



**Customer Satisfaction
Tracking Report**
(October 2024 – December 2024)



Overall Report

Responsibility for Local Transit System

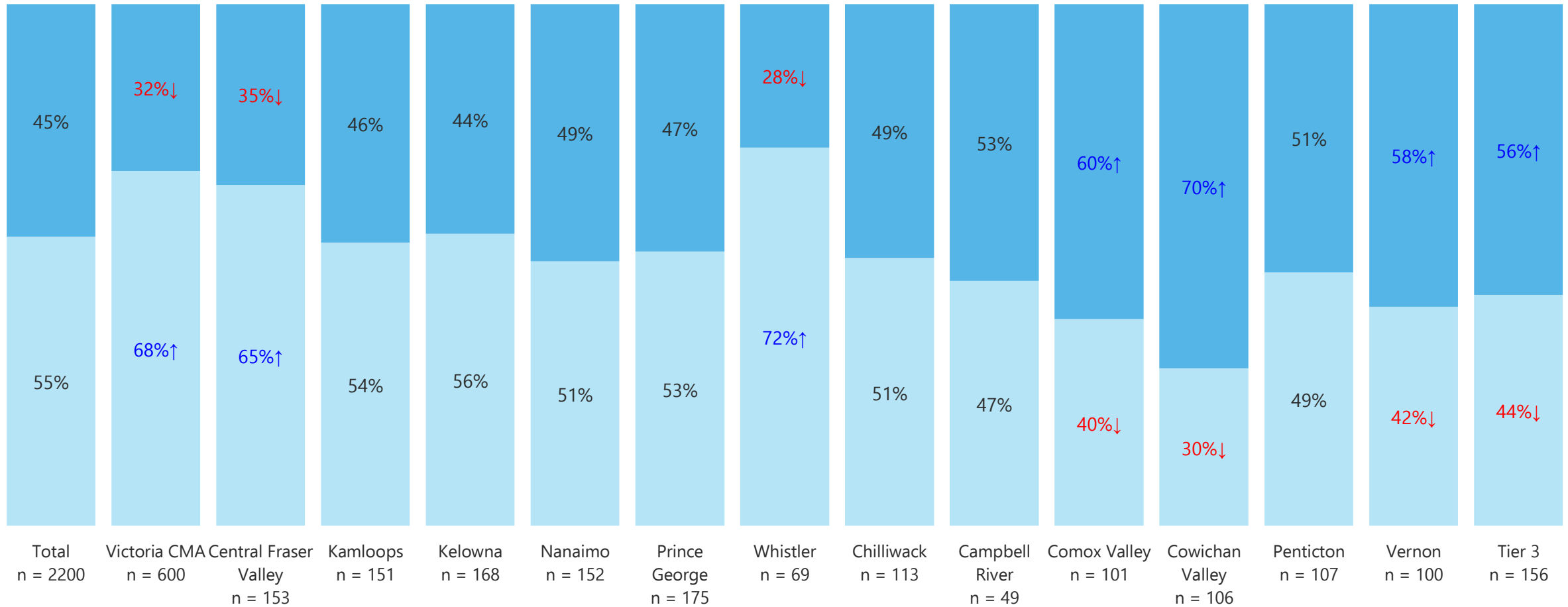
Current Reporting Quarter: Q4 2024 (OCT - DEC)

	Total n = 2215	Victoria CMA n = 603	Central Fraser Valley n = 155	Kamloops n = 152	Kelowna n = 168	Nanaimo n = 154	Prince George n = 175	Whistler n = 70	Chilliwack n = 115	Campbell River n = 49	Comox Valley n = 101	Cowichan Valley n = 106	Penticton n = 107	Vernon n = 100	Tier 3 n = 160
BC Transit	81%	92%	70%	74%	76%	84%	81%	74%	77%	59%	88%	85%	79%	79%	69%
Local/municipal government	25%	22%	27%	24%	24%	25%	33%	30%	19%	24%	22%	25%	31%	28%	29%
TransLink	12%	6%	29%	17%	16%	14%	13%	19%	23%	8%	8%	8%	7%	15%	6%
Other	2%	1%	3%	1%	1%	3%	2%	4%	2%	4%	1%	0%	0%	2%	4%
Don't know	5%	2%	6%	9%	4%	6%	6%	7%	4%	16%	8%	1%	5%	7%	11%

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

Past Year Local Transit Use

Current Reporting Quarter: Q4 2024 (OCT - DEC)



Yes No

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

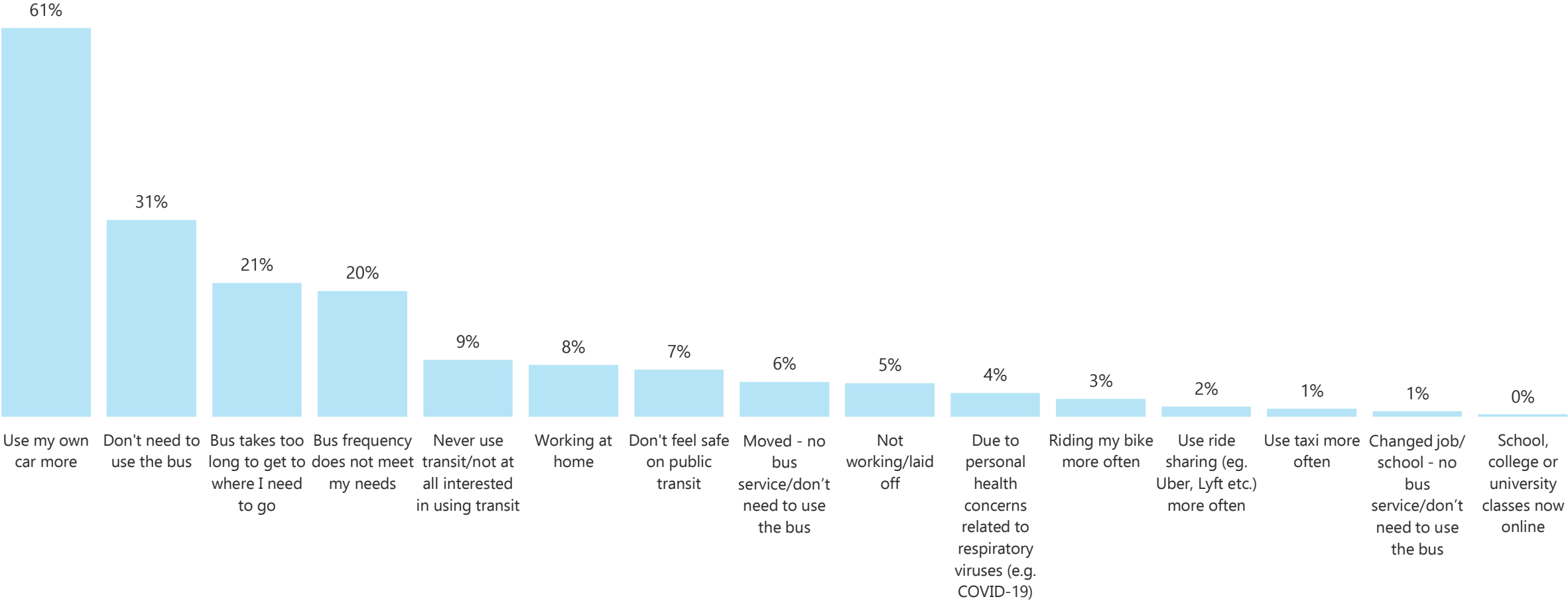


Q3 Have you used the local public bus system within the last year?

*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: Q4 2024 (OCT - DEC)

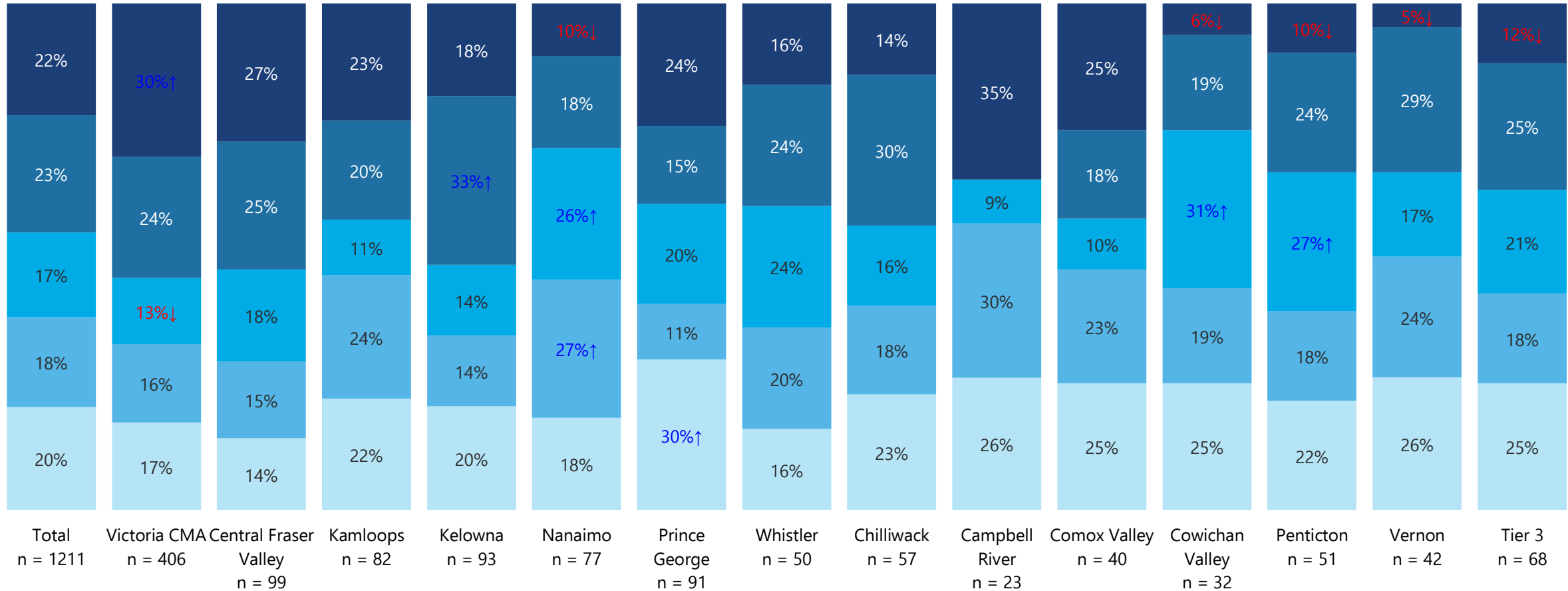


base n= 981

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

Most Recent Local Transit Use

Current Reporting Quarter: Q4 2024 (OCT - DEC)



■ 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.

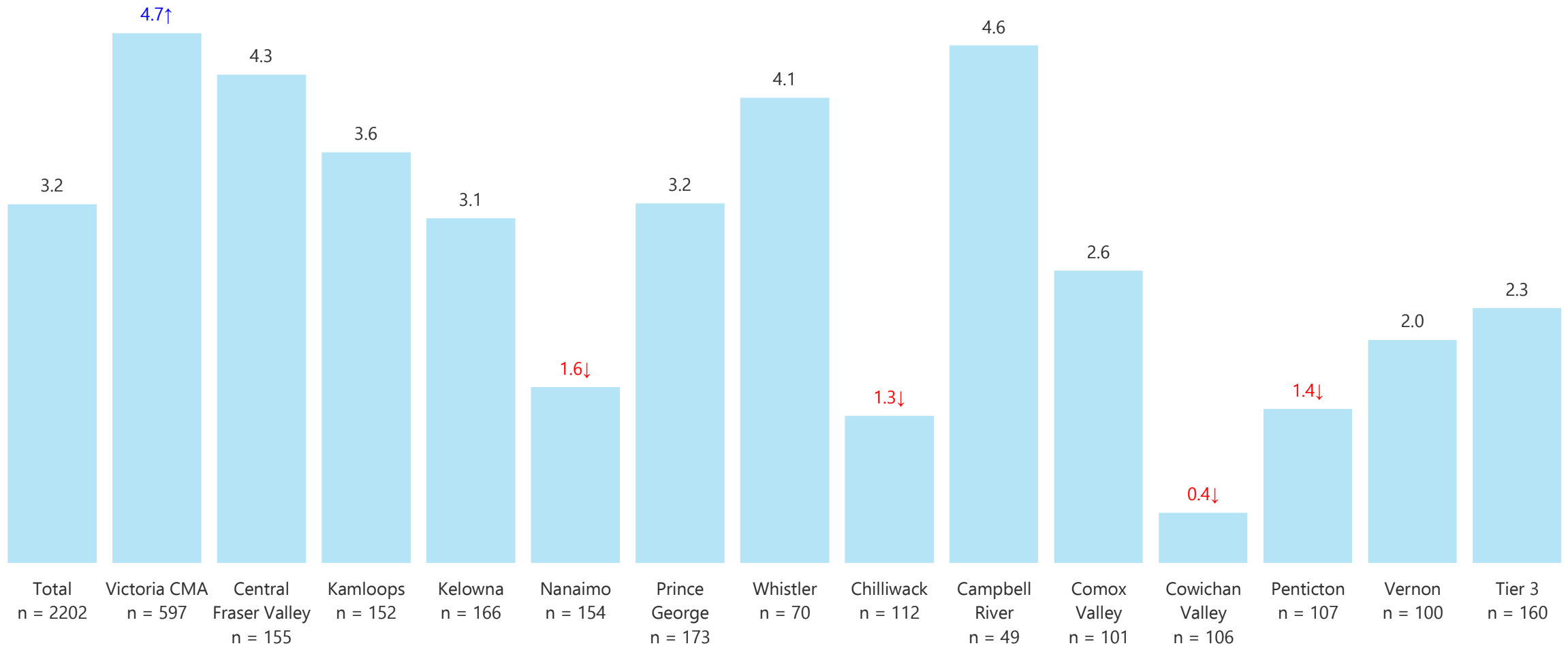


Q4 When did you last use the public bus system?

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

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

Current Reporting Quarter: Q4 2024 (OCT - DEC)



↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

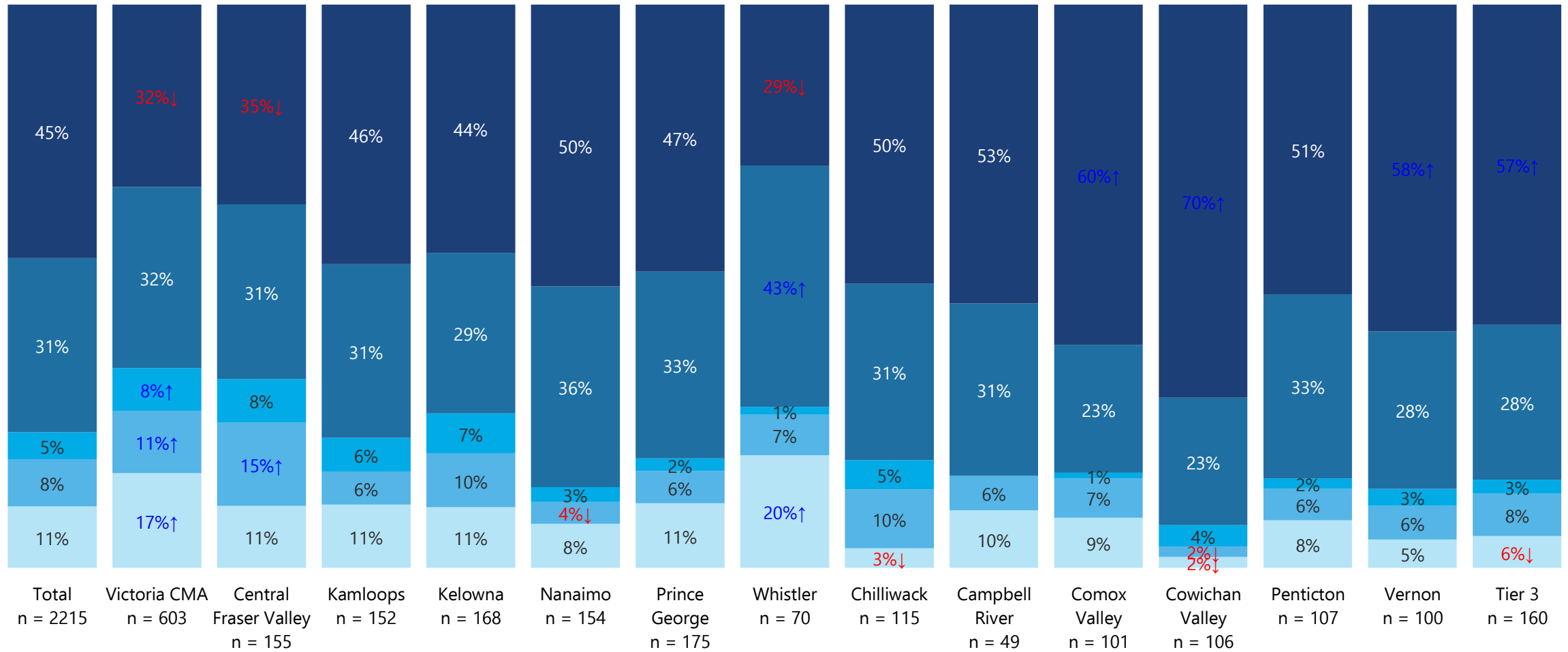


Q5 How many one-way trips did you make on public transit in the past seven days?

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

Rider Usage Group

Current Reporting Quarter: Q4 2024 (OCT - DEC)



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

↑ indicates significantly higher results compared to other regions;

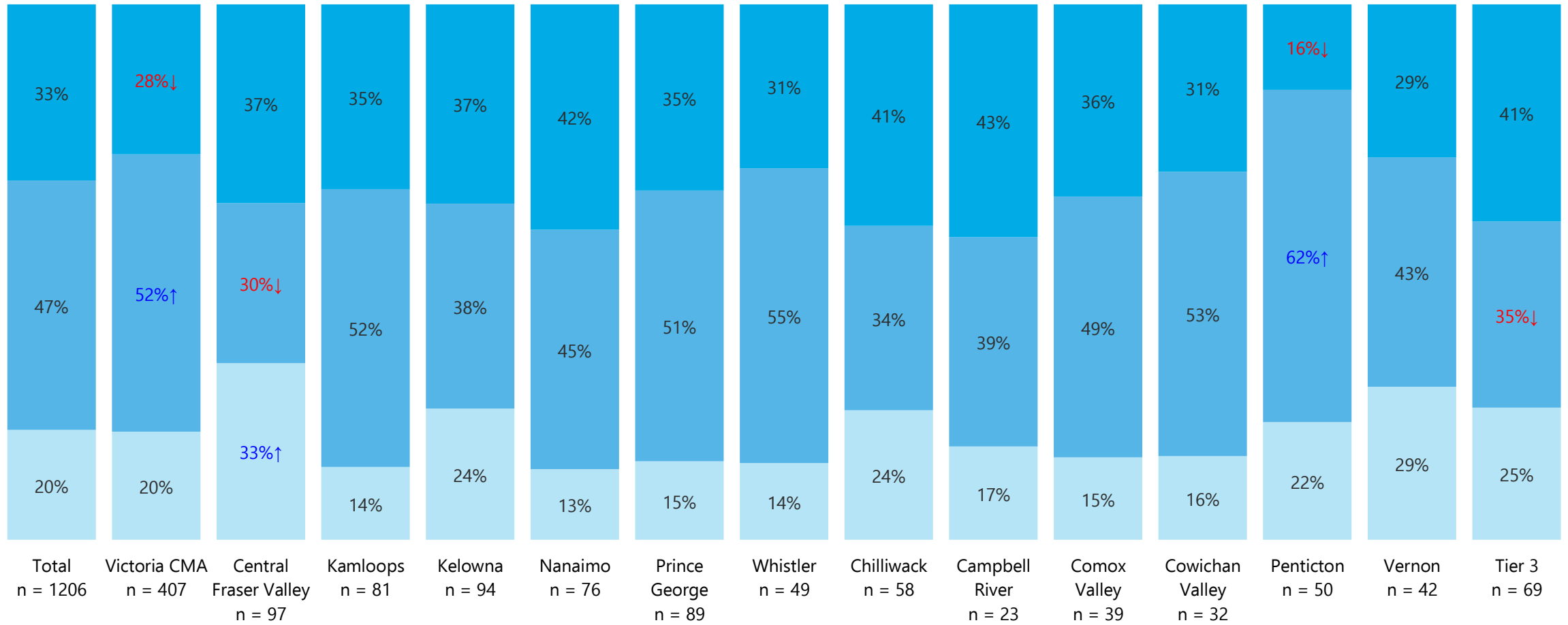
↓ indicates significantly lower results compared to other regions.



