



**Customer Satisfaction
Tracking Report**
(January 2025 – March 2025)



Overall Report

Responsibility for Local Transit System

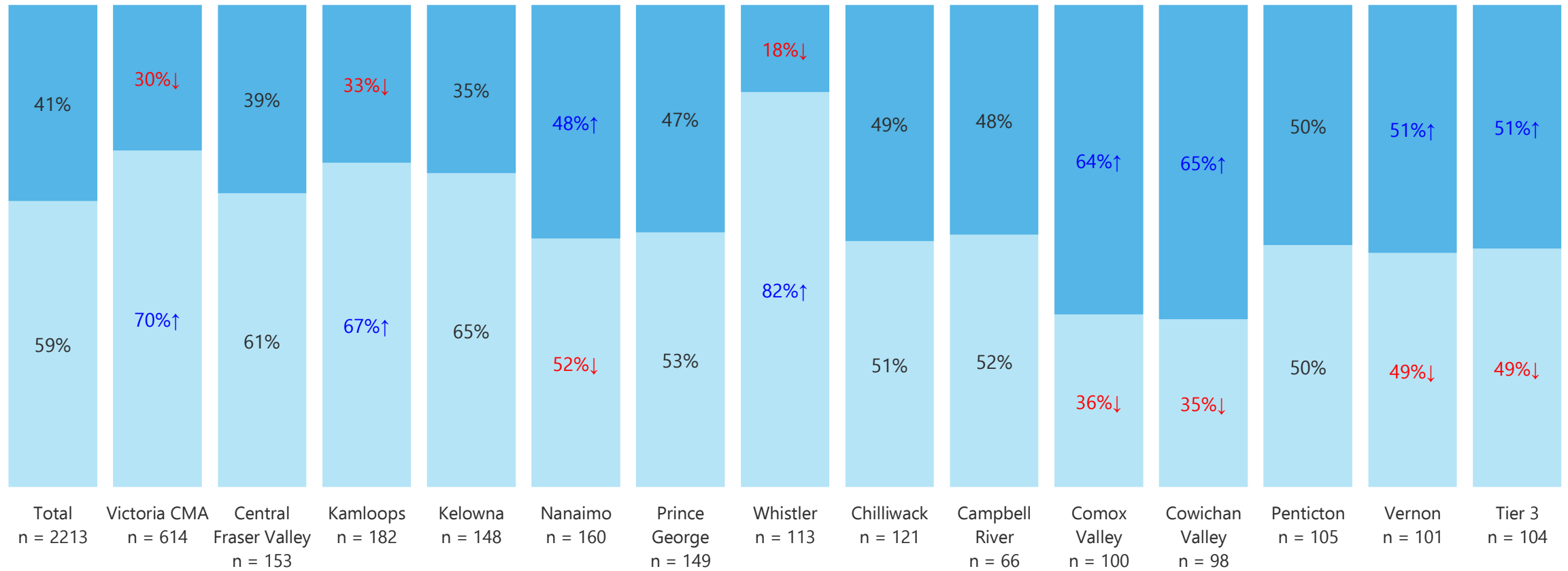
Current Reporting Quarter: Q1 2025 (JAN - MAR)

	Total n = 2219	Victoria CMA n = 614	Central Fraser Valley n = 153	Kamloops n = 183	Kelowna n = 148	Nanaimo n = 161	Prince George n = 149	Whistler n = 113	Chilliwack n = 122	Campbell River n = 66	Comox Valley n = 100	Cowichan Valley n = 98	Penticton n = 105	Vernon n = 103	Tier 3 n = 104
BC Transit	80%	90%	77%	77%	83%	72%	79%	88%	72%	56%	80%	77%	78%	79%	70%
Local/municipal government	26%	21%	20%	31%	27%	33%	21%	48%	22%	36%	20%	19%	31%	31%	35%
TransLink	13%	8%	27%	13%	11%	16%	10%	12%	28%	36%	9%	11%	9%	12%	10%
Other	1%	0%	2%	3%	3%	2%	1%	1%	3%	2%	2%	1%	0%	0%	3%
Don't know	5%	3%	4%	7%	0%	6%	9%	1%	7%	8%	7%	9%	9%	6%	12%

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: Q1 2025 (JAN - MAR)



■ Yes ■ No

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

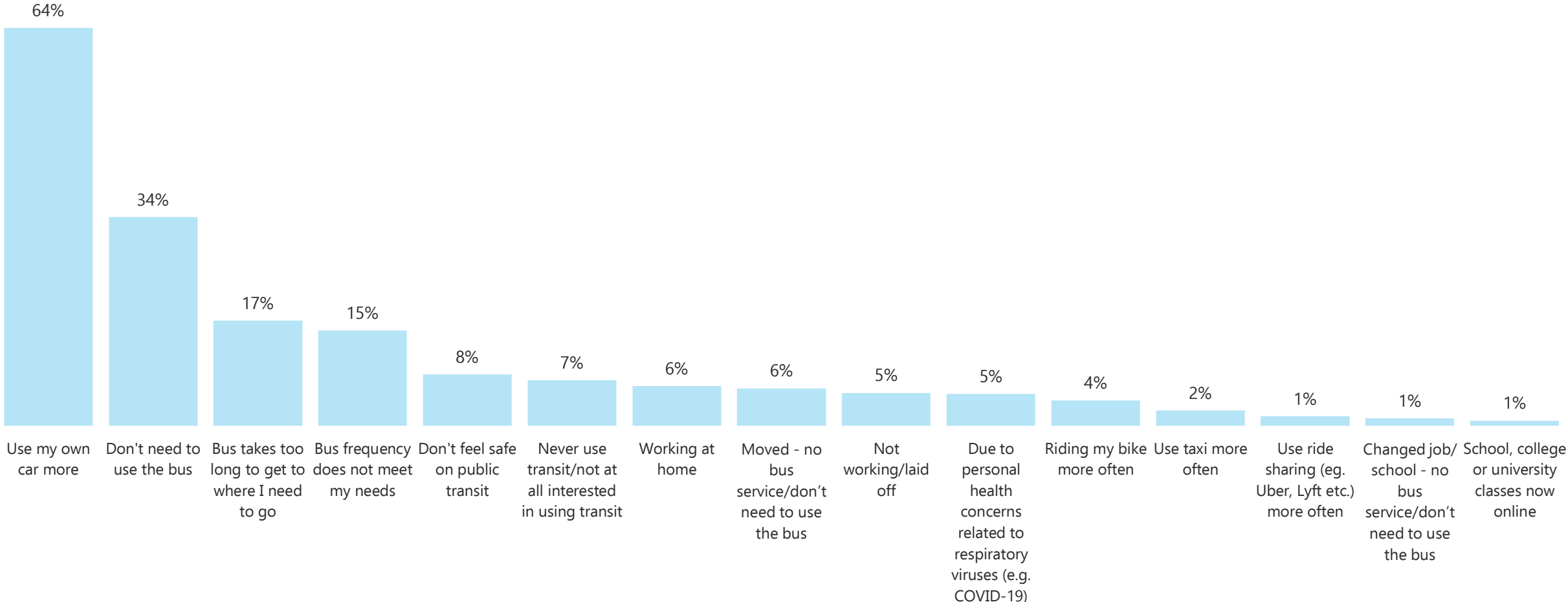


Q3 Have you used the local public bus system within the last year?

*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: Q1 2025 (JAN - MAR)

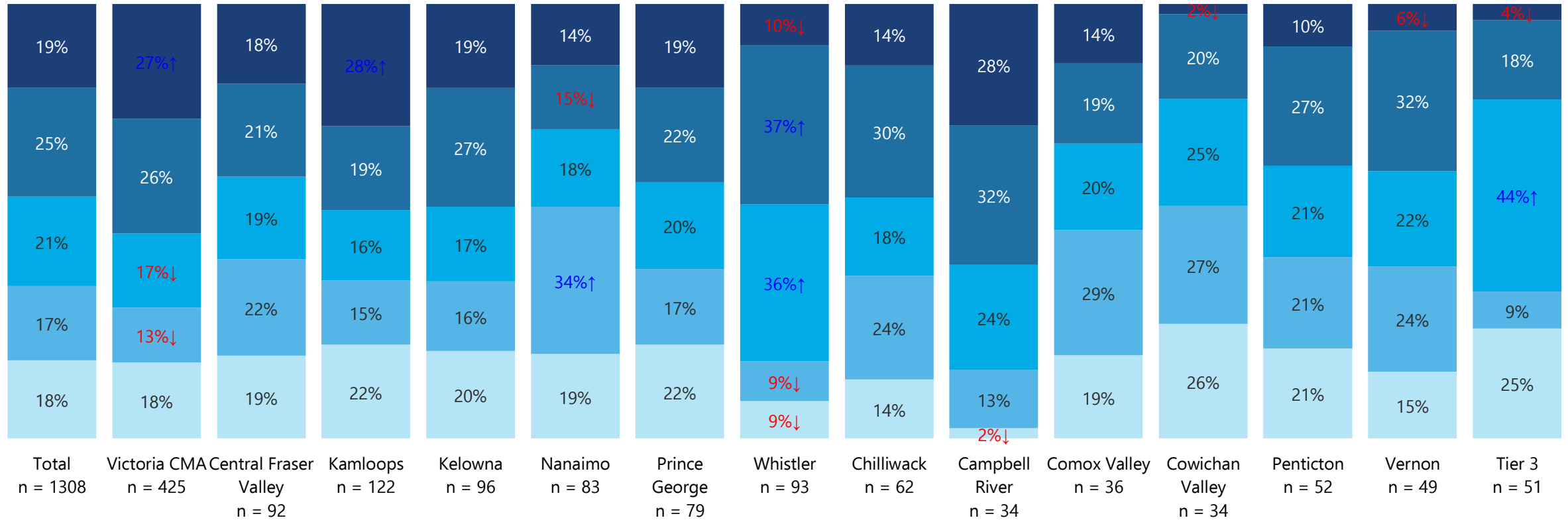


base n= 900

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

Most Recent Local Transit Use

Current Reporting Quarter: Q1 2025 (JAN - MAR)



■ 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.

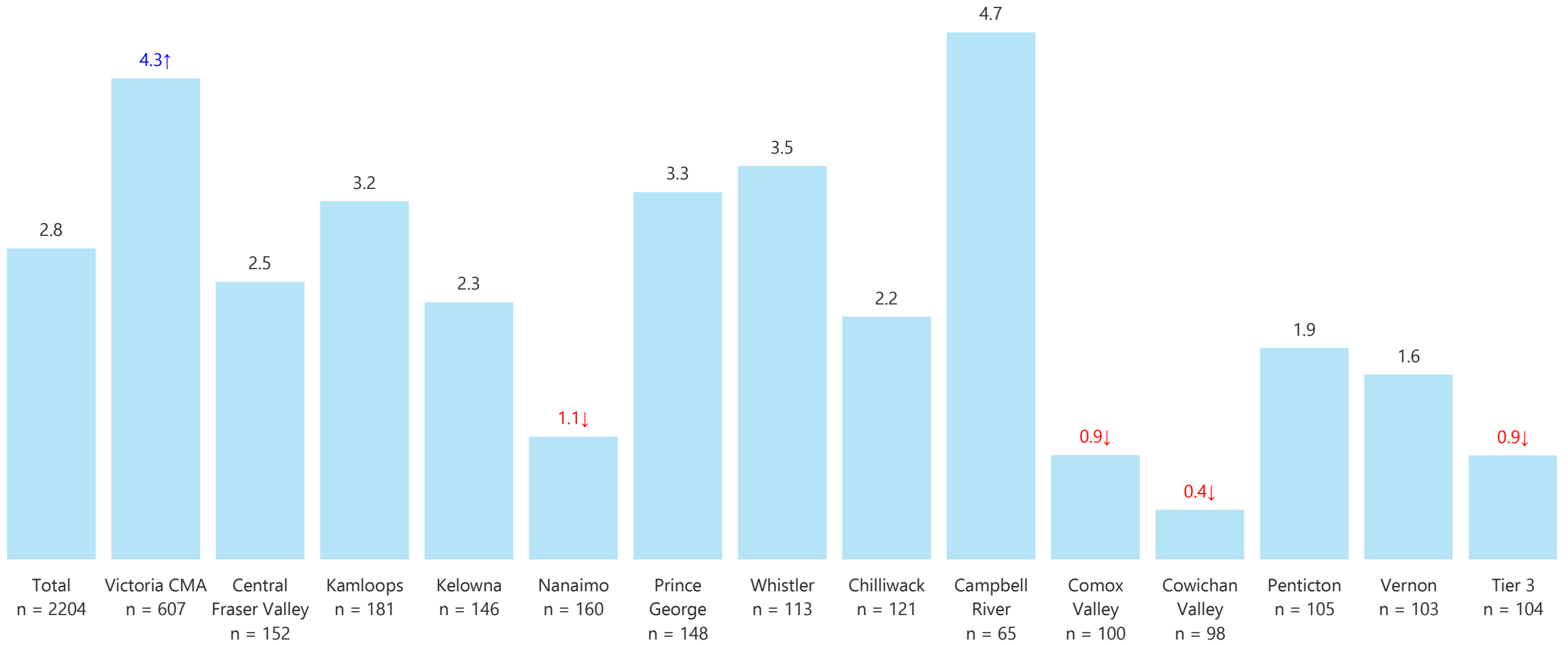


Q4 When did you last use the public bus system?

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

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

Current Reporting Quarter: Q1 2025 (JAN - MAR)



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

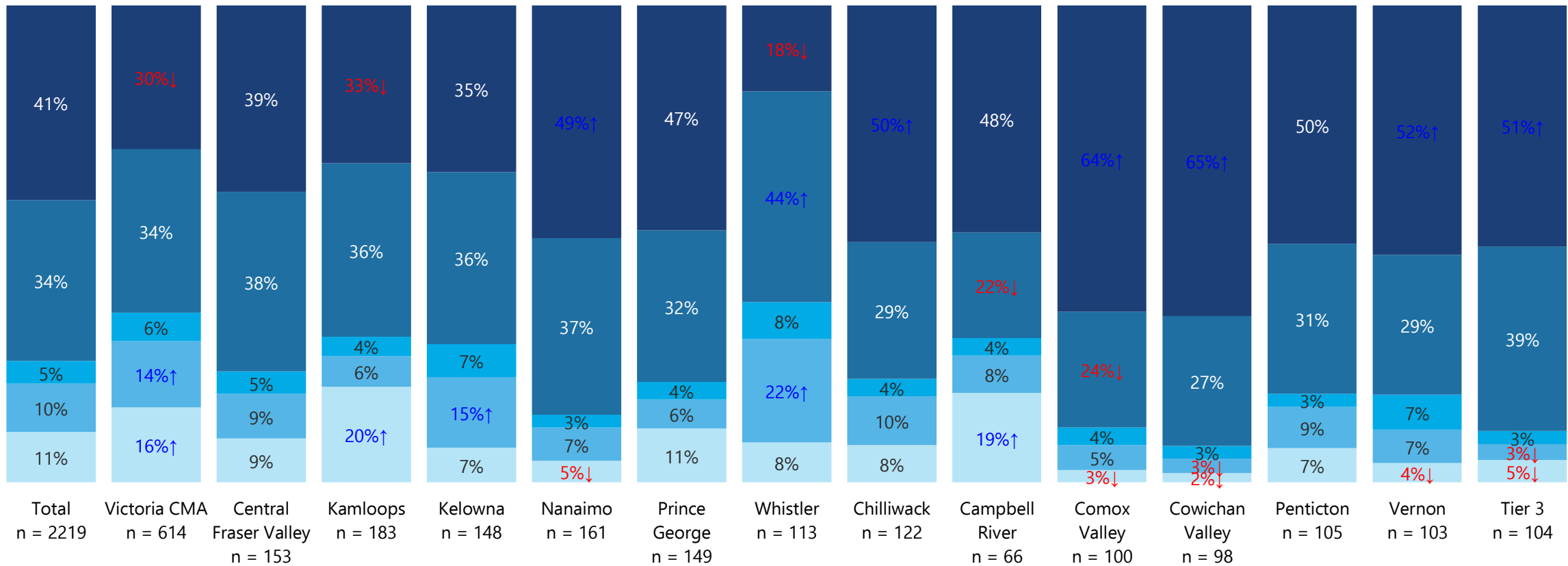


Q5 How many one-way trips did you make on public transit in the past seven days?

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

Rider Usage Group

Current Reporting Quarter: Q1 2025 (JAN - MAR)



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

↑ indicates significantly higher results compared to other regions;

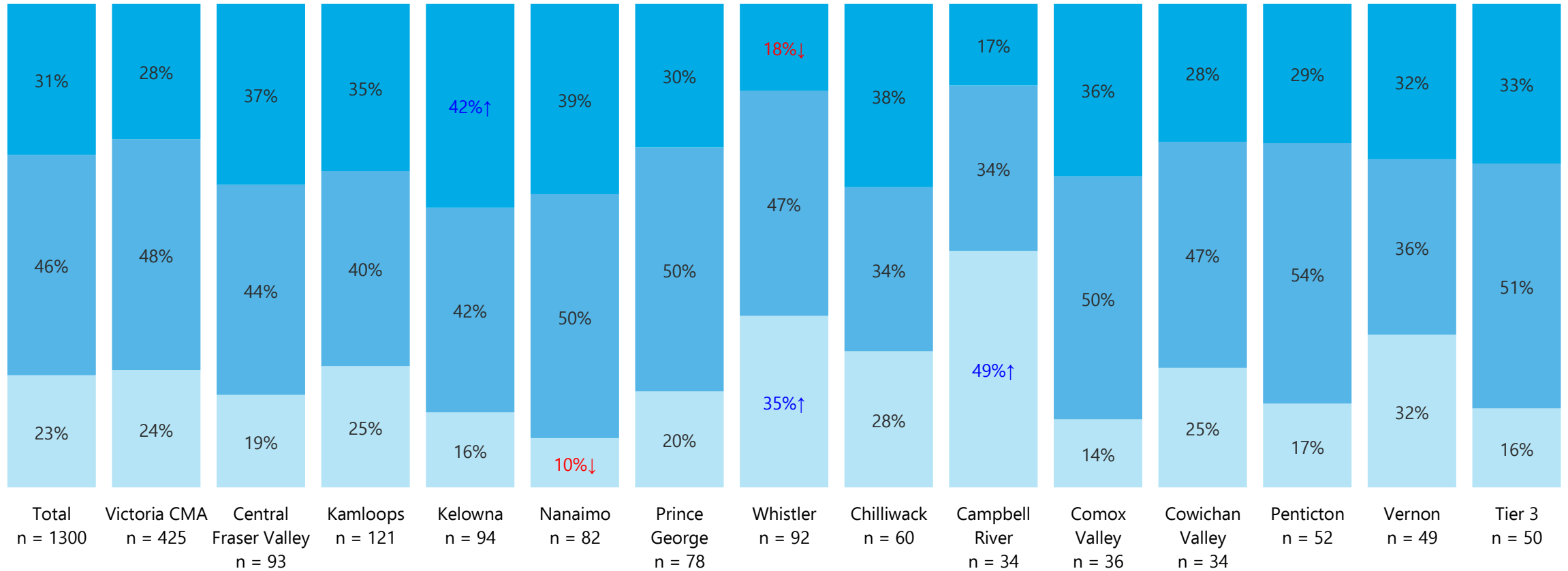
↓ indicates significantly lower results compared to other regions.



