

NEWS RELEASE



FORUM RESEARCH INC.

Three-Quarters Satisfied with Vancouver's Translink

Majority find Translink services as reliable, clean and frequent

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, almost three-quarters of Vancouver transit riders (TOP2: 73%) are satisfied with Translink, with one-quarter (26%) saying very satisfied and half (47%) saying somewhat satisfied. 1 in 4 (BTM2: 27%) are unsatisfied, with 1 in 5 (19%) as somewhat unsatisfied and 1 in 10 (8%) as very dissatisfied.

Not enough being done to expand for future

7 in 10 (71%) say that not enough is being done to expand public transit to accommodate Vancouver's future population growth.

1 in 3 (29%) say enough expansion is being done to accommodate the population growth.

Over 80% find the Translink is clean, a third find it very clean

8 in 10 (TOP2: 83%) say the Translink system is clean with a third (33%) who say it is very clean and half (50%) who consider it somewhat clean.

1 in 5 (BTM2: 17%) say the Translink system is not clean with more than one-tenth (14%) who say it is not very clean and few (3%) who say it is not clean at all.

3 in 4 say service is frequent

Three-quarters (TOP2: 75%) say the service provided by Translink is frequent with 1 in 4 (25%) who say the service provided is very frequent and half (50%) who say it is somewhat frequent.

One-quarter (BTM2: 25%) say the service provided is not frequent with 1 in 5 (20%) who say it is not frequent at all and less than 1 in 10 (6%) who say it is not frequent at all.

Most believe Translink services are reliable

A majority (TOP2: 80%) say Translink services are reliable with 1 in 4 (27%) say it is very reliable and 1 in 2 (53%) who say it is somewhat reliable.

1 in 5 (BTM2: 20%) say the service provided by Translink is not reliable with 1 in 10 (13%) who say it is not very reliable and few (7%) who say it is not reliable at all.

MEDIA INQUIRIES:

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"Only a third think that enough is being done to accommodate Vancouver's future population growth," said Dr. Lorne Bozinoff, President of Forum Research. "Translink scored very well on cleanliness and reliability, and well on satisfaction, but future planning is by far its worst result."



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6-in-10 are not impacted by delays often

Almost two-thirds (BTM2: 63%) say their travel on Translink is not often impacted by delays with one-third (33%) saying the delays are not very often and 3 in 10 (29%) saying that they are not often at all.

A third (TOP2: 37%) say their travel on Translink is impacted by delays often. 1 in 10 (12%) say their travel is very often delayed with a quarter (25%) saying it is somewhat often.

Two-thirds find Translink as good value for money

When asked if Translink is good value for money, two-thirds (TOP2: 67%) said it is good value with 1 in 5 (21%) saying it is very good value and almost half (46%) saying it is somewhat good value. One-third (BTM2: 33%) say Translink is not good value for money with 1 in 5 (22%) saying it is not a very good value and 1 in 10 (11%) saying it is not a good value at all.

3 out of 4 say Translink riders are courteous

Three-quarters (TOP2: 76%) say that other Translink riders are courteous. 1 in 5 (19%) say other rides are very courteous and 6 in 10 (58%) say they are somewhat courteous.

A quarter (BTM2: 24%) say other Translink riders are not courteous with 1 in 5 (18%) say they are not very courteous and few (5%) who say they are not courteous at all.

One-fifth use Translink a few times per day

The frequency of use for Translink varied across the field. 1 in 5 use Translink a few times per day (19%), a few times per month (17%) or less than once per month (17%). 1 in 10 use Translink every day (14%), once per week (13%) once per month (10%) or more than once per day (9%).

“Only a third think that enough is being done to accommodate Vancouver’s future population growth,” said Dr. Lorne Bozinoff, President of Forum Research. “Translink has scored very well on cleanliness and reliability, and well on satisfaction, but future planning is by far its worst result.”

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. 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. Actual results depend on a Candidate's ability to get their voters out. 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:

%	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. THIS TABLE IS AN EXAMPLE ONLY.

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 Translink?

