



ActiveTO Major Road Closures

Intercept Survey
Evaluation Report
January 2021



Project Team

The Centre for Active Transportation at Clean Air Partnership

Project Lead: Nancy Smith Lea, Director

Analysis and Report: Yvonne Verlinden, Project Manager

Survey Coordination: Keenan Mosdell, Consultant

Park People

Project Lead: Kelsey Carriere, Senior Project Manager

Data & Analysis: Adam Hasham, Research Assistant and Data Analyst

With thanks to the 17 graduate students who supported these two studies with their time and dedication.

Funding Partner

City of Toronto

In 2020, The Centre for Active Transportation and Park People worked collaboratively on two ActiveTO studies.

TCAT led an evaluation of the ActiveTO Weekend Road Closures, as outlined in this report. Park People led an evaluation of Destination Danforth, the results of which can be found at parkpeople.ca/resources/en.

Table of Contents

<i>Executive Summary</i>	4
<i>Introduction</i>	5
<i>Study Objectives</i>	5
<i>Methods</i>	6
<i>Overview of Responses</i>	8
<i>Key Findings</i>	11
<i>Appendix A: Survey Questions and Scripts</i>	21
<i>Appendix B: Survey Response Data Tables</i>	25
<i>Appendix C: Problems and Issues Identified</i>	29
<i>Appendix D: Study Overview Powerpoint Slide Deck</i>	33

Executive Summary

On weekends between May to October 2020, the City of Toronto closed portions of major streets in four locations (Lake Shore Boulevard West, Lake Shore Boulevard East, Bayview Avenue, Yonge Street) to give people more space to walk and cycle safely during the COVID-19 pandemic. The Centre for Active Transportation (TCAT) at Clean Air Partnership, in collaboration with Park People, assisted the City of Toronto with the evaluation of this initiative to better understand its impact. Intercept surveys were conducted in two locations (Lake Shore Boulevard East and Lake Shore Boulevard West) on September 20, 2020, and 359 responses were collected. Below are some key findings.

Key Findings

The weekend closures helped Torontonians be active and stay safe during COVID-19.

Two thirds reported being more active, and nearly all agreed that the added space helped them maintain physical distancing.

Most people using the weekend closures came from the immediate neighbourhood.

70% of people using the weekend closure lived 5km away or less.

The weekend closures are growing cycling in Toronto.

Over a quarter of cyclists (29%) were new to cycling or had cycled in the past and re-started this year, and the weekend road closures helped them start or re-start cycling.

The weekend closures are diversifying cycling in Toronto in some respects.

New cyclists and those returning to cycling included more women and more people identifying as Black, Indigenous or as a person of colour (BIPOC) compared with long-time cyclists. However, overall, cyclists who identify as BIPOC, female, have low income, or are older adults were under-represented.

There is high support for continuing the closures, both during and after COVID-19.

Women in particular were very supportive of extending the closures.

For people using them, the weekend closures were mostly issue-free.

Three quarters of people experienced no issues, and nearly all agreed that the space felt safe and comfortable. Reported issues were site-specific: on Lake Shore Boulevard West, crowding was the main concern, while on Lake Shore Boulevard East, traffic was also cited as an issue.

Introduction

ActiveTO is a set of programs that support the City of Toronto's restart and recovery response to COVID-19. In the fall of 2020, The Centre for Active Transportation (TCAT) at Clean Air Partnership provided assistance to the City of Toronto in the evaluation of the ActiveTO Major Road Closures, specifically the Lake Shore Boulevard West and Lake Shore Boulevard East corridors, to better understand their impact and effectiveness. Park People conducted a parallel study of the ActiveTO Destination Danforth Complete Street pilot project. TCAT and Park People worked collaboratively on these ActiveTO evaluation studies.

Study Objectives

The ActiveTO Major Road Closures are a response to COVID-19, and the need to provide space for recreational activity to support mental and physical wellbeing while maintaining physical distance. The locations were chosen in response to overcrowding, especially on popular trails like the Martin Goodman Trail and the Lower Don Trail.

From May-October 2020, recurring short-term closures (i.e. weekends and holidays) of major streets adjacent to these trails were implemented to provide more space for walking and cycling, thus enabling physical distancing. Recurring weekend road closures included parts of Lake Shore Boulevard West, Lake Shore Boulevard East, Bayview Avenue, and Yonge Street for the final two Sundays in September.

This study was designed to understand the user perspective of ActiveTO Major Road Closures, with particular attention to physical activity and to the project goal of increasing safe and equitable access to active modes of transportation. This was done by conducting an on-street public intercept survey on Sunday, September 20, 2020, on Lake Shore Boulevard West and Lake Shore Boulevard East. An intercept survey is an effective research method used to gather on-site feedback from a target audience, while the experience is still fresh in their minds. It provides more nuanced information to evaluate project impact, beyond count data, about who is participating and why. As a city-led initiative, the goal is that the major road closures benefit Torontonians of all ages, gender, race, income, and place of residence.

Methods

TCAT developed the study methodology, including the intercept survey questions, in collaboration with Park People and City of Toronto Transportation Services. Once finalized, the survey questions were entered into a survey template using JotForm, an online form creation software, which was then installed onto eight tablets.

TCAT and Park People solicited surveyors by sending a joint email to their respective networks of graduate urban planning students, requesting assistance. Volunteers were required to attend a training webinar on Thursday September 17, 2020, to brief them in surveying methods, review health and safety protocols, and sign a COVID-19 liability waiver. Volunteer surveyors received compensation of \$50 per shift.

The intercept survey was conducted on September 20, 2020, from 12-4 pm, on Lake Shore Boulevard West (at Strachan) and Lake Shore Boulevard East (at Coxwell). There were a total of eight surveyors: four at each location, including one staff supervisor.

A booth was set up in each location. Each booth had tables and chairs under the tent to operate primarily as a rest area. Two pylons were placed leading up to the booth in each direction affixed with signage. As an incentive for people to stop, at the Lake Shore Boulevard East location only, a mobile repair unit was set up near the booth. Three staff from Charlie's FreeWheels, a local community bicycle hub organization, offered simple safety checks for cyclists (air for tires, oil for chains, seat height adjustments, etc.)

Surveyors were instructed to approach every person passing on foot or on bike/scooter, etc., as long as they were moving slowly enough to stop safely (i.e. just beginning or ending their ride) and every person after that until someone agreed



Booths conducting surveys and offering safety checks on Lake Shore East.

to stop and complete a survey. Surveyors repeated this process by approaching the next person passing after the completion of a survey. The surveyor read out the script and then asked the survey questions, noting the responses on the tablet (see Appendix A).

Following the data collection, the surveys were downloaded into Excel and summary tables were produced for each question (see Appendix B). The summary tables provide an overview of responses (# of responses, demographic breakdown, distance travelled, etc.). More detailed findings were also tabulated (difference by mode, safety, health, any issues encountered, level of support for continuation, etc.)



Conducting surveys on Lake Shore West.

Overview of Responses

The surveying was conducted on Sunday, September 20, 2020 between 12-4 p.m., during the 19th weekend of the ActiveTO major road closures (the first was on Victoria Day weekend). In total, 359 people were surveyed; 206 on Lake Shore Boulevard West (LSW) at Strachan, and 153 on Lake Shore Boulevard East (LSE) at Coxwell. The majority of the respondents were on bike (84%), while the remaining 16% were walking, jogging, skateboarding, roller blading, or on scooter.

Demographics of Respondents

We compared the gender, age, income and race of survey respondents with the demographic profiles of 1) the City overall, 2) the neighbourhoods within a 2.5km radius of the weekend road closures (up to Bloor St. W. for LSW, and up to Danforth Ave. for LSE), and 3) cycling trips in Toronto.

People with lower incomes are typically under-represented amongst cyclists. Although 30% of Toronto's population have a household income of less than \$40,000, they only make 16% of cycling trips in Toronto, according to the 2016 Transportation Tomorrow Survey (TTS). Our survey responses similarly found that cyclists using the weekend road closures were predominantly high income earners. While over a third of residents in the LSE and LSW neighbourhoods have a household income of less than \$50,000, only 10% of respondents on LSW, and 14% on LSE fell in this category.

Both areas have a lower visible minority population than the City overall (LSW: 37%, LSE: 31%, Toronto: 52%). However, an even lower proportion of survey respondents identified as Black, Indigenous or as a person of colour (BIPOC): only 19% on LSW and 18% on LSE. While the TTS does not collect information on race, census data provides this information for people's daily commutes. Of those who cycle to work in Toronto, only 28% identified as BIPOC in 2016.

Results were mixed with respect to gender. On LSW, there were more female respondents than male (52% to 48%), while on LSE, there was a gender imbalance among respondents (60% male, 40% female). The gender imbalance of cyclists on LSE is consistent with the 2016 TTS survey that found that cycling trips in Toronto were made predominantly by men (63% versus 37% women).

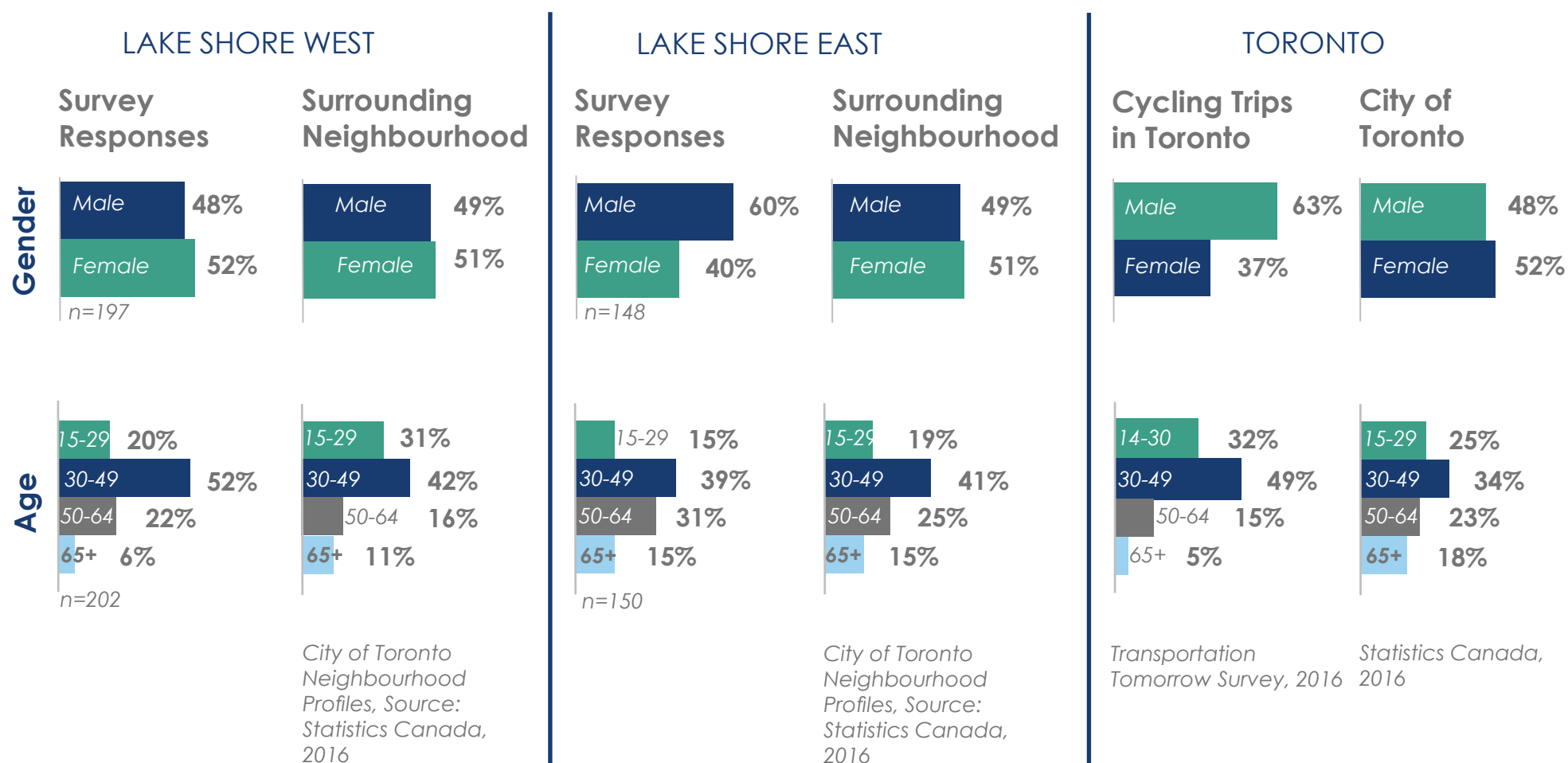
Regarding age of survey respondents, on LSE 15% of respondents were aged 65 or over, a percentage which is representative of the surrounding neighbourhood. On LSW, very few older adults participated; only 6% of respondents were 65 years old or older, compared with 11% in the surrounding neighbourhood.

