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Technical Report

Public Opinion Survey Results



Prepared for The Regional Municipality of Durham
by IBI Group

January, 2015

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1 Background and Methodology

As part of the Durham Region Transportation Master Plan Update, a telephone survey of 500 residents 18 years or older from across the Region was conducted between October 15th and November 2nd, 2014. The margin of error on a sample of this size is +/- 4.4%, 19 times out of 20. Note that this margin of error applies to Region-wide results and would generally be higher for specific municipalities or demographic groups.

The purpose of this survey was to gauge public opinion on various transportation issues facing Durham Region. Survey questions focused on the residents' satisfaction with the transportation system, attitudes toward potential improvements to the system, preferred prioritization of issues, and attitudes toward land use and built form as it relates to the transportation network. Local and regional transit, auto, cycling, and walking modes were all considered in the survey. The complete questionnaire is provided in Appendix 1.

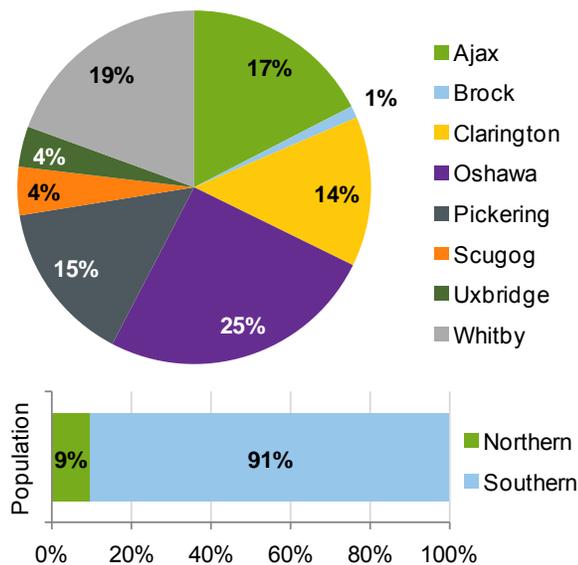
This technical report presents an analysis of the results of this survey. Where appropriate, comparisons are made to a similar survey conducted in 2000 as part of the *Durham Mobility Study*, which was background work for the 2003 *Transportation Master Plan*. The report is structured as follows:

- **Chapter 2** presents the profile of the survey respondents;
- **Chapter 3** discusses respondents' satisfaction with various aspects of Durham Region's transportation system;
- **Chapter 4** describes what respondents believe are the best strategies to improving the transportation system; and
- **Chapter 5** outlines key conclusions reached based on analysis of the survey results.

2 Profile of Respondents

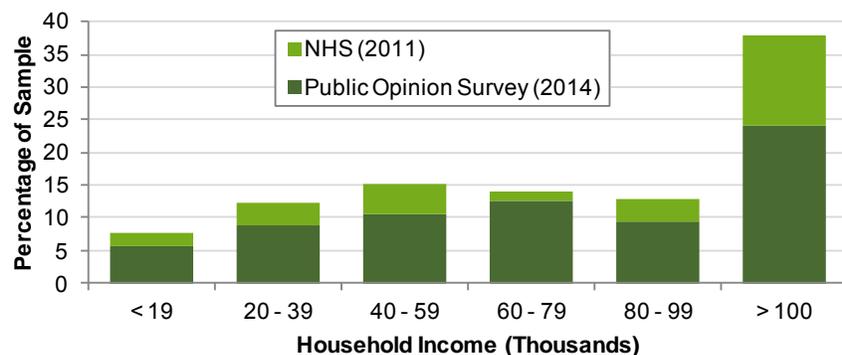
The 500 residents surveyed were selected to provide a representative sample of the Region's residents. The most represented municipalities were Oshawa (25%), Whitby (19%) and Ajax (17%) as shown in Exhibit 2.1. The exhibit also shows that over 90% of respondents resided in the more urbanized southern municipalities of Pickering, Ajax, Whitby, Oshawa, and Clarington. This geographical distribution of respondents mirrors the general population distribution seen in the 2011 Statistics Canada census.

Exhibit 2.1: Distribution of Survey Respondents by Municipality



Seniors—that is people aged 65 and older—represented about 16% of survey respondents while youth 18-24 years old were 12% of the sample, which is similar to Statistics Canada estimates for the Region. Residents with household incomes of \$100,000 or more represented close to a quarter of respondents as shown in Exhibit 2.2, which is the largest income group surveyed. This income distribution is generally similar to the 2011 *National Household Survey* (NHS).

Exhibit 2.2: Household Income Distribution of Survey Respondents

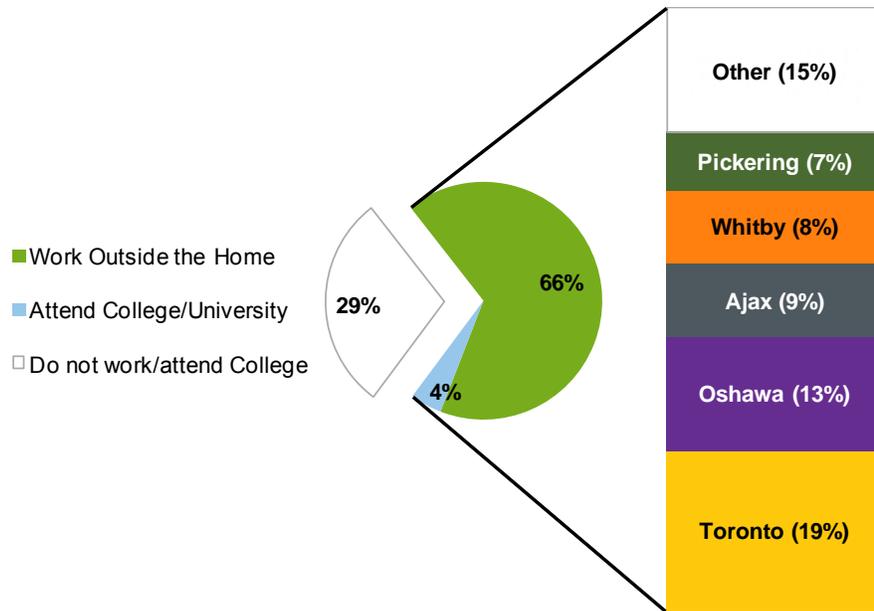


Note: Exhibit excludes 29% of survey respondents who did not reveal their household income.

2.1 Travel Patterns

Over 70% of respondents work outside the home or attend college or university. Exhibit 2.3 highlights that Toronto, Oshawa, Ajax, Whitby, and Pickering make up the top five destinations of those respondents who commute, consistent with the 2011 *Transportation Tomorrow Survey* (TTS). Toronto was the primary place of work or school for almost one-fifth of respondents (equivalent to 32% of commuters).

