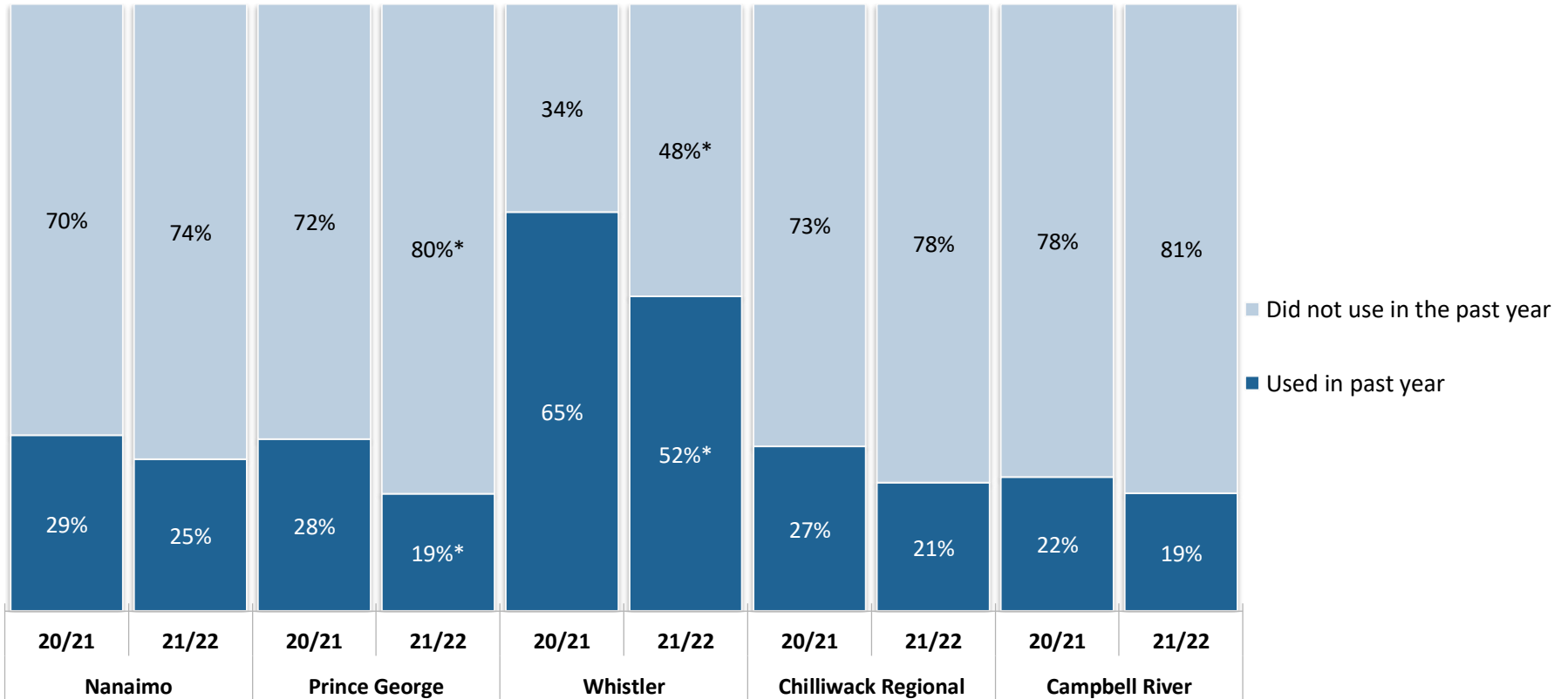


Q3. Have you used the local public bus system in the past year?

Annual Base 2021/2022: Total=8,082; Victoria=1,899; Central Fraser Valley=597; Kamloops=604; Kelowna=597.
 Annual Base 2020/2021: Total=6,424; Victoria=1,221; Central Fraser Valley=402; Kamloops=400; Kelowna=404.

* - statistically significant difference at 95% level compared to the previous year

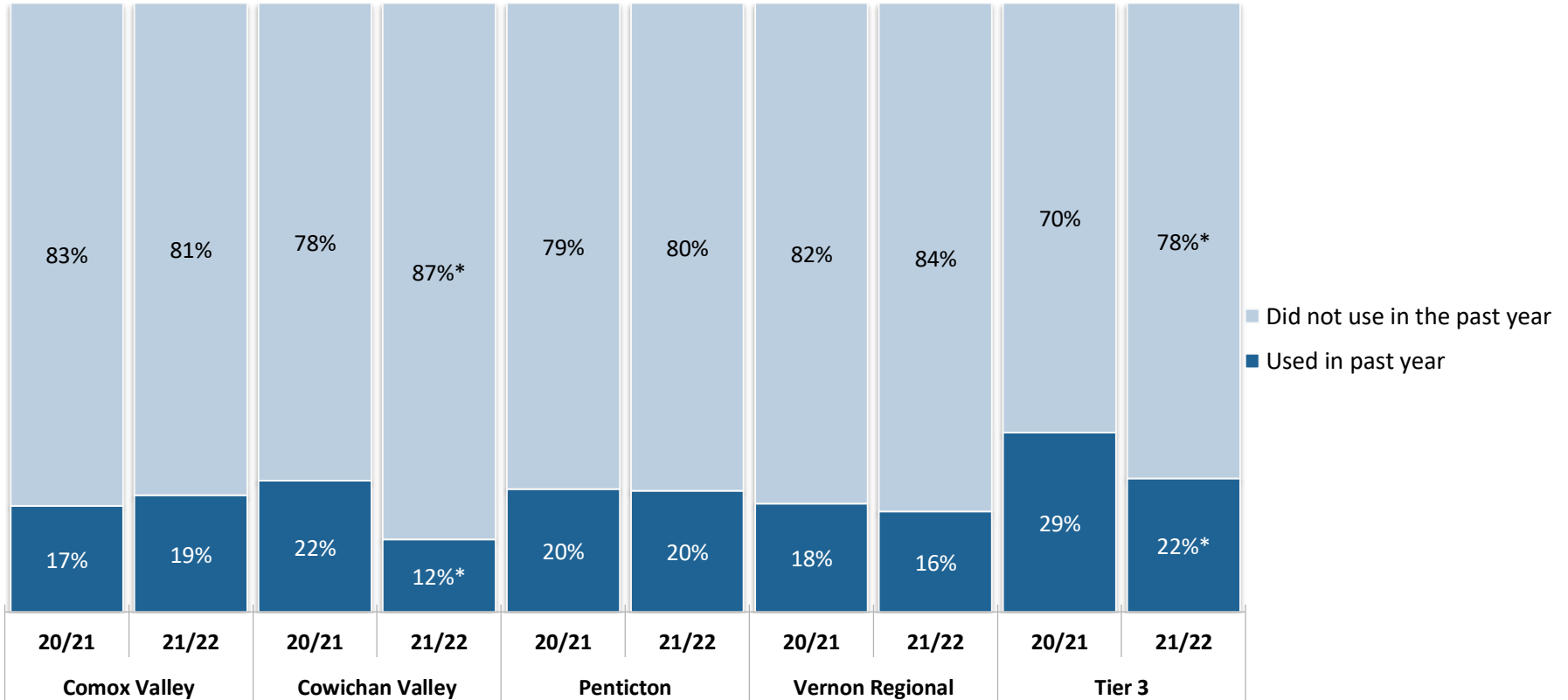
LOCAL PUBLIC BUS SYSTEM USAGE



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

Annual Base 2021/2022: Total=8,082; Nanaimo=601; Prince George=592; Whistler=414; Chilliwack=399; Campbell River=380.
 Annual Base 2020/2021: Total=6,424; Nanaimo=407; Prince George=395; Whistler=383; Chilliwack=402; Campbell River=400.

LOCAL PUBLIC BUS SYSTEM USAGE



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

Annual Base 2021/2022: Total=8,082; Comox Valley=410; Cowichan Valley=398; Penticton=397; Vernon=393; Tier 3=401. * - statistically significant difference at 95% level compared to the previous year
 Annual Base 2020/2021: Total=6,424; Comox Valley=403; Cowichan Valley=405; Penticton=401; Vernon=401; Tier 3=400.

REASONS FOR NOT USING THE LOCAL PUBLIC BUS SYSTEM IN THE PAST YEAR

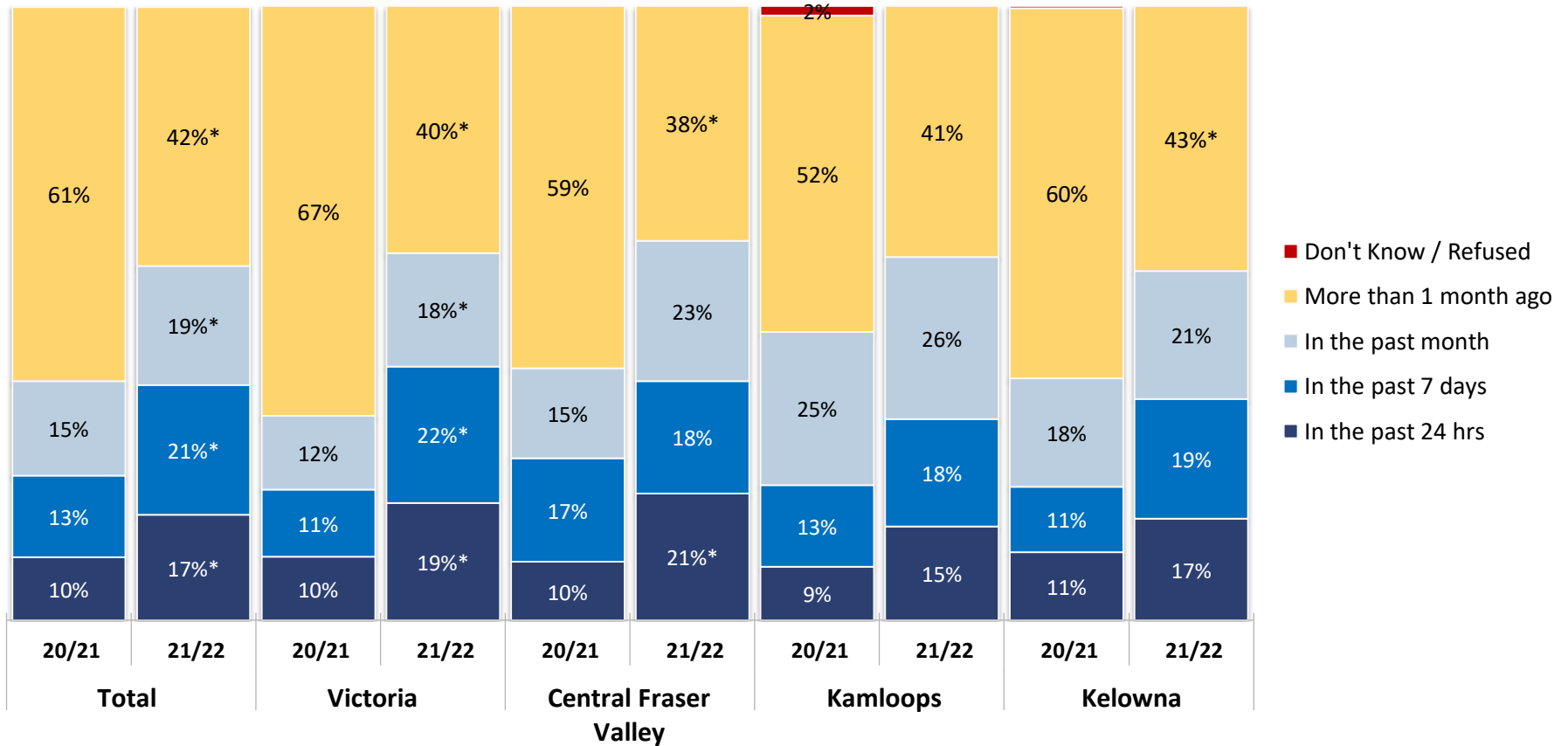
2021/2022	Total	Victoria	Central Fraser Valley	Kamloops	Kelowna	Nanaimo	Prince George	Whistler
	n= 3,469	756	250	266	289	258	261	101
Use other type of transportation <i>(e.g. own car, taxi, bike, Uber, Lyft)</i>	64%	59%	66%	65%	64%	64%	66%	58%
Don't need to use the bus	57%*	47%*	68%*	56%	52%	55%	60%*	27%
Due to COVID-19 pandemic/ physical distancing	26%*	40%*	20%*	31%*	20%*	30%*	22%*	28%
Health issues <i>(Including mental health, disabilities, etc.)</i>	20%*	16%*	13%*	26%*	27%*	21%*	14%*	25%*
Inconvenient/Infrequent service	18%	16%	16%	24%	27%	22%	19%	5%
Don't feel safe on public transit/ in public	9%*	12%*	10%	10%*	9%	5%	7%	1%
Working at home	9%*	12%*	7%*	10%	8%*	13%*	8%	5%
Not working/laid off	5%*	5%	5%	5%	2%	8%*	2%	1%
Moved - no bus service/ Don't need to use the bus	4%	2%	2%	3%	4%	7%	7%	5%
No bus stops or routes nearby	4%	6%	3%	2%	5%	1%	4%	12%
Changed job/ school -- no bus service/ Don't need to use the bus	2%*	2%	2%	1%	1%	3%*	<1%	-
School/ college/ university classes now online	1%	2%	2%	<1%	4%	1%	2%	-
Bus routes are not direct/Takes too long	1%	1%	1%	<1%	1%	<1%	1%	2%
I prefer walking	<1%	<1%	1%	1%	-	-	-	1%

* - statistically significant difference at 95% level compared to the previous year

REASONS FOR NOT USING THE LOCAL PUBLIC BUS SYSTEM IN THE PAST YEAR

2021/2022	Total	Chilliwack	Campbell River	Comox Valley	Cowichan Valley	Penticton	Vernon	Tier 3
	n= 3,469	188	165	200	210	175	183	167
Use other type of transportation <i>(e.g. own car, taxi, bike, Uber, Lyft)</i>	64%	62%	68%	70%	60%	62%	66%	65%
Don't need to use the bus	57%*	61%	60%*	58%*	59%	62%*	66%*	59%
Due to COVID-19 pandemic/ physical distancing	26%*	29%*	20%*	21%*	15%	25%*	11%	21%*
Health issues <i>(Including mental health, disabilities, etc.)</i>	20%*	21%*	16%*	21%*	27%*	19%*	18%*	22%*
Inconvenient/Infrequent service	18%	19%	12%	15%	17%	10%	17%	12%
Don't feel safe on public transit/ in public	9%*	16%*	4%	8%	7%	5%	7%	9%
Working at home	9%*	5%	9%*	10%*	3%	7%	8%	6%
Not working/laid off	5%*	6%	3%	9%*	7%	5%	4%	5%
Moved - no bus service/ Don't need to use the bus	4%	5%	6%	7%	6%	3%	12%	4%
No bus stops or routes nearby	4%	4%	3%	8%	1%	2%	4%	2%
Changed job/ school -- no bus service/ Don't need to use the bus	2%*	1%	2%	1%	2%	-	<1%	5%
School/ college/ university classes now online	1%	2%	1%	1%	-	2%	-	-
Bus routes are not direct/Takes too long	1%	-	-	1%	2%	1%	2%	<1%
I prefer walking	<1%	-	-	--	<1%	-	1%	-

MOST RECENT LOCAL PUBLIC BUS SYSTEM USAGE

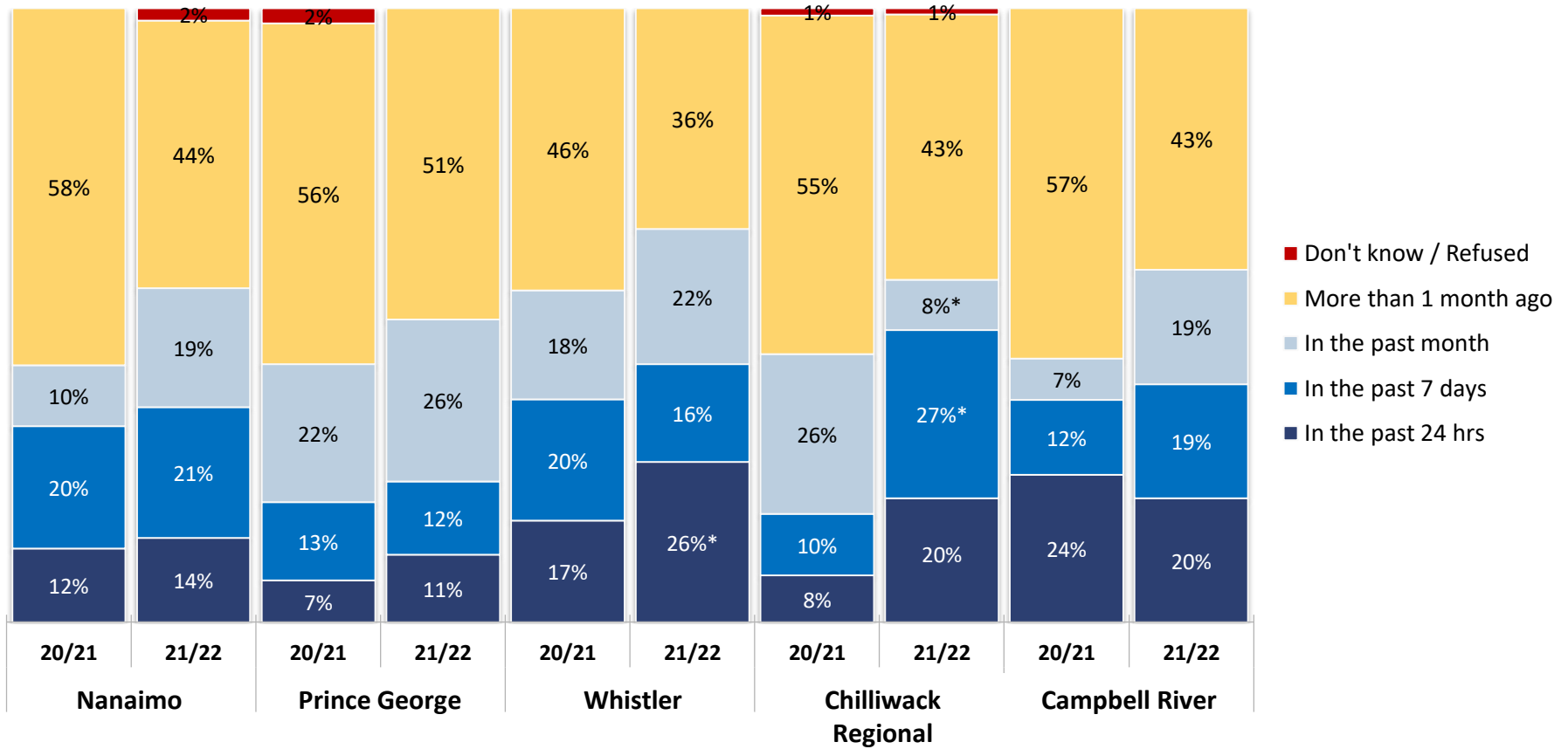


Q4. When did you last use the local public bus system? Was it ...

