

Report

Customer Satisfaction Tracking Report

2022



Last updated : Jan 09 2023

PROJECT NUMBER 41074

LeGER

Overall Report

Responsibility for Local Transit System

Current Reporting Quarter: Q4 2022 (OCT-DEC)

	Total n = 859	Victoria CMA n = 185	Central Fraser Valley n = 62	Kamloops n = 62	Kelowna n = 62	Nanaimo n = 62	Prince George n = 62	Whistler n = 47	Chilliwack n = 45	Campbell River n = 45	Comox Valley n = 45	Cowichan Valley n = 46	Penticton n = 45	Vernon n = 45	Tier 3 n = 46
BC Transit	61%	78%	61%	70%	49%	61%	68%	28%	69%	34%	56%	61%	50%	59%	47%
Local Government or Municipal Government	30%	20%	21%	28%	24%	34%	32%	51%	17%	54%	26%	36%	48%	29%	50%
TransLink	7%	10%	8%	3%	10%	10%	9%	7%	13%	5%	2%	7%	0%	7%	0%
Other (please specify)	1%	0%	0%	0%	1%	0%	1%	8%	0%	0%	2%	0%	1%	0%	3%
I don't know	10%	3%	18%	12%	22%	11%	7%	14%	12%	6%	15%	7%	3%	13%	8%

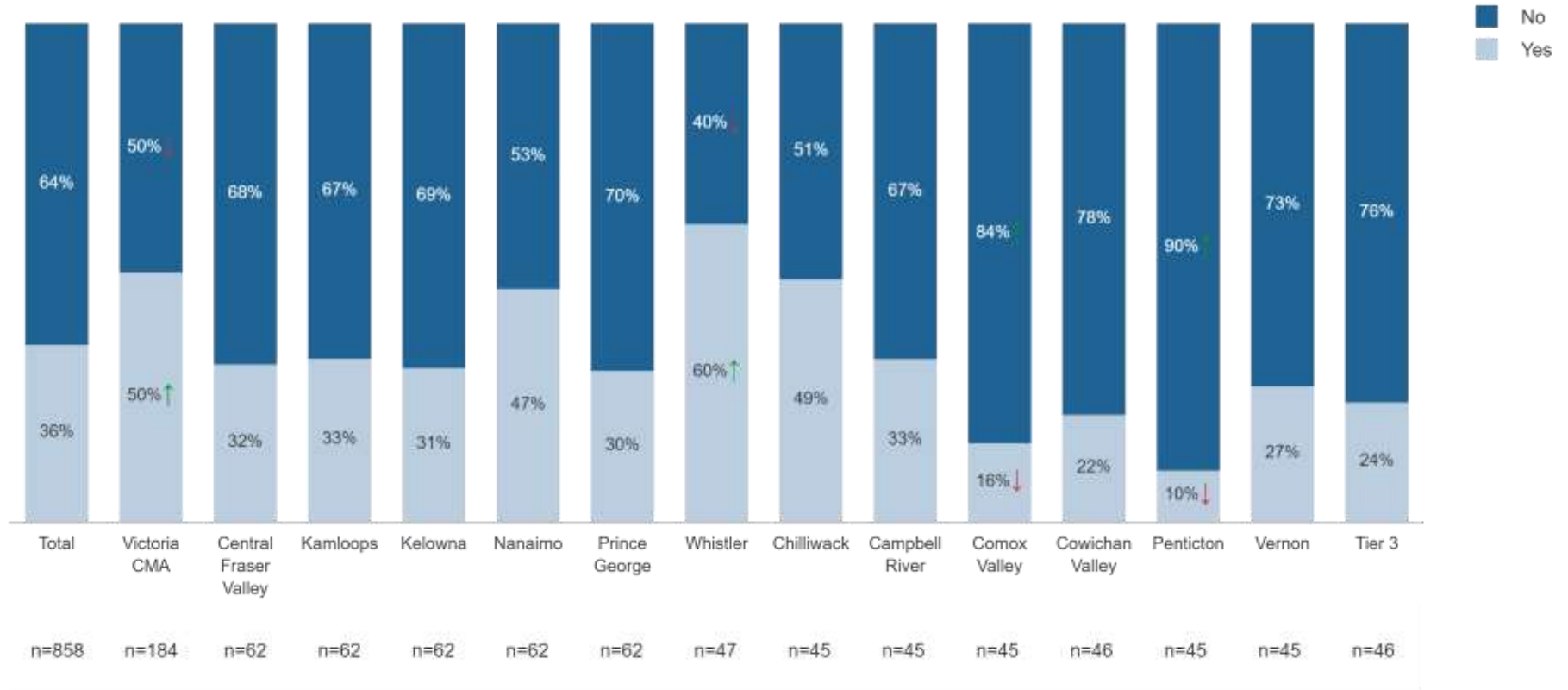
Q1. Who do you think is responsible for your local transit system?

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

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

Past Year Local Transit Use

Current Reporting Quarter: Q4 2022 (OCT-DEC)

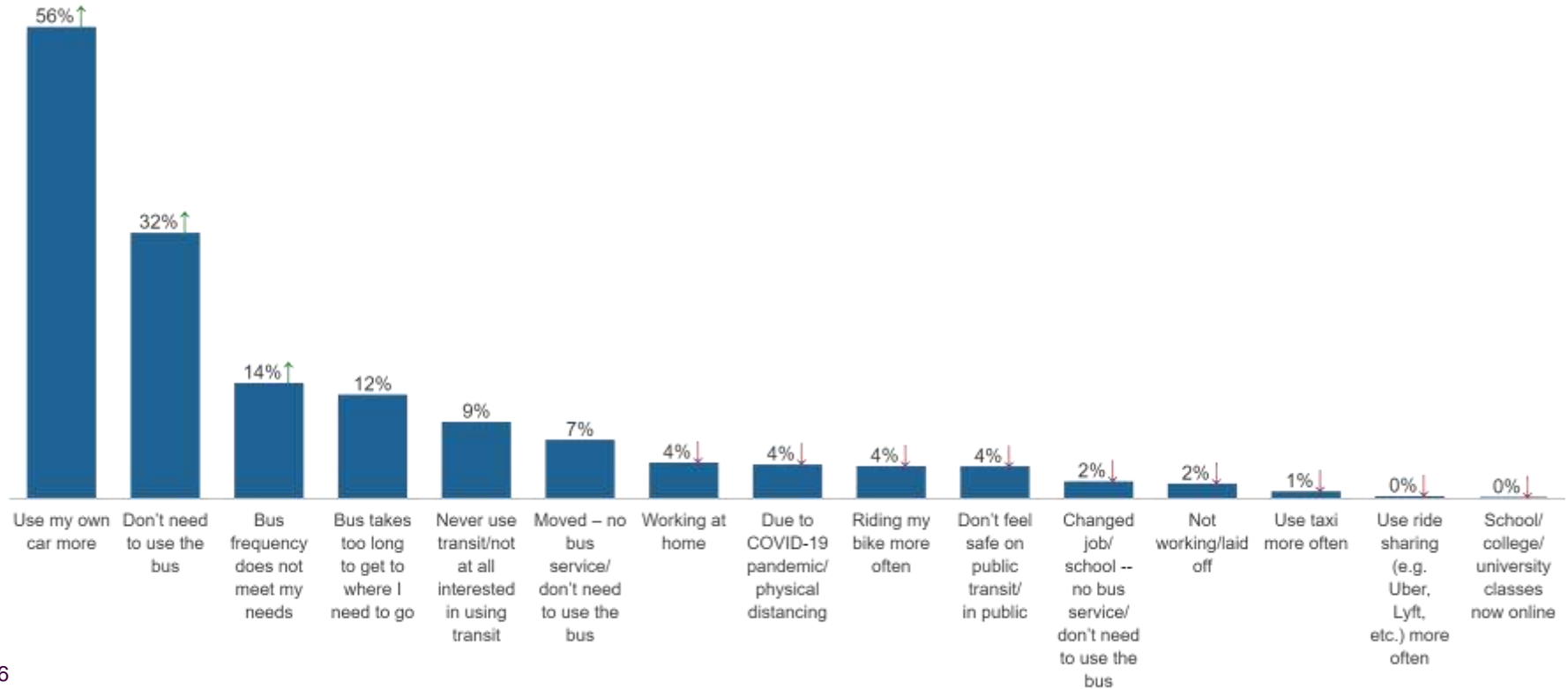


Q3: Have you used the local public bus system in the past year?

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

Reasons Not to Use the Local Public Bus System

Current Reporting Quarter: Q4 2022 (OCT-DEC)



base n= 606

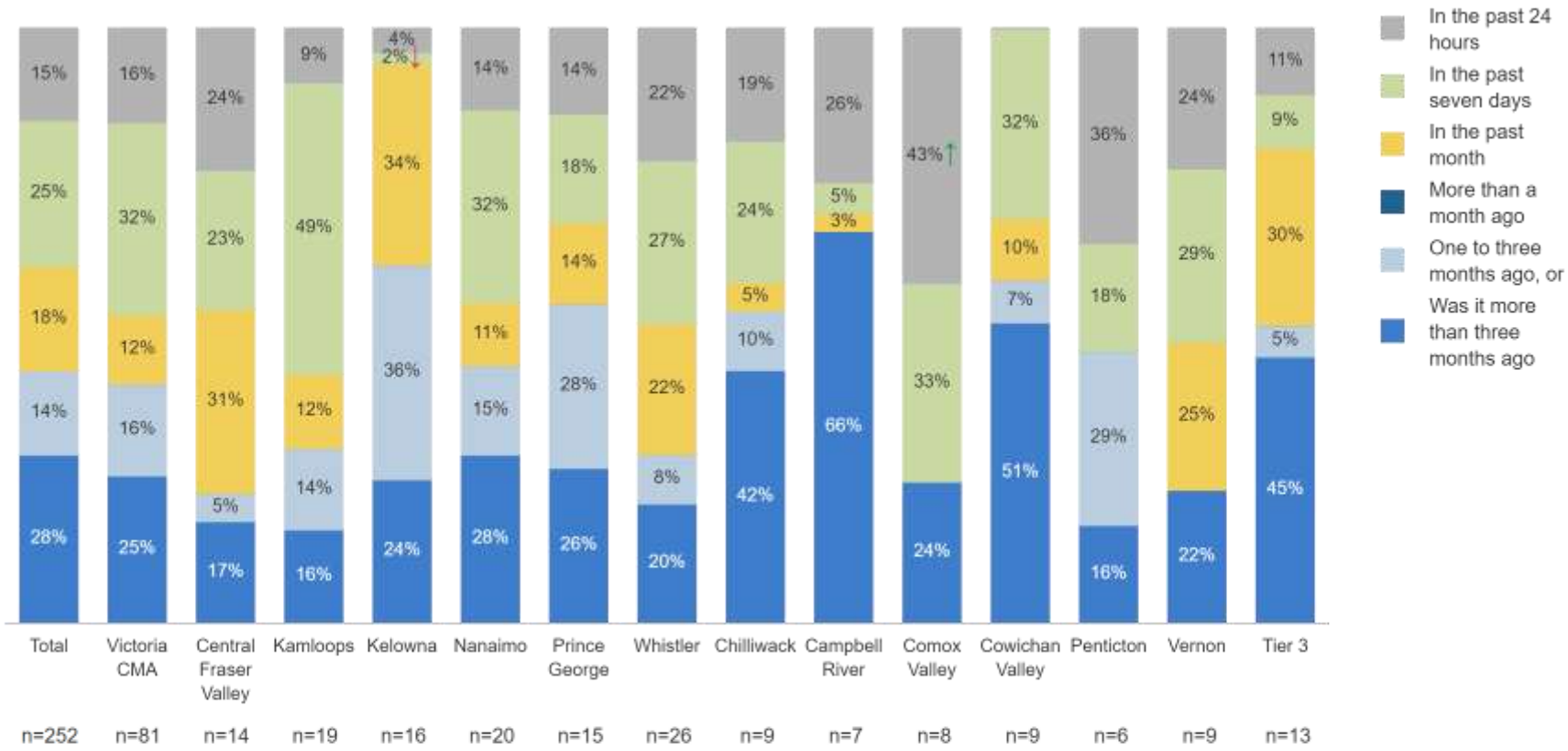
Q3A. Why have you not used the local public bus system in the past year?

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

Most Recent Local Transit Use

Current Reporting Quarter: Q4 2022 (OCT-DEC)

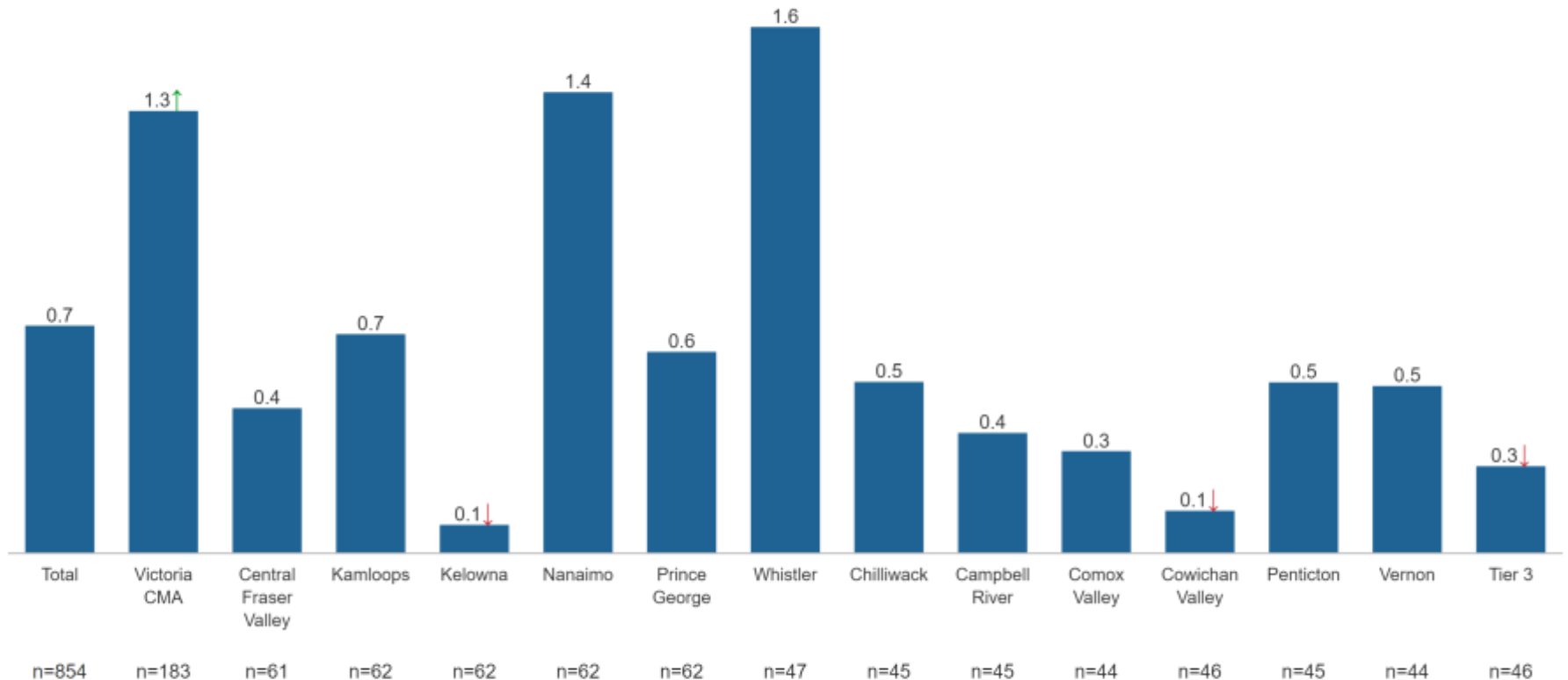


Q4: When did you last use the local public bus system?

