



**Customer Satisfaction
Tracking Report
(July 2023 – September 2023)**

Overall Report

Responsibility for Local Transit System

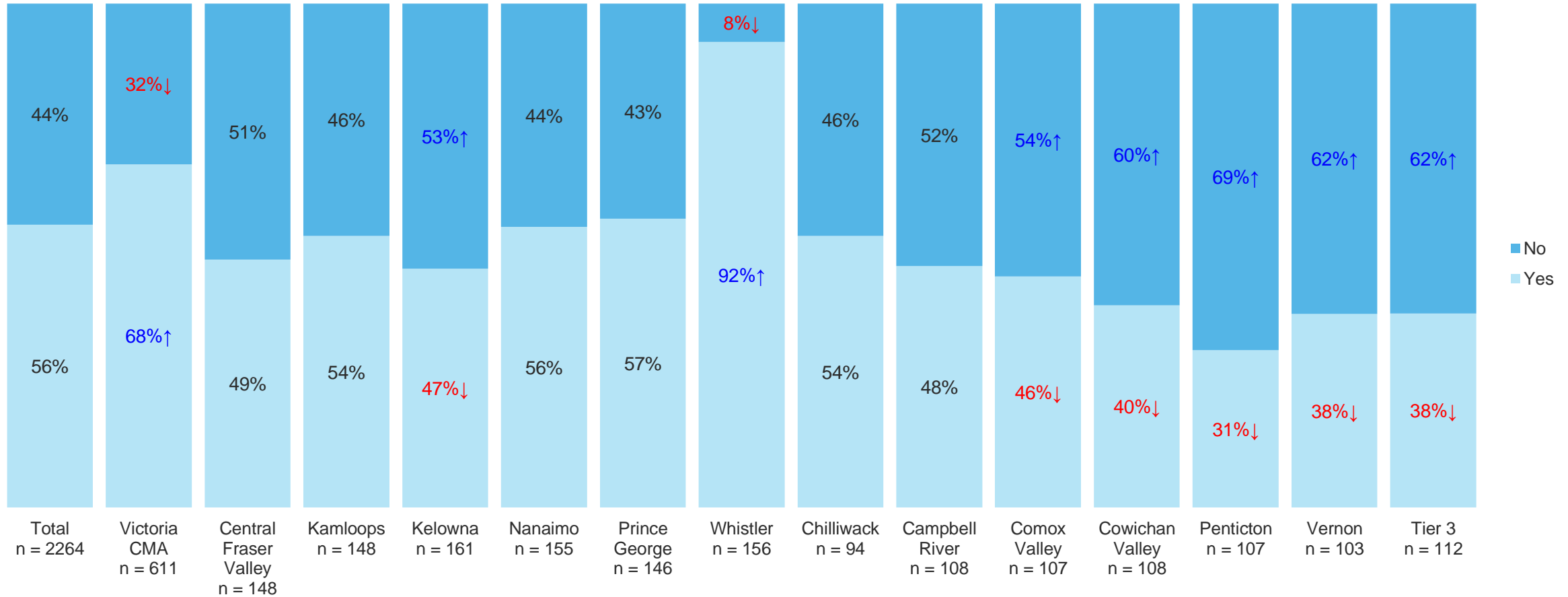
Current Reporting Quarter: Q3 2023 (JUL - SEP)

	Total n = 2279	Victoria CMA n = 614	Central Fraser Valley n = 150	Kamloops n = 148	Kelowna n = 162	Nanaimo n = 155	Prince George n = 148	Whistler n = 157	Chilliwack n = 96	Campbell River n = 109	Comox Valley n = 109	Cowichan Valley n = 108	Penticton n = 107	Vernon n = 103	Tier 3 n = 113
BC Transit	75%	90%	69%	75%	74%	68%	72%	82%	65%	68%	76%	68%	68%	64%	50%
Local/municipal government	28%	21%	26%	28%	31%	35%	33%	30%	21%	32%	26%	31%	40%	35%	34%
TransLink	12%	7%	30%	17%	8%	12%	7%	7%	34%	18%	8%	9%	5%	10%	14%
Other	2%	1%	6%	2%	4%	2%	1%	3%	4%	3%	1%	1%	0%	1%	5%
Don't know	7%	3%	6%	8%	8%	9%	7%	2%	11%	12%	7%	7%	5%	11%	18%

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

Past Year Local Transit Use

Current Reporting Quarter: Q3 2023 (JUL - SEP)



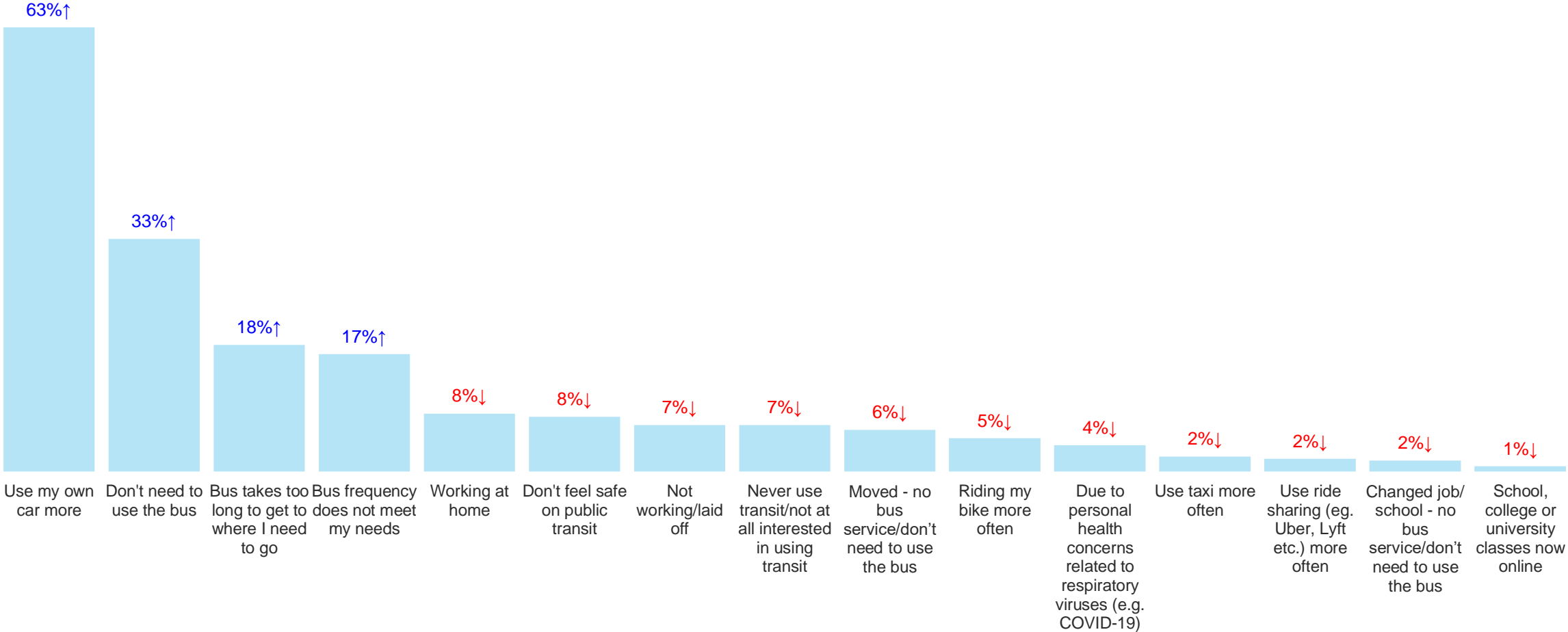
Q3 Have you used the local public bus system within the last year?
 *Don't know and Prefer not to answer is excluded from the graph

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



Reasons Not to Use the Local Public Bus System

Current Reporting Quarter: Q3 2023 (JUL - SEP)



base n= 994

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

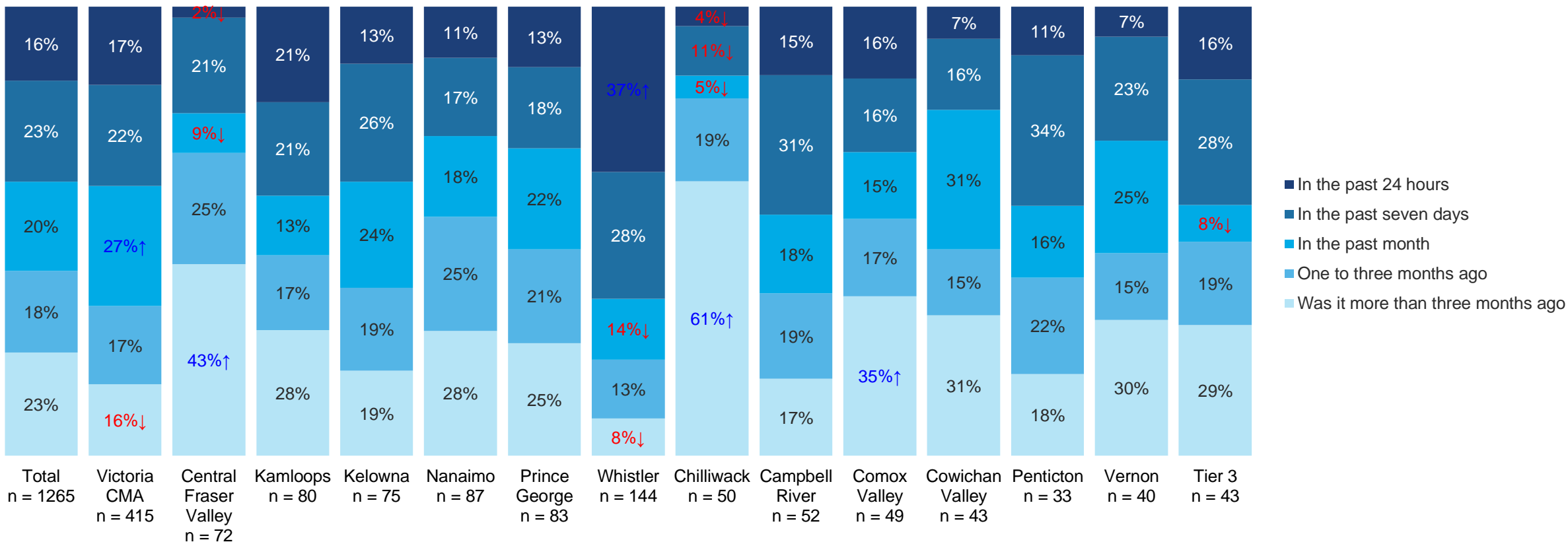
↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.



Most Recent Local Transit Use

Current Reporting Quarter: Q3 2023 (JUL - SEP)



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

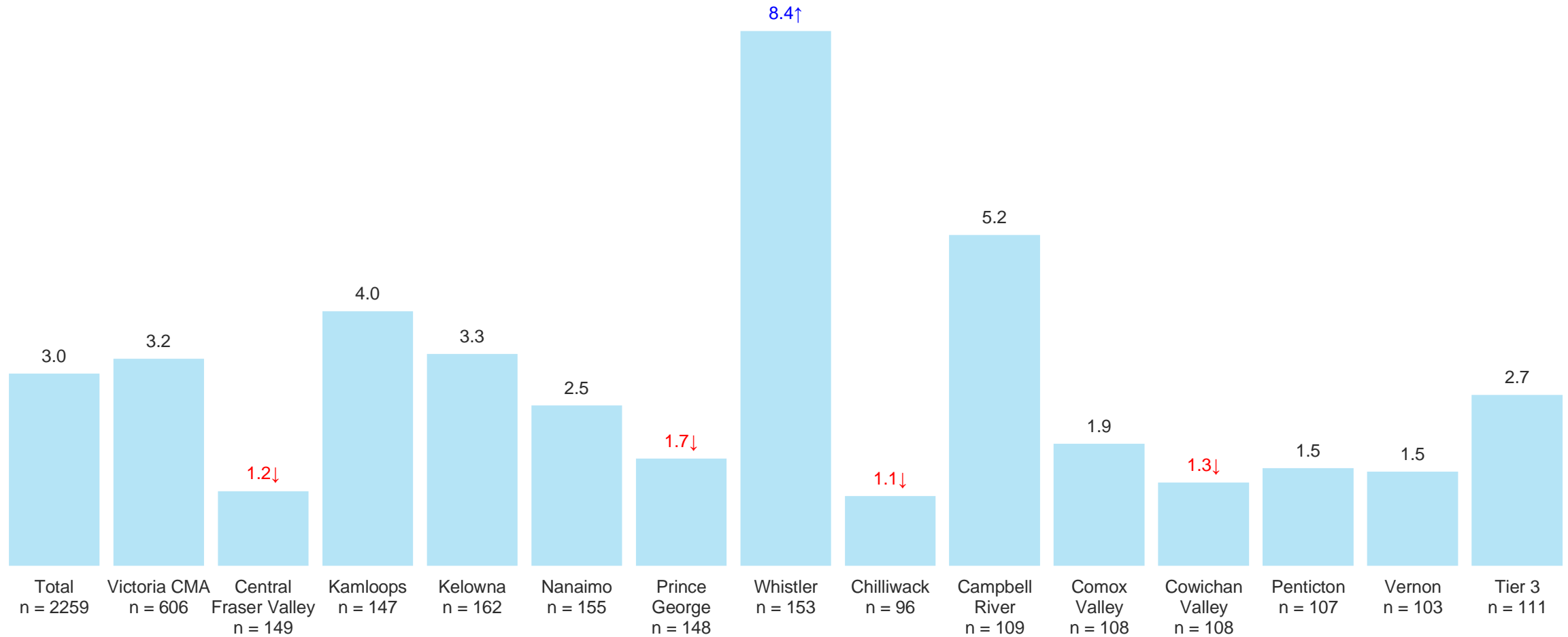


Q4 When did you last use the public bus system?

*Don't know is excluded from the graph

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

Current Reporting Quarter: Q3 2023 (JUL - SEP)



↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.

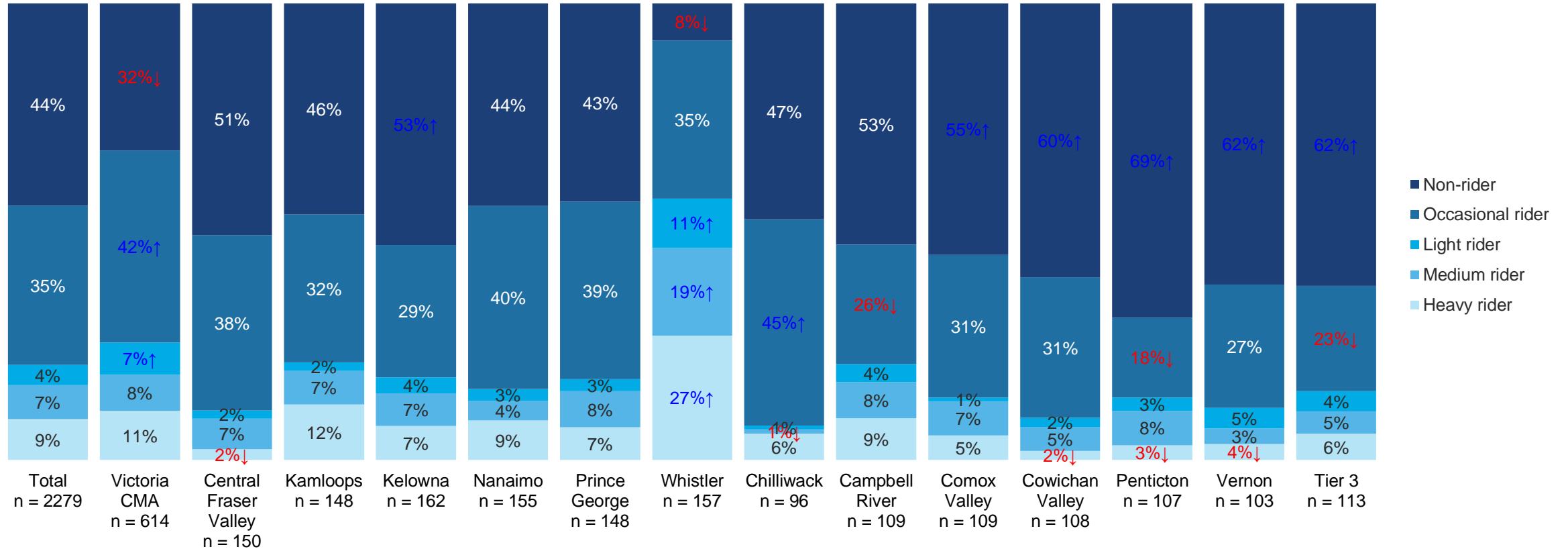


Q5 How many one-way trips did you make on public transit in the past seven days?

