



**Customer Satisfaction
Tracking Report**
(April 2024 – May 2024)

Overall Report

Responsibility for Local Transit System

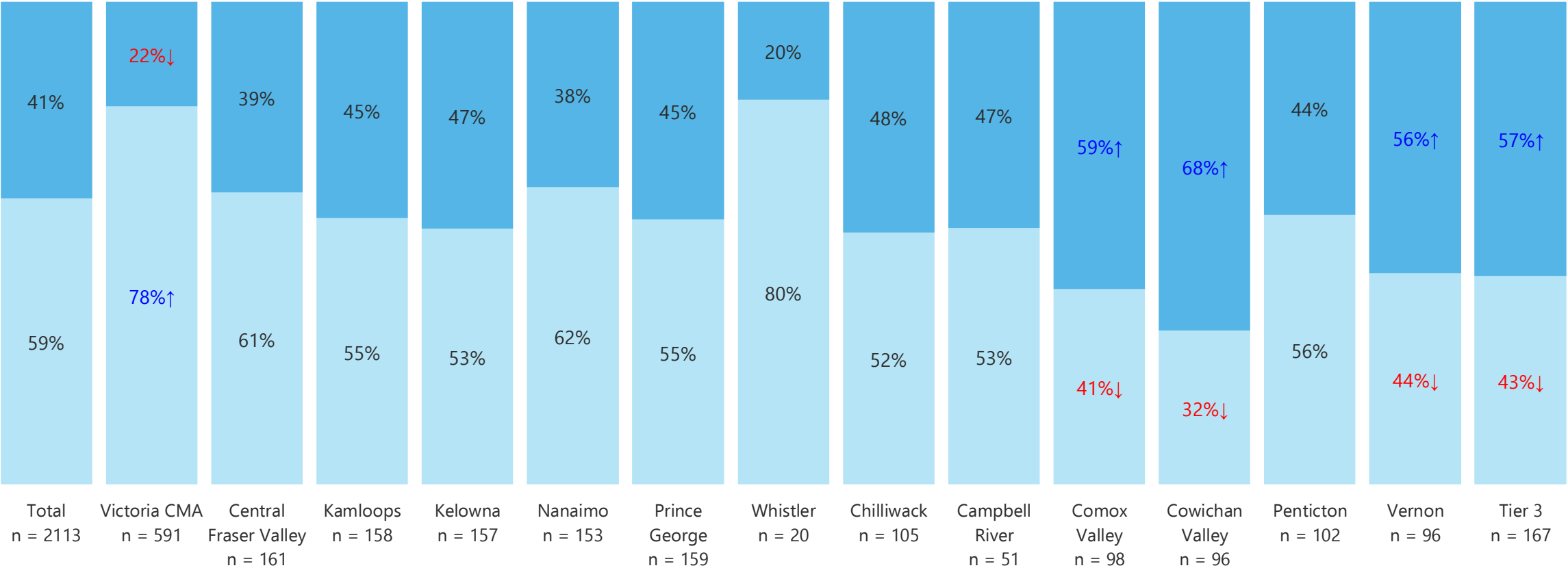
Current Reporting Quarter: Q2 2024 (APR - JUN)

	Total n = 2129	Victoria CMA n = 594	Central Fraser Valley n = 163	Kamloops n = 158	Kelowna n = 157	Nanaimo n = 156	Prince George n = 159	Whistler n = 22	Chilliwack n = 105	Campbell River n = 52	Comox Valley n = 98	Cowichan Valley n = 98	Penticton n = 102	Vernon n = 97	Tier 3 n = 170
BC Transit	81%	92%	71%	86%	76%	82%	85%	91%	69%	74%	73%	81%	73%	82%	61%
Local/municipal government	25%	25%	25%	24%	24%	32%	23%	43%	20%	29%	20%	18%	28%	14%	28%
TransLink	13%	8%	28%	13%	16%	15%	12%	15%	36%	16%	10%	3%	7%	14%	14%
Other	1%	2%	1%	0%	0%	1%	0%	0%	2%	2%	2%	0%	2%	3%	2%
Don't know	6%	1%	7%	6%	5%	5%	6%	0%	5%	11%	9%	10%	7%	8%	16%

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: Q2 2024 (APR - JUN)



■ Yes ■ No

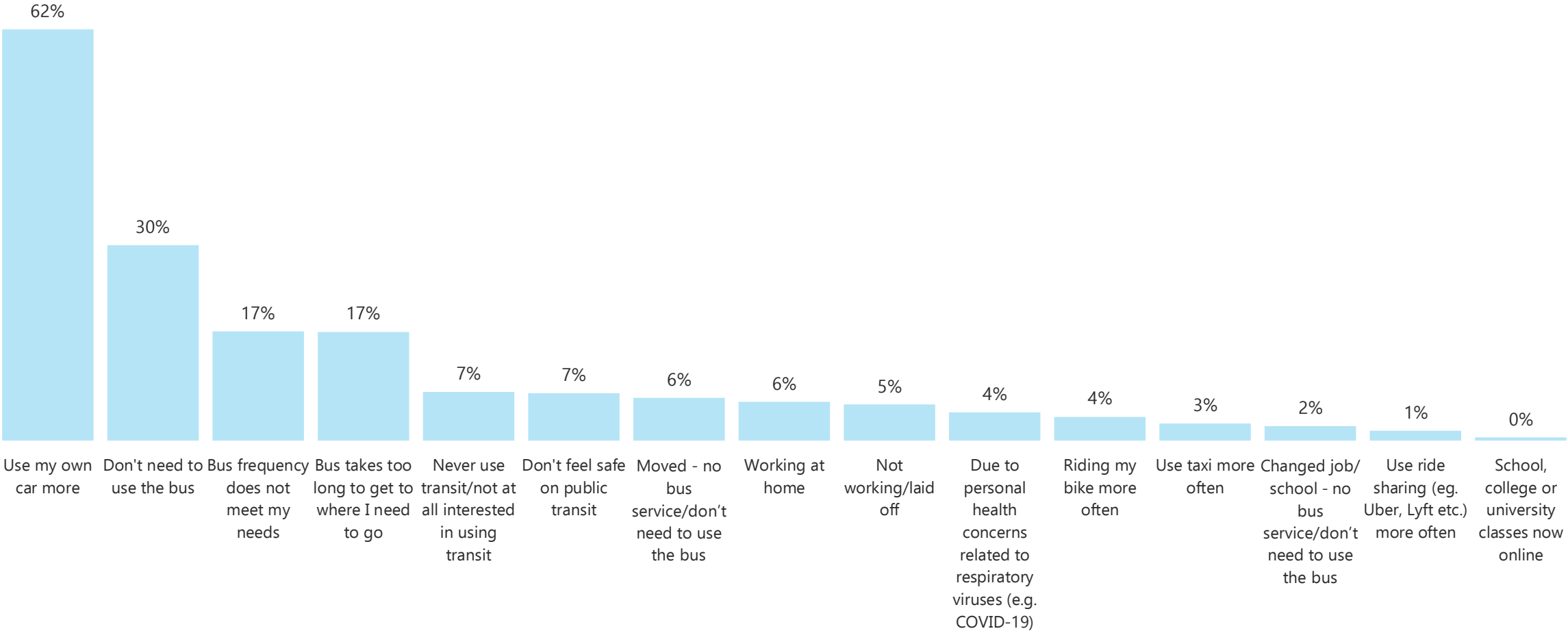
↑ indicates significantly higher results compared to other regions;
 ↓ indicates significantly lower results compared to other regions.



Q3 Have you used the local public bus system within the last year?
 *Don't know and Prefer not to answer are excluded from the graph and calculation

Reasons Not to Use the Local Public Bus System

Current Reporting Quarter: Q2 2024 (APR - JUN)

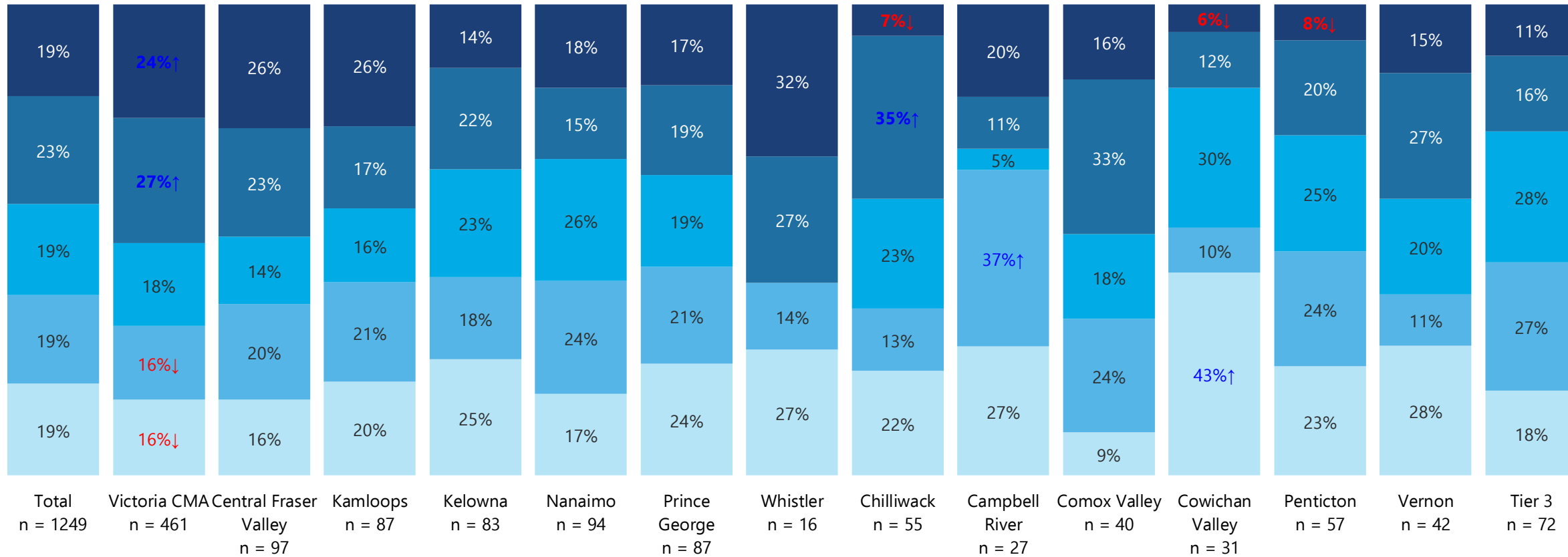


base n= 865

Q3A Why have you not used the local public bus system within the last year?

Most Recent Local Transit Use

Current Reporting Quarter: Q2 2024 (APR - JUN)



■ Was it more than three months ago
 ■ One to three months ago
 ■ In the past month
 ■ In the past seven days
 ■ In the past 24 hours

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

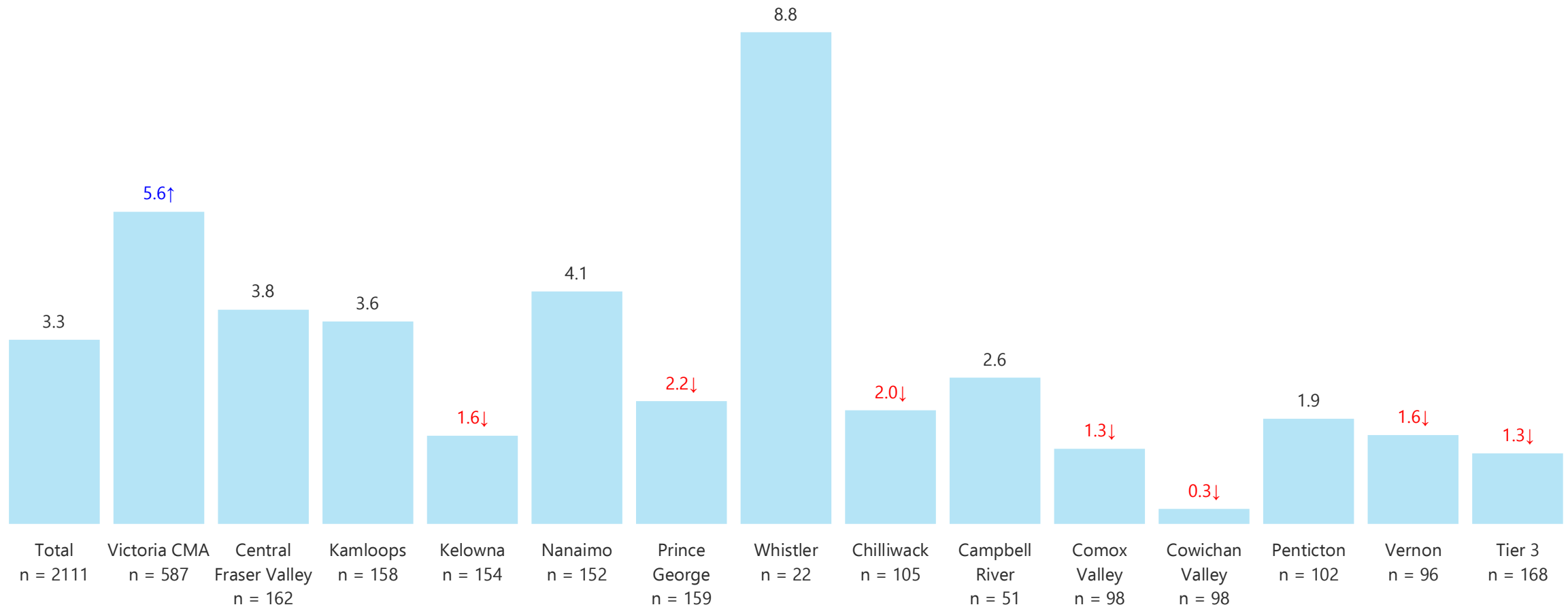


Q4 When did you last use the public bus system?

*Don't know is excluded from the graph and calculation

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

Current Reporting Quarter: Q2 2024 (APR - JUN)



↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

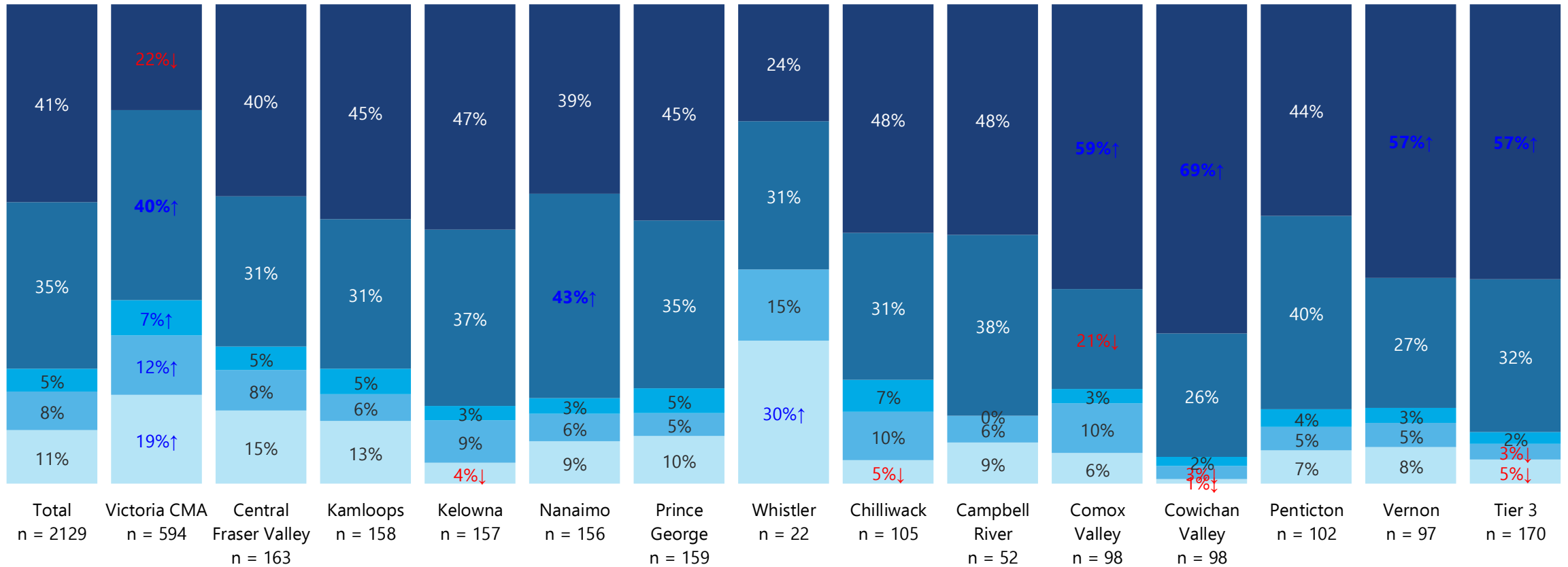


Q5 How many one-way trips did you make on public transit in the past seven days?

*Don't know is excluded from the graph and calculation

Rider Usage Group

Current Reporting Quarter: Q2 2024 (APR - JUN)



■ Heavy rider
 ■ Medium rider
 ■ Light rider
 ■ Occasional rider
 ■ Non-rider

↑ indicates significantly higher results compared to other regions;

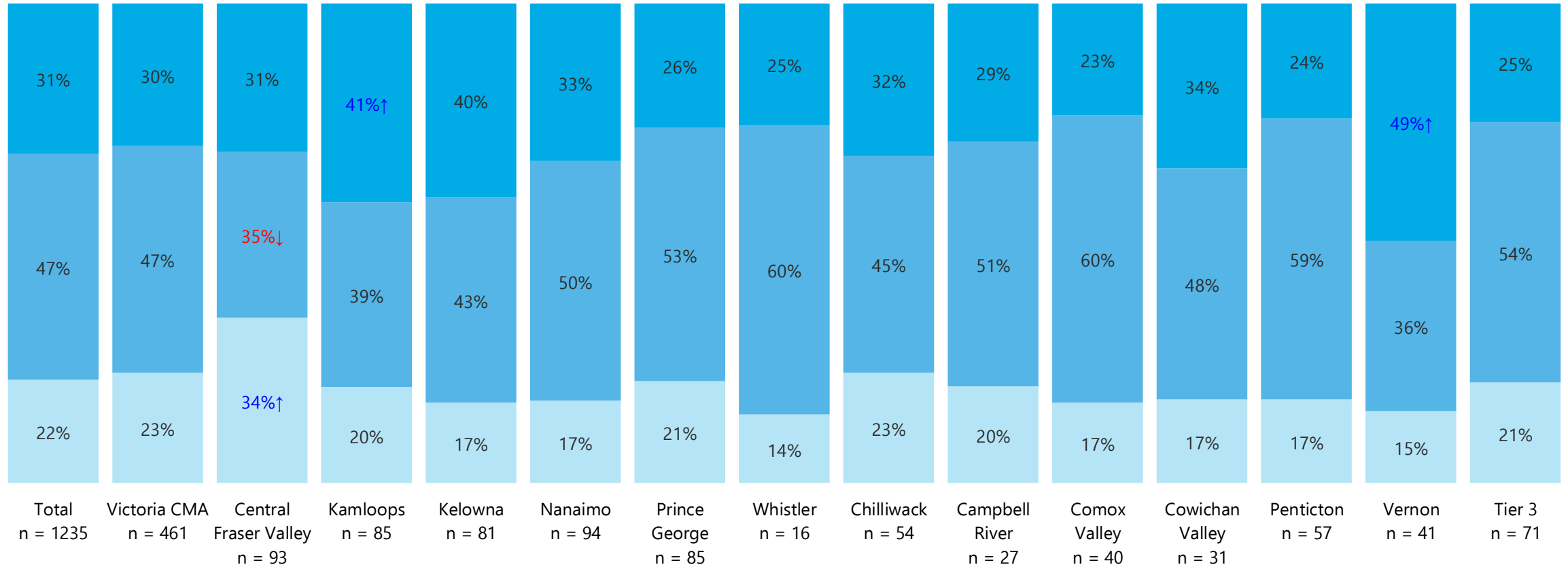
↓ indicates significantly lower results compared to other regions.



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: Q2 2024 (APR - JUN)



More often About the same Less often

↑ indicates significantly higher results compared to other regions

↓ indicates significantly lower results compared to other regions.

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?

*Don't know/Prefer not to answer are excluded from the graph and calculation

Modes of Transportation Now Used (More often)

Current Reporting Quarter: Q2 2024 (APR - JUN)

	Total n = 386	Victoria CMA n = 137	Central Fraser Valley n = 29	Kamloops n = 35	Kelowna n = 33	Nanaimo n = 31	Prince George n = 22	Whistler n = 4	Chilliwack n = 17	Campbell River n = 8	Comox Valley n = 9	Cowichan Valley n = 10	Penticton n = 14	Vernon n = 20	Tier 3 n = 17
Drive alone (car/truck)	57%	62%	43%	50%	63%	51%	77%	50%	43%	15%	68%	52%	62%	63%	50%
Carpool or share a ride as driver	8%	8%	10%	12%	12%	0%	9%	0%	0%	0%	9%	0%	0%	23%	7%
Carpool or share a ride as passenger	19%	21%	18%	11%	26%	19%	9%	0%	0%	31%	10%	17%	30%	21%	29%
Taxi	11%	9%	14%	12%	12%	23%	13%	0%	40%	15%	9%	0%	0%	0%	6%
Bicycle	11%	14%	6%	13%	6%	0%	10%	28%	0%	27%	0%	8%	15%	21%	17%
Motorcycle/moped/scooter	4%	3%	8%	0%	4%	0%	4%	0%	7%	0%	12%	9%	0%	11%	11%
Walking/rollerblading/skateboarding/jogging	30%	33%	34%	32%	25%	21%	32%	22%	32%	54%	22%	25%	22%	26%	29%
Ride share (e.g. Uber, Lyft, etc.)	8%	4%	27%	6%	12%	12%	0%	0%	5%	15%	9%	11%	6%	5%	5%
Other	4%	3%	6%	3%	9%	7%	4%	0%	11%	0%	0%	12%	0%	0%	0%
Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Green highlighted cells indicates significantly higher results compared to other regions.
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Q6B Now that you are using the local bus system less often, what mode(s) of transportation are you using more?