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: Q4 2024 (OCT - DEC)



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: Q4 2024 (OCT - DEC)

	Total n = 397	Victoria CMA n = 114	Central Fraser Valley n = 36	Kamloops n = 28	Kelowna n = 35	Nanaimo n = 32	Prince George n = 31	Whistler n = 15	Chilliwack n = 24	Campbell River n = 10	Comox Valley n = 14	Cowichan Valley n = 10	Penticton n = 8	Vernon n = 12	Tier 3 n = 28
Drive alone (car/truck)	55%	47%	53%	75%	49%	53%	68%	60%	71%	20%	57%	60%	63%	42%	68%
Carpool or share a ride as driver	12%	15%	8%	7%	3%	13%	13%	20%	13%	30%	0%	20%	13%	17%	4%
Carpool or share a ride as passenger	19%	26%	19%	7%	17%	25%	13%	27%	17%	10%	7%	20%	0%	33%	14%
Taxi	12%	15%	3%	4%	23%	16%	6%	20%	8%	20%	7%	0%	13%	17%	7%
Bicycle	14%	16%	8%	11%	23%	19%	6%	33%	4%	20%	21%	10%	0%	8%	14%
Motorcycle/moped/scooter	5%	5%	8%	0%	11%	3%	0%	0%	4%	10%	14%	0%	13%	0%	4%
Walking/rollerblading/skateboarding/jogging	29%	42%	28%	18%	14%	34%	19%	40%	25%	10%	21%	30%	25%	50%	18%
Ride share (e.g. Uber, Lyft, etc.)	10%	9%	19%	7%	14%	13%	6%	13%	8%	0%	0%	0%	0%	17%	11%
Other	6%	5%	6%	7%	14%	3%	3%	13%	0%	10%	7%	10%	13%	0%	4%
Don't know	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

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

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

Modes of Transportation Now Used (Less often)

Current Reporting Quarter: Q4 2024 (OCT - DEC)

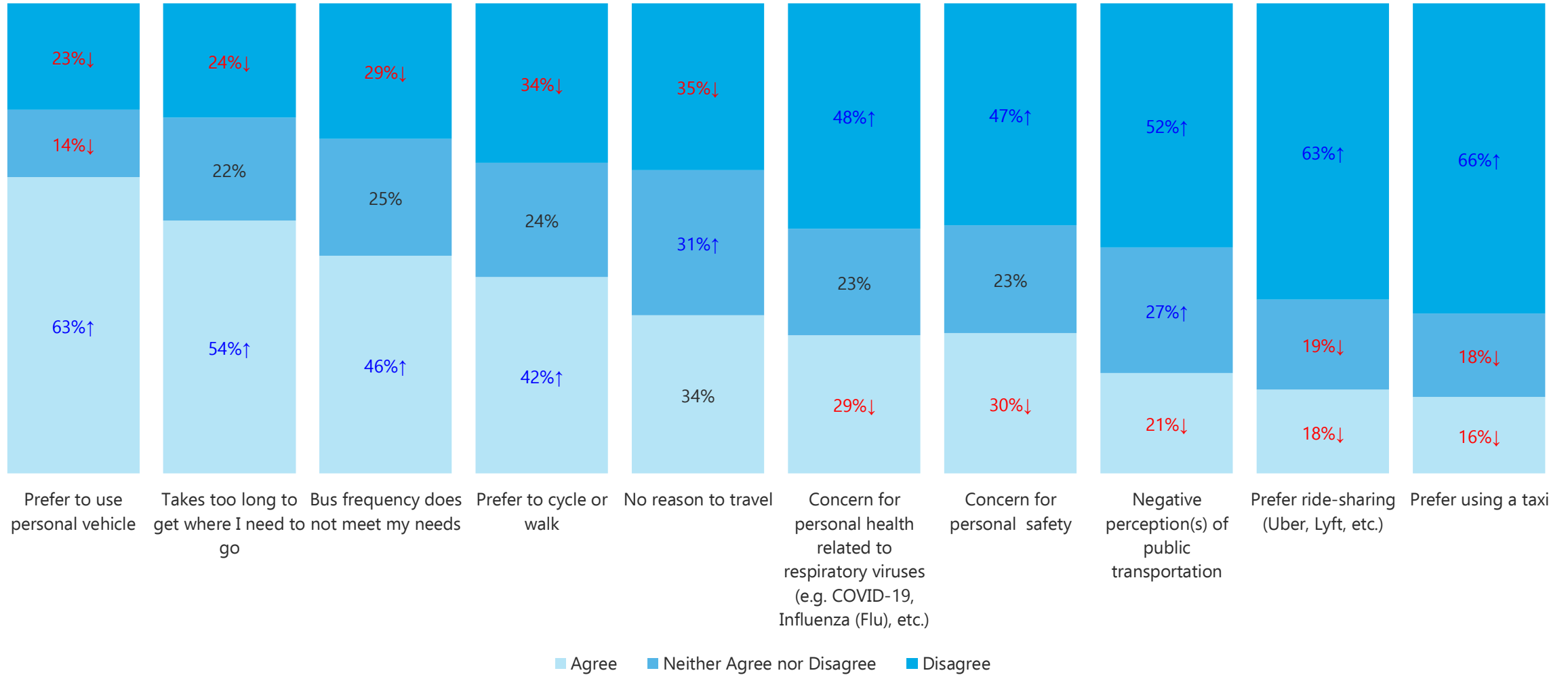
	Total n = 247	Victoria CMA n = 82	Central Fraser Valley n = 32	Kamloops n = 11	Kelowna n = 23	Nanaimo n = 10	Prince George n = 13	Whistler n = 7	Chilliwack n = 14	Campbell River n = 4	Comox Valley n = 6	Cowichan Valley n = 5	Penticton n = 11	Vernon n = 12	Tier 3 n = 17
Drive car/truck alone	53%	48%	63%	64%	61%	60%	31%	43%	29%	25%	50%	80%	73%	58%	71%
Carpool or share a ride as driver	17%	11%	13%	36%	30%	20%	15%	29%	14%	50%	33%	20%	9%	0%	24%
Carpool or share a ride as passenger	21%	15%	28%	18%	30%	30%	38%	14%	21%	25%	50%	0%	9%	8%	24%
Taxi	35%	28%	47%	36%	22%	40%	62%	14%	43%	50%	83%	20%	36%	8%	41%
Bicycle	15%	15%	19%	9%	4%	10%	0%	43%	21%	50%	33%	20%	9%	33%	6%
Motorcycle/moped/scooter	6%	4%	6%	18%	9%	0%	8%	14%	0%	25%	17%	0%	0%	0%	6%
Walking/rollerblading/skateboarding/jogging	29%	33%	22%	18%	26%	30%	15%	29%	29%	50%	17%	20%	45%	50%	24%
Ride share (e.g. Uber, Lyft, etc.)	20%	13%	31%	27%	35%	0%	23%	29%	14%	50%	33%	0%	0%	8%	35%
Other	2%	4%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	9%	0%	0%
Don't know	3%	6%	0%	0%	0%	0%	0%	0%	7%	0%	0%	0%	0%	0%	6%

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: Q4 2024 (OCT - DEC)



base n= 972

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

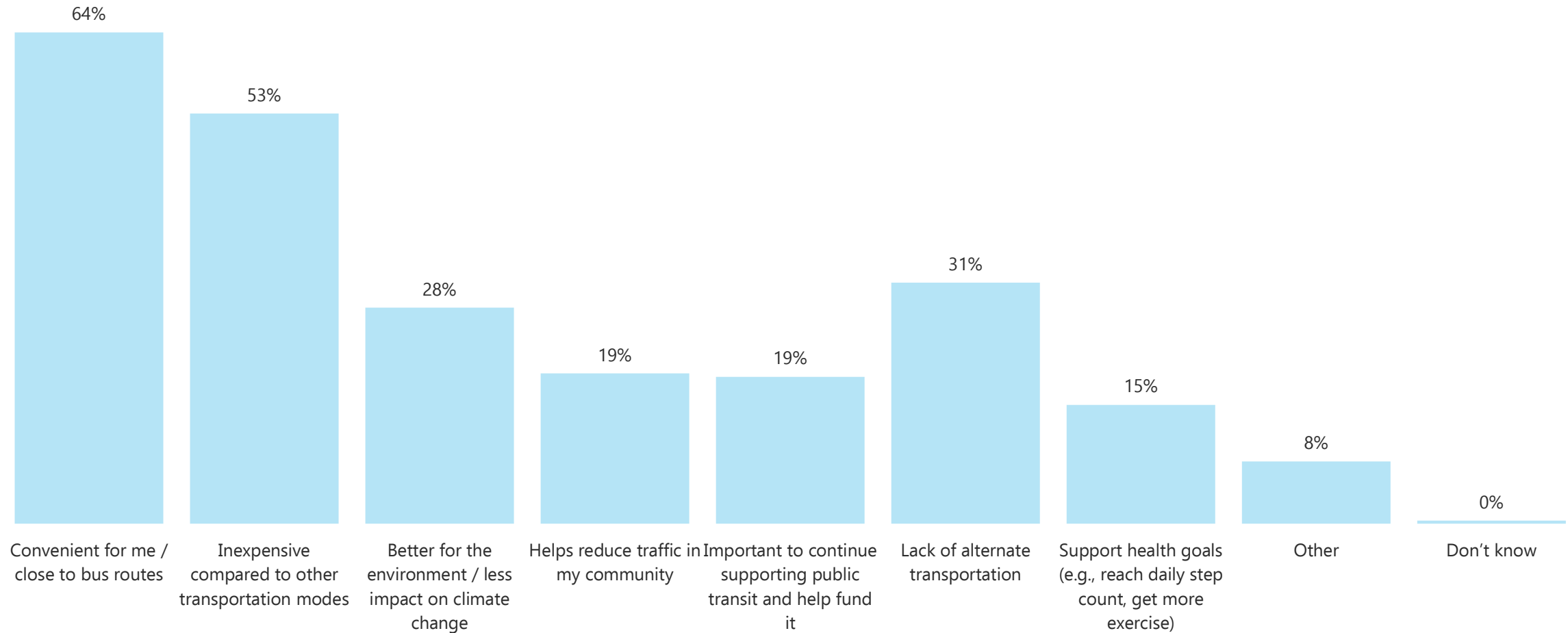
↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.



Reasons to use Local Transit More Often

Current Reporting Quarter: Q4 2024 (OCT - DEC)

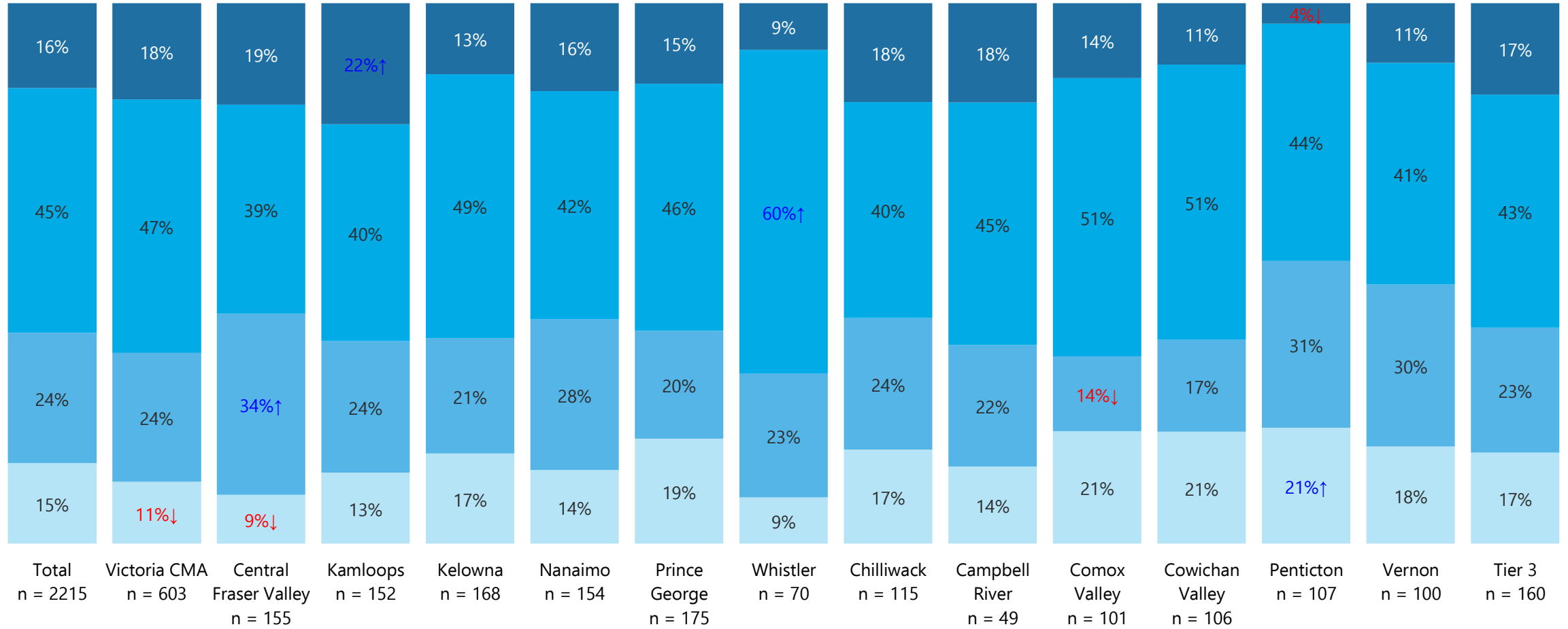


base n= 247

Q6D Why are you using local transit more often?

Past Year Change in Local Bus System

Current Reporting Quarter: Q4 2024 (OCT - DEC)



■ 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: Q4 2024 (OCT - DEC)

	Total n = 2215	Victoria CMA n = 603	Central Fraser Valley n = 155	Kamloops n = 152	Kelowna n = 168	Nanaimo n = 154	Prince George n = 175	Whistler n = 70	Chilliwack n = 115	Campbell River n = 49	Comox Valley n = 101	Cowichan Valley n = 106	Penticton n = 107	Vernon n = 100	Tier 3 n = 160
Fare prices are reasonable	50%	50%	52%	49%	48%	45%	42%	56%	52%	43%	45%	46%	64%	51%	54%
Bus drivers are courteous	60%	66%	58%	53%	50%	65%	53%	61%	48%	57%	61%	68%	69%	59%	56%
Frequency of scheduled service	35%	40%	36%	35%	30%	29%	32%	29%	30%	43%	22%	23%	57%	35%	40%
Buses run on time/on schedule	47%	45%	44%	39%	40%	51%	53%	41%	36%	45%	40%	50%	70%	54%	54%
Buses are clean/well-maintained	54%	59%	51%	47%	49%	52%	49%	56%	42%	63%	57%	58%	67%	51%	54%
Availability and accuracy of schedule information	47%	49%	50%	43%	41%	47%	50%	51%	34%	51%	38%	46%	61%	56%	44%
Buses not being overcrowded	47%	35%	50%	45%	42%	48%	57%	41%	37%	57%	53%	62%	72%	52%	57%
Buses have a direct route	38%	40%	42%	34%	33%	30%	35%	43%	33%	51%	35%	30%	59%	33%	44%
Bus fare payment options are convenient and easy to use	51%	56%	50%	47%	48%	45%	44%	47%	45%	55%	53%	47%	62%	46%	52%
Buses have good connections with reasonable wait times	34%	38%	34%	32%	27%	26%	35%	34%	23%	41%	25%	22%	52%	37%	38%
Bus stops have enough amenities such as shelters, benches, information and trash cans	32%	39%	36%	34%	30%	23%	26%	37%	17%	51%	23%	19%	36%	29%	36%
Bus stops are clean and well maintained	40%	44%	39%	42%	38%	31%	30%	50%	25%	53%	32%	38%	54%	32%	48%
Trip duration, that is the time from when you boarded to the time you got off the bus	41%	44%	44%	32%	36%	32%	35%	44%	34%	49%	37%	33%	57%	42%	48%
Sense of safety and security	45%	47%	46%	41%	35%	37%	42%	54%	37%	53%	47%	52%	55%	42%	54%
Overall	44%	49%	48%	44%	35%	39%	38%	60%	36%	51%	38%	29%	64%	49%	41%

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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: Q4 2024 (OCT - DEC)

	Age					Gender		Riders		
	Total n = 2215	19-24 n = 195	25-44 n = 800	45-64 n = 684	65+ n = 528	Male n = 868	Female n = 1321	Regular n = 534	Occasional rider n = 685	Non-rider n = 996
Fare prices are reasonable	50%	49%	49%	46%	56%	51%	49%	59%	56%	40%
Bus drivers are courteous	60%	49%	58%	60%	68%	62%	59%	68%	63%	54%
Frequency of scheduled service	35%	35%	32%	33%	44%	39%	33%	46%	38%	28%
Buses run on time/on schedule	47%	35%	44%	47%	55%	51%	45%	51%	52%	42%
Buses are clean/well-maintained	54%	38%	50%	58%	62%	61%	50%	64%	56%	47%
Availability and accuracy of schedule information	47%	41%	45%	47%	54%	52%	44%	53%	52%	42%
Buses not being overcrowded	47%	26%	42%	49%	60%	52%	44%	44%	48%	48%
Buses have a direct route	38%	47%	37%	35%	41%	40%	37%	52%	41%	29%
Bus fare payment options are convenient and easy to use	51%	45%	49%	50%	56%	53%	50%	62%	55%	42%
Buses have good connections with reasonable wait times	34%	30%	31%	32%	41%	37%	32%	45%	36%	26%
Bus stops have enough amenities such as shelters, benches, information and trash cans	32%	34%	30%	30%	37%	38%	28%	41%	35%	25%
Bus stops are clean and well maintained	40%	27%	36%	40%	48%	43%	38%	46%	39%	36%
Trip duration, that is the time from when you boarded to the time you got off the bus	41%	38%	38%	40%	46%	43%	39%	54%	43%	32%
Sense of safety and security	45%	34%	43%	44%	54%	53%	40%	57%	46%	39%
Overall	44%	41%	42%	43%	52%	50%	41%	55%	51%	34%

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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 (Mean Scores)

Current Reporting Quarter: Q4 2024 (OCT - DEC)

Average	Total n = 1895	Victoria CMA n = 547	Central Fraser Valley n = 135	Kamloops n = 138	Kelowna n = 141	Nanaimo n = 131	Prince George n = 150	Whistler n = 61	Chilliwack n = 91	Campbell River n = 39	Comox Valley n = 81	Cowichan Valley n = 86	Penticton n = 86	Vernon n = 81	Tier 3 n = 128
Fare prices are reasonable	3.51	3.46	3.47	3.48	3.42	3.43	3.42	3.47	3.43	3.49	3.57	3.47	3.99	3.62	3.69
Bus drivers are courteous	3.79	3.89	3.61	3.59	3.54	3.90	3.71	3.66	3.54	3.73	3.82	3.98	4.17	3.77	3.88
Frequency of scheduled service	3.12	3.24	3.01	3.11	2.97	2.89	3.06	3.01	3.01	3.37	2.84	2.86	3.61	3.25	3.23
Buses run on time/on schedule	3.40	3.35	3.22	3.13	3.14	3.50	3.55	3.33	3.14	3.33	3.21	3.58	4.10	3.57	3.71
Buses are clean/well-maintained	3.62	3.69	3.50	3.46	3.52	3.60	3.52	3.64	3.30	3.78	3.69	3.62	4.04	3.61	3.70
Availability and accuracy of schedule information	3.44	3.47	3.38	3.24	3.34	3.41	3.48	3.50	3.16	3.50	3.34	3.42	3.77	3.68	3.50
Buses not being overcrowded	3.41	3.06	3.34	3.30	3.22	3.44	3.82	3.22	3.24	3.80	3.63	3.86	4.21	3.63	3.66
Buses have a direct route	3.18	3.20	3.30	3.08	3.03	2.93	3.09	3.23	3.09	3.46	3.02	3.03	3.85	3.15	3.36
Bus fare payment options are convenient and easy to use	3.56	3.57	3.52	3.52	3.51	3.41	3.44	3.40	3.44	3.78	3.62	3.56	3.93	3.60	3.69
Buses have good connections with reasonable wait times	3.09	3.16	3.00	2.98	2.89	2.85	3.08	3.09	2.94	3.28	2.88	2.89	3.70	3.26	3.24
Bus stops have enough amenities such as shelters, benches, information and trash cans	2.93	3.13	3.00	2.92	3.00	2.56	2.73	2.93	2.56	3.43	2.68	2.44	3.09	3.01	3.04
Bus stops are clean and well maintained	3.21	3.28	3.22	3.21	3.17	2.93	2.91	3.45	2.79	3.59	3.03	3.23	3.72	3.13	3.39
Trip duration, that is the time from when you boarded to the time you got off the bus	3.29	3.34	3.24	3.06	3.15	3.03	3.16	3.40	3.24	3.51	3.18	3.26	3.81	3.51	3.51
Sense of safety and security	3.36	3.37	3.28	3.16	3.11	3.18	3.34	3.59	3.06	3.60	3.51	3.48	3.73	3.32	3.72
Overall	3.39	3.46	3.36	3.29	3.17	3.27	3.26	3.45	3.27	3.71	3.28	3.20	3.88	3.49	3.44

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Perceptions of Transit Service (Mean Scores)

Current Reporting Quarter: Q4 2024 (OCT - DEC)

Average	Age					Gender		Riders		
	Total n = 1895	19-24 n = 177	25-44 n = 717	45-64 n = 586	65+ n = 411	Male n = 742	Female n = 1131	Regular n = 517	Occasional rider n = 646	Non-rider n = 732
Fare prices are reasonable	3.51	3.46	3.44	3.45	3.72	3.55	3.49	3.68	3.60	3.33
Bus drivers are courteous	3.79	3.47	3.67	3.79	4.12	3.84	3.76	3.89	3.78	3.74
Frequency of scheduled service	3.12	3.08	3.02	3.09	3.32	3.21	3.06	3.30	3.15	2.98
Buses run on time/on schedule	3.40	2.96	3.26	3.45	3.72	3.53	3.33	3.42	3.44	3.36
Buses are clean/well-maintained	3.62	3.21	3.48	3.70	3.88	3.77	3.53	3.76	3.61	3.54
Availability and accuracy of schedule information	3.44	3.24	3.35	3.45	3.64	3.58	3.36	3.53	3.49	3.34
Buses not being overcrowded	3.41	2.86	3.24	3.46	3.83	3.54	3.34	3.28	3.37	3.52
Buses have a direct route	3.18	3.31	3.14	3.12	3.29	3.25	3.14	3.48	3.20	3.00
Bus fare payment options are convenient and easy to use	3.56	3.33	3.47	3.55	3.80	3.61	3.52	3.73	3.59	3.42
Buses have good connections with reasonable wait times	3.09	2.97	2.99	3.09	3.28	3.15	3.04	3.27	3.10	2.97
Bus stops have enough amenities such as shelters, benches, information and trash cans	2.93	2.94	2.88	2.90	3.04	3.10	2.82	3.12	2.93	2.81
Bus stops are clean and well maintained	3.21	2.86	3.12	3.21	3.47	3.32	3.14	3.32	3.19	3.16
Trip duration, that is the time from when you boarded to the time you got off the bus	3.29	3.21	3.19	3.32	3.47	3.37	3.25	3.56	3.31	3.12
Sense of safety and security	3.36	3.08	3.27	3.35	3.63	3.57	3.23	3.62	3.34	3.23
Overall	3.39	3.30	3.28	3.39	3.60	3.49	3.32	3.59	3.43	3.22

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: Q4 2024 (OCT - DEC)

