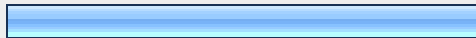
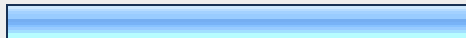


Torontoist's Better TTC Public Consultation Survey

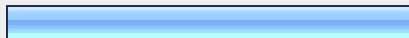
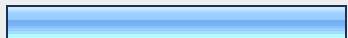
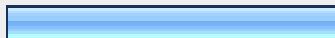
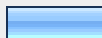
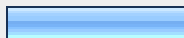
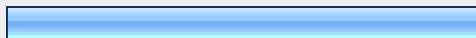

| 1. How often do you use the TTC? (Please select the most accurate answer.) | | | Response Percent | Response Count |
|--|--|--|--------------------------|----------------|
| Less than one trip a month | | | 5.5% | 121 |
| About one trip a month | | | 3.4% | 74 |
| A few trips a month | | | 11.8% | 259 |
| About one trip a week | | | 6.2% | 136 |
| Several trips a week | | | 25.7% | 567 |
| One trip a day | | | 7.2% | 159 |
| More than one trip a day | | | 40.3% | 889 |
| | | | <i>answered question</i> | 2205 |
| | | | <i>skipped question</i> | 7 |

| 2. How do you normally pay for a TTC trip? (Select all that apply.) | | | Response Percent | Response Count |
|---|--|--|--------------------------|----------------|
| Cash | | | 20.2% | 443 |
| Tickets | | | 21.0% | 461 |
| Tokens | | | 45.1% | 992 |
| Day Pass | | | 4.6% | 101 |
| Weekly Pass | | | 2.1% | 45 |
| Metropass | | | 38.9% | 856 |
| | | | <i>answered question</i> | 2198 |
| | | | <i>skipped question</i> | 14 |

3. Do you have access to another type of transportation on a regular basis for the trips that you now take on the TTC?

| | | Response Percent | Response Count |
|-----|--|--------------------------|----------------|
| Yes |  | 51.0% | 1118 |
| No |  | 49.0% | 1076 |
| | | <i>answered question</i> | 2194 |
| | | <i>skipped question</i> | 18 |

4. If the TTC was forced to cut services on the route(s) that you currently use, what would you be likely to do instead? (Please select all that apply.)

| | | Response Percent | Response Count |
|--------------------------------|--|--------------------------|----------------|
| Walk |  | 44.0% | 965 |
| Bike |  | 36.7% | 804 |
| Drive |  | 35.9% | 788 |
| Carpool |  | 10.4% | 228 |
| Take taxis |  | 19.7% | 433 |
| Continue to use the TTC |  | 50.1% | 1099 |
| Other (please specify) |  | 8.7% | 191 |
| | | <i>answered question</i> | 2194 |
| | | <i>skipped question</i> | 18 |

5. If the TTC was forced to raise fares by 10¢ to 25¢ per ride, what would you be most likely to do instead? (Please select all that apply.)

| | | Response Percent | Response Count |
|--------------------------------|--|--------------------------|----------------|
| Walk | | 29.7% | 650 |
| Bike | | 26.4% | 579 |
| Drive | | 17.7% | 387 |
| Carpool | | 6.0% | 131 |
| Take taxis | | 8.0% | 175 |
| Continue to use the TTC | | 76.8% | 1683 |
| Other (please specify) | | 6.7% | 147 |
| | | answered question | 2191 |
| | | skipped question | 21 |

6. The TTC is facing significant financial pressures. What do you feel are the best ways for the TTC to deal with the funding gap? (Select all that apply.)

| | | Response Percent | Response Count |
|--|--|--------------------------|----------------|
| Have the City of Toronto raise taxes to provide additional funding | | 57.5% | 1257 |
| Get additional funding from the Provincial government | | 81.6% | 1785 |
| Get additional funding from the Federal government | | 74.5% | 1629 |
| Raise fares | | 28.1% | 614 |
| Reduce service | | 5.6% | 122 |
| Close the Sheppard Subway | | 15.2% | 332 |
| Reduce personnel | | 18.7% | 410 |
| Cancel bus routes | | 4.9% | 107 |
| Cancel all planned expansion | | 15.0% | 327 |
| Other (please specify) | | 18.0% | 394 |
| | | answered question | 2188 |
| | | skipped question | 24 |