Exhibit 2.3: Respondents' Place of Work or School



The most common mode of travel reported was the car, with 65% of respondents saying they drive everyday and another 12% reporting being a daily passenger. Exhibit 2.4 also shows that walking is the second most popular mode in every municipality, although only 27% of northern residents walked daily compared to the Regional average of 38%.

Exhibit 2.4: Mode of Travel Used Every Day by Respondents

Municipality	Mode					
	Auto Driver	Auto Passenger	Local Transit	GO Rail	Walk	Cycle
Ajax	60%	9%	12%	8%	49%	1%
Clarington	73%	13%	-	2%	37%	-
Oshawa	59%	14%	5%	1%	37%	2%
Pickering	64%	16%	13%	7%	40%	2%
Whitby	68%	12%	8%	11%	34%	2%
Other	73%	9%	7%	4%	27%	4%
Durham Region	65%	12%	8%	6%	38%	2%

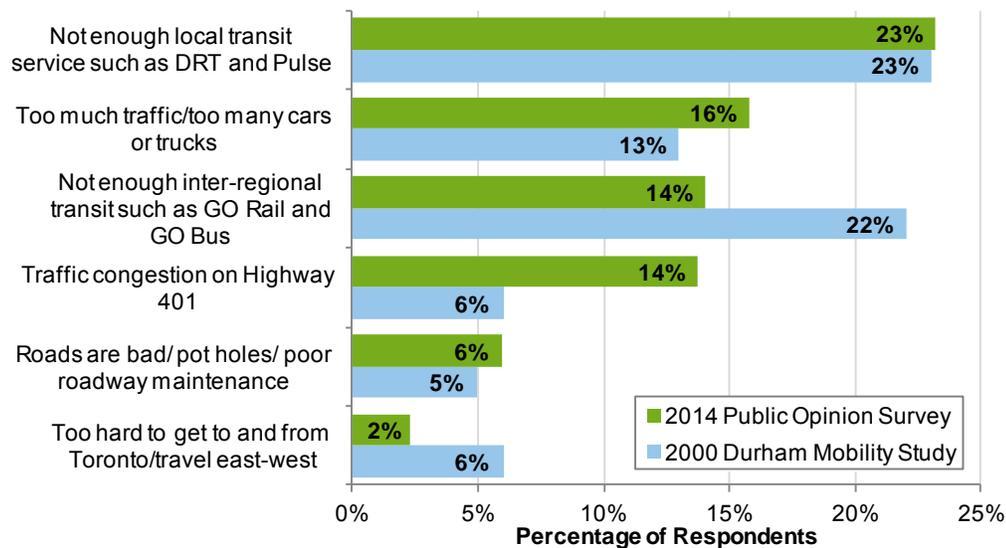
Youth aged 18-24 were—by a 20 point margin—the most likely to be daily local transit users (29%). Youth and seniors were the least likely to be daily auto drivers (41% and 54% respectively), although they were more likely than average to be auto passengers (23% and 16% respectively). Note that even though the auto mode figures in the exhibit are similar to the 2011 TTS, which shows 70% auto driver and 17% passenger, this survey was not intended to accurately capture mode splits and is not directly comparable to TTS.

3 Satisfaction with the Transportation System

Question: In your opinion, what is the most important transportation issue in Durham Region today?

Almost a quarter of survey respondents cited insufficient local transit as the most important transportation issue facing the Region, and Exhibit 3.1 shows that this has remained unchanged since the *Durham Mobility Study* survey. The next most important issue—too much traffic—trails by seven percentage points, but has increased in importance since the 2000 survey.

Exhibit 3.1: Most Important Transportation Issue Facing Durham Region



The exhibit further highlights that traffic congestion in general has climbed in importance by about three percentage points since the previous survey, but the importance of congestion on Highway 401 has more than doubled from 6% to 14%.

Of note, however, is the fact that getting to and from Toronto has fallen in importance from 6% to 2% and is no longer among the top five issues. This is likely correlated with the fact that insufficient regional transit has also fallen, down eight percentage points to 14%. Increased GO Train service along the Lakeshore East corridor is the most likely explanation for these shifts.

Generally, the top five issues in Exhibit 3.1 are the same for the rural north and urbanized south, as well as for all age groups and income brackets. Notable exemptions include:

- Construction was a top-five issue in Whitby (5%) while roadway maintenance (2%) was not; and
- Clarington residents were more likely to cite difficulty in getting to/from Toronto as a top five issue (6% versus an average 2% across other municipalities)

The Phase One extension of Highway 407 and the north-south connection to Highway 401 through Whitby explain why construction was more top of mind for those residents. The lack of GO Rail service to Clarington partly explains why travel to Toronto is more important there.

This chapter discusses the findings about the top transportation issues in greater detail, revealing differences between demographic groups and municipalities.

3.1 Perceptions of Transit in Durham Region

Question: I'm going to read you a list of items and I'd like you to tell me if you are not at all satisfied, not very satisfied, somewhat satisfied, or very satisfied with:

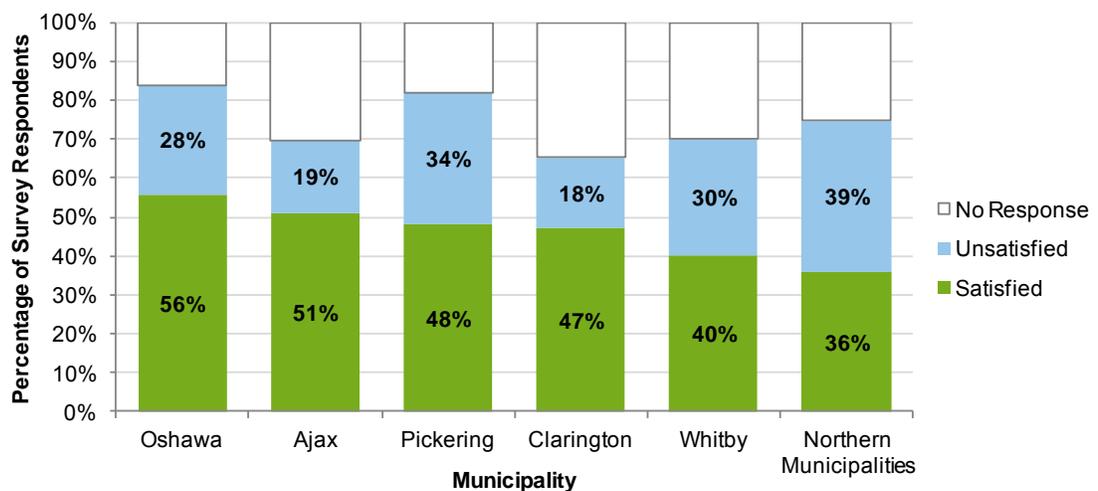
1. *The level of traffic congestion on roads*
2. **Transit services for trips within Durham**
3. *Transit services for trips to and from other parts of the Greater Toronto Area*
4. *The condition of roads*
5. *The provision of sidewalks, crosswalks, and bus shelters*
6. *Amount and quality of bicycle paths, bike lanes and trails*
7. *The speed of cars and trucks*
8. *The ease of traveling by road between Durham Region and the rest of the Greater Toronto Area*

While insufficient local transit was cited as the most important transportation issue, almost half of survey respondents (48%) said that they were satisfied with transit services for trips within Durham Region. Only 27% said that they were not satisfied, and these numbers are unchanged compared to the 2000 *Durham Mobility Study* survey.

