



**Customer Satisfaction
Tracking Report**
(January 2026 – March 2026)



Overall Report

Responsibility for Local Transit System

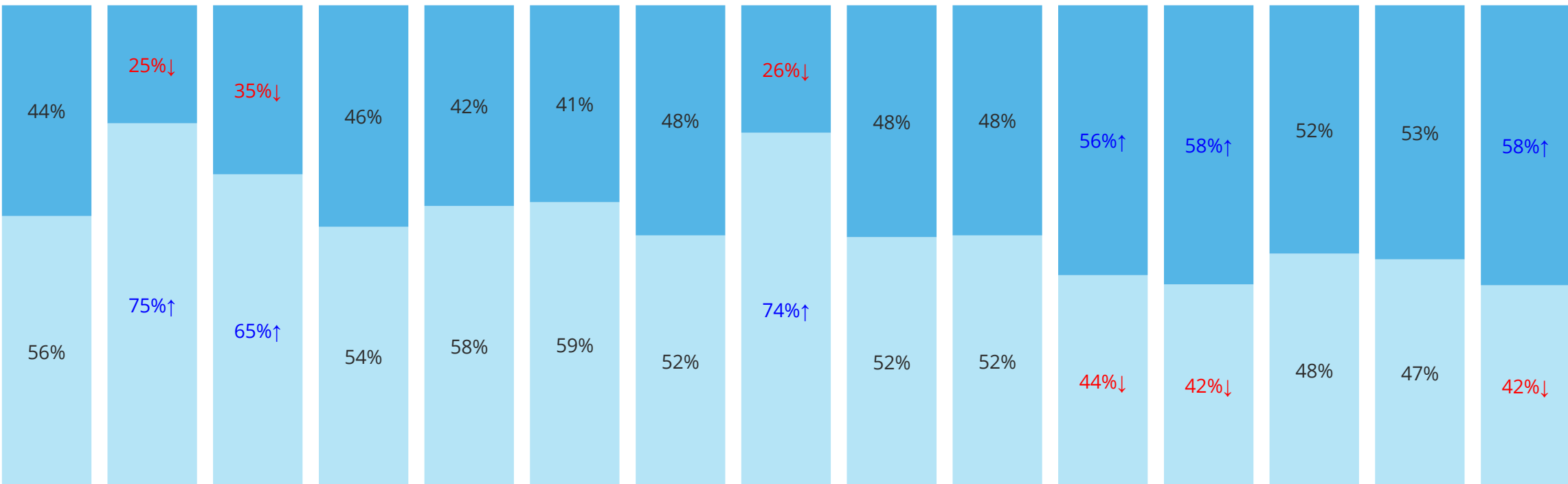
Current Reporting Quarter: Q1 2026 (JAN - MAR)

	Total n = 2077	Victoria CMA n = 352	Central Fraser Valley n = 152	Kamloops n = 166	Kelowna n = 167	Nanaimo n = 223	Prince George n = 191	Whistler n = 40	Chilliwack n = 109	Campbell River n = 34	Comox Valley n = 73	Cowichan Valley n = 98	Penticton n = 84	Vernon n = 100	Tier 3 n = 288
BC Transit	79%	92%	80%	77%	83%	84%	81%	81%	78%	67%	80%	76%	75%	75%	59%
Local/municipal government	22%	22%	21%	22%	14%	30%	24%	24%	24%	19%	23%	13%	25%	24%	22%
TransLink	14%	10%	31%	20%	10%	16%	8%	9%	29%	13%	5%	16%	11%	14%	10%
Other	2%	2%	1%	1%	1%	1%	1%	5%	1%	3%	0%	2%	0%	1%	4%
Don't know	7%	1%	2%	7%	8%	2%	8%	5%	4%	14%	11%	8%	5%	10%	19%

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

Past Year Local Transit Use

Current Reporting Quarter: Q1 2026 (JAN - MAR)



Total n = 2063
 Victoria CMA n = 350
 Central Fraser Valley n = 151
 Kamloops n = 165
 Kelowna n = 164
 Nanaimo n = 221
 Prince George n = 190
 Whistler n = 37
 Chilliwack n = 108
 Campbell River n = 34
 Comox Valley n = 73
 Cowichan Valley n = 98
 Penticton n = 84
 Vernon n = 100
 Tier 3 n = 288

■ Yes ■ No

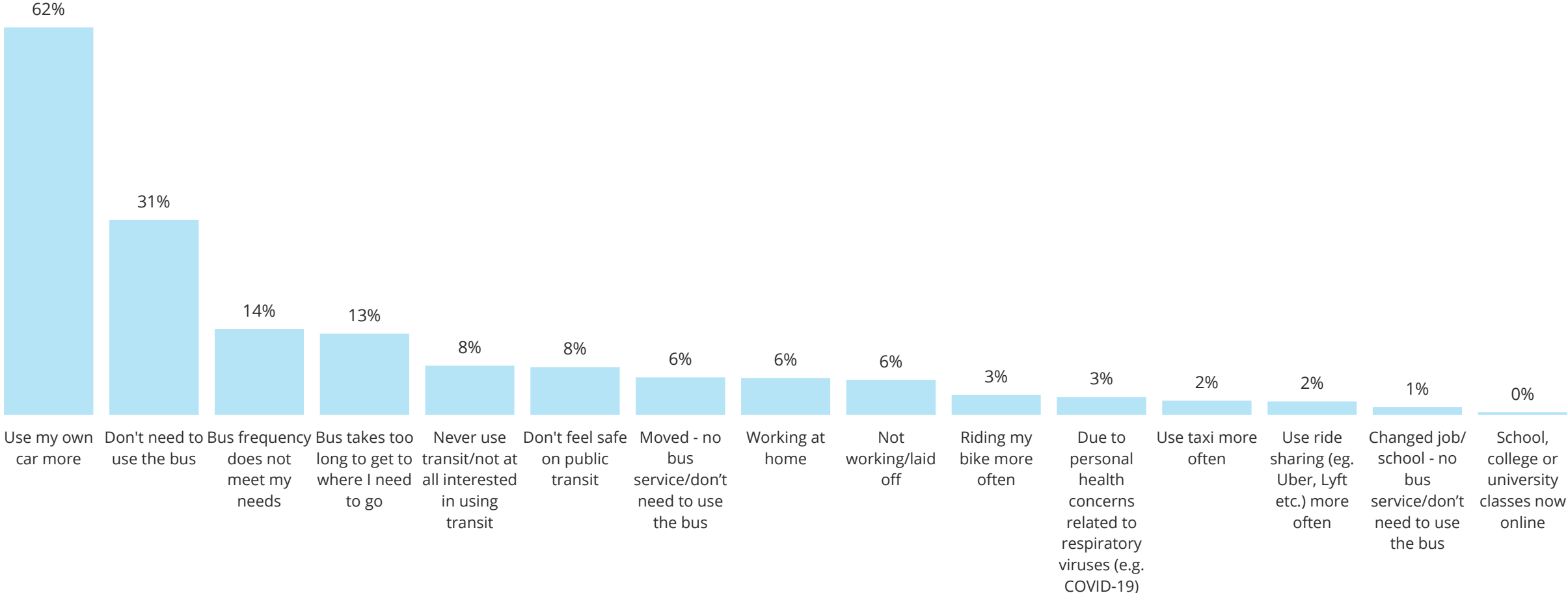
↑ indicates significantly higher results compared to other regions;
 ↓ indicates significantly lower results compared to other regions.



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

Reasons Not to Use the Local Public Bus System

Current Reporting Quarter: Q1 2026 (JAN - MAR)

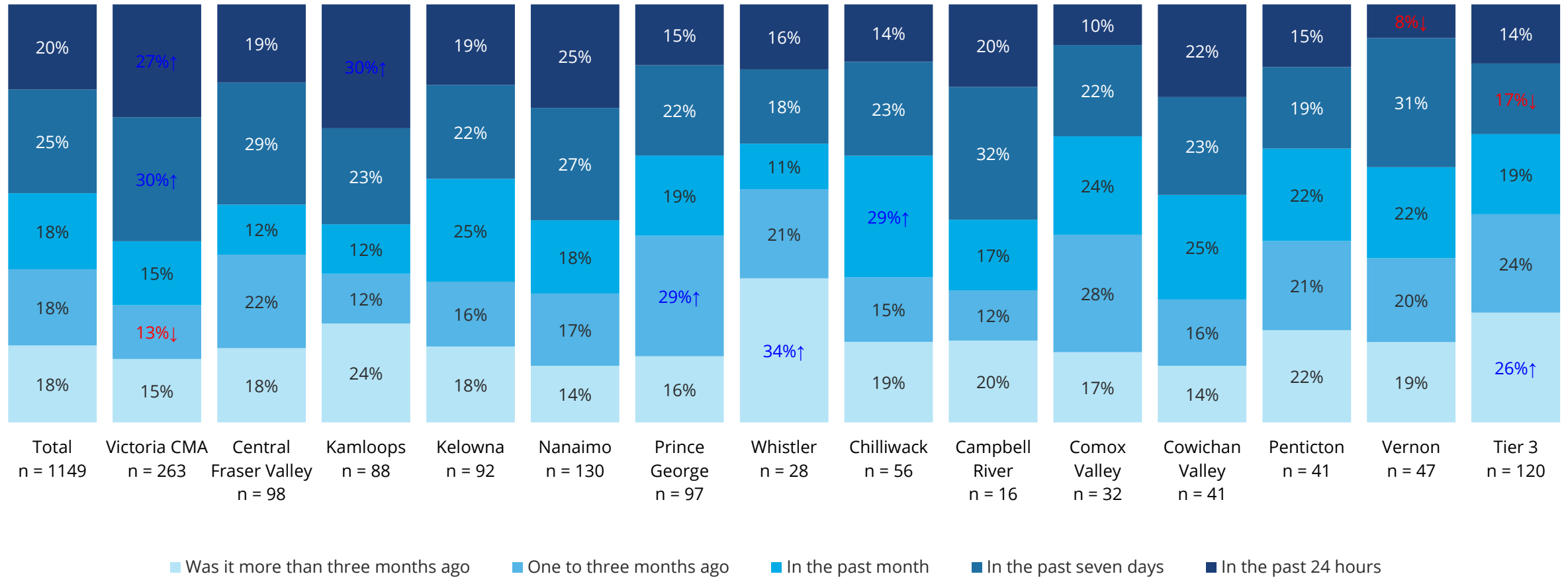


base n= 905

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

Most Recent Local Transit Use

Current Reporting Quarter: Q1 2026 (JAN - MAR)



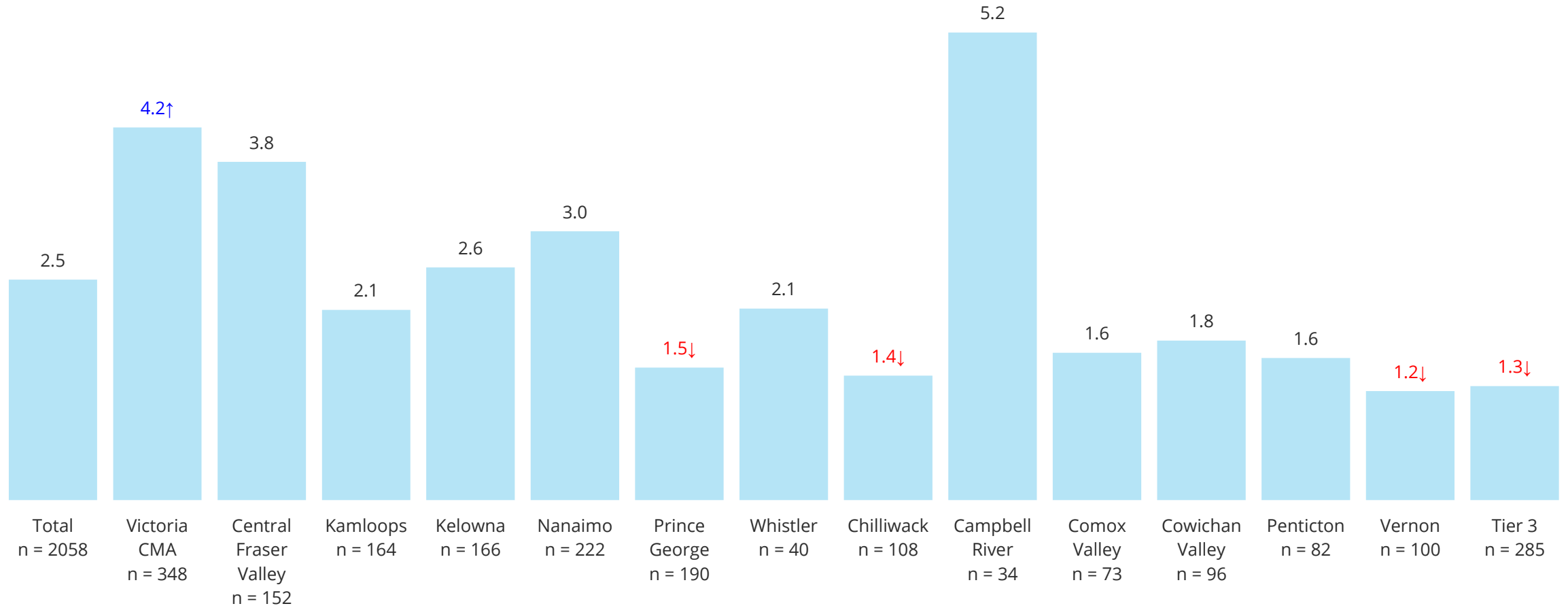
Q4 When did you last use the public bus system?
 *Don't know is excluded from the graph and calculation

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



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

Current Reporting Quarter: Q1 2026 (JAN - MAR)



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

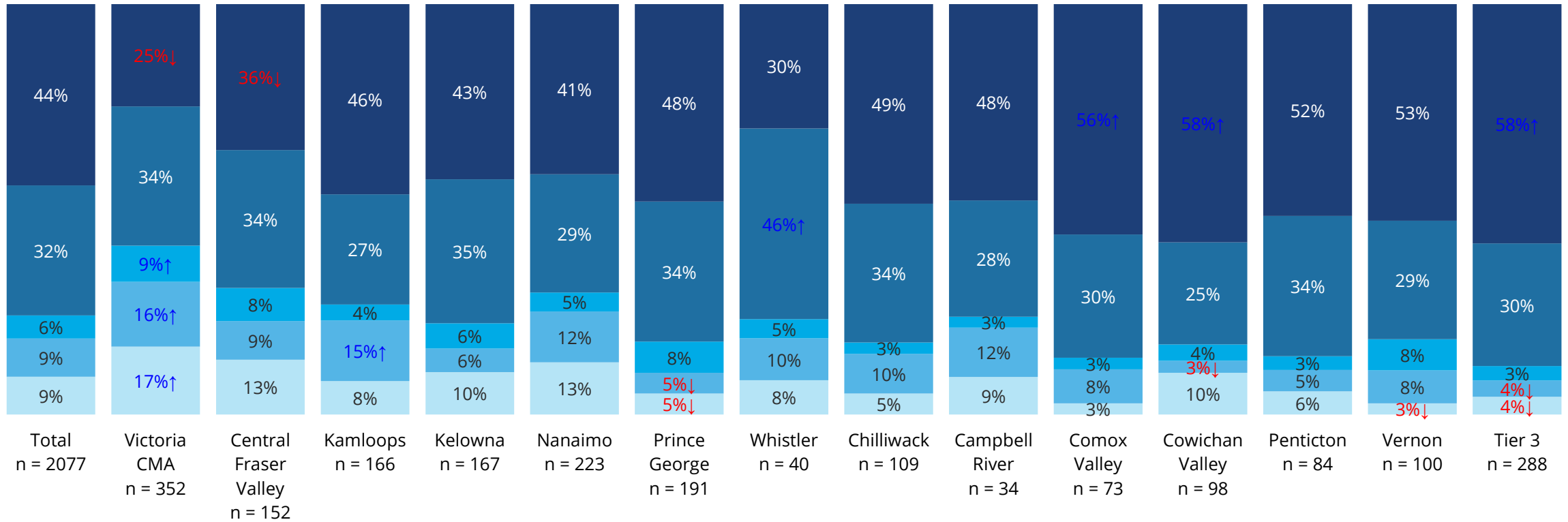
↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.



Rider Usage Group

Current Reporting Quarter: Q1 2026 (JAN - MAR)



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

↑ indicates significantly higher results compared to other regions;

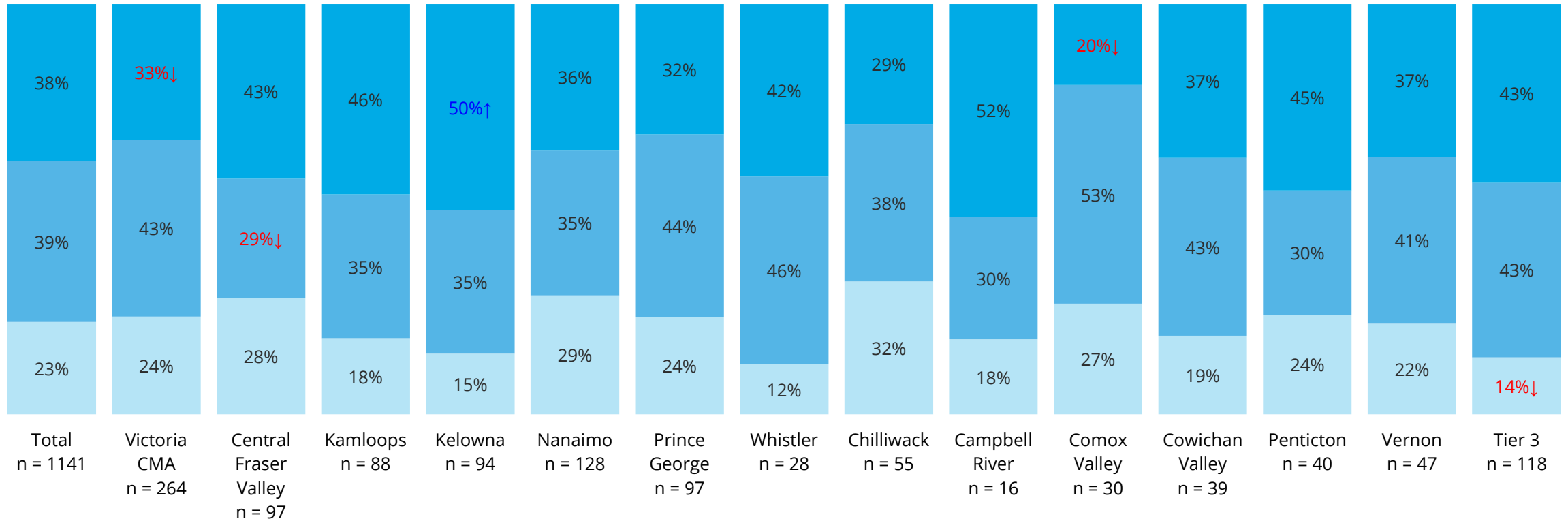
↓ indicates significantly lower results compared to other regions.



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

Past Year Change in Local Bus System Use

Current Reporting Quarter: Q1 2026 (JAN - MAR)



More often About the same Less often

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.



