



PIVOTAL RESEARCH Inc.™



# Customer Satisfaction Tracking Report

(October 2025 – December 2025)



PIVOTAL RESEARCH Inc.™

# Overall Report

# Responsibility for Local Transit System

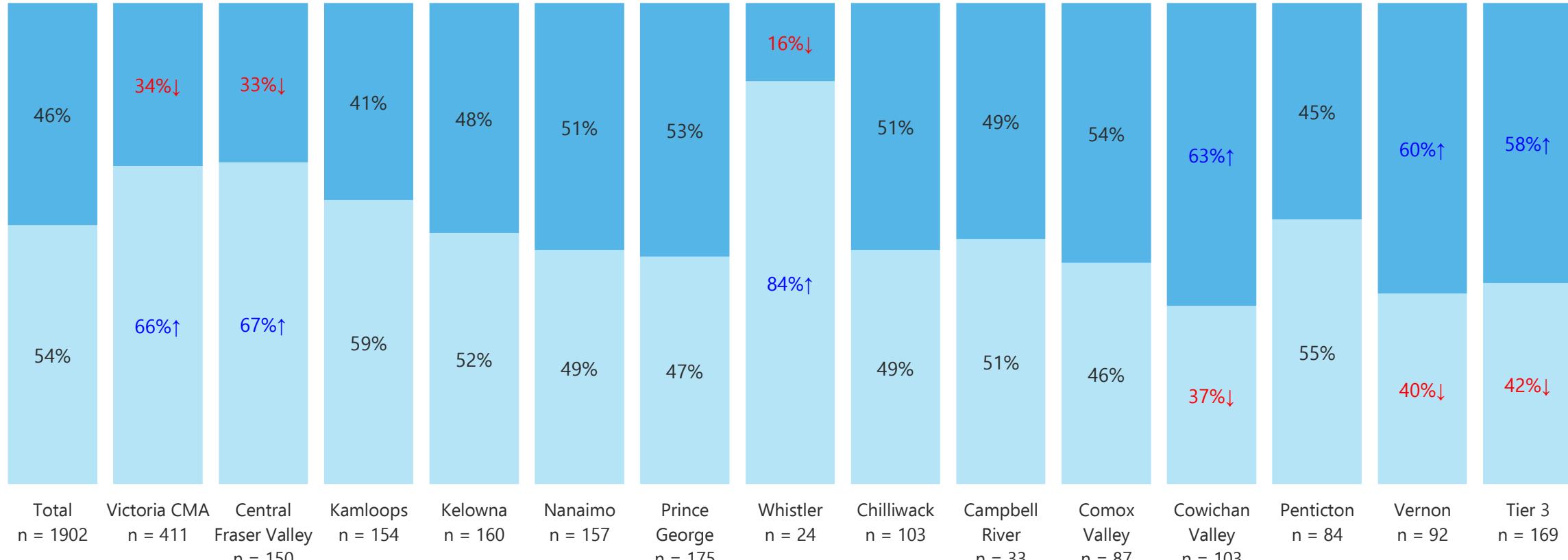
Current Reporting Quarter: Q4 2025 (OCT - DEC)

	Total n = 1909	Victoria CMA n = 413	Central Fraser Valley n = 151	Kamloops n = 154	Kelowna n = 161	Nanaimo n = 157	Prince George n = 176	Whistler n = 24	Chilliwack n = 104	Campbell River n = 33	Comox Valley n = 87	Cowichan Valley n = 103	Penticton n = 85	Vernon n = 92	Tier 3 n = 169
<b>BC Transit</b>	79%	90%	70%	83%	75%	75%	78%	78%	75%	70%	84%	75%	70%	79%	71%
<b>Local/municipal government</b>	25%	22%	20%	19%	31%	29%	34%	30%	23%	22%	17%	23%	29%	25%	29%
<b>TransLink</b>	11%	5%	23%	9%	11%	9%	11%	17%	20%	15%	9%	15%	8%	11%	11%
<b>Other</b>	2%	1%	3%	1%	2%	2%	0%	0%	3%	3%	0%	6%	1%	1%	4%
<b>Don't know</b>	6%	2%	9%	9%	5%	6%	7%	5%	6%	18%	5%	6%	6%	6%	11%

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

# Past Year Local Transit Use

Current Reporting Quarter: Q4 2025 (OCT - DEC)



Yes   No

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

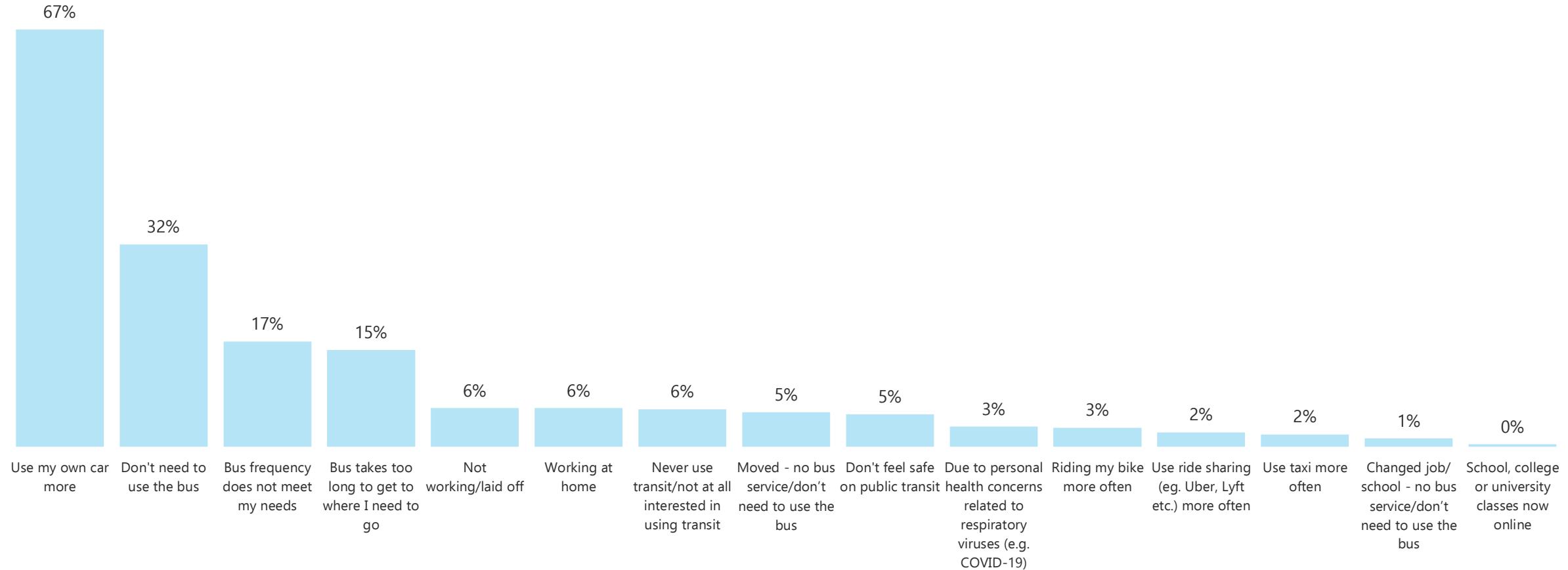
 PIVOTAL RESEARCH<sup>INC.</sup>

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

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

# Reasons Not to Use the Local Public Bus System

Current Reporting Quarter: Q4 2025 (OCT - DEC)

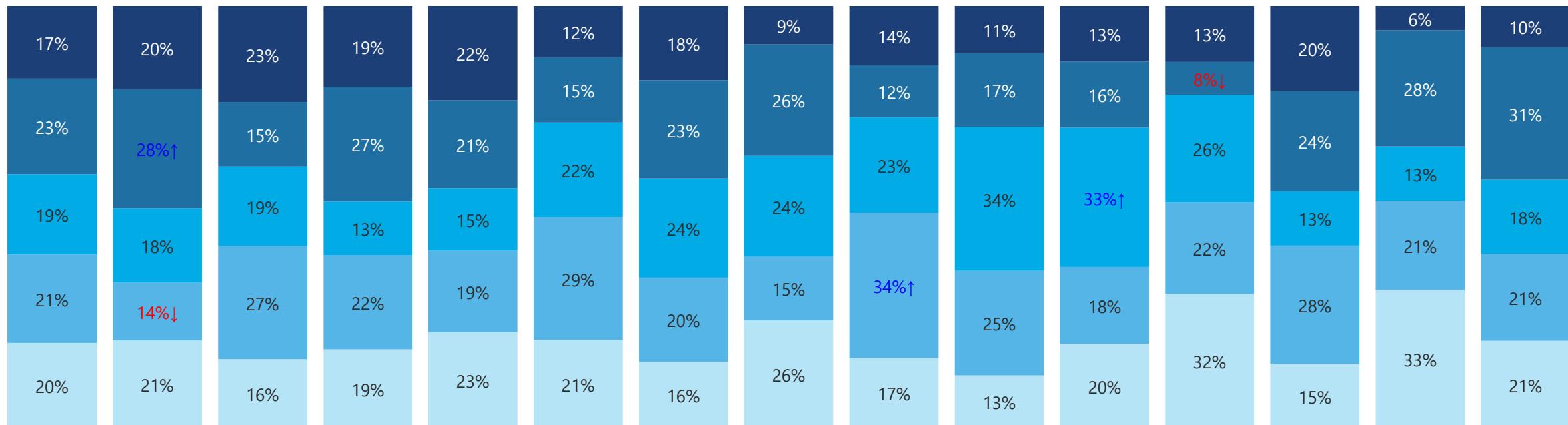


base n= 879

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

# Most Recent Local Transit Use

Current Reporting Quarter: Q4 2025 (OCT - DEC)



Was it more than three months ago

One to three months ago

In the past month

In the past seven days

In the past 24 hours

↑ indicates significantly higher results compared to other regions;

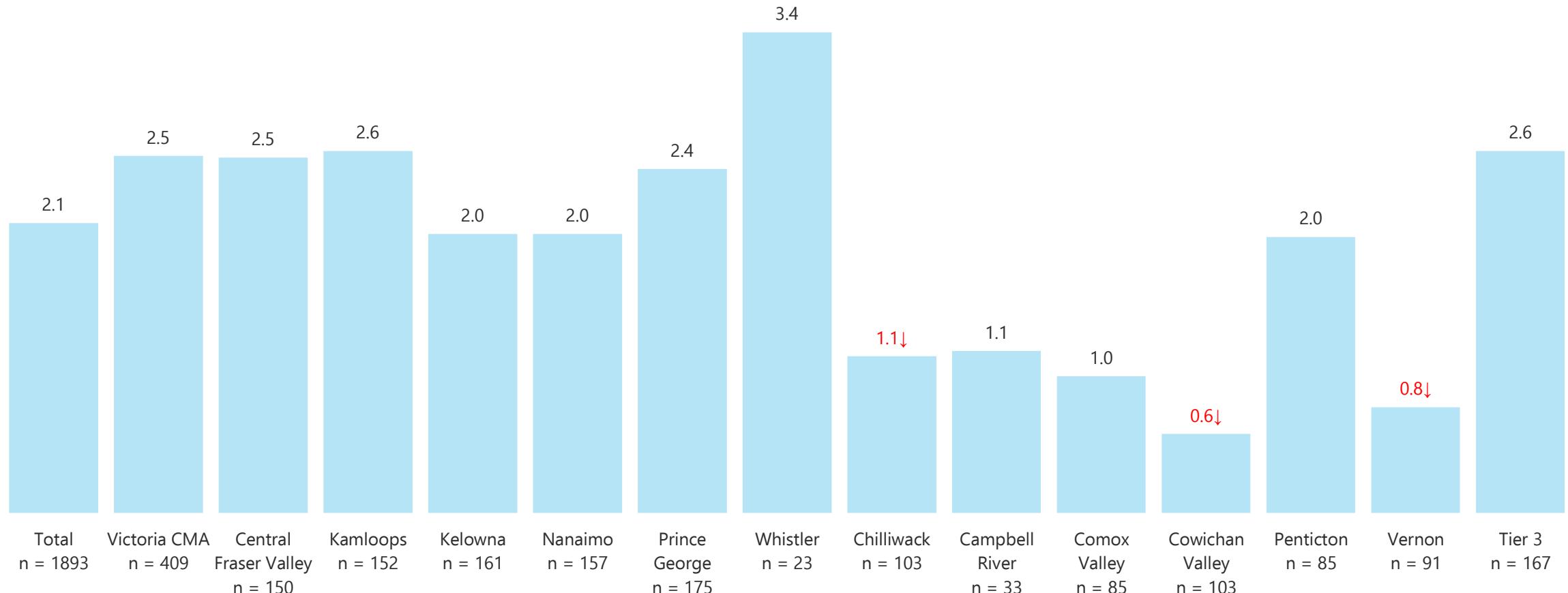
↓ indicates significantly lower results compared to other regions.

Q4 When did you last use the public bus system?

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

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

Current Reporting Quarter: Q4 2025 (OCT - DEC)



↑ indicates significantly higher results compared to other regions;

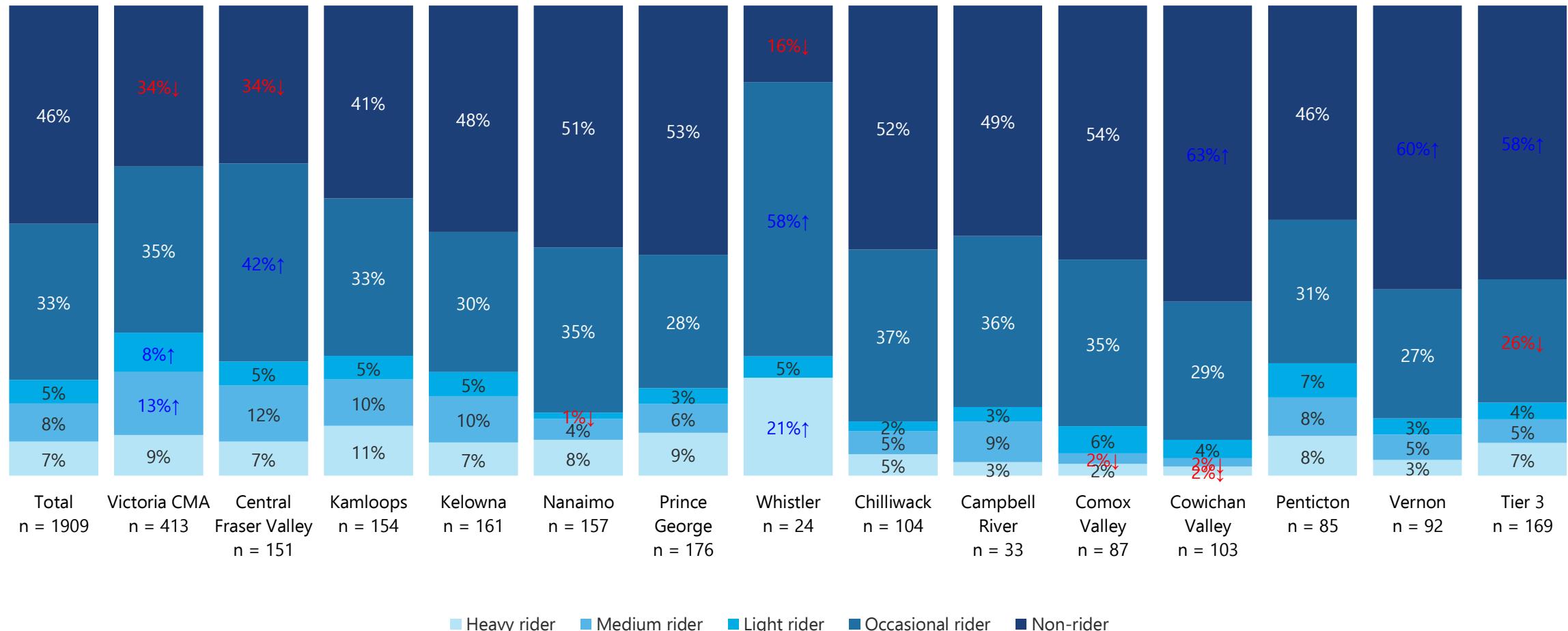
↓ indicates significantly lower results compared to other regions.

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

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

# Rider Usage Group

Current Reporting Quarter: Q4 2025 (OCT - DEC)



Legend: Light rider (light blue), Medium rider (medium blue), Heavy rider (dark blue), Occasional rider (teal), Non-rider (dark navy)

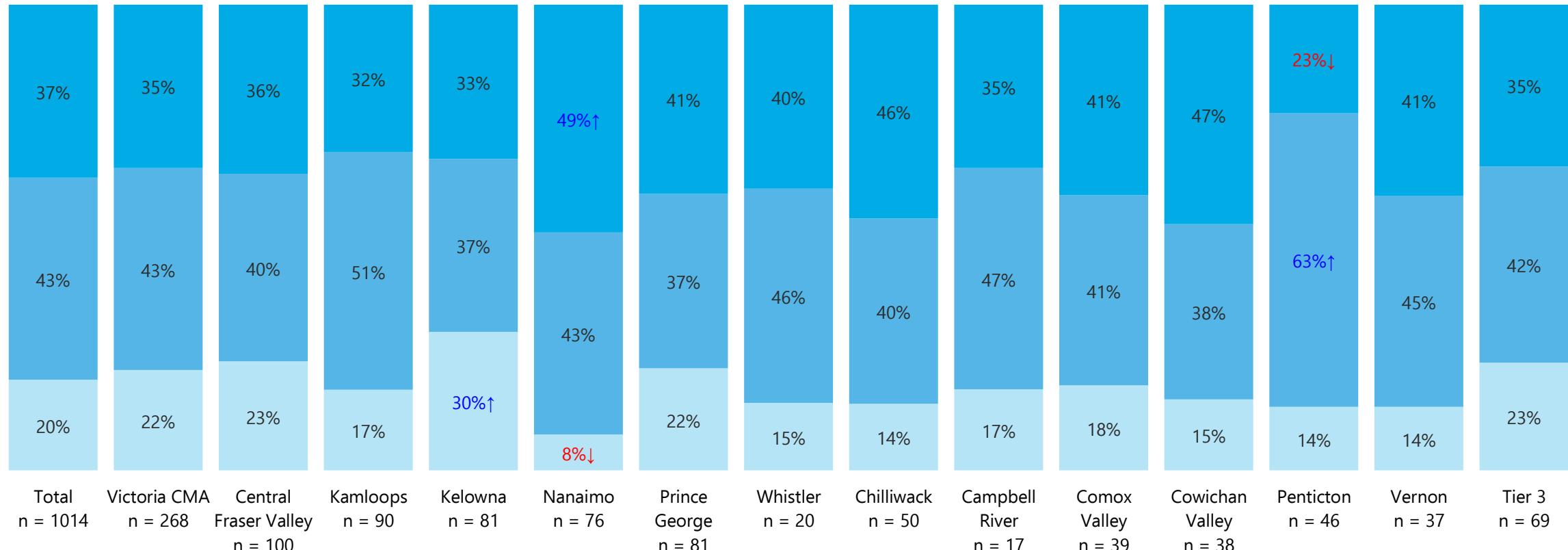
↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

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

# Past Year Change in Local Bus System Use

Current Reporting Quarter: Q4 2025 (OCT - DEC)



More often    About the same    Less often

↑ indicates significantly higher results compared to other regions

↓ indicates significantly lower results compared to other regions.

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

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

# Modes of Transportation Now Used (More often)

Current Reporting Quarter: Q4 2025 (OCT - DEC)

	Total n = 377	Victoria CMA n = 94	Central Fraser Valley n = 36	Kamloops n = 29	Kelowna n = 27	Nanaimo n = 37	Prince George n = 33	Whistler n = 8	Chilliwack n = 23	Campbell River n = 6	Comox Valley n = 16	Cowichan Valley n = 18	Penticton n = 11	Vernon n = 15	Tier 3 n = 24
<b>Drive alone (car/truck)</b>	56%	55%	53%	83%	48%	62%	46%	49%	48%	67%	63%	77%	35%	59%	36%
<b>Carpool or share a ride as driver</b>	10%	11%	12%	7%	11%	8%	6%	11%	9%	17%	12%	11%	19%	13%	13%
<b>Carpool or share a ride as passenger</b>	20%	18%	20%	20%	29%	22%	18%	26%	17%	0%	38%	5%	17%	29%	17%
<b>Taxi</b>	11%	7%	20%	7%	7%	13%	9%	12%	13%	0%	6%	5%	18%	6%	31%
<b>Bicycle</b>	12%	12%	6%	14%	22%	0%	16%	52%	13%	33%	18%	12%	18%	0%	9%
<b>Motorcycle/moped/scooter</b>	6%	5%	5%	3%	3%	0%	3%	25%	14%	0%	0%	10%	18%	0%	9%
<b>Walking/rollerblading/skateboarding/jogging</b>	20%	24%	17%	14%	19%	17%	27%	12%	17%	17%	31%	5%	44%	13%	17%
<b>Ride share (e.g. Uber, Lyft, etc.)</b>	10%	10%	30%	14%	15%	3%	12%	0%	8%	0%	6%	0%	9%	13%	4%
<b>Other</b>	6%	6%	8%	7%	0%	19%	6%	0%	0%	18%	0%	6%	0%	0%	9%
<b>Don't know</b>	0%	0%	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. Red highlighted cells indicates significantly lower results compared to other regions.

