



# **Customer Satisfaction Tracking Report**

(July 2025 – September 2025)



# Overall Report

# Responsibility for Local Transit System

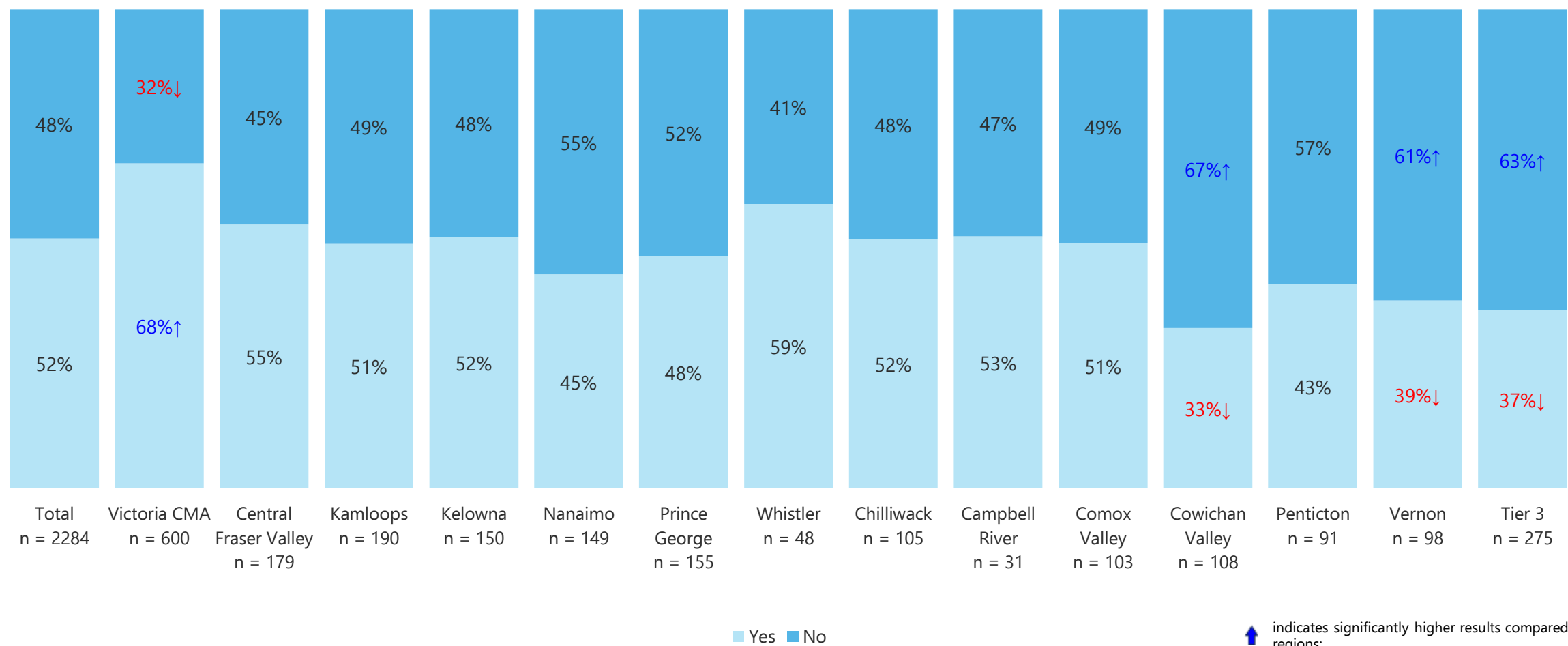
Current Reporting Quarter: Q3 2025 (JUL - SEP)

	Total n = 2292	Victoria CMA n = 602	Central Fraser Valley n = 180	Kamloops n = 190	Kelowna n = 150	Nanaimo n = 150	Prince George n = 156	Whistler n = 48	Chilliwack n = 107	Campbell River n = 31	Comox Valley n = 103	Cowichan Valley n = 109	Penticton n = 91	Vernon n = 98	Tier 3 n = 276
<b>BC Transit</b>	78%	93%	63%	78%	79%	80%	81%	67%	80%	88%	90%	68%	66%	81%	58%
<b>Local/municipal government</b>	21%	17%	21%	32%	21%	21%	29%	28%	18%	13%	14%	18%	29%	20%	24%
<b>TransLink</b>	10%	5%	23%	13%	13%	17%	7%	15%	19%	4%	4%	9%	8%	8%	11%
<b>Other</b>	3%	1%	4%	2%	4%	1%	0%	2%	2%	0%	3%	9%	1%	1%	6%
<b>Don't know</b>	7%	2%	9%	7%	4%	5%	9%	10%	7%	6%	7%	10%	6%	8%	18%

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

# Past Year Local Transit Use

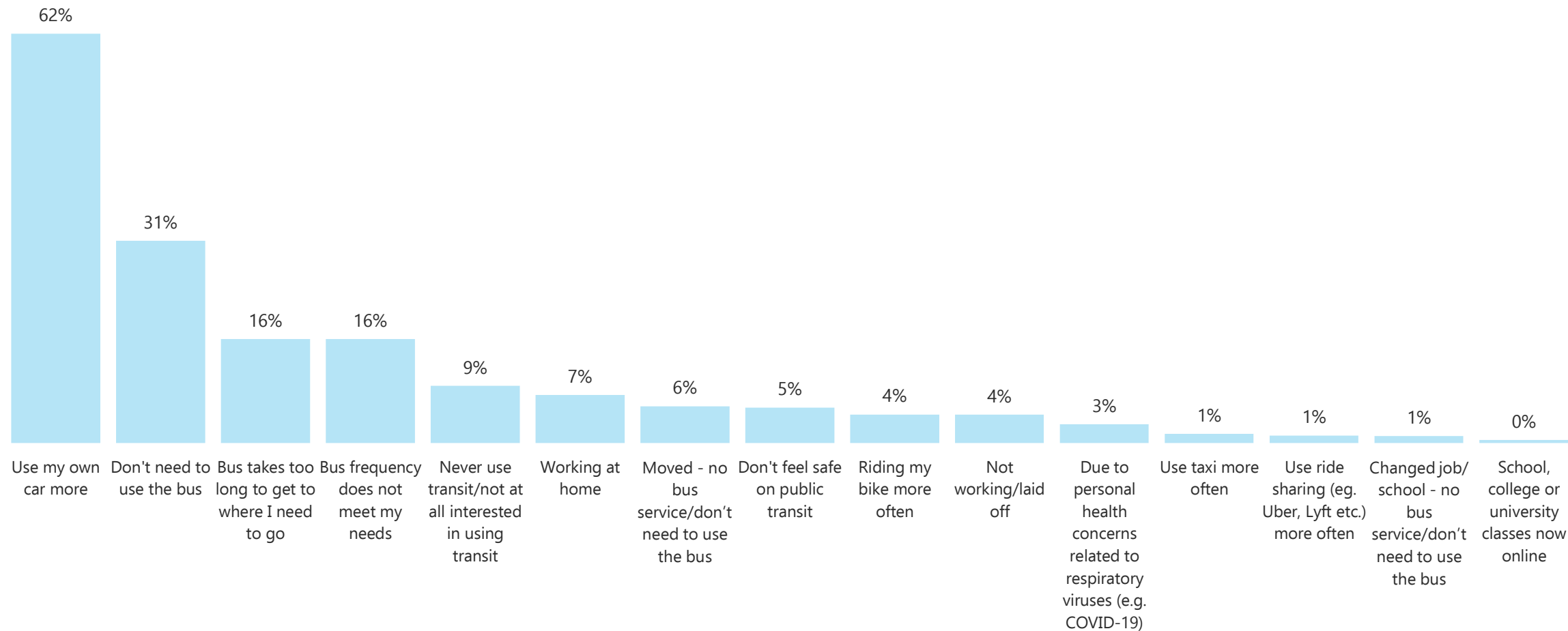
Current Reporting Quarter: Q3 2025 (JUL - SEP)



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

# Reasons Not to Use the Local Public Bus System

Current Reporting Quarter: Q3 2025 (JUL - SEP)

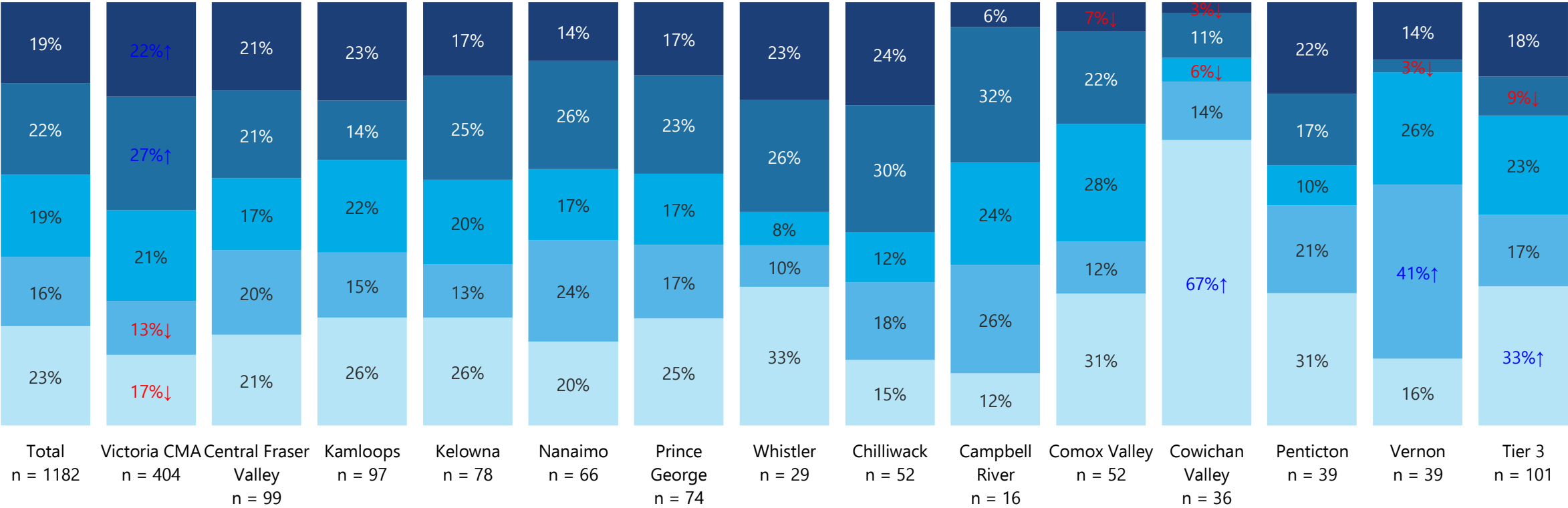


base n= 1,120

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

# Most Recent Local Transit Use

Current Reporting Quarter: Q3 2025 (JUL - SEP)



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

↑ indicates significantly higher results compared to other regions;

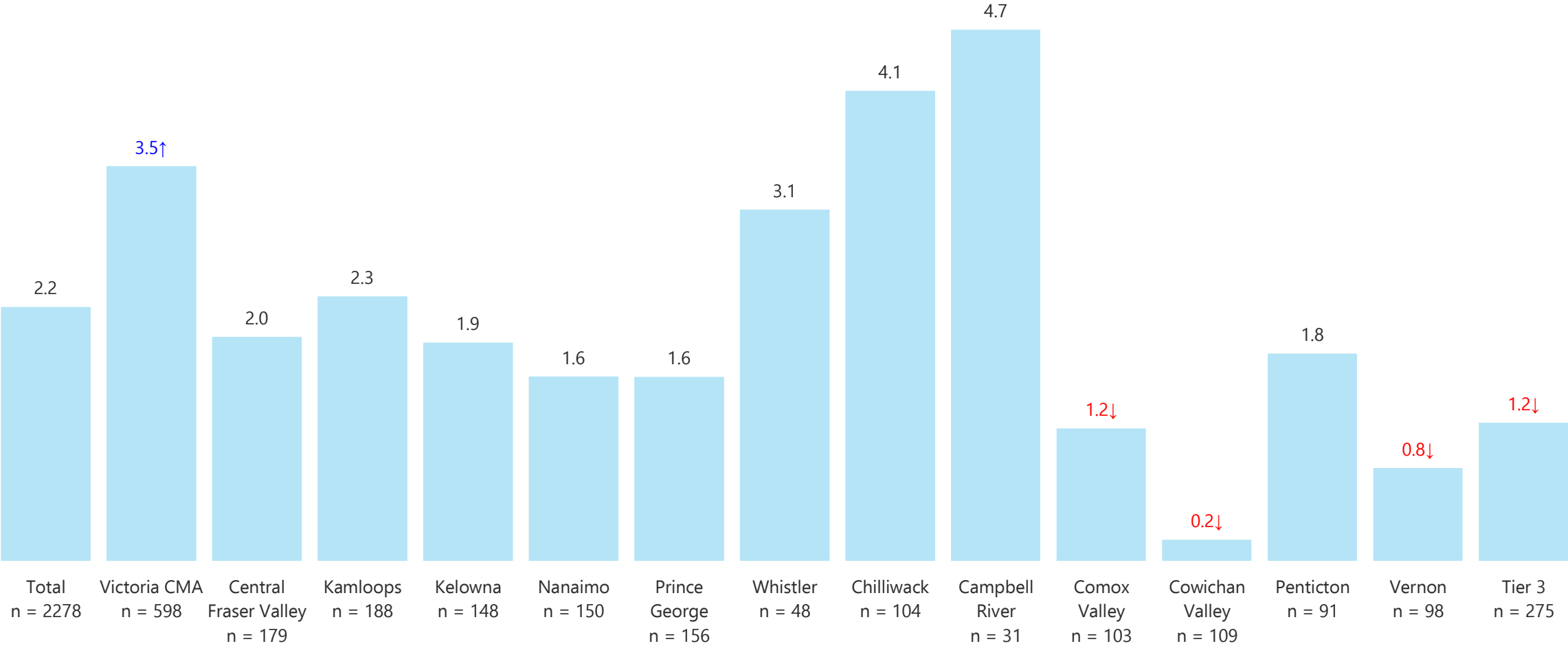
↓ indicates significantly lower results compared to other regions.



Q4 When did you last use the public bus system?  
\*Don't know is excluded from the graph and calculation

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

Current Reporting Quarter: Q3 2025 (JUL - SEP)



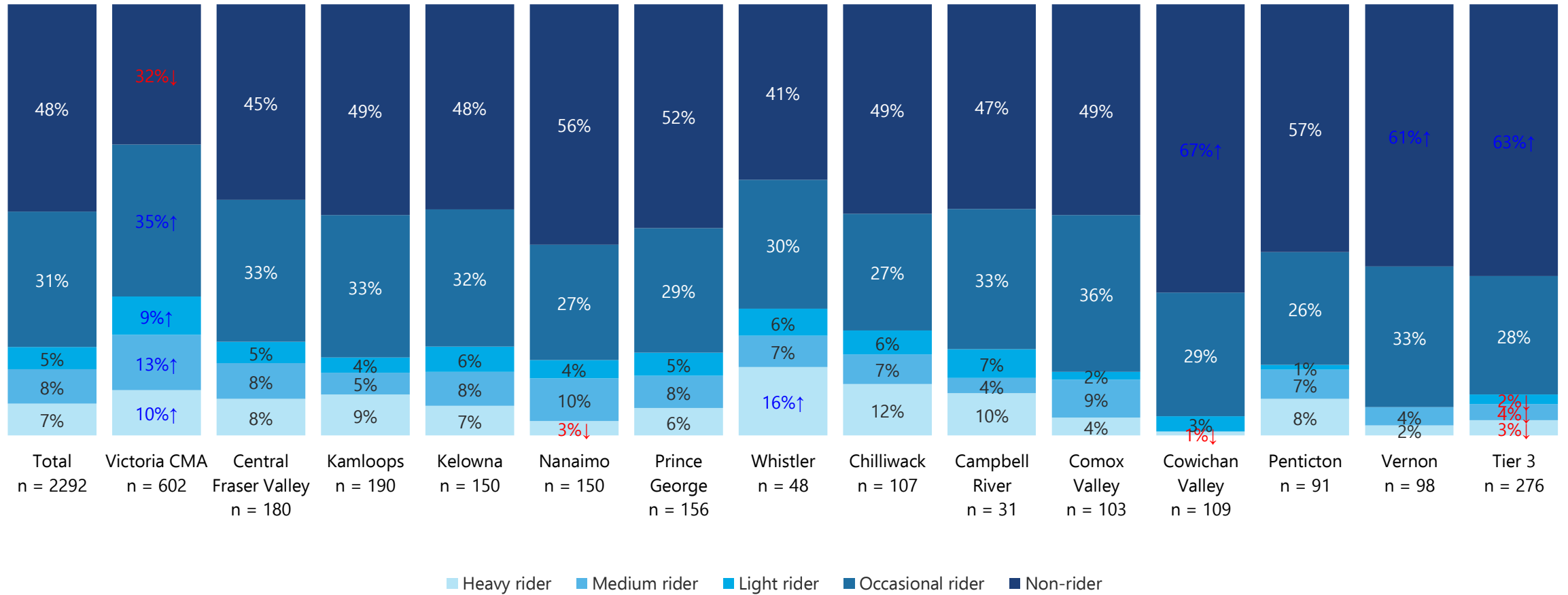
↑ indicates significantly higher results compared to other regions;  
↓ indicates significantly lower results compared to other regions.



Q5 How many one-way trips did you make on public transit in the past seven days?  
\*Don't know is excluded from the graph and calculation

# Rider Usage Group

Current Reporting Quarter: Q3 2025 (JUL - SEP)



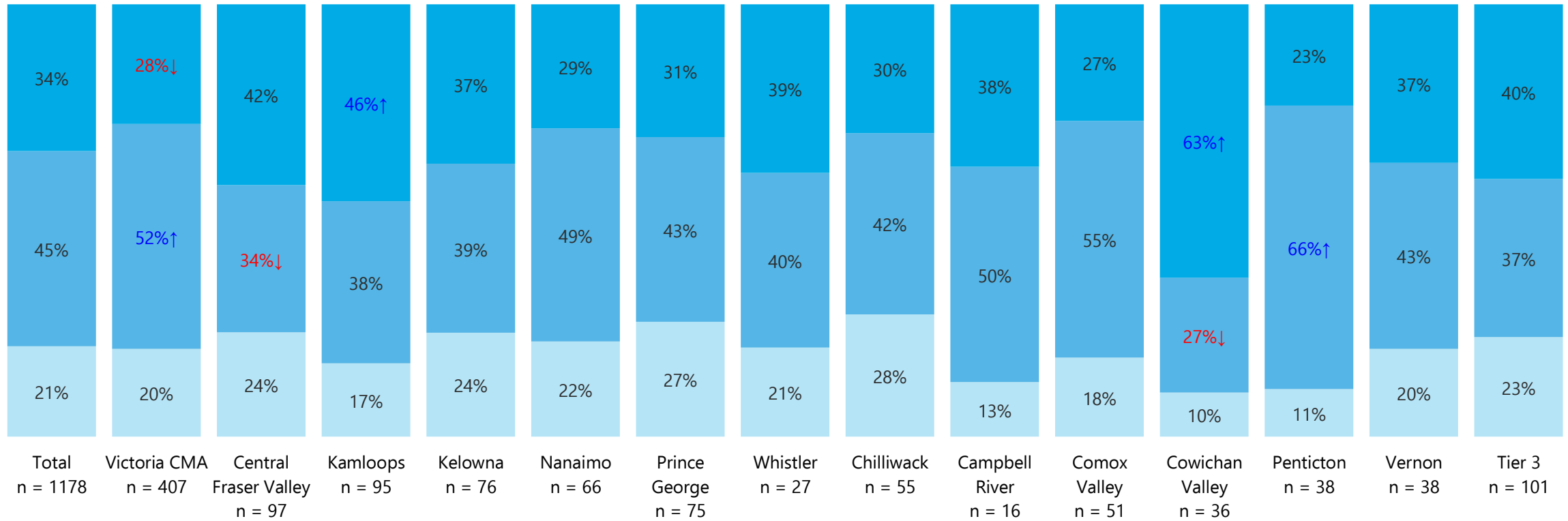
↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.