*Don't know is excluded from the graph

Rider Usage Group

Current Reporting Quarter: Q3 2023 (JUL - SEP)



↑ indicates significantly higher results compared to other regions;

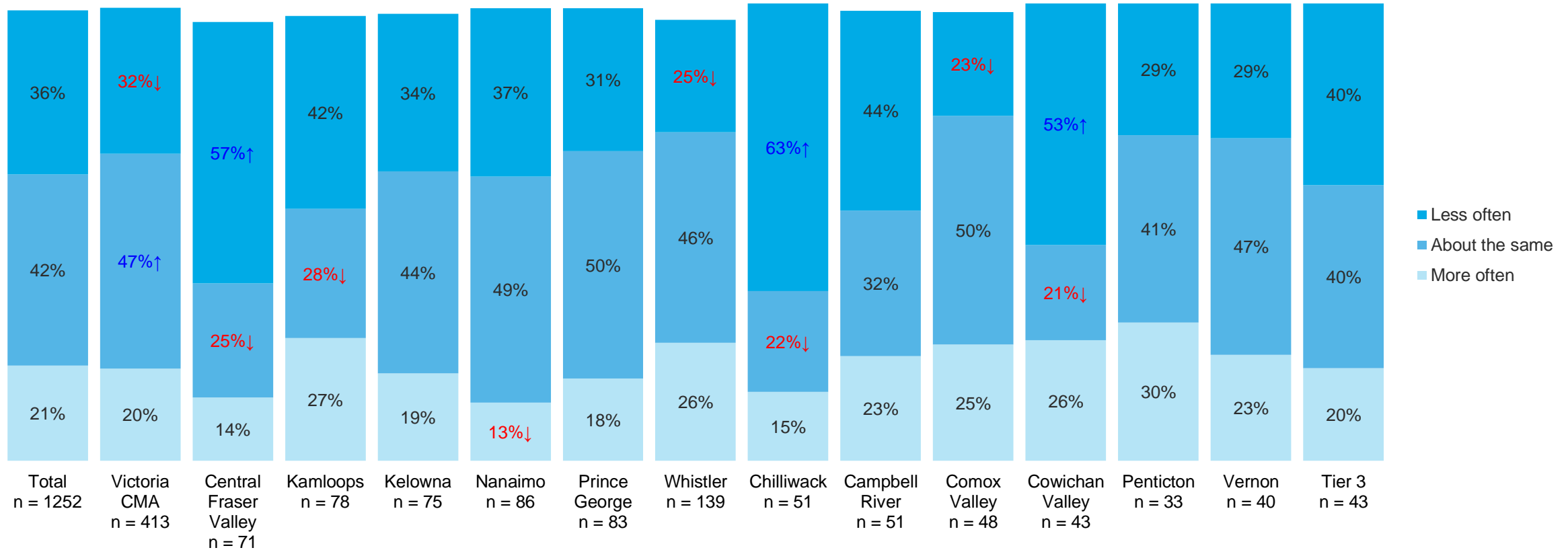
↓ indicates significantly lower results compared to other regions.



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

Past Year Change in Local Bus System Use

Current Reporting Quarter: Q3 2023 (JUL - SEP)



↑ 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?

*Prefer not to answer is excluded from the graph but included in calculating the percentage

Modes of Transportation Now Used (More often)

Current Reporting Quarter: Q3 2023 (JUL - SEP)

	Total n = 455	Victoria CMA n = 133	Central Fraser Valley n = 42	Kamloops n = 34	Kelowna n = 26	Nanaimo n = 32	Prince George n = 26	Whistler n = 35	Chilliwack n = 32	Campbell River n = 23	Comox Valley n = 11	Cowichan Valley n = 23	Penticton n = 10	Vernon n = 12	Tier 3 n = 17
Drive alone (car/truck)	62%	55%	53%	71%	69%	61%	63%	68%	68%	57%	58%	72%	89%	77%	48%
Carpool or share a ride as driver	12%	14%	14%	18%	17%	5%	7%	17%	14%	12%	0%	4%	0%	18%	10%
Carpool or share a ride as passenger	17%	12%	16%	24%	19%	23%	13%	14%	21%	9%	27%	16%	22%	34%	22%
Taxi	13%	14%	22%	19%	7%	3%	3%	12%	25%	14%	10%	4%	9%	17%	16%
Bicycle	18%	16%	13%	13%	30%	11%	8%	29%	8%	16%	27%	24%	51%	23%	26%
Motorcycle/moped/scooter	5%	5%	7%	0%	3%	0%	0%	6%	8%	9%	0%	11%	0%	8%	5%
Walking/rollerblading/skateboarding/jogging	30%	39%	41%	33%	17%	17%	27%	20%	29%	31%	19%	19%	20%	31%	20%
Ride share (e.g. Uber, Lyft, etc.)	11%	7%	26%	13%	3%	15%	11%	8%	13%	8%	0%	9%	40%	0%	16%
Other	2%	2%	0%	0%	19%	0%	0%	0%	4%	4%	0%	6%	0%	0%	0%
Don't know	0%	0%	0%	0%	0%	3%	0%	0%	0%	5%	0%	0%	0%	0%	0%

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

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

Modes of Transportation Now Used (Less often)

Current Reporting Quarter: Q3 2023 (JUL - SEP)

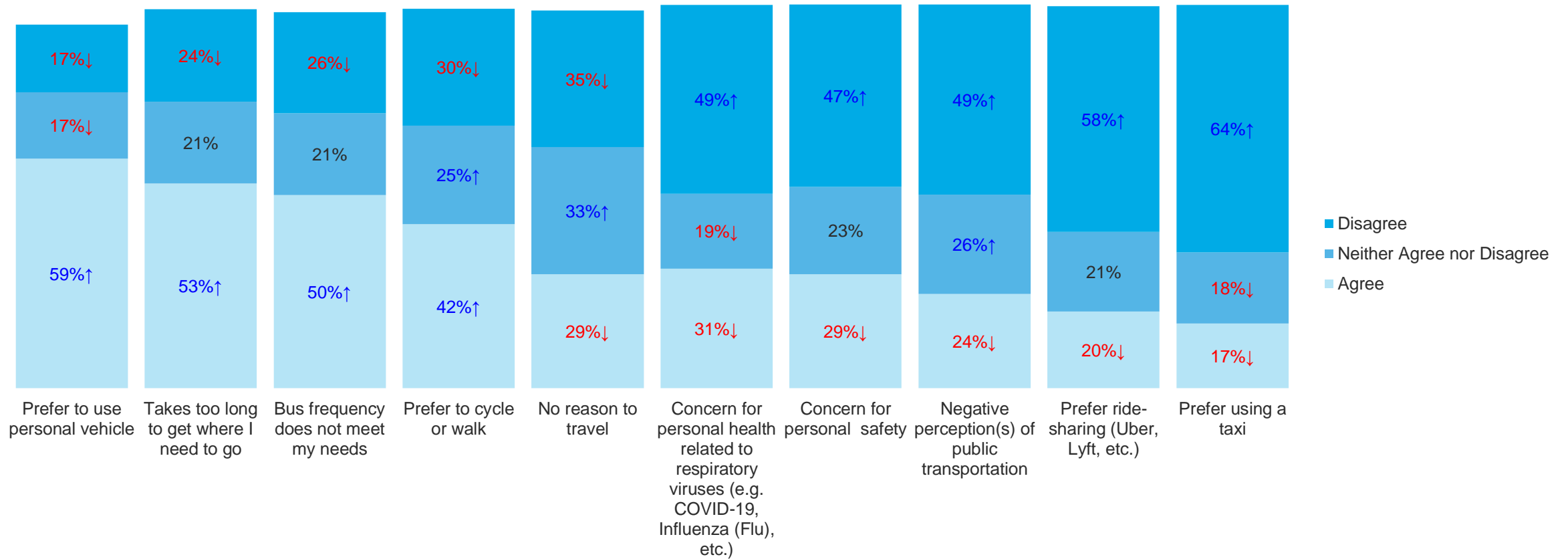
	Total n = 265	Victoria CMA n = 84	Central Fraser Valley n = 10	Kamloops n = 21	Kelowna n = 15	Nanaimo n = 11	Prince George n = 15	Whistler n = 37	Chilliwack n = 8	Campbell River n = 12	Comox Valley n = 12	Cowichan Valley n = 11	Penticton n = 10	Vernon n = 9	Tier 3 n = 9
Drive alone (car/truck)	47%	56%	62%	42%	53%	45%	48%	33%	50%	67%	17%	24%	44%	41%	71%
Carpool or share a ride as driver	16%	20%	0%	18%	12%	16%	5%	12%	27%	45%	7%	0%	17%	0%	29%
Carpool or share a ride as passenger	22%	26%	17%	32%	15%	24%	5%	7%	17%	22%	51%	30%	27%	20%	21%
Taxi	41%	37%	26%	43%	26%	8%	57%	62%	23%	33%	51%	43%	35%	52%	41%
Bicycle	19%	16%	18%	18%	21%	16%	11%	40%	16%	15%	15%	0%	30%	10%	10%
Motorcycle/mop ed/scooter	6%	10%	0%	13%	6%	0%	0%	0%	0%	22%	0%	0%	9%	0%	9%
Walking/rollerbla ding/skateboardi ng/jogging	26%	27%	13%	21%	17%	23%	30%	21%	29%	8%	21%	55%	22%	48%	51%
Ride share (e.g. Uber, Lyft, etc.)	16%	16%	26%	12%	0%	34%	29%	11%	39%	33%	7%	0%	9%	10%	20%
Other	3%	4%	4%	8%	6%	0%	6%	0%	22%	0%	0%	0%	0%	0%	0%
Don't know	3%	6%	0%	6%	0%	0%	0%	0%	0%	0%	7%	0%	0%	0%	0%

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

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

Current Reporting Quarter: Q3 2023 (JUL - SEP)



base n= 1006

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 but included in calculating the percentage

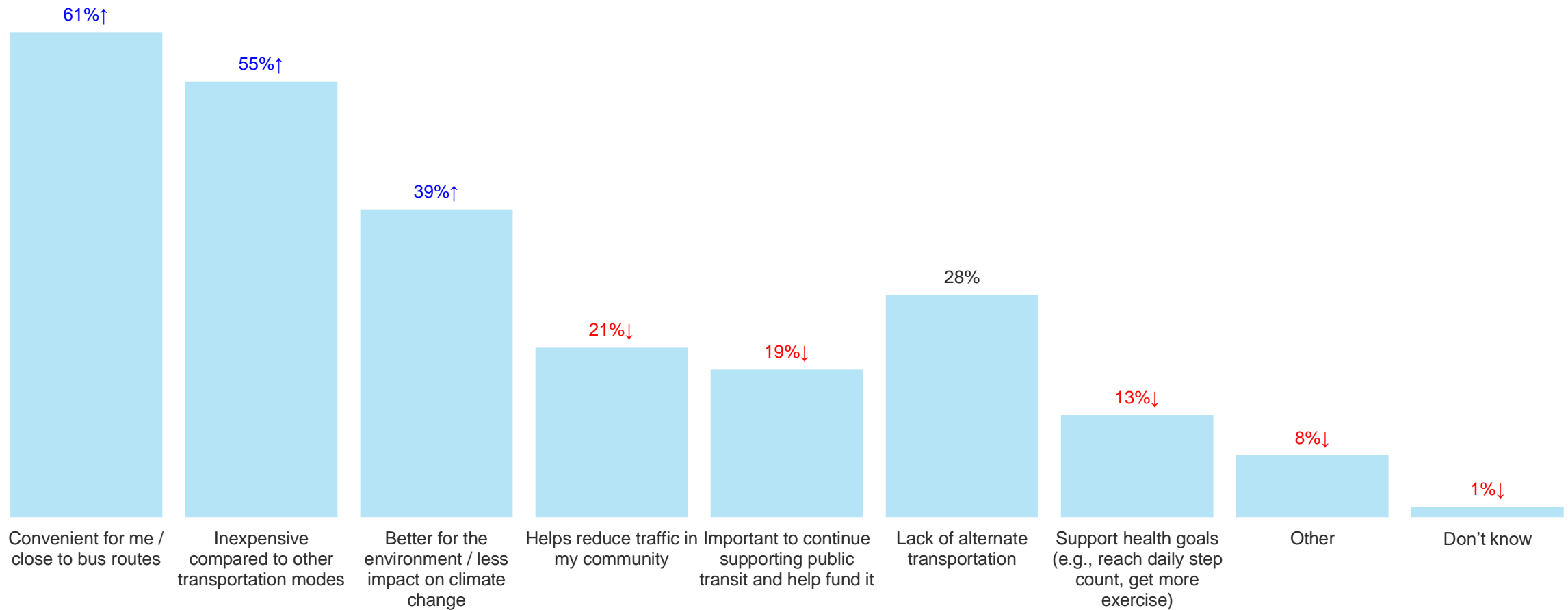
↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.



Reasons to use Local Transit More Often

Current Reporting Quarter: Q3 2023 (JUL - SEP)



base n= 265

Q6D Why are you using local transit more often?

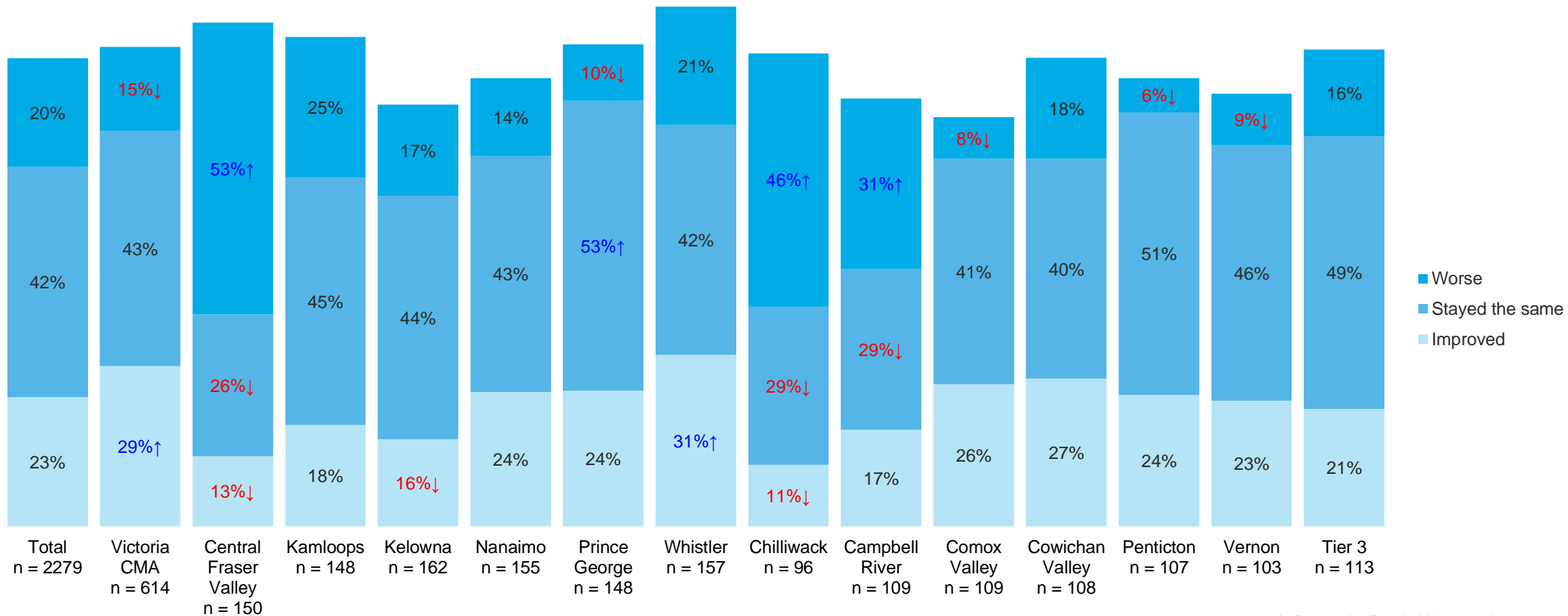
↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.



Past Year Change in Local Bus System

Current Reporting Quarter: Q3 2023 (JUL - SEP)



↑ 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?
 *Don't know is excluded from the graph but included in calculating the percentage



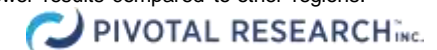
Perceptions of Transit Service (% Rating 4 or 5)

Current Reporting Quarter: Q3 2023 (JUL - SEP)

	Total n = 2279	Victoria CMA n = 614	Central Fraser Valley n = 150	Kamloops n = 148	Kelowna n = 162	Nanaimo n = 155	Prince George n = 148	Whistler n = 157	Chilliwack n = 96	Campbell River n = 109	Comox Valley n = 109	Cowichan Valley n = 108	Penticton n = 107	Vernon n = 103	Tier 3 n = 113
Fare prices are reasonable	44%	46%	43%	46%	40%	49%	48%	43%	38%	39%	46%	33%	47%	41%	50%
Bus drivers are courteous	61%	70%	51%	59%	44%	62%	62%	67%	49%	57%	67%	59%	62%	62%	60%
Frequency of scheduled service	31%	40%	20%	33%	26%	27%	33%	36%	19%	26%	30%	16%	37%	33%	27%
Buses run on time/on schedule	43%	46%	38%	35%	27%	47%	54%	40%	29%	34%	50%	42%	47%	52%	52%
Buses are clean/well-maintained	54%	62%	45%	50%	40%	53%	51%	70%	36%	48%	57%	49%	57%	55%	48%
Availability and accuracy of schedule information	43%	53%	35%	39%	34%	37%	52%	37%	31%	35%	42%	33%	45%	46%	47%
Buses not being overcrowded	45%	38%	41%	41%	34%	45%	53%	40%	37%	55%	57%	49%	60%	61%	53%
Buses have a direct route	37%	40%	33%	34%	26%	31%	42%	46%	41%	32%	40%	24%	38%	38%	46%
Bus fare payment options are convenient and easy to use	43%	47%	48%	52%	38%	43%	47%	32%	39%	37%	45%	35%	40%	41%	46%
Buses have good connections with reasonable wait times	31%	38%	24%	28%	20%	24%	39%	34%	18%	24%	27%	24%	35%	29%	37%
Bus stops have enough amenities such as shelters, benches, information and trash cans	33%	41%	26%	27%	28%	21%	33%	47%	24%	35%	37%	17%	33%	27%	32%
Bus stops are clean and well maintained	40%	48%	28%	33%	26%	36%	30%	58%	30%	40%	44%	42%	47%	39%	38%
Trip duration, that is the time from when you boarded to the time you got off the bus	41%	45%	30%	38%	33%	40%	42%	54%	34%	36%	41%	34%	45%	40%	47%
Sense of safety and security	44%	51%	29%	36%	28%	35%	46%	70%	28%	37%	54%	36%	47%	41%	46%
Overall	43%	55%	29%	39%	21%	38%	49%	54%	25%	36%	43%	35%	50%	46%	44%

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.

