



**Toronto**  
**Torontonians' attitudes on eliminating**  
**subway guards and public**  
**consultation on TTC subway safety**  
**25th February 2020**



**MAINSTREET RESEARCH**



## **METHODOLOGY**

The analysis in this report is based on results of a survey conducted between February 12th to 14th, 2020 among a sample of 1019 adults, 18 years of age or older, living in Toronto. The survey was conducted using automated telephone interviews (Smart IVR). Respondents were interviewed on both landlines and cellular phones. The survey is intended to represent the voting population of Canada.

The survey was conducted by Mainstreet Research and was commissioned by the Local 113 of the Amalgamated Transit Union.

The sampling frame was derived from both a national telephone directory compiled by Mainstreet Research from various commercially available sources and random digit dialing.

The margin of error for this poll is +/- 3% and is accurate 19 times out of 20.

(full methodology appears at the end of this report)

## **ABOUT MAINSTREET**

With 20 years of political experience in all three levels of government, President and CEO Quito Maggi is a respected commentator on international public affairs.

Differentiated by its large sample sizes, Mainstreet Research has provided accurate snapshots of public opinion, having predicted a majority NDP government in Alberta, and was the only polling firm to correctly predict a Liberal majority government in the 2015 federal election. Mainstreet also accurately predicted the 2018 Ontario election and was the first to predict that a CAQ majority win in the 2018 Quebec election. Mainstreet Research is a member of the World Association for Public Opinion Research and the Market Research Intelligence Association and meets international and Canadian publication standards.

## **CONTACT INFORMATION**

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[www.mainstreetresearch.ca](http://www.mainstreetresearch.ca)

[twitter.com/MainStResearch](https://twitter.com/MainStResearch)

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# MAINSTREET RESEARCH

## IN NEW POLL TORONTO SAYS NO TO TTC PLAN TO ELIMINATE SUBWAY GUARD

THREE QUARTERS DISAGREE WITH TTC DECISION TO NOT INFORM PUBLIC OF THIS PLAN

IT IS EXTREMELY/VERY IMPORTANT TO MAJORITY THAT TTC CONSULT ON SUBWAY CREW SIZE

PUBLIC WANTS MEANINGFUL INPUT TO TTC SAFETY DECISIONS

### Key Findings

- Two thirds of all Torontonians disapprove of TTC management plan to reduce subway crews by eliminating the Subway Guard. Two thirds (64%) of the public in Toronto disapprove of this plan, while just one fifth approve (19%).
- Three quarters of the public disapprove of the TTC's decision to not inform the public of this decision when it was implemented in 2016. Three quarters of Torontonians (74%) disapprove of the TTC's decision to not inform the public of this decision when it was implemented in 2016, and just one seventh approve (16%).
- Two thirds say it is "extremely/very important" for the TTC to consult with the public on safety decisions like reducing subway crew sizes. Two thirds (63%) say it is "extremely" or "very" important that the TTC consult with the public on decision-making around safety issues like subway crew sizes.
- Close to six in ten say it is "extremely/very important" that Torontonians agree with any plan to reduce crew sizes. Almost 6-in-10 (58%) find it "extremely" or "very" important that TTC management get Torontonians' agreement before implementing any plan to reduce crew sizes on subways.
- The vast majority want public input into TTC planning on safety issues. More than 8-in-10 Torontonians (84%) want meaningful public input into TTC safety planning (84%), such as public polling (22%), "meaningful public input" (19%) or binding referenda (15%).



# MAINSTREET RESEARCH

## Detailed Findings

TORONTO, March 2, 2020 - In a new poll conducted for Local 113 of the Amalgamated Transit Union, which represents most Toronto transit workers, two thirds of Torontonians (64%) disapprove of TTC management's plan to eliminate the second subway crew person, the Subway Guard. Just one fifth support this plan (19%), known as OPTO (One Person Train Operation).

In addition, as many as three quarters of Torontonians (74%) disapprove of the fact the TTC chose to not inform the public of this plan when it was first implemented in 2016. In turn, fewer than a fifth approve of this (16%).

Two thirds of Toronto residents (63%) say it is "extremely" or "very important" that TTC management consults with the public before making decisions about reducing crew sizes on subway trains. Just one seventh say it is "not very" or "not at all important" (14%). Additionally, close to 6-in-10 (58%) say it is "extremely/very important" that Torontonians agree with any plan to reduce crew sizes before plans are implemented. One seventh do not agree this is the case ("not very/not at all important" - 15%).

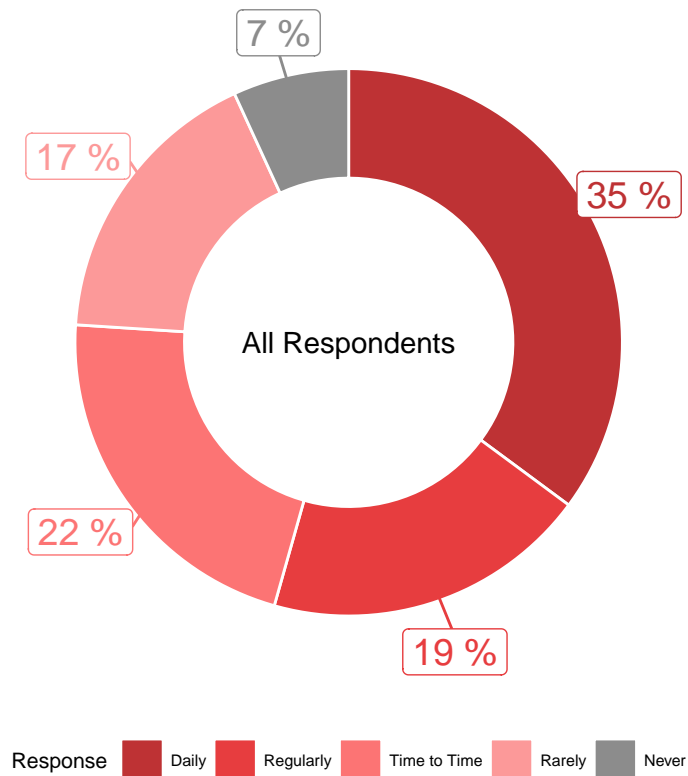
The vast majority of Torontonians (84%) want some form of public input into TTC decision-making on safety issues like crew sizes. The plurality say they want to see extensive public polling (22%), followed by those who want to see "meaningful public input" (19%). After that, binding referenda are seen as a good means for input (15%). One fifth say "some other way" should be employed (18%).

## Conclusion

"These findings are decisive. It is clear the public doesn't agree with TTC management's plan to eliminate the Subway Guard. You could say there is consensus on this issue.. It is rare to see this level of consistency of opinion on a public transit issue", John Corbett, Vice President at Mainstreet Research said.

John may be reached at (416) 702 5582 or [johnc@mainstreetresearch.ca](mailto:johnc@mainstreetresearch.ca).

