



**Customer Satisfaction
Tracking Report**
(July 2024 – September 2024)

Overall Report

Responsibility for Local Transit System

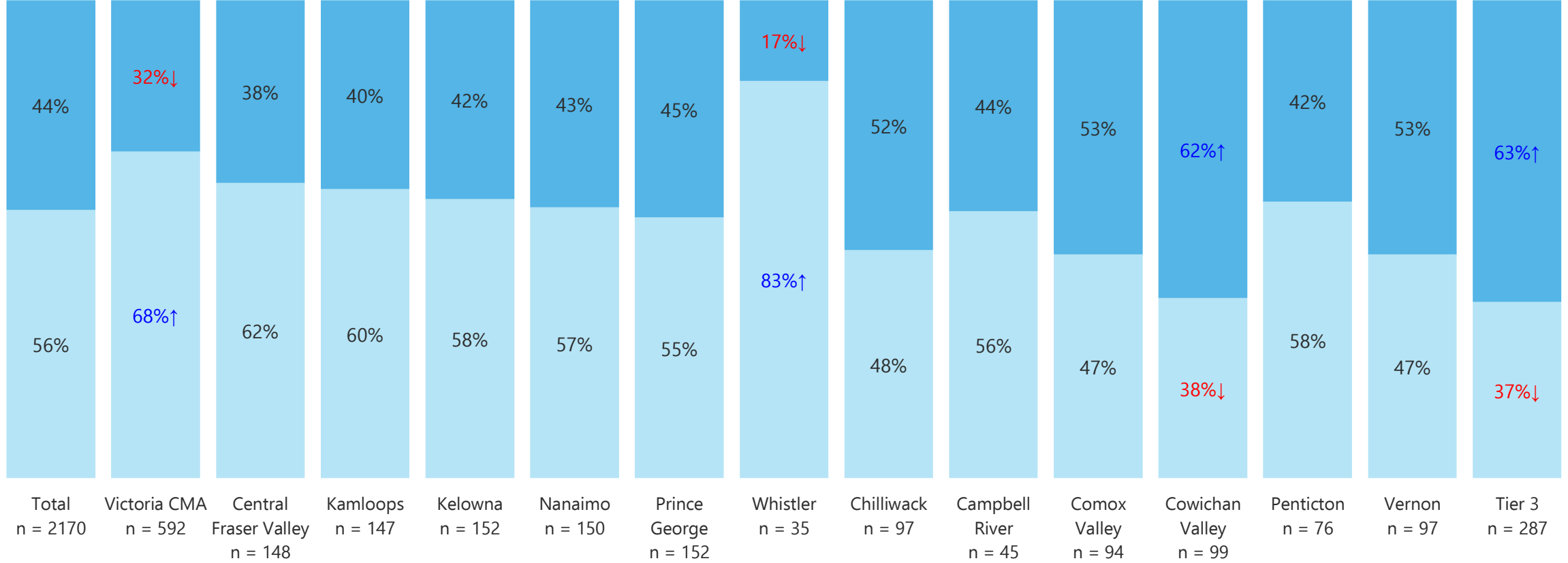
Current Reporting Quarter: Q3 2024 (JUL - SEP)

	Total n = 2182	Victoria CMA n = 596	Central Fraser Valley n = 149	Kamloops n = 148	Kelowna n = 152	Nanaimo n = 151	Prince George n = 152	Whistler n = 35	Chilliwack n = 97	Campbell River n = 45	Comox Valley n = 96	Cowichan Valley n = 99	Penticton n = 77	Vernon n = 98	Tier 3 n = 287
BC Transit	81%	91%	70%	81%	76%	85%	81%	87%	71%	78%	83%	88%	77%	82%	65%
Local/municipal government	25%	23%	22%	26%	31%	33%	26%	33%	28%	22%	26%	17%	24%	22%	26%
TransLink	12%	6%	30%	13%	14%	16%	7%	13%	25%	30%	6%	5%	11%	11%	10%
Other	2%	0%	3%	1%	2%	3%	1%	3%	2%	9%	0%	1%	6%	0%	3%
Don't know	6%	2%	6%	4%	7%	2%	7%	0%	5%	2%	6%	5%	4%	11%	15%

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: Q3 2024 (JUL - SEP)



■ Yes ■ No

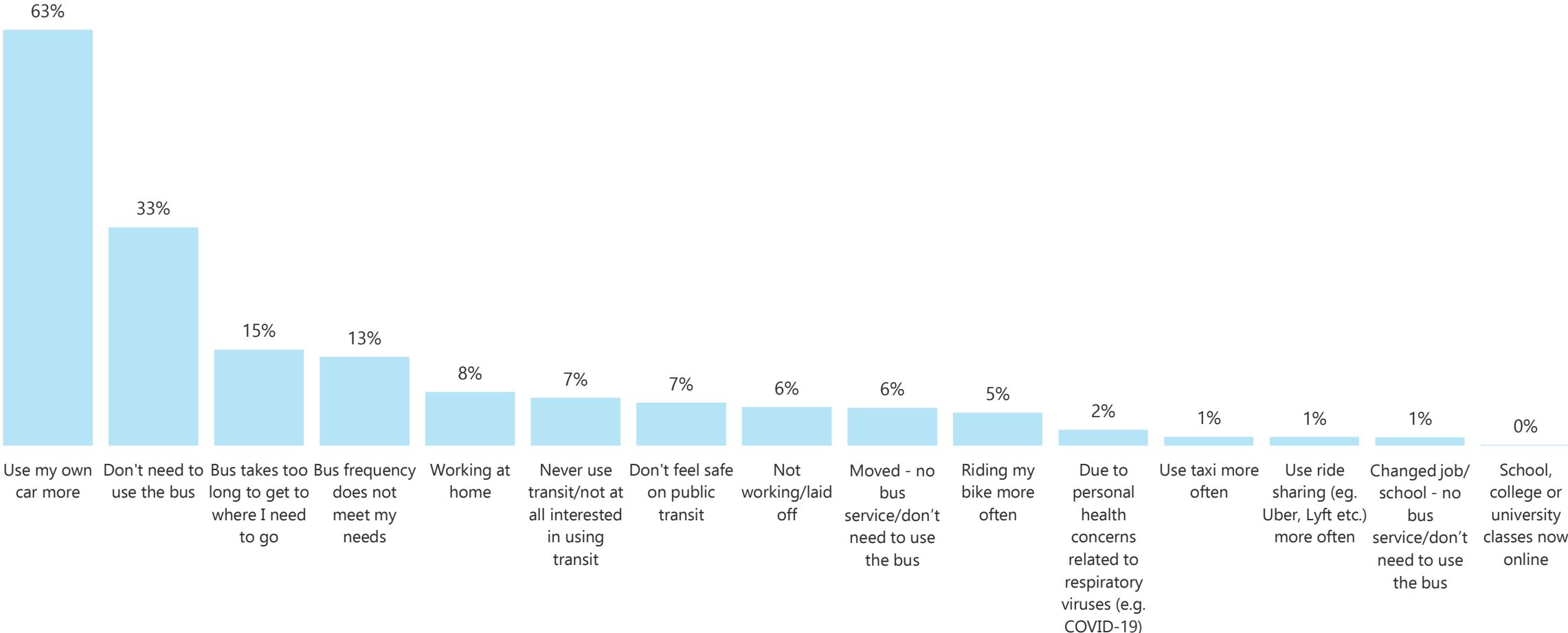
↑ indicates significantly higher results compared to other regions;
 ↓ indicates significantly lower results compared to other regions.



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

Reasons Not to Use the Local Public Bus System

Current Reporting Quarter: Q3 2024 (JUL - SEP)



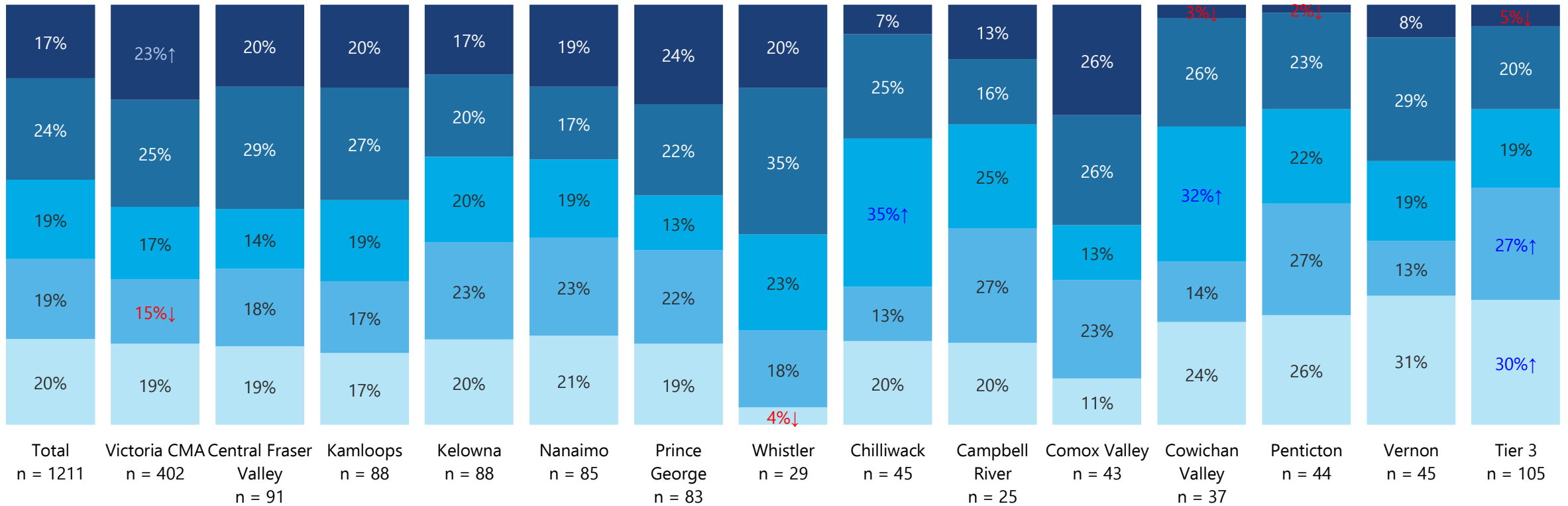
base n= 961

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



Most Recent Local Transit Use

Current Reporting Quarter: Q3 2024 (JUL - SEP)



■ 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.

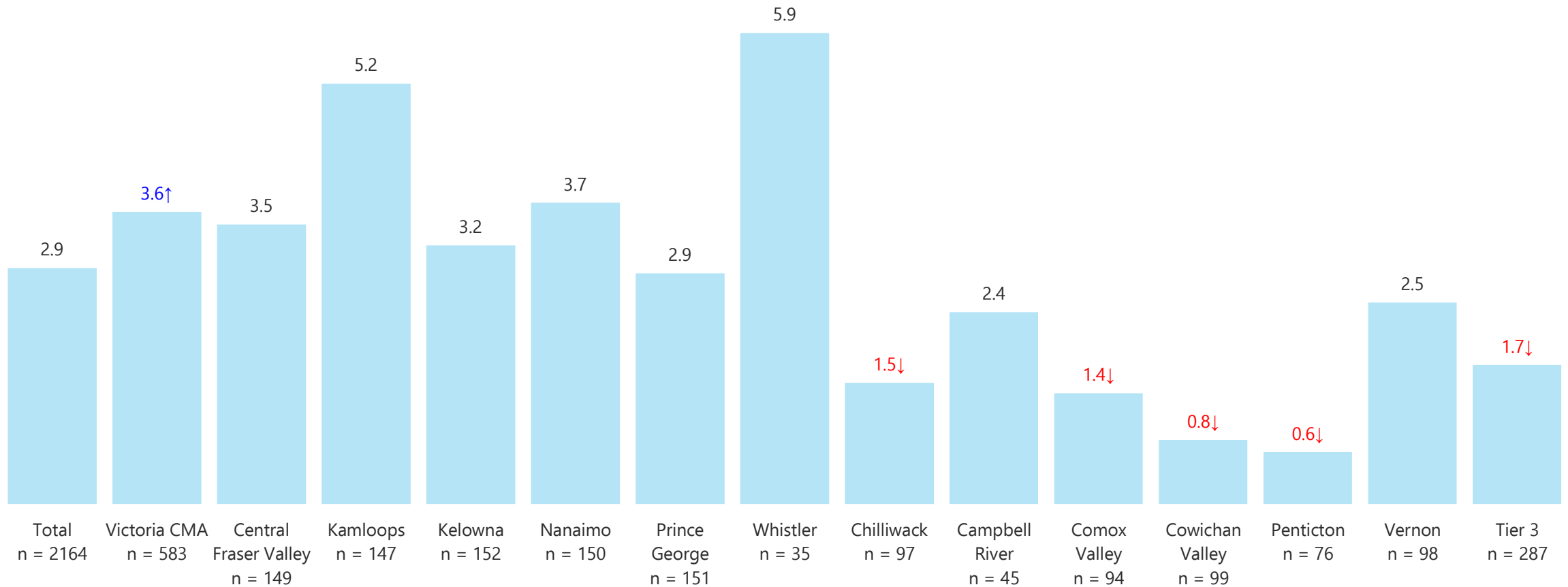


Q4 When did you last use the public bus system?

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

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

Current Reporting Quarter: Q3 2024 (JUL - SEP)



↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

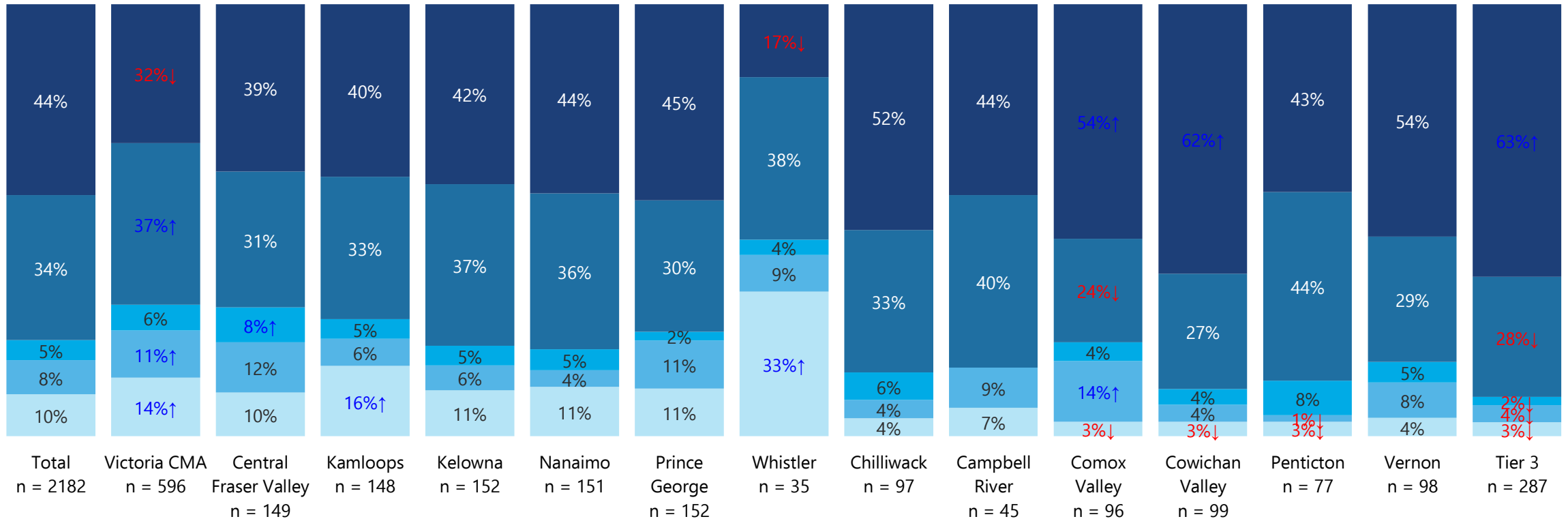


Q5 How many one-way trips did you make on public transit in the past seven days?

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

Rider Usage Group

Current Reporting Quarter: Q3 2024 (JUL - SEP)



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

↑ indicates significantly higher results compared to other regions;

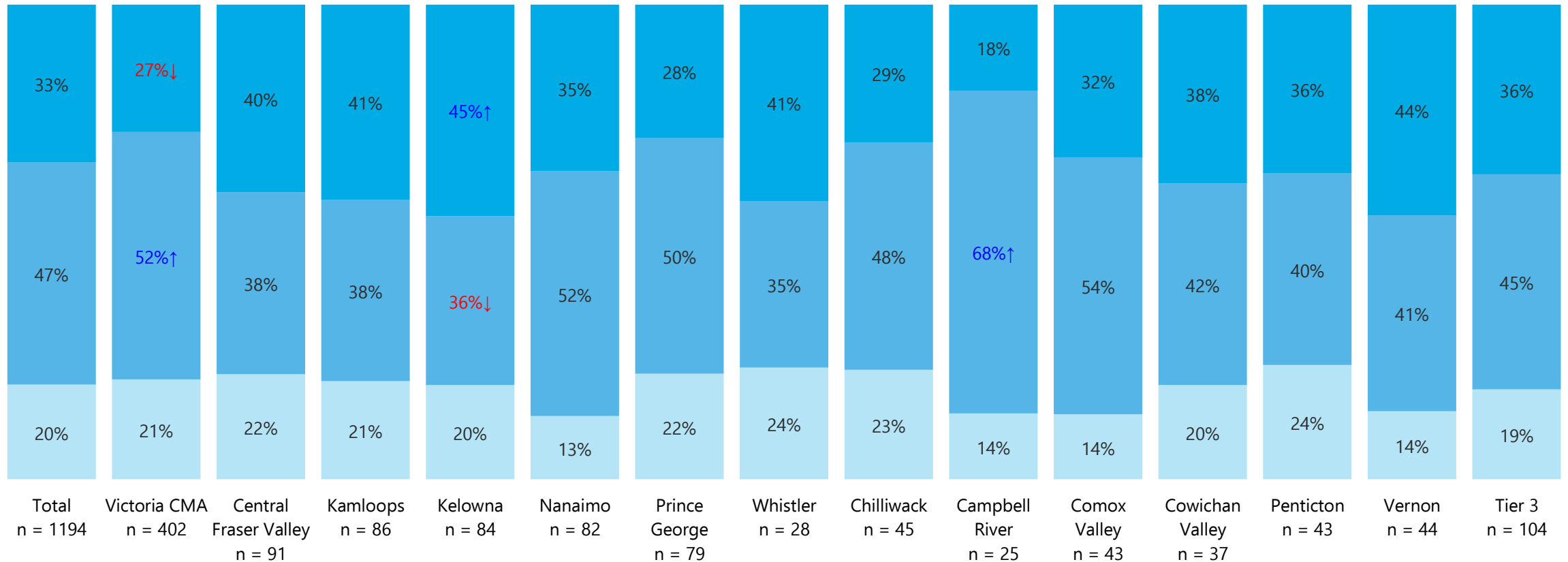
↓ indicates significantly lower results compared to other regions.



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: Q3 2024 (JUL - SEP)



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 is excluded from the graph and calculation

Modes of Transportation Now Used (More often)

Current Reporting Quarter: Q3 2024 (JUL - SEP)

	Total n = 397	Victoria CMA n = 108	Central Fraser Valley n = 36	Kamloops n = 35	Kelowna n = 38	Nanaimo n = 29	Prince George n = 22	Whistler n = 12	Chilliwack n = 13	Campbell River n = 5	Comox Valley n = 14	Cowichan Valley n = 14	Penticton n = 15	Vernon n = 19	Tier 3 n = 37
Drive alone (car/truck)	56%	53%	45%	47%	66%	45%	54%	45%	41%	19%	40%	55%	76%	68%	88%
Carpool or share a ride as driver	11%	8%	11%	8%	11%	10%	22%	30%	45%	19%	6%	0%	0%	0%	17%
Carpool or share a ride as passenger	17%	14%	14%	17%	26%	24%	22%	25%	7%	54%	13%	13%	14%	0%	24%
Taxi	8%	10%	5%	6%	9%	18%	0%	10%	14%	27%	13%	7%	6%	0%	4%
Bicycle	12%	9%	19%	13%	6%	11%	16%	37%	14%	27%	15%	13%	6%	18%	5%
Motorcycle/moped/scooter	5%	1%	10%	2%	3%	4%	4%	0%	0%	27%	18%	9%	16%	11%	2%
Walking/rollerblading/skateboarding/jogging	32%	34%	34%	42%	45%	30%	26%	0%	22%	54%	69%	13%	25%	6%	23%
Ride share (e.g. Uber, Lyft, etc.)	9%	6%	22%	13%	6%	10%	0%	10%	27%	19%	0%	0%	0%	6%	16%
Other	8%	10%	6%	9%	3%	6%	0%	26%	7%	27%	0%	26%	6%	15%	0%
Don't know	1%	1%	0%	3%	0%	4%	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.

