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INTRODUCTION
The survey was commissioned by the Regional Municipality of York to investigate residents' attitudes and perceptions regarding transportation issues in the Region.

The reader is reminded that all findings are reported as percentages.

The survey was conducted by telephone between October 26 and November 1, 2000 among a representative sample of 417 residents of York Region. A sample of this size has a margin of error of ±4.8 percentage points, 19 times out of 20. The margins of error for smaller subsamples are larger.
EXECUTIVE SUMMARY
Nine in ten residents have regular access to a vehicle. Two-thirds report working outside the home; almost all of these use a private vehicle for at least part of their commute to work and two-thirds report commuting half an hour or less to work. Two-thirds of residents report using Highway 407 at least once a week, but just over one in ten report daily use.

Traffic volume within York Region and travelling to and from Toronto emerge as the most serious transportation concerns. Large majorities believe that the Region is growing too fast, that road construction is not keeping pace with demand and that York Region should encourage more concentrated developments in order to combat urban sprawl.

More than eight in ten residents think it is important that people shift from the use of private vehicles to alternate means of transportation – primarily to reduce pollution and traffic congestion. Just under seven in ten agree that employers should take measures to encourage workers to take transit, carpool, walk or bicycle to work.

More frequent bus or train service and better connections are seen as the most effective ways of encouraging alternate transportation habits; these are seen as more effective than increasing parking at transit stations or lowering transit fares and there is little agreement that making it more expensive to drive or allowing traffic congestion to increase will be effective deterrents to private vehicle use.

More than eight in ten support creating incentives to encourage people to carpool, walk, bike or take public transit instead of driving alone in their cars; seven in ten support the ideas of dedicating special lanes along major roads and freeways for the use of carpoolers and buses.

Extending the Toronto subway lines into York Region and improved local bus and GO services are seen as the best ways to improve transportation within the Region.

Protecting the environment and reducing traffic congestion lead the list of transportation planning priorities for York Region residents. On the next tier are addressing the needs of a wide range of people, accommodating future growth in York Region, minimizing disruption to neighbourhoods, and supporting economic growth. Of least — but still significant — importance are minimizing costs to the Region and supporting the growth of the current and planned urban centres and corridors.

Just under six in ten say the Ontario government should be primarily responsible for funding transit improvements in York Region; another four in ten say it should be the regional government. There is more support for funding public transit improvements through higher transit fares and a surcharge on vehicle or driver licenses than there is for funding that comes from increased road tolls; increases to property taxes and to gas and tire taxes are the least popular options.
Residents’ Transportation Profiles

Nine in ten residents have regular access to a vehicle. Two-thirds report working outside the home; almost all of these use a private vehicle for at least part of their commute to work and two-thirds report commuting half an hour or less to work. Two-thirds of residents report using Highway 407 at least once a week, but just over one in ten report daily use.

Almost all residents, 91 percent, report that there is a vehicle, such as a car or truck, available for them to drive on a daily basis, or pretty much whenever needed. This proportion is lower among those aged 15 to 24 (68% of whom report having regular access to a vehicle).

A majority of 65 percent of residents report that they work outside the home for income. This proportion is higher among men (71%) than among women (60%).

Of those who work outside the home, a total of more than three in ten report working either in downtown Toronto (15%) or in some other area of Toronto (20%). Just under three in ten report working in Vaughan (15%) or Markham (13%). Smaller proportions report working in other areas of York Region.
When those who work outside the home are asked how they get to work, almost all report either that they drive (85%) or are a passenger in a car (14%) for at least part of the commute. A total of just over two in ten report using some kind of public transit, such as a bus (10%), subway (6%) or GO train or bus (also 6%). Just over one in ten report walking (10%) or bicycling (3%). A total of 64 percent report commuting half an hour or less. Just seven percent report commutes in excess of one hour.

Among those who report having school-age children in their homes, just 11 percent report that those children use public transit in order to get to school. Half report that the child is either driven (33%) or drives (17%) to school. Approximately one-third (each) either walk or bike (39%) or take a school bus (33%).

### Type of Transportation Used to Get to Work

<table>
<thead>
<tr>
<th>Type of Transportation</th>
<th>Percentage</th>
</tr>
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<tbody>
<tr>
<td>Car - driver</td>
<td>86</td>
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<tr>
<td>Car - passenger</td>
<td>14</td>
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<tr>
<td>Bus</td>
<td>10</td>
</tr>
<tr>
<td>Walk</td>
<td>10</td>
</tr>
<tr>
<td>Subway</td>
<td>6</td>
</tr>
<tr>
<td>GO train/bus</td>
<td>6</td>
</tr>
<tr>
<td>Bicycle</td>
<td>3</td>
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<td>Other</td>
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### How Children Get to School

