

City of Edmonton

**2010 Southeast LRT Expansion Survey
Final Report**

November 8, 2010

Banister
Research & Consulting Inc.

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Appendix A – Survey Instrument

EXECUTIVE SUMMARY

In 2010, Banister Research & Consulting Inc (Banister Research) was contracted by the City of Edmonton Transportation Department (the client) to host and analyze a survey regarding the development of a southeast-bound LRT system. Surveys were completed both online and through hardcopies with stakeholder groups and the public based on attendance of information sessions regarding the draft Southeast LRT plan; in total 143 surveys were completed. A total of 407 people attended the Southeast LRT open houses on September 14, 2010 and September 15, 2010. The survey was also posted online with materials from the open house for people who did not attend.

Key Findings:

Respondents were first asked if they had attended one of the two September open house meetings. More than half of respondents had attended the September 14th session (57%), while 23% had attended the September 15th meeting, and 20% had not attended either. Respondents that had attended one of the open houses (n=115) were then asked to rate how much they agreed with a series of statements regarding the open house they had attended. The proportion of respondents rating each statement as a 4 or 5 (out of 5) included:

- ◆ Project representatives were helpful, friendly, and accessible (79%);
- ◆ The information was easy to understand (78%);
- ◆ The information presented was useful and informative (77%);
- ◆ I have a better understanding of the project because of my attendance (77%); and
- ◆ I was able to find satisfactory answers to my questions (55%).

When asked where they had heard about the LRT open house, respondents most frequently mentioned receiving notice in the mail (42%), street signs (42%), and newspaper advertisements (36%). Smaller proportions of residents obtained information from:

- ◆ E-mail notices (11%);
- ◆ Word of mouth (10%);
- ◆ Online advertisements (8%);
- ◆ From their community league (8%); and
- ◆ Facebook or Twitter (3%).

Most respondents (70%) rated the map table discussions at the open house as the most valuable part of the session, followed by:

- ◆ The presentation (53%);
- ◆ Interaction with representatives (49%);
- ◆ Display boards (31%); and
- ◆ Question and answer sessions (24%).

All respondents (n=143) were asked if they had attended any of the Southeast LRT meetings that were held in Spring 2010. More than half of respondents had attended a meeting (56%), while 40% did not.

Respondents were then asked to rate their satisfaction with the Draft LRT Concept Plan. More than half (56%) of respondents indicated that they were satisfied (4 or 5 out of 5) with the plan, while 23% were dissatisfied (1 or 2 out of 5) and 18% were neutral (3 out of 5).

When asked which part of the draft plan was of greatest interest to them, respondents most frequently mentioned Avonmore / King Edward Park (27%), Bonnie Doon (24%), and Argyll (23%), and Strathearn (22%). Areas which received comparatively lower interest scores included:

- ◆ Mill Woods (13%);
- ◆ Holyrood (12%);
- ◆ 66 Street (10%);
- ◆ Cloverdale (8%);
- ◆ North Saskatchewan River (6%);
- ◆ 75 Street (6%);
- ◆ Wagner (4%);
- ◆ Whitemud (4%);
- ◆ Grey Nuns (4%); and
- ◆ Quarters (4%).

Respondents were then asked how satisfied they were, overall, with the proposed track location within the LRT corridor, to which more than half (56%) of respondents stated they were satisfied (4 or 5 out of 5). An additional 24% stated they were neutral (3 out of 5) while 16% were dissatisfied (1 or 2 out of 5). With regards to the area within the LRT corridor they expressed the most interest in, a comparable proportion (50%) of respondents were satisfied (4 or 5 out of 5) with the track location, while 24% were dissatisfied (1 or 2 out of 5) and 19% were neutral (3 out of 5) in this regard.

Next, respondents were asked a series of questions about the location of LRT stations along the proposed route. When asked how strongly they agreed that the proposed locations provided convenient access to important locations along the corridor, overall, more than half (58%) agreed (4 or 5 out of 5). Twenty-two percent (22%) of respondents were neutral, and 15% disagreed.

Respondents were also asked to rate their satisfaction with the location of each individual station, to which respondents most frequently reported satisfaction (4 or 5 out of 5) with the Bonnie Doon (57%), Muttart (49%), Strathearn (46%), Holyrood (46%), and 73 Avenue (45%) stops. The satisfaction ratings for the other stops included:

- ◆ Whitemud (31%);
- ◆ Millbourne (30%);
- ◆ Grey Nuns (30%);
- ◆ Mill Woods (27%); and
- ◆ Wagner (26%).

When asked to rate their satisfaction, overall, with the efforts made to accommodate certain user groups, respondents were more frequently satisfied (4 or 5 out of 5) with the efforts made to pedestrians and cyclists (43%). Fewer respondents were satisfied (4 or 5 out of 5) with the efforts made to accommodate commuter vehicle traffic using the LRT corridor (37%) and vehicular access to and from neighbourhoods and businesses along the corridor (37%).

Comparable proportions rated their level of satisfaction (4 or 5 out of 5) with the efforts towards user groups in their area of interest, while 39% were satisfied with the efforts made to pedestrians and cyclists, 39% were satisfied with the efforts to accommodate vehicle access to and from neighbourhoods and businesses in the area, and 35% were satisfied with the efforts made to accommodate commuter traffic.

1.0 STUDY BACKGROUND

On December 15, 2009, Edmonton City Council approved a Southeast LRT corridor from Mill Woods to Downtown. In 2010, a study was initiated to determine how the LRT would fit within the corridor, including decisions about the alignment of the LRT tracks, station locations, and pedestrian, cyclist and vehicle access. A series of public workshops and stakeholder meetings were held to solicit input on options in May and June 2010, ultimately leading to the development of a draft LRT Concept Plan, which was brought forward for feedback at open houses held in September 2010.

As part of the public consultation process, Banister Research & Consulting Inc (Banister Research) was contracted to host and analyze a survey regarding the Draft Southeast LRT Concept Plan by the City of Edmonton Transportation Department. The survey gathered opinions regarding the overall route, the track alignment along the corridor, station placement, attendance of related information sessions, and efforts to accommodate various user groups.

This report details the results of the 2010 Southeast LRT Expansion Survey, conducted with 143 respondents, representing a variety of stakeholder groups and the public.

2.0 METHODOLOGY

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

2.1 Project Initiations 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.

The client, with input from Banister Research, was responsible for designing the survey. The survey was then provided to Banister Research to be programmed into a web survey that was administered to the survey population. Paper copies of the survey were provided to the population by the client.

2.2 Survey Population and Data Collection

Surveys were completed with respondents that represented a variety of interested parties in the Southeast LRT expansion, including, but not limited to; residents near the proposed LRT corridor, owners of businesses near the corridor, and employees of businesses near the corridor. The link for the online survey was provided on the City of Edmonton website and to individuals that had attended an open house; the survey was active from September 14th to September 19th, 2010. Hardcopy surveys were provided at the LRT Expansion information sessions (held on September 14th and September 15th, 2010) and were either provided to City of Edmonton Transportation staff or mailed directly to Banister Research from September 14th to September 24th, 2010. A total of 143 surveys were collected, 85 hardcopies and 58 web completions. Comments sent to the project team by e-mail, phone, or posted on maps at the open houses were also forwarded to be considered within the analysis.

2.3 Data Analysis and Project Documentation

After the surveys were completed and verified, the lead consultant reviewed the list of different responses to each 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 the project from start to finish. The coding supervisor verified at least 20% of each coder's work. Once the responses were fully coded and entered onto the data file, computer programs were written to check the data for quality and consistency.

It is important to note that any discrepancies between charts, graphs or tables are due to rounding of the numbers. This report provides detailed findings of the 2010 Southeast LRT Expansion Survey.

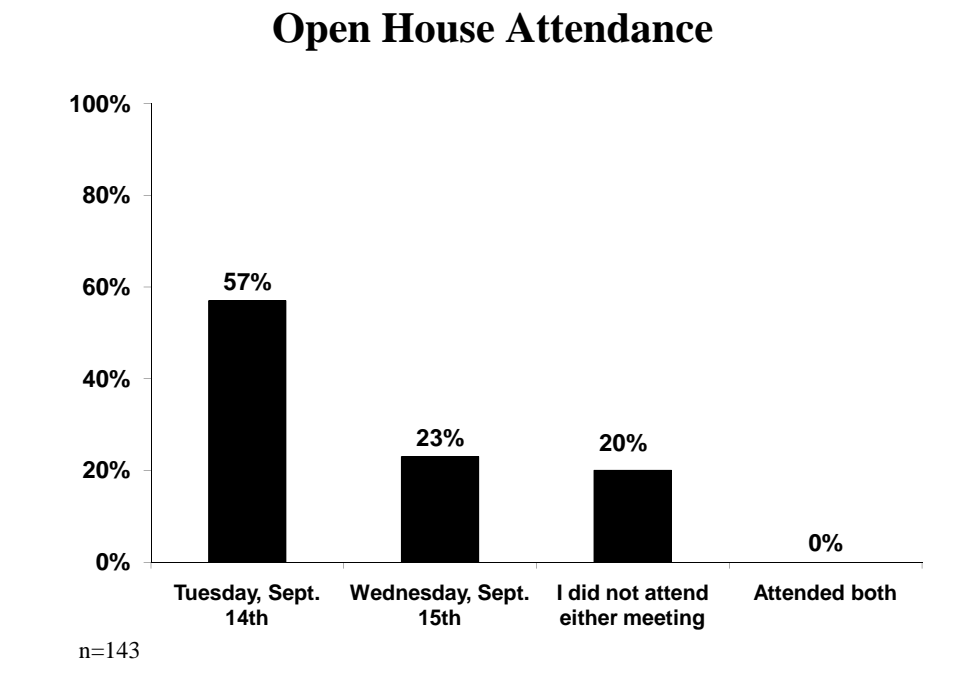
3.0 STUDY FINDINGS

Results of the survey are presented as they relate to the specific topic area addressed by the survey.

3.1 Open Houses

Respondents were first asked if they had attended one of two September open houses about the Southeast LRT expansion. More than half (57%) of respondents had attended the September 14th open house, while nearly one-quarter (23%) had attended the September 15th session. Twenty percent (20%) of respondents had not attended either of the sessions. See Figure 1, below.

Figure 1



Respondents that had attended an open house (n=115) were asked to rate their level of agreement with a series of statements regarding the session. Most respondents agreed (4 or 5 out of 5) that the project representatives were helpful, friendly, and accessible (79%), that the information was easy to understand (78%), that they have a better understanding of the project because of their attendance (77%), and that the information was useful and informative (77%). Slightly more than half of respondents (55%) agreed (4 or 5 out of 5) that they were able to find satisfactory answers to their questions. See Figure 2, below and Table 1 to 6, on the following pages.

Figure 2

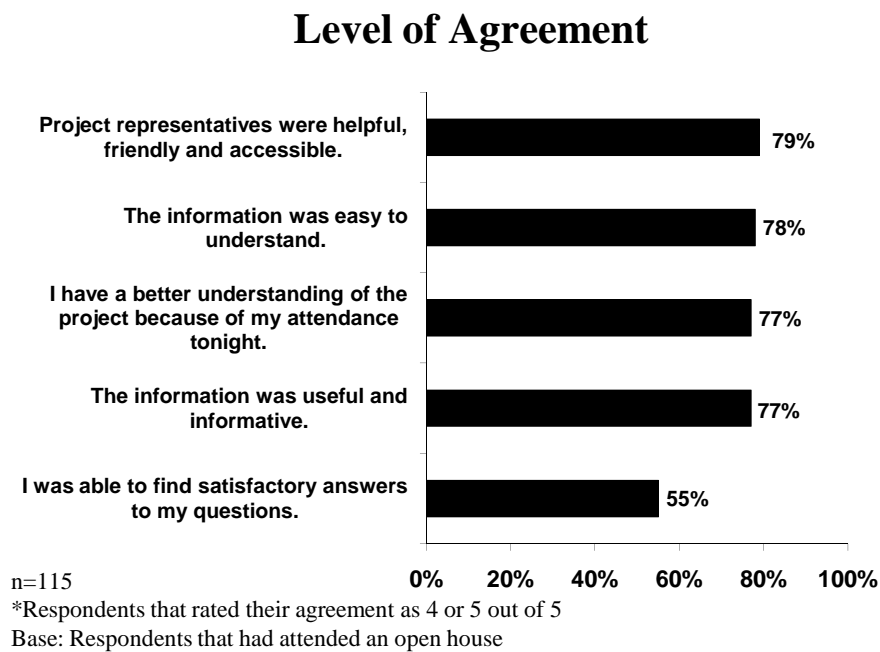


Table 1

| Level of Agreement with Statements | | | | | | | |
|---|--------------------------------|-----|-----|-----|--------------------|------------------------|------|
| | Percent of Respondents (n=115) | | | | | | |
| Base: Respondents that had attended an open house | Strongly disagree (1) | (2) | (3) | (4) | Strongly agree (5) | Don't Know/ Not Stated | Mean |
| The project representatives were helpful, friendly and accessible | 3 | 6 | 10 | 38 | 41 | 3 | 4.12 |
| The information presented was useful and informative | 2 | 5 | 15 | 40 | 37 | 1 | 4.07 |
| The information was easy to understand | 2 | 4 | 15 | 45 | 33 | 1 | 4.04 |
| I have a better understanding of the project because of my attendance tonight | 4 | 7 | 12 | 34 | 43 | -- | 4.03 |
| I was able to find satisfactory answers to my questions | 11 | 10 | 19 | 32 | 23 | 4 | 3.46 |

Table 2

| Level of Agreement by Area of Greatest Interest | | | | | | | |
|--|------------------------|-----|-----|-----|--------------------|------------------------|------|
| Statement: "The project representatives were helpful, friendly and accessible" | | | | | | | |
| | Percent of Respondents | | | | | | |
| Base: Respondents that had attended an open house (n=115) | Strongly disagree (1) | (2) | (3) | (4) | Strongly agree (5) | Don't Know/ Not Stated | Mean |
| Quarters (n=6) | - | - | - | 33 | 67 | - | 4.67 |
| North Saskatchewan River (n=9) | - | - | - | 56 | 44 | - | 4.44 |
| Cloverdale (n=10) | - | - | - | 80 | 10 | 10 | 4.11 |
| Strathearn (n=28) | - | 14 | 4 | 32 | 46 | 4 | 4.15 |
| Holyrood (n=14) | 7 | - | 7 | 36 | 43 | 7 | 4.15 |
| Bonnie Doon (n=29) | 3 | 3 | 7 | 41 | 38 | 7 | 4.15 |
| Avonmore/King Edward Park (n=32) | - | - | 13 | 41 | 41 | 6 | 4.30 |
| Argyll (n=33) | 3 | 3 | 15 | 36 | 39 | 3 | 4.09 |
| Wagner (n=6) | - | 17 | 17 | 17 | 50 | - | 4.00 |
| 75 Street (n=8) | - | 13 | 13 | 25 | 50 | - | 4.13 |
| Whitemud (n=5) | - | 20 | 20 | 20 | 40 | - | 3.80 |
| 66 Street (n=13) | - | - | 8 | 46 | 46 | - | 4.38 |
| Grey Nuns (n=5) | - | - | - | 20 | 80 | - | 4.80 |
| Mill Woods (n=11) | - | - | 9 | 27 | 64 | - | 4.55 |

Table 3

| Level of Agreement by Area of Greatest Interest | | | | | | | |
|---|------------------------|-----|-----|-----|--------------------|------------------------|------|
| Statement: "The information presented was useful and informative" | | | | | | | |
| Base: Respondents that had attended an open house (n=115) | Percent of Respondents | | | | | | |
| | Strongly disagree (1) | (2) | (3) | (4) | Strongly agree (5) | Don't Know/ Not Stated | Mean |
| Quarters (n=6) | - | - | 17 | 17 | 67 | - | 4.50 |
| North Saskatchewan River (n=9) | - | 11 | 11 | 22 | 44 | 11 | 4.13 |
| Cloverdale (n=10) | - | 10 | 10 | 40 | 30 | 10 | 4.00 |
| Strathearn (n=28) | - | 11 | 18 | 29 | 39 | 4 | 4.00 |
| Holyrood (n=14) | - | 7 | 7 | 43 | 43 | - | 4.21 |
| Bonnie Doon (n=29) | 3 | - | 10 | 48 | 38 | - | 4.17 |
| Avonmore/King Edward Park (n=32) | - | - | 9 | 56 | 34 | - | 4.25 |
| Argyll (n=33) | 3 | 3 | 18 | 39 | 36 | - | 4.03 |
| Wagner (n=6) | 17 | - | 17 | 33 | 33 | - | 3.67 |
| 75 Street (n=8) | 13 | - | 13 | 38 | 38 | - | 3.88 |
| Whitemud (n=5) | 20 | - | 20 | - | 60 | - | 3.80 |
| 66 Street (n=13) | - | - | 15 | 39 | 46 | - | 4.31 |
| Grey Nuns (n=5) | - | - | 20 | 20 | 60 | - | 4.40 |
| Mill Woods (n=11) | - | - | 9 | 27 | 64 | - | 4.55 |