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: Q1 2025 (JAN - MAR)



■ 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: Q1 2025 (JAN - MAR)

	Total n = 405	Victoria CMA n = 119	Central Fraser Valley n = 35	Kamloops n = 42	Kelowna n = 40	Nanaimo n = 32	Prince George n = 23	Whistler n = 16	Chilliwack n = 23	Campbell River n = 6	Comox Valley n = 13	Cowichan Valley n = 10	Penticton n = 15	Vernon n = 16	Tier 3 n = 17
Drive alone (car/truck)	58%	59%	59%	52%	59%	67%	64%	62%	39%	68%	62%	57%	59%	30%	70%
Carpool or share a ride as driver	11%	10%	14%	7%	10%	9%	21%	10%	14%	20%	9%	21%	13%	0%	13%
Carpool or share a ride as passenger	19%	16%	12%	27%	24%	16%	18%	16%	23%	20%	17%	33%	0%	32%	18%
Taxi	12%	12%	14%	6%	9%	8%	13%	32%	15%	18%	29%	0%	11%	0%	6%
Bicycle	11%	13%	28%	9%	7%	5%	0%	12%	14%	14%	6%	0%	5%	19%	6%
Motorcycle/moped/scooter	4%	2%	18%	5%	9%	0%	0%	0%	0%	0%	0%	0%	7%	0%	6%
Walking/rollerblading/skate boarding/jogging	18%	24%	19%	20%	9%	13%	27%	0%	12%	20%	17%	8%	23%	11%	19%
Ride share (e.g. Uber, Lyft, etc.)	10%	12%	20%	10%	15%	3%	8%	27%	0%	18%	6%	0%	5%	0%	0%
Other	7%	5%	6%	16%	5%	8%	4%	0%	15%	0%	7%	10%	7%	25%	0%
Don't know	1%	1%	0%	0%	0%	3%	5%	0%	0%	0%	0%	0%	0%	6%	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: Q1 2025 (JAN - MAR)

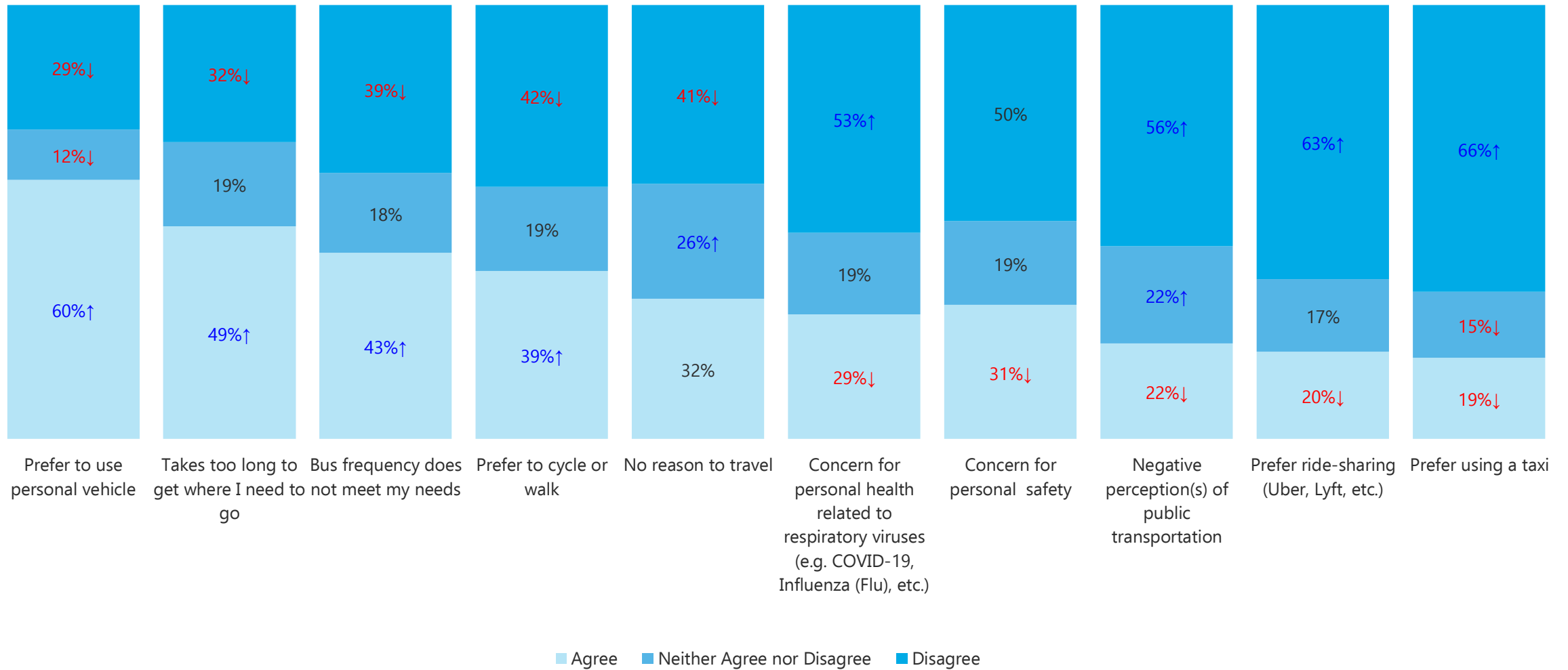
	Total n = 302	Victoria CMA n = 103	Central Fraser Valley n = 18	Kamloops n = 31	Kelowna n = 15	Nanaimo n = 8	Prince George n = 15	Whistler n = 32	Chilliwack n = 17	Campbell River n = 16	Comox Valley n = 5	Cowichan Valley n = 8	Penticton n = 9	Vernon n = 15	Tier 3 n = 8
Drive car/truck alone	46%	53%	36%	33%	33%	66%	48%	48%	55%	23%	46%	68%	56%	36%	34%
Carpool or share a ride as driver	13%	15%	0%	10%	12%	12%	20%	9%	24%	16%	0%	0%	9%	19%	11%
Carpool or share a ride as passenger	20%	16%	31%	10%	49%	23%	19%	12%	17%	18%	23%	9%	32%	32%	33%
Taxi	38%	38%	42%	29%	31%	45%	40%	63%	39%	24%	38%	22%	12%	40%	21%
Bicycle	19%	16%	21%	5%	34%	12%	12%	43%	16%	34%	0%	11%	12%	25%	10%
Motorcycle/moped/scooter	10%	10%	6%	10%	6%	21%	6%	12%	0%	24%	0%	11%	9%	12%	12%
Walking/rollerblading/skateboarding/jogging	15%	17%	11%	13%	21%	12%	28%	3%	28%	0%	0%	9%	23%	27%	19%
Ride share (e.g. Uber, Lyft, etc.)	22%	21%	41%	18%	27%	36%	7%	12%	39%	0%	23%	0%	21%	43%	24%
Other	2%	4%	0%	0%	0%	0%	6%	0%	0%	0%	16%	0%	0%	0%	0%
Don't know	1%	0%	0%	4%	0%	0%	0%	0%	6%	0%	0%	0%	0%	6%	0%

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

Green highlighted cells indicates significantly higher results compared to other regions.
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Likelihood of Reasons to not use Public Transportation

Current Reporting Quarter: Q1 2025 (JAN - MAR)



base n= 1011

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

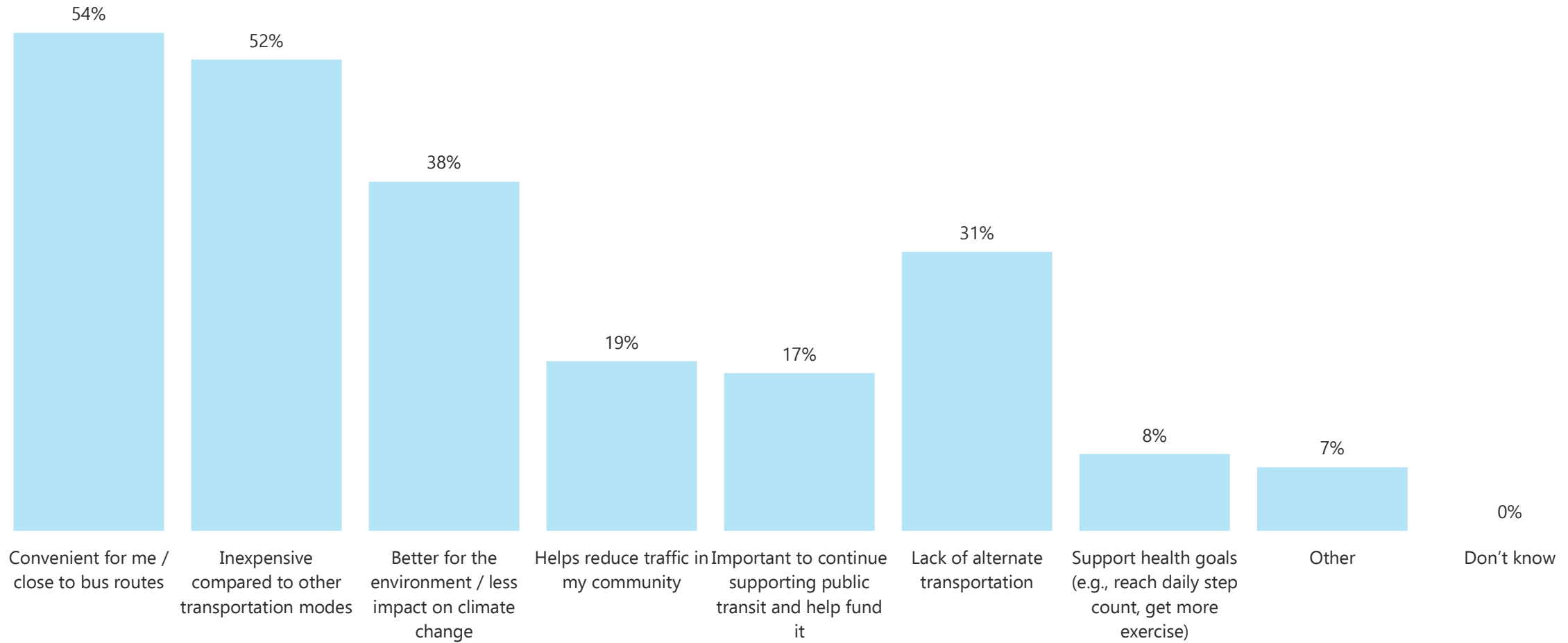
↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.



Reasons to use Local Transit More Often

Current Reporting Quarter: Q1 2025 (JAN - MAR)

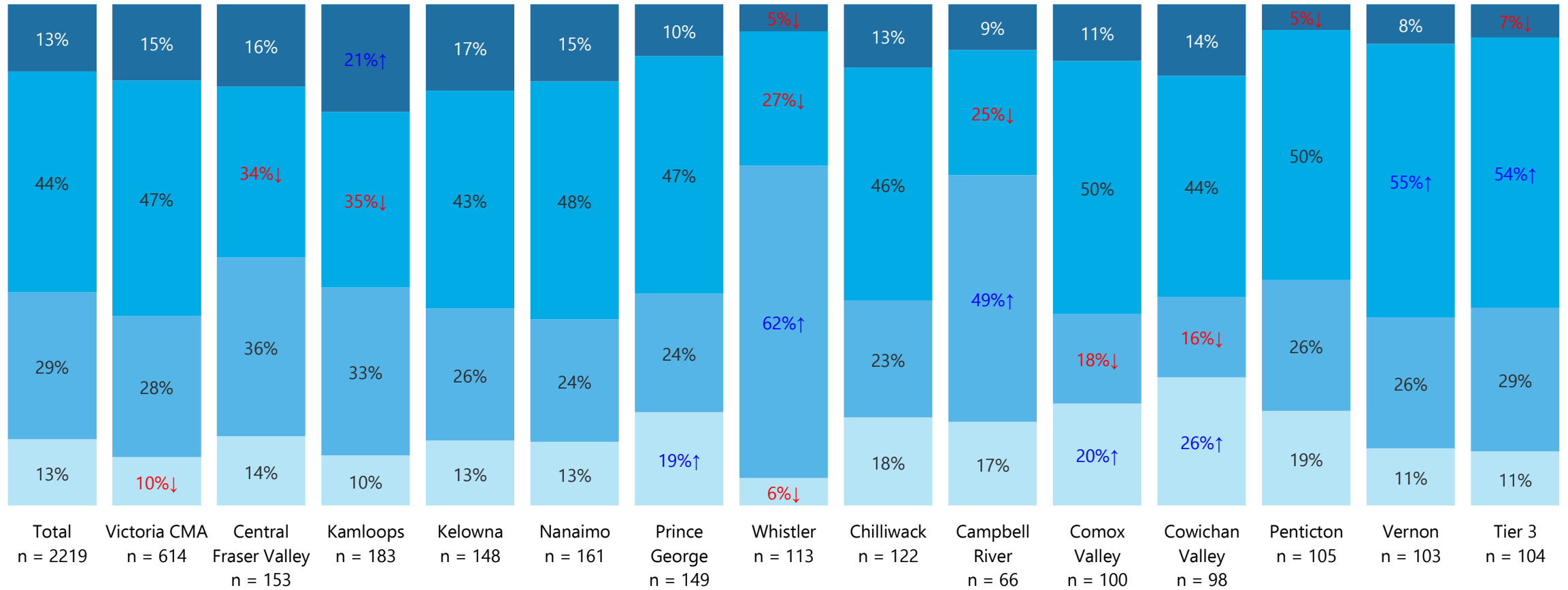


base n= 302

Q6D Why are you using local transit more often?

Past Year Change in Local Bus System

Current Reporting Quarter: Q1 2025 (JAN - MAR)



■ 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: Q1 2025 (JAN - MAR)

	Total n = 2219	Victoria CMA n = 614	Central Fraser Valley n = 153	Kamloops n = 183	Kelowna n = 148	Nanaimo n = 161	Prince George n = 149	Whistler n = 113	Chilliwack n = 122	Campbell River n = 66	Comox Valley n = 100	Cowichan Valley n = 98	Penticton n = 105	Vernon n = 103	Tier 3 n = 104
Fare prices are reasonable	52%	51%	49%	55%	48%	48%	47%	69%	43%	52%	52%	42%	66%	53%	58%
Bus drivers are courteous	61%	69%	63%	50%	50%	58%	48%	74%	49%	60%	62%	56%	74%	68%	61%
Frequency of scheduled service	41%	47%	42%	39%	37%	30%	37%	58%	31%	50%	29%	25%	49%	43%	34%
Buses run on time/on schedule	51%	51%	47%	49%	42%	51%	49%	62%	42%	57%	46%	49%	73%	56%	51%
Buses are clean/well-maintained	56%	60%	52%	53%	47%	51%	49%	73%	43%	63%	55%	50%	70%	67%	56%
Availability and accuracy of schedule information	53%	57%	51%	47%	42%	50%	50%	72%	38%	61%	48%	49%	67%	55%	50%
Buses not being overcrowded	49%	41%	49%	42%	35%	45%	49%	62%	38%	60%	65%	55%	77%	64%	59%
Buses have a direct route	44%	46%	43%	42%	41%	36%	33%	60%	39%	54%	40%	29%	57%	51%	45%
Bus fare payment options are convenient and easy to use	53%	61%	48%	56%	47%	47%	41%	67%	42%	59%	51%	46%	55%	62%	39%
Buses have good connections with reasonable wait times	39%	43%	30%	37%	31%	29%	33%	57%	31%	51%	25%	26%	57%	49%	40%
Bus stops have enough amenities such as shelters, benches, information and trash cans	36%	42%	30%	32%	30%	26%	23%	60%	26%	51%	30%	23%	41%	39%	38%
Bus stops are clean and well maintained	43%	45%	36%	37%	38%	35%	26%	71%	31%	52%	43%	38%	59%	53%	50%
Trip duration, that is the time from when you boarded to the time you got off the bus	46%	50%	38%	45%	42%	37%	35%	65%	34%	54%	38%	39%	60%	54%	40%
Sense of safety and security	47%	50%	41%	41%	39%	36%	34%	73%	28%	59%	57%	39%	62%	52%	55%
Overall	52%	59%	47%	49%	44%	40%	42%	77%	40%	60%	41%	37%	69%	49%	53%

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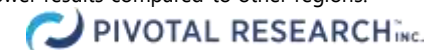
Q11 Based on your own experience or what you may have seen or heard, we would like you to rate the local transit system on several areas. Using a scale of 1 to 5 where 1 means extremely poor and 5 means excellent, please indicate your level of agreement with each of the following statements.

Perceptions of Transit Service (% Rating 4 or 5)

Current Reporting Quarter: Q1 2025 (JAN - MAR)

	Age					Gender		Riders		
	Total n = 2219	19-24 n = 264	25-44 n = 779	45-64 n = 697	65+ n = 472	Male n = 956	Female n = 1234	Regular n = 564	Occasional rider n = 749	Non-rider n = 906
Fare prices are reasonable	52%	51%	52%	49%	55%	57%	48%	59%	55%	44%
Bus drivers are courteous	61%	54%	59%	61%	71%	65%	59%	67%	63%	56%
Frequency of scheduled service	41%	47%	41%	37%	42%	46%	37%	54%	42%	32%
Buses run on time/on schedule	51%	43%	47%	54%	58%	57%	47%	55%	53%	47%
Buses are clean/well-maintained	56%	49%	51%	60%	64%	62%	52%	63%	59%	50%
Availability and accuracy of schedule information	53%	45%	53%	52%	58%	58%	50%	64%	53%	46%
Buses not being overcrowded	49%	33%	46%	50%	61%	53%	45%	50%	48%	49%
Buses have a direct route	44%	52%	47%	39%	41%	48%	41%	56%	45%	35%
Bus fare payment options are convenient and easy to use	53%	56%	54%	51%	55%	56%	51%	66%	59%	40%
Buses have good connections with reasonable wait times	39%	38%	40%	35%	43%	45%	34%	50%	40%	31%
Bus stops have enough amenities such as shelters, benches, information and trash cans	36%	37%	38%	31%	37%	42%	31%	45%	36%	29%
Bus stops are clean and well maintained	43%	32%	43%	42%	51%	49%	39%	49%	45%	38%
Trip duration, that is the time from when you boarded to the time you got off the bus	46%	48%	45%	42%	50%	50%	42%	60%	45%	36%
Sense of safety and security	47%	40%	45%	46%	54%	55%	41%	59%	46%	40%
Overall	52%	51%	52%	51%	54%	60%	46%	68%	55%	39%

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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: Q1 2025 (JAN - MAR)

Average	Total n = 1930	Victoria CMA n = 562	Central Fraser Valley n = 136	Kamloops n = 168	Kelowna n = 131	Nanaimo n = 137	Prince George n = 125	Whistler n = 105	Chilliwack n = 96	Campbell River n = 51	Comox Valley n = 80	Cowichan Valley n = 77	Penticton n = 87	Vernon n = 84	Tier 3 n = 92
Fare prices are reasonable	3.57	3.54	3.49	3.64	3.44	3.52	3.38	3.88	3.30	3.74	3.64	3.42	3.97	3.71	3.71
Bus drivers are courteous	3.80	3.97	3.75	3.50	3.50	3.68	3.51	3.93	3.55	3.85	3.87	3.92	4.11	4.02	3.79
Frequency of scheduled service	3.25	3.41	3.15	3.17	3.10	2.96	3.11	3.60	3.12	3.59	3.12	2.82	3.49	3.29	3.17
Buses run on time/on schedule	3.52	3.50	3.37	3.32	3.28	3.49	3.50	3.74	3.38	3.76	3.38	3.59	4.07	3.68	3.63
Buses are clean/well-maintained	3.63	3.67	3.54	3.59	3.36	3.50	3.43	3.92	3.32	3.80	3.63	3.66	3.99	3.86	3.67
Availability and accuracy of schedule information	3.56	3.63	3.49	3.35	3.32	3.51	3.47	3.92	3.25	3.74	3.49	3.56	3.93	3.70	3.44
Buses not being overcrowded	3.45	3.22	3.38	3.26	3.10	3.37	3.49	3.70	3.31	3.78	3.85	3.83	4.09	3.89	3.73
Buses have a direct route	3.34	3.36	3.34	3.26	3.24	3.11	3.12	3.70	3.31	3.74	3.35	3.09	3.66	3.43	3.40
Bus fare payment options are convenient and easy to use	3.61	3.73	3.51	3.64	3.51	3.42	3.28	3.77	3.47	3.79	3.63	3.58	3.71	3.78	3.39
Buses have good connections with reasonable wait times	3.23	3.32	3.13	3.07	2.98	2.94	3.06	3.64	3.08	3.66	3.04	2.92	3.70	3.47	3.35
Bus stops have enough amenities such as shelters, benches, information and trash cans	3.03	3.23	2.98	2.95	2.98	2.65	2.58	3.57	2.81	3.49	2.78	2.50	3.37	3.04	3.13
Bus stops are clean and well maintained	3.27	3.38	3.22	3.17	3.18	2.90	2.79	3.88	2.95	3.56	3.15	2.97	3.78	3.48	3.52
Trip duration, that is the time from when you boarded to the time you got off the bus	3.39	3.46	3.33	3.33	3.24	3.12	3.12	3.78	3.26	3.70	3.27	3.31	3.73	3.62	3.35
Sense of safety and security	3.39	3.50	3.23	3.13	3.17	3.09	3.12	3.88	3.03	3.73	3.57	3.28	3.80	3.57	3.61
Overall	3.53	3.66	3.38	3.43	3.40	3.25	3.31	3.92	3.26	3.84	3.39	3.33	3.94	3.64	3.59

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: Q1 2025 (JAN - MAR)

Average	Total n = 1930	Age				Gender		Riders		
		19-24 n = 244	25-44 n = 721	45-64 n = 606	65+ n = 353	Male n = 826	Female n = 1077	Regular n = 550	Occasional rider n = 705	Non-rider n = 676
Fare prices are reasonable	3.57	3.54	3.52	3.51	3.78	3.66	3.50	3.69	3.61	3.45
Bus drivers are courteous	3.80	3.57	3.67	3.81	4.16	3.87	3.75	3.87	3.77	3.78
Frequency of scheduled service	3.25	3.35	3.23	3.15	3.39	3.39	3.14	3.50	3.22	3.11
Buses run on time/on schedule	3.52	3.33	3.38	3.58	3.78	3.67	3.41	3.57	3.53	3.46
Buses are clean/well-maintained	3.63	3.39	3.49	3.71	3.89	3.76	3.53	3.73	3.63	3.55
Availability and accuracy of schedule information	3.56	3.32	3.51	3.55	3.80	3.69	3.46	3.70	3.54	3.47
Buses not being overcrowded	3.45	2.96	3.31	3.52	3.88	3.58	3.35	3.39	3.37	3.56
Buses have a direct route	3.34	3.48	3.35	3.28	3.35	3.43	3.27	3.61	3.30	3.20
Bus fare payment options are convenient and easy to use	3.61	3.58	3.54	3.59	3.77	3.68	3.55	3.86	3.64	3.39
Buses have good connections with reasonable wait times	3.23	3.23	3.23	3.14	3.39	3.40	3.11	3.45	3.21	3.10
Bus stops have enough amenities such as shelters, benches, information and trash cans	3.03	3.11	3.06	2.90	3.14	3.23	2.90	3.27	3.03	2.87
Bus stops are clean and well maintained	3.27	3.01	3.23	3.29	3.51	3.43	3.16	3.38	3.29	3.19
Trip duration, that is the time from when you boarded to the time you got off the bus	3.39	3.47	3.31	3.36	3.55	3.50	3.31	3.67	3.34	3.24
Sense of safety and security	3.39	3.17	3.33	3.37	3.69	3.60	3.24	3.65	3.36	3.25
Overall	3.53	3.47	3.49	3.50	3.72	3.69	3.42	3.78	3.52	3.36

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: Q1 2025 (JAN - MAR)