Annual Base 2021/2022: Total=2,008; Victoria=747; Central Fraser Valley=121; Kamloops=140; Kelowna=118.
 Annual Base 2020/2021: Total=1,822; Victoria=526; Central Fraser Valley=118; Kamloops=114; Kelowna=97.

* - statistically significant difference at 95% level compared to the previous year

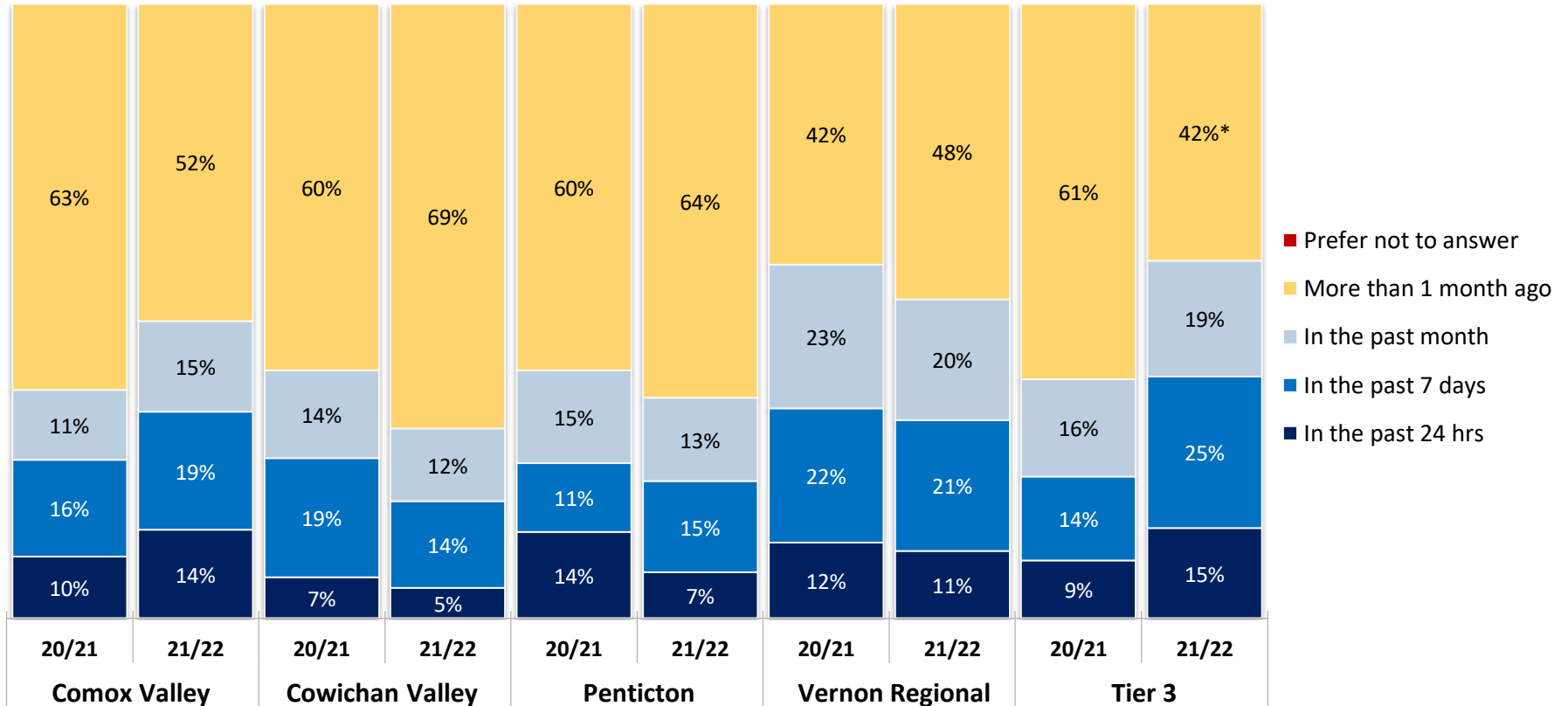
MOST RECENT LOCAL PUBLIC BUS SYSTEM USAGE



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

Annual Base 2021/2022: Total=2,008; Nanaimo=125; Prince George=95; Whistler=213; Chilliwack=61; Campbell River=61. * - statistically significant difference at 95% level compared Annual Base 2020/2021: Total=1,822; Nanaimo=107; Prince George=93; Whistler=234; Chilliwack=76; Campbell River=76. to the previous year

MOST RECENT LOCAL PUBLIC BUS SYSTEM USAGE

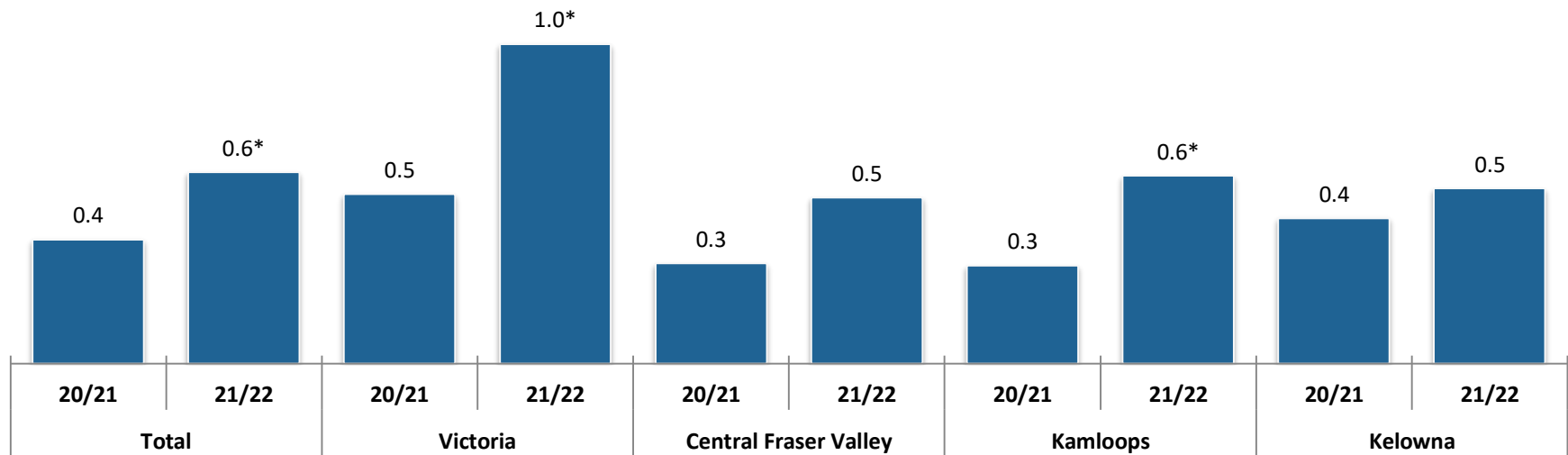


Q4. When did you last use the local public bus system? Was it ...

Annual Base 2021/2022: Total=2,008; Comox Valley=74; Cowichan Valley=45; Penticton=68; Vernon=56; Tier 3=84.
 Annual Base 2020/2021: Total=1,822; Comox Valley=64; Cowichan Valley=77; Penticton=71; Vernon=61; Tier 3=108.

* - statistically significant difference at 95% level compared to the previous year

AVERAGE NUMBER OF ONE-WAY TRIPS IN THE PAST SEVEN DAYS

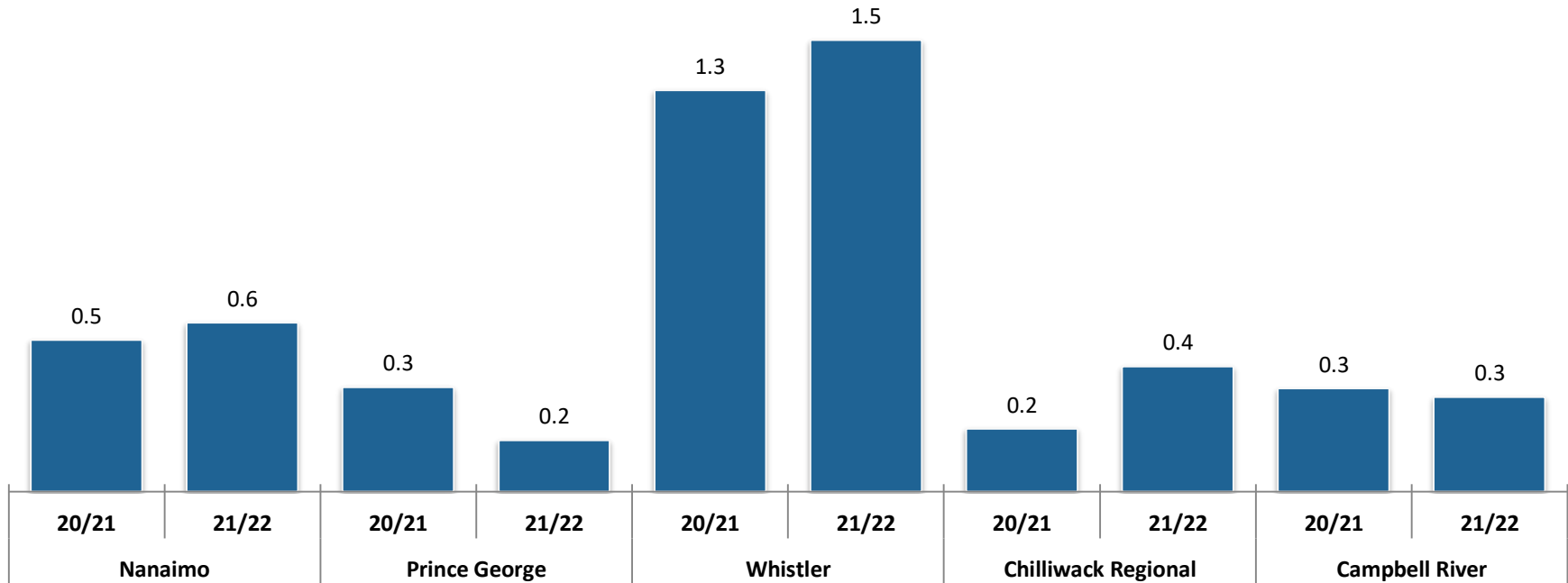


Q5. How many one-way trips did you make on public transit in the past seven days? Please count going to and from a destination as 2 one-way trips.

Annual Base 2021/2022: Total=8,082; Victoria=1,899; Central Fraser Valley=597; Kamloops=604; Kelowna=597.
 Annual Base 2020/2021: Total=6,394; Victoria=1,216; Central Fraser Valley=399; Kamloops=396; Kelowna=402.

* - statistically significant difference at 95% level compared to the previous year

AVERAGE NUMBER OF ONE-WAY TRIPS IN THE PAST SEVEN DAYS

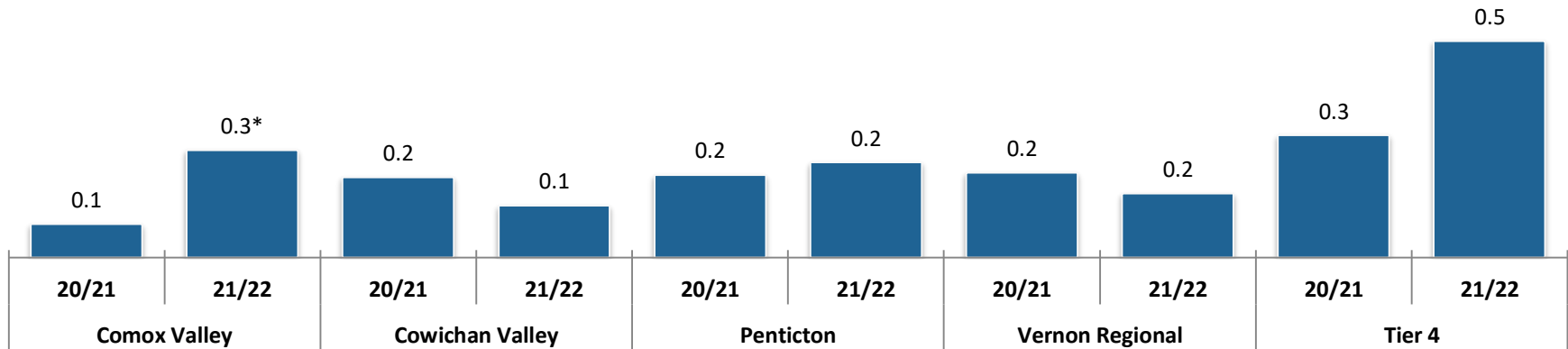


Q5. How many one-way trips did you make on public transit in the past seven days? Please count going to and from a destination as 2 one-way trips.

Annual Base 2021/2022: Total=8,082; Nanaimo=601; Prince George=592; Whistler=414; Chilliwack=399; Campbell River=380.
 Annual Base 2020/2021: Total= 6,394; Nanaimo=407; Prince George=392; Whistler=381; Chilliwack=402; Campbell River=399.

* - statistically significant difference at 95% level compared to the previous year

AVERAGE NUMBER OF ONE-WAY TRIPS IN THE PAST SEVEN DAYS

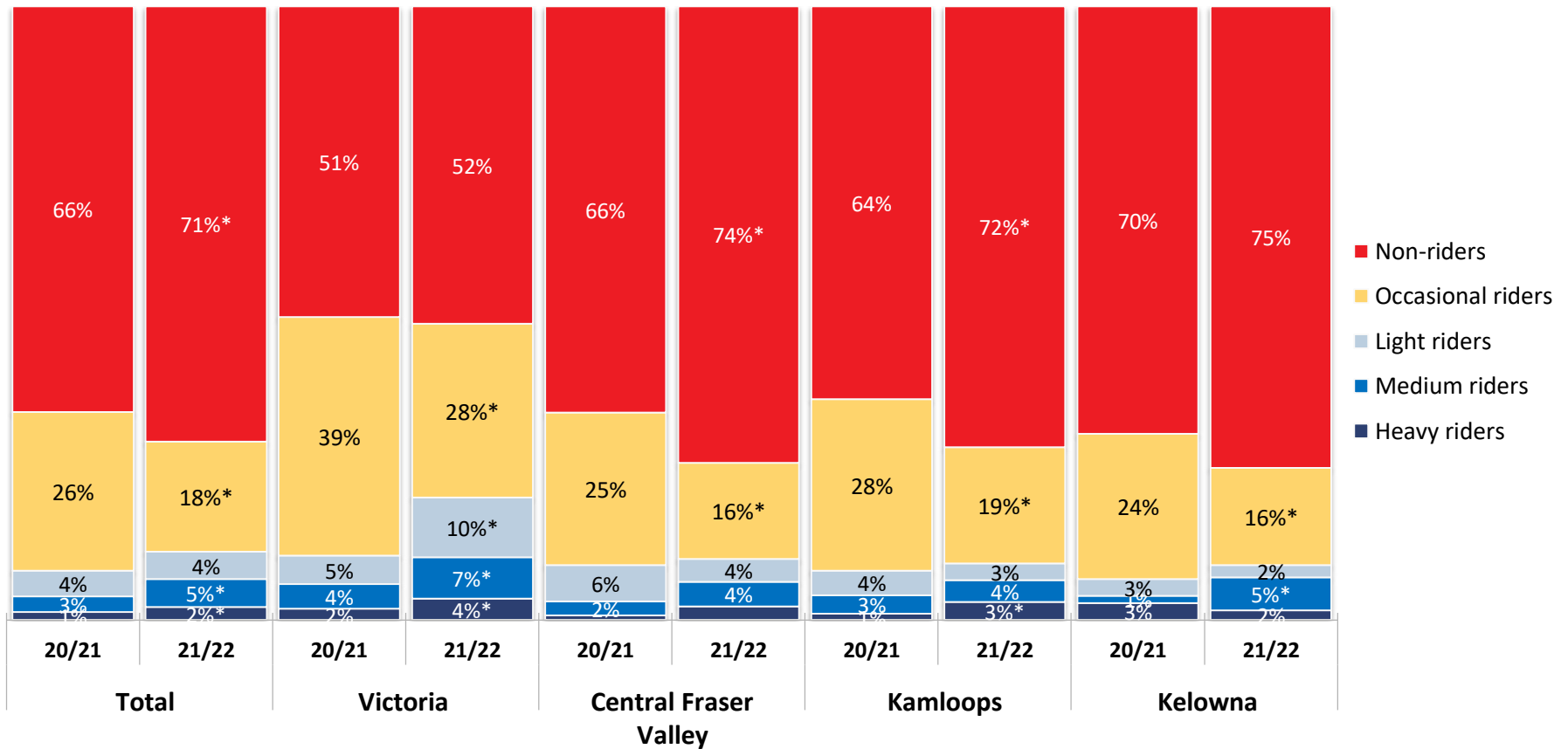


Q5. How many one-way trips did you make on public transit in the past seven days? Please count going to and from a destination as 2 one-way trips.

