TRANS COMMITTEE:

2023 NATIONAL CAPITAL REGION COMMUTER ATTITUDES SURVEY

FINAL SURVEY REPORT

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MALATEST

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REPORT SUMMARY

The TRANS Committee, which coordinates transportation planning in the National Capital Region, contracted R. A. Malatest & Associates to survey residents of the National Capital Region about their travel attitudes and behaviors. Almost 4,000 residents of the Region participated in the survey, shedding light on their current commuting patterns, factors that influenced their commuting choices, and their perceptions of working from home.

The Commuter Attitudes Survey paints this picture of travel in the National Capital Region as it undergoes considerable change. Since similar data was collected a decade ago, the Region has added considerable transportation infrastructure into the downtown core, such as the O-Train and dedicated cycling lanes. At the same time, commuter behaviour has changed with working from home being much more common since the pandemic. The survey found that, two-thirds or more of employed respondents worked from home for at least part of their work week. Despite these changes, the majority of respondents continued to primarily drive alone to work, school or their regular commitment, a proportion that has not changed much over the decade.

Overall, most respondents in the Region were satisfied with their primary mode of commuting. Active commuters were the most satisfied with their commutes, while public transit riders were the least satisfied. The data also showed that respondent experiences were fairly similar on both sides of the provincial border. Although the survey found some subtle differences between Ottawa and Gatineau in active modes, commute times and parking (access and costs), these differences were relatively minor.

Current commuting patterns and attitudes

Most respondents in the Region (52%) commuted primarily by driving alone. Ottawa residents using active modes of commuting (such as bicycling and walking) were more likely to live in inner areas (such as inner city an inner suburbs). Gatineau residents using active modes of commuting were more evenly split across inner and outer areas. The Region's residents using sustainable modes of commuting (such as public transit, bicycling and walking) were more likely to be younger than lone drivers and users of vehicles with multiple passengers.

Respondents in the Region spent on average 33 minutes on their commute. The mean commute trip time did not vary by city, but varied significantly by mode of commuting, with walking as the shortest commutes and public transit the longest. A third of public transit users spent more time commuting than their tolerated maximum commute time.

Factors that influence commuting choices

Various factors determined respondents' choices of primary modes of commuting. The most commonly selected factors pertained to:

- Trip convenience and length for drivers;
- Affordability and cost of alternative modes for public transit riders; and
- Health benefits and affordability for users of active modes of commuting

Most lone drivers in Ottawa did not pay for parking, and among these most indicated that they would still drive should they have to pay for parking. The level of congestion impacted most lone drivers' commute in different way, such as by leaving earlier to or from work, school or other regular commitments.

Recommendations to improve usage of sustainable modes of commuting

Most public transit riders suggested that the public transit service could be improved through more reliable transit system, more frequent and faster service, better comfort, better connections and better real time information. About one third of riders suggested reducing transit fares to improve the transit service.

Unlike Ottawa hybrid workers, Gatineau hybrid workers were more likely to indicate that a new transit pass targeted at hybrid workers could be an effective incentive for encouraging them to use transit in the future.

Respondents were asked to comment on possible priorities for infrastructure and service investments. Respondents in both Ottawa and Gatineau prioritized maintaining existing roads and walking and cycling facilities, increasing transit frequencies, building new transit, walking and cycling facilities

Working from home

The majority of workers in the Region benefited from telework arrangements, either by working from home exclusively or through a hybrid work arrangement.

The majority of teleworkers were satisfied with working from home. A few were dissatisfied, owing to lack of social interaction, and lack of separation between home and work.

Most teleworkers did not anticipate any changes to their hybrid work patterns in the next year, but some expected travelling to the office more frequently or on different days.

Some teleworkers indicated that they would consider changing their job should their employers put more restrictive rules in place to return to the office.

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The TRANS Committee, which coordinates transportation planning in the National Capital Region, contracted R.A Malatest & Associates Ltd. (Malatest) to conduct a survey of residents of the National Capital Region (NCR) about their local travel attitudes and behaviors.

1.1 Study objectives

The City of Ottawa wished to update the findings of the earlier 2013 Commuter Attitudes Study. In addition, the partner agencies aimed to expand the original geographic scope to include Quebec areas of the NCR, namely the Ville de Gatineau. The information collected will be used to help understand:

- Current commuting patterns;
- Factors that influence commuters' travel choices;
- Commuters' attitudes towards their primary modes of commuting and alternative modes of commuting;
- Perceptions of working from home.

The results will help improve the transportation system and plan the region's walking, cycling, vehicle, and transit facilities. This report presents survey methods and survey findings for the NCR and each of the City of Ottawa and Ville de Gatineau.

1.2 Surveying residents of the NCR

The 2023 Commuter Attitudes Study collected a total of 3,990 surveys for both the City of Ottawa and Ville de Gatineau. To collect data and report findings for broad areas of the Region, each city was stratified by sub-area into:

- For Ottawa: Inner city, inner suburbs and outer suburbs;
- For Gatineau: inner city, inner suburbs, outer suburbs West, and outer suburbs East.

The survey was launched in September of 2023 and was largely completed by the end of December 2023. Some limited data collection occurred in January of 2024 to boost the numbers of responses in some of the less populated areas.

Residents were invited to participate by two means. The majority of respondents (82%) had previously completed a transportation research study, the 2022 Origin – Destination (OD) Survey and at that time had agreed to participate in future research. These participants first received an email inviting them to participate and subsequently received a telephone call to facilitate participation. The remaining participants were recruited into the study by telephone. Most of these records were landlines matched to an address in the NCR. Cell phone and telephone records not matched to an address (random digit dialing) were also included in the sample. In all cases, respondents were asked to provide their postal code to confirm that they lived in the NCR, and to the extent possible, in which of the above areas (Figure 1). For a visual reference of the geographic areas see APPENDIX A. DETAILED SURVEY METHODS.

Figure 1: Surveys completed by city and area in the NCR

City	Area	Actual surveys	
		#	% of Total
Ottawa	Inner City	688	17%
	Inner Suburbs	984	25%
	Outer Suburbs	969	24%
	Total Ottawa	**2,641**	**66%**
Gatineau	Inner City	155	4%
	Inner Suburbs	441	11%
	Outer Suburbs - WEST	400	10%
	Outer Suburbs - EAST	353	9%
	Total Gatineau	**1,349**	**34%**
Survey Total for Ottawa and Gatineau		**3,990**	**100%**

Note: Actual survey completes are based on unweighted data.

1.3 Analyzing data and reporting results

The Commuter Attitudes Survey (CAS) data is weighted based on geographic area, age group and work/student status (indicating whether the survey participant was "a student or a worker" vs. "not a student nor a worker").

This report first presents the commuter patterns of National Capital Residents through the broad strokes of mode and distance.[1] Most survey findings are then reported for the City of Ottawa and the Ville de Gatineau separately. For both the City of Ottawa and the Ville de Gatineau, findings are disaggregated by area and demographic groups to highlight differences. Finally, similarities and differences between Ottawa residents and Gatineau residents are discussed in the last section of the report.

For the City of Ottawa, findings from the 2023 Commuter Attitudes Survey could be compared with those from an earlier 2013 survey to highlight similarities and differences over time, where possible. However, differences between 2023 CAS data and 2013 CAS data should be interpreted with caution, given that the studies used different weighting approaches. For instance, the 2013 CAS data was weighted based on sub-areas (i.e., inner city, inner suburbs, and outer suburbs) that were slightly different from the sub-areas used in the 2023 CAS data (as defined in section 1.2). Furthermore, unlike the 2023 CAS data, 2013 CAS data was not adjusted for age group and worker/student status.

Further, comparing the 2023 CAS data to the 2022 Origin-Destination (OD) survey data should be done with caution given that the CAS asked about habitual travel while the OD survey asked about a snapshot of trips, which reflects whether people were scheduled for work, took a sick day or leave day, took a different mode other than their usual mode. In addition, the OD survey boasts a bigger sample size and a more robust sampling than the CAS. Whereas the CAS surveyed about 3,500 NCR households, the OD survey surveyed

[1] Unless otherwise mentioned, the source of all data is 2023 Commuter Attitudes Survey. Descriptive statistics (such as proportions and means) and corresponding sample sizes are based on weighted data. While the total survey sample size remains the same whether using unweighted or weighted data, relative size and proportions of subsamples may be slightly different when using unweighted vs. weighted data. In some cases, proportions may not sum up to 100%, owing to rounding or the inclusion of multiple responses.

almost ten times that number. While the OD survey relied on address-based sampling, the CAS largely relied on self-selected sampling, in that most of CAS completes came from OD respondents that consented to participate in further research. Therefore, observed differences between 2023 CAS data and 2022 OD data may reflect those differences in survey approaches.

SECTION 2: COMMUTING ACROSS THE NCR

Of the 3,990 surveyed residents (aged 18 years or over) in the NCR, 3,465 were deemed to be commuters based on their trip purpose and frequency. The remainder (525 respondents) were workers or students who worked or studied from home; hence they were not asked questions about commuting trips. This section describes commuters' trips in the NCR.

2.1 Trip purpose

In 2023, over nine-in-ten commuters were traveling to work (94%) (Figure 2). The remainder commuted to school (1%) or to other regular commitments (5%), such as volunteering or recurring appointment.[2]

Figure 2: Commuters' trip purpose in the NCR and by City

Trip Purpose	2023 CAS		
	NCR (n = 3,465)	Ottawa (n = 2,672)	Gatineau (n = 793)
Commute to work	94%	94%	94%
Commute to study	1%	1%	1%
Commute to other regular commitments	5%	5%	5%

Trip purpose varied significantly by age, but not by gender. As expected, older respondents were less likely to travel for work-related purpose. For instance, compared to respondents aged 18 to 44 years, those aged 65 and older were significantly less likely to commute to work (43% vs. 99%) (Figure 3). Rather, older respondents were more likely to commute to other regular commitments, such recurring appointments or volunteering.[3]

Figure 3: Respondents' trip purpose in the NCR by age group

Trip Purpose	Age group			
	Total (n = 3,465)	18 to 44 (n = 1,966)	45 to 64 (n = 1,287)	65 and older (n = 201)
Commute to work	94%	99%	96%	43%
Commute to study	1%	0.7%	0.4%	1%
Commute to other regular commitments	5%	0.5%	3.7%	56%

2.2 Modes of commuting

Respondents' primary and occasional modes of commuting in 2023 varied significantly by city and demographic characteristics, such as age, gender, and income groups. Some respondents used different modes of commuting before the start of the 2020 pandemic for various reasons.

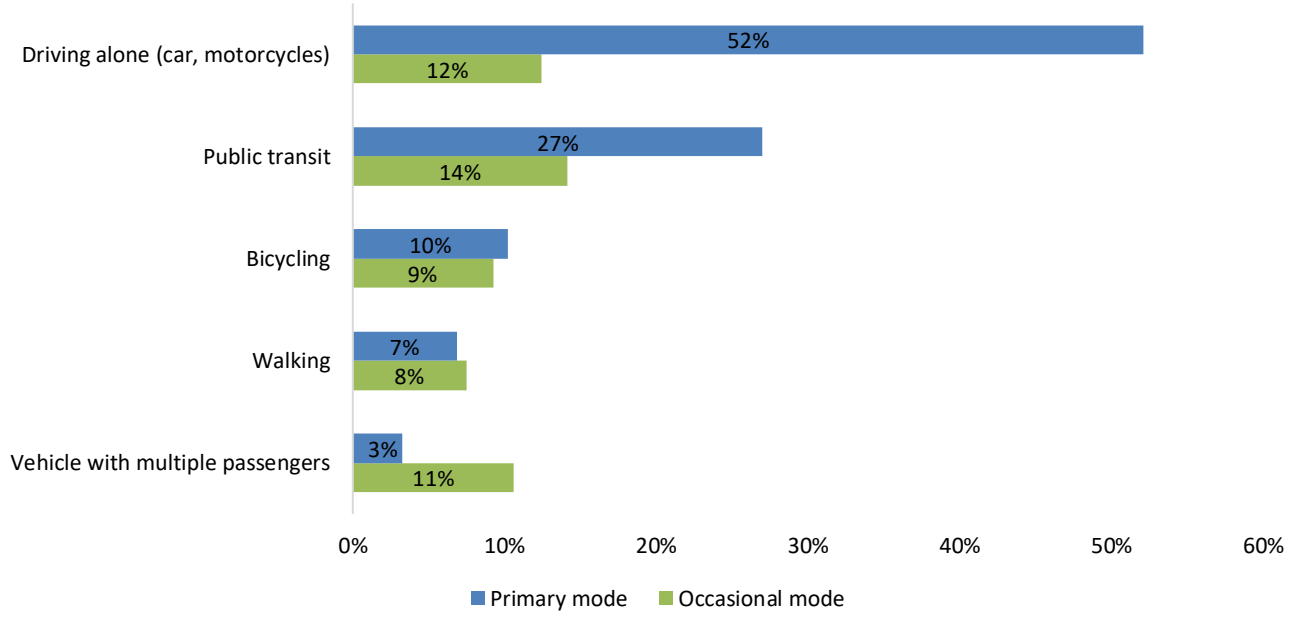
2.2.1 Primary and occasional modes of commuting

Driving alone was the most common mode of commuting in the NCR in 2023 amongst survey respondents. Over half of respondents indicated that they commuted by car or motorcycle as their primary mode of commuting (52%) and more than one-in-ten indicated that they commuted by car or motorcycle as their

[2] This includes residents with a regular commitment for which they commuted at least 3 days a week during peak hours, such as 7 to 9 in the morning or 4 to 6 in the evening.
[3] There was no significant difference by commuters' gender.

occasional mode of commuting (12%) (Figure 4). About three-in-ten respondents indicated that they used public transit (including OC Transpo, Para Transpo, Société de transport de l'Outaouais (STO) and Paratransit, or private bus services) as their primary mode of commuting (27%) and more than one-in-ten used public transit as their occasional mode of commuting (14%). A few respondents bicycled (10%), walked (7%) or used vehicles with multiple passengers (3%, including carpool, vanpool, taxi and rideshare) as their primary mode of commuting.[4]

Figure 4: Primary and occasional modes of commuting in the NCR

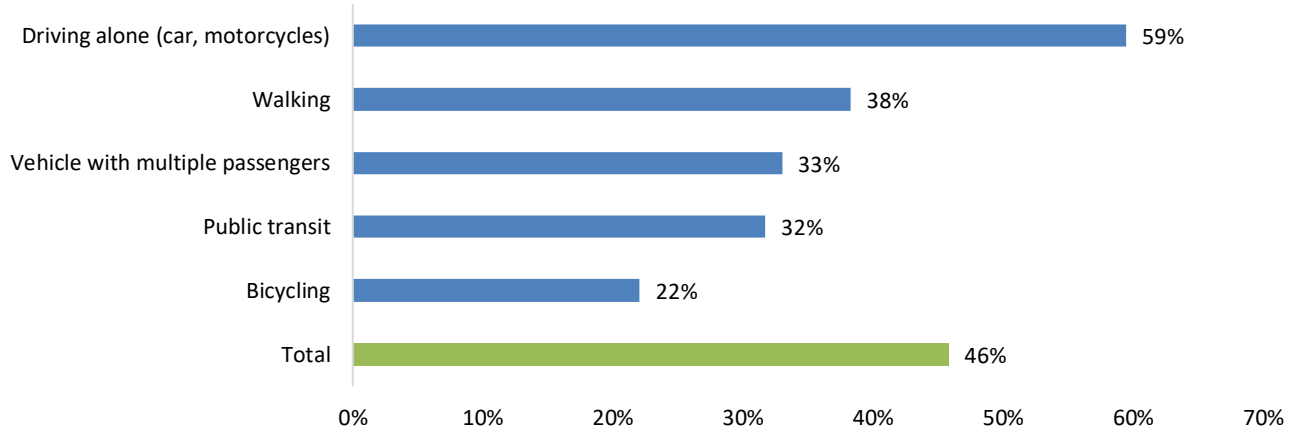


Note: Each bar shows the percentage of respondents that selected each answer choice. For the primary mode series, the sum of percentages by answer choice may be less than 100% because of a few "Don't know/No answer" cases.

Overall, about half of respondents had no occasional mode of commuting (46%). Primary lone drivers were the most dedicated to their mode of commuting, in that they were the most likely to have no occasional mode of commuting (59%), followed by pedestrians (38%), users of vehicle with multiple passengers (33%), and public transit riders (32%) (Figure 5). Some who commute alone by car may feel they have no other viable mode available, they can enjoy quicker travel time and it might be more convenient (see more details when it comes to reasons for driving in Section 3.1.1). This could be particularly important if they live far from their destination and public transit significantly increases their commute time. Cyclists often prefer to switch to a different mode according to the weather.

[4] About 1% of respondents indicated that they commuted by other modes of commuting, had no primary modes of commuting or preferred not to answer. Their proportion is omitted from Figure 4.

Figure 5: Percentage of NCR respondents with no occasional mode of commuting by primary mode of commuting



Note:The green color for the "Total" bar is used to highlight the average proportion for all categories combined (in this case, all primary modes of commuting combined). The same applies in subsequent figures where the "Total" bar is displayed and highlighed.

2.2.2 Residential subareas by primary mode of commuting

Ottawa respondents using active modes of commuting were more likely to live in inner areas of the city. For instance, 69% of Ottawa respondents who reported walking lived in the Ottawa inner city (69%), while less than one-in-ten (7%) lived in outer suburbs. Ottawa respondents who drove alone were the opposite of these stats with 7% living in Ottawa inner city and 56% living in Ottawa outer suburbs (Figure 6).

Figure 6: Primary modes of commuting by area - City of Ottawa

Ottawa area	Total (n=2,672)	Modes of commuting				
		Driving alone (car, motorcycles) (n=1,363)	Vehicle with multiple passengers (n=90)	Public transit (n=715)	Bicycling (n=284)	Walking (n=208)
Inner city	17%	7%	10%	15%	36%	69%
Inner suburbs	38%	36%	39%	39%	51%	24%
Outer suburbs	45%	56%	51%	46%	13%	7%
Total	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

While exhibiting some of the same overall trends as Ottawa commuters, Gatineau respondents who commuted using active modes were more evenly split across inner and outer residential areas. For instance, one half of Gatineau pedestrians lived in inner city (31%) or inner suburbs (20%), and the other half lived in outer suburbs – West (22%) and outer suburbs – East (28%) (Figure 7).

Figure 7: Primary modes of commuting by area – Ville de Gatineau

Gatineau area	Total (n=793)	Modes of commuting				
		Driving alone (car, motorcycles) (n=443)	Vehicle with multiple passengers (n=22)	Public transit (n=222)	Bicycling (n=69)	Walking (n=30)
Inner city	4%	2%	4%	4%	10%	31%
Inner suburbs	14%	12%	14%	12%	33%	20%
Outer suburbs - WEST	33%	31%	47%	35%	42%	22%
Outer suburbs - EAST	48%	55%	34%	49%	14%	28%
Total	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

2.2.3 Demographics by primary mode of commuting

Age, gender and income varied significantly among respondents by primary mode of commuting. Perhaps the most profound differences were found by age. For instance, while less than half of primary lone drivers (48%) and users of vehicles with multiple passengers (46%) were aged 18 to 44 years, the majority of public transit riders (71%), cyclists (66%) and pedestrians (64%) were in this age group (Figure 8).

Figure 8: Age group by primary mode of commuting in the NCR

Age group	All primary modes of commuting (n=3,465)	Primary mode of commuting				
		Driving alone (car, motorcycles) (n=1,806)	Vehicle with multiple passengers (n=113)	Public transit (n=936)	Bicycling (n=354)	Walking (n=239)
18 to 44	57%	48%	46%	71%	66%	64%
45 to 64	37%	44%	44%	26%	32%	30%
65 and older	6%	8%	10%	3%	1%	6%
Total	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

As for gender, cyclists and lone drivers were more likely to be male (61% and 54% being male) compared to users of vehicles with multiple passengers and pedestrians (with 31% and 45% being male) (Figure 9).

Figure 9: Gender group by Primary mode of commuting in the NCR

Gender	All primary modes of commuting (n=3,465)	Primary mode of commuting				
		Driving alone (car, motorcycles) (n=1,806)	Vehicle with multiple passengers (n=113)	Public transit (n=936)	Bicycling (n=354)	Walking (n=239)
Male+	51%	54%	31%	47%	61%	45%
Female+	49%	46%	69%	53%	39%	55%
Total	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

Note: The questionnaire allowed for three options, including male, female and non-binary. Respondents also had the option to self-describe their gender or to not answer. A few respondents (less than 3%) selected non-binary, self-described their gender or preferred not to answer. Those cases were randomly allocated to male or female gender categories (a common practice), hence the use of male+ and female+ categories in the analysis.

Income varied significantly by primary mode of commuting. For instance, compared to lone drivers, public transit riders were:

- Twice more likely to live in households with lower income brackets (less than $70,000 a year);
- Less likely to live in households earning $150,000 or above (Figure 10).

Figure 10: Income by primary mode of commuting in the NCR

Household Income	All primary modes of commuting (n=3,465)	Primary mode of commuting				
		Driving alone (car, motorcycles) (n=1,806)	Vehicle with multiple passengers (n=113)	Public transit (n=936)	Bicycling (n=354)	Walking (n=239)
$0 to $34,999	4%	3%	2%	7%	3%	6%
$35,000 to $69,999	10%	8%	5%	15%	6%	10%
$70,000 to $99,999	17%	15%	15%	19%	14%	28%
$100,000 to $149,999	24%	24%	27%	22%	28%	22%
$150,000 and above	35%	38%	38%	27%	44%	26%
Don't know/Prefer not to answer	10%	11%	12%	10%	5%	8%
Total	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

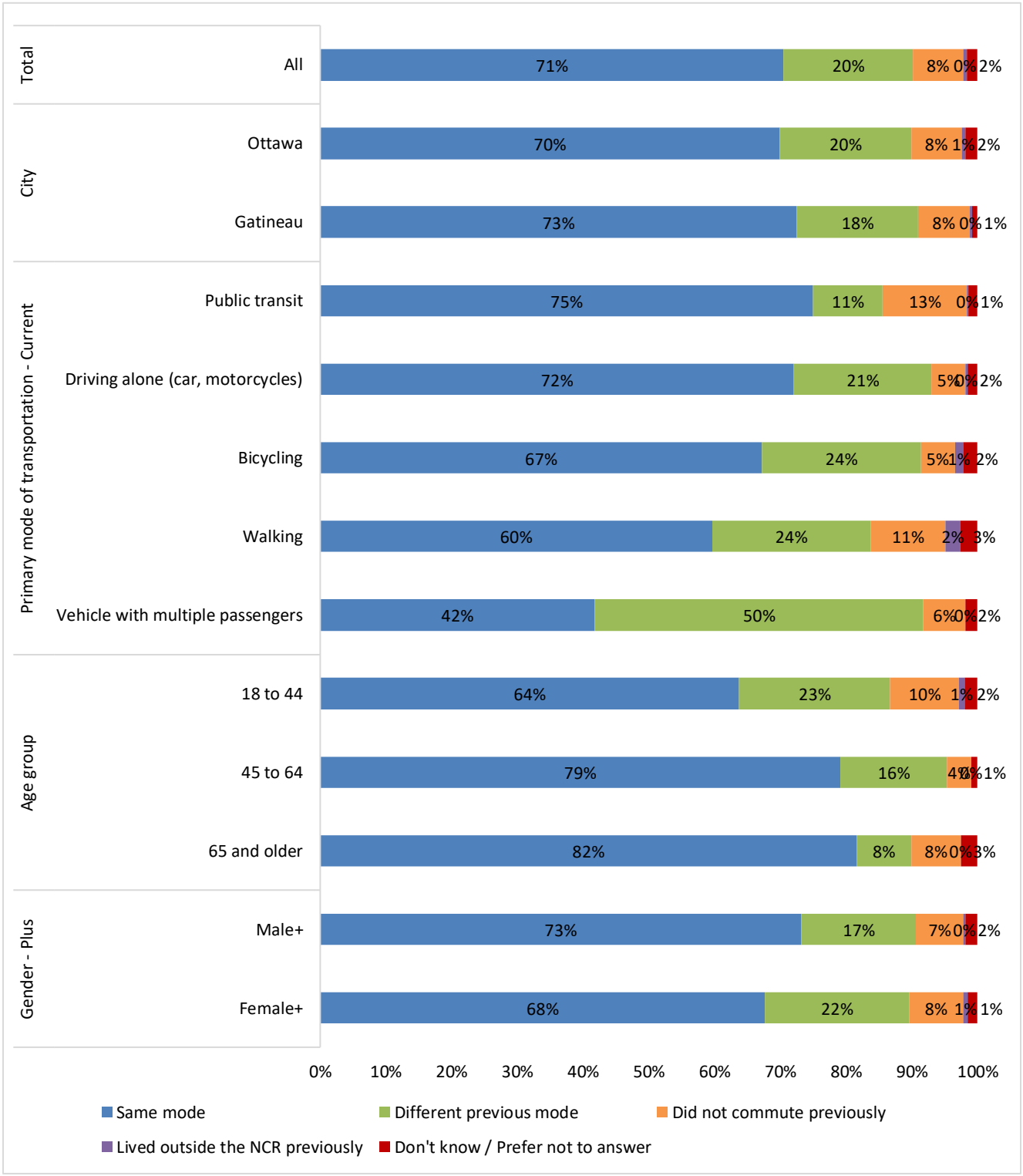
2.3 Primary mode of commuting before and after the pandemic

In 2023, over seven-in-ten respondents in the NCR reported that they travel by the same primary mode of commuting as before the pandemic (71%), whereas one fifth reported commuting by a different mode (20%) (Figure 11).[5] The likelihood of having used a different mode of commuting prior to the pandemic varied significantly by current primary mode of commuting. For instance, lone drivers were more likely to have used a different mode of commuting before the 2020 pandemic (21%) than public transit users (11%). Users of vehicles with multiple passengers were the most likely to have used a different mode of commuting before the pandemic (50%).

Significant differences existed by demographic factors. Younger respondents were significantly more likely to have used a different mode of commuting. For instance, respondents aged 18 to 44 were more likely to have used a different mode of commuting prior to the 2020 pandemic than respondents aged 65 and older (23% vs. 8%). Changes in mode of commuting in the 18 to 44 age range may reflect changes in life circumstances, such as finishing school, changing job, moving or having children. Also, female respondents were more likely to have used a different mode of commuting than male respondents (22% vs. 17%).

[5] The remainder either did not previously commute (8%) or did not provide a response (1%).

Figure 11 : NCR modes of commuting in 2023 vs. before the 2020 pandemic[6]



[6] Some totals here and below may not equal 100% due to rounding.

Of those respondents that changed their mode of commuting (n = 678), the majority were lone drivers in 2023 (56%), followed by public transit users (15%) and bicyclists (13%) (Figure 12). Former public transit riders before the 2020 pandemic (n = 424) were most likely to be lone drivers in 2023 (72%).

Figure 12 : Primary mode of commuting in 2023 by primary mode of commuting before the 2020 pandemic for NCR residents who changed modes during the pandemic (Percentage by current primary mode of commuting)

Primary mode of commuting – in 2023	Primary mode of commuting - Before the 2020 pandemic					
	Driving alone (car, motorcycles) (n=114)	Vehicle with multiple passengers (n=18)	Public transit (n=424)	Bicycling (n=37)	Walking (n=74)	Total (n=678)
Driving alone (car, motorcycles)	8%	28%	72%	57%	41%	56%
Vehicle with multiple passengers	13%	0%	8%	0%	8%	8%
Public transit	44%	56%	3%	16%	31%	15%
Bicycling	21%	17%	9%	14%	19%	13%
Walking	14%	0%	8%	14%	1%	8%
Total	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

Of those respondents that changed their mode of commuting (n = 678), the majority used public transit as their primary mode of commuting before the start of the 2020 pandemic (63%) (Figure 13). Less than one fifth used to be lone drivers or motorcyclists (17%), and slightly more than one-in-ten used to walk to commute (11%). Eight-in-ten new drivers in 2023 (80%) used to be public transit riders before the 2020 pandemic, and half new public transit riders in 2023 (50%) used to be lone drivers before the 2020 pandemic.

Figure 13: Primary mode of commuting in 2023 by primary mode of commuting before the 2020 pandemic for NCR residents who changed modes during the pandemic (Percentage by former primary mode of commuting)

Primary mode of commuting – Before the 2020 pandemic	Primary mode of commuting – in 2023					
	Driving alone (car, motorcycles) (n=379)	Vehicle with multiple passengers (n=57)	Public transit (n=100)	Bicycling (n=85)	Walking (n=57)	Total (n=678)
Driving alone (car, motorcycles)	2%	26%	50%	28%	28%	17%
Vehicle with multiple passengers	1%	0%	10%	4%	0%	3%
Public transit	80%	63%	11%	46%	60%	63%
Bicycling	6%	0%	6%	6%	9%	5%
Walking	8%	11%	23%	16%	2%	11%
Total	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

Note: Column total percentages may be less than 100% owing to “other primary modes of commuting” being omitted in the table.

The data allows to classify respondents that used a specific mode of commuting before the 2020 pandemic by their mode of commuting in 2023, regardless of whether they changed their mode of commuting. Of respondents that were primary public transit riders before the 2020 pandemic, about four-in-ten were no longer using public transit as their main mode of commuting in 2023 (37%) (Figure 14). Of those former primary public transit riders, most switched to driving alone in 2023 (74%) (Figure 15).

Figure 14: Status of NCR respondents that were public transit users before the 2020 pandemic

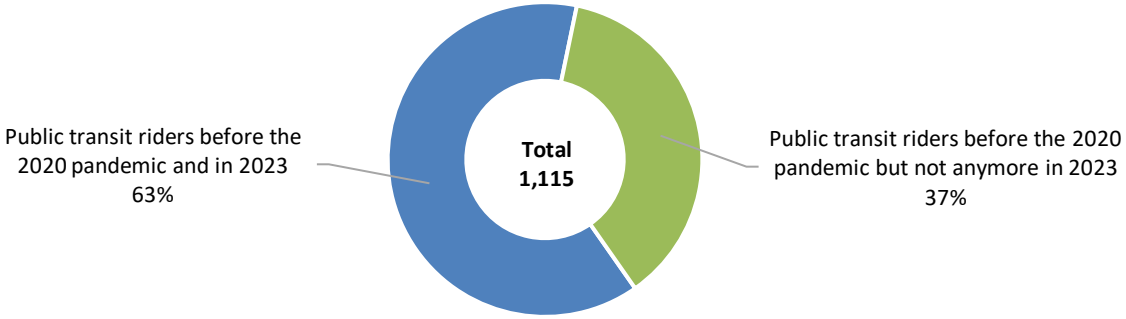
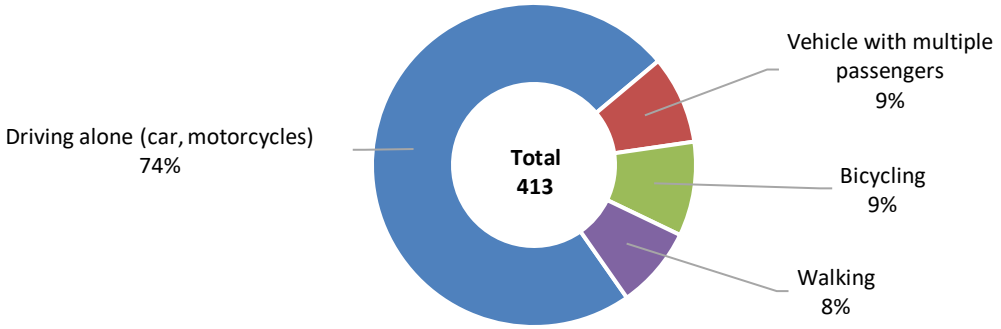


Figure 15: Current primary mode of commuting for former primary public transit riders in the NCR



2.4 Trip length and distance

Respondents were asked about the actual commute trip time (in minutes) or distance (in kilometers). Overall, the average commute trip time was 33 minutes, while the average commute trip distance was 15 kilometers, with modest difference by city (Figure 16). Reported commuting trip times and distances varied significantly by mode of commuting. For instance, public transit rides took 51 minutes on average, about twice the average time of driving alone (27 minutes) (Figure 17). Commuting trip distance was longer for lone drivers/motorcyclists (18 kilometers) than public transit riders (15 kilometers). Walking featured the shortest trip time and trip distance of all modes of commuting.

Respondents were also asked for the maximum time they would be willing to spend commuting from their home to their work, school or other regular commitments on a regular basis. Overall, respondents indicated that they would be willing to spend a maximum of 40 minutes each way (on average) commuting on a regular basis (Figure 16). Primary users of public transit reported being willing to spend the longest time commuting (51 minutes) (Figure 17).

Figure 16 : Mean commute trip: actual time, actual distance, tolerated trip time in the NCR by city

Metric	NCR (n=3,465)	City	
		Ottawa (n=2,672)	Gatineau (n=793)
Actual trip time in minutes	33	33	34
Actual trip distance in kilometers	15	14	16
Tolerated trip time in minutes	40	40	39

Note: Some respondents reported in distance, some in time and some in both. It is unclear if respondents considered the relationship between cycling distance and time in their responses. The sample size for each cell varies from 309 to 3,411.

