Numeris - Automobile Report

| Attribute | Benchmark <br> North Vancouver (CSD/CY, BC) |  | West Vancouver (CSD/DM, BC) |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  | Value | Percent | Value | Percent | Index |
| Number of Households | 27,275 |  | 17,566 |  |  |
| Population of Age 18 and Up | 49,870 |  | 37,594 |  |  |
| Number of Vehicles in Household |  |  |  |  |  |
| Number of vehicles in household: None | 6,931 | 25.41\% | 3,936 | 22.41\% | 88 |
| Number of vehicles in household: 1 | 10,463 | 38.36\% | 5,860 | 33.36\% | 87 |
| Number of vehicles in household: 2 | 6,895 | 25.28\% | 5,316 | 30.26\% | 120 |
| Number of vehicles in household: 3 | 1,950 | 7.15\% | 1,473 | 8.39\% | 117 |
| Number of vehicles in household: More than 3 | 1,036 | 3.80\% | 981 | 5.59\% | 147 |
| Annual Kilometers Driven |  |  |  |  |  |
| Kilometers driven per year: None | 11,499 | 23.06\% | 7,946 | 21.14\% | 92 |
| Kilometers driven per year: 1 to 9,999 Km (1 to 5,999 miles) | 21,119 | 42.35\% | 15,577 | 41.43\% | 98 |
| Kilometers driven per year: 10,000 to 19,999 Km (6,000 to 11,999 miles) | 11,896 | 23.85\% | 10,061 | 26.76\% | 112 |
| Kilometers driven per year: 20,000 to 29,999 Km (12,000 to 17,999 miles) | 3,429 | 6.88\% | 2,525 | 6.72\% | 98 |
| Kilometers driven per year: 30,000 or more Km (18,000 or more miles) | 1,926 | 3.86\% | 1,485 | 3.95\% | 102 |
| Are you personally a licensed driver: Yes | 42,108 | 84.44\% | 32,451 | 86.32\% | 102 |
| Make of Primary Vehicle |  |  |  |  |  |
| Make of primary vehicle: Buick | 554 | 1.11\% | 475 | 1.26\% | 114 |
| Make of primary vehicle: Cadillac | 73 | 0.15\% | 89 | 0.24\% | 160 |
| Make of primary vehicle: Chevrolet | 2,167 | 4.35\% | 1,581 | 4.21\% | 97 |
| Make of primary vehicle: Chrysler | 887 | 1.78\% | 538 | 1.43\% | 80 |
| Make of primary vehicle: Dodge | 1,715 | 3.44\% | 1,113 | 2.96\% | 86 |
| Make of primary vehicle: Ford | 4,410 | 8.84\% | 2,926 | 7.78\% | 88 |
| Make of primary vehicle: GMC | 715 | 1.43\% | 477 | 1.27\% | 89 |
| Make of primary vehicle: Jeep/Eagle | 508 | 1.02\% | 384 | 1.02\% | 100 |
| Make of primary vehicle: Lincoln | 221 | 0.44\% | 212 | 0.56\% | 127 |
| Make of primary vehicle: Other Domestic | 552 | 1.11\% | 433 | 1.15\% | 104 |
| Make of primary vehicle: Acura | 556 | 1.11\% | 542 | 1.44\% | 130 |
| Make of primary vehicle: Audi | 325 | 0.65\% | 358 | 0.95\% | 146 |
| Make of primary vehicle: BMW | 833 | 1.67\% | 920 | 2.45\% | 147 |
| Make of primary vehicle: Honda | 3,936 | 7.89\% | 2,985 | 7.94\% | 101 |
| Make of primary vehicle: Hyundai | 2,309 | 4.63\% | 1,336 | 3.55\% | 77 |
| Make of primary vehicle: Infiniti | 220 | 0.44\% | 286 | 0.76\% | 173 |
| Make of primary vehicle: Kia | 1,348 | 2.70\% | 528 | 1.40\% | 52 |
| Make of primary vehicle: Lexus | 390 | 0.78\% | 603 | 1.60\% | 205 |
| Make of primary vehicle: Mazda | 2,745 | 5.50\% | 2,106 | 5.60\% | 102 |
| Make of primary vehicle: Mercedes-Benz | 560 | 1.12\% | 895 | 2.38\% | 213 |
| Make of primary vehicle: Mitsubishi | 348 | 0.70\% | 223 | 0.59\% | 84 |
| Make of primary vehicle: Nissan | 2,342 | 4.70\% | 1,623 | 4.32\% | 92 |
| Make of primary vehicle: Subaru | 1,546 | 3.10\% | 1,291 | 3.43\% | 111 |
| Make of primary vehicle: Suzuki | 170 | 0.34\% | 107 | 0.28\% | 82 |
| Make of primary vehicle: Toyota | 6,262 | 12.56\% | 5,210 | 13.86\% | 110 |