<table>
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<tr>
<th>Mode of Transportation</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Walk or bicycle</td>
<td>39</td>
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<tr>
<td>Car - passenger</td>
<td>33</td>
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<tr>
<td>School bus</td>
<td>33</td>
</tr>
<tr>
<td>Car - driver</td>
<td>17</td>
</tr>
<tr>
<td>Public transit</td>
<td>11</td>
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</tbody>
</table>

### Time Taken to Get to Work

<table>
<thead>
<tr>
<th>Time Taken</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 minutes or less</td>
<td>24</td>
</tr>
<tr>
<td>11 to 20 minutes</td>
<td>22</td>
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<tr>
<td>21 to 30 minutes</td>
<td>16</td>
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<td>31 to 40 minutes</td>
<td>9</td>
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<td>41 to 50 minutes</td>
<td>10</td>
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<tr>
<td>51 to 60 minutes</td>
<td>9</td>
</tr>
<tr>
<td>61 to 90 minutes</td>
<td>6</td>
</tr>
<tr>
<td>More than 90 minutes</td>
<td>1</td>
</tr>
</tbody>
</table>

### Q.8
What types of transportation do you usually use to get to work? Please tell me all the types you use.
Subsample: Respondents who work outside of their home for income

### Q.9
Approximately how long does it usually take you to get to work?
Subsample: Respondents who work outside of their home for income

### Q.10
If you have school-age children in your house, how do they travel to and from school?
Subsample: Respondents who have school-age children
A total of 65 percent of residents report using Highway 407 at least once a week, but just 13 percent report using it five or more times a week (that is, more or less on a daily basis). As might be expected, those who do not work outside the home are more likely than others to say they never use Highway 407. However, among all residents who do report using the highway, there are few differences in patterns of use between those who work outside the home and those who do not.

**Use of Highway 407**

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Count</th>
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<tr>
<td>Once/week</td>
<td>38</td>
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<tr>
<td>2 to 4 times/week</td>
<td>14</td>
</tr>
<tr>
<td>5 to 7 times/week</td>
<td>9</td>
</tr>
<tr>
<td>8 or more times/week</td>
<td>4</td>
</tr>
<tr>
<td>Hardly ever/never</td>
<td>35</td>
</tr>
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</table>

Q.11
How often do you use Highway 407?

**Related Findings**

In a separate survey conducted on behalf of York Region, 49 percent of residents said they had never used local bus service; another 25 percent reported that it had been a year or more since they had used local buses. A total of 24 percent reported using a local bus within the past year, but just seven percent reported using one within the past week.

Similarly, 36 percent of residents said they had never used GO Transit and another 35 percent reported that it had been a year or more since they had used GO Transit. A total of 28 percent reported using GO Transit within the past year, but just eight percent reported using it within the past week.

Residents reported somewhat greater use of Toronto Transit. Just five percent said they had never used the TTC, although another 36 percent reported that it had been a year or more since they had used TTC transit. A total of 59 percent reported using the TTC within the past year; 14 percent reported using it within the past week.

When residents were asked what would make them take buses more often than they do, significant proportions mentioned more frequent service/shorter waiting times (26%) and more stops/increased coverage (15%); another three percent mentioned more express buses and a total of five percent mentioned better integration with TTC (3%) or GO (2%) services. Economic considerations play a small role: just five percent mentioned reduced fares and three percent mentioned an increase in gas prices. Sixteen percent said they would take buses more often if they no longer had the same access to a car and 29 percent said there is nothing that would make them increase their use of the bus system.

This telephone survey was conducted among a probability sample of 406 adult residents of York Region between October 6 and 20, 2000. It was conducted as part of Environics’ *Focus Ontario* Omnibus Service.
Traffic volume within York Region and travelling to and from Toronto emerge as the most serious transportation concerns. Large majorities believe that the Region is growing too fast, that road construction is not keeping pace with demand and that York Region should encourage more concentrated developments in order to combat urban sprawl.

When residents are asked to rate the seriousness of a number of possible transportation concerns, traffic volume within York Region and getting to and from Toronto emerge as the most salient issues; of least concern is the ease with which one can get around on a bicycle or as a pedestrian. There is also significant concern over the Region’s ability to cope with the explosion of new growth.

More than eight in ten residents describe the volume of local traffic as a very (50%) or somewhat (32%) serious concern; 18 percent say this is not a serious concern. Of less concern is the issue of road maintenance: just over five in ten residents describe this as a very (20%) or somewhat (33%) serious concern and 46 percent dismiss it as a not very or not at all serious concern. Interestingly, concern over the issue of traffic volume is virtually the same among those who work outside the home and those who do not.

Q.3a-i
I’m going to read you a list of possible transportation-related concerns and I’d like you to tell me if you think each is a very serious, somewhat serious, not very serious, or not at all serious problem in York Region.

