

NEWS RELEASE



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Overall? Transit Riders are Fairly Satisfied

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, transit users in Montreal (TOP2: 76%) and Vancouver (TOP2: 73%) are generally the most satisfied with their city's transit system.

Calgary (TOP2: 70%), Toronto (TOP2: 68%), and Edmonton (TOP2: 66%) received the lowest overall satisfaction scores.

| % | Montreal | Vancouver | Calgary | Toronto | Edmonton |
|------------------------------|------------|------------|------------|------------|------------|
| TOTAL (u/w) | 409 | 317 | 277 | 622 | 311 |
| NET: TOP2 | 76 | 73 | 70 | 68 | 66 |
| NET: BTM2 | 24 | 27 | 30 | 32 | 34 |
| Very satisfied | 29 | 26 | 19 | 16 | 19 |
| Somewhat satisfied | 47 | 47 | 51 | 52 | 47 |
| Somewhat dissatisfied | 16 | 19 | 23 | 19 | 21 |
| Very dissatisfied | 7 | 8 | 7 | 13 | 13 |

Calgarians most likely to feel transit is being planned with future growth in mind

Half of Calgary transit riders said (47%) that enough is being done to expand public transit to accommodate Calgary's future population growth, ahead of Edmonton (41%), which was second with about 4 in 10 saying something similar about Edmonton transit.

Toronto (33%), Montreal (31%), and Vancouver (29%) are all well behind on this measure.

| % | Calgary | Edmonton | Toronto | Montreal | Vancouver |
|--------------------|------------|------------|------------|------------|------------|
| TOTAL (u/w) | 277 | 311 | 622 | 409 | 317 |
| Yes | 47 | 41 | 33 | 31 | 29 |
| No | 53 | 59 | 67 | 69 | 71 |



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Vancouver and Calgary seen as cleanest

Vancouver (TOP2: 83%) and Calgary (TOP2: 83%) transit riders are far more likely to say their transit systems are clean than the others, both well ahead of Montreal (TOP2: 75%), and Edmonton (TOP2: 70%) or Toronto (TOP2: 70%).

| % | Vancouver | Calgary | Montreal | Edmonton | Toronto |
|-------------------------|------------|------------|------------|------------|------------|
| TOTAL (u/w) | 317 | 277 | 409 | 311 | 622 |
| NET: TOP2 | 83 | 83 | 75 | 70 | 70 |
| NET: BTM2 | 17 | 17 | 25 | 30 | 30 |
| Very clean | 33 | 29 | 22 | 20 | 20 |
| Somewhat clean | 50 | 54 | 53 | 50 | 50 |
| Not very clean | 14 | 11 | 20 | 17 | 20 |
| Not clean at all | 3 | 6 | 6 | 13 | 10 |

Toronto riders say service is frequent

Toronto transit riders (TOP2: 82%) believe their service is frequent, well above Vancouver (TOP2: 75%) in second place, and much higher than Calgary (TOP2: 69%), Montreal (TOP2: 68%), or Edmonton (TOP2: 66%).

| % | Toronto | Vancouver | Calgary | Montreal | Edmonton |
|----------------------------|------------|------------|------------|------------|------------|
| TOTAL (u/w) | 622 | 317 | 277 | 409 | 311 |
| NET: TOP2 | 82 | 75 | 69 | 68 | 66 |
| NET: BTM2 | 18 | 25 | 31 | 32 | 34 |
| Very frequent | 22 | 25 | 18 | 15 | 15 |
| Somewhat frequent | 59 | 50 | 51 | 53 | 52 |
| Not very frequent | 14 | 20 | 24 | 26 | 22 |
| Not frequent at all | 4 | 6 | 7 | 6 | 12 |

All services seen as reliable

Generally, most transit riders say their services are reliable.

