

NEWS RELEASE



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To Most TTC Users, Service Is A-OK

About two-thirds of transit riders satisfied with the TTC

Toronto, May 29th, 2019 - In a random sampling of public opinion taken by the Forum Poll™ among 1936 randomly selected transit users in Toronto, Calgary, Edmonton, Vancouver, and Montreal 16 years of age and older, about two-thirds (TOP2: 68%) of transit riders in Toronto say they are satisfied with the TTC, but only about one-sixth (16%) say they are very satisfied.

About a third (BTM2: 32%) say they are dissatisfied with the TTC, with about 1 in 10 (13%) saying they are very dissatisfied.

Two-thirds say not enough is being done for future transit

About two-thirds (67%) say that not enough is being done to expand public transit to accommodate Toronto's future population growth, with about a third (33%) say Toronto is doing enough to expand public transit.

More than two-thirds of TTC riders say the system is clean

More than two-thirds (TOP2: 70%) say the system is clean, but only one-fifth (20%) say the system is very clean.

About a third (BTM2: 30%) don't think the system is clean, but 1 in 10 (10%) say the system is not clean at all.

8 in 10 say the service provided by the TTC is frequent

8 in 10 (TOP2: 82%) say the service provided by the TTC is frequent, with one-fifth (18%) saying the service is very frequent.

About one-fifth (BTM2: 18%) is not frequent, but few (4%) say the service is not frequent at all.

Three-quarters say the service provided by the TTC is reliable

Three-quarters (TOP2: 77%) say the service provided by the TTC is reliable, with about a quarter (26%) saying the service provided by the TTC is very reliable.

About one-quarter (BTM2: 23%) says the service provided by the TTC is not reliable, but few (5%) say the TTC is not reliable at all.

Half say their travel on the TTC is often affected by unexpected delays

Half (TOP2: 48%) say their travel on the TTC is often impacted by unexpected delays, with about one-sixth (15%) saying their travel on the TTC is very often hit with unexpected delays.

"Generally, people are satisfied with the TTC; they feel the system is clean, that it provides good value for money, and is fairly reliable," said Dr. Lorne Bozinoff, President of Forum Research. "But where the numbers appear troubling, is amongst those who report being affected by unexpected delays, particularly those travelling during rush hour. These are the types of issues that drive satisfaction down and should be addressed."



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The other half (BTM2: 52%) said that they don't often encounter delays, but only 1 in 10 (10%) said they don't encounter delays often at all.

Riders that travel during morning or evening rush hours (TOP2: 56%) are far more likely than those that travel during off peak hours (TOP2: 41%) to report being impacted by unexpected delays.

About two-thirds say the TTC provides good value for money

About two-thirds (TOP2: 68%) say that the TTC provides good value for money, with a quarter (24%) saying it provides a very good value.

About a third (BTM2: 32%) say that the TTC does not provide a good value for money, with one-sixth (16%) saying that it's not a good value at all.

Respondents who use the TTC every day (TOP2: 59%), or more than once per day (TOP2: 59%) are least likely to say that the TTC provides a good value for money.

About Two-thirds say other TTC riders are courteous

About two-thirds (TOP2: 69%) say other riders are courteous, with one-fifth (19%) saying they are very courteous.

One-third (BTM2: 31%) say other TTC riders aren't courteous, with about 1 in 10 (8%) saying they are not courteous at all.

Respondents who use the TTC every day (TOP2: 56) are least likely to report that other TTC riders are courteous.

"Generally, people are satisfied with the TTC; they feel the system is clean, that it provides good value for money, and is fairly reliable," said Dr. Lorne Bozinoff, President of Forum Research. "But where the numbers appear troubling, is amongst those who report being affected by unexpected delays, particularly those travelling during rush hour. These are the types of issues that drive satisfaction down and should be addressed."

Lorne Bozinoff, Ph.D. is the president and founder of Forum Research. He can be reached at lbozinoff@forumresearch.com or at (416) 960-9603.



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Methodology

The Forum Poll™ was conducted by Forum Research with the results based on an interactive voice response telephone survey of 1936 randomly selected transit users in Toronto, Calgary, Edmonton, Vancouver, and Montreal, 16 years of age or older. The poll was conducted May 24th-May 27th, 2019.