Annual Base 2021/2022: Total= 8,082; Comox Valley=410; Cowichan Valley=398; Penticton=397; Vernon=393; Tier 3=401.
 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 compared to the previous year

RIDER USAGE GROUP

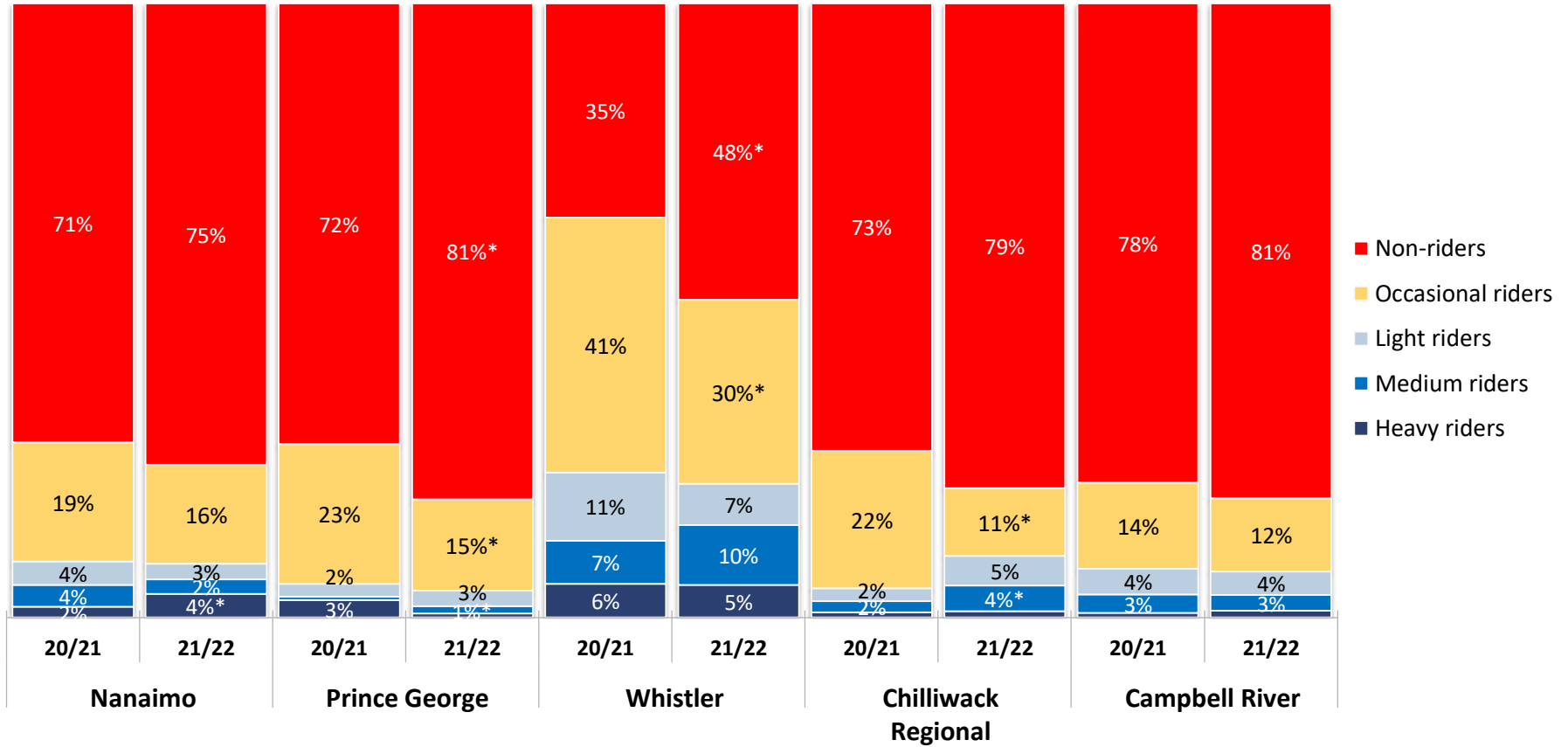


Q5. How many one-way trips did you make on public transit in the past seven days? Please count going to and from a destination as 2 one-way trips.

Annual Base 2020/2021: Total=8,082; Victoria=1,899; Central Fraser Valley=597; Kamloops=604; Kelowna=597.
 Annual Base 2021/2022: Total=6,424; Victoria=1,221; Central Fraser Valley=402; Kamloops=400; Kelowna=404.

* - statistically significant difference at 95% level compared to the previous year

RIDER USAGE GROUP

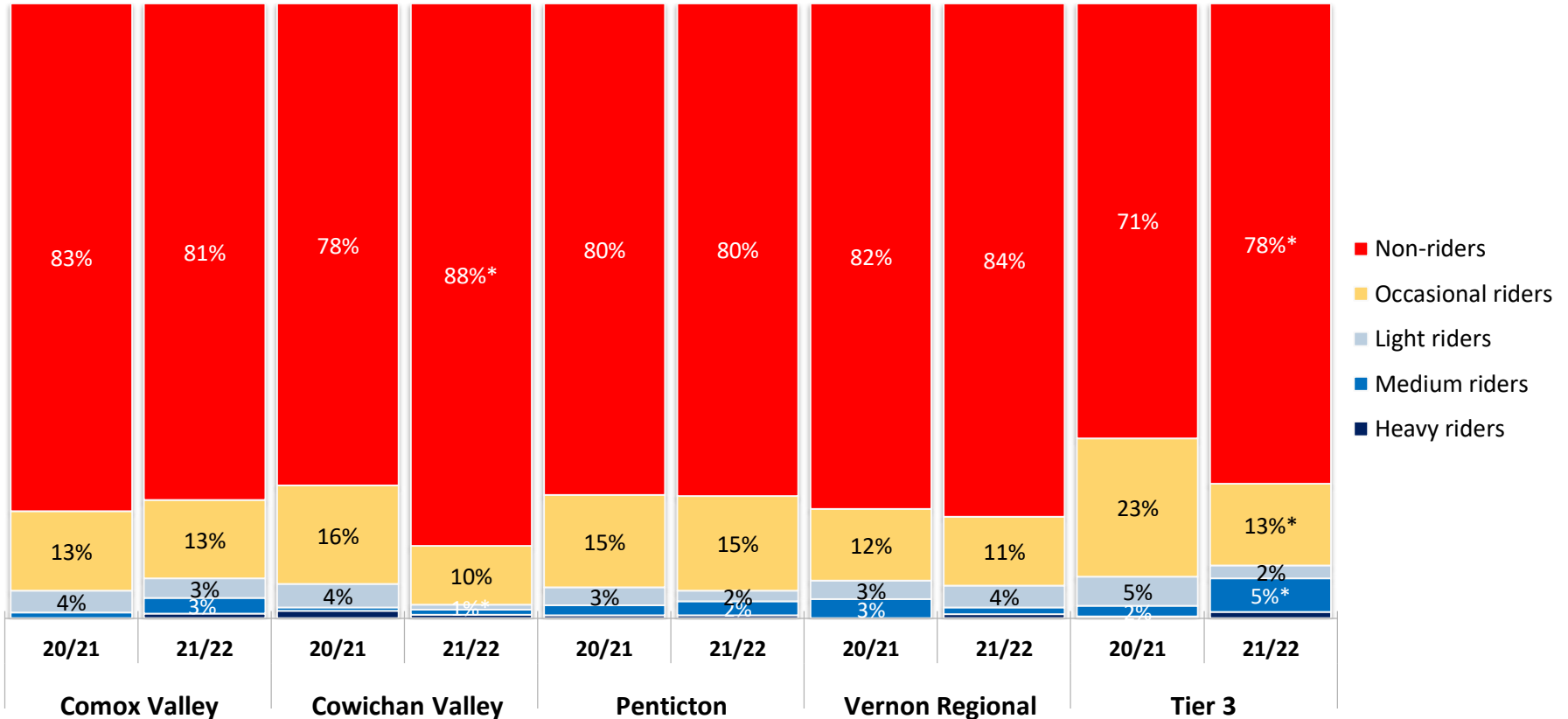


Q5. How many one-way trips did you make on public transit in the past seven days? Please count going to and from a destination as 2 one-way trips.

Annual Base 2020/2021: Total=8,082; Nanaimo=601; Prince George=592; Whistler=414; Chilliwack=399; Campbell River=380.
 Annual Base 2021/2022: Total=6,424; Nanaimo=407; Prince George=395; Whistler=383; Chilliwack=402; Campbell River=400.

* - statistically significant difference at 95% level compared to the previous year

RIDER USAGE GROUP



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.

Annual Base 2020/2021: Total=8,082; Comox Valley=410; Cowichan Valley=398; Penticton=397; Vernon=393; Tier 3=401.
 Annual Base 2020/2021: Total=6,424; Comox Valley=403; Cowichan Valley=405; Penticton=401; Vernon=401; Tier 3=400.

* - statistically significant difference at 95% level compared to the previous year

MAIN PURPOSE OF TRIP

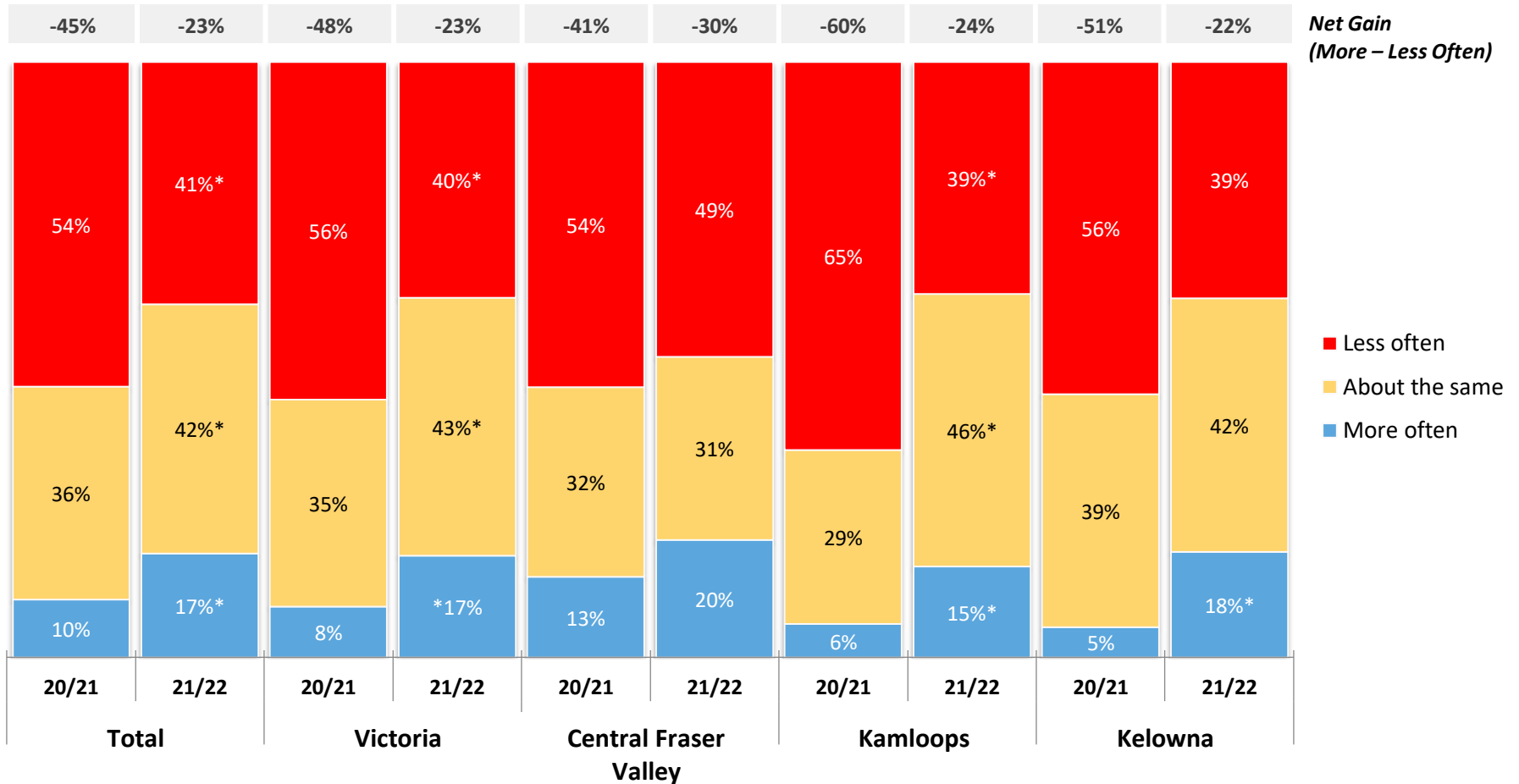
OVERALL TOTAL			Victoria	Central Fraser Valley	Kamloops	Kelowna	Nanaimo	Prince George	Whistler
	n=		21/22 747	21/22 121	21/22 140	21/22 118	21/22 125	21/22 95	21/22 213
Going to or from work		23%	27%	23%	29%	23%	25%	14%	37%
Going to or from shopping		23%	16%	32%	12%	20%	23%	17%	8%
Conducting personal business		23%	26%	16%	26%	20%	25%	26%	6%
Entertainment or social reasons		16%	19%	10%	10%	17%	13%	17%	32%
Going to or from school		8%	6%	11%	15%	16%	4%	19%	4%
Other		7%	7%	8%	8%	3%	9%	6%	13%
Don't know		<1%	<1%	0%	0%	1%	2%	1%	0%

MAIN PURPOSE OF TRIP

OVERALL TOTAL			Chilliwack Regional	Campbell River	Comox Valley	Cowichan Valley	Penticton	Vernon Regional	Tier 3 Communities
	n=		21/22	21/22	21/22	21/22	21/22	21/22	21/22
Going to or from work		23%	16%	22%	16%	9%	17%	9%	16%
Going to or from shopping		23%	30%	20%	32%	32%	39%	44%	34%
Conducting personal business		23%	36%	19%	15%	28%	12%	14%	18%
Entertainment or social reasons		16%	9%	21%	17%	8%	24%	17%	13%
Going to or from school		8%	4%	13%	8%	2%	0%	6%	8%
Other		7%	5%	6%	11%	21%	8%	10%	11%
Don't know		<1%	0%	0%	1%	0%	0%	1%	0%

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?

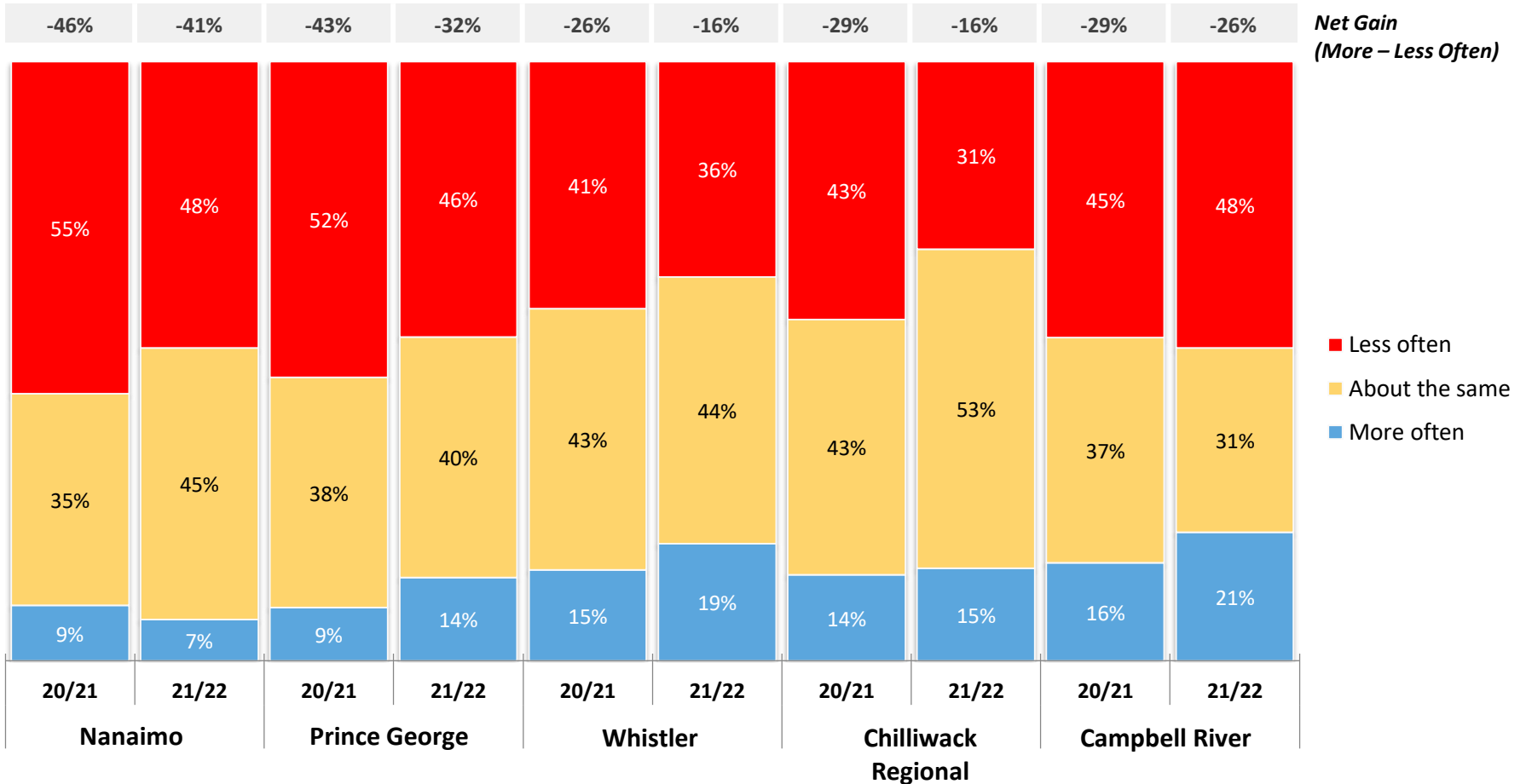
Annual Base 2021/2022: Total=2,008; Victoria=747; Central Fraser Valley=121; Kamloops=140; Kelowna=118.
 Annual Base 2020/2021: Total=1,811; Victoria=523; Central Fraser Valley=115; Kamloops=114; Kelowna=96.