Figure 17: Mean commute trip: actual time, actual distance, tolerated trip time in the NCR by mode of commuting

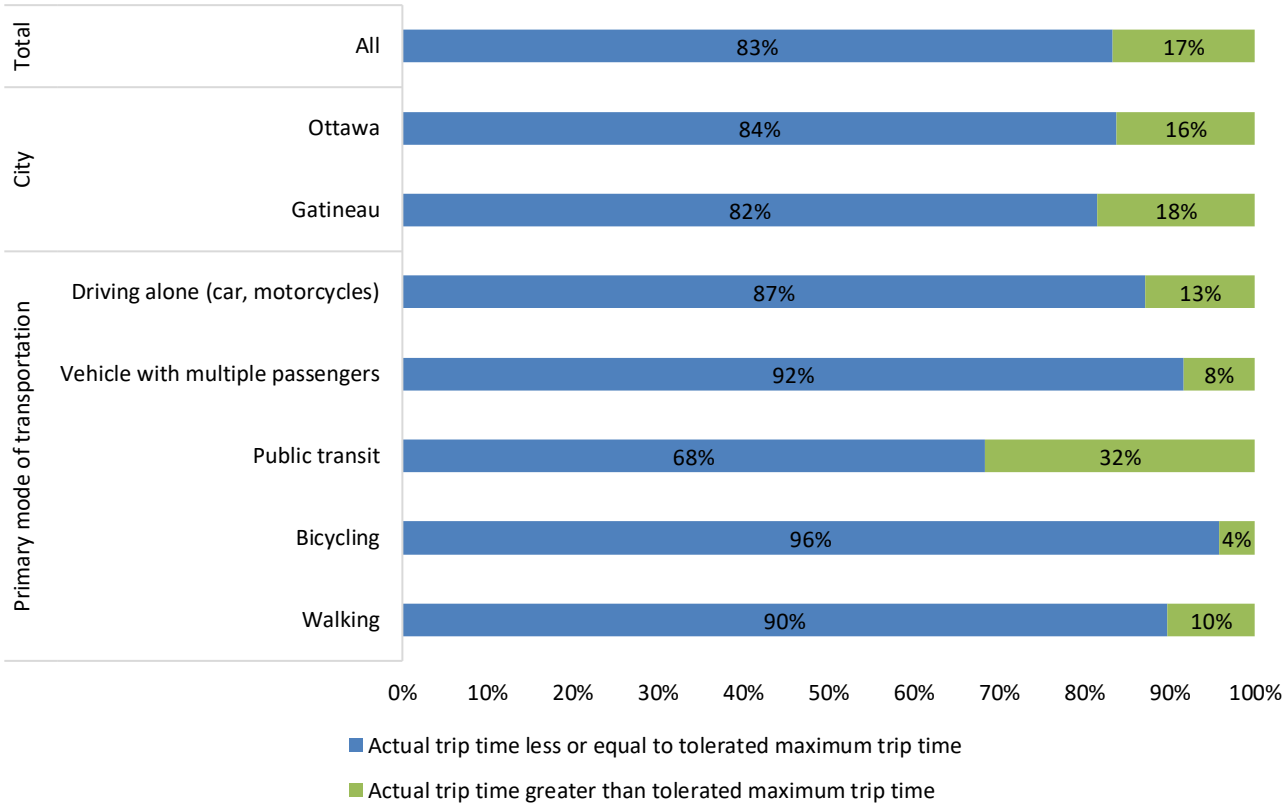
Metric	Total (n=3,465)	Primary mode of commuting				
		Driving alone (n=1,806)	Vehicle with multiple passengers (n=113)	Public transit (n=936)	Bicycling (n=354)	Walking (n=239)
Actual trip time in minutes	33	27	28	51	25	23
Actual trip distance in kilometers	15	18	17	15	9	3
Tolerated trip time in minutes	40	35	39	51	37	34

Note: Some respondents reported in distance, some in time and some in both. It is unclear if respondents considered the relationship between cycling distance and time in their responses. The sample size for each cell varies from 55 to 3,411.

It is interesting to observe that public transit is the only mode of commuting for which the mean commute time (51 minutes) is equal to the mean tolerated commute time (51 minutes).

About two-in-ten respondents in the NCR indicated that they were spending more time commuting than what they were willing to spend (17%) (Figure 18). The most salient differences were observed by primary mode of commuting. For instance, about one third of public transit riders were spending more time commuting than their tolerated maximum commute time (32%), compared to 4% for cyclists.

Figure 18: NCR actual trip time vs. Tolerated maximum trip time by city and primary mode of commuting



Younger respondents spent more time on commute trips and were willing to make longer trips compared to older respondents. The difference may be explained in part by the fact that one-third of respondents in the young category (34%) utilize public transit, whereas just 12% of those 65 and older do. For instance, compared to respondents aged 65 and older, those aged 18 to 44 years:

- Spent about 10 more minutes commuting (27 minutes vs. 36 minutes); and
- Were willing to spend longer time commuting (33 minutes vs. 42 minutes) (Figure 19).

Figure 19: NCR mean commute trip: actual time, actual distance, maximum trip time by age

Metric	All age groups (n=3,465)	Age group		
		18 to 44 (n=1,966)	45 to 64 (n=1,287)	65 and older (n=201)
Actual trip time in minutes	33	36	31	27
Actual trip time in kilometers	15	14	16	15
Maximum trip time	40	42	37	33

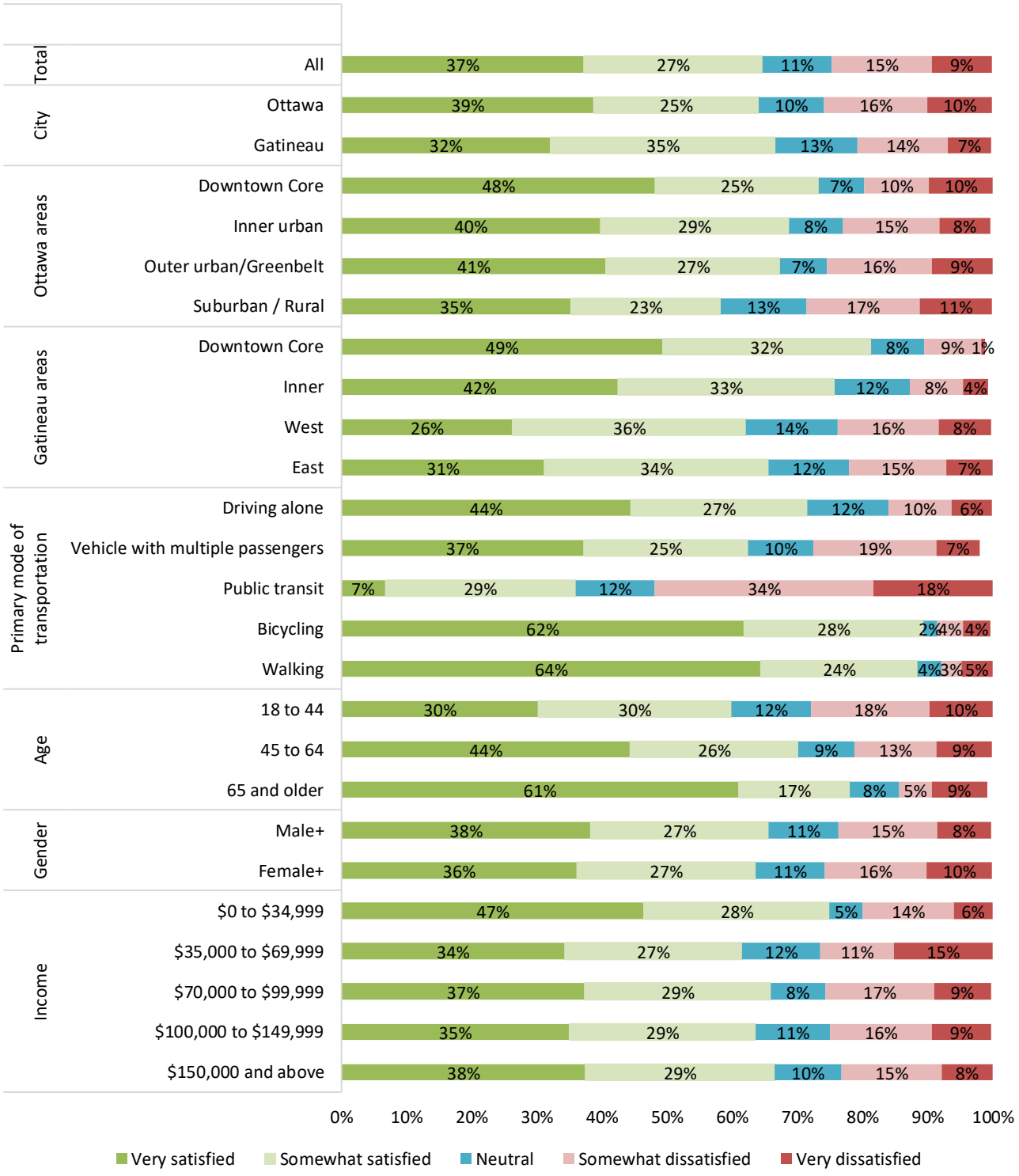
Note: Some respondents reported in distance, some in time and some in both. It is unclear if respondents considered the relationship between cycling distance and time in their responses. The sample size for each cell varies from 66 to 3,411.

2.5 Satisfaction with primary mode of commuting

Respondents in the NCR provided their overall satisfaction with their primary mode of commuting as a means to get to their destination, using a scale of 1 (very dissatisfied) to 5 (very satisfied).

Over six-in-ten respondents were very satisfied (37%) or satisfied (27%) with their primary mode of commuting to get to work, school, or other regular commitments (Figure 20). Respondents' satisfaction varied significantly by primary mode of commuting. Satisfaction was the highest among users of active modes and the lowest among public transit users. Nine-in-ten primary cyclists were very satisfied (62%) or satisfied (28%); and almost nine-in-ten primary pedestrians were very satisfied (64%) or satisfied (24%). However, fewer than four-in-ten primary public transit riders were very satisfied (7%) or satisfied (29%).

Figure 20: Respondents' satisfaction with primary mode of commuting



SECTION 3: COMMUTER EXPERIENCES FOR OTTAWA RESIDENTS

This section presents results pertaining to commuter experiences for Ottawa residents by mode of commuting. The analysis assessed differences by City of Ottawa areas (as defined above in section 1.2) and demographic factors, and any significant and salient differences are highlighted where interesting. Where possible, data is compared to findings from the 2013 Commuter Attitudes Survey.

3.1 Driving

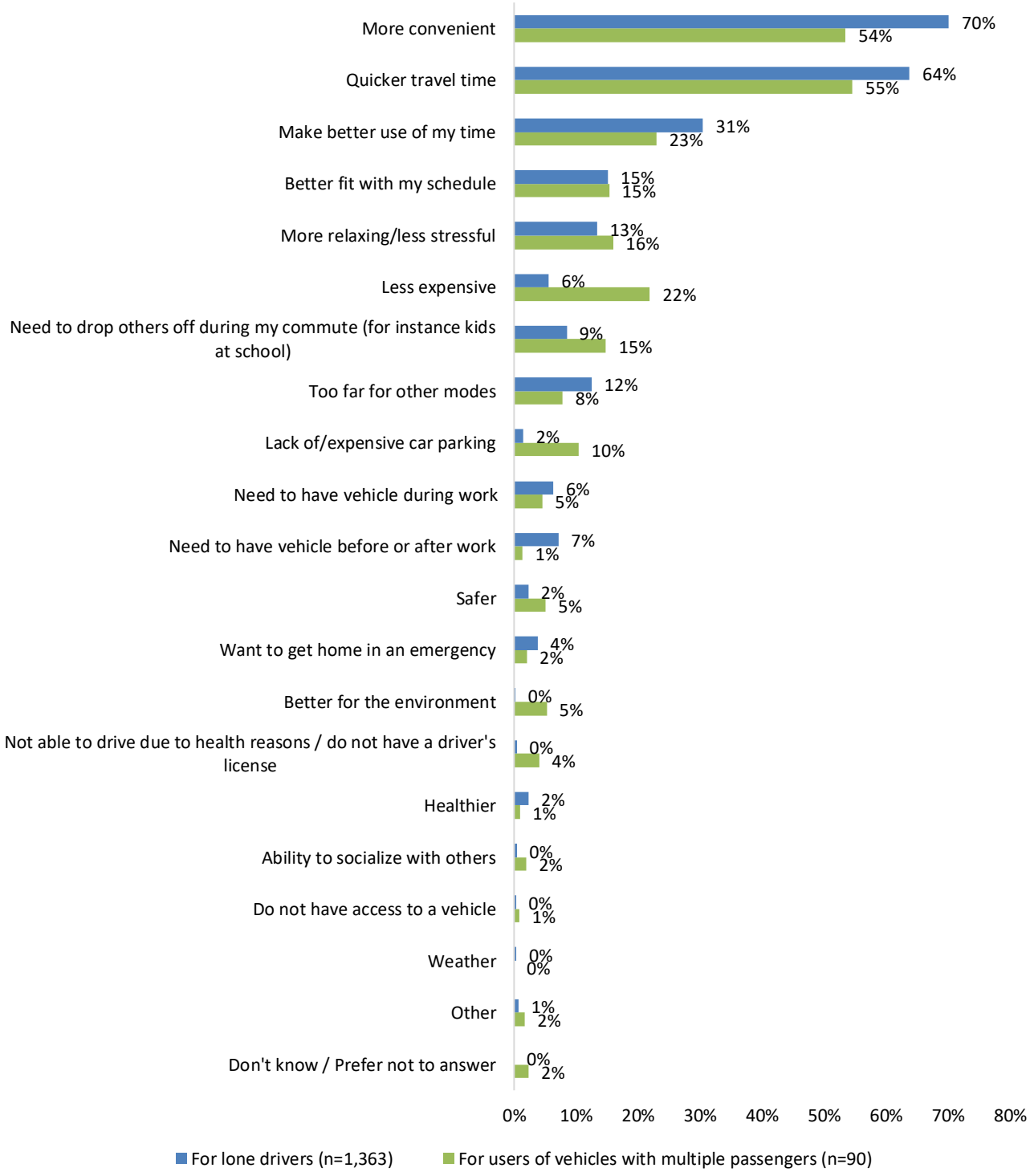
Ottawa drivers[7] provided insights as to reasons for driving as their primary means of transportation. Lone drivers provided insights as to their willingness to pay for parking, and impact of congestion on their commute. Users of vehicles with multiple passengers provided insights as to whom they travelled with and ways of improving their commute.

3.1.1 Reasons for driving

The top two reasons for driving, whether alone or with other passengers, pertained to trip convenience and length. Most Ottawa lone drivers indicated that they commuted by driving alone because that mode of commuting was more convenient (70%) and resulted in quicker travel time (64%). Similarly, more than half of primary users of vehicles with multiple passengers drove because driving featured quicker travel time (55%) or was more convenient (54%) (Figure 21).

[7] Drivers including lone drivers and users of vehicles with multiple passengers (such as carpool, vanpool, taxi or rideshare)

Figure 21: Reasons for commuting by driving in Ottawa



Note: Each bar shows the percentage of respondents that selected each answer choice. The sum of percentages may exceed 100%.

3.1.2 Willingness to pay for parking

Most lone drivers in Ottawa indicated that they did not pay for parking when driving to their work, school or other commitments (60%) (Figure 22). Lone drivers who did not pay for parking were asked if they would still drive should they have to pay for parking. Results showed that:

- A few of these lone drivers would stop driving should they have to pay for parking (7%);
- Some would still drive regardless (44%); and
- About half of them may still drive depending on parking cost (48%) (Figure 23).

Figure 22: Payment for parking - Ottawa

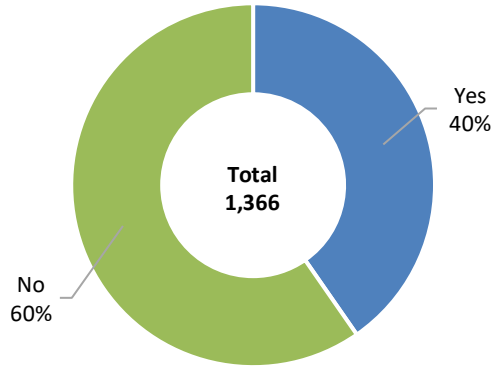
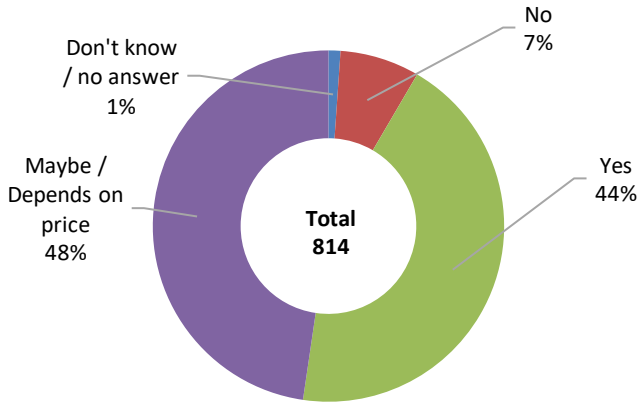
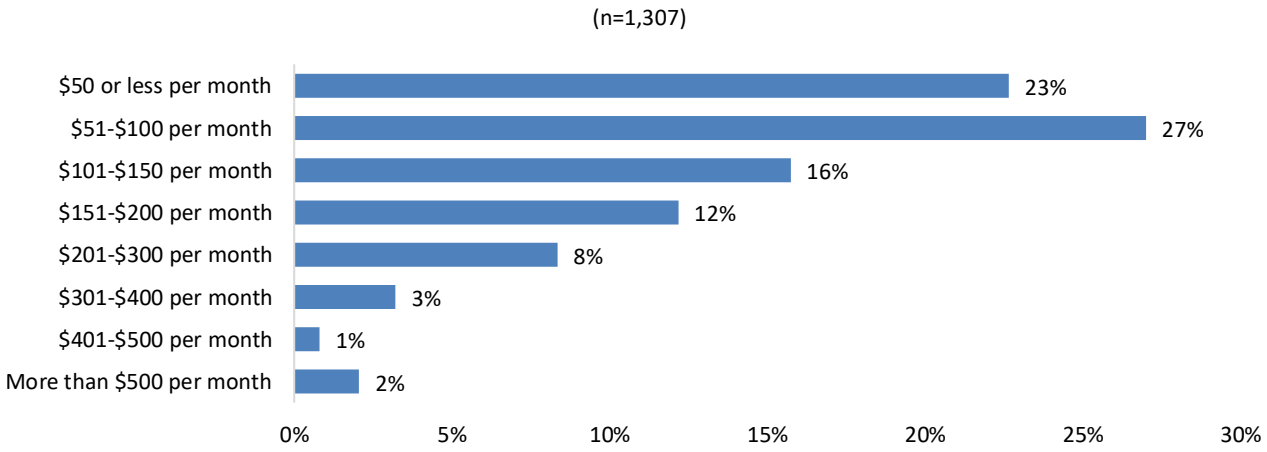


Figure 23: Willingness to drive if paying for parking - Ottawa



Lone drivers that were paying for parking or that would still drive if they had to pay for parking were asked how much they would be willing to pay before they would consider changing their primary mode of commuting, changing jobs, or moving to avoid the increased cost of parking. Results showed that half of lone drivers were willing to pay $100 or less a month (23% answered $50 or less and 27% between $51 and $100) (Figure 24).

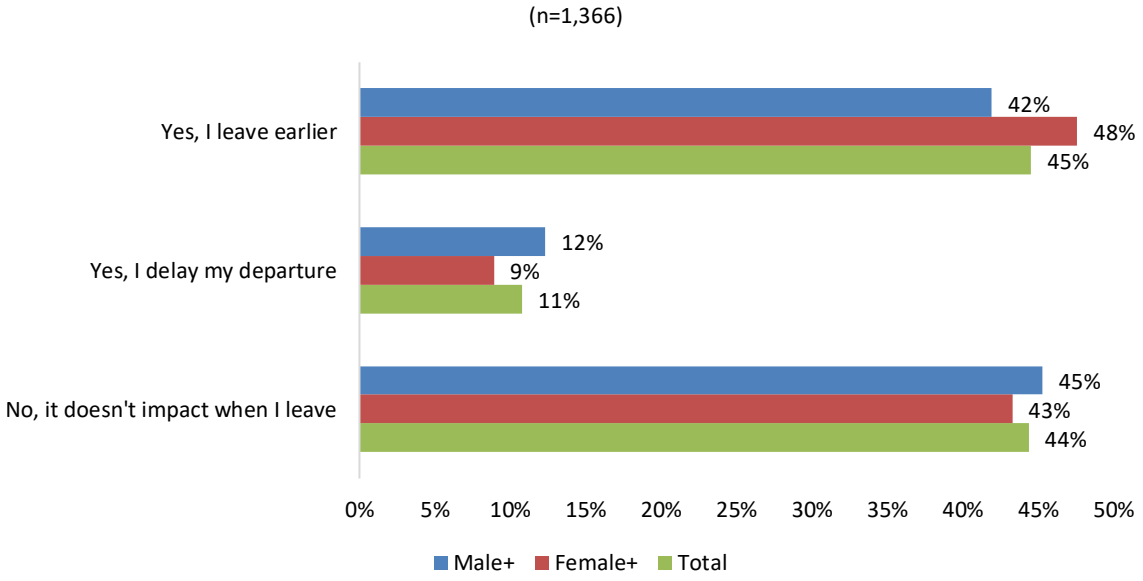
Figure 24: Maximum price for parking per month before considering alternatives



3.1.3 Impact of congestion on commute trip

The level of congestion impacted lone drivers' commute in different ways in Ottawa. For most lone drivers, congestion impacted when they typically left to travel to work, school, or other regular commitments. Overall, over half of lone drivers avoided congestion by leaving earlier (45%) or delaying departure (11%) (Figure 25). Strategies to limit the impact of congestion on travelling to work, school or other regular commitments varied modestly by gender.

Figure 25: Impact of congestion on travel to work, school, or other regular commitment - Ottawa

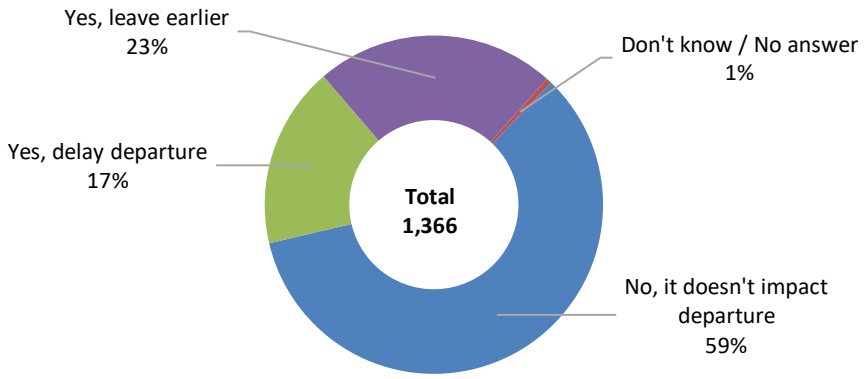


Note: Each bar shows the percentage of respondents that selected each answer choice. The sum of percentages by answer choice may be less than 100% because of a few "Don't know/No answer" cases.

When it comes to travelling back from their work, school or other regular commitments, fewer lone drivers changed their travel plans because of congestion, relative to traveling to their commute destination. While over five-in-ten lone drivers (56%) changed their travel to work, school, or other regular commitments (as shown above), only four-in-ten lone drivers (40%) changed their travel from their work, school, or other regular commitments by leaving earlier (23%) or delaying their departure (17%) (Figure 26).[8]

[8] Strategies to mitigate the impact of congestion on travelling back from work, school or other regular commitments did not vary significantly by gender or age group, and no clear trend emerged by income group.

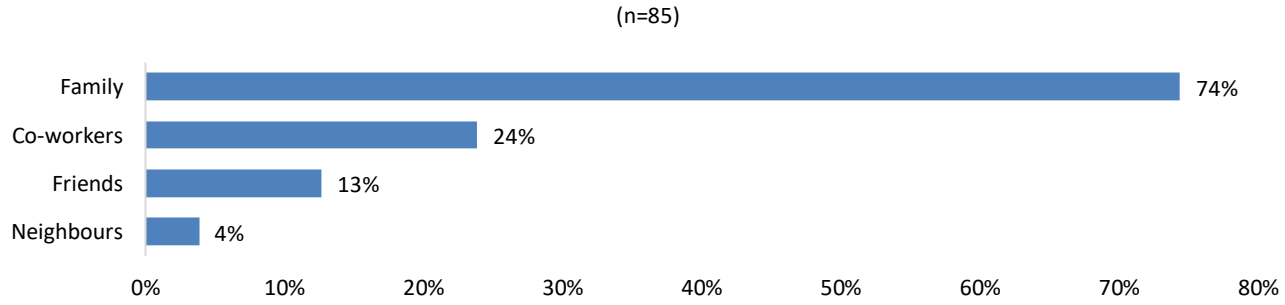
Figure 26: Impact of congestion on travel from work, school, or other regular commitment - Ottawa



3.1.4 Users of carpool and vanpool

Ottawa primary users of vehicles with multiple passengers provided insights as to whom they shared the commute with. In 2023, most primary users of carpool and vanpool travelled with family members (74%) (Figure 27). Some primary users of carpool and vanpool travelled with co-workers (24%), and a few shared the ride with friends (13%) or neighbours (4%). No survey respondent indicated that they carpooled or vanpooled with people from a carpool/ride-matching application.

Figure 27: With whom do Ottawa primary users of carpool and vanpool travel with



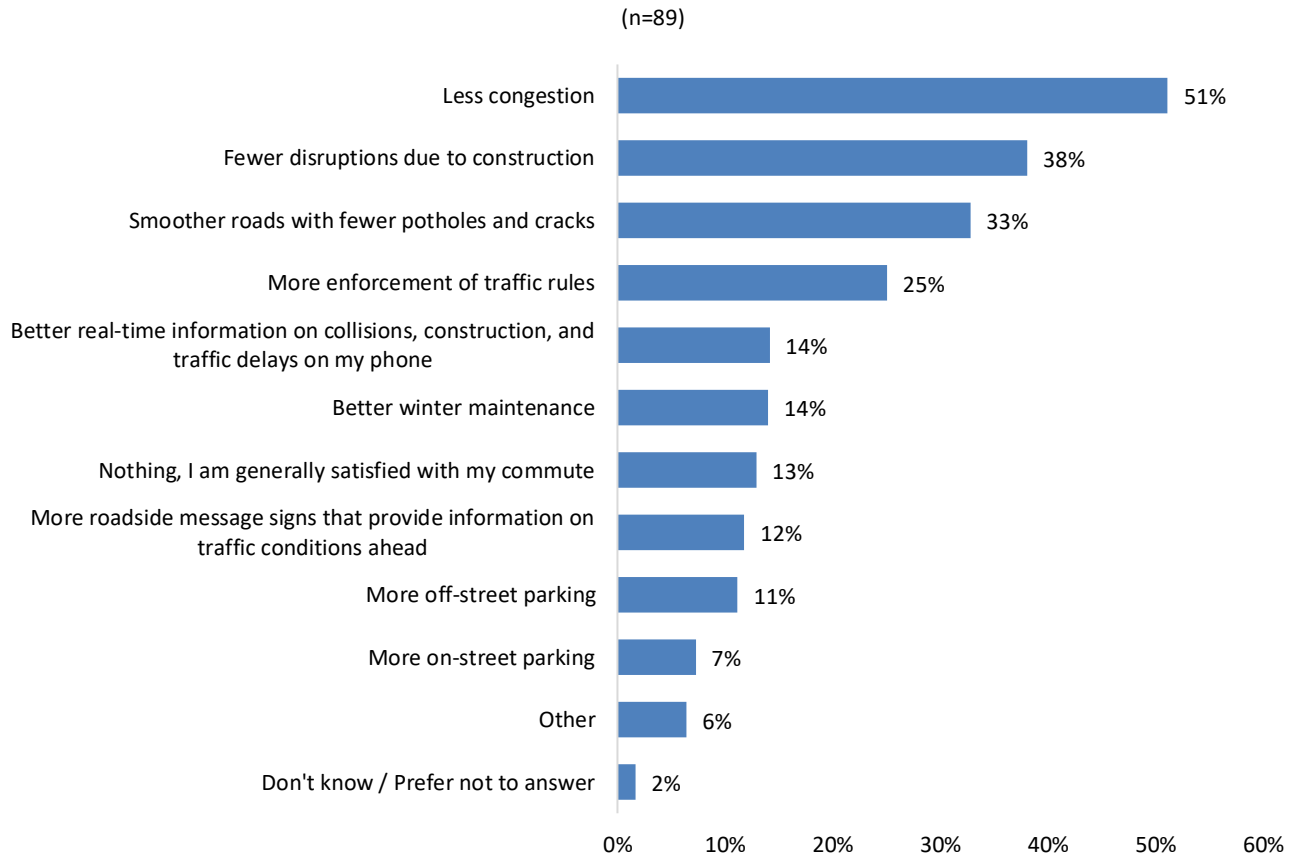
Source: 2023 Commuter Attitudes Survey (based on weighted data) and 2013 Commuter Attitudes Survey.
Note: Each bar shows the percentage of respondents that selected each answer choice. The sum of percentages may exceed 100%.

3.1.5 Recommendations to improve carpooling and vanpooling

Ottawa primary users of carpool and vanpool provided insights as to ways of improving their commuting drive. (This question was not asked of lone drivers.) The most common factors that could improve the drive of Ottawa primary carpoolers and vanpoolers included:

- Less congestion (51%);
- Fewer disruptions due to construction (38%);
- Smoother roads with fewer potholes and cracks (33%); and
- More enforcement of traffic rules (25%) (Figure 28).

Figure 28: Factors that could improve carpooling and vanpooling drive in Ottawa



Note: Each bar shows the percentage of respondents that selected each answer choice. The sum of percentages may exceed 100%.

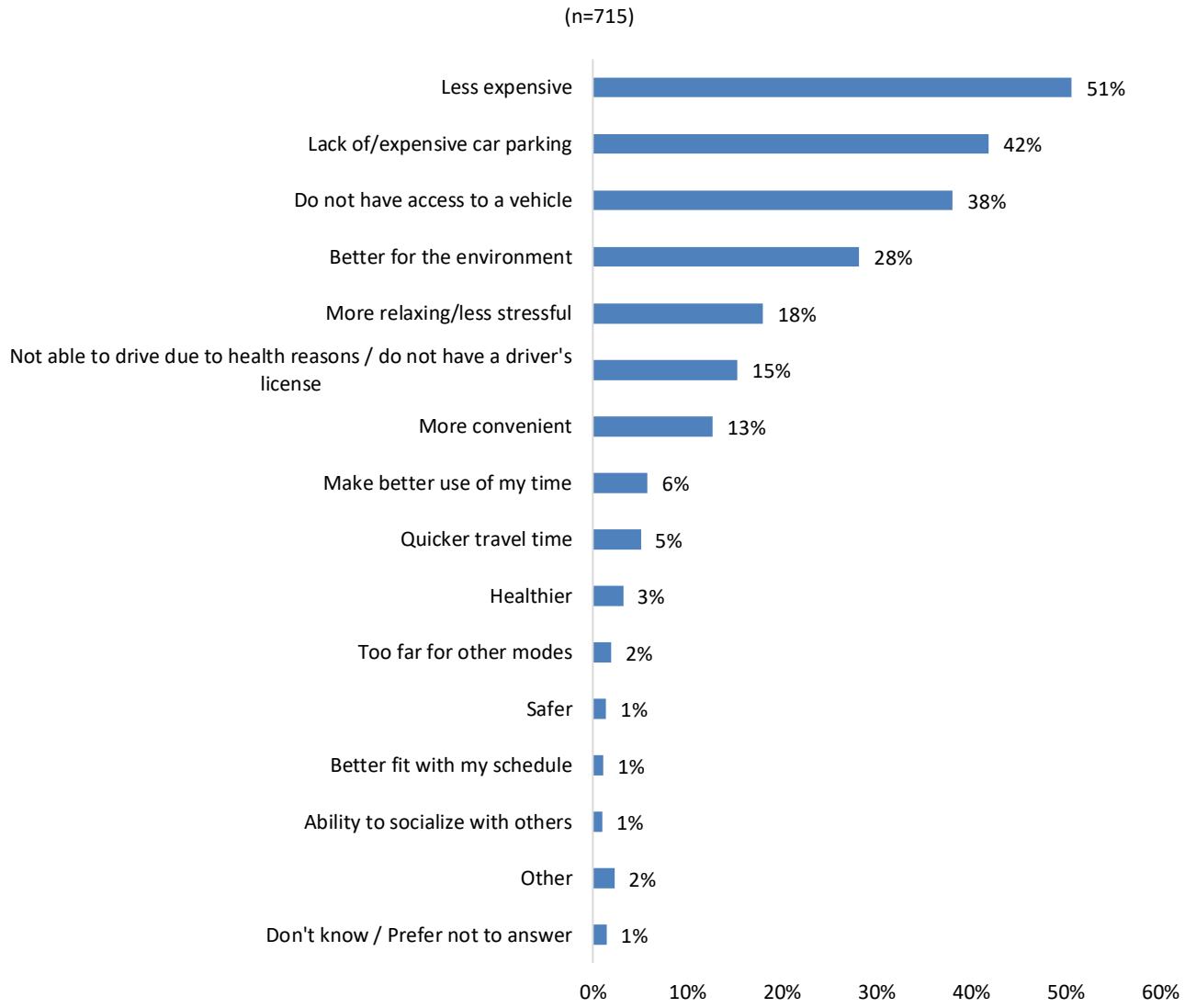
3.2 Using public transit

Ottawa respondents that used public transit as their primary mode of commuting provided insights as to reasons for using public transit, recommendations to improve their transit, as well as factors that would influence more usage of public transit.

3.2.1 Reasons for using public transit

The top two reasons for using public transit pertained to affordability and cost of using alternative modes of commuting. More than half of public transit riders indicated that they commuted by public transit because it was less expensive (51%) (Figure 29). Over four-in-ten public transit riders indicated that they commuted by public transit owing to lack of car parking or expensive parking cost (42%). Other common reasons for using public transit included not having access to a vehicle (38%) and the fact that using public transit was better for the environment, as compared to driving (28%).

Figure 29: Reasons for commuting by public transit - Ottawa



Note: Each bar shows the percentage of respondents that selected each answer choice. The sum of percentages may exceed 100%.

The proportion of Ottawa respondents using public transit owing to not having access to a vehicle varied significantly by area of residence and demographic factors.[9] Respondents residing in Ottawa's downtown core were twice as likely as those residing in Ottawa's suburban/rural area to commute by public transit owing to not having access to a vehicle (67% vs. 30%) (Figure 30). Respondents aged 18 to 44 were also much more likely than those aged 45 to 64 to commute by public transit for that reason (44% vs. 23%) (Figure 31). Finally, respondents earning less than $35,000 a year were almost three times more likely than those earning $150,000 and above to commute by public transit for that reason (71% vs. 26%) (Figure 32).

[9] The top two reasons for commuting by public transit (i.e., "Less expensive" and "lack of/expensive car parking") did not differ by area and age group, whereas the third reason (i.e., "Not having access to a vehicle") did feature clear trends by area, age group and income.