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|  | Value | Percent | Value | Percent | Index |
| Make of primary vehicle: Volkswagen | 1,199 | 2.40\% | 1,085 | 2.89\% | 120 |
| Make of primary vehicle: Volvo | 624 | 1.25\% | 914 | 2.43\% | 194 |
| Make of primary vehicle: Other Foreign | 535 | 1.07\% | 389 | 1.04\% | 97 |
| Type of Primary Vehicle |  |  |  |  |  |
| Type of primary vehicle: Sedan | 11,690 | 23.44\% | 9,140 | 24.31\% | 104 |
| Type of primary vehicle: Sub-compact | 6,379 | 12.79\% | 4,320 | 11.49\% | 90 |
| Type of primary vehicle: Sports car | 1,218 | 2.44\% | 1,035 | 2.75\% | 113 |
| Type of primary vehicle: Minivan/station wagon | 3,470 | 6.96\% | 2,684 | 7.14\% | 103 |
| Type of primary vehicle: Sport utility vehicle | 10,579 | 21.21\% | 8,994 | 23.93\% | 113 |
| Type of primary vehicle: Pickup truck | 2,578 | 5.17\% | 1,983 | 5.27\% | 102 |
| Type of primary vehicle: Full-sized van | 612 | 1.23\% | 384 | 1.02\% | 83 |
| Type of primary vehicle: Other | 1,495 | 3.00\% | 886 | 2.36\% | 79 |
| Age of Primary Vehicle |  |  |  |  |  |
| Age of primary vehicle: 1 year old | 577 | 1.16\% | 479 | 1.28\% | 110 |
| Age of primary vehicle: 2 years old | 2,275 | 4.56\% | 1,912 | 5.09\% | 112 |
| Age of primary vehicle: 3 years old | 2,718 | 5.45\% | 1,929 | 5.13\% | 94 |
| Age of primary vehicle: 4 years old | 1,663 | 3.34\% | 1,526 | 4.06\% | 122 |
| Age of primary vehicle: 5 years old | 2,397 | 4.81\% | 1,912 | 5.09\% | 106 |
| Age of primary vehicle: 6 years old | 1,738 | 3.49\% | 1,381 | 3.67\% | 105 |
| Age of primary vehicle: 7 years old | 2,297 | 4.61\% | 1,897 | 5.05\% | 110 |
| Age of primary vehicle: 8 years old | 2,166 | 4.34\% | 1,512 | 4.02\% | 93 |
| Age of primary vehicle: 9 years old | 2,203 | 4.42\% | 1,722 | 4.58\% | 104 |
| Age of primary vehicle: 10 years old | 2,466 | 4.95\% | 1,623 | 4.32\% | 87 |
| Age of primary vehicle: 11 years old | 1,905 | 3.82\% | 1,481 | 3.94\% | 103 |
| Age of primary vehicle: 12 years or older | 15,272 | 30.62\% | 11,859 | 31.55\% | 103 |
| Age of primary vehicle: Don't know/not sure | 589 | 1.18\% | 344 | 0.91\% | 77 |
| Purchase of Primary Vehicle |  |  |  |  |  |
| Purchase of primary vehicle: Bought new | 18,712 | 37.52\% | 15,664 | 41.67\% | 111 |
| Purchase of primary vehicle: Bought used | 17,457 | 35.01\% | 12,646 | 33.64\% | 96 |
| Purchase of primary vehicle: Leased new | 1,234 | 2.47\% | 734 | 1.95\% | 79 |
| Purchase of primary vehicle: Leased used | 121 | 0.24\% | 170 | 0.45\% | 188 |
| Purchase of primary vehicle: Don't know/not sure | 560 | 1.12\% | 373 | 0.99\% | 88 |
| Purchase Decision of Primary Vehicle |  |  |  |  |  |
| Purchase decision of primary vehicle: I was not involved in the decision | 3,079 | 6.17\% | 2,034 | 5.41\% | 88 |
| Purchase decision of primary vehicle: I made the decision alone | 15,722 | 31.53\% | 11,013 | 29.30\% | 93 |
| Purchase decision of primary vehicle: I participated in the decision with someone else | 19,345 | 38.79\% | 16,669 | 44.34\% | 114 |
| Purchase or Lease of Vehicle in the Past 2 Years |  |  |  |  |  |
| Purchase or lease of vehicle in the past 2 years: No, | 28,466 | 57.08\% | 21,962 | 58.42\% | 102 |
| Purchase or lease of vehicle in the past 2 years: Yes, purchased new | 3,752 | 7.52\% | 3,109 | 8.27\% | 110 |
| Purchase or lease of vehicle in the past 2 years: Yes, purchased used | 5,104 | 10.24\% | 3,802 | 10.11\% | 99 |

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| :---: | :---: | :---: | :---: | :---: | :---: |
|  | Value | Percent | Value | Percent | Index |
| Purchase or lease of vehicle in the past 2 years: Yes, leased new | 646 | 1.30\% | 514 | 1.37\% | 105 |
| Purchase or lease of vehicle in the past 2 years: Yes, leased used | 86 | 0.17\% | 57 | 0.15\% | 88 |
| Value of Vehicle Purchase or Leased in the Past 2 Years |  |  |  |  |  |
| Value of purchase or lease vehicle past two years: Less than \$10,000 | 1,854 | 3.72\% | 1,213 | 3.23\% | 87 |
| Value of purchase or lease vehicle past two years: \$10,000 \$14,999 | 964 | 1.93\% | 669 | 1.78\% | 92 |
| Value of purchase or lease vehicle past two years: \$15,000\$19,999 | 1,111 | 2.23\% | 701 | 1.87\% | 84 |
| Value of purchase or lease vehicle past two years: \$20,000 \$24,999 | 719 | 1.44\% | 495 | 1.32\% | 92 |
| Value of purchase or lease vehicle past two years: \$25,000\$29,999 | 1,218 | 2.44\% | 910 | 2.42\% | 99 |
| Value of purchase or lease vehicle past two years: \$30,000 \$39,999 | 1,231 | 2.47\% | 707 | 1.88\% | 76 |
| Value of purchase or lease vehicle past two years: \$40,000 or more | 2,516 | 5.05\% | 3,046 | 8.10\% | 160 |
| Action at End of Lease (if Leasing) |  |  |  |  |  |
| Action at end of lease (if leasing): Purchase the vehicle | 572 | 1.15\% | 339 | 0.90\% | 78 |
| Action at end of lease (if leasing): Return the vehicle to the lessor | 932 | 1.87\% | 798 | 2.12\% | 113 |
| Likelihood of Purchase or Lease in Next 12 Months |  |  |  |  |  |
| Likelihood of purchase or lease in next 12 months: Definitely will | 1,565 | 3.14\% | 1,329 | 3.53\% | 112 |
| Likelihood of purchase or lease in next 12 months: Likely will | 2,897 | 5.81\% | 2,199 | 5.85\% | 101 |
| Likelihood of purchase or lease in next 12 months: Likely will not | 11,124 | 22.31\% | 8,697 | 23.13\% | 104 |
| Likelihood of purchase or lease in next 12 months: Definitely will not | 22,647 | 45.41\% | 17,229 | 45.83\% | 101 |
| Price Range (If Will Buy or Lease) of the Planned Vehicle |  |  |  |  |  |
| Price range of planned vehicle: Less than \$10,000 | 553 | 1.11\% | 409 | 1.09\% | 98 |
| Price range of planned vehicle: \$10,000-\$14,999 | 133 | 0.27\% | 202 | 0.54\% | 200 |
| Price range of planned vehicle: \$15,000-\$19,999 | 394 | 0.79\% | 172 | 0.46\% | 58 |
| Price range of planned vehicle: \$20,000-\$24,999 | 706 | 1.42\% | 413 | 1.10\% | 77 |
| Price range of planned vehicle: \$25,000-\$29,999 | 531 | 1.07\% | 361 | 0.96\% | 90 |
| Price range of planned vehicle: \$30,000-\$39,999 | 1,065 | 2.14\% | 980 | 2.61\% | 122 |
| Price range of planned vehicle: $\$ 40,000$ or more | 1,000 | 2.01\% | 1,001 | 2.66\% | 132 |
| Type of Vehicle Intend to Buy or Lease |  |  |  |  |  |
| Type of vehicle intend to buy or lease: Sedan | 1,641 | 3.29\% | 1,345 | 3.58\% | 109 |
| Type of vehicle intend to buy or lease: Sub-compact | 451 | 0.90\% | 292 | 0.78\% | 87 |
| Type of vehicle intend to buy or lease: Sports car | 106 | 0.21\% | 84 | 0.22\% | 105 |
| Type of vehicle intend to buy or lease: Minivan/station wagon | 203 | 0.41\% | 196 | 0.52\% | 127 |
| Type of vehicle intend to buy or lease: Sport utility vehicle | 1,802 | 3.61\% | 1,421 | 3.78\% | 105 |
| Type of vehicle intend to buy or lease: Pick-up truck | 353 | 0.71\% | 210 | 0.56\% | 79 |
| Type of vehicle intend to buy or lease: Full-sized van | 25 | 0.05\% | 27 | 0.07\% | 140 |
| Type of vehicle intend to buy or lease: Other | 149 | 0.30\% | 106 | 0.28\% | 93 |