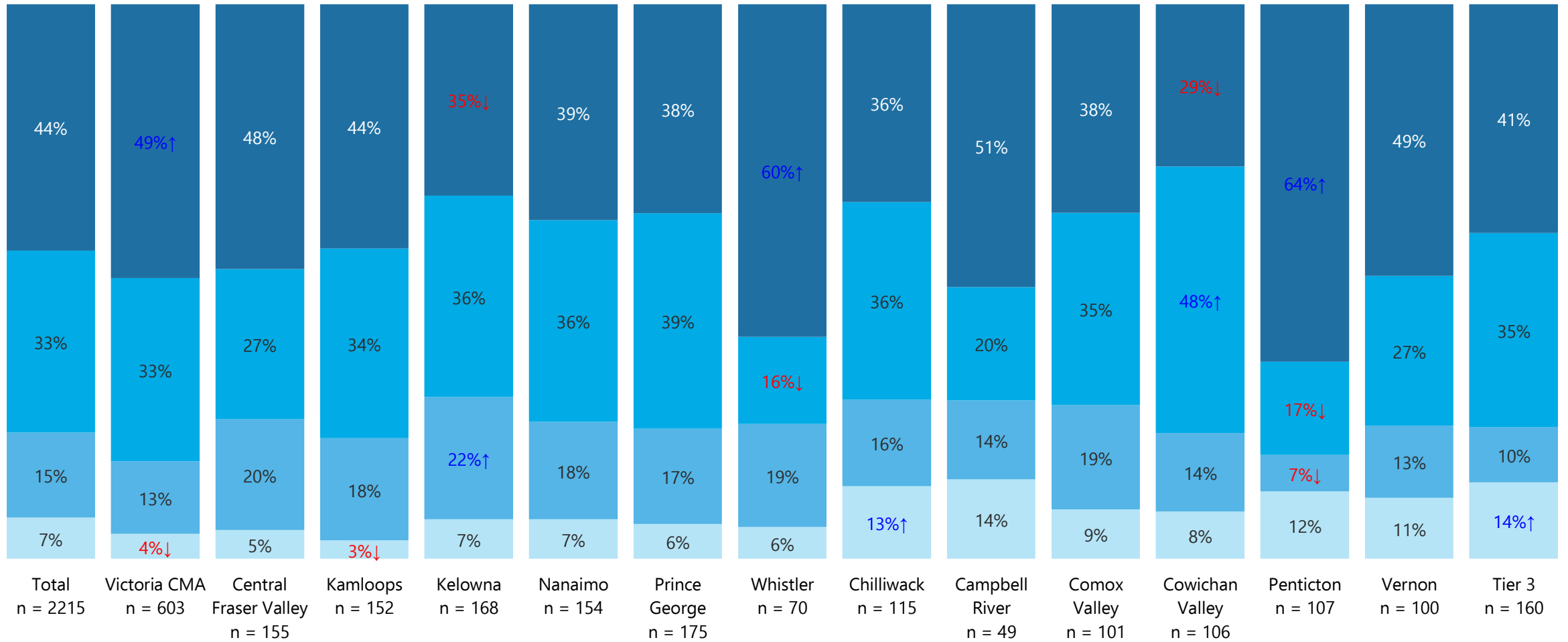
	Total n = 1219	Victoria CMA n = 408	Central Fraser Valley n = 100	Kamloops n = 82	Kelowna n = 94	Nanaimo n = 77	Prince George n = 92	Whistler n = 50	Chilliwack n = 58	Campbell River n = 23	Comox Valley n = 40	Cowichan Valley n = 32	Penticton n = 52	Vernon n = 42	Tier 3 n = 69
Going to or from work	24%	31%	26%	21%	23%	19%	23%	30%	16%	30%	18%	16%	10%	10%	22%
Going to or from school	5%	7%	5%	9%	9%	6%	5%	6%	0%	9%	3%	0%	0%	2%	1%
Going to or from shopping	20%	15%	20%	21%	16%	31%	23%	16%	31%	17%	18%	28%	23%	29%	22%
Conducting personal business (such as going to the doctor or bank, etc.)	19%	17%	21%	26%	23%	9%	18%	12%	14%	9%	33%	22%	27%	26%	23%
Entertainment or social reasons (such as visiting friends or relatives)	18%	14%	23%	20%	18%	17%	25%	26%	19%	13%	20%	22%	19%	21%	10%
Going to the ferry terminal/airport	7%	12%	2%	1%	3%	10%	0%	4%	7%	22%	10%	3%	4%	2%	14%
Other	5%	4%	3%	1%	7%	6%	4%	6%	12%	0%	0%	9%	15%	7%	7%
Don't know	1%	0%	0%	2%	0%	0%	1%	0%	2%	0%	0%	0%	2%	2%	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: Q4 2024 (OCT - DEC)



■ Don't know
 ■ Poor
 ■ Neutral
 ■ Excellent

↑ indicates significantly higher results compared to other regions;

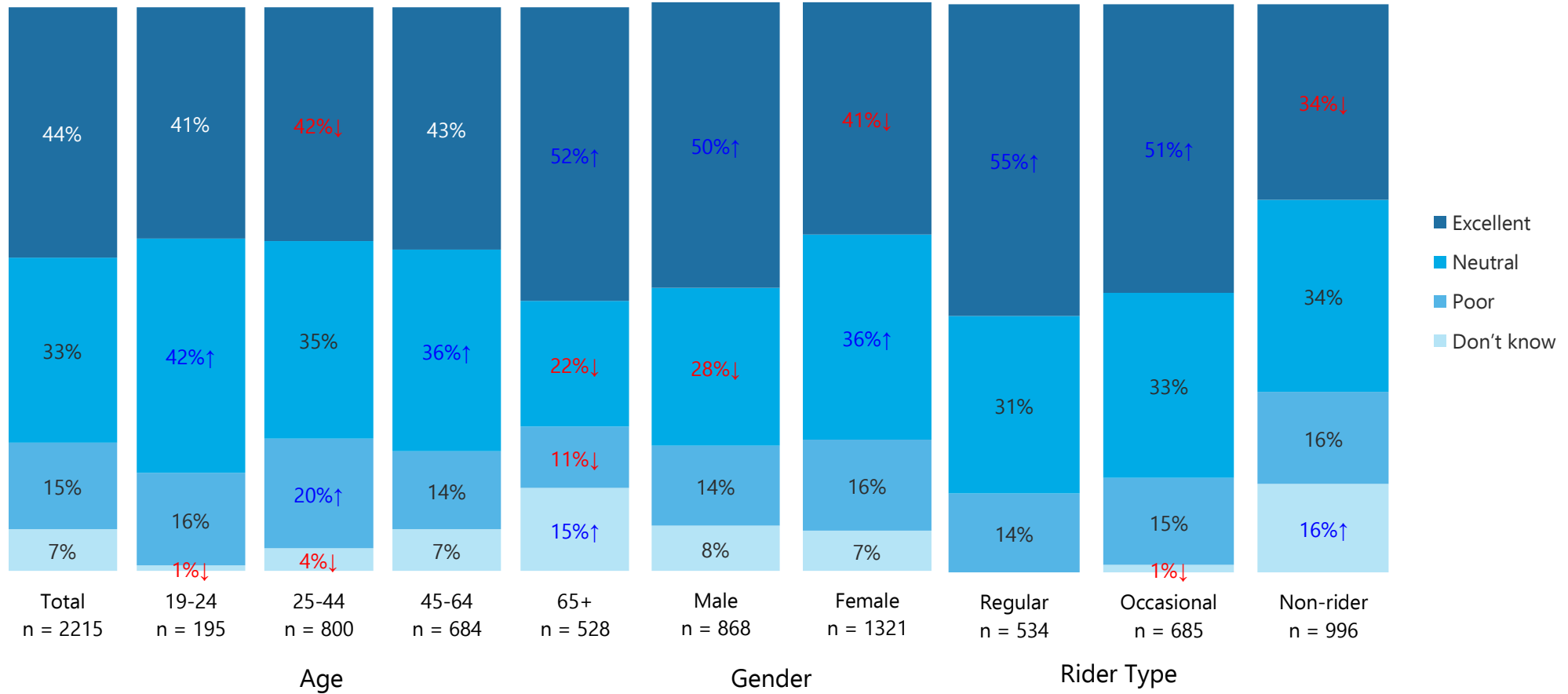
↓ indicates significantly lower results compared to other regions.



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: Q4 2024 (OCT - DEC)



↑ 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: Q4 2024 (OCT - DEC)

	Total n = 1219	Victoria CMA n = 408	Central Fraser Valley n = 100	Kamloops n = 82	Kelowna n = 94	Nanaimo n = 77	Prince George n = 92	Whistler n = 50	Chilliwack n = 58	Campbell River n = 23	Comox Valley n = 40	Cowichan Valley n = 32	Penticton n = 52	Vernon n = 42	Tier 3 n = 69
No, I felt safe throughout the trip	74%	76%	68%	70%	62%	74%	78%	82%	76%	52%	83%	75%	83%	74%	83%
Yes, I felt unsafe while travelling to my first stop	5%	5%	5%	5%	10%	6%	5%	2%	2%	13%	0%	6%	0%	0%	3%
Yes, I felt unsafe while waiting to board my first transit vehicle	11%	11%	13%	12%	17%	12%	12%	4%	5%	26%	3%	13%	6%	19%	10%
Yes, I felt unsafe while on-board	8%	9%	9%	10%	12%	5%	4%	12%	10%	9%	3%	6%	0%	5%	7%
Yes, I felt unsafe during a transfer	3%	3%	4%	5%	1%	5%	4%	4%	2%	0%	3%	3%	0%	5%	3%
Yes, I felt unsafe when exiting	4%	6%	2%	9%	4%	6%	1%	2%	3%	4%	0%	3%	2%	5%	3%
Yes, I felt unsafe while travelling to my final destination	4%	6%	3%	5%	4%	4%	1%	0%	2%	0%	3%	0%	2%	5%	3%
Don't know/not sure	5%	3%	7%	7%	5%	4%	3%	2%	5%	13%	10%	3%	10%	5%	1%

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: Q4 2024 (OCT - DEC)

	Total n = 1218	Age				Gender	
		19-24 n = 168	25-44 n = 538	45-64 n = 343	65+ n = 167	Male n = 520	Female n = 683
No, I felt safe throughout the trip	74%	68%	71%	77%	87%	78%	72%
Yes, I felt unsafe while travelling to my first stop	5%	7%	7%	2%	1%	6%	4%
Yes, I felt unsafe while waiting to board my first transit vehicle	11%	10%	12%	13%	6%	10%	13%
Yes, I felt unsafe while on-board	8%	8%	10%	8%	2%	7%	9%
Yes, I felt unsafe during a transfer	3%	4%	4%	3%	2%	3%	4%
Yes, I felt unsafe when exiting	4%	6%	5%	3%	2%	3%	5%
Yes, I felt unsafe while travelling to my final destination	4%	6%	4%	3%	1%	3%	4%
Don't know/not sure	5%	10%	4%	3%	4%	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: Q4 2024 (OCT - DEC)

	Total n = 2039	Victoria CMA n = 567	Central Fraser Valley n = 147	Kamloops n = 145	Kelowna n = 153	Nanaimo n = 143	Prince George n = 159	Whistler n = 66	Chilliwack n = 106	Campbell River n = 46	Comox Valley n = 85	Cowichan Valley n = 88	Penticton n = 98	Vernon n = 86	Tier 3 n = 150
Detractors	52%	44%	54%	59%	61%	49%	60%	41%	57%	57%	56%	72%	38%	57%	55%
Passive	12%	13%	10%	13%	11%	16%	11%	9%	21%	11%	14%	10%	10%	7%	11%
Promoters	35%	43%	37%	28%	27%	35%	28%	50%	23%	33%	29%	18%	52%	36%	33%
NPS Score	-17.3	-1.9	-17.0	-31.7	-34.0	-14.0	-32.1	9.1	-34.0	-23.9	-27.1	-53.4	14.3	-20.9	-22.0

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: Q4 2024 (OCT - DEC)

	Age					Gender		Riders		
	Total n = 2039	19-24 n = 187	25-44 n = 756	45-64 n = 629	65+ n = 461	Male n = 802	Female n = 1215	Regular n = 526	Occasional rider n = 667	Non-rider n = 846
Detractors	52%	54%	54%	55%	46%	52%	53%	37%	49%	65%
Passive	12%	12%	12%	13%	12%	12%	13%	11%	14%	12%
Promoters	35%	34%	34%	32%	42%	37%	34%	51%	38%	23%
NPS Score	-17.3	-20.3	-20.0	-22.7	-4.8	-15.1	-18.8	13.7	-11.1	-41.5

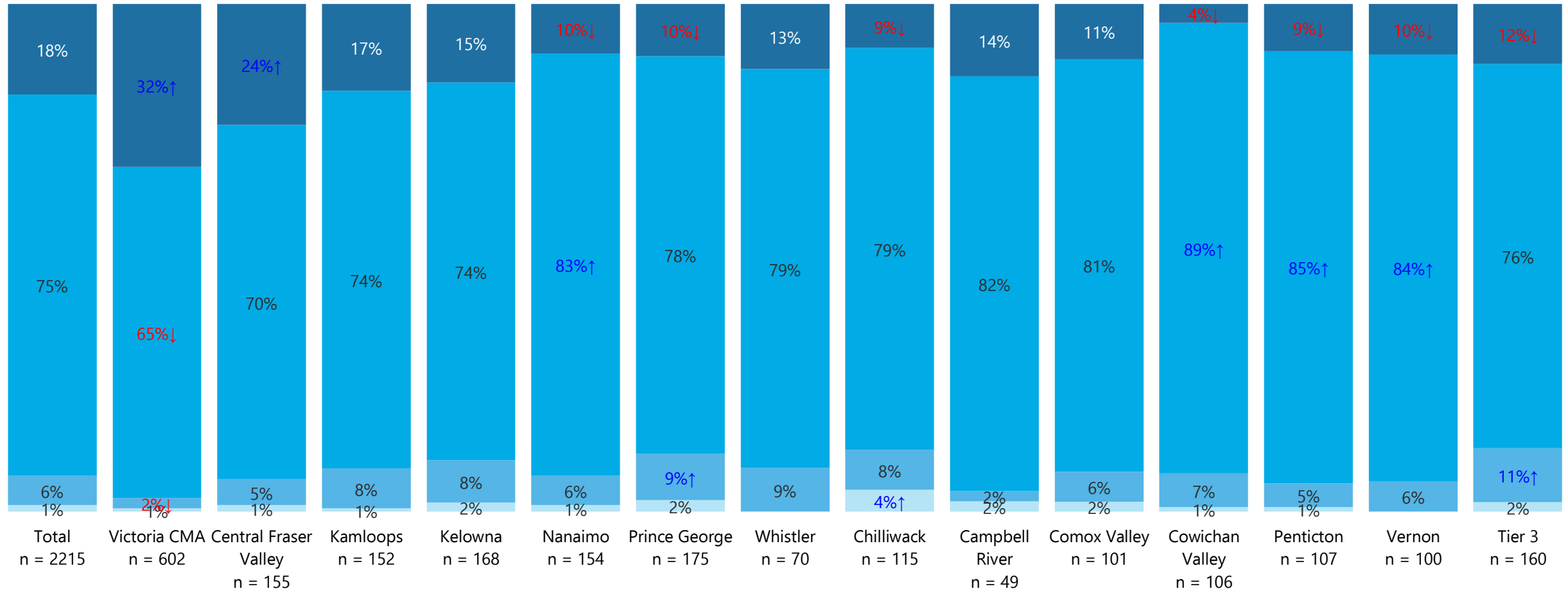
Q16 How likely are you to recommend BC Transit to a friend or family member using a scale of 0 to 10 where 0 is "not at all likely" and 10 is "extremely likely"?

*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: Q4 2024 (OCT - DEC)



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

↑ indicates significantly higher results compared to other regions;

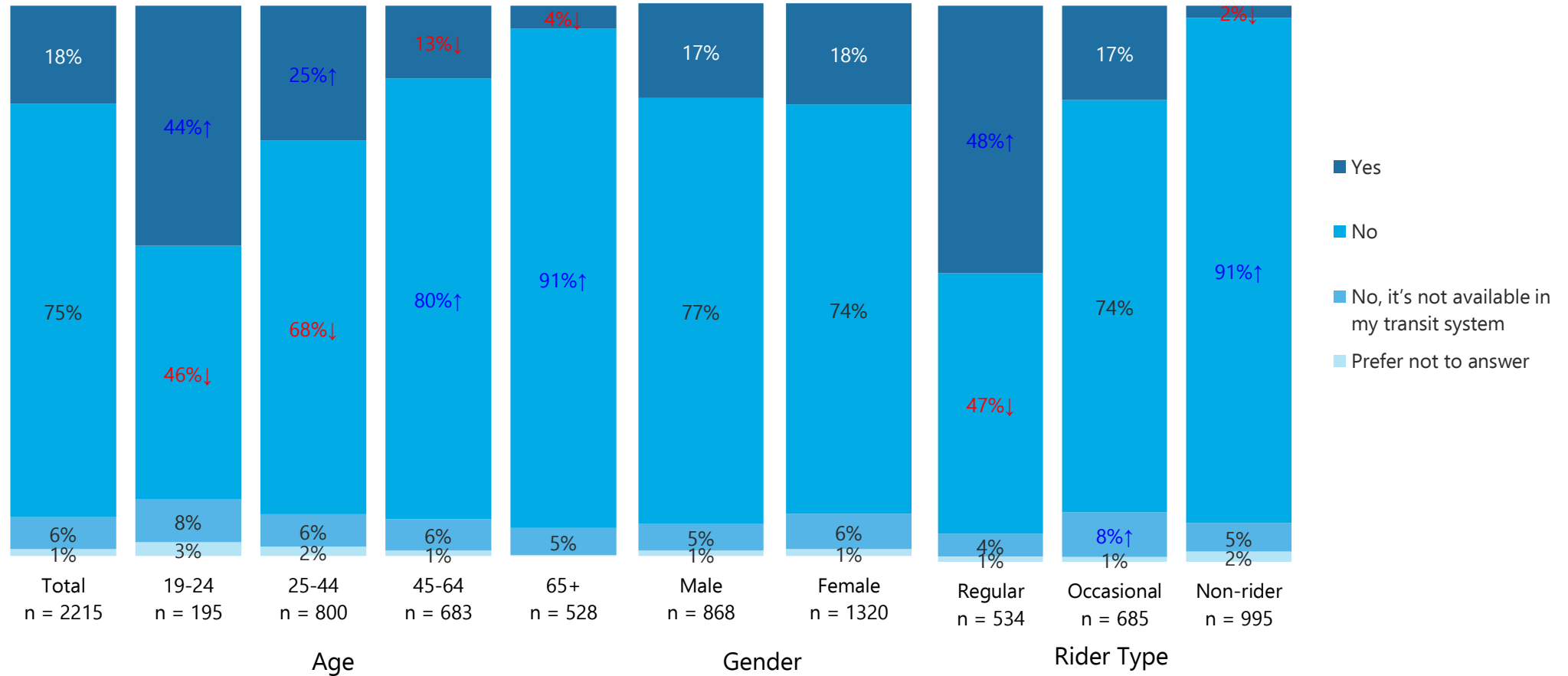
↓ indicates significantly lower results compared to other regions.

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: Q4 2024 (OCT - DEC)



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

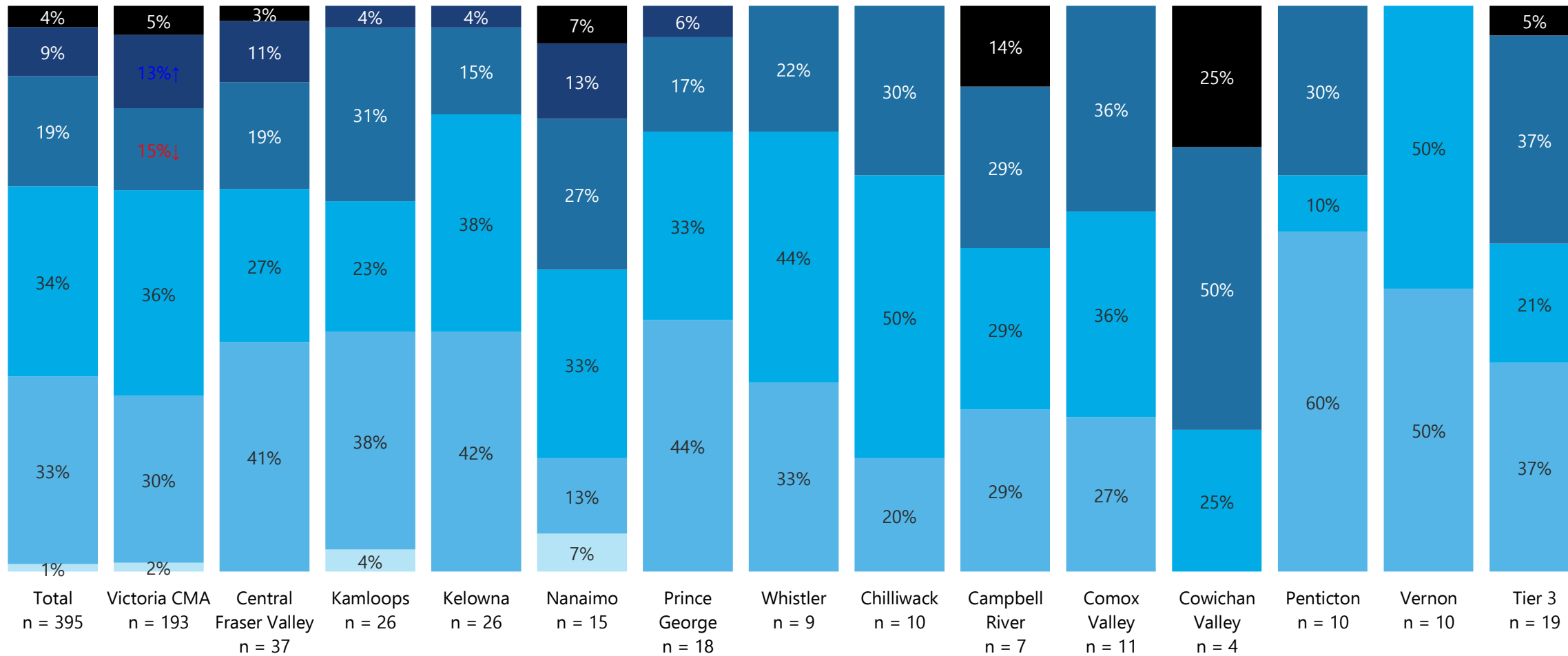


Q17 Have you used the new electronic fare system (Umo)?