# Modes of Transportation Now Used (Less often)

Current Reporting Quarter: Q4 2025 (OCT - DEC)

	Total n = 198	Victoria CMA n = 58	Central Fraser Valley n = 23	Kamloops n = 16	Kelowna n = 24	Nanaimo n = 6	Prince George n = 18	Whistler n = 3	Chilliwack n = 7	Campbell River n = 3	Comox Valley n = 7	Cowichan Valley n = 6	Penticton n = 6	Vernon n = 5	Tier 3 n = 16
<b>Drive car/truck alone</b>	51%	57%	55%	47%	46%	34%	49%	64%	44%	100%	42%	16%	33%	57%	62%
<b>Carpool or share a ride as driver</b>	12%	13%	8%	6%	25%	0%	12%	0%	0%	0%	15%	0%	0%	18%	25%
<b>Carpool or share a ride as passenger</b>	20%	18%	16%	27%	30%	0%	18%	0%	14%	0%	30%	30%	17%	42%	19%
<b>Taxi</b>	33%	34%	17%	26%	38%	32%	44%	33%	41%	68%	28%	35%	17%	38%	32%
<b>Bicycle</b>	15%	16%	8%	21%	22%	0%	16%	0%	27%	32%	15%	0%	0%	18%	20%
<b>Motorcycle/moped/scooter</b>	7%	8%	4%	7%	13%	0%	0%	36%	0%	0%	0%	0%	0%	18%	14%
<b>Walking/rollerblading/skateboarding/jogging</b>	16%	12%	8%	19%	9%	17%	22%	0%	26%	32%	15%	47%	67%	0%	13%
<b>Ride share (e.g. Uber, Lyft, etc.)</b>	19%	15%	37%	14%	21%	0%	17%	0%	41%	0%	29%	0%	0%	20%	19%
<b>Other</b>	2%	2%	0%	0%	4%	0%	6%	0%	0%	0%	13%	0%	0%	0%	6%
<b>Don't know</b>	4%	3%	0%	0%	4%	17%	6%	0%	15%	0%	0%	19%	0%	0%	0%

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

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# Likelihood of Reasons to not use Public Transportation

Current Reporting Quarter: Q4 2025 (OCT - DEC)



Prefer to use personal vehicle

Takes too long to get where I need to go

Bus frequency does not meet my needs

Prefer to cycle or walk

No reason to travel  
Concern for personal health related to respiratory viruses (e.g. COVID-19, Influenza (Flu), etc.)

Concern for personal safety

Negative perception(s) of public transportation

Prefer ride-sharing (Uber, Lyft, etc.)

Prefer using a taxi

Agree   Neither Agree nor Disagree   Disagree

base n = 825

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.

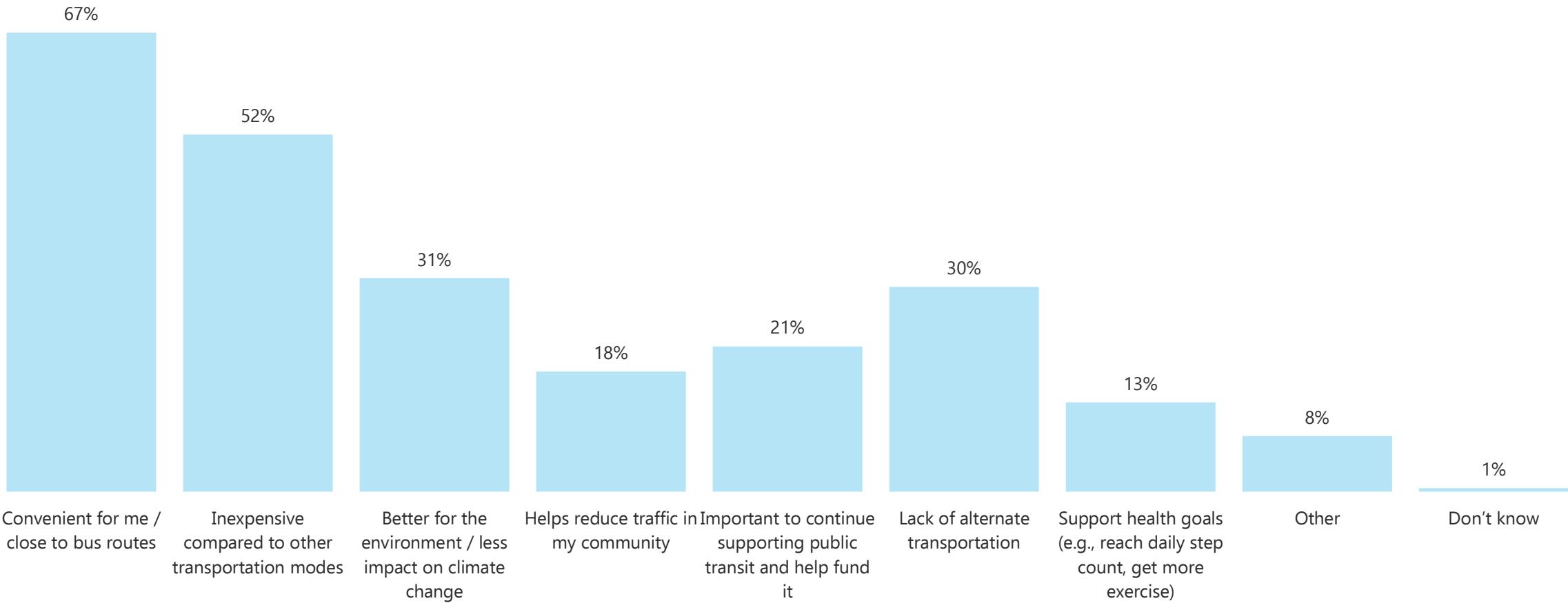
\*Prefer not to answer is excluded from the graph and calculation

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# Reasons to use Local Transit More Often

Current Reporting Quarter: Q4 2025 (OCT - DEC)

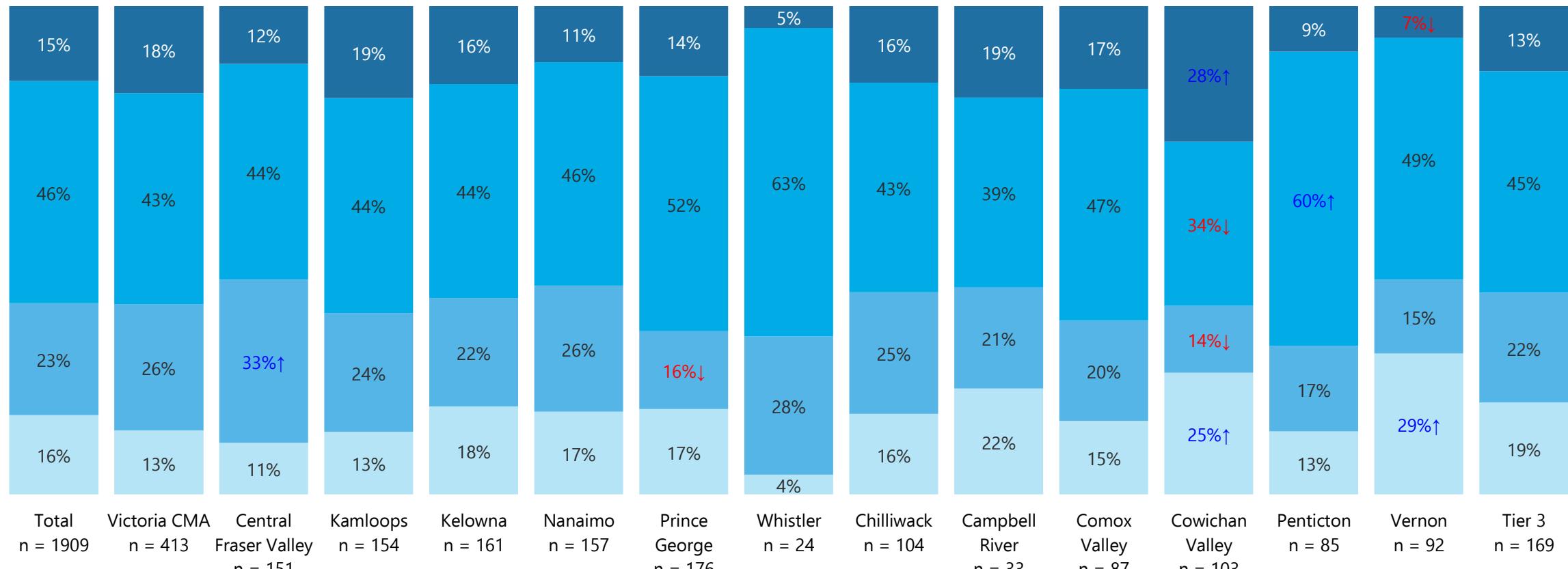


base n= 198

Q6D Why are you using local transit more often?

# Past Year Change in Local Bus System

Current Reporting Quarter: Q4 2025 (OCT - DEC)



Don't know   Improved   Stayed the same   Worse

↑ indicates significantly higher results compared to other regions

↓ indicates significantly lower results compared to other regions

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

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

Current Reporting Quarter: Q4 2025 (OCT - DEC)

	Total n = 1909	Victoria CMA n = 413	Central Fraser Valley n = 151	Kamloop s n = 154	Kelowna n = 161	Nanaimo n = 157	Prince George n = 176	Whistler n = 24	Chilliwac k n = 104	Campbell River n = 33	Comox Valley n = 87	Cowichan Valley n = 103	Penticton n = 85	Vernon n = 92	Tier 3 n = 169
<b>Fare prices are reasonable</b>	45%	39%	51%	41%	41%	46%	47%	55%	48%	46%	49%	51%	46%	47%	49%
<b>Bus drivers are courteous</b>	60%	64%	60%	55%	55%	62%	54%	55%	57%	49%	53%	61%	72%	63%	60%
<b>Frequency of scheduled service</b>	33%	38%	36%	30%	30%	30%	34%	29%	33%	30%	23%	23%	43%	36%	31%
<b>Buses run on time/on schedule</b>	45%	44%	50%	41%	41%	44%	47%	50%	42%	42%	37%	40%	61%	48%	52%
<b>Buses are clean/well-maintained</b>	52%	57%	54%	46%	44%	52%	47%	53%	44%	51%	48%	57%	60%	58%	52%
<b>Availability and accuracy of schedule information</b>	48%	50%	58%	39%	43%	49%	50%	59%	46%	51%	46%	45%	62%	50%	44%
<b>Buses not being overcrowded</b>	47%	33%	52%	44%	43%	46%	52%	66%	42%	54%	60%	56%	66%	53%	51%
<b>Buses have a direct route</b>	40%	40%	48%	37%	38%	35%	36%	45%	47%	43%	23%	32%	53%	43%	45%
<b>Bus fare payment options are convenient and easy to use</b>	48%	49%	54%	42%	44%	47%	44%	63%	48%	61%	50%	42%	51%	49%	47%
<b>Buses have good connections with reasonable wait times</b>	33%	36%	40%	31%	28%	34%	35%	29%	30%	30%	24%	24%	48%	32%	33%
<b>Bus stops have enough amenities such as shelters, benches, information and trash cans</b>	29%	33%	32%	25%	34%	23%	27%	29%	28%	21%	32%	18%	29%	33%	27%
<b>Bus stops are clean and well maintained</b>	39%	41%	38%	34%	38%	34%	37%	65%	38%	36%	48%	29%	45%	47%	37%
<b>Trip duration, that is the time from when you boarded to the time you got off the bus</b>	40%	44%	44%	31%	34%	38%	39%	51%	41%	42%	34%	31%	57%	39%	40%
<b>Sense of safety and security</b>	45%	46%	47%	41%	41%	45%	46%	58%	38%	43%	46%	43%	58%	38%	43%
<b>Overall</b>	43%	46%	43%	41%	39%	46%	43%	50%	46%	42%	39%	28%	59%	38%	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: Q4 2025 (OCT - DEC)

	Age					Gender		Riders		
	Total n = 1909	19-24 n = 183	25-44 n = 691	45-64 n = 587	65+ n = 439	Male n = 753	Female n = 1124	Regular n = 388	Occasional rider n = 635	Non-rider n = 886
<b>Fare prices are reasonable</b>	45%	38%	41%	46%	52%	46%	45%	45%	50%	41%
<b>Bus drivers are courteous</b>	60%	48%	58%	62%	66%	63%	58%	64%	64%	55%
<b>Frequency of scheduled service</b>	33%	27%	31%	33%	40%	37%	30%	43%	34%	28%
<b>Buses run on time/on schedule</b>	45%	37%	43%	44%	54%	50%	42%	51%	49%	40%
<b>Buses are clean/well-maintained</b>	52%	36%	48%	55%	61%	56%	48%	56%	55%	47%
<b>Availability and accuracy of schedule information</b>	48%	37%	47%	50%	54%	53%	46%	55%	52%	44%
<b>Buses not being overcrowded</b>	47%	33%	43%	47%	58%	51%	44%	45%	45%	49%
<b>Buses have a direct route</b>	40%	50%	39%	35%	43%	42%	39%	53%	41%	33%
<b>Bus fare payment options are convenient and easy to use</b>	48%	41%	46%	48%	53%	49%	48%	59%	53%	39%
<b>Buses have good connections with reasonable wait times</b>	33%	29%	31%	33%	38%	36%	31%	41%	37%	27%
<b>Bus stops have enough amenities such as shelters, benches, information and trash cans</b>	29%	31%	29%	26%	31%	33%	26%	33%	30%	26%
<b>Bus stops are clean and well maintained</b>	39%	30%	37%	39%	47%	43%	37%	44%	40%	36%
<b>Trip duration, that is the time from when you boarded to the time you got off the bus</b>	40%	37%	38%	42%	41%	43%	39%	51%	45%	31%
<b>Sense of safety and security</b>	45%	34%	42%	43%	56%	52%	40%	54%	48%	38%
<b>Overall</b>	43%	35%	40%	45%	48%	47%	41%	56%	49%	33%

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# Perceptions of Transit Service (Mean Scores)

Current Reporting Quarter: Q4 2025 (OCT - DEC)

Average	Total n = 1621	Victoria CMA n = 377	Central Fraser Valley n = 136	Kamloo ps n = 130	Kelowna n = 131	Nanaimo o n = 128	Prince George n = 156	Whistler n = 23	Chilliwack n = 84	Campbell River n = 30	Comox Valley n = 68	Cowichan Valley n = 84	Penticton n = 74	Vernon n = 68	Tier 3 n = 132
<b>Fare prices are reasonable</b>	3.37	3.14	3.43	3.27	3.28	3.43	3.45	3.67	3.52	3.43	3.57	3.49	3.43	3.46	3.52
<b>Bus drivers are courteous</b>	3.76	3.83	3.76	3.63	3.62	3.77	3.66	3.66	3.71	3.54	3.76	3.71	3.98	3.93	3.82
<b>Frequency of scheduled service</b>	3.08	3.19	3.17	2.99	2.98	3.06	3.17	2.88	3.20	2.78	2.73	2.76	3.29	3.19	3.04
<b>Buses run on time/on schedule</b>	3.38	3.33	3.41	3.16	3.26	3.42	3.43	3.38	3.38	3.22	3.24	3.26	3.77	3.62	3.58
<b>Buses are clean/well-maintained</b>	3.56	3.62	3.54	3.45	3.45	3.53	3.46	3.69	3.57	3.49	3.50	3.68	3.81	3.69	3.56
<b>Availability and accuracy of schedule information</b>	3.44	3.50	3.57	3.20	3.37	3.42	3.51	3.77	3.43	3.42	3.27	3.24	3.71	3.47	3.39
<b>Buses not being overcrowded</b>	3.40	2.97	3.43	3.27	3.31	3.48	3.58	3.79	3.39	3.75	3.70	3.62	3.89	3.65	3.64
<b>Buses have a direct route</b>	3.26	3.24	3.39	3.19	3.22	3.23	3.20	3.40	3.40	3.27	2.91	3.05	3.54	3.37	3.36
<b>Bus fare payment options are convenient and easy to use</b>	3.47	3.44	3.55	3.34	3.34	3.42	3.55	3.67	3.54	3.59	3.60	3.39	3.53	3.58	3.46
<b>Buses have good connections with reasonable wait times</b>	3.10	3.08	3.24	3.02	3.03	3.11	3.19	3.26	3.16	3.00	2.85	2.82	3.41	3.17	3.09
<b>Bus stops have enough amenities such as shelters, benches, information and trash cans</b>	2.88	3.02	2.98	2.86	3.07	2.64	2.82	3.04	2.89	2.88	2.86	2.37	2.85	3.14	2.74
<b>Bus stops are clean and well maintained</b>	3.18	3.23	3.15	3.08	3.23	3.06	3.08	3.80	3.32	3.09	3.29	2.85	3.26	3.33	3.24
<b>Trip duration, that is the time from when you boarded to the time you got off the bus</b>	3.31	3.36	3.41	3.13	3.19	3.25	3.30	3.43	3.41	3.25	3.17	3.08	3.63	3.40	3.38
<b>Sense of safety and security</b>	3.35	3.34	3.39	3.27	3.20	3.38	3.39	3.74	3.20	3.28	3.48	3.31	3.64	3.24	3.44
<b>Overall</b>	3.38	3.42	3.40	3.32	3.34	3.47	3.45	3.37	3.42	3.12	3.20	3.05	3.62	3.41	3.38

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

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

# Perceptions of Transit Service (Mean Scores)

Current Reporting Quarter: Q4 2025 (OCT - DEC)

Average	Age					Gender		Riders		
	Total n = 1621	19-24 n = 164	25-44 n = 623	45-64 n = 494	65+ n = 333	Male n = 637	Female n = 960	Regular n = 367	Occasional rider n = 603	Non-rider n = 651
<b>Fare prices are reasonable</b>	3.37	3.16	3.25	3.40	3.62	3.46	3.33	3.34	3.41	3.35
<b>Bus drivers are courteous</b>	3.76	3.33	3.68	3.76	4.07	3.85	3.71	3.80	3.78	3.71
<b>Frequency of scheduled service</b>	3.08	2.94	3.00	3.04	3.34	3.21	3.01	3.26	3.04	3.02
<b>Buses run on time/on schedule</b>	3.38	3.11	3.29	3.37	3.67	3.52	3.30	3.44	3.40	3.34
<b>Buses are clean/well-maintained</b>	3.56	3.12	3.51	3.58	3.84	3.66	3.50	3.68	3.55	3.52
<b>Availability and accuracy of schedule information</b>	3.44	3.11	3.41	3.42	3.66	3.55	3.37	3.55	3.41	3.40
<b>Buses not being overcrowded</b>	3.40	2.95	3.26	3.45	3.80	3.54	3.33	3.28	3.28	3.56
<b>Buses have a direct route</b>	3.26	3.47	3.22	3.16	3.37	3.31	3.22	3.52	3.25	3.15
<b>Bus fare payment options are convenient and easy to use</b>	3.47	3.26	3.37	3.47	3.71	3.53	3.45	3.66	3.51	3.34
<b>Buses have good connections with reasonable wait times</b>	3.10	3.02	3.03	3.07	3.29	3.19	3.04	3.25	3.08	3.04
<b>Bus stops have enough amenities such as shelters, benches, information and trash cans</b>	2.88	2.94	2.89	2.77	2.98	2.96	2.85	3.04	2.88	2.81
<b>Bus stops are clean and well maintained</b>	3.18	2.82	3.13	3.17	3.47	3.32	3.10	3.33	3.15	3.14
<b>Trip duration, that is the time from when you boarded to the time you got off the bus</b>	3.31	3.23	3.26	3.32	3.42	3.37	3.29	3.50	3.35	3.19
<b>Sense of safety and security</b>	3.35	3.05	3.31	3.31	3.66	3.53	3.24	3.59	3.34	3.25
<b>Overall</b>	3.38	3.12	3.32	3.39	3.63	3.50	3.32	3.57	3.38	3.29

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

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

# Reason for using Transit

Current Reporting Quarter: Q4 2025 (OCT - DEC)

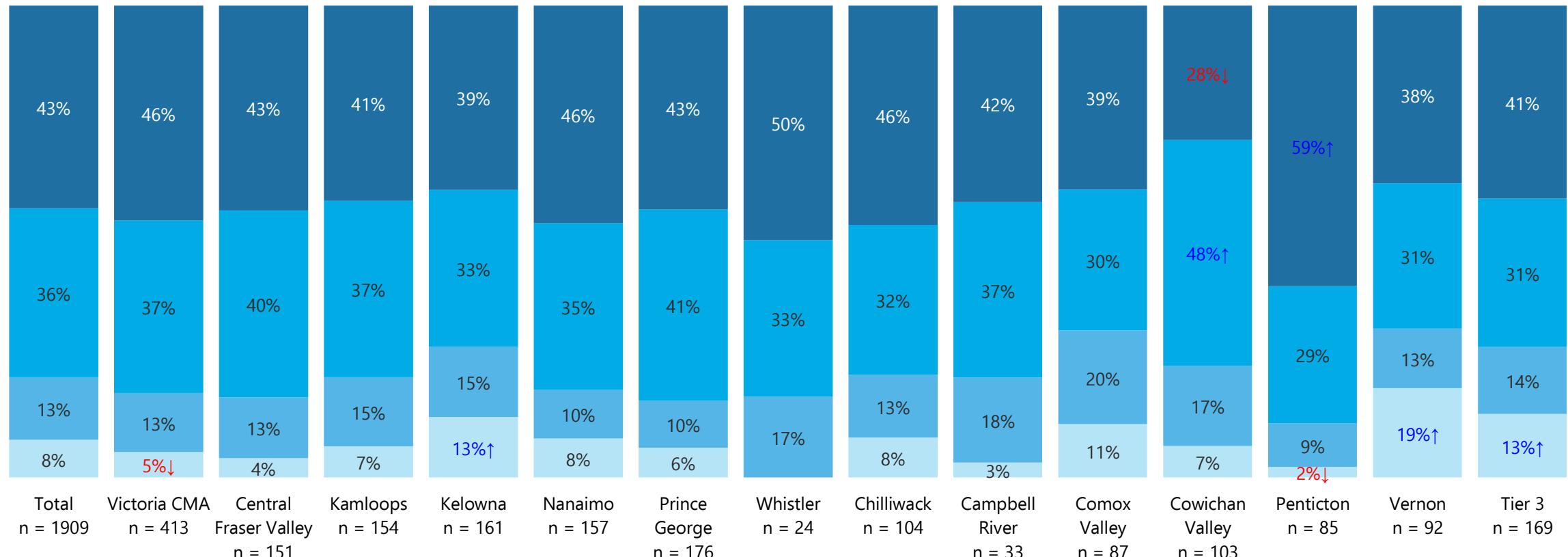
	Total n = 1023	Victoria CMA n = 272	Central Fraser Valley n = 100	Kamloops n = 91	Kelowna n = 83	Nanaimo n = 76	Prince George n = 82	Whistler n = 20	Chilliwack n = 50	Campbell River n = 17	Comox Valley n = 40	Cowichan Valley n = 38	Penticton n = 46	Vernon n = 37	Tier 3 n = 70	
<b>Going to or from work</b>	21%	27%		16%	24%	22%	16%	25%	20%	20%	6%	13%	11%	15%	22%	18%
<b>Going to or from school</b>	4%	4%		2%	5%	5%	8%	5%	0%	4%	7%	5%	3%	0%	3%	6%
<b>Going to or from shopping</b>	20%	16%		20%	24%	20%	20%	22%	21%	30%	17%	20%	34%	24%	21%	16%
<b>Conducting personal business (such as going to the doctor or bank, etc.)</b>	23%	19%	22%	23%	29%	17%	28%	30%	26%	42%	33%	11%	30%	18%	21%	
<b>Entertainment or social reasons (such as visiting friends or relatives)</b>	18%	18%	21%	17%	9%	11%	19%	19%	16%	12%	20%	24%	22%	32%	17%	
<b>Going to the ferry terminal/airport</b>	8%	11%	7%	2%	5%	21%	0%	5%	0%	12%	7%	16%	2%	0%	14%	
<b>Other</b>	6%	5%	12%	5%	8%	6%	1%	5%	4%	6%	2%	3%	4%	3%	7%	
<b>Don't know</b>	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	2%	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: Q4 2025 (OCT - DEC)



