

Report

**Customer
Satisfaction Tracking
Research
Annual Report
2022-2023**



DATE 2024-03-21 PROJECT NUMBER 41074-019

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 bi-monthly, 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 2022/23, six in ten (61%) residents in BC Transit service areas are aware that BC Transit operates their local transit service, identical to 2021/22. As usual, Victoria continues to have the highest awareness level amongst all communities at 76%. Awareness of BC Transit responsibility for transit has significantly increased in Kelowna (68%) and Campbell River (58%) compared to last year (60% and 46% respectively in 2021/22).

As the COVID-19 pandemic is no longer top-of-mind, past year ridership overall increased significantly in 2022/23 compared to the previous year.

- ❑ Across the entire BC Transit system, one-third of residents (34%) have taken public transit in the past year (a significant increase of 5 points from 2021/22), with 17% of these riders using transit in the past 24 hours, 23% in the past seven days, 18% in the past month and 41% using transit more than a month ago. An average of 0.7 one-way public transit trips were taken in the past seven days, up slightly from 0.6 in 2021/22.
- ❑ Whistler continues to have the highest proportion of riders amongst all regions, with nearly six in ten (58%) residents using transit in the past year, up 6-points from 2021/22, 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 51% and riders average 1.2 one-way trips taken in the past 7 days.
- ❑ Past year transit usage jumped significantly in Nanaimo (39%, up from 25% in 2021/22), Prince George (29%, up from 19%), and Chilliwack (31%, up from 21%).
- ❑ Rider frequency is directionally up, with 19% of riders stating they use it more often (compared to 17% in 2021/22), while one-quarter (26%) use it less often, much lower than last year's proportion (41%). More than half (55%) say their usage is "about the same," a significant increase from 2021/22 (42%).

Executive Summary

One-half of riders province-wide are satisfied with the transit system overall and two-thirds note the system has stayed the same compared to a year ago.

- ❑ One-half (50%) of BC Transit users give the 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 3.4 out of 5, similar to last year’s results (52% and 3.5 out of 5).
- ❑ Ratings remain most positive in terms of courteous drivers (71% rate it 4 or 5 out of 5, average rating 3.9), clean/well-maintained buses (67%, average rating 3.8) and personal safety while riding the bus and bus not being overcrowded (both 59%, and average rating 3.6 and 3.7 respectively). The areas which could improve are bus stops having enough amenities (34%, average of 3.0 out of 5), frequency of scheduled service (38%, average of 3.1) and buses having good connections with reasonable wait times (40%, 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 (identical to 2021/22) while two in ten (20%) say it has improved, down from 23% last year.

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

- ❑ The respective proportions for the top three reasons to use transit are nearly equal: go to/from shopping (23%), conducting personal business (22%) such as going to the doctor, bank, etc., and going to/from work (21%).
- ❑ While Whistler and Kelowna riders tend more to use transit for going to/from work (35% and 33% respectively), residents of Chilliwack, Tier 3 and Nanaimo mostly use transit to go shopping (32%, 31%, 29% respectively).

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

- ❑ Province-wide, of passengers who are using public transit system more often, almost 6 in 10 (56%) are doing so because of convenience/proximity to bus routes, and 47% prefer using transit because of how inexpensive it is when compared to other transportation modes.

Executive Summary

Preferring to use a personal vehicle, bus frequency not meeting their needs and the time it takes to get to their destination are the top reasons for NOT using public transit.

- ❑ Of riders who are using transit less often or about the same, 58% prefer using their own vehicles when travelling within their community, 52% state the bus frequency doesn't meet their needs, and 51% feel it takes too long to reach their destination.

Again, fear of contracting COVID-19 has dropped dramatically with only 1 in 5 selecting it as a reason not to use public transit, half the proportion from 2021/22. The mandatory use of masks has also dropped by half as a motivator to use public transit more frequently.

- ❑ One-third (34%) of residents in BC Transit's service areas state that mandatory use of masks would encourage them to increase their transit usage, dropping by half from last year (69% in 2021/22), and visible and continuous cleaning and sanitizing (45%) has also significantly decreased in importance compared to 2021/22 (55%).

The top two motivators to use public transit more frequently are increasing bus frequency on busy routes and expanding the bus route to new areas.

- ❑ While the proportions are similar to 2021/22, increasing bus frequency (57%) jumped to the number one position (was number two last year) while expanding bus routes to new areas (54%) rises to the second position from number five last year.

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 waited to see the information at their bus stop.

The majority of parents/caregivers whose children use transit believe the Free Transit for Children Program is important to their communities.

- ❑ Parents/caregivers feel their children aged 12 years and under have used transit significantly more in the past year (39%); one-quarter (23%) state that the Free Transit for Children Program has increased their family's transit usage.

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	2022/23 completions
Victoria	300	N/A	1,784
Central Fraser Valley	100	N/A	598
Kamloops	100	N/A	598
Kelowna	100	N/A	599
Nanaimo	100	N/A	599
Prince George	100	N/A	596
Whistler	N/A	100	411
Campbell River	N/A	100	414
Chilliwack	N/A	100	406
Comox Valley	N/A	100	407
Cowichan Valley	N/A	100	407
Penticton	N/A	100	407
Vernon	N/A	100	406
Tier 3 Communities	N/A	100	407
Total	800	800	8,039

- 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	8,039	+/-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%



DETAILED RESULTS

Key Findings: Local Transit System Awareness

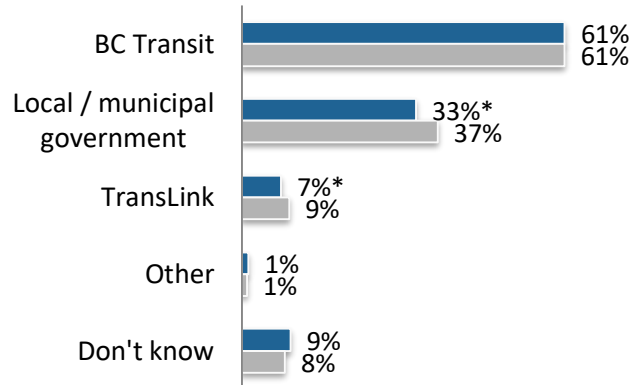
- ❑ Province-wide in 2022/23, just over six in ten (61%) residents in BC Transit's operating regions are aware that BC Transit is responsible for their local transit system, identical to 2021/22. One-third (33%) believe that the local government is responsible, 7% think it's TransLink, and the remainder (9%) do not know who operates it.
- ❑ As usual, Greater Victoria has the highest level of BC Transit awareness, with three-quarters (76%) aware that BC Transit is responsible for the local transit system, well above all other regions.
- ❑ Nearly seven in ten (68%) Kamloops residents are aware that BC Transit is responsible for their local transit system, significantly more than 2021/22 (60%).
- ❑ Campbell River residents are also significantly more aware that BC Transit is responsible for their local transit system than last year, with 58% aware vs. 46% in 2021/22.
- ❑ Nearly six in ten residents of Prince George, Vernon and Nanaimo are aware that BC Transit is responsible for their local transit system (63%, 63%, and 62% respectively).
- ❑ The proportion of residents who believe their transit system is operated by the local/municipal government is highest in the Tier 3 Communities, Whistler and Nanaimo (43%, 43% and 40% respectively), while Whistler (16%), Cowichan Valley (16%), Central Fraser Valley (14%) and Comox Valley (14%) have the highest proportions who say they don't know.

Local Transit System Awareness

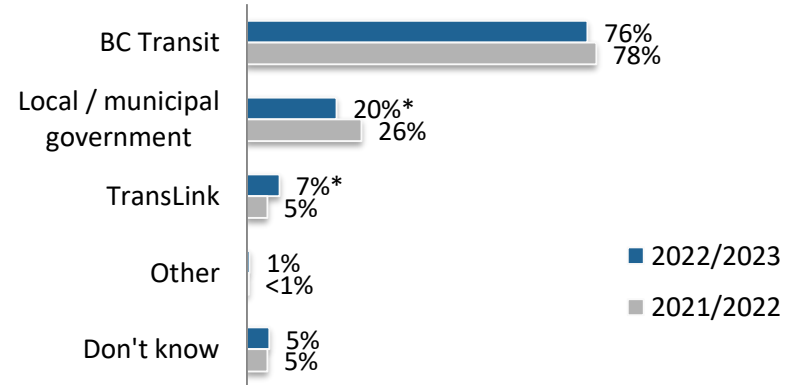
Responsibility for Local Transit System

(Multiple Responses Allowed)

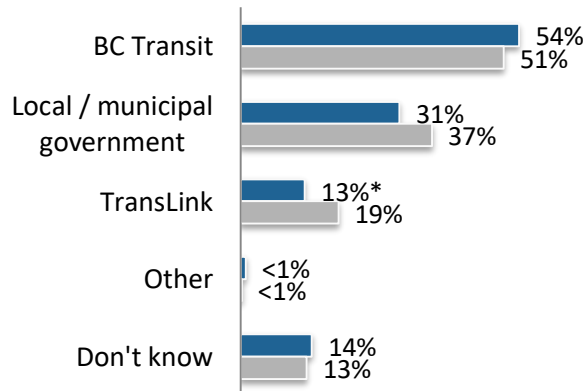
Total



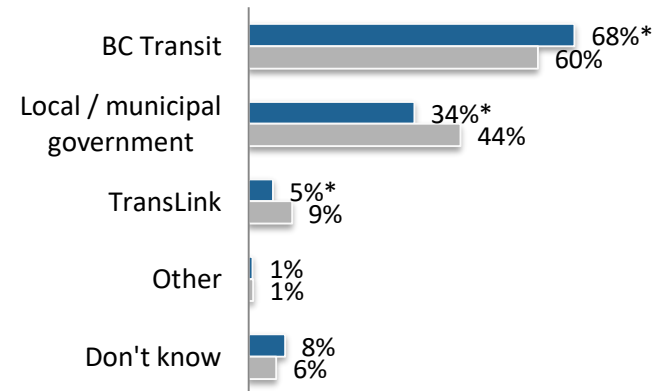
Victoria



Central Fraser Valley



Kamloops



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

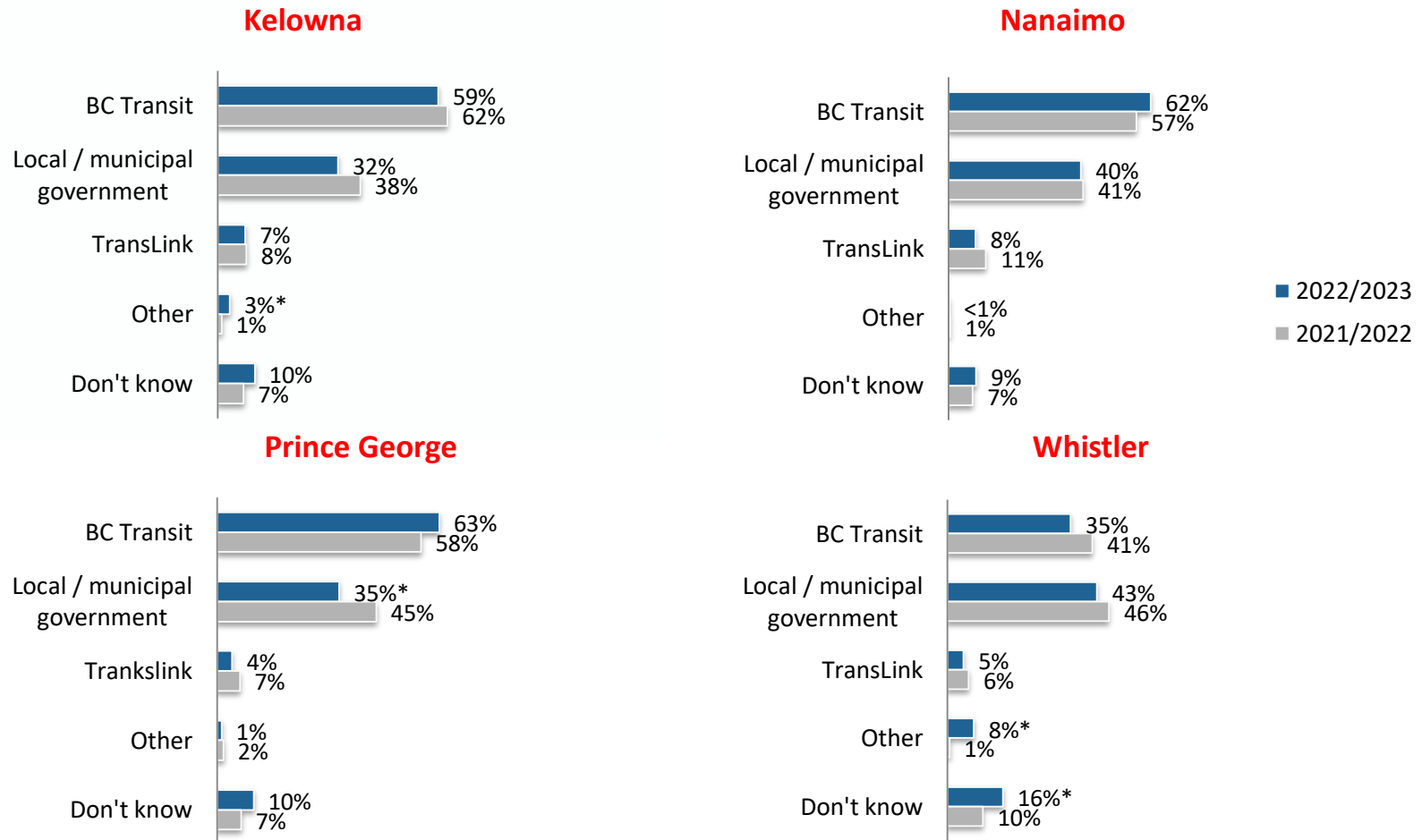
Annual Base 2022/2023: Total=8,039; Victoria=1,784; Central Fraser Valley=598; Kamloops=598.
Annual Base 2021/2022: Total=8,082; Victoria=1,899; Central Fraser Valley=597; Kamloops=604.

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

Local Transit System Awareness

Responsibility for Local Transit System

(Multiple Responses Allowed)



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

Annual Base 2022/2023: Total=8,039; Kelowna=599; Nanaimo=599; Prince George=596; Whistler=411.
 Annual Base 2021/2022: Total=8,082; Kelowna=597; Nanaimo=601; Prince George=592; Whistler=414.

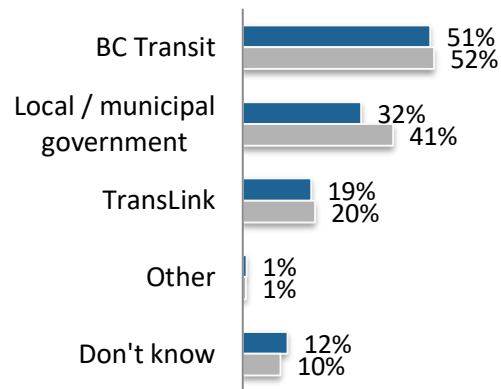
* - statistically significant difference at 95% level compared to the previous year

Local Transit System Awareness

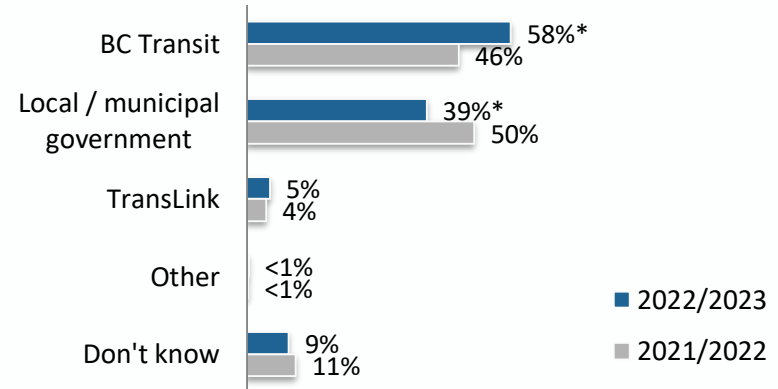
Responsibility for Local Transit System

(Multiple Responses Allowed)

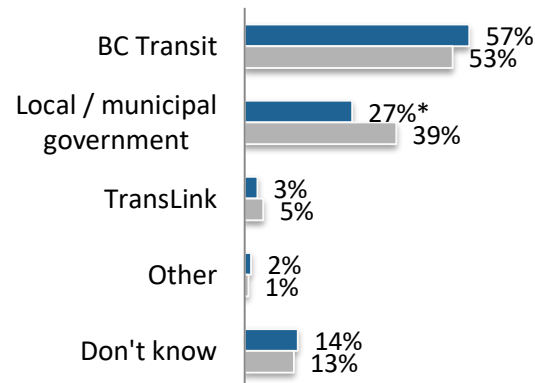
Chilliwack Regional



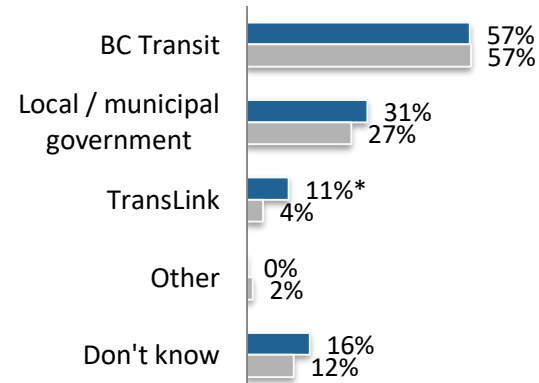
Campbell River



Comox Valley



Cowichan Valley



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

Annual Base 2022/2023: Total=8,039; Chilliwack=406; Campbell River=414; Comox Valley=407; Cowichan Valley=407.
 Annual Base 2021/2022: Total=8,082; Chilliwack=399; Campbell River=380; Comox Valley=410; Cowichan Valley=398.

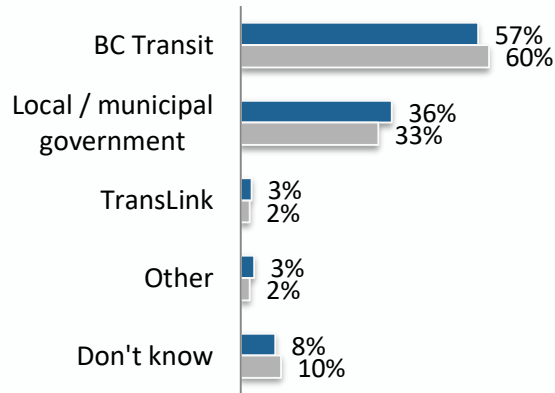
* - statistically significant difference at 95% level compared to the previous year

Local Transit System Awareness

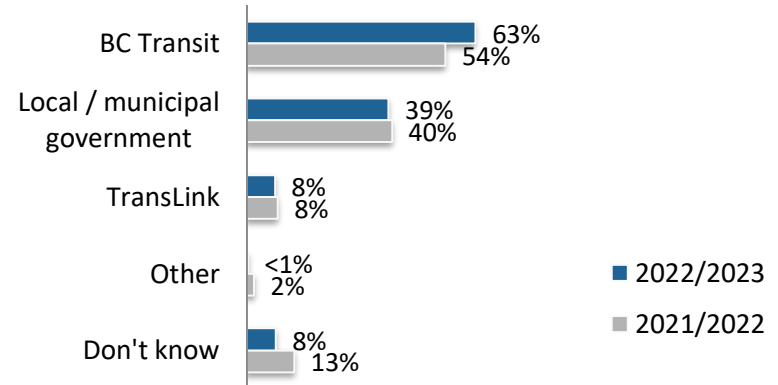
Responsibility for Local Transit System

(Multiple Responses Allowed)

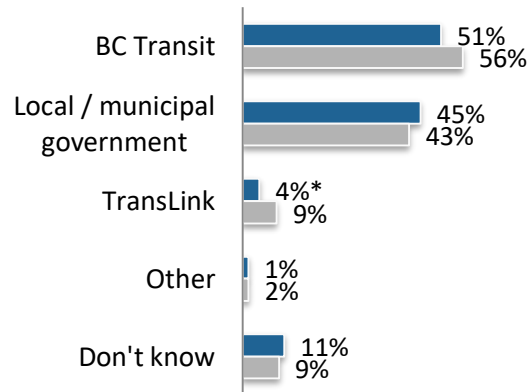
Penticton



Vernon Regional



Tier 3 Communities



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

Annual Base 2022/2023: Total=8,039; Penticton=407; Vernon=406; Tier 3=407.
Annual Base 2021/2022: Total=8,082; Penticton=397; Vernon=393; Tier 3=401.

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

Key Findings: Transit Usage

- ❑ Now that COVID-19 is not top-of-mind as a major concern, public transit usage has increased province-wide. One-third (34%) of residents in BC Transit’s operating areas have used their local public bus system in the past year, a significant jump from 29% in 2021/22. Of past year riders, around two in ten each used transit in the past 24 hours (17%), in the past 7 days (23%), and in the past month (18%). Four in ten riders (41%) this year used transit more than a month ago, similar to 2021/22 (42%).
 - Past year transit usage jumped significantly in Nanaimo (39%, up from 25% in 2021/22), Prince George (29%, up from 19%), and Chilliwack (31%, up from 21%).
 - The average number of one-way trips in the past seven days increased slightly compared to last year (0.7 in 2022/23 vs. 0.6 in 2021/22). The largest rider group are occasional riders (not used transit in the past week) at 20% of the overall population, followed by light users (1-3 one-way trips in past week) at 6%, medium users (4-9 one-way trips in past week) at 5%, and heavy users (10+ one-way trips in past week) at 2% of the overall population.
- ❑ Province-wide, riders use transit primarily to go to/from shopping, conducting personal business (going to the doctor, bank, etc.), and work (23%, 22% and 21% respectively).
 - Primary usage of transit varies by region, with Whistler riders using it more for work (35%) and entertainment (30%). Kelowna, Central Fraser Valley and Campbell River passengers also use it mostly for work (33%, 30% and 30%). Penticton riders use transit primarily for entertainment (35%), while those in Chilliwack use transit for shopping (32%), conducting personal business (30%) and entertainment (26%, significantly more than the previous year 2021/22 9%).
- ❑ The main reasons for not using public transit include using other type of transportation (64%), not needing to use the bus (36%), bus frequency not meeting their needs (15%) and taking too long to arrive at their destination (13%).
- ❑ 19% of BC Transit customers used transit ‘more often’ compared to a year ago, while one-quarter (26%) use it less often, much lower than the 2021/22 results (41%). More than half (55%) say their usage is “about the same” (a significant increase compared to 2021/22 (42%)).
- ❑ Residents’ main reasons for using local bus system less often include preferring to use a personal vehicle (58%), bus frequency not meeting their needs (52%), takes too long to arrive at destination (51%) and prefers to walk/cycle (46%).
- ❑ Province-wide, the overall net loss of ridership is -7% (% of riders using bus system more often subtracted by % using less often), an improvement from 2021/22 (-23%) likely due to less concern regarding COVID-19.

