

Congestion and gridlock remain top concern for Toronto residents, according to a survey conducted on behalf of the City of Toronto

After media, Mayor Tory viewed as most credible source for information about road closures

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Toronto, ON – A Ipsos poll shows that getting around the city remains top of mind for the majority of Toronto residents. The survey found a significant majority of residents believe the “most important” issues facing Toronto are poor transportation/transit (22 per cent) and traffic congestion/gridlock (20 per cent).

The survey found that while Torontonians understand why construction is needed, few residents believe they have enough detailed information on how construction will impact travel (only 11 per cent of residents say that they know ‘a lot’ about how construction impacts travel), leading to a lack of satisfaction with how the city manages traffic and roadwork.

Half of Torontonians (52 per cent) also believe it is getting much or somewhat harder to get around the City and the majority agree construction (66 per cent) and road congestion (56 per cent) are to blame.

Although most respondents rated all aspects of infrastructure projects as being somewhat/very important, quality of work emerged as the most important by nearly all respondents (90%). Following quality of work, eight in ten believe that safety (84%), speed

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(83%), cost (80%), and coordination/management of construction projects with various organizations involved (76%) as somewhat/very important.

A majority of Toronto residents (60%) also outlined that they would show more patience regarding delays and congestion if they were more aware of construction start and end dates. The media (77%) is viewed as the most credible source for information about construction in the city, followed by the Mayor (69%). Residents prefer to receive information about construction projects by television (51%), radio (43%) and construction signage (36%) at the actual construction site.

Residents also indicated a preference to maintain special events even though they recognize that these often result in road closures. The survey showed that 68% of residents did not feel that the city would be better off curtailing special events such as marathons that result in road closures.

These are some of the findings of an Ipsos poll conducted between April 6th and 13th, 2015 on behalf of the City of Toronto. For this survey, a sample of 1,000 Toronto residents from Ipsos' Canadian online panel was interviewed online. Weighting was then employed to balance demographics to ensure that the sample's composition reflects that of the adult population according to Census data and to provide results intended to approximate the sample universe. The precision of Ipsos online polls is measured using a credibility interval. In this case, the poll is accurate to within +/- 3.5 percentage points, 19 times out of 20, had all Torontonians been polled. The credibility interval will be wider among subsets of the population. All sample surveys and polls may be subject to other sources of error, including, but not limited to coverage error, and measurement error.

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