Activity of Survey Respondents

	LSW	LSE
Cycling	85%	82%
Walking and Jogging	13%	10%
Other (roller blades, skateboard, etc)	2%	8%

n=359

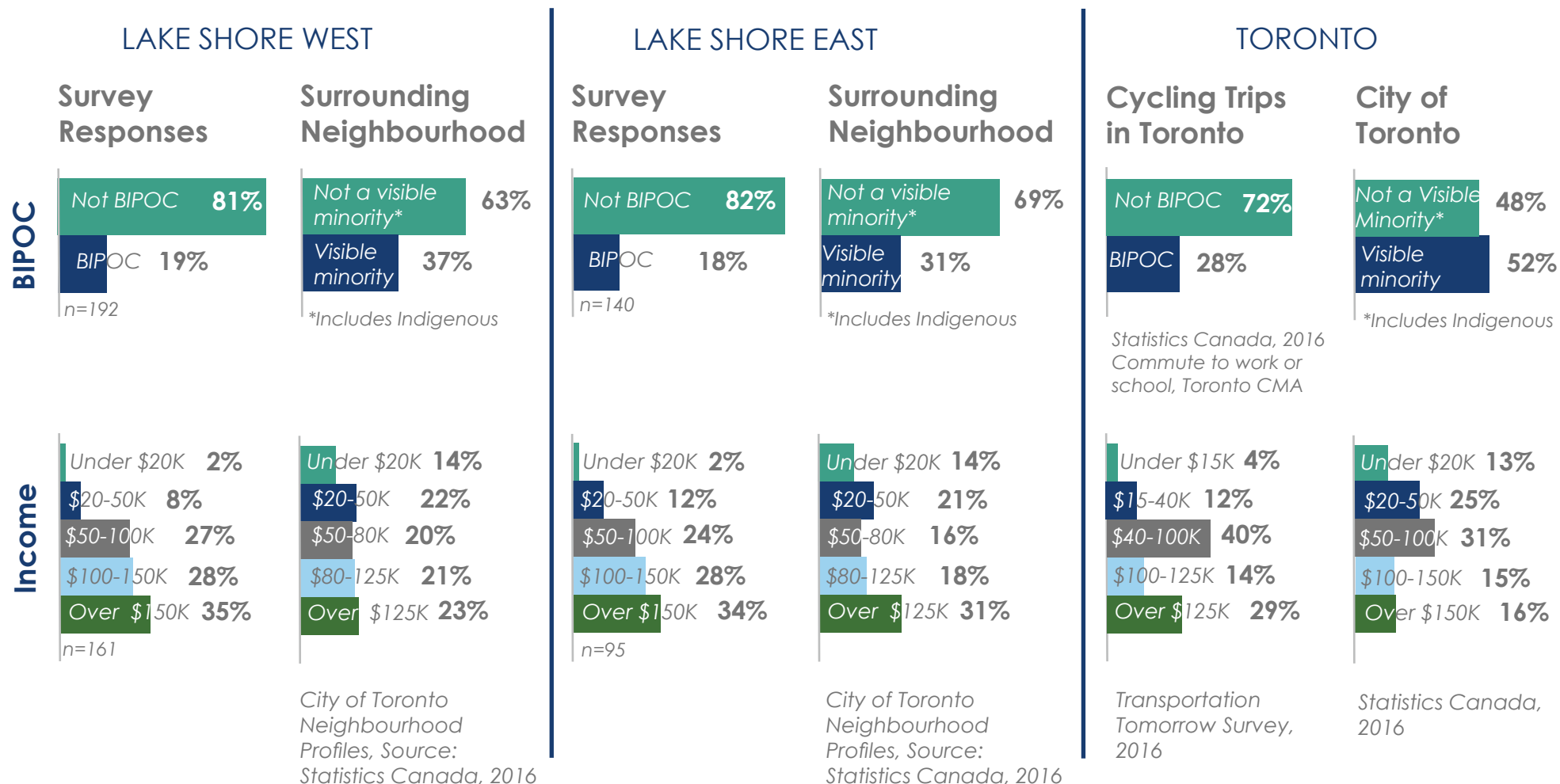
ActiveTO Weekend Road Closures: Respondent Demographics Compared to Neighbourhood and City Overall



Neighbourhood profiles included in analysis, LSW: Niagara (82), South Parkdale (85), Roncesvalles (86), High Park-Swansea (87), Dufferin Grove (83), Little Portugal (84), Palmerston-Little Italy (80), Trinity-Bellwoods (81), Kensington-Chinatown (78), Waterfront Communities-The Island (77).

LSE: The Beaches (63), Blake-Jones (69), North Riverdale (68), South Riverdale (70), Greenwood-Coxwell (65), Woodbine Corridor (64), East-End Danforth (62).

ActiveTO Weekend Road Closures: Respondent Demographics Compared to Neighbourhood and City Overall



Neighbourhood profiles included in analysis, LSW: Niagara (82), South Parkdale (85), Roncesvalles (86), High Park-Swansea (87), Dufferin Grove (83), Little Portugal (84), Palmerston-Little Italy (80), Trinity-Bellwoods (81), Kensington-Chinatown (78), Waterfront Communities-The Island (77).

LSE: The Beaches (63), Blake-Jones (69), North Riverdale (68), South Riverdale (70), Greenwood-Coxwell (65), Woodbine Corridor (64), East-End Danforth (62).

Key Finding #1:

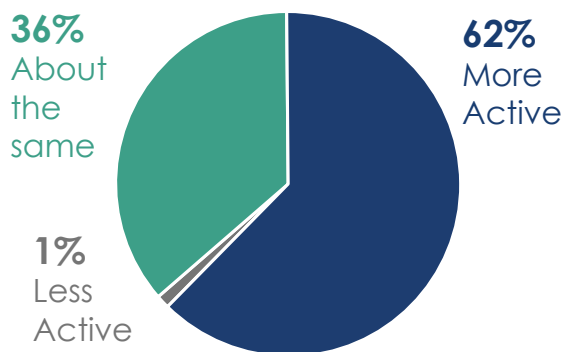
The weekend closures helped Torontonians be active and stay safe during COVID-19.

For the vast majority (88%) of respondents, this was not their first time accessing an ActiveTO weekend road closure, and most (78%) had attended on more than five previous occasions, with many returning every weekend, and some on multiple times each weekend.

Two thirds of respondents reported being more active since they started accessing the weekend closures. One third said they had about the same activity levels as before. For those visiting for the first time, 93% agreed or strongly agreed that this ActiveTO program helps people to be more active. Findings were consistent across age, gender, race, income, number of visits and cycling experience.

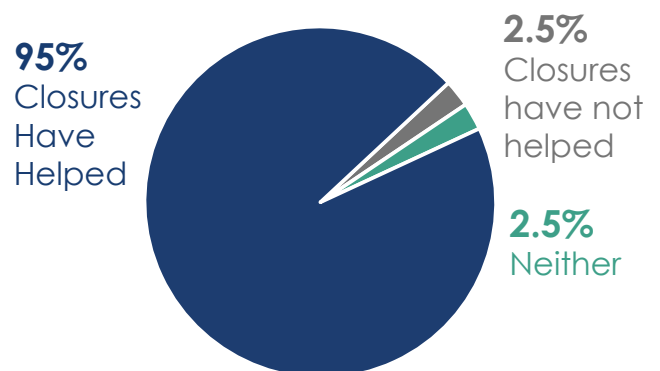
Nearly all respondents (95%) said that the road closures were helping them maintain a safe physical distance from others while being active.