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

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

Modes of Transportation Now Used (More often)

Current Reporting Quarter: Q1 2026 (JAN - MAR)

	Total n = 437	Victoria CMA n = 88	Central Fraser Valley n = 41	Kamloop s n = 41	Kelowna n = 47	Nanaimo n = 46	Prince George n = 31	Whistler n = 12	Chilliwac k n = 16	Campbell River n = 8	Comox Valley n = 6	Cowichan Valley n = 15	Penticton n = 18	Vernon n = 18	Tier 3 n = 51
Drive alone (car/truck)	51%	42%	48%	54%	52%	53%	47%	81%	61%	62%	66%	43%	63%	62%	49%
Carpool or share a ride as driver	13%	12%	12%	8%	6%	16%	16%	26%	13%	13%	31%	19%	20%	5%	11%
Carpool or share a ride as passenger	23%	23%	28%	24%	21%	17%	16%	18%	37%	0%	80%	18%	26%	22%	26%
Taxi	13%	9%	14%	11%	17%	26%	16%	0%	17%	11%	15%	13%	6%	5%	10%
Bicycle	12%	8%	7%	11%	14%	18%	6%	16%	11%	0%	15%	26%	15%	13%	19%
Motorcycle/moped/scooter	2%	1%	4%	5%	0%	7%	0%	0%	0%	0%	15%	0%	0%	6%	0%
Walking/rollerblading/skateboarding/jogging	24%	34%	21%	18%	25%	26%	15%	0%	18%	50%	30%	25%	27%	21%	17%
Ride share (e.g. Uber, Lyft, etc.)	12%	7%	34%	10%	19%	12%	18%	0%	22%	0%	0%	6%	10%	10%	2%
Other	8%	9%	5%	17%	2%	11%	9%	0%	5%	13%	20%	13%	5%	0%	7%
Don't know	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: Q1 2026 (JAN - MAR)

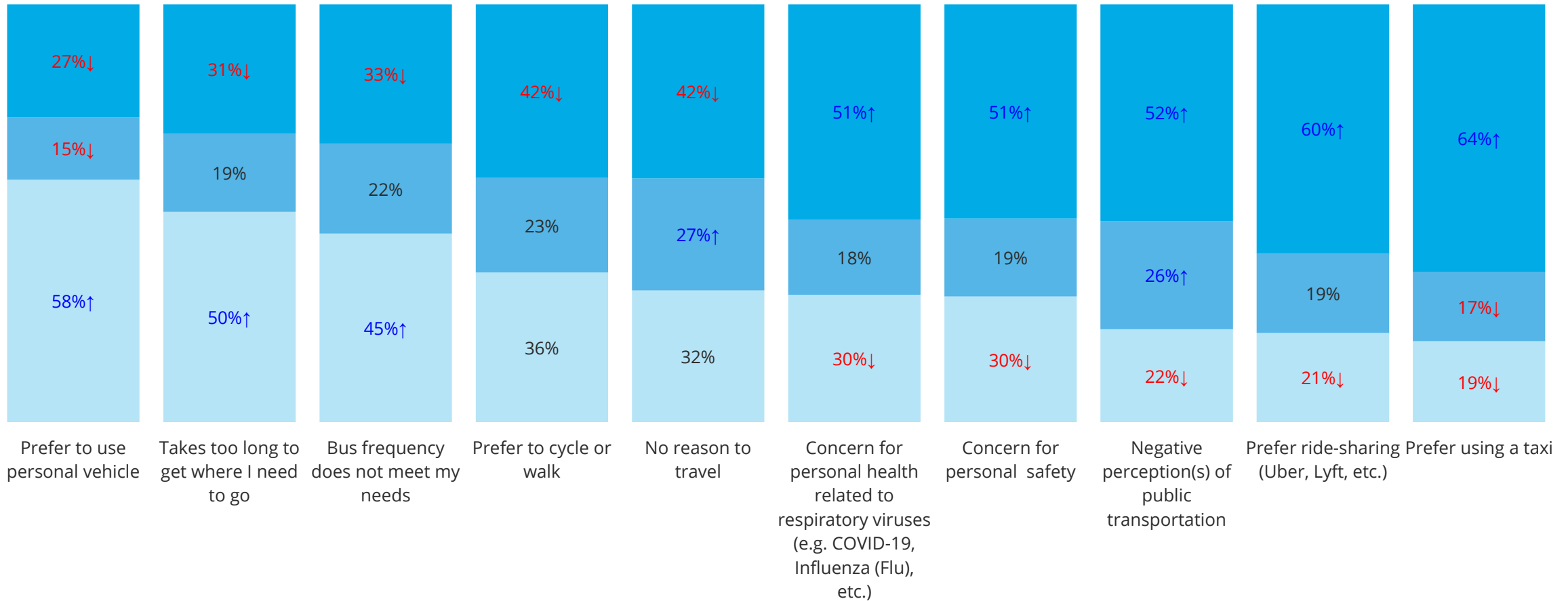
	Total n = 257	Victoria CMA n = 63	Central Fraser Valley n = 27	Kamloop s n = 16	Kelowna n = 14	Nanaimo n = 37	Prince George n = 23	Whistler n = 3	Chilliwac k n = 18	Campbell River n = 3	Comox Valley n = 8	Cowichan Valley n = 7	Penticton n = 10	Vernon n = 10	Tier 3 n = 16
Drive car/truck alone	53%	55%	60%	64%	28%	52%	46%	100%	55%	40%	14%	51%	62%	62%	57%
Carpool or share a ride as driver	19%	15%	21%	6%	8%	48%	23%	0%	5%	0%	15%	12%	20%	17%	7%
Carpool or share a ride as passenger	19%	11%	17%	6%	12%	46%	20%	0%	10%	0%	25%	0%	21%	34%	19%
Taxi	41%	38%	36%	17%	64%	53%	49%	29%	28%	29%	26%	39%	61%	17%	61%
Bicycle	18%	19%	3%	17%	15%	18%	17%	0%	27%	31%	41%	24%	21%	27%	11%
Motorcycle/moped/scooter	10%	10%	11%	0%	7%	12%	18%	0%	17%	0%	15%	12%	0%	17%	0%
Walking/rollerblading/skateboarding/jogging	14%	25%	15%	6%	7%	5%	17%	0%	12%	0%	26%	12%	20%	18%	0%
Ride share (e.g. Uber, Lyft, etc.)	26%	20%	45%	12%	35%	13%	21%	0%	33%	0%	40%	63%	0%	55%	37%
Other	5%	7%	3%	19%	0%	0%	4%	0%	6%	0%	23%	0%	0%	9%	0%
Don't know	2%	1%	0%	6%	7%	0%	9%	0%	0%	0%	0%	0%	0%	0%	6%

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

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

Likelihood of Reasons to not use Public Transportation

Current Reporting Quarter: Q1 2026 (JAN - MAR)



■ Agree
 ■ Neither Agree nor Disagree
 ■ Disagree

base n= 902

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

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

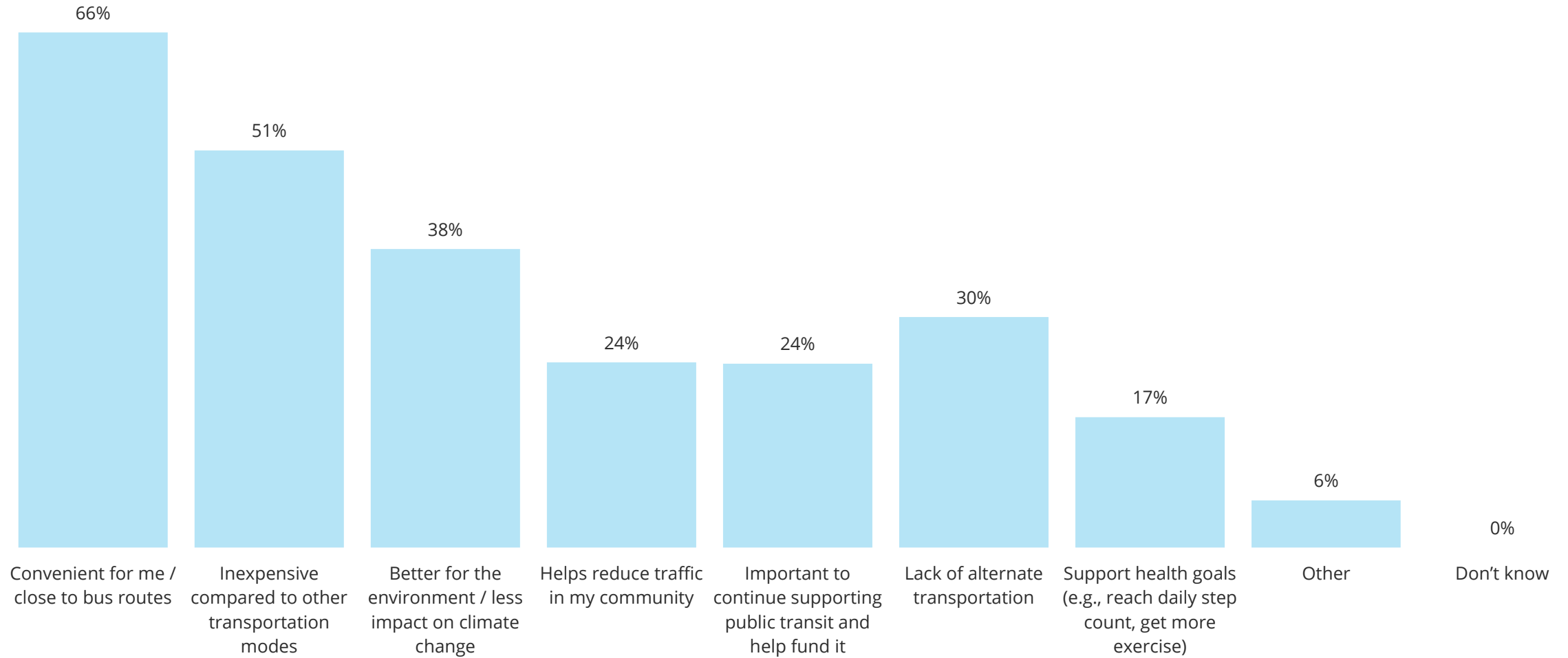
↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.



Reasons to use Local Transit More Often

Current Reporting Quarter: Q1 2026 (JAN - MAR)

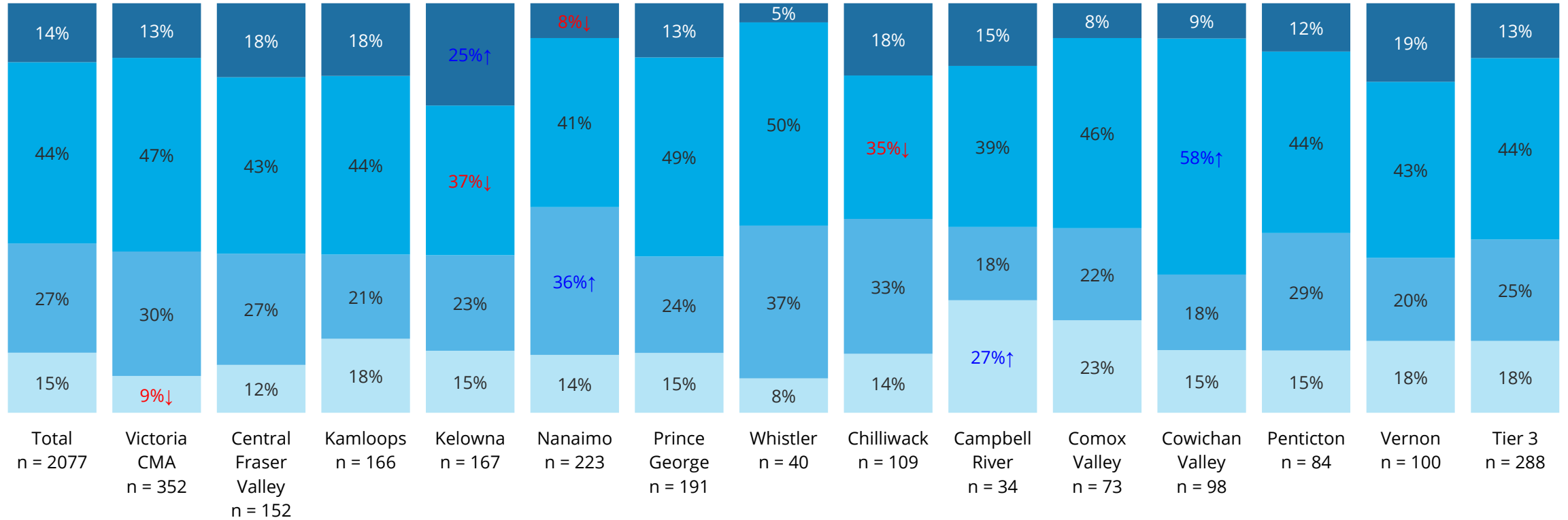


base n= 257

Q6D Why are you using local transit more often?

Past Year Change in Local Bus System

Current Reporting Quarter: Q1 2026 (JAN - MAR)



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

↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.



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

Perceptions of Transit Service (% Rating 4 or 5)

Current Reporting Quarter: Q1 2026 (JAN - MAR)

	Total n = 2077	Victoria CMA n = 352	Central Fraser Valley n = 152	Kamloo ps n = 166	Kelowna n = 167	Nanaimo n = 223	Prince George n = 191	Whistler n = 40	Chilliwack n = 109	Campbell River n = 34	Comox Valley n = 73	Cowichan Valley n = 98	Penticton n = 84	Vernon n = 100	Tier 3 n = 288
Fare prices are reasonable	45%	45%	45%	36%	27%	55%	51%	72%	38%	35%	58%	42%	54%	53%	44%
Bus drivers are courteous	60%	68%	54%	46%	51%	63%	60%	70%	55%	54%	70%	59%	68%	58%	61%
Frequency of scheduled service	37%	44%	36%	36%	30%	39%	42%	32%	29%	30%	33%	27%	47%	46%	33%
Buses run on time/on schedule	49%	54%	49%	31%	37%	55%	58%	52%	30%	55%	43%	52%	63%	60%	50%
Buses are clean/well-maintained	54%	60%	49%	44%	39%	61%	50%	63%	49%	39%	66%	56%	65%	51%	57%
Availability and accuracy of schedule information	47%	55%	43%	40%	32%	53%	50%	54%	46%	48%	48%	39%	60%	49%	46%
Buses not being overcrowded	48%	37%	40%	39%	35%	53%	52%	58%	45%	52%	66%	60%	63%	59%	54%
Buses have a direct route	43%	46%	41%	34%	33%	47%	45%	71%	39%	35%	37%	41%	62%	52%	44%
Bus fare payment options are convenient and easy to use	52%	60%	56%	50%	39%	58%	49%	53%	51%	33%	58%	43%	53%	61%	49%
Buses have good connections with reasonable wait times	37%	43%	40%	34%	30%	39%	42%	46%	24%	35%	30%	24%	46%	42%	33%
Bus stops have enough amenities such as shelters, benches, information and trash cans	30%	39%	22%	26%	27%	27%	32%	46%	20%	26%	33%	16%	38%	29%	28%
Bus stops are clean and well maintained	40%	46%	32%	31%	41%	40%	42%	52%	30%	39%	42%	27%	52%	41%	43%
Trip duration, that is the time from when you boarded to the time you got off the bus	43%	51%	40%	39%	35%	42%	43%	59%	39%	34%	41%	37%	58%	55%	39%
Sense of safety and security	47%	55%	36%	36%	34%	50%	45%	74%	37%	42%	56%	42%	59%	47%	54%
Overall	47%	56%	48%	39%	37%	51%	46%	62%	40%	39%	44%	38%	65%	47%	46%

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: Q1 2026 (JAN - MAR)

	Total n = 2077	Age				Gender		Riders		
		19-24 n = 180	25-44 n = 808	45-64 n = 633	65+ n = 447	Male n = 862	Female n = 1190	Regular n = 501	Occasional rider n = 658	Non-rider n = 918
Fare prices are reasonable	45%	36%	45%	44%	51%	47%	45%	50%	49%	40%
Bus drivers are courteous	60%	49%	58%	62%	65%	62%	59%	65%	64%	54%
Frequency of scheduled service	37%	40%	38%	34%	40%	42%	34%	47%	37%	32%
Buses run on time/on schedule	49%	38%	47%	51%	56%	53%	47%	55%	51%	45%
Buses are clean/well-maintained	54%	47%	50%	57%	60%	58%	52%	63%	56%	48%
Availability and accuracy of schedule information	47%	40%	47%	48%	51%	53%	44%	56%	50%	41%
Buses not being overcrowded	48%	29%	43%	50%	61%	52%	46%	48%	45%	50%
Buses have a direct route	43%	47%	46%	40%	44%	46%	42%	57%	42%	37%
Bus fare payment options are convenient and easy to use	52%	46%	52%	54%	53%	54%	51%	60%	57%	44%
Buses have good connections with reasonable wait times	37%	33%	37%	36%	40%	40%	34%	47%	37%	31%
Bus stops have enough amenities such as shelters, benches, information and trash cans	30%	28%	31%	27%	31%	34%	26%	37%	29%	26%
Bus stops are clean and well maintained	40%	31%	37%	42%	46%	45%	37%	46%	39%	38%
Trip duration, that is the time from when you boarded to the time you got off the bus	43%	40%	42%	45%	46%	48%	40%	55%	45%	36%
Sense of safety and security	47%	38%	45%	48%	53%	52%	44%	59%	47%	41%
Overall	47%	32%	47%	48%	52%	52%	44%	62%	48%	39%

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: Q1 2026 (JAN - MAR)

Average	Total n = 1780	Victoria CMA n = 330	Central Fraser Valley n = 139	Kamloo ps n = 141	Kelown a n = 144	Nanaim o n = 191	Prince George n = 159	Whistle r n = 39	Chilliw ck n = 97	Campbe ll River n = 25	Comox Valley n = 50	Cowich an Valley n = 85	Pentict on n = 72	Vernon n = 85	Tier 3 n = 221
Fare prices are reasonable	3.40	3.35	3.36	3.21	2.88	3.56	3.52	3.88	3.26	3.49	3.74	3.31	3.54	3.60	3.51
Bus drivers are courteous	3.76	3.87	3.60	3.44	3.47	3.76	3.78	3.87	3.71	3.70	4.00	3.83	3.95	3.74	3.97
Frequency of scheduled service	3.14	3.32	3.15	3.11	2.90	3.21	3.24	2.96	2.97	2.92	3.14	2.81	3.32	3.38	3.04
Buses run on time/on schedule	3.48	3.51	3.45	3.03	3.17	3.57	3.68	3.51	3.13	3.85	3.45	3.52	3.80	3.69	3.62
Buses are clean/well-maintained	3.61	3.68	3.46	3.32	3.33	3.70	3.52	3.69	3.38	3.34	3.80	3.73	3.93	3.67	3.81
Availability and accuracy of schedule information	3.45	3.54	3.38	3.22	3.09	3.63	3.54	3.53	3.40	3.58	3.58	3.24	3.66	3.60	3.45
Buses not being overcrowded	3.46	3.13	3.19	3.20	3.12	3.59	3.61	3.64	3.34	3.70	3.82	3.83	3.81	3.73	3.73
Buses have a direct route	3.34	3.38	3.33	3.11	3.08	3.38	3.29	3.68	3.21	3.22	3.26	3.30	3.72	3.57	3.47
Bus fare payment options are convenient and easy to use	3.58	3.66	3.60	3.48	3.25	3.69	3.51	3.73	3.48	3.21	3.77	3.47	3.64	3.77	3.65
Buses have good connections with reasonable wait times	3.17	3.28	3.17	3.02	2.91	3.19	3.32	3.30	2.91	3.19	3.09	2.97	3.49	3.36	3.13
Bus stops have enough amenities such as shelters, benches, information and trash cans	2.88	3.16	2.82	2.74	2.77	2.89	2.86	3.15	2.62	3.01	2.95	2.46	3.07	3.01	2.80
Bus stops are clean and well maintained	3.17	3.33	2.91	2.95	3.10	3.17	3.08	3.29	2.97	3.21	3.30	2.84	3.59	3.30	3.34
Trip duration, that is the time from when you boarded to the time you got off the bus	3.37	3.45	3.22	3.24	3.16	3.35	3.35	3.51	3.29	3.36	3.45	3.30	3.70	3.63	3.40
Sense of safety and security	3.40	3.57	3.13	3.11	3.03	3.44	3.26	3.84	3.13	3.42	3.68	3.40	3.65	3.50	3.69
Overall	3.44	3.60	3.44	3.32	3.17	3.55	3.46	3.58	3.24	3.51	3.41	3.18	3.66	3.42	3.41

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: Q1 2026 (JAN - MAR)

Average	Total n = 1780	Age				Gender		Riders		
		19-24 n = 166	25-44 n = 728	45-64 n = 548	65+ n = 331	Male n = 746	Female n = 1015	Regular n = 483	Occasional rider n = 617	Non-rider n = 680
Fare prices are reasonable	3.40	3.17	3.37	3.35	3.67	3.41	3.40	3.46	3.40	3.37
Bus drivers are courteous	3.76	3.45	3.71	3.78	4.02	3.81	3.74	3.80	3.77	3.74
Frequency of scheduled service	3.14	3.14	3.14	3.06	3.28	3.22	3.09	3.35	3.06	3.08
Buses run on time/on schedule	3.48	3.22	3.37	3.53	3.76	3.54	3.45	3.54	3.45	3.46
Buses are clean/well-maintained	3.61	3.29	3.50	3.69	3.87	3.68	3.56	3.72	3.56	3.58
Availability and accuracy of schedule information	3.45	3.25	3.40	3.44	3.67	3.57	3.37	3.60	3.41	3.39
Buses not being overcrowded	3.46	2.90	3.33	3.50	3.92	3.56	3.40	3.37	3.29	3.64
Buses have a direct route	3.34	3.43	3.36	3.25	3.42	3.38	3.33	3.56	3.26	3.27
Bus fare payment options are convenient and easy to use	3.58	3.32	3.53	3.62	3.76	3.59	3.58	3.70	3.58	3.51
Buses have good connections with reasonable wait times	3.17	3.02	3.14	3.15	3.34	3.22	3.14	3.35	3.12	3.10
Bus stops have enough amenities such as shelters, benches, information and trash cans	2.88	2.81	2.90	2.82	3.01	3.01	2.79	3.01	2.84	2.84
Bus stops are clean and well maintained	3.17	2.91	3.07	3.18	3.49	3.30	3.09	3.25	3.10	3.18
Trip duration, that is the time from when you boarded to the time you got off the bus	3.37	3.30	3.30	3.38	3.52	3.44	3.32	3.56	3.34	3.27
Sense of safety and security	3.40	3.12	3.32	3.43	3.66	3.54	3.31	3.64	3.35	3.30
Overall	3.44	3.17	3.39	3.44	3.67	3.50	3.40	3.68	3.38	3.32

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: Q1 2026 (JAN - MAR)

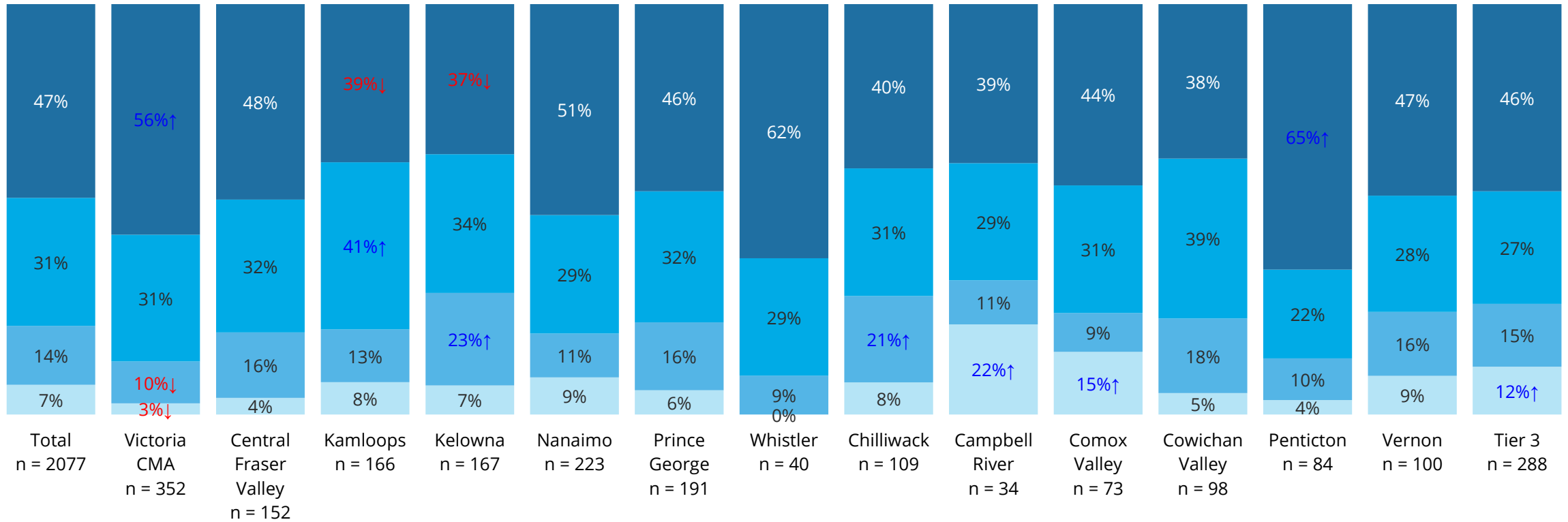
	Total n = 1159	Victoria CMA n = 264	Central Fraser Valley n = 98	Kamloop s n = 89	Kelowna n = 96	Nanaimo n = 130	Prince George n = 99	Whistler n = 28	Chilliwack n = 56	Campbell River n = 18	Comox Valley n = 32	Cowichan Valley n = 41	Penticton n = 41	Vernon n = 47	Tier 3 n = 120
Going to or from work	23%	31%	23%	19%	30%	30%	15%	18%	10%	23%	19%	18%	24%	16%	14%
Going to or from school	4%	3%	2%	9%	9%	3%	4%	0%	3%	6%	0%	3%	6%	3%	5%
Going to or from shopping	21%	15%	28%	18%	20%	24%	28%	16%	15%	23%	33%	11%	27%	17%	22%
Conducting personal business (such as going to the doctor or bank, etc.)	21%	18%	25%	18%	15%	12%	22%	26%	21%	16%	24%	27%	20%	43%	25%
Entertainment or social reasons (such as visiting friends or relatives)	18%	16%	18%	29%	14%	12%	24%	38%	31%	0%	8%	13%	16%	20%	17%
Going to the ferry terminal/airport	7%	11%	4%	0%	6%	14%	2%	0%	5%	11%	6%	13%	0%	0%	13%
Other	6%	6%	1%	7%	5%	4%	5%	3%	15%	17%	6%	14%	7%	1%	5%
Don't know	0%	1%	0%	0%	0%	1%	0%	0%	0%	5%	4%	0%	0%	0%	0%