## How often do you use the TTC?



### broken out by age and gender

	Total	Gender			Age		
		Male	Female	Other	18-34	35-64	65+
Daily	35.1%	37.2%	33.3%	36.5%	46%	35%	17.3%
Regularly	19.2%	14.9%	22.3%	26.4%	23.2%	16.2%	20.7%
Time to Time	21.6%	24.5%	19.5%	18.9%	16.4%	20.7%	33%
Rarely	17.1%	16.8%	17.8%	11.1%	9.4%	21.2%	19.4%
Never	6.9%	6.5%	7.1%	7.1%	5%	6.9%	9.7%
Unweighted Frequency	1019	499	475	45	274	618	127
Weighted Frequency	1019	443	536	40	322	503	194

## broken out by region

	Region				
	Total	Etobicoke	Scarborough	North York	Toronto/East York
Daily	35.1%	28.3%	32.9%	40.5%	35.4%
Regularly	19.2%	13.9%	13.5%	17%	25.9%
Time to Time	21.6%	20.3%	17.8%	23%	23.6%
Rarely	17.1%	28.4%	21.8%	15%	11.8%
Never	6.9%	9%	14%	4.4%	3.4%
Unweighted Frequency	1019	173	174	206	466
Weighted Frequency	1019	136	236	251	396

## broken out by employment status

	Employment Status						
	Total	Working Full-Time	Working Part-Time	Not Currently Working	Student	Homemaker	Retired
Daily	35.1%	43.2%	24.8%	21.5%	49.5%	0%	11.7%
Regularly	19.2%	14.8%	31.8%	27.8%	18%	28.5%	22.5%
Time to Time	21.6%	18.1%	22%	26.3%	17.6%	14.5%	37.5%
Rarely	17.1%	16.9%	15.3%	19.8%	14.9%	39%	16.8%
Never	6.9%	6.8%	6.1%	4.6%	0%	17.9%	11.6%
Unweighted Frequency	1019	661	114	78	59	11	96
Weighted Frequency	1019	604	119	82	70	14	130

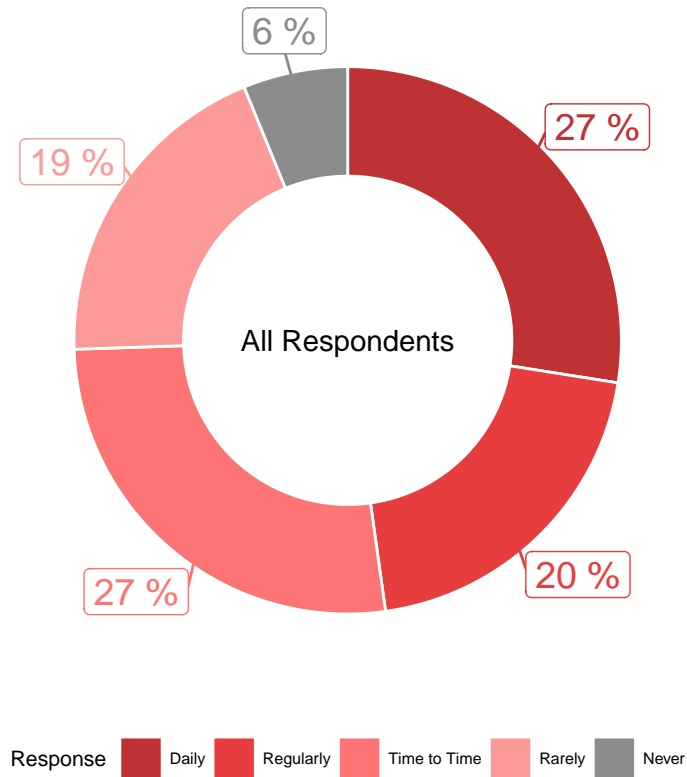
## broken out by TTC use

	TTC use					
	Total	Daily	Regularly	Time to Time	Rarely	Never
Daily	35.1%	100%	0%	0%	0%	0%
Regularly	19.2%	0%	100%	0%	0%	0%
Time to Time	21.6%	0%	0%	100%	0%	0%
Rarely	17.1%	0%	0%	0%	100%	0%
Never	6.9%	0%	0%	0%	0%	100%
Unweighted Frequency	1019	364	192	219	179	65
Weighted Frequency	1019	358	196	221	174	70

**broken out by subway use**

	Total	TTC subway				
		Daily	Regularly	Time to Time	Rarely	Never
Daily	35.1%	94.9%	20.9%	13.2%	4.5%	6.4%
Regularly	19.2%	3.7%	73.9%	11.5%	0.4%	1.4%
Time to Time	21.6%	1.2%	4.4%	67.3%	10.7%	6.5%
Rarely	17.1%	0.2%	0.3%	7.4%	74.5%	9.8%
Never	6.9%	0%	0.5%	0.5%	9.9%	75.9%
Unweighted Frequency	1019	286	204	270	201	58
Weighted Frequency	1019	280	207	272	197	63

## How often do you use the subway?



### broken out by age and gender

	Total	Gender			Age		
		Male	Female	Other	18-34	35-64	65+
Daily	27.5%	30.1%	25.5%	25.1%	34.9%	28.3%	13.1%
Regularly	20.3%	16.4%	22.8%	29.3%	24%	18%	20.2%
Time to Time	26.7%	30.7%	23.7%	23.1%	24.3%	24.1%	37.6%
Rarely	19.3%	17.2%	21.4%	15.4%	10.9%	24.3%	20.6%
Never	6.2%	5.6%	6.6%	7.1%	5.9%	5.5%	8.6%
Unweighted Frequency	1019	499	475	45	274	618	127
Weighted Frequency	1019	443	536	40	322	503	194



## broken out by region

	Region				
	Total	Etobicoke	Scarborough	North York	Toronto/East York
Daily	27.5%	18.4%	25.7%	33.9%	27.7%
Regularly	20.3%	15.6%	13.1%	20.9%	25.9%
Time to Time	26.7%	24.6%	24.2%	25%	30%
Rarely	19.3%	31.9%	25.8%	16.4%	13%
Never	6.2%	9.6%	11.3%	3.8%	3.4%
Unweighted Frequency	1019	173	174	206	466
Weighted Frequency	1019	136	236	251	396

## broken out by employment status

	Employment Status						
	Total	Working Full-Time	Working Part-Time	Not Currently Working	Student	Homemaker	Retired
Daily	27.5%	35.2%	17.1%	17.9%	35.2%	0%	6.1%
Regularly	20.3%	16.3%	28.9%	28.7%	18.9%	28.5%	25.4%
Time to Time	26.7%	23.7%	31.9%	27.7%	25.1%	16.9%	37.2%
Rarely	19.3%	18.8%	18.6%	21.2%	17.4%	31.1%	21.4%
Never	6.2%	6.1%	3.5%	4.5%	3.4%	23.4%	9.9%
Unweighted Frequency	1019	661	114	78	59	11	96
Weighted Frequency	1019	604	119	82	70	14	130