* - statistically significant difference at 95% level compared to the previous year

Transit Usage



PAST YEAR CHANGE IN LOCAL BUS SYSTEM USAGE (AMONG PAST YEAR RIDERS)



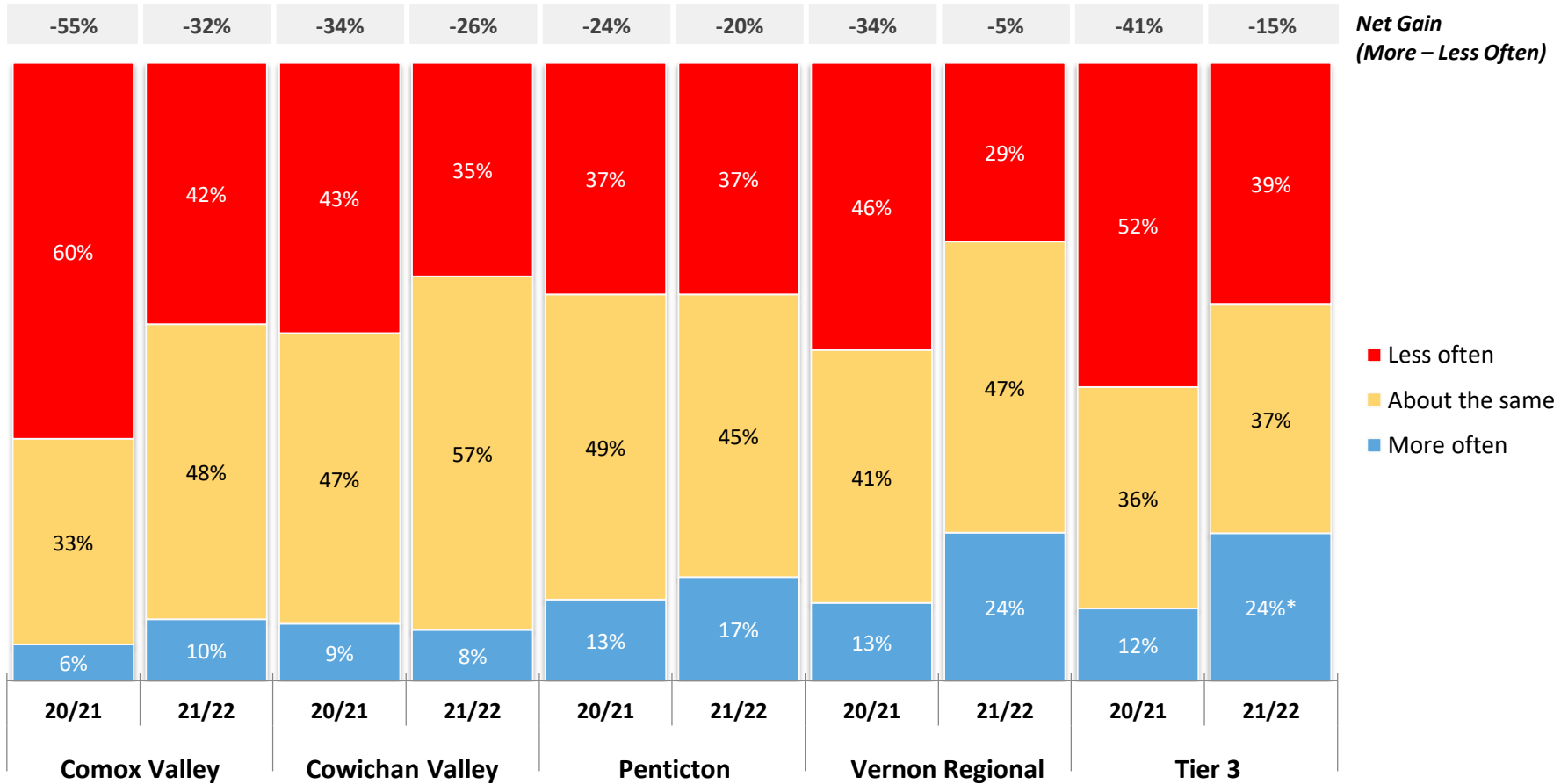
Q6a. Compared to a year ago, would you say that you use the local bus system more often now, less often or about the same?

Annual Base 2021/2022: Total=2,008; Nanaimo=125; Prince George=95; Whistler=213; Chilliwack=61; Campbell River=61.
 Annual Base 2020/2021: Total=1,822; Nanaimo=107; Prince George=92; Whistler=233; Chilliwack=76; Campbell River=76.

* - statistically significant difference at 95% level compared to the previous year

Transit Usage

PAST YEAR CHANGE IN LOCAL BUS SYSTEM USAGE (AMONG PAST YEAR RIDERS)



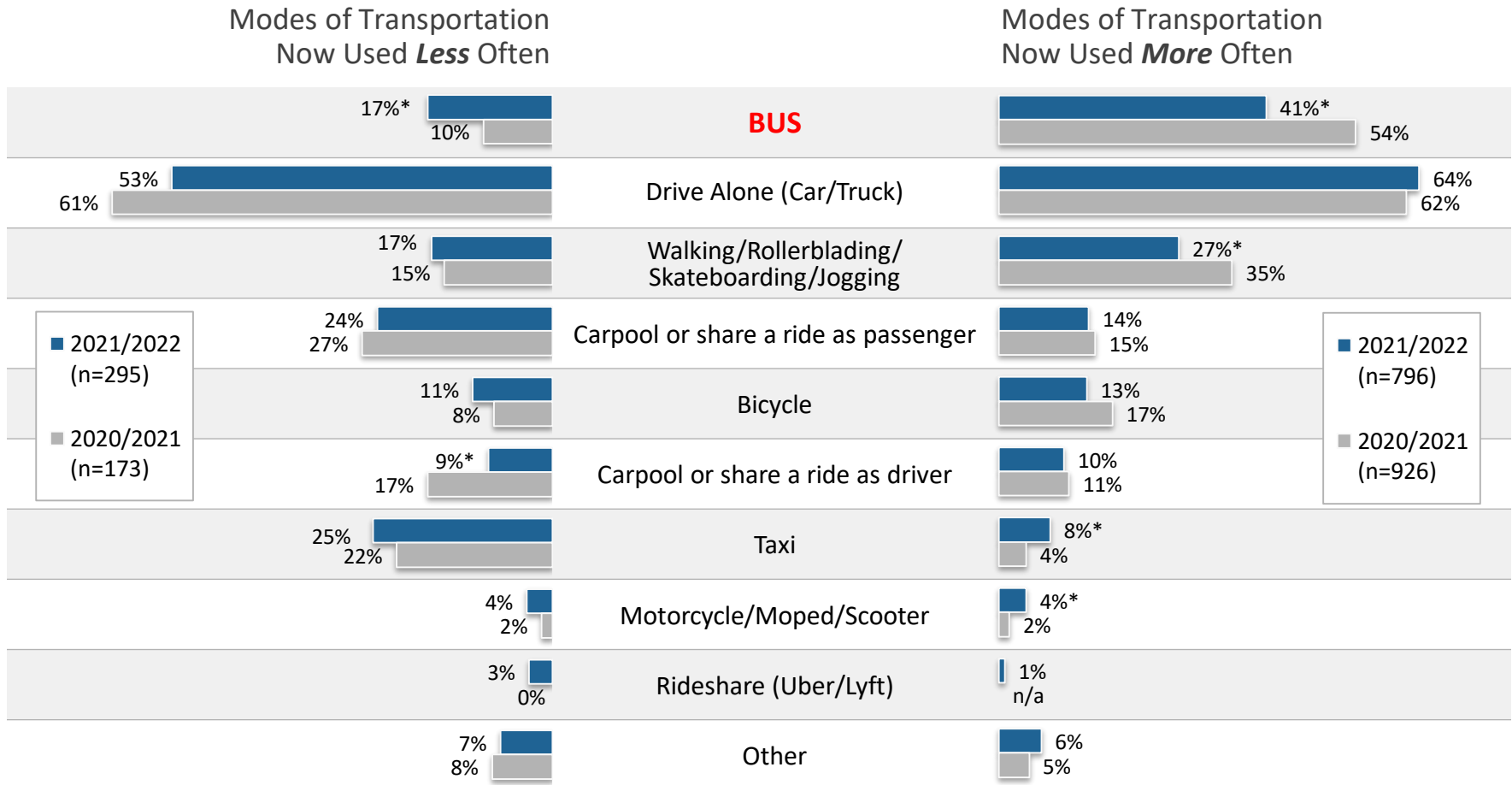
Q6a. Compared to a year ago, would you say that you use the local bus system more often now, less often or about the same?

Annual Base 2021/2022: Total=2,008; Comox Valley=74; Cowichan Valley=45; Penticton=68; Vernon=56; Tier 3=84.
 Annual Base 2020/2021: Total=1,822; Comox Valley=63; Cowichan Valley=77; Penticton=71; Vernon=61; Tier 3=108

* - statistically significant difference at 95% level compared to the previous year

TRANSPORTATION USED LESS/MORE OFTEN - TOTAL

(Multiple Responses Allowed)

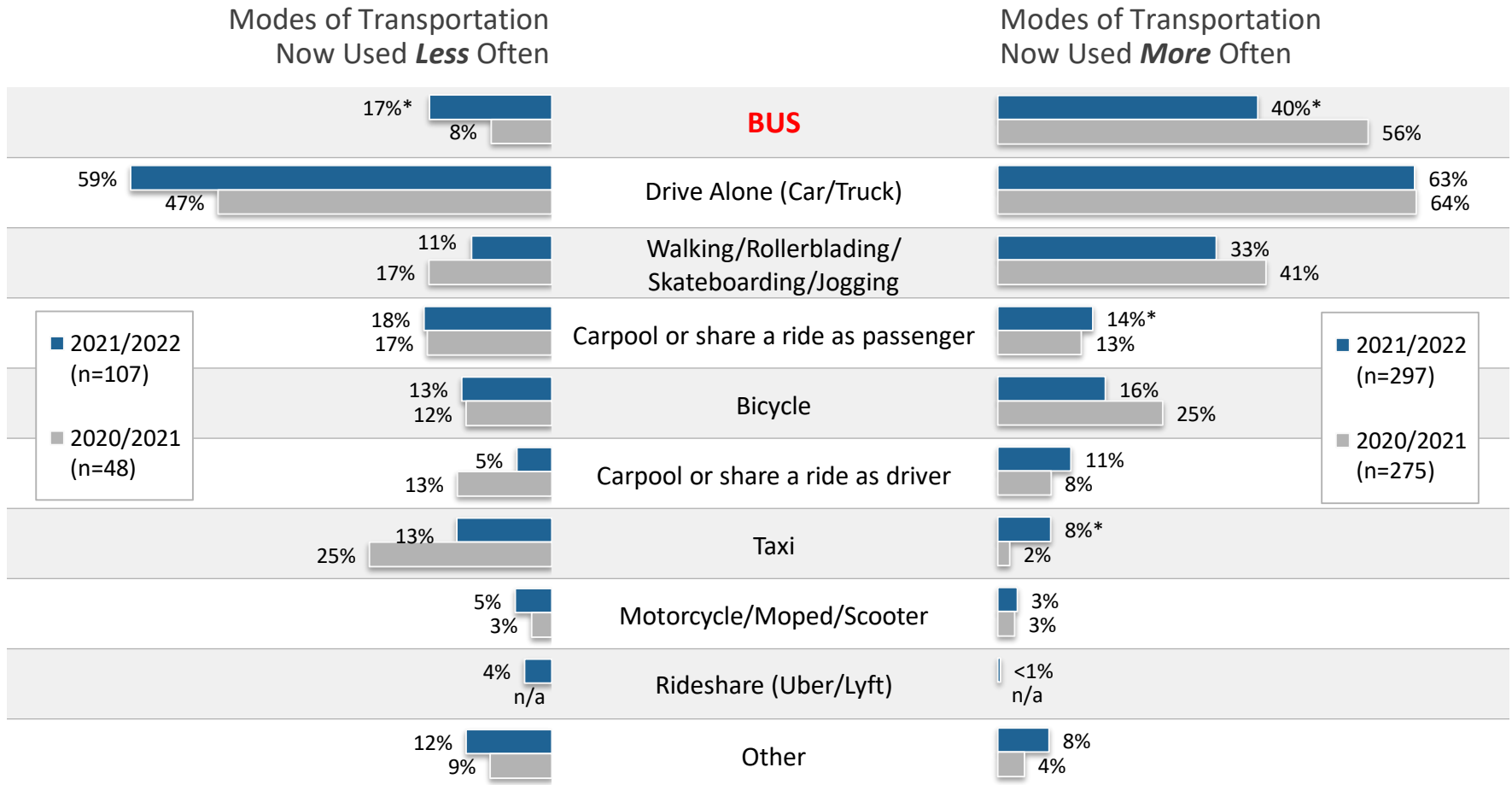


Q6b. Now that you are using the local bus system less often, what mode(s) are you using more?
 Q6c. Now that you are using the local bus system more often, what mode(s) are you using less?
 Base: Those using the bus more often or less often compared with a year ago.

* - statistically significant difference at 95% level compared to the previous year

TRANSPORTATION USED LESS/MORE OFTEN - VICTORIA

(Multiple Responses Allowed)



Q6b. Now that you are using the local bus system less often, what mode(s) are you using more?
 Q6c. Now that you are using the local bus system more often, what mode(s) 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 compared to the previous year

Transit Usage

TRANSPORTATION USED LESS/MORE OFTEN

(Multiple Responses Allowed)

Modes of Transportation Now Used <i>More Often</i>	Total		Central Fraser Valley		Kamloops		Kelowna		Nanaimo		Prince George		Whistler	
	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22
<i>n=</i>	926	796	59	57	67	54	53	43	60	62	48	39	100	78
Drive Alone (Car/Truck)	62%	64%	77%	77%	38%	54%	56%	60%	60%	59%	67%	62%	57%	65%
Walking/Rollerblading/Skateboarding/Jogging	35%	27%*	16%	22%	38%	25%	33%	20%	27%	15%	49%	33%	34%	20%*
Bicycle	17%	13%	4%	4%	19%	12%	20%	23%	8%	18%	18%	11%	28%	25%
Carpool or share a ride as passenger	15%	14%	11%	6%	28%	15%	20%	27%	18%	11%	5%	8%	12%	7%
Carpool or share a ride as driver	11%	10%	11%	11%	17%	9%	16%	10%	8%	17%	13%	12%	4%	6%
Taxi	4%	8%*	3%	3%	5%	8%	5%	10%	9%	9%	4%	9%	-	4%
Motorcycle/Moped/Scooter	2%	4%*	-	7%	-	-	-	-	1%	4%	-	-	4%	1%
Rideshare (Uber/Lyft)	-	1%	-	1%	-	1%	-	-	-	4%	-	-	-	1%
Other	5%	6%	2%	2%	3%	11%	2%	1%	8%	14%	3%	2%	4%	10%

Modes of Transportation Now Used <i>Less Often</i>	Total		Central Fraser Valley		Kamloops		Kelowna		Nanaimo		Prince George		Whistler	
	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22
<i>n=</i>	173	295	16**	14**	7**	17**	5**	20**	11**	11**	7**	12**	29**	41
Drive Alone (Car/Truck)	61%	53%	85%	54%	54%	66%	49%	67%	65%	36%	36%	16%	70%	60%
Walking/Rollerblading/Skateboarding/Jogging	15%	17%	6%	14%	39%	-	51%	14%	18%	23%	17%	49%	26%	17%
Bicycle	8%	11%	-	28%	-	24%	12%	-	-	24%	-	-	31%	3%*
Carpool or share a ride as passenger	27%	24%	69%	28%*	-	-	31%	28%	11%	35%	-	33%	11%	4%
Carpool or share a ride as driver	17%	9%*	65%	25%*	-	-	-	30%	11%	-	7%	-	4%	-
Taxi	22%	25%	4%	35%	29%	16%	12%	6%	36%	51%	7%	23%	7%	8%
Motorcycle/Moped/Scooter	2%	4%	-	-	7%	-	-	-	-	-	-	-	-	-
Rideshare (Uber/Lyft)	-	3%	-	3%	-	-	-	-	-	11%	-	12%	-	-
Other	8%	7%	-	1%	-	15%	-	5%	-	12%	-	-	-	17%

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

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

* - statistically significant difference at 95% level compared to the previous year

** - small sample size

TRANSPORTATION USED LESS/MORE OFTEN

(Multiple Responses Allowed)

Modes of Transportation Now Used <i>More Often</i>	Total		Chilliwack Regional		Campbell River		Comox Valley		Cowichan Valley		Penticton		Vernon Regional	
	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22
<i>n=</i>	926	796	45	22	36	26	34	33	37	19	24	17	30	18
Drive Alone (Car/Truck)	62%	64%	64%	52%	59%	66%	55%	62%	73%	65%	71%	68%	57%	87%
Walking/Rollerblading/Skateboarding/Jogging	35%	27%*	35%	51%	15%	36%	34%	31%	16%	31%	28%	14%	44%	12%
Bicycle	17%	13%	15%	5%	1%	10%	16%	11%	5%	10%	3%	5%	5%	17%
Carpool or share a ride as passenger	15%	14%	18%	4%	20%	12%	8%	6%	14%	10%	20%	4%	14%	3%
Carpool or share a ride as driver	11%	10%	9%	-	-	-	9%	14%	16%	8%	21%	-	5%	-
Taxi	4%	8%*	8%	7%	11%	10%	9%	2%	2%	17%	-	4%	-	11%
Motorcycle/Moped/Scooter	2%	4%*	5%	14%	-	-	-	4%	-	-	3%	-	-	8%
Rideshare (Uber/Lyft)	-	1%	-	-	-	-	-	-	-	-	-	-	-	-
Other	5%	6%	5%	-	7%	3%	2%	5%	4%	11%	16%	5%	3%	-

Modes of Transportation Now Used <i>Less Often</i>	Total		Chilliwack Regional		Campbell River		Comox Valley		Cowichan Valley		Penticton		Vernon Regional	
	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22
<i>n=</i>	173	295	6**	10**	7**	11**	4**	8**	5**	3**	10**	11**	7**	14**
Drive Alone (Car/Truck)	61%	53%	64%	46%	14%	74%*	69%	67%	25%	80%	44%	44%	61%	75%
Walking/Rollerblading/Skateboarding/Jogging	15%	17%	22%	25%	15%	12%	-	28%	33%	59%	16%	6%	20%	16%
Bicycle	8%	11%	16%	36%	8%	-	-	-	50%	-	10%	11%	10%	-
Carpool or share a ride as passenger	27%	24%	21%	46%	-	39%	31%	-	-	80%	20%	-	16%	-
Carpool or share a ride as driver	17%	9%*	4%	18%	-	-	-	15%	-	-	-	-	-	25%
Taxi	22%	25%	6%	19%	8%	42%	31%	13%	25%	-	35%	9%	10%	27%
Motorcycle/Moped/Scooter	2%	4%	4%	36%	-	8%	-	-	-	-	7%	-	-	10%
Rideshare (Uber/Lyft)	-	3%	-	6%	-	5%	-	28%	-	-	-	-	-	7%
Other	8%	7%	16%	6%	63%	-	21%	5%	-	-	-	24%	23%	-

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

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

* - statistically significant difference at 95% level compared to the previous year

** - small sample size

TRANSPORTATION USED LESS/MORE OFTEN (Multiple Responses Allowed)