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

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

Overall Transit Experience

Current Reporting Quarter: Q1 2026 (JAN - MAR)



■ Don't know
 ■ Poor
 ■ Neutral
 ■ Excellent

↑ indicates significantly higher results compared to other regions;

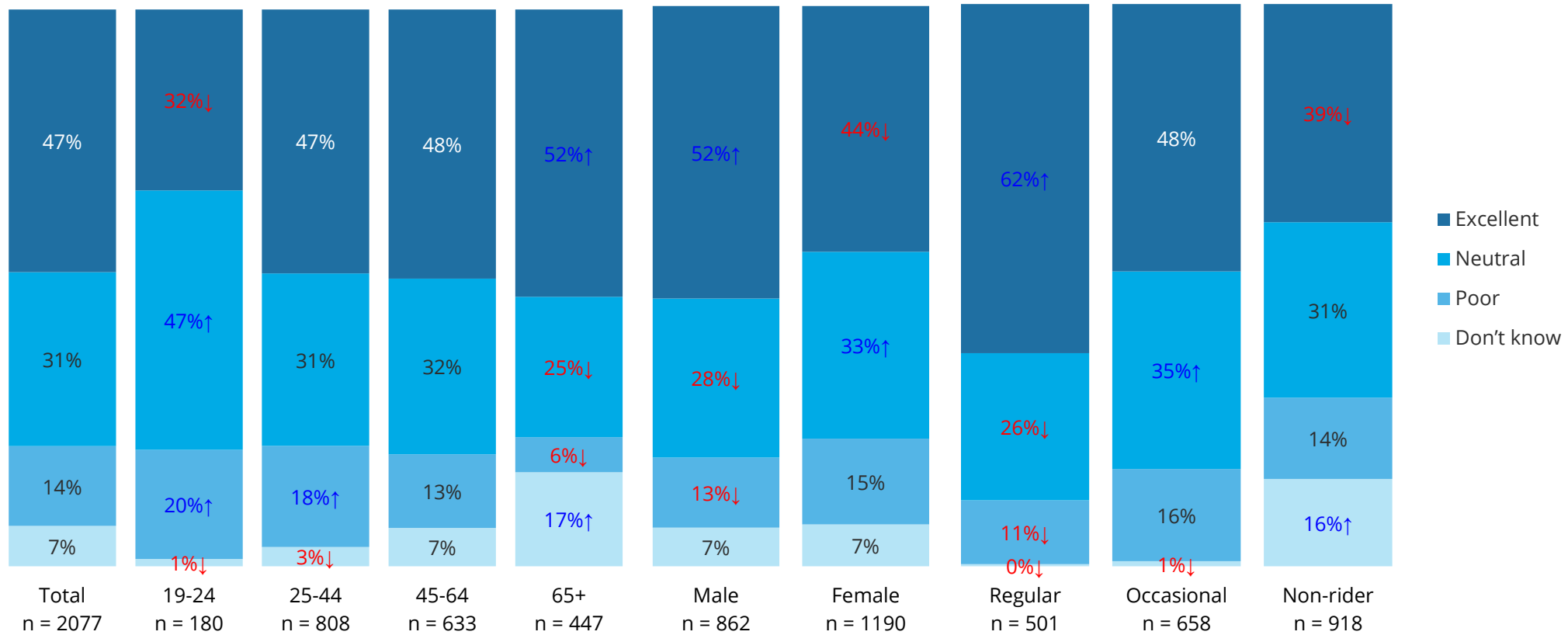
↓ indicates significantly lower results compared to other regions.



Q12 Using the following scale where 1 is extremely poor and 5 is excellent, how would you rate the local transit system overall?

Overall Transit Experience

Current Reporting Quarter: Q1 2026 (JAN - MAR)



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



Q12 Using the following scale where 1 is extremely poor and 5 is excellent, how would you rate the local transit system overall?

Safety in Transit

Current Reporting Quarter: Q1 2026 (JAN - MAR)

	Total n = 1159	Victoria CMA n = 264	Central Fraser Valley n = 98	Kamloops n = 89	Kelowna n = 96	Nanaimo n = 130	Prince George n = 99	Whistler n = 28	Chilliwack n = 56	Campbell River n = 18	Comox Valley n = 32	Cowichan Valley n = 41	Penticton n = 41	Vernon n = 47	Tier 3 n = 120
No, I felt safe throughout the trip	71%	76%	64%	64%	58%	72%	70%	79%	67%	62%	65%	69%	86%	73%	80%
Yes, I felt unsafe while travelling to my first stop	7%	6%	10%	5%	9%	8%	10%	7%	7%	11%	6%	2%	5%	8%	5%
Yes, I felt unsafe while waiting to board my first transit vehicle	12%	7%	19%	10%	27%	13%	9%	7%	13%	5%	18%	21%	7%	15%	6%
Yes, I felt unsafe while on-board	9%	12%	13%	10%	14%	5%	6%	7%	13%	6%	6%	9%	0%	14%	7%
Yes, I felt unsafe during a transfer	4%	3%	7%	10%	10%	3%	5%	0%	5%	6%	3%	7%	0%	0%	1%
Yes, I felt unsafe when exiting	4%	5%	7%	5%	9%	2%	3%	4%	5%	0%	0%	0%	0%	7%	2%
Yes, I felt unsafe while travelling to my final destination	5%	4%	7%	6%	8%	1%	8%	0%	3%	11%	3%	2%	2%	6%	3%
Don't know/not sure	5%	4%	3%	13%	5%	4%	8%	3%	5%	5%	7%	5%	2%	2%	4%

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

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

Safety in Transit

Current Reporting Quarter: Q1 2026 (JAN - MAR)

	Total n = 1157	Age				Gender	
		19-24 n = 144	25-44 n = 559	45-64 n = 334	65+ n = 115	Male n = 495	Female n = 644
No, I felt safe throughout the trip	71%	63%	67%	78%	85%	79%	66%
Yes, I felt unsafe while travelling to my first stop	7%	11%	8%	4%	3%	7%	7%
Yes, I felt unsafe while waiting to board my first transit vehicle	12%	13%	15%	9%	5%	9%	15%
Yes, I felt unsafe while on-board	9%	12%	11%	7%	5%	7%	11%
Yes, I felt unsafe during a transfer	4%	3%	5%	4%	2%	3%	6%
Yes, I felt unsafe when exiting	4%	5%	4%	4%	2%	4%	4%
Yes, I felt unsafe while travelling to my final destination	5%	5%	5%	4%	2%	5%	5%
Don't know/not sure	5%	11%	5%	5%	1%	4%	6%

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

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

NPS Score of Transit

Current Reporting Quarter: Q1 2026 (JAN - MAR)

	Total n = 1918	Victoria CMA n = 335	Central Fraser Valley n = 148	Kamloops n = 155	Kelowna n = 156	Nanaimo n = 201	Prince George n = 181	Whistler n = 40	Chilliwack n = 102	Campbell River n = 32	Comox Valley n = 61	Cowichan Valley n = 90	Penticton n = 80	Vernon n = 88	Tier 3 n = 249
Detractors	49%	40%	62%	52%	60%	46%	50%	27%	52%	51%	46%	62%	30%	48%	50%
Passive	13%	13%	10%	13%	13%	13%	10%	13%	17%	20%	17%	10%	22%	13%	13%
Promoters	38%	47%	28%	35%	26%	40%	40%	60%	31%	29%	36%	28%	48%	39%	38%
NPS Score	-11.0	7.0	-34.6	-17.7	-33.9	-5.7	-9.3	33.0	-21.2	-21.3	-10.1	-33.6	18.6	-8.5	-12.2

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

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

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

NPS Score of Transit

Current Reporting Quarter: Q1 2026 (JAN - MAR)

	Total n = 1918	Age				Gender		Riders		
		19-24 n = 176	25-44 n = 773	45-64 n = 585	65+ n = 377	Male n = 803	Female n = 1092	Regular n = 496	Occasional rider n = 647	Non-rider n = 775
Detractors	49%	55%	51%	44%	48%	47%	50%	36%	50%	56%
Passive	13%	18%	13%	11%	16%	16%	11%	14%	11%	15%
Promoters	38%	27%	36%	44%	36%	37%	39%	50%	39%	29%
NPS Score	-11.0	-28.7	-14.4	-.1	-11.4	-10.5	-11.1	13.6	-10.8	-26.9

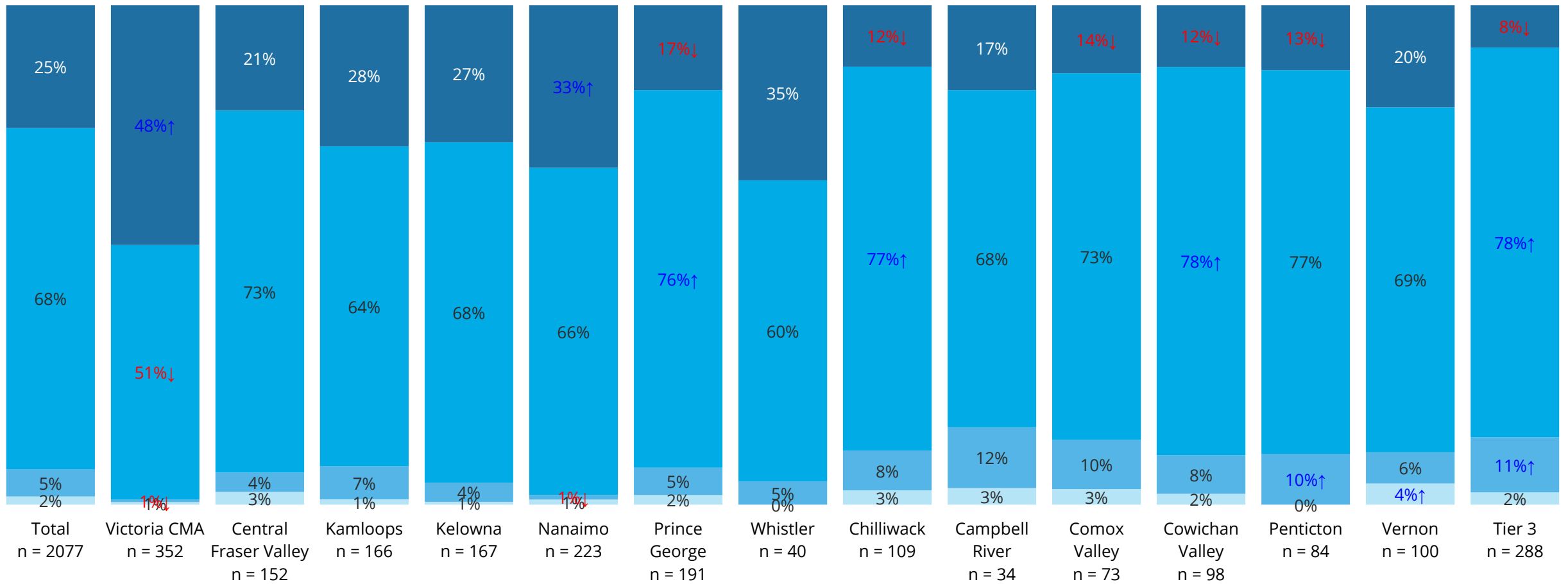
Q16 How likely are you to recommend BC Transit to a friend or family member using a scale of 0 to 10 where 0 is "not at all likely" and 10 is "extremely likely"?

*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: Q1 2026 (JAN - MAR)



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

↑ indicates significantly higher results compared to other regions;

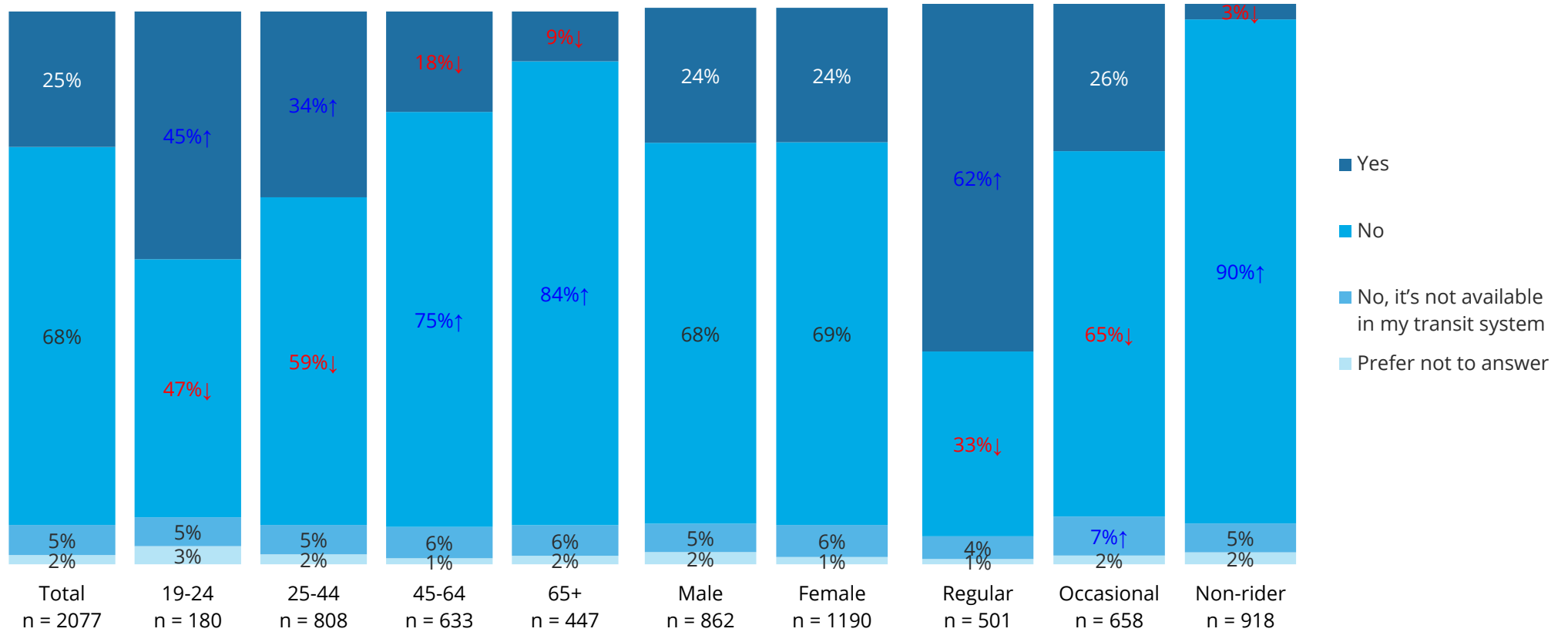
↓ indicates significantly lower results compared to other regions.

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

*Prefer not to answer is excluded from the graph

Awareness of Electronic Fare Collection System (Umo)

Current Reporting Quarter: Q1 2026 (JAN - MAR)



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

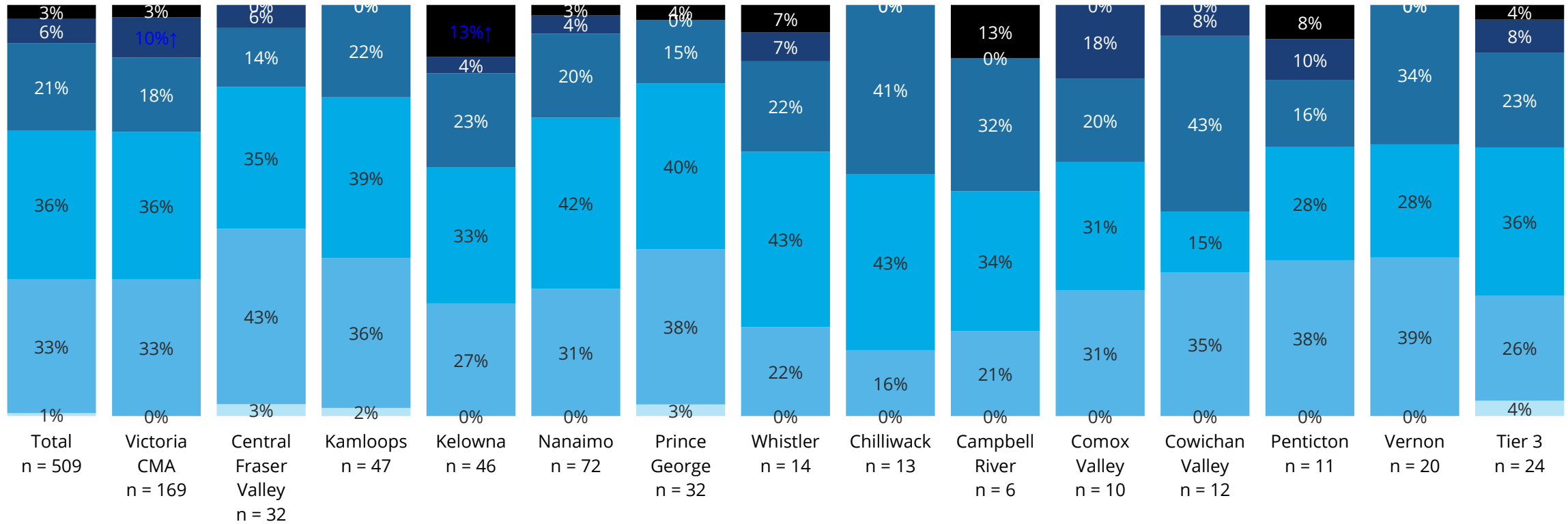


Q17 Have you used the new electronic fare system (Umo)?

*Prefer not to answer is excluded from the graph

Electronic Fare Satisfaction

Current Reporting Quarter: Q1 2026 (JAN - MAR)



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

↑ indicates significantly higher results compared to other regions;

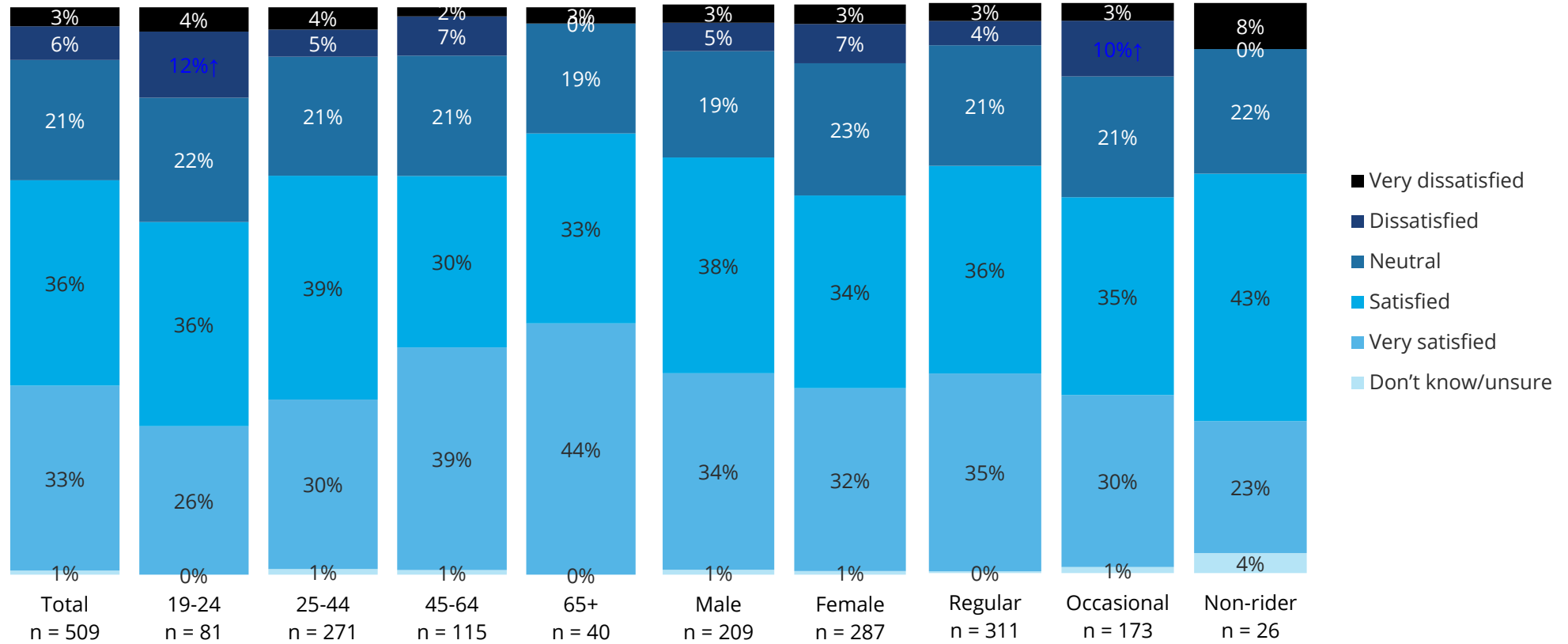
↓ indicates significantly lower results compared to other regions.