Key Findings: Transit Usage

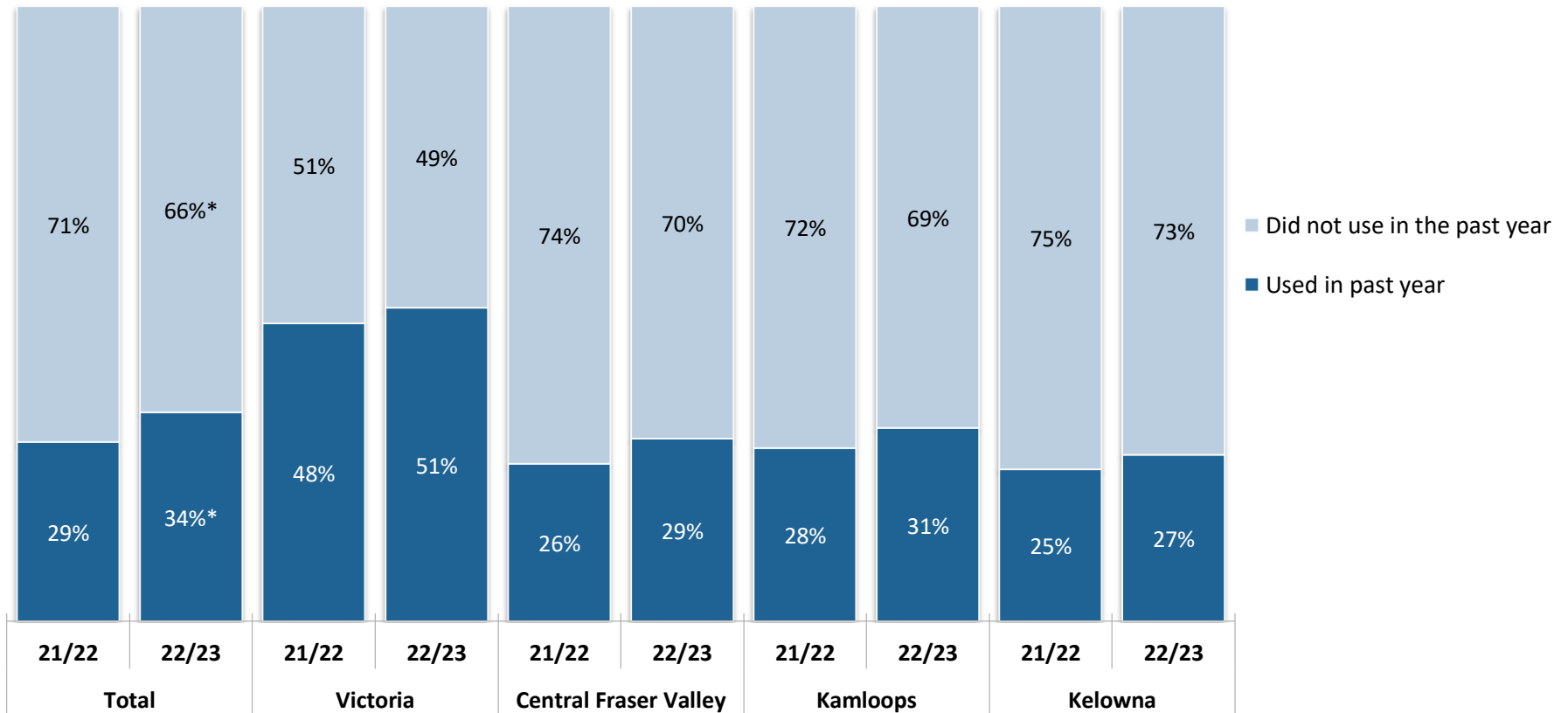
Greater Victoria

Victoria ridership has been rising steadily in the past year, with more current transit users using it more and more often than in 2021/22.

- ❑ One-half (51%) of Greater Victoria residents used local transit in the past year.
- ❑ Of these, almost two in ten (18%) had used local public transit in the past 24 hours while four in ten (41%) used it more than a month ago.
- ❑ Of those who have used transit in the past seven days, Victoria riders make, on average, 1.2 one-way trips per week, more than in the past year (1.0 in 2021/22).
- ❑ Victoria residents are mostly occasional riders (28%), followed by medium riders (10%), light riders (9%) and only 4% of are heavy riders.
- ❑ Two in ten (21%) Victoria transit users indicate they used transit “more often” compared to a year ago, while close to the same proportion (22%) use it less often, significantly less than in 2021/22 (40%). Nearly six in ten (57%) riders say their usage is “about the same” which is significantly up from 43% in 2021/22.
- ❑ Victoria residents use transit primarily to conduct personal business (going to the doctor, bank, etc., 27%), to go to/from work (22%), for entertainment (18%) and shopping (17%).
- ❑ Among Victoria residents, the top reason by far for not using public transportation is using other types of transportation (e.g. own car, bike, taxi, etc. 64%), followed by not needing the bus (39%), bus taking too long to arrive at destination (19%) and bus frequency not meeting needs(18%).

Transit Usage

LOCAL PUBLIC BUS SYSTEM USAGE



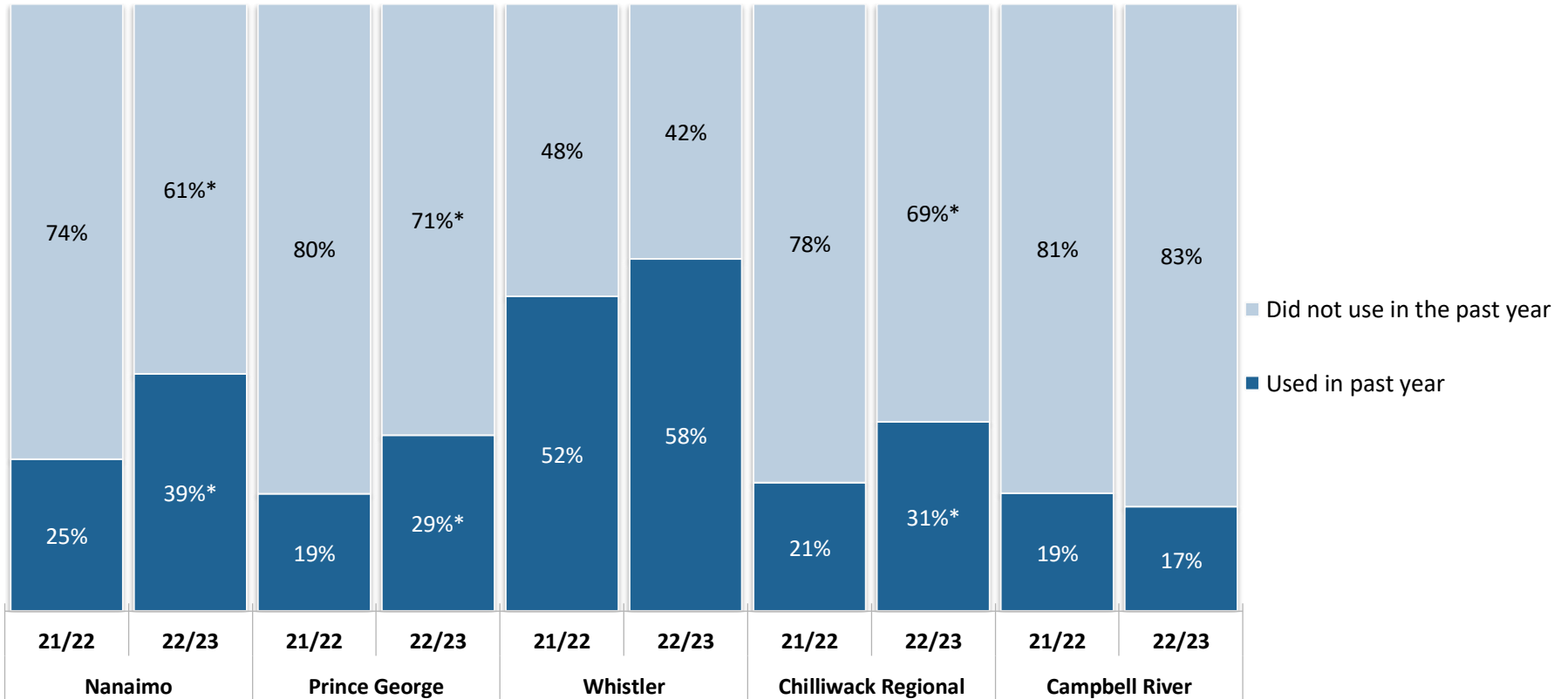
Q3. Have you used the local public bus system in the past year?

Annual Base 2022/2023: Total=8,039; Victoria=1,784; Central Fraser Valley=598; Kamloops=598; Kelowna=599.
 Annual Base 2021/2022: Total=8,082; Victoria=1,899; Central Fraser Valley=597; Kamloops=604; Kelowna=597.

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

Transit Usage

LOCAL PUBLIC BUS SYSTEM USAGE



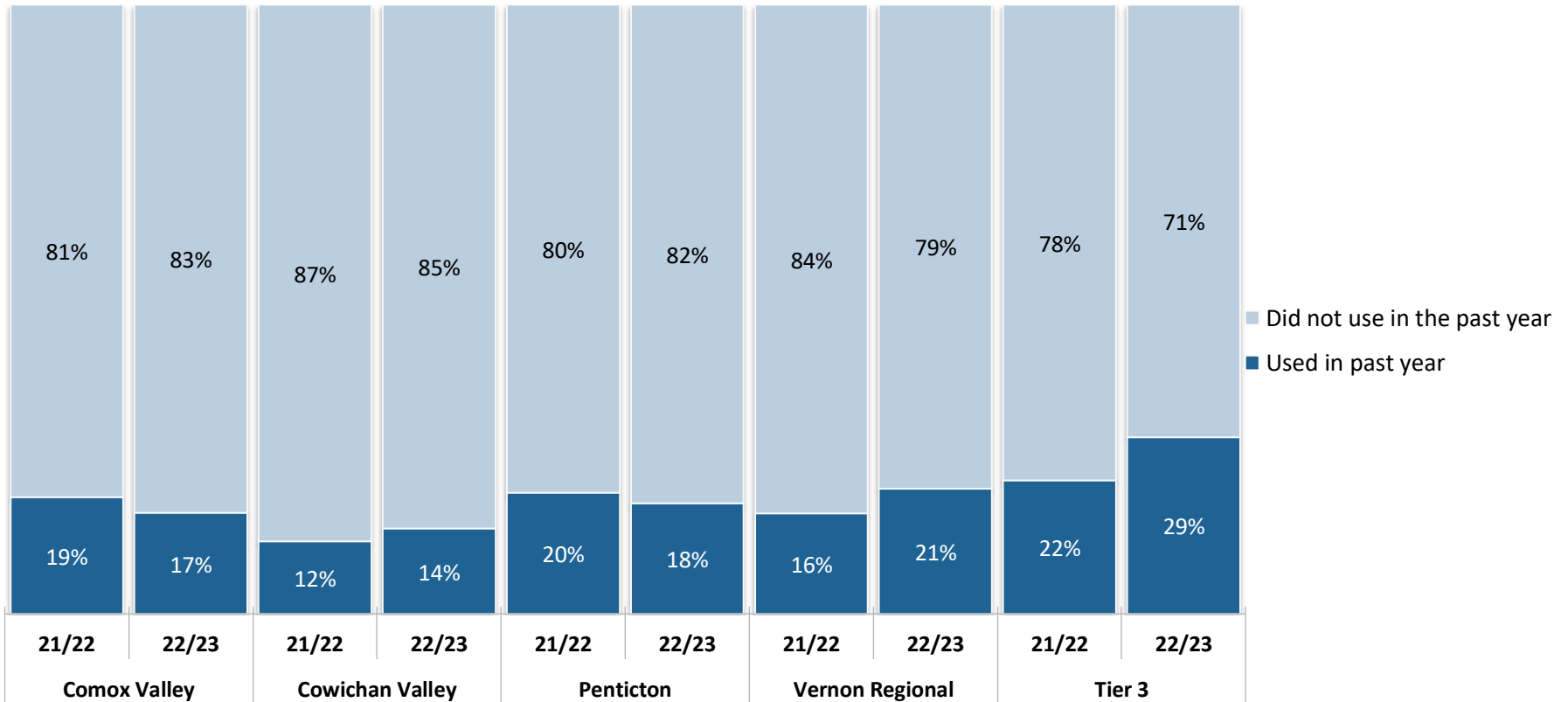
Q3. Have you used the local public bus system in the past year?

Annual Base 2022/2023: Total=8,039; Nanaimo=599; Prince George=596; Whistler=411; Chilliwack=406; Campbell River=414.
 Annual Base 2021/2022: Total=8,082; Nanaimo=601; Prince George=592; Whistler=414; Chilliwack=399; Campbell River=380.

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

Transit Usage

LOCAL PUBLIC BUS SYSTEM USAGE



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

Annual Base 2022/2023: Total=8,039; Comox Valley=407; Cowichan Valley=407; Penticton=407; Vernon=406; Tier 3=407.
 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

Transit Usage

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

2022/2023

n=

	Total	Victoria	Central Fraser Valley	Kamloops	Kelowna	Nanaimo	Prince George	Whistler
	5,706	982	466	415	467	413	452	173
USE OTHER TYPE OF TRANSPORTATION <i>(e.g. own car, taxi, bike, Uber, Lyft)</i>	64%	64%	66%	65%	65%	65%	62%	54%
Don't need to use the bus	36%	39%*	36%	38%	37%	31%	30%	15%
Bus frequency does not meet my needs	15%*	18%*	11%	15%	13%	16%	13%	11%
Bus takes too long to get to where I need to go	13%*	19%*	14%	19%	11%*	17%	13%	4%
Never use transit/not at all interested in using transit	7%	5%	7%	6%	8%	10%	7%	1%
Due to COVID-19 pandemic/ physical distancing	6%*	14%*	4%*	10%*	3%*	6%*	3%*	1%*
Working at home	5%	5%*	5%	12%*	5%	7%	5%	2%
No bus stops or routes nearby	5%	4%	3%	5%	5%	3%	11%*	5%
Don't feel safe on public transit/ in public	4%*	5%*	3%	9%	5%	7%*	2%	2%
Riding my bike more often	4%*	8%*	1%	3%	4%	2%	2%	8%
Moved – no bus service/ don't need to use the bus	3%	5%*	1%	1%	3%	4%	3%	4%
Not working/laid off	3%	3%	2%	2%	3%	5%	2%	1%
I prefer walking	2%	3%	2%	1%	2%	2%	0%	3%
Changed job/ school -- no bus service/ don't need to use the bus	2%	5%*	0%	3%*	0%	1%	4%*	0%
Inconvenient/Infrequent service	2%	2%	1%	1%*	2%	3%	2%	6%

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

Transit Usage

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

2022/2023

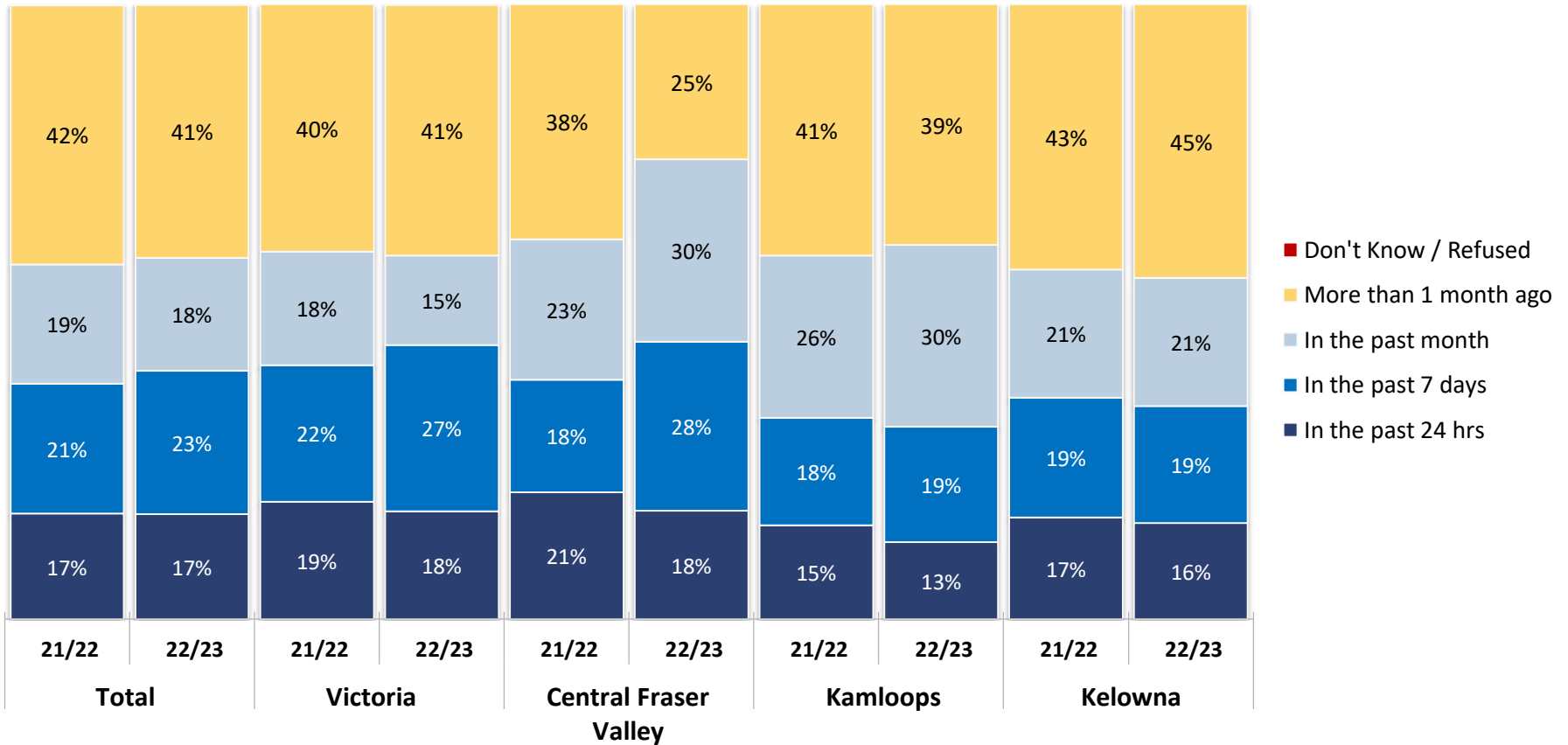
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	Total	Chilliwack	Campbell River	Comox Valley	Cowichan Valley	Penticton	Vernon	Tier 3
	5,706	325	357	336	349	332	338	301
USE OTHER TYPE OF TRANSPORTATION <i>(e.g. own car, taxi, bike, Uber, Lyft)</i>	64%	63%	69%	74%	62%	67%	64%	60%
Don't need to use the bus	36%	41%	35%	36%	30%	40%	42%	33%
Bus frequency does not meet my needs	15%*	11%	15%*	22%*	20%	19%*	15%	17%
Bus takes too long to get to where I need to go	13%*	8%	7%	17%*	11%	10%	10%	8%
Never use transit/not at all interested in using transit	7%	4%	5%	4%	6%	4%	7%	8%
Due to COVID-19 pandemic/ physical distancing	6%*	7%*	5%	7%*	5%	4%*	4%	3%*
Working at home	5%	2%	2%	9%	5%	8%	4%	4%
No bus stops or routes nearby	5%	5%	3%	4%	7%	3%	8%	6%
Don't feel safe on public transit/ in public	4%*	3%*	2%	5%	2%	1%	2%	3%
Riding my bike more often	4%*	1%	3%	7%	0%	4%	2%	3%
Moved – no bus service/ don't need to use the bus	3%	1%	1%	2%	7%	3%	7%	5%
Not working/laid off	3%	3%	2%	1%*	4%	3%	6%*	3%
I prefer walking	2%	0%	2%	7%	4%	4%	1%	4%
Changed job/ school -- no bus service/ don't need to use the bus	2%	0%	0%	0%	0%	0%	1%	2%
Inconvenient/Infrequent service	2%	1%	1%	3%	2%	1%	1%	1%

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

Transit Usage

MOST RECENT LOCAL PUBLIC BUS SYSTEM USAGE



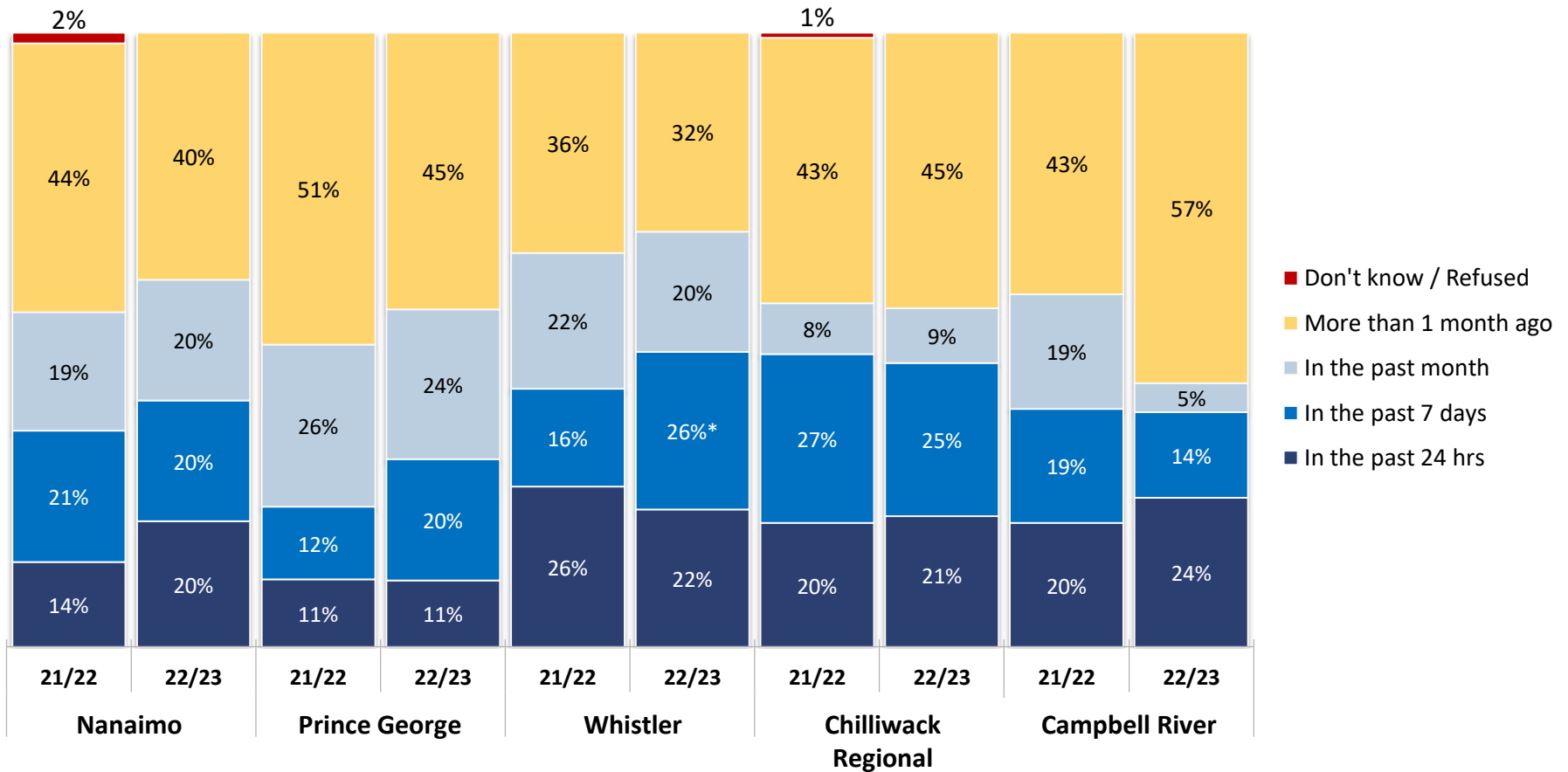
Q4. When did you last use the local public bus system? Was it ...