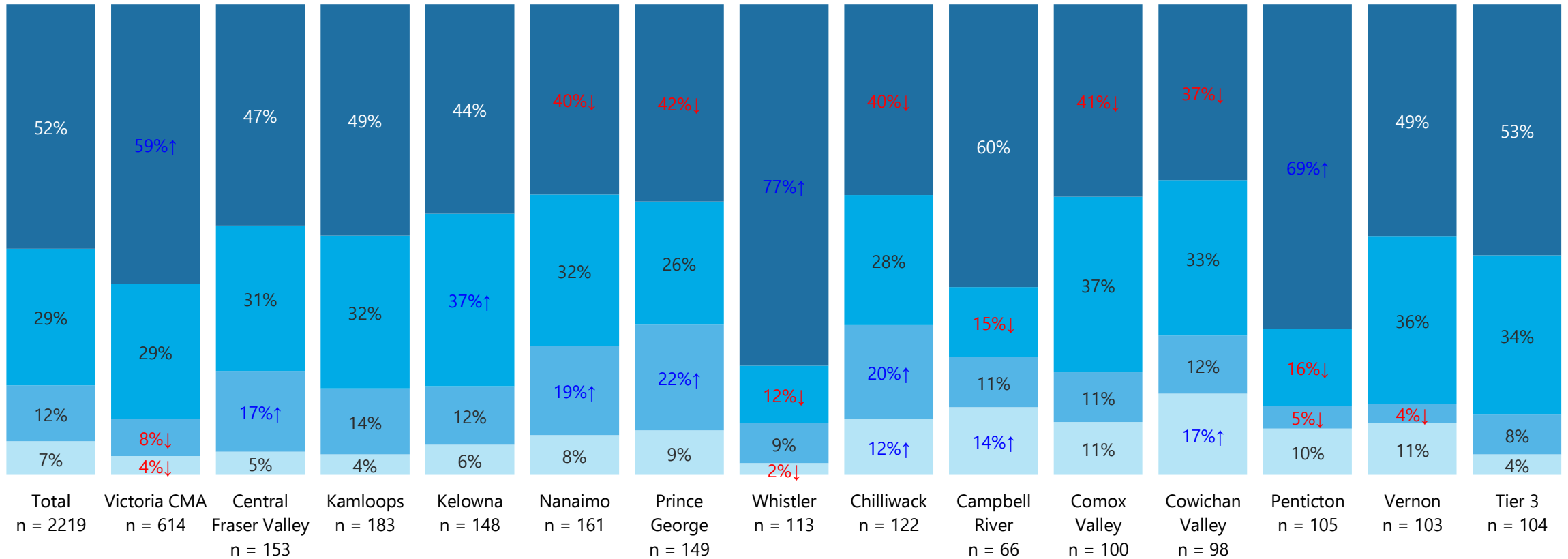
	Total n = 1313	Victoria CMA n = 429	Central Fraser Valley n = 93	Kamloops n = 122	Kelowna n = 96	Nanaimo n = 83	Prince George n = 79	Whistler n = 93	Chilliwack n = 62	Campbell River n = 34	Comox Valley n = 36	Cowichan Valley n = 34	Penticton n = 52	Vernon n = 49	Tier 3 n = 51
Going to or from work	24%	28%	16%	28%	29%	19%	18%	31%	22%	25%	7%	13%	24%	13%	25%
Going to or from school	7%	7%	6%	17%	10%	2%	10%	2%	4%	12%	0%	3%	0%	0%	6%
Going to or from shopping	20%	13%	28%	21%	13%	21%	25%	14%	37%	18%	28%	31%	16%	35%	25%
Conducting personal business (such as going to the doctor or bank, etc.)	19%	21%	23%	17%	17%	19%	16%	13%	16%	11%	36%	17%	25%	24%	11%
Entertainment or social reasons (such as visiting friends or relatives)	19%	15%	18%	11%	20%	19%	27%	36%	18%	28%	22%	18%	25%	22%	22%
Going to the ferry terminal/airport	6%	10%	6%	1%	5%	15%	0%	4%	0%	6%	3%	15%	3%	2%	7%
Other	4%	6%	3%	5%	6%	3%	4%	1%	4%	0%	3%	2%	7%	5%	4%
Don't know	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%

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

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

Overall Transit Experience

Current Reporting Quarter: Q1 2025 (JAN - MAR)



■ Don't know
 ■ Poor
 ■ Neutral
 ■ Excellent

↑ indicates significantly higher results compared to other regions;

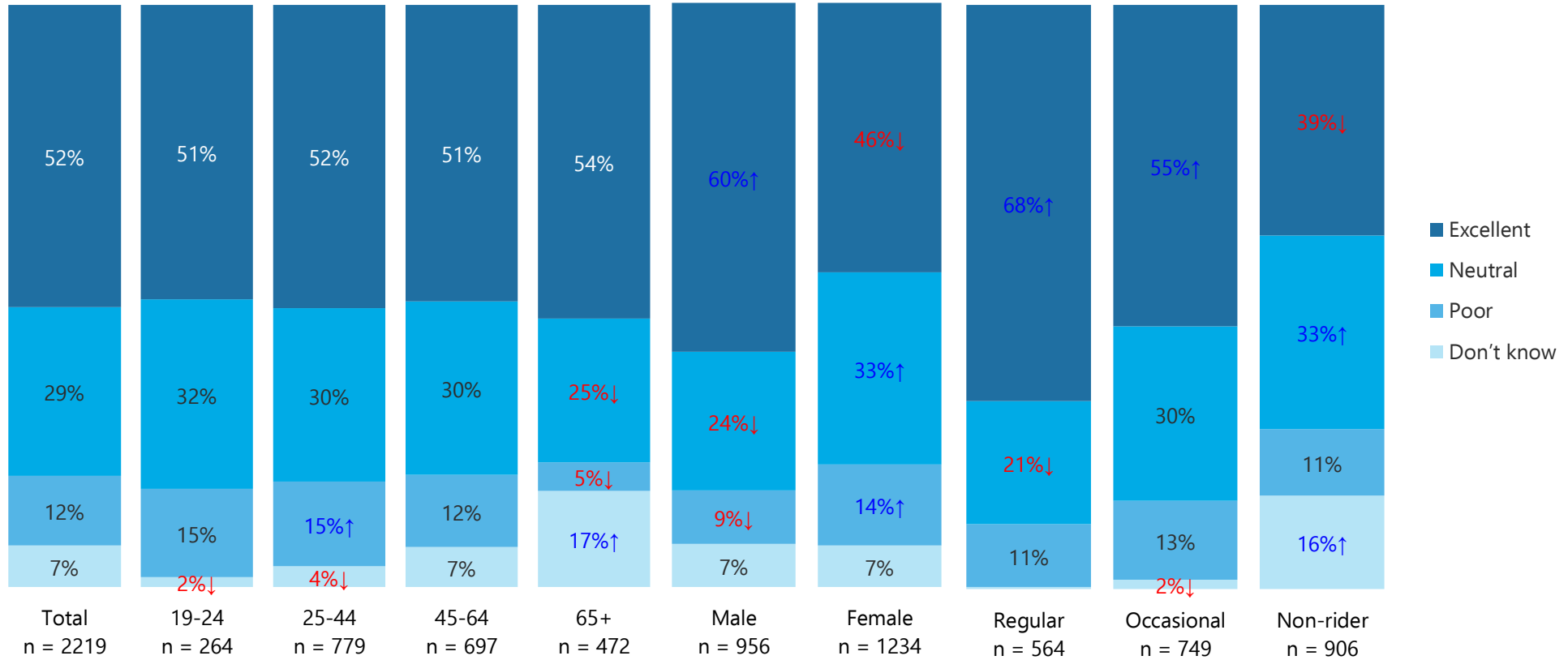
↓ indicates significantly lower results compared to other regions.



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: Q1 2025 (JAN - MAR)



↑ 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: Q1 2025 (JAN - MAR)

	Total n = 1313	Victoria CMA n = 429	Central Fraser Valley n = 93	Kamloops n = 122	Kelowna n = 96	Nanaimo n = 83	Prince George n = 79	Whistler n = 93	Chilliwack n = 62	Campbell River n = 34	Comox Valley n = 36	Cowichan Valley n = 34	Penticton n = 52	Vernon n = 49	Tier 3 n = 51
No, I felt safe throughout the trip	71%	76%	60%	69%	69%	62%	68%	89%	61%	48%	71%	78%	81%	69%	58%
Yes, I felt unsafe while travelling to my first stop	6%	4%	7%	8%	8%	3%	6%	4%	13%	14%	6%	0%	7%	0%	17%
Yes, I felt unsafe while waiting to board my first transit vehicle	12%	8%	18%	18%	17%	14%	14%	5%	5%	17%	14%	10%	6%	16%	19%
Yes, I felt unsafe while on-board	9%	7%	11%	8%	9%	13%	8%	9%	14%	10%	9%	8%	6%	4%	13%
Yes, I felt unsafe during a transfer	5%	4%	8%	8%	5%	7%	5%	1%	8%	9%	9%	6%	0%	4%	7%
Yes, I felt unsafe when exiting	5%	4%	4%	10%	5%	3%	4%	1%	12%	0%	0%	6%	2%	4%	4%
Yes, I felt unsafe while travelling to my final destination	5%	4%	6%	4%	5%	6%	8%	4%	10%	2%	3%	2%	0%	6%	4%
Don't know/not sure	5%	4%	6%	2%	6%	8%	9%	1%	7%	2%	3%	2%	4%	7%	4%

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

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

Safety in Transit

Current Reporting Quarter: Q1 2025 (JAN - MAR)

	Total n = 1313	Age				Gender	
		19-24 n = 225	25-44 n = 570	45-64 n = 377	65+ n = 136	Male n = 616	Female n = 674
No, I felt safe throughout the trip	71%	63%	68%	75%	82%	79%	64%
Yes, I felt unsafe while travelling to my first stop	6%	8%	8%	4%	2%	5%	7%
Yes, I felt unsafe while waiting to board my first transit vehicle	12%	18%	11%	10%	8%	8%	15%
Yes, I felt unsafe while on-board	9%	10%	11%	8%	2%	5%	11%
Yes, I felt unsafe during a transfer	5%	5%	6%	5%	4%	3%	7%
Yes, I felt unsafe when exiting	5%	6%	5%	4%	3%	4%	5%
Yes, I felt unsafe while travelling to my final destination	5%	6%	6%	3%	1%	3%	6%
Don't know/not sure	5%	6%	5%	4%	2%	3%	6%

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

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

NPS Score of Transit

Current Reporting Quarter: Q1 2025 (JAN - MAR)

	Total n = 2061	Victoria CMA n = 578	Central Fraser Valley n = 144	Kamloops n = 172	Kelowna n = 140	Nanaimo n = 152	Prince George n = 136	Whistler n = 111	Chilliwack n = 114	Campbell River n = 63	Comox Valley n = 85	Cowichan Valley n = 80	Penticton n = 97	Vernon n = 94	Tier 3 n = 95
Detractors	46%	39%	50%	48%	53%	62%	56%	24%	53%	36%	59%	55%	32%	38%	51%
Passive	14%	14%	13%	14%	15%	10%	6%	10%	22%	18%	15%	16%	13%	20%	15%
Promoters	40%	47%	37%	38%	32%	28%	38%	66%	24%	46%	26%	29%	55%	42%	34%
NPS Score	-5.4	8.4	-13.0	-10.5	-20.4	-33.2	-18.1	42.0	-29.0	10.1	-33.3	-25.4	22.4	3.2	-17.5

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.

NPS Score of Transit

Current Reporting Quarter: Q1 2025 (JAN - MAR)

	Total n = 2061	Age				Gender		Riders		
		19-24 n = 256	25-44 n = 745	45-64 n = 646	65+ n = 408	Male n = 889	Female n = 1143	Regular n = 557	Occasional rider n = 726	Non-rider n = 777
Detractors	46%	44%	47%	44%	47%	43%	48%	29%	44%	60%
Passive	14%	15%	14%	13%	14%	14%	14%	14%	15%	13%
Promoters	40%	41%	39%	42%	39%	43%	39%	58%	41%	27%
NPS Score	-5.4	-3.5	-7.8	-2.2	-7.9	-7	-9.0	29.2	-3.3	-32.3

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

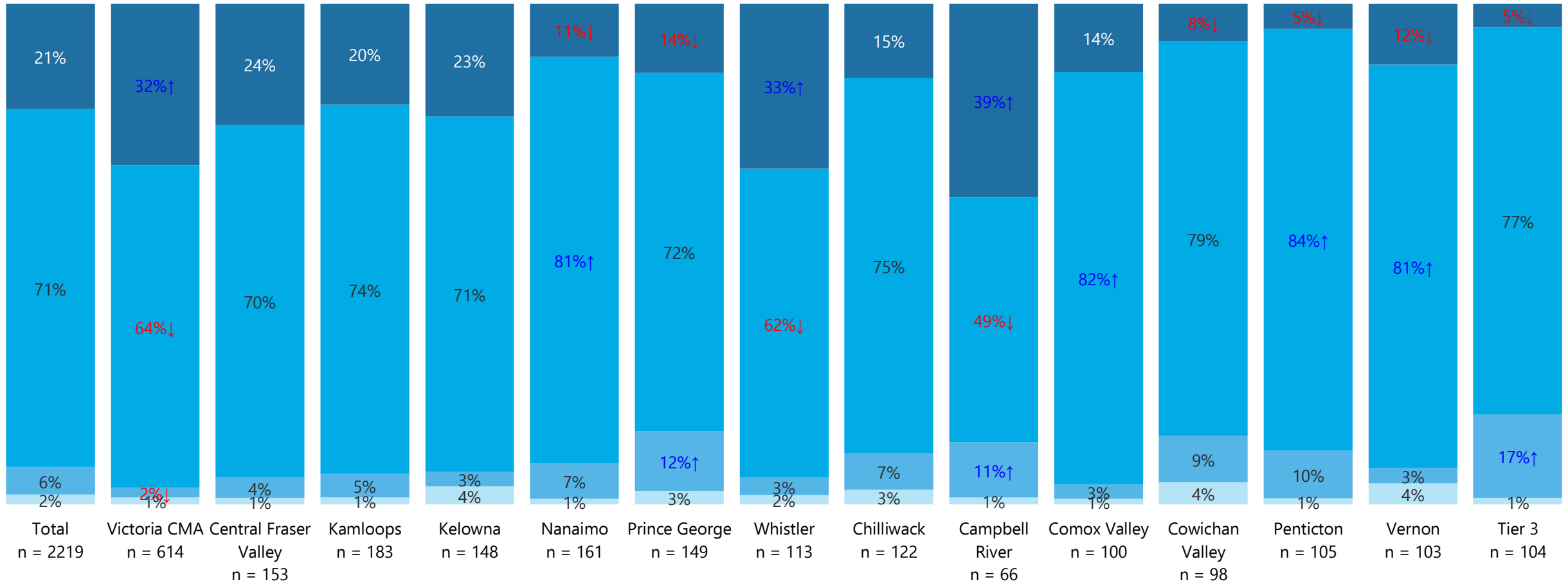
*Don't know/not sure is excluded from the table

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



Awareness of Electronic Fare Collection System (Umo)

Current Reporting Quarter: Q1 2025 (JAN - MAR)



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

↑ indicates significantly higher results compared to other regions;

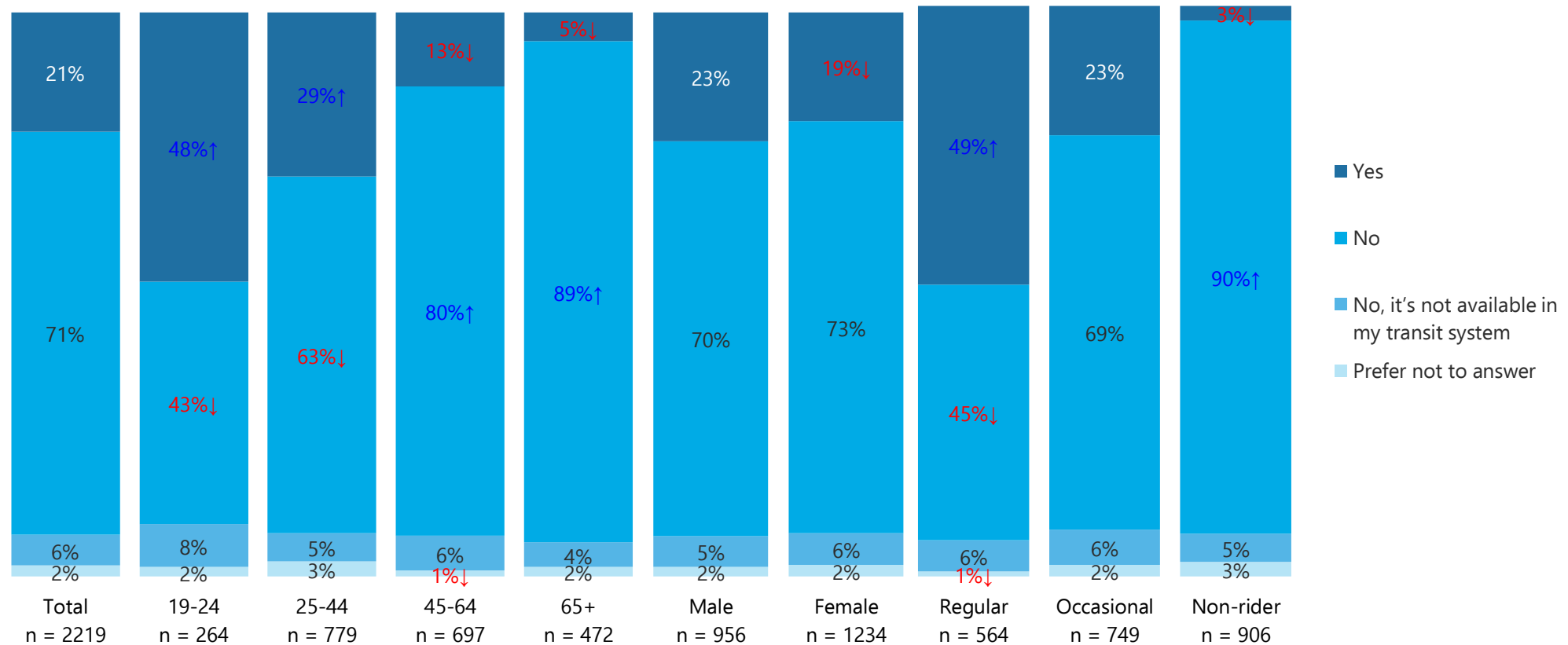
↓ indicates significantly lower results compared to other regions.

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: Q1 2025 (JAN - MAR)



↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

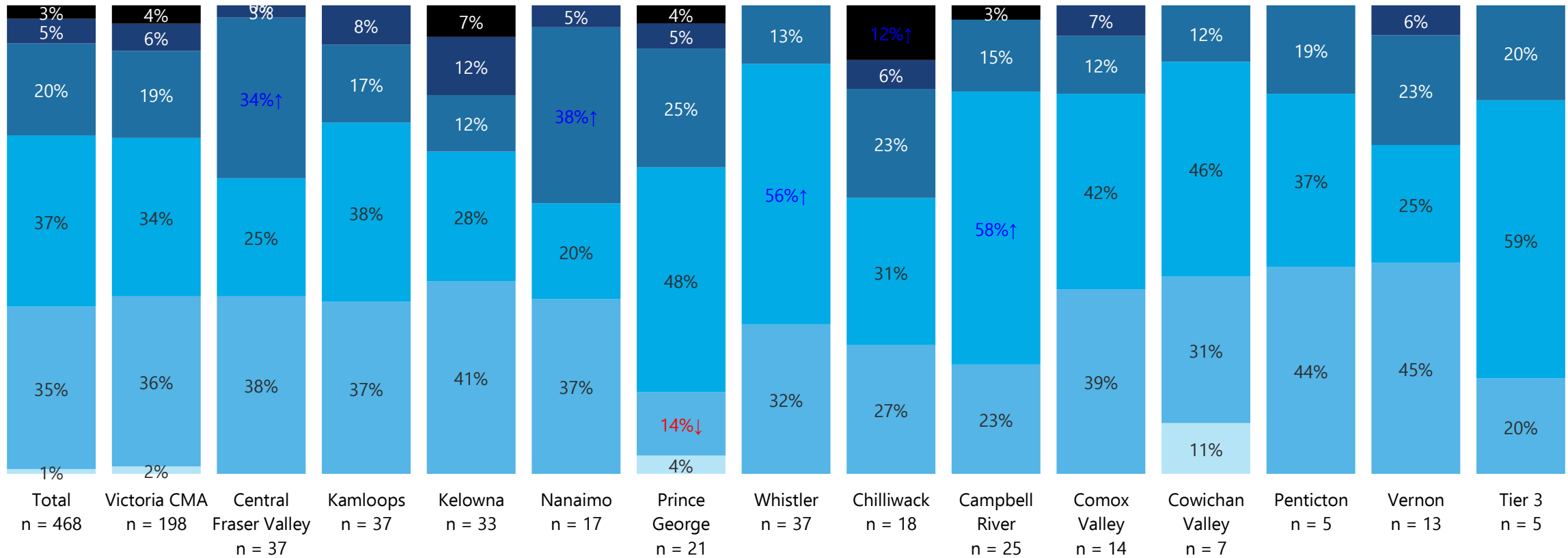


Q17 Have you used the new electronic fare system (Umo)?