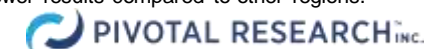
*Prefer not to answer is excluded from the table but included in calculating the percentage

Perceptions of Transit Service (Mean Scores)

Current Reporting Quarter: Q3 2023 (JUL - SEP)

Average	Total n = 1912	Victoria CMA n = 551	Central Fraser Valley n = 137	Kamloops n = 125	Kelowna n = 126	Nanaimo n = 124	Prince George n = 129	Whistler n = 143	Chilliwack n = 81	Campbell River n = 83	Comox Valley n = 80	Cowichan Valley n = 84	Penticton n = 74	Vernon n = 84	Tier 3 n = 90
Fare prices are reasonable	3.41	3.43	3.33	3.47	3.31	3.55	3.50	3.24	3.15	3.35	3.57	3.34	3.57	3.27	3.55
Bus drivers are courteous	3.80	3.92	3.57	3.59	3.53	3.76	3.82	3.88	3.55	3.71	3.96	3.83	4.02	3.88	3.77
Frequency of scheduled service	3.01	3.25	2.67	3.02	2.84	2.83	3.11	2.99	2.73	2.76	3.03	2.66	3.29	3.13	2.97
Buses run on time/on schedule	3.31	3.32	3.13	3.00	3.05	3.48	3.60	3.15	2.99	3.05	3.49	3.28	3.74	3.55	3.58
Buses are clean/well-maintained	3.59	3.71	3.38	3.42	3.34	3.55	3.49	3.95	3.23	3.66	3.65	3.58	3.80	3.55	3.53
Availability and accuracy of schedule information	3.35	3.54	3.05	3.15	3.12	3.31	3.58	3.12	3.06	3.18	3.42	3.14	3.60	3.46	3.49
Buses not being overcrowded	3.38	3.15	3.29	3.28	3.18	3.40	3.57	3.20	3.22	3.67	3.67	3.67	4.00	3.83	3.58
Buses have a direct route	3.18	3.24	3.03	3.03	2.91	3.00	3.19	3.34	3.29	3.21	3.24	2.99	3.44	3.30	3.37
Bus fare payment options are convenient and easy to use	3.38	3.43	3.46	3.49	3.31	3.42	3.50	2.83	3.23	3.39	3.50	3.35	3.48	3.38	3.51
Buses have good connections with reasonable wait times	3.05	3.18	2.83	2.89	2.84	2.83	3.28	3.07	2.82	2.98	2.99	2.89	3.29	3.20	3.16
Bus stops have enough amenities such as shelters, benches, information and trash cans	2.99	3.20	2.82	2.74	2.93	2.67	2.90	3.28	2.83	3.07	3.10	2.52	3.15	2.89	2.93
Bus stops are clean and well maintained	3.25	3.38	2.98	3.04	3.01	3.07	2.91	3.64	3.04	3.38	3.38	3.23	3.56	3.29	3.28
Trip duration, that is the time from when you boarded to the time you got off the bus	3.31	3.36	3.09	3.17	3.10	3.30	3.29	3.52	3.28	3.23	3.27	3.22	3.57	3.41	3.54
Sense of safety and security	3.33	3.46	2.97	3.10	2.94	3.15	3.32	3.91	3.04	3.17	3.61	3.28	3.59	3.36	3.43
Overall	3.34	3.56	2.90	3.17	2.95	3.20	3.41	3.46	3.00	3.18	3.42	3.21	3.71	3.47	3.46

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

*Prefer not to answer is excluded from the table

Reason for using Transit

Current Reporting Quarter: Q3 2023 (JUL - SEP)

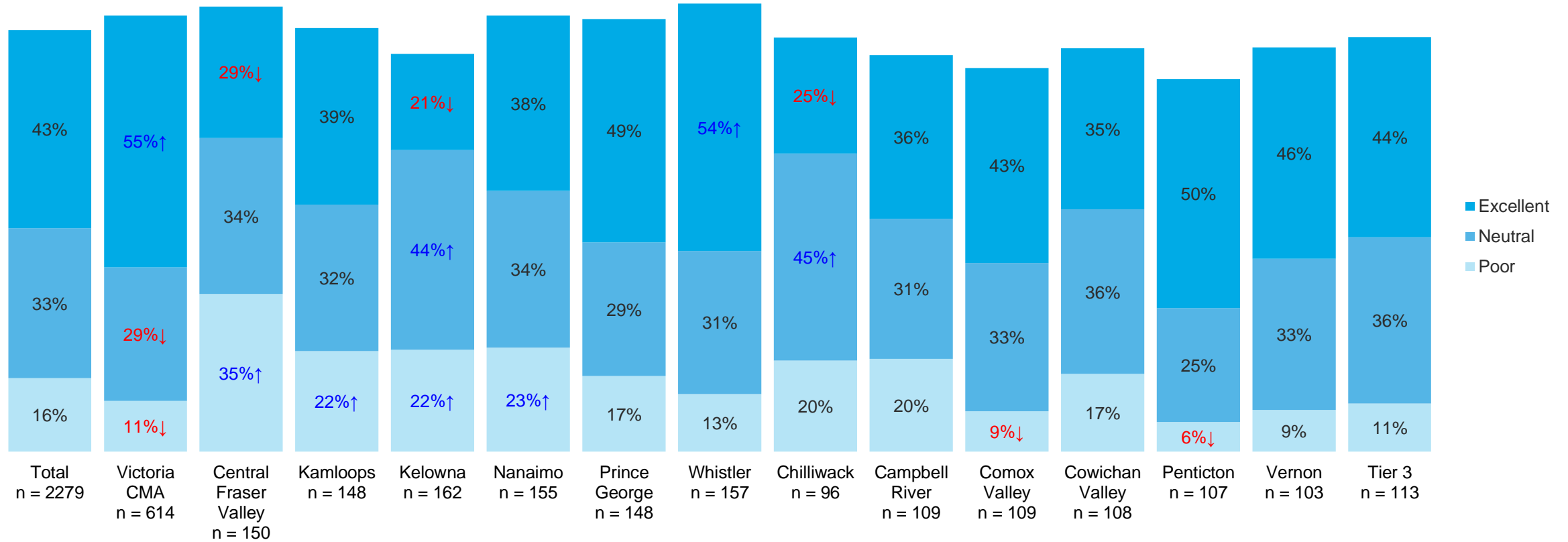
	Total n = 1271	Victoria CMA n = 416	Central Fraser Valley n = 74	Kamloops n = 80	Kelowna n = 76	Nanaimo n = 87	Prince George n = 84	Whistler n = 144	Chilliwack n = 51	Campbell River n = 52	Comox Valley n = 49	Cowichan Valley n = 43	Penticton n = 33	Vernon n = 40	Tier 3 n = 43
Going to or from work	24%	22%	37%	27%	20%	15%	23%	49%	17%	19%	25%	6%	16%	14%	20%
Going to or from school	5%	4%	7%	10%	8%	5%	11%	2%	7%	5%	4%	4%	3%	0%	12%
Going to or from shopping	18%	16%	17%	19%	20%	27%	15%	6%	31%	15%	20%	10%	19%	34%	29%
Conducting personal business (such as going to the doctor or bank, etc.)	18%	17%	13%	18%	19%	16%	26%	12%	15%	17%	26%	15%	34%	18%	19%
Entertainment or social reasons (such as visiting friends or relatives)	21%	23%	16%	11%	21%	15%	17%	25%	22%	30%	5%	40%	21%	25%	12%
Going to the ferry terminal/airport	9%	14%	1%	3%	2%	21%	4%	1%	6%	6%	11%	18%	3%	5%	6%
Other	5%	4%	6%	9%	7%	2%	4%	5%	0%	8%	9%	8%	5%	4%	2%
Don't know	0%	0%	2%	1%	2%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%

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

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

Overall Transit Experience

Current Reporting Quarter: Q3 2023 (JUL - SEP)



↑ 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?

Don't know/not sure is excluded from the graph but included in the percentage calculation

Safety in Transit

Current Reporting Quarter: Q3 2023 (JUL - SEP)

	Total n = 1270	Victoria CMA n = 416	Central Fraser Valley n = 73	Kamloops n = 80	Kelowna n = 76	Nanaimo n = 87	Prince George n = 84	Whistler n = 144	Chilliwack n = 51	Campbell River n = 52	Comox Valley n = 49	Cowichan Valley n = 43	Penticton n = 33	Vernon n = 40	Tier 3 n = 43
Felt safe	72%	76%	64%	66%	65%	63%	77%	87%	63%	58%	69%	75%	76%	75%	59%
Felt unsafe	24%	21%	30%	28%	28%	34%	21%	11%	23%	33%	29%	19%	23%	21%	39%
Don't know/not sure	4%	3%	6%	6%	7%	3%	2%	3%	13%	9%	3%	6%	1%	4%	2%

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

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

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

NPS Score of Transit

Current Reporting Quarter: Q3 2023 (JUL - SEP)

	Total n = 2111	Victoria CMA n = 581	Central Fraser Valley n = 146	Kamloops n = 139	Kelowna n = 145	Nanaimo n = 146	Prince George n = 136	Whistler n = 155	Chilliwack n = 84	Campbell River n = 97	Comox Valley n = 100	Cowichan Valley n = 97	Penticton n = 90	Vernon n = 97	Tier 3 n = 98
Detractors	52%	42%	68%	57%	65%	60%	52%	35%	67%	57%	47%	65%	48%	56%	54%
Passive	13%	14%	8%	12%	16%	10%	17%	11%	10%	18%	18%	10%	12%	8%	22%
Promoters	35%	44%	24%	31%	19%	30%	31%	55%	23%	25%	36%	26%	40%	36%	25%
NPS Score	-17.4	1.8	-43.9	-25.6	-45.4	-29.8	-20.9	19.9	-44.4	-32.4	-10.6	-39.0	-8.0	-19.4	-28.8

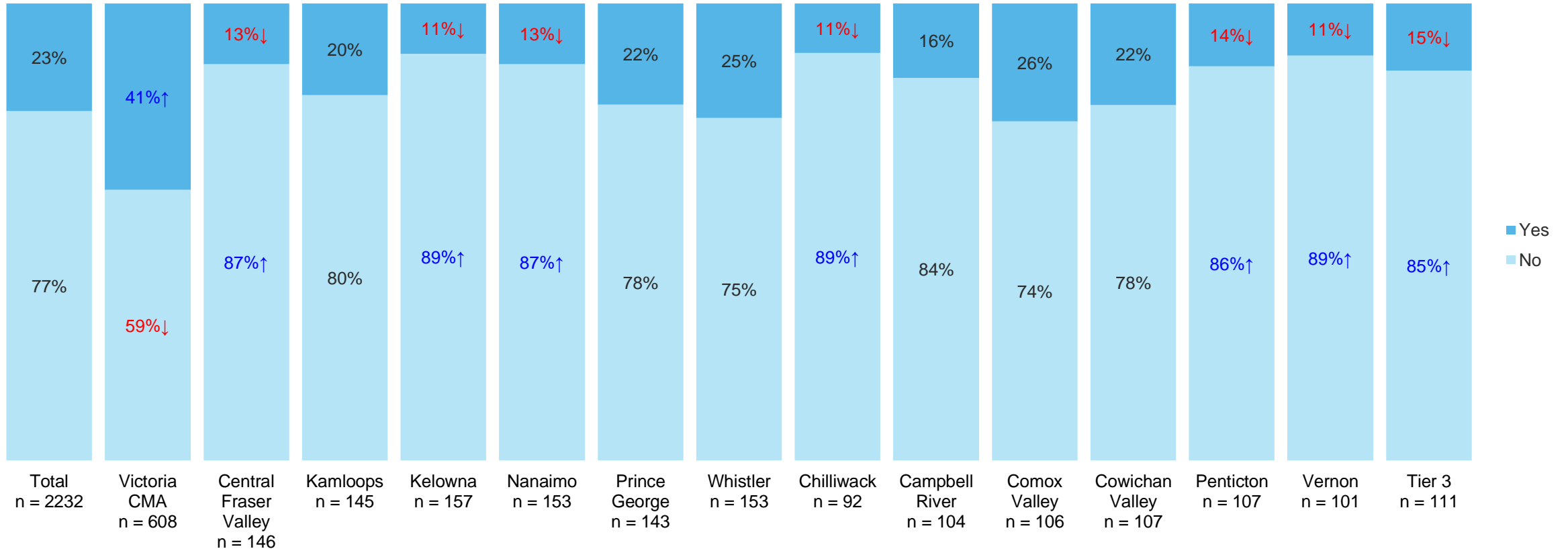
Q16 How likely are you to recommend BC Transit to a friend or family member using a scale of 0 to 10 where 0 is "not at all likely" and 10 is "extremely likely"?

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

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

Awareness of Electronic Fare Collection System

Current Reporting Quarter: Q3 2023 (JUL - SEP)



Q17 Are you aware that BC Transit is implementing an Electronic Fare Collection System?

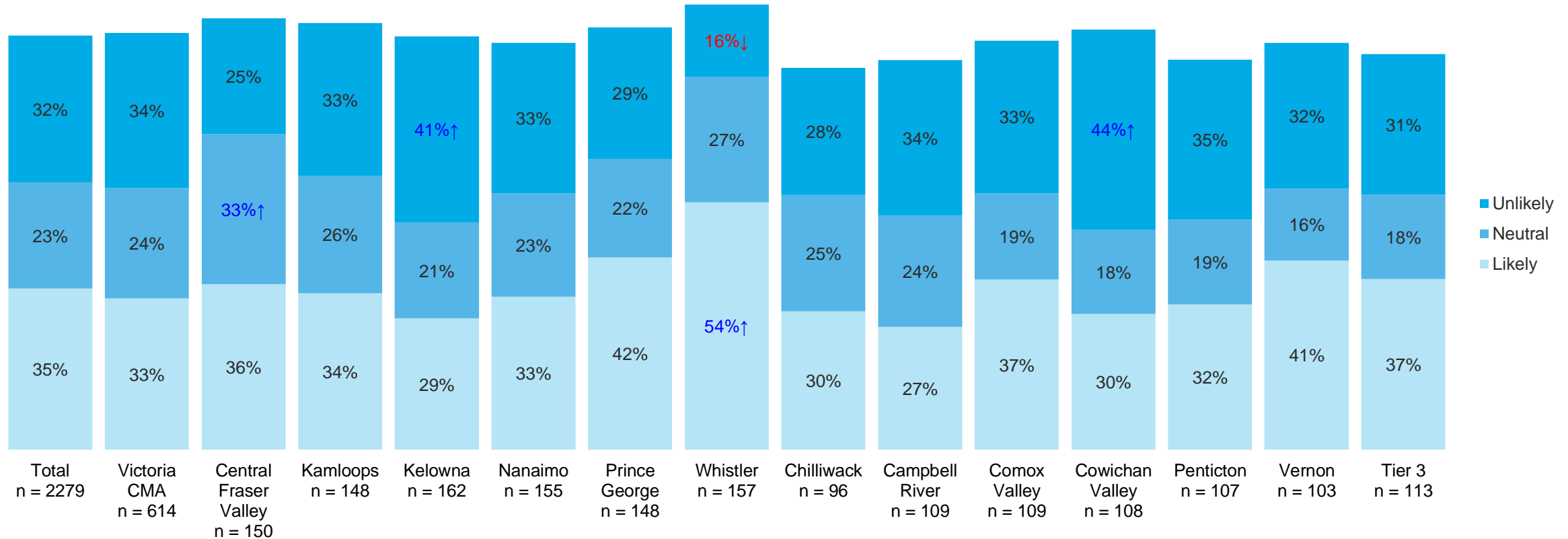
*Prefer not to answer is excluded from the graph

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Electronic Fare Impact

Current Reporting Quarter: Q3 2023 (JUL - SEP)



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↓ indicates significantly lower results compared to other regions;