# Past Year Change in Local Bus System Use

Current Reporting Quarter: Q3 2025 (JUL - SEP)



■ More often
 ■ About the same
 ■ Less often

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

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

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

# Modes of Transportation Now Used (More often)

Current Reporting Quarter: Q3 2025 (JUL - SEP)

	Total n = 399	Victoria CMA n = 112	Central Fraser Valley n = 40	Kamloops n = 43	Kelowna n = 28	Nanaimo n = 19	Prince George n = 23	Whistler n = 10	Chilliwack n = 16	Campbell River n = 6	Comox Valley n = 14	Cowichan Valley n = 23	Penticton n = 9	Vernon n = 14	Tier 3 n = 41
<b>Drive alone (car/truck)</b>	59%	52%	64%	61%	59%	77%	63%	71%	38%	67%	50%	60%	51%	28%	76%
<b>Carpool or share a ride as driver</b>	7%	6%	12%	14%	13%	16%	0%	17%	0%	0%	7%	0%	0%	14%	2%
<b>Carpool or share a ride as passenger</b>	18%	16%	21%	14%	22%	38%	5%	30%	12%	0%	16%	17%	42%	13%	22%
<b>Taxi</b>	8%	8%	9%	7%	8%	15%	0%	0%	24%	0%	22%	0%	0%	8%	11%
<b>Bicycle</b>	13%	12%	17%	16%	9%	0%	22%	0%	8%	33%	30%	15%	0%	23%	12%
<b>Motorcycle/moped/scooter</b>	6%	2%	13%	3%	4%	0%	13%	11%	20%	16%	13%	8%	0%	0%	2%
<b>Walking/rollerblading/skate boarding/jogging</b>	19%	27%	11%	9%	7%	16%	35%	19%	8%	0%	14%	31%	7%	43%	15%
<b>Ride share (e.g. Uber, Lyft, etc.)</b>	8%	7%	26%	7%	8%	5%	0%	9%	18%	0%	0%	0%	0%	0%	4%
<b>Other</b>	8%	10%	7%	11%	4%	5%	13%	0%	19%	0%	7%	13%	0%	0%	2%
<b>Don't know</b>	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	7%	0%

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

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

# Modes of Transportation Now Used (Less often)

Current Reporting Quarter: Q3 2025 (JUL - SEP)

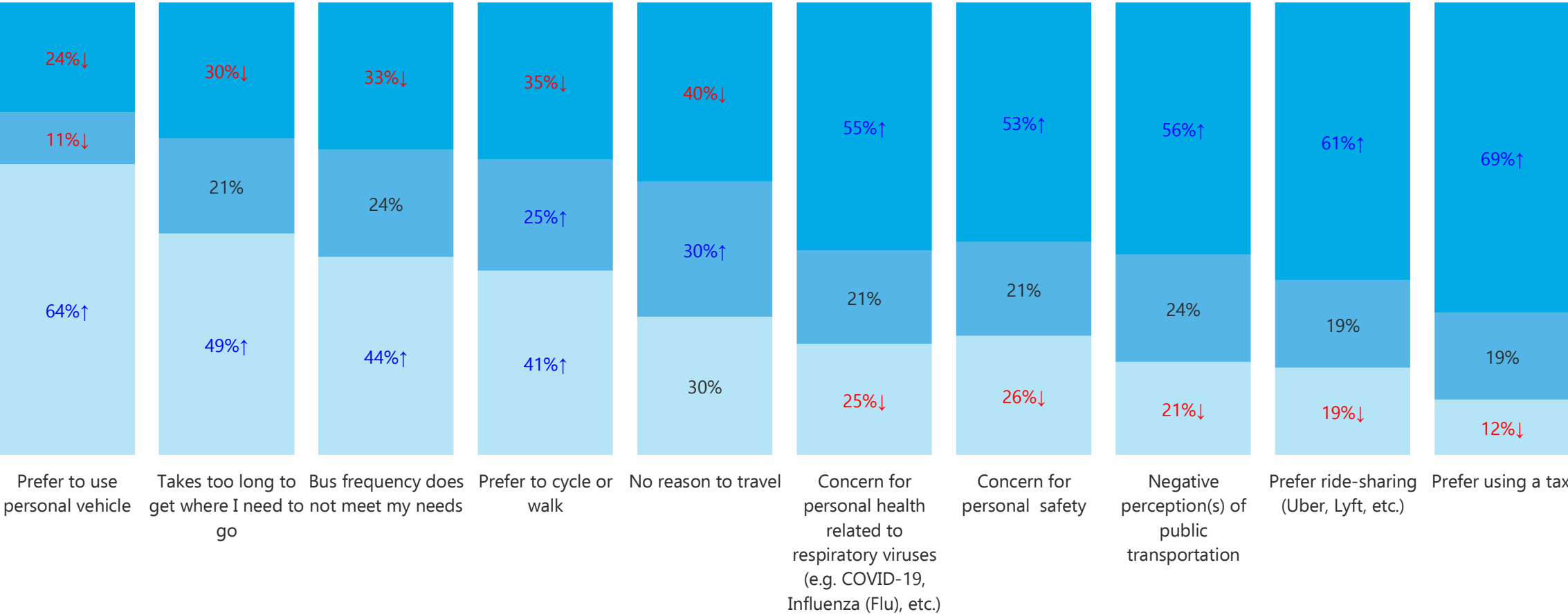
	Total n = 246	Victoria CMA n = 82	Central Fraser Valley n = 23	Kamloops n = 16	Kelowna n = 18	Nanaimo n = 15	Prince George n = 20	Whistler n = 6	Chilliwack n = 16	Campbell River n = 2	Comox Valley n = 9	Cowichan Valley n = 4	Penticton n = 4	Vernon n = 8	Tier 3 n = 23
<b>Drive car/truck alone</b>	54%	49%	43%	69%	84%	61%	56%	41%	69%	100%	19%	74%	0%	55%	53%
<b>Carpool or share a ride as driver</b>	12%	7%	23%	20%	18%	16%	10%	0%	12%	56%	10%	0%	0%	16%	13%
<b>Carpool or share a ride as passenger</b>	19%	12%	14%	37%	11%	33%	27%	0%	31%	0%	33%	26%	0%	12%	27%
<b>Taxi</b>	31%	27%	23%	32%	22%	35%	40%	0%	39%	0%	45%	0%	54%	42%	49%
<b>Bicycle</b>	12%	9%	20%	19%	6%	17%	6%	21%	12%	56%	12%	0%	0%	15%	12%
<b>Motorcycle/moped/scooter</b>	3%	1%	5%	6%	6%	0%	5%	0%	12%	0%	0%	0%	0%	0%	0%
<b>Walking/rollerblading/skate boarding/jogging</b>	18%	22%	15%	25%	13%	15%	5%	42%	6%	0%	12%	0%	46%	60%	14%
<b>Ride share (e.g. Uber, Lyft, etc.)</b>	12%	8%	17%	18%	29%	0%	17%	17%	18%	0%	13%	0%	54%	12%	0%
<b>Other</b>	4%	3%	8%	0%	0%	0%	0%	41%	0%	0%	10%	0%	0%	15%	4%
<b>Don't know</b>	2%	6%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

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

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

Current Reporting Quarter: Q3 2025 (JUL - SEP)



base n= 944

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

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

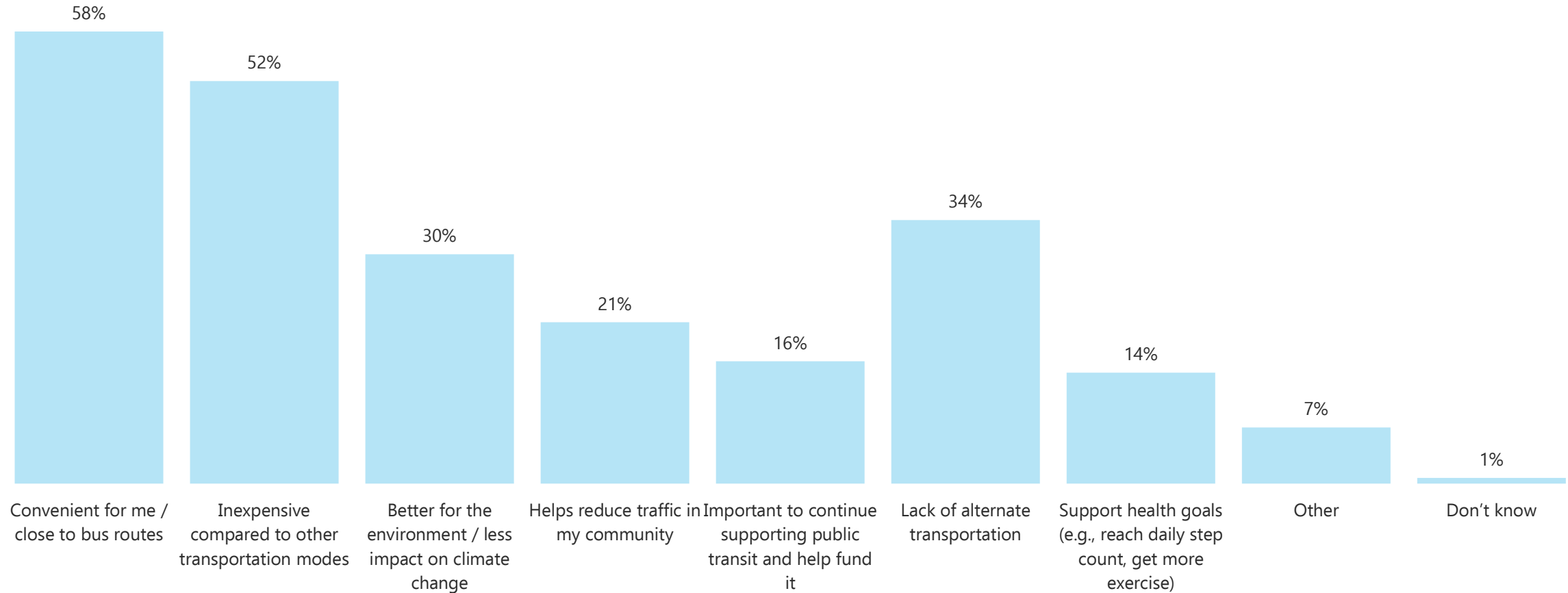
Agree Neither Agree nor Disagree Disagree

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



# Reasons to use Local Transit More Often

Current Reporting Quarter: Q3 2025 (JUL - SEP)

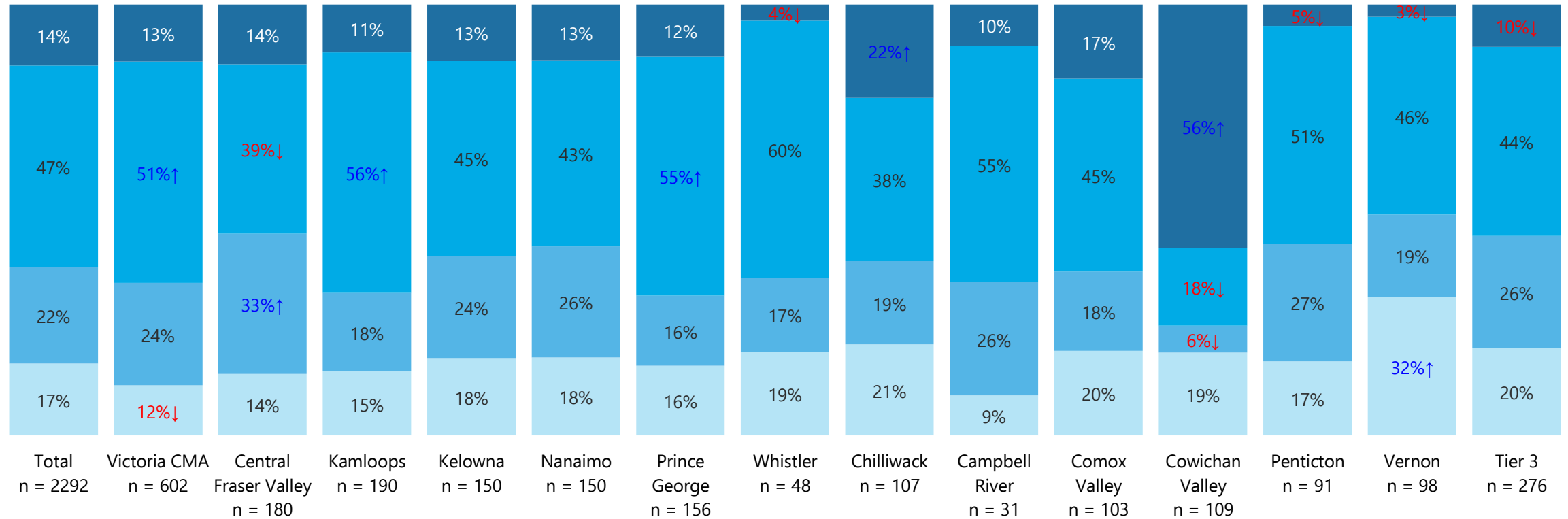


base n= 246

Q6D Why are you using local transit more often?

# Past Year Change in Local Bus System

Current Reporting Quarter: Q3 2025 (JUL - SEP)



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

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

Q7 Compared to a year ago, would you say that the local bus system has improved, stayed the same or become worse?

# Perceptions of Transit Service (% Rating 4 or 5)

Current Reporting Quarter: Q3 2025 (JUL - SEP)

	Total n = 2292	Victoria CMA n = 602	Central Fraser Valley n = 180	Kamloops n = 190	Kelowna n = 150	Nanaimo n = 150	Prince George n = 156	Whistler n = 48	Chilliwack n = 107	Campbell River n = 31	Comox Valley n = 103	Cowichan Valley n = 109	Penticton n = 91	Vernon n = 98	Tier 3 n = 276
Fare prices are reasonable	48%	44%	46%	48%	48%	51%	40%	51%	56%	63%	57%	47%	55%	49%	50%
Bus drivers are courteous	59%	65%	63%	48%	45%	65%	44%	72%	57%	64%	58%	59%	70%	60%	60%
Frequency of scheduled service	36%	41%	36%	36%	34%	33%	34%	39%	32%	37%	38%	19%	50%	36%	31%
Buses run on time/on schedule	48%	49%	44%	38%	40%	51%	47%	57%	43%	57%	49%	42%	65%	51%	49%
Buses are clean/well-maintained	53%	60%	47%	45%	42%	54%	40%	69%	51%	57%	54%	50%	67%	61%	51%
Availability and accuracy of schedule information	49%	56%	45%	46%	45%	48%	42%	49%	42%	69%	43%	42%	60%	48%	45%
Buses not being overcrowded	46%	35%	46%	42%	38%	43%	50%	59%	46%	52%	62%	50%	71%	52%	52%
Buses have a direct route	39%	39%	36%	33%	37%	38%	31%	48%	45%	62%	39%	26%	62%	41%	40%
Bus fare payment options are convenient and easy to use	52%	56%	49%	44%	51%	53%	46%	51%	56%	59%	53%	44%	62%	52%	51%
Buses have good connections with reasonable wait times	35%	39%	36%	33%	27%	35%	34%	42%	32%	44%	30%	22%	49%	36%	32%
Bus stops have enough amenities such as shelters, benches, information and trash cans	32%	40%	24%	28%	30%	29%	28%	38%	26%	34%	35%	19%	45%	35%	26%
Bus stops are clean and well maintained	41%	45%	34%	36%	42%	31%	28%	59%	37%	53%	53%	29%	58%	48%	41%
Trip duration, that is the time from when you boarded to the time you got off the bus	41%	44%	44%	36%	34%	37%	32%	53%	42%	39%	47%	32%	54%	44%	41%
Sense of safety and security	46%	49%	37%	40%	40%	38%	38%	71%	46%	54%	50%	45%	57%	47%	48%
Overall	43%	50%	38%	41%	39%	42%	36%	57%	42%	59%	41%	20%	62%	46%	41%

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

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

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

# Perceptions of Transit Service (% Rating 4 or 5)

Current Reporting Quarter: Q3 2025 (JUL - SEP)

	Total n = 2292	Age				Gender		Riders		
		19-24 n = 201	25-44 n = 764	45-64 n = 715	65+ n = 599	Male n = 948	Female n = 1313	Regular n = 468	Occasional rider n = 722	Non-rider n = 1102
Fare prices are reasonable	48%	41%	47%	47%	53%	52%	45%	58%	52%	41%
Bus drivers are courteous	59%	44%	59%	59%	66%	63%	56%	64%	67%	52%
Frequency of scheduled service	36%	37%	34%	34%	42%	42%	32%	48%	37%	30%
Buses run on time/on schedule	48%	37%	40%	51%	56%	54%	44%	55%	51%	42%
Buses are clean/well-maintained	53%	36%	46%	58%	62%	59%	49%	62%	59%	46%
Availability and accuracy of schedule information	49%	48%	45%	48%	55%	55%	44%	58%	55%	41%
Buses not being overcrowded	46%	33%	39%	46%	57%	52%	41%	46%	48%	44%
Buses have a direct route	39%	45%	38%	37%	42%	42%	37%	54%	41%	32%
Bus fare payment options are convenient and easy to use	52%	49%	48%	53%	56%	56%	49%	66%	57%	42%
Buses have good connections with reasonable wait times	35%	32%	33%	33%	42%	40%	32%	46%	36%	30%
Bus stops have enough amenities such as shelters, benches, information and trash cans	32%	29%	30%	30%	38%	36%	29%	41%	33%	27%
Bus stops are clean and well maintained	41%	31%	37%	42%	47%	46%	37%	49%	42%	37%
Trip duration, that is the time from when you boarded to the time you got off the bus	41%	44%	36%	40%	48%	46%	38%	57%	44%	32%
Sense of safety and security	46%	37%	42%	47%	52%	53%	40%	58%	50%	37%
Overall	43%	38%	39%	43%	50%	50%	38%	59%	47%	34%

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

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



# Perceptions of Transit Service (Mean Scores)

Current Reporting Quarter: Q3 2025 (JUL - SEP)

Average	Total n = 1918	Victoria CMA n = 538	Central Fraser Valley n = 151	Kamloops n = 161	Kelowna n = 132	Nanaimo n = 123	Prince George n = 137	Whistler n = 40	Chilliwack n = 85	Campbell River n = 25	Comox Valley n = 84	Cowichan Valley n = 79	Penticton n = 76	Vernon n = 74	Tier 3 n = 213
Fare prices are reasonable	3.47	3.29	3.36	3.50	3.46	3.54	3.34	3.71	3.61	3.73	3.72	3.50	3.78	3.69	3.53
Bus drivers are courteous	3.78	3.87	3.70	3.53	3.42	3.95	3.47	4.21	3.76	4.01	3.78	3.90	4.02	4.06	3.81
Frequency of scheduled service	3.11	3.24	3.05	3.14	3.04	3.18	3.03	3.18	3.00	3.18	3.08	2.52	3.52	3.15	3.00
Buses run on time/on schedule	3.43	3.41	3.22	3.28	3.19	3.57	3.47	3.80	3.31	3.70	3.32	3.30	3.94	3.71	3.50
Buses are clean/well-maintained	3.61	3.67	3.36	3.50	3.41	3.64	3.40	4.03	3.53	3.71	3.66	3.55	3.92	3.90	3.68
Availability and accuracy of schedule information	3.45	3.53	3.31	3.43	3.35	3.54	3.43	3.61	3.33	3.97	3.21	3.21	3.75	3.64	3.37
Buses not being overcrowded	3.42	3.09	3.31	3.37	3.19	3.42	3.59	3.86	3.44	3.64	3.76	3.63	4.02	3.76	3.65
Buses have a direct route	3.21	3.18	3.10	3.14	3.19	3.27	3.06	3.40	3.31	3.48	3.11	2.89	3.77	3.38	3.29
Bus fare payment options are convenient and easy to use	3.57	3.56	3.43	3.50	3.55	3.63	3.44	3.79	3.62	3.80	3.63	3.51	3.79	3.78	3.58
Buses have good connections with reasonable wait times	3.14	3.21	3.06	3.14	2.94	3.14	3.16	3.46	3.09	3.29	2.97	2.75	3.53	3.29	3.09
Bus stops have enough amenities such as shelters, benches, information and trash cans	2.94	3.10	2.70	2.94	2.98	2.98	2.74	3.29	2.86	2.96	2.93	2.32	3.29	3.19	2.81
Bus stops are clean and well maintained	3.22	3.27	2.96	3.13	3.19	3.17	2.92	3.82	3.20	3.62	3.43	2.81	3.63	3.49	3.30
Trip duration, that is the time from when you boarded to the time you got off the bus	3.32	3.34	3.25	3.26	3.17	3.18	3.22	3.66	3.32	3.53	3.33	3.13	3.73	3.55	3.36
Sense of safety and security	3.39	3.45	3.06	3.28	3.18	3.32	3.17	3.98	3.23	3.70	3.58	3.39	3.59	3.56	3.53
Overall	3.35	3.51	3.18	3.31	3.22	3.42	3.29	3.72	3.40	3.68	3.20	2.48	3.78	3.61	3.26

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

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

# Perceptions of Transit Service (Mean Scores)

Current Reporting Quarter: Q3 2025 (JUL - SEP)

Average	Total n = 1918	Age				Gender		Riders		
		19-24 n = 190	25-44 n = 678	45-64 n = 610	65+ n = 434	Male n = 799	Female n = 1090	Regular n = 452	Occasional rider n = 684	Non-rider n = 782
Fare prices are reasonable	3.47	3.15	3.37	3.47	3.71	3.57	3.40	3.54	3.49	3.41
Bus drivers are courteous	3.78	3.33	3.70	3.78	4.08	3.85	3.73	3.82	3.86	3.71
Frequency of scheduled service	3.11	3.12	3.05	3.04	3.29	3.28	3.00	3.35	3.07	3.03
Buses run on time/on schedule	3.43	3.15	3.25	3.49	3.70	3.60	3.31	3.53	3.42	3.39
Buses are clean/well-maintained	3.61	3.18	3.45	3.70	3.88	3.74	3.51	3.74	3.64	3.52
Availability and accuracy of schedule information	3.45	3.33	3.32	3.44	3.69	3.61	3.34	3.59	3.50	3.35
Buses not being overcrowded	3.42	3.00	3.24	3.45	3.78	3.55	3.33	3.30	3.39	3.50
Buses have a direct route	3.21	3.31	3.17	3.15	3.32	3.31	3.14	3.49	3.17	3.11
Bus fare payment options are convenient and easy to use	3.57	3.36	3.46	3.59	3.79	3.67	3.50	3.83	3.61	3.42
Buses have good connections with reasonable wait times	3.14	3.07	3.07	3.07	3.33	3.28	3.04	3.32	3.12	3.06
Bus stops have enough amenities such as shelters, benches, information and trash cans	2.94	2.87	2.93	2.86	3.08	3.07	2.85	3.10	2.96	2.85
Bus stops are clean and well maintained	3.22	2.95	3.10	3.24	3.47	3.36	3.13	3.34	3.22	3.18
Trip duration, that is the time from when you boarded to the time you got off the bus	3.32	3.28	3.19	3.32	3.52	3.47	3.21	3.62	3.29	3.19
Sense of safety and security	3.39	3.15	3.26	3.40	3.64	3.58	3.23	3.66	3.44	3.21
Overall	3.35	3.30	3.25	3.34	3.56	3.48	3.27	3.62	3.37	3.20

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

# Reason for using Transit

Current Reporting Quarter: Q3 2025 (JUL - SEP)