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

Electronic Fare Satisfaction

Current Reporting Quarter: Q1 2026 (JAN - MAR)



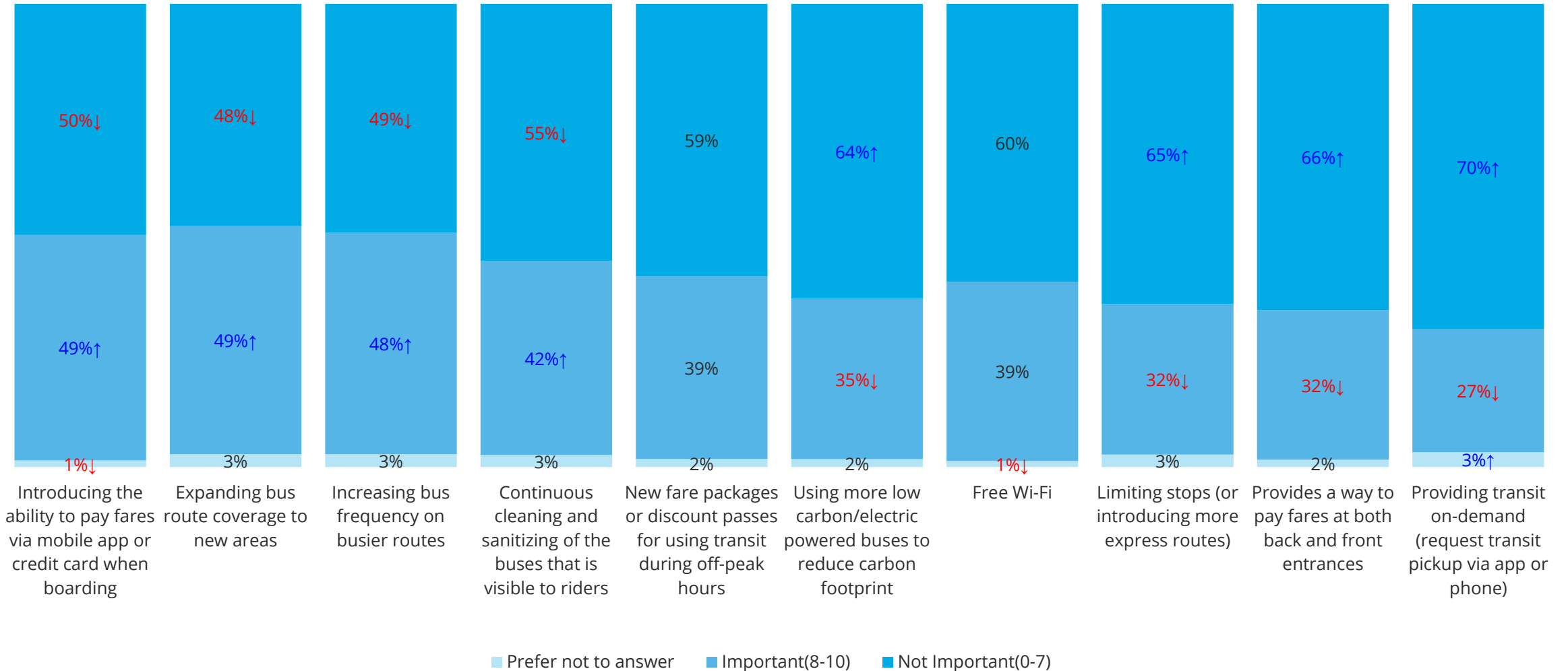
↑ indicates significantly higher results compared to other regions;
↓ indicates significantly lower results compared to other regions.



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

Key Improvements to Encourage use of Transit

Current Reporting Quarter: Q1 2026 (JAN - MAR)



base n= 2077

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

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



Key Improvements to Encourage use of Transit

Current Reporting Quarter: Q1 2026 (JAN - MAR)

Average	Total n = 1969	Age				Gender		Riders		
		19-24 n = 173	25-44 n = 781	45-64 n = 606	65+ n = 402	Male n = 821	Female n = 1126	Regular n = 494	Occasional rider n = 637	Non-rider n = 838
Continuous cleaning and sanitizing of the buses that is visible to riders	6.7	6.3	6.7	6.7	6.7	6.4	6.9	6.6	6.8	6.7
Expanding bus route coverage to new areas	7.1	6.4	7.3	7.2	7.0	6.8	7.3	7.2	7.2	7.0
Increasing bus frequency on busier routes	7.1	6.6	7.1	7.2	7.1	6.9	7.2	7.2	7.3	6.8
Providing transit on-demand (request transit pickup via app or phone)	5.4	5.0	5.8	5.3	5.1	5.2	5.6	5.5	5.5	5.3
Limiting stops (or introducing more express routes)	6.1	5.1	6.1	6.2	6.2	6.1	6.1	6.1	6.1	6.0
Provides a way to pay fares at both back and front entrances	5.6	5.7	6.1	5.5	4.9	5.6	5.6	5.8	5.7	5.5
Introducing the ability to pay fares via mobile app or credit card when boarding	6.9	6.7	7.2	6.8	6.5	6.9	6.9	7.0	7.0	6.8
Using more low carbon/electric powered buses to reduce carbon footprint	5.9	5.9	6.0	6.0	5.8	5.7	6.1	6.4	6.0	5.6
Free Wi-Fi	6.1	6.4	6.3	6.3	5.0	6.0	6.1	6.6	6.2	5.6
New fare packages or discount passes for using transit during off-peak hours	6.5	6.0	6.6	6.5	6.5	6.4	6.6	6.9	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.

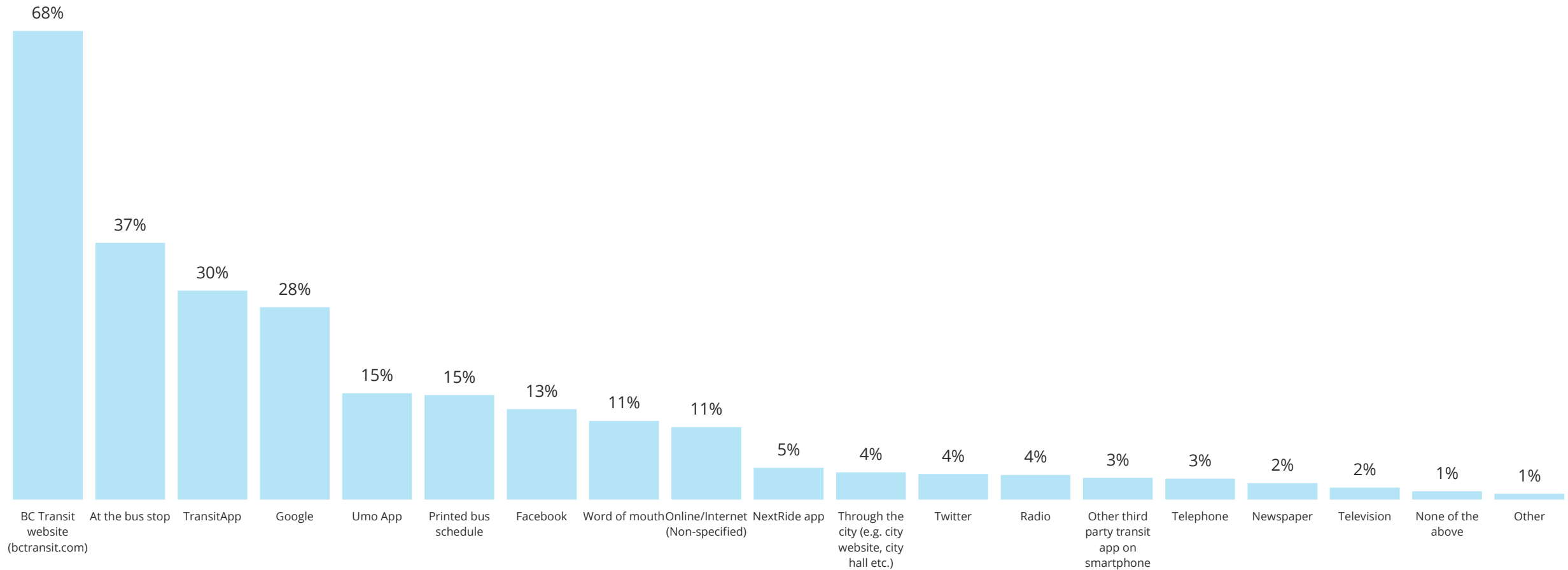
*Prefer not to answer is excluded from the graph and calculation.

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: Q1 2026 (JAN - MAR)



base n= 2077

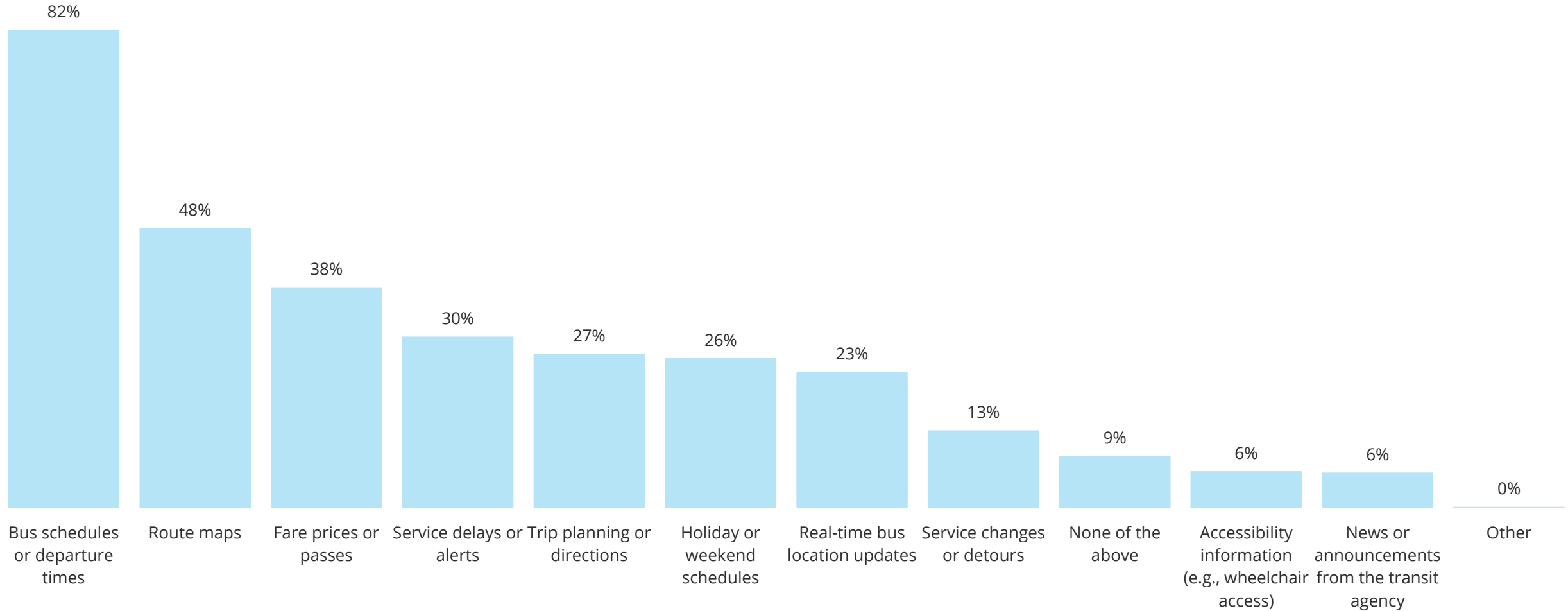
Q15 Where do you typically get information about your local transit system? (Riders)

↑ 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: Q1 2026 (JAN - MAR)



base n= 2077

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

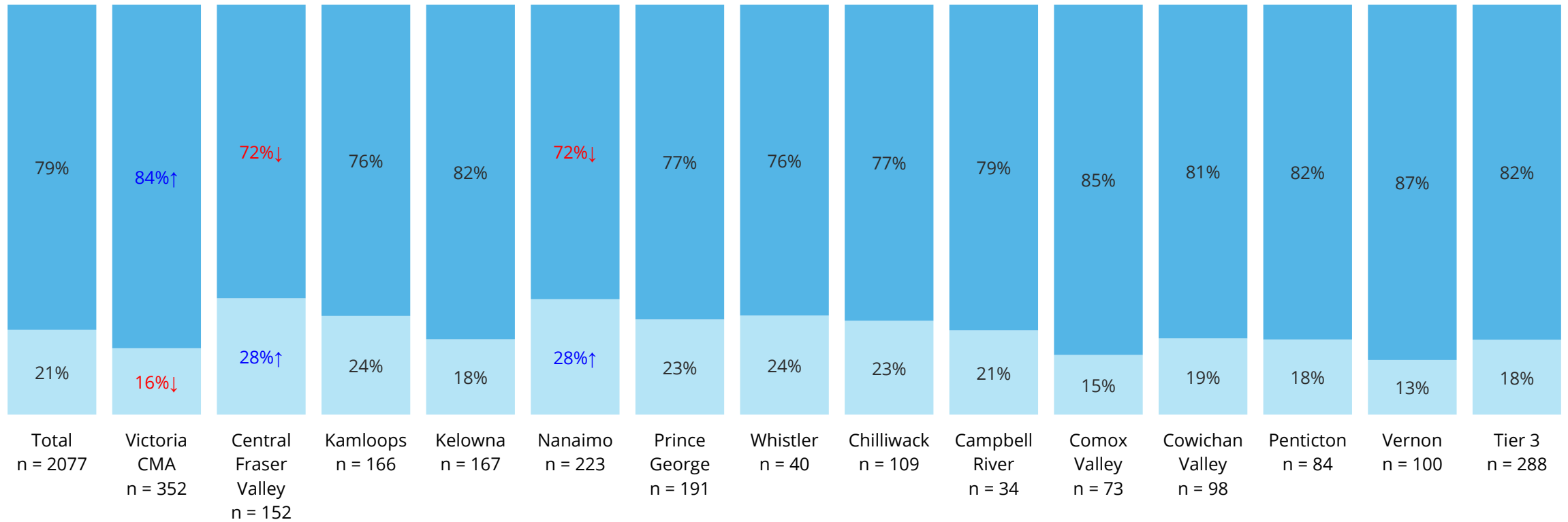
Current Reporting Quarter: Q1 2026 (JAN - MAR)

	Total n = 2077	Victoria CMA n = 352	Central Fraser Valley n = 152	Kamloops n = 166	Kelowna n = 167	Nanaimo n = 223	Prince George n = 191	Whistler n = 40	Chilliwack n = 109	Campbell River n = 34	Comox Valley n = 73	Cowichan Valley n = 98	Penticton n = 84	Vernon n = 100	Tier 3 n = 288
Bus schedules or departure times	82%	88%	85%	85%	80%	82%	83%	92%	78%	66%	83%	81%	81%	78%	78%
Service delays or alerts	30%	38%	30%	33%	29%	30%	27%	22%	33%	42%	22%	20%	30%	24%	24%
Fare prices or passes	38%	28%	46%	37%	36%	38%	40%	37%	43%	33%	35%	46%	40%	36%	44%
Route maps	48%	49%	54%	43%	50%	46%	51%	53%	47%	45%	51%	54%	52%	48%	42%
Trip planning or directions	27%	38%	31%	26%	27%	25%	19%	17%	25%	12%	24%	28%	15%	23%	25%
Real-time bus location updates	23%	34%	29%	26%	22%	18%	22%	19%	26%	22%	17%	19%	18%	20%	17%
Service changes or detours	13%	18%	14%	10%	12%	11%	13%	0%	14%	12%	15%	11%	13%	15%	13%
Holiday or weekend schedules	26%	29%	30%	19%	24%	27%	23%	13%	32%	26%	24%	24%	25%	28%	25%
Accessibility information (e.g., wheelchair access)	6%	6%	6%	4%	5%	5%	5%	3%	4%	10%	4%	8%	11%	11%	9%
News or announcements from the transit agency	6%	6%	10%	4%	6%	6%	8%	3%	3%	6%	5%	8%	9%	10%	4%
Other	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%
None of the above	9%	4%	6%	7%	11%	11%	9%	2%	11%	19%	10%	10%	6%	13%	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: Q1 2026 (JAN - MAR)



■ Yes ■ No

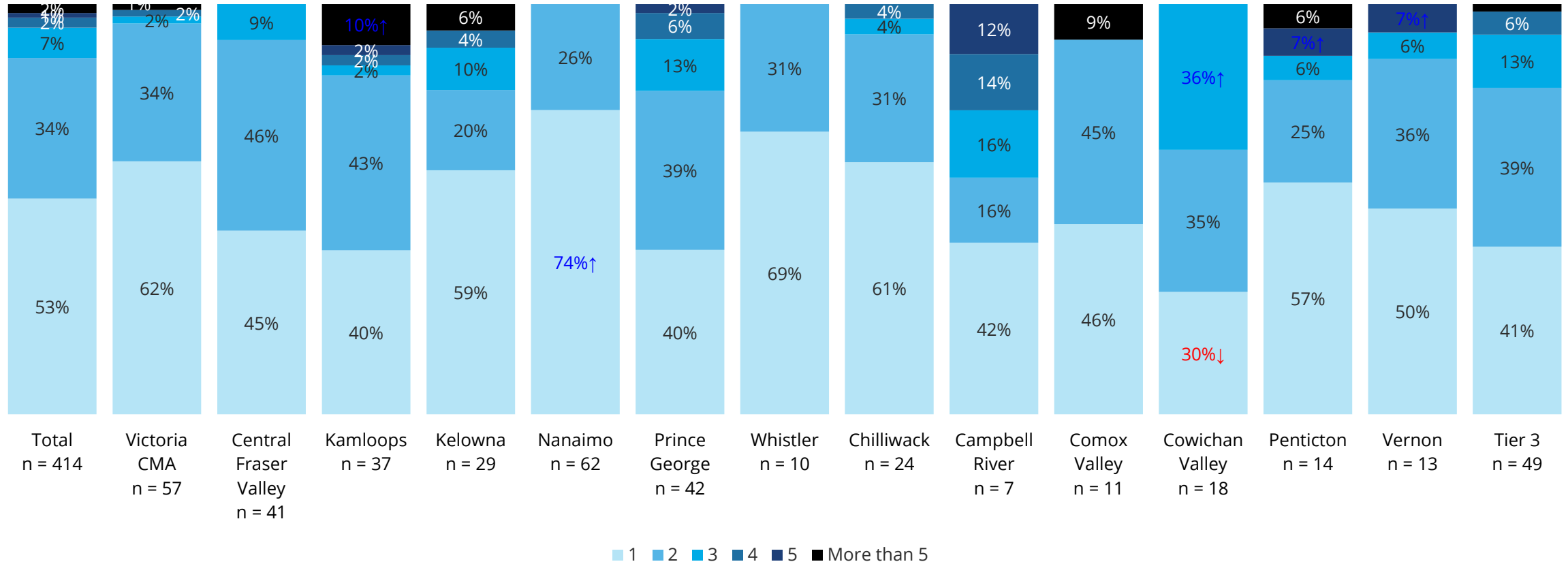
↑ indicates significantly higher results compared to other regions;
 ↓ indicates significantly lower results compared to other regions.



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

Average Number of Children Aged 12 and Under

Current Reporting Quarter: Q1 2026 (JAN - MAR)



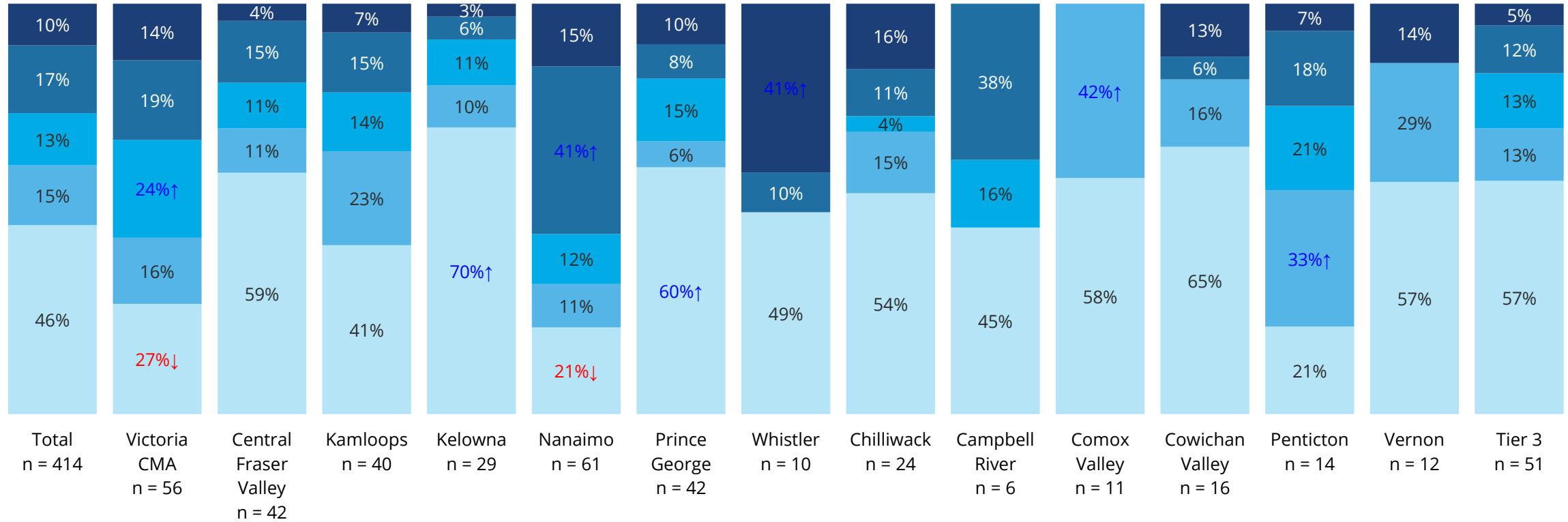
↑ indicates significantly higher results compared to other regions;
 ↓ indicates significantly lower results compared to other regions.



