City of Toronto Complete Streets Guidelines
Round One Survey Summary

This is a summary of the Complete Streets Guidelines Survey posted on June 18th, 2015 and live until July 2nd, 2015. The survey was designed to solicit feedback on the draft Complete Streets Guidelines and their Draft Guiding Principles. The survey was live from June 18th to July 2nd 2015. There were 1104 responses, and over 597 comments submitted. The summary is broken down into eight sections:

1. Key themes
2. General street usage
3. Feedback on the "Streets for People" principles
4. Feedback on the "Streets as Places" principles
5. Feedback on the "Streets for Prosperity" principles
6. Other Feedback on the Principles
7. General Feedback and Comments
8. Respondent Demographics

1. Key themes
The following are the key themes that emerged in respondents feedback; they are meant to be read in concert with the more detailed feedback below:

Strong support for prioritizing safety. Many respondents said they were very happy to see that safety was the most important principle in the Guiding Principles.

General support for the Guiding Principles. Most respondents felt these principles very strongly reflected what Toronto's Complete Streets should be. Several suggested that the City consider including language about: encouraging a modal shift towards more bicycles; completing a citywide cycling network; focusing on specific environmental sustainability issues (like air quality and climate change); strengthening the social equity lens (by directly mentioning the use of streets by homeless people, for example); the role of streets in tourism; and, the cultural and recreational role of streets.
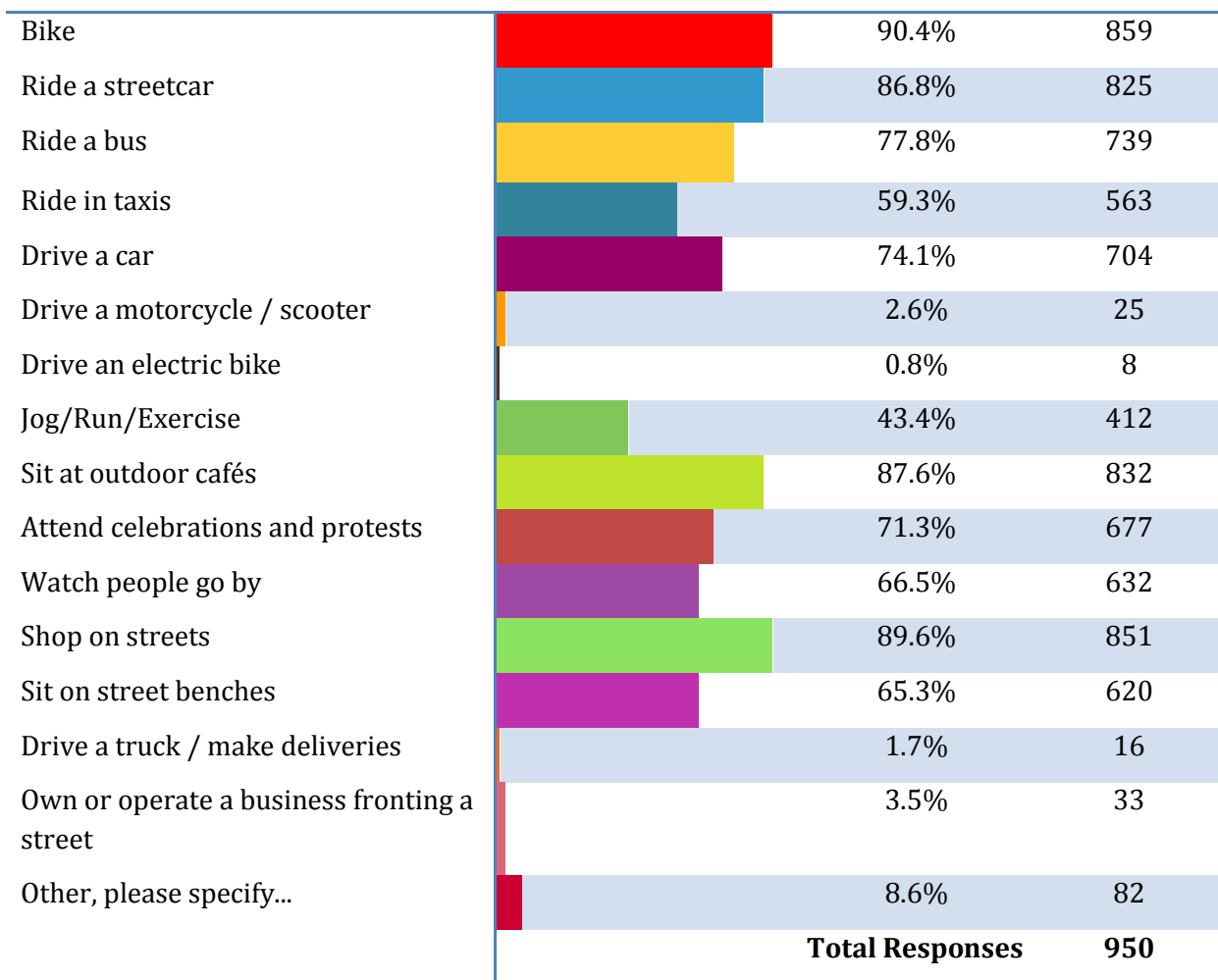
Interest in how the Guiding Principles will be implemented. While respondents generally liked the principles, some felt they were vague and others asked for clarification on how these principles will be practically used to change streets.