Table 4

| Level of Agreement by Area of Greatest Interest | | | | | | | |
|---|------------------------|-----|-----|-----|--------------------|------------------------|------|
| Statement: "The information was easy to understand" | | | | | | | |
| Base: Respondents that had attended an open house (n=115) | Percent of Respondents | | | | | | |
| | Strongly disagree (1) | (2) | (3) | (4) | Strongly agree (5) | Don't Know/ Not Stated | Mean |
| Quarters (n=6) | - | - | 33 | 17 | 50 | - | 4.17 |
| North Saskatchewan River (n=9) | - | - | 44 | 11 | 33 | 11 | 3.88 |
| Cloverdale (n=10) | - | - | 20 | 50 | 20 | 10 | 4.00 |
| Strathearn (n=28) | - | 4 | 14 | 36 | 43 | 4 | 4.22 |
| Holyrood (n=14) | - | 7 | 7 | 36 | 50 | - | 4.29 |
| Bonnie Doon (n=29) | 3 | 3 | 10 | 35 | 48 | - | 4.21 |
| Avonmore/King Edward Park (n=32) | - | - | 13 | 56 | 31 | - | 4.19 |
| Argyll (n=33) | 3 | 3 | 18 | 42 | 33 | - | 4.00 |
| Wagner (n=6) | 17 | - | 17 | 33 | 33 | - | 3.67 |
| 75 Street (n=8) | 13 | - | 13 | 38 | 38 | - | 3.88 |
| Whitemud (n=5) | 20 | - | 20 | 20 | 40 | - | 3.60 |
| 66 Street (n=13) | - | - | 15 | 54 | 31 | - | 4.15 |
| Grey Nuns (n=5) | - | - | - | 60 | 40 | - | 4.40 |
| Mill Woods (n=11) | - | - | 9 | 36 | 55 | - | 4.45 |

Table 5

| Level of Agreement by Area of Greatest Interest | | | | | | | |
|--|------------------------|-----|-----|-----|--------------------|------------------------|------|
| Statement: "I have a better understanding of the project because of my attendance tonight" | | | | | | | |
| Base: Respondents that had attended an open house (n=115) | Percent of Respondents | | | | | | |
| | Strongly disagree (1) | (2) | (3) | (4) | Strongly agree (5) | Don't Know/ Not Stated | Mean |
| Quarters (n=6) | - | 17 | - | 17 | 67 | - | 4.33 |
| North Saskatchewan River (n=9) | - | - | 22 | 22 | 56 | - | 4.33 |
| Cloverdale (n=10) | - | - | 20 | 20 | 60 | - | 4.40 |
| Strathearn (n=28) | - | 11 | 18 | 32 | 39 | - | 4.00 |
| Holyrood (n=14) | - | 7 | 7 | 29 | 57 | - | 4.36 |
| Bonnie Doon (n=29) | 10 | - | 10 | 38 | 41 | - | 4.00 |
| Avonmore/King Edward Park (n=32) | 3 | - | 9 | 43 | 44 | - | 4.25 |
| Argyll (n=33) | 9 | 3 | 12 | 33 | 42 | - | 3.97 |
| Wagner (n=6) | 17 | - | 17 | 33 | 33 | - | 3.67 |
| 75 Street (n=8) | 13 | - | 13 | 38 | 38 | - | 3.88 |
| Whitemud (n=5) | 20 | - | 20 | 20 | 40 | - | 3.60 |
| 66 Street (n=13) | - | - | 15 | 39 | 46 | - | 4.31 |
| Grey Nuns (n=5) | - | 20 | - | 60 | 20 | - | 3.80 |
| Mill Woods (n=11) | - | - | 18 | 27 | 55 | - | 4.36 |

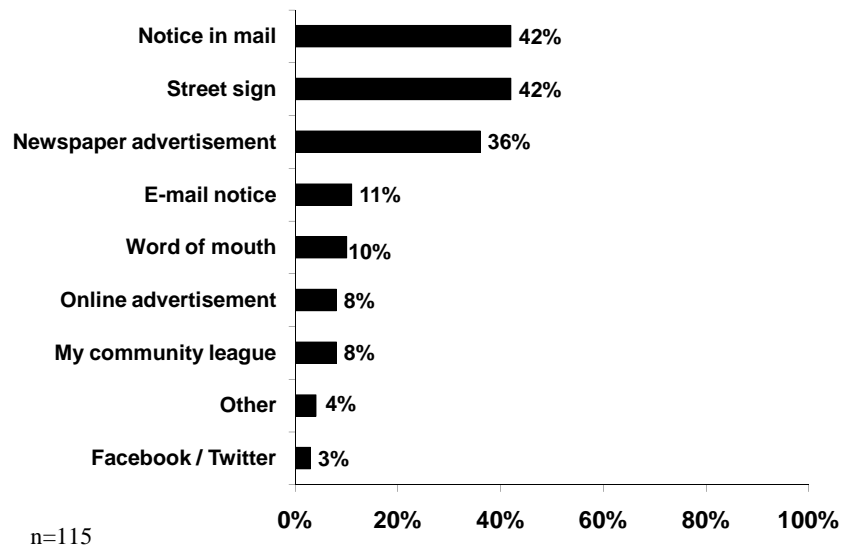
Table 6

| Level of Agreement by Area of Greatest Interest | | | | | | | |
|--|------------------------|-----|-----|-----|--------------------|------------------------|------|
| Statement: "I was able to find satisfactory answers to my questions" | | | | | | | |
| Base: Respondents that had attended an open house (n=115) | Percent of Respondents | | | | | | |
| | Strongly disagree (1) | (2) | (3) | (4) | Strongly agree (5) | Don't Know/ Not Stated | Mean |
| Quarters (n=6) | - | 17 | 17 | 33 | 33 | - | 3.83 |
| North Saskatchewan River (n=9) | 11 | 11 | 11 | 44 | 22 | - | 3.56 |
| Cloverdale (n=10) | 10 | 20 | 10 | 40 | 10 | 10 | 3.22 |
| Strathearn (n=28) | 21 | 7 | 21 | 29 | 14 | 7 | 3.08 |
| Holyrood (n=14) | 7 | 21 | 14 | 36 | 14 | 7 | 3.31 |
| Bonnie Doon (n=29) | 10 | 14 | 28 | 35 | 10 | 3 | 3.21 |
| Avonmore/King Edward Park (n=32) | 6 | 9 | 22 | 38 | 22 | 3 | 3.61 |
| Argyll (n=33) | 12 | 9 | 21 | 42 | 15 | - | 3.39 |
| Wagner (n=6) | 17 | - | 17 | 33 | 33 | - | 3.67 |
| 75 Street (n=8) | 13 | - | 13 | 38 | 38 | - | 3.88 |
| Whitemud (n=5) | 20 | - | 20 | 20 | 40 | - | 3.60 |
| 66 Street (n=13) | - | - | 23 | 46 | 31 | - | 4.08 |
| Grey Nuns (n=5) | 20 | - | - | 40 | 40 | - | 3.80 |
| Mill Woods (n=11) | - | - | 9 | 9 | 73 | - | 4.70 |

Respondents that had attended an open house were asked how they had heard about it. Equal proportions of respondents had received information about the LRT open house through notices in the mail and street signs (42% each), while an additional 36% had received information through newspaper advertisements. See Figure 3, below.

Figure 3

How did you hear about the LRT open house?



*Multiple responses

Table 7

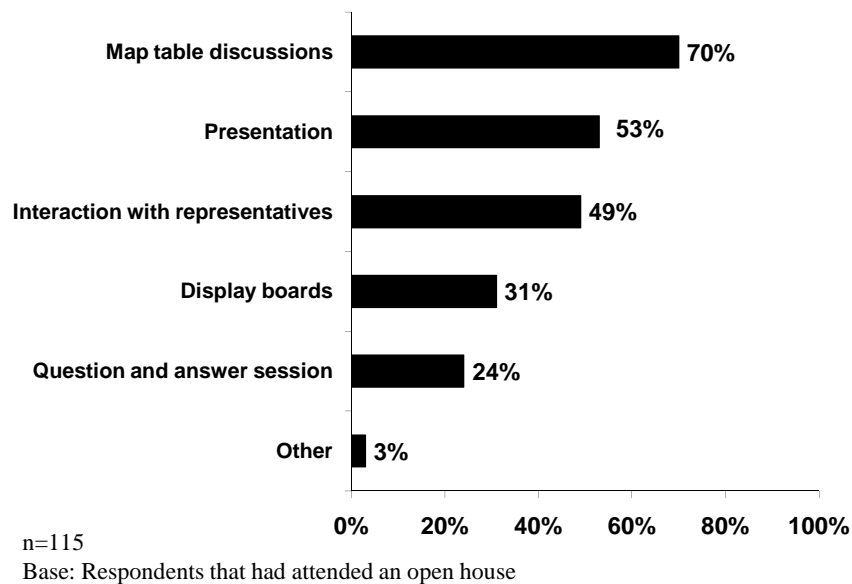
| How did you hear about the LRT open house? | |
|--|---------------------------------|
| | Percent of Respondents (n=115)* |
| Base: Respondents that had attended an open house | |
| Notice in mail | 42 |
| Street sign | 42 |
| Newspaper advertisement | 36 |
| E-mail notice | 11 |
| Word of mouth | 10 |
| Online advertisement | 8 |
| From my community league | 8 |
| Facebook / Twitter | 3 |
| City website (Edmonton.ca) | 2 |
| Television / TV news | 2 |
| Edmontonian blog | 1 |
| Don't Know / Not Stated | 2 |

*Multiple responses

Respondents that had attended an open house were asked which part of the open house they found most valuable. Most respondents (70%) felt that the map table discussions were the most valuable, while comparable proportions felt that the presentation and interaction with representatives was most valuable (53% and 49%, respectively). See Figure 4 and Table 8, below.

Figure 4

Which aspects of the open house did you find most valuable?



*Multiple responses

Table 8

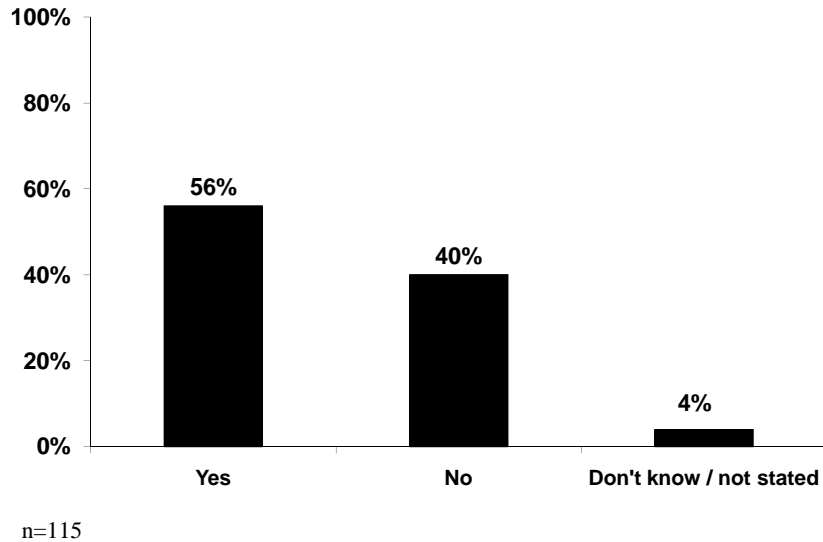
| Which aspects of the open house did you find most valuable? | |
|---|---------------------------------|
| | Percent of Respondents (n=115)* |
| Base: Respondents that had attended an open house | |
| Map table discussions | 70 |
| Presentations | 53 |
| Interaction with representatives | 49 |
| Display boards | 31 |
| Question and answer session | 24 |
| Conversations with other residents | 1 |
| Ability to post notes / comments | 1 |
| None / Nothing | 1 |
| Don't Know / Not Stated | 8 |

*Multiple responses

More than half (56%) of respondents had attended one of the spring Southeast LRT meetings, while 40% had not. Four percent (4%) either did not know or did not provide a response to the question. See Figure 5, below.

Figure 5

Did you attend any of the Southeast LRT meetings in Spring 2010?

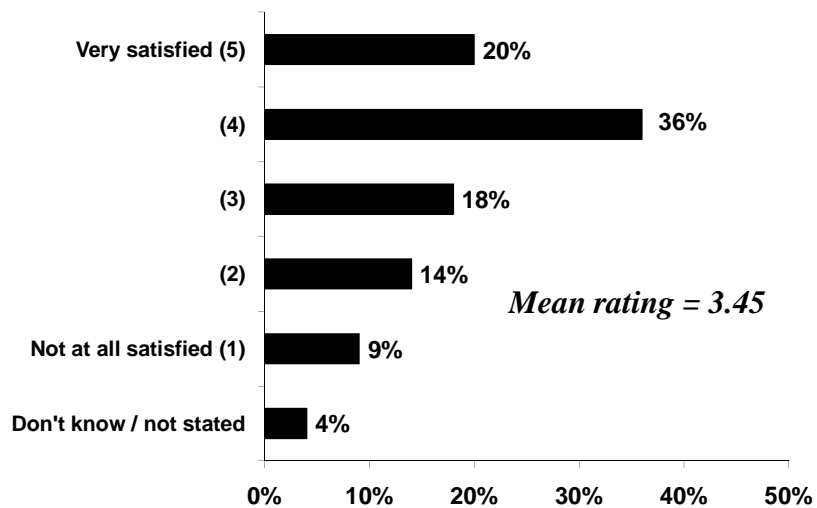


3.2 Draft LRT Concept Plan

When asked how satisfied they were with the draft LRT concept plan, more than half of respondents (56%) were satisfied (4 or 5 out of 5), while 23% were dissatisfied to some degree (1 or 2 out of 5). Eighteen percent (18%) of respondents were neutral in this regard. See Figure 6, below and Table 9 on the following page.

Figure 6

How satisfied were you with the Draft LRT Concept Plan?



n=143

Table 9

| Level of Satisfaction with the Draft LRT Concept Plan Overall by Area of Greatest Interest | | | | | | | |
|--|--------------------------|-----|-----|-----|--------------------|------------------------|------|
| | Percent of Respondents | | | | | | |
| | Not at all Satisfied (1) | (2) | (3) | (4) | Very Satisfied (5) | Don't Know/ Not Stated | Mean |
| n=143 | | | | | | | |
| Quarters (n=6) | - | 17 | 17 | 17 | 50 | - | 4.00 |
| North Saskatchewan River (n=9) | - | 22 | 22 | 33 | 22 | - | 3.56 |
| Cloverdale (n=11) | - | 18 | 27 | 27 | 27 | - | 3.64 |
| Strathearn (n=32) | 9 | 31 | 9 | 28 | 19 | 3 | 3.16 |
| Holyrood (n=17) | - | 12 | 24 | 29 | 35 | - | 3.88 |
| Bonnie Doon (n=34) | 9 | 12 | 18 | 35 | 24 | 3 | 3.55 |
| Avonmore/King Edward Park (n=38) | 8 | 8 | 29 | 32 | 21 | 3 | 3.51 |
| Argyll (n=33) | 9 | 15 | 21 | 24 | 27 | 3 | 3.47 |
| Wagner (n=6) | - | 17 | 33 | 17 | 33 | - | 3.67 |
| 75 Street (n=8) | - | 25 | 38 | 13 | 25 | - | 3.38 |
| Whitemud (n=6) | 17 | 17 | 17 | 33 | 17 | - | 3.17 |
| 66 Street (n=14) | - | 14 | - | 71 | 14 | - | 3.86 |
| Grey Nuns (n=5) | 20 | 20 | - | 60 | - | - | 3.00 |
| Mill Woods (n=18) | 6 | 6 | 22 | 50 | 17 | - | 3.67 |

Respondents were asked to provide reasons for their response. Respondents that rated their satisfaction as a 4 or 5 out of 5 (n=80) most frequently stated it was because they're glad the LRT is expanding, it is important, and they will use it (23%), because they feel the plan is well balanced and thought out (21%), and that they like the route in the proposal (11%).