Figure 30: Commuting by public transit owing to "Not having access to a vehicle" by Ottawa subarea

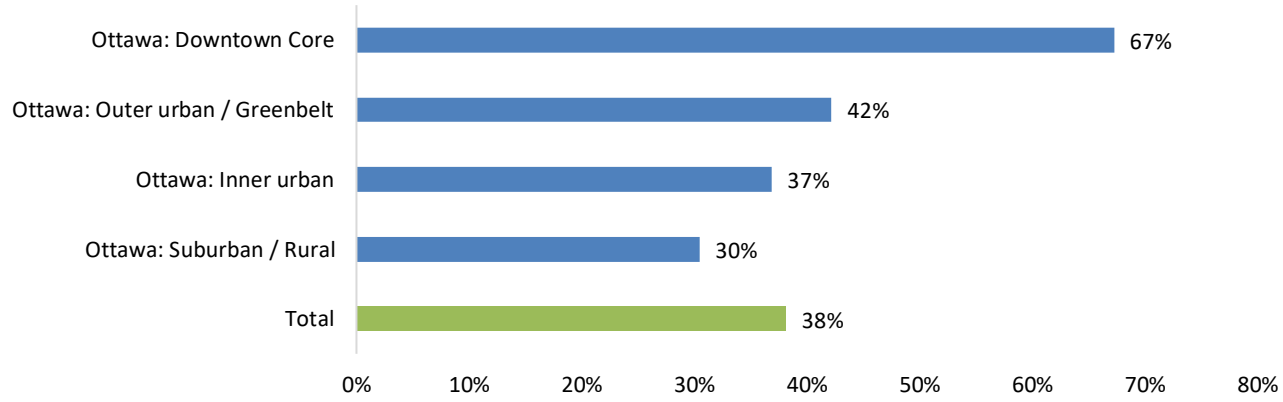


Figure 31: Commuting by public transit owing to "Not having access to a vehicle" by age group - Ottawa

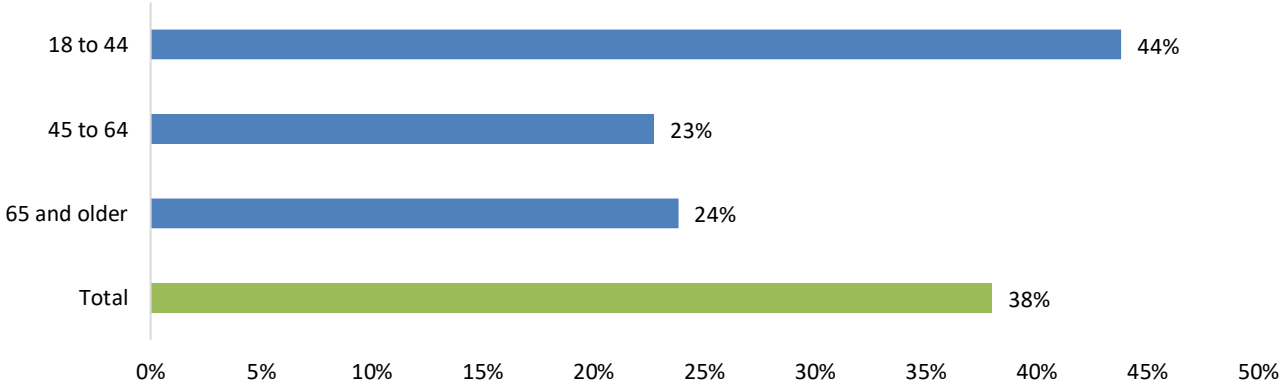
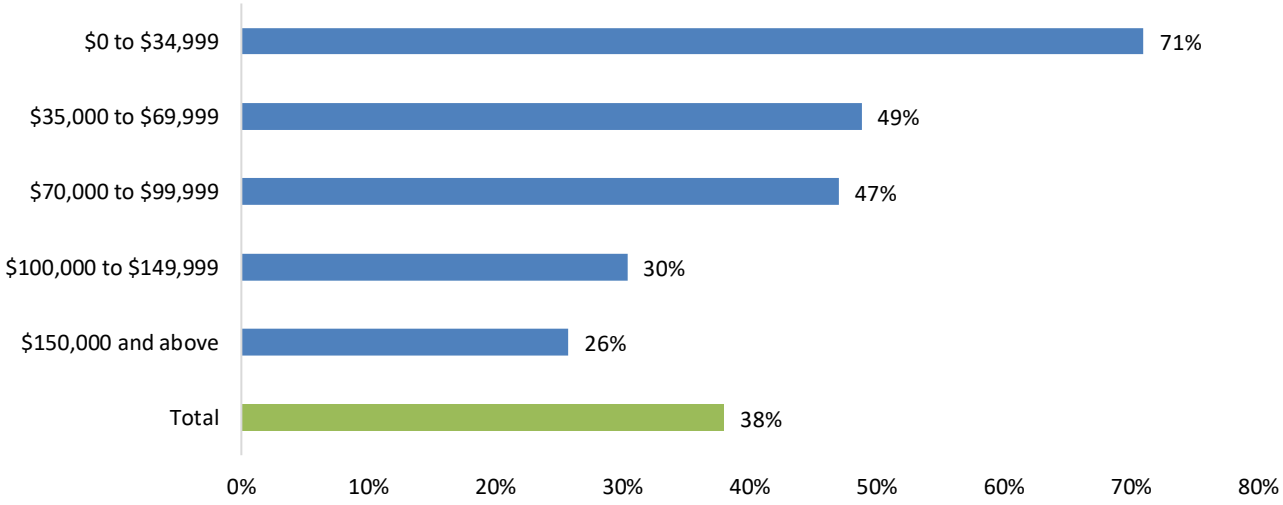


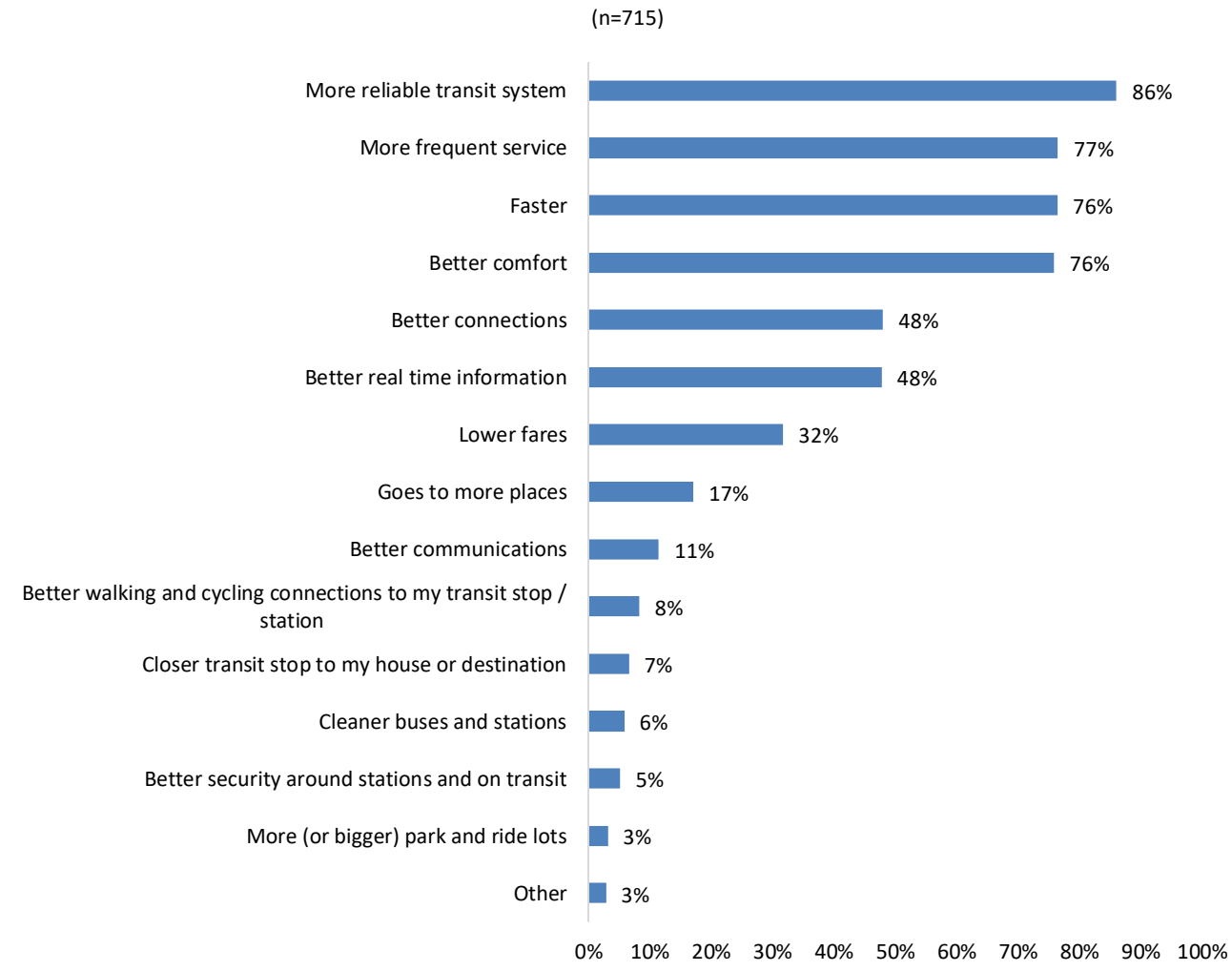
Figure 32: Commuting by public transit owing to "Not having access to a vehicle" by income group - Ottawa



3.2.2 Recommendations to improve transit service

Ottawa public transit riders provided insights on ways to improve public transit service. Over eight-in-ten Ottawa public transit riders recommended more reliable transit system (86%) (Figure 33). In addition, over three quarters of Ottawa public transit riders recommended more frequent service (77%), faster service (76%) and better comfort (76%). About half of Ottawa public transit riders indicated that the transit service could be improved through better real-time information (48%) and better connections (48%).[10]

Figure 33: Recommendations to improve public transit from public transit riders living in Ottawa



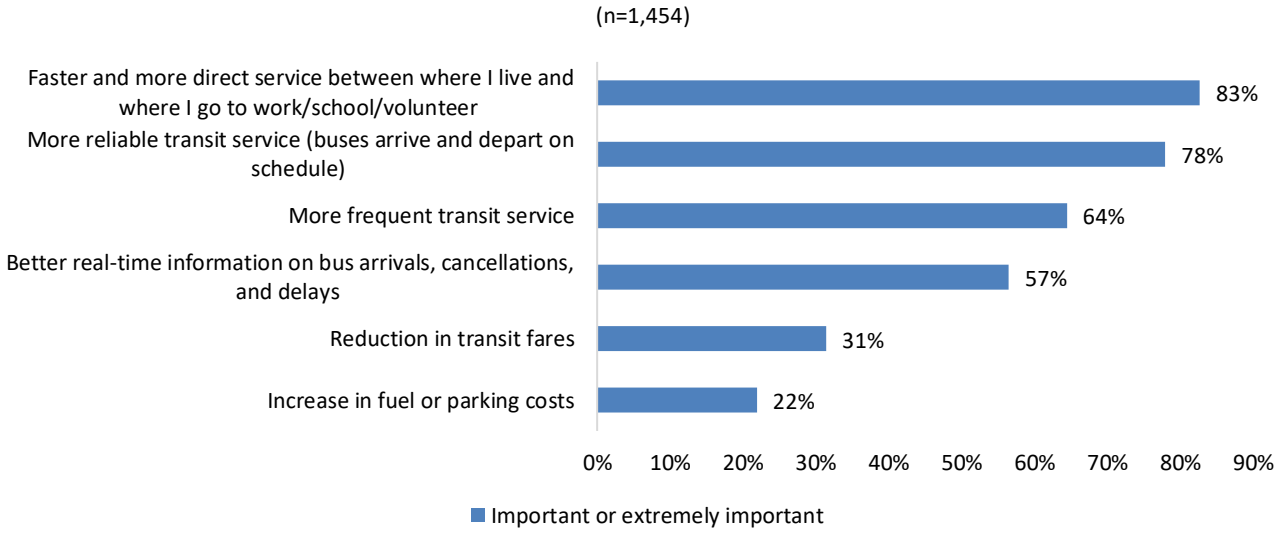
Note: Each bar shows the percentage of respondents that selected each answer choice. The sum of percentages may exceed 100%.

[10] Top recommendations to improve transit service did not vary significantly by Ottawa subarea.

3.2.3 Factors that would influence more usage of public transit

Ottawa lone drivers and respondents using carpool, vanpool, taxi or rideshare provided insights as to factors that would influence them towards commuting by public transit.[11] Results showed that the top factor that would influence those respondents towards using public transit was "faster and more direct service" (83% of respondents indicated that it was important or extremely important); followed by "more reliable transit service" (78%), and "more frequent transit service" (64%) (Figure 34). Less than a third of those respondents indicated that reduction in transit fares would influence them towards commuting by public transit (31%).

Figure 34: Important or extremely important factors that would influence more usage of public transit - Ottawa



Note: Each bar shows the percentage of respondents that ranked each answer choice as important or extremely important.

3.3 Bicycling

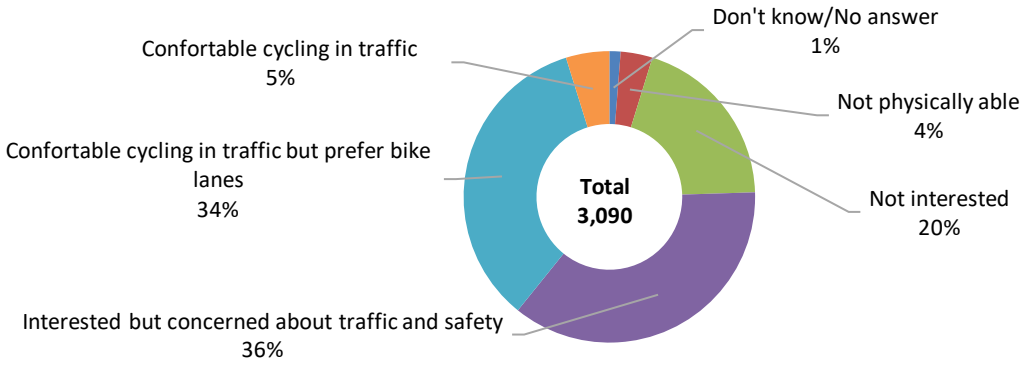
Ottawa respondents provided insights as to their attitudes towards bicycling, and whether they ever rode a bike for any reasons. Primary cyclists provided insights on reasons for bicycling, length and frequency of bicycling, and availability of bike facilities. Respondents other than primary cyclists provided insights as to reasons for not bicycling.

3.3.1 Attitudes and practices towards bicycling

All Ottawa respondents, regardless of their commuter status and primary mode of commuting, were asked how they felt about cycling, including their interest in cycling. Few Ottawa residents indicated they were comfortable cycling in traffic (5%), while over one third of them were comfortable cycling in traffic but preferred bike lanes (34%) (Figure 35). About four-in-ten Ottawa respondents indicated they were interested in bicycling but were concerned about traffic and safety (36%), while one fifth of them indicated that they were not interested in cycling (20%).

[11] They rated various factors using a scale of 1 to 5, where 1 is not important and 5 is extremely important.

Figure 35: Attitudes towards bicycling - Ottawa



Ottawa respondents were also asked the maximum time or distance they would consider riding a bike to commute on a regular basis, should they have a new job or move to a new neighbourhood. Ottawa respondents that provided a maximum time were willing to bike 30 minutes on average at most, and no important differences were observed by Ottawa subarea (Figure 36). Ottawa respondents that provided maximum distance were willing to bike over 12 kilometers on average at most, and no significant differences were observed by Ottawa subarea.

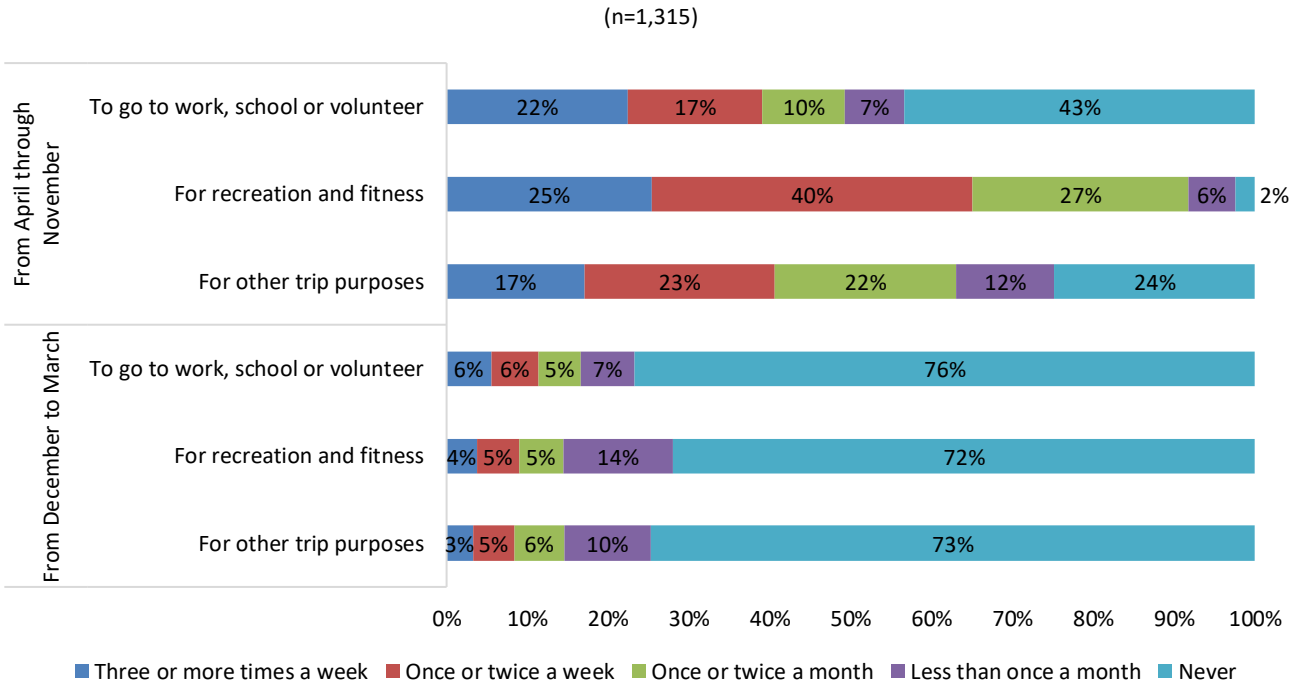
Figure 36: Average tolerable length of commute by bicycling in Ottawa

Maximum willing to commute by bicycle	Total Ottawa (3,090)	Ottawa subarea			
		Downtown Core (n=281)	Inner urban (n=539)	Outer urban / Greenbelt (n=881)	Suburban / Rural (n=1,388)
Mean time in minutes	30	30	31	32	29
Mean distance in kilometers	12	10	11	12	12

Note: Some respondents reported in distance, some in time and some in both. It is unclear if respondents considered the relationship between cycling distance and time in their responses. The sample size for each cell varies from 89 to 2,167.

Ottawa respondents, regardless of their primary mode of commuting, were asked if they rode a bike more than once a month for any reason. Those who did (55%) were asked how often they typically biked for selected reasons by season. The proportion of respondents that never biked to go to work, school or volunteer increased from 43% in April-November to 76% in December-March, likely owing to weather conditions (Figure 37). Overall, the proportion of respondents that biked for any specific reason varied significantly by season. For instance, while four-in-ten respondents biked once or twice a week for recreation and fitness purposes between April and November (40%), very few biked at the same frequency and for the same reason between December and March (5%).

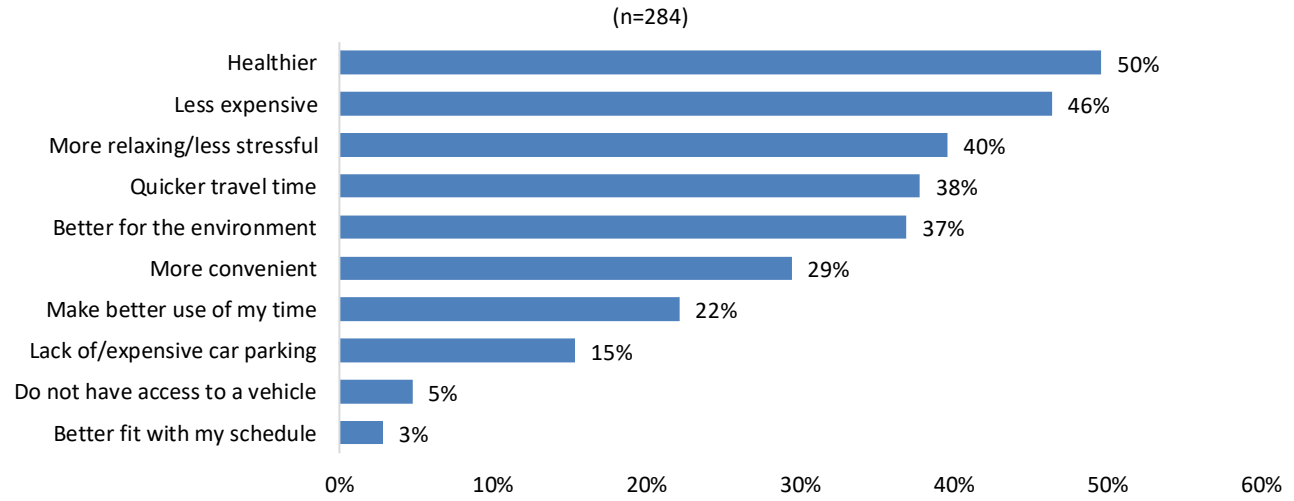
Figure 37: Frequency of biking for selected reasons by season in Ottawa



3.3.2 Reasons for bicycling

Ottawa respondents that bicycled to commute to their work, school or other regular commitments provided insights about the reasons they chose bicycling as their primary mode of commuting. Half of primary cyclists preferred bicycling because it was healthier (50%) (Figure 38). About half of primary cyclists indicated that bicycling was less expensive (46%), and four-in-ten primary cyclists indicated that bicycling was more relaxing or less stressful (40%).

Figure 38: Reasons for commuting by bicycling in Ottawa

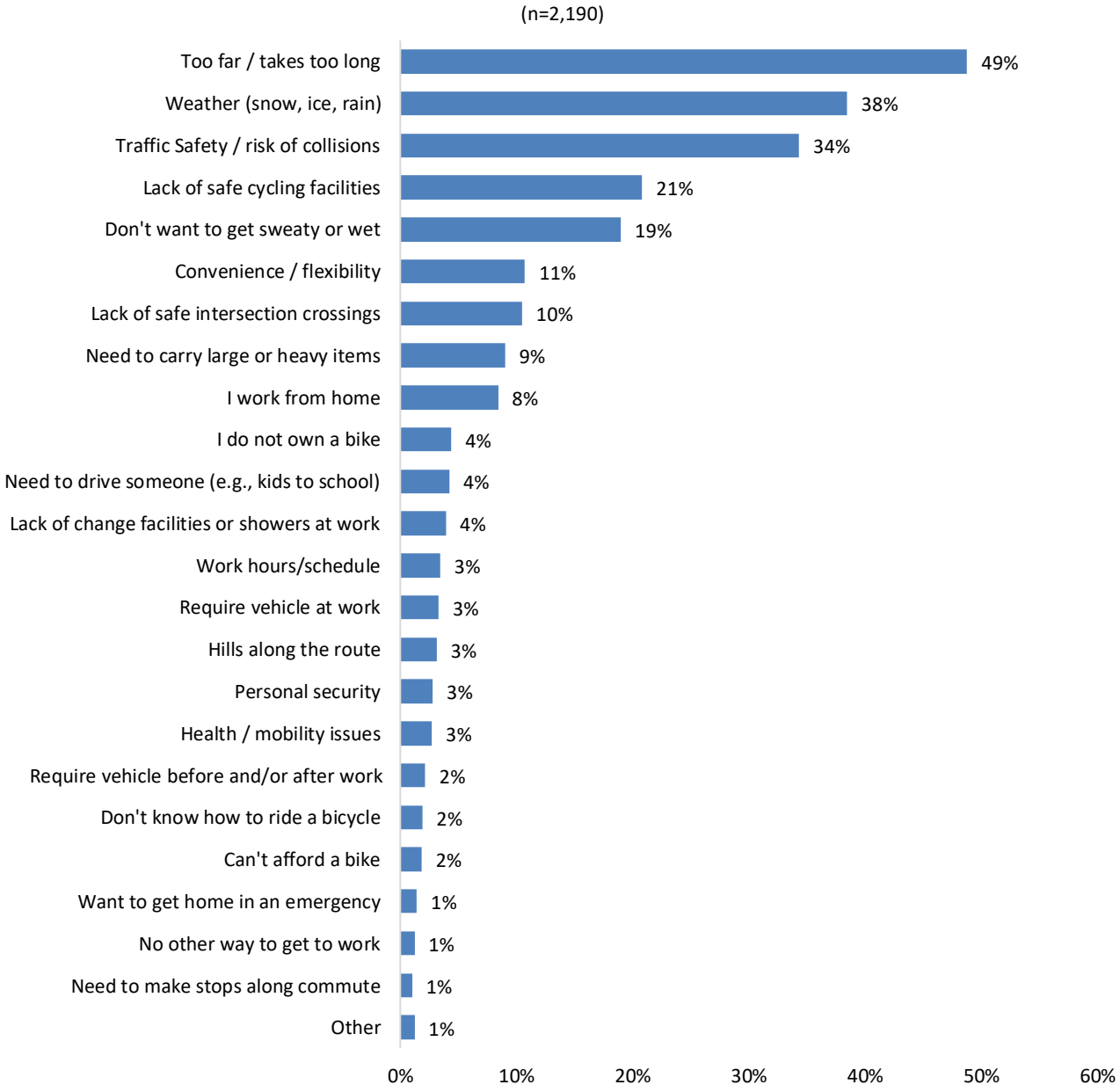


Note: Each bar shows the percentage of respondents that selected each answer choice. The sum of percentages may exceed 100%.

3.3.3 Reasons for not bicycling

Respondents that used primary modes of commuting other than bicycle provided insights as to reasons for not bicycling to commute to their work, school or other regular commitments. About half of them did not commute by bicycling because their destination was too far, in other words it would take too long to reach their destination (49%) (Figure 39). About four-in-ten of those respondents did not commute by bicycle because of weather conditions, such as snow, ice or rain (38%); and more than one third of them were concerned about traffic safety and risk of collisions (34%).

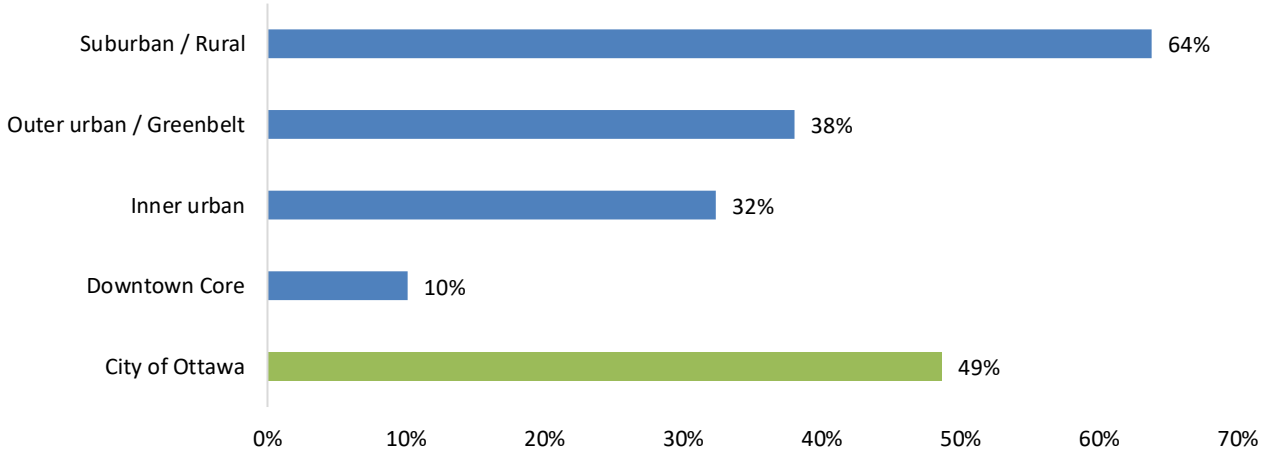
Figure 39: Reasons for not commuting by bicycle in Ottawa



Note: Each bar shows the percentage of respondents that selected each answer choice. The sum of percentages may exceed 100%.

The proportion of respondents that did not commute by bicycling because their destination was too far varied significantly by area of residence. Unsurprisingly, this reason was more common in suburban and rural areas of Ottawa (64%) than in Ottawa downtown core (10%) (Figure 40).

Figure 40: Not commuting by bicycle because the destination was too far, by Ottawa subarea



Note: Each bar shows the percentage of respondents that selected that specific reason for not commuting by bicycle. The sum of percentages may exceed 100%.

3.3.4 Length of bicycling commute

Primary cyclists reported how long (time or distance) they bicycled from their home to their work, school or other regular commitments. Ottawa primary cyclists that provided a time spent 24 minutes (on average) bicycling to their commuting destination, and those that provided the distance bicycled over 9 kilometers to their commuting destination (Figure 41). The time and distance to commuting destination varied significantly by Ottawa area. For instance, compared to primary cyclists living in Ottawa downtown, those living in the outer urban/Greenbelt area spent, on average, almost 50% more time (26 minutes vs. 18 minutes) and distance (9 kilometers vs. 6 kilometers) bicycling from their home to their commuting destination.

Figure 41: Length of commute by bicycling in Ottawa

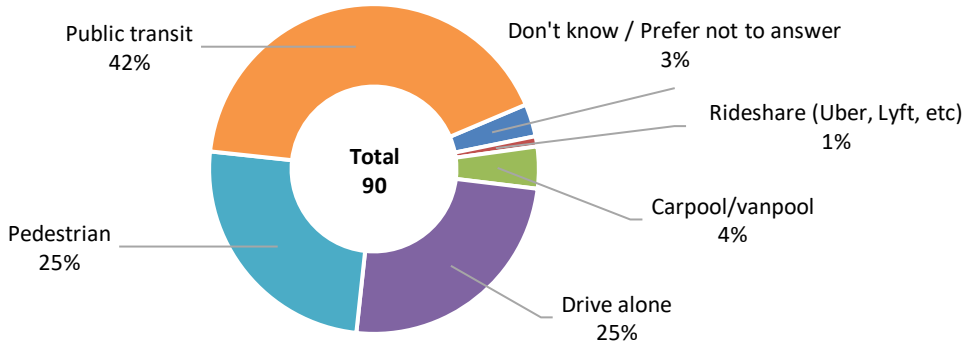
Average length of commute by bicycling	Total Ottawa (n=284)	Ottawa subarea		
		Downtown Core (n=41)	Inner urban (n=109)	Outer urban / Greenbelt (n=105)
Mean time in minutes	24	18	22	26
Mean distance in kilometers	9	6	7	9

Note: Some respondents reported in distance, some in time and some in both. It is unclear if respondents considered the relationship between cycling distance and time in their responses. The sample size for each cell varies from 15 to 268. Elsewhere, tables with subarea analysis for Ottawa include the suburban/rural group, which was omitted from this table owing to a modest sample size.

3.3.5 Alternative modes to bicycling during the winter

Ottawa cyclists that did not bike to work, school or volunteer from December to March were asked for the alternative modes of commuting they most often used during the winter. Over two thirds of Ottawa primary cyclists switched to sustainable modes of commuting during the winter, including public transit (42%) and pedestrian modes (25%) (Figure 42). These proportions of Ottawa cyclists switching to sustainable modes of commuting during the winter were higher than the proportions of Ottawa commuters using those sustainable modes primarily (27% for public transit, and 8% for pedestrian modes). Only a quarter of Ottawa cyclists switched to driving alone during the winter (25%), lower than the proportion of primary lone drivers among all commuters (51%).

Figure 42: Alternatives to Bicycling during the winter - Ottawa

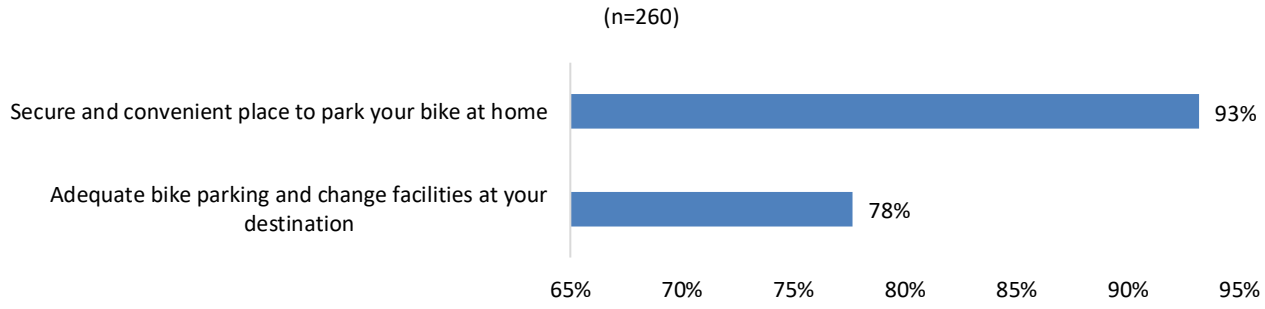


Note: Each bar shows the percentage of respondents that selected each answer choice. The sum of percentages may exceed 100%.

3.3.6 Bike facilities

Almost all primary cyclists in Ottawa indicated that they had access to secure and convenient place to park their bike at home (93%); and the majority had access to adequate bike parking and change facilities at their destination (78%) (Figure 43).

Figure 43: Availability of bike facilities at home and destination - Ottawa



Note: Each bar shows the percentage of respondents that selected "yes".

3.4 Walking

Ottawa respondents provided insights as to their attitudes towards walking, reasons for walking, length and season of walking, and satisfaction with walking.

3.4.1 Attitudes towards walking

Ottawa respondents, regardless of their commuter status and their primary mode of commuting, provided insights as to the maximum time or distance they would consider walking to their commuting destination on a regular basis, should they have a new job or move to a new neighbourhood. Ottawa respondents that provided maximum time were willing to walk for 27 minutes on average at most, with modest differences by Ottawa subarea (Figure 44). Respondents from suburban and rural areas were willing to spend less time walking than respondents from outer urban and the greenbelt areas, who were in turn willing to spend less time walking than respondents in Ottawa downtown and inner urban.

