



Community Traffic Management Plan
2016 Pleasantview Survey
Final Report

January 26, 2016



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1.0 SUMMARY OF FINDINGS

In 2016, the City of Edmonton (the Client) contracted Banister Research to conduct a telephone census survey of all records for the Pleasantview Community where a Community Traffic Management Plan (CTMP) was being implemented. Banister Research conducted telephone interviews with 205 residents from Pleasantview, where the CTMP was taking place. Banister Research purchased the most up to date list of telephone records available for residents in this area. Results reflect a margin of error no greater than $\pm 5.3\%$ at the 95% confidence level, or 19 times out of 20.

Key findings from the 2015 City of Edmonton CTMP for Pleasantview included:

Respondent Profile

- Just over one-third of the respondents (35%) lived west of 104 Street/Calgary Trail and east of, but not including, 106 Street, while 30% lived west of, but not including, 106 Street and east of, but not including 109 Street. Fourteen percent (14%) of respondents lived along 106 Street between 51 Avenue and 61 Avenue, 12% of respondents lived west of, but not including, 109 street and east of 111 Street, and 10% of respondents lived along 109 Street between 52 Avenue and 61 Avenue.¹
- One hundred percent (100%) of respondents were residents of Pleasantview, while 94% were property owners and 90% were customers of businesses in the community.

Transportation and Traffic Related Issues

- The majority of respondents (93%) indicated there were currently traffic and transportation related issues and concerns in the Pleasantview community.
- Just over half of respondents (51%) indicated there were traffic and transportation related issues prior to the traffic changes in July.
- The majority of respondents (94%) were aware of the ongoing community traffic management process in Pleasantview prior to completing the survey.
 - Those who were aware of the traffic management process (n=193) were asked how they heard about the traffic management process. Three-quarters of respondents (75%) heard about the traffic management process through a Pleasantview Community League meeting or newsletter, while 69% were aware of the process through road signs.
- Nearly one-quarter of respondents (23%) indicated they were involved with the ongoing traffic management process in Pleasantview, while just over half of the respondents (51%) indicated they were not involved.
- Just over one-third of respondents (34%) believed the traffic volume had increased since the installation of the trial measures this summer, while 32% felt that it remained about the same and 29% believed the traffic volume had decreased.

¹ Totals may not always equal 100%, due to rounding of the numbers

- Over half of respondents (58%) believed that traffic safety had declined since the installation of the trial measures this summer, while 23% felt that it remained about the same and 13% believed that traffic safety had improved.
- Respondents were then asked which intersections in the Pleasantview community they used most frequently to travel in and out of the neighbourhood. Most commonly, respondents reported the intersection of 109 Street and 61 Avenue (31%), followed by 106 Street and 51 Avenue (25%) and 105 Street and 51 Avenue (24%).
- Respondents were asked to rate their satisfaction level with a series of statements concerning transportation conditions in the Pleasantview community. At least 40% of the respondents were satisfied with the following:
 - Access to Public Transit (i.e. Bus, LRT and DATS) (59%);
 - Traffic volume during the off-peak travel periods (47%); and
 - Traffic safety during the off-peak travel periods (40%).
- Less than one-quarter of the respondents were satisfied with the following:
 - Traffic volume during the AM peak travel periods (7AM to 9AM) (24%);
 - Traffic volume during the PM peak travel periods (4PM to 6PM) (24%);
 - Traffic safety during the PM peak travel periods (4PM to 6PM) (18%); and
 - Traffic safety during the AM peak travel periods (7AM to 9AM) (17%).
- Respondents who were less than satisfied (n=182) with at least one of the transportation conditions were asked if their lower satisfaction was due to a variety of reasons (i.e. on an aided basis). Most commonly, respondents reported shortcutting (74%) or diversion of traffic (73%).
- Respondents were asked how comfortable they were with the intersection modifications at 106 Street and 51 Avenue that do not allow northbound and southbound motor vehicles to drive straight through the intersection. The majority of respondents (63%) were not comfortable with this modification while 23% were comfortable.
- Still considering the intersection modifications at 106 Street and 51 Avenue, respondents were asked how effective this change was in addressing traffic safety issues. The majority of respondents (62%) rated this modification as not effective while 20% indicated this modification was effective.
- The majority of respondents (62%) were not comfortable with the changing of 106 Street to one-way northbound for motor vehicles between 53 Avenue and 56 Avenue, while 22% were comfortable with this change.
- Still considering the changing of 106 Street to one-way northbound for motor vehicles, the majority of respondents (59%) rated this modification as not effective while 19% indicated this modification was effective in addressing traffic safety issues.
- Just over half of respondents (52%) were not comfortable with the installment of curb extensions at the intersections of 58 Avenue and 109 Street, and 60 Avenue and 109 Street while 20% were comfortable with this change.

- Still considering the curb extensions at the intersections of 58 Avenue and 109 Street, and 60 Avenue and 109 Street, over half of respondents (53%) rated this modification as not effective while 15% indicated this modification was effective in addressing traffic safety issues.
- The majority of respondents (69%) were not comfortable with the installment of a center median at 109 Street and 54 Avenue before its removal in September 2015, while 12% were comfortable.
- Still considering the center median at 109 Street and 54 Avenue, the majority of respondents (65%) rated this modification as not effective while 13% indicated this modification was effective in addressing traffic safety issues.
- Respondents were asked to rate how strongly they agreed with a series of statements regarding the traffic measures installed during the trial period. The results were as follows:
 - “The traffic measures installed during the trial period should be removed, and traffic flow should go back as before the trial” – 65% of respondents agreed with this statement;
 - “The traffic measures installed during the trial period should be removed, and measures to address only speeding should be considered” – 54% of respondents agreed with this statement; and
 - “The traffic measures installed during the trial period should remain but adjustments need to be made to address traffic diverting to 105 Street” – 36% of respondents agreed with this statement.
- Respondents were asked how disruptive the traffic related trial measures had been, in terms of impact on their day-to-day life. The majority of respondents (60%) indicated that the traffic related trial measures were disruptive, while 25% of respondents indicated that the traffic related trial measures were not disruptive.
- Respondents considered all of the changes implemented as a part of the traffic related trial measures and were asked how willing they would be to accept the current trial measures. One-quarter of respondents were willing to accept the current trial measures (25%), while 62% of respondents were not willing to accept them.
- Respondents were asked to rate how comfortable they were with four potential directions for traffic management in the neighbourhood if the current traffic measures were to be removed. The results were as follows:
 - 65% of respondents were comfortable with a reduction of the posted speed limit on 106 Street;
 - 63% of respondents were comfortable with a reduction of the posted speed limit on 109 Street;
 - 52% of respondents were comfortable with the addition of speed humps on 106 Street; and
 - 49% of respondents were comfortable with the addition of speed humps on 109 Street.

2.0 PROJECT BACKGROUND

In 2016, the City of Edmonton (the Client) contracted Banister Research to conduct a telephone census survey of all records for the Pleasantview Community where a Community Traffic Management Plan (CTMP) was being implemented. After completing a traffic planning study for this neighbourhood, the City wished to better understand the community values with regards to traffic planning in order to guide decision making with regards to reducing traffic/impact on personal convenience.

Other survey questions included driving habits in the City of Edmonton, as well as other demographics (e.g., age, gender) to enable cross-tabulation of the results across a variety of factors.

This report outlines the results for the 2016 City of Edmonton Community Traffic Management Plan (CTMP) for Pleasantview.

3.0 METHODOLOGY

All components of the project were designed and executed in close consultation with the City of Edmonton (the Client). A detailed description of each task of the project is outlined in the remainder of this section.

3.1 Project Initiation and Questionnaire Design

At the outset of the project, all background information relevant to the study was identified and subsequently reviewed by Banister Research. The consulting team familiarized itself with the objectives of the Client, ensuring a full understanding of the issues and concerns to be addressed in the project. The result of this task was an agreement on the research methodology, a detailed work plan and project initiation.

Banister Research worked closely with the Client in designing the survey instrument. All draft versions were submitted the Client for review and approval. A copy of the final questionnaire is provided in Appendix A.

3.2 Survey Population and Data Collection

Telephone interviews were conducted from January 5th to January 11th, 2016, at the Banister Research Call Centre. A total of 205 surveys were completed with adult residents of the City of Edmonton, in the Pleasantview Community; results provide a margin of error no greater than $\pm 5.3\%$ at the 95% confidence level, or 19 times out of 20².

To maximize the sample, up to five (5) call back attempts were made to each listing, prior to excluding it from the final sample. Busy numbers were scheduled for a call back every fifteen (15) minutes. Where there was an answering machine, fax, or no answer, the call back was scheduled for a different time period on the following day. The first attempts to reach each listing were made during the evening or on weekends. Subsequent attempts were made at a different time on the following day.

The following table presents the results of the final call attempts. Using the call summary standard established by the Market Research and Intelligence Association, there was a 45% response rate and a 37% refusal rate. It is important to note that the calculation used for both response and refusal rates is a conservative estimate and does not necessarily measure respondent interest in the subject area.

Summary of Final Call Attempts	
Call Classification:	Number of Calls:
Completed Interviews	205
Busy/No Answer/Answering Machine	112
Respondents Unavailable/Appt. Set	15
Refusals	125
Fax/Modem/Business/Not-In-Service/Wrong Number	46
Language Barrier/Communication Problem	7
Disqualified	5
Total	515

At the outset of the fieldwork, all interviewers and supervisors were given a thorough step-by-step briefing to ensure the successful completion of telephone interviews. To ensure quality, at least 20% of each interviewer's work was monitored by a supervisor on an on-going basis.

The questionnaire was programmed into Banister Research's Computer Assisted Telephone Interviewing (CATI) system. Using this system, data collection and data entry were simultaneous, as data was entered into a computer file while the interview was being conducted. Furthermore, the CATI system allowed interviewers to directly enter verbatim responses to open-ended questions.

² Based on a total number of household records of 515 purchased from Telus' most recent residential listings available for the Pleasantview Community.

3.3 Data Analysis and Project Documentation

While data was being collected, Banister Research provided either a written or verbal progress report to the Client. After the questionnaires were completed and verified, all survey data was compiled into a computerized database for analysis.

Data analysis included cross-tabulation, whereby the frequency and percentage distribution of the results for each question were broken down based on respondent characteristics and responses (e.g. gender, age, etc.). Statistical analysis included a Z-test to determine if there were significant differences in responses between respondent subgroups. Results were reported as statistically significant at the 95% confidence level.

A list of responses to each open-ended question were generated by Banister Research. The lead consultant reviewed the list of different responses to the open-ended or verbatim question and then a code list was established. To ensure consistency of interpretation, the same team of coders was assigned to this project from start to finish. The coding supervisor verified at least 10% of each coder's work. Once the questionnaires were fully coded, computer programs were written to check the data for quality and consistency. All survey data was compiled into a computerized database for analysis. Utilizing SPSS analysis software, the survey data was reviewed to guarantee quality and consistency (e.g., proper range values and skip patterns).

The detailed data tables have been provided under a separate cover. It is important to note that any discrepancies between charts, graphs or tables are due to rounding of the numbers.

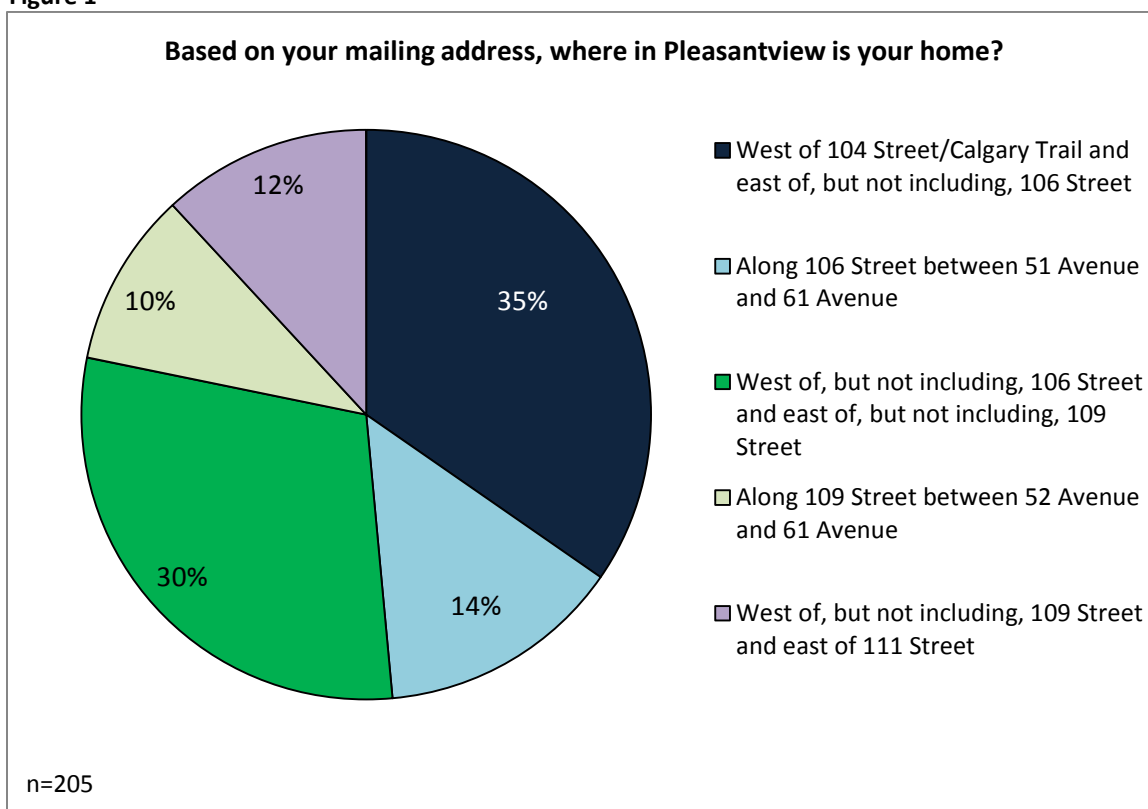
4.0 STUDY FINDINGS

Results of the survey are presented as they relate to the specific topic areas addressed by the survey. It is important to note that the data tables, under a separate cover, provide a detailed analysis of all survey findings. The reader should also note, when reading the report that the term *significant* refers to “statistical significance.” Only those respondent subgroups which reveal statistically significant differences at the 95% confidence level (19 times out of 20) have been included. Respondent subgroups that are statistically similar have been omitted from the presentation of findings.

4.1 Respondent Profile

To begin the survey, respondents were asked where in Pleasantview their home was located. As shown in Figure 1, below, just over one-third of the respondents (35%) lived west of 104 Street/Calgary Trail and east of, but not including, 106 Street, while 30% lived west of, but not including, 106 Street and east of, but not including 109 Street. Fourteen percent (14%) of respondents lived along 106 Street between 51 Avenue and 61 Avenue, 12% of respondents lived west of, but not including, 109 Street and east of 111 Street, and 10% of respondents lived along 109 Street between 52 Avenue and 61 Avenue.³

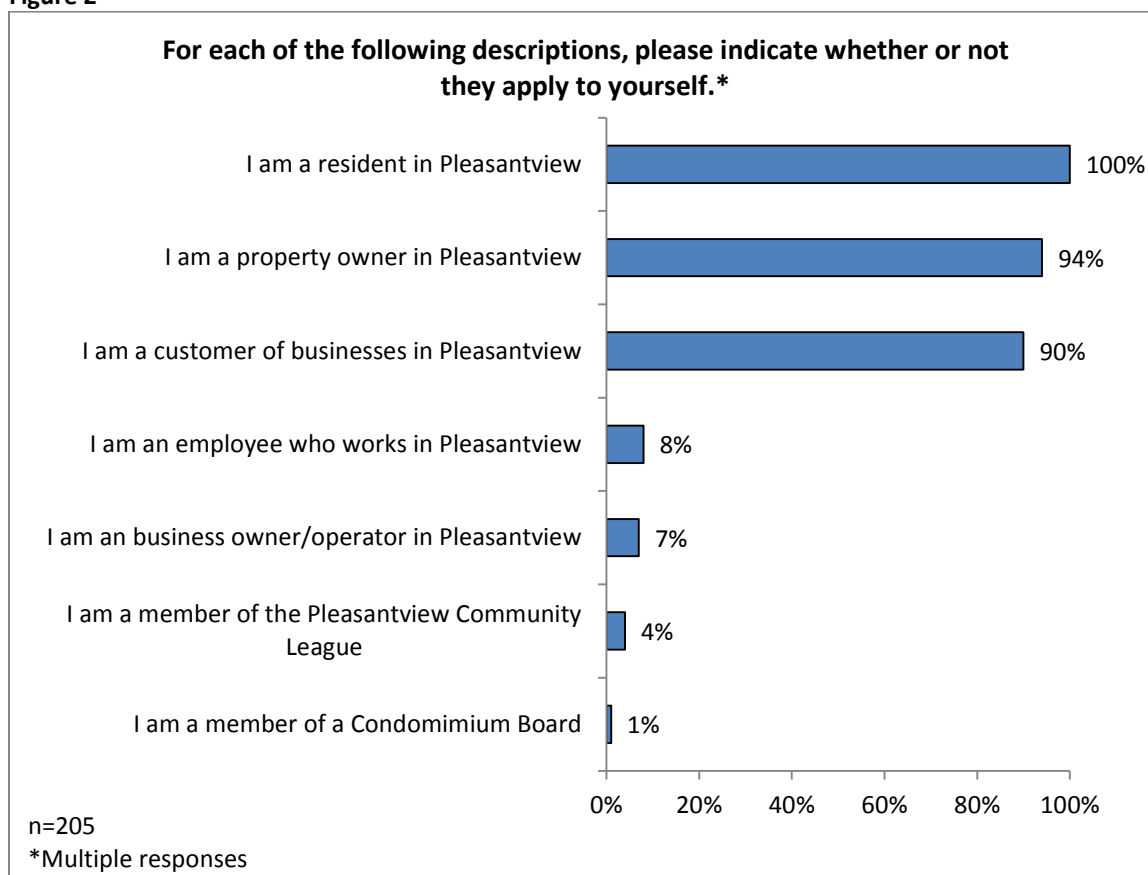
Figure 1



³ Totals may not always equal 100%, due to rounding of the numbers

Next, respondents indicated whether a series descriptions relating to the Pleasantview community applied to them. One hundred percent (100%) of respondents were residents of Pleasantview, while 94% were property owners and 90% were customers of businesses in the community. See Figure 2, below.

