

NEWS RELEASE



FORUM RESEARCH INC.

Montrealers Satisfied with STM

But more to be done about future growth

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, a majority of Montreal users are satisfied with STM (TOP2: 76%), with a third being very satisfied (29%) and a half saying somewhat satisfied (47%). One-fourth (BTM2: 24%) are not satisfied, with one-sixth (16%) somewhat dissatisfied and a few (7%) very dissatisfied.

More needs to be done to accommodate Montreal's future population growth

Despite the high levels of all-around satisfaction, two-thirds (69%) of respondents do not think enough is being done to expand public transit to accommodate Montreal's future population growth and one-third (31%) who do.

Those most likely to say enough is being done to accommodate Montreal's future population growth include those aged 16 to 34 (34%) and 45 to 54 (34%), those earning less than \$20,000 (61%), those with secondary school or less (44%), and public transit riders (35%).

Those most likely to say that enough is not being done to accommodate Montreal's future population growth include males (72%), those aged 55 to 64 (80%), those earning \$100,000 to \$250,000 (92%), those who completed college or university (77%), and cyclists (93%).

STM system perceived as clean

A majority of respondents think that the STM system is clean (TOP2: 75%), with one-fifth (22%) saying it is very clean and a half (53%) saying it is somewhat clean. One-fourth (BTM2: 25%) say it's not clean, with one-fifth (20%) saying it's not very clean and a few (6%) saying not clean at all.

STM is frequent

Likewise, most respondents (TOP2: 68%) say that the service provided by STM is frequent, with one-sixth (15%) saying very frequent and 5-in-10 (53%) saying somewhat frequent. 3-in-10 respondents (BTM2: 32%) say it is not frequent, with one-fourth (26%) saying it's not very frequent and a few (6%) saying not frequent at all.

MEDIA INQUIRIES:

Lorne Bozinoff, President
lbozinoff@forumresearch.com
416.960.9603

"Montrealers are highly satisfied with their public transportation, they think the service is clean, frequent, and reliant," said Dr. Lorne Bozinoff, President of Forum Research. "But to continue delivering high-quality services, the STM needs to look towards the future and do more to accommodate Montreal's growth."



**FORUM
RESEARCH**

180 Bloor Street W., #1400
Toronto, ON M5S 2V6
T 416.960.9600
F 416.960.9602
forumresearch.com

NEWS RELEASE



FORUM RESEARCH INC.

MEDIA INQUIRIES:

Lorne Bozinoff, President
lbozinoff@forumresearch.com
416.960.9603

STM seen as reliable

Similarly, 7-in-10 (TOP2: 76%) say that the service provided by STM is reliable, with 3-in-10 (29%) saying it is very reliable and almost half (47%) saying it is somewhat reliable. One-fourth (BTM2: 24%) say it is not reliable, with one-sixth (17%) saying it is not very reliable and a few (7%) saying not reliable at all.

Delays are not often

Most respondents (BTM2: 55%) say they are not often impacted by unexpected delays on the STM, with 4-in-10 (40%) saying not very often and one-sixth (15%) saying not often at all. 4-in-10 (TOP2: 45%) are impacted by delays, with a few (12%) very often impacted and one-third (32%) somewhat often impacted.

Good value for money

Almost all respondents (TOP2: 72%) also agree that STM provides good value for money, with one-fourth (26%) saying very good value and nearly half (46%) saying somewhat good value. A third (BTM2: 28%) do not think STM provides good value for money, with one-fifth (17%) saying not a very good value and a few (12%) saying not good value at all.

Courteous STM riders

Most respondents (TOP2: 74%) say that other STM riders are courteous, with 2-in-10 (20%) saying very courteous and 5-in-10 (54%) saying somewhat courteous. One-fourth (BTM: 26%) say STM are not courteous, with one-fifth (18%) not very courteous and a few (8%) saying not courteous at all.

