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**Metrolinx Smart Commute**

2008 Commuter Attitudes Survey Report

June 27, 2008

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## Table of Contents

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<b>Introduction .....</b>	<b>5</b>
<b>Executive Summary .....</b>	<b>8</b>
Characteristics of Commuters in the GTHA .....	8
Attitudes of GTHA Commuters.....	8
Commute Options .....	8
Bicycles on Public Transit .....	10
Teleworking.....	10
High Occupancy Vehicle (HOV) Lanes .....	11
Smart Commute .....	11
<b>Detailed Findings .....</b>	<b>12</b>
Profile of Survey Participants .....	12
Profile of Commuters.....	13
Teleworking .....	15
Importance of Transportation .....	15
Extent of External Factors on Commuting.....	16
Primary Modes of Commuting .....	17
Primary Mode of Transportation by Region .....	22
Has Commuting Improved?.....	24
Commuting Satisfaction .....	25
Secondary Modes of Commuting .....	26
Drive Alone Commuters .....	27
Encouraging Lone Drivers to Switch to Alternative Commuting Modes for at Least One Day per Week .....	29
What Employer-Sponsored Initiatives Would be Likely to Change Behaviour of Drive Alone Commuters .....	30
Car/Vanpool Commuters .....	31
Commuters Who Use Public Transit .....	34
Pedestrian Commuters.....	37
Bicycle Commuters .....	39
Ideal Commute .....	40
Switching Intention .....	42

Profile of Homeworkers .....	44
Profile of Teleworkers.....	44
Smart Commute .....	45
In Summary .....	47
<b>Appendix.....</b>	<b>48</b>
Demographics.....	48
Survey Methodology .....	49
Questionnaire Design.....	49
Sample Design and Selection .....	49
Survey Administration .....	50
Sampling Error .....	50
Disposition Report.....	51
Questionnaire.....	52

## Introduction

The Greater Golden Horseshoe is estimated to grow by another 3.7 million people over the next 25 years and it is estimated there will also be an increase of nearly two million vehicles in the Greater Toronto and surrounding area. The amount of time spent stuck in traffic could increase by four times and drive the cost of congestion as high as \$28 million a day.

As part of its plan to deliver long-term sustainable transportation and better transit, the Ontario Government introduced legislation in 2006 to create the Greater Toronto Transportation Authority an agency now known as Metrolinx. Metrolinx plays a critical role in planning for a seamless, integrated transportation network in the Greater Toronto and Hamilton area (GTHA).

Transportation demand management (TDM) is a key strategy put forward by Metrolinx to give GTHA residents better choices when it comes to their transportation decisions and to optimize the use of the regional transportation system. Smart Commute, a program of Metrolinx, is a TDM initiative that aims to reduce traffic congestion and take action on climate change through transportation efficiency. It is a partnership between Metrolinx and the cities and regions of the GTHA and consists of a network of ten transportation management associations (TMAs) as well as a central coordinating Smart Commute Team at Metrolinx (which was formerly known as the Smart Commute Association and officially joined Metrolinx on January 1, 2008.)

TMAs, also known as local Smart Commutes, coordinate networks of employers, property managers and others in promoting sustainable transportation choices like carpooling, telework, transit, cycling, walking or flexible work hours. TMAs work directly with workplaces in the GTHA and provide services, such as:

- Carpooling and vanpooling: exclusive ridematching programs for employers;
- Site assessments and surveys to understand employee commute behaviour;
- Shuttle programs;
- Emergency ride programs;
- Employee work arrangement solutions: telework, compressed work weeks and flex hours, workshops, lunch and learns and seminars;
- Incentives and promotions; and
- Clean Air Commute, Carpool Week, Bike to Work Day and other fun events.

Regional Smart Commute initiatives coordinated by Metrolinx include the Carpool Zone, an online ridematching system; a TMA toolkit; marketing and education campaigns; as well as monitoring, research and program development.

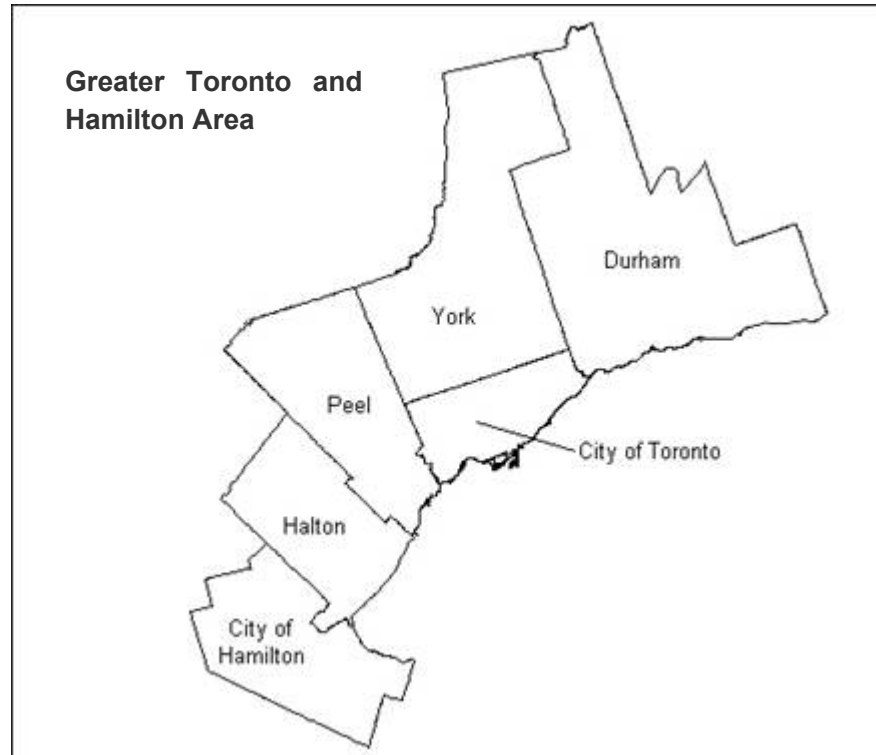
The purpose of this report is to detail the results from the 2008 survey on citizens' commuter behaviour and attitudes and in particular to:

- Gauge GTHA commuters' attitudes about transportation and commuting;
- Understand modes of transportation used by commuters in the GTHA, travel behaviours and the underlying reasons for mode choice;
- Provide insights on commuters in the GTHA.
- Test commuters' awareness of and participation in Smart Commute programs.

This is the third Commuter Attitudes Survey conducted by Smart Commute. Previous surveys were conducted in 2005 and 2006. This survey provides a unique perspective on broad-based commuter attitudinal and behavioural trends over the past four years. The information collected through the survey helps Metrolinx and Smart Commute to gain insight into regional commuting patterns, identify barriers to and incentives affecting mode choice and develop and tailor programs and tools to meet the needs of commuters and employers.

This year's survey was conducted from May 29 to June 10, 2008. It consisted of computerized telephone interviews conducted in English with a sample of 1,008 GTHA residents (16 years of age and older). To qualify as a "commuter", respondents had to travel at least three times per week to and from work, school, or to volunteer. Teleworkers, who worked from home a minimum of three days per week, were also included in the analysis.

## Greater Toronto and Hamilton Area



The overall sample of 1,008 GTHA residents can be expected to provide results accurate to within plus or minus 3.1%, 19 times out of 20. A more complete description of the survey methodology, including the margin of error by region, is provided at the end of this report.

## Executive Summary

This section presents the key findings from the 2008 survey of commuters in the Greater Toronto and Hamilton Area (GTHA). By identifying commuter attitudes and behaviours, transportation demand management (TDM) opportunities and challenges can be identified.

### Characteristics of Commuters in the GTHA

1. Among the commuters interviewed in the GTHA, 95% commute to work, school or to volunteer at least 3 times per week. The other 5% work from home on a regular basis as a home-based business or as a teleworker.
2. The average one-way commute time is 35 minutes with Peel and Hamilton residents reporting the shortest average commute time of just under half an hour. Toronto and York residents have the longest average commute time of 37 minutes.
3. Commuters who travel to or within Toronto are more likely to have longer commuting times, averaging 40 minutes.
4. Toronto residents are more likely to use public transit to commute whereas commuters in the other regions are more likely to drive alone.
5. A majority of Halton, Hamilton, Durham and Peel residents drive alone as their primary mode of commuting. Commuting by driving alone by Toronto and York residents is less prevalent and York has shown a significant decrease in drive alone commuters.
6. GTHA residents indicate they spend an average 7.9 hours a week in their vehicle.

### Attitudes of GTHA Commuters

Transportation in the GTHA remains an important issue for commuters. While congestion and the environment remain strong reasons for citing transportation being an important issue, the cost of commuting has increased significantly in the minds of commuters.

### Commute Options

*Driving alone* is the most common mode of transportation among commuters, accounting for 48% of commuters' primary method of commuting. It remains unchanged from 2006 (48%) and is slightly lower than in 2005 (50%). A total of 55% of commuters drive alone as their means of commuting. About 60% (61%) of drive alone commuters do not use any other means of

transportation for their commute. This is down from 67% in 2006. Satisfaction with their mode of commuting among lone drivers is second lowest among the different commuting modes, with 77% indicating they are very or somewhat satisfied.

Some primary drive alone commuters (12%) are willing to switch to an alternative mode of commuting and public transit is the mode they would most likely switch to. However, carpooling is also an option for drive alone commuters. When asked what alternative mode of transportation lone drivers are willing to switch to for one day a week, carpooling is rated highest. Rising gas prices is the key reason drive alone commuters are willing to switch.

In addition to help lone drivers avoid higher gas prices, promoting the benefits of HOV lanes already cited by carpoolers may help convince lone drivers to carpool. HOV lanes may be an important incentive for lone drivers to try carpooling; carpoolers cite a 13 minute reduction in their one-way commute time as a result of bypassing traffic congestion. Less time on the road may also translate into less fuel being used idling in traffic.

Employer-sponsored programs also resonate with drive alone working commuters. Receptivity to teleworking is highest, allowing employees to avoid the commute all together. Drive alone employees are also receptive to employer carpooling initiatives, free parking for carpoolers, employer-sponsored transit passes and flex-times.

*Public transit* is used by 28% of commuters as their primary mode of transportation and 46% of all commuters have used public transit as a means of commuting in the last year. Since 2005, the percentage of commuters using public transit as their primary or secondary mode of transportation has declined. This is also supported by an increase in primary transit commuters using alternative other modes of commuting such as bicycling and carpooling.

Satisfaction among primary transit users has been steady since 2005 and is also lowest among other commuting modes. However when asked to compare their commute to a year ago, primary public transit commuters are more likely than other commuters to say it is better.

*Carpooling* is used by 13% of commuters as their primary mode of transportation and 23% of all commuters use carpooling as a means of commuting. Carpooling as a method of commuting has remained flat since 2006 (23%) and up slightly from 2005 (20%). At present only half of carpoolers travel on a highway and one-third on a highway use an HOV lane. With the planned near term HOV lanes for the QEW, Hwy 404 and Hwy 427,

more commuters will have access to HOV lanes to spur an increase in its usage.

*Walking/jogging and bicycling* account for 12% and 7%, respectively, as a means of commuting. Half of walk/jog commuters do so as their primary mode of commuting and the other half do so as their secondary mode. Only 1% of commuters ride their bicycle as their primary mode of transportation. The remaining 6% are occasional bicycle commuters. Popular periods for walking/jogging commuters are the Spring and Fall months and for bicyclists, it's May through to September. Shower and change facilities are available to just over 40% of walker/jogger/bicyclist commuters. Among pedestrian commuters, 8% indicate shower and change facilities are extremely or very important compared to 28% of bicycle commuters. Availability of shower and change facilities would definitely/probably change the commuting mode of 17% of commuters who mainly drive alone. Bicycle parking is important to just under half of bicycle commuters and over three-quarters are satisfied with their parking facilities.

## Bicycles on Public Transit

Overall 29% of public transit and bicycle commuters would be willing to consider taking their bicycle on public transit. Primary bicycle commuters are more likely to take their bicycle on public transit followed by occasional bicycle commuters, primary transit commuters and then secondary transit commuters.

## Teleworking

Workers who telework three days or more account for one percent of respondents and they are generally satisfied with working from home. Another 3% indicate they have a home-based business and as a result work at home. Teleworkers also indicated their employers are supportive of them doing so. Among those who do not typically work from home, teleworking is a possible option for 15% of them.

## High Occupancy Vehicle (HOV) Lanes

More commuters in 2008 believe HOV lanes are a good way to encourage people to carpool or use transit that utilizes these lanes, growing from 77% in 2006 to 81% in 2008.

HOV lanes are used by 13% of carpoolers in the GTHA saving them an average 13 minutes on a one-way trip. One quarter (25%) save 1 to 9 minutes, 42% save 10 to 14 minutes, 15% save 15 to 19 minutes and 18% save 20 minutes or more. They use the HOV lanes an average of 2.4 days per week. Half of carpoolers who drive on freeways list not having an HOV lane on the freeway they drive as the reason for not using them.

## Smart Commute

Awareness of Smart Commute has risen significantly to 17% compared to 10% in 2006. Smart Commute services were rated positively among the few users surveyed. Those who are aware of Smart Commute indicated the program is a good idea and beneficial to the community and the environment. A ride-matching service is used by 2% of carpoolers.

Among the other commuting programs Smart Commute promotes, 27% of respondents are aware of Carpool Week, followed by 14% for Clean Air Commute and 5% for Commuter Challenge. Awareness of the Carpool Zone web site has fallen in 2008 to 9%. Newspaper, television and radio are the most common ways commuters have heard of Smart Commute and other commuting programs.

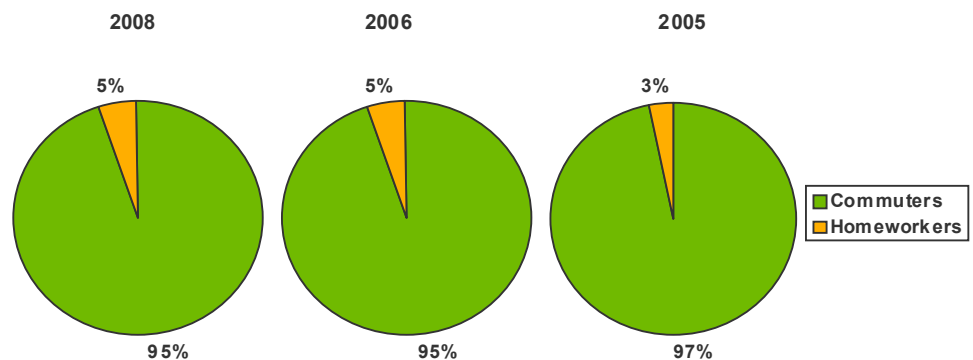
## Detailed Findings

### Profile of Survey Participants

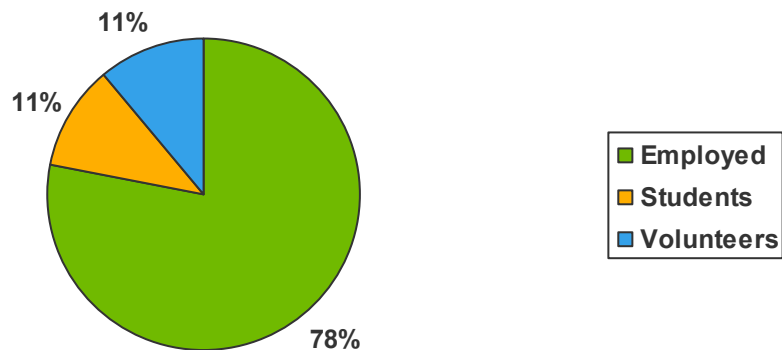
**Nearly all survey participants (95%) are commuters while five percent are home-based workers.**

Consistent with the objectives of the study, the survey questionnaire was designed to identify residents who regularly commute. A commuter was defined as someone travelling at least three times per week to either work, school, or to a volunteer commitment. Respondents not travelling to work also qualified for the survey if they indicated that they work from home on a regular basis. Ninety-five percent of survey participants are commuters while five percent are home-based workers.

The number of home-based workers has remained the same as 2006. In 2005 home-based workers accounted for 3%.



The majority of commuters (78%) are employed, 11% are students, and 11% are volunteers. These results are consistent with 2006 results.



## Profile of Commuters

Information was collected about the socio-demographic and behavioural characteristics of the commuter population.

### The majority of commuters are under the age of 45.

Over half (56%) of commuters are under the age of 45.

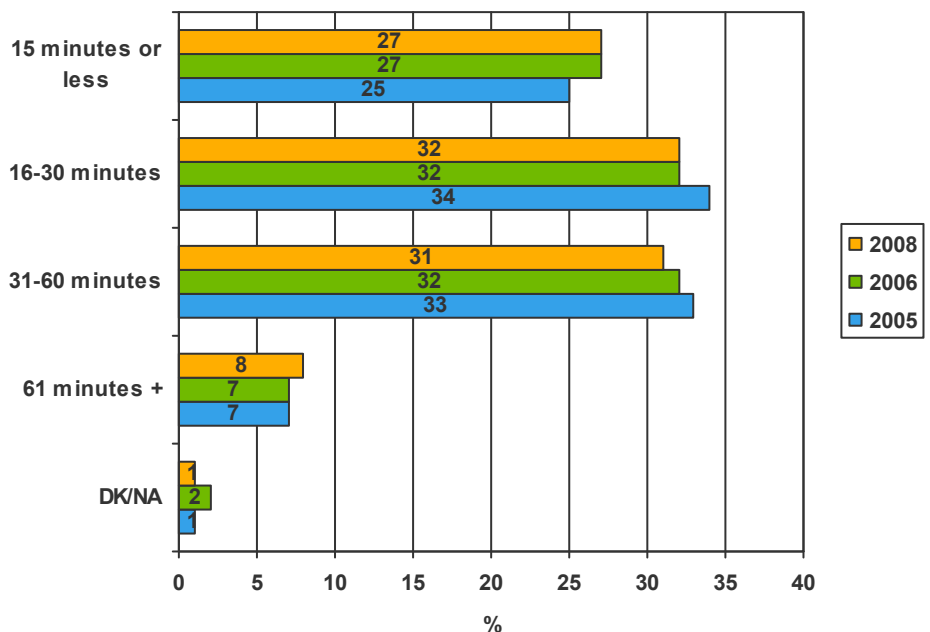
A minority of commuters live in households that are comprised of children under 16 years old. This has not changed from 2006 and is not different from homeworkers.

The top five employment sectors are education (10%), health care (10%), financial services (8%), manufacturing (5%) and computer/IT/telecommunications (5%).

Twenty-three percent of commuters have annual household incomes of less than \$55,000 while 28% earn between \$55,000 and \$100,000 annually. Another 28% has a household income greater than \$100,000. (The remaining 22% did not respond to this question).

Two-thirds of commuters (65%) travel five days per week. This has fallen from 69% in 2005 and from 67% in 2006. The proportion of commuters with a standard Monday to Friday schedule has grown from 61% in 2005 to 66% in 2008. The average commute time for a one-way trip is 34.6 minutes, up 2 minutes from 2006 but the same as 2005.