As expected given the lack of regular Durham Region Transit (DRT) service in the north, Exhibit 3.2 highlights that more residents in the rural northern municipalities are unsatisfied with transit than those that are satisfied.

The exhibit also shows that Whitby residents are the least satisfied among southern residents with DRT service. Whitby residents were also the most likely of any municipality to say that the lack of DRT service (26%) and better transit connectivity (4%) were the most important issue facing the Region. These figures suggest that DRT service may not be meeting expectations in that municipality.

Exhibit 3.2: Level of Satisfaction with Local Transit Services by Municipality



Other key points on local transit include:

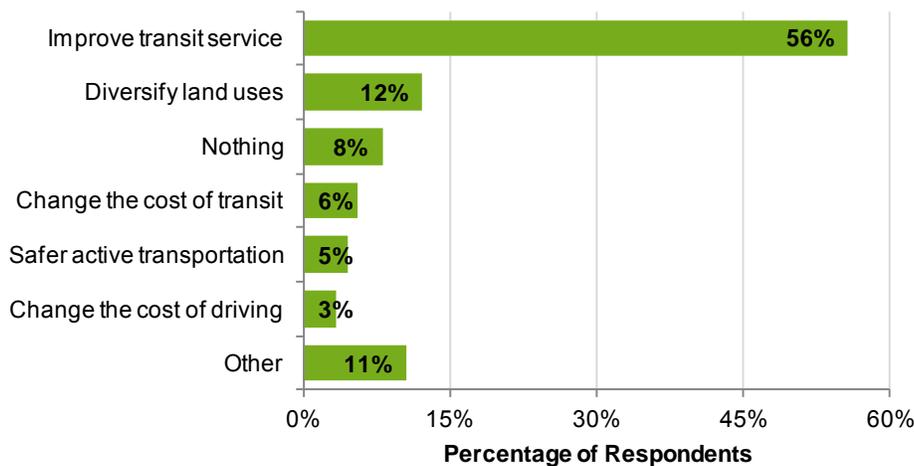
- Those most satisfied with DRT service have household incomes of \$60,000 or less, are single with no children, and have a high school education. This is the profile of a typical college or university student and two-thirds of youth aged 18-24 are satisfied with DRT
- Satisfaction with DRT drops steadily as age increases, with only 40% of seniors aged 65 or older feeling satisfied with the service¹
- In contrast, in the 2013 *DRT Customer Survey* that used 1,100 telephone surveys, 85% of seniors reported that DRT service was either good or very good. That survey, similar to this public opinion survey, showed that two-thirds of youth found DRT to be good or very good.

3.1.1 Transit as an Alternative to Driving

Question: What, if anything, would make you and/or your family drive your vehicles less often?

Generally, respondents seem open to switch modes if convenient alternatives are available. Respondents from all age groups, income brackets, education levels, municipalities, and both genders agree that improving transit would encourage them drive less often. Exhibit 3.3 groups the responses into key themes and highlights that combined, transit improvements make up the large majority. Seniors were most likely to say that nothing would make them drive less (23%).

Exhibit 3.3: Motivations to Reduce Driving in Durham Region



Better access to public transit was also the number one motivation in the 2000 *Durham Mobility Study* survey (18%). Fewer residents said that nothing would make them drive less (8% vs 13% in 2000), confirming that attitudes to switching modes are evolving.

¹ Caution is required in interpreting this result since only half of the seniors interviewed answered this question while 96% of youth did.

3.1.2 Transit for Inter-Regional Trips

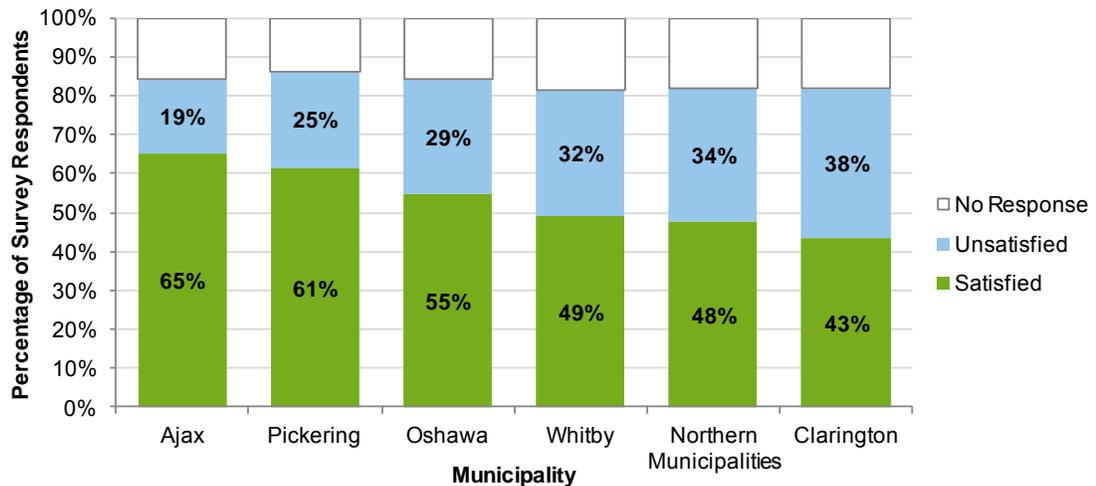
Question: I'm going to read you a list of items and I'd like you to tell me if you are not at all satisfied, not very satisfied, somewhat satisfied, or very satisfied with:

1. The level of traffic congestion on roads
2. Transit services for trips within Durham
- 3. Transit services for trips to and from other parts of the Greater Toronto Area**
4. The condition of roads
5. The provision of sidewalks, crosswalks, and bus shelters
6. Amount and quality of bicycle paths, bike lanes and trails
7. The speed of cars and trucks
8. The ease of traveling by road between Durham Region and the rest of the Greater Toronto Area

Satisfaction with GO Transit stood at 54%, and although this is six percentage points higher than satisfaction with DRT, it is a decrease of 11 percentage points compared to the 2000 *Durham Mobility Study* survey.

