

NEWS RELEASE



Majority of Calgary Transit Users are 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, amongst those transit riders in Calgary, the majority (TOP2: 70%) say they are satisfied with Calgary transit. A fifth (19%) say they are very satisfied and half (51%) say they are somewhat satisfied.

Almost a third (BTM2: 30%) are not satisfied, while about 1 in 10 few (7%) say they are very dissatisfied.

Calgary Transit users split on whether enough is being done to expand public transit

About half (53%) of Calgary Transit users don't think enough is being done to expand public transit to accommodate Calgary's future population growth.

A similar proportion (47%) say they think enough is being done.

The majority of users say the Calgary Transit system is clean

The majority (TOP2: 83%) of users say the Calgary transit system is clean, 3 in 10 (29%) say very clean. Almost half (54%) say somewhat clean.

A sixth (BTM2: 17%) say the transit system is not clean, few (6%) say not clean at all.

7 in 10 say Calgary Transit service is frequent

7 in 10 (TOP2: 69%) say the service provided by Calgary transit is frequent, a sixth (18%) say very frequent. Half (51%) say somewhat frequent.

A third (BTM2: 31%) say the service is not frequent, few (7%) say the service is not frequent at all.

8 in 10 say Calgary Transit is reliable

8 in 10 (TOP2: 78%) say the service provided by Calgary transit is reliable, 3 in 10 (28%) say very reliable. Half (50%) say somewhat reliable.

A fifth (BTM2: 22%) say the service is not reliable, few (7%) say the service is not reliable at all.

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"Overall, Calgary Transit users are pleased with the system, providing positive scores for overall satisfaction, cleanliness, and value, amongst others." said Dr. Lorne Bozinoff, President of Forum Research. "About half say that Calgary isn't doing enough to expand for future population growth, which is a number that if left unaddressed, will only grow moving forward."



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Almost two thirds say their travel on Calgary Transit is not often impacted by unexpected delays

Almost two thirds (BTM2: 63%) say their travel on Calgary Transit is not often impacted by delays, a quarter (23%) say not often at all. 4 in 10 (40%) say not very often.

Over a third (TOP2: 37%) say unexpected delays often impact their travel, few (6%) say very often.

Majority say the Calgary Transit provides good value for money

Majority (TOP2: 74%) say the Calgary Transit provides good value for money, a quarter (24%) say very good value. Half (50%) say somewhat good value.

A quarter (BTM2: 26%) say not good value, few (6%) say not good value at all.

8 in 10 say other Calgary Transit riders are courteous

8 in 10 (TOP2: 79%) say other Calgary Transit riders are courteous, while a fifth (21%) say they are very courteous.

A fifth (BTM2: 21%) say other riders are not courteous, while only a few (6%) say they are not courteous at all.

“Overall, Calgary Transit users are pleased with the system, providing positive scores for overall satisfaction, cleanliness, and value, amongst others.” said Dr. Lorne Bozinoff, President of Forum Research. “About half say that Calgary isn’t doing enough to expand for future population growth, which is a number that if left unaddressed, will only grow moving forward.”

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 Calgary Transit?

Gender/Age

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 and over
Sample	277	156	115	6	34	44	49	56	94
NET: TOP2	70	69	72	50	60	59	79	85	82
NET: BTM2	30	31	28	50	40	41	21	15	18
Very satisfied	19	22	18	0	13	10	22	32	31
Somewhat satisfied	51	47	55	50	47	49	58	54	51
Somewhat dissatisfied	23	23	23	33	29	34	16	11	15
Very dissatisfied	7	9	5	17	11	7	4	4	4

Income

%	Total	<\$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	\$80K to \$100K	\$100K to \$250K	>\$250K	Prefer not to answer
Sample	277	25	22	29	36	31	59	24	51
NET: TOP2	70	82	59	87	74	83	67	80	45
NET: BTM2	30	18	41	13	26	17	33	20	55
Very satisfied	19	29	19	13	18	25	18	35	8
Somewhat satisfied	51	54	40	74	56	58	49	45	37
Somewhat dissatisfied	23	8	33	10	16	17	29	1	48
Very dissatisfied	7	9	7	3	10	0	5	18	7



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Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	277	42	53	121	61
NET: TOP2	70	59	71	77	72
NET: BTM2	30	41	29	23	28
Very satisfied	19	15	24	20	20
Somewhat satisfied	51	44	47	57	52
Somewhat dissatisfied	23	35	17	17	24
Very dissatisfied	7	6	12	6	4

Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	277	117	97	9	18	4	32
NET: TOP2	70	81	63	39	63	90	74
NET: BTM2	30	19	37	61	37	10	26
Very satisfied	19	24	17	26	11	0	20
Somewhat satisfied	51	57	46	13	52	90	55
Somewhat dissatisfied	23	13	30	36	35	10	20
Very dissatisfied	7	6	8	24	2	0	6



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Expansion

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

Gender/Age

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 and over
Sample	277	156	115	6	34	44	49	56	94
Yes	47	49	44	50	58	25	42	58	45
No	53	51	56	50	42	75	58	42	55

Income

%	Total	<\$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	\$80K to \$100K	\$100K to \$250K	>\$250K	Prefer not to answer
Sample	277	25	22	29	36	31	59	24	51
Yes	47	50	62	41	16	63	39	56	53
No	53	50	38	59	84	37	61	44	47

Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	277	42	53	121	61
Yes	47	56	41	46	41
No	53	44	59	54	59

Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	277	117	97	9	18	4	32
Yes	47	45	49	28	37	10	68
No	53	55	51	72	63	90	32



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Cleanliness

In your opinion, how clean is Calgary Transit system, overall?

Gender/Age

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 and over
Sample	277	156	115	6	34	44	49	56	94
NET: TOP2	83	80	86	83	83	81	86	87	80
NET: BTM2	17	20	14	17	17	19	14	13	20
Very clean	29	41	19	17	23	30	27	39	36
Somewhat clean	54	39	68	67	59	52	59	48	43
Not very clean	11	14	8	0	13	12	9	7	10
Not clean at all	6	6	6	17	5	7	5	6	10

Income

%	Total	<\$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	\$80K to \$100K	\$100K to \$250K	>\$250K	Prefer not to answer
Sample	277	25	22	29	36	31	59	24	51
NET: TOP2	83	76	75	98	80	72	89	74	90
NET: BTM2	17	24	25	2	20	28	11	26	10
Very clean	29	30	32	29	25	31	26	19	38
Somewhat clean	54	47	44	69	55	41	63	55	52
Not very clean	11	16	21	0	12	24	7	11	3
Not clean at all	6	8	4	2	8	4	4	15	7



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Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	277	42	53	121	61
NET: TOP2	83	83	76	82	96
NET: BTM2	17	17	24	18	4
Very clean	29	25	16	39	31
Somewhat clean	54	58	60	43	65
Not very clean	11	13	10	13	2
Not clean at all	6	4	14	5	2

Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	277	117	97	9	18	4	32
NET: TOP2	83	84	82	51	91	90	93
NET: BTM2	17	16	18	49	9	10	7
Very clean	29	30	27	17	43	14	41
Somewhat clean	54	54	55	34	49	76	53
Not very clean	11	8	13	49	0	10	3
Not clean at all	6	8	5	0	9	0	4



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Frequency of Service

Overall, how frequent is the service provided by Calgary Transit?

Gender/Age

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 and over
Sample	277	156	115	6	34	44	49	56	94
NET: TOP2	69	70	67	83	53	66	75	89	81
NET: BTM2	31	30	33	17	47	34	25	11	19
Very frequent	18	17	18	33	9	10	25	32	24
Somewhat frequent	51	53	50	50	44	56	50	57	57
Not very frequent	24	20	28	0	38	22	19	9	13
Not frequent at all	7	10	4	17	9	12	6	2	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	277	25	22	29	36	31	59	24	51
NET: TOP2	69	84	64	58	67	67	79	66	63
NET: BTM2	31	16	36	42	33	33	21	34	37
Very frequent	18	21	16	12	7	20	20	34	16
Somewhat frequent	51	64	48	47	59	46	59	32	47
Not very frequent	24	7	23	39	9	23	18	29	36
Not frequent at all	7	8	12	3	24	10	3	4	1



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Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	277	42	53	121	61
NET: TOP2	69	44	76	75	88
NET: BTM2	31	56	24	25	12
Very frequent	18	10	19	21	21
Somewhat frequent	51	34	57	54	67
Not very frequent	24	47	14	18	8
Not frequent at all	7	9	10	6	4

Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	277	117	97	9	18	4	32
NET: TOP2	69	73	64	51	63	100	82
NET: BTM2	31	27	36	49	37	0	18
Very frequent	18	19	15	8	27	24	24
Somewhat frequent	51	54	49	43	36	76	58
Not very frequent	24	18	29	24	35	0	16
Not frequent at all	7	8	7	24	2	0	2



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Reliability

Generally, how reliable is the service provided by Calgary Transit?

