



Billy Bishop Toronto City Airport Strategic Transportation Plan PASSENGER SURVEY SUMMARY





Table of Contents

1.0	Introduction	1
2.0	Survey Preparation and Distribution	2
2.1.	Survey Sample Size	2
2.2.	Survey Strategy	2
3.0	Survey Results	4
3.1.	Arrival or Departure.....	4
3.2.	Gender	4
3.3.	Function of Origin or Destination	4
3.4.	Mode of Transportation	5
3.5.	Location of Origin or Destination.....	5
3.6.	Time of Flight	14
3.7.	Number of People in Party	14
3.8.	Car Use	15
3.9.	Parking Locations	15
3.10.	Likelihood to use a shuttle service.....	16
3.11.	Luggage	17
3.12.	Purpose of Trip.....	17
3.13.	Frequency of Airport and Shuttle Use	17
3.14.	Positive Transportation Experiences	18
3.15.	Improvement to Travel Experience	19
3.16.	Awareness of Shuttle Bus	20
3.17.	Alternative Shuttle Bus Locations.....	20
3.18.	Improvements to Shuttle Service	21
3.19.	Reason for Using Shuttle.....	21
3.20.	Shuttle Service Rating	22
3.21.	Additional Comments	22



List of Figures

Figure 1:	Passenger Origin or Destination	4
Figure 2:	Mode of Transportation to/from BBTCA	5
Figure 3:	Summary of all Survey Respondents Locations	7
Figure 4:	Summary of Survey Respondents Locations - Arrivals	8
Figure 5:	Summary of Survey Respondents Locations - Departures.....	9
Figure 6:	Summary of Survey Respondents Locations – Local Residents	10
Figure 7:	Summary of Survey Respondents Locations - Car Users	11
Figure 8:	Summary of Survey Respondents Locations - Taxi Users	12
Figure 9:	Summary of Respondents Locations - Shuttle Users	13
Figure 10:	Arrival and Departure Times.....	14
Figure 11:	Number of People Travelling in Party.....	15
Figure 12:	Parking Locations	15
Figure 13:	Likelihood to Access a Personal Vehicle by Shuttle Bus	16
Figure 14:	Likelihood to Access a Taxi by Shuttle Bus.....	16
Figure 15:	Passenger Luggage.....	17
Figure 16:	Purpose of BBTCA Trip.....	17
Figure 17:	Frequency of Airport Use.....	18
Figure 18:	Frequency of Shuttle Bus Use	18
Figure 19:	Suggested Improvement to Shuttle Bus Service.....	21
Figure 20:	Shuttle Users Rating of Shuttle Service	22



List of Tables

Table 1:	Survey Collection Plan	3
Table 2:	Likes about Travel to / from BBTCA	19
Table 3:	Travel Improvement to / from BBTCA	20
Table 4:	Alternative Shuttle Bus Stop Locations.....	21
Table 5:	Reason for Using Shuttle Bus.....	22
Table 6:	Additional Comments	23

Appendices

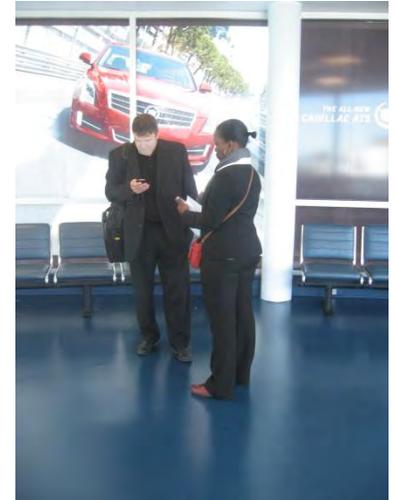
Appendix 1:	T-Capi Survey Questionnaire
Appendix 2:	Survey Export Data Layout
Appendix 3:	Raw Data and Analysis



1.0 Introduction

As part of the Strategic Transportation Plan being developed for the Billy Bishop Toronto City Airport (BBTCA), in consultation with the City of Toronto, Dillon Consulting Limited (Dillon) was retained by the Toronto Port Authority (TPA) to provide technical assistance. The objectives of the plan were to assess current transportation conditions at Billy Bishop Toronto City Airport (BBTCA), identify and develop needed short-term traffic improvement measures, forecast future demands and develop a transportation strategy to accommodate these demands.

To facilitate this work, a survey of passengers was conducted to collect baseline data about travel patterns (origin-destination, access mode, etc.) and information about passenger characteristics and opinions regarding travel to/from BBTCA. The survey queried passengers regarding:



1. Whether they were arriving or departing;
2. The time of their flight;
3. The number of people in their party;
4. Where they were going to or coming from;
5. Mode of transportation to/from the BBTCA;
6. Parking location (if applicable);
7. Willingness to drive or take a taxi to a remote location and then access the airport via a shuttle (if applicable);
8. Luggage;
9. Purpose of trip;
10. Frequency of airport use and (if applicable) shuttle use;
11. Positive transportation experiences and suggestions for improvements to access;
12. Awareness of shuttle service (if applicable);
13. Suggestions for improvements to shuttle service as well as possible other pick-up/drop-off locations;
14. Reasons for using the shuttle and rating specific shuttle service elements (if applicable);
15. Gender; and
16. Any additional comments.

The results summarized within this report are intended to help the BBTCA Strategic Transportation Team better understand the markets that make up the passengers using the airport, their travel patterns to/from the airport as well as their thoughts on what should be improved and how. This data will feed into the development of a forecasting model for future road transportation conditions, as well as the final strategy to ensure a sustainable ground transportation system can be implemented for BBTCA consistent with local community and airport user needs and goals.



2.0 Survey Preparation and Distribution

2.1. Survey Sample Size

The University of Regina provides a source for calculating a representative survey sample size for cases where ridership or population are known. In the case of BBTCA, a current figure of 1.5 million annual passengers traveling to and from the airport was used as a basis. This equates to about 29,000 weekly passengers (or the “population”). According to the formula, a representative sample size for 29,000 passengers is approximately 1029 (or 3.5%) for a confidence level of 95% with $\pm 3\%$ sampling error. This sample size is considered to be statistically valid and was used to determine the target number of survey respondents for this assessment.

2.2. Survey Strategy

Dillon prepared a survey questionnaire in line with the overall study objectives. A short questionnaire that asked clear and concise questions and that was organized in a logical sequence allowed for an optimum response rate. Dillon retained Advitek Data Collection Services (Advitek) to execute the passenger survey. Advitek is a leader in data collection for the market research industry using a successful survey methodology consisting of personal interviewing using their in-house developed Tapestry Capi (T-Capi) technology. This face-to-face methodology produced data that is highly accurate while the digital technology provides the flexibility to administer complex questionnaires in an efficient manner as the data is processed in real time.



This survey methodology was used for the survey of BBTCA passengers. Face-to-face interviews were conducted at the ferry terminal buildings on both the mainland and the Island as well as passengers waiting to cross in vehicles using the T-Capi hand-held survey device (see photo).

Surveyors were on site over the course of a week (October 10-17, 2012) and covered all operating times to ensure that all potential travel patterns and markets were captured. The actual number of surveyors surveying at particular times of the day fluctuated based on demand. **Table 1** below shows the breakdown of surveyors and survey times over the course of the survey week, as well as the daily survey quota achieved adding up to surpass the sample size target. The daily breakdown of the sample achieved shows a distribution over the course of the week that is representative of the fluctuations in passenger activity.



Table 1: Survey Collection Plan

Date	Survey Times	Number of Surveyors	Daily Quota
Wednesday, October 10, 2012	6:00 PM to 9:45 PM	7	119
Thursday, October 11, 2012	7:00 AM to 11:00 PM	9	270
Friday, October 12, 2012	6:00 AM to 9:46 PM	9	208
Saturday, October 13, 2012	8:06AM to 8:26 PM	5	73
Sunday, October 14, 2012	8:07 to 9:58 PM	4	107
Monday, October 15, 2012	6:54 AM to 9:36 PM	5	167
Tuesday, October 16, 2012	6:56 AM to 10:30 PM	5	160
Wednesday, October 17, 2012	6:59 AM to 5:31 PM	2	49
			1153





3.0 Survey Results

This section summarizes the results of the survey. When helpful, the survey results are presented separately for arriving and departing passengers to identify any differences in travel patterns. Most of the questions directly regarding the shuttle bus service have the answers amalgamated to total passengers because the arriving and departing passengers using the shuttle service are a smaller sample size.

3.1. Arrival or Departure

The first question posed to respondents was “are you flying out of the airport now, or have you just arrived on a flight?” A total of 1,153 survey respondents answered the question as to whether they were arriving or departing from Billy Bishop Toronto City Airport. The distribution of survey respondents is approximately 52 percent arriving (600 responses), and 48 percent departing (553 responses).

3.2. Gender

The survey was distributed almost equally between genders with 566 males (49 percent) and 587 females (51 percent) completing the survey. This distribution was the same for arriving and departing passengers.

3.3. Function of Origin or Destination

Departing passengers were asked what the origin of their trip was and arriving passengers were asked what their destination was upon leaving the airport. For both arriving and departing passengers, home was the most common response (45 percent). Work was the second most common origin for departures (28 percent) and hotels were the second most common for arrivals (22 percent). **Figure 1** illustrates the complete breakdown of origins and destinations.

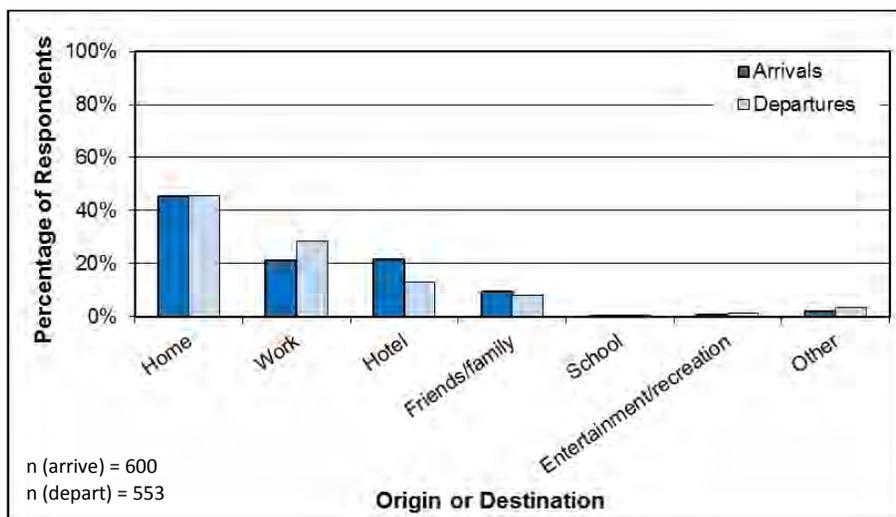


Figure 1: Passenger Origin or Destination



3.4. Mode of Transportation

Taxi was the most common mode of transportation for both arriving (53 percent) and departing (54 percent) passengers. Arrival or departure by car was the second most common mode of transportation.

Figure 2 presents the complete results of the passenger mode choice.

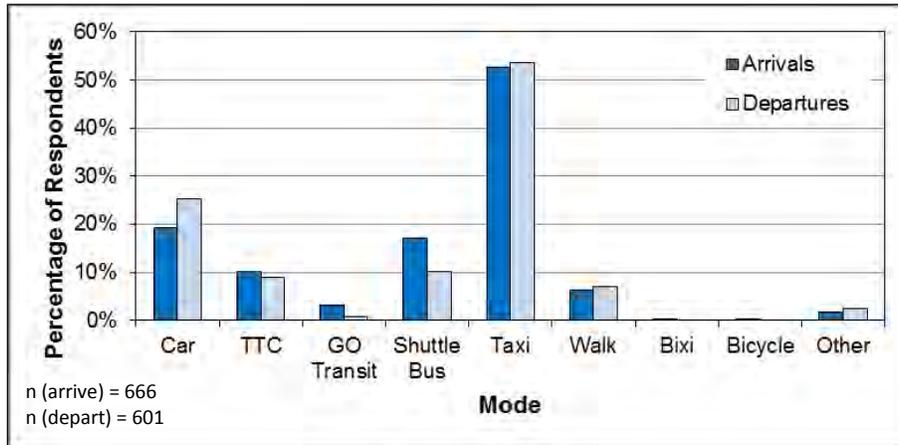


Figure 2: Mode of Transportation to/from BBTCA

NOTE: Survey respondents were able to select multiple modes

3.5. Location of Origin or Destination

Respondents were asked to provide the address or postal code of their origin or destination. The following seven figures illustrate the origin and destinations of BBTCA users for various scenarios. Of the 1,153 survey respondents, 1,018 valid address or postal code responses were received. Some respondents selected “don’t know” for their destination and some addresses or postal codes were received that were erroneous and do not exist.



Figure 3 illustrates the respondent locations of all survey users. Of the 1,018 trips generated to or from BBTCA, 958 (or 95 percent) are within the map area shown.

Figure 4 illustrates the respondent locations of arriving passengers. Of the 600 arriving passengers to BBTCA, 479 indicated a valid destination and within the map area shown.

Figure 5 illustrates the respondent locations of departing passengers. Of the 553 departing passengers from BBTCA, 479 indicated a valid origin and within the map area shown.

Figure 6 illustrates the respondent locations of local passengers. These are all passengers that listed “home” as their origin or destination for their trip. Of the 522 respondents that indicated “home” as their origin or destination, 467 indicated a valid location and within the map area shown.

Figure 7 illustrates the respondent locations of passengers that arrived or departed the airport by personal vehicle. Of the 255 respondents that indicated they used a personal vehicle to access the airport, 183 indicated a valid location within the map area shown. When interpreting these locations it is important to note that respondents could select multiple modes for accessing the airport and this mode may only represent a portion of their trip.

Figure 8 illustrates the respondent locations of passengers that arrived or departed the airport by taxi. Of the 613 respondents that indicated they used a taxi to access the airport, 513 indicated a valid location within the map area shown. When interpreting these locations it is important to note that respondents could select multiple modes for accessing the airport and taxi may only represent a portion of their trip.

Figure 9 illustrates the respondent locations of passengers that arrived or departed the airport by shuttle bus. Of the 158 respondents that indicated they used the shuttle service to access the airport, 143 indicated a valid location within the map area shown. When interpreting these locations it is important to note that respondents could select multiple modes for accessing the airport and the shuttle bus may only represent a portion of their trip.



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**AIRPORT PASSENGER TRAVEL SURVEY -
SUMMARY OF ALL SURVEY
RESPONDENTS LOCATIONS**

FIGURE 3

-  RESPONDENT DOT DENSITY (1 DOT = 1 RESPONDENT)
-  ARTERIAL ROAD
-  HIGHWAY
-  MUNICIPAL BOUNDARY
-  LAKE ONTARIO

- Notes:
1. Based on 1018 BBTCA surveys conducted from October 10 to October 17, 2012.
 2. Represents approximately 95% of survey respondents (others are outside of map area).



