

# NEWS RELEASE



**FORUM RESEARCH INC.**

## **MEDIA INQUIRIES:**

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## **One-quarter of TTC Riders Dissatisfied**

### **Downtown Relief Line Still Seen as Priority**

Toronto, July 25<sup>th</sup>, 2018 – In a random sampling of public opinion taken by The Forum Poll™ among 2521 Toronto voters, about 4 in 10 (37%) say that the downtown relief line should be the TTC's number priority, a similar proportion as February (Feb 9: 41%). One-sixth (18%) say the priority should be the Scarborough Subway Extension and Stacked Bus Garage, though almost half (44%) of those live in Scarborough.

About 1 in 10 say the priority should be the Eglinton East LRT (9%), while a similar proportion (8%) say it should be SmartTrack. Fewer than 1 in 10 (6%) say it should be the Waterfront Transit LRT Network, while about a quarter (23%) do not know.

Respondents most likely to identify the relief line as the priority include those aged 34 and younger (45%), males (39%), earning \$60,000-\$80,000 (41%) or the most wealthy (43%), with a college/university (42%) or post-graduate degree (42%), and living in the former city of Toronto (51%).

Amongst those that identify themselves primarily as transit users, 4 in 10 (43%) say that the relief line should be the TTC's priority.

### **One-quarter dissatisfied with TTC, down slightly**

One quarter (BTM3: 26%) of those who have taken the TTC in the past month say they are dissatisfied with the TTC, while three-quarters (TOP3: 73%) say they are satisfied, while almost no one (0%) said they did not know.

Dissatisfaction is down 7 points since February (Feb 9: BTM3: 34%), while satisfaction is up by 7 points in the same time period (Feb 9: Top 3: 66%).

### **Almost third say they don't use the TTC because of inconvenient routes or long waiting times**

Amongst those that don't commute to work or school using the TTC, almost a third (29%) say they don't do so because of inconvenient routes or long commute times.

One-sixth (15%) say they prefer the privacy of a car, while about 1 in 10 (13%) attribute their aversion to the TTC to poor service, delays, or long wait times.

"Dissatisfaction with the TTC is at one quarter, which is down slightly from when we last looked into it," said Dr. Lorne Bozinoff, President of Forum Research. "But what should greatly concern the TTC is that Torontonians don't think enough is being done to accommodate future growth, and with the plurality saying the downtown relief line should be the priority, clearly the TTC and residents are going in different directions when it comes to ideas for building our transit network."



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1 in 10 (8%) say they walk or bike because it's healthier, while similar proportions (8%) say overcrowding, and (7%) say it's too expensive and it's cheaper to walk or bike.

About 1 in 20 (6%) say they don't commute using the TTC for another reason.

Few (3%) say they walk or bike because it's better for the environment or to avoid negative encounters.

### **Three-quarters say the TTC is not doing enough to accommodate future population growth**

Only one quarter (25%) say that enough is being done to accommodate future population growth, while three-quarters (75%) say enough is not being done.

"Dissatisfaction with the TTC is at one quarter, which is down slightly from when we last looked into it," said Dr. Lorne Bozinoff, President of Forum Research. "But what should greatly concern the TTC is that Torontonians don't think enough is being done to accommodate future growth, and with the plurality saying the downtown relief line should be the priority, clearly the TTC and residents are going in different directions when it comes to ideas for building our transit network."

Lorne Bozinoff, Ph.D. is the president and founder of Forum Research. He can be reached at [lbozinoff@forumresearch.com](mailto: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 2521 randomly selected Toronto Voters. The poll was conducted June 29-30, 2018.

Results based on the total sample are considered accurate +/- 3%, 19 times out of 20. Subsample results will be less accurate. Margins of error for subsample (such as age, gender) results are available at [www.forumresearch.com/samplestim.asp](http://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](http://forumpoll.com).



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

*For example:*

## Age/Gender

%	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.*

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### TTC use

Have you used the TTC within the past month?