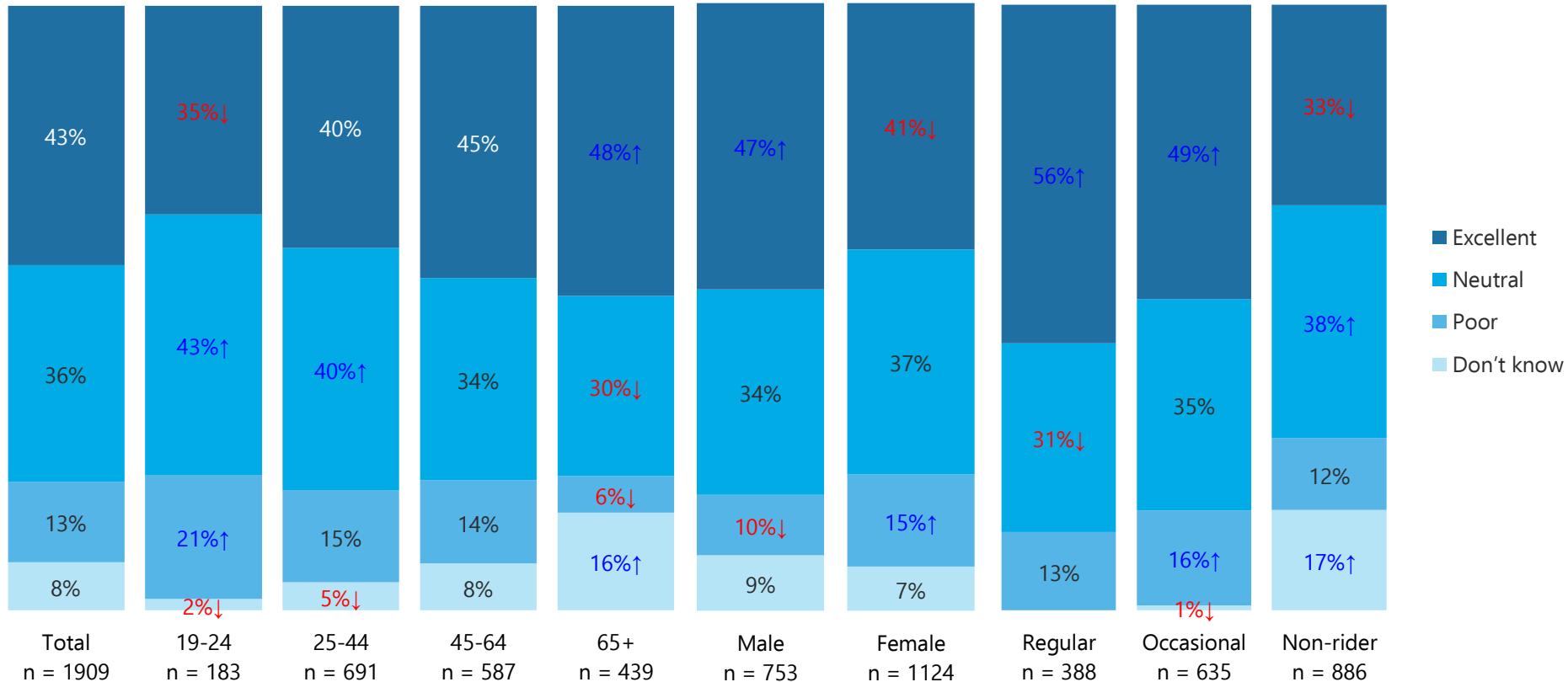
Don't know    Poor    Neutral    Excellent

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

# Overall Transit Experience

Current Reporting Quarter: Q4 2025 (OCT - DEC)



↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

# Safety in Transit

Current Reporting Quarter: Q4 2025 (OCT - DEC)

	Total n = 1023	Victoria CMA n = 272	Central Fraser Valley n = 100	Kamloops n = 91	Kelowna n = 83	Nanaimo n = 76	Prince George n = 82	Whistler n = 20	Chilliwack n = 50	Campbell River n = 17	Comox Valley n = 40	Cowichan Valley n = 38	Penticton n = 46	Vernon n = 37	Tier 3 n = 70
<b>No, I felt safe throughout the trip</b>	72%	73%	63%	76%	74%	75%	73%	95%	65%	59%	67%	73%	85%	65%	63%
<b>Yes, I felt unsafe while travelling to my first stop</b>	5%	3%	7%	7%	1%	8%	4%	5%	6%	11%	13%	5%	2%	3%	5%
<b>Yes, I felt unsafe while waiting to board my first transit vehicle</b>	11%	8%	13%	13%	11%	8%	15%	5%	10%	11%	13%	16%	9%	19%	10%
<b>Yes, I felt unsafe while on-board</b>	8%	8%	11%	4%	7%	7%	11%	0%	14%	11%	7%	8%	2%	14%	9%
<b>Yes, I felt unsafe during a transfer</b>	4%	4%	5%	4%	6%	5%	1%	0%	6%	0%	8%	0%	2%	3%	2%
<b>Yes, I felt unsafe when exiting</b>	4%	4%	2%	2%	3%	3%	6%	0%	4%	6%	10%	9%	2%	3%	4%
<b>Yes, I felt unsafe while travelling to my final destination</b>	4%	4%	7%	8%	5%	3%	5%	0%	2%	0%	5%	0%	0%	3%	3%
<b>Don't know/not sure</b>	5%	5%	7%	3%	6%	4%	0%	0%	4%	7%	5%	5%	0%	5%	12%

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.

# Safety in Transit

Current Reporting Quarter: Q4 2025 (OCT - DEC)

	Age					Gender	
	Total n = 1023	19-24 n = 140	25-44 n = 459	45-64 n = 288	65+ n = 131	Male n = 401	Female n = 601
<b>No, I felt safe throughout the trip</b>	72%	61%	69%	74%	87%	79%	67%
<b>Yes, I felt unsafe while travelling to my first stop</b>	5%	9%	6%	3%	2%	4%	5%
<b>Yes, I felt unsafe while waiting to board my first transit vehicle</b>	11%	13%	12%	11%	3%	9%	12%
<b>Yes, I felt unsafe while on-board</b>	8%	16%	9%	6%	3%	6%	10%
<b>Yes, I felt unsafe during a transfer</b>	4%	4%	3%	5%	3%	2%	5%
<b>Yes, I felt unsafe when exiting</b>	4%	5%	4%	4%	4%	3%	4%
<b>Yes, I felt unsafe while travelling to my final destination</b>	4%	5%	4%	4%	2%	4%	4%
<b>Don't know/not sure</b>	5%	6%	5%	5%	1%	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: Q4 2025 (OCT - DEC)

	Total n = 1771	Victoria CMA n = 395	Central Fraser Valley n = 134	Kamloops n = 147	Kelowna n = 145	Nanaimo n = 141	Prince George n = 161	Whistler n = 24	Chilliwack n = 96	Campbell River n = 33	Comox Valley n = 83	Cowichan Valley n = 94	Penticton n = 80	Vernon n = 82	Tier 3 n = 155
<b>Detractors</b>	53%	48%	51%	50%	58%	60%	53%	46%	49%	58%	60%	58%	46%	56%	61%
<b>Passive</b>	12%	14%	13%	14%	11%	14%	10%	4%	13%	15%	9%	9%	18%	11%	11%
<b>Promoters</b>	34%	39%	37%	36%	31%	26%	37%	49%	37%	27%	31%	33%	37%	32%	28%
<b>NPS Score</b>	-19.0	-9.2	-13.8	-14.8	-27.1	-34.1	-16.9	2.9	-11.7	-30.9	-28.5	-25.1	-9.0	-23.8	-32.5

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: Q4 2025 (OCT - DEC)

	Age					Gender		Riders		
	Total n = 1771	19-24 n = 180	25-44 n = 660	45-64 n = 547	65+ n = 378	Male n = 690	Female n = 1053	Regular n = 384	Occasional rider n = 625	Non-rider n = 762
<b>Detractors</b>	53%	64%	54%	50%	52%	52%	54%	42%	49%	63%
<b>Passive</b>	12%	8%	13%	12%	13%	14%	11%	11%	13%	12%
<b>Promotors</b>	34%	28%	34%	38%	35%	34%	35%	47%	38%	25%
<b>NPS Score</b>	-19.0	-36.5	-20.1	-12.3	-17.5	-17.9	-19.3	4.2	-10.6	-37.5

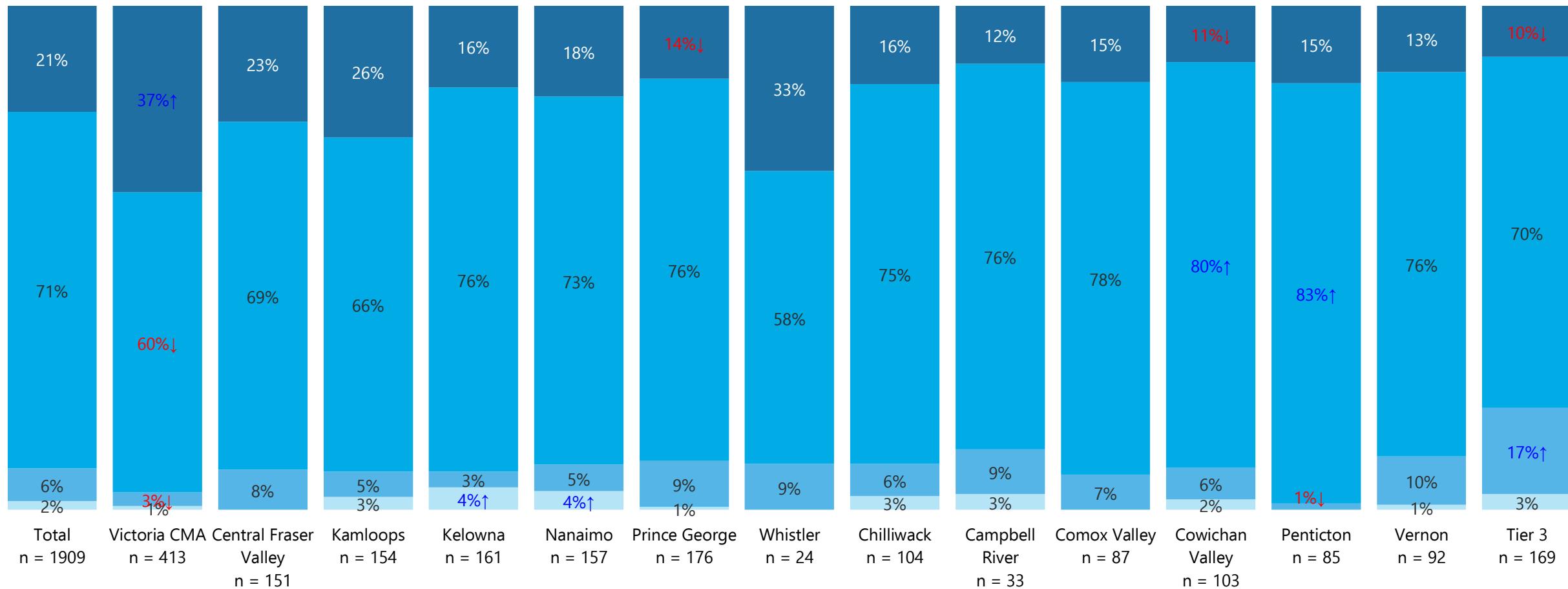
Q16 How likely are you to recommend BC Transit to a friend or family member using a scale of 0 to 10 where 0 is "not at all likely" and 10 is "extremely likely"?

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

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

# Awareness of Electronic Fare Collection System (Umo)

Current Reporting Quarter: Q4 2025 (OCT - DEC)



Prefer not to answer

No, it's not available in my transit system

No

Yes

↑ indicates significantly higher results compared to other regions;

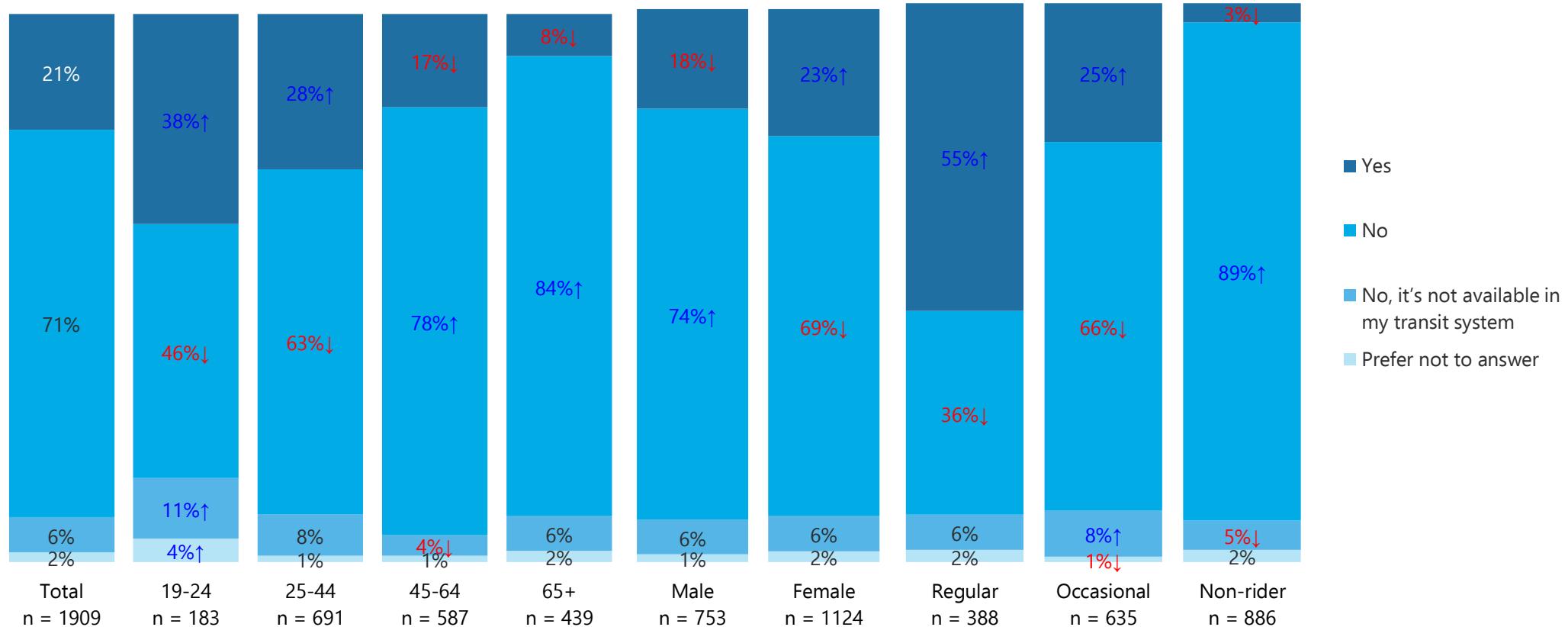
↓ indicates significantly lower results compared to other regions.

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

\*Prefer not to answer is excluded from the graph

# Awareness of Electronic Fare Collection System (Umo)

Current Reporting Quarter: Q4 2025 (OCT - DEC)

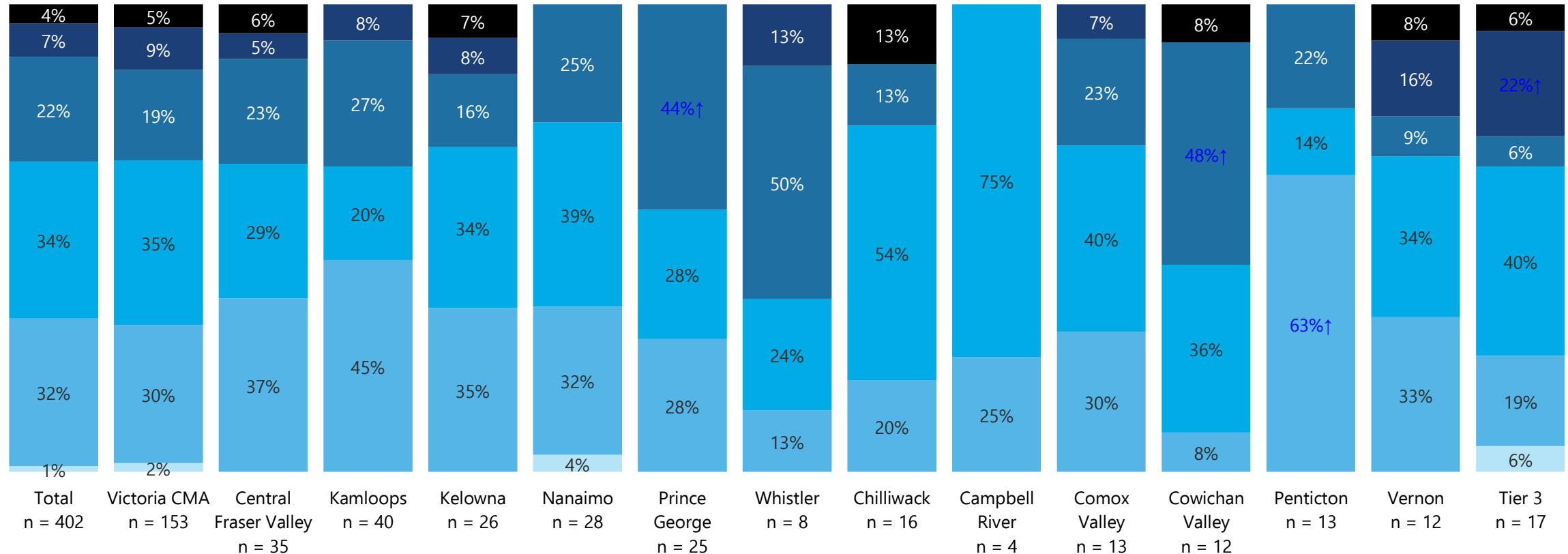


↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

# Electronic Fare Satisfaction

Current Reporting Quarter: Q4 2025 (OCT - DEC)



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

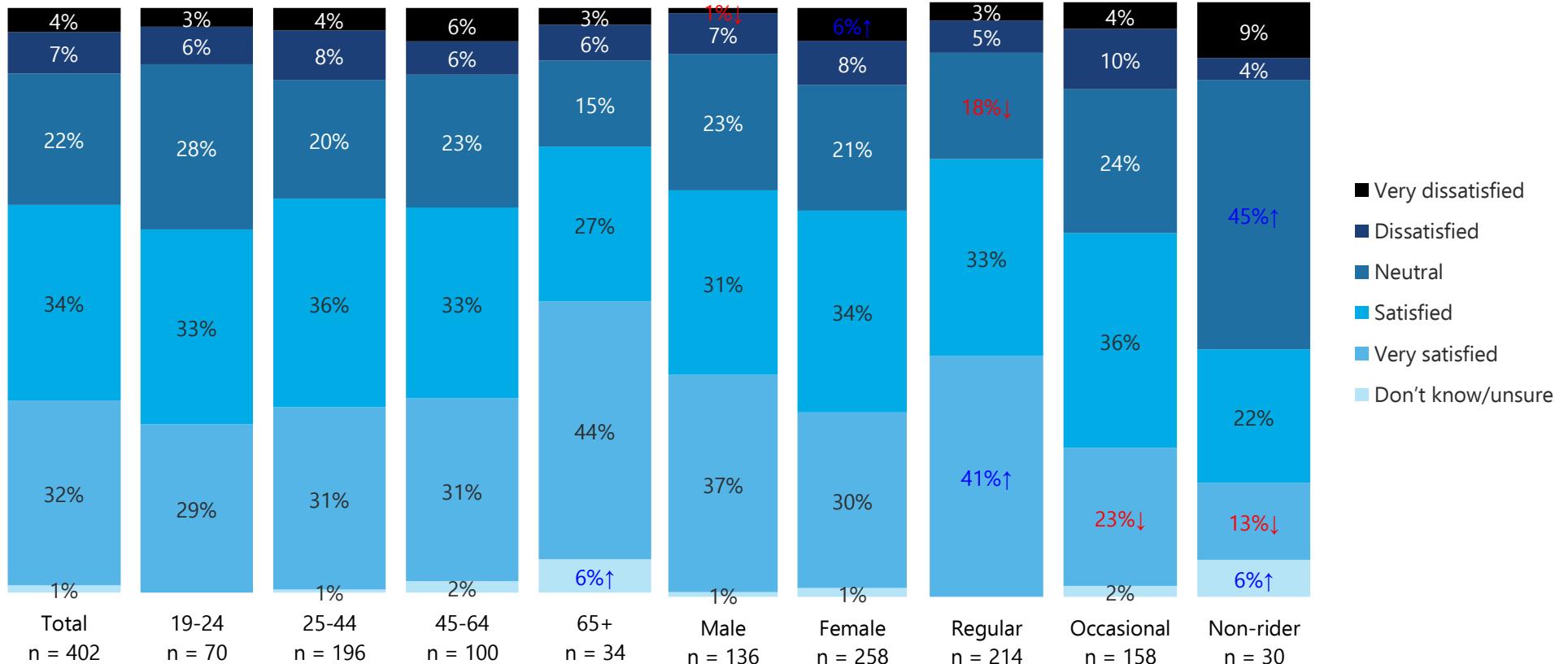
↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