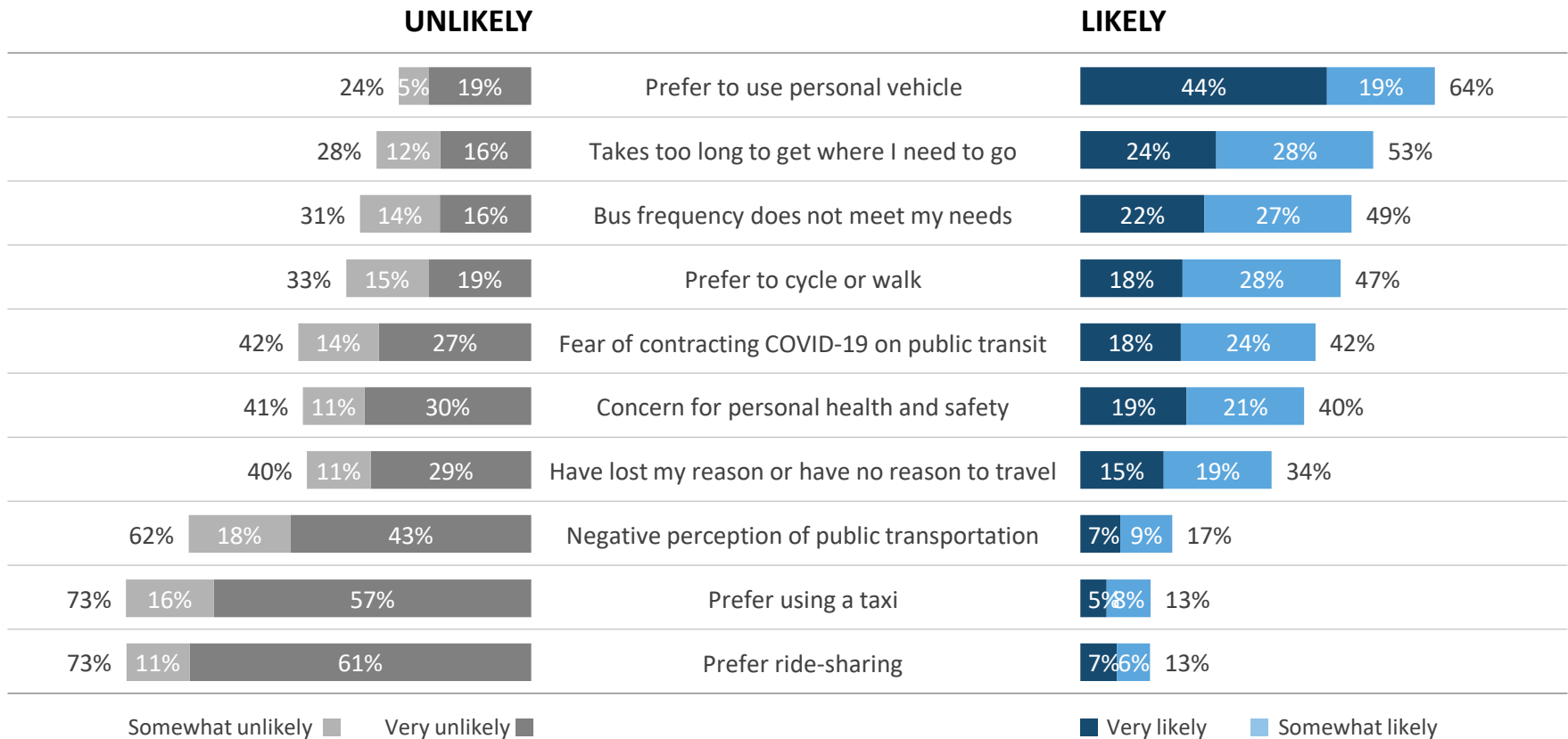
Modes of Transportation Now Used <i>More Often</i>	Total		Tier 3 Communities	
	20/21	21/22	20/21	21/22
	n=		58	31
Drive Alone (Car/Truck)	62%	64%	62%	62%
Walking/Rollerblading/Skateboarding/Jogging	35%	27%*	38%	24%
Bicycle	17%	13%	13%	7%
Carpool or share a ride as passenger	15%	14%	13%	19%
Carpool or share a ride as driver	11%	10%	12%	6%
Taxi	4%	8%*	8%	10%
Motorcycle/Moped/Scooter	2%	4%*	2%	10%
Rideshare (Uber/Lyft)	-	1%	-	2%
Other	5%	6%	9%	9%

Modes of Transportation Now Used <i>Less Often</i>	Total		Tier 3 Communities	
	20/21	21/22	20/21	21/22
	n=		11**	17**
Drive Alone (Car/Truck)	61%	53%	81%	33%*
Walking/Rollerblading/Skateboarding/Jogging	15%	17%	-	30%
Bicycle	8%	11%	7%	-
Carpool or share a ride as passenger	27%	24%	32%	43%
Carpool or share a ride as driver	17%	9%*	12%	-
Taxi	22%	25%	37%	55%
Motorcycle/Moped/Scooter	2%	4%	-	-
Rideshare (Uber/Lyft)	-	3%	-	-
Other	8%	7%	14%	-

Q6b. Now that you are using the local bus system less often, what mode(s) are you using more?
 Q6c. Now that you are using the local bus system more often, what mode(s) are you using less?

* - statistically significant difference at 95% level compared to the previous year
 ** - small sample size

REASONS NOT TO USE PUBLIC TRANSPORTATION (Multiple Responses Allowed)

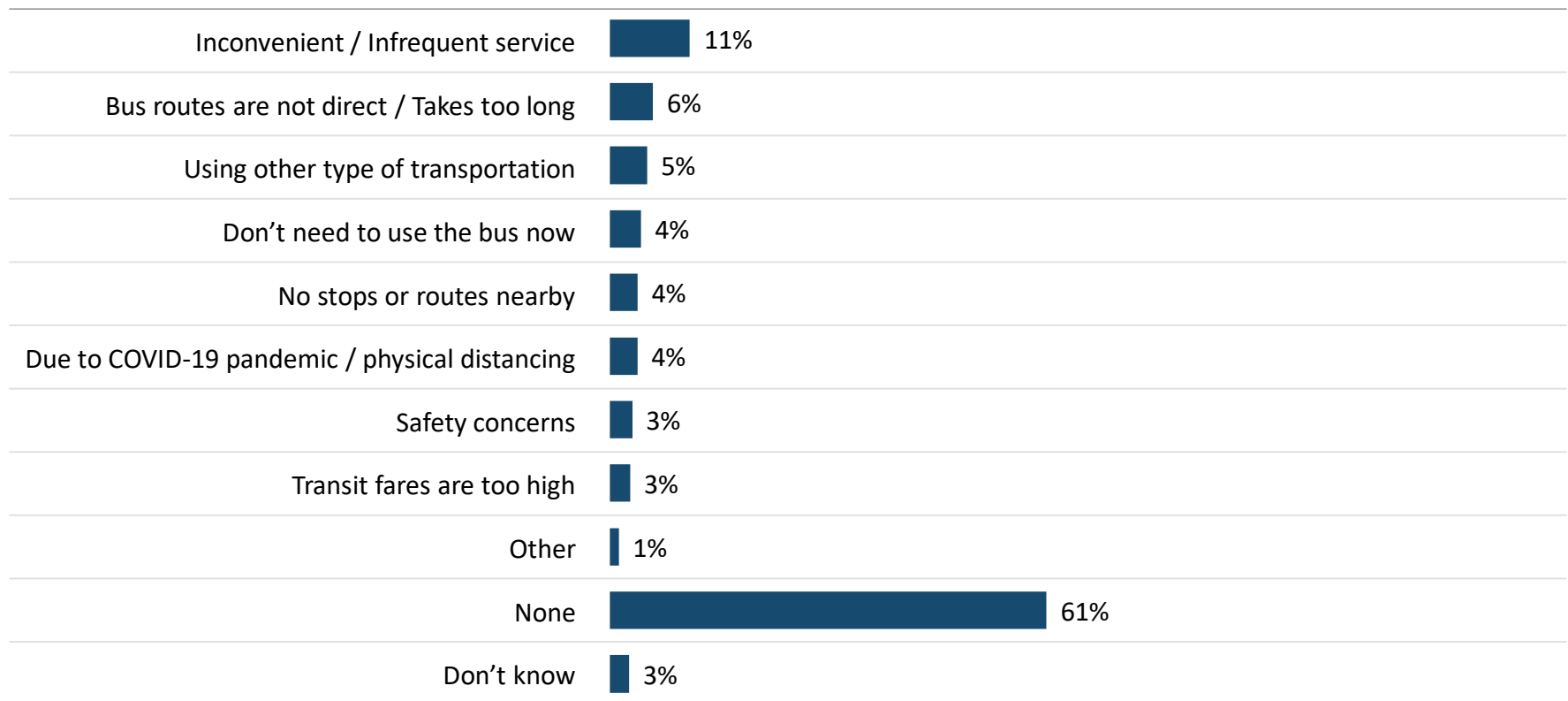


Annual Base 2021/2022: Total=2,008

Q6bbb How likely are each of the following possible reasons to you for NOT using public transportation for travelling within your community? Please rate on a scale of 1 to 5 where 1 is Very Unlikely and 5 is Very Likely.

REASONS NOT TO USE PUBLIC TRANSPORTATION

(Additional reasons – open-ended question)



*Note: Responses greater than 1% are shown.

Annual Base 2021/2022: Total=1,771.

Q6bbc Are there any other reasons for you to NOT be using public transportation for travelling within your community?

REASONS FOR MORE FREQUENT USE

OVERALL TOTAL			Victoria	Central Fraser Valley	Kamloops	Kelowna	Nanaimo	Prince George	Whistler
	n=		21/22	21/22	21/22	21/22	21/22	21/22	21/22
Convenient for me/ close to bus routes	98	57%	70%	57%	49%	38%	71%	66%	59%
Inexpensive compared to other transportation modes	14**	46%	49%	38%	33%	45%	12%	43%	27%
Better for the environment/ less impact on climate change	14**	34%	31%	45%	9%	12%	27%	10%	0%
Important to continue supporting public transit and help fund it	19**	24%	19%	58%	9%	5%	11%	0%	0%
Helps reduce traffic in my community	19**	22%	21%	50%	0%	12%	27%	0%	6%
Lack of alternate transportation	8**	15%	9%	13%	13%	18%	0%	21%	13%
Other	11**	5%	4%	0%	6%	12%	14%	7%	14%
Don't know	38	1%	0%	0%	8%	0%	0%	0%	0%

REASONS FOR MORE FREQUENT USE

OVERALL TOTAL	n=	Chilliwack Regional	Campbell River	Comox Valley	Cowichan Valley	Penticton	Vernon Regional	Tier 3 Communities
		21/22	21/22	21/22	21/22	21/22	21/22	21/22
Convenient for me/ close to bus routes	57%	64%	33%	44%	100%	70%	57%	42%
Inexpensive compared to other transportation modes	46%	71%	21%	36%	59%	20%	58%	55%
Better for the environment/ less impact on climate change	34%	48%	34%	30%	0%	20%	29%	59%
Important to continue supporting public transit and help fund it	24%	24%	13%	30%	59%	20%	61%	28%
Helps reduce traffic in my community	22%	38%	4%	14%	0%	6%	36%	18%
Lack of alternate transportation	15%	48%	25%	18%	0%	24%	26%	20%
Other	5%	0%	3%	20%	0%	10%	0%	3%
Don't know	1%	0%	0%	17%	0%	0%	0%	0%

Key Findings: Perceptions of Transit Service

Perception of Past Year Change

- ❑ At a total BC level, results remain consistent with the previous year, with two-thirds (**66%**) saying the local bus system has **stayed the same** in the past year. One in ten (11%) feel it has become worse, and 23% perceive an improvement in the local bus system compared to the previous year.
- ❑ In terms of local bus system improvement in the past year for the individual communities, two-thirds (32%) of **Penticton** residents feel it has improved (up significantly from 23% in 2020/21), while **Whistler** (18% in 2021/22 vs. 12% in 2020/21), **Nanaimo** (12% in 2021/22 vs. 7% in 2020/21), and **Prince George** (11% in 2021/22 vs. 5% in 2020/21) all have increases in the proportion of those who feel the transit system has become worse. **Campbell River** (62% in 2021/22 vs. 48% in 2020/21) saw an increase in those who think the local bus system has remained the same.
- ❑ Province-wide, the average rating of the public transit perceptions has remained consistent with last year (**3.5**). The top-rated statements (rating 4 or 5 on a five-point scale) are **courteous bus drivers (72%)**, **cleanliness and maintenance of buses (67%)**, **not overcrowded buses (61%)** and **personal safety while riding local buses (60%)**, which decreased from the past year (respectively 74%, 71%, 62%, 66% in 2020/21).

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 courteous drivers (72%, average of 4.0 out of 5), clean and well-maintained buses (67%, average of 3.8), and buses not being overcrowded (61%, average of 3.7).
- ❑ Overall in BC, attributes which could use the most improvement are bus stops having enough amenities (32%, average of 3.0), frequency of scheduled service (32%, average of 3.1) and buses having good connections with reasonable wait times (33%, average of 3.2).
- ❑ 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); the proportion who give a 4 or 5 rating is significantly lower than in 2020/21 (56%).
- ❑ Residents’ ratings of the Victoria Regional Transit System in 2021/22 are the most positive in terms of courteous drivers (68% rating 4 or 5 out of 5, average 4.0), clean and well-maintained buses (63%, average of 3.8) and personal safety while riding the bus, (58% rating 4 or 5 out of 5, average of 3.7).
- ❑ For Victoria, areas which could use the most improvement good connections with reasonable wait times (39%, average of 3.3) and bus stops have enough amenities (39%, average of 3.1).
- ❑ Overall, the Victoria Regional Transit System is rated 4 or 5 out of 5 by over half of its residents (59%, average of 3.6).

Key findings: Perceptions of Transit Service

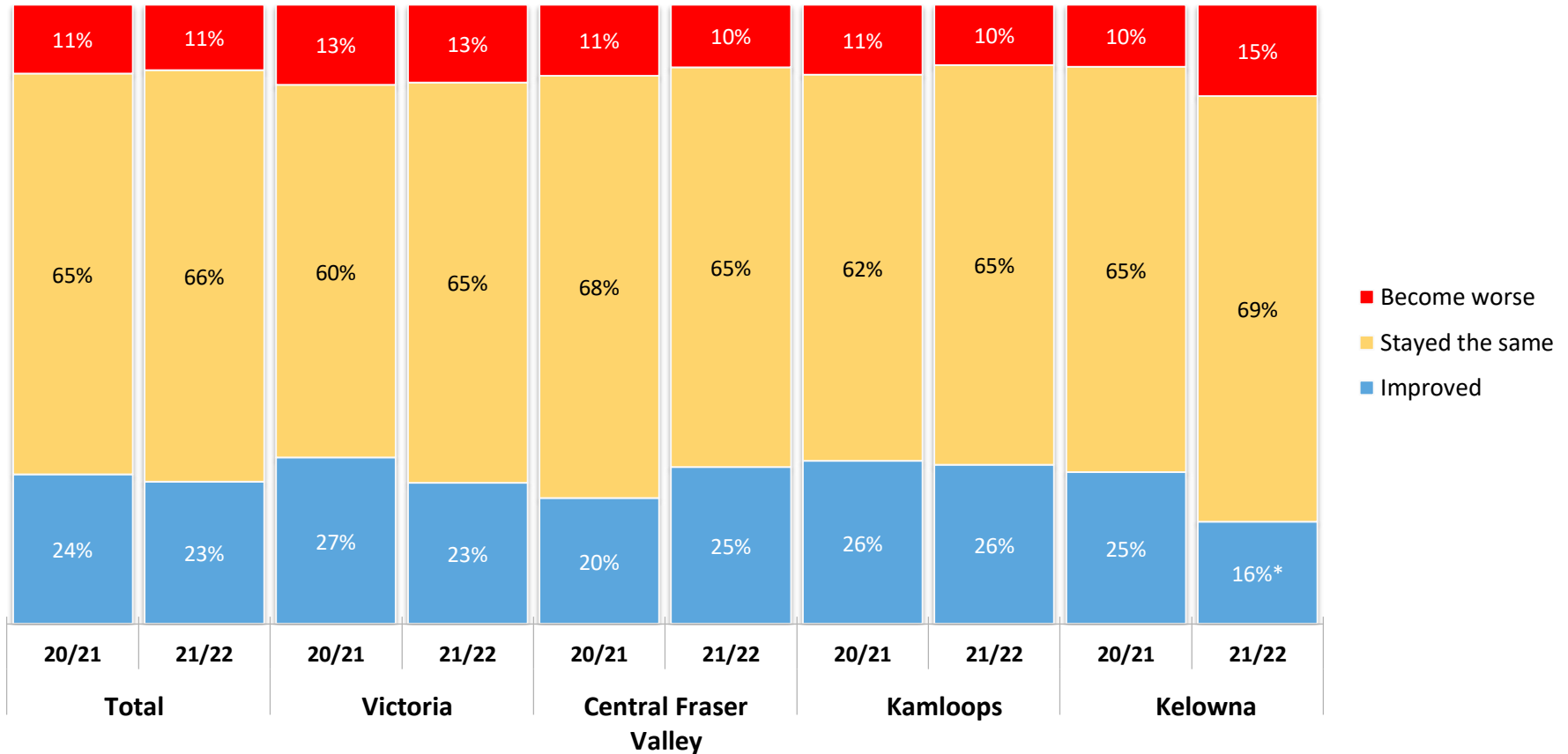
Perception of Encouraging Measures

- ❑ Almost seven in ten (69%) BC residents feel more encouraged to use the public bus system if the use of masks continues to be mandatory for riders and drivers until it's deemed unnecessary, especially among residents of Victoria (74%), Comox Valley (73%), Cowichan Valley (72%), Kamloops and Nanaimo (71% each).
- ❑ Increasing bus frequency on busier routes (58%) would also encourage them to take transit more often, especially if they reside in Comox Valley (66%), Victoria and Whistler (63% each), Kelowna (61%), and Central Fraser Valley (60%).
- ❑ Cleanliness and maintenance of buses (55%) continue to be a factor of encouragement when using transit, even more for residents of Central Fraser Valley (61%), Cowichan Valley (60%), Prince George and Chilliwack (59% each).
- ❑ Providing transit on-demand (29%), Free Wi-Fi (32%) and fare payment at both entrances of the bus (33%) were the least important items when it comes to encouraging residents to use transit more often.

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?