*Prefer not to answer is excluded from the graph

Electronic Fare Satisfaction

Current Reporting Quarter: Q4 2024 (OCT - DEC)



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

↑ indicates significantly higher results compared to other regions;

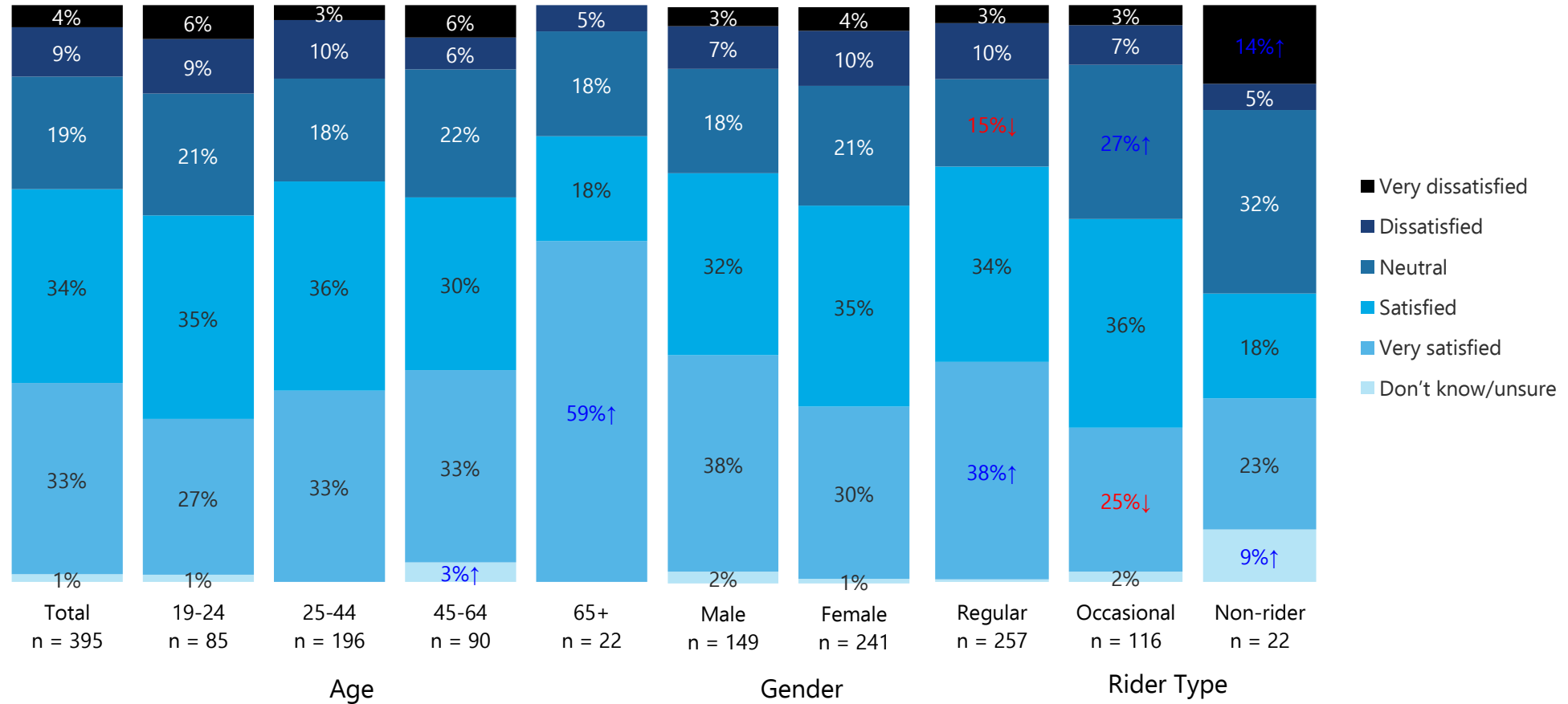
↓ indicates significantly lower results compared to other regions.



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: Q4 2024 (OCT - DEC)



↑ indicates significantly higher results compared to other regions;

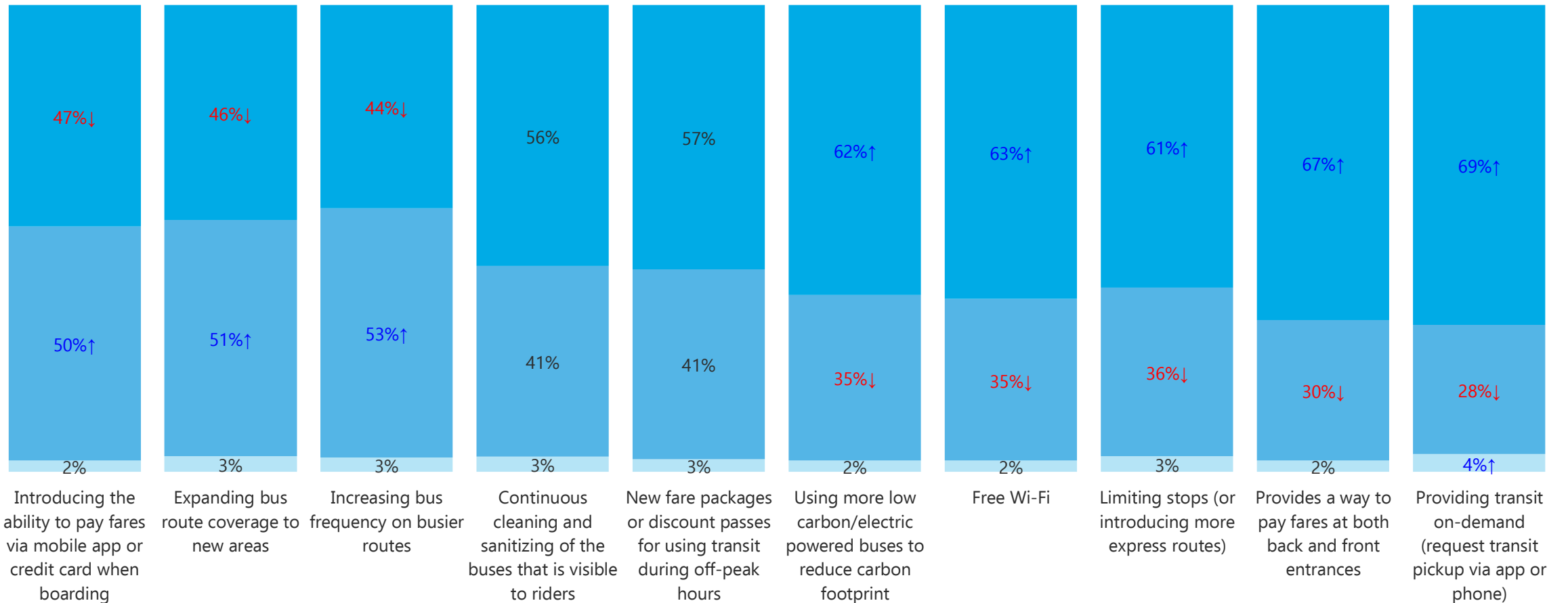
↓ indicates significantly lower results compared to other regions.



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: Q4 2024 (OCT - DEC)



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

base n= 2215

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

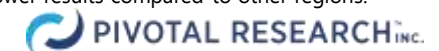
Current Reporting Quarter: Q4 2024 (OCT - DEC)

Average	Age					Gender		Riders		
	Total n = 2072	19-24 n = 188	25-44 n = 771	45-64 n = 635	65+ n = 473	Male n = 809	Female n = 1243	Regular n = 527	Occasional rider n = 664	Non- rider n = 881
Continuous cleaning and sanitizing of the buses that is visible to riders	6.6	6.5	6.6	6.6	6.8	6.4	6.8	6.9	6.7	6.5
Expanding bus route coverage to new areas	7.1	6.9	7.1	7.1	7.3	6.8	7.3	7.3	7.2	7.0
Increasing bus frequency on busier routes	7.3	7.1	7.2	7.3	7.5	7.1	7.4	7.7	7.3	7.0
Providing transit on-demand (request transit pickup via app or phone)	5.4	5.4	5.7	5.3	5.2	5.4	5.4	5.6	5.5	5.2
Limiting stops (or introducing more express routes)	6.3	5.6	6.1	6.4	6.7	6.1	6.4	6.4	6.3	6.2
Provides a way to pay fares at both back and front entrances	5.5	6.2	5.7	5.5	5.1	5.6	5.5	5.7	5.6	5.4
Introducing the ability to pay fares via mobile app or credit card when boarding	7.0	7.1	7.1	6.8	6.9	7.0	7.0	7.1	7.0	6.9
Using more low carbon/electric powered buses to reduce carbon footprint	6.0	6.4	5.8	5.9	6.2	5.8	6.1	6.4	5.8	5.8
Free Wi-Fi	5.7	6.4	6.0	5.5	5.3	5.9	5.7	6.1	6.0	5.4
New fare packages or discount passes for using transit during off-peak hours	6.6	6.4	6.5	6.5	6.9	6.4	6.7	6.9	6.7	6.3

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.

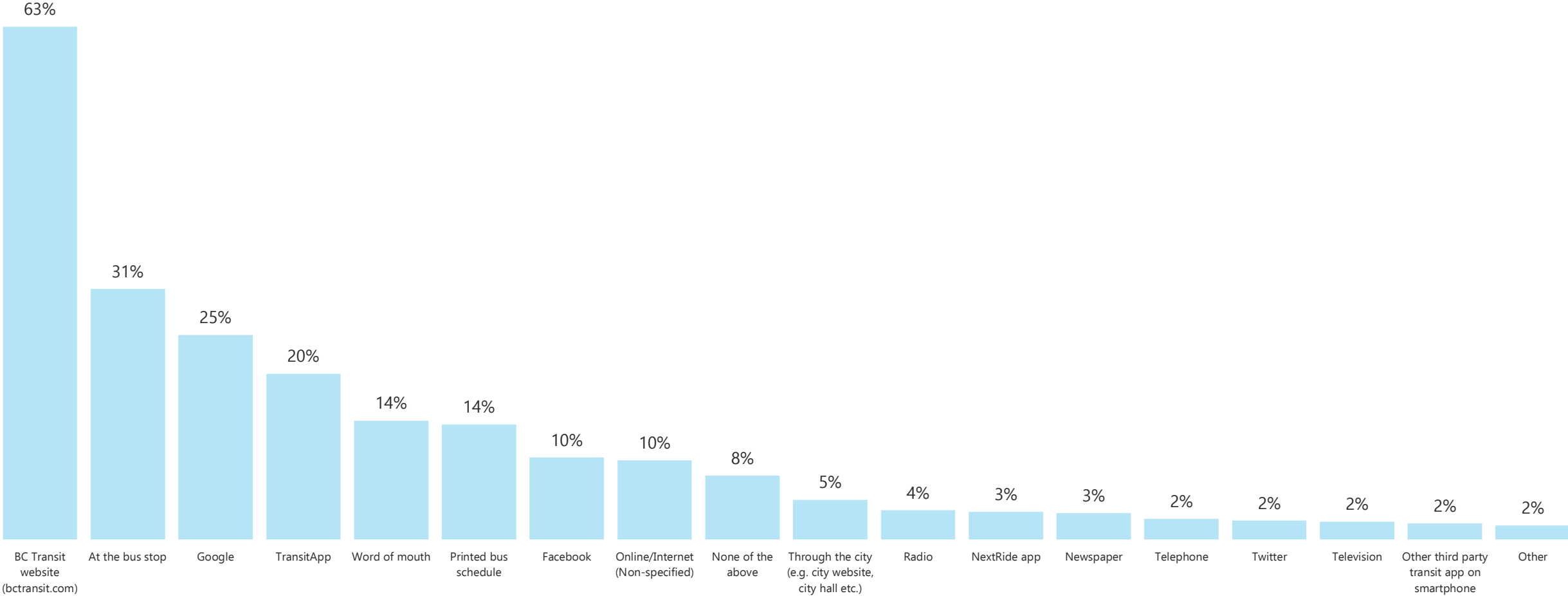
*Prefer not to answer is excluded from the graph and calculation.

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: Q4 2024 (OCT - DEC)



base n= 2215

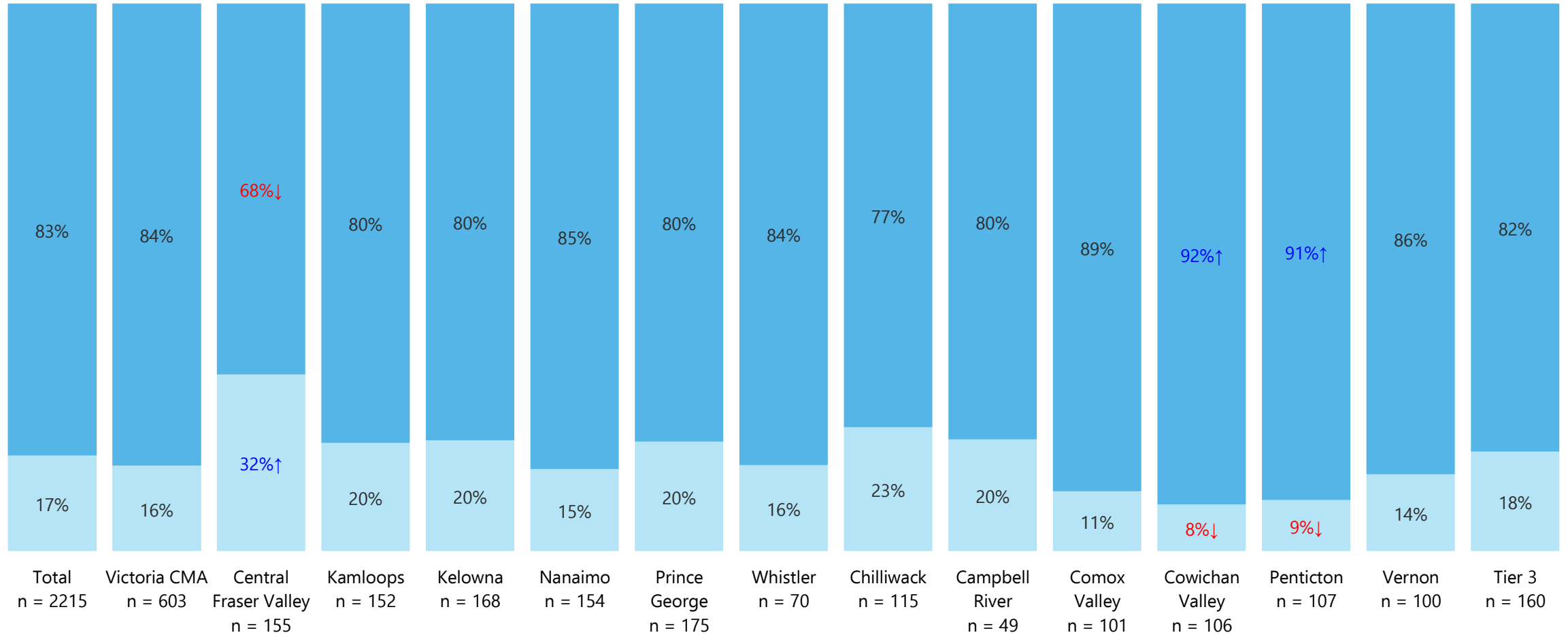
Q15 Where do you typically get information about your local transit system?

↑ 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: Q4 2024 (OCT - DEC)



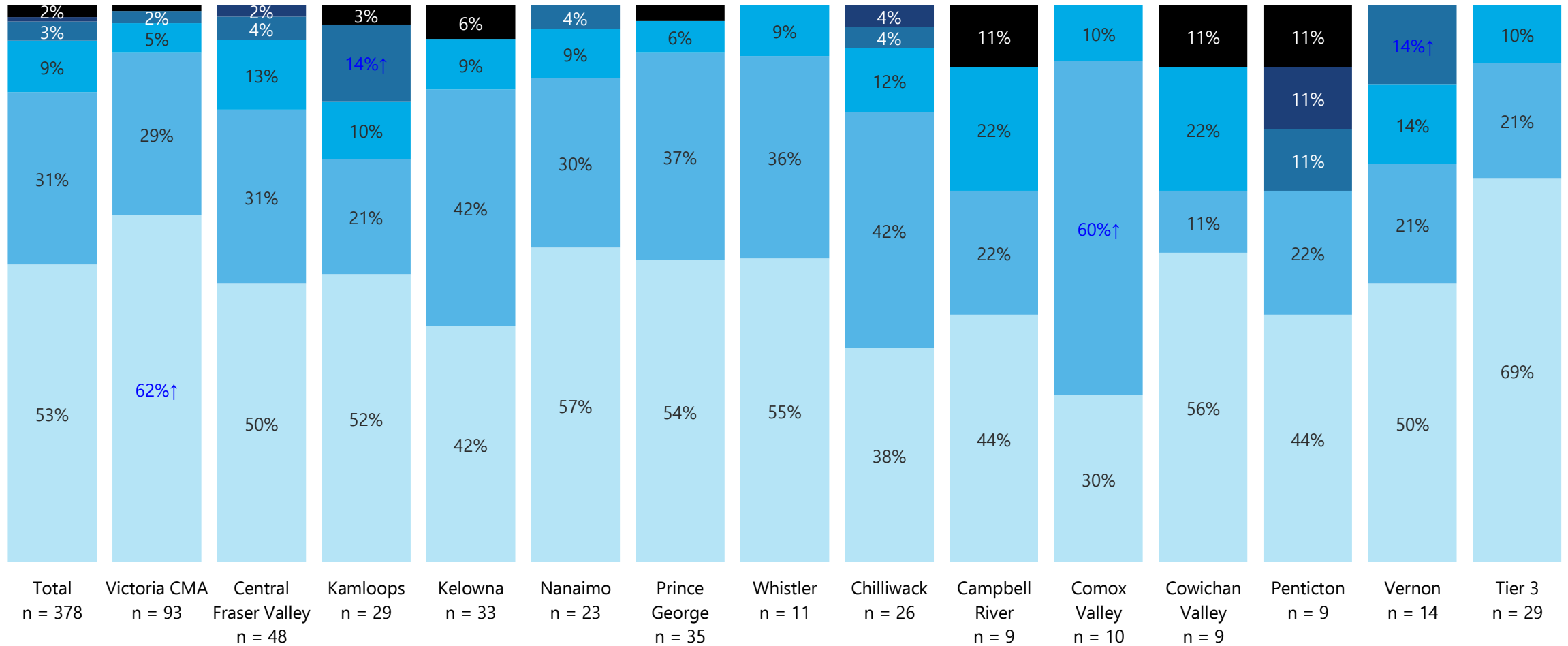
■ Yes ■ No

↑ 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: Q4 2024 (OCT - DEC)



1 2 3 4 5 More than 5

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

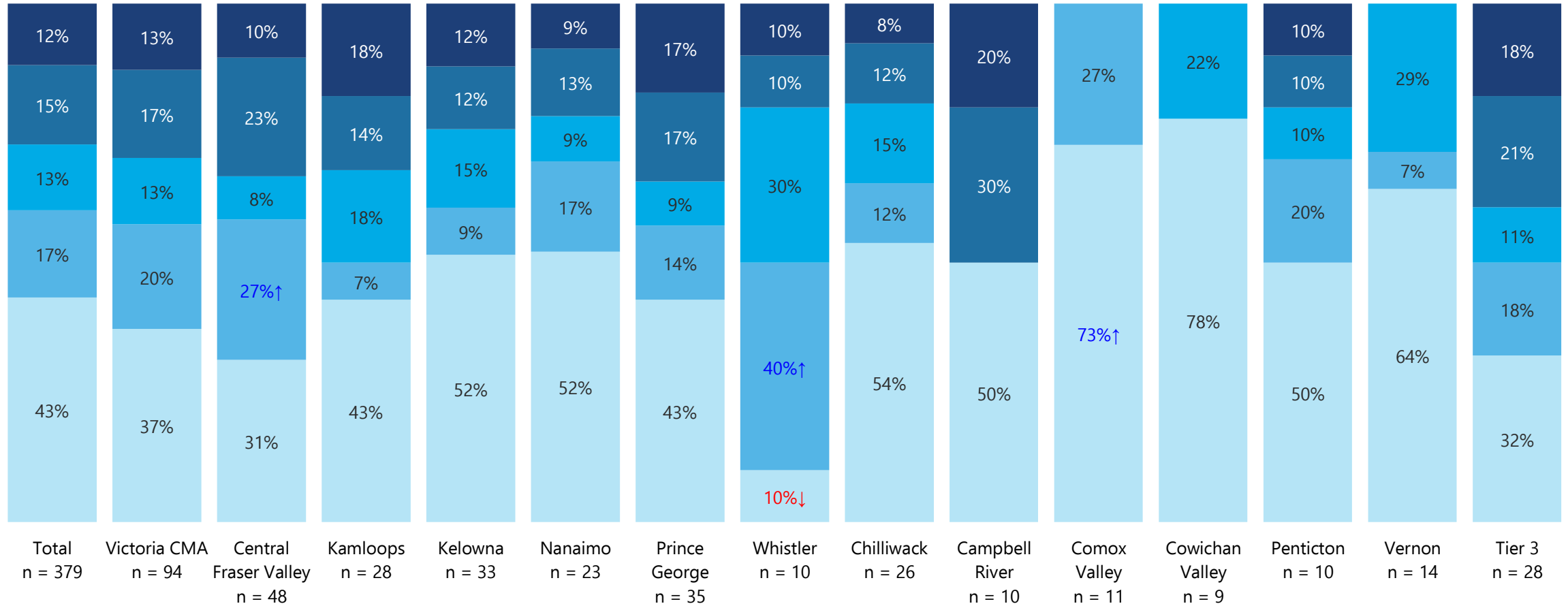


x2 How many children, age 12 and under, are in your care?

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

Frequency of Riding the Bus by Children 12 and Under

Current Reporting Quarter: Q4 2024 (OCT - DEC)



■ 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.