Gender/Age

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 and over
Sample	277	156	115	6	34	44	49	56	94
NET: TOP2	78	78	79	67	65	78	85	89	90
NET: BTM2	22	22	21	33	35	22	15	11	10
Very reliable	28	32	25	17	11	22	37	41	52
Somewhat reliable	50	46	54	50	53	56	48	48	38
Not very reliable	15	13	16	17	22	15	13	8	6
Not reliable at all	7	8	5	17	13	7	2	4	4

Income

%	Total	<\$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	\$80K to \$100K	\$100K to \$250K	>\$250K	Prefer not to answer
Sample	277	25	22	29	36	31	59	24	51
NET: TOP2	78	84	57	87	76	81	90	77	69
NET: BTM2	22	16	43	13	24	19	10	23	31
Very reliable	28	12	21	16	43	35	36	28	29
Somewhat reliable	50	72	36	71	32	45	54	49	40
Not very reliable	15	6	28	13	16	12	10	10	21
Not reliable at all	7	10	14	0	8	7	0	13	10



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Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	277	42	53	121	61
NET: TOP2	78	64	80	82	93
NET: BTM2	22	36	20	18	7
Very reliable	28	16	25	37	34
Somewhat reliable	50	48	54	45	59
Not very reliable	15	26	9	13	6
Not reliable at all	7	10	11	5	1

Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	277	117	97	9	18	4	32
NET: TOP2	78	83	73	42	86	100	89
NET: BTM2	22	17	27	58	14	0	11
Very reliable	28	38	17	17	36	10	50
Somewhat reliable	50	44	57	25	51	90	39
Not very reliable	15	11	17	58	12	0	11
Not reliable at all	7	6	10	0	2	0	0



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Delays

How often is your travel on Calgary Transit impacted by unexpected delays?

Gender/Age

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 and over
Sample	277	156	115	6	34	44	49	56	94
NET: TOP2	37	30	42	83	46	42	22	33	29
NET: BTM2	63	70	58	17	54	58	78	67	71
Very often	6	8	3	33	10	3	3	8	3
Somewhat often	31	22	39	50	36	39	19	25	27
Not very often	40	42	40	0	38	42	50	32	37
Not often at all	23	28	19	17	16	15	28	35	33

Income

%	Total	<\$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	\$80K to \$100K	\$100K to \$250K	>\$250K	Prefer not to answer
Sample	277	25	22	29	36	31	59	24	51
NET: TOP2	37	56	51	22	28	21	34	47	42
NET: BTM2	63	44	49	78	72	79	66	53	58
Very often	6	14	10	3	1	5	3	16	4
Somewhat often	31	42	41	19	27	16	30	30	39
Not very often	40	35	48	59	33	46	40	10	40
Not often at all	23	9	1	20	39	33	26	43	18



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Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	277	42	53	121	61
NET: TOP2	37	43	44	32	28
NET: BTM2	63	57	56	68	72
Very often	6	11	4	4	5
Somewhat often	31	32	41	27	24
Not very often	40	43	34	41	40
Not often at all	23	14	22	28	32

Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	277	117	97	9	18	4	32
NET: TOP2	37	26	49	24	28	52	30
NET: BTM2	63	74	51	76	72	48	70
Very often	6	3	10	0	2	0	7
Somewhat often	31	23	38	24	25	52	23
Not very often	40	37	41	40	35	34	53
Not often at all	23	37	10	35	38	14	18



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Value

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

Gender/Age

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 and over
Sample	277	156	115	6	34	44	49	56	94
NET: TOP2	74	73	76	33	76	63	79	71	81
NET: BTM2	26	27	24	67	24	37	21	29	19
Very good value	24	30	18	17	24	18	22	27	30
Somewhat good value	50	44	58	17	52	45	57	44	51
Not a very good value	20	22	17	33	20	25	19	19	13
Not good value at all	6	5	7	33	5	12	2	9	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	277	25	22	29	36	31	59	24	51
NET: TOP2	74	67	80	76	71	75	74	72	74
NET: BTM2	26	33	20	24	29	25	26	28	26
Very good value	24	10	36	10	21	32	17	55	22
Somewhat good value	50	57	45	65	51	44	56	18	52
Not a very good value	20	23	15	21	18	22	23	14	20
Not good value at all	6	10	5	3	11	3	3	13	6