2-in-10 use the STM every day

One-sixth of respondents (15%) use the STM more than once per day, 2-in-10 respondents (24%) use the STM every day, one-fifth (18%) use the STM a few times per week, a few use the STM once per week (8%), another 2-in-10 (20%) use the STM a few times per month, and a few use the STM once per month (6%) and less than once per month (9%).

“Montrealers are highly satisfied with their public transportation, they think the service is clean, frequent, and reliant,” said Dr. Lorne Bozinoff, President of Forum Research. “But to continue delivering high-quality services, the STM needs to look towards the future and do more to accommodate Montreal’s growth.”

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.



180 Bloor Street W., #1400
Toronto, ON M5S 2V6
T 416.960.9600
F 416.960.9602
forumresearch.com

NEWS RELEASE



MEDIA INQUIRIES:

Lorne Bozinoff, President
lbozinoff@forumresearch.com
416.960.9603

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



180 Bloor Street W., #1400
Toronto, ON M5S 2V6
T 416.960.9600
F 416.960.9602
forumresearch.com

NEWS RELEASE



MEDIA INQUIRIES:

Lorne Bozinoff, President
 lbozinoff@forumresearch.com
 416.960.9603

Overall Satisfaction

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

Age/gender

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 +
Sample	409	201	200	8	40	84	114	76	95
NET: TOP2	76	79	73	75	72	77	80	78	78
NET: BTM2	24	21	27	25	28	23	20	22	22
Very satisfied	29	31	28	38	24	31	29	36	32
Somewhat satisfied	47	48	46	38	48	46	51	42	45
Somewhat dissatisfied	16	14	19	13	20	15	13	14	16
Very dissatisfied	7	7	8	13	8	7	7	8	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	409	70	80	55	46	36	70	11	41
NET: TOP2	76	84	74	85	72	71	70	79	70
NET: BTM2	24	16	26	15	28	29	30	21	30
Very satisfied	29	35	23	24	25	32	37	19	34
Somewhat satisfied	47	49	52	61	47	39	33	60	36
Somewhat dissatisfied	16	11	15	11	20	9	25	14	25
Very dissatisfied	7	5	10	4	8	20	5	7	5

Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	409	57	81	161	110
NET: TOP2	76	78	72	76	79
NET: BTM2	24	22	28	24	21
Very satisfied	29	36	28	26	30
Somewhat satisfied	47	43	43	50	49
Somewhat dissatisfied	16	10	25	17	12
Very dissatisfied	7	11	3	7	9



180 Bloor Street W., #1400
 Toronto, ON M5S 2V6
 T 416.960.9600
 F 416.960.9602
 forumresearch.com

NEWS RELEASE



MEDIA INQUIRIES:

Lorne Bozinoff, President
lbozinoff@forumresearch.com
416.960.9603

Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	409	111	211	24	27	9	27
NET: TOP2	76	78	74	72	81	82	86
NET: BTM2	24	22	26	28	19	18	14
Very satisfied	29	26	28	28	35	17	52
Somewhat satisfied	47	51	46	44	46	65	34
Somewhat dissatisfied	16	17	16	22	18	18	5
Very dissatisfied	7	6	9	5	2	0	9



180 Bloor Street W., #1400
Toronto, ON M5S 2V6
T 416.960.9600
F 416.960.9602
forumresearch.com

NEWS RELEASE



FORUM RESEARCH INC.

MEDIA INQUIRIES:

Lorne Bozinoff, President
 lbozinoff@forumresearch.com
 416.960.9603

Expansion

Do you think enough is being done to expand public transit to accommodate Montreal?