7. Please provide your age.

| | | Response Percent | Response Count |
|-----------------|--|--------------------------|----------------|
| Under 18 | | 2.6% | 57 |
| 18 to 25 | | 28.2% | 619 |
| 26 to 34 | | 40.4% | 885 |
| 35 to 49 | | 22.2% | 487 |
| 50 to 64 | | 5.8% | 126 |
| 65+ | | 0.9% | 19 |
| | | answered question | 2193 |
| | | skipped question | 19 |

8. Please provide the first three characters of your primary postal code.

| | | Response Count |
|--|--|--------------------------|
| | | 2153 |
| | | answered question |
| | | 2153 |
| | | skipped question |
| | | 59 |

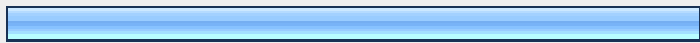
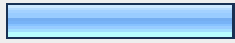
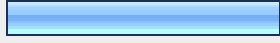
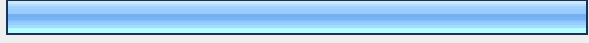
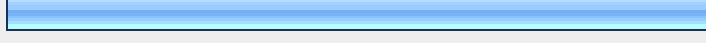
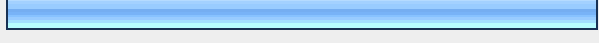
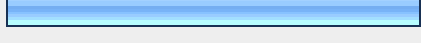
9. Do you feel that you have been informed and consulted enough about proposed cuts to TTC service?

| | | Response Percent | Response Count |
|-----------|--|--------------------------|----------------|
| Yes | | 17.9% | 360 |
| No | | 82.1% | 1648 |
| | | answered question | 2007 |
| | | skipped question | 205 |

10. How often do you use the following modes of transportation other than the TTC?

| | Daily | Several times a week | Several times a month | Several times a year | Rarely | Never | Response Count |
|--|---------------------|----------------------|-----------------------|----------------------|--------------------|---------------------|----------------|
| Walking | 70.4% (1400) | 18.2% (362) | 6.9% (138) | 1.1% (21) | 2.5% (50) | 0.9% (18) | 1989 |
| Biking | 12.4% (231) | 15.0% (279) | 14.4% (268) | 8.0% (148) | 17.9% (332) | 32.3% (599) | 1857 |
| Driving (own car) | 13.1% (241) | 15.7% (289) | 10.0% (183) | 1.8% (34) | 3.0% (56) | 56.3% (1036) | 1839 |
| Driving (borrowed car) | 0.4% (7) | 2.1% (34) | 5.2% (86) | 6.9% (114) | 14.9% (247) | 70.6% (1170) | 1658 |
| Driving (car-sharing services like Autosshare or Zipcar) | 0.0% (0) | 0.2% (4) | 3.4% (56) | 4.9% (82) | 3.7% (62) | 87.7% (1453) | 1657 |
| Driving (rented car) | 0.1% (1) | 0.1% (1) | 1.7% (28) | 13.0% (220) | 21.6% (364) | 63.6% (1074) | 1688 |
| Being driven by family/friend | 2.5% (46) | 13.2% (240) | 26.1% (473) | 24.0% (435) | 22.6% (409) | 11.6% (210) | 1813 |
| Taxis | 0.2% (4) | 3.8% (70) | 23.0% (424) | 28.3% (520) | 31.6% (582) | 13.0% (240) | 1840 |
| Other (please specify) | | | | | | | 84 |
| answered question | | | | | | | 2036 |
| skipped question | | | | | | | 176 |

