

## Summary of Survey Results and Transit Watch Incidents

### Satisfaction Survey Results

This report uses the Edmonton Transit Service Satisfaction Surveys for the years of 2017 to 2022 to inform our analysis and recommendations. As noted in the report, the satisfaction survey for the year 2022 includes data for the years of 2020 to 2022 and there is no available ridership data for the year of 2020 due to the disruption caused by the global pandemic, COVID-19. It is also important to note that the research methodology for the years of 2017-2019 is markedly different from the 2022 survey. No direct comparisons between years nor trends were noted by this report due to the change of research methodology but we considered factors and occurrences in an any respective year of our survey. A summary of the survey results is as follows:

- A number of survey respondents feel that ETS vehicle operators drive safely – this contributes positively to rider satisfaction
- LRT arrival times and frequency of service are generally favourable over the time horizon
- Fare purchase options cause some concerns for riders
- Safety is a major concern (general safety, crime, safety and security onboard LRTs, safety and security while waiting for LRTs)
- Some riders perceive a bigger safety concern with LRT vehicles versus buses
- Cleanliness of ETS vehicles and ETS spaces is concerning for riders and this appears to be escalating with the passage of time
- On-time reliability for buses (this metric measures customers as least satisfied in the year 2022 survey), bus connections/transfer time (down year over year for the years 2021-2022), and bus frequency were a concern as well as sufficiency of bus shelters (this was concerning for riders; the data shows a steep and declining trend over last quarter of 2022)
- Overcrowding on buses is a problem and decreases the level of comfortability with riding on ETS (based on the 2022 ETS Satisfaction Survey)
- The Net Promoter Score (NPS) is down to -9 (2022) from -4 (2021). Net Promoter Scores show how likely it is for one to recommend ETS services to others like friends and family members
- Reasons that contributed to poorer user experience/lower ridership were: substance use by other riders, homeless and idle persons loitering in ETS spaces, and riders refusing to wear masks even when there is a mask mandate due to pandemic protocols (noted in the year 2022 satisfaction survey)

**Transit Watch Incidents**

Our review of ETS safety and security measures shows that there is a trend in the number of incidents reported on transit. The number of incidents reported through Transit Watch – a service division of ETS devoted to receiving inquiries concerning safety and security issues - shows a substantial increase year over year. The number of text messages sent to Transit Watch from concerned riders has increased from 1608 to 3832 in the years of 2021 and 2022 respectively. This is an increase of 238.31%. The number of telephone calls made to Transit Watch from a concerned ridership increased from 1158 to 2030 in the years of 2021 and 2022 respectively. This is an increase of 175.30%.

Transit Watch Reports

Number of text messages and calls received through the Transit Watch number. Forecasting is not available; however, in general, as ridership increases, report volumes will also increase.

Month	Text Messages		Calls		Total	
	2021	2022	2021	2022	2021	2022
January	106	262	100	177	206	439
February	151	347	109	203	260	550
March	153	503	93	226	246	729
April	125	398	74	157	199	555
May	102	341	91	190	193	531
June	100	253	76	141	176	394
July	117	207	66	141	183	348
August	102	188	99	107	201	295
September	126	219	96	121	222	340
October	141	259	104	149	245	408
November	176	411	123	209	299	620
December	209	444	127	209	336	653
<b>Total</b>	<b>1,608</b>	<b>3,832</b>	<b>1,158</b>	<b>2,030</b>	<b>2,766</b>	<b>5,862</b>

Source: Edmonton Transit Service (2023)