Figure 2



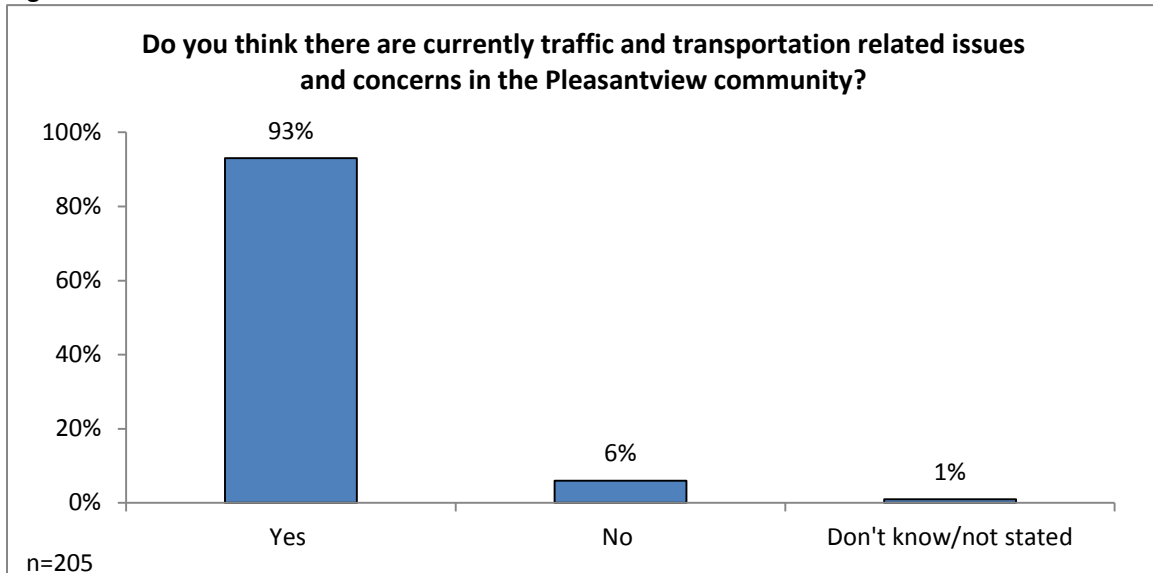
Those who lived west of 104 Street/Calgary Trail and east of, but not including, 106 Street (10%) were significantly more likely to **identify as an employee who works in Pleasantview** versus those who lived west of, but not including, 106 Street and east of, but not including 109 Street (2%).

Those who lived west of, but not including, 106 Street and east of, but not including 109 Street (100%) were significantly more likely to **identify as a property owner in Pleasantview** versus those who lived west of 104 Street/Calgary Trail and east of, but not including, 106 Street (92%).

4.2 Traffic Management Process

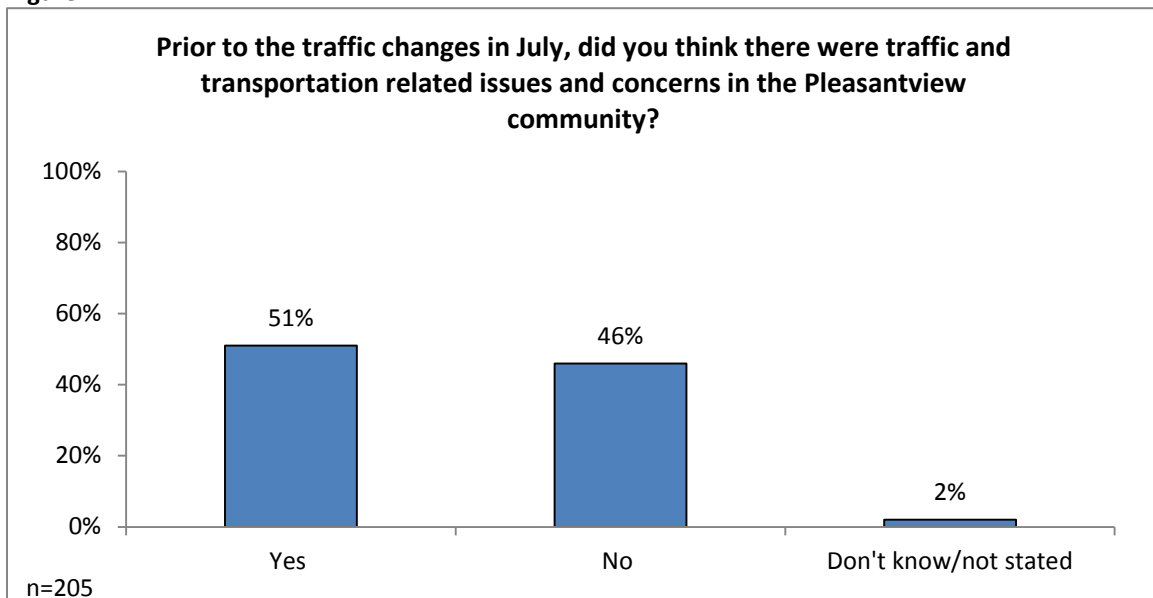
In this section of the survey, respondents were asked if they believed there are currently traffic and transportation related issues and concerns in the Pleasantview community. The majority of respondents (93%) indicated there were issues and concerns. See Figure 3, below.

Figure 3



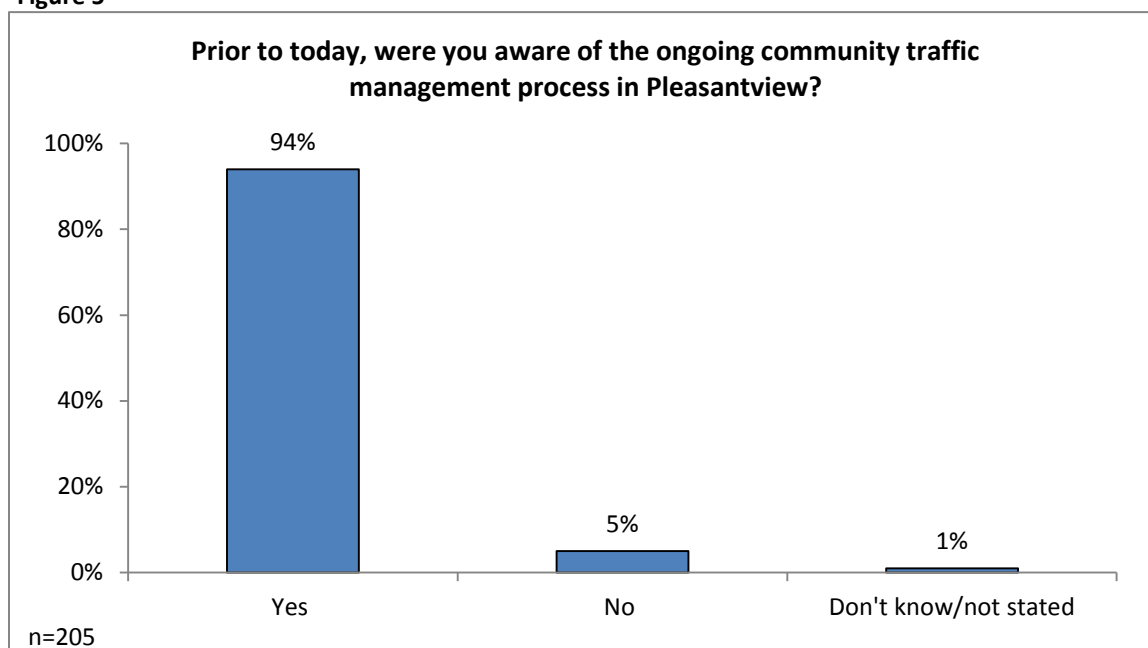
Next, respondents were asked if they believed there were traffic and transportation related issues and concerns in the Pleasantview community prior to the traffic changes in July, 2015. Just over half of respondents (51%) indicated there were issues prior to the traffic changes in July, 2015. See Figure 4, below.

Figure 4



The majority of respondents (94%) were aware of the ongoing community traffic management process in Pleasantview prior to completing the survey. See Figure 5, below.

Figure 5



Those who were aware of the traffic management process (n=193) were asked how they had heard about the traffic management process. Three-quarters of respondents (75%) heard about the traffic management process through a Pleasantview Community League meeting, while 69% were aware of the process through road signs. See Table 1, below.

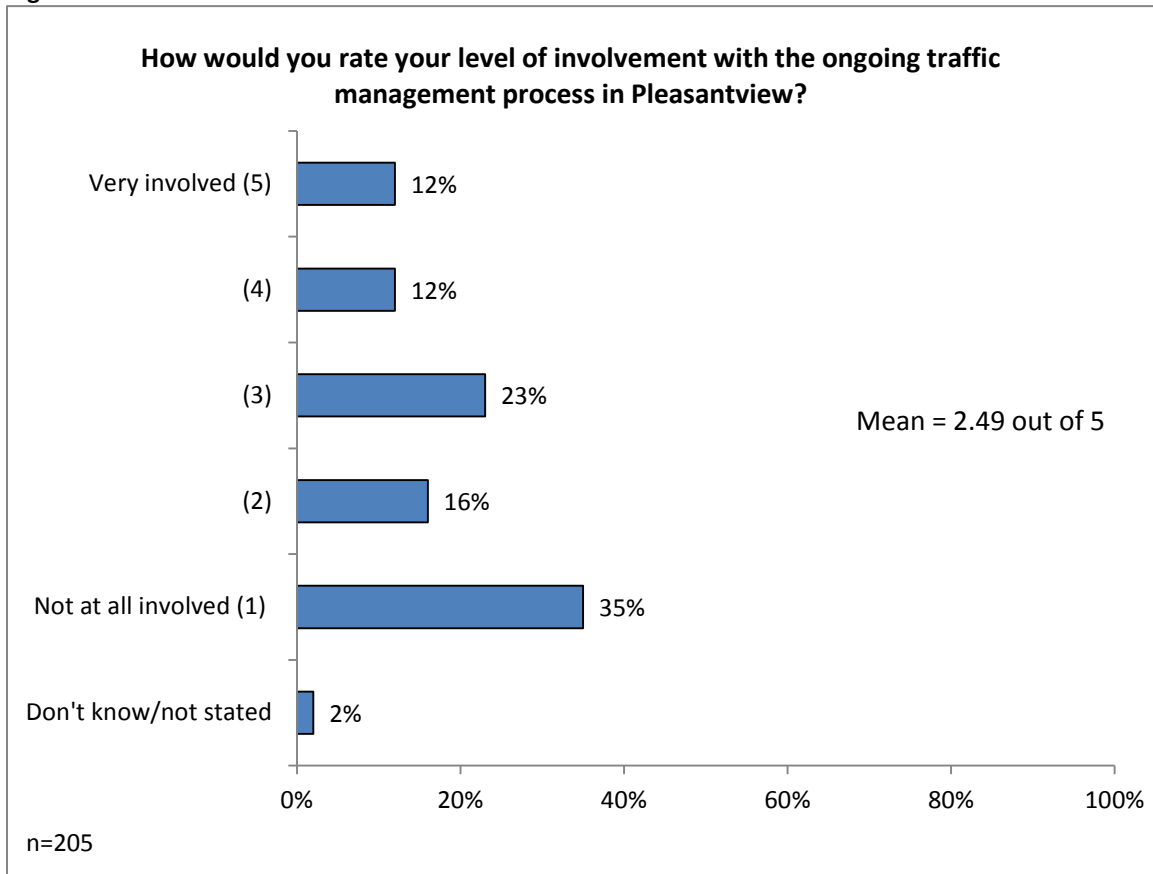
Table 1

How did you hear about the traffic management process?	
Base: Respondents aware of the ongoing community traffic management process in Pleasantview	Percent of Respondents* (n=193)
Pleasantview Community League meeting/newsletter	75
Road signs	69
Saw changes to the roadway	59
City of Edmonton flyer	54
Word of mouth	51
Media coverage	50
Public open houses	39
Expression of interests or petition	28
City of Edmonton website	19
Other (1% of respondents or less)	2
Don't Know/Not Stated	1

* Multiple responses

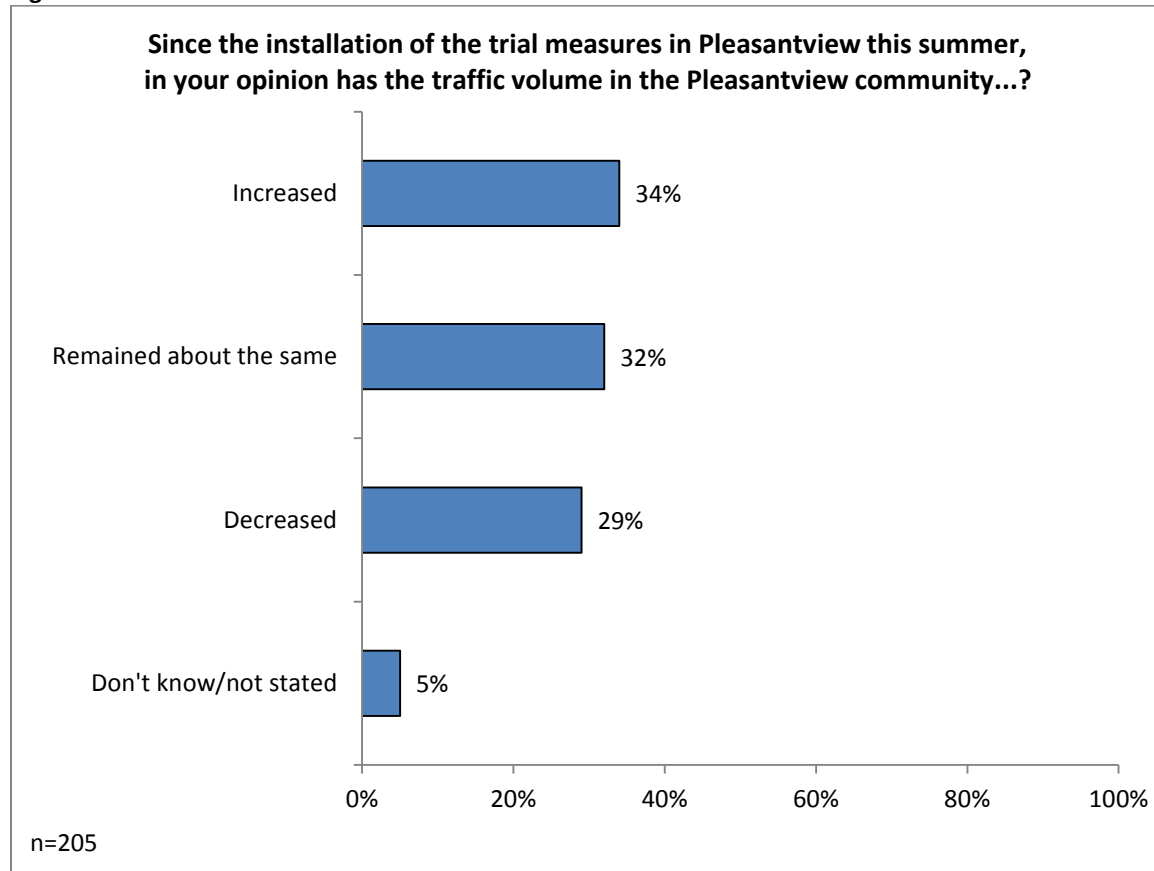
Next, all respondents were asked to rate their level of involvement with the ongoing traffic management process in Pleasantview, using a 1 to 5 scale where 1 meant “not at all involved” and 5 meant “very involved.” Nearly one-quarter of respondents (23%) indicated they were involved (ratings of 4 or 5 out of 5) with the process, while just over half of the respondents (51%) indicated they were not involved (ratings of 1 or 2 out of 5). See Figure 6, below.

Figure 6



Respondent were asked if the traffic volume in the Pleasantview community had increased, remained about the same, or decreased since the installation of the trial measures this summer. Just over one-third of respondents (34%) believed the traffic volume had increased, while 32% felt that it remained about the same and 29% believed the traffic volume had decreased. See Figure 7, below.

Figure 7



Those who lived west of 104 Street/Calgary Trail and east of, but not including, 106 Street (56%) were significantly more likely to indicate that the traffic volume in the Pleasantview community has **increased** since the installation of the trial measures versus those who lived west of, but not including, 106 Street and east of, but not including 109 Street (13%).

Those who lived west of, but not including, 106 Street and east of, but not including 109 Street (49%) were significantly more likely to indicate that the traffic volume in the Pleasantview community has **remained about the same** since the installation of the trial measures versus those who lived west of 104 Street/Calgary Trail and east of, but not including, 106 Street (18%).

Those who felt that the traffic volume in the community had increased since the installation of the trial measures (n=69), were asked why they felt this way. Just over half of respondents (54%) indicated that they noticed an increase in traffic volume in the community, in general. See Table 2, below.