2. General street usage
The first second of the survey asked respondents to identify how they use Toronto streets. Their responses are summarized in the two charts below:

Figure 1. How respondents use Toronto Streets.

Response	Chart	Percentage	Count
Walk		99.2%	942

Bike		90.4%	859
Ride a streetcar		86.8%	825
Ride a bus		77.8%	739
Ride in taxis		59.3%	563
Drive a car		74.1%	704
Drive a motorcycle / scooter		2.6%	25
Drive an electric bike		0.8%	8
Jog/Run/Exercise		43.4%	412
Sit at outdoor cafés		87.6%	832
Attend celebrations and protests		71.3%	677
Watch people go by		66.5%	632
Shop on streets		89.6%	851
Sit on street benches		65.3%	620
Drive a truck / make deliveries		1.7%	16
Own or operate a business fronting a street		3.5%	33
Other, please specify...		8.6%	82
	Total Responses		**950**

Other modes, not captured above
- Do art/busk/garden (11)
- Walk dog (10)
- Play with kids/play sports (7)
- Push a stroller/wagon (7)
- Socialize with neighbours (5)
- Walk kids to school/class trips (5)
- As a passenger in a car (4)
- Rollerblade (2), Skateboard (2)
- Shuttles (2), Car Share (1), Bike delivery (1)
- Park (2), Jaywalk (1)
- Eat from food trucks (1)

3. Feedback on the "Streets for People" principles

The second section of the survey asked respondents to comment on how well they felt the Streets for People principles reflected what Toronto's Complete Streets should be. The principles

included: Improve Safety & Accessibility, Give People Mobility Choices, Make Connected Networks, and Promote Healthy & Active Living.

Figure 2. How well respondents felt the Streets for People principles reflect what Toronto's Complete Streets should be.

Response	Chart	Percentage	Count
Very well		72.8%	604
Somewhat well		19.0%	158
Neutral		3.9%	32
Somewhat poorly		3.6%	30
Poorly		0.7%	6
		Total Responses	**830**

Respondents shared other feedback about the Streets for People principles in a range of topics, including: Safety, Modal Split, Cycling, Infrastructure, and Prioritization of the draft principles.

Safety

- Many people agreed strongly with the safety requirement in the first principle. Several people requested it be the number one priority. Respondents frequently referenced cycling and pedestrian fatalities in their requests to prioritize safety, saying these principles must be developed to protect the most vulnerable users.

Modal Split

- Many people desired explicit language that prioritized walking, cycling, and transit use over vehicle use. Suggestions to achieve this include "car free" zones, vehicle taxes, a tax for driving in the core, pedestrian only zones, bike lanes, and a citywide bike network.

- Several people suggested that the reduction of vehicular congestion should be an explicitly stated aim. A secondary benefit of this aim would be decreased pollution, to achieve environmental improvements/sustainability.

- Several people suggested that all streets should not necessarily be complete for all purposes. It makes sense in some cases to have streets dedicated to particular modes (pedestrians/cyclists, transit, cars). Consider matching the modes supported to the percentage of people using that mode.