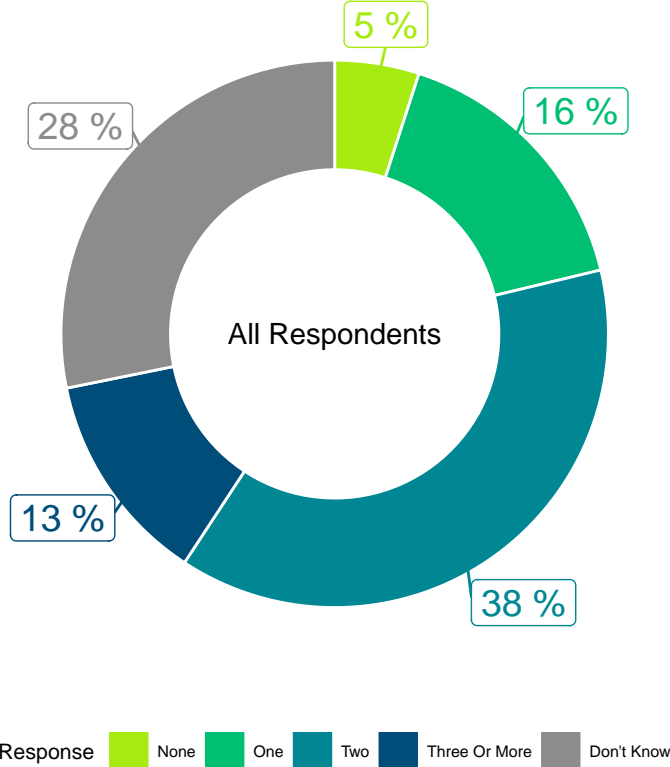
## broken out by TTC use

	TTC use					
	Total	Daily	Regularly	Time to Time	Rarely	Never
Daily	27.5%	74.2%	5.3%	1.5%	0.3%	0%
Regularly	20.3%	12.1%	77.9%	4.1%	0.3%	1.6%
Time to Time	26.7%	10.1%	16%	83%	11.6%	2.1%
Rarely	19.3%	2.5%	0.4%	9.5%	84.2%	28%
Never	6.2%	1.1%	0.5%	1.9%	3.5%	68.4%
Unweighted Frequency	1019	364	192	219	179	65
Weighted Frequency	1019	358	196	221	174	70

**broken out by subway use**

	Total	TTC subway				
		Daily	Regularly	Time to Time	Rarely	Never
Daily	27.5%	100%	0%	0%	0%	0%
Regularly	20.3%	0%	100%	0%	0%	0%
Time to Time	26.7%	0%	0%	100%	0%	0%
Rarely	19.3%	0%	0%	0%	100%	0%
Never	6.2%	0%	0%	0%	0%	100%
Unweighted Frequency	1019	286	204	270	201	58
Weighted Frequency	1019	280	207	272	197	63

**As far as you know, on most of the subway lines in Toronto, how many TTC crew members are on a subway train?**



**broken out by age and gender**

	Total	Gender			Age		
		Male	Female	Other	18-34	35-64	65+
None	5%	4.4%	5.3%	7.3%	6.3%	5.3%	2%
One	16.3%	15.4%	16.4%	24.7%	15.7%	17.2%	14.7%
Two	38%	43.8%	34.4%	22.9%	41.9%	37.3%	33.2%
Three Or More	12.6%	12.8%	12.5%	10.7%	13.5%	12.9%	10.1%
Don't Know	28.2%	23.7%	31.5%	34.3%	22.6%	27.2%	40%
Unweighted Frequency	1019	499	475	45	274	618	127
Weighted Frequency	1019	443	536	40	322	503	194

## broken out by region

	Region				
	Total	Etobicoke	Scarborough	North York	Toronto/East York
None	5%	4.9%	5.7%	6.3%	3.7%
One	16.3%	15.6%	16.1%	18.2%	15.4%
Two	38%	31.8%	32.5%	32.1%	47.1%
Three Or More	12.6%	16.2%	13.5%	11.3%	11.5%
Don't Know	28.2%	31.6%	32.1%	32.1%	22.2%
Unweighted Frequency	1019	173	174	206	466
Weighted Frequency	1019	136	236	251	396

## broken out by employment status

	Employment Status						
	Total	Working Full-Time	Working Part-Time	Not Currently Working	Student	Homemaker	Retired
None	5%	5.8%	6.6%	2.8%	3.7%	0%	2.2%
One	16.3%	18%	8.3%	17.8%	18.2%	13.1%	13.8%
Two	38%	40.7%	29.4%	27.5%	42.7%	37.5%	37.4%
Three Or More	12.6%	12.5%	17.5%	14.4%	16.7%	0%	6.5%
Don't Know	28.2%	23%	38.3%	37.5%	18.8%	49.4%	40.1%
Unweighted Frequency	1019	661	114	78	59	11	96
Weighted Frequency	1019	604	119	82	70	14	130

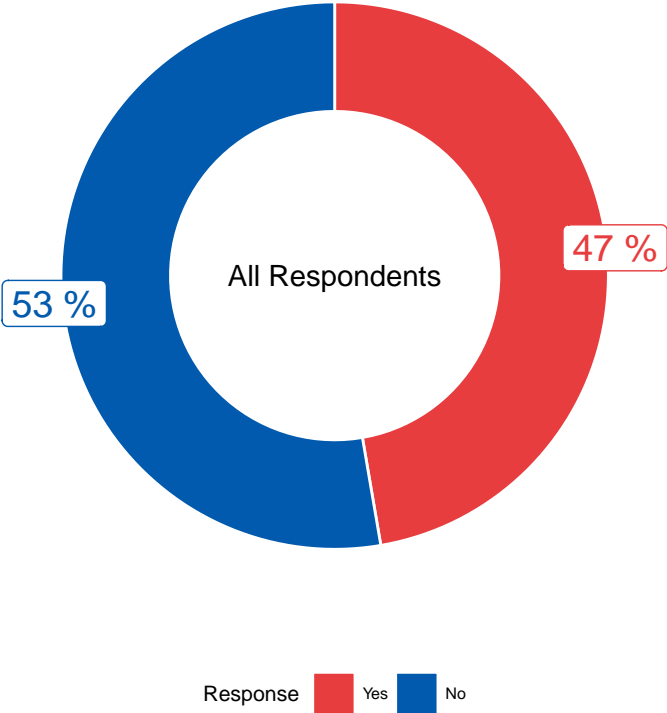
## broken out by TTC use

	TTC use					
	Total	Daily	Regularly	Time to Time	Rarely	Never
None	5%	4.6%	5.8%	7.5%	2.8%	2.1%
One	16.3%	18.6%	15.3%	15.5%	14.8%	13.1%
Two	38%	45%	41.6%	37.7%	30.1%	12.8%
Three Or More	12.6%	11.9%	17.2%	11%	13.4%	6.3%
Don't Know	28.2%	19.9%	20.2%	28.3%	38.9%	65.8%
Unweighted Frequency	1019	364	192	219	179	65
Weighted Frequency	1019	358	196	221	174	70