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

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

Current Reporting Quarter: Q4 2022 (OCT-DEC)



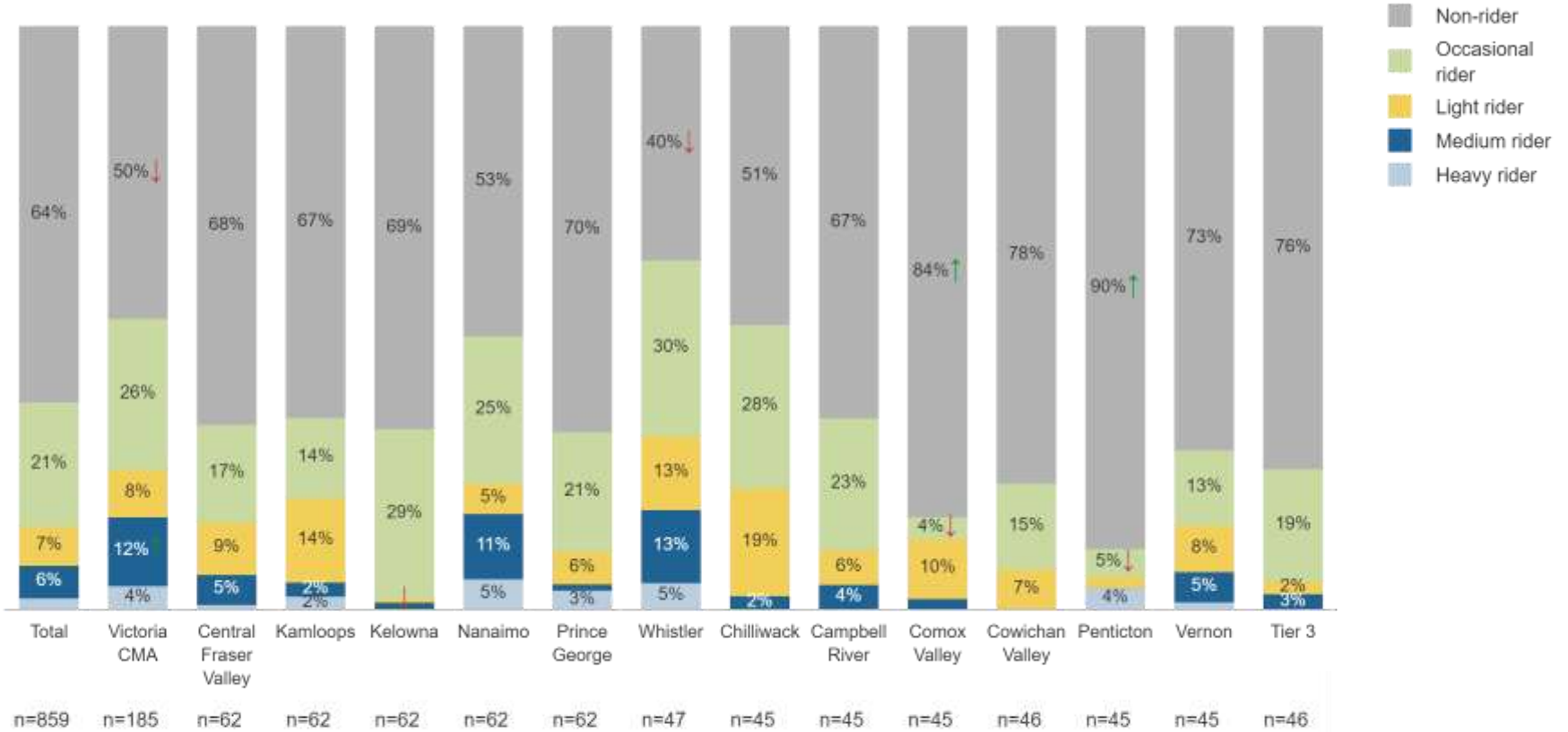
Q5: How many one-way trips did you make on public transit in the past seven days?

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

Rider Usage Group

Current Reporting Quarter: Q4 2022 (OCT-DEC)



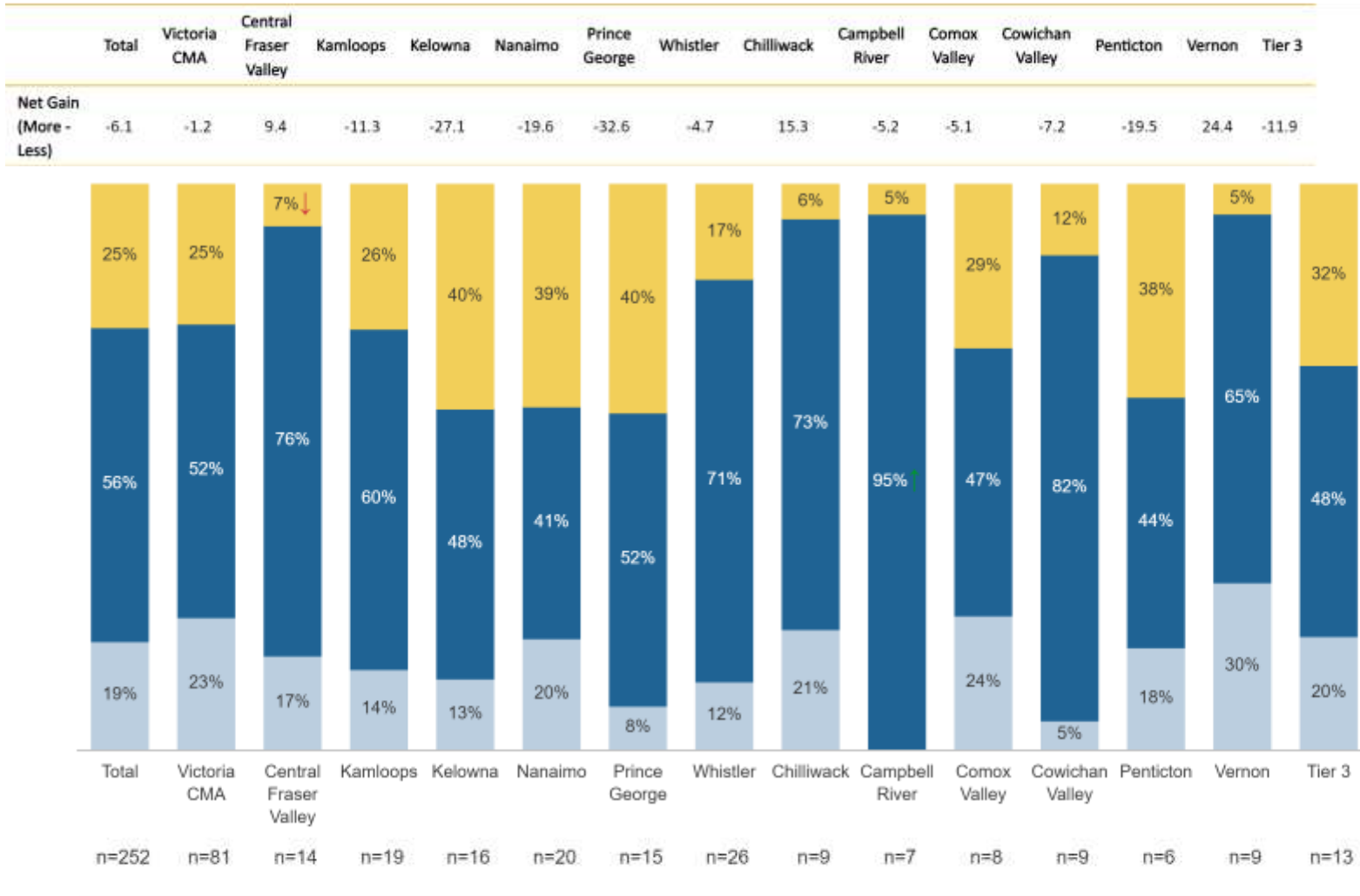
↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

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

Past Year Change in Local Bus System Use

Current Reporting
Quarter: Q4 2022
(OCT-DEC)



- Less often
- About the same
- More often

Q6A: Compared to a year ago, would you say that you use the local bus system more often now, less often or about the same?

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

Modes of Transportation Now Used (More often)

Current Reporting Quarter: Q4 2022 (OCT-DEC)

	Total	Victoria CMA	Central Fraser Valley	Kamloops	Kelowna	Nanaimo	Prince George	Whistler	Chilliwack	Campbell River	Comox Valley	Cowichan Valley	Penticton	Vernon	Tier 3
Drive car/ truck alone	56%	40%	36%	80%	68%	90%	91%	46%	100%	100%	34%	42%	22%	0%	23%
Carpool or share a ride as driver	19%	15%	64%	0%	0%	39%	63%	0%	0%	0%	0%	0%	0%	0%	12%
Carpool or share a ride as passenger	20%	26%	0%	0%	22%	10%	9%	0%	0%	0%	0%	0%	0%	0%	42%
Taxi	9%	8%	0%	0%	0%	5%	0%	0%	0%	0%	0%	0%	0%	0%	35%
Bicycle	6%	6%	0%	9%	0%	22%	0%	32%	0%	0%	0%	0%	0%	0%	0%
Motorcycle/ Moped/ Scooter	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Walking/ Rollerblading/ Skateboarding/ Jogging	30%	53%	0%	20%	32%	5%	91%	36%	0%	0%	0%	0%	0%	0%	0%
Ride share (e.g. Uber, Lyft, etc.)	0%	0%	0%	9%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other	6%	7%	0%	0%	0%	5%	0%	19%	0%	0%	66%	58%	78%	100%	0%
I prefer not to answer	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

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

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

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

Caution: Small sample sizes

Modes of Transportation Now Used (Less often)



Current Reporting Quarter: Q4 2022 (OCT-DEC)

	Total	Victoria CMA	Central Fraser Valley	Kamloops	Kelowna	Nanaimo	Prince George	Whistler	Chilliwack	Campbell River	Comox Valley	Cowichan Valley	Penticton	Vernon	Tier 3
Drive car/ truck alone	76%	82%	100%	100%	60%	100%	100%	80%	11%		100%	100%	100%	100%	45%
Carpool or share a ride as driver	12%	0%	15%	0%	60%	0%	0%	0%	89%		0%	0%	0%	0%	0%
Carpool or share a ride as passenger	22%	27%	0%	0%	60%	0%	0%	0%	89%		0%	0%	0%	0%	0%
Taxi	22%	7%	15%	0%	0%	89%	0%	0%	0%		49%	0%	0%	0%	55%
Bicycle	14%	11%	0%	0%	40%	0%	0%	18%	0%		0%	0%	0%	0%	55%
Motorcycle/ Moped/ Scooter	4%	9%	0%	0%	0%	0%	0%	0%	0%		0%	0%	0%	0%	0%
Walking/ Rollerblading/ Skateboarding/ Jogging	21%	16%	0%	0%	0%	0%	0%	38%	89%		0%	0%	0%	0%	55%
Ride share (e.g. Uber, Lyft, etc.)	1%	0%	0%	0%	0%	0%	0%	0%	0%		49%	0%	0%	0%	0%
Other	1%	0%	0%	0%	0%	11%	0%	0%	0%		0%	0%	0%	0%	0%
I prefer not to answer	1%	2%	0%	0%	0%	0%	0%	0%	0%		0%	0%	0%	0%	0%

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

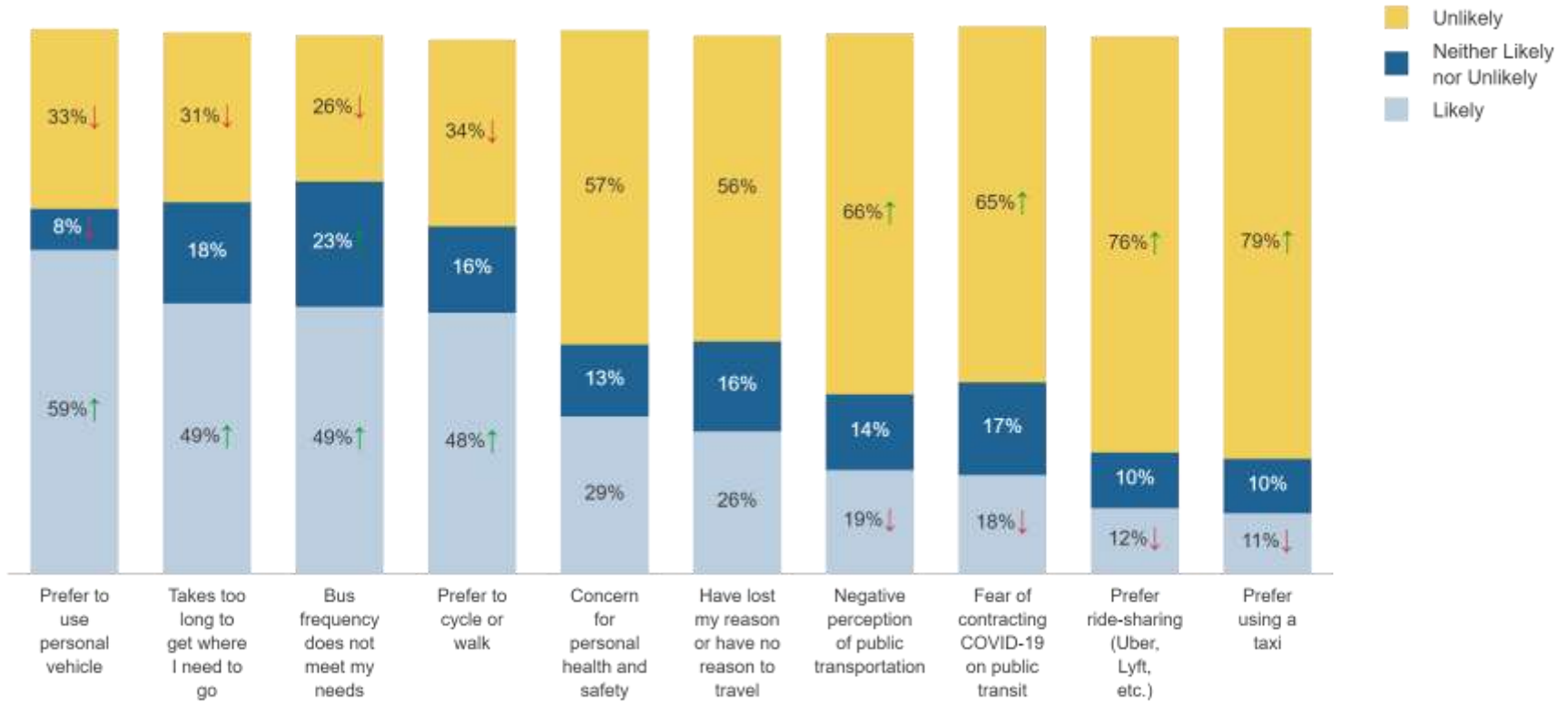
Green highlighted cells indicates significantly higher results compared to other regions.