Q.3j
Are there any other transportation-related concerns you would like to mention?
At the same time, however, it should be noted that more than seven in ten residents strongly (45%) or somewhat (29%) agree that road construction is not keeping pace with demand; just 23 percent dismiss this concern. These and other findings suggest that residents believe the problem lies more with the Region’s ability to provide roads for new developments than it does with maintenance of the roads that currently exist.

Further to this point, the survey finds that three-quarters of residents strongly (46%) or somewhat (29%) agree that York Region is growing too fast; 24 percent disagree with the statement. A slightly smaller, but substantial majority of just under seven in ten say that the amount of new development being built in the Region is a very (39%) or somewhat (27%) serious problem; strongly expressed concern is greater among those who do not work outside the home. A similar proportion of more than six in ten residents overall strongly (28%) or somewhat (34%) agree that York Region should encourage more concentrated residential and commercial developments, in order to reduce urban sprawl.

Q.13a
Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements ... York Region is growing too fast.

Q.13c
Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements ... York Region should encourage more concentrated residential and commercial developments, in order to reduce urban sprawl.

Q.13d
Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements ... Road construction in York Region is not keeping pace with demand.
Residents express greater concern over the ability to travel south and north (to and from Toronto) than they do over east-west travel. Almost eight in ten residents describe north-south travel as a very (48%) or somewhat (27%) serious concern; 24 percent say this is not a serious concern. Just under six in ten residents describe east-west travel as a very (25%) or somewhat (32%) serious concern; 40 percent say this is not a serious concern. Once again, it is worth noting that concern over the issue of both kinds of travel is virtually the same among those who work outside the home and those who do not.

The local bus system and GO Transit elicit similar levels of public concern. Just over five in ten residents describe the adequacy of the local bus system as a very (30%) or somewhat (24%) serious concern; 30 percent say this is not a serious concern and 17 percent offer no opinion on the question. Similarly, more than five in ten describe the adequacy of GO train or bus service as a very (29%) or somewhat (26%) serious concern; 28 percent say this is not a serious concern and 16 percent offer no opinion. Those who do not work outside the home are more likely than others to say the adequacy of GO services is a very serious problem (perhaps because they have the time to travel downtown in non-peak hours).

There is much less concern over the ability of people to get around on foot or by bicycle. Four in ten residents describe getting around on a bicycle as a very (17%) or somewhat (23%) serious concern; 51 percent say this is not a serious concern and 17 percent offer no opinion. Similarly, just under four in ten describe getting around as a pedestrian as a very (14%) or somewhat (24%) serious concern; 59 percent say this is not a serious concern and three percent offer no opinion on the question.

The results of the separate survey of York Region residents suggested that they are rather critical of the Region’s transit system. Just 31 percent rated the system as excellent or good (compared to 89% who rated the overall quality of life as excellent or good. A majority of 58 percent rated the transit system as fair (32%) or poor (26%).

When residents were asked to rate the Region’s handling of a number of factors that contribute to making York a good place in which to live, five in ten said the Region does a very (13%) or somewhat (39%) effective job of providing a transportation system that makes getting around easy and affordable; just over four in ten rated the Region’s performance in this area as not very (27%) or not at all (15%) effective.

This telephone survey was conducted among a probability sample of 406 adult residents of York Region between October 6 and 20, 2000. It was conducted as part of Environics’ *Focus Ontario* Omnibus Service.
More than eight in ten residents think it is important that people shift from the use of private vehicles to alternate means of transportation – primarily to reduce pollution and traffic congestion. Just under seven in ten agree that employers should take measures to encourage workers to take transit, carpool, walk or bicycle to work.

The surveys finds widespread support for the idea of encouraging people to switch from their cars to alternate forms of transportation. More than eight in ten residents say it is very (48%) or somewhat (35%) important that people drive their vehicles less often and use other types of transportation like buses, bikes or trains more often. Just 16 percent say it is not important that people switch from private vehicles to other kinds of transportation. It should be noted that agreement with the statement is widespread, but less intense, among those who work outside their homes.

Those who think it is important that people change to alternate forms of transportation are motivated primarily by concerns over pollution (78%) and traffic congestion (55%). Those who dismiss the importance of encouraging alternate transportation appear to be motivated mostly by a sense that public transit is inconvenient and inefficient (34%), although they also indicate that they see little need to change transportation habits and patterns (17%).

Q.4a
In general, do you think it is very important, somewhat important, not very important, or not at all important that people drive their vehicles less often and use other types of transportation like buses, bikes or trains more often?

