

**Methodology:**

Results are based on an online study conducted from August 27 to August 29, 2019, among 1,200 adults in British Columbia.

The data has been statistically weighted according to Canadian census figures for age, gender and region in British Columbia.

The margin of error—which measures sample variability—is +/- 2.8 percentage points, nineteen times out of twenty.

**TRACKING QUESTIONS**

*In general, are you satisfied or dissatisfied with the way things are going in British Columbia at this time?*

- More than three-in-five residents (63%) are satisfied with the way things are going (13% "very", 50% "moderately").
- A third of residents (34%) are dissatisfied (25% "moderately", 9% "very").

*In general, are you satisfied or dissatisfied with the performance of the current B.C. government?*

- A majority of British Columbians (55%) is satisfied with the performance of the current provincial government, while two-in-five (40%) are dissatisfied.

*How would you rate the state of B.C.'s economy today?*

- More than two-in-five British Columbians (44%) rate the state of the provincial economy as "excellent" (7%) or "good" (37%).
- Two-in-five (42%) deem it "fair" and 12% rate it as "poor".

*How would you rate the job the B.C. government is doing on the issues you care most about?*

- Fewer than a third of British Columbians (31%) rate the job the government has done on the issues they care most about as "excellent" (7%) or "good" (24%).
- More than a third (38%) consider it "fair" and more than a quarter (28%) rate it as "poor".

**ICBC**

*Do you own a vehicle and pay vehicle insurance in BC?*

- More than four-in-five respondents (83%) own a vehicle and pay vehicle insurance in the province.

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*How important are each of the following characteristics when it comes to a public vehicle insurance provider?*

- The issues that had the highest ranking as being "very important" are "Provides peace of mind that anyone injured in a crash will receive good care and treatment for as long as they need it" (68%), "Ensures low-risk drivers have access to more affordable rates and high-risk drivers pay more" (67%) and "Is accountable and transparent about how insurance premiums are spent" (65%).
- The ranking is slightly lower for "Provides excellent customer service—is easy to access and there when you need it" (60%), "Ensures new drivers and seniors with good driving records can buy insurance at rates similar to low-risk drivers" (52%) and "Provides choice in the insurance coverage available, at different price points"(50%).

*As you may know, vehicle insurance in BC is provided by the Insurance Corporation of BC (ICBC). How would you rate the job ICBC does on each of these areas?*

- Practically half of residents (49%) believe ICBC does a "very good" or "good" job in "Provides excellent customer service—is easy to access and there when you need it" (49%).
- More than a third endorsed ICBC's performance on "Provides peace of mind that anyone injured in a crash will receive good care and treatment for as long as they need it" (38%), "Ensures low-risk drivers have access to more affordable rates and high-risk drivers pay more" (also 38%),

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mario.canseco  
@researchco.ca



mario\_canseco



778.929.0490



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"Provides choice in the insurance coverage available, at different price points" (36%) and "Ensures new drivers and seniors with good driving records can buy insurance at rates similar to low-risk drivers" (35%).

- The lowest ranking was observed for "Is accountable and transparent about how insurance premiums are spent" (29%).

*All things considered, do you agree or disagree with each of the following statements about auto insurance in BC?*

- More than four-in-five residents agree with the statements: "After 30 years of virtually no changes, it's about time someone took a hard look at ICBC" (87%) and "With expected annual rate increases of as much as 8%, it's time for a new approach at ICBC" (86%).
- More than two thirds of residents agree with the statements: "ICBC is complex system so I think it is appropriate that government takes some time to make changes and make rates more affordable" (74%) and "The best solution at this point is to privatize ICBC and allow other for-profit private insurers to compete in BC" (68%).

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## **RIDE HAILING**

*Ride-hailing apps like Uber and Lyft connect passengers to nearby drivers who offer pay-for-ride services using their own cars. They are currently operating in many major North American centers. From what you have seen, read or heard, do you support or oppose allowing ride-hailing services to operate in British Columbia?*

- Seven-in-ten residents (71%) support allowing ride-hailing services to operate in British Columbia, while one-in-five (20%) are opposed.

*How likely are you to personally use ride-hailing services, such as Uber and Lyft, when they begin to operate in British Columbia?*

- Just under half of British Columbians (46%) are "very likely" (21%) or "moderately likely" (25%) to personally use ride-hailing services.

*Some people say that the BC government has taken too long to allow ride-hailing services to begin operating in British Columbia. Others say it was important for the BC government to take the time to get this right and ensure passenger safety. Thinking about this, which one of these options is closer to your point of view?*

- Three-in-five residents (60%) think the government "definitely" (36%) or "probably" (24%) took too long to allow ride-hailing services to begin operating in the province, while one third (33%) believe it "definitely" (13%) or "probably" (20%) made the right decisions by taking the time to get this right and ensure passenger safety.

## **CONCLUSIONS**

- Solid majorities of British Columbians are satisfied with the way things are going (63%) and with the performance of the provincial government (55%).

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- There is an evident disconnect on the features of a vehicle insurer that people judge as important and the perceptions of how ICBC is handling each one of them. This is particularly problematic on three items: "accountability and transparency" (Important 65%, Good 29%, Score -36), "peace of mind" (Important 68%, Good 38%, Score -30) and "rates depending on driver risk" (Important 67%, Good 38%, Score -29).
- Two thirds of residents (68%) think the best solution at this point is to privatize ICBC, but a larger proportion (74%) understands that it takes time to make changes that would drive rates down.
- The "no fault" model is endorsed by 57% of residents, and strong opposition to it is low (9%).

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- British Columbians are supportive of ride-hailing services (71%), with the proportion reaching 73% in Metro Vancouver.
- More than half of Metro Vancouverites (51%) and two thirds of those aged 18-to-34 (68%) would personally use ride-hailing services.
- Three-in-five residents (60%) think the government took too long in allowing ride-hailing in the province.

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