



# Richmond, Adelaide and Simcoe Street Pilot Cycle Tracks

## Public Consultation December 2014 to May 2015 Summary Report



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[www.toronto.ca/cycling/richmond-adelaide](http://www.toronto.ca/cycling/richmond-adelaide)

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## Background

In the Summer and Fall of 2014, pilot cycle track were installed on Richmond, Adelaide and Simcoe Street:

- **Westbound cycle track on the north side of Richmond Street,** from York Street to Bathurst Street
- **Eastbound cycle track on the south side of Adelaide Street,** from Bathurst Street to Simcoe Street
- **Northbound and southbound cycle tracks on Simcoe Street,** from Queen Street to Front Street

Additional permanent bike way installations were completed to compliment these cycle tracks.

Once all installations were complete and the new traffic patterns normalized, the City initiated a public consultation program to gather feedback from impacted stakeholders concerning the pilot cycle tracks.

## Target Stakeholders

The public consultation program was designed to gather feedback from a wide range of stakeholders. Below is the wording used in the public communications (e.g. web page, emails) that demonstrates this:

- As a **cyclist**, have these cycle tracks changed your ride?
- As a **driver**, what have you noticed and experienced when driving on these modified streets?
- As a **pedestrian**, what difference do you notice on these streets when you walk?
- As a **local business**, how have the changes affected your access, deliveries and other activities?
- As a **taxi or delivery truck driver**, how have cycle tracks changed the way carry out your services?
- As a **tourism or film industry professional**, what benefits and challenges do you see?
- As a **developer**, how do you think these cycle tracks will affect the area?

## Public Communications

To promote the public consultation on Richmond, Adelaide and Simcoe Street cycle tracks, the following communication activities were carried out:

- **Web Site**

The project web page was updated at key milestones during installation and once the online survey was opened. Published URLs are [toronto.ca/cycling/richmond-adelaide/](http://toronto.ca/cycling/richmond-adelaide/) and [toronto.ca/cycletracks](http://toronto.ca/cycletracks)

- **Listserv**

On December 15, 2014 and again on May 6, 2015, an invitation to provide feedback was emailed directly to all registered stakeholders and mailing list subscribers. In December this list was about 1,500 subscribers and in May 2015 has grown to 5,100 subscribers.

- **Tweets**

Messages via twitter.com were sent on May 5, 2015 via @GetInvolvedTO and @TorontoComms, which have over 100,000 followers

- **On Street Signs**

Semi permanent signs (60cm x 90cm) were posted in early January 2015 at multiple locations on each of the three corridors (see image of sign content at right):

- 2 signs on Adelaide (approaching Spadina and approaching Simcoe)
- 2 signs on Richmond (approaching Spadina and approaching Bathurst)
- 2 signs on Simcoe (facing southbound traffic between Richmond and Adelaide, and facing northbound cyclists between Wellington and King)



Beyond these City initiated outreach efforts, the online survey was promoted widely by interested parties on social media, mainstream news, blogs, community and association mailing lists, Councillors and word of mouth.

The online survey had **over 8,500 completed responses within the first month** (December 15 2014 to January 15, 2015), including responses from a wide range of stakeholders, thus it was apparent that additional general public communication efforts to promote the consultation would not be required. That said, additional outreach and requests for input was requested to the Entertainment District BIA and Financial District BIA members.

As a result of all communications, the **online survey received over 9,750 completed responses** by May 14; including over 702 responses from motor vehicle drivers who do not cycle, and over 770 property representatives.

# Public Consultation Activities

## Overview

The public consultation program was designed and carried out with the following goals:

- Gather feedback from a full array of stakeholder types (see Target Stakeholders section above) about the pilot cycle tracks:
  - Recognize level of general support for making the cycle tracks permanent
  - Recognize level of general support for extending the cycle track eastward
  - Better understand trends in the opinions of stakeholders on various aspects of the design and issues related to use of the cycle tracks
- Be responsive to representatives of properties who express concerns about direct negative impacts to their operations from about the cycle tracks
- Provide opportunity for cycling enthusiasts and advocates to engage with their peers to share ideas for improving the cycle tracks
- Ensure anyone with an interest has the opportunity to provide comment

## Feedback Mechanisms

The above goals were met through an array of public consultation activities.

## Cyclist Intercept Surveys

Cyclist intercept surveys were conducted along Adelaide Street and Simcoe Street over several weeks from mid-September to early October, 2014, pre and post bollard installation.