Clarington residents were the least satisfied with GO Transit with just 43% saying that they were satisfied as shown in Exhibit 3.4—a decline of 15 percentage points compared to the previous survey. This was the only municipality where satisfaction with GO Transit was notably lower than DRT and is consistent with the finding that 28% of Clarington residents cited insufficient inter-regional transit service as the most important issue facing the Region. This reflects the fact that Clarington is the only southern municipality that does not have GO Rail service.

Exhibit 3.4: Level of Satisfaction with GO Transit Services by Municipality



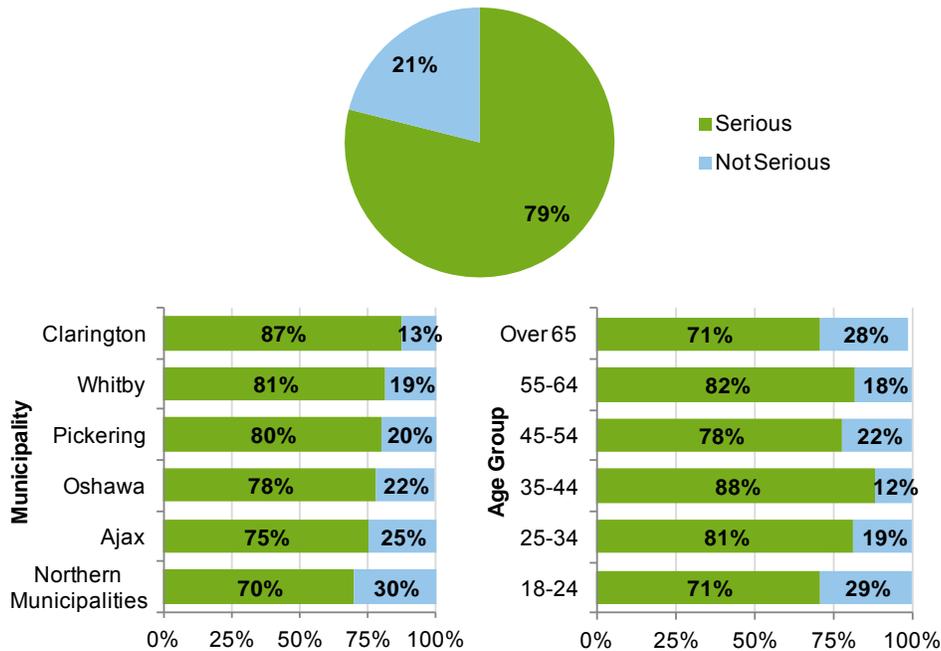
3.2 Traffic Congestion in Durham Region

Question: How serious a problem, if at all, is traffic congestion in the Region of Durham? Is it very serious, somewhat serious, not very serious or not at all serious?

Exhibit 3.1 showed that in 2014 more respondents believed that too much traffic/too many vehicles was the most important issue (16% versus 13% in 2000). Exhibit 3.5 illustrates that the

majority of respondents believed traffic congestion was a serious issue and Clarington residents were most likely to agree with this statement. Youth 18-24 and seniors 65 and older were the least likely to be daily auto drivers so it is not surprising that they were less concerned about traffic congestion than the other age groups.

Exhibit 3.5: Responses to Whether Traffic Congestion is a Serious Problem, by Municipality and Age Group



3.2.1 Links between Transportation and Land Use Planning

Question: Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements:

1. **Development within existing urban areas should be denser, that is, there should be more multiple family dwellings, like apartment buildings and condominiums.**
2. **New neighbourhoods should have transit service as soon as they are built.**
3. *We need to reduce car usage.*
4. **It's unrealistic to think people will use their cars less because of the way our communities have been built.**
5. *People should drive their vehicles less often and use other types of transportation like buses, bikes or trains more often.*

About three in four respondents felt that it was unrealistic to think that people will use their cars less because of the way communities have been built, and this proportion rises to 78% for those who believe that traffic congestion is a serious issue. This is an increase compared to the 2000 *Durham Mobility Study* survey, where only 67% of respondents felt this way.

One interpretation of this is that respondents do not agree that there is a link between car usage and land use planning. Alternatively, this result could simply be showing that while people recognize the link, they also acknowledge that Durham Region's current urban structure is car-oriented and reduced car usage is impractical.

Other key points include:

- Durham Region residents appear to be warming to the idea of intensification, with 43% agreeing that development in existing urban areas should be denser compared to 31% in the 2000 *Durham Mobility Study* survey.
- Only 30% of Whitby residents supported intensification—markedly lower than other municipalities—while two-thirds of northern residents did. Youth 18-24 were most likely to agree (64%) and 45-54 year olds were least likely (28%).
- The overwhelming majority (91%) agree that transit service should be available to new communities as soon as they are built, and this value showed little variation across municipalities, age groups, or income brackets. Just 69% agreed with this statement in the previous survey.

3.2.2 Auto Use and Public Health

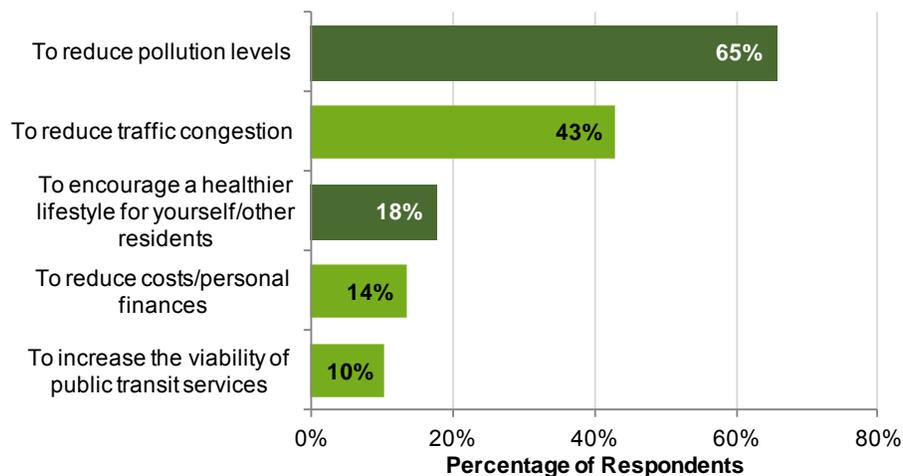
Question: Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with “People should drive their vehicles less often and use other types of transportation like buses, bikes or trains more often.”

IF SOMEWHAT/STRONGLY AGREE ASK:

And why do you think people should use their vehicles less often?

Most respondents recognize links between auto usage and public health. Overall, 73% agree that car usage should be reduced and Exhibit 3.6 highlights that this largely to lower pollution and encourage healthy lifestyles (83%).