Activity Level



Question: Since you first accessed the City's major road closures, have you been more active, less active, or about the same? n=317

Maintaining Physical Distancing



Question: To what extent do you agree/disagree with this statement: "The major road closures program has improved my ability to maintain physical distancing while walking, running, using a mobility device and/or cycling along this street." n=317

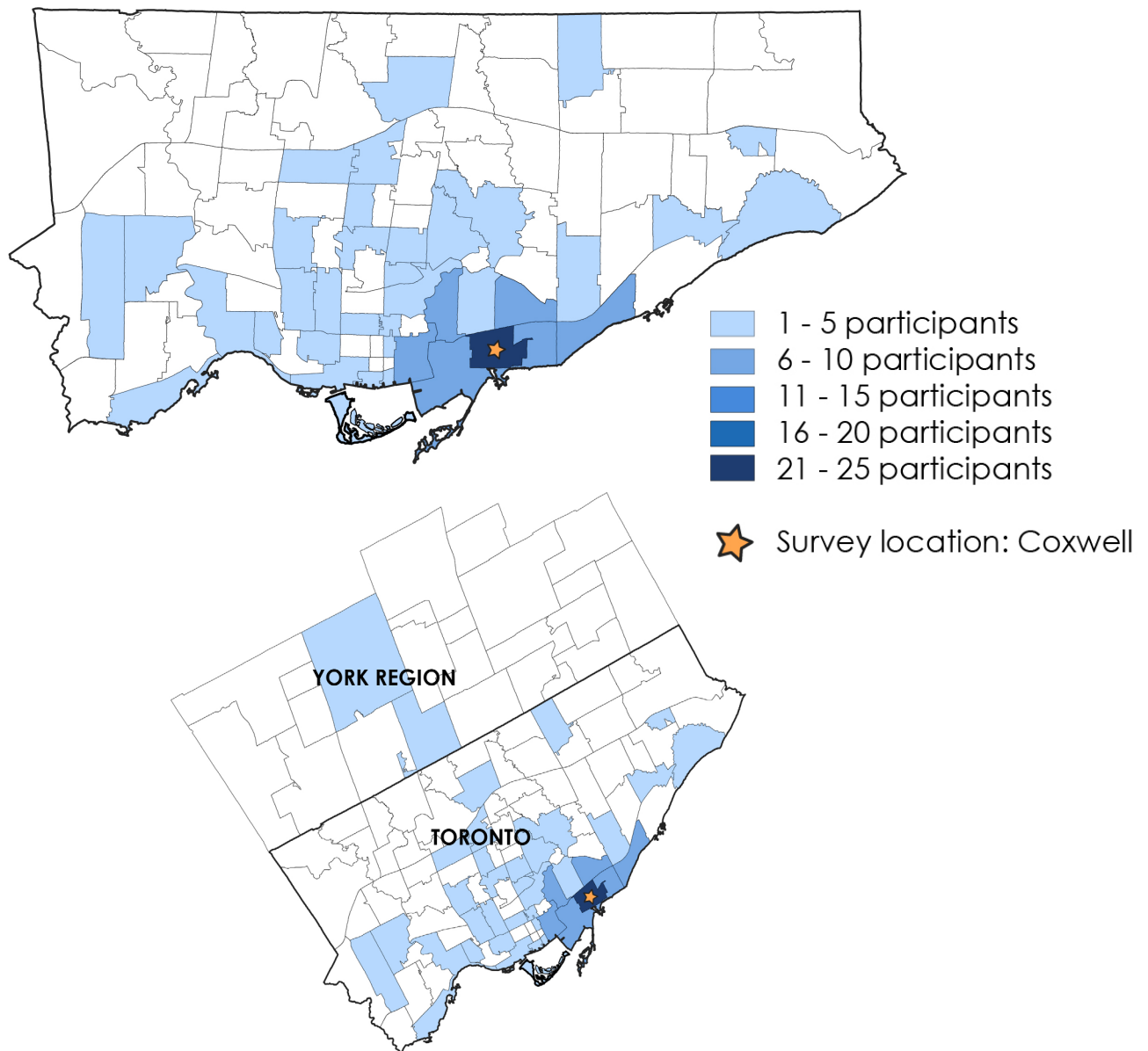
Key Finding #2:

Most people came from the immediate neighbourhood.

The majority of the respondents (70%) live within 5 km of the road closure location where they were surveyed (either Lake Shore Boulevard West or Lake Shore Boulevard East). Expanding the program to other neighbourhoods will allow more people to benefit.

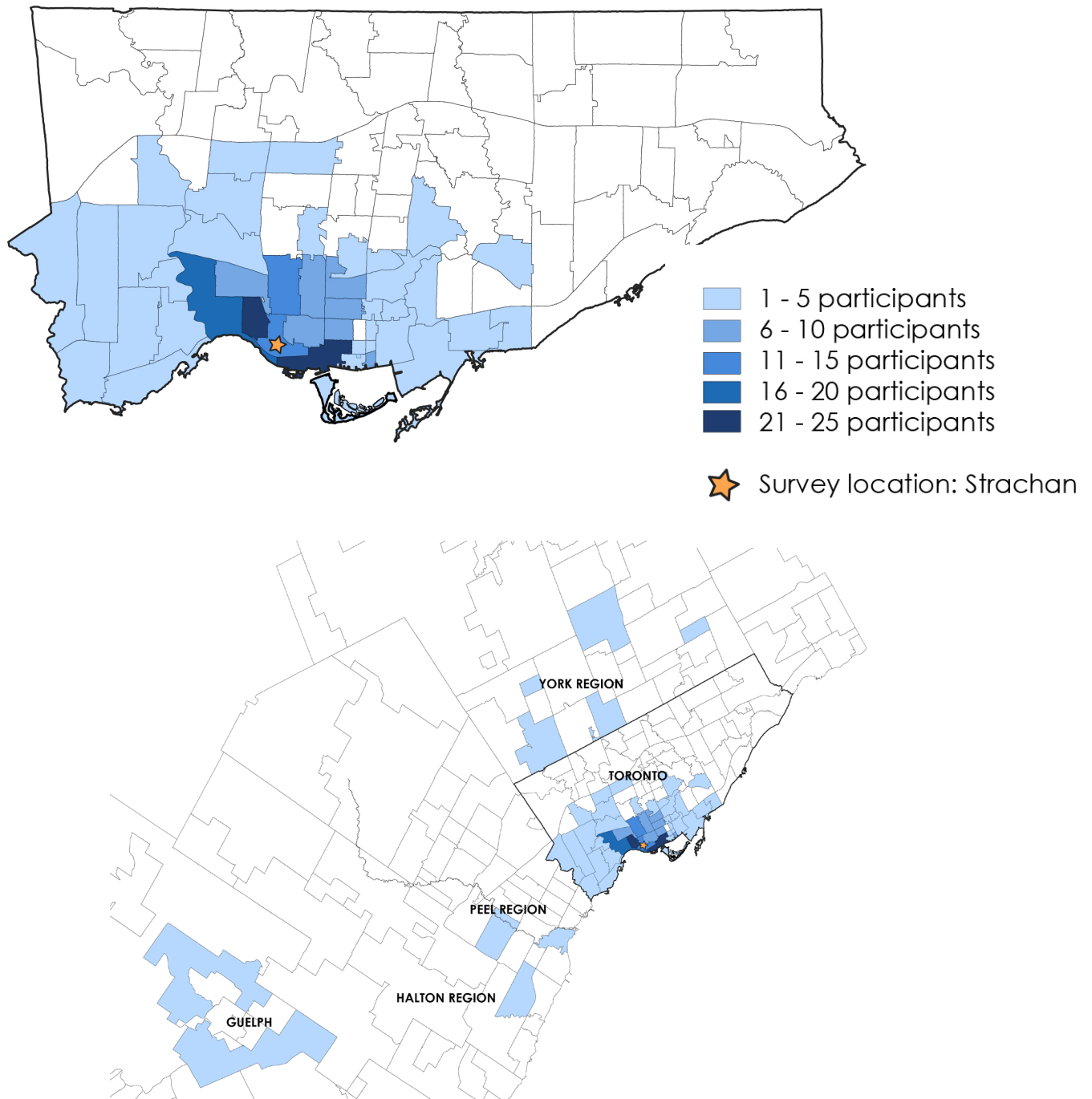
Origin Map: Lake Shore Boulevard East

Home postal codes of Lake Shore Boulevard East participants, Toronto inset and region (n=118)



Origin Map: Lake Shore Boulevard West

Home postal codes of Lake Shore Boulevard West participants, Toronto inset and region (n=201)

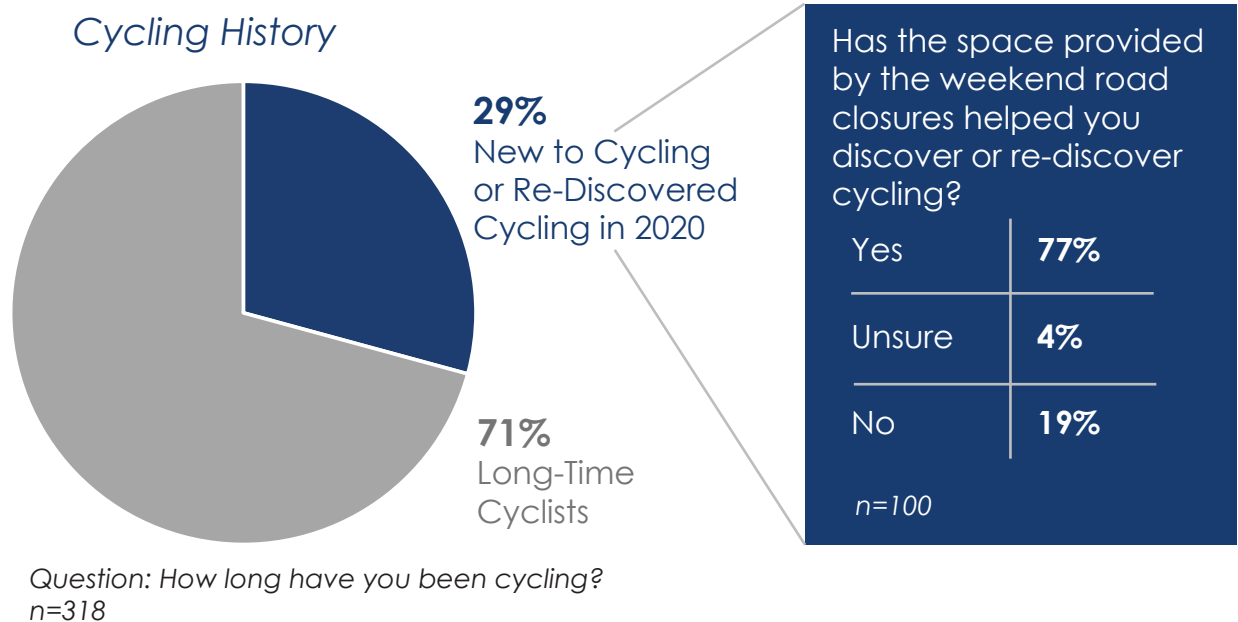


Key Finding #3:

The weekend closures are growing cycling in Toronto.

Over a quarter of people (29%) using the weekend closures discovered or re-discovered cycling this year. For most of these people (77%), the space provided by the weekend closures helped them start or re-start cycling.

Moreover, the weekend road closures continued to attract new users. On Sunday September 20th, the 19th weekend the closures took place, 12% of people surveyed were visiting for the first time, and nearly a third (31%) had visited between one and five times.



Key Finding #4:

The weekend closures are diversifying cycling in some respects.

Those who identify as BIPOC are historically under-represented among cyclists, as are women. Yet, while cycling rates are highest among people who are white and male, research has found that they are rising fastest among Black people and people of colour.¹ Our survey also found that there is greater gender and race diversity among people who had just started cycling this year or who were returning to cycling after pausing for a number of years. By providing a safe, comfortable space for cycling, the weekend road closures are encouraging a wider diversity of people to try cycling. Overall, though, cyclists who identify as BIPOC, female, have low income, or are older adults remain under-represented.

Among new and returning cyclists, the gender gap nearly closed (49% female, 51% male), more so than among long-time cyclists (45% female, 55% male). The percentage of BIPOC cyclist survey respondents was higher among new and returning cyclists (24%) than among long-time cyclists (15%).

However, only 11% of all survey respondents reported household income of \$50,000 or less, and this percentage was similar between longtime and new and returning cyclists. In Toronto, 38% of residents have income in this range.