Age/gender

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 +
Sample	409	201	200	8	40	84	114	76	95
Yes	31	28	32	50	34	29	34	20	32
No	69	72	68	50	66	71	66	80	68

Income

%	Total	< \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	\$80K to \$100K	\$100K to \$250K	\$250K +	Prefer not to answer
Sample	409	70	80	55	46	36	70	11	41
Yes	31	61	34	29	7	22	8	19	36
No	69	39	66	71	93	78	92	81	64

Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	409	57	81	161	110
Yes	31	44	34	23	26
No	69	56	66	77	74

Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	409	111	211	24	27	9	27
Yes	31	28	35	7	28	21	34
No	69	72	65	93	72	79	66



NEWS RELEASE



FORUM RESEARCH INC.

MEDIA INQUIRIES:

Lorne Bozinoff, President
 lbozinoff@forumresearch.com
 416.960.9603

Cleanliness

In your opinion, how clean is STM system, overall?

Age/gender

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 +
Sample	409	201	200	8	40	84	114	76	95
NET: TOP2	75	81	69	75	75	63	83	70	81
NET: BTM2	25	19	31	25	25	37	17	30	19
Very clean	22	21	22	38	21	18	26	20	24
Somewhat clean	53	60	47	38	54	46	57	51	57
Not very clean	20	16	23	25	23	26	10	25	13
Not clean at all	6	4	8	0	2	11	7	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	409	70	80	55	46	36	70	11	41
NET: TOP2	75	75	75	83	57	72	87	57	70
NET: BTM2	25	25	25	17	43	28	13	43	30
Very clean	22	31	19	36	9	23	17	24	8
Somewhat clean	53	44	56	47	48	49	70	33	62
Not very clean	20	19	19	12	38	28	11	37	17
Not clean at all	6	7	6	5	6	0	2	5	13

Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	409	57	81	161	110
NET: TOP2	75	72	75	75	76
NET: BTM2	25	28	25	25	24
Very clean	22	21	27	19	20
Somewhat clean	53	51	48	56	55
Not very clean	20	24	19	19	18
Not clean at all	6	4	6	7	6



180 Bloor Street W., #1400
 Toronto, ON M5S 2V6
 T 416.960.9600
 F 416.960.9602
 forumresearch.com

NEWS RELEASE



FORUM RESEARCH INC.

MEDIA INQUIRIES:

Lorne Bozinoff, President

lbozinoff@forumresearch.com

416.960.9603

Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	409	111	211	24	27	9	27
NET: TOP2	75	78	72	73	75	77	85
NET: BTM2	25	22	28	27	25	23	15
Very clean	22	23	20	25	19	27	25
Somewhat clean	53	55	52	48	56	50	60
Not very clean	20	14	22	25	22	23	7
Not clean at all	6	8	5	2	3	0	8



NEWS RELEASE



MEDIA INQUIRIES:

Lorne Bozinoff, President
 lbozinoff@forumresearch.com
 416.960.9603

Frequency

Overall, how frequent is the service provided by STM?

Age/gender

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 +
Sample	409	201	200	8	40	84	114	76	95
NET: TOP2	68	70	66	75	62	73	66	78	67
NET: BTM2	32	30	34	25	38	27	34	22	33
Very frequent	15	20	10	25	18	15	11	16	10
Somewhat frequent	53	50	56	50	44	58	55	62	57
Not very frequent	26	28	24	25	30	20	33	14	27
Not frequent at all	6	2	10	0	8	7	1	8	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	409	70	80	55	46	36	70	11	41
NET: TOP2	68	72	68	70	75	57	69	74	57
NET: BTM2	32	28	32	30	25	43	31	26	43
Very frequent	15	16	18	13	8	6	21	6	17
Somewhat frequent	53	56	50	56	68	51	48	68	40
Not very frequent	26	21	30	29	23	26	22	19	31
Not frequent at all	6	7	2	2	2	17	9	7	11



NEWS RELEASE



FORUM RESEARCH INC.