Respondents that were neutral (3 out of 5) (n=25) most frequently stated it was because they are concerned about traffic disruption and congestion (32%) and the plan isn't well thought out (20%).

Respondents that were dissatisfied (1 or 2 out of 5) most frequently stated it was because they are concerned about traffic disruption and congestion (39%), they are concerned about the impact on neighbourhoods and residents (24%), they prefer an underground LRT (21%), and that the plan isn't well thought out (20%). See Tables 10 to 12 on pages 18 and 19.

Table 10

| Why do you feel that way? | |
|--|--------------------------------|
| | Percent of Respondents (n=80)* |
| Base: Respondents that rated their satisfaction with the plan as 4 or 5 | |
| Glad LRT is coming / expanding / Is important / Will use it | 23 |
| Feels plan is well balanced / Well thought-out plan | 21 |
| Likes route chosen in this proposal | 11 |
| Plan is good but still needs improvements / clarification (general) | 8 |
| Concerned about traffic or intersection disruption / congestion | 8 |
| LRT will decrease traffic / reliance on vehicles / Encourage transit | 8 |
| Likes station locations | 6 |
| Likes low floor trains / low floor stations / urban style LRT | 5 |
| Like that property expropriation was minimized | 5 |
| Feels the City listened to previous resident complaints | 4 |
| Traffic interruptions have been minimized / Good traffic controls | 4 |
| Other (Less than 3% per mention) | 26 |
| Don't Know / Not Stated | 21 |

*Multiple responses

Table 11

| Why do you feel that way? | |
|---|----------------------------------|
| | Percent of Respondents* (n=25)** |
| Base: Respondents that rated their satisfaction with the plan as 3 | |
| Concerned about traffic or intersection disruption / congestion | 32 |
| Plan isn't well thought out / not long term/too many questions still | 20 |
| Dislikes traffic reduced to less lanes / one way (83 Street) | 16 |
| Concerned about access to neighbourhoods / roads (lack of left turns) | 16 |
| Concerned about the impact on residents / neighbourhoods | 16 |
| Dislikes southern part of route (66 Street / 75 Street) / prefers 76, 86, 17 Street | 8 |
| Dislikes north / side alignment of tracks | 8 |
| Other (4% or less per mention) | 48 |
| Don't Know / Not Stated | 20 |

*Multiple responses

**Caution should be exercised when interpreting results due to small sample size

Table 12

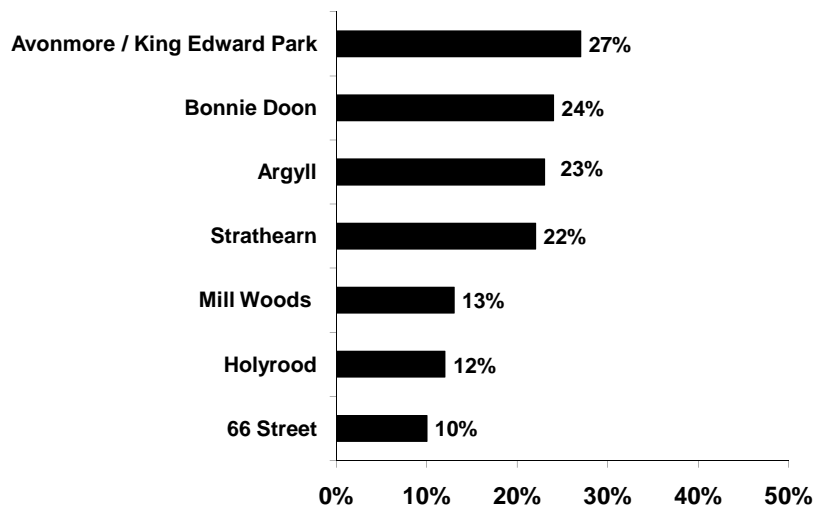
| Why do you feel that way? | |
|--|--------------------------------|
| | Percent of Respondents (n=33)* |
| Base: Respondents that rated their satisfaction with the plan as 1 or 2 | |
| Concerned about traffic or intersection disruption / congestion | 39 |
| Concerned about the impact on residents / neighbourhoods | 24 |
| Prefers underground LRT (dislikes above ground tracks / intersections) | 21 |
| Plan isn't well thought out / not long term/too many questions still | 21 |
| Dislikes traffic reduced to less lanes / one way (83 Street) | 18 |
| Concerned about noise level | 6 |
| Plan lacks a balance between pedestrians, transit and vehicles | 6 |
| Concerned about the cost to build LRT | 6 |
| Concerned about impact on local businesses | 6 |
| Concerned about lack of pedestrian crossings | 6 |
| Dislikes northern part of route (95 Avenue / Connors Road / 96A Street) | 6 |
| Concerned about access to neighbourhoods/roads (lack of left turns) | 6 |
| Dislikes station locations / some will be under-utilized | 6 |
| Other (3% or less per mention) | 58 |
| Don't Know / Not Stated | 9 |

*Multiple responses

Respondents were then asked which part of the draft LRT plan was of the greatest interest to them. The areas most frequently mentioned as of great interest included: Avonmore and King Edward Park (27%), Bonnie Doon (24%), Argyll (23%), and Strathearn (22%). Respondents less frequently mentioned Wagner, Whitemud, Grey Nuns, and Quarters as the area of greatest interest (4% each). See Figure 7, below, and Figure 8, on the following page.

Figure 7

Which part of the draft LRT plan is of greatest interest to you?

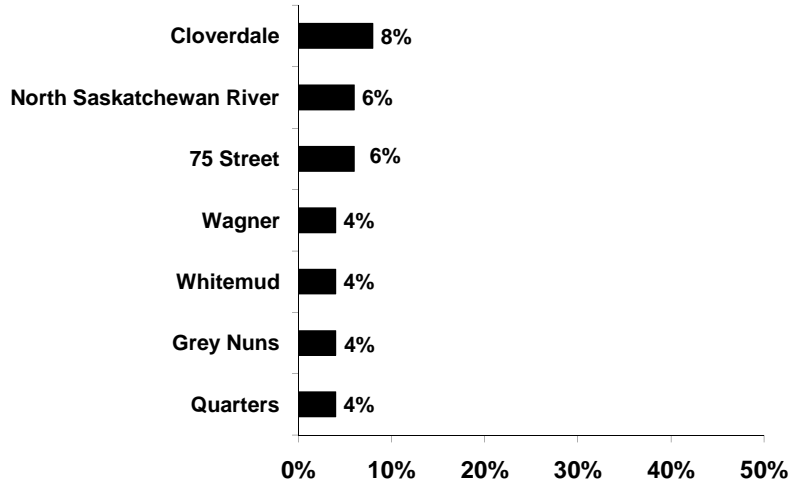


n=143

*Multiple responses

Figure 8

Which part of the draft LRT plan is of greatest interest to you?



n=143

*Multiple responses

3.3 LRT Track Alignment

Respondents were asked to rate their overall satisfaction with the proposed track location within the LRT corridor. More than half (56%) rated their satisfaction as a 4 or 5 out of 5, while 24% were neutral (3 out of 5), and 16% were dissatisfied to some degree (1 or 2 out of 5). See Figure 9, below and Table 13 on the following page for more details.

Figure 9

How satisfied are you with the proposed track location within the LRT corridor?



Table 10

| Level of Satisfaction with the Overall Draft LRT Concept Plan of the Proposed Track Location Within the LRT Corridor by Area of Greatest Interest | | | | | | | |
|---|--------------------------|-----|-----|-----|--------------------|------------------------|------|
| n=143 | Percent of Respondents | | | | | | |
| | Not at all Satisfied (1) | (2) | (3) | (4) | Very Satisfied (5) | Don't Know/ Not Stated | Mean |
| Quarters (n=6) | - | - | 17 | 17 | 67 | - | 4.50 |
| North Saskatchewan River (n=9) | - | 22 | 11 | 22 | 44 | - | 3.89 |
| Cloverdale (n=11) | - | 18 | 18 | 36 | 27 | - | 3.73 |
| Strathearn (n=32) | 9 | 16 | 28 | 25 | 19 | 3 | 3.29 |
| Holyrood (n=17) | - | - | 41 | 18 | 35 | 6 | 3.94 |
| Bonnie Doon (n=34) | 6 | 3 | 29 | 27 | 32 | 3 | 3.79 |
| Avonmore/King Edward Park (n=38) | 8 | 5 | 26 | 32 | 26 | 3 | 3.65 |
| Argyll (n=33) | 9 | 6 | 33 | 24 | 27 | - | 3.55 |
| Wagner (n=6) | 17 | 17 | 17 | 17 | 33 | - | 3.33 |
| 75 Street (n=8) | 13 | 13 | 13 | 25 | 38 | - | 3.63 |
| Whitemud (n=6) | 33 | - | - | 50 | 17 | - | 3.17 |
| 66 Street (n=14) | - | - | 14 | 86 | - | - | 3.86 |
| Grey Nuns (n=5) | 20 | - | 20 | 60 | - | - | 3.20 |
| Mill Woods (n=18) | - | 6 | 17 | 50 | 17 | 11 | 3.88 |

Respondents were asked to provide reasons for their satisfaction rating. Respondents that were satisfied (4 or 5 out of 5) (n=81) most frequently stated it was because they like the route and track location, it serves the area well (24%), and that the concept is well thought out and balanced (in general) (10%).

Respondents that were neutral (3 out of 5) (n=34) stated it was because they dislike having the traffic lanes reduced (15%), and that they are concerned about traffic or intersection disruption (12%).

Respondents that were dissatisfied (1 or 2 out of 5) (n=22) most frequently stated it was because they are concerned about traffic or intersection disruption (27%), they prefer underground LRT (23%) and that they dislike having the traffic lanes reduced (18%). See Tables 14 through 16 on pages 24 and 25.

Table 14

| Why do you feel that way? | |
|--|--------------------------------|
| | Percent of Respondents (n=81)* |
| Base: Respondents that rated their satisfaction with the track location as 4 or 5 | |
| Likes route / track location / services area well (general) | 24 |
| Concept is well thought out / balanced (general) | 10 |
| Disruption to residents has been minimized / shows concerns for residents | 6 |
| Traffic interruptions have been minimized / Good traffic controls | 6 |
| Dislikes centre alignment of tracks / likes side alignments | 4 |
| Prefers centre track alignment over side alignment | 3 |
| Concerned about access / loss of access roads / lack of left turns | 3 |
| Plan allows for good redevelopment opportunities in the future | 3 |
| Would like LRT to run next to golf course instead of residents | 3 |
| Likes station locations | 3 |
| Other (1% per mention) | 19 |
| Don't Know / Not Stated | 42 |

*Multiple responses

Table 15

| Why do you feel that way? | |
|---|--------------------------------|
| | Percent of Respondents (n=34)* |
| Base: Respondents that rated their satisfaction with the track location as 3 | |
| Dislikes traffic reduced to less lanes / one way (83 Street) | 15 |
| Concerned about traffic or intersection disruption | 12 |
| Need to ensure trees along the route are protected | 6 |
| Dislikes the route (general) | 6 |
| Likes route/track location / services area well (general) | 6 |
| Prefers centre track alignment over side alignment | 3 |
| Prefers underground LRT / Dislikes at-ground tracks / intersections | 3 |
| Would like more stations / stops | 3 |
| Concerned about access / loss of access roads / lack of left turns | 3 |
| Concerned about lack of local bus service / service to LRT stations | 3 |
| Concerned about noise / need more noise mitigation barriers | 3 |
| Dislikes all lines going to a central spot instead of continuous lines | 3 |
| Would prefer homes being expropriated in order to make room for LRT | 3 |
| There are too many stops / stations | 3 |
| Dislikes that tracks change alignment (one side other, to centre) | 3 |
| Likes that route from Sherwood Park to U of A will be a separate line | 3 |
| Don't Know / Not Stated | 44 |

*Multiple responses

Table 16

| Why do you feel that way? | |
|--|-------------------------------------|
| | Percent of Respondents* (n=22)** |
| Base: Respondents that rated their satisfaction with the track location as 1 or 2 | |
| Concerned about traffic or intersection disruption | 27 |
| Prefers underground LRT (dislikes above ground tracks / intersections) | 23 |
| Dislikes traffic reduced to less lanes / one way (83 Street) | 18 |
| Plan isn't well thought out / not long term / too many questions still | 14 |
| Dislikes that tracks change alignment (one side other, to centre) | 14 |
| Concerned about the impact on residents / neighbourhoods | 9 |
| Concerned about access to neighbourhoods / roads (lack of left turns) | 9 |
| LRT should be elevated | 9 |
| Dislikes centre section of route (83 Street) / prefers other route (75 Street) | 9 |
| Other (5% or less per mention) | 64 |
| Don't Know / Not Stated | 14 |

*Multiple responses

** Due to limited sample size, caution should be exercised in interpreting the results

When asked how satisfied they were with the track location within the area they were most interested in, half of the respondents (50%) rated their satisfaction as 4 or 5 out of 5. Almost one-quarter (24%) of respondents were dissatisfied (1 or 2 out of 5) and 19% were neutral (3 out of 5). See Figure 10, below and Table 17 on the following page.

Figure 10

How satisfied are you with the track location within the proposed LRT corridor for the area of greatest interest to you?

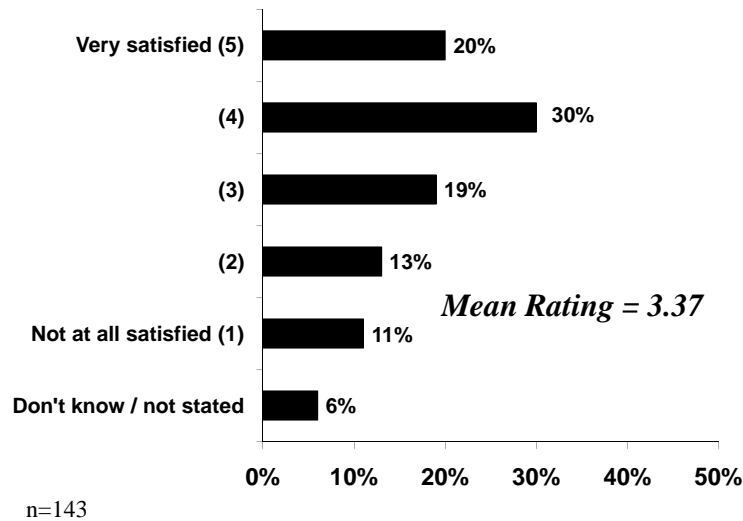


Table 17

| Level of Satisfaction with the Draft LRT Concept Plan of the Proposed Track Location Within the LRT Corridor by Area of Greatest Interest | | | | | | | |
|---|--------------------------|-----|-----|-----|--------------------|------------------------|------|
| n=143 | Percent of Respondents | | | | | | |
| | Not at all Satisfied (1) | (2) | (3) | (4) | Very Satisfied (5) | Don't Know/ Not Stated | Mean |
| Quarters (n=6) | - | 17 | - | 17 | 67 | - | 4.33 |
| North Saskatchewan River (n=9) | - | 44 | - | 22 | 33 | - | 3.44 |
| Cloverdale (n=11) | - | 46 | 9 | 27 | 18 | - | 3.18 |
| Strathearn (n=32) | 13 | 28 | 6 | 19 | 25 | 9 | 3.17 |
| Holyrood (n=17) | - | - | 35 | 12 | 47 | 6 | 4.13 |
| Bonnie Doon (n=34) | 9 | 9 | 27 | 27 | 27 | 3 | 3.55 |
| Avonmore/King Edward Park (n=38) | 8 | 3 | 29 | 29 | 26 | 5 | 3.67 |
| Argyll (n=33) | 9 | 12 | 33 | 27 | 18 | - | 3.33 |
| Wagner (n=6) | - | 33 | 17 | 17 | 33 | - | 3.50 |
| 75 Street (n=8) | - | 25 | 25 | 13 | 38 | - | 3.63 |
| Whitemud (n=6) | 17 | 17 | 17 | 17 | 33 | - | 3.33 |
| 66 Street (n=14) | 7 | - | 14 | 57 | 14 | 7 | 3.77 |
| Grey Nuns (n=5) | 20 | - | 20 | 40 | 20 | - | 3.40 |
| Mill Woods (n=18) | 11 | 6 | 28 | 33 | 17 | 6 | 3.41 |

Respondents were asked to state why they had provided the rating that they did. Respondents that were satisfied (4 or 5 out of 5) (n=72) stated it was because they like the route or track location (11%), traffic interruptions have been minimized (10%), and that the concept is well thought out and balanced (10%).