Exhibit 3.6: Top Five Reasons for Switching from Auto to Other Modes



Ajax and Pickering residents were most likely to cite public health reasons for auto use reduction (93% and 88% respectively), as were 45-54 year olds (96%), women (88%), and those with household incomes of \$100,000 or more (87%). Clarington residents (63%) and seniors (65%) were the least likely to cite public health. The 2000 *Durham Mobility Study* survey showed similar top five reasons although pollution reduction accounted for 80% and healthier lifestyles was just 10%.

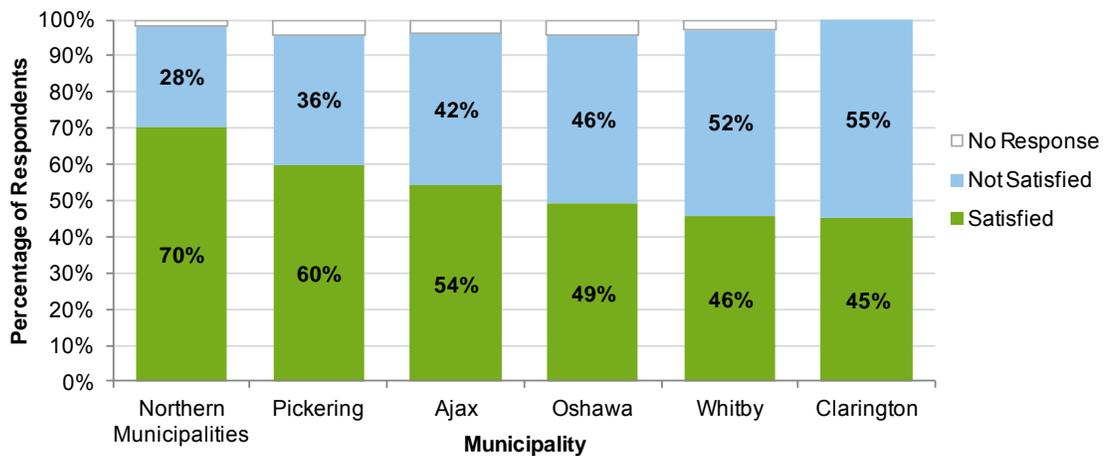
3.2.3 Satisfaction with Driving for Inter-Regional Trips

Question: I'm going to read you a list of items and I'd like you to tell me if you are not at all satisfied, not very satisfied, somewhat satisfied, or very satisfied with:

1. The level of traffic congestion on roads
2. Transit services for trips within Durham
3. Transit services for trips to and from other parts of the Greater Toronto Area
4. The condition of roads
5. The provision of sidewalks, crosswalks, and bus shelters
6. Amount and quality of bicycle paths, bike lanes and trails
7. The speed of cars and trucks
8. **The ease of traveling by road between Durham Region and the rest of the Greater Toronto Area**

There has been a notable decline in satisfaction with travelling by road between Durham Region and the rest of the Greater Toronto Area. In the 2000 *Durham Mobility Study* survey, 69% of respondents were satisfied compared to just 52% in 2014. According to Exhibit 3.7, Clarington residents were the least satisfied, which aligns with them also being the most likely to say that traffic congestion on Highway 401 was the most important issue facing Durham Region (19%).

Exhibit 3.7: Satisfaction with Travelling by Road between Durham Region and the Greater Toronto Area



3.3 Attitudes to Active Transportation

Question: I'm going to read you a list of items and I'd like you to tell me if you are not at all satisfied, not very satisfied, somewhat satisfied, or very satisfied with:

1. *The level of traffic congestion on roads*
2. *Transit services for trips within Durham*
3. *Transit services for trips to and from other parts of the Greater Toronto Area*
4. *The condition of roads*
5. ***The provision of sidewalks, crosswalks, and bus shelters***
6. ***Amount and quality of bicycle paths, bike lanes and trails***
7. *The speed of cars and trucks*
8. *The ease of traveling by road between Durham Region and the rest of the Greater Toronto Area*

Only 1% of respondents said that insufficient bike lanes and problems for pedestrians were the most important issues facing Durham Region. That said, only 50% of respondents reported being satisfied with the amount and quality of bike paths, lanes, and trails in Durham Region, down from 58% in the 2000 *Durham Mobility Study* survey. Even though the Region and area municipalities have added more bike facilities over the 14 year period, it appears that the expansion is not keeping pace with residents' expectations. Residents of northern municipalities were the least satisfied (31%) while two-thirds of Ajax residents were satisfied.

Respondents were generally more satisfied with the provision of sidewalks, crosswalks, and bus shelters, averaging 70% and down from 77% reported in the 2000 *Durham Mobility Study* survey. Pickering was the only southern municipality where satisfaction was markedly lower at 58%, and 60% of northern municipality residents were satisfied. There was little variation in satisfaction between income groups but those 55 years and older were less likely than average to be satisfied with pedestrian facilities (64%).

A large majority (83%) of respondents agreed that the Region should provide better facilities for walking and cycling. Respondents from all municipalities and income brackets were consistent in this viewpoint. This figure climbs to 92% among youth 18-24 years old.

4 Suggested Improvements to the Transportation System

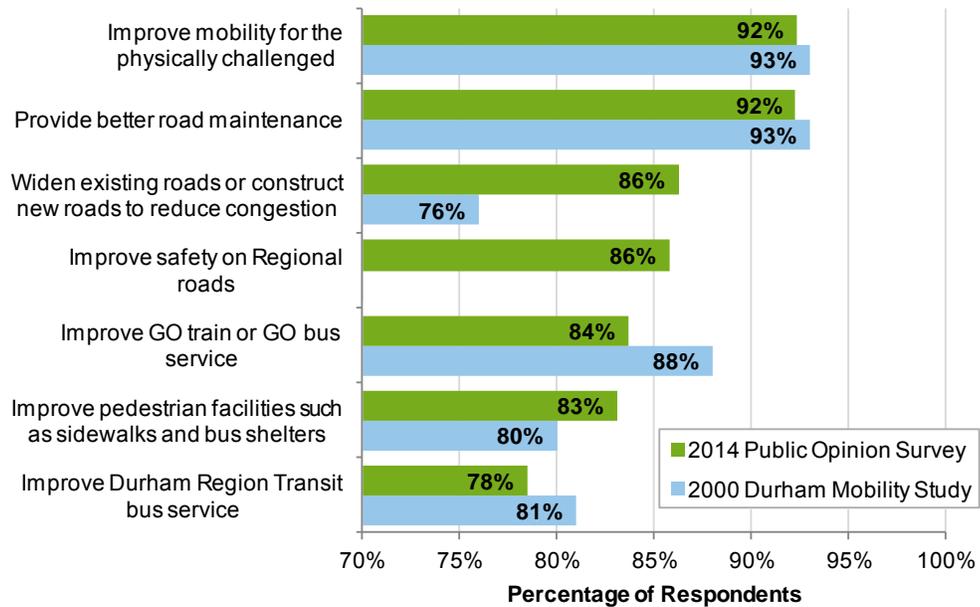
Question: I'm going to read you a list of measures that could be taken to improve transportation in your municipality, in Durham Region, and between Durham Region and the rest of the Greater Toronto Area. Keeping in mind that each of these measures will have a cost associated with it, please tell me whether you think the measure is very important somewhat important, not very important, or not at all important.