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

Caution: Small sample sizes

Likelihood of Reasons to not use Public Transportation

Current Reporting Quarter: Q4 2022 (OCT-DEC)



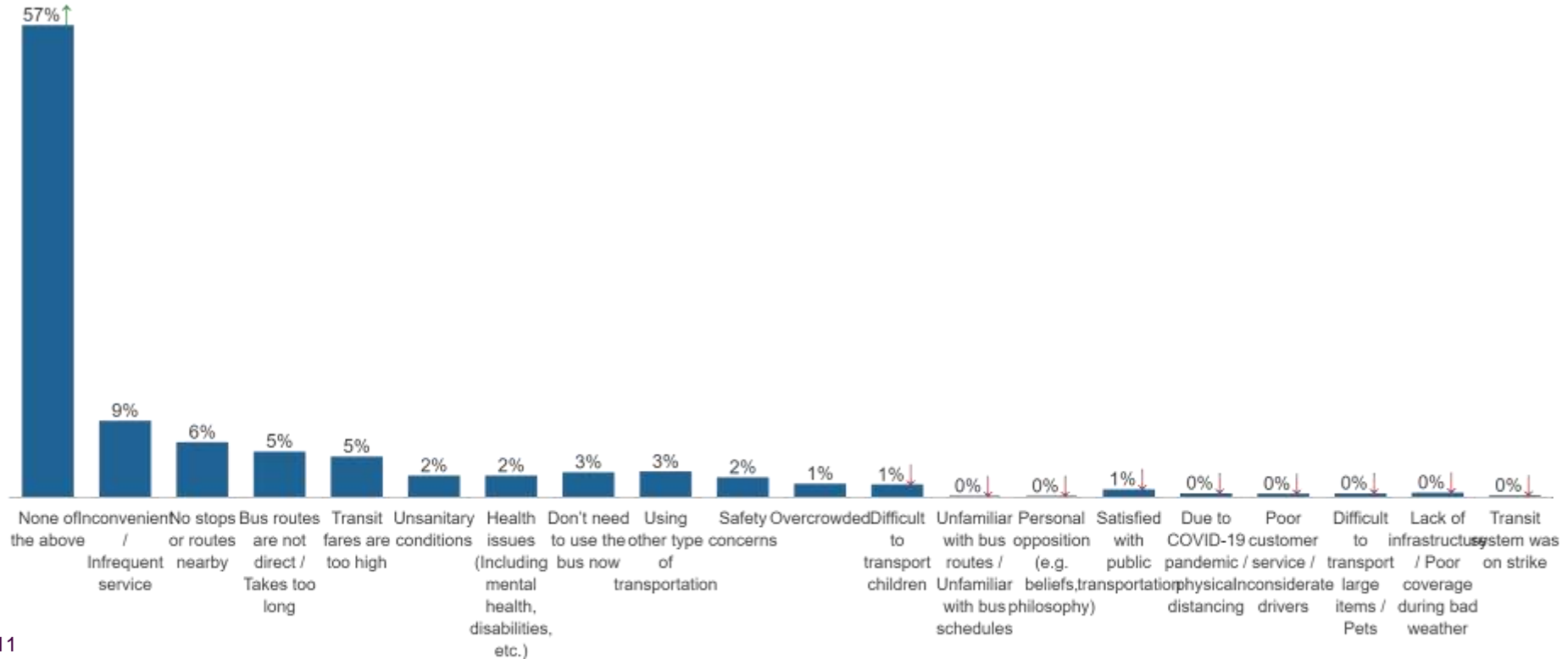
base n= 211

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

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

Reasons to not use Public Transportation for Travelling within Community

Current Reporting Quarter: Q4 2022 (OCT-DEC)



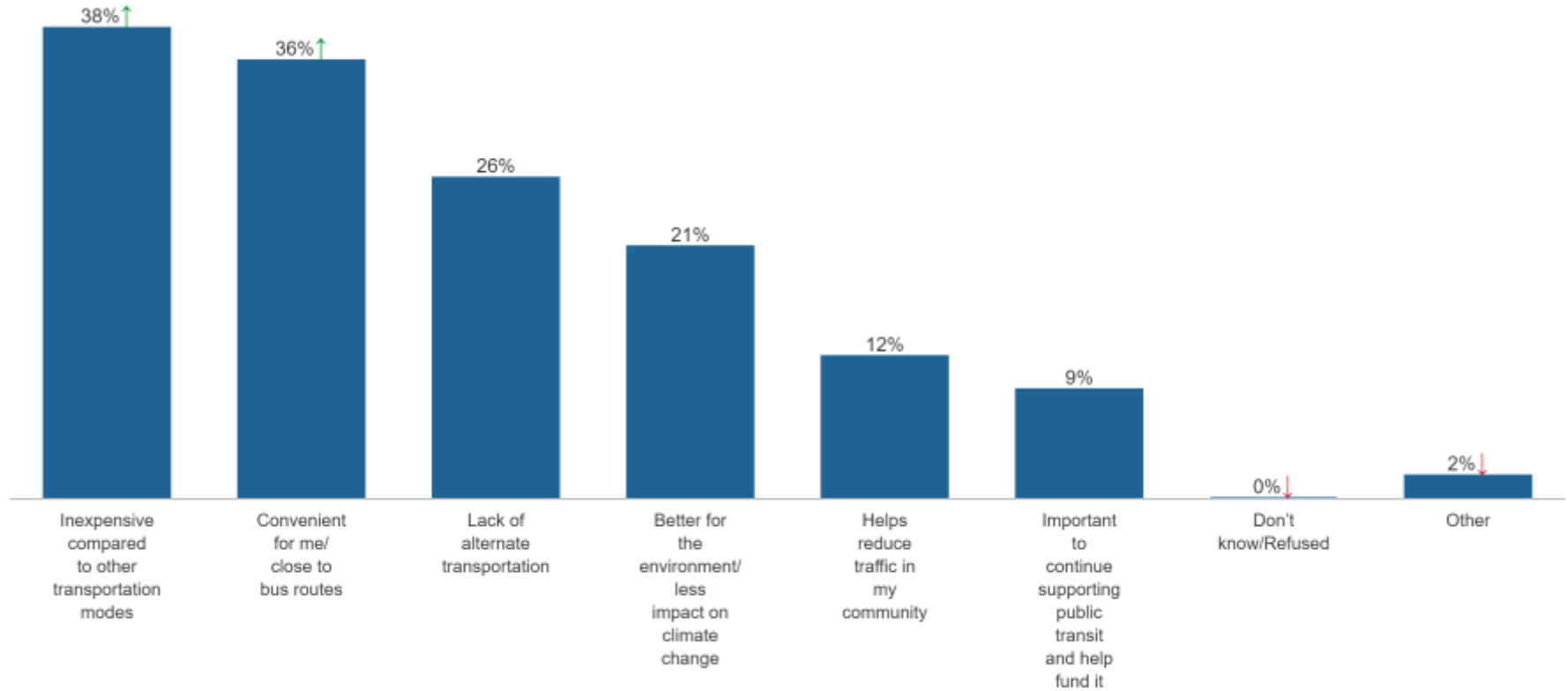
base n= 211

Q6BBC. Are there any other reasons for you to NOT be using public transportation for travelling within your community?

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

Reasons to use Local Transit More Often

Current Reporting Quarter: Q4 2022 (OCT-DEC)



base n= 41

Q6D. Why are you using local transit more often?

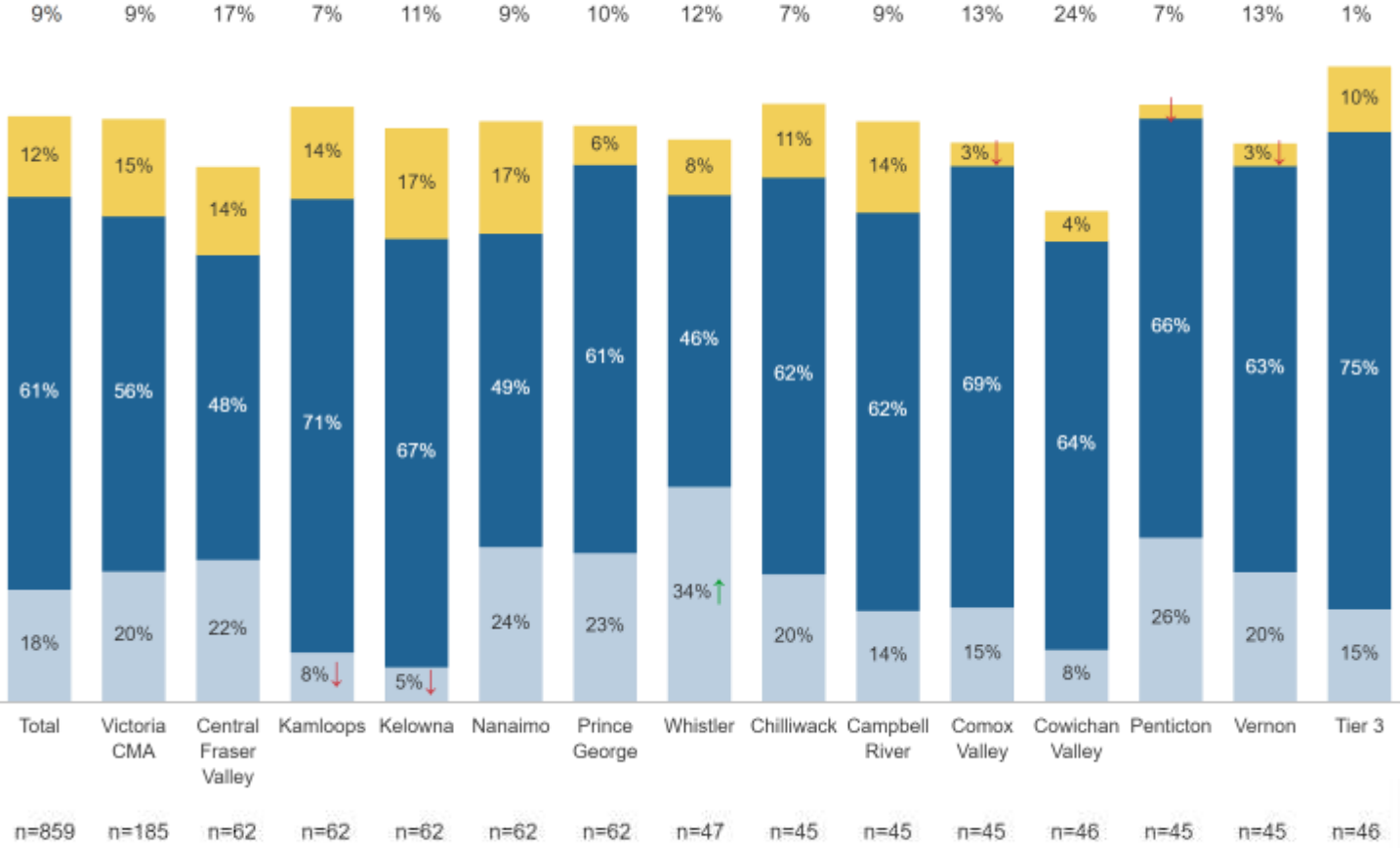
↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

Past Year Change in Local Bus System

Current Reporting Quarter: Q4 2022 (OCT-DEC)

Don't know/Refused



- Became worse
- Stayed the same
- Improved

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

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

Perceptions of Transit Service



(% Rating 4 or 5)

Current Reporting Quarter:
Q4 2022 (OCT-DEC)

	Total n = 859	Victoria CMA n = 185	Central Fraser Valley n = 62	Kamloops n = 62	Kelowna n = 62	Nanaimo n = 62	Prince George n = 62	Whistler n = 47	Chilliwack n = 45	Campbell River n = 45	Comox Valley n = 45	Cowichan Valley n = 46	Penticton n = 45	Vernon n = 45	Tier 3 n = 46
Fare prices are reasonable	50%	47%	44%	56%	45%	52%	45%	69%	62%	56%	57%	51%	37%	59%	54%
Bus drivers are courteous	59%	64%	60%	54%	58%	69%	50%	75%	53%	68%	67%	62%	66%	68%	48%
Frequency of scheduled service	32%	45%	38%	23%	20%	32%	23%	36%	15%	26%	19%	28%	28%	41%	28%
Buses run on time/on schedule	49%	50%	35%	51%	31%	59%	51%	58%	48%	38%	39%	49%	44%	54%	62%
Buses are clean and well-maintained	55%	59%	58%	62%	45%	57%	60%	68%	65%	70%	50%	60%	45%	51%	48%
Personal safety while riding local buses	51%	52%	45%	47%	42%	50%	42%	76%	50%	40%	59%	50%	45%	57%	62%
Personal safety while waiting for local buses	41%	41%	39%	46%	44%	40%	32%	75%	43%	43%	47%	39%	35%	42%	39%
Availability and accuracy of schedule information	50%	51%	47%	48%	47%	39%	54%	70%	60%	52%	51%	51%	37%	64%	48%
Buses not being overcrowded	49%	32%	68%	47%	36%	53%	72%	49%	42%	59%	56%	62%	61%	65%	53%
Buses have a direct route	37%	37%	37%	35%	33%	29%	28%	60%	31%	34%	43%	35%	32%	47%	42%
Bus fare payment options are convenient and easy to use	46%	48%	44%	41%	47%	42%	33%	50%	59%	41%	46%	45%	34%	51%	49%
Buses have good connections with reasonable wait times	36%	39%	43%	31%	24%	33%	38%	36%	45%	17%	45%	32%	32%	38%	36%
Bus stops have enough amenities	34%	43%	40%	38%	28%	36%	26%	56%	17%	31%	34%	33%	25%	43%	25%
Bus stops are clean and well maintained	48%	51%	49%	47%	51%	46%	46%	75%	56%	49%	44%	52%	40%	47%	44%
Trip duration	39%	44%	38%	35%	31%	30%	24%	59%	55%	25%	38%	34%	30%	45%	44%
Overall	45%	56%	46%	45%	30%	42%	39%	62%	53%	59%	49%	52%	37%	53%	37%

Q12 and Q13 Based on your own experience or what you may have seen or heard, we would like you to rate the local transit system on several areas. Using a scale of 1 to 5 where 1 means extremely poor and 5 means excellent. Green highlighted cells indicates significantly higher results compared to other regions; Red highlighted cells indicates significantly lower results compared to other regions.

Perceptions of Transit Service

(Mean Scores)



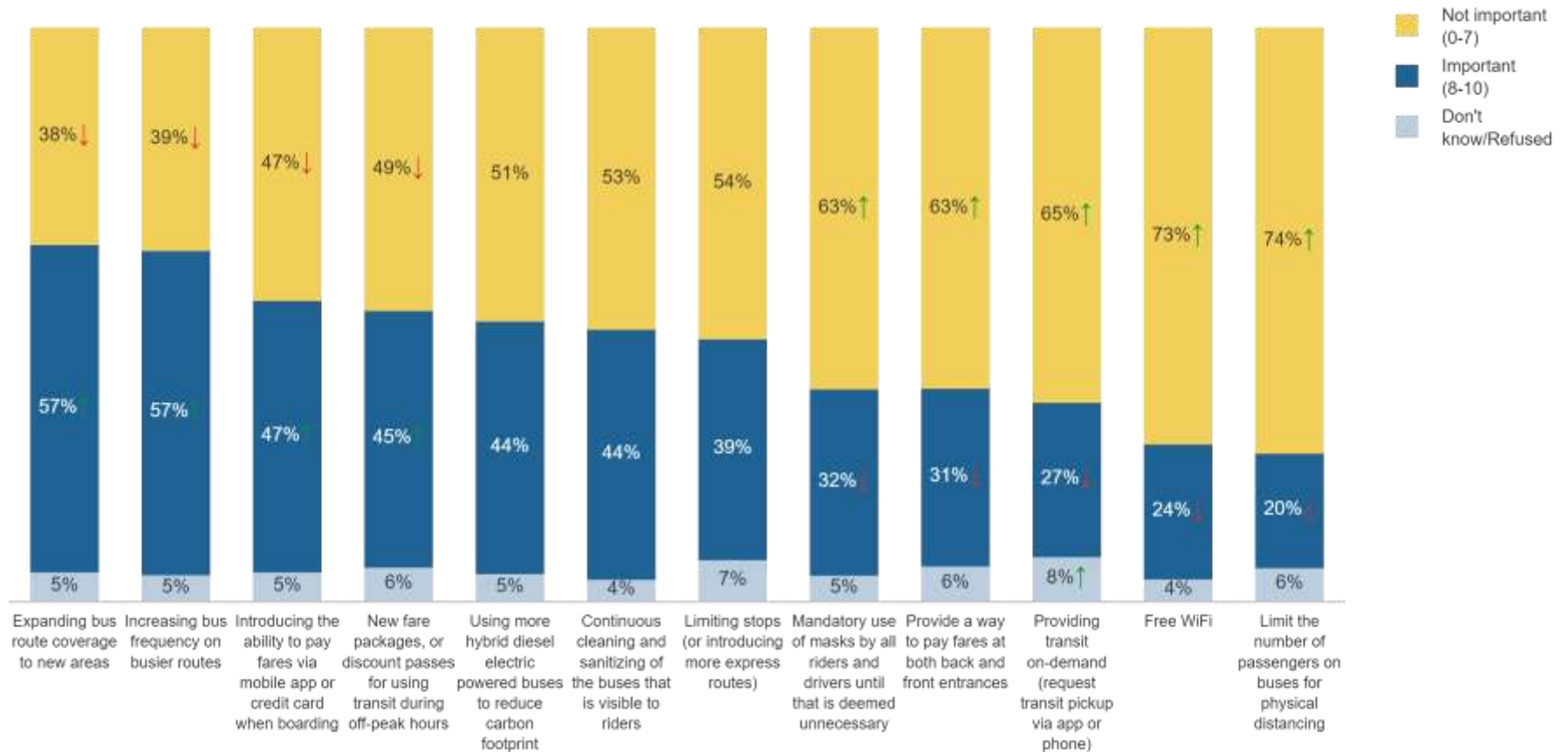
Current Reporting Quarter:
Q4 2022 (OCT-DEC)