Age/gender

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 +
Sample	317	170	140	7	35	58	63	89	72
NET: TOP2	73	78	68	71	72	74	74	72	73
NET: BTM2	27	22	32	29	28	26	26	28	27
Very satisfied	26	24	28	29	29	18	27	28	25
Somewhat satisfied	47	54	41	43	43	56	48	44	47
Somewhat dissatisfied	19	15	24	0	25	14	17	17	16
Very dissatisfied	8	7	7	29	2	12	9	11	11

Income

%	Total	< \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	\$80K to \$100K	\$100K to \$250K	\$250K +	Prefer not to answer
Sample	317	36	51	42	46	38	70	5	29
NET: TOP2	73	72	77	47	75	76	80	89	80
NET: BTM2	27	28	23	53	25	24	20	11	20
Very satisfied	26	24	26	22	32	16	29	8	34
Somewhat satisfied	47	48	51	25	43	60	50	81	46
Somewhat dissatisfied	19	25	19	43	19	8	12	0	14
Very dissatisfied	8	4	5	10	5	16	8	11	6

Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	317	34	82	131	70
NET: TOP2	73	76	65	78	72
NET: BTM2	27	24	35	22	28
Very satisfied	26	38	18	27	24
Somewhat satisfied	47	39	47	52	48
Somewhat dissatisfied	19	22	26	15	14
Very dissatisfied	8	1	10	7	15



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Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	317	135	122	13	15	10	22
NET: TOP2	73	81	68	85	75	56	50
NET: BTM2	27	19	32	15	25	44	50
Very satisfied	26	26	30	13	35	19	7
Somewhat satisfied	47	55	38	72	40	37	43
Somewhat dissatisfied	19	12	25	7	13	34	42
Very dissatisfied	8	7	8	9	12	10	8



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Expansion

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

Age/gender

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 +
Sample	317	170	140	7	35	58	63	89	72
Yes	29	30	29	14	37	21	23	33	26
No	71	70	71	86	63	79	77	67	74

Income

%	Total	< \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	\$80K to \$100K	\$100K to \$250K	\$250K +	Prefer not to answer
Sample	317	36	51	42	46	38	70	5	29
Yes	29	35	29	26	29	18	28	32	38
No	71	65	71	74	71	82	72	68	62

Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	317	34	82	131	70
Yes	29	45	29	22	25
No	71	55	71	78	75

Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	317	135	122	13	15	10	22
Yes	29	23	38	19	33	10	30
No	71	77	62	81	67	90	70



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Cleanliness

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

Age/gender

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 +
Sample	317	170	140	7	35	58	63	89	72
NET: TOP2	83	77	90	71	79	88	82	85	87
NET: BTM2	17	23	10	29	21	12	18	15	13
Very clean	33	34	33	14	32	32	38	33	31
Somewhat clean	50	43	57	57	47	56	44	52	56
Not very clean	14	21	7	14	21	11	15	11	4
Not clean at all	3	2	3	14	0	1	3	4	9

Income

%	Total	< \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	\$80K to \$100K	\$100K to \$250K	\$250K +	Prefer not to answer
Sample	317	36	51	42	46	38	70	5	29
NET: TOP2	83	83	83	90	75	97	82	49	82
NET: BTM2	17	17	17	10	25	3	18	51	18
Very clean	33	23	34	35	41	30	32	41	34
Somewhat clean	50	60	49	54	34	67	50	8	48
Not very clean	14	11	10	5	25	3	17	40	18
Not clean at all	3	5	6	5	0	0	1	11	0

Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	317	34	82	131	70
NET: TOP2	83	76	78	91	85
NET: BTM2	17	24	22	9	15
Very clean	33	35	24	36	39
Somewhat clean	50	41	53	55	46
Not very clean	14	23	17	7	12
Not clean at all	3	1	5	2	3



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Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	317	135	122	13	15	10	22
NET: TOP2	83	81	83	100	86	80	96
NET: BTM2	17	19	17	0	14	20	4
Very clean	33	31	34	41	29	25	41
Somewhat clean	50	50	48	59	57	55	55
Not very clean	14	17	13	0	14	10	4
Not clean at all	3	2	4	0	0	10	0



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Frequency

Overall, how frequent is the service provided by Translink?

Age/gender

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 +
Sample	317	170	140	7	35	58	63	89	72
NET: TOP2	75	81	69	71	80	67	83	64	72
NET: BTM2	25	19	31	29	20	33	17	36	28
Very frequent	25	28	20	57	22	19	33	27	25
Somewhat frequent	50	53	50	14	58	49	50	37	48
Not very frequent	20	17	23	14	15	28	17	21	21
Not frequent at all	6	3	8	14	4	5	0	15	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	317	36	51	42	46	38	70	5	29
NET: TOP2	75	74	63	83	84	72	72	89	76
NET: BTM2	25	26	37	17	16	28	28	11	24
Very frequent	25	15	23	16	34	23	34	49	19
Somewhat frequent	50	59	41	67	50	49	37	40	56
Not very frequent	20	22	33	15	13	13	27	0	12
Not frequent at all	6	4	4	2	3	15	2	11	12