Modes of Transportation Now Used (Less often)

Current Reporting Quarter: Q2 2024 (APR - JUN)

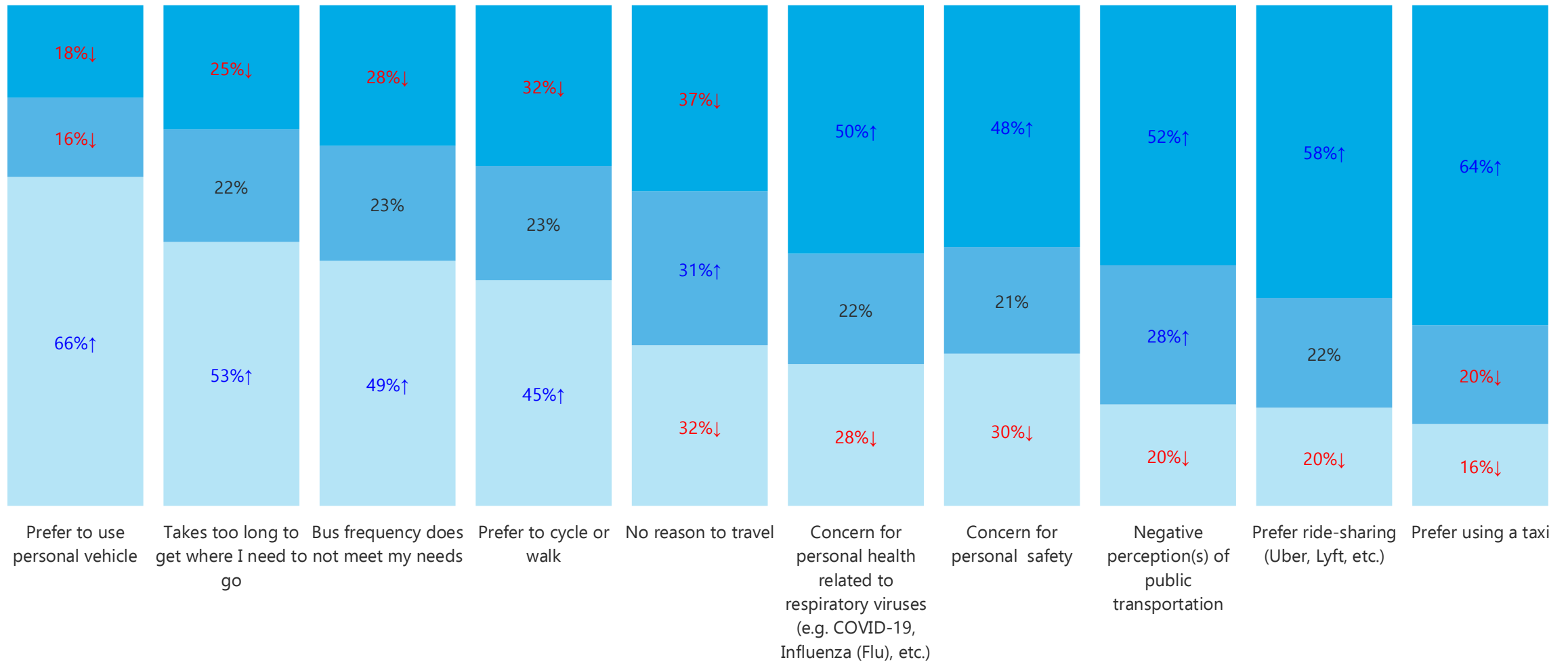
	Total n = 266	Victoria CMA n = 106	Central Fraser Valley n = 32	Kamloops n = 17	Kelowna n = 14	Nanaimo n = 16	Prince George n = 18	Whistler n = 2	Chilliwack n = 12	Campbell River n = 5	Comox Valley n = 7	Cowichan Valley n = 5	Penticton n = 10	Vernon n = 6	Tier 3 n = 15
Drive alone (car/truck)	60%	57%	66%	64%	73%	52%	46%	100%	47%	83%	31%	66%	68%	34%	94%
Carpool or share a ride as driver	14%	15%	13%	7%	13%	0%	11%	50%	14%	42%	13%	0%	0%	30%	28%
Carpool or share a ride as passenger	20%	23%	10%	19%	14%	30%	26%	0%	31%	0%	27%	0%	0%	15%	20%
Taxi	37%	42%	34%	19%	27%	40%	25%	0%	62%	0%	59%	0%	52%	48%	35%
Bicycle	14%	17%	21%	0%	13%	14%	6%	0%	14%	17%	0%	17%	31%	0%	8%
Motorcycle/moped/scooter	6%	6%	7%	5%	0%	7%	5%	0%	0%	21%	18%	34%	0%	0%	8%
Walking/rollerblading/skateboarding/jogging	27%	31%	26%	17%	14%	38%	28%	50%	23%	42%	13%	17%	31%	15%	15%
Ride share (e.g. Uber, Lyft, etc.)	23%	21%	33%	29%	13%	0%	28%	0%	31%	0%	73%	0%	9%	66%	14%
Other	2%	1%	4%	0%	7%	0%	0%	0%	0%	0%	0%	0%	0%	0%	6%
Don't know	2%	2%	3%	0%	0%	0%	6%	0%	0%	0%	14%	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.
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Likelihood of Reasons to not use Public Transportation

Current Reporting Quarter: Q2 2024 (APR - JUN)



base n= 980

Q6BBB Below is a list of possible reasons why some may choose not to use public transportation within their community. Please indicate your level of agreement with each of the reasons listed.

*Prefer not to answer is excluded from the graph and calculation

■ Agree
 ■ Neither Agree nor Disagree
 ■ Disagree

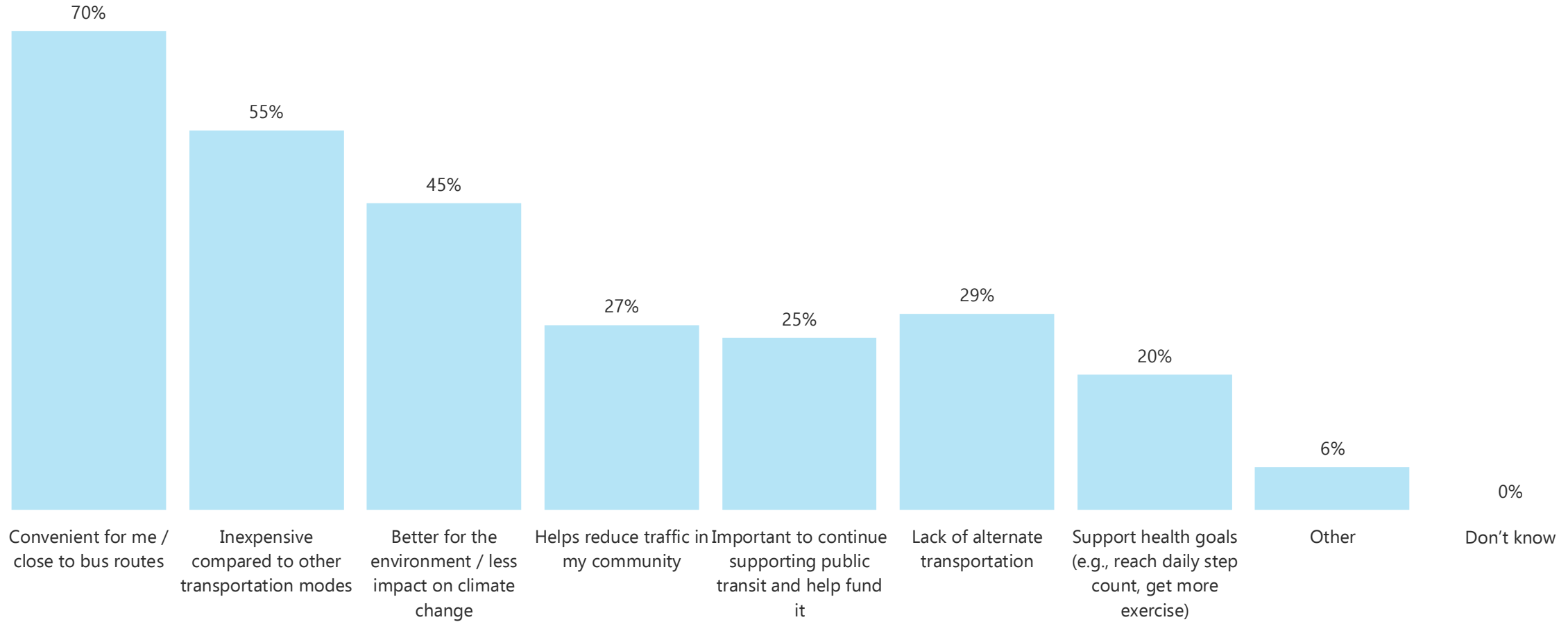
↑ indicates significantly higher results compared to other regions;

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Reasons to use Local Transit More Often

Current Reporting Quarter: Q2 2024 (APR - JUN)

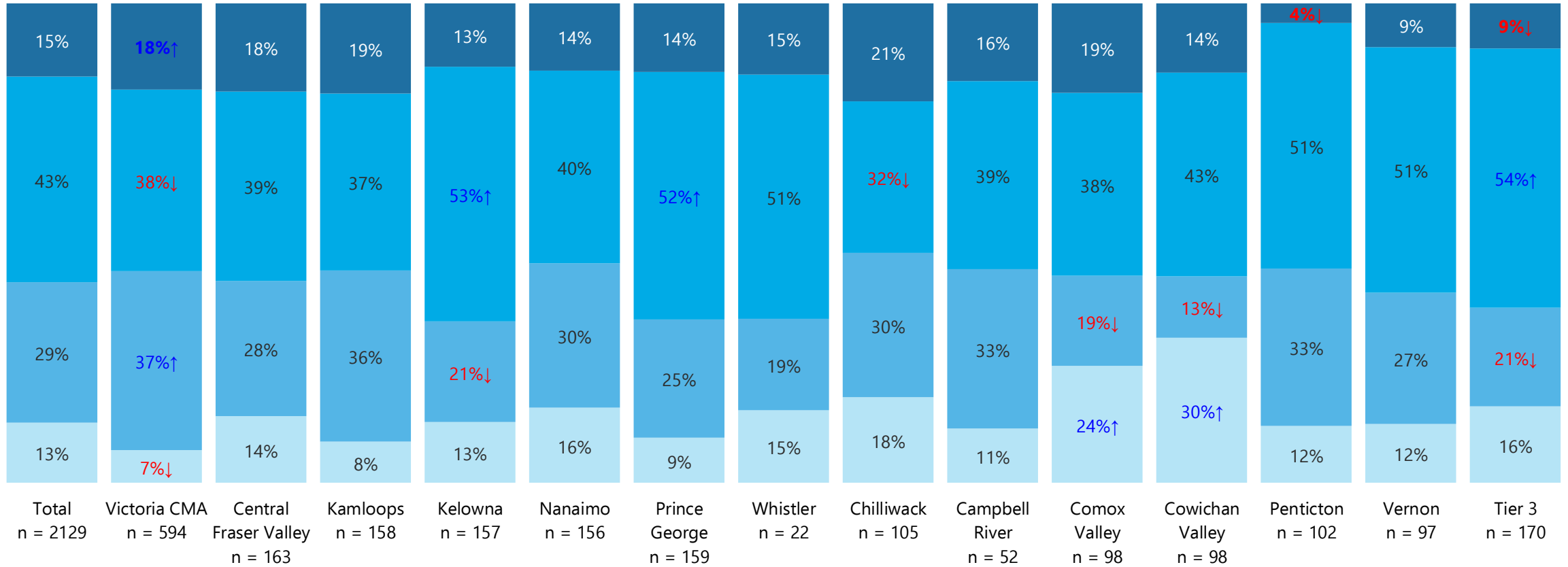


base n= 268

Q6D Why are you using local transit more often?

Past Year Change in Local Bus System

Current Reporting Quarter: Q2 2024 (APR - JUN)



■ Don't know
 ■ Improved
 ■ Stayed the same
 ■ Worse

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

Q7 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: Q2 2024 (APR - JUN)

	Total n = 2129	Victoria CMA n = 594	Central Fraser Valley n = 163	Kamloops n = 158	Kelowna n = 157	Nanaimo n = 156	Prince George n = 159	Whistler n = 22	Chilliwack n = 105	Campbell River n = 52	Comox Valley n = 98	Cowichan Valley n = 98	Penticton n = 102	Vernon n = 97	Tier 3 n = 170
Fare prices are reasonable	51%	51%	45%	56%	46%	48%	56%	41%	54%	49%	52%	43%	59%	54%	53%
Bus drivers are courteous	63%	69%	60%	62%	63%	56%	57%	32%	56%	67%	53%	55%	66%	70%	63%
Frequency of scheduled service	40%	44%	37%	43%	33%	31%	49%	38%	36%	41%	27%	22%	46%	43%	41%
Buses run on time/on schedule	48%	46%	47%	40%	48%	56%	59%	37%	41%	54%	37%	36%	68%	49%	54%
Buses are clean/well-maintained	55%	61%	47%	56%	51%	50%	50%	49%	44%	62%	54%	45%	64%	62%	61%
Availability and accuracy of schedule information	50%	54%	45%	50%	44%	47%	52%	31%	43%	59%	45%	36%	65%	42%	51%
Buses not being overcrowded	47%	35%	52%	49%	42%	43%	62%	23%	47%	65%	53%	47%	59%	66%	55%
Buses have a direct route	42%	46%	39%	46%	37%	35%	42%	48%	39%	47%	25%	32%	49%	41%	49%
Bus fare payment options are convenient and easy to use	54%	63%	53%	59%	49%	51%	44%	24%	50%	60%	54%	39%	60%	50%	51%
Buses have good connections with reasonable wait times	38%	42%	35%	42%	34%	29%	47%	28%	28%	48%	22%	25%	50%	35%	40%
Bus stops have enough amenities such as shelters, benches, information and trash cans	34%	40%	33%	31%	33%	29%	30%	33%	28%	39%	22%	18%	44%	29%	38%
Bus stops are clean and well maintained	41%	46%	43%	43%	44%	34%	33%	45%	37%	49%	28%	28%	51%	39%	46%
Trip duration, that is the time from when you boarded to the time you got off the bus	45%	46%	38%	53%	41%	36%	48%	53%	37%	55%	29%	36%	57%	43%	55%
Sense of safety and security	49%	54%	47%	50%	40%	42%	46%	42%	36%	57%	48%	40%	60%	54%	59%
Overall	49%	53%	44%	54%	43%	44%	53%	48%	41%	59%	31%	39%	63%	48%	51%

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Q11 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.

Perceptions of Transit Service (% Rating 4 or 5) by Demographic Group

Current Reporting Quarter: Q2 2024 (APR - JUN)

	Total n = 2129	Age				Gender		Riders		
		19-24 n = 245	25-44 n = 784	45-64 n = 648	65+ n = 441	Male n = 839	Female n = 1253	Regular n = 511	Occasional rider n = 741	Non-rider n = 877
Fare prices are reasonable	51%	46%	49%	50%	60%	50%	52%	58%	54%	44%
Bus drivers are courteous	63%	50%	62%	65%	68%	64%	62%	69%	67%	55%
Frequency of scheduled service	40%	37%	38%	39%	44%	43%	37%	48%	39%	35%
Buses run on time/on schedule	48%	35%	43%	54%	58%	51%	47%	54%	49%	44%
Buses are clean/well-maintained	55%	41%	51%	61%	63%	58%	54%	62%	57%	49%
Availability and accuracy of schedule information	50%	42%	47%	53%	54%	50%	50%	56%	51%	45%
Buses not being overcrowded	47%	30%	41%	50%	63%	50%	46%	45%	44%	51%
Buses have a direct route	42%	43%	39%	43%	44%	43%	41%	54%	42%	34%
Bus fare payment options are convenient and easy to use	54%	49%	54%	53%	60%	56%	53%	68%	56%	45%
Buses have good connections with reasonable wait times	38%	36%	35%	39%	41%	41%	36%	47%	40%	31%
Bus stops have enough amenities such as shelters, benches, information and trash cans	34%	31%	34%	33%	36%	36%	32%	43%	35%	27%
Bus stops are clean and well maintained	41%	34%	39%	43%	48%	45%	39%	50%	42%	36%
Trip duration, that is the time from when you boarded to the time you got off the bus	45%	44%	40%	47%	50%	47%	43%	56%	47%	36%
Sense of safety and security	49%	47%	47%	47%	59%	56%	45%	63%	50%	41%
Overall	49%	46%	44%	53%	54%	53%	47%	59%	53%	40%

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Perceptions of Transit Service (Mean Scores)

Current Reporting Quarter: Q2 2024 (APR - JUN)

Average	Total n = 1853	Victoria CMA n = 550	Central Fraser Valley n = 138	Kamloops n = 147	Kelowna n = 135	Nanaimo n = 130	Prince George n = 143	Whistler n = 20	Chilliwack n = 91	Campbell River n = 45	Comox Valley n = 76	Cowichan Valley n = 77	Penticton n = 88	Vernon n = 77	Tier 3 n = 136
Fare prices are reasonable	3.55	3.51	3.44	3.55	3.44	3.49	3.62	3.03	3.45	3.69	3.71	3.50	3.75	3.68	3.72
Bus drivers are courteous	3.84	3.92	3.80	3.75	3.71	3.64	3.67	3.39	3.71	3.92	3.88	3.80	3.93	4.04	4.03
Frequency of scheduled service	3.20	3.32	3.15	3.17	3.02	3.03	3.32	2.95	3.08	3.34	2.85	2.83	3.48	3.32	3.24
Buses run on time/on schedule	3.43	3.38	3.38	3.10	3.38	3.50	3.69	3.31	3.19	3.57	3.15	3.34	3.88	3.55	3.67
Buses are clean/well-maintained	3.65	3.74	3.52	3.62	3.49	3.42	3.46	3.71	3.32	3.83	3.79	3.51	3.92	3.80	3.88
Availability and accuracy of schedule information	3.48	3.54	3.39	3.46	3.32	3.50	3.47	2.99	3.26	3.63	3.47	3.35	3.88	3.32	3.57
Buses not being overcrowded	3.43	3.08	3.46	3.43	3.33	3.34	3.80	3.13	3.40	3.81	3.66	3.54	3.77	3.91	3.71
Buses have a direct route	3.31	3.38	3.26	3.33	3.21	3.12	3.31	3.52	3.20	3.56	2.84	3.00	3.57	3.30	3.54
Bus fare payment options are convenient and easy to use	3.63	3.74	3.61	3.65	3.51	3.52	3.37	2.78	3.60	3.75	3.70	3.56	3.80	3.70	3.69
Buses have good connections with reasonable wait times	3.20	3.31	3.15	3.14	3.13	3.02	3.36	3.12	2.92	3.42	2.80	2.97	3.60	3.20	3.22
Bus stops have enough amenities such as shelters, benches, information and trash cans	2.99	3.20	2.97	2.93	3.08	2.82	2.78	3.18	2.71	3.20	2.60	2.40	3.33	2.82	3.14
Bus stops are clean and well maintained	3.27	3.38	3.33	3.34	3.24	3.09	2.97	3.41	3.01	3.58	2.86	2.94	3.52	3.33	3.44
Trip duration, that is the time from when you boarded to the time you got off the bus	3.39	3.41	3.26	3.39	3.32	3.16	3.38	3.58	3.27	3.62	3.10	3.25	3.75	3.37	3.67
Sense of safety and security	3.45	3.53	3.45	3.42	3.18	3.26	3.38	3.32	3.14	3.68	3.58	3.16	3.63	3.45	3.81
Overall	3.48	3.59	3.46	3.46	3.31	3.37	3.54	3.21	3.36	3.65	3.19	3.26	3.78	3.42	3.55

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Perceptions of Transit Service (Mean Scores) by Demographic Group

Current Reporting Quarter: Q2 2024 (APR - JUN)

	Total n = 2129	Age				Gender		Riders		
		19-24 n = 245	25-44 n = 784	45-64 n = 648	65+ n = 441	Male n = 839	Female n = 1253	Regular n = 511	Occasional rider n = 741	Non-rider n = 877
Fare prices are reasonable	3.55	3.42	3.46	3.52	3.84	3.52	3.57	3.69	3.55	3.45
Bus drivers are courteous	3.84	3.47	3.74	3.89	4.17	3.86	3.84	3.95	3.83	3.77
Frequency of scheduled service	3.20	3.06	3.16	3.19	3.38	3.31	3.13	3.39	3.15	3.12
Buses run on time/on schedule	3.43	3.10	3.27	3.54	3.75	3.51	3.38	3.47	3.42	3.41
Buses are clean/well-maintained	3.65	3.28	3.55	3.73	3.95	3.75	3.59	3.80	3.63	3.56
Availability and accuracy of schedule information	3.48	3.26	3.38	3.55	3.68	3.53	3.46	3.57	3.45	3.44
Buses not being overcrowded	3.43	2.92	3.24	3.52	3.96	3.51	3.39	3.31	3.32	3.61
Buses have a direct route	3.31	3.37	3.21	3.33	3.42	3.38	3.26	3.58	3.24	3.19
Bus fare payment options are convenient and easy to use	3.63	3.45	3.56	3.64	3.87	3.67	3.62	3.87	3.58	3.53
Buses have good connections with reasonable wait times	3.20	3.10	3.11	3.26	3.34	3.28	3.15	3.38	3.17	3.11
Bus stops have enough amenities such as shelters, benches, information and trash cans	2.99	2.97	2.97	2.97	3.09	3.15	2.90	3.24	3.01	2.83
Bus stops are clean and well maintained	3.27	3.00	3.22	3.24	3.57	3.41	3.19	3.45	3.23	3.18
Trip duration, that is the time from when you boarded to the time you got off the bus	3.39	3.31	3.27	3.43	3.59	3.47	3.34	3.65	3.33	3.27
Sense of safety and security	3.45	3.36	3.35	3.38	3.80	3.61	3.35	3.80	3.42	3.25
Overall	3.48	3.39	3.37	3.54	3.67	3.57	3.44	3.70	3.49	3.33

Q11 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.