See results in *Pilot Project Preliminary Evaluation report* under "Evaluation Reports" on the project web page at [www.toronto.ca/cycling/richmond-adelaide](http://www.toronto.ca/cycling/richmond-adelaide)

## Online Survey

Hosted at <http://cityoftoronto.fluidsurveys.com/s/r-a-s-cycle-tracks/>

Over 9,750 completed responses by May 14; including over 980 responses from motor vehicle drivers who do not cycle. Summary of results is included in this report. *Full detailed summary reports are included under "Evaluation Reports" on the project web page at [www.toronto.ca/cycling/richmond-adelaide](http://www.toronto.ca/cycling/richmond-adelaide)*

## Online Commenting

Part of "IdeaSpaceTO", hosted at <http://toronto.mindmixer.com/cycle-tracks-on-richmond-adelaide-simcoe-street>. Over 100 participants, with 43 Ideas posted and 140 comments on ideas. Summary of results is included in this report. *Full detailed summary reports are included under "Evaluation Reports" on the project web page at [www.toronto.ca/cycling/richmond-adelaide](http://www.toronto.ca/cycling/richmond-adelaide)*

## Telephone, Email and Fax

On the City web page and in other communications, the project provides consistent invitation for contact:

- Tel: 416-338-1066 (voicemail)
- Fax: 416-392-2974
- E-mail: [CyclingRichmondAdelaide@toronto.ca](mailto:CyclingRichmondAdelaide@toronto.ca)

The telephone hotline is also promoted through the on street signs, and receives approximately 2-4 phone messages each week.

Approximately 100 email messages have been received from the installation of the cycle tracks in October 2014 to date. All messages receive an automated responses and are documented. Those requiring further responses are followed-up on.

## Meeting with BIAs and Property Managers

When staff have received concerns from local property stakeholders (e.g. via the published email and phone lines, or directly to staff), follow-up is carried out to resolve the issues as best as possible.

City staff have met on multiple occasions with the formal representatives of the **Entertainment District BIA** and **Financial District BIA** to discuss their feedback on the pilot cycle tracks and potential plans for extending them east.

In response to concerns, staff have met with representatives of the following properties with the aim of resolving issues related to how their operations have been affected by the cycle tracks:

- Kinder College (218 Richmond St. West)
- Rotblott's Discount Warehouse (443 Adelaide St. West)
- Shangri-La Hotel (188 University Ave., access on Simcoe St.)
- St. Andrew's Church (73 Simcoe St.)
- Symphony Place Condos (71 Simcoe St.)
- Roy Thomson Hall (60 Simcoe St.)

In preparation for the potential extension of the cycle tracks east, city staff have also met with representatives of several properties and business along the proposed extended route:

- Sheraton Centre Toronto Hotel and Quinn's Steakhouse & Irish Barb (96 Richmond St. West)
- Trump International Hotel & Tower Toronto (325 Bay St., access on Adelaide St E.)
- First Canadian Place (100 King St. W., delivery access on Adelaide St.)
- Scotia Plaza (40 King St. W. delivery access on Adelaide St.)

Further follow-up with these and any other concerned property representatives will be provided as needed. Implementation of recommended and agreed solutions will continue in 2015.

## Survey Results Summary

*Detailed data to referenced questions are provided in separate appendices under "Evaluation Reports" on the project web page at [www.toronto.ca/cycling/richmond-adelaide](http://www.toronto.ca/cycling/richmond-adelaide)*

As of May 14, 2015 the online survey received **9767 completed responses** (14,095 surveys were started, i.e. 69% completion rate). Respondents could only respond once (using the same web browser).

The data below only includes completed surveys.

In question 1 respondents were invited to select which options best describe their relationship to Richmond, Adelaide and/or Simcoe Street. From there, respondents were presented only with questions appropriate their relationship, e.g. only those who selected "I bike..." saw cycling specific questions; only those who selected "I drive..." saw driving specific questions. Respondents could select any number of options, and thus some respondents saw questions for more than one stakeholder type.

Recognizing that respondents who cycle AND have another relationship (e.g. walk, drive, own property) would likely have a bias towards the cycling infrastructure, we have reported below results for stakeholders in various categories who DO NOT BIKE at all, i.e. those least likely to be supportive of cycling infrastructure.

**All survey (live) data, with various useful filters, is available for public review, see links under "Evaluation Reports" on the project web page at [www.toronto.ca/cycling/richmond-adelaide](http://www.toronto.ca/cycling/richmond-adelaide)**

*Note: survey data is all self-reported with inherit bias, inaccuracy and potential advocacy motives (in any direction). Please see traffic counts and technical evaluation for objective observed traffic data related to the cycle tracks.*

### Key Findings

Among almost all stakeholder types the cycle tracks are highly supported with agreement to making them permanent and extended east.