X2 How many children, age 12 and under, are in your care?
 *Prefer not to answer is excluded from the graph and calculation

Frequency of Riding the Bus by Children 12 and Under

Current Reporting Quarter: Q1 2026 (JAN - MAR)



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

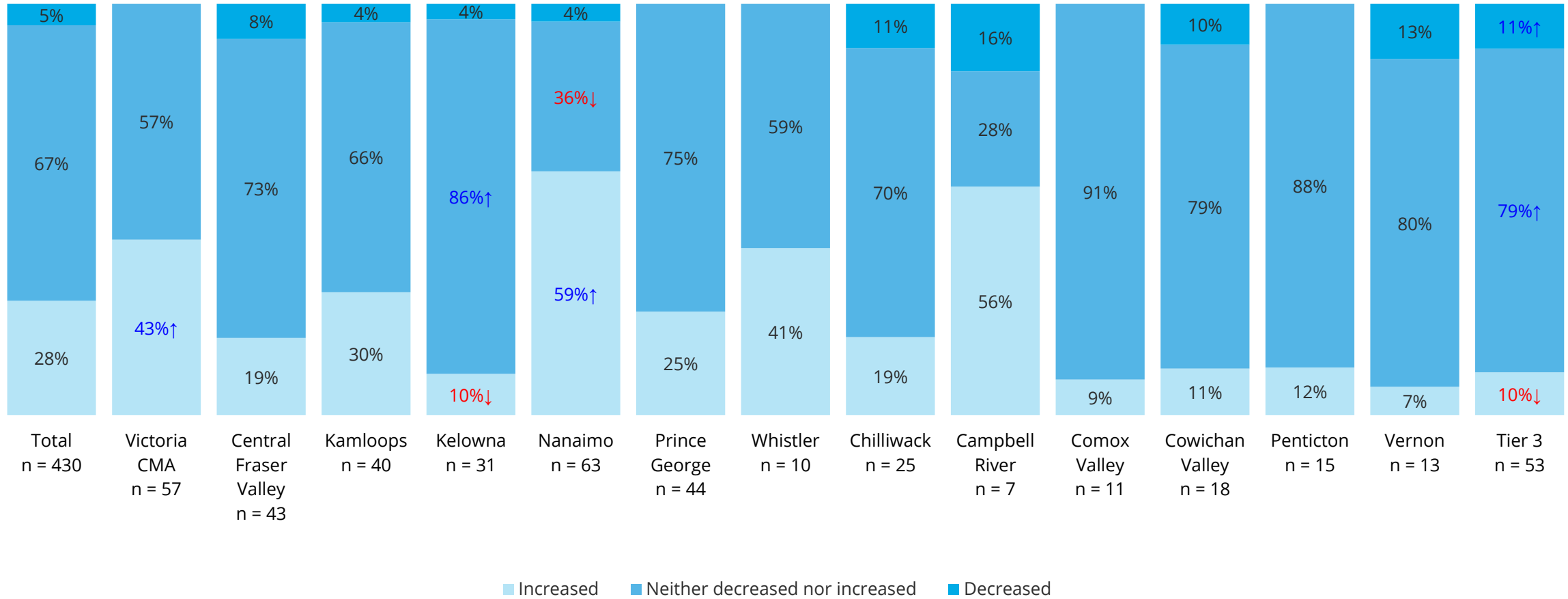
↑ indicates significantly higher results compared to other regions;
↓ indicates significantly lower results compared to other regions.

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

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

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

Current Reporting Quarter: Q1 2026 (JAN - MAR)



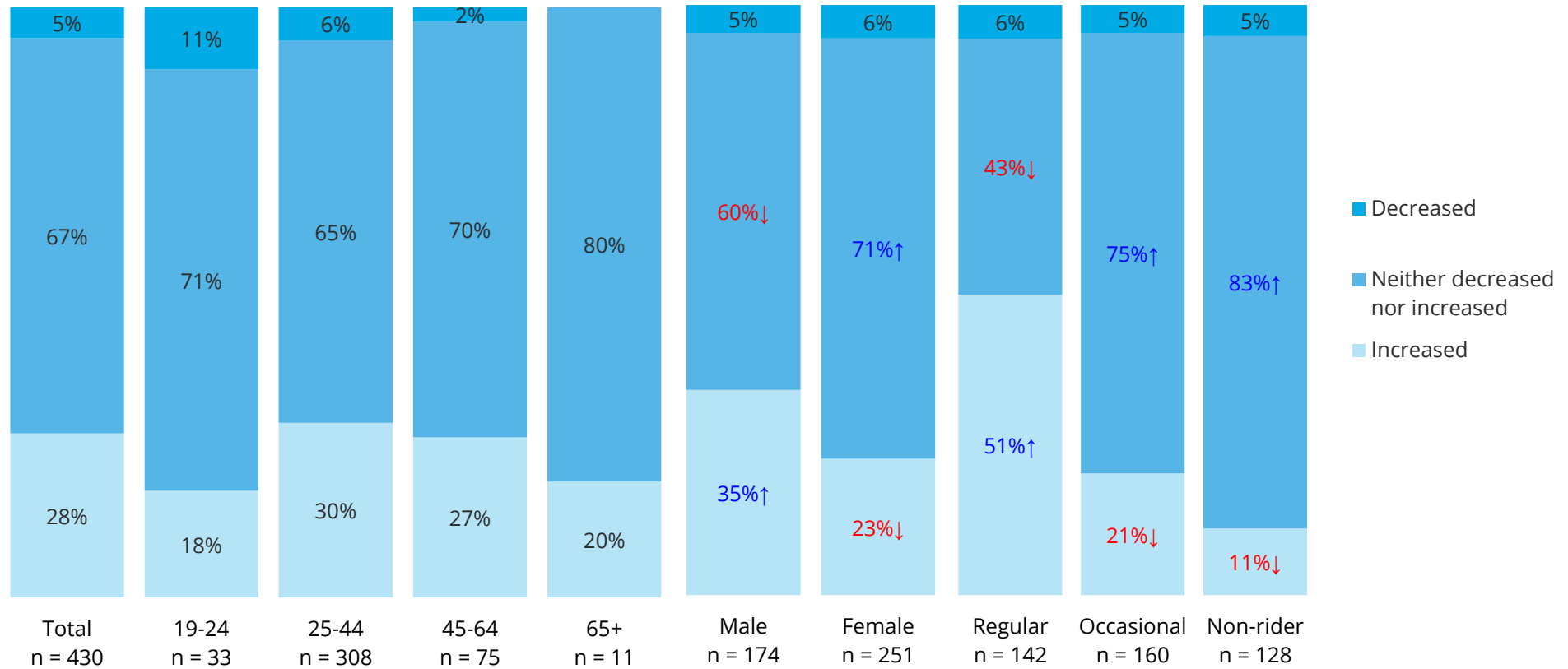
↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

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

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

Current Reporting Quarter: Q1 2026 (JAN - MAR)



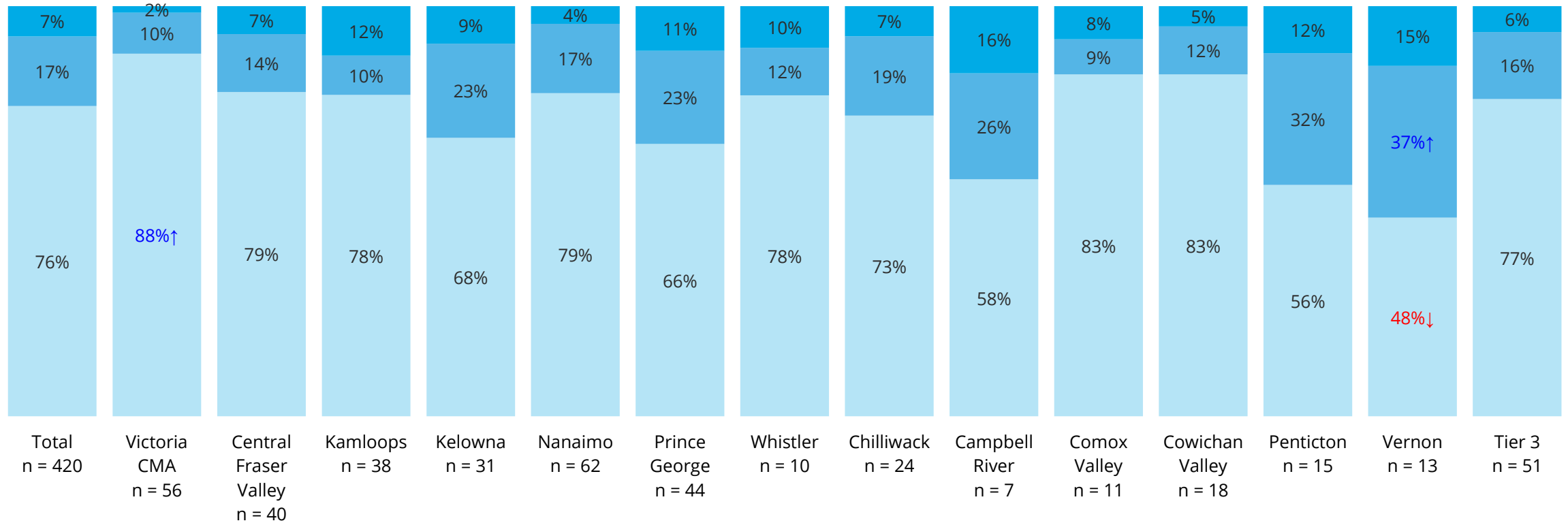
↑ indicates significantly higher results compared to other regions;
 ↓ indicates significantly lower results compared to other regions.



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

Importance of Free Transit for Children 12 and Under

Current Reporting Quarter: Q1 2026 (JAN - MAR)



■ Important ■ Neutral ■ Not important

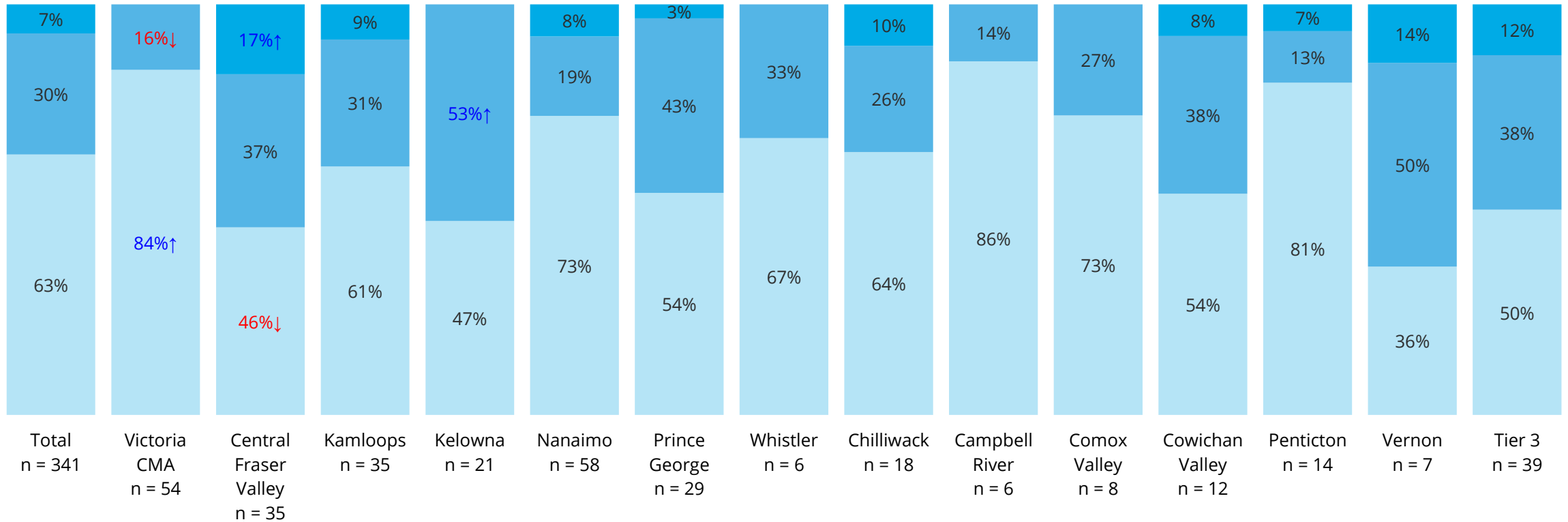
↑ indicates significantly higher results compared to other regions;
 ↓ indicates significantly lower results compared to other regions.

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

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

Satisfaction of Free Transit for Children 12 and Under

Current Reporting Quarter: Q1 2026 (JAN - MAR)



■ Satisfied ■ Neutral ■ Dissatisfied

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

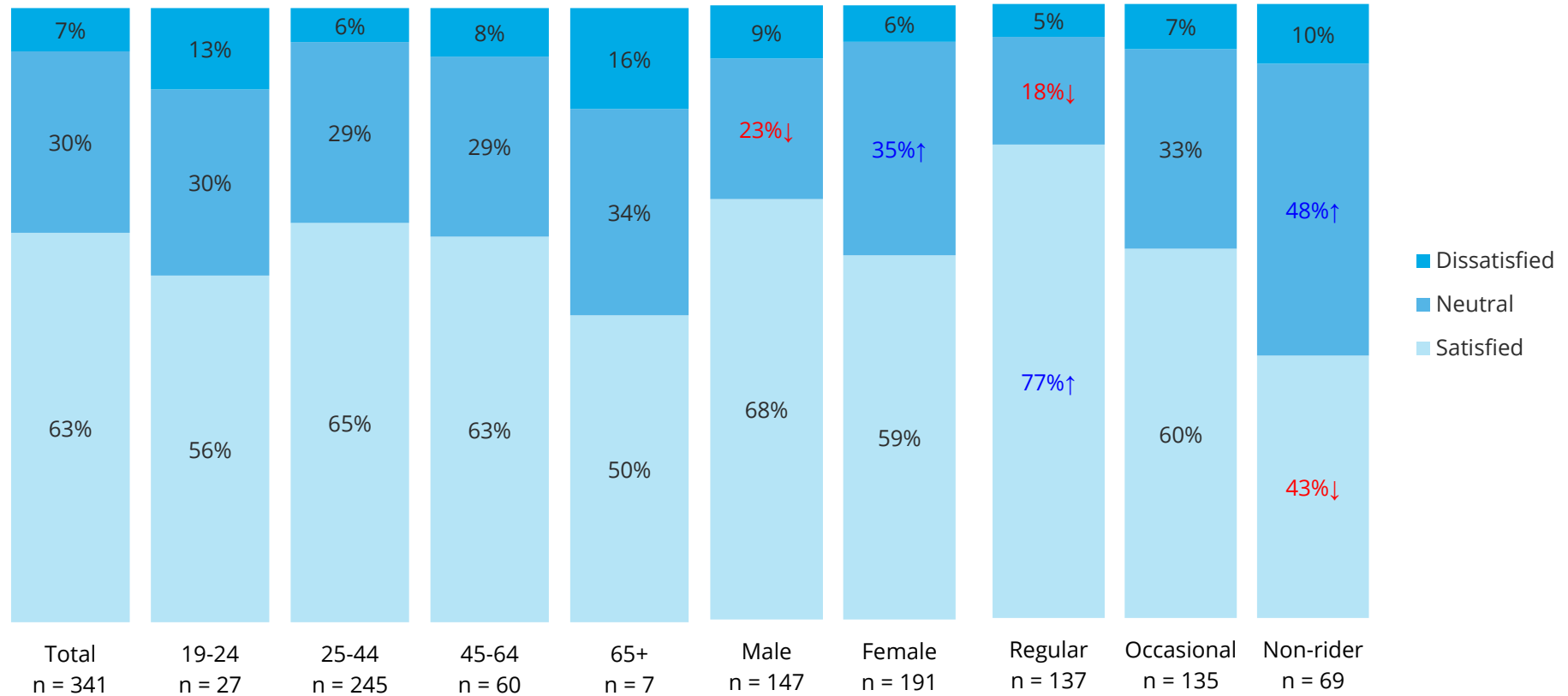


X6 How satisfied were you with the service your child/children experienced while taking transit?

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

Satisfaction of Free Transit for Children 12 and Under

Current Reporting Quarter: Q1 2026 (JAN - MAR)



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



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

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

Demographics

Current Reporting Quarter: Q1 2026 (JAN - MAR)

Household Income	%
Less than \$20,000	12%
\$20,000 - \$29,999	12%
\$30,000 - \$39,999	10%
\$40,000 - \$49,999	8%
\$50,000 - \$59,999	9%
\$60,000 - \$69,999	7%
\$70,000 - \$99,999	16%
\$100,000 - \$149,999	13%
\$150,000 or more	7%
Prefer not to answer	6%

Age	%
19-24	9%
25-34	18%
35-44	21%
45-54	16%
55-64	15%
65 and older	22%
Prefer not to answer	0%

Gender	%
Male	42%
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)	17%
Unable to work	7%
Unemployed	8%
Stay at home parent	4%
Retired	22%
Prefer not to answer	4%

Minority Group	%
Racialized minority	7%
Persons with disabilities (including physical and/or mental health disability)	27%
Indigenous (as defined in Canada as First Nations, Métis or Inuit)	12%
New to Canada (less than 1 year)	1%
LGBTQ2S+	8%
None of the above	52%
Prefer not to answer	4%

Student	%
Not currently a student	88%
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	4%

base n= 2077

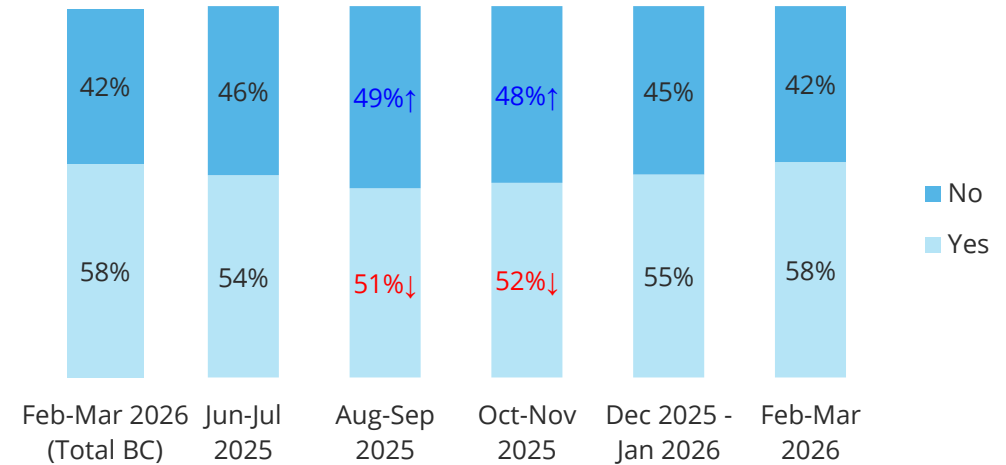


Bi-Monthly Reporting Regions

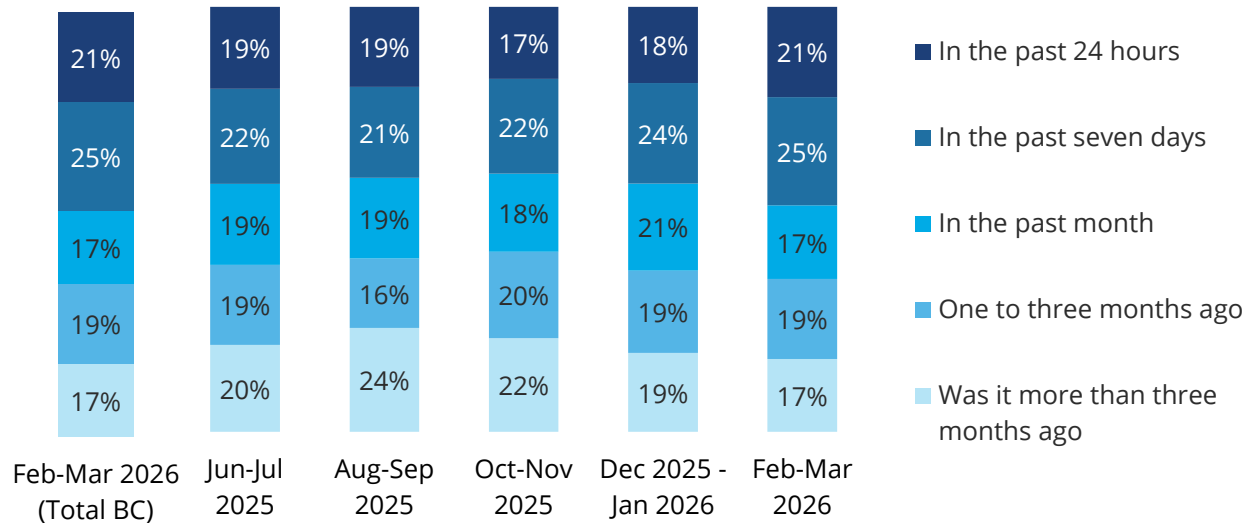
Responsibility for Local Transit System

	Jun-Jul 2025	Aug-Sep 2025	Oct-Nov 2025	Dec 2025 - Jan 2026	Feb-Mar 2026	Feb-Mar 2026 (Total BC)
BC Transit	81%	79%	77%	79%	79%	79%
Local/municipal government	23%	21%	26%	24%	22%	22%
TransLink	9%	10%	11%	12%	14%	14%
Other	2%	2%	2%	1%	1%	1%
Don't know	6%	7%	6%	7%	7%	7%