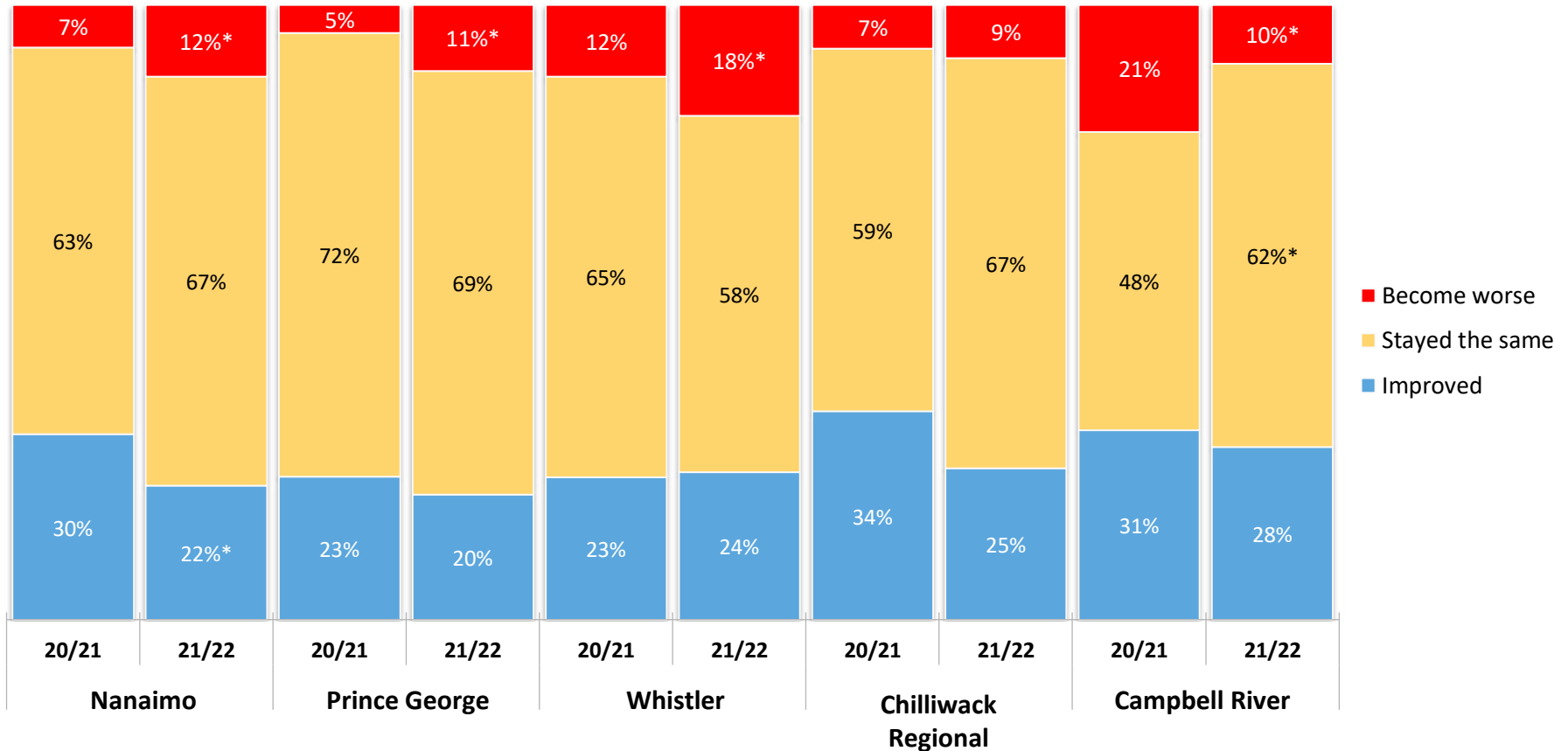
Annual Base 2021/2022: Total=6,912; Victoria=1,683; Central Fraser Valley=507; Kamloops=522; Kelowna=501.
 Annual Base 2020/2021: Total=4,940; Victoria=982; Central Fraser Valley=330; Kamloops=319; Kelowna=303.

* - statistically significant difference at 95% level compared to the previous year

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?

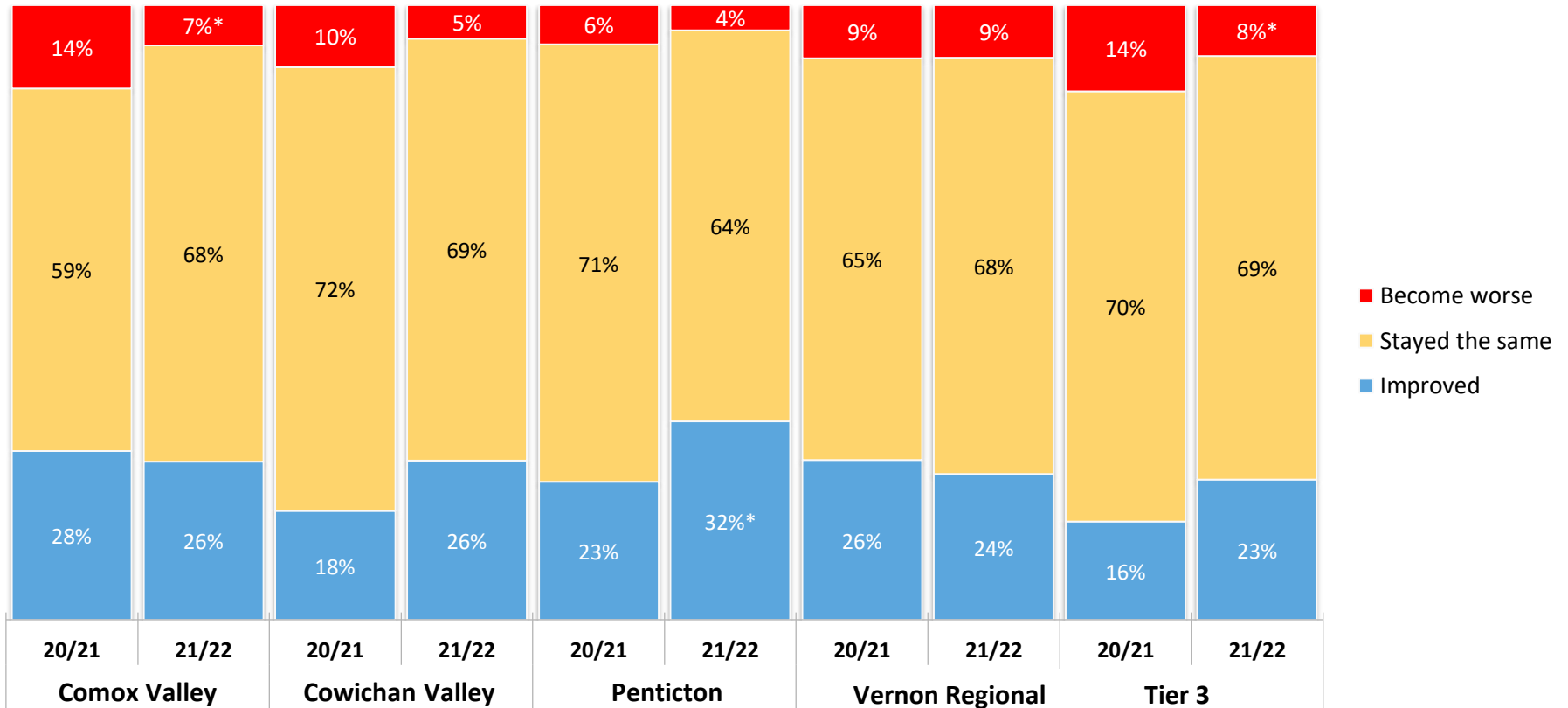
Annual Base 2021/2022: Total=6,912; Nanaimo=506; Prince George=505; Whistler=359; Chilliwack=330; Campbell River=308.
 Annual Base 2020/2021: Total=4,940; Nanaimo=325; Prince George=306; Whistler=306; Chilliwack=302; Campbell River=267.

* - statistically significant difference at 95% level compared to the previous year

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 2021/2022: Total=6,912; Comox Valley=338; Cowichan Valley=325; Penticton=346; Vernon=327; Tier 3=355.
 Annual Base 2020/2021: Total=4,940; Comox Valley=252; Cowichan Valley=307; Penticton=331; Vernon=286; Tier 3=324.

* - statistically significant difference at 95% level compared to the previous year

Perceptions of Transit Service

Attributes

(% Rating 4 or 5 – Positive Statements)

	Total		Victoria		Central Fraser Valley		Kamloops		Kelowna		Nanaimo	
	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22
	n=											
Overall Local Transit System	56%	52%*	58%	59%	53%	46%	62%	48%*	49%	41%	49%	45%
Bus drivers are courteous	62%	62%	69%	68%	55%	56%	62%	59%	57%	55%	63%	57%
Buses are clean and well-maintained	59%	57%*	65%	63%	55%	48%	62%	55%	56%	47%*	59%	54%
Personal safety while riding local buses	56%	52%*	60%	58%	47%	44%	63%	52%*	54%	45%*	54%	46%*
Buses not being overcrowded	54%	53%	42%	42%	55%	54%	53%	49%	46%	43%	54%	52%
Bus stops are clean and well maintained	53%	49%*	55%	52%	56%	44%*	54%	48%	58%	51%	45%	43%
Fare prices are reasonable	52%	49%*	52%	51%	52%	47%	59%	51%*	44%	38%	52%	43%*
Availability and accuracy of schedule information	51%	49%*	55%	55%	47%	43%	56%	51%	44%	40%	49%	46%
Buses run on time/on schedule	51%	47%*	51%	49%	44%	43%	54%	46%*	42%	36%	52%	44%
Bus fare payment options are convenient and easy to use	48%	43%*	49%	49%	49%	41%*	54%	42%*	44%	36%	44%	34%*
Personal safety while waiting for local buses	48%	42%*	54%	51%	43%	35%*	53%	42%*	42%	36%	43%	35%*
Trip duration, that is the time from when you boarded to the time you got off the bus	45%	40%*	48%	46%	40%	36%	43%	39%	43%	28%*	40%	28%*
Buses have a direct route	41%	37%*	45%	40%*	35%	36%	41%	34%	36%	31%	33%	29%
Buses have good connections with reasonable wait times	38%	33%*	43%	39%	34%	31%	44%	35%*	35%	26%*	35%	25%*
Frequency of scheduled service	35%	32%*	39%	42%	34%	31%	40%	36%	35%	21%*	35%	27%*
Bus stops have enough amenities such as shelters, benches, information and trash cans	34%	32%	40%	39%	36%	30%	28%	28%	40%	39%	25%	26%

* - statistically significant difference at 95% level compared to the previous year

Perceptions of Transit Service

Attributes (% Rating 4 or 5 – Positive Statements)	Total		Prince George		Whistler		Chilliwack		Campbell River		Comox Valley	
	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22
	n=											
Overall Local Transit System	56%	52%*	54%	48%	72%	62%*	54%	42%*	57%	67%	50%	50%
Bus drivers are courteous	62%	62%	58%	55%	77%	71%	50%	57%	58%	64%	56%	62%
Buses are clean and well-maintained	59%	57%*	58%	54%	79%	68%*	50%	48%	62%	57%	53%	53%
Personal safety while riding local buses	56%	52%*	55%	52%	76%	70%	43%	44%	51%	55%	55%	53%
Buses not being overcrowded	54%	53%	65%	67%	47%	46%	57%	51%	60%	62%	61%	59%
Bus stops are clean and well maintained	53%	49%*	49%	43%	72%	63%*	41%	42%	59%	52%	51%	52%
Fare prices are reasonable	52%	49%*	49%	44%	67%	58%*	46%	42%	51%	49%	47%	56%*
Availability and accuracy of schedule information	51%	49%*	51%	51%	63%	56%	41%	35%	44%	43%	42%	43%
Buses run on time/on schedule	51%	47%*	53%	50%	57%	48%*	41%	38%	43%	48%	47%	48%
Bus fare payment options are convenient and easy to use	48%	43%*	46%	40%	53%	51%	44%	38%	43%	41%	39%	42%
Personal safety while waiting for local buses	48%	42%*	37%	31%	77%	66%*	37%	34%	49%	44%	49%	41%
Trip duration, that is the time from when you boarded to the time you got off the bus	45%	40%*	36%	30%	63%	54%*	37%	32%	44%	40%	35%	35%
Buses have a direct route	41%	37%*	38%	31%	60%	53%	37%	30%	39%	40%	30%	33%
Buses have good connections with reasonable wait times	38%	33%*	35%	30%	49%	40%*	34%	24%*	34%	32%	26%	29%
Frequency of scheduled service	35%	32%*	34%	32%	49%	37%*	32%	27%	30%	32%	26%	26%
Bus stops have enough amenities such as shelters, benches, information and trash cans	34%	32%	27%	25%	55%	53%	25%	26%	39%	39%	29%	22%

* - statistically significant difference at 95% level compared to the previous year

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.

Perceptions of Transit Service

Attributes

(% Rating 4 or 5 – Positive Statements)

	Total		Cowichan Valley		Penticton		Vernon		Tier 3	
	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22
<i>n=</i>	6,424	8,082	405	398	401	397	401	393	400	401
Overall Local Transit System	56%	52%*	48%	51%	67%	68%	63%	53%*	58%	57%
Bus drivers are courteous	62%	62%	64%	58%	68%	65%	58%	56%	66%	67%
Buses are clean and well-maintained	59%	57%*	49%	54%	66%	66%	49%	51%	60%	64%
Personal safety while riding local buses	56%	52%*	49%	48%	60%	61%	53%	45%	61%	55%
Buses not being overcrowded	54%	53%	60%	58%	68%	76%	59%	60%	64%	65%
Bus stops are clean and well maintained	53%	49%*	41%	46%	59%	62%	55%	51%	51%	48%
Fare prices are reasonable	52%	49%*	39%	47%	54%	57%	52%	46%	57%	56%
Availability and accuracy of schedule information	51%	49%*	45%	45%	52%	56%	47%	43%	58%	53%
Buses run on time/on schedule	51%	47%*	45%	48%	61%	62%	49%	45%	59%	55%
Bus fare payment options are convenient and easy to use	48%	43%*	39%	40%	48%	48%	45%	39%	50%	47%
Personal safety while waiting for local buses	48%	42%*	39%	36%	55%	51%	41%	36%	51%	48%
Trip duration, that is the time from when you boarded to the time you got off the bus	45%	40%*	34%	29%	54%	53%	41%	33%	51%	49%
Buses have a direct route	41%	37%*	32%	32%	46%	44%	44%	35%	47%	45%
Buses have good connections with reasonable wait times	38%	33%*	27%	27%	44%	40%	33%	30%	39%	40%
Frequency of scheduled service	35%	32%*	25%	23%	39%	40%	38%	28%*	33%	30%
Bus stops have enough amenities such as shelters, benches, information and trash cans	34%	32%	21%	24%	48%	41%	29%	28%	33%	28%

* - statistically significant difference at 95% level compared to the previous year

Perceptions of Transit Service

Attributes

(Mean Rating on a 1-5 scale)

	Total		Victoria		Central Fraser Valley		Kamloops		Kelowna		Nanaimo	
	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22
<i>n=</i>	6,167	7,746	1,195	1,860	389	570	383	588	390	568	394	574
Bus drivers are courteous	4.0	4.0	4.0	4.0	3.9	3.9	3.9	3.8	3.9	3.8	4.0	3.9
Buses are clean and well-maintained	3.9	3.8*	3.9	3.8*	3.7	3.7	3.9	3.7	3.8	3.7	3.8	3.8
Personal safety while riding local buses	3.8	3.7*	3.8	3.7	3.6	3.5	3.9	3.6*	3.6	3.5*	3.7	3.6*
Buses not being overcrowded	3.8	3.7	3.4	3.4	3.7	3.7	3.7	3.6	3.6	3.5	3.8	3.7
Fare prices are reasonable	3.7	3.7	3.6	3.6	3.7	3.6	3.9	3.6*	3.5	3.5	3.7	3.5*
Buses run on time/on schedule	3.7	3.6*	3.6	3.5	3.5	3.5	3.6	3.5	3.5	3.2*	3.6	3.5*
Availability and accuracy of schedule information	3.7	3.6*	3.7	3.6	3.5	3.5	3.7	3.6	3.5	3.4	3.6	3.4*
Bus fare payment options are convenient and easy to use	3.7	3.6*	3.6	3.5	3.7	3.6	3.7	3.5*	3.6	3.5	3.6	3.3*
Bus stops are clean and well maintained	3.6	3.5*	3.6	3.5	3.6	3.3*	3.6	3.4*	3.7	3.6	3.4	3.3
Trip duration, that is the time from when you boarded to the time you got off the bus	3.6	3.4*	3.6	3.4*	3.5	3.4	3.5	3.4	3.5	3.2*	3.3	3.1*
Personal safety while waiting for local buses	3.5	3.4*	3.6	3.5*	3.4	3.2*	3.6	3.3*	3.4	3.2*	3.4	3.2
Buses have a direct route	3.4	3.3*	3.4	3.3	3.2	3.3	3.3	3.1	3.3	3.1*	3.1	3.0
Buses have good connections with reasonable wait times	3.3	3.2*	3.3	3.3	3.2	3.2	3.3	3.2	3.2	2.9*	3.1	2.9*
Frequency of scheduled service	3.2	3.1*	3.3	3.3	3.2	3.2	3.3	3.2	3.2	2.9*	3.1	3.0
Bus stops have enough amenities such as shelters, benches, information and trash cans	3.1	3.0*	3.2	3.1	3.1	3.0	2.9	2.8	3.3	3.2	2.8	2.8
OVERALL	3.5	3.5	3.6	3.6	3.4	3.4	3.6	3.4*	3.4	3.3	3.4	3.3

* - statistically significant difference at 95% level compared to the previous year

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.

Perceptions of Transit Service

Attributes (Mean Rating on a 1-5 scale)	Total		Prince George		Whistler		Chilliwack		Campbell River		Comox Valley	
	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22
	n=											
Bus drivers are courteous	4.0	4.0	3.9	3.9	4.3	4.3	3.8	3.9	4.3	4.2	4.1	4.0
Buses are clean and well-maintained	3.9	3.8*	3.9	3.8	4.4	4.2	3.7	3.7	4.1	4.0	3.9	3.9
Personal safety while riding local buses	3.8	3.7*	3.8	3.7	4.3	4.2	3.6	3.5	4.0	3.9	3.9	3.8
Buses not being overcrowded	3.8	3.7	4.1	4.1	3.6	3.6	3.9	3.7	4.2	4.1	4.1	4.0
Fare prices are reasonable	3.7	3.7	3.7	3.7	3.9	3.8	3.7	3.5	4.0	3.9	3.8	3.9
Buses run on time/on schedule	3.7	3.6*	3.8	3.8	3.7	3.5*	3.5	3.4	3.8	3.7	3.8	3.7
Availability and accuracy of schedule information	3.7	3.6*	3.7	3.7	3.8	3.7	3.6	3.3*	3.8	3.7	3.6	3.6
Bus fare payment options are convenient and easy to use	3.7	3.6*	3.6	3.5	3.6	3.8	3.7	3.5*	3.9	3.8	3.6	3.8
Bus stops are clean and well maintained	3.6	3.5*	3.5	3.3	4.0	3.9	3.4	3.3	3.9	3.6*	3.7	3.6
Trip duration, that is the time from when you boarded to the time you got off the bus	3.6	3.4*	3.5	3.3	3.9	3.8	3.5	3.3	3.9	3.6*	3.5	3.5
Personal safety while waiting for local buses	3.5	3.4*	3.3	3.2	4.2	4.0	3.3	3.2	3.7	3.4*	3.6	3.4
Buses have a direct route	3.4	3.3*	3.3	3.1	3.7	3.8	3.4	3.2	3.6	3.6	3.3	3.2
Buses have good connections with reasonable wait times	3.3	3.2*	3.3	3.2	3.6	3.4*	3.3	3.0*	3.4	3.3	3.1	3.2
Frequency of scheduled service	3.2	3.1*	3.3	3.2	3.5	3.2*	3.3	3.0*	3.3	3.2	3.1	3.1
Bus stops have enough amenities such as shelters, benches, information and trash cans	3.1	3.0*	2.9	2.8	3.6	3.6	3.0	2.8	3.3	3.2	3.0	2.8
OVERALL	3.5	3.5	3.5	3.4	3.8	3.6*	3.5	3.4	3.6	3.8	3.5	3.5

* - statistically significant difference at 95% level compared to the previous year

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.