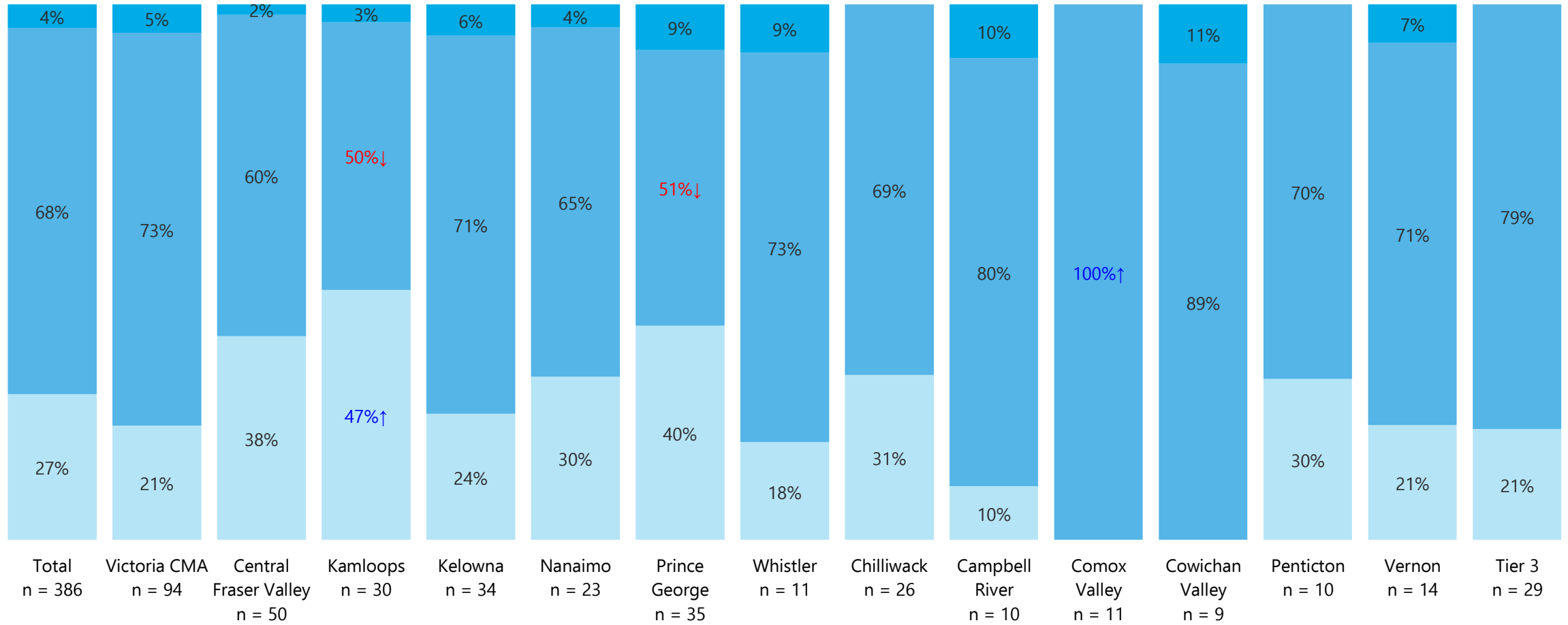
↓ indicates significantly lower results compared to other regions.

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: Q4 2024 (OCT - DEC)



■ Increased
 ■ Neither decreased nor increased
 ■ Decreased

↑ indicates significantly higher results compared to other regions;

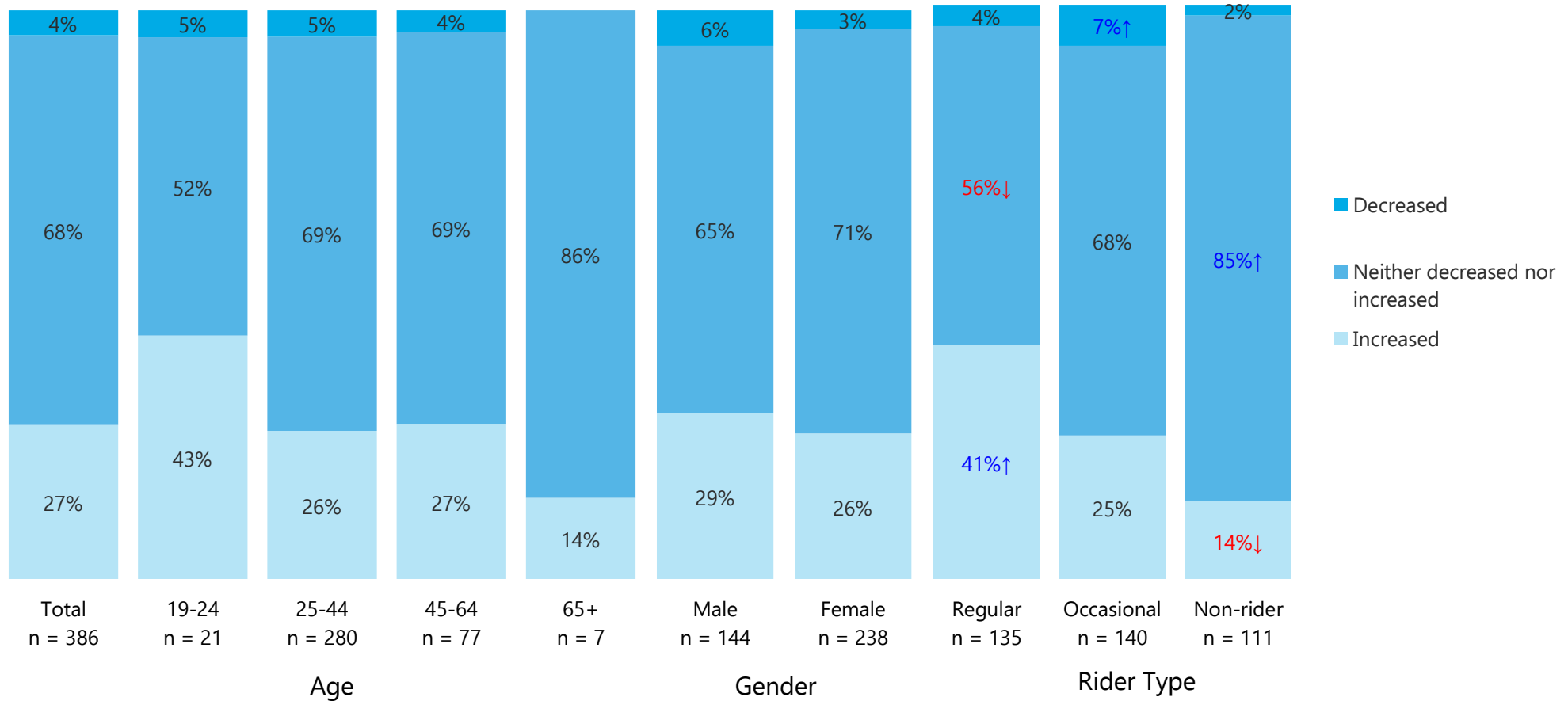
↓ indicates significantly lower results compared to other regions.



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

Current Reporting Quarter: Q4 2024 (OCT - DEC)



↑ indicates significantly higher results compared to other regions;

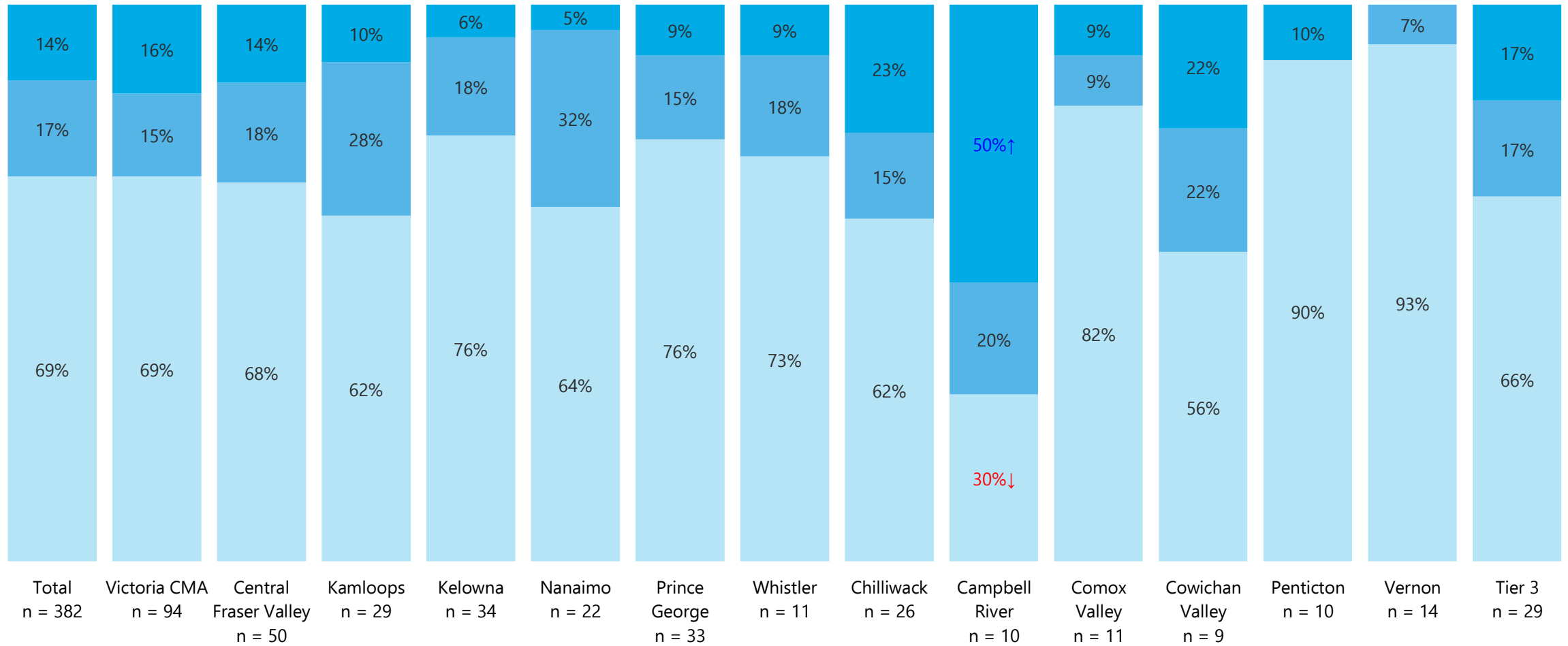
↓ indicates significantly lower results compared to other regions.



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

Importance of Free Transit for Children 12 and Under

Current Reporting Quarter: Q4 2024 (OCT - DEC)



■ Important ■ Neutral ■ Not important



↑ indicates significantly higher results compared to other regions

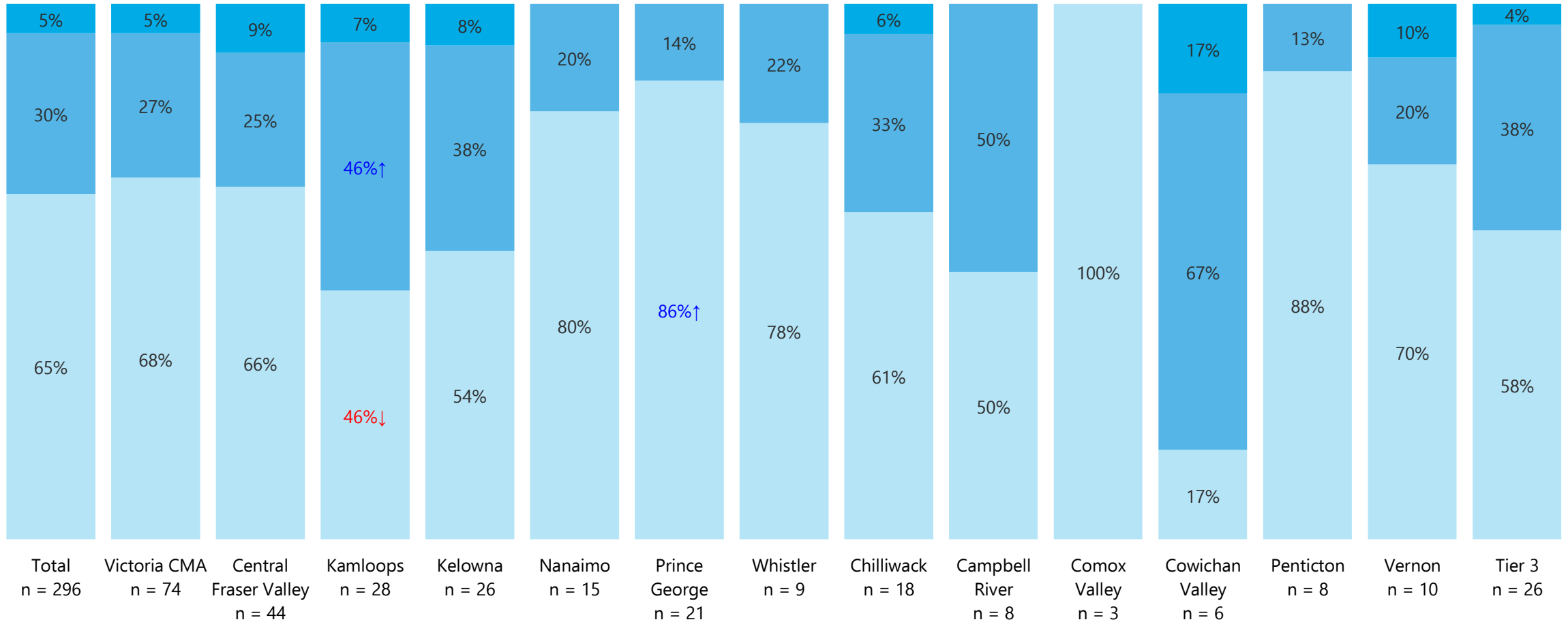
↓ indicates significantly lower results compared to other regions.

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: Q4 2024 (OCT - DEC)



■ Satisfied ■ Neutral ■ Dissatisfied

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

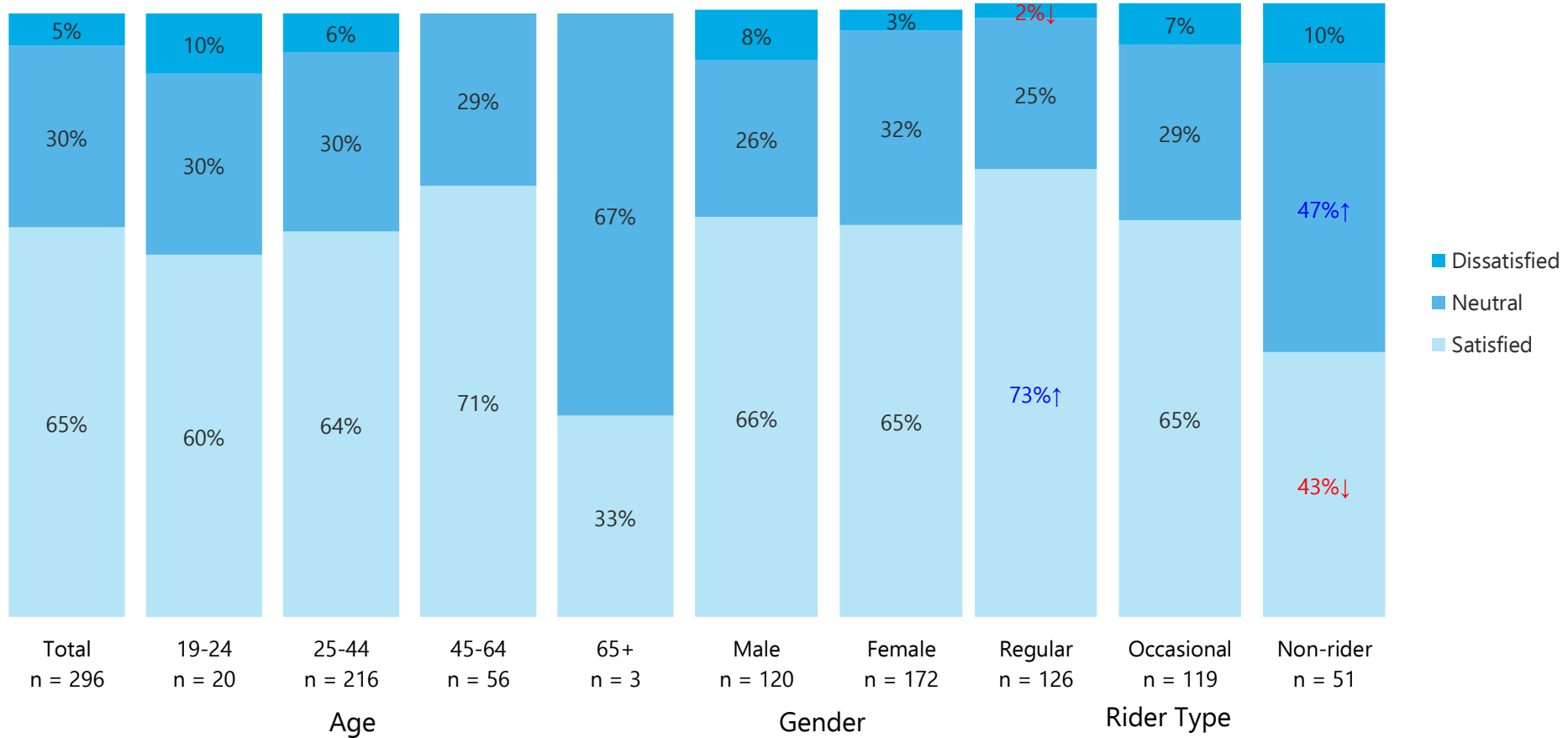
X6 How satisfied were you with the service your child/children experienced while taking transit?

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



Satisfaction of Free Transit for Children 12 and Under

Current Reporting Quarter: Q4 2024 (OCT - DEC)



↑ 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: Q4 2024 (OCT - DEC)

Household Income	%
Less than \$20,000	10%
\$20,000 - \$29,999	11%
\$30,000 - \$39,999	10%
\$40,000 - \$49,999	8%
\$50,000 - \$59,999	9%
\$60,000 - \$69,999	7%
\$70,000 - \$99,999	18%
\$100,000 - \$149,999	16%
\$150,000 or more	6%
Prefer not to answer	6%

Age	%
19-24	9%
25-34	16%
35-44	20%
45-54	15%
55-64	16%
65 and older	24%
Prefer not to answer	0%

Gender	%
Male	39%
Female	60%
Nonbinary	1%
Two-spirit	0%
Another gender not listed above	0%
Prefer not to answer	0%

Employment	%
Employed full time (30 hours or more per week)	39%
Employed part time (less than 30 hours per week)	17%
Unable to work	6%
Unemployed	6%
Stay at home parent	3%
Retired	25%
Prefer not to answer	2%

Minority Group	%
Racialized minority	8%
Persons with disabilities (including physical and/or mental health disability)	25%
Indigenous (as defined in Canada as First Nations, Métis or Inuit)	7%
New to Canada (less than 1 year)	1%
LGBTQ2S+	7%
None of the above	58%
Prefer not to answer	3%

Student	%
Not currently a student	89%
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	3%

base n= 2215



Bi-Monthly Reporting Regions

Choose the region:

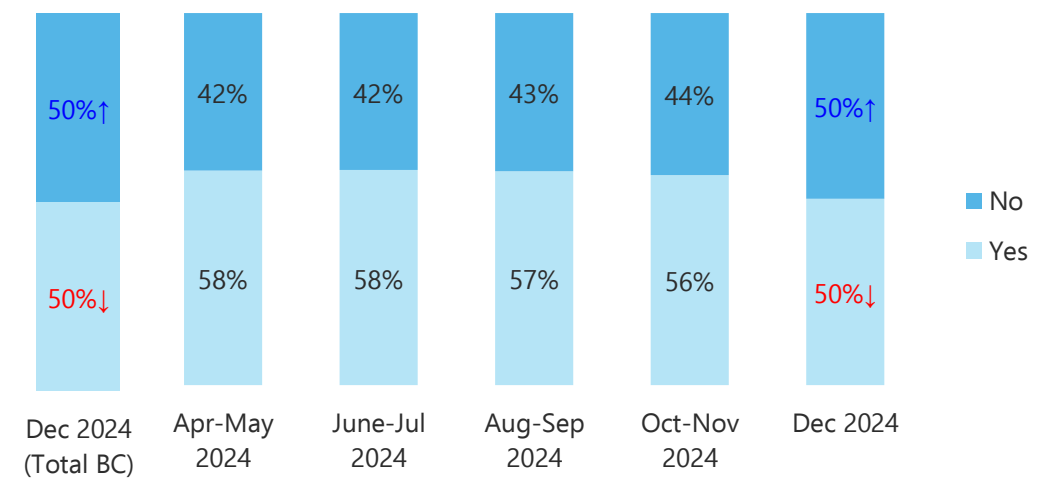
(All)

Trends

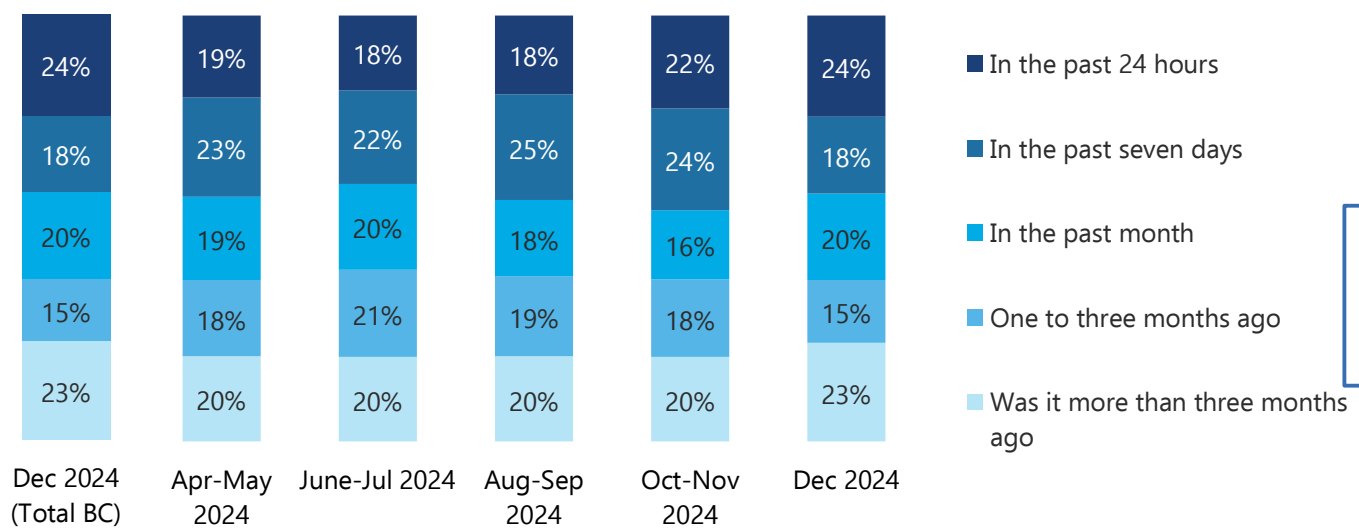
Responsibility for Local Transit System

	Apr-May 2024	June-Jul 2024	Aug-Sep 2024	Oct-Nov 2024	Dec 2024	Dec 2024 (Total BC)
BC Transit	79%	80%	82%	81%	82%	82%
Local/municipal government	24%	24%	26%	25%	27%	27%
TransLink	15%	12%	11%	13%	9%	9%
Other	1%	1%	2%	2%	1%	1%
Don't know	7%	6%	5%	5%	5%	5%