Figure 44: Average limits to walking to commute in Ottawa

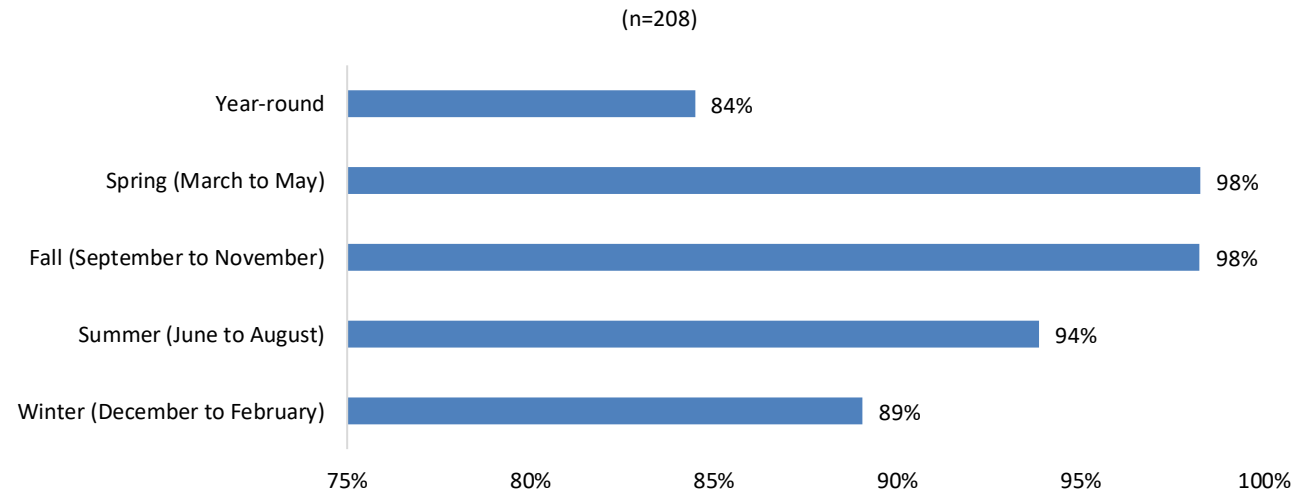
Maximum willing to walk	Total Ottawa (n=3,090)	Ottawa subarea			
		Downtown Core (n=281)	Inner urban (n=539)	Outer urban / Greenbelt (n=881)	Suburban / Rural (n=1,388)
Mean time in minutes	27	31	30	28	25
Mean distance in kilometers	4	4	4	4	4

Note: Some respondents reported in distance, some in time and some in both. It is unclear if respondents considered the relationship between cycling distance and time in their responses. The sample size for each cell varies from 55 to 2,769.

3.4.2 Walking throughout the year

Ottawa primary pedestrians provided insights as to seasons or time of the year they walked to their commute destination. Results showed that most primary pedestrians walked to their commute destination year-round (84%) (Figure 45).

Figure 45: Seasons or time of walking to commute destination - Ottawa

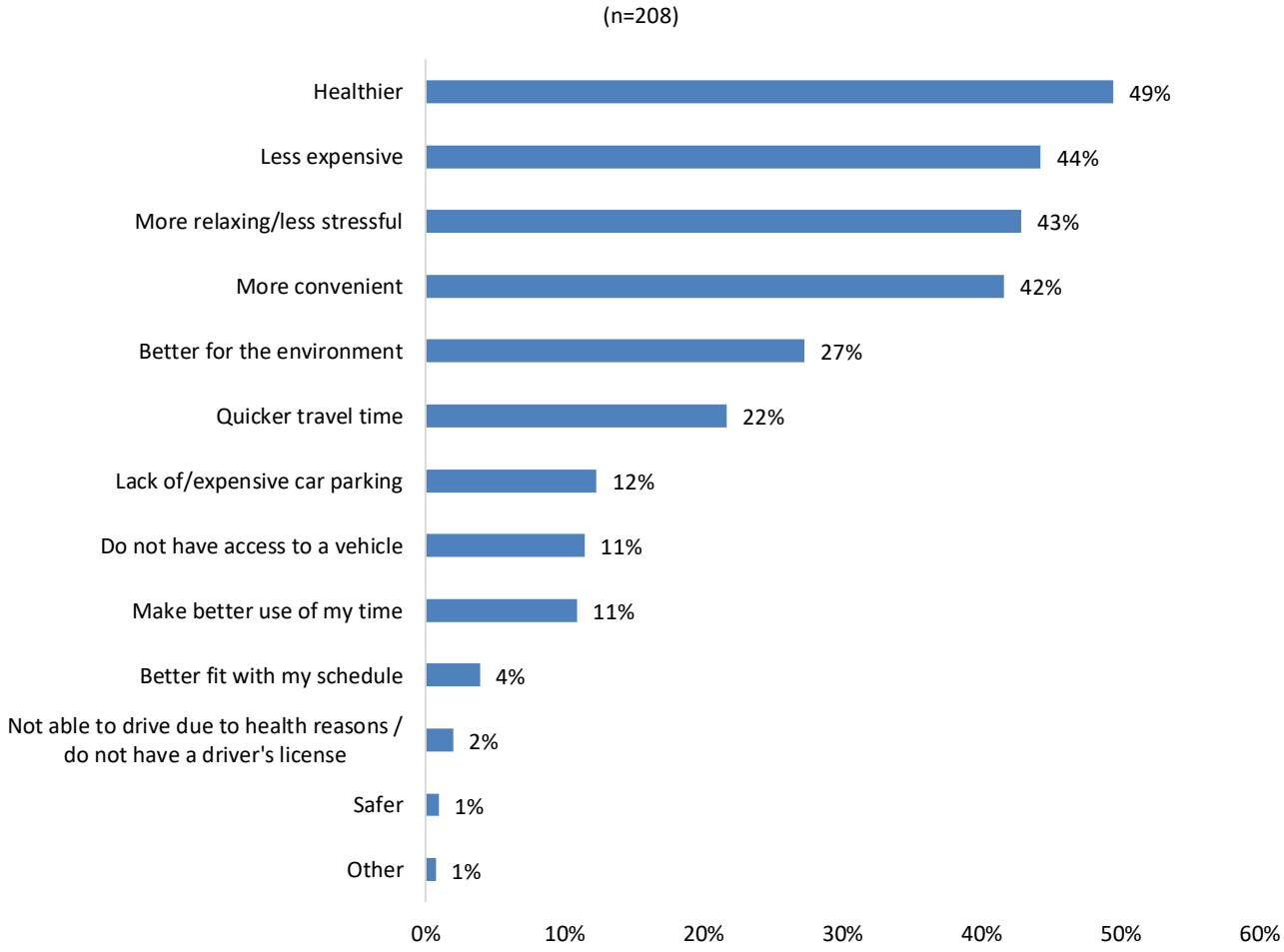


Note: The bar for "year-round" shows the percentage of respondents that selected that answer choice. The bars for other seasons show the sum of the percentage of respondents that selected each specific season and the percentage of respondents that selected "year-round".

3.4.3 Reasons for walking

Ottawa primary pedestrians provided insights as to reasons for walking as their primary mode of commuting. About half of pedestrians preferred walking because it was healthier (49%) (Figure 46). More than four-in-ten primary pedestrians indicated that walking was less expensive (44%), more relaxing and less stressful (43%), and more convenient (42%). Other most common reasons for walking included the fact that walking was better for the environment (27%), and featured quicker travel time (22%).

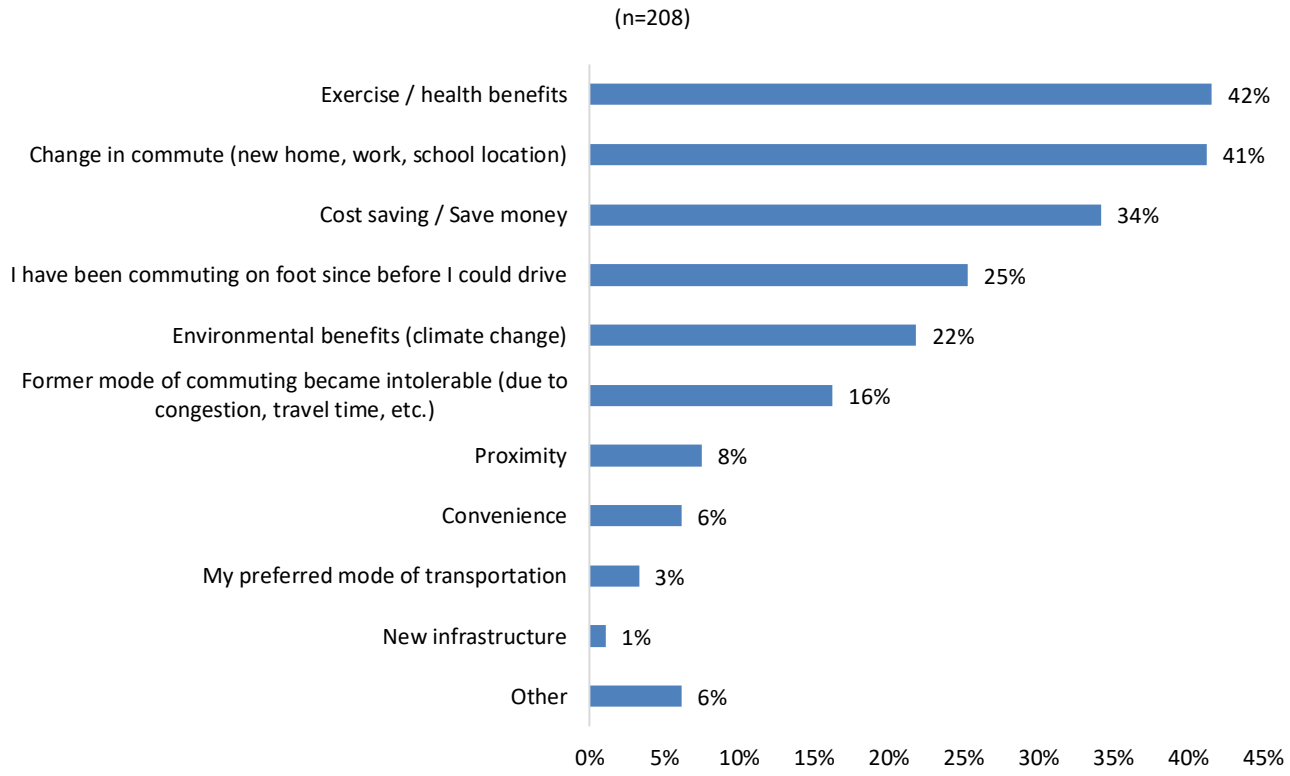
Figure 46: Reasons for walking in Ottawa



Note: Each bar shows the percentage of respondents that selected each answer choice. The sum of percentages may exceed 100%.

Ottawa primary pedestrians were also asked to provide reasons that made them decide to start walking to their commuting destination. More than four-in-ten primary pedestrians started walking because walking was a means of exercising to leverage health benefits (42%); or because they changed their commute origin or destination (41%) (Figure 47). More than a third of primary pedestrians started walking to save money (34%).

Figure 47: Reasons for starting to walk in Ottawa



Note: Each bar shows the percentage of respondents that selected each answer choice. The sum of percentages may exceed 100%.

3.5 Working from home

This section presents findings about working from home for Ottawa residents that were workers, regardless of their commuting status and mode of commuting.

3.5.1 Incidence of working from home

Unsurprisingly, working from home was more prevalent in 2023 than ten years ago. While only 3% of Ottawa workers reported that they worked from home on a regular basis in 2013, the majority of Ottawa workers indicated that they either worked from home exclusively (13%) or through a hybrid work arrangement (59%) (Figure 48). Those working from home exclusively were more likely to be working for an employer (79%), than to be self-employed (15%) or both (5%) (Figure 49). More than a quarter of Ottawa workers worked outside the home exclusively (27%) (Figure 48), mostly because they did not have the option to work from home (77%) (Figure 50).

Figure 48: Incidence of working from home in Ottawa

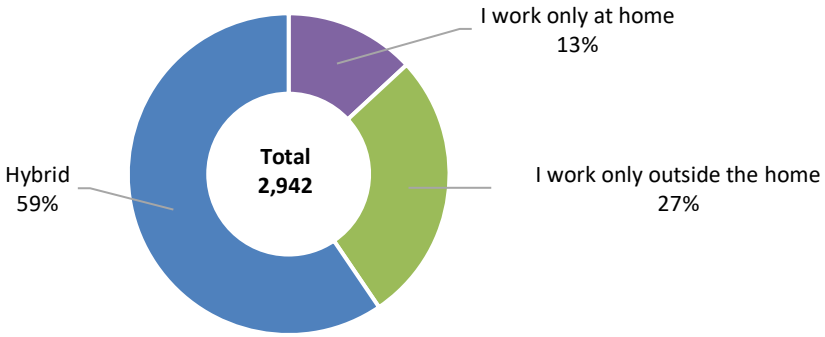


Figure 49: Employment status among Ottawa residents working exclusively from home - Ottawa

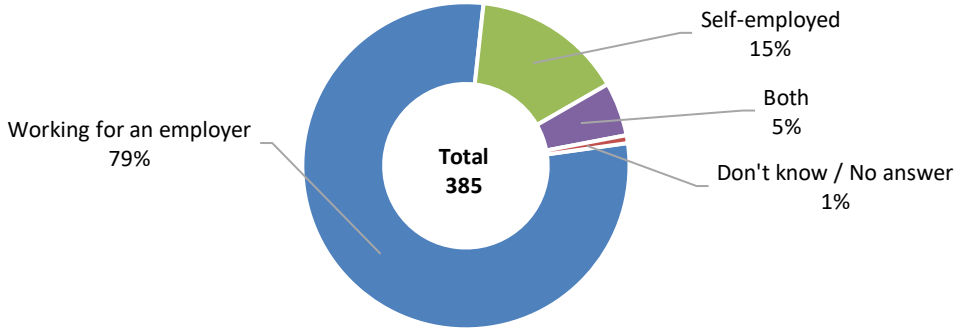
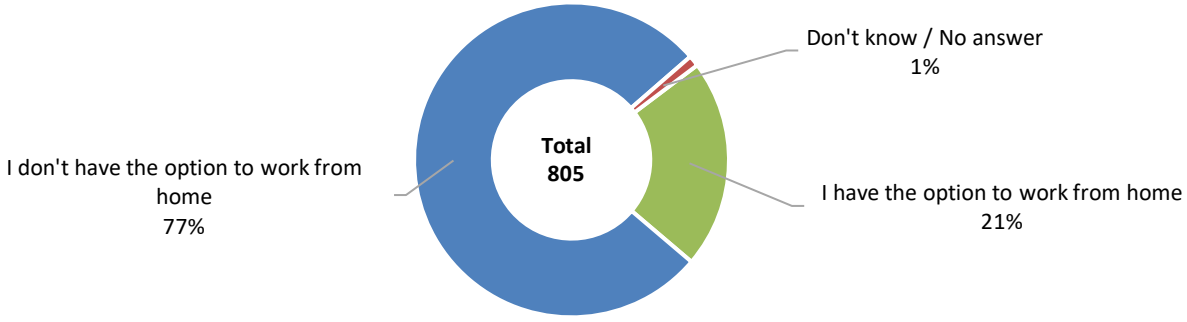


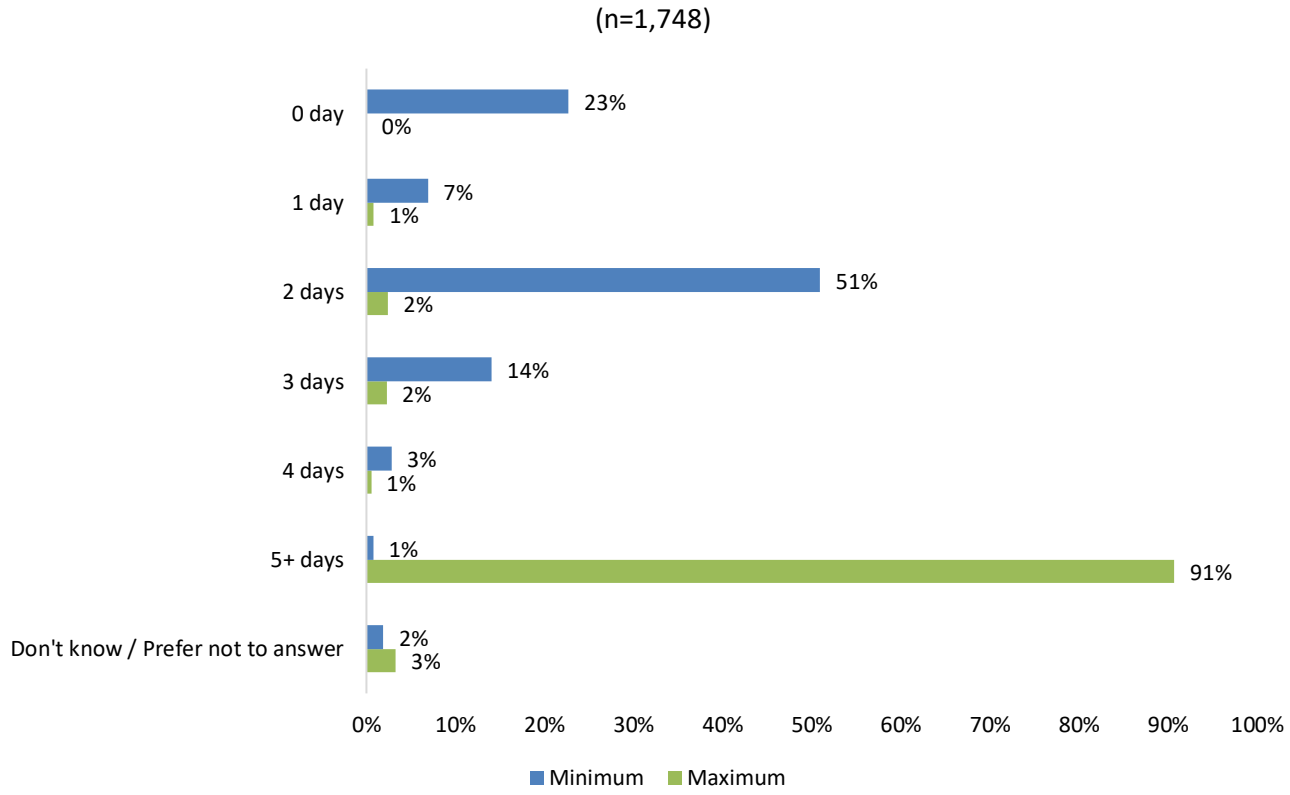
Figure 50: Option of working from home among Ottawa respondents working outside their home - Ottawa



3.5.2 Days of working onsite and from home

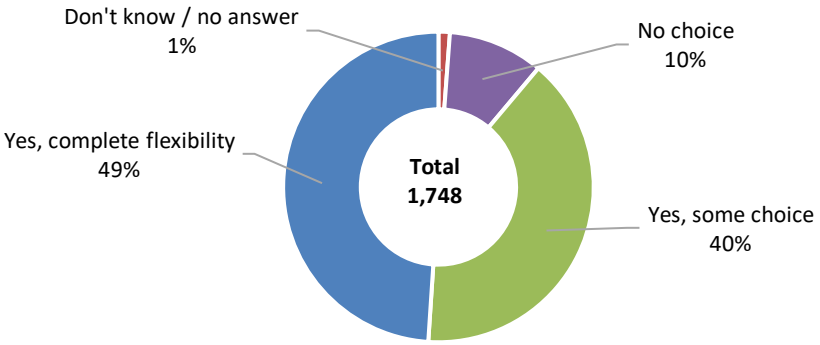
The survey gathered insights from hybrid workers as to the minimum and maximum number of days their employer required them to be in the office weekly. Over half of Ottawa hybrid workers indicated that they were required to be in the office a minimum of two days a week (51%), and a few indicated they were required to be in the office a minimum of three days a week (14%). Most Ottawa hybrid workers had a maximum of five or more days to be in the office weekly (or simply that there was no stated maximum, 91%) (Figure 51).

Figure 51: Minimum and maximum number of days required in the office weekly - Ottawa



About nine-in-ten hybrid workers had either complete flexibility (49%) or some choice (40%) on which days they worked from home (Figure 52).

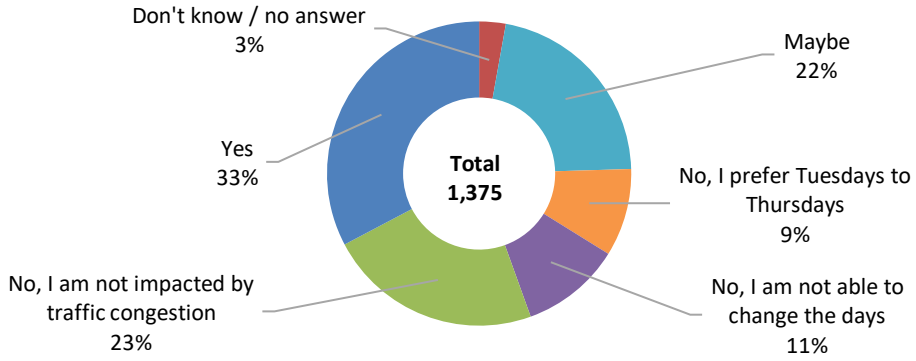
Figure 52: Incidence of choice on which days of working from home for Ottawa workers



Ottawa workers that were not at their place of work on Monday and/or Friday in the previous week were asked if they would consider working in the office on a Monday and/or Friday to avoid the worst traffic congestion. A third of them indicated that they would consider working in the office on those days to avoid traffic congestion (33%) (Figure 53). More than four-in-ten of them indicated that they would not consider such an option owing to various reasons, including the fact that they:

- Were not impacted by traffic congestion (23%);
- Were not able to change the days the worked in the office (11%); or
- Preferred travelling to the office on Tuesdays to Thursdays (9%).

Figure 53: Willingness of Ottawa workers to work in the office on Monday and/or Friday

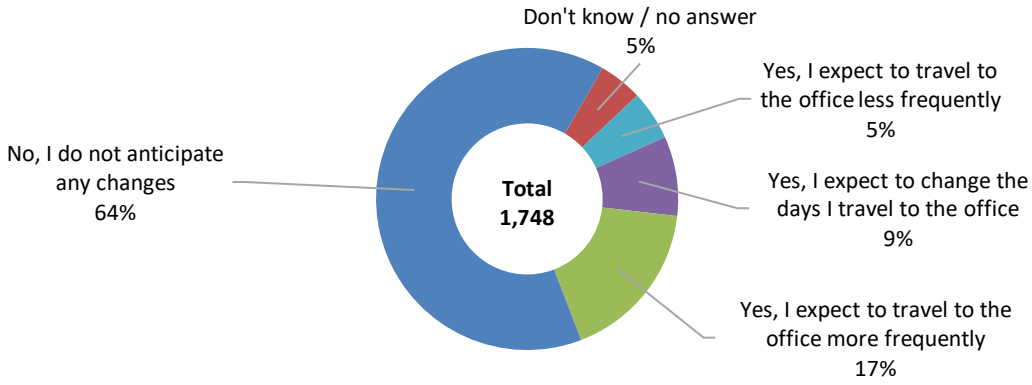


3.5.3 Anticipated changes to hybrid work patterns in the future

Most Ottawa workers did not anticipate any changes to their hybrid work patterns in the next 12 months (64%) (Figure 54). About a third of Ottawa workers expected some forms of change to their hybrid work patterns, including:

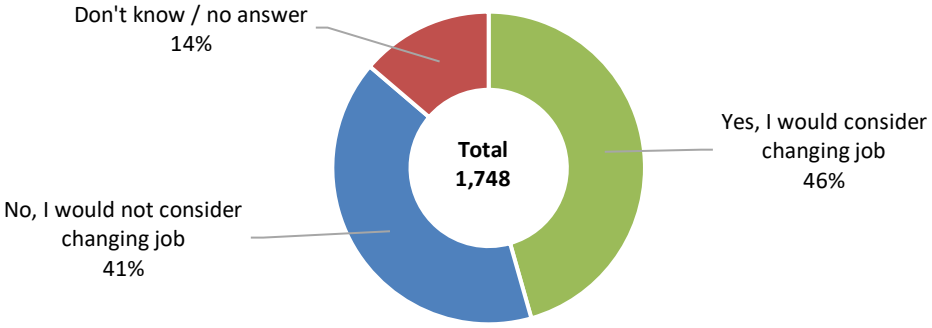
- Travelling to the office more frequently (17%);
- Changing the days they travelled to the office (9%); and
- Travelling to the office less frequently (5%).

Figure 54: Anticipated change to hybrid work patterns in the next 12 months for Ottawa workers



About half of Ottawa respondents indicated that they would consider changing their job should their employer put more restrictive rules in place to return to the office (46%) (Figure 55).

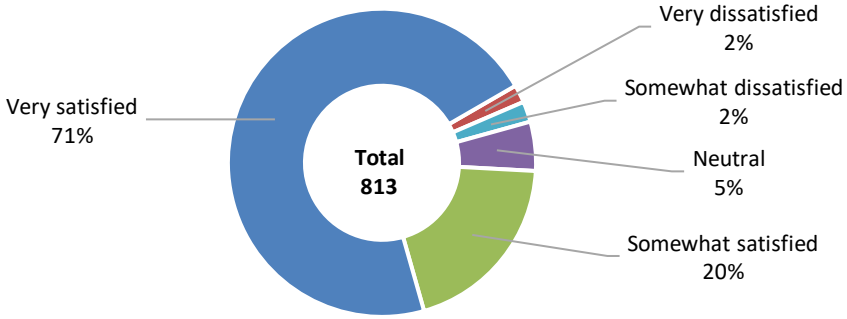
Figure 55: Changing jobs if more restrictive rules are put in place to return to the office for Ottawa workers



3.5.4 Satisfaction with working from home

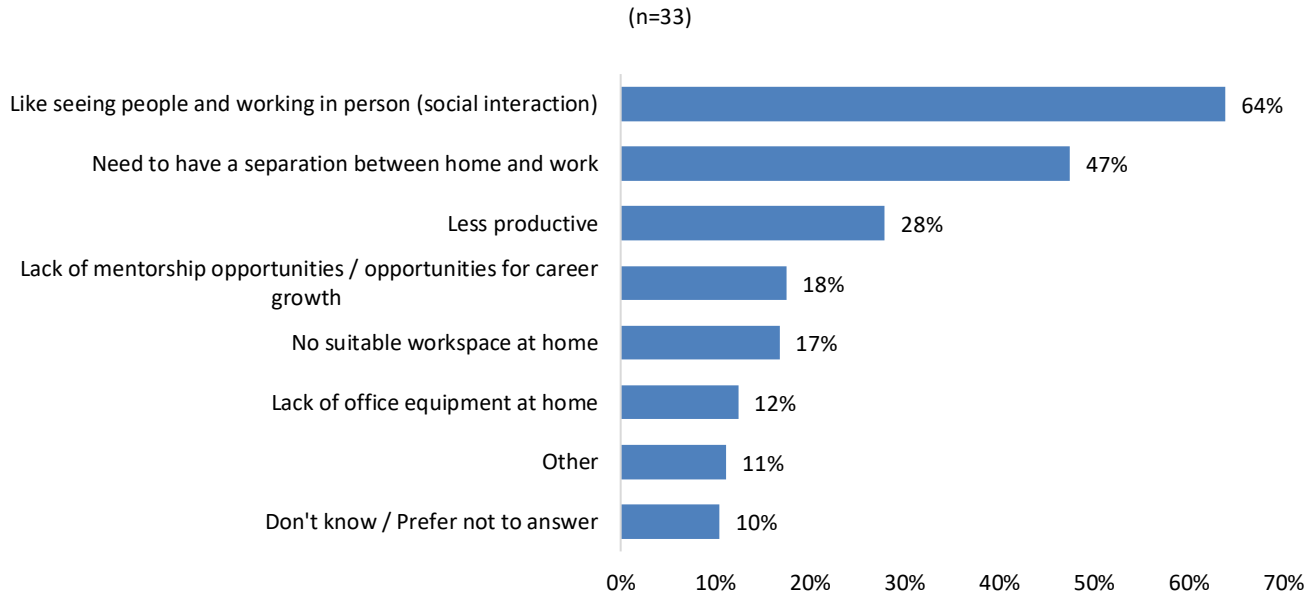
Over nine-in-ten Ottawa teleworkers were very satisfied (71%) or somewhat satisfied (20%) with working from home (Figure 56). Very few Ottawa teleworkers were dissatisfied (less than 5%).

Figure 56: Satisfaction with working from home for Ottawa teleworkers



Most Ottawa teleworkers that were dissatisfied with working from home were so because they would prefer to have social interaction (64%) (Figure 57), which they lacked when working from home. About half of them indicated that they were dissatisfied with working from home because they needed to have a separation between home and work (47%).[12]

Figure 57: Reasons for dissatisfaction with working from home in Ottawa



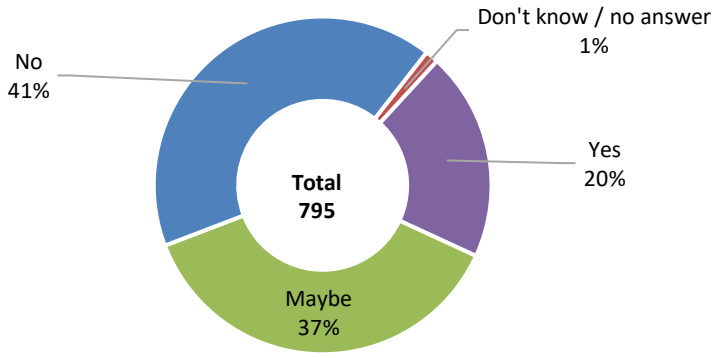
Note: Each bar shows the percentage of respondents that selected each answer choice. The sum of percentages may exceed 100%.

3.5.5 Opportunity for a new transit pass for full-time teleworkers

Ottawa hybrid workers that were lone drivers or that were not public transit riders provided insights as to whether a new transit pass targeted at hybrid workers could be an effective incentive for encouraging them to use transit in the future. Only two-in-ten of them thought that such a new transit pass would be an effective incentive (20%) (Figure 58). More than four-in-ten of them indicated that such a new transit pass would not be an effective incentive (41%).

[12] These percentages should be interpreted with caution, given the small sample size (n=33).

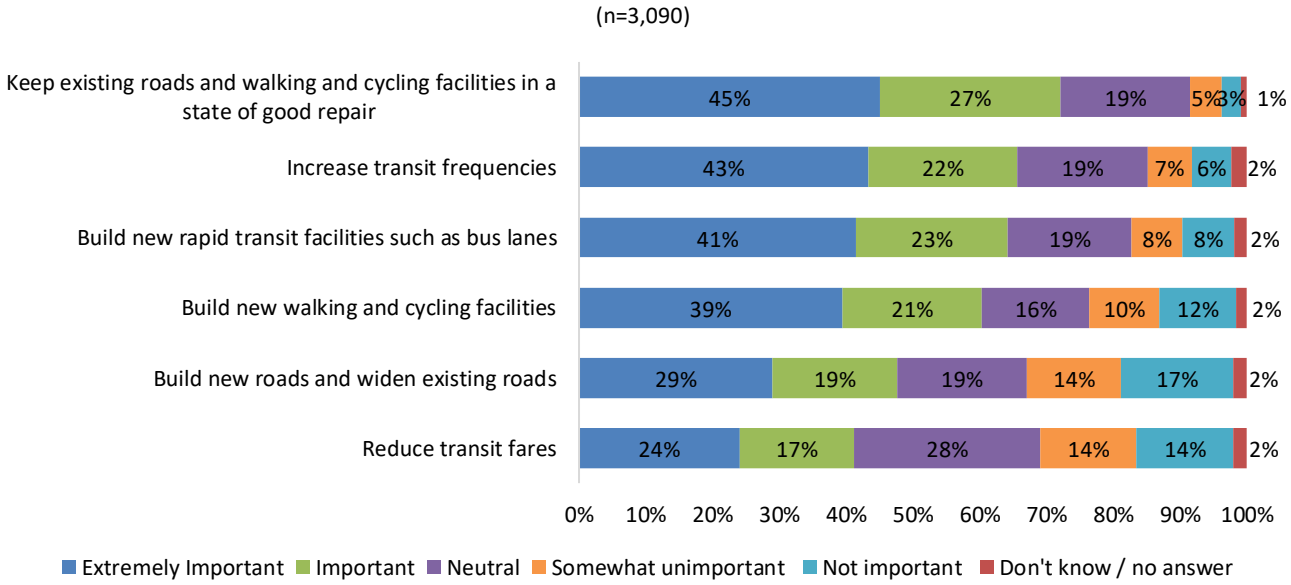
Figure 58: New transit pass targeted at hybrid workers as an effective incentive for Ottawa hybrid workers



3.6 Investment priorities

Ottawa residents provided insights as to areas of the transportation system where the City of Ottawa should invest. Over seven-in-ten Ottawa residents indicated that keeping existing roads and walking and cycling facilities in a state of good repair was extremely important (45%) or important (27%) (Figure 59). Increasing transit frequencies was the second most important investment area, followed by building various new facilities. Just over four-in-ten Ottawa residents indicated that reducing transit fares would be extremely important (24%) or important (17%).

Figure 59: Investment areas of the transportation system for Ottawa residents



SECTION 4: COMMUTER EXPERIENCES FOR GATINEAU RESIDENTS

As in Section 3 above on Ottawa commuter experiences, this section presents results about Gatineau commuter experiences by mode of commuting. In addition to presenting results overall for Gatineau residents, this section reports differences by City of Gatineau areas (i.e., sub-areas as defined above in section 1.2) and demographic factors, and any significant and salient differences are highlighted where interesting.