### Length of Commute

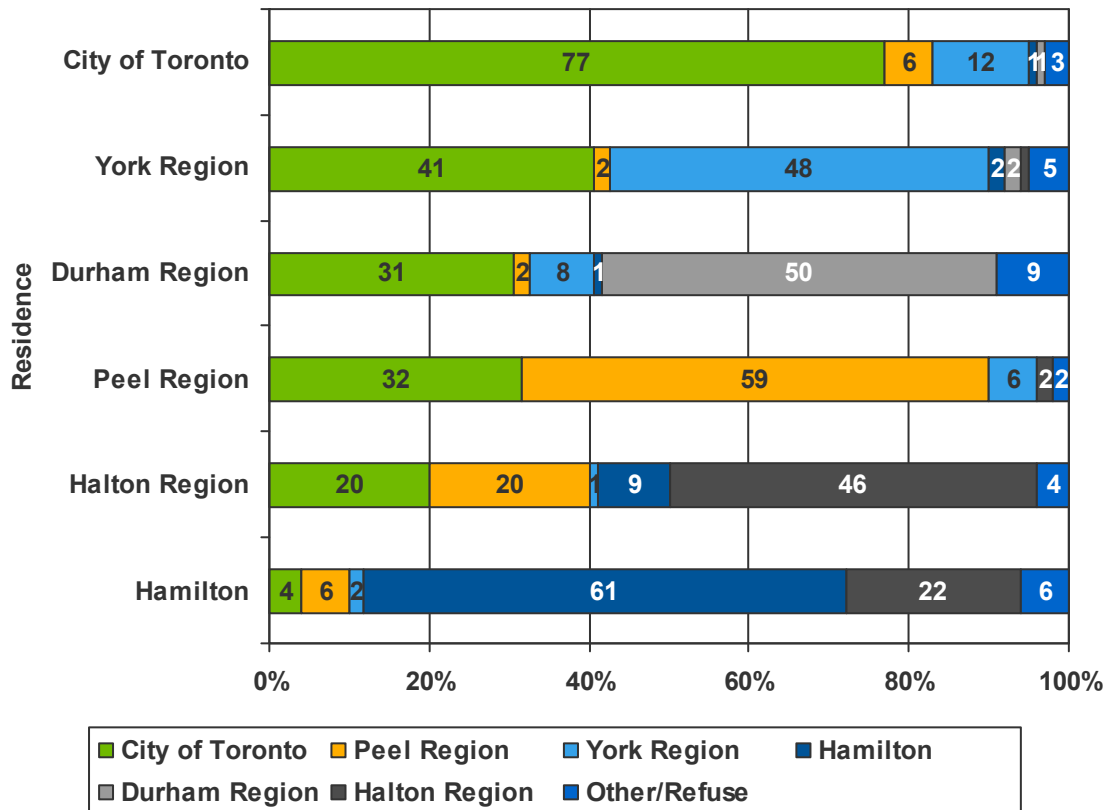


Peel and Hamilton residents report an average commute time under 30 minutes (29.4 and 29.8 minutes respectively). Once again this year, commuters who travel to or within Toronto are more likely to have the longest average commute time (39.9 minutes) followed by York (34.4 minutes) and Peel (28.3 minutes). Commutes to or within Durham are the shortest, averaging 22 minutes. Commuters who use public transit as their usual mode of transportation also have longer commute times, averaging 46.9 minutes up from 43 minutes in 2006.

**With the exception of York region residents, most commuters commonly work within the municipalities where they reside.**

Forty-nine percent of commuters in the GTHA work in the City of Toronto, the same as in 2006. York and Halton are the only regions where a majority of residents are more likely to commute outside the municipality they reside for work, school or their volunteer commitments.

**Commuter Destinations by Residence**



## Teleworking

Among those employed who do not work at home at all in a typical week, 15% indicate telework is a potential option for them. Those working in IT (38%) are more likely to indicate telework is an option for them compared to 16% working in the services sector, 15% in government and education and 8% in manufacturing. .

## Importance of Transportation

The importance of transportation remains high among Greater Toronto Area (GTA) and Hamilton residents from 2005 to 2008. Eighty-four percent think transportation is the most important or one of the most important issues in the GTHA compared to 85% in 2006 and 86% in 2005. The percent of residents who feel it is the most important issue is 19%, compared to 20% in 2006 and 19% in 2005.

Groups who are more likely to indicate transportation in the GTHA is an important issue today include:

1. GTA residents except Hamilton;
2. Those who commute within or to Toronto;
3. Public transit and bicycle commuters;
4. Those who are employed or volunteer; and
5. Those who commute over 30 minutes one-way.

The likelihood transportation is an important issue is greater as age increases, as household income increases and the length of one's commute increases.

### Why Transportation is an Important Issue in the GTHA\*

	2008	2006	2005
Congestion / Delay / Gridlock	31	37	36
Cost of travel	24	9	11
Environment (general)	17	14	14
Poor service on public transit (TTC, GO Train, Subway, etc.)	12	12	9
Travel times	11	12	14
Need to get around/go places (general)	10	7	17
Transit not frequent enough	10	10	8
Need better transit service	9	11	10
Not enough roads / Congestion	9	11	10
Traffic safety	9	8	5

\* Top 10 reasons shown

While congestion is still the top cited reason for transportation being an important issue in the GTHA, the cost of travel has risen dramatically in 2008 as gas prices have risen steeply.

A strong majority (79%) of GTHA residents indicate transportation is an important issue in their daily life. This has remained steady since 2005. Commuters who drive alone, car/vanpool, and use public transit are more likely to say that transportation is important than those who use non-motorized means. Also employed respondents, those aged under 55, have income over \$150K and those living in Peel are more likely to report the importance of transportation.

There is a strong and growing belief among GTHA residents that High Occupancy Vehicle lanes are a good way to encourage carpooling. This has grown from 77% to 81% in two years. This belief is ubiquitous across commuter demographics.

### **Extent of External Factors on Commuting**

The transit pass federal income tax credit has made the greatest change among commuters who use public transit as their main mode of transportation. The tax credit has also made a change among 27% of commuters who drive alone occasionally. Its impact is also felt more among those who commute to or within Toronto, those aged under 25, students, households with lower incomes and do not have access to a vehicle. While the percentage of commuters indicating public transit is their primary or secondary mode of commuting has declined, we can only speculate the transit pass tax credit has allowed public transit users to save money when they switched from tickets to passes.

Commuters indicate the current gas prices have caused changes to how they commute. The percent of those who carpool as their main mode of transit has increased to 13% and 12% in 2008 and 2006, respectively, compared to 8% in 2005. Also the percent of commuters who drive alone as a secondary mode of commuting has fallen to 10% in 2008 compared to 14% in 2006 and 13% in 2005. Peel residents, commuters to or within Hamilton and have commutes over an hour also indicate gas prices have caused changes to how they commute. Once again, the most vulnerable, those aged under 25, students, households with lower incomes, have made changes to how they commute as a result of current gas prices. We also speculate commuters are indicating gas prices have affected their commuting as they downsize to smaller, more efficient cars, as small car sales have recently risen.

Air quality and climate change have also changed commuting among those using more sustainable transportation alternatives.

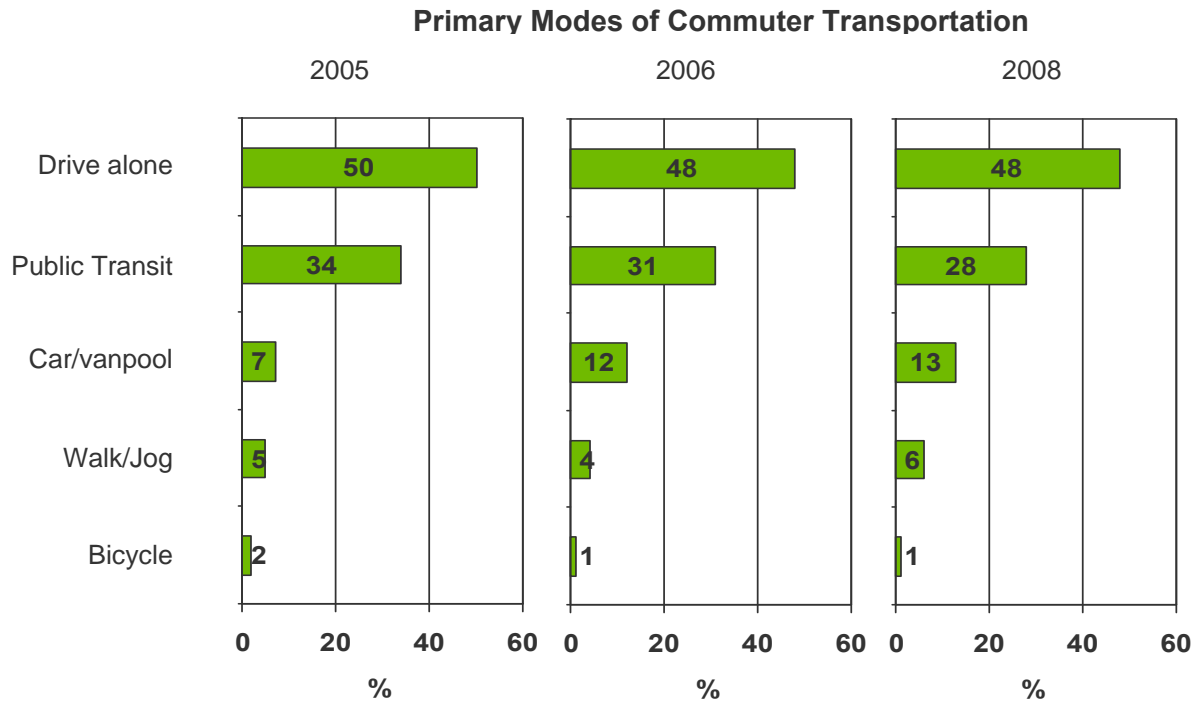
### Extent of External Factor on Changing How You Commute

	Primary Mode of Commuting			
	Drive Alone	Car/Vanpool	Public Transit	Walk/Jog/Bicycle
	Significant/Some Change (%)			
Transit pass income tax credit	9	10	27	13
Current gas prices	49	62	50	12
Climate change	29	37	40	42
Air quality	24	28	33	33

### Primary Modes of Commuting

Driving alone and public transit are still the two most popular modes of commuting. The rate of driving alone has changed little since 2006 but public transit has fallen steadily since 2005. Commuters under the age of 25 are the least likely to drive alone and are more likely to commute by public transit, walk/jog or be a carpool passenger compared to other age groups. Commuters with household incomes of \$75,000 or more are more likely to drive alone as their primary mode of commuting. Public transit users are more likely to be commuting within or to Toronto.

Carpooling has grown as a primary mode of transportation from 2005 to 2006 and leveled off in 2008. Carpool drivers tend to be 25 to 55 years old and employed and their passengers tend to be under 25 years old or without access to a vehicle.



On average, commuters have been using their current primary mode of transportation for 15.2 years. Drive alone, carpoolers and public transit commuters have been using their primary mode of commuting for 16, 15, and 14 years, respectively.

Time and necessity are the top reasons for primarily driving alone. No one to carpool with ranks third suggesting drive alone commuters are willing to carpool.

### Reasons for Driving Alone

	%
<b>TIME REASONS (NET)</b>	<b>32%</b>
Work hours/schedule	18%
Travel time	15%
<b>NECESSITY REASONS (NET)</b>	<b>28%</b>
No other way to get there	20%
Work/nature of work	4%
Need vehicle during work	4%
Have vehicle to take kids to daycare	2%
<b>NO ONE LIVES NEAR ME TO CARPOOL WITH</b>	<b>25%</b>
<b>FLEXIBILITY (NET)</b>	<b>17%</b>
Come and go as I please	7%
Not being dependent on others	7%
Have vehicle before/after work	2%
Want to get home in an emergency	1%
<b>COMFORT REASONS (NET)</b>	<b>7%</b>
Comfort/relaxation	5%
Privacy	2%
<b>PUBLIC TRANSPORTATION ISSUES (NET)</b>	<b>4%</b>
No/poor public transit in my area	3%
Public transit schedule	<1%
<b>CONVENIENCE REASONS (NET)</b>	<b>3%</b>
Convenient/easier	2%
Other	1%

The top reasons given for regularly using public transit are associated with costs followed by time and necessity. Gas prices are a factor among 8% of commuters taking public transit as their primary mode. Environmental benefit is cited in 15% of public transit commuters.

### Reasons for Taking Public Transit

	%
<b>COST (NET)</b>	<b>52%</b>
Commuting cost	36%
Expensive car parking	13%
Gas price	8%
Avoid parking/parking costs	3%
<b>TIME REASONS (NET)</b>	<b>25%</b>
Travel time	22%
Reliability	2%
Work hours/schedule	1%
Ease/easier	1%
Accessibility	1%
<b>NECESSITY REASONS (NET)</b>	<b>18%</b>
No other way to get there	17%
Other necessities	1%
<b>ENVIRONMENT (NET)</b>	<b>15%</b>
<b>COMFORT REASONS (NET)</b>	<b>15%</b>
Comfort/relaxation	10%
Stress	5%
Quiet time/use time to read/work	2%
<b>CONVENIENCE REASONS (NET)</b>	<b>8%</b>
Convenience	3%
Lack of parking	3%
Better than driving	1%
Goes door to door	1%
<b>FLEXIBILITY REASONS (NET)</b>	<b>6%</b>
Come and go as I please	2%
Close to home/work	2%
Avoid traffic	1%
Not dependent on others	1%
Flexibility	1%
<b>DISTANCE REASONS (NET)</b>	<b>3%</b>
Too far	3%

The top reasons for carpooling are associated with cost, time and necessity.

### Reasons for Carpooling

	%
<b>COST (NET)</b>	<b>30%</b>
Commuting cost	20%
Gas price	15%
Expensive car parking	1%
<b>TIME REASONS (NET)</b>	<b>28%</b>
Travel time	22%
Work hours/schedule	4%
Ease/easier	3%
<b>NECESSITY REASONS (NET)</b>	<b>23%</b>
Need to have vehicle at work	11%
No other way to get there	10%
Have vehicle to take kids to school/daycare	2%
<b>ENVIRONMENTAL BENEFIT (NET)</b>	<b>10%</b>
<b>FLEXIBILITY REASONS (NET)</b>	<b>10%</b>
Come and go as I please	5%
Have vehicle before and/or after work	4%
Other	1%
<b>CONVENIENCE REASONS (NET)</b>	<b>7%</b>
Convenience/easier	5%
Lack of parking	1%
Other	1%
<b>COMFORT REASONS (NET)</b>	<b>6%</b>
Enjoy talking with someone	4%
Comfort/relaxation	2%
Privacy	1%
Stress	1%
<b>PUBLIC TRANSPORTATION ISSUES (NET)</b>	<b>5%</b>
No/poor public transit in my area	4%
Public transit schedule	1%

Cost, exercise, and time are the top three reasons commuters walk/jog as their primary mode of commuting. Proximity and environmental benefit are also important reasons for walking/jogging.

### Reasons for Walking/Jogging

	%
<b>COST REASONS (NET)</b>	<b>34%</b>
Commuting cost	22%
Gas price	12%
Expensive car parking	1%
<b>EXERCISE/HEALTH</b>	<b>33%</b>
<b>TIME REASONS (NET)</b>	<b>30%</b>
Travel time	28%
Work hours/schedule	2%
<b>IT IS CLOSE TO ME</b>	<b>20%</b>
<b>ENVIRONMENTAL BENEFIT</b>	<b>19%</b>
<b>FLEXIBILITY REASONS (NET)</b>	<b>11%</b>
Come and go as I please	6%
Not dependent on others	4%
Avoid traffic	2%
<b>COMFORT REASONS (NET)</b>	<b>10%</b>
Enjoy company/talking with someone	4%
Comfort/relaxation	4%
Privacy	2%
<b>PUBLIC TRANSIT ISSUES (NET)</b>	<b>4%</b>
Public transit schedule	2%
No/poor public transit in my area	2%

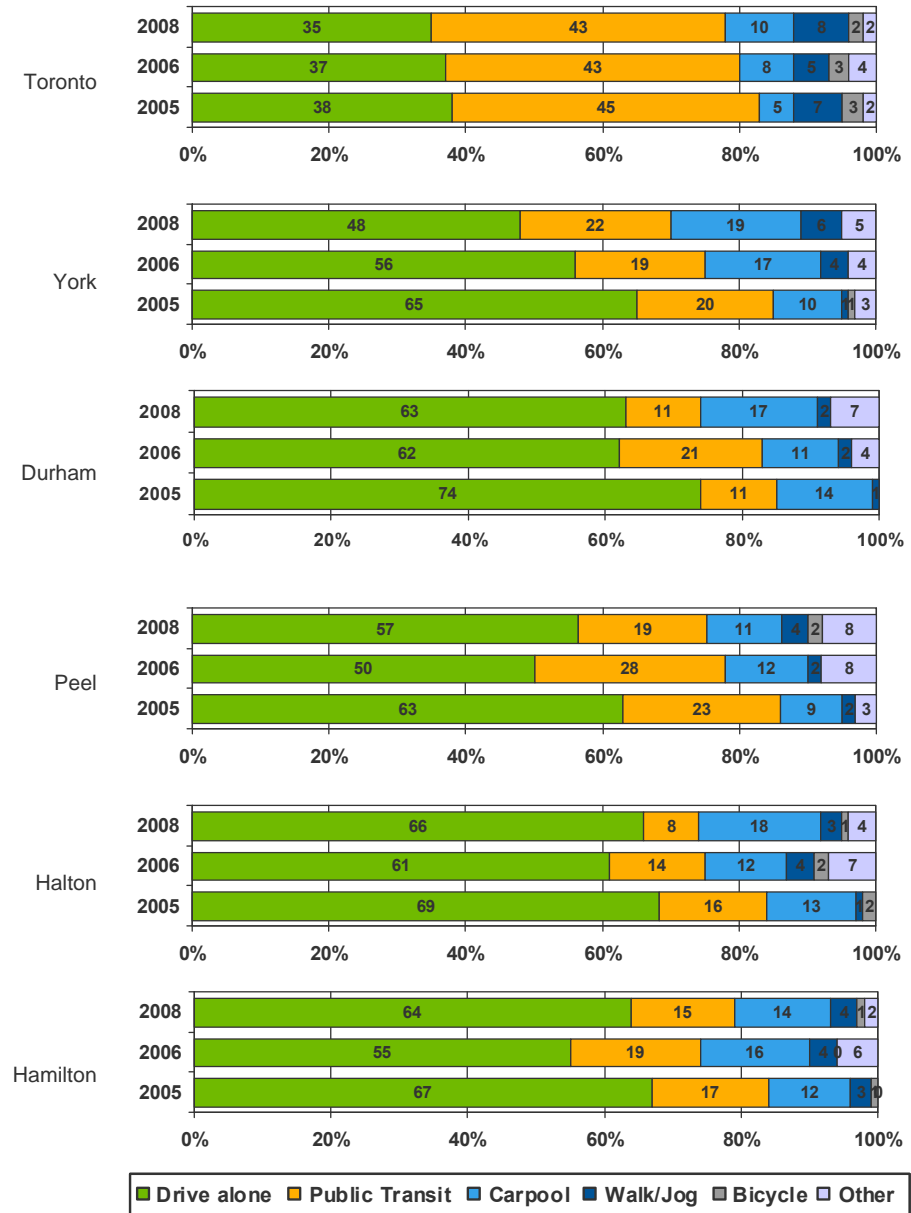
### Primary Mode of Transportation by Region

A majority of Halton, Hamilton, Durham and Peel residents drive alone as their primary mode of commuting. With access to an extensive TTC transit system, Toronto residents have a greater percentage who use public transit as a primary mode of commuting than drive alone commuters.

York has shown a significant decrease in drive alone commuters since 2005. Peel, Halton and Hamilton are showing an increasing trend of drive alone commuters in 2008 after a drop in 2006.

Carpooling has grown as a primary mode of transportation since 2005 in all regions although carpooling has leveled off in 2008. York, Toronto, Halton and Durham have had the greatest net increase since 2005 with Durham and Halton seeing significant growth since 2006.