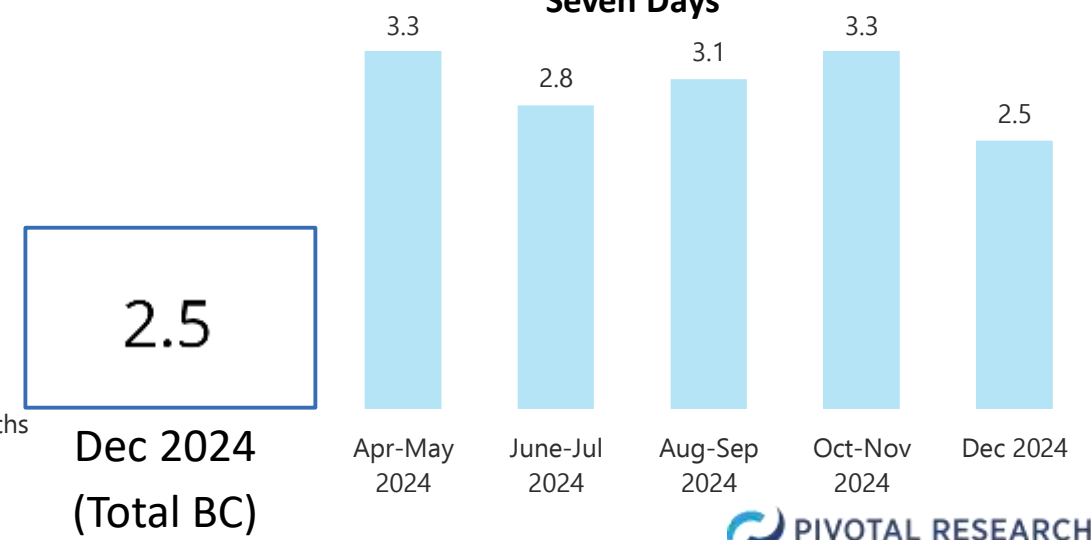
Past Year Local Transit use



Most Recent Local Transit Use



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

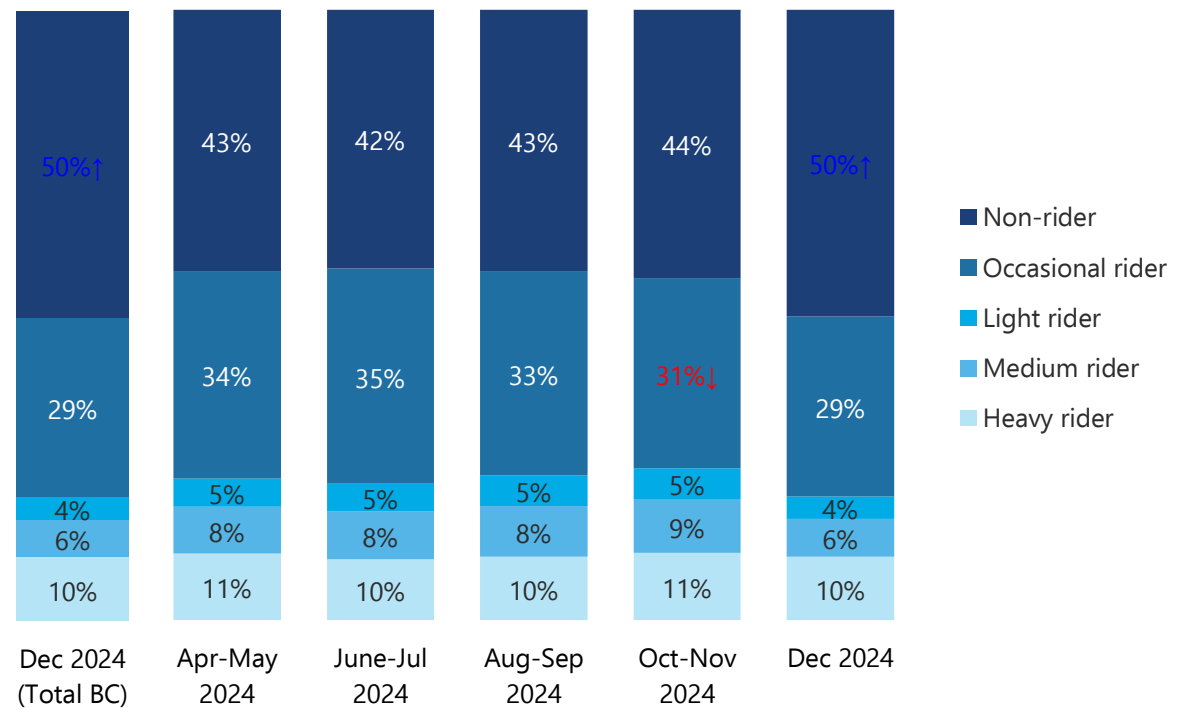


Choose the region:

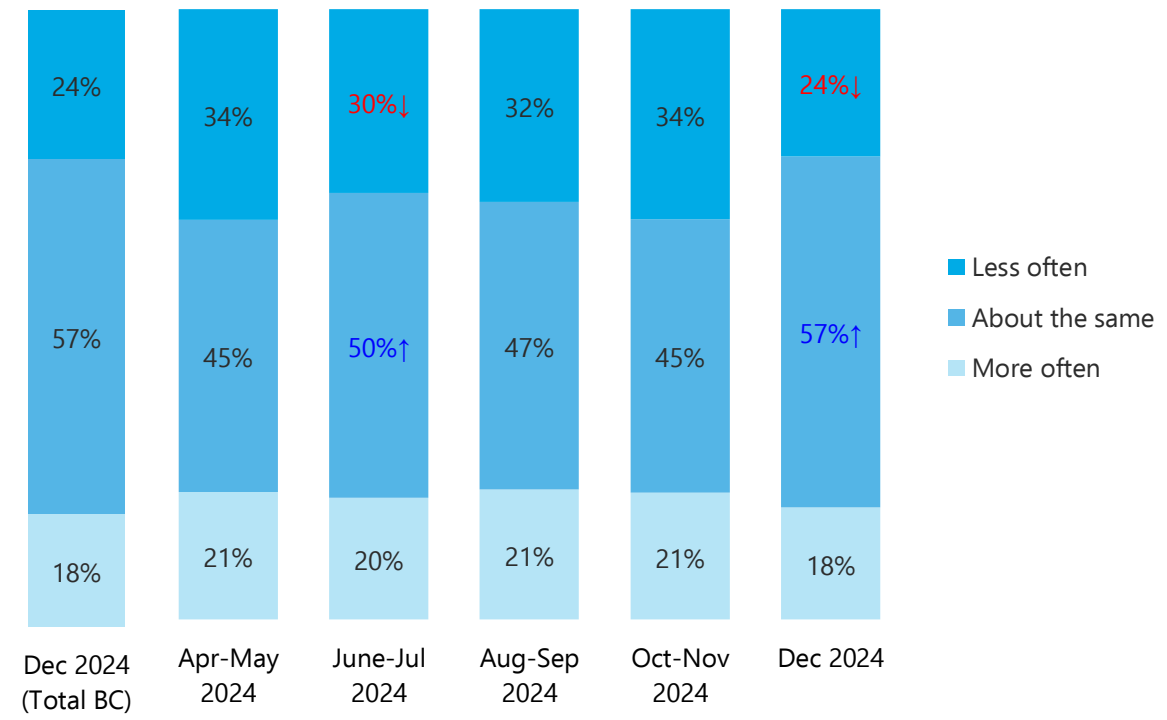
(All)

Trends

Rider Usage Group



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



Modes of Transportation Used More Often

	Apr-May 2024	June-Jul 2024	Aug-Sep 2024	Oct-Nov 2024	Dec 2024	Dec 2024 (Total BC)
Drive alone (car/truck)	55%	58%	57%	55%	60%	60%
Carpool or share a ride as driver	7%	13%	10%	12%	10%	10%
Carpool or share a ride as passenger	18%	20%	16%	20%	12%	12%
Taxi	12%	8%	9%	12%	7%	7%
Bicycle	11%	13%	11%	14%	19%	19%
Motorcycle/moped/scooter	5%	6%	3%	5%	2%	2%
Walking/rollerblading/skateboarding/jogging	31%	31%	30%	29%	33%	33%
Ride share (e.g. Uber, Lyft, etc.)	8%	11%	7%	10%	7%	7%
Other	3%	7%	9%	6%	5%	5%
Don't know	0%	0%	1%	0%	0%	0%

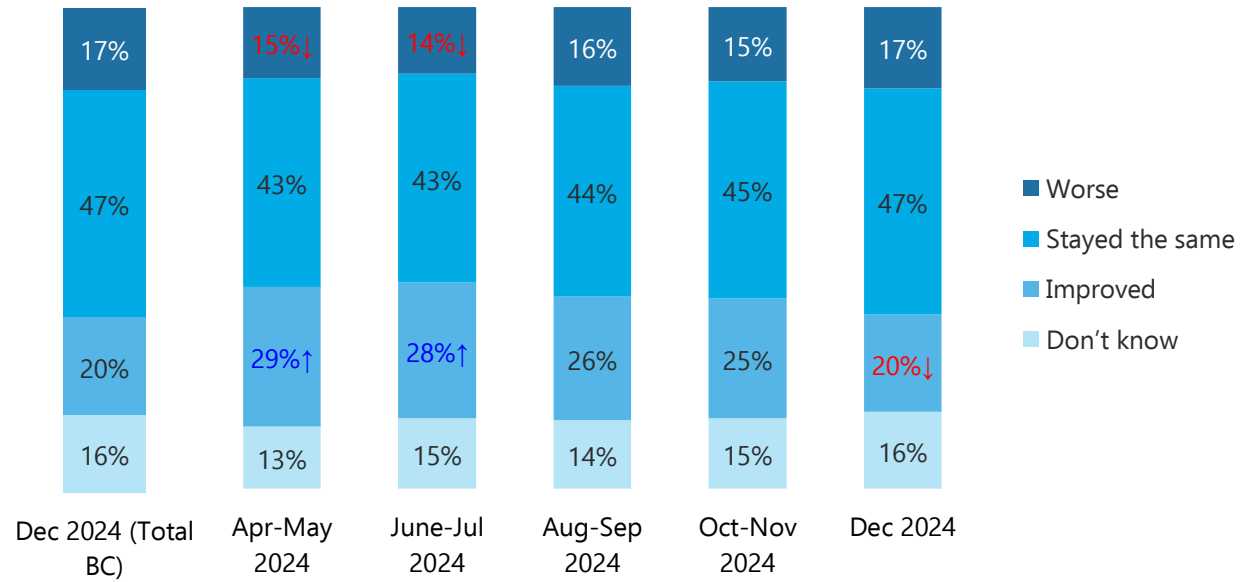
Modes of Transportation Used Less Often

	Apr-May 2024	June-Jul 2024	Aug-Sep 2024	Oct-Nov 2024	Dec 2024	Dec 2024 (Total BC)
Drive alone (car/truck)	60%	62%	51%	55%	41%	41%
Carpool or share a ride as driver	15%	12%	11%	17%	16%	16%
Carpool or share a ride as passenger	20%	19%	13%	22%	16%	16%
Taxi	37%	39%	38%	36%	28%	28%
Bicycle	15%	16%	11%	16%	9%	9%
Motorcycle/moped/scooter	7%	4%	3%	7%	0%	0%
Walking/rollerblading/skateboarding/jogging	28%	26%	30%	28%	34%	34%
Ride share (e.g. Uber, Lyft, etc.)	24%	19%	19%	21%	13%	13%
Other	2%	1%	2%	1%	6%	6%
Don't know	2%	2%	2%	3%	3%	3%

(All)

Trends

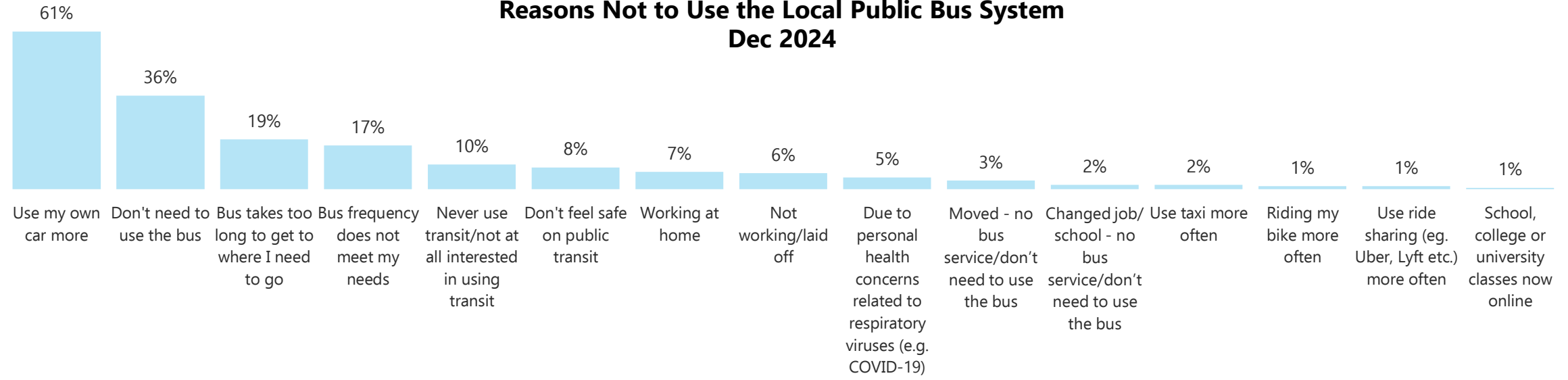
Past Year Change in Local Bus System



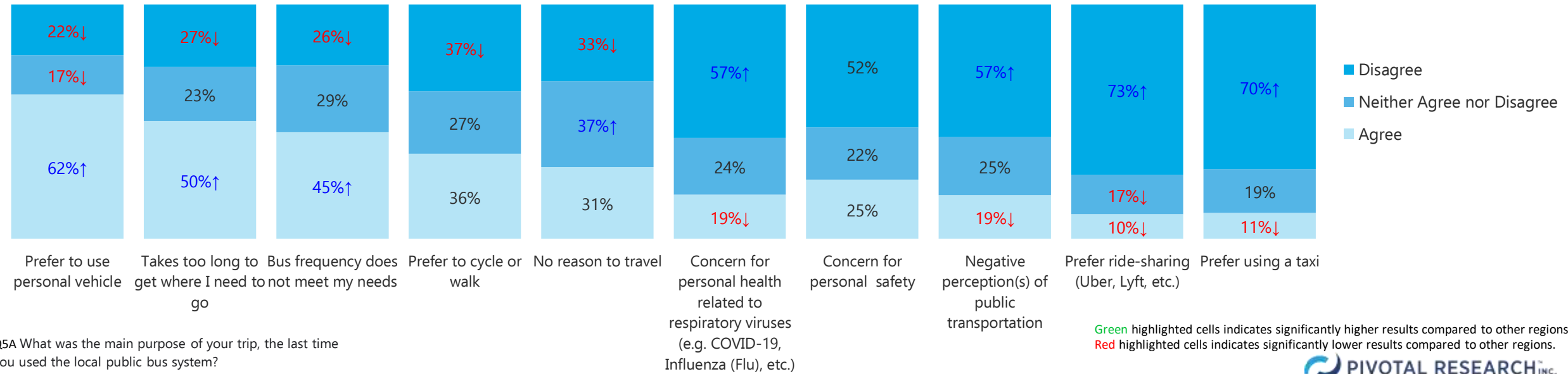
	Apr-May 2024	June-Jul 2024	Aug-Sep 2024	Oct-Nov 2024	Dec 2024	Dec 2024 (Total BC)
Fare prices are reasonable	50%	51%	51%	50%	47%	47%
Bus drivers are courteous	62%	63%	63%	59%	66%	66%
Frequency of scheduled service	39%	39%	39%	35%	37%	37%
Buses run on time/on schedule	49%	50%	49%	46%	51%	51%
Buses are clean/well-maintained	54%	57%	58%	53%	60%	60%
Availability and accuracy of schedule information	48%	52%	51%	48%	47%	47%
Buses not being overcrowded	48%	48%	47%	47%	46%	46%
Buses have a direct route	42%	42%	41%	38%	37%	37%
Bus fare payment options are convenient and easy to use	53%	55%	54%	51%	52%	52%
Buses have good connections with reasonable wait times	37%	38%	40%	33%	36%	36%
Bus stops have enough amenities such as shelters, benches, information and trash cans	34%	33%	34%	32%	34%	34%
Bus stops are clean and well maintained	42%	42%	41%	39%	46%	46%
Trip duration, that is the time from when you boarded to the time you got off the bus	44%	45%	44%	40%	43%	43%
Sense of safety and security	49%	50%	47%	45%	45%	45%
Overall	49%	48%	48%	44%	45%	45%

Trends

Reasons Not to Use the Local Public Bus System Dec 2024



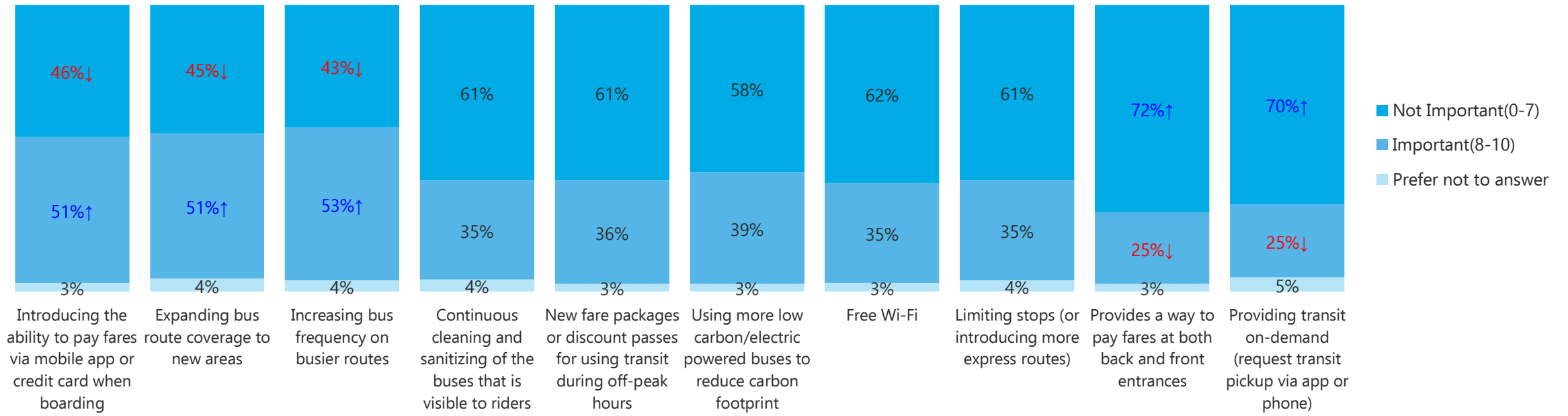
Likelihood of Reasons to not use Public Transportation



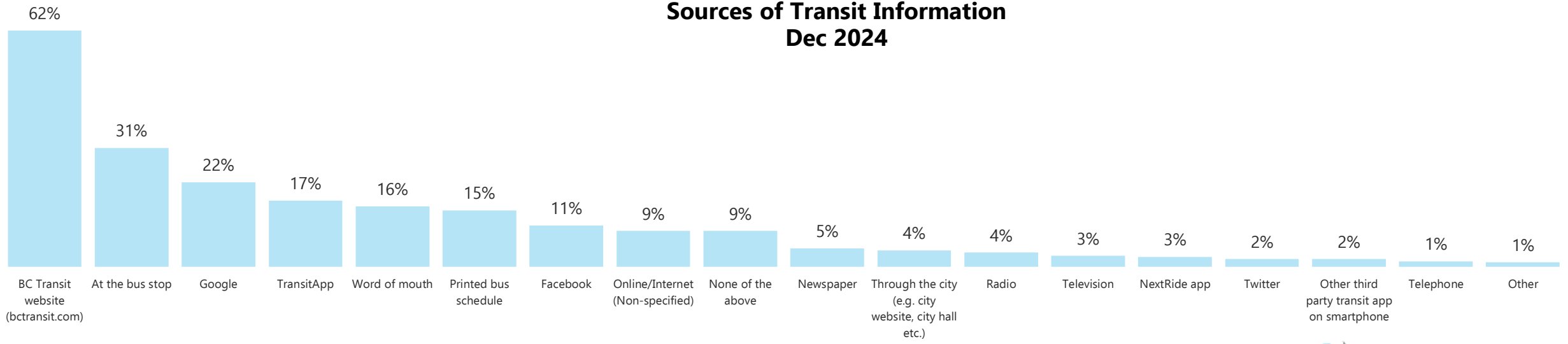
Choose the region:

(All)