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

# Electronic Fare Satisfaction

Current Reporting Quarter: Q4 2025 (OCT - DEC)



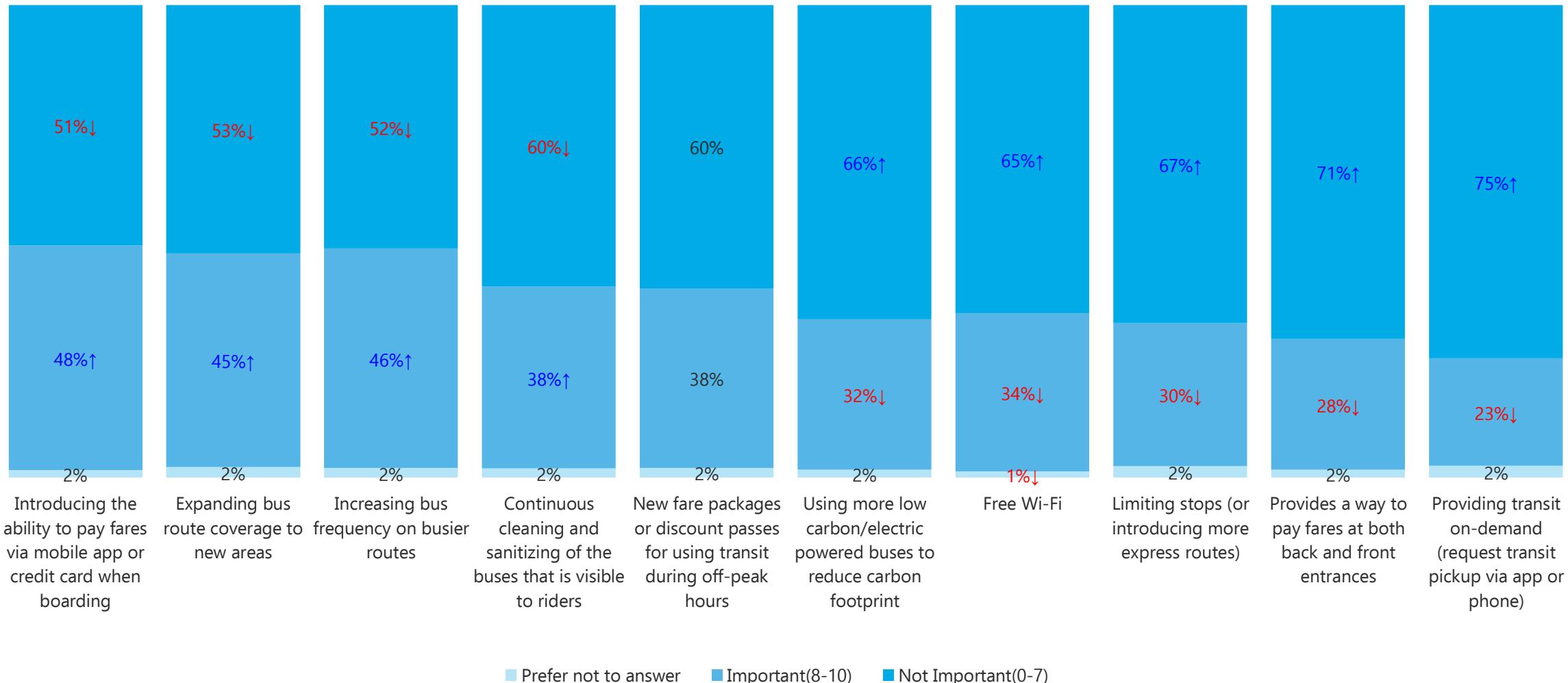
↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

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

# Key Improvements to Encourage use of Transit

Current Reporting Quarter: Q4 2025 (OCT - DEC)



base n= 1909

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

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

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.

# Key Improvements to Encourage use of Transit

Current Reporting Quarter: Q4 2025 (OCT - DEC)

Average	Age					Gender			Riders	
	Total n = 1826	19-24 n = 174	25-44 n = 663	45-64 n = 562	65+ n = 419	Male n = 716	Female n = 1082	Regular n = 371	Occasional rider n = 626	Non-rider n = 829
Continuous cleaning and sanitizing of the buses that is visible to riders	6.5	6.5	6.4	6.4	6.8	6.4	6.6	6.5	6.6	6.5
Expanding bus route coverage to new areas	6.9	6.7	7.0	6.7	7.0	6.5	7.1	6.9	6.9	6.8
Increasing bus frequency on busier routes	6.9	6.5	7.0	6.9	7.2	6.7	7.1	7.1	7.0	6.8
Providing transit on-demand (request transit pickup via app or phone)	5.2	5.3	5.2	5.0	5.2	5.0	5.3	5.3	5.2	5.1
Limiting stops (or introducing more express routes)	5.9	5.4	5.8	6.0	6.3	5.8	6.1	5.8	6.0	5.9
Provides a way to pay fares at both back and front entrances	5.3	5.6	5.7	5.1	4.9	5.4	5.3	5.2	5.5	5.3
Introducing the ability to pay fares via mobile app or credit card when boarding	6.8	6.5	7.1	6.7	6.7	6.7	6.9	6.8	7.0	6.8
Using more low carbon/electric powered buses to reduce carbon footprint	5.8	5.7	5.8	5.6	6.1	5.6	5.9	6.0	6.0	5.6
Free Wi-Fi	5.6	6.1	6.1	5.6	4.9	5.5	5.7	6.2	6.0	5.2
New fare packages or discount passes for using transit during off-peak hours	6.4	6.4	6.4	6.4	6.7	6.2	6.6	6.6	6.5	6.3

Q14 BC Transit is interested in understanding what key improvements they could make to encourage people to use transit more frequently. The following is a list of actions they are considering taking. On a scale of 1 to 10 where 1 is not at all important and 10 is extremely important, please rate how important each item would be in terms of encouraging you to take transit more often.

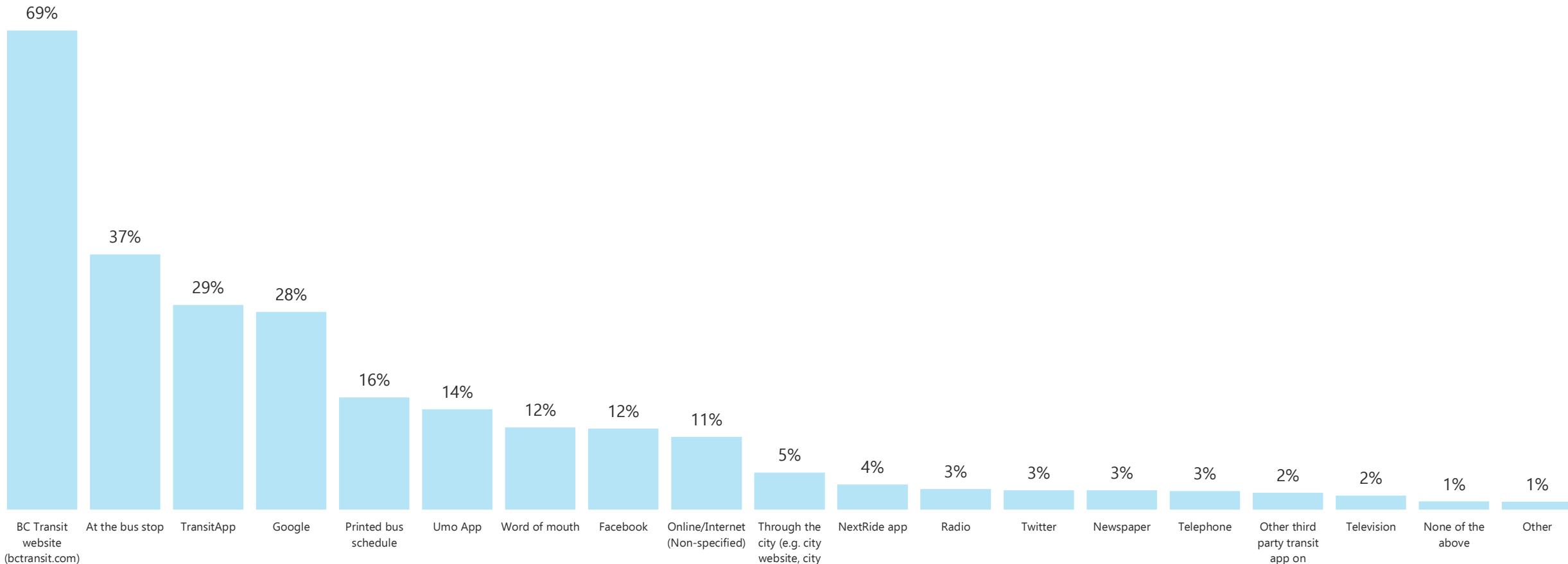
\*Prefer not to answer is excluded from the graph and calculation.

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



# Source of Information on Local Transit

Current Reporting Quarter: Q4 2025 (OCT - DEC)



base n = 1023

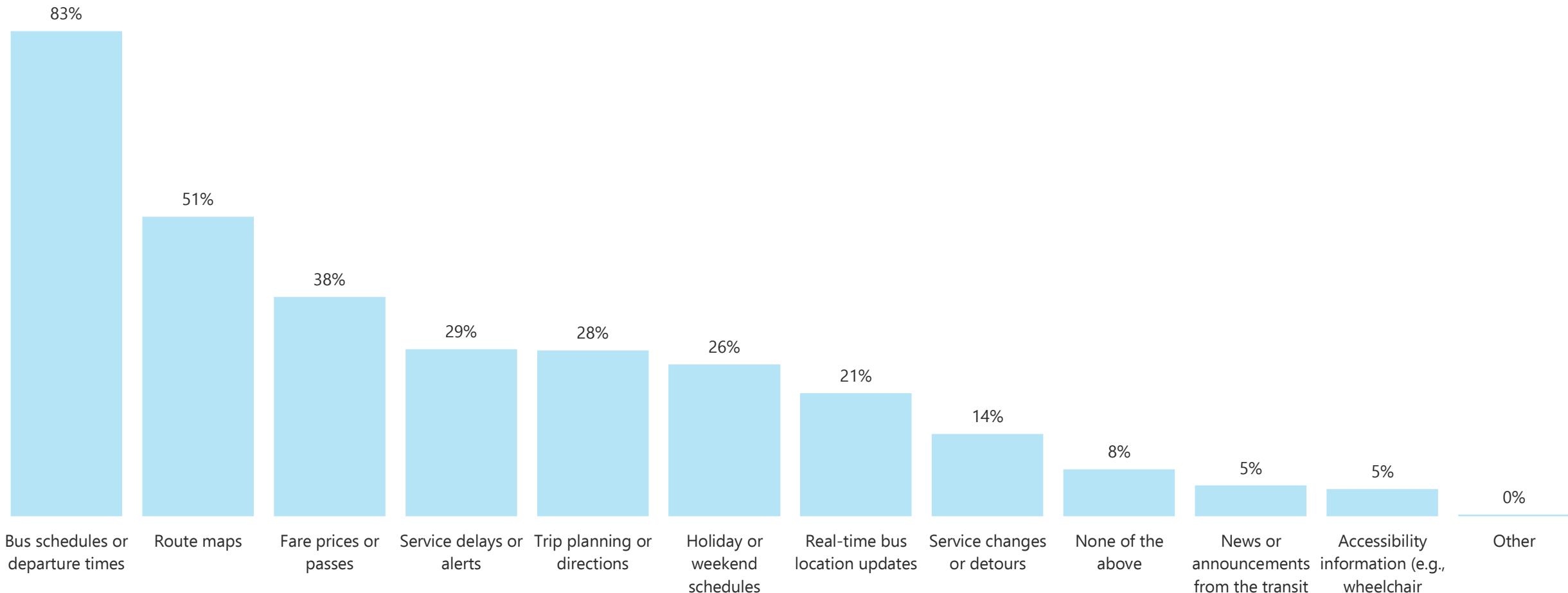
Q15 Where do you typically get information about your local transit system? (Riders)

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

# Source of Information on Local Transit

Current Reporting Quarter: Q4 2025 (OCT - DEC)



base n = 1909

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.

# Commonly Accessed Transit Information

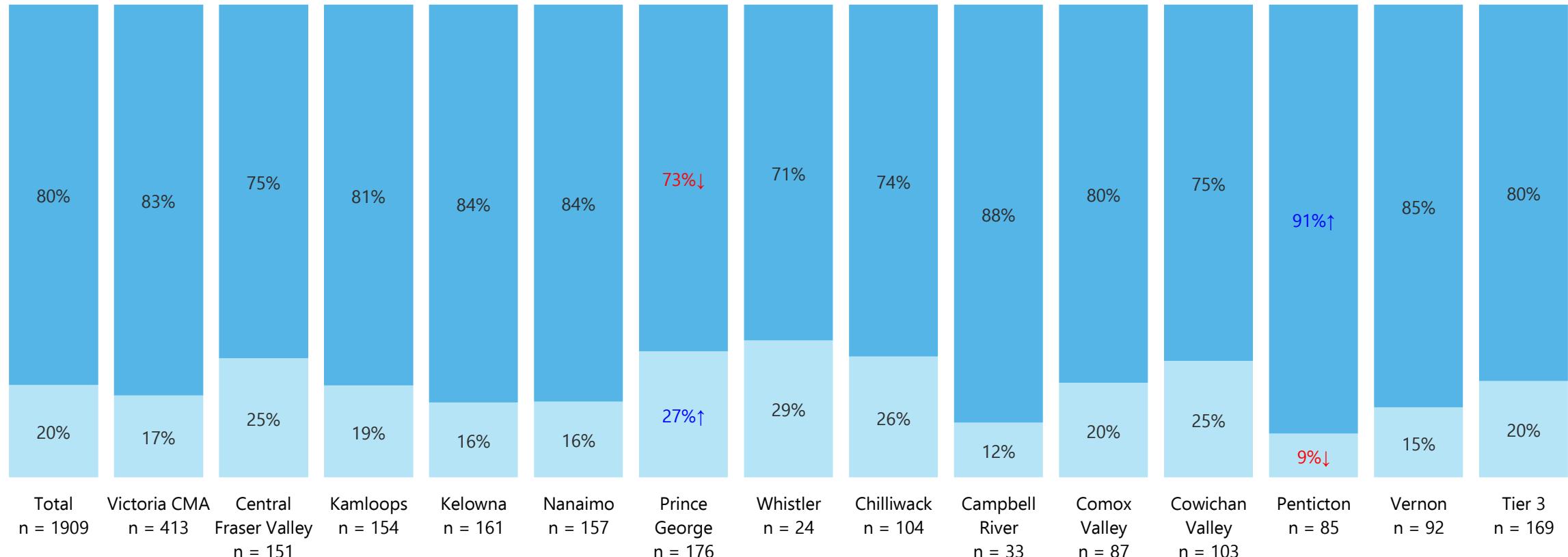
Current Reporting Quarter: Q4 2025 (OCT - DEC)

	Total n = 1909	Victoria CMA n = 413	Central Fraser Valley n = 151	Kamloops n = 154	Kelowna n = 161	Nanaimo n = 157	Prince George n = 176	Whistler n = 24	Chilliwack n = 104	Campbell River n = 33	Comox Valley n = 87	Cowichan Valley n = 103	Penticton n = 85	Vernon n = 92	Tier 3 n = 169
Bus schedules or departure times	83%	85%	85%	88%	79%	87%	84%	95%	78%	69%	87%	88%	86%	72%	78%
Service delays or alerts	29%	37%	27%	30%	27%	21%	27%	41%	29%	30%	36%	27%	15%	27%	22%
Fare prices or passes	38%	35%	37%	34%	31%	38%	46%	51%	35%	29%	35%	49%	42%	40%	37%
Route maps	51%	53%	53%	47%	52%	44%	57%	46%	39%	55%	68%	62%	53%	50%	45%
Trip planning or directions	28%	40%	30%	22%	31%	26%	27%	16%	23%	15%	25%	32%	25%	21%	21%
Real-time bus location updates	21%	30%	21%	27%	19%	12%	22%	16%	15%	21%	22%	17%	12%	21%	14%
Service changes or detours	14%	22%	12%	14%	14%	10%	11%	12%	7%	9%	19%	12%	10%	13%	11%
Holiday or weekend schedules	26%	28%	28%	23%	22%	25%	24%	16%	29%	9%	35%	29%	31%	27%	23%
Accessibility information (e.g., wheelchair access)	5%	6%	6%	3%	5%	3%	3%	0%	7%	3%	1%	6%	6%	5%	5%
News or announcements from the transit agency	5%	7%	5%	5%	3%	5%	3%	0%	7%	3%	2%	6%	5%	8%	7%
Other	0%	0%	1%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%
None of the above	8%	6%	6%	6%	12%	6%	6%	0%	10%	12%	7%	7%	7%	14%	13%

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: Q4 2025 (OCT - DEC)



■ Yes ■ No

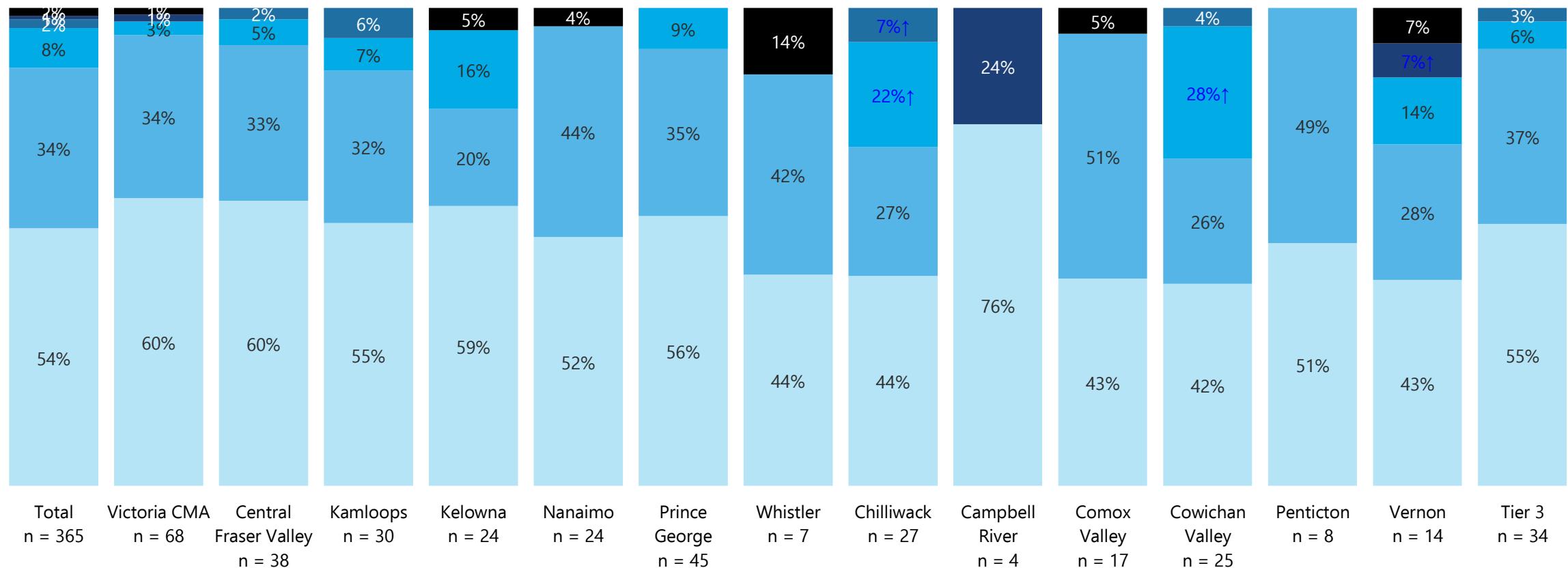
↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

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

# Average Number of Children Aged 12 and Under

Current Reporting Quarter: Q4 2025 (OCT - DEC)



■ 1 ■ 2 ■ 3 ■ 4 ■ 5 ■ More than 5

↑ indicates significantly higher results compared to other regions;

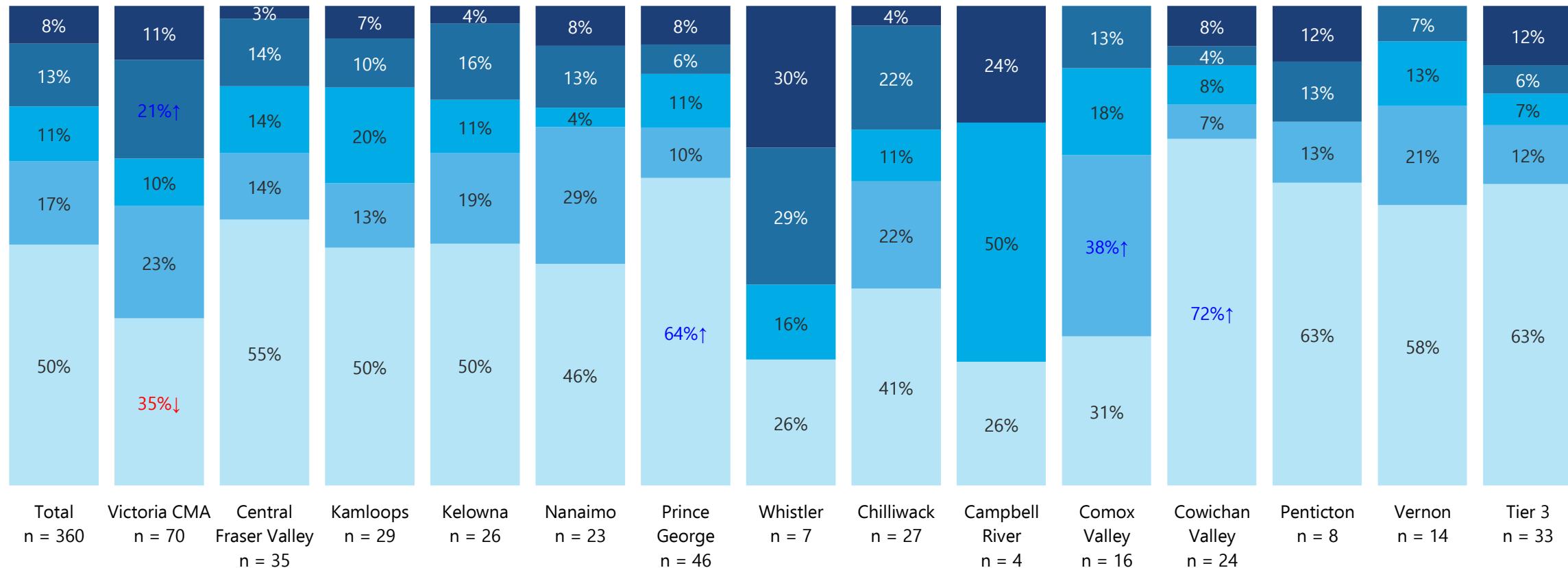
↓ indicates significantly lower results compared to other regions.