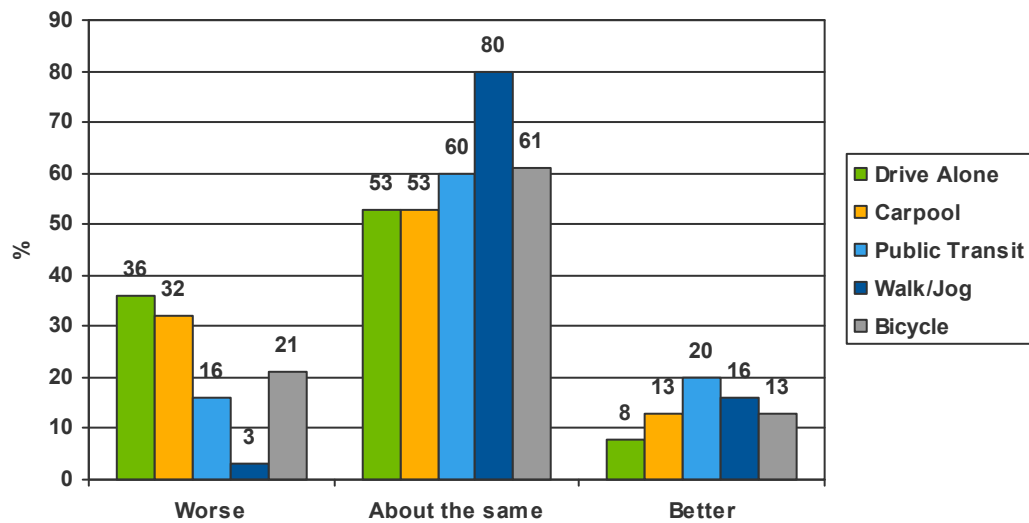
### Primary Modes of Transportation by Area of Residence



## Has Commuting Improved?

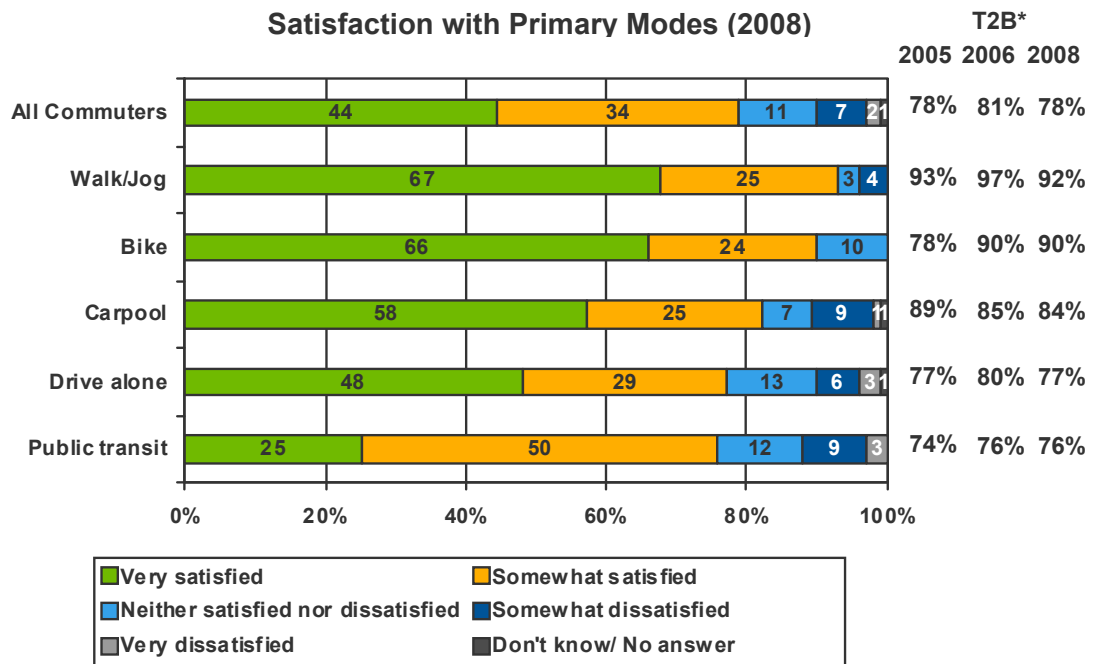
More public transit commuters indicate their commute has improved since last year compared to other commuters. Fewer pedestrian commuters and transit users report their commute is worse now compared to other commuters. Commuter opinions on their commute are similar to their opinions in 2006. Drivers are more likely than other commuters to report their commute is worse than a year ago.

**Commute Compared to One Year Ago for Primary Modes**



## Commuting Satisfaction

Satisfaction with their primary commuting method remains relatively steady since 2005 with 78% of GTHA commuters reporting being very or somewhat satisfied. Only bicyclists showed a significant increase in their level of satisfaction from 2005 to 2006. In 2008, pedestrian commuters (92%) are most satisfied followed by bicyclists (90%), carpoolers (84%), lone drivers (77%) and public transit users (76%).



\* T2B – Top two box - very or somewhat satisfied.

## Secondary Modes of Commuting

Almost half of carpoolers do not use a secondary mode to commute. Even more drive alone commuters (61%) do not have secondary commuting methods. Almost three-quarters (72%) of drive alone commuters in 2006 and 53% in 2005 did not use a secondary commuting mode. However, compared to 2006, more drive alone commuters are using secondary commuting modes now, opting to use public transit and bicycle.

Compared to 2006, more public transit users are finding secondary commuting modes. In 2006, 51% used a secondary mode but this year, there are 63% public transit commuters using other modes. The increase is seen with more indicating they are driving alone (7% increase) and bicycling (6% increase) but there is also a decline in those carpooling (5% decrease).

### Secondary Modes of Commuter Transportation by Primary Modes

		Primary Modes					
		Drive Alone	Carpool	Public Transit	Walk/Jog	Bicycle	Other
Secondary Modes	Drive Alone		8%	27%	22%	27%	6%
	Carpool	7%		21%	22%	39%	17%
	Public Transit	25%	26%		38%	65%	14%
	Walk / Jog	4%	10%	9%		10%	9%
	Bicycle	5%	2%	9%	13%		15%
	Other	6%	6%	10%	8%	-	4%
	No other	61%	49%	36%	16%	-	45%
	Don't know / No answer	<1%	-	1%	-	5%	-

## Drive Alone Commuters

Fifty-five percent of commuters travel to work, school or their volunteer commitments by driving alone either as their primary or secondary mode of commuting. Only 17% of lone drivers who do not use any other mode of transportation feel they have an alternative choice other than driving alone. This has fallen from 23% in 2006. Those who believe that transportation in the GTHA is not an important issue are more likely to believe they have no choice other than to drive alone.

## Vehicle Types

A car is used by the majority (73%) of drive alone commuters as their means of transportation. A van, sports utility vehicle (SUV) or pick-up truck are used in 28% of lone drivers. Households with income less than \$75K are more likely to drive a car whereas those with income \$75K or more have a higher tendency to drive a SUV. Households with children are more likely to commute using a van. Males are more likely to commute using a pick-up truck. Current gas prices have not changed 59% of lone drivers of SUV's compared to 46% of lone drivers commuting by car.

## Carpooling

Sixty-three percent of lone drivers rarely or sometimes have other people in the vehicle with them when commuting, up from 56% from 2006. When they do have passengers, their passengers tend to be other household members (34%) or children (18%).

## Parking

Nearly three-quarters (75%) say they don't have to pay to park at work, school, or their volunteer commitment. This remains unchanged since 2005. However, only 18% of those who drive alone as their primary mode of transportation pay for parking compared to 53% who drive alone as their secondary commuting mode. Paying for parking is more common among those whose commute destination is Toronto or Hamilton. The average monthly spending on parking among those who do pay is \$87.

Yet, even if they did have to pay for parking, 63% say they would still drive alone. Another 14% may still drive alone depending on the price of parking. The average acceptable amount they would be willing to pay per day to park is \$7.60. Those who drive alone as their secondary mode of transportation are much less likely to drive alone if they had to pay for parking. Halton, York and Hamilton residents are more likely than residents living in Peel to drive

alone if they had to pay for parking. Households with incomes of \$150,000 or more are also more likely to say they would still drive alone to commute.

Among those who wouldn't drive if they had to pay for parking, the majority would commute using public transit (59%). Another 16% would walk or jog, 13% would carpool and 12% would bicycle.

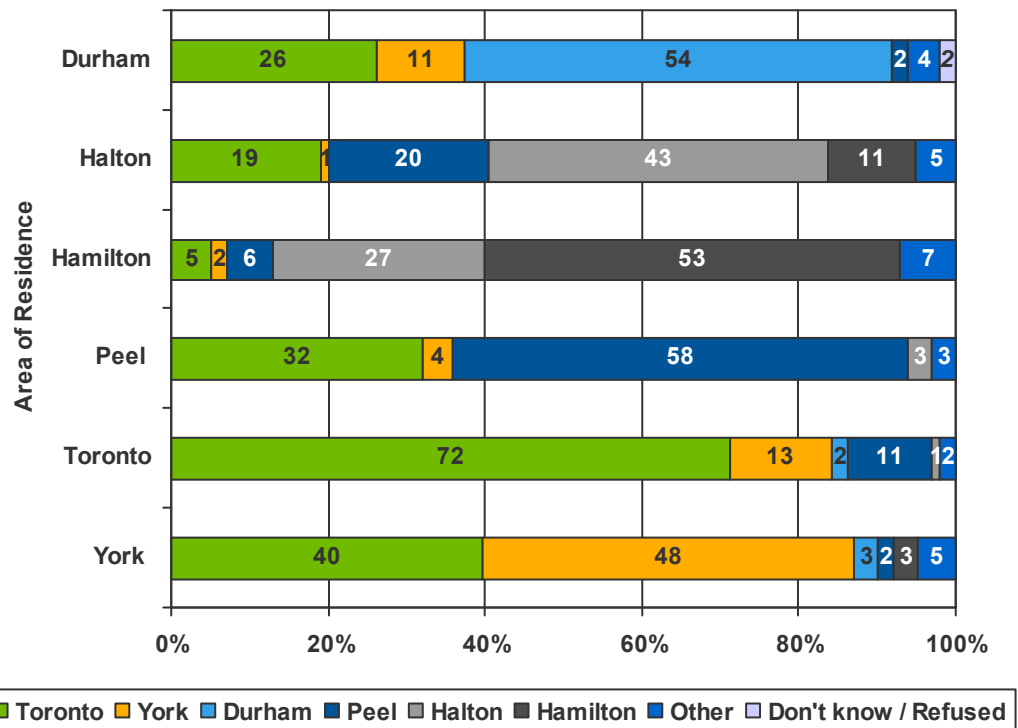
### Average Acceptable Commute Time

The average time acceptable for a regular commute to work, school, or place where they volunteer is 37 minutes for commuters who drive alone. This is seven minutes more than their actual average travel time of 30 minutes.

### Commuter Destinations by Areas of Residence

Drive alone commuters most commonly work, attend school or their volunteer commitments within the municipalities in which they reside. Toronto is still the major destination for commuters living in York, Peel and Durham.

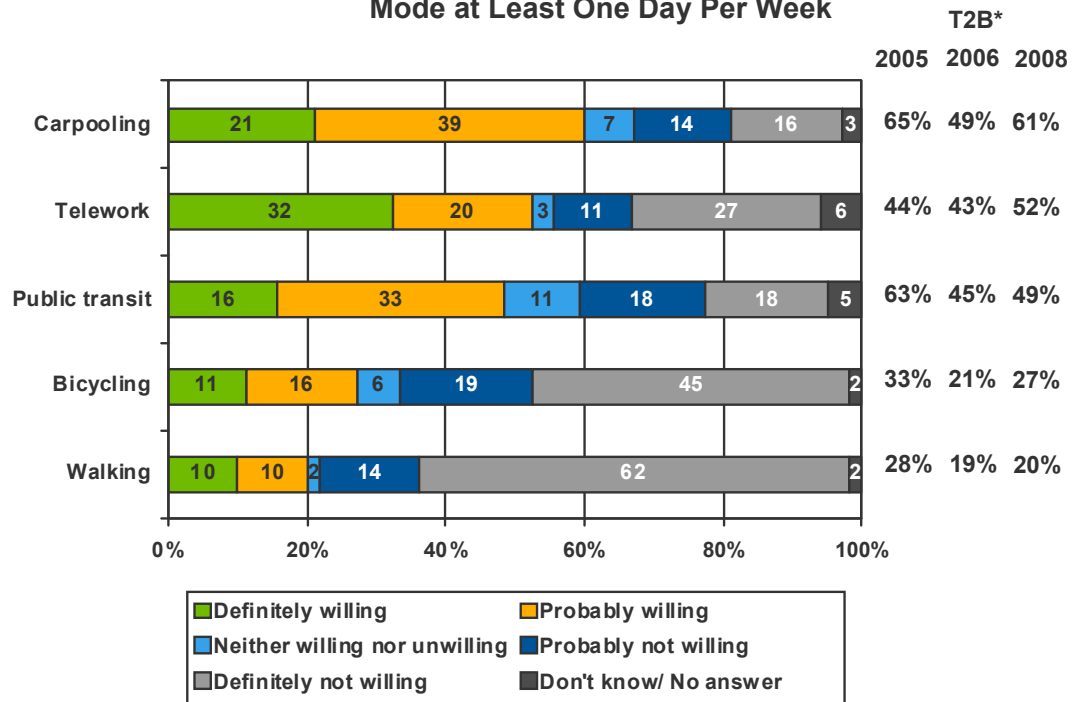
**Commuter Destinations by Areas of Residence: Drive Alone**



## Encouraging Lone Drivers to Switch to Alternative Commuting Modes for at Least One Day per Week

Three in four (75%) of drive alone commuters are probably or definitely willing to switch to an alternative mode of commuting for at least one day per week. Carpooling, telework and public transit are modes of transportation lone drivers would more likely take. Willingness to switch to an alternative is up in 2008 from 2006 across most alternative commuting modes. Drive alone commuters more likely to switch to walking or bicycling one day per week are aged 16 to 44. Those with an income under \$75K are more likely to switch to public transit. Those who have heard of Smart Commute would be willing to carpool one day a week.

**Lone Driver Likelihood to Switch to an Alternative Commuting Mode at Least One Day Per Week**



\* T2B – Top two box – Definitely or probably willing

Those who are willing to switch one day a week to carpooling to commute cite economics/save gas/money (49%), environmentally friendly (23%), if it's available (11%) and less driving/wear and tear on vehicle (10%) as their main reasons.

Those who are willing to switch one day a week to telework cite stay at home/spend more time with the family (29%), convenience/flexibility (25%),

economics/save gas/money (22%) and no need to commute (20%) as their main reasons.

Those who are willing to switch one day a week to public transit to commute cite economics/save gas/money (31%), environmentally friendly (19%), convenience/flexibility (11%) and speed/efficiency to escape traffic (10%) as their main reasons.

Those who are willing to switch one day a week to bicycle to commute cite exercise/health benefits (58%), environmentally friendly (31%) economics/save gas/money (25%) and enjoy cycling (16%) as their main reasons.

Those who are willing to switch one day a week to walking to commute cite exercise/health benefits (33%) economics/save gas/money (27%), environmentally friendly (14%) and short distance (13%) as their main reasons.

## **What Employer-Sponsored Initiatives Would be Likely to Change Behaviour of Drive Alone Commuters**

A majority of employees would be willing to change how they commute if employers offered teleworking. Approximately a third would also change if employers offered carpooling initiatives, subsidized transit passes, free carpooling parking and flex times.

Those who commute to Toronto or York, have children, have a commute time over 15 minutes and feel transportation is an important issue are more likely to change their commuting behaviour if teleworking is offered by their employer.

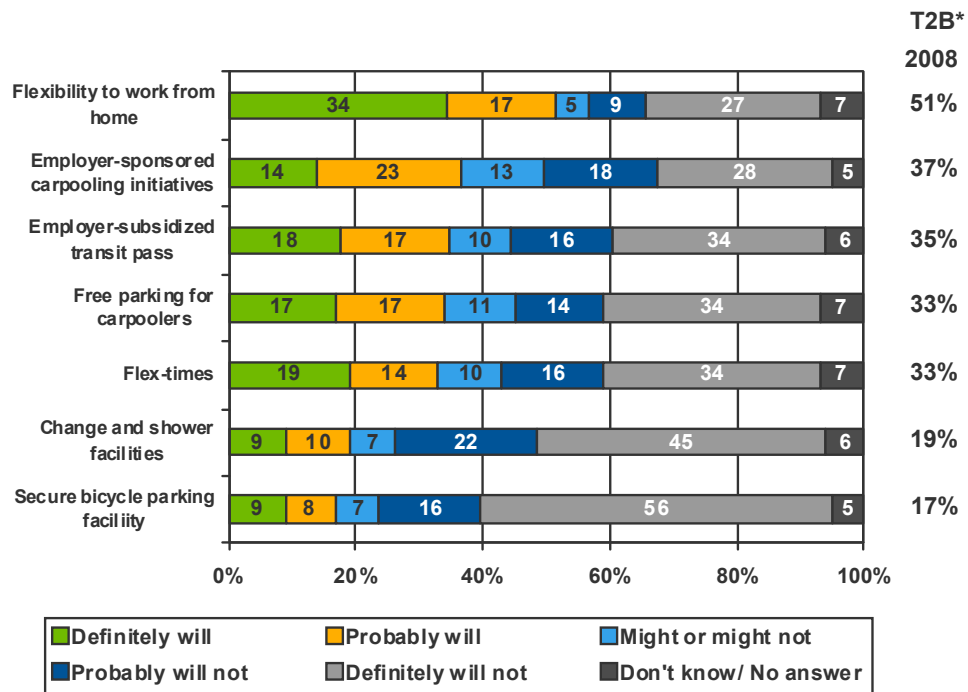
Commuters who drive alone as their main mode of transportation, and commute 16 to 30 minutes to work are more likely to change the commuting behaviour as a result of employer-sponsored commuting programs. Free carpooling parking is more likely to change the commuting behaviour of commuters who drive alone as a secondary mode of transportation, commuters aged under 24, have a household income under \$75,000 and do not have children.

Subsidized transit passes are more likely to change the commuting behaviour of commuters who drive alone as a secondary mode of commuting and those who live in or commute to Toronto.

Change and shower facilities are more likely to change the commuting behaviour of commuters who drive alone as a secondary mode of transportation, commute 16 to 30 minutes, and are under 24 years old.

Bicycle parking facilities also appeal to commuters who drive alone as a secondary mode of transportation, and are under 24 years old. It is also more likely to change the commuting behaviour of drive alone commuters living in Toronto.

### Likelihood to Change Drive Alone Commuting Behaviour due to Employer Sponsored Initiatives



\* T2B – Top two box – Definitely or probably will

### Car/Vanpool Commuters

Twenty-three percent of commuters travel to work, school or their volunteer commitments by carpooling. This has not changed from 2006. Thirteen percent carpool as their main mode of transportation and another 12% use it as their secondary mode. Carpoolers are more likely to be under the age of 24, live in York or Durham and feel transportation is an important issue in the GTHA.

## Ride-Matching

A ride match program is used by 2% of carpoolers.

## Who are they carpooling with?

Those who carpool commonly do so with household members (36%), co-workers (30%) and friends, acquaintances, and neighbours (26%). This mix has not changed from 2006. Those under the age of 24 are more likely to carpool with household members, friends, acquaintances and neighbours and those aged 25 or over are more likely to commute with co-workers.