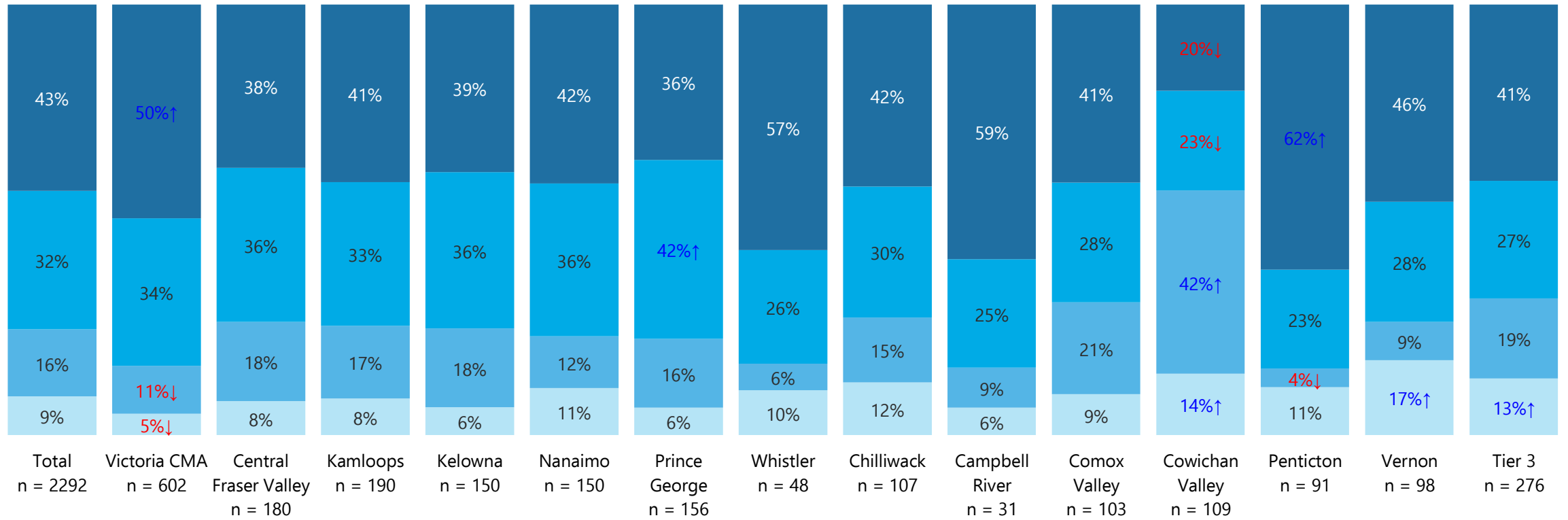
	Total n = 1190	Victoria CMA n = 407	Central Fraser Valley n = 99	Kamloops n = 97	Kelowna n = 78	Nanaimo n = 66	Prince George n = 75	Whistler n = 29	Chilliwack n = 55	Campbell River n = 16	Comox Valley n = 52	Cowichan Valley n = 36	Penticton n = 39	Vernon n = 39	Tier 3 n = 102
Going to or from work	21%	24%	21%	29%	23%	24%	24%	29%	24%	6%	8%	8%	16%	18%	11%
Going to or from school	4%	3%	8%	5%	6%	7%	2%	4%	2%	0%	7%	3%	3%	0%	2%
Going to or from shopping	20%	17%	21%	15%	17%	13%	25%	7%	20%	24%	22%	32%	27%	29%	29%
Conducting personal business (such as going to the doctor or bank, etc.)	21%	19%	21%	19%	23%	18%	21%	11%	29%	20%	24%	29%	21%	28%	28%
Entertainment or social reasons (such as visiting friends or relatives)	19%	21%	18%	26%	16%	18%	14%	34%	14%	38%	25%	14%	16%	20%	14%
Going to the ferry terminal/airport	8%	10%	8%	0%	3%	15%	8%	7%	5%	0%	6%	3%	11%	2%	12%
Other	6%	6%	3%	3%	12%	4%	6%	7%	6%	6%	8%	12%	6%	2%	4%
Don't know	0%	0%	0%	1%	0%	0%	0%	0%	0%	7%	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: Q3 2025 (JUL - SEP)



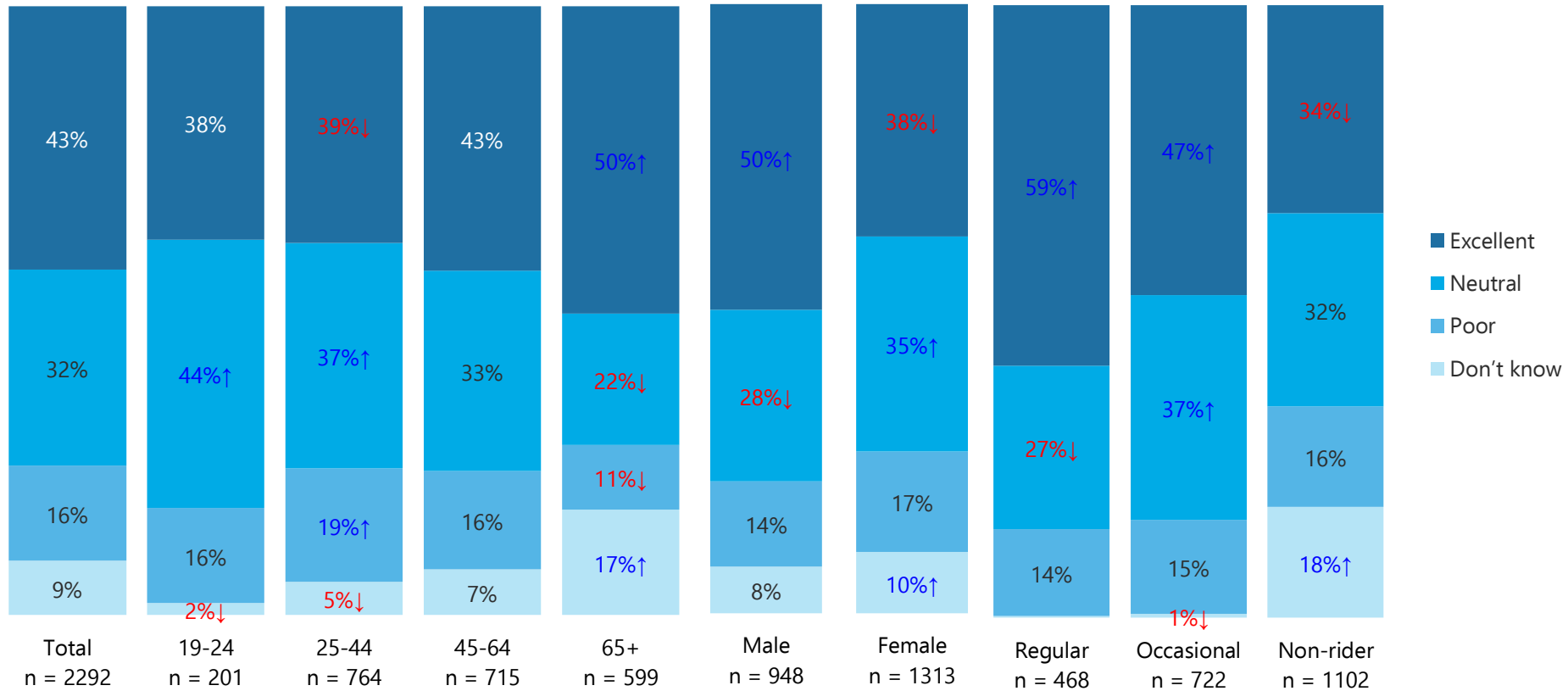
Don't know Poor Neutral Excellent

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

# Overall Transit Experience

Current Reporting Quarter: Q3 2025 (JUL - SEP)



↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

# Safety in Transit

Current Reporting Quarter: Q3 2025 (JUL - SEP)

	Total n = 1190	Victoria CMA n = 407	Central Fraser Valley n = 99	Kamloops n = 97	Kelowna n = 78	Nanaimo n = 66	Prince George n = 75	Whistler n = 29	Chilliwack n = 55	Campbell River n = 16	Comox Valley n = 52	Cowichan Valley n = 36	Penticton n = 39	Vernon n = 39	Tier 3 n = 102
<b>No, I felt safe throughout the trip</b>	74%	76%	72%	66%	63%	64%	82%	93%	68%	83%	77%	72%	83%	70%	82%
<b>Yes, I felt unsafe while travelling to my first stop</b>	6%	4%	9%	8%	11%	3%	8%	0%	8%	6%	7%	0%	0%	14%	3%
<b>Yes, I felt unsafe while waiting to board my first transit vehicle</b>	10%	9%	7%	14%	12%	14%	7%	4%	16%	11%	16%	11%	3%	10%	7%
<b>Yes, I felt unsafe while on-board</b>	9%	8%	7%	11%	16%	11%	5%	4%	13%	6%	6%	15%	8%	9%	5%
<b>Yes, I felt unsafe during a transfer</b>	4%	4%	4%	6%	9%	2%	4%	0%	4%	6%	4%	0%	2%	5%	3%
<b>Yes, I felt unsafe when exiting</b>	3%	3%	2%	2%	7%	1%	1%	0%	4%	12%	5%	9%	0%	8%	1%
<b>Yes, I felt unsafe while travelling to my final destination</b>	4%	4%	7%	4%	7%	4%	3%	0%	0%	6%	8%	3%	0%	8%	1%
<b>Don't know/not sure</b>	5%	4%	7%	6%	8%	13%	3%	3%	5%	0%	3%	8%	9%	3%	3%

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

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

# Safety in Transit

Current Reporting Quarter: Q3 2025 (JUL - SEP)

	Total n = 1190	Age				Gender	
		19-24 n = 157	25-44 n = 498	45-64 n = 357	65+ n = 170	Male n = 542	Female n = 623
<b>No, I felt safe throughout the trip</b>	74%	56%	70%	83%	86%	80%	69%
<b>Yes, I felt unsafe while travelling to my first stop</b>	6%	11%	8%	2%	2%	5%	6%
<b>Yes, I felt unsafe while waiting to board my first transit vehicle</b>	10%	15%	11%	8%	6%	6%	13%
<b>Yes, I felt unsafe while on-board</b>	9%	15%	10%	6%	3%	6%	11%
<b>Yes, I felt unsafe during a transfer</b>	4%	5%	6%	3%	1%	2%	6%
<b>Yes, I felt unsafe when exiting</b>	3%	3%	4%	3%	2%	2%	4%
<b>Yes, I felt unsafe while travelling to my final destination</b>	4%	6%	5%	3%	2%	2%	5%
<b>Don't know/not sure</b>	5%	9%	5%	2%	6%	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: Q3 2025 (JUL - SEP)

	Total n = 2089	Victoria CMA n = 561	Central Fraser Valley n = 170	Kamloops n = 174	Kelowna n = 135	Nanaimo n = 136	Prince George n = 141	Whistler n = 46	Chilliwack n = 97	Campbell River n = 27	Comox Valley n = 89	Cowichan Valley n = 101	Penticton n = 84	Vernon n = 90	Tier 3 n = 238
<b>Detractors</b>	50%	44%	60%	51%	54%	53%	52%	20%	49%	48%	62%	73%	42%	44%	53%
<b>Passive</b>	13%	15%	8%	13%	11%	13%	15%	15%	17%	11%	12%	7%	11%	11%	11%
<b>Promoters</b>	37%	42%	32%	37%	35%	33%	32%	65%	34%	41%	26%	19%	47%	46%	37%
<b>NPS Score</b>	-13.3	-2.3	-28.3	-13.8	-18.2	-20.3	-19.7	45.4	-15.0	-6.9	-35.5	-54.2	5.6	2.1	-15.9

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

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

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



# NPS Score of Transit

Current Reporting Quarter: Q3 2025 (JUL - SEP)

	Total n = 2089	Age				Gender		Riders		
		19-24 n = 192	25-44 n = 721	45-64 n = 667	65+ n = 501	Male n = 884	Female n = 1176	Regular n = 461	Occasional rider n = 703	Non-rider n = 924
<b>Detractors</b>	50%	56%	54%	48%	46%	49%	52%	35%	47%	61%
<b>Passive</b>	13%	16%	10%	14%	12%	12%	13%	13%	14%	11%
<b>Promoters</b>	37%	28%	35%	38%	42%	39%	35%	53%	39%	28%
NPS Score	-13.3	-27.9	-19.4	-9.7	-3.4	-9.6	-16.8	18.1	-8.2	-32.9

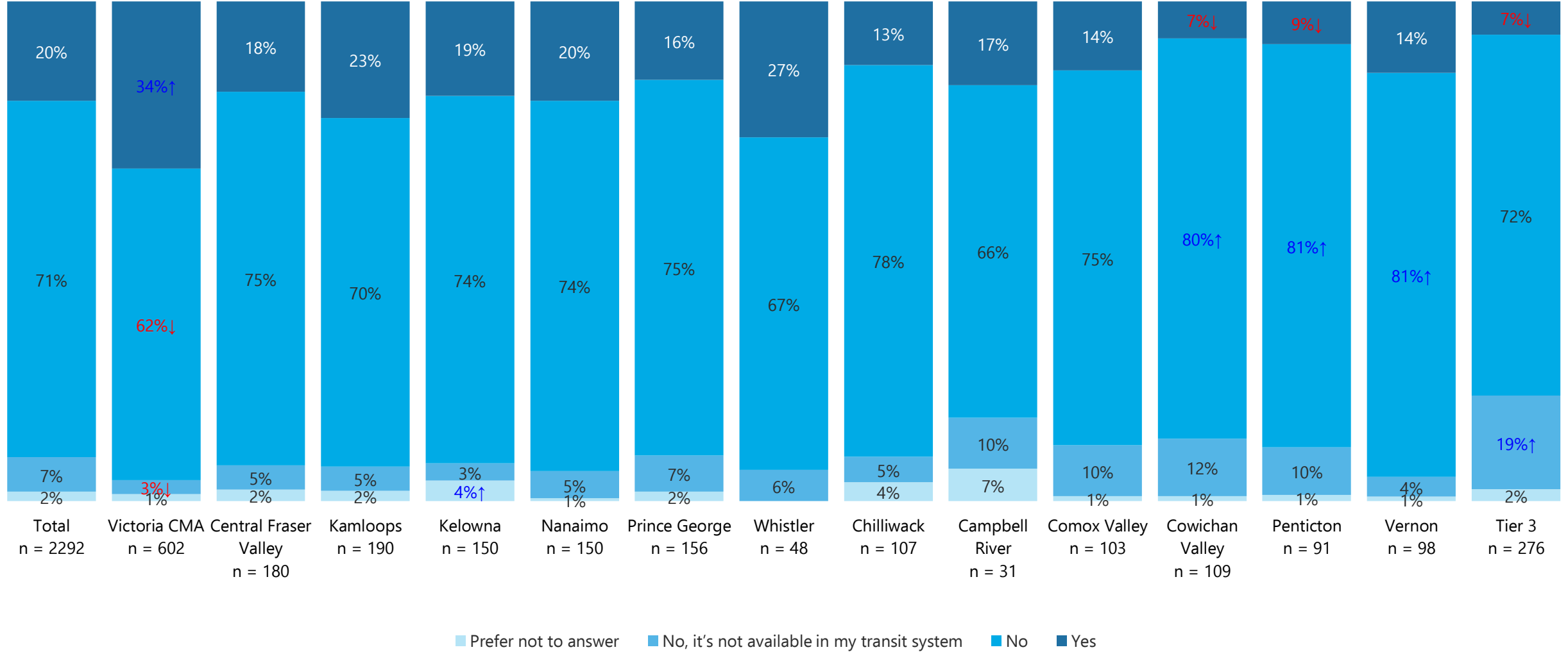
Q16 How likely are you to recommend BC Transit to a friend or family member using a scale of 0 to 10 where 0 is "not at all likely" and 10 is "extremely likely"?

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

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

# Awareness of Electronic Fare Collection System (Umo)

Current Reporting Quarter: Q3 2025 (JUL - SEP)

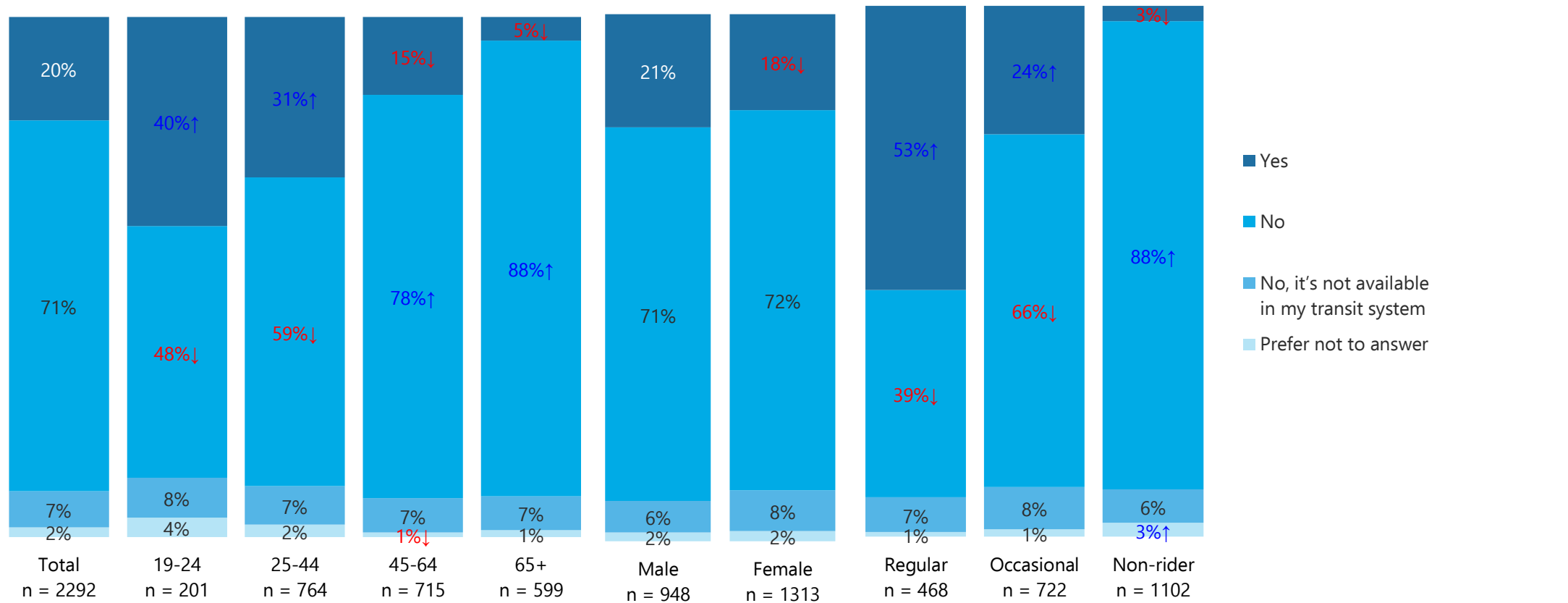


Q17 Have you used the new electronic fare system (Umo)?

\*Prefer not to answer is excluded from the graph

# Awareness of Electronic Fare Collection System (Umo)

Current Reporting Quarter: Q3 2025 (JUL - SEP)



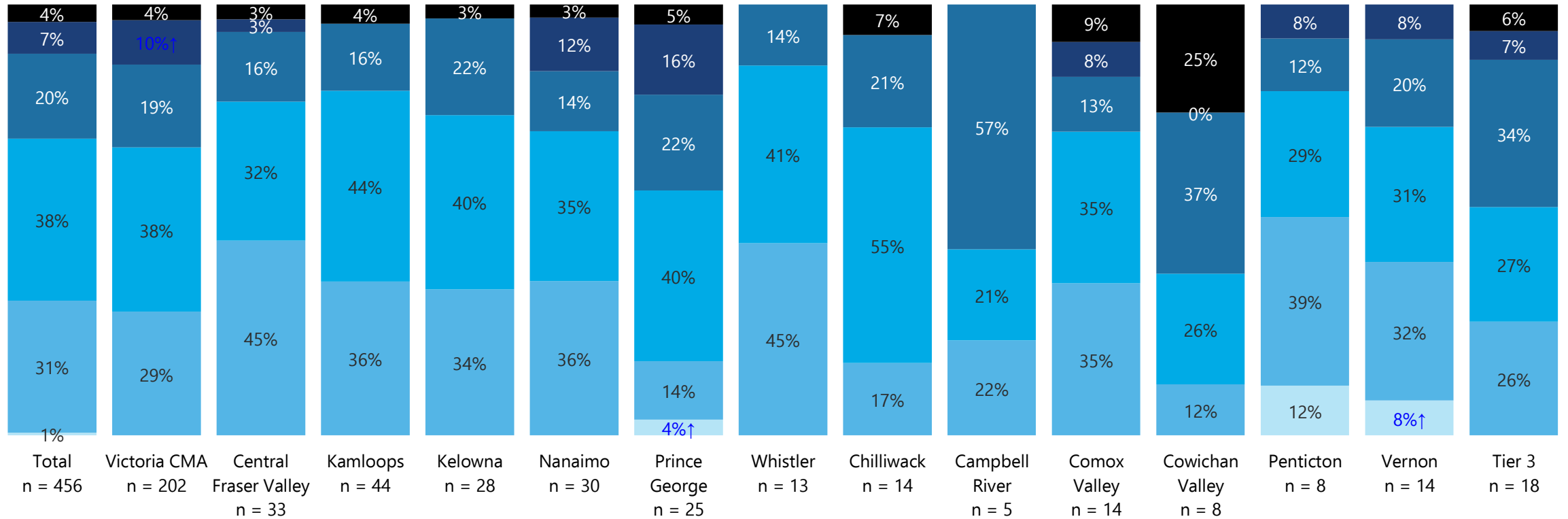
Q17 Have you used the new electronic fare system (Umo)?