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Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	277	42	53	121	61
NET: TOP2	74	76	65	71	86
NET: BTM2	26	24	35	29	14
Very good value	24	22	20	26	25
Somewhat good value	50	54	44	45	61
Not a very good value	20	17	26	23	10
Not good value at all	6	7	9	6	4

Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	277	117	97	9	18	4	32
NET: TOP2	74	68	80	51	66	66	84
NET: BTM2	26	32	20	49	34	34	16
Very good value	24	25	23	26	15	10	29
Somewhat good value	50	43	56	25	51	57	55
Not a very good value	20	27	12	49	27	34	13
Not good value at all	6	5	9	0	7	0	4



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Courtesy

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

Gender/Age

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 and over
Sample	277	156	115	6	34	44	49	56	94
NET: TOP2	79	76	82	67	83	79	72	76	80
NET: BTM2	21	24	18	33	17	21	28	24	20
Very courteous	21	27	16	0	24	12	27	16	26
Somewhat courteous	58	49	66	67	59	67	45	61	54
Not very courteous	15	16	14	17	9	15	24	18	15
Not courteous at all	6	8	4	17	8	5	4	6	5

Income

%	Total	<\$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	\$80K to \$100K	\$100K to \$250K	>\$250K	Prefer not to answer
Sample	277	25	22	29	36	31	59	24	51
NET: TOP2	79	84	68	89	68	89	77	70	82
NET: BTM2	21	16	32	11	32	11	23	30	18
Very courteous	21	9	25	23	18	21	24	30	20
Somewhat courteous	58	76	43	66	49	68	52	40	62
Not very courteous	15	5	11	11	28	10	18	17	17
Not courteous at all	6	11	20	0	4	2	5	13	1



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NEWS RELEASE



FORUM RESEARCH INC.

MEDIA INQUIRIES:

Lorne Bozinoff, President
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Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	277	42	53	121	61
NET: TOP2	79	79	78	73	92
NET: BTM2	21	21	22	27	8
Very courteous	21	22	13	22	28
Somewhat courteous	58	57	65	51	64
Not very courteous	15	10	14	23	8
Not courteous at all	6	11	8	5	0

Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	277	117	97	9	18	4	32
NET: TOP2	79	75	81	57	84	100	82
NET: BTM2	21	25	19	43	16	0	18
Very courteous	21	18	25	0	22	0	30
Somewhat courteous	58	57	56	57	63	100	52
Not very courteous	15	22	9	43	7	0	13
Not courteous at all	6	3	9	0	9	0	5



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Frequency of Use

Which of the following most closely resembles how often you use the Calgary Transit?

Gender/Age

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 and over
Sample	277	156	115	6	34	44	49	56	94
Less than once per month	17	15	18	33	7	17	22	27	27
Once per month	8	6	10	0	0	13	9	7	17
A few times per month	12	15	10	0	7	8	18	19	16
Once per week	7	5	8	17	2	5	12	9	10
A few times per week	22	25	19	33	29	31	11	14	14
Every day	20	22	18	17	24	19	21	16	13
More than once per day	14	12	17	0	31	7	6	7	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	277	25	22	29	36	31	59	24	51
Less than once per month	17	10	6	14	26	25	20	12	20
Once per month	8	3	11	4	9	3	18	3	5
A few times per month	12	10	1	18	18	18	9	10	13
Once per week	7	8	5	13	4	11	6	3	5
A few times per week	22	33	19	13	21	23	18	42	16
Every day	20	18	50	11	9	20	22	13	18
More than once per day	14	19	7	26	12	0	8	16	24



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Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	277	42	53	121	61
Less than once per month	17	12	19	20	19
Once per month	8	3	7	9	12
A few times per month	12	5	11	20	9
Once per week	7	2	6	8	12
A few times per week	22	14	41	18	22
Every day	20	23	16	19	20
More than once per day	14	41	0	6	6



Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	277	117	97	9	18	4	32
Less than once per month	17	36	1	0	20	0	31
Once per month	8	13	1	0	21	0	18
A few times per month	12	21	1	23	25	0	24
Once per week	7	6	3	13	16	34	14
A few times per week	22	20	23	61	16	42	7
Every day	20	3	39	4	0	24	6
More than once per day	14	0	32	0	2	0	0

INSERT OVERALL TABLES

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