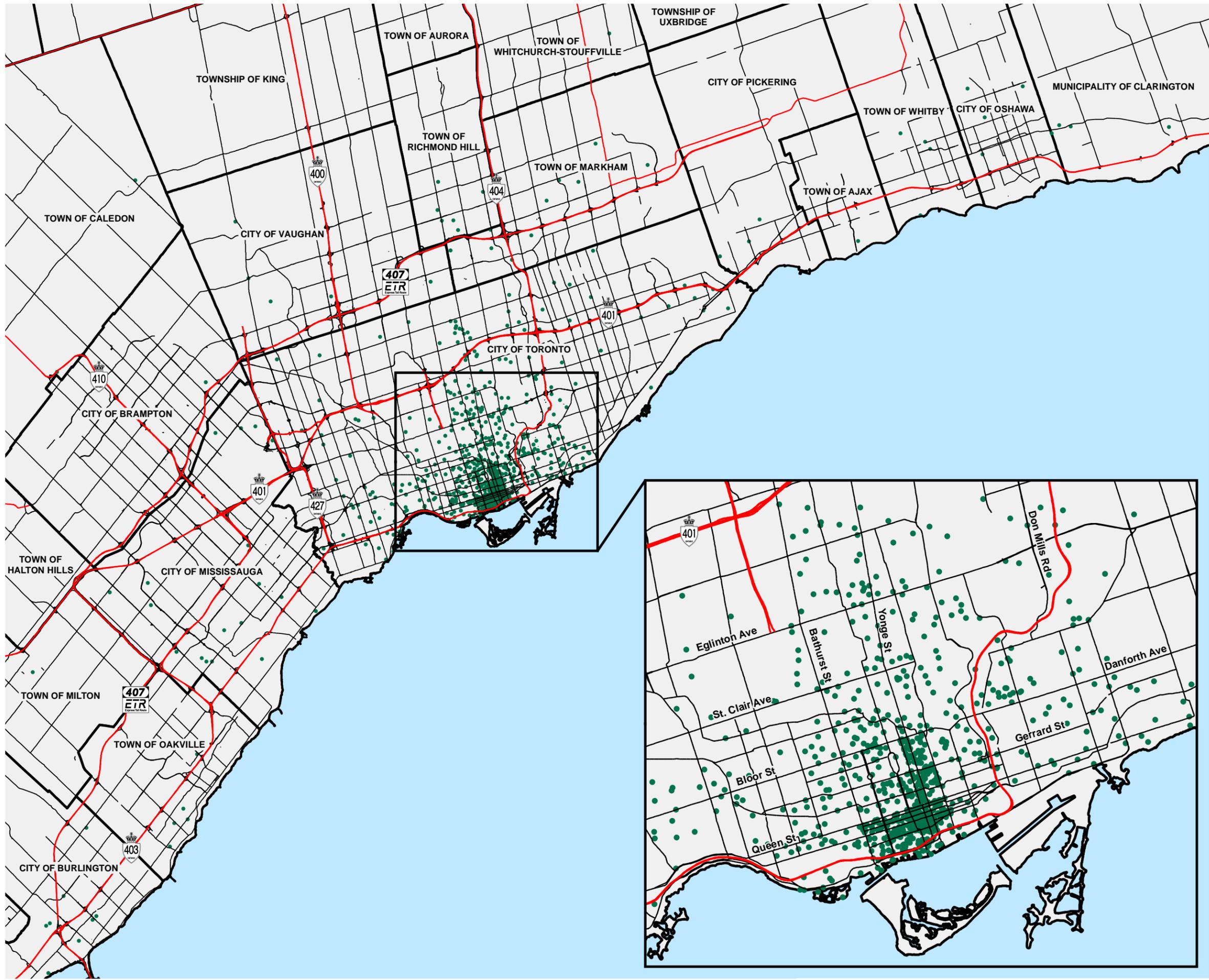
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MAP CHECKED BY: PAM
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MXD\Survey_All_Respondents.mxd



PROJECT: 12-6589
STATUS: DRAFT
DATE: 10/29/12





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**AIRPORT PASSENGER TRAVEL SURVEY -
SUMMARY OF SURVEY RESPONDENTS
LOCATIONS - ARRIVALS**

FIGURE 4

-  RESPONDENT DOT DENSITY (1 DOT = 1 RESPONDENT)
-  ARTERIAL ROAD
-  HIGHWAY
-  MUNICIPAL BOUNDARY
-  LAKE ONTARIO

Note:
1. Based on 503 BBTCA surveys conducted
from October 10 to October 17, 2012.



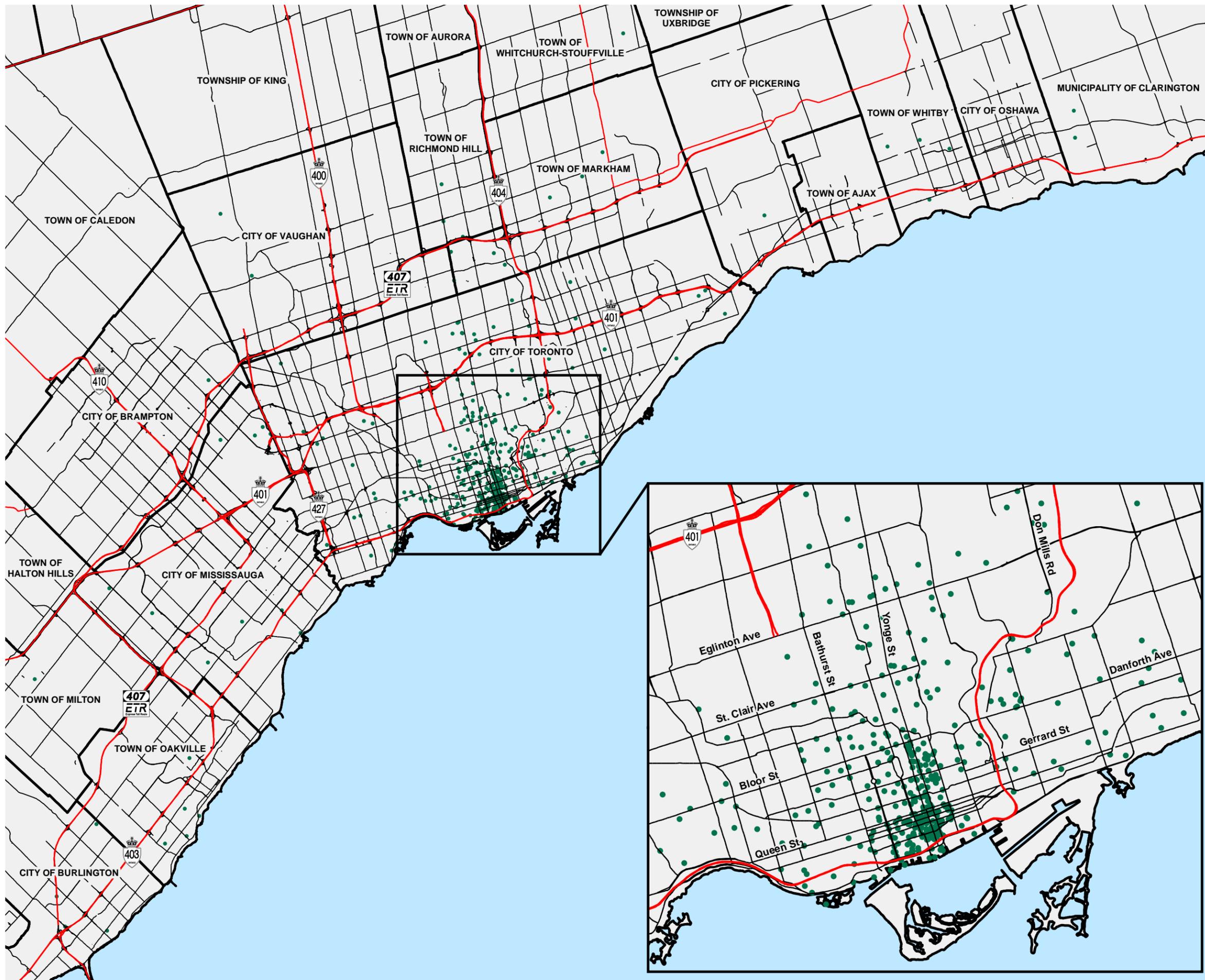
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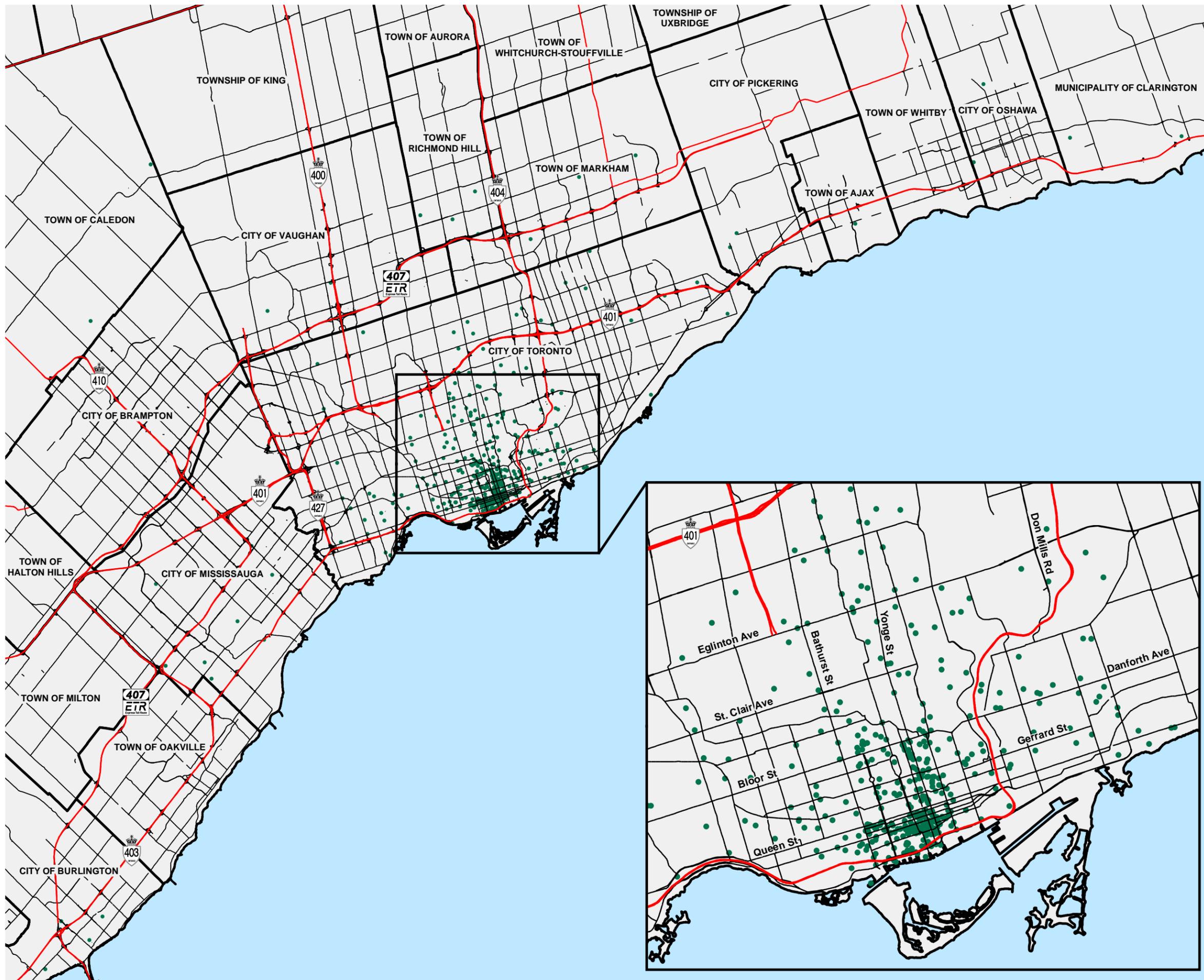




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**AIRPORT PASSENGER TRAVEL SURVEY -
SUMMARY OF SURVEY RESPONDENTS
LOCATIONS - DEPARTURES**

FIGURE 5



- RESPONDENT DOT DENSITY (1 DOT = 1 RESPONDENT)
- ARTERIAL ROAD
- HIGHWAY
- ▭ MUNICIPAL BOUNDARY
- LAKE ONTARIO

Note:
1. Based on 490 BBTCA surveys conducted from October 10 to October 17, 2012.



MAP DRAWING INFORMATION:
DATA PROVIDED BY MNR

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MAP CHECKED BY: PAM
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PROJECT: 12-6589
STATUS: DRAFT
DATE: 10/30/12



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**AIRPORT PASSENGER TRAVEL SURVEY -
SUMMARY OF SURVEY RESPONDENTS
LOCATIONS - LOCAL RESIDENTS**

FIGURE 6

- RESPONDENT DOT DENSITY (1 DOT = 1 RESPONDENT)
- ARTERIAL ROAD
- HIGHWAY
- MUNICIPAL BOUNDARY
- LAKE ONTARIO

Note:
1. Based on 491 BBTCA surveys conducted from October 10 to October 17, 2012.



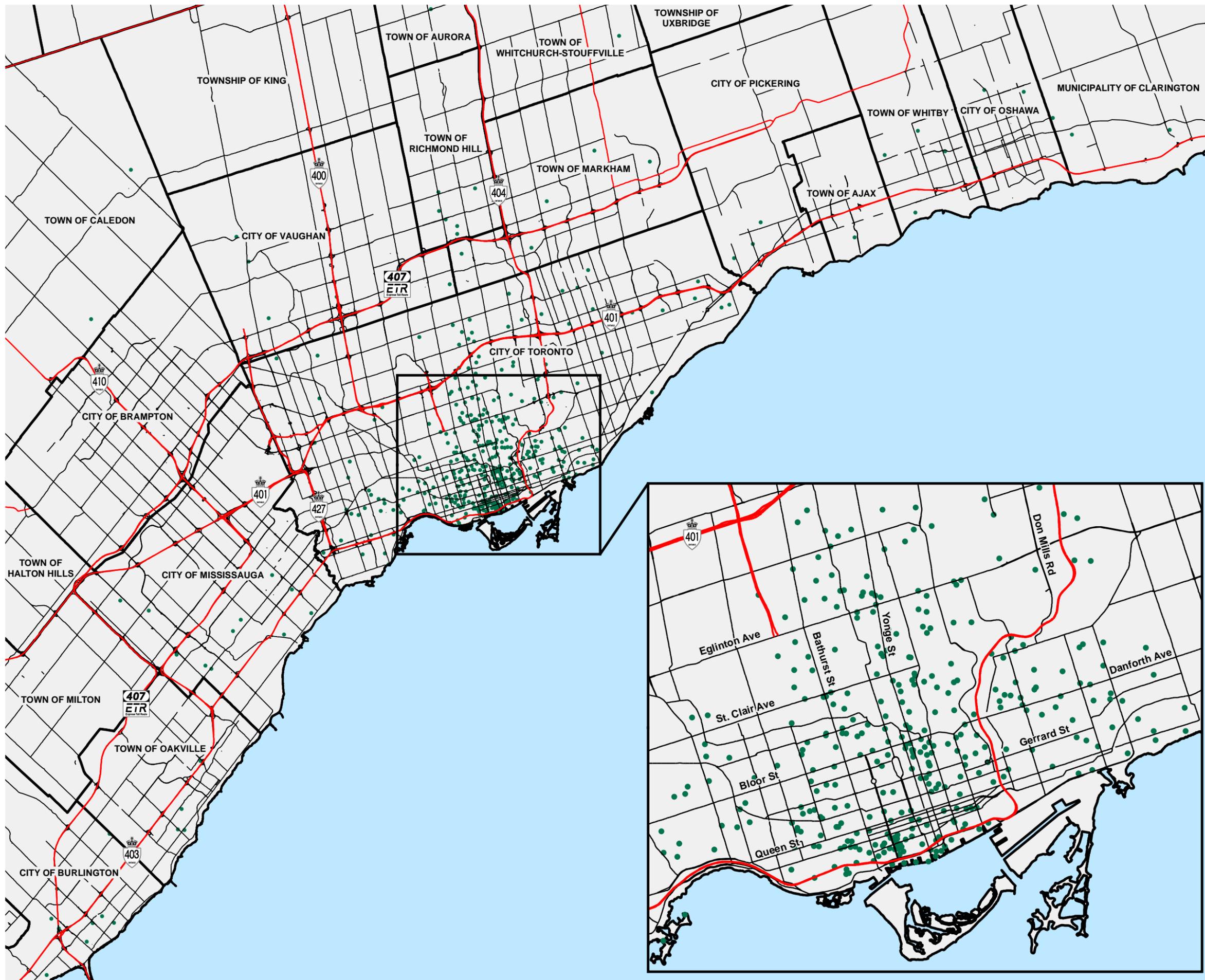
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DATE: 10/30/12