1. *Improve Durham Region Transit bus service*
2. *Improve GO train or GO bus service*
3. *Provide better road maintenance*
4. *Improve safety on Regional roads*
5. *Improve pedestrian facilities such as sidewalks and bus shelters*
6. *Provide more cycling facilities, such as bike paths, bike lanes and bike parking areas*
7. *Provide more carpooling facilities, such as High Occupancy Vehicle Lanes and carpool parking lots*
8. *Create more attractive roads and streets*
9. *Widen existing roads or construct new roads to reduce congestion*
10. *Improve mobility for the physically challenged*

Overall, respondents across genders, age groups, income brackets, and municipalities agreed that improving mobility for the physically challenged and providing better road maintenance were important improvements that Durham Region could make to the transportation system, as indicated in Exhibit 4.1. The main exceptions were:

- More Clarington residents agreed that improving GO Transit service was important—94% compared to an average of 82% in the other municipalities,
- There was more consensus in the northern municipalities that providing more carpooling facilities was important (91% versus 71% in southern municipalities), and
- Youth aged 18-24 were more likely than other age groups to cite improving DRT service as important (94% versus an average 76% for other age groups).

Exhibit 4.1: Most Important Improvements for Durham Region Residents



Note: Improving safety on regional roads was not a major suggested improvement in the 2000 *Durham Mobility Study* survey.

Even though poor road maintenance was only the most important issue for 6% of respondents (and 5% in 2000), it has remained the top improvement suggested by residents over the 14 year period. Similarly, insufficient local transit was cited as the most important problem facing the Region but respondents ranked improving local transit as only the seventh most important improvement.

This chapter assesses respondents' views on these improvements in greater detail.

4.1 Transit Network Improvements

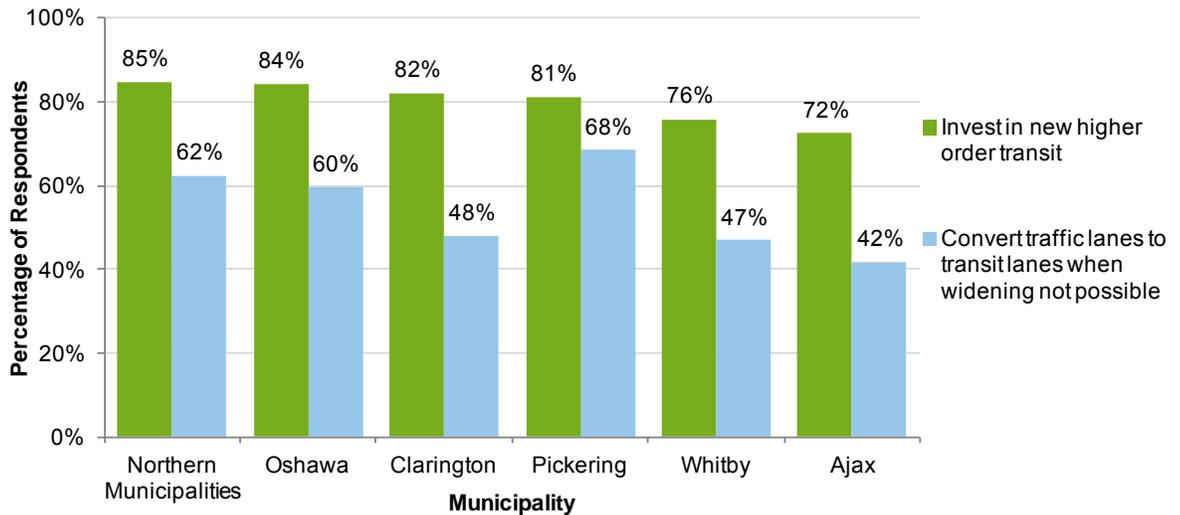
Question: I am going to read a series of statements about traffic congestion in the Region of Durham and for each, you tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree.

- 1. The only realistic way to address traffic congestion in the Region of Durham is to stop building roads and highways and improve existing public transit service– like Durham Region Transit and GO Transit bus and rail systems. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with this view?*
- 2. **We should invest in new transit services like express buses, bus rapid transit or light rail transit services along major roads. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with this view?***
- 3. The only real solution to congestion is to add lanes to widen roads and highways. Please tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with this statement.*
- 4. We need a more balanced transportation system that enables communities to provide more places for people to walk and bicycle. Please tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with this statement.*
- 5. **On busy roads where there is no room for widening, we should look at converting an existing lane to a bus-only lane, since this could help move more people using the same space. Please tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with this statement.***

The large majority of respondents would like to see more frequent and faster transit service. About 80% agreed that investment should be made in express buses and rapid transit along major roads, with support ranging between 70% and 88% across genders, all municipalities, income brackets, and age groups. Respondents were not asked how such improvements should be funded but in the previous survey, over one third (37%) felt that federal and provincial governments were the best source of transportation system funding. Road tolls and user fees were the least favoured option at 7%.

In cases where there is no space to widen roadways, only 54% agreed with converting existing lanes to transit-only lanes. Exhibit 4.2 illustrates that support for such conversions varies by municipality, with Ajax residents least likely to agree. Seniors 65 years and older were also least likely to agree (51%) while youth 18-24 (70%) were most likely to agree. Residents generally want transit improvements but not at the expense of road space for cars.

Exhibit 4.2: Comparison of Responses to Transit Improvement Solutions by Municipality



Question: Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements:

1. **Development within existing urban areas should be denser, that is, there should be more multiple family dwellings, like apartment buildings and condominiums.**
2. *New neighbourhoods should have transit service as soon as they are built.*
3. *We need to reduce car usage.*
4. *It's unrealistic to think people will use their cars less because of the way our communities have been built.*
5. *People should drive their vehicles less often and use other types of transportation like buses, bikes or trains more often.*

It is not clear whether respondents recognize the impact of land use on the quality of transit service. While the majority called for higher order transit, many (54%) also disagreed with intensification in existing urban areas, although this is a decline from 68% in 2000.