Modes of Transportation Now Used (Less often)

Current Reporting Quarter: Q3 2024 (JUL - SEP)

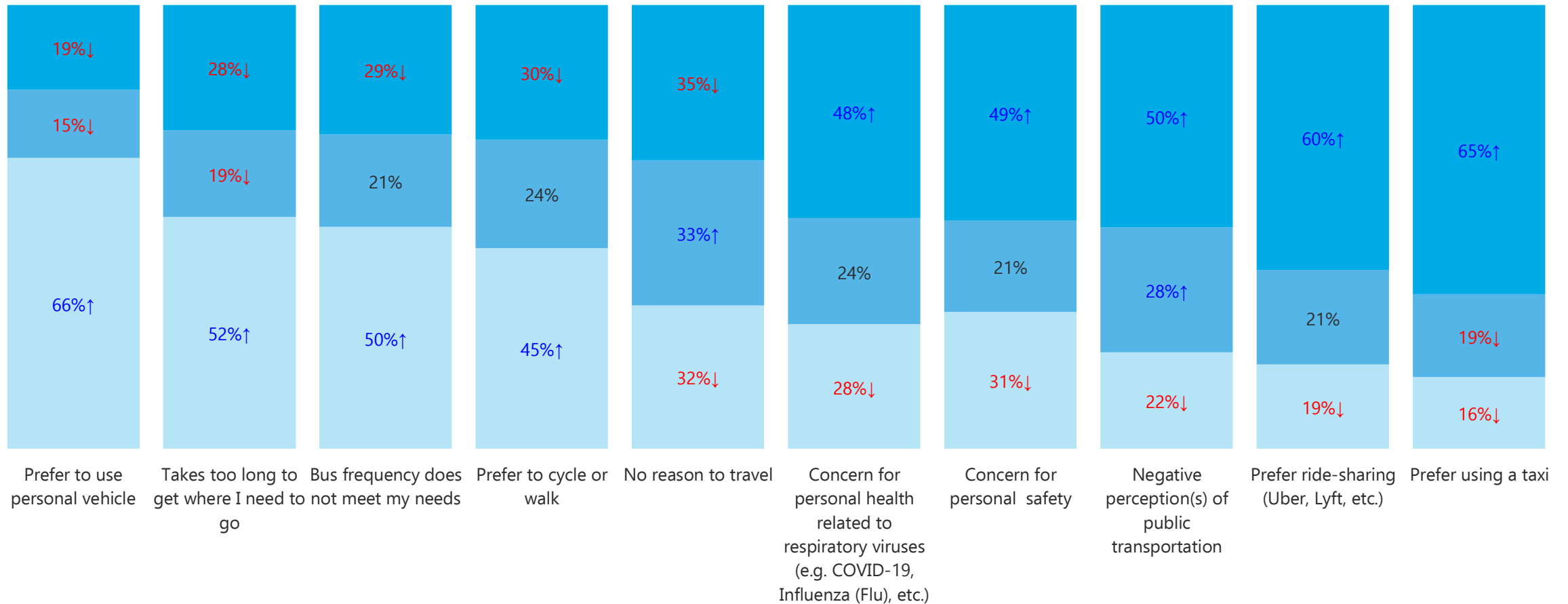
	Total n = 238	Victoria CMA n = 85	Central Fraser Valley n = 20	Kamloops n = 18	Kelowna n = 17	Nanaimo n = 11	Prince George n = 18	Whistler n = 7	Chilliwack n = 10	Campbell River n = 3	Comox Valley n = 6	Cowichan Valley n = 7	Penticton n = 10	Vernon n = 6	Tier 3 n = 20
Drive car/truck alone	54%	53%	36%	51%	55%	53%	47%	51%	92%	24%	49%	88%	26%	48%	70%
Carpool or share a ride as driver	12%	9%	20%	22%	11%	8%	18%	0%	20%	49%	0%	29%	0%	0%	5%
Carpool or share a ride as passenger	14%	12%	23%	17%	5%	20%	14%	18%	20%	24%	30%	0%	12%	0%	17%
Taxi	39%	36%	43%	50%	29%	35%	63%	14%	61%	0%	36%	17%	36%	0%	52%
Bicycle	13%	10%	23%	5%	21%	20%	7%	28%	9%	0%	30%	0%	40%	0%	9%
Motorcycle/moped/scooter	3%	3%	6%	5%	7%	0%	0%	0%	0%	0%	15%	17%	0%	0%	0%
Walking/rollerblading/skateboarding/jogging	30%	25%	42%	27%	28%	47%	29%	36%	11%	51%	14%	12%	46%	82%	31%
Ride share (e.g. Uber, Lyft, etc.)	19%	13%	56%	13%	21%	28%	13%	19%	28%	24%	15%	17%	0%	18%	15%
Other	2%	1%	0%	0%	0%	11%	0%	0%	0%	0%	0%	12%	0%	0%	4%
Don't know	2%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	17%	0%	4%

Q6B Now that you are using the local bus system less often, what mode(s) of transportation are you using more?

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Likelihood of Reasons to not use Public Transportation

Current Reporting Quarter: Q3 2024 (JUL - SEP)



■ Agree
 ■ Neither Agree nor Disagree
 ■ Disagree

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

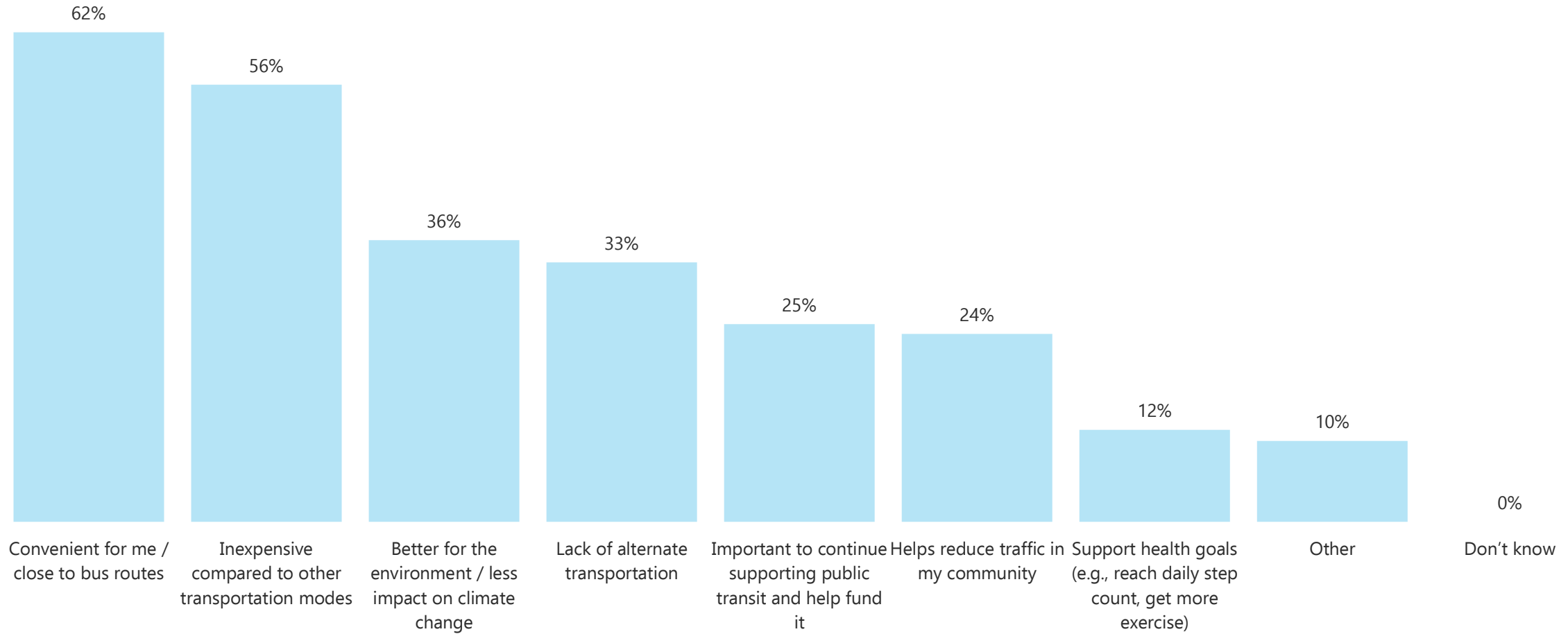
↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.



Reasons to use Local Transit More Often

Current Reporting Quarter: Q3 2024 (JUL - SEP)

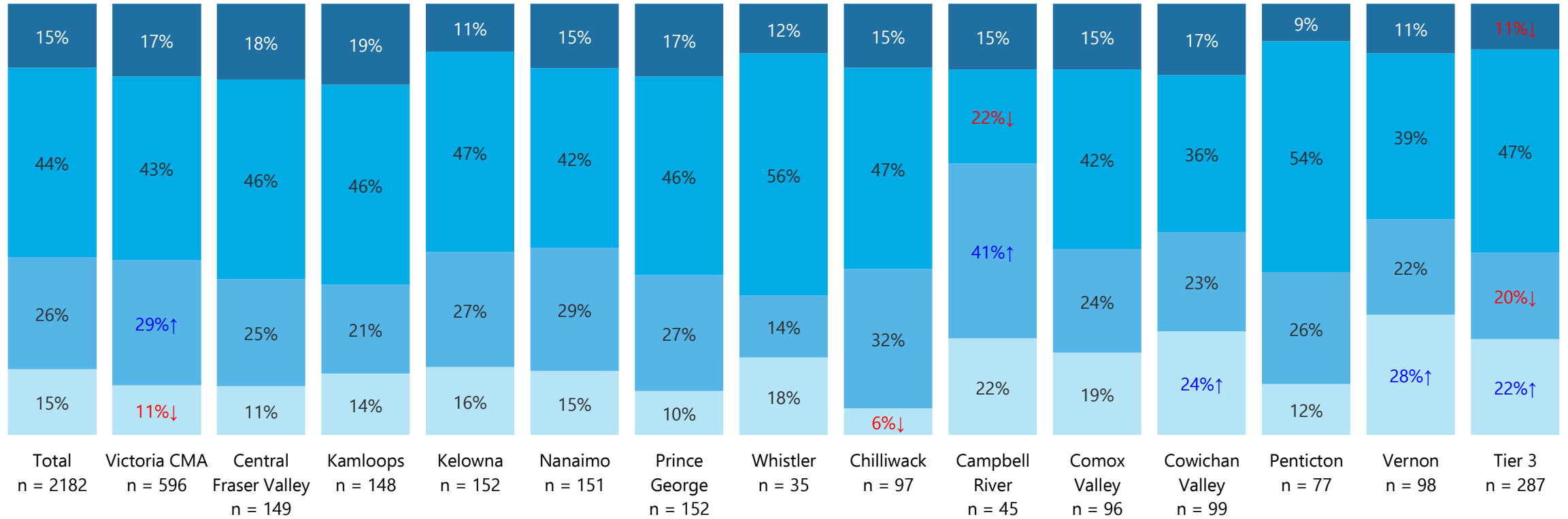


base n= 238

Q6D Why are you using local transit more often?

Past Year Change in Local Bus System

Current Reporting Quarter: Q3 2024 (JUL - SEP)



■ 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: Q3 2024 (JUL - SEP)

	Total n = 2182	Victoria CMA n = 596	Central Fraser Valley n = 149	Kamloops n = 148	Kelowna n = 152	Nanaimo n = 151	Prince George n = 152	Whistler n = 35	Chilliwack n = 97	Campbel I River n = 45	Comox Valley n = 96	Cowichan Valley n = 99	Penticton n = 77	Vernon n = 98	Tier 3 n = 287
Fare prices are reasonable	51%	51%	47%	43%	45%	50%	53%	39%	51%	46%	58%	49%	56%	48%	59%
Bus drivers are courteous	62%	65%	65%	54%	54%	61%	62%	44%	63%	62%	55%	64%	70%	63%	67%
Frequency of scheduled service	39%	47%	36%	34%	36%	30%	40%	38%	29%	39%	32%	35%	44%	39%	36%
Buses run on time/on schedule	50%	53%	48%	39%	48%	42%	58%	25%	39%	45%	43%	55%	59%	49%	56%
Buses are clean/well-maintained	57%	62%	59%	55%	48%	51%	55%	60%	53%	55%	56%	53%	67%	58%	57%
Availability and accuracy of schedule information	51%	58%	45%	43%	51%	50%	54%	37%	42%	58%	44%	50%	59%	51%	48%
Buses not being overcrowded	48%	36%	44%	43%	43%	43%	65%	26%	52%	50%	58%	62%	69%	63%	59%
Buses have a direct route	42%	40%	43%	36%	36%	39%	43%	49%	48%	45%	35%	45%	52%	48%	43%
Bus fare payment options are convenient and easy to use	54%	58%	51%	56%	50%	53%	49%	31%	59%	47%	46%	51%	59%	58%	53%
Buses have good connections with reasonable wait times	39%	45%	38%	34%	30%	36%	37%	38%	31%	43%	30%	39%	51%	37%	43%
Bus stops have enough amenities such as shelters, benches, information and trash cans	34%	41%	35%	25%	36%	25%	32%	40%	24%	37%	25%	20%	38%	35%	35%
Bus stops are clean and well maintained	42%	45%	42%	41%	37%	35%	37%	40%	36%	54%	40%	37%	56%	38%	46%
Trip duration, that is the time from when you boarded to the time you got off the bus	44%	47%	42%	41%	40%	37%	41%	43%	42%	41%	35%	42%	55%	43%	49%
Sense of safety and security	48%	49%	44%	42%	38%	38%	51%	68%	46%	56%	46%	55%	55%	48%	54%
Overall	47%	56%	43%	44%	45%	42%	40%	67%	37%	52%	43%	36%	58%	50%	44%

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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) Current Reporting Quarter: Q3 2024 (JUL - SEP)

	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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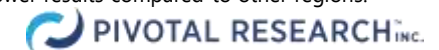
Q11 Based on your own experience or what you may have seen or heard, we would like you to rate the local transit system on several areas. Using a scale of 1 to 5 where 1 means extremely poor and 5 means excellent, please indicate your level of agreement with each of the following statements.

Perceptions of Transit Service (% Rating 4 or 5)

Current Reporting Quarter: Q3 2024 (JUL - SEP)

	Total n = 2182	Age				Gender		Riders		
		19-24 n = 220	25-44 n = 827	45-64 n = 655	65+ n = 466	Male n = 929	Female n = 1213	Regular n = 486	Occasional rider n = 731	Non-rider n = 965
Fare prices are reasonable	51%	55%	50%	48%	54%	53%	50%	61%	53%	44%
Bus drivers are courteous	62%	57%	61%	62%	67%	64%	62%	66%	68%	56%
Frequency of scheduled service	39%	40%	36%	35%	48%	42%	37%	48%	41%	33%
Buses run on time/on schedule	50%	41%	47%	50%	60%	55%	47%	54%	52%	46%
Buses are clean/well-maintained	57%	50%	53%	60%	65%	62%	55%	69%	59%	51%
Availability and accuracy of schedule information	51%	43%	49%	53%	57%	56%	48%	58%	53%	46%
Buses not being overcrowded	48%	35%	43%	51%	61%	50%	48%	47%	46%	51%
Buses have a direct route	42%	50%	40%	39%	43%	44%	41%	52%	42%	36%
Bus fare payment options are convenient and easy to use	54%	55%	53%	51%	59%	56%	53%	65%	56%	46%
Buses have good connections with reasonable wait times	39%	41%	39%	35%	45%	42%	38%	50%	41%	33%
Bus stops have enough amenities such as shelters, benches, information and trash cans	34%	37%	33%	31%	38%	37%	32%	44%	33%	29%
Bus stops are clean and well maintained	42%	36%	40%	40%	51%	45%	40%	53%	40%	38%
Trip duration, that is the time from when you boarded to the time you got off the bus	44%	40%	43%	44%	47%	49%	41%	58%	44%	37%
Sense of safety and security	48%	41%	47%	45%	57%	55%	43%	61%	50%	40%
Overall	47%	46%	46%	46%	54%	53%	44%	63%	50%	37%

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Perceptions of Transit Service (Mean Scores)

Current Reporting Quarter: Q3 2024 (JUL - SEP)

Average	Total n = 1946	Victoria CMA n = 543	Central Fraser Valley n = 137	Kamloops n = 142	Kelowna n = 138	Nanaimo n = 136	Prince George n = 136	Whistler n = 32	Chilliwack n = 85	Campbell River n = 42	Comox Valley n = 75	Cowichan Valley n = 86	Penticton n = 70	Vernon n = 85	Tier 3 n = 238
Fare prices are reasonable	3.53	3.49	3.45	3.39	3.52	3.46	3.59	3.09	3.57	3.55	3.79	3.52	3.64	3.49	3.72
Bus drivers are courteous	3.86	3.91	3.78	3.57	3.61	3.82	3.91	3.64	3.74	3.94	3.79	4.01	4.01	3.95	4.02
Frequency of scheduled service	3.16	3.36	3.01	2.99	3.10	2.90	3.23	2.97	3.02	3.38	3.00	3.02	3.39	3.38	3.07
Buses run on time/on schedule	3.48	3.49	3.39	3.06	3.43	3.36	3.66	3.08	3.23	3.51	3.35	3.63	3.78	3.59	3.71
Buses are clean/well-maintained	3.67	3.75	3.77	3.60	3.45	3.50	3.56	3.57	3.52	3.74	3.74	3.56	3.93	3.84	3.73
Availability and accuracy of schedule information	3.52	3.62	3.39	3.29	3.54	3.45	3.59	3.20	3.19	3.76	3.44	3.47	3.70	3.72	3.50
Buses not being overcrowded	3.47	3.11	3.41	3.24	3.32	3.33	3.84	3.16	3.56	3.62	3.80	3.82	4.04	3.94	3.78
Buses have a direct route	3.28	3.25	3.30	3.06	3.19	3.13	3.25	3.45	3.36	3.48	3.17	3.30	3.53	3.48	3.41
Bus fare payment options are convenient and easy to use	3.62	3.65	3.52	3.59	3.50	3.63	3.50	2.86	3.76	3.60	3.60	3.61	3.78	3.77	3.73
Buses have good connections with reasonable wait times	3.22	3.32	3.12	2.96	3.02	3.09	3.23	3.09	3.06	3.52	3.07	3.14	3.50	3.40	3.31
Bus stops have enough amenities such as shelters, benches, information and trash cans	2.99	3.21	3.00	2.76	3.03	2.69	2.86	3.20	2.82	3.28	2.72	2.35	3.14	3.10	3.09
Bus stops are clean and well maintained	3.25	3.31	3.29	3.18	3.19	2.94	3.04	3.32	2.97	3.63	3.13	2.99	3.53	3.36	3.49
Trip duration, that is the time from when you boarded to the time you got off the bus	3.39	3.41	3.40	3.29	3.24	3.23	3.28	3.51	3.31	3.53	3.25	3.37	3.71	3.53	3.51
Sense of safety and security	3.44	3.41	3.37	3.28	3.26	3.24	3.48	4.09	3.35	3.82	3.43	3.49	3.56	3.55	3.64
Overall	3.45	3.60	3.34	3.32	3.39	3.32	3.32	3.59	3.22	3.78	3.42	3.24	3.75	3.53	3.38

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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Perceptions of Transit Service (Mean Scores)

Current Reporting Quarter: Q3 2024 (JUL - SEP)

Average	Total n = 1946	Age				Gender		Riders		
		19-24 n = 204	25-44 n = 758	45-64 n = 589	65+ n = 387	Male n = 834	Female n = 1079	Regular n = 468	Occasional rider n = 691	Non-rider n = 787
Fare prices are reasonable	3.53	3.58	3.47	3.50	3.69	3.57	3.51	3.70	3.56	3.42
Bus drivers are courteous	3.86	3.65	3.80	3.85	4.09	3.90	3.84	3.89	3.92	3.78
Frequency of scheduled service	3.16	3.20	3.06	3.10	3.42	3.27	3.10	3.33	3.12	3.11
Buses run on time/on schedule	3.48	3.31	3.36	3.49	3.76	3.61	3.39	3.51	3.48	3.46
Buses are clean/well-maintained	3.67	3.43	3.58	3.68	3.95	3.77	3.61	3.89	3.65	3.58
Availability and accuracy of schedule information	3.52	3.29	3.45	3.54	3.74	3.62	3.46	3.62	3.50	3.47
Buses not being overcrowded	3.47	3.14	3.33	3.49	3.87	3.53	3.44	3.38	3.36	3.61
Buses have a direct route	3.28	3.43	3.19	3.25	3.39	3.32	3.27	3.52	3.20	3.21
Bus fare payment options are convenient and easy to use	3.62	3.53	3.56	3.59	3.83	3.67	3.60	3.80	3.60	3.53
Buses have good connections with reasonable wait times	3.22	3.25	3.18	3.14	3.38	3.29	3.16	3.42	3.19	3.12
Bus stops have enough amenities such as shelters, benches, information and trash cans	2.99	3.07	2.97	2.91	3.10	3.05	2.95	3.22	2.92	2.93
Bus stops are clean and well maintained	3.25	3.02	3.21	3.21	3.51	3.34	3.19	3.44	3.18	3.20
Trip duration, that is the time from when you boarded to the time you got off the bus	3.39	3.27	3.34	3.38	3.52	3.49	3.32	3.70	3.30	3.29
Sense of safety and security	3.44	3.27	3.39	3.36	3.74	3.60	3.33	3.73	3.41	3.31
Overall	3.45	3.40	3.38	3.41	3.66	3.53	3.39	3.69	3.46	3.29

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.