*Prefer not to answer is excluded from the graph

Electronic Fare Satisfaction

Current Reporting Quarter: Q1 2025 (JAN - MAR)



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

↑ indicates significantly higher results compared to other regions;

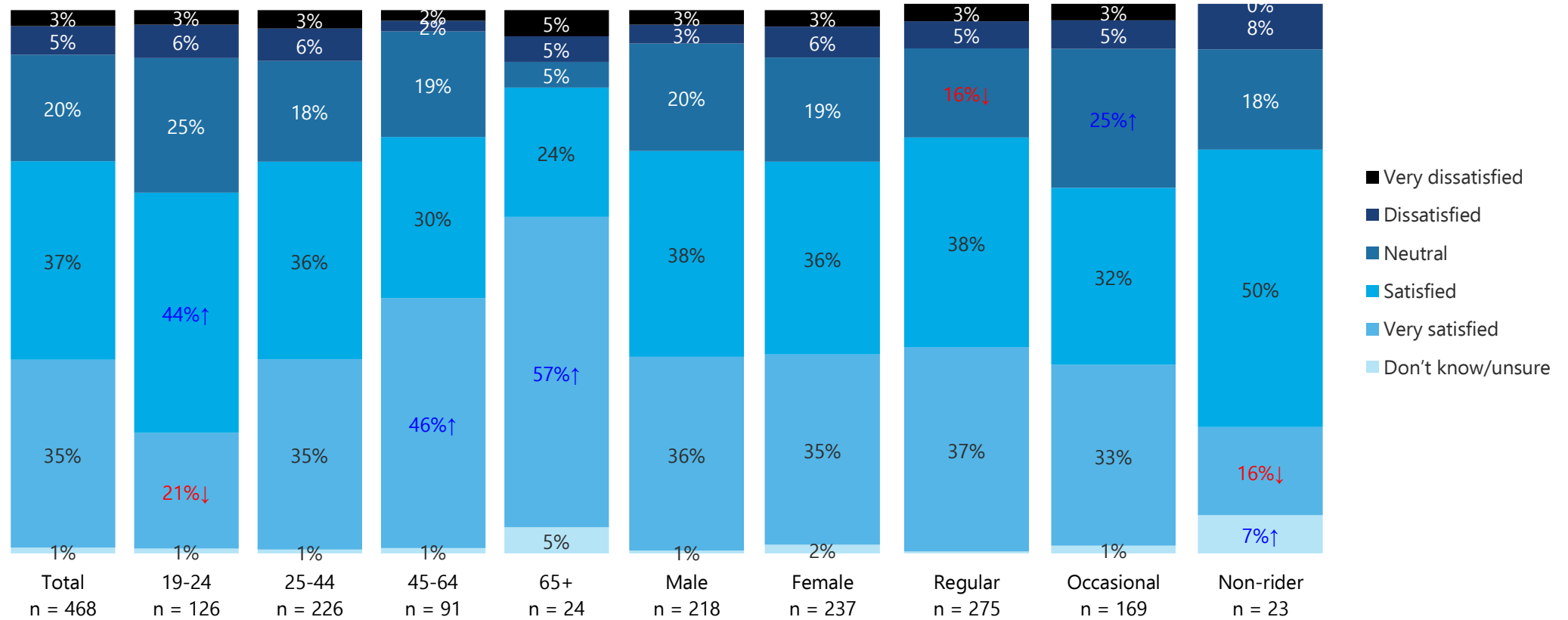
↓ indicates significantly lower results compared to other regions.



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: Q1 2025 (JAN - MAR)



↑ indicates significantly higher results compared to other regions;

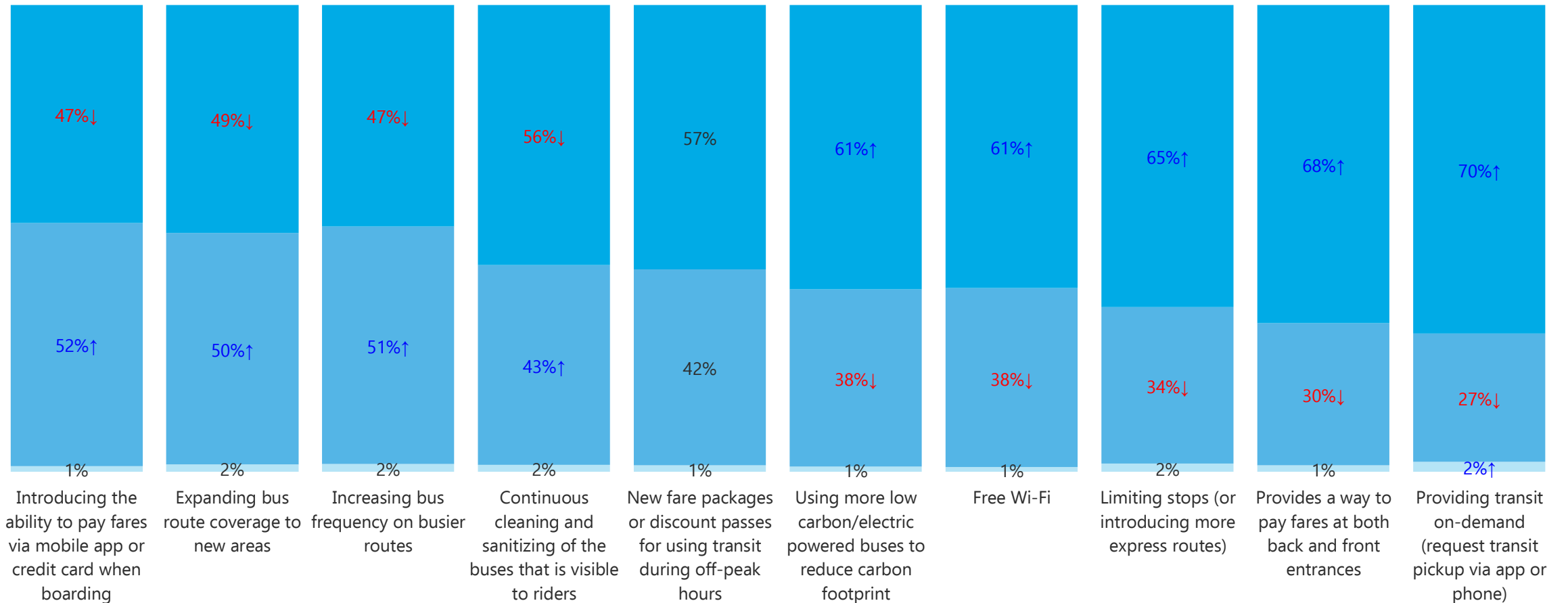
↓ indicates significantly lower results compared to other regions.



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: Q1 2025 (JAN - MAR)



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

base n= 2219

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

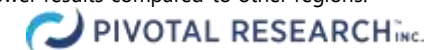
Current Reporting Quarter: Q1 2025 (JAN - MAR)

Average	Total n = 2132	Age				Gender		Riders		
		19-24 n = 254	25-44 n = 753	45-64 n = 670	65+ n = 449	Male n = 918	Female n = 1186	Regular n = 556	Occasional rider n = 727	Non-rider n = 849
Continuous cleaning and sanitizing of the buses that is visible to riders	6.7	6.7	6.8	6.7	6.6	6.5	6.9	7.0	6.7	6.6
Expanding bus route coverage to new areas	7.1	6.8	7.2	7.0	7.1	6.8	7.3	7.3	7.1	6.9
Increasing bus frequency on busier routes	7.2	6.9	7.2	7.2	7.2	6.9	7.4	7.6	7.2	6.9
Providing transit on-demand (request transit pickup via app or phone)	5.4	5.4	5.8	5.2	5.0	5.3	5.5	5.8	5.4	5.1
Limiting stops (or introducing more express routes)	6.2	5.5	6.3	6.1	6.4	6.1	6.2	6.2	6.2	6.1
Provides a way to pay fares at both back and front entrances	5.5	5.7	6.2	5.2	4.8	5.6	5.5	5.6	5.8	5.2
Introducing the ability to pay fares via mobile app or credit card when boarding	7.0	7.1	7.3	6.9	6.6	6.8	7.1	7.0	7.1	6.9
Using more low carbon/electric powered buses to reduce carbon footprint	6.2	6.1	6.3	6.1	6.0	5.9	6.3	6.6	6.2	5.8
Free Wi-Fi	6.0	6.4	6.4	5.9	5.2	5.9	6.0	6.5	6.1	5.5
New fare packages or discount passes for using transit during off-peak hours	6.6	6.5	6.7	6.6	6.6	6.5	6.7	7.1	6.7	6.2

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.

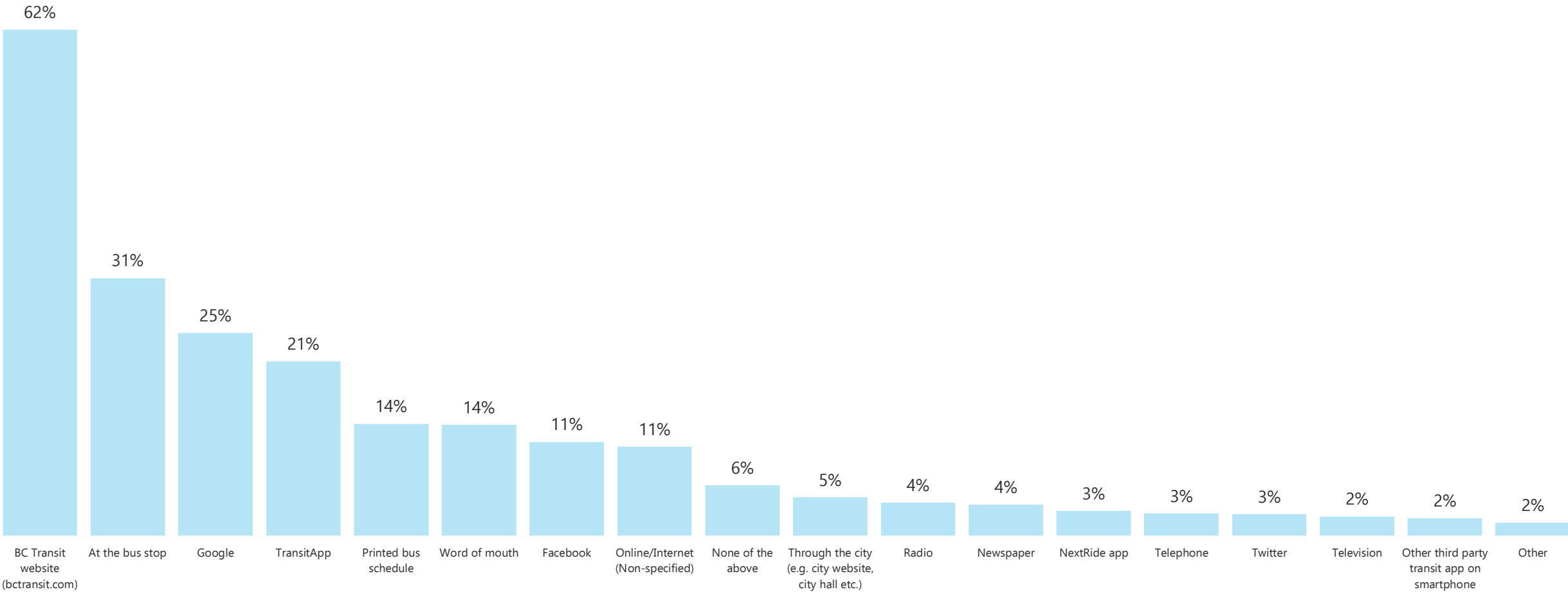
*Prefer not to answer is excluded from the graph and calculation.

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: Q1 2025 (JAN - MAR)



base n= 2219

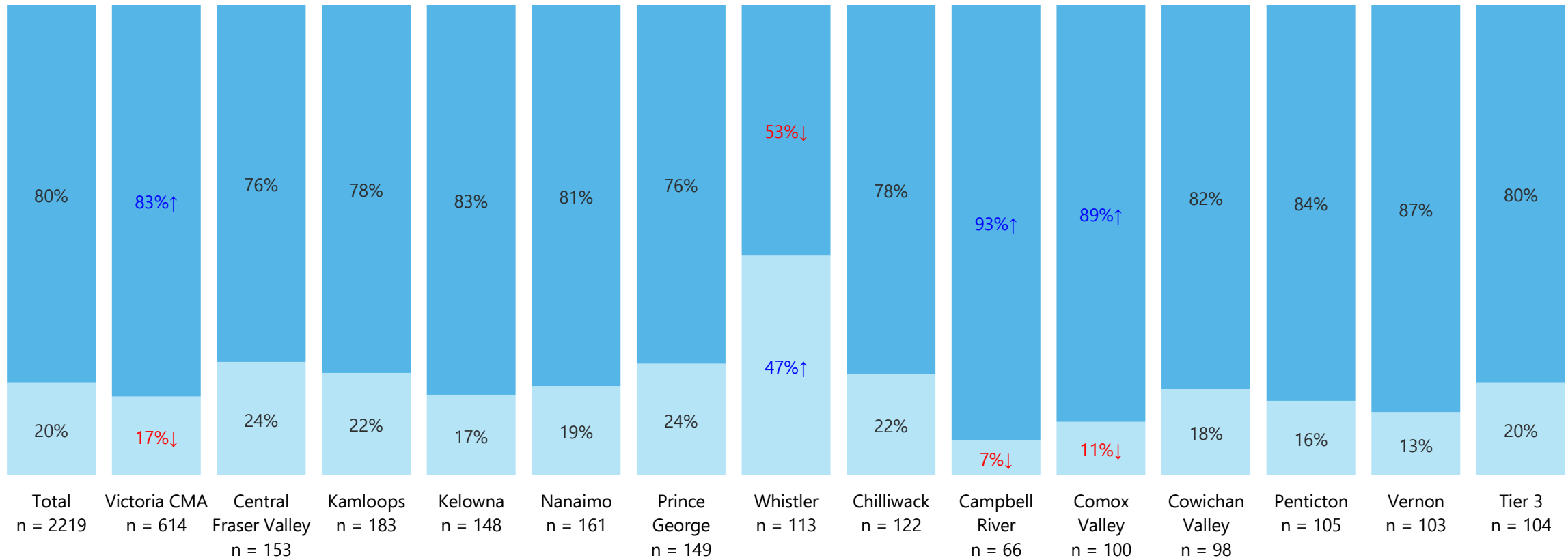
Q15 Where do you typically get information about your local transit system?

↑ 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: Q1 2025 (JAN - MAR)



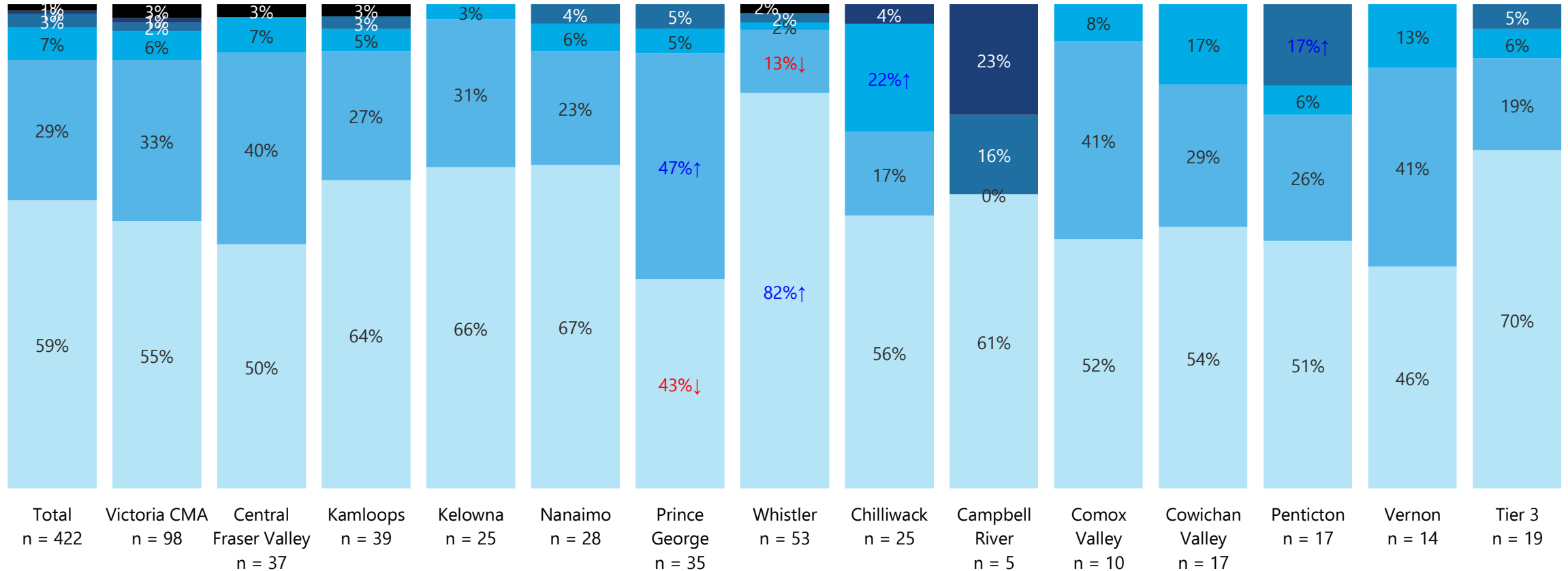
■ Yes ■ No

↑ 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: Q1 2025 (JAN - MAR)



1 2 3 4 5 More than 5

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

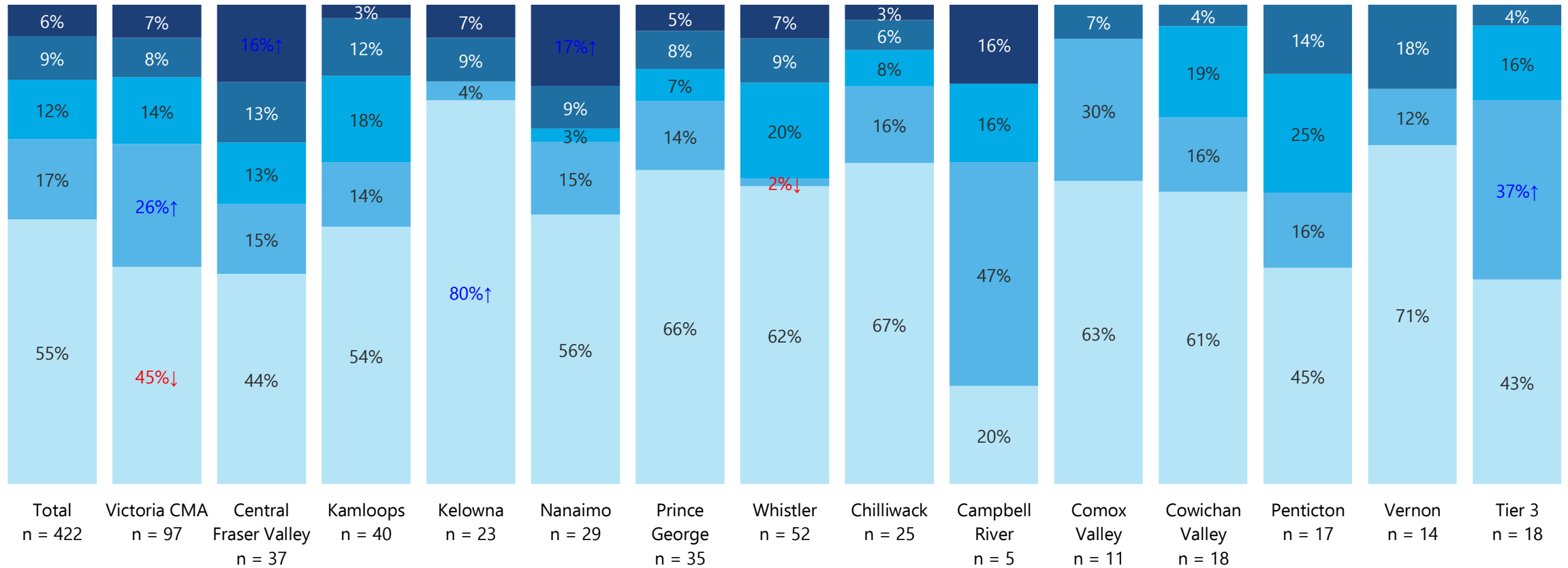


X2 How many children, age 12 and under, are in your care?

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

Frequency of Riding the Bus by Children 12 and Under

Current Reporting Quarter: Q1 2025 (JAN - MAR)



■ 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.

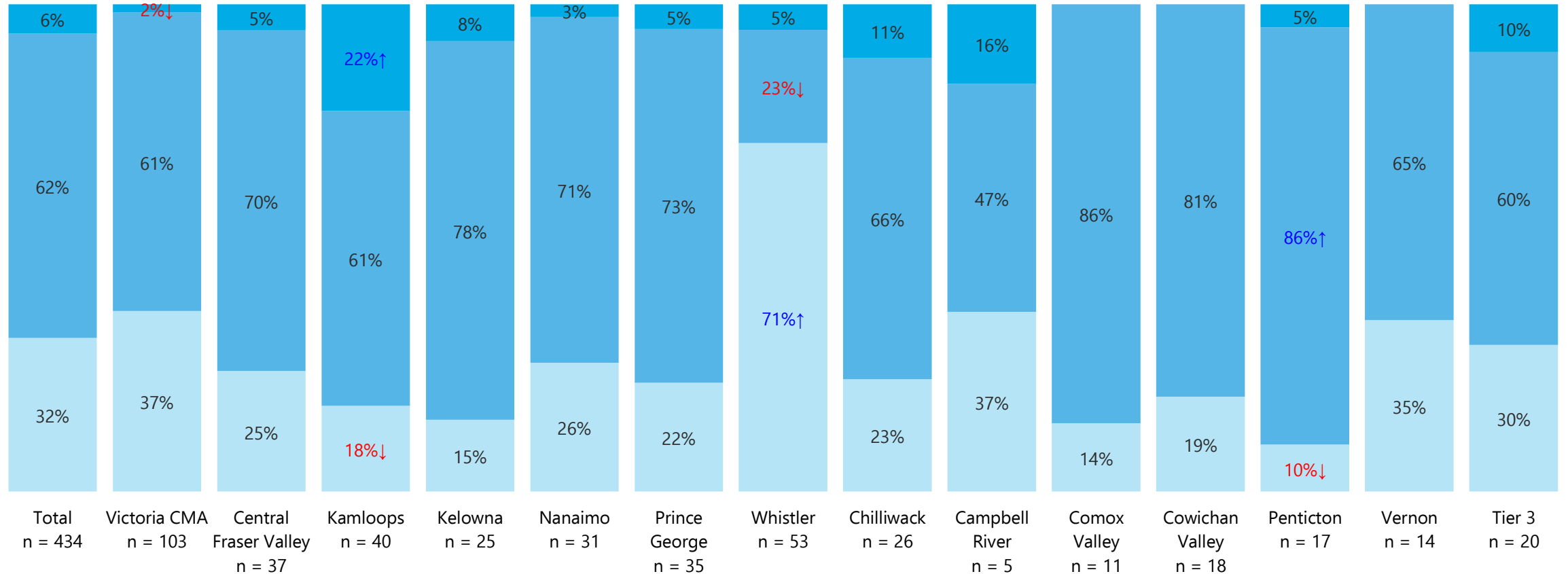
↓ indicates significantly lower results compared to other regions.