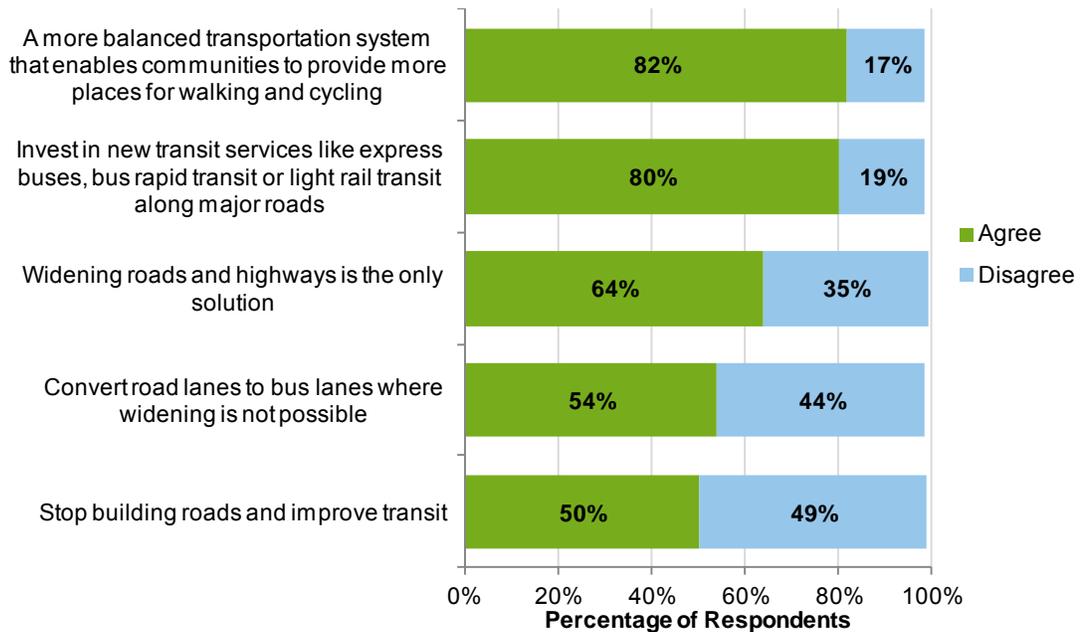
4.2 Road Network Improvements

Exhibit 4.1 shows that most respondents agree that widening roads is a very important improvement that the Region can make. Support for road widening as *the only* solution to congestion varied:

- Residents of Pickering (70%) and Whitby (69%), and those aged 34 or younger (72%) were most likely to agree with this measure
- Residents of northern municipalities (49%), and those aged 55 and older (56%) were least likely to agree

When asked for specific solutions to congestion, however, Exhibit 4.3 shows that more respondents felt that active transportation improvements (82%) and higher order transit (80%) were better solutions than road widening *alone* (64%). This highlights that even though most respondents want road network expansion this improvement should be one part of a suite of improvements that includes active transportation and transit.

Exhibit 4.3: Respondents' Suggested Solutions to Traffic Congestion



As expected given this perspective, 73% of respondents across municipalities and income brackets agreed that people should drive their vehicles less often and use other modes such as walking, cycling, and transit. Few respondents felt that increasing the cost of driving was the right approach (16%), although this proportion has increased from 9% recorded in the 2000 *Durham Mobility Study* survey.

4.3 Active Transportation Network Improvements

Exhibit 4.3 highlights that there is strong support for a more balanced system that provides for walking and cycling. Support for this is high across demographic groups and municipalities, although youth were more likely to agree (90%) than seniors (73%).

Respondents were not particularly satisfied with cycling facilities and about 70% see more cycling facilities such as paths and parking as an important improvement—relatively unchanged since 2000. Women were more likely than men to have this opinion (77% versus 64%), as were northern residents compared to southern residents (86% versus 69%).

As Exhibit 3.3 shows, about 5% of respondents said that safety concerns with active modes were preventing them from driving less. Residents of Whitby and seniors 65 years or older were slightly more likely than average to have safety concerns (7% and 9% respectively).

5 Conclusions

This report has presented a detailed analysis of the results of the 2014 Public Opinion Survey. Comparisons were made with a similar survey conducted in 2000 as part of the *Durham Mobility Study* and the following conclusions are important inputs to the Transportation Master Plan Update:

- Inadequate local transit remains the top concern for Durham Region residents. It was also cited by most respondents as the main thing preventing them from reducing auto usage. Support for rapid transit in particular is strong but the Region would likely face opposition if implementing these improvements came at the expense of traffic lanes.
- Most residents agree that fewer people should drive their vehicles. Generally, they are warming to the idea of intensification in existing urban areas although the majority still do not support higher densities. Durham Region's position on reducing the reliance on cars, increasing density in urban centres, and improving transit—as expressed through the 2013 *Consolidation of the Durham Region Official Plan*—is consistent with the evolving perspectives of the residents.
- The development of cycling facilities is not keeping pace with residents' expectations. The release of the 2012 *Working Consolidation of the Regional Cycling Plan* is one step in correcting this but the Region and its area municipalities need to put more emphasis on implementing cycling facilities in order to meet expectations.
- Seniors were the demographic least likely to support reducing car usage or switching to other modes. As the population ages and seniors' ability to drive safely declines, efforts will be needed to convince them that there are viable alternatives to moving around the Region.

Appendix 1 - Public Opinion Survey Questionnaire

Introduction

Hi – my name is _____ and I'm calling on behalf of Durham Region which has just initiated an update to its Transportation Master Plan to guide future transportation system improvements in the Region. Public input is an important part of this process. We'd like to take 10 minutes of your time to obtain your opinions about transportation issues and priorities for the Region to help with this effort. Your answers will remain confidential and will be combined with the opinions of other households located within Durham Region. May I please speak to a member of the household who is at least 18 years old? Record Gender (do not read)

- Male
- Female

PROGRAMMING INSTRUCTION: Don't know/Prefer not to answer options should be available at every question except for region. Please do not read as an option.

1. The Region of Durham includes the municipalities of Ajax, Brock, Clarington, Oshawa, Pickering, Scugog, Uxbridge and Whitby. In which municipality do you live? **ONLY MUNICIPALITY NEEDS TO BE CAPTURED**
 - **Ajax**
 - **Brock** (including Beaverton, Sunderland and Cannington)
 - Hamlets include Gamebridge, Manilla, Port Bolster, Sonya and Wilfred
 - **Clarington** (including Courtice, Bowmanville, Newcastle and Orono)
 - Hamlets include Brownsville, Burketon, Enfield, Enniskillen, Hampton, Haydon, Kendal, Kirby, Leskard, Maple Grove, Mitchell Corners, Newtonville, Solina and Tyrone
 - **Oshawa**
 - Hamlets include Columbus and Raglan
 - **Pickering**
 - Hamlets include Balsam, Brougham, Cherrywood, Claremont, Greenwood, Green River, Kinsale and Whitevale
 - **Scugog** (includes Port Perry)
 - Hamlets include Blackstock, Caesarea, Epsom, Greenbank, Manchester, Nestleton, Nestleton Station, Seagrave and Utica
 - **Uxbridge**
 - Hamlets include Coppins Corners, Glasgow, Goodwood, Leaskdale, Sandford, Sandy Hook, Siloam, Udora and Zephyr
 - **Whitby** (includes Brooklin)
 - Hamlets include Almond Village, Ashburn, Macedonian Village, Myrtle and Myrtle Station
2. In your opinion, what is the most important transportation issue in Durham Region today? **DO NOT READ LIST. RECORD OPEN END. RECORD ONLY ONE RESPONSE.**
 - Too much traffic/too many cars or trucks