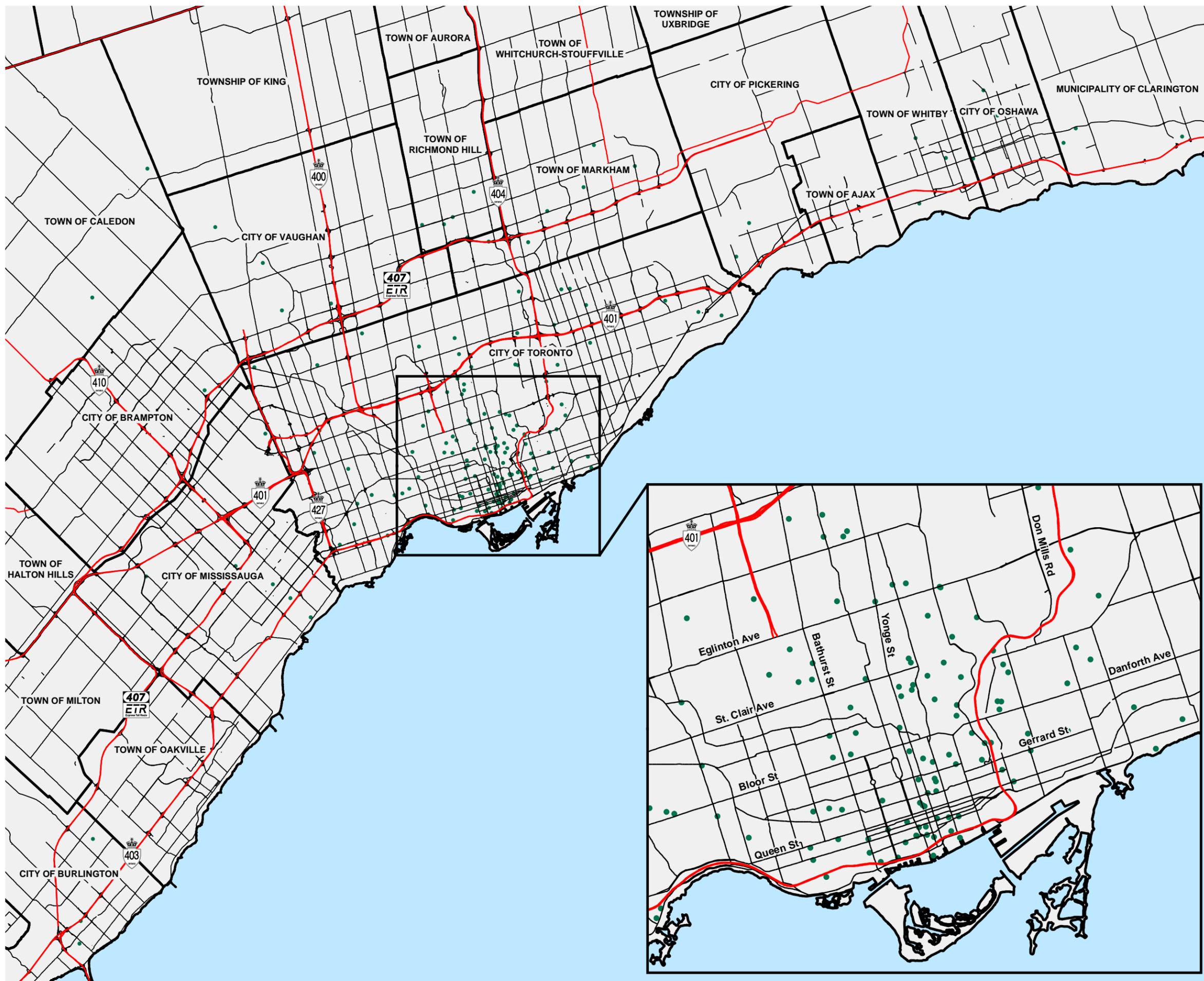




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**AIRPORT PASSENGER TRAVEL SURVEY -
SUMMARY OF SURVEY RESPONDENTS
LOCATIONS - CAR USERS**

FIGURE 7



- RESPONDENT DOT DENSITY (1 DOT = 1 RESPONDENT)
- ARTERIAL ROAD
- HIGHWAY
- MUNICIPAL BOUNDARY
- LAKE ONTARIO

Note:
1. Based on 207 BBTCA surveys conducted from October 10 to October 17, 2012.



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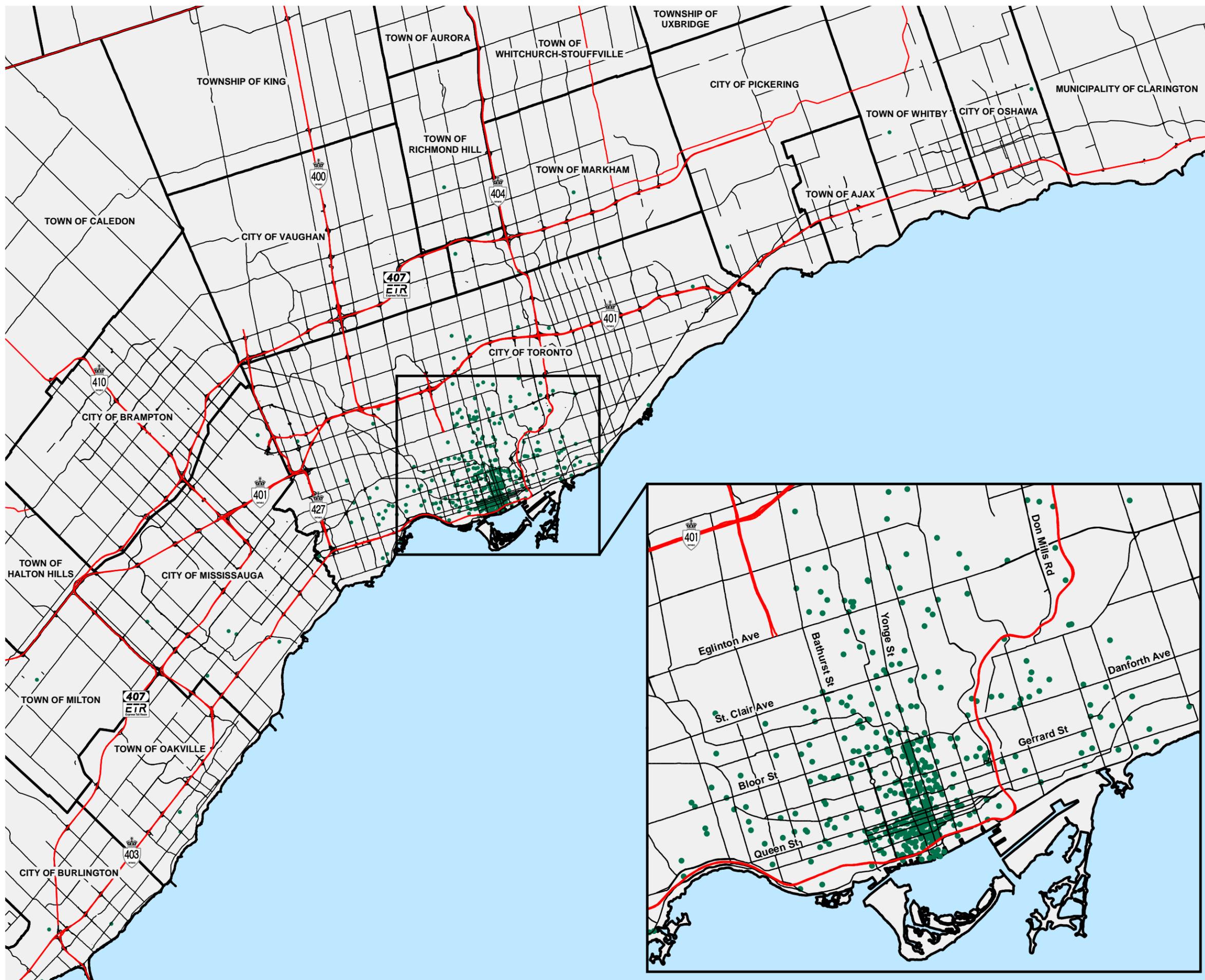
PROJECT: 12-6589
STATUS: DRAFT
DATE: 10/30/12



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**AIRPORT PASSENGER TRAVEL SURVEY -
SUMMARY OF SURVEY RESPONDENTS
LOCATIONS - TAXI USERS**

FIGURE 8



- RESPONDENT DOT DENSITY (1 DOT = 1 RESPONDENT)
- ARTERIAL ROAD
- HIGHWAY
- MUNICIPAL BOUNDARY
- LAKE ONTARIO

Note:
1. Based on 532 BBTCA surveys conducted from October 10 to October 17, 2012.



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MXD\Survey_Taxi.mxd



PROJECT: 12-6589
STATUS: DRAFT
DATE: 10/30/12



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**AIRPORT PASSENGER TRAVEL SURVEY -
SUMMARY OF SURVEY RESPONDENTS
LOCATIONS - SHUTTLE USERS**

FIGURE 9

- RESPONDENT DOT DENSITY (1 DOT = 1 RESPONDENT)
- ARTERIAL ROAD
- HIGHWAY
- MUNICIPAL BOUNDARY
- LAKE ONTARIO

Note:
1. Based on 147 BBTCA surveys conducted from October 10 to October 17, 2012.



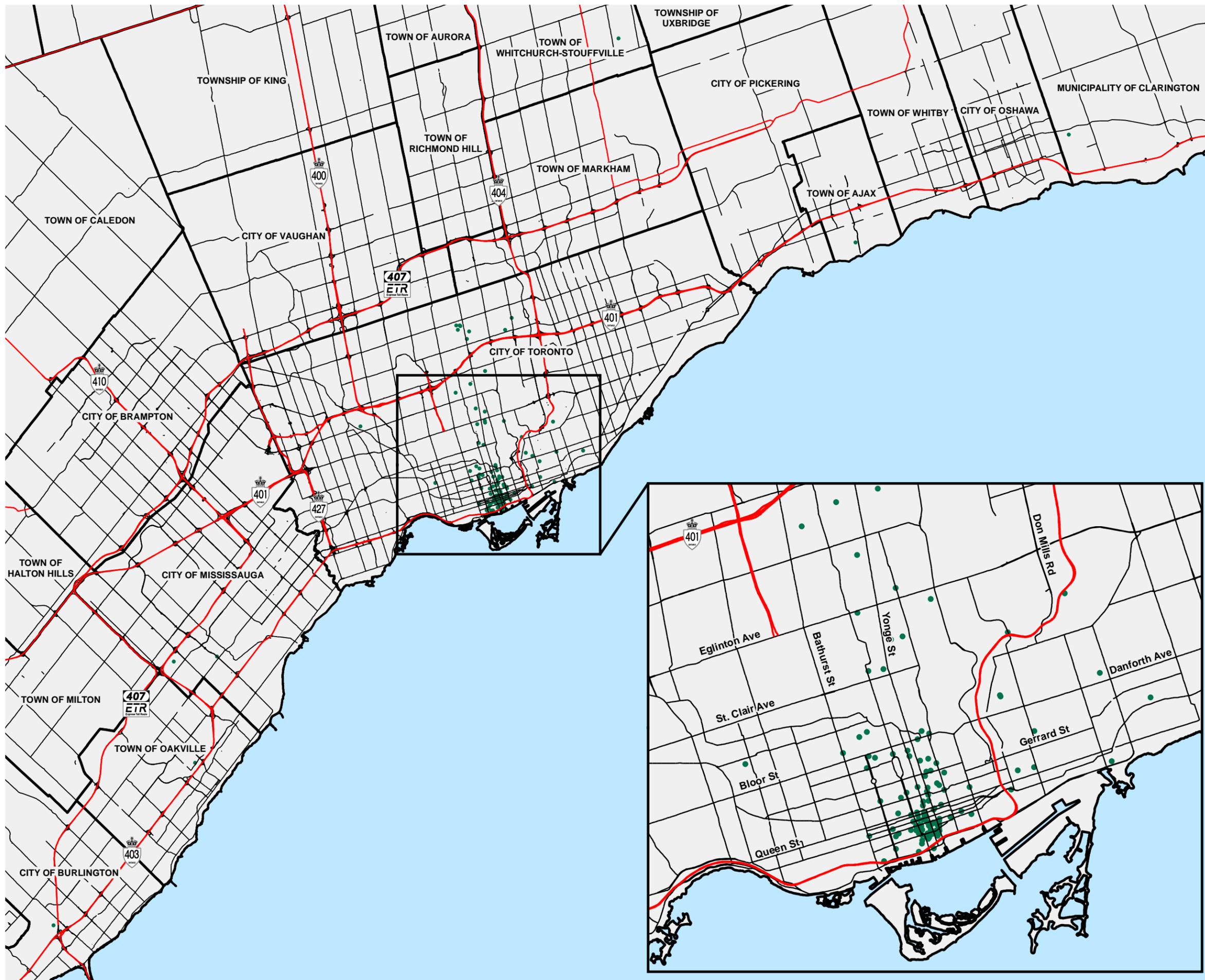
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MXD\Survey_Shuttle.mxd



PROJECT: 12-6589
STATUS: DRAFT
DATE: 10/30/12





3.6. Time of Flight

Respondents were asked what time their flight arrived or departed from BBTCA. The arriving flights exhibit a fairly even distribution throughout the day between the hours of 08:00 and 21:00. Departing flights indicate a distinct AM peak from 09:30 to 12:00 and PM peak from 18:00 to 22:00. **Figure 10** illustrates the survey results.

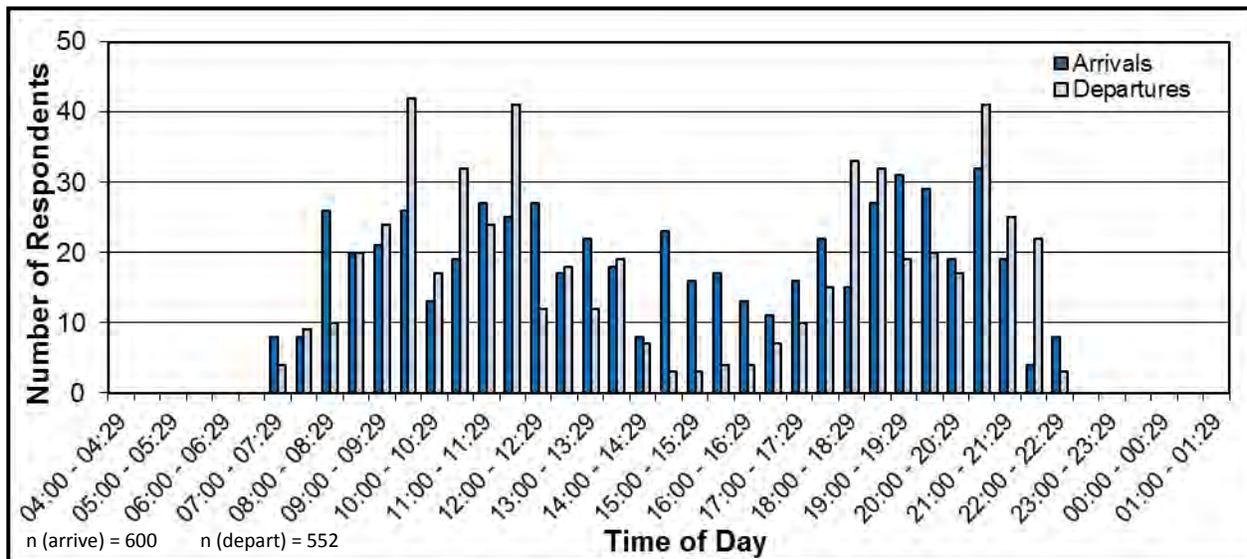


Figure 10: Arrival and Departure Times

3.7. Number of People in Party

Approximately 69 percent of arriving passengers indicated they were travelling alone and 25 percent indicated they were travelling in a group of two people. The resultant percentages were similar for departing passengers where 71 percent indicated they were travelling alone and 22 percent indicated they were travelling in a group of two people. **Figure 11** illustrates the survey results.