11. What do you regularly use the TTC for? (Please select all that apply.)

| | Response Percent | Response Count |
|---|------------------|----------------|
| Work  | 74.9% | 1516 |
| School  | 24.8% | 502 |
| Visiting Family  | 29.9% | 606 |
| Visiting Friends  | 62.5% | 1265 |
| Entertainment  | 75.1% | 1519 |
| Shopping  | 63.6% | 1287 |
| Health Appointments  | 44.6% | 902 |
| answered question | | 2024 |
| skipped question | | 188 |

| 12. How long are most of your TTC trips? | | | Response Percent | Response Count |
|--|--|--------------------------|------------------|----------------|
| Less than 10 minutes | | | 2.4% | 48 |
| Between 10 and 30 minutes | | | 44.0% | 895 |
| Between 30 and 45 minutes | | | 32.3% | 657 |
| Between 45 minutes and 1 hour | | | 15.4% | 312 |
| Over 1 hour | | | 6.0% | 122 |
| | | answered question | | 2033 |
| | | skipped question | | 179 |

| 13. What do you primarily ride on the TTC? (Please select only one.) | | | Response Percent | Response Count |
|--|--|--------------------------|------------------|----------------|
| The subway or RT | | | 37.4% | 760 |
| Surface routes (buses or streetcars) | | | 13.4% | 272 |
| Both surface routes and subways | | | 49.1% | 998 |
| Wheel-Trans | | | 0.2% | 3 |
| | | answered question | | 2032 |
| | | skipped question | | 180 |

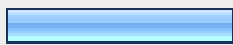
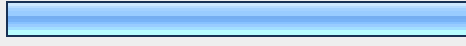
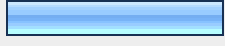

| 14. What specific bus or streetcar route(s) do you most often use? | | Response Count |
|--|--------------------------|----------------|
| | | 1730 |
| | answered question | 1730 |
| | skipped question | 482 |

| 15. Are those routes generally... | | | Response Percent | Response Count |
|--|--|--------------------------|------------------|----------------|
| Uncrowded all of the time | | | 3.3% | 64 |
| Crowded some of the time | | | 63.9% | 1258 |
| Crowded all of the time | | | 18.9% | 372 |
| So crowded that you cannot get on some of the time | | | 14.1% | 277 |
| | | answered question | | 1970 |
| | | skipped question | | 242 |

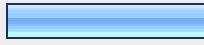

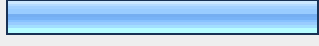
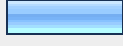


| 16. What bus route(s) currently in operation do you think that the TTC should eliminate? | | | Response Count |
|--|--|--------------------------|----------------|
| | | | 927 |
| | | answered question | 927 |
| | | skipped question | 1285 |

| 17. If you buy tickets or tokens, how many do you typically purchase at a time? | | | Response Percent | Response Count |
|---|--|--------------------------|------------------|----------------|
| 5 | | | 17.1% | 272 |
| 10 | | | 70.6% | 1122 |
| 20+ | | | 12.3% | 196 |
| | | answered question | | 1589 |
| | | skipped question | | 623 |




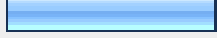

18. If fares were raised by 10¢ to 25¢ per ride, could you afford to use the TTC?

| | | Response Percent | Response Count |
|--|--|--------------------------|----------------|
| Yes, I could afford it, and wouldn't mind paying the extra |  | 24.6% | 498 |
| Yes, I could afford it, but I would be unhappy about it |  | 50.0% | 1010 |
| Maybe— I can afford it, but the cost would force me to use the system less |  | 23.5% | 475 |
| No, I could not afford it, and would have to stop using the system |  | 2.0% | 40 |
| | | answered question | 2022 |
| | | skipped question | 190 |







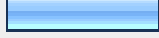
19. How much of a fare increase per ride would be acceptable if it meant fewer delays, more vehicles, less crowding, better cleanliness, and better functions (station upkeep, Web site, etc.)?

| | | Response Percent | Response Count |
|---------------------------------|---|--------------------------|----------------|
| No fare increase is acceptable. |  | 21.1% | 427 |
| 10¢ |  | 21.2% | 429 |
| 25¢ |  | 33.6% | 680 |
| 50¢ |  | 12.5% | 252 |
| \$1 |  | 3.6% | 73 |
| Other (please specify) |  | 8.0% | 162 |
| | | answered question | 2022 |
| | | skipped question | 190 |