	Total n = 526	Victoria CMA n = 126	Central Fraser Valley n = 38	Kamloops n = 41	Kelowna n = 33	Nanaimo n = 39	Prince George n = 34	Whistler n = 26	Chilliwack n = 29	Campbell River n = 17	Comox Valley n = 27	Cowichan Valley n = 26	Penticton n = 29	Vernon n = 30	Tier 3 n = 31
Fare prices are reasonable	3.7	3.5	3.8	3.8	3.8	3.6	3.5	3.9	3.9	4.3	3.9	3.7	3.6	4.0	3.9
Bus drivers are courteous	3.9	3.9	4.0	3.6	3.8	4.1	3.7	4.1	3.7	4.5	4.1	4.3	4.0	4.0	3.9
Frequency of scheduled service	3.1	3.4	3.4	2.9	3.0	3.0	2.6	3.3	3.0	3.1	3.1	3.1	3.1	3.6	3.0
Buses run on time/on schedule	3.6	3.5	3.4	3.5	3.3	3.7	3.5	3.7	3.5	3.8	3.6	4.0	3.8	3.8	3.9
Buses are clean and well-maintained	3.8	3.7	4.0	3.9	3.5	3.8	3.9	4.2	3.6	4.3	4.0	4.1	3.9	3.8	3.8
Personal safety while riding local buses	3.6	3.5	3.5	3.4	3.5	3.6	3.5	4.0	3.4	3.9	4.1	3.9	3.7	3.9	4.0
Personal safety while waiting for local buses	3.3	3.2	3.3	3.1	3.5	3.2	3.1	4.1	3.2	3.5	3.5	3.5	3.3	3.6	3.4
Availability and accuracy of schedule information	3.6	3.6	3.7	3.4	3.4	3.4	3.6	3.9	3.7	3.9	3.8	3.9	3.1	4.1	3.5
Buses not being overcrowded	3.7	3.2	4.0	3.6	3.4	3.6	4.2	3.6	3.5	4.1	3.9	4.3	4.2	4.1	4.0
Buses have a direct route	3.3	3.2	3.3	3.0	3.3	3.0	2.9	3.9	3.1	3.4	3.5	3.3	3.3	3.7	3.6
Bus fare payment options are convenient and easy to use	3.6	3.4	3.7	3.4	3.6	3.6	3.3	3.6	3.8	3.8	3.7	3.8	3.6	3.9	3.7
Buses have good connections with reasonable wait times	3.3	3.2	3.6	3.1	3.1	3.1	2.9	3.5	3.3	3.0	3.4	3.3	3.2	3.5	3.4
Bus stops have enough amenities	3.0	3.1	3.1	3.0	2.9	2.8	2.6	3.5	2.8	3.1	3.0	3.0	2.9	3.4	2.8
Bus stops are clean and well maintained	3.5	3.5	3.5	3.3	3.6	3.3	3.4	4.1	3.3	3.6	3.4	3.7	3.6	3.5	3.5
Trip duration	3.4	3.5	3.6	3.2	3.3	3.2	2.7	4.0	3.5	3.4	3.4	3.4	3.3	3.7	3.7
Overall	3.4	3.4	3.6	3.3	3.3	3.4	3.3	3.8	3.4	3.7	3.7	3.5	3.2	3.6	3.3

Q12 and Q13 Based on your own experience or what you may have seen or heard, we would like you to rate the local transit system on several areas. Using a scale of 1 to 5 where 1 means extremely poor and 5 means excellent. Green highlighted cells indicates significantly higher results compared to other regions; Red highlighted cells indicates significantly lower results compared to other regions.

Key Improvements to Encourage use of Transit

Current Reporting Quarter: Q4 2022 (OCT-DEC)



base n= 859

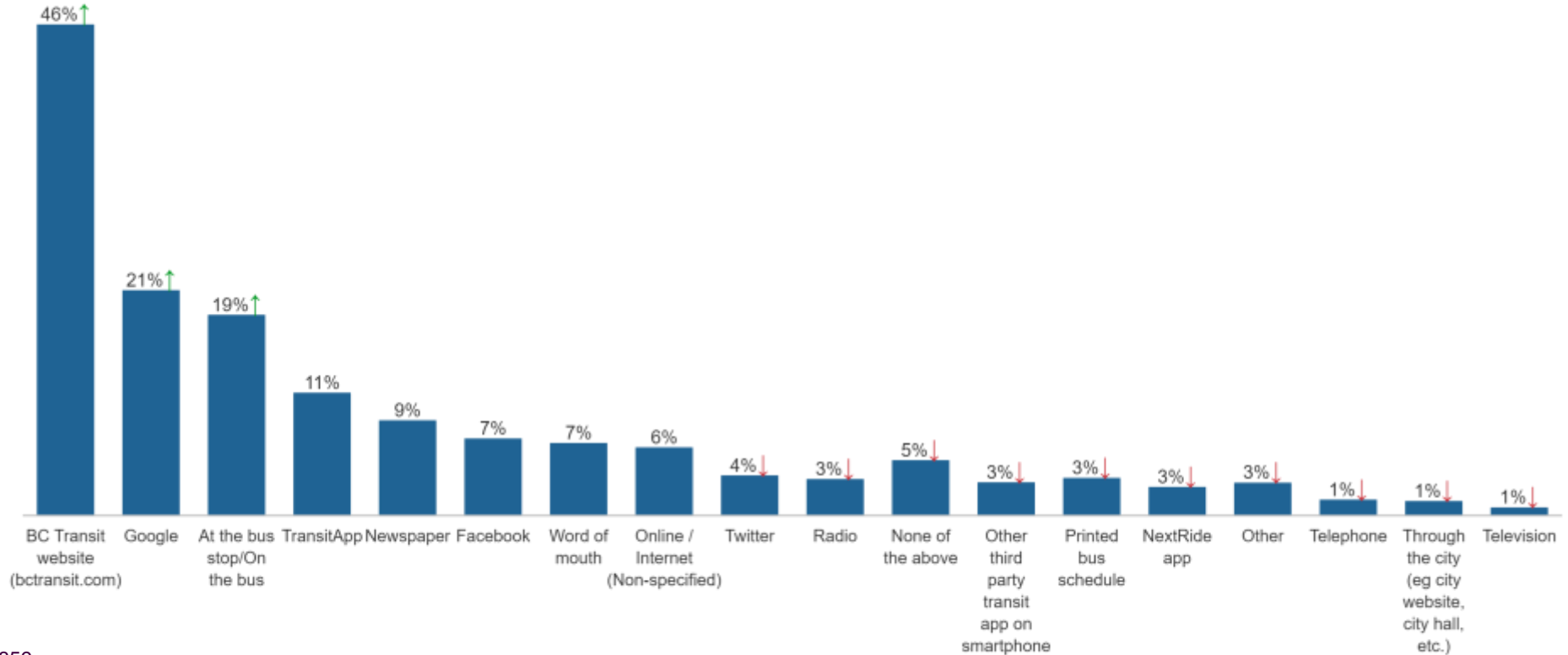
Q13AB. On a scale of 1 to 10 where 1 is not at all important and 10 is extremely important, please rate how important each item would be in terms of encouraging you to take transit more often

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

Source of Information on Local Transit

Current Reporting Quarter: Q4 2022 (OCT-DEC)



base n= 859

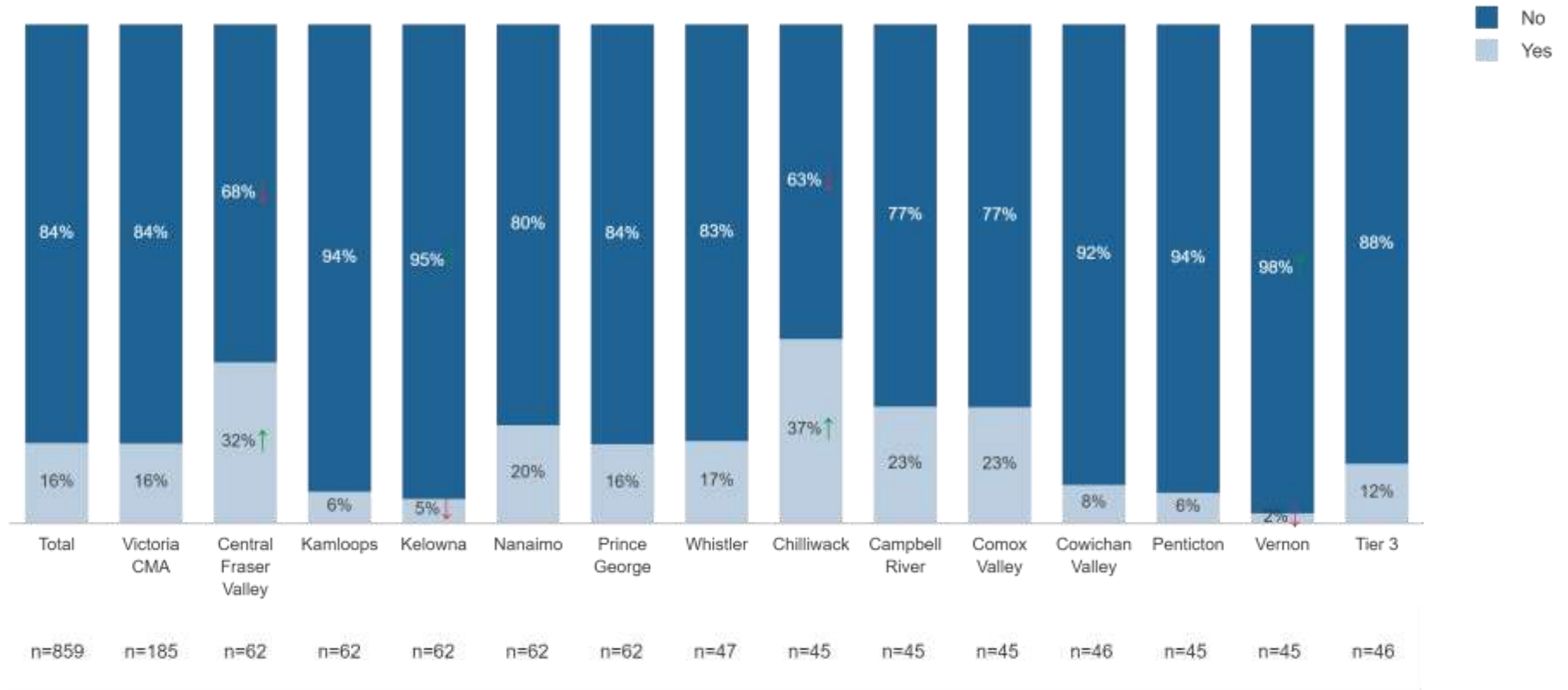
Q14A. Where do you typically get information about your local transit system?

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

Taking Care of Children Aged 12 and Under

Current Reporting Quarter: Q4 2022 (OCT-DEC)

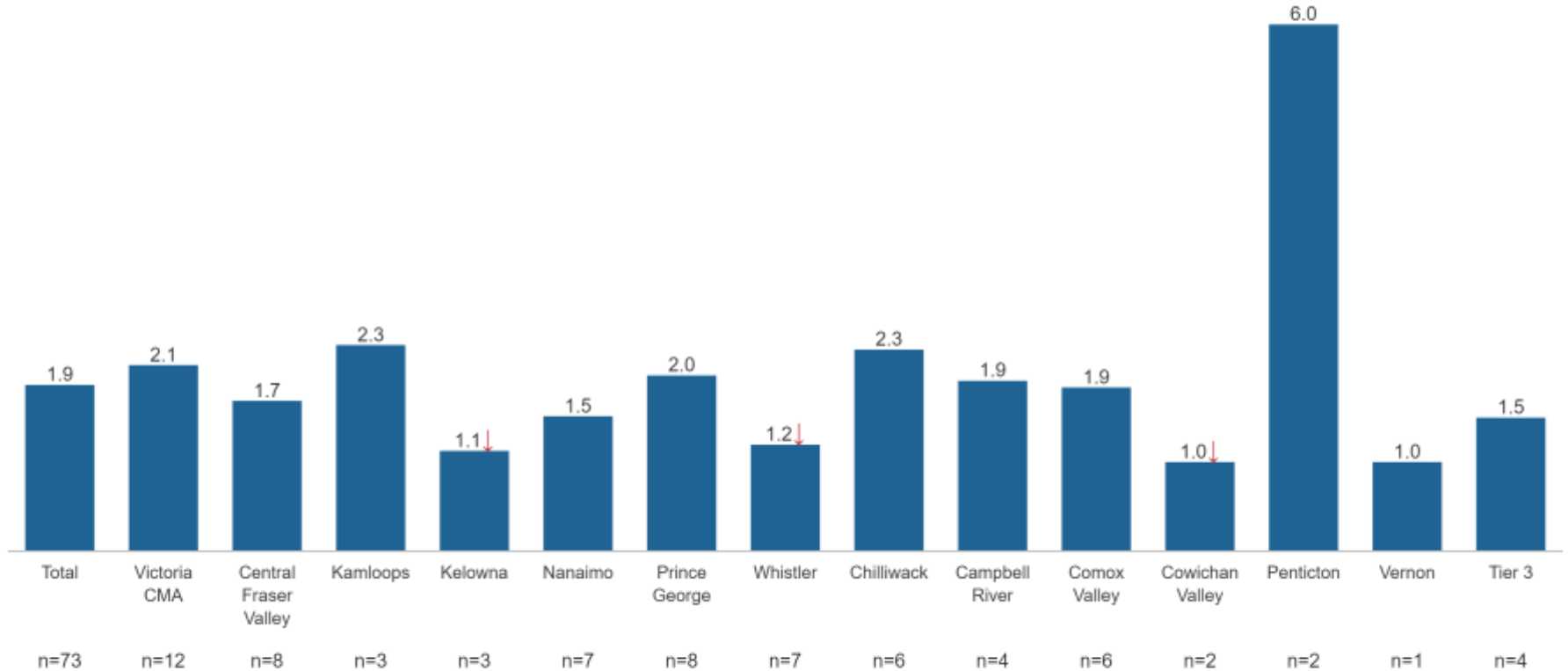


X1: Are you taking care of children, age 12 and under (including anyone responsible for childcare e.g. parent, guardian, childcare provide etc.)?

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

Average Number of Children Aged 12 and Under

Current Reporting Quarter: Q4 2022 (OCT-DEC)



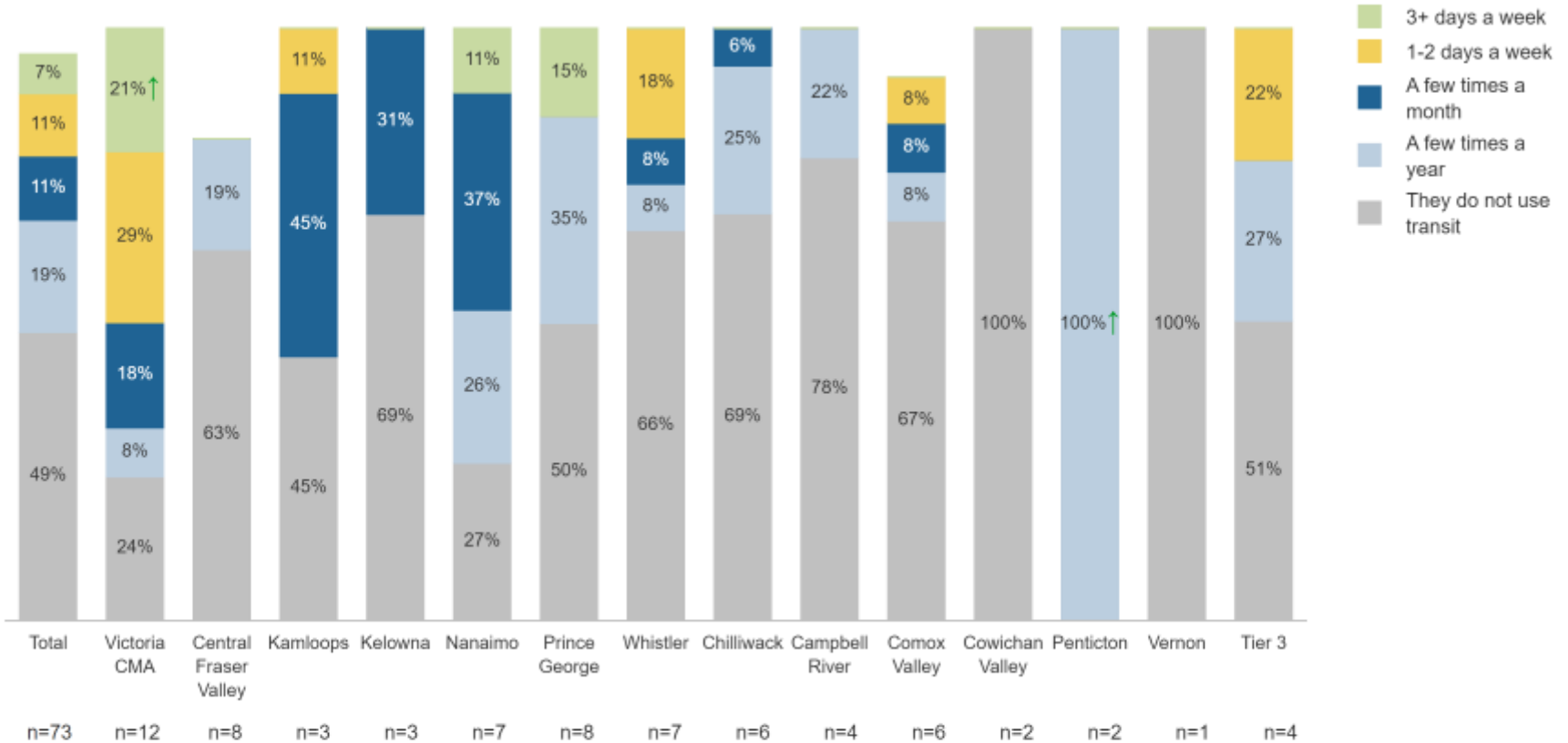
X2: How many children, age 12 and under, are in your care?