Respondents that were neutral (3 out of 5) (n=27) frequently mentioned it was due to concern about traffic disruption or congestion (11%), and that they dislike the reduced lanes (11%).

Respondents that were dissatisfied (1 or 2 out of 5) (n=35) stated it was due to concern about traffic disruption or congestion (34%), or that they were concerned about access, loss of access roads and a lack of left turns (23%). See Tables 18 through 20 on pages 28 and 29.

Table 18

| Why do you feel that way? | |
|--|--------------------------------|
| | Percent of Respondents (n=72)* |
| Base: Respondents that rated their satisfaction as 4 or 5 | |
| Likes route / track location (general) | 11 |
| Traffic interruptions have been minimized / good traffic controls | 10 |
| Concept is well thought out / balanced (general) | 10 |
| Disruption to residents has been minimized | 7 |
| Glad LRT is coming / expanding / is important / will use it | 6 |
| Dislikes centre aligned tracks / side alignment minimizes impact | 4 |
| Concerned about access / loss of access roads / lack of left turns | 4 |
| Likes that property expropriation was minimized | 4 |
| Concerned about traffic or intersection disruption / congestion | 3 |
| Dislikes traffic reduced to less lanes / one way (83 Street) | 3 |
| Other (1% per mention) | 29 |
| Don't Know / Not Stated | 49 |

*Multiple responses

Table 19

| Why do you feel that way? | |
|---|----------------------------------|
| | Percent of Respondents* (n=27)** |
| Base: Respondents that rated their satisfaction as 3 | |
| Concerned about traffic or intersection disruption / congestion | 11 |
| Dislikes traffic reduced to less lanes / one way (83 Street) | 11 |
| Concerned about access / loss of access roads / lack of left turns | 7 |
| Dislikes changes to traffic circle | 7 |
| Likes route / track location (general) | 7 |
| Dislikes northern part of route (95 Avenue / Connors Road / 96A Street) | 4 |
| Plan isn't well thought out / not long term / too many questions still | 4 |
| Prefers underground LRT (dislikes above ground tracks / intersections) | 4 |
| Dislikes that property will be expropriated | 4 |
| Dislikes route (general) | 4 |
| Concerned about lack of pedestrian safety | 4 |
| Expropriate more land / use more land / concerned about lack of space | 4 |
| Dislikes that tracks change alignment (one side other, to centre) | 4 |
| Concerned about reduces emergency vehicle access | 4 |
| Concerned about impact on alleyways | 4 |
| Dislikes centre alignment tracks / side alignment minimizes impact | 4 |
| Likes station location at 73 Avenue | 4 |
| Likes low floor trains / low floor stations / urban style LRT | 4 |
| Don't Know / Not Stated | 44 |

*Multiple responses

**Due to limited sample size caution should be exercised when interpreting results

Table 20

| Why do you feel that way? | |
|---|--------------------------------|
| | Percent of Respondents (n=35)* |
| Base: Respondents that rated their satisfaction as 1 or 2 | |
| Concerned about traffic or intersection disruption / congestion | 34 |
| Concerned about access / loss of access roads / lack of left turns | 23 |
| Dislikes traffic reduced to less lanes / one way (83 Street) | 11 |
| Concerned about impact on parks / ravine / changes to parks | 9 |
| Concerned LRT is designed to benefit those in Mill Woods only | 6 |
| Concerned about loss of mature trees | 6 |
| Expropriate more land / use more land / concerned about lack of space | 6 |
| Dislikes side alignment of tracks / centre alignment minimizes impact | 6 |
| LRT should be elevated / intersections elevated | 6 |
| Dislikes centre aligned tracks / side alignment minimizes impact | 6 |
| Concerned about the impact on residents / neighbourhoods | 6 |
| Dislikes northern part of route (95 Avenue / Connors Road / 96A Street) | 6 |
| Plan isn't well thought out/not long term / too many questions still | 6 |
| Prefers underground LRT (dislikes above ground tracks / intersections) | 6 |
| Concerned about noise / need more noise mitigation barriers | 6 |
| Dislikes lack of plan for multiuse / cycling trails in the area | 6 |
| Dislikes route (general) | 6 |
| Concerned about conflicts / impact on development | 6 |
| Other (Less than 3% per mention) | 43 |
| Don't Know / Not Stated | 9 |

*Multiple responses

Respondents were then asked if they have any additional comments or concerns regarding changes they would like to see to the proposed track location within the LRT corridor. They most frequently had no additional comments (43%), or did not provide a response (12%). See Table 21, below.

Table 21

| Additional Comments Regarding Track Location | |
|---|--|
| | Percent of Respondents (n=143)* |
| Dislikes route / should reconsider route (general) | 8 |
| Prefers underground LRT / Dislikes at-ground tracks / intersections | 6 |
| Concerned about traffic or intersection disruption / congestion | 5 |
| Need bus service expanded to connect to LRT / need good connections | 5 |
| Need cycling / multi-use trails / more consideration for cyclists | 4 |
| LRT should be elevated / intersections elevated | 4 |
| Concerned about pedestrian safety / need pedestrian access | 4 |
| Concerned about access / loss of access roads / lack of left turns | 4 |
| Dislikes station locations / need more station locations | 3 |
| Expropriate more land (land from the golf course) | 2 |
| Elevated track pillars need proper design / not a continuous wall | 2 |
| Concerned about the impact on residents / neighbourhoods | 2 |
| Concerned about changes to traffic circles / Dislikes but may be best thing to do | 2 |
| Concerned about increased noise / sink line into hills to reduce noise | 2 |
| Other (1% per mention) | 21 |
| No additional comments | 43 |
| Don't Know / Not Stated | 12 |

*Multiple responses

3.4 LRT Station Locations

Respondents were asked how much they agreed that the proposed LRT station locations would provide convenient access to important destinations within the corridor. More than half of respondents (58%) agreed (4 or 5 out of 5), while 22% were neutral (3 out of 5), and 15% disagreed (1 or 3 out of 5). See Figure 11, below and Table 22 on the following page.

Figure 11

Agreement That the Proposed LRT Station Locations Will Provide Convenient Access to Important Destinations

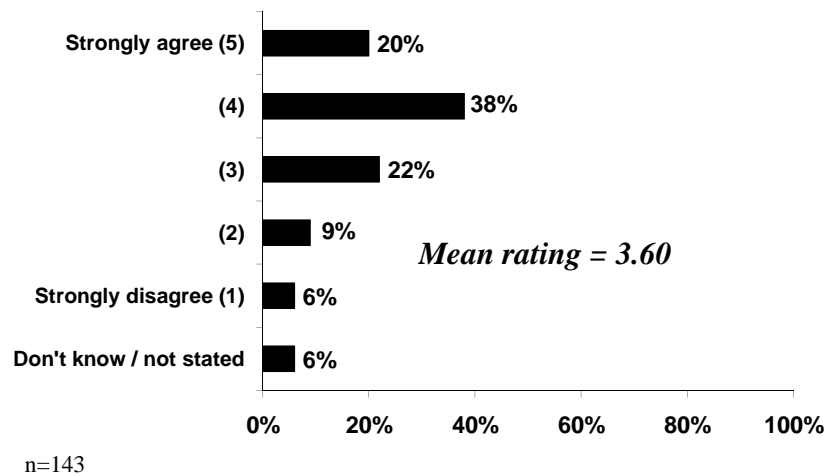


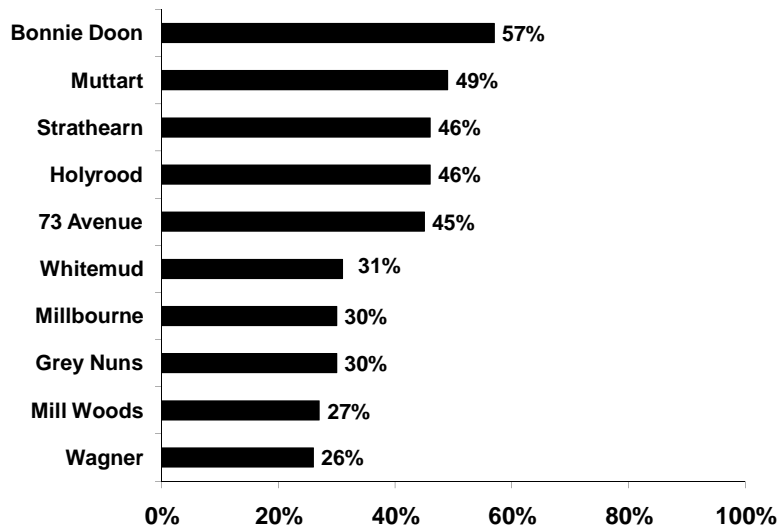
Table 22

| Level of Agreement with Overall Proposed LRT Station Locations Providing Convenient Access to Important Destinations Within the Corridor by Area of Greatest Interest | | | | | | | |
|---|------------------------|-----|-----|-----|--------------------|------------------------|------|
| n=143 | Percent of Respondents | | | | | | |
| | Strongly Disagree (1) | (2) | (3) | (4) | Strongly Agree (5) | Don't Know/ Not Stated | Mean |
| Quarters (n=6) | - | - | 17 | 17 | 68 | - | 4.50 |
| North Saskatchewan River (n=9) | 11 | - | - | 33 | 44 | 11 | 4.13 |
| Cloverdale (n=11) | 9 | - | 18 | 36 | 27 | 9 | 3.80 |
| Strathearn (n=32) | 3 | 19 | 16 | 38 | 13 | 13 | 3.43 |
| Holyrood (n=17) | - | 6 | 18 | 35 | 35 | 6 | 4.06 |
| Bonnie Doon (n=34) | 3 | 9 | 24 | 35 | 24 | 6 | 3.72 |
| Avonmore/King Edward Park (n=38) | 5 | 11 | 11 | 42 | 26 | 5 | 3.78 |
| Argyll (n=33) | 15 | 3 | 21 | 36 | 21 | 3 | 3.47 |
| Wagner (n=6) | 17 | 17 | 50 | - | 17 | - | 2.83 |
| 75 Street (n=8) | 13 | 13 | 38 | 13 | 25 | - | 3.25 |
| Whitemud (n=6) | 17 | 17 | - | 50 | 17 | - | 3.33 |
| 66 Street (n=14) | - | - | 14 | 86 | - | - | 3.86 |
| Grey Nuns (n=5) | 20 | - | 20 | 60 | - | - | 3.20 |
| Mill Woods (n=18) | - | - | 50 | 33 | 17 | - | 3.67 |

Respondents were then asked to rate their satisfaction with the placement of each station. They were most frequently satisfied with Bonnie Doon (57%), Muttart (49%), Strathearn (46%), Holyrood (46%), and 73 Avenue (45%). Respondents were less likely to be satisfied with the placement of the Mill Woods (27%) and Wagner (26%) stations. See Figure 12, below. For detailed results, see Tables 23 to 33 on the following pages.

Figure 12

Satisfaction with the Location of Each Station



n=143

*Respondents that rated their satisfaction as 4 or 5

Table 23

| Level of Satisfaction with Each Station Location | | | | | | | |
|--|--------------------------------|-----|-----|-----|--------------------|------------------------|------|
| | Percent of Respondents (n=143) | | | | | | |
| | Not at all Satisfied (1) | (2) | (3) | (4) | Very Satisfied (5) | Don't Know/ Not Stated | Mean |
| Bonnie Doon | 2 | 4 | 10 | 20 | 36 | 27 | 4.16 |
| Muttart | 2 | 4 | 15 | 20 | 29 | 30 | 4.01 |
| Whitemud | 1 | 1 | 11 | 18 | 13 | 57 | 3.92 |
| Holyrood | 1 | 4 | 18 | 24 | 22 | 32 | 3.89 |
| Strathearn | 1 | 6 | 15 | 25 | 22 | 32 | 3.88 |
| Millbourne | 1 | 3 | 9 | 17 | 13 | 57 | 3.87 |
| 73 Avenue | 6 | 3 | 18 | 21 | 24 | 29 | 3.77 |
| Grey Nuns | 3 | 2 | 11 | 18 | 12 | 54 | 3.74 |
| Mill Woods | 4 | 4 | 11 | 18 | 10 | 54 | 3.53 |
| Wagner | 6 | 1 | 12 | 17 | 17 | 9 | 3.48 |

Table 24

| Level of Satisfaction with the Location of the Muttart Station by Area of Greatest Interest | | | | | | | |
|---|--------------------------|-----|-----|-----|--------------------|------------------------|------|
| | Percent of Respondents | | | | | | |
| n=143 | Not at all Satisfied (1) | (2) | (3) | (4) | Very Satisfied (5) | Don't Know/ Not Stated | Mean |
| Quarters (n=6) | - | - | 17 | 17 | 67 | - | 4.50 |
| North Saskatchewan River (n=9) | 11 | - | - | 22 | 56 | 11 | 4.25 |
| Cloverdale (n=11) | 9 | - | 18 | 18 | 46 | 9 | 4.00 |
| Strathearn (n=32) | 3 | 13 | 13 | 28 | 31 | 13 | 3.82 |
| Holyrood (n=17) | - | 6 | 18 | 24 | 47 | 6 | 4.19 |
| Bonnie Doon (n=34) | 3 | 6 | 21 | 15 | 41 | 15 | 4.00 |
| Avonmore/King Edward Park (n=38) | - | - | 21 | 13 | 45 | 21 | 4.30 |
| Argyll (n=33) | - | - | 18 | 9 | 30 | 42 | 4.21 |
| Wagner (n=6) | - | - | - | - | - | 100 | - |
| 75 Street (n=8) | - | - | - | 13 | - | 88 | 4.00 |
| Whitemud (n=6) | - | - | - | - | 17 | 83 | 5.00 |
| 66 Street (n=14) | - | - | - | 29 | 7 | 64 | 4.20 |
| Grey Nuns (n=5) | - | - | - | - | - | 100 | - |
| Mill Woods (n=18) | - | - | 17 | 11 | 11 | 61 | 3.86 |

Table 25

| Level of Satisfaction with the Location of the Strathearn Station by Area of Greatest Interest | | | | | | | |
|--|--------------------------|-----|-----|-----|--------------------|------------------------|------|
| | Percent of Respondents | | | | | | |
| | Not at all Satisfied (1) | (2) | (3) | (4) | Very Satisfied (5) | Don't Know/ Not Stated | Mean |
| n=143 | | | | | | | |
| Quarters (n=6) | - | 17 | 17 | - | 67 | - | 4.17 |
| North Saskatchewan River (n=9) | - | 22 | 11 | 11 | 44 | 11 | 3.88 |
| Cloverdale (n=11) | - | 9 | 18 | 36 | 18 | 18 | 3.78 |
| Strathearn (n=32) | 6 | 19 | 16 | 28 | 22 | 9 | 3.45 |
| Holyrood (n=17) | - | - | 24 | 24 | 47 | 6 | 4.25 |
| Bonnie Doon (n=34) | - | 3 | 24 | 27 | 32 | 15 | 4.03 |
| Avonmore/King Edward Park (n=38) | - | - | 18 | 13 | 37 | 32 | 4.27 |
| Argyll (n=33) | - | - | 15 | 15 | 27 | 42 | 4.21 |
| Wagner (n=6) | - | - | - | - | 100 | - | - |
| 75 Street (n=8) | - | - | - | 13 | - | 88 | 4.00 |
| Whitemud (n=6) | - | - | - | - | 17 | 83 | 5.00 |
| 66 Street (n=14) | - | - | - | 36 | - | 64 | 4.00 |
| Grey Nuns (n=5) | - | - | - | - | - | 100 | - |
| Mill Woods (n=18) | - | - | 22 | 17 | - | 61 | 3.43 |