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Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	317	34	82	131	70
NET: TOP2	75	84	72	74	70
NET: BTM2	25	16	28	26	30
Very frequent	25	30	19	24	29
Somewhat frequent	50	54	53	50	41
Not very frequent	20	9	21	24	21
Not frequent at all	6	6	7	3	9

Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	317	135	122	13	15	10	22
NET: TOP2	75	71	81	73	80	78	59
NET: BTM2	25	29	19	27	20	22	41
Very frequent	25	27	24	36	37	14	6
Somewhat frequent	50	44	57	37	43	63	53
Not very frequent	20	24	14	27	15	22	22
Not frequent at all	6	5	5	0	5	0	19



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Reliability

Generally, how reliable is the service provided by Translink?

Age/gender

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 +
Sample	317	170	140	7	35	58	63	89	72
NET: TOP2	80	83	78	71	76	73	84	88	84
NET: BTM2	20	17	22	29	24	27	16	12	16
Very reliable	27	29	25	29	25	17	30	37	31
Somewhat reliable	53	53	52	43	51	57	54	51	53
Not very reliable	13	11	14	14	10	22	14	7	13
Not reliable at all	7	6	8	14	14	5	2	5	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	317	36	51	42	46	38	70	5	29
NET: TOP2	80	80	84	65	78	80	84	49	93
NET: BTM2	20	20	16	35	22	20	16	51	7
Very reliable	27	23	34	14	25	31	42	41	12
Somewhat reliable	53	57	50	52	52	50	42	8	81
Not very reliable	13	16	12	10	18	13	16	0	6
Not reliable at all	7	4	4	24	5	7	0	51	1

Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	317	34	82	131	70
NET: TOP2	80	73	79	82	86
NET: BTM2	20	27	21	18	14
Very reliable	27	20	26	34	25
Somewhat reliable	53	53	53	48	61
Not very reliable	13	6	14	16	11
Not reliable at all	7	21	7	2	3



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Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	317	135	122	13	15	10	22
NET: TOP2	80	82	76	93	84	100	71
NET: BTM2	20	18	24	7	16	0	29
Very reliable	27	28	27	30	35	25	21
Somewhat reliable	53	55	50	62	49	75	50
Not very reliable	13	15	9	0	16	0	29
Not reliable at all	7	2	14	7	0	0	0



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Delays

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

Age/gender

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 +
Sample	317	170	140	7	35	58	63	89	72
NET: TOP2	37	33	41	43	40	46	40	37	21
NET: BTM2	63	67	59	57	60	54	60	63	79
Very often	12	9	15	29	18	13	8	12	5
Somewhat often	25	24	27	14	22	33	31	25	17
Not very often	33	31	35	29	30	31	35	37	35
Not often at all	29	35	24	29	29	22	25	26	44

Income

%	Total	< \$20K	\$20K to \$40K	\$40K to \$60K	\$60K to \$80K	\$80K to \$100K	\$100K to \$250K	\$250K +	Prefer not to answer
Sample	317	36	51	42	46	38	70	5	29
NET: TOP2	37	56	30	63	40	30	21	51	25
NET: BTM2	63	44	70	37	60	70	79	49	75
Very often	12	9	13	26	11	10	3	11	19
Somewhat often	25	47	17	36	29	20	18	40	6
Not very often	33	24	45	21	29	39	31	39	43
Not often at all	29	20	25	16	31	31	48	9	32

Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	317	34	82	131	70
NET: TOP2	37	38	40	33	42
NET: BTM2	63	62	60	67	58
Very often	12	20	13	8	10
Somewhat often	25	18	27	24	32
Not very often	33	25	45	31	28
Not often at all	29	37	15	36	30



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Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	317	135	122	13	15	10	22
NET: TOP2	37	23	54	15	29	33	49
NET: BTM2	63	77	46	85	71	67	51
Very often	12	4	20	0	10	0	32
Somewhat often	25	19	34	15	19	33	18
Not very often	33	34	34	53	24	18	22
Not often at all	29	44	12	32	47	49	29



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Value

In your opinion, does the Translink 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	317	170	140	7	35	58	63	89	72
NET: TOP2	67	64	72	29	63	64	69	66	76
NET: BTM2	33	36	28	71	37	36	31	34	24
Very good value	21	20	22	29	8	23	35	19	32
Somewhat good value	46	44	50	0	55	41	34	47	43
Not a very good value	22	27	17	14	27	23	18	23	14
Not good value at all	11	9	11	57	10	13	12	11	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	317	36	51	42	46	38	70	5	29
NET: TOP2	67	67	67	61	75	71	64	49	71
NET: BTM2	33	33	33	39	25	29	36	51	29
Very good value	21	5	25	15	30	24	30	17	18
Somewhat good value	46	62	42	46	44	47	34	32	53
Not a very good value	22	24	21	19	15	19	29	40	19
Not good value at all	11	9	12	19	11	10	7	11	10