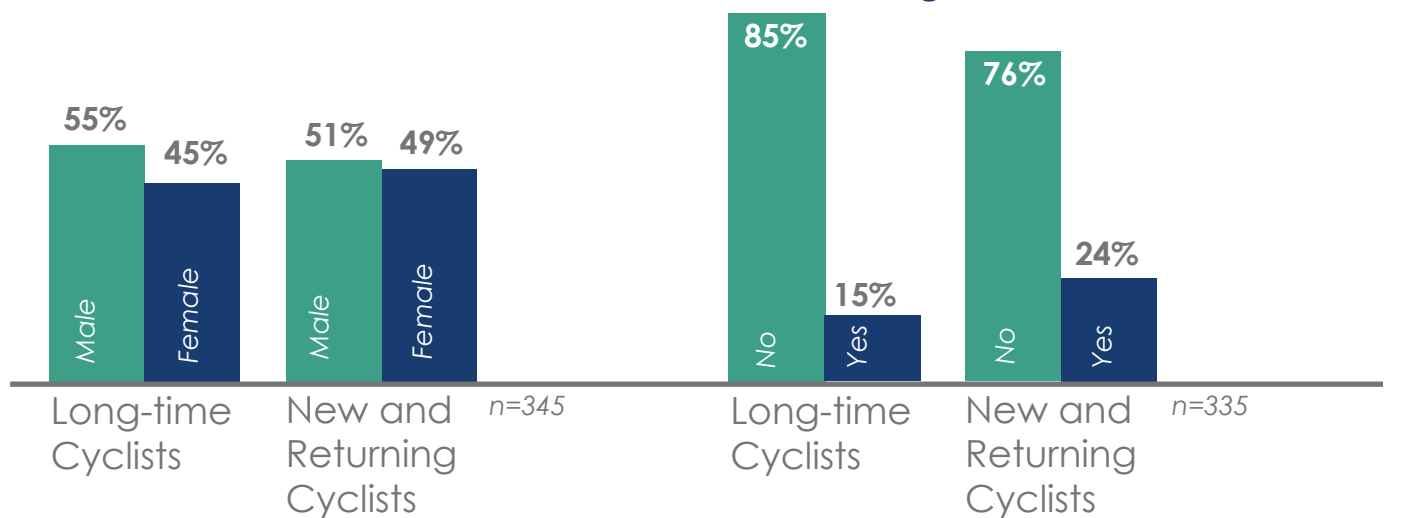
Older adults were also under-represented at the weekend road closures. Only 6% of new and returning cyclists were 65 years old or older, compared with 12% of long-time cyclists, although Lake Shore East saw a higher percentage of older adult cyclists.

Reduced income and uncertainty due to COVID-19 may have made it difficult for people with low income to start a new activity, such as cycling. Older adults may also have been facing additional barriers to participation during COVID-19, even with the extra space for physical distancing. The survey also revealed that older adults did not find the configuration of the weekend closures as safe and comfortable as younger users did (see chart on pg. 15 below). Providing separation between faster and slower cyclists and pedestrians could address this concern.

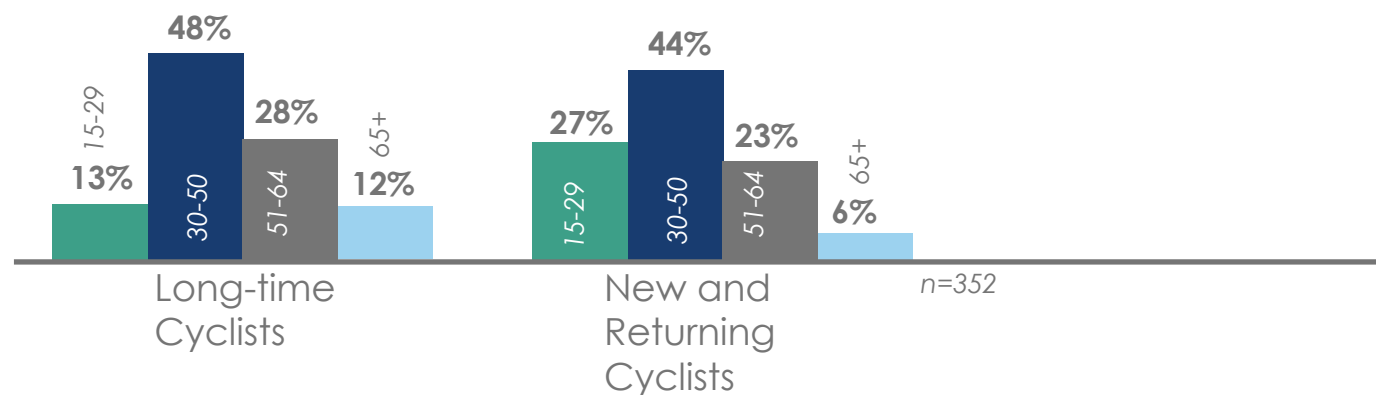
In the future, additional efforts may be needed to encourage more diverse participation from all members of the local community. Free access to bicycles and other equipment (skateboards, scooters, etc.) may help grow participation, as would partnerships with local community groups serving under-represented populations.

¹Pucher, J., Buehler, R. & Seinen, M. "Bicycling Renaissance in North America? An Update and Re-Appraisal of Cycling Trends and Policies" *Transportation Research A*, Vol. 47, 2011.

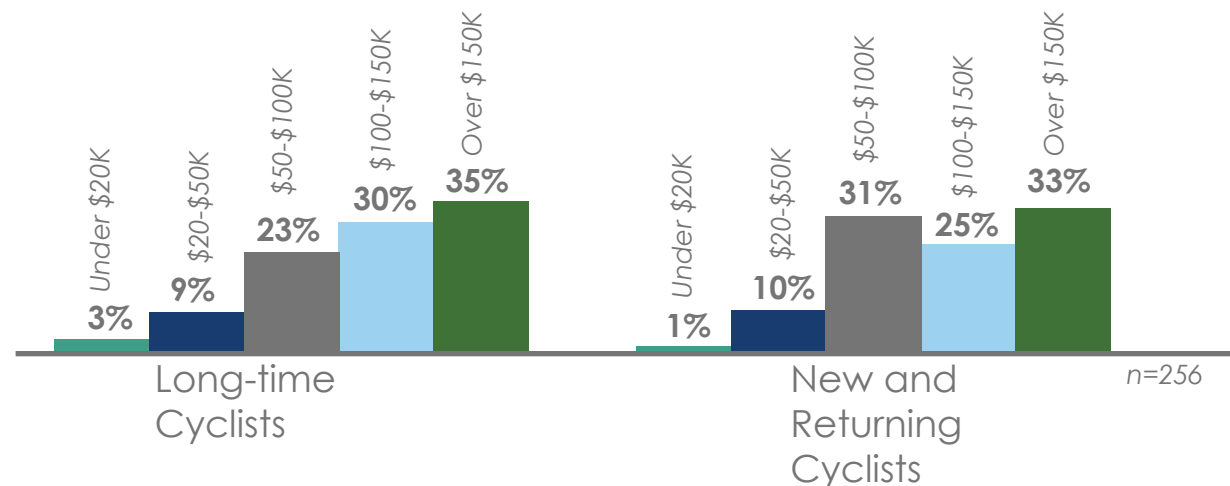
Gender



Age



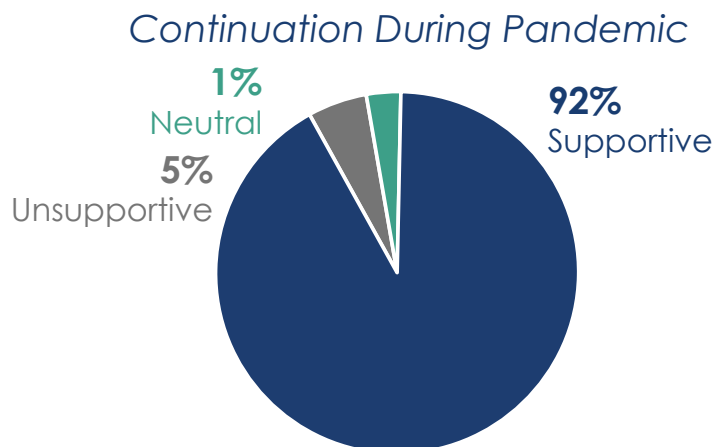
Income



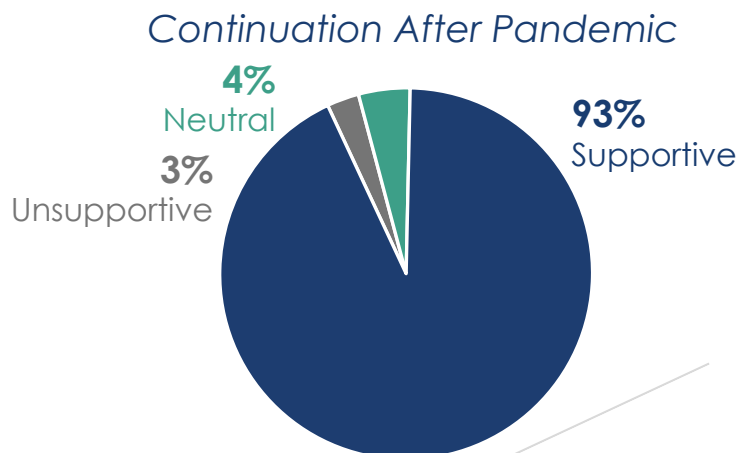
Key Finding #5:

There is high support for continuing the closures, both during and after COVID-19.

Enthusiastic support was expressed for the City to continue the major road closure program during the pandemic (92%), as well as to continue it on a regular basis after the pandemic (93%). More women than men were very supportive of continuing the closures, both during and after the pandemic. Across race and cycling experience, support was high and consistent. Older adults expressed slightly less support, but a majority were still in favour of continuation.



Question: The Major Road Closures program is planned to end on the last weekend of September. Please rate your support for the program continuing on a temporary basis during the Covid-19 pandemic. n=359



Question: Please rate your support for the program continuing on a regular basis after the Covid-19 pandemic. n=358

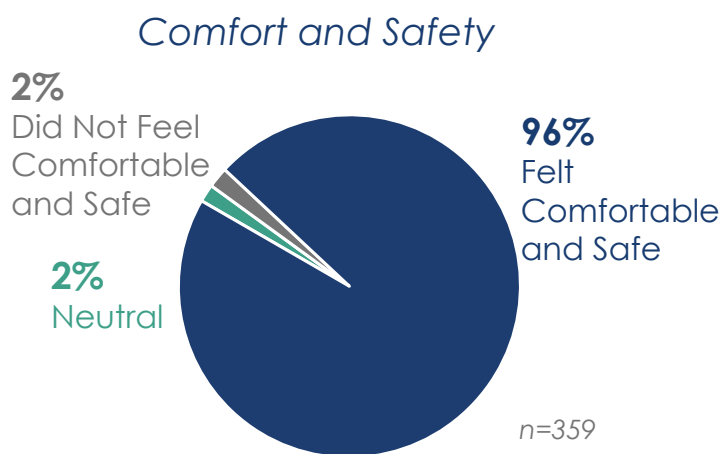
Key Finding #6:

For people using them, the weekend closures were mostly issue-free.