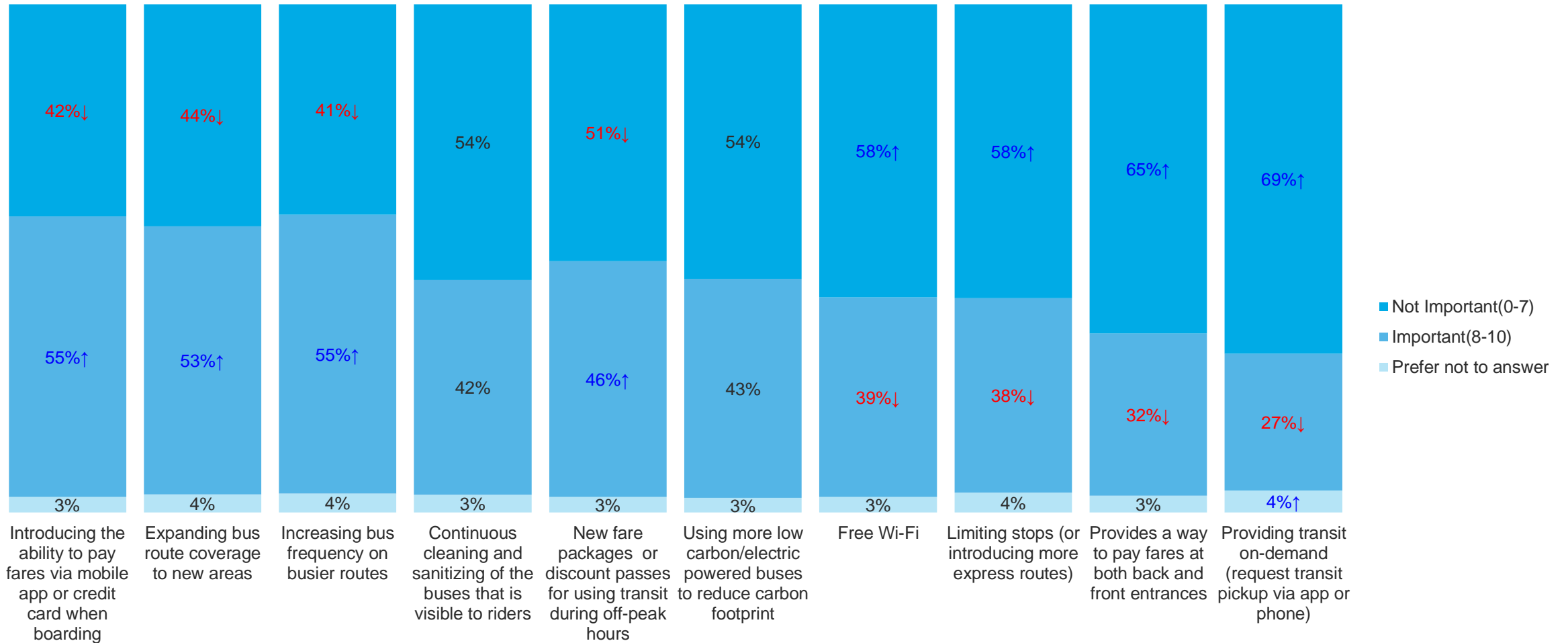


Q18 On a scale of 1 to 5 where 1 is Very Unlikely and 5 is Very Likely, how likely is it that the new electronic fare payment system will increase your future usage of public transport?

*Don't know/unsure is excluded from the graph but included in the percentage calculation

Key Improvements to Encourage use of Transit

Current Reporting Quarter: Q3 2023 (JUL - SEP)



base n= 2279

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.

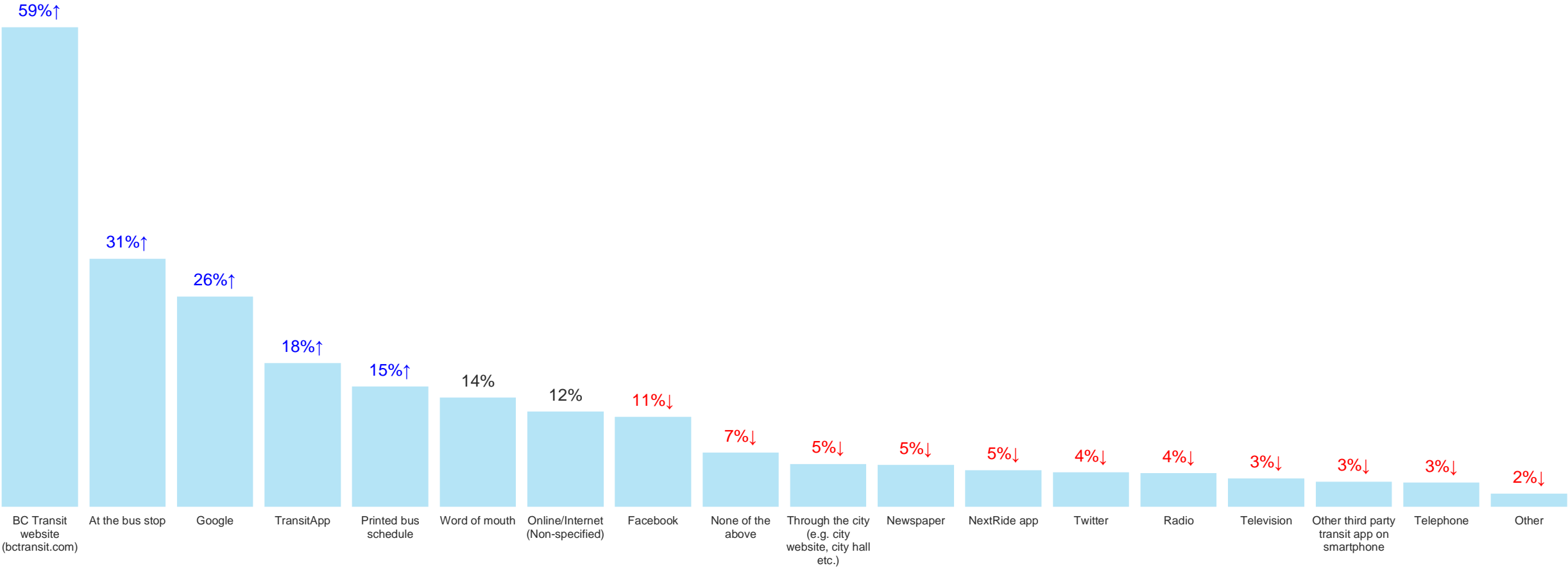
↑ indicates significantly higher results compared to other regions;

↓ indicates significantly lower results compared to other regions.



Source of Information on Local Transit

Current Reporting Quarter: Q3 2023 (JUL - SEP)



base n= 2279

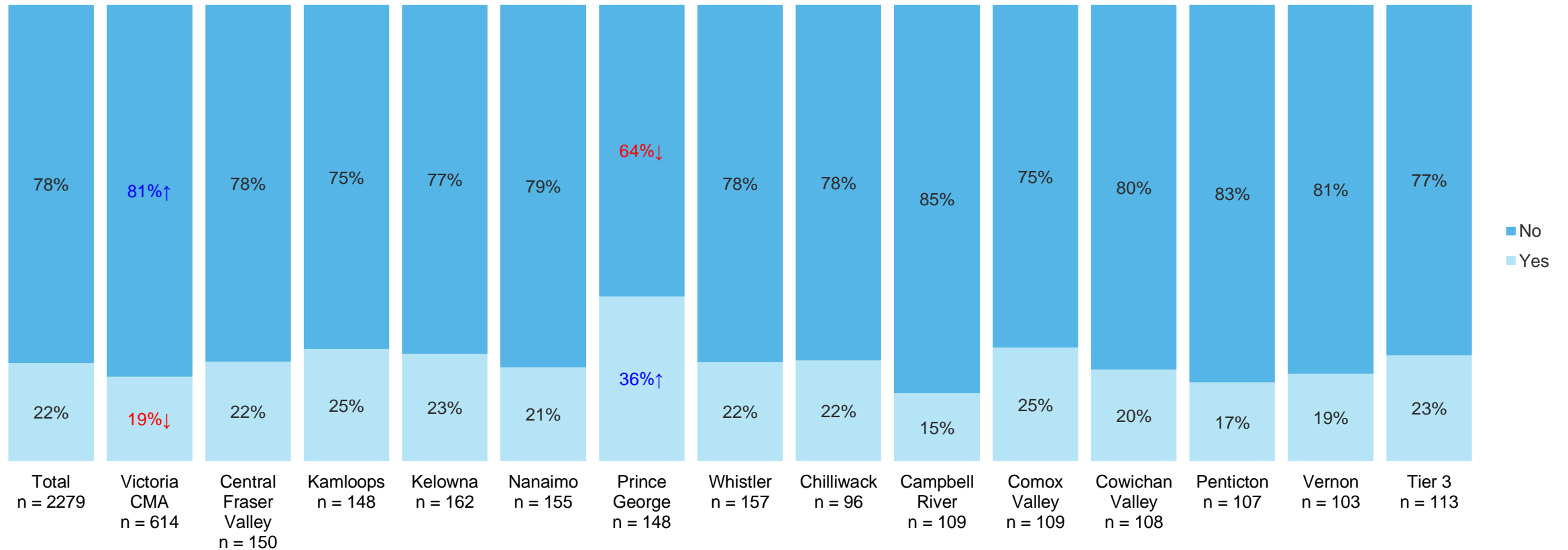
Q15 Where do you typically get information about your local transit system?

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



Taking Care of Children Aged 12 and Under

Current Reporting Quarter: Q3 2023 (JUL - SEP)

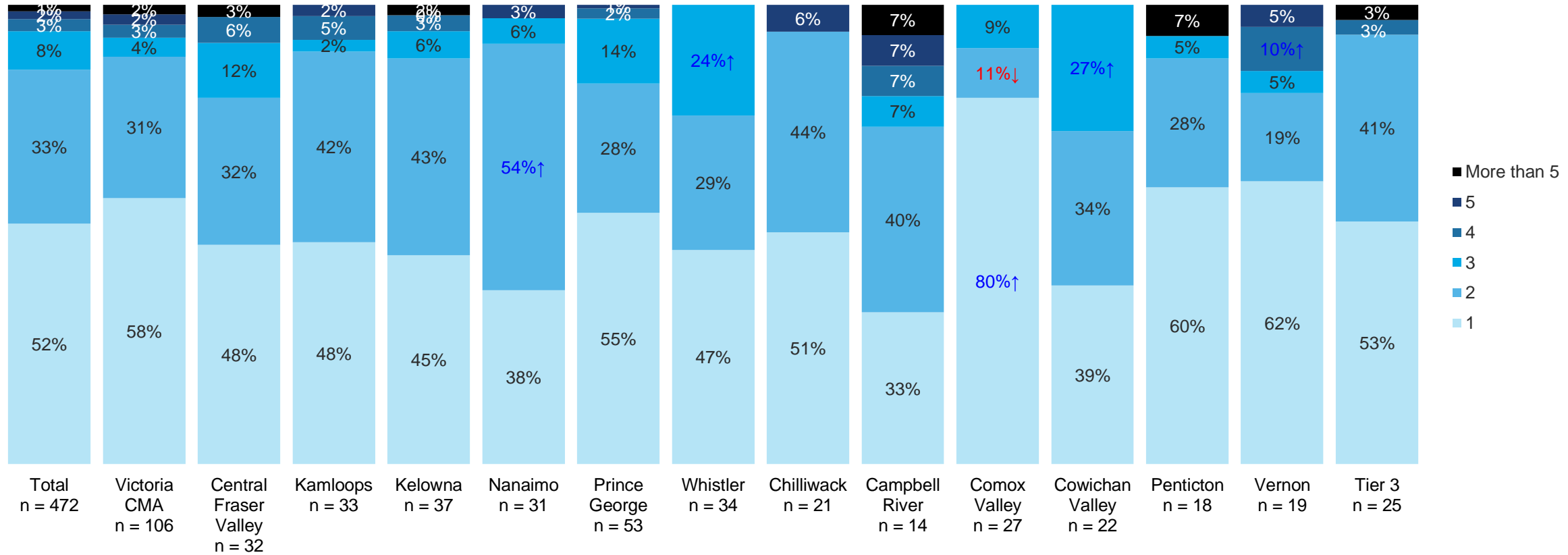


↑ indicates significantly higher results compared to other regions;
 ↓ indicates significantly lower results compared to other regions.

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

Average Number of Children Aged 12 and Under

Current Reporting Quarter: Q3 2023 (JUL - SEP)



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

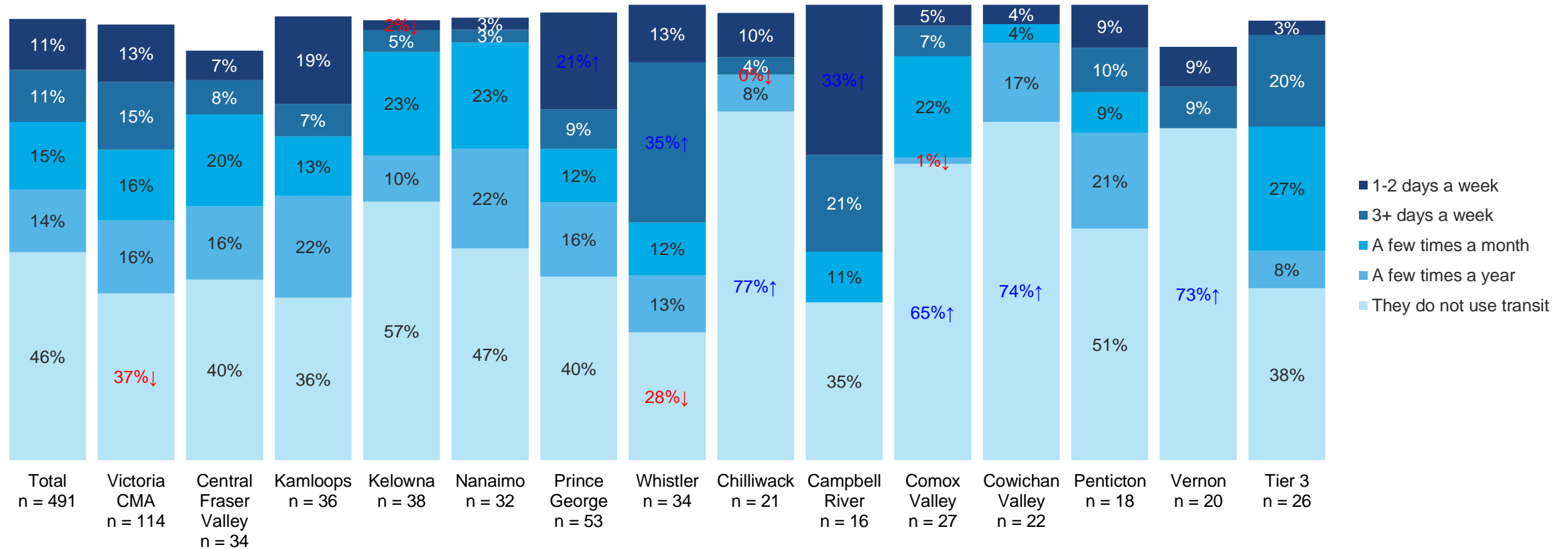
X2 How many children, age 12 and under, are in your care?

*Prefer not to answer is excluded from the graph



Frequency of Riding the Bus by Children 12 and Under

Current Reporting Quarter: Q3 2023 (JUL - SEP)



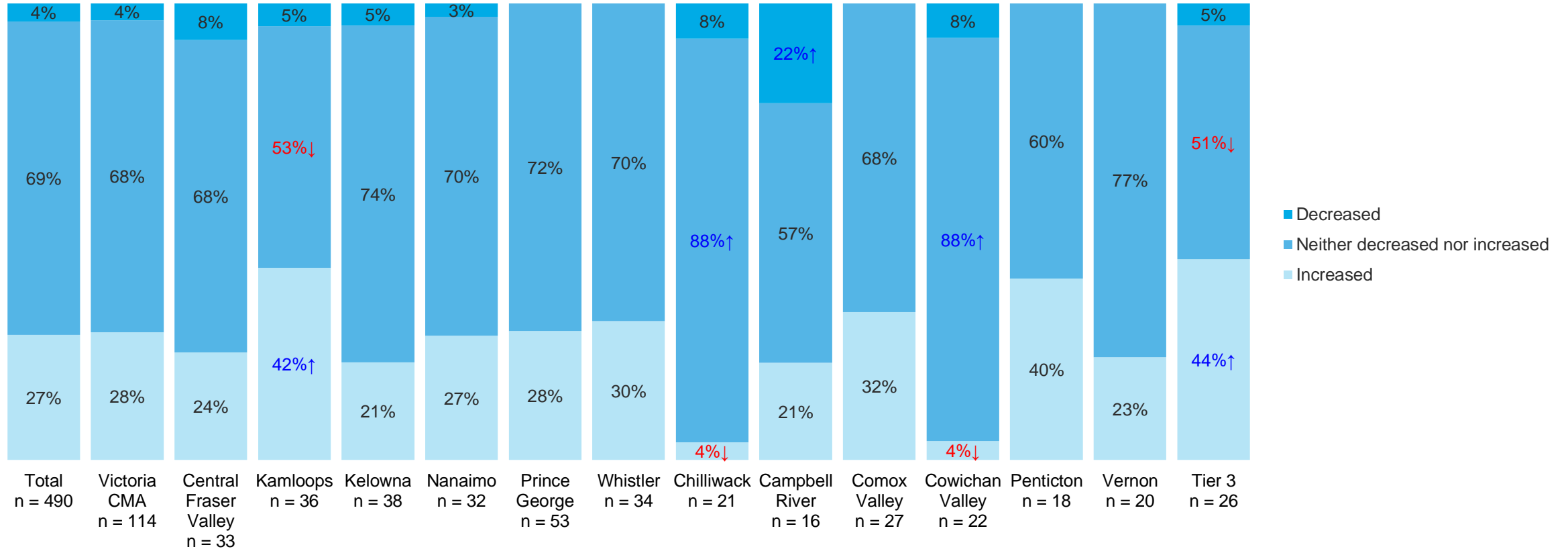
↑ indicates significantly higher results compared to other regions
 ↓ indicates significantly lower results compared to other regions.