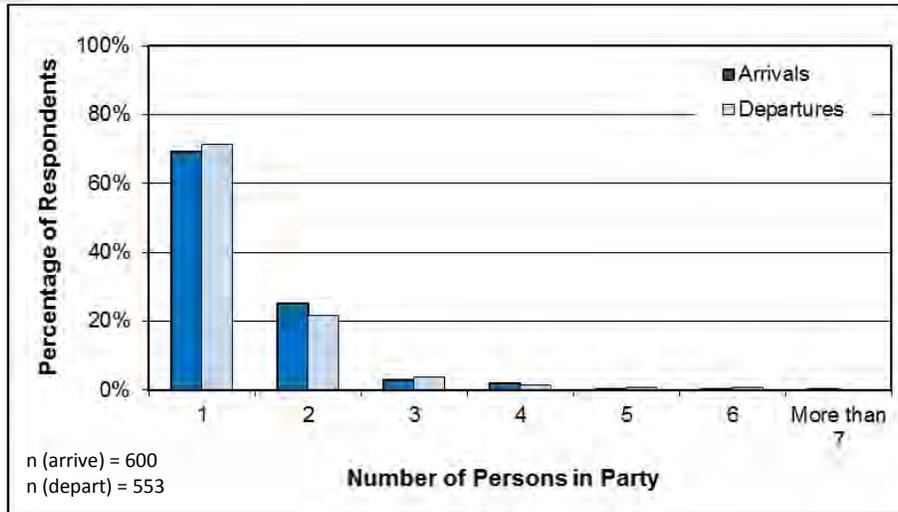


Figure 11: Number of People Travelling in Party

3.8. Car Use

In total there were 255 responses that arrived or left BBTCA by car. There were 115 arriving passengers that used a personal vehicle to leave the airport, 86 of these were picked up and 29 had a car parked near the airport. There were 140 departing passengers that arrived at the airport by personal vehicle, 114 of these passengers were dropped off and 26 drove themselves and parked.

3.9. Parking Locations

Fifty five passengers (29 arriving and 26 departing) drove their own car and parked to access the airport. The most common parking locations were the Stadium Road Parking Lot and the BBTCA on the Island with 22 and 18 of the responses, respectively. **Figure 12** shows the parking locations for all 55 passengers.

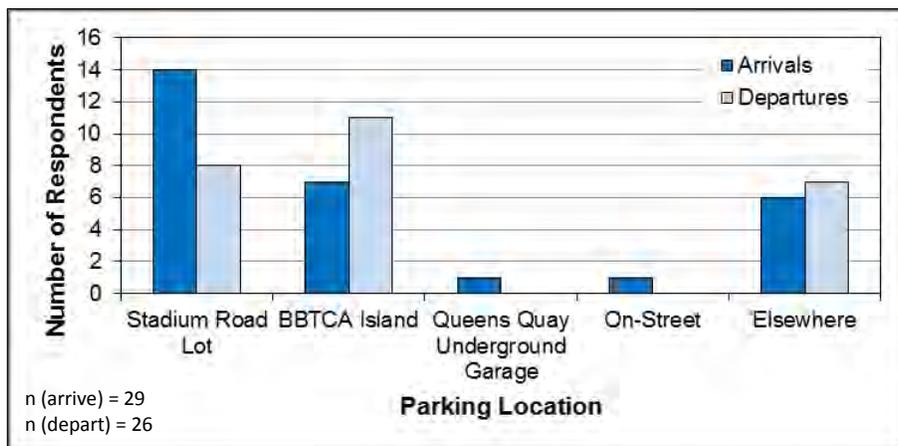


Figure 12: Parking Locations



3.10. Likeliness to Use a Shuttle Service

The 255 respondents who said they arrived or departed the airport by means of a car were asked what the likelihood would be of them using a shuttle bus to access their nearby car. The majority of respondents (52 percent) said they would be “not at all likely” to use a shuttle service and only 16 percent of respondents said they would be “very likely” to use a shuttle service. **Figure 13** illustrates the various likeliness of respondents to utilize the shuttle bus.

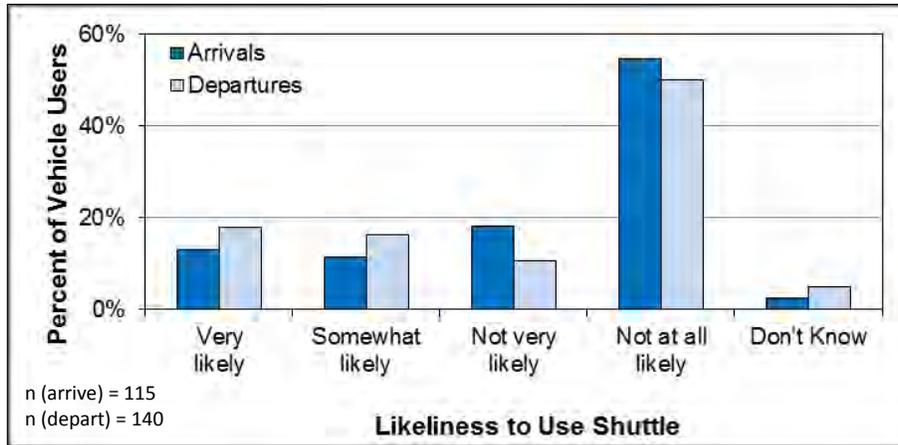


Figure 13: Likelihood to Access a Personal Vehicle by Shuttle Bus

The 613 respondents who said they arrived or departed the airport by taxi were asked what the likelihood would be of them using a shuttle bus to access a taxi. The most common response was still “not at all likely” (28 percent), however passengers that arrived by taxi were more open to the concept with 27 percent indicating they would be “very likely” to use the shuttle bus. **Figure 14** illustrates the various likeliness of respondents to utilize the shuttle bus.

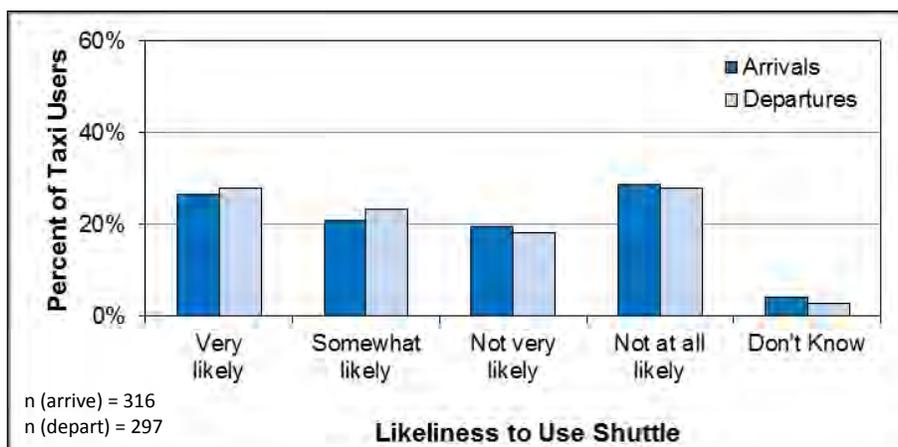


Figure 14: Likelihood to Access a Taxi by Shuttle Bus



3.11. Luggage

The majority of respondents arriving to (60 percent) and departing from (56 percent) BBTCA travel with carry-on luggage only. **Figure 15** illustrates the indicated amount of luggage used by respondents.

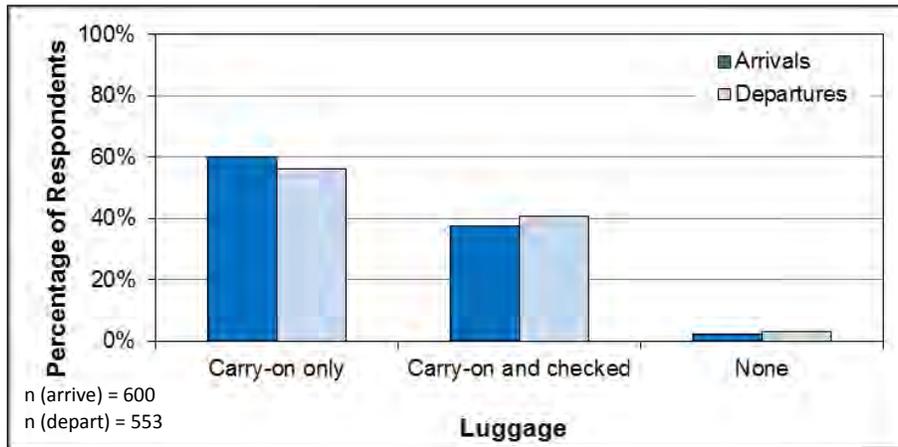


Figure 15: Passenger Luggage

3.12. Purpose of Trip

Approximately 59 percent of all respondents accessing the BBTCA did so for business purposes. Pleasure travel accounted for approximately 37 percent of the overall trips. **Figure 16** provides the trip purpose for all of the respondents.

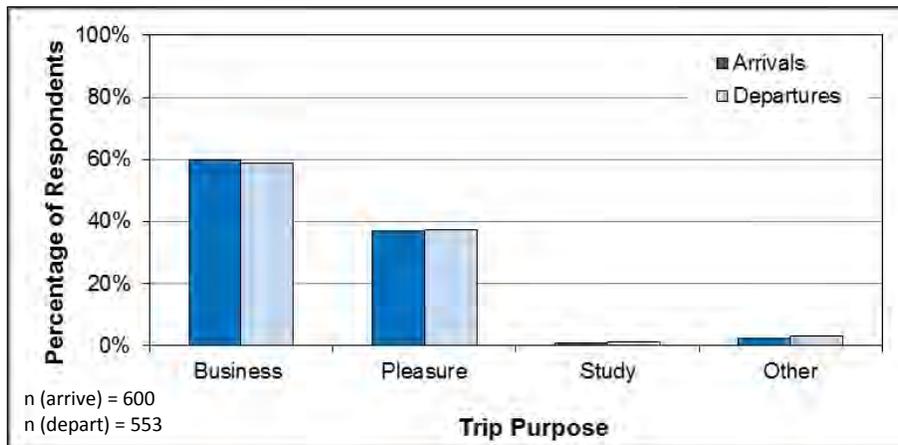


Figure 16: Purpose of BBTCA Trip

3.13. Frequency of Airport and Shuttle Use

Approximately 37 percent of the respondents said that they used BBTCA a couple of times each year. The second most common response was the 17 percent of respondents who were using the BBTCA for the first time. **Figure 17** illustrates the frequency that the respondents utilized the airport.

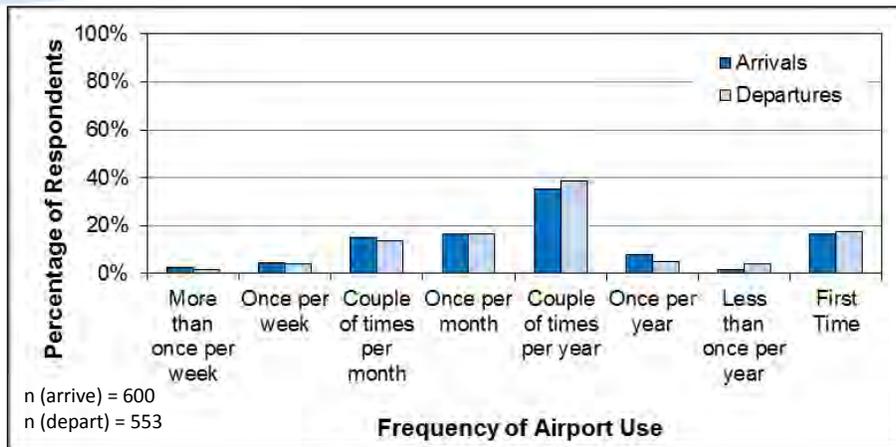


Figure 17: Frequency of Airport Use

Respondents who were using the shuttle bus were asked to comment on their frequency using the shuttle bus. Of the 118 passengers who responded to the question, 52 percent said that they used the shuttle a couple times each year. **Figure 18** illustrates the frequency of shuttle use for the 118 respondents.

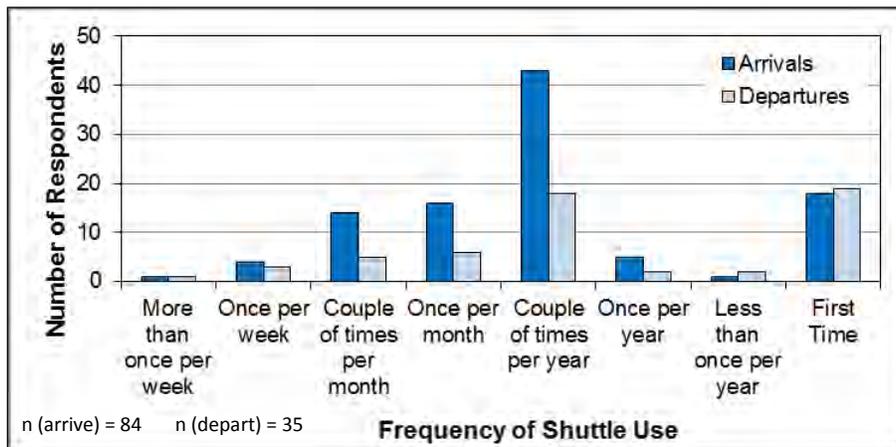


Figure 18: Frequency of Shuttle Bus Use

3.14. Positive Transportation Experiences

Respondents were asked to explain what they enjoyed about travelling to and from the BBTCA. The most frequent like about travel, reported by 86 percent of respondents to the BBTCA, is that it is quick and convenient. **Table 2** summarizes all of the responses. Passengers could select multiple reasons for liking their travel experience.



Table 2: Likes about Travel to / from BBTCA

Likes about travel to / from BBTCA	Frequency	Percentage
It's quick and convenient	995	86%
Taxis always available, access to taxi	14	1%
Public transit service nearby	27	2%
Ample parking, access to parking	3	0%
Taxi drop-off is efficient	10	1%
The Shuttle Bus	46	4%
Ferry ride	13	1%
Close to home	16	1%
Close to/is downtown	56	5%
Closer than/didn't have to go to Pearson	19	2%
Convenient location (general)	26	2%
Faster/saves time/less waiting	27	2%
Easy/easier process/access	29	3%
Less traffic/avoid traffic/less driving/don't have to drive	10	1%
Smaller/simpler airport	38	3%
Not crowded/not busy/less congestion	28	2%
Like the lounge/is comfortable/relaxing	19	2%
Pleasant/relaxed/comfortable (general)	14	1%
Like Porter Airlines/their service/like flying Porter	30	3%
Service at the airport/fast/friendly	22	2%
Free food/snacks/beverages	9	1%
Price of flights/cheaper flights	5	0%
Price/cost/cheaper (general)	24	2%
Other (Specify)	16	1%
Nothing/don't know	57	5%

NOTE: respondents could select more than one response. The frequency column indicates the number of times that each response was selected. The percentage column indicates the percent of the 1,153 respondents who selected the response.