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Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	317	34	82	131	70
NET: TOP2	67	69	59	74	64
NET: BTM2	33	31	41	26	36
Very good value	21	14	15	30	21
Somewhat good value	46	55	43	44	43
Not a very good value	22	20	25	19	26
Not good value at all	11	12	16	7	10

Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	317	135	122	13	15	10	22
NET: TOP2	67	67	69	85	60	56	53
NET: BTM2	33	33	31	15	40	44	47
Very good value	21	22	19	26	50	19	12
Somewhat good value	46	45	50	59	10	37	41
Not a very good value	22	23	21	7	21	44	24
Not good value at all	11	11	9	9	19	0	23



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Courtesy

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

Age/gender

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 +
Sample	317	170	140	7	35	58	63	89	72
NET: TOP2	76	76	78	57	73	76	78	77	82
NET: BTM2	24	24	22	43	27	24	22	23	18
Very courteous	19	18	20	14	24	14	15	9	26
Somewhat courteous	58	58	58	43	49	62	64	68	56
Not very courteous	18	21	16	29	25	16	17	13	13
Not courteous at all	5	3	6	14	2	7	5	10	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	317	36	51	42	46	38	70	5	29
NET: TOP2	76	67	72	76	87	91	78	50	74
NET: BTM2	24	33	28	24	13	9	22	50	26
Very courteous	19	2	24	25	14	16	22	50	20
Somewhat courteous	58	65	48	51	72	75	57	0	53
Not very courteous	18	29	20	17	12	7	16	50	19
Not courteous at all	5	4	8	7	1	2	6	0	7



NEWS RELEASE



FORUM RESEARCH INC.

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Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	317	34	82	131	70
NET: TOP2	76	87	60	80	85
NET: BTM2	24	13	40	20	15
Very courteous	19	40	11	12	20
Somewhat courteous	58	47	49	68	65
Not very courteous	18	13	30	17	9
Not courteous at all	5	0	10	3	7

Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	317	135	122	13	15	10	22
NET: TOP2	76	77	78	51	84	79	78
NET: BTM2	24	23	22	49	16	21	22
Very courteous	19	14	22	7	18	0	39
Somewhat courteous	58	62	55	44	65	79	38
Not very courteous	18	18	17	41	6	21	22
Not courteous at all	5	5	5	9	11	0	0



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Frequency of Use

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

Age/gender

%	Total	Male	Female	Other	16 to 34	35 to 44	45 to 54	55 to 64	65 +
Sample	317	170	140	7	35	58	63	89	72
Less than once per month	17	13	20	43	16	9	12	26	26
Once per month	10	12	9	0	8	12	9	9	15
A few times per month	17	21	14	29	13	13	20	25	22
Once per week	13	10	17	0	13	11	20	11	10
A few times per week	19	16	21	14	25	23	16	12	12
Every day	14	15	13	14	11	22	15	12	13
More than once per day	9	13	7	0	16	9	7	5	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	317	36	51	42	46	38	70	5	29
Less than once per month	17	13	22	15	15	4	15	40	29
Once per month	10	2	7	9	7	16	25	0	3
A few times per month	17	18	15	23	22	31	13	8	8
Once per week	13	12	10	22	21	8	12	0	10
A few times per week	19	7	28	11	16	11	21	41	31
Every day	14	27	14	10	6	24	13	11	4
More than once per day	9	21	4	11	12	5	2	0	14



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Education

%	Total	Secondary school or less	Some college or university	Completed college or university	Post graduate degree
Sample	317	34	82	131	70
Less than once per month	17	18	16	17	19
Once per month	10	2	10	17	7
A few times per month	17	12	13	20	27
Once per week	13	18	11	15	7
A few times per week	19	26	21	11	23
Every day	14	10	17	13	15
More than once per day	9	14	12	7	3

Transportation

%	Total	Private vehicle	Public transit	Bicycle	Walking	Some other way	Don't travel to work or school
Sample	317	135	122	13	15	10	22
Less than once per month	17	29	3	7	21	33	29
Once per month	10	20	1	6	15	6	9
A few times per month	17	25	6	45	13	36	22
Once per week	13	7	14	19	27	15	35
A few times per week	19	15	27	15	9	10	5
Every day	14	3	28	7	15	0	0
More than once per day	9	2	21	0	0	0	0



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