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

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

# Frequency of Riding the Bus by Children 12 and Under

Current Reporting Quarter: Q4 2025 (OCT - DEC)



They do not use transit

A few times a year

A few times a month

3+ days a week

1-2 days a week

↑ indicates significantly higher results compared to other regions.

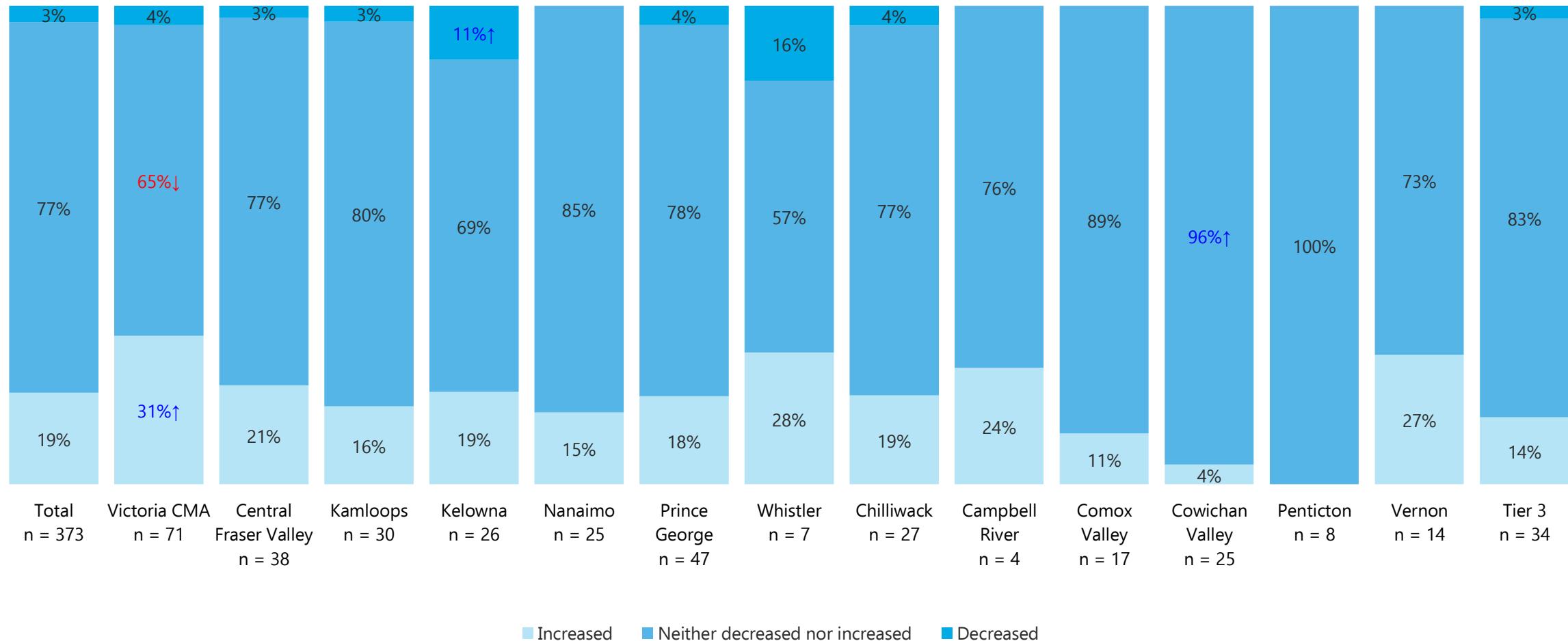
↓ indicates significantly lower results compared to other regions.

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

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

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

Current Reporting Quarter: Q4 2025 (OCT - DEC)



■ Increased   ■ Neither decreased nor increased   ■ Decreased

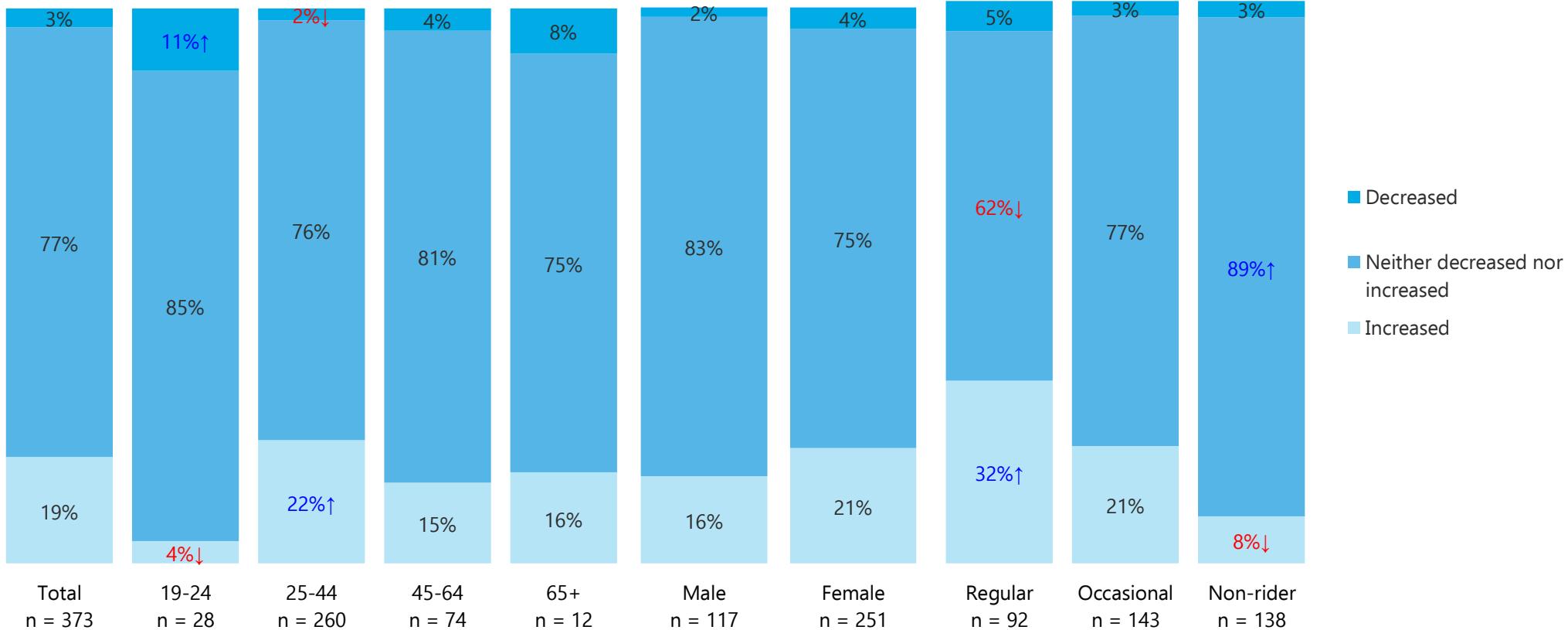
↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

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

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

Current Reporting Quarter: Q4 2025 (OCT - DEC)



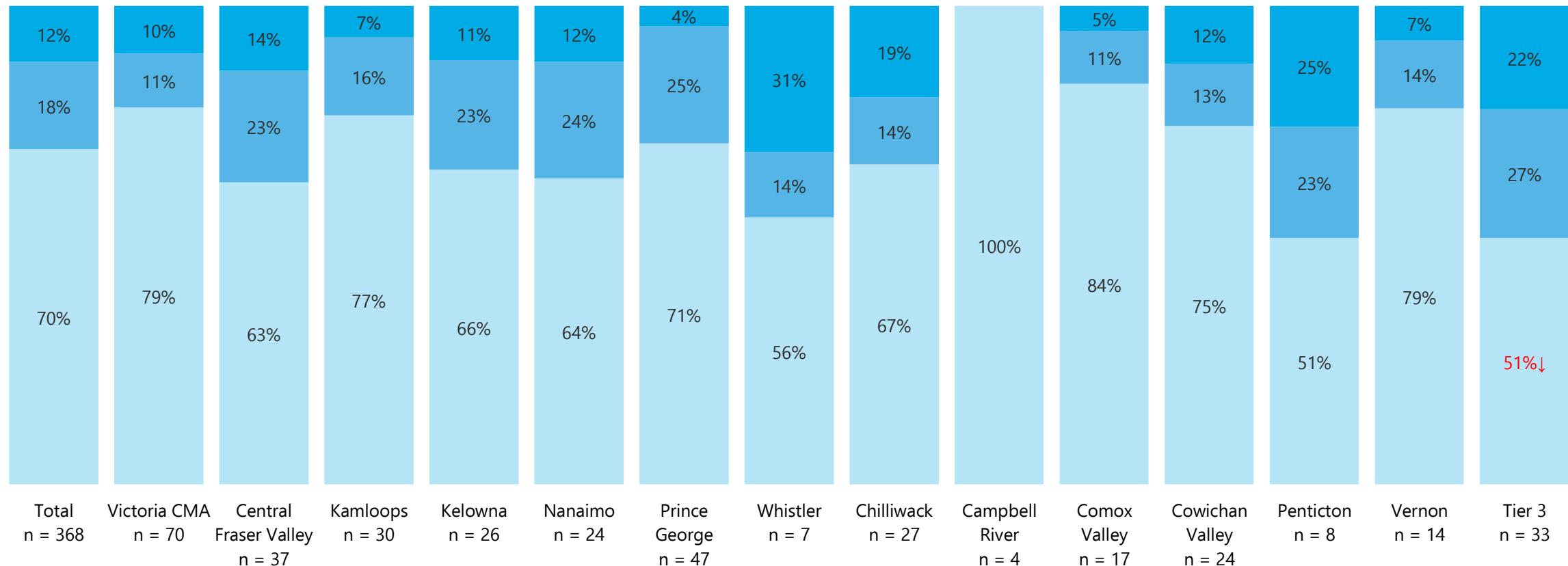
↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

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

# Importance of Free Transit for Children 12 and Under

Current Reporting Quarter: Q4 2025 (OCT - DEC)



■ Important ■ Neutral ■ Not important

↑ indicates significantly higher results compared to other regions

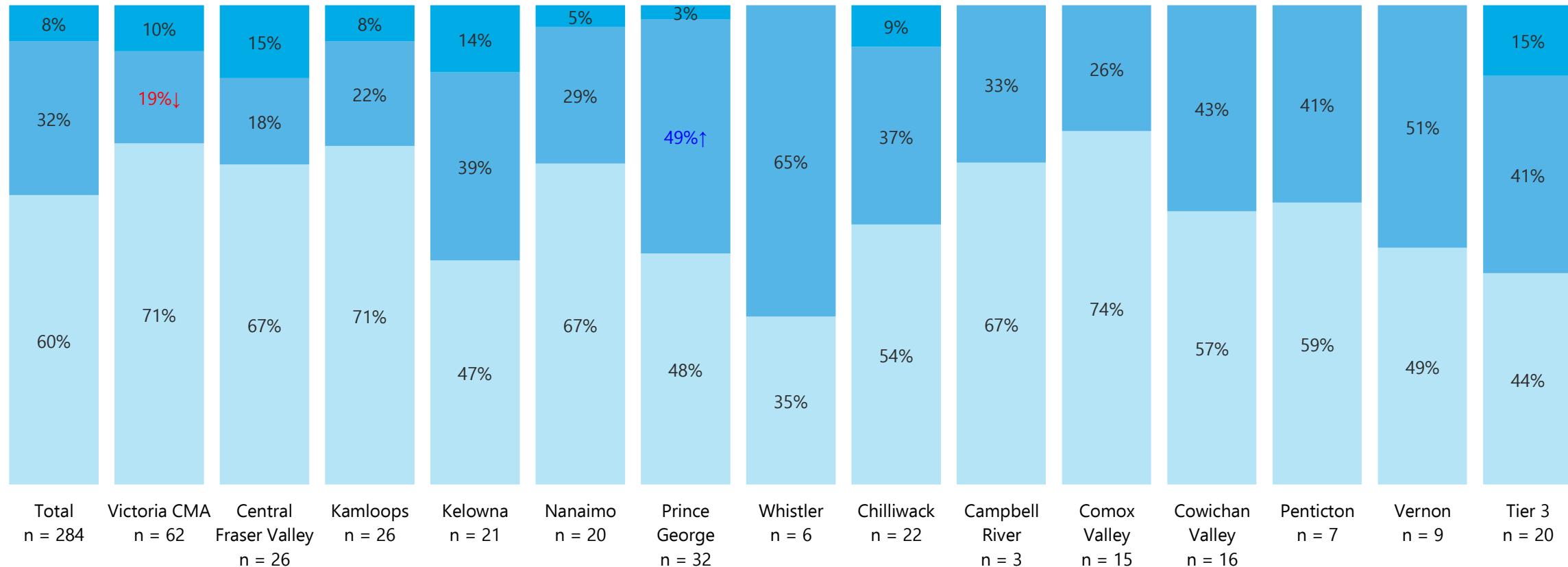
↓ indicates significantly lower results compared to other regions.

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

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

# Satisfaction of Free Transit for Children 12 and Under

Current Reporting Quarter: Q4 2025 (OCT - DEC)



■ Satisfied ■ Neutral ■ Dissatisfied

↑ indicates significantly higher results compared to other regions;

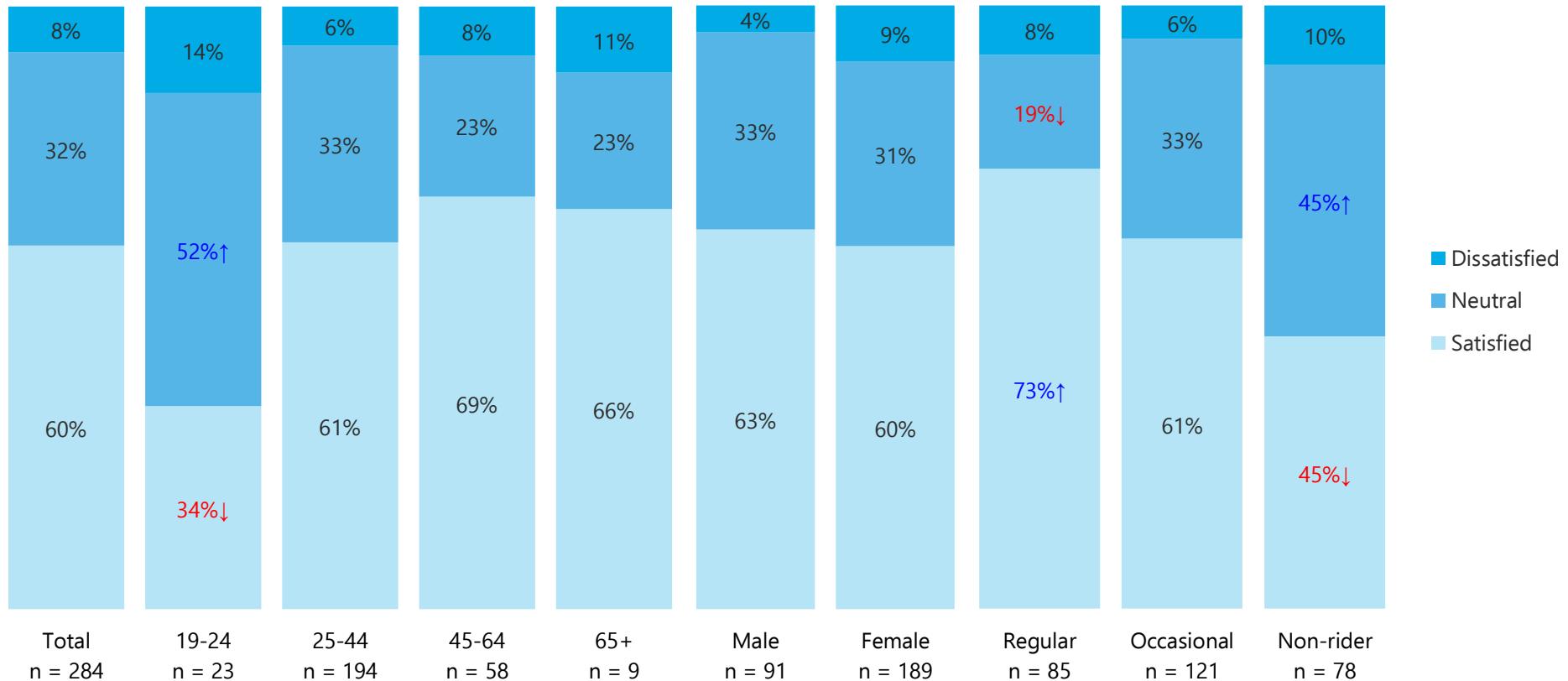
↓ indicates significantly lower results compared to other regions.

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

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

# Satisfaction of Free Transit for Children 12 and Under

Current Reporting Quarter: Q4 2025 (OCT - DEC)



↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

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

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

# Demographics

Current Reporting Quarter: Q4 2025 (OCT - DEC)

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

Age		%
19-24		10%
25-34		17%
35-44		19%
45-54		15%
55-64		15%
65 and older		23%
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)		16%
Unable to work		7%
Unemployed		7%
Stay at home parent		4%
Retired		23%
Prefer not to answer		3%

Student		%
Not currently a student		88%
Yes, High school student		1%
Yes, Full time postsecondary student		3%
Yes, Part time postsecondary student		3%
Yes, Student in vocational college		1%
Prefer not to answer		4%

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

Minority Group		%
Racialized minority		7%
Persons with disabilities (including physical and/or mental health disability)		23%
Indigenous (as defined in Canada as First Nations, Métis or Inuit)		11%
New to Canada (less than 1 year)		1%
LGBTQ2S+		8%
None of the above		57%
Prefer not to answer		3%



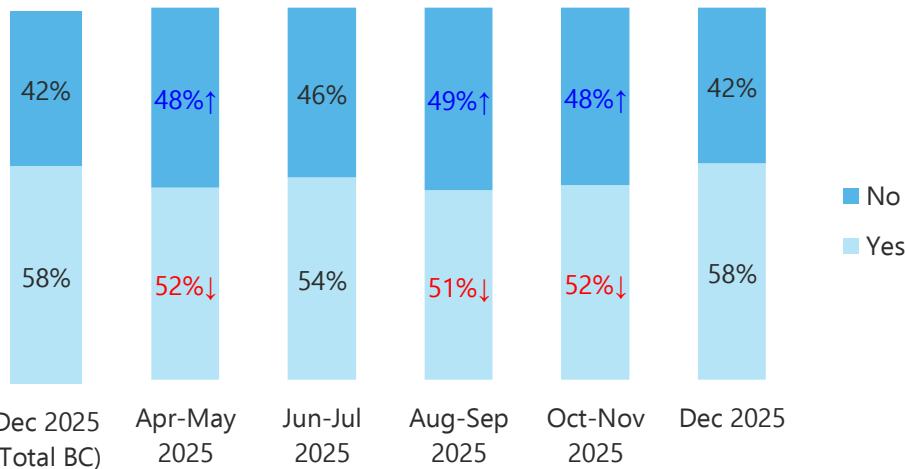
PIVOTAL RESEARCH Inc.™

# Bi-Monthly Reporting Regions

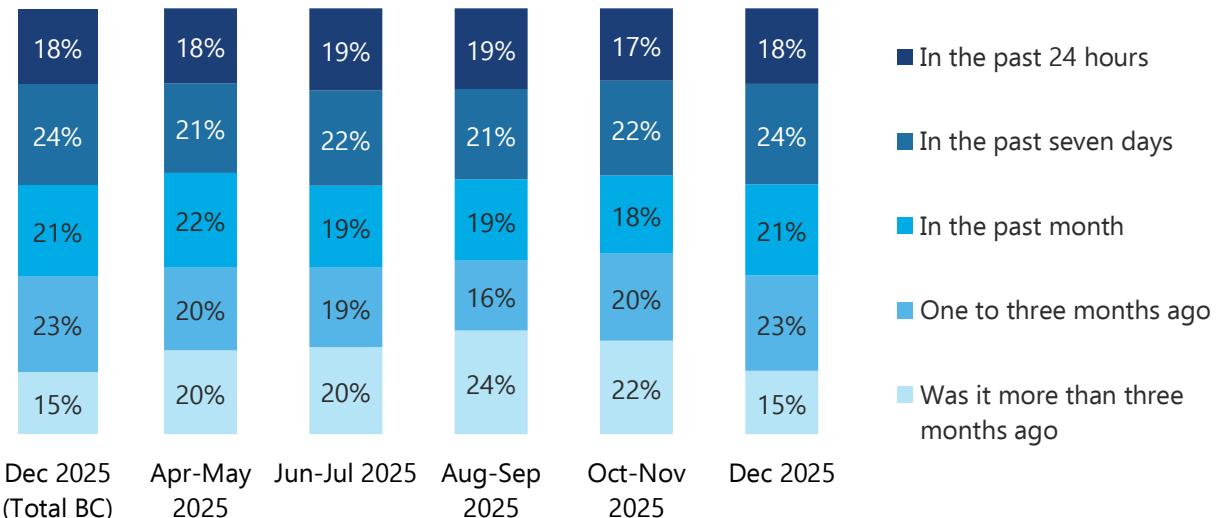
## Responsibility for Local Transit System