4.1 Driving

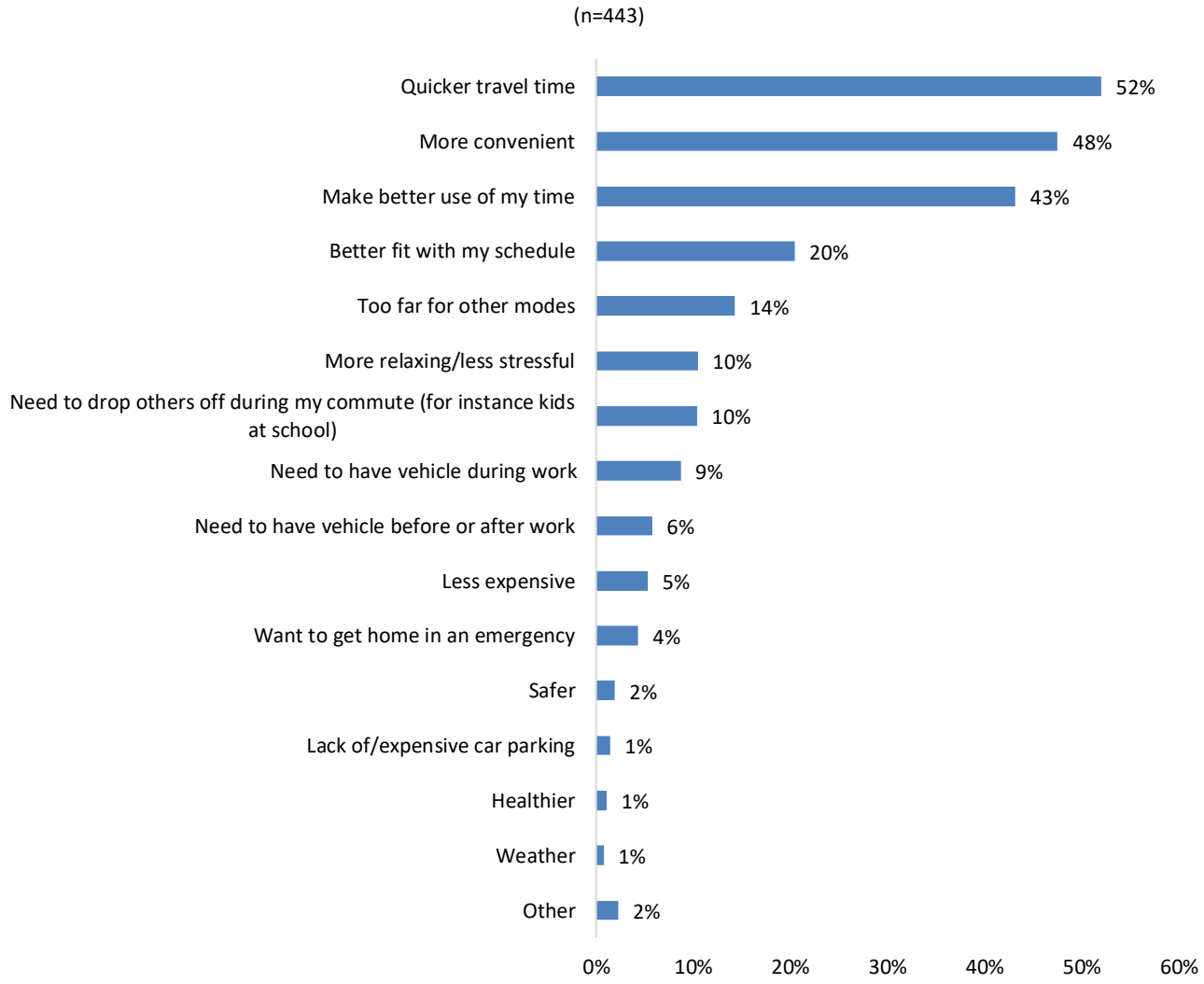
Gatineau drivers, include lone drivers and users of vehicles with multiple passengers (such as carpool, vanpool, taxi or rideshare), provided insights as to reasons for driving as their primary means of transportation. Lone drivers provided insights as to their willingness to pay for parking, and impact of congestion on their commute. Users of vehicles with multiple passengers provided insights as to whom they travelled with and ways of improving their commute.[13]

4.1.1 Reasons for driving

The top two reasons for driving, whether alone or with other passengers, pertained to trip length and convenience. Over half of Gatineau lone drivers indicated that they commuted by driving alone because it resulted in quicker travel time (52%), and about a half drove alone because it was more convenient (48%) (Figure 60).

[13] The Ottawa section provided data for a few questions asked of those primarily commuting by carpool/vanpool/rideshare. However, since only 22 Gatineau respondents primarily commuted by those means, and the multiplicity of reasons for commuting by those means, those data have not been presented here.

Figure 60: Reasons for commuting by driving in Gatineau



Note: Each bar shows the percentage of respondents that selected each answer choice. The sum of percentages may exceed 100%.

4.1.2 Willingness to pay for parking

Lone drivers in Gatineau were almost evenly split on whether they paid for parking (48%) or not (51%) when driving to their work, school or other commitments (Figure 61). Lone drivers who did not pay for parking were asked if they would still drive should they have to pay for parking. Results showed that:

- A few of these lone drivers would stop driving should they have to pay for parking (13%);
- More than a third may still drive depending on the cost of parking (35%); and
- Half would still drive regardless of having to pay (50%) (Figure 62).

Figure 61: Payment for parking – Gatineau

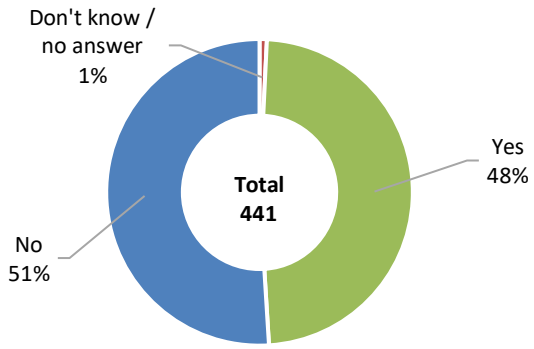
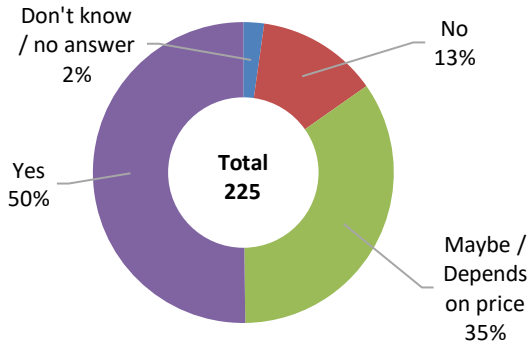
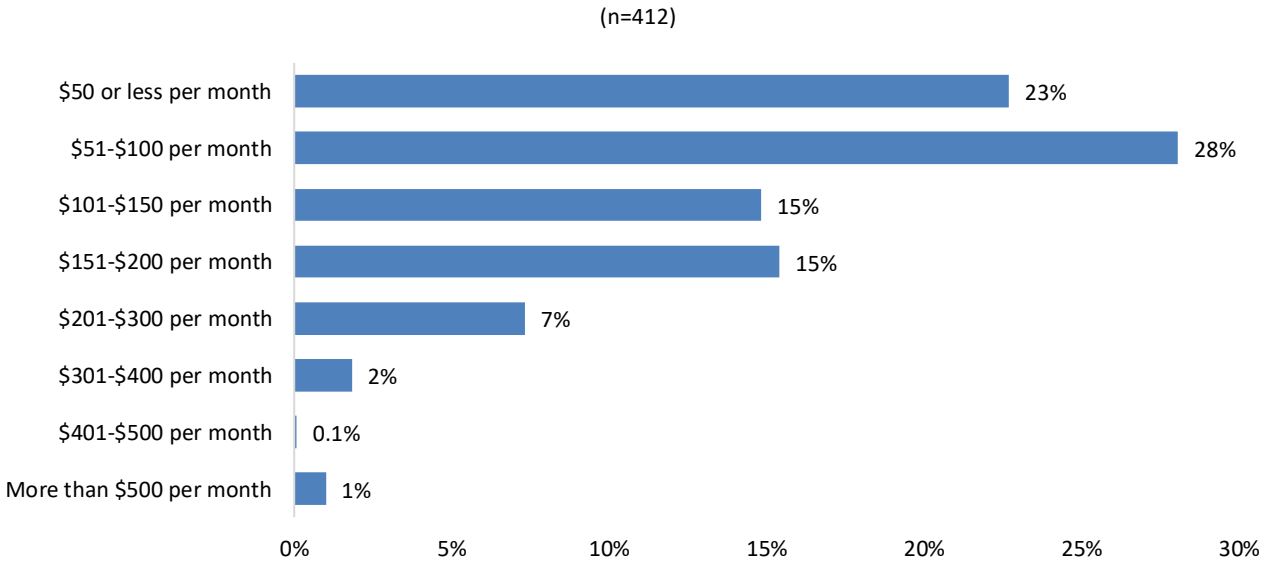


Figure 62: Willingness to drive if paying for parking – Gatineau



Lone drivers that were paying for parking or that would still drive if they had to pay for parking were asked the maximum price they would be willing to pay before they would consider changing their primary mode of commuting, changing jobs, or moving to avoid the increased cost of parking. Results showed that more than half of those drivers were willing to pay a maximum of $100 or less a month (51%) (Figure 63).

Figure 63: Maximum price for parking per month before considering alternatives - Gatineau

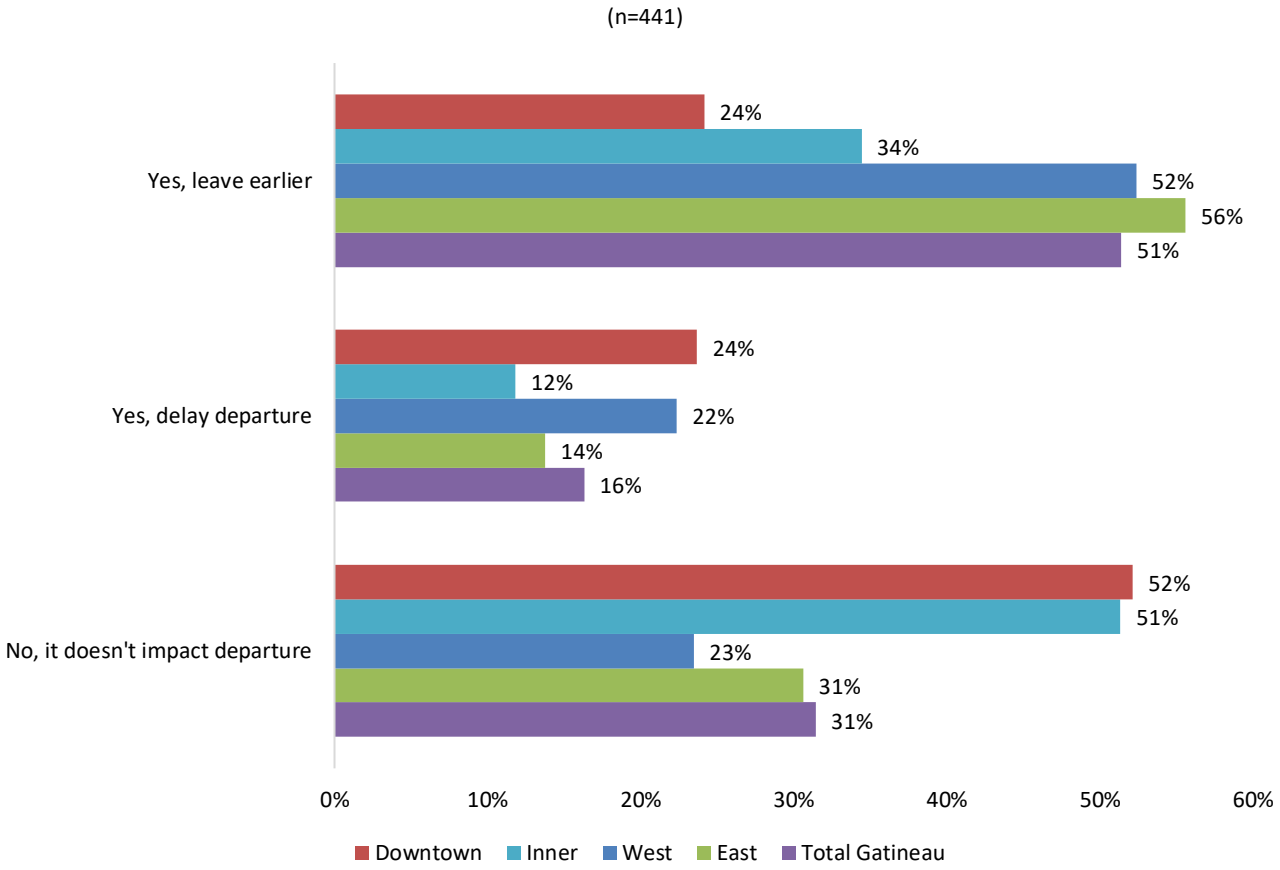


4.1.3 Impact of congestion on commute trip

The level of congestion impacted drivers' commute in various ways in Gatineau. For most Gatineau lone drivers, congestion impacted when they typically left for work, school, or other regular commitments. Over two thirds of Gatineau lone drivers mitigated congestion by leaving earlier (51%) or delaying departure (16%) (Figure 64). Strategies to mitigate the impact of congestion on travel to regular commitment varied by area of residence. For instance, respondents residing in West or East Gatineau were more than twice as likely as those

residing in Downtown Gatineau areas to leave earlier to their regular commitment because of congestion (52% and 56% vs. 24%, respectively).

Figure 64: Impact of congestion on travel to regular commitment by area of residence – Gatineau

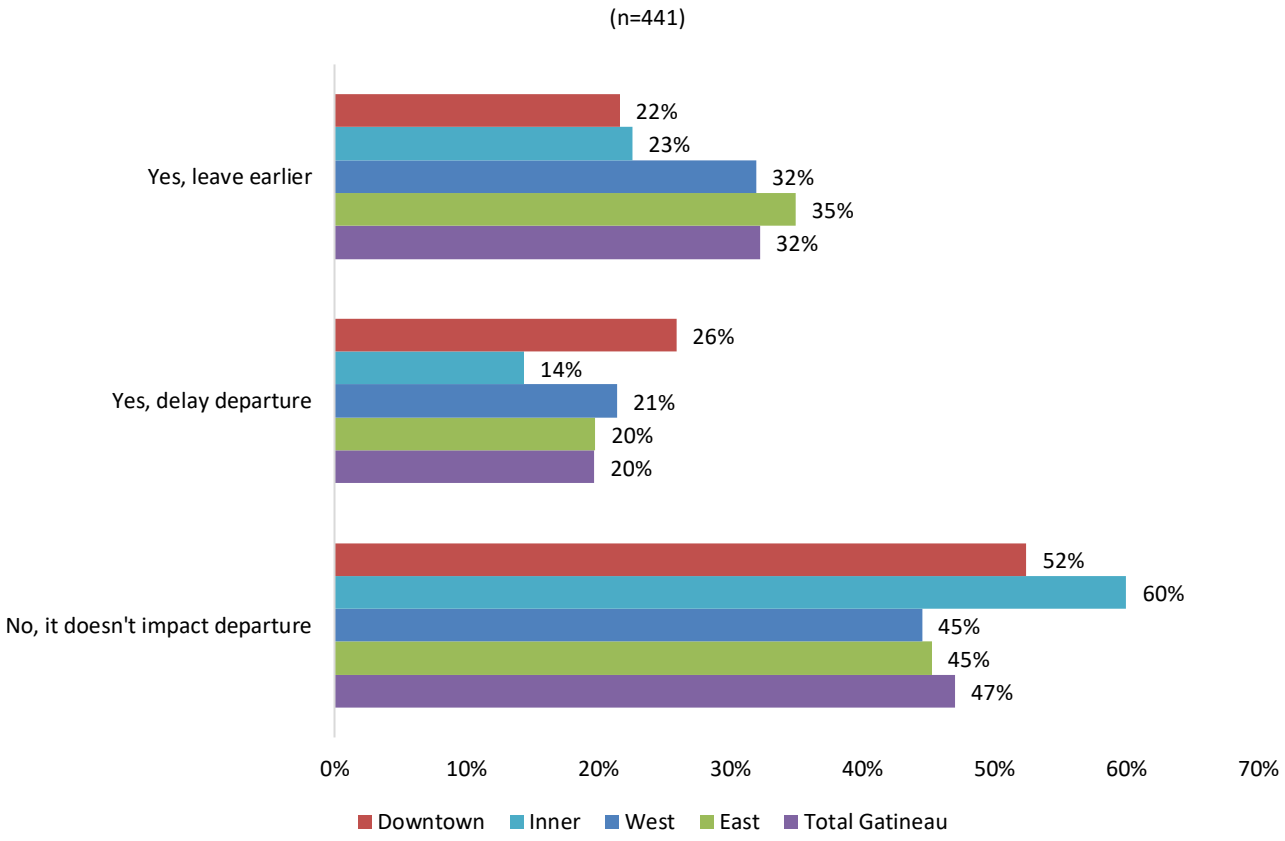


Note: Each bar shows the percentage of respondents that selected each answer choice. The sum of percentages by answer choice may be less than 100% because of a few "Don't know/No answer" cases.

When making their return trip from their work, school or other regular commitments, Gatineau lone drivers also changed their travel plans because of congestion, but to a lesser extent. In comparison, while more than two thirds of Gatineau lone drivers changed their travel to work, school, or other regular commitments in some ways (67% for all of Gatineau, as shown above in Figure 64), a bit more than half changed their travel from their work, school, or other regular commitments by leaving earlier (32%) or delaying their departure (20%). About half of them indicated that congestion did not impact their departure time for their return commute (47%) (Figure 65).[14]

[14] Strategies to mitigate the impact of congestion on travelling back from work, school or other regular commitments did not vary significantly by gender or age group, and no clear trend emerged by income group. However, "leaving earlier" and "doesn't impact when I leave" varied significantly by area of residence.

Figure 65: Impact of congestion on travel home from work, school, or other regular commitment - Gatineau



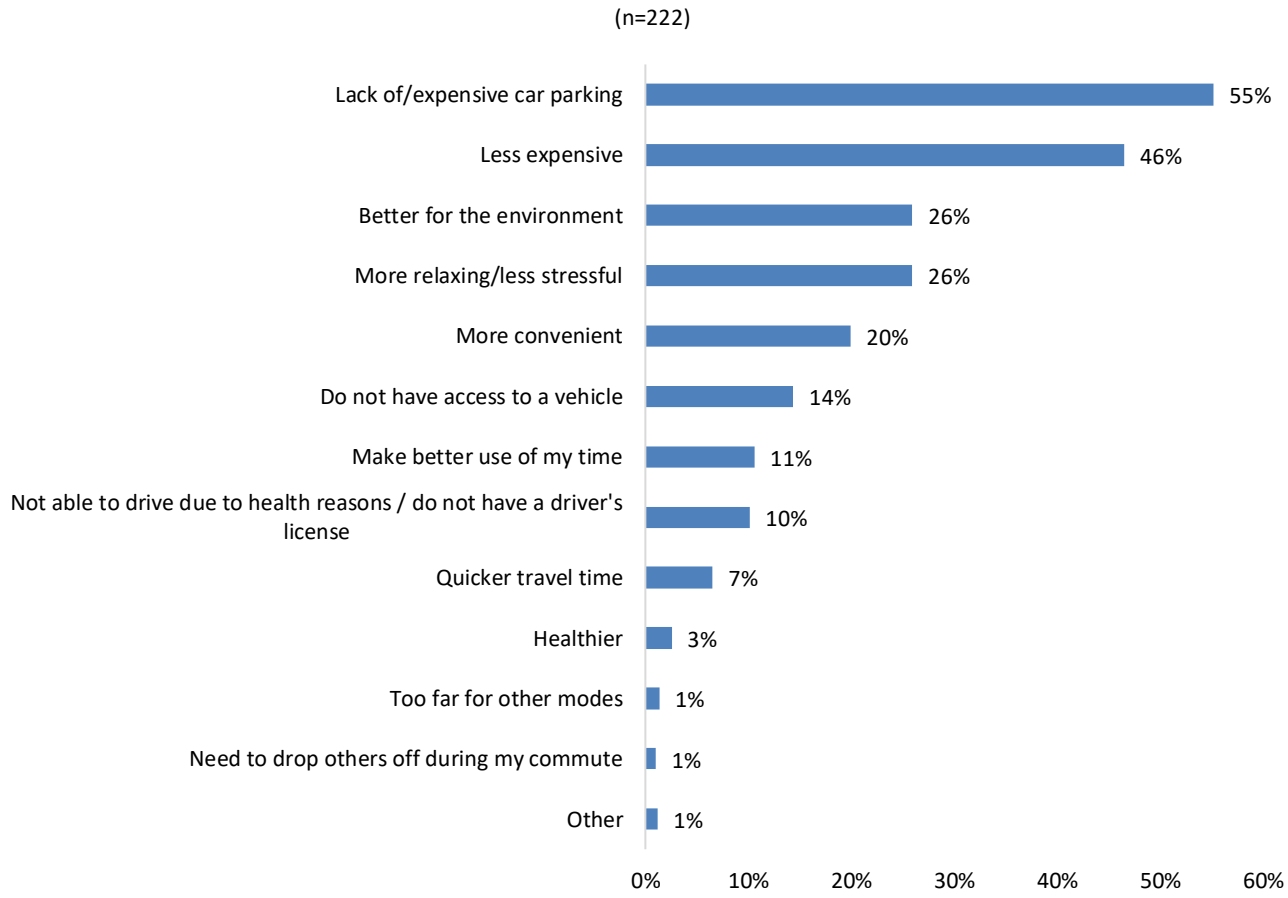
4.2 Using public transit

Gatineau respondents that used public transit as their primary mode of commuting provided insights as to reasons for using public transit, recommendations to improve their transit, as well as factors that would influence more usage of public transit.

4.2.1 Reasons for using public transit

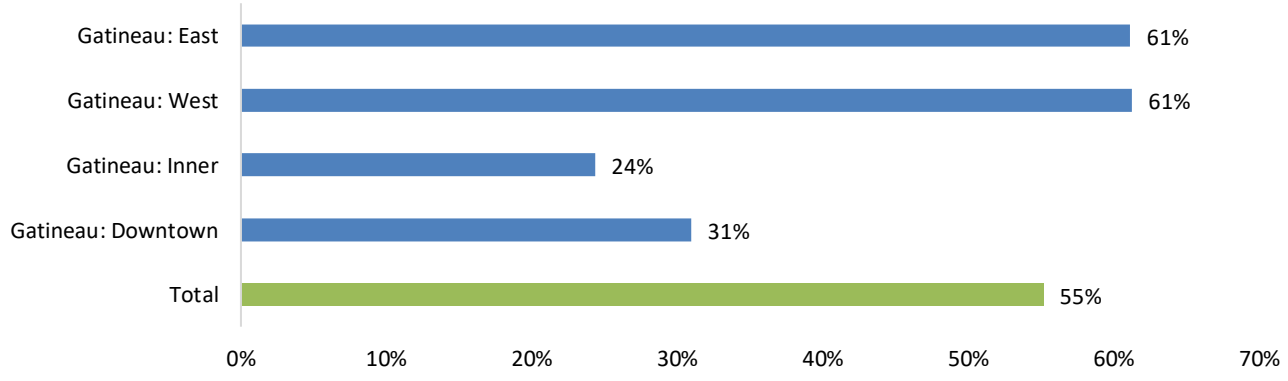
The top two reasons for using public transit in Gatineau pertained to cost of using alternative modes of commuting and affordability. In fact, more than half of public transit riders indicated that they commuted by public transit owing to lack of car parking or the expense of parking (55%) (Figure 66). Prevalence of this reason varied significantly by Gatineau area. For instance, public transit riders living in Gatineau West and Gatineau East were more likely to commute by public transit owing to lack of car parking or expensive car parking, compared to those living in Gatineau inner area (61% and 61% vs. 24%) (Figure 67). Over four-in-ten public transit riders indicated that they commuted by public transit because it was less expensive (46%) (Figure 66). Other common reasons for using public transit included that it was better for the environment as compared to driving (26%), more relaxing (26%), and more convenient (20%).

Figure 66: Reasons for commuting by public transit - Gatineau



Note: Each bar shows the percentage of respondents that selected each answer choice. The sum of percentages may exceed 100%.

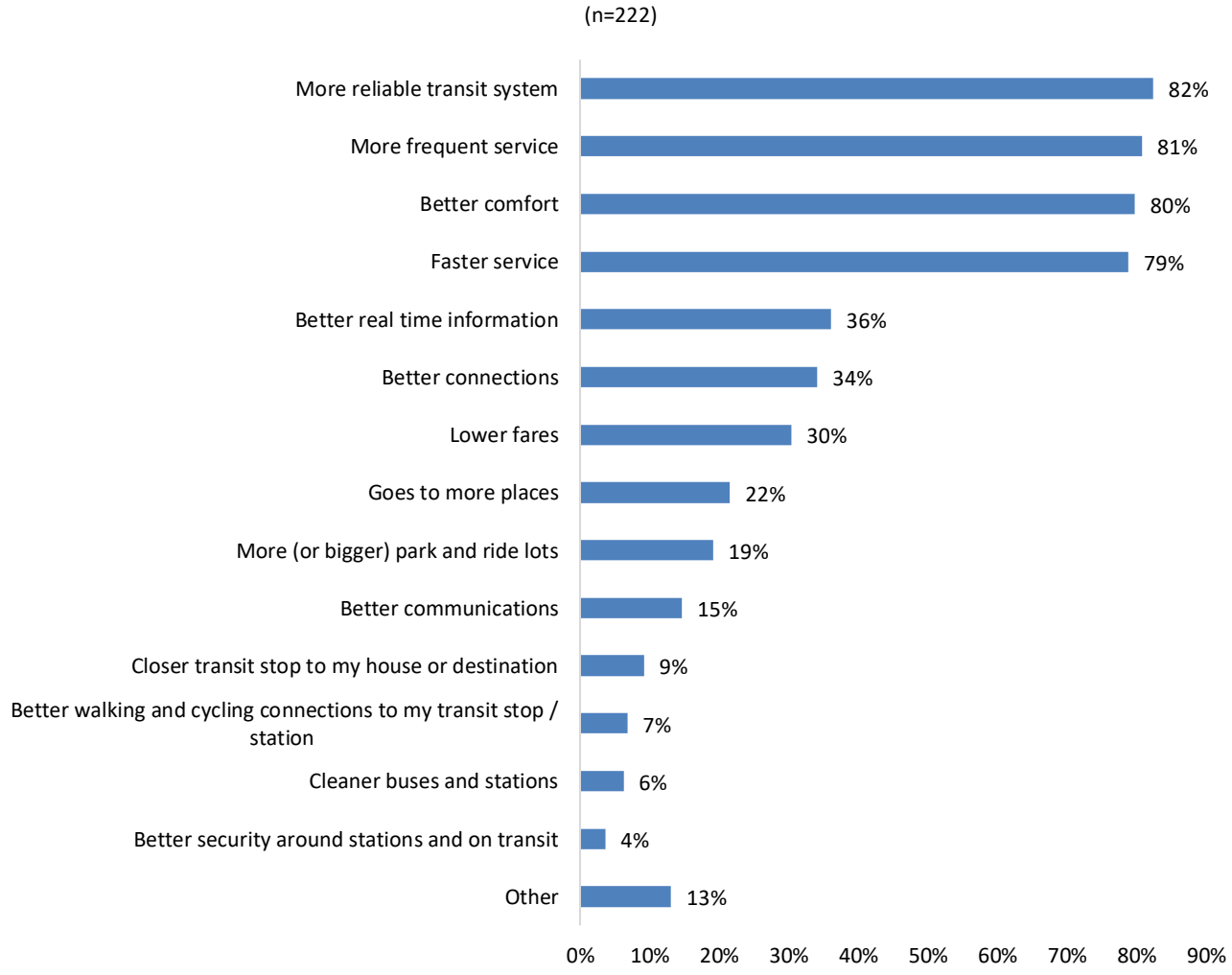
Figure 67: Commuting by public transit owing to "Lack of/expensive car parking" by Gatineau subarea



4.2.2 Recommendations to improve transit service

Gatineau public transit riders provided insights as to ways to improve public transit service. The majority of Gatineau public transit riders recommended more reliable transit system (82%), more frequent service (81%), better comfort (80%), and faster service (Figure 68). More than a third of public transit riders indicated that the transit service could be improved through better real time information (36%) and better connections (34%).[15]

Figure 68: Recommendations to improve public transit from riders living in Gatineau[16]



Note: Each bar shows the percentage of respondents that selected each answer choice. The sum of percentages may exceed 100%.

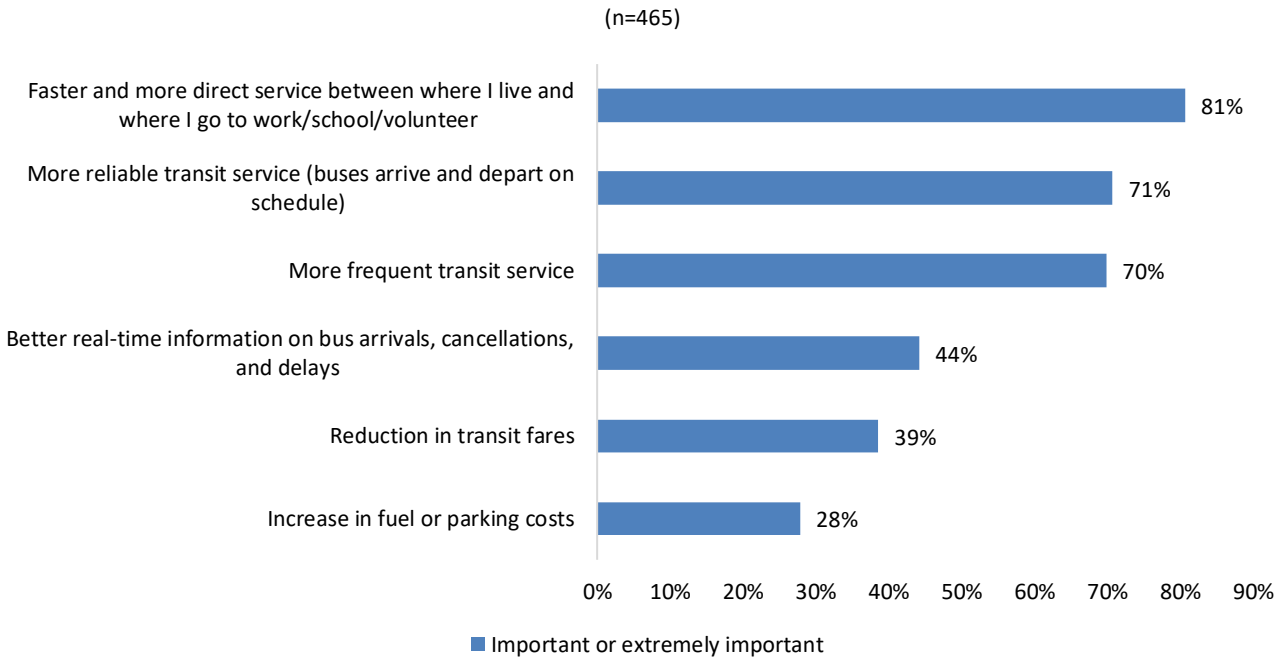
[15] Top recommendations to improve transit service did not vary significantly by Gatineau subarea.

[16] While Gatineau residents likely used STO, it is possible that they made have used OC Transpo as well.

4.2.3 Factors that would influence more usage of public transit

Gatineau lone drivers and respondents using carpool, vanpool, taxi or rideshare provided insights as to factors that would influence them towards commuting by public transit.[17] Results showed that the top factor that would influence those respondents towards using public transit was "faster and more direct service" (81% of respondents indicated that it was important or extremely important); followed by "more reliable transit service" (71%), and "more frequent transit service" (70%) (Figure 69). Less than four-in-ten indicated that reduction in transit fares would influence them towards commuting by public transit (39%).

Figure 69: Importance of factors that would influence more usage of public transit - Gatineau



Note: Each bar shows the percentage of respondents that selected each answer choice. The sum of percentages may exceed 100%.

4.3 Bicycling

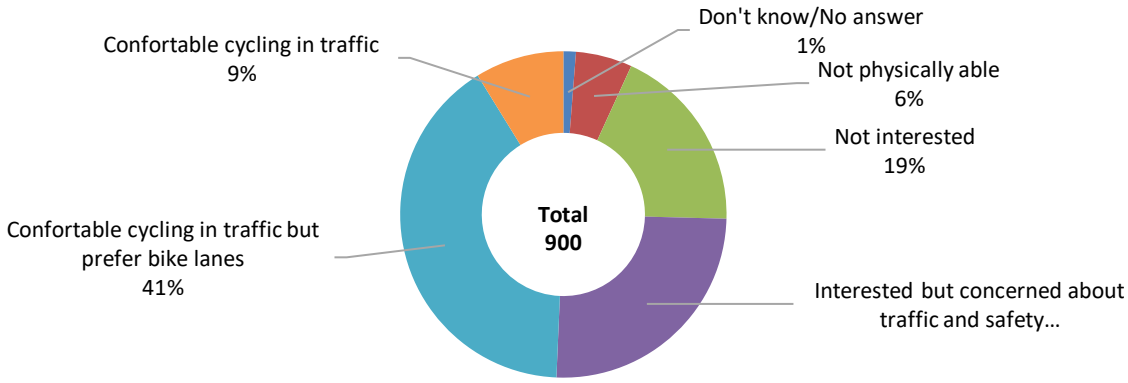
Gatineau respondents provided insights as to their attitudes towards bicycling, and whether they ever rode a bike for any reason. Primary cyclists provided insights as to reasons for bicycling, length and frequency of bicycling, and availability of bike facilities. Respondents other than primary cyclists provided insights as to reasons for not bicycling.

[17] Respondents rated various factors using a scale of 1 to 5, where 1 is not important and 5 is extremely important.

4.3.1 Attitudes and practices towards bicycling

All Gatineau respondents, regardless of their commuter status and primary mode of commuting, were asked how they felt about cycling, including their interest in cycling. More than four-in-ten Gatineau respondents indicated they were comfortable cycling in traffic but preferred bike lanes (41%), and a quarter were interested in cycling but concerned about traffic and safety (25%) (Figure 70). About a fifth of Gatineau respondents were not interested in cycling (19%). Few indicated that they were comfortable cycling in traffic (9%).

Figure 70: Attitudes towards bicycling in Gatineau



Gatineau respondents were also asked the maximum time or distance they would consider riding a bike to commute on a regular basis if they get a new job or move to a new neighbourhood. Gatineau respondents that provided a maximum time were willing to bike 31 minutes on average at most, and no important differences were observed by Gatineau subarea (Figure 71). Gatineau respondents that provided maximum distance were willing to bike over 13 kilometers on average at most, and no significant differences were observed by Gatineau subarea.