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 but included in the percentage calculation

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

Current Reporting Quarter: Q3 2023 (JUL - SEP)



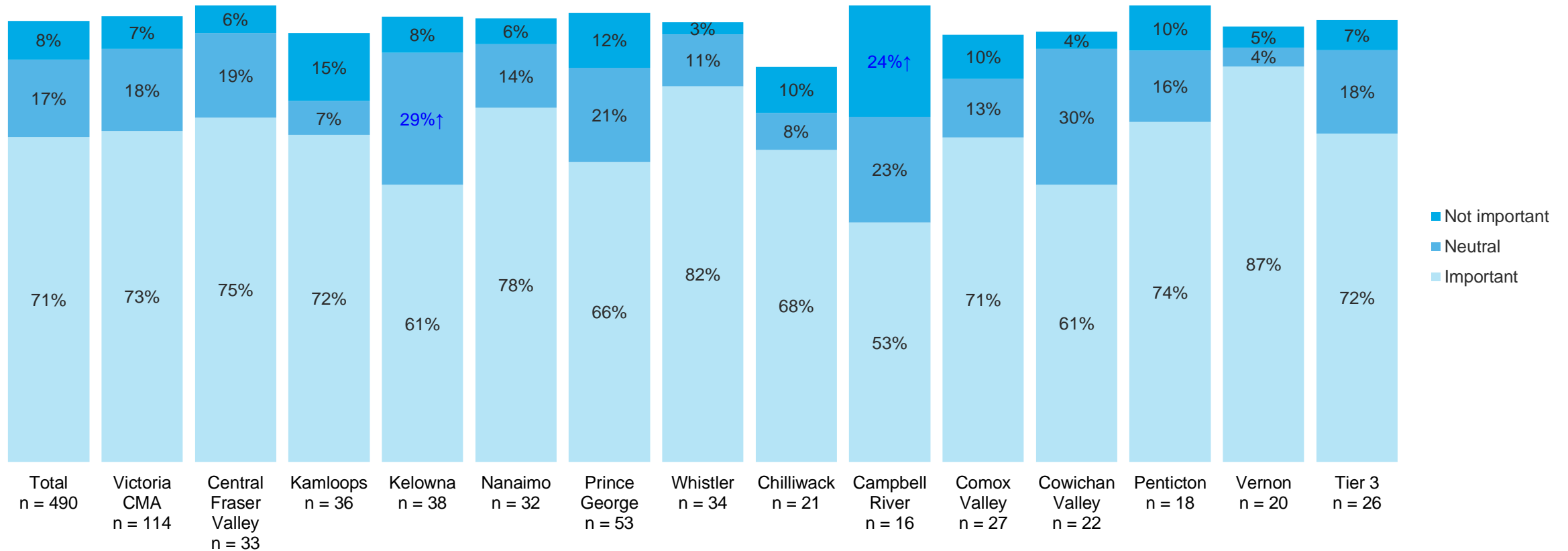
↑ indicates significantly higher results compared to other regions;

↓ 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: Q3 2023 (JUL - SEP)



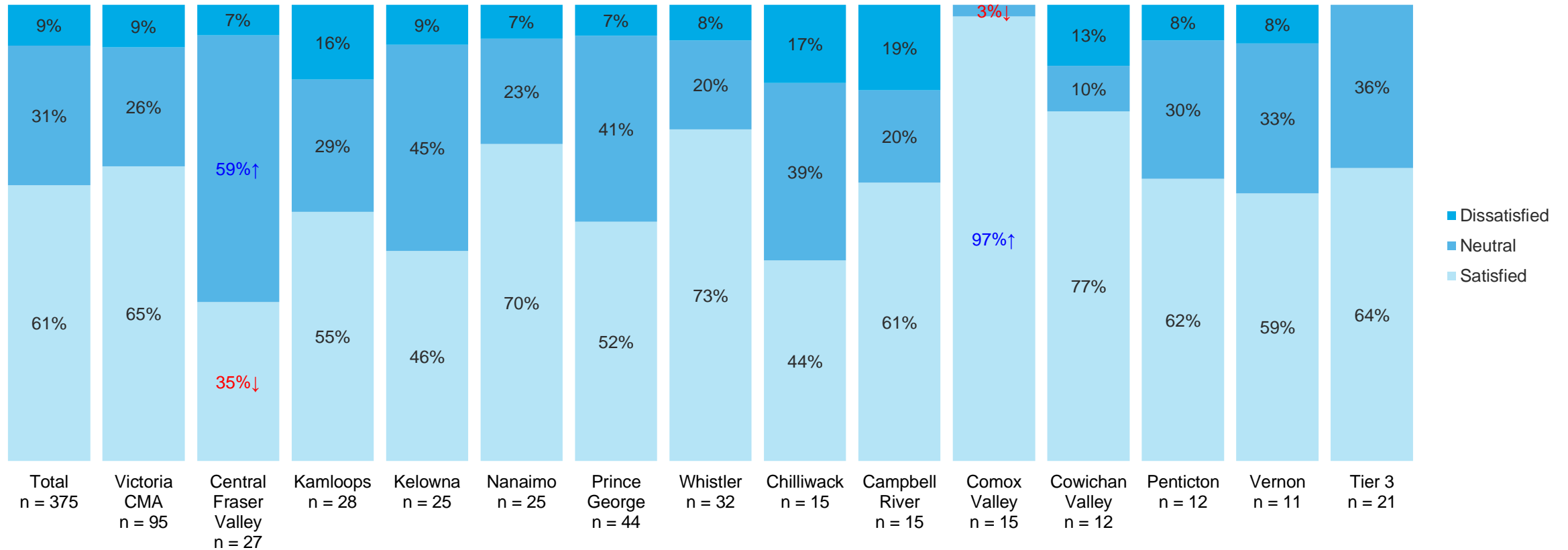
↑ indicates significantly higher results compared to other regions.
 ↓ indicates significantly lower results compared to other regions.

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

*Don't know is excluded from the graph but included in the percentage calculation

Satisfaction of Free Transit for Children 12 and Under

Current Reporting Quarter: Q3 2023 (JUL - SEP)



↑ 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

Demographics

Current Reporting Quarter: Q3 2023 (JUL - SEP)

	%
Less than \$20,000	9%
\$20,000 - \$29,999	11%
\$30,000 - \$39,999	9%
\$40,000 - \$49,999	9%
\$50,000 - \$59,999	9%
\$60,000 - \$69,999	7%
\$70,000 - \$99,999	17%
\$100,000 - \$149,999	14%
\$150,000 or more	7%
Prefer not to answer	10%

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

	%
Male	44%
Female	54%
Nonbinary	1%
Two-spirit	0%
Another gender not listed above	0%
Prefer not to answer	1%

	%
Employed full time (30 hours or more per week)	43%
Employed part time (less than 30 hours per week)	17%
Unable to work	5%
Unemployed	6%
Stay at home parent	3%
Retired	23%
Prefer not to answer	3%

	%
Racialized minority	8%
Persons with disabilities (including physical and/or mental health disability)	19%
Indigenous (as defined in Canada as First Nations, Métis or Inuit)	7%
New to Canada (less than 1 year)	2%
LGBTQ2S+	8%
None of the above	58%
Prefer not to answer	5%

	%
Not currently a student	86%
Yes, High school student	1%
Yes, Full time postsecondary student	4%
Yes, Part time postsecondary student	3%
Yes, Student in vocational college	1%
Prefer not to answer	4%

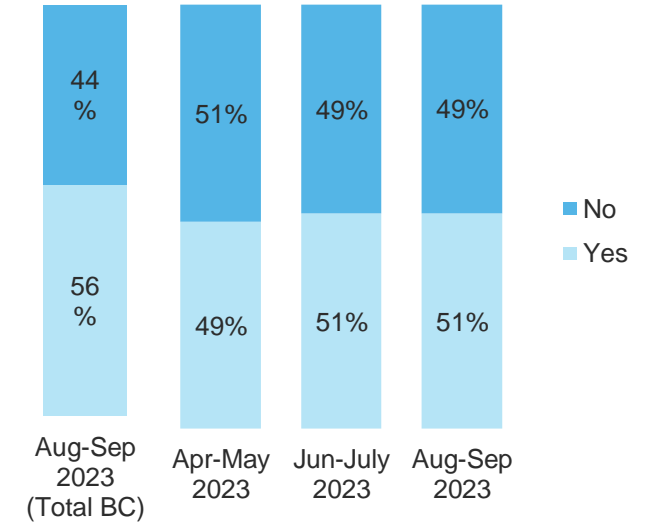
base n= 2279

Bi-Monthly Reporting Regions

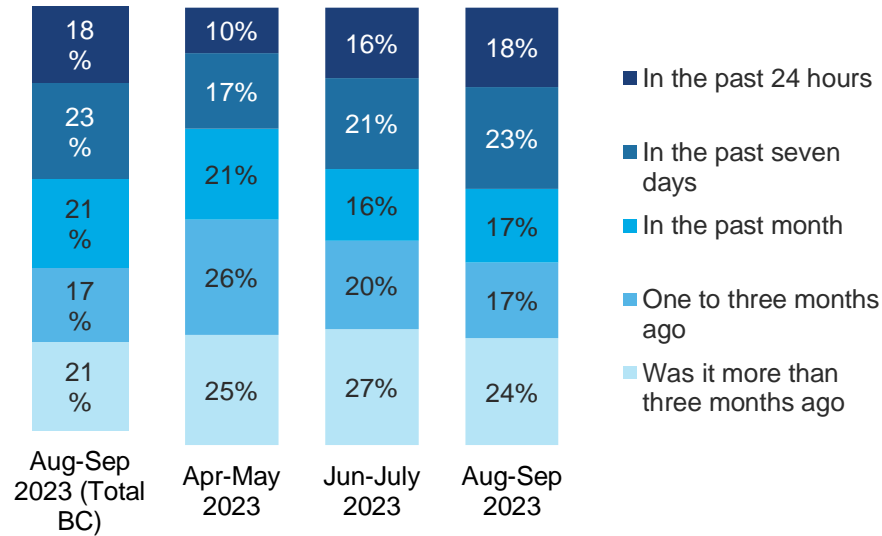
Responsibility for Local Transit System

	Apr-May 2023	Jun-July 2023	Aug-Sep 2023	Aug-Sep 2023 (Total BC)
BC Transit	75%	70%	72%	79%
Local/municipal government	30%	31%	31%	27%
TransLink	7%	15%	11%	10%
Other	3%	4%	2%	1%
Don't know	7%	8%	7%	5%

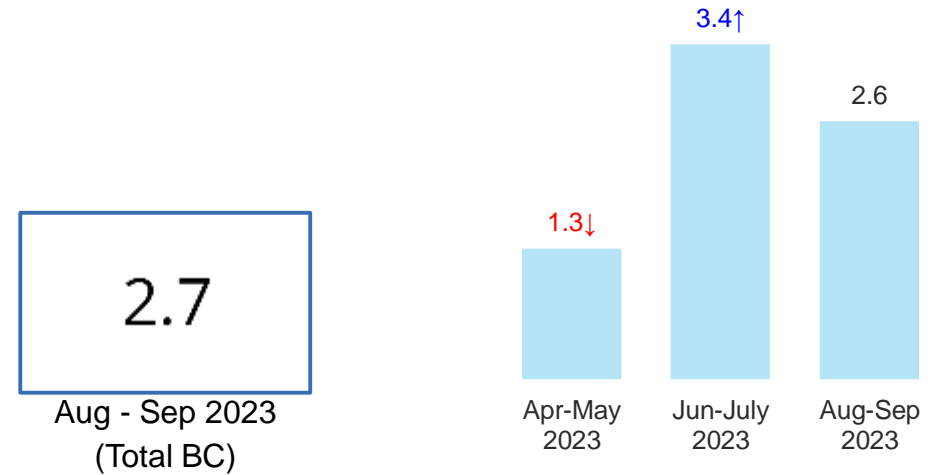
Past Year Local Transit use



Most Recent Local Transit Use

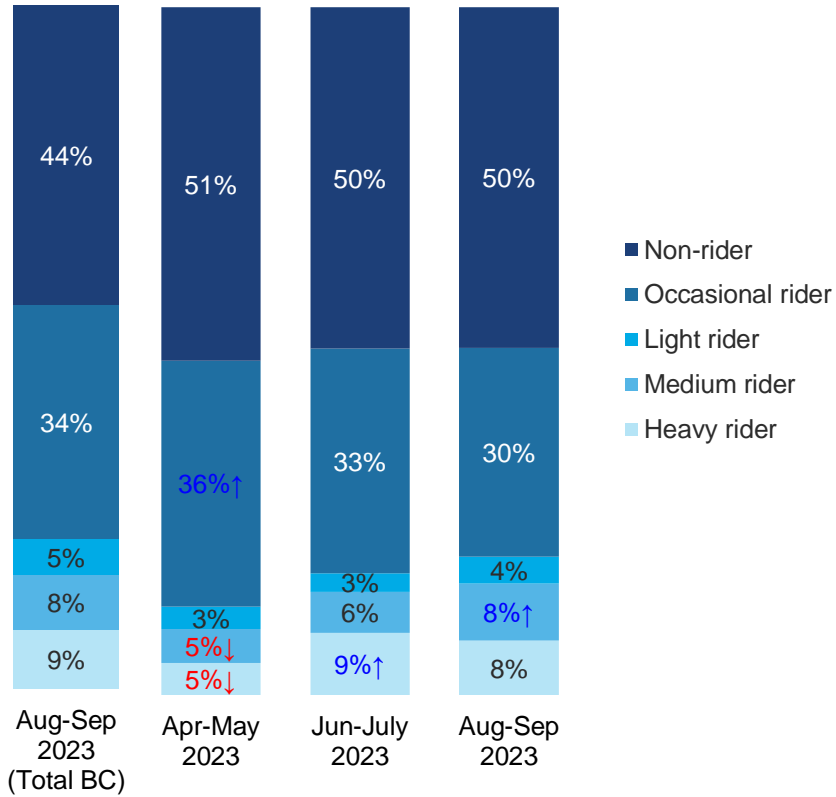


Average Number of One-Way Trips in the Past Seven Days

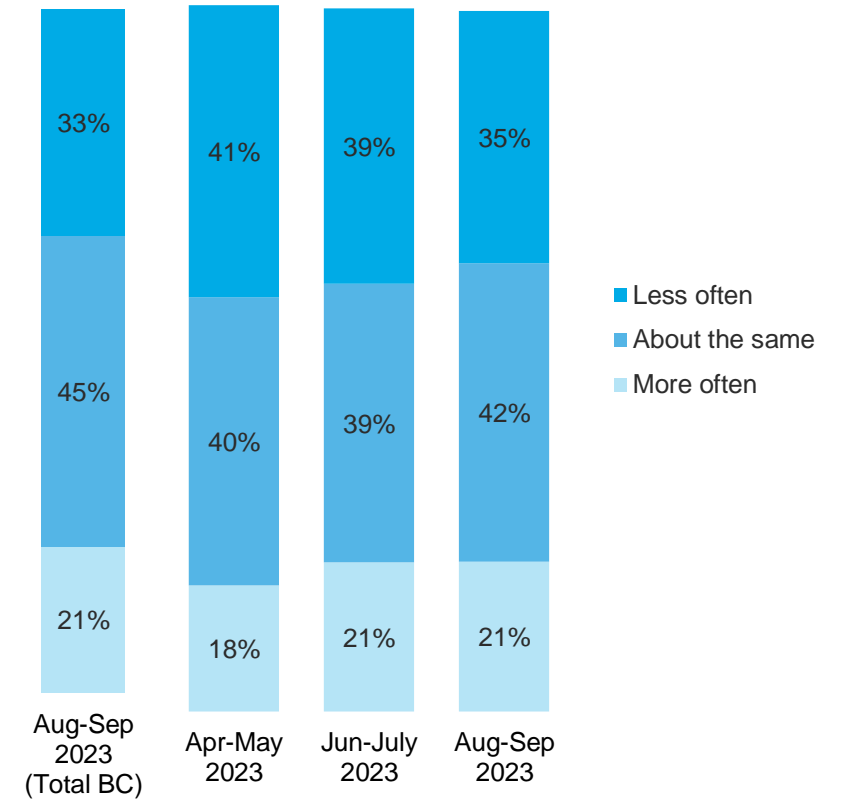


Trends

Rider Usage Group



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



Modes of Transportation Used More Often

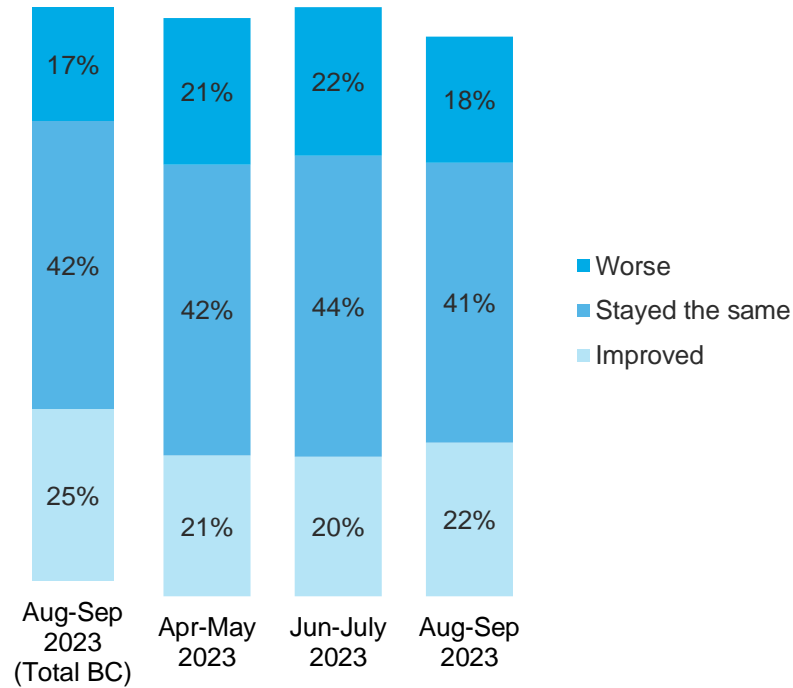
	Apr-May 2023	Jun-July 2023	Aug-Sep 2023	Aug-Sep 2023 (Total BC)
Drive alone (car/truck)	55%	63%	68%	61%
Carpool or share a ride as driver	10%	16%	9%	10%
Carpool or share a ride as passenger	19%	20%	14%	14%
Taxi	14%	15%	11%	11%
Bicycle	13%	17%	19%	19%
Motorcycle/moped/scooter	5%	5%	4%	4%
Walking/rollerblading/skateboarding/jogging	32%	28%	24%	32%
Ride share (e.g. Uber, Lyft, etc.)	5%	16%	9%	9%
Other	4%	4%	1%	1%
Don't know	0%	0%	1%	1%