Annual Base 2022/2023: Total=2,319; Victoria=798; Central Fraser Valley=129; Kamloops=183; Kelowna=130.
 Annual Base 2021/2022: Total=2,008; Victoria=747; Central Fraser Valley=121; Kamloops=140; Kelowna=118.

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

Transit Usage

MOST RECENT LOCAL PUBLIC BUS SYSTEM USAGE



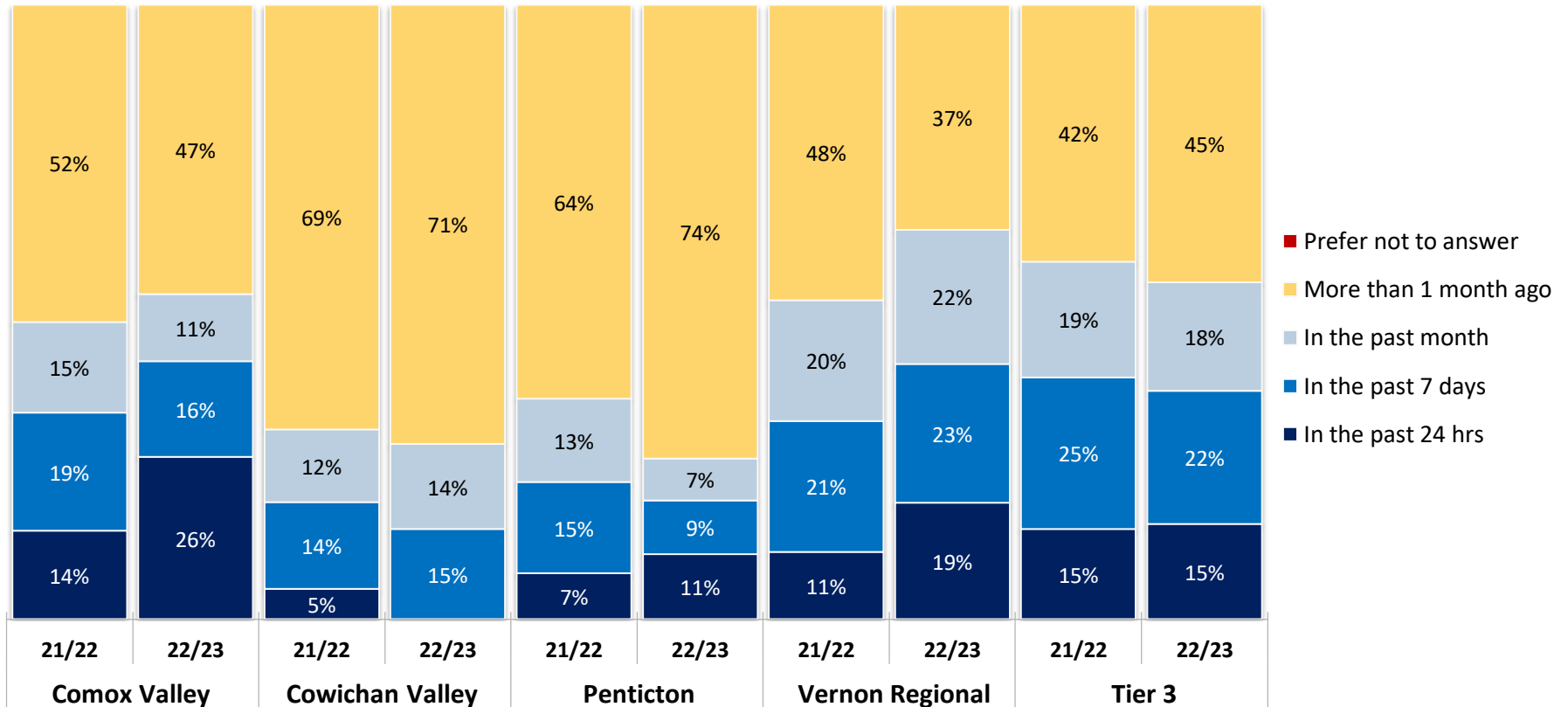
Q4. When did you last use the local public bus system? Was it ...

Annual Base 2022/2023: Total=2,319; Nanaimo=185; Prince George=143; Whistler=238; Chilliwack=81; Campbell River=57.
 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 to the previous year

Transit Usage

MOST RECENT LOCAL PUBLIC BUS SYSTEM USAGE



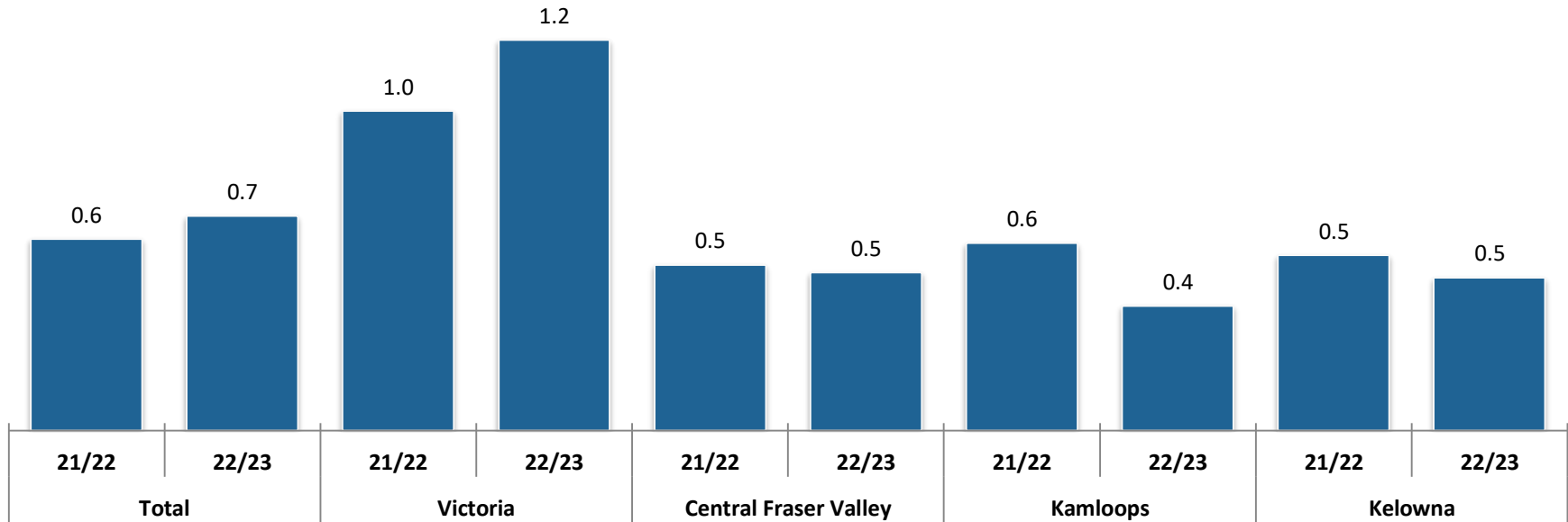
Q4. When did you last use the local public bus system? Was it ...

Annual Base 2022/2023: Total=2,319; Comox Valley=70; Cowichan Valley=57; Penticton=75; Vernon=68; Tier 3=105.
 Annual Base 2021/2022: Total=2,008; Comox Valley=74; Cowichan Valley=45; Penticton=68; Vernon=56; Tier 3=84.

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

Transit Usage

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



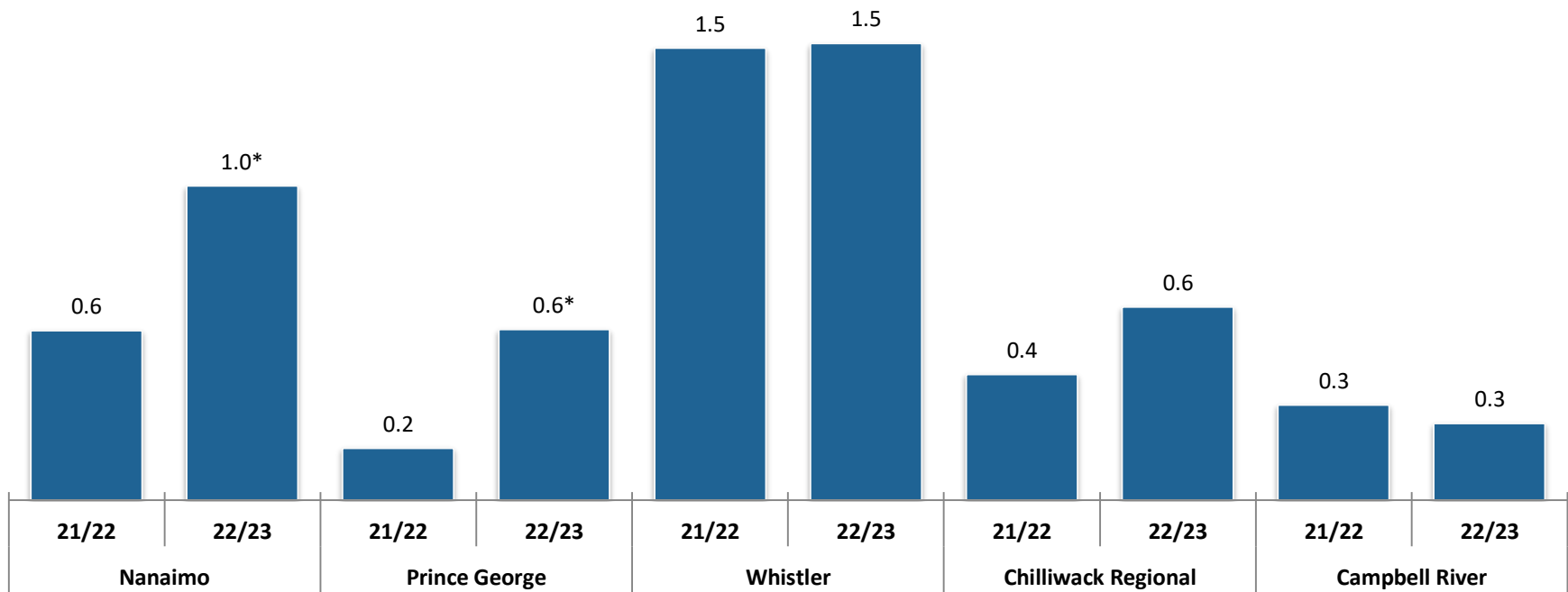
Q5. How many one-way trips did you make on public transit in the past seven days? Please count going to and from a destination as 2 one-way trips.

Annual Base 2022/2023: Total=8,039; Victoria=1,784; Central Fraser Valley=598; Kamloops=598; Kelowna=599.
 Annual Base 2021/2022: Total=8,082; Victoria=1,899; Central Fraser Valley=597; Kamloops=604; Kelowna=597.

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

Transit Usage

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



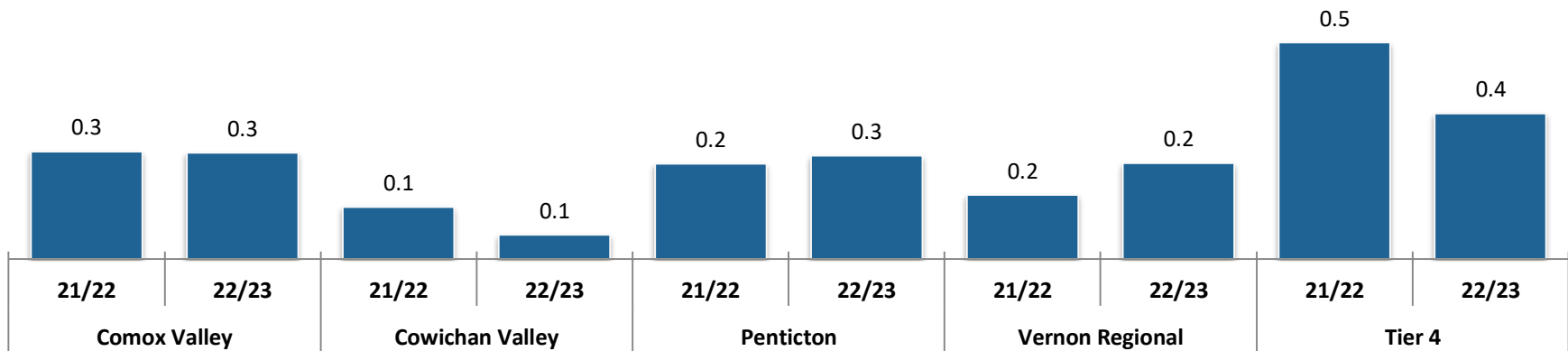
Q5. How many one-way trips did you make on public transit in the past seven days? Please count going to and from a destination as 2 one-way trips.

Annual Base 2022/2023: Total=8,039; Nanaimo=599; Prince George=596; Whistler=411; Chilliwack=406; Campbell River=414.
 Annual Base 2021/2022: Total=8,082; Nanaimo=601; Prince George=592; Whistler=414; Chilliwack=399; Campbell River=380.

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

Transit Usage

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



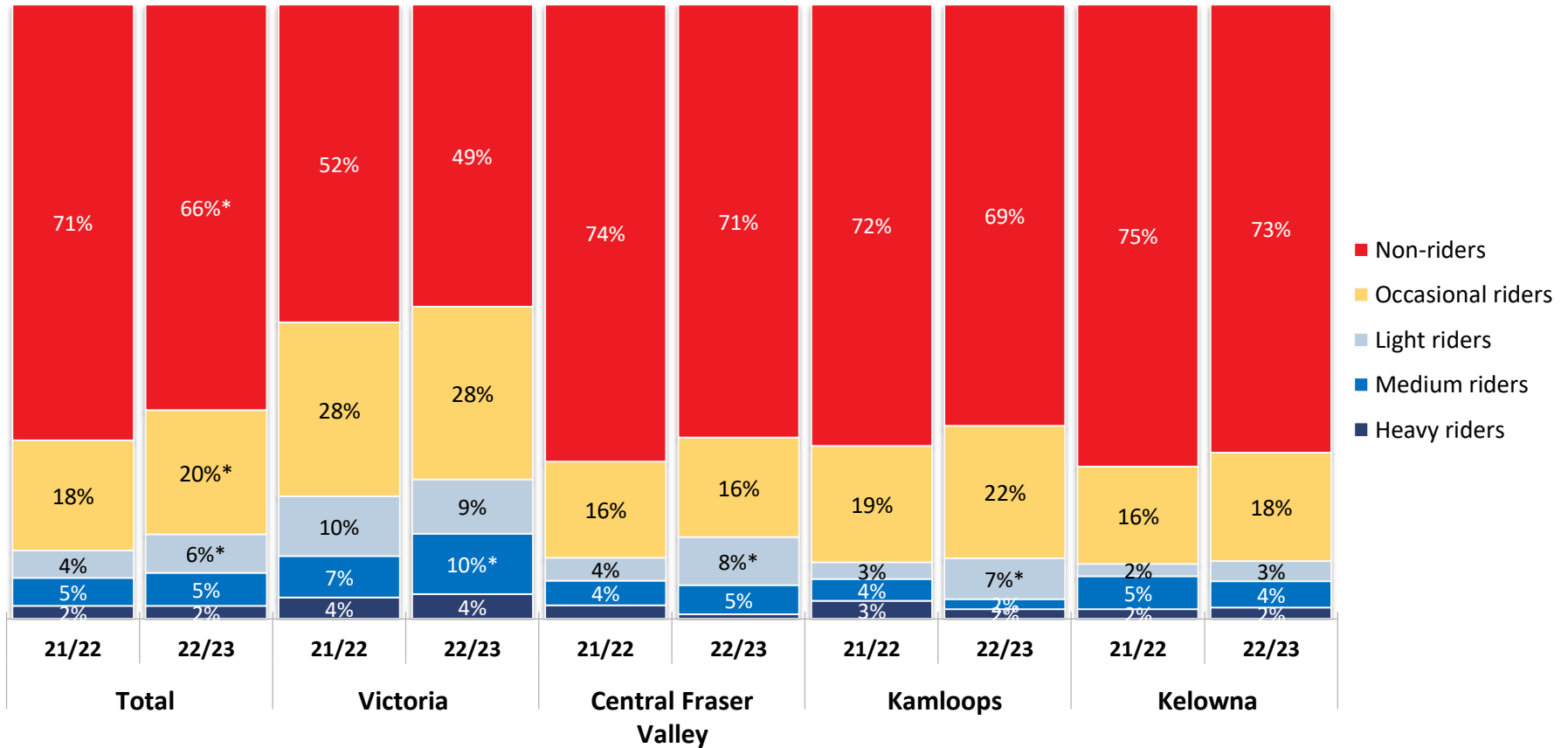
Q5. How many one-way trips did you make on public transit in the past seven days? Please count going to and from a destination as 2 one-way trips.

Annual Base 2022/2023: Total=8,039; Comox Valley=407; Cowichan Valley=407; Penticton=407; Vernon=406; Tier 3=407.
 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

Transit Usage

RIDER USAGE GROUP



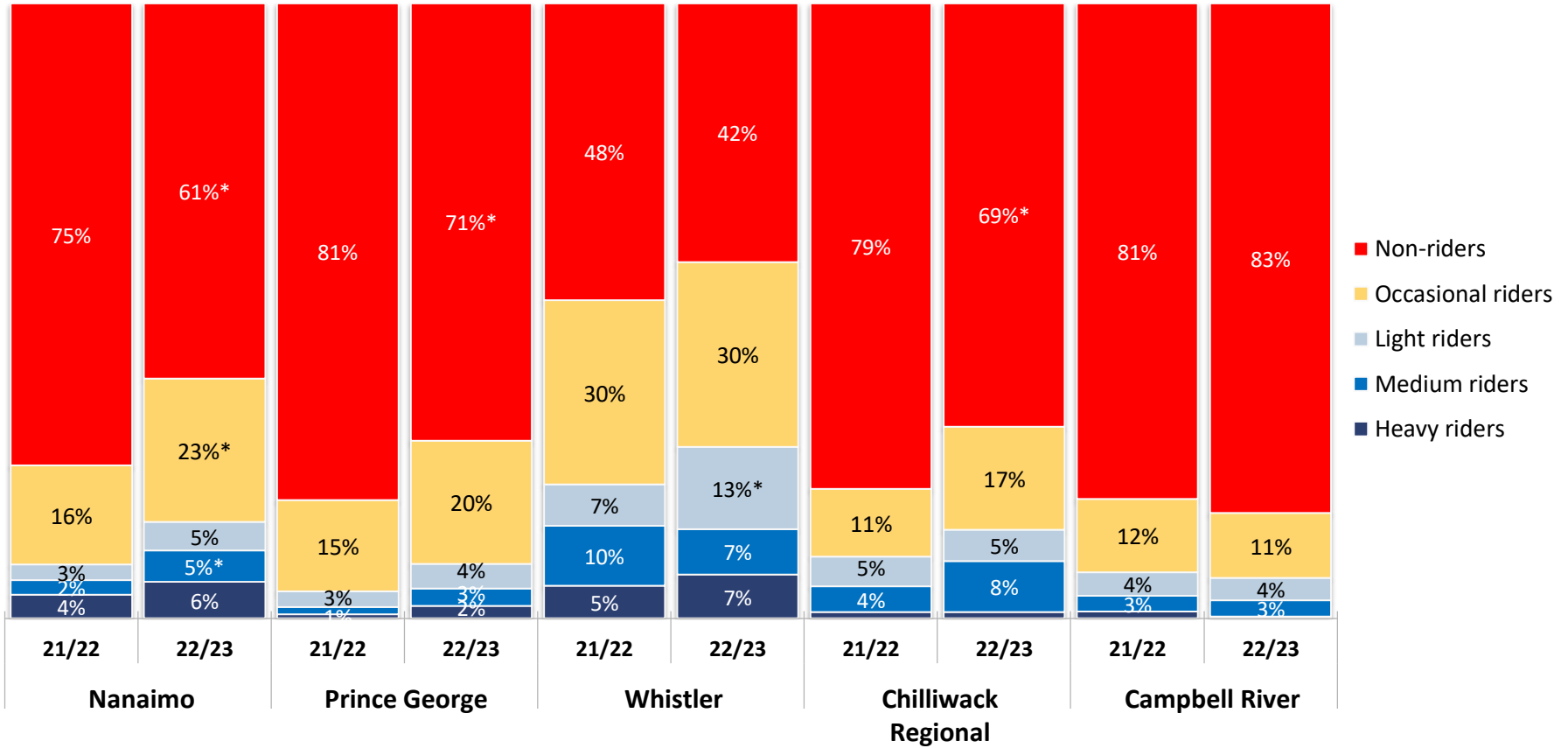
Q5. How many one-way trips did you make on public transit in the past seven days? Please count going to and from a destination as 2 one-way trips.

Annual Base 2022/2023: Total=8,039; Victoria=1,784; Central Fraser Valley=598; Kamloops=598; Kelowna=599.
 Annual Base 2021/2022: Total=8,082; Victoria=1,899; Central Fraser Valley=597; Kamloops=604; Kelowna=597.

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

Transit Usage

RIDER USAGE GROUP



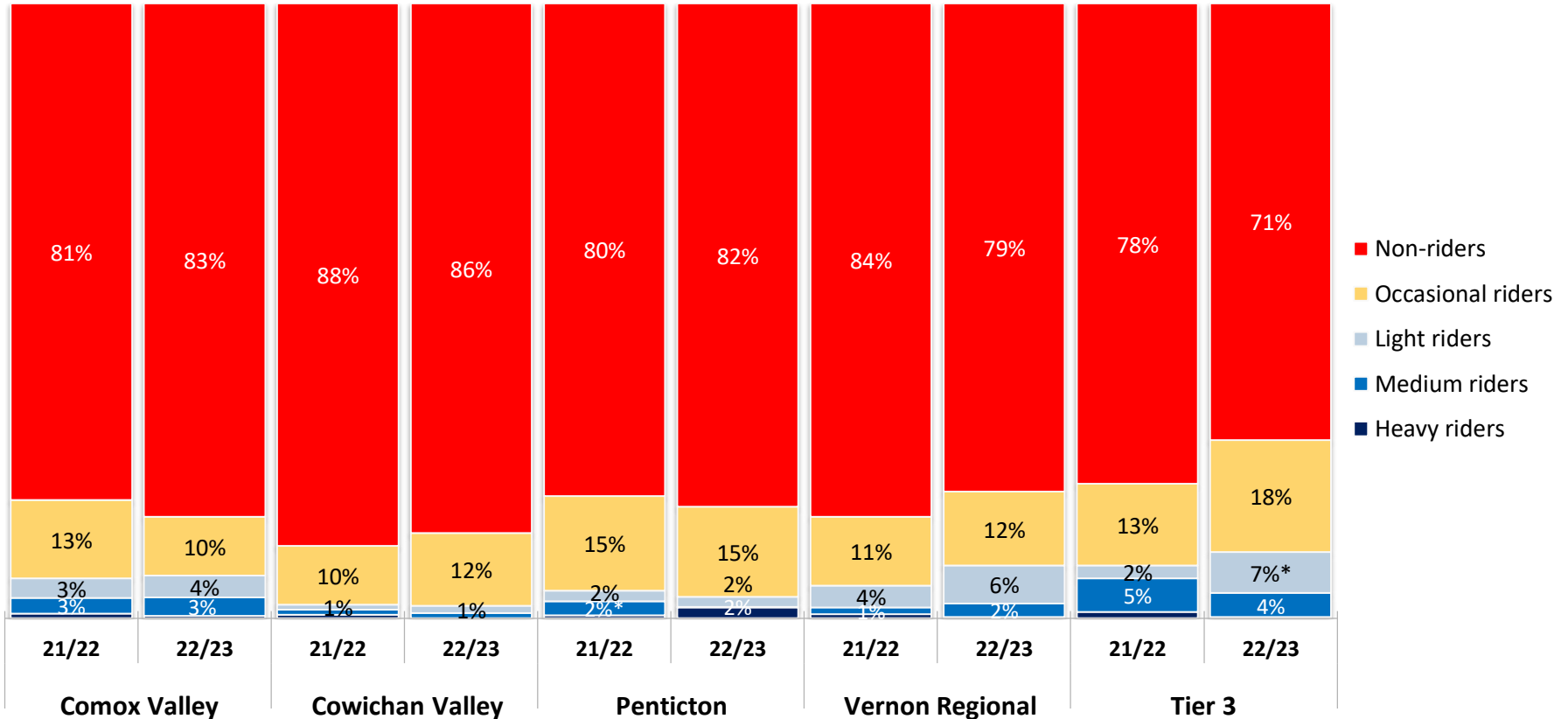
Q5. How many one-way trips did you make on public transit in the past seven days? Please count going to and from a destination as 2 one-way trips.