Table 26

| Level of Satisfaction with the Location of the Holyrood Station by Area of Greatest Interest | | | | | | | |
|--|--------------------------|-----|-----|-----|--------------------|------------------------|------|
| | Percent of Respondents | | | | | | |
| | Not at all Satisfied (1) | (2) | (3) | (4) | Very Satisfied (5) | Don't Know/ Not Stated | Mean |
| n=143 | | | | | | | |
| Quarters (n=6) | - | 17 | 17 | - | 67 | - | 4.17 |
| North Saskatchewan River (n=9) | - | 11 | 22 | 11 | 44 | 11 | 4.00 |
| Cloverdale (n=11) | - | - | 27 | 36 | 18 | 18 | 3.89 |
| Strathearn (n=32) | 3 | 9 | 19 | 34 | 22 | 13 | 3.71 |
| Holyrood (n=17) | - | - | 18 | 29 | 47 | 6 | 4.31 |
| Bonnie Doon (n=34) | - | 3 | 27 | 27 | 32 | 12 | 4.00 |
| Avonmore/King Edward Park (n=38) | - | - | 26 | 11 | 37 | 26 | 4.14 |
| Argyll (n=33) | - | - | 24 | 12 | 24 | 39 | 4.00 |
| Wagner (n=6) | - | - | - | - | - | 100 | - |
| 75 Street (n=8) | - | - | - | 13 | - | 88 | 4.00 |
| Whitemud (n=6) | - | - | - | - | 17 | 83 | 5.00 |
| 66 Street (n=14) | - | - | 7 | 29 | - | 64 | 3.80 |
| Grey Nuns (n=5) | - | - | - | - | - | 100 | - |
| Mill Woods (n=18) | - | - | 22 | 11 | 6 | 64 | 3.57 |

Table 27

| Level of Satisfaction with the Location of the Bonnie Doon Station by Area of Greatest Interest | | | | | | | |
|---|--------------------------|-----|-----|-----|--------------------|------------------------|------|
| n=143 | Percent of Respondents | | | | | | |
| | Not at all Satisfied (1) | (2) | (3) | (4) | Very Satisfied (5) | Don't Know/ Not Stated | Mean |
| Quarters (n=6) | - | - | 17 | - | 83 | - | 4.67 |
| North Saskatchewan River (n=9) | - | - | 11 | 11 | 67 | 11 | 4.63 |
| Cloverdale (n=11) | - | - | 9 | 18 | 55 | 18 | 4.56 |
| Strathearn (n=32) | 3 | 3 | 13 | 31 | 34 | 16 | 4.07 |
| Holyrood (n=17) | - | 6 | 6 | 24 | 59 | 6 | 4.44 |
| Bonnie Doon (n=34) | - | 6 | 15 | 27 | 44 | 9 | 4.19 |
| Avonmore/King Edward Park (n=38) | 3 | 3 | 13 | 18 | 50 | 13 | 4.27 |
| Argyll (n=33) | 3 | 3 | 12 | 12 | 42 | 27 | 4.21 |
| Wagner (n=6) | - | - | - | - | - | 100 | - |
| 75 Street (n=8) | - | - | 13 | - | - | 88 | 3.00 |
| Whitemud (n=6) | - | - | - | - | 17 | 83 | 5.00 |
| 66 Street (n=14) | - | - | - | 29 | 7 | 64 | 4.20 |
| Grey Nuns (n=5) | - | - | - | - | - | 100 | - |
| Mill Woods (n=18) | - | - | 11 | 6 | 28 | 56 | 4.38 |

Table 28

| Level of Satisfaction with the Location of the 73 Avenue Station by Area of Greatest Interest | | | | | | | |
|---|--------------------------|-----|-----|-----|--------------------|------------------------|------|
| n=143 | Percent of Respondents | | | | | | |
| | Not at all Satisfied (1) | (2) | (3) | (4) | Very Satisfied (5) | Don't Know/ Not Stated | Mean |
| Quarters (n=6) | - | 17 | 17 | - | 67 | - | 4.17 |
| North Saskatchewan River (n=9) | - | 11 | 11 | 22 | 44 | 11 | 4.13 |
| Cloverdale (n=11) | - | 9 | 9 | 46 | 18 | 18 | 3.89 |
| Strathearn (n=32) | - | 3 | 25 | 25 | 28 | 19 | 3.96 |
| Holyrood (n=17) | - | 12 | 12 | 18 | 47 | 12 | 4.13 |
| Bonnie Doon (n=34) | 6 | 6 | 21 | 21 | 35 | 12 | 3.83 |
| Avonmore/King Edward Park (n=38) | 11 | 8 | 11 | 8 | 53 | 11 | 3.94 |
| Argyll (n=33) | 6 | 9 | 12 | 12 | 33 | 27 | 3.79 |
| Wagner (n=6) | - | - | - | - | - | 100 | - |
| 75 Street (n=8) | - | - | - | - | - | 100 | - |
| Whitemud (n=6) | - | - | - | - | 17 | 83 | 5.00 |
| 66 Street (n=14) | - | - | 14 | 21 | - | 64 | 3.60 |
| Grey Nuns (n=5) | - | - | - | - | - | 100 | - |
| Mill Woods (n=18) | - | - | 22 | 17 | - | 61 | 3.43 |

Table 29

| Level of Satisfaction with the Location of the Wagner Station by Area of Greatest Interest | | | | | | | |
|--|--------------------------|-----|-----|-----|--------------------|------------------------|------|
| | Percent of Respondents | | | | | | |
| | Not at all Satisfied (1) | (2) | (3) | (4) | Very Satisfied (5) | Don't Know/ Not Stated | Mean |
| n=143 | | | | | | | |
| Quarters (n=6) | - | - | - | - | - | 100 | - |
| North Saskatchewan River (n=9) | - | - | - | - | - | 100 | - |
| Cloverdale (n=11) | - | - | - | 9 | - | 91 | 4.00 |
| Strathearn (n=32) | - | - | 6 | 19 | 3 | 72 | 3.89 |
| Holyrood (n=17) | - | - | - | 6 | 18 | 77 | 4.75 |
| Bonnie Doon (n=34) | 6 | - | 9 | 9 | 6 | 71 | 3.30 |
| Avonmore/King Edward Park (n=38) | 3 | 3 | 3 | 3 | 5 | 84 | 3.33 |
| Argyll (n=33) | 12 | - | 3 | 6 | - | 79 | 2.14 |
| Wagner (n=6) | 33 | - | 17 | 17 | - | 33 | 2.25 |
| 75 Street (n=8) | 25 | - | 13 | 13 | 25 | 25 | 3.17 |
| Whitemud (n=6) | 17 | - | 17 | - | 50 | 17 | 3.80 |
| 66 Street (n=14) | - | - | 21 | 50 | 21 | 7 | 4.00 |
| Grey Nuns (n=5) | 20 | - | - | 40 | 20 | 20 | 3.50 |
| Mill Woods (n=18) | 6 | - | 33 | 22 | 11 | 28 | 3.46 |

Table 30

| Level of Satisfaction with the Location of the Whitemud Station by Area of Greatest Interest | | | | | | | |
|--|--------------------------|-----|-----|-----|--------------------|------------------------|------|
| | Percent of Respondents | | | | | | |
| | Not at all Satisfied (1) | (2) | (3) | (4) | Very Satisfied (5) | Don't Know/ Not Stated | Mean |
| n=143 | | | | | | | |
| Quarters (n=6) | - | - | - | - | - | 100 | - |
| North Saskatchewan River (n=9) | - | - | - | - | - | 100 | - |
| Cloverdale (n=11) | - | - | - | 9 | - | 91 | 4.00 |
| Strathearn (n=32) | - | - | 13 | 9 | 3 | 75 | 3.63 |
| Holyrood (n=17) | - | - | - | 6 | 18 | 77 | 4.75 |
| Bonnie Doon (n=34) | - | - | 9 | 12 | 6 | 74 | 3.89 |
| Avonmore/King Edward Park (n=38) | - | - | 3 | 8 | 5 | 84 | 4.17 |
| Argyll (n=33) | 3 | 3 | 6 | 3 | - | 85 | 2.60 |
| Wagner (n=6) | 17 | - | 33 | - | - | 50 | 2.33 |
| 75 Street (n=8) | 13 | - | 25 | 13 | 13 | 38 | 3.20 |
| Whitemud (n=6) | 33 | - | - | - | 50 | 17 | 3.40 |
| 66 Street (n=14) | - | - | 7 | 50 | 36 | 7 | 4.31 |
| Grey Nuns (n=5) | - | - | - | 40 | 40 | 20 | 4.50 |
| Mill Woods (n=18) | - | - | 22 | 17 | 44 | 17 | 4.27 |

Table 31

| Level of Satisfaction with the Location of the Milbourne Station by Area of Greatest Interest | | | | | | | |
|---|--------------------------|-----|-----|-----|--------------------|------------------------|------|
| | Percent of Respondents | | | | | | |
| | Not at all Satisfied (1) | (2) | (3) | (4) | Very Satisfied (5) | Don't Know/ Not Stated | Mean |
| n=143 | | | | | | | |
| Quarters (n=6) | - | - | - | - | - | 100 | - |
| North Saskatchewan River (n=9) | - | - | - | - | - | 100 | - |
| Cloverdale (n=11) | - | - | - | 9 | - | 91 | 4.00 |
| Strathearn (n=32) | - | - | 6 | 13 | 3 | 78 | 3.86 |
| Holyrood (n=17) | - | - | - | 6 | 18 | 77 | 4.75 |
| Bonnie Doon (n=34) | - | - | 9 | 12 | 6 | 74 | 3.89 |
| Avonmore/King Edward Park (n=38) | - | - | 3 | 3 | 11 | 84 | 4.50 |
| Argyll (n=33) | 3 | - | 6 | 6 | - | 85 | 3.00 |
| Wagner (n=6) | 17 | 17 | 33 | - | - | 33 | 2.25 |
| 75 Street (n=8) | 13 | 13 | 25 | 13 | 13 | 25 | 3.00 |
| Whitemud (n=6) | 17 | - | 17 | - | 50 | 17 | 3.80 |
| 66 Street (n=14) | - | 7 | 7 | 50 | 29 | 7 | 4.08 |
| Grey Nuns (n=5) | - | - | 20 | 40 | 20 | 20 | 4.00 |
| Mill Woods (n=18) | - | 11 | 17 | 22 | 33 | 17 | 3.93 |

Table 32

| Level of Satisfaction with the Location of the Grey Nuns Station by Area of Greatest Interest | | | | | | | |
|---|--------------------------|-----|-----|-----|--------------------|------------------------|------|
| | Percent of Respondents | | | | | | |
| | Not at all Satisfied (1) | (2) | (3) | (4) | Very Satisfied (5) | Don't Know/ Not Stated | Mean |
| n=143 | | | | | | | |
| Quarters (n=6) | - | - | - | - | - | 100 | - |
| North Saskatchewan River (n=9) | - | - | - | - | - | 100 | - |
| Cloverdale (n=11) | - | - | - | 9 | - | 91 | 4.00 |
| Strathearn (n=32) | - | - | 9 | 9 | 6 | 75 | 3.88 |
| Holyrood (n=17) | - | - | - | 6 | 18 | 77 | 4.75 |
| Bonnie Doon (n=34) | - | 3 | 12 | 9 | 6 | 71 | 3.60 |
| Avonmore/King Edward Park (n=38) | - | - | 3 | 8 | 8 | 82 | 4.29 |
| Argyll (n=33) | 3 | 3 | 6 | 3 | - | 85 | 2.60 |
| Wagner (n=6) | 17 | 17 | 33 | - | - | 33 | 2.25 |
| 75 Street (n=8) | 13 | 13 | 38 | - | - | 38 | 2.40 |
| Whitemud (n=6) | 17 | - | 17 | - | 33 | 33 | 3.50 |
| 66 Street (n=14) | 7 | - | 14 | 57 | 14 | 7 | 3.77 |
| Grey Nuns (n=5) | 20 | - | - | 60 | - | 20 | 3.25 |
| Mill Woods (n=18) | - | - | 17 | 44 | 28 | 11 | 4.13 |

Table 33

| Level of Satisfaction with the Location of the Mill Woods Station by Area of Greatest Interest | | | | | | | |
|--|--------------------------|-----|-----|-----|--------------------|------------------------|------|
| n=143 | Percent of Respondents | | | | | | |
| | Not at all Satisfied (1) | (2) | (3) | (4) | Very Satisfied (5) | Don't Know/ Not Stated | Mean |
| Quarters (n=6) | - | - | - | - | - | 100 | - |
| North Saskatchewan River (n=9) | - | - | - | - | - | 100 | - |
| Cloverdale (n=11) | - | - | - | 9 | - | 91 | 4.00 |
| Strathearn (n=32) | - | - | 9 | 13 | 3 | 75 | 3.75 |
| Holyrood (n=17) | - | - | - | 6 | 18 | 77 | 4.75 |
| Bonnie Doon (n=34) | - | 3 | 9 | 12 | 6 | 71 | 3.70 |
| Avonmore/King Edward Park (n=38) | - | - | 3 | 8 | 5 | 84 | 4.17 |
| Argyll (n=33) | 6 | - | 6 | 3 | - | 85 | 2.40 |
| Wagner (n=6) | 33 | - | 33 | - | - | 33 | 2.00 |
| 75 Street (n=8) | 25 | - | 38 | - | 13 | 25 | 2.67 |
| Whitemud (n=6) | 33 | - | - | 17 | 33 | 17 | 3.20 |
| 66 Street (n=14) | 7 | 7 | 14 | 57 | 14 | - | 3.64 |
| Grey Nuns (n=5) | 20 | 20 | - | 40 | 20 | - | 3.20 |
| Mill Woods (n=18) | 6 | 28 | 17 | 22 | 22 | 6 | 3.29 |

Respondents were then asked if they have any additional comments or concerns regarding changes they would like to see to the proposed LRT station locations. Respondents most frequently had no additional comments (35%), or did not provide a response (14%). Six percent (6%) each stated that they disliked the Mill Woods station location and it should be integrated with the transit centre, or that they dislike the location of the Wagner station as it is too far from the school. See Table 34, on the following page.

Table 34

| Additional Comments Regarding Proposed Station Location | |
|--|---------------------------------|
| | Percent of Respondents (n=143)* |
| Dislikes Mill Woods station location / integrate with transit centre | 6 |
| Dislikes location of Wagner station / not close enough to the school | 6 |
| Would like a station at Argyll Road | 5 |
| Ensure easy transfers from buses to LRT / good bus service to LRT | 4 |
| Dislikes location of 73 Avenue station / will be disruptive to residents | 4 |
| Dislikes location of Muttart station / Muttart station won't be utilized | 4 |
| Need more stations / more stations more closer to major destinations | 4 |
| Would like pedways to stations / pedestrians crossings | 4 |
| Dislikes location of Bonnie Doon station | 3 |
| Would prefer underground stations | 3 |
| There are too many stations along the route / are too close together | 3 |
| Additional station in the industrial area (between Wagner and Whitemud) | 3 |
| Would like to park and ride at stations | 3 |
| Other (2% or less) | 30 |
| No additional comments | 35 |
| Don't Know / Not Stated | 14 |

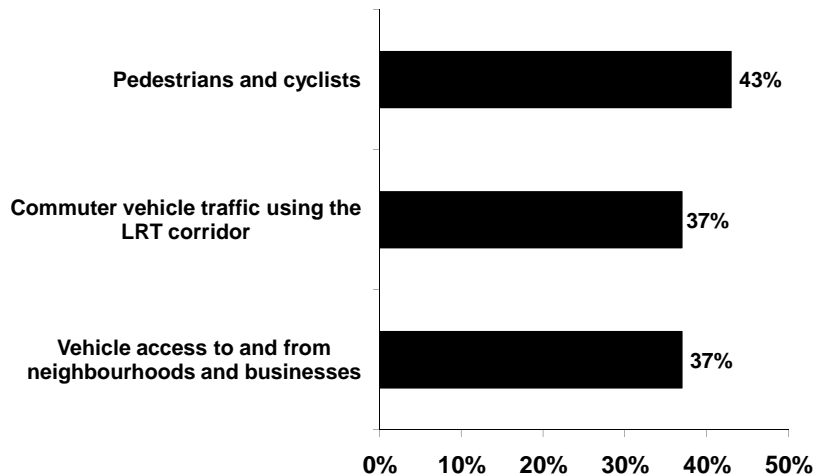
*Multiple responses

3.5 Access

Respondents were asked if they were satisfied with the efforts to accommodate a variety of user groups. Respondents were more likely to provide a satisfaction rating of 4 or 5 to the efforts to accommodate pedestrians and cyclists (43%). Thirty-seven percent (37%) of respondents each were satisfied with the efforts made to accommodate commuter vehicle traffic and vehicular access to and from neighbourhoods and businesses. See Figure 13 and Table 35, below and Tables 36 to 38, on the following pages.