3.15. Improvement to Travel Experience

Respondents were asked to select ways that their travel experience accessing BBTCA could be improved. A tunnel to the airport was selected by 15 percent of respondents as a way to improve their travel experience. Other ways which were selected by more than 5 percent of respondents include better passenger drop-off facilities, more space for taxis, better TTC access, and a bridge/walkway to the Island. **Table 3** summarizes all of the responses. Passengers could select multiple reasons for liking their travel experience.



Table 3: Travel Improvement to / from BBTCA

Ways to Improve travel experience	Frequency	Percentage
Better passenger drop-off facilities	66	6%
Better communication of information about travel options	13	1%
More space for taxis	72	6%
Multiple shuttle buses picking up from different locations	62	5%
More parking	52	5%
Better cycling connections	3	0%
Better TTC access	68	6%
Remote site drop-off with connection by shuttle bus	17	1%
Reduce travel times in/out of airport	31	3%
Bridge/walkway to the Island	72	6%
Tunnel to the Island	175	15%
Faster ferry/more ferries/more frequent	48	4%
Faster shuttle/more shuttles/more frequent	11	1%
Better/more/organized taxi service/area	14	1%
Car rental facility	8	1%
Not have ferry	57	5%
The ferry (general)	14	1%
Reduce traffic/congestion/to/from/at airport	48	4%
Less construction/finish construction	20	2%
Improved signage/pick-up/drop-off/informational signage	8	1%
More retail/shopping/food options	5	0%
Other (Specify)	23	2%
None/don't know	438	38%

NOTE: Respondents could select more than one response. The frequency column indicates the number of times that each response was selected. The percentage column indicates the percent of the 1,153 respondents who selected the response.

3.16. Awareness of Shuttle Bus

Approximately 69 percent (796) of the respondents indicated that they were aware of the shuttle bus service that transports passengers from the airport to Union Station. Approximately 17 percent of the respondents said that they were not aware the shuttle existed and 14 percent did not respond to the question.

3.17. Alternative Shuttle Bus Locations

When polled if there are any other locations that passengers would like to see shuttle bus service access, 307 respondents indicated “yes”. **Table 4** presents the locations that were identified by at least one percent of respondents as additional locations where the shuttle bus should connect to the airport.



Table 4: Alternative Shuttle Bus Stop Locations

Alternative Shuttle Bus Stop Location	Frequency	Percentage
Bloor & Yonge	31	3%
Eaton Centre/Dundas Square/Yonge & Dundas	25	2%
Points further north of downtown	21	2%
At other points/stops along Bloor-Danforth Subway	20	2%
Points further west of downtown	19	2%
At other points/stops along Yonge-University Subway	16	1%
Delta Chelsea Hotel (Yonge & Gerrard)	15	1%
Other hotels unspecified	15	1%
Points further east of downtown	13	1%

NOTE: Respondents could select more than one response. The frequency column indicates the number of times that each response was selected. The percentage column indicates the percent of the 1,153 respondents who selected the response. The table presents all of the specified locations identified by at least 1 percent of respondents.

3.18. Improvements to Shuttle Service

Respondents were polled as to what could be done to improve or encourage more use of the shuttle bus. **Figure 19** illustrates the responses from current shuttle users and non-shuttle users. For shuttle users, the most common response to improve shuttle service (35 percent) is to increase service frequency. For non-shuttle users the most common response to encourage use (38 percent) is to increase the number of pick-up locations.

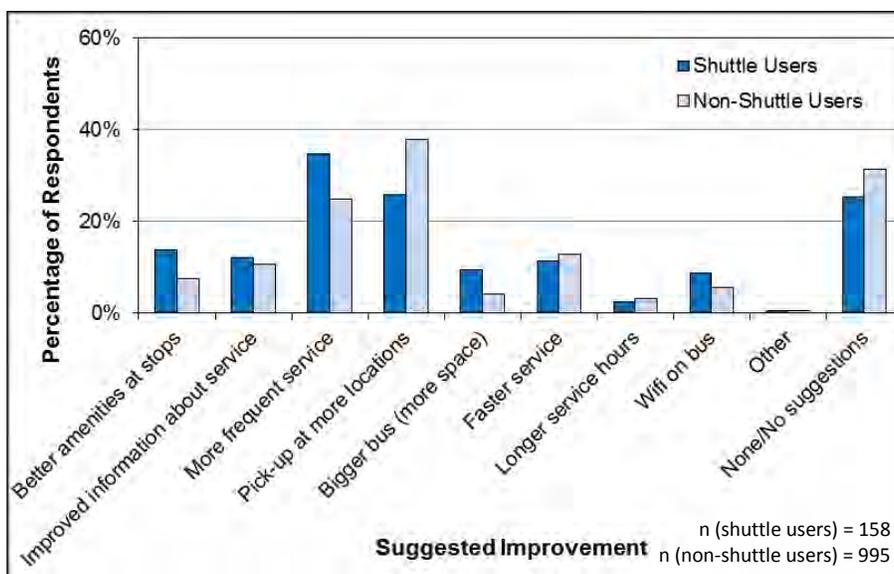


Figure 19: Suggested Improvement to Shuttle Bus Service

3.19. Reason for Using Shuttle

The 158 respondents who indicated that they used the shuttle were asked why they used the shuttle service. The most common responses were “it’s convenient” (78 percent) and “free” (35 percent). **Table 5** summarizes the complete responses.



Table 5: Reasons for Using Shuttle Bus

Reasons	Frequency	Percentage
It's convenient	123	78%
Don't have access to a car	7	4%
Free	56	35%
Taxis too expensive	3	2%
Parking too expensive	0	0%
Pick up from convenient location	15	9%
Only option available to me	12	8%
Other	19	12%

NOTE: Shuttle bus users could select more than one response. The frequency column indicates the number of times that each response was selected. The percentage column indicates the percent of the 158 shuttle bus users that indicated the response.

3.20. Shuttle Service Rating

The 158 respondents who indicated that they used the shuttle were asked to rate specific service elements. Over 70 percent of shuttle users indicated “very good” or “good” for speed of service, frequency of service, comfort on-board, hours of service, and pick-up/drop-off location. Only 42 and 33 percent of shuttle users indicated that communication of service information and comfort at the shuttle waiting area, respectively, is “very good” or “good”. **Figure 20** illustrates all of the responses.

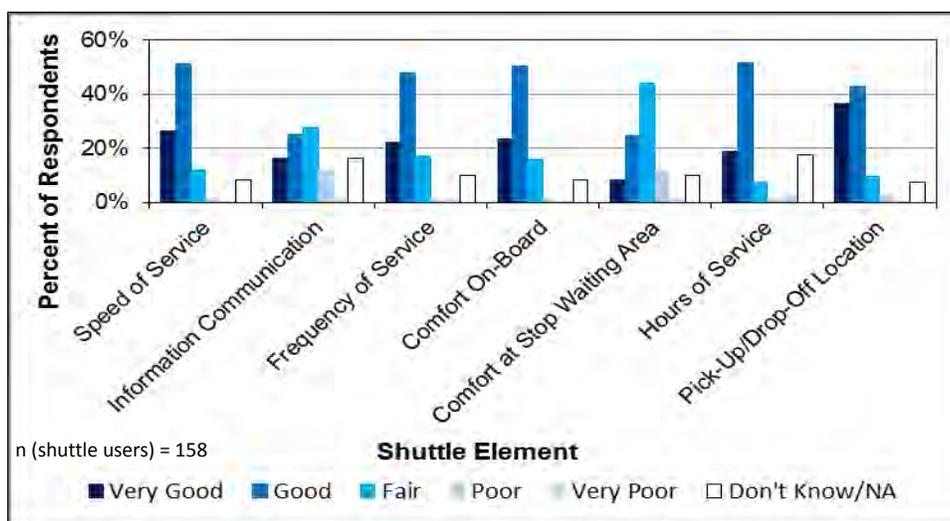


Figure 20: Shuttle Users Rating of Shuttle Service

3.21. Additional Comments

The final question of the survey asked respondents if they had any additional general comments about BBTCA. **Table 6** presents the additional comments that were identified by at least one percent of respondents.



Table 6: Additional Comments

Additional Comments	Frequency	Percentage
Too much traffic/congestion to/from/at airport	28	2%
Tunnel/walkway/bridge will improve getting to/from airport	22	2%
No problems/everything is good/working ok	19	2%
Taxi service needs to be improved/increased/expanded	16	1%
Shuttle service needs to be improved/increased/expanded	12	1%

NOTE: Respondents could select more than one response. The frequency column indicates the number of times that each response was selected. The percentage column indicates the percent of the 1,153 respondents who selected the response. The table presents all of the additional comments selected by at least 1 percent of respondents.



Appendix 1: T-Capi Survey Questionnaire

BILLY BISHOP PASSENGER SURVEY

- 1. RECORD DAY OF WEEK
 - Sunday 1
 - Monday 2
 - Tuesday 3
 - Wednesday 4
 - Thursday 5
 - Friday 6
 - Saturday 7

The Toronto Port Authority is surveying passengers who use the Billy Bishop Toronto City Airport to better understand how the airport is accessed and to identify opportunities to better meet your needs.

Can we take a few minutes of your time to ask you a few questions?

- 2. Are you flying out of the airport now, or have you just arrived here on a flight?
 - Departing (from Toronto) 8
 - Arriving (to Toronto) 9
 - Neither Terminate

- 3. AUTOCODE FOR TIME OF DEPARTURE/ARRIVAL
 - is your flight departing 10
 - did your flight arrive in 11

- 4. What time </CELL4> Toronto? (SELECT HOUR)
 - Hour 12 -

- 5. SELECT MINUTES
 - Minutes 14 -

- 6. Including yourself, how many people are in your party?
 - # of people 16 -

- 7. AUTOCODE FOR DESTINATION/ORIGIN
 - were you before coming to the airport? Were you at ... 17
 - are you going upon leaving the airport? Will you go ... 18

8. Where </CELL8>

Home	19
Work	20
Hotel	21
Friends/family	22
School	23
Entertainment/recreation	24
Other	25

9. What is the postal code of that place?

Postal Code	26 -
DK/REF	27 -

IF PROVIDED POSTAL CODE GOTO A

10. What is the nearest intersection of that place? (2 STREETS REQUIRED)

Street 1	28 -	<input type="text"/>
Street 2	29 -	<input type="text"/>

11. What city is it in?

Ajax	30	Mississauga	48
Ancaster	31	Newmarket	49
Aurora	201	North York	50
Barrie	202	Oakridges	51
Bradford	203	Oakville	52
Brampton	32	Oshawa	53
Bramalea	204	Pickering	54
Burlington	33	Rexdale	55
Caledon	34	Richmond Hill	56
Claireville	35	Scarborough	57
Cobourg	36	Stouffville	58
Downsview	37	Thornhill	59
East York	38	Toronto	60
Etobicoke	39	Unionville	205
Georgetown	40	Vaughan	61
Hamilton	41	Whitby	62
King City	42	Willowdale	63
Lindsay	43	Woodbridge	64
Malvern	44	York	65
Markham	45	Other (Specify)_____	66
Milliken	46		
Milton	47		

A  12. What modes of transportation did/will you use between the airport and there? Any others?

Car	67	Walk	72
TTC	68	Bixi Public Bike Rental	73
GO Transit	69	Bicycle	74
Shuttle Bus	70	Other	75
Taxi	71		

IF NOT CAR GOTO C

13. AUTOCODE FOR HOW CAR USED TO GET TO/LEAVE AIRPORT

Were you dropped off or did you	207
Will you get picked up or	208

14. </CELL16> drive yourself?

Drop off/picked up	76
Drive self	77

IF DROPPED OFF/PICKED UP GOTO B

15. Did you park at ...

Parking Lot on Stadium Road	78
At the Airport on the Island	79
Underground garage at Queens Quay and Dan Leckie Way	80
On-street parking	81
Elsewhere	82

B  16. For future trips, how likely would you be to leave your car at a nearby off-site location connected to the airport by a frequent shuttle bus? Would you be ...

Very likely	83
Somewhat likely	84
Not very likely	85
Not at all likely	86
DON'T KNOW	87

C  **IF NOT TAXI GOTO D**

17. For future trips, how likely would you be to access taxi service at a nearby off-site location connected to the airport by a frequent shuttle bus? Would you be ...

Very likely	88
Somewhat likely	89
Not very likely	90
Not at all likely	91
DON'T KNOW	92

D → 18. Do you have ...

Carry-on luggage only	93
Carry-on and checked luggage	94
No luggage	95

19. Is the purpose of today's trip ...

Business travel	96
Pleasure travel	97
Study travel (i.e. school)	98
Other	99

20. Do you use Billy Bishop Toronto City Airport ...

More than once a week	100	Couple of times a year	104
Once a week	101	Once a year	105
Couple of times a month	102	Less than once a year	106
Once a month	103	This is your first time	107

IF NOT SHUTTLE BUS GOTO E

21. Do you use the shuttle service ...

More than once a week	108	Couple of times a year	112
Once a week	109	Once a year	113
Couple of times a month	110	Less than once a year	114
Once a month	111	This is your first time	115

E → 22. What do you like about travel to or from the Billy Bishop Toronto City Airport? (PROBE) What else?

It's quick and convenient	116
Taxis always available, access to taxi	117
Public transit service nearby	118
Ample parking, access to parking	119
Taxi drop-off is efficient	120
The Shuttle Bus	121
Other (Specify)_____	122

23. How do you feel travel to or from the airport could be improved? (PROBE) What else?

Better passenger drop-off facilities	123	Better TTC Access	129
Better communication of information about travel options to/from the airport	124	Remote site drop-off with connection by shuttle bus	130
More space for taxis	125	Reduce travel times in/out of airport	131
Multiple shuttle buses picking up from different locations	126	Other (Specify)_____	132
More parking	127		
Better cycling connections	128		

IF USED SHUTTLE BUS GOTO F

24. Are you aware of the Shuttle Bus that goes between the Royal York Hotel/Union Station in Downtown Toronto and here?
- | | |
|-----|-----|
| Yes | 133 |
| No | 134 |

IF NOT AWARE GOTO G

- F** → 25. Are there other locations in addition to the Royal York Hotel/Union Station that you would like for a shuttle service?
- | | |
|-----|-----|
| Yes | 135 |
| No | 136 |

IF NO OTHER LOCATIONS DESIRED GOTO G

26. Where would that be from? (PROBE FOR NAME OF PLACE OR INTERSECTION)
-

- G** → 27. (SHOW CARD 'A') Which of these improvements would encourage you to use the shuttle service to or from downtown Toronto?
- | | | | |
|---------------------------|-----|--|-----|
| More frequent service | 138 | Better amenities where I wait for the bus (i.e. shelters, real time arrival information) | 144 |
| Pick-up at more locations | 139 | Better communication of information about service | 145 |
| Bigger bus (more space) | 140 | Other (Specify)_____ | 206 |
| Faster service | 141 | NONE, NO SUGGESTIONS | 146 |
| Longer hours of service | 142 | | |
| Wifi on the bus | 143 | | |

IF NOT SHUTTLE BUS GOTO H

28. Why are you using the shuttle bus today?
- | | | | |
|----------------------------|-----|------------------------------------|-----|
| It's convenient | 147 | Parking too expensive | 151 |
| Don't have access to a car | 148 | Pick up from a convenient location | 152 |
| Free | 149 | Only option available to me | 153 |
| Taxis too expensive | 150 | Other (Specify)_____ | 154 |
29. (SHOW CARD 'B') Using this scale, how do you rate the shuttle service for ...