Annual Base 2022/2023: Total=8,039; Nanaimo=599; Prince George=596; Whistler=411; Chilliwack=406; Campbell River=414.
 Annual Base 2021/2022: Total=8,082; Nanaimo=601; Prince George=592; Whistler=414; Chilliwack=399; Campbell River=380.

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

Transit Usage

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 2022/2023: Total=8,039; Comox Valley=407; Cowichan Valley=407; Penticton=407; Vernon=406; Tier 3=407.
 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

Transit Usage

MAIN PURPOSE OF TRIP

OVERALL TOTAL Main Purpose of Trip	Total		Victoria		Central Fraser Valley		Kamloops		Kelowna		Nanaimo		Prince George		Whistler	
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23
	n=	2008	2319	747	798	121	129	140	183	118	130	125	185	95	143	213
Going to or from shopping	23%	23%	16%	17%	32%	20%	12%	22%	20%	25%	23%	29%	17%	24%	8%	9%
Conducting personal business	23%	22%	26%	27%	16%	15%	26%	21%	20%	14%	25%	21%	26%	19%	6%	12%
Going to or from work	23%	21%	27%	22%	23%	30%	29%	17%*	23%	33%	25%	23%	14%	7%	37%	35%
Entertainment or social reasons	16%	17%	19%	18%	10%	22%	10%	16%	17%	12%	13%	8%	17%	28%	32%	30%
Going to or from school	8%	7%	6%	6%	11%	10%	15%	13%	16%	8%	4%	8%	19%	14%	4%	3%
Other	7%	9%	7%	10%*	8%	2%	8%	12%	3%	9%	9%	10%	6%	7%	13%	9%
Don't know	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	2%	0%	1%	0%	0%	2%*

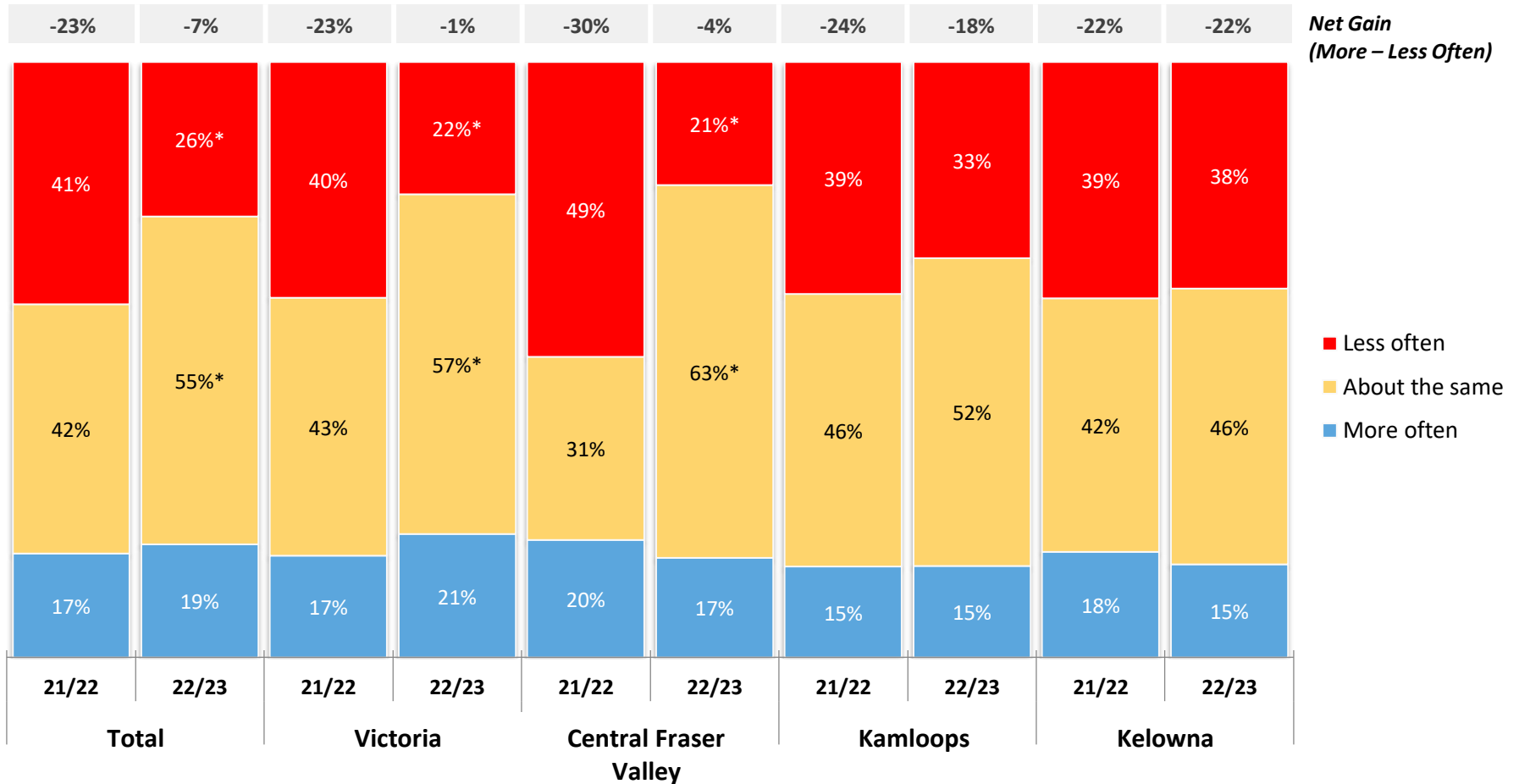
Transit Usage

MAIN PURPOSE OF TRIP

OVERALL TOTAL	Total		Chilliwack Regional		Campbell River		Comox Valley		Cowichan Valley		Penticton		Vernon Regional		Tier 3 Communities	
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23
	n=	2008	2319	61	81	61	57	74	70	45	57	68	75	56	68	84
Going to or from shopping	23%	23%	30%	32%	20%	10%	32%	28%	32%	23%	39%	24%	44%	27%	34%	31%
Conducting personal business	23%	22%	36%	30%	19%	24%	15%	20%	28%	39%	12%	22%	14%	18%	18%	20%
Going to or from work	23%	21%	16%	9%	22%	30%	16%	3%*	9%	6%	17%	7%	9%	18%	16%	19%
Entertainment or social reasons	16%	17%	9%	26%*	21%	24%	17%	24%	8%	20%	24%	35%	17%	23%	13%	11%
Going to or from school	8%	7%	4%	0%	13%	3%	8%	4%	2%	0%	0%	3%	6%	10%	8%	4%
Other	7%	9%	5%	3%	6%	8%	11%	20%	21%	11%	8%	8%	10%	5%	11%	12%
Don't know	0%	1%	0%	0%	0%	0%	1%	1%	0%	0%	0%	1%	1%	0%	0%	3%

Transit Usage

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



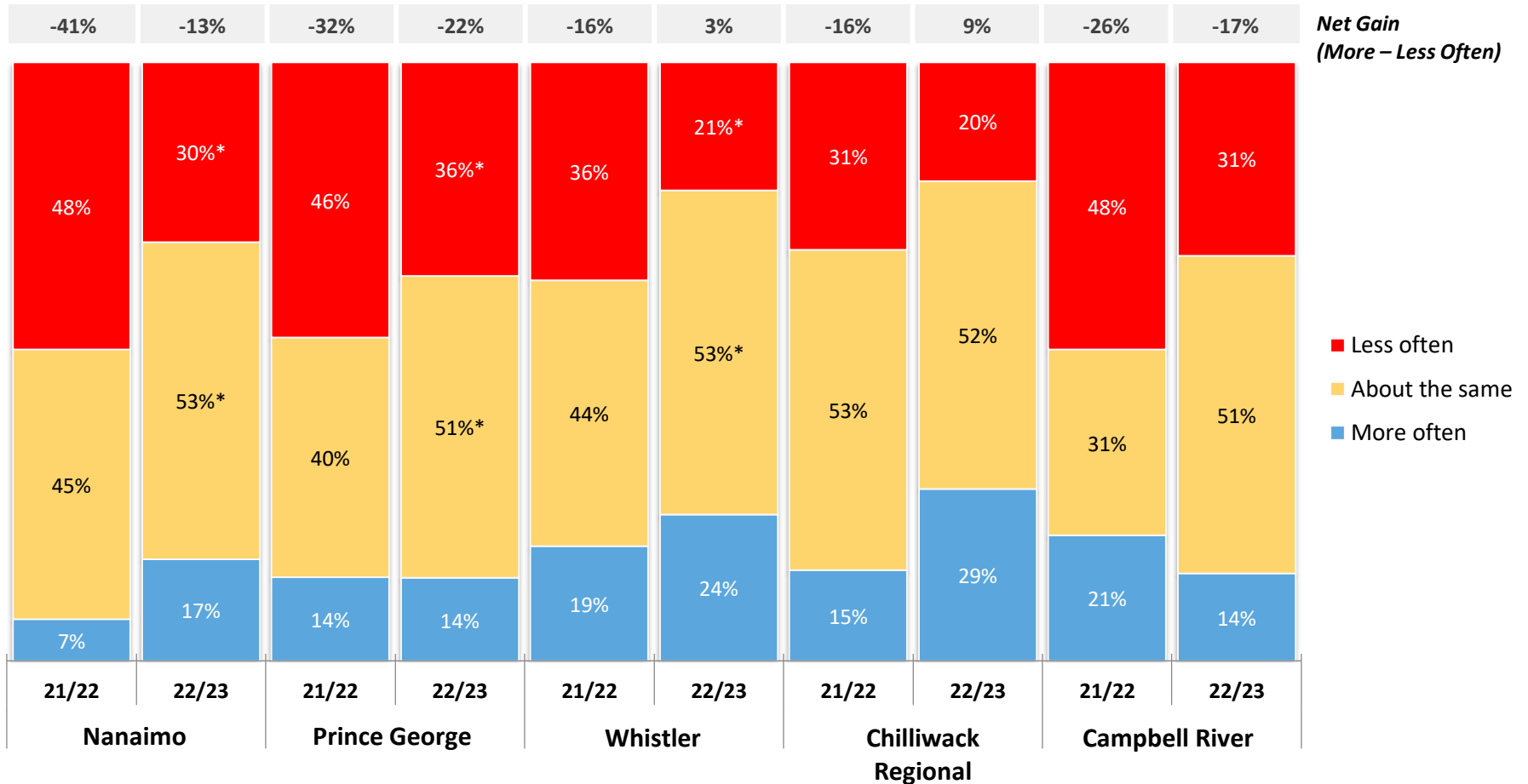
Q6a. Compared to a year ago, would you say that you use the local bus system more often now, less often or about the same?

Annual Base 2022/2023: Total=2,319; Victoria=798; Central Fraser Valley=129; Kamloops=183; Kelowna=130.
 Annual Base 2021/2022: Total=2,008; Victoria=747; Central Fraser Valley=121; Kamloops=140; Kelowna=118.

* - 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)



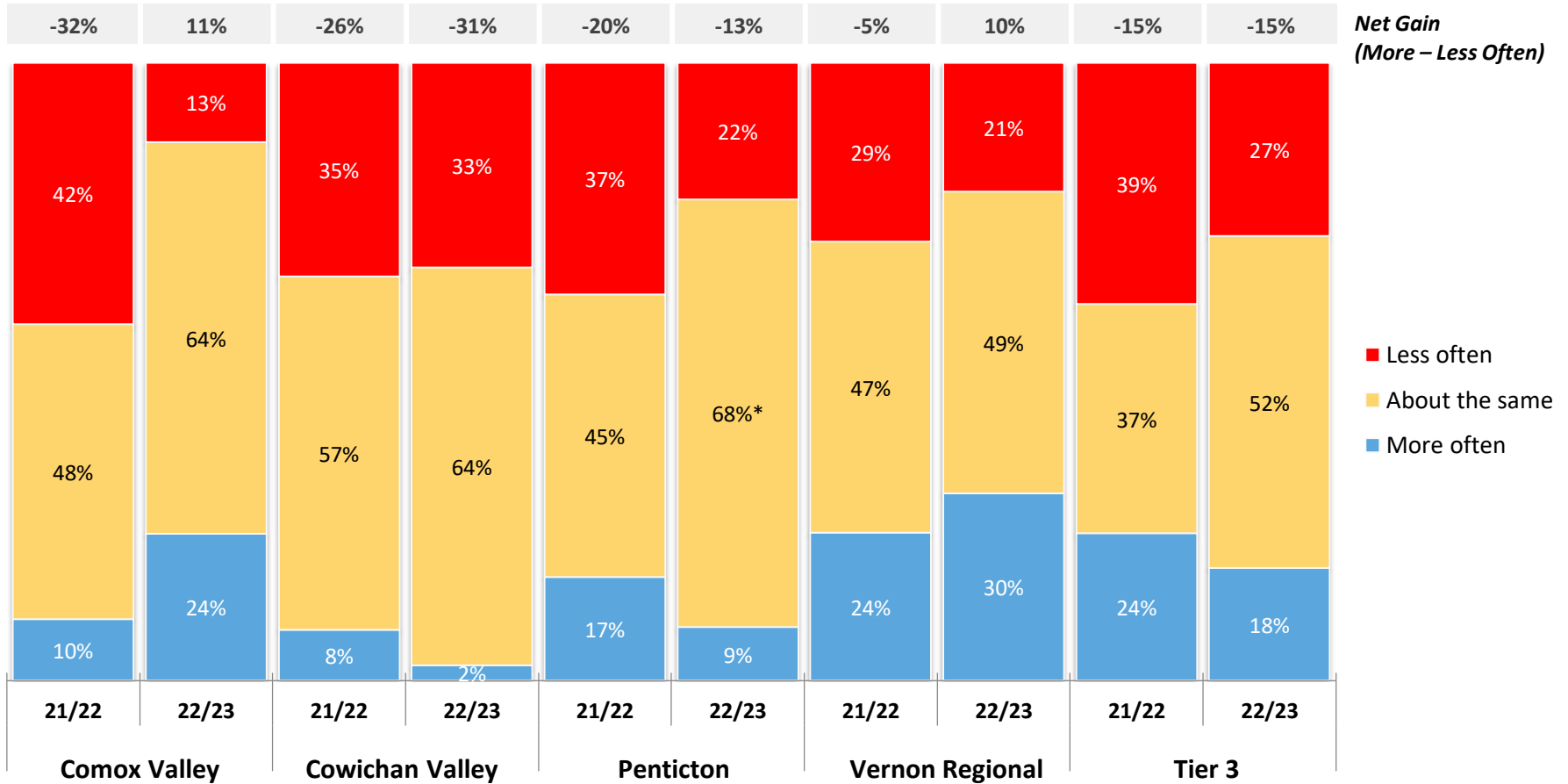
Q6a. Compared to a year ago, would you say that you use the local bus system more often now, less often or about the same?

Annual Base 2022/2023: Total=2,319; Nanaimo=185; Prince George=143; Whistler=238; Chilliwack=81; Campbell River=57.
 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 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?

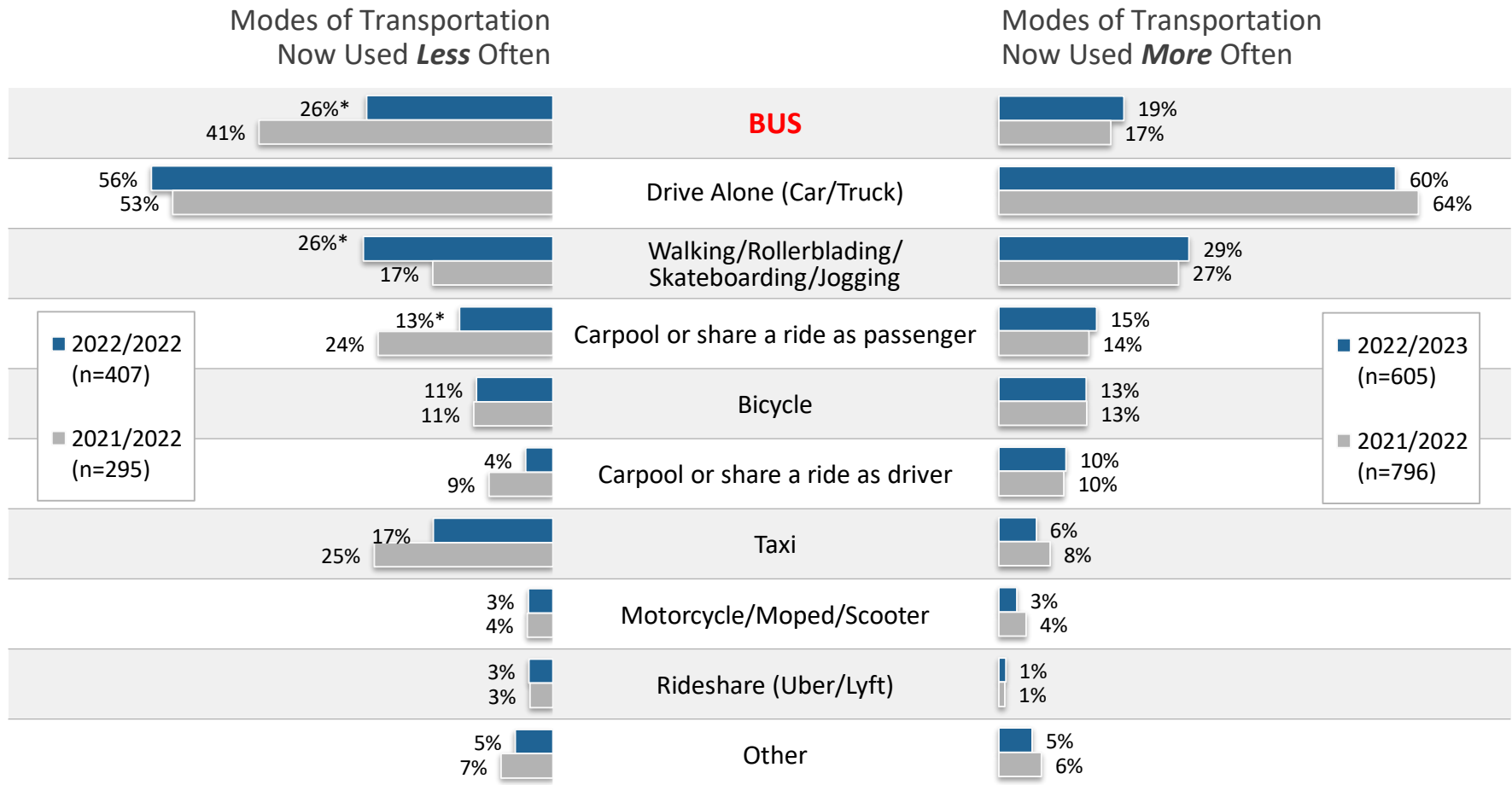
Annual Base 2022/2023: Total=2,319; Comox Valley=70; Cowichan Valley=57; Penticton=75; Vernon=68; Tier 3=105.
 Annual Base 2021/2022: Total=2,008; Comox Valley=74; Cowichan Valley=45; Penticton=68; Vernon=56; Tier 3=84.

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

Transit Usage

TRANSPORTATION USED LESS/MORE OFTEN - TOTAL

(Multiple Responses Allowed)



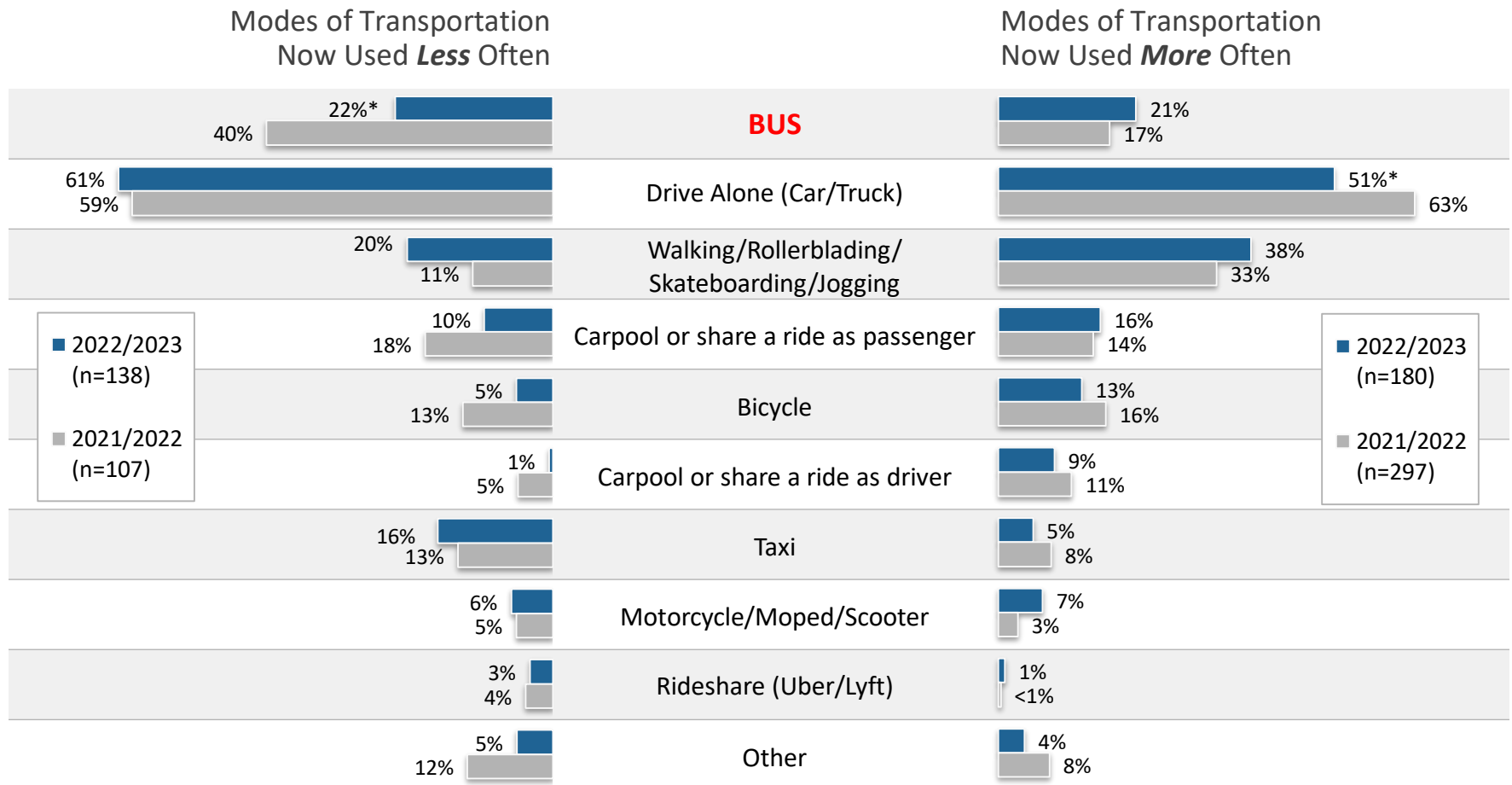
Q6b. Now that you are using the local bus system less often, what mode(s) are you using more?
 Q6c. Now that you are using the local bus system more often, what mode(s) are you using less?
 Base: Those using the bus more often or less often compared with a year ago.