**broken out by subway use**

	Total	TTC subway				
		Daily	Regularly	Time to Time	Rarely	Never
None	5%	4.8%	5.7%	5.9%	3.6%	4.1%
One	16.3%	21.3%	15%	14.7%	15.1%	7.9%
Two	38%	45.1%	43.9%	39.3%	28.8%	10.5%
Three Or More	12.6%	12.9%	16.5%	10.6%	13.1%	4.9%
Don't Know	28.2%	15.9%	19%	29.4%	39.4%	72.7%
Unweighted Frequency	1019	286	204	270	201	58
Weighted Frequency	1019	280	207	272	197	63

**In fact, on most Toronto subway lines, each train has two crew members who switch roles during the shift, the Operator, who drives the train, and the Subway Guard, who has an important safety role. Were you aware of this?**



**broken out by age and gender**

	Total	Gender			Age		
		Male	Female	Other	18-34	35-64	65+
Yes	47.3%	52.2%	43.4%	45.4%	49.2%	46.5%	46.1%
No	52.7%	47.8%	56.6%	54.6%	50.8%	53.5%	53.9%
Unweighted Frequency	1019	499	475	45	274	618	127
Weighted Frequency	1019	443	536	40	322	503	194

## broken out by region

	Region				
	Total	Etobicoke	Scarborough	North York	Toronto/East York
Yes	47.3%	46.1%	49.2%	43%	49.3%
No	52.7%	53.9%	50.8%	57%	50.7%
Unweighted Frequency	1019	173	174	206	466
Weighted Frequency	1019	136	236	251	396

## broken out by employment status

	Employment Status						
	Total	Working Full-Time	Working Part-Time	Not Currently Working	Student	Homemaker	Retired
Yes	47.3%	47.1%	50.8%	41.9%	47.7%	37.5%	49.1%
No	52.7%	52.9%	49.2%	58.1%	52.3%	62.5%	50.9%
Unweighted Frequency	1019	661	114	78	59	11	96
Weighted Frequency	1019	604	119	82	70	14	130

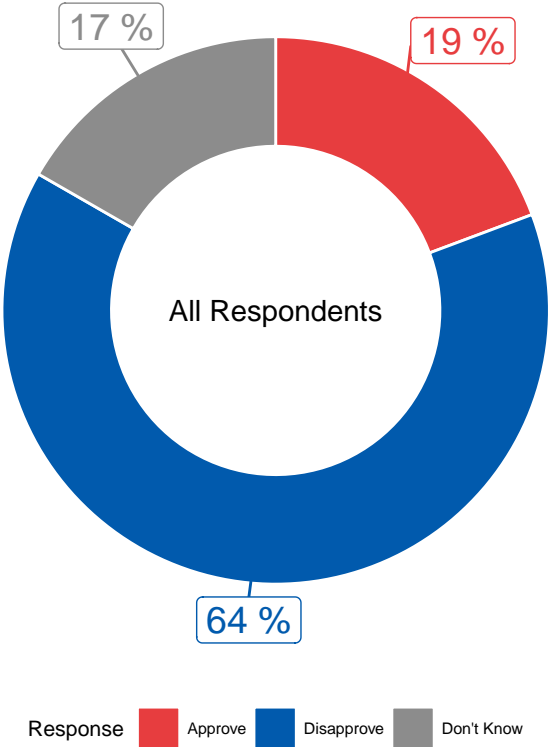
## broken out by TTC use

	TTC use					
	Total	Daily	Regularly	Time to Time	Rarely	Never
Yes	47.3%	50.5%	48.3%	45.9%	47.3%	32.6%
No	52.7%	49.5%	51.7%	54.1%	52.7%	67.4%
Unweighted Frequency	1019	364	192	219	179	65
Weighted Frequency	1019	358	196	221	174	70

## broken out by subway use

	TTC subway					
	Total	Daily	Regularly	Time to Time	Rarely	Never
Yes	47.3%	52.8%	52.2%	43%	43.6%	36.9%
No	52.7%	47.2%	47.8%	57%	56.4%	63.1%
Unweighted Frequency	1019	286	204	270	201	58
Weighted Frequency	1019	280	207	272	197	63

**TTC management has a plan to reduce the number of crew members on each subway train from the operator and the guard to just the operator. Do you approve or disapprove of this plan?**



**broken out by age and gender**

	Total	Gender			Age		
		Male	Female	Other	18-34	35-64	65+
Approve	19.3%	26.4%	12.8%	28.1%	18.1%	21.4%	15.7%
Disapprove	64%	58.7%	69%	55.3%	64.6%	63.1%	65.5%
Don't Know	16.7%	14.9%	18.2%	16.6%	17.3%	15.5%	18.9%
Unweighted Frequency	1019	499	475	45	274	618	127
Weighted Frequency	1019	443	536	40	322	503	194



## broken out by region

	Region				
	Total	Etobicoke	Scarborough	North York	Toronto/East York
Approve	19.3%	21.5%	20.6%	16.3%	19.7%
Disapprove	64%	64.2%	66.1%	64.7%	62.2%
Don't Know	16.7%	14.3%	13.3%	18.9%	18.1%
Unweighted Frequency	1019	173	174	206	466
Weighted Frequency	1019	136	236	251	396

## broken out by employment status

	Employment Status						
	Total	Working Full-Time	Working Part-Time	Not Currently Working	Student	Homemaker	Retired
Approve	19.3%	23.8%	16.9%	10.1%	8.5%	9%	13.6%
Disapprove	64%	60.1%	67.9%	72.8%	67.8%	91%	67.8%
Don't Know	16.7%	16.1%	15.3%	17.2%	23.6%	0%	18.6%
Unweighted Frequency	1019	661	114	78	59	11	96
Weighted Frequency	1019	604	119	82	70	14	130

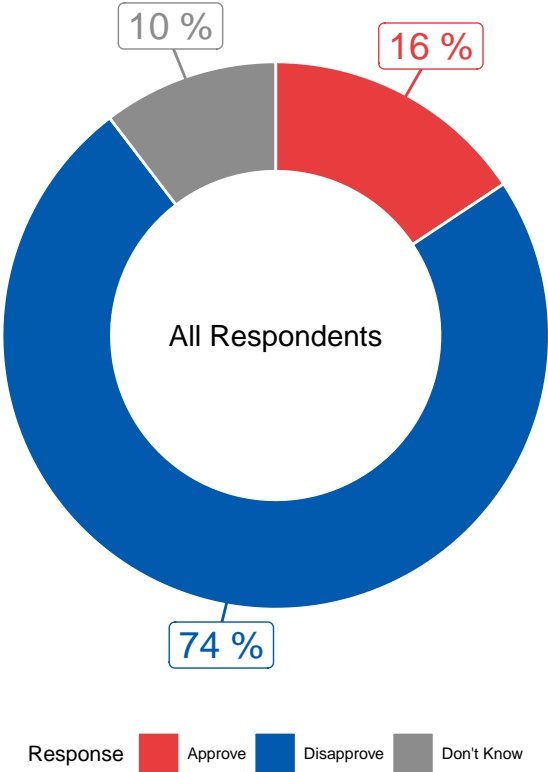
## broken out by TTC use

	TTC use					
	Total	Daily	Regularly	Time to Time	Rarely	Never
Approve	19.3%	22.8%	15.3%	18%	17.8%	20.5%
Disapprove	64%	63.6%	65.4%	64.8%	65.8%	54.6%
Don't Know	16.7%	13.6%	19.3%	17.1%	16.4%	24.9%
Unweighted Frequency	1019	364	192	219	179	65
Weighted Frequency	1019	358	196	221	174	70