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

Reason for using Transit

Current Reporting Quarter: Q3 2024 (JUL - SEP)

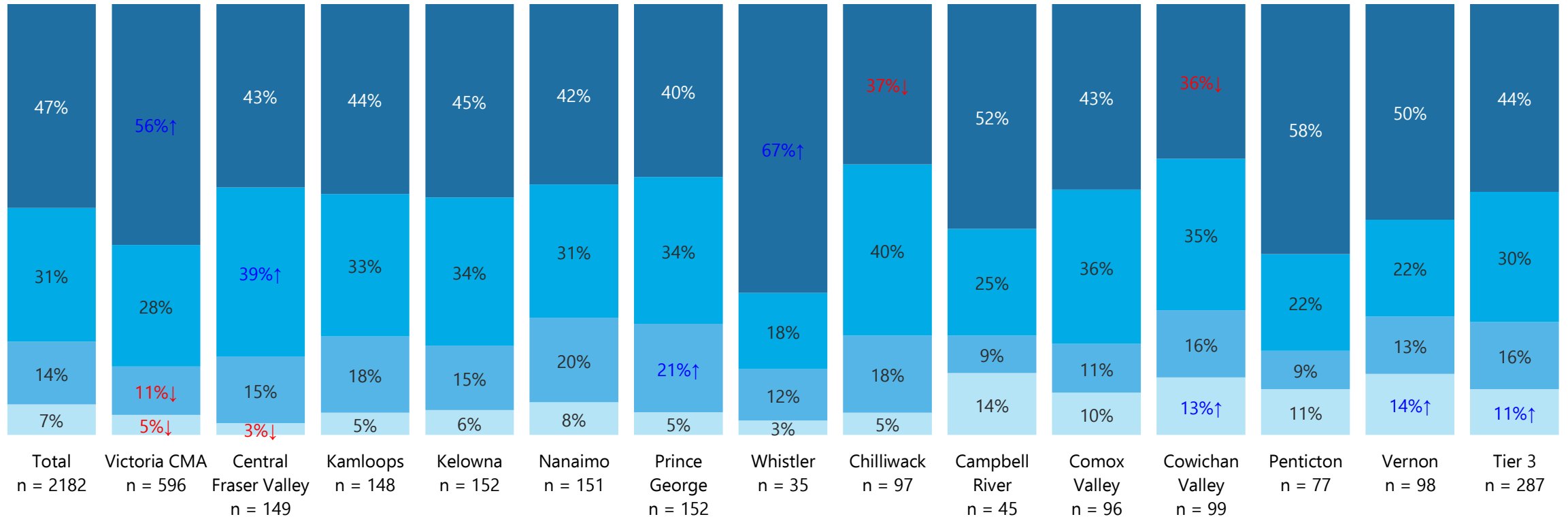
	Total n = 1217	Victoria CMA n = 404	Central Fraser Valley n = 91	Kamloops n = 89	Kelowna n = 89	Nanaimo n = 85	Prince George n = 83	Whistler n = 29	Chilliwack n = 46	Campbell River n = 25	Comox Valley n = 44	Cowichan Valley n = 37	Penticton n = 44	Vernon n = 45	Tier 3 n = 106
Going to or from work	21%	25%	12%	25%	20%	21%	28%	58%	21%	12%	14%	5%	10%	10%	16%
Going to or from school	4%	3%	6%	8%	8%	4%	9%	0%	3%	5%	0%	2%	4%	3%	3%
Going to or from shopping	23%	21%	32%	15%	18%	32%	25%	6%	20%	13%	20%	37%	24%	38%	28%
Conducting personal business (such as going to the doctor or bank, etc.)	20%	16%	22%	29%	16%	14%	21%	4%	22%	35%	34%	13%	23%	25%	23%
Entertainment or social reasons (such as visiting friends or relatives)	18%	16%	23%	10%	23%	12%	15%	32%	29%	27%	24%	18%	25%	20%	19%
Going to the ferry terminal/airport	8%	13%	2%	7%	5%	13%	1%	0%	4%	8%	3%	17%	2%	0%	5%
Other	5%	6%	4%	7%	9%	1%	1%	0%	2%	0%	3%	9%	12%	4%	7%
Don't know	0%	0%	0%	0%	1%	4%	0%	0%	0%	0%	2%	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: Q3 2024 (JUL - SEP)



Don't know Poor Neutral Excellent

↑ indicates significantly higher results compared to other regions;

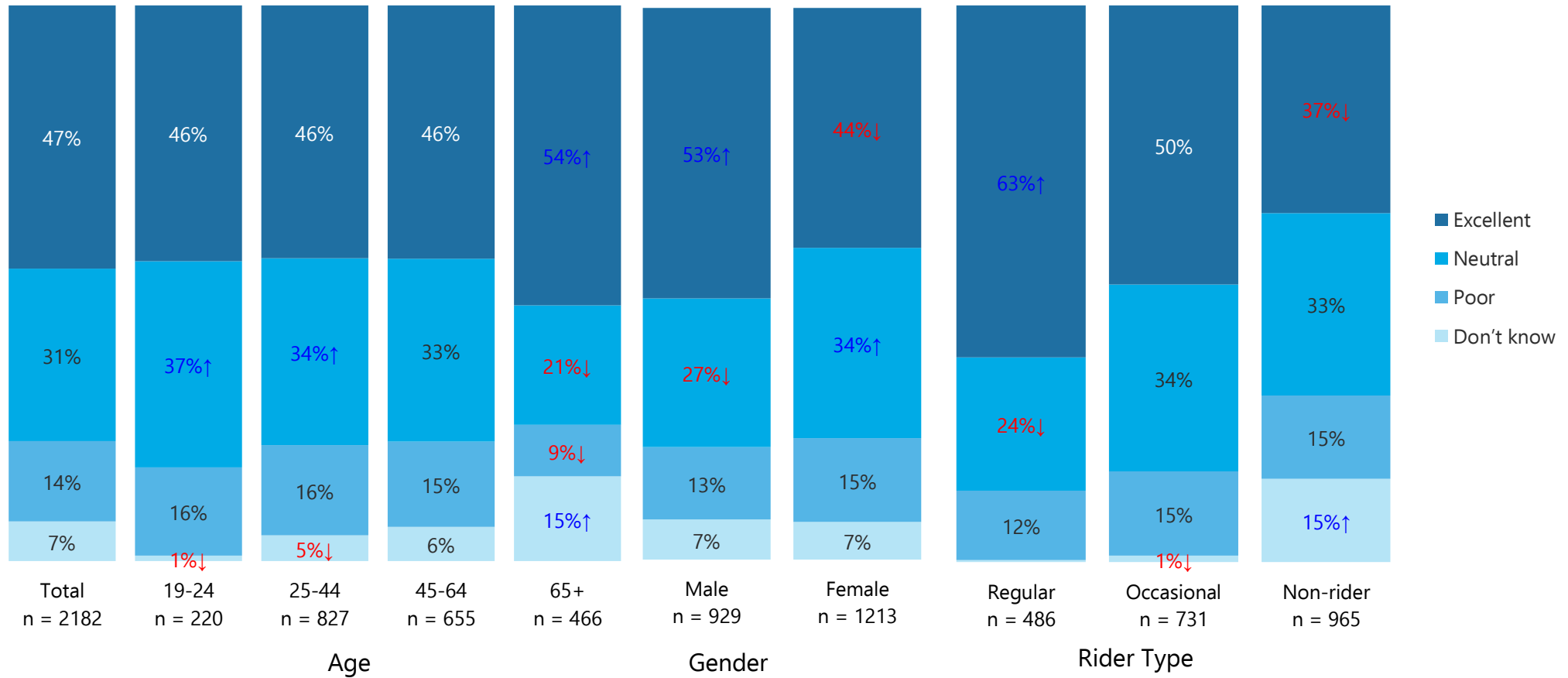
↓ indicates significantly lower results compared to other regions.



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

Current Reporting Quarter: Q3 2024 (JUL - SEP)



↑ 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: Q3 2024 (JUL - SEP)

	Total n = 1217	Victoria CMA n = 404	Central Fraser Valley n = 91	Kamloops n = 89	Kelowna n = 89	Nanaimo n = 85	Prince George n = 83	Whistler n = 29	Chilliwack n = 46	Campbell River n = 25	Comox Valley n = 44	Cowichan Valley n = 37	Penticton n = 44	Vernon n = 45	Tier 3 n = 106
No, I felt safe throughout the trip	74%	79%	67%	66%	63%	63%	78%	89%	81%	73%	67%	71%	73%	69%	78%
Yes, I felt unsafe while travelling to my first stop	5%	5%	5%	3%	7%	7%	1%	0%	0%	12%	11%	7%	5%	9%	4%
Yes, I felt unsafe while waiting to board my first transit vehicle	11%	8%	14%	12%	18%	18%	9%	0%	12%	12%	5%	24%	16%	12%	11%
Yes, I felt unsafe while on-board	8%	8%	9%	9%	7%	15%	9%	3%	4%	4%	10%	5%	7%	10%	5%
Yes, I felt unsafe during a transfer	4%	4%	4%	8%	3%	7%	4%	0%	0%	3%	5%	0%	2%	5%	1%
Yes, I felt unsafe when exiting	4%	4%	10%	5%	1%	9%	3%	4%	3%	0%	2%	5%	0%	5%	2%
Yes, I felt unsafe while travelling to my final destination	4%	3%	10%	3%	7%	9%	2%	0%	3%	10%	2%	3%	0%	3%	0%
Don't know/not sure	5%	4%	4%	8%	8%	7%	5%	4%	0%	0%	9%	0%	5%	7%	3%

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

Current Reporting Quarter: Q3 2024 (JUL - SEP)

	Total n = 1217	Age				Gender	
		19-24 n = 177	25-44 n = 539	45-64 n = 341	65+ n = 155	Male n = 534	Female n = 654
No, I felt safe throughout the trip	74%	64%	72%	75%	87%	78%	70%
Yes, I felt unsafe while travelling to my first stop	5%	11%	6%	3%	1%	4%	6%
Yes, I felt unsafe while waiting to board my first transit vehicle	11%	13%	10%	14%	6%	9%	13%
Yes, I felt unsafe while on-board	8%	12%	8%	10%	2%	5%	10%
Yes, I felt unsafe during a transfer	4%	3%	5%	3%	2%	2%	4%
Yes, I felt unsafe when exiting	4%	3%	5%	4%	4%	3%	5%
Yes, I felt unsafe while travelling to my final destination	4%	6%	4%	5%	0%	3%	4%
Don't know/not sure	5%	8%	6%	3%	2%	4%	5%

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: Q3 2024 (JUL - SEP)

	Total n = 2027	Victoria CMA n = 566	Central Fraser Valley n = 143	Kamloops n = 142	Kelowna n = 143	Nanaimo n = 142	Prince George n = 149	Whistler n = 32	Chilliwack n = 91	Campbell River n = 44	Comox Valley n = 80	Cowichan Valley n = 84	Penticton n = 70	Vernon n = 89	Tier 3 n = 252
Detractors	48%	41%	48%	52%	53%	52%	54%	44%	56%	45%	52%	61%	49%	39%	47%
Passive	12%	12%	13%	15%	11%	13%	10%	5%	11%	15%	17%	11%	3%	13%	14%
Promoters	40%	47%	39%	34%	36%	36%	36%	51%	33%	39%	31%	28%	48%	48%	40%
NPS Score	-7.7	5.8	-9.1	-18.4	-17.4	-15.7	-17.6	6.7	-22.5	-5.8	-21.3	-32.4	-1.8	9.7	-7.2

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

Current Reporting Quarter: Q3 2024 (JUL - SEP)

	Total n = 2027	Age				Gender		Riders		
		19-24 n = 213	25-44 n = 783	45-64 n = 616	65+ n = 402	Male n = 872	Female n = 1118	Regular n = 480	Occasional rider n = 709	Non-rider n = 837
Detractors	48%	48%	49%	48%	45%	47%	49%	33%	46%	58%
Passive	12%	13%	12%	13%	9%	13%	12%	12%	12%	13%
Promoters	40%	38%	38%	38%	46%	41%	40%	55%	42%	30%
NPS Score	-7.7	-9.9	-10.8	-9.8	1.6	-6.3	-8.8	22.5	-4.3	-27.8

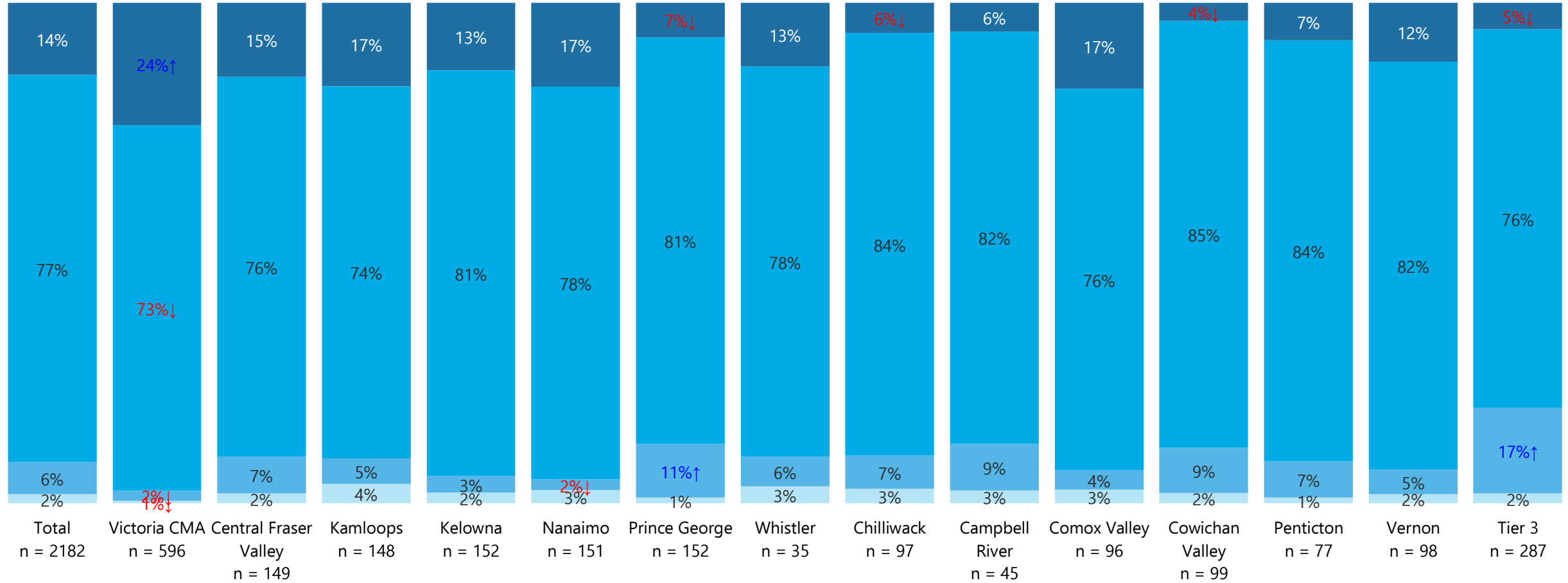
Q16 How likely are you to recommend BC Transit to a friend or family member using a scale of 0 to 10 where 0 is "not at all likely" and 10 is "extremely likely"?

*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.

Awareness of Electronic Fare Collection System (Umo)

Current Reporting Quarter: Q3 2024 (JUL - SEP)



■ Prefer not to answer
 ■ No, it's not available in my transit system
 ■ No
 ■ Yes

↑ indicates significantly higher results compared to other regions;

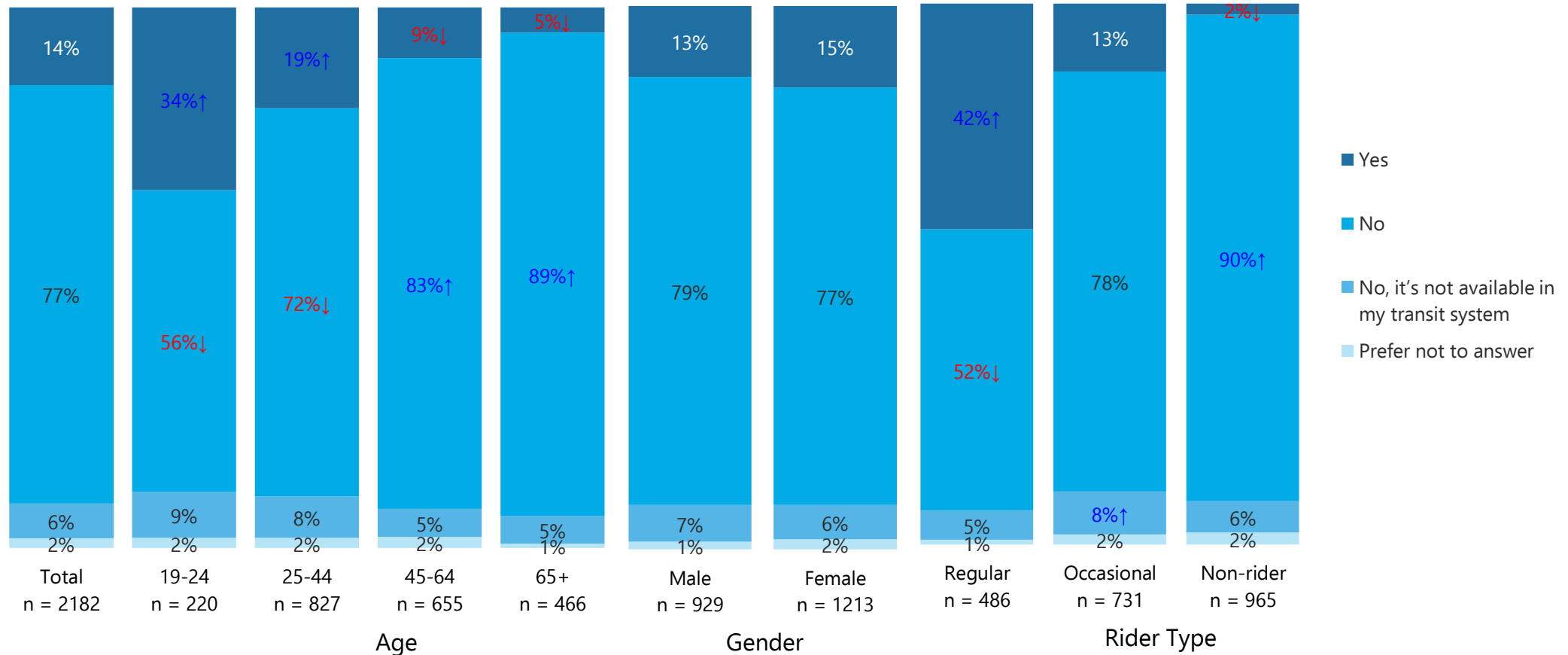
↓ indicates significantly lower results compared to other regions.

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

*Prefer not to answer is excluded from the graph

Awareness of Electronic Fare Collection System (Umo)

Current Reporting Quarter: Q3 2024 (JUL - SEP)



↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

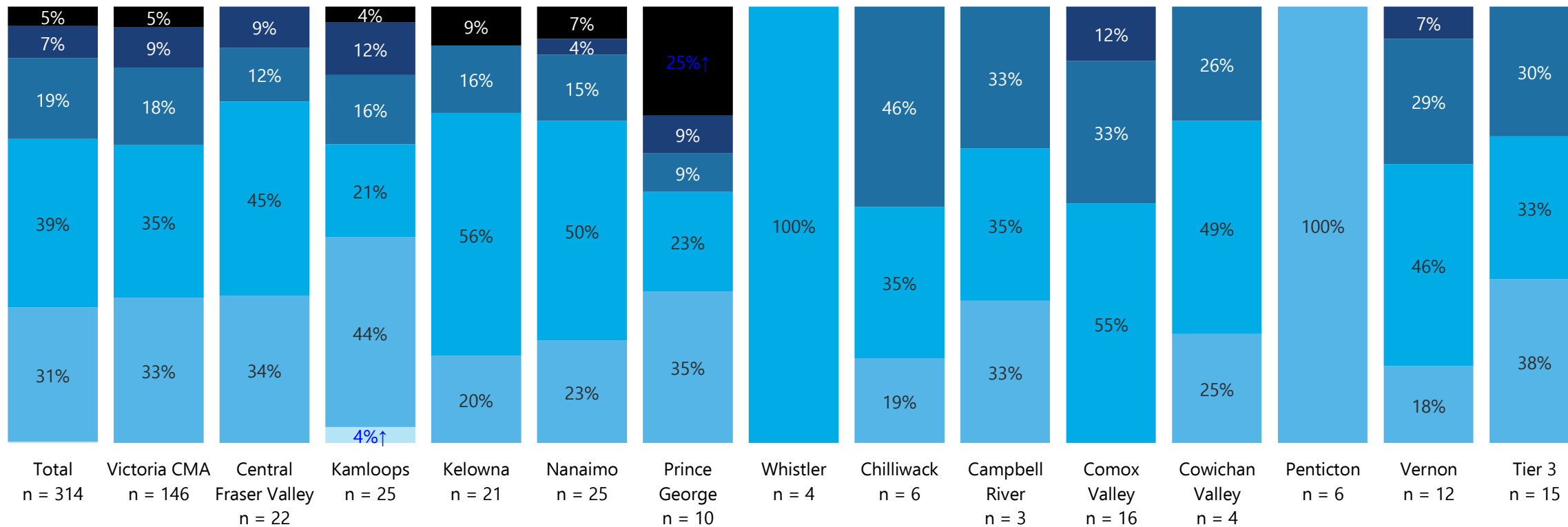


Q17 Have you used the new electronic fare system (Umo)?