Modes of Transportation Used Less Often

	Apr-May 2023	Jun-July 2023	Aug-Sep 2023	Aug-Sep 2023 (Total BC)
Drive alone (car/truck)	52%	46%	44%	53%
Carpool or share a ride as driver	7%	11%	16%	18%
Carpool or share a ride as passenger	19%	19%	20%	24%
Taxi	34%	47%	41%	37%
Bicycle	11%	22%	19%	18%
Motorcycle/moped/scooter	6%	5%	4%	8%
Walking/rollerblading/skateboarding/jogging	28%	24%	23%	23%
Ride share (e.g. Uber, Lyft, etc.)	15%	17%	17%	18%
Other	1%	4%	2%	2%
Don't know	1%	1%	1%	3%

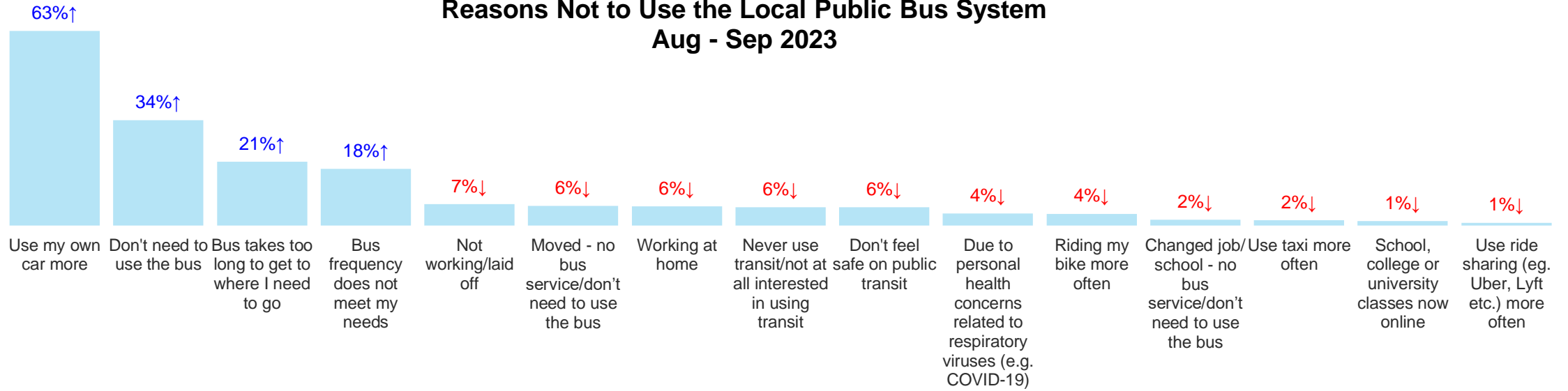
Trends

Past Year Change in Local Bus System

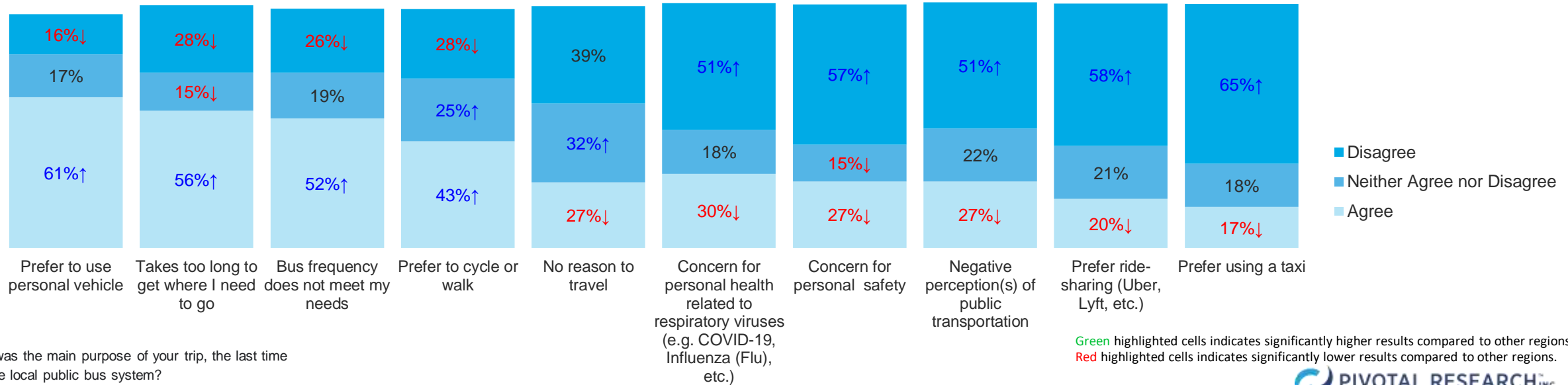


	Apr-May 2023	Jun-July 2023	Aug-Sep 2023	Aug-Sep 2023 (Total BC)
Fare prices are reasonable	48%	46%	43%	45%
Bus drivers are courteous	61%	58%	61%	65%
Frequency of scheduled service	32%	30%	29%	34%
Buses run on time/on schedule	46%	44%	42%	44%
Buses are clean/well-maintained	53%	49%	55%	59%
Availability and accuracy of schedule information	47%	43%	38%	44%
Buses not being overcrowded	52%	49%	49%	46%
Buses have a direct route	39%	37%	37%	38%
Bus fare payment options are convenient and easy to use	46%	46%	39%	42%
Buses have good connections with reasonable wait times	33%	30%	29%	32%
Bus stops have enough amenities such as shelters, benches, information and trash cans	31%	31%	31%	35%
Bus stops are clean and well maintained	37%	37%	41%	44%
Trip duration, that is the time from when you boarded to the time you got off the bus	42%	40%	41%	43%
Sense of safety and security	41%	40%	46%	49%
Overall	42%	39%	42%	48%

Reasons Not to Use the Local Public Bus System Aug - Sep 2023



Likelihood of Reasons to not use Public Transportation



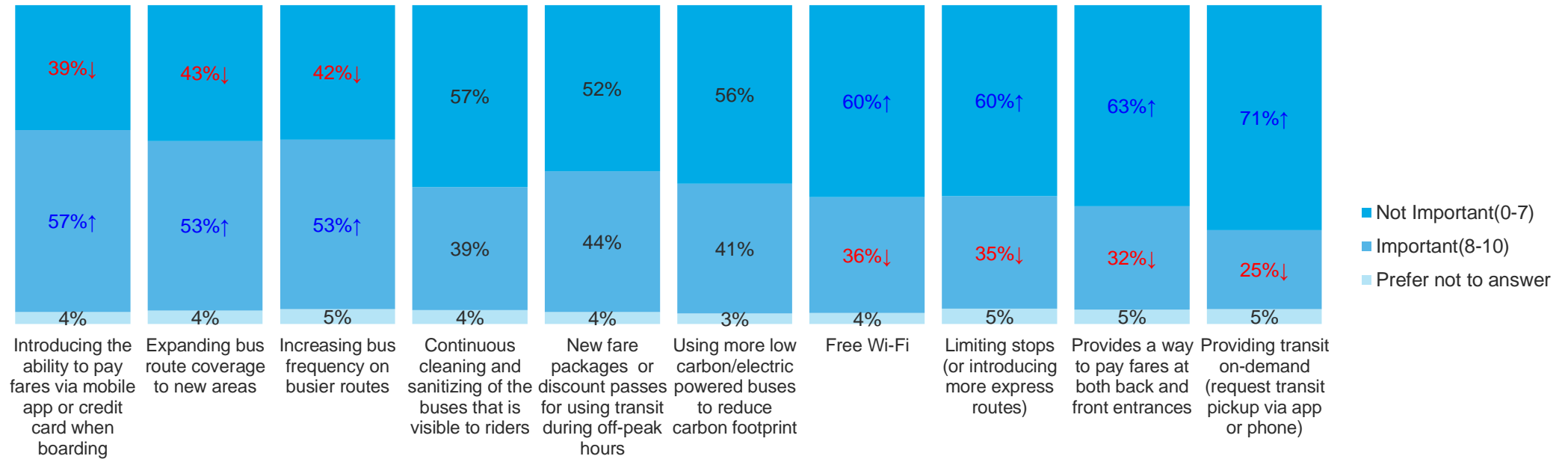
Q5A What was the main purpose of your trip, the last time you used the local public bus system?

Choose the region:

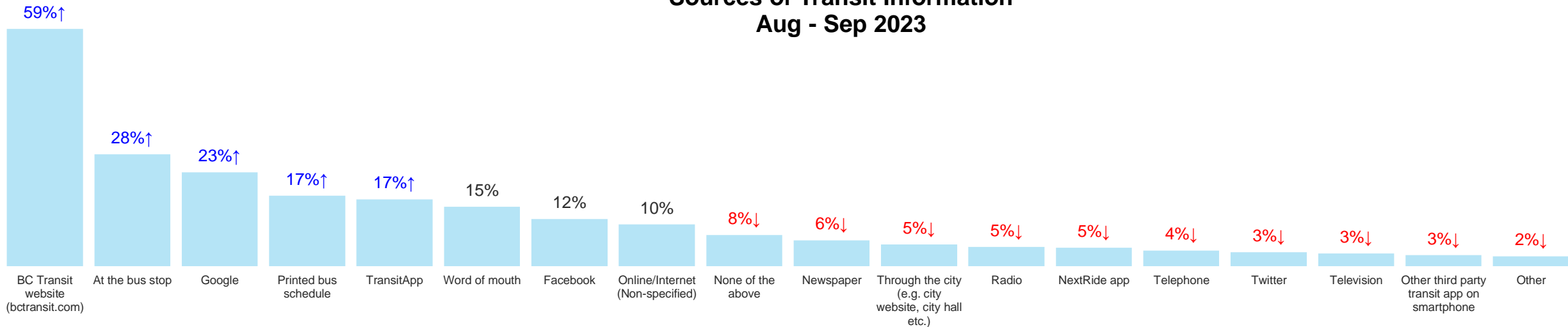
(All)

Trends

Key Improvements to Encourage Use of Transit Aug - Sep 2023

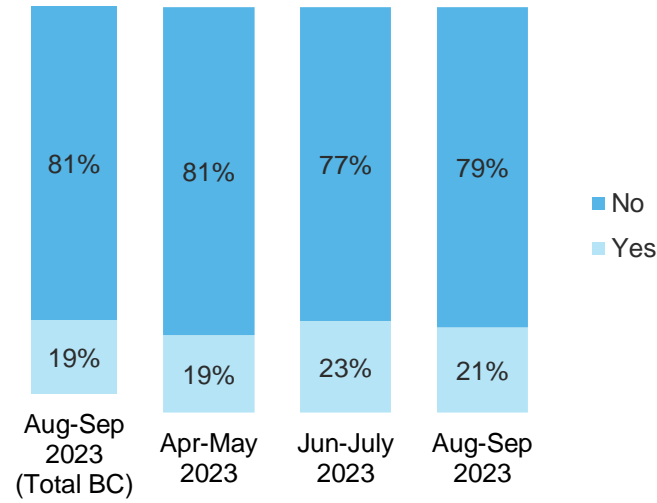


Sources of Transit Information Aug - Sep 2023

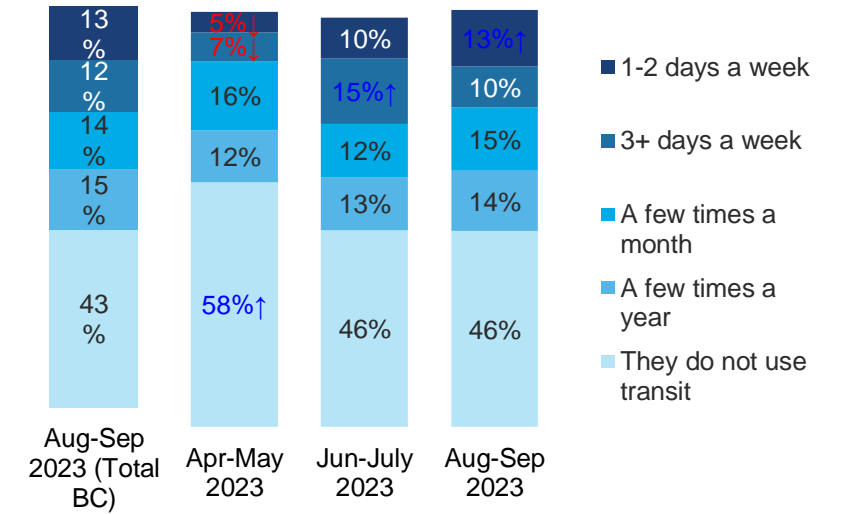


Trends

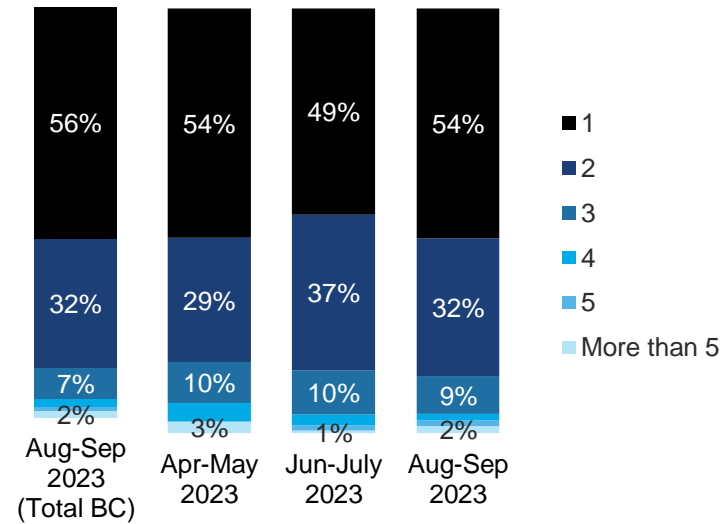
Taking Care of Children Aged 12 and Under