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Reason for using Transit

Current Reporting Quarter: Q2 2024 (APR - JUN)

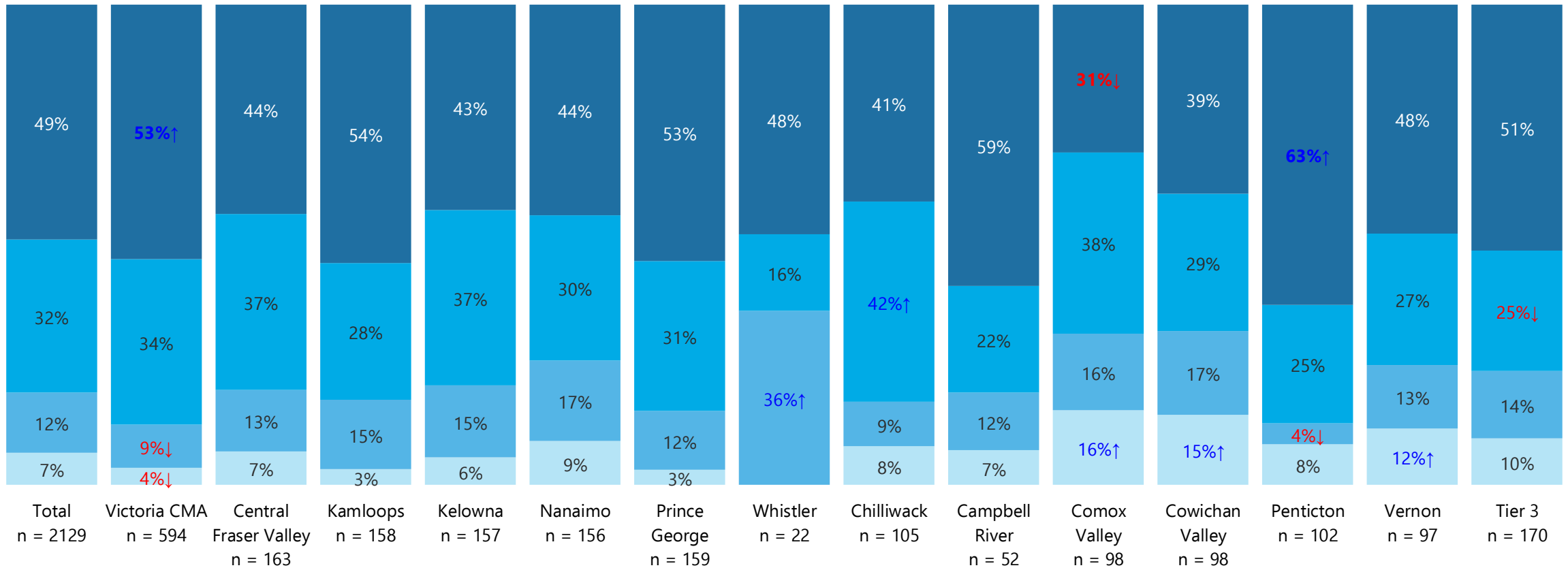
	Total n = 1252	Victoria CMA n = 463	Central Fraser Valley n = 98	Kamloops n = 87	Kelowna n = 83	Nanaimo n = 94	Prince George n = 87	Whistler n = 16	Chilliwack n = 55	Campbell River n = 27	Comox Valley n = 40	Cowichan Valley n = 31	Penticton n = 57	Vernon n = 42	Tier 3 n = 72
Going to or from work	26%	28%	29%	29%	27%	21%	27%	61%	13%	20%	23%	34%	16%	21%	15%
Going to or from school	5%	7%	2%	1%	11%	5%	4%	0%	0%	3%	2%	4%	3%	5%	4%
Going to or from shopping	20%	18%	29%	19%	16%	17%	31%	0%	34%	8%	23%	13%	17%	12%	24%
Conducting personal business (such as going to the doctor or bank, etc.)	18%	14%	18%	22%	20%	19%	14%	20%	24%	20%	39%	6%	20%	24%	22%
Entertainment or social reasons (such as visiting friends or relatives)	17%	18%	15%	14%	19%	10%	20%	13%	21%	30%	10%	23%	23%	24%	12%
Going to the ferry terminal/airport	9%	12%	4%	1%	2%	22%	3%	0%	2%	12%	3%	15%	7%	12%	19%
Other	4%	3%	2%	13%	5%	6%	1%	7%	6%	7%	0%	6%	14%	2%	4%
Don't know	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Q5A What was the main purpose of your trip, the last time you used the local public bus system?

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

Overall Transit Experience

Current Reporting Quarter: Q2 2024 (APR - JUN)



■ Don't know
 ■ Poor
 ■ Neutral
 ■ Excellent

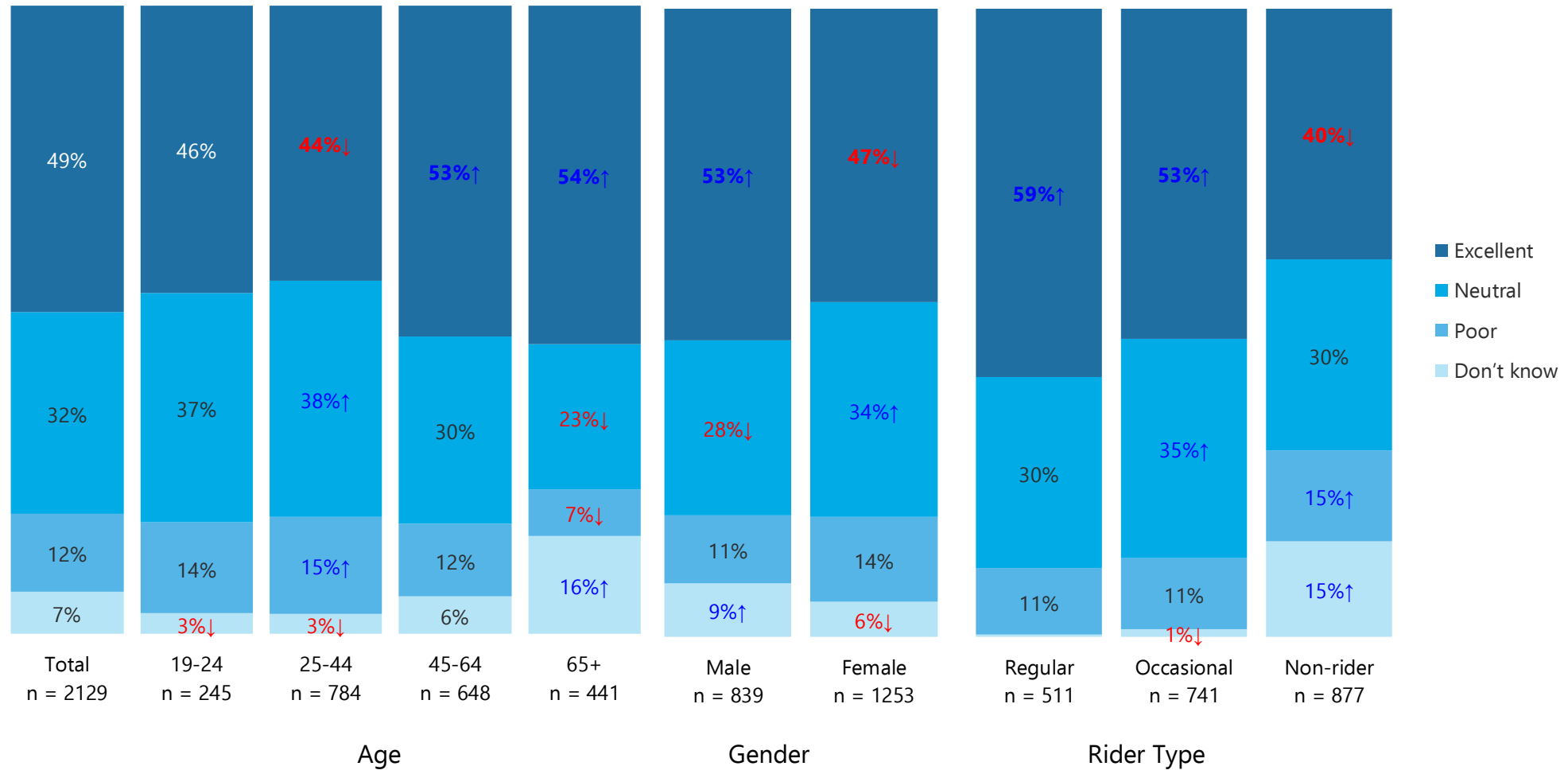
↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

Q12 Using the following scale where 1 is extremely poor and 5 is excellent, how would you rate the local transit system overall?

Overall Transit Experience by Demographic Group

Current Reporting Quarter: Q2 2024 (APR - JUN)



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

Q12 Using the following scale where 1 is extremely poor and 5 is excellent, how would you rate the local transit system overall?

Safety in Transit

Current Reporting Quarter: Q2 2024 (APR - JUN)

	Total n = 1252	Victoria CMA n = 463	Central Fraser Valley n = 98	Kamloops n = 87	Kelowna n = 83	Nanaimo n = 94	Prince George n = 87	Whistler n = 16	Chilliwack n = 55	Campbell River n = 27	Comox Valley n = 40	Cowichan Valley n = 31	Penticton n = 57	Vernon n = 42	Tier 3 n = 72
No, I felt safe throughout the trip	77%	79%	71%	73%	78%	67%	78%	100%	68%	74%	83%	78%	84%	78%	76%
Yes, I felt unsafe while travelling to my first stop	5%	5%	6%	4%	7%	11%	7%	0%	7%	0%	0%	3%	2%	3%	5%
Yes, I felt unsafe while waiting to board my first transit vehicle	10%	8%	13%	16%	9%	14%	9%	0%	11%	22%	10%	12%	11%	12%	4%
Yes, I felt unsafe while on-board	6%	5%	5%	9%	5%	13%	3%	0%	13%	4%	5%	3%	3%	8%	9%
Yes, I felt unsafe during a transfer	4%	4%	5%	9%	3%	5%	1%	0%	7%	4%	0%	0%	2%	2%	2%
Yes, I felt unsafe when exiting	4%	4%	6%	4%	0%	9%	1%	0%	7%	0%	5%	0%	2%	0%	1%
Yes, I felt unsafe while travelling to my final destination	4%	4%	4%	4%	5%	9%	2%	0%	5%	4%	0%	0%	2%	3%	1%
Don't know/not sure	3%	2%	5%	1%	5%	4%	2%	0%	9%	0%	2%	11%	0%	2%	4%

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

Q13 During your most recent trip, were there parts of the trip where you felt unsafe?

Safety in Transit by Demographic Group

Current Reporting Quarter: Q2 2024 (APR - JUN)

	Total n = 2129	Age				Gender	
		19-24 n = 245	25-44 n = 784	45-64 n = 648	65+ n = 441	Male n = 839	Female n = 1253
No, I felt safe throughout the trip	45%	59%	52%	43%	29%	51%	41%
Yes, I felt unsafe while travelling to my first stop	3%	5%	5%	2%	0%	3%	3%
Yes, I felt unsafe while waiting to board my first transit vehicle	6%	8%	8%	5%	3%	4%	7%
Yes, I felt unsafe while on-board	4%	6%	5%	3%	1%	3%	4%
Yes, I felt unsafe during a transfer	2%	5%	3%	2%	0%	2%	2%
Yes, I felt unsafe when exiting	2%	2%	2%	2%	1%	1%	3%
Yes, I felt unsafe while travelling to my final destination	2%	4%	3%	2%	0%	1%	3%
Don't know/not sure	2%	3%	2%	2%	0%	1%	2%

Q13 During your most recent trip, were there parts of the trip where you felt unsafe?

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

NPS Score of Transit

Current Reporting Quarter: Q2 2024 (APR - JUN)

	Total n = 1982	Victoria CMA n = 569	Central Fraser Valley n = 148	Kamloops n = 155	Kelowna n = 146	Nanaimo n = 142	Prince George n = 152	Whistler n = 22	Chilliwack n = 100	Campbell River n = 48	Comox Valley n = 85	Cowichan Valley n = 80	Penticton n = 95	Vernon n = 90	Tier 3 n = 151
Detractors	49%	43%	55%	47%	55%	51%	53%	61%	55%	34%	60%	71%	38%	53%	45%
Passive	14%	13%	10%	16%	14%	14%	15%	11%	19%	19%	9%	10%	21%	15%	13%
Promoters	37%	43%	35%	36%	32%	35%	32%	28%	27%	47%	31%	20%	41%	32%	42%
NPS Score	-12.4	.4	-20.3	-11.1	-22.7	-15.8	-20.6	-32.2	-28.0	12.4	-29.0	-50.9	3.3	-21.3	-2.3

Q16 How likely are you to recommend BC Transit to a friend or family member using a scale of 0 to 10 where 0 is "not at all likely" and 10 is "extremely likely"?

*Don't know/not sure is excluded from the table

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

NPS Score of Transit by Demographic Group

Current Reporting Quarter: Q2 2024 (APR - JUN)

	Total n = 1982	Age				Gender		Riders		
		19-24 n = 237	25-44 n = 740	45-64 n = 610	65+ n = 386	Male n = 778	Female n = 1168	Regular n = 502	Occasional rider n = 717	Non-rider n = 764
Detractors	49%	51%	51%	46%	48%	48%	50%	34%	46%	63%
Passive	14%	21%	13%	14%	12%	15%	13%	16%	16%	11%
Promoters	37%	29%	35%	40%	40%	36%	37%	50%	39%	26%
NPS Score	-12.4	-21.8	-16.2	-6.5	-8.1	-12.0	-12.2	16.7	-6.6	-36.9

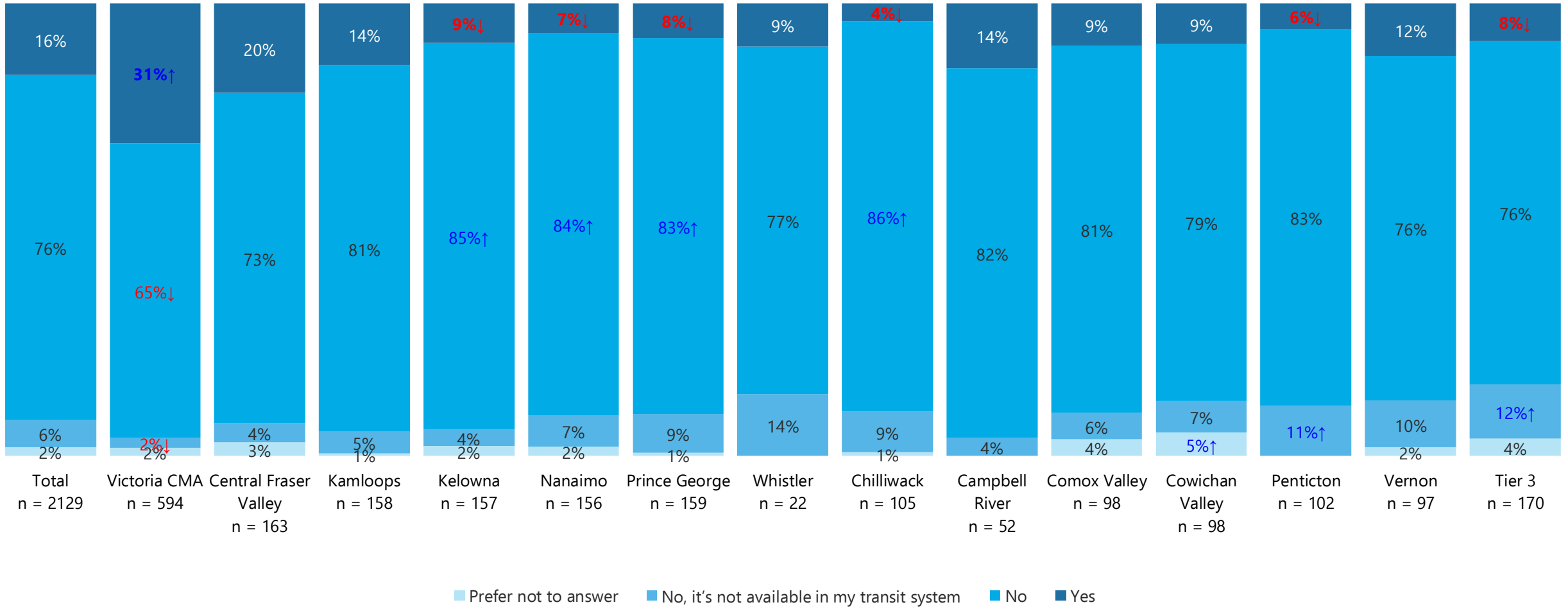
Q16 How likely are you to recommend BC Transit to a friend or family member using a scale of 0 to 10 where 0 is "not at all likely" and 10 is "extremely likely"?

*Don't know/not sure is excluded from the table

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

Use of Electronic Fare Collection System (Umo)

Current Reporting Quarter: Q2 2024 (APR - JUN)



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

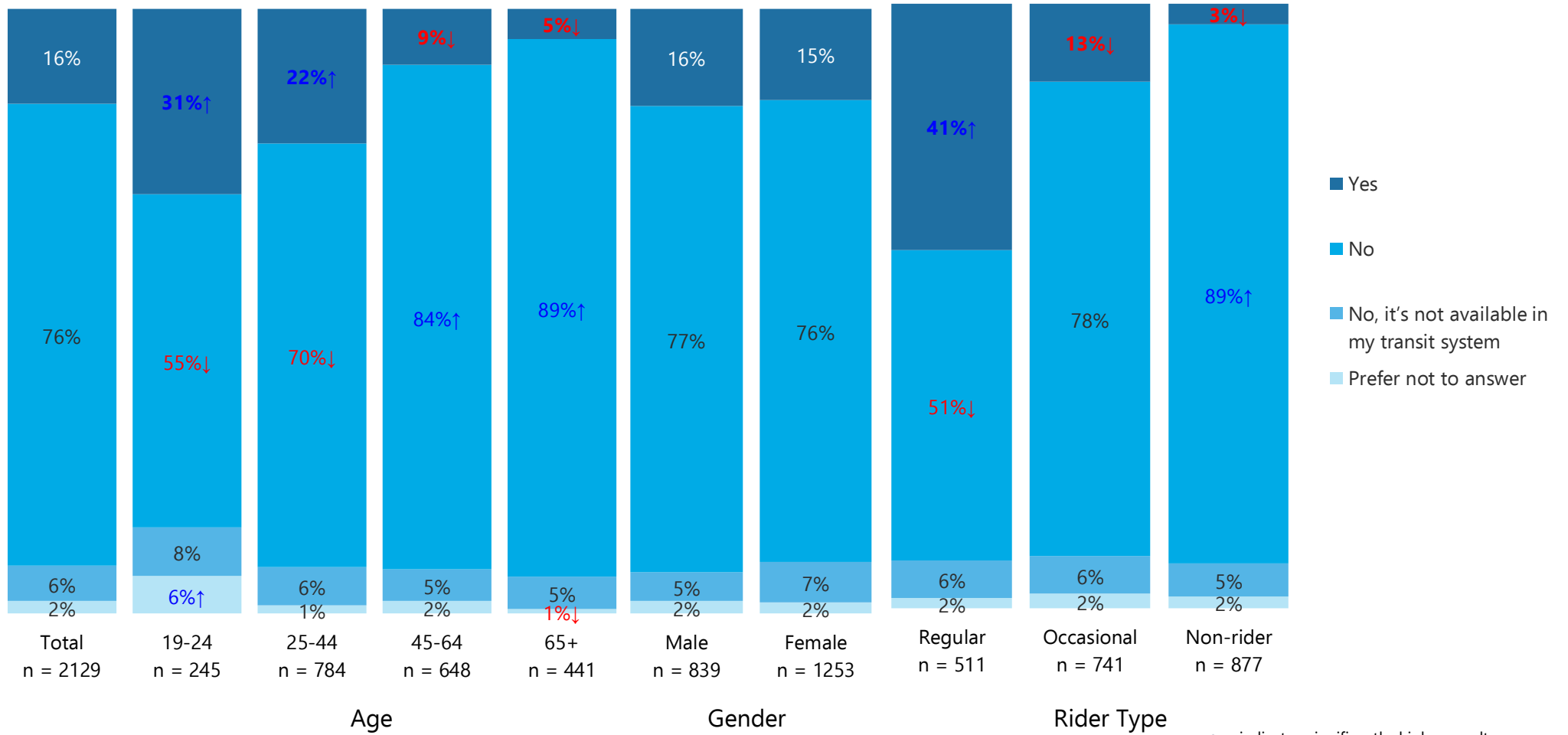


Q17 Have you used the new electronic fare system (Umo)?

*Prefer not to answer is excluded from the graph

Use of Electronic Fare Collection System (Umo) by Demographic Group

Current Reporting Quarter: Q2 2024 (APR - JUN)



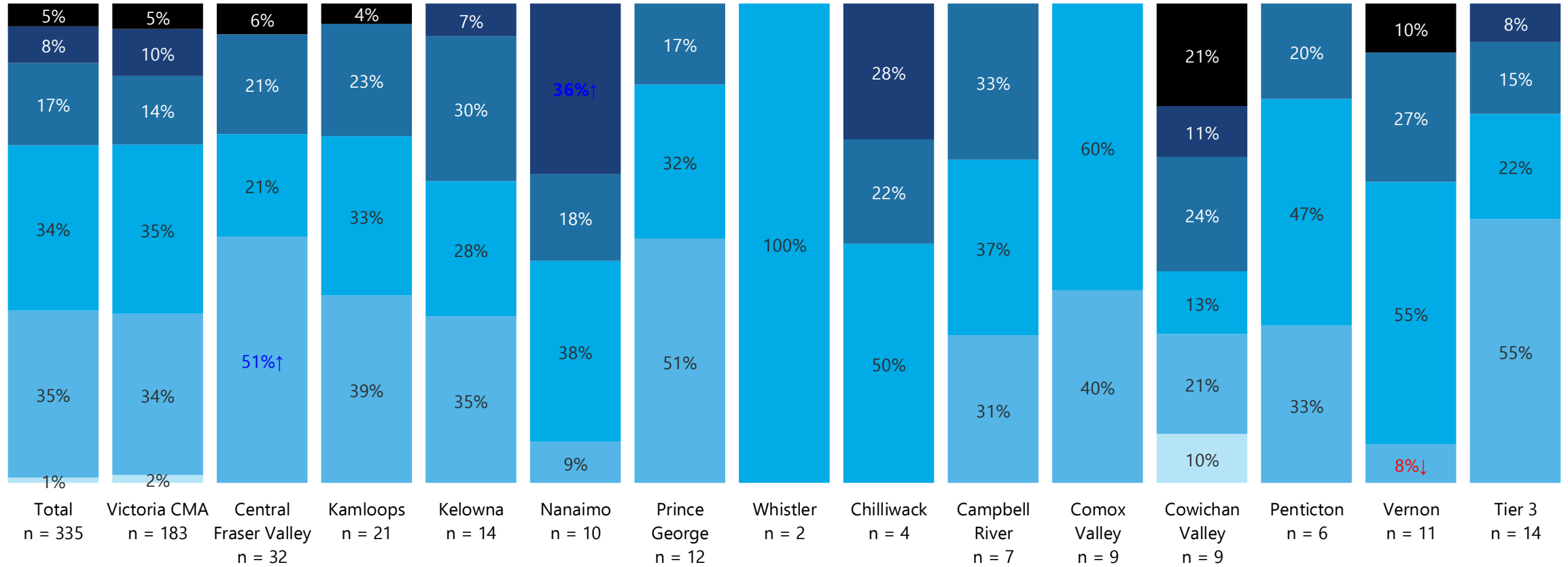
↑ indicates significantly higher results compared to other regions;
 ↓ indicates significantly lower results compared to other regions.

Q17 Have you used the new electronic fare system (Umo)?