Cycling

- Many people requested mentioning completion of a citywide cycling network with dedicated cycling infrastructure as part of the principles, saying that doing so would increase use and has many health and environmental benefits.

Infrastructure

- Several people raised issues regarding infrastructure, such as the need for adequate parking for both cars and bikes and for that infrastructure to not obstruct mobility. People also stressed that all infrastructure (streets included) must be designed for all-season maintenance.

- Several people suggested that sidewalks should be considered in this study, as they have not kept pace with growth and are often crowded. Many sidewalks are too narrow for the traffic volume and are cluttered with signs and other street furniture, causing mobility issues.

Prioritization

- Several people said that the "Streets for People" section should take priority over the other two sections.

- Several people agreed with the importance of accessibility for all users as a high priority and suggested a more explicit expansion of the definition of accessibility.

4. Feedback on the "Streets as Places" principles

The third section of the survey asked respondents to comment on how well they felt the Streets as Places principles reflected what Toronto's Complete Streets should be. The principles included: Create Beautiful & Vibrant Public Spaces, Respond to Local Area Context, and Improve Environmental Sustainability.

Figure 3. Respondents answers to how well they felt these principles reflected what Toronto's Complete Streets should be.

Response	Chart	Percentage	Count
Very well		69.7%	580
Somewhat well		22.4%	186
Neutral		4.3%	36
Somewhat poorly		2.8%	23
Poorly		0.8%	7
		Total Responses	**832**

Respondents shared other feedback about the Streets as Places principles in a range of topics, including: Environment and Sustainability, Social Equity, Cultural Impact, Local Area Context, and Recreation.

Environment and Sustainability

- Many people suggested an expansion and higher priority on environmental sustainability, including the addition of a response to climate change, air quality, and a reduction in noise

and light pollution. This focus on environmental sustainability should be considered in all planning, and in the materials used for construction, maintenance, and landscaping.

- Several people suggested the addition of language for a more natural element to placemaking, with a focus on biodiversity, plants, flowers and other natural elements.

Social Equity

- Several people suggested adding a social equity component to plan and support use of the streets by the homeless, seniors, marginalized communities, and others facing social exclusion. People also suggested focusing on how to create community and places to socialize.

Cultural Impact

- Several people suggested the addition of cultural and social considerations, such as design that highlights the heritage, art, and diversity of a place. They suggested highlight the idea of "streets as cultural pathways."

- Several people urged a focus on the location of social spaces, to design them so they do not interfere but rather support through traffic.

Local Area Context

- Several people noted issues related to the term "respond to local area context" including the need to make sure new buildings are compatible with overall context, not only the hyper-local, and that both of these contexts should shape future land use and redevelopment plans. Others said that local control is a priority so that property owners and local residents manage decisions.

Recreation

- Several people requested the addition of residential streets as places for play or recreation. People and children in the streets creates the additional benefit of traffic-calming.

5. Feedback on the "Streets for Prosperity" principles

The fourth section of the survey asked respondents to comment on how well they felt the Streets for Prosperity principles reflected what Toronto's Complete Streets should be. The principles included: Support Economic Vitality, Enhance Social Equity, and Balance Flexibility & Cost-Effectiveness.

Figure 4. Respondents answers to how well they felt these principles reflected what Toronto's Complete Streets should be.

Response	Chart	Percentage	Count
Very well		49.4%	411
Somewhat well		34.9%	290

Neutral		9.0%	75
Somewhat poorly		4.8%	40
Poorly		1.9%	16
		Total Responses	**832**

Respondents shared other feedback about the Streets for Prosperity principles in a range of topics, including: Planning Approach, Tourism, and Prioritization.

Planning Approach

- Several people were concerned that the phrase "balance flexibility and cost-effectiveness" could mean shortsighted decisions rather than the long-term and visionary planning that the City needs.

Tourism

- Several people suggested the addition of "tourism potential" to the "Support Economic Vitality" section.

Prioritization

- Several people suggested that the movement of people should be prioritized over the movement of goods.

6. Other feedback on the Guiding Principles

The following feedback is a mix of general high-level comments on the draft principles.