*Prefer not to answer is excluded from the graph

Electronic Fare Satisfaction

Current Reporting Quarter: Q3 2024 (JUL - SEP)



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

↑ indicates significantly higher results compared to other regions;

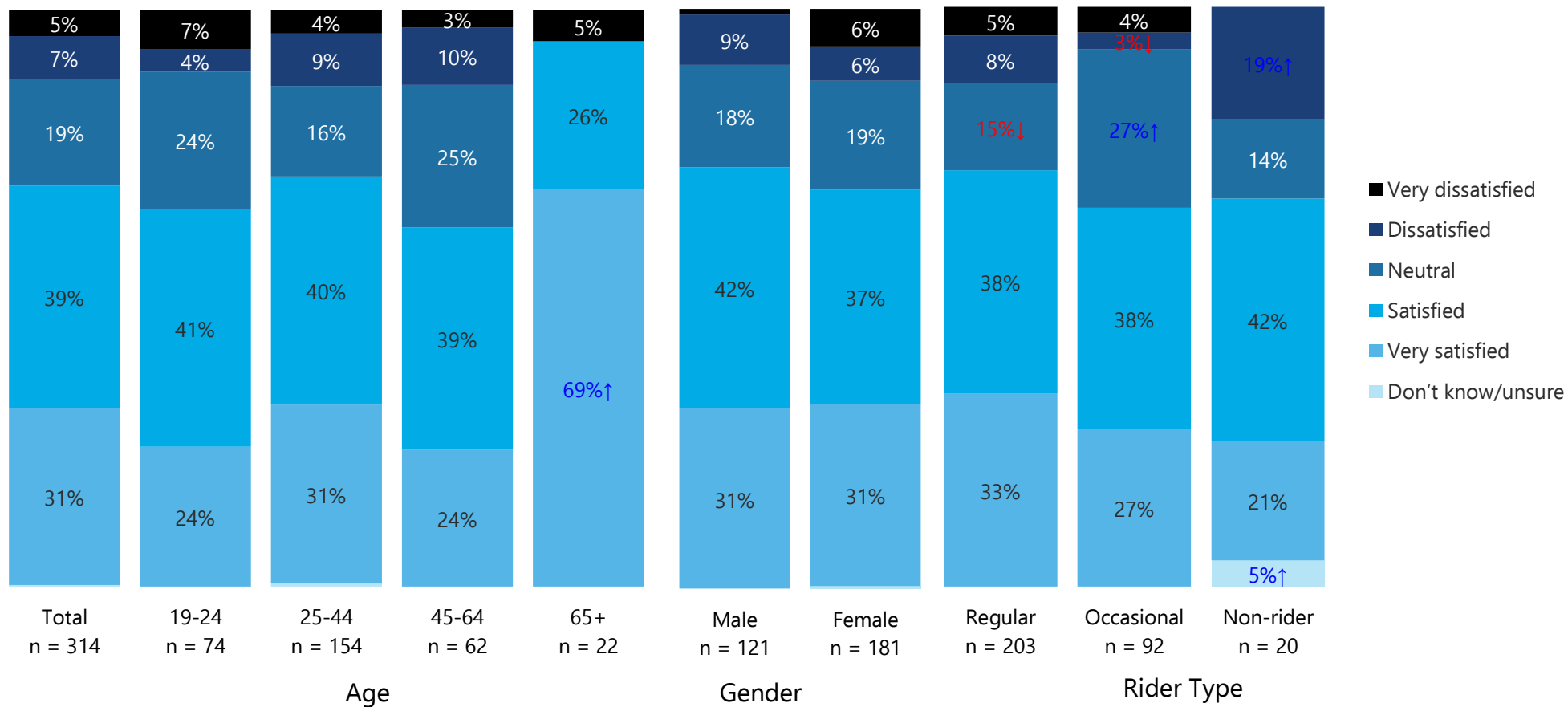
↓ indicates significantly lower results compared to other regions.



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

Current Reporting Quarter: Q3 2024 (JUL - SEP)



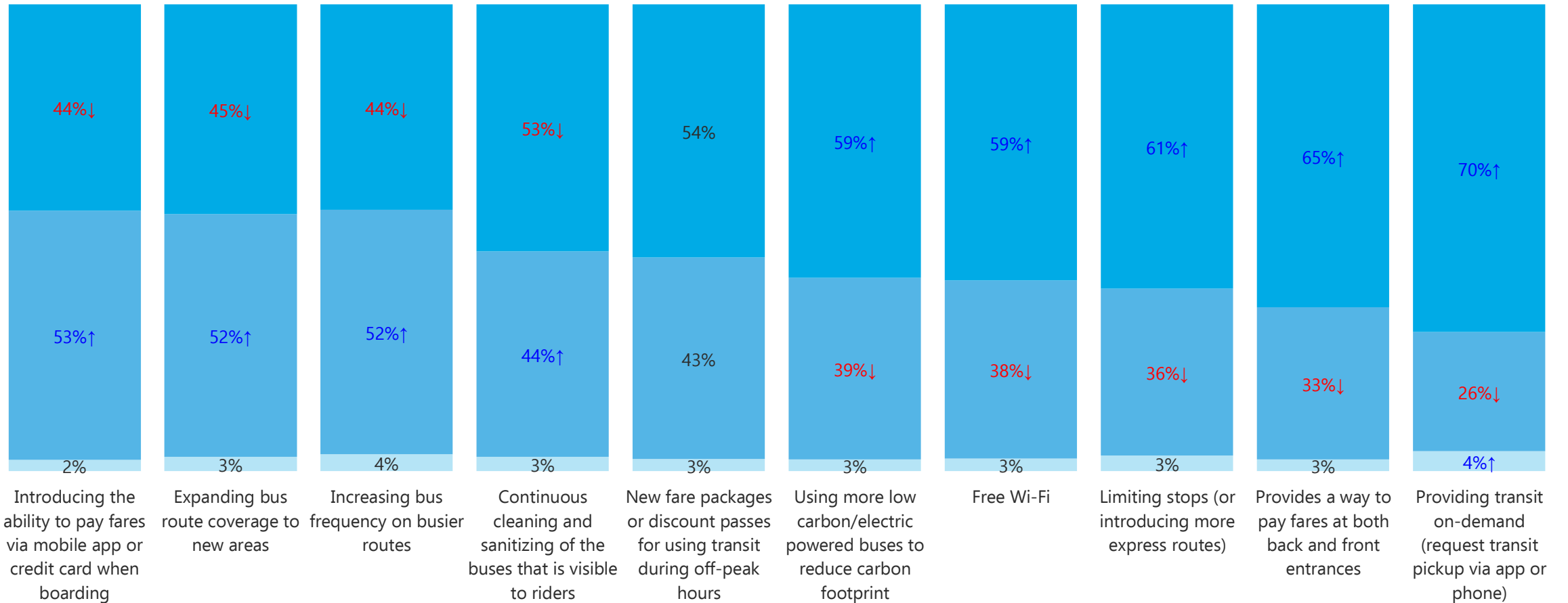
↑ indicates significantly higher results compared to other regions;
 ↓ indicates significantly lower results compared to other regions.



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: Q3 2024 (JUL - SEP)



base n= 2182

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 ■ Important(8-10) ■ Not Important(0-7)

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.



Key Improvements to Encourage use of Transit

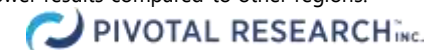
Current Reporting Quarter: Q3 2024 (JUL - SEP)

Average	Total n = 2026	Age				Male n = 863	Female n = 1128	Riders		
		19-24 n = 207	25-44 n = 781	45-64 n = 615	65+ n = 415			Regular n = 467	Occasional rider n = 697	Non-rider n = 862
Continuous cleaning and sanitizing of the buses that is visible to riders	6.9	6.9	6.7	6.8	7.2	6.7	7.1	6.8	6.9	6.9
Expanding bus route coverage to new areas	7.3	7.1	7.2	7.2	7.6	7.0	7.5	7.2	7.4	7.3
Increasing bus frequency on busier routes	7.3	7.1	7.3	7.3	7.7	7.2	7.4	7.5	7.4	7.2
Providing transit on-demand (request transit pickup via app or phone)	5.4	5.4	5.5	5.3	5.3	5.3	5.5	5.5	5.4	5.3
Limiting stops (or introducing more express routes)	6.3	5.6	6.2	6.4	6.8	6.2	6.4	6.0	6.4	6.4
Provides a way to pay fares at both back and front entrances	5.7	6.1	6.0	5.4	5.5	5.8	5.7	5.7	5.8	5.7
Introducing the ability to pay fares via mobile app or credit card when boarding	7.2	7.2	7.3	6.9	7.4	7.1	7.2	6.9	7.1	7.3
Using more low carbon/electric powered buses to reduce carbon footprint	6.2	6.5	6.1	5.9	6.7	6.0	6.4	6.4	6.2	6.1
Free Wi-Fi	6.0	6.6	6.2	5.9	5.6	6.0	6.0	6.5	6.1	5.7
New fare packages or discount passes for using transit during off-peak hours	6.7	6.6	6.6	6.5	7.2	6.6	6.8	6.9	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.

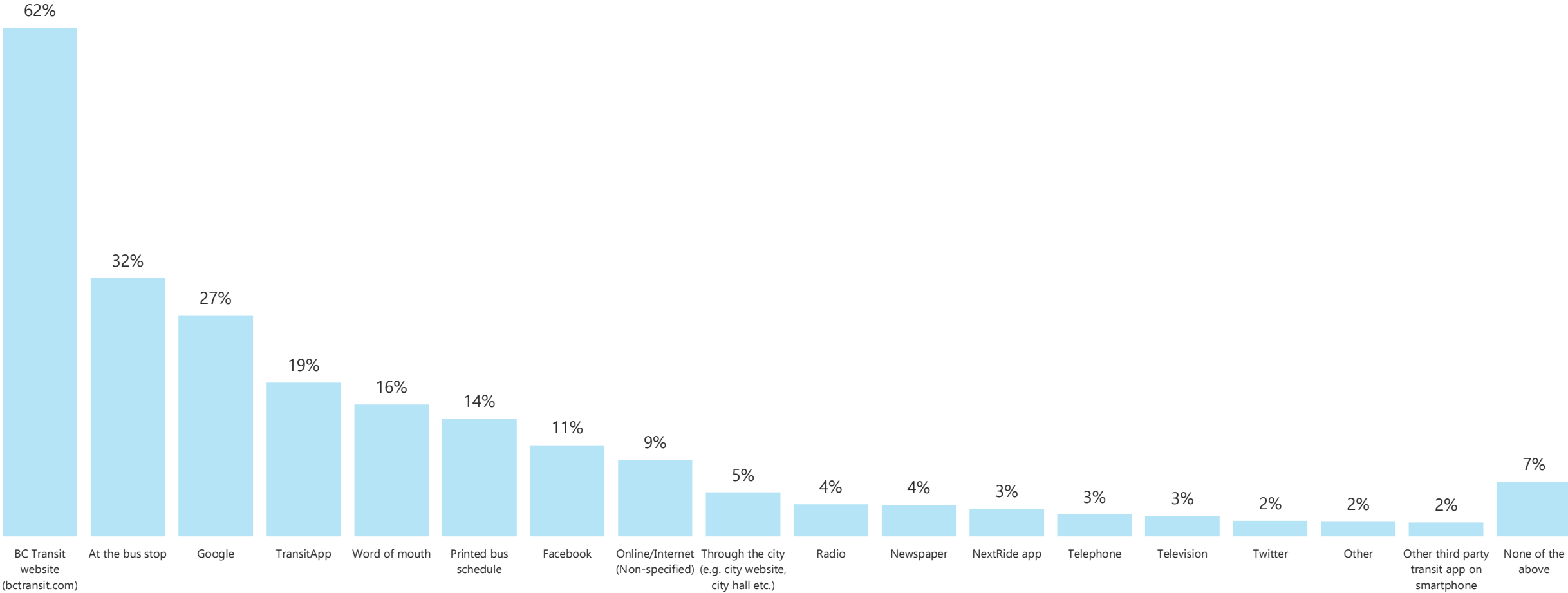
*Prefer not to answer is excluded from the graph and calculation.

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: Q3 2024 (JUL - SEP)



base n= 2182

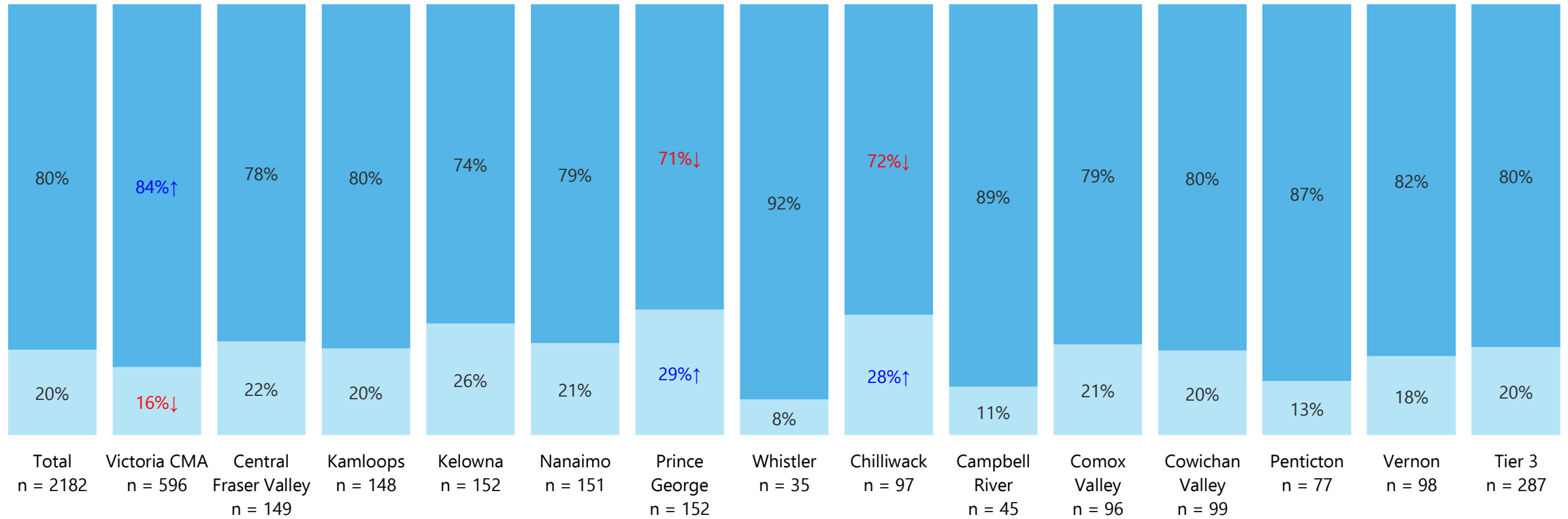
Q15 Where do you typically get information about your local transit system?

↑ 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: Q3 2024 (JUL - SEP)



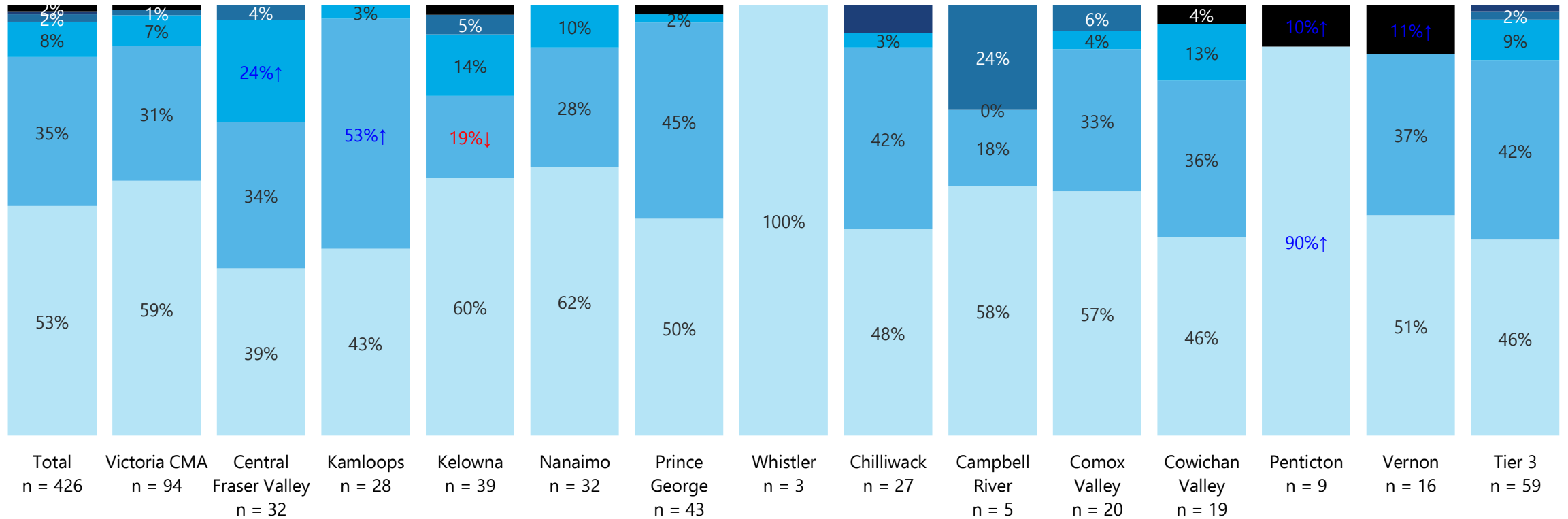
■ Yes ■ No

↑ 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: Q3 2024 (JUL - SEP)



1 2 3 4 5 More than 5

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

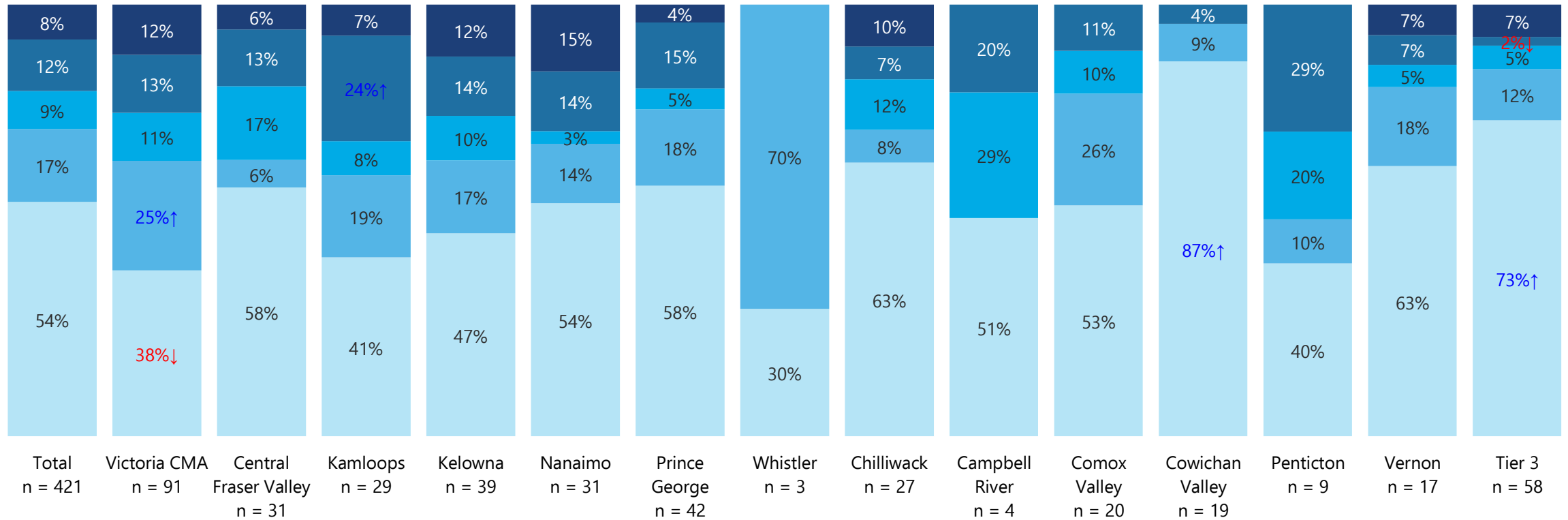


X2 How many children, age 12 and under, are in your care?

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

Frequency of Riding the Bus by Children 12 and Under

Current Reporting Quarter: Q3 2024 (JUL - SEP)



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

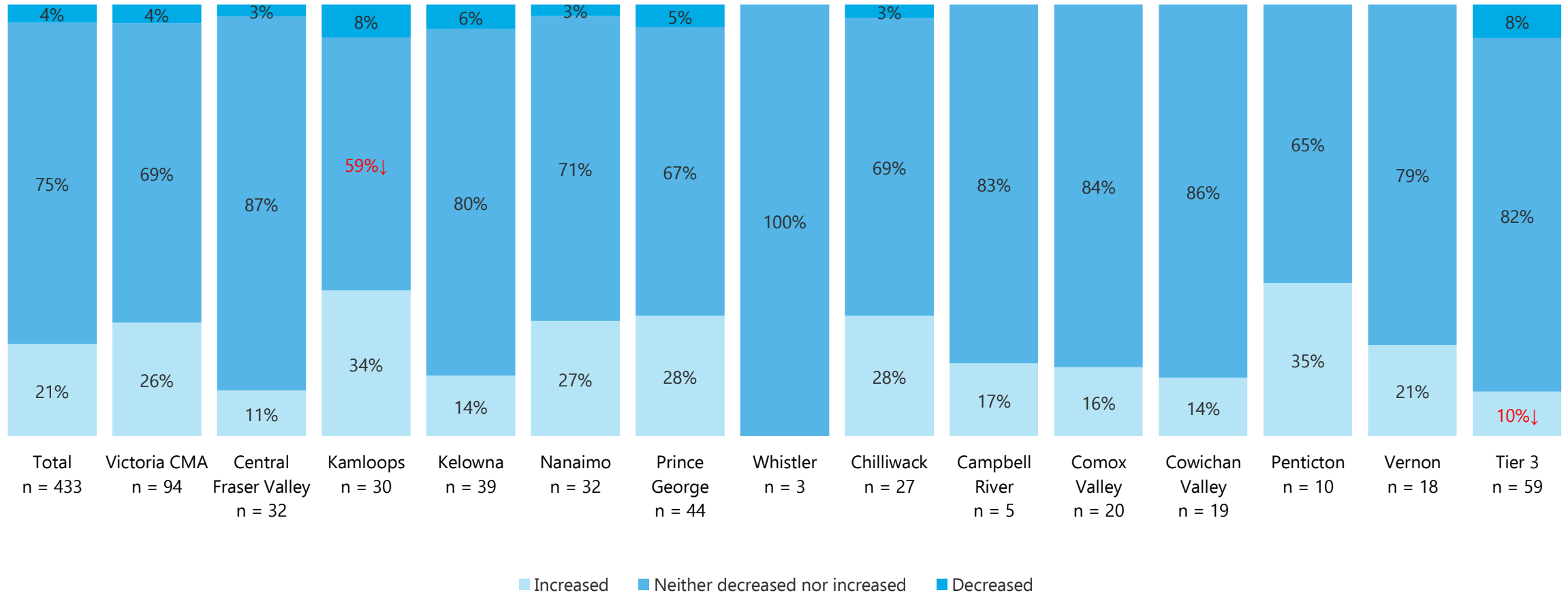
↑ indicates significantly higher results compared to other regions.
↓ indicates significantly lower results compared to other regions.