Table 2

Reasons for Traffic Volume Increase	
Base: Respondents who felt traffic volume in Pleasantview community has <u>increased</u> since the installation of the trial measures	Percent of Respondents* (n=69)
Has noticed an increase in traffic volume in community (general)	54
Traffic is diverted/re-routed to other streets/areas	20
Traffic congestion is prevalent in area	10
Traffic shortcutting is prevalent in area	10
Erratic/dangerous driving is prevalent in community	10
Poor/restricted access in/out of area	9
Speeding is prevalent in area	6
Traffic noise pollution is prevalent in area	4
Motorists do not obey traffic laws/signs (general)	3
Is causing traffic issues (unspecified)	1
Don't know/Not stated	1

*Multiple responses

Those who said that the traffic volume in the community had remained the same since the installation of the trial measures (n=66), were asked why they felt this way. Just over two-thirds of respondents (68%) indicated that traffic volume in the community has not changed, in general. See Table 3, below.

Table 3

Reasons Traffic Volume has Remained the Same	
Base: Respondents who felt traffic volume in Pleasantview community has <u>remained the same</u> since the installation of the trial measures	Percent of Respondents* (n=66)
Traffic volume in community has not changed/is the same (general)	68
Traffic is diverted/re-routed to other streets/areas	26
Traffic shortcutting is prevalent in area	6
Poor/restricted access in/out of area	3
Traffic volume has decreased in some areas, and increased in other areas	3
Road barriers are a safety hazard	2
Traffic congestion is prevalent in area	2
Don't know/Not stated	5

*Multiple responses

Those who said that the traffic volume in the community had decreased since the installation of the trial measures (n=59), were asked why they felt this way. Just over half of respondents (51%) indicated that they had noticed less traffic volume in the community, in general. See Table 4, below.

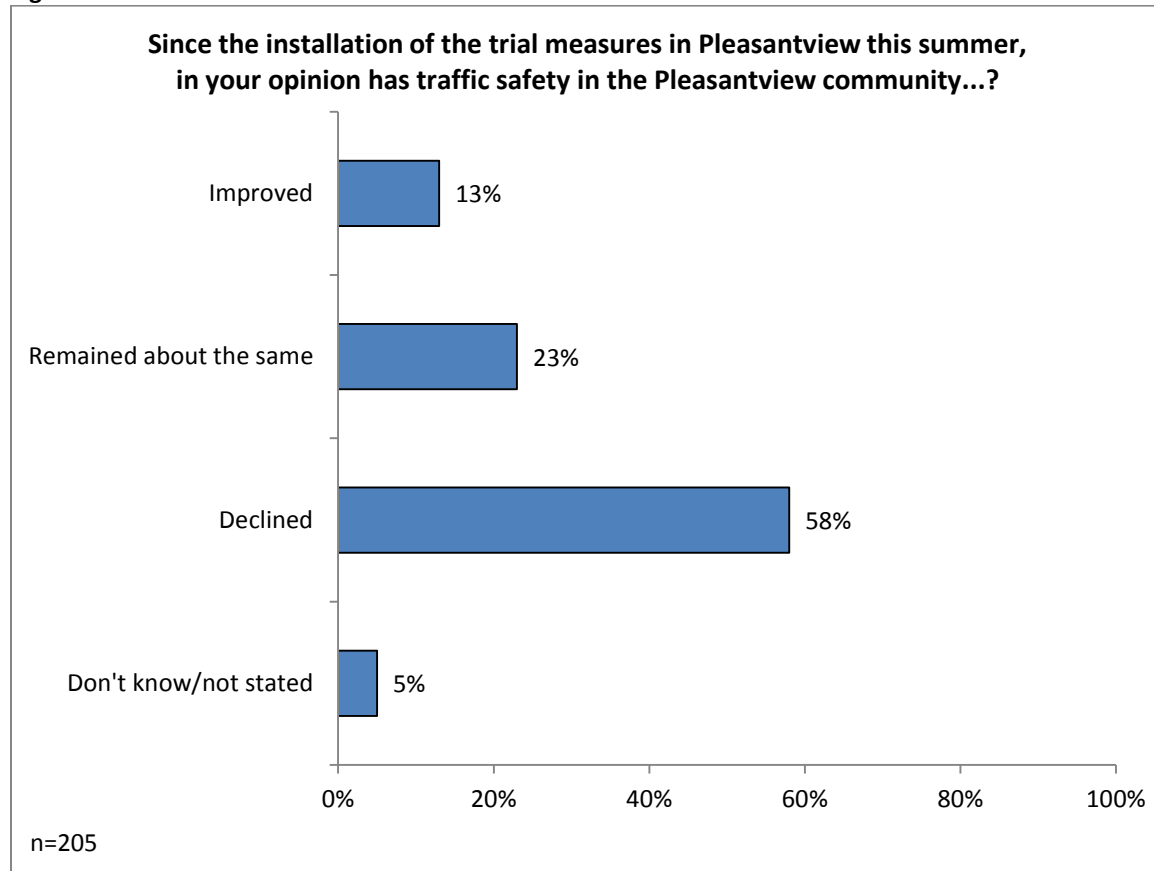
Table 4

Reasons for Traffic Volume Decrease	
Base: Respondents who felt traffic volume in Pleasantview community has <u>decreased</u> since the installation of the trial measures	Percent of Respondents* (n=59)
Has noticed less traffic volume in community (general)	51
Traffic is diverted/re-routed to other streets/areas	12
Is able to easily get in/out of neighbourhood (general)	7
Traffic volume has decreased due to road closures in area	7
Is causing traffic issues (unspecified)	5
Traffic shortcutting is prevalent in area	5
Traffic volume has decreased in some areas, and increased in other areas	5
Has noticed less traffic shortcutting in area	3
Traffic measures were poorly planned (general)	2
Has noticed an increase in traffic volume in community (general)	2
Has noticed less traffic noise pollution in community	2
Dislikes changes to street (unspecified)	2
Poor/restricted access in/out of area	2
Speeding is prevalent in area	2
Has noticed less speeding in area	2
Don't know/Not stated	3

*Multiple responses

Respondent were asked if traffic safety in the Pleasantview community had improved, remained about the same, or declined since the installation of the trial measures this summer. Over half of respondents (58%) believed that traffic safety had declined, while 23% felt that it remained about the same and 13% believed that traffic safety had improved. See Figure 8, below.

Figure 8



Those who lived west of, but not including, 106 Street and east of, but not including 109 Street (31%) were significantly more likely to indicate that the traffic safety in the Pleasantview has **remained about the same** since the installation of the trial measures versus those who lived west of 104 Street/Calgary Trail and east of, but not including, 106 Street (13%).

Those who lived west of 104 Street/Calgary Trail and east of, but not including, 106 Street (76%) were significantly more likely to indicate that the traffic safety in the Pleasantview community has **declined** since the installation of the trial measures versus those who lived west of, but not including, 106 Street and east of, but not including 109 Street (49%).

Those who felt that the traffic safety in the community had improved since the installation of the trial measures (n=27), were asked why they felt this way. Just over half of respondents (n=14) indicated that they noticed less traffic volume in the community, while 12 respondents (n=12) indicated that they noticed less speeding in the community. See Table 5, below.

Table 5

Reasons for Traffic Safety Improvement	
Base: Respondents who felt traffic safety in Pleasantview community has improved since the installation of the trial measures	Number of Respondents* (n=27)**
Has noticed less traffic volume in community	14
Has noticed less speeding/speeders in community	12
Traffic safety has improved in community (general)	2
Installation of street signage has improved traffic safety	2
School zone safety has improved (general)	2
Road barricades have improved traffic safety	2
Traffic safety has improved in some areas, and declined in other areas	1
Traffic volume is prevalent in area	1
One-way streets have improved traffic safety	1
Is easier/safer to cross the street	1
Is able to easily get in/out of neighbourhood (general)	1

*Multiple responses

**Use caution interpreting results when n<30

Those who said that the traffic safety in the community had remained the same since the installation of the trial measures (n=48) most often stated that traffic safety is not an issues in the community, in general. See Table 6, below.

Table 6

Reasons Traffic Safety has Remained the Same	
Base: Respondents who felt traffic safety in Pleasantview community has remained the same since the installation of the trial measures	Percent of Respondents* (n=48)
Traffic safety is not an issue in community (general)	15
Speeding is prevalent in the area	13
Traffic safety in community has not changed/is the same (general)	13
Erratic/dangerous driving is prevalent in community	6
Traffic safety has improved in some areas, and declined in other areas	6
Motorists are driving the wrong way on one-way streets	6
Has noticed less traffic accidents in community	6
Traffic shortcutting is prevalent in area	6
Has noticed less traffic volume in community	6
Traffic volume is prevalent in area	4
Installation of street signage has improved traffic safety	4
Has noticed less speeding/speeders in community	4
Road barricades are unsafe/make the road more narrow (general)	4
Other (single mentions)	15
Don't know/Not stated	10

*Multiple responses

Those who said that traffic safety in the community had declined since the installation of the trial measures (n=119) most often stated that motorists ignore traffic laws (22%). See Table 7, below.

Table 7

Reasons for Traffic Safety Decline	
Base: Respondents who felt traffic safety in Pleasantview community has declined since the installation of the trial measures	Percent of Respondents* (n=119)
Motorists ignore/do not obey traffic laws/signage (general)	22
Speeding is prevalent in the area	18
Traffic volume is prevalent in area	18
Traffic accidents are prevalent in area	16
Road barricades are unsafe/make the road more narrow (general)	14
Motorists are driving the wrong way on one-way streets	13
Traffic is diverted/re-routed to other streets/areas in community	12
Roads are too narrow/not enough room for vehicles (general)	8
Erratic/dangerous driving is prevalent in community	7
Roads in area are not designed for high volume of traffic (general)	7
Concerned about pedestrian safety/feels unsafe crossing street	7
Traffic congestion is prevalent in area	5
Traffic shortcutting is prevalent in area	3
Poor/restricted access in/out of area	3
Is concerned about children's safety in neighbourhood	3
Curb extensions are unsafe (general)	3
Is dissatisfied with road closures/lane reductions in area	2
Other (single mentions)	7
Don't know/Not stated	3

* Multiple responses

Respondents were then asked which intersections in the Pleasantview community they used most frequently to travel within the community. Most commonly, respondents reported 109 Street and 61 Avenue (31%), followed by 106 Street and 51 Avenue (25%) and 105 Street and 51 Avenue (24%). See Table 8, below.

Table 8

Intersections Most Frequently Used to Travel Within The Community	
	Percent of Respondents (n=205)*
109 Street and 61 Avenue	31
106 Street and 51 Avenue	25
105 Street and 51 Avenue	24
111 Street and 57 Avenue	17
106 Street and 61 Avenue	15
Allard Way and 51 Avenue	12
110 Street and 51 Avenue	11
107 Street and 51 Avenue	9
Calgary Trail and 55 Avenue	7
105 Street and 61 Avenue	6
106 Street and 60A Avenue	6
109 Street and 57 Avenue	5
109 Street and 51 Avenue	5
109 Street and 52 Avenue	5
105 Street and 56 Avenue	3
109 Street and 54 Avenue	3
Other (2% of respondents or less)	46
Don't Know/Not Stated	2

*Multiple responses

Next, respondents were asked to rate their satisfaction level with a series of statements concerning transportation conditions in the Pleasantview community, using a scale of 1 to 5, where 1 meant “not at all satisfied”, and 5 meant “very satisfied”. At least 40% of the respondents were satisfied (ratings of 4, or 5 out of 5) with the following:

- Access to Public Transit (i.e. Bus, LRT and DATS) (59%);
- Traffic volume during the off-peak travel periods (47%); and
- Traffic safety during the off-peak travel periods (40%).

Less than one-quarter of the respondents were satisfied (ratings of 4, or 5 out of 5) with the following:

- Traffic volume during the AM peak travel periods (7AM to 9AM) (24%);
- Traffic volume during the PM peak travel periods (4PM to 6PM) (24%);
- Traffic safety during the PM peak travel periods (4PM to 6PM) (18%); and
- Traffic safety during the AM peak travel periods (7AM to 9AM) (17%).

Figure 9, and Table 9, on the following pages provide a full breakdown of the results.

Figure 9

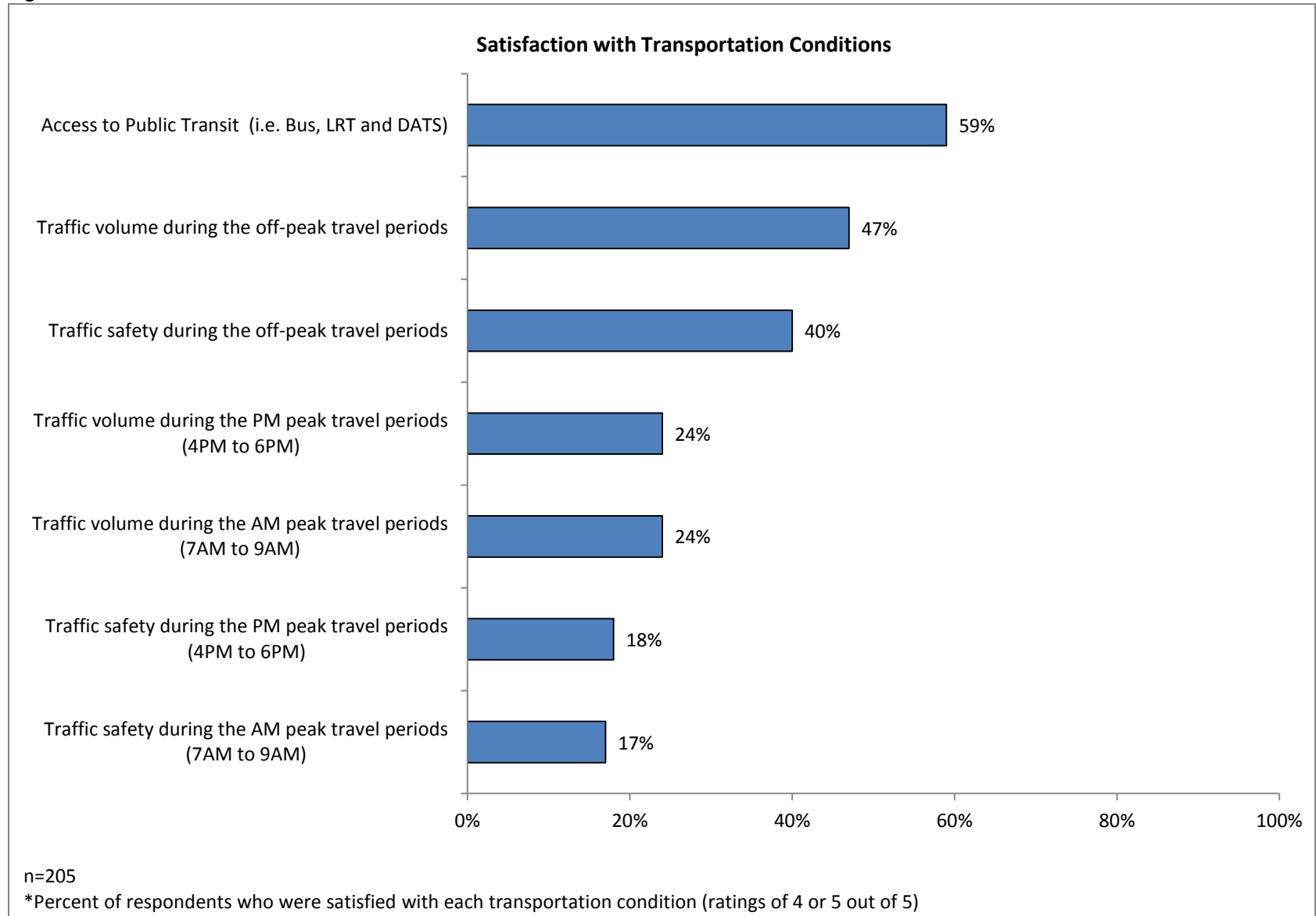


Table 9

Satisfaction with Transportation Conditions							
	Percent of Respondents (n=205)						
	Very Satisfied (5)	(4)	(3)	(2)	Not at all Satisfied (1)	Don't know/not stated	Mean
Access to Public Transit (i.e. Bus, LRT and DATS)	36	22	12	5	6	19	3.95
Traffic volume during the off-peak travel periods	21	26	22	19	8	4	3.34
Traffic safety during the off-peak travel periods	14	26	25	21	11	3	3.12
Traffic volume during the AM peak travel periods (7AM to 9AM)	13	12	20	14	27	15	2.64
Traffic volume during the PM peak travel periods (4PM to 6PM)	10	14	22	17	34	3	2.48
Traffic safety during the AM peak travel periods (7AM to 9AM)	6	11	20	18	31	15	2.34
Traffic safety during the PM peak travel periods (4PM to 6PM)	6	12	21	21	37	5	2.26