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

Transit Usage

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	
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23
<i>n=</i>	796	605	57	35	54	65	43	55	62	61	39	40	78	47
Drive Alone (Car/Truck)	64%	60%	77%	84%	54%	56%	60%	64%	59%	67%	62%	62%	65%	83%*
Walking/Rollerblading/ Skateboarding/Jogging	27%	29%	22%	15%	25%	17%	20%	29%	15%	13%	33%	62%*	20%	12%
Carpool or share a ride as passenger	14%	15%	6%	6%	15%	10%	27%	18%	11%	29%*	8%	25%	7%	1%
Bicycle	13%	13%	4%	2%	12%	1%*	23%	7%	18%	14%	11%	4%	25%	24%
Carpool or share a ride as driver	10%	10%	11%	12%	9%	19%	10%	5%	17%	19%	12%	29%	6%	1%
Taxi	8%	6%	3%	6%	8%	11%	10%	3%	9%	11%	9%	3%	4%	0%
Motorcycle/Moped/Scooter	4%	3%	7%	0%	0%	0%	0%	0%	4%	1%	0%	0%	1%	0%
Rideshare (Uber/Lyft)	1%	1%	1%	3%	1%	1%	0%	0%	4%	1%	0%	0%	1%	3%
Other	6%	5%	2%	2%	11%	4%	1%	0%	14%	9%	2%	9%	10%	5%

Modes of Transportation Now Used <i>Less Often</i>	Total		Central Fraser Valley		Kamloops		Kelowna		Nanaimo		Prince George		Whistler	
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23
<i>n=</i>	295	407	14**	24**	17**	23**	20**	19**	10**	34	12**	21**	41	56
Drive Alone (Car/Truck)	53%	56%	54%	45%	66%	61%	67%	40%	36%	63%	16%	67%	60%	56%
Walking/Rollerblading/ Skateboarding/Jogging	17%	26%*	14%	43%	0%	5%	14%	21%	23%	17%	49%	17%	17%	20%
Carpool or share a ride as passenger	24%	13%*	28%	13%	0%	0%	28%	30%	35%	22%	33%	16%	4%	14%
Bicycle	11%	11%	28%	6%	24%	1%	0%	4%	24%	0%	0%	6%	3%	8%
Carpool or share a ride as driver	9%	4%	25%	10%	0%	0%	30%	6%	0%	11%	0%	0%	0%	4%
Taxi	25%	17%	35%	11%	16%	15%	6%	3%	51%	33%	23%	20%	8%	17%
Motorcycle/Moped/Scooter	4%	3%	0%	2%	0%	0%	0%	0%	0%	2%	0%	6%	0%	0%
Rideshare (Uber/Lyft)	3%	3%	3%	0%	0%	5%	0%	0%	11%	0%	12%	0%	0%	0%
Other	7%	5%	1%	8%	15%	13%	5%	2%	12%	8%	0%	5%	17%	3%*

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

Transit Usage

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	
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23
<i>n=</i>	796	605	22**	15**	26**	20**	33	10**	19**	17**	17**	16**	18**	18**
Drive Alone (Car/Truck)	64%	60%	52%	98%	66%	88%	62%	68%	65%	41%	68%	71%	87%	62%
Walking/Rollerblading/Skateboarding/Jogging	27%	29%	51%	0%	36%	44%	31%	14%	31%	17%	14%	16%	12%	23%
Bicycle	14%	15%	4%	2%	12%	22%	6%	26%	10%	41%	4%	25%	3%	4%
Carpool or share a ride as passenger	13%	13%	5%	4%	10%	10%	11%	11%	10%	0%	5%	19%	17%	0%
Carpool or share a ride as driver	10%	10%	0%	0%	0%	34%	14%	0%	8%	15%	0%	27%	0%	3%
Taxi	8%	6%	7%	0%	10%	0%	2%	0%	17%	5%	4%	0%	11%	12%
Motorcycle/Moped/Scooter	4%	3%	14%	2%	0%	2%	4%	0%	0%	0%	0%	10%	8%	4%
Rideshare (Uber/Lyft)	1%	1%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%
Other	6%	5%	0%	0%	3%	2%	5%	15%	11%	12%	5%	8%	0%	11%

Modes of Transportation Now Used <i>Less Often</i>	Total		Chilliwack Regional		Campbell River		Comox Valley		Cowichan Valley		Penticton		Vernon Regional	
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23
<i>n=</i>	295	407	10**	25**	11**	7**	8**	19**	3**	2**	11**	6**	14**	14**
Drive Alone (Car/Truck)	53%	56%	46%	25%	74%	80%	67%	83%	80%	100%	44%	84%	75%	69%
Walking/Rollerblading/ Skateboarding/Jogging	17%	26%*	25%	58%	12%	7%	28%	0%	59%	0%	6%	16%	16%	5%
Carpool or share a ride as passenger	24%	13%*	46%	39%	39%	0%	0%	20%	80%	0%	0%	0%	0%	2%
Bicycle	11%	11%	36%	6%	0%	0%	0%	9%	0%	0%	11%	0%	0%	5%
Carpool or share a ride as driver	9%	4%	18%	14%	0%	0%	15%	5%	0%	0%	0%	0%	25%	9%
Taxi	25%	17%	19%	22%	42%	0%	13%	37%	0%	0%	9%	0%	27%	15%
Motorcycle/Moped/Scooter	4%	3%	36%	11%	8%	0%	0%	0%	0%	0%	0%	0%	10%	0%
Rideshare (Uber/Lyft)	3%	3%	6%	17%	5%	0%	28%	12%	0%	0%	0%	0%	7%	0%
Other	7%	5%	6%	15%	0%	14%	5%	0%	0%	0%	24%	0%	0%	0%

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

Transit Usage

TRANSPORTATION USED LESS/MORE OFTEN (Multiple Responses Allowed)

Modes of Transportation Now Used <i>More Often</i>	Total		Tier 3 Communities	
	21/22	22/23	21/22	22/23
<i>n=</i>	796	605	31	26
Drive Alone (Car/Truck)	64%	60%	62%	47%
Walking/Rollerblading/Skateboarding/Jogging	27%	29%	24%	30%
Bicycle	14%	15%	19%	8%
Carpool or share a ride as passenger	13%	13%	7%	35%
Carpool or share a ride as driver	10%	10%	6%	1%
Taxi	8%	6%	10%	6%
Motorcycle/Moped/Scooter	4%	3%	10%	1%
Rideshare (Uber/Lyft)	1%	1%	2%	2%
Other	6%	5%	9%	9%

Modes of Transportation Now Used <i>Less Often</i>	Total		Tier 3 Communities	
	21/22	22/23	21/22	22/23
<i>n=</i>	295	407	17	19
Drive Alone (Car/Truck)	53%	56%	33%	56%
Walking/Rollerblading/Skateboarding/Jogging	17%	26%*	30%	45%
Bicycle	24%	13%*	43%	3%*
Carpool or share a ride as passenger	11%	11%	0%	46%*
Carpool or share a ride as driver	9%	4%	0%	0%
Taxi	25%	17%	55%	17%*
Motorcycle/Moped/Scooter	4%	3%	0%	0%
Rideshare (Uber/Lyft)	3%	3%	0%	3%
Other	7%	5%	0%	0%

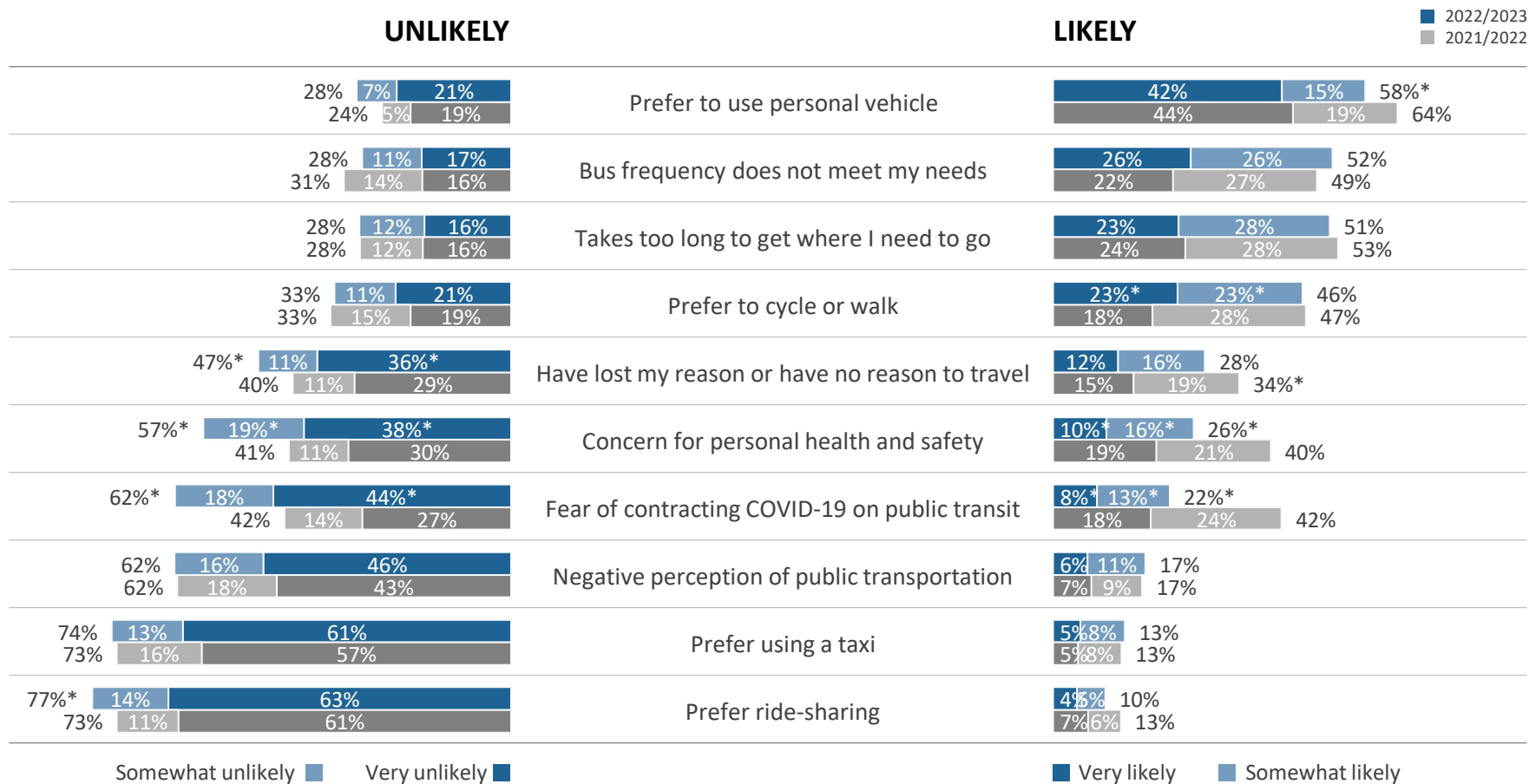
Q6b. Now that you are using the local bus system less often, what mode(s) are you using more?
 Q6c. Now that you are using the local bus system more often, what mode(s) are you using less?

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

Transit Usage

REASONS NOT TO USE PUBLIC TRANSPORTATION

(Multiple Responses Allowed)



Annual Base 2022/2023: Total=1,713; 2021/2022: Total=1,912

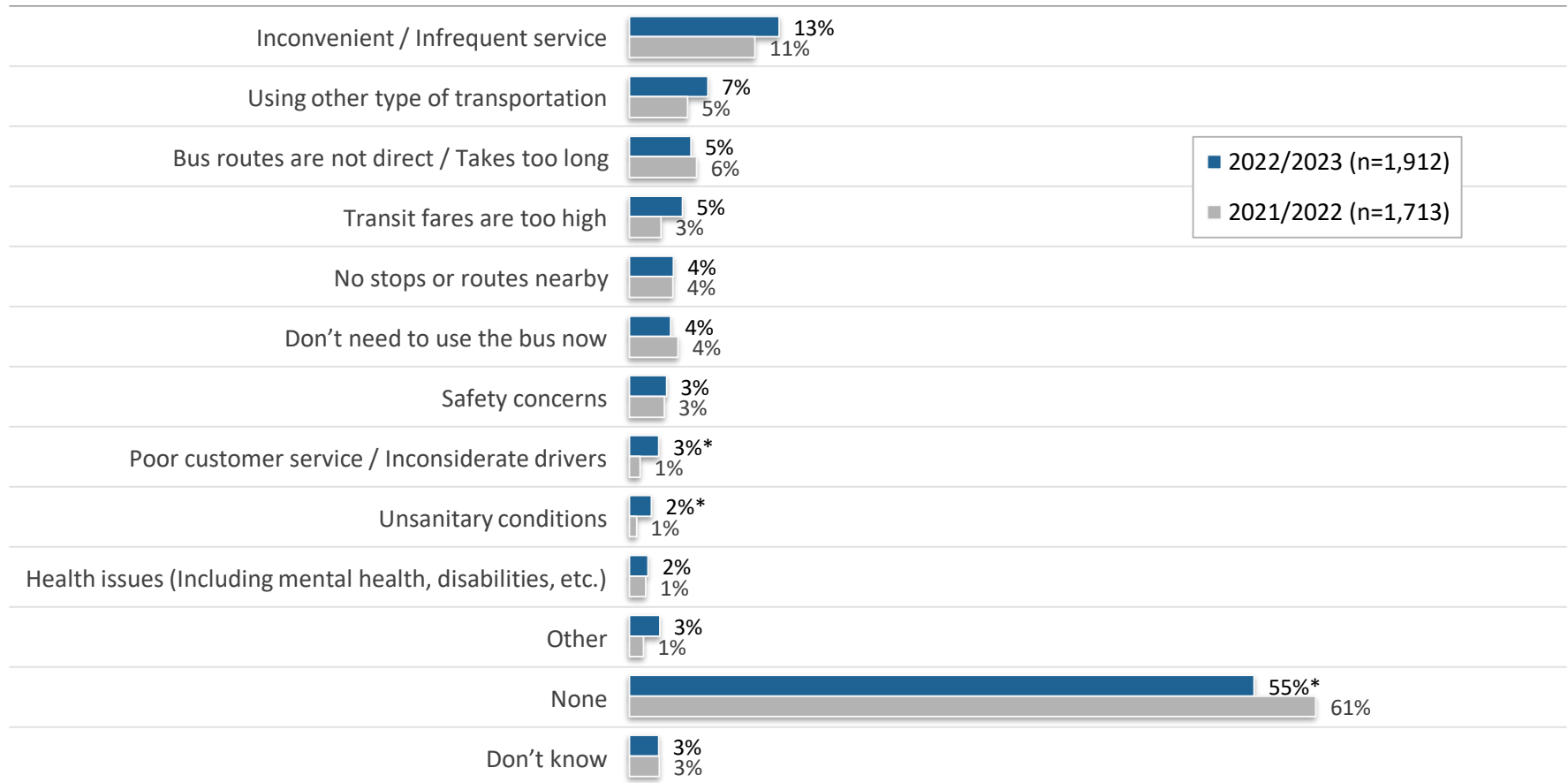
Q6bbb How likely are each of the following possible reasons to you for NOT using public transportation for travelling within your community? Please rate on a scale of 1 to 5 where 1 is Very Unlikely and 5 is Very Likely.

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

Transit Usage

REASONS NOT TO USE PUBLIC TRANSPORTATION

(Additional reasons – open-ended question)



*Note: Responses greater than 1% are shown.

Transit Usage

REASONS FOR MORE FREQUENT USE

OVERALL TOTAL		Victoria		Central Fraser Valley		Kamloops		Kelowna		Nanaimo		Prince George		Whistler	
		21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23
		n=													
Convenient for me/ close to bus routes		67%	52%	57%	85%	46%	35%	38%	58%	62%	40%	48%	49%	55%	39%
Inexpensive compared to other transportation modes		47%	47%	38%	17%	31%	39%	44%	54%	11%	40%	31%	62%	25%	46%
Better for the environment/ less impact on climate change		29%	40%	45%	20%	8%	15%	11%	40%	23%	17%	7%	19%	0%	8%
Important to continue supporting public transit and help fund it		18%	22%	58%	17%	8%	16%	5%	18%	10%	21%	0%	3%	0%	1%
Helps reduce traffic in my community		20%	27%	50%	12%	0%	8%	11%	26%	23%	21%	0%	6%	5%	10%
Lack of alternate transportation		9%	8%	13%	0%	12%	26%	17%	3%	0%	19%	15%	0%	12%	8%
Other		4%	8%	0%	2%	6%	7%	12%	0%	12%	2%	5%	5%	13%	7%
Don't know		0%	0%	0%	0%	8%	0%	0%	0%	0%	0%	0%	0%	0%	0%

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

Transit Usage

REASONS FOR MORE FREQUENT USE

OVERALL TOTAL		n=													
		Chilliwack Regional		Campbell River		Comox Valley		Cowichan Valley		Penticton		Vernon Regional		Tier 3	
		21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23
Convenient for me/ close to bus routes		61%	58%	33%	59%	41%	65%	100%	0%	70%	26%	57%	18%	40%	75%
Inexpensive compared to other transportation modes		67%	37%	21%	9%	33%	74%	59%	32%	20%	55%	58%	51%	54%	68%
Better for the environment/ less impact on climate change		46%	16%	34%	12%	28%	61%	0%	68%	20%	0%	29%	47%	57%	36%
Important to continue supporting public transit and help fund it		23%	11%	13%	0%	28%	67%	59%	32%	20%	0%	61%	21%	27%	54%
Helps reduce traffic in my community		36%	7%	4%	0%	13%	57%	0%	68%	6%	0%	36%	2%	18%	35%
Lack of alternate transportation		45%	31%	25%	0%	17%	14%	0%	0%	24%	6%	26%	0%	20%	3%
Other		0%	3%	3%	25%	18%	3%	0%	0%	10%	18%	0%	0%	3%	5%
Don't know		0%	0%	0%	7%	16%	0%	0%	0%	0%	0%	0%	0%	0%	0%

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

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, 14% feel it has become worse, significantly more than in 2021/22 (11%), and two in ten (20%) 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, three in ten (30%) of **Chilliwack** and one-quarter of **Whistler** (25%) and **Prince George** (24%) residents feel it has improved, while **Kamloops** (21% in 2022/23 vs. 10% in 2021/22) and **Victoria** (18% in 2022/23 vs. 13% in 2021/22), have increases in the proportion of those who feel the transit system has become worse. **Comox Valley** (80% in 2022/23 vs. 68% in 2021/22), **Cowichan Valley** (80% in 2022/23 vs. 69% in 2021/22) and **Vernon** (76% in 2022/23 vs. 68% in 2021/22), each have jumps in those who think the local bus system has remained the same.

Key findings: Perceptions of Transit Service

Perception of Service Attributes

- ❑ 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 (71%, average of 3.9 out of 5), clean and well-maintained buses (67%, average of 3.8), and buses not being overcrowded and Personal Safety while riding local buses (both 59%, average of 3.7).
- ❑ Overall, attributes which could use the most improvement in BC are bus stops having enough amenities (34%, average of 3.0), frequency of scheduled service (38%, average of 3.1) and buses having good connections with reasonable wait times (40%, average of 3.2).
- ❑ Province-wide, one-half of residents give a rating of 4 or 5 out of 5 for their local transit system overall (50%, average rating of 3.4); this is slightly lower than in 2021/22 (52%, average of 3.5).
- ❑ In 2022/23, ratings of Cowichan Valley, Campbell River, Vernon, Whistler, Penticton, and Nanaimo transit systems are the most positive in terms of courteous drivers (respectively, 82%, 80%, 77%, 77%, 75% rating 4 or 5 out of 5, average ratings are 4.2, 4.2, 4.1, 4.2, 4.1, and 4.1 respectively).
- ❑ For Victoria residents, the best rated attributes are courteous drivers and clean and well-maintained buses (72% and 70% rating 4 or 5 out of 5, respectively, and averages of 3.9 and 3.7). The elements which could use the most improvement are overcrowded buses and bus stops having enough amenities (41% and 43%, respectively and an average of 3.2 for both).
- ❑ Overall, the Victoria Regional Transit System is rated 4 or 5 out of 5 by over half of its residents (56%, average of 3.9).