29a. ... Speed of service.

Very good	155
Good	156
Fair	157
Poor	158
Very poor	159
DK/NA	209

29b. ... Communication of service information (i.e. schedules).

Very good	160
Good	161
Fair	162
Poor	163
Very poor	164
DK/NA	210

29c. ... Frequency of service.

Very good	165
Good	166
Fair	167
Poor	168
Very poor	169
DK/NA	211

29d. ... Comfort on-board.

Very good	170
Good	171
Fair	172
Poor	173
Very poor	174
DK/NA	212

29e. ... Comfort at shuttle waiting area.

Very good	175
Good	176
Fair	177
Poor	178
Very poor	179
DK/NA	213

29f. ... Hours of service.

Very good	180
Good	181
Fair	182
Poor	183
Very poor	184
DK/NA	214

29g. ... Pick up location (Royal York/Union Station).

Very good	185
Good	186
Fair	187
Poor	188
Very poor	189
DK/NA	215

H  30. Do you have any other comments about transportation to or from this airport?

Yes	190
No	191

IF NO GOTO I

31. What are your comments? (PROBE & CLARIFY) What else?

I  32. Thank you for your time.

(RECORD GENDER)

Male	193
Female	194



Appendix 2: Survey Export Data Layout

No. of Respondents: 1153

Record Length: 0 Records/Resp: 0

Qstn.	Rec#	Pos.	Len.	Value	Description	Freq.	Orig. Code
1					DAY OF WEEK		
	1	2		1	Sunday	107	(1)
				2	Monday	167	(2)
				3	Tuesday	160	(3)
				4	Wednesday	168	(4)
				5	Thursday	270	(5)
				6	Friday	208	(6)
				7	Saturday	73	(7)
2					ARRIVING/DEPARTING BILLY BISHOP		
	1	3		1	Departing (from Toronto)	553	(8)
				2	Arriving (to Toronto)	600	(9)
4					TIME OF FLIGHT		
	1	4		Text	Time	1153	(12)
6					# OF PEOPLE IN PARTY		
	1	5		nnn	# of people	1153	(16)
8					DESTINATION/ORIGIN		
	1	6		1	Home	522	(19)
				2	Work	284	(20)
				3	Hotel	201	(21)
				4	Friends/family	101	(22)
				5	School	3	(23)
				6	Entertainment/recreation	12	(24)
				7	Other	30	(25)
9					POSTAL CODE OF DESTINATION/ORIGIN		
	1	7		Text	Postal Code	668	(26)
9					POSTAL CODE OF DESTINATION/ORIGIN		
	1	8		1	DK/REF	485	(27)
10					NEAREST INTERSECTION TO DESTINATION/ORIGIN		
	1	9		Text	Street 1	485	(28)
10					NEAREST INTERSECTION TO DESTINATION/ORIGIN		
	1	10		Text	Street 2	485	(29)

<u>Qstn.</u>	<u>Rec#</u>	<u>Pos.</u>	<u>Len.</u>	<u>Value</u>	<u>Description</u>	<u>Freq.</u>	<u>Orig. Code</u>
11					ORIGIN/DESTINATION CITY		
	1	11		1	Ajax	1	(30)
				2	Ancaster	0	(31)
				3	Aurora	0	(201)
				4	Barrie	1	(202)
				5	Bradford	0	(203)
				6	Brampton	0	(32)
				7	Bramalea	0	(204)
				8	Burlington	2	(33)
				9	Caledon	0	(34)
				10	Claireville	0	(35)
				11	Cobourg	0	(36)
				12	Downsview	0	(37)
				13	East York	2	(38)
				14	Etobicoke	4	(39)
				15	Georgetown	0	(40)
				16	Hamilton	1	(41)
				17	King City	1	(42)
				18	Lindsay	0	(43)
				19	Malvern	0	(44)
				20	Markham	3	(45)
				21	Milliken	0	(46)
				22	Milton	0	(47)
				23	Mississauga	5	(48)
				24	Newmarket	0	(49)
				25	North York	3	(50)
				26	Oakridges	0	(51)
				27	Oakville	1	(52)
				28	Oshawa	1	(53)
				29	Pickering	0	(54)
				30	Rexdale	0	(55)
				31	Richmond Hill	1	(56)
				32	Scarborough	2	(57)
				33	Stouffville	0	(58)
				34	Thornhill	0	(59)
				35	Toronto	447	(60)
				36	Unionville	0	(205)
				37	Vaughan	0	(61)
				38	Whitby	1	(62)
				39	Willowdale	0	(63)
				40	Woodbridge	0	(64)
				41	York	0	(65)
				42	Other (Specify)	9	(66)
12					MODE OF TRANSPORTATION TO/FROM AIRPORT		
	1	12		1	Car	255	(67)
	1	13		2	TTC	111	(68)
	1	14		3	GO Transit	25	(69)
	1	15		4	Shuttle Bus	158	(70)
	1	16		5	Taxi	613	(71)
	1	17		6	Walk	77	(72)
	1	18		7	Bixi Public Bike Rental	2	(73)
	1	19		8	Bicycle	1	(74)
	1	20		9	Other	25	(75)

<u>Qstn.</u>	<u>Rec#</u>	<u>Pos.</u>	<u>Len.</u>	<u>Value</u>	<u>Description</u>	<u>Freq.</u>	<u>Orig. Code</u>
14					HOW CAR USED TO GET TO/LEAVE AIRPORT		
	1	21		1	Drop off/picked up	200	(76)
				2	Drive self	55	(77)
15					WHERE PARKED CAR		
	1	22		1	Parking Lot on Stadium Road	22	(78)
				2	At the Airport on the Island	18	(79)
				3	Underground garage at Queens Quay and Dan Leckie Way	1	(80)
				4	On-street parking	1	(81)
				5	Elsewhere	13	(82)
16					LIKELIHOOD TO LEAVE CAR NEARBY TO USE SHUTTLE BUS		
	1	23		1	Very likely	40	(83)
				2	Somewhat likely	36	(84)
				3	Not very likely	36	(85)
				4	Not at all likely	133	(86)
				5	DON'T KNOW	10	(87)
17					LIKELIHOOD TO ACCESS A TAXI NEARBY TO USE SHUTTLE BUS		
	1	24		1	Very likely	167	(88)
				2	Somewhat likely	135	(89)
				3	Not very likely	116	(90)
				4	Not at all likely	174	(91)
				5	DON'T KNOW	21	(92)
18					CARRY ANY LUGGAGE		
	1	25		1	Carry-on luggage only	672	(93)
				2	Carry-on and checked luggage	450	(94)
				3	No luggage	31	(95)
19					PURPOSE OF TRIP		
	1	26		1	Business travel	684	(96)
				2	Pleasure travel	428	(97)
				3	Study travel (i.e. school)	11	(98)
				4	Other	30	(99)
20					FREQUENCY USE BILLY BISHOP AIRPORT		
	1	27		1	More than once a week	24	(100)
				2	Once a week	49	(101)
				3	Couple of times a month	166	(102)
				4	Once a month	190	(103)
				5	Couple of times a year	425	(104)
				6	Once a year	74	(105)
				7	Less than once a year	32	(106)
				8	This is your first time	193	(107)

<u>Qstn.</u>	<u>Rec#</u>	<u>Pos.</u>	<u>Len.</u>	<u>Value</u>	<u>Description</u>	<u>Freq.</u>	<u>Orig. Code</u>
21					FREQUENCY USE SHUTTLE BUS		
	1	28		1	More than once a week	2	(108)
				2	Once a week	7	(109)
				3	Couple of times a month	19	(110)
				4	Once a month	22	(111)
				5	Couple of times a year	61	(112)
				6	Once a year	7	(113)
				7	Less than once a year	3	(114)
				8	This is your first time	37	(115)
22					LIKES ABOUT TRAVEL TO/FROM BILLY BISHOP		
	1	29		1	It's quick and convenient	995	(116)
	1	30		2	Taxis always available, access to taxi	14	(117)
	1	31		3	Public transit service nearby	27	(118)
	1	32		4	Ample parking, access to parking	3	(119)
	1	33		5	Taxi drop-off is efficient	10	(120)
	1	34		6	The Shuttle Bus	46	(121)
	1	35		7	Ferry ride	13	(570)
	1	36		8	Close to home	16	(571)
	1	37		9	Close to/is downtown	56	(572)
	1	38		10	Closer than/didn't have to go to Pearson	19	(573)
	1	39		11	Convenient location (general)	26	(574)
	1	40		12	Faster/saves time/less waiting	27	(575)
	1	41		13	Easy/easier process/access	29	(576)
	1	42		14	Less traffic/avoid traffic/less driving/don't have to drive	10	(577)
	1	43		15	Smaller/simpler airport	38	(578)
	1	44		16	Not crowded/not busy/less congestion	28	(579)
	1	45		17	Like the lounge/is comfortable/relaxing	19	(580)
	1	46		18	Pleasant/relaxed/comfortable (general)	14	(581)
	1	47		19	Like porter Airlines/their service/like flying Porter	30	(582)
	1	48		20	Service at the airport/fast/friendly	22	(583)
	1	49		21	Free food/snacks/beverages	9	(584)
	1	50		22	Price of flights/cheaper flights	5	(585)
	1	51		23	Price/cost/cheaper (general)	24	(586)
	1	52		24	Other (Specify)	16	(122)
	1	53		25	Nothing/don't know	57	(587)

<u>Qstn.</u>	<u>Rec#</u>	<u>Pos.</u>	<u>Len.</u>	<u>Value</u>	<u>Description</u>	<u>Freq.</u>	<u>Orig. Code</u>
23					IMPROVEMENTS TO TRAVEL TO/FROM AIRPORT		
	1	54		1	Better passenger drop-off facilities	66	(123)
	1	55		2	Better communication of information about travel options	13	(124)
	1	56		3	More space for taxis	72	(125)
	1	57		4	Multiple shuttle buses picking up from different locations	62	(126)
	1	58		5	More parking	52	(127)
	1	59		6	Better cycling connections	3	(128)
	1	60		7	Better TTC Access	68	(129)
	1	61		8	Remote site drop-off with connection by shuttle bus	17	(130)
	1	62		9	Reduce travel times in/out of airport	31	(131)
	1	63		10	Bridge/walkway to the island	72	(588)
	1	64		11	Tunnel to island	175	(589)
	1	65		12	Faster ferry/more ferries/more frequent	48	(590)
	1	66		13	Faster shuttle/more shuttles/more frequent	11	(591)
	1	67		14	Better/more/organized taxi service/area	14	(592)
	1	68		15	Car rental facility	8	(593)
	1	69		16	Not have ferry	57	(594)
	1	70		17	The ferry (general)	14	(595)
	1	71		18	Reduce traffic/congestion/to/from/at airport	48	(596)
	1	72		19	Less construction/finish construction	20	(597)
	1	73		20	Improved signage/pick-up/drop-off/informational signage	8	(598)
	1	74		21	More retail/shopping/food options	5	(599)
	1	75		22	Other (Specify)	23	(132)
	1	76		23	None/don't know	438	(600)
24					AWARENESS OF SHUTTLE BUS THAT CONNECTS PASSENGERS TO AIRPORT FROM RYH/UNION ST		
	1	77		1	Yes	796	(133)
				2	No	199	(134)
25					ANY OTHER LOCATIONS FOR SHUTTLE BUS		
	1	78		1	Yes	307	(135)
				2	No	647	(136)

<u>Qstn.</u>	<u>Rec#</u>	<u>Pos.</u>	<u>Len.</u>	<u>Value</u>	<u>Description</u>	<u>Freq.</u>	<u>Orig. Code</u>
26					LOCATION WHERE SHUTTLE BUS SHOULD CONNECT TO AIRPORT		
	1	79		1	Bay & Adelaide	3	(501)
	1	80		2	Bloor & Bay	9	(502)
	1	81		3	Bloor & Avenue	4	(503)
	1	82		4	Bloor & Bathurst	3	(504)
	1	83		5	Bloor & Yonge	31	(505)
	1	84		6	College & Yonge	2	(506)
	1	85		7	Queen & Yonge	4	(507)
	1	86		8	Yorkville	8	(508)
	1	87		9	King & Bay	2	(509)
	1	88		10	King & Bathurst	2	(510)
	1	89		11	King & Spadina	6	(511)
	1	90		12	College & University	2	(512)
	1	91		13	Eglinton & Yonge	8	(513)
	1	92		14	Union Station should have more	2	(514)
	1	93		15	Cambridge Suites Hotel	2	(515)
	1	94		16	Delta Chelsea Hotel	15	(516)
	1	95		17	Drake Hotel	1	(517)
	1	96		18	Eaton Centre/Dundas Square	25	(518)
	1	97		19	Gladstone Hotel	1	(519)
	1	98		20	Hilton Hotel	5	(520)
	1	99		21	Holiday Inn on Carlton	1	(521)
	1	100		22	Hyatt Regency	2	(522)
	1	101		23	Intercontinental Hotel	1	(523)
	1	102		24	Le Germain	1	(524)
	1	103		25	Marriott Hotel	3	(525)
	1	104		26	Novotel	1	(526)
	1	105		27	Radisson Hotel	4	(527)
	1	106		28	Sheraton Hotel	7	(528)
	1	107		29	Sutton Place Hotel	0	(529)
	1	108		30	Ritz-Carlton Hotel	2	(530)
	1	109		31	Trump International Hotel	1	(531)
	1	110		32	Westin Harbourcastle Hotel	4	(532)
	1	111		33	Hotels unspecified	15	(533)
	1	112		34	Air Canada Center/Maple Leaf Square	4	(534)
	1	113		35	City Hall	3	(535)
	1	114		36	CN Tower/Rogers Center	5	(536)
	1	115		37	Exhibition Place	4	(537)
	1	116		38	Greyhound Bus Terminal on Bay St.	3	(538)
	1	117		39	Harbourfront/Queens Quay	5	(539)
	1	118		40	Metro Convention Center	3	(540)
	1	119		41	University of Toronto	3	(541)
	1	120		42	Pearson International Airport	10	(542)
	1	121		43	Queens Park	3	(543)
	1	122		44	Yorkdale Mall	6	(544)
	1	123		45	Car rental agency	4	(545)
	1	124		46	At key landmarks/well-known/heavily accessed locations	5	(546)
	1	125		47	At other points/stops along the Bloor-Danforth subway line	20	(547)
	1	126		48	At other points/stops along the Yonge-University subway	16	(548)
	1	127		49	Points further north of downtown	21	(549)
	1	128		50	Points further west of downtown	19	(550)
	1	129		51	Points further east of downtown	13	(551)
	1	130		52	Miscellaneous	35	(552)
	1	131		53	No specific location comes to mind	22	(553)