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: Q1 2025 (JAN - MAR)



■ Increased
 ■ Neither decreased nor increased
 ■ Decreased

↑ indicates significantly higher results compared to other regions;

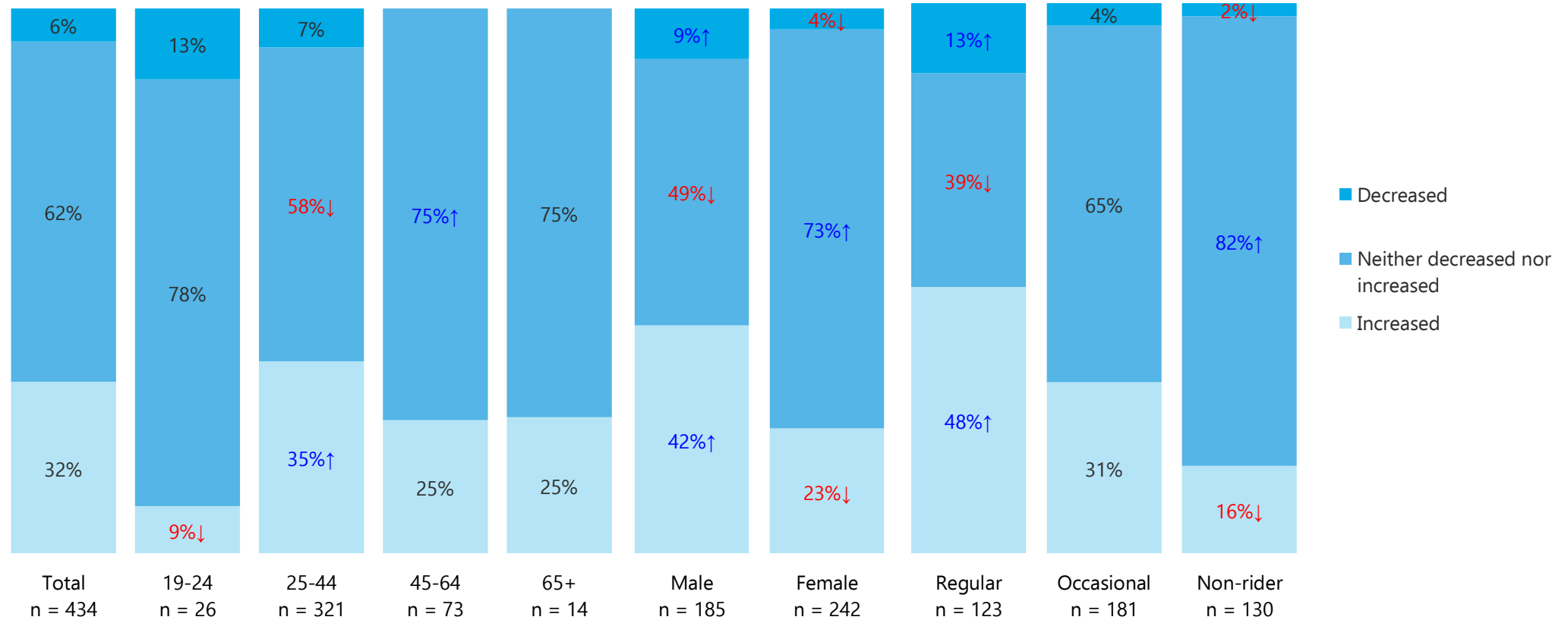
↓ indicates significantly lower results compared to other regions.



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: Q1 2025 (JAN - MAR)



↑ indicates significantly higher results compared to other regions;

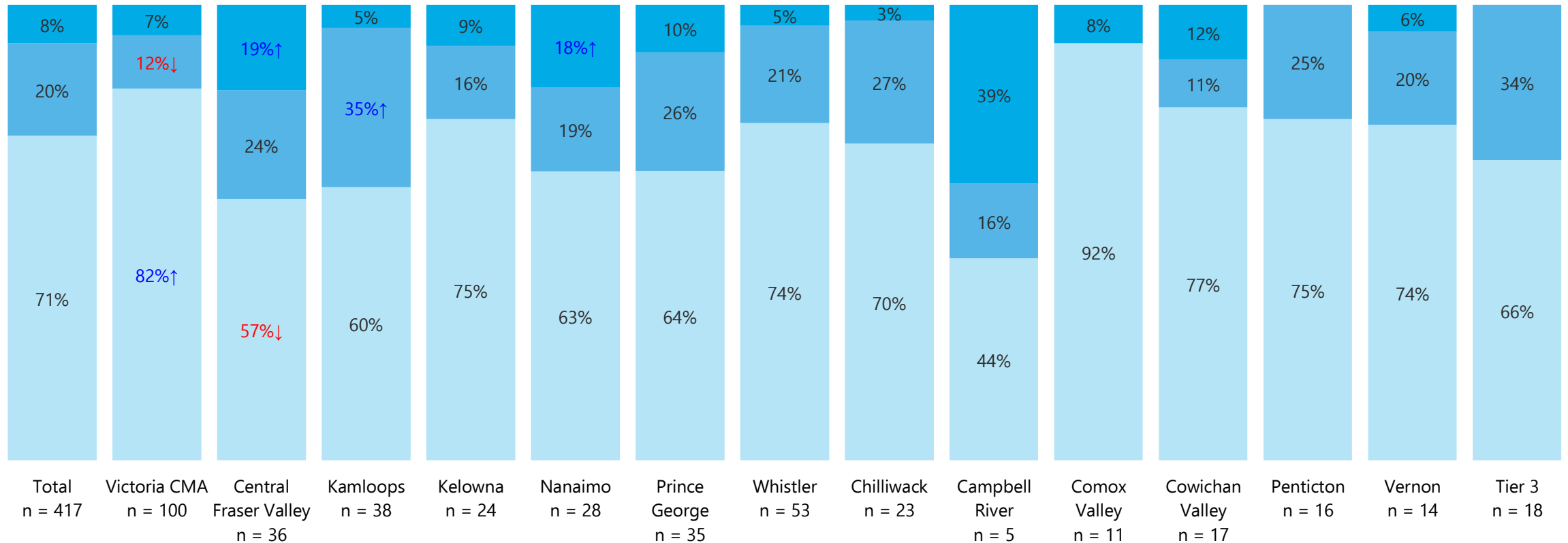
↓ indicates significantly lower results compared to other regions.



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: Q1 2025 (JAN - MAR)



■ Important ■ Neutral ■ Not important



↑ indicates significantly higher results compared to other regions

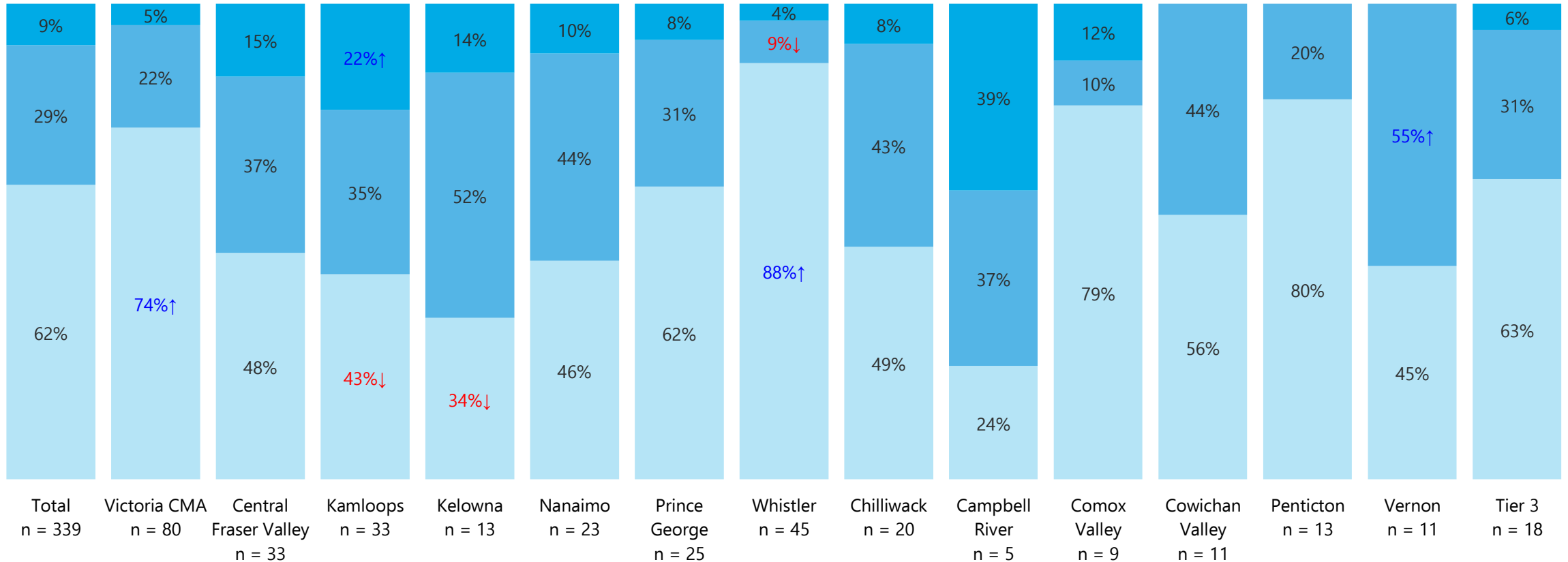
↓ indicates significantly lower results compared to other regions.

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: Q1 2025 (JAN - MAR)



■ Satisfied ■ Neutral ■ Dissatisfied

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

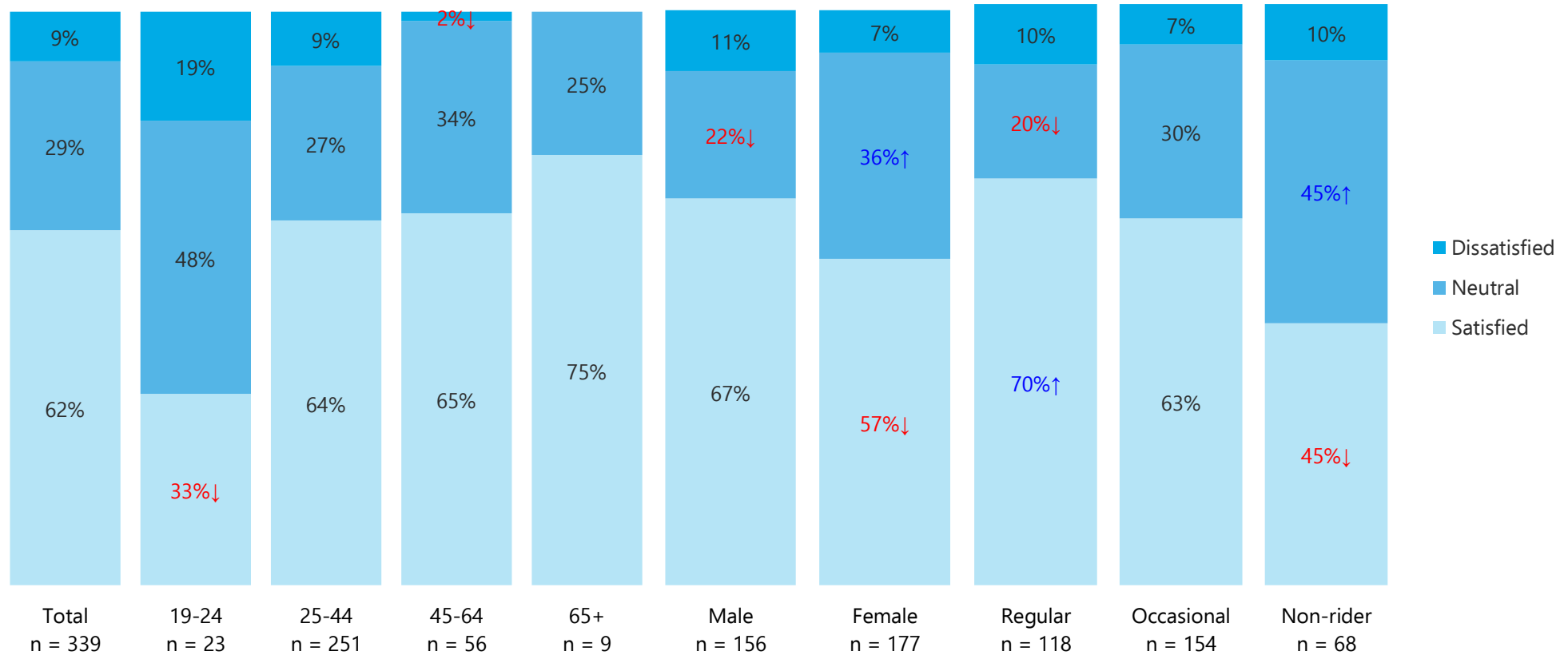
X6 How satisfied were you with the service your child/children experienced while taking transit?

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



Satisfaction of Free Transit for Children 12 and Under

Current Reporting Quarter: Q1 2025 (JAN - MAR)



↑ 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: Q1 2025 (JAN - MAR)

Household Income	%
Less than \$20,000	10%
\$20,000 - \$29,999	11%
\$30,000 - \$39,999	8%
\$40,000 - \$49,999	9%
\$50,000 - \$59,999	9%
\$60,000 - \$69,999	7%
\$70,000 - \$99,999	18%
\$100,000 - \$149,999	15%
\$150,000 or more	7%
Prefer not to answer	6%

Age	%
19-24	12%
25-34	18%
35-44	17%
45-54	14%
55-64	17%
65 and older	21%
Prefer not to answer	0%

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

Employment	%
Employed full time (30 hours or more per week)	38%
Employed part time (less than 30 hours per week)	18%
Unable to work	6%
Unemployed	9%
Stay at home parent	3%
Retired	23%
Prefer not to answer	3%

Minority Group	%
Racialized minority	8%
Persons with disabilities (including physical and/or mental health disability)	24%
Indigenous (as defined in Canada as First Nations, Métis or Inuit)	10%
New to Canada (less than 1 year)	2%
LGBTQ2S+	7%
None of the above	56%
Prefer not to answer	3%

Student	%
Not currently a student	86%
Yes, High school student	2%
Yes, Full time postsecondary student	4%
Yes, Part time postsecondary student	3%
Yes, Student in vocational college	2%
Prefer not to answer	4%

base n= 2219



Bi-Monthly Reporting Regions

Choose the region:

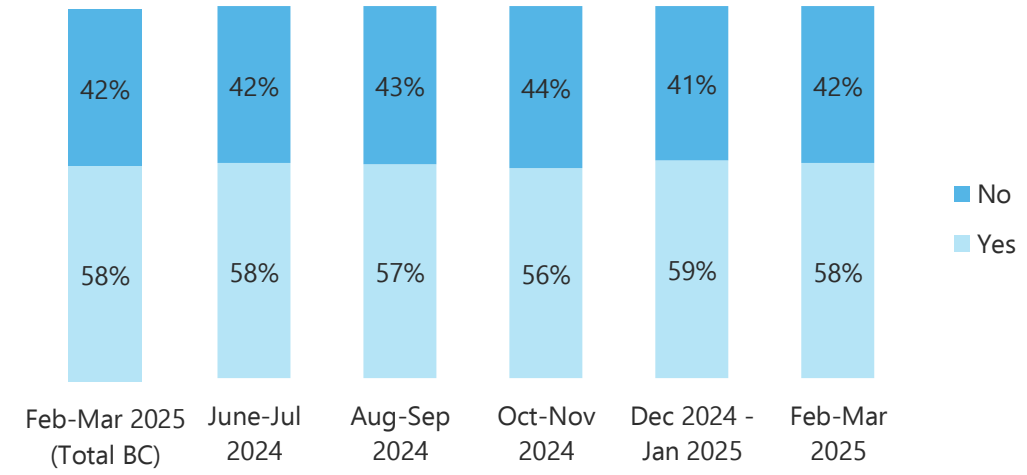
(All)

Trends

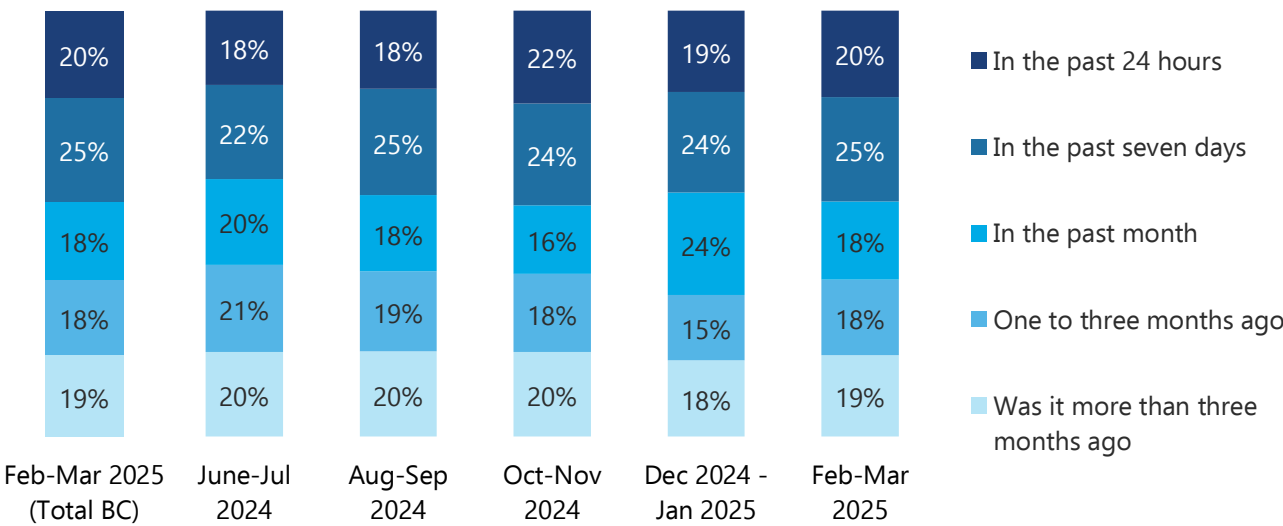
Responsibility for Local Transit System

	June-Jul 2024	Aug-Sep 2024	Oct-Nov 2024	Dec 2024 - Jan 2025	Feb-Mar 2025	Feb-Mar 2025 (Total BC)
BC Transit	80%	82%	81%	81%	80%	80%
Local/municipal government	24%	26%	25%	29%	25%	25%
TransLink	12%	11%	13%	12%	13%	13%
Other	1%	2%	2%	1%	1%	1%
Don't know	6%	5%	5%	5%	5%	5%