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: Q3 2024 (JUL - SEP)



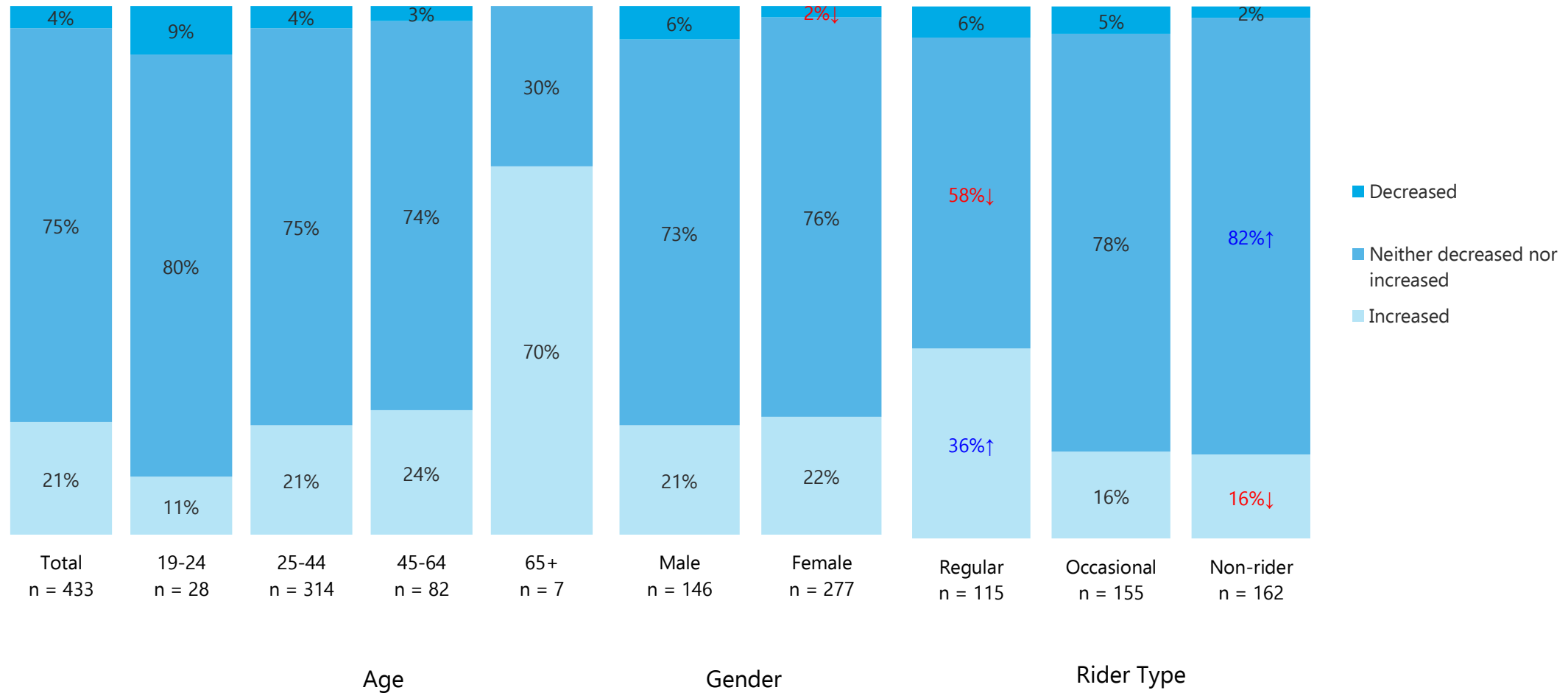
X4 To what extent has the implementation of the Free Transit for Children 12 and Under program, impacted the frequency with which your child/children uses public transit?

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

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

Current Reporting Quarter: Q3 2024 (JUL - SEP)



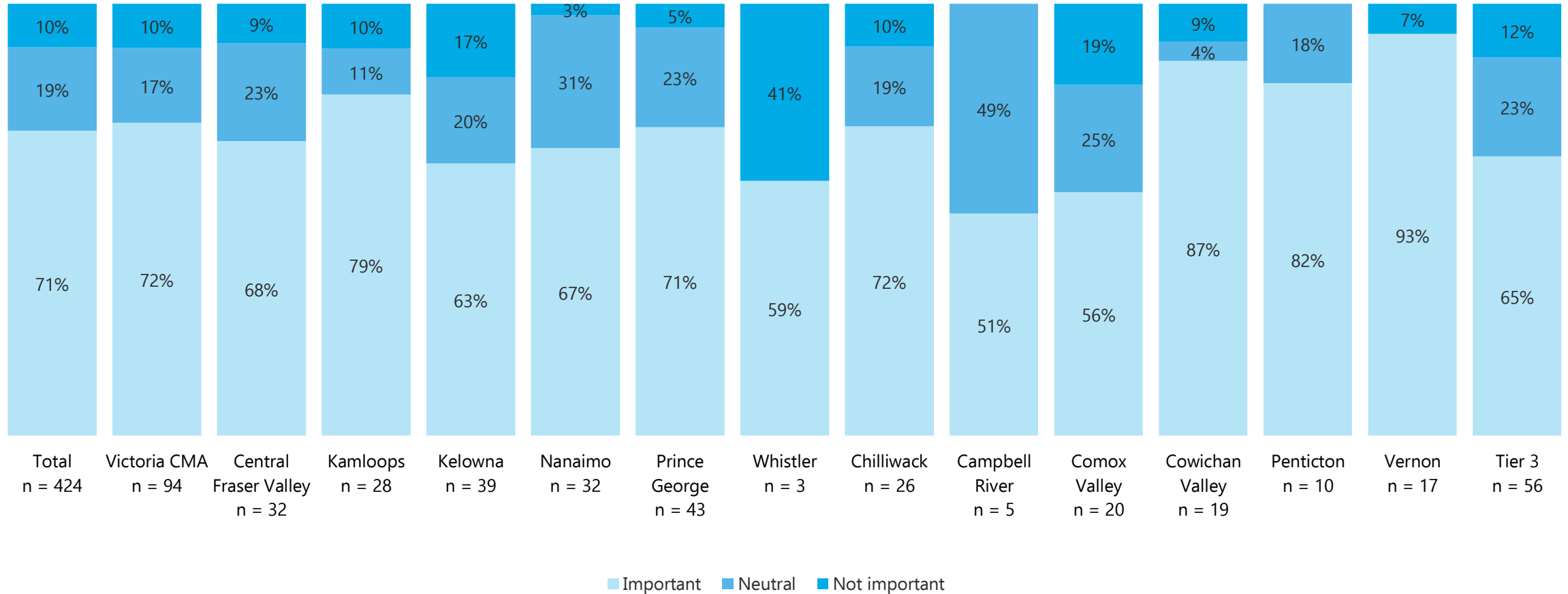
↑ indicates significantly higher results compared to other regions;
 ↓ indicates significantly lower results compared to other regions.



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: Q3 2024 (JUL - SEP)



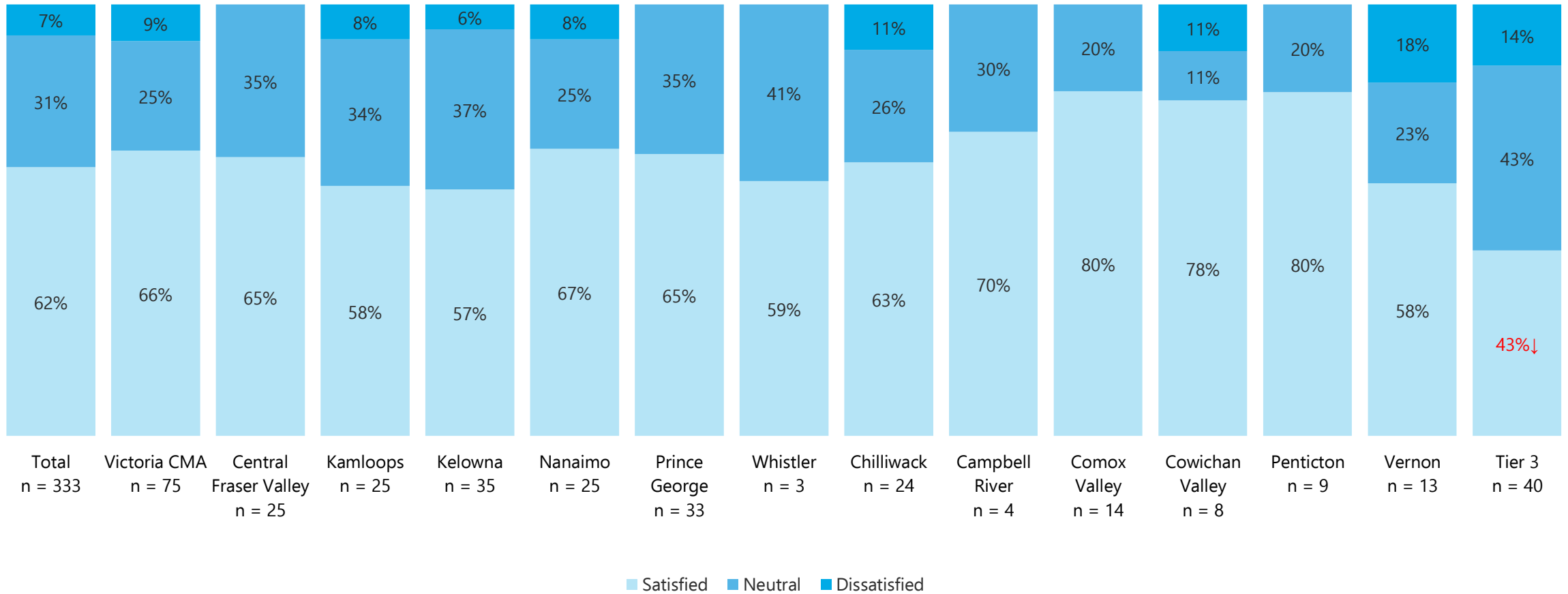
↑ indicates significantly higher results compared to other regions
 ↓ indicates significantly lower results compared to other regions.

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: Q3 2024 (JUL - SEP)



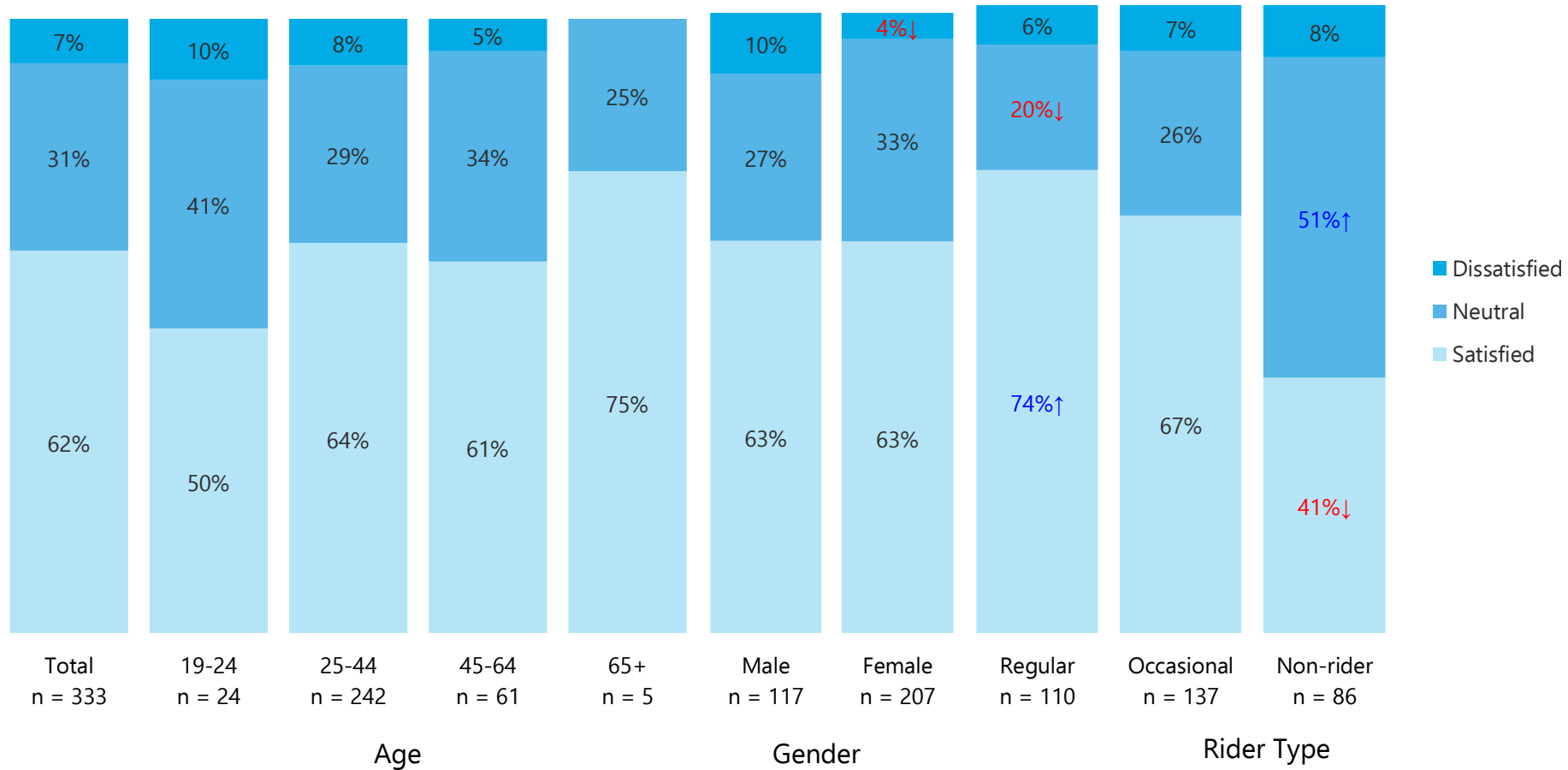
↑ indicates significantly higher results compared to other regions;
 ↓ indicates significantly lower results compared to other regions.

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

Current Reporting Quarter: Q3 2024 (JUL - SEP)



↑ 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

Demographics

Current Reporting Quarter: Q3 2024 (JUL - SEP)

Household Income	%
Less than \$20,000	12%
\$20,000 - \$29,999	11%
\$30,000 - \$39,999	9%
\$40,000 - \$49,999	8%
\$50,000 - \$59,999	8%
\$60,000 - \$69,999	7%
\$70,000 - \$99,999	16%
\$100,000 - \$149,999	15%
\$150,000 or more	7%
Prefer not to answer	6%

Age	%
19-24	10%
25-34	18%
35-44	20%
45-54	15%
55-64	15%
65 and older	21%
Prefer not to answer	1%

Gender	%
Male	43%
Female	56%
Nonbinary	1%
Two-spirit	0%
Another gender not listed above	0%
Prefer not to answer	1%

Employment	%
Employed full time (30 hours or more per week)	39%
Employed part time (less than 30 hours per week)	16%
Unable to work	7%
Unemployed	9%
Stay at home parent	4%
Retired	22%
Prefer not to answer	3%

Minority Group	%
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)	3%
LGBTQ2S+	7%
None of the above	56%
Prefer not to answer	3%

Student	%
Not currently a student	88%
Yes, High school student	1%
Yes, Full time postsecondary student	4%
Yes, Part time postsecondary student	2%
Yes, Student in vocational college	1%
Prefer not to answer	4%

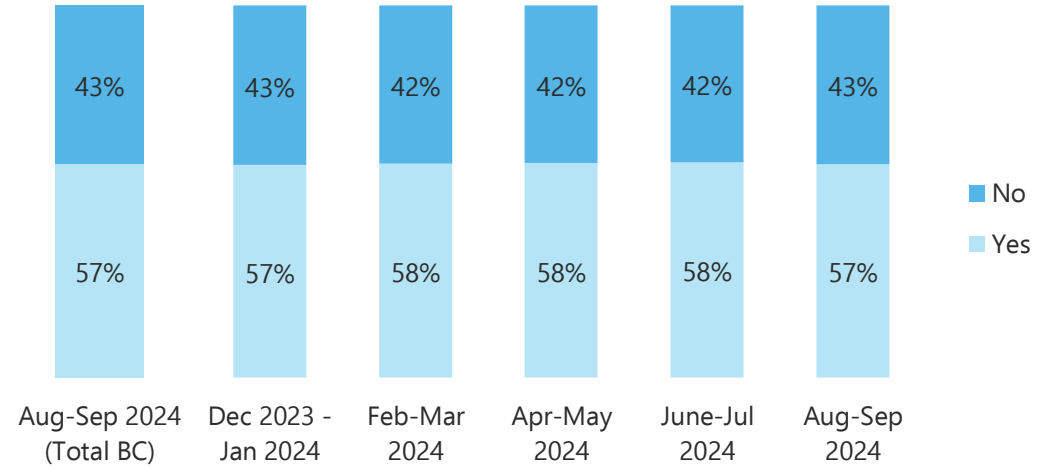
base n= 2182

Bi-Monthly Reporting Regions

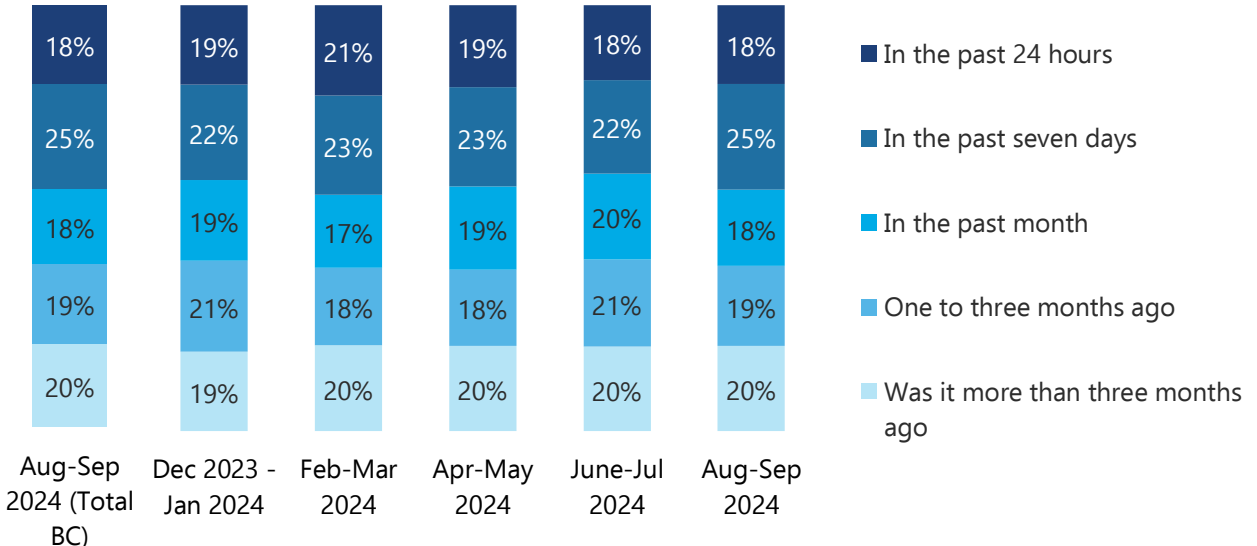
Responsibility for Local Transit System

	Dec 2023 - Jan 2024	Feb-Mar 2024	Apr-May 2024	June-Jul 2024	Aug-Sep 2024	Aug-Sep 2024 (Total BC)
BC Transit	80%	81%	79%	80%	82%	82%
Local/municipal government	29%	26%	24%	24%	26%	26%
TransLink	16%	12%	15%	12%	11%	11%
Other	1%	2%	1%	1%	2%	2%
Don't know	5%	5%	7%	6%	5%	5%