Results based on the total sample are considered accurate +/- 2.23%, 19 times out of 20, measured as the average deviation across all response categories. Subsample results will be less accurate. Margins of error for subsample (such as age, gender, or city) results are available at www.forumresearch.com/samplestim.asp

Where appropriate, the data has been statistically weighted by age, region, and other variables to ensure that the sample reflects the actual population according to the latest Census data.

This research is not necessarily predictive of future outcomes, but rather, captures opinion at one point in time. Forum Research conducted this poll as a public service and to demonstrate our survey research capabilities. Forum houses its poll results in the Data Library of the Department of Political Science at the University of Toronto.

With offices across Canada and around the world, 100% Canadian-owned Forum Research is one of the country's leading survey research firms. This Forum Poll™ and other polls may be found at Forum's poll archive at forumpoll.com.

Top2/Btm2 (or 3 or 4 where applicable) refers to the combined results of the most answered positive and negative responses (EXAMPLE ONLY):

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
Sample	631	112	91	133	119	176	303	315
NET: TOP3	66	57	60	68	78	86	67	64
NET: BTM3	34	43	39	32	21	14	32	36
Very satisfied	9	9	6	6	13	20	11	8
Satisfied	28	17	29	35	32	45	25	31
Somewhat satisfied	28	31	26	28	32	20	31	25
Somewhat dissatisfied	12	11	16	14	11	8	13	12
Dissatisfied	11	15	15	9	5	3	9	13
Very dissatisfied	11	18	9	8	5	3	9	12
Don't know	0	0	1	0	1	0	1	0

Top 3 here collects very satisfied, satisfied, and somewhat satisfied into one category, and Btm 3 collects very dissatisfied, dissatisfied, and somewhat dissatisfied.

Due to rounding some numbers may not add up to 100

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Overall Satisfaction

Overall, how satisfied or dissatisfied are you with the TTC?

Age/gender

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 +
Sample	622	318	293	11	69	118	130	172	133
NET: TOP2	68	69	68	64	67	63	68	72	71
NET: BTM2	32	31	32	36	33	37	32	28	29
Very satisfied	16	18	13	18	14	18	10	20	20
Somewhat satisfied	52	50	54	45	54	45	58	52	51
Somewhat dissatisfied	19	18	20	36	15	29	22	17	17
Very dissatisfied	13	13	13	0	17	8	10	11	11

Income

%	Total	< \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	\$80K to \$100K	\$100K to \$250K	\$250K +	Prefer not to answer
Sample	622	77	83	66	73	62	137	34	90
NET: TOP2	68	83	73	73	70	45	69	56	66
NET: BTM2	32	17	27	27	30	55	31	44	34
Very satisfied	16	29	18	7	17	4	15	22	15
Somewhat satisfied	52	54	54	66	52	41	54	35	51
Somewhat dissatisfied	19	12	20	20	15	20	23	36	19
Very dissatisfied	13	5	8	8	15	35	7	7	16

Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	622	42	117	258	205
NET: TOP2	68	62	75	64	72
NET: BTM2	32	38	25	36	28
Very satisfied	16	9	17	17	17
Somewhat satisfied	52	52	58	47	55
Somewhat dissatisfied	19	18	18	19	21
Very dissatisfied	13	21	6	17	6



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Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	622	206	278	43	34	10	51
NET: TOP2	68	62	68	76	74	62	80
NET: BTM2	32	38	32	24	26	38	20
Very satisfied	16	19	12	16	13	8	29
Somewhat satisfied	52	43	56	59	60	54	51
Somewhat dissatisfied	19	18	20	19	26	17	13
Very dissatisfied	13	19	11	6	0	21	7



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Expansion

Do you think enough is being done to expand public transit to accommodate Toronto's future population growth?

Age/gender

%	Total	Male	Female	Other	AGE - 16 to 34	AGE - 35 to 44	AGE - 45 to 54	AGE - 55 to 64	AGE - 65 and over
Sample	622	318	293	11	69	118	130	172	133
Yes	33	29	38	9	53	25	22	24	22
No	67	71	62	91	47	75	78	76	78

Income

%	Total	< \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	\$80K to \$100K	\$100K to \$250K	\$250K +	Prefer not to answer
Sample	622	77	83	66	73	62	137	34	90
Yes	33	55	33	43	29	40	14	20	26
No	67	45	67	57	71	60	86	80	74

Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	622	42	117	258	205
Yes	33	66	40	22	24
No	67	34	60	78	76

Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	622	206	278	43	34	10	51
Yes	33	35	35	31	21	0	40
No	67	65	65	69	79	100	60



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Cleanliness

In your opinion, how clean is the TTC system, overall?