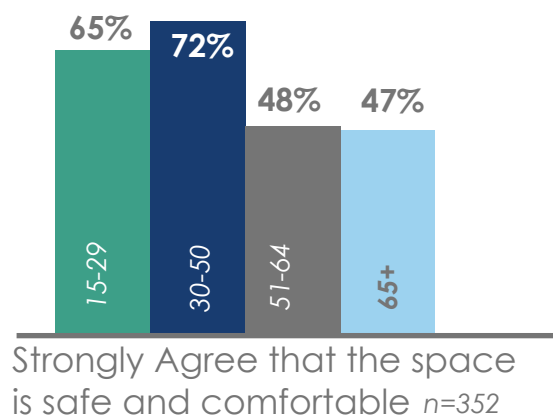
Three quarters of respondents reported experiencing no issues while using the weekend road closure. Respondents also overwhelmingly agreed that the space provided by the weekend road closures was safe and comfortable for walking and cycling. Especially strong agreement came from women and BIPOC respondents, while slightly fewer older adults and new cyclists felt that the space was safe for walking and cycling. Pedestrians also felt slightly less safe than cyclists.

Respondents who did report issues noted a variety of problems that differed between the two locations. On Lake Shore Boulevard West, by far the most common issue was conflicts between cyclists and pedestrians due to crowding.

On Lake Shore Boulevard East, these conflicts were one of several issues reported. Other problems were traffic (congestion, encroachment), infrastructure safety (gap at barriers at intersections too narrow, physical separation needed between cyclists and pedestrians), and that it was considered a poor location for a road closure. See page 18 for a summary of issues reported. Detailed comments are available in Appendix C.



Comfort and Safety by Age



Question: Do you agree or disagree with the following statement? "The space provided by the weekend road closures is safe and comfortable for walking and cycling." Strongly Agree; Agree; Neither Agree nor Disagree; Disagree; Strongly Disagree

Reported No Issues: 74% (266)
Reported Issues: 26% (93)

Issues Reported

	LW	LE
Conflicts between pedestrians and cyclists/crowded	7.2%	1.9%
Timing/extension issues (e.g. closes too soon, doesn't go far enough)	1.9%	1.4%
Infrastructure safety issues (e.g. physical separation needed between cyclists and pedestrians; gaps in barriers too narrow)	1.1%	1.7%
Issues with cars/for drivers (e.g. encroaching on space, traffic jams)	0.8%	1.9%
Poor location for Major Road Closures route	0.3%	1.7%
Requires additional materials (barriers, signage, etc.)	0.8%	1.1%
Issues with police (not helpful, horse droppings)	0.8%	0.6%
People not following physical distancing guidelines	1.1%	0%
Other	1.1%	0.3%

"Drivers cut in front of cyclists to access the park."

"Creates traffic, but I am a driver who has sat in the traffic jams and I still think it's worth it."

"Slow people should go on right and do we need to provide access to cars?"

"At intersections, the gap in the barriers is too narrow and creates an unsafe situation when lots of cyclists pass through."

Appendix A:

Survey Questions and Scripts

ActiveTO Major Road Closures Survey Questions

On street prompt:

We are conducting a quick 2 minute survey with the City of Toronto to help understand perspectives about this ActiveTO major road closures. Would you like to answer the survey?

1. Is this your first time accessing one of the City's ActiveTO major road closures? [surveyor - if needed prompt them with the street names of the other two locations, there are four in total: Lake Shore West, Lake Shore East, Bayview & Yonge St]

Yes

No

If "No," go to Question 2. If "Yes":

1.a) To what extent do you agree or disagree with the following statement? "The weekend road closures help people to be more active."

Strongly disagree

Disagree

Neither disagree or agree

Agree

Strongly agree

If "No":

1.b) How many times this summer have you accessed one of the City of Toronto's Major Road Closures?: _____

1.c) Since you first accessed the City of Toronto's Major Road Closures, have you been more active, less active or about the same?

More active

Less active

About the same

If "About the same", go to Question 2. If "More active":

1.d) In which ways are you more active?

Cycling more

Walking more

More physical activity other than cycling or walking

If' "Less active":

1.e) In which ways are you less active?

Cycling less
Walking less
Less physical activity other than cycling or walking

2. To what extent do you agree or disagree with the following statement: "The space provided by the weekend road closures is safe and comfortable for walking and cycling."

Strongly Disagree
Disagree
Neither Agree or Disagree
Agree
Strongly Agree

For people on bike:

3. How long have you been cycling?

I am new to cycling this year
I have been cycling for more than a year
I cycled in the past, and started cycling again this year

For people new to cycling or starting to cycle:

3. a) Has the space provided by the weekend road closures helped me to discover or re-discover cycling?

Not at all
Unsure
Yes

4. To what extent do you agree/disagree with this statement: "The City of Toronto's Major Road Closures program has improved my ability to maintain physical distancing while walking, running, using a mobility device and/or cycling along this street."

Strongly Disagree
Disagree
Neither Agree or Disagree
Agree
Strongly Agree

5. Have you experienced any problems or issues while using the Major Road Closures program?

Yes
No

If "No", go to Question 6.

If "Yes":

5. a) I will list three potential problems or issues. Answer yes to any that apply or if your problem or issue isn't on the list please tell us about it.

People not following physical distancing guidelines
Poor location for Major Road Closures route
Requires additional materials (barriers, signage, etc)
Other, please specify _____

6. The Major Road Closures program is planned to end on the last weekend of September. Please rate your support for the program continuing on a temporary basis during the Covid-19 pandemic.

Very Supportive
Supportive
Neutral
Unsupportive
Very Unsupportive

7. Please rate your support for the Major Road Closures program continuing on a regular basis after the Covid-19 pandemic.

Very Supportive
Supportive
Neutral
Unsupportive
Very Unsupportive

The following questions provide important information that let us better understand who we are hearing from. While these questions are optional, we encourage you to complete them to the best of your ability.

8. May I ask the first three digits of your postal code in order to understand where people have travelled from today *[If the respondent does not know their postal code the major intersection or town / city will be recorded]*

First 3 numbers of postal code _____
Or major intersection _____
Or city / town _____
Prefer not to answer

9. What is your age range?

Under 30
31-50
51-64
65+
Prefer not to answer

10. How do you identify in terms of gender? _____ *[They respond in their words, surveyor marks:]*

Male
Female
Other
Prefer not to answer

11. Do you identify as Black, Indigenous, and/or as a person of colour?

Yes
No
Prefer to self-describe: _____
Prefer not to answer

12. If you are willing, please share with us a rough idea of your annual household income range

Under \$20,000
\$20,000 - \$50,000
\$50 -100,000
\$100,000 - \$150,000
Over \$150,000
I'm not sure / prefer not to answer

Thank you for taking time to tell us about your experience on Toronto's Major Road Closures!

[Note: If people have issues that they want to share with the City, they should be directed to contact: active_to@toronto.ca]

To be completed by surveyor:

How is survey respondent travelling:

On foot (walking or running)
On bike
Using mobility aid (e.g. wheelchair, walker, etc.)
Other (scooter, rollerblades, etc.)

Surveyor's Name: _____

Appendix B:

Survey Response Data Tables

Survey Question	Response	#	%
1. Is this your first time accessing one of the City's ActiveTO major road closures?	Yes	42	12%
	No	317	88%
1a) (if first time) Do you agree or disagree with the following statement? "The weekend road closures help people be more active."	Disagree/Strongly Disagree	3	7%
	Neither Agree or Disagree	0	0%
	Agree/Strongly Agree	39	93%
1b) (if not first time) How many times this summer have you accessed one of the major road closures?	1-5	109	31%
	6-10	92	26%
	11-15	53	15%
	16-20	59	17%
	21+	40	11%
1c) Since you first accessed the City's major road closures, have you been more active, less active, or about the same?	Less active	4	1%
	About the same	115	36%
	More active	198	62%
1d) (if more active) In which ways are you more active?	Cycling more	155	80%
	Walking more	8	4%
	More than one activity	27	14%
	Other	4	2%
1e) (if less active) In which ways are you less active?	Cycling less	2	50%
	Walking less	1	25%
	More than one activity	0	0%
	Other	1	25%
2) To what extent do you agree or disagree with the following statement? "The space provided by the weekend road closures is safe and comfortable for walking and cycling."	Disagree/Strongly Disagree	6	2%
	Neither Agree or Disagree	7	2%
	Agree/Strongly Agree	346	96%

3) (If on bike) How long have you been cycling?	I'm new to cycling this year; I cycled in the past, and started again this year	93	29%
	I have been cycling for more than a year	225	71%
3a) (If new to cycling or starting again this year) Has the space provided by the weekend road closures helped you discover or re-discover cycling?	Not at all	19	19%
	Unsure	4	4%
	Yes	77	77%
4) To what extent do you agree/disagree with this statement: "The major road closures program has improved my ability to maintain physical distancing while walking, running, using a mobility device and/or cycling along this street."	Disagree/Strongly Disagree	9	3%
	Neither Agree or Disagree	9	3%
	Agree/Strongly Agree	341	95%
5) Have you experienced any problems or issues while using the major road closures?	Yes	94	26%
	No	265	74%
5a) (If yes) I will list three potential problems or issues. (indicated with *) Answer yes to any that apply or if your problem or issue isn't on the list, please tell us about it. (See detailed comments in Appendix C below.)	Conflicts between pedestrians and cyclists/crowded	33	35%
	Timing/extension issues (e.g. closes too soon, doesn't go far enough)	12	13%
	Infrastructure safety issues (e.g. physical separation needed between cyclists and pedestrians; gaps in barriers too narrow)	10	11%
	Issues with cars/for drivers (e.g. encroaching on space, traffic jams)	10	11%
	*Poor location for Major Road Closures route	7	8%
	*Requires additional materials (barriers, signage, etc.)	7	8%

	Issues with police (not helpful, horse droppings)	5	5%
	*People not following physical distancing guidelines	4	4%
	Other	5	5%
6. The Major Road Closures program is planned to end on the last weekend of September. Please rate your support for the program continuing on a temporary basis during the Covid-19 pandemic.	Unsupportive/Very unsupportive	19	5%
	Neutral	11	3%
	Supportive/Very supportive	329	92%
7. Please rate your support for the program continuing on a regular basis after the Covid-19 pandemic.	Unsupportive/Very unsupportive	10	3%
	Neutral	16	4%
	Supportive/Very supportive	332	93%
8. May I ask the first three digits of your postal code, in order to understand where people have travelled from today?	Under 5 km	253	70%
	5-10 km	35	10%
	10-15 km	20	6%
	15 km+	13	4%
	Other	38	11%
9. What is your age range?	Under 30	63	18%
	31-50	163	46%
	51-64	92	26%
	65+	34	10%
10. How do you identify in terms of gender?	Male	184	53%
	Female	161	47%
	Other	0	0%
11. Do you identify as Black, Indigenous or as a person of colour?	Yes	61	18%
	No	271	82%
12. If you are willing, please share with us a rough idea of your annual household income range.	Under \$20K	6	2%
	\$20-\$50K	24	9%
	\$50-\$100K	66	26%
	\$100-\$150K	72	28%
	\$150K+	88	34%

<i>(completed by the surveyor) How is the survey respondent travelling?</i>	On bike	301	84%
	Walking/jogging	41	11%
	Other (roller blades, skate board, etc.)	17	5%
<i>Survey Location</i>	Lake Shore West (at Strachan)	206	57%
	Lake Shore East (at Coxwell)	153	43%

Appendix C:

Problems and Issues Identified by Survey Respondents

Detailed Comments

*Q. Have you experienced any problems or issues while using the major road closures?
(If yes) I will list three potential problems or issues (indicated with *) Answer yes to any that apply or if your problem or issue isn't on the list, please tell us about it.*

<i>Problem Category</i>	<i>Lake Shore West comments</i>	<i>Lake Shore East comments</i>
People Not Following Physical Distancing Guidelines*		
Poor location for Major Road Closure route*	Confusion on location.	Lakeshore West a good idea but Lakeshore East unnecessary because bike path not over crowded. Bike lane already exists, traffic backed up. Can't access the beach because traffic is backed up. Two good paths on either side so closure unnecessary. Bayview Ave makes more sense.
Requires additional materials	Confusion regarding flow of traffic	Confused on how to get on. More signage. Confused that this was an event and not a public space.