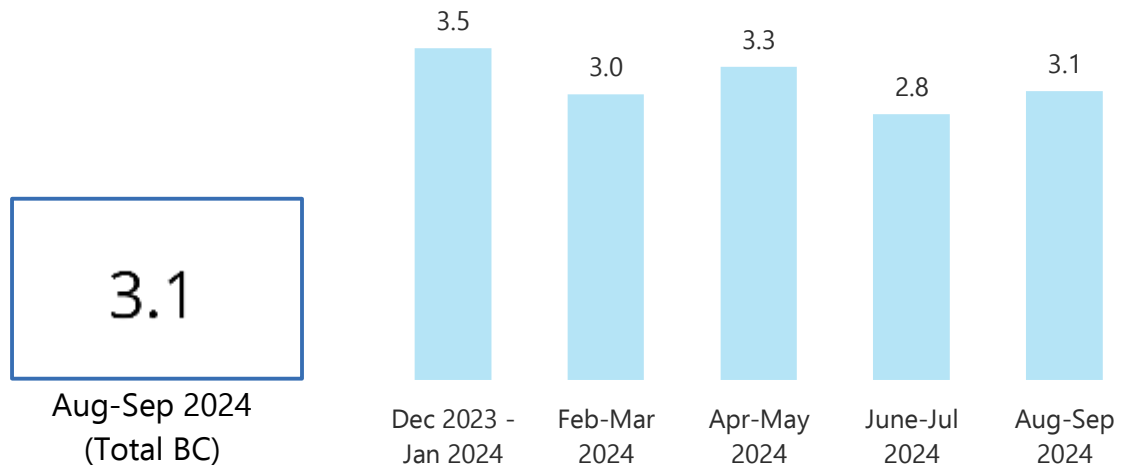
Past Year Local Transit use



Most Recent Local Transit Use



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



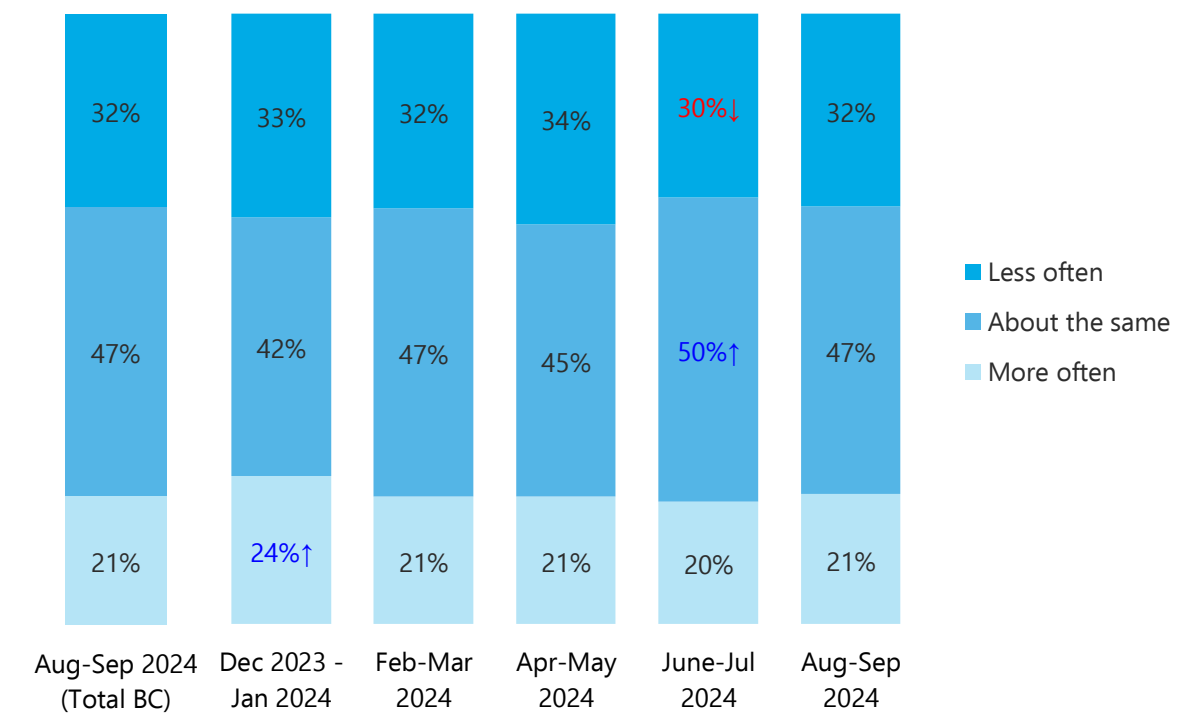
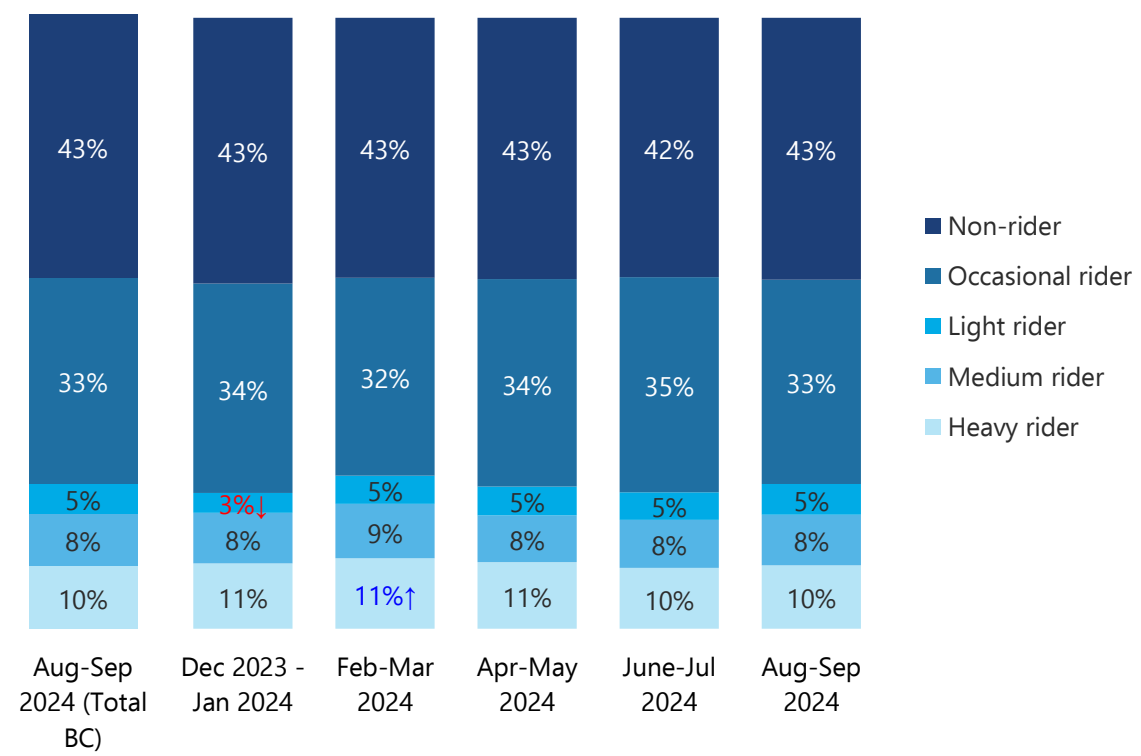
Choose the region:

(All)

Trends

Rider Usage Group

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



Choose the region:

(All)

Trends

Modes of Transportation Used More Often

	Dec 2023 - Jan 2024	Feb-Mar 2024	Apr-May 2024	June-Jul 2024	Aug-Sep 2024	Aug-Sep 2024 (Total BC)
Drive alone (car/truck)	61%	60%	55%	58%	57%	57%
Carpool or share a ride as driver	13%	11%	7%	13%	10%	10%
Carpool or share a ride as passenger	18%	17%	18%	20%	16%	16%
Taxi	12%	13%	12%	8%	9%	9%
Bicycle	11%	11%	11%	13%	11%	11%
Motorcycle/moped/scooter	5%	5%	5%	6%	3%	3%
Walking/rollerblading/skateboarding/jogging	30%	35%	31%	31%	30%	30%
Ride share (e.g. Uber, Lyft, etc.)	12%	7%	8%	11%	7%	7%
Other	6%	3%	3%	7%	9%	9%
Don't know	0%	1%	0%	0%	1%	1%

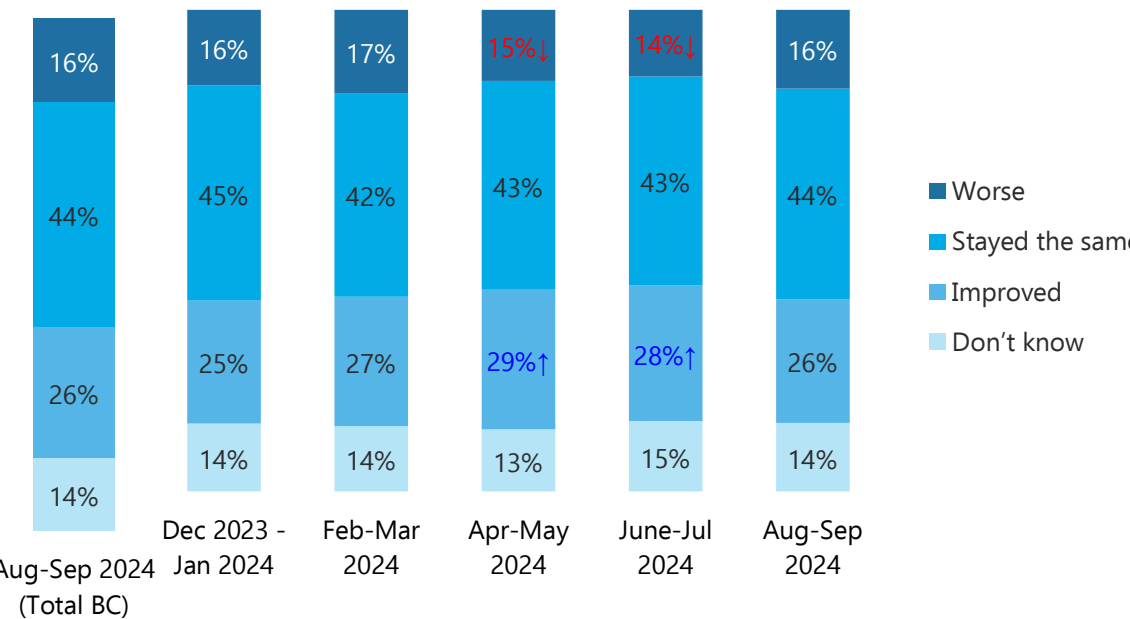
Modes of Transportation Used Less Often

	Dec 2023 - Jan 2024	Feb-Mar 2024	Apr-May 2024	June-Jul 2024	Aug-Sep 2024	Aug-Sep 2024 (Total BC)
Drive alone (car/truck)	64%	48%	60%	62%	51%	51%
Carpool or share a ride as driver	22%	22%	15%	12%	11%	11%
Carpool or share a ride as passenger	22%	26%	20%	19%	13%	13%
Taxi	29%	37%	37%	39%	38%	38%
Bicycle	13%	10%	15%	16%	11%	11%
Motorcycle/moped/scooter	5%	12%	7%	4%	3%	3%
Walking/rollerblading/skateboarding/jogging	23%	26%	28%	26%	30%	30%
Ride share (e.g. Uber, Lyft, etc.)	16%	24%	24%	19%	19%	19%
Other	1%	4%	2%	1%	2%	2%
Don't know	2%	1%	2%	2%	2%	2%

Choose the region: (All)

Trends

Past Year Change in Local Bus System



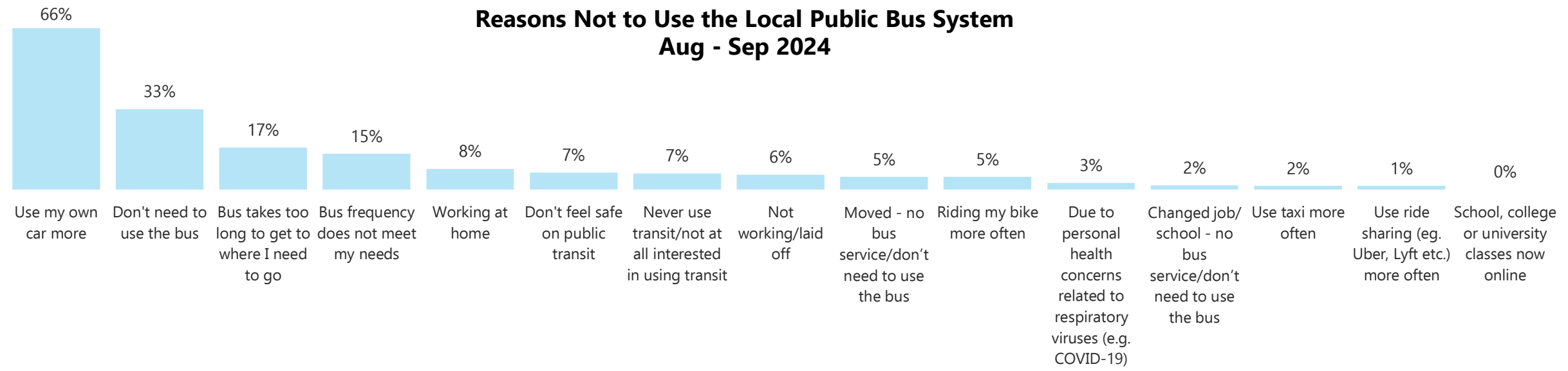
	Dec 2023 - Jan 2024	Feb-Mar 2024	Apr-May 2024	June-Jul 2024	Aug-Sep 2024	Aug-Sep 2024 (Total BC)
Fare prices are reasonable	51%	50%	50%	51%	51%	51%
Bus drivers are courteous	62%	64%	62%	63%	63%	63%
Frequency of scheduled service	39%	40%	39%	39%	39%	39%
Buses run on time/on schedule	49%	49%	49%	50%	49%	49%
Buses are clean/well-maintained	56%	56%	54%	57%	58%	58%
Availability and accuracy of schedule information	48%	52%	48%	52%	51%	51%
Buses not being overcrowded	50%	48%	48%	48%	47%	47%
Buses have a direct route	43%	42%	42%	42%	41%	41%
Bus fare payment options are convenient and easy to use	51%	52%	53%	55%	54%	54%
Buses have good connections with reasonable wait times	37%	39%	37%	38%	40%	40%
Bus stops have enough amenities such as shelters, benches, information and trash cans	32%	34%	34%	33%	34%	34%
Bus stops are clean and well maintained	42%	42%	42%	42%	41%	41%
Trip duration, that is the time from when you boarded to the time you got off the bus	45%	43%	44%	45%	44%	44%
Sense of safety and security	49%	49%	49%	50%	47%	47%
Overall	47%	48%	49%	48%	48%	48%

Choose the region:

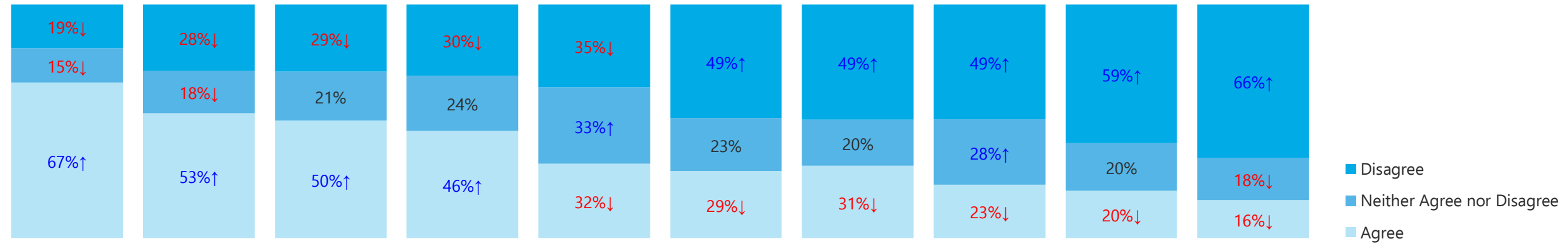
(All)

Trends

Reasons Not to Use the Local Public Bus System Aug - Sep 2024

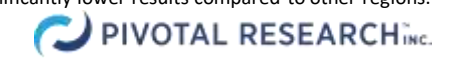


Likelihood of Reasons to not use Public Transportation



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.

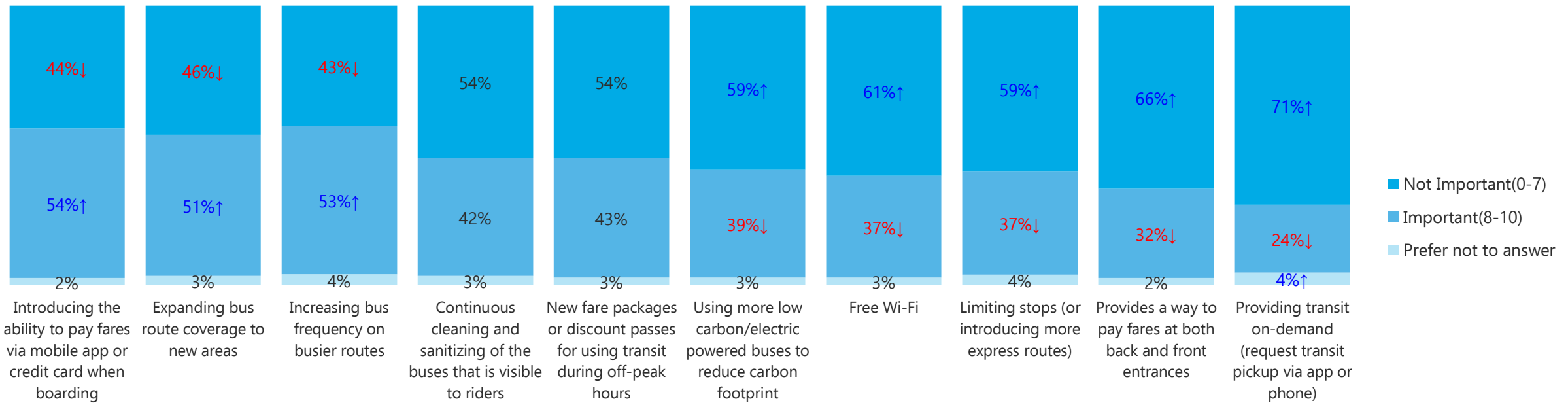


Choose the region:

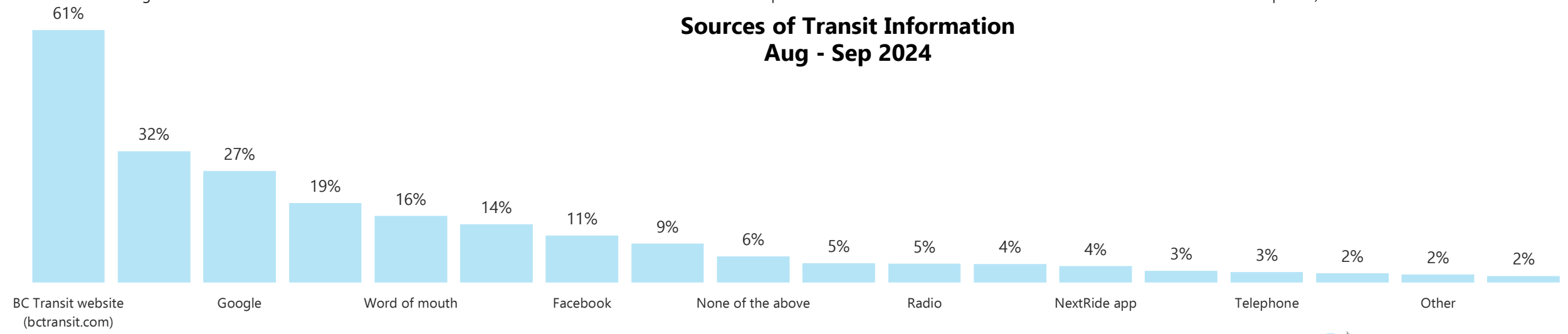
(All)

Trends

Key Improvements to Encourage Use of Transit Aug - Sep 2024

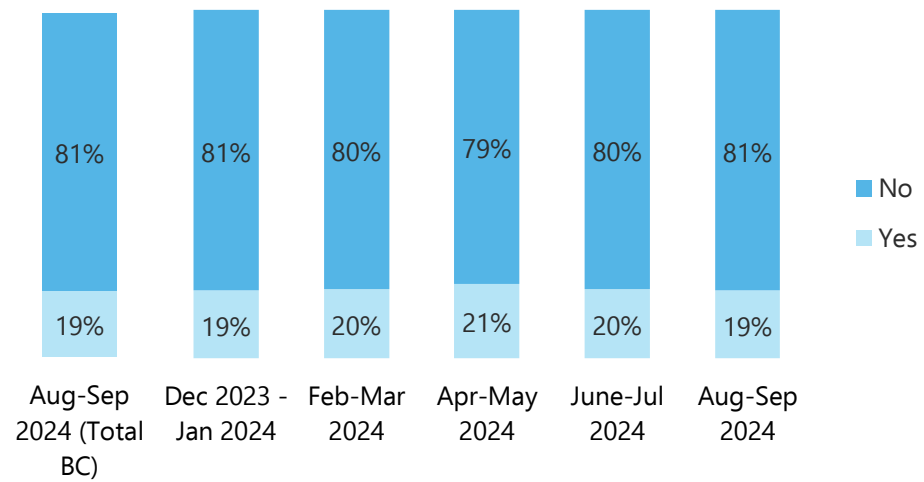


Sources of Transit Information Aug - Sep 2024

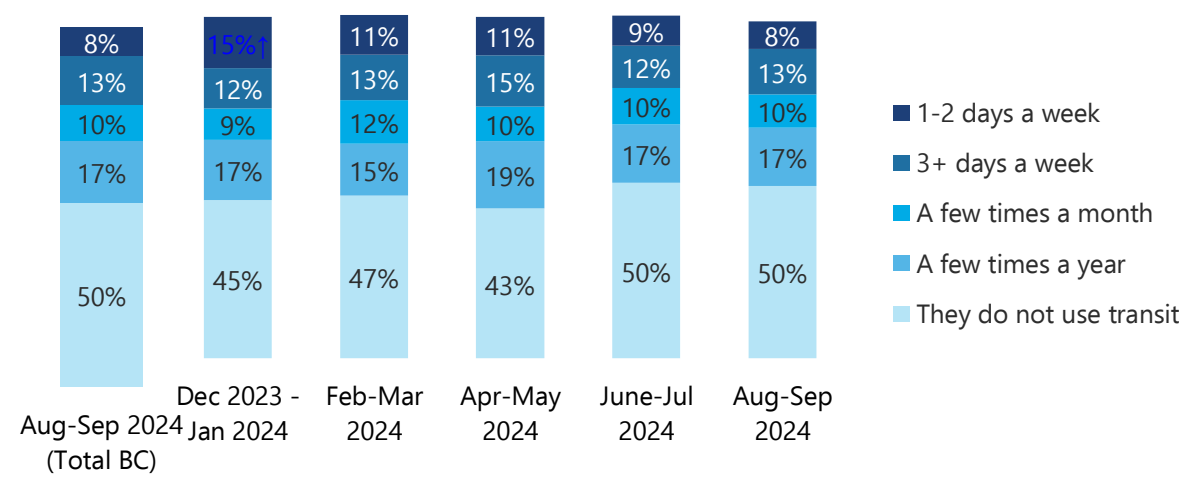


Trends

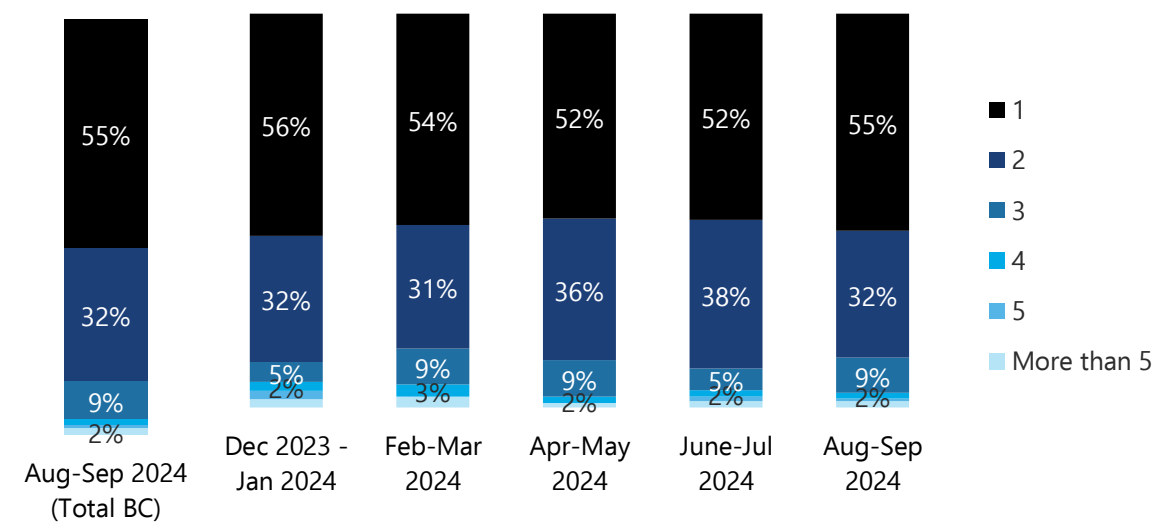
Taking Care of Children Aged 12 and Under