**broken out by subway use**

	Total	TTC subway				
		Daily	Regularly	Time to Time	Rarely	Never
Approve	19.3%	26.5%	14.8%	16.4%	15.4%	26.9%
Disapprove	64%	60.3%	70.1%	64%	66.3%	52.9%
Don't Know	16.7%	13.2%	15.2%	19.5%	18.3%	20.2%
Unweighted Frequency	1019	286	204	270	201	58
Weighted Frequency	1019	280	207	272	197	63

**In 2016, when this plan to reduce the size of the subway crew was developed, TTC management decided not to tell the public about it at the time. Do you approve or disapprove of this decision not to inform the public at the time the plan was implemented?**



**broken out by age and gender**

	Total	Gender			Age		
		Male	Female	Other	18-34	35-64	65+
Approve	15.7%	22.1%	9.5%	26.8%	17%	14.8%	15.7%
Disapprove	74%	68.4%	79.2%	65.8%	76%	73.9%	70.6%
Don't Know	10.4%	9.5%	11.3%	7.4%	7%	11.2%	13.7%
Unweighted Frequency	1019	499	475	45	274	618	127
Weighted Frequency	1019	443	536	40	322	503	194

## broken out by region

	Region				
	Total	Etobicoke	Scarborough	North York	Toronto/East York
Approve	15.7%	16%	14.8%	18.4%	14.3%
Disapprove	74%	71.7%	75.9%	70.2%	76%
Don't Know	10.4%	12.3%	9.2%	11.4%	9.7%
Unweighted Frequency	1019	173	174	206	466
Weighted Frequency	1019	136	236	251	396

## broken out by employment status

	Employment Status						
	Total	Working Full-Time	Working Part-Time	Not Currently Working	Student	Homemaker	Retired
Approve	15.7%	18%	17.7%	8.4%	10.1%	26.2%	9.2%
Disapprove	74%	74.3%	67.4%	74.8%	79.2%	64.7%	75.9%
Don't Know	10.4%	7.6%	14.9%	16.8%	10.7%	9%	14.8%
Unweighted Frequency	1019	661	114	78	59	11	96
Weighted Frequency	1019	604	119	82	70	14	130

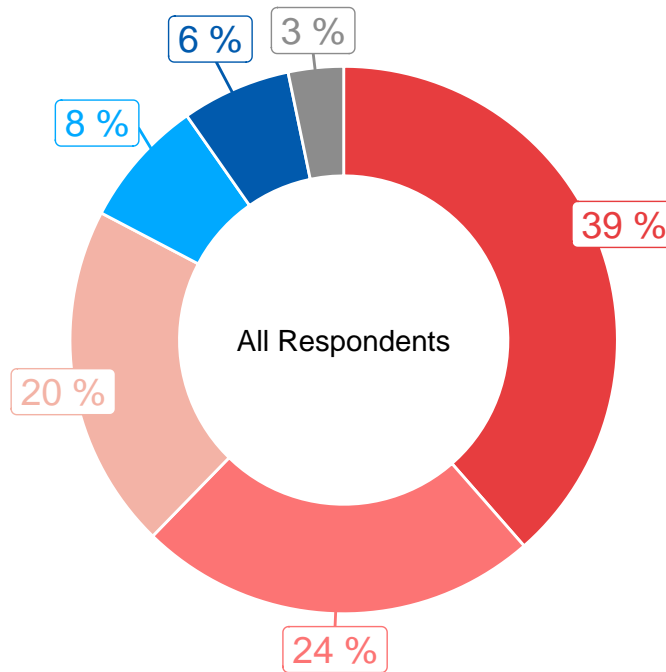
## broken out by TTC use

	TTC use					
	Total	Daily	Regularly	Time to Time	Rarely	Never
Approve	15.7%	18.1%	15.1%	11.7%	13.3%	22.8%
Disapprove	74%	72%	77.9%	77%	73.9%	63.1%
Don't Know	10.4%	9.8%	7%	11.2%	12.8%	14.1%
Unweighted Frequency	1019	364	192	219	179	65
Weighted Frequency	1019	358	196	221	174	70

**broken out by subway use**

	Total	TTC subway				
		Daily	Regularly	Time to Time	Rarely	Never
Approve	15.7%	22.7%	13.8%	11.3%	11.4%	22.6%
Disapprove	74%	68.3%	77.9%	77.7%	75.4%	65.4%
Don't Know	10.4%	8.9%	8.3%	11%	13.2%	12%
Unweighted Frequency	1019	286	204	270	201	58
Weighted Frequency	1019	280	207	272	197	63

**How important is it to you that TTC management consults with the public before making decisions about reducing the number of crew on subway trains?**



Response ■ Extremely Important ■ Very Important ■ Somewhat Important ■ Not Very Important ■ Not At All Important ■ Don't Know

**broken out by age and gender**

	Total	Gender			Age		
		Male	Female	Other	18-34	35-64	65+
Extremely Important	38.5%	34.2%	42%	39.6%	40.5%	38.5%	35.4%
Very Important	23.7%	20.6%	27.4%	9.5%	21.4%	23.3%	28.7%
Somewhat Important	20.4%	23.8%	18.1%	14%	21.2%	21.3%	16.7%
Not Very Important	7.6%	9.7%	5.6%	11.2%	6.1%	7.9%	9.4%
Not At All Important	6.5%	9.2%	3.3%	19%	8%	6.2%	4.5%
Don't Know	3.3%	2.5%	3.6%	6.8%	2.8%	2.7%	5.4%
Unweighted Frequency	1019	499	475	45	274	618	127
Weighted Frequency	1019	443	536	40	322	503	194

## broken out by region

	Region				
	Total	Etobicoke	Scarborough	North York	Toronto/East York
Extremely Important	38.5%	48.7%	39.3%	39.6%	34%
Very Important	23.7%	21.4%	25.8%	22.3%	24.2%
Somewhat Important	20.4%	14.4%	18.7%	19.9%	23.8%
Not Very Important	7.6%	6.6%	7%	8.3%	7.9%
Not At All Important	6.5%	4.8%	6.9%	6.4%	6.7%
Don't Know	3.3%	4.1%	2.3%	3.5%	3.4%
Unweighted Frequency	1019	173	174	206	466
Weighted Frequency	1019	136	236	251	396