### Age/Gender

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
Sample	2521	79	139	186	243	270	1235	1238
Yes	69	83	78	68	65	62	67	70
No	31	17	22	32	35	38	33	30

### Income

%	Total	<\$20K	\$20-\$40K	\$40-\$60K	\$60-\$80K	\$80-\$100K	\$100-\$250K
Sample	2521	248	337	343	320	256	501
Yes	69	75	69	63	70	70	70
No	31	25	31	37	30	30	30

### Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	2521	309	621	903	688
Yes	69	67	63	69	74
No	31	33	37	31	26

### Region

%	Total	Former City of Toronto	East York	North York	Etobicoke	York	Scarborough
Sample	2521	830	228	503	399	150	411
Yes	69	79	75	68	62	74	59
No	31	21	25	32	38	26	41

### Primary Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way
Sample	2521	1420	789	111	130	71
Yes	69	51	95	83	83	59
No	31	49	5	17	17	41

### Secondary Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way
Sample	2521	722	1061	140	425	173
Yes	69	62	74	82	69	51
No	31	38	26	18	31	49



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**Level of Satisfaction with TTC**

*[Base=used the TTC in the past month] Overall, how satisfied or dissatisfied are you with the TTC?*

**Age/Gender**

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
Sample	1700	64	109	127	162	176	809	856
TOP3	73	68	73	68	75	75	70	76
BTM3	26	31	27	32	25	24	30	23
Very satisfied	11	6	7	10	10	17	11	11
Satisfied	30	37	24	27	27	25	30	29
Somewhat satisfied	32	25	42	31	38	34	30	35
Somewhat dissatisfied	13	9	12	14	14	14	15	11
Dissatisfied	7	14	6	8	5	6	7	7
Very dissatisfied	6	7	9	10	6	4	7	5
Don't know	0	2	0	0	0	1	0	1

**Income**

%	Total	<\$20K	\$20-\$40K	\$40-\$60K	\$60-\$80K	\$80-\$100K	\$100-\$250K
Sample	1700	180	216	214	221	181	355
TOP3	73	71	78	78	67	73	72
BTM3	26	28	22	22	33	26	28
Very satisfied	11	15	15	9	7	11	11
Satisfied	30	29	34	32	24	25	30
Somewhat satisfied	32	27	28	36	36	37	31
Somewhat dissatisfied	13	10	12	10	15	14	15
Dissatisfied	7	13	7	7	8	6	7
Very dissatisfied	6	5	3	5	10	7	7
Don't know	0	1	0	0	0	0	0



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**Education**

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	1700	197	382	608	513
TOP3	73	77	75	70	74
BTM3	26	22	24	30	25
Very satisfied	11	17	15	7	11
Satisfied	30	35	30	27	30
Somewhat satisfied	32	24	30	37	33
Somewhat dissatisfied	13	11	13	14	13
Dissatisfied	7	7	8	8	5
Very dissatisfied	6	5	4	7	8
Don't know	0	1	1	0	0

**Region**

%	Total	Former City of Toronto	East York	North York	Etobicoke	York	Scarborough
Sample	1700	660	165	323	234	102	216
TOP3	73	73	76	74	77	73	69
BTM3	26	26	24	26	23	27	30
Very satisfied	11	13	11	9	11	6	14
Satisfied	30	31	36	29	31	28	26
Somewhat satisfied	32	30	28	36	35	39	29
Somewhat dissatisfied	13	14	10	15	12	7	15
Dissatisfied	7	8	10	6	5	8	8
Very dissatisfied	6	4	5	6	6	12	8
Don't know	0	1	0	0	0	0	0



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**Primary Transportation**

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way
Sample	1700	716	747	92	108	37
TOP3	73	72	74	71	81	75
BTM3	26	27	26	29	19	25
Very satisfied	11	13	9	9	13	15
Satisfied	30	26	32	25	42	36
Somewhat satisfied	32	33	33	36	26	24
Somewhat dissatisfied	13	13	13	12	12	14
Dissatisfied	7	7	8	5	5	0
Very dissatisfied	6	7	5	12	2	11
Don't know	0	1	0	0	0	0

**Secondary Transportation**

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way
Sample	1700	422	793	111	297	77
TOP3	73	73	73	71	77	67
BTM3	26	26	27	29	23	33
Very satisfied	11	8	14	6	12	7
Satisfied	30	34	28	22	32	20
Somewhat satisfied	32	32	31	43	32	40
Somewhat dissatisfied	13	14	13	14	12	14
Dissatisfied	7	7	7	8	7	7
Very dissatisfied	6	5	7	6	4	12
Don't know	0	1	1	0	0	0