Frequency of Riding the Bus by Children 12 and Under



Number of Children Aged 12 and Under

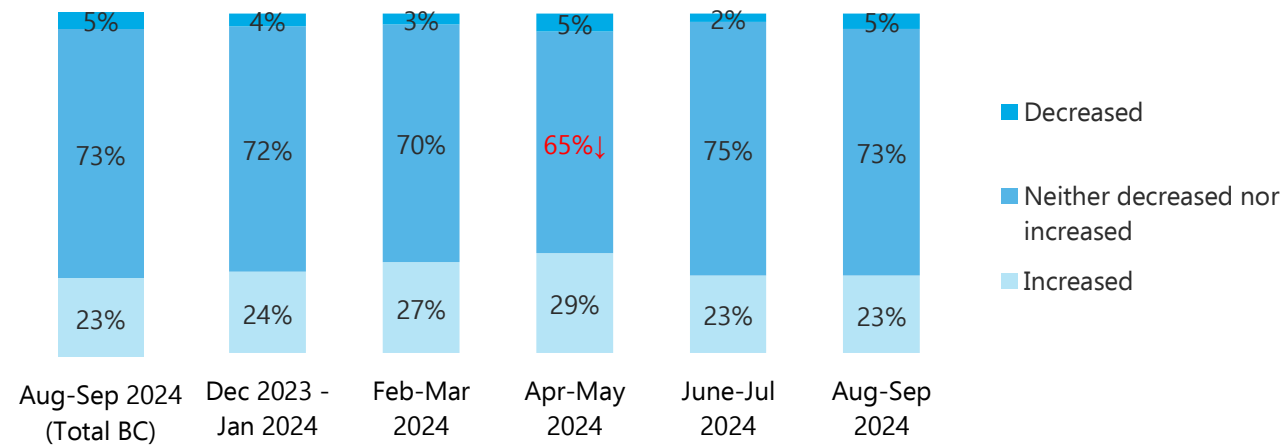


Choose the region:

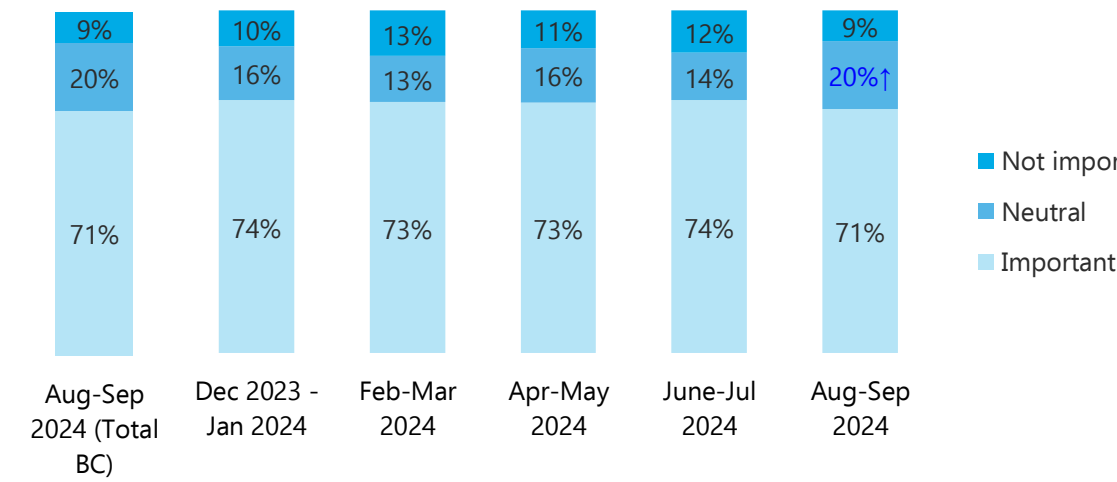
(All)

Trends

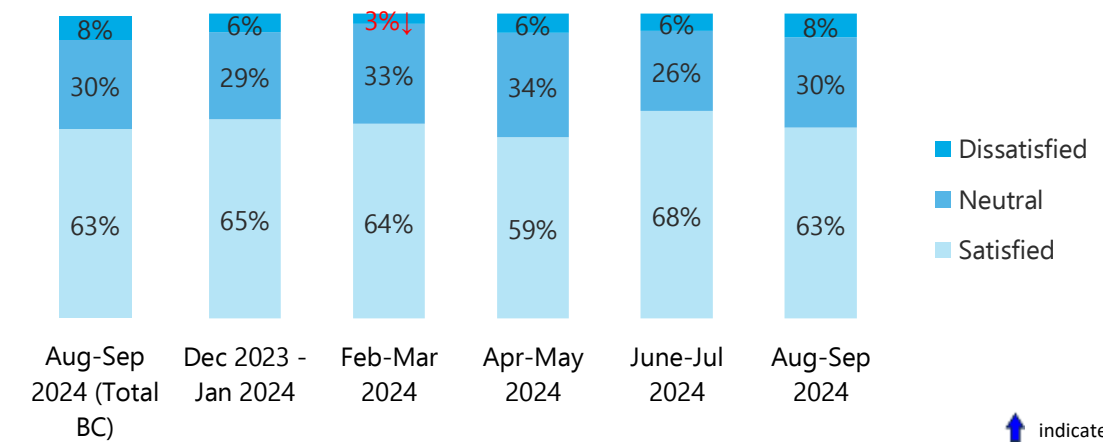
Impact of Free Transit on Transit Usage for Children 12 and Under



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

	Dec 2023 - Jan 2024	Feb-Mar 2024	Apr-May 2024	June-Jul 2024	Aug-Sep 2024	Aug-Sep 2024 (Total BC)
No, I felt safe throughout the trip	69%	74%	75%	76%	74%	74%
Yes, I felt unsafe while travelling to my first stop	8%	5%	6%	4%	6%	6%
Yes, I felt unsafe while waiting to board my first transit vehicle	11%	10%	10%	11%	11%	11%
Yes, I felt unsafe while on-board	8%	7%	7%	5%	9%	9%
Yes, I felt unsafe during a transfer	5%	4%	4%	3%	4%	4%
Yes, I felt unsafe when exiting	4%	4%	3%	4%	5%	5%
Yes, I felt unsafe while travelling to my final destination	4%	3%	4%	3%	4%	4%
Don't know/not sure	4%	4%	4%	4%	4%	4%

NPS Score of Transit

	Dec 2023 - Jan 2024	Feb-Mar 2024	Apr-May 2024	June-Jul 2024	Aug-Sep 2024	Aug-Sep 2024 (Total BC)
Detractors	49%	49%	50%	46%	49%	49%
Passive	17%	14%	14%	13%	12%	12%
Promoters	34%	38%	36%	41%	39%	39%
NPS Score	-15.2	-10.8	-14.8	-4.8	-9.2	-9.2

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

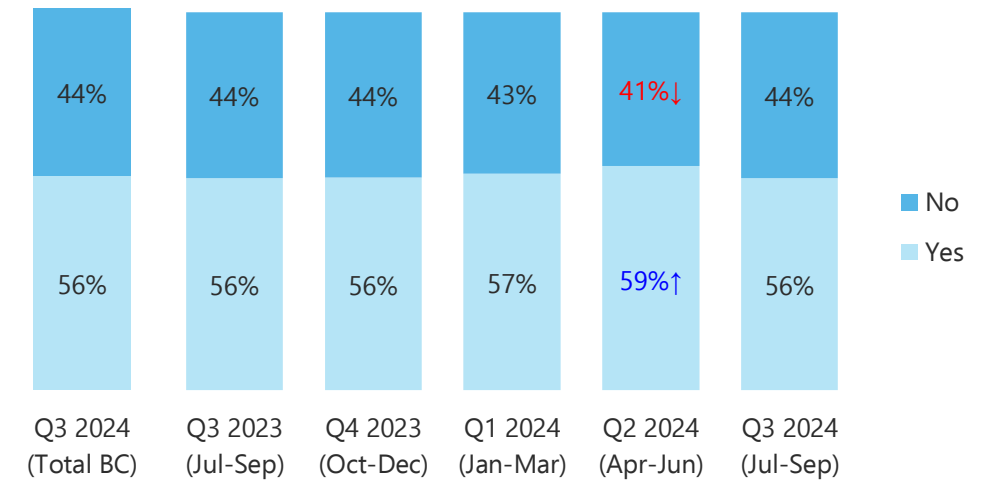
Green highlighted cells indicates significantly higher results compared to other regions.
 Red highlighted cells indicates significantly lower results compared to other regions.

Quarterly Reporting Regions

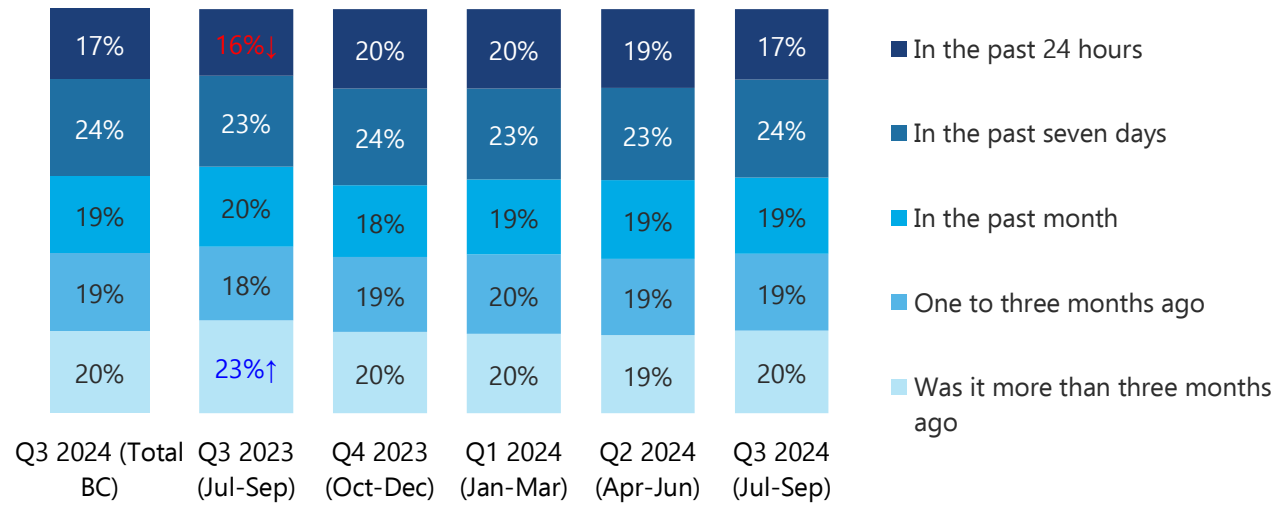
Responsibility for Local Transit System

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

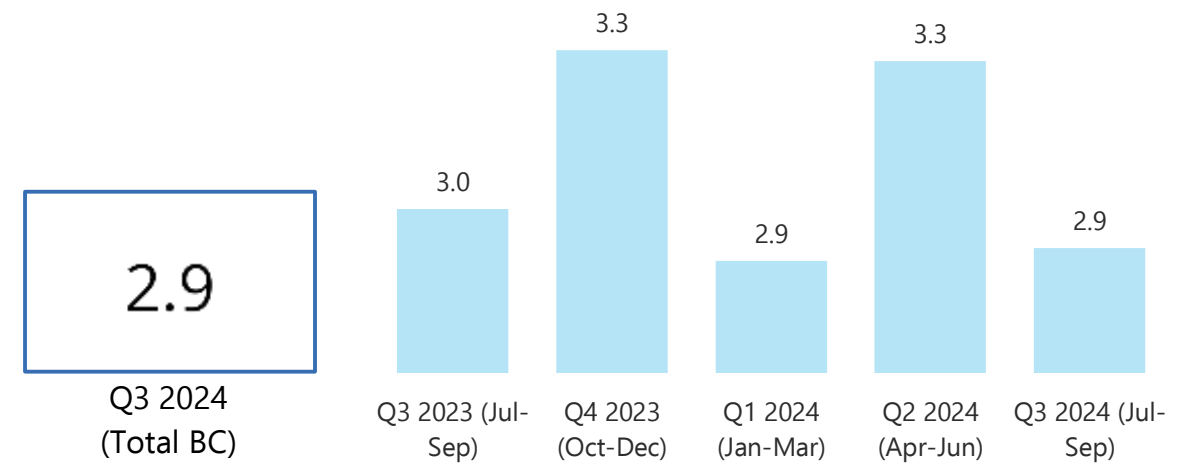
Past Year Local Transit use



Most Recent Local Transit Use



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

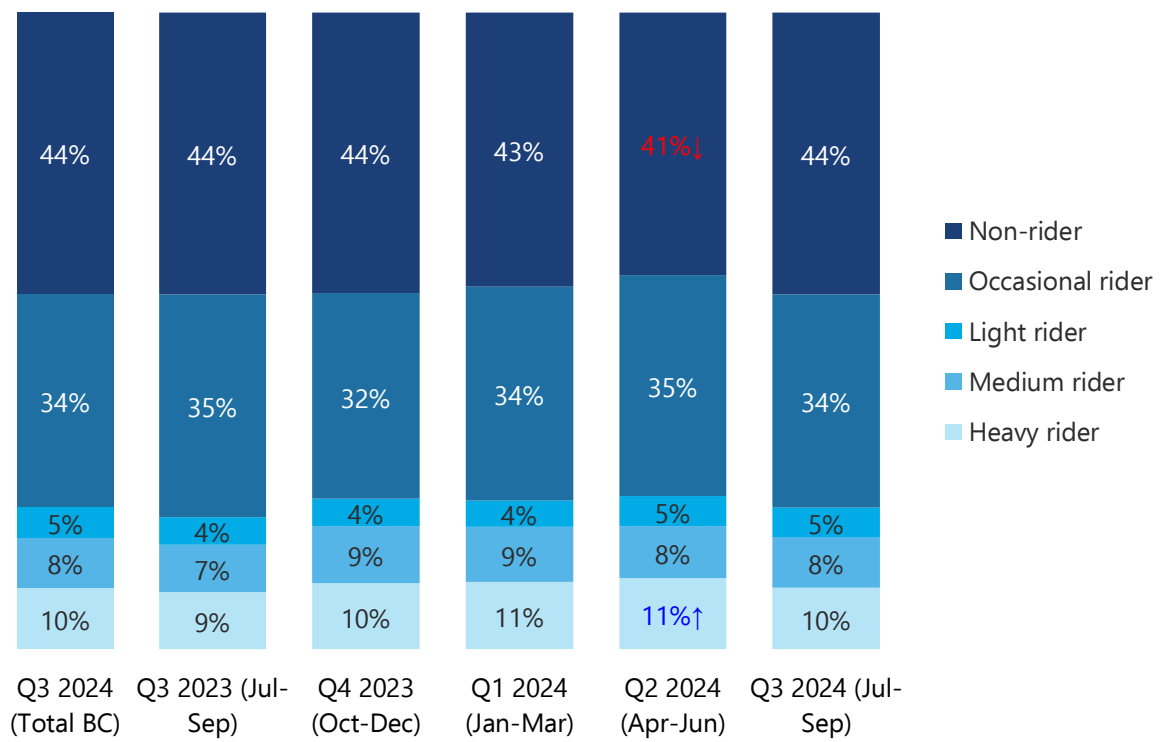


Choose the region:

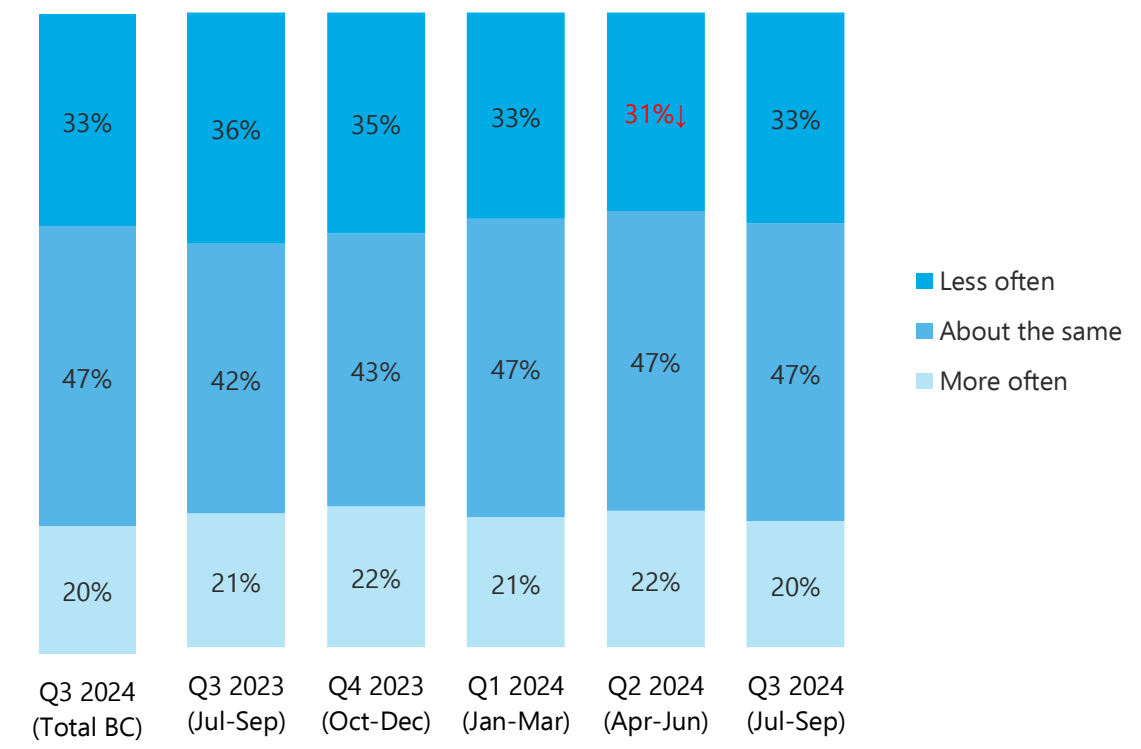
(All)

Trends

Rider Usage Group



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



Modes of Transportation Used More Often

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

Modes of Transportation Used Less Often

	Q3 2023 (Jul-Sep)	Q4 2023 (Oct-Dec)	Q1 2024 (Jan-Mar)	Q2 2024 (Apr-Jun)	Q3 2024 (Jul-Sep)	Q3 2024 (Total BC)
Drive alone (car/truck)	47%	59%	51%	60%	54%	54%
Carpool or share a ride as driver	16%	21%	19%	14%	12%	12%
Carpool or share a ride as passenger	22%	23%	24%	20%	14%	14%
Taxi	41%	32%	36%	37%	39%	39%
Bicycle	19%	15%	11%	14%	13%	13%
Motorcycle/moped/scooter	6%	5%	10%	6%	3%	3%
Walking/rollerblading/skateboarding/jogging	26%	26%	24%	27%	30%	30%
Ride share (e.g. Uber, Lyft, etc.)	16%	18%	22%	23%	19%	19%
Other	3%	2%	3%	2%	2%	2%
Don't know	3%	2%	2%	2%	2%	2%

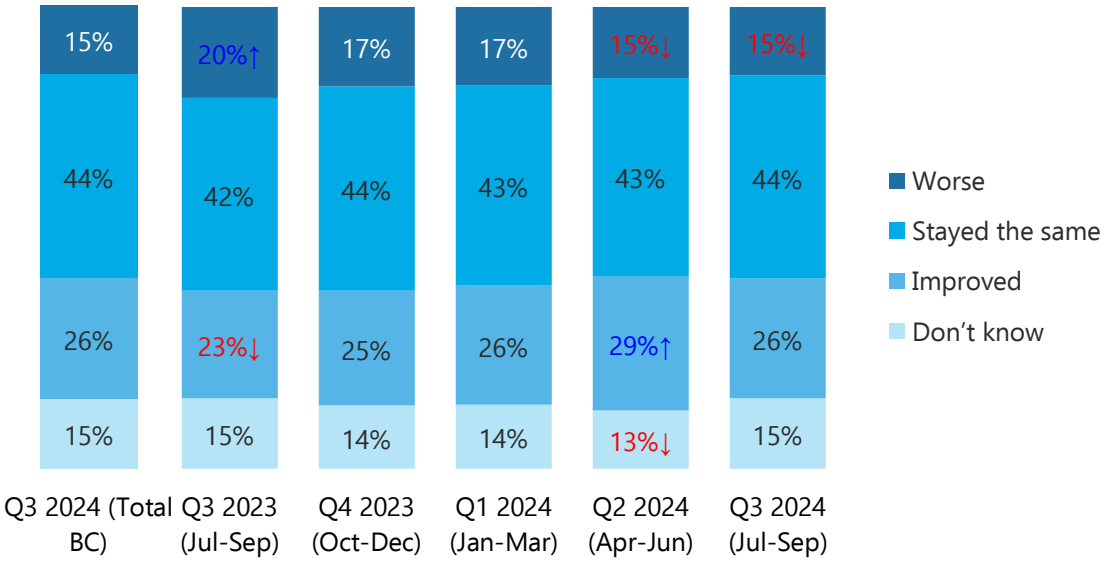
Choose the region:

(All)

Trends

	Q3 2023 (Jul-Sep)	Q4 2023 (Oct-Dec)	Q1 2024 (Jan-Mar)	Q2 2024 (Apr-Jun)	Q3 2024 (Jul-Sep)	Q3 2024 (Total BC)
Fare prices are reasonable	44%	48%	50%	51%	51%	51%
Bus drivers are courteous	61%	62%	63%	63%	62%	62%
Frequency of scheduled service	31%	37%	39%	40%	39%	39%
Buses run on time/on schedule	43%	46%	49%	48%	50%	50%
Buses are clean/well-maintained	54%	54%	56%	55%	57%	57%
Availability and accuracy of schedule information	43%	48%	51%	50%	51%	51%
Buses not being overcrowded	45%	46%	48%	47%	48%	48%
Buses have a direct route	37%	41%	42%	42%	42%	42%
Bus fare payment options are convenient and easy to use	43%	49%	51%	54%	54%	54%
Buses have good connections with reasonable wait times	31%	34%	38%	38%	39%	39%
Bus stops have enough amenities such as shelters, benches, information and trash cans	33%	31%	33%	34%	34%	34%
Bus stops are clean and well maintained	40%	42%	41%	41%	42%	42%
Trip duration, that is the time from when you boarded to the time you got off the bus	41%	44%	44%	45%	44%	44%
Sense of safety and security	44%	46%	49%	49%	48%	48%
Overall	43%	43%	47%	49%	47%	47%

Past Year Change in Local Bus System

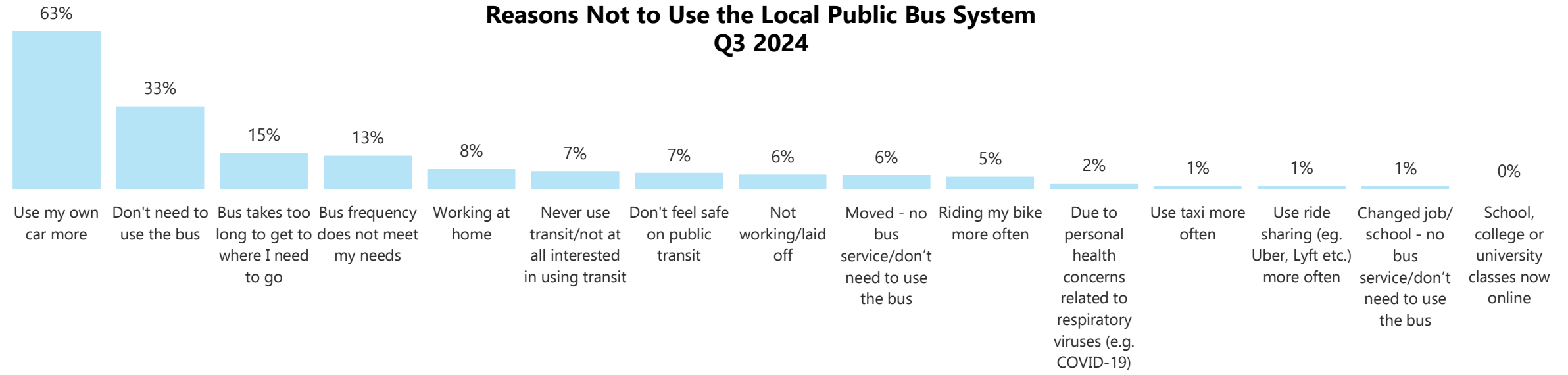


Choose the region:

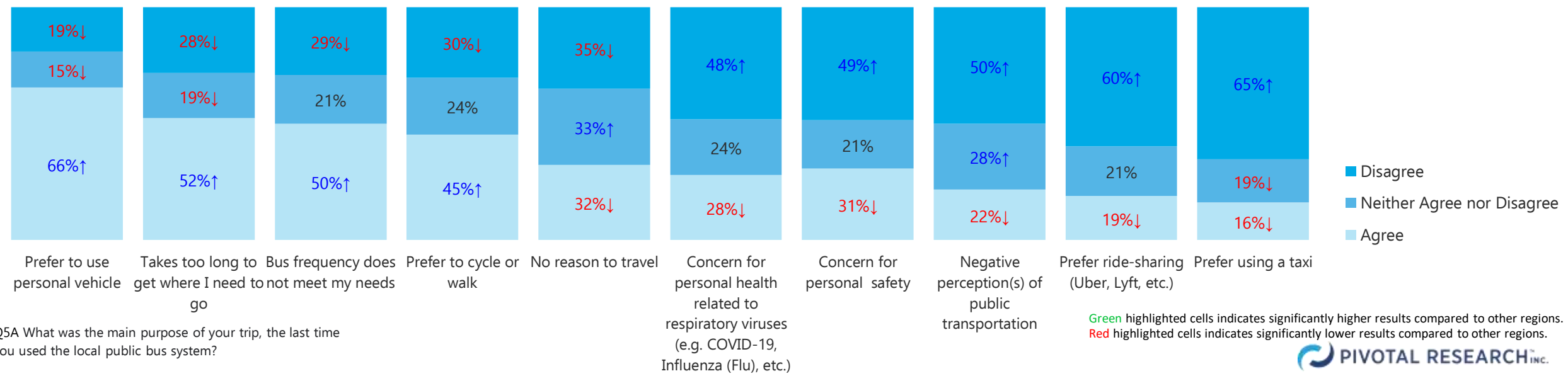
(All)

Trends

Reasons Not to Use the Local Public Bus System Q3 2024



Likelihood of Reasons to not use Public Transportation

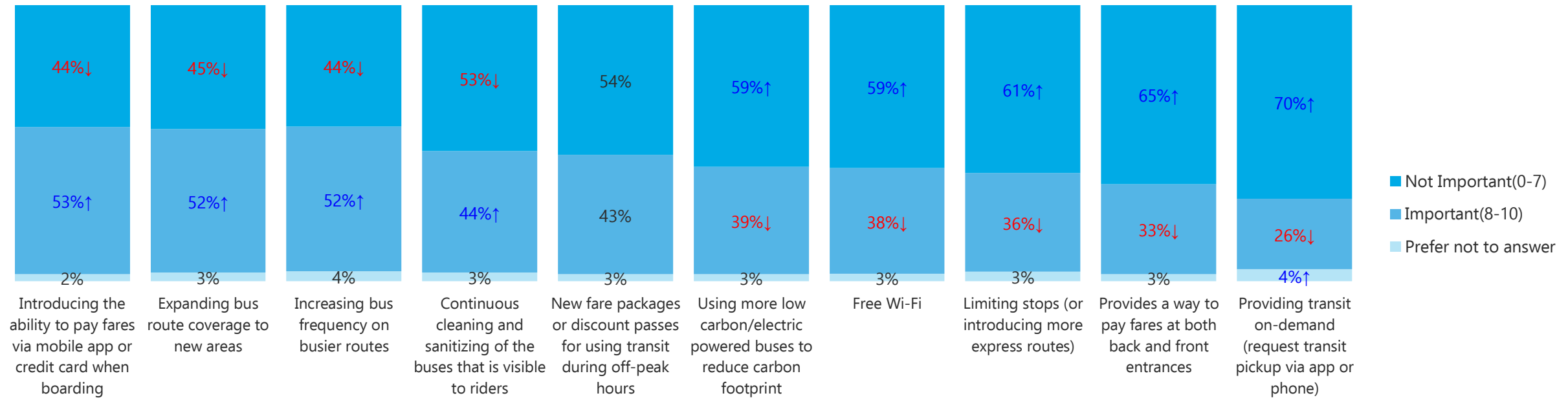


Choose the region:

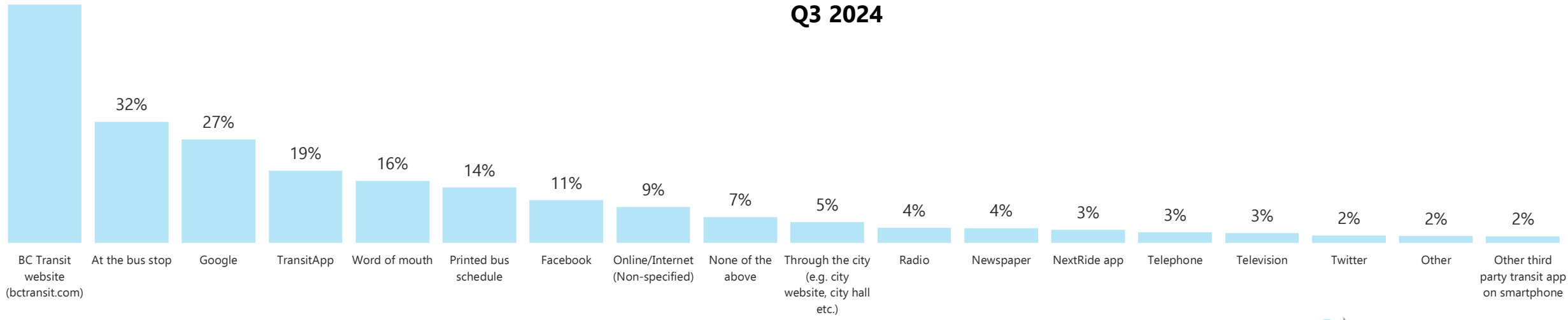
(All)

Trends

Key Improvements to Encourage Use of Transit Q3 2024

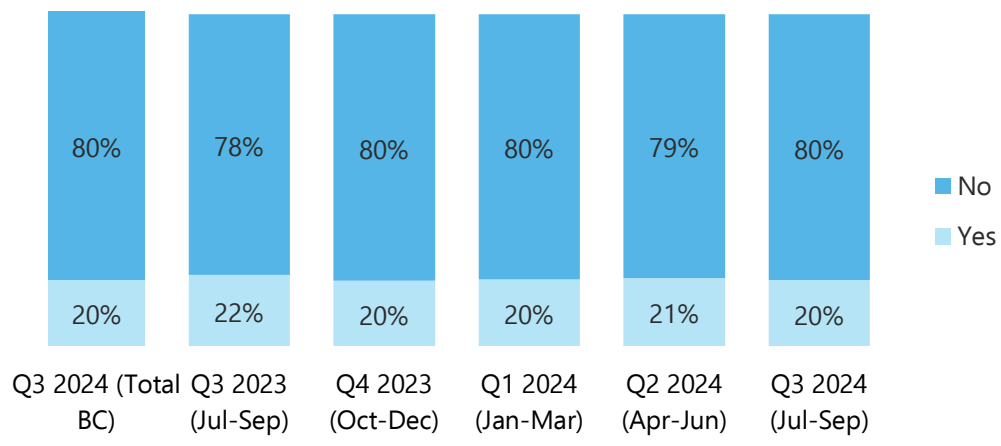


Sources of Transit Information Q3 2024

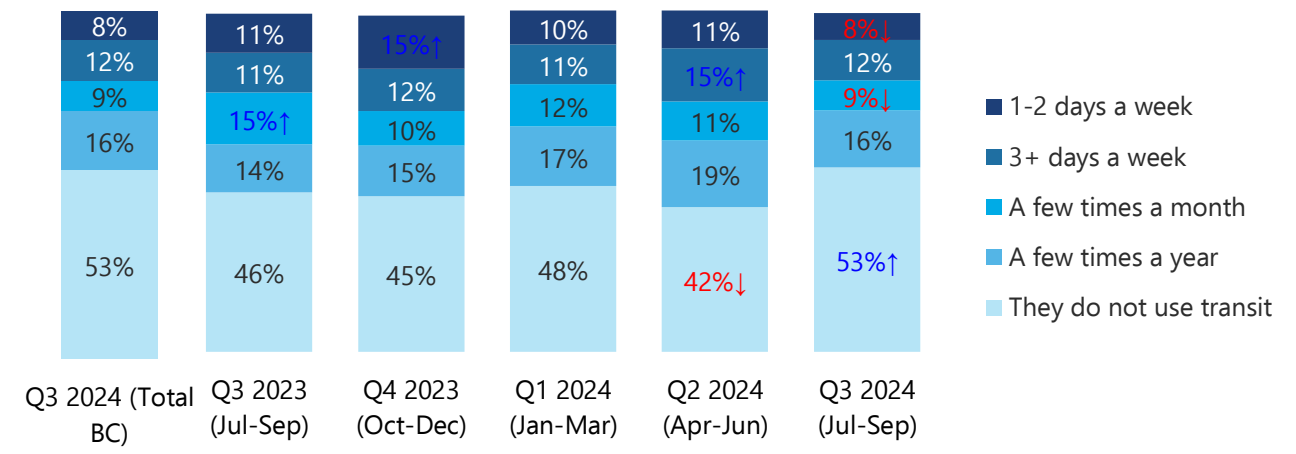


Trends

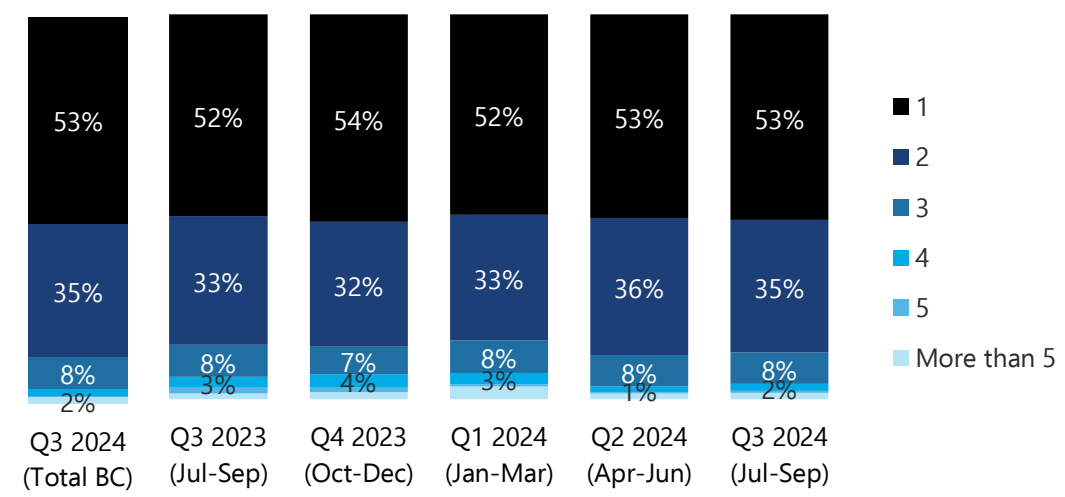
Taking Care of Children Aged 12 and Under



Frequency of Riding the Bus by Children 12 and Under



Number of Children Aged 12 and Under

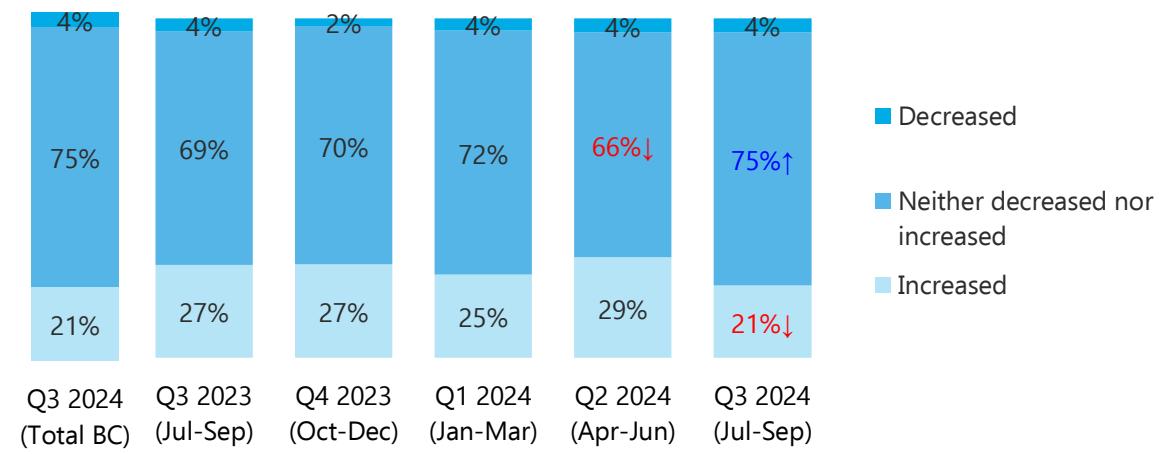


Choose the region:

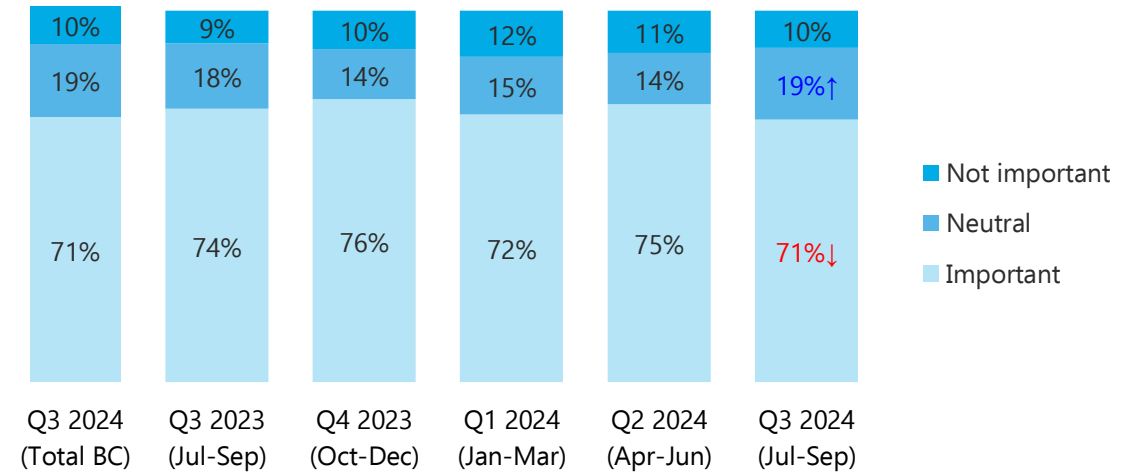
(All)

Trends

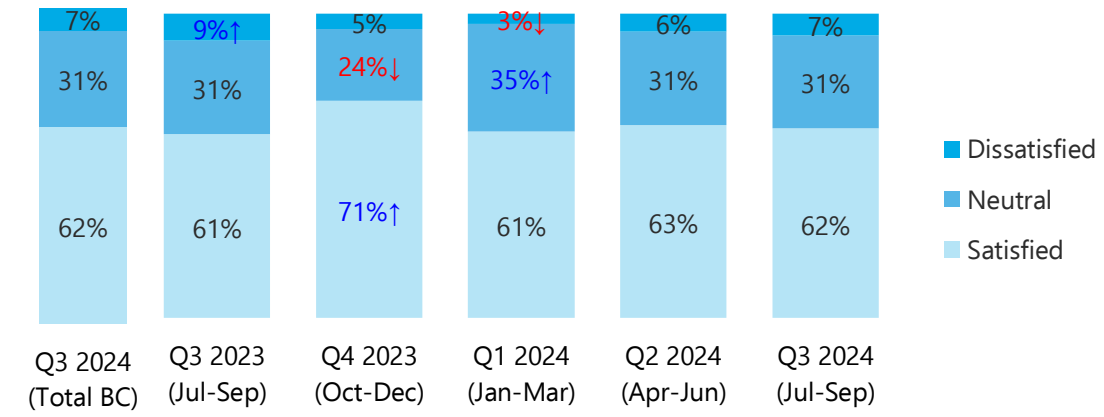
Impact of Free Transit on Transit Usage for Children 12 and Under



Importance of Free Transit for Children 12 and Under

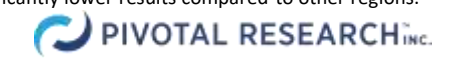


Satisfaction of Free Transit for Children 12 and Under



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

NPS Score of Transit

	Q3 2023 (Jul-Sep)	Q4 2023 (Oct-Dec)	Q1 2024 (Jan-Mar)	Q2 2024 (Apr-Jun)	Q3 2024 (Jul-Sep)	Q3 2024 (Total BC)
No, I felt safe throughout the trip	72%	69%	73%	77%	74%	74%
Yes, I felt unsafe while travelling to my first stop	7%	7%	5%	5%	5%	5%
Yes, I felt unsafe while waiting to board my first transit vehicle	11%	13%	10%	10%	11%	11%
Yes, I felt unsafe while on-board	8%	9%	8%	6%	8%	8%
Yes, I felt unsafe during a transfer	5%	6%	4%	4%	4%	4%
Yes, I felt unsafe when exiting	4%	5%	4%	4%	4%	4%
Yes, I felt unsafe while travelling to my final destination	4%	4%	3%	4%	4%	4%
Don't know/not sure	4%	5%	4%	3%	5%	5%

	Q3 2023 (Jul-Sep)	Q4 2023 (Oct-Dec)	Q1 2024 (Jan-Mar)	Q2 2024 (Apr-Jun)	Q3 2024 (Jul-Sep)	Q3 2024 (Total BC)
Detractors	52%	51%	50%	49%	48%	48%
Passive	13%	15%	14%	14%	12%	12%
Promoters	35%	33%	36%	37%	40%	40%
NPS Score	-17.4	-18.0	-13.5	-12.4	-7.7	-7.7

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.