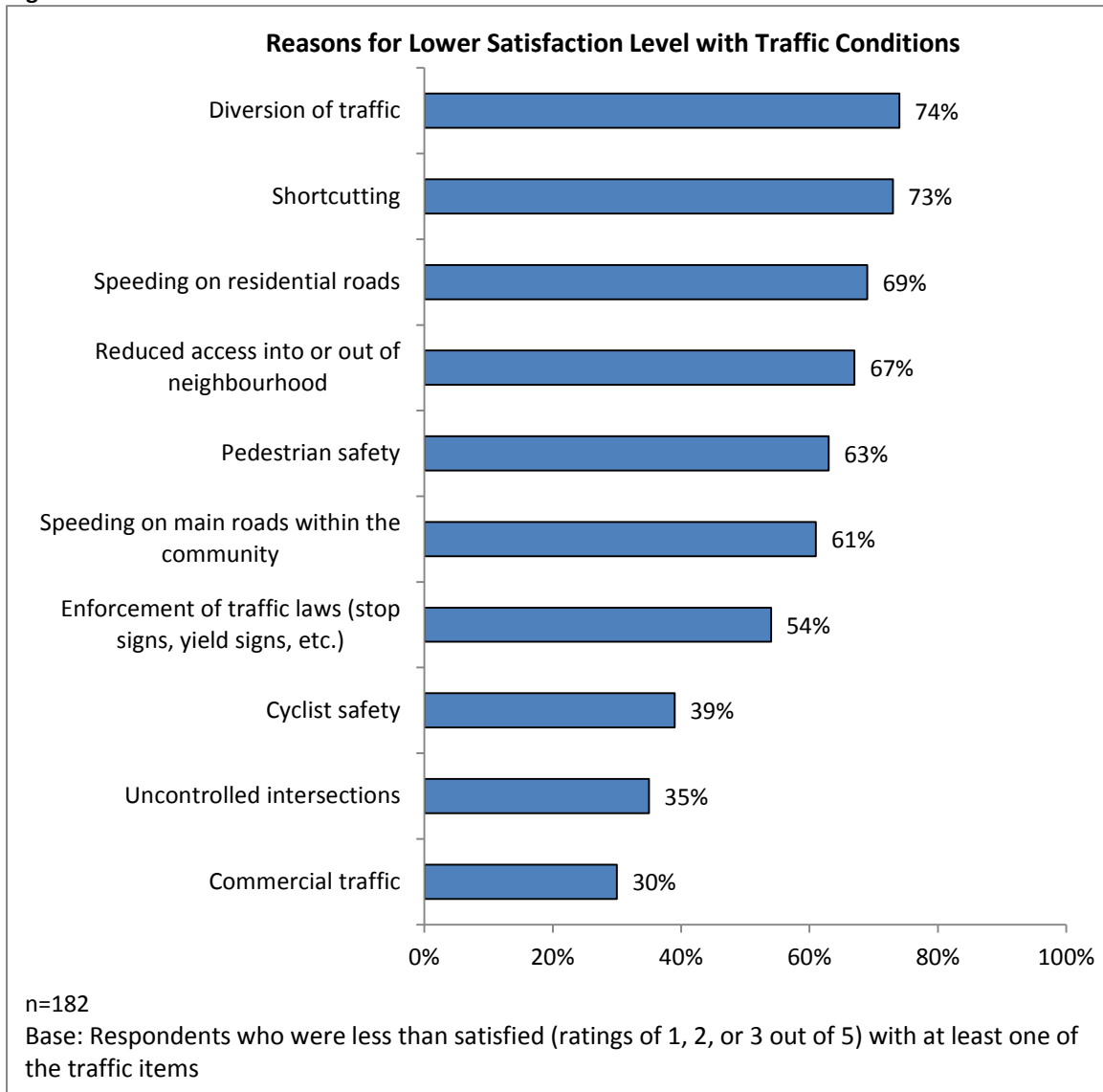
Those who lived west of, but not including, 106 Street and east of, but not including 109 Street (33%) were significantly more likely to be satisfied (ratings of 4 or 5 out of 5) with **traffic volume during the PM peak travel periods** versus those who lived west of 104 Street/Calgary Trail and east of, but not including, 106 Street (10%).

Those who lived west of, but not including, 106 Street and east of, but not including 109 Street (61%) were significantly more likely to be satisfied (ratings of 4 or 5 out of 5) with **traffic volume during off-peak travel periods** versus those who lived west of 104 Street/Calgary Trail and east of, but not including, 106 Street (32%).

Males (24%) were significantly more likely to be satisfied (ratings of 4 or 5 out of 5) with **traffic safety during the AM peak travel periods** versus females (13%).

Respondents who were less than satisfied (ratings of 1, 2, or 3 out of 5; n=182) with at least one of the transportation conditions, were asked if their lower satisfaction was due to a variety of reasons (i.e. on an aided basis). Most commonly, respondents reported shortcutting (74%) or diversion of traffic (73%). See Figure 10, below.

Figure 10



Other reasons for lower satisfaction with traffic conditions included:

- Poor drivers on the road (2%);
- School drop-off/pick-up zones are unsafe/congested (2%); and
- Other (1% of responses or less) (8%).

Next, respondents were asked how comfortable they were with the intersection modifications at 106 Street and 51 Avenue that do not allow northbound and southbound motor vehicles to drive straight through the intersection using a 1 to 5 scale where 1 meant “not at all comfortable” and 5 meant “very comfortable.” The majority of respondents (63%) were not comfortable with this modification (ratings of 1 or 2 out of 5) while 23% were comfortable (ratings of 4 or 5 out of 5). See Figure 11, below.

Figure 11

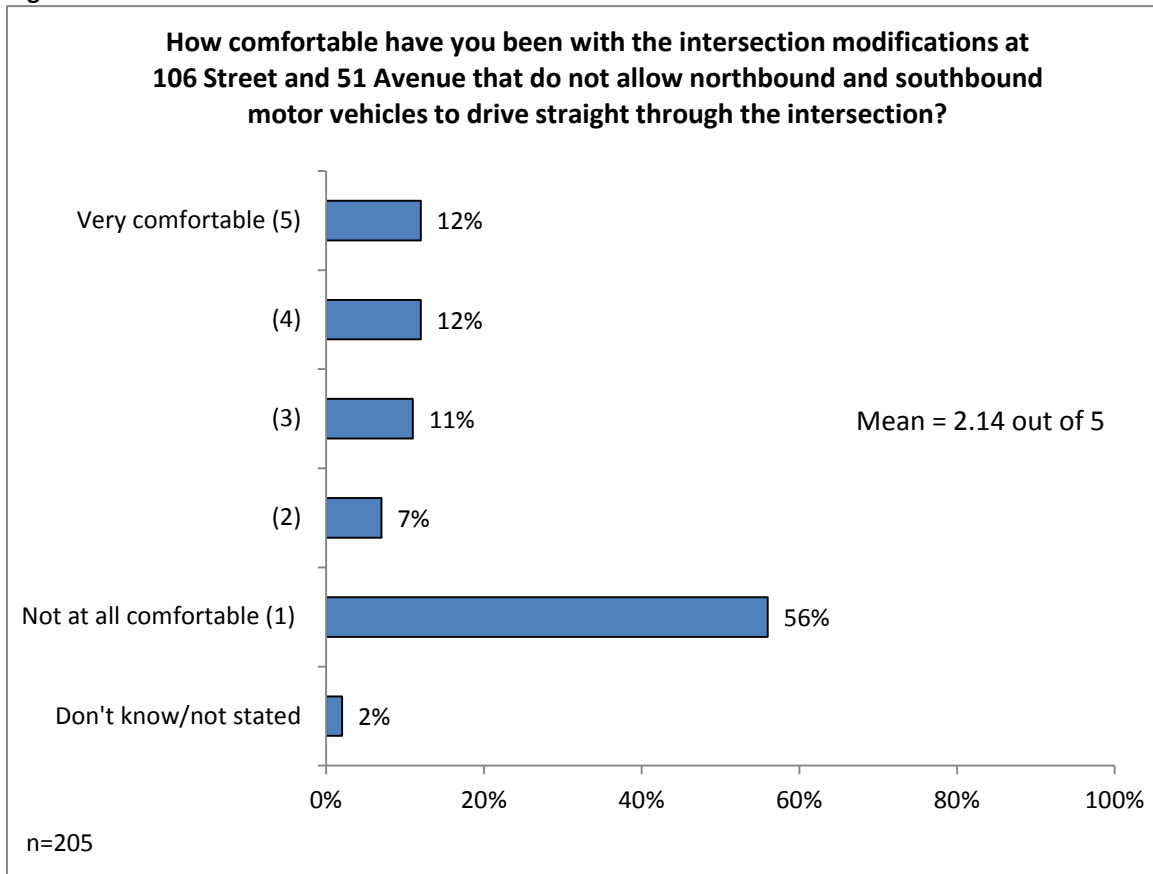


Table 10, below breaks down the level of comfort with this modification by the location of the respondent's home within the Pleasantview community.

Table 10

How comfortable have you been with the intersection modifications at 106 Street and 51 Avenue that do not allow northbound and southbound motor vehicles to drive straight through the intersection?						
	Percent of respondents					
	Total (n=205)	West of 104 Street/Calgary Trail and East of, but not including, 106 Street (n=71)	Along 106 Street between 51 Avenue and 61 Avenue (n=28)*	West of, but not including, 106 Street and East of, but not including, 109 Street (n=61)	Along 109 Street between 52 Avenue and 61 Avenue (n=20)*	West of, but not including, 109 Street and east of 111 Street (n=25)*
(5) Very comfortable	12	7	14	15	5	20
(4)	12	11	7	13	30	-
(3)	11	7	11	12	20	12
(2)	7	6	4	8	-	20
(1) Not at all comfortable	56	66	64	51	40	44
Don't Know/not stated	2	3	-	2	5	4
Mean (out of 5)	2.14	1.84	2.04	2.32	2.58	2.29

*Use caution interpreting results when n<30

Those who were less comfortable (ratings of 1, 2 or 3 out of 5) with this modification (n=152) most often stated that it is inconvenient to detour through the neighbourhood (38%). See Table 11, below.

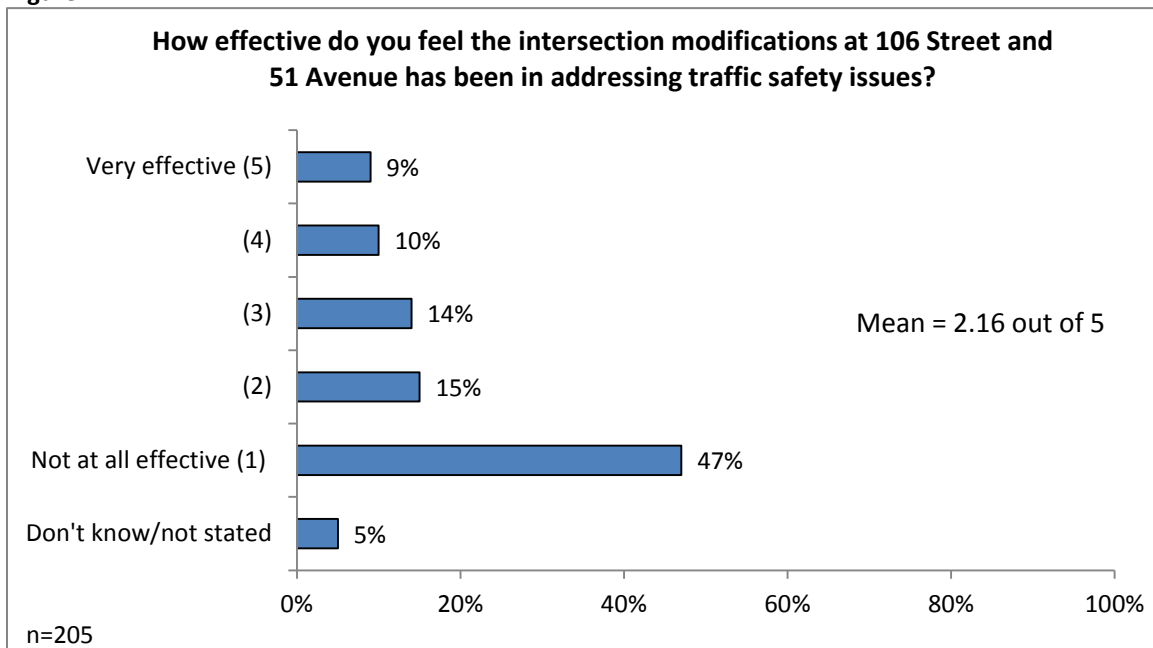
Table 11

Reasons for Low Comfort Level	
Base: Respondents who felt less comfortable (ratings of 1,2 or 3 out of 5) with the intersection modifications at 106 Street and 51 Avenue	Percent of Respondents* (n=152)
Is inconvenient to detour/take alternate route/divert through neighbourhood	38
Motorists ignore/do not obey traffic laws/signage (general)	19
Traffic is diverted/re-routed to other streets/areas in community	12
Intersection changes do not make sense/are confusing/unclear	9
Intersection changes are restricting traffic flow in area	6
Poor/restricted access in/out of area	5
Traffic shortcutting is prevalent in area	5
Intersection changes were not needed/necessary (general)	4
Is concerned about traffic safety in area (general)	4
Is inconvenient/dislikes the changes (unspecified)	4
City should not close off/restrict main route/thoroughfare (general)	3
Other (2% of respondents or less)	18
Don't know/Not stated	1

*Multiple responses

Still considering the intersection modifications at 106 Street and 51 Avenue, respondents were asked how effective this change was in addressing traffic safety issues using a 1 to 5 scale where 1 meant “not at all effective” and 5 meant “very effective.” The majority of respondents (62%) rated this modification as not effective (ratings of 1 or 2 out of 5) while 20% indicated this modification was effective (ratings of 4 or 5 out of 5). See Figure 12, below.

Figure 12



Respondent subgroups significantly more likely to rate the intersection modifications at 106 Street and 51 Avenue as **effective** (ratings of 4 or 5 out of 5) in addressing traffic safety issues included:

- Those who lived west of, but not including, 106 Street and east of, but not including 109 Street (26%) versus those who lived west of 104 Street/Calgary Trail and east of, but not including, 106 Street (10%); and
- Males (28%) versus females (14%).

Table 12, below breaks down the level of effectiveness of this modification by the location of the respondent's home within the Pleasantview community.

Table 12

How effective do you feel the intersection modifications at 106 Street and 51 Avenue has been in addressing traffic safety issues?						
	Percent of respondents					
	Total (n=205)	West of 104 Street/Calgary Trail and East of, but not including, 106 Street (n=71)	Along 106 Street between 51 Avenue and 61 Avenue (n=28)*	West of, but not including, 106 Street and East of, but not including, 109 Street (n=61)	Along 109 Street between 52 Avenue and 61 Avenue (n=20)*	West of, but not including, 109 Street and east of 111 Street (n=25)*
(5) Very effective	9	7	7	12	10	12
(4)	10	3	18	15	15	8
(3)	14	14	21	10	10	16
(2)	15	16	11	21	10	4
(1) Not at all effective	47	56	43	39	40	48
Don't Know/not stated	5	4	-	3	15	12
Mean (out of 5)	2.16	1.84	2.36	2.36	2.35	2.23

*Use caution interpreting results when n<30

Those who felt the intersection modifications at 106 Street and 51 Avenue have not been effective, or were neutral (ratings of 1, 2 or 3 out of 5) (n=154) most often stated that motorists ignore traffic laws (38%). See Table 13, below.

Table 13

What makes you feel this way?	
Base: Respondents who felt the intersection modifications at 106 Street and 51 Avenue have not been effective, or were neutral (ratings of 1, 2 or 3 out of 5)	Percent of Respondents* (n=154)
Motorists ignore/do not obey traffic laws/signage (general)	38
Traffic is diverted/re-routed to other streets/areas in community	16
Intersection changes do not make sense/are confusing/unclear	14
Is inconvenient to detour/take alternate route/divert through neighbourhood	9
Traffic volume is prevalent in area	8
Intersection changes are ineffective/not making a difference (general)	6
Intersection changes are restricting traffic flow in area	5
Traffic shortcutting is prevalent in area	4
Is causing aggressive behavior/frustration among motorists	4
Intersection changes were not needed/necessary	4
Other (2% of respondents or less)	16
Don't know/Not stated	3

*Multiple responses

Next, respondents were asked how comfortable they were with the changing of 106 Street to one-way northbound for motor vehicles between 53 Avenue and 56 Avenue using a 1 to 5 scale where 1 meant “not at all comfortable” and 5 meant “very comfortable.” The majority of respondents (62%) were not comfortable with this modification (ratings of 1 or 2 out of 5) while 22% were comfortable (ratings of 4 or 5 out of 5). See Figure 13, below.

Figure 13

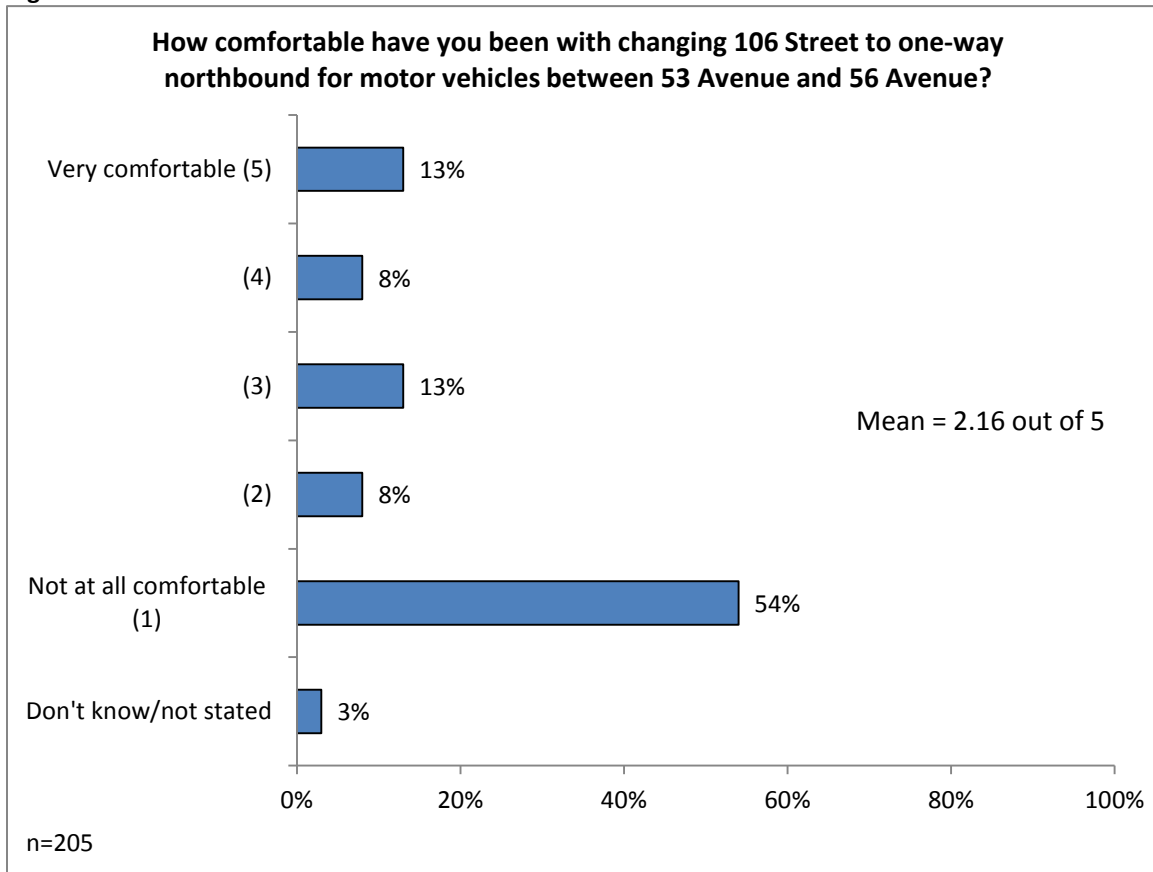


Table 14, below breaks down the level of comfort with this modification by the location of the respondent's home within the Pleasantview community.