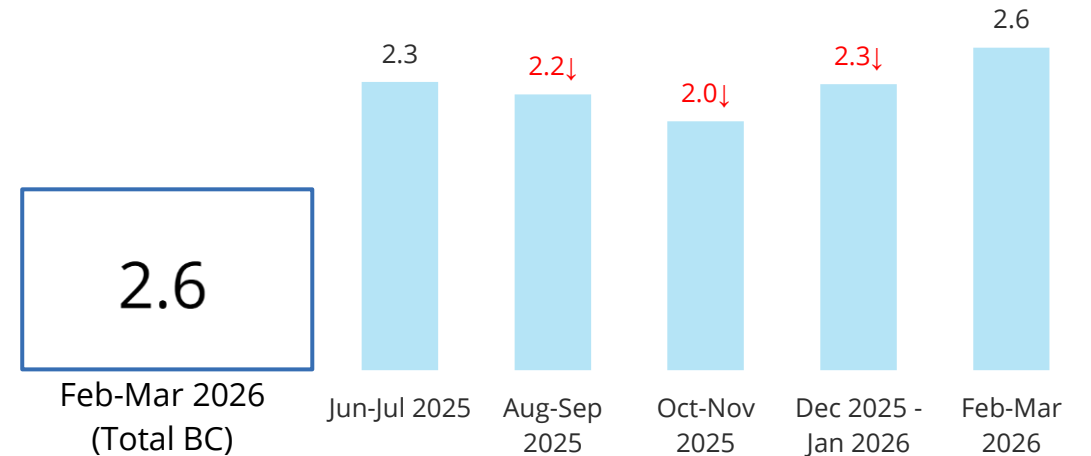
Past Year Local Transit use



Most Recent Local Transit Use

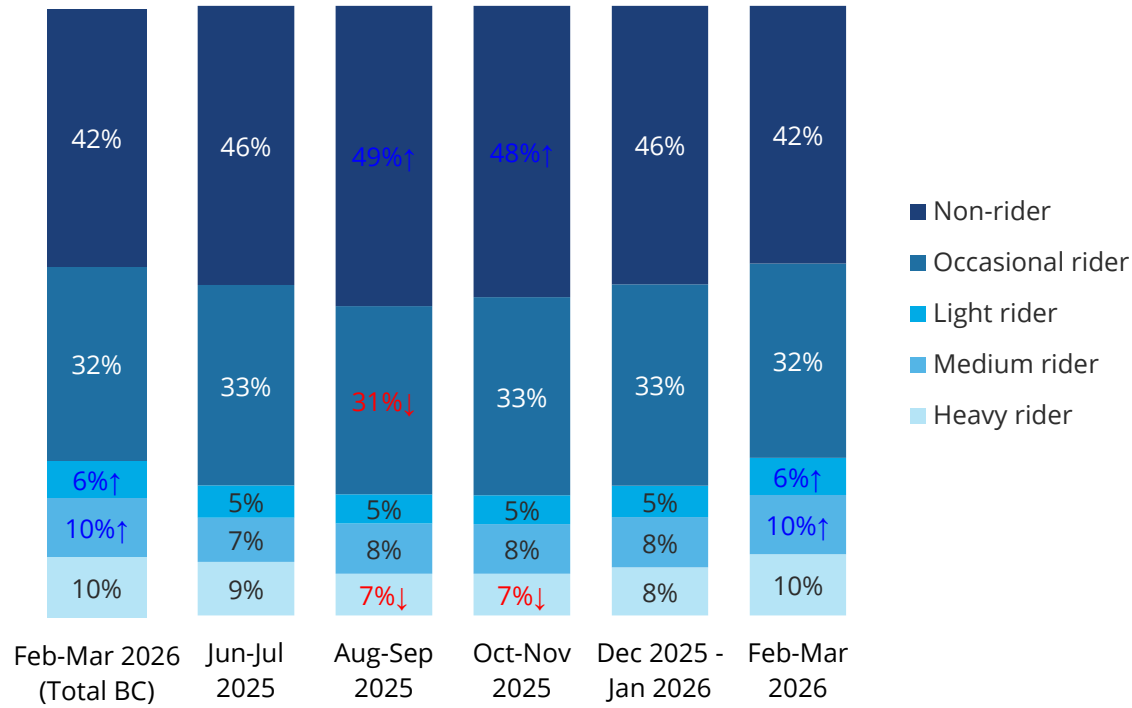


Average Number of One-Way Trips in the Past Seven Days

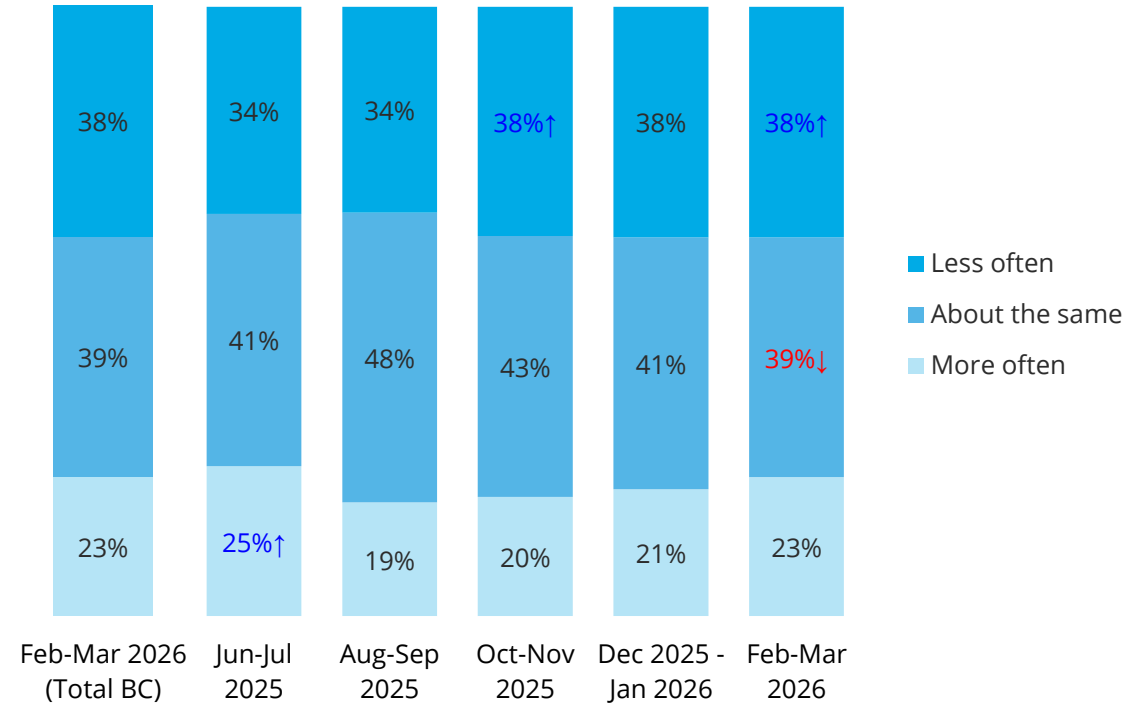


Trends

Rider Usage Group



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



Trends

Modes of Transportation Used More Often

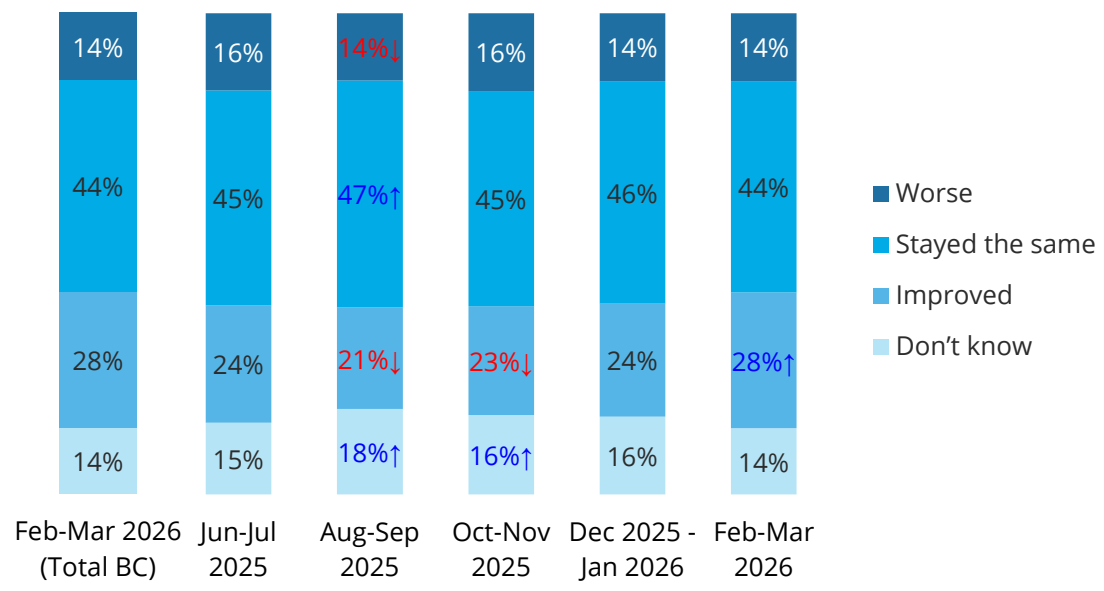
	Jun-Jul 2025	Aug-Sep 2025	Oct-Nov 2025	Dec 2025 - Jan 2026	Feb-Mar 2026	Feb-Mar 2026 (Total BC)
Drive alone (car/truck)	60%	57%	57%	53%	50%	50%
Carpool or share a ride as driver	6%	8%	10%	13%	12%	12%
Carpool or share a ride as passenger	16%	19%	21%	18%	25%	25%
Taxi	9%	8%	12%	14%	11%	11%
Bicycle	17%	11%	12%	12%	14%	14%
Motorcycle/moped/scooter	7%	6%	5%	5%	2%	2%
Walking/rollerblading/skateboarding/jogging	20%	19%	18%	24%	25%	25%
Ride share (e.g. Uber, Lyft, etc.)	12%	7%	11%	12%	11%	11%
Other	7%	8%	6%	9%	8%	8%
Don't know	0%	0%	0%	0%	0%	0%

Modes of Transportation Used Less Often

	Jun-Jul 2025	Aug-Sep 2025	Oct-Nov 2025	Dec 2025 - Jan 2026	Feb-Mar 2026	Feb-Mar 2026 (Total BC)
Drive alone (car/truck)	54%	56%	52%	51%	54%	54%
Carpool or share a ride as driver	16%	11%	12%	14%	20%	20%
Carpool or share a ride as passenger	16%	20%	22%	11%	23%	23%
Taxi	30%	29%	32%	35%	44%	44%
Bicycle	12%	10%	15%	16%	18%	18%
Motorcycle/moped/scooter	5%	1%	9%	6%	10%	10%
Walking/rollerblading/skateboarding/jogging	17%	19%	17%	17%	12%	12%
Ride share (e.g. Uber, Lyft, etc.)	14%	13%	20%	22%	25%	25%
Other	7%	3%	2%	5%	5%	5%
Don't know	2%	2%	3%	4%	2%	2%

Trends

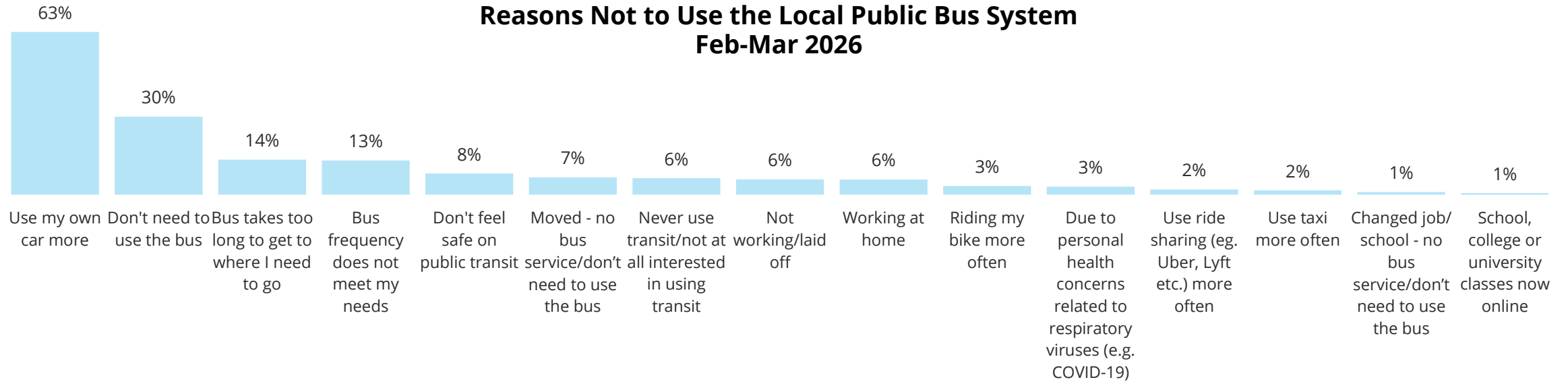
Past Year Change in Local Bus System



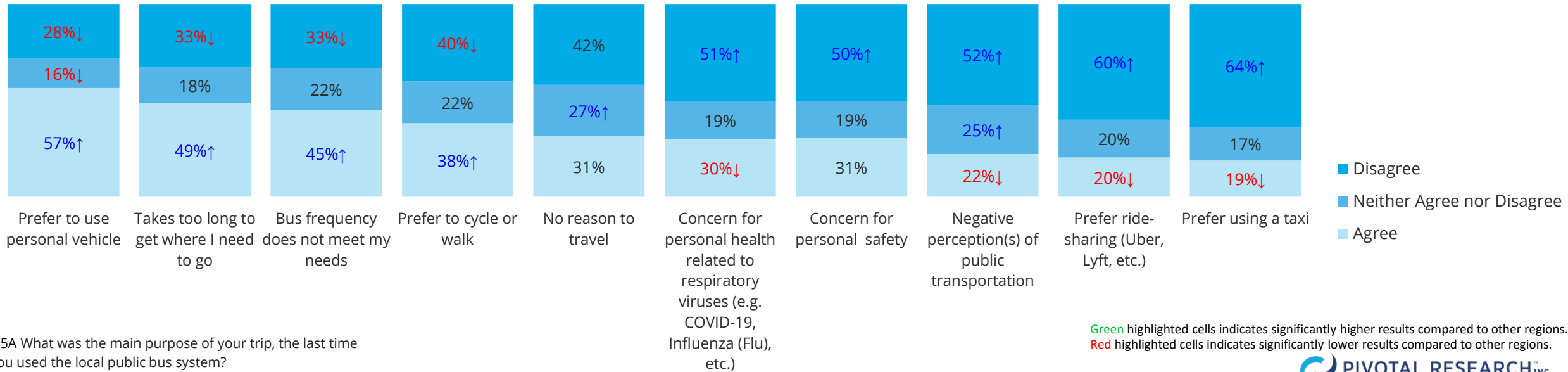
	Jun-Jul 2025	Aug-Sep 2025	Oct-Nov 2025	Dec 2025 - Jan 2026	Feb-Mar 2026	Feb-Mar 2026 (Total BC)
Fare prices are reasonable	45%	48%	45%	44%	46%	46%
Bus drivers are courteous	59%	60%	59%	59%	61%	61%
Frequency of scheduled service	34%	36%	32%	35%	39%	39%
Buses run on time/on schedule	49%	48%	45%	47%	50%	50%
Buses are clean/well-maintained	55%	53%	51%	54%	54%	54%
Availability and accuracy of schedule information	49%	50%	48%	46%	49%	49%
Buses not being overcrowded	46%	45%	46%	48%	48%	48%
Buses have a direct route	41%	38%	40%	41%	45%	45%
Bus fare payment options are convenient and easy to use	51%	52%	48%	47%	54%	54%
Buses have good connections with reasonable wait times	36%	35%	33%	35%	37%	37%
Bus stops have enough amenities such as shelters, benches, information and trash cans	31%	32%	29%	28%	31%	31%
Bus stops are clean and well maintained	43%	40%	39%	40%	40%	40%
Trip duration, that is the time from when you boarded to the time you got off the bus	41%	41%	39%	42%	44%	44%
Sense of safety and security	46%	46%	44%	46%	48%	48%
Overall	45%	43%	43%	45%	48%	48%

Trends

Reasons Not to Use the Local Public Bus System Feb-Mar 2026



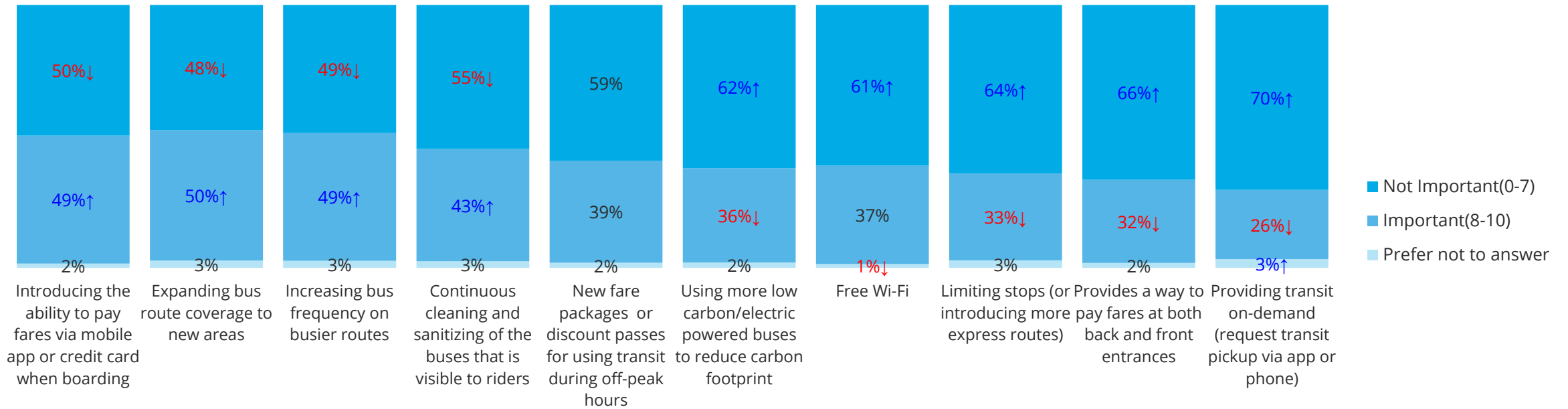
Likelihood of Reasons to not use Public Transportation



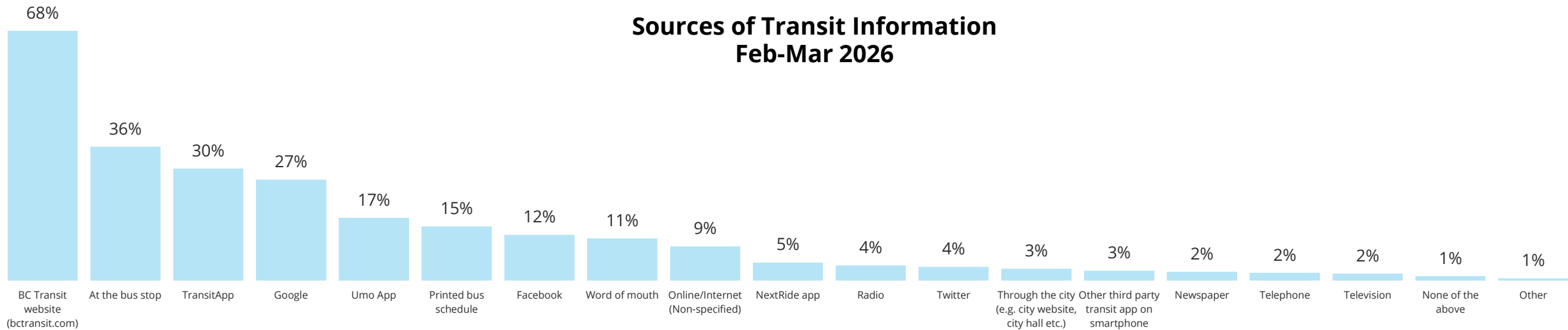
Q5A What was the main purpose of your trip, the last time you used the local public bus system?