(barriers, signage, etc.)*		Lack of barriers at the intersection, on July 4th, at night. Motorized vehicles on road.
Conflicts between pedestrians and cyclists/crowded	<p>Access by foot challenging because of cyclists. Better guidelines. Crowded midday. Cyclist/pedestrian mixing. Cyclists different speed not maintaining etiquette. Cyclists/joggers issues. Dedicate walking on trail and cycling on road. Fast cyclist passing on right. Inexperienced cyclists would be good to have basics rules of the road. Joggers on the road. Mixing of pedestrian and cycling trail etiquette. Inexperienced riders. More rules on laneways for safety. More values for respectful guidance and enforcement. Motorized bikes. Cyclists not obeying lights. Pedestrians are not always aware. Pedestrians not yielding way. Runners spitting. Slow people should go on right and do we need to provide access to cars? Crossing the road blocked. Speeders and electric bikes. Speeding. Too fast and unsafe. Fast cyclists passing on right. Not safe for walkers. More enforcement.</p>	<p>Conflict with cyclists. Crowded. Depends on the day. Sometimes crowded. More people cycling who don't understand signaling or rules of the road. Cyclists could use a refresher. Serious bikers too fast. Pedestrians walking through. Some people are new to cycling and don't check around them. Speeds, skill levels awareness. No workouts.</p>
Infrastructure safety issues	At the end there is a bottleneck at Humber.	Widen barriers in between openings.

	<p>Cracks in the pavement. Repave roads. Separation of bikes and peds. Crowded; fast\slow lane needed.</p>	<p>Lakeshore ends abruptly, not enough chance to help the flow of cars. Too much extra construction. Keep bike lanes out of Woodbine and Queen. Clear two way lane design, poor cycling traffic education. The barriers in between openings should be larger. There should be a connection between road closures in intersections. Cars have trouble/ would prefer not to have many obstacles in the way. Recommends that part of the survey should include input for the driver experience. There should not be a bike lane at Woodbine and Corley. No signage for bikes in that area. There are too many obstacles for cars when trying to pass by. There's bottlenecks and sections of the path are bumpy making it uncomfortable to ride on, the traffic is very backed up. At intersections the gap in the barrier is too narrow and creates an unsafe situation when lots of cyclists pass through. Not all four lanes should be used for bikes.</p>
Issues with police	<p>Horse poop. Police stopping flow.</p>	<p>Police are passive and do not help. Police is not actively controlling traffic. Police are rude and unresponsive to direction.</p>

Issues with cars/for drivers	Harder to drive. Traffic.	Confusion re. cars access. Cars butt in line waiting for a light. Some drivers hate it but not a problem for me. Creates traffic but I am a driver who has sat in the traffic jams and I still think it's worth it. Used to park at Leslie but now park further away because of traffic. Cars pulling too forward at Gardiner. Drivers cut in front of cyclists to access park.
Timing/extension issues	Closes too soon. Doesn't go far enough. Go further, more connected. Longer distances. Trail connection and better transition. Need connection between east and west. Stadium Rd no connection. Yonge closed early and closure road wrong, timing inconsistent.	Connections between major road closures needed. One weekend the closure didn't happen. Question about seasonality will this continue in the winter? Does use justify winter closure? Not connected to other major road closures. Harbourfront where the street is not closed is very crowded and confusing.
Other	More pitstops and food trucks. Quiet streets not quiet. Quiet streets still car traffic. Restrooms. Sanitation issues.	Residential areas cars are not paying attention to pedestrians.

Appendix D:

Study Overview Slide Deck



ActiveTO Major Road Closures:

Intercept Survey Evaluation
Summary

JANUARY 2021



Project Team

The Centre for Active Transportation (TCAT)

A project of the environmental charity, Clean Air Partnership, TCAT advances knowledge and evidence to build support for safe and inclusive streets for walking and cycling.

Park People

Park People supports and mobilizes people to help them activate the power of parks to improve the quality of life in cities across Canada.



Project Background

- Weekend closures in Toronto of four major streets from May to October 2020 to give people more space to walk and cycle safely during the Covid-19 pandemic
- TCAT and Park People assisted the City with evaluation



Study Objectives

- **Understand user perspectives**
 - Who is participating
- **Is the project meeting its goals?**
 - Increasing safe and equitable access to active modes of transportation during the Covid-19 pandemic



Data Collection

- **Intercept surveys conducted in two locations on September 20, 2020**
 - Lake Shore Blvd W at Strachan
 - Lake Shore Blvd E at Coxwell
- **8 surveyors (four at each location)**
 - 4 hr shift; approached every person who passed moving slowly enough to stop
- **359 survey responses**



Total Responses: 359

Cycling	Lake Shore West	Lake Shore East
	85%	82%
Walking and Jogging	13%	10%
Other (roller blades, skate board, etc)	2%	8%

Lake Shore West

	Survey Responses	Surrounding Neighbourhood	City of Toronto
Male	48%	49%	48%
Female	52%	51%	52%
65 yr and less	94%	89%	82%
Over 65	6%	11%	18%
Under \$50,000	10%	36%	38%
Over \$50,000	90%	64%	62%
BIPOC or visible minority	19%	37%	52%
Not BIPOC or visible minority	81%	63%	48%

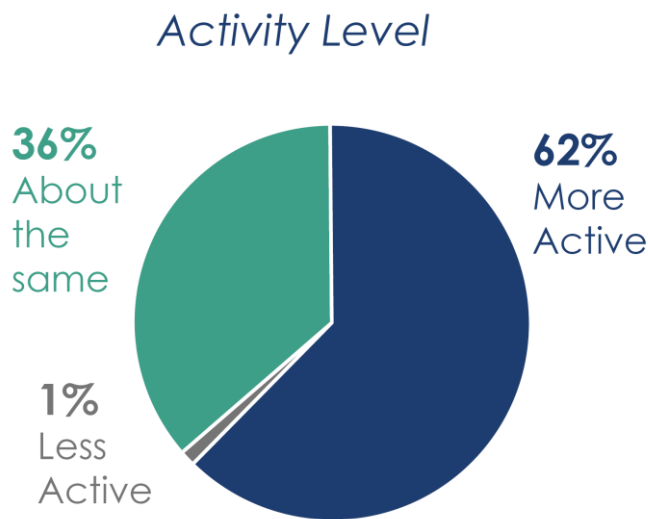
**See full report for a detailed breakdown of age and income.*

Lake Shore East

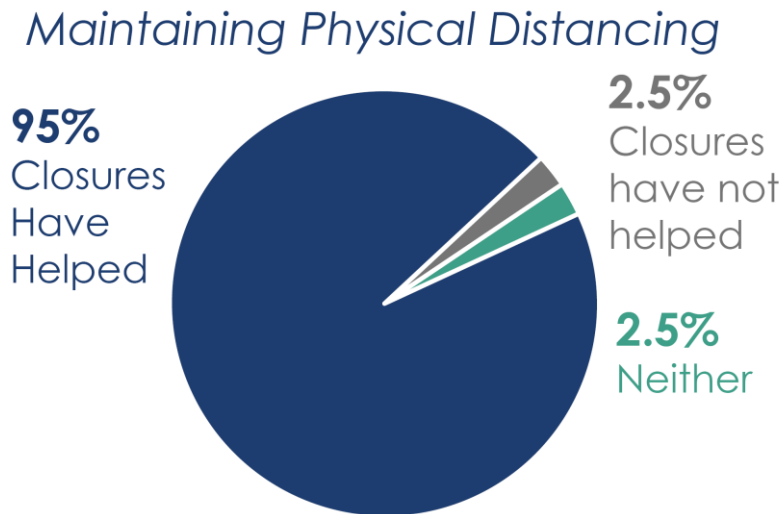
	Survey Responses	Surrounding Neighbourhood	City of Toronto
Male	60%	49%	48%
Female	40%	51%	52%
65 yr and less	85%	85%	82%
Over 65	15%	15%	18%
Under \$50,000	14%	35%	38%
Over \$50,000	86%	65%	62%
BIPOC or visible minority	18%	31%	52%
Not BIPOC or visible minority	82%	69%	48%

**See full report for a detailed breakdown of age and income.*

Key Finding #1: The weekend closures helped Torontonians be active and stay safe during COVID-19.