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

Frequency of Riding the Bus by Children 12 and Under

Current Reporting Quarter: Q4 2022 (OCT-DEC)



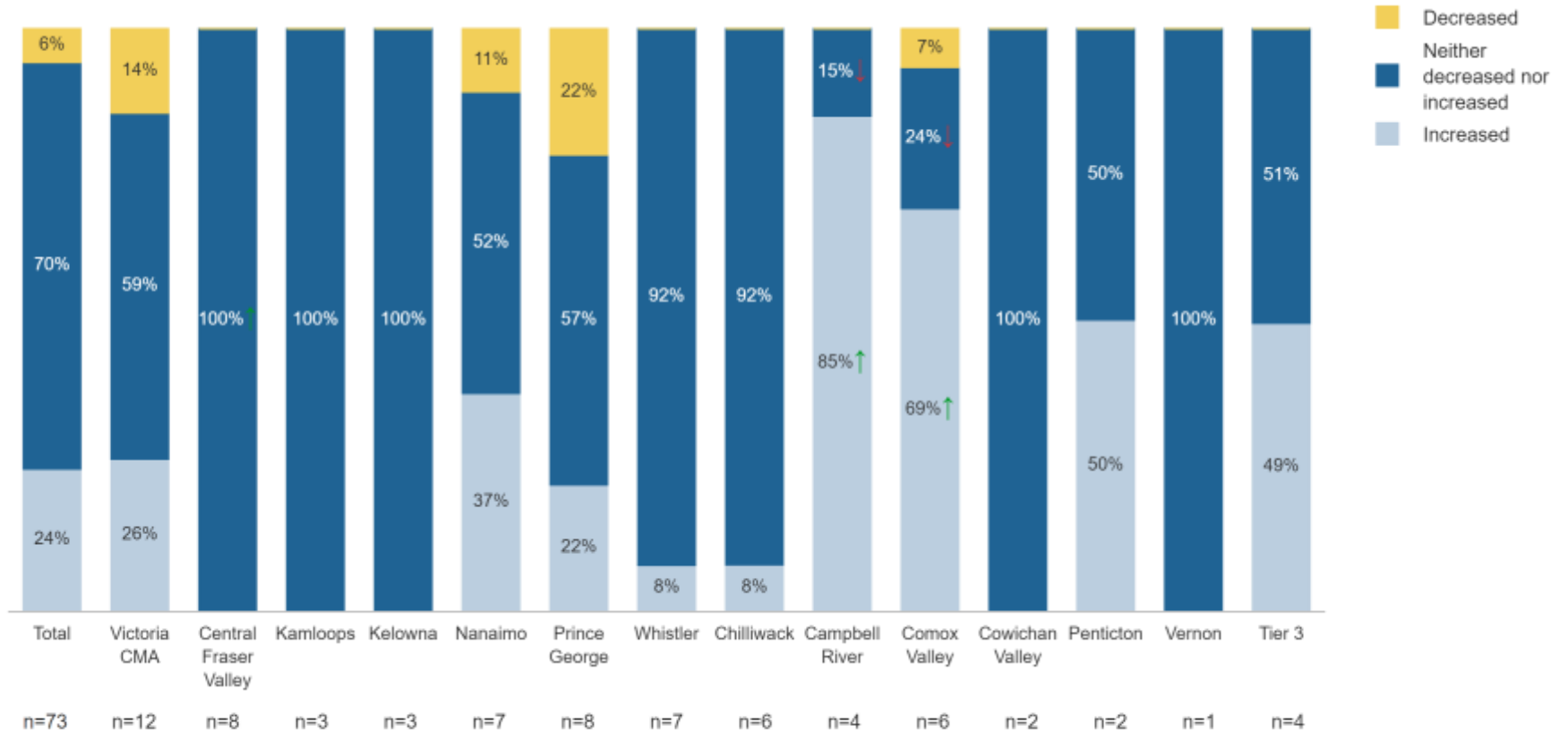
X3: How frequently does/do your child/children, 12 and under, ride the bus with or without you?

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

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

Current Reporting Quarter: Q4 2022 (OCT-DEC)

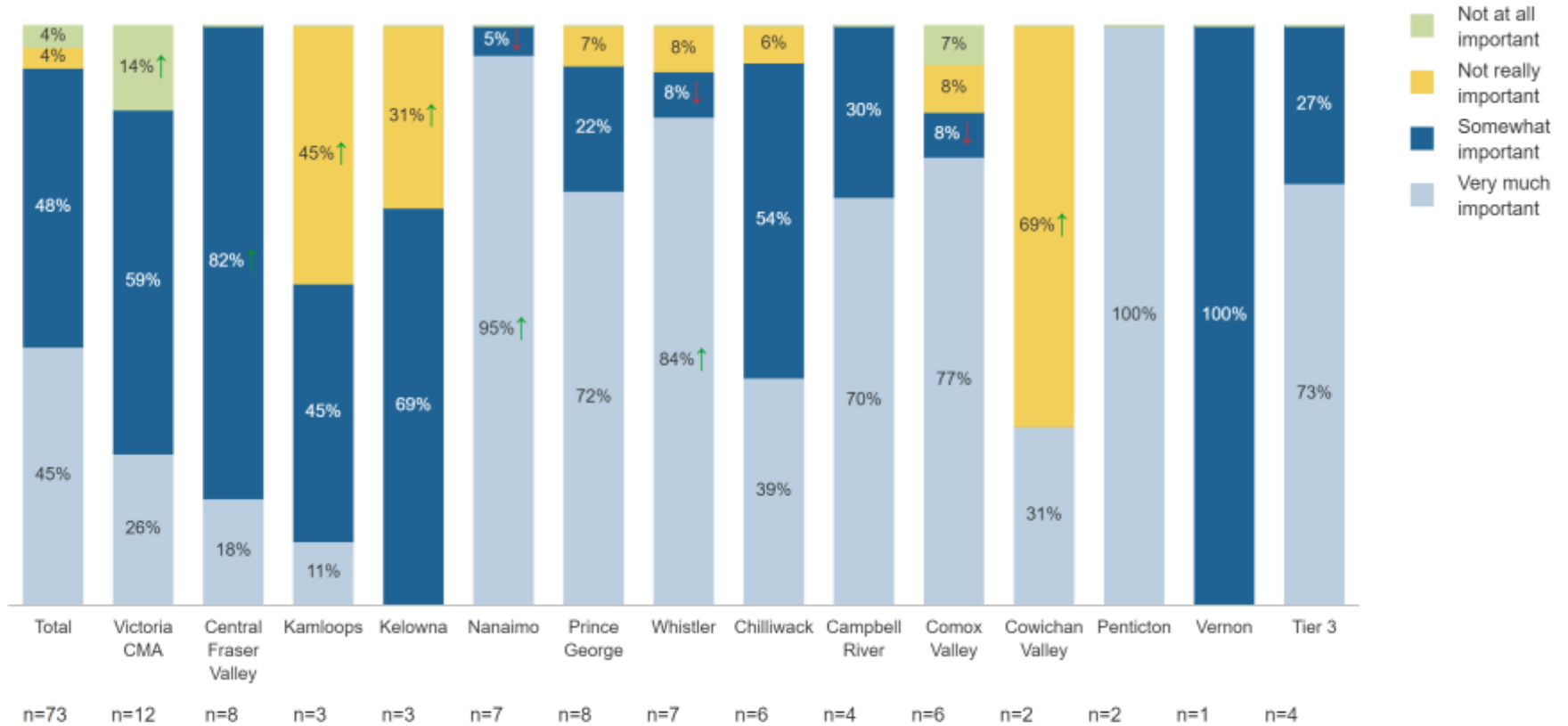


↑ indicates significantly higher results compared to other regions;
 ↓ indicates significantly lower results compared to other regions.

X4. To what extent has the implementation of the Free Transit for Children 12 and Under program, impacted the frequency with which your child/children uses public transit?

Importance of Free Transit for Children 12 and Under

Current Reporting Quarter: Q4 2022 (OCT-DEC)



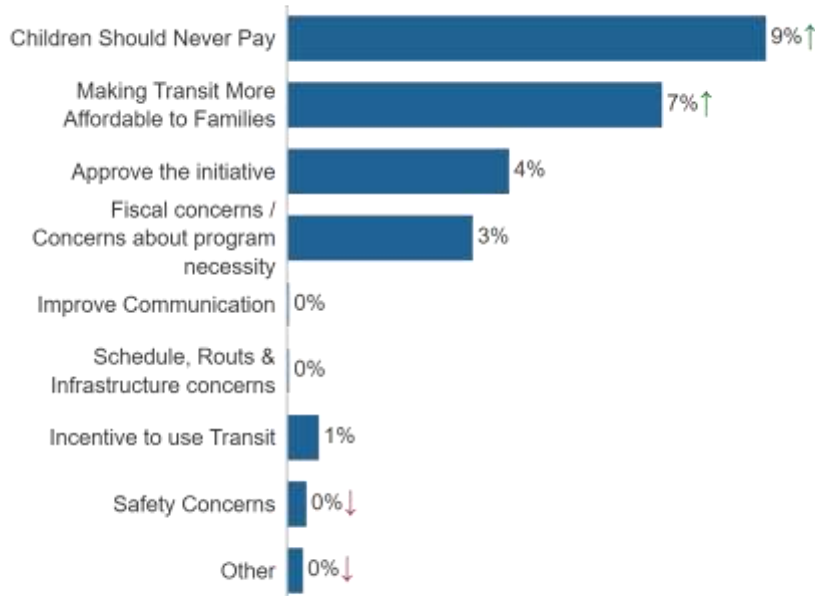
↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

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

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

Current Reporting Quarter: Q4 2022 (OCT-DEC)



base n= 73

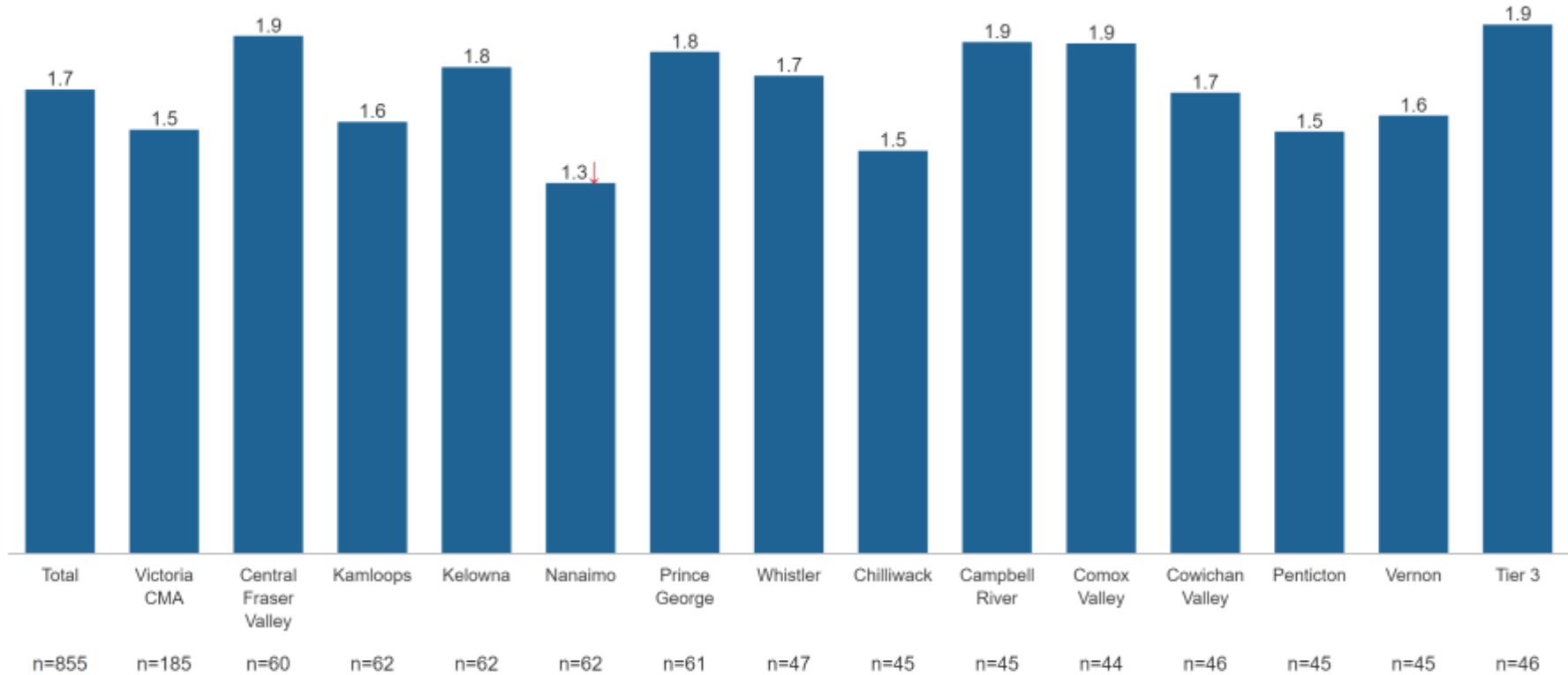
X6. Do you have any additional comments about the Free Transit for Children 12 and Under program, and its impact to your community?