Trends

Key Improvements to Encourage Use of Transit Feb-Mar 2026

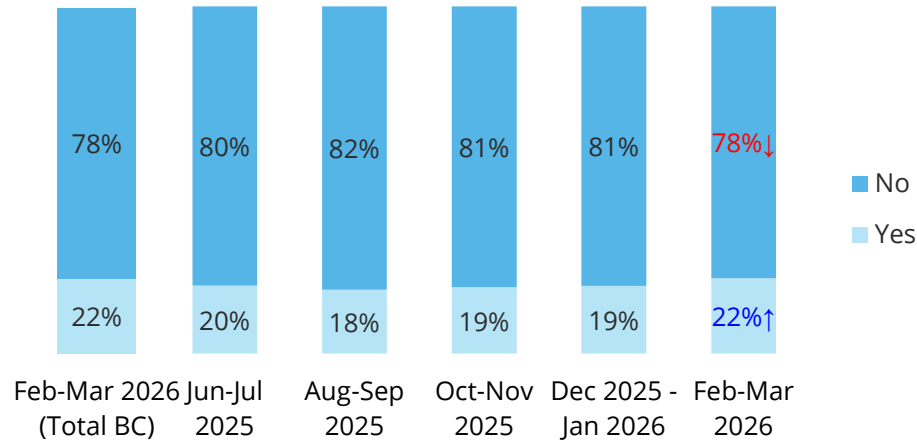


Sources of Transit Information Feb-Mar 2026

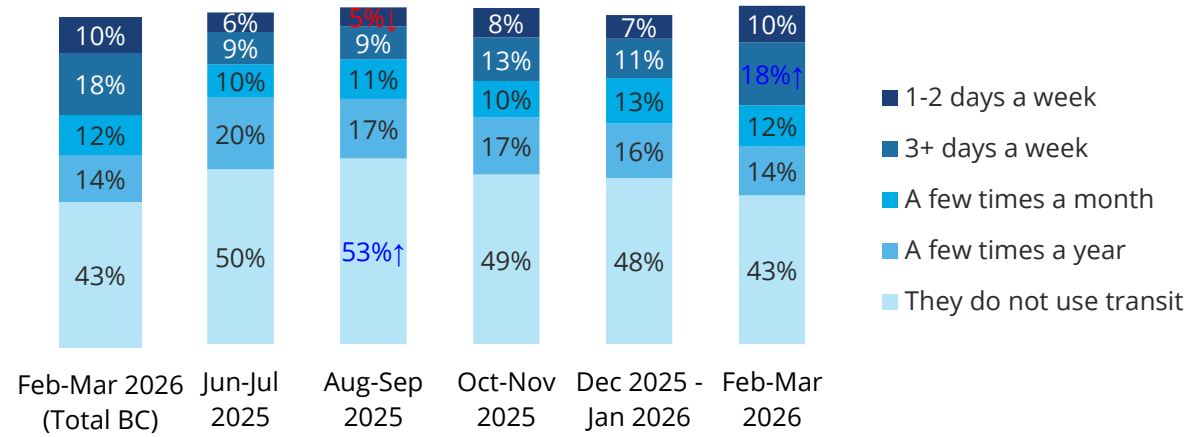


Trends

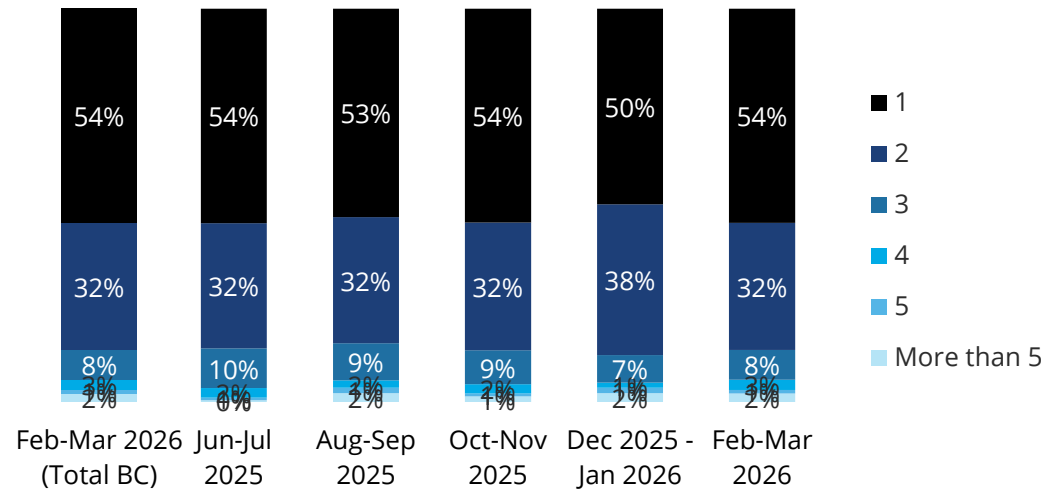
Taking Care of Children Aged 12 and Under



Frequency of Riding the Bus by Children 12 and Under

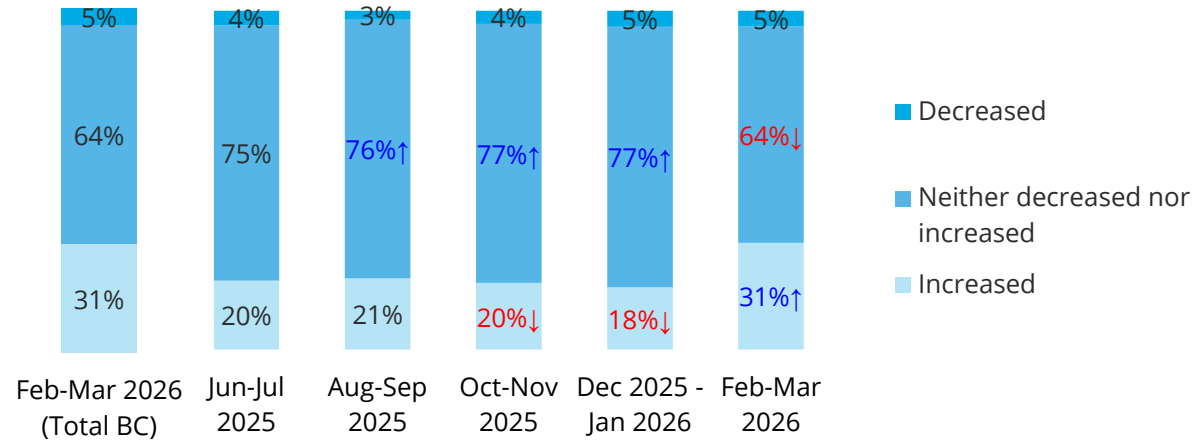


Number of Children Aged 12 and Under

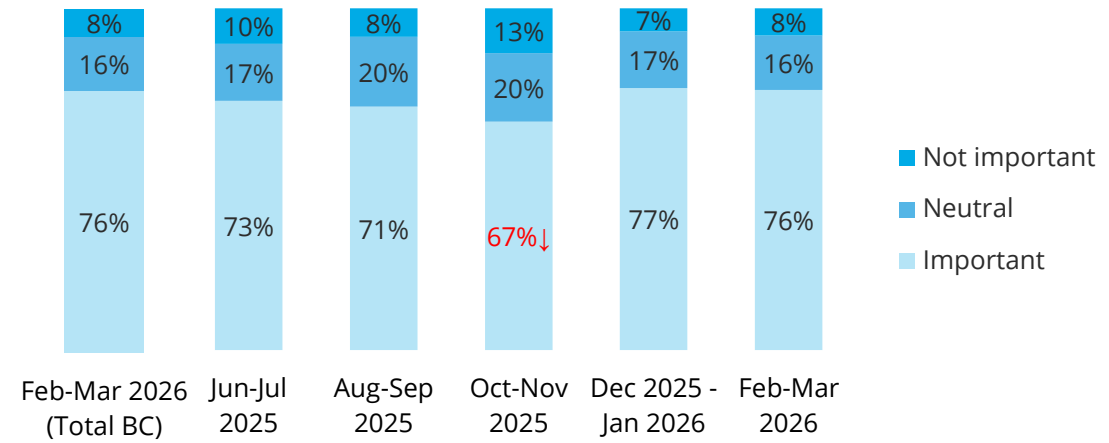


Trends

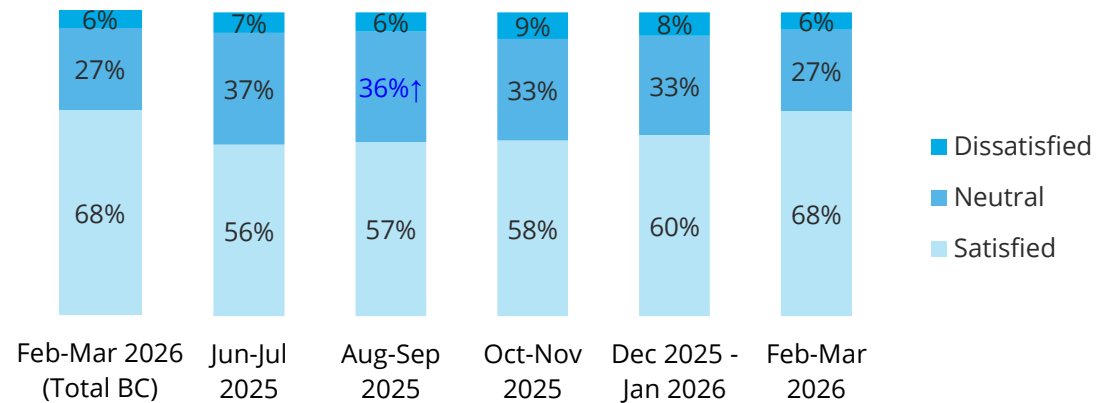
Impact of Free Transit on Transit Usage for Children 12 and Under



Importance of Free Transit for Children 12 and Under



Satisfaction of Free Transit for Children 12 and Under



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

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

Safety in Transit

	Jun-Jul 2025	Aug-Sep 2025	Oct-Nov 2025	Dec 2025 - Jan 2026	Feb-Mar 2026	Feb-Mar 2026 (Total BC)
No, I felt safe throughout the trip	75%	74%	70%	72%	72%	72%
Yes, I felt unsafe while travelling to my first stop	6%	6%	5%	6%	7%	7%
Yes, I felt unsafe while waiting to board my first transit vehicle	9%	10%	11%	12%	11%	11%
Yes, I felt unsafe while on-board	10%	8%	8%	10%	9%	9%
Yes, I felt unsafe during a transfer	4%	4%	4%	4%	4%	4%
Yes, I felt unsafe when exiting	4%	3%	4%	5%	4%	4%
Yes, I felt unsafe while travelling to my final destination	5%	4%	4%	5%	5%	5%
Don't know/not sure	5%	5%	5%	4%	5%	5%

NPS Score of Transit

	Jun-Jul 2025	Aug-Sep 2025	Oct-Nov 2025	Dec 2025 - Jan 2026	Feb-Mar 2026	Feb-Mar 2026 (Total BC)
Detractors	49%	51%	54%	51%	48%	48%
Passive	12%	13%	12%	12%	14%	14%
Promoters	39%	36%	34%	37%	38%	38%
NPS Score	-9.5	-14.4	-19.9	-13.8	-10.3	-10.3

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.

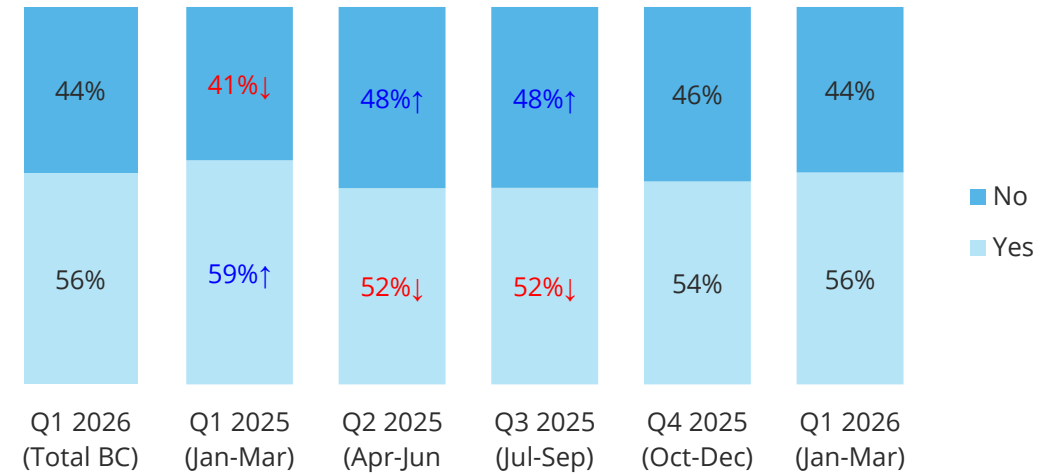


Quarterly Reporting Regions

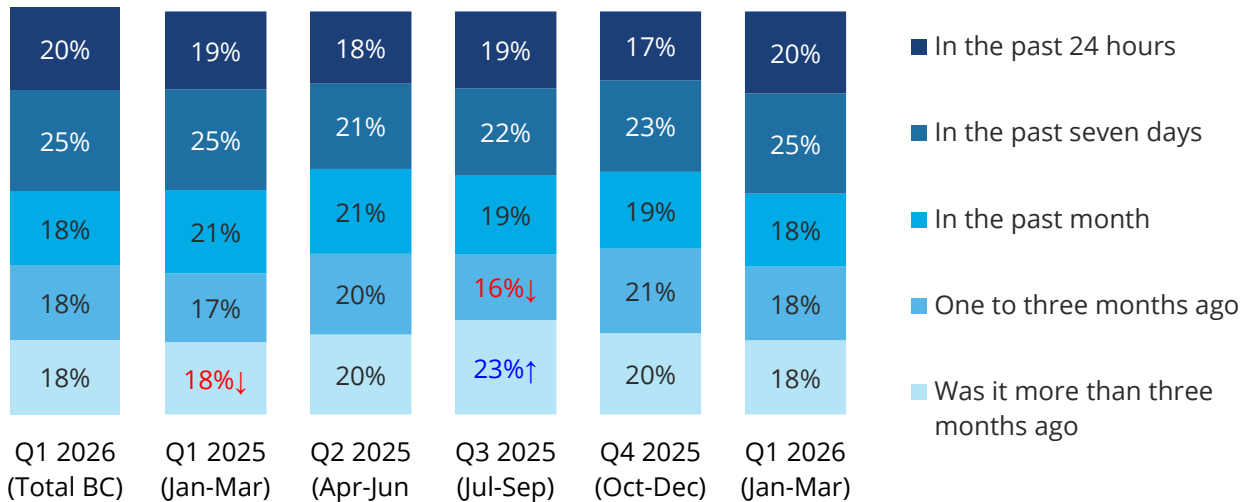
Responsibility for Local Transit System

	Q1 2025 (Jan-Mar)	Q2 2025 (Apr-Jun)	Q3 2025 (Jul-Sep)	Q4 2025 (Oct-Dec)	Q1 2026 (Jan-Mar)	Q1 2026 (Total BC)
BC Transit	80%	81%	78%	79%	79%	79%
Local/municipal government	26%	24%	21%	25%	22%	22%
TransLink	13%	12%	10%	11%	14%	14%
Other	1%	2%	3%	2%	2%	2%
Don't know	5%	6%	7%	6%	7%	7%

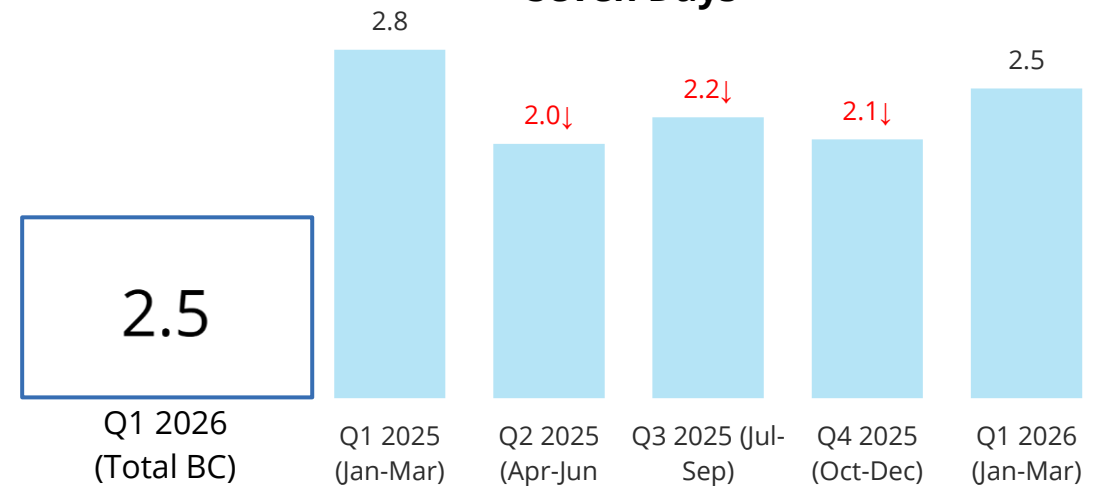
Past Year Local Transit use



Most Recent Local Transit Use

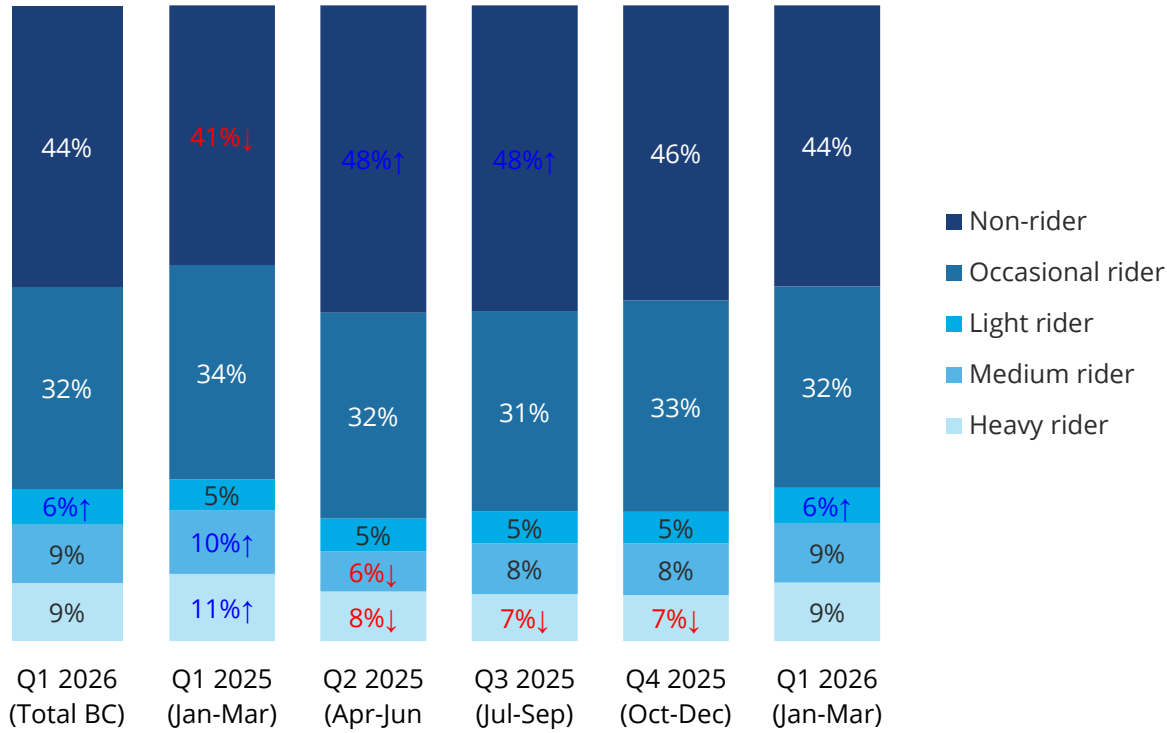


Average Number of One-Way Trips in the Past Seven Days

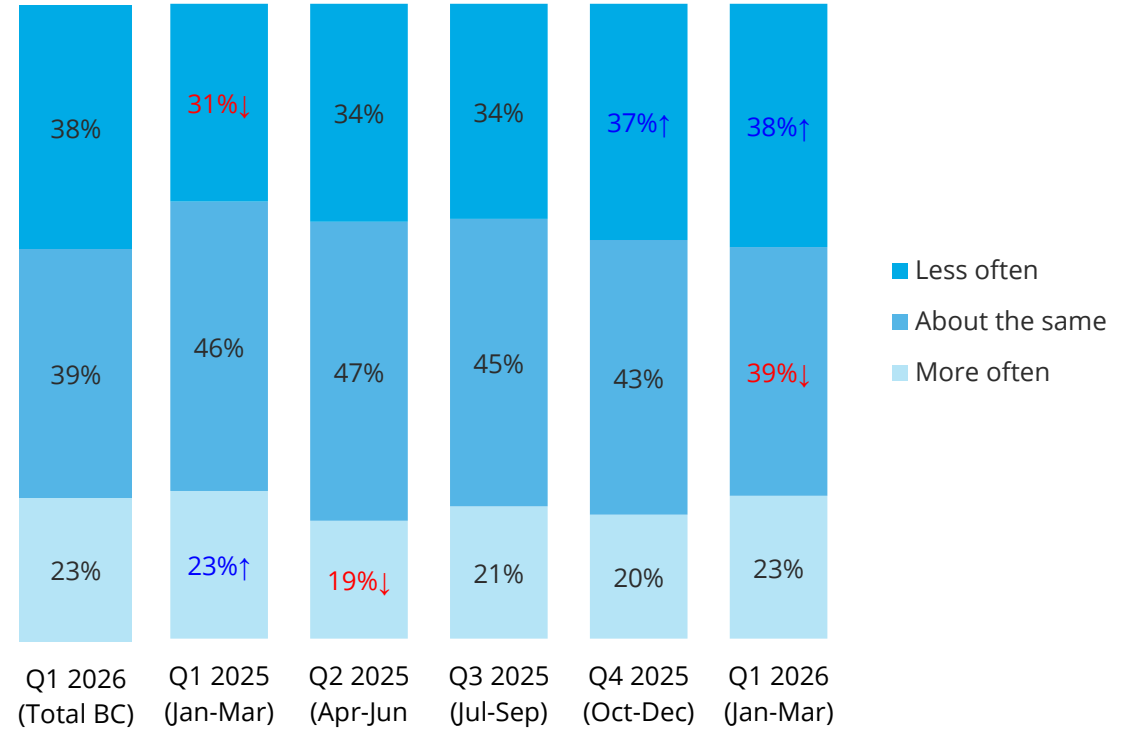


Trends

Rider Usage Group



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



Trends

Modes of Transportation Used More Often

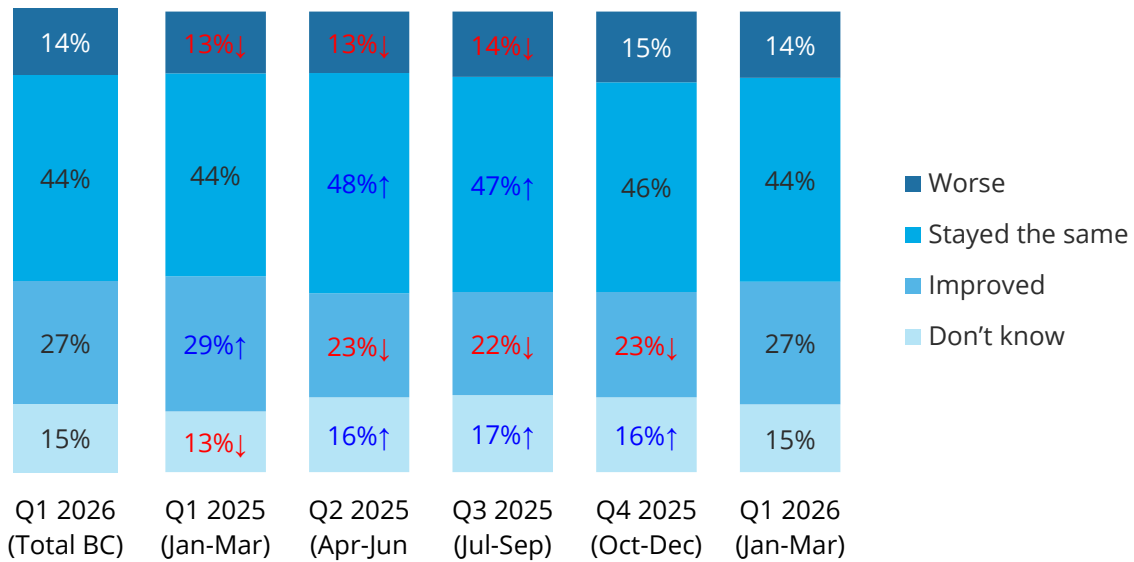
	Q1 2025 (Jan-Mar)	Q2 2025 (Apr-Jun)	Q3 2025 (Jul-Sep)	Q4 2025 (Oct-Dec)	Q1 2026 (Jan-Mar)	Q1 2026 (Total BC)
Drive alone (car/truck)	58%	56%	59%	56%	51%	51%
Carpool or share a ride as driver	11%	11%	7%	10%	13%	13%
Carpool or share a ride as passenger	19%	19%	18%	20%	23%	23%
Taxi	12%	10%	8%	11%	13%	13%
Bicycle	11%	11%	13%	12%	12%	12%
Motorcycle/moped/scooter	4%	7%	6%	6%	2%	2%
Walking/rollerblading/skateboarding/jogging	18%	18%	19%	20%	24%	24%
Ride share (e.g. Uber, Lyft, etc.)	10%	13%	8%	10%	12%	12%
Other	7%	7%	8%	6%	8%	8%
Don't know	1%	0%	0%	0%	0%	0%