Figure 13

Satisfaction with Efforts to Accommodate the Following User Groups



n=143

*Respondents that rated their satisfaction as 4 or 5

Table 35

| Level of Satisfaction with Efforts to Accommodate User Groups | | | | | | | |
|---|--------------------------------|-----|-----|-----|--------------------|------------------------|------|
| | Percent of Respondents (n=143) | | | | | | |
| | Not at all Satisfied (1) | (2) | (3) | (4) | Very Satisfied (5) | Don't Know/ Not Stated | Mean |
| Pedestrians and cyclists | 8 | 11 | 25 | 30 | 13 | 13 | 3.31 |
| Vehicle access to and from neighbourhoods and businesses adjacent to the LRT corridor | 8 | 15 | 29 | 29 | 8 | 12 | 3.17 |
| Commuter vehicle traffic using the LRT corridor | 13 | 11 | 25 | 25 | 12 | 14 | 3.14 |

Table 36

| Level of Satisfaction with the Overall Draft LRT Concept Plan With Efforts to Accommodate Access for Pedestrians and Cyclists by Area of Greatest Interest | | | | | | | |
|--|--------------------------|-----|-----|-----|--------------------|------------------------|------|
| n=143 | Percent of Respondents | | | | | | Mean |
| | Not at all Satisfied (1) | (2) | (3) | (4) | Very Satisfied (5) | Don't Know/ Not Stated | |
| Quarters (n=6) | 17 | 17 | 50 | 17 | - | - | 2.67 |
| North Saskatchewan River (n=9) | - | 22 | 44 | 22 | - | 11 | 3.00 |
| Cloverdale (n=11) | - | 9 | 36 | 36 | 9 | 9 | 3.50 |
| Strathearn (n=32) | 3 | 22 | 31 | 16 | 13 | 16 | 3.15 |
| Holyrood (n=17) | 12 | 18 | 29 | 18 | 12 | 12 | 3.00 |
| Bonnie Doon (n=34) | 15 | 15 | 27 | 24 | 9 | 12 | 2.97 |
| Avonmore/King Edward Park (n=38) | 11 | 16 | 16 | 34 | 11 | 13 | 3.21 |
| Argyll (n=33) | 18 | 12 | 21 | 24 | 6 | 18 | 2.85 |
| Wagner (n=6) | 17 | 17 | 17 | - | 17 | 33 | 2.75 |
| 75 Street (n=8) | 13 | 13 | 13 | 13 | 25 | 25 | 3.33 |
| Whitemud (n=6) | - | - | 50 | 33 | 17 | - | 3.67 |
| 66 Street (n=14) | - | 7 | 21 | 64 | - | 7 | 3.62 |
| Grey Nuns (n=5) | - | 20 | 20 | 40 | - | 20 | 3.25 |
| Mill Woods (n=18) | - | - | 33 | 39 | 17 | 11 | 3.81 |

Table 37

| Level of Satisfaction with the Overall Draft LRT Concept Plan With Efforts to Accommodate Access for Vehicle Access to and from Neighbourhoods and Businesses Adjacent to the LRT Corridor by Area of Greatest Interest | | | | | | | |
|--|---------------------------------|------------|------------|------------|---------------------------|-------------------------------|-------------|
| | Percent of Respondents | | | | | | |
| | Not at all Satisfied (1) | (2) | (3) | (4) | Very Satisfied (5) | Don't Know/ Not Stated | Mean |
| n=143 | | | | | | | |
| Quarters (n=6) | - | 33 | 33 | 17 | 17 | - | 3.17 |
| North Saskatchewan River (n=9) | 11 | 11 | 44 | 22 | - | 11 | 2.88 |
| Cloverdale (n=11) | 9 | 18 | 55 | 18 | - | - | 2.82 |
| Strathearn (n=32) | 16 | 19 | 19 | 25 | 3 | 19 | 2.77 |
| Holyrood (n=17) | - | 12 | 47 | 24 | 6 | 12 | 3.27 |
| Bonnie Doon (n=34) | 6 | 15 | 35 | 24 | 9 | 12 | 3.17 |
| Avonmore/King Edward Park (n=38) | 8 | 16 | 37 | 21 | 11 | 8 | 3.11 |
| Argyll (n=33) | 9 | 15 | 39 | 21 | 3 | 12 | 2.93 |
| Wagner (n=6) | 17 | 17 | 33 | - | 17 | 17 | 2.80 |
| 75 Street (n=8) | 13 | 13 | 38 | - | 13 | 25 | 2.83 |
| Whitemud (n=6) | 17 | - | 50 | 17 | 17 | - | 3.17 |
| 66 Street (n=14) | - | 7 | 36 | 57 | - | - | 3.50 |
| Grey Nuns (n=5) | - | 20 | 20 | 60 | - | - | 3.40 |
| Mill Woods (n=18) | - | - | 28 | 50 | 11 | 11 | 3.81 |

Table 38

| Level of Satisfaction with the Overall Draft LRT Concept Plan With Efforts to Accommodate Access for Commuter Vehicle Traffic Using the LRT Corridor by Area of Greatest Interest | | | | | | | |
|---|--------------------------|-----|-----|-----|--------------------|------------------------|------|
| n=143 | Percent of Respondents | | | | | | |
| | Not at all Satisfied (1) | (2) | (3) | (4) | Very Satisfied (5) | Don't Know/ Not Stated | Mean |
| Quarters (n=6) | - | 17 | 17 | 33 | 33 | - | 3.83 |
| North Saskatchewan River (n=9) | - | - | 44 | 22 | 11 | 22 | 3.57 |
| Cloverdale (n=11) | 9 | 9 | 36 | 27 | - | 18 | 3.00 |
| Strathearn (n=32) | 22 | 9 | 22 | 22 | 3 | 22 | 2.68 |
| Holyrood (n=17) | - | 24 | 35 | 12 | 18 | 12 | 3.27 |
| Bonnie Doon (n=34) | 15 | 15 | 32 | 15 | 12 | 12 | 2.93 |
| Avonmore/King Edward Park (n=38) | 13 | 18 | 21 | 21 | 16 | 11 | 3.09 |
| Argyll (n=33) | 15 | 15 | 27 | 18 | 9 | 15 | 2.89 |
| Wagner (n=6) | 17 | 17 | 17 | - | 17 | 33 | 2.75 |
| 75 Street (n=8) | 13 | 13 | 25 | - | 13 | 38 | 2.80 |
| Whitemud (n=6) | 17 | - | 50 | 17 | 17 | - | 3.17 |
| 66 Street (n=14) | - | - | 36 | 57 | 7 | - | 3.71 |
| Grey Nuns (n=5) | 20 | - | 20 | 60 | - | - | 3.20 |
| Mill Woods (n=18) | - | - | 28 | 50 | 11 | 11 | 3.81 |

Respondents were asked to state why they felt this way, with respondents who completed the survey online asked by each rating type (satisfied, neutral, dissatisfied) and respondents completing in hardcopy asked overall.

Respondents that were satisfied with commuter vehicle access (4 or 5 out of 5) (n=24) most frequently indicated it was because they were satisfied with vehicle access or their concerns were addressed (17%). Respondents that were neutral in this regard (3 out of 5) (n=15) most frequently stated it was because they will not be sure about access until the LRT is built and that there aren't enough details (13%), and that they are concerned about traffic disruption or congestion (13%). Respondents that were dissatisfied (1 or 2 out of 5) (n=16) more frequently stated it was because they dislike the reduced traffic lanes (44%), and that they are concerned about traffic disruption and congestion (31%).

Respondents that were satisfied (4 or 5 out of 5) with vehicle access to residential or business areas (n=25) most frequently stated that access is restricted but they will adapt (16%), and that their access concerns were addressed (12%). Neutral (3 out of 5) respondents (n=13) most frequently reported it was because they are unsure about access

until the LRT is built or they don't have enough details (15%). Respondents that were dissatisfied (1 or 2 out of 5) (n=17) most often stated it was due to concern about access to shopping or businesses (24%), concern about loss of turn signals (18%) and concern about traffic disruption or congestion (18%).

Respondents that were satisfied (4 or 5 out of 5) with pedestrian and cyclist access (n=26) most frequently stated it was because the plan integrates well with the LRT (15%) and that they appreciate that cycling paths are included and maintained (7%). Neutral respondents (3 out of 5) stated it was because they would like multi-use and cycling paths to be integrated into route (6%), they are concerned about the safety of pedestrians and cyclists because the LRT would be ground level (6%), they are uncertain about access until the LRT is built or they need more details (6%), and they would like to see pedestrian barriers included (6%). Respondents that were dissatisfied (1 or 2 out of 5) (n=13) stated it was because they would like multi-use or cycling paths integrated into routes (69%), or that they need more crosswalks and the plan lacks a pedestrian component (39%). See Tables 39 to 48 on pages 46 to 49.

Table 39

| Why do you feel this way? | |
|---|----------------------------------|
| Base: Online respondents who rated their satisfaction with commuter vehicle access as 4 or 5 out of 5 | Percent of Respondents* (n=24)** |
| Satisfied with vehicle access / access concerns were addressed | 17 |
| Likes that Connors Road remains open for rush hour | 8 |
| Plan encourages transit / poorer traffic patterns encourages transit | 8 |
| Likes that traffic circle was eliminated / won't affect traffic | 4 |
| Dislikes traffic reduced to less lanes / one way (83 Street) | 4 |
| Concerned about traffic or intersection disruption / congestion | 4 |
| Don't Know / Not Stated | 63 |

*Multiple responses

** Caution should be exercised when interpreting results due to small sample size

Table 40

| Why do you feel this way? | |
|--|----------------------------------|
| Base: Online respondents who rated their satisfaction with commuter vehicle access as 3 out of 5 | Percent of Respondents* (n=15)** |
| Unsure about access until LRT is built / not enough details yet | 13 |
| Concerned about traffic or intersection disruption / congestion | 13 |
| Dislikes traffic reduced to less lanes / one way (83 Street) | 7 |
| LRT should be built above or below grade / dislikes at-grade tracks | 7 |
| Likes that traffic circle was eliminated / won't affect traffic | 7 |
| Don't Know / Not Stated | 60 |

*Multiple responses

** Caution should be exercised when interpreting results due to small sample size

Table 41

| Why do you feel this way? | |
|---|----------------------------------|
| Base: Online respondents who rated their satisfaction with commuter vehicle access as 1 or 2 out of 5 | Percent of Respondents* (n=16)** |
| Dislikes traffic reduced to less lanes / one way (83 Street) | 44 |
| Concerned about traffic or intersection disruption / congestion | 31 |
| Vehicle traffic should be routed off of LRT corridor | 13 |
| Poor access to LRT / not close enough to access | 6 |
| LRT should be built above or below grade / dislikes at-grade tracks | 6 |
| Concerned about loss of turn signals / turning access | 6 |
| Concerned about emergency vehicle access / disruptions | 6 |
| Don't Know / Not Stated | 19 |

*Multiple responses

** Caution should be exercised when interpreting results due to small sample size

Table 42

| Why do you feel this way? | |
|---|----------------------------------|
| Base: Online respondents who rated their satisfaction with vehicle access to or from neighbourhoods and businesses as 4 or 5 out of 5 | Percent of Respondents* (n=25)** |
| Access is restricted but worth it / will adapt | 16 |
| Satisfied with vehicle access / access concerns were addressed | 12 |
| Concerned about poor access to schools | 4 |
| Don't Know / Not Stated | 68 |

*Multiple responses

** Caution should be exercised when interpreting results due to small sample size

Table 43

| Why do you feel this way? | |
|--|-------------------------------------|
| Base: Online respondents who rated their satisfaction with vehicle access to or from neighbourhoods and businesses as 3 out of 5 | Percent of Respondents* (n=13)** |
| Unsure about access until LRT is built / not enough details yet | 15 |
| Concerned about lack of parking / need park and ride | 8 |
| Concerned about access to and from shopping / businesses | 8 |
| Concerned about poor access to schools | 8 |
| Dislikes side running alignment of tracks | 8 |
| Don't Know / Not Stated | 62 |

*Multiple responses

** Caution should be exercised when interpreting results due to small sample size

Table 44

| Why do you feel this way? | |
|---|-------------------------------------|
| Base: Online respondents who rated their satisfaction with vehicle access to or from neighbourhoods and businesses as 1 or 2 out of 5 | Percent of Respondents* (n=17)** |
| Concerned about access to and from shopping / businesses | 24 |
| Concerned about loss of turn signals / turning access | 18 |
| Concerned about traffic or intersection disruption / congestion | 18 |
| LRT should be built above or below grade / dislikes at-grade tracks | 12 |
| Dislikes traffic reduced to less lanes / one way (83 Street) | 6 |
| Concerned about lack of parking / need park and ride | 6 |
| Concerned about the increase in traffic through neighbourhoods | 6 |
| Dislikes location of stations | 6 |
| Concerned about poor access to neighbourhoods (general) | 6 |
| Poor access to LRT / not close enough to access | 6 |
| Don't Know / Not Stated | 24 |

*Multiple responses

** Caution should be exercised when interpreting results due to small sample size

Table 45

| Why do you feel this way? | |
|---|-------------------------------------|
| Base: Online respondents who rated their satisfaction with pedestrian and cyclist access as 4 or 5 out of 5 | Percent of Respondents* (n=26)** |
| Plan integrates pedestrian / cyclist traffic well with LRT | 15 |
| Likes cycling paths included / maintained number of cycling paths | 7 |
| Satisfied with pedestrian access / pedestrian access was maintained | 4 |
| Need more crosswalks / plan lacks a pedestrian plan | 4 |
| Would like multi-use / cycling paths integrated into routes | 4 |
| Concerned about platforms being too close to traffic | 4 |
| Likes there is a pedestrian bridge across the river | 4 |
| Don't Know / Not Stated | 69 |

*Multiple responses

**Caution should be exercised when interpreting results due to small sample size

Table 46

| Why do you feel this way? | |
|--|-------------------------------------|
| Base: Online respondents who rated their satisfaction with pedestrian and cyclist access as 3 out of 5 | Percent of Respondents* (n=17)** |
| Would like multi-use / cycling paths integrated into routes | 6 |
| Concerned about safety of pedestrians / cycling because of at-ground LRT | 6 |
| Unsure about access until LRT is built / not enough details yet | 6 |
| Would like pedestrian barriers to be considered | 6 |
| Don't Know / Not Stated | 77 |

*Multiple responses

**Caution should be exercised when interpreting results due to small sample size

Table 47

| Why do you feel this way? | |
|---|-------------------------------------|
| Base: Online respondents who rated their satisfaction with pedestrian and cyclist access as 1 or 2 out of 5 | Percent of Respondents* (n=13)** |
| Would like multi-use / cycling paths integrated into routes | 69 |
| Need more crosswalks / plan lacks a pedestrian plan | 39 |
| Need good bus service in community / to LRT | 15 |
| Concerned about safety of pedestrians / cyclist due to traffic increase | 8 |
| Satisfied with pedestrian access / pedestrian access was maintained | 8 |
| Don't Know / Not Stated | 8 |

*Multiple responses

**Caution should be exercised when interpreting results due to small sample size

Table 48

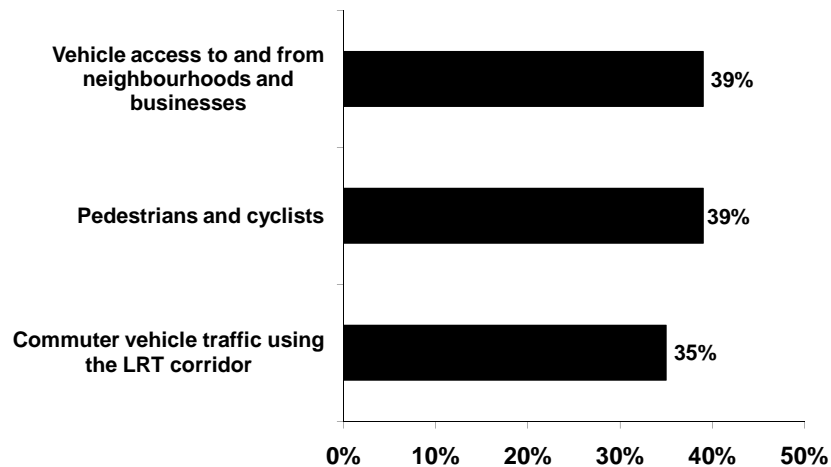
| Why do you feel this way? | |
|---|--------------------------------|
| | Percent of Respondents (n=85)* |
| Base: Hardcopy respondents | |
| Would like multi-use / cycling paths integrated into routes | 9 |
| Dislikes traffic reduced to less lanes/one way (83 Street) | 9 |
| Concerned about traffic or intersection disruption / congestion | 7 |
| Satisfied with vehicle access / access concerns were addressed | 6 |
| Concerned about poor access to neighbourhoods (general) | 5 |
| Poor access to LRT / not close enough to access | 5 |
| Need more crosswalks / plan lacks a pedestrian plan | 4 |
| Lack of information about taking bikes on trains | 4 |
| Other (2% or less per mention) | 27 |
| Don't Know / Not Stated | 48 |

*Multiple responses

Respondents were asked if they were satisfied with the efforts to accommodate various groups in the area of their interest. Respondents were equally likely to be satisfied (4 or 5 out of 5) for all three groups, with 39% each being satisfied with the efforts being made towards pedestrians and cyclists, and vehicular access to and from neighbourhoods and businesses, while only slightly fewer (35%) were satisfied with the efforts for commuter groups. See Figure 14, and Table 49, below.