Table 14

How comfortable have you been with changing 106 Street to one-way northbound for motor vehicles between 53 Avenue and 56 Avenue?						
	Percent of respondents					
	Total (n=205)	West of 104 Street/Calgary Trail and East of, but not including, 106 Street (n=71)	Along 106 Street between 51 Avenue and 61 Avenue (n=28)*	West of, but not including, 106 Street and East of, but not including, 109 Street (n=61)	Along 109 Street between 52 Avenue and 61 Avenue (n=20)*	West of, but not including, 109 Street and east of 111 Street (n=25)*
(5) Very comfortable	13	10	11	15	15	20
(4)	8	9	4	12	15	-
(3)	13	10	21	13	25	4
(2)	8	9	4	10	-	16
(1) Not at all comfortable	54	62	61	49	35	48
Don't Know/not stated	3	1	-	2	10	12
Mean (out of 5)	2.16	1.94	2.00	2.32	2.72	2.18

*Use caution interpreting results when n<30

Those who were less comfortable (ratings of 1, 2 or 3 out of 5) with this modification (n=154) most often stated that it was inconvenient to detour through the neighbourhood (27%). See Table 15, below.

Table 15

Reasons for Low Comfort Level	
Base: Respondents who felt less comfortable (ratings of 1,2 or 3 out of 5) with changing 106 Street to one-way northbound for motor vehicles between 53 Avenue and 56 Avenue	Percent of Respondents* (n=154)
Is inconvenient to detour/take alternate route/divert through neighbourhood	27
Traffic is diverted/re-routed to other streets/areas in community	18
Changes to street do not make sense/are confusing/unclear	18
Motorists ignore/do not obey traffic laws/signage (general)	10
Changes to street were not needed/necessary	8
Does not travel on that road/route	5
Changes to street are ineffective/not making a difference (general)	4
Poor/restricted access in/out of area	4
Should be a two-way street as it is a main route/thoroughfare (general)	3
Roads are too narrow/not enough room for vehicles (general)	3
Other (2% of respondents or less)	23
Don't know/Not stated	5

***Multiple responses**

Still considering the changing of 106 Street to one-way northbound for motor vehicles, respondents were asked how effective this change was in addressing traffic safety issues using a 1 to 5 scale where 1 meant “not at all effective” and 5 meant “very effective.” The majority of respondents (59%) rated this modification as not effective (ratings of 1 or 2 out of 5) while 19% indicated this modification was effective (ratings of 4 or 5 out of 5). See Figure 14, below.

Figure 14

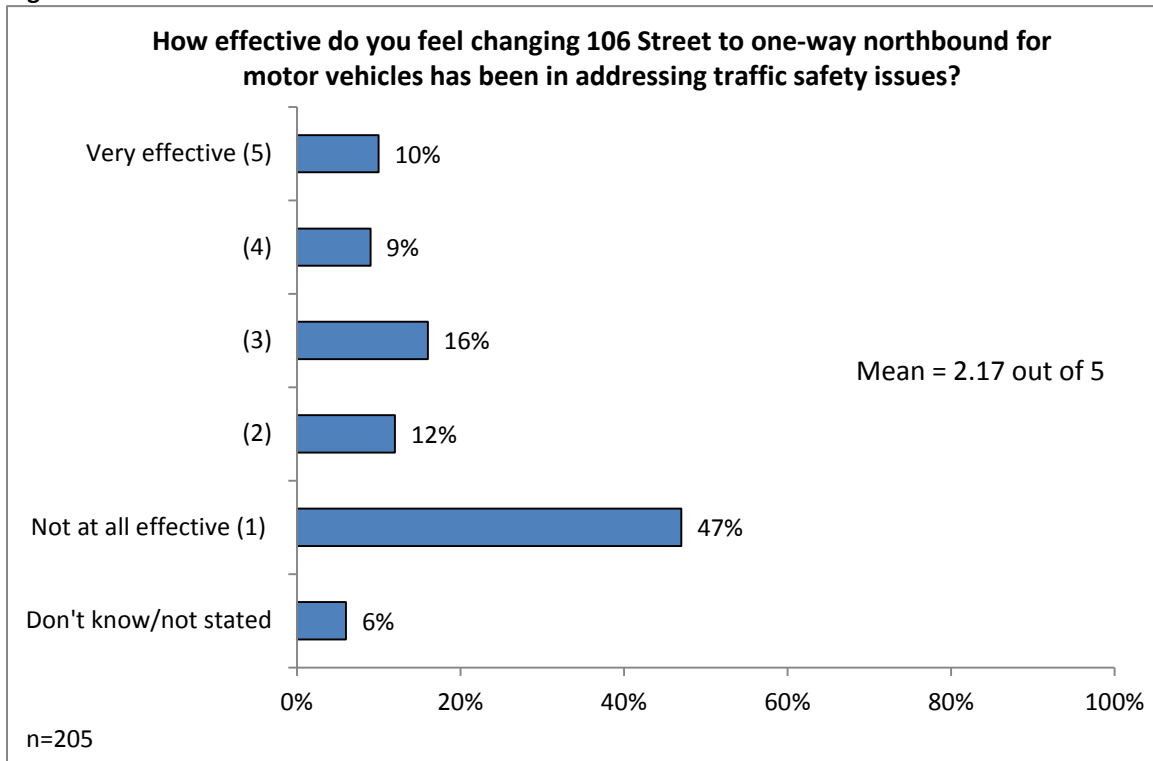


Table 16, below breaks down the level of effectiveness of this modification by the location of the respondent's home within the Pleasantview community.

Table 16

How effective do you feel changing 106 Street to one-way northbound for motor vehicles has been in addressing traffic safety issues?						
	Percent of respondents					
	Total (n=205)	West of 104 Street/Calgary Trail and East of, but not including, 106 Street (n=71)	Along 106 Street between 51 Avenue and 61 Avenue (n=28)*	West of, but not including, 106 Street and East of, but not including, 109 Street (n=61)	Along 109 Street between 52 Avenue and 61 Avenue (n=20)*	West of, but not including, 109 Street and east of 111 Street (n=25)*
(5) Very effective	10	9	14	12	-	12
(4)	9	4	11	12	10	12
(3)	16	20	18	12	15	16
(2)	12	10	4	18	25	4
(1) Not at all effective	47	55	46	43	30	48
Don't Know/not stated	6	3	7	5	20	8
Mean (out of 5)	2.17	1.99	2.38	2.28	2.06	2.30

*Use caution interpreting results when n<30

Those who felt changing 106 Street to one-way northbound for motor vehicles has not been effective, or were neutral (ratings of 1, 2 or 3 out of 5) (n=154) most commonly stated that traffic was diverted to other streets (20%), followed by 18% who said that motorists ignore traffic laws. See Table 17, below.

Table 17

What makes you feel this way?	
Base: Respondents who felt changing 106 Street to one-way northbound for motor vehicles has not been effective, or were neutral (ratings of 1, 2 or 3 out of 5)	Percent of Respondents* (n=154)
Traffic is diverted/re-routed to other streets/areas in community	20
Motorists ignore/do not obey traffic laws/signage (general)	18
Changes to street are ineffective/not making a difference (general)	14
Changes to street do not make sense/are confusing/unclear	10
Speeding is prevalent in the area	8
Is concerned about blind spots/obstructed views when driving in community	6
Changes to street were not needed/necessary (general)	5
Traffic volume is prevalent	5
Is concerned about traffic safety since changes since changes were implemented (general)	5
Poor/lack of street signage (general)	3
Traffic shortcutting is prevalent in area	3
There is an increased risk of accidents/collisions	3
Does not travel on that road/route	3
Other (2% of respondents or less)	26
Don't know/Not stated	11

***Multiple responses**

Next, respondents were asked how comfortable they were with the installment of curb extensions at the intersections of 58 Avenue and 109 Street, and 60 Avenue and 109 Street where 1 meant “not at all comfortable” and 5 meant “very comfortable.” Just over half of respondents (52%) were not comfortable with this modification (ratings of 1 or 2 out of 5) while 20% were comfortable (ratings of 4 or 5 out of 5). See Figure 15, below.

Figure 15

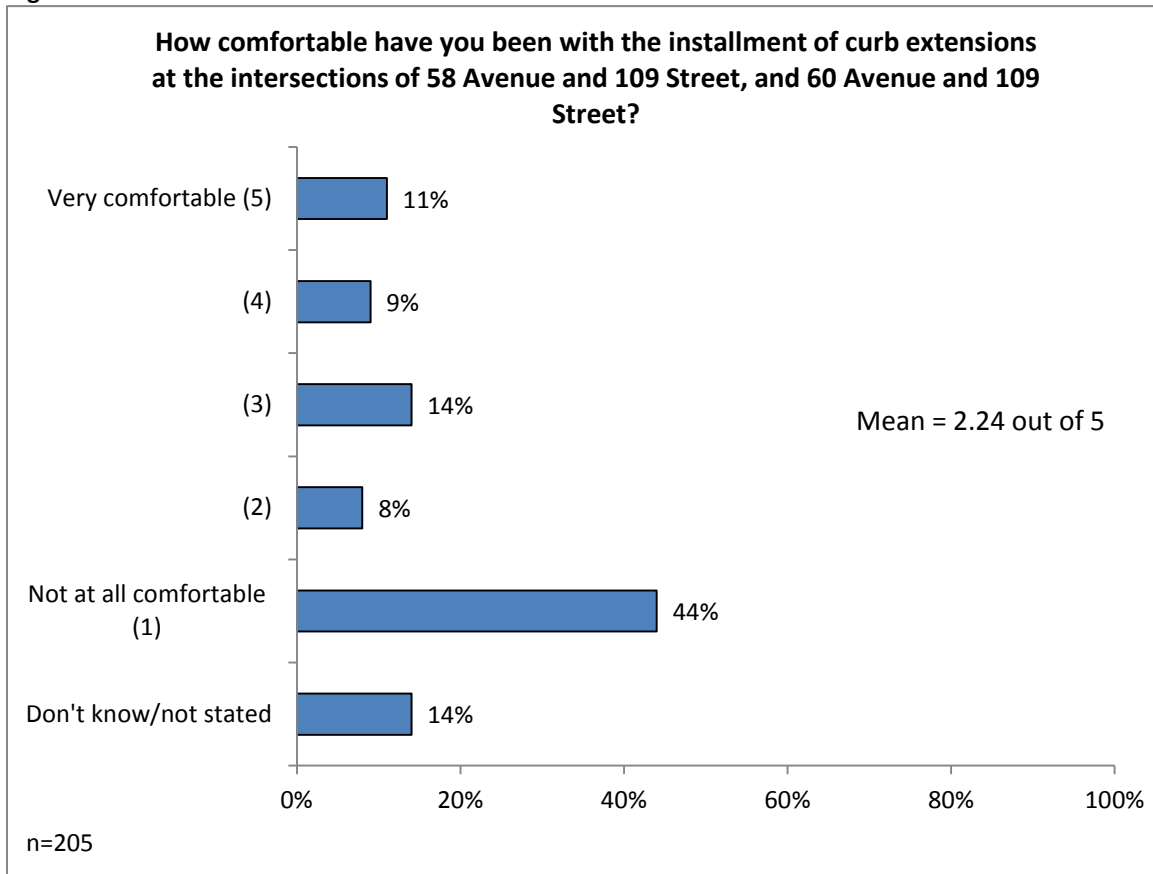


Table 18, below breaks down the level of comfort with this modification by the location of the respondent's home within the Pleasantview community.

Table 18

How comfortable have you been with the installment of curb extensions at the intersections of 58 Avenue and 109 Street, and 60 Avenue and 109 Street?						
	Percent of respondents					
	Total (n=205)	West of 104 Street/Calgary Trail and East of, but not including, 106 Street (n=71)	Along 106 Street between 51 Avenue and 61 Avenue (n=28)*	West of, but not including, 106 Street and East of, but not including, 109 Street (n=61)	Along 109 Street between 52 Avenue and 61 Avenue (n=20)*	West of, but not including, 109 Street and east of 111 Street (n=25)*
(5) Very comfortable	11	6	11	13	10	24
(4)	9	11	7	8	10	4
(3)	14	13	14	16	15	8
(2)	8	3	7	13	10	12
(1) Not at all comfortable	44	41	36	49	50	44
Don't Know/not stated	14	27	25	-	5	8
Mean (out of 5)	2.24	2.15	2.33	2.23	2.16	2.48

*Use caution interpreting results when n<30

Those who were less comfortable (ratings of 1, 2 or 3 out of 5) with this modification (n=135) most often stated that extensions are too wide, or that there is not enough room for two vehicles (32%). See Table 19, below.

Table 19

Reasons for Low Comfort Level	
Base: Respondents who felt less comfortable (ratings of 1,2 or 3 out of 5) with the installment of curb extensions at the intersections of 58 Avenue and 109 Street and 60 Avenue and 109 Street	Percent of Respondents* (n=135)
Extensions are too wide/narrower roads/not enough room for two vehicles	32
Curb extensions are dangerous/a traffic safety hazard (general)	11
Curb extensions are ineffective/not making a difference (general)	11
Concerned about traffic bottlenecks/congestion in the area	8
Concerned about road snow removal (e.g. windrows, snow plow accessibility)	7
Purpose of curb extensions is unclear/confusing/make no sense	7
Curb extensions are restricting/slowing down traffic flow in area	6
Speeding is prevalent in the area	5
Curb extensions are not necessary/needed (general)	4
Motorists are accessing/blocking residential driveways/property	4
Commercial/emergency vehicles have difficulty driving in/accessing area	4
Motorists ignore/do not obey traffic laws/signage (general)	4
Difficulty maneuvering around road barriers	3
Traffic accidents are prevalent in area	3
Is inconvenient to detour/take alternate route/divert through neighbourhood	3
Is concerned that curb extensions will not be visible during the winter	3
Does not travel on that road/route	3
Other (2% of respondents or less)	12
Don't know/Not stated	4

*Multiple responses

Still considering the curb extensions at the intersections of 58 Avenue and 109 Street, and 60 Avenue and 109 Street, respondents were asked how effective this change was in addressing traffic safety issues using a 1 to 5 scale where 1 meant “not at all effective” and 5 meant “very effective.” Over half of respondents (53%) rated this modification as not effective (ratings of 1 or 2 out of 5) while 15% indicated this modification was effective (ratings of 4 or 5 out of 5). See Figure 16, below.

Figure 16

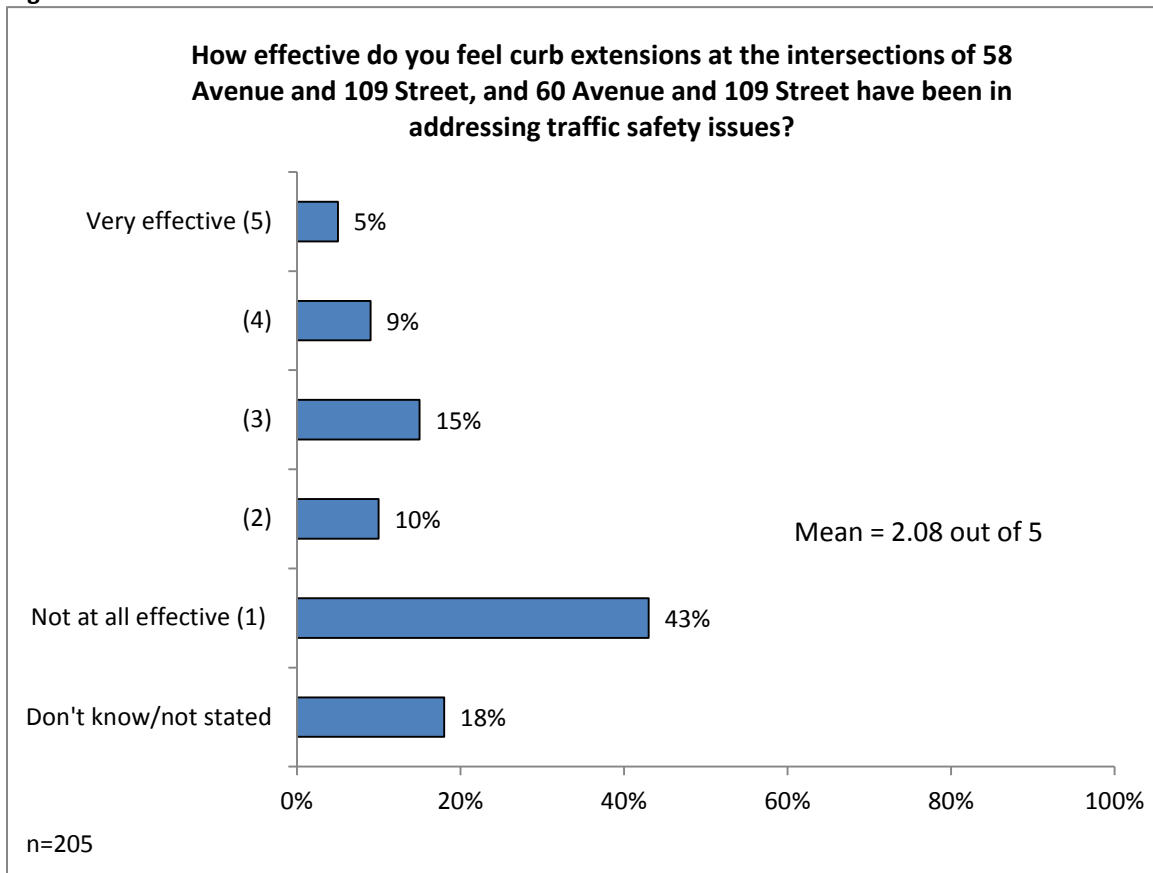


Table 20, below breaks down the level of effectiveness of this modification by the location of the respondent's home within the Pleasantview community.