Perceptions of Transit Service

Attributes (Mean Rating on a 1-5 scale)	Total		Cowichan Valley		Penticton		Vernon		Tier 3	
	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22
	n=		386	379	389	367	368	363	388	381
Bus drivers are courteous	4.0	4.0	4.1	4.1	4.2	4.2	4.2	4.0*	4.2	4.2
Buses are clean and well-maintained	3.9	3.8*	3.7	3.8	4.1	4.1	4.0	3.9	4.0	4.0
Personal safety while riding local buses	3.8	3.7*	3.7	3.8	4.0	4.0	3.9	3.7*	4.0	3.9
Buses not being overcrowded	3.8	3.7	4.0	4.0	4.2	4.3	4.1	4.0	4.0	4.1
Fare prices are reasonable	3.7	3.7	3.4	3.7*	3.9	3.9	3.9	3.8	3.8	3.9
Buses run on time/on schedule	3.7	3.6*	3.6	3.8	4.0	4.0	3.9	3.7*	3.9	3.8
Availability and accuracy of schedule information	3.7	3.6*	3.4	3.6	3.8	3.8	3.8	3.7	3.8	3.8
Bus fare payment options are convenient and easy to use	3.7	3.6*	3.4	3.6*	3.9	3.8	3.8	3.6	3.7	3.8
Bus stops are clean and well maintained	3.6	3.5*	3.3	3.5	3.8	3.8	3.7	3.6	3.6	3.4*
Trip duration, that is the time from when you boarded to the time you got off the bus	3.6	3.4*	3.1	3.3	3.9	3.8	3.7	3.5*	3.7	3.7
Personal safety while waiting for local buses	3.5	3.4*	3.3	3.3	3.8	3.6*	3.5	3.4	3.7	3.5
Buses have a direct route	3.4	3.3*	3.2	3.2	3.7	3.5	3.7	3.3*	3.5	3.5
Buses have good connections with reasonable wait times	3.3	3.2*	3.0	3.2	3.5	3.4	3.4	3.3	3.3	3.3
Frequency of scheduled service	3.2	3.1*	2.8	3.0	3.4	3.3	3.5	3.2*	3.2	3.1
Bus stops have enough amenities such as shelters, benches, information and trash cans	3.1	3.0*	2.6	2.8	3.5	3.3*	3.1	3.0	3.1	2.9*
OVERALL	3.5	3.5	3.2	3.5*	3.8	3.7	3.6	3.5	3.6	3.6

* - statistically significant difference at 95% level compared to the previous year

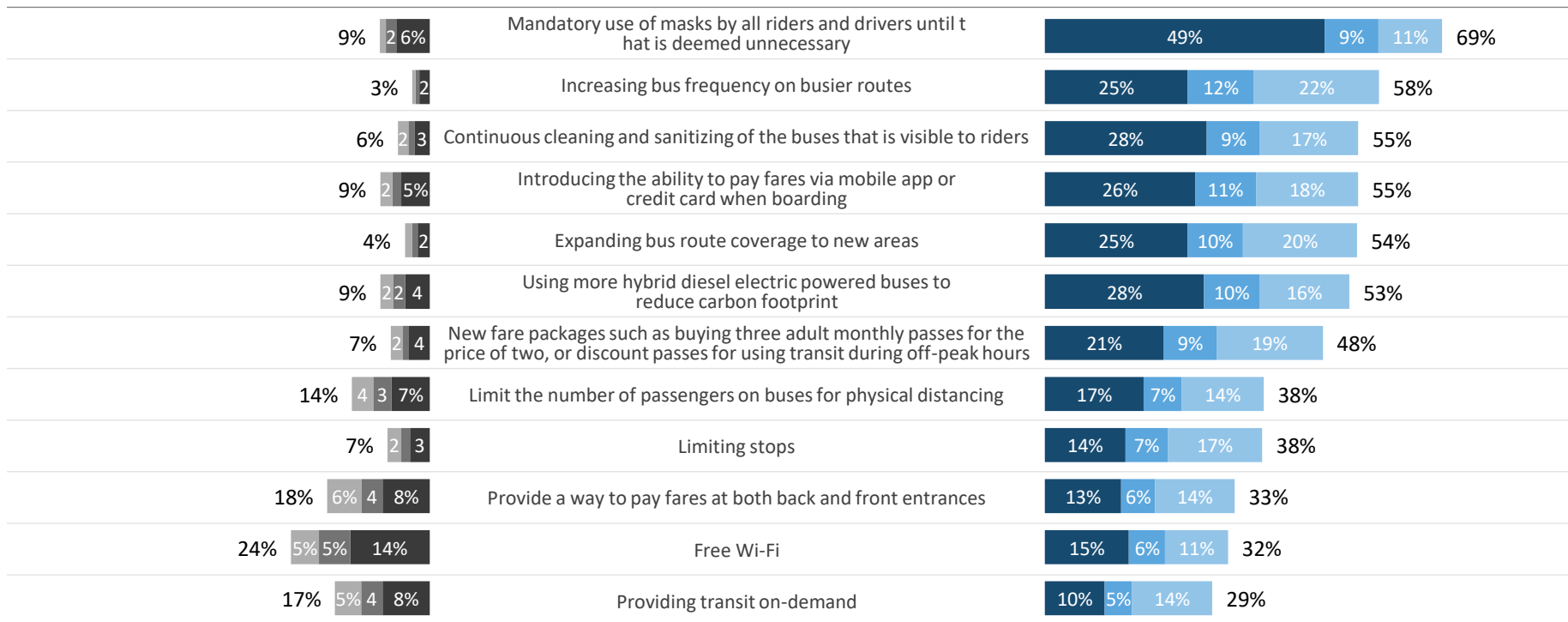
Perceptions of Transit Service



IMPROVEMENTS THAT ENCOURAGE MORE FREQUENT USE OF TRANSIT

Not Important

Important



2 ■ 1 ■ 0 – Not at all important ■

■ 10 – Extremely important ■ 9 ■ 8

Annual Base 2021/2022: Total=8,082

Q13ab. BC Transit is interested in understanding what key improvements they could make to encourage people to use transit more frequently. The following is a list of actions they are considering taking. Please rate how important each item would be in terms of encouraging you to take transit more often.

Key Findings: Transit Information Sources

















BC Transit's Information Online

- ❑ At a total BC level, half (50%) accessed BC Transit's information online, with Victoria (58%) residents using this information the most, while Whistler (34%) residents used it the least.
- ❑ One in five residents refer to Google (21%) when they need transit information, and another one in five will wait to check the information at the bus stop (20%). Residents of Whistler tend to rely a bit more on Google for information (26%) compared to other regions.

Transit Information Sources



TYPICAL SOURCES OF LOCAL TRANSIT SYSTEM INFORMATION

OVERALL TOTAL	Victoria	Central Fraser Valley	Kamloops	Kelowna	Nanaimo	Prince George	Whistler
	21/22	21/22	21/22	21/22	21/22	21/22	21/22
	<i>n</i> = 1,899	597	604	597	601	592	414
BC Transit website  50%	58%	47%	51%	46%	50%	47%	34%
Google  21%	23%	23%	19%	19%	20%	24%	26%
At the bus stop/On the bus  20%	24%	13%	17%	23%	16%	19%	9%
Newspaper  9%	8%	7%	7%	8%	10%	4%	9%
TransitApp  8%	12%	9%	7%	7%	9%	8%	7%
Facebook  7%	6%	10%	7%	3%	8%	6%	4%
Word of mouth  6%	3%	7%	6%	6%	4%	8%	9%
Radio  4%	5%	5%	2%	4%	5%	6%	2%
Online / Internet  3%	3%	3%	5%	3%	6%	3%	10%
Printed bus schedule  3%	2%	2%	3%	1%	3%	3%	1%
Through the city  2%	<1%	1%	1%	1%	2%	2%	2%
NextRide app  2%	5%	1%	2%	3%	3%	1%	1%
Twitter  2%	3%	5%	4%	1%	1%	1%	1%
Other third party transit app on smartphone  2%	3%	1%	1%	1%	2%	2%	3%
Telephone  2%	2%	<1%	1%	1%	1%	2%	2%
Television  1%	1%	1%	1%	2%	<1%	2%	<1%

Annual Base 2021/2022: Total=8,082

Q14A. Where do you typically get information about your local transit system? Select all that apply.

Transit Information Sources

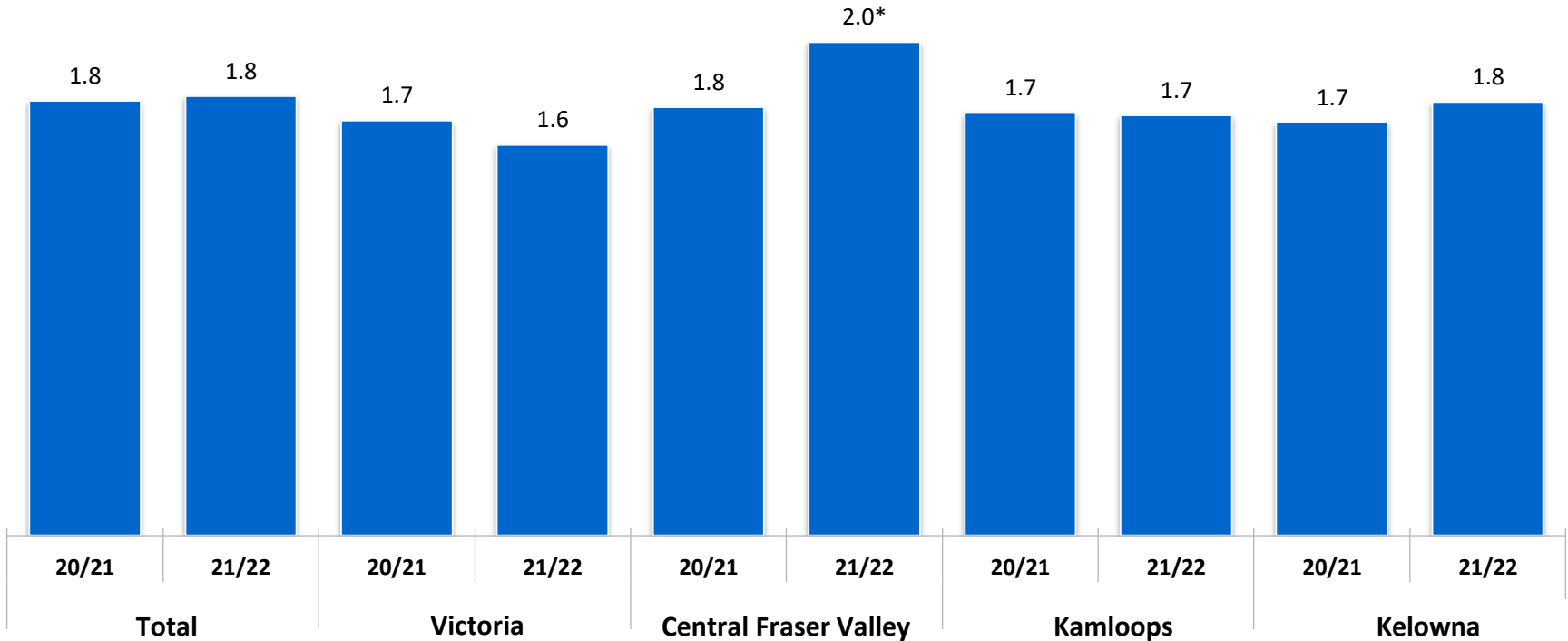
TYPICAL SOURCES OF LOCAL TRANSIT SYSTEM INFORMATION

OVERALL TOTAL	n=	Chilliwack Regional	Campbell River	Comox Valley	Cowichan Valley	Penticton	Vernon Regional	Tier 3 Communities
		21/22	21/22	21/22	21/22	21/22	21/22	21/22
BC Transit website	50%	47%	41%	47%	40%	46%	44%	49%
Google	21%	20%	21%	21%	20%	16%	18%	18%
At the bus stop/On the bus	20%	24%	15%	16%	18%	24%	15%	21%
Newspaper	9%	12%	10%	14%	18%	9%	9%	11%
TransitApp	8%	7%	3%	6%	5%	5%	7%	7%
Facebook	7%	7%	7%	5%	5%	4%	8%	10%
Word of mouth	6%	4%	6%	5%	4%	3%	9%	8%
Radio	4%	4%	6%	4%	7%	1%	2%	5%
Online / Internet	3%	3%	6%	3%	3%	5%	4%	2%
Printed bus schedule	3%	3%	3%	2%	1%	4%	2%	4%
Through the city	2%	3%	3%	3%	2%	5%	2%	7%
NextRide app	2%	1%	<1%	2%	<1%	<1%	2%	<1%
Twitter	2%	2%	3%	2%	<1%	1%	2%	1%
Other third party transit app on smartphone	2%	1%	2%	2%	1%	1%	1%	4%
Telephone	2%	1%	3%	1%	3%	2%	4%	2%
Television	1%	1%	<1%	<1%	<1%	<1%	<1%	<1%

Key Findings: Availability of Vehicles

- ***Average Number of Vehicles in Household***
 - Over the 2021/22 period, households in BC Transit's operating area have an average of 1.8 vehicles, which is consistent with the 2020/21 results.
 - Households in Central Fraser Valley and Tier 3 own or lease the highest average number of vehicles, with 2.0 each, while households in Victoria and Penticton own or lease the least average number of vehicles, with 1.6 each.

AVERAGE NUMBER OF VEHICLES IN HOUSEHOLD

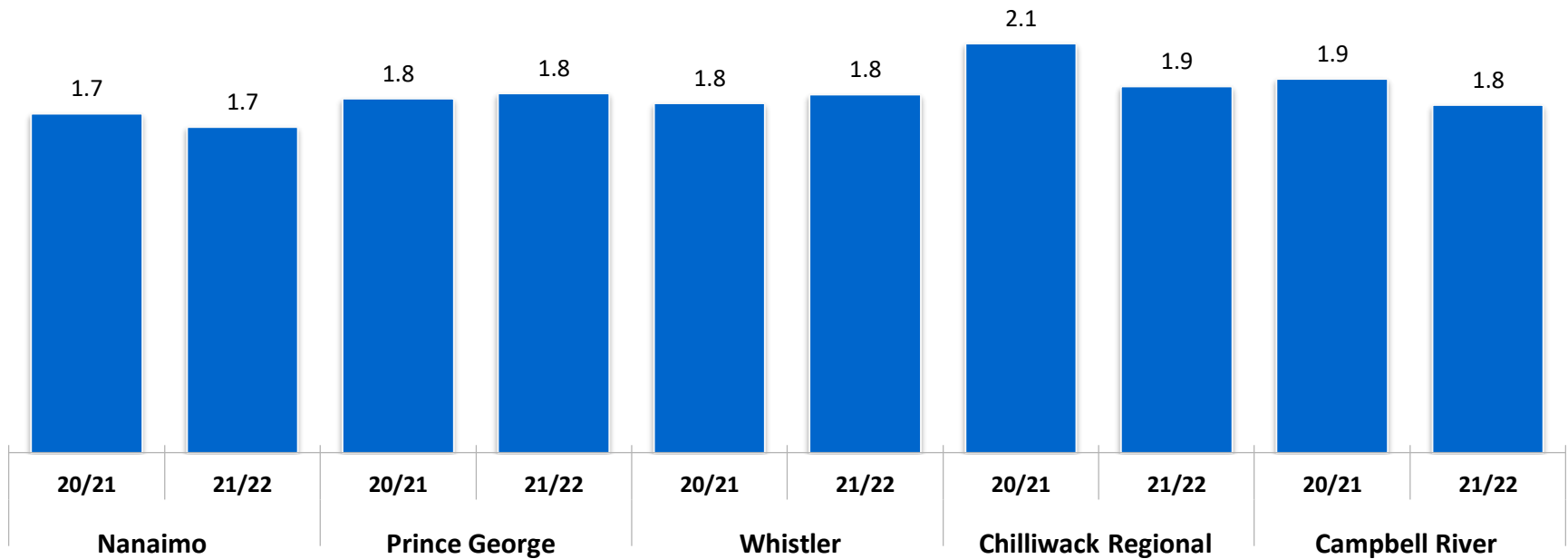


* - statistically significant difference at 95% level compared to the previous year

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

Annual Base 2021/2022: Total=8,082; Victoria=1,899; Central Fraser Valley=597; Kamloops=604; Kelowna=597.
 Annual Base 2020/2021: Total=6,424; Victoria=1,221; Central Fraser Valley=402; Kamloops=400; Kelowna=404.