*Prefer not to answer is excluded from the graph

Electronic Fare Satisfaction

Current Reporting Quarter: Q2 2024 (APR - JUN)



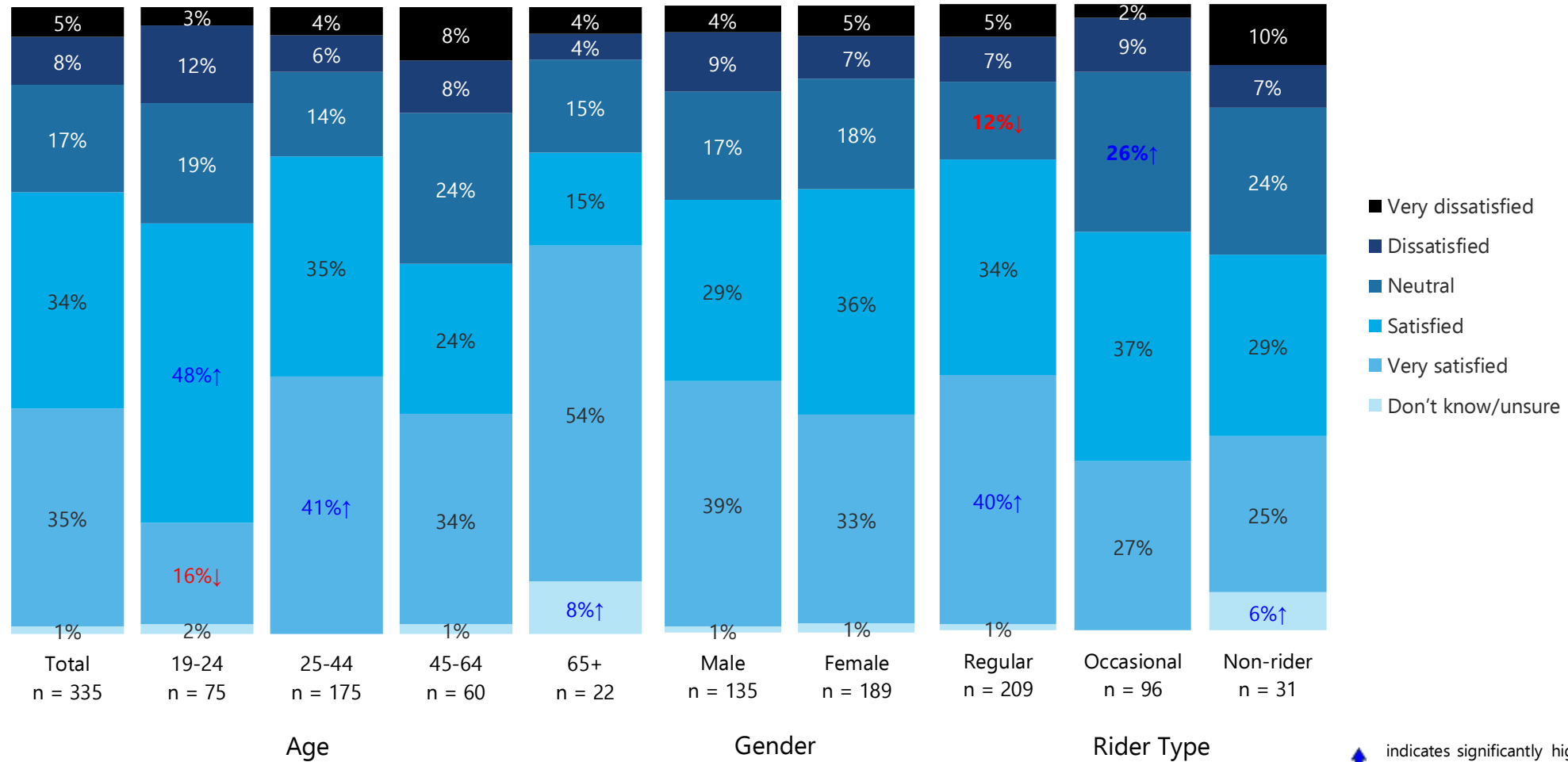
■ Don't know/unsure
 ■ Very satisfied
 ■ Satisfied
 ■ Neutral
 ■ Dissatisfied
 ■ Very dissatisfied

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

Q18 On a scale of 1 to 5 where 1 is Very dissatisfied and 5 is Very satisfied, how satisfied are you with the new electronic fare system?

Electronic Fare Satisfaction by Demographic Group

Current Reporting Quarter: Q2 2024 (APR - JUN)

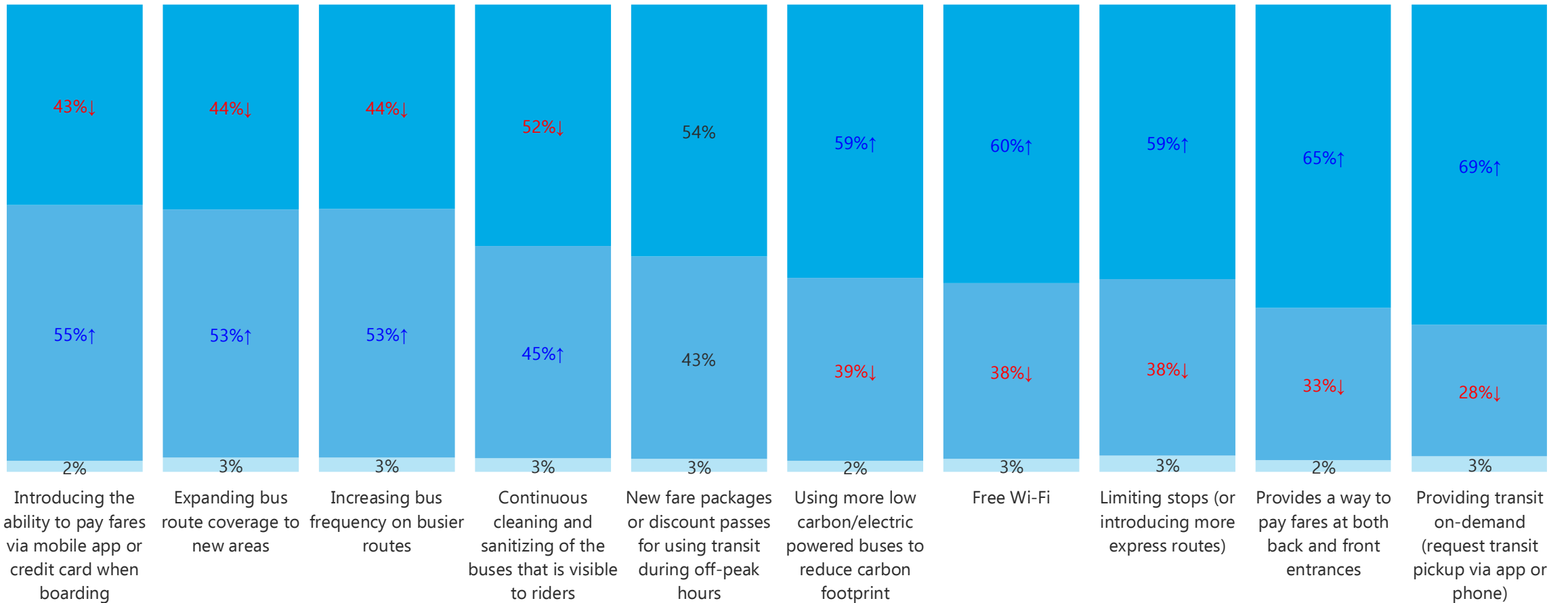


↑ indicates significantly higher results compared to other regions;
 ↓ indicates significantly lower results compared to other regions.

Q18 On a scale of 1 to 5 where 1 is Very dissatisfied and 5 is Very satisfied, how satisfied are you with the new electronic fare system?

Key Improvements to Encourage use of Transit

Current Reporting Quarter: Q2 2024 (APR - JUN)



■ Prefer not to answer
 ■ Important(8-10)
 ■ Not Important(0-7)

base n= 2129

Q14 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.

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.



Key Improvements to Encourage use of Transit by Demographic Group

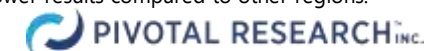
Current Reporting Quarter: Q2 2024 (APR - JUN)

	Total n = 1996	Age				Gender		Riders		
		19-24 n = 229	25-44 n = 755	45-64 n = 605	65+ n = 400	Male n = 780	Female n = 1182	Regular n = 496	Occasional rider n = 711	Non-rider n = 788
Continuous cleaning and sanitizing of the buses that is visible to riders	6.9	6.8	6.9	7.0	7.1	6.6	7.1	7.1	6.7	7.0
Expanding bus route coverage to new areas	7.3	7.2	7.3	7.2	7.7	7.0	7.6	7.5	7.2	7.3
Increasing bus frequency on busier routes	7.3	7.1	7.3	7.3	7.7	7.1	7.5	7.8	7.2	7.2
Providing transit on-demand (request transit pickup via app or phone)	5.5	5.4	5.7	5.3	5.3	5.4	5.5	5.8	5.2	5.5
Limiting stops (or introducing more express routes)	6.4	5.7	6.3	6.4	6.8	6.4	6.4	6.4	6.4	6.4
Provides a way to pay fares at both back and front entrances	5.7	6.0	6.2	5.4	5.2	5.9	5.7	5.8	5.8	5.6
Introducing the ability to pay fares via mobile app or credit card when boarding	7.2	7.2	7.4	7.1	7.2	7.1	7.3	7.1	7.3	7.3
Using more low carbon/electric powered buses to reduce carbon footprint	6.3	6.2	6.3	6.1	6.6	5.8	6.5	6.5	6.0	6.3
Free Wi-Fi	6.0	6.5	6.2	5.9	5.4	5.9	6.0	6.5	5.9	5.8
New fare packages or discount passes for using transit during off-peak hours	6.7	6.4	6.7	6.8	7.0	6.6	6.9	7.1	6.6	6.6

Q14 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.

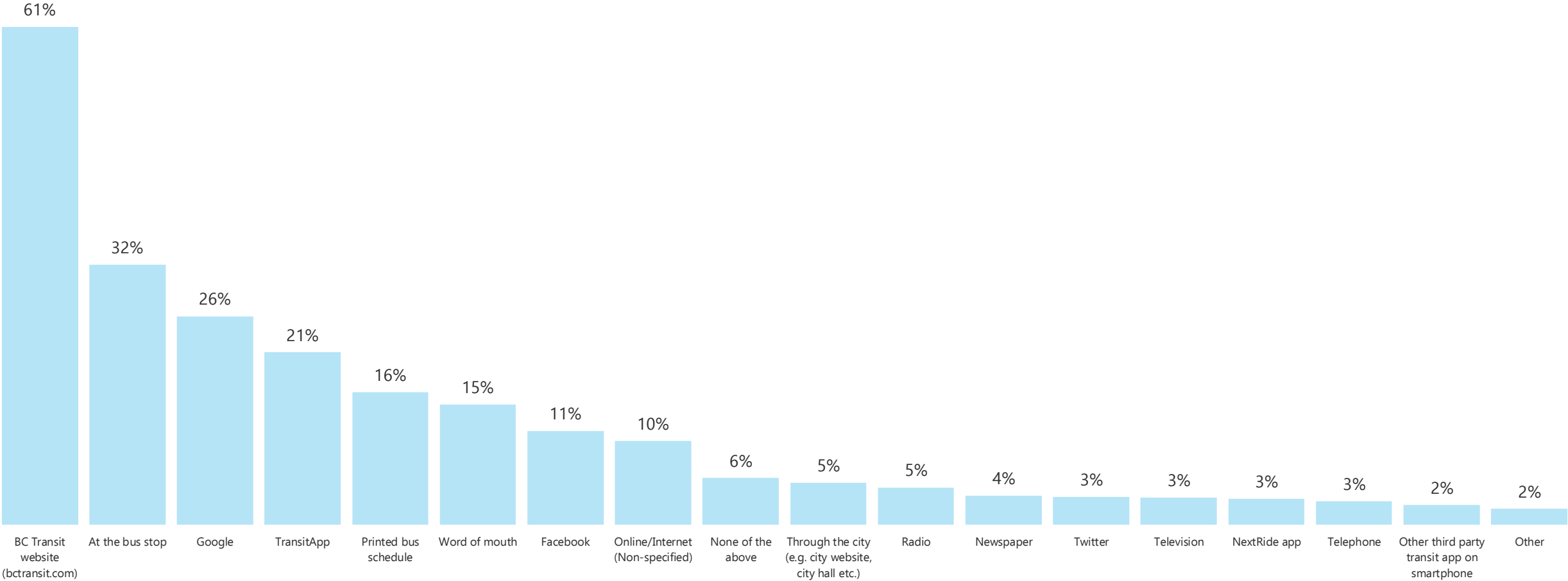
*Prefer not to answer is excluded from the graph and calculation.

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



Source of Information on Local Transit

Current Reporting Quarter: Q2 2024 (APR - JUN)

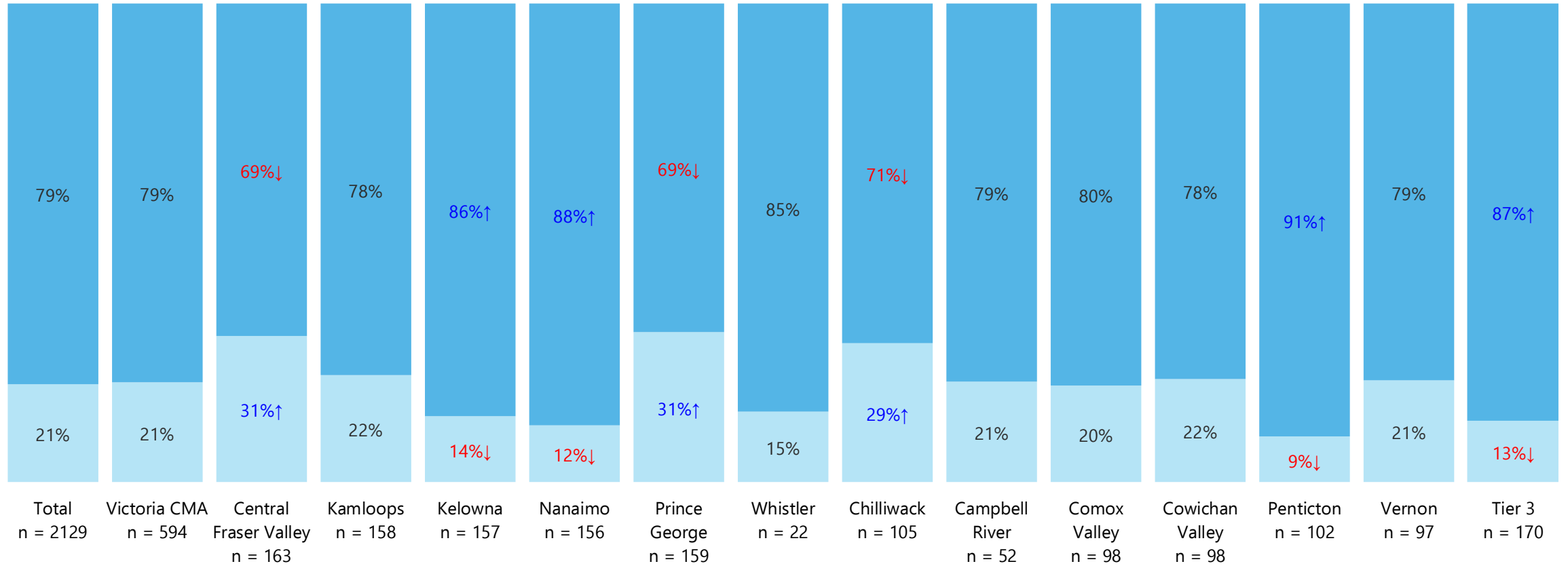


base n= 2129

Q15 Where do you typically get information about your local transit system?

Taking Care of Children Aged 12 and Under

Current Reporting Quarter: Q2 2024 (APR - JUN)



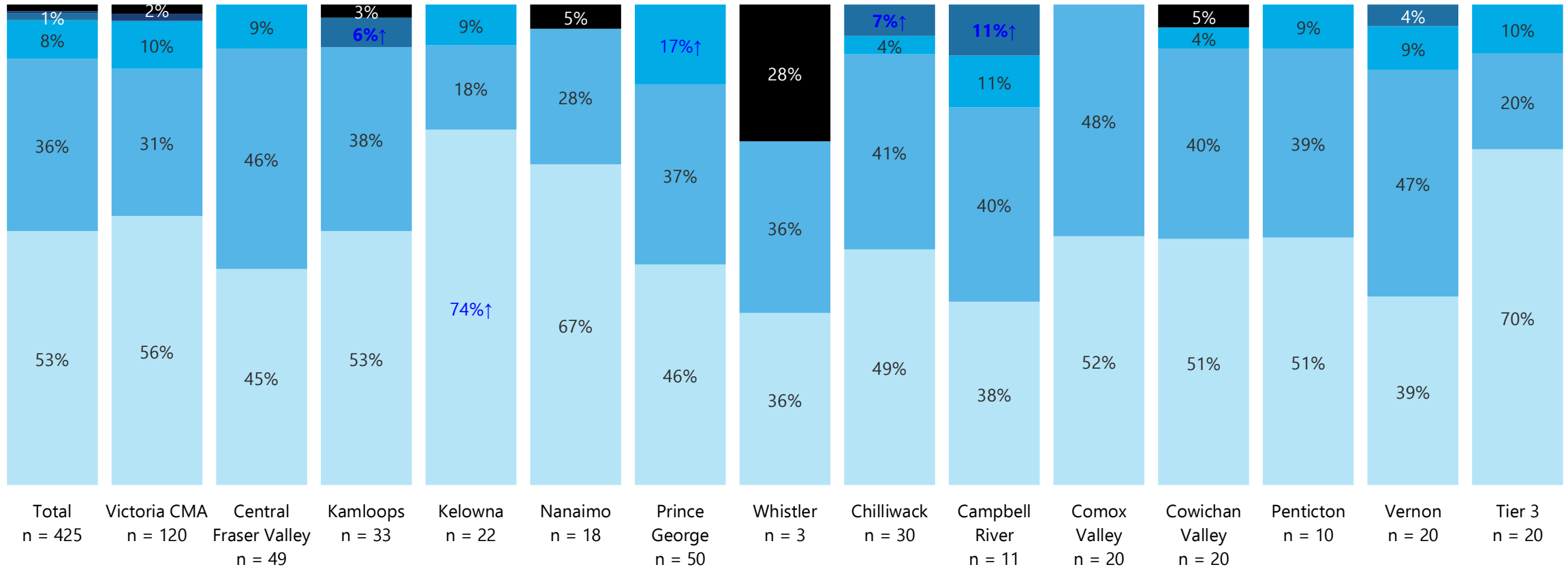
Yes No

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

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

Average Number of Children Aged 12 and Under

Current Reporting Quarter: Q2 2024 (APR - JUN)



1 2 3 4 5 More than 5

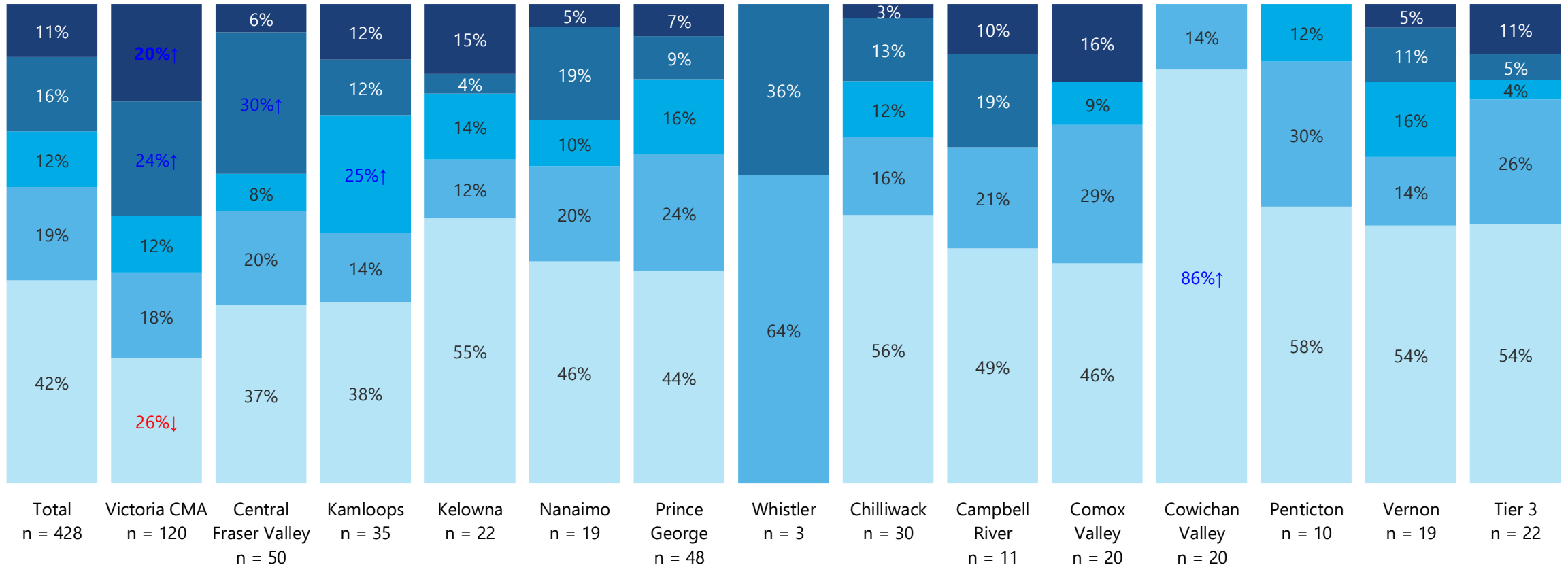
↑ indicates significantly higher results compared to other regions;
 ↓ indicates significantly lower results compared to other regions.