Key findings: Perceptions of Transit Service

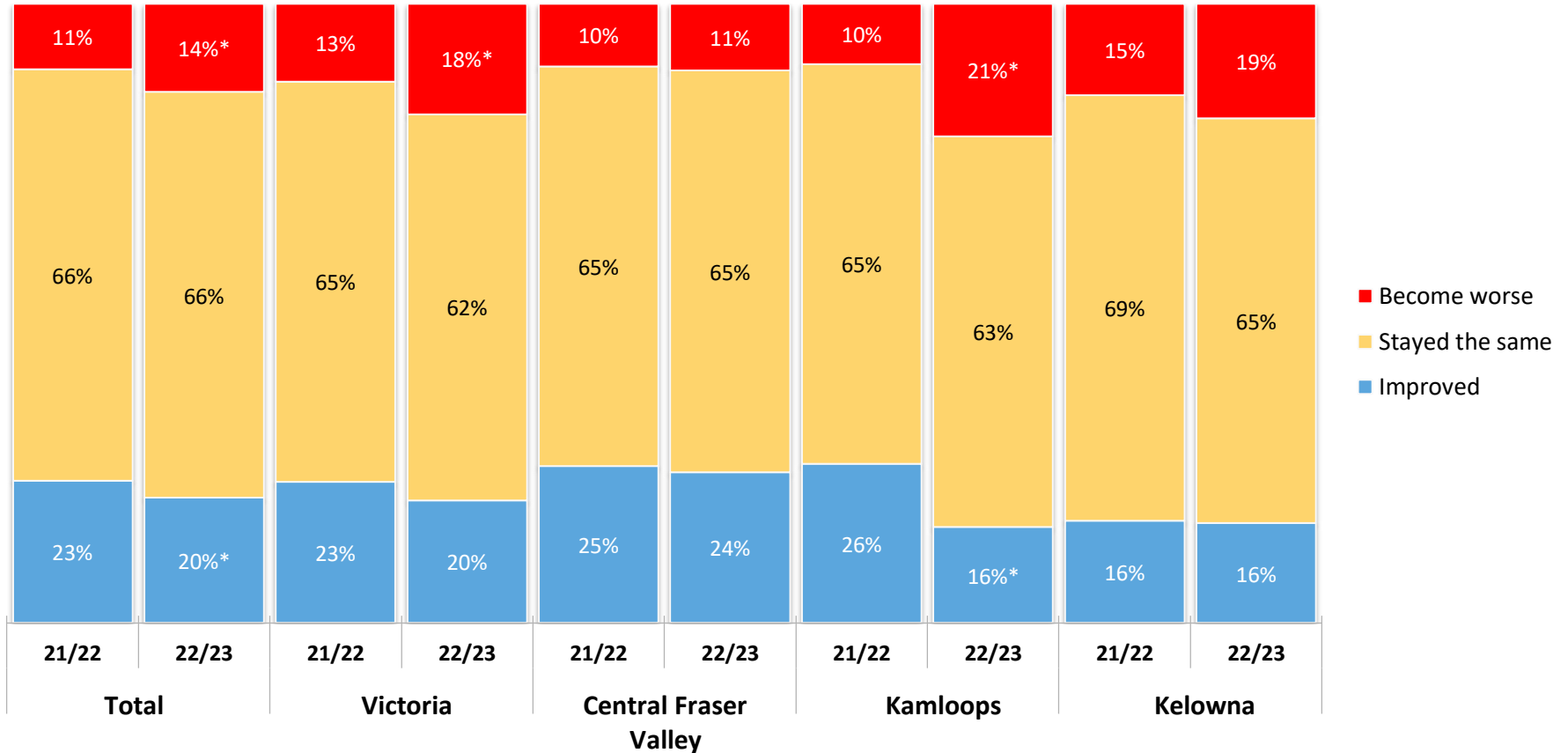
Importance of Potential Transit Improvements

- ❑ Regarding the importance of potential transit improvements in encouraging them to take transit more often, over half (57%) of BC residents feel it is important for the bus frequency on busier routes be increased.
- ❑ As well, over half (54%) feel that expansion of routes to cover new areas is important in encouraging them to take transit more often, especially if they reside in Central Fraser Valley (61%), and Nanaimo (57%).
- ❑ Post-pandemic, the mandatory use of masks by riders and drivers and continuous cleaning and sanitizing have dropped in importance to BC residents with only one-third (34%) feeling it is important, a significant decline from 2021/22 (69%).
- ❑ The ability to pay fares via mobile app is important in encouraging more transit use among nearly half (49%) of British Columbians, although this is significantly lower than in 2021/22 (55%). As well, a significantly smaller proportion of Victoria residents feel this is important (49%) this year than last year (57%).
- ❑ Hybrid diesel-electric powered buses and new fare packages (both 44%) have also seen significant drops in importance compared to 2021/22 (53% and 48%, respectively).
- ❑ Free wi-fi (29%), providing transit on demand (26%), and limiting number of passengers on buses (23%) are 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)



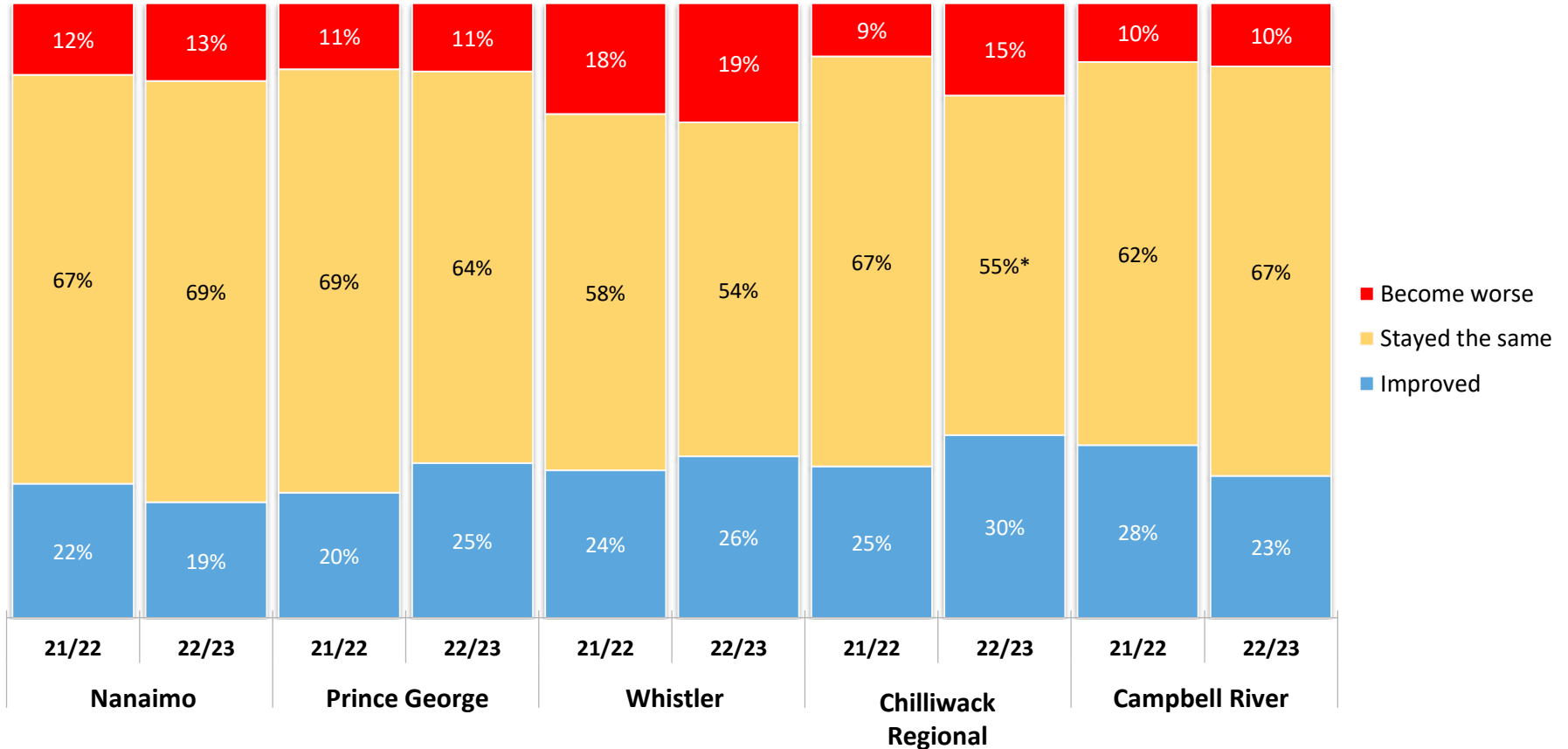
Q11. Compared to a year ago, would you say that the local bus system has improved, stayed the same or become worse?

Annual Base 2022/2023: Total=6,937; Victoria=1,608; Central Fraser Valley=505; Kamloops=537; Kelowna=513.
 Annual Base 2021/2022: Total=6,912; Victoria=1,683; Central Fraser Valley=507; Kamloops=522; Kelowna=501.

* - 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?

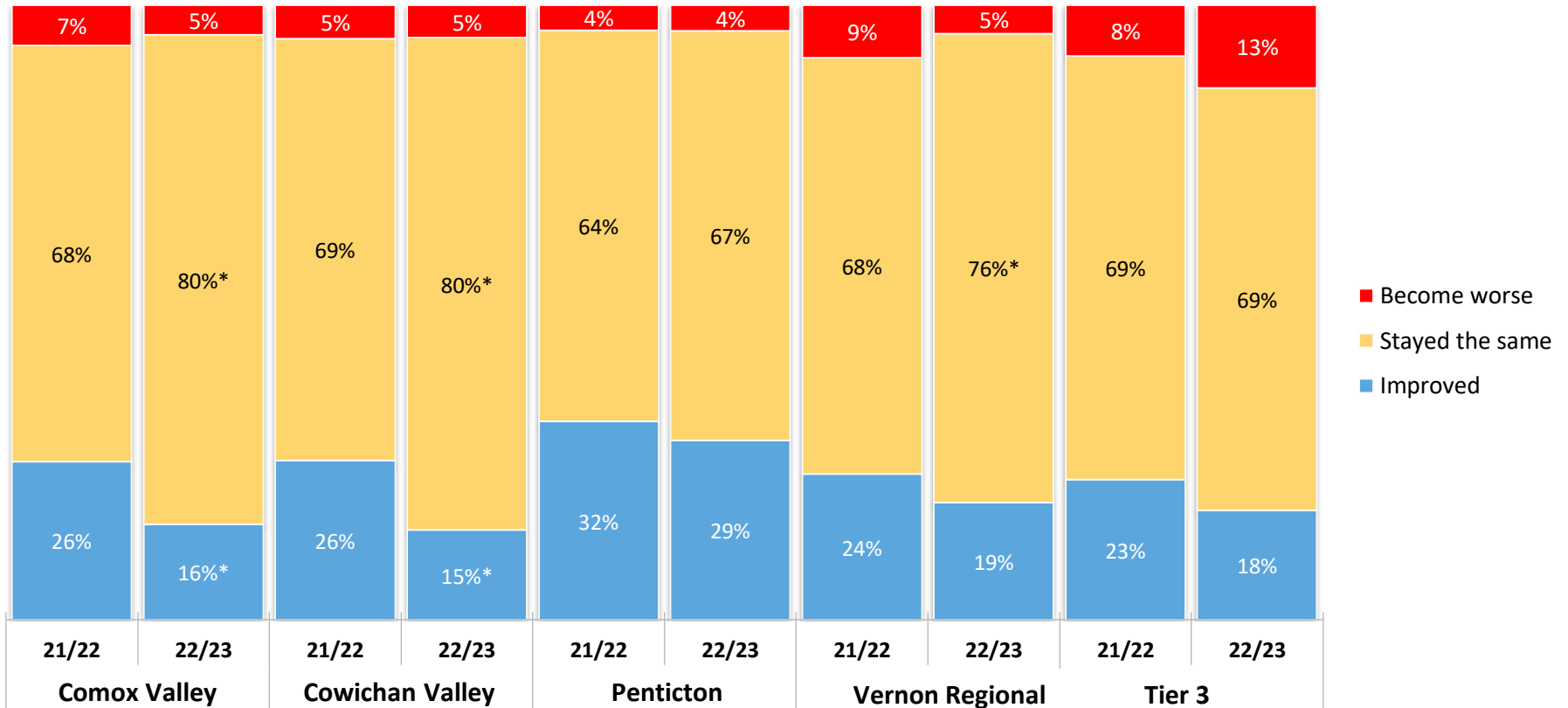
Annual Base 2022/2023: Total=6,937; Nanaimo=503; Prince George=502; Whistler=367; Chilliwack=340; Campbell River=331.
Annual Base 2021/2022: Total=6,912; Nanaimo=506; Prince George=505; Whistler=359; Chilliwack=330; Campbell River=308.

* - 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 2022/2023: Total=6,937; Comox Valley=336; Cowichan Valley=328; Penticton=354; Vernon=345; Tier 3=368.
 Annual Base 2021/2022: Total=6,912; Comox Valley=338; Cowichan Valley=325; Penticton=346; Vernon=327; Tier 3=355.

* - 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	
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23
<i>n=</i>	7307	7227	1784	1676	545	527	560	546	536	529	534	525
Overall Local Transit System	52%	50%	59%	56%	46%	54%*	48%	45%	41%	41%	45%	44%
Bus drivers are courteous	72%	71%	73%	72%	70%	68%	68%	63%	65%	62%	69%	75%
Buses are clean and well-maintained	67%	67%	69%	70%	59%	64%	65%	63%	59%	56%	64%	69%
Buses not being overcrowded	61%	59%	48%	41%*	62%	69%	57%	55%	52%	51%	60%	61%
Personal safety while riding local buses	60%	59%	62%	61%	53%	55%	60%	50%*	52%	51%	56%	57%
Fare prices are reasonable	58%	58%	56%	54%	58%	62%	57%	59%	50%	52%	52%	55%
Availability and accuracy of schedule information	58%	54%*	61%	58%	54%	54%	58%	51%	50%	47%	55%	51%
Buses run on time/on schedule	57%	56%	54%	57%	53%	56%	53%	51%	46%	43%	54%	56%
Bus fare payment options are convenient and easy to use	54%	54%	55%	50%	53%	54%	52%	50%	49%	55%	44%	50%
Bus stops are clean and well maintained	53%	52%	54%	54%	47%	52%	51%	51%	57%	50%	47%	45%
Trip duration, that is the time from when you boarded to the time you got off the bus	49%	48%	53%	51%	46%	51%	46%	42%	37%	41%	36%	35%
Personal safety while waiting for local buses	48%	47%	55%	50%*	39%	44%	46%	41%	42%	44%	40%	44%
Buses have a direct route	43%	45%	44%	45%	43%	50%	38%	36%	37%	40%	35%	38%
Buses have good connections with reasonable wait times	41%	40%	44%	45%	39%	42%	40%	31%*	33%	35%	30%	33%
Frequency of scheduled service	38%	38%	46%	48%	39%	45%	41%	33%*	26%	30%	33%	31%
Bus stops have enough amenities such as shelters, benches, information and trash cans	35%	34%	41%	43%	33%	31%	29%	33%	42%	36%	28%	27%

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.

* - 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	
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23
<i>n=</i>	7307	7227	535	540	393	395	351	356	335	366	357	357
Overall Local Transit System	52%	50%	48%	43%	62%	63%	42%	44%	67%	57%*	50%	47%
Bus drivers are courteous	72%	71%	66%	71%	85%	77%*	69%	58%*	81%	80%	78%	73%
Buses are clean and well-maintained	67%	67%	66%	65%	82%	85%	60%	55%	74%	80%	68%	67%
Buses not being overcrowded	61%	59%	75%	78%	55%	52%	60%	51%	77%	81%	69%	70%
Personal safety while riding local buses	60%	59%	64%	57%	82%	83%	53%	51%	72%	66%	65%	62%
Fare prices are reasonable	58%	58%	56%	61%	66%	71%	52%	55%	66%	63%	69%	58%*
Availability and accuracy of schedule information	58%	54%	63%	62%	65%	65%	46%	47%	58%	54%	54%	56%
Buses run on time/on schedule	57%	56%	63%	58%	56%	60%	48%	47%	65%	59%	60%	51%
Bus fare payment options are convenient and easy to use	54%	54%	52%	54%	63%	57%	51%	54%	61%	66%	57%	50%
Bus stops are clean and well maintained	53%	52%	46%	42%	68%	69%	46%	44%	57%	56%	60%	54%
Trip duration, that is the time from when you boarded to the time you got off the bus	49%	48%	40%	38%	65%	72%	43%	49%	57%	56%	47%	42%
Personal safety while waiting for local buses	48%	47%	36%	37%	74%	74%	41%	39%	54%	49%	49%	47%
Buses have a direct route	43%	45%	38%	32%	61%	65%	39%	38%	53%	53%	41%	34%
Buses have good connections with reasonable wait times	41%	40%	37%	37%	48%	50%	31%	33%	45%	35%	39%	31%
Frequency of scheduled service	38%	38%	39%	36%	42%	46%	34%	27%	43%	37%	32%	26%
Bus stops have enough amenities such as shelters, benches, information and trash cans	35%	34%	27%	28%	56%	54%	29%	23%	43%	41%	25%	31%

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.

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

Perceptions of Transit Service

Attributes (% Rating 4 or 5 – Positive Statements)	Total		Cowichan Valley		Penticton		Vernon		Tier 3		
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	
	n=		7307	7227	357	351	352	370	332	346	364
Overall Local Transit System	52%	50%	51%	45%	68%	60%	53%	53%	57%	49%	
Bus drivers are courteous	72%	71%	75%	82%	79%	76%	75%	77%	78%	75%	
Buses are clean and well-maintained	67%	67%	66%	66%	79%	75%	69%	68%	75%	70%	
Buses not being overcrowded	61%	59%	70%	78%	89%	81%*	72%	72%	73%	67%	
Personal safety while riding local buses	60%	59%	64%	56%	74%	67%	62%	60%	65%	67%	
Fare prices are reasonable	58%	58%	62%	58%	71%	59%*	64%	61%	67%	64%	
Availability and accuracy of schedule information	58%	54%	58%	57%	68%	51%*	59%	62%	61%	52%	
Buses run on time/on schedule	57%	56%	65%	59%	78%	75%	61%	58%	65%	63%	
Bus fare payment options are convenient and easy to use	54%	54%	54%	53%	64%	53%*	59%	57%	61%	59%	
Bus stops are clean and well maintained	53%	52%	52%	50%	68%	59%	59%	53%	52%	53%	
Trip duration, that is the time from when you boarded to the time you got off the bus	49%	48%	42%	46%	68%	61%	48%	50%	60%	53%	
Personal safety while waiting for local buses	48%	47%	42%	46%	60%	47%*	46%	51%	53%	50%	
Buses have a direct route	43%	45%	41%	39%	53%	49%	46%	50%	51%	52%	
Buses have good connections with reasonable wait times	41%	40%	36%	29%	50%	45%	43%	43%	47%	42%	
Frequency of scheduled service	38%	38%	29%	34%	48%	37%*	39%	42%	35%	31%	
Bus stops have enough amenities such as shelters, benches, information and trash cans	35%	34%	26%	30%	45%	39%	33%	36%	30%	28%	

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.

* - 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		
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	
	n=		7307	7227	1784	1676	545	527	560	546	536	529	534
Bus drivers are courteous	4.0	3.9	4.0	3.9	3.9	3.8	3.8	3.7	3.8	3.8	3.9	4.1*	
Buses are clean and well-maintained	3.8	3.8	3.8	3.7	3.7	3.8	3.7	3.7	3.7	3.6	3.8	3.8	
Buses not being overcrowded	3.7	3.7*	3.4	3.2*	3.7	3.9	3.6	3.6	3.5	3.5	3.7	3.7	
Personal safety while riding local buses	3.7	3.6	3.7	3.6	3.5	3.6	3.6	3.4*	3.5	3.4	3.6	3.5	
Fare prices are reasonable	3.7	3.7	3.6	3.5	3.6	3.8	3.6	3.7	3.5	3.5	3.5	3.6	
Availability and accuracy of schedule information	3.6	3.5	3.5	3.5	3.5	3.5	3.5	3.4	3.2	3.3	3.5	3.6	
Buses run on time/on schedule	3.6	3.5	3.5	3.4*	3.6	3.6	3.5	3.4	3.5	3.5	3.3	3.5*	
Bus fare payment options are convenient and easy to use	3.6	3.5	3.6	3.5	3.5	3.6	3.6	3.5	3.4	3.4	3.4	3.5	
Bus stops are clean and well maintained	3.5	3.4	3.5	3.4	3.3	3.5*	3.4	3.3	3.6	3.4	3.3	3.2	
Trip duration, that is the time from when you boarded to the time you got off the bus	3.4	3.4	3.4	3.4	3.4	3.5	3.4	3.2*	3.2	3.3	3.1	3.2	
Personal safety while waiting for local buses	3.4	3.3	3.5	3.4*	3.2	3.3	3.3	3.1*	3.2	3.3	3.2	3.2	
Buses have a direct route	3.3	3.3	3.3	3.3	3.3	3.4	3.1	3.1	3.1	3.2	3.0	3.1	
Buses have good connections with reasonable wait times	3.2	3.2	3.3	3.2	3.2	3.3	3.2	3.0*	2.9	3.1	2.9	3.0	
Frequency of scheduled service	3.1	3.1	3.3	3.3	3.2	3.3	3.2	3.0*	2.9	3.0	3.0	3.0	
Bus stops have enough amenities such as shelters, benches, information and trash cans	3.0	3.0	3.1	3.2	3.0	3.0	2.8	2.9	3.2	3.1	2.8	2.7	
OVERALL	3.5	3.4*	3.6	3.5*	3.4	3.5	3.4	3.3	3.3	3.3	3.3	3.4	

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

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

Perceptions of Transit Service

Attributes (Mean Rating on a 1-5 scale)	Total		Prince George		Whistler		Chilliwack		Campbell River		Comox Valley		
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	
	n=		7307	7227	535	540	393	395	351	356	335	366	357
Bus drivers are courteous	4.0	3.9	3.9	4.0	4.3	4.2	3.9	3.7	4.2	4.2	4.0	4.0	
Buses are clean and well-maintained	3.8	3.8	3.8	3.8	4.2	4.2	3.7	3.5	4.0	4.1	3.9	3.9	
Buses not being overcrowded	3.7	3.7*	4.1	4.1	3.6	3.5	3.7	3.6	4.1	4.2	4.0	4.0	
Personal safety while riding local buses	3.7	3.6	3.7	3.7	4.2	4.3	3.5	3.4	3.9	3.9	3.8	3.7	
Fare prices are reasonable	3.7	3.7	3.7	3.7	3.8	3.9	3.5	3.6	3.9	3.9	3.9	3.7*	
Buses run on time/on schedule	3.6	3.5	3.8	3.6	3.5	3.6	3.4	3.3	3.7	3.6	3.7	3.5*	
Bus fare payment options are convenient and easy to use	3.6	3.5	3.5	3.6	3.8	3.6	3.5	3.6	3.8	3.9	3.8	3.5*	
Availability and accuracy of schedule information	3.6	3.5	3.7	3.7	3.7	3.8	3.3	3.3	3.7	3.6	3.6	3.6	
Bus stops are clean and well maintained	3.5	3.4	3.3	3.3	3.9	3.9	3.3	3.3	3.6	3.6	3.6	3.5	
Trip duration, that is the time from when you boarded to the time you got off the bus	3.4	3.4	3.3	3.1	3.8	4.0	3.3	3.4	3.6	3.6	3.5	3.3	
Personal safety while waiting for local buses	3.4	3.3	3.2	3.2	4.0	4.0	3.2	3.1	3.4	3.4	3.4	3.4	
Buses have a direct route	3.3	3.3	3.1	3.1	3.8	3.8	3.2	3.2	3.6	3.5	3.2	3.2	
Buses have good connections with reasonable wait times	3.2	3.2	3.2	3.1	3.4	3.4	3.0	3.0	3.3	3.1	3.2	3.0	
Frequency of scheduled service	3.1	3.1	3.2	3.0	3.2	3.2	3.0	3.0	3.2	3.1	3.1	2.9	
Bus stops have enough amenities such as shelters, benches, information and trash cans	3.0	3.0	2.8	2.8	3.6	3.5	2.8	2.8	3.2	3.2	2.8	2.9	
OVERALL	3.5	3.4*	3.4	3.3	3.6	3.7	3.4	3.3	3.8	3.6	3.5	3.4	