## broken out by employment status

	Employment Status						
	Total	Working Full-Time	Working Part-Time	Not Currently Working	Student	Homemaker	Retired
Extremely Important	38.5%	36.4%	42.8%	51.9%	37.5%	51.2%	35.3%
Very Important	23.7%	22.8%	26.4%	23.5%	20.6%	16.9%	28.3%
Somewhat Important	20.4%	21.4%	15.8%	14.9%	32%	17.3%	17.3%
Not Very Important	7.6%	9.2%	3%	2.1%	2.1%	0%	11.9%
Not At All Important	6.5%	8.9%	5.2%	2.9%	3.3%	0%	0.8%
Don't Know	3.3%	1.3%	6.8%	4.7%	4.5%	14.5%	6.3%
Unweighted Frequency	1019	661	114	78	59	11	96
Weighted Frequency	1019	604	119	82	70	14	130

## broken out by TTC use

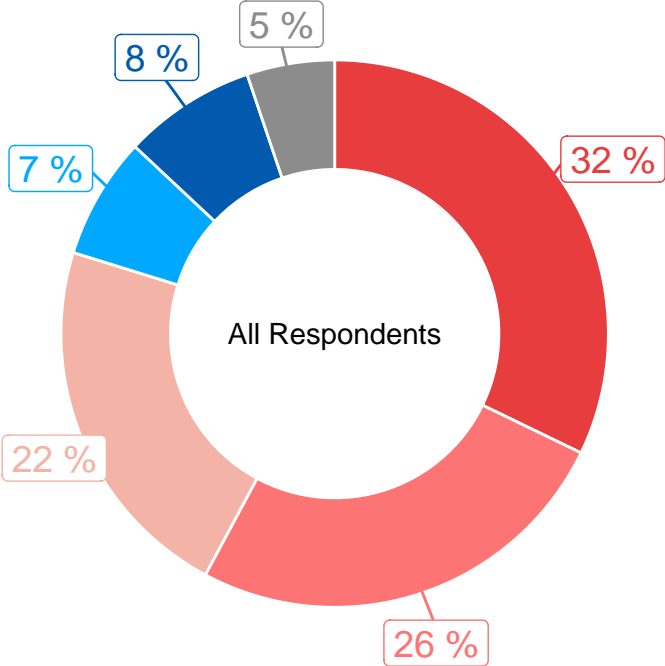
	Total	TTC use				
		Daily	Regularly	Time to Time	Rarely	Never
Extremely Important	38.5%	40.3%	40.6%	32.7%	36.9%	46.2%
Very Important	23.7%	21.5%	28.7%	26.3%	23.2%	14.3%
Somewhat Important	20.4%	20.2%	16%	26.9%	21.6%	10.1%
Not Very Important	7.6%	7.3%	4.6%	7.4%	12.2%	7%
Not At All Important	6.5%	9.3%	5.2%	3.7%	2.4%	14%
Don't Know	3.3%	1.4%	4.8%	2.9%	3.7%	8.4%
Unweighted Frequency	1019	364	192	219	179	65
Weighted Frequency	1019	358	196	221	174	70

## broken out by subway use

	Total	TTC subway				
		Daily	Regularly	Time to Time	Rarely	Never
Extremely Important	38.5%	38.5%	46.4%	33.9%	38.2%	33.9%
Very Important	23.7%	22.2%	23.4%	27.6%	22.4%	19.4%
Somewhat Important	20.4%	18.7%	15.8%	25.8%	21.4%	16.8%
Not Very Important	7.6%	7.6%	5.7%	7.1%	11.6%	3.8%
Not At All Important	6.5%	11.6%	4.1%	3.6%	2.9%	14.6%
Don't Know	3.3%	1.4%	4.6%	2%	3.6%	11.6%
Unweighted Frequency	1019	286	204	270	201	58
Weighted Frequency	1019	280	207	272	197	63



**How important is it to you that Torontonians agree with any plan to reduce the number of crew on subway trains, before the plan is implemented?**



Response ■ Extremely Important ■ Very Important ■ Somewhat Important ■ Not Very Important ■ Not At All Important ■ Don't Know

**broken out by age and gender**

	Total	Gender			Age		
		Male	Female	Other	18-34	35-64	65+
Extremely Important	32.2%	28.9%	34.2%	42.2%	36.3%	30.7%	29.3%
Very Important	25.7%	22.2%	29.3%	16.1%	26%	24.7%	27.7%
Somewhat Important	22%	24.6%	21%	5%	22.4%	22.1%	20.8%
Not Very Important	7.2%	9.7%	5.6%	1.5%	3.4%	9.3%	8.1%
Not At All Important	7.8%	11.1%	4%	23.3%	8.5%	8.1%	6.2%
Don't Know	5.2%	3.5%	6%	12%	3.5%	5.2%	8%
Unweighted Frequency	1019	499	475	45	274	618	127
Weighted Frequency	1019	443	536	40	322	503	194

## broken out by region

	Region				
	Total	Etobicoke	Scarborough	North York	Toronto/East York
Extremely Important	32.2%	43.5%	30.3%	32.4%	29.3%
Very Important	25.7%	25.7%	29.9%	22.5%	25.1%
Somewhat Important	22%	12.6%	20.3%	23.7%	25%
Not Very Important	7.2%	7.8%	3.7%	7.9%	8.6%
Not At All Important	7.8%	5.3%	9%	7.1%	8.5%
Don't Know	5.2%	5.2%	6.7%	6.4%	3.5%
Unweighted Frequency	1019	173	174	206	466
Weighted Frequency	1019	136	236	251	396

## broken out by employment status

	Employment Status						
	Total	Working Full-Time	Working Part-Time	Not Currently Working	Student	Homemaker	Retired
Extremely Important	32.2%	30.3%	33.5%	41.4%	30.3%	51.2%	32.8%
Very Important	25.7%	23.8%	30.8%	27.3%	30.5%	14.5%	27%
Somewhat Important	22%	22.7%	15.1%	17.3%	30.6%	17.3%	23.5%
Not Very Important	7.2%	8%	7.1%	4.4%	3.9%	7.9%	6.8%
Not At All Important	7.8%	10.6%	5.7%	2.6%	3.3%	0%	3.4%
Don't Know	5.2%	4.5%	7.8%	7%	1.3%	9%	6.5%
Unweighted Frequency	1019	661	114	78	59	11	96
Weighted Frequency	1019	604	119	82	70	14	130