## Number of People in the Vehicles

The average number of people in each car/vanpool vehicle is 2.4. Carpoolers under the age of 24 are more likely to have more than two people in the car. The maximum number of people these commuters would want to car/vanpool with is four.

Almost half of carpoolers (48%) get picked up, another 22% meet at a specific location, 2% live together and 3% use another method. The remaining 24% did not use any of the above methods or did not provide an answer.

## HOV Lane Usage

Just under half (48%) carpoolers ride on a highway or major highway. Among carpoolers who travel on a freeway, 32% use the HOV and use HOV lanes on average 2.6 times per week. This accounts for 15% of carpoolers using HOV lanes.

The top reasons for using the HOV lanes are faster trip (77%), convenience (17%), pass traffic/bypass congestion (16%) and less traffic (15%). Those using HOV lanes feel the HOV lanes save them an average 13 minutes on a typical one-way trip. Carpoolers who travel on the freeway and don't use HOV lanes, list no lanes available (49%), prefer to drive alone (14%) and not knowing/having anyone to carpool with (6%) as the top reasons for not using them.

## Carpool Facilities

Among those who commute by car/vanpool, 77% don't use car/vanpool facilities like carpool parking lots, preferential parking spots and HOV lanes.

Five percent of carpoolers use a carpool lot and 2% have preferential parking.

## **Parking**

Just over one-in-five (22%) of carpoolers pay to park at their work, school or volunteer commitment. Carpoolers who commute to Toronto or commute over 30 minutes are more likely to pay for parking. For carpoolers who pay to park, the average amount paid per month is \$77 down from \$86 in 2006 and \$81 in 2005. Over 60% (62%) would still car/vanpool if they had to pay to park. This is up from 51% in 2006. The average acceptable amount they would be willing to pay per day to park is \$7.20. This is higher than the \$5.80 and \$5.60 they were willing to pay in 2006 and 2005, respectively. Among those who would not carpool if they had to pay to park, 57% would use public transit, 26% would walk or jog and 16% would drive alone. About 17% of carpoolers have desirable or preferential parking spots available to them at work, school, or their volunteer commitments.

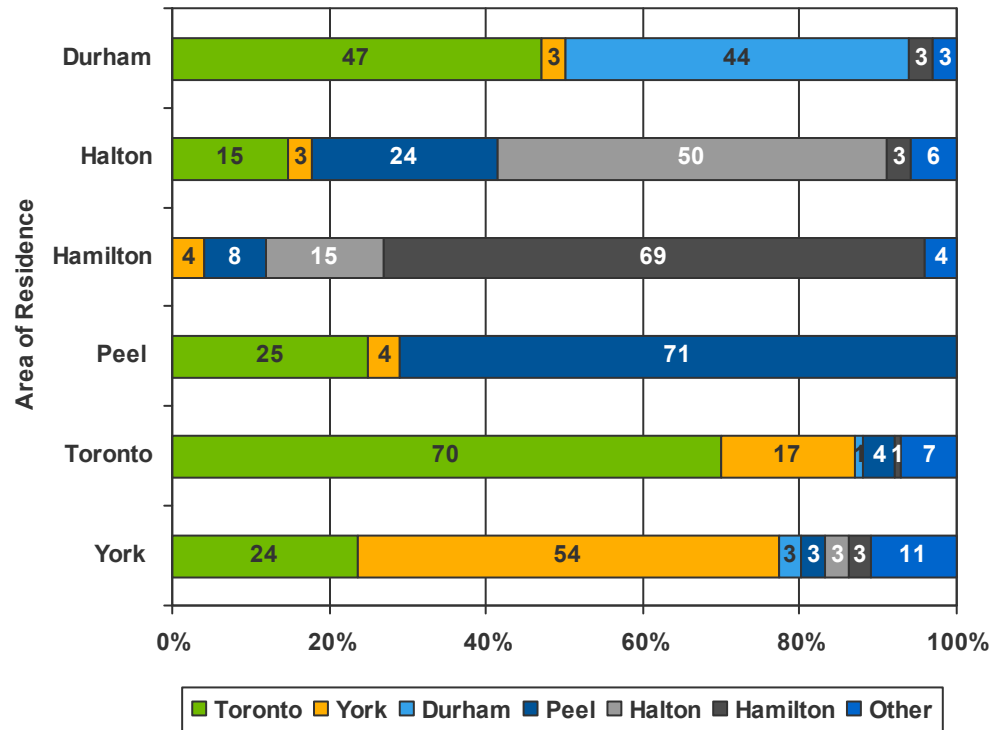
## **Average Acceptable Commuting Time**

For commuters who car/vanpool, the average acceptable time for a regular commute is 30 minutes, compared to their actual commute time of 35 minutes.

## Commuter Destinations by Areas of Residence

Commuters most commonly commute by carpooling within the municipalities where they reside.

### Commuter Destinations by Areas of Residence: Carpool



## Commuters Who Use Public Transit

Nearly half of commuters (46%) use public transit to get to work, school or their volunteer commitments. This has declined from 56% in 2005 and 49% in 2006. Transit use by all regions except Toronto has declined since 2005. 28% of commuters use public transit as their primary mode and 20% use public transit as their alternate mode of transportation.

Among those who primarily use public transit, 84% walk to the transit stop. Almost all Toronto residents (92%) who primarily use public transit walk to their transit stop. In the other regions, driving alone to the transit stop ranges from 21% to 31% of primary transit users. Among GO Transit users, 61% indicate they walk to the transit stop, 28% drive alone, 8% are dropped off, 2% bicycle and 1% are carpool passengers.

Almost 75% of commuters who use public transit as their primary mode of transportation, use the Toronto Transit Commission (TTC). Almost all Toronto residents (93%) who use public transit as their primary mode of transportation use the TTC. GO Transit is used by 20% of commuters who use public transit as their primary mode of transportation. GO Transit (77%) followed by Durham Regional Transit (62%) are the transit systems used most by Durham residents who use public transit as their primary mode. GO Transit (48%), Mississauga Transit (39%), TTC (39%) and Brampton Transit (26%) are used by commuters who take public transit as their primary mode in Peel. TTC (56%), York Region Transit (48%) and GO Transit (24%) are used by York commuters who take public transit as their primary mode. Among Halton commuters who use public transit as their primary transportation mode, GO Transit (70%), TTC (40%), Oakville Transit (40%), Hamilton DARTS (10%) and Burlington Transit (10%) are used. Hamilton Street Railway (67%), Go Transit (22%) and Hamilton DARTS (6%) are used by Hamilton commuters who use public transit as their primary mode.

### **Bicycles on Public Transit**

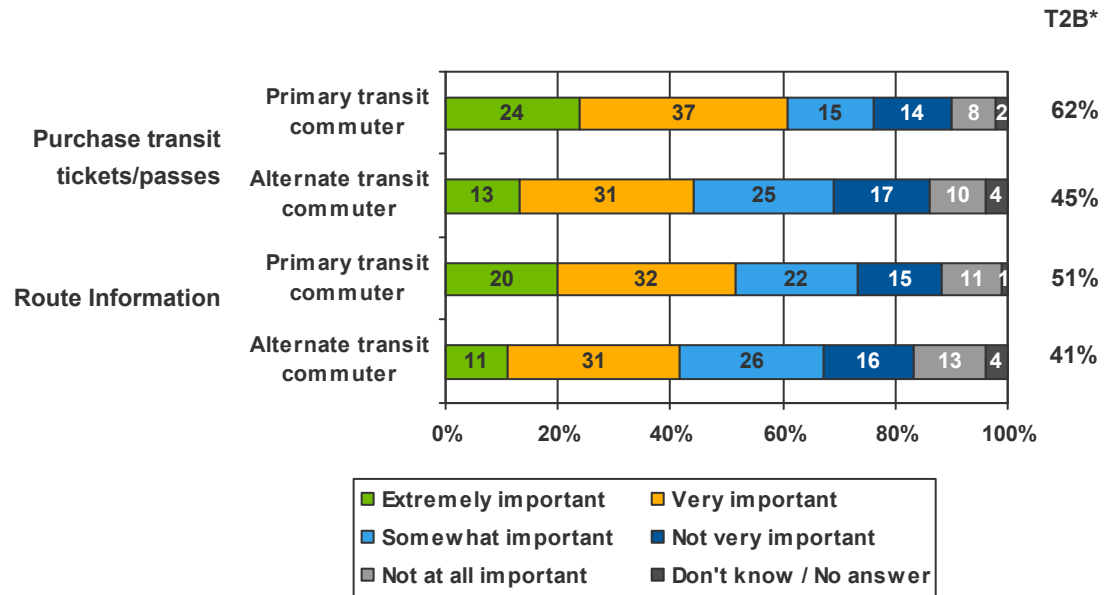
Bicycle commuters are more likely to take their bicycle on public transit. Over 50% (51%) of commuters who bicycle as their primary mode and 43% of commuters who bicycle as a secondary mode indicate they definitely or probably would consider bringing their bicycle on public transit. In 2006 59% and in 2005 73% of commuters who bicycle as their primary mode would definitely or probably do so. This variation is due to the small sample size. Twenty-eight percent of primary and 25% of those who secondarily use public transit indicate they definitely or probably would consider bringing their bicycle on public transit. Hamilton residents and commuters under the age of 25 are more likely to consider taking their bicycle on public transit.

### **Route Information**

The ability to obtain route information at or near work, school or their volunteer commitment is important for 44% of public transit commuters. Females and households with incomes less than \$75,000 are more likely to say the ability to obtain route information is important.

### **Public Transit Tickets and Passes**

The ability to purchase transit tickets or passes and obtain transit route information at or near the place they work, school, or volunteer is more important among commuters who take public transit as their primary mode of commuting compared to those who take public transit as their secondary mode.



\*T2B – Top two box – Extremely or very important

### Double Fares

Commuters may need to pay a transit fare twice when going from one public transit system to another during the same trip. More than half (54%) said it's a deterrent to them to using public transit more often. Peel residents are more likely to say double fares are a deterrent. Under 10% (9%) of transit commuters indicate the double fare issue does not affect them.

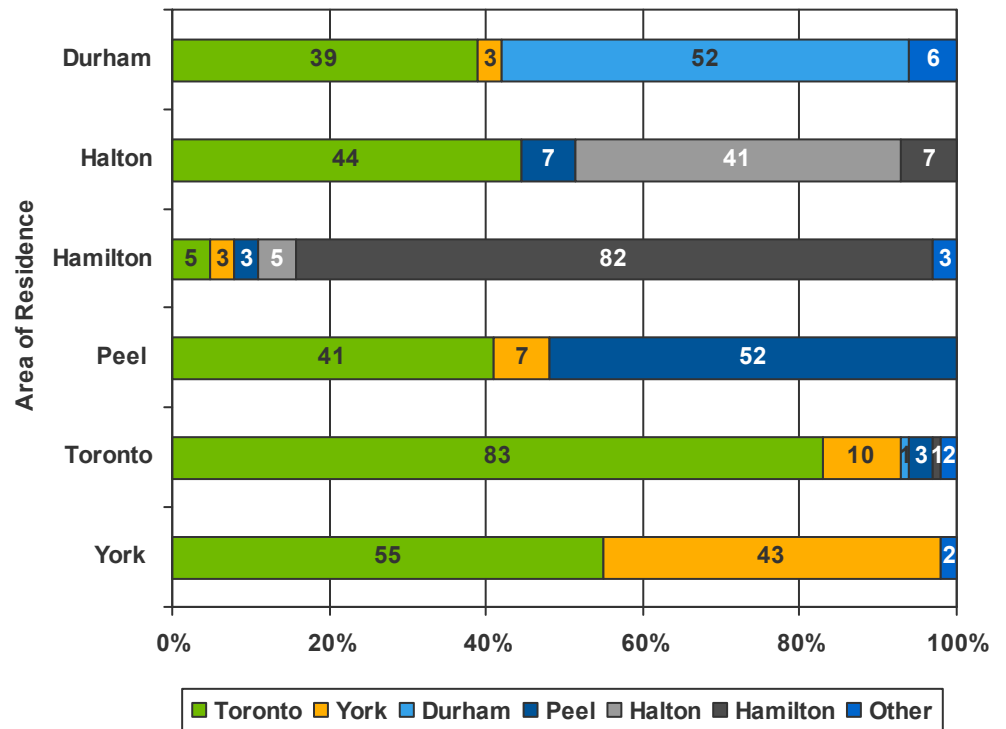
### Average Acceptable Commute Time

For commuters who travel or would ideally travel by public transit, the average acceptable time for a regular commute is 46 minutes. The average commute time for primary public transit commuters is 47 minutes. Those who commute to Toronto (50 minutes), York (45 minutes) and Durham (41 minutes) have the highest acceptable commute times. Halton has the lowest acceptable commute time (32 minutes).

## Commuter Destinations by Areas of Residence

GTHA residents, who commute using public transit tend to commute within the municipalities where they live. Halton, Peel and York residents who commute by public transit have a relatively high proportion who travel to Toronto.

### Commuter Destinations by Areas of Residence: Public Transit



## Pedestrian Commuters

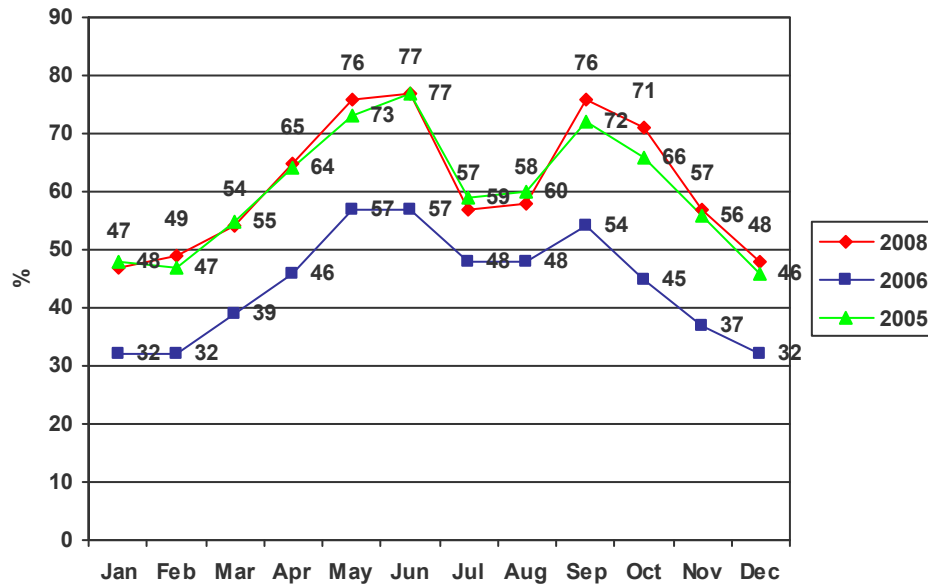
Twelve percent of commuters walk, jog, skate or wheelchair as a mode of transportation to get to work, school or their volunteer commitments. Six percent do so as their primary mode and another six percent do it as their secondary mode.

## Popular Months for Pedestrian Modes

The most popular periods for pedestrian modes of commuting are in the Spring and Fall months when the weather is most comfortable. Just over one-third (34%) of respondents indicate they walk/jog/skate or wheelchair as

their mode of commuting all year around. Over 50% (54%) of those who use a pedestrian mode of transportation as their primary mode of commuting do so year round. Only 16% of those who walk as their secondary mode of commuting do so all year round. Those aged under 24 are more likely to brave the winter elements and commute by walking.

**Commuters who Walk/Jog/Skate/WheelChair by Month**



### Average Acceptable Commute Time

For commuters who travel by a pedestrian means the average time acceptable for a regular commute is 28 minutes. This threshold is the lowest of all commuting modes of transportation and is eight minutes higher than their actual average commute time of 20 minutes.

### Shower and Change Room Facilities

Adequate shower and change facilities are available to 42% of pedestrian commuters. Students, those under 24 years old and those who use pedestrian means of commuting as their primary mode are more likely to report adequate facilities are available.

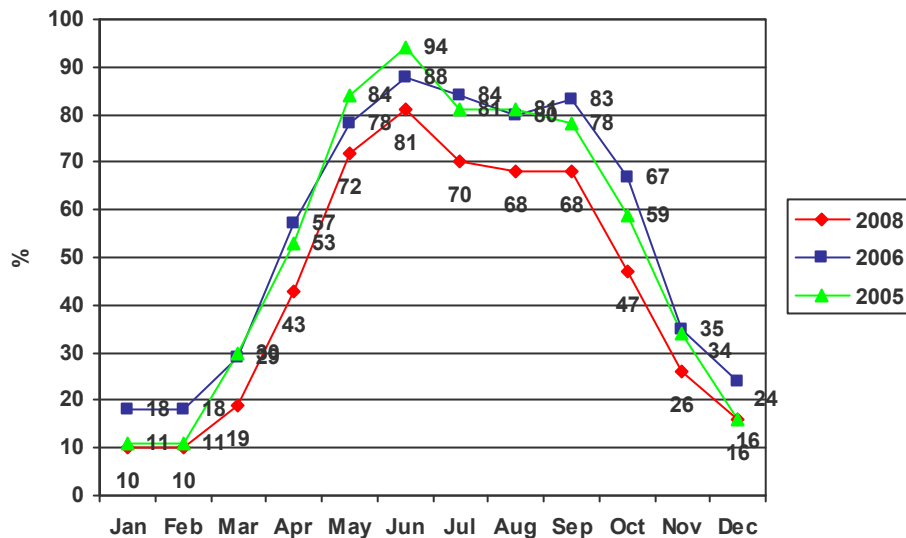
## Bicycle Commuters

Seven percent of commuters cycle to get to work school or their volunteer commitments. Only 1% cycle as their primary mode of transportation and 6% do so as their secondary mode.

### Popular Months for Cycling

The most popular months for bicycling are from May to September. Only 5% of bicyclists commute all year long.

**Commuters Who Bicycle by Month**



### Average Acceptable Commute Time

Among commuters who cycle, the maximum acceptable trip time in minutes is 35 minutes. This is 12 minutes higher than their actual average commute time of 23 minutes.

### Bicycle Parking

Nearly half say that bicycle parking is extremely or very important (48%) in their decision to commute by bicycle. Over three-quarters of bicycle commuters (76%) say there's adequate bicycle parking at work, school or their volunteer commitment. Among those with adequate bicycle parking,

outdoor and indoor bicycle racks are the most common facilities available to them and are the most common facilities they use to lock their bicycle.