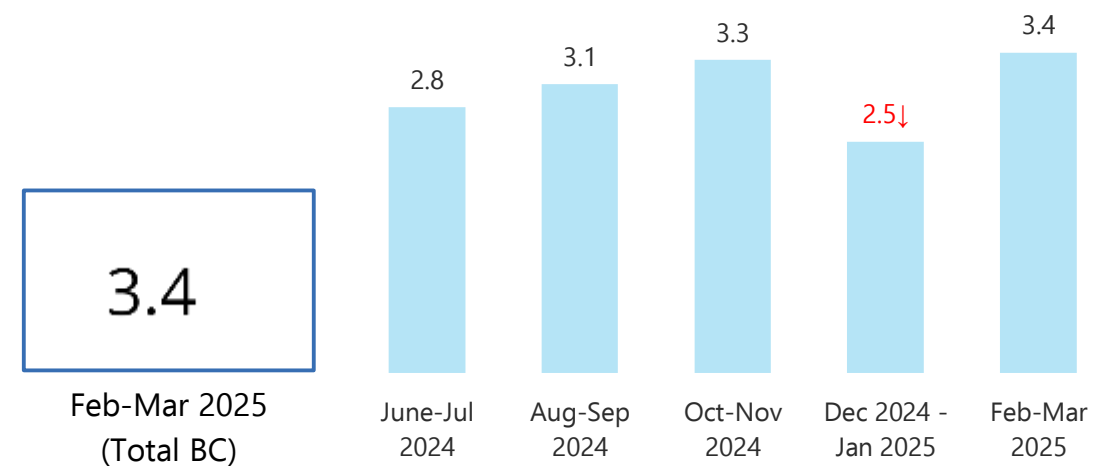
Past Year Local Transit use



Most Recent Local Transit Use

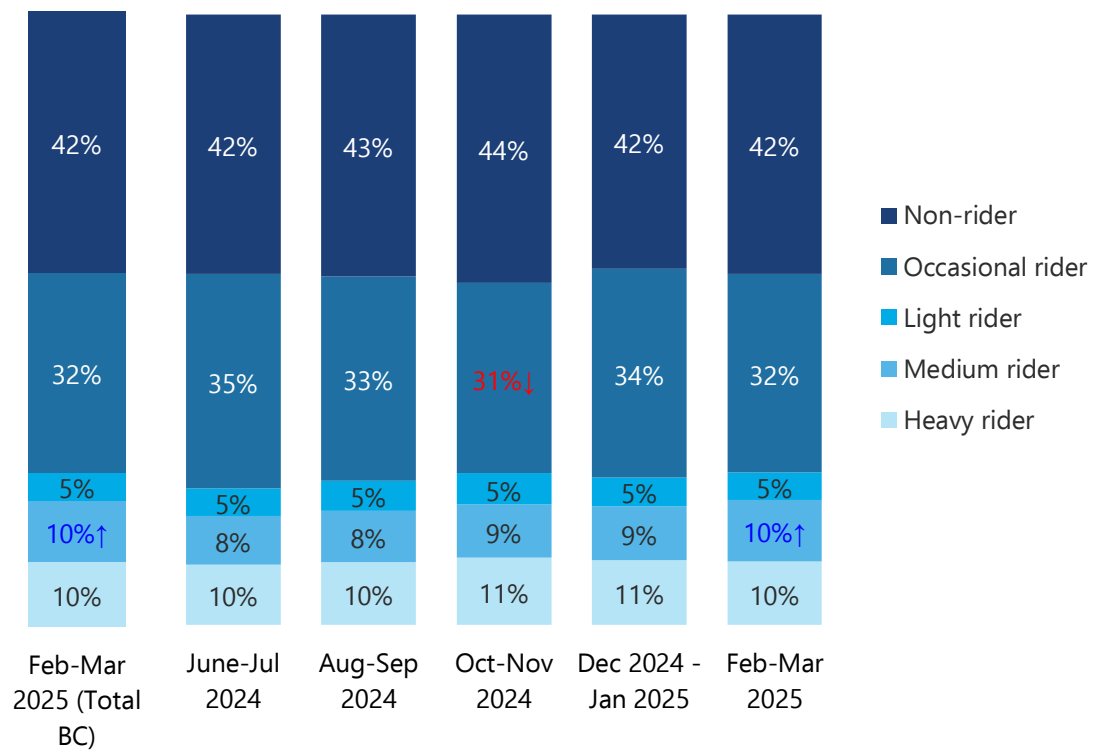


Average Number of One-Way Trips in the Past Seven Days

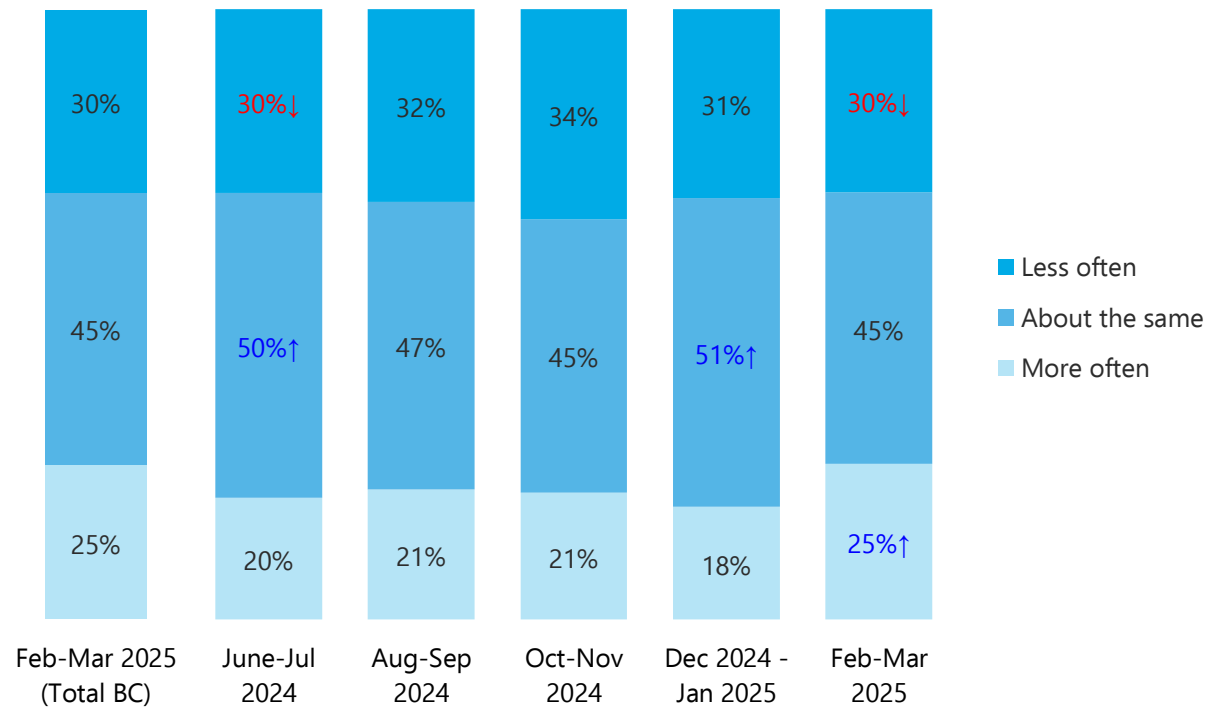


Trends

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

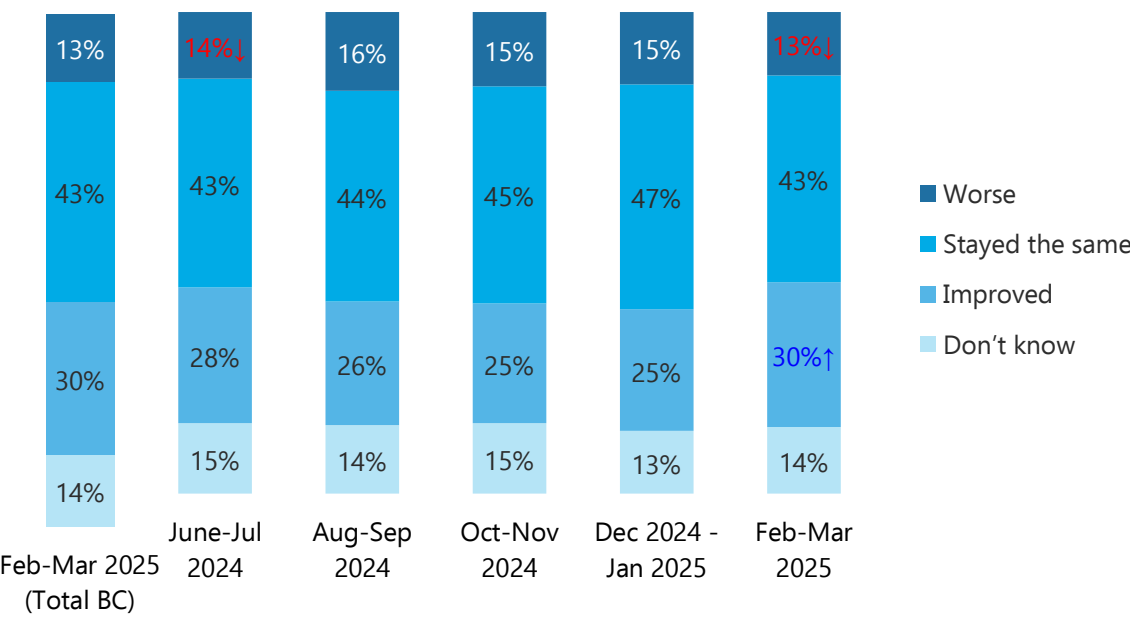
	June-Jul 2024	Aug-Sep 2024	Oct-Nov 2024	Dec 2024 - Jan 2025	Feb-Mar 2025	Feb-Mar 2025 (Total BC)
Drive alone (car/truck)	58%	57%	55%	56%	59%	59%
Carpool or share a ride as driver	13%	10%	12%	10%	12%	12%
Carpool or share a ride as passenger	20%	16%	20%	18%	18%	18%
Taxi	8%	9%	12%	14%	9%	9%
Bicycle	13%	11%	14%	14%	11%	11%
Motorcycle/moped/scooter	6%	3%	5%	6%	2%	2%
Walking/rollerblading/skateboarding/jogging	31%	30%	29%	20%	19%	19%
Ride share (e.g. Uber, Lyft, etc.)	11%	7%	10%	8%	11%	11%
Other	7%	9%	6%	6%	8%	8%
Don't know	0%	1%	0%	0%	1%	1%

Modes of Transportation Used Less Often

	June-Jul 2024	Aug-Sep 2024	Oct-Nov 2024	Dec 2024 - Jan 2025	Feb-Mar 2025	Feb-Mar 2025 (Total BC)
Drive alone (car/truck)	62%	51%	55%	45%	46%	46%
Carpool or share a ride as driver	12%	11%	17%	14%	13%	13%
Carpool or share a ride as passenger	19%	13%	22%	24%	17%	17%
Taxi	39%	38%	36%	32%	39%	39%
Bicycle	16%	11%	16%	12%	22%	22%
Motorcycle/moped/scooter	4%	3%	7%	6%	11%	11%
Walking/rollerblading/skateboarding/jogging	26%	30%	28%	25%	14%	14%
Ride share (e.g. Uber, Lyft, etc.)	19%	19%	21%	26%	18%	18%
Other	1%	2%	1%	3%	2%	2%
Don't know	2%	2%	3%	2%	1%	1%

Trends

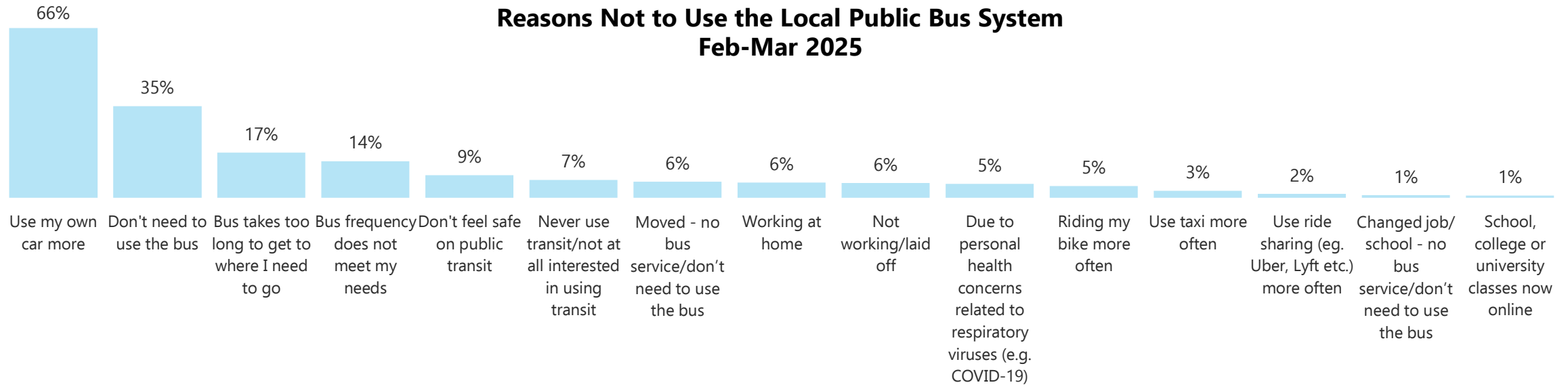
Past Year Change in Local Bus System



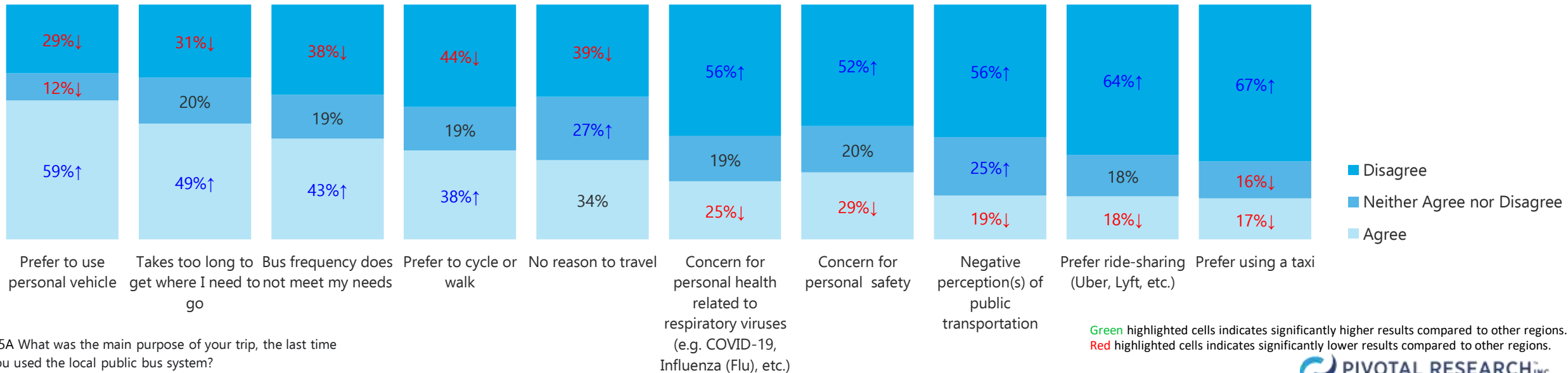
	June-Jul 2024	Aug-Sep 2024	Oct-Nov 2024	Dec 2024 - Jan 2025	Feb-Mar 2025	Feb-Mar 2025 (Total BC)
Fare prices are reasonable	51%	51%	50%	52%	51%	51%
Bus drivers are courteous	63%	63%	59%	64%	61%	61%
Frequency of scheduled service	39%	39%	35%	39%	41%	41%
Buses run on time/on schedule	50%	49%	46%	53%	50%	50%
Buses are clean/well-maintained	57%	58%	53%	60%	55%	55%
Availability and accuracy of schedule information	52%	51%	48%	52%	52%	52%
Buses not being overcrowded	48%	47%	47%	49%	48%	48%
Buses have a direct route	42%	41%	38%	41%	44%	44%
Bus fare payment options are convenient and easy to use	55%	54%	51%	53%	53%	53%
Buses have good connections with reasonable wait times	38%	40%	33%	38%	38%	38%
Bus stops have enough amenities such as shelters, benches, information and trash cans	33%	34%	32%	37%	35%	35%
Bus stops are clean and well maintained	42%	41%	39%	45%	42%	42%
Trip duration, that is the time from when you boarded to the time you got off the bus	45%	44%	40%	45%	45%	45%
Sense of safety and security	50%	47%	45%	48%	46%	46%
Overall	48%	48%	44%	50%	52%	52%

Trends

Reasons Not to Use the Local Public Bus System Feb-Mar 2025



Likelihood of Reasons to not use Public Transportation

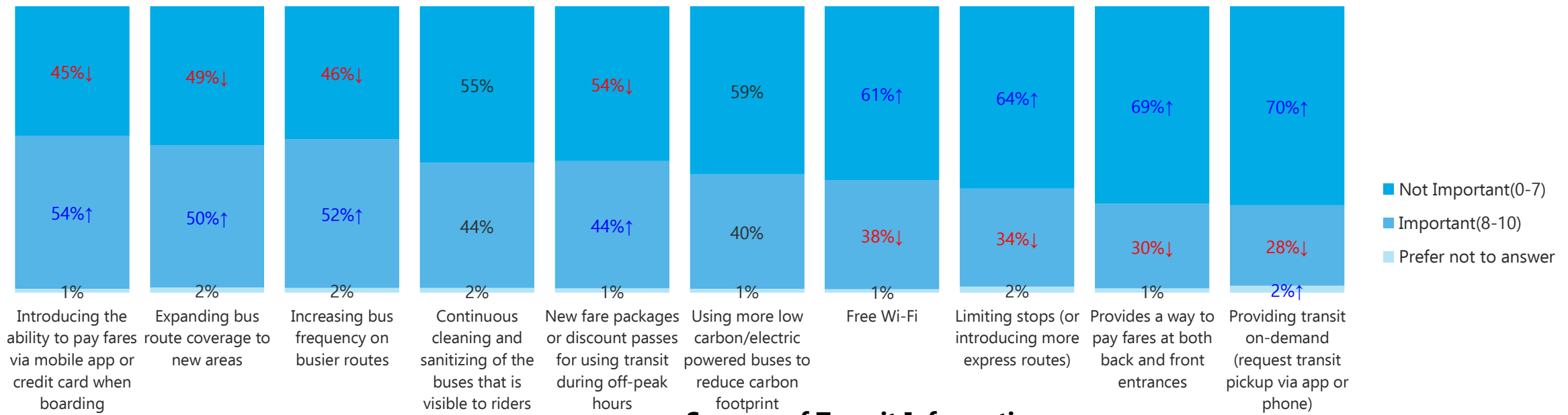


Choose the region:

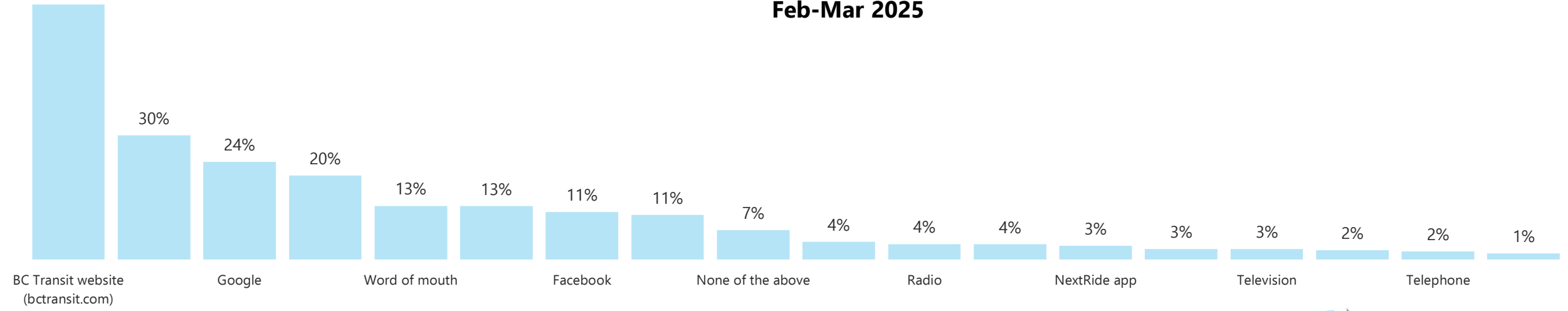
(All)

Trends

Key Improvements to Encourage Use of Transit Feb-Mar 2025

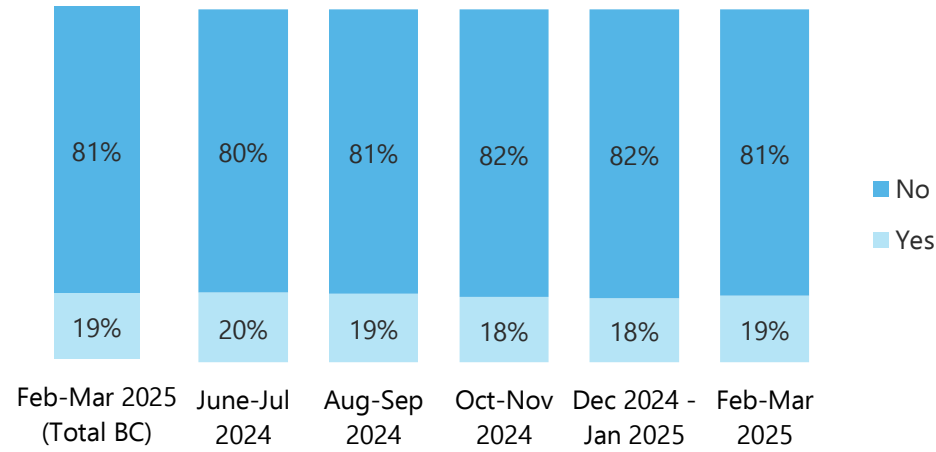


Sources of Transit Information Feb-Mar 2025

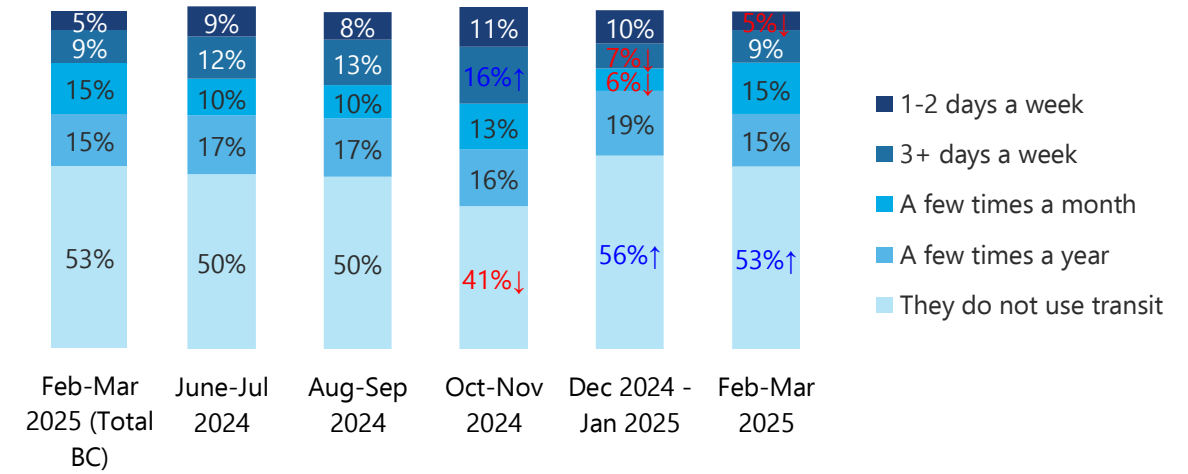


Trends

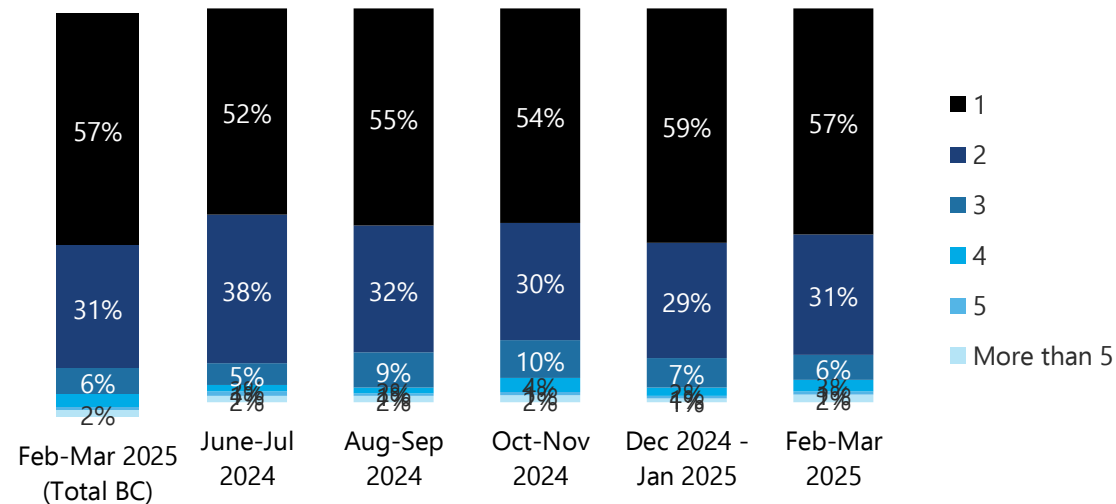
Taking Care of Children Aged 12 and Under