Why It Is Important to Drive Less

<table>
<thead>
<tr>
<th>Importance of Driving Less</th>
<th>48</th>
<th>35</th>
<th>12</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very important</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Somewhat important</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not very important</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not at all important</td>
<td></td>
<td></td>
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</tbody>
</table>

Q.4b
What are the main one or two reasons why you say that it is important that people switch from using their vehicles to using other types of transportation? Are there any other reasons?
Subsample: Respondents who think it is very or somewhat important that people drive their vehicles less and use other types of transportation like buses, bikes or trains more often
Just under seven in ten residents strongly (30%) or somewhat (36%) agree that employers should take measures to encourage workers to take transit, carpool, walk or bicycle to work; 33 percent disagree with the statement. As might be expected, strong agreement with the statement is greater among those who place greater importance on the adoption of alternative means of transportation, although even among those who express lukewarm support for that goal, a majority do see a role and responsibility for employers in this area.

### Why Alternate Transportation Is Not Important

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Public transit inconvenient</td>
<td>34</td>
</tr>
<tr>
<td>Car is faster/easier</td>
<td>18</td>
</tr>
<tr>
<td>No problem/no need to change</td>
<td>17</td>
</tr>
<tr>
<td>Should be free to choose</td>
<td>12</td>
</tr>
<tr>
<td>Traffic congestion not bad</td>
<td>9</td>
</tr>
<tr>
<td>Live in rural area</td>
<td>8</td>
</tr>
<tr>
<td>Other</td>
<td>11</td>
</tr>
</tbody>
</table>

**Q.4b**
What are the main one or two reasons why you say that it is not especially important that people switch from using their vehicles to using other types of transportation? Are there any other reasons?

**Subsample**: Respondents who think it is not very or not at all important that people drive their vehicles less often and use other types of transportation like buses, bikes or trains more often

**Caution**: Note small sample size (N = 66)

### Employers Should Encourage Workers to Use Alternate Transportation

<table>
<thead>
<tr>
<th>Agreement Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree</td>
<td>30</td>
</tr>
<tr>
<td>Somewhat agree</td>
<td>36</td>
</tr>
<tr>
<td>Somewhat disagree</td>
<td>18</td>
</tr>
<tr>
<td>Strongly disagree</td>
<td>15</td>
</tr>
</tbody>
</table>

**Q.13b**
Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements ... Employers should take measures to encourage workers to take transit, carpool, walk or bicycle to work.
MEASURES TO REDUCE USE OF PRIVATE VEHICLES

Perceived Effectiveness of Strategies

More frequent bus or train service and better connections are seen as the most effective ways of encouraging alternate transportation habits; these are seen as more effective than increasing parking at transit stations or lowering transit fares and there is little agreement that making it more expensive to drive or allowing traffic congestion to increase will be effective deterrents to private vehicle use.

When residents were asked to rate the effectiveness of a number of measures that might encourage people to switch from their private vehicles to other modes of transportation, the survey finds that improvements to the quality of public transit are seen as the most promising strategies, even more so than improving parking at transit entry points or reducing fares. There are positive but less enthusiastic endorsements for creating separate bus, carpool and bicycle lanes or more sidewalks or for encouraging mixed development. There is relatively little confidence in measures that essentially “punish” people for using private vehicles.

Nine in ten residents believe that access to a public transit system with more frequent bus and train service would be a very (67%) or somewhat (26%) effective way to encourage York Region residents to drive less often and walk or take public transit more often. A similar proportion say that developing better bus connections between communities in York Region would be a very (65%) or somewhat (25%) effective strategy. Those who work outside the home are slightly more enthusiastic than others in their support for these two options.

More than eight in ten residents say that more parking at GO Train and TTC subway stations would be a very (51%) or somewhat (34%) effective strategy. Just under eight in ten say that reduced transit fares for travel throughout York Region and to Toronto would be a very (44%) or somewhat (33%) effective strategy; 20 percent dismiss this as ineffective. Strongly expressed support for improved parking is greater among those who do not work outside the home (perhaps because they would like to use transit during the day when many of these lots are already full). Strongly expressed support for reduced fares is somewhat greater among those who work outside the home.

Q.5
Please tell me whether you personally think each of the following measures would be very effective, somewhat effective, not very effective, or not at all effective at encouraging York Region residents to drive less often and walk or take public transit more often …?

Factors for Encouraging Use of Alternate Transportation More Often – Personal

Q.4c
And what about you personally? What would make you and your family drive your vehicles less often?
On the next tier of perceived effectiveness are two kinds of road improvements. Almost seven in ten say that providing separate lanes for buses and cars with two or more passengers would be a very (30%) or somewhat (37%) effective strategy; 32 percent disagree. Similarly, six in ten believe that providing separate bicycle lanes and more sidewalks would be a very (29%) or somewhat (32%) effective strategy; 38 percent disagree with this assessment. Support for separate bus and carpool lanes is greater among those who work outside the home.

Residents are divided on the perceived effectiveness of encouraging a mix of residential and commercial development in the same area: just over five in ten believe this would be a very (19%) or somewhat (33%) effective strategy; more than four in ten say it would be not very (24%) or not at all (20%) effective at encouraging the use of alternate modes of transportation to that of the private vehicle. Strongly expressed support for this option is greater among those who do not work outside the home.