	Apr-May 2025	Jun-Jul 2025	Aug-Sep 2025	Oct-Nov 2025	Dec 2025	Dec 2025 (Total BC)
<b>BC Transit</b>	80%	81%	79%	77%	83%	83%
<b>Local/municipal government</b>	24%	23%	21%	26%	24%	24%
<b>TransLink</b>	13%	9%	10%	11%	10%	10%
<b>Other</b>	2%	2%	2%	2%	1%	1%
<b>Don't know</b>	6%	6%	7%	6%	5%	5%

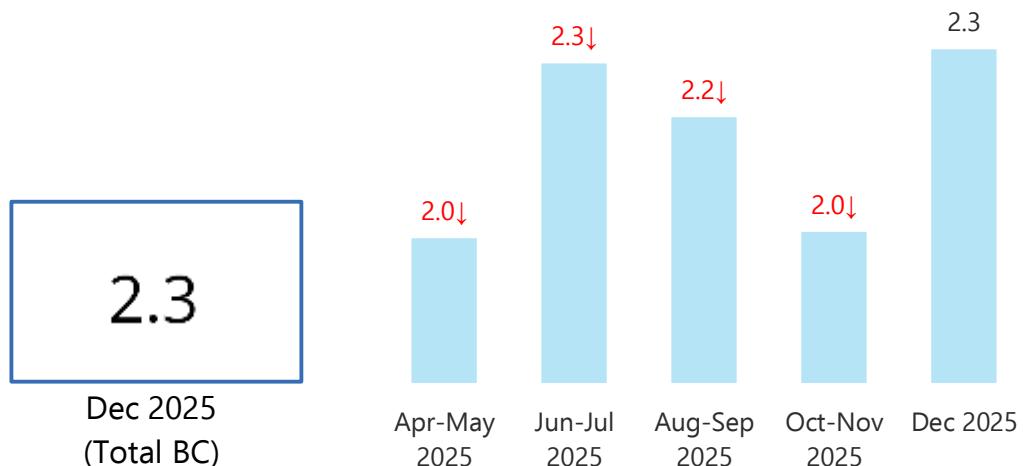
## Past Year Local Transit use



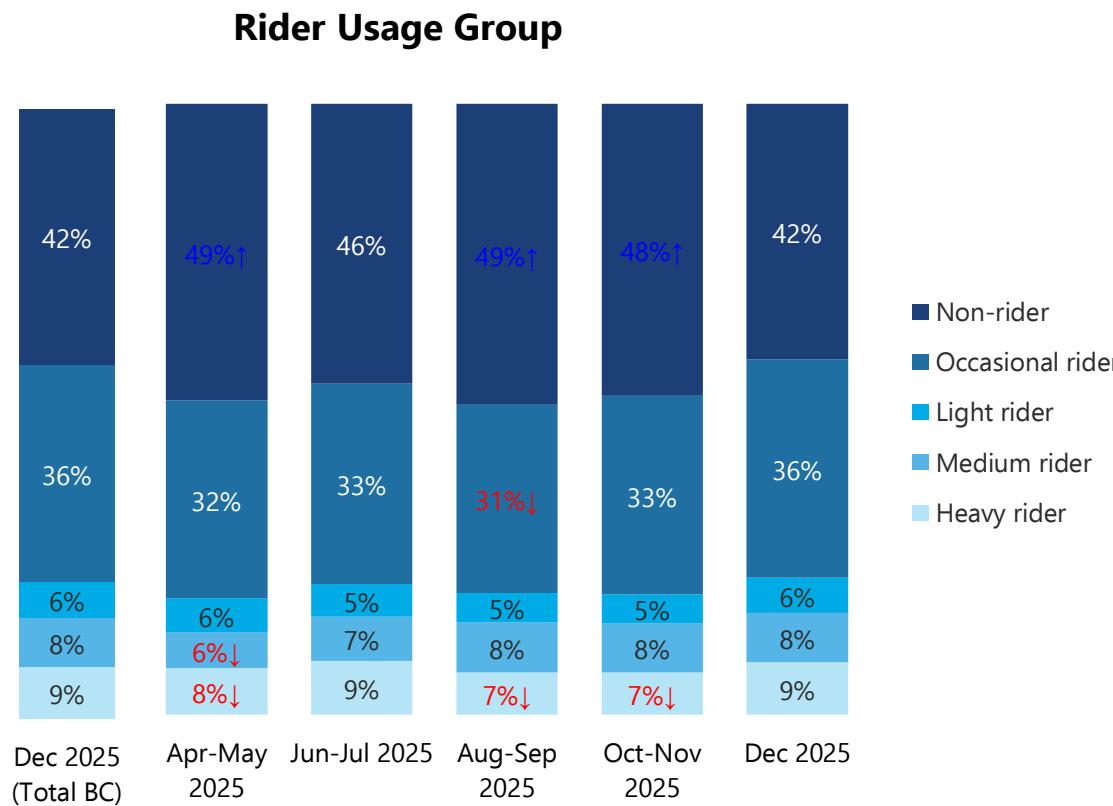
## Most Recent Local Transit Use



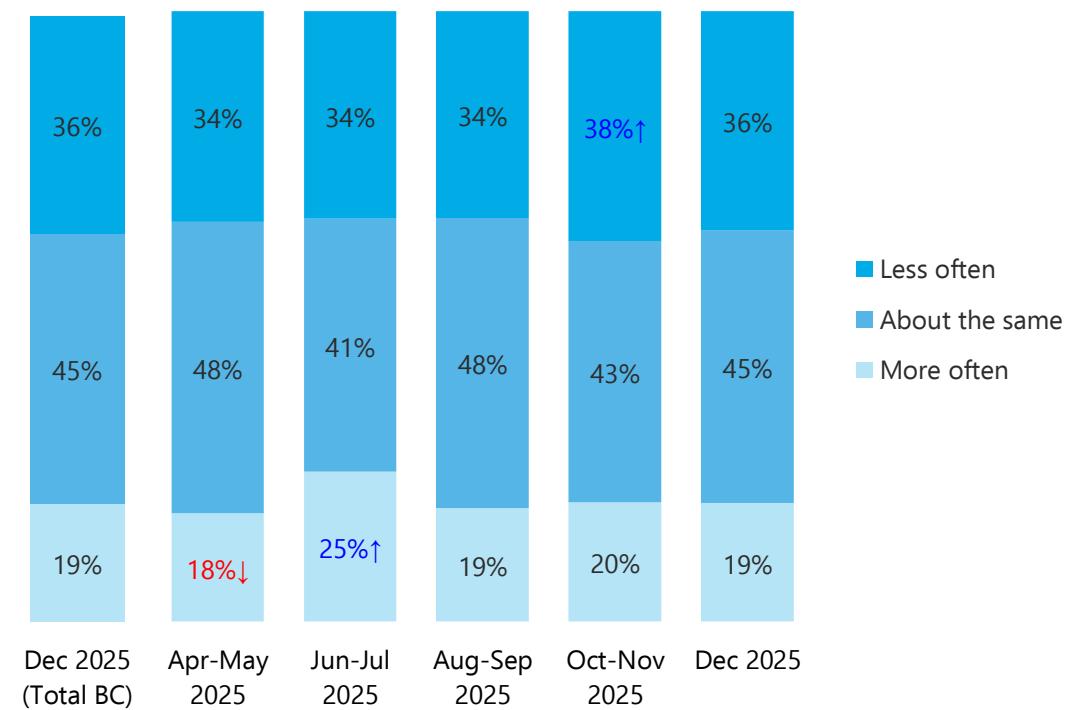
## Average Number of One-Way Trips in the Past Seven Days



## Trends



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



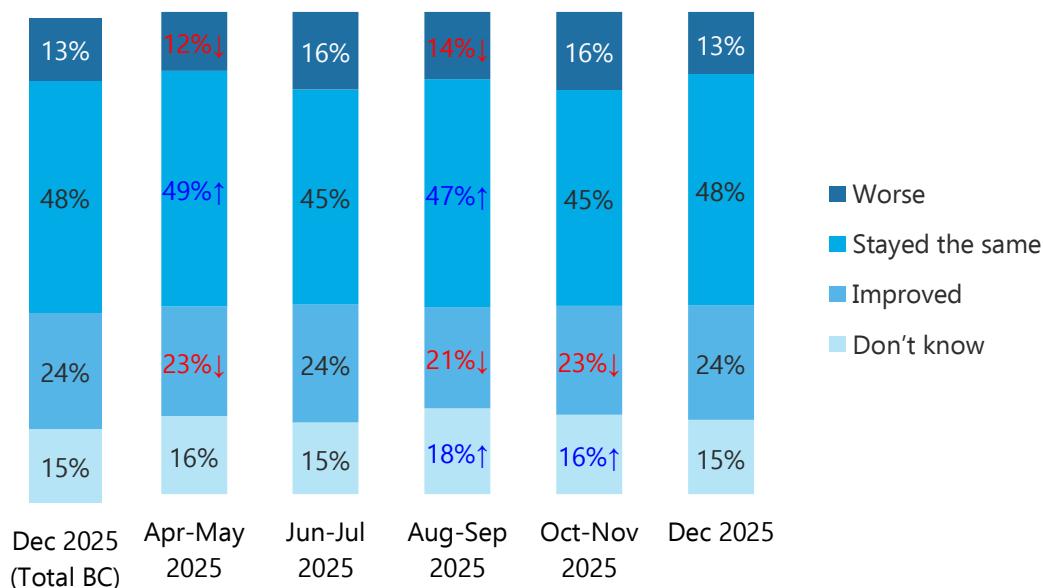
## Modes of Transportation Used More Often

	Apr-May 2025	Jun-Jul 2025	Aug-Sep 2025	Oct-Nov 2025	Dec 2025	Dec 2025 (Total BC)
Drive alone (car/truck)	56%	60%	57%	57%	51%	51%
Carpool or share a ride as driver	12%	6%	8%	10%	12%	12%
Carpool or share a ride as passenger	20%	16%	19%	21%	15%	15%
Taxi	10%	9%	8%	12%	10%	10%
Bicycle	10%	17%	11%	12%	14%	14%
Motorcycle/moped/scooter	6%	7%	6%	5%	8%	8%
Walking/rollerblading/skateboarding/jogging	17%	20%	19%	18%	28%	28%
Ride share (e.g. Uber, Lyft, etc.)	13%	12%	7%	11%	8%	8%
Other	8%	7%	8%	6%	9%	9%
Don't know	0%	0%	0%	0%	0%	0%

## Modes of Transportation Used Less Often

	Apr-May 2025	Jun-Jul 2025	Aug-Sep 2025	Oct-Nov 2025	Dec 2025	Dec 2025 (Total BC)
Drive alone (car/truck)	52%	54%	56%	52%	50%	50%
Carpool or share a ride as driver	12%	16%	11%	12%	13%	13%
Carpool or share a ride as passenger	18%	16%	20%	22%	15%	15%
Taxi	24%	30%	29%	32%	34%	34%
Bicycle	10%	12%	10%	15%	16%	16%
Motorcycle/moped/scooter	2%	5%	1%	9%	2%	2%
Walking/rollerblading/skateboarding/jogging	15%	17%	19%	17%	12%	12%
Ride share (e.g. Uber, Lyft, etc.)	22%	14%	13%	20%	14%	14%
Other	5%	7%	3%	2%	4%	4%
Don't know	3%	2%	2%	3%	4%	4%

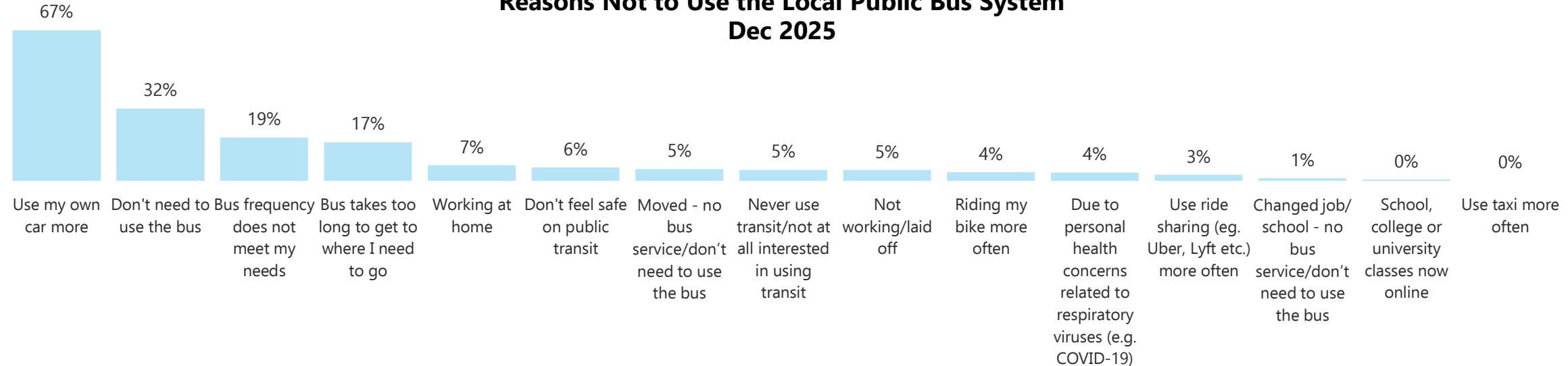
## Past Year Change in Local Bus System



	Apr-May 2025	Jun-Jul 2025	Aug-Sep 2025	Oct-Nov 2025	Dec 2025	Dec 2025 (Total BC)
Fare prices are reasonable	50%	45%	48%	45%	44%	44%
Bus drivers are courteous	63%	59%	60%	59%	62%	62%
Frequency of scheduled service	37%	34%	36%	32%	35%	35%
Buses run on time/on schedule	49%	49%	48%	45%	46%	46%
Buses are clean/well-maintained	54%	55%	53%	51%	55%	55%
Availability and accuracy of schedule information	50%	49%	50%	48%	49%	49%
Buses not being overcrowded	47%	46%	45%	46%	49%	49%
Buses have a direct route	38%	41%	38%	40%	40%	40%
Bus fare payment options are convenient and easy to use	51%	51%	52%	48%	46%	46%
Buses have good connections with reasonable wait times	35%	36%	35%	33%	34%	34%
Bus stops have enough amenities such as shelters, benches, information and trash cans	32%	31%	32%	29%	29%	29%
Bus stops are clean and well maintained	42%	43%	40%	39%	40%	40%
Trip duration, that is the time from when you boarded to the time you got off the bus	41%	41%	41%	39%	43%	43%
Sense of safety and security	46%	46%	46%	44%	46%	46%
Overall	46%	45%	43%	43%	43%	43%

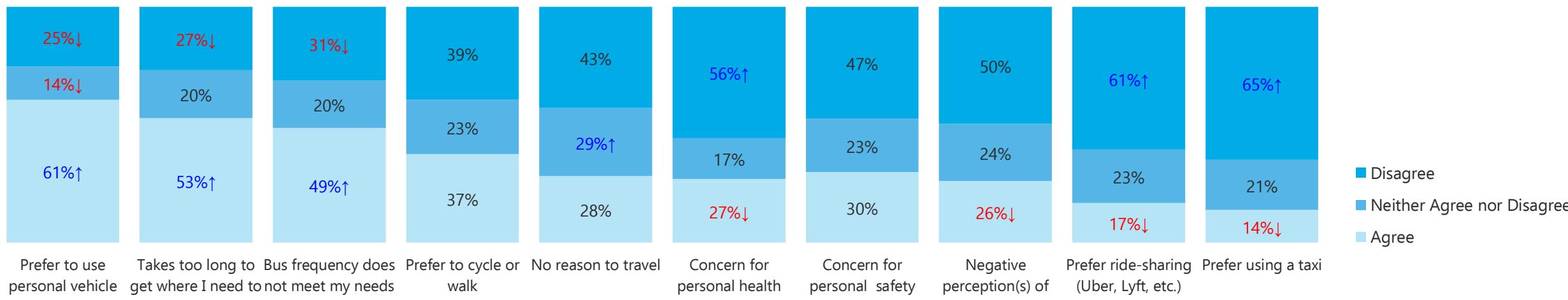
## Reasons Not to Use the Local Public Bus System

Dec 2025



## Likelihood of Reasons to not use Public Transportation

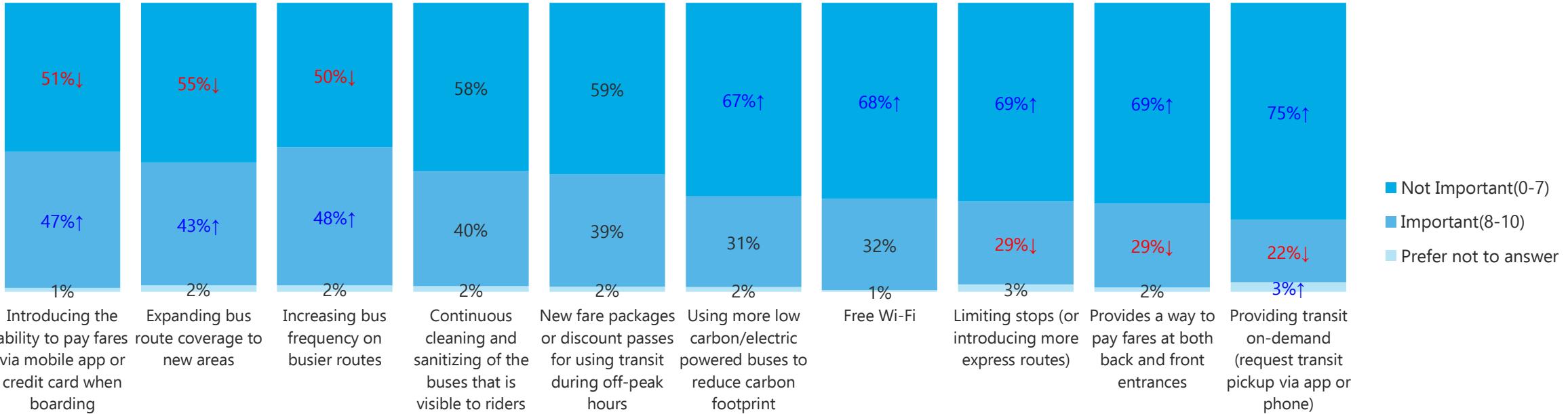
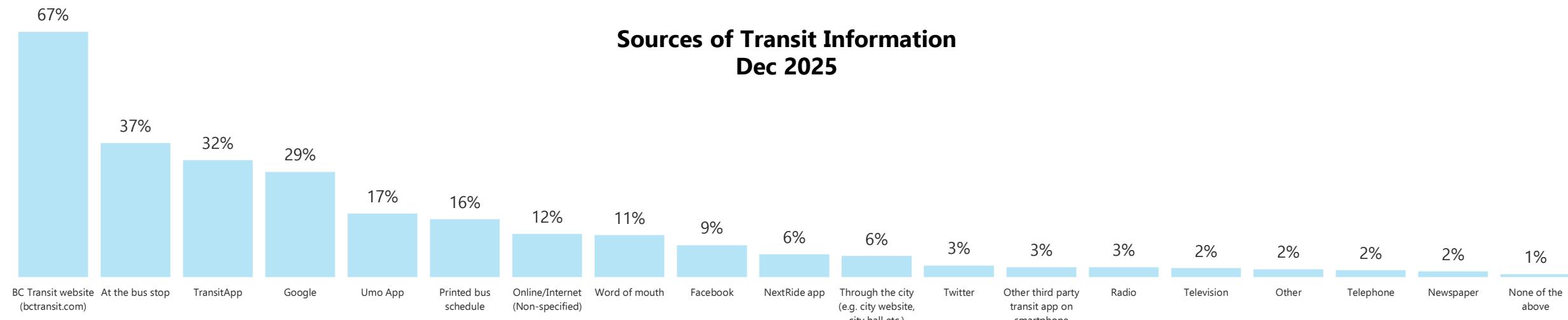
Dec 2025



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.