Frequency of Riding the Bus by Children 12 and Under

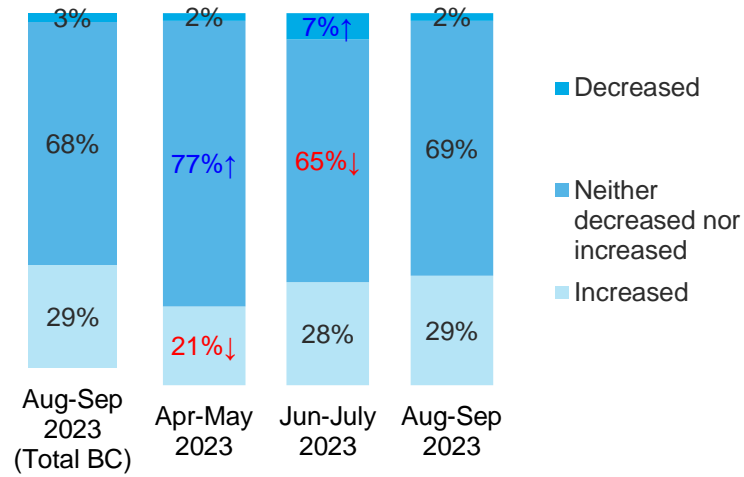


Number of Children Aged 12 and Under

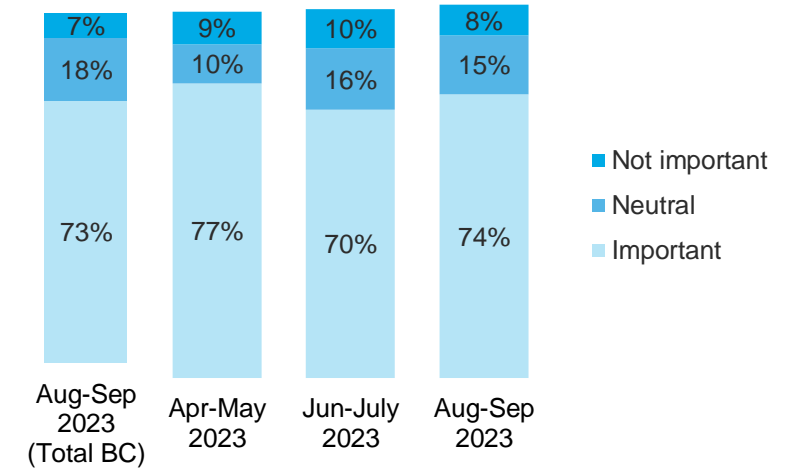


Trends

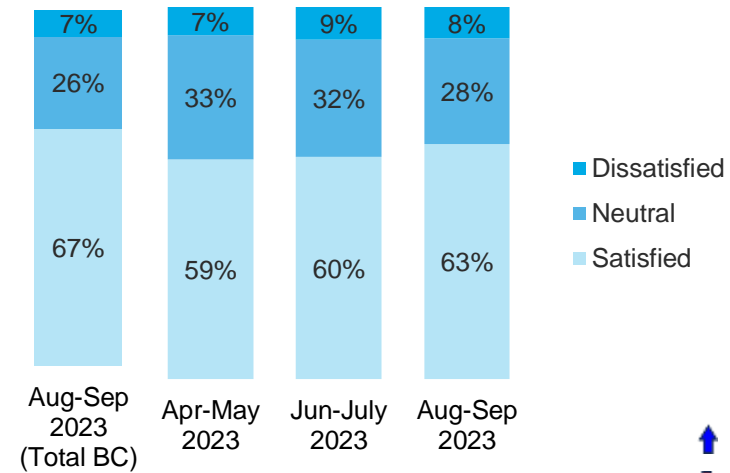
Impact of Free Transit on Transit Usage for Children 12 and Under



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.

Trends

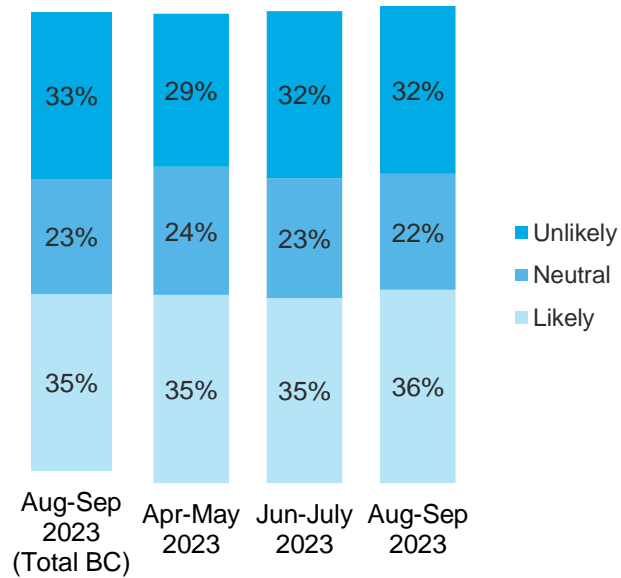
Safety in Transit

	Apr-May 2023	Jun-July 2023	Aug-Sep 2023	Aug-Sep 2023 (Total BC)
Felt safe	69%	67%	74%	76%
Felt unsafe	25%	27%	22%	21%
Don't know/not sure	6%	6%	3%	3%

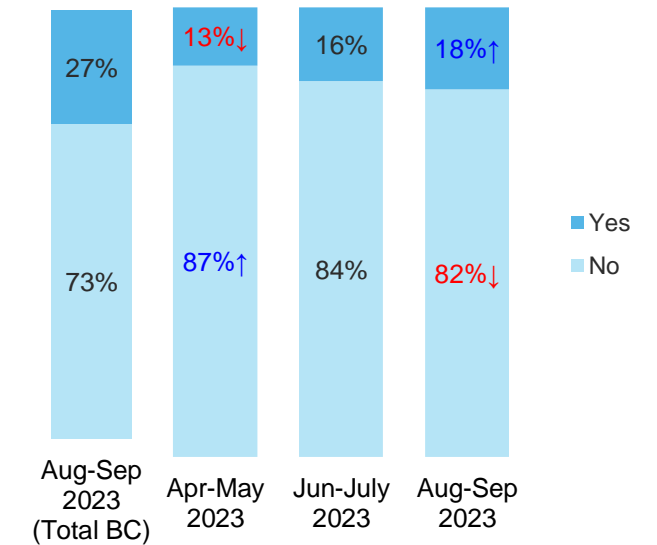
NPS Score of Transit

	Apr-May 2023	Jun-July 2023	Aug-Sep 2023	Aug-Sep 2023 (Total BC)
Detractors	55%	56%	53%	48%
Passive	15%	13%	14%	14%
Promoters	30%	31%	33%	38%
NPS Score	-25.2	-25.4	-19.6	-10.4

Electronic Fare Impact



Awareness of Electronic Fare Collection System



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?

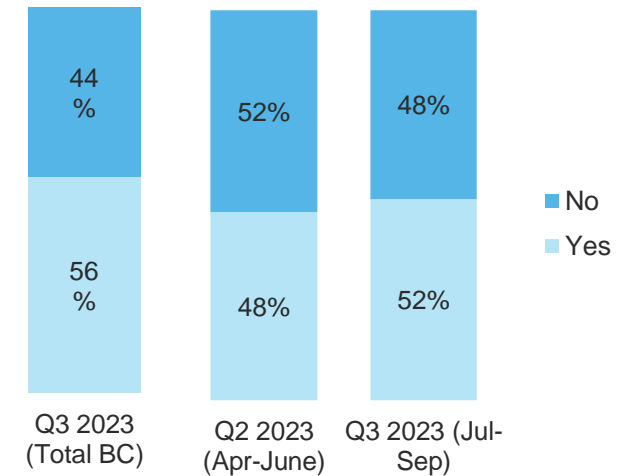
Quarterly Reporting Regions

Trends

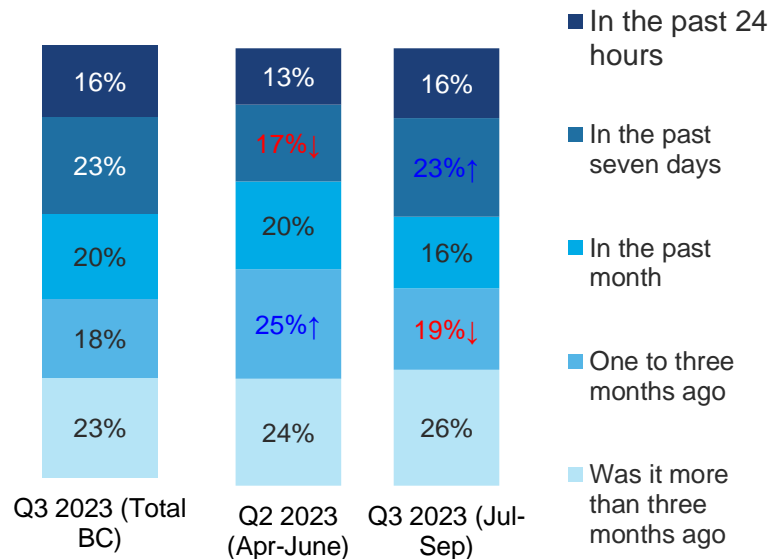
Responsibility for Local Transit System

	Q2 2023 (Apr-June)	Q3 2023 (Jul-Sep)	Q3 2023 (Total BC)
BC Transit	75%	70%	75%
Local/municipal government	30%	31%	28%
TransLink	8%	14%	12%
Other	3%	3%	2%
Don't know	7%	8%	7%

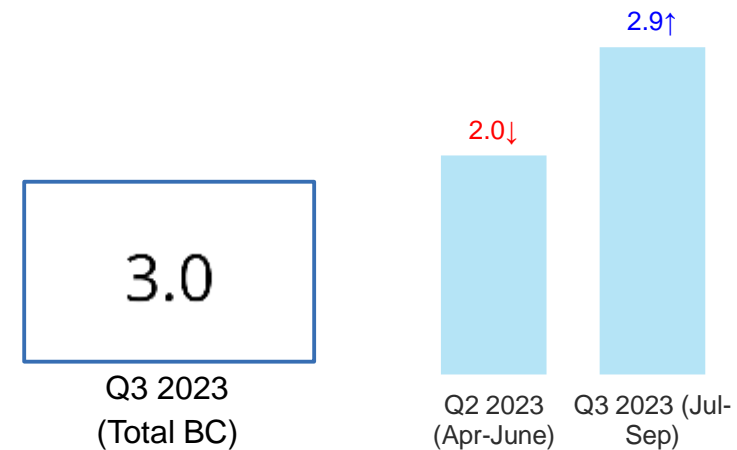
Past Year Local Transit use



Most Recent Local Transit Use

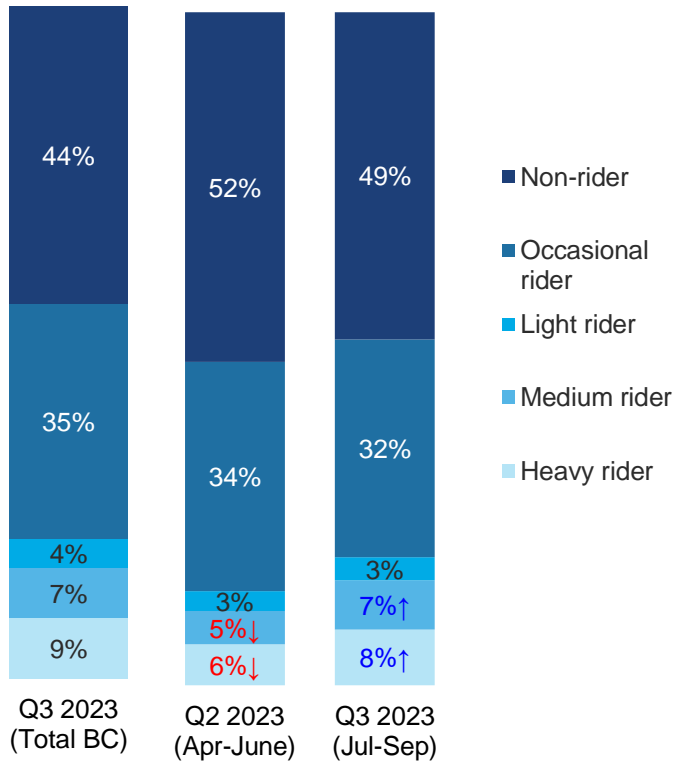


Average Number of One-Way Trips in the Past Seven Days

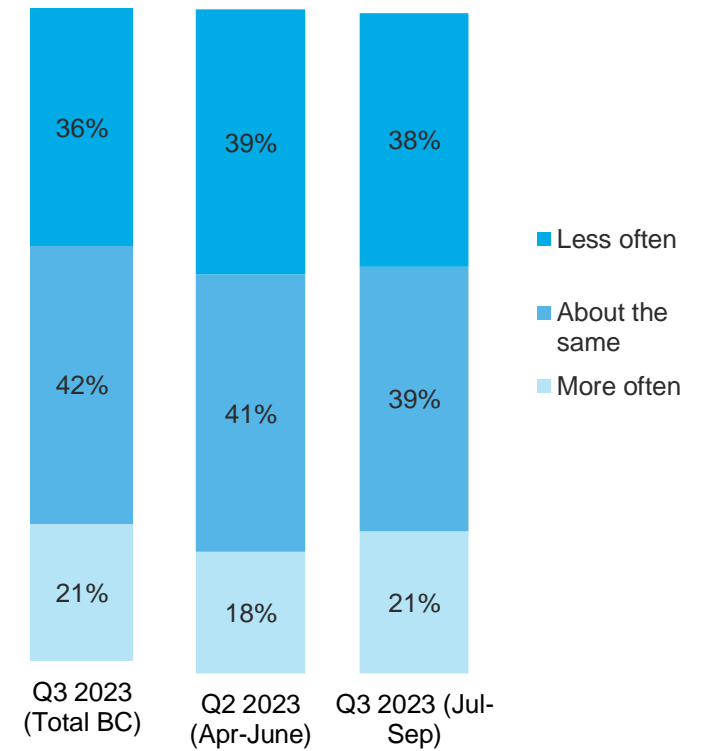


Trends

Rider Usage Group



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



Modes of Transportation Used More Often

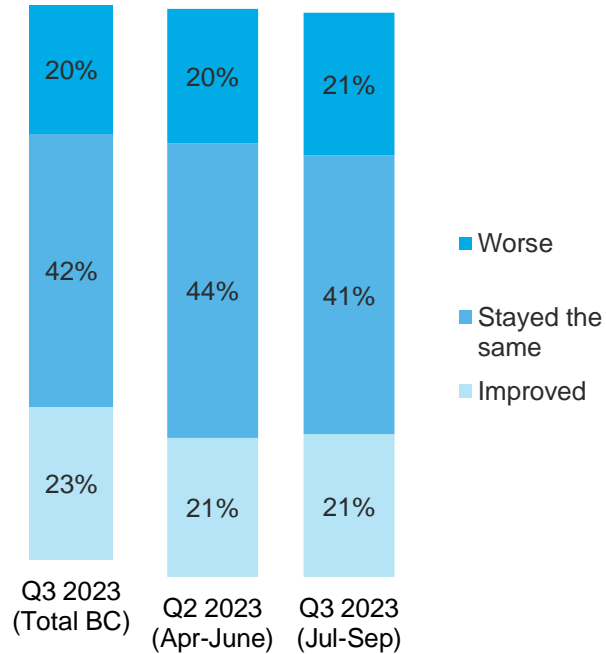
	Q2 2023 (Apr-June)	Q3 2023 (Jul-Sep)	Q3 2023 (Total BC)
Drive alone (car/truck)	57%	64%	62%
Carpool or share a ride as driver	12%	12%	12%
Carpool or share a ride as passenger	18%	19%	17%
Taxi	15%	13%	13%
Bicycle	13%	19%	18%
Motorcycle/moped/scooter	5%	5%	5%
Walking/rollerblading/skateboarding/jogging	31%	26%	30%
Ride share (e.g. Uber, Lyft, etc.)	8%	13%	11%
Other	5%	3%	2%
Don't know	0%	1%	0%

Modes of Transportation Used Less Often

	Q2 2023 (Apr- June)	Q3 2023 (Jul-Sep)	Q3 2023 (Total BC)
Drive alone (car/truck)	52%	43%	47%
Carpool or share a ride as driver	8%	14%	16%
Carpool or share a ride as passenger	18%	20%	22%
Taxi	39%	43%	41%
Bicycle	14%	20%	19%
Motorcycle/moped/scooter	6%	4%	6%
Walking/rollerblading/skateboarding/jogging	25%	26%	26%
Ride share (e.g. Uber, Lyft, etc.)	17%	16%	16%
Other	2%	3%	3%
Don't know	1%	1%	3%