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

Average Number of Vehicles In Household

Current Reporting Quarter: Q4 2022 (OCT-DEC)



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

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

Demographics



Current Reporting Quarter: Q4 2022 (OCT-DEC)

Age

Age Groups	%
15-17	0%
18-24	5%
25-34	14%
35-44	19%
45-54	12%
55-64	21%
65-74	16%
75 and older	12%

Income

D5A/D5B: Would that be...	%
Less than \$20,000	6%
\$20,000 to less than \$25,000	5%
\$25,000 to less than \$35,000	7%
\$35,000 to less than \$45,000	8%
\$45,000 to less than \$55,000	9%
\$55,000 to less than \$65,000	11%
\$65,000 to less than \$75,000	10%
\$75,000 or more	40%

Gender

	%
Male	45%
Female	55%
Other	0%

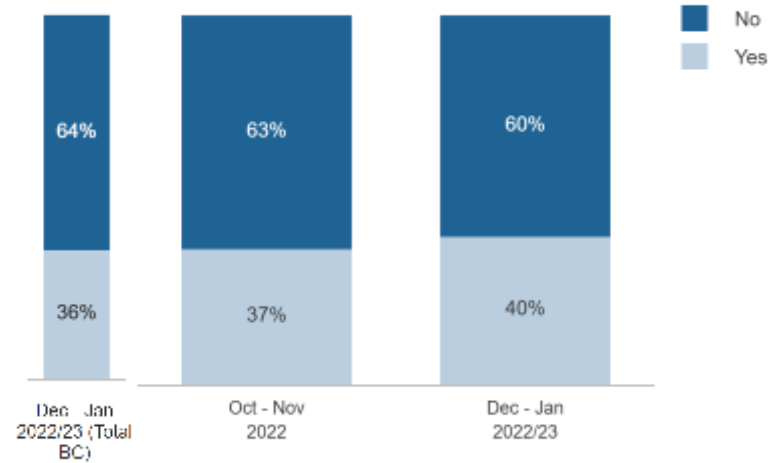
Bi-Monthly Reporting Regions

Choose the region:

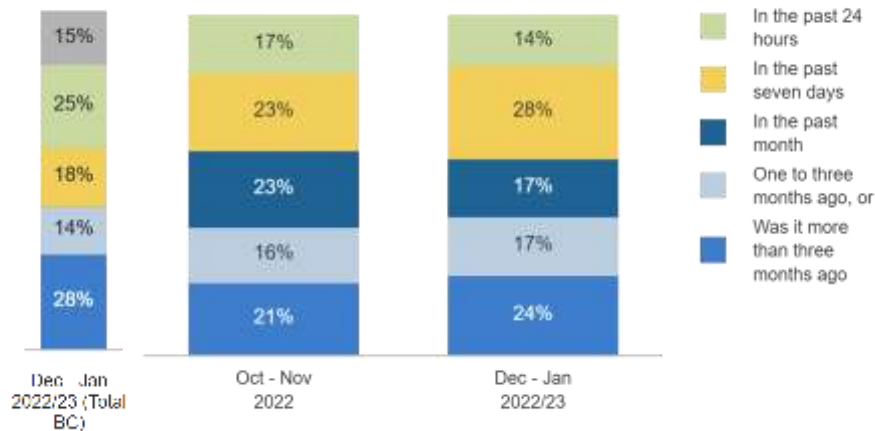
Responsibility for Local Transit System

	Oct - Nov 2022	Dec - Jan 2022/23	Dec - Jan 2022/23 (Total BC)
BC Transit	63%	67%	61%
Local Government or Municipal Government	31%	24%	30%
TransLink	8%	9%	7%
Other (please specify)	2%	0%	1%
I don't know	8%	11%	10%

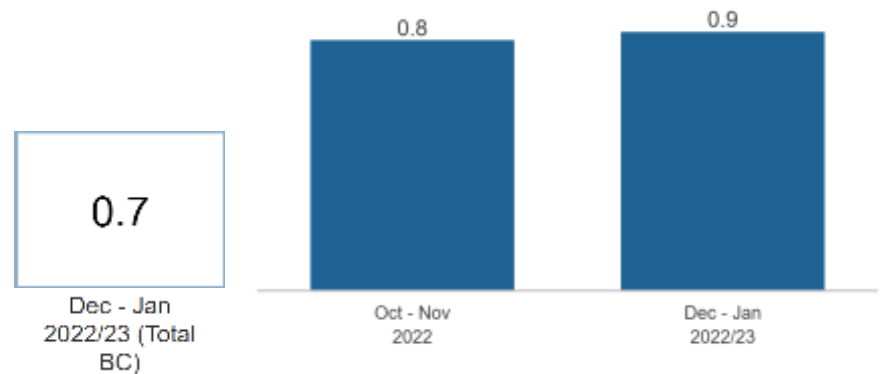
Past Year Local Transit Use



Most Recent Local Transit Use



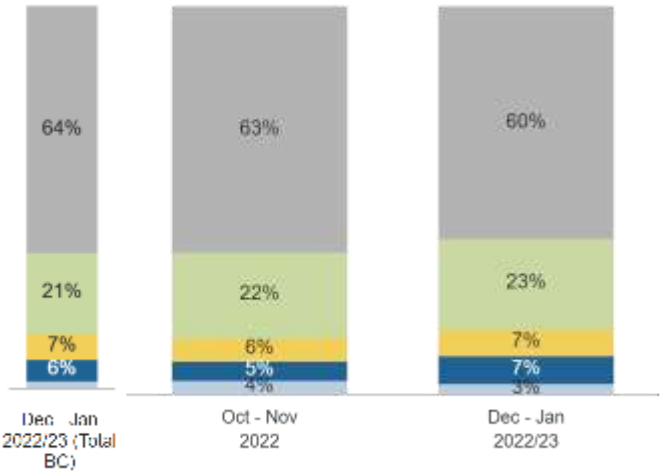
Average Number of One-Way Trips in the Past Seven Days



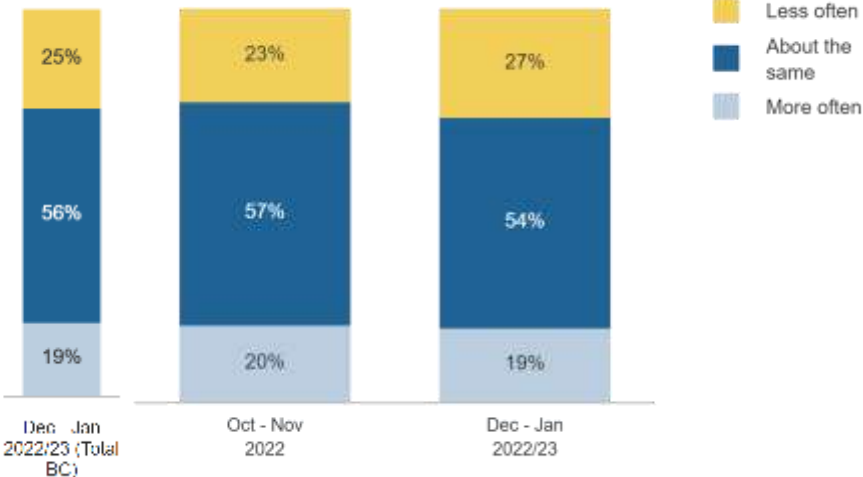
Choose the region:

(All)

Rider Usage Group



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



Trends



Choose the region:

Modes of Transportation Used More Often

	Oct - Nov 2022	Dec - Jan 2022/23	Dec - Jan 2022/23 (Total BC)
Drive car/ truck alone	60%	63%	56%
Carpool or share a ride as driver	6%	22%	19%
Carpool or share a ride as passenger	14%	18%	20%
Taxi	12%	5%	9%
Bicycle	7%	8%	6%
Motorcycle/ Moped/ Scooter	1%	0%	0%
Walking/ Rollerblading/ Skateboarding/ Jogging	35%	38%	30%
Ride share (e.g. Uber, Lyft, etc.)	0%	1%	0%
Other	7%	4%	6%

Modes of Transportation Used Less Often

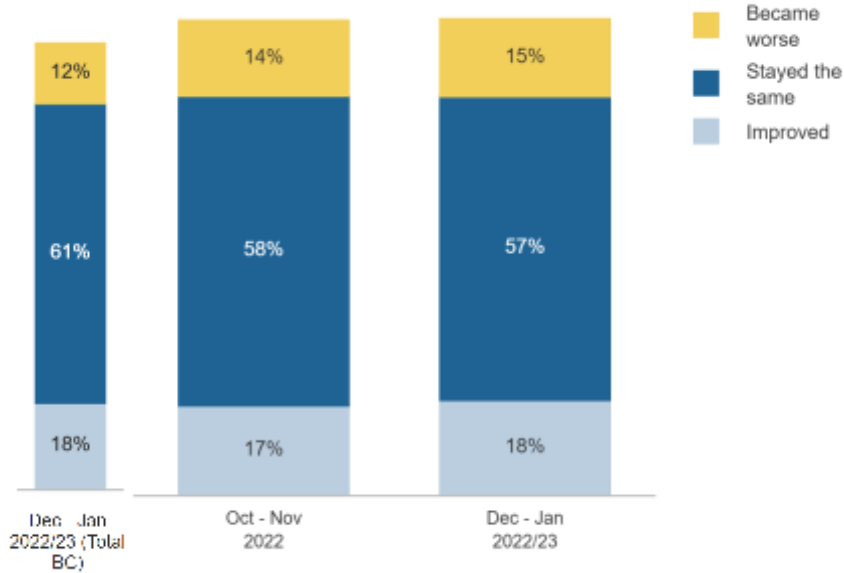
	Oct - Nov 2022	Dec - Jan 2022/23	Dec - Jan 2022/23 (Total BC)
Drive car/ truck alone	62%	86%	76%
Carpool or share a ride as driver	4%	7%	12%
Carpool or share a ride as passenger	15%	21%	22%
Taxi	14%	19%	22%
Bicycle	6%	10%	14%
Motorcycle/ Moped/ Scooter	0%	5%	4%
Walking/ Rollerblading/ Skateboarding/ Jogging	11%	9%	21%
Other	9%	2%	1%
I prefer not to answer	3%	1%	1%

Trends

Choose the region:

(All)

Past Year Change in Local Bus System



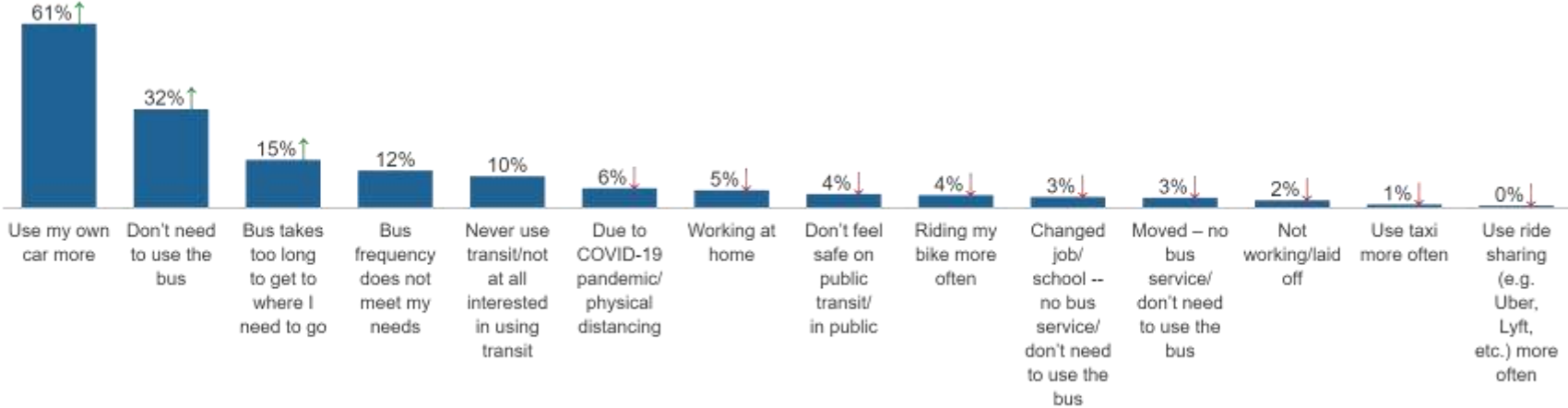
	Oct - Nov 2022	Dec - Jan 2022/23	Dec - Jan 2022/23 (Total BC)
Fare prices are reasonable	48%	48%	50%
Bus drivers are courteous	61%	61%	59%
Frequency of scheduled service	34%	34%	32%
Buses run on time/on schedule	45%	46%	49%
Buses are clean and well-maintained	56%	56%	55%
Personal safety while riding local buses	48%	48%	51%
Personal safety while waiting for local buses	38%	41%	41%
Availability and accuracy of schedule information	47%	48%	50%
Buses not being overcrowded	47%	46%	49%
Buses have a direct route	36%	35%	37%
Bus fare payment options are convenient and easy to use	44%	45%	46%
Buses have good connections with reasonable wait times	35%	36%	36%
Bus stops have enough amenities	34%	37%	34%
Bus stops are clean and well maintained	47%	49%	48%
Trip duration	39%	37%	39%
Overall	44%	46%	45%

Choose the region:

(All)

Reasons Not to Use the Local Public Bus System

Dec - Jan 2022/23



Average Number of Vehicles in Household

1.7

Dec - Jan 2022/23 (Total BC)

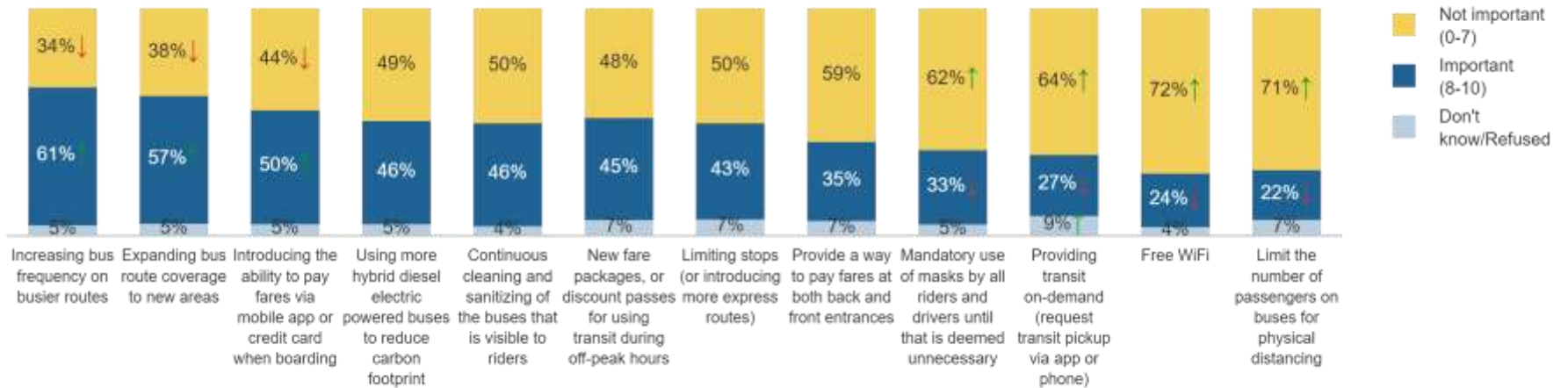


Trends

Choose the region:

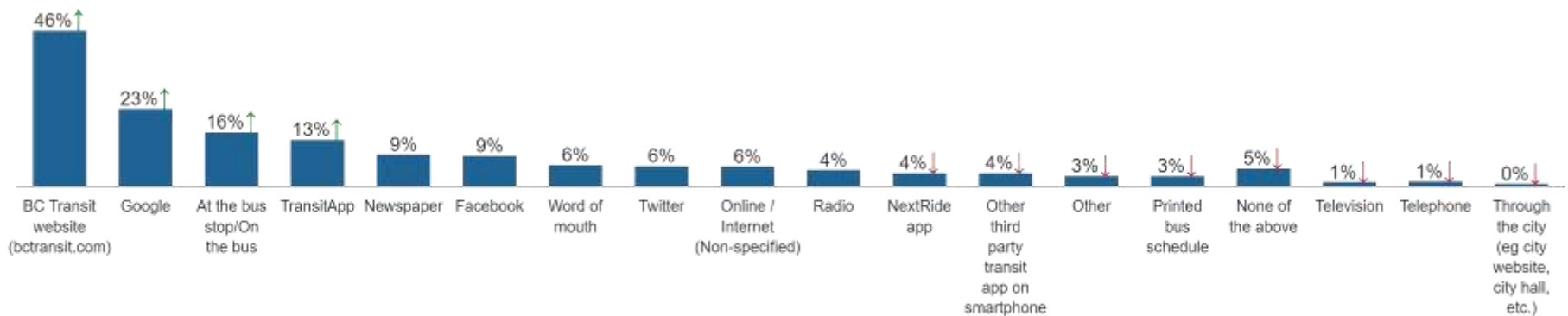
Key Improvements to Encourage Use of Transit