Just under four in ten say that making it more expensive to drive would be a very (16%) or somewhat (22%) effective strategy; a majority of 61 percent disagree. Similarly, fewer than four in ten believe that allowing traffic congestion to increase would be a very (15%) or somewhat (22%) effective strategy; again, a majority of 60 percent disagree.

When residents are asked, on a personal level, what would encourage them and their families to drive less, they are most likely, by far, to volunteer that they would be motivated by a better public transit system (48%). This proportion is even higher among those who believe it is very important that people are weaned off their cars and on to other modes of transportation.

Q.15
Keeping in mind that each of the following measures could cost taxpayer dollars and require changes in people’s travel behaviour, please tell me whether you strongly support, somewhat support, somewhat oppose, or strongly oppose …?

Support for Specific Measures

More than eight in ten support creating incentives to encourage people to carpool, walk, bike or take public transit instead of driving alone in their cars; seven in ten support the ideas of dedicating special lanes along major roads and freeways for the use of carpoolers and buses.

When residents are asked about strategies that could cost taxpayer dollars and require changes in people’s travel behaviour, more than eight in ten say they strongly (40%) or somewhat (44%) support measures that would create incentives to encourage people to carpool, walk, bike or take public transit instead of driving alone in their cars.

Seven in ten strongly (32%) or somewhat (38%) support measures that would dedicate lanes along major roads, such as Dufferin Street, Yonge Street and Highway 7, for the use of carpoolers and buses. An equally large majority strongly (32%) or somewhat (37%) support measures that would dedicate similar carpool/bus lanes along freeways, such as the 400 and 404. About three in ten are opposed to dedicated carpool/bus lanes. Strong support for all these measures is greater among those who feel it is very important that people be encouraged to reduce their use of private vehicles.
Extending the Toronto subway lines into York Region and improved local bus and GO services are seen as the best ways to improve transportation within the Region.

The survey results indicate that residents tend to place more importance on the improvement of public transit services than they do on road improvements or facilities for walkers and bikers.

When residents are asked to rate the relative importance of a number of measures to improve York Region transportation, and are reminded that there is a cost associated with each measure, they attach the greatest importance to extending Toronto’s Yonge Street and Spadina subway lines into York Region (66% say this is very important). Slightly smaller, but still substantial, majorities say the same of improved bus service (60%) and improved GO train service (58%).

About half of residents say that improved road safety (52%), improved transit services for persons with special needs (51%), improved co-ordination of traffic signals in York Region (49%) and new highways and widening of existing highways in York Region (48%) are very important measures to improve transportation in York Region.

Smaller proportions say the same of separate lanes for a rapid bus service along Yonge Street and the Highway 7/407 corridor (43%), lower fares for public transit (43%), new streets and widening of existing streets in York Region (37%), better road maintenance (36%), improvement of pedestrian facilities such as sidewalks and bus shelters (36%) and development of bike paths and bike parking areas (23%).

Residents who work outside the home tend to place greater importance than do other residents on new highways and widening of existing highways, lower fares for public transit and new streets and widening of existing streets in York Region. Residents who do not work outside the home attach greater importance than do others to improved transit services for persons with special needs, improved GO service, improved co-ordination of traffic signals and the improvement of pedestrian facilities such as sidewalks and bus shelters.

Q.12
I’m going to read you a list of measures that could be taken to improve transportation within York Region, and between York 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?
Protecting the environment and reducing traffic congestion lead the list of transportation planning priorities for York Region residents. On the next tier are addressing the needs of a wide range of people, accommodating future growth in York Region, minimizing disruption to neighbourhoods, and supporting economic growth. Of least—but still significant—importance are minimizing costs to the Region and supporting the growth of the current and planned urban centres and corridors.

When residents are asked to prioritize a number of factors that York Region must consider when planning roads and other transportation facilities, three-quarters or more assign a high priority to protecting the natural environment (80%) and relieving existing traffic congestion (75%). About two in ten assign a medium priority to these factors and virtually no one assigns a low priority.

Approximately two-thirds assign a high priority to addressing the needs of a wide range of people, including those with special needs, people without cars and people who can not drive (65%) and six in ten say the same of accommodating future growth in the volume of people and goods that will be travelling across York Region (61%), minimizing disruption to neighbourhoods (also 61%), and supporting economic growth (58%). About three in ten assign a medium priority to these factors and fewer than one in ten would assign a low priority to any of these factors.

About four in ten assign a high priority to minimizing the cost of new facilities and services (42%) and supporting economic growth of the current and planned urban centres and corridors (39%). Nearly five in ten assign a medium priority to these factors, and just one in ten would assign a low priority to these factors.

Those who work outside the home tend to assign a higher priority than do others to factors that support economic growth and minimizing the cost of new facilities and services; they are somewhat less likely than others to assign a high priority to environmental protection (although this is still a very high priority for them).