Age/gender

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 +
Sample	622	318	293	11	69	118	130	172	133
NET: TOP2	70	74	66	73	52	77	80	80	78
NET: BTM2	30	26	34	27	48	23	20	20	22
Very clean	20	22	18	27	15	24	19	21	25
Somewhat clean	50	52	48	45	37	53	61	59	53
Not very clean	20	18	23	0	30	15	16	17	13
Not clean at all	10	8	11	27	18	8	4	3	9

Income

%	Total	< \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	\$80K to \$100K	\$100K to \$250K	\$250K +	Prefer not to answer
Sample	622	77	83	66	73	62	137	34	90
NET: TOP2	70	64	71	60	74	57	82	90	71
NET: BTM2	30	36	29	40	26	43	18	10	29
Very clean	20	33	16	17	18	13	20	22	19
Somewhat clean	50	31	55	43	56	44	62	68	52
Not very clean	20	20	21	9	21	38	14	7	25
Not clean at all	10	16	8	31	5	5	4	3	5

Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	622	42	117	258	205
NET: TOP2	70	33	73	74	84
NET: BTM2	30	67	27	26	16
Very clean	20	13	16	20	28
Somewhat clean	50	21	57	54	56
Not very clean	20	36	19	19	13
Not clean at all	10	30	8	7	3



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Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	622	206	278	43	34	10	51
NET: TOP2	70	74	67	72	77	37	73
NET: BTM2	30	26	33	28	23	63	27
Very clean	20	20	19	18	19	10	29
Somewhat clean	50	54	47	54	58	28	44
Not very clean	20	22	20	7	21	55	14
Not clean at all	10	4	13	21	3	7	12



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Frequency

Overall, how frequent is the service provided by TTC?

Age/gender

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 +
Sample	622	318	293	11	69	118	130	172	133
NET: TOP2	82	82	81	91	85	76	84	79	81
NET: BTM2	18	18	19	9	15	24	16	21	19
Very frequent	22	29	16	18	17	27	18	25	30
Somewhat frequent	59	53	64	73	67	49	66	53	50
Not very frequent	14	14	15	9	13	16	11	17	16
Not frequent at all	4	4	4	0	2	8	5	4	3

Income

%	Total	< \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	\$80K to \$100K	\$100K to \$250K	\$250K +	Prefer not to answer
Sample	622	77	83	66	73	62	137	34	90
NET: TOP2	82	81	89	82	79	92	84	85	63
NET: BTM2	18	19	11	18	21	8	16	15	37
Very frequent	22	19	25	12	21	25	29	33	20
Somewhat frequent	59	62	64	69	58	67	55	52	43
Not very frequent	14	13	10	15	19	2	13	13	29
Not frequent at all	4	6	2	3	1	6	3	2	8



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Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	622	42	117	258	205
NET: TOP2	82	89	75	77	88
NET: BTM2	18	11	25	23	12
Very frequent	22	7	28	22	28
Somewhat frequent	59	82	47	55	60
Not very frequent	14	8	22	17	9
Not frequent at all	4	2	3	6	2

Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	622	206	278	43	34	10	51
NET: TOP2	82	80	81	95	89	70	76
NET: BTM2	18	20	19	5	11	30	24
Very frequent	22	21	25	25	11	4	29
Somewhat frequent	59	59	56	70	77	66	47
Not very frequent	14	15	17	2	4	30	17
Not frequent at all	4	5	3	2	7	0	7



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Reliability

Generally, how reliable is the service provided by TTC?

Age/gender

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 +
Sample	622	318	293	11	69	118	130	172	133
NET: TOP2	77	78	76	55	75	72	78	79	80
NET: BTM2	23	22	24	45	25	28	22	21	20
Very reliable	26	27	26	9	33	19	21	25	27
Somewhat reliable	50	51	50	45	42	53	57	54	53
Not very reliable	18	18	18	18	18	23	20	16	15
Not reliable at all	5	4	6	27	7	5	2	5	6