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

*Prefer not to answer is excluded from the graph and calculation

Frequency of Riding the Bus by Children 12 and Under

Current Reporting Quarter: Q2 2024 (APR - JUN)



■ They do not use transit
 ■ A few times a year
 ■ A few times a month
 ■ 3+ days a week
 ■ 1-2 days a week

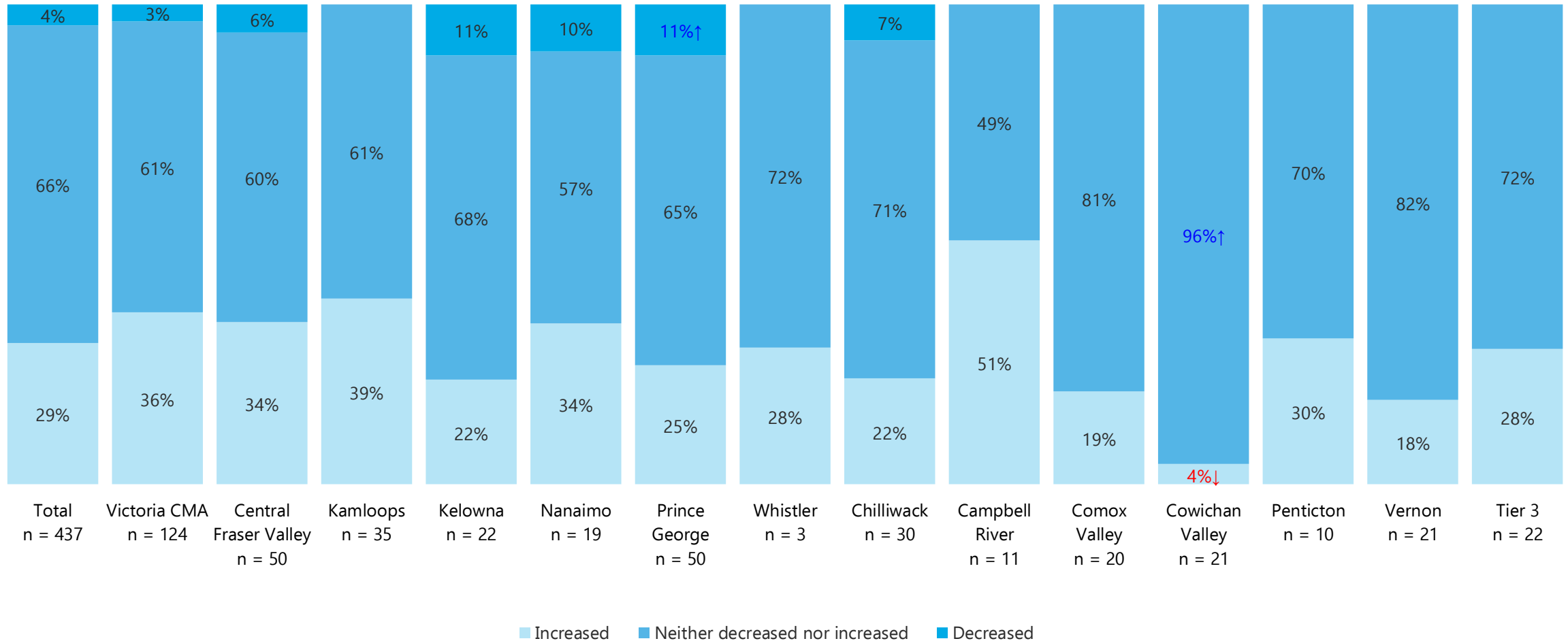
↑ indicates significantly higher results compared to other regions
↓ indicates significantly lower results compared to other regions

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

*Prefer not to answer is excluded from the graph and calculation

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

Current Reporting Quarter: Q2 2024 (APR - JUN)



↑ indicates significantly higher results compared to other regions;

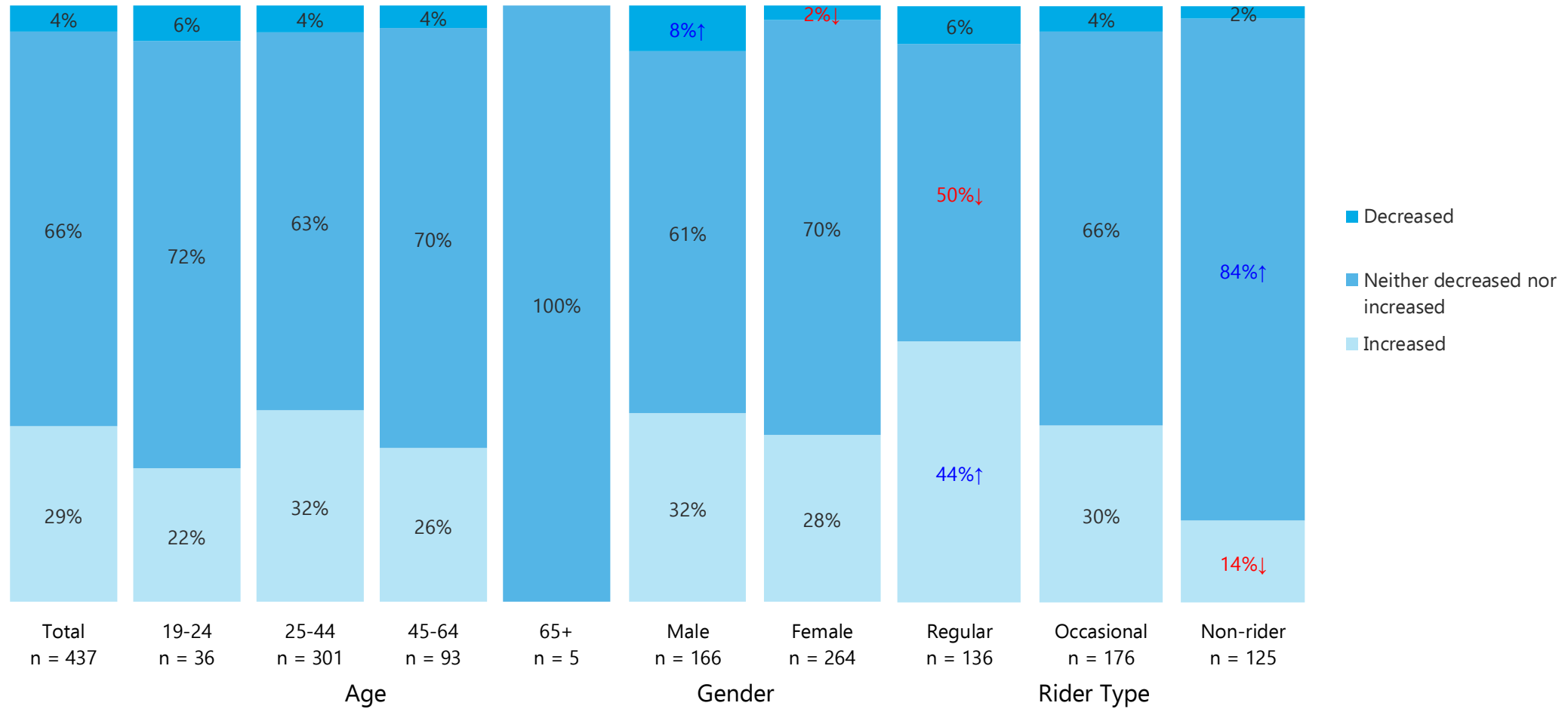
↓ indicates significantly lower results compared to other regions.



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?

Impact of Free Transit on Transit Usage for Children 12 and Under by Demographic Group

Current Reporting Quarter: Q2 2024 (APR - JUN)

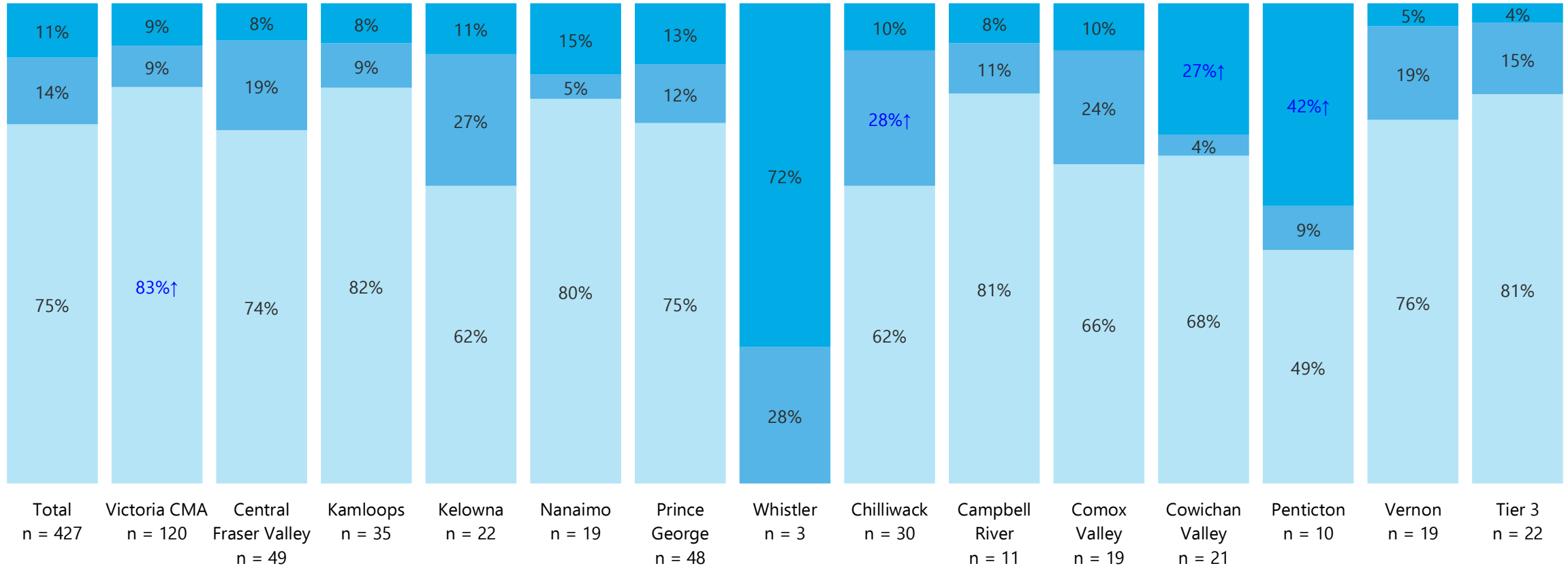


X4 To what extent has the implementation of the Free Transit for Children 12 and Under program, impacted the frequency with which your child/children uses public transit?

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

Importance of Free Transit for Children 12 and Under

Current Reporting Quarter: Q2 2024 (APR - JUN)



■ Important ■ Neutral ■ Not important



indicates significantly higher results compared to other regions



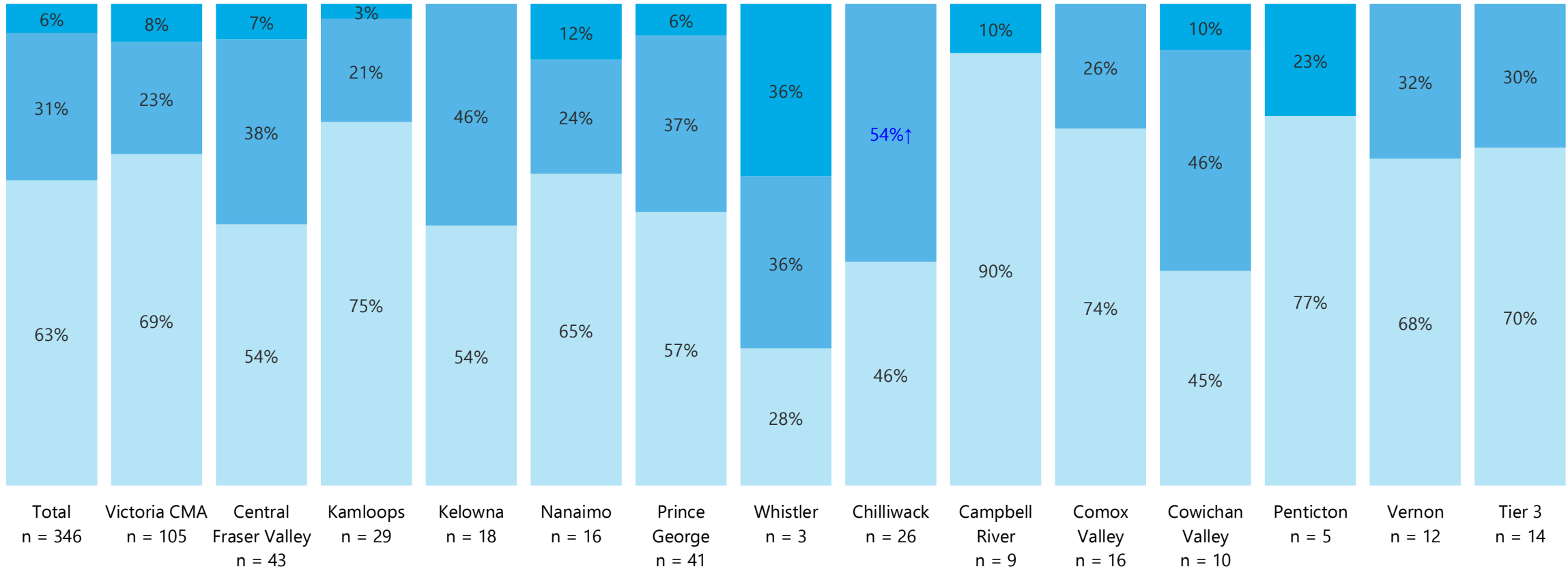
indicates significantly lower results compared to other regions.

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

*Don't know is excluded from the graph and calculation

Satisfaction of Free Transit for Children 12 and Under

Current Reporting Quarter: Q2 2024 (APR - JUN)



■ Satisfied ■ Neutral ■ Dissatisfied

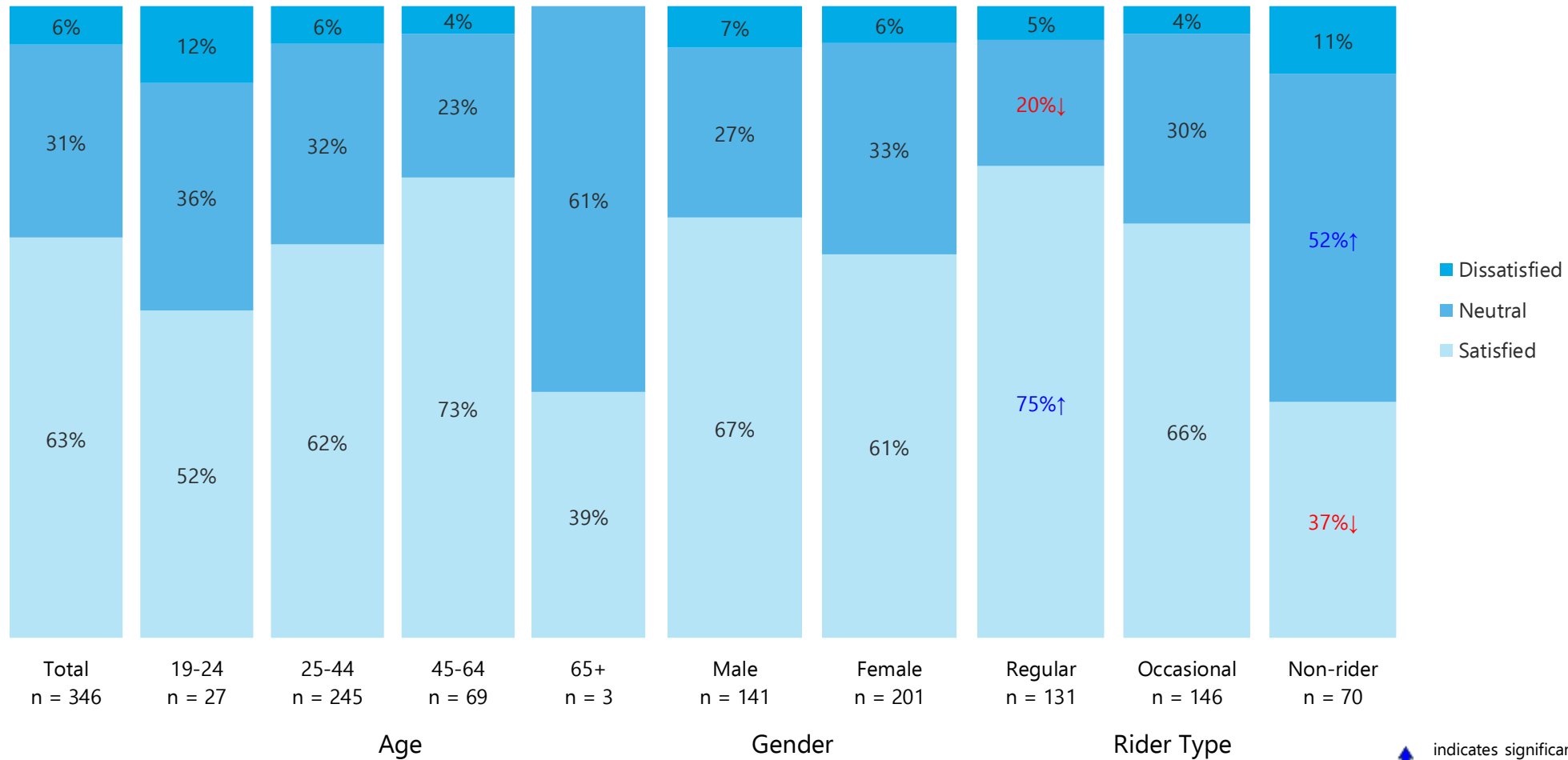
↑ indicates significantly higher results compared to other regions;
 ↓ indicates significantly lower results compared to other regions.

X6 How satisfied were you with the service your child/children experienced while taking transit?

*Don't know is excluded from the graph and calculation

Satisfaction of Free Transit for Children 12 and Under by Demographic Group

Current Reporting Quarter: Q2 2024 (APR - JUN)



X6 How satisfied were you with the service your child/children experienced while taking transit?

*Don't know is excluded from the graph and calculation

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



Demographics

Current Reporting Quarter: Q2 2024 (APR - JUN)

	%
Less than \$20,000	11%
\$20,000 - \$29,999	11%
\$30,000 - \$39,999	9%
\$40,000 - \$49,999	9%
\$50,000 - \$59,999	10%
\$60,000 - \$69,999	7%
\$70,000 - \$99,999	16%
\$100,000 - \$149,999	12%
\$150,000 or more	6%
Prefer not to answer	7%

	%
19-24	12%
25-34	19%
35-44	18%
45-54	15%
55-64	15%
65 and older	21%
Prefer not to answer	1%

	%
Male	39%
Female	59%
Nonbinary	1%
Two-spirit	0%
Another gender not listed above	0%
Prefer not to answer	0%

	%
Employed full time (30 hours or more per week)	39%
Employed part time (less than 30 hours per week)	18%
Unable to work	7%
Unemployed	7%
Stay at home parent	4%
Retired	22%
Prefer not to answer	3%

	%
Racialized minority	8%
Persons with disabilities (including physical and/or mental health disability)	23%
Indigenous (as defined in Canada as First Nations, Métis or Inuit)	8%
New to Canada (less than 1 year)	2%
LGBTQ2S+	8%
None of the above	56%
Prefer not to answer	3%

	%
Not currently a student	87%
Yes, High school student	1%
Yes, Full time postsecondary student	5%
Yes, Part time postsecondary student	3%
Yes, Student in vocational college	1%
Prefer not to answer	3%

base n= 2129

Bi-Monthly Reporting Regions

Choose the region:

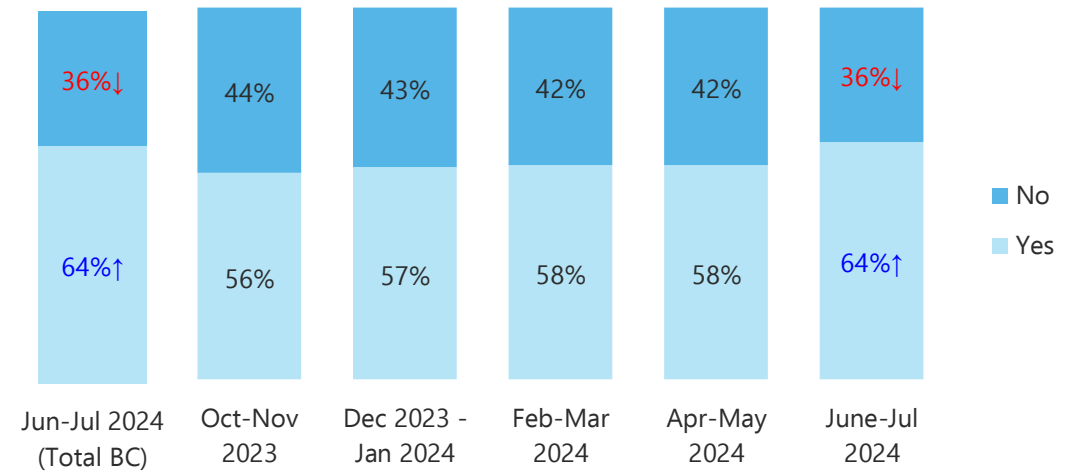
(All)

Trends

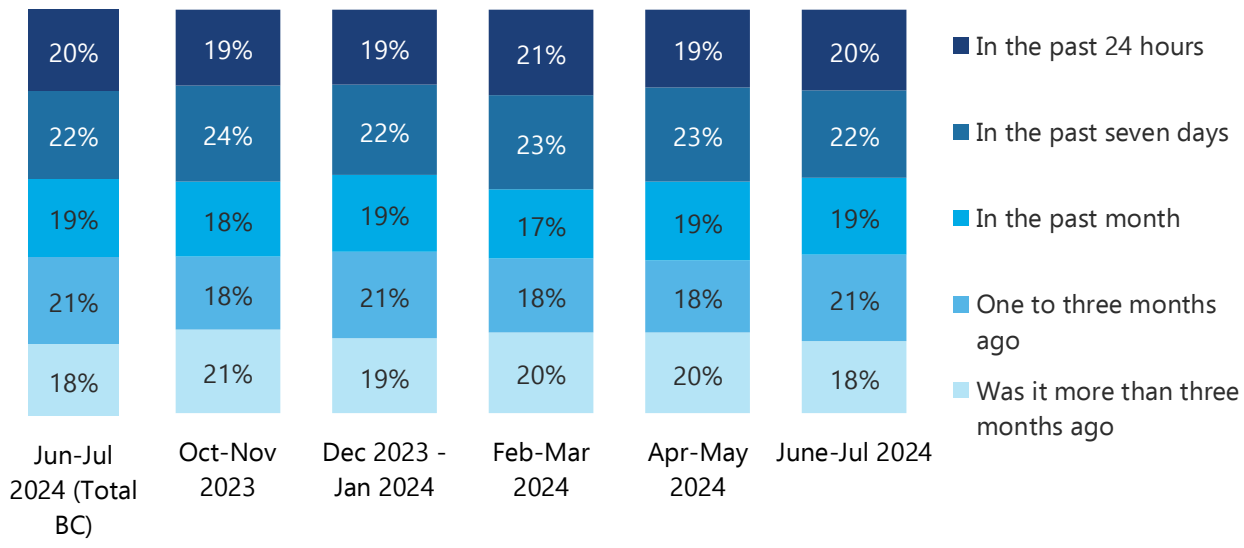
Responsibility for Local Transit System

	Oct-Nov 2023	Dec 2023 - Jan 2024	Feb-Mar 2024	Apr-May 2024	Jun-Jul 2024	June-Jul 2024 (Total BC)
BC Transit	76%	80%	81%	79%	85%	85%
Local/municipal government	28%	29%	26%	24%	26%	26%
TransLink	12%	16%	12%	15%	10%	10%
Other	1%	1%	2%	1%	1%	1%
Don't know	8%	5%	5%	7%	4%	4%