MEDIA INQUIRIES:

Lorne Bozinoff, President
 lbozinoff@forumresearch.com
 416.960.9603

Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	409	57	81	161	110
NET: TOP2	68	64	66	68	74
NET: BTM2	32	36	34	32	26
Very frequent	15	16	12	16	16
Somewhat frequent	53	49	54	52	59
Not very frequent	26	26	25	30	19
Not frequent at all	6	9	9	3	6

Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	409	111	211	24	27	9	27
NET: TOP2	68	66	65	89	75	36	75
NET: BTM2	32	34	35	11	25	64	25
Very frequent	15	8	16	31	18	9	8
Somewhat frequent	53	58	49	58	57	27	67
Not very frequent	26	32	27	11	21	37	16
Not frequent at all	6	3	8	0	5	27	8



NEWS RELEASE



FORUM RESEARCH INC.

MEDIA INQUIRIES:

Lorne Bozinoff, President
 lbozinoff@forumresearch.com
 416.960.9603

Reliability

Generally, how reliable is the service provided by STM?

Age/gender

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 +
Sample	409	201	200	8	40	84	114	76	95
NET: TOP2	76	80	73	50	66	72	85	87	80
NET: BTM2	24	20	27	50	34	28	15	13	20
Very reliable	29	33	25	25	35	24	25	24	29
Somewhat reliable	47	47	48	25	31	49	60	63	51
Not very reliable	17	17	16	38	24	16	14	9	14
Not reliable at all	7	3	11	13	10	12	1	4	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	409	70	80	55	46	36	70	11	41
NET: TOP2	76	72	67	81	73	82	81	100	76
NET: BTM2	24	28	33	19	27	18	19	0	24
Very reliable	29	38	21	26	22	23	32	6	41
Somewhat reliable	47	34	47	55	51	59	49	94	36
Not very reliable	17	18	32	14	13	3	9	0	21
Not reliable at all	7	11	1	5	13	14	10	0	3

Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	409	57	81	161	110
NET: TOP2	76	79	71	74	79
NET: BTM2	24	21	29	26	21
Very reliable	29	47	24	23	25
Somewhat reliable	47	32	47	51	54
Not very reliable	17	12	18	22	12
Not reliable at all	7	9	10	4	8



180 Bloor Street W., #1400
 Toronto, ON M5S 2V6
 T 416.960.9600
 F 416.960.9602
 forumresearch.com

NEWS RELEASE



FORUM RESEARCH INC.

MEDIA INQUIRIES:

Lorne Bozinoff, President

lbozinoff@forumresearch.com

416.960.9603

Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	409	111	211	24	27	9	27
NET: TOP2	76	81	68	79	95	85	95
NET: BTM2	24	19	32	21	5	15	5
Very reliable	29	23	28	34	26	25	51
Somewhat reliable	47	58	40	45	68	60	44
Not very reliable	17	16	20	17	5	15	5
Not reliable at all	7	4	11	3	0	0	0



NEWS RELEASE



FORUM RESEARCH INC.

MEDIA INQUIRIES:

Lorne Bozinoff, President
 lbozinoff@forumresearch.com
 416.960.9603

Delays

How often is your travel on STM impacted by unexpected delays?

Age/gender

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 +
Sample	409	201	200	8	40	84	114	76	95
NET: TOP2	45	39	49	63	45	45	47	38	45
NET: BTM2	55	61	51	38	55	55	53	62	55
Very often	12	7	17	13	17	11	9	9	10
Somewhat often	32	31	32	50	28	35	37	29	35
Not very often	40	44	38	13	41	44	38	44	34
Not often at all	15	17	13	25	14	11	15	17	21

Income

%	Total	< \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	\$80K to \$100K	\$100K to \$250K	\$250K +	Prefer not to answer
Sample	409	70	80	55	46	36	70	11	41
NET: TOP2	45	33	46	42	59	41	43	18	61
NET: BTM2	55	67	54	58	41	59	57	82	39
Very often	12	7	9	10	17	6	11	0	34
Somewhat often	32	26	37	31	42	35	32	18	28
Not very often	40	49	47	48	23	29	39	68	26
Not often at all	15	18	6	11	19	29	18	14	13

Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	409	57	81	161	110
NET: TOP2	45	39	50	43	46
NET: BTM2	55	61	50	57	54
Very often	12	11	13	13	12
Somewhat often	32	27	37	31	34
Not very often	40	34	36	47	41
Not often at all	15	27	14	10	13



180 Bloor Street W., #1400
 Toronto, ON M5S 2V6
 T 416.960.9600
 F 416.960.9602
 forumresearch.com

NEWS RELEASE



MEDIA INQUIRIES:

Lorne Bozinoff, President
lbozinoff@forumresearch.com
416.960.9603

Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	409	111	211	24	27	9	27
NET: TOP2	45	36	49	46	53	38	23
NET: BTM2	55	64	51	54	47	62	77
Very often	12	11	14	16	4	24	5
Somewhat often	32	25	35	29	49	15	18
Not very often	40	42	40	39	29	33	56
Not often at all	15	22	11	16	17	29	21



180 Bloor Street W., #1400
Toronto, ON M5S 2V6
T 416.960.9600
F 416.960.9602
forumresearch.com

NEWS RELEASE



FORUM RESEARCH INC.

MEDIA INQUIRIES:

Lorne Bozinoff, President
 lbozinoff@forumresearch.com
 416.960.9603

Value

In your opinion, does the STM 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	409	201	200	8	40	84	114	76	95
NET: TOP2	72	74	70	63	72	69	75	66	76
NET: BTM2	28	26	30	38	28	31	25	34	24
Very good value	26	29	23	25	28	14	31	25	29
Somewhat good value	46	45	47	38	44	55	44	41	47
Not a very good value	17	14	18	38	16	19	15	16	17
Not good value at all	12	11	12	0	12	12	10	18	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	409	70	80	55	46	36	70	11	41
NET: TOP2	72	60	69	79	73	79	85	43	72
NET: BTM2	28	40	31	21	27	21	15	57	28
Very good value	26	30	18	25	23	37	30	31	19
Somewhat good value	46	30	51	53	49	42	55	12	53
Not a very good value	17	24	19	14	17	16	10	45	6
Not good value at all	12	16	12	8	10	5	5	12	22



180 Bloor Street W., #1400
 Toronto, ON M5S 2V6
 T 416.960.9600
 F 416.960.9602
 forumresearch.com

NEWS RELEASE



FORUM RESEARCH INC.

MEDIA INQUIRIES:

Lorne Bozinoff, President
 lbozinoff@forumresearch.com
 416.960.9603

Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	409	57	81	161	110
NET: TOP2	72	69	72	72	75
NET: BTM2	28	31	28	28	25
Very good value	26	21	29	25	28
Somewhat good value	46	48	43	47	46
Not a very good value	17	18	14	18	16
Not good value at all	12	13	14	10	9

Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	409	111	211	24	27	9	27
NET: TOP2	72	77	69	80	75	40	72
NET: BTM2	28	23	31	20	25	60	28
Very good value	26	26	25	26	16	17	45
Somewhat good value	46	51	44	54	60	24	27
Not a very good value	17	9	18	17	21	30	24
Not good value at all	12	13	13	3	4	29	4



NEWS RELEASE



FORUM RESEARCH INC.

MEDIA INQUIRIES:

Lorne Bozinoff, President
 lbozinoff@forumresearch.com
 416.960.9603

Courtesy

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

Age/gender

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 +
Sample	409	201	200	8	40	84	114	76	95
NET: TOP2	74	77	73	63	78	71	76	70	74
NET: BTM2	26	23	27	38	22	29	24	30	26
Very courteous	20	25	15	38	15	24	20	21	24
Somewhat courteous	54	51	58	25	63	47	56	49	49
Not very courteous	18	17	18	13	15	17	19	22	19
Not courteous at all	8	6	9	25	7	12	5	8	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	409	70	80	55	46	36	70	11	41
NET: TOP2	74	75	81	74	61	88	76	87	59
NET: BTM2	26	25	19	26	39	12	24	13	41
Very courteous	20	28	11	17	19	41	23	20	9
Somewhat courteous	54	47	70	57	42	47	54	67	50
Not very courteous	18	9	18	21	30	7	16	5	31
Not courteous at all	8	16	1	5	9	5	8	8	11



180 Bloor Street W., #1400
 Toronto, ON M5S 2V6
 T 416.960.9600
 F 416.960.9602
 forumresearch.com

NEWS RELEASE



FORUM RESEARCH INC.