\*Prefer not to answer is excluded from the graph

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

# Electronic Fare Satisfaction

Current Reporting Quarter: Q3 2025 (JUL - SEP)



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

↑ indicates significantly higher results compared to other regions;

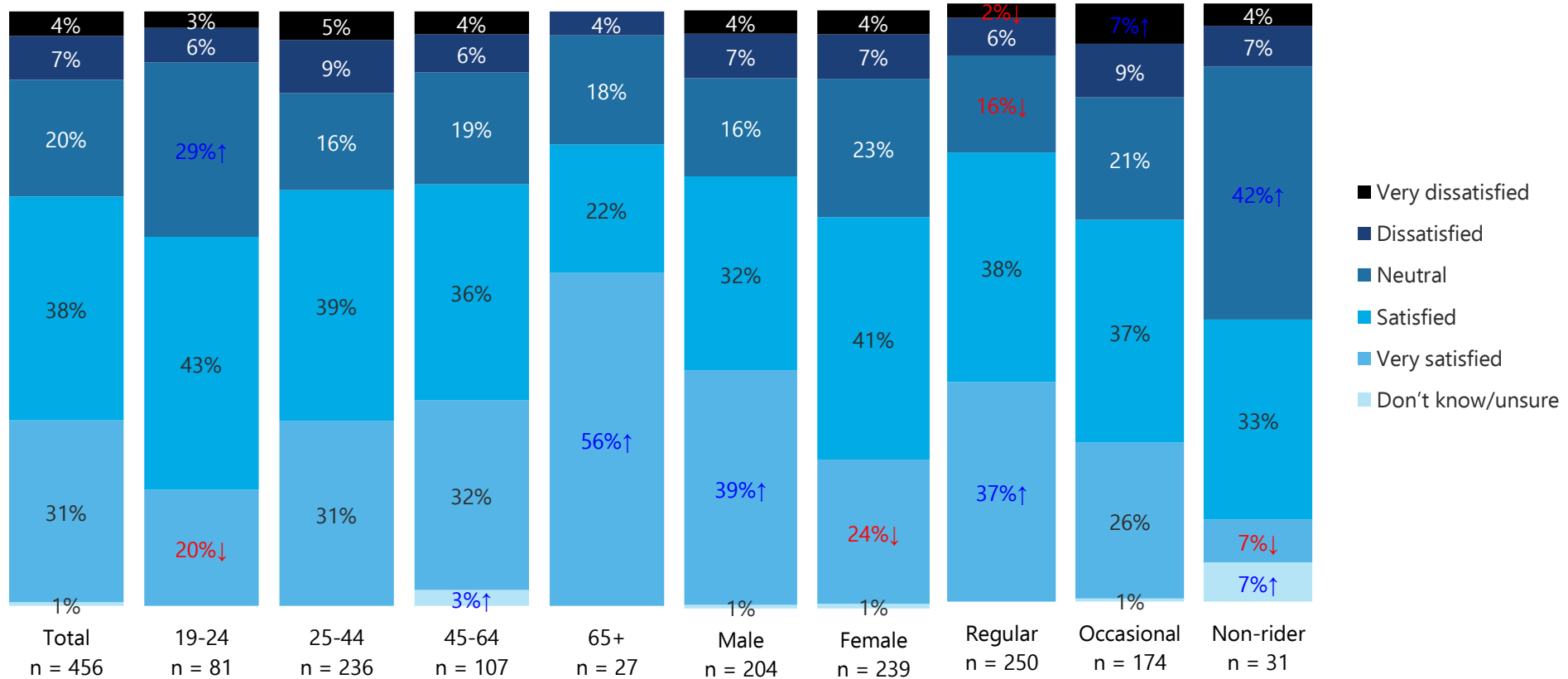
↓ indicates significantly lower results compared to other regions.



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

# Electronic Fare Satisfaction

Current Reporting Quarter: Q3 2025 (JUL - SEP)

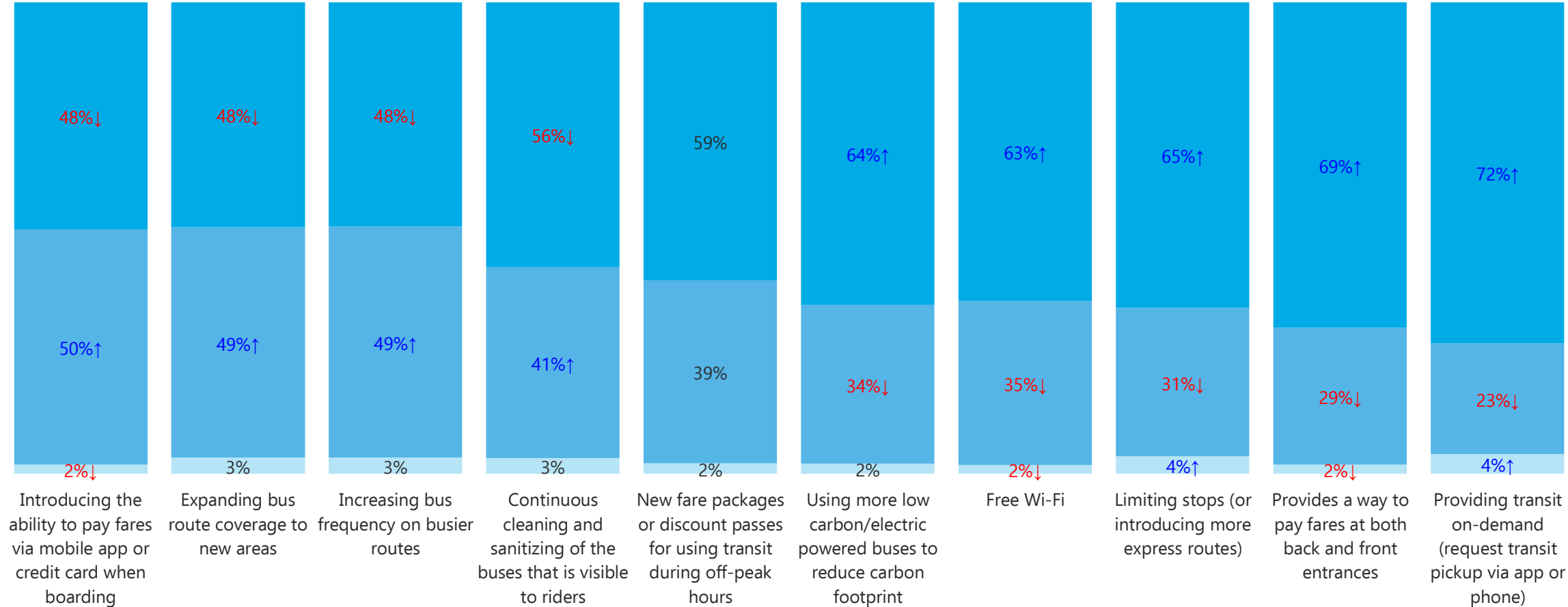


↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

# Key Improvements to Encourage use of Transit

Current Reporting Quarter: Q3 2025 (JUL - SEP)



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

base n= 2292

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: Q3 2025 (JUL - SEP)

Average	Total n = 2142	Age				Gender		Riders		
		19-24 n = 186	25-44 n = 731	45-64 n = 675	65+ n = 541	Male n = 890	Female n = 1224	Regular n = 453	Occasional rider n = 697	Non-rider n = 991
Continuous cleaning and sanitizing of the buses that is visible to riders	6.6	6.8	6.7	6.6	6.4	6.3	6.8	6.8	6.6	6.6
Expanding bus route coverage to new areas	7.1	6.9	7.2	7.1	6.9	6.8	7.3	7.3	7.1	6.9
Increasing bus frequency on busier routes	7.2	7.0	7.3	7.2	7.0	6.9	7.3	7.7	7.2	6.9
Providing transit on-demand (request transit pickup via app or phone)	5.2	5.4	5.5	5.2	4.9	5.0	5.4	5.6	5.1	5.2
Limiting stops (or introducing more express routes)	6.1	5.7	6.1	6.2	6.2	5.9	6.2	6.4	6.0	6.0
Provides a way to pay fares at both back and front entrances	5.4	5.7	5.9	5.2	5.0	5.5	5.4	5.5	5.5	5.4
Introducing the ability to pay fares via mobile app or credit card when boarding	7.0	7.1	7.1	7.1	6.6	6.9	7.0	6.9	7.0	7.0
Using more low carbon/electric powered buses to reduce carbon footprint	5.9	6.0	5.8	5.9	6.0	5.8	5.9	6.3	5.8	5.7
Free Wi-Fi	5.8	6.4	6.1	5.9	5.1	5.7	5.8	6.4	6.0	5.4
New fare packages or discount passes for using transit during off-peak hours	6.4	6.3	6.4	6.6	6.2	6.3	6.4	6.8	6.4	6.2

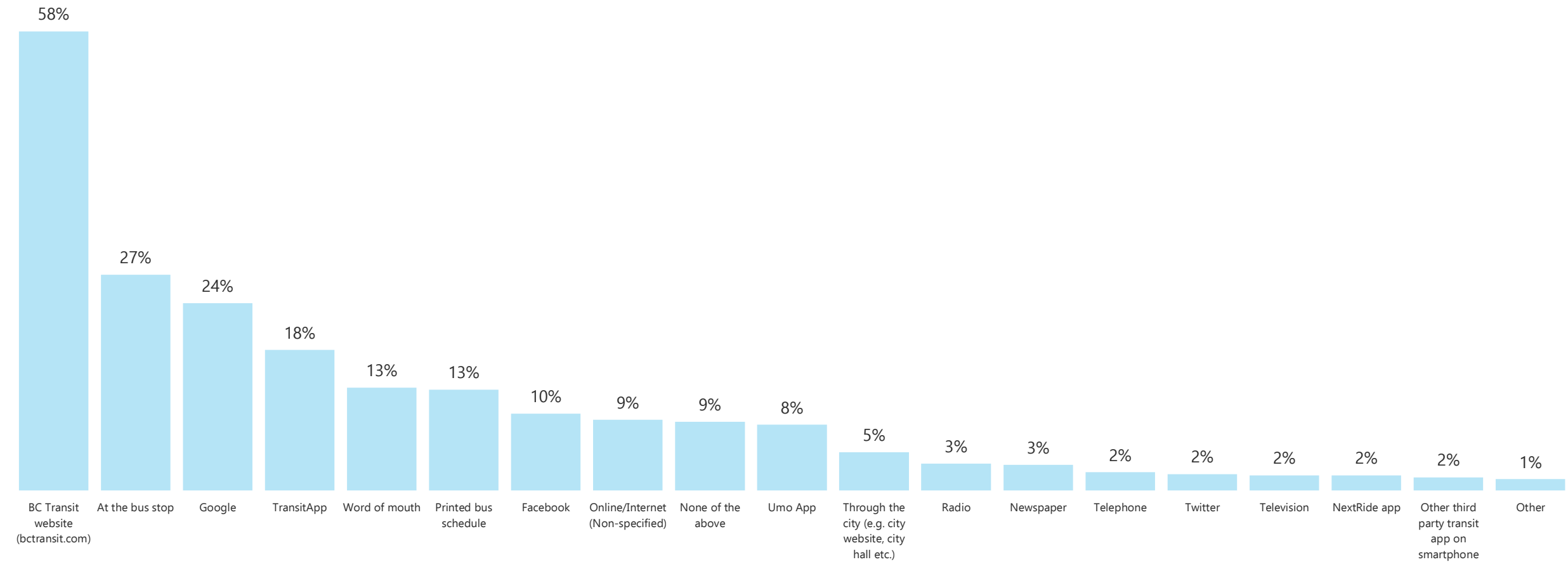
Q14 BC Transit is interested in understanding what key improvements they could make to encourage people to use transit more frequently. The following is a list of actions they are considering taking. On a scale of 1 to 10 where 1 is not at all important and 10 is extremely important, please rate how 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: Q3 2025 (JUL - SEP)



base n= 2292

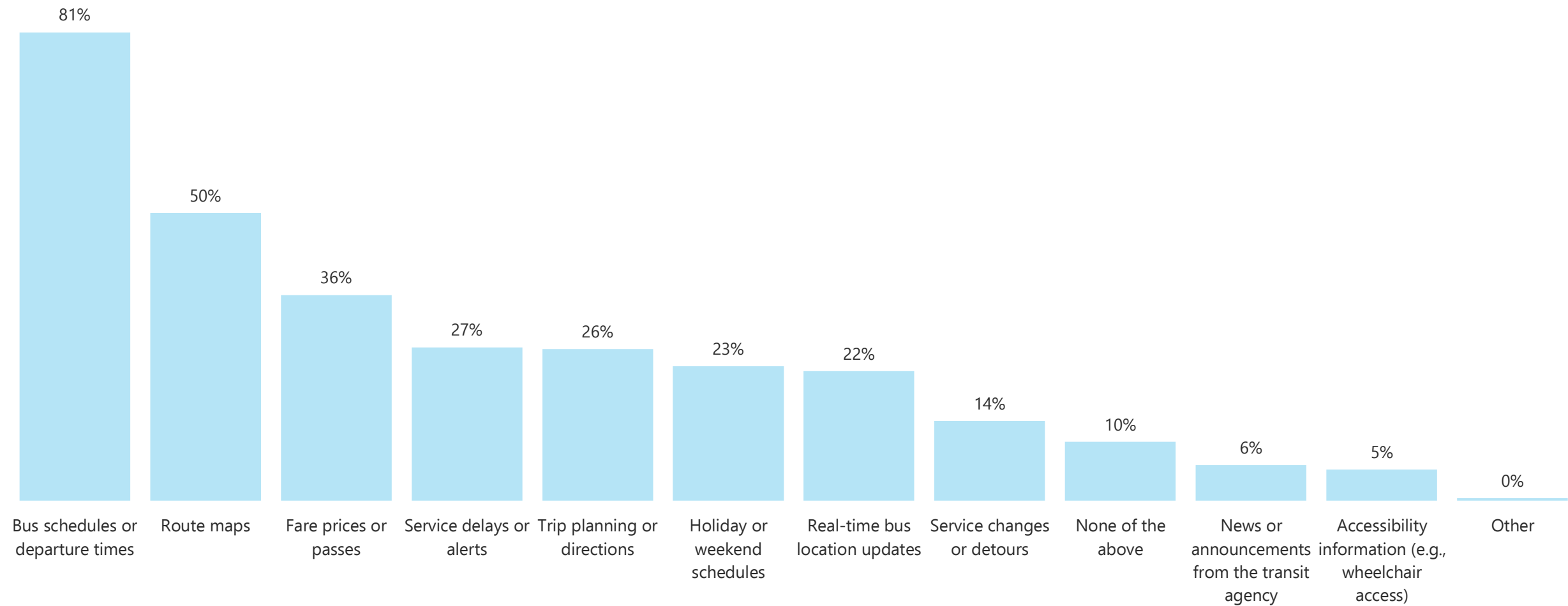
Q15 Where do you typically get information about your local transit system?

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



# Key Information Riders Look for on Transit Platforms

Current Reporting Quarter: Q3 2025 (JUL - SEP)



base n= 2292

Q15A What information do you typically look for when accessing your local transit system information? [Select all that apply]

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

# Commonly Accessed Transit Information

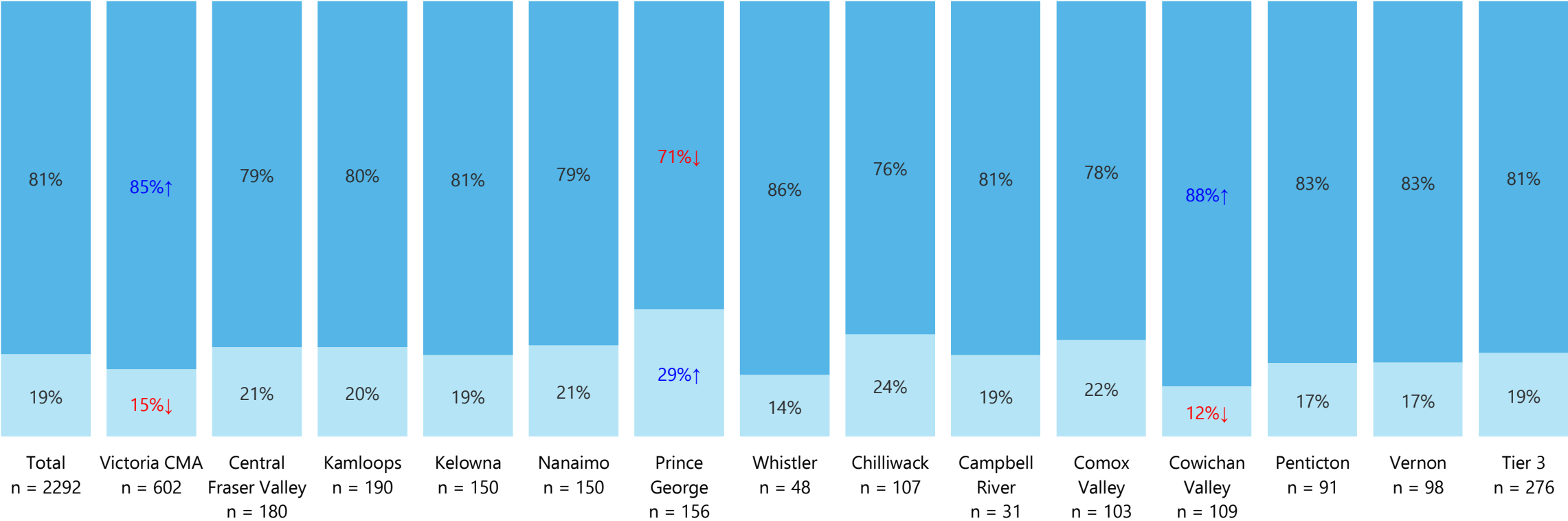
Current Reporting Quarter: Q3 2025 (JUL - SEP)

	Total n = 2292	Victoria CMA n = 602	Central Fraser Valley n = 180	Kamloops n = 190	Kelowna n = 150	Nanaimo n = 150	Prince George n = 156	Whistler n = 48	Chilliwack n = 107	Campbell River n = 31	Comox Valley n = 103	Cowichan Valley n = 109	Penticton n = 91	Vernon n = 98	Tier 3 n = 276
Bus schedules or departure times	81%	86%	78%	85%	83%	77%	81%	92%	77%	72%	89%	77%	72%	79%	77%
Service delays or alerts	27%	35%	28%	23%	25%	19%	33%	24%	30%	19%	24%	18%	17%	12%	24%
Fare prices or passes	36%	26%	40%	37%	36%	42%	46%	53%	36%	26%	35%	40%	41%	33%	39%
Route maps	50%	52%	53%	49%	46%	52%	48%	44%	49%	45%	59%	49%	52%	49%	45%
Trip planning or directions	26%	37%	29%	23%	26%	25%	24%	20%	33%	15%	20%	20%	14%	20%	18%
Real-time bus location updates	22%	30%	26%	20%	24%	18%	21%	20%	25%	11%	23%	13%	15%	17%	16%
Service changes or detours	14%	18%	17%	10%	14%	11%	15%	9%	14%	10%	12%	11%	8%	9%	12%
Holiday or weekend schedules	23%	24%	27%	19%	25%	17%	17%	28%	23%	13%	22%	28%	22%	30%	26%
Accessibility information (e.g., wheelchair access)	5%	4%	6%	4%	5%	5%	5%	4%	7%	9%	5%	3%	3%	7%	9%
News or announcements from the transit agency	6%	6%	6%	6%	7%	6%	4%	5%	8%	4%	5%	8%	4%	2%	8%
Other	0%	0%	1%	0%	0%	0%	0%	2%	1%	0%	0%	2%	0%	0%	1%
None of the above	10%	7%	6%	7%	11%	13%	11%	6%	12%	12%	8%	19%	13%	14%	15%

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

# Taking Care of Children Aged 12 and Under

Current Reporting Quarter: Q3 2025 (JUL - SEP)



Yes No



indicates significantly higher results compared to other regions;

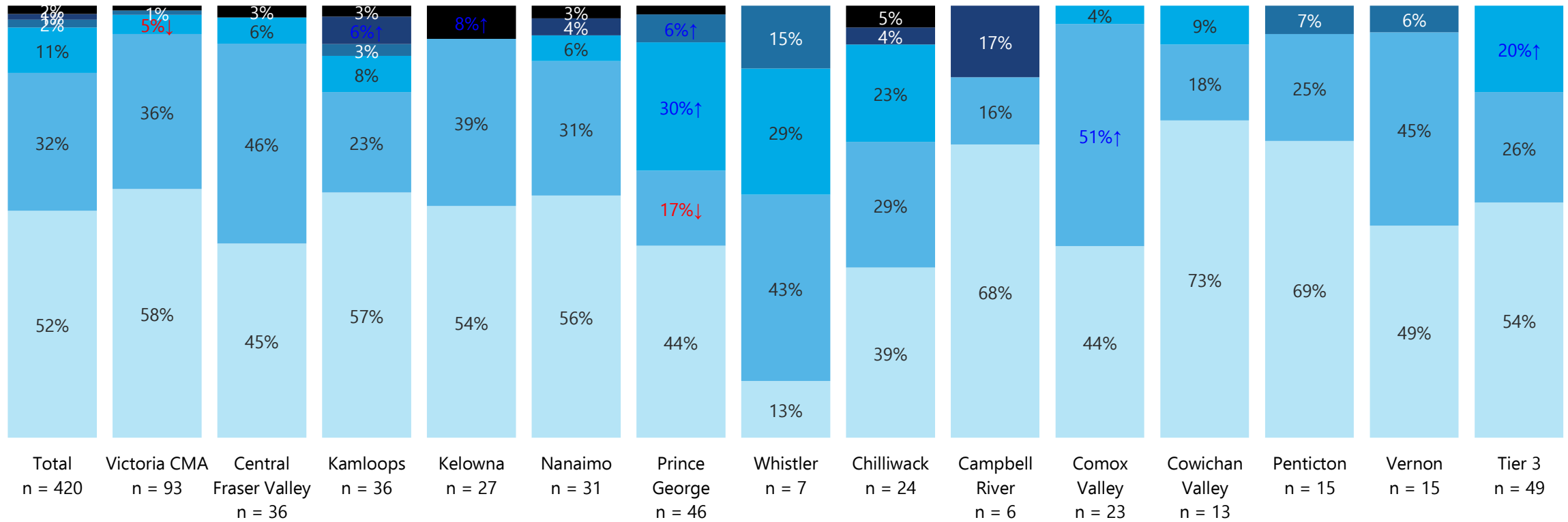


indicates significantly lower results compared to other regions.