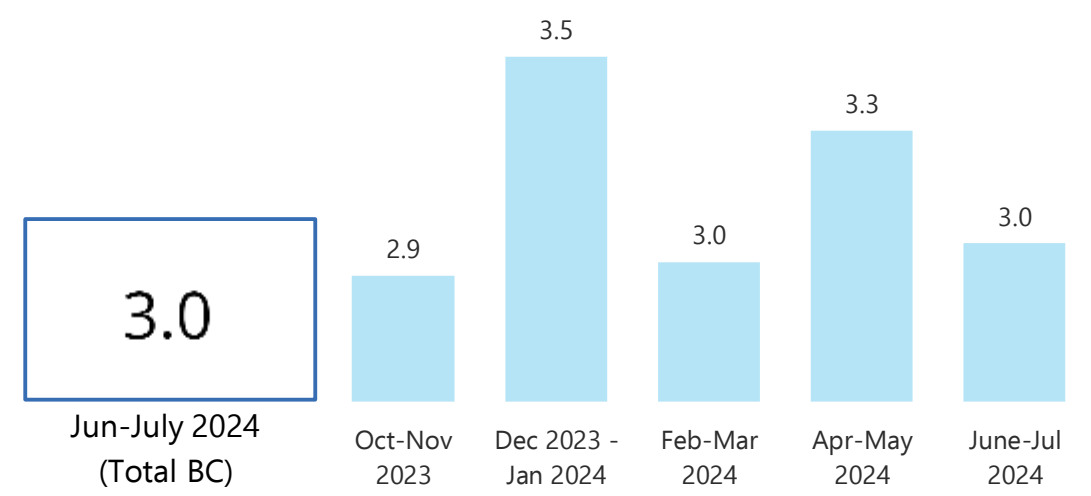
Past Year Local Transit use



Most Recent Local Transit Use



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

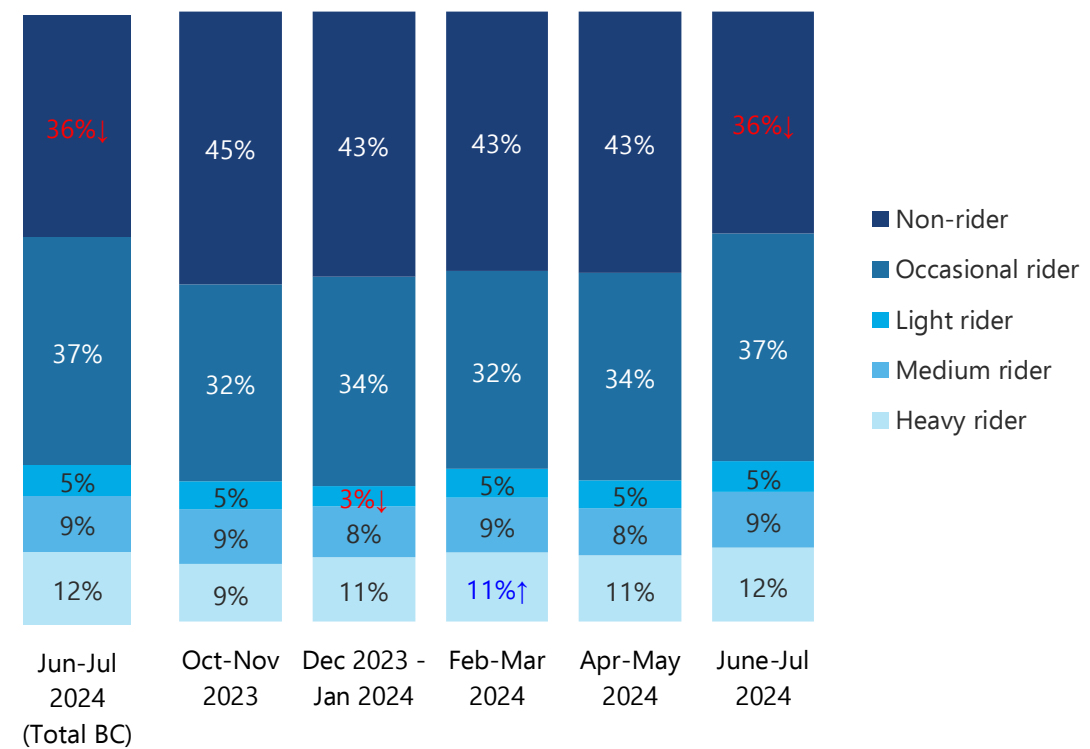


Choose the region:

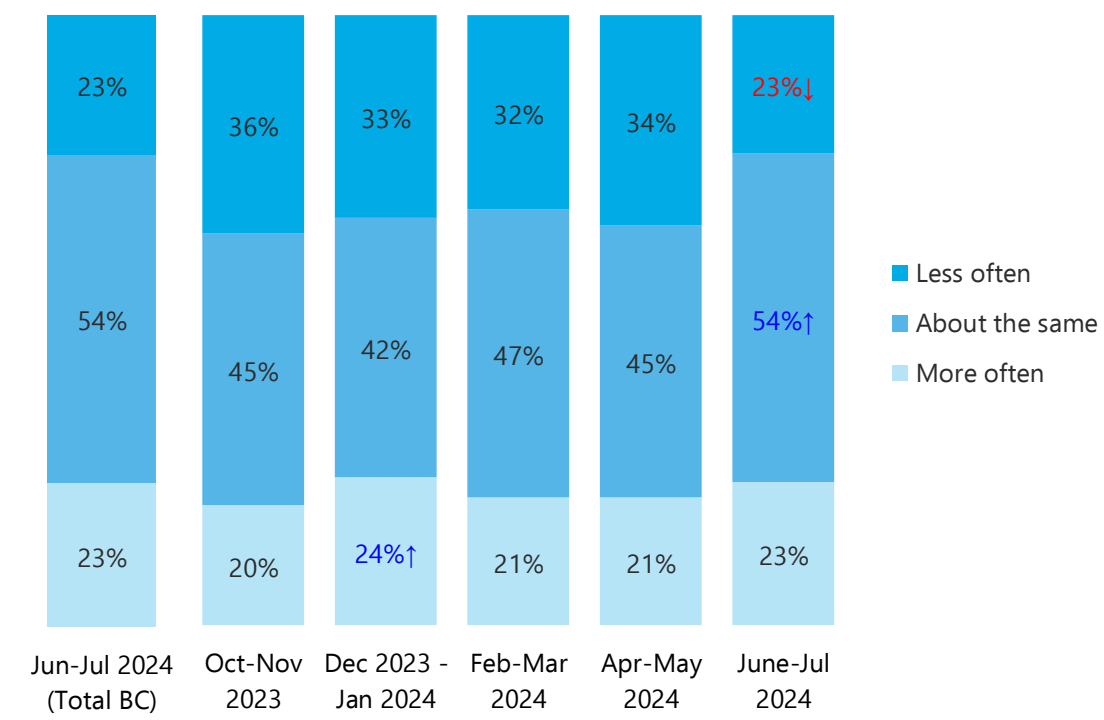
(All)

Trends

Rider Usage Group



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



Trends

Modes of Transportation Used More Often

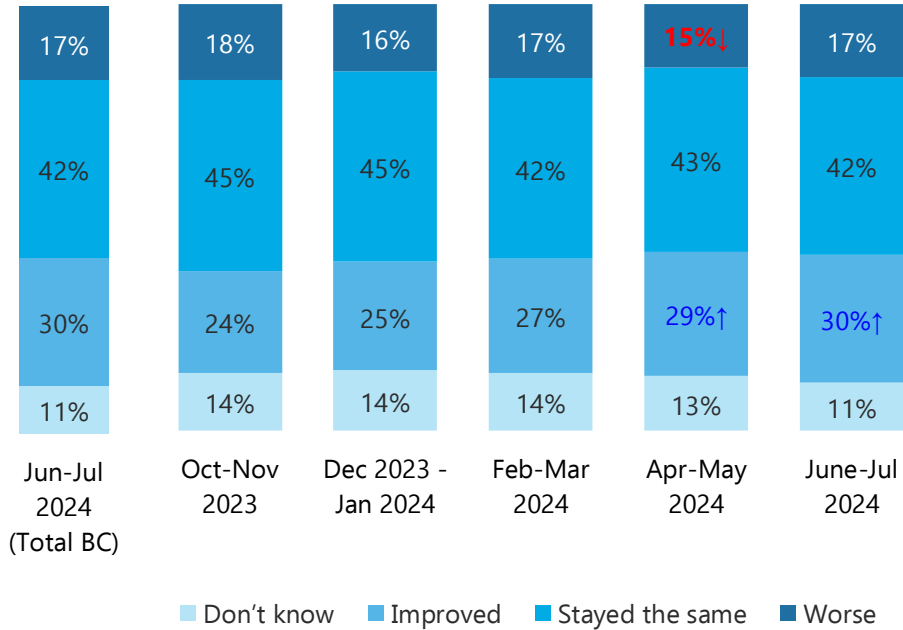
	Oct-Nov 2023	Dec 2023 - Jan 2024	Feb-Mar 2024	Apr-May 2024	June-Jul 2024	June-Jul 2024 (Total BC)
Drive alone (car/truck)	62%	61%	60%	55%	65%	65%
Carpool or share a ride as driver	9%	13%	11%	7%	10%	10%
Carpool or share a ride as passenger	15%	18%	17%	18%	23%	23%
Taxi	11%	12%	13%	12%	9%	9%
Bicycle	12%	11%	11%	11%	12%	12%
Motorcycle/moped/scooter	4%	5%	5%	5%	2%	2%
Walking/rollerblading/skateboarding/jogging	36%	30%	34%	31%	24%	24%
Ride share (e.g. Uber, Lyft, etc.)	8%	12%	7%	8%	7%	7%
Other	3%	6%	3%	3%	7%	7%
Don't know	1%	0%	1%	0%	0%	0%

Modes of Transportation Used Less Often

	Oct-Nov 2023	Dec 2023 - Jan 2024	Feb-Mar 2024	Apr-May 2024	June-Jul 2024	June-Jul 2024 (Total BC)
Drive alone (car/truck)	54%	64%	48%	60%	62%	62%
Carpool or share a ride as driver	16%	22%	22%	15%	10%	10%
Carpool or share a ride as passenger	22%	22%	26%	20%	20%	20%
Taxi	36%	29%	37%	37%	37%	37%
Bicycle	17%	13%	10%	15%	12%	12%
Motorcycle/moped/scooter	6%	5%	12%	7%	4%	4%
Walking/rollerblading/skateboarding/jogging	27%	23%	26%	28%	24%	24%
Ride share (e.g. Uber, Lyft, etc.)	19%	16%	24%	24%	20%	20%
Other	2%	1%	4%	2%	0%	0%
Don't know	2%	2%	1%	2%	2%	2%

Trends

Past Year Change in Local Bus System



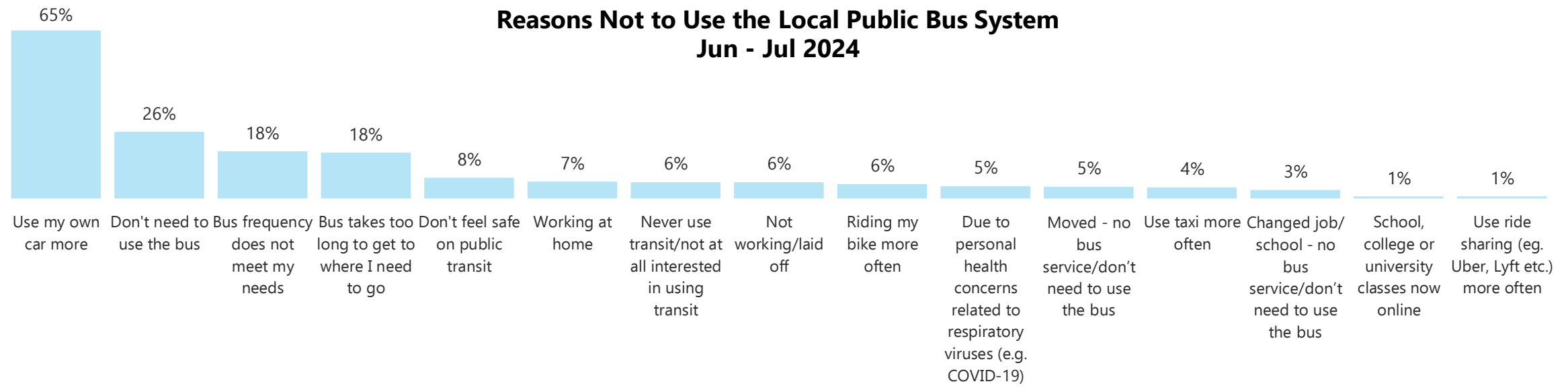
	Oct-Nov 2023	Dec 2023 - Jan 2024	Feb-Mar 2024	Apr-May 2024	June-Jul 2024	June-Jul 2024 (Total BC)
Fare prices are reasonable	47%	51%	50%	50%	54%	54%
Bus drivers are courteous	61%	62%	64%	62%	64%	64%
Frequency of scheduled service	35%	39%	40%	39%	40%	40%
Buses run on time/on schedule	45%	49%	49%	49%	47%	47%
Buses are clean/well-maintained	52%	56%	56%	54%	57%	57%
Availability and accuracy of schedule information	48%	48%	52%	48%	54%	54%
Buses not being overcrowded	43%	50%	48%	48%	44%	44%
Buses have a direct route	39%	43%	42%	42%	40%	40%
Bus fare payment options are convenient and easy to use	47%	51%	52%	53%	58%	58%
Buses have good connections with reasonable wait times	33%	37%	39%	37%	39%	39%
Bus stops have enough amenities such as shelters, benches, information and trash cans	30%	32%	33%	34%	33%	33%
Bus stops are clean and well maintained	41%	42%	42%	42%	40%	40%
Trip duration, that is the time from when you boarded to the time you got off the bus	43%	45%	43%	44%	46%	46%
Sense of safety and security	44%	49%	49%	49%	52%	52%
Overall	41%	47%	48%	49%	49%	49%

Choose the region:

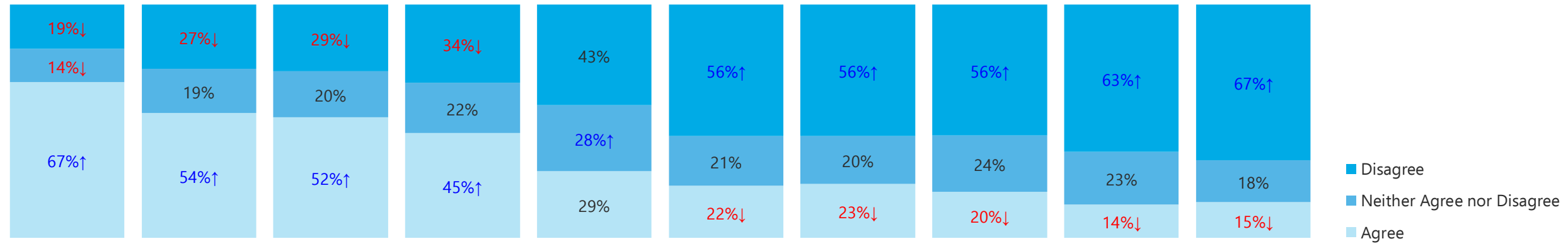
(All)

Trends

Reasons Not to Use the Local Public Bus System Jun - Jul 2024

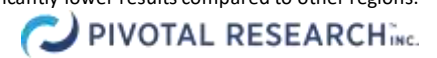


Likelihood of Reasons to not use Public Transportation



Q5A What was the main purpose of your trip, the last time you used the local public bus system?

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

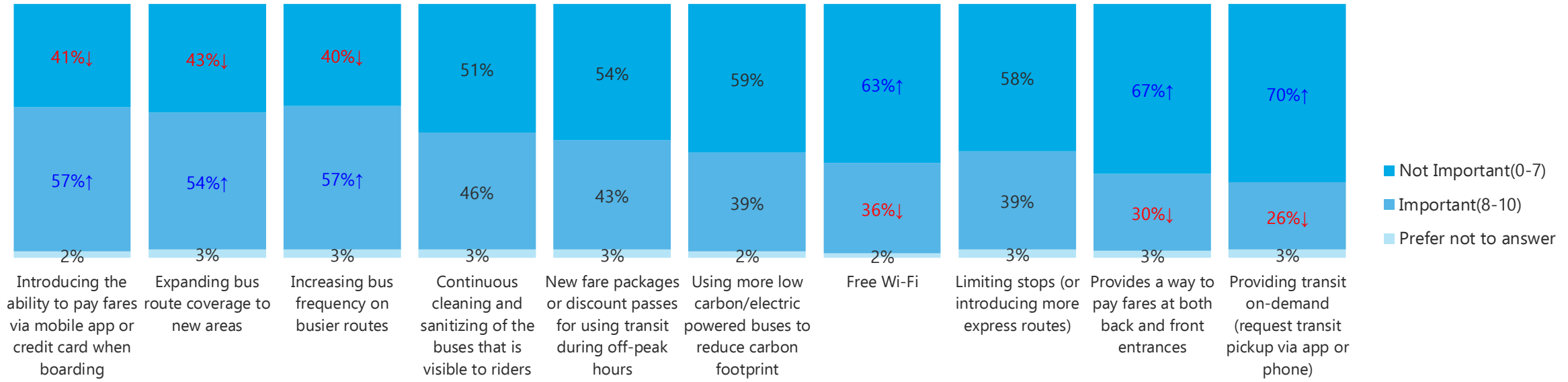


Choose the region:

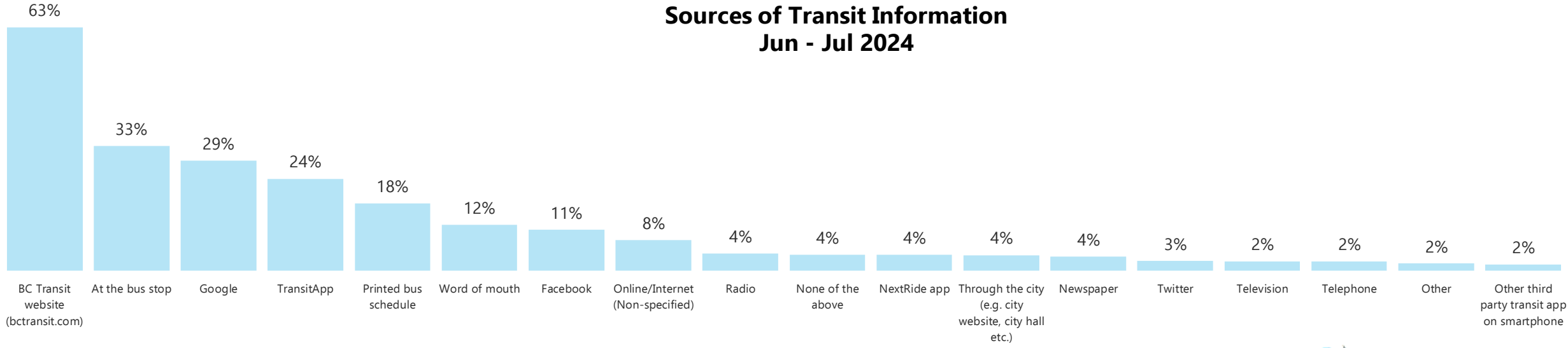
(All)

Trends

Key Improvements to Encourage Use of Transit Jun - Jul 2024

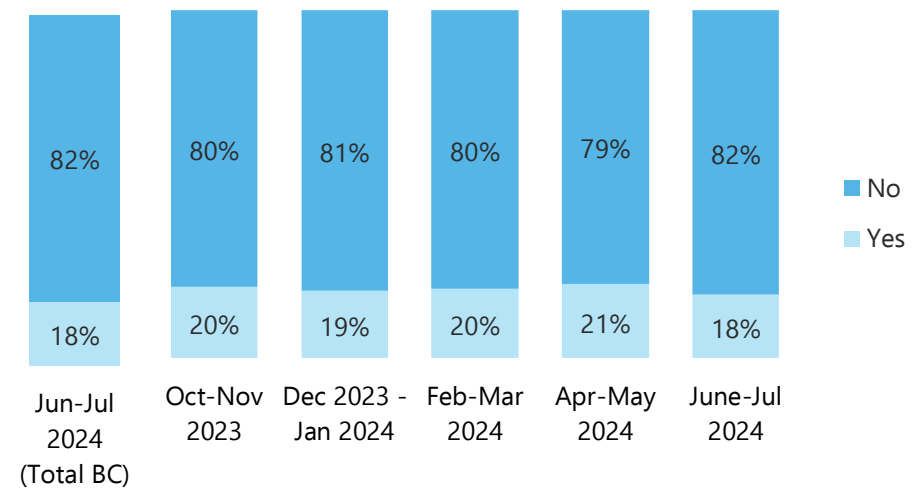


Sources of Transit Information Jun - Jul 2024

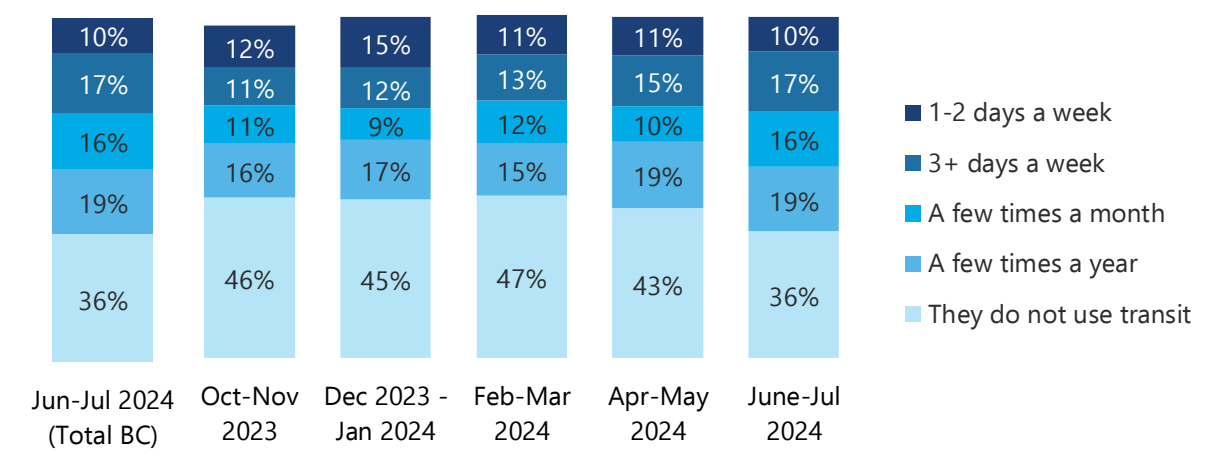


Trends

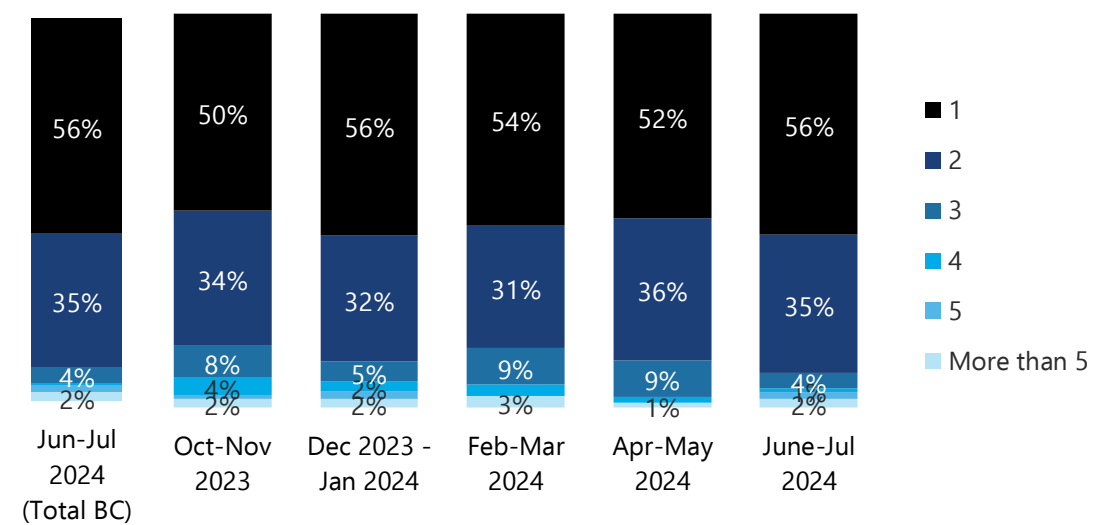
Taking Care of Children Aged 12 and Under