Table 20

How effective do you feel curb extensions at the intersections of 58 Avenue and 109 Street, and 60 Avenue and 109 Street have been in addressing traffic safety issues?						
	Percent of respondents					
	Total (n=205)	West of 104 Street/Calgary Trail and East of, but not including, 106 Street (n=71)	Along 106 Street between 51 Avenue and 61 Avenue (n=28)*	West of, but not including, 106 Street and East of, but not including, 109 Street (n=61)	Along 109 Street between 52 Avenue and 61 Avenue (n=20)*	West of, but not including, 109 Street and east of 111 Street (n=25)*
(5) Very effective	5	3	14	5	-	8
(4)	9	10	4	8	10	16
(3)	15	14	7	21	10	12
(2)	10	4	11	13	25	4
(1) Not at all effective	43	35	36	51	45	52
Don't Know/not stated	18	34	29	2	10	8
Mean (out of 5)	2.08	2.11	2.30	2.02	1.83	2.17

*Use caution interpreting results when n<30

Those who felt the curb extensions at the intersections of 58 Avenue and 109 Street and 60 Avenue and 109 Streets have not been effective (ratings of 1, 2 or 3 out of 5) (n=138) were asked why they felt this way. Over one-quarter of respondents (28%) indicate that the extensions are too wide or that there is not enough room for two vehicles. See Table 15, below.

Table 21

What makes you feel this way?	
Base: Respondents who felt the curb extensions at the intersections of 58 Avenue and 109 Street and 60 Avenue and 109 Streets have not been effective (ratings of 1, 2 or 3 out of 5)	Percent of Respondents* (n=138)
Extensions are too wide/roads are narrower/not enough room for two vehicles	28
Curb extensions are ineffective/not making a difference (general)	17
Curb extensions are dangerous/a traffic safety hazard (general)	9
Curb extensions are not necessary/needed (general)	7
Speeding is prevalent in the area	7
Motorist ignore/do not obey traffic laws/signage (general)	7
There is an increased risk of accidents/collisions	7
Curb extensions are restricting/slowing down traffic flow in area	5
Concerned about traffic bottlenecks/congestion in the area	4
Purpose of curb extensions is unclear/confusing/make no sense	4
Does not travel on that road/route	3
Other (2% of respondents or less)	17
Don't know/Not stated	7

*Multiple responses

Next, respondents were asked how comfortable they were with the installment of a center median at 109 Street and 54 Avenue before its removal in September 2015 where 1 meant “not at all comfortable” and 5 meant “very comfortable.” The majority of respondents (69%) were not comfortable with this modification (ratings of 1 or 2 out of 5) while 12% were comfortable (ratings of 4 or 5 out of 5). See Figure 17, below.

Figure 17

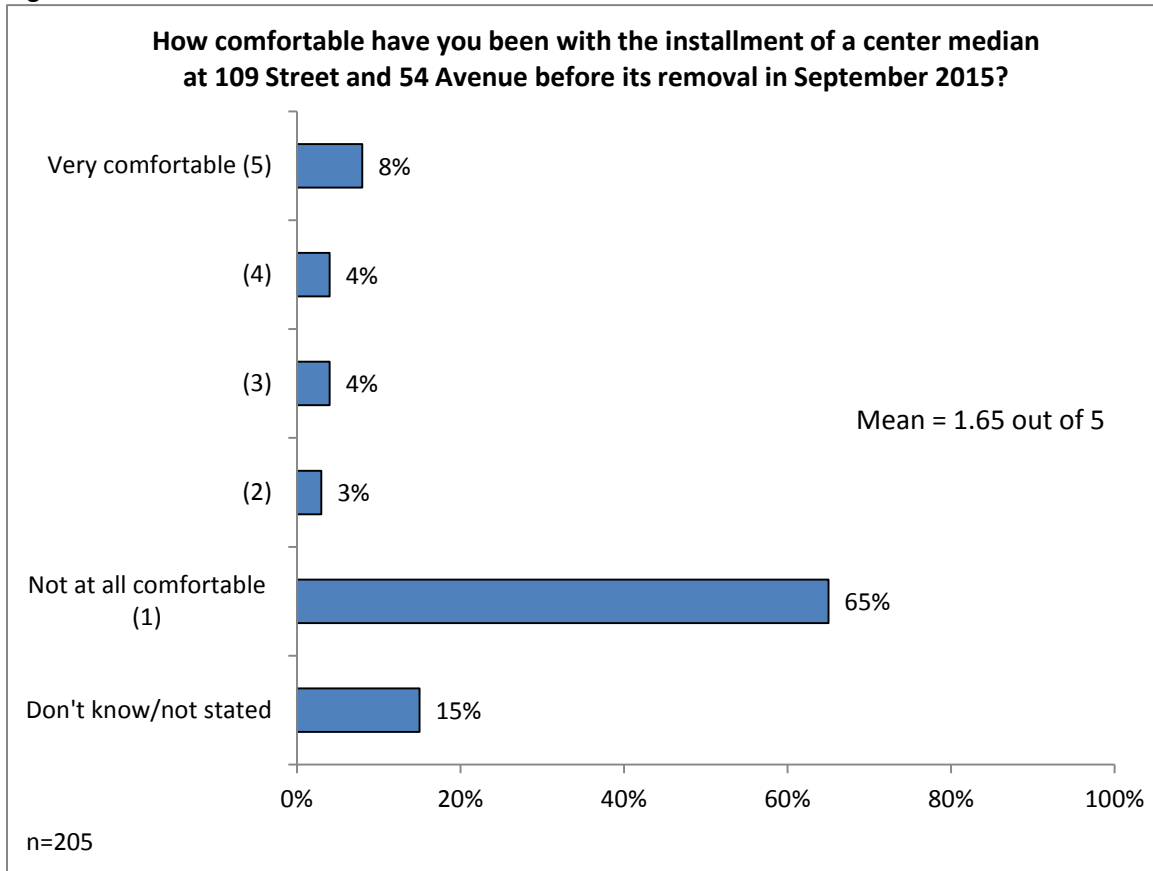


Table 22, below breaks down the level of comfort with this modification by the location of the respondent's home within the Pleasantview community.

Table 22

How comfortable have you been with the installment of a center median at 109 Street and 54 Avenue before its removal in September 2015?						
	Percent of respondents					
	Total (n=205)	West of 104 Street/Calgary Trail and East of, but not including, 106 Street (n=71)	Along 106 Street between 51 Avenue and 61 Avenue (n=28)*	West of, but not including, 106 Street and East of, but not including, 109 Street (n=61)	Along 109 Street between 52 Avenue and 61 Avenue (n=20)*	West of, but not including, 109 Street and east of 111 Street (n=25)*
(5) Very comfortable	8	3	4	8	30	8
(4)	4	6	-	5	5	-
(3)	4	9	4	2	-	4
(2)	3	4	4	3	-	4
(1) Not at all comfortable	65	52	68	77	60	76
Don't Know/not stated	15	27	21	5	5	8
Mean (out of 5)	1.65	1.67	1.32	1.57	2.42	1.48

*Use caution interpreting results when n<30

Those who were less comfortable (ratings of 1, 2 or 3 out of 5) with this modification (n=150) were asked why they felt this way. One-fifth of respondents (20%) indicated that motorists ignore traffic laws, in general. See Table 23, below.

Table 23

Reasons for Low Comfort Level	
Base: Respondents who felt less comfortable (ratings of 1,2 or 3 out of 5) with the installment of a center median at 109 Street and 54 Avenue which was removed in September 2015	Percent of Respondents* (n=150)
Motorists ignore/do not obey traffic laws/signage (general)	20
Is inconvenient to detour/take alternate route/divert through neighbourhood	18
Motorists are accessing/blocking residential driveways/property	17
Traffic is diverted/re-routed to other streets/areas in community	15
Poor/restricted access in/out of area	13
Center median is dangerous/a traffic safety hazard (general)	10
Purpose of center median is unclear/confusing/makes no sense	9
Traffic shortcutting is prevalent in area	5
Traffic volume is prevalent in area	4
Speeding is prevalent in the area	4
Does not travel that road/route	4
Center median is ineffective/not making a difference (general)	3
Center median is causing traffic issues (general)	3
There is an increased risk of accidents/collisions	3
Is inconvenient/dislikes the changes (unspecified)	3
Other (2% of respondents or less)	17
Don't know/Not stated	1

*Multiple responses

Still considering the center median at 109 Street and 54 Avenue, respondents were asked how effective this change was in addressing traffic safety issues using a 1 to 5 scale where 1 meant “not at all effective” and 5 meant “very effective.” The majority of respondents (65%) rated this modification as not effective (ratings of 1 or 2 out of 5) while 13% indicated this modification was effective (ratings of 4 or 5 out of 5). See Figure 18, below.

Figure 18

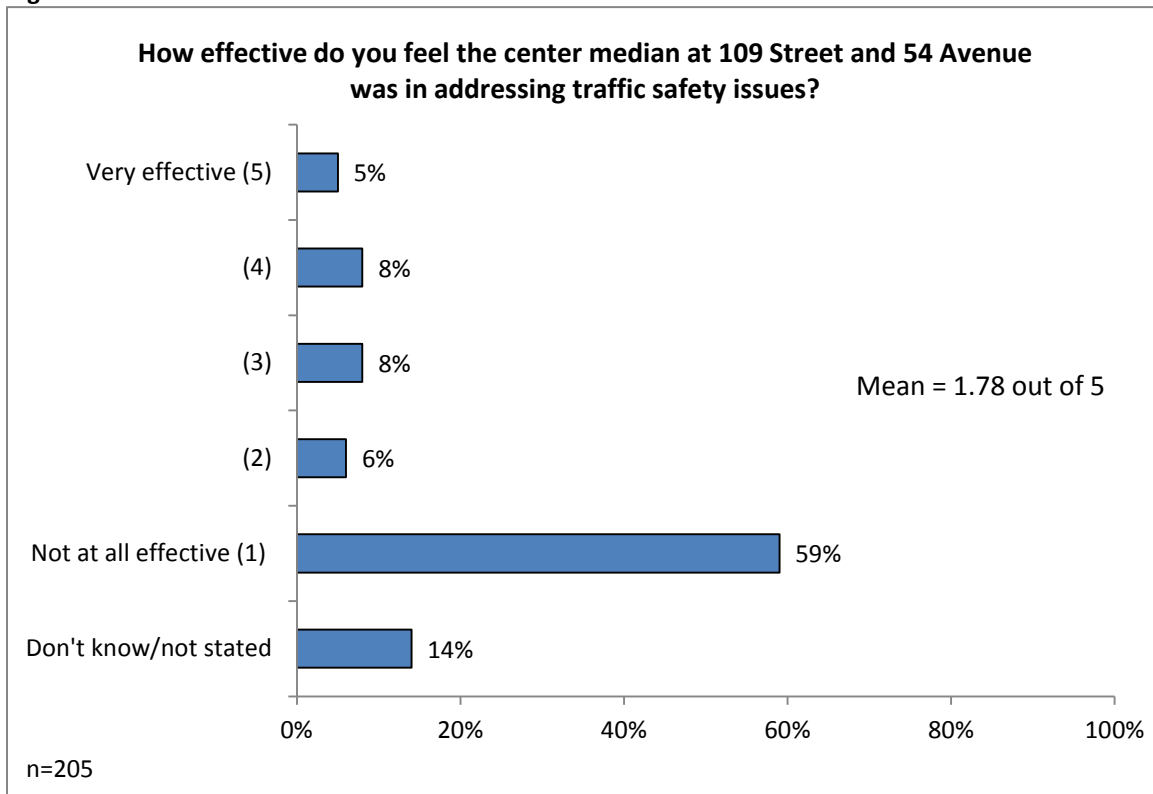


Table 24, below breaks down the level of effectiveness of this modification by the location of the respondent's home within the Pleasantview community.

Table 24

How effective do you feel the center median at 109 Street and 54 Avenue was in addressing traffic safety issues?						
	Percent of respondents					
	Total (n=205)	West of 104 Street/Calgary Trail and East of, but not including, 106 Street (n=71)	Along 106 Street between 51 Avenue and 61 Avenue (n=28)*	West of, but not including, 106 Street and East of, but not including, 109 Street (n=61)	Along 109 Street between 52 Avenue and 61 Avenue (n=20)*	West of, but not including, 109 Street and east of 111 Street (n=25)*
(5) Very effective	5	1	7	8	5	8
(4)	8	10	4	7	15	4
(3)	8	11	7	3	10	12
(2)	6	1	4	8	15	8
(1) Not at all effective	59	52	64	69	45	60
Don't Know/not stated	14	24	14	5	10	8
Mean (out of 5)	1.78	1.78	1.67	1.71	2.11	1.83

*Use caution interpreting results when n<30

Those who felt the center median at 109 Street and 54 Avenue was not effective (ratings of 1, 2 or 3 out of 5) (n=150) most commonly stated that motorists ignore the traffic laws (29%). See Table 25, below.

Table 25

What makes you feel this way	
Base: Respondents who felt the installment of a center median at 109 Street and 54 Avenue which was removed in September 2015 was not effective (ratings of 1, 2 or 3 out of 5)	Percent of Respondents* (n=150)
Motorists ignore/do not obey traffic laws/signage (general)	29
Motorists are accessing/blocking residential driveways/property	17
Center median is ineffective/not making a difference (general)	14
Traffic is diverted/re-routed to other streets/areas in community	13
Center median is dangerous/a traffic safety hazard (general)	7
Purpose of center median is unclear/confusing/makes no sense	6
Does not travel that road/route	6
Is causing aggressive behavior/frustration among motorists	5
There is an increased risk of accidents/collisions	5
Traffic volume is prevalent in area	4
Is inconvenient to detour/take alternate route/divert through neighbourhood	3
Erratic/dangerous driving is prevalent in community	3
Speeding is prevalent in the area	3
Center median is not necessary/needed (general)	3
Other (2% of respondents or less)	18
Don't know/Not stated	8

***Multiple responses**

Next, respondents were asked to rate how strongly they agreed with a variety of statements regarding the traffic measures installed during the trial period using a 1 to 5 scale where 1 meant “strongly disagree” and 5 meant “strongly agree.” The results were as follows:

- “The traffic measures installed during the trial period should be removed, and traffic flow should go back as before the trial” – 65% of respondents agreed with this statement (ratings of 4 or 5 out of 5);
- “The traffic measures installed during the trial period should be removed, and measures to address only speeding be considered” – 54% of respondents agreed with this statement (ratings of 4 or 5 out of 5); and
- “The traffic measures installed during the trial period should remain but adjustments need to be made to address traffic diverting to 105 Street” – 36% of respondents agreed with this statement (ratings of 4 or 5 out of 5).

See Figure 19, and Table 26, on the following page.