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| :---: | :---: | :---: | :---: | :---: | :---: |
|  | Value | Percent | Value | Percent | Index |
| Likelihood to Consider a Hybrid (Gas/Electric) Vehicle |  |  |  |  |  |
| Likelihood to consider hybrid vehicle: Definitely will | 720 | 1.44\% | 520 | 1.38\% | 96 |
| Likelihood to consider hybrid vehicle: Likely will | 2,004 | 4.02\% | 1,538 | 4.09\% | 102 |
| Likelihood to consider hybrid vehicle: Likely will not | 1,098 | 2.20\% | 1,030 | 2.74\% | 125 |
| Likelihood to consider hybrid vehicle: Definitely will not | 683 | 1.37\% | 458 | 1.22\% | 89 |
| Likelihood to Consider Fully Electric Vehicle (e.g. Tesla) |  |  |  |  |  |
| Likelihood to consider fully electric vehicle (e.g. Tesla): Definitely will | 727 | 1.46\% | 686 | 1.83\% | 125 |
| Likelihood to consider fully electric vehicle (e.g. Tesla): Likely will | 1,102 | 2.21\% | 845 | 2.25\% | 102 |
| Likelihood to consider fully electric vehicle (e.g. Tesla): Likely will not | 1,248 | 2.50\% | 916 | 2.44\% | 98 |
| Likelihood to consider fully electric vehicle (e.g. Tesla): Definitely will not | 1,360 | 2.73\% | 1,133 | 3.02\% | 111 |
| Likelihood to Consider Same Brand of Vehicle You Currently Own/Drive Most Often |  |  |  |  |  |
| Likelihood to consider same Brand of vehicle you currently own/drive most often: Definitely will | 982 | 1.97\% | 691 | 1.84\% | 93 |
| Likelihood to consider same Brand of vehicle you currently own/drive most often: Likely will | 1,934 | 3.88\% | 1,485 | 3.95\% | 102 |
| Likelihood to consider same Brand of vehicle you currently own/drive most often: Likely will not | 1,041 | 2.09\% | 890 | 2.37\% | 113 |
| Likelihood to consider same Brand of vehicle you currently own/drive most often: Definitely will not | 386 | 0.78\% | 258 | 0.69\% | 88 |
| Auto Service Club Membership |  |  |  |  |  |
| Auto club (e.g. CAA, TD Auto Club) | 21,811 | 43.74\% | 18,804 | 50.02\% | 114 |
| Manufacturer's roadside assistance program | 7,348 | 14.73\% | 5,650 | 15.03\% | 102 |
| OnStar or other direct communication service | 1,640 | 3.29\% | 1,189 | 3.16\% | 96 |
| Auto Insurance Selection Involvement |  |  |  |  |  |
| Auto insurance selection involvement: Very involved | 28,387 | 56.92\% | 22,185 | 59.01\% | 104 |
| Auto insurance selection involvement: Somewhat involved | 5,204 | 10.43\% | 4,092 | 10.88\% | 104 |
| Auto insurance selection involvement: Not very involved | 2,068 | 4.15\% | 1,281 | 3.41\% | 82 |
| Auto insurance selection involvement: Not at all involved | 2,261 | 4.53\% | 1,775 | 4.72\% | 104 |
| Auto insurance selection involvement: Don't have access to a vehicle | 299 | 0.60\% | 172 | 0.46\% | 77 |
| Most Recent Maintenance - Collision Repair/Body Work |  |  |  |  |  |
| Provider of most recent collision repair/body work: Never done | 24,303 | 48.73\% | 17,894 | 47.60\% | 98 |
| Provider of most recent collision repair/body work: Gas station/service centre | 279 | 0.56\% | 188 | 0.50\% | 89 |
| Provider of most recent collision repair/body work: Car dealer | 1,917 | 3.84\% | 1,746 | 4.64\% | 121 |
| Provider of most recent collision repair/body work: Specialty shop | 10,469 | 20.99\% | 8,676 | 23.08\% | 110 |
| Provider of most recent collision repair/body work: Yourself/family/friend | 495 | 0.99\% | 296 | 0.79\% | 80 |
| Provider of most recent collision repair/body work: Don't know/not sure | 812 | 1.63\% | 640 | 1.70\% | 104 |
| Most Recent Maintenance - Oil Change/Lube |  |  |  |  |  |
| Provider of most recent oil change/lube: Never done | 1,563 | 3.13\% | 1,181 | 3.14\% | 100 |