Frequency of Riding the Bus by Children 12 and Under

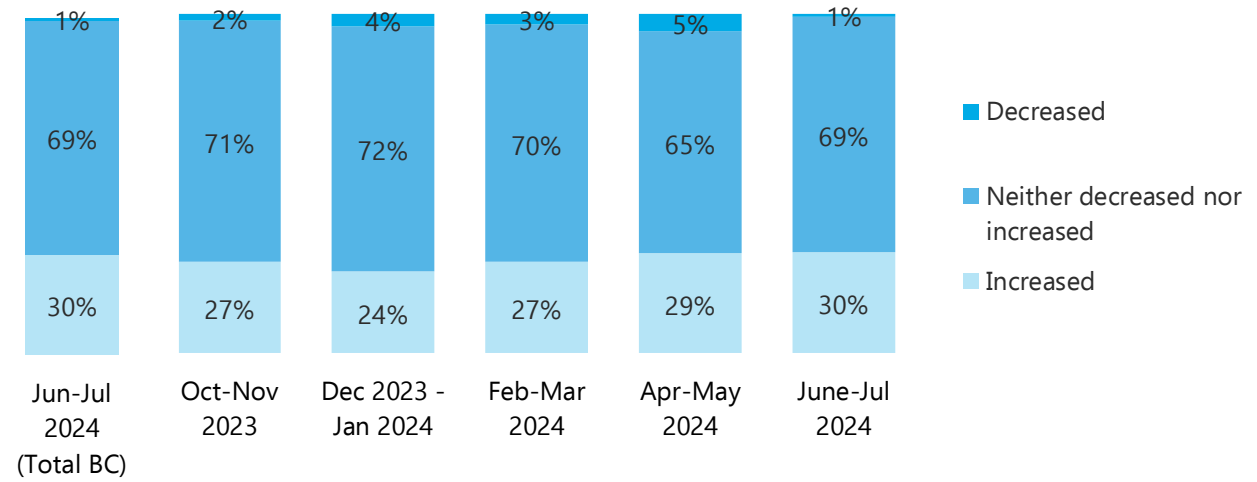


Number of Children Aged 12 and Under

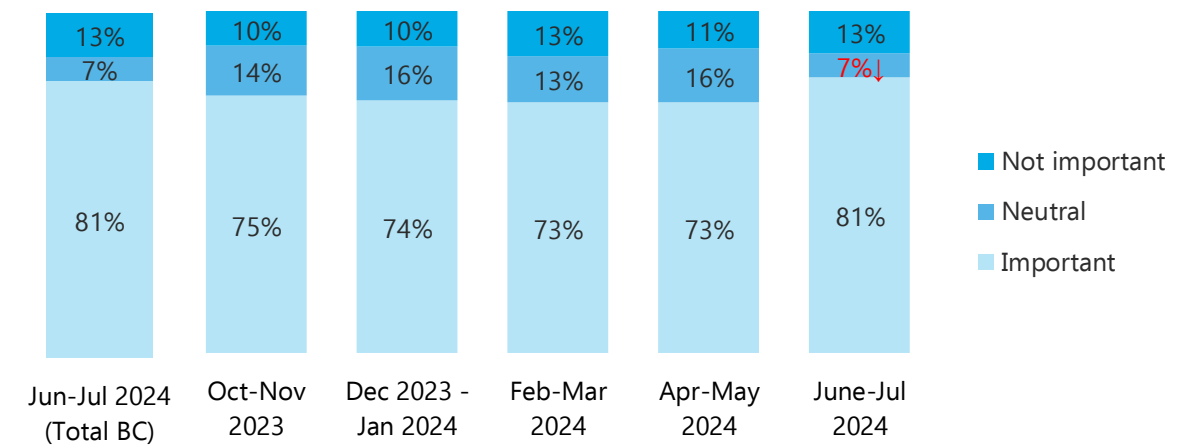


Trends

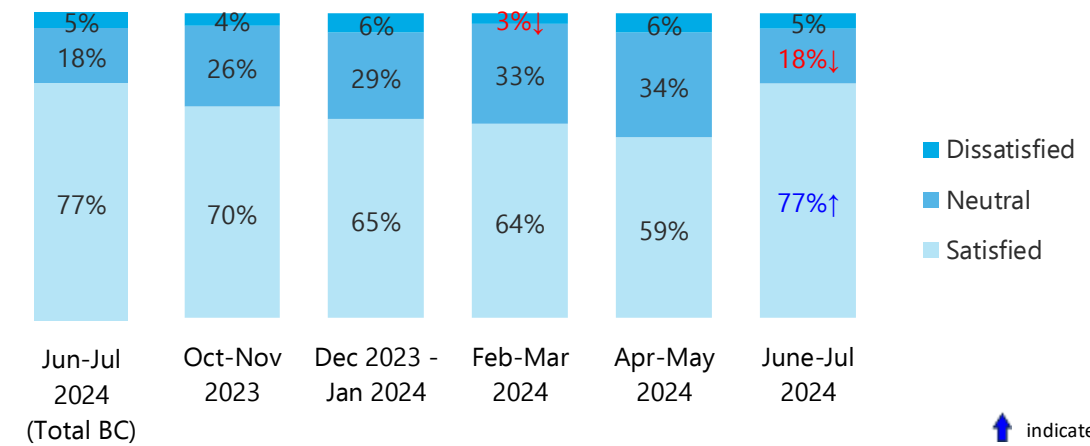
Impact of Free Transit on Transit Usage for Children 12 and Under



Importance of Free Transit for Children 12 and Under



Satisfaction of Free Transit for Children 12 and Under



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?

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

Safety in Transit

	Oct-Nov 2023	Dec 2023 - Jan 2024	Feb-Mar 2024	Apr-May 2024	June-Jul 2024	June-Jul 2024 (Total BC)
No, I felt safe throughout the trip	70%	69%	74%	75%	80%	80%
Yes, I felt unsafe while travelling to my first stop	5%	8%	5%	6%	3%	3%
Yes, I felt unsafe while waiting to board my first transit vehicle	14%	11%	10%	10%	10%	10%
Yes, I felt unsafe while on-board	9%	8%	7%	7%	5%	5%
Yes, I felt unsafe during a transfer	6%	5%	4%	4%	3%	3%
Yes, I felt unsafe when exiting	5%	4%	4%	3%	4%	4%
Yes, I felt unsafe while travelling to my final destination	4%	4%	3%	4%	3%	3%
Don't know/not sure	5%	4%	4%	4%	2%	2%

NPS Score of Transit

	Oct-Nov 2023	Dec 2023 - Jan 2024	Feb-Mar 2024	Apr-May 2024	June-Jul 2024	June-Jul 2024 (Total BC)
Detractors	53%	49%	49%	50%	46%	46%
Passive	14%	17%	14%	14%	14%	14%
Promoters	32%	34%	38%	36%	40%	40%
NPS Score	-21.0	-15.2	-10.9	-14.8	-5.6	-5.6

Q13 During your most recent trip, were there parts of the trip where you felt unsafe?

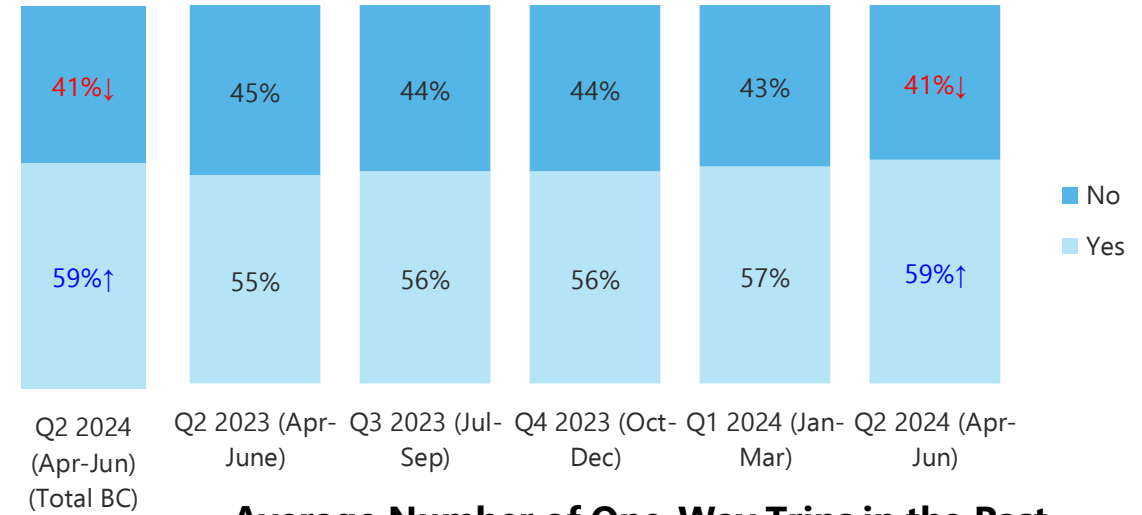
Green highlighted cells indicates significantly higher results compared to other regions.
 Red highlighted cells indicates significantly lower results compared to other regions.

Quarterly Reporting Regions

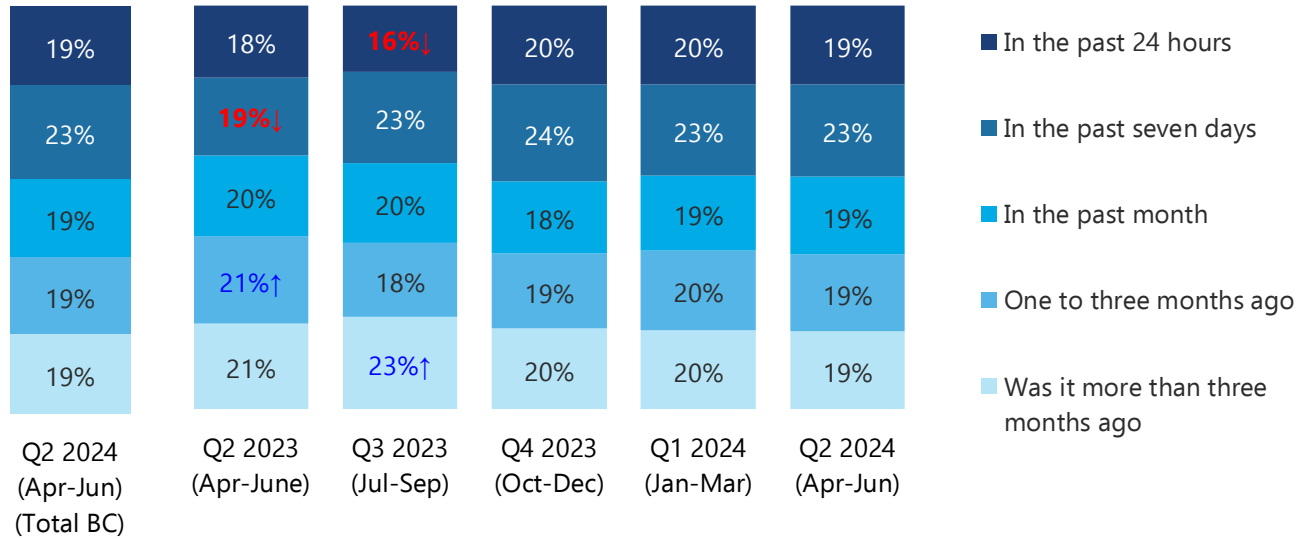
Responsibility for Local Transit System

	Q2 2023 (Apr-June)	Q3 2023 (Jul-Sep)	Q4 2023 (Oct-Dec)	Q1 2024 (Jan-Mar)	Q2 2024 (Apr-Jun)	Q2 2024 (Apr-Jun) (Total BC)
BC Transit	79%	75%	78%	79%	81%	81%
Local/municipal government	29%	28%	28%	27%	25%	25%
TransLink	8%	12%	13%	13%	13%	13%
Other	2%	2%	1%	2%	1%	1%
Don't know	5%	7%	7%	5%	6%	6%

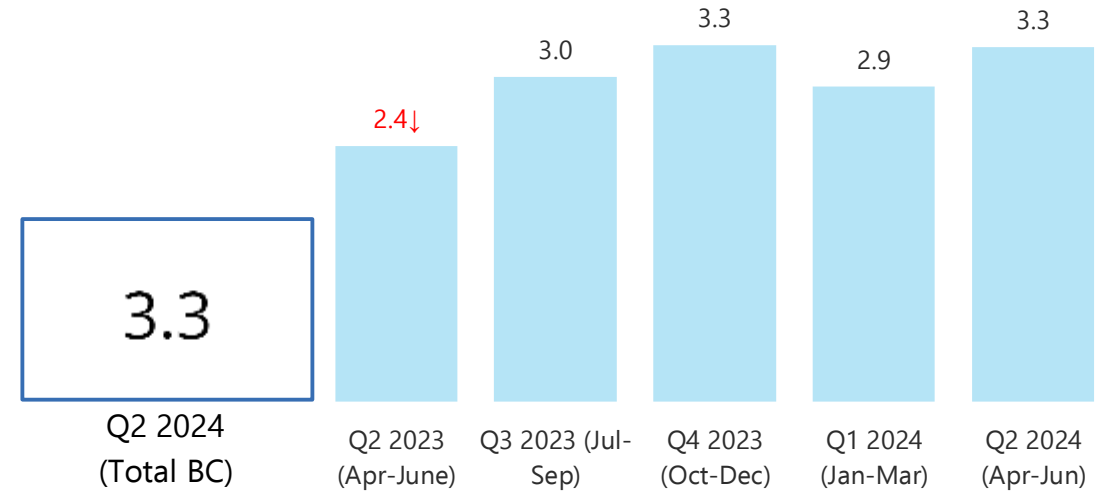
Past Year Local Transit use



Most Recent Local Transit Use

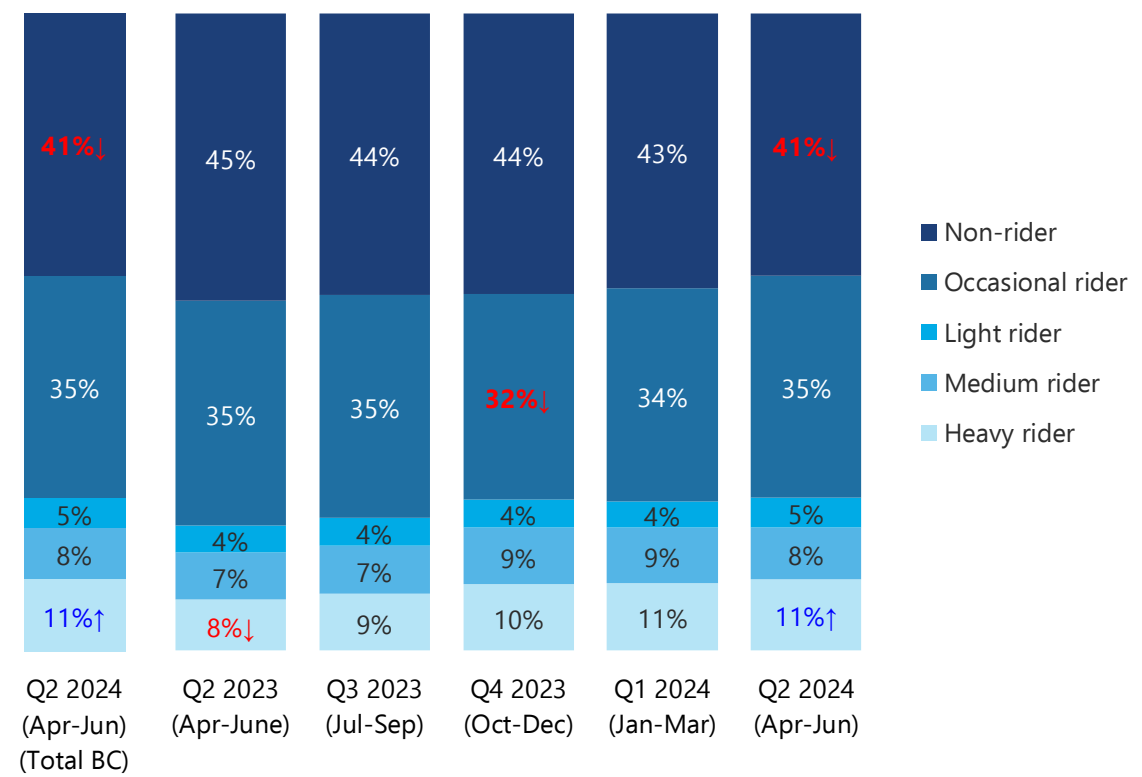


Average Number of One-Way Trips in the Past Seven Days

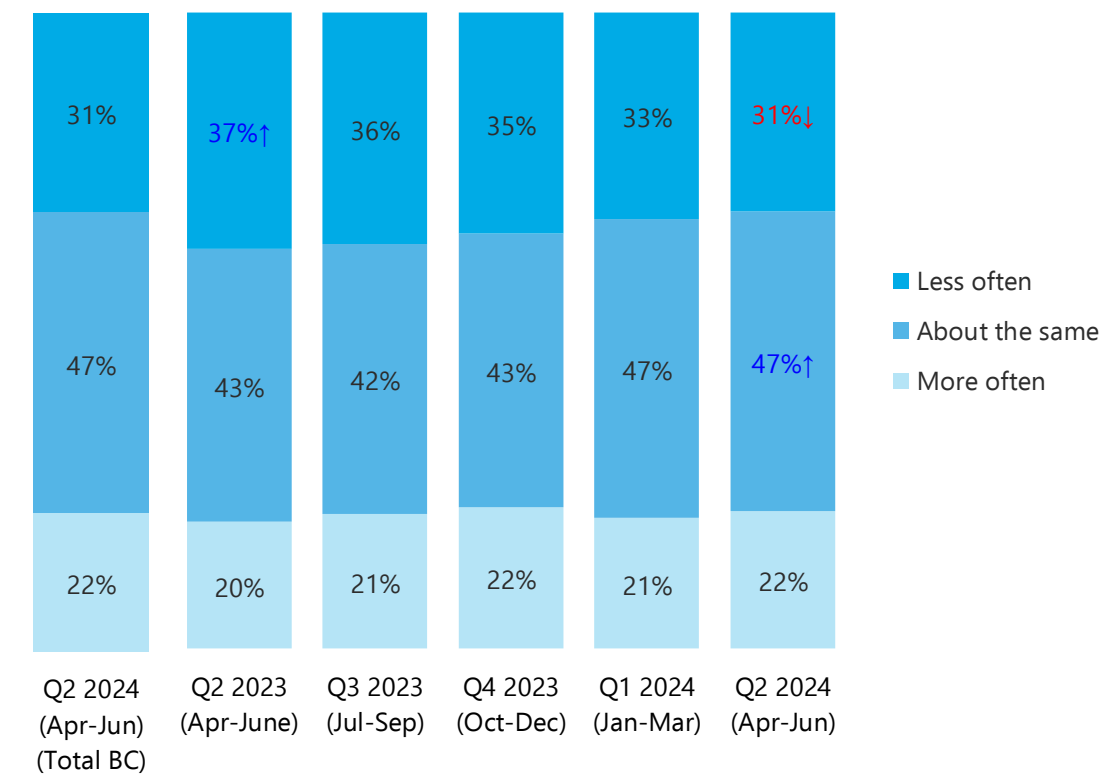


Trends

Rider Usage Group



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



Choose the region:

(All)

Trends

Modes of Transportation Used More Often

	Q2 2023 (Apr-June)	Q3 2023 (Jul-Sep)	Q4 2023 (Oct-Dec)	Q1 2024 (Jan-Mar)	Q2 2024 (Apr-Jun)	Q2 2024 (Apr-Jun) (Total BC)
Drive alone (car/truck)	56%	62%	63%	59%	57%	57%
Carpool or share a ride as driver	11%	12%	9%	12%	8%	8%
Carpool or share a ride as passenger	18%	17%	15%	18%	19%	19%
Taxi	12%	13%	12%	13%	11%	11%
Bicycle	14%	18%	11%	12%	11%	11%
Motorcycle/moped/scooter	4%	5%	3%	6%	4%	4%
Walking/rollerblading/skateboarding/jogging	32%	30%	35%	33%	30%	30%
Ride share (e.g. Uber, Lyft, etc.)	5%	11%	9%	9%	8%	8%
Other	6%	2%	4%	4%	4%	4%
Don't know	0%	0%	1%	1%	0%	0%

Modes of Transportation Used Less Often

	Q2 2023 (Apr-June)	Q3 2023 (Jul-Sep)	Q4 2023 (Oct-Dec)	Q1 2024 (Jan-Mar)	Q2 2024 (Apr-Jun)	Q2 2024 (Apr-Jun) (Total BC)
Drive alone (car/truck)	56%	47%	59%	51%	60%	60%
Carpool or share a ride as driver	11%	16%	21%	19%	14%	14%
Carpool or share a ride as passenger	19%	22%	23%	24%	20%	20%
Taxi	34%	41%	32%	36%	37%	37%
Bicycle	15%	19%	15%	11%	14%	14%
Motorcycle/moped/scooter	6%	6%	5%	10%	6%	6%
Walking/rollerblading/skateboarding/jogging	29%	26%	26%	24%	27%	27%
Ride share (e.g. Uber, Lyft, etc.)	15%	16%	18%	22%	23%	23%
Other	1%	3%	2%	3%	2%	2%
Don't know	1%	3%	2%	2%	2%	2%