Trends Key Improvements to Encourage Use of Transit Dec 2024

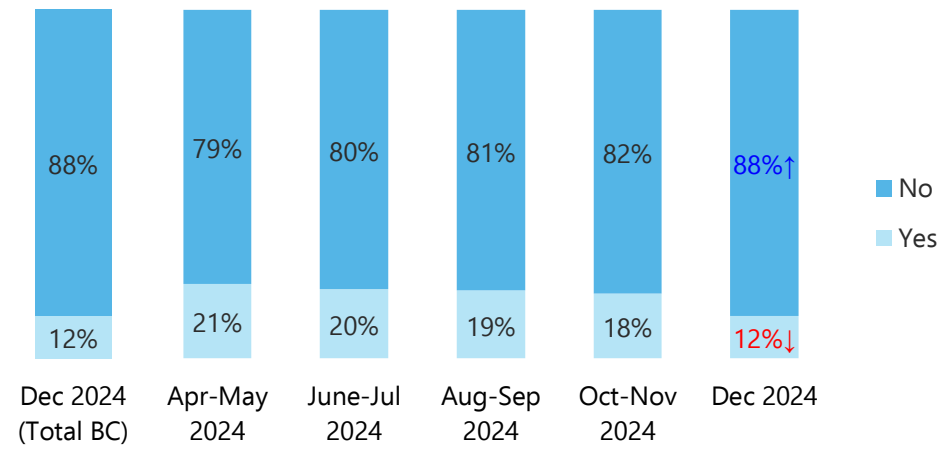


Sources of Transit Information Dec 2024

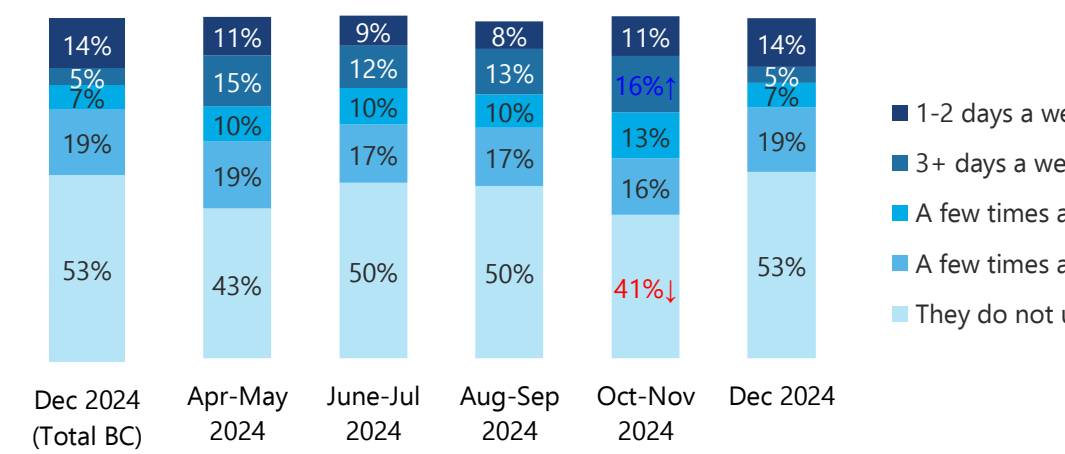


Trends

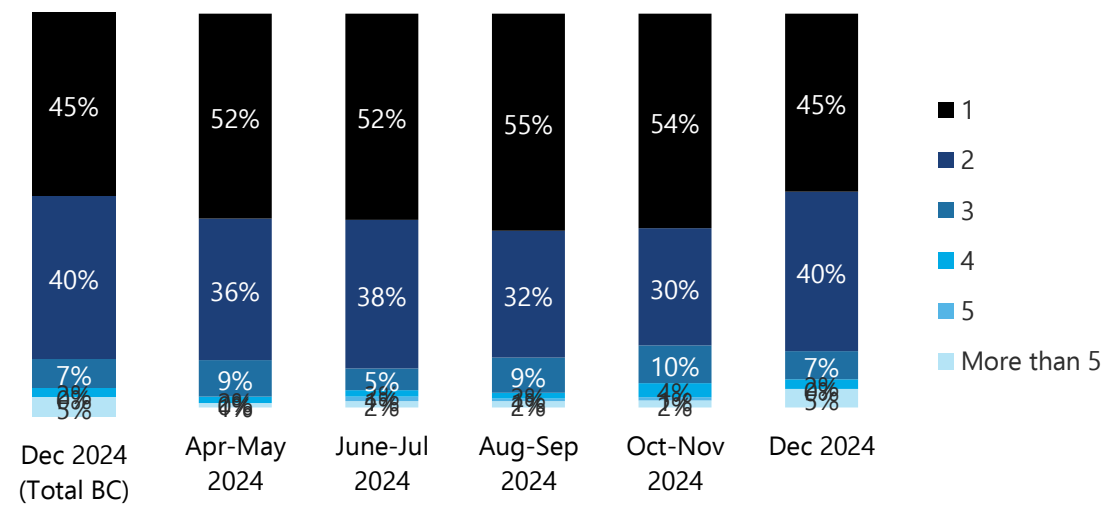
Taking Care of Children Aged 12 and Under



Frequency of Riding the Bus by Children 12 and Under



Number of Children Aged 12 and Under

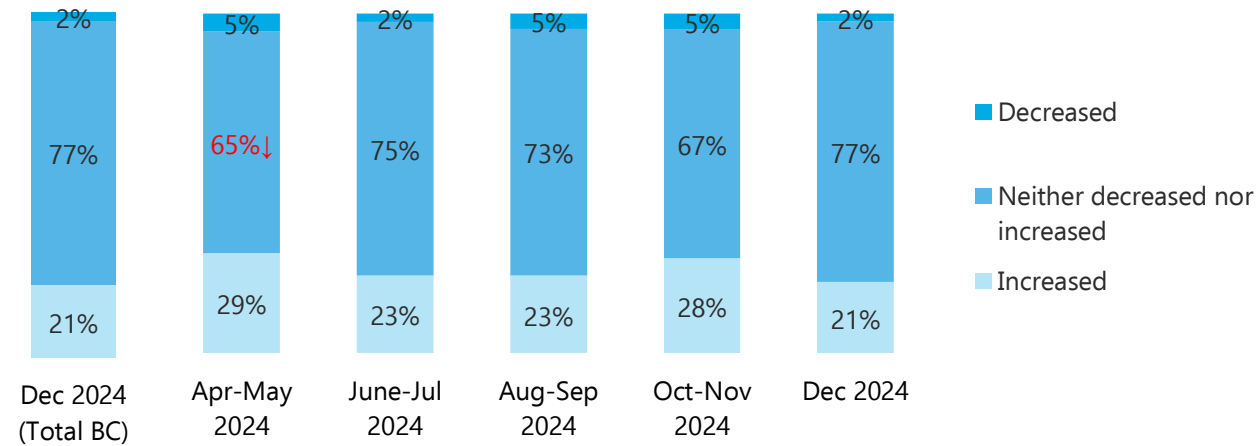


Choose the region:

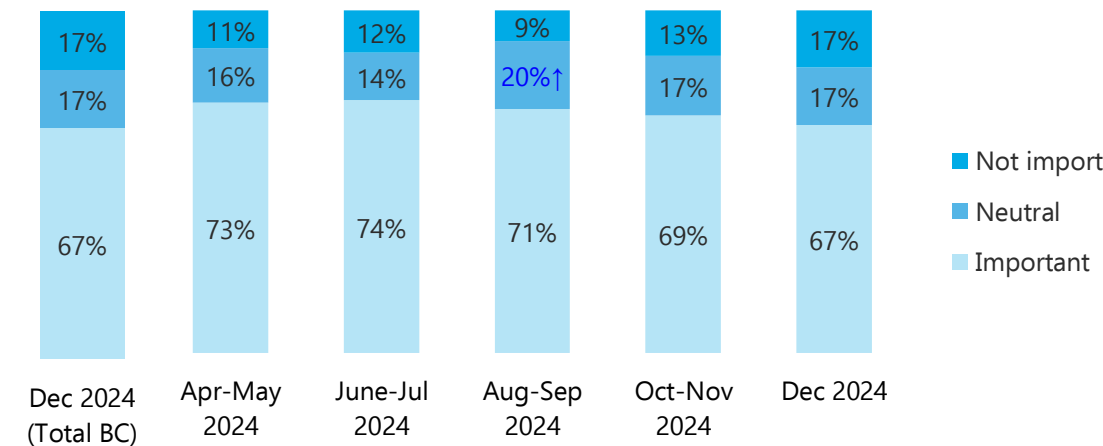
(All)

Trends

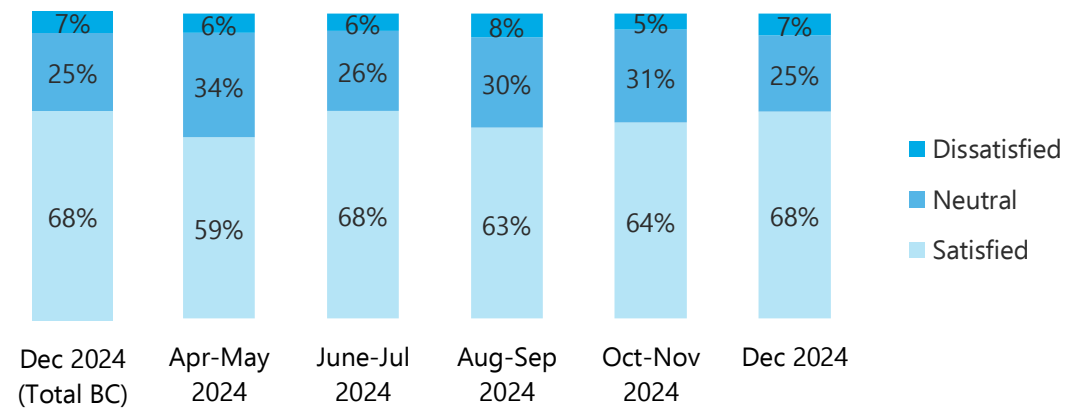
Impact of Free Transit on Transit Usage for Children 12 and Under



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

	Apr-May 2024	June-Jul 2024	Aug-Sep 2024	Oct-Nov 2024	Dec 2024	Dec 2024 (Total BC)
No, I felt safe throughout the trip	75%	76%	74%	74%	79%	79%
Yes, I felt unsafe while travelling to my first stop	6%	4%	6%	5%	5%	5%
Yes, I felt unsafe while waiting to board my first transit vehicle	10%	11%	11%	11%	11%	11%
Yes, I felt unsafe while on-board	7%	5%	9%	8%	6%	6%
Yes, I felt unsafe during a transfer	4%	3%	4%	4%	2%	2%
Yes, I felt unsafe when exiting	3%	4%	5%	5%	2%	2%
Yes, I felt unsafe while travelling to my final destination	4%	3%	4%	4%	3%	3%
Don't know/not sure	4%	4%	4%	5%	4%	4%

NPS Score of Transit

	Apr-May 2024	June-Jul 2024	Aug-Sep 2024	Oct-Nov 2024	Dec 2024	Dec 2024 (Total BC)
Detractors	50%	46%	49%	53%	49%	49%
Passive	14%	13%	12%	12%	12%	12%
Promoters	36%	41%	39%	35%	39%	39%
NPS Score	-14.8	-4.8	-9.2	-18.6	-10.7	-10.7

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.





Bi Quarterly data

Choose the region:

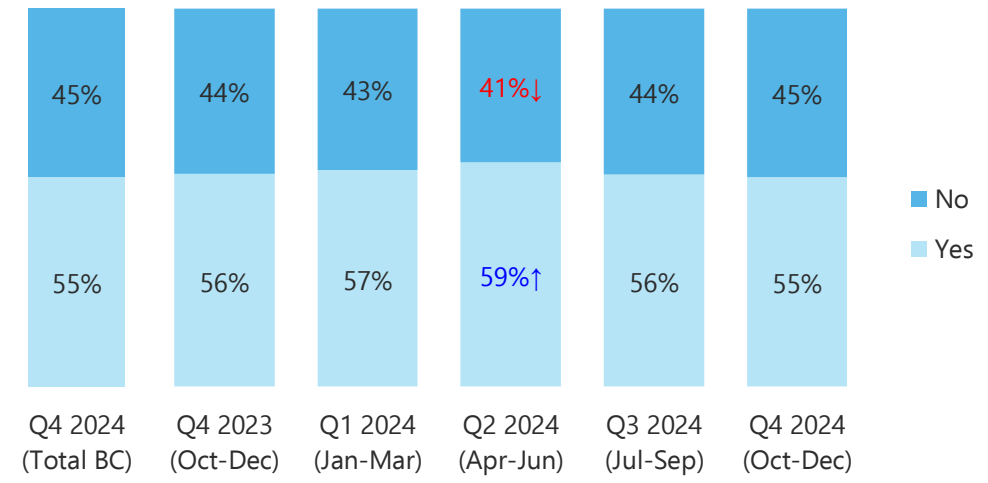
(All)

Trends

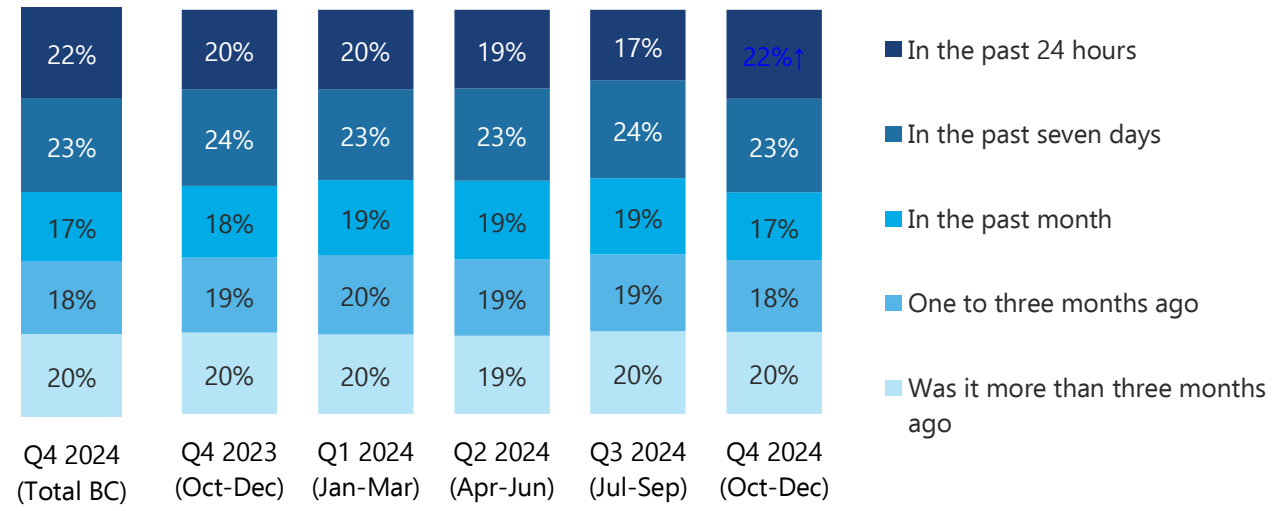
Responsibility for Local Transit System

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

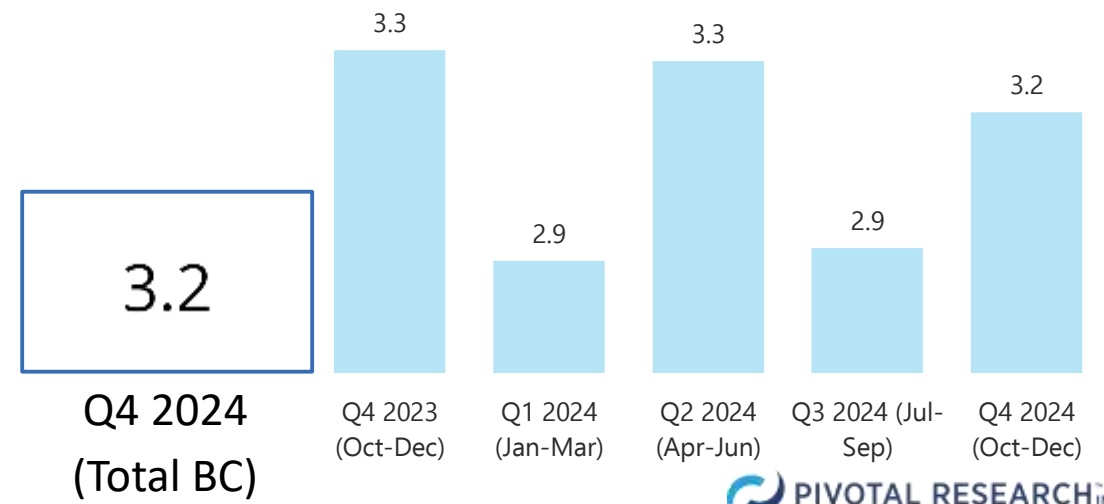
Past Year Local Transit use



Most Recent Local Transit Use



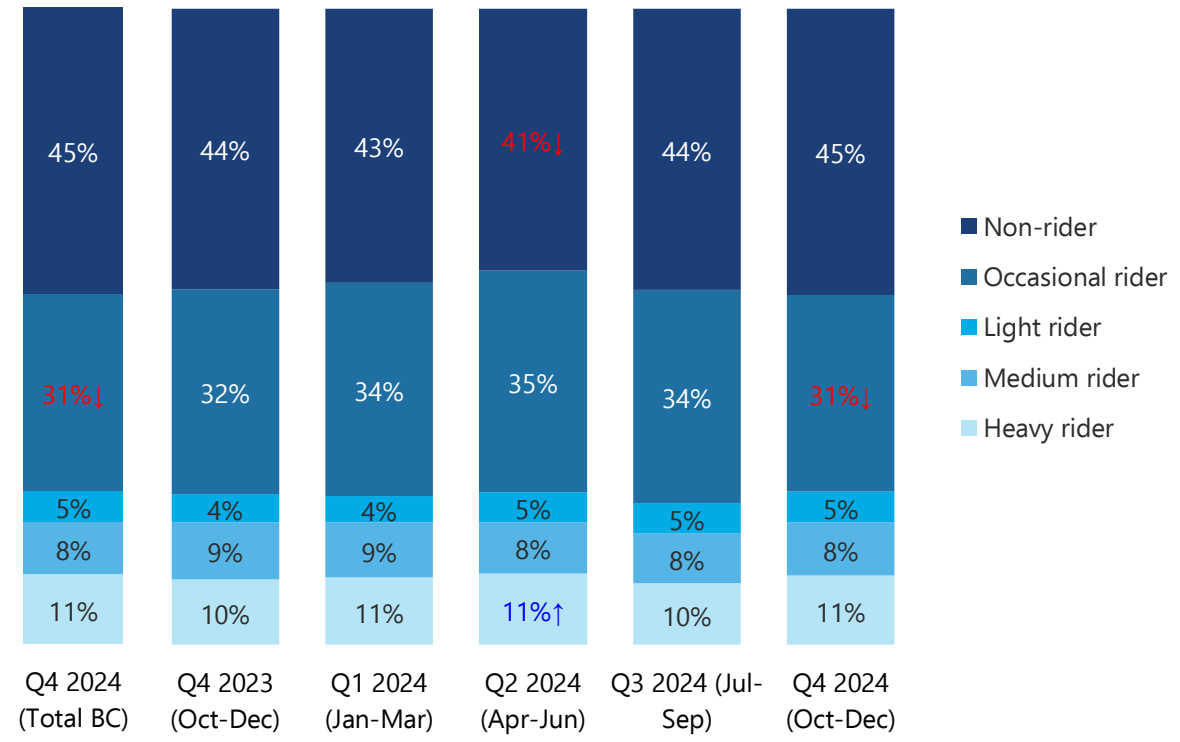
Average Number of One-Way Trips in the Past Seven Days



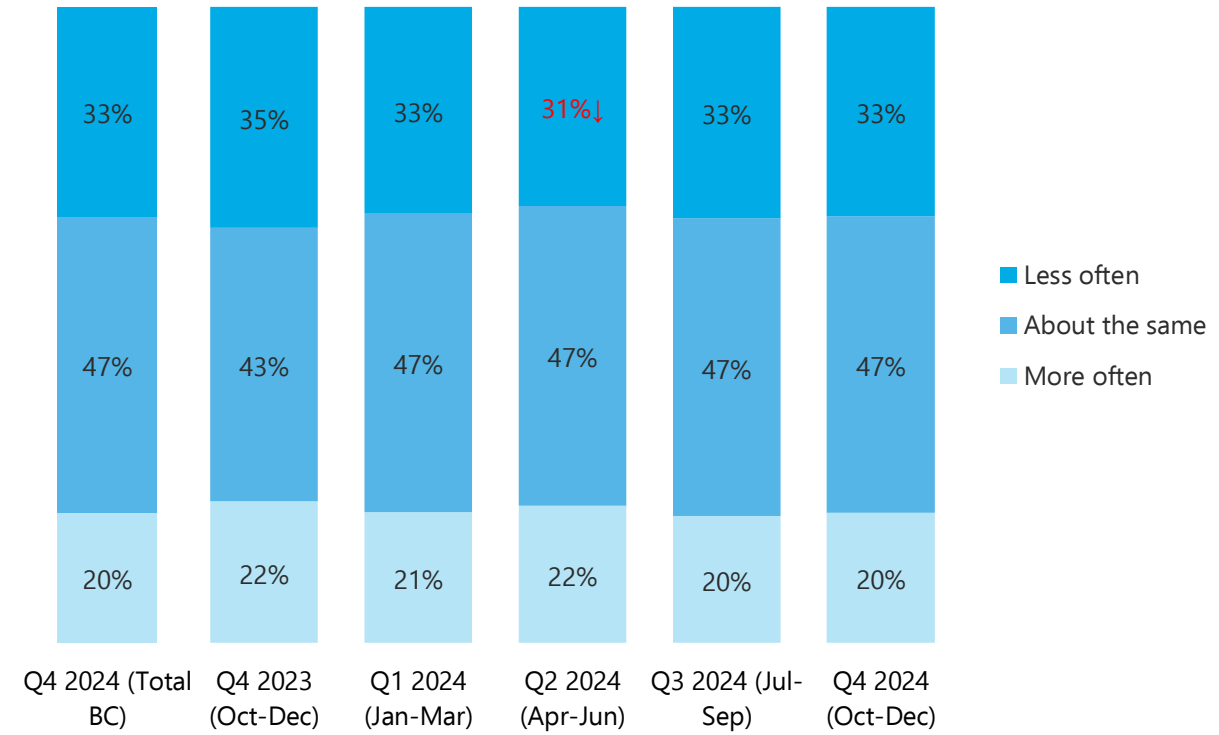
(All)

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

	Q4 2023 (Oct-Dec)	Q1 2024 (Jan-Mar)	Q2 2024 (Apr-Jun)	Q3 2024 (Jul-Sep)	Q4 2024 (Oct-Dec)	Q4 2024 (Total BC)
Drive alone (car/truck)	63%	59%	57%	56%	55%	55%
Carpool or share a ride as driver	9%	12%	8%	11%	12%	12%
Carpool or share a ride as passenger	15%	18%	19%	17%	19%	19%
Taxi	12%	13%	11%	8%	12%	12%
Bicycle	11%	12%	11%	12%	14%	14%
Motorcycle/moped/scooter	3%	6%	4%	5%	5%	5%
Walking/rollerblading/skateboarding/jogging	35%	33%	30%	32%	29%	29%
Ride share (e.g. Uber, Lyft, etc.)	9%	9%	8%	9%	10%	10%
Other	4%	4%	4%	8%	6%	6%
Don't know	1%	1%	0%	1%	0%	0%