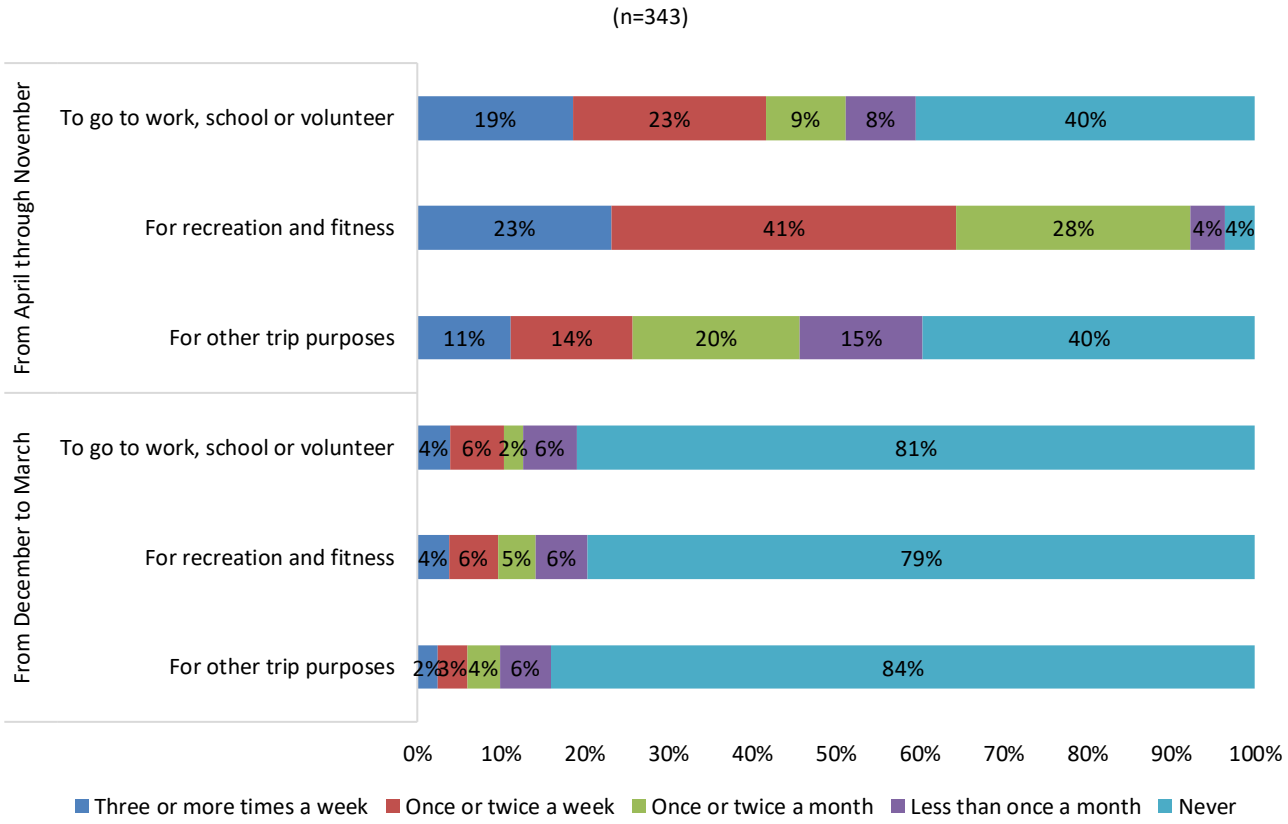
Figure 71: Tolerable length of commute by bicycling in Gatineau

Maximum willing to commute by bicycle	Total Gatineau (n=900)	Gatineau subarea			
		Downtown (n=37)	Inner (n=137)	West (n=291)	East (n=434)
Mean time in minutes	31	33	32	34	29
Mean distance in kilometers	13	11	12	13	12

Note: Some respondents reported in distance, some in time and some in both. It is unclear if respondents considered the relationship between cycling distance and time in their responses. The sample size for each cell varies from 6 to 564.

Gatineau respondents, regardless of their primary mode of commuting, were asked if they rode a bike more than once a month for any reason. Those who did (50%) were asked how often they typically biked for selected reasons by season. The proportion of respondents that never biked to go to work, school or volunteer increased from 40% in April-November to 81% in December-March, likely owing to weather conditions (Figure 72). Overall, the proportion of respondents that biked for any specific reason varied significantly by season. For instance, while about four-in-ten respondents biked once or twice a week for recreation and fitness purposes between April and November (41%), few biked at the same frequency and for the same reason between December and March (6%).

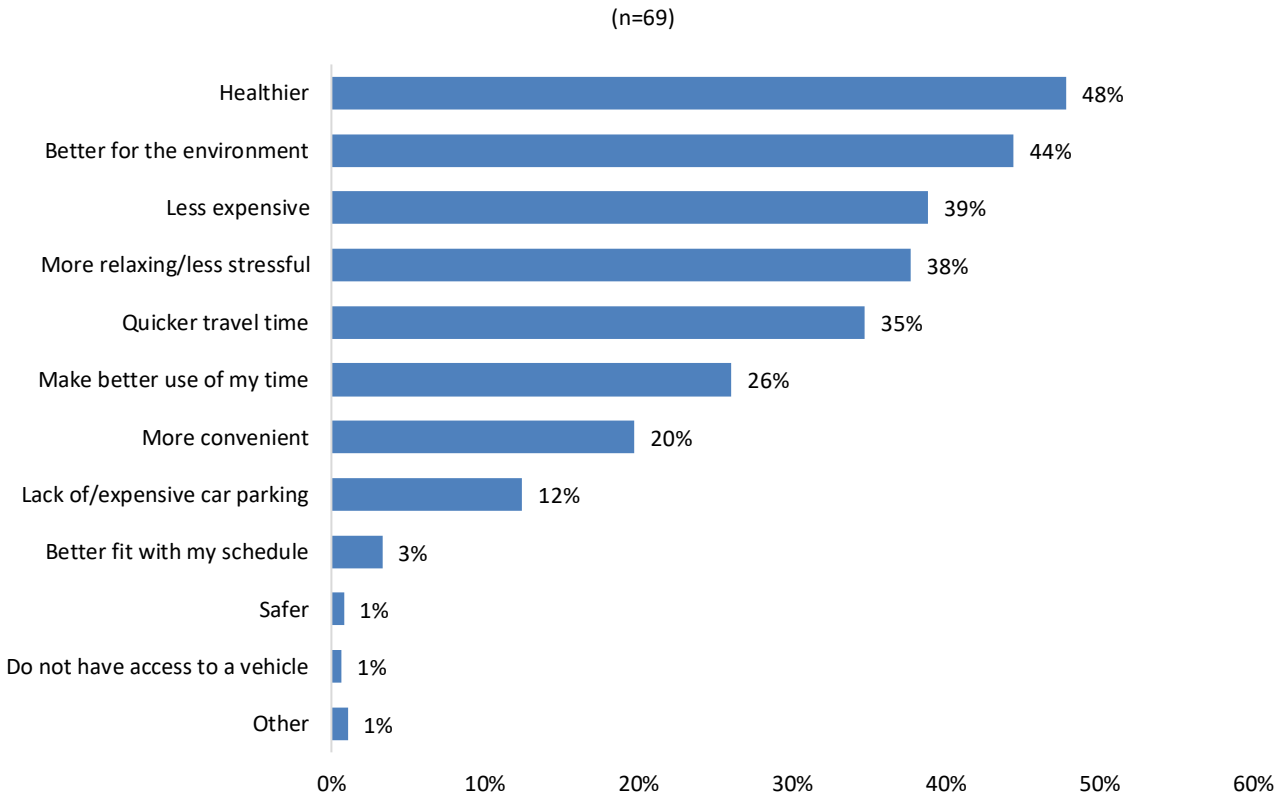
Figure 72: Frequency of biking for selected reasons by season in Gatineau



4.3.2 Reasons for bicycling

Gatineau respondents that bicycled to commute to their work, school or other regular commitments provided insights about the reasons they chose bicycling as their primary mode of commuting. Almost half of primary cyclists preferred bicycling because it was healthier (48%) (Figure 73). More than four-in-ten of them indicated that bicycling was better for the environment (44%), and about four-in-ten indicated that bicycling was less expensive (39%) or more relaxing (38%).

Figure 73: Reasons for commuting by bicycling in Gatineau

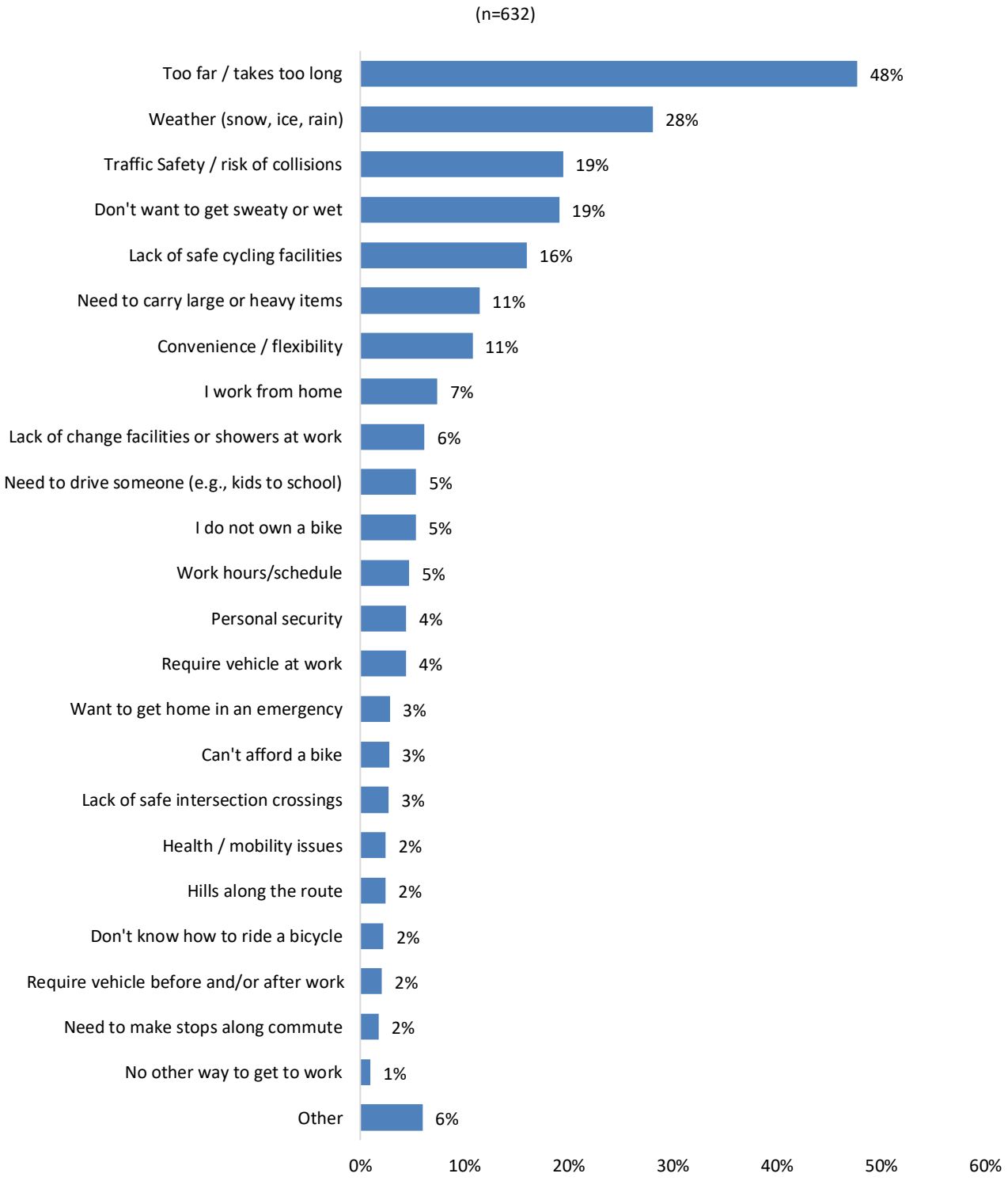


Note: Each bar shows the percentage of respondents that selected each answer choice. The sum of percentages may exceed 100%.

4.3.3 Reasons for not bicycling

Gatineau respondents that used primary modes of commuting other than bicycle provided insights as to reasons for not bicycling to commute to their work, school or other regular commitments. About half of them did not commute by bicycling because their destination was too far or the trip would take too long (48%) (Figure 74). Almost a third of those respondents did not commute by bicycle because of weather conditions, such as snow, ice or rain (28%); and about one fifth did not commute by bicycle because they were concerned about traffic safety (19%) or did not want to get sweaty or wet (19%).

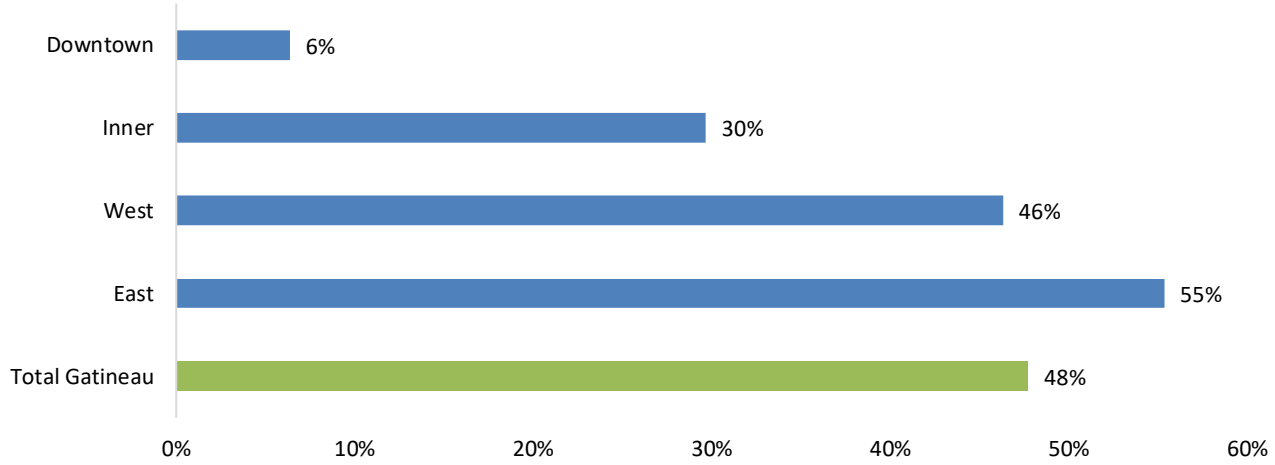
Figure 74: Reasons for not commuting by bicycle in Gatineau



Note: Each bar shows the percentage of respondents that selected each answer choice. The sum of percentages may exceed 100%.

The proportion of Gatineau respondents that did not commute by bicycling because their destination was too far varied significantly by area of residence. Unsurprisingly, this reason was more common in suburban areas of Gatineau (55% in the East, 46% in the West) than in Gatineau inner city (30%) (Figure 75).[18]

Figure 75: Not commuting by bicycle because the destination was too far, by Gatineau subarea



Note: Each bar shows the percentage of respondents that selected each answer choice. The sum of percentages may exceed 100%.

4.3.4 Length and frequency of bicycling

Primary cyclists reported how long (time or distance) they bicycled from their home to their work, school or other regular commitments. Gatineau primary cyclists who provided an actual time spent 28 minutes (on average) bicycling to their commuting destination, and those that provided the actual distance bicycled over 10 kilometers to their commuting destination (Figure 76).[19]

Figure 76: Length of commute by bicycling in Gatineau

Length of commute by bicycling	Total Gatineau (n=69)
Time in minutes	28
Distance in kilometers	10

Note: Some respondents reported in distance, some in time and some in both. It is unclear if respondents considered the relationship between cycling distance and time in their responses.

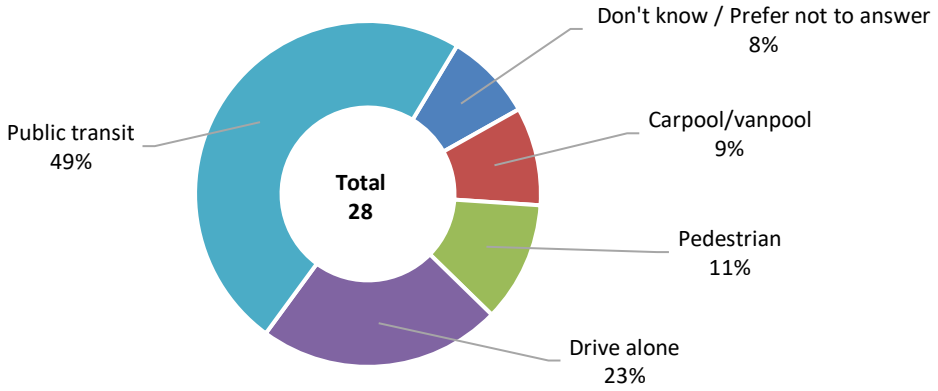
4.3.5 Alternative modes to bicycling during the winter

Gatineau cyclists that did not bike to work, school or volunteer from December to March were asked what alternative modes of commuting they most often used during the winter. The most common alternative mode of commuting to bicycling during the winter was public transit (49%), followed by driving alone (23%) (Figure 77). More than one-in-ten cyclists chose pedestrian modes as an alternative (11%).

[18] The proportion for Gatineau downtown is based on one case, hence it is not compared to proportions for other areas of Gatineau.

[19] Analysis of length of bicycling by Gatineau areas is omitted because resulting subarea samples are too small (less than [30] cases for each subarea).

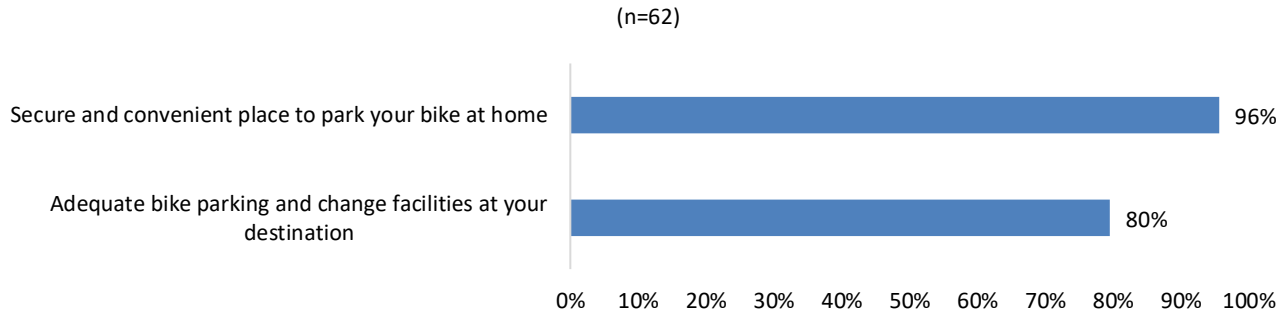
Figure 77: Alternatives to Bicycling during the winter - Gatineau



4.3.6 Bike facilities

Almost all primary cyclists in Gatineau indicated that they had access to secure and convenient place to park their bike at home (96%); and the majority had access to adequate bike parking and change facilities at their destination (80%) (Figure 78).

Figure 78: Availability of bike facilities at home and destination - Gatineau



Note: Each bar shows the percentage of respondents that said “yes”.

4.4 Walking

Gatineau respondents provided insights as to their attitudes towards walking, reasons for walking, length and season of walking, and satisfaction with walking.

4.4.1 Attitudes towards walking

Gatineau respondents, regardless of their commuter status and primary mode of commuting, provided insights as to the maximum time or distance on average they would consider walking all the way to their commuting destination on a regular basis, should they have a new job or move to a new neighbourhood. Gatineau respondents that provided maximum time were willing to walk for 26 minutes on average at most, with significant variation by Gatineau subarea (Figure 79). Respondents from the Gatineau East area were willing to spend less time walking than respondents from the other areas.[20]

Figure 79: Average limits to walking to commute in Gatineau

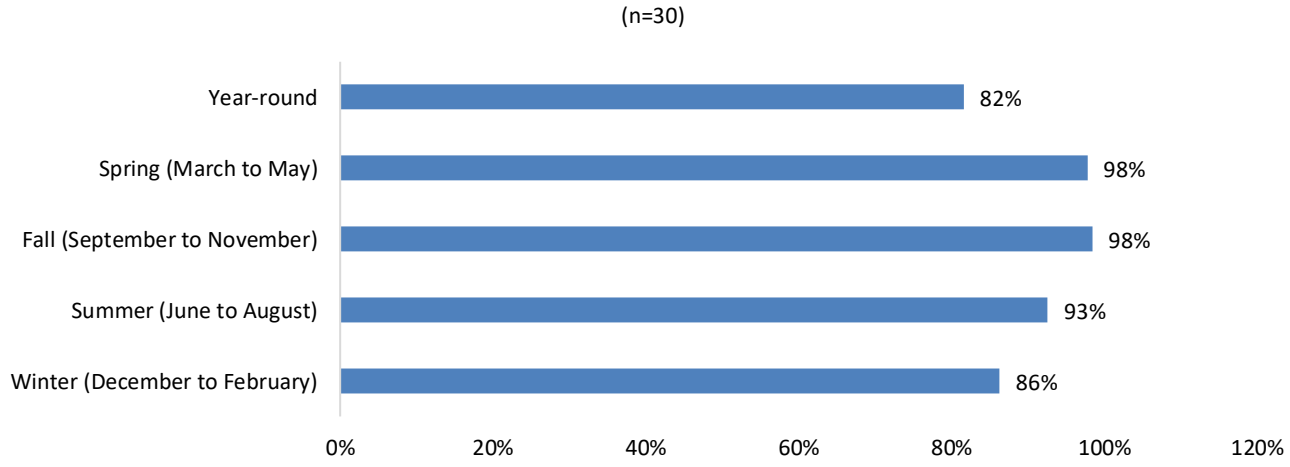
Maximum willing to walk	Total Gatineau (n=900)	Gatineau subarea			
		Downtown (n=37)	Inner (n=137)	West (n=291)	East (n=434)
Mean time in minutes	26	32	28	27	23
Mean distance in kilometers	4	5	4	5	4

Note: Some respondents reported in distance, some in time and some in both. It is unclear if respondents considered the relationship between cycling distance and time in their responses. The sample size for each cell varies from 5 to 755.

4.4.2 Walking throughout the year

Gatineau primary pedestrians provided insights as to seasons or time of the year they walked to their commute destination. Results showed that most primary pedestrians walked to their commute destination year-round (82%) (Figure 80).

Figure 80: Seasons or time of walking to commute destination - Gatineau



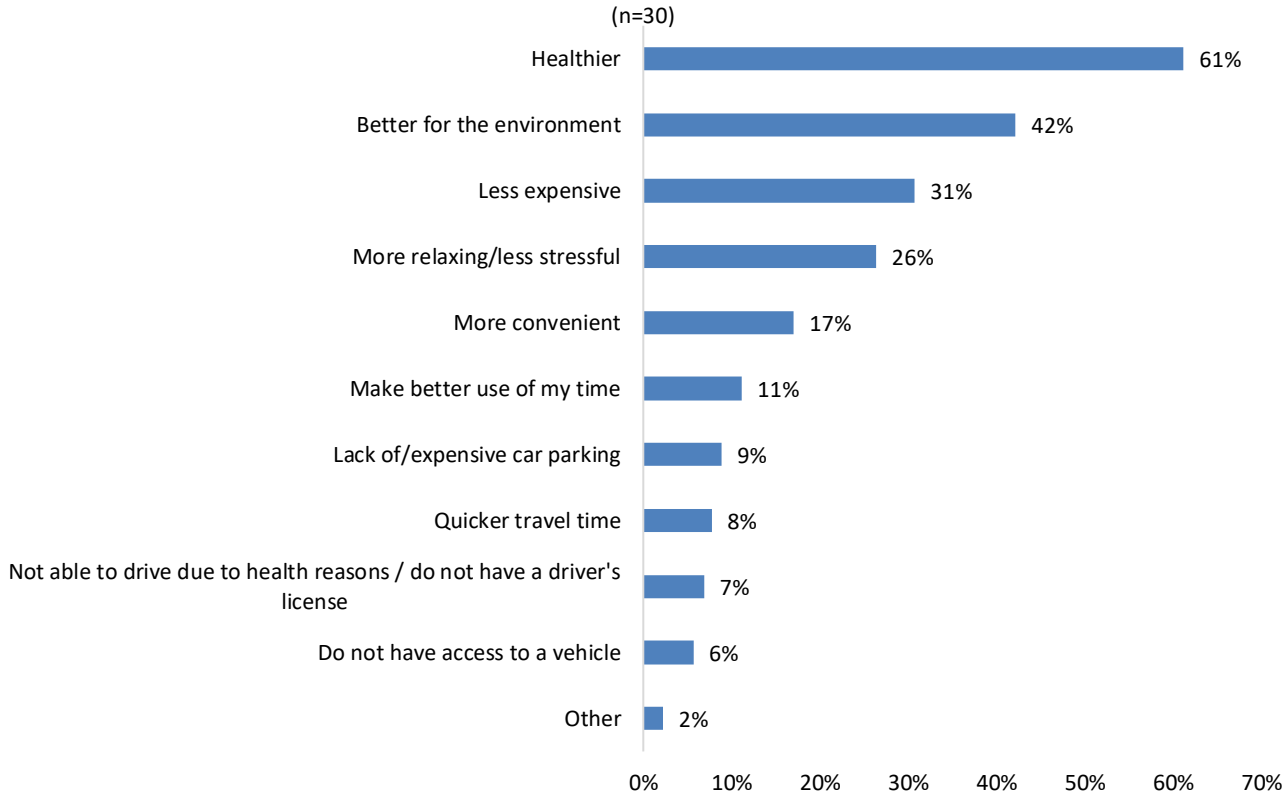
Note: The bar for "year-round" shows the percentage of respondents that selected that answer choice. The bars for other seasons show the sum of the percentage of respondents that selected each specific season and the percentage of respondents that selected "year-round".

[20] Given the small sample size (n=30) of respondents who claimed walking as their primary mode of commuting, percentages should be interpreted with caution.

4.4.3 Reasons for walking

Gatineau primary pedestrians provided insights as to reasons for walking as their primary mode of commuting. Most pedestrians preferred walking because it was healthier (61%) (Figure 81). More than four-in-ten primary pedestrians indicated that walking was better for the environment (42%). Other most common reasons for walking included the facts that walking was less expensive (31%), and more relaxing (26%).

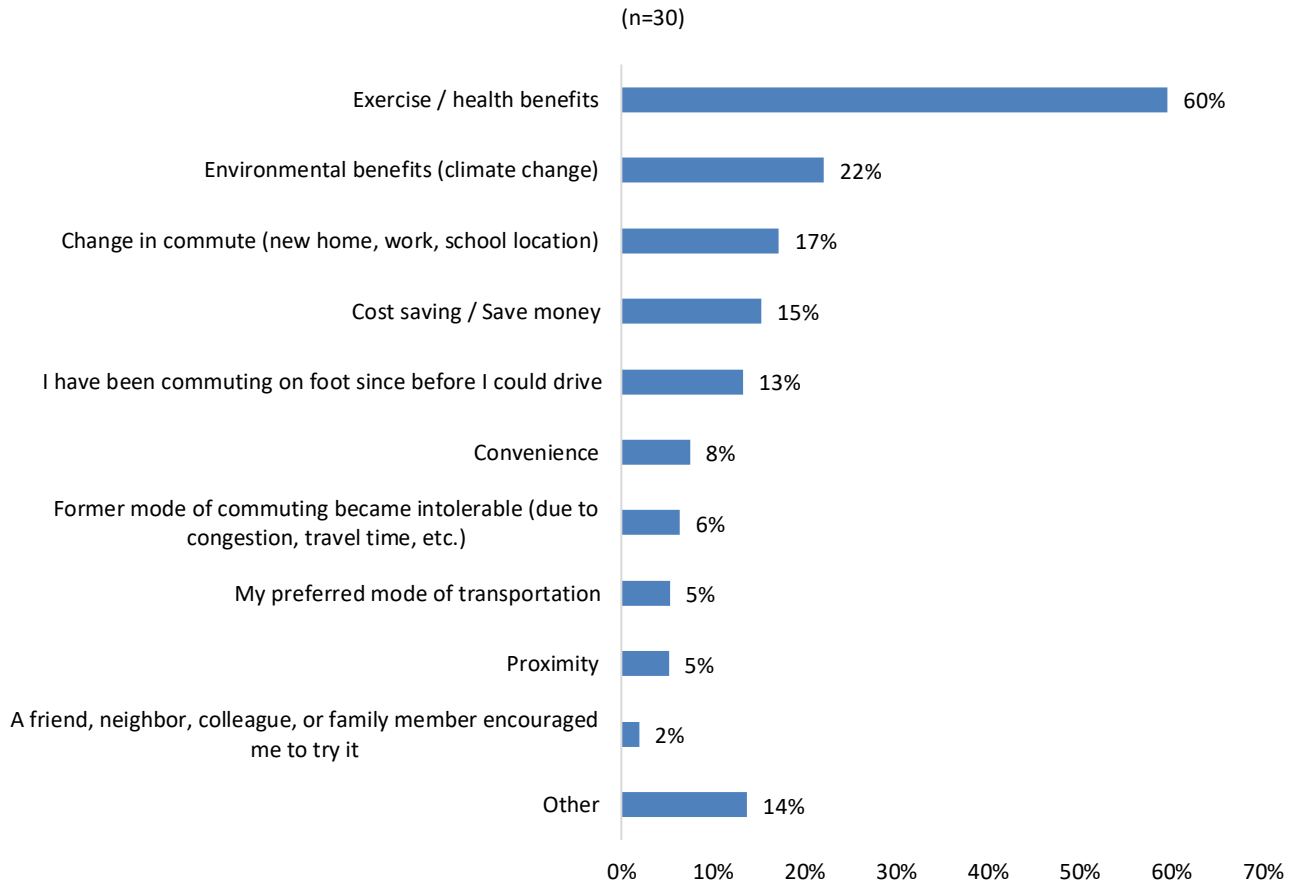
Figure 81: Reasons for walking in Gatineau



Note: Each bar shows the percentage of respondents that selected each answer choice. The sum of percentages may exceed 100%.

Gatineau primary pedestrians were also asked to provide reasons that made them decide to start walking to their commuting destination. The majority of primary pedestrians started walking because walking was a means of exercising to leverage health benefits (60%). Almost a quarter indicated that they started walking because of it featured environmental benefits (22%) (Figure 82).

Figure 82: Reasons for starting to walk in Gatineau



Note: Each bar shows the percentage of respondents that selected each answer choice. The sum of percentages may exceed 100%.

4.5 Working from home

This section presents findings about working from home for Gatineau residents that were workers, regardless of their commuting status and mode of commuting.

4.5.1 Incidence of working from home

The majority of Gatineau workers indicated that they either worked from home exclusively (9%) or had a hybrid work arrangement (57%) (Figure 83). Those working from home exclusively were more likely to be working for an employer (78%), than to be self-employed (16%) or both (5%) (Figure 84). A third of Gatineau workers worked outside the home exclusively (33%) (Figure 83), mostly because they did not have the option to work from home (79%) (Figure 85).