MEDIA INQUIRIES:

Lorne Bozinoff, President
 lbozinoff@forumresearch.com
 416.960.9603

Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	409	57	81	161	110
NET: TOP2	74	76	67	78	74
NET: BTM2	26	24	33	22	26
Very courteous	20	13	23	18	29
Somewhat courteous	54	62	45	61	46
Not very courteous	18	16	24	15	18
Not courteous at all	8	9	9	7	8

Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	409	111	211	24	27	9	27
NET: TOP2	74	74	72	79	86	47	86
NET: BTM2	26	26	28	21	14	53	14
Very courteous	20	21	16	27	41	0	25
Somewhat courteous	54	53	56	51	45	47	61
Not very courteous	18	17	19	16	12	33	14
Not courteous at all	8	9	9	6	2	20	0



NEWS RELEASE



FORUM RESEARCH INC.

MEDIA INQUIRIES:

Lorne Bozinoff, President
 lbozinoff@forumresearch.com
 416.960.9603

Frequency of Use

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

Age/gender

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 +
Sample	409	201	200	8	40	84	114	76	95
Less than once per month	9	11	8	0	0	8	14	22	12
Once per month	6	6	6	38	2	5	5	8	15
A few times per month	20	24	16	13	19	23	17	24	21
Once per week	8	9	6	0	11	5	4	5	10
A few times per week	18	14	21	25	18	17	16	16	21
Every day	24	22	27	25	33	18	30	20	15
More than once per day	15	14	16	0	18	25	15	5	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	409	70	80	55	46	36	70	11	41
Less than once per month	9	4	10	4	10	23	10	21	9
Once per month	6	7	4	8	8	9	8	0	5
A few times per month	20	18	20	20	21	22	22	11	21
Once per week	8	8	11	5	4	13	4	6	8
A few times per week	18	21	17	20	17	9	17	12	21
Every day	24	31	18	36	18	23	13	37	29
More than once per day	15	12	20	7	23	2	27	12	6



180 Bloor Street W., #1400
 Toronto, ON M5S 2V6
 T 416.960.9600
 F 416.960.9602
 forumresearch.com

NEWS RELEASE



FORUM RESEARCH INC.

MEDIA INQUIRIES:

Lorne Bozinoff, President
 lbozinoff@forumresearch.com
 416.960.9603

Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	409	57	81	161	110
Less than once per month	9	5	8	10	13
Once per month	6	8	4	6	8
A few times per month	20	25	21	16	21
Once per week	8	9	5	10	5
A few times per week	18	23	12	15	23
Every day	24	20	29	28	17
More than once per day	15	9	21	15	12

Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	409	111	211	24	27	9	27
Less than once per month	9	31	1	3	11	9	8
Once per month	6	17	3	3	2	0	16
A few times per month	20	23	11	34	49	37	40
Once per week	8	10	7	6	5	15	9
A few times per week	18	16	15	36	21	30	20
Every day	24	3	39	5	10	9	6
More than once per day	15	0	25	13	2	0	0

For more information:

Lorne Bozinoff, Ph.D.

President

Forum Research Inc.

Tel: (416) 960-9603

Fax: (416) 960-9602

E-mail: lbozinoff@forumresearch.com



180 Bloor Street W., #1400
 Toronto, ON M5S 2V6
 T 416.960.9600
 F 416.960.9602
forumresearch.com