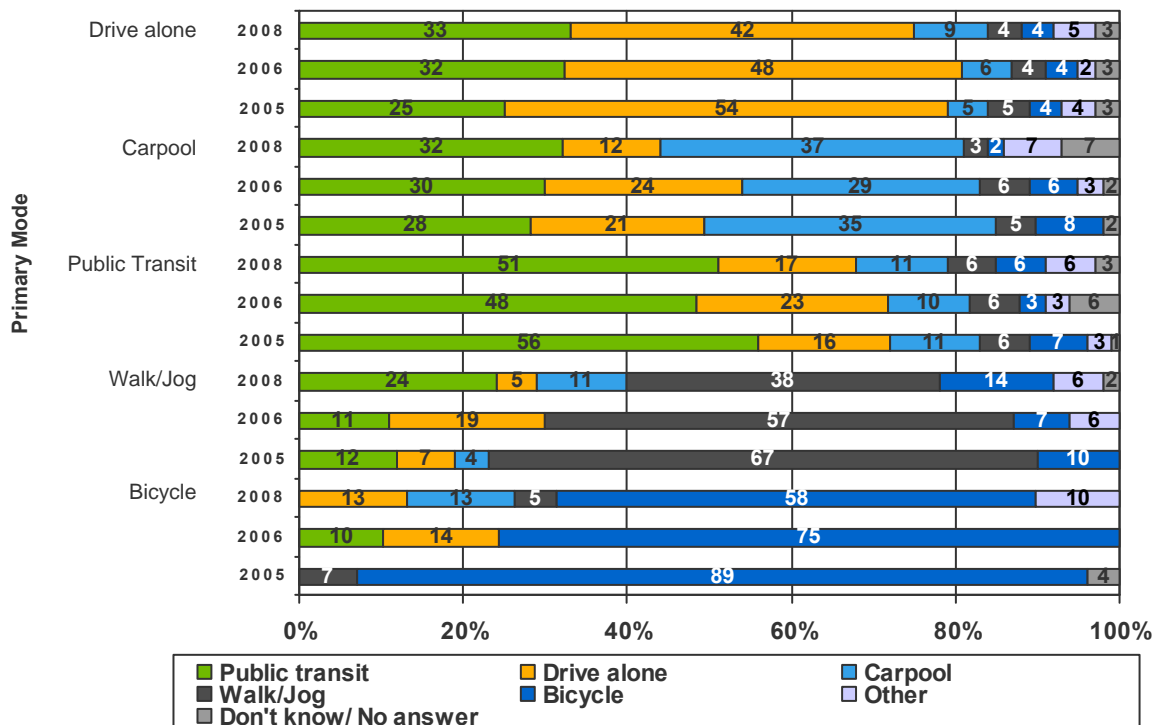
### Shower and Change Room Facilities

Over 40% (41%) of bicycle commuters indicate they have adequate change and shower facilities. Only 34% of bicycle commuters say having access to these facilities is extremely or very important.

### Ideal Commute

Commuters more commonly choose their primary mode of transportation as their ideal way to commute. Overall, 37% of commuters prefer public transit followed by driving alone (28%) and then carpool (13%). No matter what their primary mode of commuting, fewer commuters are choosing to drive alone and more commuters are selecting carpooling in 2008 compared to 2006 as their ideal commuting mode.

**Ideal Ways to Commute by Primary Modes**



Commuters who say public transit is their ideal commuting mode are more likely to commute to Toronto or York, have a commute time over 30 minutes

and feel transportation in the GTHA is an important issue. The main reasons public transit is cited as their ideal commuting mode are cost (36%), time (27%), environment (23%), convenience (18%) and comfort (18%).

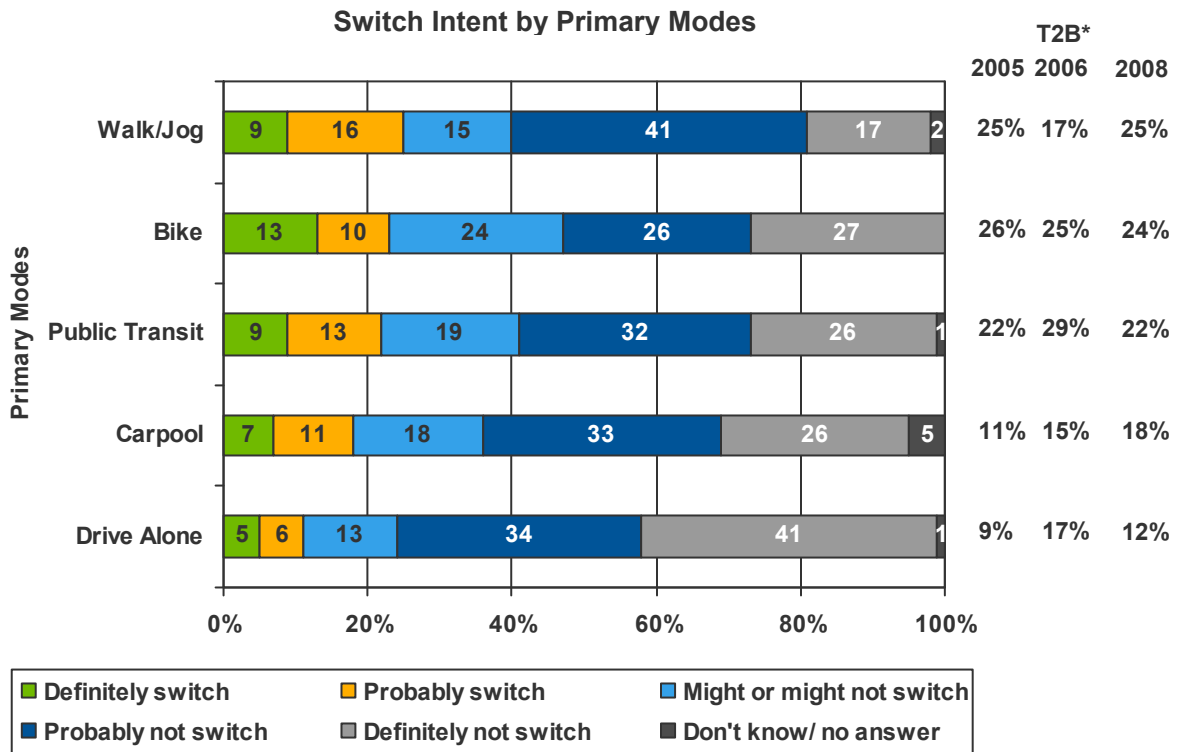
Commuters who say driving alone is their ideal commuting mode are more likely to commute to Durham, Peel, Halton, or Hamilton and be aged 55 years or over. The main reasons driving alone is cited as their ideal commuting mode are time (33%), flexibility (29%), convenience (25%), necessity (19%) and comfort (15%).

Commuters who say carpooling is their ideal commuting mode are more likely to be under the age of 25, commute to school and live in Hamilton. The main reasons carpooling is cited as their ideal commuting mode are time (33%), comfort (24%), convenience (22%), cost (21%) and environment (20%).

Commuters who say bicycling is their ideal commuting mode are more likely to be under the age of 45, work in the public sector, and live in Hamilton and Toronto. The main reasons bicycling is cited as their ideal commuting mode are exercise/health (51%), environment (50%), cost (38%) and time (32%).

## Switching Intention

Intention to switch to another primary transportation mode is low among all commuters. Switching intent among carpoolers and drive alone is trending higher.



\* T2B – Top two box – Definitely and probably switch

Among drive alone and carpool commuters with switch intent, a majority would switch to some form of public transit.

Public transit commuters with switching intent have a very high preference to switch to commuting by car.

### Modes Expected to Switch To by Primary Modes

		Primary Modes					
		Drive Alone	Carpool	Public Transit	Walk/Jog	Bicycle	Other
Switch to	Car	7%	31%	68%	58%	-	62%
	TTC	37%	38%	8%	29%	100%	17%
	Go Train	17%	13%	10%	8%	-	-
	Other Public Transit	12%	15%	2%	11%	-	9%
	Bicycle	15%	2%	7%	-	-	-
	Carpool	5%	-	3%	4%	-	-
	Walk	11%	2%	2%	-	-	5%
	Other	15%	16%	6%	-	-	6%
	Don't know / No answer	5%	3%	4%	-	-	6%

\*Note small base sizes for Carpool, Walk/Jog/Bicycle and Other

The top three reasons for not switching among public transit commuters are affordability/cost (24%), inconvenience to switch (18%), and they don't own/have access to a vehicle (17%).

Among driving alone commuters, the most common reasons for not switching are inconvenience (25%), not having other options (17%), work hours (12%) and distance (11%).

The reasons for not switching among carpool commuters are inconvenience (31%), not having other options (19%), distance (11%), work hours/schedule (10%) and satisfied with current way (10%).

## Profile of Homeworkers

Five percent of all respondents are homeworkers, which remains unchanged from 2006. Homeworkers are defined as people who are employed and work three days or more from home.

### Home-Based Business or Telework

This year 59% percent of homeworkers have a home-based business, and 23% telework. The remaining 18% did not provide an answer.

## Profile of Teleworkers

### Overall Satisfaction with Teleworking

Ninety percent of teleworkers are very or somewhat satisfied with working at home and 77% indicate their employer is extremely or very supportive of teleworking.

### Average Days Teleworked per Month

Teleworkers work an average of 20 days from home each month. This is an increase from 7 days in 2006 and 14 days in 2005. Variations are due to the small sample size.

### Modes of Transportation Used

Were they not teleworking, driving alone (47%) and public transit (37%) are the most likely modes they would use to travel to work, school or their volunteer commitments by public transit.

### Internet Connection

To help them stay in touch with their office, almost all (94%) of teleworkers have a high-speed Internet connection. A majority of teleworkers (60%) indicated their equipment is not supplied by their employer.

## Smart Commute

### Smart Commute Program Recognition and Participation

Seventeen percent of commuters have heard of Smart Commute. This is up from 10% in 2006 and 11% in 2005. Program recognition is up this year across all regions with Halton residents having the lowest awareness (12%) and Peel has the highest awareness (20%). Awareness of Smart Commute is higher among those aged 35 and over and those who work in the public sector.

Just over 25% (27%) have heard about Smart Commute in the newspaper, followed by television (18%), radio (13%), colleague/friend (10%), at work (10%) and the Internet (8%). However 67% are unable to detail what services Smart Commute provides. Among those that could, carpool ride matching is the one service they identified the most with Smart Commute.

Only 3% of commuters who are aware of the program have used Smart Commute services and it has reduced the number of times they drive alone for their commute. The alternative modes of commuting they used were carpooling, public transit and walking/jogging. Users of Smart Commute rate their services positively.

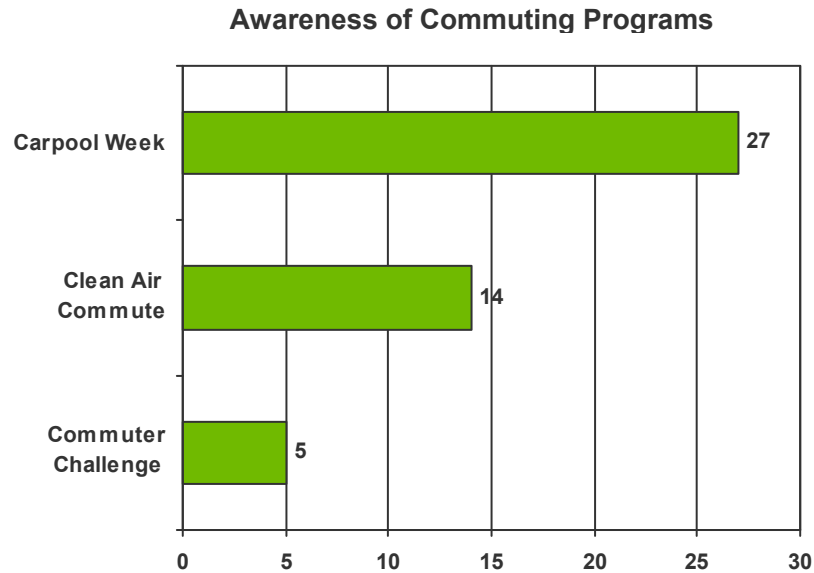
Over half (52%) of respondents who know of Smart Commute had positive things to say about it. Their mentions include good for the community, helpful, good idea and environmental benefit. Only 7% had negative things to say about it and 42% did not provide an answer.

### Commuting Program Awareness

Carpool Week is the most recognized commuting program of the three tested. Those 45 years old or older are more likely to have heard of Carpool Week.

Public transit riders are more likely to be aware of the Clean Air Commute. Toronto residents (16%) are more likely to have heard of the Clean Air Commute compared to Halton residents (7%) who had the lowest awareness.

Among those who are aware of the Commuter Challenge, 16% have participated in it. Those who commute to or live in Hamilton or work in the public sector are more likely to have heard of and participated in the Commuter Challenge.



Just over 25% (26%) have heard about the Carpool Week program on television, followed by radio (25%), in the newspaper (20%), friend/colleague (12%) and at work (7%).

Just over 25% (26%) have heard about the Clean Air Commute on television, followed by in the newspaper (22%), radio (18%), at work (12%), bus stop (8%) and friend/colleague (6%).

Just over 30% (31%) have heard about the Commuter Challenge on television, followed by in the newspaper (29%), radio (26%), at work (18%), and the Internet (12%).

### **Carpool Zone**

Awareness of the web site, Carpool Zone has fallen from 17% in 2006 to 9% in 2008. Those commuting to York are more likely to have heard about the Carpool Zone web site.

## High Occupancy Vehicle (HOV) Lanes

Support for HOV lanes has increased from 2006. Up from 77% in 2006, 81% of respondents believe HOV lanes are a good way to encourage people to carpool or take transit that uses these lanes.

### In Summary

While Smart Commute awareness has risen, commuters are still having difficulty in recalling what services Smart Commute provides. Smart Commute should consider a promotional strategy that focuses on one key service message to commuters. One suggestion would be to post advertising along or near highway HOV lanes to encourage commuters to carpool to take advantage of the HOV lane and the reduction in commute times. Furthermore the economic cost savings from carpooling may resonate with commuters looking to reduce the financial impact of current gas prices. Carpooling is more common among those who live in the suburban areas of the GTHA and Smart Commute's target audience for carpooling would more likely continue to come from areas outside of the GTA.

# Appendix

## Demographics

Highest Level of Education Completed	%
Elementary school	1%
Some high school	7%
Completed high school	15%
Some community college/technical college/CEGEP	4%
Completed community college/technical college/CEGEP	20%
Some university	7%
Completed university	33%
Post-graduate degree	12%
Don't know / No answer	1%

Number of People in the Household	%
One	11%
Two	26%
Three	19%
Four	25%
Five or more	17%
Refused	1%
Average	3.1

Automobiles in the Household	%
Zero	9%
1 to 2	74%
3 to 5	15%
Over 5	1%
Don't know/Refuse	1%
Average	1.7

2007 Household Income	%
<\$35K	9%
\$35K to \$44K	7%
\$45K to \$54K	8%
\$55K to \$74K	14%
\$75K to \$100K	14%
\$100K to \$150K	17%
Over \$150K	10%
Refuse	22%
Average	\$87K

Gender	%
Male	44%
Female	56%

## Survey Methodology

### Questionnaire Design

The questionnaire for this survey was designed by Harris/Decima, in close consultation with Smart Commute. Prior to being finalized, the survey was pre-tested on a small number of respondents.

### Sample Design and Selection

The sample for this study was designed to complete interviews with a representative sample of 1,008 commuters or home-based workers in the Greater Toronto Area and City of Hamilton, aged 16 years or older. Regional quotas were used to ensure accurate coverage across six areas as follows:

City/Region	Quota
City of Toronto	375
York Region	125
Durham Region	125
Peel Region	125
Halton Region	125
City of Hamilton	125

The sample was drawn using SurveySampler technology, which ensures that all residential listings in the target population have an equal opportunity to be selected for inclusion in the survey. Within those households eligible respondents were identified through a series of screening questions. Up to eight callbacks were used to reach respondents who may not have been available at the time of the call.

## Survey Administration

The survey was conducted in English by telephone using computer-assisted-telephone-interviewing (CATI) technology, from Harris/Decima's facilities between May 29 and Jun 10, 2008. All interviewing was conducted by fully trained and supervised interviewers and a minimum of ten percent of completed interviews were independently monitored and validated in real time. The survey averaged 15.3 minutes in length.

## Sampling Error

A sample of 1,008 drawn from the GTA and City of Hamilton population can be expected to provide results accurate to within plus or minus 3.1 percent, 19 times out of 20. As the data in the following table indicate, the margins of error are larger for smaller subsamples.

	Sample Size	Margin of Error*
Full sample	1,008	± 3.1%
Area of Residence		
City of Toronto	374	± 5.1%
York Region	127	± 8.8%
Durham Region	127	± 8.7%
Peel Region	126	± 8.8%
Halton Region	128	± 8.7%
Hamilton	126	± 8.7%
Primary Mode of Commute		
Drive alone	474	± 4.5%
Car / Van pool	129	± 8.7%
Public Transit	239	± 6.4%
Walk/Jog/Cycle	60	± 12.7%

\* Approximate, at the 95% confidence level.

## Disposition Report

<b>A (1-14)</b>	<b>Total Attempted</b>	<b>33026</b>
1	Not in service (disp 4,44,47)	1079
2	Fax (disp 10,46)	1133
3	Invalid #/Wrong# (disp 9,12,13,43,77,88)	2268
<b>B (4-14)</b>	<b>Total Eligible</b>	<b>28546</b>
4	Busy (disp 2,42)	1761
5	Answering machine (disp 3,8,45)	6309
6	No answer (disp 1,41,48)	6388
7	Language barrier (disp 11)	901
8	Ill/Incapable (disp 14)	59
9	Eligible not available/Callback (disp 6,7)	1709
<b>C (10-14)</b>	<b>Total Asked</b>	<b>11419</b>
10	Household/Company Refusal (disp 15,21)	6382
11	Respondent Refusal (disp 22,23,26,27,89)	3946
12	Qualified Termination (disp 24,28,29)	86
<b>D (13-14)</b>	<b>Co-operative Contact</b>	<b>1005</b>
13	Not Qualified (disp 3X,25)	15
14	Completed Interview (disp 20)	990
	<b>REFUSAL RATE</b>	<b>91.20</b>
	(10+11+12) / C	
	<b>RESPONSE RATE</b>	<b>3.52</b>
	D (13-14) / B (4-14)	
	<b>INCIDENCE*</b>	<b>98.63</b>
	[(14+12) / (13+14+12)]*100	
	[(CI+QualTM)/(NQ+CI+QualTM)]*100	

# Questionnaire

## 2008 Baseline Attitudinal Survey

### FINAL Questionnaire

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#### Introduction

Good afternoon/evening. My name is \_\_\_\_\_ and I am calling from Harris/Decima, a public opinion research company. Today we are conducting a brief survey on behalf of Smart Commute at Metrolinx about transportation and commuting. **[IF ASKED:** The survey will take about 15 minutes to complete]

#### SCREENING

S1. Your household was selected at random and we would like to speak to someone aged 16 or older.

**CONTINUE IF AVAILABLE. ALTERNATELY LOG FOR CALL BACK.**

K2. In which of the following age categories can I place you?

READ LIST

16 to 24	1
25 to 34	2
35 to 44	3
45 to 54	4
55 to 64	5
65 to 74	6
75 and older	7
REFUSED (DO NOT READ)	9

S2. Do you travel at least three times per week either to work, to school, or to volunteer?

Yes	1	<i>CONTINUE</i>
No	2	<b>SKIP TO S4</b>
REFUSED	9	<i>THANK AND TERMINATE</i>

S3. Are you employed, a student, or do you volunteer?

Employed (including self-employed)	1	
Student	2	<b>CONTINUE</b>
Volunteer	3	
REFUSED	9	<b>THANK AND TERMINATE</b>

**S4new ONLY ASKED IF S2=2 (new for 2008 or S2=1 and S3=1) UPDATED IN 2008**

S4new. How many days in a typical week do you work from home, either as a teleworker/telecommuter or at a home based business?

0	0
1	1
2	2
3	3
4	4
5+	5
DK/NA	9

Recode S4new into S4. **UPDATED IN 2008**

S4.

Yes (3+ days)	1	<i>CONTINUE</i>
No (0 to 2 days)	2	<b>IF S2=2 - ASK FOR ANOTHER PERSON AGED 16+ AND RETURN TO INTRODUCTION, CONTINUE FOR S2=1 AND S3=1</b>
DK/NA	9	<b>IF S2=2 - THANK AND TERMINATE, CONTINUE FOR S2=1 AND S3=1</b>

**ASK K9 ONLY IF S4new=0**

S5. Is telework a potential option for you?