Figure 83: Incidence of working from home in Gatineau

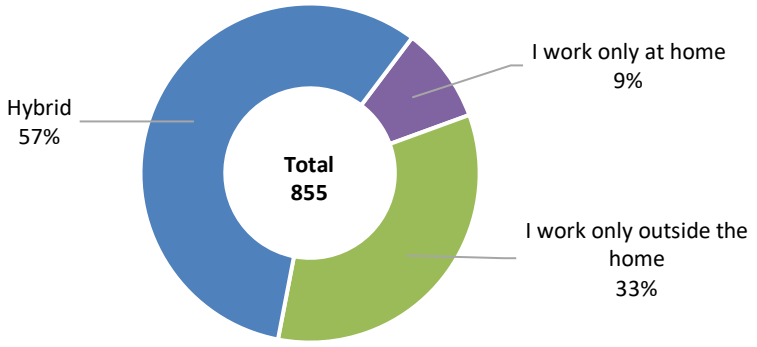


Figure 84: Employment status among Gatineau residents working exclusively from home

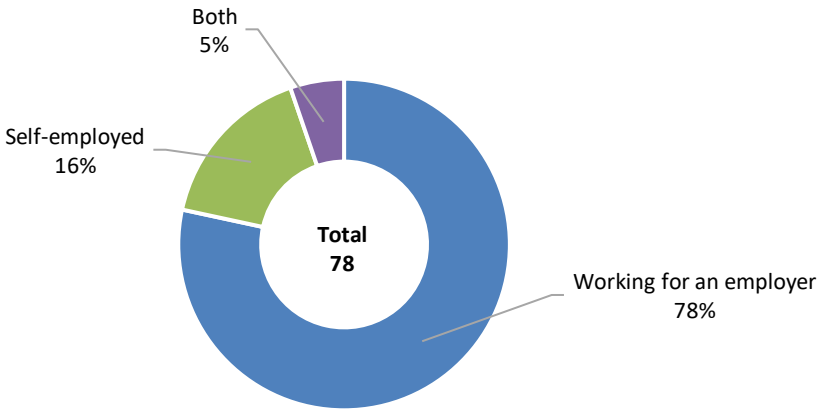
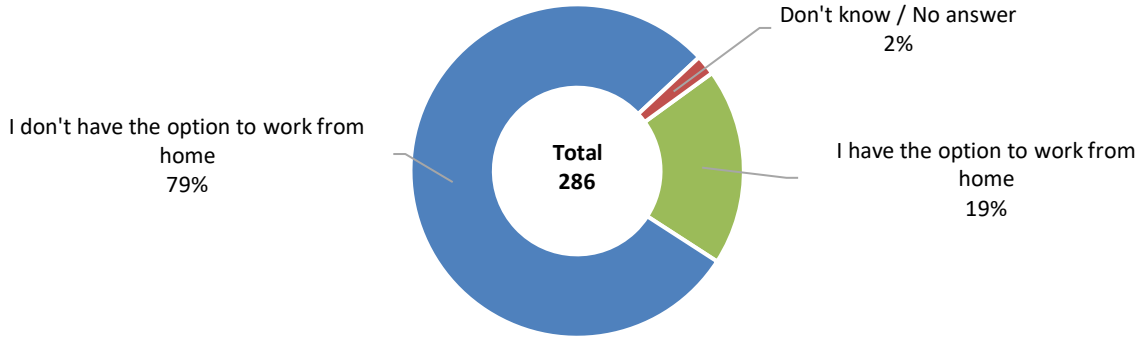


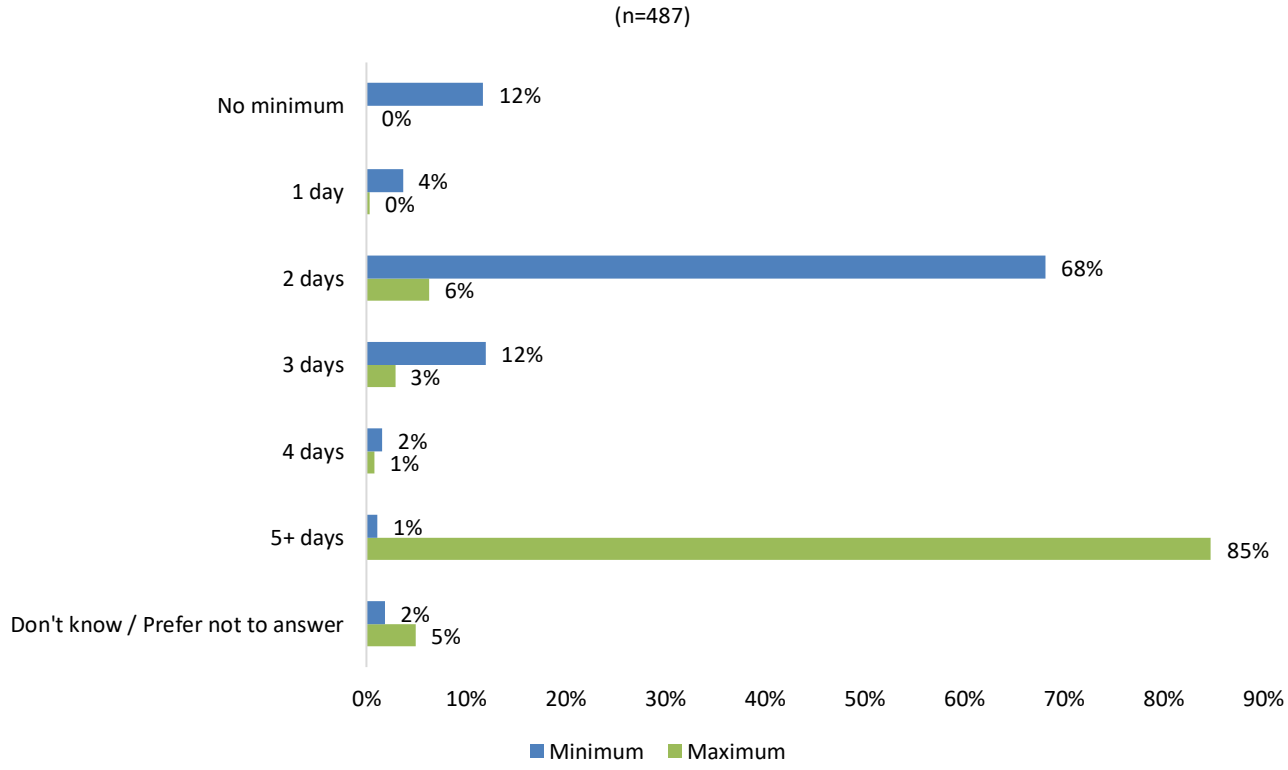
Figure 85: Option of working from home among Gatineau respondents working exclusively outside their home



4.5.2 Days of working onsite and from home

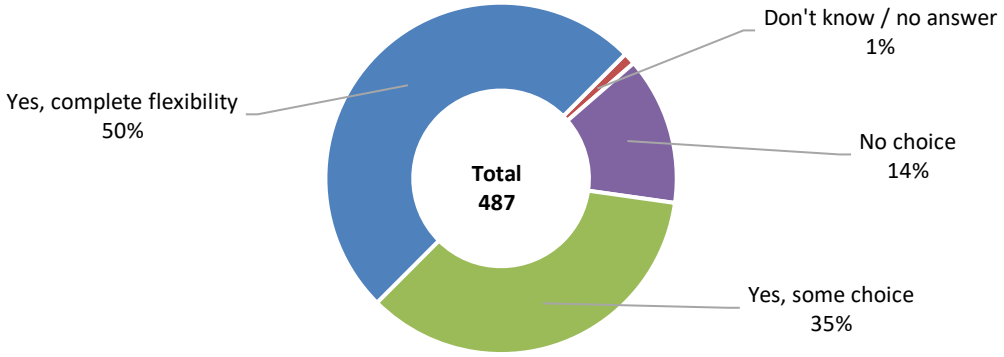
The survey gathered insights from hybrid workers as to the minimum and maximum number of days their employer required them to be in the office weekly. About seven-in-ten Gatineau hybrid workers indicated that they were required to be in the office a minimum of two days a week (68%), whereas more than eight-in-ten hybrid workers had a maximum of five days or more to be in the office weekly (85%) (Figure 86).

Figure 86: Minimum and maximum number of days on average worked in the office weekly - Gatineau



Most hybrid workers had either complete flexibility (50%) or some choice (35%) on which days they worked from home (Figure 87).

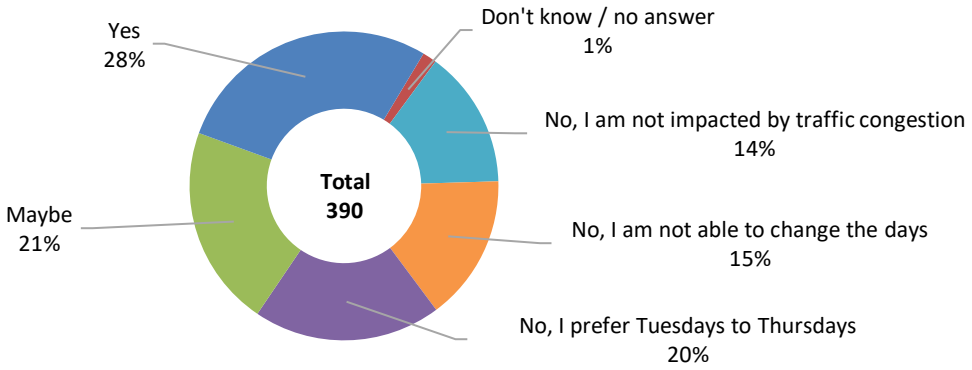
Figure 87: Incidence of choice on which days of working from home for Gatineau workers



Gatineau workers that were not at their place of work on Monday and/or Friday in the previous week were asked if they would consider working in the office on those days to avoid the worst traffic congestion. Nearly a third of them indicated that they would consider working in the office on those days to avoid traffic congestion (28%) (Figure 88). Nearly half of them indicated that they would not consider such an option owing to various reasons, including the fact that they:

- Were not impacted by traffic congestion (14%);
- Were not able to change the days the worked in the office (15%); or
- Preferred travelling to the office on Tuesdays to Thursdays (20%).

Figure 88: Willingness of Gatineau workers to work in the office on Monday and/or Friday

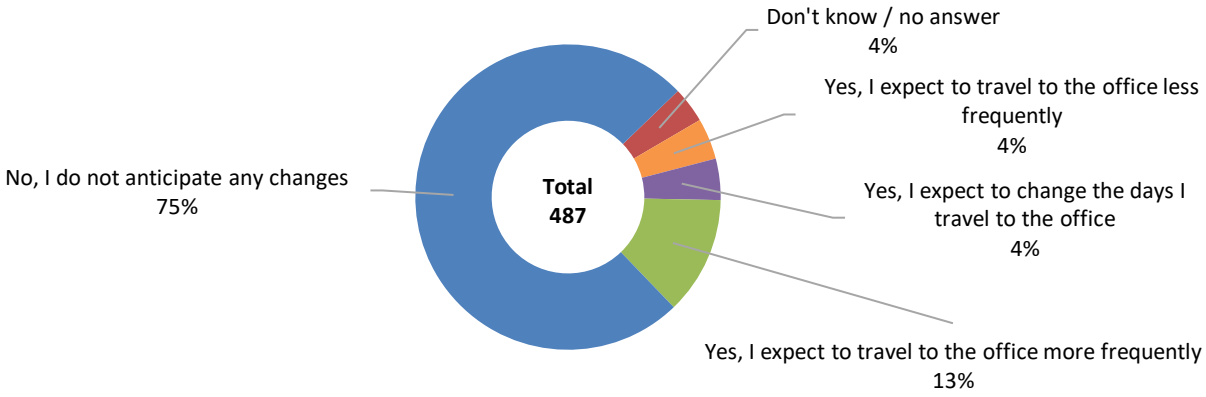


4.5.3 Anticipated changes to hybrid work patterns in the future

Most Gatineau workers did not anticipate any changes to their hybrid work patterns in the next 12 months (75%) (Figure 89). More than one fifth of Gatineau workers expected some forms of change to their hybrid work patterns, including:

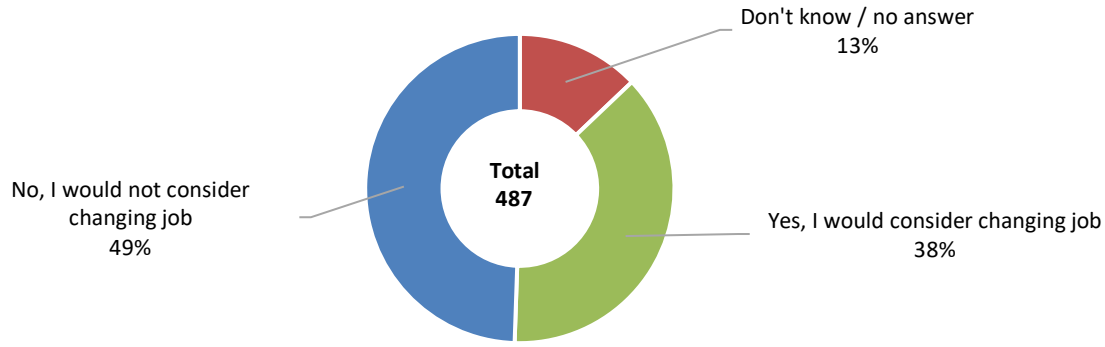
- Travelling to the office more frequently (13%);
- Changing the days they travelled to the office (4%); and
- Travelling to the office less frequently (4%).

Figure 89: Anticipated change to hybrid work patterns in the next 12 months for Gatineau workers



About four-in-ten Gatineau employees indicated that they would consider changing their job should their employer put more restrictive rules in place return to the office (38%) (Figure 90).

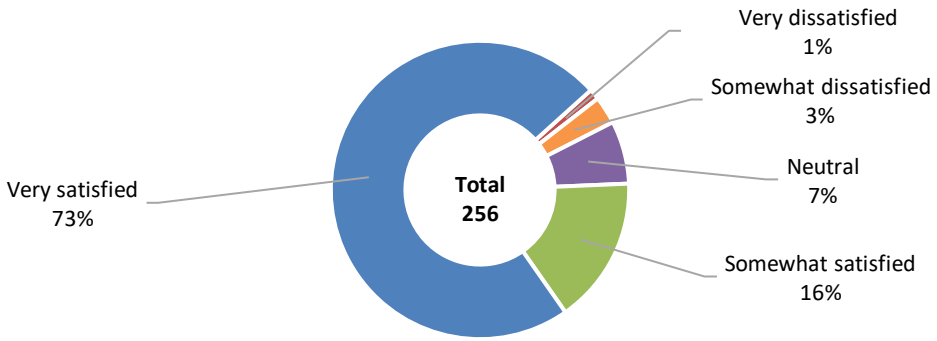
Figure 90: Changing jobs if more restrictive rules are put in place to return to the office for Gatineau workers



4.5.4 Satisfaction with working from home

Almost nine-in-ten Gatineau teleworkers were very satisfied (73%) or somewhat satisfied (16%) with working from home (Figure 91). Very few Gatineau teleworkers were dissatisfied (less than 5%).

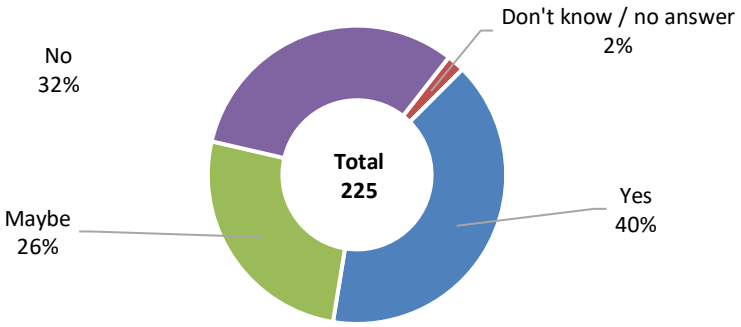
Figure 91: Satisfaction with working from home for Gatineau teleworkers



4.5.5 Opportunity for a new transit pass for full-time teleworkers

Gatineau hybrid workers that were lone drivers or that were not public transit riders provided insights as to whether a new transit pass targeted at hybrid workers could be an effective incentive for encouraging them to use transit in the future. Four-in-ten thought that such a new transit pass would be an effective incentive (40%) (Figure 92). Yet, about three-in-ten indicated that such a new transit pass would not be an effective incentive (32%).

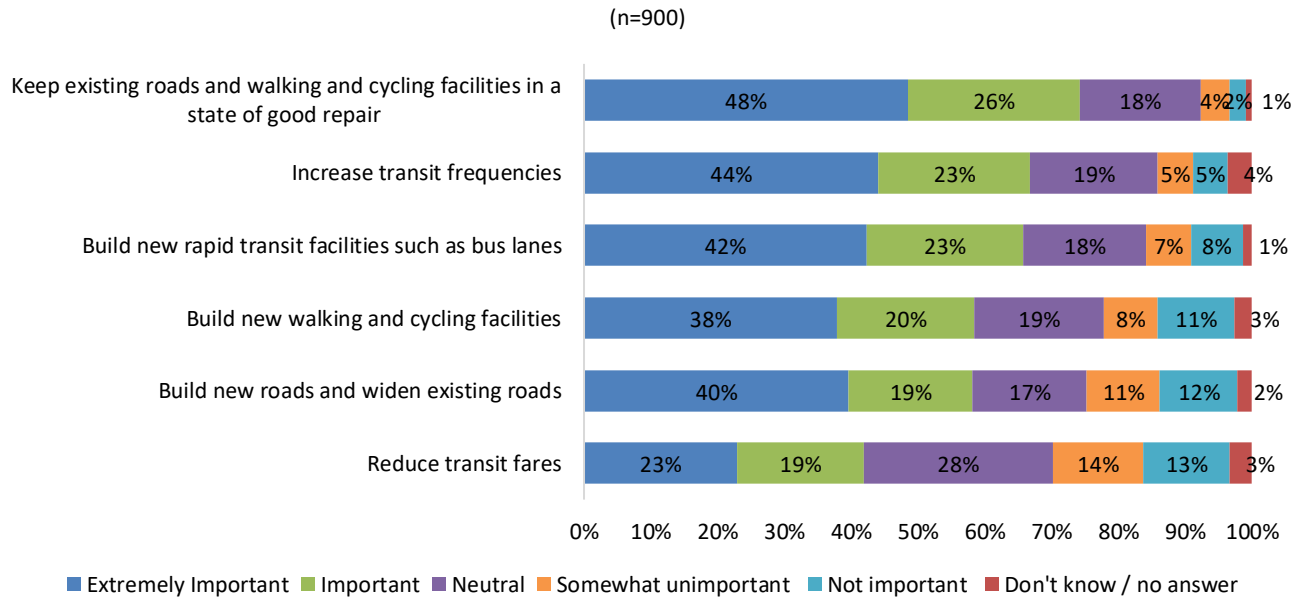
Figure 92: New transit pass targeted at hybrid workers as an effective incentive for Gatineau hybrid workers



4.6 Investment priorities

Gatineau residents provided insights as to areas of the transportation system where the Ville de Gatineau should invest. Over seven-in-ten Gatineau residents indicated that keeping existing roads and walking and cycling facilities in a state of good repair was extremely important (48%) or important (26%) (Figure 93). Increasing transit frequencies was the second most important investment area, followed by building various new facilities. Just over four-in-ten Gatineau residents indicated that reducing transit fares would be extremely important (23%) or important (19%).

Figure 93: Investment areas of the transportation system for Gatineau residents



SECTION 5: SIMILARITIES AND DIFFERENCES IN COMMUTER EXPERIENCES BETWEEN OTTAWA AND GATINEAU RESIDENTS

Commuters in Ottawa and Gatineau share many similar experiences and attitudes, but the results of the Commuter Attitudes Survey also indicated some differences. These findings highlight differing infrastructure for parking, cycling, and public transit between Ottawa and Gatineau.

5.1 Trip Times

When it comes to driving, saving time was a more common motivator for driving alone. While time and convenience were top motivators on both sides of the river, Ottawa drivers were somewhat more motivated to drive because it provided a quicker commute (64% for lone drivers, and 55% for carpoolers in Ottawa, compared to 52% of lone drivers in Gatineau).

Time saving appears to be supported by the finding that traffic congestion appears to be more of a problem for Gatineau drivers than Ottawa drivers. More Gatineau drivers said congestion impacts when they leave home (67%) than Ottawa drivers (56%). Similarly, more Gatineau drivers said congestion impacts when they depart to return home (52%) than Ottawa drivers (40%).

5.2 Parking

Lack of parking may be motivating more people to choose other modes of commuting in Gatineau than Ottawa. Fewer Ottawa drivers (40%) had to pay for parking when they commute (compared to 48% in Gatineau). While having to pay for parking is a deterrent for drivers on both sides, Gatineau drivers who did not pay for parking were more willing to pay for parking (50%) than Ottawa drivers who did not pay for parking (44%) .

A similar proportion of Ottawa transit users chose transit to save money (51%) to Gatineau transit users (46%), but more Gatineau transit users said they commuted by public transit because of a lack of parking or the expense of parking (55%), compared to Ottawa (42%). Significantly more transit users in Ottawa commuted by transit because they did not have access to a vehicle (38%) than in Gatineau (14%). More transit users said having more or bigger park and ride lots would improve Gatineau public transit (19%), compared to Ottawa public transit users (3%), perhaps reflecting differences in the availability and use of these types of facilities on both sides of the river.

5.3 Active Modes

While Ottawa residents using active modes of commuting were more likely to live in inner residential areas of Ottawa, Gatineau residents using active modes of transportation were more evenly split across inner and outer areas of Gatineau.

When discussing cycling, Gatineau respondents expressed less concern about traffic and safety than those in Ottawa and were more likely to feel comfortable cycling in traffic, which perhaps reflects different profiles of cyclists or levels of safety experienced on the road network. Half of Gatineau commuters (regardless of their primary mode of commuting) reported being comfortable cycling in traffic (9%) or comfortable cycling in traffic but prefer bike lanes (41%), whereas less than four-in-ten Ottawa commuters (regardless of their

primary mode of commuting) reported being comfortable cycling in traffic (5%) or comfortable cycling in traffic but prefer bike lanes (34%).

Although a smaller proportion of Gatineau respondents cycled, Gatineau respondents that were not primary cyclists were less likely to be deterred by weather (28%) than Ottawa respondents that were not primary cyclists (38%). Similarly, Gatineau respondents that were not primary cyclists were less likely to be deterred by problems with traffic safety or lack of safe cycling facilities (35%) than Ottawa respondents that were not primary cyclists (55%).

Both Ottawa and Gatineau respondents who commuted by walking said the main reason was because it was healthier (49% in Ottawa, 60% in Gatineau), but other reasons for choosing to commute by walking differed. Gatineau respondents were more likely to cite the environment as a reason for choosing to walk (42%), compared to Ottawa respondents (27%). While health benefits were the top reason for people to start walking on both sides of the river, this was true for a greater proportion of Gatineau (60%) than of Ottawa (49%). Similarly, 41% of walkers in Ottawa started walking because there was a change in their commute, whereas this was less significant in Gatineau (17%).

5.4 Working from home

Most Ottawa and Gatineau respondents work from home at least some of the time, in similar proportions (59% in Ottawa, 57% in Gatineau). However, Gatineau respondents were more likely (33%) than Ottawa respondents (27%) to work only outside the home. Similar proportions have the option to work from home on both sides of the river, with similar maximum days allowed in the office. However, Ottawa hybrid workers (23%) were almost twice more likely to have no minimum days required in the office than Gatineau hybrid workers (12%).

Less than two thirds of Ottawa workers (64%) did not anticipate changes to their hybrid work patterns in the next 12 months, compared to three quarters of Gatineau workers (75%). Ottawa respondents were more likely to say they would consider changing jobs if more restrictions were put in place to return to the office (46%) than Gatineau workers (38%). Ottawa and Gatineau respondents had different attitudes about having new transit passes targeted at hybrid workers: compared to Ottawa respondents, Gatineau respondents were twice as more likely to think that a new transit pass would be an effective incentive for encouraging hybrid workers to use transit in the future (40% vs. 20%).

Most teleworkers on both sides are generally very satisfied with working from home (91% for Ottawa teleworkers and 89% for Gatineau teleworkers).

APPENDIX A. DETAILED SURVEY METHODS

This appendix describes how areas of the City of Ottawa and the Ville de Gatineau were defined and sampled. It also describes how the survey was developed and administered and describes the resulting survey sample. The appendix concludes with a description of how survey results were analyzed and reported.

Defining areas of Ottawa

The City of Ottawa was stratified to collect data for broad areas of the city, including:

- Ottawa inner city
- Ottawa inner suburbs; and
- Ottawa outer suburbs.

The definitions of these three areas for data collection were based on the first three digits of the postal code, also known as forward sortation area (FSA). The FSAs assigned to the three areas are detailed in Figure 94 below and are consistent with those used for the 2013 commuter attitudes study, with updates to account for changes in the region (in particular, continued growth in the outer suburbs). Wherever possible, the Greenbelt has been used as the border between the inner and outer suburbs. Where possible, Malatest used the next digit of the FSA to match sample cases to their specific desired area.

Figure 94: Survey areas by FSA for Ottawa

Area	Example Neighbourhoods	FSA
Inner City	Centretown, Glebe, Vanier, Little Italy, Hintonburg	K1L, K1M, K1N, K1P, K1R, K1S, K1Y, K2P.
Inner Suburbs	Beacon Hill, Alta Vista, Hunt Club, Nepean	K1B, K1G, K1H, K1J, K1K, K1T*, K1V*, K1Z, K2A, K2B, K2C, K2E, K2G*, K2H.
Outer Suburbs	Orleans, Barrhaven, Kanata, Stittsville, Manotick, Richmond	K1C, K1E, K1W, K1X, K2G*, K2J, K2K, K2L, K2M, K2R, K2S, K2T, K2V, K2W, K4A, K4B, K4C, K4M, K4P.

Note: FSAs with an * are split between inner and inner suburbs. Where possible, Malatest used the next digit to the FSA to match sample cases to their specific desired area.

Defining areas of Gatineau

The Ville de Gatineau was stratified to collect data for broad areas of the city including:

- Gatineau inner city
- Gatineau inner suburbs
- Gatineau outer suburbs WEST; and
- Gatineau outer suburbs EAST.

Similarly, the three Gatineau areas for data collection were defined based on FSAs as detailed in Figure 95 below. For these areas, FSAs were selected to match as closely as possible the desired survey areas. Some

FSAs were split between two survey areas. Where possible, Malatest used the next digit of the FSA to match sample cases to their specific desired area.

Figure 95: Survey areas by FSA for Gatineau

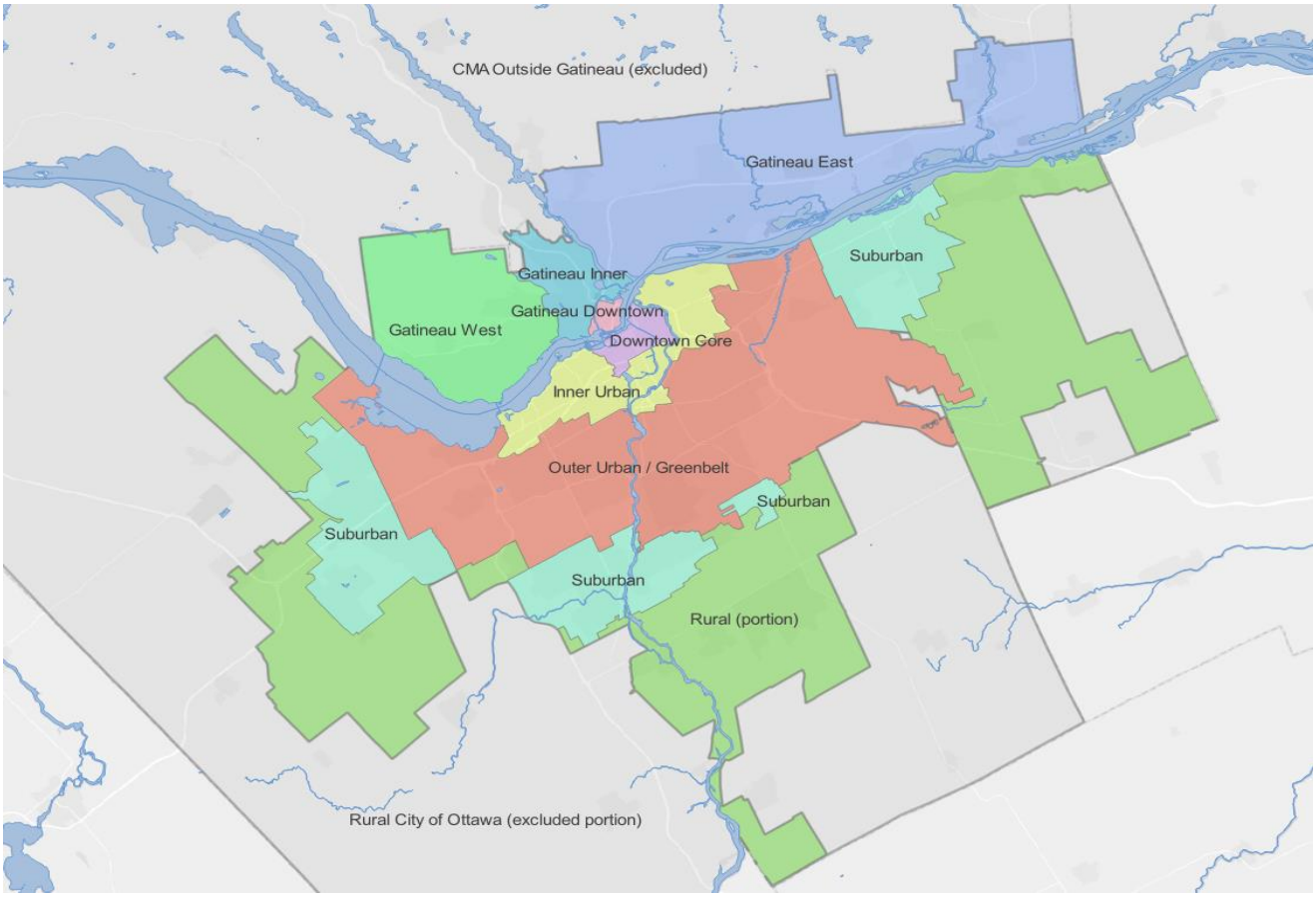
Area	Example Districts	FSA
Inner city	District de Hull-Wright (7)	J8X*
Inner suburb	District du Manoir-des-Trembles-Val Tetreau (6), District du Parc-de-la-Montagne-Saint-Raymond (8), District de l' Oree-du-Parc (9)	J8Y, J8Z.
Outer suburbs - WEST	District d'Aylmer (1), District de Lucerne (2), District de Deschenes (3), District du Plateau (4), District de Mitigomijokan (5)	J9J, J9H*, J9A*
Outer suburbs - EAST	District de Limbour (10), District de Touraine (11), District de Pointe Gatineau (12), District du Carrefour-de-l'Hopital (13), District du Versant (14), District de Bellevue (15), District du Lac-Beauchamp (16), District de la Riviere-Blanche (17), District de Masson-Angers (18), District de Buckingham (19)	J8T, J8V*, J8P, J8R, J8M, J8L*

Note: FSAs with an * are split between two areas. Where possible, Malatest used the next digit to the FSA to match sample cases to their specific desired area.

Mapping 2023 CAS areas into 2022 TRANS OD areas

The TRANS committee desired to compare findings from the 2023 Commuter Attitudes Survey with findings from the 2022 TRANS OD survey, which was larger in scope. This required to analyze and report 2023 CAS survey results at the Sub-area level, a geographic level used in the 2022 TRANS OD survey. To allow for this, Malatest geocoded postal codes into Sub-areas as shown in Figure 96.

Figure 96: Map of geocoded Sub-areas



Source: Mapped by Malatest based on 2023 Commuter Attitudes Survey (based on unweighted data).

Sampling city areas

The 2023 Commuter Attitudes Study aimed to collect a total of 3,450 surveys, including 2,250 surveys from Ottawa and 1,200 from Gatineau. Recent survey experience in the NCR showed that survey response rates can be low. To mitigate this risk, Malatest developed a sampling frame that included 37,500 records in total, more than 10 times the target number of 3,450 survey completes (Figure 97).

Given that survey response rates are higher in returning samples (i.e., previous survey participants), compared to fresh samples, Malatest leveraged returning sample from the 2022 TRANS Origin-Destination (OD) survey: the sampling frame for this study included over 19,000 residents of Ottawa and Gatineau that participated in the 2022 TRANS Origin-Destination (OD) survey and that consented to participate in future research.[21] The fresh sample included 18,000 telephone records (landline and cell phones) purchased from a reputable supplier, namely ASDE. About half of target survey completes was expected to come from the returning sample, and the other half from fresh sample.

[21] Using the returning sample also helped mitigate some inherent bias. For instance, older people are usually over-represented in transportation surveys, and they are less likely to agree to participate in future research. Hence, one could have a more representative survey by age if recruiting from the pool of those who agreed to future research.

Figure 97: Sampling frame and target completes by source of records

City	Sampling frame						Target completes		
	Returning sample	Fresh sample				Total sampling frame	Returning sample	Fresh sample	Total
		Land lines	Cell phones	RDD	Total fresh sample				
Ottawa	15,000	9,775	1,150	575	11,500	26,500	1,125	1,125	2,250
Gatineau	4,500	5,525	650	325	6,500	11,500	600	600	1,200
Total	**19,500**	**15,300**	**1,800**	**900**	**18,000**	**37,500**	**1,725**	**1,725**	**3,450**

Developing the survey questionnaire

The TRANS Committee drafted the questionnaire. Malatest reviewed the questionnaire and suggested changes to improve the quality of data collected (for instance revisions to improve flow, wording, skip patterns) and limit the survey's length to around 15 minutes. Together, the TRANS Committee, and Malatest worked collaboratively to finalize the questionnaire.

Malatest translated the finalized questionnaire into French, to allow for respondents to complete the survey in their preferred official language (English or French). Both the English and French questionnaires were programmed into Malatest's computer aided data collection system for telephone administration and online administration. Malatest tested the programmed questionnaire internally to ensure it was working as intended. The TRANS Committee was given the opportunity to test the online survey and provided feedback, which Malatest addressed prior to finalizing the survey questionnaire.

Field testing the questionnaire

Malatest conducted a field test of the survey with about 50 random participants, to test if survey questions were easy to answer from the perspective of participants, as well as to test the actual length of the survey. Survey testing showed that no question was hard to answer; however, the questionnaire was much longer than the target 15 minutes. Malatest collaborated with the client to streamline the questionnaire and cut it to about 15 minutes.

Inviting participants in the survey

Malatest sent returning participants with known email addresses in the sampling frame an email invite, requesting for their participation in the 2023 Commuter Attitudes Study. The invitation letter included detailed information about the survey, such as the purpose of the study, instructions for participating, privacy provisions, and contact information for information requests. Malatest sent invited participants that had not completed the survey reminders to complete the survey.

Recruiting participants by telephone

Malatest dialed a sample of telephone records (including landlines and cell phones) to recruit residents of Ottawa and Gatineau into the 2023 Commuter Attitudes Survey. Eligible respondents included persons aged 18 years and older. Residents contacted successfully were given information like what was included in the invitation letter. If available and willing to participate in the survey, they were surveyed over the phone. For

those that were sent an email invitation earlier, approximately two weeks after sending invitation letters, Malatest followed up by calling invited residents that had not completed the survey.

Resulting survey sample

The 2023 Commuter Attitudes Survey gathered data from 3,990 residents of the NCR, including 2,641 residents of Ottawa and 1,349 residents of Gatineau. As shown in Figure 98, actual surveys exceeded target surveys for all city areas but Gatineau Inner City. Gatineau inner city has a comparatively smaller population than the other areas. A target of 300 completes was set to ensure a sufficient sample to analyze recondenses for this part of Gatineau. Despite best efforts, that target was not achieved.

Figure 98: Target surveys vs. Actual surveys

City	Area	Target		Actual surveys	
		Number	% of Total	Number	% of Total
Ottawa	Inner City	500	14%	688	17%
	Inner Suburbs	875	25%	984	25%
	Outer Suburbs	875	25%	969	24%
	All areas	2,250	65%	2,641	66%
Gatineau	Inner City	300	9%	155	4%
	Inner Suburbs	300	9%	441	11%
	Outer Suburbs - WEST	300	9%	400	10%
	Outer Suburbs - EAST	300	9%	353	9%
	All areas	1,200	35%	1,349	34%
Survey Total		**3,450**	**100%**	**3,990**	**100%**

Source: 2023 Commuter Attitudes Survey (based on unweighted data)

Survey participants from Ottawa and Gatineau featured some significant differences in their demographic characteristics.[22] Survey participants were more likely to be younger in Ottawa than in Gatineau. For instance, survey participants aged 18 to 34 made up 23% of the sample in Ottawa, compared to 16% in Gatineau (Figure 99). Survey participants were more likely to feature higher income in Ottawa than in Gatineau. For instance, about four-in-ten survey participants in Ottawa featured a household income of $150,000 or higher (38%), whereas less than three-in-ten survey participants in Gatineau featured a household income in that range (27%). Compared to survey participants in Ottawa, survey participants in Gatineau were more likely to be White (85% vs. 81%), Black (4% vs. 2%), but less likely to be Asian (3% vs. 8%).