Related Findings

An earlier survey commissioned by the Regional Municipality of York to investigate attitudes toward public transit found a consensus that an investment in public transit would pay off in less road congestion. One-third, 34 percent, of York residents said they believe that establishing a better transit system in York Region would have a major impact on reducing road congestion. Another 38 percent suggested it would have a moderate impact. A noticeably smaller proportion, 25 percent, said they thought it would have little or no impact.

The survey was conducted by telephone among a representative sample of 1,013 residents of York Region between May 23 and May 29, 2000.
Funding Transit Improvements

Just under six in ten say the Ontario government should be primarily responsible for funding transit improvements in York Region; another four in ten say it should be the regional government. There is more support for funding public transit improvements through higher transit fares and a surcharge on vehicle or driver licenses than there is for funding that comes from increased road tolls; increases to property taxes and to gas and tire taxes are the least popular options.

When residents are asked which level of government should be primarily responsible for funding transit improvements in York Region, a majority of 57 percent point to the Ontario government. A significant minority of 40 percent choose the regional government and smaller proportions say that the responsibility lies with local towns or cities (19%) or the federal government (16%).

Jurisdiction for Funding Transit Improvements

Q.16
In your opinion, which level of government should be primarily responsible for funding transit improvements in York Region? (Respondents were allowed to choose more than one level of government.)

Most Acceptable Source of Funds for Transportation Improvement

Q.17
If new sources are needed to fund public transit improvements, which of the following would you find most acceptable ...?

Related Findings

The earlier survey commissioned by the Regional Municipality of York to investigate attitudes toward public transit found high levels of support for local government spending on public transit. Thirty-nine percent of York residents said governments within York Region, whether it be the regional government or the municipal governments, should spend more on public transit within York Region, even if this resulted in an increase in property taxes. Another 40 percent favoured maintenance of current spending current levels and just seven percent favoured less spending in this area.

The survey was conducted by telephone among a representative sample of 1,013 residents of York Region between May 23 and May 29, 2000.
METHODOLOGY
The results of this survey are based on questions asked to 417 residents of York Region aged 15 years and older. The survey was conducted by telephone from October 26 to November 1, 2000.

SAMPLE SELECTION

The sampling method was designed to complete approximately 400 interviews within households in York Region. Environics uses a modified Waksburg Mitofsky sample selection technique. Telephone numbers are selected from the most recently published telephone directories. These numbers act as “seeds” from which the sample is actually generated. The original “seed” telephone number is not used in the sample. The Waksburg Mitofsky sample selection technique ensures both unlisted numbers and numbers listed after the directory publication are included in the sample.

A total of 7,915 telephone numbers were drawn. From within each household contacted, respondents 15 years of age and older were screened for random selection using the “Most recent birthday” method. The use of this technique produces results that are as valid and effective as enumerating all persons within a household and selecting one randomly.

In the data analysis, the results of the survey were weighted by gender to reflect the actual proportions in the population.

TELEPHONE INTERVIEWING

Interviewing was conducted at Environics’ central facility in Toronto. Field supervisors were present at all times to ensure accurate interviewing and recording of responses. Ten percent of each interviewer’s work was unobtrusively monitored for quality control in accordance with the standards set out by the Canadian Association of Marketing Research Organizations.

A minimum of five calls were made to a household before classifying it as a “no answer.”

COMPLETION RESULTS

A total of 417 interviews were completed.

The effective response rate for the survey is nine percent: the number of completed interviews (417) divided by the total sample (7,915) minus the non-valid/non-residential numbers, the numbers not in service and the numbers that presented a language barrier (3,150).

The actual completion rate is 22 percent: the number of completed interviews (417) divided by the number of qualified respondents contacted directly (1,854).

The margin of error for a sample of 417 is ±4.8 percentage points, 19 times in 20. The margins are wider for regional and demographic subsamples.

The following table presents the detailed completion results for this survey of 417 interviews.

<table>
<thead>
<tr>
<th>#</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of calls</td>
<td>7,915</td>
</tr>
<tr>
<td>Household not eligible</td>
<td>54</td>
</tr>
<tr>
<td>Non-residential/not in service</td>
<td>2,862</td>
</tr>
<tr>
<td>Language barrier</td>
<td>234</td>
</tr>
<tr>
<td>Subtotal</td>
<td>3,150</td>
</tr>
<tr>
<td>New Base (7,915-3,150)</td>
<td>4,765</td>
</tr>
<tr>
<td>No answer/line busy/respondent not available</td>
<td>2,911</td>
</tr>
<tr>
<td>Refusals</td>
<td>1,400</td>
</tr>
<tr>
<td>Mid-interview refusals</td>
<td>37</td>
</tr>
<tr>
<td>Subtotal</td>
<td>4,348</td>
</tr>
<tr>
<td>Net Completions (4,765-4,348)</td>
<td>417</td>
</tr>
<tr>
<td>Completion Rate (417/[4,765-2,911])</td>
<td>22</td>
</tr>
</tbody>
</table>
NOTES TO INTERVIEWER: This survey is about all aspects of transportation in and around the Region of York.