Dec - Jan 2022/23



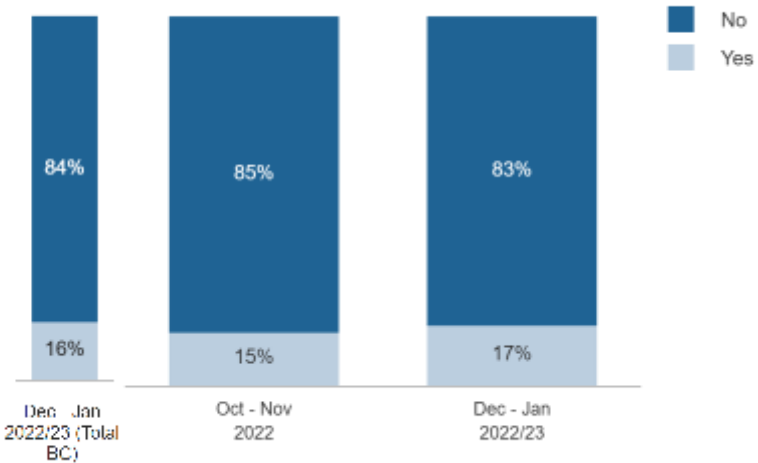
Sources of Transit Information

Dec - Jan 2022/23

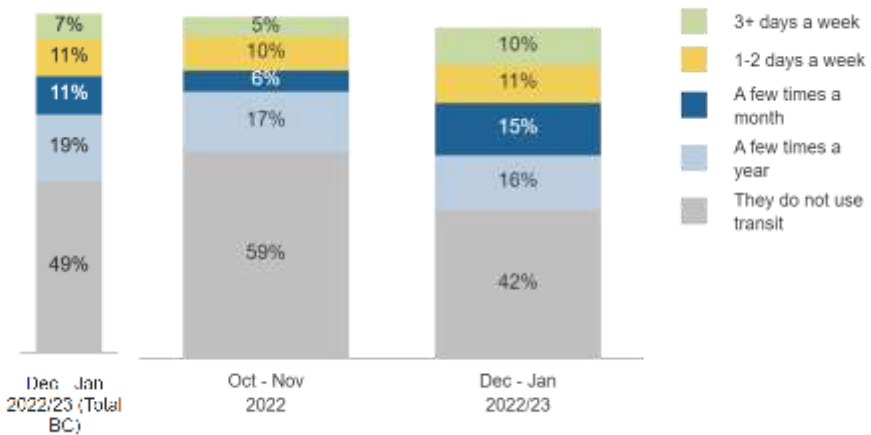


Choose the region:

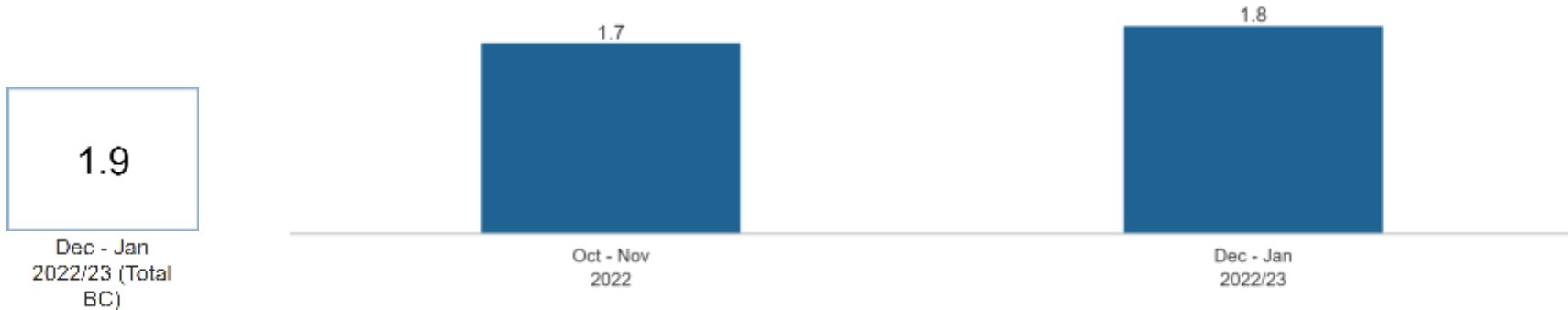
Taking Care of Children Aged 12 and Under



Frequency of Riding the Bus by Children 12 and Under

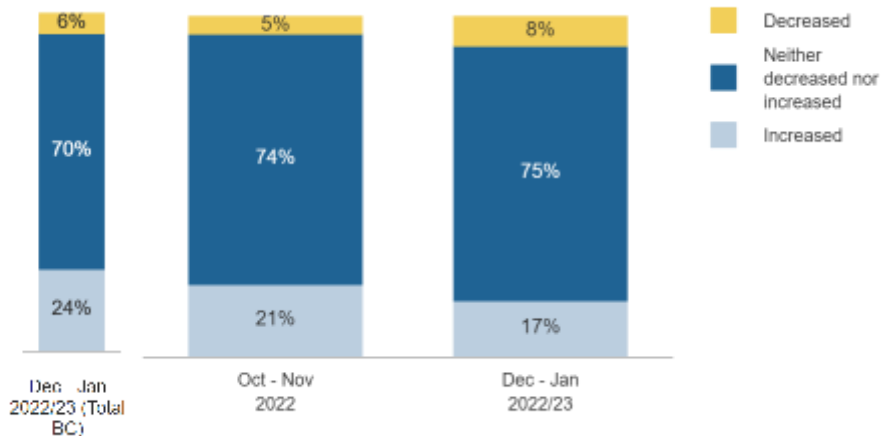


Average Number of Children Aged 12 and Under

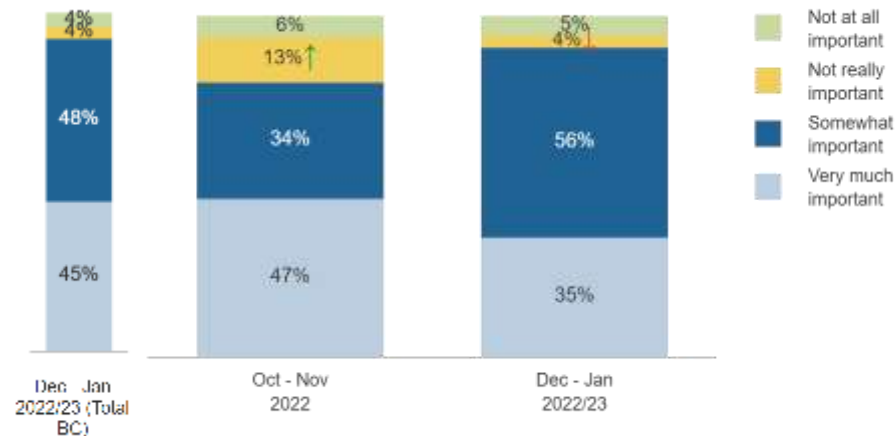


Choose the region:

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

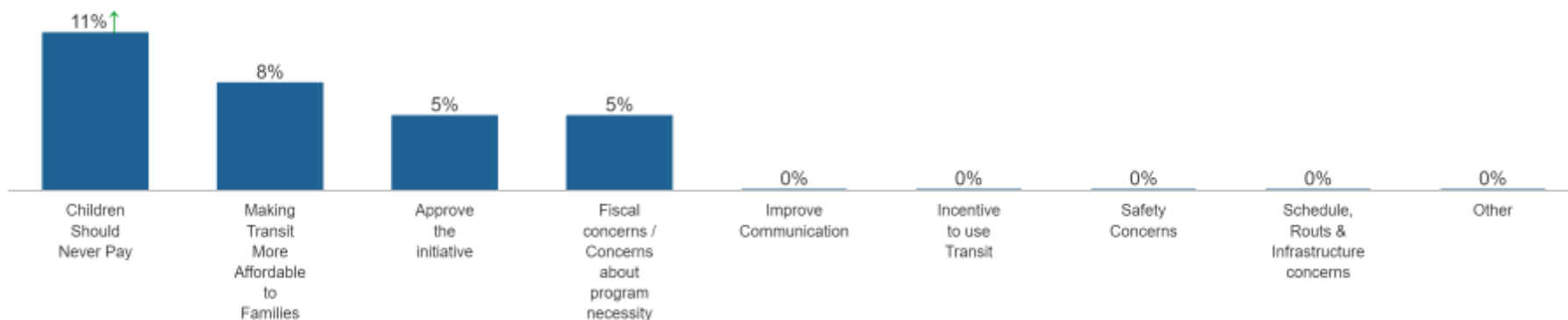


Importance of Free Transit for Children 12 and Under



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

Dec - Jan 2022/23



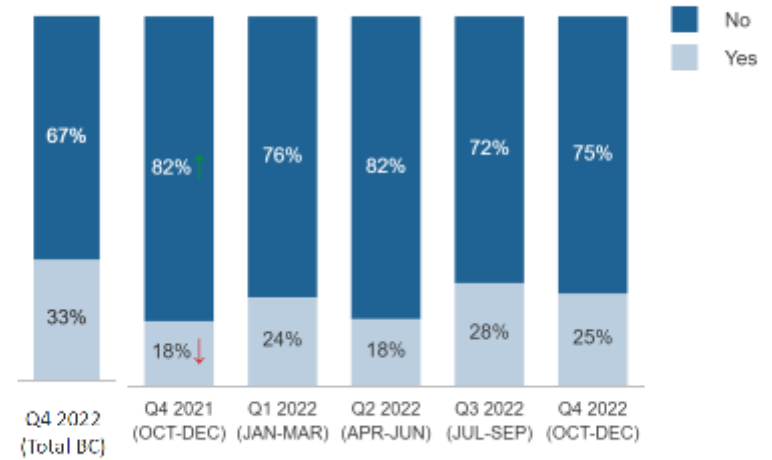
Quarterly Reporting Regions

Choose the region:

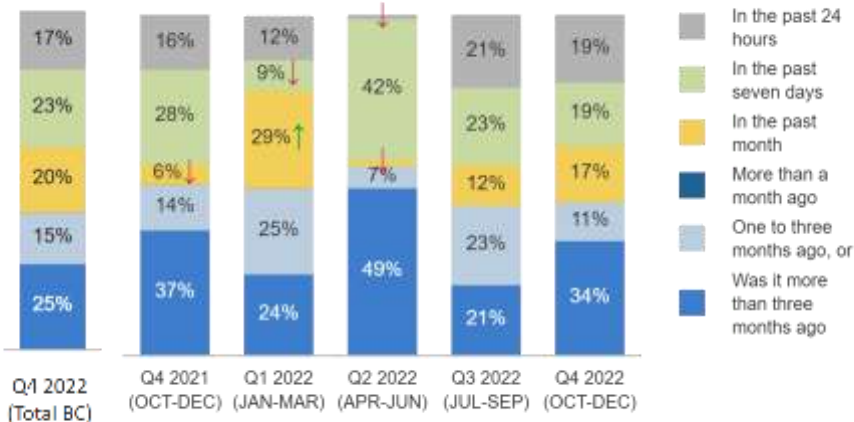
Responsibility for Local Transit System

	Q4 2021 (OCT-DEC)	Q1 2022 (JAN-MAR)	Q2 2022 (APR-JUN)	Q3 2022 (JUL-SEP)	Q4 2022 (OCT-DEC)	Q4 2022 (Total BC)
BC Transit	51%	58%	25%	56%	54%	61%
Local Government or Municipal Government	43%	40%	47%	38%	39%	33%
TransLink	7%	7%	0%	8%	5%	7%
Other (please specify)	1%	1%	3%	2%	1%	1%
I don't know	10%	10%	27%	13%	9%	9%

Past Year Local Transit Use



Most Recent Local Transit Use

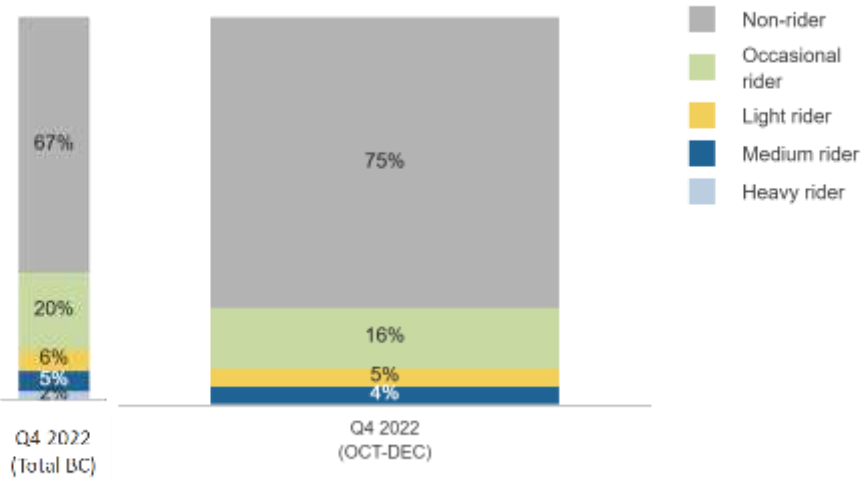


Average Number of One-Way Trips in the Past Seven Days

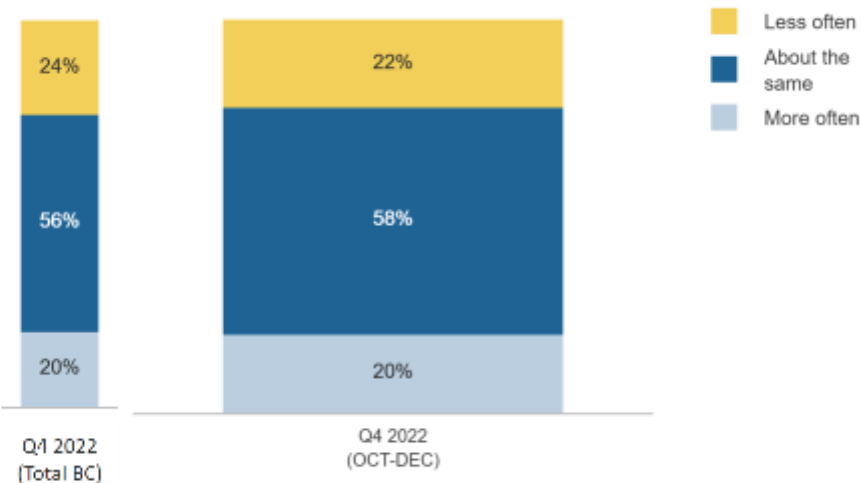


Choose the region:

Rider Usage Group



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



Trends

Choose the region:

Modes of Transportation Used More Often

	Q4 2021 (OCT-DEC)	Q1 2022 (JAN-MAR)	Q2 2022 (APR-JUN)	Q3 2022 (JUL-SEP)	Q4 2022 (OCT-DEC)	Q4 2022 (Total BC)
Drive car/ truck alone	77%	52%	97%	48%	67%	62%
Carpool or share a ride as driver	14%	7%	0%	4%	5%	11%
Carpool or share a ride as passenger	5%	31%	90%	4%	15%	15%
Taxi	2%	16%	0%	3%	11%	10%
Bicycle	6%	7%	5%	45%	3%	6%
Motorcycle/ Moped/ Scooter	0%	0%	0%	3%	2%	1%
Walking/ Rollerblading/ Skateboarding/ Jogging	15%	36%	1%	51%	4%	28%
Ride share (e.g. Uber, Lyft, etc.)	0%	0%	0%	0%	0%	0%
Other	1%	1%	0%	0%	9%	6%
I prefer not to answer	0%	0%	0%	1%	0%	0%

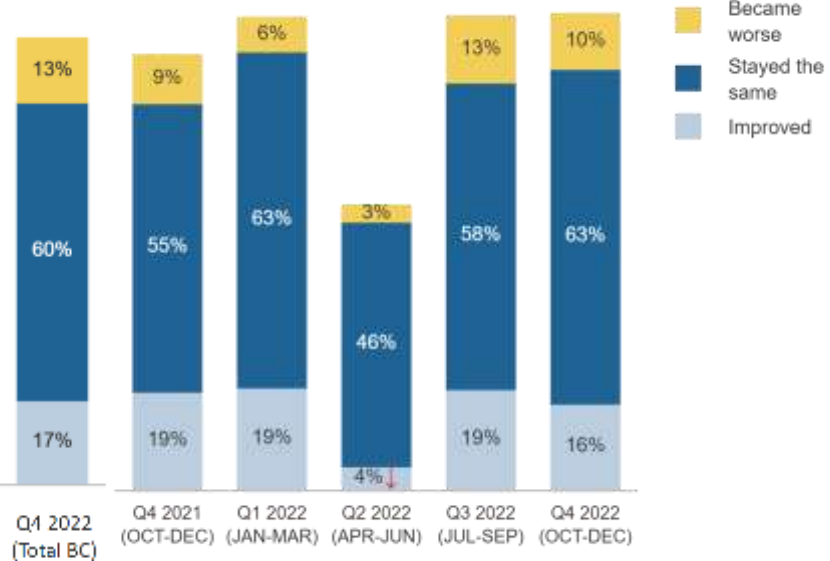
Modes of Transportation Used Less Often

	Q4 2021 (OCT-DEC)	Q1 2022 (JAN-MAR)	Q2 2022 (APR-JUN)	Q3 2022 (JUL-SEP)	Q4 2022 (OCT-DEC)	Q4 2022 (Total BC)
Drive car/ truck alone	28%	76%	14%	67%	62%	68%
Carpool or share a ride as driver	3%	7%	0%	2%	13%	7%
Carpool or share a ride as passenger	48%	1%	0%	9%	17%	17%
Taxi	12%	12%	0%	11%	19%	17%
Bicycle	10%	6%	0%	21%	19%	10%
Motorcycle/ Moped/ Scooter	10%	7%	0%	6%	0%	1%
Walking/ Rollerblading/ Skateboarding/ Jogging	9%	7%	86%	23%	33%	17%
Ride share (e.g. Uber, Lyft, etc.)	3%	3%	0%	11%	3%	1%
Other	4%	5%	86%	3%	0%	4%
I prefer not to answer	13%	1%	0%	0%	0%	2%