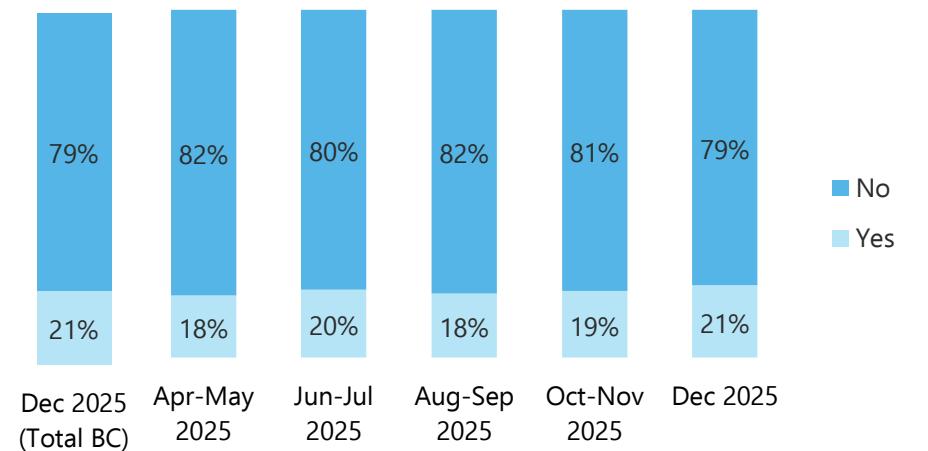
## Trends

Key Improvements to Encourage Use of Transit  
Dec 2025Sources of Transit Information  
Dec 2025

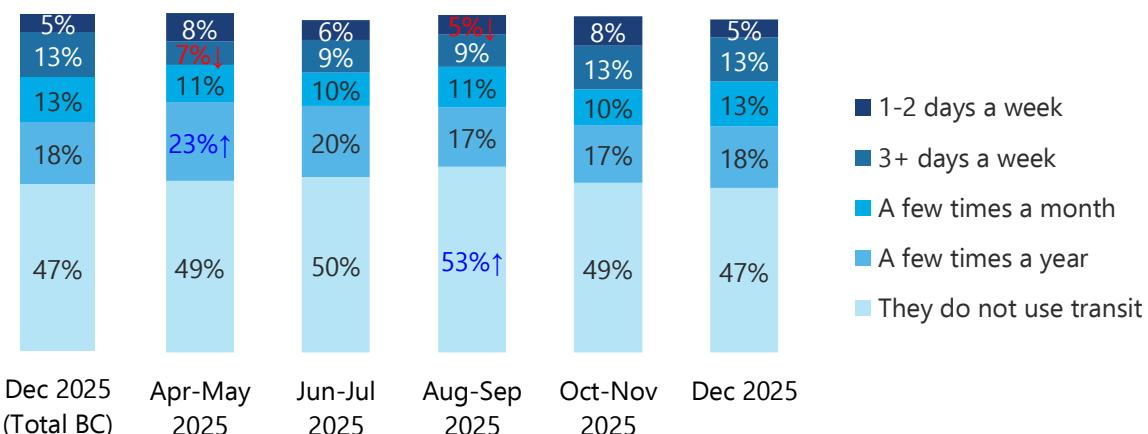
Choose the region: (All)

# Trends

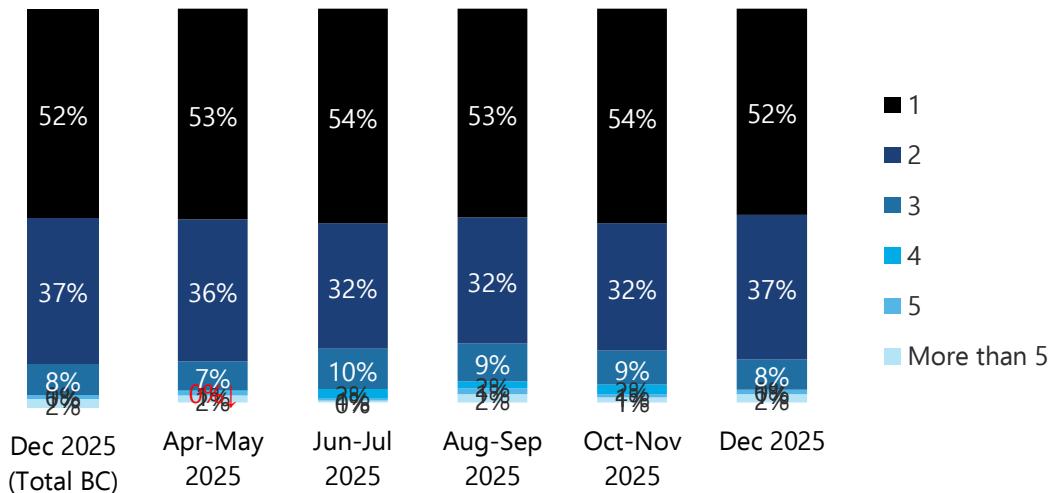
## Taking Care of Children Aged 12 and Under



## Frequency of Riding the Bus by Children 12 and Under



## Number of Children Aged 12 and Under

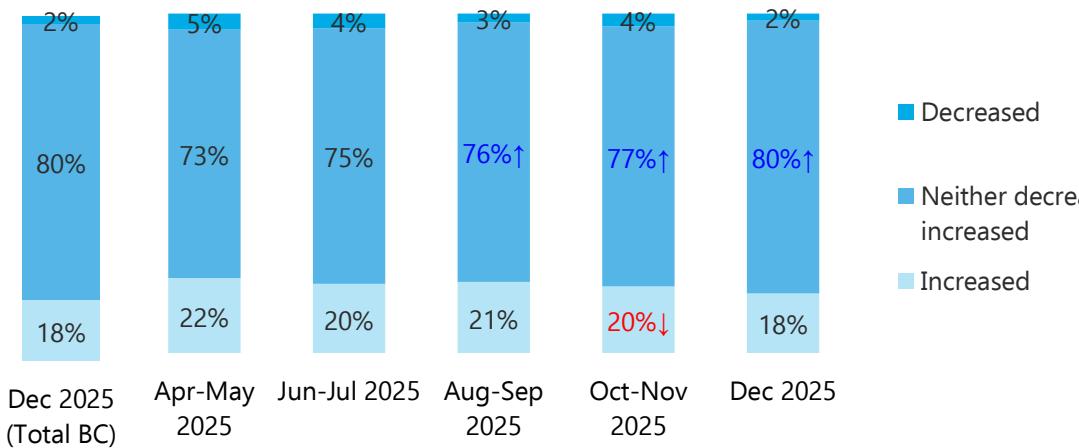


Choose the region:

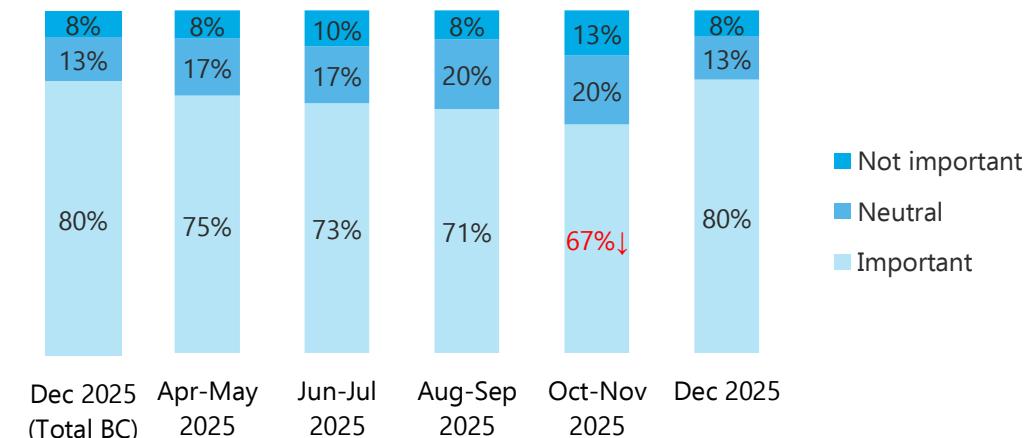
(All)

# Trends

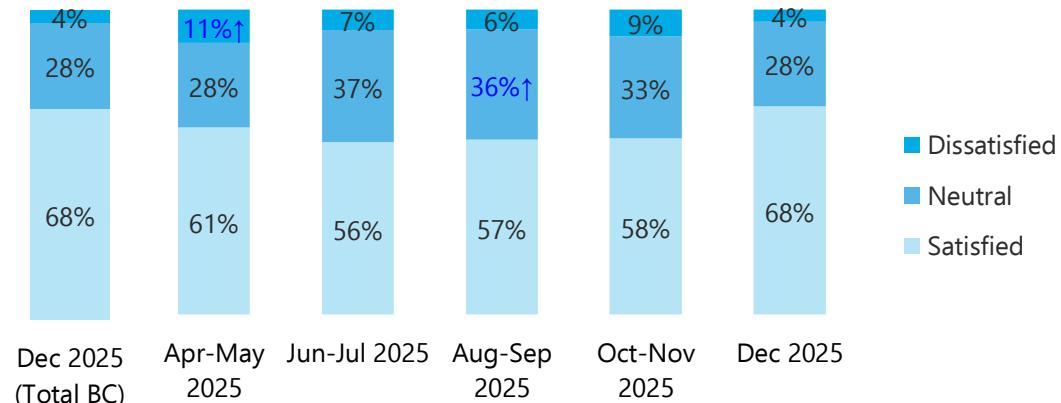
## Impact of Free Transit on Transit Usage for Children 12 and Under



## Importance of Free Transit for Children 12 and Under



## Satisfaction of Free Transit for Children 12 and Under



↑ 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

	Apr-May 2025	Jun-Jul 2025	Aug-Sep 2025	Oct-Nov 2025	Dec 2025	Dec 2025 (Total BC)
No, I felt safe throughout the trip	74%	75%	74%	70%	76%	76%
Yes, I felt unsafe while travelling to my first stop	5%	6%	6%	5%	4%	4%
Yes, I felt unsafe while waiting to board my first transit vehicle	10%	9%	10%	11%	10%	10%
Yes, I felt unsafe while on-board	9%	10%	8%	8%	8%	8%
Yes, I felt unsafe during a transfer	5%	4%	4%	4%	2%	2%
Yes, I felt unsafe when exiting	3%	4%	3%	4%	5%	5%
Yes, I felt unsafe while travelling to my final destination	4%	5%	4%	4%	4%	4%
Don't know/not sure	5%	5%	5%	5%	4%	4%

## NPS Score of Transit

	Apr-May 2025	Jun-Jul 2025	Aug-Sep 2025	Oct-Nov 2025	Dec 2025	Dec 2025 (Total BC)
Detractors	49%	49%	51%	54%	52%	52%
Passive	14%	12%	13%	12%	12%	12%
Promotors	37%	39%	36%	34%	36%	36%
NPS Score	-11.5	-9.5	-14.4	-19.9	-15.9	-15.9

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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# Quarterly Reporting Regions

Choose the region:

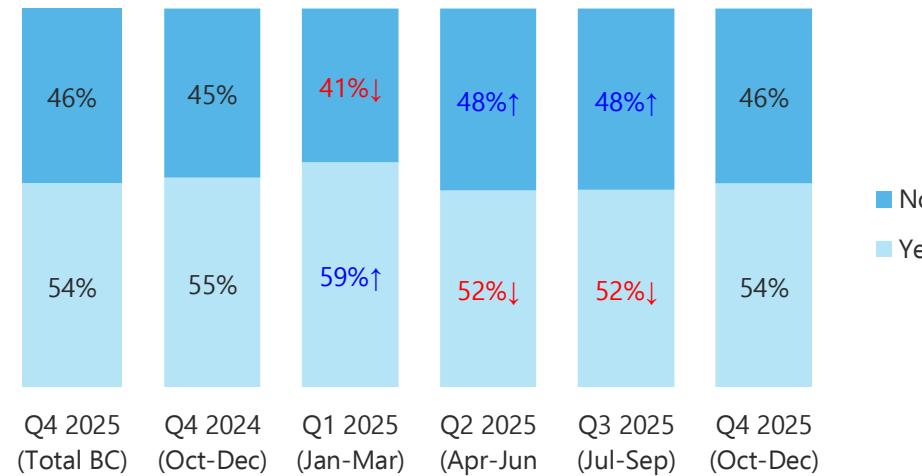
(All)

# Trends

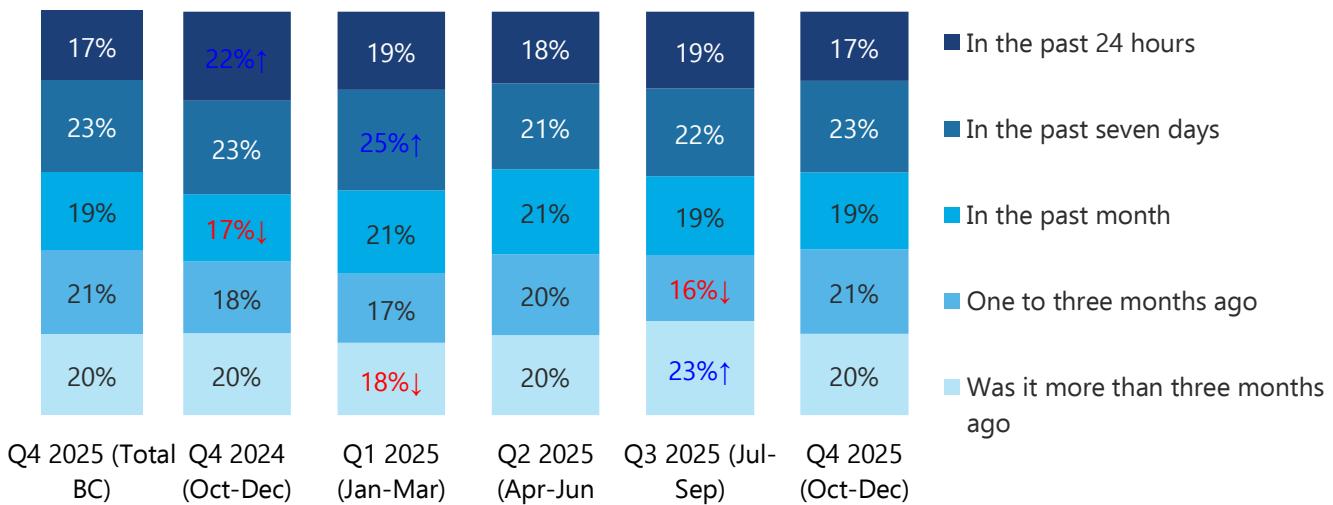
## Responsibility for Local Transit System

	Q4 2024 (Oct-Dec)	Q1 2025 (Jan-Mar)	Q2 2025 (Apr-Jun)	Q3 2025 (Jul-Sep)	Q4 2025 (Oct-Dec)	Q4 2025 (Total BC)
<b>BC Transit</b>	81%	80%	81%	78%	79%	79%
<b>Local/municipal government</b>	25%	26%	24%	21%	25%	25%
<b>TransLink</b>	12%	13%	12%	10%	11%	11%
<b>Other</b>	2%	1%	2%	3%	2%	2%
<b>Don't know</b>	5%	5%	6%	7%	6%	6%

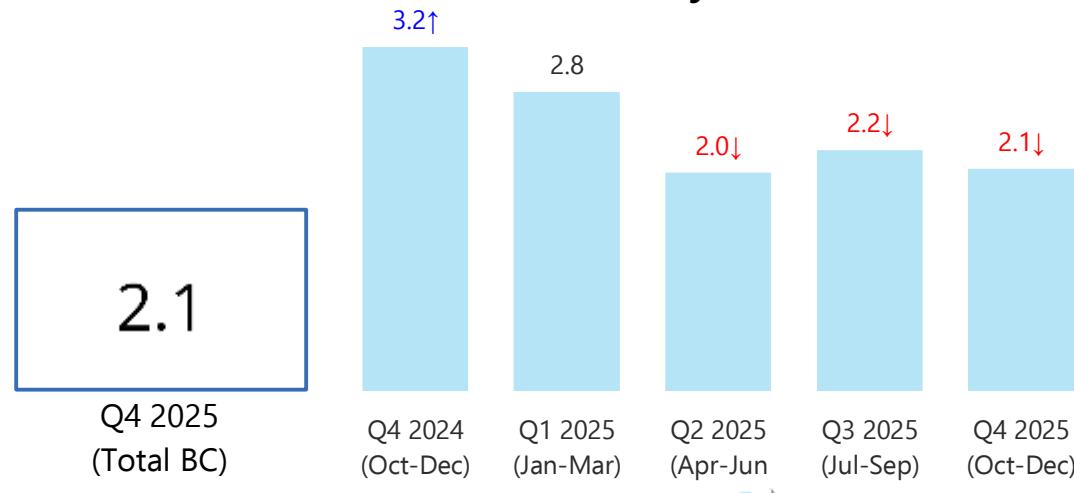
## Past Year Local Transit use



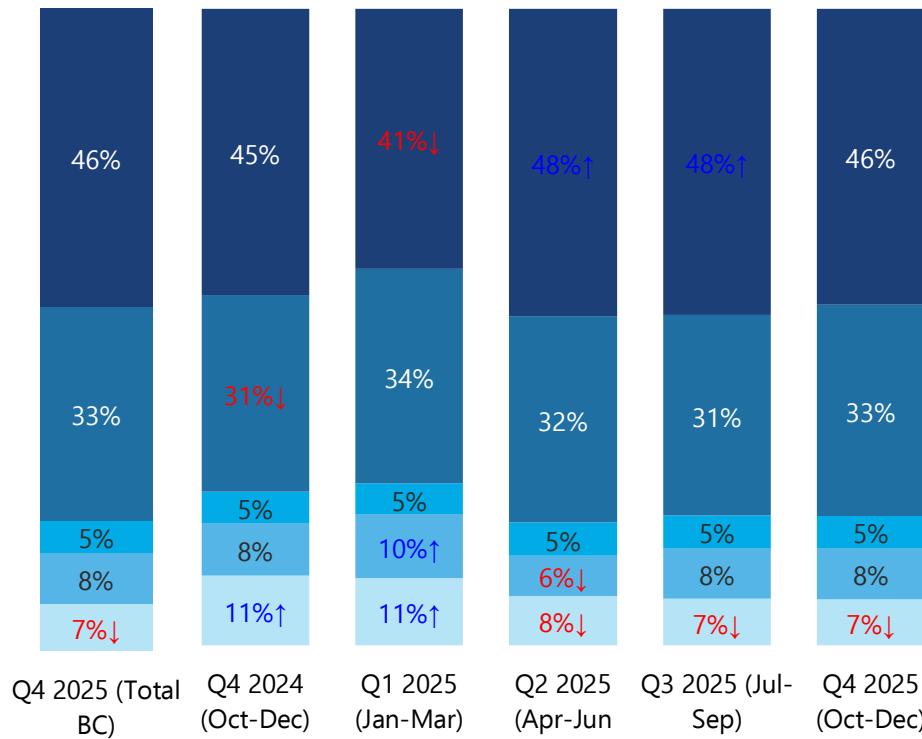
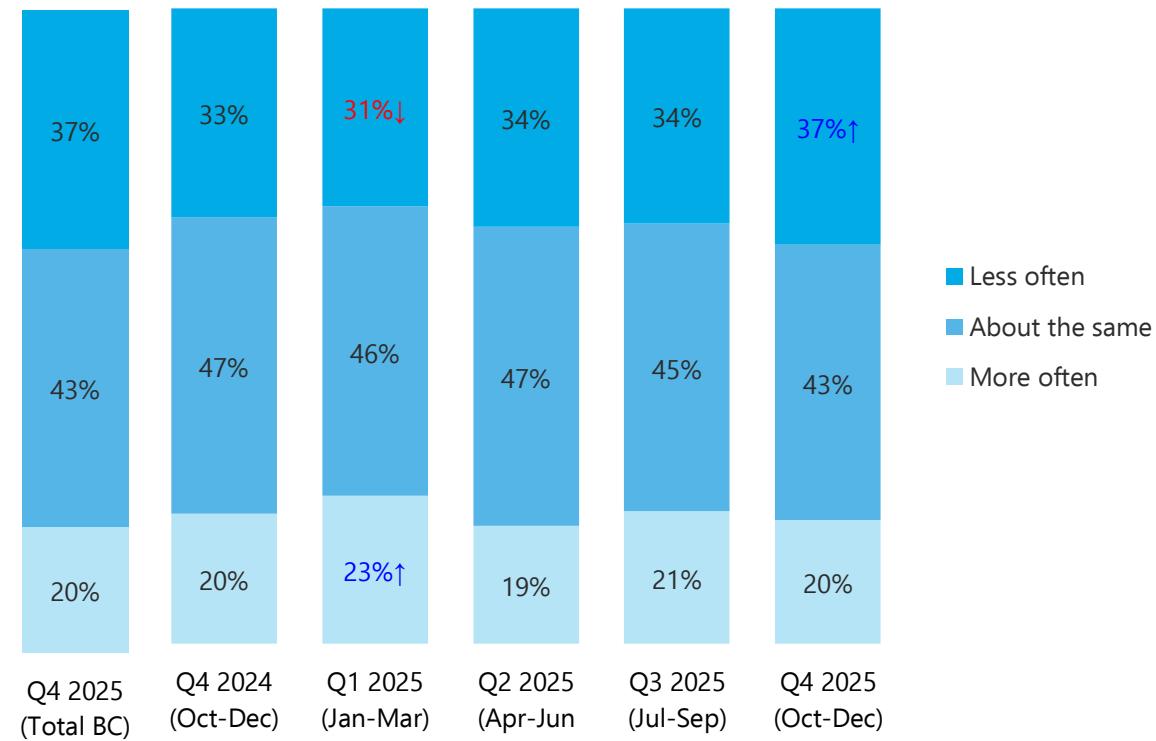
## Most Recent Local Transit Use



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



## Rider Usage Group

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

Choose the region:

(All)

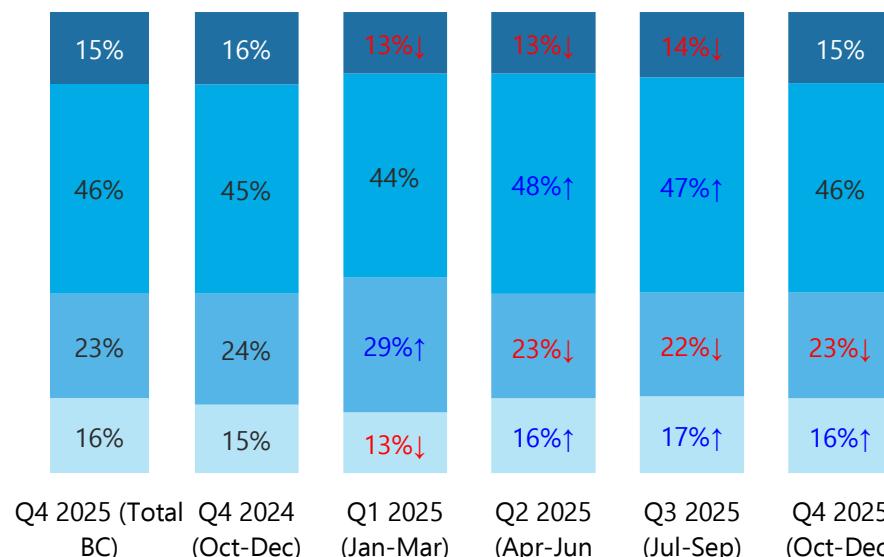
## Trends

## Modes of Transportation Used More Often

	Q4 2024 (Oct-Dec)	Q1 2025 (Jan-Mar)	Q2 2025 (Apr-Jun)	Q3 2025 (Jul-Sep)	Q4 2025 (Oct-Dec)	Q4 2025 (Total BC)
Drive alone (car/truck)	55%	58%	56%	59%	56%	56%
Carpool or share a ride as driver	12%	11%	11%	7%	10%	10%
Carpool or share a ride as passenger	19%	19%	19%	18%	20%	20%
Taxi	12%	12%	10%	8%	11%	11%
Bicycle	14%	11%	11%	13%	12%	12%
Motorcycle/moped/scooter	5%	4%	7%	6%	6%	6%
Walking/rollerblading/skateboarding/jogging	29%	18%	18%	19%	20%	20%
Ride share (e.g. Uber, Lyft, etc.)	10%	10%	13%	8%	10%	10%
Other	6%	7%	7%	8%	6%	6%
Don't know	0%	1%	0%	0%	0%	0%