1 In which municipality do you live?
   
   DO NOT READ
   1 - Aurora
   2 - East Gwillimbury
   3 - Georgina
   4 - Markham
   5 - Newmarket
   6 - Richmond Hill
   7 - King
   8 – Vaughan
   9 – Other SPECIFY ________________
   ? - DK/NA

2 Do you have a vehicle, such as a car or truck, AVAILABLE for you to drive on a daily basis, or pretty much whenever you need it? [PROBE – DOES NOT HAVE TO OWN A VEHICLE]
   
   1 - Yes
   2 – No
   VOLUNTEERED
   3 – Someone else will drive me to where I’m going

3 I’m going to read you a list of possible transportation related concerns and I’d like you to tell me if you think each is a very serious, somewhat serious, not very serious, or not at all serious problem in York Region.

READ AND ROTATE a-i

a) the volume of traffic in the area
   
   1 - Very serious
   2 - Somewhat serious
   3 - Not very serious
   4 - Not at all serious
   ? - DK/NA

b) the amount of new development, that is, new homes or shopping centres, being built

c) getting to and from Toronto, that is, travelling north or south

d) travelling east or west in York Region

e) the adequacy of the local bus system

f) the adequacy of GO train or bus service

  g) road maintenance

  h) getting around as a pedestrian

  i) getting around on a bicycle

  j) Are there any other transportation related concerns you would like to mention?

   1 – SPECIFY ________________
   2 – None
   ? – DK/NA
4 a) In general, do you think it is very important, somewhat important, not very important, or not at all important that people drive their vehicles LESS often and use other types of transportation like buses, bikes or trains MORE often?

   1 - Very important
   2 - Somewhat important
   3 - Not very important
   4 - Not at all important
   ? - DK/NA

IF VERY/SOMewhat IMPORTANT
b) What are the main one or two reasons why you say that it is important that people switch from using their vehicles to using other types of transportation (Probe: Are there any other reasons?)

   DO NOT READ
   1 - To reduce pollution levels
   2 - To reduce the need for new roads, bridges and other construction that affects the physical environment
   3 - To reduce traffic congestion
   4 - To improve public transit services
   5 - To reduce wear and tear on roadways
   6 - To encourage a healthier lifestyle for yourself/other residents
   7 - To reduce costs/personal finances
   8 - Other SPECIFY ________________
   ? - DK/NA

IF NOT VERY/NOT AT ALL IMPORTANT
b) What are the main one or two reasons why you say that it is NOT especially important that people switch from using their vehicles to using other types of transportation? (Probe: Are there any other reasons?)

   DO NOT READ
   1 - People should be free to choose their own method of transportation
   2 - Public transit is inconvenient
   3 - Live in country/live in rural area
   4 - Car is faster/easier
   5 - Public transit is not as safe
   6 - Traffic congestion isn’t that bad
   7 - Other SPECIFY ________________
   ? – DK/NA

ASK ALL:
c) And what about you personally? What would make you and your family drive your vehicles less often?

   1 – SPECIFY ________________
   2 – Do not drive a vehicle
   ? – DK/NA
5 Please tell me whether you personally think each of the following measures would be very effective, somewhat effective, not very effective, or not at all effective at encouraging York Region residents to drive less often and walk or take public transit more often.

READ AND ROTATE
a) Allowing traffic congestion to increase
   1 – Very effective,
   2 – Somewhat effective
   3 – Not very effective
   4 – Not at all effective
   ? – DK/NA

b) Providing separate lanes for buses and cars with two or more passengers
c) Providing separate bicycle lanes and more sidewalks
d) Reduced transit fares (for travel throughout York Region and to Toronto)
e) A public transit system with more frequent bus and train service
f) More parking at GO Train and TTC subway stations
g) Encouraging more mixed development in your community, that is, a mix of residential and commercial development in the same area.

he) Developing better bus connections between communities in York Region
if) Making it more expensive for people to drive, for example, by increasing parking costs, road tolls, or gas taxes.

6 Do you work outside of your home for income?
   1 - Yes
   2 - No SKiP TO QUESTION 10

7 In which municipality do you currently work? (Prompt if necessary)

   DO NOT READ
   1 - Aurora
   2 - East Gwillimbury
   3 - Georgina
   4 - Markham
   5 - Newmarket
   6 - Richmond Hill
   7 - King
   8 - Vaughan
   9 - City of Toronto – Downtown
   10 - City of Toronto – Other locations
   11 - Peel Region (including Mississauga and Brampton)
   12 - Durham Region (including Oshawa)
   13 - Simcoe County
   14 - More than one
   15 - Other (SPECIFY) ______________________
What types of transportation do you usually use to get to work? Please tell me ALL the types you use.