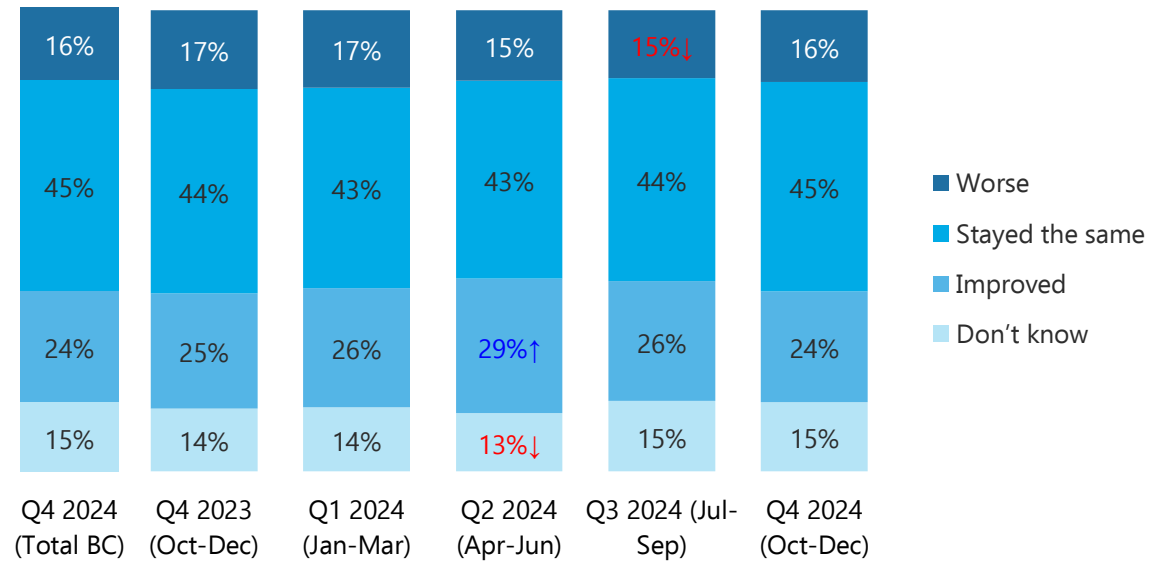
Modes of Transportation Used Less Often

	Q4 2023 (Oct-Dec)	Q1 2024 (Jan-Mar)	Q2 2024 (Apr-Jun)	Q3 2024 (Jul-Sep)	Q4 2024 (Oct-Dec)	Q4 2024 (Total BC)
Drive alone (car/truck)	59%	51%	60%	54%	53%	53%
Carpool or share a ride as driver	21%	19%	14%	12%	17%	17%
Carpool or share a ride as passenger	23%	24%	20%	14%	21%	21%
Taxi	32%	36%	37%	39%	35%	35%
Bicycle	15%	11%	14%	13%	15%	15%
Motorcycle/moped/scooter	5%	10%	6%	3%	6%	6%
Walking/rollerblading/skateboarding/jogging	26%	24%	27%	30%	29%	29%
Ride share (e.g. Uber, Lyft, etc.)	18%	22%	23%	19%	20%	20%
Other	2%	3%	2%	2%	2%	2%
Don't know	2%	2%	2%	2%	3%	3%

Choose the region:

(All)

Past Year Change in Local Bus System

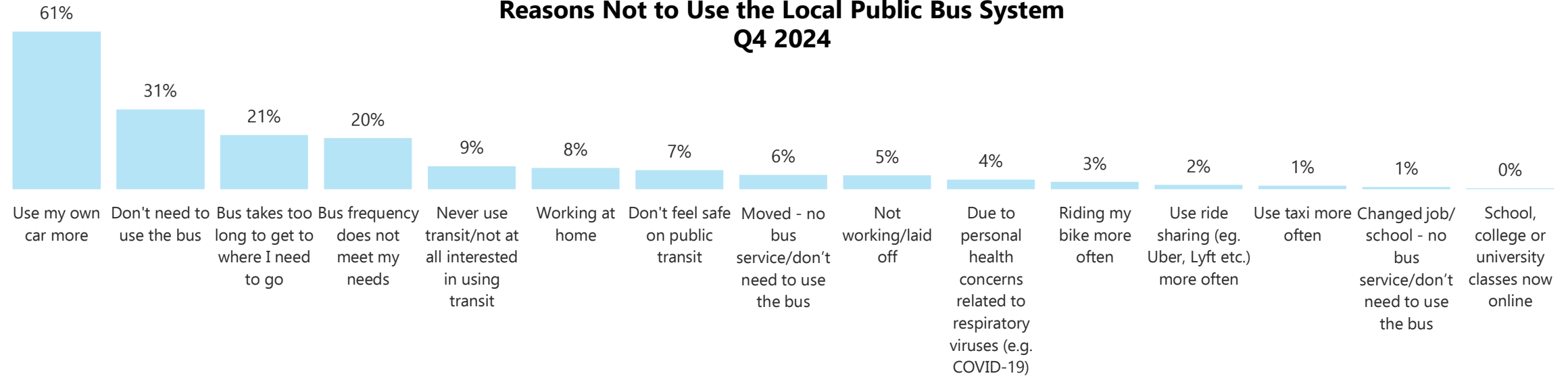


Trends

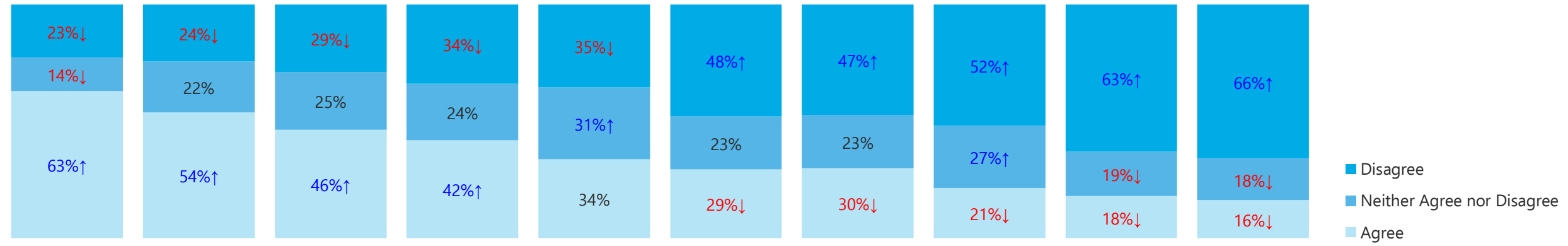
	Q4 2023 (Oct-Dec)	Q1 2024 (Jan-Mar)	Q2 2024 (Apr-Jun)	Q3 2024 (Jul-Sep)	Q4 2024 (Oct-Dec)	Q4 2024 (Total BC)
Fare prices are reasonable	48%	50%	51%	51%	50%	50%
Bus drivers are courteous	62%	63%	63%	62%	60%	60%
Frequency of scheduled service	37%	39%	40%	39%	35%	35%
Buses run on time/on schedule	46%	49%	48%	50%	47%	47%
Buses are clean/well-maintained	54%	56%	55%	57%	54%	54%
Availability and accuracy of schedule information	48%	51%	50%	51%	47%	47%
Buses not being overcrowded	46%	48%	47%	48%	47%	47%
Buses have a direct route	41%	42%	42%	42%	38%	38%
Bus fare payment options are convenient and easy to use	49%	51%	54%	54%	51%	51%
Buses have good connections with reasonable wait times	34%	38%	38%	39%	34%	34%
Bus stops have enough amenities such as shelters, benches, information and trash cans	31%	33%	34%	34%	32%	32%
Bus stops are clean and well maintained	42%	41%	41%	42%	40%	40%
Trip duration, that is the time from when you boarded to the time you got off the bus	44%	44%	45%	44%	41%	41%
Sense of safety and security	46%	49%	49%	48%	45%	45%
Overall	43%	47%	49%	47%	44%	44%

Trends

Reasons Not to Use the Local Public Bus System Q4 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?

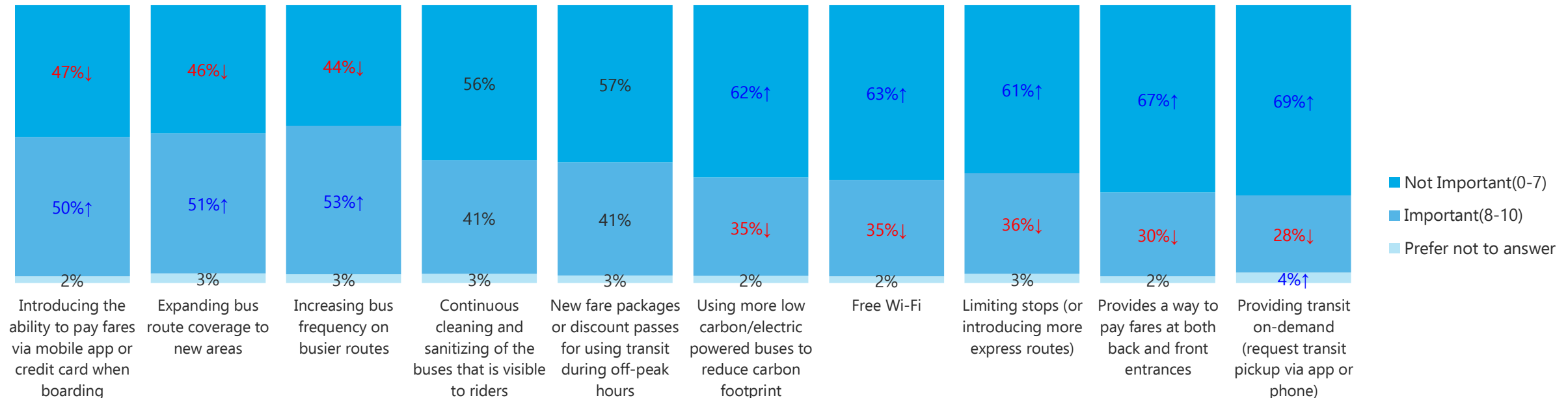
Green highlighted cells indicates significantly higher results compared to other regions.
Red highlighted cells indicates significantly lower results compared to other regions.

Choose the region:

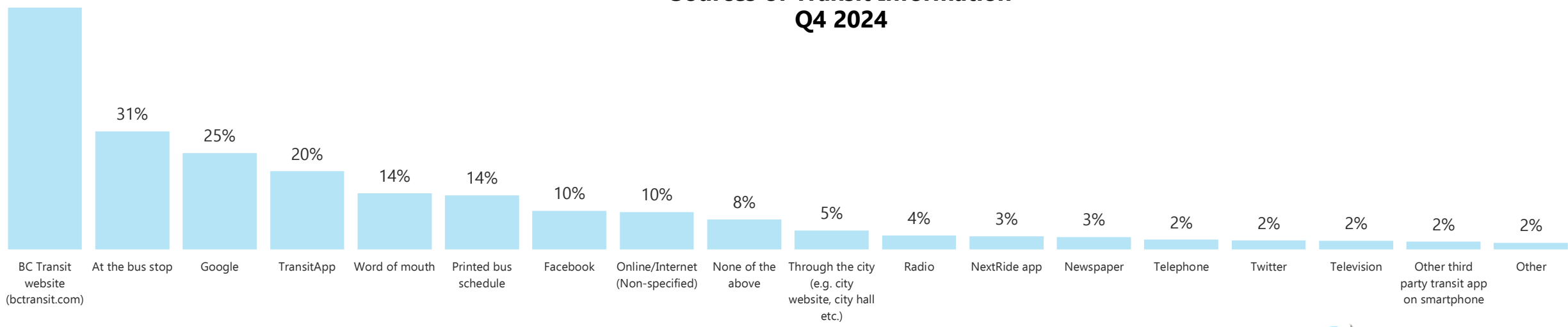
(All)

Trends

Key Improvements to Encourage Use of Transit Q4 2024

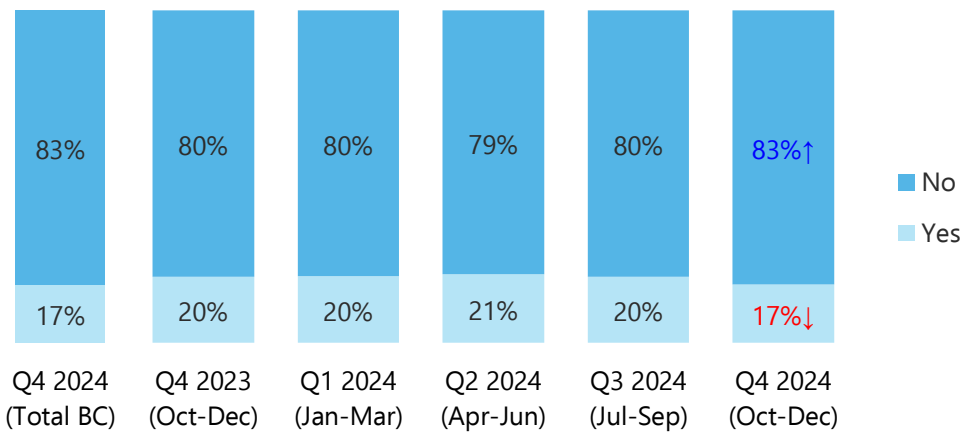


Sources of Transit Information Q4 2024

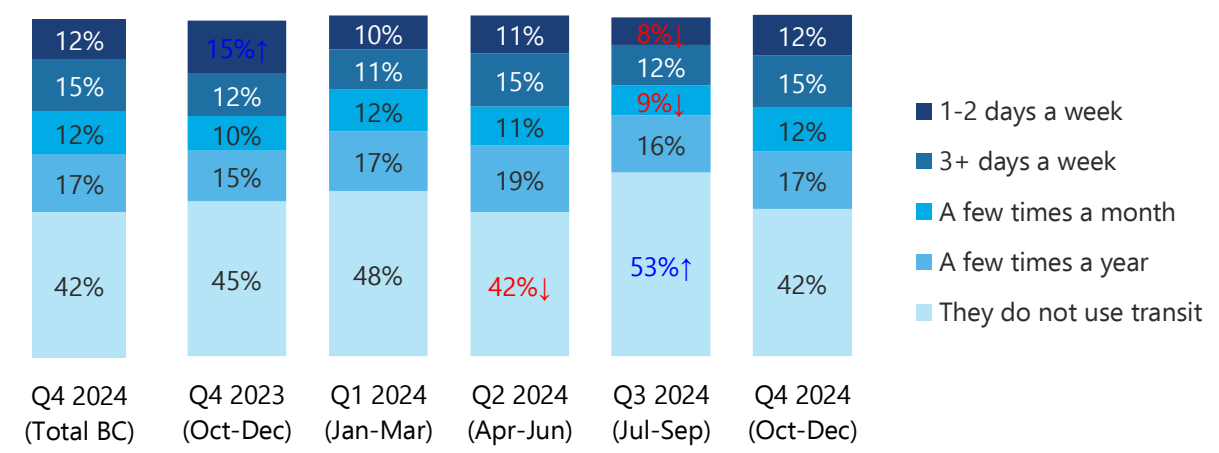


Trends

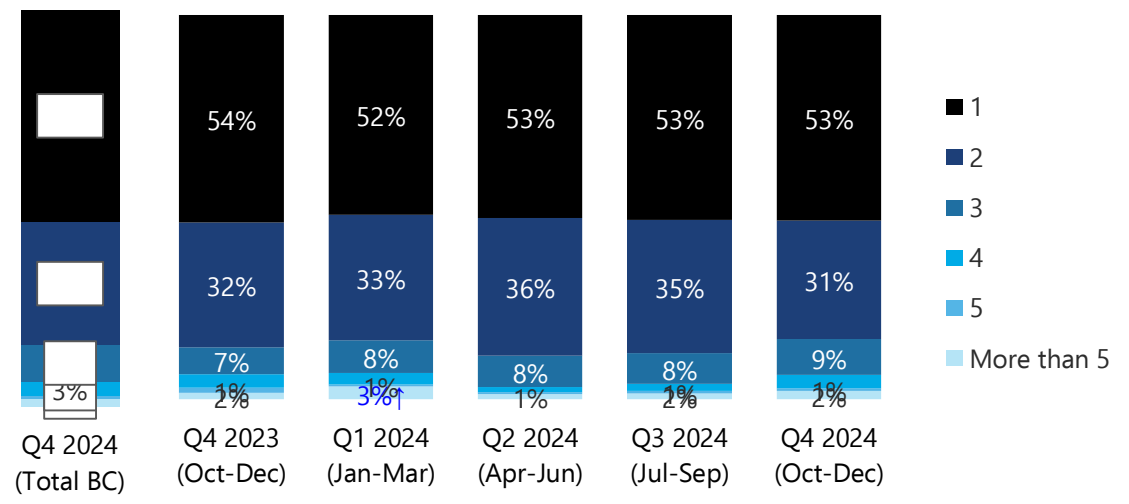
Taking Care of Children Aged 12 and Under



Frequency of Riding the Bus by Children 12 and Under

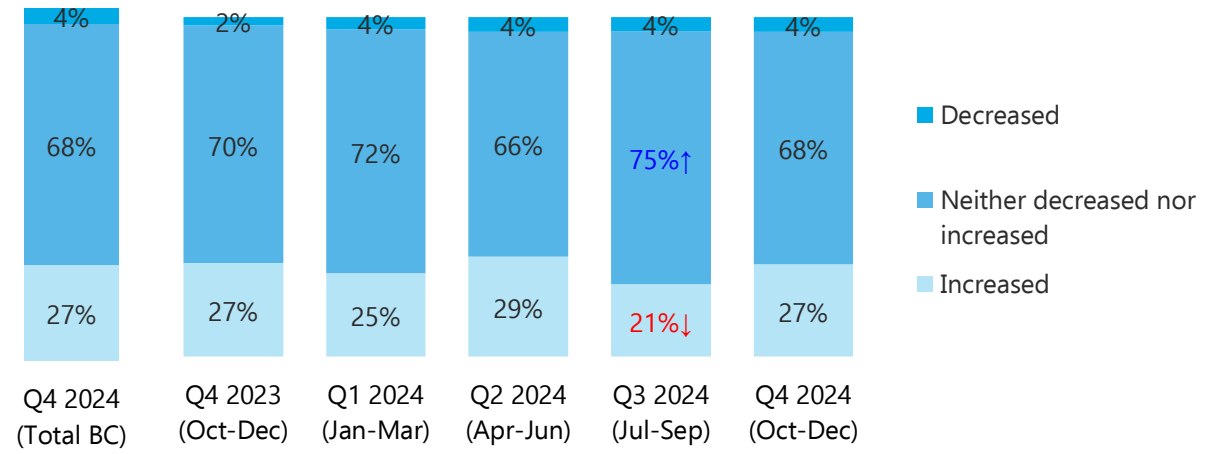


Number of Children Aged 12 and Under

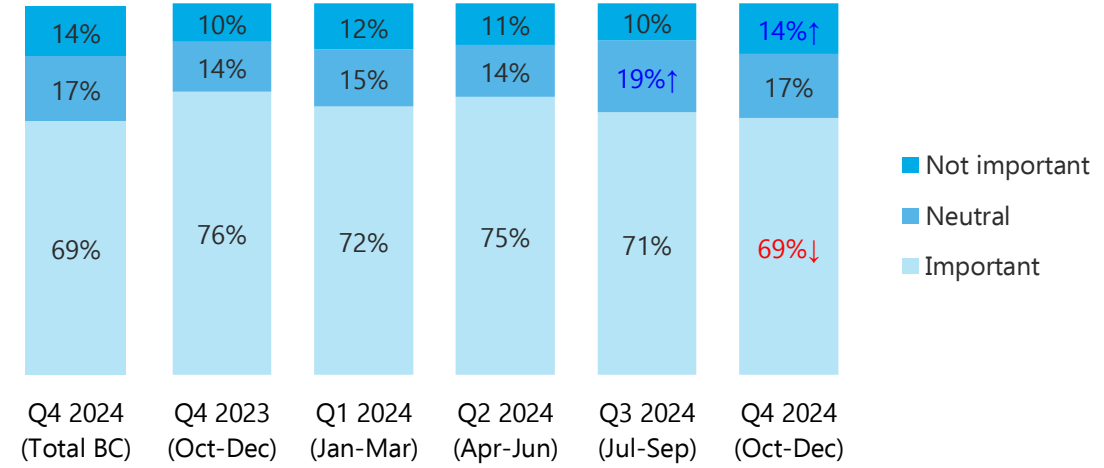


Trends

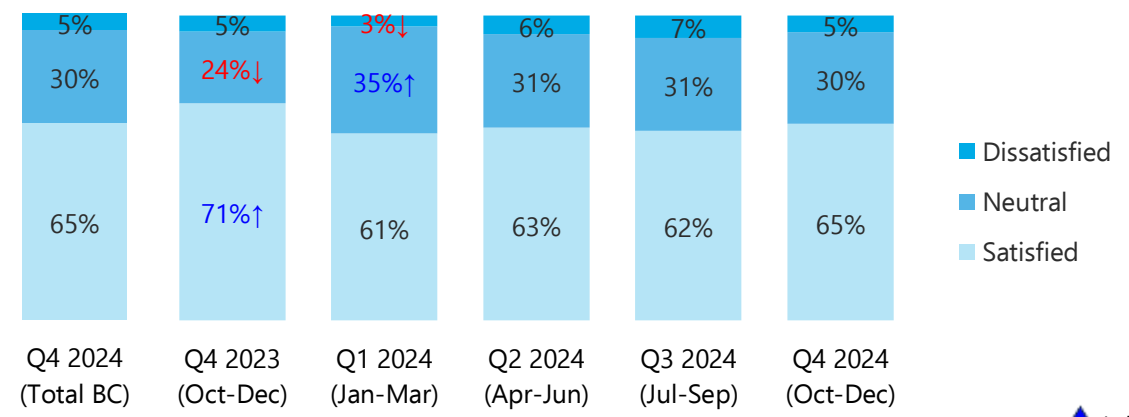
Impact of Free Transit on Transit Usage for Children 12 and Under



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.

(All)

Safety in Transit

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

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

NPS Score of Transit

	Q4 2023 (Oct-Dec)	Q1 2024 (Jan-Mar)	Q2 2024 (Apr-Jun)	Q3 2024 (Jul-Sep)	Q4 2024 (Oct-Dec)	Q4 2024 (Total BC)
Detractors	51%	50%	49%	48%	52%	52%
Passive	15%	14%	14%	12%	12%	12%
Promoters	33%	36%	37%	40%	35%	35%
NPS Score	-18.0	-13.5	-12.4	-7.7	-17.3	-17.3

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.