- Several people said the draft principles were well-developed and comprehensive and that they had nothing to add.

- Others said the principles were vague, and suggested that the team add more detail regarding prioritization (such as how are the ten principles prioritized?). Several respondents requested additional detail on how competing and sometimes conflicting priorities would be managed.

- Several people were concerned about implementation –they strongly supported the principles but were concerned that they would not be used and/or adhered to.

- Several people shared a concern that the same guidelines could not be applied to every street and situation, regardless of the identified point of the need to "Respond to Local Area Context".

- Several people said that sustainability, like safety, is a concept that should underpin all other work.

7. General feedback and comments

The summary below captures additional high-level feedback about the Complete Streets Guidelines:

Implementation Suggestions

Transportation
- Use approaches such as safety by numbers (number of cyclists, pedestrians), safety by separation (dedicated infrastructure), and safety by lower speeds to keep cyclists and pedestrians safe.
- Support increased investment in transit to create a reliable system so people will make the switch from cars to transit.
- Use street designs like boulevards and woonerfs which support complete streets.
- Look to other cities globally, particularly European cities, as well as New York and Tokyo, for approaches to minimize vehicular traffic and prioritize mass transit.
- Expand the scope of the study to include parking lots.
- Include the provision of recreational facilities such as pools, rinks and sports fields as part of the guidelines.
- Define how emergency vehicular traffic will be prioritized through any new process.

Urban Planning
- Address the implication of Big Box and franchised retail on a local context, particularly business owners and low-income residents who may not be able to afford the products and services that come with brand name tenants.
- Preserve and develop green spaces along streets, especially to support native species of plants and birds. Increase the tree canopies on all streets, especially main ones.
- Limit height and density of new condominium developments. Ensure light at ground-level is being maximized in any new building design.
- Identify how the Complete Streets approach will differ for the suburbs as compared to the downtown context.

Regulations
- Reduce speed limits and introduce traffic-calming measures as frequently as possible.
- Increase by law enforcement and traffic patrols to ensure the legal requirements defined by these guidelines will be adhered to.
- Create a process to manage construction and maintenance activities that cause traffic issues, are disruptive to users, and have a negative visual impact on the neighbourhood.
- Ensure new businesses are accessible to all residents.

Budget

- Confirm that there is budget for this process and spend generously in poorer areas to support equity.

Process Suggestions

Project Materials

- Include new images in the materials for Complete Streets.

- Provide more concrete examples of how these guidelines would look in practical use. It's challenging to give feedback due to the abstract nature of guidelines.

Engagement Process

- Identify how street designs will meet the needs of all user types (i.e.: seniors, those with mobility challenges) and how these users will be included in the design process as advisors.

- Save consultation for when more details to the approach are available.

- Provide clarity on how privacy is managed for survey respondents.

- Define how stakeholders with competing interests and objectives will be included in planning, so that those with particular lobbying power or influence do not have more influence than those without equal power or influence.

- Create an education campaign to ensure Torontonians are more aware of vulnerable users of the streets and how we all play a role in creating a safe city. This would include information on how the planning objectives work and how the streets actually function (including traffic flow and signals).

- Enable neighbourhoods to experiment with approaches to support complete streets (closing streets for festivals, adding bike parking etc.).

Broader Context

- Identify how Complete Streets fits into/complements the Urban Design Guidelines.
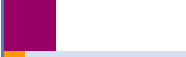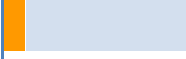
Timeline

- Adopt and implement the Complete Streets Strategy as soon as possible.

8. Respondent demographics

What is your age?

Figure 5. Quantitative Results to the question, "What is your age?"

Response	Chart	Percentage	Count
Under 18		0.4%	3
18-24		2.3%	18

Response	Chart	Percentage	Count
25-34		32.0%	254
35-44		23.6%	187
45-54		19.5%	155
55-64		15.4%	122
65 or Above		6.5%	52
Prefer Not to Answer		0.4%	3
		Total Responses	**794**

How do you Identify?

Figure 6. Quantitative Results to the question, "How do you Identify?"

Response	Chart	Percentage	Count
Male		52.7%	414
Female		46.4%	364
Another Identity		0.9%	7
		Total Responses	**785**