<u>Qstn.</u>	<u>Rec#</u>	<u>Pos.</u>	<u>Len.</u>	<u>Value</u>	<u>Description</u>	<u>Freq.</u>	<u>Orig. Code</u>
27					ENCOURAGEMENT/IMPROVEMENT TO USE SHUTTLE BUS		
	1	132		1	More frequent service	302	(138)
	1	133		2	Pick-up at more locations	418	(139)
	1	134		3	Bigger bus (more space)	57	(140)
	1	135		4	Faster service	146	(141)
	1	136		5	Longer hours of service	37	(142)
	1	137		6	Wifi on the bus	69	(143)
	1	138		7	Better amenities where I wait for the bus (i.e. shelters, real	98	(144)
	1	139		8	Better communication of information about service	126	(145)
	1	140		9	Other (Specify)	7	(206)
	1	141		10	NONE, NO SUGGESTIONS	352	(146)
28					REASON TAKING THE SHUTTLE BUS		
	1	142		1	It's convenient	123	(147)
	1	143		2	Don't have access to a car	7	(148)
	1	144		3	Free	56	(149)
	1	145		4	Taxis too expensive	3	(150)
	1	146		5	Parking too expensive	0	(151)
	1	147		6	Pick up from a convenient location	15	(152)
	1	148		7	Only option available to me	12	(153)
	1	149		8	Other (Specify)	19	(154)
29a					SPEED OF SERVICE		
	1	150		1	Very good	42	(155)
				2	Good	81	(156)
				3	Fair	19	(157)
				4	Poor	2	(158)
				5	Very poor	1	(159)
				6	DK/NA	13	(209)
29b					COMMUNICATION OF SERVICE INFORMATION		
	1	151		1	Very good	26	(160)
				2	Good	40	(161)
				3	Fair	44	(162)
				4	Poor	19	(163)
				5	Very poor	3	(164)
				6	DK/NA	26	(210)
29c					FREQUENCY OF SERVICE		
	1	152		1	Very good	35	(165)
				2	Good	76	(166)
				3	Fair	27	(167)
				4	Poor	2	(168)
				5	Very poor	2	(169)
				6	DK/NA	16	(211)

<u>Qstn.</u>	<u>Rec#</u>	<u>Pos.</u>	<u>Len.</u>	<u>Value</u>	<u>Description</u>	<u>Freq.</u>	<u>Orig. Code</u>
29d					COMFORT ON-BOARD		
	1	153		1	Very good	37	(170)
				2	Good	80	(171)
				3	Fair	25	(172)
				4	Poor	2	(173)
				5	Very poor	1	(174)
				6	DK/NA	13	(212)
29e					COMFORT AT SHUTTLE WAITING AREA		
	1	154		1	Very good	13	(175)
				2	Good	39	(176)
				3	Fair	70	(177)
				4	Poor	18	(178)
				5	Very poor	2	(179)
				6	DK/NA	16	(213)
29f					HOURS OF SERVICE		
	1	155		1	Very good	30	(180)
				2	Good	82	(181)
				3	Fair	12	(182)
				4	Poor	2	(183)
				5	Very poor	4	(184)
				6	DK/NA	28	(214)
29g					PICK UP LOCATION (ROYAL YORK/UNION STN)		
	1	156		1	Very good	58	(185)
				2	Good	68	(186)
				3	Fair	15	(187)
				4	Poor	4	(188)
				5	Very poor	1	(189)
				6	DK/NA	12	(215)
30					ANY ADDITIONAL COMMENTS		
	1	157		1	Yes	134	(190)
				2	No	1019	(191)

<u>Qstn.</u>	<u>Rec#</u>	<u>Pos.</u>	<u>Len.</u>	<u>Value</u>	<u>Description</u>	<u>Freq.</u>	<u>Orig. Code</u>
31					ADDITIONAL COMMENTS		
	1	158		1	Too much traffic/congestion to/from/at airport	28	(554)
	1	159		2	Too much construction/finish construction	8	(555)
	1	160		3	Shuttle service needs to be improved/increased/expanded	12	(556)
	1	161		4	Taxi service needs to be improved/increased/expanded	16	(557)
	1	162		5	Parking needs to be improved/increased/expanded	4	(558)
	1	163		6	Ferry service needs to be improved/increased/expanded	10	(559)
	1	164		7	Ferry service should be discontinued	6	(560)
	1	165		8	Have more information/brochures available re: airport/shuttle	8	(561)
	1	166		9	Need more signage/directing you where to go/for transit	2	(562)
	1	167		10	Tunnel/walkway/bridge will improve getting to/from airport	22	(563)
	1	168		11	Need better connections with TTC	2	(564)
	1	169		12	Free shuttle/great/convenient shuttle	3	(565)
	1	170		13	Ferry ride/fun/convenient ferry	4	(566)
	1	171		14	Miscellaneous	16	(567)
	1	172		15	No problems/everything is good/working okay	19	(568)
	1	173		16	I prefer using Billy Bishop over Pearson/don'y have to go to	3	(569)
32					GENDER		
	1	174		1	Male	566	(193)
				2	Female	587	(194)
11					ORIGIN/DESTINATION CITY		
	1	175		Text	Other (Specify)	11	(66)
22					LIKES ABOUT TRAVEL TO/FROM BILLY BISHOP		
	1	176		Text	Other (Specify)	16	(122)
23					IMPROVEMENTS TO TRAVEL TO/FROM AIRPORT		
	1	177		Text	Other (Specify)	23	(132)
27					ENCOURAGEMENT/IMPROVEMENT TO USE SHUTTLE BUS		
	1	178		Text	Other (Specify)	7	(206)
28					REASON TAKING THE SHUTTLE BUS		
	1	179		Text	Other (Specify)	19	(154)



Appendix 3: Raw Data and Analysis

Qstn.	Ans.	Description	All Respondents (Base = 1153)		Departures (Base = 553)		Arrivals (Base = 600)		Transport: Car (Base = 255)		Transport: Shuttle Bus (Base = 158)	
			Freq	Pcnt	Freq	Pcnt	Freq	Pcnt	Freq	Pcnt	Freq	Pcnt
1		DAY OF WEEK	<u>(R.Fac)</u>									
	1	Sunday	107	9.3%	51	9.2%	56	9.3%	31	12.2%	22	13.9%
	2	Monday	167	14.5%	70	12.7%	97	16.2%	32	12.5%	29	18.4%
	3	Tuesday	160	13.9%	64	11.6%	96	16.0%	33	12.9%	19	12.0%
	4	Wednesday	168	14.6%	84	15.2%	84	14.0%	37	14.5%	19	12.0%
	5	Thursday	270	23.4%	153	27.7%	117	19.5%	51	20.0%	37	23.4%
	6	Friday	208	18.0%	115	20.8%	93	15.5%	45	17.6%	25	15.8%
	7	Saturday	73	6.3%	16	2.9%	57	9.5%	26	10.2%	7	4.4%
2		ARRIVING/DEPARTING BILLY BISHOP										
	8	Departing (from Toronto)	553	48.0%	553	100.0%	0	0.0%	140	54.9%	56	35.4%
	9	Arriving (to Toronto)	600	52.0%	0	0.0%	600	100.0%	115	45.1%	102	64.6%
8		DESTINATION/ORIGIN										
	19	Home	522	45.3%	251	45.4%	271	45.2%	155	60.8%	55	34.8%
	20	Work	284	24.6%	157	28.4%	127	21.2%	35	13.7%	54	34.2%
	21	Hotel	201	17.4%	72	13.0%	129	21.5%	11	4.3%	35	22.2%
	22	Friends/family	101	8.8%	45	8.1%	56	9.3%	44	17.3%	6	3.8%
	23	School	3	0.3%	2	0.4%	1	0.2%	0	0.0%	2	1.3%
	24	Entertainment/recreation	12	1.0%	7	1.3%	5	0.8%	2	0.8%	3	1.9%
	25	Other	30	2.6%	19	3.4%	11	1.8%	8	3.1%	3	1.9%

Qstn.	Ans.	Description	All Respondents (Base = 1153)		Departures (Base = 553)		Arrivals (Base = 600)		Transport: Car (Base = 255)		Transport: Shuttle Bus (Base = 158)		
			(R.Fac)	Freq	Pcnt	Freq	Pcnt	Freq	Pcnt	Freq	Pcnt	Freq	Pcnt
11		ORIGIN/DESTINATION CITY											
	30	Ajax		1	0.1%	0	0.0%	1	0.2%	1	0.4%	0	0.0%
	31	Ancaster		0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	201	Aurora		0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	202	Barrie		1	0.1%	0	0.0%	1	0.2%	1	0.4%	0	0.0%
	203	Bradford		0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	32	Brampton		1	0.1%	0	0.0%	1	0.2%	1	0.4%	0	0.0%
	204	Bramalea		0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	33	Burlington		3	0.3%	2	0.4%	1	0.2%	2	0.8%	0	0.0%
	34	Caledon		0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	35	Claireville		0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	36	Cobourg		0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	37	Downsview		0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	38	East York		2	0.2%	1	0.2%	1	0.2%	1	0.4%	1	0.6%
	39	Etobicoke		4	0.3%	3	0.5%	1	0.2%	4	1.6%	0	0.0%
	40	Georgetown		0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	41	Hamilton		2	0.2%	0	0.0%	2	0.3%	1	0.4%	1	0.6%
	42	King City		1	0.1%	0	0.0%	1	0.2%	0	0.0%	0	0.0%
	43	Lindsay		0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	44	Malvern		0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	45	Markham		3	0.3%	1	0.2%	2	0.3%	2	0.8%	0	0.0%
	46	Milliken		0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	47	Milton		0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	48	Mississauga		7	0.6%	2	0.4%	5	0.8%	2	0.8%	0	0.0%
	49	Newmarket		0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	50	North York		3	0.3%	0	0.0%	3	0.5%	1	0.4%	1	0.6%
	51	Oakridges		0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	52	Oakville		1	0.1%	1	0.2%	0	0.0%	1	0.4%	0	0.0%
	53	Oshawa		1	0.1%	0	0.0%	1	0.2%	0	0.0%	0	0.0%
	54	Pickering		0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	55	Rexdale		0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	56	Richmond Hill		1	0.1%	0	0.0%	1	0.2%	0	0.0%	1	0.6%
	57	Scarborough		2	0.2%	1	0.2%	1	0.2%	1	0.4%	0	0.0%
	58	Stouffville		0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	59	Thornhill		0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	60	Toronto		513	44.5%	255	46.1%	258	43.0%	58	22.7%	85	53.8%
	205	Unionville		0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	61	Vaughan		0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	62	Whitby		1	0.1%	0	0.0%	1	0.2%	0	0.0%	0	0.0%
	63	Willowdale		0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

Qstn.	Ans.	Description	All Respondents (Base = 1153)		Departures (Base = 553)		Arrivals (Base = 600)		Transport: Car (Base = 255)		Transport: Shuttle Bus (Base = 158)		
			Freq	Pcnt	Freq	Pcnt	Freq	Pcnt	Freq	Pcnt	Freq	Pcnt	
	64	Woodbridge	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
	65	York	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
	66	Other (Specify)	11	1.0%	4	0.7%	7	1.2%	7	2.7%	0	0.0%	
		No Answer Given	595	51.6%	283	51.2%	312	52.0%	172	67.5%	69	43.7%	
12		MODE OF TRANSPORTATION TO/FROM AIRPORT	<u>(R.Fac)</u>	<u>Freq</u>	<u>Pcnt</u>	<u>Freq</u>	<u>Pcnt</u>	<u>Freq</u>	<u>Pcnt</u>	<u>Freq</u>	<u>Pcnt</u>	<u>Freq</u>	<u>Pcnt</u>
	67	Car		255	22.1%	140	25.3%	115	19.2%	255	100.0%	7	4.4%
	68	TTC		111	9.6%	50	9.0%	61	10.2%	1	0.4%	42	26.6%
	69	GO Transit		25	2.2%	5	0.9%	20	3.3%	3	1.2%	11	7.0%
	70	Shuttle Bus		158	13.7%	56	10.1%	102	17.0%	7	2.7%	158	100.0%
	71	Taxi		613	53.2%	297	53.7%	316	52.7%	3	1.2%	14	8.9%
	72	Walk		77	6.7%	39	7.1%	38	6.3%	2	0.8%	18	11.4%
	73	Bixi Public Bike Rental		2	0.2%	0	0.0%	2	0.3%	0	0.0%	0	0.0%
	74	Bicycle		1	0.1%	0	0.0%	1	0.2%	0	0.0%	1	0.6%
	75	Other		25	2.2%	14	2.5%	11	1.8%	1	0.4%	1	0.6%
14		HOW CAR USED TO GET TO/LEAVE AIRPORT											
	76	Drop off/picked up		200	17.3%	114	20.6%	86	14.3%	200	78.4%	2	1.3%
	77	Drive self		55	4.8%	26	4.7%	29	4.8%	55	21.6%	5	3.2%
		No Answer Given		898	77.9%	413	74.7%	485	80.8%	0	0.0%	151	95.6%
15		WHERE PARKED CAR											
	78	Parking Lot on Stadium Road		22	1.9%	8	1.4%	14	2.3%	22	8.6%	0	0.0%
	79	At the Airport on the Island		18	1.6%	11	2.0%	7	1.2%	18	7.1%	0	0.0%
	80	Underground garage at Queens Quay and Dan Leckie Way		1	0.1%	0	0.0%	1	0.2%	1	0.4%	0	0.0%
	81	On-street parking		1	0.1%	0	0.0%	1	0.2%	1	0.4%	0	0.0%
	82	Elsewhere		13	1.1%	7	1.3%	6	1.0%	13	5.1%	5	3.2%
		No Answer Given		1098	95.2%	527	95.3%	571	95.2%	200	78.4%	153	96.8%

Qstn.	Ans.	Description	All Respondents (Base = 1153)		Departures (Base = 553)		Arrivals (Base = 600)		Transport: Car (Base = 255)		Transport: Shuttle Bus (Base = 158)	
			Freq	Pcnt	Freq	Pcnt	Freq	Pcnt	Freq	Pcnt	Freq	Pcnt
16		LIKELIHOOD TO LEAVE CAR NEARBY TO USE SHUTTLE BUS										
		(R.Fac)										
	83	Very likely	40	3.5%	25	4.5%	15	2.5%	40	15.7%	0	0.0%
	84	Somewhat likely	36	3.1%	23	4.2%	13	2.2%	36	14.1%	1	0.6%
	85	Not very likely	36	3.1%	15	2.7%	21	3.5%	36	14.1%	1	0.6%
	86	Not at all likely	133	11.5%	70	12.7%	63	10.5%	133	52.2%	4	2.5%
	87	DON'T KNOW	10	0.9%	7	1.3%	3	0.5%	10	3.9%	1	0.6%
		No Answer Given	898	77.9%	413	74.7%	485	80.8%	0	0.0%	151	95.6%
17		LIKELIHOOD TO ACCESS A TAXI NEARBY TO USE SHUTTLE BUS										
	88	Very likely	167	14.5%	83	15.0%	84	14.0%	1	0.4%	6	3.8%
	89	Somewhat likely	135	11.7%	69	12.5%	66	11.0%	0	0.0%	1	0.6%
	90	Not very likely	116	10.1%	54	9.8%	62	10.3%	1	0.4%	3	1.9%
	91	Not at all likely	174	15.1%	83	15.0%	91	15.2%	1	0.4%	4	2.5%
	92	DON'T KNOW	21	1.8%	8	1.4%	13	2.2%	0	0.0%	0	0.0%
		No Answer Given	540	46.8%	256	46.3%	284	47.3%	252	98.8%	144	91.1%
18		CARRY ANY LUGGAGE										
	93	Carry-on luggage only	672	58.3%	311	56.2%	361	60.2%	118	46.3%	108	68.4%
	94	Carry-on and checked luggage	450	39.0%	225	40.7%	225	37.5%	131	51.4%	44	27.8%
	95	No luggage	31	2.7%	17	3.1%	14	2.3%	6	2.4%	6	3.8%
19		PURPOSE OF TRIP										
	96	Business travel	684	59.3%	324	58.6%	360	60.0%	113	44.3%	88	55.7%
	97	Pleasure travel	428	37.1%	206	37.3%	222	37.0%	132	51.8%	66	41.8%
	98	Study travel (i.e. school)	11	1.0%	7	1.3%	4	0.7%	4	1.6%	1	0.6%
	99	Other	30	2.6%	16	2.9%	14	2.3%	6	2.4%	3	1.9%