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

# Average Number of Children Aged 12 and Under

Current Reporting Quarter: Q3 2025 (JUL - SEP)



1 2 3 4 5 More than 5

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

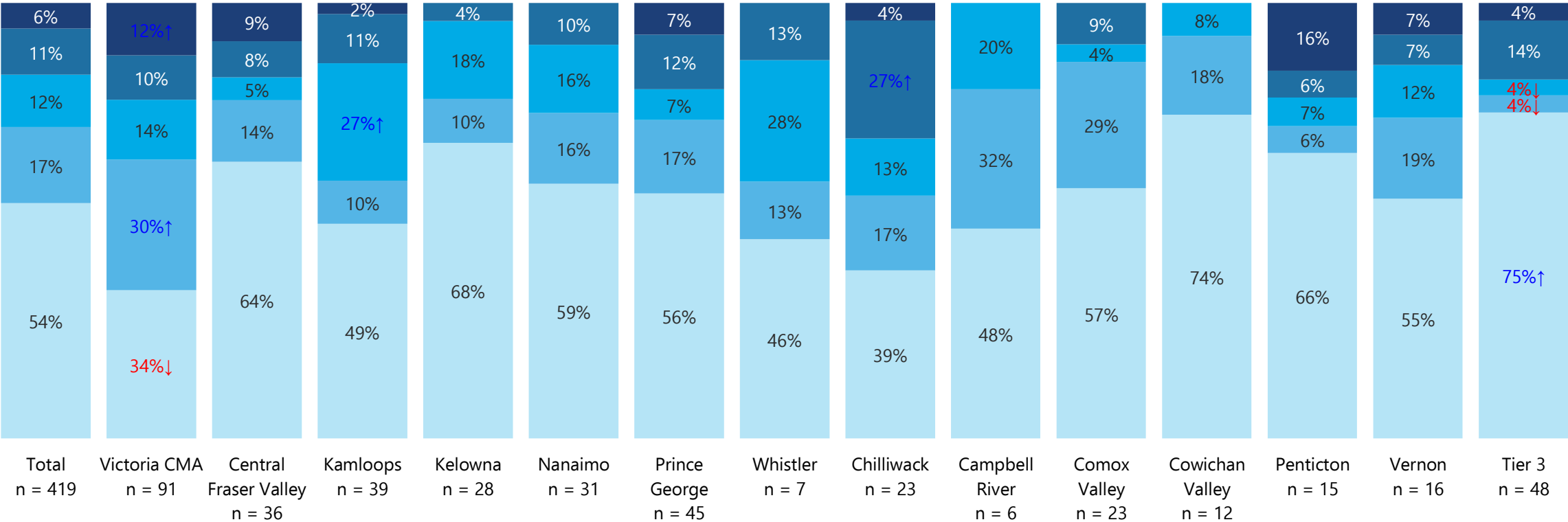
\*Prefer not to answer is excluded from the graph and calculation

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

# Frequency of Riding the Bus by Children 12 and Under

Current Reporting Quarter: Q3 2025 (JUL - SEP)



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



indicates significantly higher results compared to other regions.



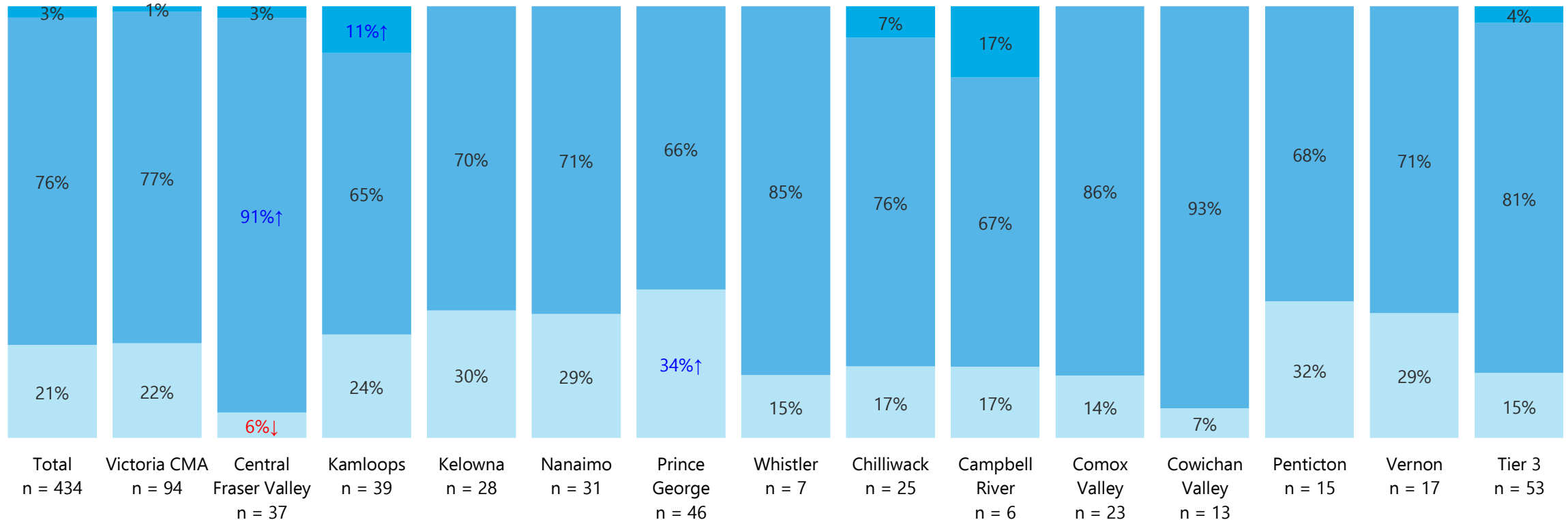
indicates significantly lower results compared to other regions.

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

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

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

Current Reporting Quarter: Q3 2025 (JUL - SEP)



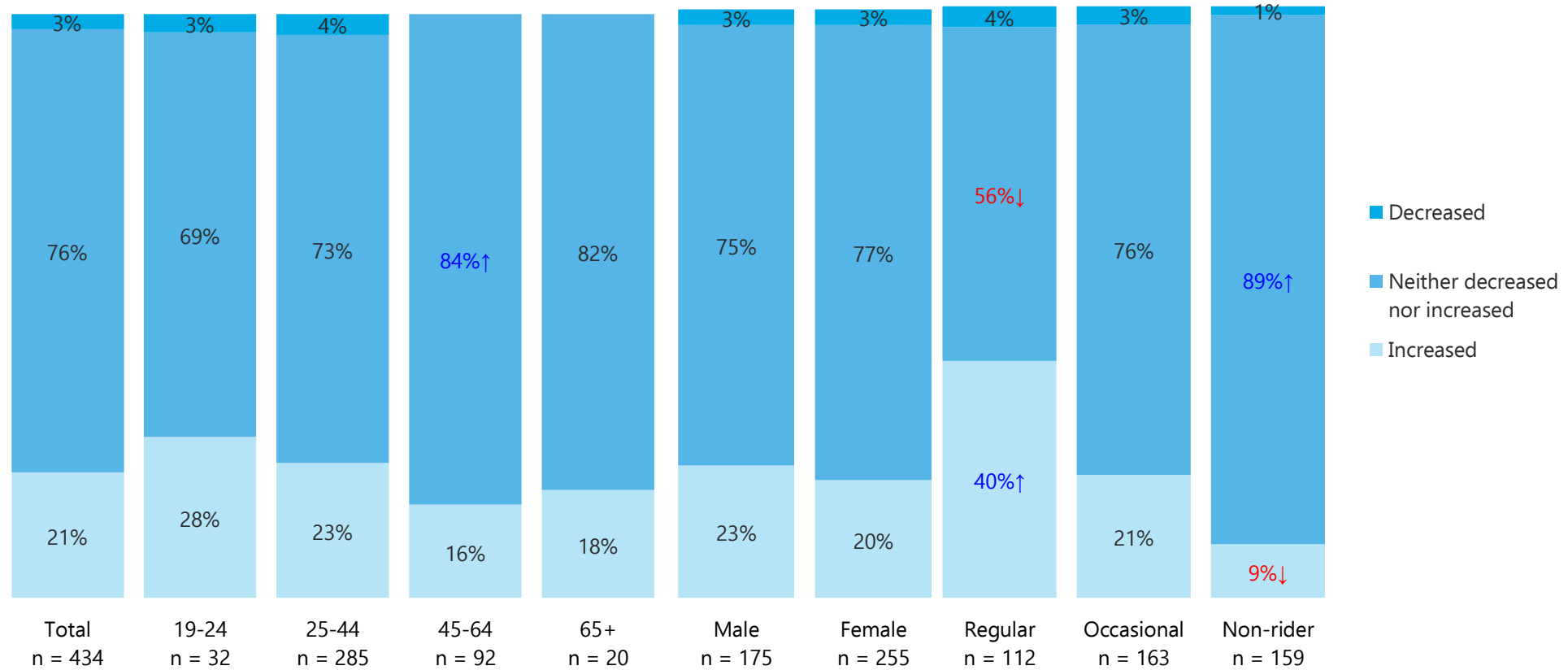
■ Increased ■ Neither decreased nor increased ■ Decreased

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

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

Current Reporting Quarter: Q3 2025 (JUL - SEP)



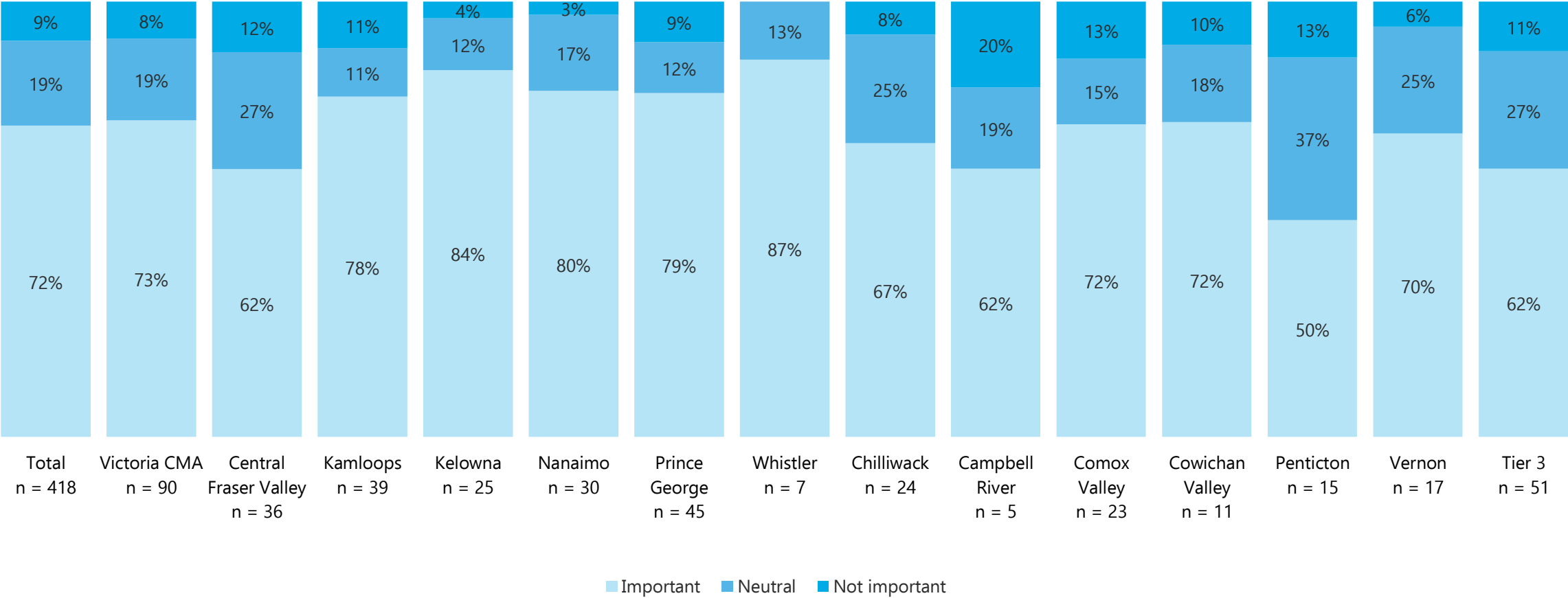
X4 To what extent has the implementation of the Free Transit for Children 12 and Under program, impacted the frequency with which your child/children uses public transit?

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

# Importance of Free Transit for Children 12 and Under

Current Reporting Quarter: Q3 2025 (JUL - SEP)



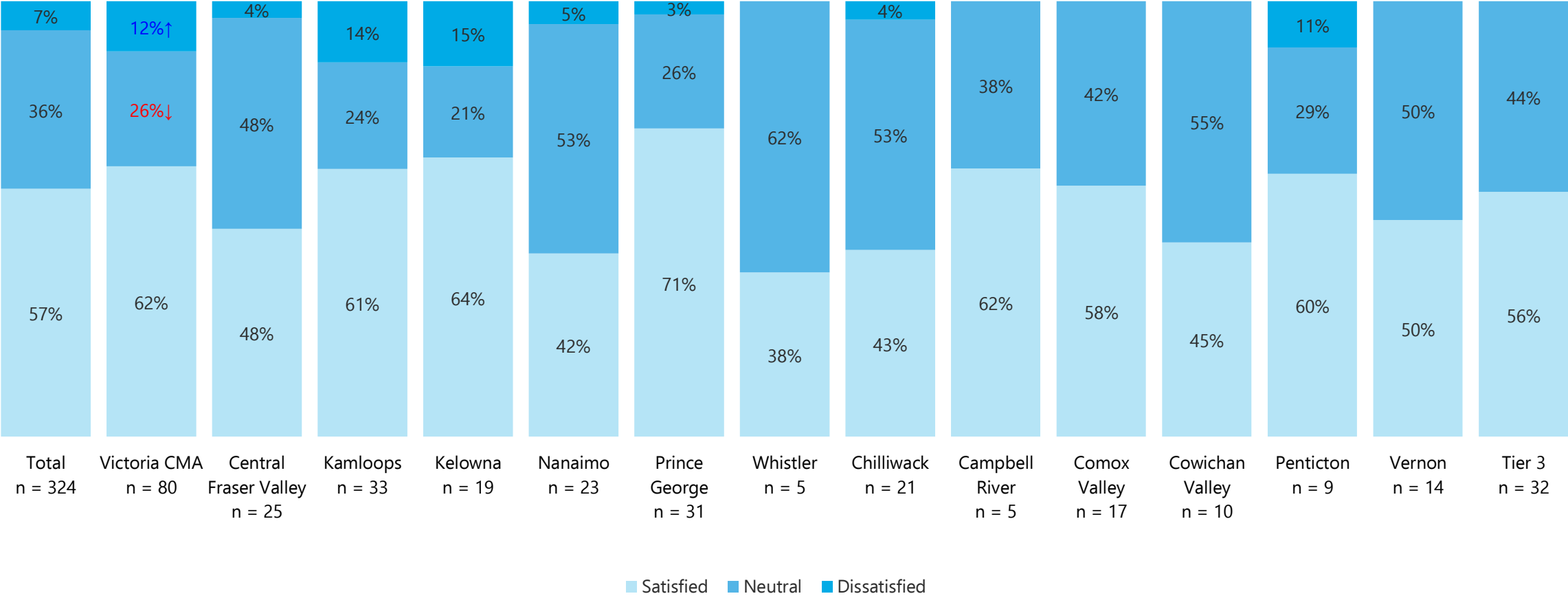
↑ indicates significantly higher results compared to other regions  
↓ indicates significantly lower results compared to other regions.

X5 How important do you think the Free Transit for Children 12 and Under program is to your community?  
\*Don't know is excluded from the graph and calculation



# Satisfaction of Free Transit for Children 12 and Under

Current Reporting Quarter: Q3 2025 (JUL - SEP)



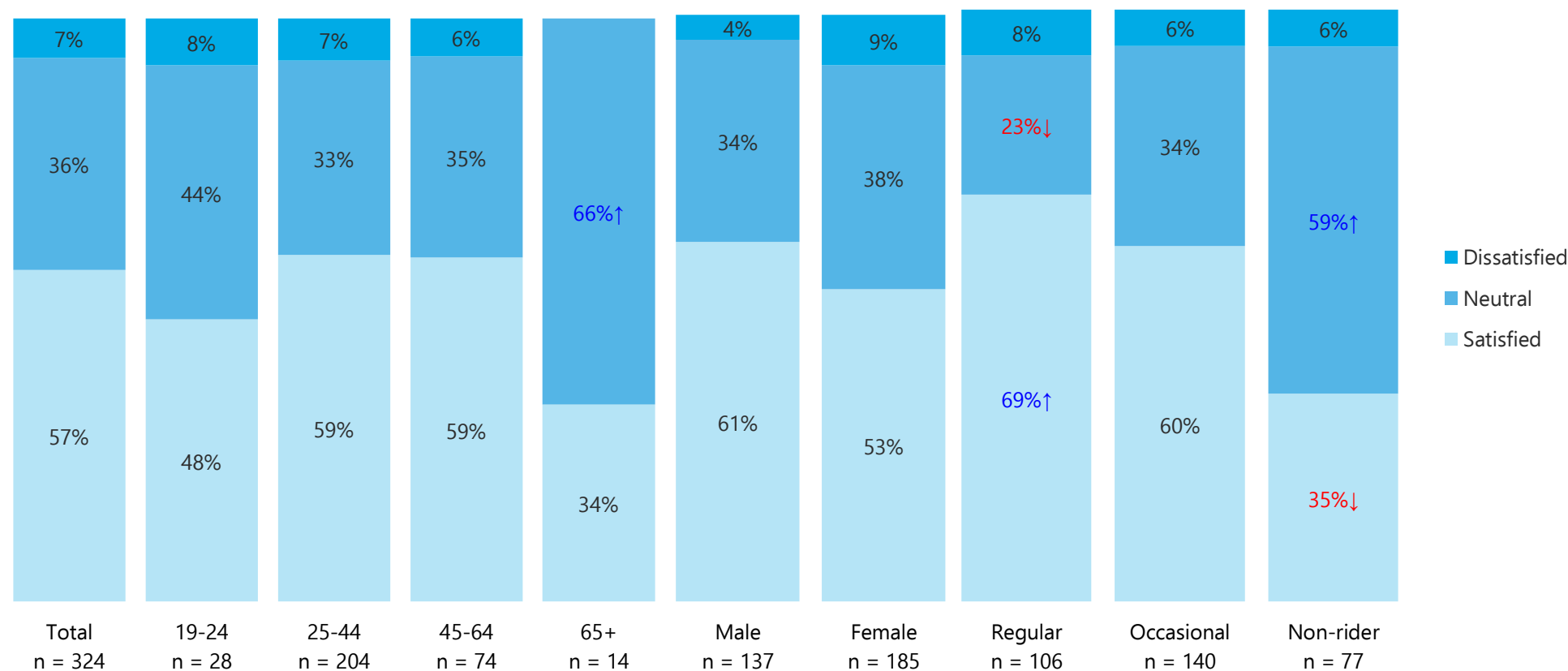
X6 How satisfied were you with the service your child/children experienced while taking transit?

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

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

# Satisfaction of Free Transit for Children 12 and Under

Current Reporting Quarter: Q3 2025 (JUL - SEP)



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

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

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



# Demographics

Current Reporting Quarter: Q3 2025 (JUL - SEP)

Household Income	%
Less than \$20,000	9%
\$20,000 - \$29,999	10%
\$30,000 - \$39,999	8%
\$40,000 - \$49,999	8%
\$50,000 - \$59,999	9%
\$60,000 - \$69,999	6%
\$70,000 - \$99,999	18%
\$100,000 - \$149,999	17%
\$150,000 or more	7%
Prefer not to answer	8%

Age	%
19-24	9%
25-34	16%
35-44	18%
45-54	15%
55-64	16%
65 and older	26%
Prefer not to answer	1%

Gender	%
Male	41%
Female	57%
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)	14%
Unable to work	6%
Unemployed	6%
Stay at home parent	4%
Retired	28%
Prefer not to answer	2%

Minority Group	%
Racialized minority	6%
Persons with disabilities (including physical and/or mental health disability)	24%
Indigenous (as defined in Canada as First Nations, Métis or Inuit)	9%
New to Canada (less than 1 year)	1%
LGBTQ2S+	8%
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	3%
Yes, Part time postsecondary student	2%
Yes, Student in vocational college	1%
Prefer not to answer	3%

base n= 2292

# Bi-Monthly Reporting Regions

Choose the region:

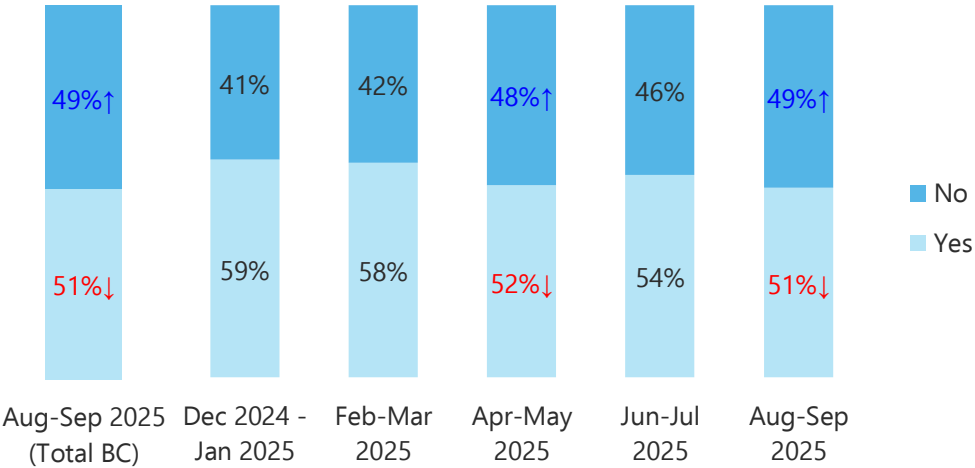
(All)