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| :---: | :---: | :---: | :---: | :---: | :---: |
|  | Value | Percent | Value | Percent | Index |
| Provider of most recent oil change/lube: Gas station/service centre | 5,257 | 10.54\% | 4,008 | 10.66\% | 101 |
| Provider of most recent oil change/lube: Car dealer | 16,227 | 32.54\% | 13,867 | 36.89\% | 113 |
| Provider of most recent oil change/lube: Specialty shop | 10,475 | 21.01\% | 7,526 | 20.02\% | 95 |
| Provider of most recent oil change/lube: Yourself/family/friend | 3,615 | 7.25\% | 2,430 | 6.46\% | 89 |
| Provider of most recent oil change/lube: Don't know/not sure | 794 | 1.59\% | 310 | 0.82\% | 52 |
| Most recent maintenance - Paint Job |  |  |  |  |  |
| Provider of most recent paint job: Never done | 30,529 | 61.22\% | 23,489 | 62.48\% | 102 |
| Provider of most recent paint job: Gas station/service centre | 119 | 0.24\% | 77 | 0.21\% | 88 |
| Provider of most recent paint job: Car dealer | 1,053 | 2.11\% | 854 | 2.27\% | 108 |
| Provider of most recent paint job: Specialty shop | 4,738 | 9.50\% | 3,889 | 10.35\% | 109 |
| Provider of most recent paint job: Yourself/family/friend | 491 | 0.99\% | 318 | 0.85\% | 86 |
| Provider of most recent paint job: Don't know/not sure | 1,128 | 2.26\% | 877 | 2.33\% | 103 |
| Most Recent Maintenance - Performance Enhancement |  |  |  |  |  |
| Provider of most recent performance enhancement: Never done | 32,583 | 65.34\% | 25,934 | 68.98\% | 106 |
| Provider of most recent performance enhancement: Gas station/service centre | 386 | 0.77\% | 304 | 0.81\% | 105 |
| Provider of most recent performance enhancement: Car dealer | 1,725 | 3.46\% | 1,183 | 3.15\% | 91 |
| Provider of most recent performance enhancement: Specialty shop | 1,482 | 2.97\% | 1,050 | 2.79\% | 94 |
| Provider of most recent performance enhancement: Yourself/family/friend | 1,006 | 2.02\% | 692 | 1.84\% | 91 |
| Provider of most recent performance enhancement: Don't know/not sure | 922 | 1.85\% | 479 | 1.28\% | 69 |
| Most Recent Maintenance - Repair Brakes |  |  |  |  |  |
| Provider of most recent brake repair: Never done | 13,852 | 27.78\% | 10,415 | 27.71\% | 100 |
| Provider of most recent brake repair: Gas station/service centre | 3,096 | 6.21\% | 2,300 | 6.12\% | 99 |
| Provider of most recent brake repair: Car dealer | 8,370 | 16.79\% | 8,360 | 22.24\% | 132 |
| Provider of most recent brake repair: Specialty shop | 7,840 | 15.72\% | 5,489 | 14.60\% | 93 |
| Provider of most recent brake repair: Yourself/family/friend | 4,037 | 8.10\% | 2,619 | 6.97\% | 86 |
| Provider of most recent brake repair: Don't know/not sure | 975 | 1.95\% | 452 | 1.20\% | 62 |
| Most Recent Maintenance - Repair Transmission |  |  |  |  |  |
| Provider of most recent transmission repair: Never done | 30,644 | 61.45\% | 23,407 | 62.26\% | 101 |
| Provider of most recent transmission repair: Gas station/service centre | 707 | 1.42\% | 607 | 1.62\% | 114 |
| Provider of most recent transmission repair: Car dealer | 2,330 | 4.67\% | 1,915 | 5.09\% | 109 |
| Provider of most recent transmission repair: Specialty shop | 2,867 | 5.75\% | 2,233 | 5.94\% | 103 |
| Provider of most recent transmission repair: Yourself/family/friend | 451 | 0.91\% | 654 | 1.74\% | 191 |
| Provider of most recent transmission repair: Don't know/not sure | 1,239 | 2.49\% | 738 | 1.96\% | 79 |
| Most Recent Maintenance - Replace Muffler/Shock |  |  |  |  |  |
| Provider of most recent muffler/shocks replacement: Never done | 28,662 | 57.47\% | 21,871 | 58.18\% | 101 |
| Provider of most recent muffler/shocks replacement: Gas station/service centre | 1,347 | 2.70\% | 1,087 | 2.89\% | 107 |
| Provider of most recent muffler/shocks replacement: Car dealer | 2,371 | 4.75\% | 1,856 | 4.94\% | 104 |