Qstn.	Ans.	Description	All Respondents (Base = 1153)		Departures (Base = 553)		Arrivals (Base = 600)		Transport: Car (Base = 255)		Transport: Shuttle Bus (Base = 158)	
			Freq	Pcnt	Freq	Pcnt	Freq	Pcnt	Freq	Pcnt	Freq	Pcnt
20		FREQUENCY USE BILLY BISHOP AIRPORT	(R.Fac)									
	100	More than once a week	24	2.1%	8	1.4%	16	2.7%	5	2.0%	2	1.3%
	101	Once a week	49	4.2%	22	4.0%	27	4.5%	8	3.1%	11	7.0%
	102	Couple of times a month	166	14.4%	75	13.6%	91	15.2%	28	11.0%	21	13.3%
	103	Once a month	190	16.5%	91	16.5%	99	16.5%	35	13.7%	26	16.5%
	104	Couple of times a year	425	36.9%	213	38.5%	212	35.3%	97	38.0%	59	37.3%
	105	Once a year	74	6.4%	27	4.9%	47	7.8%	18	7.1%	6	3.8%
	106	Less than once a year	32	2.8%	22	4.0%	10	1.7%	14	5.5%	3	1.9%
	107	This is your first time	193	16.7%	95	17.2%	98	16.3%	50	19.6%	30	19.0%
21		FREQUENCY USE SHUTTLE BUS										
	108	More than once a week	2	0.2%	1	0.2%	1	0.2%	0	0.0%	2	1.3%
	109	Once a week	7	0.6%	3	0.5%	4	0.7%	0	0.0%	7	4.4%
	110	Couple of times a month	19	1.6%	5	0.9%	14	2.3%	3	1.2%	19	12.0%
	111	Once a month	22	1.9%	6	1.1%	16	2.7%	0	0.0%	22	13.9%
	112	Couple of times a year	61	5.3%	18	3.3%	43	7.2%	3	1.2%	61	38.6%
	113	Once a year	7	0.6%	2	0.4%	5	0.8%	0	0.0%	7	4.4%
	114	Less than once a year	3	0.3%	2	0.4%	1	0.2%	1	0.4%	3	1.9%
	115	This is your first time	37	3.2%	19	3.4%	18	3.0%	0	0.0%	37	23.4%
		No Answer Given	995	86.3%	497	89.9%	498	83.0%	248	97.3%	0	0.0%
22		LIKES ABOUT TRAVEL TO/FROM BILLY BISHOP										
	116	It's quick and convenient	995	86.3%	475	85.9%	520	86.7%	208	81.6%	140	88.6%
	117	Taxis always available, access to taxi	14	1.2%	8	1.4%	6	1.0%	3	1.2%	1	0.6%
	118	Public transit service nearby	27	2.3%	13	2.4%	14	2.3%	7	2.7%	4	2.5%
	119	Ample parking, access to parking	3	0.3%	1	0.2%	2	0.3%	2	0.8%	0	0.0%
	120	Taxi drop-off is efficient	10	0.9%	6	1.1%	4	0.7%	3	1.2%	0	0.0%
	121	The Shuttle Bus	46	4.0%	26	4.7%	20	3.3%	11	4.3%	22	13.9%
	122	Other (Specify)	405	35.1%	155	28.0%	250	41.7%	113	44.3%	49	31.0%

Qstn.	Ans.	Description	All Respondents (Base = 1153)		Departures (Base = 553)		Arrivals (Base = 600)		Transport: Car (Base = 255)		Transport: Shuttle Bus (Base = 158)	
			Freq	Pcnt	Freq	Pcnt	Freq	Pcnt	Freq	Pcnt	Freq	Pcnt
23		IMPROVEMENTS TO TRAVEL TO/FROM AIRPORT										
		(R.Fac)										
	123	Better passenger drop-off facilities	60	5.2%	20	3.6%	40	6.7%	19	7.5%	11	7.0%
	124	Better communication of information about travel options to/from the airport	13	1.1%	6	1.1%	7	1.2%	4	1.6%	0	0.0%
	125	More space for taxis	72	6.2%	39	7.1%	33	5.5%	13	5.1%	4	2.5%
	126	Multiple shuttle buses picking up from different locations	58	5.0%	29	5.2%	29	4.8%	13	5.1%	8	5.1%
	127	More parking	51	4.4%	28	5.1%	23	3.8%	22	8.6%	2	1.3%
	128	Better cycling connections	3	0.3%	0	0.0%	3	0.5%	1	0.4%	0	0.0%
	129	Better TTC Access	62	5.4%	28	5.1%	34	5.7%	9	3.5%	6	3.8%
	130	Remote site drop-off with connection by shuttle bus	17	1.5%	15	2.7%	2	0.3%	3	1.2%	3	1.9%
	131	Reduce travel times in/out of airport	28	2.4%	10	1.8%	18	3.0%	5	2.0%	5	3.2%
	132	Other (Specify)	930	80.7%	442	79.9%	488	81.3%	200	78.4%	136	86.1%
24		AWARENESS OF SHUTTLE BUS THAT CONNECTS PASSENGERS TO AIRPORT FROM RYH/UNION ST										
	133	Yes	796	69.0%	387	70.0%	409	68.2%	193	75.7%	0	0.0%
	134	No	199	17.3%	110	19.9%	89	14.8%	55	21.6%	0	0.0%
		No Answer Given	158	13.7%	56	10.1%	102	17.0%	7	2.7%	158	100.0%
25		ANY OTHER LOCATIONS FOR SHUTTLE BUS										
	135	Yes	307	26.6%	164	29.7%	143	23.8%	55	21.6%	49	31.0%
	136	No	647	56.1%	279	50.5%	368	61.3%	145	56.9%	109	69.0%
		No Answer Given	199	17.3%	110	19.9%	89	14.8%	55	21.6%	0	0.0%

Qstn.	Ans.	Description	All Respondents (Base = 1153)		Departures (Base = 553)		Arrivals (Base = 600)		Transport: Car (Base = 255)		Transport: Shuttle Bus (Base = 158)	
			Freq	Pcnt	Freq	Pcnt	Freq	Pcnt	Freq	Pcnt	Freq	Pcnt
27		ENCOURAGEMENT/IMPROVEMENT TO USE SHUTTLE BUS <u>(R.Fac)</u>										
	138	More frequent service	302	26.2%	146	26.4%	156	26.0%	48	18.8%	55	34.8%
	139	Pick-up at more locations	415	36.0%	222	40.1%	193	32.2%	75	29.4%	41	25.9%
	140	Bigger bus (more space)	57	4.9%	25	4.5%	32	5.3%	10	3.9%	15	9.5%
	141	Faster service	146	12.7%	74	13.4%	72	12.0%	25	9.8%	18	11.4%
	142	Longer hours of service	37	3.2%	20	3.6%	17	2.8%	8	3.1%	4	2.5%
	143	Wifi on the bus	69	6.0%	31	5.6%	38	6.3%	12	4.7%	14	8.9%
	144	Better amenities where I wait for the bus (i.e. shelters, real time arrival information)	98	8.5%	55	9.9%	43	7.2%	19	7.5%	22	13.9%
	145	Better communication of information about service	125	10.8%	74	13.4%	51	8.5%	27	10.6%	19	12.0%
	206	Other (Specify)	16	1.4%	9	1.6%	7	1.2%	5	2.0%	2	1.3%
	146	NONE, NO SUGGESTIONS	348	30.2%	144	26.0%	204	34.0%	105	41.2%	40	25.3%
28		REASON TAKING THE SHUTTLE BUS										
	147	It's convenient	123	10.7%	38	6.9%	85	14.2%	4	1.6%	123	77.8%
	148	Don't have access to a car	7	0.6%	4	0.7%	3	0.5%	1	0.4%	7	4.4%
	149	Free	55	4.8%	25	4.5%	30	5.0%	2	0.8%	55	34.8%
	150	Taxis too expensive	3	0.3%	0	0.0%	3	0.5%	0	0.0%	3	1.9%
	151	Parking too expensive	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	152	Pick up from a convenient location	15	1.3%	9	1.6%	6	1.0%	1	0.4%	15	9.5%
	153	Only option available to me	12	1.0%	7	1.3%	5	0.8%	2	0.8%	12	7.6%
	154	Other (Specify)	21	1.8%	6	1.1%	15	2.5%	2	0.8%	20	12.7%
		No Answer Given	994	86.2%	496	89.7%	498	83.0%	247	96.9%	0	0.0%
29a		SPEED OF SERVICE										
	155	Very good	42	3.6%	20	3.6%	22	3.7%	1	0.4%	42	26.6%
	156	Good	82	7.1%	30	5.4%	52	8.7%	7	2.7%	81	51.3%
	157	Fair	19	1.6%	5	0.9%	14	2.3%	0	0.0%	19	12.0%
	158	Poor	2	0.2%	1	0.2%	1	0.2%	0	0.0%	2	1.3%
	159	Very poor	1	0.1%	0	0.0%	1	0.2%	0	0.0%	1	0.6%
	209	DK/NA	13	1.1%	1	0.2%	12	2.0%	0	0.0%	13	8.2%
		No Answer Given	994	86.2%	496	89.7%	498	83.0%	247	96.9%	0	0.0%

Qstn.	Ans.	Description	All Respondents (Base = 1153)		Departures (Base = 553)		Arrivals (Base = 600)		Transport: Car (Base = 255)		Transport: Shuttle Bus (Base = 158)	
			Freq	Pcnt	Freq	Pcnt	Freq	Pcnt	Freq	Pcnt	Freq	Pcnt
29b		COMMUNICATION OF SERVICE INFORMATION										
		(R.Fac)										
	160	Very good	26	2.3%	12	2.2%	14	2.3%	2	0.8%	26	16.5%
	161	Good	40	3.5%	12	2.2%	28	4.7%	2	0.8%	40	25.3%
	162	Fair	44	3.8%	14	2.5%	30	5.0%	1	0.4%	44	27.8%
	163	Poor	19	1.6%	8	1.4%	11	1.8%	1	0.4%	19	12.0%
	164	Very poor	4	0.3%	3	0.5%	1	0.2%	1	0.4%	3	1.9%
	210	DK/NA	26	2.3%	8	1.4%	18	3.0%	1	0.4%	26	16.5%
		No Answer Given	994	86.2%	496	89.7%	498	83.0%	247	96.9%	0	0.0%
29c		FREQUENCY OF SERVICE										
	165	Very good	35	3.0%	13	2.4%	22	3.7%	2	0.8%	35	22.2%
	166	Good	77	6.7%	34	6.1%	43	7.2%	6	2.4%	76	48.1%
	167	Fair	27	2.3%	7	1.3%	20	3.3%	0	0.0%	27	17.1%
	168	Poor	2	0.2%	0	0.0%	2	0.3%	0	0.0%	2	1.3%
	169	Very poor	2	0.2%	1	0.2%	1	0.2%	0	0.0%	2	1.3%
	211	DK/NA	16	1.4%	2	0.4%	14	2.3%	0	0.0%	16	10.1%
		No Answer Given	994	86.2%	496	89.7%	498	83.0%	247	96.9%	0	0.0%
29d		COMFORT ON-BOARD										
	170	Very good	37	3.2%	22	4.0%	15	2.5%	4	1.6%	37	23.4%
	171	Good	81	7.0%	28	5.1%	53	8.8%	3	1.2%	80	50.6%
	172	Fair	25	2.2%	5	0.9%	20	3.3%	1	0.4%	25	15.8%
	173	Poor	2	0.2%	1	0.2%	1	0.2%	0	0.0%	2	1.3%
	174	Very poor	1	0.1%	0	0.0%	1	0.2%	0	0.0%	1	0.6%
	212	DK/NA	13	1.1%	1	0.2%	12	2.0%	0	0.0%	13	8.2%
		No Answer Given	994	86.2%	496	89.7%	498	83.0%	247	96.9%	0	0.0%

Qstn.	Ans.	Description	All Respondents (Base = 1153)		Departures (Base = 553)		Arrivals (Base = 600)		Transport: Car (Base = 255)		Transport: Shuttle Bus (Base = 158)	
			Freq	Pcnt	Freq	Pcnt	Freq	Pcnt	Freq	Pcnt	Freq	Pcnt
29e		COMFORT AT SHUTTLE WAITING AREA										
		(R.Fac)										
	175	Very good	13	1.1%	8	1.4%	5	0.8%	1	0.4%	13	8.2%
	176	Good	39	3.4%	10	1.8%	29	4.8%	3	1.2%	39	24.7%
	177	Fair	71	6.2%	28	5.1%	43	7.2%	4	1.6%	70	44.3%
	178	Poor	18	1.6%	7	1.3%	11	1.8%	0	0.0%	18	11.4%
	179	Very poor	2	0.2%	0	0.0%	2	0.3%	0	0.0%	2	1.3%
	213	DK/NA	16	1.4%	4	0.7%	12	2.0%	0	0.0%	16	10.1%
		No Answer Given	994	86.2%	496	89.7%	498	83.0%	247	96.9%	0	0.0%
29f		HOURS OF SERVICE										
	180	Very good	30	2.6%	12	2.2%	18	3.0%	2	0.8%	30	19.0%
	181	Good	83	7.2%	30	5.4%	53	8.8%	6	2.4%	82	51.9%
	182	Fair	12	1.0%	4	0.7%	8	1.3%	0	0.0%	12	7.6%
	183	Poor	2	0.2%	0	0.0%	2	0.3%	0	0.0%	2	1.3%
	184	Very poor	4	0.3%	2	0.4%	2	0.3%	0	0.0%	4	2.5%
	214	DK/NA	28	2.4%	9	1.6%	19	3.2%	0	0.0%	28	17.7%
		No Answer Given	994	86.2%	496	89.7%	498	83.0%	247	96.9%	0	0.0%
29g		PICK UP LOCATION (ROYAL YORK/UNION STN)										
	185	Very good	58	5.0%	29	5.2%	29	4.8%	4	1.6%	58	36.7%
	186	Good	68	5.9%	19	3.4%	49	8.2%	2	0.8%	68	43.0%
	187	Fair	15	1.3%	5	0.9%	10	1.7%	0	0.0%	15	9.5%
	188	Poor	5	0.4%	2	0.4%	3	0.5%	2	0.8%	4	2.5%
	189	Very poor	1	0.1%	0	0.0%	1	0.2%	0	0.0%	1	0.6%
	215	DK/NA	12	1.0%	2	0.4%	10	1.7%	0	0.0%	12	7.6%
		No Answer Given	994	86.2%	496	89.7%	498	83.0%	247	96.9%	0	0.0%
30		ANY ADDITIONAL COMMENTS										
	190	Yes	135	11.7%	77	13.9%	58	9.7%	35	13.7%	15	9.5%
	191	No	1018	88.3%	476	86.1%	542	90.3%	220	86.3%	143	90.5%

Qstn.	Ans.	Description	All Respondents (Base = 1153)		Departures (Base = 553)		Arrivals (Base = 600)		Transport: Car (Base = 255)		Transport: Shuttle Bus (Base = 158)	
			Freq	Pcnt	Freq	Pcnt	Freq	Pcnt	Freq	Pcnt	Freq	Pcnt
32		GENDER	<u>(R.Fac)</u>									
	193	Male	566	49.1%	270	48.8%	296	49.3%	116	45.5%	81	51.3%
	194	Female	587	50.9%	283	51.2%	304	50.7%	139	54.5%	77	48.7%