### All Cyclists

**8345 respondents. 92% bike for utility (e.g. commute to work or school; travel to local destination; errands). 80% have been cycling downtown for 3 years or more.**

- 42.5% of cyclists that started biking downtown "this summer" did so because of the new cycle tracks [Q3]
- "How safe and comfortable did you feel biking on these streets" went from a score of 3.6/10 to 8.3/10 after the cycle tracks were installed [Q5 & Q6]
- In terms of improving the roadway for cyclists, of all the changes to the roadway in 2014, installing the flexi-posts (7.3/10) was considered equal to repaving the road surface (7.3/10)

and only very modestly more important than painting the buffered bike lane (7.0/10), or other changes (all around 7/10). [Q7]

- "Vehicles stopped in the cycle track" (7.7/10) and "Construction areas" (7.2/10) were the only two issues that a majority of cyclists found to be more serious problems (all others under 6/10) [Q8]
- While over 90% of cyclists agree that some form of physical separation is needed, opinions were split on the form of separation [Q21]:
  - 39% said "Flexi-posts (as is) are an effective form of physical separation"
  - 36% said "There needs to be greater physical separation, such as curbs and/or planter boxes"
- Most cyclists (with an opinion) felt the flexi-posts did not affect the look of the streets.
- Almost all cyclists (~95%) agreed that the cycle tracks should be made permanent and extended east. [Q23 & Q24]

### Locals (who do not bike)

**902 respondents. 1/3 live near-by, 2/3 work or go to school near these streets. 35% drive their own motor vehicle. 47% walk.**

Responses tended to be polarized 2/3 in support and 1/3 against/concerned. These polarized attitudes only modestly correspond to whether respondents drive or not, e.g. of the 35% that drive, just under half (~43%) would still like to see the cycle tracks made permanent.

- There was negligible improvement in comfort score for locals driving on Richmond-Adelaide with cyclists before cycle tracks (6.0 / 10) and after with cycle tracks (6.2 / 10). There was a very minor decrease in comfort score for driving on Simcoe from before cycle tracks (6.4 / 10) and after with cycle tracks (5.8 / 10). [Q10 & Q11]
- A majority of local drivers had concerns about all driving issues. The top three issues were "Doing a right turn across the cycle track at intersections or driveways" (7.2 / 10), "Making deliveries next to the cycle track" (7.0 / 10) and "Dropping off or picking up passengers next to the cycle track" (7.0 / 10) [Q12]
- Local drivers were strongly polarized in their split opinions of whether the new parking regulations were a problem or not, averaging (5.3/10). [Q13]
- There is a very minor difference between how safe and comfortable local pedestrians feel walking on Richmond-Adelaide before (8.2 / 10) and after the cycle tracks were installed (7.6). Simcoe had a less modest drop from 8.5 / 10 to 7.3 / 10 for "Very safe/comfortable". [Q14]
- Of those locals who reported to have a mobility impairment (e.g. get around with the aid of a wheelchair, white cane, service dog) or assist someone with a mobility impairment, about 44% reported the cycle tracks made access "Significantly worse". On review of comments and related stakeholder discussions, these concerns are most likely related to convenience of accessible vehicle loading that is reduced by the cycle tracks.
- "Getting in or out of a vehicle next to the cycle track" was the only pedestrian issue locals reported to have a majority of concern (6.0/ 10) "Serious problem". [Q17]
- (For local property representative data, see "Property Representatives" section below)



- Locals were split on the form of separation [Q21] e.g.:
  - 25% Don't need any physical separation – painted bike lanes are good enough
  - 36% Flexi-posts (as is) are an effective form of physical separation
  - 20% There needs to be greater physical separation, such as curbs and/or planter boxes
- Locals tended to feel that the flexi-posts make the streets look equal (33%) or worse (42%). [Q22]
- 2/3 of the responding locals thought the cycle tracks should be made permanent and extended (not counting those with a neutral opinion or no opinion) [Q23 & Q24]

### Pedestrians (who do not bike)

**848 respondents. 38% live on one of these streets. 39% work or go to school on one of these streets. 45% also drive in the area. 23% take the TTC bus and 35% take taxis.**

Responses tended to be polarized e.g. rating either 1 or 10 on scales of comfort or problem seriousness. This polarization is clearly seen in question 25 where 36% responded that cycle tracks should be installed "on as many streets as possible", 6% thought we don't need any new bike lanes in Toronto and another 14% thought the City should remove existing bike lanes in Toronto.