Figure 19

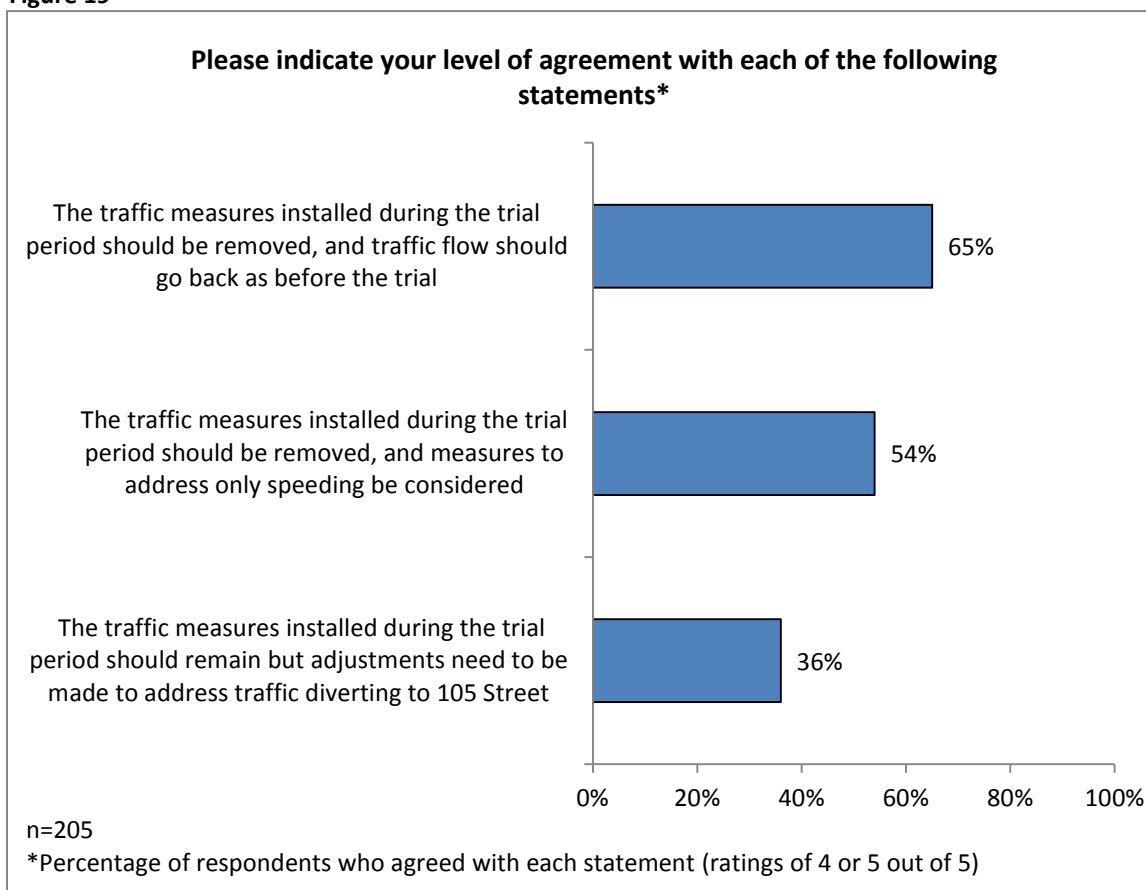


Table 26

Satisfaction with Transportation Conditions							
	Percent of Respondents (n=205)						
	Strongly agree (5)	(4)	(3)	(2)	Strongly disagree (1)	Don't know/not stated	Mean (out of 5)
The traffic measures installed during the trial period should be removed, and traffic flow should go back as before the trial	57	8	9	6	20	1	3.77
The traffic measures installed during the trial period should be removed, and measures to address only speeding be considered	37	17	17	8	19	2	3.47
The traffic measures installed during the trial period should remain but adjustments need to be made to address traffic diverting to 105 Street	25	11	8	9	43	4	2.64

Table 27, below breaks down the agreement level of each statement by the location of the respondent's home within the Pleasantview community.

Table 27

Agreement level with the statement "the traffic measures installed during the trial period should be removed, and traffic flow should go back as before the trial"						
	Percent of respondents					
	Total (n=205)	West of 104 Street/Calgary Trail and East of, but not including, 106 Street (n=71)	Along 106 St. between 51 Ave. and 61 Ave. (n=28)*	West of, but not including, 106 Street and East of, but not including, 109 Street (n=61)	Along 109 Street between 52 Ave. and 61 Ave. (n=20)*	West of, but not including, 109 Street and east of 111 Street (n=25)*
(5) Strongly agree	57	65	54	49	40	68
(4)	8	9	-	10	15	8
(3)	9	6	14	13	15	-
(2)	6	9	4	5	5	4
(1) Strongly disagree	20	13	25	23	25	20
Don't Know/not stated	1	-	4	-	-	-
Mean (out of 5)	3.77	4.04	3.56	3.57	3.40	4.00
Agreement level with the statement "the traffic measures installed during the trial period should be removed, and measures to address only speeding should be considered"						
(5) Strongly agree	37	42	32	38	30	32
(4)	17	20	14	15	10	24
(3)	17	13	18	13	40	16
(2)	8	7	7	8	10	8
(1) Strongly disagree	19	14	25	26	10	16
Don't Know/not stated	2	4	4	-	-	4
Mean (out of 5)	3.47	3.72	3.22	3.30	3.40	3.50
Agreement level with the statement " the traffic measures installed during the trial period should remain but adjustments need to be made to address traffic diverting to 105 Street "						
(5) Strongly agree	25	25	36	26	25	8
(4)	11	10	7	15	10	12
(3)	8	6	4	10	20	4
(2)	9	7	21	7	-	12
(1) Strongly disagree	43	51	29	38	35	60
Don't Know/not stated	4	1	4	5	10	4
Mean (out of 5)	2.64	2.51	3.00	2.84	2.89	1.92

*Use caution interpreting results when n<30

Those who provided comments, and agreed (a rating of 4 or 5 out of 5) that the traffic measures installed during the trial period should remain but adjustments need to be made most commonly stated that more road barricades should be installed (26%). See Table 28, below.

Table 28

Do you have traffic measure-related suggestions for City staff on how to address traffic shortcutting concerns in the Pleasantview community?	
Base: Respondents who agreed (a rating of 4 or 5 out of 5) that the traffic measures installed during the trial period should remain but need adjustments and who had suggestions	Percent of Respondents* (n=39)
Install more road barricades/barriers/blocks	26
Divert/re-route traffic away from the community/residential side streets	15
Install speed bumps in the community	15
Reduce the speed limit in/around the community	15
Need more one-way streets in the area	13
Stronger/more enforcement of traffic infractions (e.g. speeding, disregarding signs etc.)	13
Have more 4-way stops implemented in the area	10
Install more street signage in the area (e.g. stop signs, speed limits etc.)	8
Listen to feedback/input/concerns of community	8
Install more traffic lights in the area	5
Install more curb extensions in the area	5
Other (single mentions)	21

*Multiple responses

Next, respondents who had suggestions and agreed (a rating of 4 or 5 out of 5) that the traffic measures installed during the trial period should be removed, and measures to address only speeding should be considered, were asked how the City should address speeding concerns in the Pleasantview community. Roughly one-third of respondents suggested the installation of photo radar cameras (36%), speed bumps (33%) or more police presence in the area (32%). See Table 29, below.

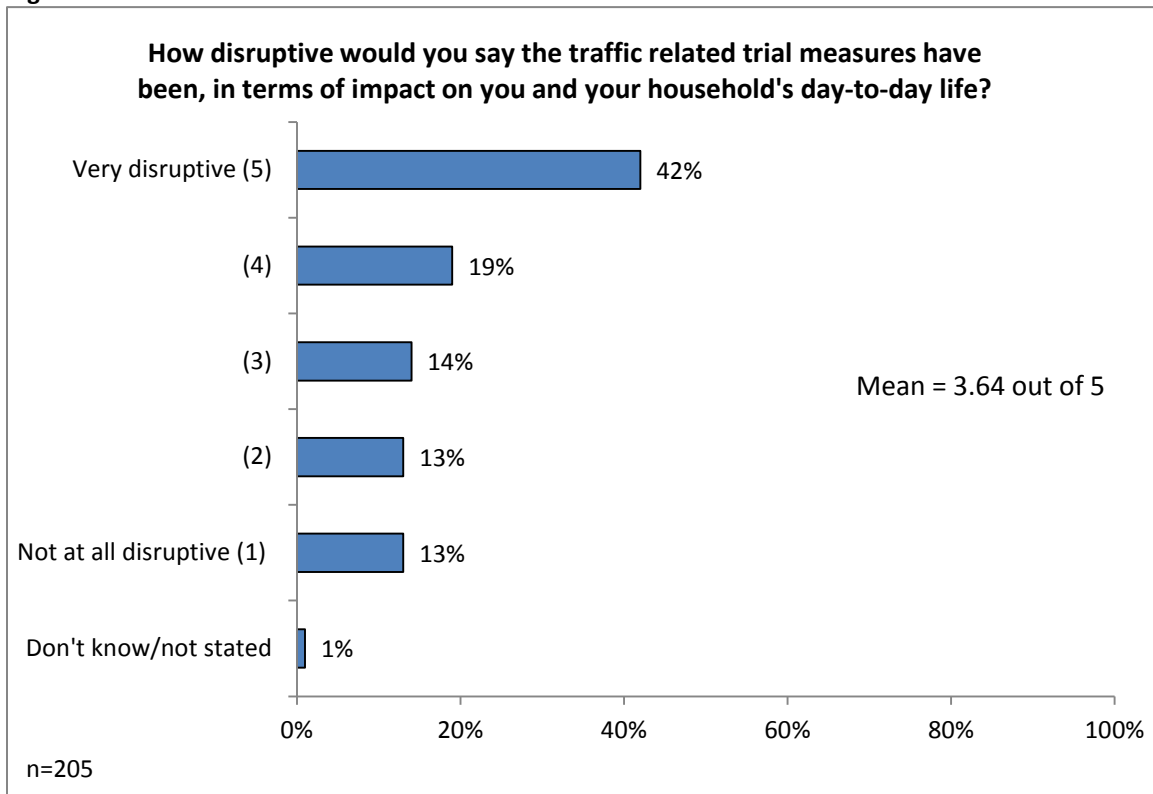
Table 29

Do you have traffic measure-related suggestions for City staff on how to address speeding concerns in the Pleasantview community?	
Base: Respondents who had suggestions and agreed (a rating of 4 or 5 out of 5) that the traffic measures installed during the trial period should be removed, and measures to address only speeding should be considered	Percent of Respondents* (n=76)
Install photo radar cameras/ speed traps in the area	36
Install speed bumps in the community	33
More police presence/stronger enforcement of speeding in area	32
Install more street signage in area (e.g. stop signs, speed limit, etc.)	17
Reduce the speed limit in/around community	15
Need to improve/put more focus towards school zone safety in the community	7
Have more 4-way stops implemented in the area	4
Add crossing lights to pedestrian crosswalks	3
Other (single mentions)	7

*Multiple responses

Next, using a 1 to 5 scale where 1 meant “not at all disruptive” and 5 meant “very disruptive”, respondents were asked how disruptive the traffic related trial measures had been, in terms of impact on their day-to-day life. The majority of respondents (60%) indicated that the traffic related trial measures were disruptive (ratings of 4 or 5 out of 5), while 25% of respondents indicated that the traffic related trial measures were not disruptive (ratings of 1 or 2 out of 5). See Figure 20, below.

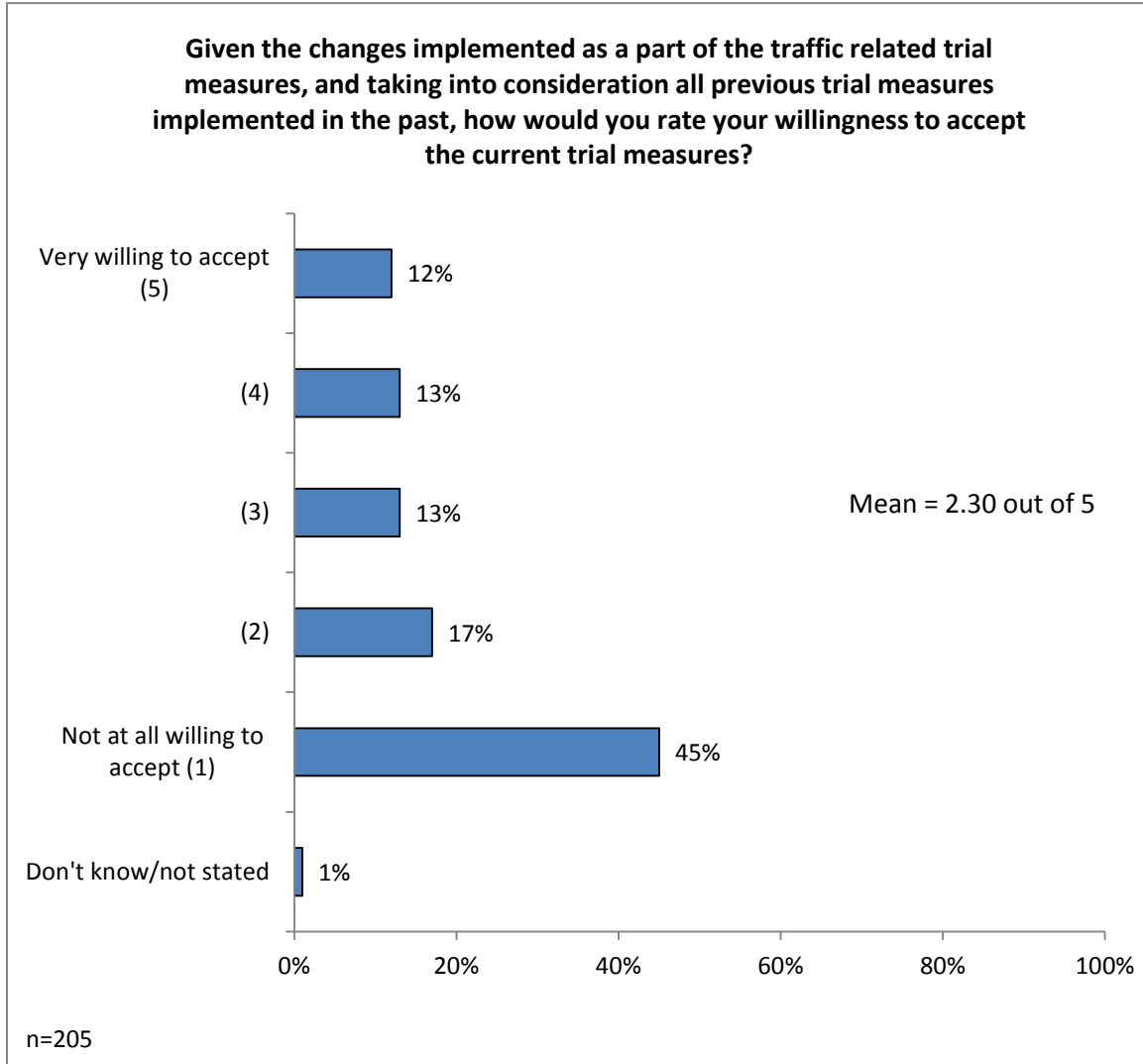
Figure 20



Females (65%) were significantly more likely to rate the traffic related trial measure as **disruptive** (ratings of 4 or 5 out of 5) versus males (51%).

Respondents considered all of the changes implemented as a part of the traffic related trial measures and were asked how willing they would be to accept the current trial measures, using a 1 to 5 scale where 1 meant “not at all willing to accept” and 5 meant “very willing to accept.” One-quarter of respondents were willing to accept the current trial measures (25%, ratings of 4 or 5 out of 5), while 62% of respondents were not willing to accept the current trial measures (ratings of 1 or 2 out of 5). See Figure 21, below.

Figure 21



Next, respondents were asked to rate how comfortable they were with four potential directions for traffic management in the neighbourhood if the current traffic measures were to be removed. The results were as follows:

- Nearly two-thirds (65%) of respondents were comfortable (ratings of 4 or 5 out of 5) with a reduction of the posted speed limit on 106 Street;
- Nearly two-thirds (63%) of respondents were comfortable (ratings of 4 or 5 out of 5) with a reduction of the posted speed limit on 109 Street;
- Over half (52%) of respondents were comfortable (ratings of 4 or 5 out of 5) with the addition of speed humps on 106 Street; and
- Nearly half (49%) of respondents were comfortable (ratings of 4 or 5 out of 5) with the addition of speed humps on 109 Street.

See Figure 22, and Table 30, on the following pages.

Figure 22

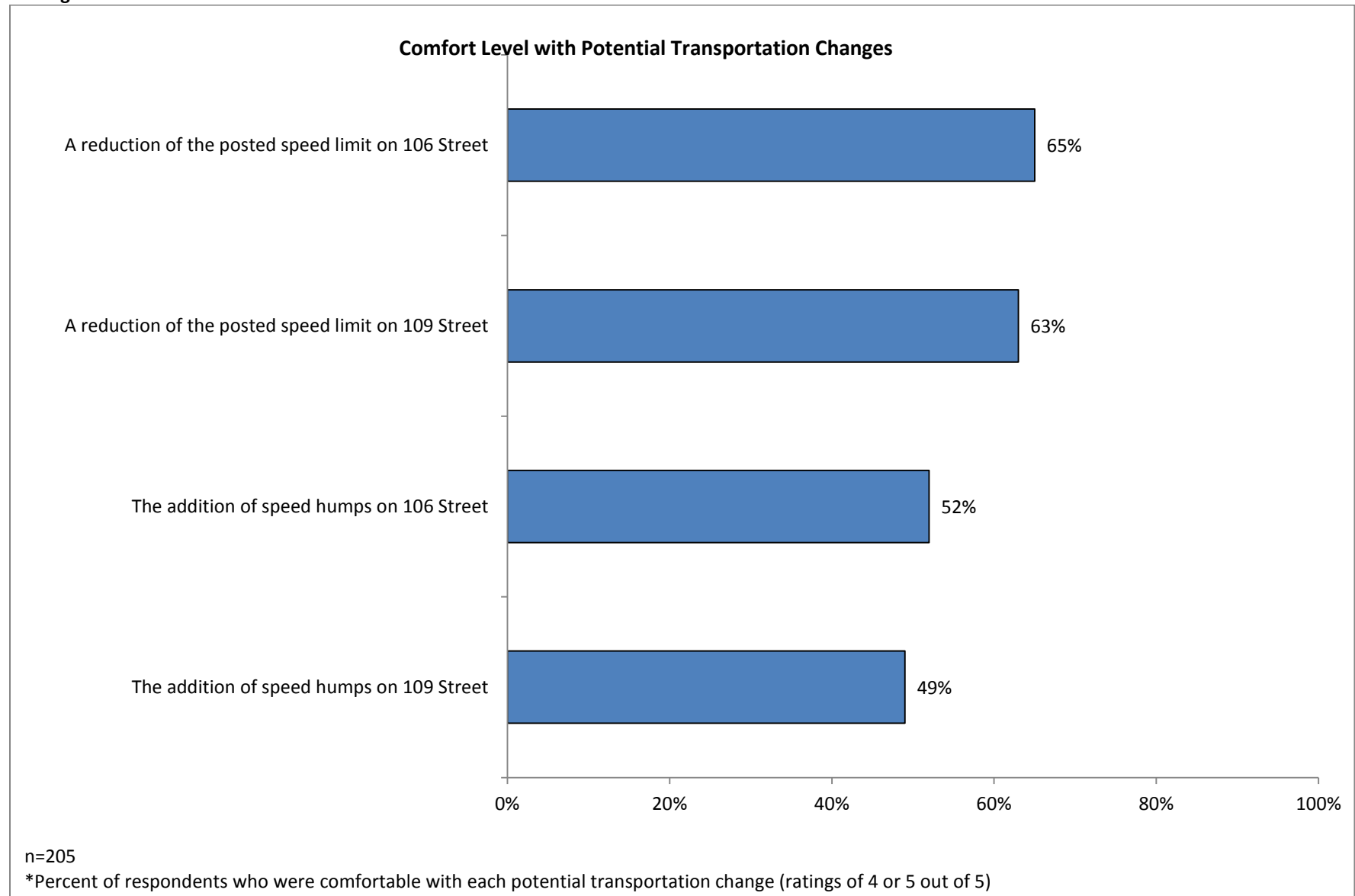


Table 30

Comfort Level with Potential Transportation Changes							
	Percent of Respondents (n=205)						
	Very Comfortable (5)	(4)	(3)	(2)	Not at all Comfortable (1)	Don't know/not stated	Mean
A reduction of the posted speed limit on 106 Street	47	19	13	8	13	1	3.80
A reduction of the posted speed limit on 109 Street	45	19	10	8	14	5	3.77
The addition of speed humps on 106 Street	30	22	11	9	27	1	3.19
The addition of speed humps on 109 Street	30	19	10	7	25	9	3.24



Lastly, respondents were asked what advice they would offer City staff to improve stakeholder engagement for future traffic management projects in other neighbourhoods. For a list of responses, see Table 31, below.