- Too much development/too many new homes or shopping centres being built
 - Too hard to get to and from Toronto/travel east-west
 - Too hard to get up north/travel north-south
 - Not enough local transit service such as DRT and Pulse
 - Not enough inter-regional transit such as GO trains and buses
 - Traffic congestion on Highway 401
 - Roads are bad/pot holes/poor roadway maintenance
 - Not good for pedestrians
 - Not enough bike paths/lanes
 - Other SPECIFY
 - I don' tknow/prefer not to answer
3. I'm going to read you a list of items and I'd like you to tell me if you are very satisfied, somewhat satisfied, not very satisfied or not at all satisfied with each one.
- READ STATEMENT. RANDOMIZE.
- The level of traffic congestion on roads
 - Transit services for trips within Durham
 - Transit services for trips to and from other parts of the Greater Toronto Area
 - The condition of roads
 - The provision of sidewalks, crosswalks, and bus shelters
 - Amount and quality of bicycle paths, bike lanes and trails
 - The speed of cars and trucks
 - The ease of traveling by road between Durham Region and the rest of the Greater Toronto Area
4. The following is a list of measures that could be used to encourage fewer automobile trips by residents throughout the Region. Please indicate whether you personally strongly agree, somewhat agree, somewhat disagree or strongly disagree with each measure. READ STATEMENT. RANDOMIZE.
- Allow traffic congestion to increase
 - Provide separate lanes for cars with two or more passengers
 - Build rapid transit (for example, special lanes for buses or light rail)
 - Encourage more compact development, including redevelopment of older commercial strips
 - Improve GO train service
 - Improve Durham Region Transit (DRT) service
 - Provide better facilities for walking and cycling

- Make it more expensive for people to drive (For example, increase parking costs, road tolls, or gas taxes)

5. Do you work outside of your home for income?

- Yes
- No

6. Do you attend a university or college?

- Yes
- No

7. In which Municipality do you currently work or attend university/college? (Prompt if necessary)

- Pickering
- Ajax
- Whitby
- Oshawa
- Clarington
- Brock
- Scugog
- Uxbridge
- Toronto
- Mississauga
- York Region
- Port Hope
- Cobourg
- Peterborough
- Kawartha Lakes
- More than one
- Other SPECIFY

8. Thinking about a typical week in your life, how regularly, if at all, do you use each of the following means of transportation? READ ALL

	EVERYDAY	3-4 DAYS A WEEK	1-2 DAYS A WEEK	OCCASION ALLY	NEVER
Car as a Driver					
Car as a Passenger					
Durham Region Transit/PULSE or GO Bus					
GO Train					
Other transit such as TTC or York Region Transit					
Walk					
Taxi					
Bicycle					
Other DO NOT SPECIFY					

9. I'm going to read you a list of measures that could be taken to improve transportation in your municipality, in Durham Region, and between Durham Region and the rest of the Greater Toronto Area. Keeping in mind that each of these measures will have a cost associated with it, please tell me whether you think the measure is very important somewhat important, not very important, or not at all important. The first/next measure is... INSERT ITEM. RANDOMIZE.

- Improve Durham Region Transit bus service
- Improve GO train or GO bus service
- Provide better road maintenance
- Improve safety on Regional roads
- Improve pedestrian facilities such as sidewalks and bus shelters
- Provide more cycling facilities, such as bike paths, bike lanes and bike parking areas
- Provide more carpooling facilities, such as High Occupancy Vehicle Lanes and carpool parking lots
- Create more attractive roads and streets
- Widen existing roads or construct new roads to reduce congestion
- Improve mobility for the physically challenged

10. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements. READ STATEMENT. RANDOMIZE
- Development within existing urban areas should be denser, that is, there should be more multiple family dwellings, like apartment buildings and condominiums.
 - New neighbourhoods should have transit service as soon as they are built.
 - We need to reduce car usage.
 - It's unrealistic to think people will use their cars less because of the way our communities have been built.
 - People should drive their vehicles less often and use other types of transportation like buses, bikes or trains more often. **(IF SOMEWHAT/STRONGLY AGREE ASK Q11 IF SOMEWHAT/STRONGLY DISAGREE ASK Q12)**
11. And why do you think people should use their vehicles less often DO NOT READ LIST - RECORD ALL MENTIONS? Any other reasons?
- To reduce pollution levels
 - To reduce the need for new roads, bridges and other construction
 - To reduce traffic congestion
 - To increase the viability of public transit services
 - To reduce wear and tear on roadways
 - To encourage a healthier lifestyle for yourself/other residents
 - To reduce costs/personal finances
 - Other (Please Specify)
12. And why do you think people should not drive their vehicles less often? DO NOT READ LIST - RECORD ALL MENTIONS? Any other reasons?
- People should be free to choose their own method of transportation
 - Public transit is inconvenient
 - Live in country/live in rural area
 - Car is faster/easier
 - Traffic congestion isn't that bad
 - People need to be able to get their kids to activities
 - Cycling is too dangerous
 - Services that I need are too far to walk or bike to
 - Other (Please Specify)
13. What, if anything, would make you and/or your family drive your vehicles less often?
- Do not drive a vehicle
 - Record open end

14. How serious a problem, if at all, is traffic congestion in the Region of Durham? Is it very serious, somewhat serious, not very serious or not at all serious?

I am going to read a series of statements about traffic congestion in the Region Durham and for each, you tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree.

15. The only realistic way to address traffic congestion in the Region of Durham is to stop building roads and highways and improve existing public transit service– like Durham Region Transit and GO Transit bus and rail systems. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with this view?
16. We should invest in new transit services like express buses, bus rapid transit or light rail transit services along major roads. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with this view?
17. The only real solution to congestion is to add lanes to widen roads and highways. Please tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with this statement.
18. We need a more balanced transportation system that enables communities to provide more places for people to walk and bicycle. Please tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with this statement.
19. On busy roads where there is no room for widening, we should look at converting an existing lane to a bus-only lane, since this could help move more people using the same space. Please tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with this statement.

DEMOGRAPHICS

STANDARD LEGER DEMOPGRAPHICS

AGE

INCOME

EDUCATION

EMPLOYMENT

MARITAL STATUS

CHILDREN IN THE HOUSEHOLD