**ADDED IN 2008**

Yes	1
No	2
DK/NA	9

INTERVIEWER NOTE (IF NECESSARY): telework means working remotely, generally working from home

**NOTE:**  
**2 PATHS OF QUESTIONS**  
**PATH 1: COMMUTERS (S2=1)**  
**PATH 2: HOMEWORKERS (S4=1)**

**THROUGHOUT SURVEY, WHEN INSERTING FROM S3, FOLLOW THESE CONVENTIONS (UNLESS OTHERWISE SPECIFIED):**  
**FOR CODE 1 – INSERT “WORK”**  
**CODE 2 – INSERT “SCHOOL”**  
**CODE 3 – SPECIFIED IN QUESTIONNAIRE**

[IF ASKED: The survey will take about 15 minutes to complete]

**SECTION A – GENERAL ATTITUDES AND CONCERNS**

To start off . . .

A1. How important an issue do you think transportation is in the Greater Toronto Area and Hamilton today. Would you say it is THE MOST important issue, ONE of the most important issues, AN ISSUE but not an important one, or is it NOT REALLY an issue in your opinion?

- |                                    |   |                   |
|------------------------------------|---|-------------------|
| The most important issue           | 1 |                   |
| One of most important issues       | 2 | <i>CONTINUE</i>   |
| An issue, but not an important one | 3 |                   |
| Not really an issue                | 4 | <i>SKIP TO A3</i> |
| DK/NA (Volunteered)                | 9 | <i>SKIP TO A3</i> |

A2. What, in your opinion, are the specific reasons WHY transportation in the area is an issue?

**DO NOT READ – ACCEPT ALL THAT APPLY UPDATED CODES 20-37, 40, 88, 99 ADDED IN 2008. Show only the original hard codes 1 to 18 and other specify on CATI.**

- |  |   |
|--|---|
| Congestion/delay   | 1 |
| Pedestrian unfriendly neighbourhoods/lack of sidewalks             | 2 |
| Cycling facilities (i.e. pathways, lanes)                          | 3 |
| Poor service on Public transit (i.e.: TTC, GO Train, Subway, etc.) | 4 |
| Transit not frequent enough  | 5 |
| Need better transit service  | 6 |
| Need to expand subway system                                       | 7 |
| Not enough roads/congestion  | 8 |

Air quality/emissions	9
Environment (general)	10
Traffic safety	11
Noise	12
Travel times	13
Cost of travel	14
Too much parking	15
Not enough parking	16
Road rage	17
Infrastructure cost	18
City size/sprawl/growth (general)	20
Accessibility (general)	21
Too many cars/vehicles	22
People's driving habits (general)	23
Poor road conditions (general)	24
Need to get around/go places (general)	25
Construction (general)	26
Connection between regions	27
Convenience (general)	28
Economy	29
Health issues/quality of life (general)	30
Under funded	31
No access to a car	32
People should take public transit instead of driving	33
Distance (general)	34
Infrastructure (general)	35
Lack of enforcement of road rules/laws	36
Not enough people carpooling	37
A lot of people use/rely on it/an essential service	40
Other	88
Don't know / No answer	99

A3. Now thinking about your personal situation, how important is transportation in your daily life? Is it very important, somewhat important, not very important or not at all important?

Extremely important	5
Very important	4
Somewhat important	3
Not very important	2
Not at all important	1
DK/NA (Volunteered)	9

**SECTION B – COMMUTE AND PRIMARY/SECONDARY MODES OF TRANSPORTATION**

**CONTINUE COMMUTERS ONLY  
 IF S3=3, INSERT “volunteer commitment”**

*Now I'd like to ask you about your use of transportation in the area...*

B1. How many days per week do you commute to [INSERT FROM S3]?

**RECORD DAYS**

Record # of days:  
 Don't know/No answer 9

B2. On average, how long does your commute take? Please make your estimate in minutes based on a one-way trip.

**RECORD TIME**

Record # of minutes:  
 Don't know/No answer 999

**AT B3, INSERT BASED ON S3.**

B3. Where is your [INSERTS3] located? **UPDATED IN 2008 [Cities in each region are provided to help interviewer. Read list if necessary. Do not read cities listed in brackets]**

Toronto	1
York Region (Aurora, East Gwillimbury, Georgina, King, Markham, Newmarket, Richmond Hill, Vaughan, Whitchurch-Stouffville)	2
Durham Region (Pickering, Ajax, Whitby, Oshawa, Clarington, Uxbridge, Scugog, Brock)_	3
Peel Region (Brampton, Caledon, Mississauga)	4
Halton Region (Burlington, Halton Hills, Milton, Oakville)	5
Hamilton	6
Other	88
Don't know / Refused	99

**AT B4, INSERT BASED ON S3.  
 IF S3=3, INSERT “your volunteer commitment”**

**IF “DRIVE” PROMPT FOR “DRIVE ALONE OR CAR / VAN POOL”  
 IF CAR / VAN POOL, PROMPT FOR DRIVER OR PASSENGER**

**IF B4=99, THANK AND TERMINATE**

B4. Over the past year, how did you usually travel to [INSERT]?  
**DO NOT READ - CODE ONE ONLY. If respondent mentions more than one, say: "Which do you use for the majority of your trip?" UPDATED CODES 10, 11 AND 20 IN 2008**

Drove alone	1
Car- / Vanpool <u>driver</u>	2
Car- / Vanpool <u>passenger</u>	3
Public transit (i.e.: TTC, GO Train, Subway, etc.)	4
Private bus service	5
Accessible transit/Handitrans	6
Walked / Jogged	7
Bicycled	8
Inline Skated / Rollerbladed	9
Wheel Chair/Assistive Device	10
Motorcycle/Scooter/Moped	11
Taxi	12
By Car (unspecified)	20
Other	88
DK/NA	99

**ASK B5 ONLY IF B4=4 OR 5**

B5. How did you get to the transit stop? **DO NOT READ LIST – ACCEPT ONLY ONE RESPONSE**

Walked	1
Bicycled	2
Drove alone	3
Dropped off	4
Carpool driver	5
Carpool passenger	6
Other (SPECIFY)	8
DK/NA	9
By bus	20
Other	88
Don't know / No answer	99

**ASK B6 ONLY IF B4=4**

B6. Which transit system(s) did you use?

**DO NOT READ – ACCEPT ALL THAT APPLY UPDATED CODES 22-23 IN 2008**

GO Transit	1
TTC (Toronto Transit Commission)	2
TTC Wheel-Trans	3
YRT (York Region Transit)	4
YRT Mobility Plus	5
APTA (Ajax Pickering Transit Authority)	6
Whitby Transit	7
OTC (Oshawa Transit Commission)	8
Clarington Transit	9
Handitransit (Durham Region)	10
Durham Region Transit (DRT)	22
Durham Region Specialized Services	23
Mississauga Transit	11
Brampton Transit	12
Peel Transhelp	13
Oakville Transit	14
Oakville Care-a-van	15
Milton Transit	16
Halton Hills Activan	17
Burlington Transit	18
Burlington Handi-van	19
HSR (Hamilton Street Railway Company)	20
Hamilton DARTS	21
DK/NA	99

B6\_col. For the current and historical data, the data file and tables: If 6, 7 8 or 9 are mentioned recode into 22. If 10 is mentioned recode into 23. **UPDATED IN 2008**

**ASK B9 ONLY IF B4 ≠ 1, 2, OR 12  
IF S3=3, INSERT “your volunteer commitment”**

B9. Do you have access to a motor vehicle (motorcycle, car, truck, S.U.V.) to drive to **[INSERT FROM S3]**?

Yes	1
No	2
DK/NA	9

**IF S3=3, INSERT "your volunteer commitment"**

B10. How long have you been [INSERT FROM B4] to [INSERT FROM S3]?  
**RECORD MONTHS OR YEARS**

Record # of months:

Record # of years:

DK/NA

99

B11. What are your main reasons for [INSERT FROM B4]?  
DO NOT READ – ACCEPT UP TO 3 RESPONSES – PROMPT IF  
NECESSARY: Any others? **UPDATED CODES 24, 30-46 IN 2008.**

**Show only the original hard codes 1 to 24 and other specify on CATI.**

Commuting costs	1
Comfort/relaxation	2
Travel time	3
Privacy	4
Lack of car parking	5
Expensive car parking	6
Need to have vehicle during work	7
Having vehicle before and/or after work	8
Having vehicle to take kids to daycare/school	9
Safety	10
No other way to get to work	11
Work hours/schedule	12
Not being dependent on others	13
Want to get home in an emergency	14
Like to come and go as I please	15
Environment (reduce pollution/save energy)	16
Stress	17
Quiet time/use time to read/work on bus	18
Incentives offered by employer/other agency	19
Enjoy talking to someone/company	20
Convenience	21
Flexibility	22
Health/exercise	23
Gas Prices	24
No one lives near me/no one to carpool with	30
Don't have a car/we only have one car	31
Don't want to be stuck in traffic	32
It is close to me	33
To get to places (general)	34
Distance to work (unspecified)	35

Transit is unreliable	36
No/poor public transit in my area	37
Dislike public transportation	38
Self-employed	39
Reliability	40
Work/nature of work	41
Work alone	42
Don't want to/can't drive/don't have a license	43
Ease/easier	44
Weather	45
Live/work far away	46
Other	88
DK/NA	99

**ASK ONLY IF B11=10**

B12. What do you mean by safety?

**DO NOT READ – ACCEPT ALL THAT APPLY**

**UPDATED CODE 20 IN 2008**

Personal security	1
Fear of theft	2
Traffic safety	3
Night time driving/using public transit at night	20
Other	88
Don't know / No answer	99

**ASK ONLY IF B11=21 OR 22**

B13. What do you mean by [INSERT FROM B11]?

**DO NOT READ – ACCEPT UP TO 3 RESPONSES – PROMPT IF NECESSARY: Any others?**

**UPDATED CODES 21-40 IN 2008**

**Show only the original hard codes 1 to 21 and other specify on CATI**

Commuting costs	1
Comfort/relaxation	2
Travel time	3
Distance/too far	4
Privacy	5
Need to have vehicle during work	6
Having vehicle before and/or after work	7
Having vehicle to take kids to daycare/school	7
Safety	8
No other way to get to work	9

Work hours/schedule	10
Not being dependent on others	11
Want to get home in an emergency	12
Like to come and go as I please	13
Environment (reduce pollution/save energy)	14
Stress	15
Incentives offered by employer/other agency	16
Enjoy talking to someone/company	17
Other (SPECIFY)	18
Accessibility/easy to get to	20
Close to home/work	21
Avoid traffic	22
Avoid parking/parking costs	23
Public transit schedule (general)	24
Weather factors (general)	25
Poor public transit (general)	26
Can read/work on the trip	27
Flexibility	28
Reliability (general)	29
No one to carpool with	30
All going to same place (general)	31
Avoid driving	32
Avoid insurance costs	33
Goes door to door/point A to B	34
Transporting/carrying things	35
Need to transfer	36
Better than car/driving	37
Better than carpool	38
Better than public transportation	39
Convenient/easier (general)	40
Other	88
DK/NA	99

**IF S3=3, INSERT “your volunteer commitment”**

B14. Generally speaking, how satisfied are you with [INSERT FROM B4] as a means to get to [INSERT FROM S3]? Are you ...? **READ LIST – ACCEPT ONLY ONE RESPONSE**

Very satisfied	5
Somewhat satisfied	4
Neither satisfied nor dissatisfied	3
Somewhat dissatisfied	2
Very dissatisfied	1
DK/NA	9

B15. Is your commute better, about the same, or worse now than it was a year ago?

Better	4
About the same	3
Worse	1
Better in some ways and worse in others (VOLUNTEERED)	2
DK/NA	9

**IF S3=3, INSERT "your volunteer commitment"**

B16. Over the course of the last year, which, if any, OTHER means of transportation did you also use to get to [**INSERT FROM S3**]?  
ACCEPT UP TO 3 RESPONSES – PROMPT IF NECESSARY: Any others?  
**UPDATED CODES 11, 12, 20 AND 97 IN 2008**

**IF DRIVE PROMPT FOR DRIVE ALONE OR CAR / VAN POOL**

Drove alone	1
Car- / Vanpool <u>driver</u>	2
Car- / Vanpool <u>passenger</u>	3
Public transit (i.e.: TTC, GO Train, Subway, etc.)	4
Private bus service	5
Accessible transit/Handitrans	6
Walked / Jogged	7
Bicycled	8
Inline Skated / Rollerbladed	9
Teleworked	10
Wheel Chair/Assistive Device	11
Motorcycle/Scooter/Moped	12
Taxi	13
Flying	20
Other	88
No other	97
DK/NA	99

**ASK ONLY IF B16=4 OR 5**

B17. How did you get to the transit stop? **DO NOT READ LIST – ACCEPT ONLY ONE RESPONSE**

Walk	1
Bicycle	2
Drove alone	3

Dropped off	4
Carpool driver	5
Carpool passenger	6
Other (SPECIFY)	7
Public transit (i.e.: TTC, GO Train, Subway, etc.)	20
Other (Specify)	77
Other	88
Don't know / No answer	99

**ASK ONLY IF B16=4**

B18. Which transit system(s) did you use?  
**DO NOT READ – ACCEPT ALL THAT APPLY**  
**UPDATED 22-23 IN 2008**

GO Transit	1
TTC (Toronto Transit Commission)	2
TTC Wheel-Trans	3
YRT (York Region Transit)	4
YRT Mobility Plus	5
APTA (Ajax Pickering Transit Authority)	6
Whitby Transit	7
OTC (Oshawa Transit Commission)	8
Clarington Transit	9
Handitransit (Durham Region)	10
Durham Region Transit (DRT)	22
Durham Region Specialized Services	23
Mississauga Transit	11
Brampton Transit	12
Peel Transhelp	13
Oakville Transit	14
Oakville Care-a-van	15
Milton Transit	16
Halton Hills Activan	17
Burlington Transit	18
Burlington Handi-van	19
HSR (Hamilton Street Railway Company)	20
Hamilton DARTS	21
DK/NA	99

B18\_col. For the current and historical data, the data file and tables: If 6, 7 8 or 9 are mentioned recode into 22. If 10 is mentioned recode into 23.

**ADDED IN 2008**

**IF S3=3, INSERT "your volunteer commitment"**

B21. What one method of commuting would be your ideal way to commute to [INSERT from S3]? It doesn't matter whether or not you currently use this method. We're interested in knowing what your ideal commuting method is.

**DO NOT READ - CODE ONE ONLY  
UPDATED CODES 11 AND 12 IN 2008**

**IF DRIVE PROMPT FOR DRIVE ALONE OR CAR / VAN POOL**

Drive alone	1
Car- / Vanpool <u>driver</u>	2
Car- / Vanpool <u>passenger</u>	3
Public transit (i.e.: TTC, GO Train, Subway, etc.)	4
Private bus service	5
Accessible transit/Handitrans	6
Walk / Jog	7
Bicycle	8
Inline Skate / Rollerblade	9
Telework	10
Wheel Chair/Assistive Device	11
Motorcycle/Scooter/Moped	12
Taxi	13
Other	88
Don't know / No answer	99

**ASK B22 ONLY IF B21 ≠ 99**

B22 Why would this be your ideal commuting method?  
**DO NOT READ LIST ACCEPT UP TO 3 RESPONSES – PROMPT IF NECESSARY: Any others? UPDATED CODES 20-35 IN 2008**  
**Show only the original hard codes 1 to 19 and other specify on CATI.**

Commuting costs	1
Comfort/relaxation	2
Travel time	3
Privacy	4
Need to have vehicle during work	5
Having vehicle before and/or after work	6
Having vehicle to take kids to daycare/school	7
Safety	8
No other way to get to work	9

Convenience	10
Flexibility	11
Work hours/schedule	12
Not being dependent on others	13
Want to get home in an emergency	14
Like to come and go as I please	15
Environment (reduce pollution/save energy)	16
Stress	17
Incentives offered by employer/other agency	18
Enjoy talking to someone/company	19
Exercise/healthy alternative (general)	20
Reduced/avoid traffic/congestion/rush hour (general)	21
Easier/fewer hassles	22
Use less/save on gas/fuel	23
Distance/too far/location (general)	24
Dislike/don't have to drive (general)	25
Reliable/dependable	26
Weather/road conditions	27
Direct route (general)	28
Less wear and tear/maintenance	29
Free to read/think/do other things	30
It is close by/not far/gets me closest (general)	31
Other methods make you wait/cause delays (general)	33
I like it/enjoyment/preferred method	34
Dislike change/it is what I do/habit (general)	35
Other	88
Don't know / No answer	99

**ASK B23 ONLY IF B22=8 AND B11≠10(SAFETY). IF B11 = SAFETY, AUTOFILL B23 WITH CHOICES SELECTED IN B12**

B23. What do you mean by safety?  
**DO NOT READ – ACCEPT ALL THAT APPLY**

Personal security	1
Fear of theft	2
Traffic safety	3
Other (SPECIFY)	4
DK/NA	9

**ASK B24 ONLY IF B22=10 OR 11 AND B11≠21 or 22 (CONVENIENCE OR FLEXIBILITY). IF B11 = CONVENIENCE OR FLEXIBILITY, AUTOFILL B24 WITH CHOICES SELECTED IN B13**



B24. What do you mean by [INSERT FROM B21]?  
**DO NOT READ LIST – ACCEPT UP TO 3 RESPONSES – PROMPT IF NECESSARY: Any others? UPDATED CODES 20-33 IN 2008**  
**Show only the original hard codes 1 to 18 and other specify on CATI.**

Commuting costs	1
Comfort/relaxation	2
Travel time	3
Privacy	4
Need to have vehicle during work	5
Having vehicle before and/or after work	6
Having vehicle to take kids to daycare/school	7
Safety	8
No other way to get to work	9
Work hours/schedule	10
Not being dependent on others	11
Want to get home in an emergency	12
Like to come and go as I please	13
Environment (reduce pollution/save energy)	14
Stress	15
Incentives offered by employer/other agency	16
Enjoy talking to someone/company	17
Other (SPECIFY)	18
Location/close to home	20
Can bring things with me	21
Don't want to/can't rely on public transit (general)	22
Convenience/ease	23
No waiting/standing outside	24
Parking (general)	25
Can do things on the way (general)	26
Reliability (general)	27
Traffic issues (general)	28
Don't have to drive/walk	29
Good transit system/schedule (general)	30
Can get me to where I want to go	31
Weather	32
Availability	33
Other	88
DK/NA	99

B25. In the foreseeable future, how likely are you to switch from your current mode of transportation to another mode? Would you ... ? **READ LIST – ACCEPT ONLY ONE RESPONSE**

Definitely switch	5
Probably switch	4
Might or might not switch	3
Probably not switch	2
Definitely not switch	1
DK/NA (DO NOT READ)	9

**ASK B26 ONLY IF B25=4 OR 5**

B26. What mode of transportation do you expect to switch to? **RECORD VERBATIM**  
**UPDATED CODES IN 2008**

Car	20
Public Transit (TTC)	21
Bike/bicycle	23
Walking	24
Public Transit (GO Train)	25
Public Transit (unspecified)	26
Carpooling	27
Other	88
DK/NA	99

**ASK B27 ONLY IF B25=1 OR 2**

B27. Why are you unlikely to switch modes of transportation?