Income

%	Total	< \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	\$80K to \$100K	\$100K to \$250K	\$250K +	Prefer not to answer
Sample	622	77	83	66	73	62	137	34	90
NET: TOP2	77	85	72	79	77	83	75	56	73
NET: BTM2	23	15	28	21	23	17	25	44	27
Very reliable	26	36	33	8	17	48	21	26	20
Somewhat reliable	50	49	38	71	60	36	54	30	52
Not very reliable	18	7	21	19	18	11	22	44	21
Not reliable at all	5	8	8	2	4	6	3	0	7



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Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	622	42	117	258	205
NET: TOP2	77	82	75	70	83
NET: BTM2	23	18	25	30	17
Very reliable	26	35	28	23	25
Somewhat reliable	50	47	47	48	57
Not very reliable	18	17	14	24	14
Not reliable at all	5	1	12	5	3

Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	622	206	278	43	34	10	51
NET: TOP2	77	82	72	82	72	68	88
NET: BTM2	23	18	28	18	28	32	12
Very reliable	26	33	22	8	36	0	45
Somewhat reliable	50	49	50	74	36	68	43
Not very reliable	18	18	19	14	28	18	9
Not reliable at all	5	0	9	4	0	13	3



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Delays

How often is your travel on the TTC impacted by unexpected delays?

Age/gender

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 +
Sample	622	318	293	11	69	118	130	172	133
NET: TOP2	48	47	50	45	40	61	47	55	49
NET: BTM2	52	53	50	55	60	39	53	45	51
Very often	15	15	14	18	18	19	10	13	10
Somewhat often	34	32	36	27	21	43	38	42	39
Not very often	41	42	41	36	53	32	42	32	36
Not often at all	10	11	9	18	8	7	11	13	15

Income

%	Total	< \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	\$80K to \$100K	\$100K to \$250K	\$250K +	Prefer not to answer
Sample	622	77	83	66	73	62	137	34	90
NET: TOP2	48	56	46	42	50	39	51	38	56
NET: BTM2	52	44	54	58	50	61	49	62	44
Very often	15	21	21	15	8	14	8	8	17
Somewhat often	34	35	26	26	42	26	42	29	39
Not very often	41	34	42	50	42	55	37	52	31
Not often at all	10	10	11	8	9	6	13	11	13



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Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	622	42	117	258	205
NET: TOP2	48	27	47	56	52
NET: BTM2	52	73	53	44	48
Very often	15	12	11	18	14
Somewhat often	34	15	36	38	38
Not very often	41	69	42	33	36
Not often at all	10	4	12	11	12

Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	622	206	278	43	34	10	51
NET: TOP2	48	44	53	53	46	29	42
NET: BTM2	52	56	47	47	54	71	58
Very often	15	11	18	7	21	7	8
Somewhat often	34	33	35	46	25	22	34
Not very often	41	44	39	45	45	59	36
Not often at all	10	12	8	2	9	12	22

Time of travel

%	Total	During morning or evening rush hour	Off peak hours, for example during the day or later evening
Sample	622	316	306
NET: TOP2	48	56	41
NET: BTM2	52	44	59
Very often	15	19	10
Somewhat often	34	37	31
Not very often	41	37	47
Not often at all	10	8	13



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Frequency of travel

%	Total	Less than once per month	Once per month	A few times per month	Once per week	A few times per week	Every day	More than once per day
Sample	622	77	53	123	76	120	123	50
NET: TOP2	48	26	38	46	36	63	60	65
NET: BTM2	52	74	62	54	64	37	40	35
Very often	15	1	7	17	11	12	25	30
Somewhat often	34	24	32	29	26	51	35	35
Not very often	41	56	40	41	60	29	35	31
Not often at all	10	18	22	13	4	9	5	4

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Value

In your opinion, does the TTC provide good value for money?

Age/gender

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 +
Sample	622	318	293	11	69	118	130	172	133
NET: TOP2	68	72	65	55	63	69	65	68	80
NET: BTM2	32	28	35	45	37	31	35	32	20
Very good value	24	24	24	27	26	19	17	23	34
Somewhat good value	44	48	41	27	37	51	48	45	46
Not a very good value	16	14	17	45	9	19	27	21	13
Not good value at all	16	14	18	0	28	12	8	12	7

Income

%	Total	< \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	\$80K to \$100K	\$100K to \$250K	\$250K +	Prefer not to answer
Sample	622	77	83	66	73	62	137	34	90
NET: TOP2	68	66	74	75	62	57	74	77	63
NET: BTM2	32	34	26	25	38	43	26	23	37
Very good value	24	24	21	39	27	18	21	25	20
Somewhat good value	44	42	53	36	35	39	53	52	43
Not a very good value	16	23	18	12	19	8	14	13	21
Not good value at all	16	11	8	13	19	34	13	10	16