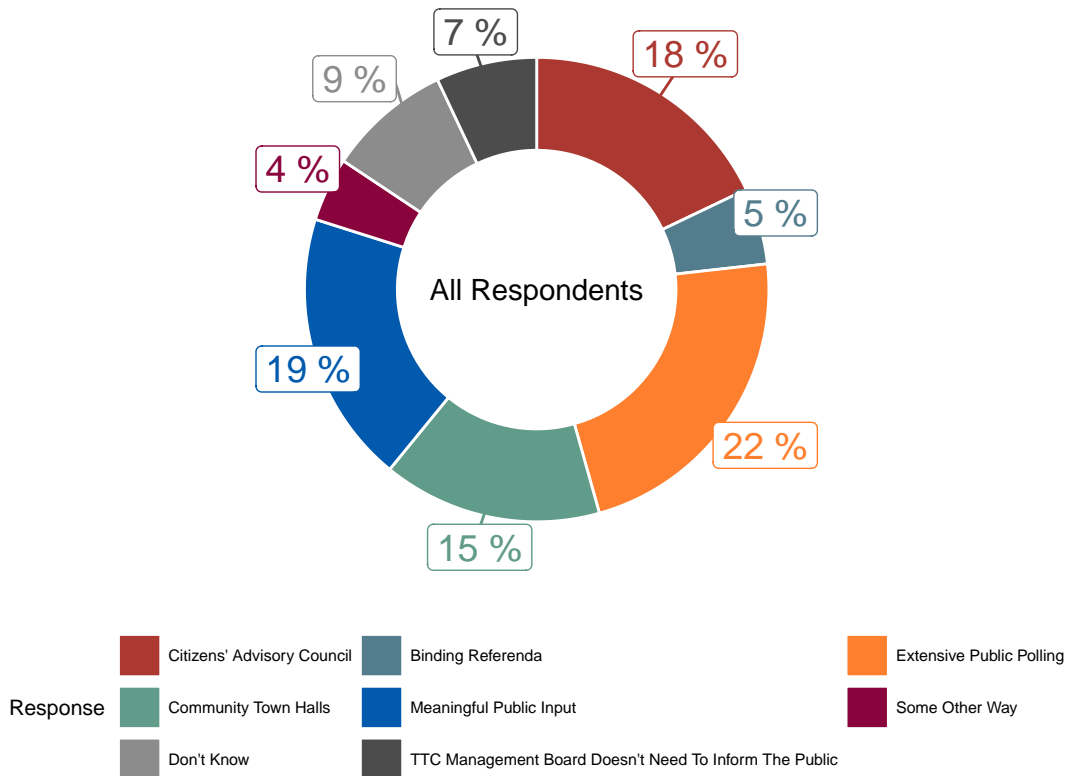
## broken out by TTC use

	Total	TTC use				
		Daily	Regularly	Time to Time	Rarely	Never
Extremely Important	32.2%	35.9%	31.7%	25.2%	31%	39.3%
Very Important	25.7%	23.2%	26.6%	29.4%	28%	18.2%
Somewhat Important	22%	21.2%	23.7%	27.9%	18.2%	11.5%
Not Very Important	7.2%	5.8%	5.5%	8.9%	10.7%	5%
Not At All Important	7.8%	10.3%	6.8%	6%	4.4%	12.8%
Don't Know	5.2%	3.7%	5.7%	2.7%	7.7%	13.1%
Unweighted Frequency	1019	364	192	219	179	65
Weighted Frequency	1019	358	196	221	174	70

## broken out by subway use

	Total	TTC subway				
		Daily	Regularly	Time to Time	Rarely	Never
Extremely Important	32.2%	34.7%	34.7%	28.6%	29.5%	36.7%
Very Important	25.7%	23.9%	25.2%	26.4%	30.2%	17.7%
Somewhat Important	22%	18%	23.1%	28.5%	17.8%	20.3%
Not Very Important	7.2%	5.6%	6.6%	8.2%	9.2%	5.5%
Not At All Important	7.8%	12.6%	6.1%	5.5%	5.5%	9.3%
Don't Know	5.2%	5.1%	4.2%	2.8%	7.9%	10.5%
Unweighted Frequency	1019	286	204	270	201	58
Weighted Frequency	1019	280	207	272	197	63

**Which of the following do you think is the best way to involve the public in TTC decision-making which affects public safety, such as reducing the size of subway crews?**



**broken out by age and gender**

	Total	Gender			Age		
		Male	Female	Other	18-34	35-64	65+
Citizens' Advisory Council	17.9%	17.4%	18.2%	19.5%	15.6%	17.9%	21.8%
Binding Referenda	5.3%	5.6%	4.8%	8.7%	3%	6.7%	5.6%
Extensive Public Polling	22.4%	19%	24.9%	26.9%	32.9%	18.9%	14.1%
Community Town Halls	15.3%	15.5%	15.3%	12.3%	15.2%	15.7%	14.2%
Meaningful Public Input	19%	18.1%	20.7%	6.6%	17.2%	19.3%	21.1%
Some Other Way	4.5%	5.8%	3.5%	2.8%	2.8%	4.8%	6.3%
Don't Know	8.6%	8.9%	8.7%	5.1%	7.7%	9.8%	7.3%
TTC Management Board Doesn't Need To Inform The Public	7%	9.7%	4%	18%	5.8%	6.8%	9.6%
Unweighted Frequency	1019	499	475	45	274	618	127
Weighted Frequency	1019	443	536	40	322	503	194

## broken out by region

	Region				
	Total	Etobicoke	Scarborough	North York	Toronto/East York
Citizens' Advisory Council	17.9%	16.6%	18.6%	17.2%	18.4%
Binding Referenda	5.3%	7.8%	6.2%	2.6%	5.6%
Extensive Public Polling	22.4%	30.1%	24.6%	21.8%	18.8%
Community Town Halls	15.3%	9.5%	16.6%	10.4%	19.6%
Meaningful Public Input	19%	16%	16.3%	25.3%	17.6%
Some Other Way	4.5%	5%	4.3%	6.2%	3.3%
Don't Know	8.6%	9.6%	8.3%	9%	8.2%
TTC Management Board Doesn't Need To Inform The Public	7%	5.4%	5.2%	7.4%	8.4%
Unweighted Frequency	1019	173	174	206	466
Weighted Frequency	1019	136	236	251	396

## broken out by employment status

	Employment Status						
	Total	Working Full-Time	Working Part-Time	Not Currently Working	Student	Homemaker	Retired
Citizens' Advisory Council	17.9%	16.3%	17.5%	15.2%	26.8%	21.7%	22.3%
Binding Referenda	5.3%	5.3%	8.6%	6.5%	2.9%	0%	3.6%
Extensive Public Polling	22.4%	23.3%	20.9%	19.6%	30.7%	22.5%	17.2%
Community Town Halls	15.3%	16%	14.1%	17.6%	15.2%	0%	13.3%
Meaningful Public Input	19%	19.1%	16.4%	24.6%	4.9%	29.8%	23.9%
Some Other Way	4.5%	4.7%	4.7%	0.9%	5.9%	9%	4.1%
Don't Know	8.6%	7%	10.2%	13.8%	10.4%	16.9%	9.8%
TTC Management Board Doesn't Need To Inform The Public	7%	8.5%	7.6%	1.8%	3.3%	0%	5.8%
Unweighted Frequency	1019	661	114	78	59	11	96
Weighted Frequency	1019	604	119	82	70	14	130