DO NOT READ - PROBE
1 - Car - Driver
2 - Car - Passenger
3 - Bus
4 - GO Train or bus
5 - Subway
6 - Walk
7 - Taxi
8 - Bicycle
9 - Other SPECIFY ________________

Approximately how long does it usually take you to get to work?

DO NOT READ - PROBE
1 - 10 minutes or less
2 - 11 to 20 minutes
3 - 21 to 30 minutes
4 - 31 to 40 minutes
5 - 41 to 50 minutes
6 - 51 to 60 minutes
7 - 61 to 90 minutes
8 - More than 90 minutes
? – DK/NA

If you have school-age children in your house, how do they travel to and from school?

DO NOT READ – CODE ALL THAT APPLY
1 - Walk or bicycle
2 — Public Transit
3. – School Bus
3 - Car - passenger
4 - Car - driver
5 – No school-age children
? – DK/NA

How often do you use Highway 407?

CODE ONE ONLY - PROBE
1 – SPECIFY _____________ times a week
2 – SPECIFY _____________ times a month
3 – SPECIFY _____________ times a year
4 – Never or hardly ever
5 – Other SPECIFY ______________
? – DK/NA
I’m going to read you a list of measures that could be taken to improve transportation within York Region, and between York 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.

READ AND ROTATE
a) Improved bus service

1 - Very important
2 - Somewhat important
3 - Not very important
4 - Not at all important
? - DK/NA

b) Improved GO train service
c) Separate lanes for a rapid bus service along Yonge Street and the Highway 7/407 Corridor
d) Extending Toronto’s Yonge Street and Spadina subway lines into York Region
e) Lower fares for public transit
f) Improved transit services for persons with special needs
g) New streets and widening of existing streets in York Region
h) New highways and widening of existing highways in York Region
i) Improved co-ordination of traffic signals in York Region
j) Better road maintenance
k) Improved road safety
l) Improvement of pedestrian facilities such as sidewalks and bus shelters
m) Development of bike paths and bike parking areas

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

READ AND ROTATE
a) York Region is growing too fast

1 - Strongly agree
2 - Somewhat agree
3 - Somewhat disagree
4 - Strongly disagree
? - DK/NA

b) Employers should take measures to encourage workers to take transit, car pool, walk or bicycle to work.
c) York Region should encourage more concentrated residential and commercial developments, in order to reduce urban sprawl
d) Road construction in York Region is NOT keeping pace with demand
There are several factors that York Region must consider when planning roads and other transportation facilities. Do you think each of the following should be a high priority, a medium priority or a low priority?

READ AND ROTATE
a) Relieving existing traffic congestion
   1 – High priority
   2 – Medium priority
   3 – Low priority
   ? DK/NA

b) Accommodating FUTURE growth in the volume of people and goods that will be travelling across York Region
c) Supporting growth of the current and planned urban centers and corridors
d) Supporting economic growth of York Region
e) Protecting the natural environment
f) Minimizing disruption to neighbourhoods
g) Addressing the needs of a wide range of people, including those with special needs, people without cars and people who can not drive
h) Minimizing the cost of new facilities and services

Keeping in mind that each of the following measures could cost taxpayer dollars and require changes in people's travel behaviour, please tell me whether you strongly support, somewhat support, somewhat oppose, or strongly oppose …

READ AND ROTATE
a) dedicating lanes along major roads, e.g., Dufferin St., Yonge St. and Highway 7, for the use of car poolers and buses
   1 - Strongly support
   2 - Somewhat support
   3 - Somewhat oppose
   4 - Strongly oppose
   ? DK/NA

b) dedicating lanes along freeways, such as the 400 and 404, for the use of car poolers and buses
c) creating incentives to encourage people to car pool, walk, bike or take public transit instead of driving alone in their cars
16 In your opinion, which level of government SHOULD be PRIMARILY responsible for funding transit improvements in York Region?

READ AND ROTATE – CODE ALL THAT APPLY
1 - local towns and cities
2 - regional governments
3 - the Ontario government
4 - the federal government
VOLUNTEERED
5 – Other SPECIFY _______________
? – DK/NA

17 If new sources are needed to fund public transit improvements, which of the following would you find MOST acceptable?

READ AND ROTATE 1 to 5 – CODE ONE ONLY
1 - Surcharge on vehicle or driver licenses
2 - Increase in gas and tire taxes
3 - Increased use of road tolls
4 - Increase in property taxes
5 - Higher transit fares
VOLUNTEERED
6 – Other SPECIFY _______________
? – None
? – DK/NA

18 In what year were you born?

1 – SPECIFY _______________
? – DK/NA