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**Non-TTC Users**

*Why do you not commute to work or school using the TTC?*

**Age/Gender**

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
Sample	1248	35	74	104	149	144	699	528
Poor service, delays, or long wait times	13	9	9	20	18	11	14	12
Inconvenient routes or long commute times	29	24	30	24	28	32	31	26
Prefer the privacy of a car	15	20	13	13	13	14	14	16
Walk or bike because it's healthier	8	4	12	11	4	5	8	8
Walk or bike because it's better for the environment	3	3	5	5	3	4	3	4
It's too expensive and it's cheaper to walk or bike	7	16	9	3	6	6	6	7
Overcrowding	8	12	8	6	12	10	8	8
Avoiding crime or negative encounters	3	6	6	1	4	2	3	3
Another reason	6	7	7	8	9	6	6	7



**Income**

%	Total	<\$20K	\$20-\$40K	\$40-\$60K	\$60-\$80K	\$80-\$100K	\$100-\$250K
Sample	1248	68	153	153	162	138	307
Poor service, delays, or long wait times	13	8	13	19	13	12	15
Inconvenient routes or long commute times	29	20	20	26	28	31	37
Prefer the privacy of a car	15	8	22	17	11	13	15
Walk or bike because it's healthier	8	13	8	1	5	11	10
Walk or bike because it's better for the environment	3	4	4	4	5	3	2
It's too expensive and it's cheaper to walk or bike	7	15	11	10	8	4	2
Overcrowding	8	16	8	5	8	6	7
Avoiding crime or negative encounters	3	1	1	7	2	4	2
Another reason	6	8	6	4	9	10	5

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### Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
<b>Sample</b>	<b>1248</b>	<b>155</b>	<b>263</b>	<b>472</b>	<b>358</b>
Poor service, delays, or long wait times	13	8	12	15	15
Inconvenient routes or long commute times	29	14	26	32	35
Prefer the privacy of a car	15	23	24	10	9
Walk or bike because it's healthier	8	14	4	7	9
Walk or bike because it's better for the environment	3	4	2	4	3
It's too expensive and it's cheaper to walk or bike	7	14	6	6	3
Overcrowding	8	8	9	8	8
Avoiding crime or negative encounters	3	4	4	2	4
Another reason	6	3	5	8	7



### Region

%	Total	Former City of Toronto	East York	North York	Etobicoke	York	Scarborough
<b>Sample</b>	<b>1248</b>	<b>386</b>	<b>104</b>	<b>266</b>	<b>218</b>	<b>80</b>	<b>194</b>
Poor service, delays, or long wait times	13	14	8	12	16	16	13
Inconvenient routes or long commute times	29	18	26	31	35	31	32
Prefer the privacy of a car	15	9	10	17	11	17	20
Walk or bike because it's healthier	8	16	11	7	6	4	2
Walk or bike because it's better for the environment	3	6	7	1	3	0	4
It's too expensive and it's cheaper to walk or bike	7	8	8	6	3	13	5
Overcrowding	8	11	19	8	7	5	6
Avoiding crime or negative encounters	3	4	4	3	3	0	3
Another reason	6	8	4	5	6	10	5

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**Primary Transportation**

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way
Sample	1248	961	84	89	86	28
Poor service, delays, or long wait times	13	14	13	7	10	11
Inconvenient routes or long commute times	29	34	14	9	8	7
Prefer the privacy of a car	15	18	7	1	2	3
Walk or bike because it's healthier	8	4	21	35	16	6
Walk or bike because it's better for the environment	3	2	3	10	20	6
It's too expensive and it's cheaper to walk or bike	7	4	17	17	17	0
Overcrowding	8	7	11	13	8	23
Avoiding crime or negative encounters	3	3	5	1	1	7
Another reason	6	6	5	3	7	18

**Secondary Transportation**

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way
Sample	1248	351	582	71	162	82
Poor service, delays, or long wait times	13	12	15	13	13	8
Inconvenient routes or long commute times	29	31	29	35	17	30
Prefer the privacy of a car	15	19	14	3	11	14
Walk or bike because it's healthier	8	5	6	20	19	4
Walk or bike because it's better for the environment	3	2	3	9	7	3
It's too expensive and it's cheaper to walk or bike	7	7	8	7	5	0
Overcrowding	8	7	10	4	7	7
Avoiding crime or negative encounters	3	4	2	0	4	10
Another reason	6	6	6	5	7	8