Figure 14

Satisfaction with Efforts to Accommodate the Following User Groups in Their Area of Interest



n=143

*Respondents that rated their satisfaction as 4 or 5

Table 49

| Level of Satisfaction with Efforts to Accommodate User Groups in Their Area of Interest | | | | | | | |
|---|--------------------------------|-----|-----|-----|--------------------|------------------------|------|
| | Percent of Respondents (n=143) | | | | | | |
| | Not at all Satisfied (1) | (2) | (3) | (4) | Very Satisfied (5) | Don't Know/ Not Stated | Mean |
| Pedestrians and cyclists | 8 | 11 | 25 | 25 | 14 | 18 | 3.33 |
| Vehicle access to and from neighbourhoods and businesses adjacent to the LRT corridor | 15 | 11 | 19 | 26 | 13 | 16 | 3.13 |
| Commuter vehicle traffic using the LRT corridor | 15 | 9 | 23 | 23 | 12 | 18 | 3.08 |

Table 50

| Level of Satisfaction with the Draft LRT Concept Plan that is of the Greatest Interest to You, With Efforts to Accommodate Access for Pedestrians and Cyclists by Area of Greatest Interest | | | | | | | |
|---|--------------------------|-----|-----|-----|--------------------|------------------------|------|
| n=143 | Percent of Respondents | | | | | | Mean |
| | Not at all Satisfied (1) | (2) | (3) | (4) | Very Satisfied (5) | Don't Know/ Not Stated | |
| Quarters (n=6) | 17 | 33 | 17 | 17 | 17 | - | 2.83 |
| North Saskatchewan River (n=9) | - | 22 | 44 | 11 | 11 | 11 | 3.13 |
| Cloverdale (n=11) | - | 9 | 27 | 27 | 27 | 9 | 3.80 |
| Strathearn (n=32) | - | 19 | 41 | 13 | 13 | 16 | 3.22 |
| Holyrood (n=17) | 6 | 24 | 18 | 24 | 18 | 12 | 3.27 |
| Bonnie Doon (n=34) | 12 | 12 | 21 | 27 | 15 | 15 | 3.24 |
| Avonmore/King Edward Park (n=38) | 11 | 16 | 11 | 34 | 8 | 21 | 3.17 |
| Argyll (n=33) | 9 | 15 | 21 | 21 | 12 | 21 | 3.15 |
| Wagner (n=6) | - | - | 33 | - | 17 | 50 | 3.67 |
| 75 Street (n=8) | - | - | 25 | 25 | 13 | 38 | 3.80 |
| Whitemud (n=6) | - | - | 50 | 33 | 17 | - | 3.67 |
| 66 Street (n=14) | - | 14 | 14 | 57 | 7 | 7 | 3.62 |
| Grey Nuns (n=5) | - | 20 | 20 | 20 | 20 | 20 | 3.50 |
| Mill Woods (n=18) | 11 | 6 | 28 | 22 | 11 | 22 | 3.21 |

Table 51

| Level of Satisfaction with the Draft LRT Concept Plan that is of the Greatest Interest to You, With Efforts to Accommodate Access for Vehicle Access to and from Neighbourhoods and Businesses Adjacent to the LRT Corridor by Area of Greatest Interest | | | | | | | |
|--|--------------------------|-----|-----|-----|--------------------|------------------------|------|
| n=143 | Percent of Respondents | | | | | | |
| | Not at all Satisfied (1) | (2) | (3) | (4) | Very Satisfied (5) | Don't Know/ Not Stated | Mean |
| Quarters (n=6) | 17 | 17 | - | 33 | 33 | - | 3.50 |
| North Saskatchewan River (n=9) | 11 | 11 | 11 | 22 | 11 | 33 | 3.17 |
| Cloverdale (n=11) | 18 | 27 | 18 | 9 | 9 | 18 | 2.56 |
| Strathearn (n=32) | 19 | 13 | 22 | 16 | 13 | 19 | 2.88 |
| Holyrood (n=17) | - | 18 | 35 | 18 | 18 | 12 | 3.40 |
| Bonnie Doon (n=34) | 9 | 18 | 24 | 21 | 15 | 15 | 3.17 |
| Avonmore/King Edward Park (n=38) | 11 | 16 | 21 | 18 | 18 | 16 | 3.22 |
| Argyll (n=33) | 15 | 6 | 27 | 27 | 9 | 15 | 3.11 |
| Wagner (n=6) | 17 | 17 | 17 | - | 17 | 33 | 2.75 |
| 75 Street (n=8) | 13 | 13 | 25 | - | 13 | 38 | 2.80 |
| Whitemud (n=6) | 17 | - | 50 | 17 | 17 | - | 3.17 |
| 66 Street (n=14) | 7 | - | 29 | 57 | 7 | - | 3.57 |
| Grey Nuns (n=5) | 20 | - | 20 | 60 | - | - | 3.20 |
| Mill Woods (n=18) | 11 | - | 17 | 44 | 6 | 22 | 3.43 |

Table 52

| Level of Satisfaction with the Draft LRT Concept Plan that is of the Greatest Interest to You, With Efforts to Accommodate Access for Commuter Vehicle Traffic Using the LRT Corridor by Area of Greatest Interest | | | | | | | |
|--|--------------------------|-----|-----|-----|--------------------|------------------------|------|
| n=143 | Percent of Respondents | | | | | | |
| | Not at all Satisfied (1) | (2) | (3) | (4) | Very Satisfied (5) | Don't Know/ Not Stated | Mean |
| Quarters (n=6) | 17 | - | - | 33 | 50 | - | 4.00 |
| North Saskatchewan River (n=9) | - | - | 22 | 22 | 22 | 33 | 4.00 |
| Cloverdale (n=11) | - | 9 | 36 | 27 | 9 | 18 | 3.44 |
| Strathearn (n=32) | 19 | 13 | 16 | 19 | 13 | 22 | 2.92 |
| Holyrood (n=17) | - | 24 | 29 | 18 | 18 | 12 | 3.33 |
| Bonnie Doon (n=34) | 15 | 15 | 24 | 18 | 15 | 15 | 3.03 |
| Avonmore/King Edward Park (n=38) | 13 | 13 | 18 | 24 | 16 | 16 | 3.19 |
| Argyll (n=33) | 21 | 6 | 18 | 21 | 15 | 18 | 3.04 |
| Wagner (n=6) | 17 | 17 | 17 | - | 17 | 33 | 2.75 |
| 75 Street (n=8) | 13 | 13 | 25 | - | 13 | 38 | 2.80 |
| Whitemud (n=6) | 17 | - | 50 | 17 | 17 | - | 3.17 |
| 66 Street (n=14) | - | 7 | 36 | 57 | - | - | 3.50 |
| Grey Nuns (n=5) | 20 | - | 20 | 60 | - | - | 3.20 |
| Mill Woods (n=18) | 11 | - | 17 | 44 | 6 | 22 | 3.43 |

Respondents were asked to state why they provided their response for each area of interest, with those who completed the survey online asked by each rating type (satisfied, neutral, dissatisfied) for each of the three groups, and respondents who completed in hardcopy asked overall.

Respondents that were satisfied with commuter vehicle access (4 or 5 out of 5) (n=21) most frequently indicated it was because there would be little impact on commuter traffic (14%), and that the LRT will reduce rush hour congestion (10%). Respondents that were neutral in this regard (3 out of 5) (n=15) most frequently stated it was because they dislike that traffic will be reduced to one lane (13%). Respondents that were dissatisfied (1 or 2 out of 5) (n=17) more frequently stated it was because they dislike the reduced traffic lanes (29%), and that they are concerned about traffic disruption and congestion (29%).

Respondents that were satisfied (4 or 5 out of 5) with vehicle access to residential or business areas (n=26) most frequently stated that they feel neighbourhood access was maintained (8%), they were satisfied with the number of signaled intersections (8%), and

that access is important (unspecified) (8%). Neutral (3 out of 5) respondents (n=11) most frequently reported it was because they are concerned about loss of access and fewer turn signals (18%). Respondents that were dissatisfied (1 or 2 out of 5) (n=17) most often stated it was due to concern about poor access to neighbourhoods (35%), and concern about loss of turn signals (18%).

Respondents that were satisfied (4 or 5 out of 5) with pedestrian and cyclist access (n=24) most frequently stated it was because the plan maintains access to cycling trails (13%). Respondents that were dissatisfied (1 or 2 out of 5) (n=11) stated it was because they would like multi-use or cycling paths integrated into routes (36%), or that they need more crosswalks and the plan lacks a pedestrian component (27%). See Tables 53 to 62 below and on pages 55 to 58.

Table 53

| Why do you feel this way? | |
|--|----------------------------------|
| Base: Online respondents who rated their satisfaction with commuter vehicle access in the area of greatest interest as 4 or 5 out of 5 | Percent of Respondents* (n=21)** |
| There will be little impact on commuter traffic | 14 |
| LRT will reduce traffic congestion during rush hour | 10 |
| Concerned about poor access to neighbourhoods (general) | 5 |
| Likes the reduction in lanes | 5 |
| Likes the reduction of on-street parking | 5 |
| Plan is balanced between needs of all involved/good plan | 5 |
| Don't Know / Not Stated | 67 |

*Multiple responses

** Caution should be exercised when interpreting results due to small sample size

Table 54

| Why do you feel this way? | |
|---|----------------------------------|
| Base: Online respondents who rated their satisfaction with commuter vehicle access in the area of greatest interest as 3 out of 5 | Percent of Respondents* (n=15)** |
| Dislikes traffic reduced to less lanes (83 Street) | 13 |
| Need to create an alternate traffic route | 7 |
| Concerned about traffic or intersection disruption / congestion | 7 |
| Dislikes when traffic alignment changes as is more disruptive to traffic | 7 |
| Feels it will cost too much to shift 66 Street over to make room for LRT | 7 |
| Don't Know / Not Stated | 67 |

*Multiple responses

** Caution should be exercised when interpreting results due to small sample size

Table 55

| Why do you feel this way? | |
|--|----------------------------------|
| Base: Online respondents who rated their satisfaction with commuter vehicle access in the area of greatest interest as 1 or 2 out of 5 | Percent of Respondents* (n=17)** |
| Dislikes traffic reduced to less lanes (83 Street) | 29 |
| Concerned about traffic or intersection disruption / congestion | 29 |
| Doesn't want LRT to be built | 6 |
| Need to create an alternate traffic route | 6 |
| Concerned about access to and from shopping / businesses | 6 |
| Feels that LRT will not decrease traffic | 6 |
| Dislikes when track alignment changes as is more disruptive to traffic | 6 |
| Don't Know / Not Stated | 29 |

*Multiple responses

** Caution should be exercised when interpreting results due to small sample size

Table 56

| Why do you feel this way? | |
|--|----------------------------------|
| Base: Online respondents who rated their satisfaction with vehicle access to or from neighbourhoods and businesses in the area of greatest interest as 4 or 5 out of 5 | Percent of Respondents* (n=26)** |
| Feels that neighbourhood access was maintained in plan | 8 |
| Satisfied with the number of signalized intersections / turns provided | 8 |
| Access is important / Drives a lot (unspecified) | 8 |
| Concerned about loss of turn signals / turning access | 4 |
| Some areas have good access, while other have poor access | 4 |
| Plan is balanced between needs of all involved / good plan (general) | 4 |
| Don't Know / Not Stated | 65 |

*Multiple responses

**Caution should be exercised when interpreting results due to small sample size

Table 57

| Why do you feel this way? | |
|---|----------------------------------|
| Base: Online respondents who rated their satisfaction with vehicle access to or from neighbourhoods and businesses in the area of greatest interest as 3 out of 5 | Percent of Respondents* (n=11)** |
| Concerned about loss of turn signals / turning access | 18 |
| Concerned about replacing the traffic circle | 9 |
| Planners priority was LRT, not drivers | 9 |
| Don't Know / Not Stated | 64 |

*Multiple responses

**Caution should be exercised when interpreting results due to small sample size

Table 58

| Why do you feel this way? | |
|--|----------------------------------|
| Base: Online respondents who rated their satisfaction with vehicle access to or from neighbourhoods and businesses in the area of greatest interest as 1 or 2 out of 5 | Percent of Respondents* (n=17)** |
| Concerned about poor access to neighbourhoods (general) | 35 |
| Concerned about loss of turn signals / turning access | 18 |
| Concerned about access to and from shopping businesses | 12 |
| Elevating LRT line will decrease traffic problems | 6 |
| Concerned about the increase in traffic through neighbourhoods | 6 |
| Poor access to neighbourhoods will increase congestion on main roads | 6 |
| Dislikes location of station / stations block street access | 6 |
| Don't Know / Not Stated | 29 |

*Multiple responses

**Caution should be exercised when interpreting results due to small sample size

Table 59

| Why do you feel this way? | |
|--|----------------------------------|
| Base: Online respondents who rated their satisfaction with pedestrian and cyclist access in the area of greatest interest as 4 or 5 out of 5 | Percent of Respondents* (n=24)** |
| Maintains access to cycling / multi-use trails | 13 |
| Need better pedestrian access to stations / walkways to stations | 8 |
| Plan integrates pedestrian / cyclist traffic well with LRT | 4 |
| Likes alignment of tracks at Bonnie Doon | 4 |
| Pedestrian access to businesses is important | 4 |
| Would like multi-use / cycling paths integrated into routes | 4 |
| Maintains crosswalks | 4 |
| Pedestrians / cyclists' interest are over-represented in plan | 4 |
| Don't Know / Not Stated | 54 |

*Multiple responses

**Caution should be exercised when interpreting results due to small sample size

Table 60

| Why do you feel this way? | |
|---|----------------------------------|
| Base: Online respondents who rated their satisfaction with pedestrian and cyclist access in the area of greatest interest as 3 out of 5 | Percent of Respondents* (n=19)** |
| Would like multi-use / cycling paths integrated into routes | 5 |
| Would like pedestrian barriers to be considered | 5 |
| Doesn't want LRT to be built | 5 |
| Plan integrates pedestrian / cyclist traffic well with LRT | 5 |
| Don't Know / Not Stated | 79 |

*Multiple responses

**Caution should be exercised when interpreting results due to small sample size

Table 61

| Why do you feel this way? | |
|--|----------------------------------|
| Base: Online respondents who rated their satisfaction with pedestrian and cyclist access in the area of greatest interest as 1 or 2 out of 5 | Percent of Respondents* (n=11)** |
| Would like multi-use / cycling paths integrated into routes | 36 |
| Need more crosswalks / plan lacks a pedestrian plan | 27 |
| Poor pedestrian access to Bonnie Doon Mall | 9 |
| Need better pedestrian access to stations/walkways to stations | 9 |
| Don't Know / Not Stated | 27 |

*Multiple responses

** Caution should be exercised when interpreting results due to small sample size

Table 62

| Why do you feel this way? | |
|---|--------------------------------|
| Base: Hardcopy respondents | Percent of Respondents (n=85)* |
| Concerned about poor access to neighbourhoods (general) | 5 |
| Concerned about traffic or intersection disruption/congestion | 5 |
| Need more crosswalks / plan lacks a pedestrian plan | 4 |
| Dislikes traffic reduced to less lanes / one way (83 Street) | 4 |
| Would like multi-use / cycling paths integrated into route | 4 |
| Concerned about loss of turn signals / turning access | 2 |
| Concerned about the mobility of handicapped people being restricted | 2 |
| Dislikes location of stations / stations block street access | 2 |
| Dislikes lack of park and ride spaces | 2 |
| Need connections to current transit centres / bus system | 2 |
| Distance between stations is too far | 2 |
| Other (1% per mention) | 24 |
| Don't Know / Not Stated | 62 |

*Multiple responses

Respondents were then asked if they have any additional comments or concerns regarding changes they would like to see to proposed plans within the LRT corridor. Almost half of respondents (47%) had no additional comments, while 20% did not provide a response. See Table 63, below.