[22] The survey collected basic demographic information, including age, gender, income, ethnicity, and newcomer status, which are important GBA+ characteristics. The survey did not collect data about other GBA+ characteristics such as disabilities.

Figure 99: Demographic characteristics of survey participants by city

Characteristics		NCR (n = 3,990)	Ottawa (n = 2,641)	Gatineau (n = 1,349)
Age	18 to 24	2%	3%	2%
	25 to 34	18%	20%	14%
	35 to 44	26%	25%	27%
	45 to 54	24%	22%	26%
	55 to 64	20%	20%	21%
	65 to 74	8%	8%	8%
	75 to 84	2%	2%	2%
	85 and older	0%	0%	0%
	Don't know / Prefer not to answer	1%	1%	0%
Gender[23]	Male+	52%	52%	52%
	Female+	48%	48%	48%
Income	$0 to $34,999	4%	3%	4%
	$35,000 to $69,999	10%	9%	13%
	$70,000 to $99,999	17%	16%	20%
	$100,000 to $149,999	24%	24%	26%
	$150,000 and above	34%	38%	27%
	Don't know / Prefer not to answer	10%	10%	10%
Ethnicity	White	82%	81%	85%
	Black	3%	2%	4%
	Asian	6%	8%	3%
	Middle Eastern/Arab	2%	2%	2%
	Latin America	2%	2%	2%
	Indigenous (First Nations, Metis, Inuit)	1%	1%	1%
	Other	2%	3%	2%
	Prefer not to say	4%	5%	4%
Newcomer	Newcomer	1%	0.5%	1%

Source: 2023 Commuter Attitudes Survey (based on unweighted data).

[23] The questionnaire allowed for three options, including male, female and non-binary. Respondents also had the option to self-describe their gender or to not answer. A few respondents (less than 3%) selected non-binary, self-described their gender or preferred not to answer. Those cases were randomly allocated to male or female gender categories (a common practice), hence the use of male+ and female+ categories in the analysis.

Representativeness of 2023 CAS data

To assess whether Commuter Attitudes Survey data was representative of the population in the NCR, we benchmarked the survey data against TRANS OD census-weighted data, used as a proxy for population data. Although TRANS OD data might be seen as less reliable than Statistics Canada data, they allow for calculating population by Sub-area, unlike Statistics Canada data. This comparison showed that Commuter Attitudes Survey data was not fully representative of the population in the NCR by area as defined by Sub-area. For instance, the Commuter Attitudes Survey over-represented Ottawa residents in Downtown Core and Inner Urban, while it under-represented Ottawa residents in suburban areas Figure 100). For Gatineau, the Commuter Attitudes Survey over-represented residents in Gatineau Downtown and Inner areas, while it under-represented resides in Gatineau West and Gatineau East.

Figure 100: CAS data vs. TRANS OD data by Sub-area

Sub-area	2023 CAS		2022 TRANS OD (in scope)	
	Sample	%	Population	%
Ottawa Downtown Core	381	14%	51,141	9%
Ottawa Inner Urban	642	24%	98,164	17%
Ottawa Outer Urban / Greenbelt	680	26%	160,459	29%
Ottawa Suburban	843	32%	231,742	41%
Ottawa Rural (portion)	95	4%	20,852	4%
Total Ottawa	**2,641**	**100%**	**562,358**	**100%**
Gatineau Downtown	161	12%	6,772	4%
Gatineau Inner	463	34%	25,007	15%
Gatineau West	372	28%	52,757	32%
Gatineau East	353	26%	78,983	48%
Total Gatineau	**1,349**	**100%**	**163,518**	**100%**

Source: 2023 Commuter Attitudes Survey (based on unweighted data) and 2022 TRANS OD Survey.

In addition, the Commuter Attitudes Survey data was not representative of the population in the NCR by age. For instance, the Commuter Attitudes Survey under-represented younger residents aged between 18 and 34 years, while over-representing older residents aged between 35 and 74 years (Figure 101).

Figure 101: Commuter Attitudes Survey data vs. TRANS OD Survey data by age group

Age group	2023 CAS		2022 TRANS OD (in scope)	
	Sample	%	Population	%
18 to 24	96	2%	108,376	15%
25 to 34	711	18%	164,968	23%
35 to 44	1022	26%	156,418	22%
45 to 54	942	24%	148,526	20%
55 to 64	803	20%	105,944	15%
65 to 74	321	8%	30,455	4%
75+	75	2%	11,191	2%
Don't Know	20	1%	n/a	n/a
Total	**3,990**	**100%**	**725,877**	**100%**

Source: 2023 Commuter Attitudes Survey (based on unweighted data) and 2022 TRANS OD Survey.

Weighting 2023 CAS data

Malatest weighted Commuter Attitudes Survey data to account for those disparities by sub-area and age. Although TRANS OD data might be seen as less reliable than Statistics Canada data, TRANS OD data met our needs to have population data at the defined sub-areas. Hence, TRANS OD data (census-weighted) were used as a proxy for population data. Weighting group were defined by sub-area, age group and work/student status (indicating whether the survey participant was "a student or a worker" vs. "not a student nor a worker"). For data weighting, Gatineau Downtown was not combined with Gatineau inner.

Resulting weights featured a reasonable range: although there were a few low weights and few high weights for certain age groups in certain geographies, no weight was more than four times the base weight for its weighting stratum, and no weight was less than 0.25 times the base weight for its weighting stratum. Given the pretty large sample, these small number of outlier weights should not affect the overall analysis, except if we were to analyze the survey data at geographical levels lower than the defined sub-areas.

APPENDIX B. SURVEY QUESTIONNAIRE

2023 NCR COMMUTER QUESTIONNAIRE

TELEPHONE INTRO

Hello, my name is [….] from R.A. Malatest and I am calling on behalf of the [City of Ottawa/Ville de Gatineau].

We are conducting a survey of commuter travel attitudes and behaviours among the residents of [Ottawa/Gatineau]. The information collected will be used to help understand current mobility patterns and the factors that influence people's travel choices. The results will help to improve the transportation system and plan the region's walking, cycling, vehicle, and transit facilities.

Your participation is completely voluntary. All information collected through the survey will be held in strict confidence and is subject to legislation regarding access to and the protection of personal information. All survey responses will be used solely for research and planning purposes.
The survey should take about 15 minutes. Please note that this call may be recorded for quality control purposes.
Would you be available to participate now?

- Yes, continue
- No, thank and terminate survey

[Read only if further info requested:]
[For residents of Ottawa] The collection of data on commuter travel was approved by Ottawa City Council as part of the annual budget for Transportation Planning.
[For residents of Quebec] Personal information is collected under the authority of the Ministère des transports et de la Mobilité durable.

The personal information collected in the survey will be shared amongst the survey funding partners, including the City of Ottawa, Ville de Gatineau, Ministry of Transportation of Ontario, Ministère des transports et de la Mobilité durable, National Capital Commission, OC Transpo, and the Société de transport de l'Outaouais. Some information may also be shared with universities and similar organizations for conducting research.

If you have questions about this survey and use of your personal information, I can provide you with contact information for an official from the [depending on whether ON or QC sample: City of Ottawa / Ville de Gatineau]
IF ASKED:

Ottawa Residents	
English	French
Meredith Berriman, Strategic Programs and Project Officer BSS Email : meredith.berriman@ottawa.ca Telephone : 613-580-2424 x12729	Max Walker 110 Laurier Ave West, Transportation Planning, 4th floor, Ottawa ON K1P 1J1 Courriel : max.walker@ottawa.ca Téléphone : 613-580-2424, poste 23947

Gatineau Residents	
English	French
Nadine Lafond, ing. M.Sc.A., Chef de service Urbanisme et développement durable - Planification et développement de la mobilité Ville de Gatineau Maison du citoyen, 2e étage C. P. 1970, succ. Hull Gatineau (Québec) J8X 3Y9 Telephone :819 243-2345, poste 7968 Email : lafond.nadine@gatineau.ca	Nadine Lafond, ing. M.Sc.A., Chef de service Urbanisme et développement durable - Planification et développement de la mobilité Ville de Gatineau Maison du citoyen, 2e étage C. P. 1970, succ. Hull Gatineau (Québec) J8X 3Y9 Téléphone :819 243-2345, poste 7968 Courriel : lafond.nadine@gatineau.ca

ONLINE INTRO

Thank you for participating in the City of [Ottawa/Ville de Gatineau]'s study about commuter travel attitudes and behaviours among the residents of [Ottawa/Gatineau]. The information collected will be used to help understand current mobility patterns and the factors that influence people's travel choices. The results will help to improve the transportation system and plan the region's walking, cycling, vehicle, and transit facilities.

This study is being hosted by an independent research company, R.A. Malatest & Associates. Participation is completely voluntary. All information collected through the survey will be held in strict confidence and is subject to legislation regarding access to and the protection of personal information. All survey responses will be used solely for research and planning purposes.

The survey should take about 15 minutes.

Click "yes, continue" to agree to participate and enter the survey.

- Yes, continue
- No, terminate survey

Click here for more information on how your personal information is protected. [Display the text box below if this option is clicked]

[For residents of Ottawa] The collection of data on commuter travel was approved by Ottawa City Council as part of the annual budget for Transportation Planning.
[For residents of Quebec] Personal information is collected under the authority of the Ministère des transports et de la Mobilité durable.

The personal information collected in the survey will be shared amongst the survey funding partners, including the City of Ottawa, Ville de Gatineau, Ministry of Transportation of Ontario, Ministère des transports et de la Mobilité durable, National Capital Commission, OC Transpo, and the Société de transport de l'Outaouais. Some information may also be shared with universities and similar organizations for conducting research.

If you have questions about this survey and use of your personal information, you can contact the following official from the [depending on whether ON or QC sample: City of Ottawa / Ville de Gatineau]

Ottawa Residents	
English	French
Meredith Berriman, Strategic Programs and Project Officer BSS Email : meredith.berriman@ottawa.ca Telephone : 613-580-2424 x12729	Max Walker 110 Laurier Ave West, Transportation Planning, 4th floor, Ottawa ON K1P 1J1 Courriel : max.walker@ottawa.ca Téléphone : 613-580-2424, poste 23947
Gatineau Residents	
English	French
Nadine Lafond, ing. M.Sc.A., Chef de service Urbanisme et développement durable - Planification et développement de la mobilité Ville de Gatineau	Nadine Lafond, ing. M.Sc.A., Chef de service Urbanisme et développement durable - Planification et développement de la mobilité Ville de Gatineau

Maison du citoyen, 2e étage C. P. 1970, succ. Hull Gatineau (Québec) J8X 3Y9 Telephone :819 243-2345, poste 7968 Email : lafond.nadine@gatineau.ca	Maison du citoyen, 2e étage C. P. 1970, succ. Hull Gatineau (Québec) J8X 3Y9 Téléphone :819 243-2345, poste 7968 Courriel : lafond.nadine@gatineau.ca

A. INTRODUCTION

All participants are asked these questions.

A.1. First, can you confirm that you are 18 years of age or older?

- 01: Yes
- 02: No, thank and terminate **-> End**
- 99: Don't know/No answer **-> End**

A.2. Are you currently employed?

- 01: Yes
- 02: No **-> A4**
- 99: Don't know/No answer **-> A4**

A.3. On average, do you work full time for 30 or more hours per week or do you work part-time for less than 30 hours per week?

- 01: Work full-time (30 or more hours per week) **-> TripPurpose**
- 02: Work part-time (less than 30 hours per week) **-> TripPurpose**
- 99: Don't know/No answer **-> TripPurpose**

A.4. Are you enrolled as a full-time or part-time student?

- 01: Full-time **-> TripPurpose**
- 02: Part-time **-> TripPurpose**
- 03: Not a student
- 99: Don't know/No answer

A.5. What is your current employment status?

- 01: Unemployed but actively seeking work
- 02: Not employed and not looking for work
- 03: Retired
- 04: Stay-at-home parent or caregiver
- 77: Other, specify: _____
- 99: Don't know/no answer

A.6. Do you have a regular commitment, for instance for a recurring appointment or volunteering, for which you travel outside the home?

- 01: Yes
- 02: No, thank and terminate **-> End**
- 99: Don't know/No answer, thank and terminate **-> End**

A.7. For this commitment, do you travel during peak hours, such as 7 to 9 in the morning or 4 to 6 in the evening?

- 01: Yes, I always travel during peak hours to this commitment
- 02: Yes, I travel during peak hours to this commitment most of the time
- 03: Yes, I travel during peak hours to this commitment sometimes
- 04: No, I only travel to this commitment during off peak hours **-> End**
- 99: Don't know/No answer **-> End**

Computed Variable: Trip Purpose

Determine the respondent "Trip purpose" as follows:

If A2 = 1, then "Trip purpose" = "work"

Else if A4 = "Student full-time" or "Student part-time", then "Trip purpose" = "school"

Else "your regular commitment"

A.8. In a typical week, how many days do you commute to [trip purpose]?

- Days: ____
- 99: Don't know/no answer

If (trip purpose=your regular commitment) and (A.8 < 3 or A.8 = 99) **-> End, otherwise eligible respondent.**
If (trip purpose = "work" or "school") and A.8 = 0, **Skip to Section C.**

Note on eligibility:

At this point, all respondents are:

- Employed;
- Enrolled as a student;
- Or are a resident with a regular commitment at least twice a week for which they travel at least sometimes during peak hours.

B. COMMUTER CLASSIFICATION

B.1. What is the maximum trip time in minutes that you would be willing to spend commuting from your home to your [trip purpose] on a regular basis?

- 01: ____ minutes
- 99: Don't know/no answer

B.2. Consider how you currently travel to [trip purpose] on a typical week. What is your primary mode of travel that you use most frequently? If your trip requires multiple modes of travel, please select the mode that you spend the most time on. Do you occasionally use another means of travel? (Do not read list)

Accept up to two responses; differentiate between primary and occasional modes

	Primary mode of transportation (Select one)	Occasional mode of transportation (Select one)
Drive alone:		
Car	o	o
Motorcycle/scooter	o	o
Carpool/vanpool (including driving with a family member or friend):		
Carpool/vanpool driver	o	o
Carpool/vanpool passenger	o	o
Public transit:		
OC Transpo (bus and/or light rail)	o	o
Société de transport de l'Outaouais (STO)	o	o
Private bus service	o	o
Para Transpo/Paratransit	o	o
Bicycle (regular bike)	o	o
e-bike (power-assisted bicycle with pedals)	o	o
E-Scooter	o	o
Pedestrian:		
Walk / jog	o	o
Wheelchair/mobility assistive device	o	o
Inline skate / rollerblade / skateboard	o	o
Taxi	o	o
Rideshare (Uber, Lyft, etc)	o	o
Other (specify)	o	o
No primary mode -> Section C	o	X
No occasional means	X	o
Don't know/no answer	o	o

Computed variable: “Primary mode of transportation”, based on answers to question B.2

B.3. On average, how long does your commute take by [primary mode] from your home to [trip purpose]?

- ☐ 01: _____ minutes
- ☐ 02: _____ Kilometers
- ☐ 99: Don't know/no answer **X**

B.4. What are your main reasons for commuting by [primary mode]? (Do not read list) (Select up to 3)

- ☐ 01: Less expensive
- ☐ 02: More relaxing/less stressful
- ☐ 03: Make better use of my time
- ☐ 04: More convenient
- ☐ 05: Quicker travel time
- ☐ 06: Lack of/expensive car parking
- ☐ 07: Need to have vehicle during work
- ☐ 08: Need to have vehicle before or after work
- ☐ 09: Need to drop others off during my commute (for instance kids at school)
- ☐ 10: Safer
- ☐ 11: Healthier
- ☐ 12: Too far for other modes
- ☐ 13: Better fit with my schedule
- ☐ 14: Want to get home in an emergency
- ☐ 15: Better for the environment
- ☐ 16: Do not have access to a vehicle
- ☐ 17: Not able to drive due to health reasons / do not have a driver’s license
- ☐ 18: Ability to socialize with others
- ☐ 19: Weather
- ☐ 77: Other (specify)
- ☐ 99: Don’t know/no answer

B.5. Generally speaking, how satisfied are you with [primary mode] as a means to get to [trip purpose]?

- 01: Very dissatisfied
- 02: Somewhat dissatisfied
- 03: Neutral
- 04: Somewhat satisfied
- 04: Very satisfied
- 99: Don't know/no answer

B.6. Did you commute to [travel purpose] using [primary mode] as your primary mode of travel before the start of the pandemic in March of 2020?

- 01: Yes
- 02: No, I commuted by another mode
- 03: No, I did not commute to [Travel purpose] in 2020
- 99: Don't know/No answer

Ask B.7 if B.6 = 2.

B.7. What mode of transportation did you use the most often prior to the pandemic?

	Primary mode of transportation before the 2020 pandemic (Select one)
Drive alone:	
Car	o
Motorcycle/scooter	o
Carpool/vanpool (including driving with a family member or friend):	
Carpool/vanpool driver	o
Carpool/vanpool passenger	o
Public transit:	
OC Transpo (bus and/or light rail)	o
Société de transport de l'Outaouais (STO)	o
Private bus service	o
Para Transpo/Paratransit	o
Bicycle	o
e-bike (power-assisted bicycle with pedals)	o
E-Scooter	o
Pedestrian:	
Walk / jog	o
Wheelchair/mobility assistive device	o
Inline skate / rollerblade / skateboard	o
Taxi	o
Rideshare (Uber, Lyft, etc)	o
Other (specify)	o
Don't know/no answer	o

Ask B.8 if B.6 = 2.

B.8. What is the reason for the change? (Do not read list) (Select up to three)

- ☐ 01: Concerned about catching COVID
- ☐ 02: Purchased a car
- ☐ 03: Hybrid work arrangement
- ☐ 05: New home, work, or school location
- ☐ 06: Parking is now cheaper than a transit pass
- ☐ 07: Changes to transit routes have made it less convenient for me to take transit
- ☐ 08: Issues with transit reliability
- ☐ 77: Other (Specify)
- ☐ 98: None of the above **X**
- ☐ 99: Don't know/no answer **X**

C. WALKING

C.1. Imagine you have a new job or have moved to a new neighbourhood. What is the maximum time or distance you would consider walking all the way to [Trip purpose] on a regular basis?

- ☐ 01: _____ Minutes
- ☐ 02: _____ Kilometers
- ☐ 03: I would never consider walking to [trip purpose] **X**
- ☐ 99: Don't know/no answer **X**

Only participants who answered "Pedestrian" as primary mode in B.2 are asked these questions, else skip to next section D.

C.2. Please note that the following questions apply to your trip to [trip purpose]. Walking includes using a mobility assisted device, jogging and skateboarding.

During which seasons or time of the year do you walk to [trip purpose]? (Read list) (Select all that apply)

- ☐ 01: Spring (March to May)
- ☐ 02: Summer (June to August)
- ☐ 03: Fall (September to November)
- ☐ 04: Winter (December to February)
- ☐ 05: Year round **X**
- ☐ 99: Don't know/no answer **X**

C.3. What made you decide to **start** walking to [trip purpose]? (Do not read list) (Select up to 3)

- ☐ 01: A friend, neighbor, colleague, or family member encouraged me to try it
- ☐ 02: I participated in an event like a walk challenge
- ☐ 03: I have been commuting on foot since before I could drive
- ☐ 04: New infrastructure
- ☐ 05: Exercise / health benefits
- ☐ 06: Change in commute (new home, work, school location)
- ☐ 07: Former mode of commuting became intolerable (due to congestion, travel time, etc.)
- ☐ 08: Environmental benefits (climate change)
- ☐ 09: Cost saving / Save money
- ☐ 77: Other (specify)
- ☐ 99: Don't know/no answer **X**

D. BICYCLING

D.1. Which of the following categories best aligns with how you feel about cycling? (Read list)

- 01: Don't cycle because I am not physically able **-> Skip to D.9**
- 02: Don't cycle now and am not interested in starting **-> Skip to D.5**
- 03: Interested in cycling but concerned about traffic and safety
- 04: Comfortable cycling in traffic but prefer bike lanes and segregated facilities
- 05: Comfortable cycling in traffic; roads are generally fine as they are
- 99: Don't know/no answer

D.2. Do you currently ride a bike more than once a month, for any reason?

- 01: Yes
- 02: No **-> Skip to D.5**
- 99: Don't know/no answer **-> Skip to D.5**

D.3. From **April through November**, how often do you typically bike for any of the following reasons (Read list)?

	01: Three or more times a week	02: Once or twice a week	03: Once or twice a month	04: Less than once a month	05: Never	99: Don't know / No answer
To go to work, school or volunteer						
For recreation and fitness						
For other trip purposes such as running errands, dropping off a passenger, visiting friends, etc.						

D.4. From **December to March**, how often do you typically bike for any of the following purposes? (Read list)?

	01: Three or more times a week	02: Once or twice a week	03: Once or twice a month	04: Less than once a month	05: Never	99: Don't know / No answer
To go to work, school or volunteer						
For recreation and fitness						
For other trip purposes such as running errands, dropping off a passenger, visiting friends, etc.						

Skip to D.6 if (bicycling primary or occasional mode in B.2) or (D.3:to go to trip purpose=01,02,03,04 or D.4:to go to trip purpose=01,02,03,04).

D.5. Why do you <u>not</u> use cycling as a means to get to [trip purpose]? (Do not read) (Select up to three)

- ☐ 01: Too far / takes too long
- ☐ 02: Hills along the route
- ☐ 03: Lack of safe cycling facilities
- ☐ 04: Lack of safe intersection crossings
- ☐ 06: Weather (snow, ice, rain)
- ☐ 07: Traffic Safety / risk of collisions
- ☐ 08: Personal security (fear of crime / personal attacks)
- ☐ 09: Convenience / flexibility
- ☐ 10: Need to make stops along commute
- ☐ 11: Require vehicle at work
- ☐ 12: Require vehicle before and/or after work
- ☐ 13: No other way to get to work
- ☐ 14: Work hours/schedule
- ☐ 15: Want to get home in an emergency
- ☐ 16: Health / mobility issues
- ☐ 17: Need to carry large or heavy items
- ☐ 18: Need to drive someone (e.g., kids to school)
- ☐ 19: Lack of change facilities or showers at work
- ☐ 20: Don't want to get sweaty or wet (don't want to shower/change)
- ☐ 21: Don't know how to ride a bicycle
- ☐ 22: Can't afford a bike
- ☐ 77: Other (specify)
- ☐ 99: Don't know/no answer **X**

Only participants who answered "Bicycle" as primary mode in B.2. are asked these questions, otherwise go to D.8.

Ask D.6 if D.4: to go to work/school/volunteer = 05

D.6. What alternative mode do you use most often during the winter (from December to March)? (Select one)

- ○ 01: Drive alone
- ○ 02: Carpool/vanpool (including driving with a family member or friend):
- ○ 03: Public transit
- ○ 04: Pedestrian
- ○ 05: Taxi
- ○ 06: Rideshare (Uber, Lyft, etc)
- ○ 07: I almost always cycle, regardless of the weather or situation
- ○ 77: Other (specify)
- ○ 99: Don't know/no answer

D.7. Is there adequate bike parking and change facilities at your destination?

- 01: Yes
- 02: No
- 99: Don't know/Prefer not to answer

D.8. Imagine you have a new job or have moved to a new neighbourhood. What is the maximum time or distance you would consider riding a bike to [trip purpose] on a regular basis?

- ☐ 01: _____ Minutes
- ☐ 02: _____ Kilometers
- ☐ 03: I would never consider cycling to [trip purpose] **X**
- ☐ 99: Don't know/no answer **X**

***Ask 85D.9 to participants who answered "Bicycle" as primary mode in B.2*.**

D.9. Do you have a secure and convenient place to park your bike at home?

- 01: Yes
- 02: No
- 99: Don't know/Prefer not to answer

E. PUBLIC TRANSIT

Ask E.1 if primary mode of transportation is "Drive alone" or "Carpool/vanpool" in B.2

E.1. On a scale of 1-5, where 1 is not important and 5 is extremely important, to what extent would the following influence you towards taking public transit to [trip purpose]?

Randomize list	Importance					Don't know/ no answer
	1	2	3	4	5	
a. Reduction in transit fares						
b. Increase in fuel or parking costs						
c. Faster and more direct service between where I live and where I go to work/school/volunteer						
e. More reliable transit service (buses arrive and depart on schedule)						
f. More frequent transit service						
g. Better real-time information on bus arrivals, cancellations, and delays						

Ask E.2 of participants who answered, "Public Transit", including paratranspo, as primary mode of transportation in B.2. Others are skipped to F.1.

E.2. How could transit service be improved? (Do not read list) (Select top three)

- ☐ 01: More frequent service
- ☐ 02: Better connections
- ☐ 03: Goes to more places
- ☐ 04: Closer transit stop to my house or destination
- ☐ 05: Lower fares
- ☐ 06: Cleaner buses and stations
- ☐ 07: Better security around stations and on transit
- ☐ 08: Better real time information
- ☐ 09: Better communications
- ☐ 10: More (or bigger) park and ride lots
- ☐ 11: Better walking and cycling connections to my transit stop / station
- ☐ 77: Other (specify)
- ☐ 99: Don't know/no answer **X**

F. CARPOOL/VANPOOL/RIDESHARE

Ask F.1 if primary mode of transportation is carpool/vanpool or rideshare (based on B.2).

F.1. How could your drive to [trip purpose] be improved? (Do not read list) (Select all that apply)

- ☐ 01: Better winter maintenance
- ☐ 02: Smoother roads with fewer potholes and cracks
- ☐ 03: More enforcement of traffic rules
- ☐ 04: More on-street parking
- ☐ 05: More off-street parking
- ☐ 06: Fewer disruptions due to construction
- ☐ 07: Less congestion
- ☐ 08: More roadside message signs that provide information on traffic conditions ahead
- ☐ 09: Better real-time information on collisions, construction, and traffic delays on my phone
- ☐ 77: Other (specify)
- ☐ 98: Nothing, I am generally satisfied with my commute **X**
- ☐ 99: Don't know/no answer **X**

Ask F.2 if primary mode of transportation is "carpool/vanpool" (based on B.2), otherwise go to G.1

F.2. With whom do you carpool/vanpool? (Do not read list) (Select all that apply)

- ☐ 01: Family
- ☐ 02: Friends
- ☐ 03: Neighbours
- ☐ 04: Co-workers
- ☐ 05: Carpool matches/ride-matching service
- ☐ 77: Other (specify)
- ☐ 99: Don't know/no answer **X**

G. LONE DRIVERS/MOTORCYCLISTS

Ask G.1. if primary mode of transportation is "Drive alone" (based on B.2), else go to H.1.

G.1. Do you pay to park when driving to [trip purpose]?

01: Yes ***SKIP TO G.3***
02: No
99: Don't know/no answer ***SKIP TO G.3***

G.2. If you had to pay for parking, would you still drive to [trip purpose]?

01: Yes
02: No **SKIP to G.4**
03: Maybe/Depends on price
99: Don't know/no answer

G.3. What is the maximum price you would pay per month for parking at [trip purpose], before you would consider choosing another mode, changing jobs or moving?

- 01: $50 or less per month
- 02: $51-$100 per month
- 03: $101-$150 per month
- 04: $151-$200 per month
- 05: $201-$300 per month
- 06: $301-$400 per month
- 07: $401-$500 per month
- 08: More than $500 per month
- 99: Don't know/no answer

G.4. Does the level of congestion impact when you typically leave to travel **to** [trip purpose]?

- Yes, I leave earlier than my preferred time
- Yes, I delay my departure
- No, it doesn't impact when I leave
- Don't know/no answer

G.5. Does the level of congestion impact when you typically leave to travel **from** [trip purpose]?

- Yes, I leave earlier than my preferred time
- Yes, I delay my departure
- No, it doesn't impact when I leave
- Don't know/no answer

H. WORKING FROM HOME

Ask if trip purpose=work, else go to I.1.

H.1. Which of the following best describes your typical work week?

- 01: I work only outside the home
- 02: I work only at home **-> Skip to H.11**
- 03: I work both at home and outside the home**-> Skip to H.3**
- 99 Don't know/no answer **-> Skip to I.1**

H.2. Do you have the option to <trip purpose> from home?

- 01: Yes **-> Skip to I.1**
- 02: No **-> Skip to I.1**
- 99: Don't know/no answer **-> Skip to I.1**

H.3. In the past week, which days did you travel to your place of work or other work location and which days did you work from home? (Select all that apply)

	Workplace	From home	Both	Did not work that day	Don't know
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Saturday					
Sunday					

H.4. Is there a minimum number of days that your employer requires you to be in the office each week? If yes, how many?

- 01: Yes, number_____
- 02: No
- 99 Don't know/no answer

H.5. Is there a maximum number of days that your employer allows you to be in the office each week? If yes, how many?

- 01: Yes, number_____
- 02: No
- 99: Don't know/no answer

H.6. Do you have any choice on which days you work from home?

- 01: Yes, I have complete flexibility to set my own schedule
- 02: Yes, I have some choice, but my employer has identified certain days when I must be at the office each week
- 03: No, my employer sets the days when I must be at the office and at home
- 99: Don't know/no answer

Ask H.7 If they were not at work last Monday or Friday based on H.3.

H.7. There is evidence that hybrid workers prefer to be in the office on Tuesdays to Thursdays. Would you consider working in the office on a [Monday/Friday/Monday or Friday] to avoid traffic congestion?

- 01: Yes
- 02: Maybe
- 03: No, I am not able to change the days I work at the office
- 04: No, I prefer travelling to the office on Tuesdays to Thursdays
- 05: No, I am not impacted by traffic congestion during my commute

H.8. Would you consider changing jobs if your employer put more restrictive rules in place to return to the office?

- 01: Yes
- 02: No
- 99: Don't know/no answer

H.9. Do you anticipate that you will change your hybrid work patterns over the next 12 months?

- 01: Yes, I expect to travel to the office more frequently
- 02: Yes, I expect to travel to the office less frequently
- 03: Yes, I expect to change the days I travel to the office
- 04: No, I do not anticipate any changes
- 99: Don't know/no answer

Ask H.10 to those who answered drive alone.

H.10. Would having a new transit pass targeted at hybrid workers be an effective incentive for encouraging you to use transit in the future?

- 01: Yes
- 02: No
- 03: Maybe
- 99: Don't know/no answer

Ask H.11 if H.1=2 OR H.5=1 OR H.6=3

H.11. Are you satisfied with working at home?

- 01: Very dissatisfied
- 02: Somewhat dissatisfied
- 03: Neutral
- 04: Somewhat satisfied
- 05: Very satisfied
- 99: Don't know/no answer

Ask H.12 if not satisfied with working at home: H.11 = 1 or 2.

H.12. Why are you not satisfied with working at home? (Select all that apply)

- ☐ 01: Need to have a separation between home and work
- ☐ 02: Less productive
- ☐ 03: No suitable workspace at home
- ☐ 04: Lack of office equipment at home
- ☐ 05: Lack of mentorship opportunities / opportunities for career growth
- ☐ 06: Like seeing people and working in person (social interaction)
- ☐ 77: Other (specify)
- ☐ 99: Don't know/no answer **X**

Ask H.13 if they work full time at home: H.1 = 2.

H.13. When working from home, are you working for an employer or are you self-employed?

- 01: Working for an employer
- 02: Self-employed
- 03: Both
- 99: Don't know/no answer

I. INVESTMENT PRIORITIES

All participants are asked these questions.

I.1. [The City of Ottawa/ the Ville de Gatineau] will need to allocate limited resources to accommodate growth and to address mobility needs.
Please rate how important it is to invest in each of the following areas of the transportation system, using a score from 1 to 5, with 1 representing Not important and 5 representing Extremely Important.

(Randomize list)	Importance					Don't know/no answer
	1	2	3	4	5	
A. Build new roads and widen existing roads to improve access, reduce congestion, and improve conditions for pedestrians, cyclists, and transit						
B. Build new walking and cycling facilities to improve network connectivity and address gaps						
C. Build new rapid transit facilities such as bus lanes to make transit faster and more reliable						
D. Increase transit frequencies so that buses come more often						
E. Keep existing roads and walking and cycling facilities in a state of good repair						
F. Reduce transit fares						

J. DEMOGRAPHICS

All participants are asked these questions.

J.1. Please indicate which of the following categories represents your current age (Read list)

- 01: 18 to 24
- 02: 25 to 34
- 03: 35 to 44
- 04: 45 to 54
- 05: 55 to 64
- 06: 65 to 74
- 07: 75 to 84
- 08: 85 and older
- 99: DO NOT READ: Don't know/no answer

J.2. Are you a newcomer to Canada in the last two years?

- 01: Yes
- 02: No
- 99: Don't know/no answer

J.3. What was your household's total gross income last year? (if needed: Consider all sources of income before income taxes)? (Read list)

- 01: $0 to $34,999
- 02: $35,000 to $69,999
- 03: $70,000 to $99,999
- 04: $100,000 to $149,999
- 05: $150,000 and above
- 99: Don't know/no answer

J.4. What is your home postal code?

- 01: …… (six digits)
- 99: Don't know/no answer

Ask J.5 if J.4 = 99

J.5. What are the first three digits of your home postal code?

- 01: …… (three digits)
- 99: Don't know/no answer

J.6. What is the postal code where you [trip purpose]. If you don't know the postal code, please describe the nearest intersection or landmark for reference.

- 01: …… (six digits)
- 99: Don't know/no answer

J.7. What is your gender? (If needed: Refers to current gender which may be different from sex assigned at birth and may be different from what is indicated on legal documents.)

- 01: Male
- 02: Female
- 03: Non-binary
- 04: Prefer to self-describe:_____
- 99: Prefer not to say

J.8. Do you identify with any of the following groups? (select all that apply)

- ☐ White (if needed: White, Caucasian)
- ☐ Black (if needed: African, Caribbean)
- ☐ Asian (if needed: Vietnamese, Indian, Afghan)
- ☐ Middle Eastern/Arab
- ☐ Latin American
- ☐ Indigenous (if needed: First Nations, Métis, Inuit)
- ☐ Other group — specify: _____
- ☐ Prefer not to say (X)

J.9. RECORD FROM SYSTEM: Language of interview:

- English
- French

Thank you very much for your time. Your answers will help the [City of Ottawa/Ville de Gatineau] develop transportation plans and policies, and better respond to your transportation needs.