

NEWS RELEASE



FORUM RESEARCH INC.

FOR IMMEDIATE RELEASE

7-in-10 Approve of Minimum Standards for Airline Compensation

Would cover “bumping” off flights or lost luggage

Toronto, April 26th – In a random sampling of public opinion taken by The Forum Poll™ amongst 1479 Canadian voters, (70%) approve of the Federal Government’s decision to introduce an airline passenger bill of rights that would contain minimum standards of compensation for issues such as “bumping” passengers from oversold flights or lost luggage, for example. Only (13%) disapprove of minimum standards, with (16%) reporting that they do not know.

Respondents most likely to say that they approve of minimum standards include those aged 55-64 (77%), males (73%), earning \$60,000-\$80,000 (78%), \$80,000-\$100,000 (78%), or the most wealthy (78%), living in BC (78%), and supporting the NDP (77%) or Liberals (76%). Those with a post-graduate degree (81%) are also highly likely to approve of minimum standards.

Respondents most likely to disapprove of minimum standards include those aged 35-44 (19%), the least wealthy (15%) or earning \$40,000-\$60,000 (17%), living in Manitoba/Saskatchewan (16%), Québec (16%), or Alberta (15%), and supporting the Green Party (18%) or Bloc Québécois (17%).

“So many adults have, at some point in their life, faced a challenge with an airline, and while the highly publicised event that occurred on United may or may not have spurred the government to action on the issue, it’s clear that a strong majority of Canadians support the decision to introduce minimum standards of compensation for issues such as bumping or lost luggage,” said Dr. Lorne Bozinoff, President of Forum Research.

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 1479 randomly selected Canadian Voters. The poll was conducted April 21-24, 2017.

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

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 www.forumresearch.com/polls.asp



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Airline passenger bill of rights

Do you approve or disapprove of the federal government's decision to introduce minimum standards for airline passenger compensation for "bumping" off flights or lost luggage?

Age/Gender

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
Sample	1479	277	209	235	324	434	788	662
Approve	70	71	65	70	77	70	73	68
Disapprove	13	11	19	15	9	13	14	12
Don't know	16	18	16	15	13	17	13	19

Income

%	Total	<\$20K	\$20-\$40K	\$40-\$60K	\$60-\$80K	\$80-\$100K	\$100-\$250K
Sample	1479	173	243	243	182	131	234
Approve	70	62	61	68	78	78	78
Disapprove	13	15	14	17	10	12	13
Don't know	16	23	25	15	11	9	9

Region

%	Total	Atl	Que	ON	Man/Sask	AB	BC
Sample	1479	99	356	536	129	158	201
Approve	70	69	63	73	74	66	78
Disapprove	13	11	16	12	16	15	11
Don't know	16	20	21	15	11	19	10

Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate studies
Sample	1479	262	379	559	279
Approve	70	57	68	72	81
Disapprove	13	15	15	13	10
Don't know	16	28	16	15	9

Voter Intention

%	Total	Cons	Lib	NDP	Green	Bloc	Other Parties
Sample	1479	456	456	230	118	71	41
Approve	70	70	76	77	64	64	49
Disapprove	13	14	9	11	18	17	38
Don't know	16	16	15	12	17	19	13



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