- There is a negligible difference between how safe and comfortable pedestrians feel walking on Richmond-Adelaide before (8.0) and after the cycle tracks were installed (7.8). Simcoe had a very modest drop from 8.3 /10 to 7.6 / 10 for "Very safe/comfortable". [Q14]
- Of those who reported to have a mobility impairment (e.g. get around with the aid of a wheelchair, white cane, service dog) or assist someone with a mobility impairment, about 44% reported the cycle tracks made access "Significantly worse". On review of comments and related stakeholder discussions, these concerns are most likely related to convenience of accessible vehicle loading that is reduced by the cycle tracks.
- "Getting in or out of a vehicle next to the cycle track" was the only issue over 5 (at 5.4) out of 10 as a "Serious problem" for pedestrians.
- Almost half (45%) felt the flexi-posts make the streets look worse. 34% felt the flexi-posts did not affect the look of the street. [Q22]
- 2/3 of the responding pedestrians thought the cycle tracks should be made permanent and extended (not counting those with a neutral opinion or no opinion) [Q23 & Q24]

### Drivers (who do not bike)

**702 respondents. 96% drive their own motor vehicle.**

Responses tended to be very polarized e.g. rating either 1 or 10 on scales of comfort or problem seriousness. This polarization is clearly seen in question 25 where 24% of drivers responded that cycle tracks should be installed "on as many streets as possible", 7% of driver respondents thought we don't need any new bike lanes in Toronto and another 20% thought the City should remove existing bike lanes in Toronto.

- Modest improvement in comfort score for driving on these streets with cyclists, from 5.7 / 10 before cycle tracks to 6.6 / 10 with cycle tracks. [Q10 & Q11]
- All driving related issues were polarized, balancing around 6.2 / 10. The top two issues were "Cyclists in the traffic lanes where construction has blocked the cycle track" and "Doing a right turn across the cycle track at intersections or driveways" [Q12]
- Parking concerns were low across all three streets, mostly reporting under 4 / 10 for "Serious problem". A consistent 22% recorded parking as a "Serious problem" - these respondents were frequently the same respondents who felt the City should remove existing bike lanes in Toronto. [Q13]
- Although opinions were split on the question of cycle track separation, 60% of drivers felt some physical separation is needed [Q21]:
  - 30% Don't need any physical separation – painted bike lanes are good enough
  - 10% Don't need any physical separation – but I like the wide painted buffer
  - 29% Flexi-posts (as is) are an effective form of physical separation
  - 10% There needs to be more flexi-posts and less space between them
  - 21% There needs to be greater physical separation, such as curbs and/or planter boxes
- A slim majority (55%) felt the flexi-posts make the streets look worse. 29% felt the flexi-posts did not affect the look of the street. [Q22]
- A slim majority of the responding drivers thought the cycle tracks should be made permanent (54%) and extended (52%) (not counting those with a neutral opinion or no opinion) [Q23 & Q24]

### Property Representatives (who do not bike)

**147 respondents. 49% drive. 46% walk. 29% House or condominium resident/owner. 55% Office building tenant, with other institutional and commercial interests also significantly represented within this sub-group.**

- All parking regulation issues were average well under 5 / 10. That said, "On street parking for deliveries" was reported as 10/10 "Serious problem" with 23% of respondents. [Q20]
- Opinions on the form of separation were split similar to the opinions of drivers [Q21]
- A majority (51%) felt the flexi-posts make the streets look worse. 31% felt the flexi-posts did not affect the look of the street. [Q22]
- A clear majority of the responding property representatives thought the cycle tracks should be made permanent (63%) and extended (59%) (not counting those with a neutral opinion or no opinion) [Q23 & Q24]

## Online Commenting Summary (IdeaSpaceTO)

On [toronto.mindmixer.com](http://toronto.mindmixer.com) the question posed was:

**What do you think of the new cycle tracks on Richmond, Adelaide & Simcoe Street? How could they be improved?**

The most popular ideas suggested are as follows:

1. Extend Cycletrack eastward
2. Replace flexi-post (bollards) with planters
3. Better enforcement so vehicles do not park in the bike lane
4. Upgrade to Protected Intersections
5. Improve the connection between Beverly and Adelaide
6. Add left turn bike signal on Bathurst SB at Adelaide
7. Educate all road users on cycle track etiquette
8. Address the shortage of bike parking
9. Extend the pilot study to provide fair and complete data
10. Clarify motorists right turns, from Adelaide onto Spadina
11. Running a test project along side construction is unfair
12. Add Bike Share stations alongside the Cycle Tracks

*Further details and comments on ideas are included in the PDF archive of the this IdeaSpaceTO topic, available under "Evaluation Reports" on the project web page at [www.toronto.ca/cycling/richmond-adelaide](http://www.toronto.ca/cycling/richmond-adelaide)*

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*For more, see "Evaluation Reports" on the project web page at [www.toronto.ca/cycling/richmond-adelaide](http://www.toronto.ca/cycling/richmond-adelaide)*

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