Table 31

Advice to Improve Stakeholder Engagement	
	Percent of Respondents (n=205)*
Listen/respond to feedback/input/concerns of community	16
Need to communicate/consult more with the community (general)	15
Need to notify residents of plans before making decisions/changes	12
Hold more community meetings/open houses/public consultations	10
Is important that all residents participate/get involved/provide input	8
More careful/strategic planning/do more research/assessments	7
Ensure that all residents are notified/aware of meetings (general)	3
Send out information via mail-outs/flyers/newsletters	3
Reduce the speed limit in/around community	2
Hire more efficient traffic control department staff	2
Install more street signage in area (e.g. stop signs, speed limit, etc.)	2
Other (1% of respondents or less)	11
None/no advice	10
Don't know/No response	21

***Multiple responses**

4.3 Demographics

Table 32, below, and continued on the following page, demonstrates the demographic breakdown of the residents surveyed.

Table 32

	Percent of Respondents (n=205)
Gender	
Female	62
Male	38
Age	
18 to 34	2
35 to 54	26
55 and older	72
Residence Type	
Single family dwelling	84
Multi-family dwelling	11
Apartment/condo	5
Percent of Households with at Least One (1) Person in Each Age Group	
12 years of age or younger	11
13 to 18 years of age	10
19 to 44 years of age	36
45 to 64 years of age	54
65 years of age or older	50
Mean Household Size	2.45 people
Do you own or rent your residence?	
Own	96
Rent	4
How long have you lived in the Pleasantview community?	
Less than 1 year	1
1 to 5 years	8
6 to 10 years	8
11 to 15 years	13
16 to 20 years	12
21 to 25 years	10
26 years or more	49
Mean	27.98 years

How many years have you owned or operated a business in the Pleasantview community?	
Base: Respondents who own or operate a business in the Pleasantview community	Number of Respondents (n=14)*
5 years or less	5
6 to 10 years	2
11 to 15 years	1
16 to 20 years	3
21 to 25 years	3
Mean	11.9 years
How many years have you owned property in the Pleasantview community?	
Base: Respondents who own property in the Pleasantview community	Percent of Respondents (n=193)
5 years or less	9
6 to 10 years	8
11 to 15 years	14
16 to 20 years	11
21 to 25 years	11
26 years or more	47
Mean	26.9 years

*Use caution interpreting results when n<30

APPENDIX A – SURVEY INSTRUMENT

PLEASANTVIEW COMMUNITY

Telephone Community Traffic Management Survey

Final –December 17, 2015

Introduction

Hello, my name is _____ and I am calling from Banister Research, a professional research company. The Pleasantview community has been involved in a traffic management process with the City of Edmonton since 2013. This July, traffic measures were installed in the Pleasantview community for a trial period. As part of the assessment of this trial, we have been contracted on behalf of the City of Edmonton to conduct an important survey to gain a clear understanding of the community's experiences with the trial traffic measures so far.

I would like to assure you that we are not selling or promoting anything and that all your responses will be kept completely anonymous. Your views are very important to the successful completion of this study.

This interview will take about 8 to 10 minutes. Is this a convenient time for us to talk, or should we call you back?

1. Convenient time **[Continue]**
1. Not convenient time **[Arrange Call-Back]**
2. Not interested in participating **[Thank and Terminate]**

May I confirm that you are 18 years of age or older?

1. Yes **[Continue]**
2. No, I can get someone else **[Wait, and repeat introduction]**
3. No **[Thank and Terminate]**

Qualifiers

A. What is your 6 digit postal code? **(Specify)**

1. _____
- F5. (Don't Know/Not stated) **[Thank and Terminate]**

B. Based on your mailing address, where in Pleasantview is your home?

1. West of 104 Street/Calgary Trail and East of, but not including, 106 Street
2. Along 106 Street
3. West of, but not including, 106 Street and East of, but not including, 109 Street
4. Along 109 Street
5. West of, but not including, 109 Street and east of 111 Street
6. Not applicable **[Thank and Terminate]**

- C. For each of the following descriptions, please indicate whether or not they apply to yourself.
(Select all that apply)
1. I am an employee who works in Pleasantview
 2. I am a business owner/operator in Pleasantview
 3. I am a representative of an association /organization in Pleasantview (please specify)
 4. I am a customer of businesses in Pleasantview
 5. I am a resident in Pleasantview
 6. I am a property owner in Pleasantview
 7. Other (please specify)

Traffic Management Process

- 1a. Do you think there are currently traffic and transportation related issues and concerns in the Pleasantview community?
1. Yes
 2. No
 - F5 Don't Know
- 1b. Prior to the traffic changes in July, did you think there were traffic and transportation related issues and concerns in the Pleasantview community?
1. Yes
 2. No
 - F5 Don't Know
2. Prior to today, were you aware of the ongoing community traffic management process in Pleasantview?
1. Yes
 2. No
 - F5 Don't Know
3. **[ASK IF Q2=1/Yes]** How did you hear about the traffic management process? **[READ LIST; MULTIPLE RESPONSES ALLOWED]**
1. Pleasantview Community League meeting, newsletter, webpage or Facebook page
 2. Word of mouth
 3. Expression of Interest or Petition
 4. Public Open House(s)
 5. City of Edmonton flyer
 6. City of Edmonton website
 7. Road signs
 8. Media Coverage
 9. When I saw changes to the roadway
 10. Other (please specify)

4. How would you rate your level of involvement with the ongoing traffic management process in Pleasantview, using a scale of 1 to 5 where 1 means “not all involved” and 5 means “very involved”?
1. Not at all involved
 - ...
 5. Very involved
5. Since the installation of the trial measures in Pleasantview this summer, in your opinion has the **traffic volume** in the Pleasantview community increased, remained the same, or decreased?
1. Increased
 2. Remained about the same
 3. Decreased
 - F5 Don't Know
- 5a. **[ASK IF Q5=1, 2, OR 3]** What makes you feel this way? **(Specify)**
6. Since the installation of the trial measures this summer, has **traffic safety** in the Pleasantview community increased, remained the same, or decreased?
1. Increased
 2. Remained about the same
 3. Decreased
 - F5 Don't Know
- 6a. **[ASK IF Q6=1, 2, OR 3]** What makes you feel this way? **(Specify)**
7. Which intersections do you currently use most frequently to travel in and out of the community? **[DO NOT READ; MULTIPLE RESPONSES ALLOWED; PRE-CODED LIST:]**
1. 111 Street and 57 Avenue
 2. 111 Street and 53 Avenue
 3. 110 Street and 51 Avenue
 4. 109 Street and 61 Avenue
 5. 107 Street and 51 Avenue
 6. 106 Street and 61 Avenue
 7. 106 Street and 51 Avenue
 8. 106A Street and 51 Avenue
 9. 105B Street and 61 Avenue
 10. 105A Street and 61 Avenue
 11. 105 Street and 61 Avenue
 12. 105 Street and 51 Avenue
 13. 104 Street and 58 Avenue
 14. Calgary Trail and 55 Avenue
 15. Allard Way and 51 Avenue
 16. 108 Street and 61 Avenue
 17. Other (specify)



8. Please rate your level of satisfaction with each of the below transportation conditions in the Pleasantview community today, on a scale of 1 to 5 where 1 means “Not at all satisfied” and 5 means “Very satisfied”.

1. Not at all satisfied

...

5. Very satisfied

A) Traffic volume in Pleasantview during the AM peak travel periods (7 AM to 9 AM)

B) Traffic volume in Pleasantview during the PM peak travel periods (4 PM to 6 PM)

C) Traffic volume in Pleasantview during the off-peak travel periods

D) Traffic safety in Pleasantview during the AM peak travel periods (7 AM to 9 AM)

E) Traffic safety in Pleasantview during the PM peak travel periods (4 PM to 6 PM)

F) Traffic safety in Pleasantview during off-peak travel periods

G) Access to public transit (ETS, DATS) from Pleasantview

9. **[Skip if none of Q8 A-G = 1,2 or 3]** You have indicated in the previous question lower satisfaction levels with respect to traffic safety, traffic volume and/or public transit access (1, 2, or 3 out of 5). Would you say you provided that rating for the following reasons? Please select all that apply (**Read List**)

a) Speeding on main roads within the community

b) Speeding on residential roads

c) Commercial traffic

d) Pedestrian safety

e) Shortcutting (a trip that does not originate in, but travels through, the community to get to a destination that is outside of the community)

f) Diversion of traffic

g) Reduced access into or out of neighbourhood

h) Cyclist safety

i) Enforcement of traffic laws (stop signs, yield signs, etc.)

j) Uncontrolled intersections

k) Other (**specify**)

10. One feature of the trial traffic management plan in Pleasantview **was intersection modifications at 106 Street and 51 Avenue that do not allow northbound and southbound motor vehicles to drive straight through the intersection**. Please indicate how comfortable you have been with the change, using a scale of 1 to 5 where 1 means “Not at all comfortable” and 5 means “Very comfortable”.

1. Not at all Comfortable

...

5. Very comfortable

10a. **[ASK IF Q10=1,2,3]** What makes you feel this way? (**Specify**)

11. Still considering the **intersection modifications at 106 Street and 51 Avenue**, how effective do you feel the change has been in addressing traffic safety issues, using a scale of 1 to 5 where 1 means “not at all effective” and 5 means “very effective”.

1. Not at all effective

...

5. Very effective

11a. **[ASK IF Q11=1,2,3]** What makes you feel this way? **(Specify)**

12. Another feature of the trial measures was **changing 106 Street to one-way northbound for motor vehicles, between 53 Avenue and 56 Avenue**, how comfortable have you been with the change, using a scale of 1 to 5 where 1 means “Not at all comfortable” and 5 means “Very comfortable”.

1. Not at all Comfortable

...

5. Very comfortable

12a. **[ASK IF Q12=1,2,3]** What makes you feel this way? **(Specify)**

13. Still considering **changing 106 Street to one-way northbound for motor vehicles**, how effective do you feel the change has been in addressing traffic safety issues, using a scale of 1 to 5 where 1 means “not at all effective” and 5 means “very effective”.

1. Not at all effective

...

5. Very effective

13a. **[ASK IF Q13=1,2,3]** What makes you feel this way? **(Specify)**

14. Another feature of the trial measures was **installing curb extensions at the intersections of 58 Avenue and 109 Street and 60 Avenue and 109 Street**, how comfortable have you been with the change, using a scale of 1 to 5 where 1 means “Not at all comfortable” and 5 means “Very comfortable”.

1. Not at all Comfortable

...

5. Very comfortable

14a. **[ASK IF Q14=1,2,3]** What makes you feel this way? **(Specify)**

15. Still considering **installing curb extensions at the intersections of 58 Avenue and 109 Street and 60 Avenue and 109 Street**, how effective do you feel the change has been in addressing traffic safety issues, using a scale of 1 to 5 where 1 means “not at all effective” and 5 means “very effective”.

- 1. Not at all effective
- ...
- 5. Very effective

15a. **[ASK IF Q15=1,2,3]** What makes you feel this way? **(Specify)**

16. The last feature of the trial measures was **installing a centre median at 109 Street and 54 Avenue, however, the center median was removed in September 2015**. How comfortable were you with the change while it was in place, using a scale of 1 to 5 where 1 means “Not at all comfortable” and 5 means “Very comfortable”.

- 1. Not at all Comfortable
- ...
- 5. Very comfortable

16a. **[ASK IF Q16=1,2,3]** What makes you feel this way? **(Specify)**

17. Still considering **the center median at 109 Street and 54 Avenue, that has since been removed**, how effective did you feel the change had been in addressing traffic safety issues while it was in place, using a scale of 1 to 5 where 1 means “not at all effective” and 5 means “very effective”.

- 1. Not at all effective
- ...
- 5. Very effective

17a. **[ASK IF Q17=1,2,3]** What makes you feel this way? **(Specify)**

18. Please indicate your level of agreement with each of the following statements using a scale of 1 to 5 where 1 means “strongly disagree” and 5 means “strongly agree”?
1. Strongly Disagree
 - ...
 5. Strongly Agree
- A. “The traffic measures installed during the trial period should remain but adjustments need to be made to address traffic diverting to 105 Street.”
- B. “The traffic measures installed during the trial period should be removed, and traffic flow should go back as before the trial.”
- C. “The traffic measures installed during the trial period should be removed, and measures to address only speeding be considered.”
19. **[ASK IF Q18A=4,5]** Do you have any traffic measure-related suggestions to offer City staff on how to address traffic shortcutting concerns, including locations, in the Pleasantview community?
20. **[ASK IF Q18C=4,5]** Do you have any traffic measure-related suggestions to offer City staff on how to address speeding concerns in the Pleasantview community?
21. **[ASK ALL]** Using a scale of 1 to 5, where 1 means “not at all disruptive” and 5 means “very disruptive,” how disruptive would you say the traffic related trial measures have been, in terms of impact on your and your household’s day-to-day life?
1. Not at all Disruptive (i.e., no interruptions to day-to-day-life)
 - ...
 5. Very Disruptive (i.e., high degree of interruption in day-to-day life)
22. Given the changes implemented as a part of the traffic related trial measures, and taking into consideration all previous trial measures implemented in the past, how would you rate your willingness to accept the current trial measures using a scale of 1 to 5 where 1 means “not at all willing to accept” and 5 means “very willing to accept”?
1. Not at all willing to accept
 - ...
 5. Very willing to accept
23. If the current traffic measures are removed, how comfortable would you be with the addition of speed humps on 106 Street?
1. Not at all comfortable
 - ...
 5. Very comfortable

24. If the current traffic measures are removed, how comfortable would you be with the addition of speed humps on 109 Street?

1. Not at all comfortable

...

5. Very comfortable

25. If the current traffic measures are removed, how comfortable would you be with a reduction of the posted speed limit on 106 Street?

1. Not at all comfortable

...

5. Very comfortable

26. If the current traffic measures are removed, how comfortable would you be with a reduction of the posted speed limit on 109 Street?

1. Not at all comfortable

...

5. Very comfortable

27. As the City goes on to work with other Edmonton neighbourhoods to address traffic concerns, what advice would you offer City staff to improve stakeholder engagement for these future projects? **(Specify)**

Respondent Characteristics

28. **[DO NOT READ]** Gender

1. Male

2. Female

29. Which of the following age categories do you belong to?

1. 18 to 34

2. 35 to 54

3. 55+

30. Which of the following types of residence you live in? **(Read list)**

1. Single family dwelling

2. Multi-family dwelling (townhouse or duplex)

3. Secondary suite in a single family residence

4. Apartment/ condo

5. Other **(Specify)**

31. Including yourself, how many people in each of the following age groups live in your household? How many are:
1. Under 13 years old
 2. Between 13 and 18 years old
 3. Between 19 and 44 years old
 4. Between 45 and 64 years old
 5. 65 years of age or older
32. Do you own or rent your residence?
1. Own
 2. Rent
- 33a. How many years have you lived in the Pleasantview community?
(Numeric Value)
- 33b. How many years have you owned or operated a business in the Pleasantview community? **(Ask only if qualifier C-2 = 1/Yes. "business owner/operator"**
(Numeric Value)
- 33c. How many years have you owned property in the Pleasantview community? **(Ask only if qualifier C-6 = 1/Yes. "property owner"**
(Numeric Value)
34. As part of this process, the City of Edmonton may be working with residents of the Pleasantview community who are willing to participate in further public engagement and research opportunities, regarding traffic related issues. Are you interested in participating in further public engagement?
1. Yes **[GO TO Q35]**
 2. No **[GO TO END]**
35. May I please have your name, phone number, and email address? Please be assured that this information will not be linked to your survey responses. **[MANDATORY]**
1. First Name: _____
 2. Last Name: _____
 3. Email Address: _____
 4. Phone Number: _____
36. Do we have your permission to release your contact information to the City of Edmonton? Please be assured that they will only be used for the purpose of further public engagement.
1. Yes
 2. No

Thank you for your input. Your answers and comments will help assess the trial phase of the Pleasantview community traffic management process.