Frequency of Riding the Bus by Children 12 and Under

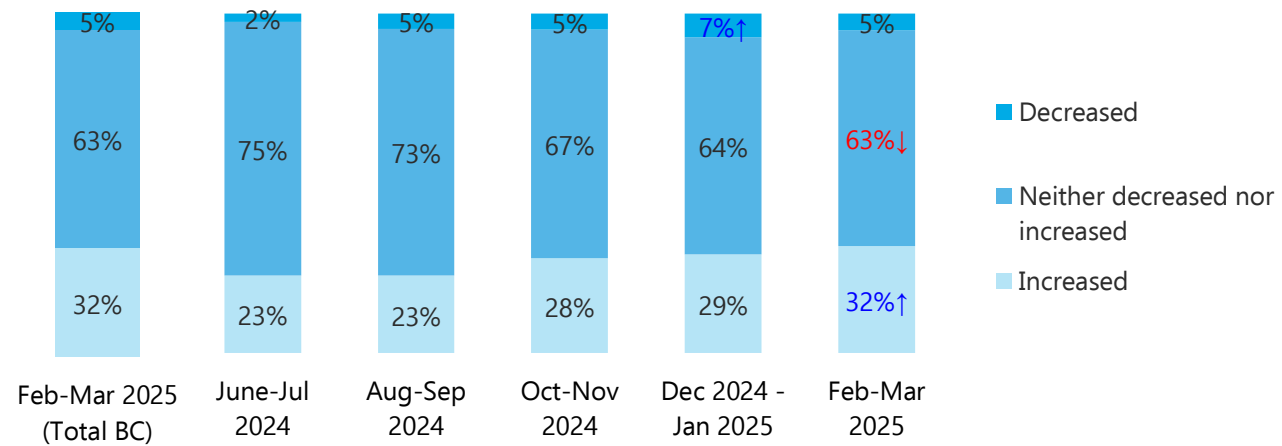


Number of Children Aged 12 and Under

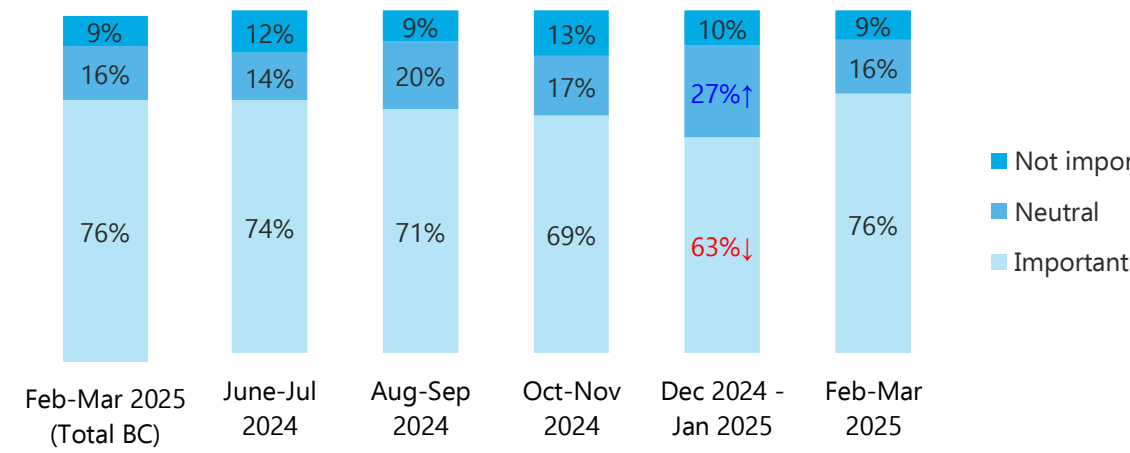


Trends

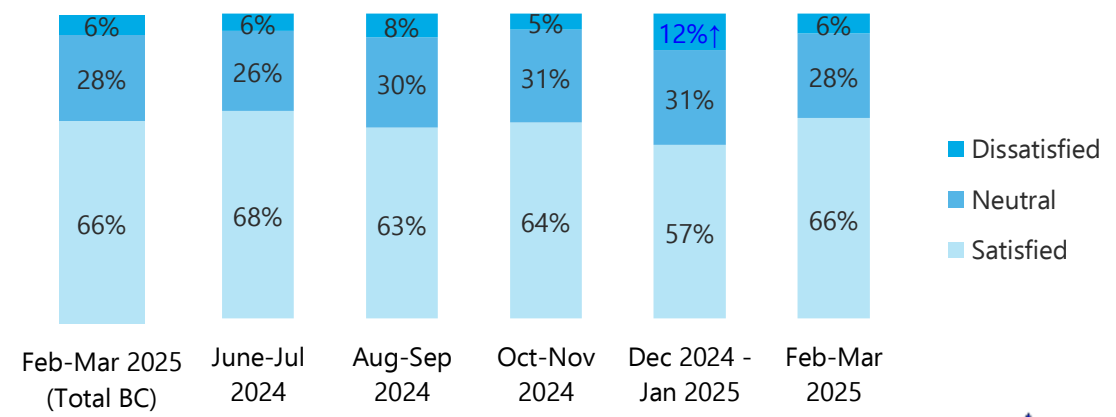
Impact of Free Transit on Transit Usage for Children 12 and Under



Importance of Free Transit for Children 12 and Under



Satisfaction of Free Transit for Children 12 and Under



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

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

Safety in Transit

	June-Jul 2024	Aug-Sep 2024	Oct-Nov 2024	Dec 2024 - Jan 2025	Feb-Mar 2025	Feb-Mar 2025 (Total BC)
No, I felt safe throughout the trip	76%	74%	74%	71%	73%	73%
Yes, I felt unsafe while travelling to my first stop	4%	6%	5%	7%	6%	6%
Yes, I felt unsafe while waiting to board my first transit vehicle	11%	11%	11%	13%	11%	11%
Yes, I felt unsafe while on-board	5%	9%	8%	9%	8%	8%
Yes, I felt unsafe during a transfer	3%	4%	4%	5%	5%	5%
Yes, I felt unsafe when exiting	4%	5%	5%	4%	5%	5%
Yes, I felt unsafe while travelling to my final destination	3%	4%	4%	4%	5%	5%
Don't know/not sure	4%	4%	5%	4%	5%	5%

NPS Score of Transit

	June-Jul 2024	Aug-Sep 2024	Oct-Nov 2024	Dec 2024 - Jan 2025	Feb-Mar 2025	Feb-Mar 2025 (Total BC)
Detractors	46%	49%	53%	48%	45%	45%
Passive	13%	12%	12%	13%	14%	14%
Promoters	41%	39%	35%	39%	41%	41%
NPS Score	-4.8	-9.2	-18.6	-8.6	-4.6	-4.6

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

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

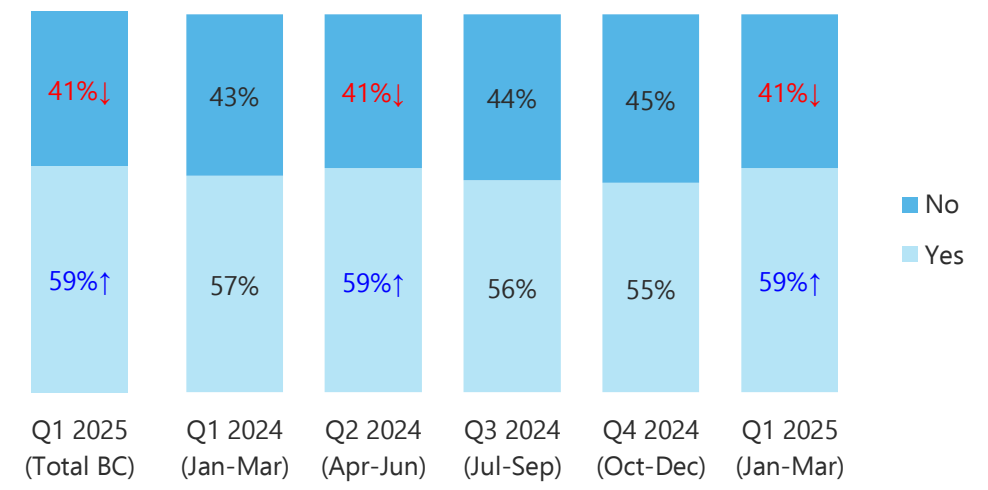


Quarterly Reporting Regions

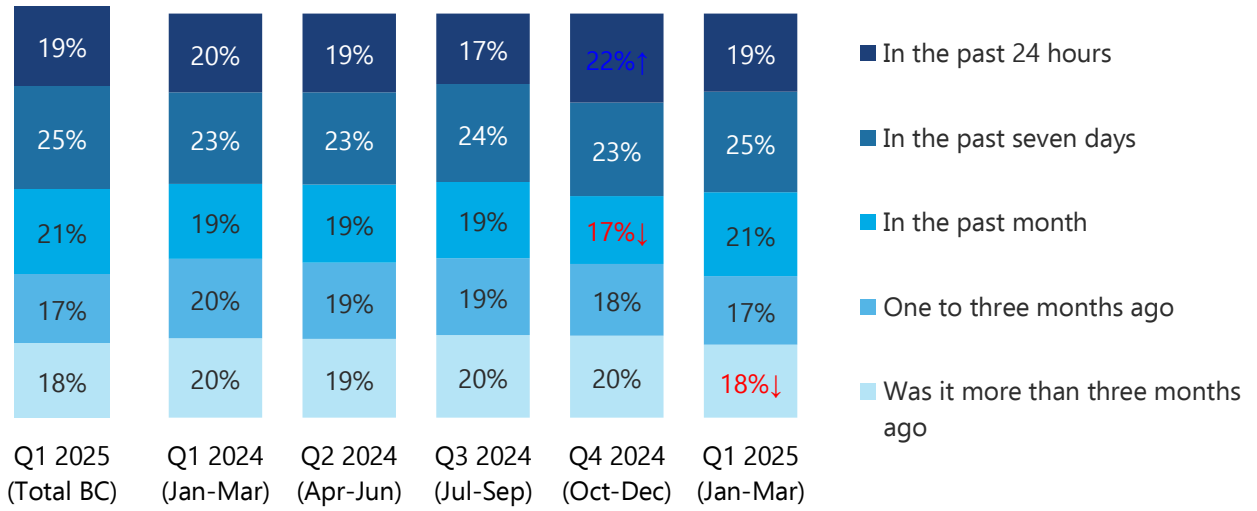
Responsibility for Local Transit System

	Q1 2024 (Jan-Mar)	Q2 2024 (Apr-Jun)	Q3 2024 (Jul-Sep)	Q4 2024 (Oct-Dec)	Q1 2025 (Jan-Mar)	Q1 2025 (Total BC)
BC Transit	79%	81%	81%	81%	80%	80%
Local/municipal government	27%	25%	25%	25%	26%	26%
TransLink	13%	13%	12%	12%	13%	13%
Other	2%	1%	2%	2%	1%	1%
Don't know	5%	6%	6%	5%	5%	5%

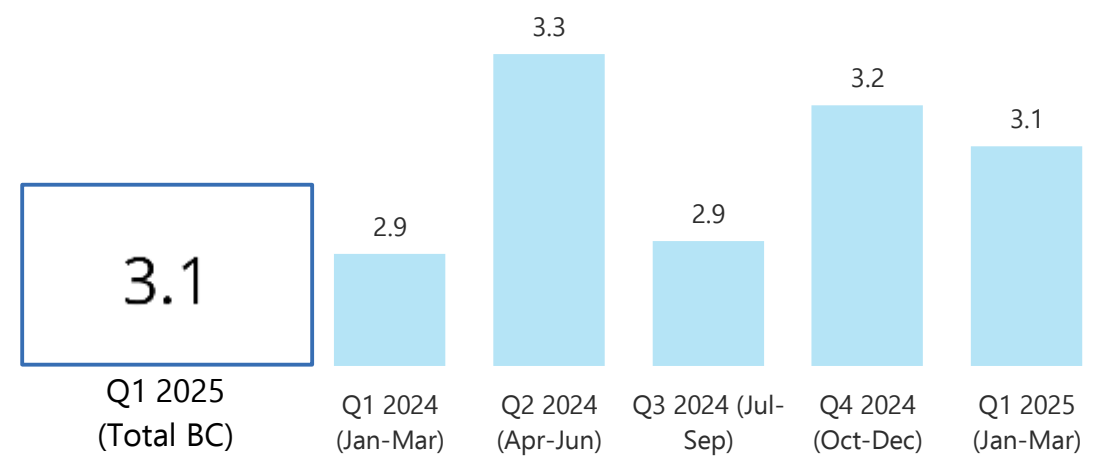
Past Year Local Transit use



Most Recent Local Transit Use



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

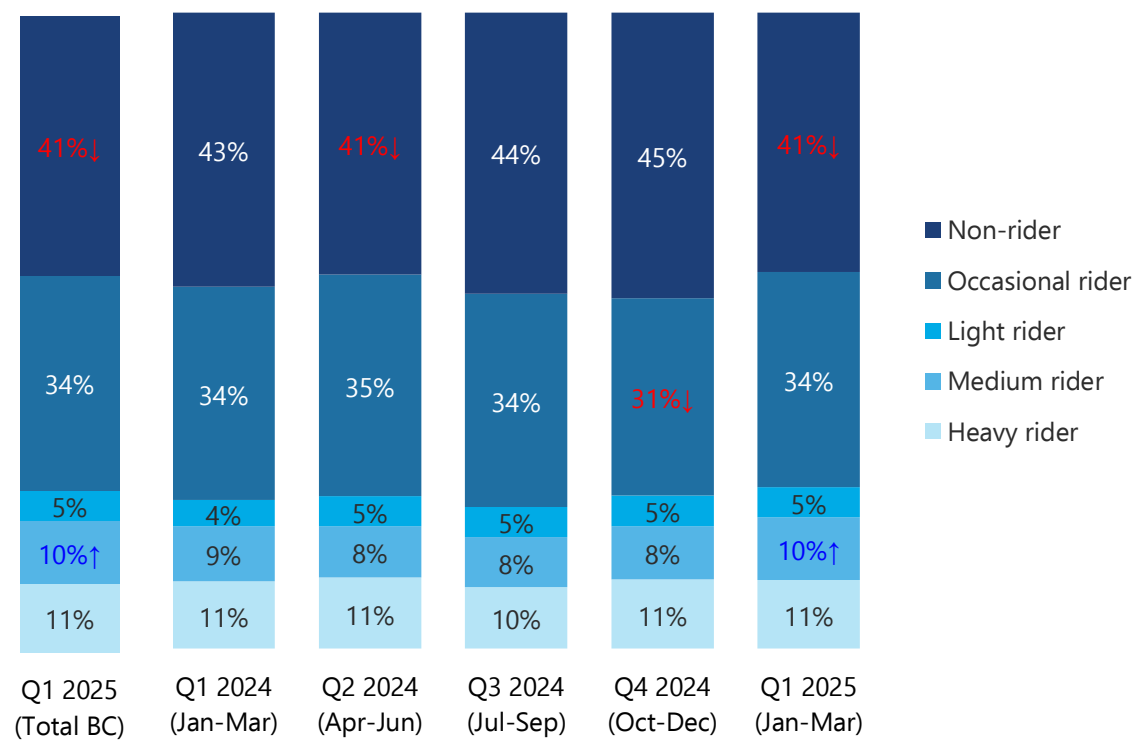


Choose the region:

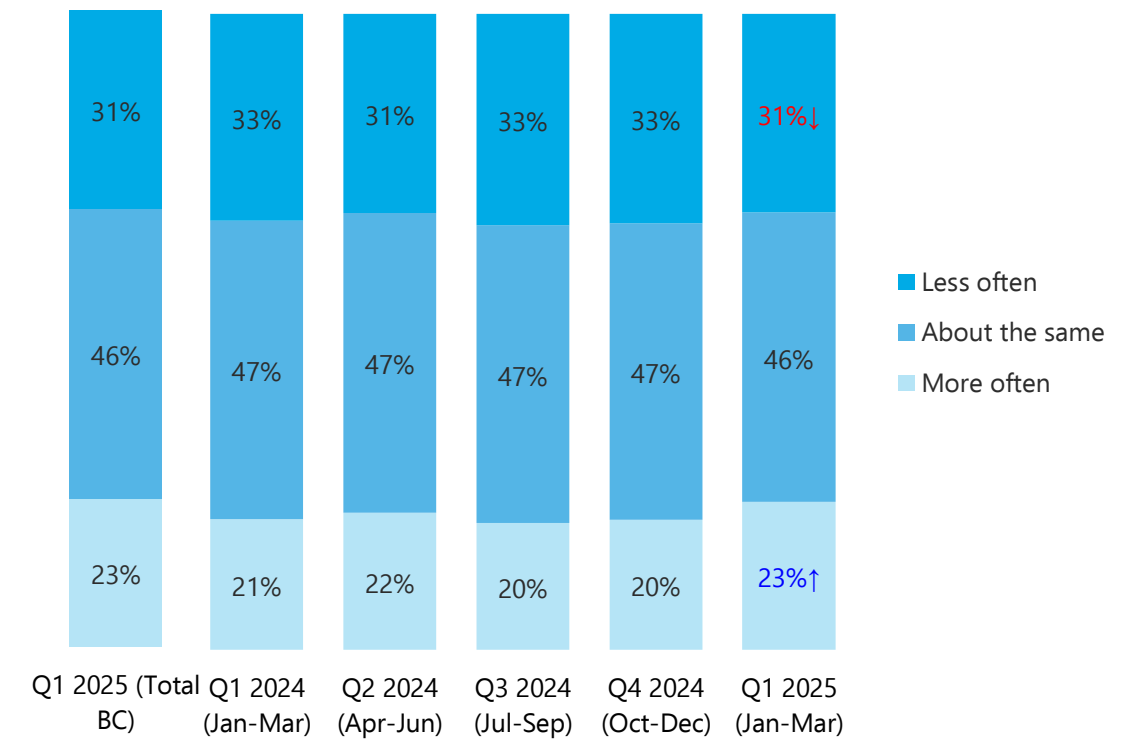
(All)

Trends

Rider Usage Group



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



Trends

Modes of Transportation Used More Often

	Q1 2024 (Jan-Mar)	Q2 2024 (Apr-Jun)	Q3 2024 (Jul-Sep)	Q4 2024 (Oct-Dec)	Q1 2025 (Jan-Mar)	Q1 2025 (Total BC)
Drive alone (car/truck)	59%	57%	56%	55%	58%	58%
Carpool or share a ride as driver	12%	8%	11%	12%	11%	11%
Carpool or share a ride as passenger	18%	19%	17%	19%	19%	19%
Taxi	13%	11%	8%	12%	12%	12%
Bicycle	12%	11%	12%	14%	11%	11%
Motorcycle/moped/scooter	6%	4%	5%	5%	4%	4%
Walking/rollerblading/skateboarding/jogging	33%	30%	32%	29%	18%	18%
Ride share (e.g. Uber, Lyft, etc.)	9%	8%	9%	10%	10%	10%
Other	4%	4%	8%	6%	7%	7%
Don't know	1%	0%	1%	0%	1%	1%

Modes of Transportation Used Less Often

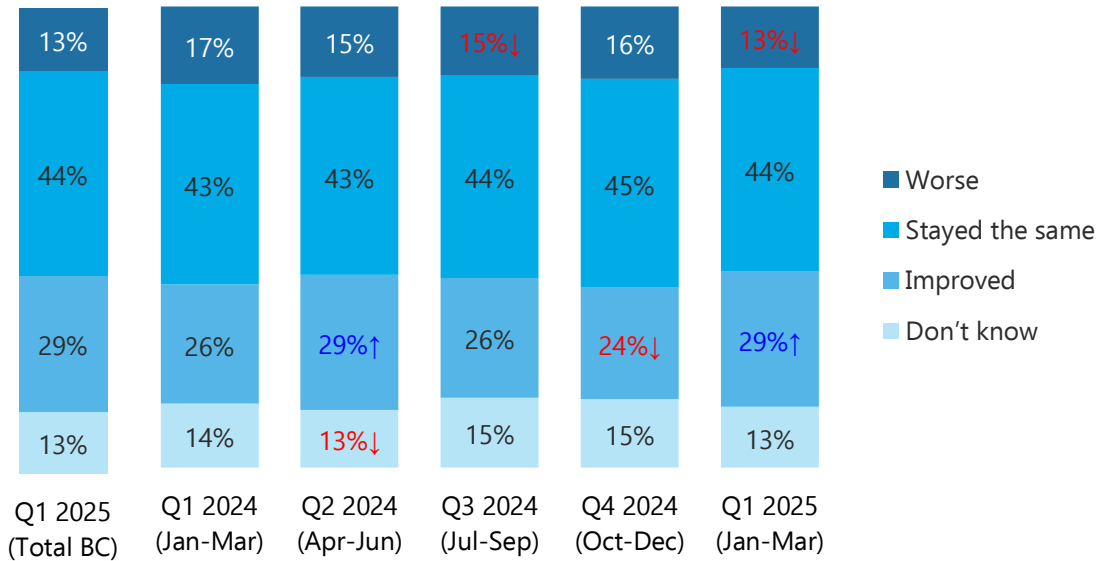
	Q1 2024 (Jan-Mar)	Q2 2024 (Apr-Jun)	Q3 2024 (Jul-Sep)	Q4 2024 (Oct-Dec)	Q1 2025 (Jan-Mar)	Q1 2025 (Total BC)
Drive alone (car/truck)	51%	60%	54%	53%	46%	46%
Carpool or share a ride as driver	19%	14%	12%	17%	13%	13%
Carpool or share a ride as passenger	24%	20%	14%	21%	20%	20%
Taxi	36%	37%	39%	35%	38%	38%
Bicycle	11%	14%	13%	15%	19%	19%
Motorcycle/moped/scooter	10%	6%	3%	6%	10%	10%
Walking/rollerblading/skateboarding/jogging	24%	27%	30%	29%	15%	15%
Ride share (e.g. Uber, Lyft, etc.)	22%	23%	19%	20%	22%	22%
Other	3%	2%	2%	2%	2%	2%
Don't know	2%	2%	2%	3%	1%	1%