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|  | Value | Percent | Value | Percent | Index |
| Provider of most recent muffler/shocks replacement: Specialty shop | 3,556 | 7.13\% | 2,910 | 7.74\% | 109 |
| Provider of most recent muffler/shocks replacement: Yourself/family/friend | 1,232 | 2.47\% | 1,000 | 2.66\% | 108 |
| Provider of most recent muffler/shocks replacement: Don't know/not sure | 1,028 | 2.06\% | 757 | 2.02\% | 98 |
| Most Recent Maintenance - Replace Tires |  |  |  |  |  |
| Provider of most recent tire replacement: Never done | 11,165 | 22.39\% | 8,553 | 22.75\% | 102 |
| Provider of most recent tire replacement: Gas station/service centre | 3,972 | 7.97\% | 3,176 | 8.45\% | 106 |
| Provider of most recent tire replacement: Car dealer | 4,953 | 9.93\% | 4,066 | 10.82\% | 109 |
| Provider of most recent tire replacement: Specialty shop | 14,887 | 29.85\% | 11,360 | 30.22\% | 101 |
| Provider of most recent tire replacement: Yourself/family/friend | 2,241 | 4.49\% | 1,646 | 4.38\% | 98 |
| Provider of most recent tire replacement: Don't know/not sure | 895 | 1.79\% | 586 | 1.56\% | 87 |
| Most Recent Maintenance - Replace Windshield |  |  |  |  |  |
| Provider of most recent windshield replacement: Never done | 27,258 | 54.66\% | 21,036 | 55.96\% | 102 |
| Provider of most recent windshield replacement: Gas station/service centre | 690 | 1.38\% | 532 | 1.42\% | 103 |
| Provider of most recent windshield replacement: Car dealer | 1,353 | 2.71\% | 1,093 | 2.91\% | 107 |
| Provider of most recent windshield replacement: Specialty shop | 6,997 | 14.03\% | 5,744 | 15.28\% | 109 |
| Provider of most recent windshield replacement: Yourself/family/friend | 646 | 1.30\% | 446 | 1.19\% | 92 |
| Provider of most recent windshield replacement: Don't know/not sure | 1,017 | 2.04\% | 621 | 1.65\% | 81 |
| Most Recent Maintenance - Rust Protection |  |  |  |  |  |
| Provider of most recent rust protection: Never done | 30,011 | 60.18\% | 23,284 | 61.94\% | 103 |
| Provider of most recent rust protection: Gas station/service centre | 370 | 0.74\% | 254 | 0.68\% | 92 |
| Provider of most recent rust protection: Car dealer | 4,602 | 9.23\% | 3,753 | 9.98\% | 108 |
| Provider of most recent rust protection: Specialty shop | 1,320 | 2.65\% | 975 | 2.59\% | 98 |
| Provider of most recent rust protection: Yourself/family/friend | 382 | 0.77\% | 228 | 0.61\% | 79 |
| Provider of most recent rust protection: Don't know/not sure | 1,500 | 3.01\% | 983 | 2.61\% | 87 |
| Most Recent Maintenance - Tune Up |  |  |  |  |  |
| Provider of most recent tune up: Never done | 8,877 | 17.80\% | 6,085 | 16.19\% | 91 |
| Provider of most recent tune up: Gas station/service centre | 4,067 | 8.16\% | 3,083 | 8.20\% | 100 |
| Provider of most recent tune up: Car dealer | 14,709 | 29.50\% | 12,920 | 34.37\% | 117 |
| Provider of most recent tune up: Specialty shop | 7,096 | 14.23\% | 5,297 | 14.09\% | 99 |
| Provider of most recent tune up: Yourself/family/friend | 2,569 | 5.15\% | 1,840 | 4.90\% | 95 |
| Provider of most recent tune up: Don't know/not sure | 839 | 1.68\% | 404 | 1.08\% | 64 |
| Most Recent Maintenance - Other Repair |  |  |  |  |  |
| Provider of most recent other major repair job (over \$200): Never done | 17,525 | 35.14\% | 13,366 | 35.55\% | 101 |
| Provider of most recent other major repair job (over \$200): Gas station/service centre | 2,755 | 5.52\% | 2,271 | 6.04\% | 109 |

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| :---: | :---: | :---: | :---: | :---: | :---: |
|  | Value | Percent | Value | Percent | Index |
| Provider of most recent other major repair job (over \$200): Car dealer | 8,091 | 16.23\% | 7,067 | 18.80\% | 116 |
| Provider of most recent other major repair job (over \$200): Specialty shop | 7,372 | 14.78\% | 5,273 | 14.03\% | 95 |
| Provider of most recent other major repair job (over \$200): Yourself/family/friend | 1,051 | 2.11\% | 613 | 1.63\% | 77 |
| Provider of most recent other major repair job (over \$200): Don't know/not sure | 1,168 | 2.34\% | 720 | 1.92\% | 82 |
| Most Recent Visited Service Centres |  |  |  |  |  |
| Most recent visited service centre: Active Green \& Ross | 657 | 1.32\% | 435 | 1.16\% | 88 |
| Most recent visited service centre: Apple Auto Glass | 170 | 0.34\% | 119 | 0.32\% | 94 |
| Most recent visited service centre: Bridgestone/Firestone | 300 | 0.60\% | 230 | 0.61\% | 102 |
| Most recent visited service centre: Canadian Tire/Pit Stop | 6,168 | 12.37\% | 3,369 | 8.96\% | 72 |
| Most recent visited service centre: Costco | 2,964 | 5.94\% | 2,334 | 6.21\% | 105 |
| Most recent visited service centre: GM Goodwrench | 451 | 0.90\% | 260 | 0.69\% | 77 |
| Most recent visited service centre: Goodyear Select (Certified Auto Centre) | 163 | 0.33\% | 127 | 0.34\% | 103 |
| Most recent visited service centre: Midas Auto Service Experts | 609 | 1.22\% | 359 | 0.96\% | 79 |
| Most recent visited service centre: Mister Transmission | 127 | 0.26\% | 63 | 0.17\% | 65 |
| Most recent visited service centre: Mr. Lube | 3,187 | 6.39\% | 2,259 | 6.01\% | 94 |
| Most recent visited service centre: NAPA Auto Parts | 1,891 | 3.79\% | 1,195 | 3.18\% | 84 |
| Most recent visited service centre: OK Tire | 1,361 | 2.73\% | 1,005 | 2.67\% | 98 |
| Most recent visited service centre: PartSource | 1,050 | 2.11\% | 730 | 1.94\% | 92 |
| Most recent visited service centre: Speedy Auto Glass | 1,519 | 3.05\% | 1,132 | 3.01\% | 99 |
| Most recent visited service centre: Speedy Auto Service | 170 | 0.34\% | 101 | 0.27\% | 79 |
| Most recent visited service centre: Walmart | 1,324 | 2.65\% | 752 | 2.00\% | 75 |
| Most recent visited service centre: Car dealership (excluding GM Goodwrench) | 7,609 | 15.26\% | 5,890 | 15.67\% | 103 |
| Most recent visited service centre: Consumer-to-consumer website (e.g. Craigslist, Kijiji) | 262 | 0.53\% | 159 | 0.42\% | 79 |
| Most recent visited service centre: Other parts/service shops | 14,633 | 29.34\% | 10,838 | 28.83\% | 98 |
| Visited Gas Stations |  |  |  |  |  |
| Visited Canadian Tire | 3,479 | 6.98\% | 2,673 | 7.11\% | 102 |
| Visited Chevron | 2,758 | 5.53\% | 2,004 | 5.33\% | 96 |
| Visited Esso | 12,155 | 24.37\% | 8,774 | 23.34\% | 96 |
| Visited Husky/Mohawk | 6,214 | 12.46\% | 4,709 | 12.53\% | 101 |
| Visited Petro Canada | 10,156 | 20.37\% | 7,856 | 20.90\% | 103 |
| Visited Shell | 10,170 | 20.39\% | 8,531 | 22.69\% | 111 |
| Visited other gas stations | 12,188 | 24.44\% | 8,687 | 23.11\% | 95 |
| Frequency of Gas Station Visits |  |  |  |  |  |
| Visit Canadian Tire: Once a month | 485 | 0.97\% | 345 | 0.92\% | 95 |
| Visit Canadian Tire: 2-3 times a month | 2,001 | 4.01\% | 1,749 | 4.65\% | 116 |
| Visit Canadian Tire: Once a week or more | 993 | 1.99\% | 579 | 1.54\% | 77 |
| Visit Chevron: Once a month | 1,300 | 2.61\% | 985 | 2.62\% | 100 |