Trends

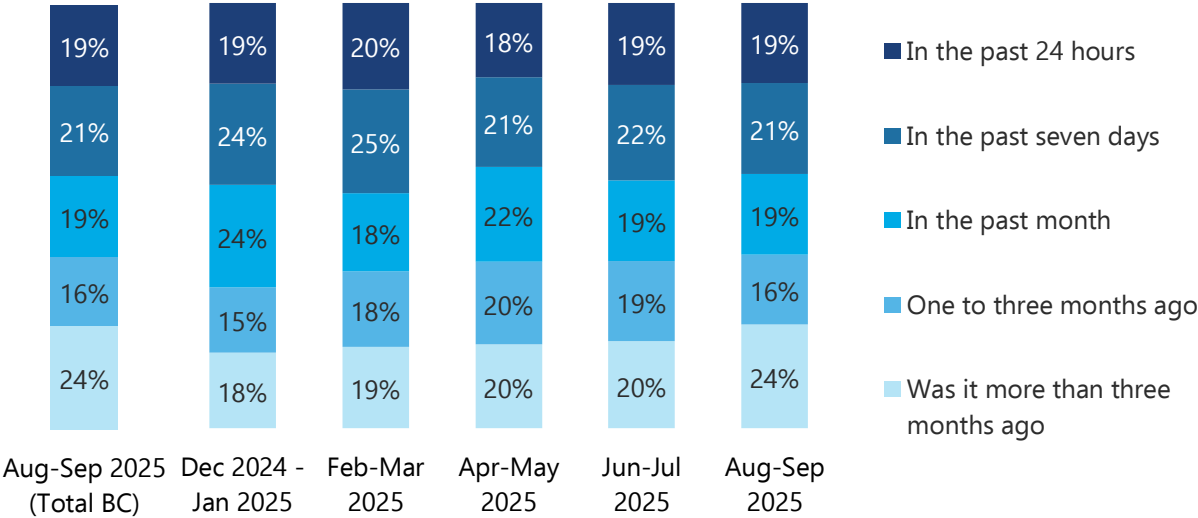
Responsibility for Local Transit System

	Dec 2024 - Jan 2025	Feb-Mar 2025	Apr-May 2025	Jun-Jul 2025	Aug-Sep 2025	Aug-Sep 2025 (Total BC)
BC Transit	81%	80%	80%	81%	79%	79%
Local/municipal government	29%	25%	24%	23%	21%	21%
TransLink	12%	13%	13%	9%	10%	10%
Other	1%	1%	2%	2%	2%	2%
Don't know	5%	5%	6%	6%	7%	7%

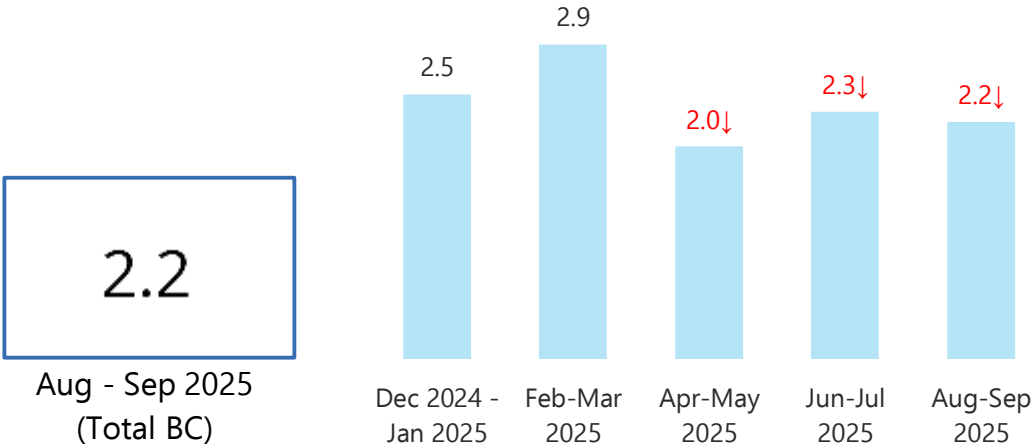
Past Year Local Transit use



Most Recent Local Transit Use



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

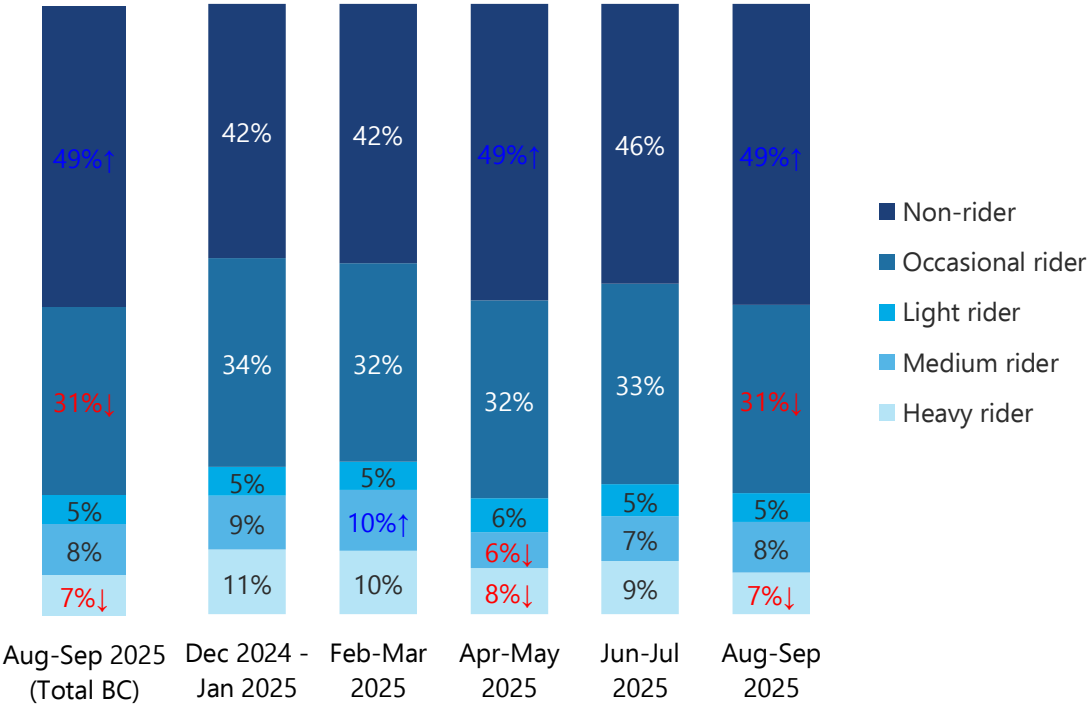


Choose the region:

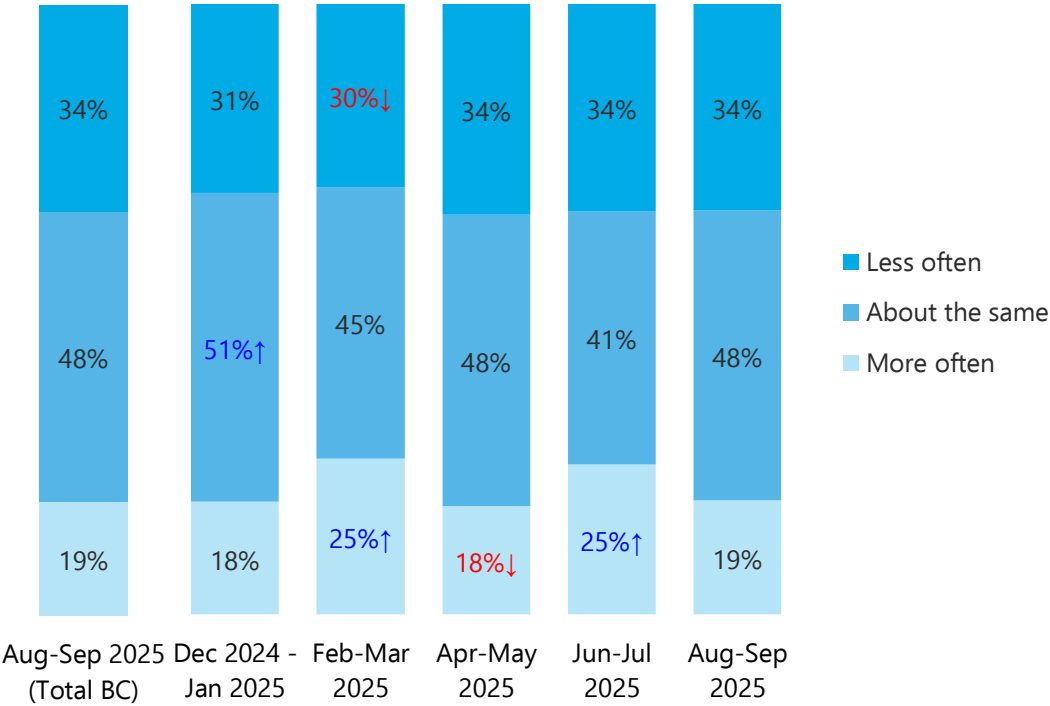
(All)

# Trends

Rider Usage Group



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



Choose the region:

(All)

# Trends

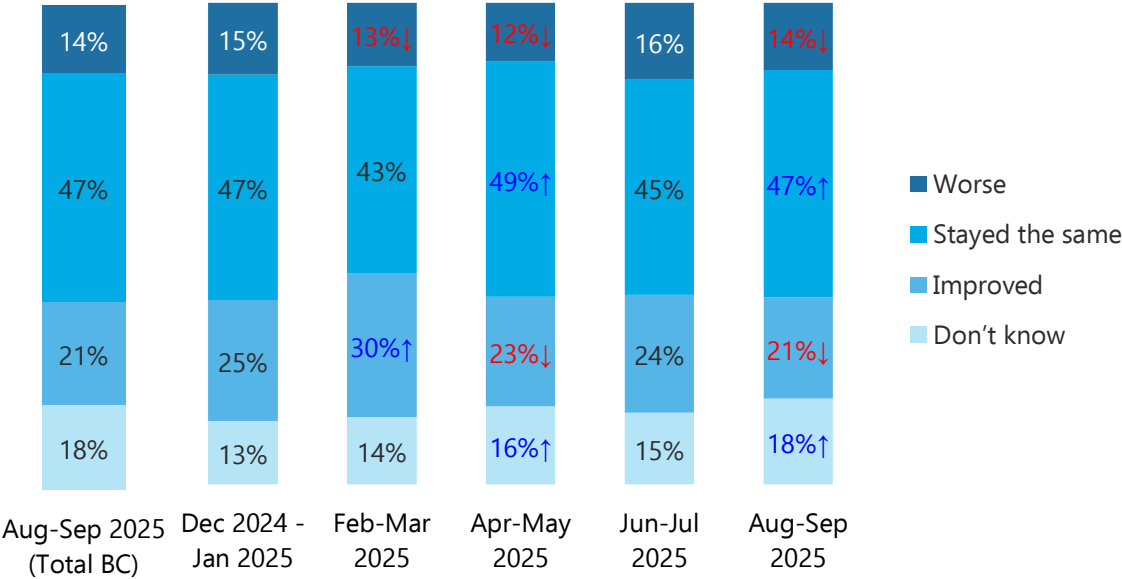
## Modes of Transportation Used More Often

	Dec 2024 - Jan 2025	Feb-Mar 2025	Apr-May 2025	Jun-Jul 2025	Aug-Sep 2025	Aug-Sep 2025 (Total BC)
Drive alone (car/truck)	56%	59%	56%	60%	57%	57%
Carpool or share a ride as driver	10%	12%	12%	6%	8%	8%
Carpool or share a ride as passenger	18%	18%	20%	16%	19%	19%
Taxi	14%	9%	10%	9%	8%	8%
Bicycle	14%	11%	10%	17%	11%	11%
Motorcycle/moped/scooter	6%	2%	6%	7%	6%	6%
Walking/rollerblading/skateboarding/jogging	20%	19%	17%	20%	19%	19%
Ride share (e.g. Uber, Lyft, etc.)	8%	11%	13%	12%	7%	7%
Other	6%	8%	8%	7%	8%	8%
Don't know	0%	1%	0%	0%	0%	0%

## Modes of Transportation Used Less Often

	Dec 2024 - Jan 2025	Feb-Mar 2025	Apr-May 2025	Jun-Jul 2025	Aug-Sep 2025	Aug-Sep 2025 (Total BC)
Drive alone (car/truck)	45%	46%	52%	54%	56%	56%
Carpool or share a ride as driver	14%	13%	12%	16%	11%	11%
Carpool or share a ride as passenger	24%	17%	18%	16%	20%	20%
Taxi	32%	39%	24%	30%	29%	29%
Bicycle	12%	22%	10%	12%	10%	10%
Motorcycle/moped/scooter	6%	11%	2%	5%	1%	1%
Walking/rollerblading/skateboarding/jogging	25%	14%	15%	17%	19%	19%
Ride share (e.g. Uber, Lyft, etc.)	26%	18%	22%	14%	13%	13%
Other	3%	2%	5%	7%	3%	3%
Don't know	2%	1%	3%	2%	2%	2%

Past Year Change in Local Bus System

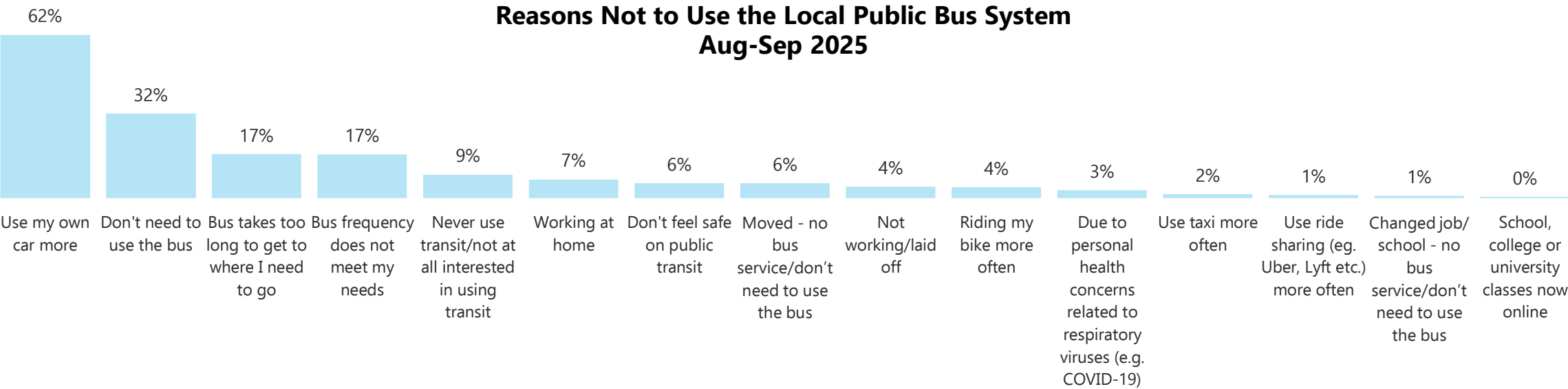


Trends

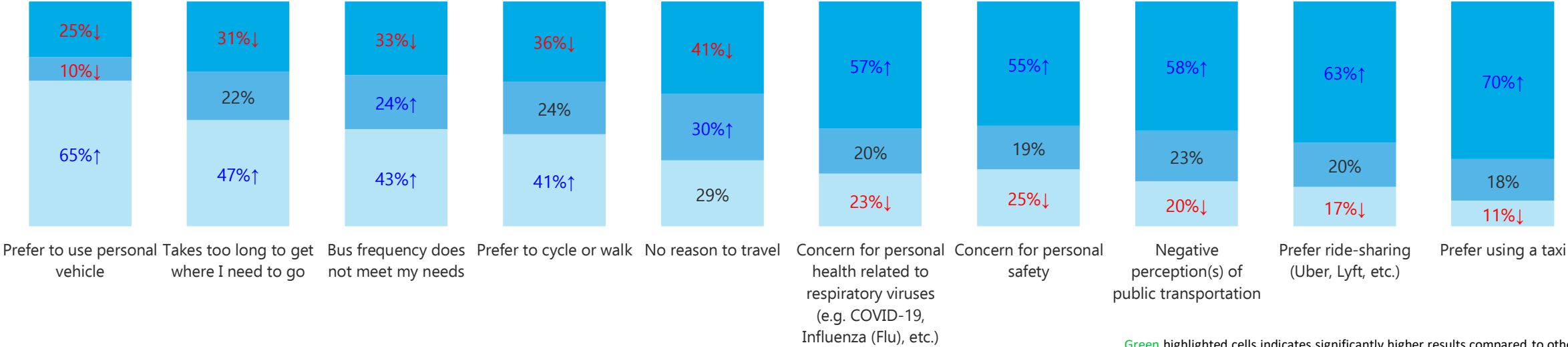
	Dec 2024 - Jan 2025	Feb-Mar 2025	Apr-May 2025	Jun-Jul 2025	Aug-Sep 2025	Aug-Sep 2025 (Total BC)
Fare prices are reasonable	52%	51%	50%	45%	48%	48%
Bus drivers are courteous	64%	61%	63%	59%	60%	60%
Frequency of scheduled service	39%	41%	37%	34%	36%	36%
Buses run on time/on schedule	53%	50%	49%	49%	48%	48%
Buses are clean/well-maintained	60%	55%	54%	55%	53%	53%
Availability and accuracy of schedule information	52%	52%	50%	49%	50%	50%
Buses not being overcrowded	49%	48%	47%	46%	45%	45%
Buses have a direct route	41%	44%	38%	41%	38%	38%
Bus fare payment options are convenient and easy to use	53%	53%	51%	51%	52%	52%
Buses have good connections with reasonable wait times	38%	38%	35%	36%	35%	35%
Bus stops have enough amenities such as shelters, benches, information and trash cans	37%	35%	32%	31%	32%	32%
Bus stops are clean and well maintained	45%	42%	42%	43%	40%	40%
Trip duration, that is the time from when you boarded to the time you got off the bus	45%	45%	41%	41%	41%	41%
Sense of safety and security	48%	46%	46%	46%	46%	46%
Overall	50%	52%	46%	45%	43%	43%



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

Agree Neither Agree nor Disagree Disagree

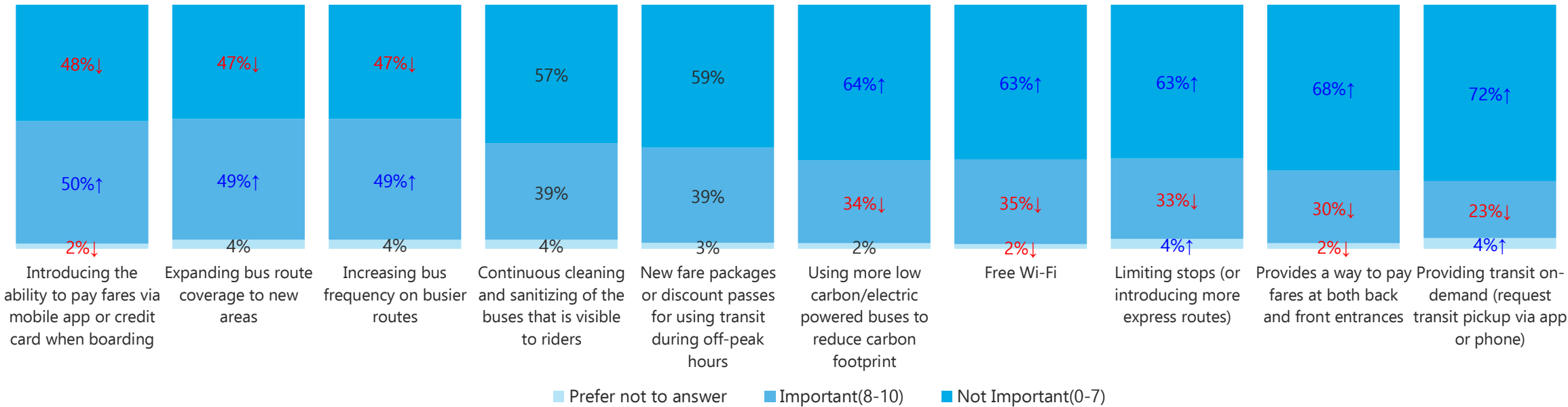
Green highlighted cells indicates significantly higher results compared to other regions.  
Red highlighted cells indicates significantly lower results compared to other regions.