Trends

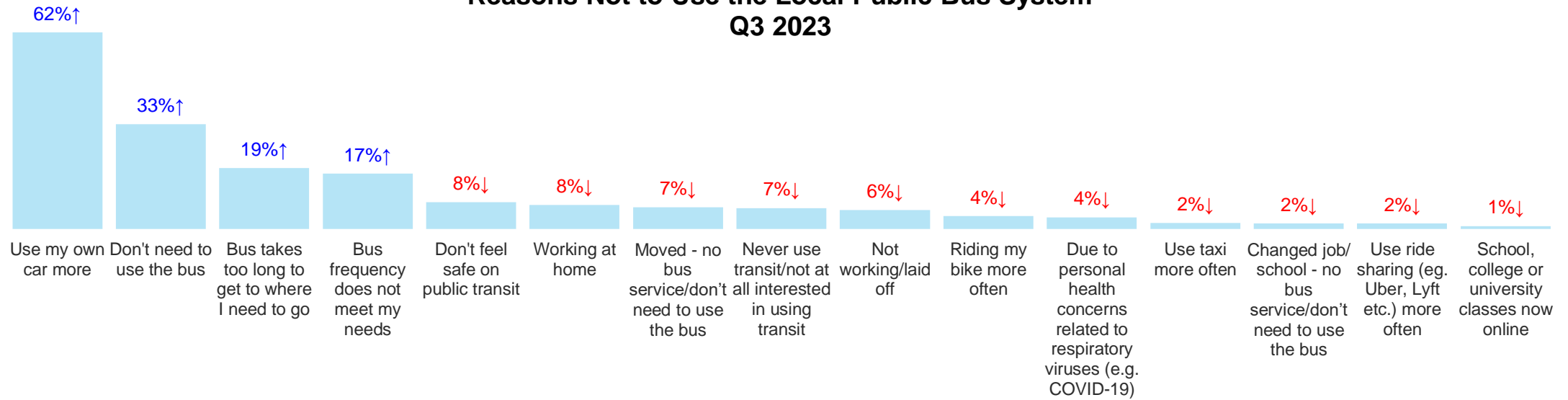
Past Year Change in Local Bus System



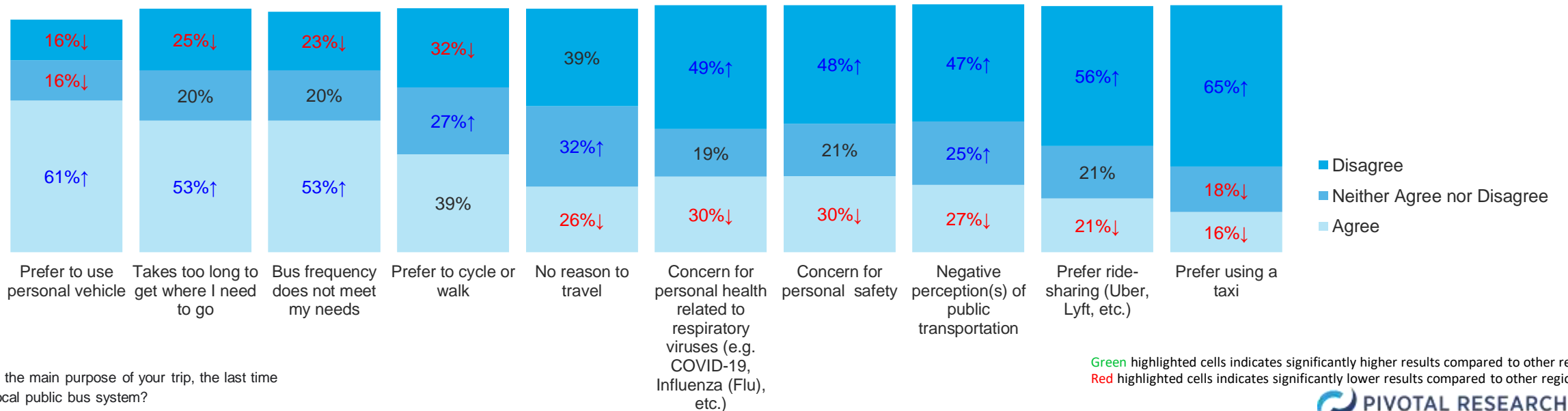
	Q2 2023 (Apr-June)	Q3 2023 (Jul-Sep)	Q3 2023 (Total BC)
Fare prices are reasonable	49%	44%	44%
Bus drivers are courteous	61%	58%	61%
Frequency of scheduled service	33%	28%	31%
Buses run on time/on schedule	47%	42%	43%
Buses are clean/well-maintained	53%	51%	54%
Availability and accuracy of schedule information	48%	39%	43%
Buses not being overcrowded	53%	47%	45%
Buses have a direct route	39%	36%	37%
Bus fare payment options are convenient and easy to use	47%	42%	43%
Buses have good connections with reasonable wait times	34%	28%	31%
Bus stops have enough amenities such as shelters, benches, information and trash cans	32%	30%	33%
Bus stops are clean and well maintained	39%	37%	40%
Trip duration, that is the time from when you boarded to the time you got off the bus	42%	40%	41%
Sense of safety and security	43%	41%	44%
Overall	43%	39%	43%

Trends

Reasons Not to Use the Local Public Bus System Q3 2023



Likelihood of Reasons to not use Public Transportation



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

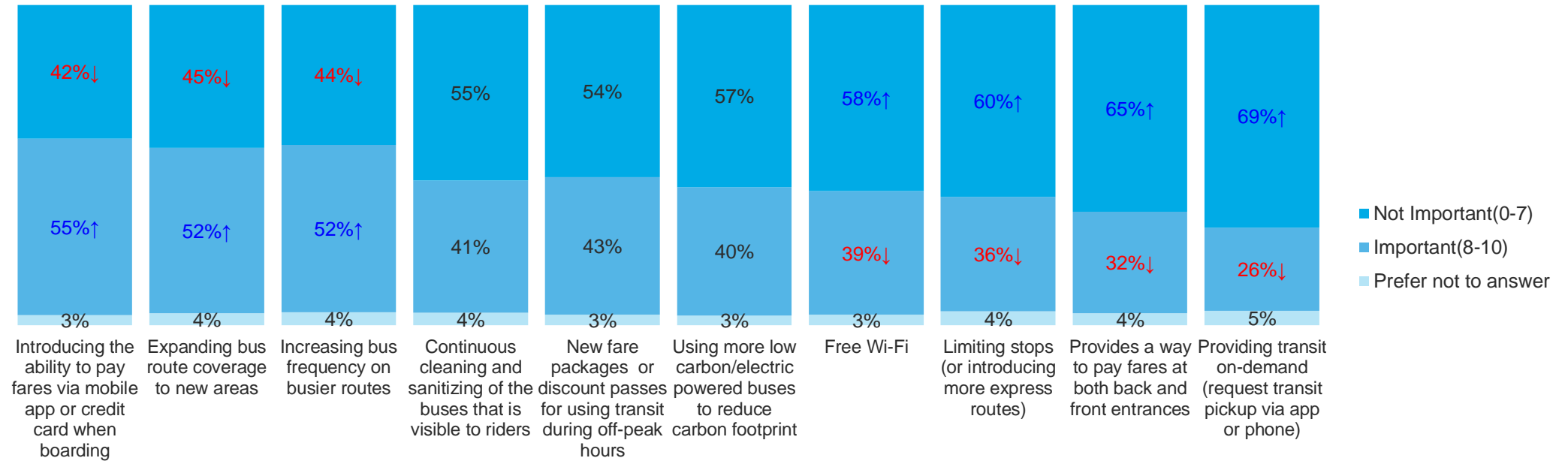
Green highlighted cells indicates significantly higher results compared to other regions.
Red highlighted cells indicates significantly lower results compared to other regions.

Choose the region:

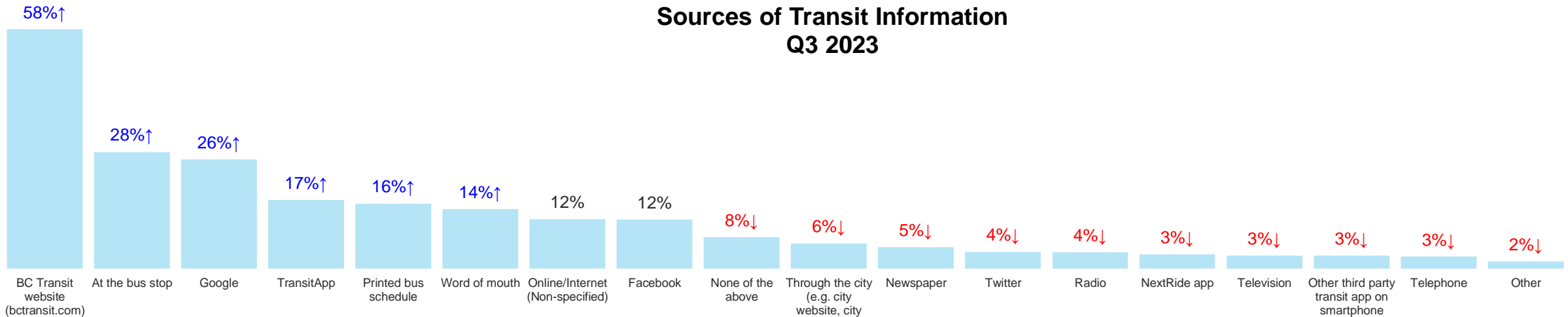
(All)

Trends

Key Improvements to Encourage Use of Transit Q3 2023

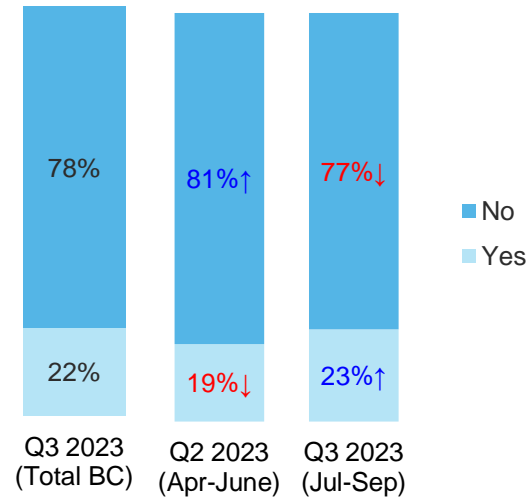


Sources of Transit Information Q3 2023

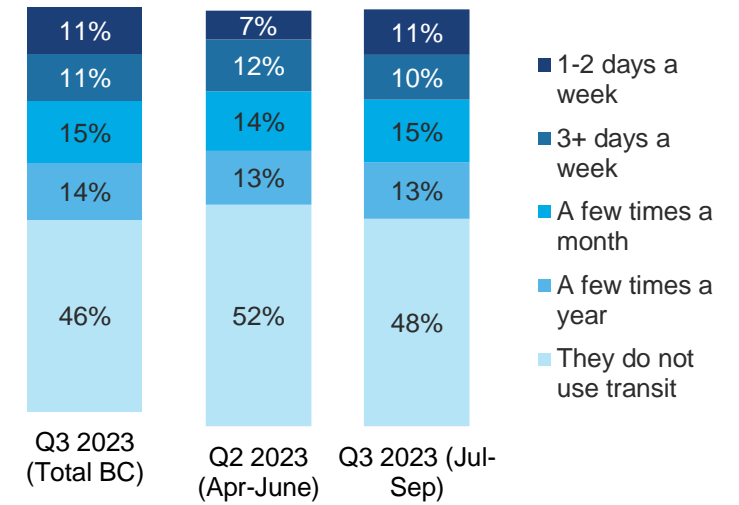


Trends

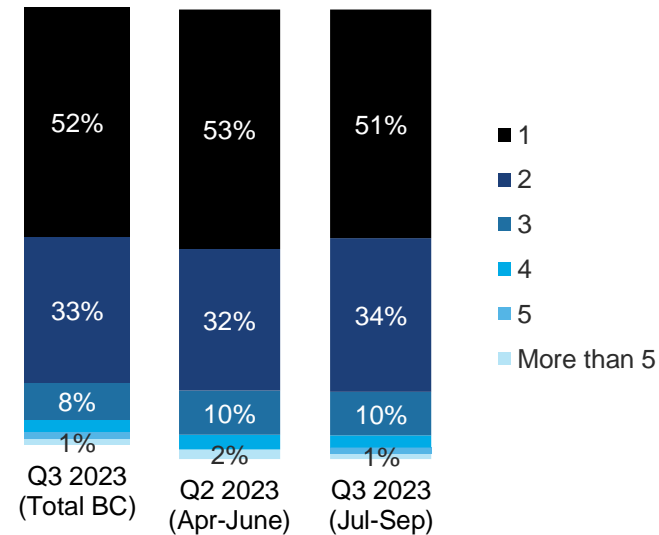
Taking Care of Children Aged 12 and Under



Frequency of Riding the Bus by Children 12 and Under

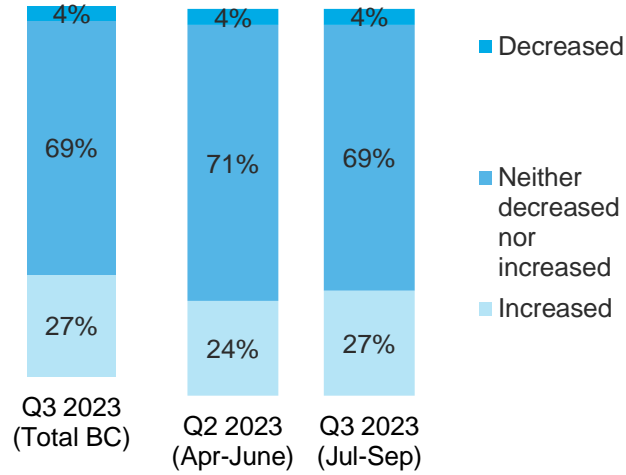


Number of Children Aged 12 and Under

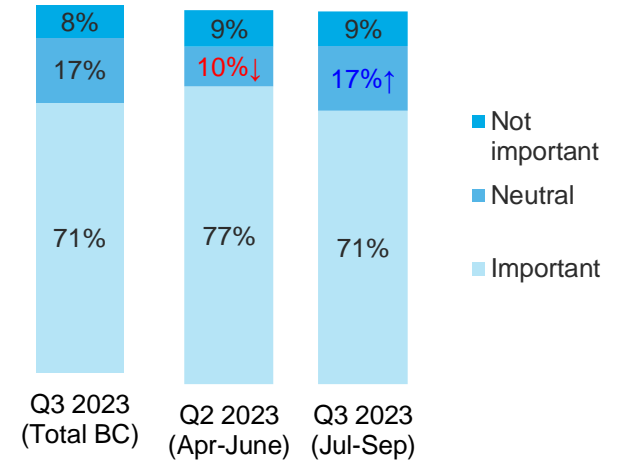


Trends

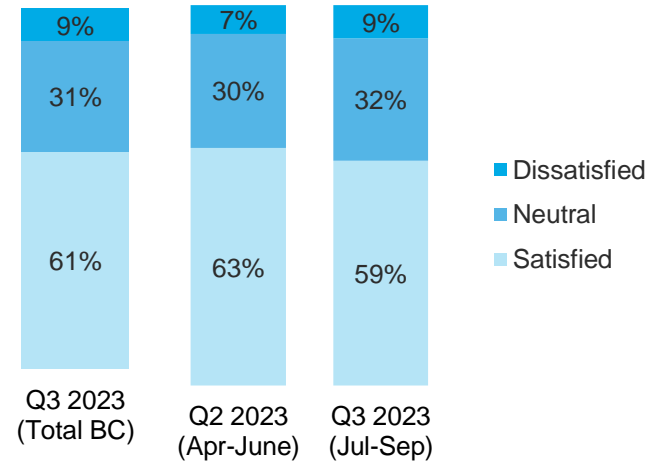
Impact of Free Transit on Transit Usage for Children 12 and Under



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.

Trends

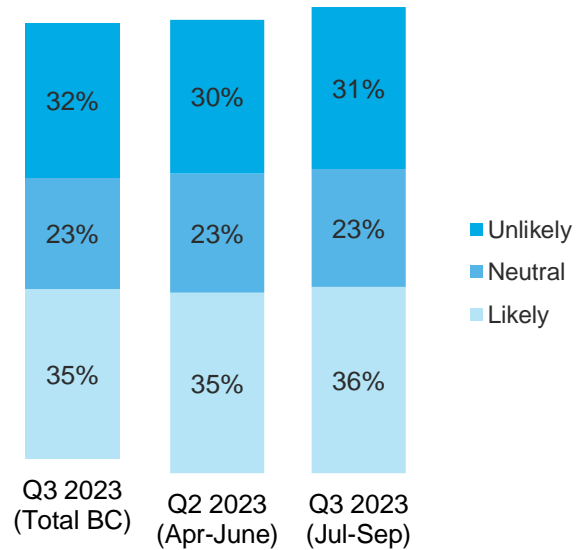
Safety in Transit

	Q2 2023 (Apr-June)	Q3 2023 (Jul-Sep)	Q3 2023 (Total BC)
Felt safe	69%	70%	72%
Felt unsafe	25%	25%	24%
Don't know/not sure	6%	5%	4%

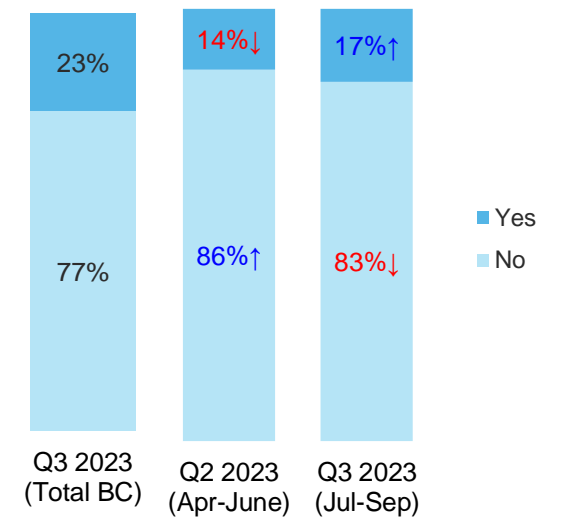
NPS Score of Transit

	Q2 2023 (Apr-June)	Q3 2023 (Jul-Sep)	Q3 2023 (Total BC)
Detractors	54%	56%	52%
Passive	15%	13%	13%
Promoters	31%	31%	35%
NPS Score	-22.7	-24.7	-17.4

Electronic Fare Impact



Awareness of Electronic Fare Collection System



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

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



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