Numeris - Automobile Report

| Attribute | Benchmark <br> North Vancouver (CSD/CY, BC) |  | West Vancouver (CSD/DM, BC) |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  | Value | Percent | Value | Percent | Index |
| Visit Chevron: 2-3 times a month | 1,211 | 2.43\% | 839 | 2.23\% | 92 |
| Visit Chevron: Once a week or more | 247 | 0.50\% | 181 | 0.48\% | 96 |
| Visit Esso: Once a month | 6,396 | 12.83\% | 4,674 | 12.43\% | 97 |
| Visit Esso: 2-3 times a month | 4,516 | 9.06\% | 3,195 | 8.50\% | 94 |
| Visit Esso: Once a week or more | 1,244 | 2.49\% | 904 | 2.41\% | 97 |
| Visit Husky/Mohawk: Once a month | 2,896 | 5.81\% | 2,341 | 6.23\% | 107 |
| Visit Husky/Mohawk: 2-3 times a month | 2,883 | 5.78\% | 2,052 | 5.46\% | 94 |
| Visit Husky/Mohawk: Once a week or more | 435 | 0.87\% | 316 | 0.84\% | 97 |
| Visit Petro Canada: Once a month | 4,493 | 9.01\% | 3,584 | 9.54\% | 106 |
| Visit Petro Canada: 2-3 times a month | 4,669 | 9.36\% | 3,591 | 9.55\% | 102 |
| Visit Petro Canada: Once a week or more | 994 | 1.99\% | 680 | 1.81\% | 91 |
| Visit Shell: Once a month | 5,156 | 10.34\% | 4,390 | 11.68\% | 113 |
| Visit Shell: 2-3 times a month | 3,984 | 7.99\% | 3,207 | 8.53\% | 107 |
| Visit Shell: Once a week or more | 1,029 | 2.06\% | 933 | 2.48\% | 120 |
| Visit Other gas stations: Once a month | 4,549 | 9.12\% | 3,239 | 8.62\% | 95 |
| Visit Other gas stations: 2-3 times a month | 6,083 | 12.20\% | 4,304 | 11.45\% | 94 |
| Visit Other gas stations: Once a week or more | 1,556 | 3.12\% | 1,143 | 3.04\% | 97 |
| Car Rental in Past 12 Months |  |  |  |  |  |
| Past 12 months car rental with: Avis | 911 | 1.83\% | 884 | 2.35\% | 128 |
| Past 12 months car rental with: Budget | 2,397 | 4.81\% | 1,932 | 5.14\% | 107 |
| Past 12 months car rental with: Discount | 460 | 0.92\% | 318 | 0.85\% | 92 |
| Past 12 months car rental with: Enterprise | 3,270 | 6.56\% | 2,487 | 6.62\% | 101 |
| Past 12 months car rental with: Hertz | 725 | 1.45\% | 671 | 1.78\% | 123 |
| Past 12 months car rental with: National Car Rental | 878 | 1.76\% | 738 | 1.96\% | 111 |
| Past 12 months car rental with: Thrifty | 596 | 1.20\% | 412 | 1.10\% | 92 |
| Past 12 months car rental with: U-Haul | 663 | 1.33\% | 520 | 1.38\% | 104 |
| Past 12 months car rental with: Other car/truck/van rentals | 1,166 | 2.34\% | 1,729 | 4.60\% | 197 |
| Past 12 months car rental with: Car sharing (any) (e.g. Zipcar, CommunAuto, Turo) | 581 | 1.17\% | 321 | 0.85\% | 73 |
| Purpose of Car Rental |  |  |  |  |  |
| Purpose of car rental with Avis: Personal | 822 | 1.65\% | 815 | 2.17\% | 132 |
| Purpose of car rental with Avis: Business | 42 | 0.09\% | 41 | 0.11\% | 122 |
| Purpose of car rental with Avis: Both | 47 | 0.09\% | 28 | 0.07\% | 78 |
| Purpose of car rental with Budget: Personal | 1,952 | 3.92\% | 1,579 | 4.20\% | 107 |
| Purpose of car rental with Budget: Business | 328 | 0.66\% | 262 | 0.70\% | 106 |
| Purpose of car rental with Budget: Both | 116 | 0.23\% | 92 | 0.24\% | 104 |
| Purpose of car rental with Discount: Personal | 351 | 0.70\% | 242 | 0.64\% | 91 |
| Purpose of car rental with Discount: Business | 92 | 0.18\% | 66 | 0.18\% | 100 |
| Purpose of car rental with Discount: Both | 18 | 0.04\% | 10 | 0.03\% | 75 |
| Purpose of car rental with Enterprise: Personal | 2,706 | 5.43\% | 2,052 | 5.46\% | 101 |
| Purpose of car rental with Enterprise: Business | 330 | 0.66\% | 270 | 0.72\% | 109 |
| Purpose of car rental with Enterprise: Both | 234 | 0.47\% | 165 | 0.44\% | 94 |
| Purpose of car rental with Hertz: Personal | 610 | 1.22\% | 569 | 1.51\% | 124 |
| Purpose of car rental with Hertz: Business | 103 | 0.21\% | 81 | 0.22\% | 105 |