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## Accommodating Future Growth

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

### Age/Gender

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
Sample	2521	79	139	186	243	270	1235	1238
Yes	25	39	17	24	24	27	23	27
No	75	61	83	76	76	73	77	73

### Income

%	Total	<\$20K	\$20-\$40K	\$40-\$60K	\$60-\$80K	\$80-\$100K	\$100-\$250K
Sample	2521	248	337	343	320	256	501
Yes	25	46	36	23	20	21	13
No	75	54	64	77	80	79	87

### Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	2521	309	621	903	688
Yes	25	37	33	19	18
No	75	63	67	81	82

### Region

%	Total	Former City of Toronto	East York	North York	Etobicoke	York	Scarborough
Sample	2521	830	228	503	399	150	411
Yes	25	24	24	26	23	27	26
No	75	76	76	74	77	73	74

### Primary Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way
Sample	2521	1420	789	111	130	71
Yes	25	23	28	22	35	30
No	75	77	72	78	65	70

### Secondary Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way
Sample	2521	722	1061	140	425	173
Yes	25	25	26	18	23	29
No	75	75	74	82	77	71

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### TTC's Number One Priority

*In your opinion, which of the following projects should be the TTC's number one priority?*

#### Age/Gender

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
Sample	2521	79	139	186	243	270	1235	1238
Scarborough Subway Extension and Stacked Bus Garage	18	14	13	20	23	16	20	16
Downtown Relief Life	37	35	53	30	33	37	39	34
Smart Track	8	6	9	9	10	9	9	7
Eglinton East LRT	9	12	6	11	7	10	8	10
The Waterfront Transit LRT Network	6	2	4	6	4	7	6	5
Don't know	23	30	15	23	23	22	18	28

#### Income

%	Total	<\$20K	\$20-\$40K	\$40-\$60K	\$60-\$80K	\$80-\$100K	\$100-\$250K
Sample	2521	248	337	343	320	256	501
Scarborough Subway Extension and Stacked Bus Garage	18	21	16	23	18	13	17
Downtown Relief Life	37	24	33	37	41	39	43
Smart Track	8	7	7	9	8	9	8
Eglinton East LRT	9	14	11	8	8	7	7
The Waterfront Transit LRT Network	6	7	7	3	5	6	9
Don't know	23	27	27	20	21	26	15



#### Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	2521	309	621	903	688
Scarborough Subway Extension and Stacked Bus Garage	18	20	19	17	16
Downtown Relief Life	37	22	31	42	42
Smart Track	8	5	9	8	7
Eglinton East LRT	9	11	9	7	10
The Waterfront Transit LRT Network	6	8	4	5	6
Don't know	23	33	26	20	18

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### Region

%	Total	Former City of Toronto	East York	North York	Etobicoke	York	Scarborough
Sample	2521	830	228	503	399	150	411
Scarborough Subway Extension and Stacked Bus Garage	18	7	12	14	11	10	44
Downtown Relief Life	37	51	46	33	37	38	22
Smart Track	8	8	6	9	11	9	4
Eglinton East LRT	9	9	8	10	7	11	9
The Waterfront Transit LRT Network	6	6	6	4	8	4	5
Don't know	23	19	22	30	27	27	16

### Primary Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way
Sample	2521	1420	789	111	130	71
Scarborough Subway Extension and Stacked Bus Garage	18	21	16	7	6	14
Downtown Relief Life	37	31	43	51	47	34
Smart Track	8	8	8	9	3	3
Eglinton East LRT	9	9	10	6	4	16
The Waterfront Transit LRT Network	6	6	5	8	4	11
Don't know	23	26	17	19	36	22

### Secondary Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way
Sample	2521	722	1061	140	425	173
Scarborough Subway Extension and Stacked Bus Garage	18	20	18	9	14	24
Downtown Relief Life	37	36	37	42	41	23
Smart Track	8	8	8	10	8	5
Eglinton East LRT	9	10	8	15	10	8
The Waterfront Transit LRT Network	6	6	6	6	4	7
Don't know	23	20	24	18	24	32



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