Table 63

| Additional Comments Regarding Changes to Proposed Plans Within the LRT Corridor | |
|--|--|
| | Percent of Respondents (n=143)* |
| More pedestrian underpasses / pedways / pedestrian access to LRT | 4 |
| Concerned about loss of access / neighbourhood access | 3 |
| LRT should be built underground | 3 |
| Concerned about increased traffic on alternate roads than LRT route | 2 |
| Elevate more of the track / at intersections/elevate stations | 2 |
| Concerned about loss of turn signals / turning access | 2 |
| Need a station at Connors Hill / between Strathearn and Quarters | 2 |
| Need good access from buses to LRT / good bus service around stations | 2 |
| Should impede traffic as little as possible / concerned about traffic | 2 |
| Other (1% per mention) | 24 |
| No additional comments | 47 |
| Don't Know / Not Stated | 20 |

*Multiple responses

3.6 Additional Comments

Respondents were asked if they had any additional comments regarding the Draft Southeast LRT Concept Plan. Respondents most frequently did not provide a response or were unsure (59%), while equal proportions stated they liked the LRT plan and want it built and dislike the current proposal or route (6% each). See Table 64, below.

Table 64

| Additional Comments Regarding the Draft Southeast LRT Concept Plan | |
|--|---------------------------------|
| | Percent of Respondents (n=143)* |
| Likes LRT plan / wants LRT built (general) | 6 |
| Dislikes current proposal / route (general) | 6 |
| Good presentation / lots of information provided / liked detailed maps | 4 |
| Concerned about traffic or intersection disruption / congestion | 4 |
| Need good bus service to LRT / should keep all existing bus routes | 3 |
| Concerned about loss of turn signals / turning access / Need signals | 3 |
| Dislikes ground-level LRT / should be underground | 3 |
| Concerned about noise of LRT / need noise barriers | 2 |
| Other (1% per mention) | 31 |
| No additional comments | 2 |
| Don't Know / Not Stated | 59 |

*Multiple responses

The most frequently mentioned comments by respondents grouped by their area of greatest interest included:

Quarters (n=6)

- Likes LRT plan / wants LRT built (general) (17%); and
- Dislikes current proposal / route (general) (17%).

North Saskatchewan River (n=9)

- Concerned about traffic disruption / congestion / intersection disruption (22%); and
- Concerned about loss of turn signals / turning access / need signals (22%).

Cloverdale (n=11)

- Concerned about traffic disruption / congestion / intersection disruption (18%); and
- Concerned about loss of turn signals / turning access / need signals (18%).

Strathearn (n=32)

- Concerned about traffic disruption / congestion / intersection disruption (9%); and
- Concerned about loss of turn signals / turning access / need signals (9%).

Holyrood (n=17)

- Likes LRT plan / wants LRT built (general) (12%); and
- Speed / frequency is important (LRT needs faster speed limit than cars) (6%).

Bonnie Doon (n=34)

- Likes LRT plan / wants LRT built (general) (6%); and
- Dislikes current proposal / route (general) (6%).

Avonmore / King Edward Park (n=38)

- Likes LRT plan / wants LRT built (general) (8%); and
- Good presentation / lots of information provided / liked detailed maps (8%).

Argyll (n=33)

- Likes LRT plan / wants LRT built (general) (12%); and
- Dislikes current proposal / route (general) (9%).

Wagner (n=6)

- Likes LRT plan / wants LRT built (general) (33%); and
- Concerned about traffic disruption / congestion / intersection disruption (17%).

75th Street (n=8)

- Likes LRT plan / wants LRT built (general) (25%); and
- Concerned about traffic disruption / congestion / intersection disruption (13%).

Whitemud (n=6)

- Likes LRT plan / wants LRT built (general) (17%); and
- Concerned about traffic disruption / congestion / intersection disruption (17%).

66th Street (n=14)

- Likes LRT plan / wants LRT built (general) (7%); and
- Concerned about traffic disruption / congestion / intersection disruption (7%).

Grey Nuns (n=5)

- Dislikes ground level LRT / should be underground (20%); and
- Concerned about poor accessibility to LRT stations for riders (20%).

Mill Woods (n=18)

- Concerned about loss of turn signals / turning access / need signals (6%); and
- Dislikes ground level LRT / should be underground (6%).

3.7 Non-Survey Additional Comments

Outside of the survey component, many individuals (n=159) provided additional comments through E-mail or notes attached to their hardcopy survey. These comments were provided to Banister Research and analyzed in the section that follows.

These respondents most frequently mentioned that they were concerned about traffic or intersection disruption, neighbourhood access, and they disliked the alignment or location of stations (11% each). An additional 10% stated that they were concerned about pedestrian safety and the lack of crosswalks. See Table 65, below.

Table 65

| Additional Comments Regarding the Draft Southeast LRT Concept Plan | |
|--|---------------------------------|
| Base: Respondents that provided additional comments outside of the formal survey component | Percent of Respondents (n=159)* |
| Concerned about traffic or intersection disruption / congestion | 11 |
| Concerned about loss of access / neighbourhood access | 11 |
| Dislikes alignment / location of stations (general) | 11 |
| Concerned about pedestrian safety / lack of crosswalks / sidewalks | 10 |
| Concerned about loss of turn signals / turning access / Need signals | 8 |
| Dislikes traffic reduced to less lanes (83 Street) | 4 |
| Dislikes current proposal / route (general) | 4 |
| Elevate more of the track at intersections / over streets | 4 |
| Need good bus service to LRT / should keep all existing bus routes | 4 |
| Dislikes ground-level LRT / should be underground | 4 |
| Need to add more stations (general) | 3 |
| Bridge alignment / design needs to be re-evaluated | 3 |
| Concerned about loss of residential parking / LRT users taking parking | 3 |
| Concerned about security on LRT / increased crime around LRT | 3 |
| Other (2% or less per mention) | 31 |

*Multiple responses

The most frequently mentioned comments by respondents grouped by their area of greatest interest included:

Quarters (n=4)

- Dislikes ground level LRT / should be underground (50%)

North Saskatchewan River (n=4)

- Bridge alignment / design needs to be re-evaluated (75%)
- Dislikes alignment / location of stations (50%)

Cloverdale (n=21)

- Concerned about loss of access / neighbourhood access (19%)
- Concerned about loss of turn signals / turning access / need signals (14%)

Strathearn (n=14)

- Concerned about traffic disruption / congestion / intersection disruption (29%)
- Concerned about loss of access / neighbourhood access (14%)

Holyrood (n=1)

- Concerned about pedestrian safety / lack of crosswalks / sidewalks (100%)
- Concerned about loss of turn signals / turning access / need signals (100%)

Bonnie Doon (n=27)

- Concerned about loss of turn signals / turning access / need signals (19%)
- Elevate more of the track at intersections / over streets (19%)

Avonmore / King Edward Park (n=27)

- Dislikes alignment / location of stations (general) (19%)
- Concerned about pedestrian safety / lack of crosswalks / sidewalks (11%)

Argyll (n=13)

- Concerned about loss of access / neighbourhood access (15%)
- Need to add more stations (general) (15%)

Wagner (n=9)

- Dislikes alignment / location of stations (general) (33%)

75th Street (n=4)

- Dislikes alignment / location of stations (general) (50%)

Whitemud (n=8)

- Concerned about traffic disruption / congestion / intersection disruption (25%)

66th Street (n=4)

- Concerned about pedestrian safety / lack of crosswalks / sidewalks (25%)
- Don't run a bus along route / bus stops will have to be removed (25%)

Grey Nuns (n=13)

- Concerned about pedestrian safety / lack of crosswalks / sidewalks (23%)
- Concerned about traffic disruption / congestion / intersection disruption (15%)

Mill Woods (n=11)

- Concerned about traffic disruption / congestion / intersection disruption (18%)
- Concerned about loss of access / neighbourhood access (18%)

3.8 Respondent Profile

Table 66

| Profile of Survey Respondents | |
|--|-----------------------------------|
| | Percent of Respondents (n=143) |
| Interest Represented* | |
| Resident of the community | 88 |
| Property owner in the community | 64 |
| Shopper at businesses in the community | 51 |
| Transit user | 48 |
| Volunteer in the community | 26 |
| Employee of an organization located in the community | 10 |
| Post-secondary student | 7 |
| Business owner in the community | 6 |
| Service provider in the community (not for profit) | 3 |
| Other | 6 |
| Not stated | 1 |
| Number of one-way trips made in a typical month | |
| 1 to 8 trips | 25 |
| 9 to 24 trips | 8 |
| 25 to 39 trips | 6 |
| 40 or more trips | 21 |
| None | 34 |
| Don't Know / Not Stated | 6 |

*Multiple responses

SURVEY INSTRUMENT



CITY OF EDMONTON Southeast LRT Online Survey

The City of Edmonton is developing a Concept Plan for the Southeast LRT Extension from Lewis Estates to Downtown to determine the LRT alignment, station locations and access changes for vehicles and pedestrians. A draft concept plan has been developed and presented for feedback from the public. This plan incorporates public input from a series of workshops and meetings that took place in Spring 2010. This survey has been developed to get your thoughts on the proposed plan before it is refined in advance of presenting it to Council in December 2010.

All responses will be collected and analyzed by Banister Research to ensure confidentiality of your feedback and the objectivity of the analysis. All information will be reported in aggregate form, responses will NOT be reported in a manner that identifies any individual.

If you have any questions or concerns about this survey please contact Emily Mack of Banister Research at (780) 451-4444 or Michelle Chalifoux, City of Edmonton Transportation Department at 780- 496-5505.

Please note: Information from the September 15th open house will not be available online at www.edmonton.ca/LRTprojects until the evening of September 15th.

This survey will be available until Friday, September 17, 2010.



Banister
Research & Consulting Inc.

Public Involvement

1. What interests are you representing when completing this questionnaire? [Please check all that apply]

- Resident of the community (Please record the first 3 digits of your postal code _____)
- Business owner in the community (Please record the first 3 digits of your postal code _____)
- Service provider in the community (Not for profit)
- Property owner in the community
- Employee of an organization located in the community
- Volunteer in the community
- Post-secondary student
- Shopper at businesses in the community
- Transit user
- Other: please specify _____

2. Did you attend any of the following Southeast LRT open houses? (please check)

- Tuesday, September 14, 2010
- Wednesday, September 15, 2010
- I did not attend either meeting **[go to 6]**

3. In order for us to better prepare for future meetings, please tell us a bit about your experience at the meeting(s) you attended.

Please rate your level of agreement with the following statements, on a scale where 1 means Strongly Disagree and 5 means Strongly Agree.

[ONLY TO BE ANSWERED IF ATTENDED SEPTEMBER 14 OR 15 MEETINGS]

| | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|
| The information presented was useful and informative. | | | | | |
| The information was easy to understand. | | | | | |
| The project representatives were helpful, friendly and accessible. | | | | | |
| I was able to find satisfactory answers to my questions. | | | | | |
| I have a better understanding of the project because of my attendance tonight. | | | | | |

4. How did you hear about the LRT open house? Please check all that apply.

[ONLY TO BE ANSWERED IF ATTENDED SEPTEMBER 14 OR 15 MEETINGS]

- Newspaper advertisement
- Online advertisement
- Facebook/Twitter
- Notice in mail
- Street sign
- Email notice
- From my community league
- Word of mouth
- Phone call
- Other (please specify)

5. Which aspects of the Open House did you find most valuable? Please check all that apply

[ONLY TO BE ANSWERED IF ATTENDED SEPTEMBER 14 OR 15 MEETINGS]

- Presentation
- Map Table Discussions
- Display Boards
- Interaction with representatives
- Question and Answer Session
- Other (please specify)

6. Did you attend any of the Southeast LRT meetings held in Spring 2010?

- Yes
- No
- Don't know/recall

Draft LRT Concept Plan

7. On a scale of 1 to 5, where 1 means "Not at all satisfied" and 5 means "Very satisfied", how satisfied are you **overall** with the draft LRT Concept Plan?

- 1. Not at all satisfied
- 2.
- 3.
- 4.
- 5. Very satisfied

8. Why do you feel that way?

9. Which area of the draft Southeast LRT Concept Plan is of the greatest interest to you? (Click [here](#) to view the proposed sections – link to web/presentation materials)

- Quarters
- North Saskatchewan River
- Cloverdale
- Strathearn
- Holyrood
- Bonnie Doon
- Avonmore/King Edward Park
- Argyll
- Wagner
- 75 Street
- Whitemud
- 66 Street
- Grey Nuns
- Mill Woods

LRT Alignment

The draft LRT Concept Plan proposes where the LRT tracks should be located within the LRT corridor.

10. In thinking about the **Overall** Draft LRT Concept Plan, please rate your level of satisfaction with the proposed track location within the LRT corridor?

- 1. Not at all satisfied
- 2.
- 3.
- 4.
- 5. Very satisfied

11. Why do you feel that way?

12. In thinking about the area of the Draft LRT Concept Plan that is of the **greatest interest to you**, please rate your level of satisfaction with the proposed track location within the LRT corridor?

- 1. Not at all satisfied
- 2.
- 3.
- 4.
- 5. Very satisfied

13. Why do you feel that way?

14. Do you have any additional comments or concerns regarding changes you would like to see to the proposed track location within the LRT corridor?

- Yes. Specify: _____
- No
- Don't know

LRT Station Locations

15. Please rate your level of agreement with the following statement.

Overall, the proposed LRT station locations provide convenient access to the important destinations within the corridor.

- 1. Strongly disagree
- 2.
- 3.
- 4.
- 5. Strongly agree

16. Please review the following list, and rate your level of satisfaction with each station location. (where 1 means Not at all Satisfied and 5 means Very Satisfied).

| | 1 | 2 | 3 | 4 | 5 |
|-------------|---|---|---|---|---|
| Muttart | | | | | |
| Strathearn | | | | | |
| Holyrood | | | | | |
| Bonnie Doon | | | | | |
| 73 Avenue | | | | | |
| Wagner | | | | | |
| Whitemud | | | | | |
| Millbourne | | | | | |
| Grey Nuns | | | | | |
| Mill Woods | | | | | |

17. Do you have any additional comments or concerns regarding changes you would like to see to the proposed LRT station locations?

- Yes. Specify: _____
- No
- Don't know

Access

18. In thinking about the **Overall** Draft LRT Concept Plan, please rate your level of satisfaction with efforts to accommodate access for the following user groups, where 1 means Not at all Satisfied, and 5 means Very Satisfied.

| | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|
| Pedestrians and cyclists | | | | | |
| Vehicle access to and from neighbourhoods and businesses adjacent to the LRT corridor. | | | | | |
| Commuter vehicle traffic using the LRT corridor. | | | | | |

19. Why do you feel that way?

20. In thinking about the area of the Draft LRT Concept Plan that is of the **greatest interest to you**, please rate your level of satisfaction with efforts to accommodate access for the following user groups, where 1 means Not at all Satisfied, and 5 means Very Satisfied.

| | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|
| Pedestrians and cyclists | | | | | |
| Vehicle access to and from neighbourhoods and businesses adjacent to the LRT corridor. | | | | | |
| Commuter vehicle traffic using the LRT corridor. | | | | | |

21. Why do you feel that way?

22. Do you have any additional comments or concerns regarding changes you would like to see to the proposed access plans within the LRT corridor?

- Yes. Specify: _____
- No
- Don't know

23. Do you have any other comments about the Draft Southeast LRT Concept Plan?

Demographic Information:

24. In a typical month, how many one-way trips do you usually make using the Edmonton Transit System? For the purposes of this question, a one-way trip is considered travel to a single destination including any required transfers to reach your destination. (Examples: Going to school and back home = 2 one-way trips; but going to school, then to work then back home = 3 one-way trips).

- 40 or more trips per month
- 25 to 39 trips per month
- 9 to 24 trips per month
- 1 to 8 trips per month
- Have not used ETS in the last month
- Don't know