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

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

Perceptions of Transit Service

Attributes (Mean Rating on a 1-5 scale)	Total		Cowichan Valley		Penticton		Vernon		Tier 3	
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23
	<i>n=</i> 7307	7227	357	351	352	370	332	346	364	376
Bus drivers are courteous	4.0	3.9	4.1	4.2	4.2	4.1	4.0	4.1	4.2	4.1
Buses are clean and well-maintained	3.8	3.8	3.8	3.9	4.1	4.0	3.9	3.9	4.0	3.9
Buses not being overcrowded	3.7	3.7*	4.0	4.1	4.3	4.3	4.0	4.0	4.1	3.9
Personal safety while riding local buses	3.7	3.6	3.8	3.7	4.0	3.9	3.7	3.8	3.9	3.9
Fare prices are reasonable	3.7	3.7	3.7	3.7	3.9	3.7	3.8	3.8	3.9	3.9
Buses run on time/on schedule	3.6	3.5	3.8	3.7	4.0	4.0	3.7	3.8	3.8	3.7
Bus fare payment options are convenient and easy to use	3.6	3.5	3.6	3.6	3.8	3.6	3.6	3.8	3.8	3.6
Availability and accuracy of schedule information	3.6	3.5	3.6	3.7	3.8	3.5*	3.7	3.8	3.8	3.5*
Bus stops are clean and well maintained	3.5	3.4	3.5	3.4	3.8	3.7	3.6	3.6	3.4	3.5
Trip duration, that is the time from when you boarded to the time you got off the bus	3.4	3.4	3.3	3.4	3.8	3.7	3.5	3.6	3.7	3.5*
Personal safety while waiting for local buses	3.4	3.3	3.3	3.4	3.6	3.4	3.4	3.5	3.5	3.5
Buses have a direct route	3.3	3.3	3.2	3.1	3.5	3.5	3.3	3.5	3.5	3.5
Buses have good connections with reasonable wait times	3.2	3.2	3.2	3.1	3.4	3.3	3.3	3.4	3.3	3.2
Frequency of scheduled service	3.1	3.1	3.0	3.0	3.3	3.1	3.2	3.3	3.1	3.0
Bus stops have enough amenities such as shelters, benches, information and trash cans	3.0	3.0	2.8	2.9	3.3	3.1	3.0	3.0	2.9	2.8
OVERALL	3.5	3.4*	3.5	3.4	3.7	3.5	3.5	3.6	3.6	3.5

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

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

Improvements that Encourage more Frequent Transit Use

NOT IMPORTANT		IMPORTANT			
		■ 2022/2023 ■ 2021/2022			
3% 3%	Increasing bus frequency on busier routes	24% 25%	11% 12%	22% 22%	57% 58%
5%* 4%	Expanding bus route coverage to new areas	24% 25%	10% 10%	20% 20%	54% 54%
11%* 9%	Introducing the ability to pay fares via mobile app or credit card when boarding	22% 26%	11% 11%	16% 18%	49%* 55%
7%* 6%	Continuous cleaning and sanitizing of the buses that is visible to riders	19% 28%	8% 9%	18% 17%	45%* 55%
8* 7%	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	17% 21%	9% 9%	19% 19%	44%* 48%
12%* 9%	Using more hybrid diesel electric powered buses to reduce carbon footprint	21% 28%	8% 10%	15% 16%	44%* 53%
8%* 7%	Limiting stops	12% 14%	7% 7%	18% 17%	37% 38%
24%* 9%	Mandatory use of masks by all riders and drivers until that is deemed unnecessary	16% 49%	6% 9%	12% 11%	34%* 69%
27%* 24%	Free Wi-Fi	12% 15%	6% 6%	11% 11%	29%* 32%
20%* 18%	Provide a way to pay fares at both back and front entrances	10% 13%	6% 6%	13% 14%	29%* 33%
19%* 17%	Providing transit on-demand	9% 10%	5% 5%	12% 14%	26%* 29%
23%* 14%	Limit the number of passengers on buses for physical distancing	8% 17%	3% 7%	11% 14%	23%* 38%

Annual Base 2022/2023: Total=8,039; 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.

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

Improvements that Encourage more Frequent Transit Use

Improvements (% Rating 8, 9 or 10 – Positive Statements)	Total		Victoria		Central Fraser Valley		Kamloops		Kelowna		Nanaimo	
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23
	n=											
	8082	8039	1899	1784	597	598	604	598	597	599	601	599
Increasing bus frequency on busier routes	58%	57%	63%	61%	60%	61%	58%	53%	61%	58%	59%	62%
Expanding bus route coverage to new areas	54%	54%	55%	55%	60%	61%	51%	47%	56%	52%	57%	57%
Introducing the ability to pay fares via mobile app or credit card when boarding	55%	49%*	57%	49%*	57%	56%	56%	51%	56%	50%	53%	53%
Continuous cleaning and sanitizing of the buses that is visible to riders	55%	45%*	53%	44%*	61%	51%*	52%	44%*	55%	49%	55%	50%
Using more hybrid diesel electric powered buses to reduce carbon footprint	53%	44%*	61%	47%*	56%	51%	49%	40%*	52%	49%	55%	51%
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	48%	44%*	49%	44%*	54%	48%	46%	41%	49%	45%	50%	47%
Limiting stops (or introducing more express routes)	38%	37%	41%	42%	42%	38%	42%	37%	44%	44%	42%	41%
Mandatory use of masks by all riders and drivers until that is deemed unnecessary	69%	34%*	74%	37%*	69%	35%*	71%	34%*	68%	35%*	71%	37%*
Provide a way to pay fares at both back and front entrances	33%	29%*	33%	29%	41%	37%	34%	34%	30%	32%	33%	33%
Free WiFi	32%	29%*	32%	28%	36%	31%	31%	28%	35%	34%	30%	27%
Providing transit on-demand (request transit pickup via app or phone)	29%	26%*	25%	23%	34%	29%	27%	24%	29%	25%	28%	28%
Limit the number of passengers on buses for physical distancing	38%	23%*	43%	25%*	41%	27%*	39%	24%*	36%	23%*	39%	28%*

Improvements that Encourage more Frequent Transit Use

Improvements (% Rating 8, 9 or 10 – Positive Statements)	Total		Prince George		Whistler		Chilliwack		Campbell River		Comox Valley	
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23
	n=											
Increasing bus frequency on busier routes	58%	57%	57%	57%	63%	60%	58%	55%	56%	54%	66%	52%*
Expanding bus route coverage to new areas	54%	54%	55%	56%	53%	48%	59%	57%	59%	55%	60%	49%*
Introducing the ability to pay fares via mobile app or credit card when boarding	55%	49%*	54%	47%	65%	62%	50%	47%	55%	46%	55%	50%
Continuous cleaning and sanitizing of the buses that is visible to riders	55%	45%*	59%	49%*	48%	43%	59%	45%*	56%	44%*	56%	39%*
Using more hybrid diesel electric powered buses to reduce carbon footprint	53%	44%*	48%	35%*	56%	50%	51%	40%*	51%	50%	58%	45%*
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	48%	44%*	41%	44%	46%	40%	52%	47%	51%	51%	48%	42%
Limiting stops (or introducing more express routes)	38%	37%	38%	39%	43%	41%	43%	41%	34%	40%	40%	31%*
Mandatory use of masks by all riders and drivers until that is deemed unnecessary	69%	34%*	66%	33%*	56%	16%*	67%	27%*	65%	39%*	73%	32%*
Provide a way to pay fares at both back and front entrances	33%	29%*	34%	27%	29%	31%	36%	23%*	32%	27%	37%	32%
Free WiFi	32%	29%*	29%	32%	32%	28%	32%	24%	36%	32%	35%	31%
Providing transit on-demand (request transit pickup via app or phone)	29%	26%*	26%	24%	29%	29%	35%	24%*	27%	23%	35%	24%*
Limit the number of passengers on buses for physical distancing	38%	23%*	39%	22%*	28%	12%*	40%	20%*	39%	23%*	43%	17%*

Improvements that Encourage more Frequent Transit Use

Improvements (% Rating 8, 9 or 10 – Positive Statements)	Total		Cowichan Valley		Penticton		Vernon		Tier 3		
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	
	n=		8082	8039	398	407	397	407	393	406	401
Increasing bus frequency on busier routes	58%	57%	58%	51%	49%	51%	52%	52%	50%	52%	
Expanding bus route coverage to new areas	54%	54%	55%	50%	49%	51%	54%	53%	48%	51%	
Introducing the ability to pay fares via mobile app or credit card when boarding	55%	49%*	51%	46%	48%	43%	50%	51%	52%	45%	
Continuous cleaning and sanitizing of the buses that is visible to riders	55%	45%*	60%	42%*	55%	40%*	55%	38%*	51%	41%*	
Using more hybrid diesel electric powered buses to reduce carbon footprint	53%	44%*	56%	43%*	47%	38%	45%	46%	46%	35%*	
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	48%	44%*	51%	35%*	49%	44%	46%	44%	46%	43%	
Limiting stops (or introducing more express routes)	38%	37%	38%	31%	33%	32%	32%	27%	26%	27%	
Mandatory use of masks by all riders and drivers until that is deemed unnecessary	69%	34%*	72%	37%*	65%	33%*	66%	30%*	65%	29%*	
Provide a way to pay fares at both back and front entrances	33%	29%*	29%	25%	34%	28%	30%	28%	30%	21%*	
Free WiFi	32%	29%*	32%	21%*	28%	20%*	28%	26%	30%	29%	
Providing transit on-demand (request transit pickup via app or phone)	29%	26%*	31%	22%*	22%	27%	29%	29%	33%	28%	
Limit the number of passengers on buses for physical distancing	38%	23%*	42%	23%*	36%	21%*	34%	20%*	30%	18%*	

Annual Base 2022/2023: Total=8,039; 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.

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

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 (57%) residents using this information the most, and Vernon (53%) residents having significantly increasing their usage in the past year (up from 44% in 2021/22).
- ❑ Whistler (35%) residents continue to use the BC transit website the least, compared to all other communities.
- ❑ Two in ten residents refer to Google (19%) when they need transit information, and another two in ten will wait to check the information at the bus stop (18%). Residents of Whistler continue to rely a bit more on Google for information (27%) compared to other regions.

Transit Information Sources

TYPICAL SOURCES OF LOCAL TRANSIT SYSTEM INFORMATION

	Total		Victoria		Central Fraser Valley		Kamloops		Kelowna		Nanaimo		Prince George		Whistler	
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23
<i>n=</i>	8082	8039	1899	1784	597	598	604	598	597	599	601	599	592	596	414	411
BC Transit website	50%	50%	58%	57%	47%	47%	51%	47%	46%	40%	50%	56%	47%	52%	34%	35%
Google	21%	19%	23%	23%	23%	18%	19%	22%	19%	21%	20%	16%	24%	25%	26%	27%
At the bus stop/On the bus	20%	18%	24%	23%	13%	9%	17%	16%	23%	19%	16%	20%	19%	21%	9%	6%
TransitApp	8%	9%	12%	14%	9%	10%	7%	11%	7%	8%	9%	8%	8%	8%	7%	12%*
Newspaper	9%	8%	8%	7%	7%	9%	7%	9%	8%	8%	10%	7%	4%	3%	9%	7%
Facebook	7%	8%	6%	9%*	10%	12%	7%	4%	3%	7%*	8%	11%	6%	8%	4%	3%
Word of mouth	6%	5%	3%	4%	7%	4%	6%	6%	6%	7%	4%	4%	8%	9%	9%	10%
Radio	4%	4%	5%	6%	5%	4%	2%	3%	4%	6%	5%	3%	6%	4%	2%	0%
Online / Internet	3%	3%	3%	3%	3%	4%	5%	3%	3%	4%	6%	5%	3%	3%	10%	4%*
Twitter	2%	3%	3%	4%	5%	4%	4%	7%	1%	4%*	1%	3%	1%	3%	1%	2%
Printed bus schedule	3%	2%	2%	2%	2%	2%	3%	1%*	1%	2%	3%	4%	3%	3%	1%	2%
NextRide app	2%	2%	5%	5%	1%	0%	2%	5%*	3%	4%	3%	2%	1%	2%	1%	1%
Through the city	2%	2%	0%	0%	1%	2%	1%	1%	1%	2%	2%	1%	2%	2%	2%	3%
Other third party transit app on smartphone	2%	2%	3%	2%	1%	3%	1%	2%	1%	1%	2%	1%	2%	3%	3%	3%
Telephone	2%	1%	2%	1%	0%	2%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%
Television	1%	1%	1%	1%	1%	1%	1%	1%	2%	3%	0%	1%	2%	1%	0%	0%

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

Transit Information Sources

TYPICAL SOURCES OF LOCAL TRANSIT SYSTEM INFORMATION

	Total		Chilliwack Regional		Campbell River		Comox Valley		Cowichan Valley		Penticton		Vernon Regional		Tier 3 Communities	
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23
<i>n=</i>	8082	8039	399	406	380	414	410	407	398	407	397	407	393	406	401	407
BC Transit website	50%	50%	47%	52%	41%	45%	47%	49%	40%	49%	46%	44%	44%	53%*	49%	46%
Google	21%	19%	20%	12%*	21%	16%	21%	20%	20%	14%	16%	16%	18%	15%	18%	13%
At the bus stop/On the bus	20%	18%	24%	21%	15%	9%	16%	13%	18%	19%	24%	18%	15%	9%	21%	21%
TransitApp	8%	9%	7%	5%	3%	5%	6%	9%	5%	5%	5%	3%	7%	5%	7%	4%
Newspaper	9%	8%	12%	8%	10%	7%	14%	10%	18%	12%	9%	11%	9%	8%	11%	10%
Facebook	7%	8%	7%	3%*	7%	11%	5%	4%	5%	3%	4%	3%	8%	6%	10%	6%
Word of mouth	6%	5%	4%	6%	6%	4%	5%	5%	4%	3%	3%	4%	9%	8%	8%	5%
Radio	4%	4%	4%	4%	6%	8%	4%	2%	7%	2%*	1%	1%	2%	3%	5%	3%
Online / Internet	3%	3%	3%	3%	6%	5%	3%	2%	3%	6%	5%	3%	4%	1%*	2%	4%
Twitter	2%	3%	2%	0%*	3%	5%	2%	1%	0%	1%	1%	0%	2%	0%	1%	0%
Printed bus schedule	3%	2%	3%	3%	3%	3%	2%	3%	1%	1%	4%	8%	2%	3%	4%	2%
NextRide app	2%	2%	1%	0%	0%	1%	2%	1%	0%	0%	0%	0%	2%	1%	0%	1%
Through the city	2%	2%	3%	2%	3%	3%	3%	2%	2%	1%	5%	6%	2%	2%	7%	4%
Other third party transit app on smartphone	2%	2%	1%	1%	2%	1%	2%	2%	1%	1%	1%	0%	1%	3%*	4%	1%*
Telephone	2%	1%	1%	1%	3%	2%	1%	2%	3%	1%	2%	2%	4%	0%*	2%	2%
Television	1%	1%	1%	1%	0%	1%	0%	1%	0%	0%	0%	2%	0%	1%	0%	0%

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

Key Findings: Free Transit for Children Program

- ***Free Transit for Children, Program Impact.***

- ❑ Province-wide, only two in ten (17%) BC residents have children under the age of 12 under their care. Among parents/caregivers, the average of children per household is 1.7.
- ❑ Overall, parents/caregivers state children under their care aged 12 years and younger have used transit significantly more in 2022/23 (39%) than in 2021/22 (26%). One-quarter (23%) of parents/caregivers whose children use transit feel that the Free Transit for Children Program has increased their family's transit usage.
 - Transit use among children 12 years and under is higher in Victoria (60%), Whistler (51%), and Nanaimo (46%), with Victoria and Nanaimo seeing a significant increase in transit use among children compared to last year (40% and 20%, respectively in 2021/22).
 - Cowichan Valley (89%) and Vernon (83%) have significant increases in the proportion of those whose children do not use transit compared to last year (61% and 59% in 2021/22 respectively).
- ❑ Nearly nine in ten (88%) parents/caregivers whose children use transit believe the Free Transit for Children Program is important to their communities.
- ❑ When asked if they wanted to share any comments regarding the program, nearly half of those who left a comment (11% of 25%) wanted to show their support for the initiative, while others believe children should never pay (6%) and followed by more should be done to increase transit use affordability for families (4%).

Frequency of Children's Transit Use

FREQUENCY OF TRANSIT USAGE AMONG CHILDREN 12 AND UNDER

	Total		Victoria		Central Fraser Valley		Kamloops		Kelowna		Nanaimo		Prince George		Whistler		
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	
	n=		869	869	154	158	89	87	86	59	45	61	51	47	85	89	76
USED ANY FREQUENCY	26%	39%*	40%	60%*	27%	23%	29%	31%	18%	21%	20%	46%*	21%	33%	43%	51%	
3+ days a week	6%	7%	10%	12%	13%*	2%	4%	2%	5%	7%	7%	10%	3%	6%	9%	5%	
1-2 days a week	3%	8%*	6%	23%*	4%	1%	5%	5%	0%	1%	0%	9%	3%	6%	6%	17%	
A few times a month	5%	9%*	9%	7%	3%	4%	0%	8%	8%	9%	6%	12%	4%	10%	6%	9%	
A few times a year	12%	16%	15%	18%	7%	17%	20%	16%	5%	5%	8%	14%	11%	11%	21%	20%	
They do not use transit	71%	59%*	57%	39%*	69%	72%	70%	67%	81%	76%	74%	52%	78%	65%	54%	49%	
Don't know/Refused	2%	1%	3%	1%	3%	5%	2%	2%	1%	3%	6%	2%	1%	2%	4%	0%	

	Total		Chilliwack Regional		Campbell River		Comox Valley		Cowichan Valley		Penticton		Vernon Regional		Tier 3 Communities		
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	
	n=		869	869	49	43	46	60	37	55	42	38	28**	28**	44	22**	37
USED ANY FREQUENCY	26%	39%*	10%	27%*	39%	38%	20%	31%	27%	11%	29%	29%	27%	17%	20%	44%*	
3+ days a week	6%	7%	4%	1%	4%	13%	1%	2%	2%	0%	0%	0%	11%	0%*	0%	9%	
1-2 days a week	3%	8%*	0%	3%	7%	2%	4%	2%	0%	3%	6%	0%	3%	0%	3%	3%	
A few times a month	5%	9%*	2%	9%	5%	7%	4%	6%	13%	5%	0%	5%	2%	0%	3%	15%	
A few times a year	12%	16%	3%	14%	23%	16%	11%	22%	12%	3%	22%	24%	11%	17%	15%	17%	
They do not use transit	71%	59%*	89%	73%	58%	61%	80%	68%	61%	89%*	71%	71%	59%	83%*	80%	56%	
Don't know/Refused	2%	1%	2%	0%	4%	1%	0%	1%	12%	0%*	0%	0%	14%	0%*	0%	0%	

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

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

Free Transit for Children Program Impact

IMPACT OF FREE TRANSIT FOR CHILDREN 12 AND UNDER PROGRAM

	Total		Victoria		Central Fraser Valley		Kamloops		Kelowna		Nanaimo		Prince George		Whistler	
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23
<i>n=</i>	617	869	107	158	61	87	63	59	33	61	36	47	62	89	49	72
Significantly decreased	2%	1%	3%	0%	0%	1%	0%	3%	4%	5%	1%	1%	3%	3%	0%	3%
Somewhat decreased	1%	2%	0%	4%	5%	1%	2%	0%	0%	0%	0%	2%	1%	11%*	0%	0%
Neither decreased nor increased	72%	74%	71%	71%	66%	84%	76%	72%	85%	76%	84%	51%*	77%	61%	67%	77%
Somewhat increased	17%	13%	19%	13%	19%	5%	18%	18%	5%	14%	3%	19%*	15%	12%	19%	10%
Significantly increased	9%	10%	6%	12%	11%	9%	5%	7%	6%	5%	12%	28%	4%	14%	15%	10%
TOTAL INCREASE	25%	23%	25%	25%	30%	14%	23%	26%	11%	19%	15%	46%*	20%	26%	33%	20%

	Total		Chilliwack Regional		Campbell River		Comox Valley		Cowichan Valley		Penticton		Vernon Regional		Tier 3 Communities	
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23
<i>n=</i>	869	869	37	43	33	60	28**	55	30	38	17**	28**	32	22**	29**	50
Significantly decreased	2%	1%	0%	0%	5%	6%	0%	1%	0%	0%	11%	0%	5%	0%	0%	1%
Somewhat decreased	1%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	4%	0%	0%	0%
Neither decreased nor increased	72%	74%	84%	71%	57%	63%	78%	71%	72%	86%	71%	65%	35%	68%*	72%	81%
Somewhat increased	17%	13%	10%	16%	26%	21%	19%	14%	21%	10%	10%	30%	51%	28%	14%	13%
Significantly increased	9%	10%	6%	13%	12%	10%	3%	14%	8%	4%	8%	4%	6%	4%	14%	5%
TOTAL INCREASE	25%	23%	16%	29%	38%	31%	22%	28%	28%	14%	18%	34%	57%	32%	28%	18%

X4: Starting September 1, children aged 12 and under will be able to ride the bus for free as part of the Free Transit for Children 12 and Under program instituted by the Province and supported by BC Transit. To what extent has the implementation of the Free Transit program impacted your family use of Transit?

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

Free Transit for Children Program Importance

IMPORTANCE OF FREE TRANSIT FOR CHILDREN PROGRAM FOR THE COMMUNITY

	Total		Victoria		Central Fraser Valley		Kamloops		Kelowna		Nanaimo		Prince George		Whistler	
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23
<i>n=</i>	617	869	107	158	61	87	63	59	33	61	36	47	62	89	49	72
Not at all important	4%	5%	7%	11%	0%	3%	4%	1%	0%	1%	0%	3%	3%	6%	7%	5%
Not really important	9%	8%	9%	6%	7%	8%	6%	14%	16%	19%	7%	7%	4%	8%	5%	1%
Somewhat important	35%	34%	30%	43%	53%	46%	39%	38%	25%	36%	24%	22%	57%	32%*	39%	23%
Very much important	52%	54%	54%	40%	40%	43%	52%	48%	59%	44%	69%	68%	36%	55%	49%	72%*
TOTAL IMPORTANT	87%	88%	84%	83%	93%	89%	90%	85%	84%	79%	93%	90%	93%	86%	88%	94%

	Total		Chilliwack Regional		Campbell River		Comox Valley		Cowichan Valley		Penticton		Vernon Regional		Tier 3 Communities	
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23
<i>n=</i>	869	869	37	43	33	60	28**	55	30	38	17**	28**	32	22**	29**	50
Not at all important	4%	5%	2%	2%	12%	1%	4%	8%	9%	0%	21%	0%	6%	3%	5%	3%
Not really important	9%	8%	15%	6%	3%	9%	13%	13%	6%	16%	0%	3%	9%	23%	10%	1%
Somewhat important	35%	34%	33%	37%	16%	17%	36%	17%	25%	28%	44%	31%	15%	35%	28%	25%
Very much important	52%	54%	50%	55%	69%	72%	48%	61%	60%	56%	35%	66%*	70%	39%*	56%	71%
TOTAL IMPORTANT	87%	88%	84%	92%	86%	89%	84%	78%	85%	84%	79%	97%	85%	75%	85%	96%

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

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

Free Transit for Children Program Additional Comments

COMMENTS ABOUT FREE TRANSIT FOR CHILDREN 12 AND UNDER PROGRAM

	Total		Victoria		Central Fraser Valley		Kamloops		Kelowna		Nanaimo		Prince George		Whistler	
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23
<i>n=</i>	617	869	107	158	61	87	63	59	33	61	36	47	62	89	49	72
ANY COMMENT	28%	25%	27%	26%	20%	21%	33%	23%	11%	11%	42%	33%	16%	40%*	27%	39%
Approve the initiative	11%	11%	8%	10%	12%	15%	13%	12%	11%	9%	6%	7%	10%	11%	13%	14%
Children Should Never Pay	6%	6%	6%	10%	2%	0%	2%	9%	3%	0%	2%	9%	1%	13%*	2%	13%*
Making Transit More Affordable to Families	8%	4%	5%	3%	11%	2%	11%	4%	0%	1%	17%	12%	3%	6%	6%	2%
Fiscal concerns / Concerns about program necessity	0%	2%*	0%	9%*	0%	0%	0%	0%	0%	1%	0%	3%	0%	2%	0%	2%
Safety Concerns	4%	2%	3%	1%	1%	2%	13%	0%*	0%	1%	3%	8%	3%	10%	4%	1%
Incentive to use Transit	6%	2%*	5%	2%	7%	1%	5%	0%	0%	0%	3%	4%	0%	1%	2%	7%
Schedule, Routs & Infrastructure concerns	2%	1%	3%	1%	2%	1%	4%	0%	0%	0%	2%	0%	2%	0%	0%	3%
Improve Communication	2%	0%*	1%	0%	0%	1%	0%	0%	0%	0%	13%	0%*	4%	0%	5%	1%

X5: Do you have any additional comments about the Free Transit for Children 12 and Under program, and its impact to your community?