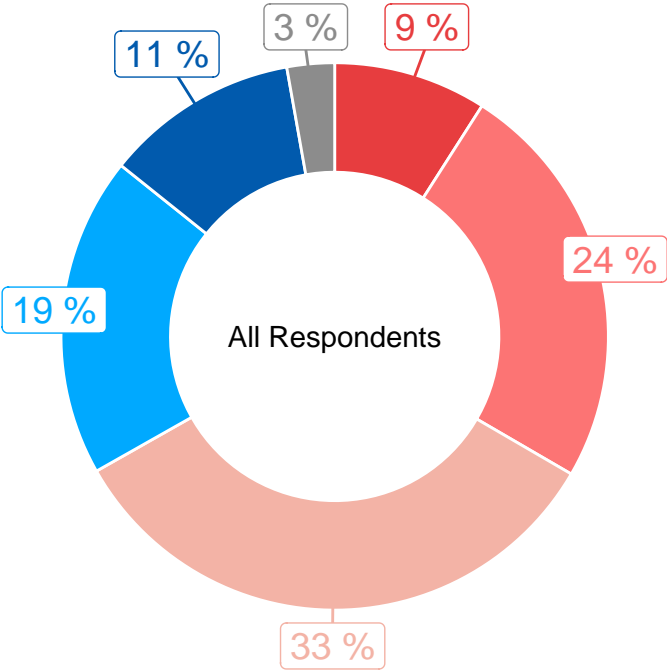
## broken out by TTC use

	Total	TTC use				
		Daily	Regularly	Time to Time	Rarely	Never
Citizens' Advisory Council	17.9%	20.8%	15.4%	19.7%	16.9%	7.1%
Binding Referenda	5.3%	5.1%	6%	5.4%	6.6%	1.1%
Extensive Public Polling	22.4%	27.4%	21.7%	18.1%	18.4%	23%
Community Town Halls	15.3%	13%	19.3%	13.4%	17.4%	16%
Meaningful Public Input	19%	17.3%	17.2%	24.4%	17.1%	20.4%
Some Other Way	4.5%	2.8%	5.4%	5.7%	4.8%	5.5%
Don't Know	8.6%	6.8%	7.5%	7.3%	12.8%	15%
TTC Management Board	7%	6.8%	7.6%	6.1%	6.1%	12%
Doesn't Need To Inform The Public						
Unweighted Frequency	1019	364	192	219	179	65
Weighted Frequency	1019	358	196	221	174	70

## broken out by subway use

	Total	TTC subway				
		Daily	Regularly	Time to Time	Rarely	Never
Citizens' Advisory Council	17.9%	17.8%	19.3%	19.3%	17.5%	9.1%
Binding Referenda	5.3%	4.7%	7.1%	5.3%	5.7%	1.4%
Extensive Public Polling	22.4%	26.7%	23.8%	19.7%	20.3%	17.3%
Community Town Halls	15.3%	13.8%	14.8%	15.9%	15.8%	19.1%
Meaningful Public Input	19%	19.1%	16.1%	22.7%	16%	21.5%
Some Other Way	4.5%	2.2%	5.2%	4.7%	5.4%	8%
Don't Know	8.6%	7%	7.1%	6.6%	15.3%	9%
TTC Management Board	7%	8.8%	6.7%	5.8%	4%	14.7%
Doesn't Need To Inform The Public						
Unweighted Frequency	1019	286	204	270	201	58
Weighted Frequency	1019	280	207	272	197	63

**Overall, how well does the TTC serve Toronto’s transit needs?**



Response ■ Extremely Well ■ Very Well ■ Somewhat Well ■ Not Very Well ■ Not Well At All ■ Don't Know

**broken out by age and gender**

	Total	Gender			Age		
		Male	Female	Other	18-34	35-64	65+
Extremely Well	9.1%	13.4%	5.5%	7.9%	9.6%	9.7%	6.5%
Very Well	24.3%	24.9%	25.3%	4.2%	16.7%	22.9%	40.8%
Somewhat Well	33.4%	30.1%	35.5%	41.6%	36.6%	32.8%	29.6%
Not Very Well	18.9%	18%	19.4%	22.4%	19.8%	20.9%	12.2%
Not Well At All	11.4%	11.4%	11%	19.1%	16.4%	10.4%	5.9%
Don't Know	2.8%	2.1%	3.2%	4.8%	0.7%	3.3%	4.9%
Unweighted Frequency	1019	499	475	45	274	618	127
Weighted Frequency	1019	443	536	40	322	503	194



## broken out by region

	Region				
	Total	Etobicoke	Scarborough	North York	Toronto/East York
Extremely Well	9.1%	16%	12.1%	10%	4.2%
Very Well	24.3%	23.7%	28.1%	19.4%	25.4%
Somewhat Well	33.4%	32.8%	28.1%	32.2%	37.6%
Not Very Well	18.9%	16.2%	16.3%	21.7%	19.7%
Not Well At All	11.4%	6.7%	11.7%	14.2%	11.2%
Don't Know	2.8%	4.5%	3.7%	2.4%	1.9%
Unweighted Frequency	1019	173	174	206	466
Weighted Frequency	1019	136	236	251	396

## broken out by employment status

	Employment Status						
	Total	Working Full-Time	Working Part-Time	Not Currently Working	Student	Homemaker	Retired
Extremely Well	9.1%	8.8%	9.7%	19.9%	10%	9%	2.4%
Very Well	24.3%	20.9%	19.3%	23.6%	23.5%	56.8%	42.5%
Somewhat Well	33.4%	33.9%	42.2%	30.2%	32.5%	16.2%	27.6%
Not Very Well	18.9%	22%	14.2%	13.6%	19.8%	0%	14%
Not Well At All	11.4%	12.6%	10.1%	11.9%	14.2%	0%	6.6%
Don't Know	2.8%	1.8%	4.5%	0.9%	0%	17.9%	6.9%
Unweighted Frequency	1019	661	114	78	59	11	96
Weighted Frequency	1019	604	119	82	70	14	130

## broken out by TTC use

	TTC use					
	Total	Daily	Regularly	Time to Time	Rarely	Never
Extremely Well	9.1%	11%	4.7%	6.5%	11.6%	12.6%
Very Well	24.3%	21.2%	26.6%	26.8%	28.8%	15.1%
Somewhat Well	33.4%	30.7%	37.4%	38.9%	32.3%	21.8%
Not Very Well	18.9%	20.4%	17.4%	20.7%	15.9%	17.8%
Not Well At All	11.4%	15.9%	12.2%	6.6%	7.5%	11.2%
Don't Know	2.8%	0.8%	1.6%	0.4%	3.7%	21.5%
Unweighted Frequency	1019	364	192	219	179	65
Weighted Frequency	1019	358	196	221	174	70

## broken out by subway use

	TTC subway					
	Total	Daily	Regularly	Time to Time	Rarely	Never
Extremely Well	9.1%	10%	4.9%	6.8%	13.2%	15.3%
Very Well	24.3%	20.9%	23.5%	27.5%	30.5%	9.6%
Somewhat Well	33.4%	30.7%	37.6%	38.2%	27.8%	28.3%
Not Very Well	18.9%	20.3%	18.8%	20.1%	17.2%	13.5%
Not Well At All	11.4%	17%	14.2%	6.4%	7.7%	11.1%
Don't Know	2.8%	1.1%	1%	1%	3.6%	22.1%
Unweighted Frequency	1019	286	204	270	201	58
Weighted Frequency	1019	280	207	272	197	63