Numeris - Automobile Report

| Attribute | Benchmark <br> North Vancouver (CSD/CY, BC) |  | West Vancouver(CSD/DM, BC) |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  | Value | Percent | Value | Percent | Index |
| Purpose of car rental with Hertz: Both | 12 | 0.02\% | 21 | 0.06\% | 300 |
| Purpose of car rental with National Car Rental: Personal | 610 | 1.22\% | 611 | 1.62\% | 133 |
| Purpose of car rental with National Car Rental: Business | 257 | 0.52\% | 119 | 0.32\% | 62 |
| Purpose of car rental with National Car Rental: Both | 12 | 0.02\% | 9 | 0.02\% | 100 |
| Purpose of car rental with Thrifty: Personal | 513 | 1.03\% | 380 | 1.01\% | 98 |
| Purpose of car rental with Thrifty: Business | 28 | 0.06\% | 12 | 0.03\% | 50 |
| Purpose of car rental with Thrifty: Both | 55 | 0.11\% | 20 | 0.05\% | 45 |
| Purpose of car rental with U-Haul: Personal | 462 | 0.93\% | 376 | 1.00\% | 108 |
| Purpose of car rental with U-Haul: Business | 198 | 0.40\% | 141 | 0.38\% | 95 |
| Purpose of car rental with U-Haul: Both | 3 | 0.01\% | 3 | 0.01\% | 100 |
| Purpose of car rental with other car/truck/van rentals: Personal | 1,009 | 2.02\% | 1,627 | 4.33\% | 214 |
| Purpose of car rental with other car/truck/van rentals: Business | 117 | 0.24\% | 86 | 0.23\% | 96 |
| Purpose of car rental with other car/truck/van rentals: Both | 40 | 0.08\% | 16 | 0.04\% | 50 |
| Purpose of car rental with car sharing (any) (e.g. Zipcar, CommunAuto, Turo): Personal | 549 | 1.10\% | 288 | 0.77\% | 70 |
| Purpose of car rental with car sharing (any) (e.g. Zipcar, CommunAuto, Turo): Business | 6 | 0.01\% | 5 | 0.01\% | 100 |
| Purpose of car rental with car sharing (any) (e.g. Zipcar, CommunAuto, Turo): Both | 26 | 0.05\% | 28 | 0.08\% | 160 |
| Frequency of Car Rental in the Past 12 Months |  |  |  |  |  |
| Frequency of car rental past 12 months with Avis: 1-3 | 847 | 1.70\% | 820 | 2.18\% | 128 |
| Frequency of car rental past 12 months with Avis: 4 or more | 65 | 0.13\% | 63 | 0.17\% | 131 |
| Frequency of car rental past 12 months with Budget: 1-3 | 2,235 | 4.48\% | 1,809 | 4.81\% | 107 |
| Frequency of car rental past 12 months with Budget: 4 or more | 161 | 0.32\% | 124 | 0.33\% | 103 |
| Frequency of car rental past 12 months with Discount: 1-3 | 393 | 0.79\% | 277 | 0.74\% | 94 |
| Frequency of car rental past 12 months with Discount: 4 or more | 67 | 0.14\% | 40 | 0.11\% | 79 |
| Frequency of car rental past 12 months with Enterprise: 1-3 | 2,931 | 5.88\% | 2,290 | 6.09\% | 104 |
| Frequency of car rental past 12 months with Enterprise: 4 or more | 339 | 0.68\% | 197 | 0.53\% | 78 |
| Frequency of car rental past 12 months with Hertz: 1-3 | 681 | 1.37\% | 627 | 1.67\% | 122 |
| Frequency of car rental past 12 months with Hertz: 4 or more | 44 | 0.09\% | 44 | 0.12\% | 133 |
| Frequency of car rental past 12 months with National Car Rental: 1-3 | 715 | 1.43\% | 627 | 1.67\% | 117 |
| Frequency of car rental past 12 months with National Car Rental: 4 or more | 163 | 0.33\% | 111 | 0.30\% | 91 |
| Frequency of car rental past 12 months with Thrifty: 1-3 | 593 | 1.19\% | 411 | 1.09\% | 92 |
| Frequency of car rental past 12 months with Thrifty: 4 or more | 3 | 0.01\% | 1 | 0.00\% | 0 |
| Frequency of car rental past 12 months with U-Haul: 1-3 | 556 | 1.12\% | 467 | 1.24\% | 111 |
| Frequency of car rental past 12 months with U-Haul: 4 or more | 107 | 0.21\% | 53 | 0.14\% | 67 |
| Frequency of car rental past 12 months with other car/truck/van rentals: 1-3 | 1,123 | 2.25\% | 1,704 | 4.53\% | 201 |
| Frequency of car rental past 12 months with other car/truck/van rentals: 4 or more | 43 | 0.09\% | 25 | 0.07\% | 78 |


| Attribute | Benchmark <br> North Vancouver (CSD/CY, BC) |  | West Vancouver (CSD/DM, BC) |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  | Value | Percent | Value | Percent | Index |
| Frequency of car rental past 12 months with car sharing (any) (e.g. Zipcar, CommunAuto, Turo): 1-3 | 167 | 0.34\% | 118 | 0.31\% | 91 |
| Frequency of car rental past 12 months with car sharing (any) (e.g. Zipcar, CommunAuto, Turo): 4 or more | 414 | 0.83\% | 203 | 0.54\% | 65 |
| Visited or Shopped at Dealership in Person in the Past 12 Months |  |  |  |  |  |
| Visited or shopped at dealership in person: Buick/Cadillac/Chevrolet/GMC | 2,345 | 4.70\% | 1,718 | 4.57\% | 97 |
| Visited or shopped at dealership in person: Chrysler/Dodge/Jeep | 1,755 | 3.52\% | 1,260 | 3.35\% | 95 |
| Visited or shopped at dealership in person: Ford/Lincoln | 1,597 | 3.20\% | 1,170 | 3.11\% | 97 |
| Visited or shopped at dealership in person: Other domestic brands | 233 | 0.47\% | 149 | 0.40\% | 85 |
| Visited or shopped at dealership in person: Honda | 2,626 | 5.27\% | 1,998 | 5.32\% | 101 |
| Visited or shopped at dealership in person: Hyundai | 1,965 | 3.94\% | 1,417 | 3.77\% | 96 |
| Visited or shopped at dealership in person: Kia | 1,562 | 3.13\% | 1,022 | 2.72\% | 87 |
| Visited or shopped at dealership in person: Mazda | 2,057 | 4.13\% | 1,426 | 3.79\% | 92 |
| Visited or shopped at dealership in person: Nissan/Infiniti | 2,324 | 4.66\% | 1,881 | 5.00\% | 107 |
| Visited or shopped at dealership in person: Toyota/Lexus | 3,504 | 7.03\% | 3,004 | 7.99\% | 114 |
| Visited or shopped at dealership in person: Other Asian brands | 1,201 | 2.41\% | 926 | 2.46\% | 102 |
| Visited or shopped at dealership in person: BMW | 1,054 | 2.11\% | 958 | 2.55\% | 121 |
| Visited or shopped at dealership in person: Mercedes-Benz | 887 | 1.78\% | 1,038 | 2.76\% | 155 |
| Visited or shopped at dealership in person: Volkswagen | 1,437 | 2.88\% | 1,094 | 2.91\% | 101 |
| Visited or shopped at dealership in person: Other European brands | 1,092 | 2.19\% | 1,108 | 2.95\% | 135 |
| Visited or shopped at dealership in person: Other brands | 664 | 1.33\% | 541 | 1.44\% | 108 |
| Visited or shopped at dealership in person: Independent used car dealerships | 808 | 1.62\% | 270 | 0.72\% | 44 |