Choose the region:

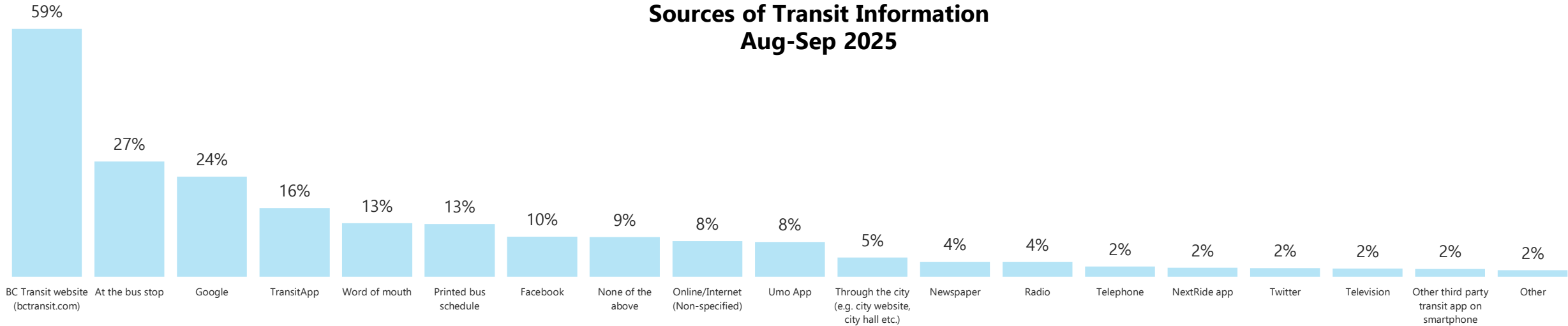
(All)

# Trends

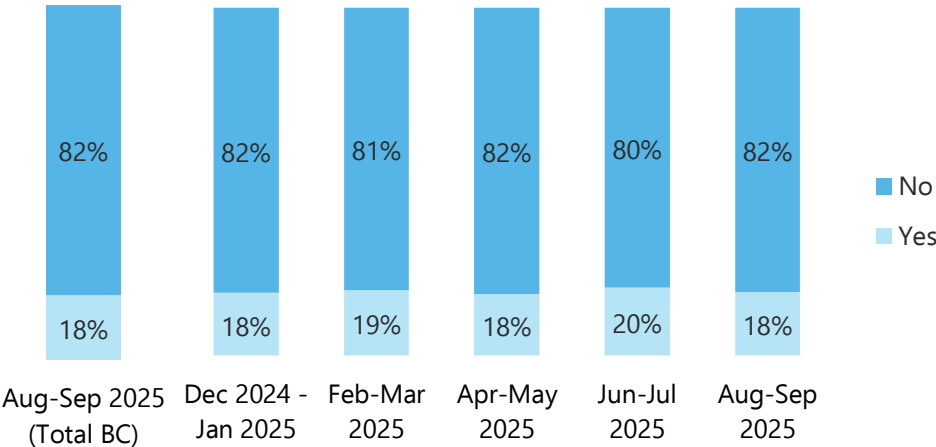
## Key Improvements to Encourage Use of Transit Aug-Sep 2025



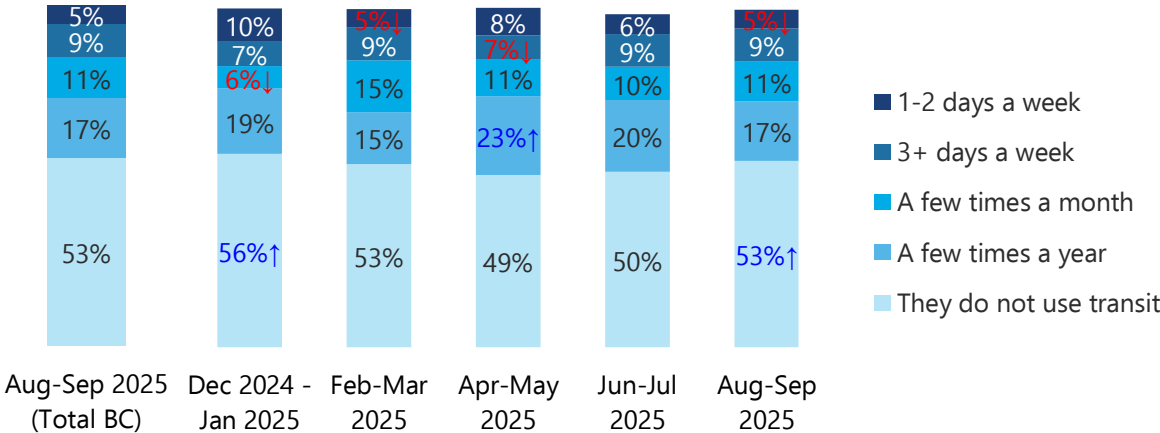
## Sources of Transit Information Aug-Sep 2025



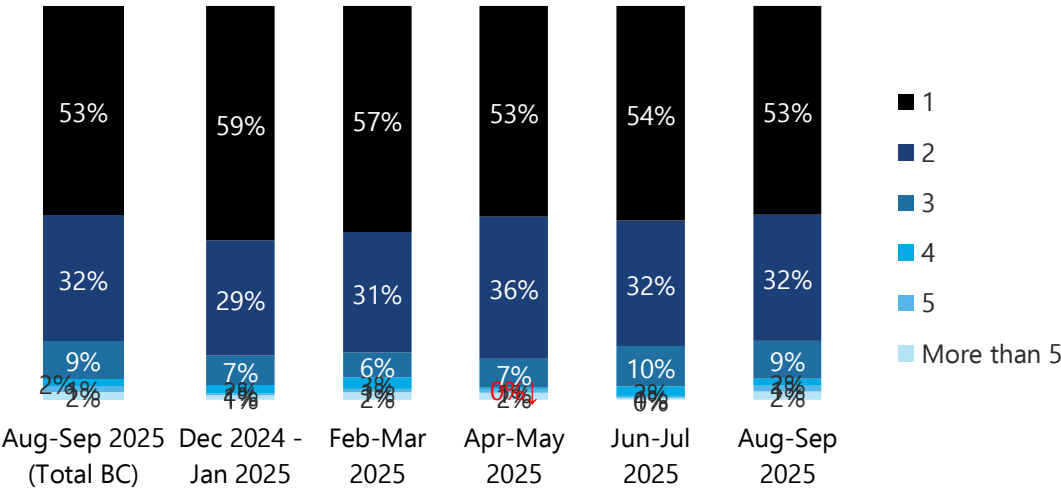
Taking Care of Children Aged 12 and Under



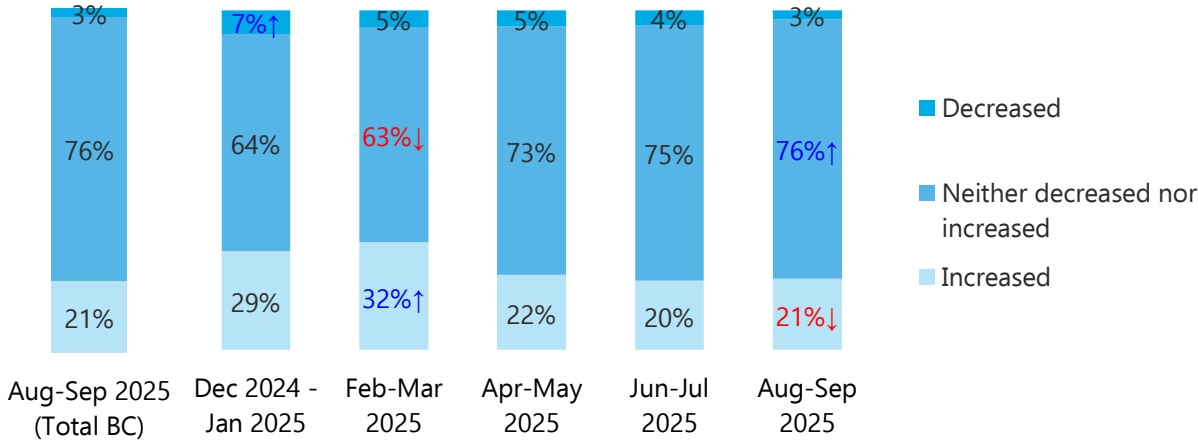
Frequency of Riding the Bus by Children 12 and Under



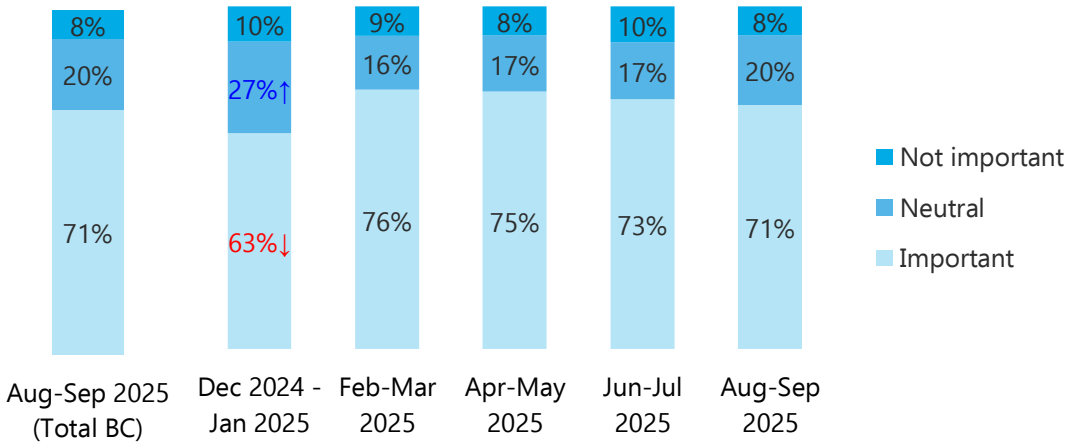
Number of Children Aged 12 and Under



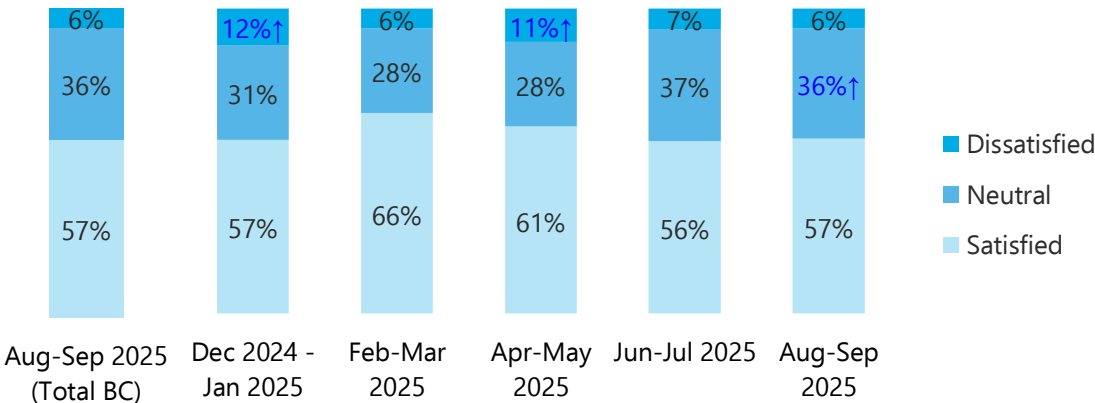
Impact of Free Transit on Transit Usage for Children 12 and Under



Importance of Free Transit for Children 12 and Under



Satisfaction of Free Transit for Children 12 and Under



↑ 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?

Safety in Transit

	Dec 2024 - Jan 2025	Feb-Mar 2025	Apr-May 2025	Jun-Jul 2025	Aug-Sep 2025	Aug-Sep 2025 (Total BC)
No, I felt safe throughout the trip	71%	73%	74%	75%	74%	74%
Yes, I felt unsafe while travelling to my first stop	7%	6%	5%	6%	6%	6%
Yes, I felt unsafe while waiting to board my first transit vehicle	13%	11%	10%	9%	10%	10%
Yes, I felt unsafe while on-board	9%	8%	9%	10%	8%	8%
Yes, I felt unsafe during a transfer	5%	5%	5%	4%	4%	4%
Yes, I felt unsafe when exiting	4%	5%	3%	4%	3%	3%
Yes, I felt unsafe while travelling to my final destination	4%	5%	4%	5%	4%	4%
Don't know/not sure	4%	5%	5%	5%	5%	5%

NPS Score of Transit

	Dec 2024 - Jan 2025	Feb-Mar 2025	Apr-May 2025	Jun-Jul 2025	Aug-Sep 2025	Aug-Sep 2025 (Total BC)
Detractors	48%	45%	49%	49%	51%	51%
Passive	13%	14%	14%	12%	13%	13%
Promoters	39%	41%	37%	39%	36%	36%
NPS Score	-8.6	-4.6	-11.5	-9.5	-14.4	-14.4

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.

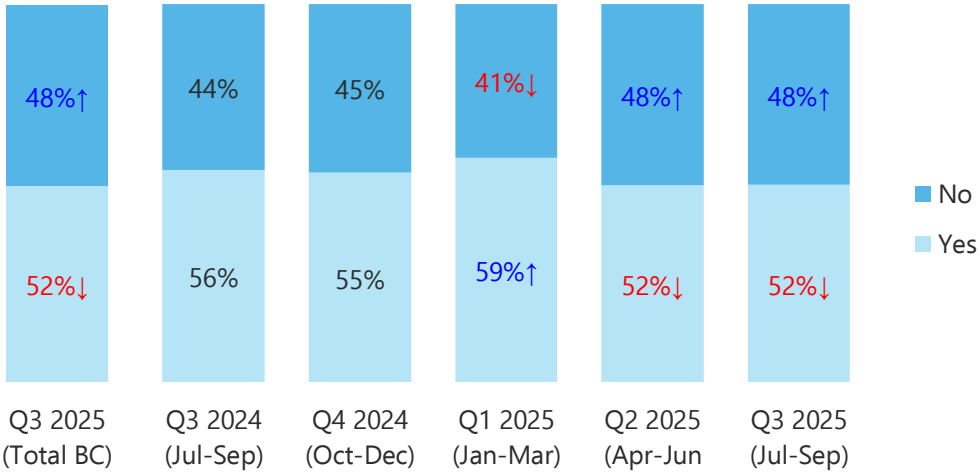


# Quarterly Reporting Regions

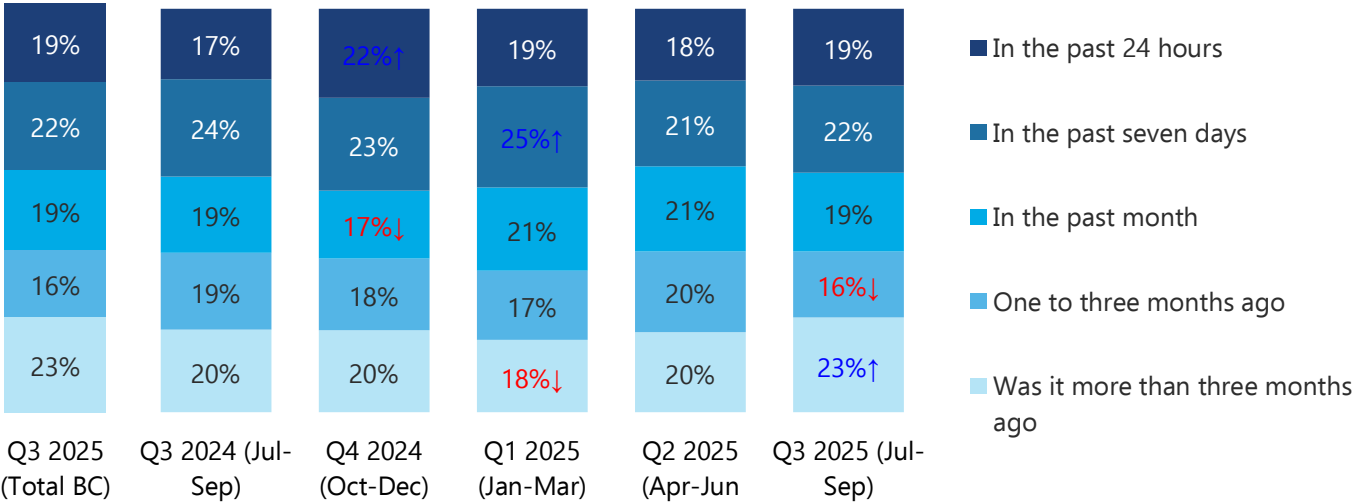
Responsibility for Local Transit System

	Q3 2024 (Jul-Sep)	Q4 2024 (Oct-Dec)	Q1 2025 (Jan-Mar)	Q2 2025 (Apr-Jun)	Q3 2025 (Jul-Sep)	Q3 2025 (Total BC)
BC Transit	81%	81%	80%	81%	78%	78%
Local/municipal government	25%	25%	26%	24%	21%	21%
TransLink	12%	12%	13%	12%	10%	10%
Other	2%	2%	1%	2%	3%	3%
Don't know	6%	5%	5%	6%	7%	7%

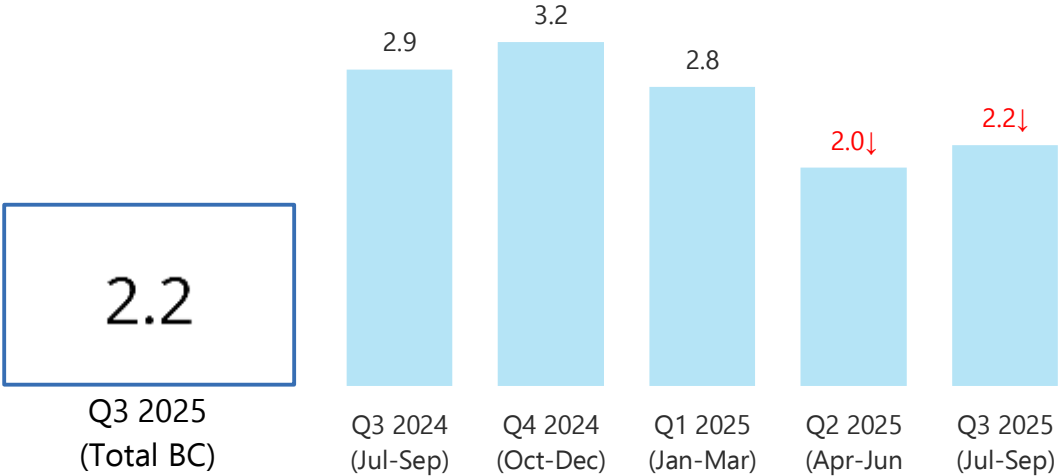
Past Year Local Transit use



Most Recent Local Transit Use



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

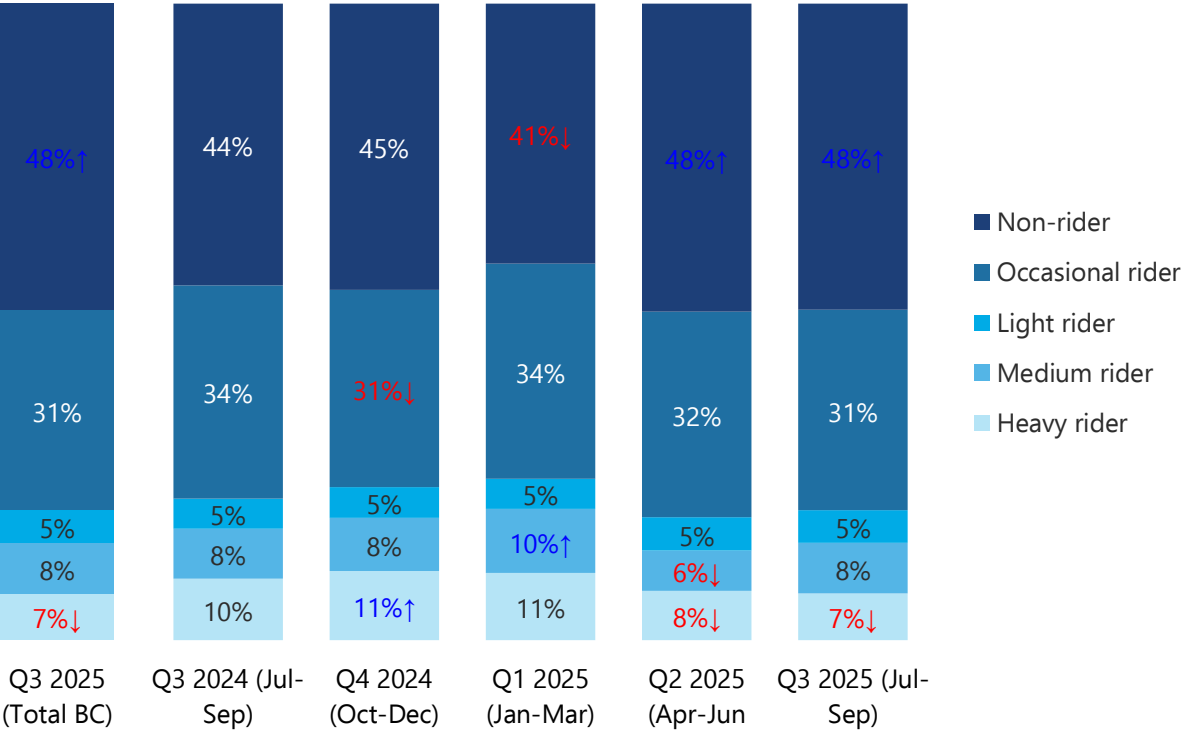


Choose the region:

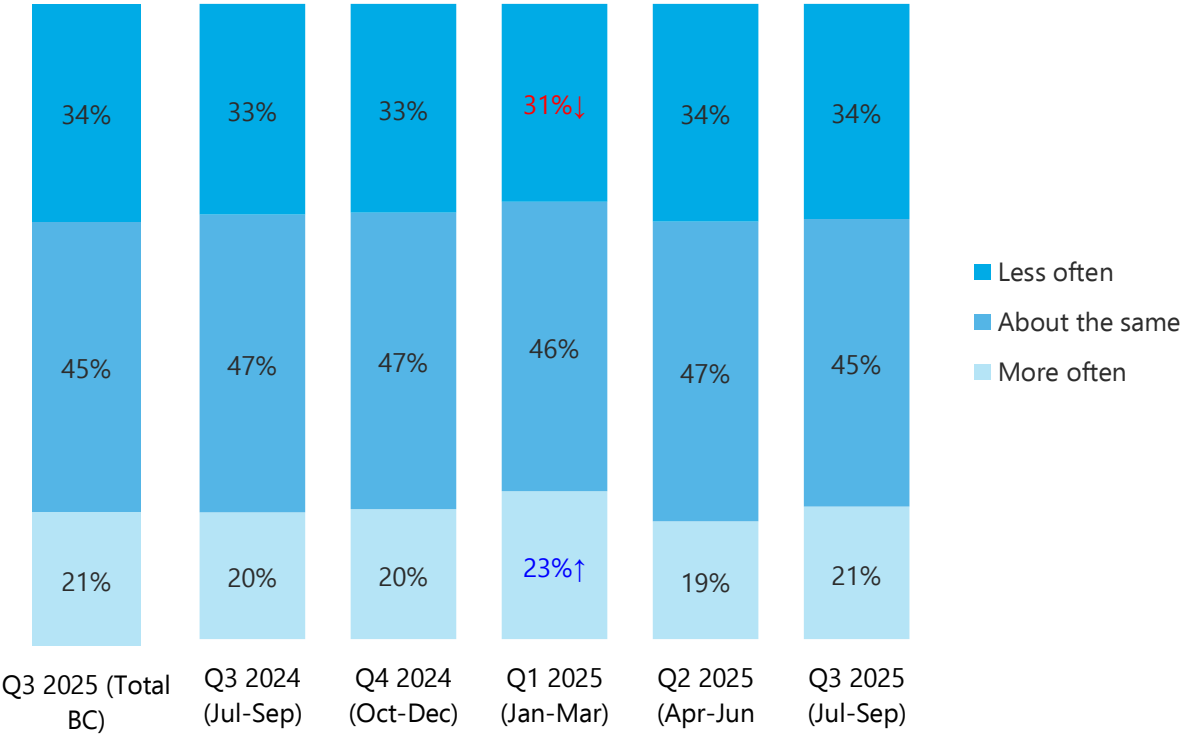
(All)

# Trends

Rider Usage Group



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





Choose the region:

(All)