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

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



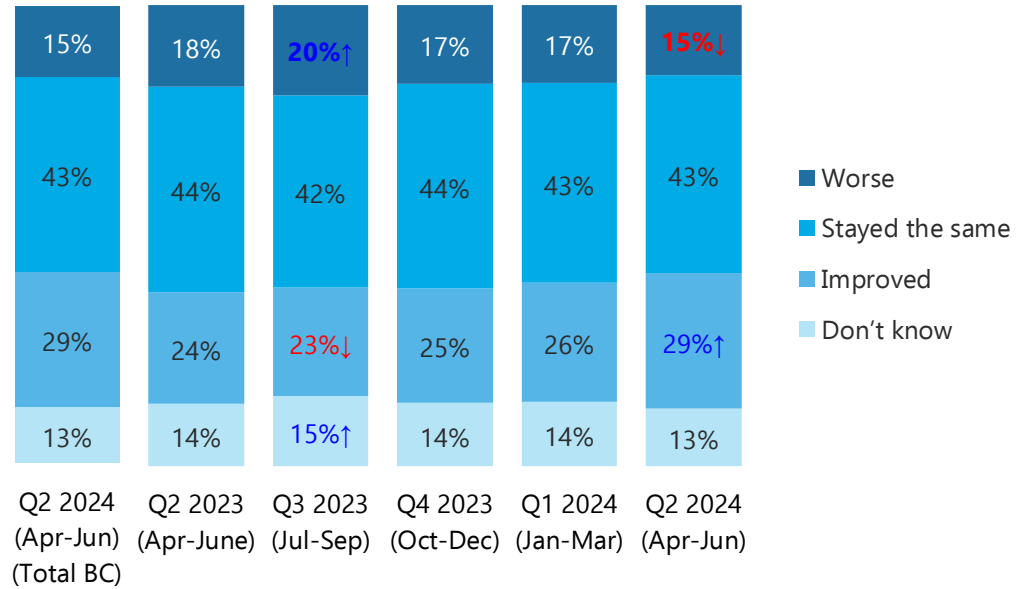
Choose the region:

(All)

Trends

	Q2 2023 (Apr-June)	Q3 2023 (Jul-Sep)	Q4 2023 (Oct-Dec)	Q1 2024 (Jan-Mar)	Q2 2024 (Apr-Jun)	Q2 2024 (Apr-Jun) (Total BC)
Fare prices are reasonable	49%	44%	48%	50%	51%	51%
Bus drivers are courteous	62%	61%	62%	63%	63%	63%
Frequency of scheduled service	36%	31%	37%	39%	40%	40%
Buses run on time/on schedule	47%	43%	46%	49%	48%	48%
Buses are clean/well-maintained	54%	54%	54%	56%	55%	55%
Availability and accuracy of schedule information	49%	43%	48%	51%	50%	50%
Buses not being overcrowded	47%	45%	46%	48%	47%	47%
Buses have a direct route	41%	37%	41%	42%	42%	42%
Bus fare payment options are convenient and easy to use	47%	43%	49%	51%	54%	54%
Buses have good connections with reasonable wait times	36%	31%	34%	38%	38%	38%
Bus stops have enough amenities such as shelters, benches, information and trash cans	33%	33%	31%	33%	34%	34%
Bus stops are clean and well maintained	40%	40%	42%	41%	41%	41%
Trip duration, that is the time from when you boarded to the time you got off the bus	44%	41%	44%	44%	45%	45%
Sense of safety and security	44%	44%	46%	49%	49%	49%
Overall	46%	43%	43%	47%	49%	49%

Past Year Change in Local Bus System

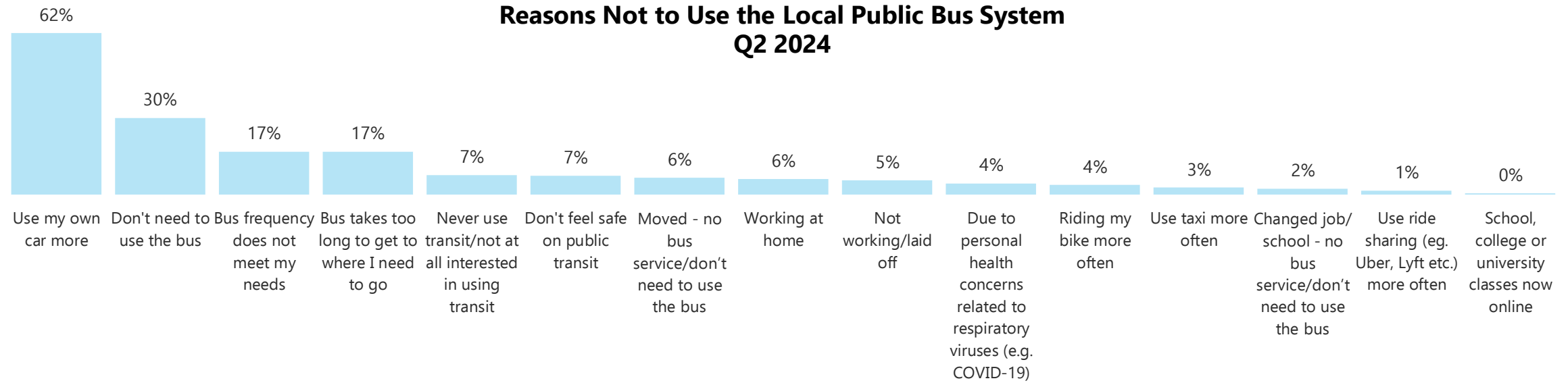


Choose the region:

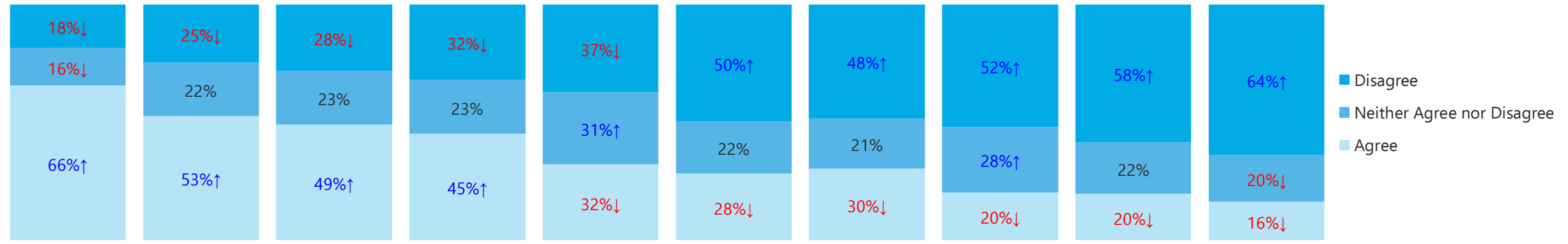
(All)

Trends

Reasons Not to Use the Local Public Bus System Q2 2024

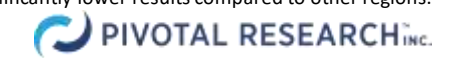


Likelihood of Reasons to not use Public Transportation



Q5A What was the main purpose of your trip, the last time you used the local public bus system?

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

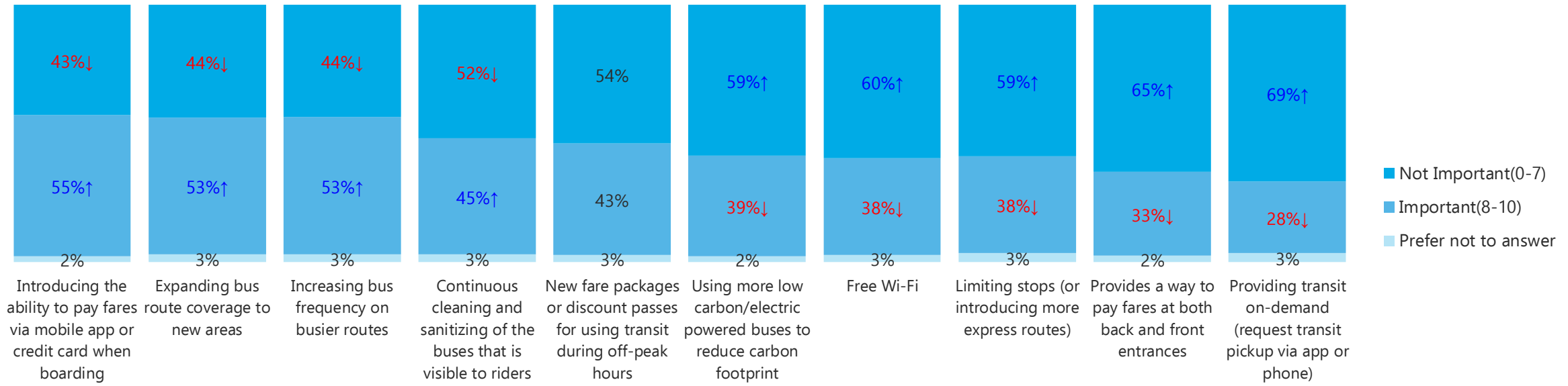


Choose the region:

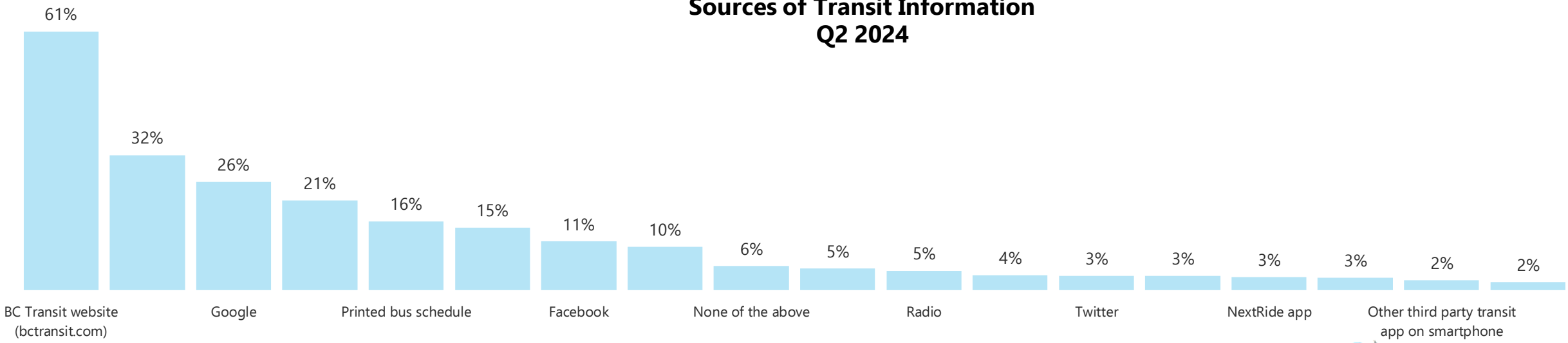
(All)

Trends

Key Improvements to Encourage Use of Transit Q2 2024

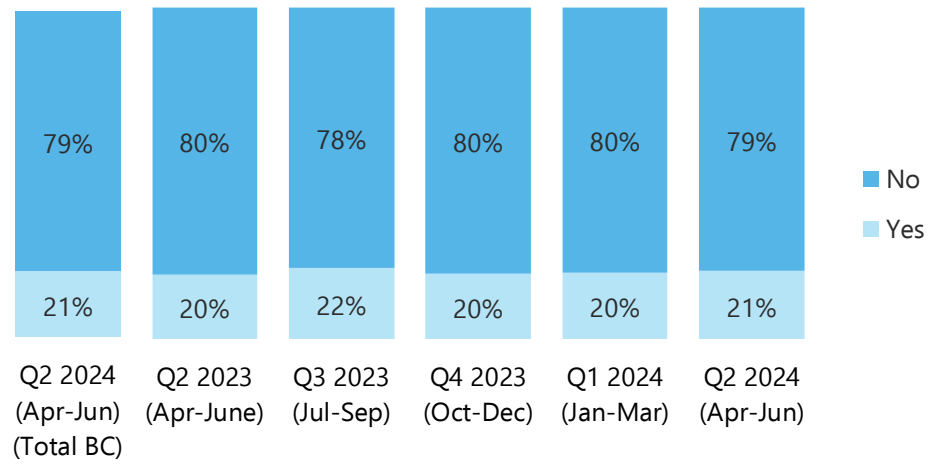


Sources of Transit Information Q2 2024

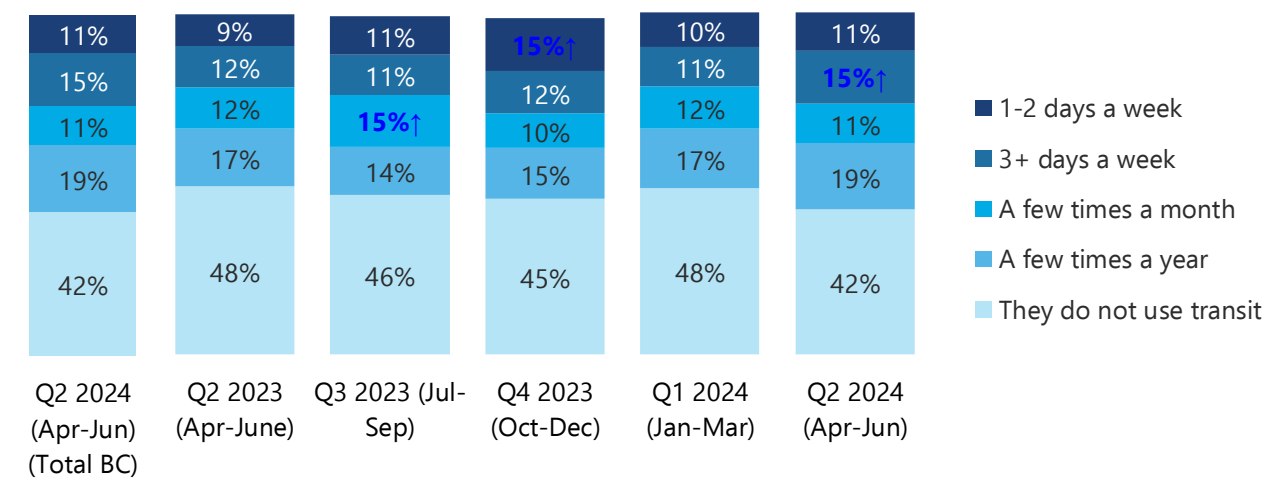


Trends

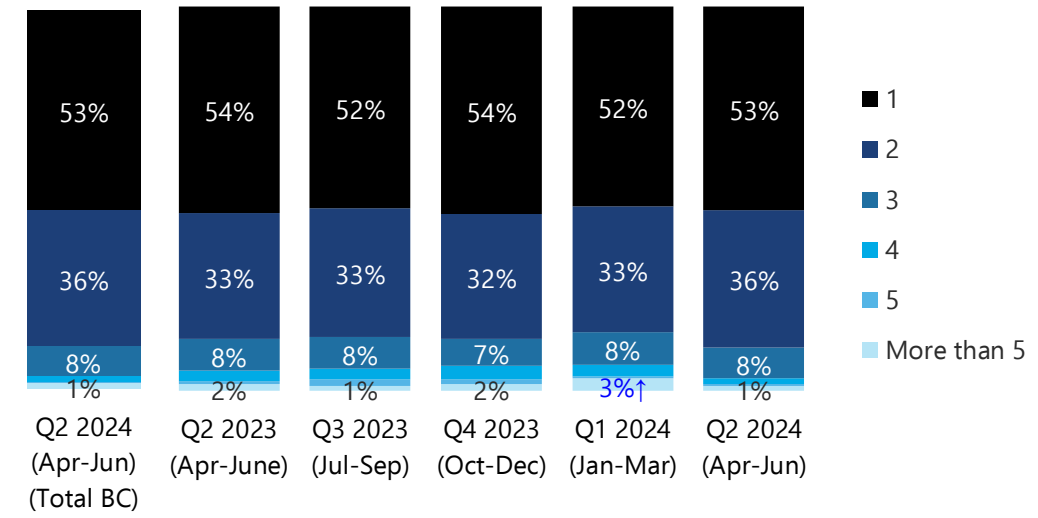
Taking Care of Children Aged 12 and Under



Frequency of Riding the Bus by Children 12 and Under

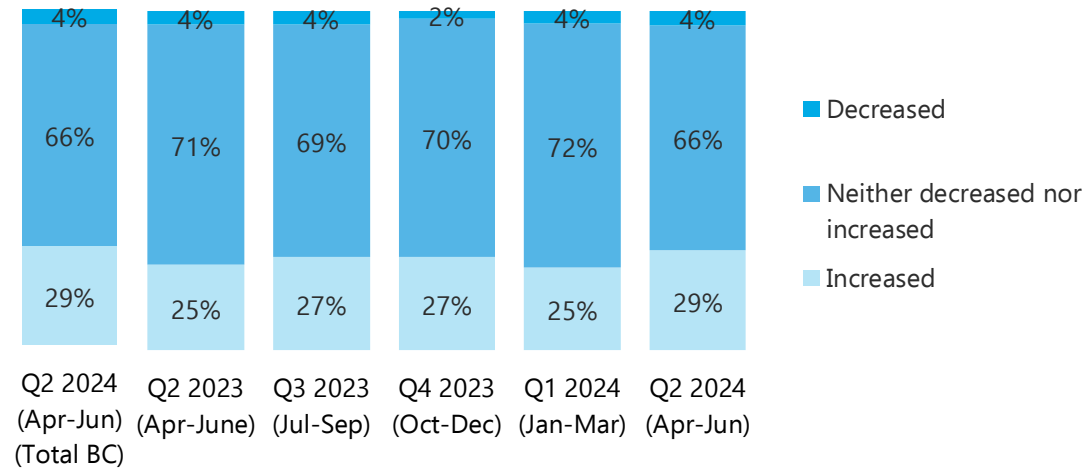


Number of Children Aged 12 and Under

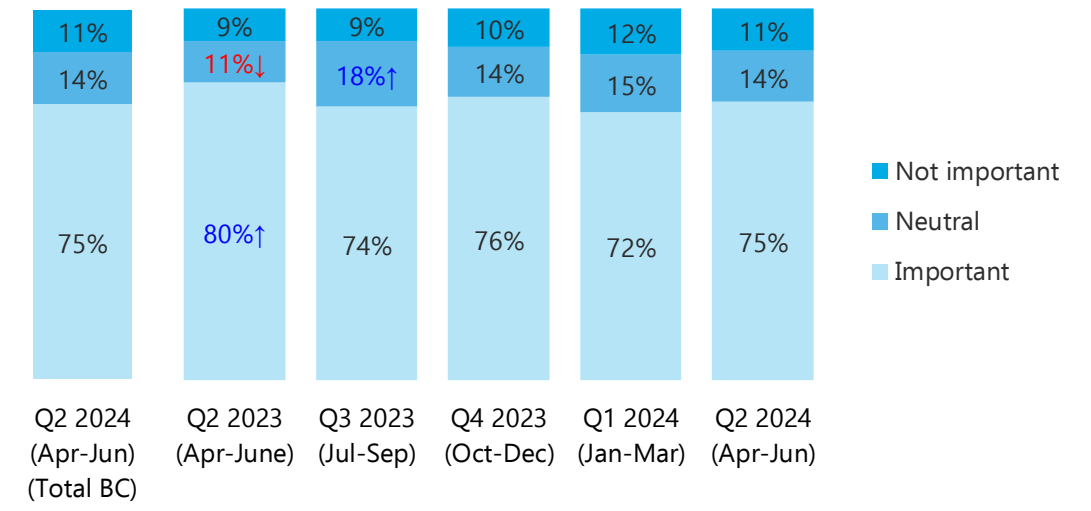


Trends

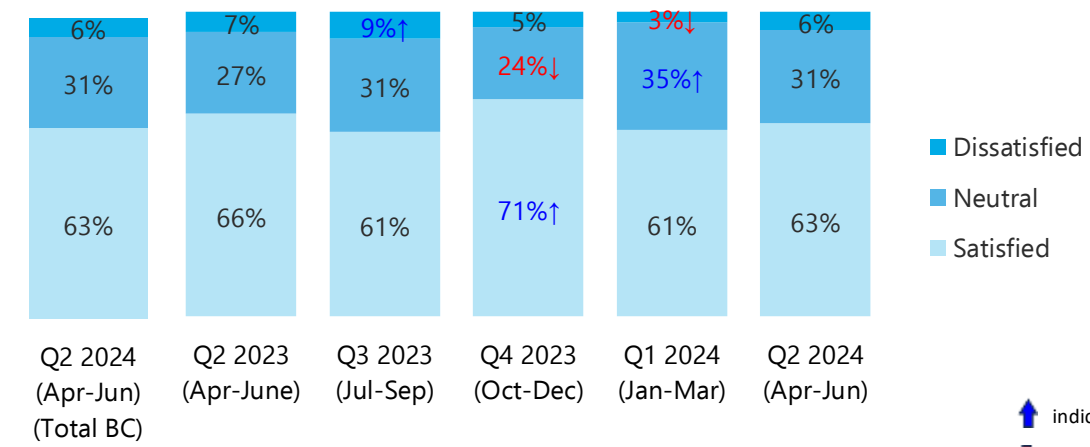
Impact of Free Transit on Transit Usage for Children 12 and Under



Importance of Free Transit for Children 12 and Under



Satisfaction of Free Transit for Children 12 and Under



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?

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

Safety in Transit

	Q2 2023 (Apr-June)	Q3 2023 (Jul-Sep)	Q4 2023 (Oct-Dec)	Q1 2024 (Jan-Mar)	Q2 2024 (Apr-Jun)	Q2 2024 (Apr-Jun) (Total BC)
No, I felt safe throughout the trip	71%	72%	69%	73%	77%	77%
Yes, I felt unsafe while travelling to my first stop	5%	7%	7%	5%	5%	5%
Yes, I felt unsafe while waiting to board my first transit vehicle	13%	11%	13%	10%	10%	10%
Yes, I felt unsafe while on-board	9%	8%	9%	8%	6%	6%
Yes, I felt unsafe during a transfer	4%	5%	6%	4%	4%	4%
Yes, I felt unsafe when exiting	3%	4%	5%	4%	4%	4%
Yes, I felt unsafe while travelling to my final destination	4%	4%	4%	3%	4%	4%
Don't know/not sure	5%	4%	5%	4%	3%	3%

NPS Score of Transit

	Q2 2023 (Apr-June)	Q3 2023 (Jul-Sep)	Q4 2023 (Oct-Dec)	Q1 2024 (Jan-Mar)	Q2 2024 (Apr-Jun)	Q2 2024 (Apr-Jun) (Total BC)
Detractors	50%	52%	51%	50%	49%	49%
Passive	14%	13%	15%	14%	14%	14%
Promoters	35%	35%	33%	36%	37%	37%
NPS Score	-14.7	-17.4	-18.0	-13.5	-12.4	-12.4

Q13 During your most recent trip, were there parts of the trip where you felt unsafe?

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



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PivotalResearch is headquartered on the ancestral land of the Nêhiyawak (Cree), Anishinaabe (Saulteaux), Niitsitapi (Blackfoot), Métis, Dene and Iyãhé Nakoda (Nakoda Sioux) in Treaty 6 Territory and Métis Region 4.