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Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	622	42	117	258	205
NET: TOP2	68	68	65	65	74
NET: BTM2	32	32	35	35	26
Very good value	24	39	21	17	27
Somewhat good value	44	29	44	48	47
Not a very good value	16	9	20	18	15
Not good value at all	16	23	14	17	11

Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	622	206	278	43	34	10	51
NET: TOP2	68	67	65	84	80	29	80
NET: BTM2	32	33	35	16	20	71	20
Very good value	24	21	26	15	32	15	30
Somewhat good value	44	46	39	69	48	14	51
Not a very good value	16	12	22	16	3	13	10
Not good value at all	16	21	13	0	17	58	9



Time of travel

%	Total	During morning or evening rush hour	Off peak hours, for example during the day or later evening
Sample	622	316	306
NET: TOP2	68	64	72
NET: BTM2	32	36	28
Very good value	24	27	21
Somewhat good value	44	37	51
Not a very good value	16	19	13
Not good value at all	16	17	15

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Frequency of travel

%	Total	Less than once per month	Once per month	A few times per month	Once per week	A few times per week	Every day	More than once per day
Sample	622	77	53	123	76	120	123	50
NET: TOP2	68	53	74	69	87	73	59	59
NET: BTM2	32	47	26	31	13	27	41	41
Very good value	24	8	27	33	41	18	23	18
Somewhat good value	44	45	47	36	46	56	37	41
Not a very good value	16	15	20	13	8	16	23	19
Not good value at all	16	32	5	18	5	10	17	22



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Courtesy

Overall, how courteous would you say that other TTC riders are?

Age/gender

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 +
Sample	622	318	293	11	69	118	130	172	133
NET: TOP2	69	69	71	45	67	65	64	77	76
NET: BTM2	31	31	29	55	33	35	36	23	24
Very courteous	19	17	22	18	23	18	15	17	20
Somewhat courteous	50	52	49	27	44	47	49	60	56
Not very courteous	23	22	23	36	23	27	26	17	18
Not courteous at all	8	9	6	18	10	8	9	5	6

Income

%	Total	< \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	\$80K to \$100K	\$100K to \$250K	\$250K +	Prefer not to answer
Sample	622	77	83	66	73	62	137	34	90
NET: TOP2	69	59	70	72	78	72	76	68	61
NET: BTM2	31	41	30	28	22	28	24	32	39
Very courteous	19	22	24	13	9	31	23	11	15
Somewhat courteous	50	37	46	59	70	41	54	57	46
Not very courteous	23	26	19	26	15	25	17	30	28
Not courteous at all	8	15	10	3	7	2	7	2	11



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Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	622	42	117	258	205
NET: TOP2	69	71	57	70	77
NET: BTM2	31	29	43	30	23
Very courteous	19	27	13	14	27
Somewhat courteous	50	45	44	56	50
Not very courteous	23	18	35	20	19
Not courteous at all	8	10	8	10	4

Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	622	206	278	43	34	10	51
NET: TOP2	69	72	67	69	65	83	75
NET: BTM2	31	28	33	31	35	17	25
Very courteous	19	28	15	10	18	17	21
Somewhat courteous	50	44	52	59	47	66	55
Not very courteous	23	23	24	26	19	11	17
Not courteous at all	8	5	9	5	16	6	7



Time of travel

%	Total	During morning or evening rush hour	Off peak hours, for example during the day or later evening
Sample	622	316	306
NET: TOP2	69	66	74
NET: BTM2	31	34	26
Very courteous	19	15	24
Somewhat courteous	50	51	49
Not very courteous	23	27	18
Not courteous at all	8	8	8

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Frequency of travel

%	Total	Less than once per month	Once per month	A few times per month	Once per week	A few times per week	Every day	More than once per day
Sample	622	77	53	123	76	120	123	50
NET: TOP2	69	76	68	73	81	71	56	59
NET: BTM2	31	24	32	27	19	29	44	41
Very courteous	19	39	10	16	20	15	17	21
Somewhat courteous	50	37	58	57	61	56	40	37
Not very courteous	23	16	26	16	16	23	37	23
Not courteous at all	8	8	6	11	3	6	7	18

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