# Trends

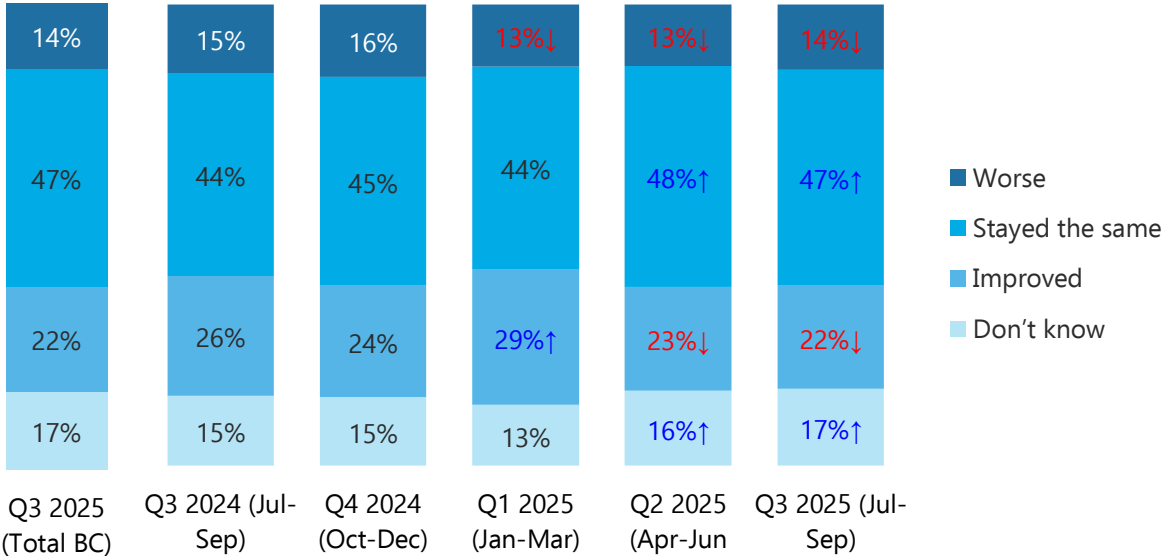
## Modes of Transportation Used More Often

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

## Modes of Transportation Used Less Often

	Q3 2024 (Jul-Sep)	Q4 2024 (Oct-Dec)	Q1 2025 (Jan-Mar)	Q2 2025 (Apr-Jun)	Q3 2025 (Jul-Sep)	Q3 2025 (Total BC)
Drive alone (car/truck)	54%	53%	46%	54%	54%	54%
Carpool or share a ride as driver	12%	17%	13%	14%	12%	12%
Carpool or share a ride as passenger	14%	21%	20%	17%	19%	19%
Taxi	39%	35%	38%	24%	31%	31%
Bicycle	13%	15%	19%	9%	12%	12%
Motorcycle/moped/scooter	3%	6%	10%	3%	3%	3%
Walking/rollerblading/skateboarding/jogging	30%	29%	15%	15%	18%	18%
Ride share (e.g. Uber, Lyft, etc.)	19%	20%	22%	21%	12%	12%
Other	2%	2%	2%	6%	4%	4%
Don't know	2%	3%	1%	3%	2%	2%

Past Year Change in Local Bus System



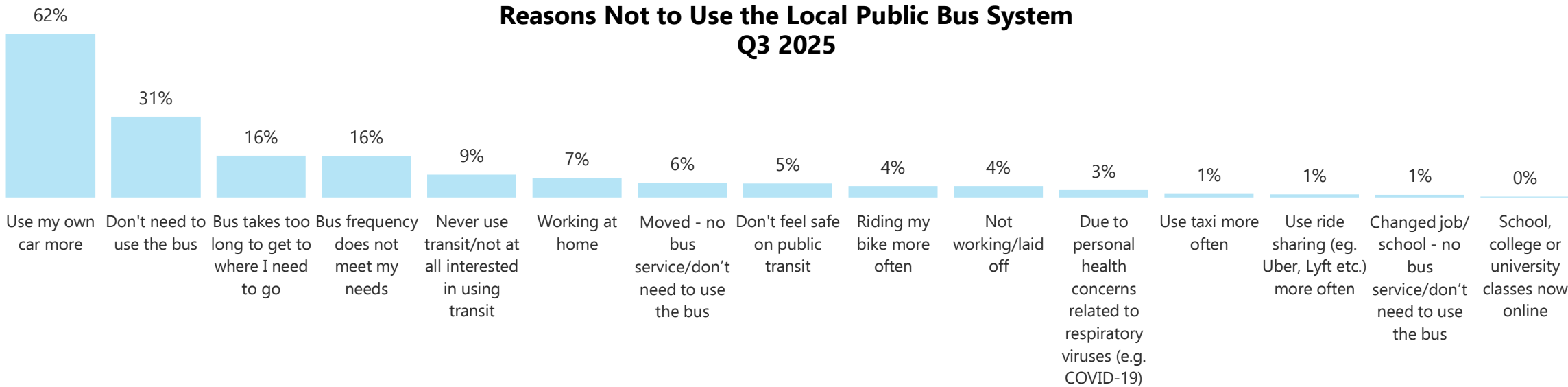
	Q3 2024 (Jul-Sep)	Q4 2024 (Oct-Dec)	Q1 2025 (Jan-Mar)	Q2 2025 (Apr-Jun)	Q3 2025 (Jul-Sep)	Q3 2025 (Total BC)
Fare prices are reasonable	51%	50%	52%	48%	48%	48%
Bus drivers are courteous	62%	60%	61%	63%	59%	59%
Frequency of scheduled service	39%	35%	41%	36%	36%	36%
Buses run on time/on schedule	50%	47%	51%	49%	48%	48%
Buses are clean/well-maintained	57%	54%	56%	55%	53%	53%
Availability and accuracy of schedule information	51%	47%	53%	50%	49%	49%
Buses not being overcrowded	48%	47%	49%	47%	46%	46%
Buses have a direct route	42%	38%	44%	39%	39%	39%
Bus fare payment options are convenient and easy to use	54%	51%	53%	51%	52%	52%
Buses have good connections with reasonable wait times	39%	34%	39%	35%	35%	35%
Bus stops have enough amenities such as shelters, benches, information and trash cans	34%	32%	36%	32%	32%	32%
Bus stops are clean and well maintained	42%	40%	43%	42%	41%	41%
Trip duration, that is the time from when you boarded to the time you got off the bus	44%	41%	46%	41%	41%	41%
Sense of safety and security	48%	45%	47%	46%	46%	46%
Overall	47%	44%	52%	46%	43%	43%

Choose the region:

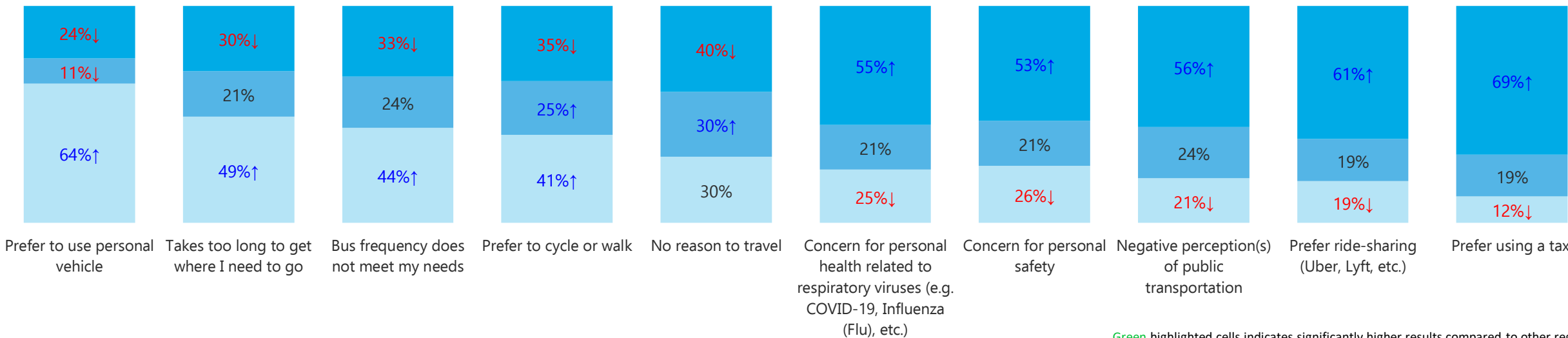
(All)

# Trends

## Reasons Not to Use the Local Public Bus System Q3 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?

Agree Neither Agree nor Disagree Disagree

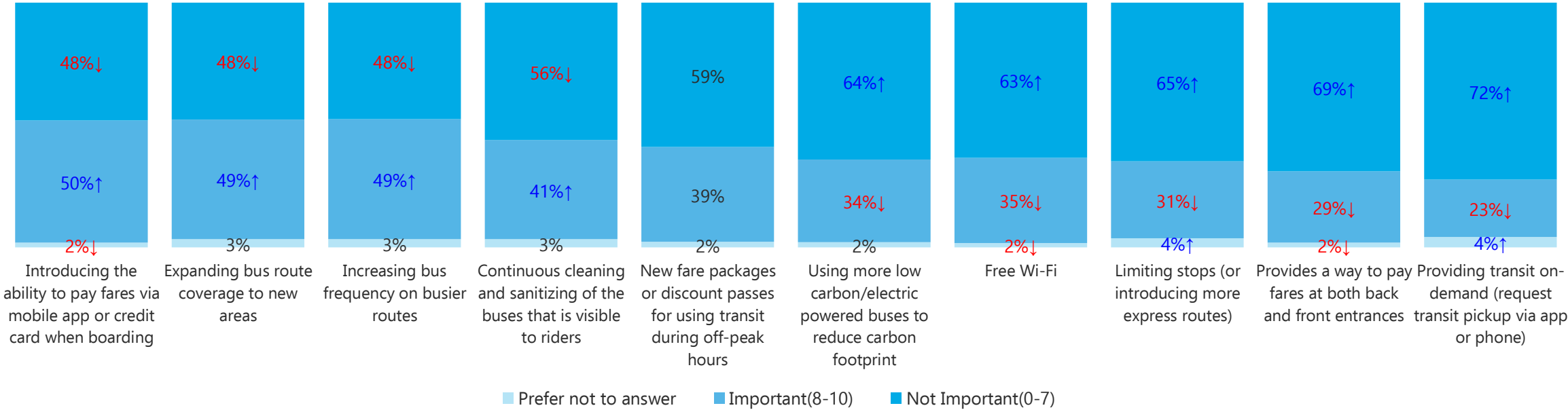
Green highlighted cells indicates significantly higher results compared to other regions.  
Red highlighted cells indicates significantly lower results compared to other regions.

Choose the region:

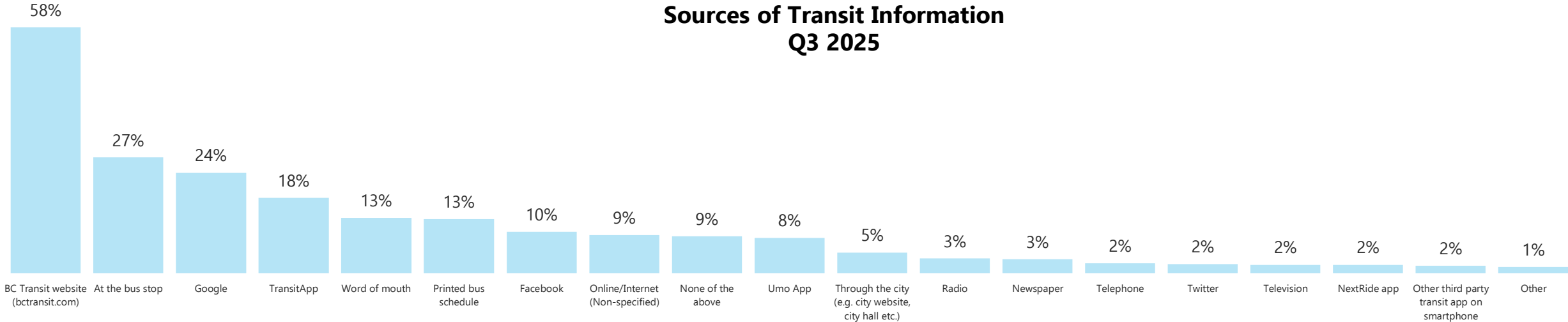
(All)

# Trends

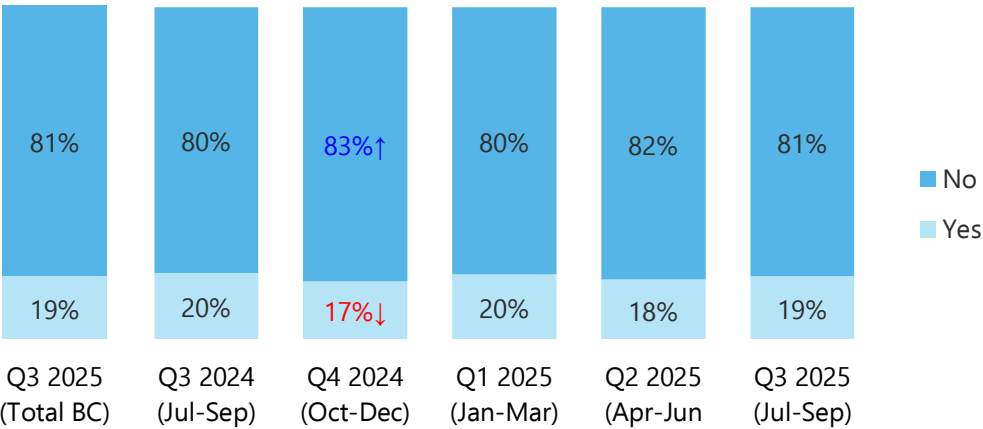
## Key Improvements to Encourage Use of Transit Q3 2025



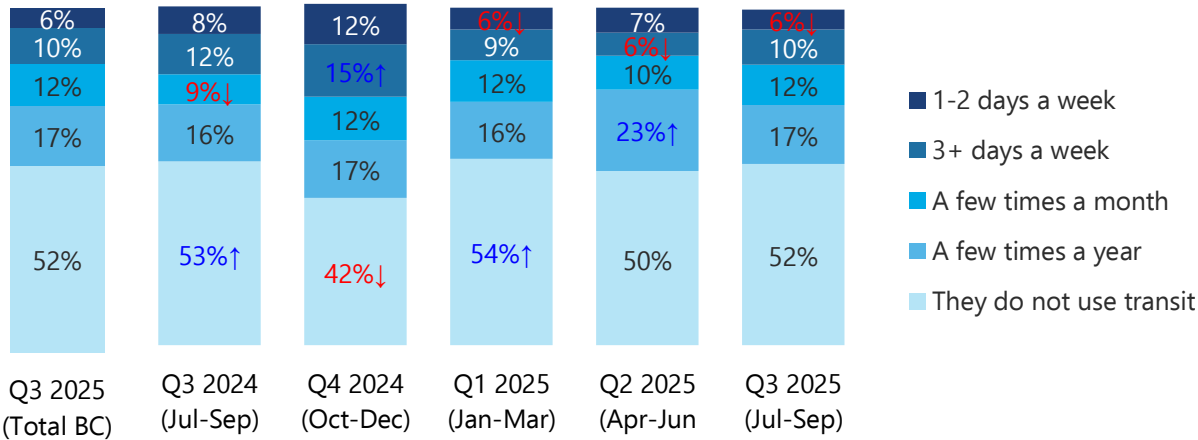
## Sources of Transit Information Q3 2025



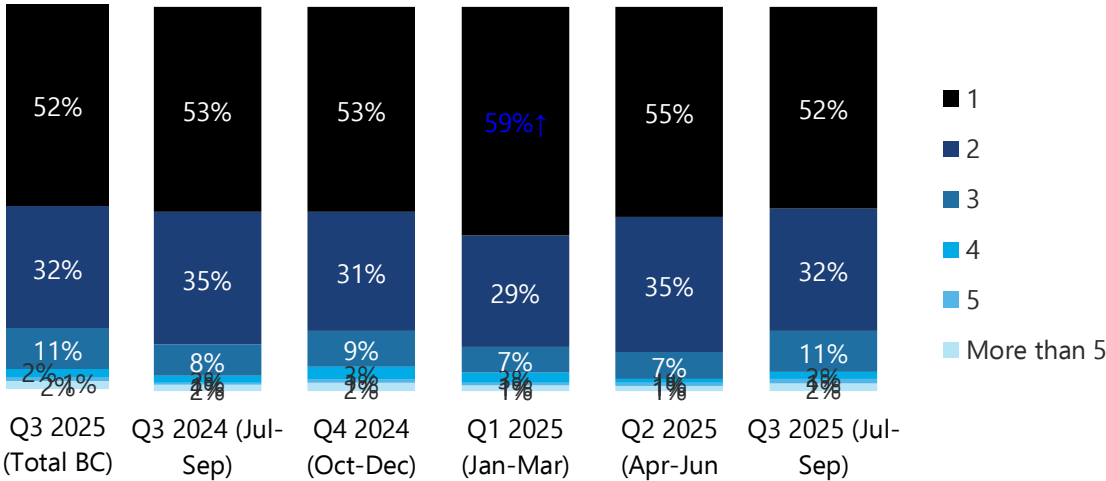
Taking Care of Children Aged 12 and Under



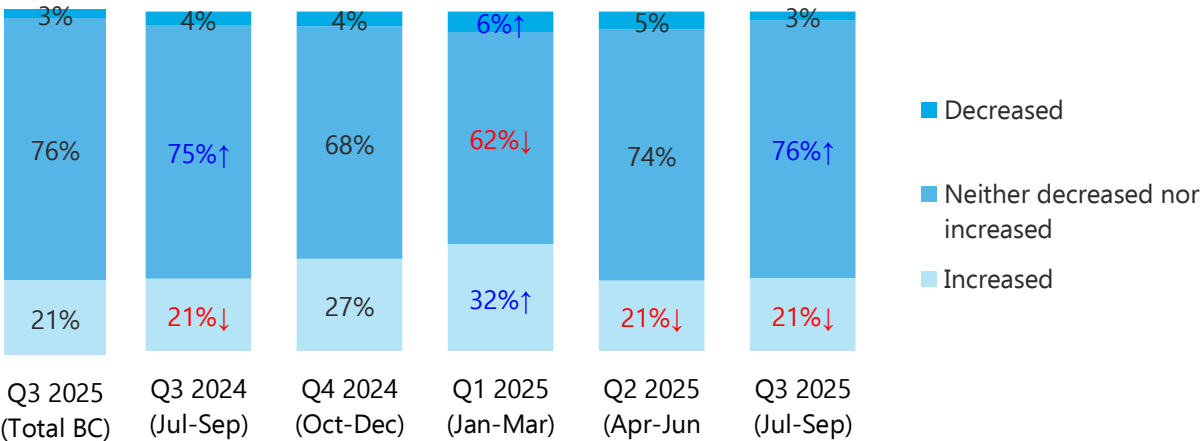
Frequency of Riding the Bus by Children 12 and Under



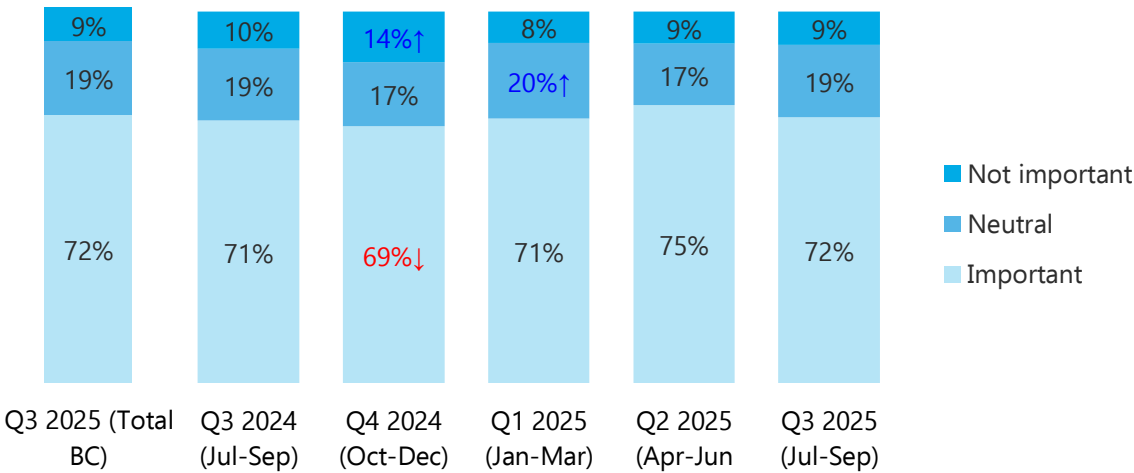
Number of Children Aged 12 and Under



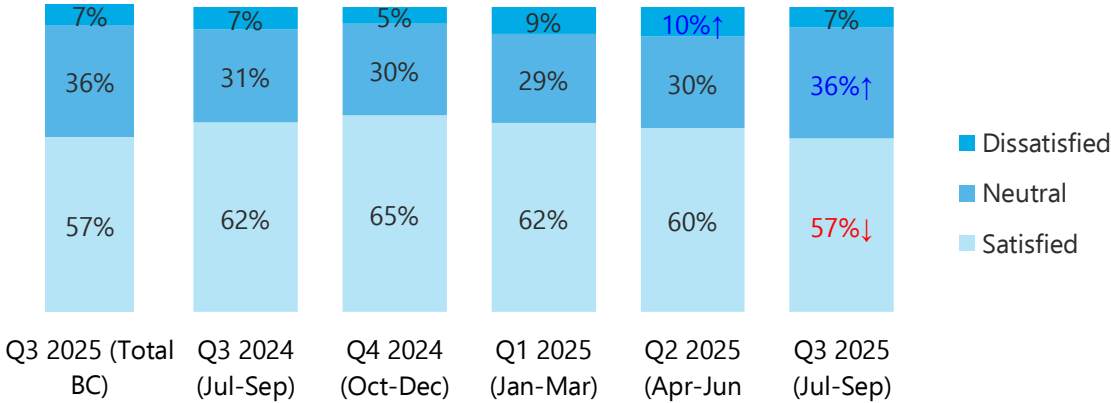
Impact of Free Transit on Transit Usage for Children 12 and Under



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

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

NPS Score of Transit

	Q3 2024 (Jul-Sep)	Q4 2024 (Oct-Dec)	Q1 2025 (Jan-Mar)	Q2 2025 (Apr-Jun)	Q3 2025 (Jul-Sep)	Q3 2025 (Total BC)
Detractors	48%	52%	46%	49%	50%	50%
Passive	12%	12%	14%	13%	13%	13%
Promoters	40%	35%	40%	38%	37%	37%
NPS Score	-7.7	-17.3	-5.4	-11.0	-13.3	-13.3

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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