| % | Vancouver | Calgary | Toronto | Montreal | Edmonton |
|----------------------------|------------|------------|------------|------------|------------|
| TOTAL (u/w) | 317 | 277 | 622 | 409 | 311 |
| NET: TOP2 | 80 | 78 | 77 | 76 | 75 |
| NET: BTM2 | 20 | 22 | 23 | 24 | 25 |
| Very reliable | 27 | 28 | 26 | 29 | 26 |
| Somewhat reliable | 53 | 50 | 50 | 47 | 49 |
| Not very reliable | 13 | 15 | 18 | 17 | 16 |
| Not reliable at all | 7 | 7 | 5 | 7 | 9 |



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Toronto, Edmonton, and Montreal riders most likely to be delayed

Half of Toronto (TOP2: 48%) or Edmonton (TOP2: 48%) riders say they often experience unexpected delays, while almost half (TOP2: 45%) of Montreal riders say the same.

Calgary (TOP2: 37%) and Vancouver (TOP2: 37%) riders are least likely to say they are delayed often.

| % | Toronto | Edmonton | Montreal | Calgary | Vancouver |
|-------------------------|------------|------------|------------|------------|------------|
| TOTAL (u/w) | 622 | 311 | 409 | 277 | 317 |
| NET: TOP2 | 48 | 48 | 45 | 37 | 37 |
| NET: BTM2 | 52 | 52 | 55 | 63 | 63 |
| Very often | 15 | 19 | 12 | 6 | 12 |
| Somewhat often | 34 | 29 | 32 | 31 | 25 |
| Not very often | 41 | 35 | 40 | 40 | 33 |
| Not often at all | 10 | 17 | 15 | 23 | 29 |

Calgary and Montreal riders most likely to feel their service provides good value for money

While it isn't an overwhelming lead over the other services, Calgary (TOP2: 74%) and Montreal (TOP2: 72%) transit riders are most likely to say that their transit systems provide good value for money.

Clustered behind are Toronto (TOP2: 68%), Vancouver (TOP2: 67%), and Edmonton (TOP2: 65%).

| % | Calgary | Montreal | Toronto | Vancouver | Edmonton |
|------------------------------|------------|------------|------------|------------|------------|
| TOTAL (u/w) | 277 | 409 | 622 | 317 | 311 |
| NET: TOP2 | 74 | 72 | 68 | 67 | 65 |
| NET: BTM2 | 26 | 28 | 32 | 33 | 35 |
| Very good value | 24 | 26 | 24 | 21 | 19 |
| Somewhat good value | 50 | 46 | 44 | 46 | 46 |
| Not a very good value | 20 | 17 | 16 | 22 | 17 |
| Not good value at all | 6 | 12 | 16 | 11 | 18 |



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Toronto transit riders the least courteous

Toronto transit riders (TOP2: 69%) are seen as the least courteous, well behind Calgary (TOP2: 79%)

| % | Calgary | Vancouver | Edmonton | Montreal | Toronto |
|-----------------------------|------------|------------|------------|------------|------------|
| TOTAL (u/w) | 277 | 317 | 311 | 409 | 622 |
| NET: TOP2 | 79 | 76 | 74 | 74 | 69 |
| NET: BTM2 | 21 | 24 | 26 | 26 | 31 |
| Very courteous | 21 | 19 | 16 | 20 | 19 |
| Somewhat courteous | 58 | 58 | 59 | 54 | 50 |
| Not very courteous | 15 | 18 | 11 | 18 | 23 |
| Not courteous at all | 6 | 5 | 15 | 8 | 8 |

“Overall, riders are fairly pleased with the service they’re receiving,” said Dr. Lorne Bozinoff, President of Forum Research. “But a note of concern should be raised that half (or more) of all transit riders in each of these cities think enough isn’t being done to accommodate future growth. However, a majority feels they are receiving good value for their money, so while there are clearly pain points in each city, there are also positive features, as well.”

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 |



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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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Due to rounding some numbers may not add up to 100

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