Choose the region:

(All)

Trends

Past Year Change in Local Bus System



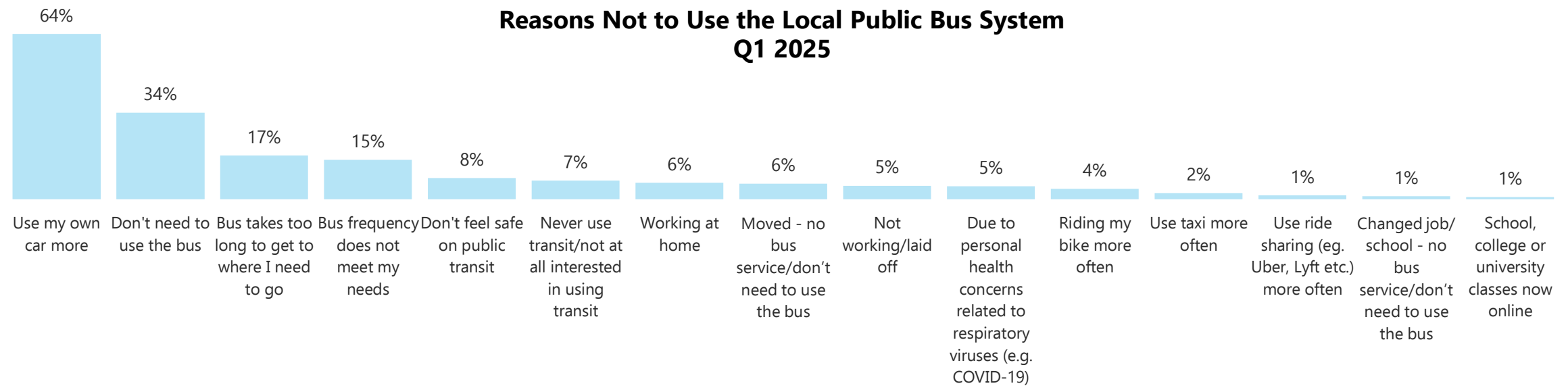
	Q1 2024 (Jan-Mar)	Q2 2024 (Apr-Jun)	Q3 2024 (Jul-Sep)	Q4 2024 (Oct-Dec)	Q1 2025 (Jan-Mar)	Q1 2025 (Total BC)
Fare prices are reasonable	50%	51%	51%	50%	52%	52%
Bus drivers are courteous	63%	63%	62%	60%	61%	61%
Frequency of scheduled service	39%	40%	39%	35%	41%	41%
Buses run on time/on schedule	49%	48%	50%	47%	51%	51%
Buses are clean/well-maintained	56%	55%	57%	54%	56%	56%
Availability and accuracy of schedule information	51%	50%	51%	47%	53%	53%
Buses not being overcrowded	48%	47%	48%	47%	49%	49%
Buses have a direct route	42%	42%	42%	38%	44%	44%
Bus fare payment options are convenient and easy to use	51%	54%	54%	51%	53%	53%
Buses have good connections with reasonable wait times	38%	38%	39%	34%	39%	39%
Bus stops have enough amenities such as shelters, benches, information and trash cans	33%	34%	34%	32%	36%	36%
Bus stops are clean and well maintained	41%	41%	42%	40%	43%	43%
Trip duration, that is the time from when you boarded to the time you got off the bus	44%	45%	44%	41%	46%	46%
Sense of safety and security	49%	49%	48%	45%	47%	47%
Overall	47%	49%	47%	44%	52%	52%

Choose the region:

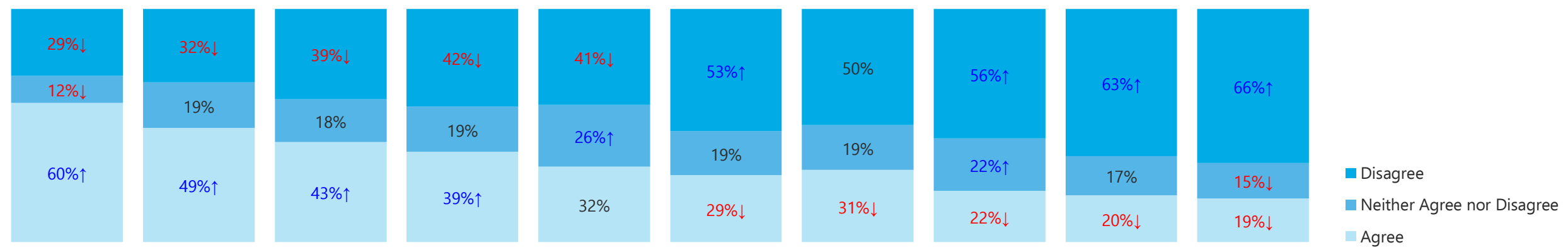
(All)

Trends

Reasons Not to Use the Local Public Bus System Q1 2025



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.

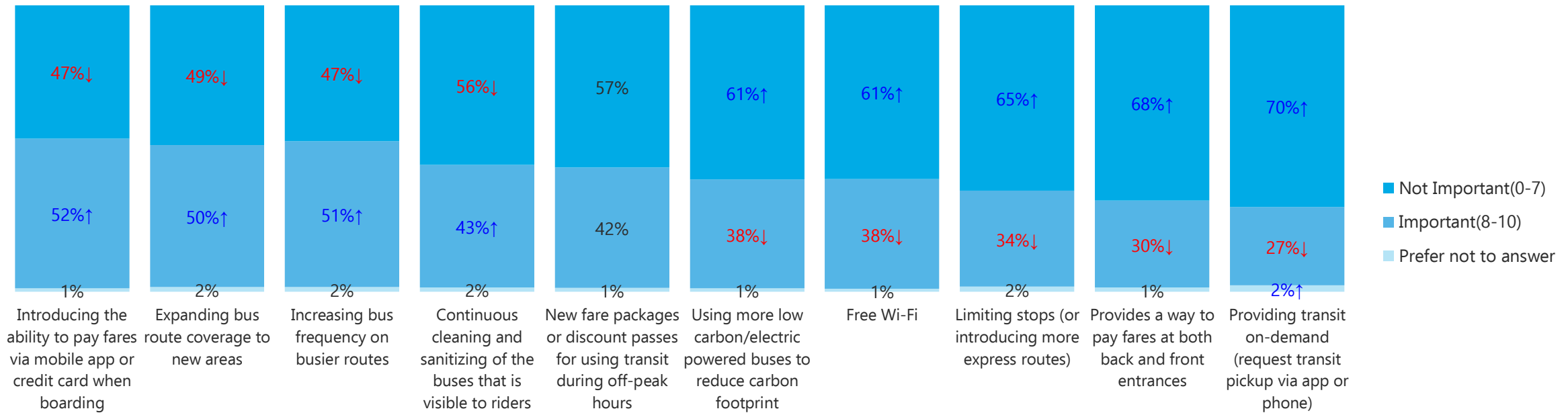


Choose the region:

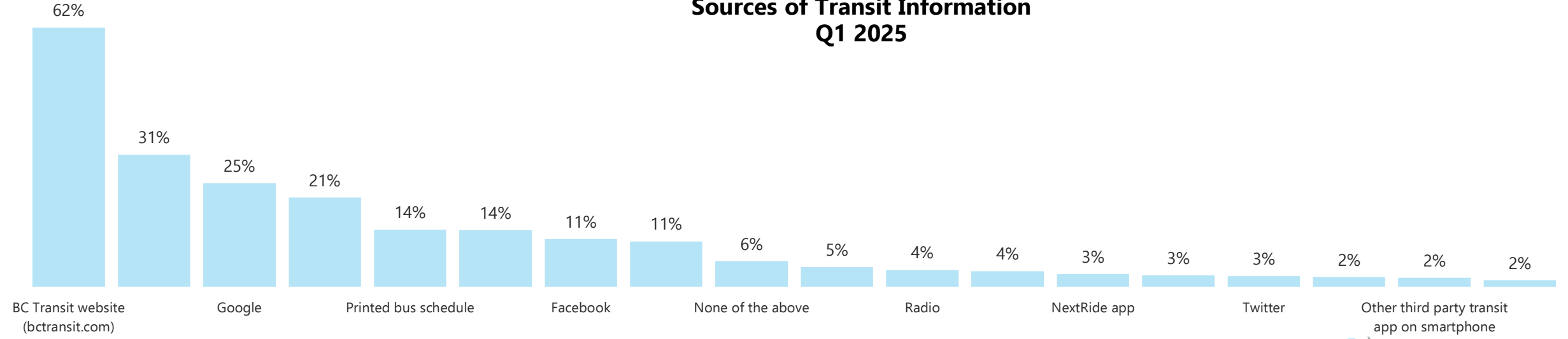
(All)

Trends

Key Improvements to Encourage Use of Transit Q1 2025

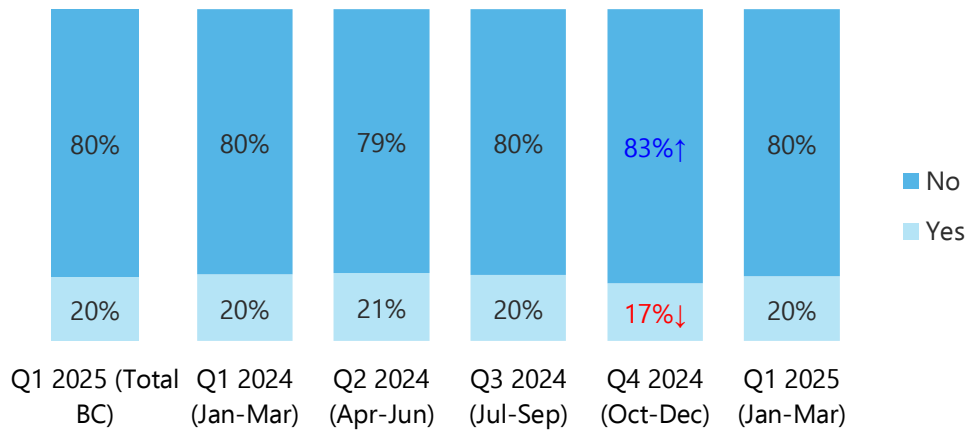


Sources of Transit Information Q1 2025

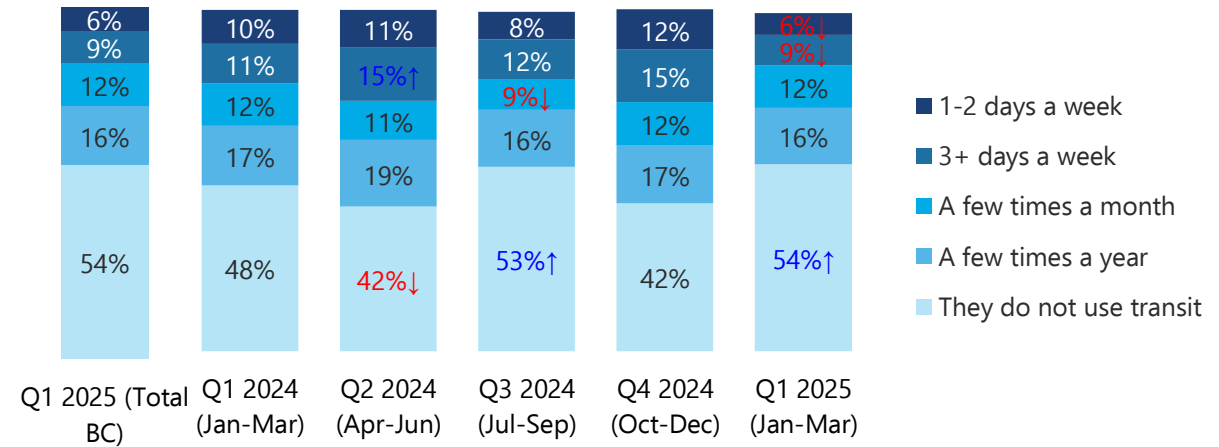


Trends

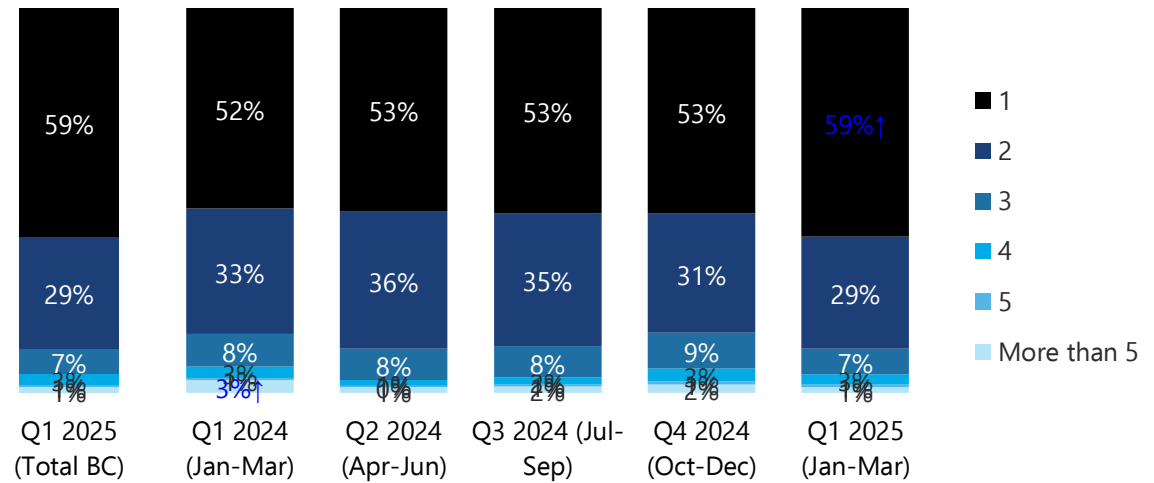
Taking Care of Children Aged 12 and Under



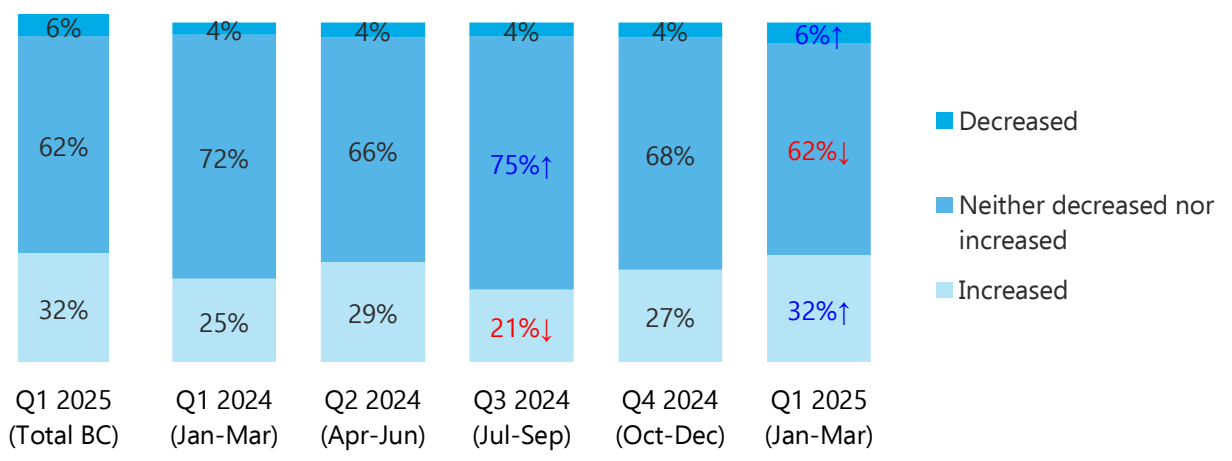
Frequency of Riding the Bus by Children 12 and Under



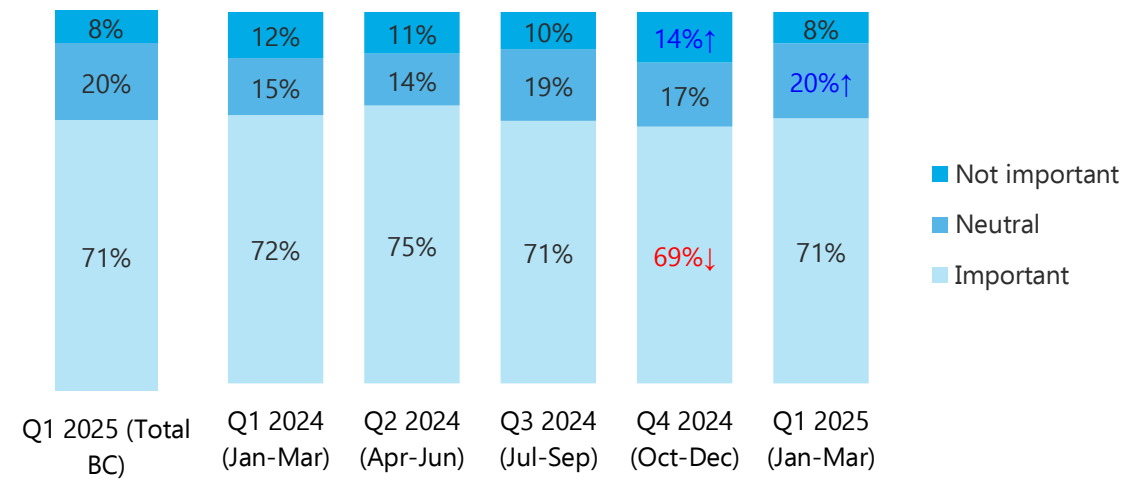
Number of Children Aged 12 and Under



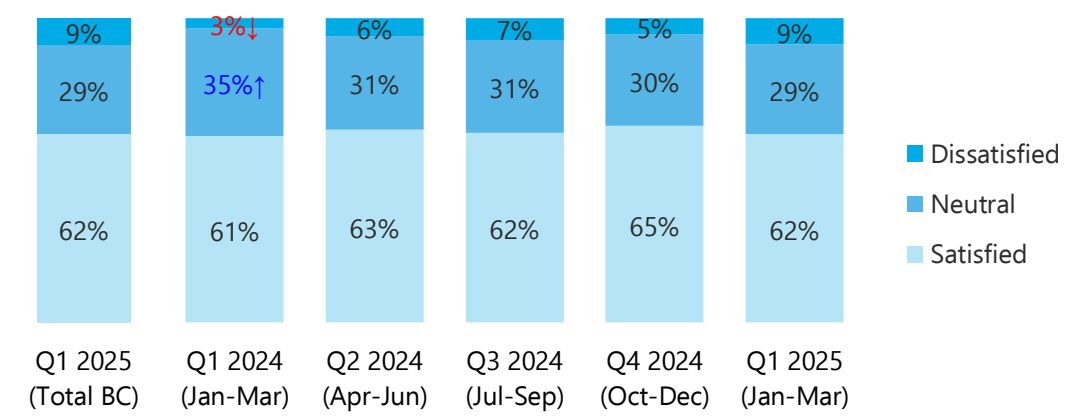
Impact of Free Transit on Transit Usage for Children 12 and Under



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

	Q1 2024 (Jan-Mar)	Q2 2024 (Apr-Jun)	Q3 2024 (Jul-Sep)	Q4 2024 (Oct-Dec)	Q1 2025 (Jan-Mar)	Q1 2025 (Total BC)
No, I felt safe throughout the trip	73%	77%	74%	74%	71%	71%
Yes, I felt unsafe while travelling to my first stop	5%	5%	5%	5%	6%	6%
Yes, I felt unsafe while waiting to board my first transit vehicle	10%	10%	11%	11%	12%	12%
Yes, I felt unsafe while on-board	8%	6%	8%	8%	9%	9%
Yes, I felt unsafe during a transfer	4%	4%	4%	3%	5%	5%
Yes, I felt unsafe when exiting	4%	4%	4%	4%	5%	5%
Yes, I felt unsafe while travelling to my final destination	3%	4%	4%	4%	5%	5%
Don't know/not sure	4%	3%	5%	5%	5%	5%

	Q1 2024 (Jan-Mar)	Q2 2024 (Apr-Jun)	Q3 2024 (Jul-Sep)	Q4 2024 (Oct-Dec)	Q1 2025 (Jan-Mar)	Q1 2025 (Total BC)
Detractors	50%	49%	48%	52%	46%	46%
Passive	14%	14%	12%	12%	14%	14%
Promoters	36%	37%	40%	35%	40%	40%
NPS Score	-13.5	-12.4	-7.7	-17.3	-5.4	-5.4

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

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



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