Modes of Transportation Used Less Often

	Q1 2025 (Jan-Mar)	Q2 2025 (Apr-Jun)	Q3 2025 (Jul-Sep)	Q4 2025 (Oct-Dec)	Q1 2026 (Jan-Mar)	Q1 2026 (Total BC)
Drive alone (car/truck)	46%	54%	54%	51%	53%	53%
Carpool or share a ride as driver	13%	14%	12%	12%	19%	19%
Carpool or share a ride as passenger	20%	17%	19%	20%	19%	19%
Taxi	38%	24%	31%	33%	41%	41%
Bicycle	19%	9%	12%	15%	18%	18%
Motorcycle/moped/scooter	10%	3%	3%	7%	10%	10%
Walking/rollerblading/skateboarding/jogging	15%	15%	18%	16%	14%	14%
Ride share (e.g. Uber, Lyft, etc.)	22%	21%	12%	19%	26%	26%
Other	2%	6%	4%	2%	5%	5%
Don't know	1%	3%	2%	4%	2%	2%

Trends

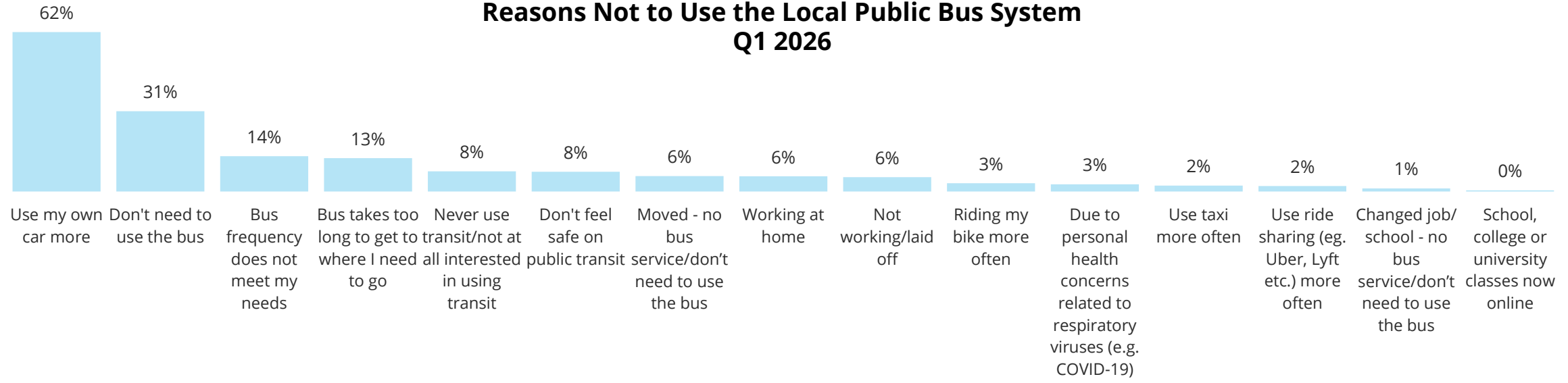
Past Year Change in Local Bus System



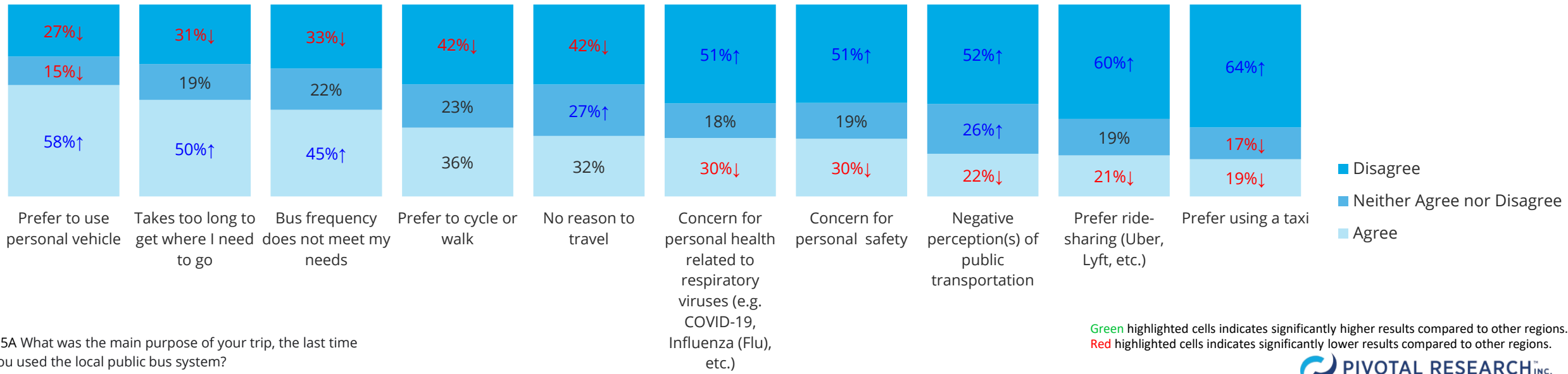
	Q1 2025 (Jan-Mar)	Q2 2025 (Apr-Jun)	Q3 2025 (Jul-Sep)	Q4 2025 (Oct-Dec)	Q1 2026 (Jan-Mar)	Q1 2026 (Total BC)
Fare prices are reasonable	52%	48%	48%	45%	45%	45%
Bus drivers are courteous	61%	63%	59%	60%	60%	60%
Frequency of scheduled service	41%	36%	36%	33%	37%	37%
Buses run on time/on schedule	51%	49%	48%	45%	49%	49%
Buses are clean/well-maintained	56%	55%	53%	52%	54%	54%
Availability and accuracy of schedule information	53%	50%	49%	48%	47%	47%
Buses not being overcrowded	49%	47%	46%	47%	48%	48%
Buses have a direct route	44%	39%	39%	40%	43%	43%
Bus fare payment options are convenient and easy to use	53%	51%	52%	48%	52%	52%
Buses have good connections with reasonable wait times	39%	35%	35%	33%	37%	37%
Bus stops have enough amenities such as shelters, benches, information and trash cans	36%	32%	32%	29%	30%	30%
Bus stops are clean and well maintained	43%	42%	41%	39%	40%	40%
Trip duration, that is the time from when you boarded to the time you got off the bus	46%	41%	41%	40%	43%	43%
Sense of safety and security	47%	46%	46%	45%	47%	47%
Overall	52%	46%	43%	43%	47%	47%

Trends

Reasons Not to Use the Local Public Bus System Q1 2026



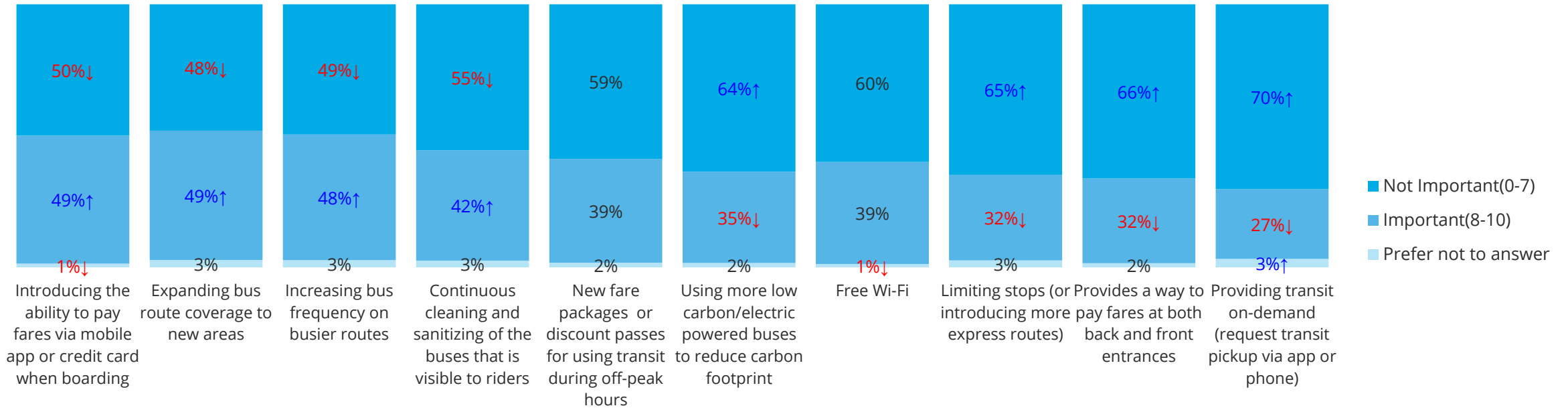
Likelihood of Reasons to not use Public Transportation



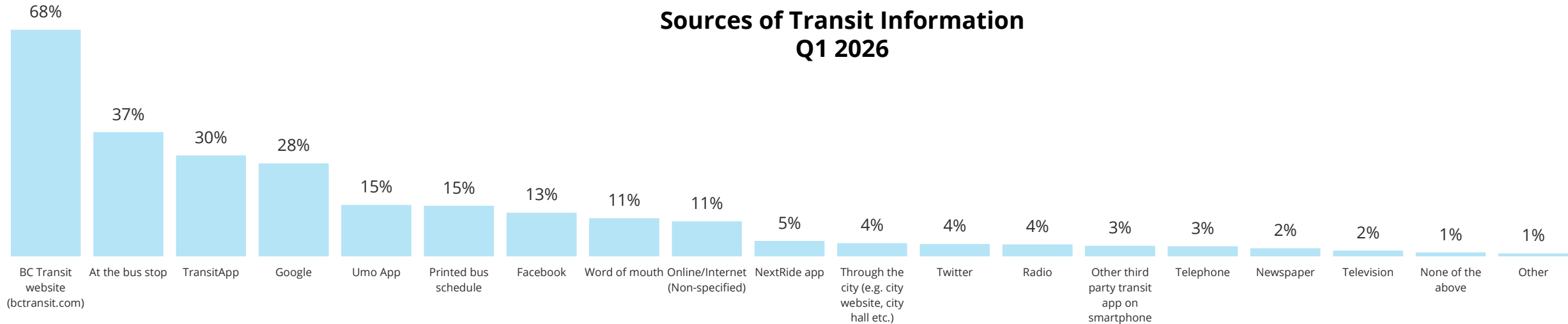
Q5A What was the main purpose of your trip, the last time you used the local public bus system?

Trends

Key Improvements to Encourage Use of Transit Q1 2026

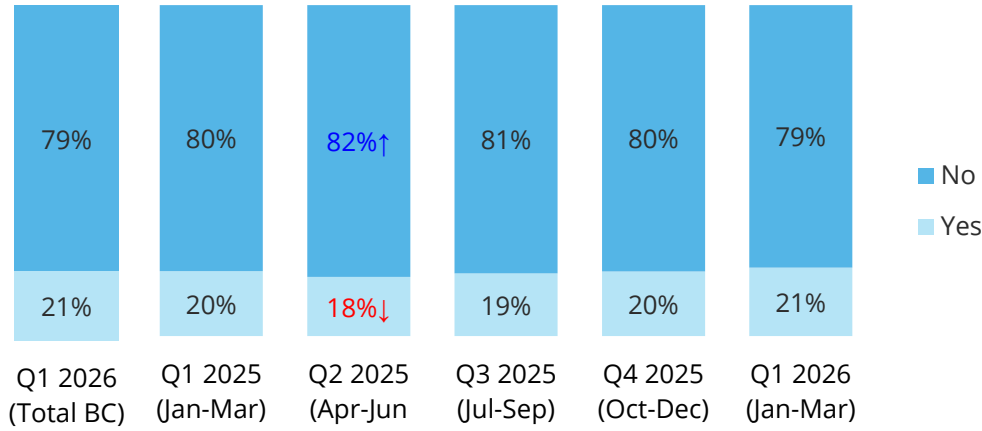


Sources of Transit Information Q1 2026

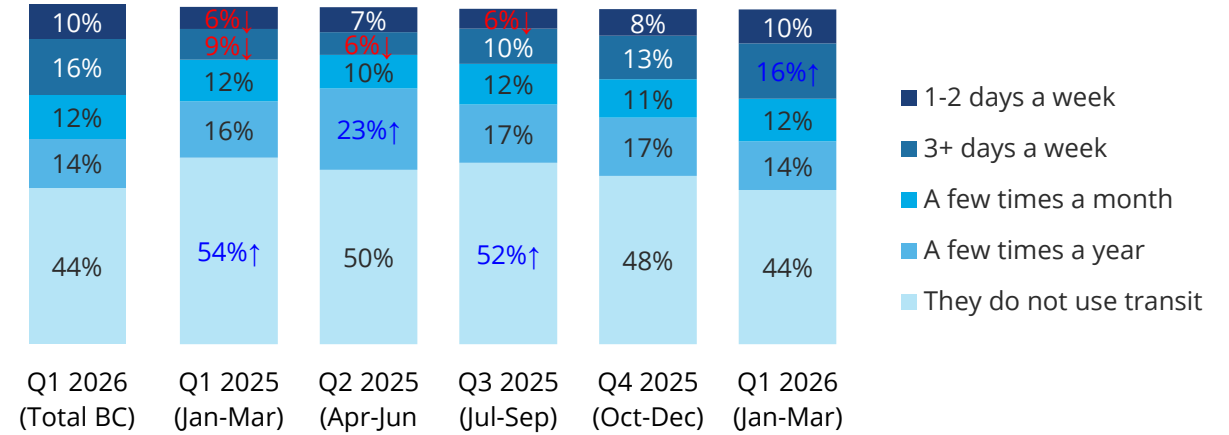


Trends

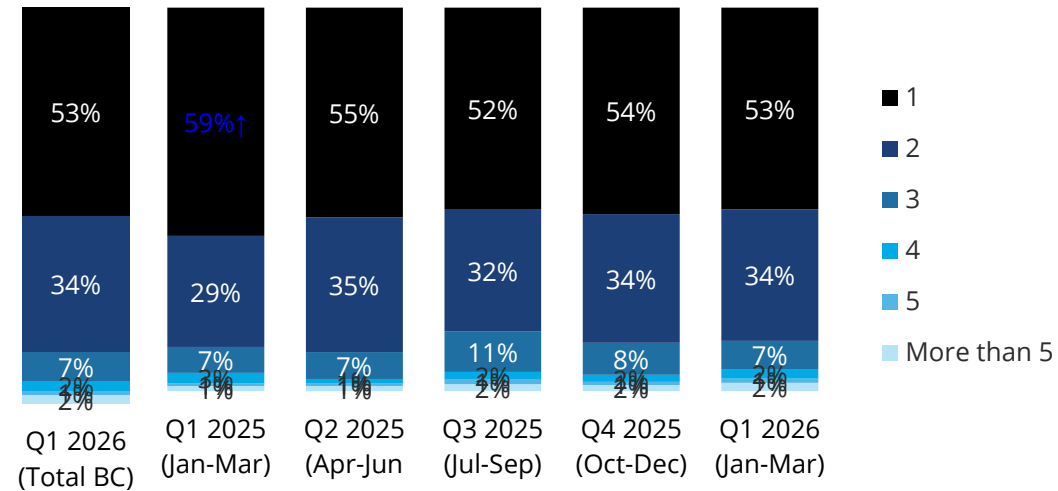
Taking Care of Children Aged 12 and Under



Frequency of Riding the Bus by Children 12 and Under

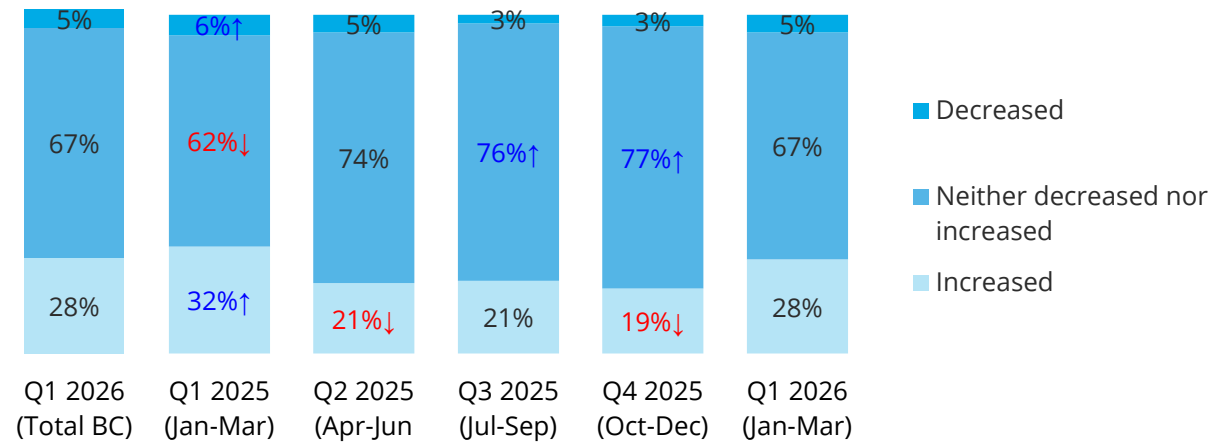


Number of Children Aged 12 and Under

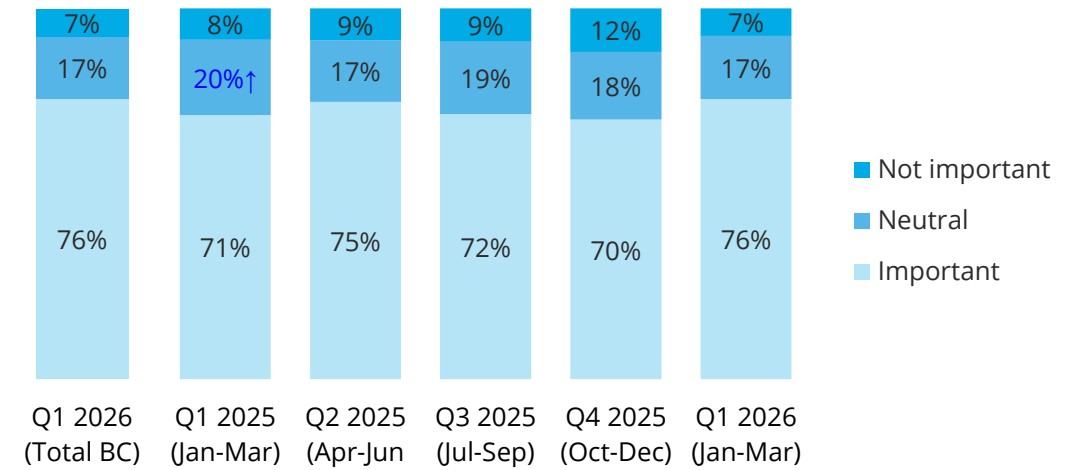


Trends

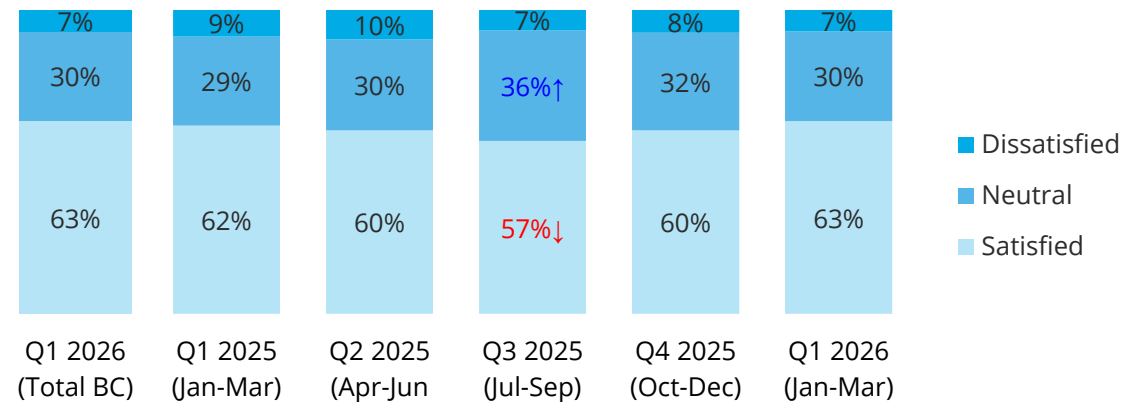
Impact of Free Transit on Transit Usage for Children 12 and Under



Importance of Free Transit for Children 12 and Under



Satisfaction of Free Transit for Children 12 and Under



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

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

Safety in Transit

	Q1 2025 (Jan-Mar)	Q2 2025 (Apr-Jun)	Q3 2025 (Jul-Sep)	Q4 2025 (Oct-Dec)	Q1 2026 (Jan-Mar)	Q1 2026 (Total BC)
No, I felt safe throughout the trip	71%	74%	74%	72%	71%	71%
Yes, I felt unsafe while travelling to my first stop	6%	6%	6%	5%	7%	7%
Yes, I felt unsafe while waiting to board my first transit vehicle	12%	10%	10%	11%	12%	12%
Yes, I felt unsafe while on-board	9%	9%	9%	8%	9%	9%
Yes, I felt unsafe during a transfer	5%	4%	4%	4%	4%	4%
Yes, I felt unsafe when exiting	5%	3%	3%	4%	4%	4%
Yes, I felt unsafe while travelling to my final destination	5%	4%	4%	4%	5%	5%
Don't know/not sure	5%	5%	5%	5%	5%	5%

NPS Score of Transit

	Q1 2025 (Jan-Mar)	Q2 2025 (Apr-Jun)	Q3 2025 (Jul-Sep)	Q4 2025 (Oct-Dec)	Q1 2026 (Jan-Mar)	Q1 2026 (Total BC)
Detractors	46%	49%	50%	53%	49%	49%
Passive	14%	13%	13%	12%	13%	13%
Promoters	40%	38%	37%	34%	38%	38%
NPS Score	-5.4	-11.0	-13.3	-19.0	-11.0	-11.0

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.



Suite 700, 10339 – 124 Street NW
Edmonton, AB T5N 3W1

Contact Information:
E: info@pivotalresearch.ca
P: 877-421-1199

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