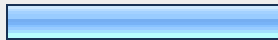
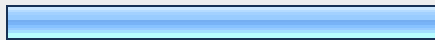
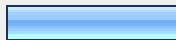
20. How often would you take another form of transportation instead of using the TTC should the proposed cuts take place?

| | | Response Percent | Response Count |
|-------------------------|---|--------------------------|----------------|
| All of the time |  | 7.7% | 155 |
| Frequently |  | 25.5% | 516 |
| Some of the time |  | 38.1% | 769 |
| Rarely |  | 22.7% | 458 |
| Never |  | 6.1% | 124 |
| | | answered question | 2021 |
| | | skipped question | 191 |

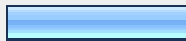
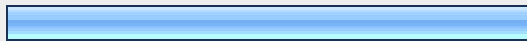
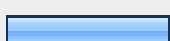

21. If you believe that the city of Toronto should raise taxes, what taxes should they raise or create? (Please select all that apply.)

| | | Response Percent | Response Count |
|--|--|--------------------------|----------------|
| Property tax |  | 28.0% | 536 |
| Land transfer tax |  | 31.9% | 611 |
| Motor vehicle registration tax |  | 68.0% | 1300 |
| Consumption (alcohol, entertainment) tax |  | 30.1% | 575 |
| Congestion charges |  | 69.8% | 1335 |
| Road tolls |  | 62.5% | 1196 |
| Other (please specify) |  | 16.1% | 308 |
| | | answered question | 1913 |
| | | skipped question | 299 |


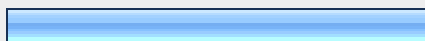
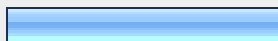
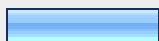

22. All things considered, how much would the TTC's proposed changes (service cuts, bus route cancellations, and increased fares) affect you should they all be implemented?

| | | Response Percent | Response Count |
|--------------------|--|--------------------------|----------------|
| No effect |  | 5.5% | 111 |
| Little effect |  | 30.0% | 606 |
| Some effect |  | 46.2% | 935 |
| A great effect |  | 18.4% | 372 |
| | | answered question | 2023 |
| | | skipped question | 189 |




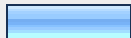

23. If the TTC receives additional funding, what should it primarily be used for? (Please select only one— note that building new subway lines comes out of a different budget.)

| | | Response Percent | Response Count |
|--|--|--------------------------|----------------|
| Freeze or lower fares |  | 20.0% | 404 |
| Improve service |  | 56.9% | 1152 |
| Clean and fix existing equipment or facilities |  | 17.9% | 363 |
| Other (please specify) |  | 5.3% | 107 |
| | | answered question | 2025 |
| | | skipped question | 187 |

24. Overall, how favourable is your impression of the TTC?

| | | Response Percent | Response Count |
|--------------------------|--|--------------------------|----------------|
| Very favourable |  | 5.3% | 108 |
| Mostly favourable |  | 45.8% | 927 |
| Neutral |  | 29.3% | 592 |
| Mostly unfavourable |  | 16.1% | 326 |
| Very unfavourable |  | 3.6% | 72 |
| | | answered question | 2024 |
| | | skipped question | 188 |

25. Overall, how favourable is your impression of TTC employees?

| | | Response Percent | Response Count |
|--------------------------|--|--------------------------|----------------|
| Very favourable |  | 8.5% | 173 |
| Mostly favourable |  | 41.0% | 831 |
| Neutral |  | 32.0% | 649 |
| Mostly unfavourable |  | 13.6% | 276 |
| Very unfavourable |  | 4.8% | 98 |
| | | answered question | 2026 |
| | | skipped question | 186 |

26. Please complete the following sentence as you see fit: My TTC is...

| | | Response Count |
|--|--|--------------------------|
| | | 1435 |
| | | answered question |
| | | 1435 |
| | | skipped question |
| | | 777 |

27. Any additional comments?

| | | Response Count |
|--|--|--------------------------|
| | | 764 |
| | | answered question |
| | | 764 |
| | | skipped question |
| | | 1448 |