**UPDATED CODES 20-40, 88 AND 99 IN 2008**

**Show only the original hard codes 1 to 14 and other specify on CATI.**

Weather/Seasonal	1
Distance	2
Safety	3
Work hours/schedule	4
Don't own / no access to a motor vehicle	5
Need to have vehicle during work	6
Having vehicle before and/or after work	7
Having vehicle to take kids to daycare/school	8
Taking family members	9
Want to get home in an emergency	10
Meetings	11
Appointments	12
Appearance/clothing related	13
Inconvenience	14
No need/no reason	20
Satisfied with the way it is now (general)	21
Environment (reduce pollution/save energy)	22
Affordability/cost (general)	23
I'm retired/will retire	24
Time/faster/efficient (general)	25
No other option/availability (general)	26
Can't drive/don't have drivers license	27
Convenience/easier (general)	28
Don't see changes in my life (general)	29
Have my own car	30
Don't want to drive to work/downtown (general)	31
Flexibility/can use anytime I want/freedom	32
It's a habit	33
Don't like public transportation (general)	34
Comfort	35
Reliability	36
Stress/less pressure	37
Healthier/exercise	38
Age/getting old	39
Because of my job (unspecified)	40
Other	88
Don't know / No answer	99

**ASK B30 ONLY IF NONE OF THE RESPONSES PROVIDED AT B16 ≠ RESPONSE AT B21**  
**IF S3=3, INSERT “your volunteer commitment”**

B30 You mentioned that you sometimes [INSERT FIRST MENTION FROM B16] to get to [INSERT FROM S3]. Why don't you do this more regularly?

**DO NOT READ – CODE MORE THAN 1 IF APPLICABLE**

**UPDATED 20-39 AND 88 IN 2008**

**Show only the original hard codes 1 to 13 and other specify on CATI.**

Weather/Seasonal	1
Distance	2
Travel time	3
Safety	4
Work hours/schedule	5
Need to have vehicle during work	6
Having vehicle before and/or after work	7
Having vehicle to take kids to daycare/school	8
Want to get home in an emergency	9
Meetings	10
Appointments	11
Appearance/clothing related	12
Inconvenience	13
Costs/expensive/parking fees	20
Traffic/congestion/construction	21
Health issues/disability	22
No one to carpool with	23
Car availability/don't own vehicle	24
Need to transport items	25
Prefer/always use public transport	26
Laziness	27
Prefer other methods/more convenient	28
No need/unnecessary/don't work far from work	29
Environment/pollution	30
Public transit unreliable/inconvenient	31
Dislike taxis	32
Prefer driving/going on my own	33
Preferred method/habit/healthier (general)	34
Stressful/not preferred method	35
Availability of driver/ride (general)	36
Need more flexibility	37
No parking	38

Don't want to depend on others	39
Other	88
Don't know / No answer	99

**ASK B31 ONLY IF B30=4**

B31.What do you mean by safety?

**DO NOT READ – ACCEPT ALL THAT APPLY**

**UPDATED CODES IN 2008**

Personal security	1
Fear of theft	2
Traffic safety	3
Night time driving/using public transit at night	20
Other	88
Don't know / No answer	99

**ASK B32 ONLY IF B30=13**

B32.When you say inconvenience, what do you mean?

**DO NOT READ – ACCEPT ALL THAT APPLY**

**UPDATED CODES 20-28 IN 2008**

**Show only the original hard codes 1 to 9 and other specify on CATI.**

Work hours/schedule	1
Need to have vehicle during work	2
Having vehicle before and/or after work	3
Having vehicle to take kids to daycare/school	4
Want to get home in an emergency	5
Meetings	6
Appointments	7
Appearance/clothing related	8
Wait time	9
Cost	20
Scheduling (general)	21
Can't/want to carry things	22
Takes too long	23
Don't want to inconvenience others (general)	24
Parking (general)	25
Traffic (general)	26
Don't like depending on others	27
Location/far from home	28
Other	88
DK/NA	99

B33. To what extent has each of the following items changed how you commute to **[Insert S3]** in the past year?

**[Randomize]**

**NEW IN 2008**

- A Income tax credit for transit pass holders
- B Current gas prices
- C Climate change
- D Air quality

Significant change	3
Some change	2
No change	1
DK/NA (Do not read)	9

**SECTION C – MODE/GROUP SPECIFIC QUESTIONS  
WALKING/JOGGING/INLINE SKATE/SKATEBOARD/WHEEL CHAIR OR  
ASSISTIVE DEVICE**

**ASK SECTION C ONLY IF B4 OR B16 or B21 = WALKING / JOGGING /  
INLINE SKATE / WHEEL CHAIR/ASSISTIVE DEVICE**

**IN SECTION C, AT [INSERT FROM B4, B16, B21]:**

**INSERT EACH MODE THAT IS DIFFERENT ACROSS EACH QUESTION B4,  
B16, B21 THAT = WALKING / JOGGING / INLINE SKATE / WHEEL CHAIR  
OR ASSISTIVE DEVICE**

**IN THIS SECTION IF S3=3, INSERT “your volunteer commitment”**

Now, thinking about when you either walk, jog, inline skate, or go by wheelchair or assistive device to **[INSERT FROM S3]**.

**[Read this if commuting mode = walk/job/skate/wheel chair in B21 but not in B4 and B16]:** Now, thinking about if you either walk, jog, inline skate, or go by wheelchair or assistive device to **[INSERT FROM S3]**.

C1. Regardless of where you live or work, what is the maximum time in minutes for a one way trip that you would find acceptable for a regular **[INSERT FROM B4, B16]** to **[INSERT FROM S3]**?

**RECORD TIME IN MINUTES**

**ADDED “FOR A ONE WAY TRIP” IN 2008**

Record # of minutes:	
Don't know/No answer	9

C2. Are there adequate facilities such as showers or change rooms at **[INSERT FROM S3]**?

Yes	1
No	2
DK/NA	9

C4. How important of a factor were these facilities in your decision to **[INSERT FROM B4, B16, ]** to **[INSERT FROM S3]**? **READ LIST – ACCEPT ONLY ONE RESPONSE**

**[Read this if commuting mode = walk/job/skate/wheel chair in B21 but not in B4 and B16]:** How important of a factor **would** these facilities **be** in your decision to **[INSERT FROM B4, B16, ]** to **[INSERT FROM S3]**? **READ LIST – ACCEPT ONLY ONE RESPONSE**

Extremely important	5
Very important	4
Somewhat important	3
Not very important	2
Not at all important	1
DK/NA (DO NOT READ)	9

**[If commuting mode = walk/job/skate/wheel chair in B21 but not in B4 and B16 do not read C4]:**

C5. During which months do you **[INSERT FROM B4, B16, ]** to **[INSERT FROM S3]**? **READ ONLY IF NECESSARY – ACCEPT ALL THAT APPLY**

January	1
February	2
March	3
April	4
May	5
June	6
July	7
August	8
September	9
October	10
November	11
December	12
or All year long	13
DK/NA	99

**SECTION D – MODE/GROUP SPECIFIC QUESTIONS**

**BICYCLING**

**ASK SECTION D ONLY IF B4 OR B16 OR B21 = BICYCLING**

**IN THIS SECTION: IF S3=3, INSERT “your volunteer commitment”**

*Now thinking about your cycle to work.*

**[Read this if commuting mode = bicycling in B21 but not in B4 and B16]:**

*Now thinking about if you cycle to work.*

D1. Regardless of where you live or work, what would be the maximum trip time in minutes for a one way trip that you would find acceptable for a regular bicycle commute to **[INSERT FROM S3]** by bicycle?

**RECORD TIME IN MINUTES**

**ADDED “FOR A ONE WAY TRIP” IN 2008**

Record # of minutes:

Don't know/No answer 9

D2. Are there adequate facilities such as showers or change rooms at **[INSERT FROM S3]**?

Yes 1

No 2

DK/NA 9

D4. How important of a factor were these facilities in your decision to bicycle to **[INSERT FROM S3]**? **READ LIST – ACCEPT ONLY ONE RESPONSE**

**[Read this if commuting mode = bicycling in B21 but not in B4 and B16]:**

How important of a factor **would** these facilities **be** in your decision to bicycle to **[INSERT FROM S3]**? **READ LIST – ACCEPT ONLY ONE RESPONSE**

Extremely important 5

Very important 4

Somewhat important 3

Not very important 2

Not at all important 1

DK/NA (DO NOT READ) 9

D5. Is there adequate bicycle parking at **[INSERT FROM S3]**?

Yes 1

No 2

DK/NA 9

**ASK D6 ONLY IF D5=1**

D6. Which of the following types of bicycle parking are available at **[INSERT FROM S3]? READ LIST – ACCEPT ALL THAT APPLY**

**UPDATED CODE 20 IN 2008**

Outdoor bicycle rack	1
Covered bicycle rack	2
Bicycle cage / secure parking area	3
Bicycle locker	4
Indoor bicycle parking / parking garage	5
Post/pole on the sidewalk/street	20
Other	88
Don't know / No answer	99

**ASK D7 ONLY IF D5=1**

D7. And which type of bicycle parking do you use at **[INSERT FROM S3]? READ LIST**

**[Read this if commuting mode = bicycling in B21 but not in B4 and B16]:**  
And which type of bicycle parking **would** you use at **[INSERT FROM S3]? READ LIST**

Outdoor bicycle rack	1
Covered bicycle rack	2
Bicycle cage / secure parking area	3
Bicycle locker	4
Indoor bicycle parking / parking garage	5
Other	88
None	97
Don't know / No answer	99

D8. How important of a factor is bicycle parking in your decision to bicycle to **[INSERT FROM S3]? READ LIST – ACCEPT ONLY ONE RESPONSE**

**[Read this if commuting mode = bicycling in B21 but not in B4 and B16]:** How important of a factor **would** bicycle parking **be** in your decision to bicycle to **[INSERT FROM S3]? READ LIST – ACCEPT ONLY ONE RESPONSE**

Extremely important	5
Very important	4
Somewhat important	3

Not very important	2
Not at all important	1
DK/NA (DO NOT READ)	9

**[If commuting mode = bicycling in B21 but not in B4 and B16 do not read D9]:**

**D9. During which months do you bicycle to [INSERT FROM S3]?  
READ ONLY IF NECESSARY – ACCEPT ALL THAT APPLY**

January	1
February	2
March	3
April	4
May	5
June	6
July	7
August	8
September	9
October	10
November	11
December	12
Or All year long	13
DK/NA	99

**D10. How willing are you to consider bringing your bicycle with you onto public transit? Are you ...? READ LIST – ACCEPT ONLY ONE RESPONSE**

**NEW IN 2008**

Definitely willing to consider	5
Probably willing to consider	4
Neither willing nor unwilling to consider	3
Probably not willing to consider	2
Definitely not willing to consider	1
DK/NA	9

Note for analysis plan: Merge D10 with E5.

**SECTION E - MODE/GROUP SPECIFIC QUESTIONS  
PUBLIC TRANSIT**

**ASK SECTION E ONLY IF B4 OR B16 OR B21 = PUBLIC TRANSIT**

**E1. Regardless of where you live or work, what is the maximum time in minutes for a one way trip that you would find acceptable for a regular commute by transit to [INSERT FROM S3]?**

**RECORD TIME IN MINUTES**  
**ADDED “FOR A ONE WAY TRIP” IN 2008**

Record # of minutes:  
Don't know/No answer 9

**E2. How important is it for you to be able to purchase transit tickets or passes at or near the place where you [INSERT FROM S3]?**

Extremely important 5  
Very important 4  
Somewhat important 3  
Not very important 2  
Not at all important 1  
DK/NA (DO NOT READ) 9

**E3. How important is it for you to be able to obtain transit route information at or near the place where you [INSERT FROM S3]? READ LIST – ACCEPT ONLY ONE RESPONSE**

Extremely important 5  
Very important 4  
Somewhat important 3  
Not very important 2  
Not at all important 1  
DK/NA (DO NOT READ) 9

**E4. You may or may not be aware that in order to go from one public transit system to another, during the same trip, you may need to pay your fare twice. Is this a deterrent to you using public transit more often? READ LIST – ACCEPT ONLY ONE RESPONSE**

Yes 1  
No 2  
Doesn't effect me / Don't use more than one transit system (VOLUNTEERED) 3  
DK/NA 9

**NEW IN 2008**

**Ask E5 if B4 or B16 or B21 ≠ BICYCLING**

E5. How willing are you to consider bringing your bicycle with you onto public transit? Are you ...? **READ LIST – ACCEPT ONLY ONE RESPONSE**

Definitely willing to consider	5
Probably willing to consider	4
Neither willing nor unwilling to consider	3
Probably not willing to consider	2
Definitely not willing to consider	1
DK/NA	9

**SECTION F - MODE/GROUP SPECIFIC QUESTIONS  
CAR / VAN POOL**

**ASK SECTION F ONLY IF B4 OR B16 OR = CAR / VAN POOL  
IF S3=3, INSERT “your volunteer commitment”**

F1. Regardless of where you live or work, what would be the maximum trip time in minutes for a one way trip that you would find acceptable for regular car or van pool to [INSERT FROM S3]

**ADDED “FOR A ONE WAY TRIP” IN 2008**

Record # of minutes	
Don't know/No answer	99

Earlier, you mentioned carpooling to [INSERT FROM S3].

F2. With whom do you usually car- or vanpool?

**ACCEPT ALL THAT APPLY**

**UPDATED CODES 20-21 IN 2008**

Household members	1
Non-household relatives	2
Co-workers	3
Friends, acquaintances, neighbours	4
Casual carpool with different people	5
Other student	20
Alone/don't carpool	21
Other	88
Don't know / No answer	99

**ASK F3 ONLY IF F2 ≠ 1**

F3. Did you use a car pool ride matching service to form any part of your current carpool?

Yes	1
No	2
DK/NA	9

**ASK F3a ONLY IF F3 =1**

F3a. What car pool ride matching service do you use to form your current carpool?

**[Do not read – select all that apply]**

**ADDED IN 2008**

Carpool Zone	1
Craig's List	2
Carpool.ca	3
Carpool Tool	4
Ridematch.ca	5
Facebook	6
My Space	7
Employer program	8
Other (specify)	77
DK/NA	99

F4. Including yourself, what is the total number of people usually in the vehicle?

**RECORD NUMBER OF PEOPLE**

Record # of people:	
Don't know/No answer	99

F5. Including yourself and space permitting, what is the maximum number of people that you would want to car or vanpool with?

**RECORD NUMBER OF PEOPLE**

Record # of people:	
Don't know/No answer	99

F6. Do you use any facilities for car- / vanpools, such as a preferential parking space, carpool parking lot or a lane for car pools on your way to **[INSERT FROM S3]**?

Carpool parking lot	1
Preferential parking spot	2
Carpool/HOV (high-occupancy vehicle) lane	3
Other	88

No / none	97
Don't know / No answer	99

F7. Do you pay to park at **[INSERT FROM S3]**?

Yes	1
No	2
DK/NA	9

**ASK F8 ONLY IF F7=1**

F8. How much do you pay per month?

**RECORD NUMBER OF DOLLARS – ROUND TO CLOSEST DOLLAR**

Record # of dollars:	
Don't know/No answer	999

**ASK F9 ONLY IF F7=2**

F9. If you had to pay for parking, would you still car / van pool to work?

Yes	1
No	2
Depends on prices (VOLUNTEERED)	3
DK/NA	9

**ASK F10 ONLY IF F9=2**

F10. How would you get to **[INSERT FROM S3]**

**DO NOT READ – ACCEPT ALL THAT APPLY**

**UPDATED CODES 20-22 IN 2008**

Drive alone	1
Public transit (i.e.: TTC, GO Train, Subway, etc.)	2
Private bus service	3
Accessible transit/Handitrans	4
Walk / Jog	5
Bicycle	6
Inline Skate / Rollerblade	7
Telework	8
Wheel Chair or Assistive Device	9
Motorcycle/Scooter/Moped	10
Taxi	11

Carpool/ride with others	20
Drop off	21
Wouldn't go (general)	22
Other	88
Don't know / No answer	99

**ASK F11 ONLY IF F9=1 OR 3**

F11.What is the maximum amount you would pay per day to park at **[INSERT FROM S3]**?

**RECORD NUMBER OF DOLLARS – ROUND TO CLOSEST DOLLAR**

Record # of dollars:	
Don't know/No answer	999

F12.Does **[INSERT FROM S3]** provide a more desirable or preferential parking space for carpools?

Yes	1
No	2
DK/NA	9

F13.Do the members of your carpool meet at a specific location or are you picked up?

**ADDED “NONE OF THE ABOVE” IN 2008**

Meet at a specific location	1
Picked up	2
Other (SPECIFY)	3
None of the above	4
DK/NA	9

NF14. Does any part of your trip to **[INSERT FROM S3]** take place on a freeway or other major highways?

**ADDED IN 2006**

Yes	1	<b>CONTINUE</b>
No	2	<b>SKIP TO SECTION I</b>
DK/NA	9	<b>SKIP TO SECTION I</b>

**ASK NF15 ONLY IF NF14 = 1, ELSE SKIP TO SECTION I**

NF15. Do you use the High occupancy vehicle (HOV) or carpool lanes on the freeway when you travel to **[INSERT FROM S3]**?

**[IF REQUIRED: AN HOV LANE CAN BE USED WHEN THERE ARE TWO OR MORE PEOPLE IN THE VEHICLE]**

**ADDED IN 2006**

Yes	1	<b>CONTINUE</b>
No / No lanes available	2	<b>SKIP TO NF19</b>
DK/NA	9	<b>SKIP TO NF19</b>

**ASK NF16 ONLY IF NF15 = 1, ELSE SKIP TO SECTION I**

NF16. How many days per week do you use the HOV lanes when you travel to [INSERT FROM S3]?

**DO NOT READ – ACCEPT ONLY ONE RESPONSE**

**ADDED IN 2006**

1	1	<b>CONTINUE</b>
2	2	<b>CONTINUE</b>
3	3	<b>CONTINUE</b>
4	4	<b>CONTINUE</b>
5	5	<b>CONTINUE</b>
6	6	<b>CONTINUE</b>
7	7	<b>CONTINUE</b>
0	0	<b>SKIP TO NF19</b>

**ASK NF17 ONLY IF NF16 ≠ 0**

NF17. Why do you use the HOV lanes?

**DO NOT READ – ACCEPT ALL THAT APPLY**

**ADDED IN 2006, UPDATED CODES 20-22 IN 2008**

Faster trip	1
More consistent travel time / more reliable	2
Cost savings	3
Pass traffic / bypass congestion	4
Other (SPECIFY)	5
Convenience	20
Traveling with more than one person (general)	21
Traffic conditions/less traffic	22
Other	88
Don't know / No answer	99

NF18. How much time in minutes do you feel you save on a typical one-way trip to or from [INSERT FROM S3] by using the HOV lane?

**DO NOT READ – ACCEPT ONLY ONE RESPONSE**

**ADDED IN 2006**

Record # of minutes	
Don't know/No answer	99

**ASK NF19 ONLY IF NF15=2 OR 9 OR NF16=0**

NF19. Why don't you use the HOV lanes?

**DO NOT READ – ACCEPT ALL THAT APPLY**

**ADDED IN 2006, UPDATED CODES 20-21 IN 2008**

HOV lanes are not on my route / no lanes available	1
Don't know/have anyone to carpool with	2
Prefer to drive alone	3
Have to drive alone for work/daycare/other	4
HOV lanes are unsafe	5
HOV lanes are difficult to use/enter/exit	6
HOV lanes are not any faster/no benefit	7
Do use when I can/when I have passengers (general)	20
Don't need/unnecessary	21
Other	88
Don't know / No answer	99

**ASK F20 ONLY IF NF19#1**

NF20. What would make you more likely to use the HOV lanes?