Visited or Shopped at Dealership via Website in the Past 12 Months

| Visited or shopped at dealership on website: Buick/Cadillac/Chevrolet/GMC | 715 | 1.43\% | 443 | 1.18\% | 83 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Visited or shopped at dealership on website: Chrysler/Dodge/Jeep | 474 | 0.95\% | 231 | 0.62\% | 65 |
| Visited or shopped at dealership on website: Ford/Lincoln | 549 | 1.10\% | 345 | 0.92\% | 84 |
| Visited or shopped at dealership on website: Other domestic brands | 131 | 0.26\% | 79 | 0.21\% | 81 |
| Visited or shopped at dealership on website: Honda | 884 | 1.77\% | 572 | 1.52\% | 86 |
| Visited or shopped at dealership on website: Hyundai | 752 | 1.51\% | 414 | 1.10\% | 73 |
| Visited or shopped at dealership on website: Kia | 488 | 0.98\% | 220 | 0.59\% | 60 |
| Visited or shopped at dealership on website: Mazda | 700 | 1.40\% | 433 | 1.15\% | 82 |
| Visited or shopped at dealership on website: Nissan/Infiniti | 717 | 1.44\% | 493 | 1.31\% | 91 |
| Visited or shopped at dealership on website: Toyota/Lexus | 1,040 | 2.09\% | 869 | 2.31\% | 111 |
| Visited or shopped at dealership on website: Other Asian brands | 438 | 0.88\% | 321 | 0.85\% | 97 |
| Visited or shopped at dealership on website: BMW | 366 | 0.73\% | 326 | 0.87\% | 119 |
| Visited or shopped at dealership on website: Mercedes-Benz | 335 | 0.67\% | 349 | 0.93\% | 139 |
| Visited or shopped at dealership on website: Volkswagen | 483 | 0.97\% | 371 | 0.99\% | 102 |

Numeris - Automobile Report

| Attribute | Benchmark <br> North Vancouver (CSD/CY, BC) |  | West Vancouver (CSD/DM, BC) |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  | Value | Percent | Value | Percent | Index |
| Visited or shopped at dealership on website: Other European brands | 360 | 0.72\% | 316 | 0.84\% | 117 |
| Visited or shopped at dealership on website: Other brands | 247 | 0.49\% | 176 | 0.47\% | 96 |
| Visited or shopped at dealership on website: Independent used car dealerships | 347 | 0.70\% | 189 | 0.50\% | 71 |
| Purchased or Leased a Vehicle at the Dealership in Past 12 Months |  |  |  |  |  |
| Purchased or leased at dealership: Buick/Cadillac/Chevrolet/GMC | 164 | 0.33\% | 95 | 0.25\% | 76 |
| Purchased or leased at dealership: Chrysler/Dodge/Jeep | 270 | 0.54\% | 134 | 0.36\% | 67 |
| Purchased or leased at dealership: Ford/Lincoln | 232 | 0.47\% | 157 | 0.42\% | 89 |
| Purchased or leased at dealership: Other domestic brands | 16 | 0.03\% | 14 | 0.04\% | 133 |
| Purchased or leased at dealership: Honda | 437 | 0.88\% | 345 | 0.92\% | 105 |
| Purchased or leased at dealership: Hyundai | 182 | 0.37\% | 98 | 0.26\% | 70 |
| Purchased or leased at dealership: Kia | 287 | 0.58\% | 132 | 0.35\% | 60 |
| Purchased or leased at dealership: Mazda | 103 | 0.21\% | 68 | 0.18\% | 86 |
| Purchased or leased at dealership: Nissan/Infiniti | 271 | 0.54\% | 166 | 0.44\% | 81 |
| Purchased or leased at dealership: Toyota/Lexus | 302 | 0.61\% | 238 | 0.63\% | 103 |
| Purchased or leased at dealership: Other Asian brands | 192 | 0.39\% | 131 | 0.35\% | 90 |
| Purchased or leased at dealership: BMW | 105 | 0.21\% | 89 | 0.24\% | 114 |
| Purchased or leased at dealership: Mercedes-Benz | 71 | 0.14\% | 121 | 0.32\% | 229 |
| Purchased or leased at dealership: Volkswagen | 142 | 0.29\% | 113 | 0.30\% | 103 |
| Purchased or leased at dealership: Other European brands | 91 | 0.18\% | 50 | 0.13\% | 72 |
| Purchased or leased at dealership: Other brands | 88 | 0.18\% | 72 | 0.19\% | 106 |
| Purchased or leased at dealership: Independent used car dealerships | 429 | 0.86\% | 143 | 0.38\% | 44 |


| Index | Description |
| :---: | :---: |
| $>=180$ | Extremely High |
| $>=110$ and $<180$ | High |
| $>=90$ and $<110$ | Similar |
| $>=50$ and $<90$ | Lower |
| $<50$ | Extremely Low |

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