AVERAGE NUMBER OF VEHICLES IN HOUSEHOLD



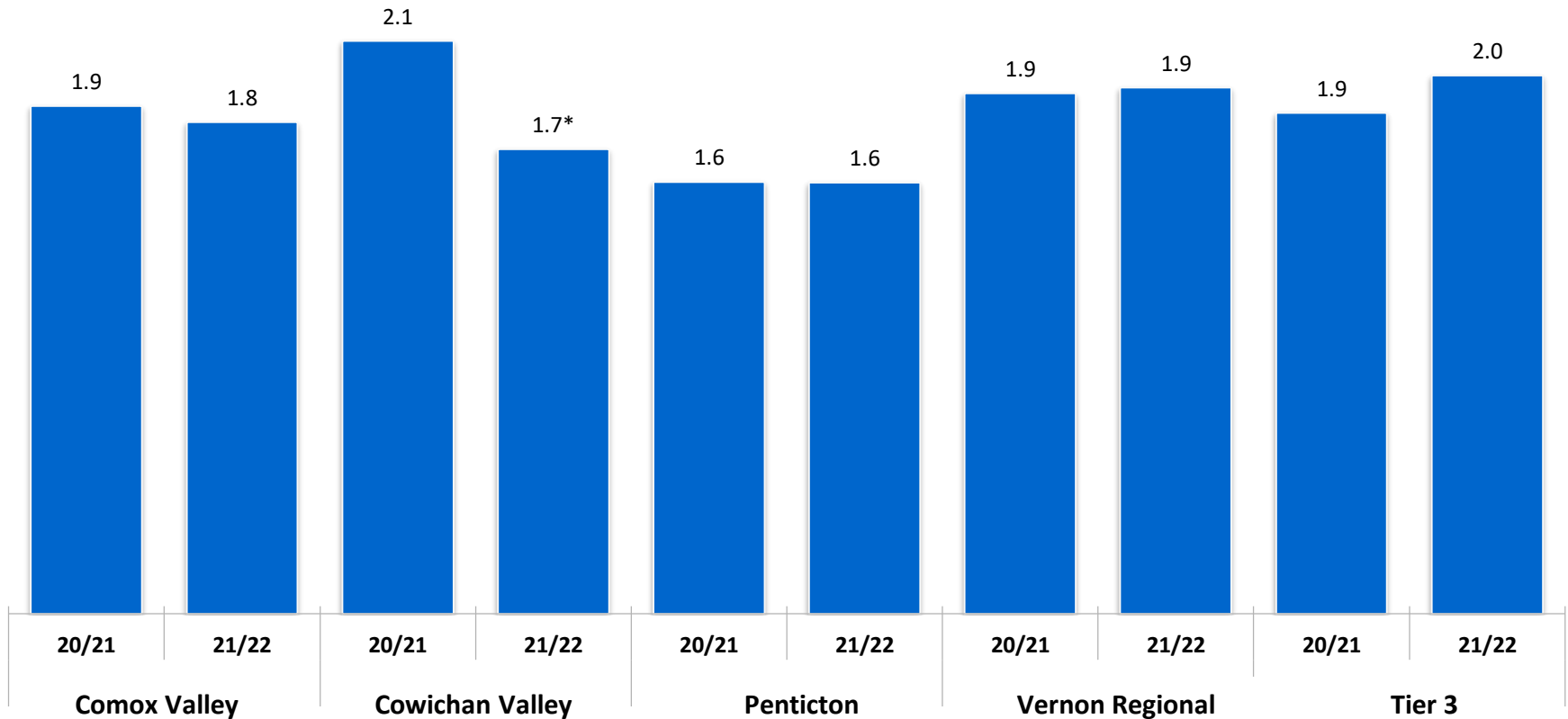
* - statistically significant difference at 95% level compared to the previous year

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

Annual Base 2021/2022: Total=8,082; Nanaimo=601; Prince George=592; Whistler=414; Chilliwack=399; Campbell River=380.
 Annual Base 2020/2021: Total=6,424; Nanaimo=407; Prince George=395; Whistler=383; Chilliwack=402; Campbell River=400.

Availability and Use of Vehicles

AVERAGE NUMBER OF VEHICLES IN HOUSEHOLD



* - statistically significant difference at 95% level compared to the previous year

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

Annual Base 2021/2022: Total=8,082; Comox Valley=410; Cowichan Valley=398; Penticton=397; Vernon=393; Tier 3=401.
 Annual Base 2020/2021: Total=6,424; Comox Valley=403; Cowichan Valley=405; Penticton=401; Vernon=401; Tier 3=400.

Demographic Profile

Overall BC Transit Ridership Profile

- ❑ For the BC Transit service areas overall, 54% of residents are women.
- ❑ Province-wide, half (50%) classify their household income at \$65,000+ and three in ten (33%) indicate their household income fits in the range of \$25,000 to <\$65,000.
- ❑ Province-wide, only two in ten (18%) have children under the age of 12, and among them the average of children per household is 1.7.

Demographics

	Total	
	20/21	21/22
<i>n</i> =	6,424	8,082
MUNICIPALITY OF RESIDENCE		
Victoria	24%	24%
Central Fraser Valley	11%	11%
Kamloops	5%	6%
Kelowna	10%	11%
Nanaimo	8%	8%
Prince George	5%	5%
Whistler	1%	1%
Chilliwack	5%	5%
Campbell River	2%	2%
Comox Valley	3%	3%
Cowichan Valley	0%	0%
Penticton	3%	3%
Vernon	4%	4%
Tier 3 Communities	18%	18%

Demographics

	Total		Victoria		Central Fraser Valley		Kamloops		Kelowna		Nanaimo	
	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22
<i>n</i> =	6,424	8,082	1,221	1,899	402	597	400	604	404	597	407	601
HOUSEHOLD INCOME												
Less than \$25,000	11%	12%	9%	10%	11%	11%	9%	11%	12%	14%	13%	12%
\$25,000 - <\$45,000	17%	16%	16%	13%	20%	20%	15%	14%	16%	10%	21%	19%
\$45,000 - <\$65,000	20%	17%*	17%	18%	22%	13%*	14%	15%	17%	17%	22%	19%
\$65,000+	46%	50%	52%	51%	43%	51%	56%	56%	49%	53%	39%	46%
Ref./DK	5%	6%	6%	7%	3%	5%	6%	3%	6%	6%	5%	4%
GENDER												
Male	47%	46%	47%	47%	49%	48%	47%	46%	47%	46%	47%	44%
Female	52%	54%	52%	53%	51%	52%	53%	53%	53%	53%	53%	56%
AGE												
Under 25	12%	9%*	13%	12%	15%*	11%	11%	10%	12%	10%	12%	6%
25-34	13%	12%	13%	13%	17%	14%	13%	14%	12%	18%*	9%	9%
35-54	28%	29%	28%	28%	30%	36%	31%	30%	28%	22%	25%	28%
55-64	21%	23%	21%	22%	17%	17%	22%	23%	22%	24%	23%	23%
65+	25%	26%	24%	24%	20%	21%	22%	23%	25%	25%	30%	34%

* - statistically significant difference at 95% level compared to the previous year

Demographics

	Total		Prince George		Whistler		Chilliwack		Campbell River		Comox Valley	
	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22
<i>n</i> =	6,424	8,082	395	592	383	414	402	399	400	380	403	410
HOUSEHOLD INCOME												
Less than \$25,000	11%	12%	12%	12%	7%	6%	9%	9%	10%	8%	8%	10%
\$25,000 - <\$45,000	17%	16%	15%	15%	9%	12%	14%	19%	14%	19%	16%	14%
\$45,000 - <\$65,000	20%	17%*	30%	18%*	13%	12%	22%	15%	15%	16%	21%	17%
\$65,000+	46%	50%	40%	50%*	61%	61%	50%	50%	49%	50%	47%	50%
Ref./DK	5%	6%	4%	5%	10%	9%	6%	6%	12%	7%	9%	9%
GENDER												
Male	47%	46%	47%	49%	55%	52%	46%	43%	45%	43%	45%	40%
Female	52%	54%	52%	51%	45%	48%	54%	57%	55%	56%	55%	59%
AGE												
Under 25	12%	9%*	13%	10%	14%	13%	11%	6%	5%	4%	10%	7%
25-34	13%	12%	17%	14%	25%	23%	19%	13%*	13%	9%	3%	8%*
35-54	28%	29%	31%	36%	35%	45%	24%	28%	27%	30%	35%	25%
55-64	21%	23%	22%	21%	12%	9%	22%	27%	26%	26%	20%	25%
65+	25%	26%	18%	18%	8%	5%	23%	27%	28%	30%	30%	35%

* - statistically significant difference at 95% level compared to the previous year

Demographics

	Total		Cowichan Valley		Penticton		Vernon		Tier 3	
	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22
<i>n=</i>	6,424	8,082	405	398	401	397	401	393	400	401
HOUSEHOLD INCOME										
Less than \$25,000	11%	12%	16%	17%	12%	13%	19%	15%	13%	15%
\$25,000 - <\$45,000	17%	16%	15%	19%	20%	21%	16%	20%	20%	15%
\$45,000 - <\$65,000	20%	17%*	22%	20%	24%	17%*	23%	19%	20%	19%
\$65,000+	46%	50%	38%	37%	40%	44%	36%	40%	41%	47%
Ref./DK	5%	6%	9%	7%	4%	5%	5%	7%	6%	4%
GENDER										
Male	47%	46%	39%	39%	47%	44%	44%	45%	48%	45%
Female	52%	54%	61%	61%	53%	56%	56%	55%	52%	55%
AGE										
Under 25	12%	9%*	6%	3%	8%	3%*	8%	3%*	13%	7%*
25-34	13%	12%	7%	8%	9%	7%	10%	10%	13%	10%
35-54	28%	29%	20%	23%	24%	28%	30%	28%	26%	28%
55-64	21%	23%	18%	21%	25%	25%	21%	26%	22%	26%
65+	25%	26%	33%	42%	34%	37%	29%	32%	25%	29%

* - statistically significant difference at 95% level compared to the previous year

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SCREENER

Single Mention Question

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

- 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

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

D6/QSEX

PHONE: Record gender (Do not ask)

WEB: Please indicate your gender.

Label	Value	Notes
Male	1	
Female	2	
Other	95	THIS OPTION IS ONLY FOR THE WEB VERSION
Prefer not to answer	99	THIS OPTION IS ONLY FOR THE WEB VERSION

Single Mention Question

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



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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 - soft
18-24	2	min 34/mq - soft
25-34	3	
35-44	4	
Or Older – Are you...		
45-54	5	
55-64	6	
65-74	7	min 34/mq - soft
75 and older	8	min 34/mq - soft
Refused	99	PHONE Version
Prefer not to answer	99	WEB Version

Single Mention Question

[BASE: ASK 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	

Appendix - Questionnaire

Peninsula		
Central Saanich	5	
North Saanich	6	
Sidney	7	
West Shore		
View Royal	8	
Colwood	9	
Langford	10	
Highlands	11	
Metchosin	12	
Sooke	13	
Other (including Juan de Fuca EA)	14	
Tier 1 and 2		
Central Fraser Valley (Abbotsford/ Mission)	20	
Kamloops	21	
Kelowna	22	
Nanaimo	23	
Prince George	24	
Whistler/Sea-to-Sky	25	
Chilliwack/ Rosedale	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 (Gibsons/ 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	
Port Edward/ Prince Rupert	41	
Squamish/ Pemberton	42	
Quesnel/ Williams Lake	43	

Single Mention Question

[BASE: ASK ALL]
[SINGLE MENTION]
[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: ASK 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	GO TO Q4
No	2	GO TO Q3a
Don't know	99	PHONE - GO TO Q11
Prefer not to answer	99	WEB - GO TO Q11

Multiple Mentions Question

[BASE: IF Q3=2]
[MULTIPLE MENTIONS]
[LIST ORDER: In order]

Q3a

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

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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 my own car more	2	GO TO Q11
Moved -- no bus service where I need to go	3	GO TO Q11
Changed job/ school -- no bus service where I need to go	4	GO TO Q11
Due to COVID-19 pandemic/ physical distancing	5	GO TO Q11
Working at home	6	GO TO Q11
Not working/laid off	7	GO TO Q11
Don't feel safe on public transit	8	GO TO Q11
School/ college/ university classes now online	9	GO TO Q11
Bus frequency does not meet my needs	10	GO TO Q11
Bus takes too long to get to where I need to go	11	GO TO Q11
Riding my bike more often	12	GO TO Q11
Use taxi more often	13	GO TO Q11
Use ride sharing (e.g. Uber, Lyft, etc.) more often	14	GO TO Q11
Never use transit/not at all interested in using transit [ANCHOR, EXCLUSIVE]	15	GO TO Q11
Other -- please specify _____ [ANCHOR]	95	GO TO Q11
Don't know/Refused [ANCHOR, EXCLUSIVE]	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	3	GO TO Q5a
One to three months ago, or	4	GO TO Q5a
Was it more than three months ago	5	GO TO Q5a



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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
None	000	
Don't know/Refused	99	

Single Mention Question

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

Q5a

What was the main purpose of your trip, the last time you used the local public bus system?

RESPONDENT/INTERVIEWER INSTRUCTION: **PHONE:** DO NOT READ.
WEB: Please select one response

Label	Value	Notes
Going to or from work	1	
Going to or from school	2	
Going to or from shopping	3	
Conducting personal business (such as going to the doctor or bank, etc.)	4	
Entertainment or social reasons (such as visiting friends or relatives)	5	
Other	95	
Don't know/Refused	99	

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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 <i>less</i> often	1	GO TO Q6b
Somewhat <i>less</i> often	2	GO TO Q6b
About the same	3	GO TO Q6bbb
Somewhat <i>more</i> often	4	GO TO Q6c
Much <i>more</i> often	5	GO TO Q6c
Don't know/Refused	99	PHONE - GO TO Q6bbb
Prefer not to answer	99	WEB - GO TO Q6bbb

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	



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Carpool or share a ride as passenger	3	
Taxi	4	
Bicycle	5	
Motorcycle/moped/scooter	6	
Walking/rollerblading/skateboarding/jogging	7	
Ride share (e.g. Uber, Lyft, etc.)	8	
Other	95	
Don't know/Refused	99	

Single Mention Grid Question

[BASE Q6a=1, 2, 3 or 99]
[Select an item MENTION GRID]
[LIST ORDER: In order]
[STATEMENT LIST ORDER: Randomize]

Q6bbb

How likely are each of the following possible reasons to you for **NOT** using public transportation for travelling within your community? Please rate on a scale of 1 to 5 where 1 is Very Unlikely and 5 is Very Likely.

RESPONDENT INSTRUCTION: *Please select one response per each row.*

RANDOMIZE	List	Very Unlikely	Somewhat Unlikely	Neither Likely nor Unlikely	Somewhat Likely	Very Likely	Prefer not to answer
Statements	Value	1	2	3	4	5	99
Prefer to use personal vehicle	a	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prefer ride-sharing (Uber, Lyft, etc.)	b	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prefer to cycle or walk	c	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fear of contracting COVID-19 on public transit	d	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have lost my reason or have no reason to travel	e	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Negative perception of public transportation	f	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Concern for personal health and safety	g	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Bus frequency does not meet my needs	h	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Takes too long to get where I need to go	i	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prefer using a taxi	j	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Pure Open-End Question

[BASE: Q6a=1, 2, 3 or 99]

[OPEN-END SIMPLE MENTION]

[PROGRAMMER NOTES:]

Q6bbc

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

RESPONDENT/INTERVIEWER INSTRUCTION: *Please provide as much details as possible*

Label	Value	Notes
None	000	GO TO Q11
Don't know/Refused	99	GO TO Q11

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	



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Carpool or share a ride as passenger	3	
Taxi	4	
Bicycle	5	
Motorcycle/moped/scooter	6	
Walking/rollerblading/skateboarding/jogging	7	
Ride share (e.g. Uber, Lyft, etc.)	8	
Other	95	
Don't know/Refused	99	

Multiple Mentions Question

[BASE: IF Q6a = 4 OR 5]

[MULTIPLE MENTIONS]

[LIST ORDER: In order]

Q6d

Why are you using local transit more often?

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

Label – RANDOMIZE	Value	Notes
Convenient for me/ close to bus routes	1	
Inexpensive compared to other transportation modes	2	
Better for the environment/ less impact on climate change	3	
Helps reduce traffic in my community	4	
Important to continue supporting public transit and help fund it	5	
Other – please specify _____	95	ANCHOR
Don't know/Refused	99	ANCHOR, EXCLUSIVE

Single Mention Question

[BASE: ALL]

[SINGLE MENTION]

[LIST ORDER: In order]

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Q11

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

If you haven't taken public transit in the past year, that's fine--we just want your impression based on what you may have seen or heard.

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	
Somewhat improved	4	
Much improved	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



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								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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<input type="radio"/>

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	

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	4	
Excellent	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: Randomized]

Q13ab

BC Transit is interested in understanding what key improvements they could make to encourage people to use transit more frequently. The following is a list of actions they are considering taking. On a scale of 1 to 10 where 1 is not at all important and 10 is extremely important, please rate how important each item would be in terms of encouraging you to take transit more often.

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.
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Label	Value
a. Continuous cleaning and sanitizing of the buses that is visible to riders	1 2 3 4 5 6 7 8 9 10 Not at all important Extremely important
b. Mandatory use of masks by all riders and drivers until that is deemed unnecessary	"
c. Limit the number of passengers on buses for physical distancing	"
d. Expanding bus route coverage to new areas	"
e. Increasing bus frequency on busier routes	"
f. Providing transit on-demand (request transit pickup via app or phone)	"
g. Limiting stops (or introducing more express routes)	"
h. Provide a way to pay fares at both back and front entrances	"
i. Introducing the ability to pay fares via mobile app or credit card when boarding	"



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j. Using more hybrid diesel electric powered buses to reduce carbon footprint	"
k. Free WiFi	"
l. New fare packages such as buying three adult monthly passes for the price of two, or discount passes for using transit during off-peak hours	"

Multiple Mention Question

[BASE ALL]

[MULTIPLE MENTIONS]

[LIST ORDER: In order]

Q14a

Where do you typically get information about your local transit system? Select all that apply.

RESPONDENT INSTRUCTION:	<i>Please select all that apply.</i>
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Label	Value	Notes
Facebook	1	
Twitter	2	
BC Transit website (bctransit.com)	3	
At the bus stop	4	
Radio	5	
NextRide app	6	
Transit App	7	
Other third party transit app on smartphone	8	
Google	9	
Newspaper	10	
Other (please specify)	95	ANCHOR

Single Mention Question

[BASE: ASK ALL]

[SINGLE MENTION]

[LIST ORDER: In order]

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X1

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

RESPONDENT/INTERVIEWER INSTRUCTION: **PHONE:** DO NOT READ LIST. SINGLE RESPONSE.
WEB: Please select one response.

Label	Value	Notes
Yes	1	
No	2	

Numeric Question

[BASE: ASK IF X1=1]
[NUMERIC RANGE [MIN 1 MAX 50]]
[DECIMALS: 0]

X2

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

RESPONDENT/INTERVIEWER INSTRUCTION: *Please provide the number below.*

Label	Value	Notes
	000	
Don't know/Refused	99	

Single Mention Question

[BASE: ASK IF X1=1]
[SINGLE MENTION]
[LIST ORDER: In order]

X3

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

RESPONDENT/INTERVIEWER INSTRUCTION: **PHONE:** DO NOT READ LIST. SINGLE RESPONSE.
WEB: Please select one response.



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Label	Value	Notes
3+ days a week	1	
1-2 days a week	2	
A few times a month	3	
A few times a year	4	
They do not use transit	5	
Don't know/Refused	99	

DEMOGRAPHICS

And just a few questions for classification purposes only.

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	
<i>(DO NOT READ)</i> Don't know/Refused	99	

Single Mention Question

[BASE: ALL]
[SINGLE MENTION]
[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
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Under \$45,000 – Would that be...		
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	
\$45,000 or more – Would that be...		
\$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 – FOR THE PHONE VERSION ONLY

D7 [STANDARD LEGER PANEL RECRUIT QUESTION]

The quality of our surveys is a priority for Léger. Would you be willing to answer a short three-question survey on the internet in order for Léger's management to assess the quality of the interview we have just conducted?

RESPONDENT/INTERVIEWER INSTRUCTION: Please select one response.

Label	Value	Notes
YES – Can you provide us with your email address so that we can send you a link to our internet survey?	1	Record email address
No	2	
Don't know/Refused	99	

PHONE: Those are all my questions. Thank you very much for taking the time to participate in our survey.

WEB: Thank you for participating in this survey! Have a great day!