**DO NOT READ – ACCEPT ALL THAT APPLY**

**ADDED IN 2006, UPDATED CODES 20-32 IN 2008**

**Show only the original hard codes 1 to 5 and other specify on CATI.**

Find Somebody to carpool with	1
I didn't need the car for work/daycare/other	2
Safer HOV lanes	3
Easier to use/enter/exit HOV lanes	4
HOV lanes on my route/highway/freeway	5
Saved time/faster	20
Time to get there (unspecified)	21
Less traffic/better flow (general)	22
Nothing	23
Speed (unspecified)	24
Not my choice (general)	25
If I had enough people in the car (general)	26
Availability	27
If I found someone to carpool with (general)	28
Wouldn't use (general)	29
If they reduced the number limits	30
If it saved money (general)	31

Convenience (unspecified)	32
Other	88
Don't know / No answer	99

**SECTION G - MODE/GROUP SPECIFIC QUESTIONS**  
**LONE DRIVERS**

Set up randomization so only 80% of lone drivers get section G

**ASK SECTION G ONLY IF B4 OR B16 = DRIVE ALONE**

**IF S3=3, INSERT "your volunteer commitment"**

G1. Regardless of where you live or work, what would be the maximum trip time in minutes that you would find acceptable for a one way trip for a drive to [INSERT FROM S3]?

**ADDED ONE WAY TRIP IN 2008**

Record # of minutes	
Don't know/No answer	99

G2. In which of the following types of vehicle do you drive to [INSERT FROM S3]?

**READ LIST – ACCEPT ALL THAT APPLY**

Commercial or employer-provided vehicle	1
Car	2
Pick-up Truck	3
Van	4
S.U.V	5
Motorcycle	6
(Volunteered) Other	88
Don't know / No answer	99

G3. When you drive to [INSERT FROM S3], do you sometimes, rarely, or never have other people with you in the car?

Sometimes	1
Rarely	2
Never	3
DK/NA	9

**ASK G4 ONLY IF G3 ≠ 3 OR 9**

G4. Who sometimes rides with you when you drive to [INSERT FROM S3]?

Children	1
Other household members	2
Co workers	3
Other people (neighbours, friends, etc.)	4
DK/NA	9

G5. Do you pay to park where you [INSERT FROM S3]?

Yes	1
No	2
DK/NA	9

**ASK G6 ONLY IF G5 = 1**

G6. How much do you pay per month?

**RECORD NUMBER OF DOLLARS – ROUND TO CLOSEST DOLLAR**

Record # of dollars:	
Don't know/No answer	999

**ASK G7 ONLY IF G5 = 2 OR 9**

G7. If you had to pay for parking, would you still drive to work?

Yes	1
No	2
Depends on prices (VOLUNTEERED)	3
DK/NA	9

**ASK G8 ONLY IF G7 = 2**

G8. How would you get to [INSERT FROM S3]

**DO NOT READ – ACCEPT ALL THAT APPLY**

**UPDATED CODE 20 IN 2008**

Car- / Vanpool <u>driver</u>	1
Car- / Vanpool <u>passenger</u>	2
Public transit (i.e.: TTC, GO Train, Subway, etc.)	3
Private bus service	4
Accessible transit/Handitrans	5
Walk / Jog	6
Bicycle	7

Inline Skate / Rollerblade	8
Telework	9
Wheel Chair or Assistive Device	10
Motorcycle/Scooter/Moped	11
Taxi	12
I would not (general)	20
Other	88
DK/NA	99

G9. What is the maximum amount you would pay per day to park at [INSERT FROM S3]?

**RECORD NUMBER OF DOLLARS – ROUND TO CLOSEST DOLLAR**

Record # of dollars:  
 Don't know/No answer                      999

**DO NOT ASK G10 IF “DRIVES ALONE” AT B4 OR B16 & USES ANOTHER MODE OF TRANSPORTATION AT B4 & B16.**

G10. Do you feel that you have a choice other than driving alone to get to [INSERT FROM S3]?

Yes	1
No	2
DK/NA	9

**Cut G13 and G14 after 128 completes**

**ASK G13 TO ALL LONE DRIVERS (B4 or B16 = 1)**

G13. How likely would each of the following items change how you commute to [Insert S3]?

[Randomize] **NEW IN 2008**

- A Rising gas prices
- B More carpool/ HOV (high-occupancy vehicle)lanes
- C More bicycle lanes or pathways

Definitely will	5
Probably will	4
Might or might not	3
Probably will not	2
Definitely will not	1
DK/NA (Do not read)	9

**ASK G14 if G13A=1 or 2**

G14. Could you elaborate on why the cost of gas would not change how you commute? **[DO NOT READ LIST]**

**NEW IN 2008**

No other commuting options are available	1
Cost is not an issue	2
Need car for work	3
Other Specify	77
DK	99

**ASK G15 TO ALL LONE DRIVERS WHO COMMUTE TO WORK (B4 or B16 = 1) and S3=1 (employed)**

G15. How likely would each of the following employer-sponsored initiatives change how you commute to work? **[Randomize] NEW IN 2008**

- A Employer-subsidized transit passes
- B Employer-sponsored carpooling initiatives
- C Free parking for carpoolers
- D Change and shower facilities
- E Secure bicycle parking facility
- F Flexibility to work from home
- G Flex-times

Definitely will	5
Probably will	4
Might or might not	3
Probably will not	2
Definitely will not	1
DK/NA (Do not read)	9

**ASK G11 ONLY IF B25≠1**

G11. How willing would you be to switch from driving alone to **[INSERT FROM S3]** to each of the following options for at least one day out of the week?

	Definitely Willing	Probably Willing	Neither Willing nor unwilling	Probably Not Willing	Definitely Not Willing	DK/NA
Walking [Do not show if B4=7]	5	4	3	2	1	9

Cycling [Do not show if B4=8]	5	4	3	2	1	9
Public transit [Do not show if B4=4]	5	4	3	2	1	9
Carpooling / Vanpooling [Do not show if B4=2 or 3]	5	4	3	2	1	9
Telework [Show if S3=1]	5	4	3	2	1	9

(READ, IF NECESSARY): telework is working remotely, generally working from home.

G12. Could you elaborate on why you definitely/probably would switch to **[Randomly insert mode in G11 that is rated 4 or 5]** one day out of the week?

**ADDED IN 2008**

**Open ended question**


## SECTION H - HOMEWORKERS

**ASK SECTION H OF "HOMEWORKERS" ONLY (S4=1 NEW FOR 2008 AND S2=2)**

**UPDATED SKIP IN 2008**

H1. Do you have a home-based business or do you work for someone else and telework or telecommute?

Home-based business	1	<b>END OF SECTION H – SKIP TO SECTION I</b>
Telework/telecommute	2	<b>CONTINUE</b>
DK/NA	9	<b>END OF SECTION H – SKIP TO SECTION I</b>

H2. How many days do you telework in a typical month?

**RECORD NUMBER OF DAYS**

Record # of days:	
Don't know/No answer	99

H3. If you were not a teleworker/telecommuter, how would you most likely travel to work?

**DO NOT READ - CODE ONE ONLY**

**UPDATED CODES 11- 12 IN 2008**

Drove alone	1
Car- / Vanpool <u>driver</u>	2
Car- / Vanpool <u>passenger</u>	3
Public transit (i.e.: TTC, GO Train, Subway, etc.)	4
Private bus service	5
Accessible transit/Handitrans	6
Walk / Jog	7
Bicycle	8
Inline Skate / Rollerblade	9
Skateboard	10
Wheel Chair/Assisted Devices	11
Motorcycle/Scooter/Moped	12
Taxi	13
Other	88
DK/NA	99

H4. What type of Internet connection, if any, do you use? **READ ONLY IF NECESSARY**

Dial-up	1
High speed	2
None (DO NOT READ)	3
Other (SPECIFY)	88
DK/NA	99

H5. Is your telework/telecommute equipment supplied by your employer?

Yes	1
No	2
In part	3
DK/NA	99

H6. How supportive would you say your employer is of teleworking/telecommuting? Would you say that your employer is: **READ LIST**

Extremely supportive	5
Very supportive	4
Somewhat supportive	3
Not very supportive	2
Not at all supportive	1
DK/NA (DO NOT READ)	9

H7. And overall, how satisfied are you with working at home?

Very satisfied	5
Somewhat satisfied	4
Neither satisfied nor dissatisfied	3
Somewhat dissatisfied	2
Very dissatisfied	1
DK/NA (DO NOT READ)	99

**SECTION I – PROGRAM RECOGNITION  
 ASK OF ALL RESPONDENTS**

**IF S3=3, INSERT “your volunteer commitment”**

*Now switching focus a bit ...*

I1. Have you ever heard of a program called “SMART COMMUTE”?

Yes	1
No	2
DK/NA	99

**CONTINUE ONLY IF I1=1, ELSE SKIP TO I8NEW**

I2. Where did you hear about or see the Smart Commute program?

**DO NOT READ – ACCEPT ALL THAT APPLY**

**UPDATED CODES 20-21 AND 77 IN 2008**

TV	1
Radio	2
Newspaper	3
Internet	4
Magazine	5
Pamphlet/Brochure	6
At work	7

At school	8
Colleague/friend/family	9
Sign/billboard	20
Advertisement/media (unspecified)	21
Other (Specify)	77
Other	88
Don't know / No answer	99

13. Can you list some of the services that Smart Commute provides? **DO NOT READ LIST – ACCEPT ALL THAT APPLY**

**UPDATED CODES 8, AND 20-26 IN 2008**

**Show only the original hard codes 1 to 8 and other specify on CATI.**

Carpool ridematching / Carpool Zone	1
Web site	2
1-800 number / Commuter counselling	3
Commuter information	4
Surveys	5
Emergency ride home / guaranteed ride home	6
Events	7
Contest	8
Designated parking	20
Public transit ads	21
Bicycle paths (general)	22
Public transit (general)	23
Telework	24
One/transferable ticket for all transit systems/one fare	25
Smart card/swipe card	26
Other	88
Don't know / No answer	99

14. Have you used any of Smart Commute's services?

Yes	1
No	2
DK/NA	99

**ASK NI5 ONLY IF I4=1**

NI5. How would you rate Smart Commute's services on each of the following?

**ADDED IN 2006**

Excellent	Very Good	Satisfactory	Not Very Good	Poor	DK/NA
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Time it took to obtain assistance	5	4	3	2	1	9
Convenience of the service	5	4	3	2	1	9
Accuracy and quality of the information provided	5	4	3	2	1	9
Overall rating	5	4	3	2	1	9

17. From what you know, what is your impression of the Smart Commute program?

**DO NOT READ LIST – ACCEPT ALL THAT APPLY**

**UPDATED CODES 20-33 IN 2008**

**Show only the original hard codes 1 to 7 and other specify on CATI.**

Good for community	1
Helpful	2
Informative	3
Interesting	4
Waste of money/tax dollars	5
Meaningless	6
Not helpful	7
Good/great idea	20
Environmentally sound/less smog/pollution	21
Reduces traffic	22
Alternative services/good alternative	23
Not sure about it/just heard of it (general)	24
Never used it/no need for it	25
Increases carpooling/getting people together	26
Poor advertising/awareness about it	27
Needs improvement/support/funding	28
Makes sense for some people (general)	29
Doesn't make sense for some people (general)	30
Easy for commuters	31
Not a good idea/dislike it (general)	32
Economics/saves money	33
Other	88
Don't know / No answer	99

**ASK N18 ONLY IF B4 OR B16 = DRIVE ALONE**

N18. Have you reduced the number of times you drive alone to **[INSERT FROM S3]** because of Smart Commute?

**ADDED IN 2006**

Yes	1
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No	2
DK/NA	99

**ASK NI9 ONLY IF NI8=1, ELSE SKIP TO I11**

NI9. Which of the following ways of travelling did you use because of Smart Commute?

**ACCEPT ALL THAT APPLY**

**ADDED IN 2006**

Carpooling	1
Public transit	2
Private bus service	3
Accessible transit/Handitrans	4
Walking or jogging	5
Bicycle	6
Inline skates / Rollerblades	7
Telework / Work from home	8
Other	88
DK/NA	99

**I8new. Have you ever heard of any of the following commuting programs?  
READ LIST – ACCEPT ALL THAT APPLY**

**LIST UPDATED AND ADDED “NONE OF THE ABOVE” IN 2008**

Commuter Challenge	1
Clean Air Commute	2
Carpool Week	3
None of the above (DO NOT READ)	4

**ASK I9 ONLY IF I8new=1, ELSE SKIP TO NI13**

**UPDATED SKIP AND CODES 20-23 IN 2008**

I9. Where did you hear about or see the Commuter Challenge program?  
**DO NOT READ – ACCEPT ALL THAT APPLY**

TV	1
Radio	2
Newspaper	3
Internet	4
Magazine	5
Pamphlet/Brochure	6
At work	7
At school	8
Colleague/friend/family	9
Subway ads	20
Car show	21

Billboard	22
TTC (general)	23
Other	88
Don't know / No answer	99

**ASK I10 ONLY IF I8new=1, ELSE SKIP TO NI13**

**UPDATED SKIP IN 2008**

I10. Have you participated in the Commuter Challenge?

Yes	1
No	2
DK/NA	9

**ASK I11 ONLY IF I8new=2**

**UPDATED IN 2008**

I11. Where did you hear about or see the Clean Air Commute program?

**DO NOT READ – ACCEPT ALL THAT APPLY**

TV	1
Radio	2
Newspaper	3
Internet	4
Magazine	5
Pamphlet/Brochure	6
At work	7
At school	8
Colleague/friend/family	9
Other (SPECIFY)	10
DK/NA	99

**ASK I12 ONLY IF I8new=2**

**UPDATED IN 2008**

I12. Have you participated in the Clean Air Commute?

Yes	1
No	2
DK/NA	9

**ASK I13 ONLY IF I8new=3**

**UPDATED IN 2008**

I13. Where did you hear about or see the Carpool Week program?

**DO NOT READ – ACCEPT ALL THAT APPLY**

TV	1
Radio	2
Newspaper	3
Internet	4
Magazine	5
Pamphlet/Brochure	6
At work	7
At school	8
Colleague/friend/family	9
Other (SPECIFY)	10
DK/NA	99

NI13. Have you ever heard of a Web site called “Carpool Zone”?

**ADDED IN 2006**

**UPDATED IN 2008**

Yes	1
No	2
DK/NA	99

NI14. Do you believe High Occupancy Vehicle lanes on freeways are a good way to encourage people to carpool or take public transit that utilizes these lanes?

**ADDED IN 2006**

Yes	1
No	2
DK/NA	9

**SECTION J – DAILY SCHEDULE**

On a separate screen read to all respondents the following:

To finish up, I would like to ask you a few questions about you and your household for statistical purposes only. Please be assured that your answers will remain completely confidential.

**TELECOMMUTERS/TELEWORKERS (YES AT Q.S4) SKIP TO PROGRAMMER NOTE BEFORE J7**

**HOMEWORKERS START AT J7 (SKIP J1-J6)  
IF S3=2, INSERT “go to school”**

J1. Do you generally **[INSERT FROM S3]** a standard Monday to Friday schedule or do you have more varied hours? **DO NOT READ LIST**

Monday to Friday	1
More varied hours (shifts/weekends/combinations)	2
Both	3
Other	88
Don't know / No answer	99

**ASK J6 ONLY IF B4 OR B16 ≠ DRIVE ALONE OR MOTORCYCLE  
IF S3=2 INSERT “go to school”**

J6. Is there free car parking available to you where you **[INSERT FROM S3]**?

Yes	1
No	2
DK/NA	9

**ASK J7 ONLY IF B4 OR B16 ≠ BICYCLE**

J7. Do you have access to a bicycle in good working order?

Yes	1
No	2
DK/NA	9

**ASK J8 ONLY IF B4 OR B16 ≠ DRIVE ALONE OR CAR/VANPOOL DRIVER**

J8. Do you have access to a car in good working order?

Yes	1
No	2
DK/NA	9

**SECTION K – DEMOGRAPHICS**

K1. What is the highest level of education you have completed?

**READ IF NECESSARY - CODE ONE ONLY**

Elementary school	1
Some high school	2
Completed high school	3
Some community college/technical college/CEGEP	4
Completed community college/technical college/CEGEP	5
Some university	6
Completed university	7
Post-graduate degree	8
No schooling	9
DK/NA	99

K3. How many people live in your household, including both adults and children?

One	1
Two	2
Three	3
Four	4
Five or more	5

K4. How many automobiles does your household own or lease? **RECORD NUMBER OF AUTOMOBILES**

Record # of automobiles:	
Don't know/No answer	9

**ASK K5 ONLY IF K4 ≠ 0**

K5. How much time in hours do you spend in your vehicle in an average week?

**RECORD AMOUNT OF TIME – IN HOURS**

Record # of Hours:	
Don't know/No answer	999

READ IF NECESSARY: This includes all driving – commuting, pleasure driving and running errands.

**ASK K6 ONLY IF K3 > 1 (BUT NOT = 9)  
 RESPONSE AT K6 CANNOT BE GREATER THAN RESPONSE AT K3 (NOT INCLUDING CODE FOR DK/NA)**

K6. And how many in your household are under 16 years of age?

One	1
Two	2
Three	3
Four	4
Five or more	5

K7. What language do you speak most often at home? **ACCEPT ONE RESPONSE ONLY**

**UPDATED CODES 20-33 IN 2008**

English	1
Chinese (Mandarin or Cantonese)	2
Korean	3
Japanese	4
Spanish	5
Portuguese	6
Farsi (Persian)	7
Hindi	8
Russian	9
Greek	10
Italian	11
French	12
Arabic	20
Armenian	21
Croatian	22
Hungarian	24
Philipino	25
Polish	26
Punjabi	27
Romanian	28
Serbian	29
Tagalog	30
Tamil	31
Urdu	32
Vietnamese	33
Other	88
Refused	99

**ASK K8 ONLY IF S3=1**

**K8. What type of employer or industry do you work for?**  
**DO NOT READ – ACCEPT ONE RESPONSE ONLY**  
**UPDATED CODES 20-41 IN 2008**

Agri-food	1
Computer/Information- technology/telecommunications	2
Construction	3
Government (federal)	4
Government (provincial)	5
Government (City)	6
Health/Health Care	7
Education (school/university/school board)	8
Retail	9
Food service	10
Other service	11
Tourism/Hospitality	12
Manufacturing	13
Accounting	20
Advertising	21
Aerospace/aeronautics	22
Architecture/design	23
Art/entertainment/media (general)	24
Automotive (general)	25
Banking/finance/insurance	26
Beauty/hair salon	27
Church	28
Communications	29
Construction	30
Consulting	31
Customer service	32
Distribution	33
Electrical/electronics	34
Engineering	35
Legal	36
Non profit/charity	37
Public sector/service (unspecified)	38
Printing/publishing	39

Social services	40
Transportation	41
Other	88
Refused	99

K10. Please tell me which of the following categories applies to your total household income for the year 2007?

**READ – ACCEPT ONE RESPONSE ONLY**

Less than \$34,000	1
\$35,000 to \$44,000	2
\$45,000 to \$54,000	3
\$55,000 to 74,000	4
\$75,000 to \$99,000	5
\$100,000 to \$150,000	6
More than \$150,000	7
DK/REFUSED (DO NOT READ)	9

K12. And finally, what is your postal code?

Record postal code:	
Don't know/No answer	999999

**K13. RECORD GENDER BY OBSERVATION**

Male	1
Female	2

**This completes the survey. On behalf of Smart Commute at Metrolinx, thank you very much for your cooperation.**