Question: Since you first accessed the City's major road closures, have you been more active, less active, or about the same? n=317

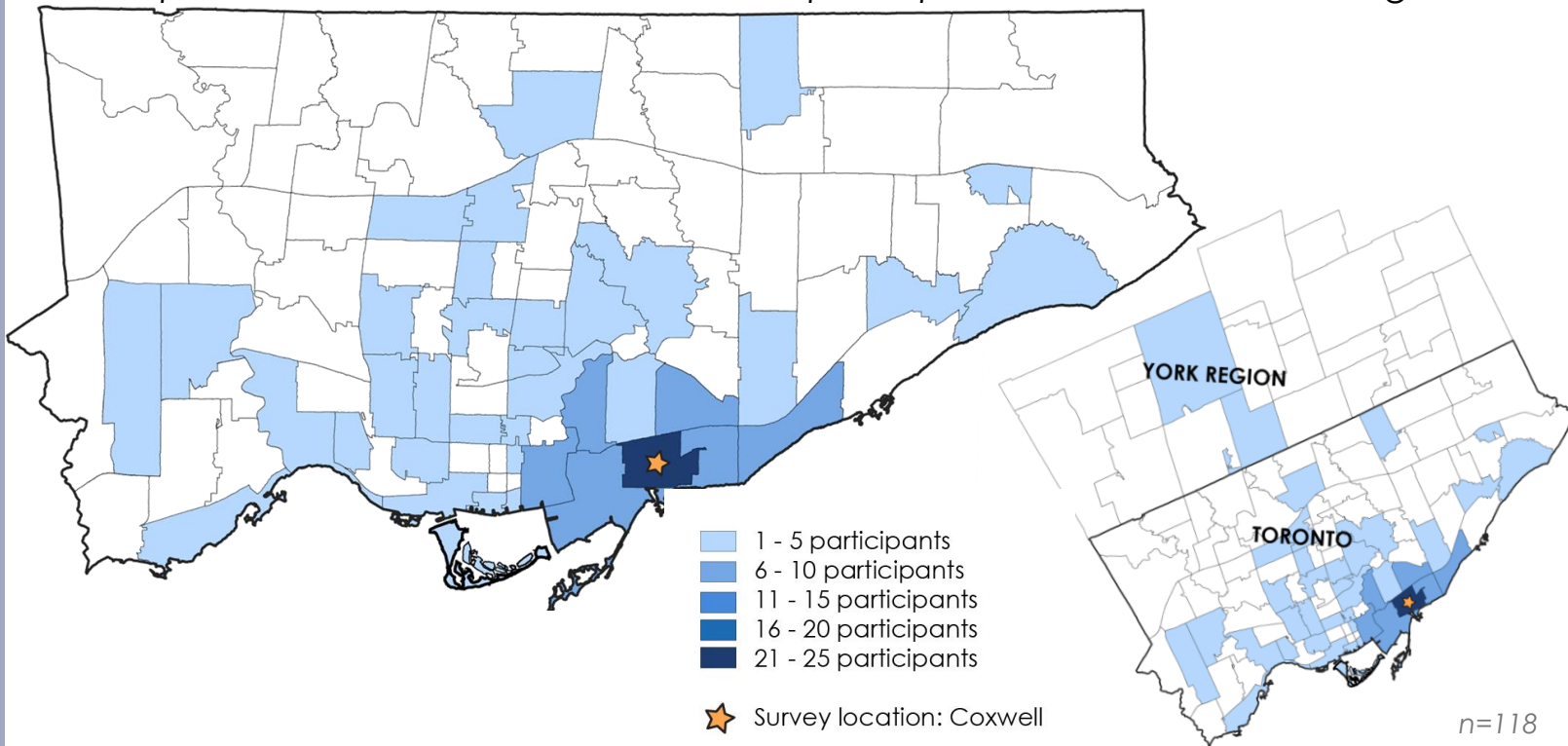


Question: To what extent do you agree/disagree with this statement: "The major road closures program has improved my ability to maintain physical distancing while walking, running, using a mobility device and/or cycling along this street." n=317

Key Finding #2: Most people came from the immediate neighbourhood.

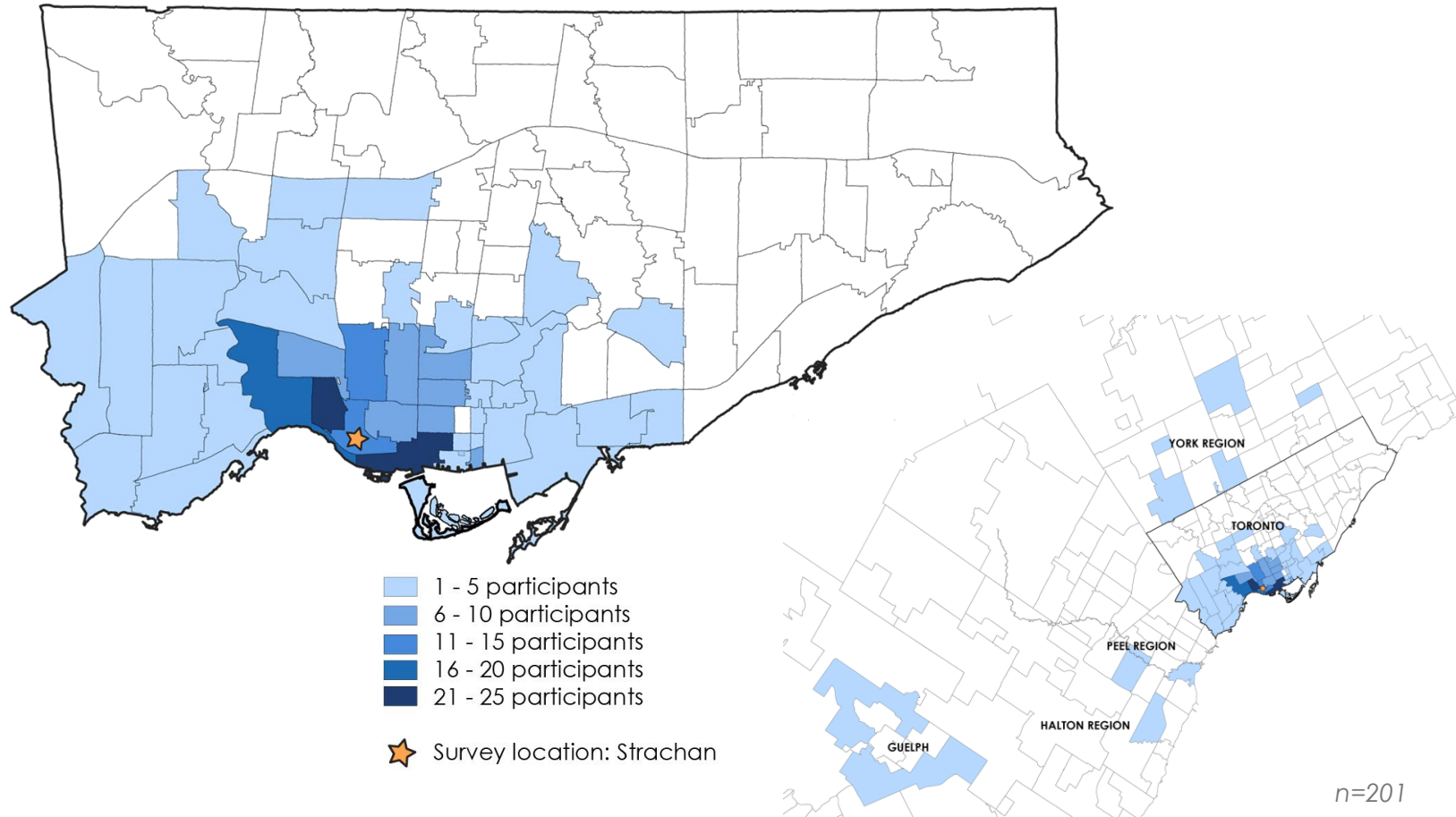
Origin Map: Lake Shore Blvd East

Home postal codes of Lake Shore Blvd East participants, Toronto inset and region

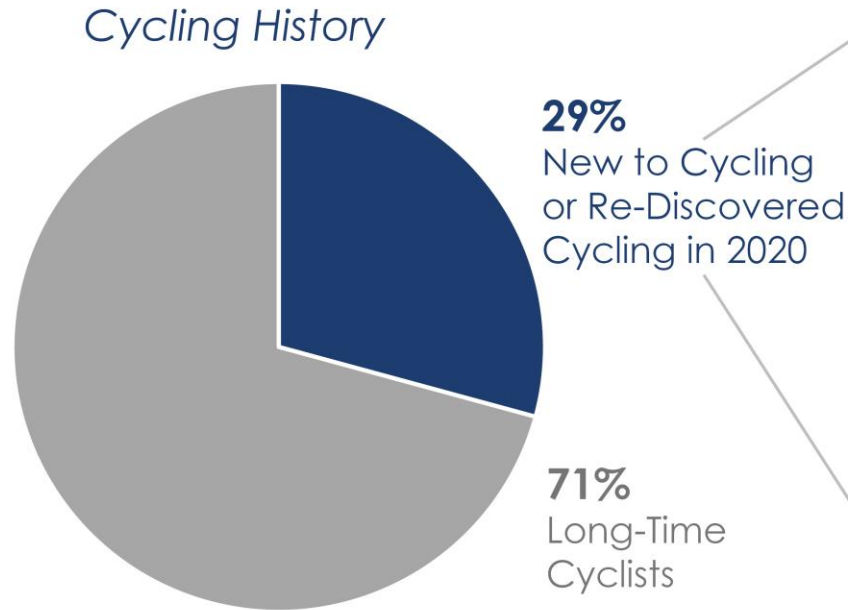


Origin Map: Lake Shore Blvd West

Home postal codes of Lake Shore Blvd West participants, Toronto inset and region



Key Finding #3: The weekend closures are growing cycling in Toronto.



Has the space provided by the weekend road closures helped you discover or re-discover cycling?

Yes	77%
Unsure	4%
Not at all	19%

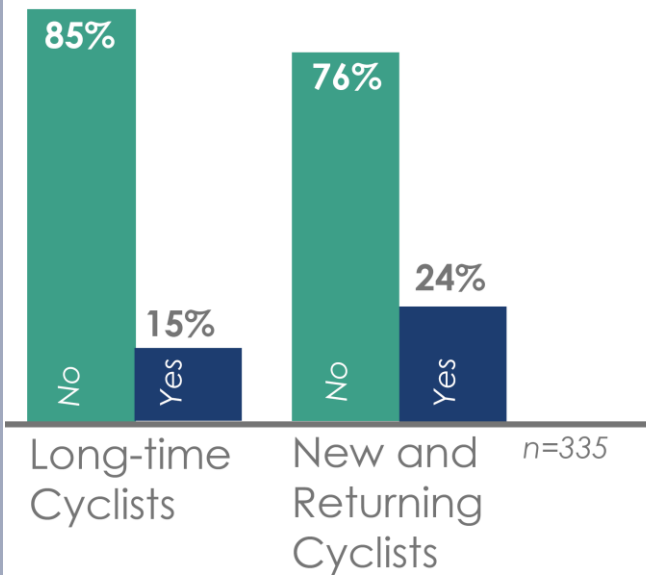
n=100

Question: How long have you been cycling?
n=318 (Only those on bike were asked this question.)

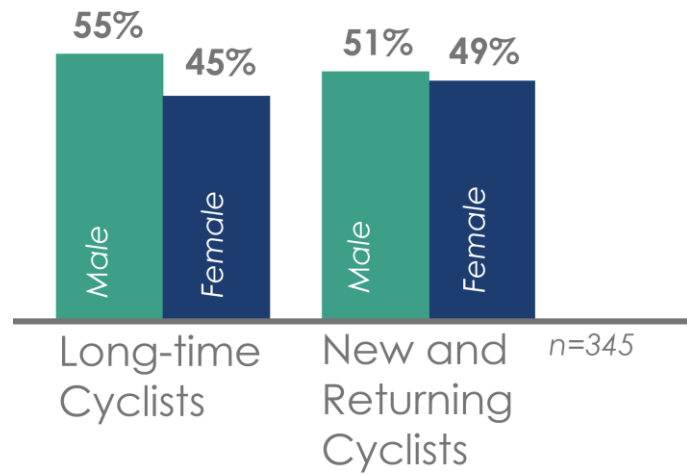
Key Finding #4: The weekend closures are diversifying cycling in Toronto in some respects.