## Modes of Transportation Used Less Often

	Q4 2024 (Oct-Dec)	Q1 2025 (Jan-Mar)	Q2 2025 (Apr-Jun)	Q3 2025 (Jul-Sep)	Q4 2025 (Oct-Dec)	Q4 2025 (Total BC)
Drive alone (car/truck)	53%	46%	54%	54%	51%	51%
Carpool or share a ride as driver	17%	13%	14%	12%	12%	12%
Carpool or share a ride as passenger	21%	20%	17%	19%	20%	20%
Taxi	35%	38%	24%	31%	33%	33%
Bicycle	15%	19%	9%	12%	15%	15%
Motorcycle/moped/scooter	6%	10%	3%	3%	7%	7%
Walking/rollerblading/skateboarding/jogging	29%	15%	15%	18%	16%	16%
Ride share (e.g. Uber, Lyft, etc.)	20%	22%	21%	12%	19%	19%
Other	2%	2%	6%	4%	2%	2%
Don't know	3%	1%	3%	2%	4%	4%



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

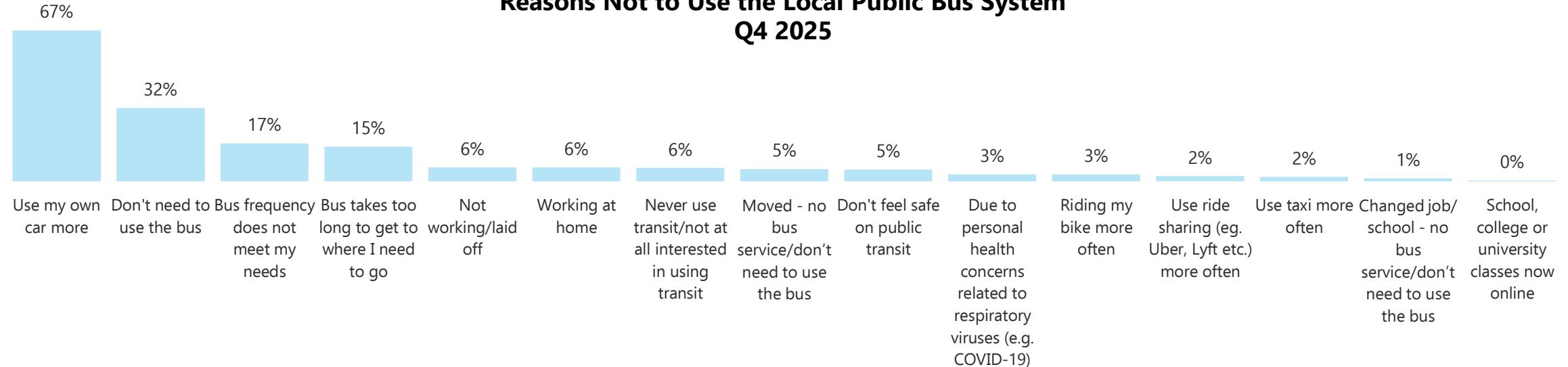
	Q4 2024 (Oct-Dec)	Q1 2025 (Jan-Mar)	Q2 2025 (Apr-Jun)	Q3 2025 (Jul-Sep)	Q4 2025 (Oct-Dec)	Q4 2025 (Total BC)
Fare prices are reasonable	50%	52%	48%	48%	45%	45%
Bus drivers are courteous	60%	61%	63%	59%	60%	60%
Frequency of scheduled service	35%	41%	36%	36%	33%	33%
Buses run on time/on schedule	47%	51%	49%	48%	45%	45%
Buses are clean/well-maintained	54%	56%	55%	53%	52%	52%
Availability and accuracy of schedule information	47%	53%	50%	49%	48%	48%
Buses not being overcrowded	47%	49%	47%	46%	47%	47%
Buses have a direct route	38%	44%	39%	39%	40%	40%
Bus fare payment options are convenient and easy to use	51%	53%	51%	52%	48%	48%
Buses have good connections with reasonable wait times	34%	39%	35%	35%	33%	33%

Choose the region:

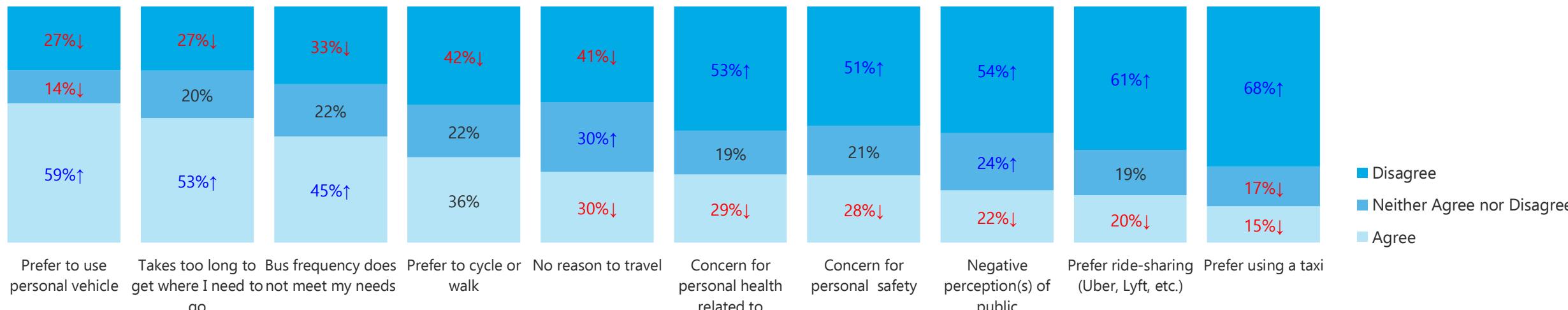
(All)

# Trends

## Reasons Not to Use the Local Public Bus System Q4 2025



## Likelihood of Reasons to not use Public Transportation Q4 2025



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

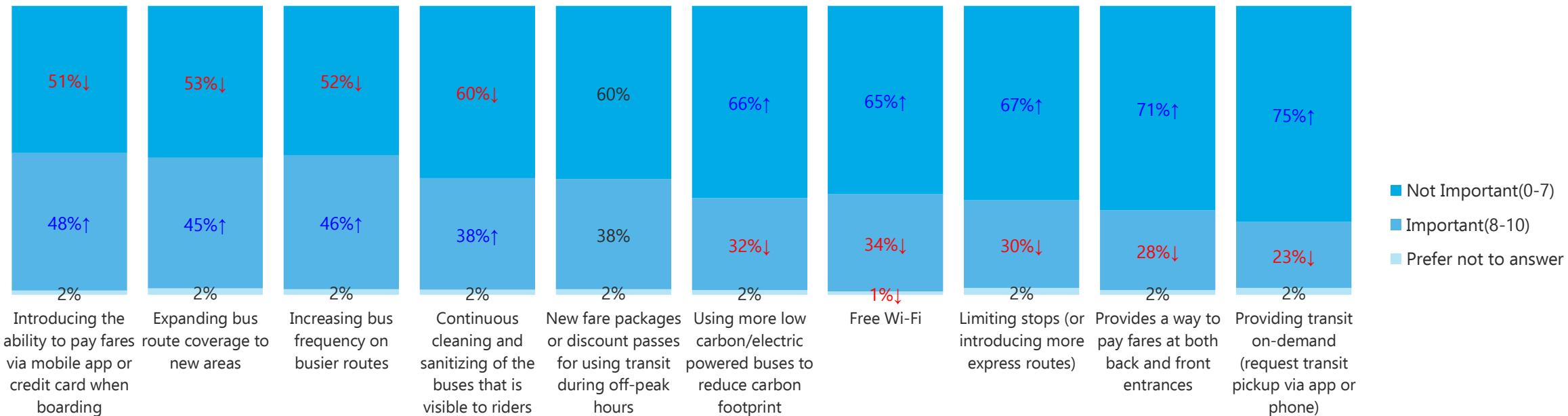
Green highlighted cells indicates significantly higher results compared to other regions.  
Red highlighted cells indicates significantly lower results compared to other regions.

Choose the region:

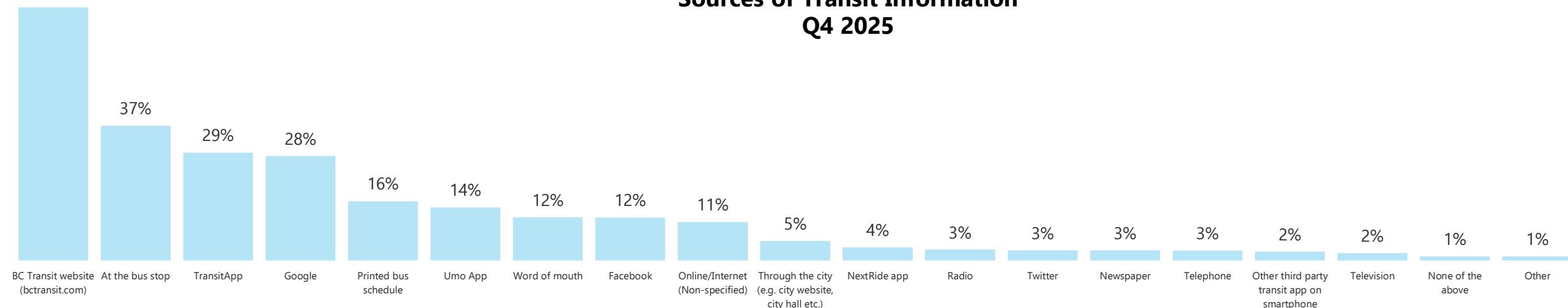
(All)

# Trends

## Key Improvements to Encourage Use of Transit Q4 2025



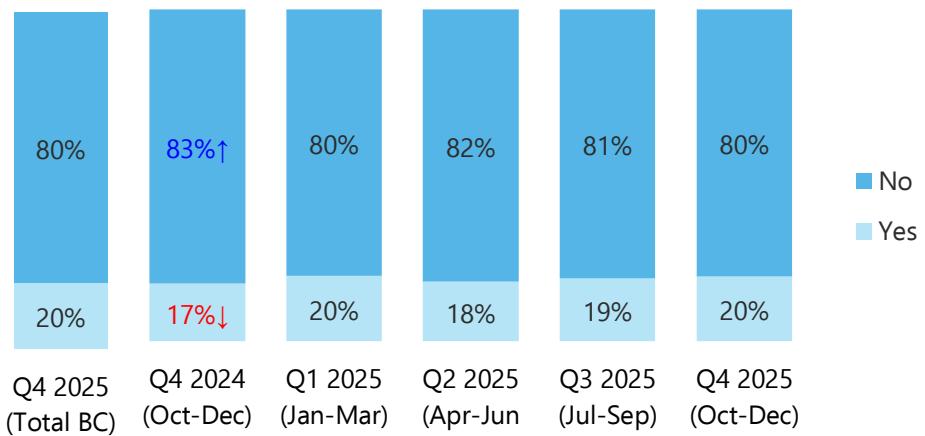
## Sources of Transit Information Q4 2025



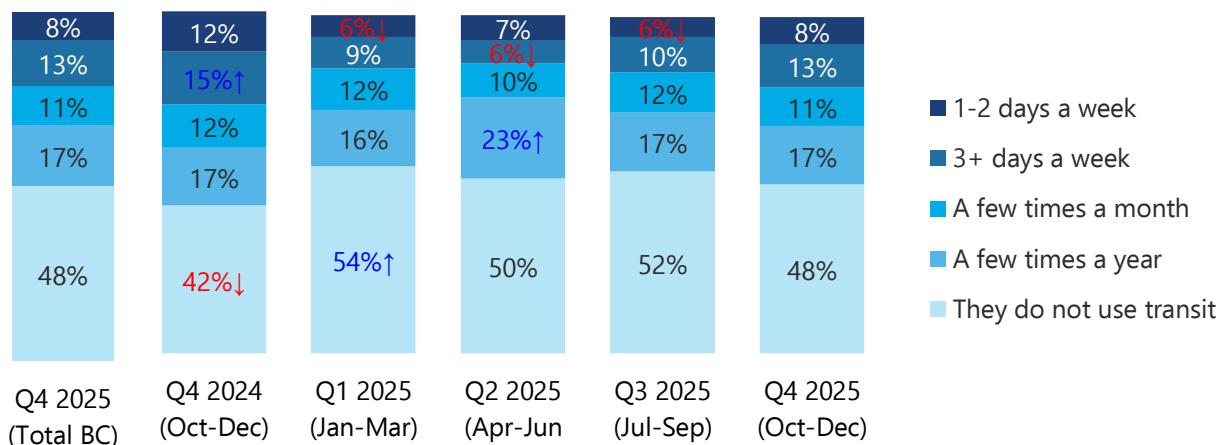
Choose the region: (All)

# Trends

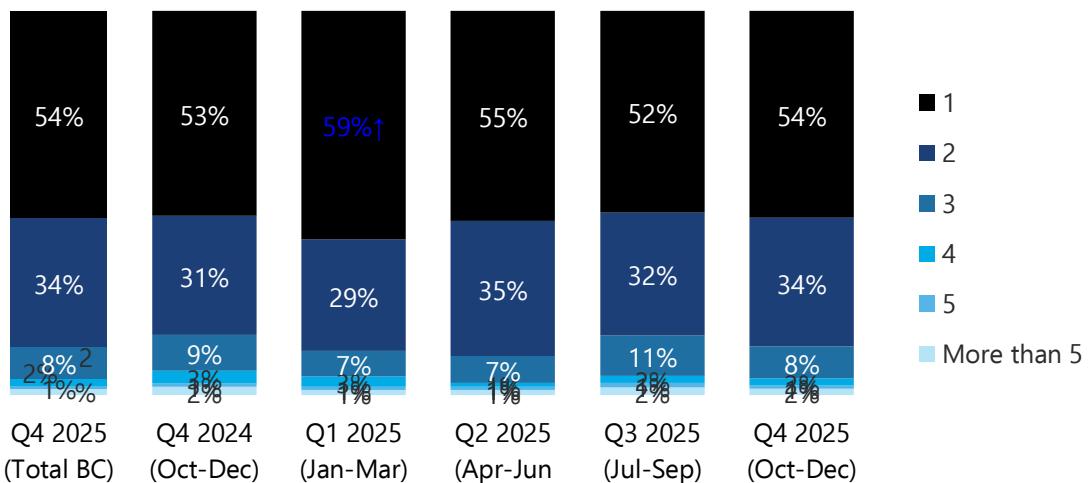
## Taking Care of Children Aged 12 and Under



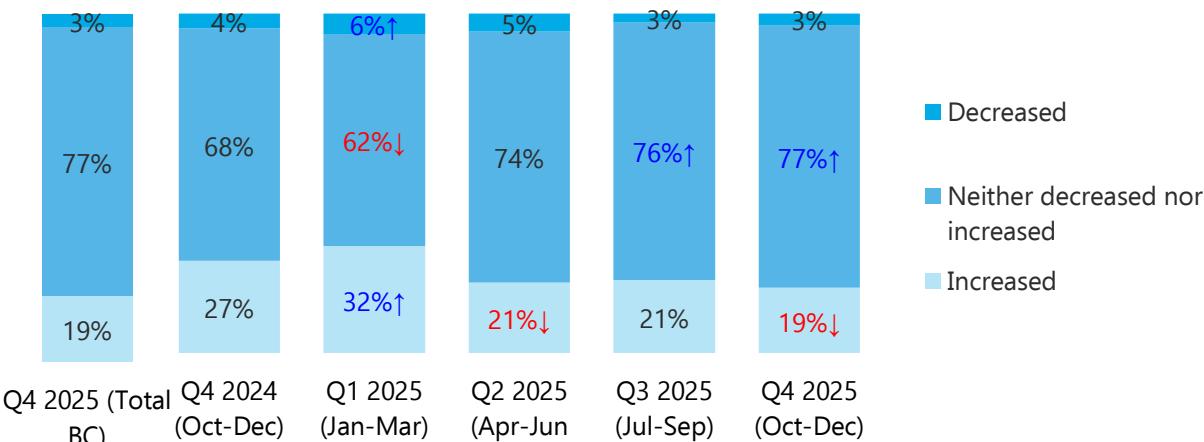
## Frequency of Riding the Bus by Children 12 and Under



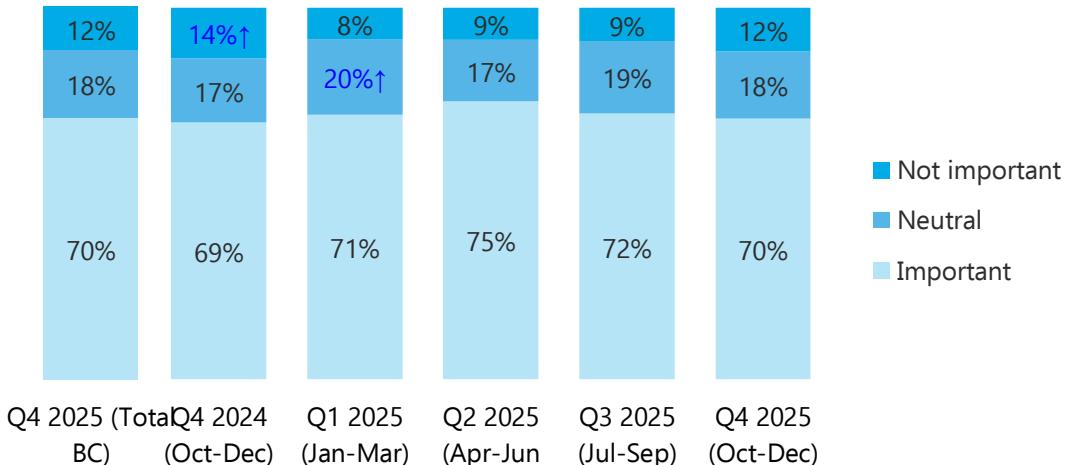
## Number of Children Aged 12 and Under



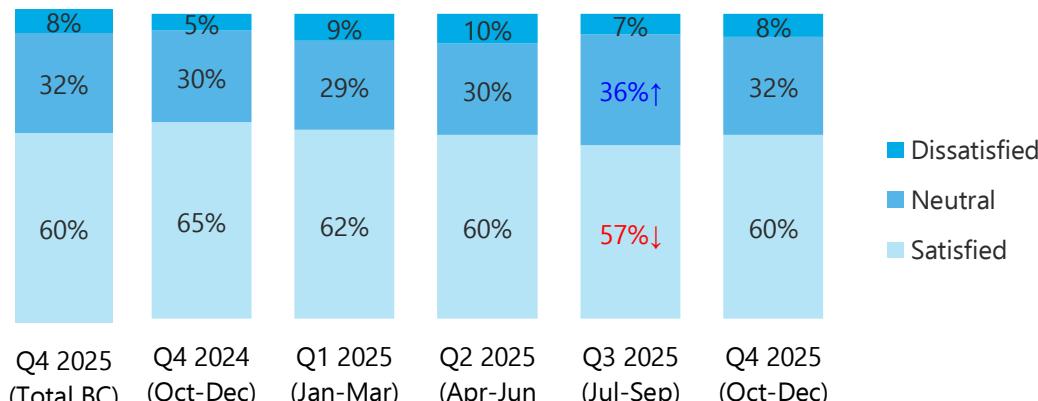
### Impact of Free Transit on Transit Usage for Children 12 and Under



### Importance of Free Transit for Children 12 and Under



### Satisfaction of Free Transit for Children 12 and Under



↑ 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

	Q4 2024 (Oct-Dec)	Q1 2025 (Jan-Mar)	Q2 2025 (Apr-Jun)	Q3 2025 (Jul-Sep)	Q4 2025 (Oct-Dec)	Q4 2025 (Total BC)
No, I felt safe throughout the trip	74%	71%	74%	74%	72%	72%
Yes, I felt unsafe while travelling to my first stop	5%	6%	6%	6%	5%	5%
Yes, I felt unsafe while waiting to board my first transit vehicle	11%	12%	10%	10%	11%	11%
Yes, I felt unsafe while on-board	8%	9%	9%	9%	8%	8%
Yes, I felt unsafe during a transfer	3%	5%	4%	4%	4%	4%
Yes, I felt unsafe when exiting	4%	5%	3%	3%	4%	4%
Yes, I felt unsafe while travelling to my final destination	4%	5%	4%	4%	4%	4%
Don't know/not sure	5%	5%	5%	5%	5%	5%

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

## NPS Score of Transit

	Q4 2024 (Oct-Dec)	Q1 2025 (Jan-Mar)	Q2 2025 (Apr-Jun)	Q3 2025 (Jul-Sep)	Q4 2025 (Oct-Dec)	Q4 2025 (Total BC)
Detractors	52%	46%	49%	50%	53%	53%
Passive	12%	14%	13%	13%	12%	12%
Promotors	35%	40%	38%	37%	34%	34%
NPS Score	-17.3	-5.4	-11.0	-13.3	-19.0	-19.0

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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