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

Free Transit for Children Program Additional Comments

COMMENTS ABOUT FREE TRANSIT FOR CHILDREN 12 AND UNDER PROGRAM

	Total		Chilliwack Regional		Campbell River		Comox Valley		Cowichan Valley		Penticton		Vernon Regional		Tier 3 Communities	
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23
<i>n=</i>	617	869	37	43	33	60	28**	55	30	38	17**	28**	32	22**	29**	50
ANY COMMENT	28%	25%	30%	21%	37%	50%	42%	22%	35%	26%	53%	28%	26%	21%	37%	26%
Approve the initiative	11%	11%	13%	3%	20%	15%	3%	5%	25%	7%	21%	7%	14%	9%	11%	15%
Children Should Never Pay	6%	6%	2%	7%	5%	12%	17%	6%	2%	5%	6%	0%	2%	0%	15%	4%
Making Transit More Affordable to Families	8%	4%	7%	10%	8%	14%	0%	5%	0%	3%	15%	6%	10%	4%	8%	2%
Fiscal concerns / Concerns about program necessity	0%	2%*	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
Safety Concerns	4%	2%	12%	0%	10%	0%	13%	1%	15%	1%	3%	2%	4%	0%	3%	2%
Incentive to use Transit	6%	2%*	1%	4%	2%	2%	2%	2%	5%	5%	0%	12%	4%	0%	17%	2%
Schedule, Routs & Infrastructure concerns	2%	1%	1%	0%	0%	3%	6%	0%	2%	0%	11%	0%	2%	5%	0%	1%
Improve Communication	2%	0%*	0%	0%	0%	1%	4%	1%	2%	0%	11%	0%	0%	0%	4%	0%

X5: Do you have any additional comments about the Free Transit for Children 12 and Under program, and its impact to your community?

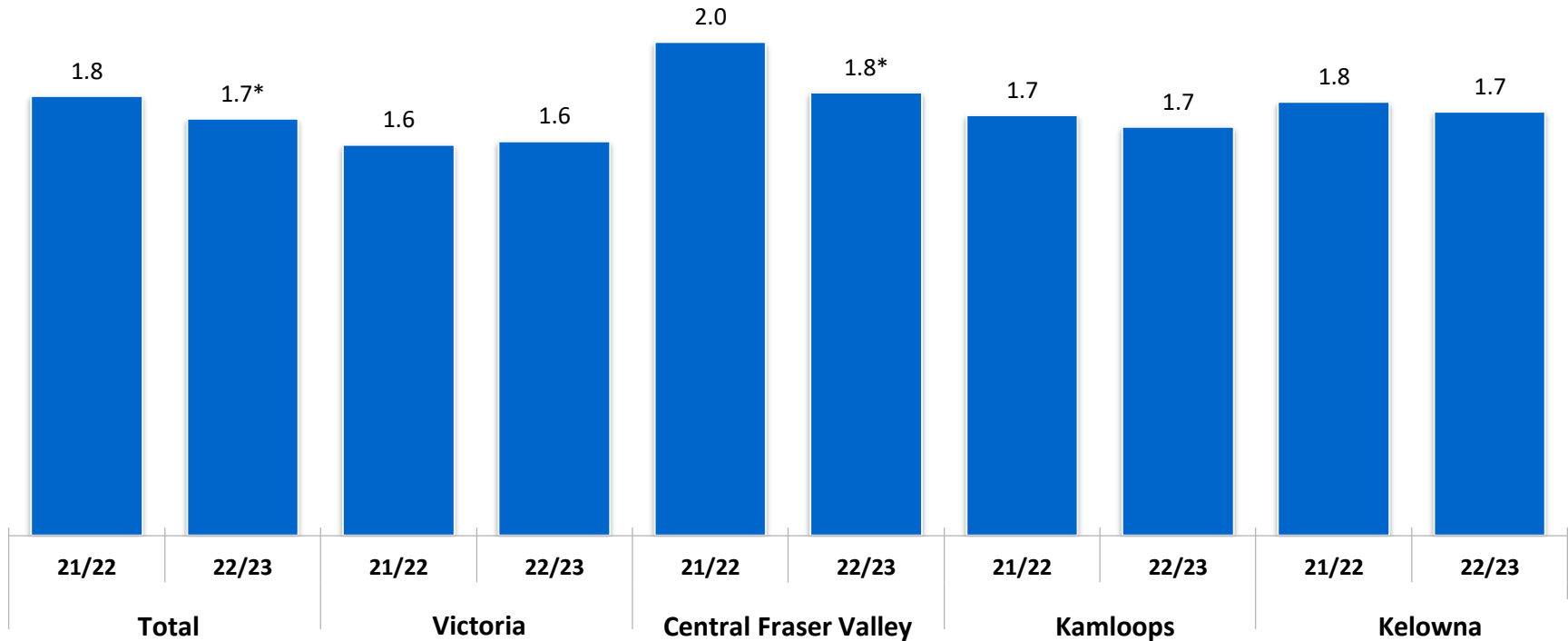
* - statistically significant difference at 95% level compared to the previous year
 ** - small sample size

Key Findings: Availability of Vehicles

- ***Average Number of Vehicles in Household***
 - Over the 2022/23 period, households in BC Transit's operating area have an average of 1.7 vehicles, slightly lower than in 2021/22.
 - Households in Campbell River own or lease the highest average number of vehicles, with 1.9, while households in Victoria and Nanaimo have the lowest average, with 1.6 each.

Availability and Use of Vehicles

AVERAGE NUMBER OF VEHICLES IN HOUSEHOLD



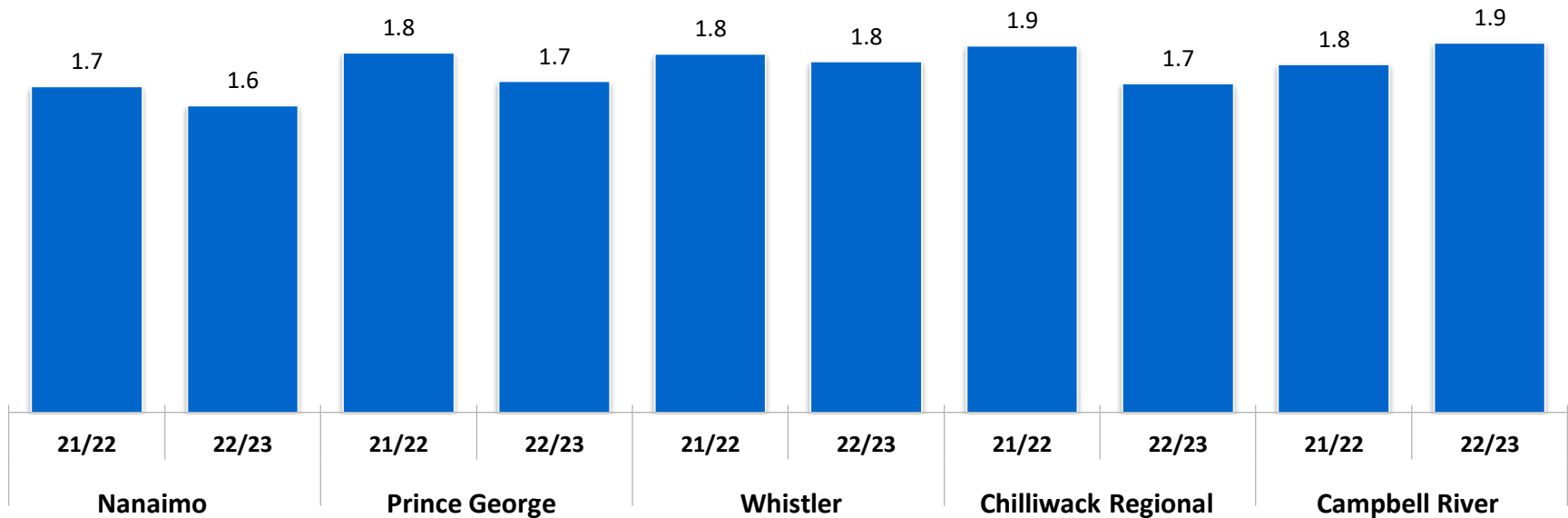
QD3. How many insured motor vehicles, including motorcycles, do you and the other members of your household own or lease?

Annual Base 2022/2023: Total=8,039; Victoria=1,784; Central Fraser Valley=598; Kamloops=598; Kelowna=599.
 Annual Base 2021/2022: Total=8,082; Victoria=1,899; Central Fraser Valley=597; Kamloops=604; Kelowna=597.

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

Availability and Use of Vehicles

AVERAGE NUMBER OF VEHICLES IN HOUSEHOLD



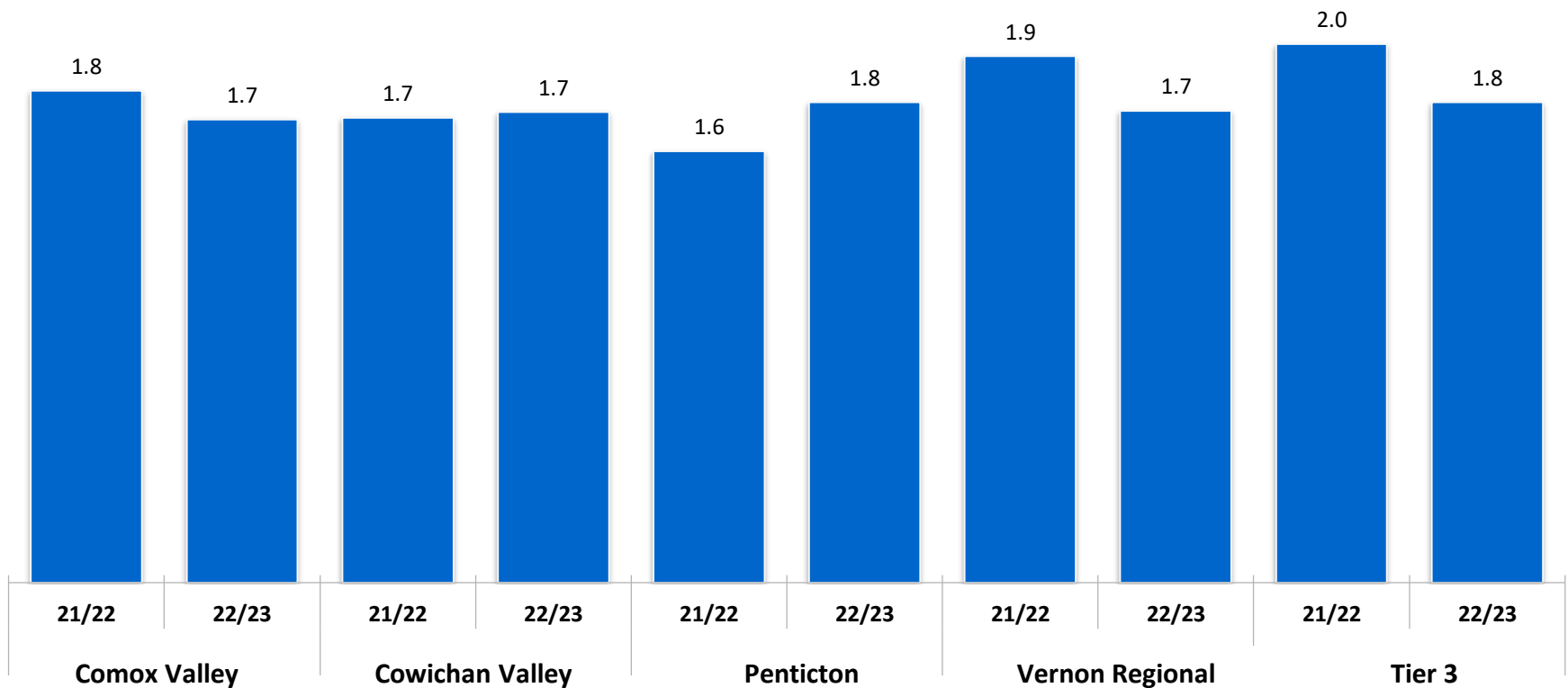
QD3. How many insured motor vehicles, including motorcycles, do you and the other members of your household own or lease?

Annual Base 2022/2023: Total=8,039; Nanaimo=599; Prince George=596; Whistler=411; Chilliwack=406; Campbell River=408.
 Annual Base 2021/2022: Total=8,082; Nanaimo=601; Prince George=592; Whistler=414; Chilliwack=399; Campbell River=380.

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

Availability and Use of Vehicles

AVERAGE NUMBER OF VEHICLES IN HOUSEHOLD



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

Annual Base 2022/2023: Total=8,039; Comox Valley=407; Cowichan Valley=407; Penticton=407; Vernon=406; Tier 3=407.
 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

Demographic Profile

Overall BC Transit Ridership Profile

- ❑ For the BC Transit service areas overall, 54% of residents are women.
- ❑ Province-wide, one-half (49%) classify their household income at \$65,000+ and one-third (33%) indicate their household income fits in the range of \$25,000 to <\$65,000.
- ❑ Province-wide, only two in ten (17%) have children under the age of 12, and among them, the average of children per household is 1.7.

Demographics

	Total	
	21/22	22/23
<i>n=</i>	8,082	8,039
MUNICIPALITY OF RESIDENCE		
Victoria	24%	23%
Central Fraser Valley	11%	11%
Kamloops	6%	6%
Kelowna	11%	11%
Nanaimo	8%	8%
Prince George	5%	5%
Whistler	1%	1%
Chilliwack	5%	5%
Campbell River	2%	2%
Comox Valley	3%	3%
Cowichan Valley	<1%	<1%
Penticton	3%	3%
Vernon	4%	4%
Tier 3 Communities	18%	18%

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

Demographics

	Total		Victoria		Central Fraser Valley		Kamloops		Kelowna		Nanaimo	
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23
<i>n=</i>	8082	8039	1899	1784	597	598	604	598	597	599	601	599
HOUSEHOLD INCOME												
Less than \$25,000	12%	12%	10%	9%	11%	16%	11%	10%	14%	10%	12%	14%
\$25,000 - <\$45,000	16%	15%	13%	17%*	20%	14%	14%	14%	10%	12%	19%	12%*
\$45,000 - <\$65,000	17%	18%	18%	19%	13%	17%	15%	18%	17%	19%	19%	16%
\$65,000+	50%	49%	51%	49%	51%	49%	56%	55%	53%	53%	46%	53%
Ref./DK	6%	5%	7%	6%	5%	3%	3%	3%	6%	6%	4%	4%
GENDER												
Male	46%	46%	47%	47%	48%	46%	46%	47%	46%	46%	44%	46%
Female	54%	54%	53%	53%	52%	54%	53%	53%	53%	54%	56%	53%
AGE												
Under 25	9%	7%*	12%	11%	11%	10%	10%	10%	10%	8%	6%	1%*
25-34	12%	12%	13%	14%	14%	13%	14%	9%*	18%	11%*	9%	12%
35-54	29%	30%	28%	26%	36%	34%	30%	38%*	22%	30%*	28%	31%
55-64	23%	21%*	22%	21%	17%	20%	23%	18%*	24%	24%	23%	19%
65+	26%	29%*	24%	27%*	21%	24%	23%	25%	25%	28%	34%	37%
CHILDREN UNDER 12												
Yes	18%	17%	14%	16%	25%	20%	24%	13%*	12%	16%	12%	12%
Average of children under 12	1.8	1.7	1.8	1.7	1.9	2.0*	1.8	1.8	1.7	1.4	1.6	1.8*

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

Demographics

	Total		Prince George		Whistler		Chilliwack		Campbell River		Comox Valley	
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23
<i>n</i> =	8082	8039	592	596	414	411	399	406	380	414	410	407
HOUSEHOLD INCOME												
Less than \$25,000	12%	12%	12%	19%*	6%	3%	9%	17%*	8%	15%*	10%	6%
\$25,000 - <\$45,000	16%	15%	15%	13%	12%	9%	19%	13%	19%	18%	14%	14%
\$45,000 - <\$65,000	17%	18%	18%	15%	12%	13%	15%	19%	16%	11%	17%	14%
\$65,000+	50%	49%	50%	50%	61%	67%	50%	45%	50%	48%	50%	61%*
Ref./DK	6%	5%	5%	3%	9%	8%	6%	7%	7%	8%	9%	5%
GENDER												
Male	46%	46%	49%	48%	52%	56%	43%	42%	43%	44%	40%	43%
Female	54%	54%	51%	52%	48%	44%	57%	58%	56%	55%	59%	57%
AGE												
Under 25	9%	7%*	10%	14%*	13%	11%	6%	2%*	4%	1%*	7%	2%*
25-34	12%	12%	14%	13%	23%	18%	13%	15%	9%	4%*	8%	8%
35-54	29%	30%	36%	36%	45%	41%	28%	29%	30%	29%	25%	27%
55-64	23%	21%*	21%	17%	9%	13%	27%	25%	26%	32%	25%	25%
65+	26%	29%*	18%	20%	5%	10%*	27%	30%	30%	34%	35%	38%
CHILDREN UNDER 12												
Yes	18%	17%	25%	19%	22%	17%	22%	18%	19%	18%	16%	20%
Average of children under 12	1.8	1.7	1.7	1.8	1.7	1.7	2.2	2.2	1.9	2.4*	1.7	1.7

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

Demographics

	Total		Cowichan Valley		Penticton		Vernon		Tier 3	
	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23	21/22	22/23
<i>n=</i>	8082	8039	398	407	397	407	393	406	401	407
HOUSEHOLD INCOME										
Less than \$25,000	12%	12%	17%	10%	13%	8%	15%	12%	15%	13%
\$25,000 - <\$45,000	16%	15%	19%	15%	21%	28%	20%	15%	15%	17%
\$45,000 - <\$65,000	17%	18%	20%	26%	17%	14%	19%	21%	19%	22%
\$65,000+	50%	49%	37%	46%	44%	42%	40%	50%*	47%	44%
Ref./DK	6%	5%	7%	4%	5%	7%	7%	2%*	4%	4%
GENDER										
Male	46%	46%	39%	39%	44%	44%	45%	46%	45%	45%
Female	54%	54%	61%	61%	56%	55%	55%	54%	55%	55%
AGE										
Under 25	9%	7%*	3%	1%*	3%	<1%*	3%	6%*	7%	4%
25-34	12%	12%	8%	8%	7%	9%	10%	11%	10%	12%
35-54	29%	30%	23%	22%	28%	22%*	28%	24%	28%	34%
55-64	23%	21%*	21%	21%	25%	28%	26%	26%	26%	20%*
65+	26%	29%*	42%	40%	37%	39%	32%	33%	29%	31%
CHILDREN UNDER 12										
Yes	18%	17%	15%	15%	12%	9%	20%	8%*	18%	21%
Average of children under 12	1.8	1.7	1.5	1.4	1.4	1.9*	1.7	2.4*	2.0	1.5*

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

Appendix - Questionnaire

Project 41074-019
BC Transit CSAT and Rider Experience Questionnaire
Monthly Tracking Survey
TELEPHONE&ONLINE VERSION

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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Project 41074-019
BC Transit CSAT and Rider Experience Questionnaire
Monthly Tracking Survey
TELEPHONE&ONLINE VERSION

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 34/99 - soft
18-24	2	min 34/99 - soft
25-34	3	
35-44	4	
Or Older – Are you...		
45-54	5	
55-64	6	
65-74	7	min 34/99 - soft
75 and older	8	min 34/99 - 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	

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Appendix - Questionnaire



Project 41074-019
BC Transit CSAT and Rider Experience Questionnaire
Monthly Tracking Survey
TELEPHONE&ONLINE VERSION

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/ Spallumchee/ Barringer/ Clearwater)	34	
Tier 3 Regions		
Agassiz/ Harrison Hot Springs/ Kent	30	
Sunshine Coast (Gibson/ 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	



Project 41074-019
BC Transit CSAT and Rider Experience Questionnaire
Monthly Tracking Survey
TELEPHONE&ONLINE VERSION

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?

Appendix - Questionnaire

Project 41074-019
BC Transit CSAT and Rider Experience Questionnaire
Monthly Tracking Survey
TELEPHONE&ONLINE VERSION

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	15	GO TO Q11
[ANCHOR, EXCLUSIVE]		
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:	<i>Please select one response per each row.</i>
-------------------------	---

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"/>
Bus drivers are courteous	b	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frequency of scheduled service	c	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buses run on time/on schedule	d	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buses are clean and well-maintained	e	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal safety while riding local buses	f	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal safety while waiting for local buses	g	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability and accuracy of schedule information	h	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buses not being overcrowded	i	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buses have a direct route	j	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus fare payment options are convenient and easy to use	k	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buses have good connections with reasonable wait times	l	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus stops have enough amenities such as shelters, benches, information and trash cans	m	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus stops are clean and well maintained	n	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trip duration, that is the time from when you boarded to the time you got off the bus	o	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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:	<p>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</p> <p>WEB: Please select one response per each row.</p>
-------------------------------------	---

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:	Please select all that apply.
-------------------------	-------------------------------

Label	Value	Notes
Facebook	1	
Twitter	2	
BC Transit website (bctransit.com)	3	
At the bus stop	4	
Radio	5	
NextRide app	6	
TransitApp	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 Leger. Would you be willing to answer a short three-question survey on the internet in order for Leger'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!

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OUR SERVICES

- **Leger**
Marketing research and polling
- **Customer Experience (CX)**
Strategic and operational customer experience consulting services
- **Leger Analytics (LEA)**
Data modelling and analysis
- **Leger Opinion (LEO)**
Panel management
- **Leger Communities**
Online community management
- **Leger Digital**
Digital strategy and user experience
- **International Research**
Worldwide Independent Network (WIN)

600

EMPLOYEES



185

CONSULTANTS



8

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