New cyclists and those returning to cycling included more women and more people identifying as BIPOC compared with long-time cyclists. However, overall, cyclists who identify as BIPOC, female, have low income, or are older adults were under-represented.

Black, Indigenous or Person of Colour

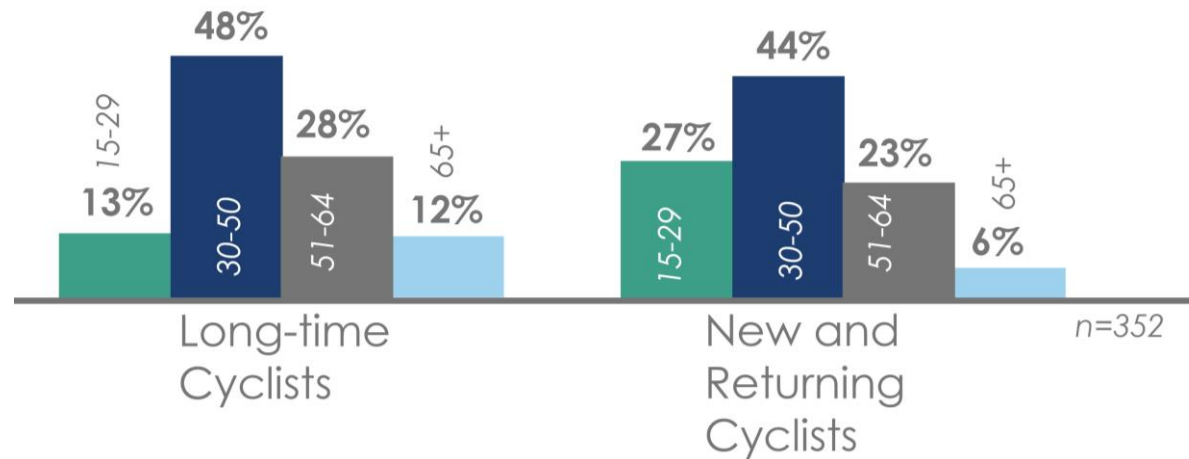


Gender

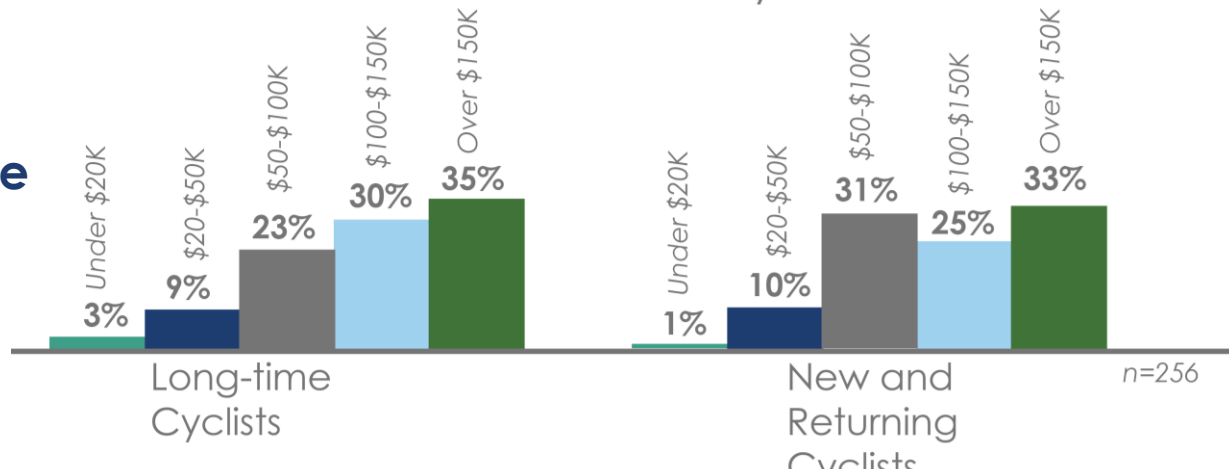


Older adults and people with low income were under-represented even among new and returning cyclists

Age

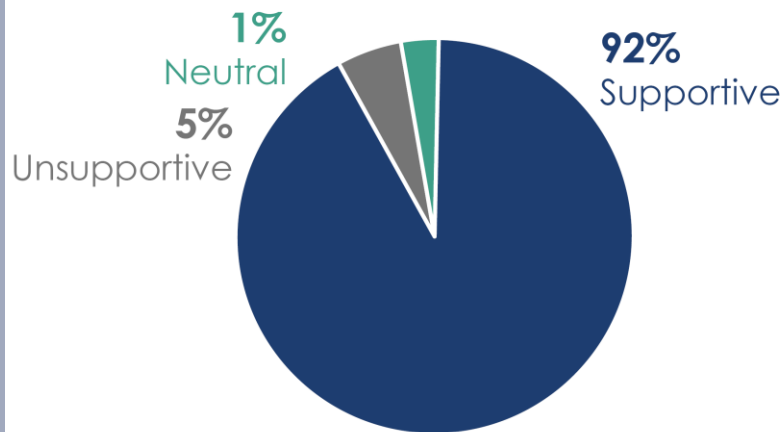


Income



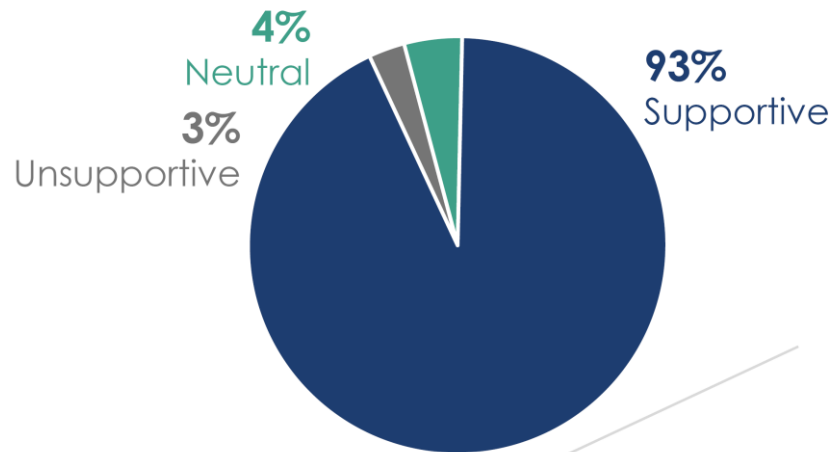
Key Finding #5: There is high support for continuing the closures, both during and after COVID-19.

Continuation During Pandemic



Question: The Major Road Closures program is planned to end on the last weekend of September. Please rate your support for the program continuing on a temporary basis during the Covid-19 pandemic. n=359

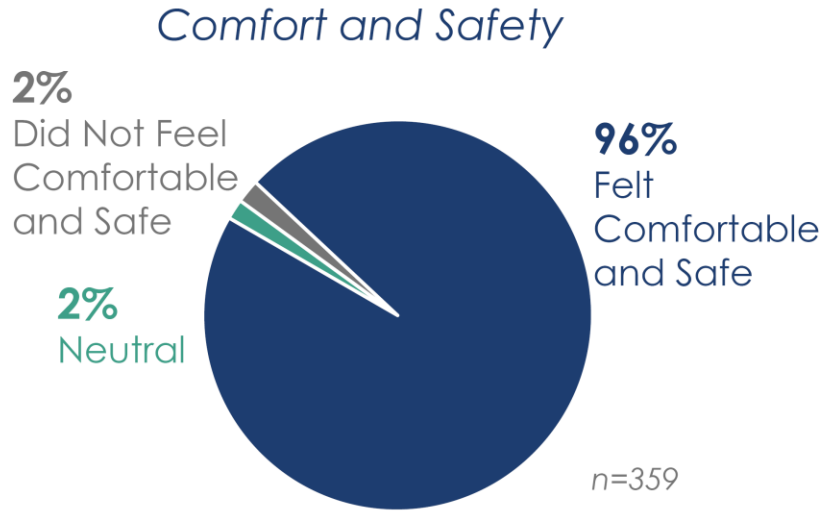
Continuation After Pandemic



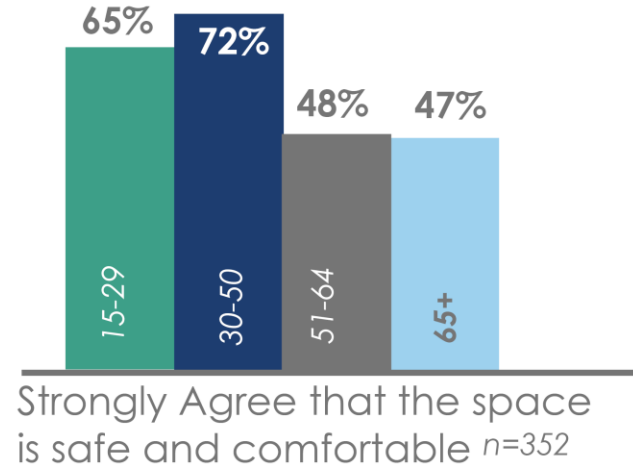
Question: Please rate your support for the program continuing on a regular basis after the Covid-19 pandemic. n=358

Key Finding #6: For people using them, the weekend closures were mostly issue-free.

Nearly all agreed that the space felt safe and comfortable for walking and cycling. However, fewer older adults expressed strong agreement.



Comfort and Safety by Age



Question: Do you agree or disagree with the following statement? "The space provided by the weekend road closures is safe and comfortable for walking and cycling." Strongly Agree; Agree; Neither Agree nor Disagree; Disagree; Strongly Disagree

74% reported no issues.

Issues Reported		
	LW	LE
Conflicts between pedestrians and cyclists/crowded	7.2%	1.9%
Timing/extension issues (e.g. closes too soon, doesn't go far enough)	1.9%	1.4%
Infrastructure safety issues (e.g. physical separation needed between cyclists and pedestrians; gaps in barriers too narrow)	1.1%	1.7%
Issues with cars/for drivers (e.g. encroaching on space, traffic jams)	0.8%	1.9%
Poor location for Major Road Closures route	0.3%	1.7%
Requires additional materials (barriers, signage, etc.)	0.8%	1.1%
Issues with police (not helpful, horse droppings)	0.8%	0.6%
People not following physical distancing guidelines	1.1%	0%
Other	1.1%	0.3%

n=359

"Drivers cut in front of cyclists to access the park."

"Creates traffic, but I am a driver who has sat in the traffic jams and I still think it's worth it."

"Slow people should go on right and do we need to provide access to cars?"

"At intersections, the gap in the barriers is too narrow and creates an unsafe situation when lots of cyclists pass through."

Further Information

For more detailed findings, consult the full report:
*ActiveTO Major Road Closures Intercept Survey
Evaluation Report.*

www.tcat.ca/resources

TCAT and Park People worked collaboratively on two ActiveTO studies. TCAT led an evaluation of the ActiveTO Weekend Road Closures, as outlined in this report. Park People led an evaluation of Destination Danforth, the results of which can be found at www.parkpeople.ca/resources/en.