Trends

Choose the region:

Past Year Change in Local Bus System

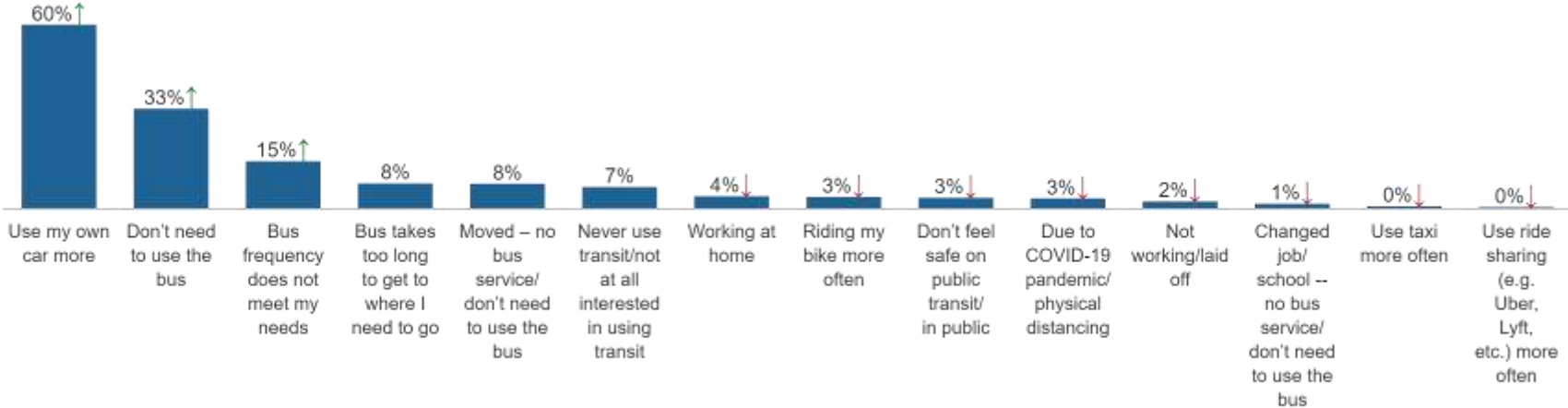


	Q4 2021 (OCT-DEC)	Q1 2022 (JAN-MAR)	Q2 2022 (APR-JUN)	Q3 2022 (JUL-SEP)	Q4 2022 (OCT-DEC)	Q4 2022 (Total BC)
Fare prices are reasonable	51%	50%	48%	49%	49%	48%
Bus drivers are courteous	62%	63%	50%	66%	57%	60%
Frequency of scheduled service	27%	29%	11%	26%	26%	31%
Buses run on time/on schedule	44%	48%	29%	49%	46%	46%
Buses are clean and well-maintained	55%	58%	28%	60%	52%	55%
Personal safety while riding local buses	50%	49%	31%	55%	50%	49%
Personal safety while waiting for local buses	43%	40%	46%	43%	40%	39%
Availability and accuracy of schedule information	45%	43%	25%	46%	43%	46%
Buses not being overcrowded	64%	59%	52%	58%	58%	51%
Buses have a direct route	38%	42%	40%	40%	37%	36%
Bus fare payment options are convenient and easy to use	43%	42%	18%	46%	41%	43%
Buses have good connections with reasonable wait times	30%	36%	21%	34%	29%	33%
Bus stops have enough amenities	29%	25%	51%	27%	24%	31%
Bus stops are clean and well maintained	49%	48%	50%	49%	44%	47%
Trip duration	38%	43%	16%	43%	38%	38%
Overall	47%	51%	35%	47%	44%	44%

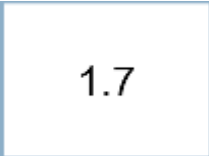
Choose the region:

Reasons Not to Use the Local Public Bus System

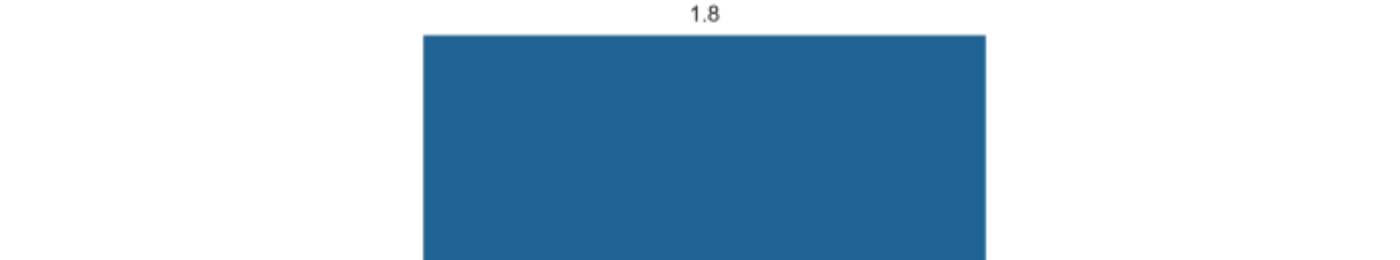
Q4 2022 (OCT-DEC)



Average Number of Vehicles in Household



Q4 2022 (OCT-DEC) (Total BC)

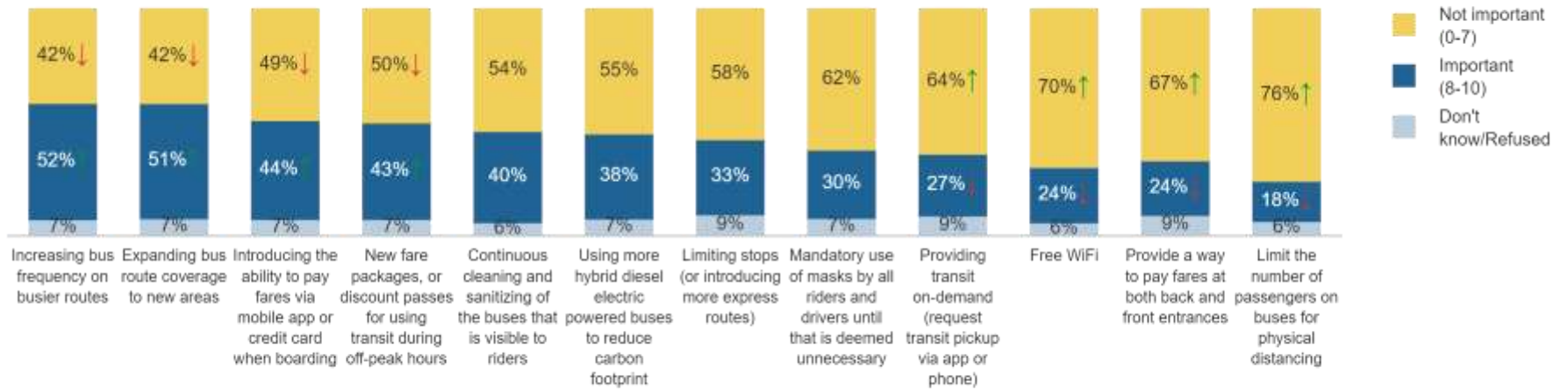


Q4 2022 (OCT-DEC)

Choose the region:

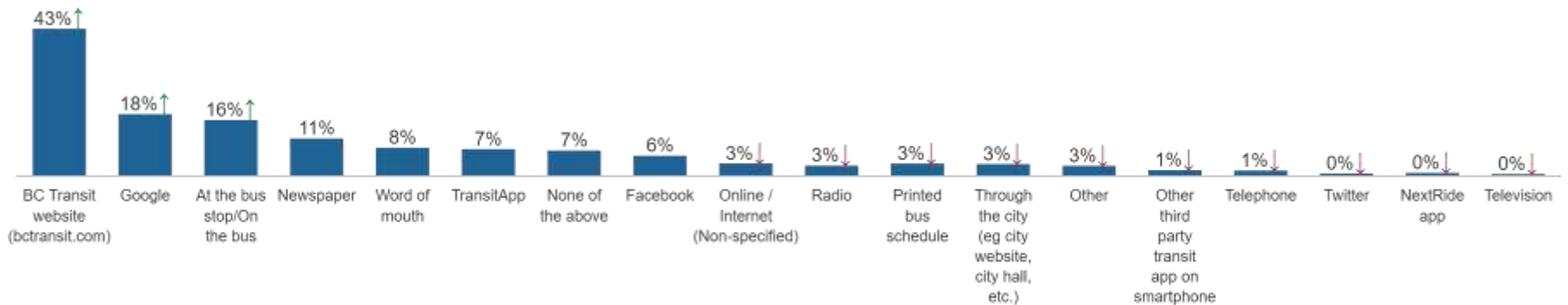
Key Improvements to Encourage Use of Transit

Q4 2022 (OCT-DEC)



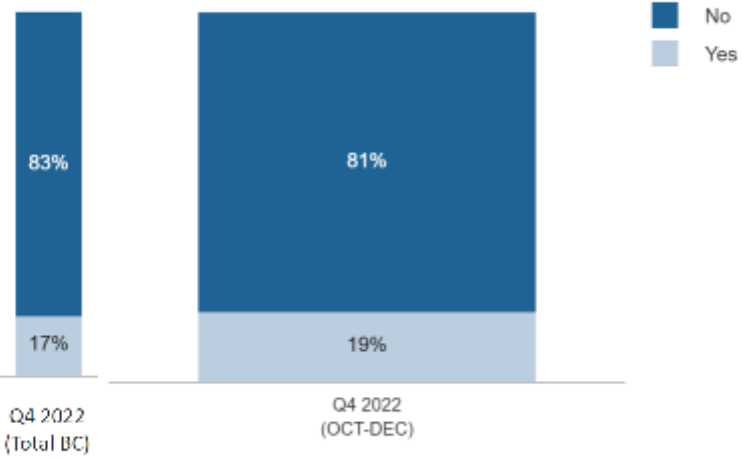
Sources of Transit Information

Q4 2022 (OCT-DEC)

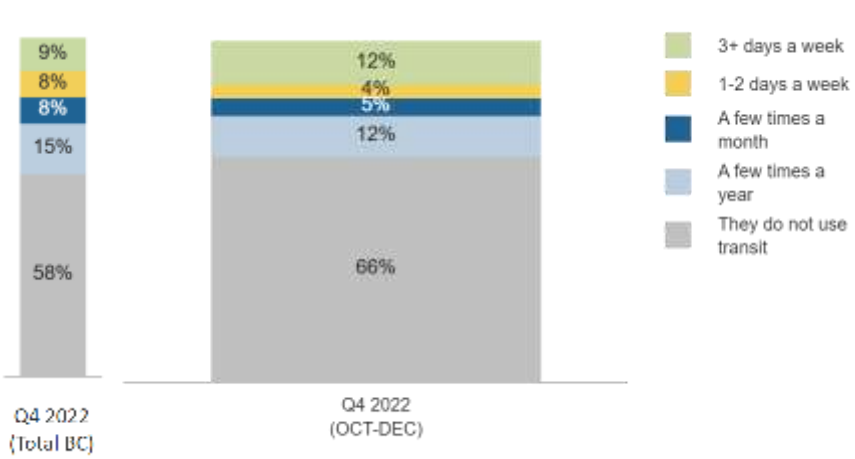


Choose the region:

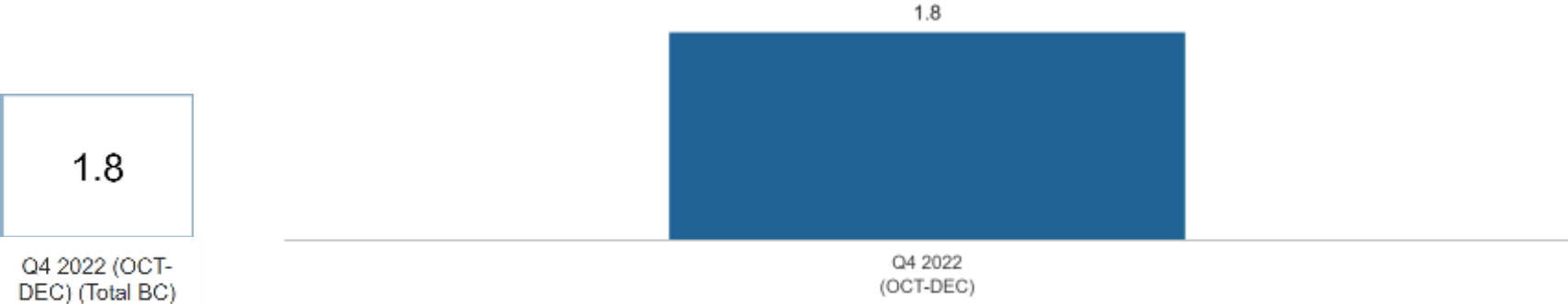
Taking Care of Children Aged 12 and Under



Frequency of Riding the Bus by Children 12 and Under

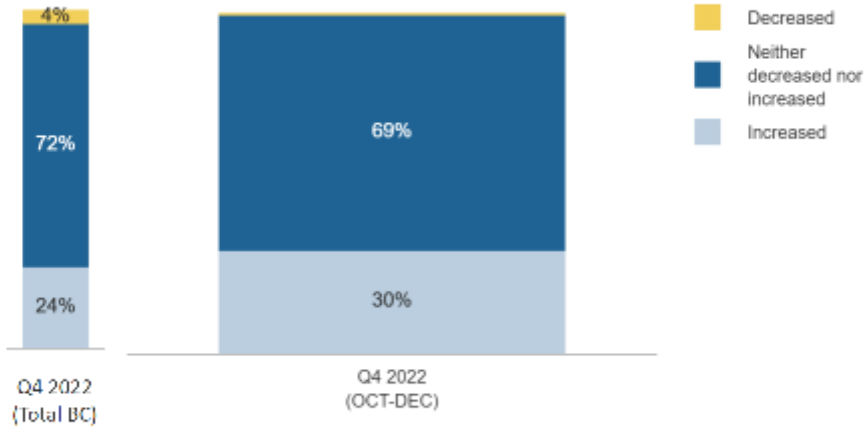


Average Number of Children Aged 12 and Under

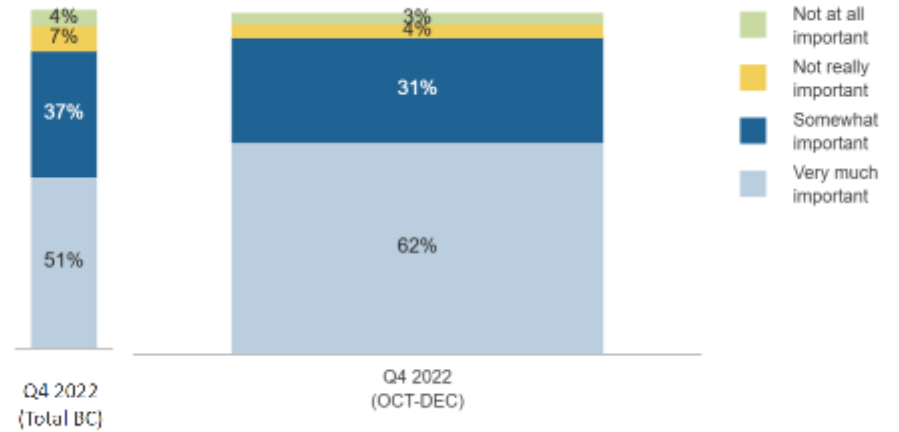


Choose the region:

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



Importance of Free Transit for Children 12 and Under



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

Q4 2022 (OCT-DEC)

